

THE NCSTM
The National Citizen SurveyTM

Johnson City, TN
Community Livability Report

2014



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Leaders at the Core of Better Communities

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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.

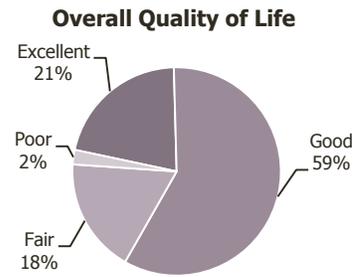
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central 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 528 residents of the City of Johnson City. The margin of error around any reported percentage is four percent for the entire sample. 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 in comparison to the benchmark (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.

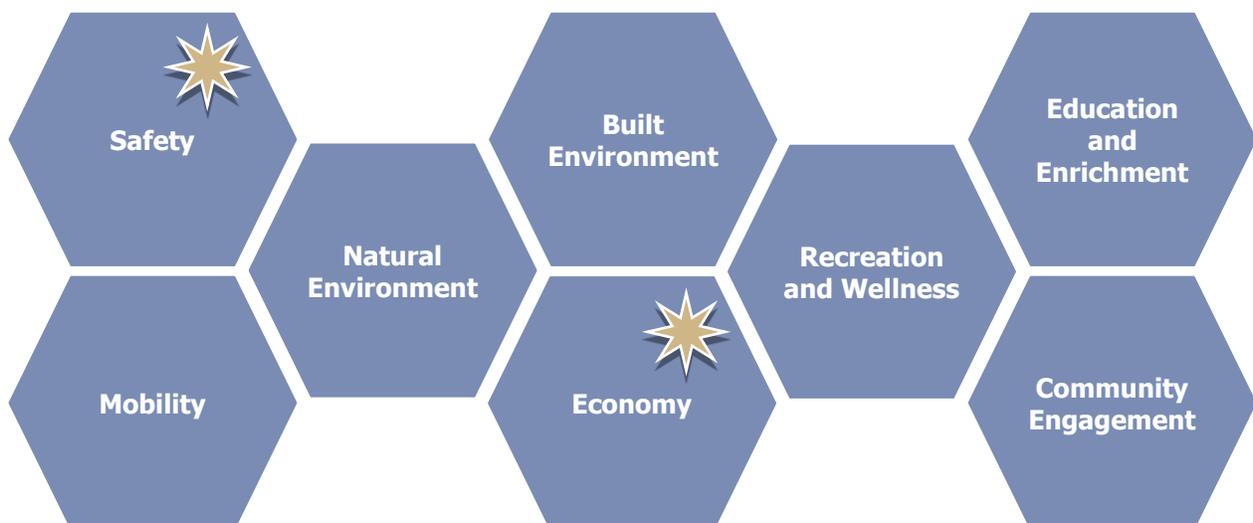
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Johnson City community in the coming two years. It is noteworthy that Johnson City residents gave favorable ratings to both of these facets of community. In fact, ratings for all facets including Mobility, Natural Environment, Built Environment, Recreation and Wellness, Education and Enrichment and Community Engagement 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

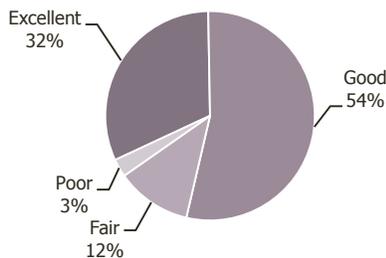
What makes a community livable, attractive and a place where people want to be?

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, 86% 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. These ratings were all similar to the benchmark and each received positive ratings from at least two-thirds of respondents.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, results were similar to other communities and most features had positive ratings from a majority of respondents. The facet of Safety tended to receive positive ratings from the most respondents, three-quarters or more, followed by Natural Environment and Recreation and Wellness, where all or nearly all items were rated favorably by at least two-thirds of respondents. Items with positive ratings from the fewest respondents were travel by bicycle, vibrant downtown/commercial area and employment opportunities. Residents rated four characteristics lower than the benchmark: feeling safe in the downtown/commercial area, ease of walking, travel by bicycle, and vibrant downtown/commercial area. A majority of residents rated the cost of living in Johnson City positively and this was higher than ratings in comparison communities.

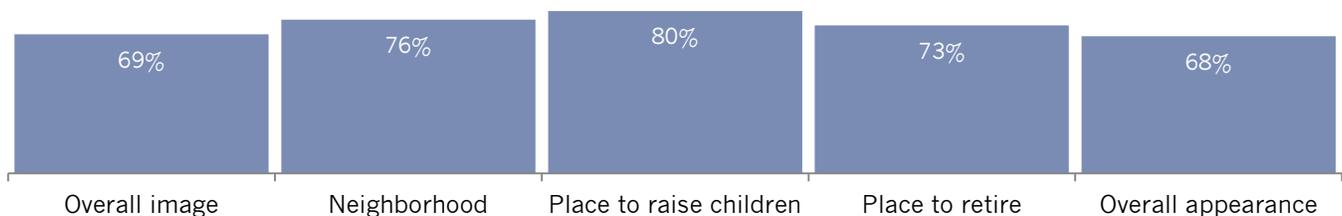
Place to Live



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



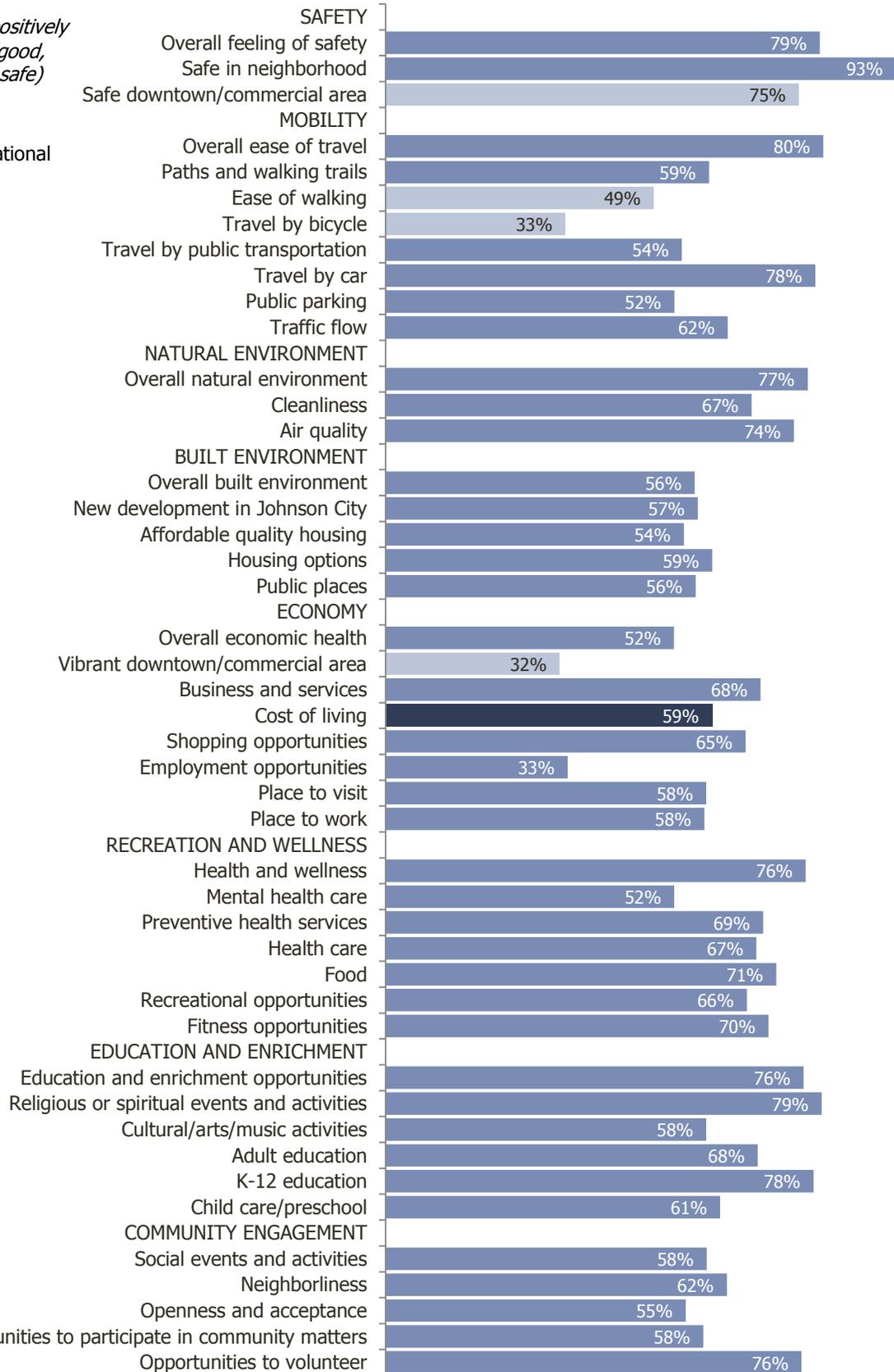
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Figure 1: Aspects of Community Characteristics

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

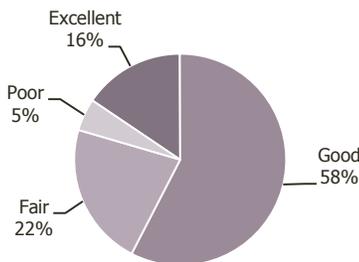
How well does the government of Johnson City meet the needs and expectations of its residents?

The overall quality of the services provided by Johnson City as well as the manner in which these services are provided are a key component of how residents rate their quality of life. About three-quarters of respondents rated the quality of city services as excellent or good. This was much higher than the proportion of positive ratings received for services provided by the Federal Government (39% excellent or good). Both of these ratings were similar to ratings in communities across the nation.

Survey respondents also rated various aspects of Johnson City’s leadership and governance. All of the general measures, including the overall direction of Johnson City, confidence in City government and acting in the best interest of the city, were rated positively by a majority of respondents and at levels similar to other communities.

Respondents evaluated over 30 individual services and amenities available in Johnson City. Services with the highest ratings were once again concentrated in the facet of Safety (fire services, ambulance/EMS and fire prevention); other highly rated services were garbage collection, sewer services, City parks and public libraries. Compared to other communities, more Johnson City residents gave positive ratings to bus or transit services (71%) and fewer rated street repair positively (33%).

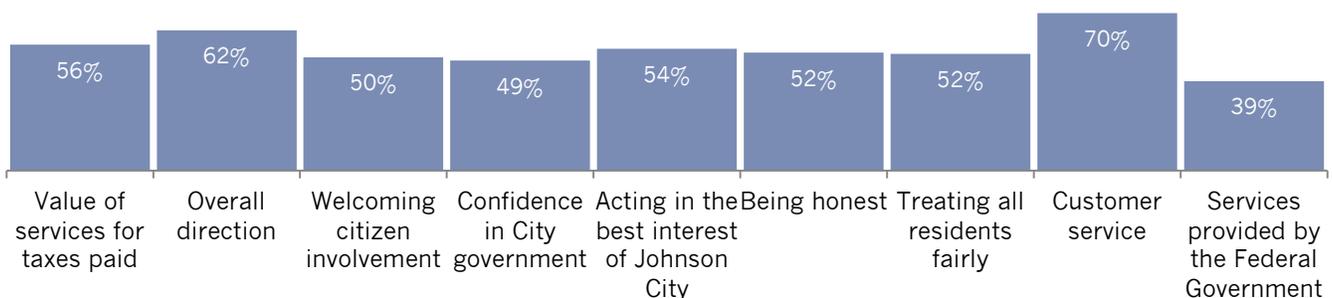
Overall Quality of City Services



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



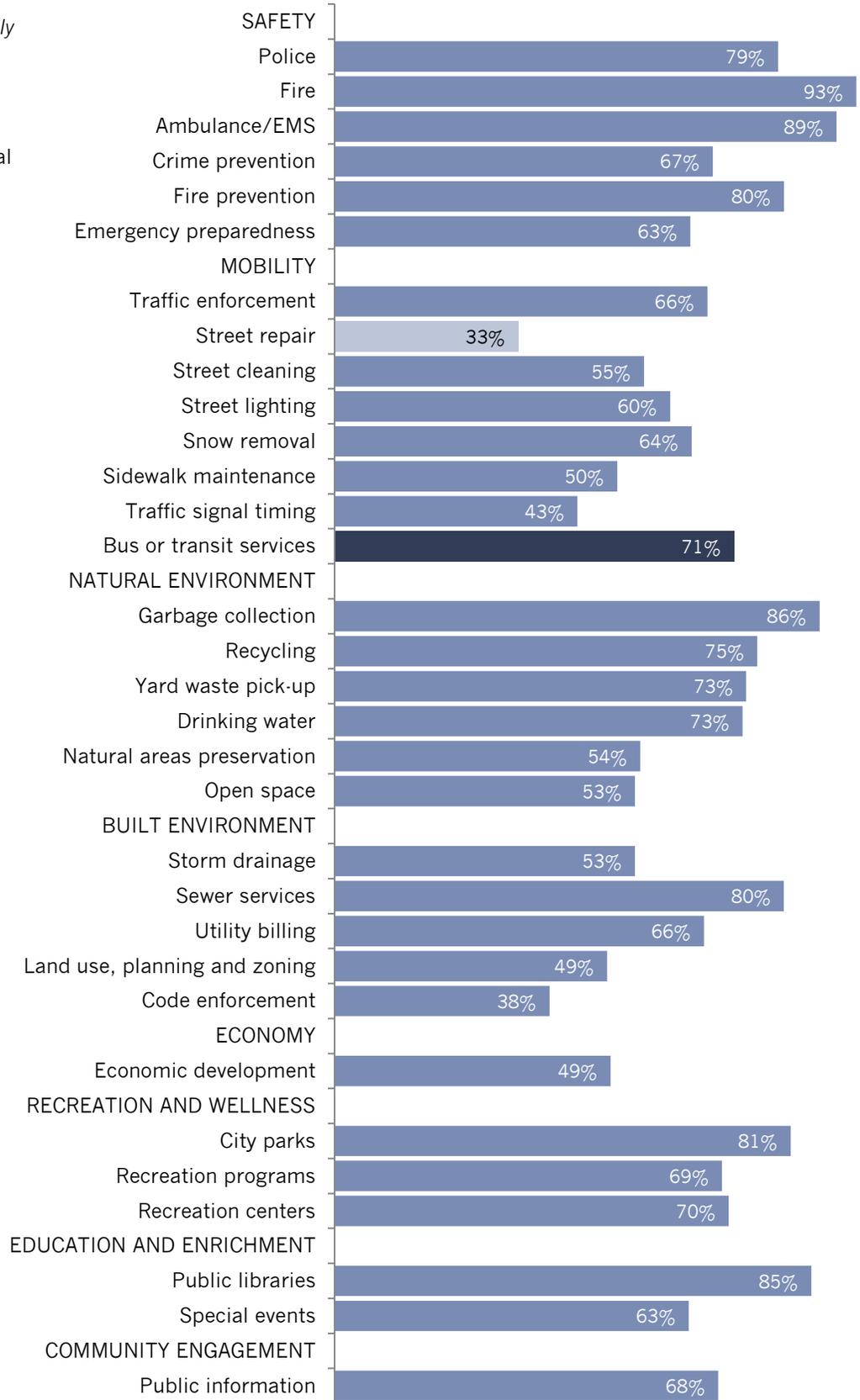
The National Citizen Survey™

Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

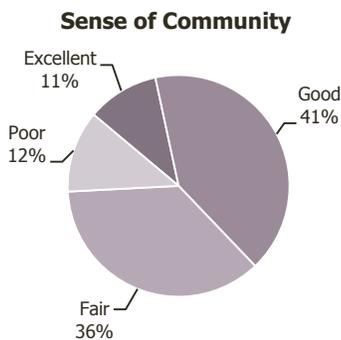


Participation

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. A majority of residents gave a positive rating to the sense of community in Johnson City and this level was similar to ratings in other communities. About 4 in 5 residents were likely to remain in Johnson City for the next five years and were likely to recommend living in Johnson City.

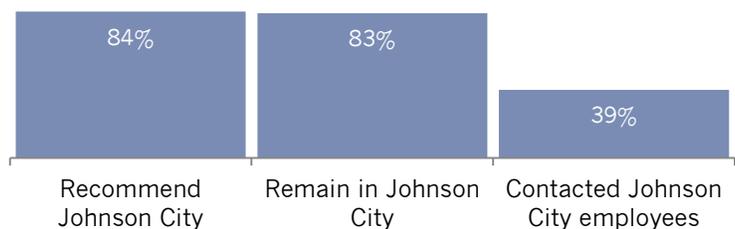
The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Overall, participation was on a level similar to other communities. Of the measured activities and experiences, Johnson City residents were most likely to have purchased goods or services in the city, talked to or visited with neighbors, done a favor for a neighbor and read or watched local news. Furthermore, 89% of respondents reported that they had not been the victim of a crime. The proportion of residents who worked in the city was higher than the benchmark. Johnson City residents reported the lowest rates of participation for using public transportation, campaigning, contacting local elected officials and attending local public meetings. Only 18% of residents felt that the economy would have a positive impact on their income. Three facets of Participation had rates lower than in comparison communities: public transportation use, walking or biking instead of driving and public library use.



Percent rating positively
(e.g., very/somewhat likely,
yes)

Comparison to national
benchmark

■ Higher ■ Similar ■ Lower



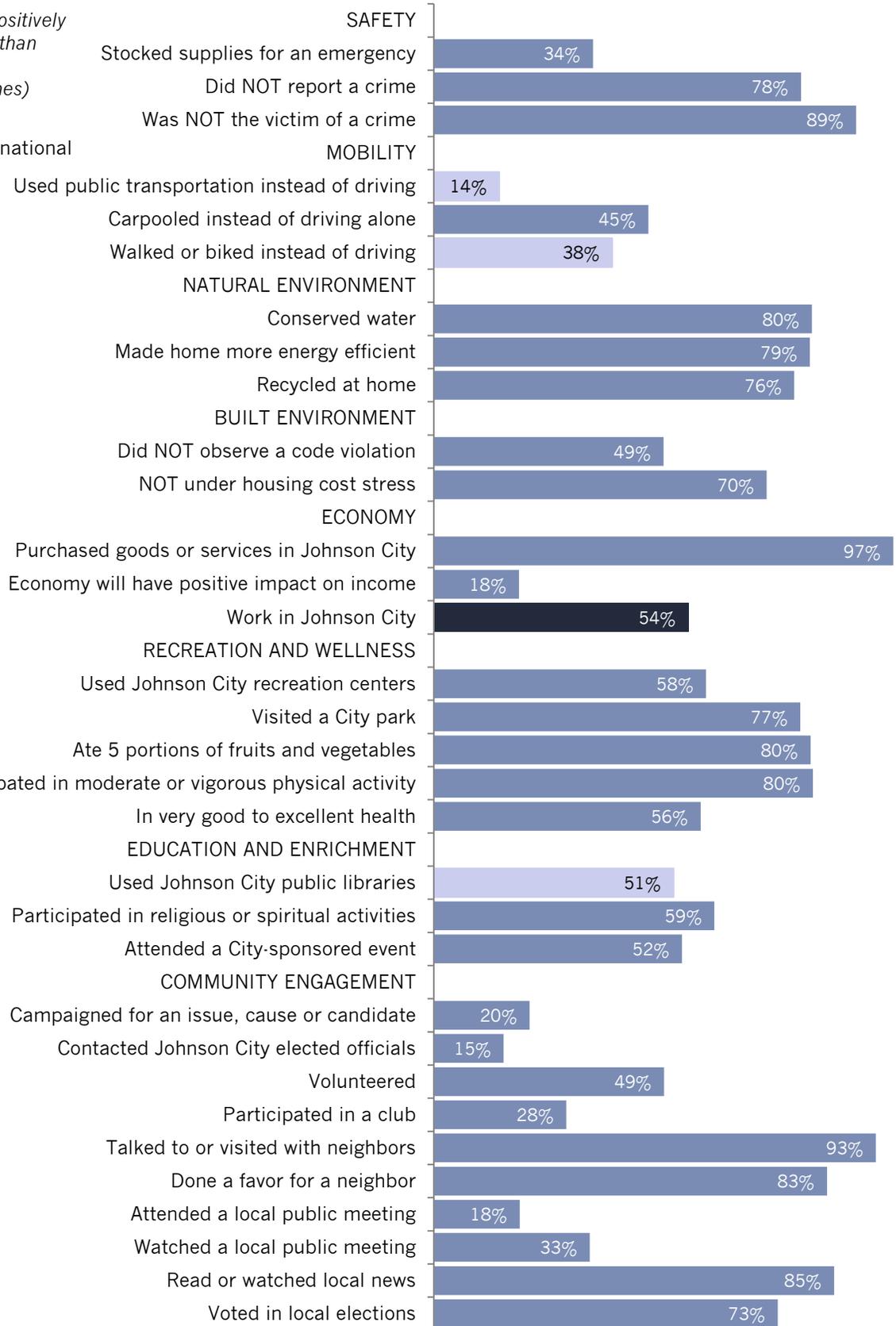
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Figure 3: Aspects of Participation

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



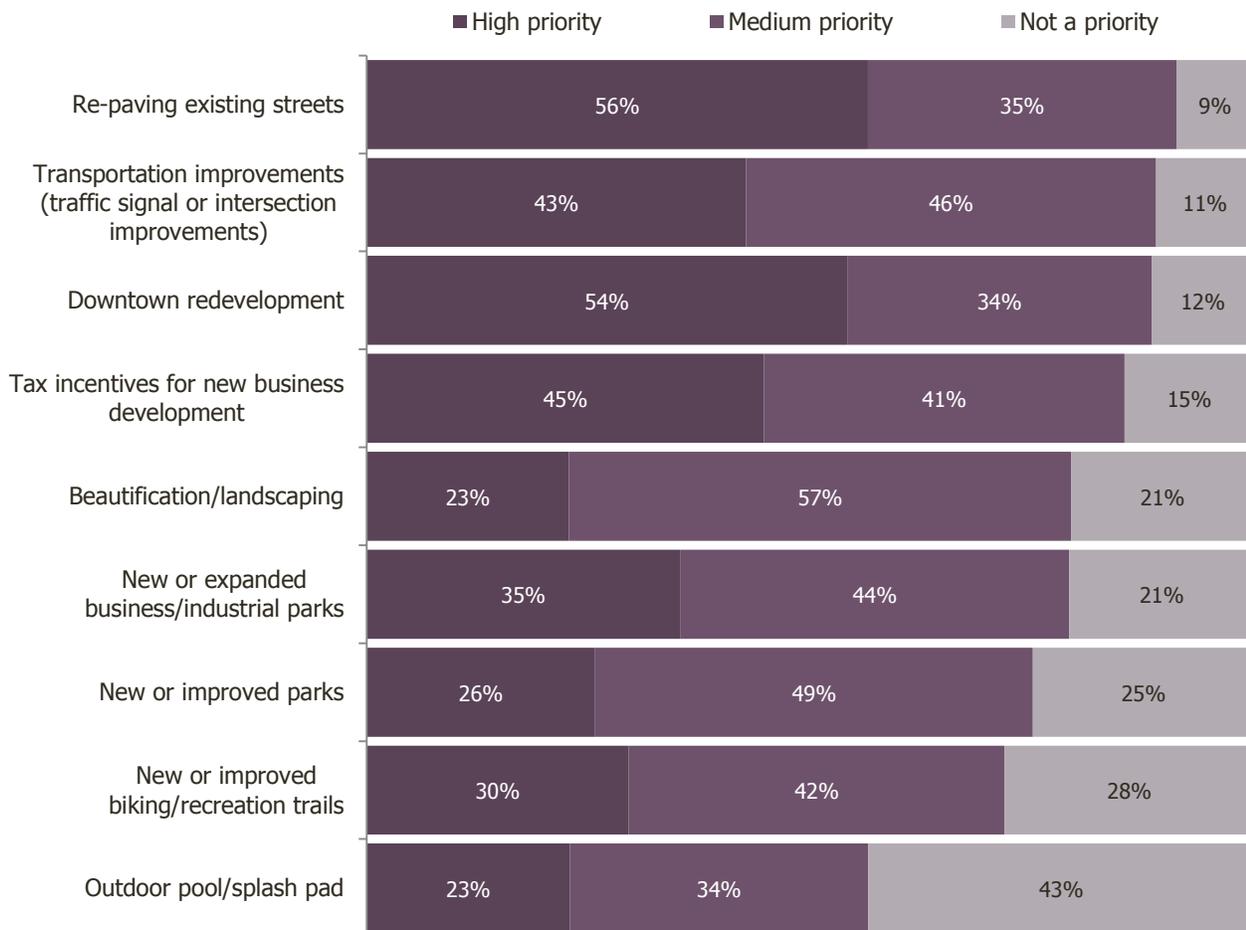
Special Topics

The City included three questions of special interest on The NCS, related to budget priorities and maintaining the City budget through revenue increases and/or service reductions.

The first question asked residents for their opinions about overall funding priorities over the next five years from a list of different potential projects. About 9 in 10 residents considered re-paving for existing streets, transportation improvements and downtown redevelopment to be medium or high priorities. Although an outdoor pool/splash pad rated less highly as a priority compared to the other listed items, a majority of residents considered it at least a medium priority.

Figure 4: Funding Priorities

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

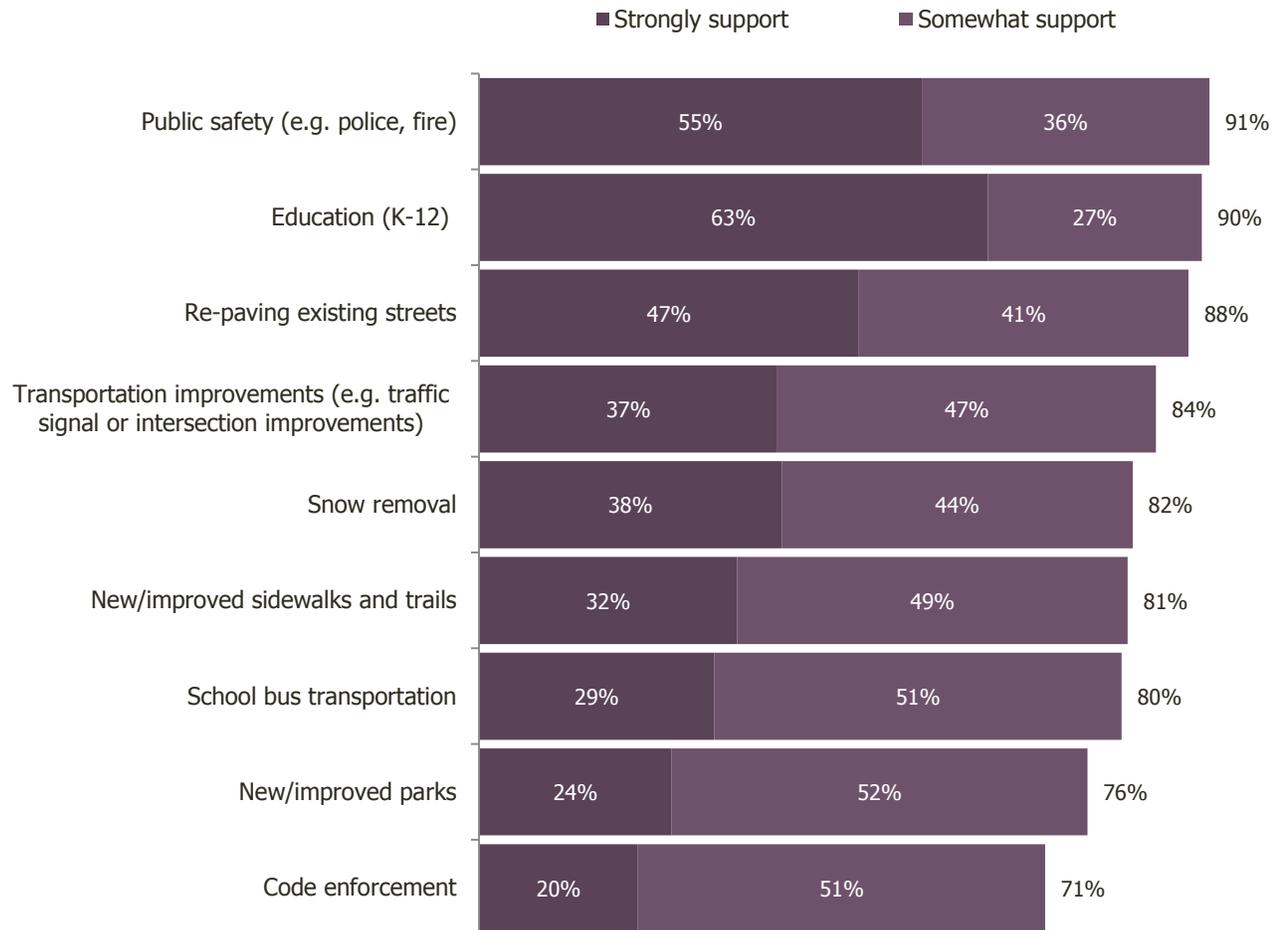


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The second question inquired about the level of support for revenue increases to support a variety of City services. At least 7 in 10 residents supported increasing revenues for each of the listed services. The services that had the highest levels of support were public safety, education and re-paving existing streets, with 88% or more of residents somewhat or strongly supporting each.

Figure 5: Support for Revenue Increases

If the City had to increase revenues in order to maintain or improve City services, indicate to what extent you would support or oppose increasing revenue for each of the following purposes:

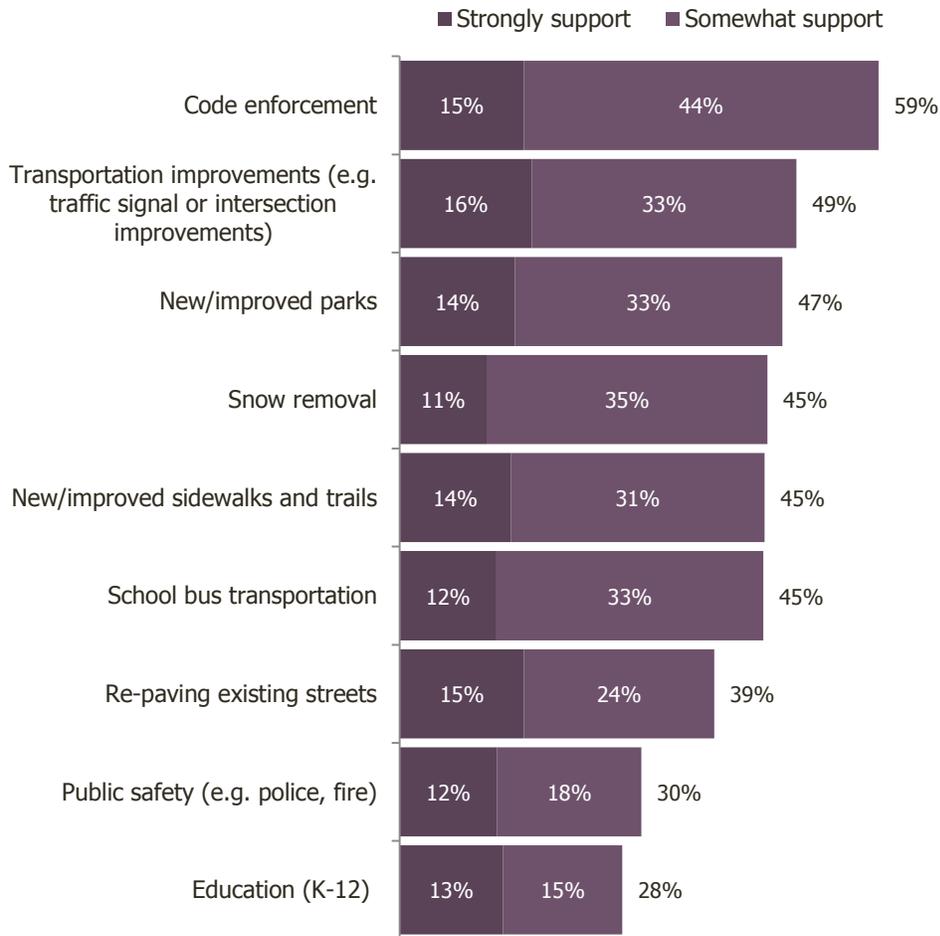


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The survey also gauged resident support for reducing services in order to balance the City budget. Support for reducing services among the listed items ranged from 28% to 59% of residents. Code enforcement was the only service for which more than half of residents at least somewhat supported reducing services. About half of residents supported reducing services related to transportation improvements, new/improved parks, snow removal, new/improved sidewalks and trails and school bus transportation. The services that received the lowest support for reductions were the same services that received the most support for revenue increases in the preceding question: education, public safety and street re-paving.

Figure 6: Support for Reducing Services

If the City had to reduce services in order to balance its budget, indicate to what extent you would support or oppose reducing each of the following services or amenities:



Conclusions

Johnson City residents continue to enjoy a high quality of life.

A high number of survey respondents felt positively about the overall quality of life in Johnson City and the city as a place to live. Residents also valued the quality of life in their neighborhoods, the city as a place to raise children and as a place to retire. Not only did residents appreciate living in Johnson City, they rated the city's overall image and appearance well. Overall, most residents would recommend living in Johnson City and planned on staying. Ratings in each of these areas were similar to other communities in the U.S. and similar to results in 2012 (see the *Trends over Time* report under separate cover).

Mobility has improved in Johnson City.

Overall, most ratings in Mobility were on par with other communities and residents felt positively about the overall ease of travel, travel by car and traffic flow in the city. Ratings for street repair, ease of walking and travel by bicycle, however, lagged behind other communities, as did the number of residents who walked or biked instead of driving. Street re-paving and transportation improvements were the highest priorities for Johnson City residents and most residents supported increasing revenues to make the improvements. Although fewer Johnson City residents tended to use public transportation relative to residents of other communities, bus and transit services received notably strong ratings.

In comparison to 2012, ratings for traffic flow, ease of walking, paths and walking trails, traffic enforcement and bus or transit services improved in 2014.

Johnson City's Economy is an important and positive feature of the community.

Residents identified Johnson City's Economy as a priority for the community and gave favorable ratings in this area. Johnson City performed especially well for its cost of living and residents rated its overall economic health, employment opportunities, shopping opportunities, businesses and services and economic development services favorably. A potential area for improvement was the vibrancy of downtown/commercial areas and feelings of safety in these areas were not high. Downtown redevelopment rated highly as a funding priority. Residents felt positively about the city as a place to work and an especially high proportion worked in the community. Residents generally felt that the economy would have a positive effect on their income, although to a lesser extent in 2014 than in 2012; otherwise, ratings of Johnson City's Economy remained stable between 2012 and 2014.

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Johnson City, TN
Dashboard Summary of Findings

2014



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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.

Overall, ratings of the dimensions of community livability were strong and similar to communities across the nation. Within Participation, ratings of Mobility tended to be slightly less strong. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	1	47	4	1	40	1	1	32	3
General	0	7	0	0	3	0	0	3	0
Safety	0	2	1	0	6	0	0	3	0
Mobility	0	6	2	1	6	1	0	1	2
Natural Environment	0	3	0	0	6	0	0	3	0
Built Environment	0	5	0	0	5	0	0	2	0
Economy	1	6	1	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

Legend	
	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	↔	↔	68%	Customer service	↔	↔	70%	Recommend Johnson City	↔	↔	84%
	Overall quality of life	↔	↔	80%	Services provided by Johnson City	↔	↔	73%	Remain in Johnson City	↔	↔	83%
	Place to retire	↔	↔	73%	Services provided by the Federal Government	↔	↔	39%	Contacted Johnson City employees	↔	↔	39%
	Place to raise children	↔	↔	80%								
	Place to live	↔	↔	86%								
	Neighborhood	↔	↔	76%								
Safety	Overall image	↔	↔	69%								
	Overall feeling of safety	*	↔	79%	Police	↔	↔	79%	Was NOT the victim of a crime	↔	↔	89%
	Safe in neighborhood	↔	↔	93%	Crime prevention	↔	↔	67%	Did NOT report a crime	*	↔	78%
	Safe downtown/commercial area	↔	↓	75%	Fire	↔	↔	93%	Stocked supplies for an emergency	*	↔	34%
					Fire prevention	↔	↔	80%				
					Ambulance/EMS	↔	↔	89%				
Mobility					Emergency preparedness	↔	↔	63%				
	Traffic flow	↑	↔	62%	Traffic enforcement	↑	↔	66%	Carpooled instead of driving alone	*	↔	45%
	Travel by car	↔	↔	78%	Street repair	↓	↓	33%	Walked or biked instead of driving	*	↓	38%
	Travel by bicycle	↔	↓	33%	Street cleaning	↔	↔	55%	Used public transportation instead of driving	*	↓	14%
	Ease of walking	↑	↓	49%	Street lighting	↔	↔	60%				
	Travel by public transportation	*	↔	54%	Snow removal	↔	↔	64%				
	Overall ease travel	*	↔	80%	Sidewalk maintenance	↔	↔	50%				
	Public parking	*	↔	52%	Traffic signal timing	↔	↔	43%				
Natural Environment	Paths and walking trails	↑	↔	59%	Bus or transit services	↑	↑	71%				
	Overall natural environment	↔	↔	77%	Garbage collection	↔	↔	86%	Recycled at home	↔	↔	76%
	Air quality	↑	↔	74%	Recycling	↓	↔	75%	Conserved water	*	↔	80%
	Cleanliness	↔	↔	67%	Yard waste pick-up	↔	↔	73%	Made home more energy efficient	*	↔	79%
					Drinking water	↑	↔	73%				
					Open space	*	↔	53%				
Built Environment					Natural areas preservation	↔	↔	54%				
	New development in Johnson City	↔	↔	57%	Sewer services	↔	↔	80%	NOT experiencing housing cost stress	↔	↔	70%
	Affordable quality housing	↔	↔	54%	Storm drainage	↑	↔	53%	Did NOT observe a code violation	*	↔	49%
	Housing options	↔	↔	59%	Utility billing	*	↔	66%				
	Overall built environment	*	↔	56%	Land use, planning and zoning	↑	↔	49%				
	Public places	*	↔	56%	Code enforcement	↔	↔	38%				

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	*	↔	52%	Economic development	↔	↔	49%	Economy will have positive impact on income	↓	↔	18%
	Shopping opportunities	↔	↔	65%					Purchased goods or services in Johnson City	*	↔	97%
	Employment opportunities	↔	↔	33%					Work in Johnson City	*	↑	54%
	Place to visit	*	↔	58%								
	Cost of living	*	↑	59%								
	Vibrant downtown/commercial area	*	↓	32%								
	Place to work	↔	↔	58%								
Recreation and Wellness	Business and services	↔	↔	68%								
	Fitness opportunities	*	↔	70%	City parks	↔	↔	81%	In very good to excellent health	*	↔	56%
	Recreational opportunities	↔	↔	66%	Recreation centers	↔	↔	70%	Used Johnson City recreation centers	↑	↔	58%
	Health care	↑	↔	67%	Recreation programs	↓	↔	69%	Visited a City park	↔	↔	77%
	Food	↔	↔	71%					Ate 5 portions of fruits and vegetables	*	↔	80%
	Mental health care	*	↔	52%					Participated in moderate or vigorous physical activity	*	↔	80%
	Health and wellness	*	↔	76%								
Education and Enrichment	Preventive health services	↔	↔	69%								
	K-12 education	↔	↔	78%	Public libraries	↔	↔	85%	Used Johnson City public libraries	↓	↓	51%
	Cultural/arts/music activities	↑	↔	58%	Special events	*	↔	63%	Participated in religious or spiritual activities	↔	↔	59%
	Child care/preschool	↑	↔	61%					Attended a City-sponsored event	*	↔	52%
	Religious or spiritual events and activities	↔	↔	79%								
	Adult education	*	↔	68%								
Community Engagement	Overall education and enrichment	*	↔	76%								
	Opportunities to participate in community matters	↔	↔	58%	Public information	↑	↔	68%	Sense of community	↓	↔	52%
	Opportunities to volunteer	↔	↔	76%	Overall direction	↔	↔	62%	Voted in local elections	↑	↔	73%
	Openness and acceptance	↔	↔	55%	Value of services for taxes paid	↔	↔	56%	Talked to or visited with neighbors	*	↔	93%
	Social events and activities	↔	↔	58%	Welcoming citizen involvement	↑	↔	50%	Attended a local public meeting	↔	↔	18%
	Neighborliness	*	↔	62%	Confidence in City government	*	↔	49%	Watched a local public meeting	↔	↔	33%
					Acting in the best interest of Johnson City	*	↔	54%	Volunteered	↓	↔	49%
					Being honest	*	↔	52%	Participated in a club	↔	↔	28%
					Treating all residents fairly	*	↔	52%	Campaigned for an issue, cause or candidate	*	↔	20%
									Contacted Johnson City elected officials	*	↔	15%
								Read or watched local news	*	↔	85%	
								Done a favor for a neighbor	*	↔	83%	

Legend

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



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Technical Appendices
2014



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in Johnson City:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Johnson City as a place to live	32%	N=165	54%	N=281	12%	N=61	3%	N=14	100%	N=522
Your neighborhood as a place to live	31%	N=161	45%	N=238	18%	N=95	6%	N=32	100%	N=526
Johnson City as a place to raise children	29%	N=137	52%	N=247	15%	N=73	5%	N=22	100%	N=479
Johnson City as a place to work	20%	N=97	38%	N=190	31%	N=154	11%	N=56	100%	N=497
Johnson City as a place to visit	20%	N=104	38%	N=197	30%	N=155	12%	N=61	100%	N=517
Johnson City as a place to retire	29%	N=138	44%	N=209	18%	N=83	9%	N=45	100%	N=475
The overall quality of life in Johnson City	21%	N=111	59%	N=307	18%	N=93	2%	N=12	100%	N=523

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	19%	N=101	60%	N=314	15%	N=81	6%	N=30	100%	N=526
Overall ease of getting to the places you usually have to visit	27%	N=139	53%	N=277	16%	N=85	4%	N=22	100%	N=522
Quality of overall natural environment in Johnson City	23%	N=118	54%	N=280	22%	N=114	1%	N=7	100%	N=519
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	10%	N=52	46%	N=239	34%	N=176	10%	N=52	100%	N=519
Health and wellness opportunities in Johnson City	26%	N=135	50%	N=257	17%	N=87	7%	N=35	100%	N=513
Overall opportunities for education and enrichment	29%	N=148	47%	N=241	19%	N=100	5%	N=24	100%	N=512
Overall economic health of Johnson City	10%	N=49	43%	N=217	38%	N=193	10%	N=50	100%	N=509
Sense of community	11%	N=54	41%	N=210	36%	N=185	12%	N=61	100%	N=510
Overall image or reputation of Johnson City	12%	N=64	56%	N=293	25%	N=132	6%	N=30	100%	N=519

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=221	41%	N=208	9%	N=44	7%	N=38	100%	N=511
Remain in Johnson City for the next five years	56%	N=285	27%	N=137	9%	N=45	8%	N=40	100%	N=507

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	64%	N=339	28%	N=150	4%	N=19	3%	N=15	1%	N=4	100%	N=527
In Johnson City's downtown/commercial area during the day	28%	N=141	47%	N=239	10%	N=51	13%	N=68	1%	N=7	100%	N=506

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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	10%	N=51	52%	N=273	27%	N=143	10%	N=54	100%	N=521
Ease of public parking	13%	N=66	40%	N=201	35%	N=180	12%	N=62	100%	N=508
Ease of travel by car in Johnson City	18%	N=92	60%	N=310	17%	N=88	5%	N=25	100%	N=516
Ease of travel by public transportation in Johnson City	17%	N=44	37%	N=98	30%	N=79	16%	N=43	100%	N=265
Ease of travel by bicycle in Johnson City	5%	N=16	28%	N=85	41%	N=126	26%	N=82	100%	N=308
Ease of walking in Johnson City	11%	N=51	37%	N=167	35%	N=155	17%	N=75	100%	N=447
Availability of paths and walking trails	17%	N=81	42%	N=199	28%	N=134	13%	N=63	100%	N=477
Air quality	16%	N=82	58%	N=295	21%	N=109	4%	N=22	100%	N=509
Cleanliness of Johnson City	12%	N=62	55%	N=287	27%	N=142	6%	N=34	100%	N=525
Overall appearance of Johnson City	13%	N=66	55%	N=287	27%	N=142	5%	N=26	100%	N=521
Public places where people want to spend time	9%	N=43	48%	N=240	35%	N=177	8%	N=42	100%	N=503
Variety of housing options	14%	N=68	45%	N=223	31%	N=150	10%	N=49	100%	N=491
Availability of affordable quality housing	11%	N=50	43%	N=199	32%	N=149	13%	N=62	100%	N=460
Fitness opportunities (including exercise classes and paths or trails, etc.)	22%	N=111	47%	N=233	26%	N=127	5%	N=23	100%	N=495
Recreational opportunities	16%	N=82	49%	N=246	27%	N=134	8%	N=38	100%	N=500
Availability of affordable quality food	21%	N=112	50%	N=259	23%	N=123	6%	N=29	100%	N=522
Availability of affordable quality health care	21%	N=106	47%	N=237	20%	N=102	13%	N=64	100%	N=509
Availability of preventive health services	20%	N=97	49%	N=236	22%	N=107	9%	N=46	100%	N=485
Availability of affordable quality mental health care	16%	N=57	37%	N=133	28%	N=100	20%	N=72	100%	N=362

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=35	48%	N=131	28%	N=77	11%	N=30	100%	N=273
K-12 education	22%	N=81	55%	N=201	18%	N=66	4%	N=15	100%	N=363
Adult educational opportunities	21%	N=86	46%	N=189	26%	N=105	7%	N=27	100%	N=407
Opportunities to attend cultural/arts/music activities	14%	N=68	44%	N=207	31%	N=149	10%	N=49	100%	N=473
Opportunities to participate in religious or spiritual events and activities	34%	N=156	45%	N=209	17%	N=78	4%	N=18	100%	N=461
Employment opportunities	4%	N=17	30%	N=139	43%	N=201	24%	N=115	100%	N=472
Shopping opportunities	19%	N=98	46%	N=240	27%	N=140	8%	N=39	100%	N=516
Cost of living in Johnson City	15%	N=78	44%	N=226	32%	N=164	9%	N=44	100%	N=512
Overall quality of business and service establishments in Johnson City	11%	N=55	57%	N=294	26%	N=131	6%	N=32	100%	N=512
Vibrant downtown/commercial area	7%	N=33	25%	N=123	41%	N=200	28%	N=136	100%	N=492
Overall quality of new development in Johnson City	10%	N=49	47%	N=229	35%	N=169	9%	N=42	100%	N=489
Opportunities to participate in social events and activities	12%	N=59	46%	N=222	34%	N=162	8%	N=39	100%	N=482
Opportunities to volunteer	22%	N=98	54%	N=242	21%	N=93	4%	N=17	100%	N=449
Opportunities to participate in community matters	12%	N=50	46%	N=200	36%	N=156	6%	N=27	100%	N=433
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=54	43%	N=197	31%	N=141	15%	N=69	100%	N=460
Neighborliness of residents in Johnson City	15%	N=73	47%	N=229	27%	N=134	11%	N=52	100%	N=488

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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	
	%	N	%	N	%	N
Made efforts to conserve water	20%	N=106	80%	N=419	100%	N=525
Made efforts to make your home more energy efficient	21%	N=106	79%	N=408	100%	N=514
Observed a code violation or other hazard in Johnson City	49%	N=250	51%	N=266	100%	N=516
Household member was a victim of a crime in Johnson City	89%	N=459	11%	N=55	100%	N=514
Reported a crime to the police in Johnson City	78%	N=400	22%	N=116	100%	N=516
Stocked supplies in preparation for an emergency	66%	N=345	34%	N=175	100%	N=520
Campaigned or advocated for an issue, cause or candidate	80%	N=414	20%	N=105	100%	N=519
Contacted the City of Johnson City (in-person, phone, email or web) for help or information	61%	N=318	39%	N=205	100%	N=523
Contacted Johnson City elected officials (in-person, phone, email or web) to express your opinion	85%	N=446	15%	N=77	100%	N=524

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	11%	N=56	16%	N=85	31%	N=159	42%	N=222	100%	N=522
Visited a neighborhood park or City park	14%	N=73	26%	N=137	37%	N=192	23%	N=117	100%	N=520
Used Johnson City public libraries or their services	9%	N=45	15%	N=80	27%	N=138	49%	N=257	100%	N=521
Participated in religious or spiritual activities in Johnson City	23%	N=122	22%	N=116	13%	N=70	41%	N=211	100%	N=519
Attended a City-sponsored event	3%	N=17	5%	N=27	44%	N=227	48%	N=246	100%	N=517
Used bus, rail, subway or other public transportation instead of driving	5%	N=25	2%	N=9	7%	N=38	86%	N=446	100%	N=518
Carpooled with other adults or children instead of driving alone	11%	N=56	14%	N=73	20%	N=105	55%	N=281	100%	N=515
Walked or biked instead of driving	11%	N=59	12%	N=63	14%	N=75	62%	N=324	100%	N=519
Volunteered your time to some group/activity in Johnson City	10%	N=51	13%	N=67	26%	N=135	51%	N=267	100%	N=520
Participated in a club	5%	N=28	10%	N=50	13%	N=67	72%	N=373	100%	N=518
Talked to or visited with your immediate neighbors	38%	N=196	34%	N=177	22%	N=112	7%	N=34	100%	N=519
Done a favor for a neighbor	24%	N=123	25%	N=130	34%	N=177	17%	N=88	100%	N=518

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	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=8	2%	N=11	14%	N=75	82%	N=423	100%	N=517
Watched (online or on television) a local public meeting	2%	N=11	7%	N=38	23%	N=122	67%	N=350	100%	N=522

Table 10: Question 10

Please rate the quality of each of the following services in Johnson City:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	30%	N=136	49%	N=227	16%	N=72	5%	N=25	100%	N=460
Fire services	47%	N=191	46%	N=187	7%	N=28	0%	N=1	100%	N=407
Ambulance or emergency medical services	41%	N=166	49%	N=198	8%	N=34	2%	N=9	100%	N=407
Crime prevention	18%	N=79	49%	N=213	24%	N=105	8%	N=37	100%	N=433
Fire prevention and education	27%	N=105	53%	N=201	15%	N=57	5%	N=19	100%	N=382
Traffic enforcement	16%	N=77	50%	N=237	25%	N=117	9%	N=42	100%	N=473

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Please rate the quality of each of the following services in Johnson City:	Excellent		Good		Fair		Poor		Total	
Street repair	7%	N=35	26%	N=131	39%	N=198	28%	N=144	100%	N=508
Street cleaning	11%	N=57	44%	N=220	32%	N=160	13%	N=65	100%	N=501
Street lighting	12%	N=62	47%	N=240	27%	N=137	13%	N=66	100%	N=506
Snow removal	17%	N=85	46%	N=227	27%	N=131	10%	N=48	100%	N=490
Sidewalk maintenance	13%	N=62	37%	N=173	35%	N=163	15%	N=69	100%	N=467
Traffic signal timing	8%	N=41	35%	N=178	33%	N=169	23%	N=119	100%	N=508
Bus or transit services	22%	N=55	49%	N=120	23%	N=56	6%	N=15	100%	N=246
Garbage collection	39%	N=195	47%	N=237	11%	N=55	3%	N=13	100%	N=500
Recycling	37%	N=169	39%	N=178	17%	N=81	7%	N=33	100%	N=462
Yard waste pick-up	26%	N=112	47%	N=205	19%	N=82	8%	N=34	100%	N=433
Storm drainage	18%	N=81	36%	N=162	32%	N=145	15%	N=67	100%	N=455
Drinking water	23%	N=118	49%	N=251	17%	N=87	10%	N=52	100%	N=508
Sewer services	25%	N=117	55%	N=257	18%	N=84	2%	N=10	100%	N=467
Utility billing	18%	N=92	47%	N=237	24%	N=122	10%	N=50	100%	N=501
City parks	23%	N=109	58%	N=276	16%	N=74	3%	N=15	100%	N=475
Recreation programs or classes	20%	N=66	49%	N=165	27%	N=90	4%	N=14	100%	N=336
Recreation centers or facilities	21%	N=82	49%	N=188	25%	N=97	5%	N=18	100%	N=384
Land use, planning and zoning	11%	N=41	38%	N=141	37%	N=139	14%	N=54	100%	N=376
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=43	27%	N=110	40%	N=161	21%	N=86	100%	N=400
Economic development	12%	N=50	37%	N=158	40%	N=171	11%	N=45	100%	N=424
Public library services	40%	N=151	45%	N=171	14%	N=54	1%	N=3	100%	N=379
Public information services	22%	N=81	46%	N=167	28%	N=102	3%	N=13	100%	N=363
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	21%	N=73	43%	N=151	24%	N=86	12%	N=44	100%	N=354
Preservation of natural areas such as open space, farmlands and greenbelts	13%	N=54	41%	N=169	32%	N=132	13%	N=54	100%	N=409
Johnson City open space	12%	N=51	41%	N=175	36%	N=151	11%	N=46	100%	N=422
City-sponsored special events	17%	N=69	46%	N=179	31%	N=121	6%	N=24	100%	N=392
Overall customer service by Johnson City employees (police, receptionists, planners, etc.)	22%	N=100	47%	N=213	24%	N=108	6%	N=29	100%	N=450

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=77	58%	N=285	22%	N=109	5%	N=24	100%	N=495
The Federal Government	6%	N=29	33%	N=155	36%	N=170	24%	N=112	100%	N=467

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Table 12: Question 12

Please rate the following categories of Johnson City government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Johnson City	12%	N=53	44%	N=198	33%	N=147	12%	N=53	100%	N=453
The overall direction that Johnson City is taking	13%	N=62	49%	N=232	29%	N=138	9%	N=42	100%	N=475
The job Johnson City government does at welcoming citizen involvement	12%	N=46	38%	N=154	36%	N=142	14%	N=57	100%	N=399
Overall confidence in Johnson City government	10%	N=45	39%	N=181	37%	N=173	14%	N=66	100%	N=464
Generally acting in the best interest of the community	11%	N=50	43%	N=199	32%	N=147	14%	N=67	100%	N=463
Being honest	9%	N=40	43%	N=181	30%	N=129	18%	N=75	100%	N=425
Treating all residents fairly	10%	N=45	41%	N=177	30%	N=130	18%	N=79	100%	N=431

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	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Johnson City	54%	N=281	38%	N=201	7%	N=36	1%	N=5	100%	N=523
Overall ease of getting to the places you usually have to visit	29%	N=152	49%	N=252	20%	N=106	2%	N=9	100%	N=520
Quality of overall natural environment in Johnson City	32%	N=164	49%	N=254	18%	N=95	1%	N=6	100%	N=518
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	31%	N=162	46%	N=240	21%	N=109	2%	N=9	100%	N=520
Health and wellness opportunities in Johnson City	38%	N=196	41%	N=213	19%	N=97	2%	N=9	100%	N=515
Overall opportunities for education and enrichment	45%	N=235	44%	N=228	11%	N=56	0%	N=2	100%	N=521
Overall economic health of Johnson City	52%	N=268	41%	N=211	8%	N=40	0%	N=0	100%	N=519
Sense of community	30%	N=157	49%	N=254	19%	N=98	2%	N=12	100%	N=521

Table 14: Question 14

Please rate how much of a priority, if at all, each of the following should be for Johnson City to fund over the next five years:	High priority		Medium priority		Not a priority		Total	
	%	N	%	N	%	N	%	N
Beautification/landscaping	23%	N=115	57%	N=285	21%	N=104	100%	N=504
Downtown redevelopment	54%	N=276	34%	N=175	12%	N=59	100%	N=509
New or expanded business/industrial parks	35%	N=178	44%	N=222	21%	N=105	100%	N=505
New or improved biking/recreation trails	30%	N=146	42%	N=210	28%	N=139	100%	N=496
New or improved parks	26%	N=129	49%	N=247	25%	N=125	100%	N=501
Outdoor pool/splash pad	23%	N=112	34%	N=164	43%	N=212	100%	N=487
Re-paving existing streets	56%	N=286	35%	N=176	9%	N=44	100%	N=506
Tax incentives for new business development	45%	N=213	41%	N=194	15%	N=69	100%	N=476
Transportation improvements (traffic signal or intersection improvements)	43%	N=214	46%	N=231	11%	N=55	100%	N=500

Table 15: Question 15

If the City had to increase revenues in order to maintain or improve City services, indicate to what extent you would support or oppose increasing revenue for each of the following purposes:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	%	N	%	N	%	N	%	N	%	N
Code enforcement	20%	N=87	51%	N=222	22%	N=94	8%	N=34	100%	N=437
Education (K-12)	63%	N=300	27%	N=126	7%	N=35	3%	N=12	100%	N=473
New/improved parks	24%	N=116	52%	N=252	17%	N=84	7%	N=33	100%	N=485
New/improved sidewalks and trails	32%	N=158	49%	N=239	15%	N=73	4%	N=21	100%	N=491
Public safety (e.g. police, fire)	55%	N=276	36%	N=179	6%	N=31	3%	N=14	100%	N=499

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If the City had to increase revenues in order to maintain or improve City services, indicate to what extent you would support or oppose increasing revenue for each of the following purposes:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Re-paving existing streets	47%	N=236	41%	N=204	7%	N=37	4%	N=20	100%	N=497
School bus transportation	29%	N=131	51%	N=227	16%	N=72	4%	N=17	100%	N=447
Snow removal	38%	N=179	44%	N=208	15%	N=72	3%	N=16	100%	N=476
Transportation improvements (e.g. traffic signal or intersection improvements)	37%	N=173	47%	N=220	13%	N=62	2%	N=10	100%	N=466

Table 16: Question 16

If the City had to reduce services in order to balance its budget, indicate to what extent you would support or oppose reducing each of the following services or amenities:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Code enforcement	15%	N=66	44%	N=190	29%	N=127	11%	N=49	100%	N=433
Education (K-12)	13%	N=61	15%	N=71	18%	N=88	54%	N=258	100%	N=478
New/improved parks	14%	N=67	33%	N=156	36%	N=170	16%	N=78	100%	N=470
New/improved sidewalks and trails	14%	N=65	31%	N=148	34%	N=160	21%	N=99	100%	N=472
Public safety (e.g. police, fire)	12%	N=58	18%	N=86	23%	N=110	47%	N=227	100%	N=481
Re-paving existing streets	15%	N=74	24%	N=113	36%	N=171	25%	N=122	100%	N=479
School bus transportation	12%	N=53	33%	N=147	35%	N=155	20%	N=91	100%	N=446
Snow removal	11%	N=50	35%	N=160	32%	N=149	22%	N=102	100%	N=460
Transportation improvements (e.g. traffic signal or intersection improvements)	16%	N=77	33%	N=153	33%	N=156	18%	N=83	100%	N=469

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	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Recycle at home	12%	N=63	12%	N=60	16%	N=82	18%	N=95	42%	N=217	100%	N=518
Purchase goods or services from a business located in Johnson City	1%	N=6	2%	N=10	9%	N=46	48%	N=247	40%	N=210	100%	N=519
Eat at least 5 portions of fruits and vegetables a day	3%	N=16	17%	N=90	41%	N=210	28%	N=145	11%	N=56	100%	N=517
Participate in moderate or vigorous physical activity	4%	N=19	16%	N=84	32%	N=166	32%	N=168	16%	N=81	100%	N=518
Read or watch local news (via television, paper, computer, etc.)	4%	N=23	11%	N=57	17%	N=90	26%	N=136	41%	N=214	100%	N=519
Vote in local elections	16%	N=82	12%	N=60	12%	N=63	25%	N=131	35%	N=183	100%	N=519

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	17%	N=91
Very good	39%	N=204
Good	32%	N=168
Fair	9%	N=48
Poor	2%	N=13
Total	100%	N=524

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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	3%	N=17
Somewhat positive	15%	N=76
Neutral	58%	N=300
Somewhat negative	19%	N=101
Very negative	5%	N=25
Total	100%	N=519

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	53%	N=272
Working part time for pay	10%	N=53
Unemployed, looking for paid work	6%	N=32
Unemployed, not looking for paid work	6%	N=32
Fully retired	24%	N=126
Total	100%	N=514

Table 21: Question D5

Do you work inside the boundaries of Johnson City?	Percent	Number
Yes, outside the home	49%	N=245
Yes, from home	5%	N=24
No	46%	N=231
Total	100%	N=500

Table 22: Question D6

How many years have you lived in Johnson City?	Percent	Number
Less than 2 years	10%	N=51
2 to 5 years	20%	N=106
6 to 10 years	13%	N=65
11 to 20 years	13%	N=67
More than 20 years	44%	N=231
Total	100%	N=519

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	60%	N=311
Building with two or more homes (duplex, townhome, apartment or condominium)	36%	N=184
Mobile home	1%	N=8
Other	2%	N=12
Total	100%	N=515

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Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	45%	N=232
Owned	55%	N=286
Total	100%	N=518

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	10%	N=50
\$300 to \$599 per month	30%	N=152
\$600 to \$999 per month	34%	N=171
\$1,000 to \$1,499 per month	13%	N=66
\$1,500 to \$2,499 per month	10%	N=49
\$2,500 or more per month	3%	N=15
Total	100%	N=504

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=370
Yes	29%	N=150
Total	100%	N=520

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=387
Yes	25%	N=132
Total	100%	N=519

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	28%	N=140
\$25,000 to \$49,999	29%	N=142
\$50,000 to \$99,999	27%	N=136
\$100,000 to \$149,999	8%	N=40
\$150,000 or more	8%	N=40
Total	100%	N=498

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=500
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=8
Total	100%	N=508

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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=9
Asian, Asian Indian or Pacific Islander	3%	N=13
Black or African American	4%	N=22
White	91%	N=472
Other	4%	N=21

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	8%	N=42
25 to 34 years	24%	N=122
35 to 44 years	15%	N=77
45 to 54 years	17%	N=88
55 to 64 years	15%	N=75
65 to 74 years	13%	N=68
75 years or older	8%	N=43
Total	100%	N=516

Table 32: Question D16

What is your sex?	Percent	Number
Female	53%	N=274
Male	47%	N=239
Total	100%	N=513

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	69%	N=356
Land line	17%	N=87
Both	15%	N=76
Total	100%	N=519

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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	32%	N=165	54%	N=281	12%	N=61	3%	N=14	0%	N=1	100%	N=523
Your neighborhood as a place to live	31%	N=161	45%	N=238	18%	N=95	6%	N=32	0%	N=2	100%	N=527
Johnson City as a place to raise children	26%	N=137	47%	N=247	14%	N=73	4%	N=22	9%	N=45	100%	N=525
Johnson City as a place to work	19%	N=97	36%	N=190	29%	N=154	11%	N=56	5%	N=28	100%	N=525
Johnson City as a place to visit	20%	N=104	37%	N=197	30%	N=155	12%	N=61	2%	N=9	100%	N=525
Johnson City as a place to retire	27%	N=138	40%	N=209	16%	N=83	9%	N=45	8%	N=44	100%	N=518
The overall quality of life in Johnson City	21%	N=111	58%	N=307	18%	N=93	2%	N=12	1%	N=3	100%	N=526

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	19%	N=101	60%	N=314	15%	N=81	6%	N=30	0%	N=1	100%	N=527
Overall ease of getting to the places you usually have to visit	26%	N=139	53%	N=277	16%	N=85	4%	N=22	0%	N=1	100%	N=523
Quality of overall natural environment in Johnson City	23%	N=118	54%	N=280	22%	N=114	1%	N=7	1%	N=4	100%	N=524
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	10%	N=52	46%	N=239	34%	N=176	10%	N=52	1%	N=5	100%	N=524
Health and wellness opportunities in Johnson City	26%	N=135	49%	N=257	17%	N=87	7%	N=35	2%	N=8	100%	N=521
Overall opportunities for education and enrichment	28%	N=148	46%	N=241	19%	N=100	5%	N=24	2%	N=9	100%	N=521
Overall economic health of Johnson City	9%	N=49	42%	N=217	37%	N=193	10%	N=50	3%	N=14	100%	N=523
Sense of community	10%	N=54	40%	N=210	36%	N=185	12%	N=61	2%	N=12	100%	N=522
Overall image or reputation of Johnson City	12%	N=64	56%	N=293	25%	N=132	6%	N=30	1%	N=5	100%	N=524

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=221	40%	N=208	8%	N=44	7%	N=38	2%	N=12	100%	N=523
Remain in Johnson City for the next five years	55%	N=285	26%	N=137	9%	N=45	8%	N=40	3%	N=14	100%	N=521

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	64%	N=339	28%	N=150	4%	N=19	3%	N=15	1%	N=4	0%	N=0	100%	N=528
In Johnson City's downtown/commercial area during the day	27%	N=141	46%	N=239	10%	N=51	13%	N=68	1%	N=7	2%	N=9	100%	N=515

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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	10%	N=51	52%	N=273	27%	N=143	10%	N=54	0%	N=2	100%	N=523
Ease of public parking	13%	N=66	38%	N=201	34%	N=180	12%	N=62	3%	N=14	100%	N=522
Ease of travel by car in Johnson City	18%	N=92	60%	N=310	17%	N=88	5%	N=25	1%	N=5	100%	N=520
Ease of travel by public transportation in Johnson City	9%	N=44	19%	N=98	15%	N=79	8%	N=43	49%	N=256	100%	N=521
Ease of travel by bicycle in Johnson City	3%	N=16	16%	N=85	24%	N=126	16%	N=82	41%	N=214	100%	N=522
Ease of walking in Johnson City	10%	N=51	32%	N=167	30%	N=155	14%	N=75	13%	N=70	100%	N=517
Availability of paths and walking trails	15%	N=81	38%	N=199	26%	N=134	12%	N=63	9%	N=48	100%	N=525
Air quality	16%	N=82	56%	N=295	21%	N=109	4%	N=22	3%	N=14	100%	N=523
Cleanliness of Johnson City	12%	N=62	55%	N=287	27%	N=142	6%	N=34	0%	N=1	100%	N=526
Overall appearance of Johnson City	13%	N=66	55%	N=287	27%	N=142	5%	N=26	0%	N=2	100%	N=523
Public places where people want to spend time	8%	N=43	46%	N=240	34%	N=177	8%	N=42	4%	N=21	100%	N=524
Variety of housing options	13%	N=68	43%	N=223	29%	N=150	9%	N=49	6%	N=32	100%	N=523
Availability of affordable quality housing	10%	N=50	38%	N=199	29%	N=149	12%	N=62	11%	N=59	100%	N=519
Fitness opportunities (including exercise classes and paths or trails, etc.)	21%	N=111	44%	N=233	24%	N=127	4%	N=23	6%	N=30	100%	N=524
Recreational opportunities	16%	N=82	47%	N=246	26%	N=134	7%	N=38	5%	N=24	100%	N=523
Availability of affordable quality food	21%	N=112	49%	N=259	23%	N=123	6%	N=29	0%	N=2	100%	N=524
Availability of affordable quality health care	20%	N=106	45%	N=237	20%	N=102	12%	N=64	3%	N=14	100%	N=523
Availability of preventive health services	19%	N=97	45%	N=236	20%	N=107	9%	N=46	7%	N=38	100%	N=523
Availability of affordable quality mental health care	11%	N=57	25%	N=133	19%	N=100	14%	N=72	31%	N=163	100%	N=525

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	7%	N=35	25%	N=131	15%	N=77	6%	N=30	48%	N=247	100%	N=520
K-12 education	16%	N=81	39%	N=201	13%	N=66	3%	N=15	30%	N=155	100%	N=517
Adult educational opportunities	17%	N=86	36%	N=189	20%	N=105	5%	N=27	21%	N=111	100%	N=518
Opportunities to attend cultural/arts/music activities	13%	N=68	40%	N=207	29%	N=149	9%	N=49	8%	N=41	100%	N=514
Opportunities to participate in religious or spiritual events and activities	30%	N=156	41%	N=209	15%	N=78	3%	N=18	11%	N=55	100%	N=516
Employment opportunities	3%	N=17	27%	N=139	39%	N=201	22%	N=115	8%	N=44	100%	N=516
Shopping opportunities	19%	N=98	46%	N=240	27%	N=140	8%	N=39	0%	N=2	100%	N=519
Cost of living in Johnson City	15%	N=78	44%	N=226	32%	N=164	9%	N=44	1%	N=6	100%	N=518
Overall quality of business and service establishments in Johnson City	11%	N=55	57%	N=294	25%	N=131	6%	N=32	1%	N=7	100%	N=519
Vibrant downtown/commercial area	6%	N=33	24%	N=123	39%	N=200	26%	N=136	5%	N=27	100%	N=519
Overall quality of new development in Johnson City	9%	N=49	44%	N=229	33%	N=169	8%	N=42	5%	N=28	100%	N=516
Opportunities to participate in social events and activities	11%	N=59	43%	N=222	31%	N=162	8%	N=39	7%	N=37	100%	N=520
Opportunities to volunteer	19%	N=98	46%	N=242	18%	N=93	3%	N=17	14%	N=71	100%	N=520
Opportunities to participate in community matters	10%	N=50	39%	N=200	30%	N=156	5%	N=27	16%	N=80	100%	N=512
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=54	38%	N=197	27%	N=141	13%	N=69	10%	N=54	100%	N=514
Neighborliness of residents in Johnson City	14%	N=73	45%	N=229	26%	N=134	10%	N=52	5%	N=25	100%	N=512

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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	
	%	N	%	N	%	N
Made efforts to conserve water	20%	N=106	80%	N=419	100%	N=525
Made efforts to make your home more energy efficient	21%	N=106	79%	N=408	100%	N=514
Observed a code violation or other hazard in Johnson City	49%	N=250	51%	N=266	100%	N=516
Household member was a victim of a crime in Johnson City	89%	N=459	11%	N=55	100%	N=514
Reported a crime to the police in Johnson City	78%	N=400	22%	N=116	100%	N=516
Stocked supplies in preparation for an emergency	66%	N=345	34%	N=175	100%	N=520
Campaigned or advocated for an issue, cause or candidate	80%	N=414	20%	N=105	100%	N=519
Contacted the City of Johnson City (in-person, phone, email or web) for help or information	61%	N=318	39%	N=205	100%	N=523
Contacted Johnson City elected officials (in-person, phone, email or web) to express your opinion	85%	N=446	15%	N=77	100%	N=524

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	11%	N=56	16%	N=85	31%	N=159	42%	N=222	100%	N=522
Visited a neighborhood park or City park	14%	N=73	26%	N=137	37%	N=192	23%	N=117	100%	N=520
Used Johnson City public libraries or their services	9%	N=45	15%	N=80	27%	N=138	49%	N=257	100%	N=521
Participated in religious or spiritual activities in Johnson City	23%	N=122	22%	N=116	13%	N=70	41%	N=211	100%	N=519
Attended a City-sponsored event	3%	N=17	5%	N=27	44%	N=227	48%	N=246	100%	N=517
Used bus, rail, subway or other public transportation instead of driving	5%	N=25	2%	N=9	7%	N=38	86%	N=446	100%	N=518
Carpooled with other adults or children instead of driving alone	11%	N=56	14%	N=73	20%	N=105	55%	N=281	100%	N=515
Walked or biked instead of driving	11%	N=59	12%	N=63	14%	N=75	62%	N=324	100%	N=519
Volunteered your time to some group/activity in Johnson City	10%	N=51	13%	N=67	26%	N=135	51%	N=267	100%	N=520
Participated in a club	5%	N=28	10%	N=50	13%	N=67	72%	N=373	100%	N=518
Talked to or visited with your immediate neighbors	38%	N=196	34%	N=177	22%	N=112	7%	N=34	100%	N=519
Done a favor for a neighbor	24%	N=123	25%	N=130	34%	N=177	17%	N=88	100%	N=518

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	2%	N=8	2%	N=11	14%	N=75	82%	N=423	100%	N=517
Watched (online or on television) a local public meeting	2%	N=11	7%	N=38	23%	N=122	67%	N=350	100%	N=522

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	26%	N=136	43%	N=227	14%	N=72	5%	N=25	12%	N=63	100%	N=523
Fire services	37%	N=191	36%	N=187	5%	N=28	0%	N=1	22%	N=113	100%	N=520
Ambulance or emergency medical services	32%	N=166	38%	N=198	7%	N=34	2%	N=9	22%	N=111	100%	N=518
Crime prevention	15%	N=79	41%	N=213	20%	N=105	7%	N=37	17%	N=87	100%	N=520
Fire prevention and education	20%	N=105	39%	N=201	11%	N=57	4%	N=19	25%	N=130	100%	N=513
Traffic enforcement	15%	N=77	46%	N=237	23%	N=117	8%	N=42	9%	N=44	100%	N=517

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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	
Street repair	7%	N=35	25%	N=131	38%	N=198	28%	N=144	3%	N=14	100%	N=522
Street cleaning	11%	N=57	42%	N=220	31%	N=160	13%	N=65	3%	N=16	100%	N=517
Street lighting	12%	N=62	46%	N=240	27%	N=137	13%	N=66	2%	N=12	100%	N=518
Snow removal	16%	N=85	44%	N=227	25%	N=131	9%	N=48	5%	N=28	100%	N=518
Sidewalk maintenance	12%	N=62	33%	N=173	31%	N=163	13%	N=69	10%	N=51	100%	N=518
Traffic signal timing	8%	N=41	34%	N=178	33%	N=169	23%	N=119	2%	N=12	100%	N=520
Bus or transit services	11%	N=55	23%	N=120	11%	N=56	3%	N=15	52%	N=271	100%	N=516
Garbage collection	38%	N=195	46%	N=237	11%	N=55	3%	N=13	3%	N=16	100%	N=516
Recycling	33%	N=169	34%	N=178	16%	N=81	6%	N=33	11%	N=56	100%	N=518
Yard waste pick-up	22%	N=112	40%	N=205	16%	N=82	7%	N=34	16%	N=85	100%	N=518
Storm drainage	16%	N=81	32%	N=162	28%	N=145	13%	N=67	11%	N=57	100%	N=513
Drinking water	23%	N=118	48%	N=251	17%	N=87	10%	N=52	2%	N=11	100%	N=520
Sewer services	23%	N=117	50%	N=257	16%	N=84	2%	N=10	10%	N=51	100%	N=518
Utility billing	18%	N=92	46%	N=237	24%	N=122	10%	N=50	3%	N=18	100%	N=519
City parks	21%	N=109	53%	N=276	14%	N=74	3%	N=15	9%	N=46	100%	N=521
Recreation programs or classes	13%	N=66	32%	N=165	17%	N=90	3%	N=14	35%	N=184	100%	N=520
Recreation centers or facilities	16%	N=82	36%	N=188	19%	N=97	3%	N=18	26%	N=134	100%	N=518
Land use, planning and zoning	8%	N=41	27%	N=141	27%	N=139	11%	N=54	27%	N=140	100%	N=516
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=43	21%	N=110	31%	N=161	17%	N=86	22%	N=113	100%	N=513
Economic development	10%	N=50	31%	N=158	34%	N=171	9%	N=45	17%	N=86	100%	N=510
Public library services	29%	N=151	33%	N=171	10%	N=54	1%	N=3	27%	N=140	100%	N=519
Public information services	16%	N=81	33%	N=167	20%	N=102	2%	N=13	29%	N=149	100%	N=512
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=73	29%	N=151	17%	N=86	9%	N=44	31%	N=158	100%	N=512
Preservation of natural areas such as open space, farmlands and greenbelts	10%	N=54	33%	N=169	26%	N=132	11%	N=54	21%	N=106	100%	N=515
Johnson City open space	10%	N=51	34%	N=175	29%	N=151	9%	N=46	18%	N=95	100%	N=517
City-sponsored special events	14%	N=69	35%	N=179	24%	N=121	5%	N=24	22%	N=114	100%	N=506
Overall customer service by Johnson City employees (police, receptionists, planners, etc.)	20%	N=100	42%	N=213	21%	N=108	6%	N=29	11%	N=54	100%	N=504

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	15%	N=77	55%	N=285	21%	N=109	5%	N=24	5%	N=26	100%	N=521
The Federal Government	6%	N=29	30%	N=155	33%	N=170	22%	N=112	10%	N=52	100%	N=518

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	10%	N=53	38%	N=198	28%	N=147	10%	N=53	13%	N=66	100%	N=519
The overall direction that Johnson City is taking	12%	N=62	45%	N=232	27%	N=138	8%	N=42	8%	N=43	100%	N=518
The job Johnson City government does at welcoming citizen involvement	9%	N=46	30%	N=154	27%	N=142	11%	N=57	23%	N=119	100%	N=519
Overall confidence in Johnson City government	9%	N=45	35%	N=181	33%	N=173	13%	N=66	11%	N=56	100%	N=520
Generally acting in the best interest of the community	10%	N=50	39%	N=199	28%	N=147	13%	N=67	10%	N=53	100%	N=516

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Please rate the following categories of Johnson City government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
Being honest	8%	N=40	35%	N=181	25%	N=129	15%	N=75	17%	N=88	100%	N=513
Treating all residents fairly	9%	N=45	34%	N=177	25%	N=130	15%	N=79	16%	N=85	100%	N=516

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=281	38%	N=201	7%	N=36	1%	N=5	100%	N=523
Overall ease of getting to the places you usually have to visit	29%	N=152	49%	N=252	20%	N=106	2%	N=9	100%	N=520
Quality of overall natural environment in Johnson City	32%	N=164	49%	N=254	18%	N=95	1%	N=6	100%	N=518
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	31%	N=162	46%	N=240	21%	N=109	2%	N=9	100%	N=520
Health and wellness opportunities in Johnson City	38%	N=196	41%	N=213	19%	N=97	2%	N=9	100%	N=515
Overall opportunities for education and enrichment	45%	N=235	44%	N=228	11%	N=56	0%	N=2	100%	N=521
Overall economic health of Johnson City	52%	N=268	41%	N=211	8%	N=40	0%	N=0	100%	N=519
Sense of community	30%	N=157	49%	N=254	19%	N=98	2%	N=12	100%	N=521

Table 47: Question 14

Please rate how much of a priority, if at all, each of the following should be for Johnson City to fund over the next five years:	High priority		Medium priority		Not a priority		Don't know		Total	
Beautification/landscaping	22%	N=115	55%	N=285	20%	N=104	2%	N=10	100%	N=515
Downtown redevelopment	53%	N=276	34%	N=175	11%	N=59	2%	N=10	100%	N=519
New or expanded business/industrial parks	35%	N=178	43%	N=222	20%	N=105	2%	N=8	100%	N=514
New or improved biking/recreation trails	29%	N=146	41%	N=210	27%	N=139	3%	N=17	100%	N=513
New or improved parks	25%	N=129	48%	N=247	24%	N=125	2%	N=11	100%	N=513
Outdoor pool/splash pad	22%	N=112	32%	N=164	41%	N=212	5%	N=24	100%	N=511
Re-paving existing streets	55%	N=286	34%	N=176	9%	N=44	2%	N=10	100%	N=516
Tax incentives for new business development	42%	N=213	38%	N=194	14%	N=69	7%	N=37	100%	N=513
Transportation improvements (traffic signal or intersection improvements)	41%	N=214	45%	N=231	11%	N=55	3%	N=17	100%	N=517

Table 48: Question 15

If the City had to increase revenues in order to maintain or improve City services, indicate to what extent you would support or oppose increasing revenue for each of the following purposes:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Code enforcement	17%	N=87	43%	N=222	18%	N=94	7%	N=34	15%	N=77	100%	N=514
Education (K-12)	58%	N=300	24%	N=126	7%	N=35	2%	N=12	9%	N=45	100%	N=518
New/improved parks	23%	N=116	49%	N=252	16%	N=84	6%	N=33	6%	N=31	100%	N=516
New/improved sidewalks and trails	31%	N=158	46%	N=239	14%	N=73	4%	N=21	5%	N=26	100%	N=516
Public safety (e.g. police, fire)	53%	N=276	34%	N=179	6%	N=31	3%	N=14	4%	N=20	100%	N=519
Re-paving existing streets	45%	N=236	39%	N=204	7%	N=37	4%	N=20	4%	N=21	100%	N=519
School bus transportation	25%	N=131	44%	N=227	14%	N=72	3%	N=17	14%	N=72	100%	N=519
Snow removal	35%	N=179	40%	N=208	14%	N=72	3%	N=16	8%	N=43	100%	N=518
Transportation improvements (e.g. traffic signal or intersection improvements)	35%	N=173	45%	N=220	13%	N=62	2%	N=10	5%	N=26	100%	N=492

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Table 49: Question 16

If the City had to reduce services in order to balance its budget, indicate to what extent you would support or oppose reducing each of the following services or amenities:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Code enforcement	13%	N=66	37%	N=190	25%	N=127	10%	N=49	15%	N=75	100%	N=508
Education (K-12)	12%	N=61	14%	N=71	17%	N=88	50%	N=258	7%	N=36	100%	N=514
New/improved parks	13%	N=67	31%	N=156	34%	N=170	15%	N=78	7%	N=36	100%	N=506
New/improved sidewalks and trails	13%	N=65	29%	N=148	32%	N=160	19%	N=99	7%	N=36	100%	N=507
Public safety (e.g. police, fire)	11%	N=58	17%	N=86	22%	N=110	45%	N=227	5%	N=27	100%	N=508
Re-paving existing streets	14%	N=74	22%	N=113	34%	N=171	24%	N=122	6%	N=30	100%	N=510
School bus transportation	10%	N=53	29%	N=147	30%	N=155	18%	N=91	13%	N=65	100%	N=511
Snow removal	10%	N=50	31%	N=160	29%	N=149	20%	N=102	10%	N=50	100%	N=510
Transportation improvements (e.g. traffic signal or intersection improvements)	15%	N=77	30%	N=153	30%	N=156	16%	N=83	8%	N=43	100%	N=511

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	12%	N=63	12%	N=60	16%	N=82	18%	N=95	42%	N=217	100%	N=518
Purchase goods or services from a business located in Johnson City	1%	N=6	2%	N=10	9%	N=46	48%	N=247	40%	N=210	100%	N=519
Eat at least 5 portions of fruits and vegetables a day	3%	N=16	17%	N=90	41%	N=210	28%	N=145	11%	N=56	100%	N=517
Participate in moderate or vigorous physical activity	4%	N=19	16%	N=84	32%	N=166	32%	N=168	16%	N=81	100%	N=518
Read or watch local news (via television, paper, computer, etc.)	4%	N=23	11%	N=57	17%	N=90	26%	N=136	41%	N=214	100%	N=519
Vote in local elections	16%	N=82	12%	N=60	12%	N=63	25%	N=131	35%	N=183	100%	N=519

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	17%	N=91
Very good	39%	N=204
Good	32%	N=168
Fair	9%	N=48
Poor	2%	N=13
Total	100%	N=524

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	3%	N=17
Somewhat positive	15%	N=76
Neutral	58%	N=300
Somewhat negative	19%	N=101
Very negative	5%	N=25
Total	100%	N=519

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Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	53%	N=272
Working part time for pay	10%	N=53
Unemployed, looking for paid work	6%	N=32
Unemployed, not looking for paid work	6%	N=32
Fully retired	24%	N=126
Total	100%	N=514

Table 54: Question D5

Do you work inside the boundaries of Johnson City?	Percent	Number
Yes, outside the home	49%	N=245
Yes, from home	5%	N=24
No	46%	N=231
Total	100%	N=500

Table 55: Question D6

How many years have you lived in Johnson City?	Percent	Number
Less than 2 years	10%	N=51
2 to 5 years	20%	N=106
6 to 10 years	13%	N=65
11 to 20 years	13%	N=67
More than 20 years	44%	N=231
Total	100%	N=519

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	60%	N=311
Building with two or more homes (duplex, townhome, apartment or condominium)	36%	N=184
Mobile home	1%	N=8
Other	2%	N=12
Total	100%	N=515

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	45%	N=232
Owned	55%	N=286
Total	100%	N=518

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Table 58: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	10%	N=50
\$300 to \$599 per month	30%	N=152
\$600 to \$999 per month	34%	N=171
\$1,000 to \$1,499 per month	13%	N=66
\$1,500 to \$2,499 per month	10%	N=49
\$2,500 or more per month	3%	N=15
Total	100%	N=504

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=370
Yes	29%	N=150
Total	100%	N=520

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=387
Yes	25%	N=132
Total	100%	N=519

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	28%	N=140
\$25,000 to \$49,999	29%	N=142
\$50,000 to \$99,999	27%	N=136
\$100,000 to \$149,999	8%	N=40
\$150,000 or more	8%	N=40
Total	100%	N=498

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=500
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=8
Total	100%	N=508

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Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=9
Asian, Asian Indian or Pacific Islander	3%	N=13
Black or African American	4%	N=22
White	91%	N=472
Other	4%	N=21

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

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	8%	N=42
25 to 34 years	24%	N=122
35 to 44 years	15%	N=77
45 to 54 years	17%	N=88
55 to 64 years	15%	N=75
65 to 74 years	13%	N=68
75 years or older	8%	N=43
Total	100%	N=516

Table 65: Question D16

What is your sex?	Percent	Number
Female	53%	N=274
Male	47%	N=239
Total	100%	N=513

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	69%	N=356
Land line	17%	N=87
Both	15%	N=76
Total	100%	N=519

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,” “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. 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. More extreme differences are noted as “much higher” or “much lower.”

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

National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Johnson City	80%	243	384	Similar
Overall image or reputation of Johnson City	69%	180	286	Similar
Johnson City as a place to live	86%	201	325	Similar
Your neighborhood as a place to live	76%	176	253	Similar
Johnson City as a place to raise children	80%	190	317	Similar
Johnson City as a place to retire	73%	100	301	Similar
Overall appearance of Johnson City	68%	194	301	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	79%	105	163	Similar	
	In your neighborhood during the day	93%	168	291	Similar	
	In Johnson City's downtown/commercial area during the day	75%	229	247	Lower	
Mobility	Overall ease of getting to the places you usually have to visit	80%	31	73	Similar	
	Availability of paths and walking trails	59%	148	244	Similar	
	Ease of walking in Johnson City	49%	192	241	Lower	
	Ease of travel by bicycle in Johnson City	33%	216	249	Lower	
	Ease of travel by public transportation in Johnson City	54%	30	84	Similar	
	Ease of travel by car in Johnson City	78%	63	244	Similar	
	Ease of public parking	52%	27	56	Similar	
	Traffic flow on major streets	62%	90	285	Similar	
Natural Environment	Quality of overall natural environment in Johnson City	77%	108	230	Similar	
	Cleanliness of Johnson City	67%	151	221	Similar	
	Air quality	74%	112	208	Similar	
Built Environment	Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	56%	43	69	Similar	
	Overall quality of new development in Johnson City	57%	141	234	Similar	
	Availability of affordable quality housing	54%	87	250	Similar	
	Variety of housing options	59%	114	222	Similar	
	Public places where people want to spend time	56%	48	67	Similar	
Economy	Overall economic health of Johnson City	52%	45	73	Similar	
	Vibrant downtown/commercial area	32%	49	66	Lower	
	Overall quality of business and service establishments in Johnson City	68%	104	218	Similar	
	Cost of living in Johnson City	59%	8	71	Higher	
	Shopping opportunities	65%	84	241	Similar	
	Employment opportunities	33%	142	260	Similar	
	Johnson City as a place to visit	58%	51	80	Similar	
	Johnson City as a place to work	58%	154	294	Similar	
	Recreation and Wellness	Health and wellness opportunities in Johnson City	76%	29	69	Similar
		Availability of affordable quality mental health care	52%	29	62	Similar
Availability of preventive health services		69%	63	180	Similar	
Availability of affordable quality health care		67%	70	213	Similar	
Availability of affordable quality food		71%	61	179	Similar	
Recreational opportunities	66%	142	253	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.)	70%	37	70	Similar
	Overall opportunities for education and enrichment	76%	33	69	Similar
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	79%	70	172	Similar
	Opportunities to attend cultural/arts/music activities	58%	107	245	Similar
	Adult educational opportunities	68%	24	65	Similar
	K-12 education	78%	103	212	Similar
	Availability of affordable quality child care/preschool	61%	61	213	Similar
		Opportunities to participate in social events and activities	58%	120	206
Community Engagement	Neighborhoodliness of Johnson City	62%	33	67	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	55%	175	238	Similar
	Opportunities to participate in community matters	58%	138	221	Similar
	Opportunities to volunteer	76%	103	218	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Johnson City	73%	213	367	Similar
Overall customer service by Johnson City employees (police, receptionists, planners, etc.)	70%	228	302	Similar
Value of services for the taxes paid to Johnson City	56%	172	344	Similar
Overall direction that Johnson City is taking	62%	117	267	Similar
Job Johnson City government does at welcoming citizen involvement	50%	138	256	Similar
Overall confidence in Johnson City government	49%	39	72	Similar
Generally acting in the best interest of the community	54%	38	69	Similar
Being honest	52%	41	69	Similar
Treating all residents fairly	52%	40	69	Similar
Services provided by the Federal Government	39%	108	205	Similar

Table 70: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	52%	199	255	Similar
Recommend living in Johnson City to someone who asks	84%	144	227	Similar
Remain in Johnson City for the next five years	83%	133	225	Similar
Contacted Johnson City (in-person, phone, email or web) for help or information	39%	211	261	Similar

Table 71: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	34%	39	63	Similar
	Did NOT report a crime to the police	78%	35	71	Similar
	Household member was NOT a victim of a crime	89%	111	227	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	14%	44	58	Lower
	Carpooled with other adults or children instead of driving alone	45%	27	67	Similar
	Walked or biked instead of driving	38%	64	68	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Made efforts to conserve water	80%	35	65	Similar
	Made efforts to make your home more energy efficient	79%	21	66	Similar
	Recycle at home	76%	160	213	Similar
Built Environment	Did NOT observe a code violation or other hazard in Johnson City	49%	41	66	Similar
	NOT experiencing housing costs stress	70%	81	209	Similar
Economy	Purchase goods or services from a business located in Johnson City	97%	32	67	Similar
	Economy will have positive impact on income	18%	157	211	Similar
	Work inside boundaries of Johnson City	54%	21	67	Higher
Recreation and Wellness	Used Johnson City recreation centers or their services	58%	93	189	Similar
	Visited a neighborhood park or City park	77%	193	222	Similar
	Eat at least 5 portions of fruits and vegetables a day	80%	52	66	Similar
	Participate in moderate or vigorous physical activity	80%	54	66	Similar
	In very good to excellent health	56%	56	67	Similar
Education and Enrichment	Used Johnson City public libraries or their services	51%	186	194	Lower
	Participated in religious or spiritual activities in Johnson City	59%	40	169	Similar
	Attended City-sponsored event	52%	28	66	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	20%	37	66	Similar
	Contacted Johnson City elected officials (in-person, phone, email or web) to express your opinion	15%	44	67	Similar
	Volunteered your time to some group/activity in Johnson City	49%	76	218	Similar
	Participated in a club	28%	101	191	Similar
	Talked to or visited with your immediate neighbors	93%	18	66	Similar
	Done a favor for a neighbor	83%	32	64	Similar
	Attended a local public meeting	18%	172	219	Similar
	Watched (online or on television) a local public meeting	33%	86	177	Similar
	Read or watch local news (via television, paper, computer, etc.)	85%	50	66	Similar
	Vote in local elections	73%	156	211	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.

Abilene city, KS..... 6,844
 Adams County, CO441,603
 Airway Heights city, WA 6,114
 Albany city, OR 50,158
 Albemarle County, VA..... 98,970
 Albert Lea city, MN..... 18,016
 Algonquin village, IL..... 30,046
 Aliso Viejo city, CA 47,823
 Altoona city, IA 14,541
 Ames city, IA 58,965
 Andover CDP, MA..... 8,762

Ankeny city, IA 45,582
 Ann Arbor city, MI.....113,934
 Annapolis city, MD 38,394
 Apple Valley town, CA 69,135
 Arkansas City city, AR..... 366
 Arlington city, TX365,438
 Arlington County, VA.....207,627
 Arvada city, CO106,433
 Ashland city, OR 20,078
 Ashland town, VA..... 7,225
 Aspen city, CO 6,658

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Auburn city, AL	53,380	Clayton city, MO	15,939
Auburn city, WA.....	70,180	Clearwater city, FL	107,685
Aurora city, CO	325,078	Clive city, IA	15,447
Austin city, TX	790,390	Clovis city, CA.....	95,631
Bainbridge Island city, WA.....	23,025	College Park city, MD	30,413
Baltimore city, MD.....	620,961	College Station city, TX	93,857
Baltimore County, MD	805,029	Colleyville city, TX.....	22,807
Battle Creek city, MI.....	52,347	Collinsville city, IL	25,579
Bay City city, MI.....	34,932	Columbia city, MO.....	108,500
Baytown city, TX.....	71,802	Columbus city, WI.....	4,991
Bedford city, TX.....	46,979	Commerce City city, CO.....	45,913
Bedford town, MA	13,320	Concord city, CA	122,067
Bellevue city, WA	122,363	Concord town, MA.....	17,668
Bellingham city, WA	80,885	Conyers city, GA	15,195
Beltrami County, MN	44,442	Cookeville city, TN	30,435
Benbrook city, TX.....	21,234	Coon Rapids city, MN	61,476
Bend city, OR.....	76,639	Cooper City city, FL.....	28,547
Benicia city, CA.....	26,997	Coronado city, CA	18,912
Bettendorf city, IA.....	33,217	Corvallis city, OR.....	54,462
Billings city, MT.....	104,170	Cross Roads town, TX	1,563
Blaine city, MN.....	57,186	Crystal Lake city, IL.....	40,743
Bloomfield Hills city, MI	3,869	Dade City city, FL.....	6,437
Bloomington city, IL	76,610	Dakota County, MN	398,552
Bloomington city, MN	82,893	Dallas city, OR	14,583
Blue Springs city, MO	52,575	Dallas city, TX.....	1,197,816
Boise City city, ID	205,671	Dardenne Prairie city, MO.....	11,494
Boonville city, MO	8,319	Davenport city, IA.....	99,685
Boulder city, CO	97,385	Davidson town, NC.....	10,944
Boulder County, CO.....	294,567	Decatur city, GA.....	19,335
Bowling Green city, KY	58,067	Delray Beach city, FL.....	60,522
Brentwood city, TN	37,060	Denison city, TX.....	22,682
Bristol city, TN.....	26,702	Denver city, CO.....	600,158
Broken Arrow city, OK	98,850	Derby city, KS.....	22,158
Brookfield city, WI	37,920	Des Moines city, IA	203,433
Brookline CDP, MA	58,732	Des Peres city, MO.....	8,373
Brookline town, NH	4,991	Destin city, FL.....	12,305
Broomfield city, CO	55,889	Dewey-Humboldt town, AZ.....	3,894
Brownsburg town, IN	21,285	Dorchester County, MD	32,618
Bryan city, TX.....	76,201	Dothan city, AL	65,496
Burien city, WA.....	33,313	Douglas County, CO	285,465
Burleson city, TX.....	36,690	Dover city, NH	29,987
Cabarrus County, NC.....	178,011	Dublin city, OH	41,751
Cambridge city, MA.....	105,162	Duluth city, MN.....	86,265
Canton city, SD.....	3,057	Duncanville city, TX.....	38,524
Cape Coral city, FL	154,305	Durham city, NC	228,330
Cape Girardeau city, MO.....	37,941	East Baton Rouge Parish, LA.....	440,171
Carlisle borough, PA.....	18,682	East Grand Forks city, MN	8,601
Carlsbad city, CA.....	105,328	East Lansing city, MI	48,579
Cartersville city, GA.....	19,731	Eau Claire city, WI	65,883
Cary town, NC	135,234	Eden Prairie city, MN.....	60,797
Casa Grande city, AZ.....	48,571	Edgerton city, KS	1,671
Casper city, WY	55,316	Edina city, MN	47,941
Castine town, ME	1,366	Edmonds city, WA.....	39,709
Castle Pines North city, CO	10,360	El Cerrito city, CA.....	23,549
Castle Rock town, CO.....	48,231	El Dorado County, CA.....	181,058
Cedar Falls city, IA.....	39,260	El Paso city, TX.....	649,121
Cedar Rapids city, IA.....	126,326	Elk Grove city, CA	153,015
Centennial city, CO.....	100,377	Elk River city, MN.....	22,974
Centralia city, IL	13,032	Elko New Market city, MN.....	4,110
Chambersburg borough, PA.....	20,268	Elmhurst city, IL.....	44,121
Chandler city, AZ	236,123	Encinitas city, CA	59,518
Chanhassen city, MN	22,952	Englewood city, CO.....	30,255
Chapel Hill town, NC	57,233	Erie town, CO	18,135
Charlotte city, NC.....	731,424	Escambia County, FL.....	297,619
Charlotte County, FL	159,978	Estes Park town, CO.....	5,858
Charlottesville city, VA.....	43,475	Fairview town, TX	7,248
Chesterfield County, VA.....	316,236	Farmington Hills city, MI.....	79,740
Chippewa Falls city, WI	13,661	Fayetteville city, NC.....	200,564
Citrus Heights city, CA.....	83,301	Fishers town, IN	76,794
Clackamas County, OR	375,992	Flagstaff city, AZ.....	65,870

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Flower Mound town, TX.....	64,669	Indianola city, IA	14,782
Flushing city, MI	8,389	Iowa City city, IA	67,862
Forest Grove city, OR	21,083	Jackson County, MI.....	160,248
Fort Collins city, CO.....	143,986	James City County, VA	67,009
Fort Smith city, AR.....	86,209	Jefferson City city, MO	43,079
Fort Worth city, TX.....	741,206	Jefferson County, CO	534,543
Fountain Hills town, AZ	22,489	Jefferson County, NY.....	116,229
Franklin city, TN.....	62,487	Jerome city, ID	10,890
Fredericksburg city, VA.....	24,286	Johnson City city, TN.....	63,152
Freeport CDP, ME	1,485	Johnson County, KS	544,179
Freeport city, IL.....	25,638	Johnston city, IA.....	17,278
Fremont city, CA	214,089	Jupiter town, FL.....	55,156
Friendswood city, TX.....	35,805	Kalamazoo city, MI.....	74,262
Fruita city, CO.....	12,646	Kansas City city, KS.....	145,786
Gahanna city, OH.....	33,248	Kansas City city, MO.....	459,787
Gainesville city, FL	124,354	Keizer city, OR	36,478
Gaithersburg city, MD.....	59,933	Kenmore city, WA	20,460
Galveston city, TX.....	47,743	Kennedale city, TX	6,763
Garden City city, KS	26,658	Kennett Square borough, PA.....	6,072
Gardner city, KS.....	19,123	Kirkland city, WA.....	48,787
Geneva city, NY	13,261	La Mesa city, CA	57,065
Georgetown city, TX.....	47,400	La Plata town, MD.....	8,753
Gilbert town, AZ.....	208,453	La Porte city, TX	33,800
Gillette city, WY	29,087	La Vista city, NE.....	15,758
Globe city, AZ	7,532	Lafayette city, CO	24,453
Golden Valley city, MN.....	20,371	Laguna Beach city, CA.....	22,723
Goodyear city, AZ	65,275	Laguna Hills city, CA.....	30,344
Grafton village, WI.....	11,459	Laguna Niguel city, CA	62,979
Grand Blanc city, MI.....	8,276	Lake Oswego city, OR	36,619
Grand Island city, NE	48,520	Lake Zurich village, IL	19,631
Grass Valley city, CA	12,860	Lakeville city, MN	55,954
Greeley city, CO.....	92,889	Lakewood city, CO	142,980
Green Valley CDP, AZ.....	21,391	Lane County, OR.....	351,715
Greenwood Village city, CO.....	13,925	Larimer County, CO.....	299,630
Greer city, SC	25,515	Las Cruces city, NM.....	97,618
Guilford County, NC	488,406	Las Vegas city, NV	583,756
Gunnison County, CO	15,324	Lawrence city, KS.....	87,643
Gurnee village, IL.....	31,295	League City city, TX	83,560
Hailey city, ID	7,960	Lee County, FL.....	618,754
Haines Borough, AK	2,508	Lee's Summit city, MO.....	91,364
Hallandale Beach city, FL.....	37,113	Lewis County, NY	27,087
Hamilton city, OH.....	62,477	Lewiston city, ME.....	36,592
Hampton city, VA.....	137,436	Lincoln city, NE	258,379
Hanover County, VA.....	99,863	Lindsborg city, KS	3,458
Harrisonburg city, VA	48,914	Littleton city, CO	41,737
Harrisonville city, MO	10,019	Livermore city, CA.....	80,968
Hayward city, CA	144,186	Lone Tree city, CO	10,218
Henderson city, NV	257,729	Longmont city, CO	86,270
Hermiston city, OR.....	16,745	Longview city, TX.....	80,455
High Point city, NC	104,371	Los Alamos County, NM.....	17,950
Highland Park city, IL	29,763	Louisville city, CO.....	18,376
Highlands Ranch CDP, CO	96,713	Lynchburg city, VA	75,568
Hillsborough town, NC.....	6,087	Lynnwood city, WA	35,836
Holden town, MA	17,346	Madison city, WI.....	233,209
Holland city, MI.....	33,051	Mankato city, MN	39,309
Honolulu County, HI.....	953,207	Maple Grove city, MN	61,567
Hooksett town, NH.....	13,451	Maple Valley city, WA	22,684
Hopkins city, MN	17,591	Maricopa County, AZ	3,817,117
Hopkinton town, MA.....	14,925	Marin County, CA	252,409
Hoquiam city, WA	8,726	Maryland Heights city, MO.....	27,472
Houston city, TX	2,099,451	Matthews town, NC.....	27,198
Hudson city, OH.....	22,262	McAllen city, TX	129,877
Hudson town, CO.....	2,356	McDonough city, GA.....	22,084
Hudsonville city, MI.....	7,116	McKinney city, TX.....	131,117
Huntersville town, NC.....	46,773	McMinnville city, OR	32,187
Hurst city, TX.....	37,337	Mecklenburg County, NC	919,628
Hutchinson city, MN	14,178	Medford city, OR.....	74,907
Hutto city, TX	14,698	Menlo Park city, CA	32,026
Hyattsville city, MD	17,557	Mercer Island city, WA	22,699
Indian Trail town, NC	33,518	Meridian charter township, MI	39,688

The National Citizen Survey™

Meridian city, ID	75,092	Peachtree City city, GA	34,364
Merriam city, KS.....	11,003	Pearland city, TX.....	91,252
Merrill city, WI	9,661	Peoria city, AZ	154,065
Mesa city, AZ.....	439,041	Peoria city, IL	115,007
Mesa County, CO	146,723	Peoria County, IL	186,494
Miami Beach city, FL	87,779	Peters township, PA	21,213
Miami city, FL	399,457	Petoskey city, MI	5,670
Midland city, MI	41,863	Pflugerville city, TX	46,936
Milford city, DE	9,559	Phoenix city, AZ.....	1,445,632
Milton city, GA	32,661	Pinal County, AZ	375,770
Minneapolis city, MN	382,578	Pinehurst village, NC	13,124
Mission Viejo city, CA	93,305	Piqua city, OH.....	20,522
Modesto city, CA.....	201,165	Pitkin County, CO.....	17,148
Monterey city, CA.....	27,810	Platte City city, MO.....	4,691
Montgomery County, MD.....	971,777	Plymouth city, MN.....	70,576
Montgomery County, VA.....	94,392	Pocatello city, ID.....	54,255
Montpelier city, VT.....	7,855	Polk County, IA.....	430,640
Monument town, CO	5,530	Port Huron city, MI.....	30,184
Mooresville town, NC.....	32,711	Port Orange city, FL	56,048
Morristown city, TN.....	29,137	Port St. Lucie city, FL	164,603
Moscow city, ID.....	23,800	Portland city, OR.....	583,776
Mountain Village town, CO.....	1,320	Post Falls city, ID	27,574
Mountlake Terrace city, WA	19,909	Prince William County, VA.....	402,002
Munster town, IN.....	23,603	Prior Lake city, MN.....	22,796
Muscataine city, IA	22,886	Provo city, UT.....	112,488
Naperville city, IL.....	141,853	Pueblo city, CO	106,595
Needham CDP, MA.....	28,886	Purcellville town, VA.....	7,727
New Braunfels city, TX	57,740	Queen Creek town, AZ	26,361
New Brighton city, MN.....	21,456	Radford city, VA.....	16,408
New Hanover County, NC	202,667	Radnor township, PA.....	31,531
New Orleans city, LA	343,829	Ramsey city, MN	23,668
Newberg city, OR.....	22,068	Rapid City city, SD	67,956
Newport Beach city, CA	85,186	Raymore city, MO	19,206
Newport city, RI.....	24,672	Redmond city, WA	54,144
Newport News city, VA.....	180,719	Rehoboth Beach city, DE	1,327
Newton city, IA	15,254	Reno city, NV.....	225,221
Noblesville city, IN	51,969	Reston CDP, VA	58,404
Nogales city, AZ.....	20,837	Richmond city, CA.....	103,701
Norfolk city, VA.....	242,803	Richmond Heights city, MO.....	8,603
Norman city, OK	110,925	Rifle city, CO.....	9,172
North Las Vegas city, NV	216,961	River Falls city, WI	15,000
Northglenn city, CO.....	35,789	Riverdale city, UT.....	8,426
Novato city, CA.....	51,904	Riverside city, CA	303,871
Novi city, MI	55,224	Riverside city, MO	2,937
O'Fallon city, IL.....	28,281	Rochester city, MI.....	12,711
O'Fallon city, MO.....	79,329	Rochester Hills city, MI.....	70,995
Oak Park village, IL.....	51,878	Rock Hill city, SC.....	66,154
Oakland Park city, FL	41,363	Rockford city, IL	152,871
Oakley city, CA	35,432	Rockville city, MD.....	61,209
Ogdensburg city, NY	11,128	Rogers city, MN	8,597
Oklahoma City city, OK.....	579,999	Rolla city, MO	19,559
Olathe city, KS	125,872	Roswell city, GA.....	88,346
Old Town city, ME.....	7,840	Round Rock city, TX.....	99,887
Olmsted County, MN	144,248	Royal Oak city, MI.....	57,236
Orland Park village, IL	56,767	Saco city, ME.....	18,482
Oshkosh city, WI.....	66,083	Sahuarita town, AZ	25,259
Otsego County, MI.....	24,164	Salida city, CO	5,236
Oviedo city, FL.....	33,342	Salt Lake City city, UT	186,440
Paducah city, KY	25,024	Sammamish city, WA	45,780
Palm Coast city, FL.....	75,180	San Anselmo town, CA	12,336
Palm Springs city, CA	44,552	San Antonio city, TX.....	1,327,407
Palo Alto city, CA	64,403	San Carlos city, CA.....	28,406
Panama City city, FL.....	36,484	San Diego city, CA	1,307,402
Papillion city, NE	18,894	San Francisco city, CA	805,235
Park City city, UT	7,558	San Jose city, CA	945,942
Parker town, CO	45,297	San Juan County, NM.....	130,044
Parkland city, FL	23,962	San Marcos city, TX.....	44,894
Pasadena city, CA	137,122	San Rafael city, CA.....	57,713
Pasco city, WA.....	59,781	Sandy Springs city, GA	93,853
Pasco County, FL	464,697	Sanford city, FL.....	53,570

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Sangamon County, IL.....	197,465	Temple city, TX.....	66,102
Santa Clarita city, CA.....	176,320	The Woodlands CDP, TX.....	93,847
Santa Fe County, NM.....	144,170	Thornton city, CO.....	118,772
Santa Monica city, CA.....	89,736	Thousand Oaks city, CA.....	126,683
Sarasota County, FL.....	379,448	Tualatin city, OR.....	26,054
Savage city, MN.....	26,911	Tulsa city, OK.....	391,906
Savannah city, GA.....	136,286	Twin Falls city, ID.....	44,125
Scarborough CDP, ME.....	4,403	Tyler city, TX.....	96,900
Schaumburg village, IL.....	74,227	Umatilla city, OR.....	6,906
Scott County, MN.....	129,928	Upper Arlington city, OH.....	33,771
Scottsdale city, AZ.....	217,385	Urbandale city, IA.....	39,463
Seaside city, CA.....	33,025	Vail town, CO.....	5,305
SeaTac city, WA.....	26,909	Vancouver city, WA.....	161,791
Sevierville city, TN.....	14,807	Ventura CCD, CA.....	111,889
Sheboygan city, WI.....	49,288	Vestavia Hills city, AL.....	34,033
Shoreview city, MN.....	25,043	Virginia Beach city, VA.....	437,994
Shorewood city, MN.....	7,307	Wake Forest town, NC.....	30,117
Shorewood village, WI.....	13,162	Walnut Creek city, CA.....	64,173
Sioux Falls city, SD.....	153,888	Washington County, MN.....	238,136
Skokie village, IL.....	64,784	Washoe County, NV.....	421,407
Snellville city, GA.....	18,242	Watauga city, TX.....	23,497
South Kingstown town, RI.....	30,639	Wauwatosa city, WI.....	46,396
South Lake Tahoe city, CA.....	21,403	Waverly city, IA.....	9,874
South Portland city, ME.....	25,002	Weddington town, NC.....	9,459
Southborough town, MA.....	9,767	Wentzville city, MO.....	29,070
Southlake city, TX.....	26,575	West Carrollton city, OH.....	13,143
Sparks city, NV.....	90,264	West Chester borough, PA.....	18,461
Spokane Valley city, WA.....	89,755	West Des Moines city, IA.....	56,609
Spring Hill city, KS.....	5,437	West Richland city, WA.....	11,811
Springboro city, OH.....	17,409	Westerville city, OH.....	36,120
Springfield city, MO.....	159,498	Westlake town, TX.....	992
Springfield city, OR.....	59,403	Westminster city, CO.....	106,114
Springville city, UT.....	29,466	Weston town, MA.....	11,261
St. Charles city, IL.....	32,974	Wheat Ridge city, CO.....	30,166
St. Cloud city, FL.....	35,183	White House city, TN.....	10,255
St. Cloud city, MN.....	65,842	Whitewater township, MI.....	2,597
St. Joseph city, MO.....	76,780	Wichita city, KS.....	382,368
St. Louis County, MN.....	200,226	Williamsburg city, VA.....	14,068
St. Louis Park city, MN.....	45,250	Wilmington city, NC.....	106,476
Stallings town, NC.....	13,831	Wilsonville city, OR.....	19,509
State College borough, PA.....	42,034	Winchester city, VA.....	26,203
Sterling Heights city, MI.....	129,699	Windsor town, CO.....	18,644
Sugar Grove village, IL.....	8,997	Windsor town, CT.....	29,044
Sugar Land city, TX.....	78,817	Winston-Salem city, NC.....	229,617
Summit city, NJ.....	21,457	Winter Garden city, FL.....	34,568
Summit County, UT.....	36,324	Woodland city, CA.....	55,468
Sunnyvale city, CA.....	140,081	Woodland city, WA.....	5,509
Surprise city, AZ.....	117,517	Wrentham town, MA.....	10,955
Suwanee city, GA.....	15,355	Wyandotte city, MI.....	25,883
Tacoma city, WA.....	198,397	Yakima city, WA.....	91,067
Takoma Park city, MD.....	16,715	York County, VA.....	65,464
Tamarac city, FL.....	60,427	Yuma city, AZ.....	93,064
Temecula city, CA.....	100,097		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™) 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.

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."

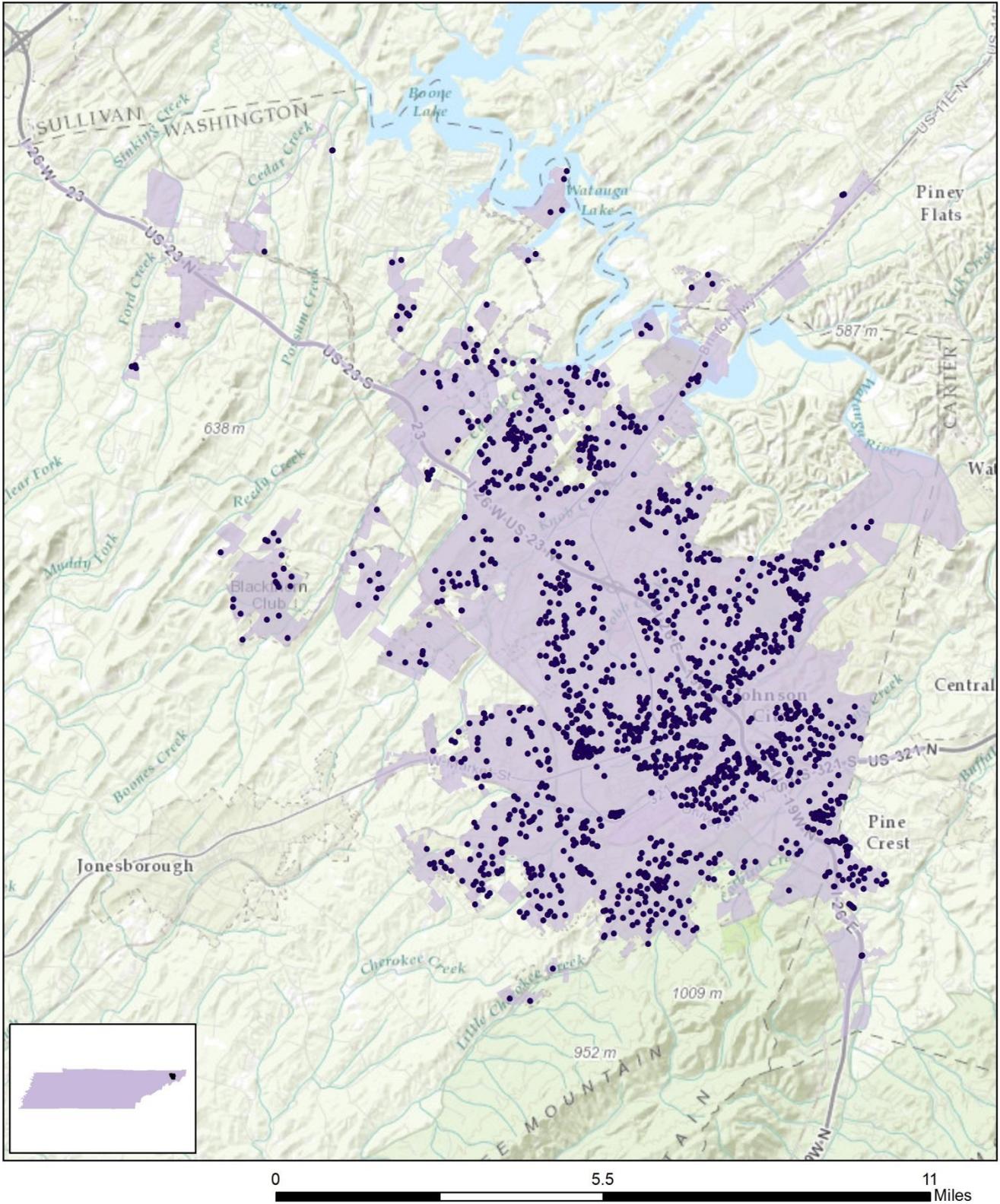
Survey Sampling

"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 was represented by a United States Postal Service listing of housing units within the zip codes serving Johnson City. 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 items is culled, selecting every *Nth* one until the appropriate amount of items is selected. Multi-family housing units were over sampled 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 sampled 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.

Figure 1: Location of Survey Recipients



Survey Recipients in Johnson City, TN

- Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning in September 2014. 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. Respondents could opt to take the survey online. Completed surveys were collected over the following six weeks.

About five percent 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 1,909 households that received the survey, 528 completed the survey, providing an overall response rate of 28%; average response rates for a mailed resident survey range from 20% to 40%. Of the 528 completed surveys, 46 were completed online.

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.¹

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 the entire sample (528 completed surveys).

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

Survey Processing (Data Entry)

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

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

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Johnson City. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, sex and age. The results of the weighting scheme are presented in the following table.

¹ 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.

The National Citizen Survey™

Table 72: Johnson City, TN 2014 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	45%	29%	45%
Own home	55%	71%	55%
Detached unit	63%	67%	62%
Attached unit	37%	33%	38%
Race and Ethnicity			
White	89%	90%	89%
Not white	11%	10%	11%
Not Hispanic	97%	98%	98%
Hispanic	3%	2%	2%
Sex and Age			
Female	53%	51%	53%
Male	47%	49%	47%
18-34 years of age	33%	11%	32%
35-54 years of age	33%	30%	32%
55+ years of age	35%	59%	36%
Females 18-34	17%	7%	17%
Females 35-54	17%	16%	17%
Females 55+	19%	29%	20%
Males 18-34	16%	4%	15%
Males 35-54	16%	15%	16%
Males 55+	16%	30%	16%

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.

Appendix D: Survey Materials

Dear Johnson City Resident,

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

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

Thank you for helping create a better city!

Sincerely,



Pete Peterson
City Manager

Dear Johnson City Resident,

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

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

Thank you for helping create a better city!

Sincerely,



Pete Peterson
City Manager

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Sincerely,



Pete Peterson
City Manager

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

Thank you for helping create a better city!

Sincerely,



Pete Peterson
City Manager



City of Johnson City
Municipal & Safety Building
P.O. Box 2150
Johnson City, TN 37605-2150

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Johnson City
Municipal & Safety Building
P.O. Box 2150
Johnson City, TN 37605-2150

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Johnson City
Municipal & Safety Building
P.O. Box 2150
Johnson City, TN 37605-2150

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Johnson City
Municipal & Safety Building
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CITY OF JOHNSON CITY TENNESSEE

September 2014

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 2014 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:**

www.n-r-c.com/survey/johnsoncity.htm

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', is written over a horizontal line.

Pete Peterson
City Manager



CITY OF JOHNSON CITY TENNESSEE

October 2014

Dear City of Johnson City Resident:

Here's a second chance if you haven't already responded to the 2014 Johnson City Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Johnson City! You have been selected at random to participate in the 2014 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.
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Thank you for your time and participation!

Sincerely,

A handwritten signature in black ink, appearing to read 'Pete Peterson', written over a horizontal line.

Pete Peterson
City Manager

The City of Johnson City 2014 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

The City of Johnson City 2014 Citizen Survey

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 Johnson City to fund over the next five years:

	<i>High priority</i>	<i>Medium priority</i>	<i>Not a priority</i>	<i>Don't know</i>
Beautification/landscaping.....	1	2	3	4
Downtown redevelopment.....	1	2	3	4
New or expanded business/industrial parks.....	1	2	3	4
New or improved biking/recreation trails.....	1	2	3	4
New or improved parks.....	1	2	3	4
Outdoor pool/splash pad.....	1	2	3	4
Re-paving existing streets.....	1	2	3	4
Tax incentives for new business development.....	1	2	3	4
Transportation improvements (traffic signal or intersection improvements).....	1	2	3	4

15. If the City had to increase revenues in order to maintain or improve City services, indicate to what extent you would support or oppose increasing revenue for each of the following purposes:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Code enforcement.....	1	2	3	4	5
Education (K-12).....	1	2	3	4	5
New/improved parks.....	1	2	3	4	5
New/improved sidewalks and trails.....	1	2	3	4	5
Public safety (e.g. police, fire).....	1	2	3	4	5
Re-paving existing streets.....	1	2	3	4	5
School bus transportation.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Transportation improvements (e.g. traffic signal or intersection improvements).....	1	2	3	4	5

16. If the City had to reduce services in order to balance its budget, indicate to what extent you would support or oppose reducing each of the following services or amenities:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Code enforcement.....	1	2	3	4	5
Education (K-12).....	1	2	3	4	5
New/improved parks.....	1	2	3	4	5
New/improved sidewalks and trails.....	1	2	3	4	5
Public safety (e.g. police, fire).....	1	2	3	4	5
Re-paving existing streets.....	1	2	3	4	5
School bus transportation.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Transportation improvements (e.g. traffic signal or intersection improvements).....	1	2	3	4	5

The City of Johnson City 2014 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



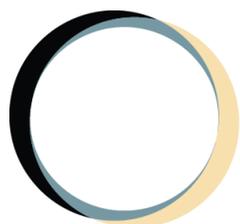
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THE NCSTM
The National Citizen SurveyTM

Johnson City, TN

Trends over Time
2014



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Leaders at the Core of Better Communities

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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 2014 ratings for the City of Johnson City to its previous survey results in 2012. 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 seven percentage points between the 2012 and 2014 surveys, otherwise the comparison between 2012 and 2014 are noted as being “similar.” Additionally, benchmark comparisons for both 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 2014 generally remained stable. Of the 88 items for which comparisons were available, 65 items were rated similarly in 2012 and 2014, 7 items showed a decrease in ratings and 16 showed an increase in ratings. Notable trends over time included the following:

- The facet of Mobility had the most measures that were higher in 2014 than in 2012. The ratings that improved during this time period were traffic flow, ease of walking, paths and walking trails, traffic enforcement and bus or transit services. Only one measure of mobility, street repair, had a lower rating in 2014.
- Another area that changed between 2012 and 2014 was Community Engagement. Two measures of Participation in this facet were lower in 2014 compared to 2012 (sense of community and volunteering), while ratings for public information, welcoming citizen involvement and voting in local elections increased in 2014.
- Trends were mixed within the facet of Recreation and Wellness. While residents gave ratings for recreation programs in 2014 that were lower than in 2012, ratings for the availability of affordable quality health care improved between 2012 and 2014 and more residents reported using recreation centers.
- Other changes between 2012 and 2014 were in the pillar of Participation; fewer residents felt that the economy would have a positive impact on their income and fewer used public libraries. In 2014, improved ratings occurred for cultural/arts/music activities, child care/preschool, storm drainage and land use, planning and zoning.

The National Citizen Survey™

Table 1: Community Characteristics General

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

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)		2014 rating compared to 2012	Comparison to benchmark	
		2012	2014		2012	2014
Safety	Overall feeling of safety	NA	79%	NA	NA	Similar
	Safe in neighborhood	93%	93%	Similar	Similar	Similar
	Safe downtown/commercial area	77%	75%	Similar	Much lower	Lower
Mobility	Overall ease of travel	NA	80%	NA	NA	Similar
	Paths and walking trails	36%	59%	Higher	Much lower	Similar
	Ease of walking	39%	49%	Higher	Much lower	Lower
	Travel by bicycle	32%	33%	Similar	Much lower	Lower
	Travel by public transportation	NA	54%	NA	NA	Similar
	Travel by car	72%	78%	Similar	Much higher	Similar
	Public parking	NA	52%	NA	NA	Similar
	Traffic flow	48%	62%	Higher	Similar	Similar
	Natural Environment	Overall natural environment	72%	77%	Similar	Similar
Cleanliness		60%	67%	Similar	Much lower	Similar
Air quality		65%	74%	Higher	Similar	Similar
Built Environment	Overall built environment	NA	56%	NA	NA	Similar
	New development in Johnson City	57%	57%	Similar	Similar	Similar
	Affordable quality housing	55%	54%	Similar	Much higher	Similar
	Housing options	62%	59%	Similar	Similar	Similar
	Public places	NA	56%	NA	NA	Similar
Economy	Overall economic health	NA	52%	NA	NA	Similar
	Vibrant downtown/commercial area	NA	32%	NA	NA	Lower
	Business and services	66%	68%	Similar	Similar	Similar
	Cost of living	NA	59%	NA	NA	Higher
	Shopping opportunities	65%	65%	Similar	Higher	Similar
	Employment opportunities	36%	33%	Similar	Higher	Similar
	Place to visit	NA	58%	NA	NA	Similar
	Place to work	63%	58%	Similar	Higher	Similar
	Health and wellness	NA	76%	NA	NA	Similar
	Mental health care	NA	52%	NA	NA	Similar
Recreation and Wellness	Preventive health services	65%	69%	Similar	Higher	Similar
	Health care	56%	67%	Higher	Higher	Similar
	Food	71%	71%	Similar	Higher	Similar
	Recreational opportunities	63%	66%	Similar	Similar	Similar
	Fitness opportunities	NA	70%	NA	NA	Similar
	Education and Enrichment	Religious or spiritual events and activities	81%	79%	Similar	Higher
Cultural/arts/music activities		45%	58%	Higher	Lower	Similar
Adult education		NA	68%	NA	NA	Similar
K-12 education		72%	78%	Similar	Similar	Similar
Child care/preschool		41%	61%	Higher	Similar	Similar
Community Engagement	Social events and activities	64%	58%	Similar	Similar	Similar
	Neighborliness	NA	62%	NA	NA	Similar
	Openness and acceptance	53%	55%	Similar	Lower	Similar

The National Citizen Survey™

	Percent rating positively (e.g., excellent/good, very/somewhat safe)	2012	2014	2014 rating compared to 2012	Comparison to benchmark	
					2012	2014
Opportunities to participate in community matters	64%	58%		Similar	Similar	Similar
Opportunities to volunteer	80%	76%		Similar	Higher	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)		2014 rating compared to 2012	Comparison to benchmark	
	2012	2014		2012	2014
Services provided by Johnson City	74%	73%	Similar	Similar	Similar
Customer service	73%	70%	Similar	Similar	Similar
Value of services for taxes paid	62%	56%	Similar	Higher	Similar
Overall direction	64%	62%	Similar	Higher	Similar
Welcoming citizen involvement	42%	50%	Higher	Similar	Similar
Confidence in City government	NA	49%	NA	NA	Similar
Acting in the best interest of Johnson City	NA	54%	NA	NA	Similar
Being honest	NA	52%	NA	NA	Similar
Treating all residents fairly	NA	52%	NA	NA	Similar
Services provided by the Federal Government	42%	39%	Similar	Similar	Similar

Table 4: Governance by Facet

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

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Table 5: Participation General

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

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2014 rating compared to 2012	Comparison to benchmark	
		2012	2014		2012	2014
Safety	Stocked supplies for an emergency	NA	34%	NA	NA	Similar
	Did NOT report a crime	NA	78%	NA	NA	Similar
	Was NOT the victim of a crime	88%	89%	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	14%	NA	NA	Lower
	Carpooled instead of driving alone	NA	45%	NA	NA	Similar
	Walked or biked instead of driving	NA	38%	NA	NA	Lower
Natural Environment	Conserved water	NA	80%	NA	NA	Similar
	Made home more energy efficient	NA	79%	NA	NA	Similar
	Recycled at home	78%	76%	Similar	Lower	Similar
Built Environment	Did NOT observe a code violation	NA	49%	NA	NA	Similar
	NOT under housing cost stress	72%	70%	Similar	Much higher	Similar
Economy	Purchased goods or services in Johnson City	NA	97%	NA	NA	Similar
	Economy will have positive impact on income	25%	18%	Lower	Much higher	Similar
	Work in Johnson City	NA	54%	NA	NA	Higher
Recreation and Wellness	Used Johnson City recreation centers	48%	58%	Higher	Much lower	Similar
	Visited a City park	81%	77%	Similar	Lower	Similar
	Ate 5 portions of fruits and vegetables	NA	80%	NA	NA	Similar
	Participated in moderate or vigorous physical activity	NA	80%	NA	NA	Similar
	In very good to excellent health	NA	56%	NA	NA	Similar
Education and Enrichment	Used Johnson City public libraries	58%	51%	Lower	Much lower	Lower
	Participated in religious or spiritual activities	65%	59%	Similar	Much higher	Similar
	Attended a City-sponsored event	NA	52%	NA	NA	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	20%	NA	NA	Similar
	Contacted Johnson City elected officials	NA	15%	NA	NA	Similar
	Volunteered	57%	49%	Lower	Much higher	Similar
	Participated in a club	33%	28%	Similar	Similar	Similar
	Talked to or visited with neighbors	NA	93%	NA	NA	Similar
	Done a favor for a neighbor	NA	83%	NA	NA	Similar
	Attended a local public meeting	18%	18%	Similar	Much lower	Similar
	Watched a local public meeting	39%	33%	Similar	Similar	Similar
	Read or watched local news	NA	85%	NA	NA	Similar
	Voted in local elections	65%	73%	Higher	Much lower	Similar

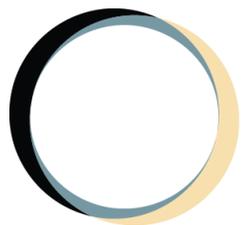


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Supplemental Online Survey Results

2014



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About this Report

As part of its participation in The National Citizen Survey™, Johnson City conducted a mailed survey of 2,000 residents. Surveys were mailed to randomly selected households in September 2014 and data were collected through October 2014. After the official data collection period was over and the data were reported (see the report, *The National Citizen Survey: Community Livability Report, Johnson City, TN, 2014*), 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 November and part of December 2014 and 739 surveys were received.

This report contains the results of this administration of the web-based survey and 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	32%	N=227	53%	N=383	13%	N=92	3%	N=18	100%	N=720
Your neighborhood as a place to live	39%	N=277	44%	N=316	15%	N=104	3%	N=18	100%	N=715
Johnson City as a place to raise children	33%	N=224	50%	N=337	14%	N=95	3%	N=19	100%	N=675
Johnson City as a place to work	19%	N=131	42%	N=294	26%	N=184	13%	N=92	100%	N=701
Johnson City as a place to visit	17%	N=121	41%	N=294	32%	N=234	10%	N=75	100%	N=724
Johnson City as a place to retire	30%	N=199	44%	N=293	20%	N=131	7%	N=48	100%	N=671
The overall quality of life in Johnson City	24%	N=172	56%	N=411	17%	N=126	3%	N=20	100%	N=729

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	21%	N=147	60%	N=414	15%	N=102	4%	N=26	100%	N=689
Overall ease of getting to the places you usually have to visit	24%	N=163	53%	N=368	18%	N=122	5%	N=36	100%	N=689
Quality of overall natural environment in Johnson City	27%	N=184	53%	N=362	17%	N=118	4%	N=25	100%	N=689
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	10%	N=71	39%	N=268	38%	N=258	13%	N=89	100%	N=686
Health and wellness opportunities in Johnson City	24%	N=168	47%	N=324	21%	N=146	7%	N=48	100%	N=686
Overall opportunities for education and enrichment	31%	N=210	47%	N=323	18%	N=123	4%	N=30	100%	N=686
Overall economic health of Johnson City	8%	N=56	44%	N=297	36%	N=242	11%	N=77	100%	N=672
Sense of community	12%	N=80	43%	N=296	34%	N=230	11%	N=76	100%	N=682
Overall image or reputation of Johnson City	12%	N=81	54%	N=368	27%	N=185	7%	N=45	100%	N=679

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	42%	N=275	42%	N=275	11%	N=70	6%	N=41	100%	N=661
Remain in Johnson City for the next five years	59%	N=374	26%	N=168	8%	N=48	8%	N=48	100%	N=638

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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	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	68%	N=447	25%	N=167	4%	N=24	2%	N=11	2%	N=11	100%	N=660
In Johnson City's downtown/commercial area during the day	31%	N=203	44%	N=292	11%	N=72	11%	N=72	3%	N=19	100%	N=658

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	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	8%	N=51	51%	N=320	29%	N=179	12%	N=74	100%	N=624
Ease of public parking	9%	N=54	40%	N=243	34%	N=211	17%	N=106	100%	N=614
Ease of travel by car in Johnson City	16%	N=102	56%	N=348	21%	N=133	6%	N=36	100%	N=619
Ease of travel by public transportation in Johnson City	8%	N=26	29%	N=94	29%	N=93	34%	N=110	100%	N=323
Ease of travel by bicycle in Johnson City	6%	N=25	18%	N=73	32%	N=133	44%	N=180	100%	N=411
Ease of walking in Johnson City	10%	N=57	34%	N=193	35%	N=202	21%	N=121	100%	N=573
Availability of paths and walking trails	15%	N=87	37%	N=217	34%	N=203	14%	N=84	100%	N=591
Air quality	19%	N=117	59%	N=362	16%	N=100	5%	N=30	100%	N=609
Cleanliness of Johnson City	10%	N=61	56%	N=346	27%	N=171	7%	N=44	100%	N=622
Overall appearance of Johnson City	9%	N=55	54%	N=337	30%	N=188	7%	N=45	100%	N=625
Public places where people want to spend time	10%	N=60	49%	N=302	31%	N=190	10%	N=63	100%	N=615
Variety of housing options	14%	N=82	52%	N=304	26%	N=149	8%	N=47	100%	N=582
Availability of affordable quality housing	12%	N=66	49%	N=272	26%	N=147	13%	N=70	100%	N=555
Fitness opportunities (including exercise classes and paths or trails, etc.)	21%	N=130	52%	N=317	21%	N=128	5%	N=32	100%	N=607
Recreational opportunities	23%	N=139	46%	N=285	24%	N=145	7%	N=45	100%	N=614
Availability of affordable quality food	24%	N=149	49%	N=308	21%	N=133	6%	N=35	100%	N=625
Availability of affordable quality health care	23%	N=143	47%	N=288	21%	N=125	9%	N=53	100%	N=609
Availability of preventive health services	24%	N=146	48%	N=284	19%	N=115	9%	N=51	100%	N=596
Availability of affordable quality mental health care	17%	N=76	38%	N=172	23%	N=101	22%	N=99	100%	N=448

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	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	15%	N=51	44%	N=145	25%	N=83	15%	N=51	100%	N=330
K-12 education	27%	N=123	49%	N=222	19%	N=88	5%	N=24	100%	N=457
Adult educational opportunities	23%	N=112	48%	N=237	21%	N=101	8%	N=39	100%	N=489
Opportunities to attend cultural/arts/music activities	15%	N=82	37%	N=208	31%	N=174	18%	N=100	100%	N=564
Opportunities to participate in religious or spiritual events and activities	44%	N=230	48%	N=250	7%	N=36	1%	N=7	100%	N=523
Employment opportunities	5%	N=27	29%	N=159	42%	N=228	24%	N=131	100%	N=545
Shopping opportunities	17%	N=101	49%	N=284	27%	N=159	6%	N=37	100%	N=581

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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	19%	N=110	49%	N=285	26%	N=153	6%	N=35	100%	N=583
Overall quality of business and service establishments in Johnson City	11%	N=65	57%	N=330	29%	N=166	3%	N=18	100%	N=579
Vibrant downtown/commercial area	4%	N=22	24%	N=139	41%	N=236	30%	N=174	100%	N=571
Overall quality of new development in Johnson City	11%	N=63	47%	N=268	28%	N=161	13%	N=73	100%	N=565
Opportunities to participate in social events and activities	11%	N=61	45%	N=254	33%	N=188	10%	N=59	100%	N=562
Opportunities to volunteer	30%	N=159	53%	N=281	15%	N=77	3%	N=14	100%	N=531
Opportunities to participate in community matters	18%	N=97	46%	N=251	27%	N=149	8%	N=46	100%	N=543
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=69	41%	N=221	28%	N=151	18%	N=100	100%	N=541
Neighborliness of residents in Johnson City	16%	N=90	48%	N=275	28%	N=158	8%	N=46	100%	N=569

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	20%	N=113	80%	N=451	100%	N=564
Made efforts to make your home more energy efficient	20%	N=115	80%	N=449	100%	N=564
Observed a code violation or other hazard in Johnson City	36%	N=200	64%	N=362	100%	N=562
Household member was a victim of a crime in Johnson City	90%	N=506	10%	N=56	100%	N=562
Reported a crime to the police in Johnson City	78%	N=441	22%	N=121	100%	N=562
Stocked supplies in preparation for an emergency	66%	N=373	34%	N=190	100%	N=563
Campaigned or advocated for an issue, cause or candidate	59%	N=329	41%	N=231	100%	N=560
Contacted the City of Johnson City (in-person, phone, email or web) for help or information	49%	N=275	51%	N=289	100%	N=564
Contacted Johnson City elected officials (in-person, phone, email or web) to express your opinion	71%	N=403	29%	N=161	100%	N=564

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	16%	N=84	17%	N=91	38%	N=204	30%	N=161	100%	N=540
Visited a neighborhood park or City park	16%	N=87	30%	N=161	42%	N=221	12%	N=63	100%	N=532
Used Johnson City public libraries or their services	9%	N=48	19%	N=100	35%	N=190	37%	N=201	100%	N=539
Participated in religious or spiritual activities in Johnson City	24%	N=129	23%	N=123	18%	N=96	35%	N=189	100%	N=537
Attended a City-sponsored event	4%	N=21	13%	N=68	57%	N=308	26%	N=140	100%	N=537
Used bus, rail, subway or other public transportation instead of driving	1%	N=4	1%	N=6	8%	N=43	90%	N=487	100%	N=540
Carpooled with other adults or children instead of driving alone	8%	N=44	18%	N=97	18%	N=100	55%	N=300	100%	N=541
Walked or biked instead of driving	10%	N=56	13%	N=68	16%	N=87	61%	N=325	100%	N=536
Volunteered your time to some group/activity in Johnson City	14%	N=75	20%	N=111	28%	N=152	38%	N=204	100%	N=542
Participated in a club	8%	N=45	14%	N=76	18%	N=96	59%	N=315	100%	N=532
Talked to or visited with your immediate neighbors	41%	N=221	30%	N=162	20%	N=110	9%	N=49	100%	N=542
Done a favor for a neighbor	19%	N=103	29%	N=159	36%	N=197	15%	N=83	100%	N=542

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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	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=11	7%	N=34	27%	N=140	64%	N=335	100%	N=520
Watched (online or on television) a local public meeting	2%	N=13	10%	N=52	27%	N=141	61%	N=317	100%	N=523

Table 10: Question 10

Please rate the quality of each of the following services in Johnson City:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	32%	N=149	48%	N=224	13%	N=60	7%	N=34	100%	N=467
Fire services	42%	N=179	50%	N=214	6%	N=26	2%	N=8	100%	N=427
Ambulance or emergency medical services	44%	N=182	45%	N=189	8%	N=34	3%	N=11	100%	N=416
Crime prevention	20%	N=87	49%	N=210	22%	N=96	8%	N=36	100%	N=429
Fire prevention and education	31%	N=123	48%	N=191	17%	N=67	4%	N=15	100%	N=396
Traffic enforcement	18%	N=84	50%	N=236	23%	N=107	10%	N=45	100%	N=472
Street repair	6%	N=31	29%	N=145	36%	N=178	29%	N=144	100%	N=498
Street cleaning	12%	N=58	49%	N=240	29%	N=142	11%	N=54	100%	N=494
Street lighting	11%	N=53	50%	N=252	27%	N=137	12%	N=59	100%	N=501
Snow removal	21%	N=98	50%	N=235	23%	N=107	6%	N=30	100%	N=470
Sidewalk maintenance	8%	N=37	43%	N=200	30%	N=140	19%	N=87	100%	N=464
Traffic signal timing	6%	N=31	32%	N=158	37%	N=181	25%	N=125	100%	N=495
Bus or transit services	17%	N=36	34%	N=73	29%	N=63	20%	N=44	100%	N=216
Garbage collection	40%	N=192	52%	N=253	7%	N=34	1%	N=7	100%	N=486
Recycling	39%	N=181	45%	N=209	10%	N=47	7%	N=32	100%	N=469
Yard waste pick-up	32%	N=134	47%	N=197	14%	N=61	7%	N=30	100%	N=422
Storm drainage	12%	N=53	46%	N=200	26%	N=115	16%	N=68	100%	N=436
Drinking water	28%	N=139	50%	N=246	15%	N=72	6%	N=31	100%	N=488
Sewer services	27%	N=124	59%	N=274	11%	N=49	3%	N=14	100%	N=461
Utility billing	21%	N=98	50%	N=237	21%	N=100	8%	N=39	100%	N=474
City parks	30%	N=148	53%	N=256	14%	N=68	3%	N=14	100%	N=486
Recreation programs or classes	19%	N=76	56%	N=221	19%	N=75	6%	N=23	100%	N=395
Recreation centers or facilities	21%	N=93	53%	N=232	21%	N=93	4%	N=17	100%	N=435
Land use, planning and zoning	8%	N=32	38%	N=162	33%	N=140	21%	N=90	100%	N=424
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=31	32%	N=136	36%	N=152	24%	N=100	100%	N=419
Economic development	9%	N=40	40%	N=178	35%	N=159	16%	N=72	100%	N=449
Public library services	47%	N=194	44%	N=183	7%	N=31	2%	N=8	100%	N=416
Public information services	16%	N=65	48%	N=194	27%	N=108	10%	N=39	100%	N=406
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	16%	N=53	48%	N=163	24%	N=81	12%	N=40	100%	N=337

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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=45	42%	N=188	31%	N=137	17%	N=76	100%	N=446
Johnson City open space	10%	N=48	44%	N=201	35%	N=160	11%	N=53	100%	N=462
City-sponsored special events	11%	N=49	47%	N=205	29%	N=127	12%	N=53	100%	N=434
Overall customer service by Johnson City employees (police, receptionists, planners, etc.)	19%	N=90	55%	N=256	20%	N=91	6%	N=29	100%	N=466

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	17%	N=81	56%	N=275	22%	N=110	5%	N=24	100%	N=490
The Federal Government	4%	N=19	34%	N=162	37%	N=176	26%	N=124	100%	N=481

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	13%	N=56	46%	N=200	29%	N=124	12%	N=54	100%	N=434
The overall direction that Johnson City is taking	13%	N=60	47%	N=210	27%	N=122	12%	N=55	100%	N=447
The job Johnson City government does at welcoming citizen involvement	12%	N=48	34%	N=139	31%	N=127	24%	N=98	100%	N=412
Overall confidence in Johnson City government	10%	N=45	37%	N=166	33%	N=147	20%	N=90	100%	N=448
Generally acting in the best interest of the community	10%	N=44	39%	N=173	30%	N=136	21%	N=96	100%	N=449
Being honest	10%	N=42	37%	N=155	28%	N=118	24%	N=100	100%	N=415
Treating all residents fairly	9%	N=38	34%	N=137	33%	N=136	24%	N=97	100%	N=408

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	53%	N=250	37%	N=175	9%	N=40	1%	N=3	100%	N=468
Overall ease of getting to the places you usually have to visit	27%	N=124	54%	N=252	17%	N=77	3%	N=12	100%	N=465
Quality of overall natural environment in Johnson City	36%	N=169	48%	N=224	14%	N=65	2%	N=9	100%	N=467
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	38%	N=176	45%	N=212	16%	N=73	1%	N=7	100%	N=468
Health and wellness opportunities in Johnson City	38%	N=177	43%	N=202	17%	N=79	2%	N=11	100%	N=469
Overall opportunities for education and enrichment	49%	N=231	39%	N=181	11%	N=50	1%	N=6	100%	N=468
Overall economic health of Johnson City	56%	N=260	39%	N=184	4%	N=18	1%	N=4	100%	N=466
Sense of community	32%	N=149	48%	N=223	18%	N=85	2%	N=7	100%	N=464

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Table 14: Question 14

Please rate how much of a priority, if at all, each of the following should be for Johnson City to fund over the next five years:	High priority		Medium priority		Not a priority		Total	
	%	N	%	N	%	N	%	N
Beautification/landscaping	25%	N=114	60%	N=273	15%	N=70	100%	N=457
Downtown redevelopment	60%	N=273	32%	N=143	8%	N=36	100%	N=452
New or expanded business/industrial parks	38%	N=171	43%	N=192	19%	N=85	100%	N=448
New or improved biking/recreation trails	39%	N=176	39%	N=175	22%	N=100	100%	N=451
New or improved parks	36%	N=162	46%	N=210	18%	N=84	100%	N=456
Outdoor pool/splash pad	21%	N=92	32%	N=142	47%	N=211	100%	N=445
Re-paving existing streets	48%	N=221	43%	N=197	8%	N=38	100%	N=456
Tax incentives for new business development	43%	N=193	40%	N=181	17%	N=74	100%	N=448
Transportation improvements (traffic signal or intersection improvements)	41%	N=186	48%	N=217	11%	N=52	100%	N=455

Table 15: Question 15

If the City had to increase revenues in order to maintain or improve City services, indicate to what extent you would support or oppose increasing revenue for each of the following purposes:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	%	N	%	N	%	N	%	N	%	N
Code enforcement	22%	N=91	49%	N=203	21%	N=89	8%	N=33	100%	N=416
Education (K-12)	64%	N=280	24%	N=103	6%	N=28	6%	N=25	100%	N=436
New/improved parks	31%	N=136	47%	N=205	14%	N=61	8%	N=33	100%	N=435
New/improved sidewalks and trails	39%	N=172	43%	N=189	9%	N=41	8%	N=35	100%	N=437
Public safety (e.g. police, fire)	59%	N=258	32%	N=139	7%	N=32	3%	N=11	100%	N=440
Re-paving existing streets	39%	N=172	48%	N=209	9%	N=40	4%	N=17	100%	N=438
School bus transportation	26%	N=107	51%	N=205	16%	N=63	7%	N=30	100%	N=405
Snow removal	24%	N=102	56%	N=237	15%	N=66	5%	N=22	100%	N=427
Transportation improvements (e.g. traffic signal or intersection improvements)	36%	N=156	48%	N=210	12%	N=54	4%	N=19	100%	N=439

Table 16: Question 16

If the City had to reduce services in order to balance its budget, indicate to what extent you would support or oppose reducing each of the following services or amenities:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	%	N	%	N	%	N	%	N	%	N
Code enforcement	15%	N=60	40%	N=164	32%	N=132	13%	N=55	100%	N=411
Education (K-12)	12%	N=52	13%	N=54	18%	N=77	57%	N=243	100%	N=426
New/improved parks	16%	N=65	31%	N=131	35%	N=145	19%	N=78	100%	N=419
New/improved sidewalks and trails	14%	N=57	31%	N=126	35%	N=145	20%	N=84	100%	N=412
Public safety (e.g. police, fire)	11%	N=46	11%	N=47	25%	N=106	54%	N=230	100%	N=429
Re-paving existing streets	13%	N=54	26%	N=112	38%	N=162	22%	N=95	100%	N=423
School bus transportation	13%	N=53	25%	N=101	40%	N=158	22%	N=86	100%	N=398
Snow removal	13%	N=54	29%	N=122	42%	N=175	15%	N=64	100%	N=415
Transportation improvements (e.g. traffic signal or intersection improvements)	13%	N=52	33%	N=135	36%	N=149	19%	N=79	100%	N=415

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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	
	9%	N=42	6%	N=29	11%	N=48	21%	N=93	53%	N=240	100%	N=452
Recycle at home	9%	N=42	6%	N=29	11%	N=48	21%	N=93	53%	N=240	100%	N=452
Purchase goods or services from a business located in Johnson City	1%	N=5	1%	N=3	11%	N=50	58%	N=263	29%	N=130	100%	N=451
Eat at least 5 portions of fruits and vegetables a day	3%	N=14	10%	N=47	35%	N=156	35%	N=156	17%	N=79	100%	N=452
Participate in moderate or vigorous physical activity	2%	N=11	12%	N=56	33%	N=148	31%	N=139	22%	N=98	100%	N=452
Read or watch local news (via television, paper, computer, etc.)	2%	N=8	8%	N=36	13%	N=57	34%	N=155	43%	N=197	100%	N=453
Vote in local elections	5%	N=21	3%	N=13	6%	N=27	23%	N=105	63%	N=288	100%	N=454

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=102
Very good	49%	N=222
Good	23%	N=104
Fair	5%	N=23
Poor	0%	N=2
Total	100%	N=453

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	5%	N=23
Somewhat positive	19%	N=85
Neutral	49%	N=221
Somewhat negative	22%	N=101
Very negative	5%	N=24
Total	100%	N=454

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=273
Working part time for pay	12%	N=56
Unemployed, looking for paid work	4%	N=18
Unemployed, not looking for paid work	3%	N=14
Fully retired	20%	N=93
Total	100%	N=454

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Table 21: Question D5

Do you work inside the boundaries of Johnson City?	Percent	Number
Yes, outside the home	54%	N=239
Yes, from home	7%	N=31
No	39%	N=174
Total	100%	N=444

Table 22: Question D6

How many years have you lived in Johnson City?	Percent	Number
Less than 2 years	7%	N=31
2 to 5 years	11%	N=51
6 to 10 years	18%	N=79
11 to 20 years	21%	N=93
More than 20 years	43%	N=191
Total	100%	N=445

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	84%	N=373
Building with two or more homes (duplex, townhome, apartment or condominium)	14%	N=63
Mobile home	1%	N=4
Other	1%	N=6
Total	100%	N=446

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	17%	N=74
Owned	83%	N=366
Total	100%	N=440

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	8%	N=33
\$300 to \$599 per month	18%	N=76
\$600 to \$999 per month	33%	N=142
\$1,000 to \$1,499 per month	22%	N=96
\$1,500 to \$2,499 per month	15%	N=67
\$2,500 or more per month	4%	N=19
Total	100%	N=433

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Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=280
Yes	37%	N=162
Total	100%	N=442

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	74%	N=326
Yes	26%	N=114
Total	100%	N=440

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	11%	N=46
\$25,000 to \$49,999	20%	N=82
\$50,000 to \$99,999	39%	N=163
\$100,000 to \$149,999	20%	N=81
\$150,000 or more	10%	N=42
Total	100%	N=414

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=433
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=5
Total	100%	N=438

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=9
Asian, Asian Indian or Pacific Islander	1%	N=5
Black or African American	3%	N=12
White	94%	N=412
Other	1%	N=5

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	3%	N=14
25 to 34 years	21%	N=92
35 to 44 years	21%	N=93
45 to 54 years	19%	N=83
55 to 64 years	17%	N=74
65 to 74 years	14%	N=62
75 years or older	5%	N=20
Total	100%	N=438

Table 32: Question D16

What is your sex?	Percent	Number
Female	52%	N=227
Male	48%	N=206
Total	100%	N=433

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	64%	N=283
Land line	16%	N=69
Both	21%	N=91
Total	100%	N=443

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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	31%	N=227	53%	N=383	13%	N=92	2%	N=18	1%	N=7	100%	N=727
Your neighborhood as a place to live	38%	N=277	44%	N=316	14%	N=104	2%	N=18	1%	N=9	100%	N=724
Johnson City as a place to raise children	31%	N=224	46%	N=337	13%	N=95	3%	N=19	8%	N=58	100%	N=733
Johnson City as a place to work	18%	N=131	40%	N=294	25%	N=184	13%	N=92	4%	N=27	100%	N=728
Johnson City as a place to visit	17%	N=121	40%	N=294	32%	N=234	10%	N=75	1%	N=9	100%	N=733
Johnson City as a place to retire	27%	N=199	40%	N=293	18%	N=131	7%	N=48	8%	N=60	100%	N=731
The overall quality of life in Johnson City	23%	N=172	56%	N=411	17%	N=126	3%	N=20	1%	N=4	100%	N=733

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	21%	N=147	60%	N=414	15%	N=102	4%	N=26	0%	N=1	100%	N=690
Overall ease of getting to the places you usually have to visit	24%	N=163	53%	N=368	18%	N=122	5%	N=36	0%	N=0	100%	N=689
Quality of overall natural environment in Johnson City	27%	N=184	52%	N=362	17%	N=118	4%	N=25	0%	N=1	100%	N=690
Overall "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	10%	N=71	39%	N=268	37%	N=258	13%	N=89	1%	N=4	100%	N=690
Health and wellness opportunities in Johnson City	24%	N=168	47%	N=324	21%	N=146	7%	N=48	1%	N=5	100%	N=691
Overall opportunities for education and enrichment	30%	N=210	47%	N=323	18%	N=123	4%	N=30	1%	N=8	100%	N=694
Overall economic health of Johnson City	8%	N=56	43%	N=297	35%	N=242	11%	N=77	3%	N=22	100%	N=694
Sense of community	12%	N=80	43%	N=296	33%	N=230	11%	N=76	1%	N=8	100%	N=690
Overall image or reputation of Johnson City	12%	N=81	53%	N=368	27%	N=185	7%	N=45	2%	N=11	100%	N=690

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	41%	N=275	41%	N=275	11%	N=70	6%	N=41	1%	N=4	100%	N=665
Remain in Johnson City for the next five years	57%	N=374	26%	N=168	7%	N=48	7%	N=48	3%	N=17	100%	N=655

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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	67%	N=447	25%	N=167	4%	N=24	2%	N=11	2%	N=11	1%	N=7	100%	N=667
In Johnson City's downtown/commercial area during the day	31%	N=203	44%	N=292	11%	N=72	11%	N=72	3%	N=19	1%	N=5	100%	N=663

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	8%	N=51	51%	N=320	29%	N=179	12%	N=74	0%	N=0	100%	N=624
Ease of public parking	9%	N=54	39%	N=243	34%	N=211	17%	N=106	1%	N=5	100%	N=619
Ease of travel by car in Johnson City	16%	N=102	56%	N=348	21%	N=133	6%	N=36	0%	N=2	100%	N=621
Ease of travel by public transportation in Johnson City	4%	N=26	15%	N=94	15%	N=93	18%	N=110	48%	N=302	100%	N=625
Ease of travel by bicycle in Johnson City	4%	N=25	12%	N=73	21%	N=133	29%	N=180	35%	N=217	100%	N=628
Ease of walking in Johnson City	9%	N=57	31%	N=193	32%	N=202	19%	N=121	8%	N=52	100%	N=625
Availability of paths and walking trails	14%	N=87	35%	N=217	33%	N=203	13%	N=84	5%	N=33	100%	N=624
Air quality	19%	N=117	58%	N=362	16%	N=100	5%	N=30	2%	N=13	100%	N=622
Cleanliness of Johnson City	10%	N=61	56%	N=346	27%	N=171	7%	N=44	0%	N=0	100%	N=622
Overall appearance of Johnson City	9%	N=55	54%	N=337	30%	N=188	7%	N=45	0%	N=0	100%	N=625
Public places where people want to spend time	10%	N=60	48%	N=302	30%	N=190	10%	N=63	2%	N=12	100%	N=627
Variety of housing options	13%	N=82	49%	N=304	24%	N=149	8%	N=47	7%	N=41	100%	N=623
Availability of affordable quality housing	11%	N=66	44%	N=272	24%	N=147	11%	N=70	11%	N=68	100%	N=623
Fitness opportunities (including exercise classes and paths or trails, etc.)	21%	N=130	51%	N=317	20%	N=128	5%	N=32	3%	N=20	100%	N=627
Recreational opportunities	22%	N=139	46%	N=285	23%	N=145	7%	N=45	1%	N=9	100%	N=623
Availability of affordable quality food	24%	N=149	49%	N=308	21%	N=133	6%	N=35	0%	N=2	100%	N=627
Availability of affordable quality health care	23%	N=143	46%	N=288	20%	N=125	8%	N=53	3%	N=17	100%	N=626
Availability of preventive health services	23%	N=146	45%	N=284	18%	N=115	8%	N=51	5%	N=29	100%	N=625
Availability of affordable quality mental health care	12%	N=76	27%	N=172	16%	N=101	16%	N=99	29%	N=180	100%	N=628

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	9%	N=51	25%	N=145	14%	N=83	9%	N=51	44%	N=256	100%	N=586
K-12 education	21%	N=123	38%	N=222	15%	N=88	4%	N=24	21%	N=122	100%	N=579
Adult educational opportunities	19%	N=112	41%	N=237	17%	N=101	7%	N=39	16%	N=94	100%	N=583
Opportunities to attend cultural/arts/music activities	14%	N=82	36%	N=208	30%	N=174	17%	N=100	4%	N=21	100%	N=585
Opportunities to participate in religious or spiritual events and activities	39%	N=230	43%	N=250	6%	N=36	1%	N=7	11%	N=64	100%	N=587

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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
Employment opportunities	5%	N=27	27%	N=159	39%	N=228	22%	N=131	7%	N=39	100%	N=584
Shopping opportunities	17%	N=101	49%	N=284	27%	N=159	6%	N=37	0%	N=1	100%	N=582
Cost of living in Johnson City	19%	N=110	49%	N=285	26%	N=153	6%	N=35	1%	N=4	100%	N=587
Overall quality of business and service establishments in Johnson City	11%	N=65	56%	N=330	28%	N=166	3%	N=18	1%	N=8	100%	N=587
Vibrant downtown/commercial area	4%	N=22	24%	N=139	40%	N=236	30%	N=174	2%	N=13	100%	N=584
Overall quality of new development in Johnson City	11%	N=63	46%	N=268	28%	N=161	13%	N=73	3%	N=19	100%	N=584
Opportunities to participate in social events and activities	10%	N=61	44%	N=254	32%	N=188	10%	N=59	3%	N=19	100%	N=581
Opportunities to volunteer	27%	N=159	48%	N=281	13%	N=77	2%	N=14	9%	N=50	100%	N=581
Opportunities to participate in community matters	17%	N=97	43%	N=251	26%	N=149	8%	N=46	7%	N=41	100%	N=584
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=69	38%	N=221	26%	N=151	17%	N=100	7%	N=42	100%	N=583
Neighborliness of residents in Johnson City	15%	N=90	47%	N=275	27%	N=158	8%	N=46	2%	N=14	100%	N=583

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	20%	N=113	80%	N=451	100%	N=564
Made efforts to make your home more energy efficient	20%	N=115	80%	N=449	100%	N=564
Observed a code violation or other hazard in Johnson City	36%	N=200	64%	N=362	100%	N=562
Household member was a victim of a crime in Johnson City	90%	N=506	10%	N=56	100%	N=562
Reported a crime to the police in Johnson City	78%	N=441	22%	N=121	100%	N=562
Stocked supplies in preparation for an emergency	66%	N=373	34%	N=190	100%	N=563
Campaigned or advocated for an issue, cause or candidate	59%	N=329	41%	N=231	100%	N=560
Contacted the City of Johnson City (in-person, phone, email or web) for help or information	49%	N=275	51%	N=289	100%	N=564
Contacted Johnson City elected officials (in-person, phone, email or web) to express your opinion	71%	N=403	29%	N=161	100%	N=564

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	16%	N=84	17%	N=91	38%	N=204	30%	N=161	100%	N=540
Visited a neighborhood park or City park	16%	N=87	30%	N=161	42%	N=221	12%	N=63	100%	N=532
Used Johnson City public libraries or their services	9%	N=48	19%	N=100	35%	N=190	37%	N=201	100%	N=539
Participated in religious or spiritual activities in Johnson City	24%	N=129	23%	N=123	18%	N=96	35%	N=189	100%	N=537
Attended a City-sponsored event	4%	N=21	13%	N=68	57%	N=308	26%	N=140	100%	N=537
Used bus, rail, subway or other public transportation instead of driving	1%	N=4	1%	N=6	8%	N=43	90%	N=487	100%	N=540
Carpooled with other adults or children instead of driving alone	8%	N=44	18%	N=97	18%	N=100	55%	N=300	100%	N=541
Walked or biked instead of driving	10%	N=56	13%	N=68	16%	N=87	61%	N=325	100%	N=536
Volunteered your time to some group/activity in Johnson City	14%	N=75	20%	N=111	28%	N=152	38%	N=204	100%	N=542

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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
Participated in a club	8%	N=45	14%	N=76	18%	N=96	59%	N=315	100%	N=532
Talked to or visited with your immediate neighbors	41%	N=221	30%	N=162	20%	N=110	9%	N=49	100%	N=542
Done a favor for a neighbor	19%	N=103	29%	N=159	36%	N=197	15%	N=83	100%	N=542

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	2%	N=11	7%	N=34	27%	N=140	64%	N=335	100%	N=520
Watched (online or on television) a local public meeting	2%	N=13	10%	N=52	27%	N=141	61%	N=317	100%	N=523

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	29%	N=149	44%	N=224	12%	N=60	7%	N=34	8%	N=39	100%	N=506
Fire services	36%	N=179	42%	N=214	5%	N=26	2%	N=8	15%	N=77	100%	N=504
Ambulance or emergency medical services	36%	N=182	37%	N=189	7%	N=34	2%	N=11	18%	N=90	100%	N=506
Crime prevention	17%	N=87	42%	N=210	19%	N=96	7%	N=36	15%	N=75	100%	N=504
Fire prevention and education	24%	N=123	38%	N=191	13%	N=67	3%	N=15	22%	N=110	100%	N=506
Traffic enforcement	17%	N=84	47%	N=236	21%	N=107	9%	N=45	6%	N=31	100%	N=503
Street repair	6%	N=31	29%	N=145	35%	N=178	29%	N=144	1%	N=7	100%	N=505
Street cleaning	11%	N=58	47%	N=240	28%	N=142	11%	N=54	3%	N=13	100%	N=507
Street lighting	10%	N=53	50%	N=252	27%	N=137	12%	N=59	1%	N=5	100%	N=506
Snow removal	19%	N=98	47%	N=235	21%	N=107	6%	N=30	7%	N=35	100%	N=505
Sidewalk maintenance	7%	N=37	40%	N=200	28%	N=140	17%	N=87	7%	N=37	100%	N=501
Traffic signal timing	6%	N=31	31%	N=158	36%	N=181	25%	N=125	1%	N=7	100%	N=502
Bus or transit services	7%	N=36	15%	N=73	13%	N=63	9%	N=44	57%	N=287	100%	N=503
Garbage collection	38%	N=192	50%	N=253	7%	N=34	1%	N=7	4%	N=18	100%	N=504
Recycling	36%	N=181	41%	N=209	9%	N=47	6%	N=32	7%	N=37	100%	N=506
Yard waste pick-up	27%	N=134	39%	N=197	12%	N=61	6%	N=30	16%	N=82	100%	N=504
Storm drainage	11%	N=53	40%	N=200	23%	N=115	14%	N=68	13%	N=67	100%	N=503
Drinking water	28%	N=139	49%	N=246	14%	N=72	6%	N=31	3%	N=15	100%	N=503
Sewer services	25%	N=124	55%	N=274	10%	N=49	3%	N=14	8%	N=41	100%	N=502
Utility billing	19%	N=98	47%	N=237	20%	N=100	8%	N=39	6%	N=29	100%	N=503
City parks	29%	N=148	51%	N=256	13%	N=68	3%	N=14	4%	N=18	100%	N=504
Recreation programs or classes	15%	N=76	44%	N=221	15%	N=75	5%	N=23	21%	N=108	100%	N=503
Recreation centers or facilities	19%	N=93	47%	N=232	19%	N=93	3%	N=17	12%	N=62	100%	N=497

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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
Land use, planning and zoning	6%	N=32	32%	N=162	28%	N=140	18%	N=90	15%	N=77	100%	N=501
Code enforcement (weeds, abandoned buildings, etc.)	6%	N=31	27%	N=136	30%	N=152	20%	N=100	17%	N=85	100%	N=504
Economic development	8%	N=40	36%	N=178	32%	N=159	14%	N=72	10%	N=52	100%	N=501
Public library services	38%	N=194	36%	N=183	6%	N=31	2%	N=8	18%	N=89	100%	N=505
Public information services	13%	N=65	39%	N=194	22%	N=108	8%	N=39	18%	N=92	100%	N=498
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=53	32%	N=163	16%	N=81	8%	N=40	33%	N=165	100%	N=502
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=45	37%	N=188	27%	N=137	15%	N=76	11%	N=57	100%	N=503
Johnson City open space	9%	N=48	40%	N=201	32%	N=160	10%	N=53	9%	N=44	100%	N=506
City-sponsored special events	10%	N=49	42%	N=205	26%	N=127	11%	N=53	12%	N=59	100%	N=493
Overall customer service by Johnson City employees (police, receptionists, planners, etc.)	18%	N=90	51%	N=256	18%	N=91	6%	N=29	8%	N=38	100%	N=504

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=81	55%	N=275	22%	N=110	5%	N=24	3%	N=13	100%	N=503
The Federal Government	4%	N=19	32%	N=162	35%	N=176	25%	N=124	4%	N=22	100%	N=503

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	12%	N=56	43%	N=200	26%	N=124	12%	N=54	7%	N=34	100%	N=468
The overall direction that Johnson City is taking	13%	N=60	45%	N=210	26%	N=122	12%	N=55	4%	N=19	100%	N=466
The job Johnson City government does at welcoming citizen involvement	10%	N=48	30%	N=139	27%	N=127	21%	N=98	12%	N=55	100%	N=467
Overall confidence in Johnson City government	10%	N=45	36%	N=166	32%	N=147	19%	N=90	4%	N=18	100%	N=466
Generally acting in the best interest of the community	9%	N=44	37%	N=173	29%	N=136	21%	N=96	4%	N=19	100%	N=468
Being honest	9%	N=42	33%	N=155	25%	N=118	21%	N=100	11%	N=52	100%	N=467
Treating all residents fairly	8%	N=38	29%	N=137	29%	N=136	21%	N=97	12%	N=58	100%	N=466

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	53%	N=250	37%	N=175	9%	N=40	1%	N=3	100%	N=468
Overall ease of getting to the places you usually have to visit	27%	N=124	54%	N=252	17%	N=77	3%	N=12	100%	N=465
Quality of overall natural environment in Johnson City	36%	N=169	48%	N=224	14%	N=65	2%	N=9	100%	N=467

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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 "built environment" of Johnson City (including overall design, buildings, parks and transportation systems)	38%	N=176	45%	N=212	16%	N=73	1%	N=7	100%	N=468
Health and wellness opportunities in Johnson City	38%	N=177	43%	N=202	17%	N=79	2%	N=11	100%	N=469
Overall opportunities for education and enrichment	49%	N=231	39%	N=181	11%	N=50	1%	N=6	100%	N=468
Overall economic health of Johnson City	56%	N=260	39%	N=184	4%	N=18	1%	N=4	100%	N=466
Sense of community	32%	N=149	48%	N=223	18%	N=85	2%	N=7	100%	N=464

Table 47: Question 14

Please rate how much of a priority, if at all, each of the following should be for Johnson City to fund over the next five years:	High priority		Medium priority		Not a priority		Don't know		Total	
Beautification/landscaping	25%	N=114	59%	N=273	15%	N=70	1%	N=3	100%	N=460
Downtown redevelopment	60%	N=273	31%	N=143	8%	N=36	1%	N=5	100%	N=457
New or expanded business/industrial parks	37%	N=171	42%	N=192	19%	N=85	2%	N=11	100%	N=459
New or improved biking/recreation trails	39%	N=176	38%	N=175	22%	N=100	1%	N=4	100%	N=455
New or improved parks	35%	N=162	46%	N=210	18%	N=84	1%	N=4	100%	N=460
Outdoor pool/splash pad	20%	N=92	31%	N=142	46%	N=211	3%	N=12	100%	N=457
Re-paving existing streets	48%	N=221	43%	N=197	8%	N=38	1%	N=4	100%	N=460
Tax incentives for new business development	42%	N=193	40%	N=181	16%	N=74	2%	N=10	100%	N=458
Transportation improvements (traffic signal or intersection improvements)	40%	N=186	47%	N=217	11%	N=52	1%	N=5	100%	N=460

Table 48: Question 15

If the City had to increase revenues in order to maintain or improve City services, indicate to what extent you would support or oppose increasing revenue for each of the following purposes:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Code enforcement	20%	N=91	46%	N=203	20%	N=89	7%	N=33	6%	N=28	100%	N=444
Education (K-12)	62%	N=280	23%	N=103	6%	N=28	6%	N=25	3%	N=13	100%	N=449
New/improved parks	30%	N=136	46%	N=205	14%	N=61	7%	N=33	2%	N=11	100%	N=446
New/improved sidewalks and trails	39%	N=172	43%	N=189	9%	N=41	8%	N=35	1%	N=6	100%	N=443
Public safety (e.g. police, fire)	58%	N=258	31%	N=139	7%	N=32	2%	N=11	1%	N=6	100%	N=446
Re-paving existing streets	39%	N=172	47%	N=209	9%	N=40	4%	N=17	2%	N=7	100%	N=445
School bus transportation	24%	N=107	46%	N=205	14%	N=63	7%	N=30	9%	N=39	100%	N=444
Snow removal	23%	N=102	53%	N=237	15%	N=66	5%	N=22	4%	N=18	100%	N=445
Transportation improvements (e.g. traffic signal or intersection improvements)	35%	N=156	47%	N=210	12%	N=54	4%	N=19	2%	N=9	100%	N=448

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Table 49: Question 16

If the City had to reduce services in order to balance its budget, indicate to what extent you would support or oppose reducing each of the following services or amenities:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Code enforcement	14%	N=60	38%	N=164	30%	N=132	13%	N=55	6%	N=26	100%	N=437
Education (K-12)	12%	N=52	12%	N=54	18%	N=77	55%	N=243	3%	N=14	100%	N=440
New/improved parks	15%	N=65	30%	N=131	33%	N=145	18%	N=78	4%	N=18	100%	N=437
New/improved sidewalks and trails	13%	N=57	30%	N=126	34%	N=145	20%	N=84	3%	N=13	100%	N=425
Public safety (e.g. police, fire)	10%	N=46	11%	N=47	24%	N=106	52%	N=230	3%	N=11	100%	N=440
Re-paving existing streets	12%	N=54	26%	N=112	37%	N=162	22%	N=95	3%	N=13	100%	N=436
School bus transportation	12%	N=53	23%	N=101	36%	N=158	20%	N=86	10%	N=43	100%	N=441
Snow removal	12%	N=54	28%	N=122	40%	N=175	15%	N=64	5%	N=24	100%	N=439
Transportation improvements (e.g. traffic signal or intersection improvements)	12%	N=52	31%	N=135	35%	N=149	18%	N=79	4%	N=16	100%	N=431

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	9%	N=42	6%	N=29	11%	N=48	21%	N=93	53%	N=240	100%	N=452
Purchase goods or services from a business located in Johnson City	1%	N=5	1%	N=3	11%	N=50	58%	N=263	29%	N=130	100%	N=451
Eat at least 5 portions of fruits and vegetables a day	3%	N=14	10%	N=47	35%	N=156	35%	N=156	17%	N=79	100%	N=452
Participate in moderate or vigorous physical activity	2%	N=11	12%	N=56	33%	N=148	31%	N=139	22%	N=98	100%	N=452
Read or watch local news (via television, paper, computer, etc.)	2%	N=8	8%	N=36	13%	N=57	34%	N=155	43%	N=197	100%	N=453
Vote in local elections	5%	N=21	3%	N=13	6%	N=27	23%	N=105	63%	N=288	100%	N=454

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=102
Very good	49%	N=222
Good	23%	N=104
Fair	5%	N=23
Poor	0%	N=2
Total	100%	N=453

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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	5%	N=23
Somewhat positive	19%	N=85
Neutral	49%	N=221
Somewhat negative	22%	N=101
Very negative	5%	N=24
Total	100%	N=454

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=273
Working part time for pay	12%	N=56
Unemployed, looking for paid work	4%	N=18
Unemployed, not looking for paid work	3%	N=14
Fully retired	20%	N=93
Total	100%	N=454

Table 54: Question D5

Do you work inside the boundaries of Johnson City?	Percent	Number
Yes, outside the home	54%	N=239
Yes, from home	7%	N=31
No	39%	N=174
Total	100%	N=444

Table 55: Question D6

How many years have you lived in Johnson City?	Percent	Number
Less than 2 years	7%	N=31
2 to 5 years	11%	N=51
6 to 10 years	18%	N=79
11 to 20 years	21%	N=93
More than 20 years	43%	N=191
Total	100%	N=445

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Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	84%	N=373
Building with two or more homes (duplex, townhome, apartment or condominium)	14%	N=63
Mobile home	1%	N=4
Other	1%	N=6
Total	100%	N=446

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	17%	N=74
Owned	83%	N=366
Total	100%	N=440

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	8%	N=33
\$300 to \$599 per month	18%	N=76
\$600 to \$999 per month	33%	N=142
\$1,000 to \$1,499 per month	22%	N=96
\$1,500 to \$2,499 per month	15%	N=67
\$2,500 or more per month	4%	N=19
Total	100%	N=433

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=280
Yes	37%	N=162
Total	100%	N=442

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	74%	N=326
Yes	26%	N=114
Total	100%	N=440

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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	11%	N=46
\$25,000 to \$49,999	20%	N=82
\$50,000 to \$99,999	39%	N=163
\$100,000 to \$149,999	20%	N=81
\$150,000 or more	10%	N=42
Total	100%	N=414

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=433
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=5
Total	100%	N=438

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=9
Asian, Asian Indian or Pacific Islander	1%	N=5
Black or African American	3%	N=12
White	94%	N=412
Other	1%	N=5

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

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=14
25 to 34 years	21%	N=92
35 to 44 years	21%	N=93
45 to 54 years	19%	N=83
55 to 64 years	17%	N=74
65 to 74 years	14%	N=62
75 years or older	5%	N=20
Total	100%	N=438

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Table 65: Question D16

What is your sex?	Percent	Number
Female	52%	N=227
Male	48%	N=206
Total	100%	N=433

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	64%	N=283
Land line	16%	N=69
Both	21%	N=91
Total	100%	N=443