

THE NCSTM
The National Citizen SurveyTM

Johnson City, TN
Community Livability Report

2018



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The National Citizen Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About

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

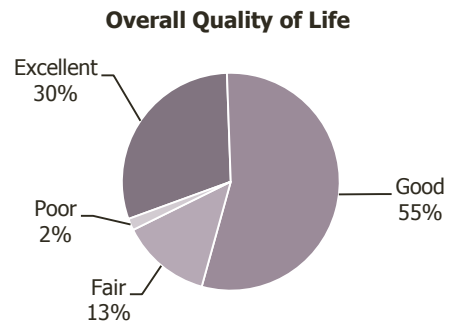
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 481 residents of the City of Johnson City. The margin of error around any reported percentage is 4% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



Quality of Life in Johnson City

Most residents rated the quality of life in Johnson City as excellent or good. This was similar to ratings given in other communities across the nation (see Appendix B of the *Technical Appendices* provided under separate cover).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

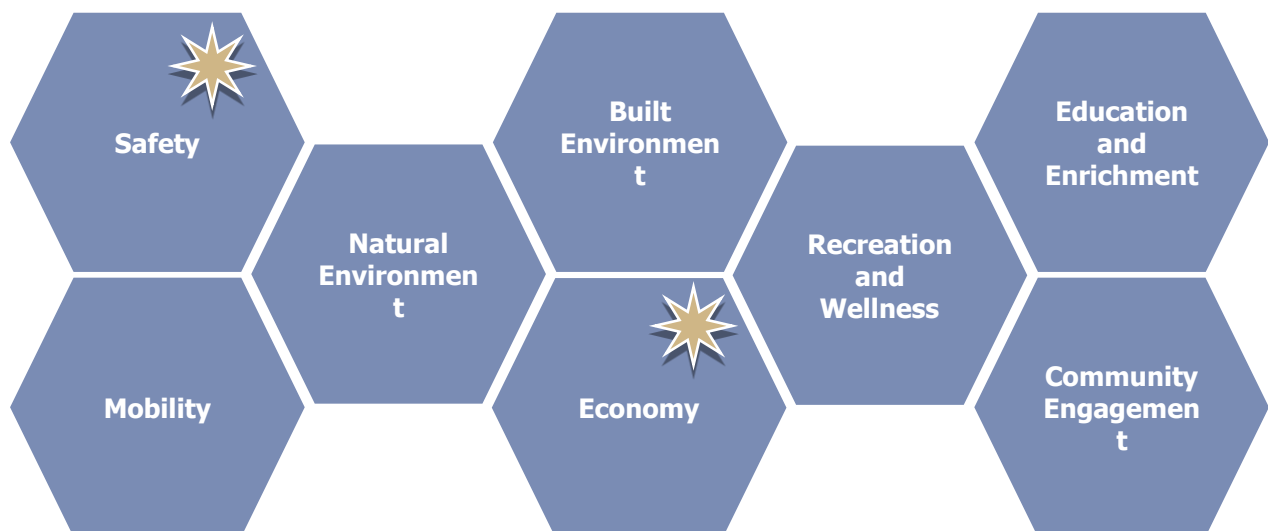
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. As in 2016, residents identified Safety and Economy as priorities for the Johnson City community in the coming two years. Johnson City residents gave favorable ratings to both of these facets of community. Ratings for all other aspects of the community were positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Johnson City’s unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

- Most important



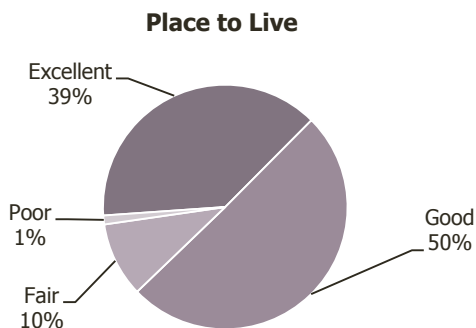
Community Characteristics

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Johnson City, 89% rated the City as an excellent or good place to live. Respondents' ratings of Johnson City as a place to live were similar to ratings in other communities across the nation.

In addition to rating the City as a place to live, respondents rated several aspects of community quality including Johnson City as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Johnson City and its overall appearance. At least 7 in 10 residents gave positive ratings to each of the aspects listed and all were similar to the national comparisons. When compared to ratings given in 2016, more residents reported positive views of Johnson City's overall image and the quality of life in their neighborhood in 2018 (please see the *Trends over Time* under separate cover).

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Nearly all Community Characteristics were rated similar to the national comparisons. Cost of living was rated more positively in Johnson City than the national average. No community characteristics fell below the national benchmarks.



Aspects within Mobility received the widest range of ratings from residents with 36% reporting excellent or good ratings for ease of travel by bicycle (the lowest rated characteristic) to 79% for the overall ease of travel. Aspects of Safety, Natural Environment, Education and Enrichment and Community Engagement housed some of the top rated items with at least 80% of respondents offering positive ratings.

Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower

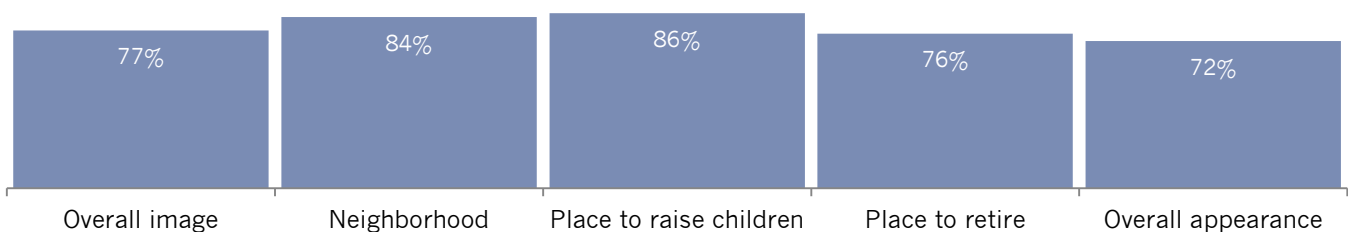
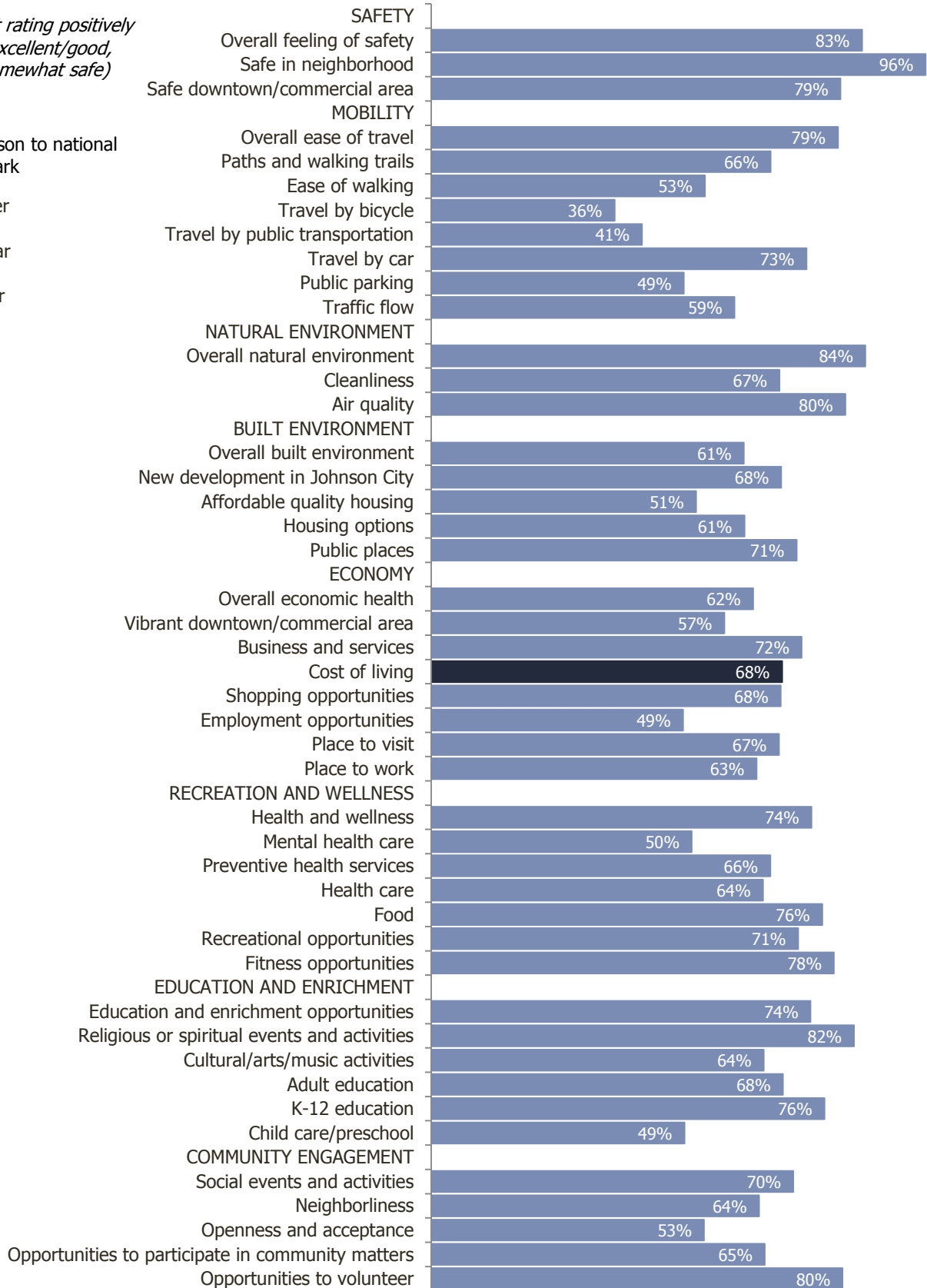


Figure 1: Aspects of Community Characteristics

Percent rating positively
(e.g., excellent/good,
very/somewhat safe)

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

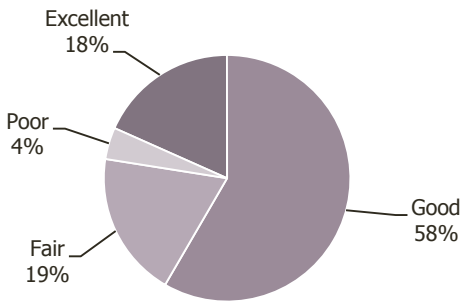
How well does the government of Johnson City meet the needs and expectations of its residents?

The overall quality of the services provided by Johnson City as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About 8 in 10 residents gave excellent or good ratings to the overall quality of City services in Johnson City, while about 4 in 10 gave excellent or good ratings to the overall quality of services provided by the Federal Government. Ratings for both City services and services provided by the Federal Government were similar to the national benchmarks.

Survey respondents also rated various aspects of Johnson City’s leadership and governance. Ratings were similar to national comparisons with a majority of residents providing positive responses to each aspect of leadership and governance listed. The highest ratings were given to the City’s customer service and the overall direction Johnson City is taking.

Respondents evaluated over 30 individual services and amenities available in Johnson City and all were rated similar to the national comparisons and most were rated positively by more than half of survey respondents. The top rated services listed on the survey were related to Safety (fire and ambulance/EMS) with about 9 in 10 residents offering positive marks. Police, city parks libraries, and garbage collection also were viewed very positively with ratings over 80%.

Overall Quality of City Services



Street repair and traffic signal timing were two of the three lowest rated items (fewer than 50% of respondents gave excellent or good ratings); the remaining Mobility-related services were given positive ratings between 55% and 68%. Code enforcement received the lowest rating of 40% excellent or good.

Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower

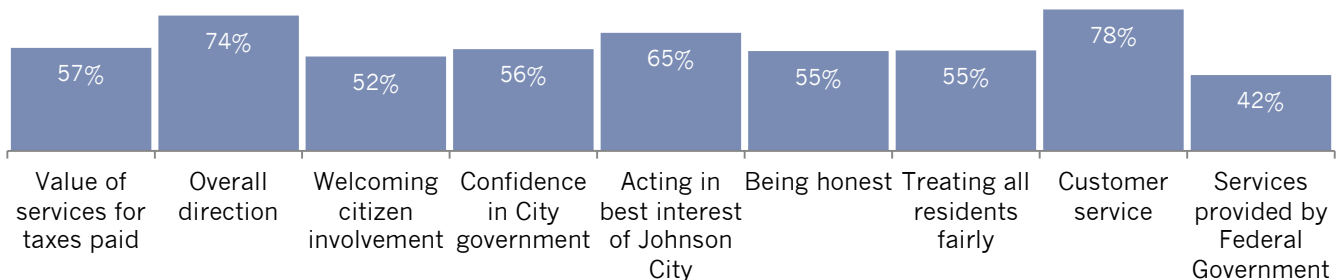
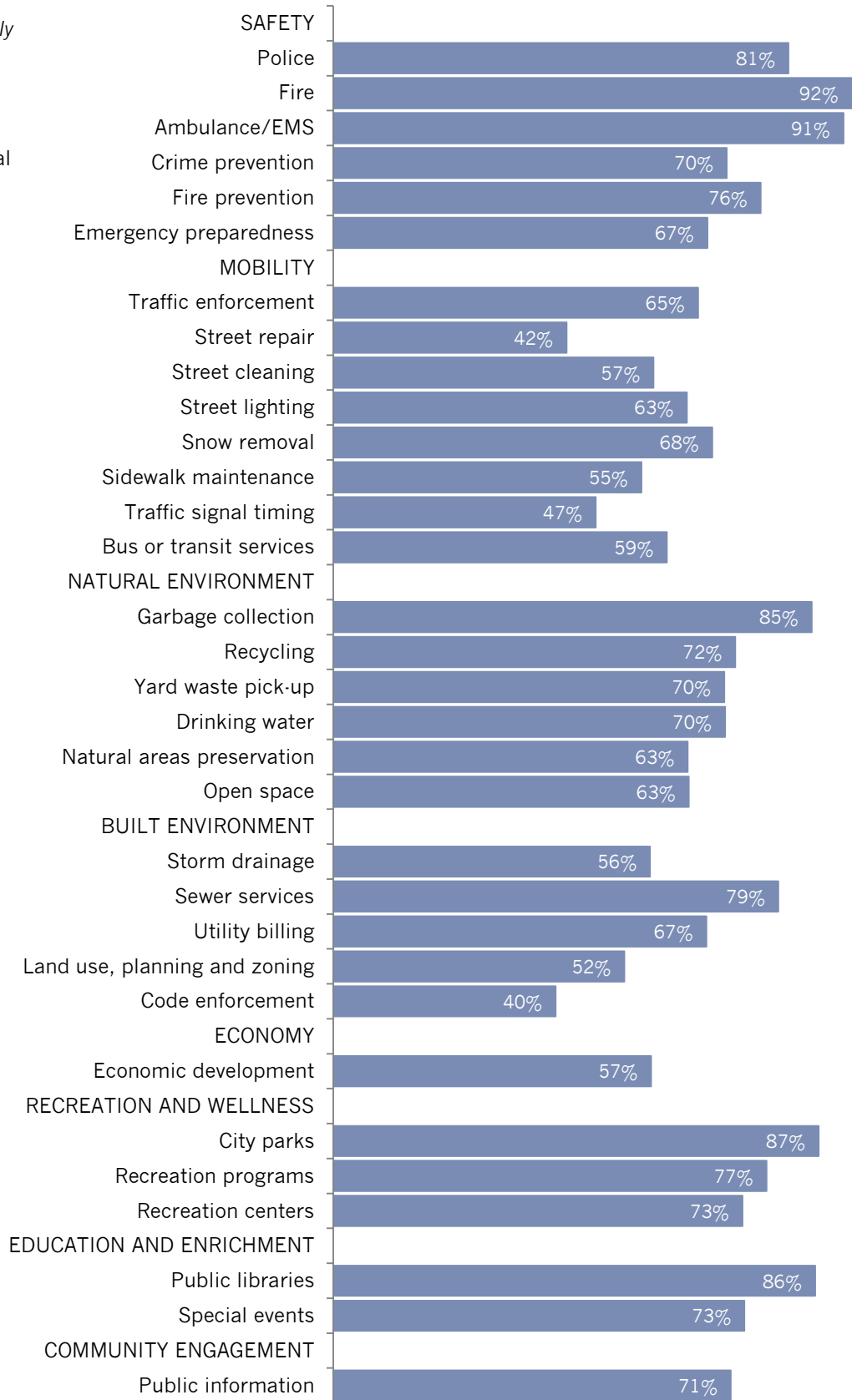


Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower



Participation

Are the residents of Johnson City connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About 6 in 10 respondents gave high marks to the sense of community in Johnson City; a rating that was similar to the national average. About 4 in 5 respondents were likely to remain in the community and recommend living in the community to someone who asks.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Levels of Participation varied widely across the different facets, making the comparison to the benchmarks useful for understanding the results. Generally, rates of Participation among Johnson City residents were on par with rates reported in other communities across the country, with some exceptions. Residents in Johnson City were more likely to report that they worked in the community when compared to their national peers. Johnson City residents reported lower levels of public transportation use and walking or biking instead of driving, recycling at home and City public library use.

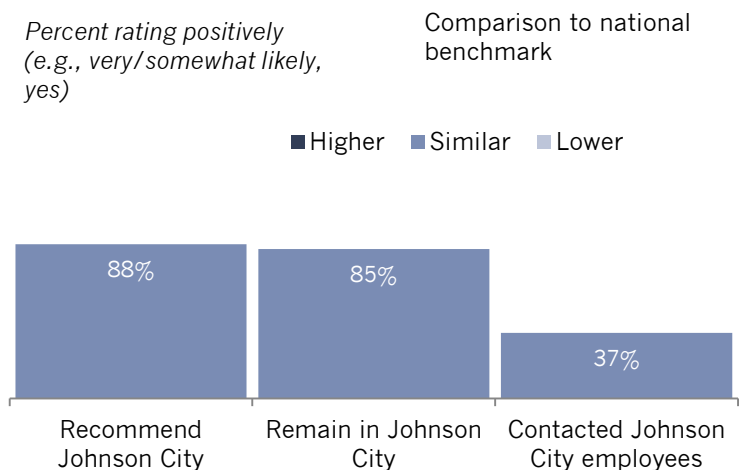
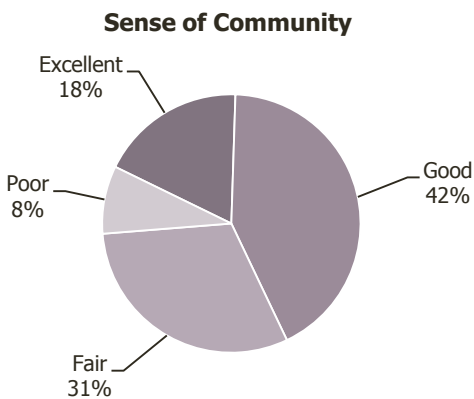
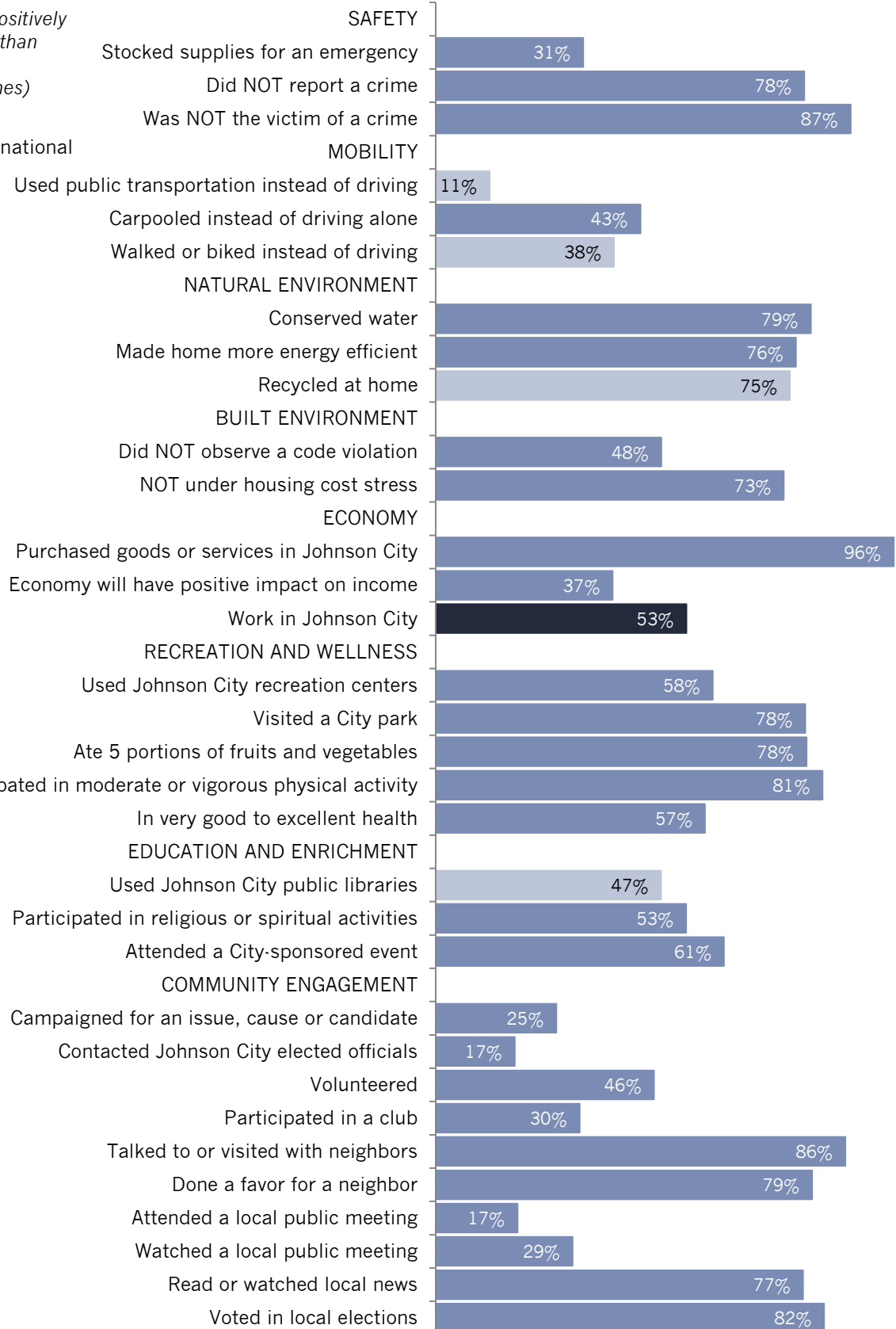


Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower

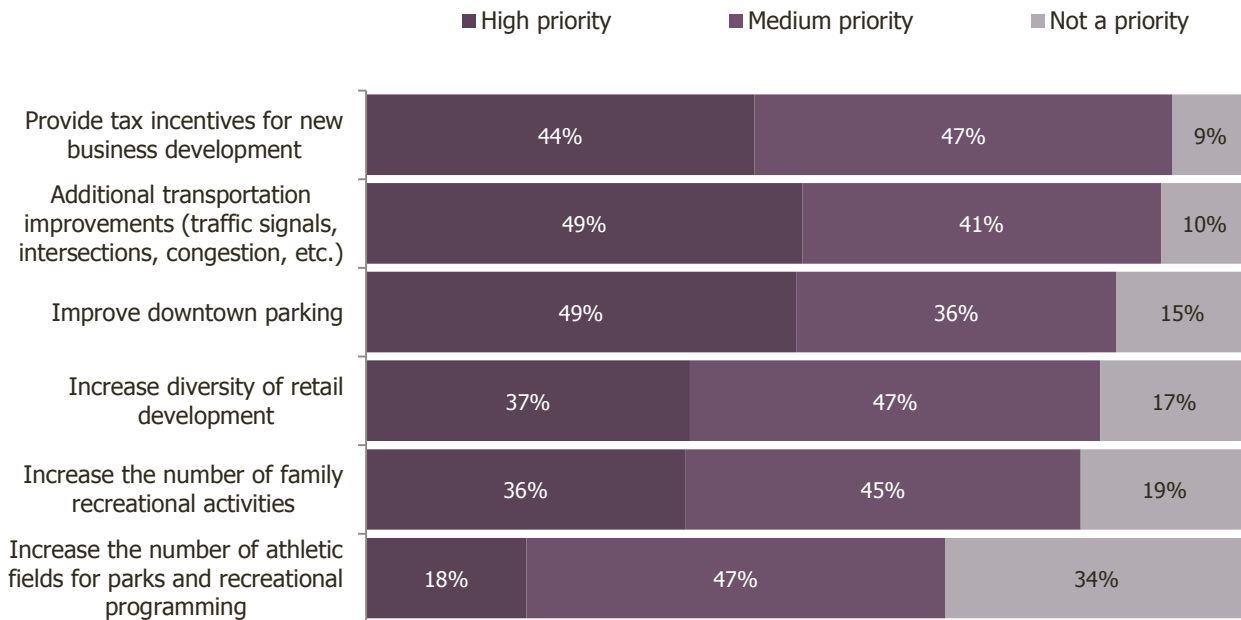


Special Topics

The City of Johnson City included three questions of special interest on The NCS. The first question had to do with City priorities. All of the new or enhanced services were felt to be at least a medium priority by a majority of respondents. About 9 in 10 survey participants indicated that tax incentives for new business development and additional transportation improvements (traffic signals, intersections, congestion, etc.) were at least a medium priority for the City. Increasing the number of athletic fields for parks and recreational programming was the lowest scoring item, selected as a high or medium priority by about two-thirds of participants.

Figure 4: City Priorities

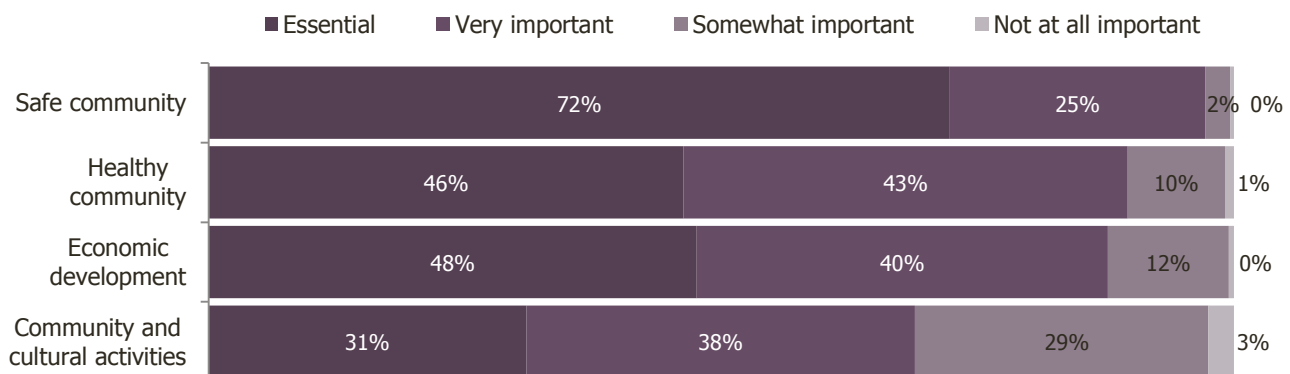
Please rate how much of a priority, if at all, each of the following should be for the City for the next five years:



Survey respondents were then asked to rate the importance of various community characteristics as they related to the overall quality of life in the City. Almost all residents rated a safe community as at least very important and about 9 in 10 residents rated a healthy community and economic development as very important or essential. Community and cultural activities, while still rated as very important to almost 70% of residents, received the lowest importance rating of the set.

Figure 5: Key Factors for Quality of Life in Johnson City

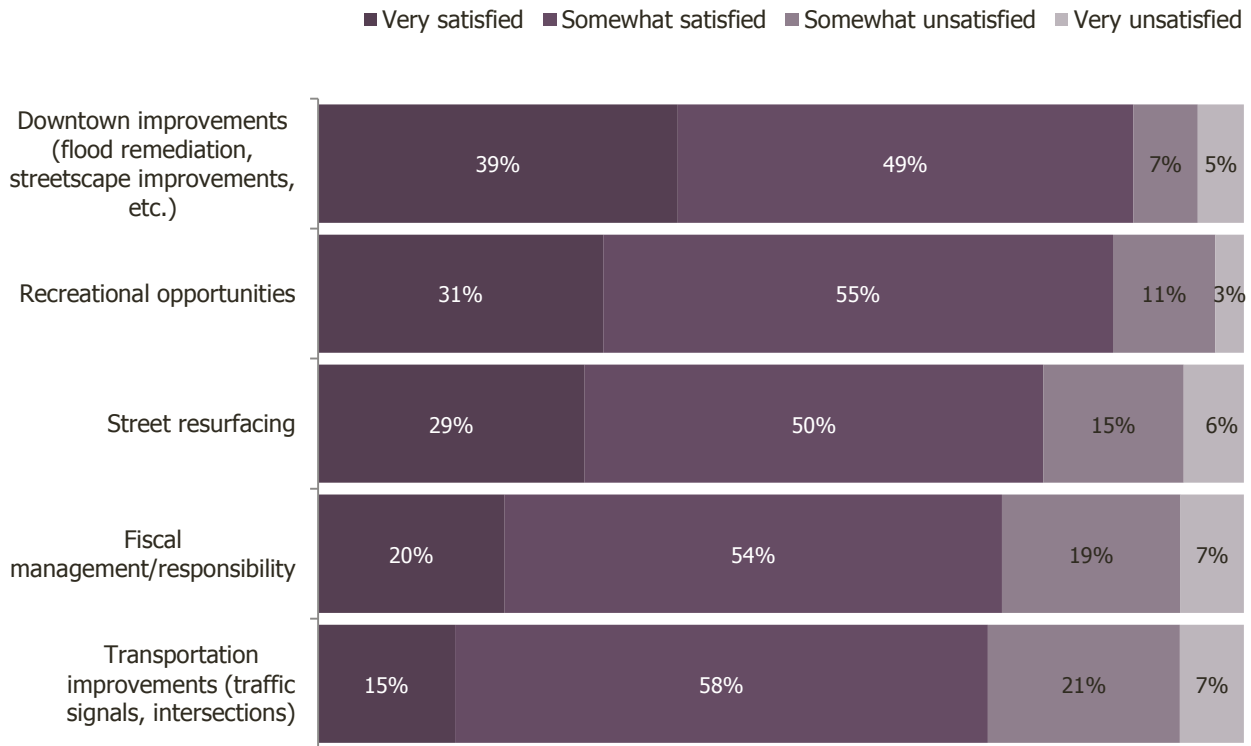
Please rate how important, if at all, each of the following are to the overall quality of life in the City:



In the final custom question, residents were asked to indicate their level of satisfaction with several efforts made by the City in the past two years. About three-quarters of residents were at least somewhat satisfied with all of the efforts listed. The highest satisfaction levels were found for downtown improvements (flood remediation, streetscape improvements, etc.) and recreational opportunities.

Figure 6: Satisfaction with City Improvement Efforts

When thinking about efforts made by the City in the last two years to improve each of the following, please indicate how satisfied, if at all, are you with:



Conclusions

Residents continue to enjoy a high quality of life and strong sense of safety.

As in past years, most residents rated their overall quality of life as excellent or good and would be likely to recommend living in Johnson City to someone who asks. About 85% of respondents planned to remain in the community for the next five years. Further, at least 7 in 10 residents rated Johnson City as a place to retire, to raise children and their neighborhood as a place to live positively. When compared to ratings given in 2016, more residents reported positive views of Johnson City's overall image and reputation and the quality of life in their neighborhood in 2018.

Survey participants not only rated safety as an essential component of quality of life, but also prioritized the facet of Safety for Johnson City to focus on in the coming years. Ratings for the facet of Safety were positive. At least 8 in 10 residents reported feeling safe in general, as well as in their neighborhood and in the downtown/commercial area. Safety service ratings were very strong; fire, ambulance/EMS and police received some of the highest ratings on the survey. About 8 in 10 or more residents indicated they had not reported a crime or been the victim of a crime in the 12 months prior to the survey.

Alternate modes of mobility may be an area of opportunity, specifically related to public transportation.

Across the sets of ratings of both Community Characteristics and Governance, items related to Mobility were generally strong; however, Johnson City residents reported lower rates of public transportation use as well as walking or biking instead of driving when compared to their national peers. Further, differences emerged when comparing 2018 ratings to 2016 ratings; fewer residents reported positive ratings to ease of travel by public transportation and bus or transit services in 2018 compared to 2016 (ratings that, while lower, were still similar to the national average).

Residents continue to appreciate Johnson City's Economy.

Ratings of Economy were generally similar to national averages with higher than average ratings given to cost of living in Johnson City and the proportion of residents who work within the community. Ratings of Community Characteristics and Governance as well as rates of Participation were all similar to ratings given in 2016 with a majority of items given positive ratings from at least 6 in 10 residents. The lowest rated Economy-related items included employment opportunities (49% excellent or good) and resident perceptions of the impact of the economy on their income (37% very or somewhat positive); however both items were similar to national averages.

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Trends over Time

2018



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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. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2018 ratings for the City of Johnson City to its previous survey results in 2012, 2014, and 2016. Additional reports and technical appendices are available under separate cover.

Trend data for Johnson City represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being “higher” or “lower” if the differences are greater than six percentage points between the 2016 and 2018 surveys, otherwise the comparisons between 2016 and 2018 are noted as being “similar.” Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Johnson City for 2018 generally remained stable. Of the 130 items for which comparisons were available, 111 items were rated similarly in 2016 and 2018; 12 items showed a decrease in ratings; and seven showed an increase in ratings. Notable trends over time included the following:

- While almost all aspects of Community Characteristics remained stable in 2018; there were some significant differences. Johnson City residents gave higher ratings to public places where people like to spend time, their neighborhoods and to the overall image of the city in 2018 compared to 2016. During this same time period, residents gave lower ratings to the ease of travel by public transportation, the overall cleanliness of the city and to child care/preschool.
- Within the pillar of Governance, there were some increases and decreases in ratings in 2018. Sidewalk maintenance, open space, recreational programs and special events all showed improvements since 2016. The decreases occurred for fire prevention, bus/transit services, garbage collection, storm drainage and welcoming citizen involvement.
- Almost all aspects of Participation remained stable over time. However, the proportion of residents reading or watching local news, participating in religious or spiritual activities, or stocking supplies for an emergency decreased from the 2016 survey iteration.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)				2018 rating compared to 2016	Comparison to benchmark			
	2012	2014	2016	2018		2012	2014	2016	2018
Overall quality of life	81%	80%	84%	85%	Similar	Similar	Similar	Similar	Similar
Overall image	69%	69%	71%	77%	Higher	Similar	Similar	Similar	Similar
Place to live	86%	86%	90%	89%	Similar	Similar	Similar	Similar	Similar
Neighborhood	73%	76%	76%	84%	Higher	Similar	Similar	Similar	Similar
Place to raise children	82%	80%	85%	86%	Similar	Similar	Similar	Similar	Similar
Place to retire	77%	73%	78%	76%	Similar	Much higher	Similar	Higher	Similar
Overall appearance	62%	68%	76%	72%	Similar	Lower	Similar	Similar	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)				2018 rating compared to 2016	Comparison to benchmark			
		2012	2014	2016	2018		2012	2014	2016	2018
Safety	Overall feeling of safety	NA	79%	79%	83%	Similar	NA	Similar	Similar	Similar
	Safe in neighborhood	93%	93%	93%	96%	Similar	Similar	Similar	Similar	Similar
	Safe downtown/commercial area	77%	75%	84%	79%	Similar	Much lower	Lower	Similar	Similar
Mobility	Overall ease of travel	NA	80%	81%	79%	Similar	NA	Similar	Similar	Similar
	Paths and walking trails	36%	59%	62%	66%	Similar	Much lower	Similar	Similar	Similar
	Ease of walking	39%	49%	48%	53%	Similar	Much lower	Lower	Lower	Similar
	Travel by bicycle	32%	33%	39%	36%	Similar	Much lower	Lower	Lower	Similar
	Travel by public transportation	NA	54%	49%	41%	Lower	NA	Similar	Similar	Similar
	Travel by car	72%	78%	74%	73%	Similar	Much higher	Similar	Similar	Similar
	Public parking	NA	52%	52%	49%	Similar	NA	Similar	Similar	Similar
	Traffic flow	48%	62%	61%	59%	Similar	Similar	Similar	Similar	Similar
	Overall natural environment	72%	77%	82%	84%	Similar	Similar	Similar	Similar	Similar
Natural Environment	Cleanliness	60%	67%	74%	67%	Lower	Much lower	Similar	Similar	Similar
	Air quality	65%	74%	79%	80%	Similar	Similar	Similar	Similar	Similar
	Overall built environment	NA	56%	65%	61%	Similar	NA	Similar	Similar	Similar
Built Environment	New development in Johnson City	57%	57%	70%	68%	Similar	Similar	Similar	Similar	Similar
	Affordable quality housing	55%	54%	56%	51%	Similar	Much higher	Similar	Similar	Similar
	Housing options	62%	59%	62%	61%	Similar	Similar	Similar	Similar	Similar
	Public places	NA	56%	64%	71%	Higher	NA	Similar	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good, very/somewhat safe)				2018 rating compared to 2016	Comparison to benchmark			
		2012	2014	2016	2018		2012	2014	2016	2018
Economy	Overall economic health	NA	52%	62%	62%	Similar	NA	Similar	Similar	Similar
	Vibrant downtown/commercial area	NA	32%	53%	57%	Similar	NA	Lower	Similar	Similar
	Business and services	66%	68%	74%	72%	Similar	Similar	Similar	Similar	Similar
	Cost of living	NA	59%	67%	68%	Similar	NA	Higher	Higher	Higher
	Shopping opportunities	65%	65%	66%	68%	Similar	Higher	Similar	Similar	Similar
	Employment opportunities	36%	33%	46%	49%	Similar	Higher	Similar	Similar	Similar
	Place to visit	NA	58%	63%	67%	Similar	NA	Similar	Similar	Similar
	Place to work	63%	58%	68%	63%	Similar	Higher	Similar	Similar	Similar
Recreation and Wellness	Health and wellness	NA	76%	78%	74%	Similar	NA	Similar	Similar	Similar
	Mental health care	NA	52%	53%	50%	Similar	NA	Similar	Similar	Similar
	Preventive health services	65%	69%	70%	66%	Similar	Higher	Similar	Similar	Similar
	Health care	56%	67%	70%	64%	Similar	Higher	Similar	Similar	Similar
	Food	71%	71%	78%	76%	Similar	Higher	Similar	Similar	Similar
	Recreational opportunities	63%	66%	69%	71%	Similar	Similar	Similar	Similar	Similar
	Fitness opportunities	NA	70%	77%	78%	Similar	NA	Similar	Similar	Similar
	Education and enrichment opportunities	NA	76%	79%	74%	Similar	NA	Similar	Similar	Similar
Education and Enrichment	Religious or spiritual events and activities	81%	79%	86%	82%	Similar	Higher	Similar	Similar	Similar
	Cultural/arts/music activities	45%	58%	60%	64%	Similar	Lower	Similar	Similar	Similar
	Adult education	NA	68%	68%	68%	Similar	NA	Similar	Similar	Similar
	K-12 education	72%	78%	80%	76%	Similar	Similar	Similar	Similar	Similar
	Child care/preschool	41%	61%	63%	49%	Lower	Similar	Similar	Similar	Similar
	Social events and activities	64%	58%	68%	70%	Similar	Similar	Similar	Similar	Similar
Community Engagement	Neighborliness	NA	62%	63%	64%	Similar	NA	Similar	Similar	Similar
	Openness and acceptance	53%	55%	54%	53%	Similar	Lower	Similar	Similar	Similar
	Opportunities to participate in community matters	64%	58%	65%	65%	Similar	Similar	Similar	Similar	Similar
	Opportunities to volunteer	80%	76%	79%	80%	Similar	Higher	Similar	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)				2018 rating compared to 2016	Comparison to benchmark			
	2012	2014	2016	2018		2012	2014	2016	2018
Services provided by Johnson City	74%	73%	80%	77%	Similar	Similar	Similar	Similar	Similar
Customer service	73%	70%	75%	78%	Similar	Similar	Similar	Similar	Similar
Value of services for taxes paid	62%	56%	60%	57%	Similar	Higher	Similar	Similar	Similar
Overall direction	64%	62%	69%	74%	Similar	Higher	Similar	Similar	Similar
Welcoming citizen involvement	42%	50%	58%	52%	Lower	Similar	Similar	Similar	Similar

The National Citizen Survey™

	Percent rating positively (e.g., excellent/good)				2018 rating compared to 2016	Comparison to benchmark			
	2012	2014	2016	2018		2012	2014	2016	2018
Confidence in City government	NA	49%	54%	56%	Similar	NA	Similar	Similar	Similar
Acting in the best interest of Johnson City	NA	54%	61%	65%	Similar	NA	Similar	Similar	Similar
Being honest	NA	52%	57%	55%	Similar	NA	Similar	Similar	Similar
Treating all residents fairly	NA	52%	55%	55%	Similar	NA	Similar	Similar	Similar
Services provided by the Federal Government	42%	39%	46%	42%	Similar	Similar	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)				2018 rating compared to 2016	Comparison to benchmark				
		2012	2014	2016	2018		2012	2014	2016	2018	
Safety	Police	77%	79%	85%	81%	Similar	Similar	Similar	Similar	Similar	
	Fire	94%	93%	96%	92%	Similar	Similar	Similar	Similar	Similar	
	Ambulance/EMS	90%	89%	93%	91%	Similar	Similar	Similar	Similar	Similar	
	Crime prevention	62%	67%	72%	70%	Similar	Similar	Similar	Similar	Similar	
	Fire prevention	77%	80%	87%	76%	Lower	Similar	Similar	Similar	Similar	
	Emergency preparedness	57%	63%	66%	67%	Similar	Similar	Similar	Similar	Similar	
Mobility	Traffic enforcement	59%	66%	71%	65%	Similar	Lower	Similar	Similar	Similar	
	Street repair	41%	33%	43%	42%	Similar	Lower	Lower	Similar	Similar	
	Street cleaning	60%	55%	62%	57%	Similar	Similar	Similar	Similar	Similar	
	Street lighting	59%	60%	66%	63%	Similar	Similar	Similar	Similar	Similar	
	Snow removal	63%	64%	64%	68%	Similar	Similar	Similar	Similar	Similar	
	Sidewalk maintenance	54%	50%	47%	55%	Higher	Similar	Similar	Similar	Similar	
	Traffic signal timing	43%	43%	45%	47%	Similar	Lower	Similar	Similar	Similar	
	Bus or transit services	57%	71%	71%	59%	Lower	Higher	Higher	Higher	Similar	
	Natural Environment	Garbage collection	92%	86%	91%	85%	Lower	Higher	Similar	Similar	Similar
		Recycling	82%	75%	77%	72%	Similar	Higher	Similar	Similar	Similar
Yard waste pick-up		71%	73%	76%	70%	Similar	Similar	Similar	Similar	Similar	
Drinking water		64%	73%	77%	70%	Lower	Similar	Similar	Similar	Similar	
Natural areas preservation		54%	54%	59%	63%	Similar	Lower	Similar	Similar	Similar	
Open space		NA	53%	55%	63%	Higher	NA	Similar	Similar	Similar	
Built Environment	Storm drainage	43%	53%	70%	56%	Lower	Much lower	Similar	Similar	Similar	
	Sewer services	76%	80%	84%	79%	Similar	Similar	Similar	Similar	Similar	
	Utility billing	NA	66%	69%	67%	Similar	NA	Similar	Similar	Similar	
	Land use, planning and zoning	36%	49%	52%	52%	Similar	Lower	Similar	Similar	Similar	
Economy	Code enforcement	32%	38%	42%	40%	Similar	Much lower	Similar	Similar	Similar	
Recreation and Wellness	Economic development	43%	49%	55%	57%	Similar	Similar	Similar	Similar	Similar	
	City parks	80%	81%	83%	87%	Similar	Similar	Similar	Similar	Similar	
	Recreation programs	78%	69%	68%	77%	Higher	Similar	Similar	Similar	Similar	
	Recreation centers	67%	70%	71%	73%	Similar	Similar	Similar	Similar	Similar	

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)				2018 rating compared to 2016	Comparison to benchmark			
		2012	2014	2016	2018		2012	2014	2016	2018
Education and Enrichment	Special events	NA	63%	64%	73%	Higher	NA	Similar	Similar	Similar
	Public libraries	81%	85%	91%	86%	Similar	Similar	Similar	Similar	Similar
Community Engagement	Public information	60%	68%	72%	71%	Similar	Similar	Similar	Similar	Similar

Table 5: Participation General

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2018 rating compared to 2016	Comparison to benchmark			
		2012	2014	2016	2018		2012	2014	2016	2018
Sense of community		62%	52%	57%	61%	Similar	Similar	Similar	Similar	Similar
Recommend Johnson City		89%	84%	90%	88%	Similar	Higher	Similar	Similar	Similar
Remain in Johnson City		80%	83%	85%	85%	Similar	Similar	Similar	Similar	Similar
Contacted Johnson City employees		43%	39%	43%	37%	Similar	Much lower	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2018 rating compared to 2016	Comparison to benchmark			
		2012	2014	2016	2018		2012	2014	2016	2018
Safety	Stocked supplies for an emergency	NA	34%	38%	31%	Lower	NA	Similar	Similar	Similar
	Did NOT report a crime	NA	78%	80%	78%	Similar	NA	Similar	Similar	Similar
	Was NOT the victim of a crime	12%	89%	91%	87%	Similar	Similar	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	14%	15%	11%	Similar	NA	Lower	Lower	Lower
	Carpooled instead of driving alone	NA	45%	40%	43%	Similar	NA	Similar	Similar	Similar
	Walked or biked instead of driving	NA	38%	42%	38%	Similar	NA	Lower	Lower	Lower
Natural Environment	Conserved water	NA	80%	74%	79%	Similar	NA	Similar	Similar	Similar
	Made home more energy efficient	NA	79%	73%	76%	Similar	NA	Similar	Similar	Similar
	Recycled at home	78%	76%	75%	75%	Similar	Lower	Similar	Lower	Lower
Built Environment	Did NOT observe a code violation	NA	49%	49%	48%	Similar	NA	Similar	Similar	Similar
	NOT under housing cost stress	28%	70%	71%	73%	Similar	Much lower	Similar	Similar	Similar
Economy	Purchased goods or services in Johnson City	NA	97%	98%	96%	Similar	NA	Similar	Similar	Similar
	Economy will have positive impact on income	25%	18%	32%	37%	Similar	Much higher	Similar	Similar	Similar
	Work in Johnson City	NA	54%	59%	53%	Similar	NA	Higher	Higher	Higher
Recreation and Wellness	Used Johnson City recreation centers	48%	58%	59%	58%	Similar	Much lower	Similar	Similar	Similar
	Visited a City park	81%	77%	79%	78%	Similar	Lower	Similar	Similar	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2018 rating compared to 2016	Comparison to benchmark			
		2012	2014	2016	2018		2012	2014	2016	2018
	Ate 5 portions of fruits and vegetables	NA	80%	80%	78%	Similar	NA	Similar	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	80%	83%	81%	Similar	NA	Similar	Similar	Similar
	In very good to excellent health	NA	56%	60%	57%	Similar	NA	Similar	Similar	Similar
Education and Enrichment	Used Johnson City public libraries	58%	51%	48%	47%	Similar	Much lower	Lower	Lower	Lower
	Participated in religious or spiritual activities	65%	59%	62%	53%	Lower	Much higher	Similar	Higher	Similar
	Attended a City-sponsored event	NA	52%	59%	61%	Similar	NA	Similar	Similar	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	20%	30%	25%	Similar	NA	Similar	Similar	Similar
	Contacted Johnson City elected officials	NA	15%	19%	17%	Similar	NA	Similar	Similar	Similar
	Volunteered	57%	49%	48%	46%	Similar	Much higher	Similar	Similar	Similar
	Participated in a club	33%	28%	30%	30%	Similar	Similar	Similar	Similar	Similar
	Talked to or visited with neighbors	NA	93%	91%	86%	Similar	NA	Similar	Similar	Similar
	Done a favor for a neighbor	NA	83%	82%	79%	Similar	NA	Similar	Similar	Similar
	Attended a local public meeting	18%	18%	22%	17%	Similar	Much lower	Similar	Similar	Similar
	Watched a local public meeting	39%	33%	34%	29%	Similar	Similar	Similar	Similar	Similar
	Read or watched local news	NA	85%	88%	77%	Lower	NA	Similar	Similar	Similar
	Voted in local elections	65%	73%	80%	82%	Similar	Much lower	Similar	Similar	Similar

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Johnson City, TN
Dashboard Summary of Findings

2018



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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. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Johnson City’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Johnson City’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Broadly, Johnson City residents tended to give positive ratings to most aspects of community livability and these ratings were similar to ratings given in other communities. However, levels of Participation in Mobility tended to be lower in Johnson City than seen elsewhere. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

DASHBOARD SUMMARY									
	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	1	51	0	0	42	0	1	31	4
General	0	7	0	0	3	0	0	3	0
Safety	0	3	0	0	6	0	0	3	0
Mobility	0	8	0	0	8	0	0	1	2
Natural Environment	0	3	0	0	6	0	0	2	1
Built Environment	0	5	0	0	5	0	0	2	0
Economy	1	7	0	0	1	0	1	2	0
Recreation and Wellness	0	7	0	0	3	0	0	5	0
Education and Enrichment	0	6	0	0	2	0	0	2	1
Community Engagement	0	5	0	0	8	0	0	11	0

National Benchmark	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↔	72%	Customer service	↔	↔	78%	Recommend Johnson City	↔	↔	88%
	Overall quality of life	↔	↔	85%	Services provided by Johnson City	↔	↔	77%	Remain in Johnson City	↔	↔	85%
	Place to retire	↔	↔	76%	Services provided by the Federal Government	↔	↔	42%	Contacted Johnson City employees	↔	↔	37%
	Place to raise children	↔	↔	86%								
	Place to live	↔	↔	89%								
	Neighborhood	↑	↔	84%								
	Overall image	↑	↔	77%								
Safety	Overall feeling of safety	↔	↔	83%	Police	↔	↔	81%	Was NOT the victim of a crime	↔	↔	87%
	Safe in neighborhood	↔	↔	96%	Crime prevention	↔	↔	70%	Did NOT report a crime	↔	↔	78%
	Safe downtown/commercial area	↔	↔	79%	Fire	↔	↔	92%	Stocked supplies for an emergency	↓	↔	31%
					Fire prevention	↓	↔	76%				
					Ambulance/EMS	↔	↔	91%				
					Emergency preparedness	↔	↔	67%				
Mobility	Traffic flow	↔	↔	59%	Traffic enforcement	↔	↔	65%	Carpooled instead of driving alone	↔	↔	43%
	Travel by car	↔	↔	73%	Street repair	↔	↔	42%	Walked or biked instead of driving	↔	↓	38%
	Travel by bicycle	↔	↔	36%	Street cleaning	↔	↔	57%	Used public transportation instead of driving	↔	↓	11%
	Ease of walking	↔	↔	53%	Street lighting	↔	↔	63%				
	Travel by public transportation	↓	↔	41%	Snow removal	↔	↔	68%				
	Overall ease travel	↔	↔	79%	Sidewalk maintenance	↑	↔	55%				
	Public parking	↔	↔	49%	Traffic signal timing	↔	↔	47%				
	Paths and walking trails	↔	↔	66%	Bus or transit services	↓	↔	59%				
Natural Environment	Overall natural environment	↔	↔	84%	Garbage collection	↓	↔	85%	Recycled at home	↔	↓	75%
	Air quality	↔	↔	80%	Recycling	↔	↔	72%	Conserved water	↔	↔	79%
	Cleanliness	↓	↔	67%	Yard waste pick-up	↔	↔	70%	Made home more energy efficient	↔	↔	76%
					Drinking water	↓	↔	70%				
					Open space	↑	↔	63%				
Built Environment	New development in Johnson City	↔	↔	68%	Natural areas preservation	↔	↔	63%	NOT experiencing housing cost stress	↔	↔	73%
	Affordable quality housing	↔	↔	51%	Sewer services	↔	↔	79%	Did NOT observe a code violation	↔	↔	48%
	Housing options	↔	↔	61%	Storm drainage	↓	↔	56%				
	Overall built environment	↔	↔	61%	Utility billing	↔	↔	67%				
	Public places	↑	↔	71%	Land use, planning and zoning	↔	↔	52%				
					Code enforcement	↔	↔	40%				

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	↔	↔	62%	Economic development	↔	↔	57%	Economy will have positive impact on income	↔	↔	37%
	Shopping opportunities	↔	↔	68%					Purchased goods or services in Johnson City	↔	↔	96%
	Employment opportunities	↔	↔	49%					Work in Johnson City	↔	↑	53%
	Place to visit	↔	↔	67%								
	Cost of living	↔	↑	68%								
	Vibrant downtown/commercial area	↔	↔	57%								
	Place to work	↔	↔	63%								
Recreation and Wellness	Business and services	↔	↔	72%								
	Fitness opportunities	↔	↔	78%	City parks	↔	↔	87%	In very good to excellent health	↔	↔	57%
	Recreational opportunities	↔	↔	71%	Recreation centers	↔	↔	73%	Used Johnson City recreation centers	↔	↔	58%
	Health care	↔	↔	64%	Recreation programs	↑	↔	77%	Visited a City park	↔	↔	78%
	Food	↔	↔	76%					Ate 5 portions of fruits and vegetables	↔	↔	78%
	Mental health care	↔	↔	50%					Participated in moderate or vigorous physical activity	↔	↔	81%
	Health and wellness	↔	↔	74%								
Education and Enrichment	Preventive health services	↔	↔	66%								
	K-12 education	↔	↔	76%	Public libraries	↔	↔	86%	Used Johnson City public libraries	↔	↓	47%
	Cultural/arts/music activities	↔	↔	64%	Special events	↑	↔	73%	Participated in religious or spiritual activities	↓	↔	53%
	Child care/preschool	↓	↔	49%					Attended a City-sponsored event	↔	↔	61%
	Religious or spiritual events and activities	↔	↔	82%								
	Adult education	↔	↔	68%								
Community Engagement	Overall education and enrichment	↔	↔	74%								
	Opportunities to participate in community matters	↔	↔	65%	Public information	↔	↔	71%	Sense of community	↔	↔	61%
	Opportunities to volunteer	↔	↔	80%	Overall direction	↔	↔	74%	Voted in local elections	↔	↔	82%
	Openness and acceptance	↔	↔	53%	Value of services for taxes paid	↔	↔	57%	Talked to or visited with neighbors	↔	↔	86%
	Social events and activities	↔	↔	70%	Welcoming citizen involvement	↓	↔	52%	Attended a local public meeting	↔	↔	17%
	Neighborhoodliness	↔	↔	64%	Confidence in City government	↔	↔	56%	Watched a local public meeting	↔	↔	29%
					Acting in the best interest of Johnson City	↔	↔	65%	Volunteered	↔	↔	46%
					Being honest	↔	↔	55%	Participated in a club	↔	↔	30%
					Treating all residents fairly	↔	↔	55%	Campaigned for an issue, cause or candidate	↔	↔	25%
									Contacted Johnson City elected officials	↔	↔	17%
								Read or watched local news	↓	↔	77%	
								Done a favor for a neighbor	↔	↔	79%	

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available



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Johnson City, TN

Technical Appendices

2018



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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

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 Johnson City:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Johnson City as a place to live	39%	N=184	50%	N=241	10%	N=47	1%	N=6	100%	N=478
Your neighborhood as a place to live	36%	N=175	48%	N=228	12%	N=60	3%	N=17	100%	N=479
Johnson City as a place to raise children	35%	N=147	51%	N=216	11%	N=47	3%	N=13	100%	N=422
Johnson City as a place to work	21%	N=93	42%	N=187	31%	N=139	6%	N=25	100%	N=444
Johnson City as a place to visit	25%	N=115	43%	N=201	27%	N=126	6%	N=27	100%	N=469
Johnson City as a place to retire	35%	N=149	41%	N=171	16%	N=70	8%	N=32	100%	N=422
The overall quality of life in Johnson City	30%	N=142	55%	N=260	13%	N=64	2%	N=8	100%	N=475

Table 2: Question 2

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Johnson City	23%	N=112	60%	N=289	13%	N=65	3%	N=15	100%	N=480
Overall ease of getting to the places you usually have to visit	30%	N=143	49%	N=234	18%	N=87	3%	N=14	100%	N=479
Quality of overall natural environment in Johnson City	31%	N=145	54%	N=253	14%	N=68	2%	N=7	100%	N=473
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	17%	N=81	44%	N=207	33%	N=156	7%	N=31	100%	N=475
Health and wellness opportunities in Johnson City	32%	N=152	41%	N=195	21%	N=100	5%	N=24	100%	N=471
Overall opportunities for education and enrichment	33%	N=156	40%	N=189	21%	N=97	6%	N=27	100%	N=470
Overall economic health of Johnson City	15%	N=66	48%	N=215	32%	N=143	6%	N=27	100%	N=451
Sense of community	18%	N=86	42%	N=199	31%	N=144	8%	N=40	100%	N=468
Overall image or reputation of Johnson City	21%	N=98	57%	N=269	16%	N=78	6%	N=29	100%	N=474

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Johnson City to someone who asks	49%	N=234	39%	N=186	8%	N=36	4%	N=20	100%	N=477
Remain in Johnson City for the next five years	61%	N=287	24%	N=111	6%	N=30	8%	N=39	100%	N=467

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	70%	N=337	25%	N=121	3%	N=13	1%	N=5	1%	N=2	100%	N=479
In Johnson City's downtown/commercial area during the day	37%	N=176	42%	N=197	11%	N=54	7%	N=33	2%	N=11	100%	N=470

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	9%	N=44	50%	N=238	31%	N=146	11%	N=51	100%	N=479
Ease of public parking	11%	N=53	38%	N=178	38%	N=179	13%	N=62	100%	N=471
Ease of travel by car in Johnson City	17%	N=82	56%	N=264	22%	N=105	5%	N=25	100%	N=475
Ease of travel by public transportation in Johnson City	10%	N=19	31%	N=60	34%	N=67	25%	N=48	100%	N=193
Ease of travel by bicycle in Johnson City	9%	N=21	27%	N=67	41%	N=102	23%	N=58	100%	N=248
Ease of walking in Johnson City	13%	N=54	40%	N=166	32%	N=133	15%	N=62	100%	N=415
Availability of paths and walking trails	18%	N=78	48%	N=203	25%	N=105	10%	N=41	100%	N=427
Air quality	23%	N=106	57%	N=261	17%	N=79	3%	N=12	100%	N=458
Cleanliness of Johnson City	13%	N=64	54%	N=257	28%	N=133	4%	N=21	100%	N=476
Overall appearance of Johnson City	15%	N=69	58%	N=273	24%	N=115	4%	N=17	100%	N=474
Public places where people want to spend time	18%	N=85	52%	N=243	23%	N=108	6%	N=27	100%	N=464
Variety of housing options	14%	N=62	46%	N=203	29%	N=127	10%	N=45	100%	N=436
Availability of affordable quality housing	14%	N=59	37%	N=157	33%	N=139	16%	N=66	100%	N=421
Fitness opportunities (including exercise classes and paths or trails, etc.)	30%	N=139	48%	N=218	19%	N=88	3%	N=12	100%	N=457
Recreational opportunities	32%	N=143	39%	N=179	22%	N=99	7%	N=31	100%	N=453
Availability of affordable quality food	28%	N=131	48%	N=230	20%	N=96	4%	N=19	100%	N=477
Availability of affordable quality health care	23%	N=108	41%	N=189	26%	N=118	10%	N=47	100%	N=462
Availability of preventive health services	22%	N=100	43%	N=193	24%	N=107	10%	N=46	100%	N=447
Availability of affordable quality mental health care	18%	N=56	33%	N=104	28%	N=87	22%	N=70	100%	N=317

Table 6: Question 6

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	13%	N=29	36%	N=77	35%	N=76	16%	N=34	100%	N=216
K-12 education	28%	N=90	48%	N=153	17%	N=53	7%	N=23	100%	N=319
Adult educational opportunities	26%	N=94	43%	N=157	24%	N=88	8%	N=29	100%	N=369
Opportunities to attend cultural/arts/music activities	20%	N=86	45%	N=196	27%	N=119	8%	N=37	100%	N=437
Opportunities to participate in religious or spiritual events and activities	37%	N=154	45%	N=190	15%	N=63	3%	N=12	100%	N=420
Employment opportunities	11%	N=45	38%	N=160	37%	N=156	14%	N=59	100%	N=421
Shopping opportunities	22%	N=102	46%	N=218	27%	N=125	6%	N=27	100%	N=472
Cost of living in Johnson City	22%	N=102	46%	N=219	23%	N=109	9%	N=42	100%	N=472
Overall quality of business and service establishments in Johnson City	16%	N=74	56%	N=262	25%	N=118	3%	N=14	100%	N=468
Vibrant downtown/commercial area	12%	N=54	45%	N=207	32%	N=148	11%	N=50	100%	N=459
Overall quality of new development in Johnson City	18%	N=82	49%	N=220	24%	N=108	8%	N=35	100%	N=444
Opportunities to participate in social events and activities	20%	N=90	50%	N=223	24%	N=105	6%	N=28	100%	N=446
Opportunities to volunteer	26%	N=105	54%	N=218	16%	N=65	4%	N=17	100%	N=405
Opportunities to participate in community matters	18%	N=73	46%	N=184	25%	N=101	10%	N=39	100%	N=398
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=81	34%	N=145	36%	N=152	12%	N=49	100%	N=426
Neighborliness of residents in Johnson City	18%	N=82	45%	N=205	26%	N=117	10%	N=47	100%	N=450

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	21%	N=100	79%	N=377	100%	N=477
Made efforts to make your home more energy efficient	24%	N=115	76%	N=362	100%	N=477
Observed a code violation or other hazard in Johnson City (weeds, abandoned buildings, etc.)	48%	N=227	52%	N=251	100%	N=477
Household member was a victim of a crime in Johnson City	87%	N=417	13%	N=60	100%	N=477
Reported a crime to the police in Johnson City	78%	N=372	22%	N=107	100%	N=479
Stocked supplies in preparation for an emergency	69%	N=328	31%	N=148	100%	N=475
Campaigned or advocated for an issue, cause or candidate	75%	N=354	25%	N=121	100%	N=474
Contacted the City of Johnson City (in-person, phone, email or web) for help or information	63%	N=298	37%	N=179	100%	N=477
Contacted Johnson City elected officials (in-person, phone, email or web) to express your opinion	83%	N=396	17%	N=79	100%	N=475

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Johnson City?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Johnson City recreation centers or their services	9%	N=42	16%	N=78	33%	N=158	42%	N=199	100%	N=477
Visited a neighborhood park or City park	13%	N=63	30%	N=142	35%	N=165	22%	N=105	100%	N=476
Used Johnson City public libraries or their services	6%	N=26	15%	N=74	27%	N=127	53%	N=251	100%	N=478
Participated in religious or spiritual activities in Johnson City	17%	N=81	19%	N=88	17%	N=80	47%	N=223	100%	N=473
Attended a City-sponsored event	3%	N=12	12%	N=56	46%	N=217	39%	N=185	100%	N=470
Used bus, rail, subway or other public transportation instead of driving	4%	N=21	2%	N=10	5%	N=23	89%	N=421	100%	N=475
Carpooled with other adults or children instead of driving alone	13%	N=60	15%	N=70	16%	N=75	57%	N=271	100%	N=476
Walked or biked instead of driving	13%	N=61	11%	N=53	14%	N=64	62%	N=297	100%	N=475
Volunteered your time to some group/activity in Johnson City	10%	N=50	11%	N=52	25%	N=117	54%	N=257	100%	N=475
Participated in a club	8%	N=40	11%	N=53	11%	N=50	70%	N=329	100%	N=472
Talked to or visited with your immediate neighbors	38%	N=183	29%	N=137	19%	N=92	14%	N=66	100%	N=478
Done a favor for a neighbor	20%	N=95	22%	N=107	37%	N=176	21%	N=99	100%	N=477

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, 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	1%	N=5	2%	N=9	14%	N=68	83%	N=393	100%	N=475
Watched (online or on television) a local public meeting	2%	N=10	5%	N=26	21%	N=101	71%	N=338	100%	N=474

Table 10: Question 10

Please rate the quality of each of the following services in Johnson City:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	33%	N=137	49%	N=205	15%	N=64	4%	N=15	100%	N=422
Fire services	46%	N=163	47%	N=166	7%	N=25	0%	N=2	100%	N=357
Ambulance or emergency medical services	41%	N=148	50%	N=183	8%	N=31	1%	N=2	100%	N=365
Crime prevention	21%	N=80	49%	N=183	22%	N=83	8%	N=29	100%	N=374
Fire prevention and education	25%	N=80	52%	N=167	19%	N=63	4%	N=14	100%	N=323

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Please rate the quality of each of the following services in Johnson City:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	18%	N=75	47%	N=195	26%	N=109	9%	N=36	100%	N=415
Street repair	7%	N=32	35%	N=158	36%	N=166	22%	N=101	100%	N=457
Street cleaning	15%	N=65	42%	N=187	33%	N=144	10%	N=45	100%	N=441
Street lighting	14%	N=64	49%	N=228	27%	N=126	10%	N=45	100%	N=463
Snow removal	20%	N=82	48%	N=202	25%	N=103	8%	N=33	100%	N=420
Sidewalk maintenance	12%	N=52	43%	N=187	35%	N=152	10%	N=44	100%	N=435
Traffic signal timing	9%	N=41	38%	N=174	33%	N=151	20%	N=93	100%	N=459
Bus or transit services	19%	N=31	41%	N=68	29%	N=48	12%	N=20	100%	N=167
Garbage collection	42%	N=191	43%	N=198	12%	N=55	3%	N=12	100%	N=456
Recycling	34%	N=143	38%	N=157	20%	N=86	8%	N=33	100%	N=418
Yard waste pick-up	26%	N=97	44%	N=164	22%	N=83	8%	N=31	100%	N=374
Storm drainage	14%	N=58	42%	N=169	31%	N=125	12%	N=49	100%	N=401
Drinking water	22%	N=102	48%	N=219	22%	N=103	8%	N=35	100%	N=459
Sewer services	25%	N=104	55%	N=230	18%	N=75	3%	N=12	100%	N=421
Utility billing	20%	N=91	46%	N=211	27%	N=125	6%	N=28	100%	N=455
City parks	38%	N=166	48%	N=207	12%	N=53	1%	N=5	100%	N=431
Recreation programs or classes	24%	N=76	53%	N=166	16%	N=51	6%	N=20	100%	N=313
Recreation centers or facilities	23%	N=83	50%	N=186	23%	N=85	4%	N=14	100%	N=369
Land use, planning and zoning	10%	N=34	42%	N=148	35%	N=122	13%	N=46	100%	N=350
Code enforcement (weeds, abandoned buildings, etc.)	6%	N=22	33%	N=115	38%	N=131	22%	N=77	100%	N=345
Economic development	12%	N=46	45%	N=174	32%	N=125	11%	N=43	100%	N=388
Public library services	45%	N=142	41%	N=132	10%	N=31	4%	N=14	100%	N=319
Public information services	15%	N=50	55%	N=178	23%	N=76	6%	N=18	100%	N=322
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	15%	N=43	51%	N=142	24%	N=66	9%	N=26	100%	N=277
Preservation of natural areas such as open space, farmlands and greenbelts	15%	N=55	48%	N=176	31%	N=112	6%	N=23	100%	N=366
Johnson City open space	13%	N=48	51%	N=195	30%	N=115	7%	N=26	100%	N=384
City-sponsored special events	19%	N=71	54%	N=199	23%	N=84	4%	N=15	100%	N=368
Overall customer service by Johnson City employees (police, receptionists, planners, etc.)	22%	N=89	56%	N=227	20%	N=80	3%	N=11	100%	N=407

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Johnson City	18%	N=84	58%	N=268	19%	N=88	4%	N=19	100%	N=459
The Federal Government	7%	N=32	34%	N=147	38%	N=161	21%	N=89	100%	N=429

Table 12: Question 12

Please rate the following categories of Johnson City government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Johnson City	9%	N=39	47%	N=200	33%	N=141	10%	N=43	100%	N=423
The overall direction that Johnson City is taking	18%	N=79	57%	N=253	18%	N=82	7%	N=33	100%	N=447
The job Johnson City government does at welcoming citizen involvement	14%	N=51	37%	N=132	36%	N=128	12%	N=42	100%	N=354
Overall confidence in Johnson City government	10%	N=42	46%	N=197	30%	N=130	14%	N=59	100%	N=429
Generally acting in the best interest of the community	11%	N=49	54%	N=231	21%	N=91	14%	N=61	100%	N=432

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Please rate the following categories of Johnson City government performance:	Excellent		Good		Fair		Poor		Total	
Being honest	11%	N=43	43%	N=164	30%	N=114	15%	N=57	100%	N=378
Treating all residents fairly	11%	N=41	44%	N=164	29%	N=108	16%	N=59	100%	N=372

Table 13: Question 13

Please rate how important, if at all, you think it is for the Johnson City 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 Johnson City	54%	N=259	35%	N=169	10%	N=48	1%	N=2	100%	N=478
Overall ease of getting to the places you usually have to visit	35%	N=169	44%	N=208	20%	N=96	1%	N=3	100%	N=476
Quality of overall natural environment in Johnson City	38%	N=180	40%	N=188	21%	N=101	1%	N=5	100%	N=474
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	33%	N=156	43%	N=202	23%	N=109	2%	N=8	100%	N=475
Health and wellness opportunities in Johnson City	35%	N=165	45%	N=211	18%	N=87	2%	N=11	100%	N=474
Overall opportunities for education and enrichment	42%	N=200	44%	N=211	13%	N=64	1%	N=3	100%	N=477
Overall economic health of Johnson City	55%	N=262	38%	N=180	7%	N=36	0%	N=1	100%	N=479
Sense of community	35%	N=169	43%	N=204	21%	N=100	1%	N=5	100%	N=478

Table 14: Question 14

Please rate how much of a priority, if at all, each of the following should be for the City for the next five years	High priority		Medium priority		Not a priority		Total	
Provide tax incentives for new business development	44%	N=208	47%	N=224	9%	N=41	100%	N=473
Additional transportation improvements (traffic signals, intersections, congestion, etc.)	49%	N=234	41%	N=192	10%	N=47	100%	N=473
Increase diversity of retail development	37%	N=174	47%	N=221	17%	N=80	100%	N=474
Improve downtown parking	49%	N=231	36%	N=172	15%	N=71	100%	N=474
Increase the number of athletic fields for parks and recreational programming	18%	N=86	47%	N=226	34%	N=164	100%	N=476
Increase the number of family recreational activities	36%	N=172	45%	N=213	19%	N=90	100%	N=476

Table 15: Question 15

Please rate how important, if at all, each of the following are to the overall quality of life in the City	Essential		Very important		Somewhat important		Not at all important		Total	
Community and cultural activities	31%	N=144	38%	N=177	29%	N=133	3%	N=12	100%	N=467
Economic development	48%	N=223	40%	N=188	12%	N=55	0%	N=2	100%	N=469
Healthy community	46%	N=217	43%	N=203	10%	N=45	1%	N=4	100%	N=469
Safe community	72%	N=340	25%	N=117	2%	N=11	0%	N=2	100%	N=470

Table 16: Question 16

When thinking about efforts made by the City in the last two years to improve each of the following, please indicate how satisfied, if at all, are you with:	Very satisfied		Somewhat satisfied		Somewhat unsatisfied		Very unsatisfied		Total	
Downtown improvements (flood remediation, streetscape improvements, etc.)	39%	N=173	49%	N=220	7%	N=31	5%	N=22	100%	N=446
Street resurfacing	29%	N=132	50%	N=227	15%	N=70	6%	N=30	100%	N=458
Recreational opportunities	31%	N=126	55%	N=226	11%	N=45	3%	N=13	100%	N=410
Fiscal management/responsibility	20%	N=67	54%	N=179	19%	N=64	7%	N=23	100%	N=333
Transportation improvements (traffic signals, intersections)	15%	N=64	58%	N=249	21%	N=90	7%	N=30	100%	N=433

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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	14%	N=64	12%	N=56	16%	N=74	13%	N=63	45%	N=214	100%	N=471
Purchase goods or services from a business located in Johnson City	1%	N=6	2%	N=10	11%	N=51	53%	N=247	33%	N=155	100%	N=469
Eat at least 5 portions of fruits and vegetables a day	4%	N=21	17%	N=81	37%	N=174	29%	N=135	12%	N=54	100%	N=465
Participate in moderate or vigorous physical activity	3%	N=15	15%	N=71	38%	N=178	26%	N=120	18%	N=82	100%	N=466
Read or watch local news (via television, paper, computer, etc.)	8%	N=36	15%	N=70	18%	N=85	25%	N=116	35%	N=163	100%	N=471
Vote in local elections	12%	N=55	6%	N=30	14%	N=64	24%	N=114	44%	N=207	100%	N=470

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	20%	N=95
Very good	37%	N=173
Good	32%	N=150
Fair	10%	N=45
Poor	2%	N=9
Total	100%	N=472

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	8%	N=36
Somewhat positive	30%	N=138
Neutral	52%	N=242
Somewhat negative	9%	N=44
Very negative	2%	N=7
Total	100%	N=468

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	57%	N=267
Working part time for pay	12%	N=58
Unemployed, looking for paid work	2%	N=8
Unemployed, not looking for paid work	3%	N=15
Fully retired	26%	N=123
Total	100%	N=471

Table 21: Question D5

Do you work inside the boundaries of Johnson City?	Percent	Number
Yes, outside the home	45%	N=201
Yes, from home	8%	N=35
No	47%	N=211
Total	100%	N=447

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Table 22: Question D6

How many years have you lived in Johnson City?	Percent	Number
Less than 2 years	15%	N=68
2 to 5 years	19%	N=89
6 to 10 years	12%	N=55
11 to 20 years	19%	N=89
More than 20 years	36%	N=169
Total	100%	N=470

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	60%	N=280
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=180
Mobile home	1%	N=4
Other	1%	N=4
Total	100%	N=468

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	44%	N=207
Owned	56%	N=260
Total	100%	N=467

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	9%	N=43
\$300 to \$599 per month	21%	N=97
\$600 to \$999 per month	36%	N=166
\$1,000 to \$1,499 per month	20%	N=92
\$1,500 to \$2,499 per month	9%	N=42
\$2,500 or more per month	4%	N=18
Total	100%	N=458

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	76%	N=358
Yes	24%	N=110
Total	100%	N=468

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Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=342
Yes	27%	N=125
Total	100%	N=467

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	22%	N=102
\$25,000 to \$49,999	26%	N=119
\$50,000 to \$99,999	31%	N=143
\$100,000 to \$149,999	10%	N=47
\$150,000 or more	10%	N=46
Total	100%	N=457

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=444
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=17
Total	100%	N=462

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	3%	N=13
Asian, Asian Indian or Pacific Islander	2%	N=10
Black or African American	3%	N=13
White	93%	N=429
Other	4%	N=17

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	14%	N=65
25 to 34 years	18%	N=85
35 to 44 years	17%	N=78
45 to 54 years	16%	N=75
55 to 64 years	11%	N=52
65 to 74 years	14%	N=68
75 years or older	10%	N=45
Total	100%	N=468

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Table 32: Question D16

What is your sex?	Percent	Number
Female	53%	N=244
Male	47%	N=217
Total	100%	N=461

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	78%	N=360
Land line	12%	N=56
Both	10%	N=45
Total	100%	N=461

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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 Johnson City:	Excellent		Good		Fair		Poor		Don't know		Total	
Johnson City as a place to live	38%	N=184	50%	N=241	10%	N=47	1%	N=6	0%	N=1	100%	N=479
Your neighborhood as a place to live	36%	N=175	48%	N=228	12%	N=60	3%	N=17	0%	N=1	100%	N=480
Johnson City as a place to raise children	31%	N=147	45%	N=216	10%	N=47	3%	N=13	12%	N=55	100%	N=478
Johnson City as a place to work	19%	N=93	39%	N=187	29%	N=139	5%	N=25	7%	N=34	100%	N=477
Johnson City as a place to visit	24%	N=115	42%	N=201	27%	N=126	6%	N=27	1%	N=6	100%	N=476
Johnson City as a place to retire	31%	N=149	36%	N=171	15%	N=70	7%	N=32	11%	N=53	100%	N=475
The overall quality of life in Johnson City	30%	N=142	55%	N=260	13%	N=64	2%	N=8	0%	N=1	100%	N=476

Table 35: Question 2

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Johnson City	23%	N=112	60%	N=289	13%	N=65	3%	N=15	0%	N=1	100%	N=480
Overall ease of getting to the places you usually have to visit	30%	N=143	49%	N=234	18%	N=87	3%	N=14	0%	N=0	100%	N=479
Quality of overall natural environment in Johnson City	31%	N=145	53%	N=253	14%	N=68	2%	N=7	0%	N=1	100%	N=475
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	17%	N=81	43%	N=207	33%	N=156	6%	N=31	1%	N=3	100%	N=478
Health and wellness opportunities in Johnson City	32%	N=152	41%	N=195	21%	N=100	5%	N=24	1%	N=7	100%	N=477
Overall opportunities for education and enrichment	33%	N=156	40%	N=189	20%	N=97	6%	N=27	2%	N=10	100%	N=480
Overall economic health of Johnson City	14%	N=66	45%	N=215	30%	N=143	6%	N=27	6%	N=27	100%	N=479
Sense of community	18%	N=86	42%	N=199	30%	N=144	8%	N=40	2%	N=8	100%	N=476
Overall image or reputation of Johnson City	20%	N=98	56%	N=269	16%	N=78	6%	N=29	1%	N=4	100%	N=478

Table 36: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Johnson City to someone who asks	49%	N=234	39%	N=186	8%	N=36	4%	N=20	0%	N=2	100%	N=479
Remain in Johnson City for the next five years	61%	N=287	23%	N=111	6%	N=30	8%	N=39	2%	N=7	100%	N=475

Table 37: Question 4

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	70%	N=337	25%	N=121	3%	N=13	1%	N=5	1%	N=2	0%	N=1	100%	N=479
In Johnson City's downtown/commercial area during the day	37%	N=176	41%	N=197	11%	N=54	7%	N=33	2%	N=11	2%	N=9	100%	N=479

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Table 38: Question 5

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	9%	N=44	50%	N=238	31%	N=146	11%	N=51	0%	N=0	100%	N=479
Ease of public parking	11%	N=53	37%	N=178	37%	N=179	13%	N=62	2%	N=9	100%	N=480
Ease of travel by car in Johnson City	17%	N=82	55%	N=264	22%	N=105	5%	N=25	1%	N=3	100%	N=478
Ease of travel by public transportation in Johnson City	4%	N=19	13%	N=60	14%	N=67	10%	N=48	59%	N=279	100%	N=472
Ease of travel by bicycle in Johnson City	5%	N=21	14%	N=67	22%	N=102	12%	N=58	48%	N=226	100%	N=474
Ease of walking in Johnson City	11%	N=54	35%	N=166	28%	N=133	13%	N=62	12%	N=56	100%	N=471
Availability of paths and walking trails	16%	N=78	42%	N=203	22%	N=105	9%	N=41	11%	N=51	100%	N=479
Air quality	22%	N=106	55%	N=261	17%	N=79	2%	N=12	4%	N=19	100%	N=477
Cleanliness of Johnson City	13%	N=64	54%	N=257	28%	N=133	4%	N=21	0%	N=2	100%	N=478
Overall appearance of Johnson City	15%	N=69	58%	N=273	24%	N=115	4%	N=17	0%	N=0	100%	N=474
Public places where people want to spend time	18%	N=85	51%	N=243	23%	N=108	6%	N=27	3%	N=13	100%	N=476
Variety of housing options	13%	N=62	43%	N=203	27%	N=127	9%	N=45	8%	N=39	100%	N=476
Availability of affordable quality housing	12%	N=59	33%	N=157	29%	N=139	14%	N=66	11%	N=53	100%	N=474
Fitness opportunities (including exercise classes and paths or trails, etc.)	29%	N=139	46%	N=218	18%	N=88	3%	N=12	4%	N=20	100%	N=477
Recreational opportunities	30%	N=143	38%	N=179	21%	N=99	7%	N=31	5%	N=23	100%	N=477
Availability of affordable quality food	27%	N=131	48%	N=230	20%	N=96	4%	N=19	0%	N=1	100%	N=478
Availability of affordable quality health care	23%	N=108	40%	N=189	25%	N=118	10%	N=47	3%	N=16	100%	N=478
Availability of preventive health services	21%	N=100	40%	N=193	23%	N=107	10%	N=46	6%	N=31	100%	N=478
Availability of affordable quality mental health care	12%	N=56	22%	N=104	18%	N=87	15%	N=70	34%	N=161	100%	N=478

Table 39: Question 6

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	6%	N=29	16%	N=77	16%	N=76	7%	N=34	55%	N=261	100%	N=477
K-12 education	19%	N=90	32%	N=153	11%	N=53	5%	N=23	33%	N=158	100%	N=477
Adult educational opportunities	20%	N=94	33%	N=157	18%	N=88	6%	N=29	23%	N=107	100%	N=476
Opportunities to attend cultural/arts/music activities	18%	N=86	41%	N=196	25%	N=119	8%	N=37	7%	N=35	100%	N=473
Opportunities to participate in religious or spiritual events and activities	32%	N=154	40%	N=190	13%	N=63	3%	N=12	12%	N=56	100%	N=476
Employment opportunities	9%	N=45	34%	N=160	33%	N=156	12%	N=59	11%	N=54	100%	N=475
Shopping opportunities	22%	N=102	46%	N=218	26%	N=125	6%	N=27	0%	N=0	100%	N=472
Cost of living in Johnson City	21%	N=102	46%	N=219	23%	N=109	9%	N=42	1%	N=4	100%	N=476
Overall quality of business and service establishments in Johnson City	15%	N=74	55%	N=262	25%	N=118	3%	N=14	2%	N=9	100%	N=477
Vibrant downtown/commercial area	11%	N=54	43%	N=207	31%	N=148	11%	N=50	3%	N=17	100%	N=475
Overall quality of new development in Johnson City	17%	N=82	46%	N=220	23%	N=108	7%	N=35	7%	N=32	100%	N=476
Opportunities to participate in social events and activities	19%	N=90	48%	N=223	22%	N=105	6%	N=28	5%	N=22	100%	N=468
Opportunities to volunteer	22%	N=105	46%	N=218	14%	N=65	4%	N=17	15%	N=70	100%	N=475
Opportunities to participate in community matters	15%	N=73	39%	N=184	21%	N=101	8%	N=39	16%	N=75	100%	N=473
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=81	31%	N=145	32%	N=152	10%	N=49	10%	N=47	100%	N=473
Neighborliness of residents in Johnson City	17%	N=82	43%	N=205	25%	N=117	10%	N=47	5%	N=23	100%	N=474

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Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	21%	N=100	79%	N=377	100%	N=477
Made efforts to make your home more energy efficient	24%	N=115	76%	N=362	100%	N=477
Observed a code violation or other hazard in Johnson City (weeds, abandoned buildings, etc.)	48%	N=227	52%	N=251	100%	N=477
Household member was a victim of a crime in Johnson City	87%	N=417	13%	N=60	100%	N=477
Reported a crime to the police in Johnson City	78%	N=372	22%	N=107	100%	N=479
Stocked supplies in preparation for an emergency	69%	N=328	31%	N=148	100%	N=475
Campaigned or advocated for an issue, cause or candidate	75%	N=354	25%	N=121	100%	N=474
Contacted the City of Johnson City (in-person, phone, email or web) for help or information	63%	N=298	37%	N=179	100%	N=477
Contacted Johnson City elected officials (in-person, phone, email or web) to express your opinion	83%	N=396	17%	N=79	100%	N=475

Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Johnson City?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Johnson City recreation centers or their services	9%	N=42	16%	N=78	33%	N=158	42%	N=199	100%	N=477
Visited a neighborhood park or City park	13%	N=63	30%	N=142	35%	N=165	22%	N=105	100%	N=476
Used Johnson City public libraries or their services	6%	N=26	15%	N=74	27%	N=127	53%	N=251	100%	N=478
Participated in religious or spiritual activities in Johnson City	17%	N=81	19%	N=88	17%	N=80	47%	N=223	100%	N=473
Attended a City-sponsored event	3%	N=12	12%	N=56	46%	N=217	39%	N=185	100%	N=470
Used bus, rail, subway or other public transportation instead of driving	4%	N=21	2%	N=10	5%	N=23	89%	N=421	100%	N=475
Carpooled with other adults or children instead of driving alone	13%	N=60	15%	N=70	16%	N=75	57%	N=271	100%	N=476
Walked or biked instead of driving	13%	N=61	11%	N=53	14%	N=64	62%	N=297	100%	N=475
Volunteered your time to some group/activity in Johnson City	10%	N=50	11%	N=52	25%	N=117	54%	N=257	100%	N=475
Participated in a club	8%	N=40	11%	N=53	11%	N=50	70%	N=329	100%	N=472
Talked to or visited with your immediate neighbors	38%	N=183	29%	N=137	19%	N=92	14%	N=66	100%	N=478
Done a favor for a neighbor	20%	N=95	22%	N=107	37%	N=176	21%	N=99	100%	N=477

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, 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	1%	N=5	2%	N=9	14%	N=68	83%	N=393	100%	N=475
Watched (online or on television) a local public meeting	2%	N=10	5%	N=26	21%	N=101	71%	N=338	100%	N=474

Table 43: Question 10

Please rate the quality of each of the following services in Johnson City:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	29%	N=137	43%	N=205	14%	N=64	3%	N=15	11%	N=51	100%	N=472
Fire services	35%	N=163	35%	N=166	5%	N=25	0%	N=2	24%	N=115	100%	N=471
Ambulance or emergency medical services	31%	N=148	39%	N=183	6%	N=31	0%	N=2	23%	N=108	100%	N=472
Crime prevention	17%	N=80	39%	N=183	18%	N=83	6%	N=29	20%	N=96	100%	N=470
Fire prevention and education	17%	N=80	36%	N=167	13%	N=63	3%	N=14	31%	N=146	100%	N=469

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Please rate the quality of each of the following services in Johnson City:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	16%	N=75	42%	N=195	23%	N=109	8%	N=36	11%	N=52	100%	N=467
Street repair	7%	N=32	34%	N=158	36%	N=166	22%	N=101	2%	N=8	100%	N=465
Street cleaning	14%	N=65	40%	N=187	31%	N=144	10%	N=45	6%	N=29	100%	N=470
Street lighting	14%	N=64	49%	N=228	27%	N=126	10%	N=45	1%	N=6	100%	N=469
Snow removal	18%	N=82	43%	N=202	22%	N=103	7%	N=33	10%	N=49	100%	N=470
Sidewalk maintenance	11%	N=52	40%	N=187	32%	N=152	9%	N=44	8%	N=37	100%	N=472
Traffic signal timing	9%	N=41	37%	N=174	32%	N=151	20%	N=93	2%	N=11	100%	N=470
Bus or transit services	7%	N=31	15%	N=68	10%	N=48	4%	N=20	64%	N=299	100%	N=466
Garbage collection	40%	N=191	42%	N=198	12%	N=55	3%	N=12	3%	N=16	100%	N=472
Recycling	30%	N=143	33%	N=157	18%	N=86	7%	N=33	11%	N=54	100%	N=472
Yard waste pick-up	21%	N=97	35%	N=164	17%	N=83	6%	N=31	21%	N=99	100%	N=473
Storm drainage	12%	N=58	36%	N=169	27%	N=125	11%	N=49	14%	N=68	100%	N=469
Drinking water	22%	N=102	46%	N=219	22%	N=103	7%	N=35	3%	N=13	100%	N=472
Sewer services	22%	N=104	49%	N=230	16%	N=75	2%	N=12	11%	N=50	100%	N=471
Utility billing	19%	N=91	45%	N=211	27%	N=125	6%	N=28	3%	N=15	100%	N=470
City parks	35%	N=166	44%	N=207	11%	N=53	1%	N=5	8%	N=39	100%	N=471
Recreation programs or classes	16%	N=76	35%	N=166	11%	N=51	4%	N=20	33%	N=157	100%	N=470
Recreation centers or facilities	18%	N=83	39%	N=186	18%	N=85	3%	N=14	22%	N=103	100%	N=472
Land use, planning and zoning	7%	N=34	32%	N=148	26%	N=122	10%	N=46	25%	N=117	100%	N=466
Code enforcement (weeds, abandoned buildings, etc.)	5%	N=22	25%	N=115	28%	N=131	16%	N=77	26%	N=122	100%	N=467
Economic development	10%	N=46	37%	N=174	27%	N=125	9%	N=43	17%	N=78	100%	N=466
Public library services	30%	N=142	28%	N=132	7%	N=31	3%	N=14	32%	N=152	100%	N=471
Public information services	11%	N=50	38%	N=178	16%	N=76	4%	N=18	31%	N=146	100%	N=467
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	N=43	30%	N=142	14%	N=66	6%	N=26	41%	N=190	100%	N=467
Preservation of natural areas such as open space, farmlands and greenbelts	12%	N=55	38%	N=176	24%	N=112	5%	N=23	22%	N=101	100%	N=467
Johnson City open space	10%	N=48	42%	N=195	24%	N=115	5%	N=26	18%	N=85	100%	N=469
City-sponsored special events	15%	N=71	43%	N=199	18%	N=84	3%	N=15	20%	N=93	100%	N=462
Overall customer service by Johnson City employees (police, receptionists, planners, etc.)	19%	N=89	50%	N=227	18%	N=80	2%	N=11	11%	N=52	100%	N=459

Table 44: Question 11

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 Johnson City	18%	N=84	56%	N=268	18%	N=88	4%	N=19	3%	N=16	100%	N=475
The Federal Government	7%	N=32	31%	N=147	34%	N=161	19%	N=89	10%	N=45	100%	N=475

Table 45: Question 12

Please rate the following categories of Johnson City government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Johnson City	8%	N=39	42%	N=200	30%	N=141	9%	N=43	11%	N=51	100%	N=474
The overall direction that Johnson City is taking	17%	N=79	53%	N=253	17%	N=82	7%	N=33	6%	N=27	100%	N=474
The job Johnson City government does at welcoming citizen involvement	11%	N=51	28%	N=132	27%	N=128	9%	N=42	25%	N=120	100%	N=473
Overall confidence in Johnson City government	9%	N=42	42%	N=197	27%	N=130	13%	N=59	10%	N=45	100%	N=474

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Please rate the following categories of Johnson City government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
Generally acting in the best interest of the community	10%	N=49	49%	N=231	19%	N=91	13%	N=61	9%	N=41	100%	N=473
Being honest	9%	N=43	35%	N=164	24%	N=114	12%	N=57	20%	N=95	100%	N=473
Treating all residents fairly	9%	N=41	35%	N=164	23%	N=108	13%	N=59	21%	N=98	100%	N=471

Table 46: Question 13

Please rate how important, if at all, you think it is for the Johnson City 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 Johnson City	54%	N=259	35%	N=169	10%	N=48	1%	N=2	100%	N=478
Overall ease of getting to the places you usually have to visit	35%	N=169	44%	N=208	20%	N=96	1%	N=3	100%	N=476
Quality of overall natural environment in Johnson City	38%	N=180	40%	N=188	21%	N=101	1%	N=5	100%	N=474
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	33%	N=156	43%	N=202	23%	N=109	2%	N=8	100%	N=475
Health and wellness opportunities in Johnson City	35%	N=165	45%	N=211	18%	N=87	2%	N=11	100%	N=474
Overall opportunities for education and enrichment	42%	N=200	44%	N=211	13%	N=64	1%	N=3	100%	N=477
Overall economic health of Johnson City	55%	N=262	38%	N=180	7%	N=36	0%	N=1	100%	N=479
Sense of community	35%	N=169	43%	N=204	21%	N=100	1%	N=5	100%	N=478

Table 47: Question 14

Please rate how much of a priority, if at all, each of the following should be for the City for the next five years	High priority		Medium priority		Not a priority		Total	
Provide tax incentives for new business development	44%	N=208	47%	N=224	9%	N=41	100%	N=473
Additional transportation improvements (traffic signals, intersections, congestion, etc.)	49%	N=234	41%	N=192	10%	N=47	100%	N=473
Increase diversity of retail development	37%	N=174	47%	N=221	17%	N=80	100%	N=474
Improve downtown parking	49%	N=231	36%	N=172	15%	N=71	100%	N=474
Increase the number of athletic fields for parks and recreational programming	18%	N=86	47%	N=226	34%	N=164	100%	N=476
Increase the number of family recreational activities	36%	N=172	45%	N=213	19%	N=90	100%	N=476

Table 48: Question 15

Please rate how important, if at all, each of the following are to the overall quality of life in the City	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Community and cultural activities	30%	N=144	37%	N=177	28%	N=133	2%	N=12	2%	N=8	100%	N=474
Economic development	47%	N=223	40%	N=188	12%	N=55	0%	N=2	1%	N=5	100%	N=473
Healthy community	46%	N=217	43%	N=203	9%	N=45	1%	N=4	1%	N=5	100%	N=474
Safe community	72%	N=340	25%	N=117	2%	N=11	0%	N=2	1%	N=4	100%	N=475

Table 49: Question 16

When thinking about the efforts made by the City in the last two years to improve each of the following, please indicate how satisfied, if at all, you are with:	Very satisfied		Somewhat satisfied		Somewhat unsatisfied		Very unsatisfied		Don't know		Total	
Downtown improvements (flood remediation, streetscape improvements, etc.)	36%	N=173	46%	N=220	7%	N=31	5%	N=22	7%	N=31	100%	N=477
Street resurfacing	28%	N=132	48%	N=227	15%	N=70	6%	N=30	4%	N=18	100%	N=476
Recreational opportunities	26%	N=126	47%	N=226	10%	N=45	3%	N=13	14%	N=66	100%	N=477
Fiscal management/responsibility	14%	N=67	38%	N=179	14%	N=64	5%	N=23	30%	N=142	100%	N=474

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When thinking about the efforts made by the City in the last two years to improve each of the following, please indicate how satisfied, if at all, you are with:	Very satisfied		Somewhat satisfied		Somewhat unsatisfied		Very unsatisfied		Don't know		Total	
	13%	N=64	52%	N=249	19%	N=90	6%	N=30	9%	N=43	100%	N=475
Transportation improvements (traffic signals, intersections)												

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	
	14%	N=64	12%	N=56	16%	N=74	13%	N=63	45%	N=214	100%	N=471
Recycle at home												
Purchase goods or services from a business located in Johnson City												
Eat at least 5 portions of fruits and vegetables a day												
Participate in moderate or vigorous physical activity												
Read or watch local news (via television, paper, computer, etc.)												
Vote in local elections												

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	20%	N=95
Very good	37%	N=173
Good	32%	N=150
Fair	10%	N=45
Poor	2%	N=9
Total	100%	N=472

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	8%	N=36
Somewhat positive	30%	N=138
Neutral	52%	N=242
Somewhat negative	9%	N=44
Very negative	2%	N=7
Total	100%	N=468

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	57%	N=267
Working part time for pay	12%	N=58
Unemployed, looking for paid work	2%	N=8
Unemployed, not looking for paid work	3%	N=15
Fully retired	26%	N=123
Total	100%	N=471

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Table 54: Question D5

Do you work inside the boundaries of Johnson City?	Percent	Number
Yes, outside the home	45%	N=201
Yes, from home	8%	N=35
No	47%	N=211
Total	100%	N=447

Table 55: Question D6

How many years have you lived in Johnson City?	Percent	Number
Less than 2 years	15%	N=68
2 to 5 years	19%	N=89
6 to 10 years	12%	N=55
11 to 20 years	19%	N=89
More than 20 years	36%	N=169
Total	100%	N=470

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	60%	N=280
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=180
Mobile home	1%	N=4
Other	1%	N=4
Total	100%	N=468

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	44%	N=207
Owned	56%	N=260
Total	100%	N=467

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	9%	N=43
\$300 to \$599 per month	21%	N=97
\$600 to \$999 per month	36%	N=166
\$1,000 to \$1,499 per month	20%	N=92
\$1,500 to \$2,499 per month	9%	N=42
\$2,500 or more per month	4%	N=18
Total	100%	N=458

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Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	76%	N=358
Yes	24%	N=110
Total	100%	N=468

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=342
Yes	27%	N=125
Total	100%	N=467

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	22%	N=102
\$25,000 to \$49,999	26%	N=119
\$50,000 to \$99,999	31%	N=143
\$100,000 to \$149,999	10%	N=47
\$150,000 or more	10%	N=46
Total	100%	N=457

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=444
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=17
Total	100%	N=462

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	3%	N=13
Asian, Asian Indian or Pacific Islander	2%	N=10
Black or African American	3%	N=13
White	93%	N=429
Other	4%	N=17

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

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Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	14%	N=65
25 to 34 years	18%	N=85
35 to 44 years	17%	N=78
45 to 54 years	16%	N=75
55 to 64 years	11%	N=52
65 to 74 years	14%	N=68
75 years or older	10%	N=45
Total	100%	N=468

Table 65: Question D16

What is your sex?	Percent	Number
Female	53%	N=244
Male	47%	N=217
Total	100%	N=461

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	78%	N=360
Land line	12%	N=56
Both	10%	N=45
Total	100%	N=461

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 Johnson City 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 Johnson City’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 Johnson City’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 Johnson City’s rating to the benchmark.

In that final column, Johnson City’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 Johnson City residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Johnson City’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Johnson City’s average rating was more than 20 points different when compared to the benchmark.

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 Johnson City	85%	191	448	Similar
Overall image or reputation of Johnson City	77%	181	343	Similar
Johnson City as a place to live	89%	183	385	Similar
Your neighborhood as a place to live	84%	159	306	Similar
Johnson City as a place to raise children	86%	182	374	Similar
Johnson City as a place to retire	76%	78	348	Similar
Overall appearance of Johnson City	72%	210	350	Similar

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Johnson City	83%	206	342	Similar	
	In your neighborhood during the day	96%	156	350	Similar	
	In Johnson City's downtown/commercial area during the day	79%	251	310	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	79%	94	259	Similar	
	Availability of paths and walking trails	66%	165	312	Similar	
	Ease of walking in Johnson City	53%	227	299	Similar	
	Ease of travel by bicycle in Johnson City	36%	223	299	Similar	
	Ease of travel by public transportation in Johnson City	41%	97	220	Similar	
	Ease of travel by car in Johnson City	73%	115	299	Similar	
	Ease of public parking	49%	134	217	Similar	
	Traffic flow on major streets	59%	105	335	Similar	
Natural Environment	Quality of overall natural environment in Johnson City	84%	110	271	Similar	
	Cleanliness of Johnson City	67%	195	279	Similar	
	Air quality	80%	130	242	Similar	
Built Environment	Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	61%	115	248	Similar	
	Overall quality of new development in Johnson City	68%	54	286	Similar	
	Availability of affordable quality housing	51%	77	297	Similar	
	Variety of housing options	61%	106	274	Similar	
	Public places where people want to spend time	71%	112	241	Similar	
Economy	Overall economic health of Johnson City	62%	140	254	Similar	
	Vibrant downtown/commercial area	57%	87	231	Similar	
	Overall quality of business and service establishments in Johnson City	72%	86	267	Similar	
	Cost of living in Johnson City	68%	6	251	Higher	
	Shopping opportunities	68%	96	290	Similar	
	Employment opportunities	49%	101	303	Similar	
	Johnson City as a place to visit	67%	119	268	Similar	
	Johnson City as a place to work	63%	159	355	Similar	
	Recreation and Wellness	Health and wellness opportunities in Johnson City	74%	84	249	Similar
		Availability of affordable quality mental health care	50%	83	219	Similar
Availability of preventive health services		66%	111	233	Similar	
Availability of affordable quality health care		64%	111	254	Similar	
Availability of affordable quality food		76%	49	239	Similar	
Recreational opportunities	71%	97	290	Similar		

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	78%	62	239	Similar
	Overall opportunities for education and enrichment	74%	90	251	Similar
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	82%	65	200	Similar
	Opportunities to attend cultural/arts/music activities	64%	119	289	Similar
	Adult educational opportunities	68%	58	228	Similar
	K-12 education	76%	137	266	Similar
	Availability of affordable quality child care/preschool	49%	143	249	Similar
	Opportunities to participate in social events and activities	70%	80	258	Similar
Community Engagement	Neighborhoodliness of Johnson City	64%	130	243	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	53%	195	287	Similar
	Opportunities to participate in community matters	65%	136	270	Similar
	Opportunities to volunteer	80%	69	259	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Johnson City	77%	207	422	Similar
Overall customer service by Johnson City employees (police, receptionists, planners, etc.)	78%	170	374	Similar
Value of services for the taxes paid to Johnson City	57%	159	398	Similar
Overall direction that Johnson City is taking	74%	47	311	Similar
Job Johnson City government does at welcoming citizen involvement	52%	138	317	Similar
Overall confidence in Johnson City government	56%	123	254	Similar
Generally acting in the best interest of the community	65%	111	254	Similar
Being honest	55%	149	246	Similar
Treating all residents fairly	55%	145	252	Similar
Services provided by the Federal Government	42%	104	246	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police/Sheriff services	81%	210	455	Similar	
	Fire services	92%	171	381	Similar	
	Ambulance or emergency medical services	91%	177	342	Similar	
	Crime prevention	70%	183	357	Similar	
	Fire prevention and education	76%	182	278	Similar	
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	67%	141	273	Similar	
	Mobility	Traffic enforcement	65%	161	365	Similar
		Street repair	42%	237	382	Similar
		Street cleaning	57%	193	317	Similar
		Street lighting	63%	151	321	Similar
Snow removal		68%	123	282	Similar	
Sidewalk maintenance		55%	146	315	Similar	
Traffic signal timing		47%	172	259	Similar	
Natural Environment	Bus or transit services	59%	72	225	Similar	
	Garbage collection	85%	102	350	Similar	
	Recycling	72%	225	354	Similar	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Yard waste pick-up	70%	173	264	Similar
	Drinking water	70%	161	308	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	63%	100	251	Similar
	Johnson City open space	63%	105	228	Similar
	Storm drainage	56%	238	345	Similar
	Sewer services	79%	139	314	Similar
	Utility billing	67%	127	221	Similar
	Land use, planning and zoning	52%	112	295	Similar
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	40%	277	383	Similar
Economy	Economic development	57%	128	279	Similar
	City parks	87%	102	319	Similar
Recreation and Wellness	Recreation programs or classes	77%	124	319	Similar
	Recreation centers or facilities	73%	118	272	Similar
Education and Enrichment	City-sponsored special events	73%	110	273	Similar
	Public library services	86%	127	333	Similar
Community Engagement	Public information services	71%	141	282	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	61%	169	306	Similar
Recommend living in Johnson City to someone who asks	88%	140	282	Similar
Remain in Johnson City for the next five years	85%	125	274	Similar
Contacted Johnson City (in-person, phone, email or web) for help or information	37%	254	317	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	31%	131	219	Similar
	Did NOT report a crime to the police	78%	149	246	Similar
Safety	Household member was NOT a victim of a crime	87%	175	267	Similar
	Used bus, rail, subway or other public transportation instead of driving	11%	135	201	Lower
	Carpooled with other adults or children instead of driving alone	43%	114	233	Similar
Mobility	Walked or biked instead of driving	38%	220	242	Lower
	Made efforts to conserve water	79%	137	228	Similar
	Made efforts to make your home more energy efficient	76%	116	229	Similar
Natural Environment	Recycle at home	75%	213	253	Lower
	Did NOT observe a code violation or other hazard in Johnson City	48%	152	235	Similar
Built Environment	NOT experiencing housing costs stress	73%	87	252	Similar
	Purchase goods or services from a business located in Johnson City	96%	145	239	Similar
	Economy will have positive impact on income	37%	64	253	Similar
Economy	Work inside boundaries of Johnson City	53%	71	240	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Used Johnson City recreation centers or their services	58%	110	235	Similar
	Visited a neighborhood park or City park	78%	219	264	Similar
	Eat at least 5 portions of fruits and vegetables a day	78%	194	231	Similar
	Participate in moderate or vigorous physical activity	81%	178	235	Similar
	In very good to excellent health	57%	170	235	Similar
Education and Enrichment	Used Johnson City public libraries or their services	47%	231	242	Lower
	Participated in religious or spiritual activities in Johnson City	53%	54	198	Similar
	Attended City-sponsored event	61%	71	242	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	25%	93	223	Similar
	Contacted Johnson City elected officials (in-person, phone, email or web) to express your opinion	17%	136	238	Similar
	Volunteered your time to some group/activity in Johnson City	46%	77	259	Similar
	Participated in a club	30%	80	238	Similar
	Talked to or visited with your immediate neighbors	86%	205	237	Similar
	Done a favor for a neighbor	79%	160	232	Similar
	Attended a local public meeting	17%	193	258	Similar
	Watched (online or on television) a local public meeting	29%	61	225	Similar
	Read or watch local news (via television, paper, computer, etc.)	77%	219	240	Similar
	Vote in local elections	82%	176	253	Similar

Communities included in national comparisons

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

Adams County, CO	441,603	Augusta CCD, GA	134,777
Airway Heights city, WA	6,114	Aurora city, CO	325,078
Albany city, OR	50,158	Austin city, TX	790,390
Albemarle County, VA.....	98,970	Avon town, CO	6,447
Albert Lea city, MN.....	18,016	Avon town, IN	12,446
Alexandria city, VA	139,966	Avondale city, AZ	76,238
Algonquin village, IL.....	30,046	Azusa city, CA.....	46,361
Aliso Viejo city, CA	47,823	Bainbridge Island city, WA.....	23,025
American Canyon city, CA.....	19,454	Baltimore city, MD.....	620,961
Ames city, IA	58,965	Baltimore County, MD	805,029
Ankeny city, IA	45,582	Bartonville town, TX.....	1,469
Ann Arbor city, MI.....	113,934	Battle Creek city, MI.....	52,347
Apache Junction city, AZ.....	35,840	Bay City city, MI.....	34,932
Arapahoe County, CO.....	572,003	Bay Village city, OH.....	15,651
Arkansas City city, AR.....	366	Baytown city, TX.....	71,802
Arlington city, TX	365,438	Bedford city, TX.....	46,979
Arvada city, CO.....	106,433	Bedford town, MA	13,320
Asheville city, NC	83,393	Bellevue city, WA	122,363
Ashland city, OR	20,078	Bellingham city, WA	80,885
Ashland town, MA.....	16,593	Benbrook city, TX.....	21,234
Ashland town, VA.....	7,225	Bend city, OR.....	76,639
Aspen city, CO	6,658	Bethlehem township, PA.....	23,730
Athens-Clarke County, GA	115,452	Bettendorf city, IA.....	33,217
Auburn city, AL	53,380	Billings city, MT.....	104,170

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Bloomington city, IN	80,405	Coolidge city, AZ	11,825
Bloomington city, MN	82,893	Coon Rapids city, MN	61,476
Blue Springs city, MO	52,575	Copperas Cove city, TX.....	32,032
Boise City city, ID	205,671	Coral Springs city, FL.....	121,096
Bonner Springs city, KS	7,314	Coronado city, CA	18,912
Boone County, KY	118,811	Corvallis city, OR.....	54,462
Boulder city, CO.....	97,385	Cottonwood Heights city, UT	33,433
Bowling Green city, KY	58,067	Creve Coeur city, MO	17,833
Bozeman city, MT	37,280	Cupertino city, CA	58,302
Brentwood city, MO.....	8,055	Dacono city, CO.....	4,152
Brentwood city, TN	37,060	Dakota County, MN.....	398,552
Brighton city, CO.....	33,352	Dallas city, OR	14,583
Brighton city, MI	7,444	Dallas city, TX.....	1,197,816
Bristol city, TN	26,702	Danville city, KY.....	16,218
Broken Arrow city, OK	98,850	Dardenne Prairie city, MO.....	11,494
Brookline CDP, MA.....	58,732	Darien city, IL.....	22,086
Brooklyn Center city, MN	30,104	Davenport city, FL.....	2,888
Brooklyn city, OH	11,169	Davidson town, NC.....	10,944
Broomfield city, CO	55,889	Dayton city, OH	141,527
Brownsburg town, IN	21,285	Dayton town, WY	757
Buffalo Grove village, IL	41,496	Dearborn city, MI.....	98,153
Burlingame city, CA.....	28,806	Decatur city, GA.....	19,335
Cabarrus County, NC.....	178,011	Del Mar city, CA.....	4,161
Cambridge city, MA.....	105,162	DeLand city, FL.....	27,031
Canandaigua city, NY	10,545	Delaware city, OH	34,753
Cannon Beach city, OR.....	1,690	Denison city, TX.....	22,682
Cañon City city, CO	16,400	Denton city, TX.....	113,383
Canton city, SD	3,057	Denver city, CO.....	600,158
Cape Coral city, FL	154,305	Des Moines city, IA	203,433
Carlisle borough, PA.....	18,682	Des Peres city, MO.....	8,373
Carlsbad city, CA.....	105,328	Destin city, FL.....	12,305
Carroll city, IA.....	10,103	Dover city, NH	29,987
Cartersville city, GA.....	19,731	Dublin city, CA	46,036
Cary town, NC	135,234	Dublin city, OH	41,751
Castine town, ME.....	1,366	Duluth city, MN.....	86,265
Castle Rock town, CO.....	48,231	Durham city, NC	228,330
Cedar Hill city, TX	45,028	Durham County, NC	267,587
Cedar Rapids city, IA.....	126,326	Dyer town, IN.....	16,390
Celina city, TX.....	6,028	Eagan city, MN	64,206
Centennial city, CO.....	100,377	Eagle Mountain city, UT.....	21,415
Chandler city, AZ	236,123	Eagle town, CO.....	6,508
Chandler city, TX	2,734	Eau Claire city, WI	65,883
Chanhassen city, MN.....	22,952	Eden Prairie city, MN.....	60,797
Chapel Hill town, NC	57,233	Eden town, VT.....	1,323
Chardon city, OH	5,148	Edgerton city, KS	1,671
Charles County, MD	146,551	Edgewater city, CO	5,170
Charlotte city, NC.....	731,424	Edina city, MN	47,941
Charlotte County, FL	159,978	Edmond city, OK.....	81,405
Charlottesville city, VA.....	43,475	Edmonds city, WA.....	39,709
Chattanooga city, TN.....	167,674	El Cerrito city, CA.....	23,549
Chautauqua town, NY	4,464	El Dorado County, CA.....	181,058
Chesterfield County, VA.....	316,236	El Paso de Robles (Paso Robles) city, CA	29,793
Clackamas County, OR	375,992	Elk Grove city, CA	153,015
Clarendon Hills village, IL	8,427	Elko New Market city, MN.....	4,110
Clayton city, MO	15,939	Elmhurst city, IL.....	44,121
Clearwater city, FL	107,685	Englewood city, CO	30,255
Cleveland Heights city, OH	46,121	Erie town, CO	18,135
Clinton city, SC	8,490	Escambia County, FL.....	297,619
Clive city, IA	15,447	Estes Park town, CO.....	5,858
Clovis city, CA.....	95,631	Euclid city, OH	48,920
College Park city, MD	30,413	Fairview town, TX	7,248
College Station city, TX	93,857	Farmers Branch city, TX	28,616
Colleyville city, TX.....	22,807	Farmersville city, TX.....	3,301
Columbia city, MO.....	108,500	Farmington Hills city, MI.....	79,740
Columbia city, SC.....	129,272	Farmington town, CT	25,340
Columbia Falls city, MT.....	4,688	Fayetteville city, NC.....	200,564
Commerce City city, CO.....	45,913	Fernandina Beach city, FL.....	11,487
Concord city, CA	122,067	Flagstaff city, AZ.....	65,870
Concord town, MA.....	17,668	Flower Mound town, TX.....	64,669
Conshohocken borough, PA	7,833	Forest Grove city, OR	21,083

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Fort Collins city, CO.....	143,986	Johnston city, IA.....	17,278
Franklin city, TN.....	62,487	Jupiter town, FL.....	55,156
Frederick town, CO.....	8,679	Kalamazoo city, MI.....	74,262
Fremont city, CA.....	214,089	Kansas City city, KS.....	145,786
Friendswood city, TX.....	35,805	Kansas City city, MO.....	459,787
Fruita city, CO.....	12,646	Keizer city, OR.....	36,478
Gahanna city, OH.....	33,248	Kenmore city, WA.....	20,460
Gaithersburg city, MD.....	59,933	Kennedale city, TX.....	6,763
Galveston city, TX.....	47,743	Kent city, WA.....	92,411
Gardner city, KS.....	19,123	Kerrville city, TX.....	22,347
Georgetown city, TX.....	47,400	Kettering city, OH.....	56,163
Germantown city, TN.....	38,844	Key West city, FL.....	24,649
Gilbert town, AZ.....	208,453	King City city, CA.....	12,874
Gillette city, WY.....	29,087	Kirkland city, WA.....	48,787
Glen Ellyn village, IL.....	27,450	Kirkwood city, MO.....	27,540
Glendora city, CA.....	50,073	Knoxville city, IA.....	7,313
Glenview village, IL.....	44,692	La Plata town, MD.....	8,753
Golden city, CO.....	18,867	La Vista city, NE.....	15,758
Golden Valley city, MN.....	20,371	Laguna Niguel city, CA.....	62,979
Goodyear city, AZ.....	65,275	Lake Forest city, IL.....	19,375
Grafton village, WI.....	11,459	Lake in the Hills village, IL.....	28,965
Grand Blanc city, MI.....	8,276	Lake Stevens city, WA.....	28,069
Grants Pass city, OR.....	34,533	Lake Worth city, FL.....	34,910
Grass Valley city, CA.....	12,860	Lake Zurich village, IL.....	19,631
Greeley city, CO.....	92,889	Lakeville city, MN.....	55,954
Greenville city, NC.....	84,554	Lakewood city, CO.....	142,980
Greenwich town, CT.....	61,171	Lakewood city, WA.....	58,163
Greenwood Village city, CO.....	13,925	Lancaster County, SC.....	76,652
Greer city, SC.....	25,515	Lane County, OR.....	351,715
Gunnison County, CO.....	15,324	Lansing city, MI.....	114,297
Haltom City city, TX.....	42,409	Laramie city, WY.....	30,816
Hamilton city, OH.....	62,477	Larimer County, CO.....	299,630
Hamilton town, MA.....	7,764	Las Cruces city, NM.....	97,618
Hampton city, VA.....	137,436	Las Vegas city, NM.....	13,753
Hanover County, VA.....	99,863	Lawrence city, KS.....	87,643
Harrisburg city, SD.....	4,089	Lawrenceville city, GA.....	28,546
Harrisonburg city, VA.....	48,914	Lee's Summit city, MO.....	91,364
Harrisonville city, MO.....	10,019	Lehi city, UT.....	47,407
Hastings city, MN.....	22,172	Lenexa city, KS.....	48,190
Hayward city, CA.....	144,186	Lewisville city, TX.....	95,290
Henderson city, NV.....	257,729	Lewisville town, NC.....	12,639
Herndon town, VA.....	23,292	Libertyville village, IL.....	20,315
High Point city, NC.....	104,371	Lincolnwood village, IL.....	12,590
Highland Park city, IL.....	29,763	Lindsborg city, KS.....	3,458
Highlands Ranch CDP, CO.....	96,713	Little Chute village, WI.....	10,449
Homer Glen village, IL.....	24,220	Littleton city, CO.....	41,737
Honolulu County, HI.....	953,207	Livermore city, CA.....	80,968
Hooksett town, NH.....	13,451	Lombard village, IL.....	43,165
Hopkins city, MN.....	17,591	Lone Tree city, CO.....	10,218
Hopkinton town, MA.....	14,925	Long Grove village, IL.....	8,043
Hoquiam city, WA.....	8,726	Longmont city, CO.....	86,270
Horry County, SC.....	269,291	Longview city, TX.....	80,455
Howard village, WI.....	17,399	Lonsdale city, MN.....	3,674
Hudson town, CO.....	2,356	Los Alamos County, NM.....	17,950
Huntley village, IL.....	24,291	Los Altos Hills town, CA.....	7,922
Hurst city, TX.....	37,337	Loudoun County, VA.....	312,311
Hutchinson city, MN.....	14,178	Louisville city, CO.....	18,376
Hutto city, TX.....	14,698	Lower Merion township, PA.....	57,825
Independence city, MO.....	116,830	Lynchburg city, VA.....	75,568
Indianola city, IA.....	14,782	Lynnwood city, WA.....	35,836
Indio city, CA.....	76,036	Macomb County, MI.....	840,978
Iowa City city, IA.....	67,862	Manassas city, VA.....	37,821
Irving city, TX.....	216,290	Manhattan Beach city, CA.....	35,135
Issaquah city, WA.....	30,434	Manhattan city, KS.....	52,281
Jackson city, MO.....	13,758	Mankato city, MN.....	39,309
Jackson County, MI.....	160,248	Maple Grove city, MN.....	61,567
James City County, VA.....	67,009	Maplewood city, MN.....	38,018
Jefferson County, NY.....	116,229	Maricopa County, AZ.....	3,817,117
Jefferson Parish, LA.....	432,552	Marion city, IA.....	34,768
Johnson City city, TN.....	63,152	Mariposa County, CA.....	18,251

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Marshfield city, WI.....	19,118	Oakland city, CA.....	390,724
Martinez city, CA.....	35,824	Oakley city, CA.....	35,432
Marysville city, WA.....	60,020	Oklahoma City city, OK.....	579,999
Matthews town, NC.....	27,198	Olathe city, KS.....	125,872
Maui County, HI.....	154,834	Old Town city, ME.....	7,840
McAllen city, TX.....	129,877	Olmsted County, MN.....	144,248
McKinney city, TX.....	131,117	Olympia city, WA.....	46,478
McMinnville city, OR.....	32,187	Orange village, OH.....	3,323
Mecklenburg County, NC.....	919,628	Orland Park village, IL.....	56,767
Menlo Park city, CA.....	32,026	Orleans Parish, LA.....	343,829
Menomonee Falls village, WI.....	35,626	Oshkosh city, WI.....	66,083
Mercer Island city, WA.....	22,699	Oshemo charter township, MI.....	21,705
Meridian charter township, MI.....	39,688	Oswego village, IL.....	30,355
Meridian city, ID.....	75,092	Ottawa County, MI.....	263,801
Merriam city, KS.....	11,003	Overland Park city, KS.....	173,372
Mesa city, AZ.....	439,041	Paducah city, KY.....	25,024
Mesa County, CO.....	146,723	Palm Beach Gardens city, FL.....	48,452
Miami Beach city, FL.....	87,779	Palm Coast city, FL.....	75,180
Miami city, FL.....	399,457	Palo Alto city, CA.....	64,403
Middleton city, WI.....	17,442	Palos Verdes Estates city, CA.....	13,438
Midland city, MI.....	41,863	Papillion city, NE.....	18,894
Milford city, DE.....	9,559	Paradise Valley town, AZ.....	12,820
Milton city, GA.....	32,661	Park City city, UT.....	7,558
Minneapolis city, MN.....	382,578	Parker town, CO.....	45,297
Minnetrista city, MN.....	6,384	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
Monroe city, MI.....	20,733	Payette city, ID.....	7,433
Monterey city, CA.....	27,810	Pearland city, TX.....	91,252
Montgomery city, MN.....	2,956	Peoria city, AZ.....	154,065
Montgomery County, MD.....	971,777	Peoria city, IL.....	115,007
Monticello city, UT.....	1,972	Pflugerville city, TX.....	46,936
Montrose city, CO.....	19,132	Pinehurst village, NC.....	13,124
Monument town, CO.....	5,530	Piqua city, OH.....	20,522
Moraga town, CA.....	16,016	Pitkin County, CO.....	17,148
Morristown city, TN.....	29,137	Plano city, TX.....	259,841
Morrisville town, NC.....	18,576	Platte City city, MO.....	4,691
Morro Bay city, CA.....	10,234	Pleasant Hill city, IA.....	8,785
Mountain Village town, CO.....	1,320	Pleasanton city, CA.....	70,285
Mountlake Terrace city, WA.....	19,909	Polk County, IA.....	430,640
Murphy city, TX.....	17,708	Pompano Beach city, FL.....	99,845
Naperville city, IL.....	141,853	Port Orange city, FL.....	56,048
Napoleon city, OH.....	8,749	Port St. Lucie city, FL.....	164,603
Nederland city, TX.....	17,547	Portland city, OR.....	583,776
Needham CDP, MA.....	28,886	Powell city, OH.....	11,500
Nevada City city, CA.....	3,068	Powhatan County, VA.....	28,046
Nevada County, CA.....	98,764	Prince William County, VA.....	402,002
New Braunfels city, TX.....	57,740	Prior Lake city, MN.....	22,796
New Brighton city, MN.....	21,456	Pueblo city, CO.....	106,595
New Hope city, MN.....	20,339	Purcellville town, VA.....	7,727
New Orleans city, LA.....	343,829	Queen Creek town, AZ.....	26,361
New Smyrna Beach city, FL.....	22,464	Raleigh city, NC.....	403,892
New Ulm city, MN.....	13,522	Ramsey city, MN.....	23,668
Newberg city, OR.....	22,068	Raymond town, ME.....	4,436
Newport city, RI.....	24,672	Raymore city, MO.....	19,206
Newport News city, VA.....	180,719	Redmond city, OR.....	26,215
Newton city, IA.....	15,254	Redmond city, WA.....	54,144
Noblesville city, IN.....	51,969	Redwood City city, CA.....	76,815
Norcross city, GA.....	9,116	Reno city, NV.....	225,221
Norfolk city, NE.....	24,210	Reston CDP, VA.....	58,404
Norfolk city, VA.....	242,803	Richland city, WA.....	48,058
North Mankato city, MN.....	13,394	Richmond city, CA.....	103,701
North Port city, FL.....	57,357	Richmond Heights city, MO.....	8,603
North Richland Hills city, TX.....	63,343	Rio Rancho city, NM.....	87,521
North Yarmouth town, ME.....	3,565	River Falls city, WI.....	15,000
Novato city, CA.....	51,904	Riverside city, CA.....	303,871
Novi city, MI.....	55,224	Roanoke city, VA.....	97,032
O'Fallon city, IL.....	28,281	Roanoke County, VA.....	92,376
O'Fallon city, MO.....	79,329	Rochester Hills city, MI.....	70,995
Oak Park village, IL.....	51,878	Rock Hill city, SC.....	66,154

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Rockville city, MD.....	61,209	Summit County, UT.....	36,324
Roeland Park city, KS.....	6,731	Summit village, IL.....	11,054
Rogers city, MN.....	8,597	Sunnyvale city, CA.....	140,081
Rohnert Park city, CA.....	40,971	Surprise city, AZ.....	117,517
Rolla city, MO.....	19,559	Suwanee city, GA.....	15,355
Roselle village, IL.....	22,763	Tacoma city, WA.....	198,397
Rosemount city, MN.....	21,874	Takoma Park city, MD.....	16,715
Rosenberg city, TX.....	30,618	Tamarac city, FL.....	60,427
Roseville city, MN.....	33,660	Temecula city, CA.....	100,097
Round Rock city, TX.....	99,887	Tempe city, AZ.....	161,719
Royal Oak city, MI.....	57,236	Temple city, TX.....	66,102
Royal Palm Beach village, FL.....	34,140	Texarkana city, TX.....	36,411
Sacramento city, CA.....	466,488	The Woodlands CDP, TX.....	93,847
Sahuarita town, AZ.....	25,259	Thousand Oaks city, CA.....	126,683
Sammamish city, WA.....	45,780	Tigard city, OR.....	48,035
San Anselmo town, CA.....	12,336	Tracy city, CA.....	82,922
San Diego city, CA.....	1,307,402	Trinidad CCD, CO.....	12,017
San Francisco city, CA.....	805,235	Tualatin city, OR.....	26,054
San Jose city, CA.....	945,942	Tulsa city, OK.....	391,906
San Marcos city, CA.....	83,781	Tustin city, CA.....	75,540
San Marcos city, TX.....	44,894	Twin Falls city, ID.....	44,125
San Rafael city, CA.....	57,713	Unalaska city, AK.....	4,376
Sangamon County, IL.....	197,465	University Heights city, OH.....	13,539
Santa Fe city, NM.....	67,947	University Park city, TX.....	23,068
Santa Fe County, NM.....	144,170	Upper Arlington city, OH.....	33,771
Santa Monica city, CA.....	89,736	Urbandale city, IA.....	39,463
Sarasota County, FL.....	379,448	Vail town, CO.....	5,305
Savage city, MN.....	26,911	Ventura CCD, CA.....	111,889
Schaumburg village, IL.....	74,227	Vernon Hills village, IL.....	25,113
Schertz city, TX.....	31,465	Vestavia Hills city, AL.....	34,033
Scott County, MN.....	129,928	Victoria city, MN.....	7,345
Scottsdale city, AZ.....	217,385	Vienna town, VA.....	15,687
Sedona city, AZ.....	10,031	Virginia Beach city, VA.....	437,994
Sevierville city, TN.....	14,807	Walnut Creek city, CA.....	64,173
Shakopee city, MN.....	37,076	Warrensburg city, MO.....	18,838
Sharonville city, OH.....	13,560	Washington County, MN.....	238,136
Shawnee city, KS.....	62,209	Washington town, NH.....	1,123
Shawnee city, OK.....	29,857	Washoe County, NV.....	421,407
Sherborn town, MA.....	4,119	Washougal city, WA.....	14,095
Shoreline city, WA.....	53,007	Wauwatosa city, WI.....	46,396
Shoreview city, MN.....	25,043	Waverly city, IA.....	9,874
Shorewood village, IL.....	15,615	Wentzville city, MO.....	29,070
Shorewood village, WI.....	13,162	West Carrollton city, OH.....	13,143
Sierra Vista city, AZ.....	43,888	Western Springs village, IL.....	12,975
Silverton city, OR.....	9,222	Westerville city, OH.....	36,120
Sioux Center city, IA.....	7,048	Westlake town, TX.....	992
Sioux Falls city, SD.....	153,888	Westminster city, CO.....	106,114
Skokie village, IL.....	64,784	Weston town, MA.....	11,261
Snoqualmie city, WA.....	10,670	Wheat Ridge city, CO.....	30,166
Snowmass Village town, CO.....	2,826	White House city, TN.....	10,255
Somerset town, MA.....	18,165	Wichita city, KS.....	382,368
South Jordan city, UT.....	50,418	Williamsburg city, VA.....	14,068
South Lake Tahoe city, CA.....	21,403	Willowbrook village, IL.....	8,540
Southlake city, TX.....	26,575	Wilmington city, NC.....	106,476
Spearfish city, SD.....	10,494	Wilsonville city, OR.....	19,509
Spring Hill city, KS.....	5,437	Windsor town, CO.....	18,644
Springfield city, MO.....	159,498	Windsor town, CT.....	29,044
Springville city, UT.....	29,466	Winnetka village, IL.....	12,187
St. Augustine city, FL.....	12,975	Winter Garden city, FL.....	34,568
St. Charles city, IL.....	32,974	Woodbury city, MN.....	61,961
St. Cloud city, FL.....	35,183	Woodinville city, WA.....	10,938
St. Joseph city, MO.....	76,780	Woodland city, CA.....	55,468
St. Joseph town, WI.....	3,842	Wyandotte County, KS.....	157,505
St. Louis County, MN.....	200,226	Yakima city, WA.....	91,067
State College borough, PA.....	42,034	York County, VA.....	65,464
Steamboat Springs city, CO.....	12,088	Yorktown town, IN.....	9,405
Sugar Grove village, IL.....	8,997	Yorkville city, IL.....	16,921
Sugar Land city, TX.....	78,817	Yountville city, CA.....	2,933
Suisun City city, CA.....	28,111		

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 Johnson City funded this research. Please contact Lora Young of the City of Johnson City at lyoung@johnsoncitytn.org 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

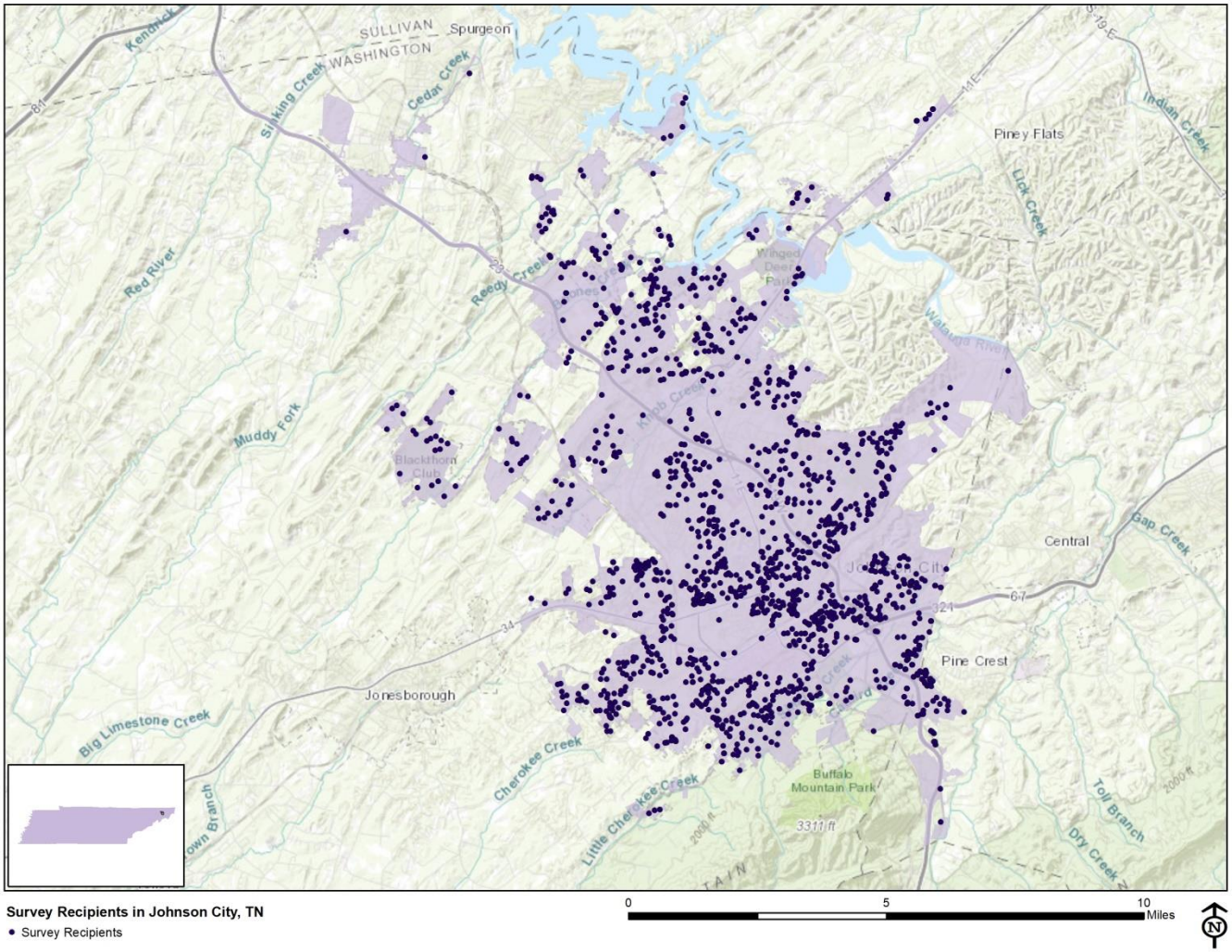
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Johnson City were eligible to participate in the survey. A list of all households within the zip codes serving Johnson City was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Johnson City 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 Johnson City boundaries were removed from consideration.

To choose the 2,000 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 Johnson City 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 September 24, 2018. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Manager 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 English. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on October 25, 2018 and remained open for five weeks.

About 5% of the 2,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,904 households that received the survey, 481 completed the survey, providing an overall response rate of 25%. Of the 481 completed surveys, 74 were completed online. The response rate was calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 258 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.

Table 73: Survey Response Rate

	Overall
Total sample used	2,000
I=Complete Interviews	478
P=Partial Interviews	3
R=Refusal and break off	0
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,423
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	25%

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 Johnson City survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (481 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

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.

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

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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NRC used SurveyGizmo, 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 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

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Johnson City. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, race and sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 74: Johnson City, TN 2018 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	45%	27%	44%
Own home	55%	73%	56%
Detached unit*	61%	68%	61%
Attached unit*	39%	32%	39%
Race and Ethnicity			
White	89%	88%	89%
Not white	11%	12%	11%
Not Hispanic	97%	97%	96%
Hispanic	3%	3%	4%
Sex and Age			
Female	53%	56%	53%
Male	47%	44%	47%
18-34 years of age	33%	14%	32%
35-54 years of age	33%	23%	33%
55+ years of age	35%	63%	35%
Females 18-34	17%	8%	17%
Females 35-54	17%	14%	17%
Females 55+	19%	34%	20%
Males 18-34	16%	5%	16%
Males 35-54	16%	9%	16%
Males 55+	16%	30%	16%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

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. When a table for a question that only permitted a

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

Appendix D: Survey Materials



CITY OF JOHNSON CITY TENNESSEE

October 2018

Dear City of Johnson City Resident:

Please help us shape the future of Johnson City! You have been selected at random to participate in the 2018 Johnson City 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 Johnson City 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/johnsoncity2018>

If you have any questions about the survey please call (423) 434-6196 or e-mail citizensurvey@johnsoncitytn.org.

Thank you for your time and participation!

Sincerely,

A handwritten signature in black ink, appearing to read 'Pete Peterson', with a large, stylized flourish above the name.

Pete Peterson
City Manager

The City of Johnson City 2018 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 Johnson City:

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

2. Please rate each of the following characteristics as they relate to Johnson City 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 Johnson City.....	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 Johnson City	1	2	3	4	5
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Johnson City	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Johnson City	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Johnson City.....	1	2	3	4	5

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

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

4. 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 Johnson City's downtown/commercial area during the day	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Johnson City 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 Johnson City	1	2	3	4	5
Ease of travel by public transportation in Johnson City	1	2	3	4	5
Ease of travel by bicycle in Johnson City	1	2	3	4	5
Ease of walking in Johnson City	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 Johnson City	1	2	3	4	5
Overall appearance of Johnson City.....	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

6. Please rate each of the following characteristics as they relate to Johnson City 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 Johnson City	1	2	3	4	5
Overall quality of business and service establishments in Johnson City	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Johnson City	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 Johnson City	1	2	3	4	5

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

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Johnson City (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Johnson City	1	2
Reported a crime to the police in Johnson City	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted the City of Johnson City (in-person, phone, email or web) for help or information	1	2
Contacted Johnson City elected officials (in-person, phone, email or web) to express your opinion	1	2

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

	<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 Johnson City recreation centers or their services	1	2	3	4
Visited a neighborhood park or City park	1	2	3	4
Used Johnson City public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Johnson City	1	2	3	4
Attended a City-sponsored event	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving	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
Volunteered your time to some group/activity in Johnson City	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, 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

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10. Please rate the quality of each of the following services in Johnson City:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff 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
Bus or transit services.....	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
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
Economic development	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	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
Johnson City open space.....	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by Johnson City employees (police, receptionists, planners, etc.).....	1	2	3	4	5

11. 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 Johnson City.....	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate the following categories of Johnson City 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 Johnson City.....	1	2	3	4	5
The overall direction that Johnson City is taking	1	2	3	4	5
The job Johnson City government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Johnson City 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

13. Please rate how important, if at all, you think it is for the Johnson City 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 Johnson City.....	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 Johnson City	1	2	3	4
Overall “built environment” of Johnson City (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Johnson City	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Johnson City.....	1	2	3	4
Sense of community.....	1	2	3	4

14. Please rate how much of a priority, if at all, each of the following should be for the City for the next five years:

	<i>High priority</i>	<i>Medium priority</i>	<i>Not a priority</i>
Provide tax incentives for new business development.....	1	2	3
Additional transportation improvements (traffic signals, intersections, congestion, etc.).....	1	2	3
Increase diversity of retail development.....	1	2	3
Improve downtown parking.....	1	2	3
Increase the number of athletic fields for parks and recreational programming	1	2	3
Increase the number of family recreational activities.....	1	2	3

15. Please rate how important, if at all, each of the following are to the overall quality of life in the City:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Community and cultural activities	1	2	3	4	5
Economic development	1	2	3	4	5
Healthy community	1	2	3	4	5
Safe community	1	2	3	4	5

16. When thinking about efforts made by the City in the last two years to improve each of the following, please indicate how satisfied, if at all, are you with:

	<i>Very satisfied</i>	<i>Somewhat satisfied</i>	<i>Somewhat unsatisfied</i>	<i>Very unsatisfied</i>	<i>Don't know</i>
Downtown improvements (flood remediation, streetscape improvements, etc.)	1	2	3	4	5
Street resurfacing	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Fiscal management/responsibility	1	2	3	4	5
Transportation improvements (traffic signals, intersections).....	1	2	3	4	5

The City of Johnson City 2018 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 Johnson City.....	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 Johnson City?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Johnson City?

- 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



THE NCSTM
The National Citizen SurveyTM

Johnson City, TN

Supplemental Online Survey Results

2018



NRC

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The National Citizen Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About this Report

As part of its participation in The National Citizen Survey™, the City of Johnson City conducted a mailed survey of 2,000 residents. Surveys were mailed to randomly selected households in September and data were collected through October 25, 2018. After the official data collection period was underway (see the report, *The National Citizen Survey: Community Livability Report, Johnson City, TN, 2018*), the City made available a web-based survey to its residents through a link on the City's website. Visitors to the site were able to complete the survey during October and November and 258 surveys were received.

This report contains the results of this administration of the web-based survey that have not been weighted to current population estimates of Johnson City.

Complete Survey Responses

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=”).

Responses excluding “don’t know”

Table 1: Question 1

Please rate each of the following aspects of quality of life in Johnson City:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Johnson City as a place to live	29%	N=74	56%	N=144	13%	N=33	3%	N=7	100%	N=258
Your neighborhood as a place to live	33%	N=86	47%	N=121	15%	N=39	4%	N=11	100%	N=257
Johnson City as a place to raise children	35%	N=81	46%	N=108	15%	N=36	3%	N=8	100%	N=233
Johnson City as a place to work	17%	N=40	42%	N=100	28%	N=66	13%	N=32	100%	N=238
Johnson City as a place to visit	17%	N=44	50%	N=126	25%	N=62	8%	N=20	100%	N=252
Johnson City as a place to retire	29%	N=64	47%	N=105	18%	N=40	7%	N=15	100%	N=224
The overall quality of life in Johnson City	21%	N=55	62%	N=159	13%	N=33	4%	N=11	100%	N=258

Table 2: Question 2

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Johnson City	20%	N=51	58%	N=149	19%	N=49	3%	N=9	100%	N=258
Overall ease of getting to the places you usually have to visit	28%	N=72	47%	N=122	19%	N=49	6%	N=15	100%	N=258
Quality of overall natural environment in Johnson City	30%	N=77	54%	N=138	14%	N=37	2%	N=5	100%	N=257
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	10%	N=25	45%	N=116	36%	N=94	9%	N=23	100%	N=258
Health and wellness opportunities in Johnson City	24%	N=60	43%	N=110	23%	N=59	10%	N=25	100%	N=254
Overall opportunities for education and enrichment	25%	N=63	47%	N=118	19%	N=48	9%	N=23	100%	N=252
Overall economic health of Johnson City	8%	N=20	47%	N=114	33%	N=82	12%	N=29	100%	N=245
Sense of community	14%	N=37	46%	N=119	26%	N=66	13%	N=34	100%	N=256
Overall image or reputation of Johnson City	13%	N=33	55%	N=136	25%	N=63	6%	N=16	100%	N=248

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Johnson City to someone who asks	43%	N=109	39%	N=100	10%	N=26	8%	N=21	100%	N=256
Remain in Johnson City for the next five years	61%	N=155	25%	N=64	6%	N=16	8%	N=20	100%	N=255

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Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
In your neighborhood during the day	66%	N=169	24%	N=62	4%	N=10	4%	N=10	2%	N=5	100%	N=256
In Johnson City's downtown/commercial area during the day	38%	N=97	41%	N=105	8%	N=21	13%	N=33	1%	N=2	100%	N=258

Table 5: Question 5

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Traffic flow on major streets	11%	N=28	53%	N=137	26%	N=68	10%	N=25	100%	N=258
Ease of public parking	7%	N=19	31%	N=80	37%	N=94	25%	N=64	100%	N=257
Ease of travel by car in Johnson City	21%	N=54	56%	N=143	18%	N=47	5%	N=13	100%	N=257
Ease of travel by public transportation in Johnson City	4%	N=4	16%	N=18	28%	N=31	53%	N=59	100%	N=112
Ease of travel by bicycle in Johnson City	4%	N=7	18%	N=29	38%	N=61	39%	N=63	100%	N=160
Ease of walking in Johnson City	9%	N=21	34%	N=81	38%	N=89	19%	N=45	100%	N=236
Availability of paths and walking trails	17%	N=40	40%	N=97	30%	N=73	13%	N=32	100%	N=242
Air quality	23%	N=56	57%	N=140	19%	N=46	2%	N=5	100%	N=247
Cleanliness of Johnson City	8%	N=21	54%	N=138	33%	N=84	5%	N=14	100%	N=257
Overall appearance of Johnson City	8%	N=21	57%	N=147	31%	N=80	4%	N=9	100%	N=257
Public places where people want to spend time	17%	N=43	52%	N=131	23%	N=59	8%	N=19	100%	N=252
Variety of housing options	10%	N=23	43%	N=100	30%	N=69	17%	N=39	100%	N=231
Availability of affordable quality housing	9%	N=19	33%	N=74	36%	N=80	22%	N=50	100%	N=223
Fitness opportunities (including exercise classes and paths or trails, etc.)	25%	N=62	46%	N=113	24%	N=59	5%	N=13	100%	N=247
Recreational opportunities	24%	N=59	46%	N=115	20%	N=51	10%	N=25	100%	N=250
Availability of affordable quality food	23%	N=58	44%	N=113	23%	N=58	10%	N=26	100%	N=255
Availability of affordable quality health care	15%	N=38	38%	N=94	28%	N=68	19%	N=47	100%	N=247
Availability of preventive health services	17%	N=40	41%	N=97	27%	N=63	15%	N=36	100%	N=236
Availability of affordable quality mental health care	7%	N=12	22%	N=40	32%	N=58	40%	N=72	100%	N=182

Table 6: Question 6

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Availability of affordable quality child care/preschool	10%	N=12	35%	N=44	31%	N=39	25%	N=31	100%	N=126
K-12 education	34%	N=65	39%	N=75	20%	N=39	7%	N=14	100%	N=193
Adult educational opportunities	18%	N=35	44%	N=87	25%	N=50	13%	N=25	100%	N=197
Opportunities to attend cultural/arts/music activities	19%	N=47	40%	N=100	26%	N=64	16%	N=39	100%	N=250
Opportunities to participate in religious or spiritual events and activities	38%	N=85	47%	N=104	10%	N=23	5%	N=10	100%	N=222
Employment opportunities	5%	N=12	31%	N=73	43%	N=101	21%	N=49	100%	N=235
Shopping opportunities	15%	N=38	45%	N=116	28%	N=73	12%	N=31	100%	N=258

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Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Cost of living in Johnson City	27%	N=69	43%	N=112	22%	N=57	8%	N=20	100%	N=258
Overall quality of business and service establishments in Johnson City	13%	N=33	58%	N=150	24%	N=63	5%	N=12	100%	N=258
Vibrant downtown/commercial area	7%	N=19	47%	N=120	33%	N=84	13%	N=32	100%	N=255
Overall quality of new development in Johnson City	16%	N=40	42%	N=104	32%	N=78	10%	N=24	100%	N=246
Opportunities to participate in social events and activities	18%	N=45	47%	N=119	28%	N=70	7%	N=17	100%	N=251
Opportunities to volunteer	31%	N=72	50%	N=115	16%	N=37	3%	N=6	100%	N=230
Opportunities to participate in community matters	19%	N=43	45%	N=103	26%	N=59	10%	N=24	100%	N=229
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=30	34%	N=84	35%	N=85	18%	N=45	100%	N=244
Neighborliness of residents in Johnson City	19%	N=47	45%	N=114	25%	N=62	11%	N=28	100%	N=251

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	27%	N=69	73%	N=188	100%	N=257
Made efforts to make your home more energy efficient	22%	N=57	78%	N=201	100%	N=258
Observed a code violation or other hazard in Johnson City (weeds, abandoned buildings, etc.)	36%	N=93	64%	N=165	100%	N=258
Household member was a victim of a crime in Johnson City	86%	N=222	14%	N=36	100%	N=258
Reported a crime to the police in Johnson City	76%	N=196	24%	N=61	100%	N=257
Stocked supplies in preparation for an emergency	66%	N=169	34%	N=89	100%	N=258
Campaigned or advocated for an issue, cause or candidate	48%	N=124	52%	N=134	100%	N=258
Contacted the City of Johnson City (in-person, phone, email or web) for help or information	51%	N=130	49%	N=127	100%	N=257
Contacted Johnson City elected officials (in-person, phone, email or web) to express your opinion	69%	N=178	31%	N=80	100%	N=258

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Johnson City?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Johnson City recreation centers or their services	8%	N=20	18%	N=45	41%	N=105	34%	N=87	100%	N=257
Visited a neighborhood park or City park	17%	N=44	31%	N=80	44%	N=112	8%	N=21	100%	N=257
Used Johnson City public libraries or their services	9%	N=22	15%	N=39	35%	N=90	41%	N=103	100%	N=254
Participated in religious or spiritual activities in Johnson City	13%	N=34	21%	N=53	21%	N=54	45%	N=116	100%	N=257
Attended a City-sponsored event	2%	N=6	16%	N=40	60%	N=153	23%	N=58	100%	N=257
Used bus, rail, subway or other public transportation instead of driving	2%	N=5	2%	N=4	4%	N=10	93%	N=238	100%	N=257
Carpooled with other adults or children instead of driving alone	12%	N=30	16%	N=41	22%	N=56	51%	N=130	100%	N=257
Walked or biked instead of driving	10%	N=26	11%	N=29	23%	N=58	56%	N=143	100%	N=256
Volunteered your time to some group/activity in Johnson City	15%	N=38	17%	N=43	33%	N=85	35%	N=90	100%	N=256
Participated in a club	9%	N=22	12%	N=30	19%	N=49	61%	N=155	100%	N=256
Talked to or visited with your immediate neighbors	35%	N=91	31%	N=79	25%	N=65	9%	N=22	100%	N=257
Done a favor for a neighbor	12%	N=30	29%	N=75	39%	N=101	20%	N=50	100%	N=256

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Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, 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	1%	N=2	6%	N=16	35%	N=88	58%	N=147	100%	N=253
Watched (online or on television) a local public meeting	1%	N=2	9%	N=24	30%	N=77	59%	N=151	100%	N=254

Table 10: Question 10

Please rate the quality of each of the following services in Johnson City:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	30%	N=70	51%	N=120	16%	N=37	3%	N=8	100%	N=235
Fire services	51%	N=100	43%	N=83	4%	N=8	2%	N=4	100%	N=195
Ambulance or emergency medical services	45%	N=84	44%	N=82	9%	N=16	2%	N=4	100%	N=186
Crime prevention	17%	N=35	48%	N=101	26%	N=55	9%	N=18	100%	N=209
Fire prevention and education	25%	N=45	54%	N=97	15%	N=27	6%	N=10	100%	N=179
Traffic enforcement	19%	N=43	48%	N=112	22%	N=52	11%	N=25	100%	N=232
Street repair	6%	N=16	43%	N=107	31%	N=79	20%	N=49	100%	N=251
Street cleaning	14%	N=34	52%	N=128	26%	N=63	8%	N=19	100%	N=244
Street lighting	15%	N=37	53%	N=135	26%	N=66	7%	N=17	100%	N=255
Snow removal	21%	N=48	52%	N=118	16%	N=37	10%	N=23	100%	N=226
Sidewalk maintenance	7%	N=16	48%	N=115	29%	N=70	16%	N=39	100%	N=240
Traffic signal timing	7%	N=17	40%	N=101	30%	N=76	24%	N=60	100%	N=254
Bus or transit services	12%	N=10	30%	N=25	24%	N=20	35%	N=29	100%	N=84
Garbage collection	41%	N=99	48%	N=116	8%	N=19	4%	N=9	100%	N=243
Recycling	29%	N=68	42%	N=99	16%	N=37	13%	N=30	100%	N=234
Yard waste pick-up	34%	N=69	39%	N=79	16%	N=33	11%	N=23	100%	N=204
Storm drainage	10%	N=23	48%	N=107	26%	N=59	16%	N=35	100%	N=224
Drinking water	32%	N=80	42%	N=107	19%	N=48	7%	N=18	100%	N=253
Sewer services	31%	N=71	54%	N=123	11%	N=24	4%	N=8	100%	N=226
Utility billing	20%	N=50	45%	N=111	24%	N=60	10%	N=25	100%	N=246
City parks	42%	N=103	47%	N=115	9%	N=22	2%	N=5	100%	N=245
Recreation programs or classes	26%	N=47	53%	N=97	15%	N=28	5%	N=10	100%	N=182
Recreation centers or facilities	28%	N=57	50%	N=104	16%	N=33	6%	N=13	100%	N=207
Land use, planning and zoning	10%	N=19	42%	N=82	30%	N=59	19%	N=37	100%	N=197
Code enforcement (weeds, abandoned buildings, etc.)	4%	N=9	31%	N=64	39%	N=79	25%	N=52	100%	N=204
Economic development	6%	N=15	47%	N=110	30%	N=71	16%	N=37	100%	N=233
Public library services	48%	N=92	39%	N=75	10%	N=19	2%	N=4	100%	N=190
Public information services	15%	N=28	49%	N=94	27%	N=52	9%	N=18	100%	N=192
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	N=12	50%	N=72	22%	N=32	19%	N=28	100%	N=144

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Please rate the quality of each of the following services in Johnson City:	Excellent		Good		Fair		Poor		Total	
Preservation of natural areas such as open space, farmlands and greenbelts	10%	N=22	45%	N=97	32%	N=68	13%	N=27	100%	N=214
Johnson City open space	14%	N=31	48%	N=104	30%	N=66	7%	N=16	100%	N=217
City-sponsored special events	22%	N=47	47%	N=103	22%	N=48	9%	N=20	100%	N=218
Overall customer service by Johnson City employees (police, receptionists, planners, etc.)	25%	N=58	52%	N=120	16%	N=37	8%	N=18	100%	N=233

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Johnson City	16%	N=40	60%	N=149	17%	N=41	7%	N=17	100%	N=247
The Federal Government	4%	N=10	36%	N=83	38%	N=88	22%	N=51	100%	N=232

Table 12: Question 12

Please rate the following categories of Johnson City government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Johnson City	14%	N=33	48%	N=113	27%	N=64	11%	N=25	100%	N=235
The overall direction that Johnson City is taking	23%	N=56	45%	N=110	23%	N=58	9%	N=23	100%	N=247
The job Johnson City government does at welcoming citizen involvement	10%	N=22	44%	N=100	25%	N=57	21%	N=49	100%	N=228
Overall confidence in Johnson City government	11%	N=27	44%	N=108	27%	N=67	17%	N=42	100%	N=244
Generally acting in the best interest of the community	13%	N=31	44%	N=107	25%	N=61	18%	N=43	100%	N=242
Being honest	8%	N=17	47%	N=102	25%	N=54	20%	N=43	100%	N=216
Treating all residents fairly	10%	N=23	39%	N=89	22%	N=51	29%	N=65	100%	N=228

Table 13: Question 13

Please rate how important, if at all, you think it is for the Johnson City 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 Johnson City	56%	N=144	34%	N=86	9%	N=22	1%	N=3	100%	N=255
Overall ease of getting to the places you usually have to visit	29%	N=74	53%	N=136	16%	N=42	1%	N=3	100%	N=255
Quality of overall natural environment in Johnson City	39%	N=99	42%	N=108	18%	N=45	1%	N=3	100%	N=255
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	36%	N=93	42%	N=107	20%	N=52	2%	N=4	100%	N=256
Health and wellness opportunities in Johnson City	36%	N=92	43%	N=109	20%	N=52	1%	N=2	100%	N=255
Overall opportunities for education and enrichment	43%	N=110	43%	N=110	13%	N=32	1%	N=3	100%	N=255
Overall economic health of Johnson City	60%	N=152	34%	N=87	6%	N=15	0%	N=1	100%	N=255
Sense of community	39%	N=99	44%	N=111	16%	N=42	1%	N=3	100%	N=255

Table 14: Question 14

Please rate how much of a priority, if at all, each of the following should be for the City for the next five years	High priority		Medium priority		Not a priority		Total	
Provide tax incentives for new business development	37%	N=95	43%	N=111	20%	N=50	100%	N=256

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Please rate how much of a priority, if at all, each of the following should be for the City for the next five years	High priority		Medium priority		Not a priority		Total	
	%	N	%	N	%	N	%	N
Additional transportation improvements (traffic signals, intersections, congestion, etc.)	43%	N=109	47%	N=120	11%	N=27	100%	N=256
Increase diversity of retail development	44%	N=113	41%	N=106	14%	N=37	100%	N=256
Improve downtown parking	50%	N=128	39%	N=100	11%	N=27	100%	N=255
Increase the number of athletic fields for parks and recreational programming	13%	N=34	42%	N=109	44%	N=114	100%	N=257
Increase the number of family recreational activities	26%	N=66	54%	N=138	20%	N=52	100%	N=256

Table 15: Question 15

Please rate how important, if at all, each of the following are to the overall quality of life in the City	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Community and cultural activities	34%	N=86	43%	N=110	20%	N=51	3%	N=7	100%	N=254
Economic development	54%	N=136	35%	N=89	11%	N=27	1%	N=2	100%	N=254
Healthy community	43%	N=111	45%	N=115	10%	N=26	2%	N=4	100%	N=256
Safe community	71%	N=181	24%	N=61	5%	N=14	0%	N=0	100%	N=256

Table 16: Question 16

When thinking about efforts made by the City in the last two years to improve each of the following, please indicate how satisfied, if at all, are you with:	Very satisfied		Somewhat satisfied		Somewhat unsatisfied		Very unsatisfied		Total	
	%	N	%	N	%	N	%	N	%	N
Downtown improvements (flood remediation, streetscape improvements, etc.)	42%	N=104	43%	N=106	10%	N=25	5%	N=12	100%	N=247
Street resurfacing	24%	N=57	54%	N=130	14%	N=34	8%	N=19	100%	N=240
Recreational opportunities	31%	N=73	53%	N=123	10%	N=24	5%	N=12	100%	N=232
Fiscal management/responsibility	24%	N=51	49%	N=104	18%	N=39	8%	N=18	100%	N=212
Transportation improvements (traffic signals, intersections)	17%	N=39	53%	N=124	21%	N=49	10%	N=23	100%	N=235

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	7%	N=18	8%	N=21	16%	N=42	17%	N=45	51%	N=132	100%	N=258
Purchase goods or services from a business located in Johnson City	0%	N=0	2%	N=4	14%	N=36	64%	N=164	21%	N=54	100%	N=258
Eat at least 5 portions of fruits and vegetables a day	2%	N=4	11%	N=29	42%	N=108	36%	N=92	9%	N=24	100%	N=257
Participate in moderate or vigorous physical activity	2%	N=5	13%	N=32	40%	N=102	31%	N=78	15%	N=38	100%	N=255
Read or watch local news (via television, paper, computer, etc.)	3%	N=7	7%	N=19	15%	N=38	35%	N=90	40%	N=103	100%	N=257
Vote in local elections	4%	N=10	0%	N=1	3%	N=7	21%	N=55	72%	N=184	100%	N=257

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Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	17%	N=44
Very good	48%	N=125
Good	26%	N=67
Fair	7%	N=17
Poor	2%	N=5
Total	100%	N=258

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	8%	N=20
Somewhat positive	30%	N=77
Neutral	38%	N=98
Somewhat negative	19%	N=49
Very negative	4%	N=11
Total	100%	N=255

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	66%	N=169
Working part time for pay	14%	N=36
Unemployed, looking for paid work	4%	N=11
Unemployed, not looking for paid work	3%	N=8
Fully retired	13%	N=33
Total	100%	N=257

Table 21: Question D5

Do you work inside the boundaries of Johnson City?	Percent	Number
Yes, outside the home	54%	N=133
Yes, from home	13%	N=31
No	33%	N=81
Total	100%	N=245

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Table 22: Question D6

How many years have you lived in Johnson City?	Percent	Number
Less than 2 years	9%	N=22
2 to 5 years	23%	N=60
6 to 10 years	12%	N=31
11 to 20 years	23%	N=60
More than 20 years	33%	N=84
Total	100%	N=257

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	80%	N=189
Building with two or more homes (duplex, townhome, apartment or condominium)	17%	N=41
Mobile home	2%	N=4
Other	1%	N=3
Total	100%	N=237

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	21%	N=48
Owned	79%	N=186
Total	100%	N=234

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	6%	N=15
\$300 to \$599 per month	13%	N=33
\$600 to \$999 per month	35%	N=88
\$1,000 to \$1,499 per month	24%	N=61
\$1,500 to \$2,499 per month	13%	N=33
\$2,500 or more per month	8%	N=19
Total	100%	N=249

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	59%	N=132
Yes	41%	N=91
Total	100%	N=223

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Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	80%	N=180
Yes	20%	N=44
Total	100%	N=224

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	14%	N=34
\$25,000 to \$49,999	18%	N=44
\$50,000 to \$99,999	37%	N=92
\$100,000 to \$149,999	17%	N=43
\$150,000 or more	13%	N=33
Total	100%	N=246

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=250
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=4
Total	100%	N=254

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	2%	N=4
Asian, Asian Indian or Pacific Islander	1%	N=2
Black or African American	2%	N=4
White	94%	N=240
Other	4%	N=11

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

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Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=10
25 to 34 years	19%	N=48
35 to 44 years	29%	N=75
45 to 54 years	20%	N=50
55 to 64 years	16%	N=41
65 to 74 years	9%	N=24
75 years or older	3%	N=7
Total	100%	N=255

Table 32: Question D16

What is your sex?	Percent	Number
Female	58%	N=103
Male	42%	N=74
Total	100%	N=177

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	85%	N=150
Land line	6%	N=10
Both	9%	N=16
Total	100%	N=176

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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 Johnson City:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Johnson City as a place to live	29%	N=74	56%	N=144	13%	N=33	3%	N=7	0%	N=0	100%	N=258
Your neighborhood as a place to live	33%	N=86	47%	N=121	15%	N=39	4%	N=11	0%	N=1	100%	N=258
Johnson City as a place to raise children	31%	N=81	42%	N=108	14%	N=36	3%	N=8	10%	N=25	100%	N=258
Johnson City as a place to work	16%	N=40	39%	N=100	26%	N=66	12%	N=32	7%	N=19	100%	N=257
Johnson City as a place to visit	17%	N=44	49%	N=126	24%	N=62	8%	N=20	2%	N=6	100%	N=258
Johnson City as a place to retire	25%	N=64	41%	N=105	16%	N=40	6%	N=15	13%	N=34	100%	N=258
The overall quality of life in Johnson City	21%	N=55	62%	N=159	13%	N=33	4%	N=11	0%	N=0	100%	N=258

Table 35: Question 2

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Johnson City	20%	N=51	58%	N=149	19%	N=49	3%	N=9	0%	N=0	100%	N=258
Overall ease of getting to the places you usually have to visit	28%	N=72	47%	N=122	19%	N=49	6%	N=15	0%	N=0	100%	N=258
Quality of overall natural environment in Johnson City	30%	N=77	53%	N=138	14%	N=37	2%	N=5	0%	N=1	100%	N=258
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	10%	N=25	45%	N=116	36%	N=94	9%	N=23	0%	N=0	100%	N=258
Health and wellness opportunities in Johnson City	23%	N=60	43%	N=110	23%	N=59	10%	N=25	2%	N=4	100%	N=258
Overall opportunities for education and enrichment	25%	N=63	46%	N=118	19%	N=48	9%	N=23	2%	N=5	100%	N=257
Overall economic health of Johnson City	8%	N=20	44%	N=114	32%	N=82	11%	N=29	5%	N=13	100%	N=258
Sense of community	14%	N=37	46%	N=119	26%	N=66	13%	N=34	1%	N=2	100%	N=258
Overall image or reputation of Johnson City	13%	N=33	53%	N=136	25%	N=63	6%	N=16	4%	N=9	100%	N=257

Table 36: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Johnson City to someone who asks	42%	N=109	39%	N=100	10%	N=26	8%	N=21	1%	N=2	100%	N=258
Remain in Johnson City for the next five years	60%	N=155	25%	N=64	6%	N=16	8%	N=20	1%	N=3	100%	N=258

Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	66%	N=169	24%	N=62	4%	N=10	4%	N=10	2%	N=5	1%	N=2	100%	N=258
In Johnson City's downtown/commercial area	38%	N=97	41%	N=105	8%	N=21	13%	N=33	1%	N=2	0%	N=0	100%	N=258

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Please rate how safe or unsafe you feel: during the day	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total

Table 38: Question 5

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	11%	N=28	53%	N=137	26%	N=68	10%	N=25	0%	N=0	100%	N=258
Ease of public parking	7%	N=19	31%	N=80	37%	N=94	25%	N=64	0%	N=0	100%	N=257
Ease of travel by car in Johnson City	21%	N=54	56%	N=143	18%	N=47	5%	N=13	0%	N=0	100%	N=257
Ease of travel by public transportation in Johnson City	2%	N=4	7%	N=18	12%	N=31	23%	N=59	57%	N=146	100%	N=258
Ease of travel by bicycle in Johnson City	3%	N=7	11%	N=29	24%	N=61	25%	N=63	38%	N=97	100%	N=257
Ease of walking in Johnson City	8%	N=21	31%	N=81	34%	N=89	17%	N=45	9%	N=22	100%	N=258
Availability of paths and walking trails	16%	N=40	38%	N=97	28%	N=73	12%	N=32	6%	N=16	100%	N=258
Air quality	22%	N=56	54%	N=140	18%	N=46	2%	N=5	4%	N=10	100%	N=257
Cleanliness of Johnson City	8%	N=21	54%	N=138	33%	N=84	5%	N=14	0%	N=0	100%	N=257
Overall appearance of Johnson City	8%	N=21	57%	N=147	31%	N=80	4%	N=9	0%	N=0	100%	N=257
Public places where people want to spend time	17%	N=43	51%	N=131	23%	N=59	7%	N=19	2%	N=4	100%	N=256
Variety of housing options	9%	N=23	39%	N=100	27%	N=69	15%	N=39	10%	N=25	100%	N=256
Availability of affordable quality housing	7%	N=19	29%	N=74	31%	N=80	20%	N=50	13%	N=32	100%	N=255
Fitness opportunities (including exercise classes and paths or trails, etc.)	24%	N=62	44%	N=113	23%	N=59	5%	N=13	4%	N=9	100%	N=256
Recreational opportunities	23%	N=59	45%	N=115	20%	N=51	10%	N=25	2%	N=6	100%	N=256
Availability of affordable quality food	23%	N=58	44%	N=113	23%	N=58	10%	N=26	0%	N=1	100%	N=256
Availability of affordable quality health care	15%	N=38	37%	N=94	27%	N=68	19%	N=47	3%	N=7	100%	N=254
Availability of preventive health services	16%	N=40	38%	N=97	25%	N=63	14%	N=36	8%	N=20	100%	N=256
Availability of affordable quality mental health care	5%	N=12	16%	N=40	23%	N=58	28%	N=72	29%	N=74	100%	N=256

Table 39: Question 6

Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	5%	N=12	17%	N=44	15%	N=39	12%	N=31	51%	N=132	100%	N=258
K-12 education	25%	N=65	29%	N=75	15%	N=39	5%	N=14	25%	N=64	100%	N=257
Adult educational opportunities	14%	N=35	34%	N=87	19%	N=50	10%	N=25	24%	N=61	100%	N=258
Opportunities to attend cultural/arts/music activities	18%	N=47	39%	N=100	25%	N=64	15%	N=39	3%	N=7	100%	N=257
Opportunities to participate in religious or spiritual events and activities	33%	N=85	40%	N=104	9%	N=23	4%	N=10	14%	N=36	100%	N=258
Employment opportunities	5%	N=12	28%	N=73	39%	N=101	19%	N=49	9%	N=22	100%	N=257
Shopping opportunities	15%	N=38	45%	N=116	28%	N=73	12%	N=31	0%	N=0	100%	N=258
Cost of living in Johnson City	27%	N=69	43%	N=112	22%	N=57	8%	N=20	0%	N=0	100%	N=258

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Please rate each of the following characteristics as they relate to Johnson City as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Johnson City	13%	N=33	58%	N=150	24%	N=63	5%	N=12	0%	N=0	100%	N=258
Vibrant downtown/commercial area	7%	N=19	47%	N=120	33%	N=84	12%	N=32	1%	N=3	100%	N=258
Overall quality of new development in Johnson City	16%	N=40	40%	N=104	30%	N=78	9%	N=24	5%	N=12	100%	N=258
Opportunities to participate in social events and activities	17%	N=45	46%	N=119	27%	N=70	7%	N=17	3%	N=7	100%	N=258
Opportunities to volunteer	28%	N=72	45%	N=115	14%	N=37	2%	N=6	11%	N=27	100%	N=257
Opportunities to participate in community matters	17%	N=43	40%	N=103	23%	N=59	9%	N=24	10%	N=26	100%	N=255
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=30	33%	N=84	33%	N=85	18%	N=45	5%	N=12	100%	N=256
Neighborliness of residents in Johnson City	18%	N=47	45%	N=114	24%	N=62	11%	N=28	2%	N=4	100%	N=255

Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	27%	N=69	73%	N=188	100%	N=257
Made efforts to make your home more energy efficient	22%	N=57	78%	N=201	100%	N=258
Observed a code violation or other hazard in Johnson City (weeds, abandoned buildings, etc.)	36%	N=93	64%	N=165	100%	N=258
Household member was a victim of a crime in Johnson City	86%	N=222	14%	N=36	100%	N=258
Reported a crime to the police in Johnson City	76%	N=196	24%	N=61	100%	N=257
Stocked supplies in preparation for an emergency	66%	N=169	34%	N=89	100%	N=258
Campaigned or advocated for an issue, cause or candidate	48%	N=124	52%	N=134	100%	N=258
Contacted the City of Johnson City (in-person, phone, email or web) for help or information	51%	N=130	49%	N=127	100%	N=257
Contacted Johnson City elected officials (in-person, phone, email or web) to express your opinion	69%	N=178	31%	N=80	100%	N=258

Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Johnson City?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Johnson City recreation centers or their services	8%	N=20	18%	N=45	41%	N=105	34%	N=87	100%	N=257
Visited a neighborhood park or City park	17%	N=44	31%	N=80	44%	N=112	8%	N=21	100%	N=257
Used Johnson City public libraries or their services	9%	N=22	15%	N=39	35%	N=90	41%	N=103	100%	N=254
Participated in religious or spiritual activities in Johnson City	13%	N=34	21%	N=53	21%	N=54	45%	N=116	100%	N=257
Attended a City-sponsored event	2%	N=6	16%	N=40	60%	N=153	23%	N=58	100%	N=257
Used bus, rail, subway or other public transportation instead of driving	2%	N=5	2%	N=4	4%	N=10	93%	N=238	100%	N=257
Carpooled with other adults or children instead of driving alone	12%	N=30	16%	N=41	22%	N=56	51%	N=130	100%	N=257
Walked or biked instead of driving	10%	N=26	11%	N=29	23%	N=58	56%	N=143	100%	N=256
Volunteered your time to some group/activity in Johnson City	15%	N=38	17%	N=43	33%	N=85	35%	N=90	100%	N=256
Participated in a club	9%	N=22	12%	N=30	19%	N=49	61%	N=155	100%	N=256
Talked to or visited with your immediate neighbors	35%	N=91	31%	N=79	25%	N=65	9%	N=22	100%	N=257
Done a favor for a neighbor	12%	N=30	29%	N=75	39%	N=101	20%	N=50	100%	N=256

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Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, 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	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	1%	N=2	6%	N=16	35%	N=88	58%	N=147	100%	N=253
Watched (online or on television) a local public meeting	1%	N=2	9%	N=24	30%	N=77	59%	N=151	100%	N=254

Table 43: Question 10

Please rate the quality of each of the following services in Johnson City:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	27%	N=70	47%	N=120	14%	N=37	3%	N=8	9%	N=22	100%	N=257
Fire services	40%	N=100	33%	N=83	3%	N=8	2%	N=4	23%	N=58	100%	N=253
Ambulance or emergency medical services	33%	N=84	32%	N=82	6%	N=16	2%	N=4	28%	N=71	100%	N=257
Crime prevention	14%	N=35	39%	N=101	21%	N=55	7%	N=18	19%	N=48	100%	N=257
Fire prevention and education	18%	N=45	38%	N=97	11%	N=27	4%	N=10	30%	N=78	100%	N=257
Traffic enforcement	17%	N=43	44%	N=112	20%	N=52	10%	N=25	10%	N=25	100%	N=257
Street repair	6%	N=16	42%	N=107	31%	N=79	19%	N=49	2%	N=6	100%	N=257
Street cleaning	13%	N=34	50%	N=128	25%	N=63	7%	N=19	5%	N=13	100%	N=257
Street lighting	14%	N=37	53%	N=135	26%	N=66	7%	N=17	1%	N=2	100%	N=257
Snow removal	19%	N=48	46%	N=118	14%	N=37	9%	N=23	12%	N=30	100%	N=256
Sidewalk maintenance	6%	N=16	45%	N=115	27%	N=70	15%	N=39	7%	N=17	100%	N=257
Traffic signal timing	7%	N=17	39%	N=101	30%	N=76	23%	N=60	1%	N=3	100%	N=257
Bus or transit services	4%	N=10	10%	N=25	8%	N=20	11%	N=29	67%	N=172	100%	N=256
Garbage collection	39%	N=99	45%	N=116	7%	N=19	4%	N=9	5%	N=14	100%	N=257
Recycling	26%	N=68	39%	N=99	14%	N=37	12%	N=30	9%	N=23	100%	N=257
Yard waste pick-up	27%	N=69	31%	N=79	13%	N=33	9%	N=23	21%	N=53	100%	N=257
Storm drainage	9%	N=23	42%	N=107	23%	N=59	14%	N=35	13%	N=32	100%	N=256
Drinking water	31%	N=80	42%	N=107	19%	N=48	7%	N=18	2%	N=4	100%	N=257
Sewer services	28%	N=71	48%	N=123	9%	N=24	3%	N=8	12%	N=30	100%	N=256
Utility billing	19%	N=50	43%	N=111	23%	N=60	10%	N=25	4%	N=11	100%	N=257
City parks	41%	N=103	45%	N=115	9%	N=22	2%	N=5	4%	N=9	100%	N=254
Recreation programs or classes	19%	N=47	38%	N=97	11%	N=28	4%	N=10	28%	N=72	100%	N=254
Recreation centers or facilities	23%	N=57	41%	N=104	13%	N=33	5%	N=13	18%	N=46	100%	N=253
Land use, planning and zoning	8%	N=19	32%	N=82	23%	N=59	15%	N=37	22%	N=56	100%	N=253
Code enforcement (weeds, abandoned buildings, etc.)	4%	N=9	25%	N=64	31%	N=79	20%	N=52	20%	N=52	100%	N=256
Economic development	6%	N=15	43%	N=110	28%	N=71	14%	N=37	9%	N=23	100%	N=256
Public library services	36%	N=92	29%	N=75	7%	N=19	2%	N=4	26%	N=66	100%	N=256
Public information services	11%	N=28	37%	N=94	20%	N=52	7%	N=18	25%	N=64	100%	N=256

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Please rate the quality of each of the following services in Johnson City:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	5%	N=12	28%	N=72	13%	N=32	11%	N=28	43%	N=110	100%	N=254
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=22	38%	N=97	27%	N=68	11%	N=27	16%	N=41	100%	N=255
Johnson City open space	12%	N=31	41%	N=104	26%	N=66	6%	N=16	15%	N=38	100%	N=255
City-sponsored special events	18%	N=47	40%	N=103	19%	N=48	8%	N=20	15%	N=37	100%	N=255
Overall customer service by Johnson City employees (police, receptionists, planners, etc.)	23%	N=58	47%	N=120	15%	N=37	7%	N=18	8%	N=21	100%	N=254

Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Johnson City	16%	N=40	59%	N=149	16%	N=41	7%	N=17	3%	N=7	100%	N=254
The Federal Government	4%	N=10	33%	N=83	35%	N=88	20%	N=51	9%	N=22	100%	N=254

Table 45: Question 12

Please rate the following categories of Johnson City government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Johnson City	13%	N=33	44%	N=113	25%	N=64	10%	N=25	7%	N=19	100%	N=254
The overall direction that Johnson City is taking	22%	N=56	43%	N=110	23%	N=58	9%	N=23	3%	N=7	100%	N=254
The job Johnson City government does at welcoming citizen involvement	9%	N=22	40%	N=100	23%	N=57	19%	N=49	10%	N=24	100%	N=252
Overall confidence in Johnson City government	11%	N=27	43%	N=108	26%	N=67	17%	N=42	4%	N=10	100%	N=254
Generally acting in the best interest of the community	12%	N=31	42%	N=107	24%	N=61	17%	N=43	5%	N=12	100%	N=254
Being honest	7%	N=17	40%	N=102	21%	N=54	17%	N=43	15%	N=38	100%	N=254
Treating all residents fairly	9%	N=23	35%	N=89	20%	N=51	26%	N=65	10%	N=26	100%	N=254

Table 46: Question 13

Please rate how important, if at all, you think it is for the Johnson City community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Johnson City	56%	N=144	34%	N=86	9%	N=22	1%	N=3	100%	N=255
Overall ease of getting to the places you usually have to visit	29%	N=74	53%	N=136	16%	N=42	1%	N=3	100%	N=255
Quality of overall natural environment in Johnson City	39%	N=99	42%	N=108	18%	N=45	1%	N=3	100%	N=255
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	36%	N=93	42%	N=107	20%	N=52	2%	N=4	100%	N=256
Health and wellness opportunities in Johnson City	36%	N=92	43%	N=109	20%	N=52	1%	N=2	100%	N=255
Overall opportunities for education and enrichment	43%	N=110	43%	N=110	13%	N=32	1%	N=3	100%	N=255
Overall economic health of Johnson City	60%	N=152	34%	N=87	6%	N=15	0%	N=1	100%	N=255
Sense of community	39%	N=99	44%	N=111	16%	N=42	1%	N=3	100%	N=255

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Table 47: Question 14

Please rate how much of a priority, if at all, each of the following should be for the City for the next five years	High priority		Medium priority		Not a priority		Total	
	%	N	%	N	%	N	%	N
Provide tax incentives for new business development	37%	N=95	43%	N=111	20%	N=50	100%	N=256
Additional transportation improvements (traffic signals, intersections, congestion, etc.)	43%	N=109	47%	N=120	11%	N=27	100%	N=256
Increase diversity of retail development	44%	N=113	41%	N=106	14%	N=37	100%	N=256
Improve downtown parking	50%	N=128	39%	N=100	11%	N=27	100%	N=255
Increase the number of athletic fields for parks and recreational programming	13%	N=34	42%	N=109	44%	N=114	100%	N=257
Increase the number of family recreational activities	26%	N=66	54%	N=138	20%	N=52	100%	N=256

Table 48: Question 15

Please rate how important, if at all, each of the following are to the overall quality of life in the City	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Community and cultural activities	34%	N=86	43%	N=110	20%	N=51	3%	N=7	1%	N=2	100%	N=256
Economic development	53%	N=136	35%	N=89	11%	N=27	1%	N=2	0%	N=1	100%	N=255
Healthy community	43%	N=111	45%	N=115	10%	N=26	2%	N=4	0%	N=0	100%	N=256
Safe community	71%	N=181	24%	N=61	5%	N=14	0%	N=0	0%	N=0	100%	N=256

Table 49: Question 16

When thinking about the efforts made by the City in the last two years to improve each of the following, please indicate how satisfied, if at all, you are with::	Very satisfied		Somewhat satisfied		Somewhat unsatisfied		Very unsatisfied		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Downtown improvements (flood remediation, streetscape improvements, etc.)	40%	N=104	41%	N=106	10%	N=25	5%	N=12	4%	N=10	100%	N=257
Street resurfacing	22%	N=57	51%	N=130	13%	N=34	7%	N=19	6%	N=16	100%	N=256
Recreational opportunities	28%	N=73	48%	N=123	9%	N=24	5%	N=12	10%	N=25	100%	N=257
Fiscal management/responsibility	20%	N=51	41%	N=104	15%	N=39	7%	N=18	17%	N=44	100%	N=256
Transportation improvements (traffic signals, intersections)	15%	N=39	48%	N=124	19%	N=49	9%	N=23	9%	N=22	100%	N=257

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	7%	N=18	8%	N=21	16%	N=42	17%	N=45	51%	N=132	100%	N=258
Purchase goods or services from a business located in Johnson City	0%	N=0	2%	N=4	14%	N=36	64%	N=164	21%	N=54	100%	N=258
Eat at least 5 portions of fruits and vegetables a day	2%	N=4	11%	N=29	42%	N=108	36%	N=92	9%	N=24	100%	N=257
Participate in moderate or vigorous physical activity	2%	N=5	13%	N=32	40%	N=102	31%	N=78	15%	N=38	100%	N=255
Read or watch local news (via television, paper, computer, etc.)	3%	N=7	7%	N=19	15%	N=38	35%	N=90	40%	N=103	100%	N=257
Vote in local elections	4%	N=10	0%	N=1	3%	N=7	21%	N=55	72%	N=184	100%	N=257

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Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	17%	N=44
Very good	48%	N=125
Good	26%	N=67
Fair	7%	N=17
Poor	2%	N=5
Total	100%	N=258

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	8%	N=20
Somewhat positive	30%	N=77
Neutral	38%	N=98
Somewhat negative	19%	N=49
Very negative	4%	N=11
Total	100%	N=255

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	66%	N=169
Working part time for pay	14%	N=36
Unemployed, looking for paid work	4%	N=11
Unemployed, not looking for paid work	3%	N=8
Fully retired	13%	N=33
Total	100%	N=257

Table 54: Question D5

Do you work inside the boundaries of Johnson City?	Percent	Number
Yes, outside the home	54%	N=133
Yes, from home	13%	N=31
No	33%	N=81
Total	100%	N=245

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Table 55: Question D6

How many years have you lived in Johnson City?	Percent	Number
Less than 2 years	9%	N=22
2 to 5 years	23%	N=60
6 to 10 years	12%	N=31
11 to 20 years	23%	N=60
More than 20 years	33%	N=84
Total	100%	N=257

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	80%	N=189
Building with two or more homes (duplex, townhome, apartment or condominium)	17%	N=41
Mobile home	2%	N=4
Other	1%	N=3
Total	100%	N=237

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	21%	N=48
Owned	79%	N=186
Total	100%	N=234

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	6%	N=15
\$300 to \$599 per month	13%	N=33
\$600 to \$999 per month	35%	N=88
\$1,000 to \$1,499 per month	24%	N=61
\$1,500 to \$2,499 per month	13%	N=33
\$2,500 or more per month	8%	N=19
Total	100%	N=249

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	59%	N=132
Yes	41%	N=91
Total	100%	N=223

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Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	80%	N=180
Yes	20%	N=44
Total	100%	N=224

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	14%	N=34
\$25,000 to \$49,999	18%	N=44
\$50,000 to \$99,999	37%	N=92
\$100,000 to \$149,999	17%	N=43
\$150,000 or more	13%	N=33
Total	100%	N=246

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=250
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=4
Total	100%	N=254

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	2%	N=4
Asian, Asian Indian or Pacific Islander	1%	N=2
Black or African American	2%	N=4
White	94%	N=240
Other	4%	N=11

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

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Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=10
25 to 34 years	19%	N=48
35 to 44 years	29%	N=75
45 to 54 years	20%	N=50
55 to 64 years	16%	N=41
65 to 74 years	9%	N=24
75 years or older	3%	N=7
Total	100%	N=255

Table 65: Question D16

What is your sex?	Percent	Number
Female	58%	N=103
Male	42%	N=74
Total	100%	N=177

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	85%	N=150
Land line	6%	N=10
Both	9%	N=16
Total	100%	N=176