

# Johnson City, TN

## The National Community Survey

Report of Results  
2021

Report by:



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## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Johnson City. A livable community is 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. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 435 residents of the City of Johnson City collected from September 14th, 2021 to November 2nd, 2021. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2021 survey was 15%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Johnson City.

### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five 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. In each tab, Johnson City’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Johnson City residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Johnson City’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Johnson City’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2021 ratings compare to other communities’ ratings from the past five years.



## Trends over time

Trend data for Johnson City represent important comparison data and should be examined for improvements or declines\*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than 6 percentage points between the 2018 and 2021 surveys, the change is statistically significant.

\* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

## Methods

### Selecting survey recipients

All households within the City of Johnson City were eligible to participate in the survey. A list of all households within the zip codes serving Johnson City was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Johnson City households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Johnson City boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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 introduction of the survey.

### Conducting the survey

The 3,000 randomly selected households received mailings beginning on September 14th, 2021 and the survey remained open for seven weeks. For 1,500 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

None of the 3,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the 3,000 households that received the invitations to participate, 435 completed the survey, providing an overall response rate of 15%. The response rate was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

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. The margin of error for the City of Johnson City survey is no greater than plus or minus 5 percentage points around any given percent reported for all respondents (435 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Johnson City. The open participation survey was identical to the probability sample survey with one small update; it included a question about where they heard about the survey. The open participation survey was open to all city residents and became available on October 19th, 2021. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

## Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Johnson City. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	12%	36%	36%
	35-54	24%	29%	29%
	55+	64%	35%	35%
Hispanic origin	No, not Spanish, Hispanic, or Latino	98%	98%	97%
	Spanish, Hispanic, or Latino	2%	2%	3%
Housing tenure	Own	77%	52%	52%
	Rent	23%	48%	48%
Housing type	Attached	29%	40%	40%
	Detached	71%	60%	60%
Race & Hispanic origin	Not white alone	15%	15%	15%
	White alone, not Hispanic or Latino	85%	85%	85%
Sex	Female	53%	53%	53%
	Male	47%	47%	47%
Sex/age	Female 18-34	8%	19%	19%
	Female 35-54	14%	14%	14%
	Female 55+	31%	20%	19%
	Male 18-34	4%	17%	17%
	Male 35-54	11%	15%	15%
	Male 55+	32%	15%	15%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. 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/good, very safe/somewhat safe, essential/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 the tab “Complete data”. 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.

## Contact

The City of Johnson City funded this research. Please contact Keisha Shoun of the City of Johnson City at [kshoun@johnsoncitytn.org](mailto:kshoun@johnsoncitytn.org) if you have any questions about the survey.

## Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

\* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2017 American Community Survey

## Highlights

### **Satisfaction with the City's mobility is on the rise, and additional transportation improvements are a priority for residents.**

Many mobility-related survey items received slightly higher ratings in 2021 than in 2018, indicating increased satisfaction with Johnson City's transportation and related services. About 81% of respondents gave positive marks to the ease of travel by car, up from 73% in 2018. Nearly 6 in 10 favorably reviewed the ease of public parking, about a 10% increase. Traffic flow on major streets was rated excellent or good by at least two-thirds of respondents, which was higher than the national benchmark and the City's 2018 results. Additionally, evaluations for traffic signal timing (54%), street cleaning (64%), and street lighting (72%) all improved slightly from the previous survey iteration.

In a series of questions unique to Johnson City, residents were asked to consider potential future City projects and reflect on the City's efforts from the past few years. About 7 in 10 reported feeling satisfied with the City's improvements to street resurfacing and other aspects of transportation (such as traffic signals and intersections) over the past two years. Additional mobility-related improvements were identified as high priorities by respondents; 88% said that improving downtown parking should be a high or medium priority for the City over the next five years, and 86% said the same for additional transportation improvements (such as traffic signals, intersections, congestion, etc.).

### **Safety is an important facet of the community to residents.**

When asked about aspects of the community that Johnson City should focus on in the next two years, 9 in 10 residents prioritized the overall feeling of safety in the city. In addition, nearly all residents (95%) felt that having a safe community was essential or very important to the overall quality of life in Johnson City. Ratings for the City's safety services remained positive and relatively stable from 2018 to 2021, with all survey items in this facet receiving favorable marks from at least 7 in 10 respondents. However, the quality rating for overall feeling of safety declined from 2018 to 2021 (72% excellent or good in 2021). About three-quarters of residents reported feeling safe from property crime, violent crime, and in the City's downtown/commercial area during the day; the latter score was lower than in comparison communities across the nation.

### **Residents appreciate City utility services and identify internet access as a potential area of focus.**

Three-quarters of Johnson City residents gave high marks to the overall quality of the City's utility infrastructure. About 8 in 10 residents favorably reviewed Johnson City's garbage collection, sewer services, and power utilities, which were all on par with the nation and generally stable from 2018 to 2021. Ratings for storm water management (68%), utility billing (74%), and drinking water (79%) increased slightly from the previous survey iteration. In a custom survey question unique to Johnson City, 4 out of 5 residents said they were satisfied with downtown improvements (such as flood remediation, streetscape improvements, etc.) that the City has made in the past two years.

Roughly half of respondents offered positive assessments for affordable high-speed internet access. When asked to prioritize various City improvement projects for the next five years, nearly all residents (95%) rated it essential or very important for the City to expand the provision of high-speed broadband internet to all properties.

### **Residents value Johnson City's parks and recreational opportunities.**

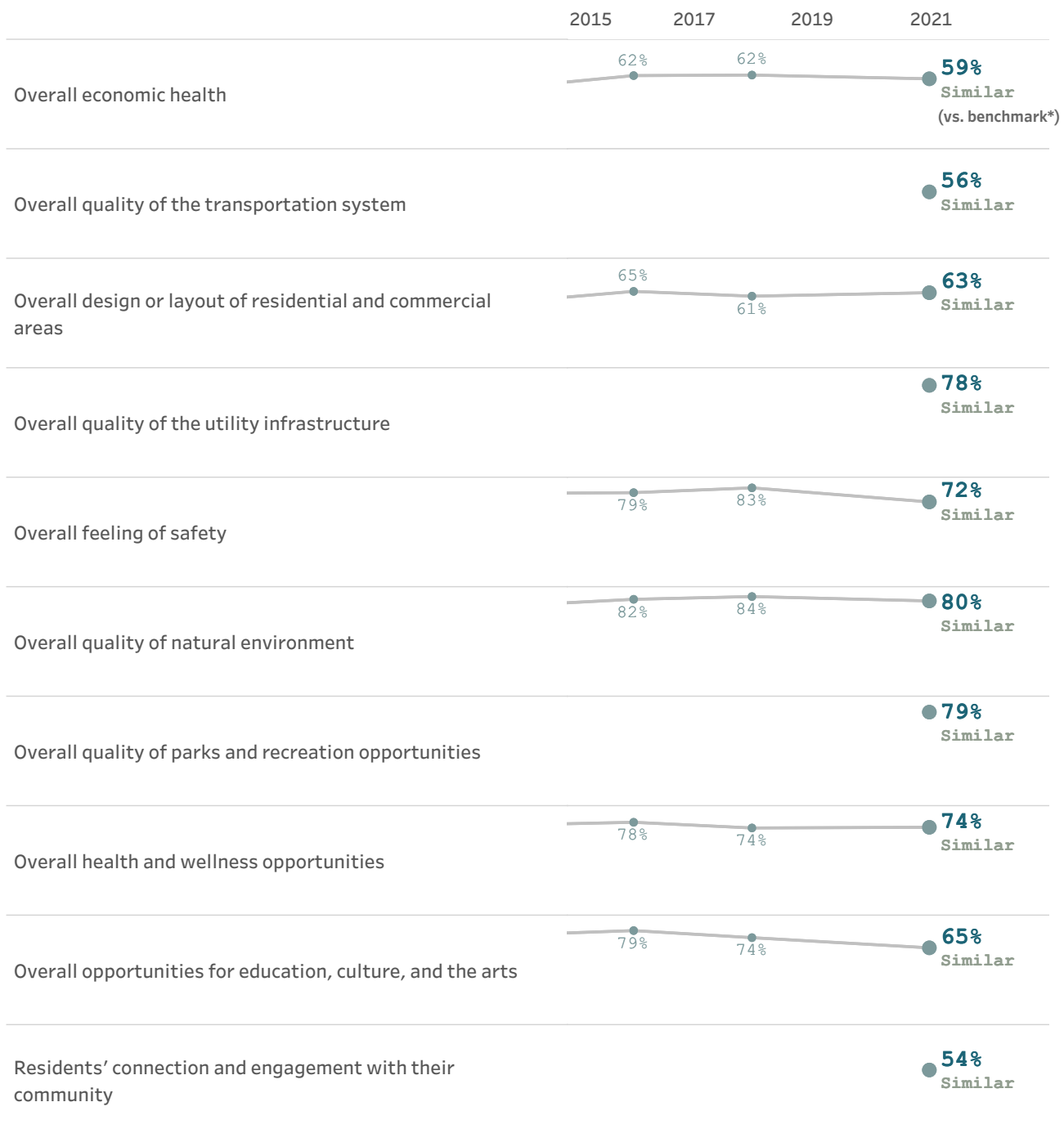
At least three-quarters of residents gave high marks to the overall quality of parks and recreation opportunities in Johnson City. A similar percentage favorably reviewed the availability of paths and walking trails and the community's recreational opportunities; both of these ratings were slightly higher this year than in 2018. City parks and fitness opportunities remained stable from the previous survey iteration, receiving excellent or good scores from 4 out of 5 respondents. These ratings were all positive and on par with comparison communities nationwide. When considering future City projects, many residents prioritized increasing the number of family recreational activities (84%) and enhancing/improving biking and walking trails (82%) over the next five years. Increasing the number of athletic fields for parks and recreational programming was rated at least a moderate priority by about 6 in 10 respondents. When asked to rate the City's efforts over the past two years, nearly three-quarters (74%) reported being satisfied with improvements the City has made to recreational opportunities, which aligns with the positive results and upward trends seen in this facet of livability.

## Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

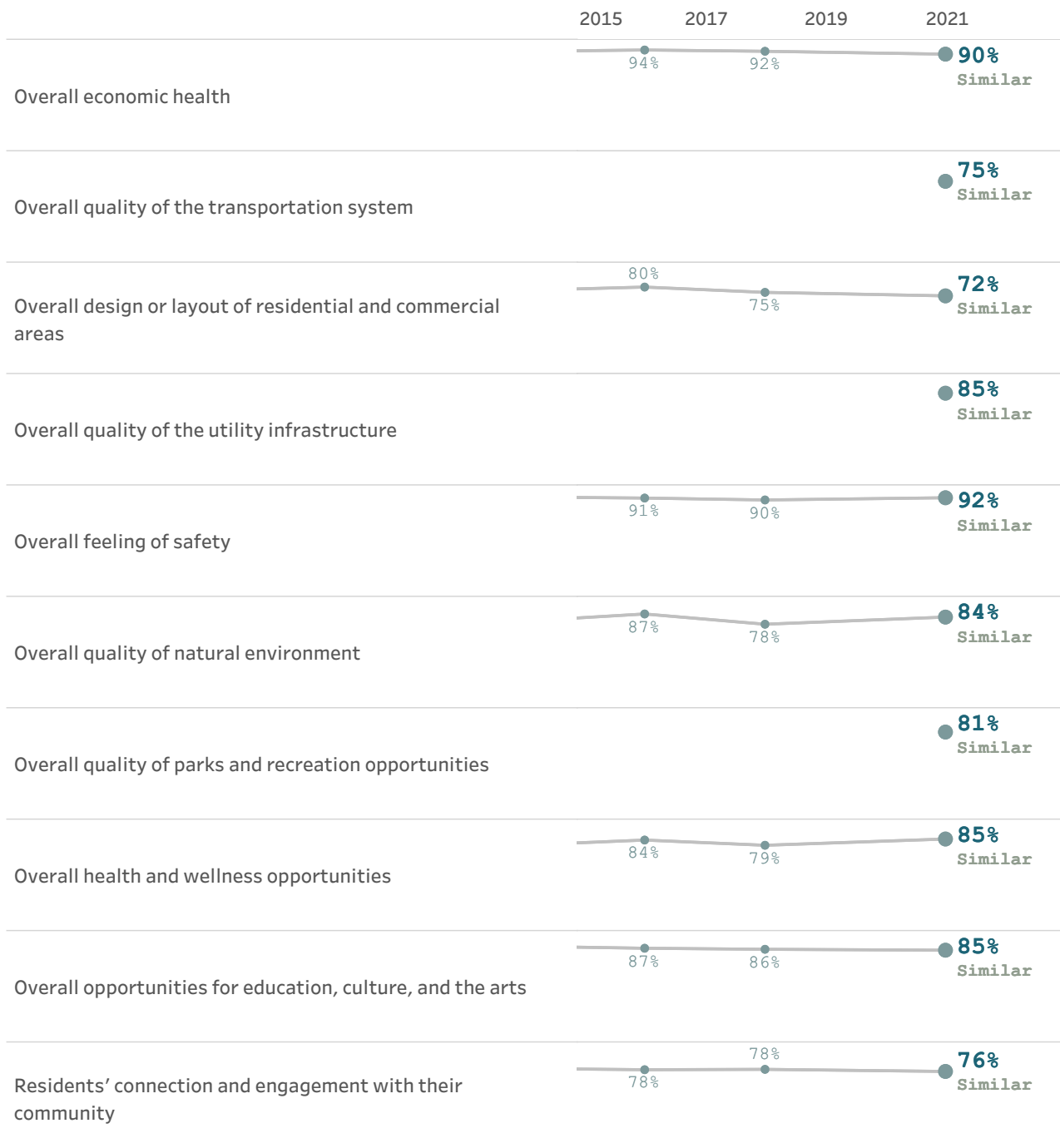
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Johnson City as a whole.  
(% excellent or good)



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 or very important)



Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

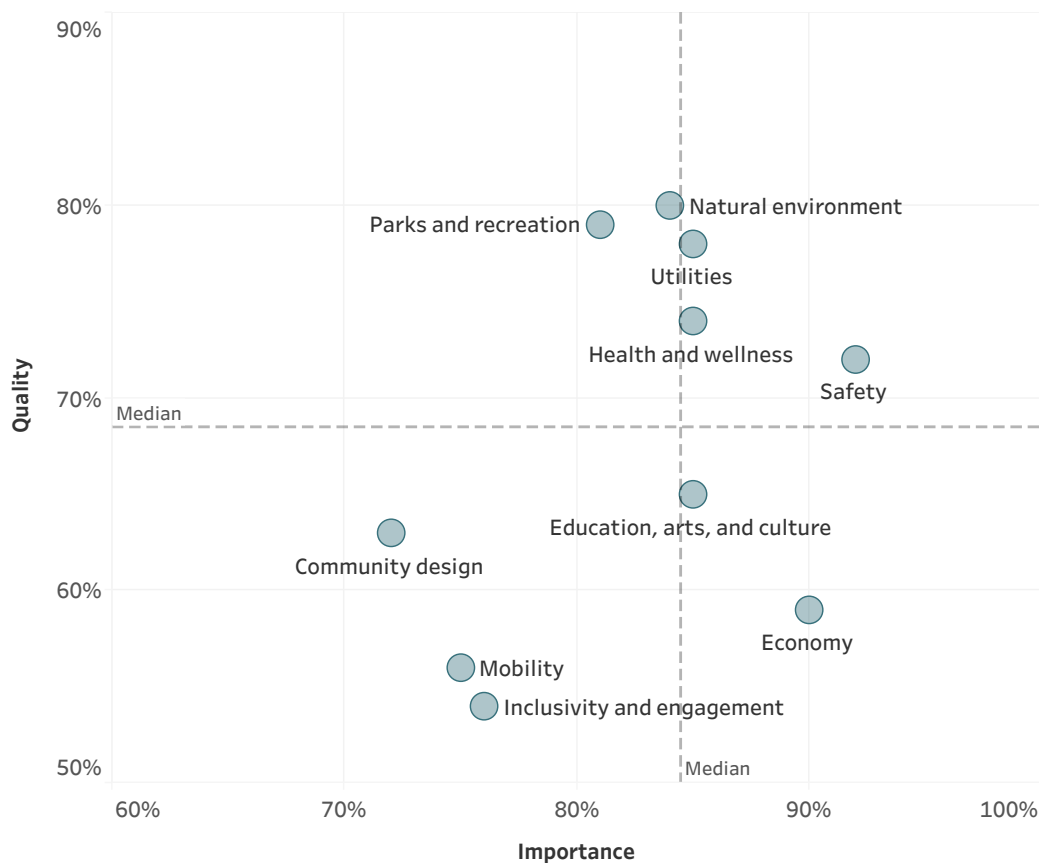
## Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 68.3% or more of respondents were considered of “higher quality” and those with ratings lower than 68.3% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 84.7% or more of respondents. Services were rated as “less important” if they received a rating of less than 84.7%. This classification uses the median ratings for quality and importance to divide the services in half.

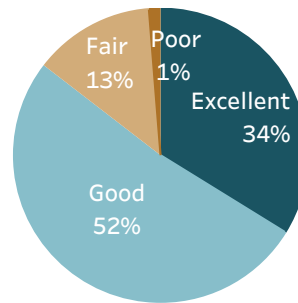
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix ( higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



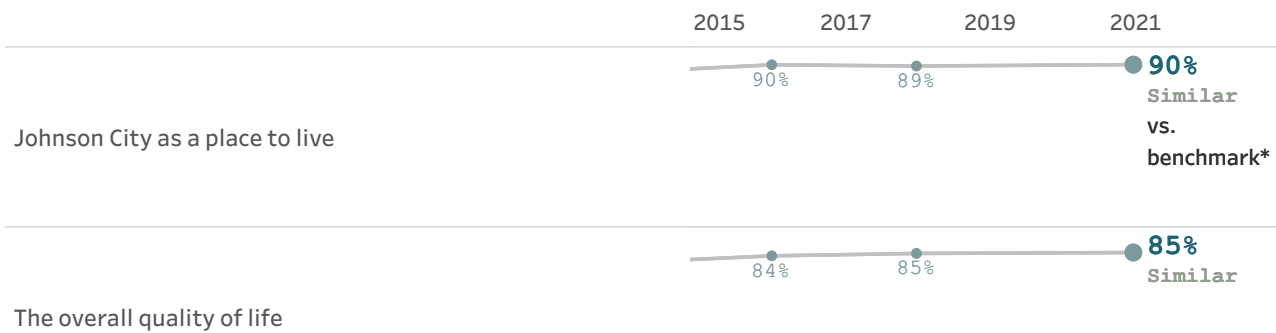
## Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

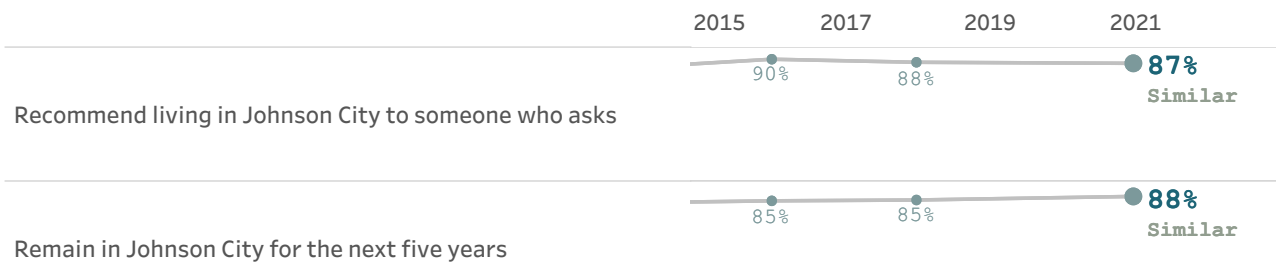
The overall quality of life in Johnson City, 2021



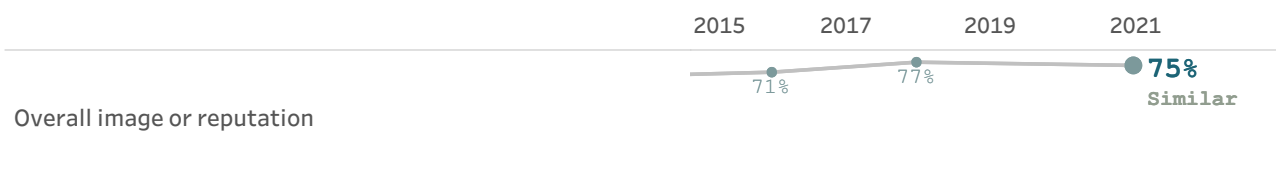
Please rate each of the following aspects of quality of life in Johnson City.  
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.  
(% very or somewhat likely)



Please rate each of the following in the Johnson City community.  
(% excellent or good)

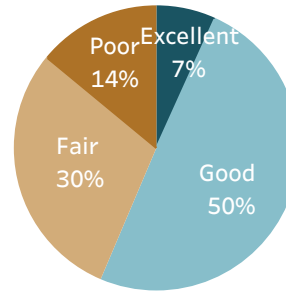


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

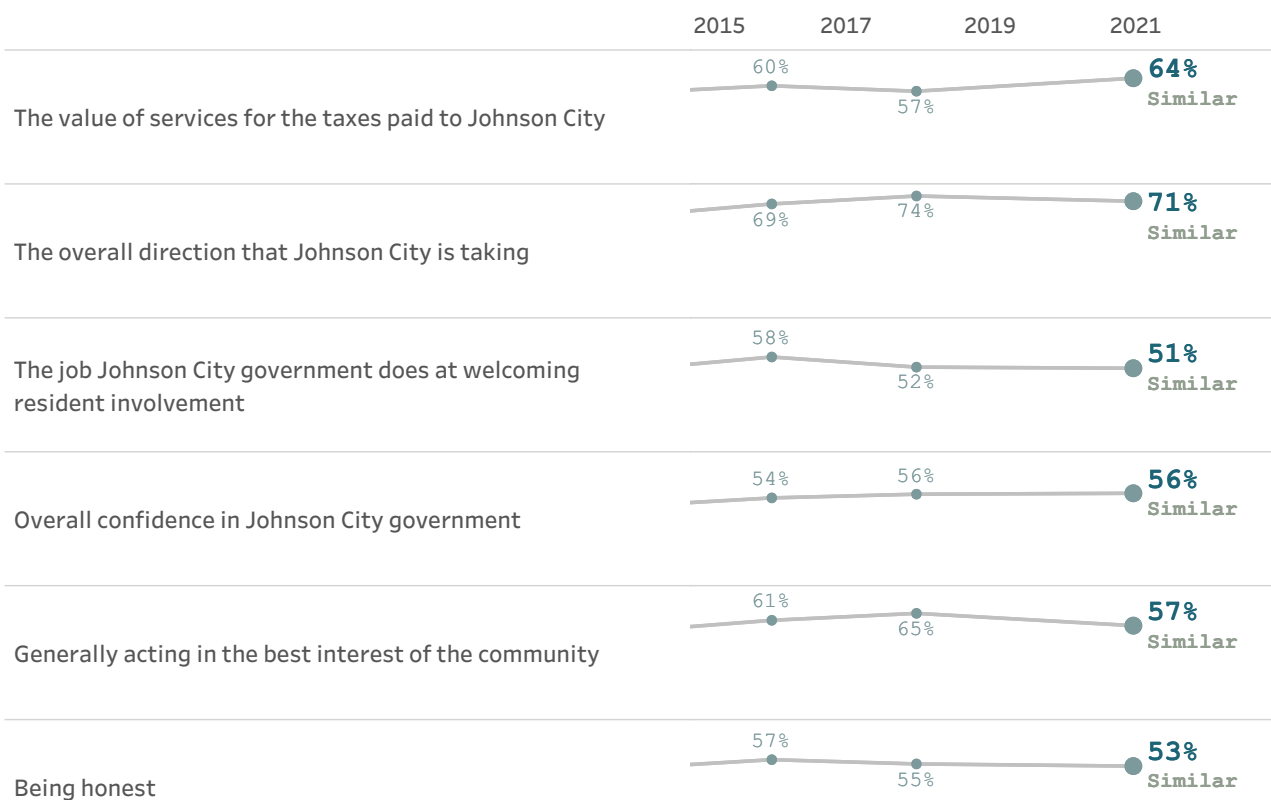
Overall confidence in Johnson City government, 2021

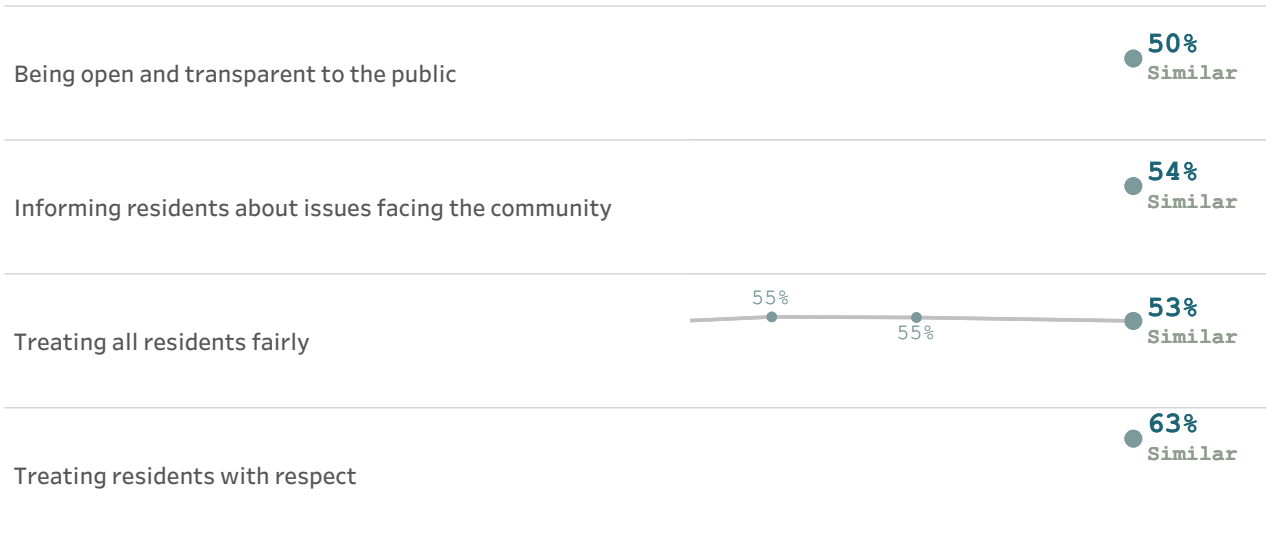


Please rate the quality of each of the following services in Johnson City.  
(% excellent or good)

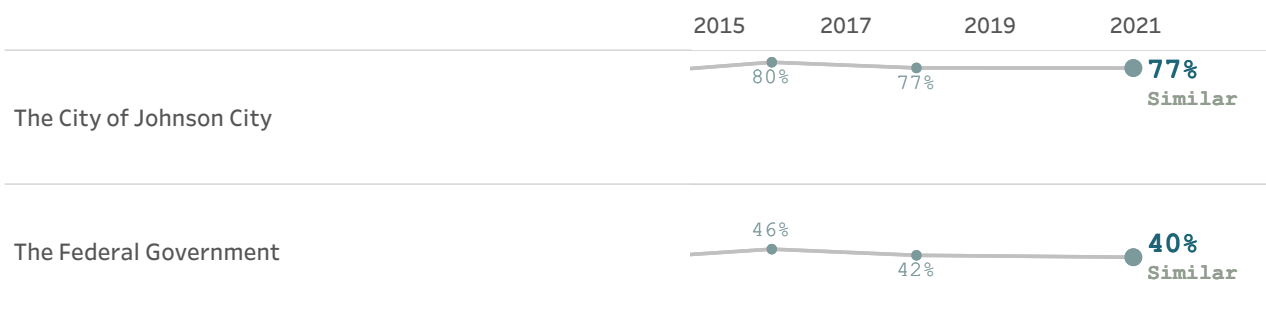


Please rate the following categories of Johnson City government performance.  
(% excellent or good)





**Overall, how would you rate the quality of the services provided by each of the following?**  
 (% excellent or good)

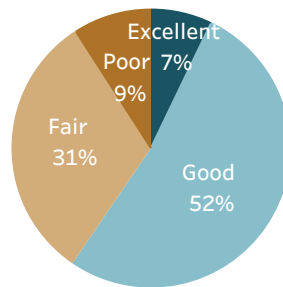


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

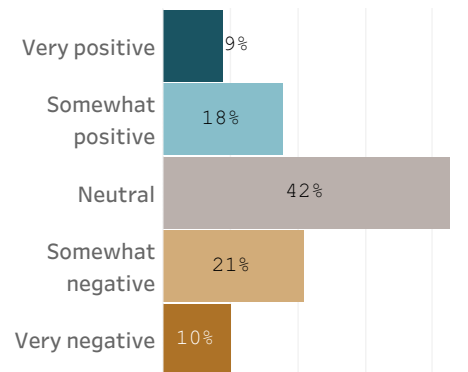
## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

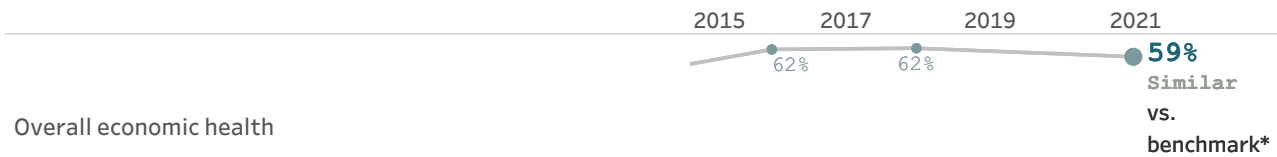
Overall economic health of Johnson City, 2021



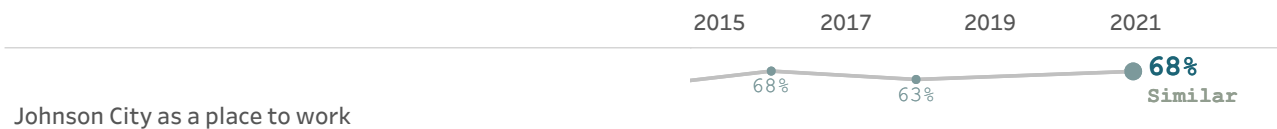
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following characteristics as they relate to Johnson City as a whole.  
(% excellent or good)



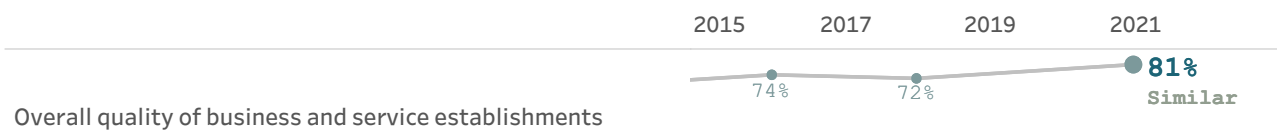
Please rate each of the following aspects of quality of life in Johnson City.  
(% excellent or good)



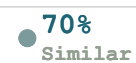
Johnson City as a place to visit



Please rate each of the following in the Johnson City community.  
(% excellent or good)

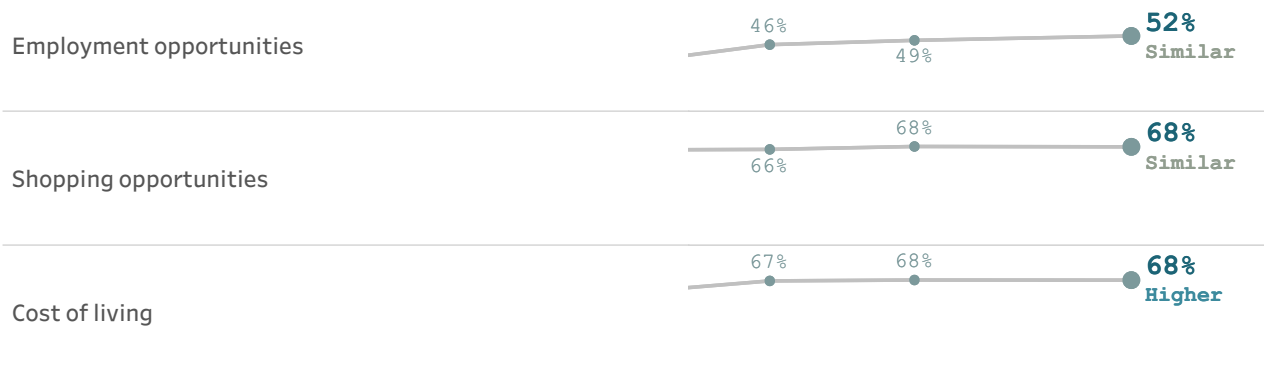


Variety of business and service establishments

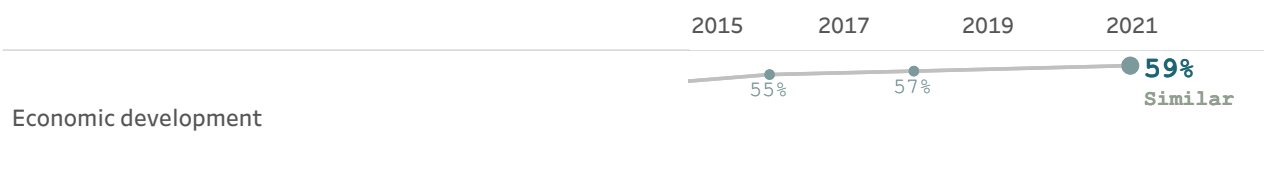


Vibrancy of downtown/commercial area

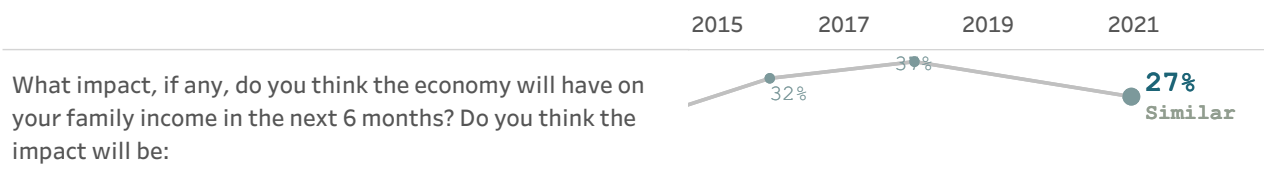




Please rate the quality of each of the following services in Johnson City.  
(% excellent or good)



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 or somewhat positive)

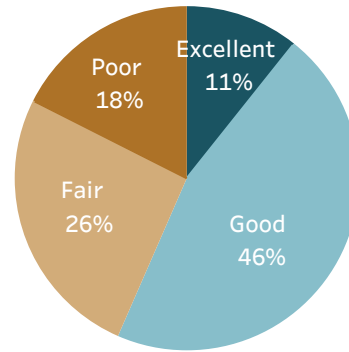


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

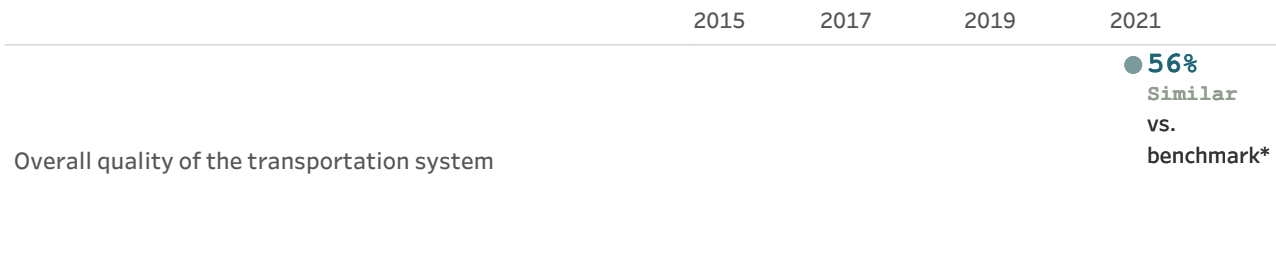
## Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

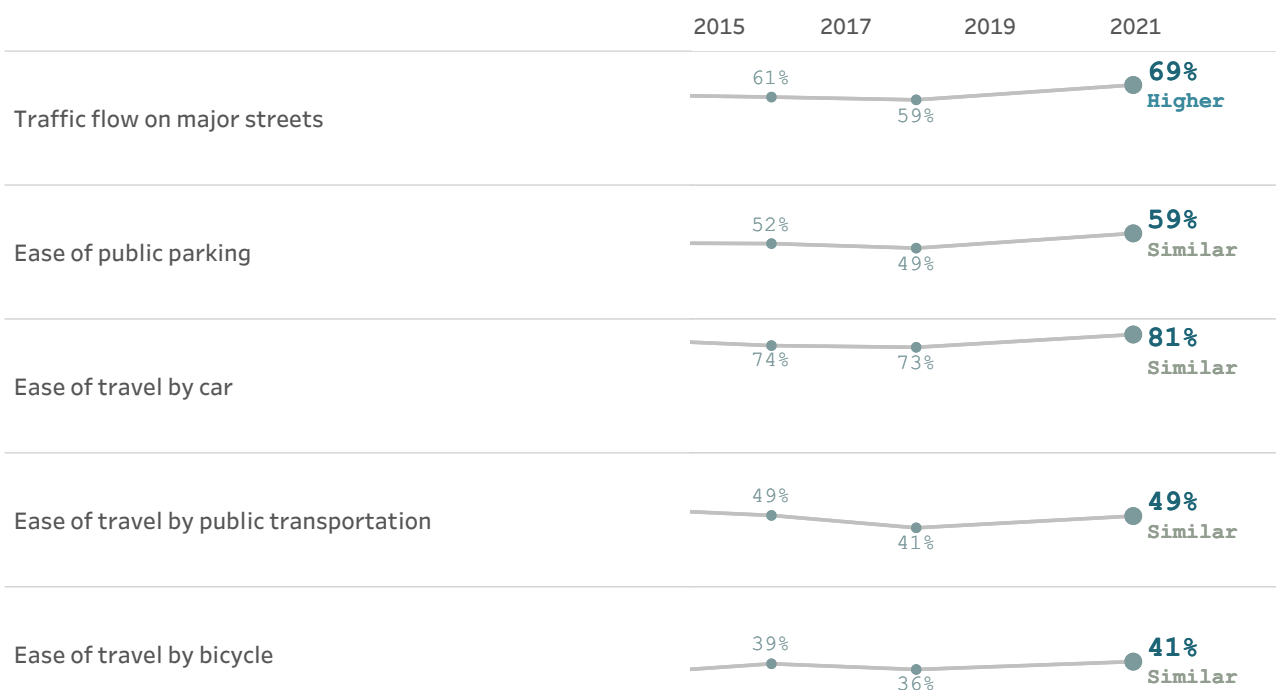
Overall quality of the transportation system in Johnson City, 2021



Please rate each of the following characteristics as they relate to Johnson City as a whole.  
(% excellent or good)



Please also rate each of the following in the Johnson City community.  
(% excellent or good)



Ease of walking



Please indicate whether or not you have done each of the following in the last 12 months.  
(% yes)

2015 2017 2019 2021

Used public transportation instead of driving



Carpooled with other adults or children instead of driving alone



Walked or biked instead of driving



Please rate the quality of each of the following services in Johnson City.  
(% excellent or good)

2015 2017 2019 2021

Traffic enforcement



Traffic signal timing



Street repair



Street cleaning



Street lighting



Snow removal



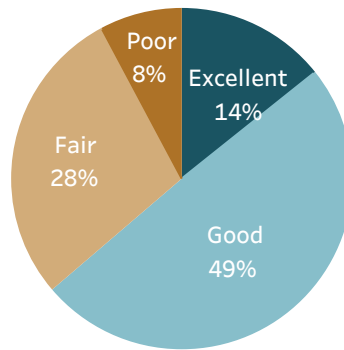
Sidewalk maintenance





\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

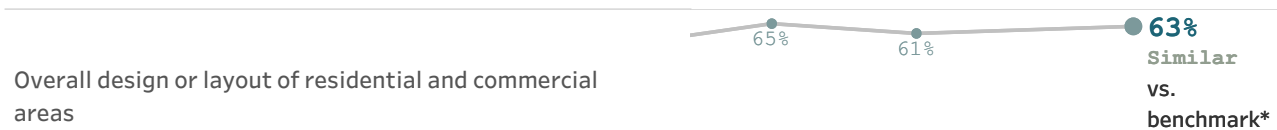
Overall design or layout of Johnson City's residential and commercial areas, 2021



## Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

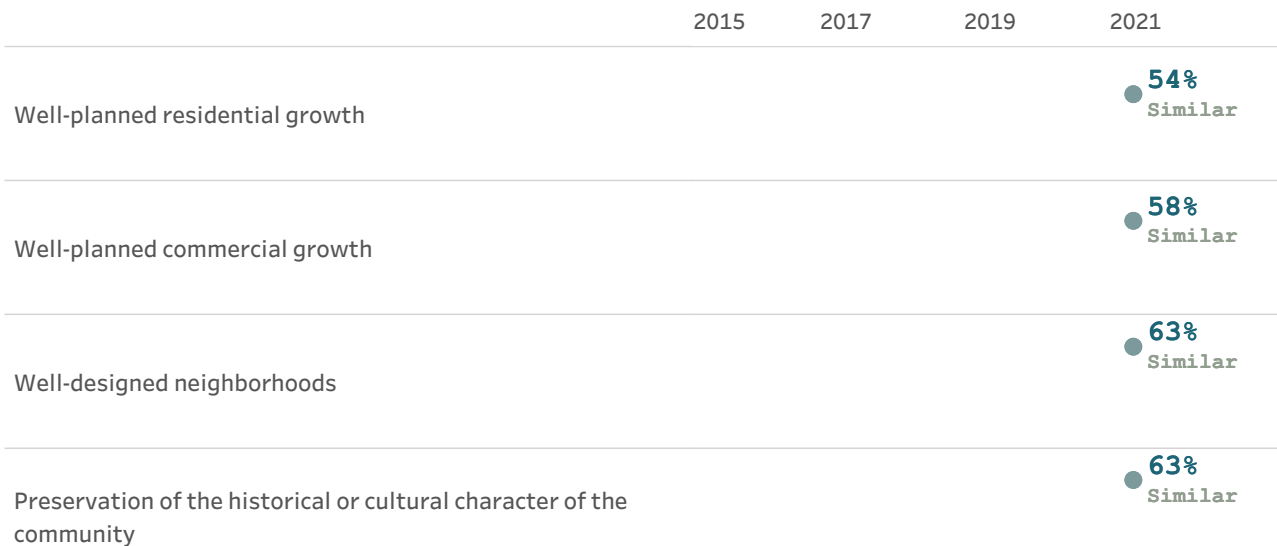
Please rate each of the following characteristics as they relate to Johnson City as a whole.  
(% excellent or good)



Please rate each of the following aspects of quality of life in Johnson City.  
(% excellent or good)

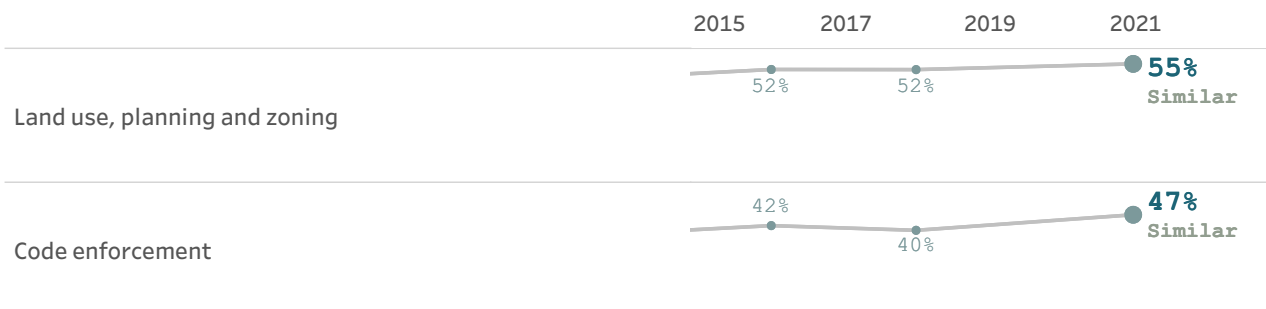


Please also rate each of the following in the Johnson City community.  
(% excellent or good)





**Please rate the quality of each of the following services in Johnson City.**  
 (% excellent or good)

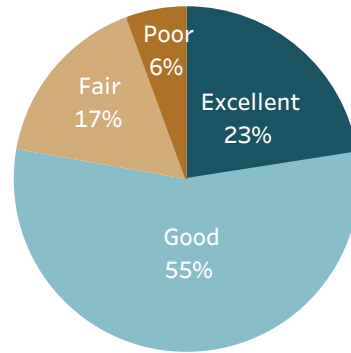


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

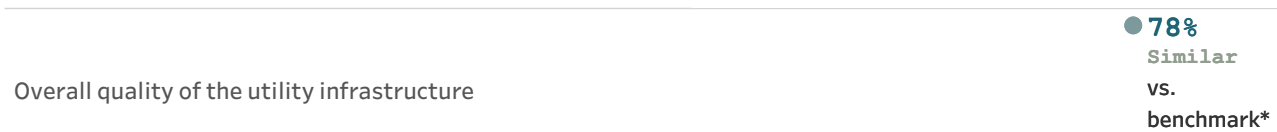
## Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

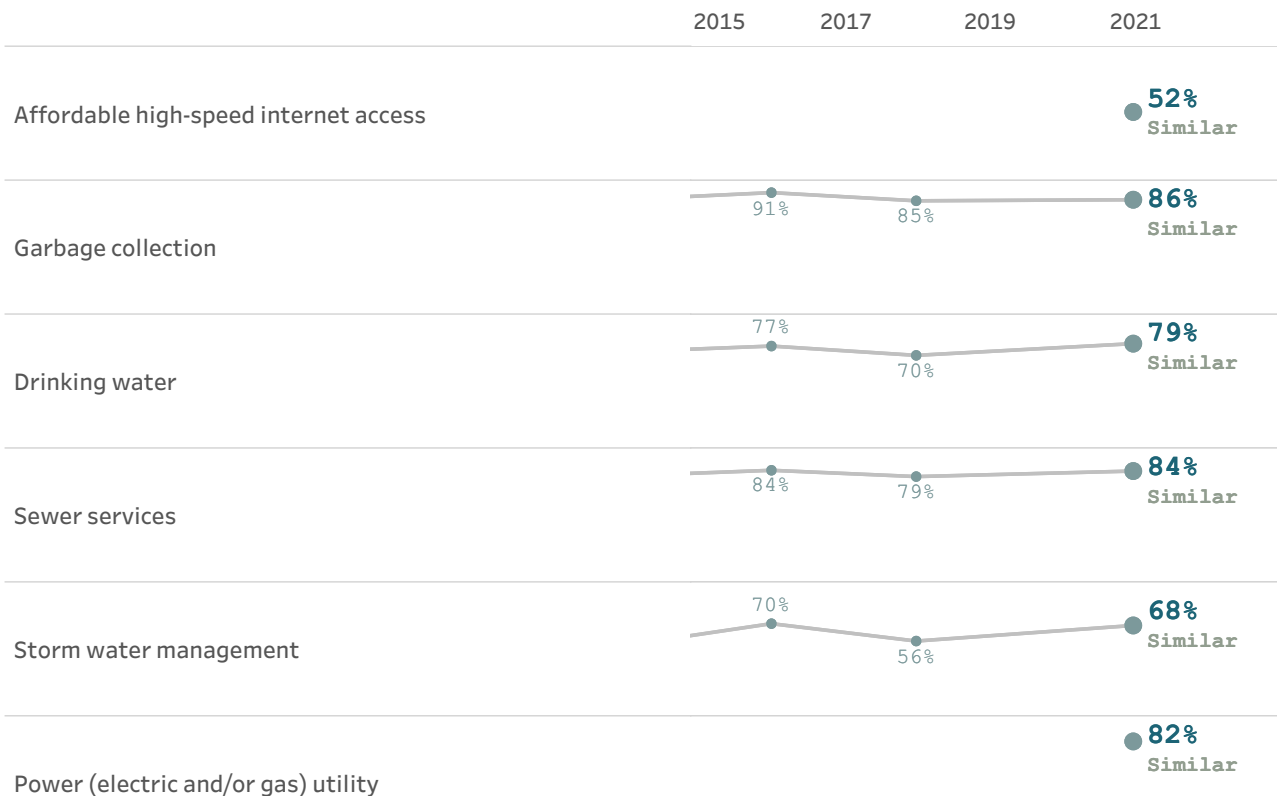
Overall quality of the utility infrastructure in Johnson City, 2021

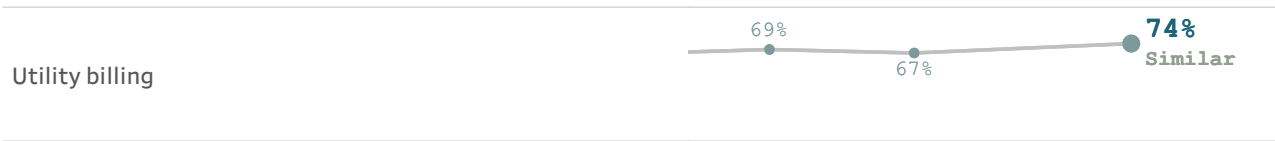


Please rate each of the following characteristics as they relate to Johnson City as a whole.  
(% excellent or good)



Please rate the quality of each of the following services in Johnson City.  
(% excellent or good)



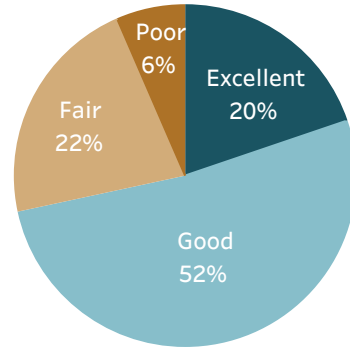


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

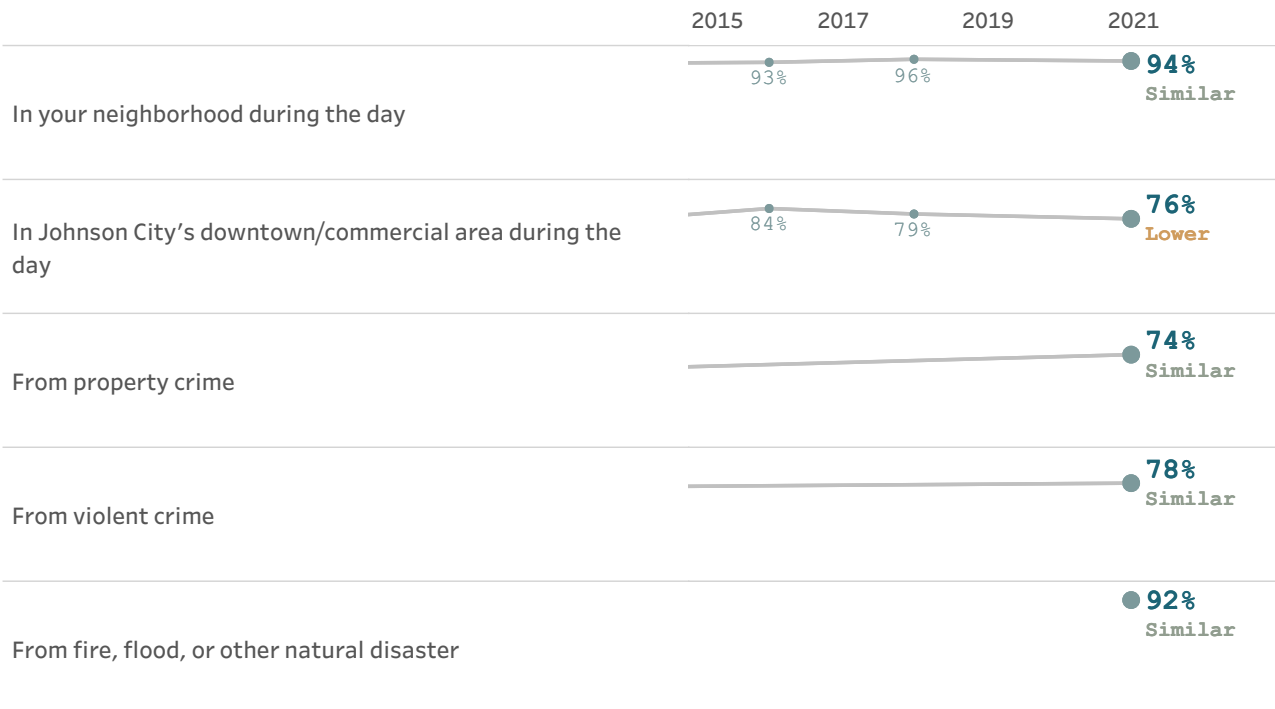
Overall feeling of safety in Johnson City, 2021



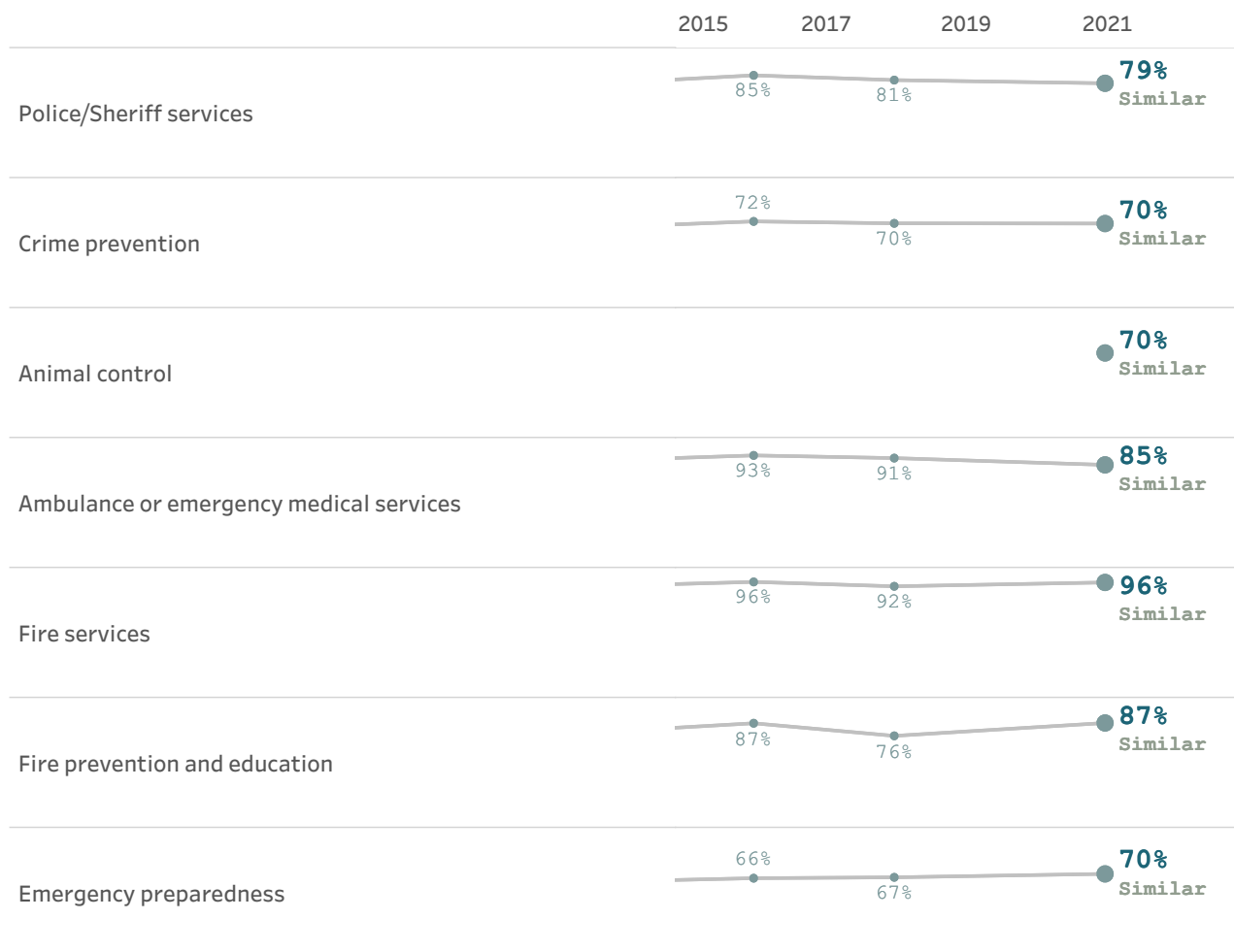
Please rate each of the following characteristics as they relate to Johnson City as a whole.  
(% excellent or good)



Please rate how safe or unsafe you feel:  
(% very or somewhat safe)



Please rate the quality of each of the following services in Johnson City.  
 (% excellent or good)

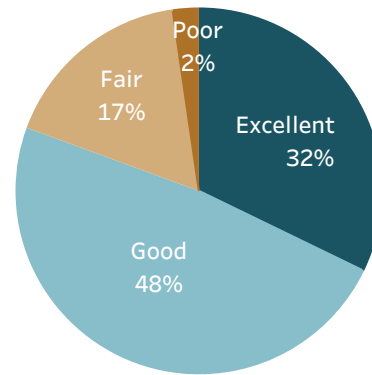


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

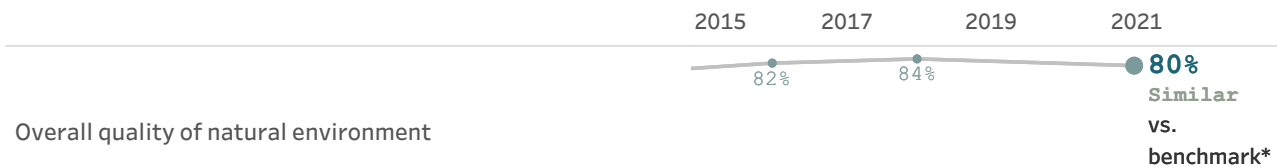
## Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

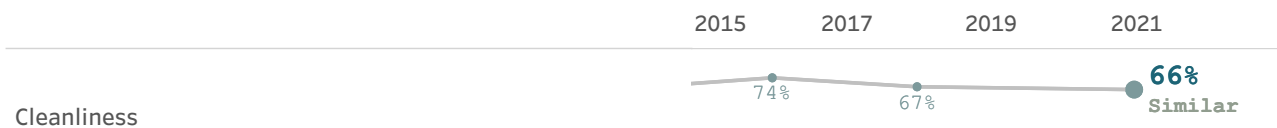
Overall quality of natural environment in Johnson City, 2021



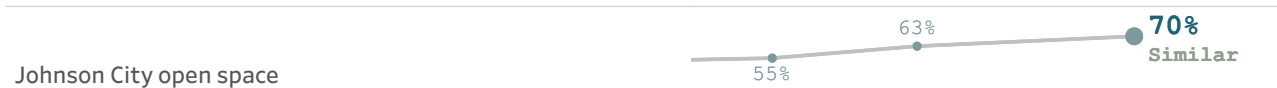
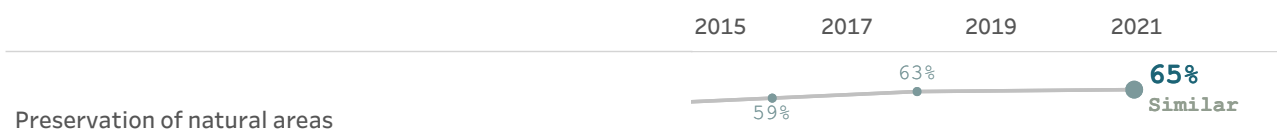
Please rate each of the following characteristics as they relate to Johnson City as a whole.  
(% excellent or good)

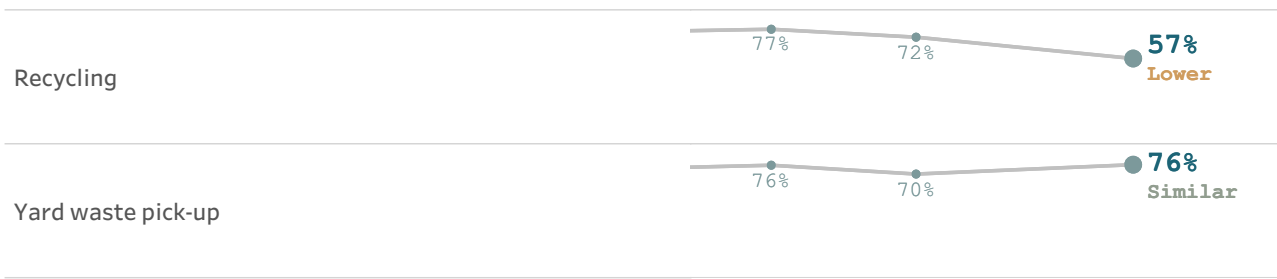


Please also rate each of the following in the Johnson City community.  
(% excellent or good)



Please rate the quality of each of the following services in Johnson City.  
(% excellent or good)





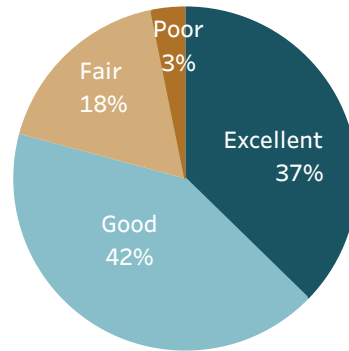
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

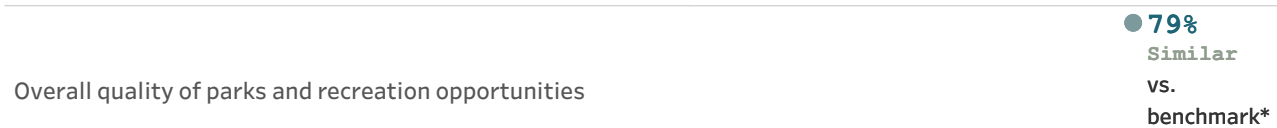
## Parks and recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

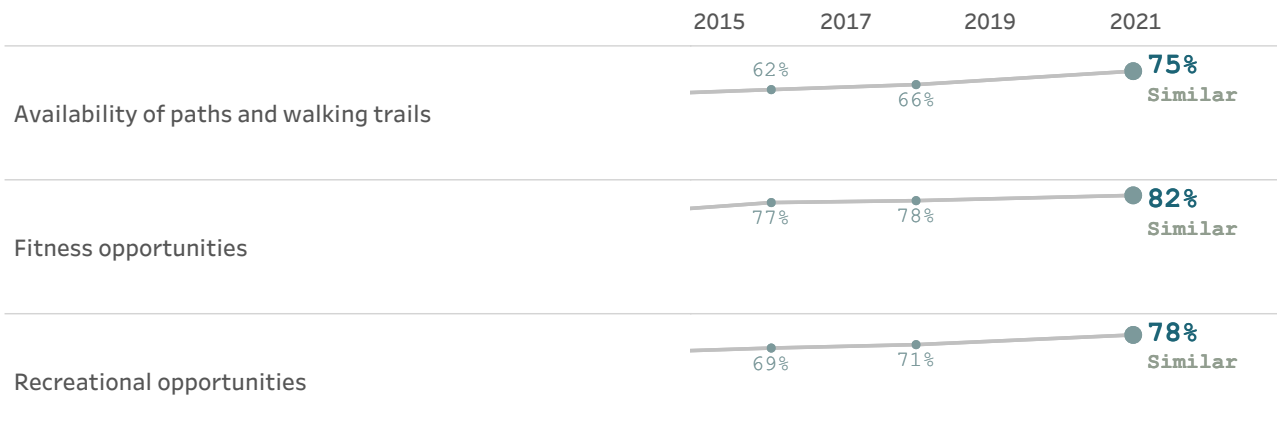
- National Recreation and Park Association



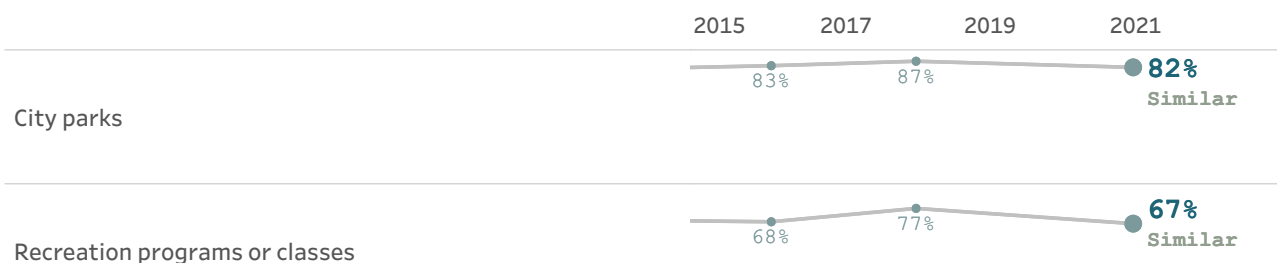
Please rate each of the following characteristics as they relate to Johnson City as a whole.  
(% excellent or good)



Please also rate each of the following in the Johnson City community.  
(% excellent or good)



Please rate the quality of each of the following services in Johnson City.  
(% excellent or good)



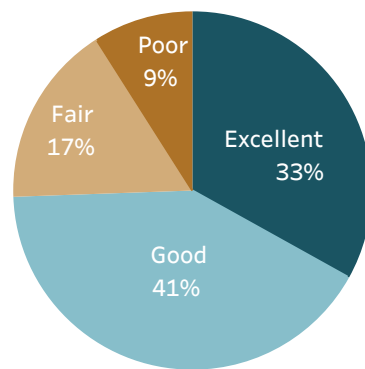


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

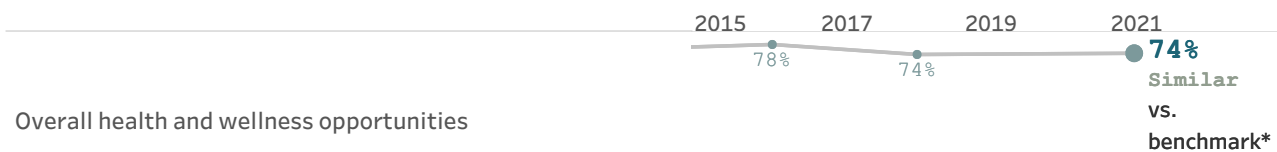
## Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

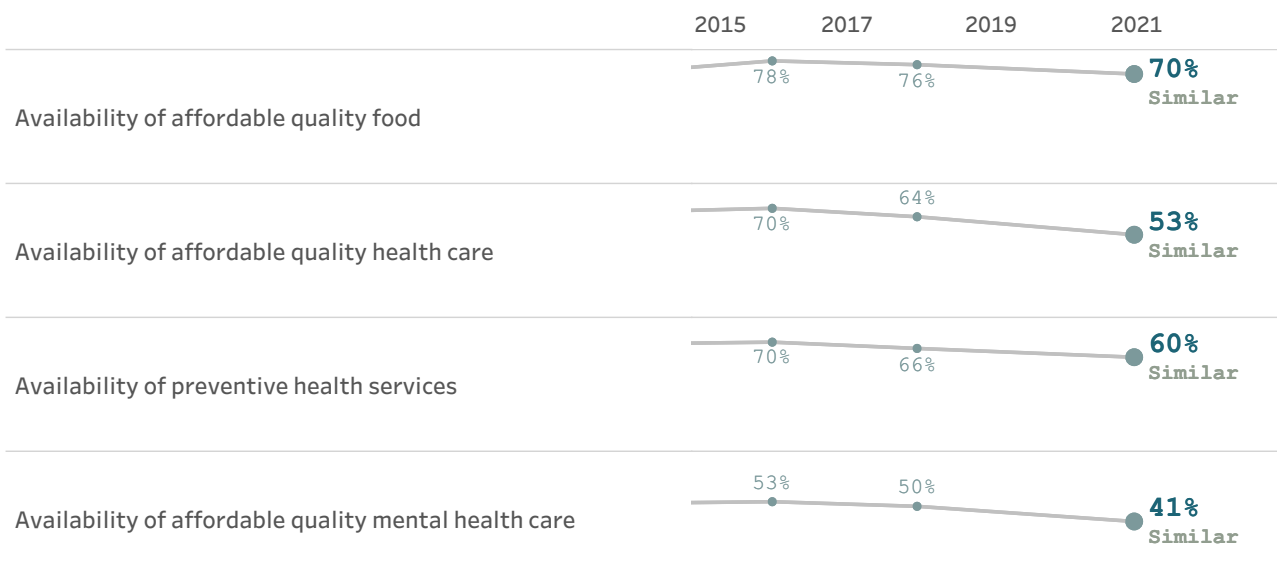
Overall health and wellness opportunities in Johnson City, 2021



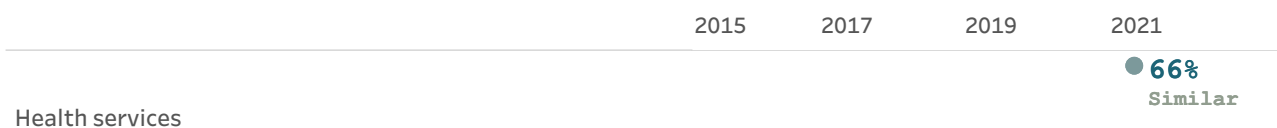
Please rate each of the following characteristics as they relate to Johnson City as a whole.  
(% excellent or good)



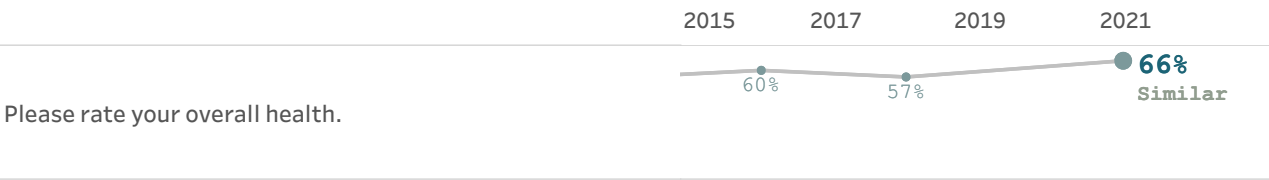
Please also rate each of the following in the Johnson City community.  
(% excellent or good)



Please rate the quality of each of the following services in Johnson City.  
(% excellent or good)



Please rate your overall health.  
(% excellent or very good)

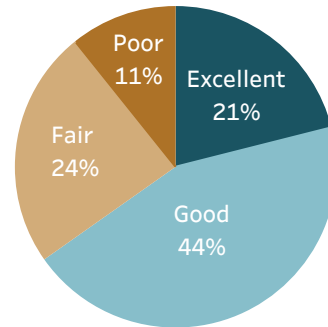


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

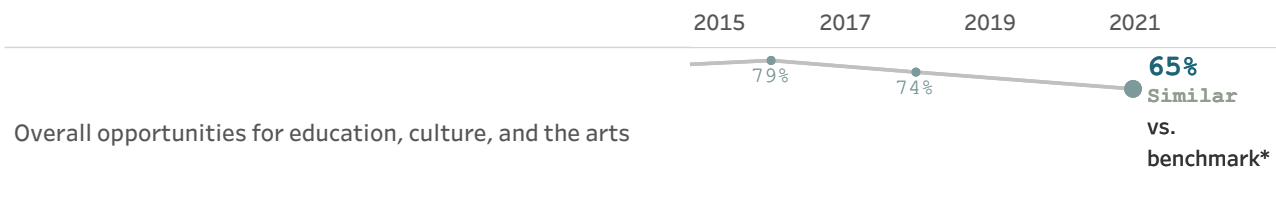
## Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

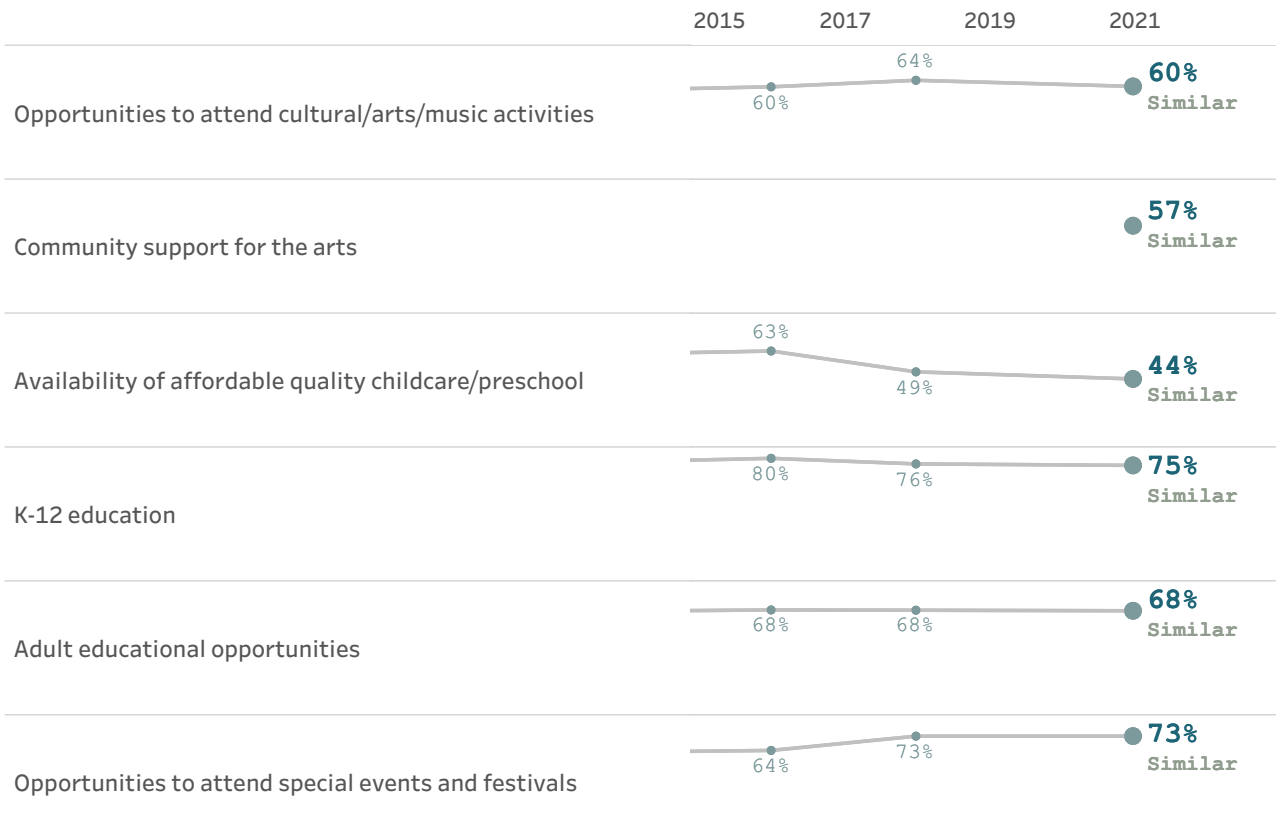
Overall opportunities for education, culture and the arts, 2021



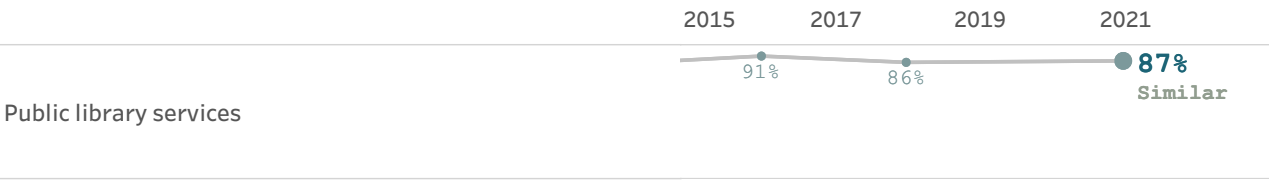
Please rate each of the following characteristics as they relate to Johnson City as a whole.  
(% excellent or good)



Please also rate each of the following in the Johnson City community.  
(% excellent or good)



Please rate the quality of each of the following services in Johnson City.  
(% excellent or good)

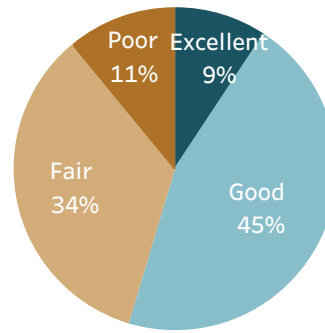


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

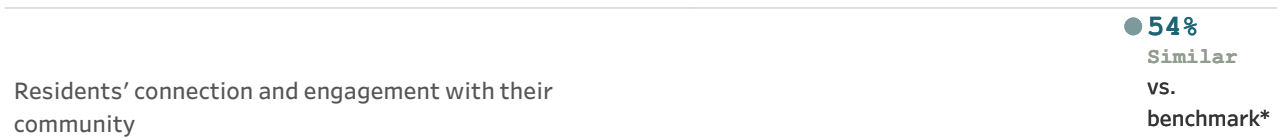
Residents' connection and engagement with their community, 2021

## Inclusivity and engagement

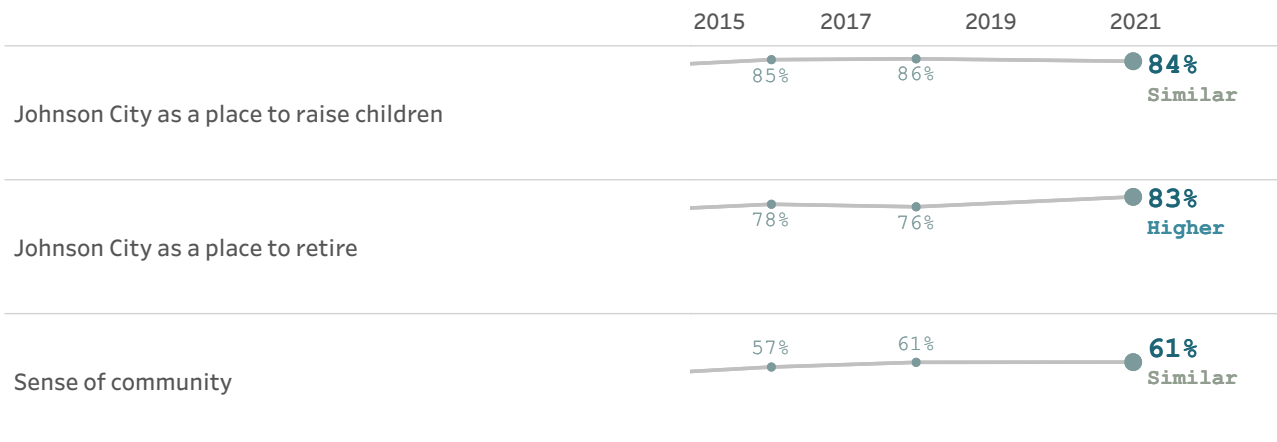
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



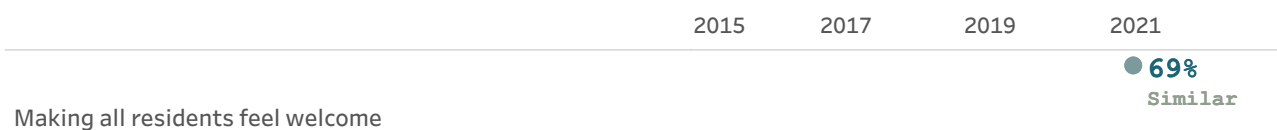
Please rate each of the following characteristics as they relate to Johnson City as a whole.  
(% excellent or good)

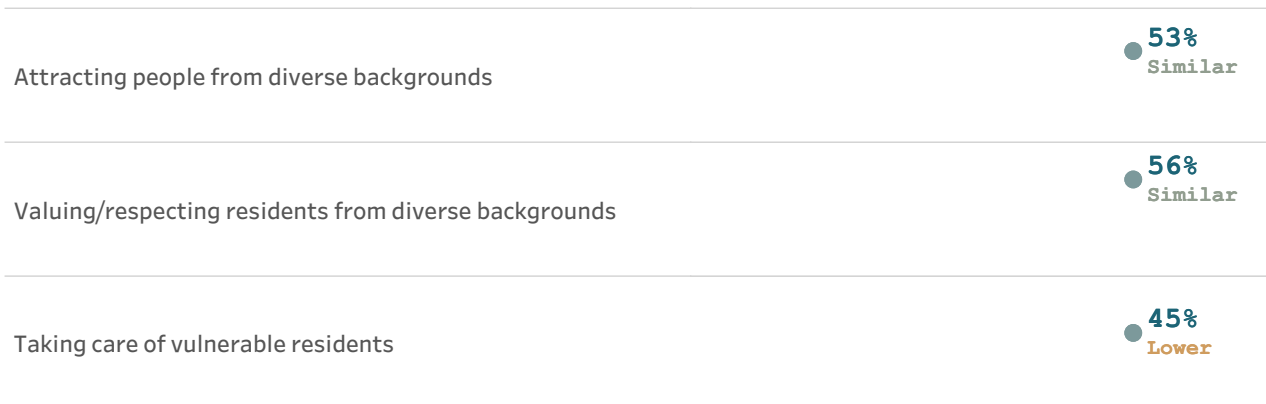


Please rate each of the following aspects of quality of life in Johnson City.  
(% excellent or good)

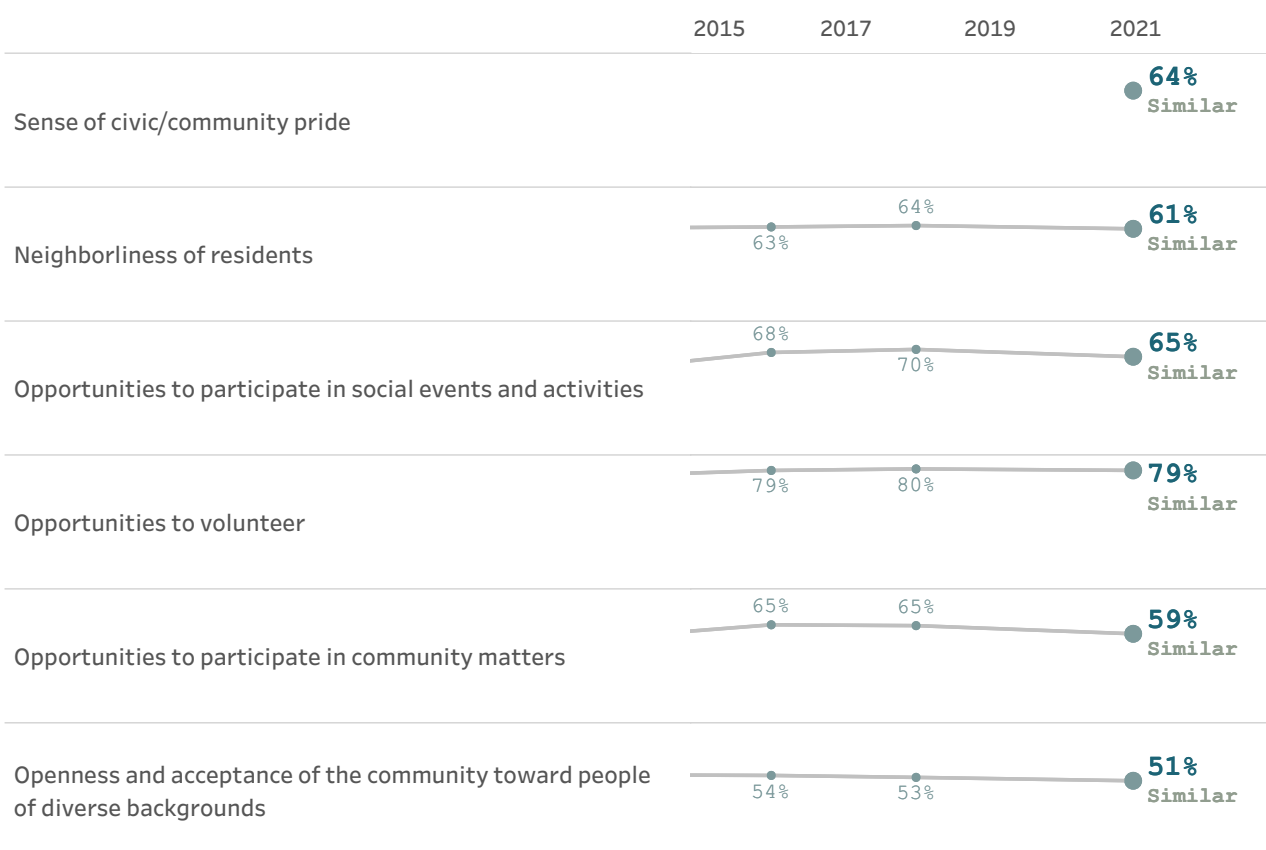


Please rate the job you feel the Johnson City community does at each of the following.  
(% excellent or good)





Please also rate each of the following in the Johnson City community.  
(% excellent or good)

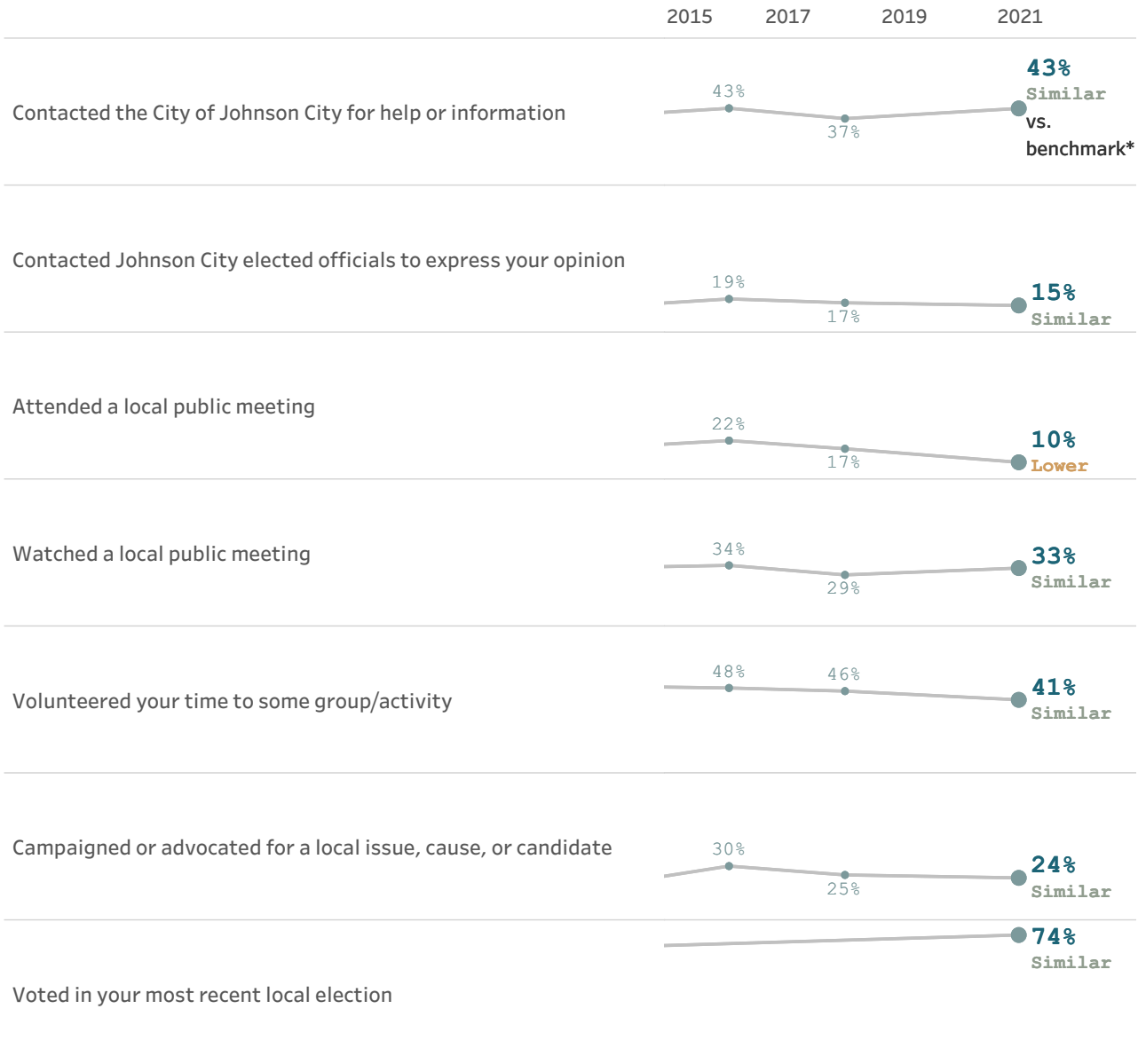


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

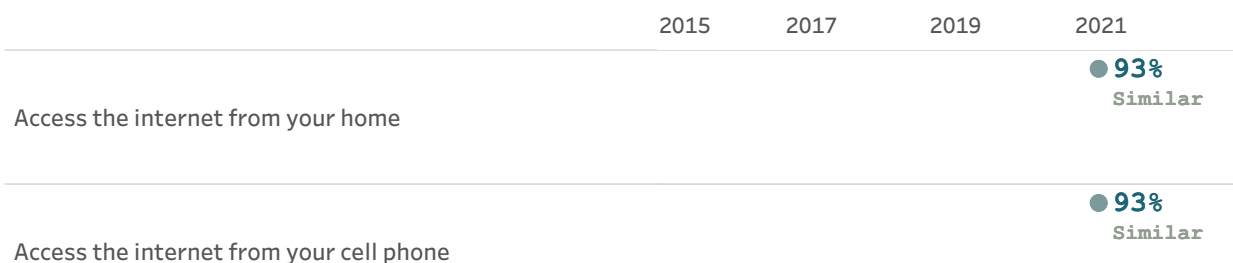
## Residents' participation levels




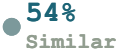
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



In general, how many times do you:  
(% a few times a week or more)

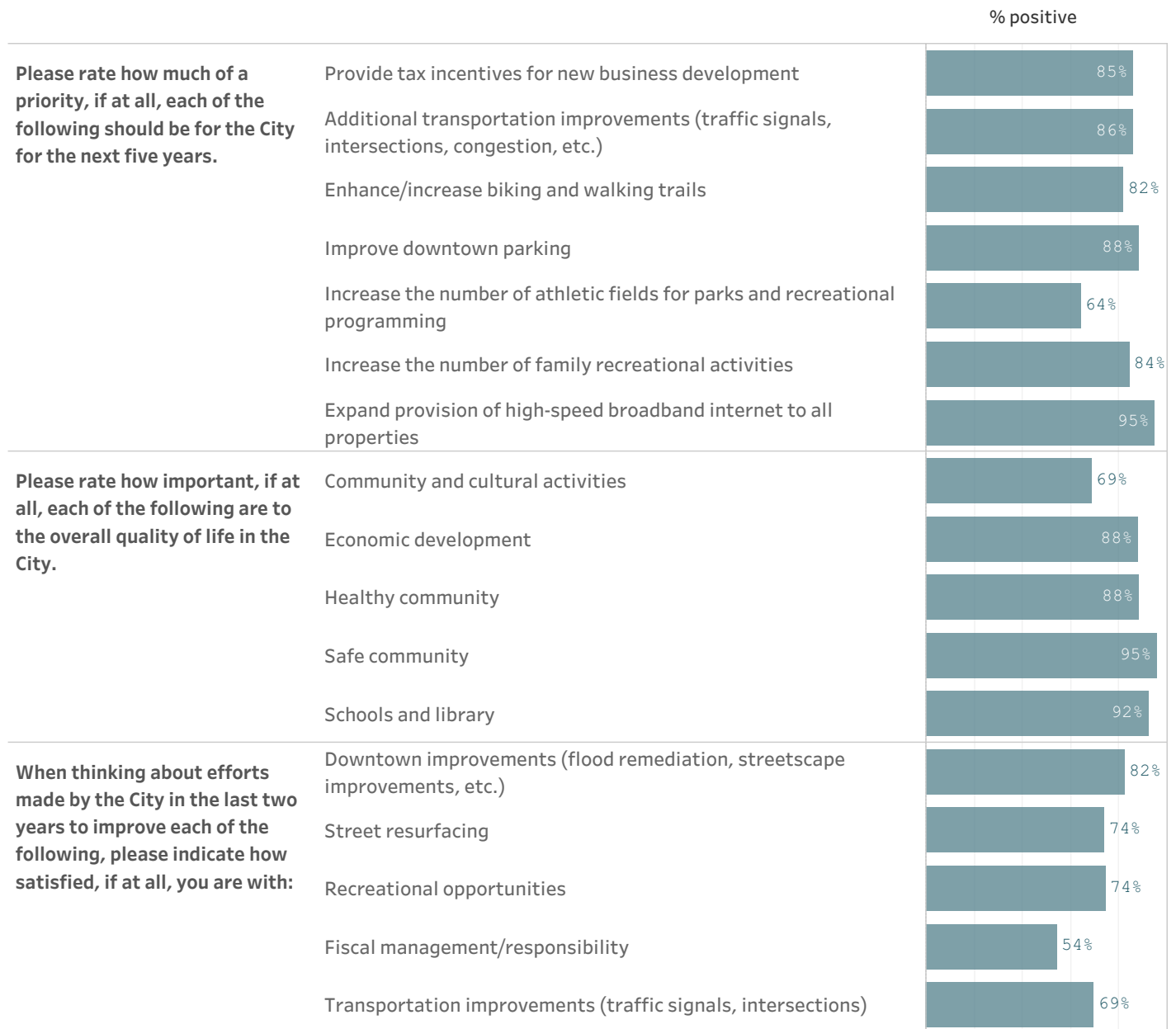


Visit social media sites	
Use or check email	
Share your opinions online	
Shop online	

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (High/medium priority, Essential/very important, and Very/somewhat satisfied) is shown.



## National benchmark tables

This table contains the comparisons of Johnson City's results to those from other communities. The first column shows the comparison of Johnson City's rating to the benchmark. Johnson City's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Johnson City residents is statistically similar to or different than the benchmark. The second column is Johnson City's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Johnson City's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Johnson City's result -- that is what percent of surveyed communities had a lower rating than Johnson City.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Johnson City.	Johnson City as a place to live	Similar	90%	166	381	56
	Your neighborhood as a place to live	Similar	84%	162	313	48
	Johnson City as a place to raise children	Similar	84%	162	382	57
	Johnson City as a place to work	Similar	68%	150	365	59
	Johnson City as a place to visit	Similar	73%	104	307	66
	Johnson City as a place to retire	Higher	83%	36	367	90
	The overall quality of life	Similar	85%	164	423	61
	Sense of community	Similar	61%	209	315	33
Please rate each of the following characteristics as they relate to Johnson City as a whole.	Overall economic health	Similar	59%	201	288	30
	Overall quality of the transportation system	Similar	56%	60	107	44
	Overall design or layout of residential and commercial areas	Similar	63%	145	282	48
	Overall quality of the utility infrastructure	Similar	78%	42	104	60
	Overall feeling of safety	Similar	72%	260	363	28
	Overall quality of natural environment	Similar	80%	138	292	53
	Overall quality of parks and recreation opportunities	Similar	79%	56	109	49
	Overall health and wellness opportunities	Similar	74%	120	283	57
	Overall opportunities for education, culture, and the arts	Similar	65%	153	286	46
	Residents' connection and engagement with their community	Similar	54%	70	105	34
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Johnson City to someone who asks	Similar	87%	158	299	47
	Remain in Johnson City for the next five years	Similar	88%	72	292	75
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	94%	159	348	54
	In Johnson City's downtown/commercial area during the day	Lower	76%	289	324	11

Please rate how safe or unsafe you feel:	From property crime	Similar	74%	75	115	35
	From violent crime	Similar	78%	82	115	28
	From fire, flood, or other natural disaster	Similar	92%	22	103	79
Please rate the job you feel the Johnson City community does at each of the following.	Making all residents feel welcome	Similar	69%	65	109	41
	Attracting people from diverse backgrounds	Similar	53%	72	107	33
	Valuing/respecting residents from diverse backgrounds	Similar	56%	77	107	28
	Taking care of vulnerable residents	Lower	45%	92	105	13
Please rate each of the following in the Johnson City community.	Overall quality of business and service establishments	Similar	81%	51	290	82
	Variety of business and service establishments	Similar	70%	35	104	67
	Vibrancy of downtown/commercial area	Similar	52%	125	272	54
	Employment opportunities	Similar	52%	126	319	60
	Shopping opportunities	Similar	68%	112	305	63
	Cost of living	Higher	68%	7	284	97
	Overall image or reputation	Similar	75%	185	360	48
Please also rate each of the following in the Johnson City community.	Traffic flow on major streets	Higher	69%	64	336	81
	Ease of public parking	Similar	59%	143	259	45
	Ease of travel by car	Similar	81%	63	315	80
	Ease of travel by public transportation	Similar	49%	83	265	69
	Ease of travel by bicycle	Similar	41%	229	317	28
	Ease of walking	Lower	49%	255	317	19
	Well-planned residential growth	Similar	54%	51	107	53
	Well-planned commercial growth	Similar	58%	29	107	73
	Well-designed neighborhoods	Similar	63%	51	105	52
	Preservation of the historical or cultural character of the communi..	Similar	63%	49	103	53
	Public places where people want to spend time	Similar	72%	113	278	59
	Variety of housing options	Similar	53%	146	294	50
	Availability of affordable quality housing	Similar	42%	126	318	60
	Overall quality of new development	Similar	67%	78	311	75
	Overall appearance	Similar	73%	199	349	43
	Cleanliness	Similar	66%	224	319	30
	Water resources	Similar	60%	50	96	48

<b>Please also rate each of the following in the Johnson City community.</b>	Air quality	Similar	83%	142	272	48
	Availability of paths and walking trails	Similar	75%	112	322	65
	Fitness opportunities	Similar	82%	74	274	73
	Recreational opportunities	Similar	78%	98	305	68
	Availability of affordable quality food	Similar	70%	101	269	62
	Availability of affordable quality health care	Similar	53%	207	283	27
	Availability of preventive health services	Similar	60%	158	266	40
	Availability of affordable quality mental health care	Similar	41%	178	264	32
	Opportunities to attend cultural/arts/music activities	Similar	60%	134	302	55
	Community support for the arts	Similar	57%	51	104	51
	Availability of affordable quality childcare/preschool	Similar	44%	181	280	35
	K-12 education	Similar	75%	150	284	47
	Adult educational opportunities	Similar	68%	103	270	62
	Sense of civic/community pride	Similar	64%	55	104	48
	Neighborliness of residents	Similar	61%	160	278	42
	Opportunities to participate in social events and activities	Similar	65%	113	284	60
	Opportunities to attend special events and festivals	Similar	73%	101	291	65
	Opportunities to volunteer	Similar	79%	84	282	70
	Opportunities to participate in community matters	Similar	59%	196	286	31
	Openness and acceptance of the community toward people of dive..	Similar	51%	258	310	17
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Johnson City for help or information	Similar	43%	206	338	39
	Contacted Johnson City elected officials to express your opinion	Similar	15%	184	278	34
	Attended a local public meeting	Lower	10%	276	279	1
	Watched a local public meeting	Similar	33%	46	256	82
	Volunteered your time to some group/activity	Similar	41%	91	284	68
	Campaigned or advocated for a local issue, cause, or candidate	Similar	24%	93	267	65
	Voted in your most recent local election	Similar	74%	77	107	28
	Used public transportation instead of driving	Similar	15%	125	248	50
	Carpooled with other adults or children instead of driving alone	Similar	37%	194	273	29
	Walked or biked instead of driving	Lower	43%	231	277	16
<b>Please rate the quality of each of the following</b>	Public information services	Similar	67%	177	304	41

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





























Economic development	Similar	59%	126	294	57
Traffic enforcement	Similar	70%	158	364	56
Traffic signal timing	Similar	54%	178	284	37
Street repair	Similar	44%	213	364	41
Street cleaning	Similar	64%	162	305	47
Street lighting	Similar	72%	100	345	71
Snow removal	Similar	71%	115	271	57
Sidewalk maintenance	Similar	57%	180	310	42
Bus or transit services	Similar	59%	91	257	64
Land use, planning and zoning	Similar	55%	97	307	68
Code enforcement	Similar	47%	208	364	43
Affordable high-speed internet access	Similar	52%	48	102	53
Garbage collection	Similar	86%	101	339	70
Drinking water	Similar	79%	119	307	61
Sewer services	Similar	84%	102	309	67
Storm water management	Similar	68%	163	332	51
Power (electric and/or gas) utility	Similar	82%	72	224	68
Utility billing	Similar	74%	106	260	59
Police/Sheriff services	Similar	79%	270	415	35
Crime prevention	Similar	70%	240	363	34
Animal control	Similar	70%	164	327	50
Ambulance or emergency medical services	Similar	85%	223	324	31
Fire services	Similar	96%	112	357	68
Fire prevention and education	Similar	87%	76	296	74
Emergency preparedness	Similar	70%	155	296	47
Preservation of natural areas	Similar	65%	136	275	50
Johnson City open space	Similar	70%	85	264	68
Recycling	Lower	57%	305	343	11
Yard waste pick-up	Similar	76%	142	287	50
City parks	Similar	82%	166	322	48
Recreation programs or classes	Similar	67%	207	316	34
































Please rate the quality of each of the following services in Johnson City.	Recreation centers or facilities	Similar	71%	139	288	52
	Health services	Similar	66%	156	257	39
	Public library services	Similar	87%	144	329	56
	Overall customer service by Johnson City employees	Similar	82%	147	378	61
Please rate the following categories of Johnson City government performance.	The value of services for the taxes paid to Johnson City	Similar	64%	111	385	71
	The overall direction that Johnson City is taking	Similar	71%	66	332	80
	The job Johnson City government does at welcoming resident invol..	Similar	51%	185	326	43
	Overall confidence in Johnson City government	Similar	56%	145	287	49
	Generally acting in the best interest of the community	Similar	57%	157	290	46
	Being honest	Similar	53%	192	281	32
	Being open and transparent to the public	Similar	50%	77	106	28
	Informing residents about issues facing the community	Similar	54%	71	113	38
	Treating all residents fairly	Similar	53%	205	287	28
	Treating residents with respect	Similar	63%	75	104	28
Overall, how would you rate the quality of the services provided by each ..	The City of Johnson City	Similar	77%	181	381	52
	The Federal Government	Similar	40%	142	271	47
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.	Overall economic health	Similar	90%	87	265	67
	Overall quality of the transportation system	Similar	75%	44	103	58
	Overall design or layout of residential and commercial areas	Similar	72%	179	265	32
	Overall quality of the utility infrastructure	Similar	85%	56	102	46
	Overall feeling of safety	Similar	92%	65	265	75
	Overall quality of natural environment	Similar	84%	91	265	65
	Overall quality of parks and recreation opportunities	Similar	81%	40	103	62
	Overall health and wellness opportunities	Higher	85%	8	265	97
	Overall opportunities for education, culture, and the arts	Higher	85%	29	265	89
	Residents' connection and engagement with their community	Similar	76%	142	265	46
In general, how many times do you:	Access the internet from your home	Similar	93%	80	103	23
	Access the internet from your cell phone	Similar	93%	59	103	43
	Visit social media sites	Similar	80%	53	102	49
	Use or check email	Similar	95%	78	103	25
	Share your opinions online	Similar	36%	17	103	84
































In general, how many times do you:	Shop online	Similar	54%	62	103	40
	Please rate your overall health.	Similar	66%	121	271	55
	What impact, if any, do you think the economy will have on your fa..	Similar	27%	182	274	33

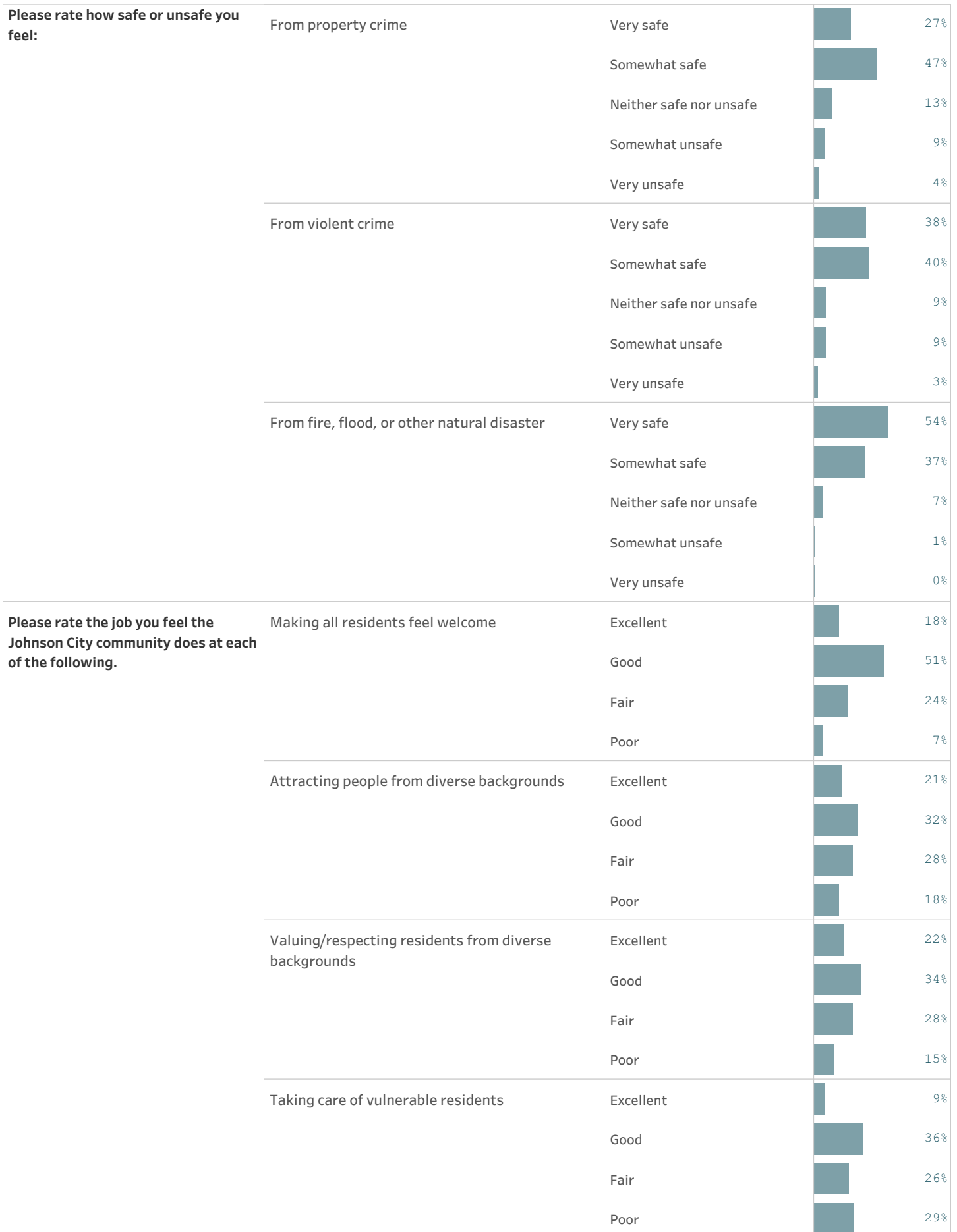
## Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.
































<b>Please rate each of the following aspects of quality of life in Johnson City.</b>	Johnson City as a place to live	Excellent		41%
		Good		49%
		Fair		10%
		Poor		1%
	Your neighborhood as a place to live	Excellent		42%
		Good		41%
		Fair		13%
		Poor		4%
	Johnson City as a place to raise children	Excellent		42%
		Good		42%
		Fair		14%
		Poor		2%
	Johnson City as a place to work	Excellent		27%
		Good		41%
		Fair		22%
		Poor		10%
	Johnson City as a place to visit	Excellent		27%
		Good		47%
		Fair		25%
		Poor		2%
	Johnson City as a place to retire	Excellent		44%
		Good		39%
		Fair		11%
		Poor		5%
	The overall quality of life	Excellent		34%
		Good		52%
		Fair		13%
		Poor		1%

<b>Please rate each of the following aspects of quality of life in Johnson City.</b>	Sense of community	Excellent		18%
		Good		43%
		Fair		25%
		Poor		14%
<b>Please rate each of the following characteristics as they relate to Johnson City as a whole.</b>	Overall economic health	Excellent		7%
		Good		52%
		Fair		31%
		Poor		9%
	Overall quality of the transportation system	Excellent		11%
		Good		46%
		Fair		26%
		Poor		18%
	Overall design or layout of residential and commercial areas	Excellent		14%
		Good		49%
		Fair		28%
		Poor		8%
	Overall quality of the utility infrastructure	Excellent		23%
		Good		55%
		Fair		17%
		Poor		6%
	Overall feeling of safety	Excellent		20%
		Good		52%
		Fair		22%
		Poor		6%
	Overall quality of natural environment	Excellent		32%
		Good		48%
		Fair		17%
		Poor		2%
	Overall quality of parks and recreation opportunities	Excellent		37%
		Good		42%
		Fair		18%
































Please rate each of the following characteristics as they relate to Johnson City as a whole.	Overall quality of parks and recreation opportunities	Poor		3%
	Overall health and wellness opportunities	Excellent		33%
		Good		41%
		Fair		17%
		Poor		9%
	Overall opportunities for education, culture, and the arts	Excellent		21%
		Good		44%
		Fair		24%
		Poor		11%
	Residents' connection and engagement with their community	Excellent		9%
		Good		45%
		Fair		34%
		Poor		11%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Johnson City to someone who asks	Very likely		51%
		Somewhat likely		36%
		Somewhat unlikely		7%
		Very unlikely		5%
	Remain in Johnson City for the next five years	Very likely		65%
		Somewhat likely		23%
		Somewhat unlikely		5%
		Very unlikely		7%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		74%
		Somewhat safe		21%
		Neither safe nor unsafe		5%
		Somewhat unsafe		0%
		Very unsafe		0%
	In Johnson City's downtown/commercial area during the day	Very safe		35%
		Somewhat safe		41%
		Neither safe nor unsafe		9%
		Somewhat unsafe		14%
		Very unsafe		2%



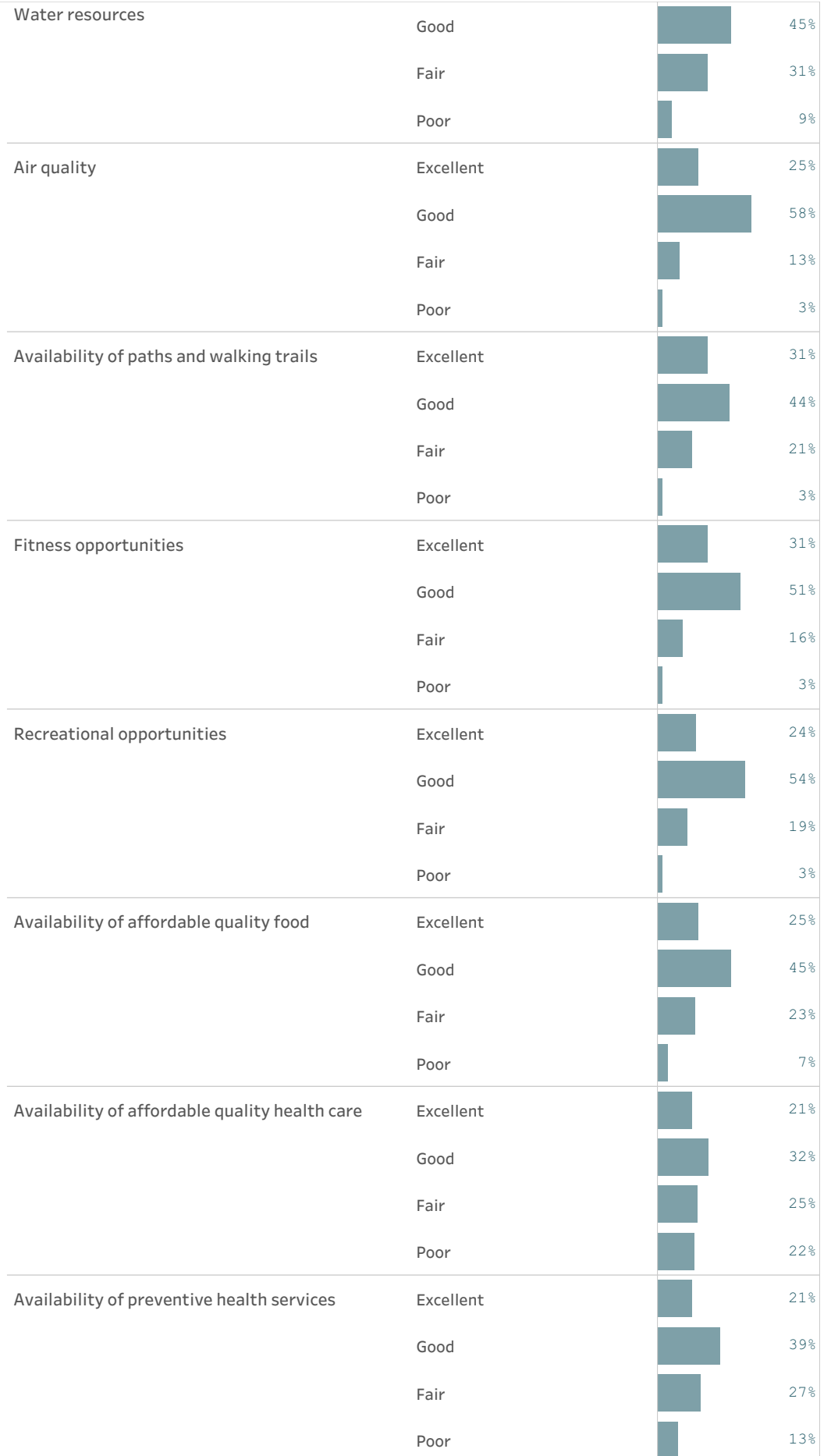
<b>Please rate each of the following in the Johnson City community.</b>	Overall quality of business and service establishments	Excellent		21%
		Good		60%
		Fair		18%
		Poor		1%
	Variety of business and service establishments	Excellent		21%
		Good		49%
		Fair		24%
		Poor		5%
	Vibrancy of downtown/commercial area	Excellent		13%
		Good		40%
		Fair		39%
		Poor		8%
	Employment opportunities	Excellent		12%
		Good		40%
		Fair		31%
		Poor		17%
	Shopping opportunities	Excellent		15%
		Good		52%
		Fair		25%
		Poor		7%
	Cost of living	Excellent		20%
		Good		48%
		Fair		22%
		Poor		10%
	Overall image or reputation	Excellent		23%
		Good		53%
		Fair		20%
		Poor		5%
<b>Please also rate each of the following in the Johnson City community.</b>	Traffic flow on major streets	Excellent		14%
		Good		55%
		Fair		21%

Please also rate each of the following in the Johnson City community.	Traffic flow on major streets	Poor		10%
	Ease of public parking	Excellent		11%
		Good		48%
		Fair		30%
		Poor		11%
	Ease of travel by car	Excellent		30%
		Good		51%
		Fair		14%
		Poor		4%
	Ease of travel by public transportation	Excellent		12%
		Good		36%
		Fair		28%
		Poor		24%
	Ease of travel by bicycle	Excellent		9%
		Good		31%
		Fair		33%
		Poor		26%
	Ease of walking	Excellent		10%
		Good		39%
		Fair		35%
		Poor		16%
	Well-planned residential growth	Excellent		11%
		Good		43%
		Fair		36%
		Poor		11%
	Well-planned commercial growth	Excellent		13%
		Good		45%
		Fair		30%
		Poor		11%
	Well-designed neighborhoods	Excellent		13%
		Good		50%

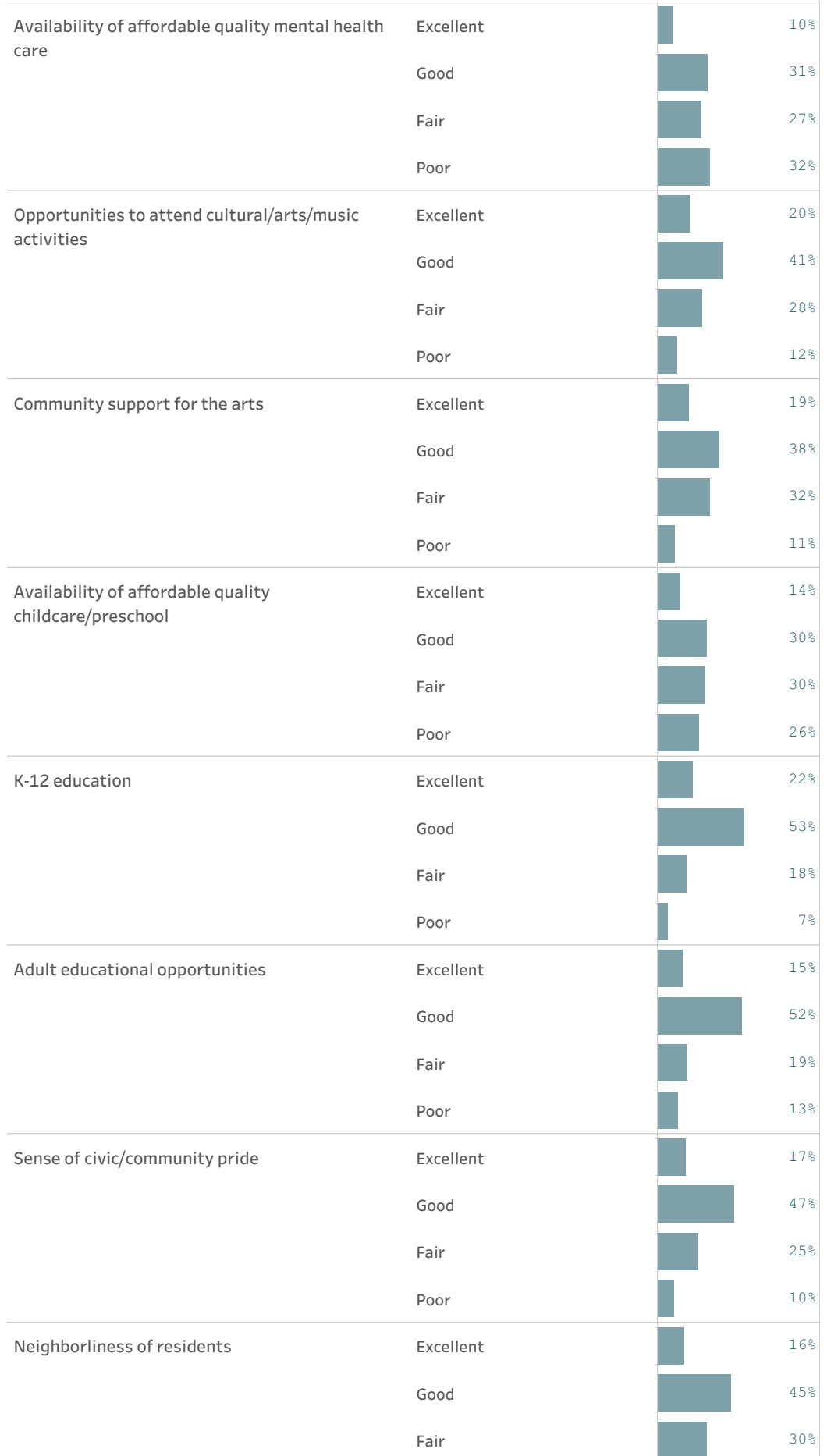
Please also rate each of the following in the Johnson City community.
































Well-designed neighborhoods	Fair		30%
	Poor		6%
Preservation of the historical or cultural character of the community	Excellent		17%
	Good		46%
	Fair		28%
	Poor		9%
Public places where people want to spend time	Excellent		20%
	Good		52%
	Fair		22%
	Poor		6%
Variety of housing options	Excellent		14%
	Good		39%
	Fair		28%
	Poor		19%
Availability of affordable quality housing	Excellent		13%
	Good		29%
	Fair		31%
	Poor		27%
Overall quality of new development	Excellent		11%
	Good		55%
	Fair		27%
	Poor		7%
Overall appearance	Excellent		18%
	Good		56%
	Fair		25%
	Poor		2%
Cleanliness	Excellent		17%
	Good		48%
	Fair		25%
	Poor		10%
Water resources	Excellent		15%

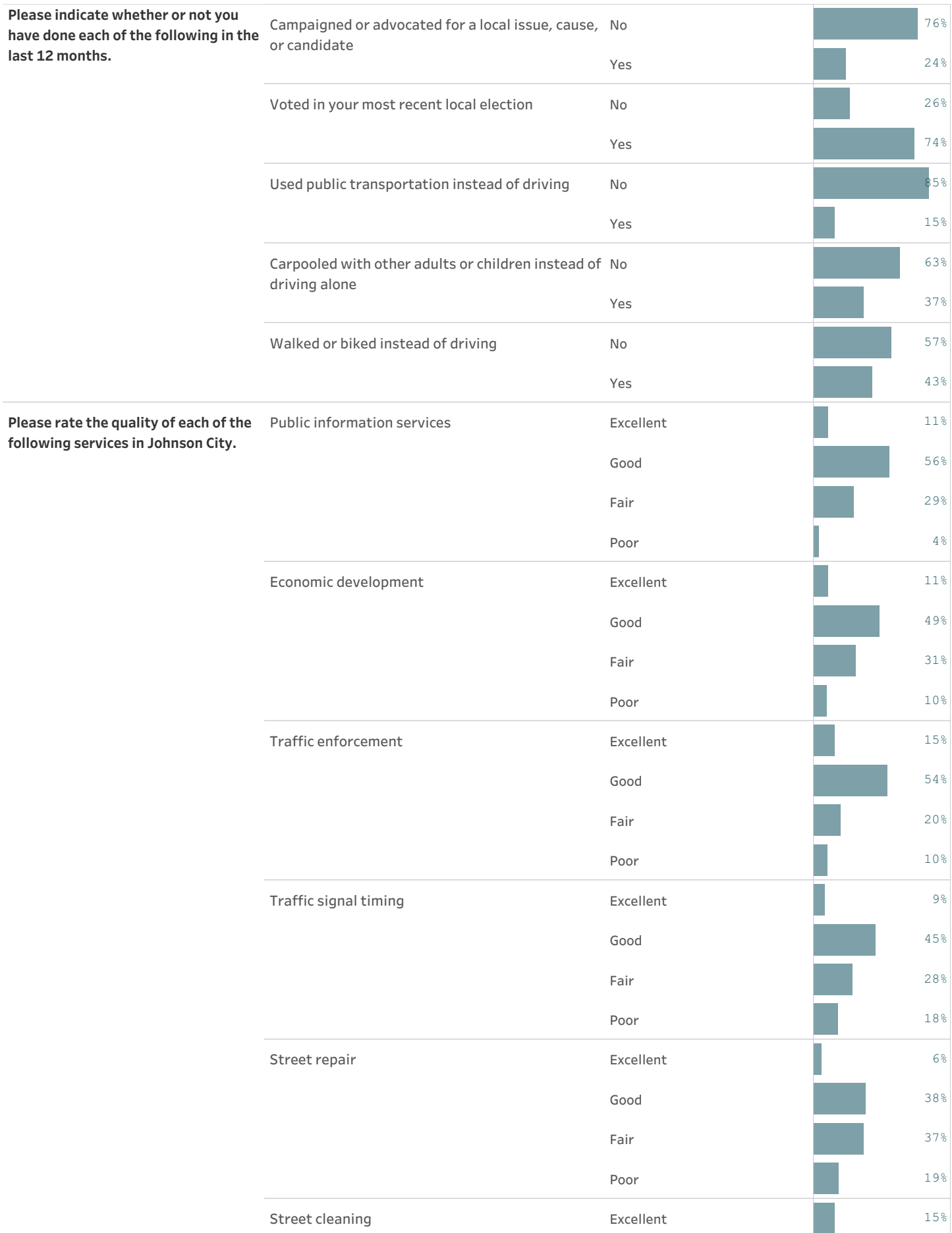
Please also rate each of the following in the Johnson City community.

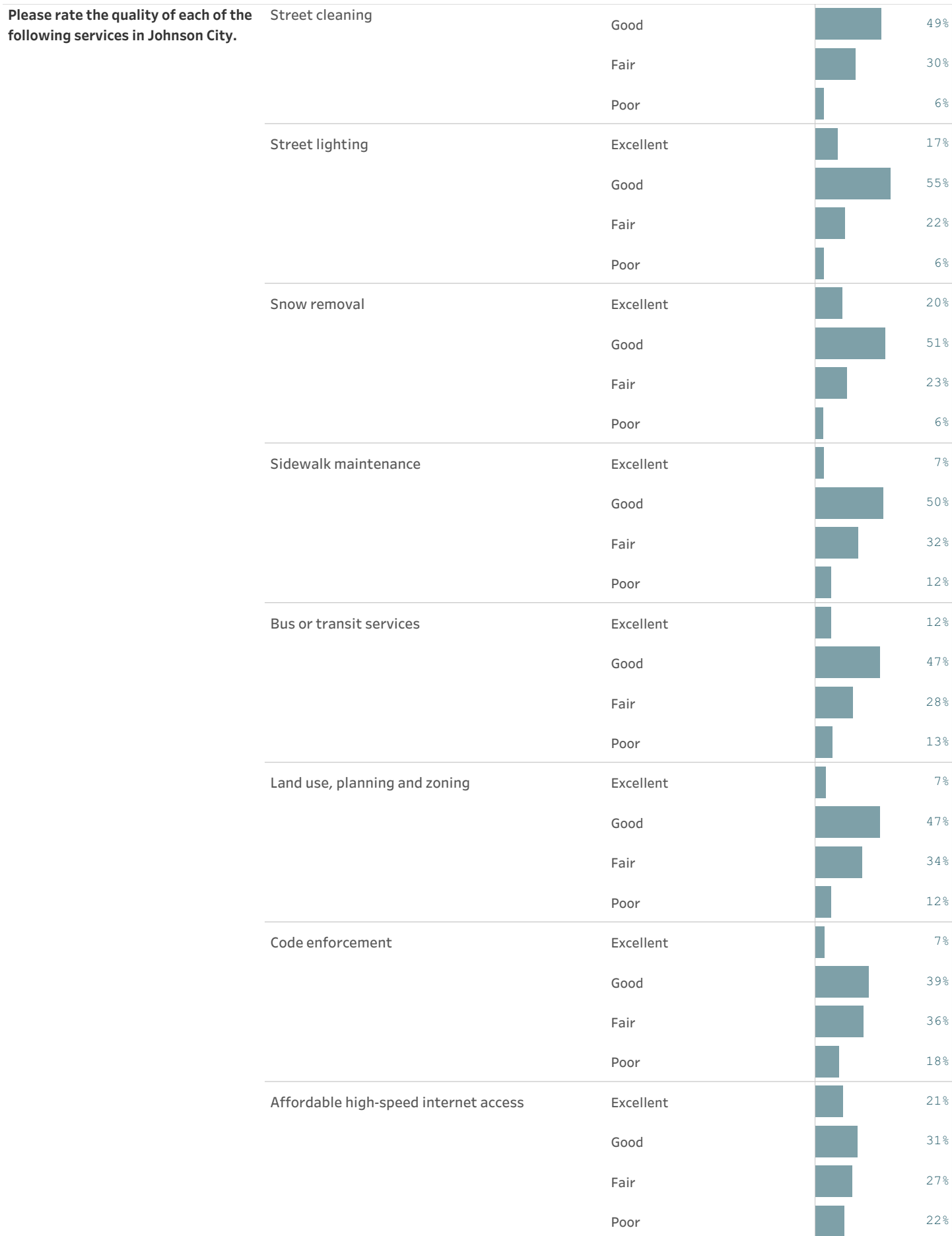


**Please also rate each of the following in the Johnson City community.**

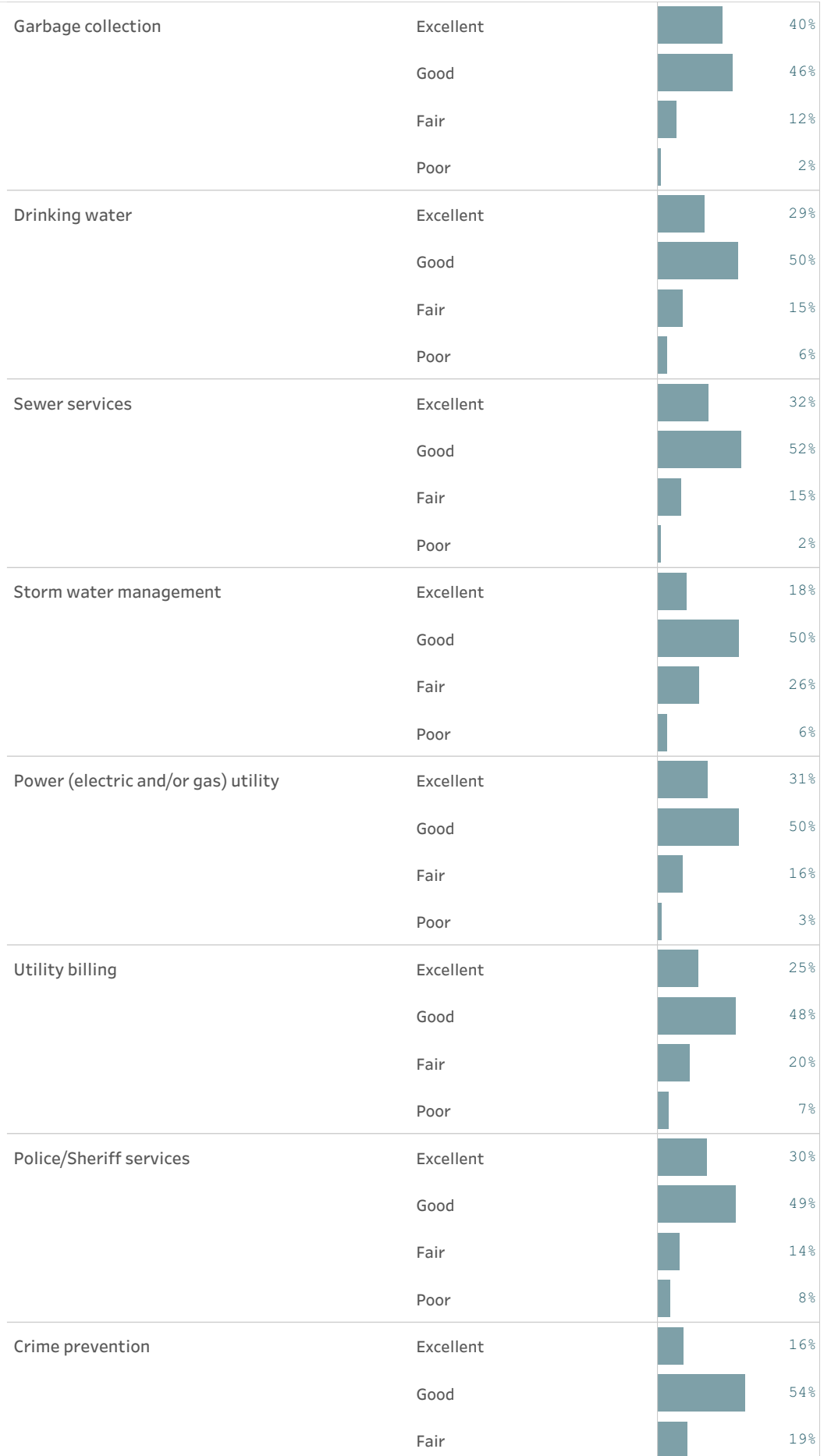


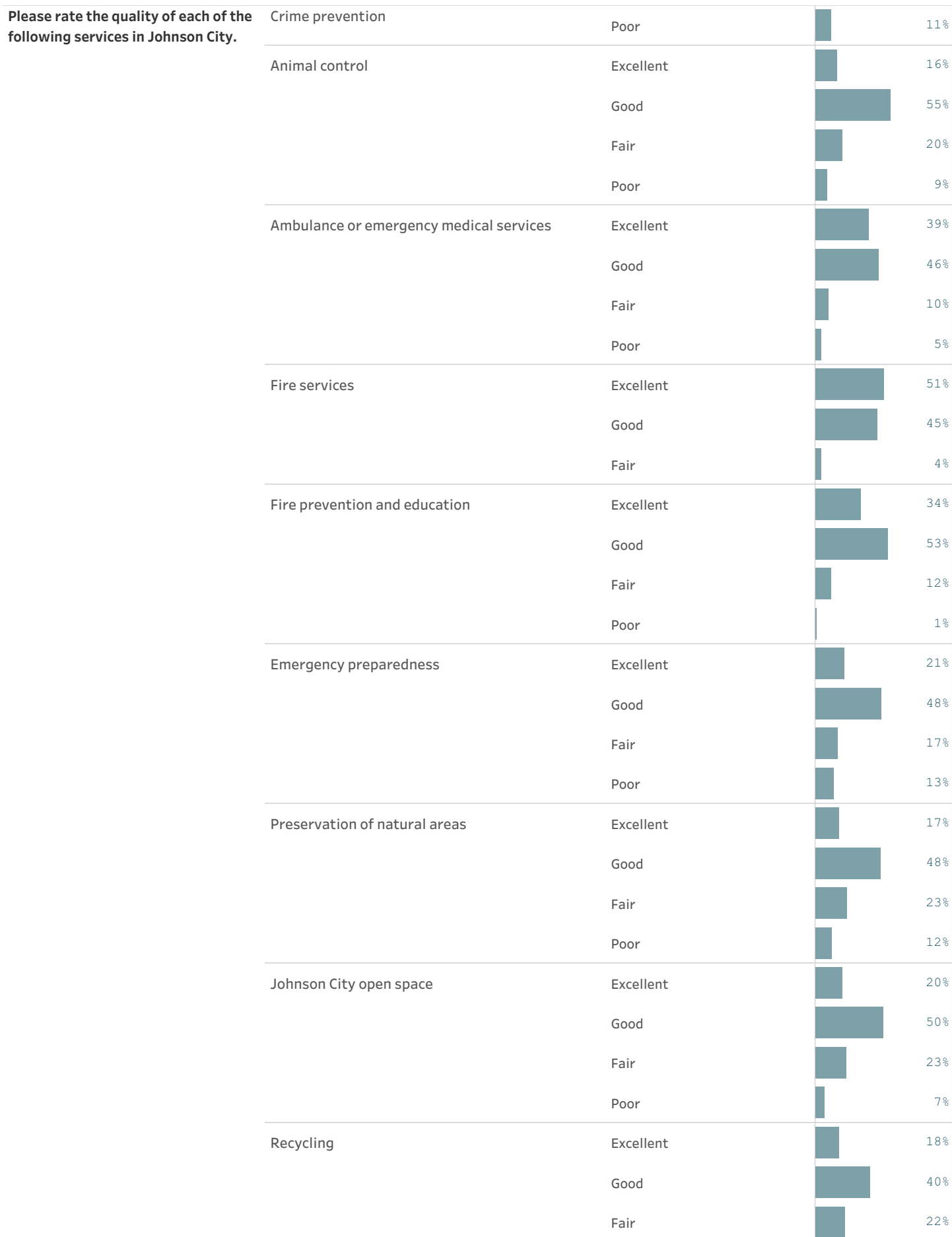
<b>Please also rate each of the following in the Johnson City community.</b>	Neighborliness of residents	Poor		8%
	Opportunities to participate in social events and activities	Excellent		18%
		Good		48%
		Fair		29%
		Poor		6%
	Opportunities to attend special events and festivals	Excellent		22%
		Good		52%
		Fair		21%
		Poor		5%
	Opportunities to volunteer	Excellent		21%
		Good		58%
		Fair		18%
		Poor		3%
	Opportunities to participate in community matters	Excellent		12%
		Good		48%
		Fair		31%
		Poor		10%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		11%
		Good		40%
		Fair		32%
		Poor		18%
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Johnson City for help or information	No		57%
		Yes		43%
	Contacted Johnson City elected officials to express your opinion	No		85%
		Yes		15%
	Attended a local public meeting	No		90%
		Yes		10%
	Watched a local public meeting	No		68%
		Yes		32%
	Volunteered your time to some group/activity	No		59%
		Yes		41%


































































































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




























































































Please rate the quality of each of the following services in Johnson City.	Recycling	Poor		21%
	Yard waste pick-up	Excellent		32%
		Good		44%
		Fair		15%
		Poor		8%
	City parks	Excellent		32%
		Good		50%
		Fair		16%
		Poor		2%
	Recreation programs or classes	Excellent		20%
		Good		47%
		Fair		22%
		Poor		11%
	Recreation centers or facilities	Excellent		23%
		Good		48%
		Fair		22%
		Poor		7%
	Health services	Excellent		21%
		Good		45%
		Fair		22%
		Poor		11%
	Public library services	Excellent		43%
		Good		44%
		Fair		10%
		Poor		3%
	Overall customer service by Johnson City employees	Excellent		29%
		Good		52%
		Fair		13%
		Poor		5%
Please rate the following categories of Johnson City government performance.	The value of services for the taxes paid to Johnson City	Excellent		11%
		Good		54%

<b>Please rate the following categories of Johnson City government performance.</b>	The value of services for the taxes paid to Johnson City	Fair		27%
		Poor		8%
	The overall direction that Johnson City is taking	Excellent		20%
		Good		52%
		Fair		19%
		Poor		10%
	The job Johnson City government does at welcoming resident involvement	Excellent		8%
		Good		44%
		Fair		35%
		Poor		14%
	Overall confidence in Johnson City government	Excellent		7%
		Good		50%
		Fair		30%
		Poor		14%
	Generally acting in the best interest of the community	Excellent		10%
		Good		47%
		Fair		29%
		Poor		14%
	Being honest	Excellent		10%
		Good		43%
		Fair		30%
		Poor		17%
	Being open and transparent to the public	Excellent		8%
		Good		41%
		Fair		29%
		Poor		21%
	Informing residents about issues facing the community	Excellent		8%
		Good		45%
		Fair		28%
		Poor		18%
	Treating all residents fairly	Excellent		9%

Please rate the following categories of Johnson City government performance.	Treating all residents fairly	Good		44%
		Fair		24%
		Poor		23%
	Treating residents with respect	Excellent		13%
		Good		50%
		Fair		22%
		Poor		15%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Johnson City	Excellent		19%
		Good		58%
		Fair		20%
		Poor		3%
	The Federal Government	Excellent		7%
		Good		34%
		Fair		36%
		Poor		24%
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.	Overall economic health	Essential		53%
		Very important		37%
		Somewhat important		9%
		Not at all important		2%
	Overall quality of the transportation system	Essential		31%
		Very important		44%
		Somewhat important		22%
		Not at all important		2%
	Overall design or layout of residential and commercial areas	Essential		29%
		Very important		43%
		Somewhat important		27%
		Not at all important		1%
	Overall quality of the utility infrastructure	Essential		48%
		Very important		38%
		Somewhat important		14%
		Not at all important		1%

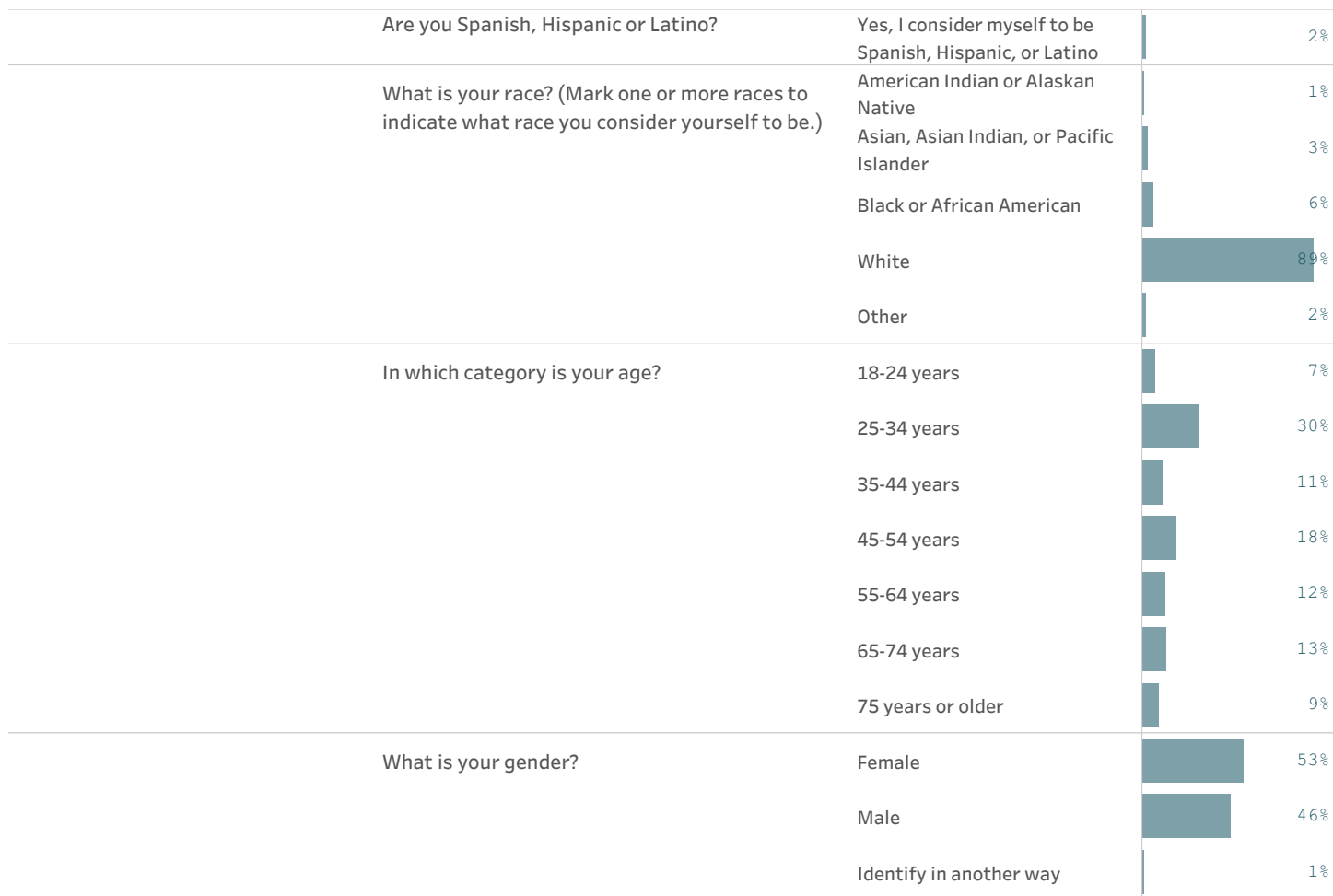
Please rate how important, if at all, you think it is for the Johnson City community to focus on each of the following in the coming two years.	Overall feeling of safety	Essential		62%
		Very important		30%
		Somewhat important		8%
		Not at all important		0%
	Overall quality of natural environment	Essential		42%
		Very important		42%
		Somewhat important		14%
		Not at all important		2%
	Overall quality of parks and recreation opportunities	Essential		34%
		Very important		46%
		Somewhat important		17%
		Not at all important		2%
	Overall health and wellness opportunities	Essential		46%
		Very important		39%
		Somewhat important		12%
		Not at all important		3%
	Overall opportunities for education, culture, and the arts	Essential		44%
		Very important		41%
		Somewhat important		12%
		Not at all important		3%
	Residents' connection and engagement with their community	Essential		29%
		Very important		47%
		Somewhat important		20%
		Not at all important		3%
Please rate how much of a priority, if at all, each of the following should be for the City for the next five years.	Provide tax incentives for new business development	High priority		36%
		Medium priority		50%
		Not a priority		14%
	Additional transportation improvements (traffic signals, intersections, congestion, etc.)	High priority		46%
		Medium priority		40%
		Not a priority		14%
	Enhance/increase biking and walking trails	High priority		35%

Please rate how much of a priority, if at all, each of the following should be for the City for the next five years.	Enhance/increase biking and walking trails	Medium priority		46%
		Not a priority		19%
	Improve downtown parking	High priority		43%
		Medium priority		45%
		Not a priority		12%
	Increase the number of athletic fields for parks and recreational programming	High priority		15%
		Medium priority		49%
		Not a priority		36%
	Increase the number of family recreational activities	High priority		28%
		Medium priority		56%
		Not a priority		16%
	Expand provision of high-speed broadband internet to all properties	High priority		63%
		Medium priority		31%
		Not a priority		5%
	Economic development	Essential		43%
		Very important		46%
		Somewhat important		10%
		Not at all important		2%
	Community and cultural activities	Essential		27%
		Very important		42%
		Somewhat important		26%
		Not at all important		4%
	Healthy community	Essential		53%
		Very important		36%
		Somewhat important		9%
		Not at all important		1%
	Safe community	Essential		72%
		Very important		23%
		Somewhat important		3%
		Not at all important		1%
	Schools and library	Essential		58%

Please rate how important, if at all, each of the following are to the overall quality of life in the City.	Schools and library	Very important		36%
		Somewhat important		5%
		Not at all important		0%
When thinking about efforts made by the City in the last two years to improve each of the following, please indicate how satisfied, if at all, you are with:	Recreational opportunities	Very satisfied		32%
		Somewhat satisfied		53%
		Somewhat unsatisfied		12%
		Very unsatisfied		3%
	Downtown improvements (flood remediation, streetscape improvements, etc.)	Very satisfied		44%
		Somewhat satisfied		46%
		Somewhat unsatisfied		7%
		Very unsatisfied		3%
	Street resurfacing	Very satisfied		27%
		Somewhat satisfied		52%
		Somewhat unsatisfied		15%
		Very unsatisfied		5%
	Fiscal management/responsibility	Very satisfied		21%
		Somewhat satisfied		53%
		Somewhat unsatisfied		19%
		Very unsatisfied		8%
	Transportation improvements (traffic signals, intersections)	Very satisfied		25%
		Somewhat satisfied		53%
		Somewhat unsatisfied		15%
		Very unsatisfied		7%
In general, how many times do you:	Access the internet from your home	Several times a day		82%
		Once a day		7%
		A few times a week		3%
		Every few weeks		2%
		Less often or never		5%
	Access the internet from your cell phone	Several times a day		88%
		Once a day		2%
		A few times a week		2%

In general, how many times do you:	Access the internet from your cell phone	Every few weeks		1%
		Less often or never		7%
Visit social media sites		Several times a day		57%
		Once a day		11%
		A few times a week		12%
		Every few weeks		3%
		Less often or never		17%
Use or check email		Several times a day		73%
		Once a day		18%
		A few times a week		5%
		Every few weeks		1%
		Less often or never		3%
Share your opinions online		Several times a day		13%
		Once a day		5%
		A few times a week		19%
		Every few weeks		15%
		Less often or never		48%
Shop online		Several times a day		18%
		Once a day		6%
		A few times a week		29%
		Every few weeks		32%
		Less often or never		14%
Please rate your overall health.		Excellent		27%
		Very good		38%
		Good		23%
		Fair		10%
		Poor		1%
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		9%
		Somewhat positive		18%
		Neutral		42%
		Somewhat negative		21%

have on your family income in the next 6 months? Do you think the impact will be:	Very negative		10%
How many years have you lived in Johnson City?	Less than 2 years		13%
	2-5 years		22%
	6-10 years		13%
	11-20 years		14%
	More than 20 years		38%
Which best describes the building you live in?	One family house detached from any other houses		58%
	Building with two or more homes (duplex, townhome, apa..		39%
	Mobile home		1%
	Other		1%
Do you rent or own your home?	Rent		48%
	Own		52%
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 \$500		13%
	\$500 to \$999		46%
	\$1,000 to \$1,499		22%
	\$1,500 to \$1,999		9%
	\$2,000 to \$2,499		5%
	\$2,500 to \$2,999		2%
	\$3,000 to \$3,499		1%
	\$3,500 or more		2%
Do any children 17 or under live in your household?	No		76%
	Yes		24%
Are you or any other members of your household aged 65 or older?	No		74%
	Yes		26%
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		19%
	\$25,000 to \$49,999		27%
	\$50,000 to \$74,999		20%
	\$75,000 to \$99,999		9%
	\$100,000 to \$149,999		15%
	\$150,000 or more		9%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		98%



## Full trends

This table contains the trends over time for the City of Johnson City. The combined “percent positive” responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2018 and 2021 surveys is greater than 6 percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2012	2014	2016	2018	2021
<b>Please rate each of the following aspects of quality of life in Johnson City.</b>	Johnson City as a place to live	86%	86%	90%	89%	90%
	Your neighborhood as a place to live	73%	76%	76%	84%	84%
	Johnson City as a place to raise children	82%	80%	85%	86%	84%
	Johnson City as a place to work	63%	58%	68%	63%	68%
	Johnson City as a place to visit		58%	63%	67%	73%
	Johnson City as a place to retire	77%	73%	78%	76%	83%
	The overall quality of life	81%	80%	84%	85%	85%
	Sense of community	62%	52%	57%	61%	61%
<b>Please rate each of the following characteristics as they relate to Johnson City as a whole.</b>	Overall economic health		52%	62%	62%	59%
	Overall quality of the transportation system					56%
	Overall design or layout of residential and commercial areas		56%	65%	61%	63%
	Overall quality of the utility infrastructure					78%
	Overall feeling of safety		79%	79%	83%	72%
	Overall quality of natural environment	72%	77%	82%	84%	80%
	Overall quality of parks and recreation opportunities					79%
	Overall health and wellness opportunities		76%	78%	74%	74%
	Overall opportunities for education, culture, and the arts		76%	79%	74%	65%
	Residents’ connection and engagement with their community					54%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Johnson City to someone who asks	89%	84%	90%	88%	87%
	Remain in Johnson City for the next five years	80%	83%	85%	85%	88%
<b>Please rate how safe or unsafe you feel.</b>	In your neighborhood during the day	93%	93%	93%	96%	94%

<b>Please rate how safe or unsafe you feel:</b>	In Johnson City's downtown/commercial area during the day	77% 75% 84% 79% 76%
	From property crime	60% 74%
	From violent crime	75% 78%
	From fire, flood, or other natural disaster	92%
<b>Please rate the job you feel the Johnson City community does at each of the following.</b>	Making all residents feel welcome	69%
	Attracting people from diverse backgrounds	53%
	Valuing/respecting residents from diverse backgrounds	56%
	Taking care of vulnerable residents	45%
<b>Please rate each of the following in the Johnson City community.</b>	Overall quality of business and service establishments	66% 68% 74% 72% 81%
	Variety of business and service establishments	70%
	Vibrancy of downtown/commercial area	32% 53% 57% 52%
	Employment opportunities	36% 33% 46% 49% 52%
	Shopping opportunities	65% 65% 66% 68% 68%
	Cost of living	59% 67% 68% 68%
	Overall image or reputation	69% 69% 71% 77% 75%
<b>Please also rate each of the following in the Johnson City community.</b>	Traffic flow on major streets	48% 62% 61% 59% 69%
	Ease of public parking	52% 52% 49% 59%
	Ease of travel by car	72% 78% 74% 73% 81%
	Ease of travel by public transportation	54% 49% 41% 49%
	Ease of travel by bicycle	32% 33% 39% 36% 41%
	Ease of walking	39% 49% 48% 53% 49%
	Well-planned residential growth	54%
	Well-planned commercial growth	58%
	Well-designed neighborhoods	63%
	Preservation of the historical or cultural character of the community	63%
	Public places where people want to spend time	56% 64% 71% 72%
	Variety of housing options	62% 59% 62% 61% 53%
	Availability of affordable quality housing	55% 54% 56% 51% 42%

Please also rate each of the following in the Johnson City community.	Overall quality of new development	57%	57%	70%	68%	67%
	Overall appearance	62%	68%	76%	72%	73%
	Cleanliness	60%	67%	74%	67%	66%
	Water resources					60%
	Air quality	65%	74%	79%	80%	83%
	Availability of paths and walking trails	36%	59%	62%	66%	75%
	Fitness opportunities		70%	77%	78%	82%
	Recreational opportunities	63%	66%	69%	71%	78%
	Availability of affordable quality food	71%	71%	78%	76%	70%
	Availability of affordable quality health care	56%	67%	70%	64%	53%
	Availability of preventive health services	65%	69%	70%	66%	60%
	Availability of affordable quality mental health care		52%	53%	50%	41%
	Opportunities to attend cultural/arts/music activities	45%	58%	60%	64%	60%
	Community support for the arts					57%
	Availability of affordable quality childcare/preschool	41%	61%	63%	49%	44%
	K-12 education	72%	78%	80%	76%	75%
	Adult educational opportunities		68%	68%	68%	68%
	Sense of civic/community pride					64%
	Neighborliness of residents		62%	63%	64%	61%
	Opportunities to participate in social events and activities	64%	58%	68%	70%	65%
	Opportunities to attend special events and festivals		63%	64%	73%	73%
	Opportunities to volunteer	80%	76%	79%	80%	79%
	Opportunities to participate in community matters	64%	58%	65%	65%	59%
	Openness and acceptance of the community toward people of diver..	53%	55%	54%	53%	51%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Johnson City for help or information	43%	39%	43%	37%	43%
	Contacted Johnson City elected officials to express your opinion		15%	19%	17%	15%
	Attended a local public meeting	18%	18%	22%	17%	10%
	Watched a local public meeting	39%	33%	34%	29%	33%

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Volunteered your time to some group/activity	57%	49%	48%	46%	41%
	Campaigned or advocated for a local issue, cause, or candidate	20%	30%	25%	24%	
	Voted in your most recent local election	65%				74%
	Used public transportation instead of driving	14%	15%	11%	15%	
	Carpooled with other adults or children instead of driving alone	45%	40%	43%	37%	
	Walked or biked instead of driving	38%	42%	38%	43%	
<b>Please rate the quality of each of the following services in Johnson City.</b>	Public information services	60%	68%	72%	71%	67%
	Economic development	43%	49%	55%	57%	59%
	Traffic enforcement	59%	66%	71%	65%	70%
	Traffic signal timing	43%	43%	45%	47%	54%
	Street repair	41%	33%	43%	42%	44%
	Street cleaning	60%	55%	62%	57%	64%
	Street lighting	59%	60%	66%	63%	72%
	Snow removal	63%	64%	64%	68%	71%
	Sidewalk maintenance	54%	50%	47%	55%	57%
	Bus or transit services	57%	71%	71%	59%	59%
	Land use, planning and zoning	36%	49%	52%	52%	55%
	Code enforcement	32%	38%	42%	40%	47%
	Affordable high-speed internet access					52%
	Garbage collection	92%	86%	91%	85%	86%
	Drinking water	64%	73%	77%	70%	79%
	Sewer services	76%	80%	84%	79%	84%
	Storm water management	43%	53%	70%	56%	68%
	Power (electric and/or gas) utility					82%
	Utility billing	66%	69%	67%	74%	
	Police/Sheriff services	77%	79%	85%	81%	79%
	Crime prevention	62%	67%	72%	70%	70%
	Animal control					70%

Please rate the quality of each of the following services in Johnson City.	Ambulance or emergency medical services	90% 89% 93% 91% 85%
	Fire services	94% 93% 96% 92% 96%
	Fire prevention and education	77% 80% 87% 76% 87%
	Emergency preparedness	57% 63% 66% 67% 70%
	Preservation of natural areas	54% 54% 59% 63% 65%
	Johnson City open space	53% 55% 63% 70%
	Recycling	82% 75% 77% 72% 57%
	Yard waste pick-up	71% 73% 76% 70% 76%
	City parks	80% 81% 83% 87% 82%
	Recreation programs or classes	78% 69% 68% 77% 67%
	Recreation centers or facilities	67% 70% 71% 73% 71%
	Health services	66%
	Public library services	81% 85% 91% 86% 87%
	Overall customer service by Johnson City employees	73% 70% 75% 78% 82%
Please rate the following categories of Johnson City government performance.	The value of services for the taxes paid to Johnson City	62% 56% 60% 57% 64%
	The overall direction that Johnson City is taking	64% 62% 69% 74% 71%
	The job Johnson City government does at welcoming resident invol..	42% 50% 58% 52% 51%
	Overall confidence in Johnson City government	49% 54% 56% 56%
	Generally acting in the best interest of the community	54% 61% 65% 57%
	Being honest	52% 57% 55% 53%
	Being open and transparent to the public	50%
	Informing residents about issues facing the community	54%
	Treating all residents fairly	52% 55% 55% 53%
	Treating residents with respect	63%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Johnson City	74% 73% 80% 77% 77%
	The Federal Government	42% 39% 46% 42% 40%
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 near future.	Overall economic health	92% 94% 92% 90%
	Overall quality of the transportation system	75%

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.	Overall design or layout of residential and commercial areas	77% 80% 75% 72%
	Overall quality of the utility infrastructure	85%
	Overall feeling of safety	92% 91% 90% 92%
	Overall quality of natural environment	81% 87% 78% 84%
	Overall quality of parks and recreation opportunities	81%
	Overall health and wellness opportunities	79% 84% 79% 85%
	Overall opportunities for education, culture, and the arts	89% 87% 86% 85%
	Residents' connection and engagement with their community	79% 78% 78% 76%
In general, how many times do you:	Access the internet from your home	93%
	Access the internet from your cell phone	93%
	Visit social media sites	80%
	Use or check email	95%
	Share your opinions online	36%
	Shop online	54%
	Please rate your overall health.	56% 60% 57% 66%
	What impact, if any, do you think the economy will have on your fa..	25% 18% 32% 37% 27%

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Johnson City conducted a survey of 435 residents. Survey invitations were mailed to randomly selected households and data were collected from September 14th, 2021 to November 2nd, 2021. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Johnson City. The open participation survey was identical to the probability sample survey with one small update; it included a question about where they heard about the survey. The open participation survey was open to all city residents and became available on October 19th, 2021. The survey remained open for two weeks and there were 514 responses.





























The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Johnson City. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the open participation survey are presented in the following table.

































\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

































		Unweighted	Weighted	Target*
Age	18-34	17%	36%	36%
	35-54	44%	29%	29%
	55+	39%	35%	35%
Hispanic origin	No, not Spanish, Hispanic, or Latino	97%	97%	97%
	Yes, I consider myself to be Spanish, Hispana..	3%	3%	3%
Housing tenure	Own	82%	52%	52%
	Rent	18%	48%	48%
Housing type	Attached	15%	40%	40%
	Detached	85%	60%	60%
Race & Hispanic origin	Not white alone	13%	16%	15%
	White alone, not Hispanic or Latino	87%	84%	85%
Sex	Female	61%	53%	53%
	Male	39%	47%	47%
Sex/age	Female 18-34	8%	19%	19%
	Female 35-54	29%	14%	14%
	Female 55+	24%	19%	19%
	Male 18-34	9%	17%	17%
	Male 35-54	15%	15%	15%
	Male 55+	15%	15%	15%

































## Open participation survey results

































This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

<b>Please rate each of the following aspects of quality of life in Johnson City.</b>	Johnson City as a place to live	Excellent		27%
		Good		52%
		Fair		18%
		Poor		2%
	Your neighborhood as a place to live	Excellent		36%
		Good		42%
		Fair		17%
		Poor		5%
	Johnson City as a place to raise children	Excellent		33%
		Good		46%
		Fair		19%
		Poor		3%
	Johnson City as a place to work	Excellent		14%
		Good		36%
		Fair		36%
		Poor		14%
	Johnson City as a place to visit	Excellent		20%
		Good		41%
		Fair		28%
		Poor		11%
	Johnson City as a place to retire	Excellent		31%
		Good		41%
		Fair		20%
		Poor		8%
	The overall quality of life	Excellent		22%
		Good		56%
		Fair		17%
		Poor		5%

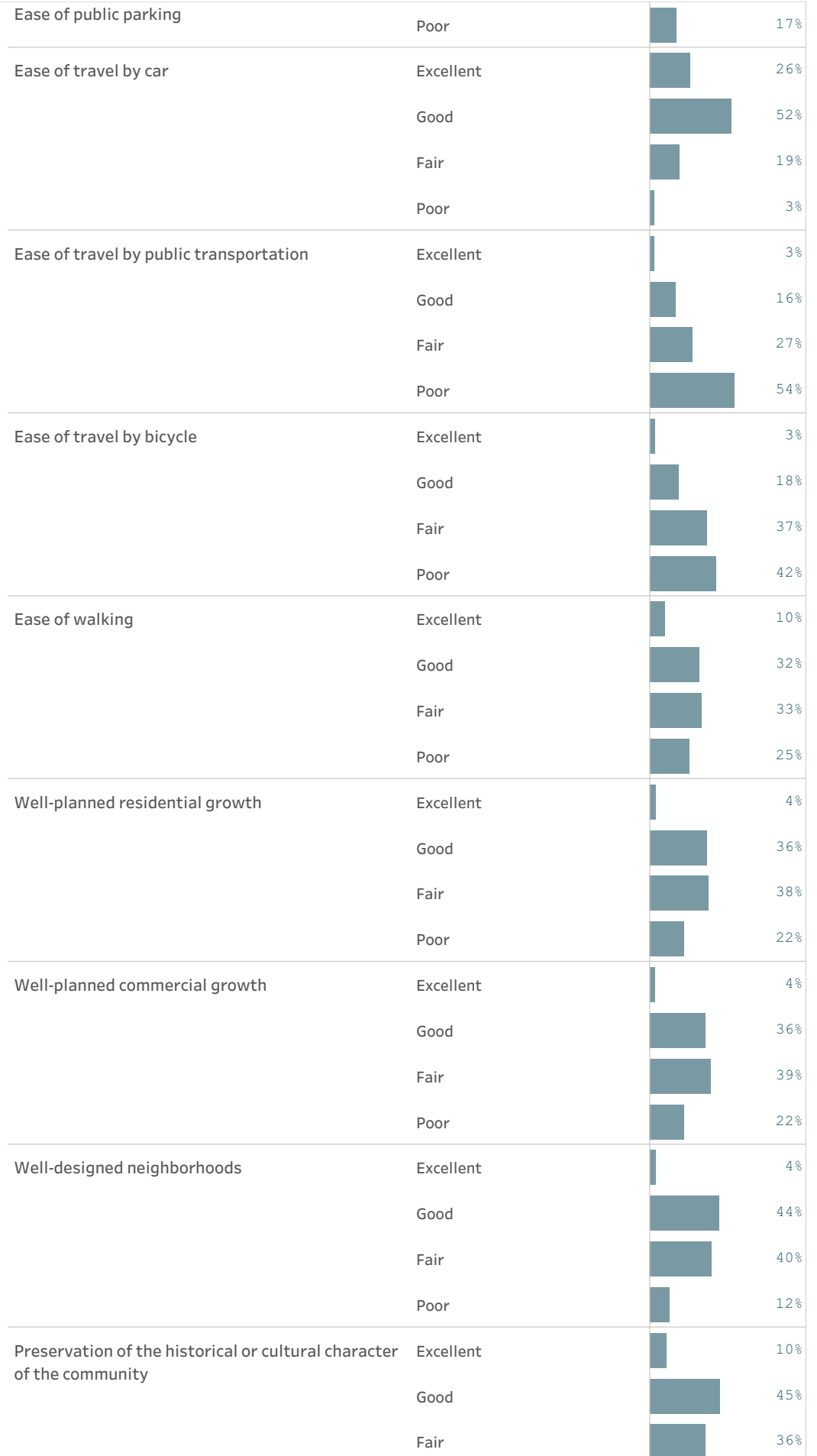
Please rate each of the following aspects of quality of life in Johnson City.	Sense of community	Excellent		12%
		Good		37%
		Fair		36%
		Poor		15%
Please rate each of the following characteristics as they relate to Johnson City as a whole.	Overall economic health	Excellent		8%
		Good		40%
		Fair		42%
		Poor		10%
	Overall quality of the transportation system	Excellent		7%
		Good		28%
		Fair		37%
		Poor		28%
	Overall design or layout of residential and commercial areas	Excellent		7%
		Good		47%
		Fair		36%
		Poor		10%
	Overall quality of the utility infrastructure	Excellent		16%
		Good		53%
		Fair		24%
		Poor		7%
	Overall feeling of safety	Excellent		12%
		Good		45%
		Fair		26%
		Poor		17%
	Overall quality of natural environment	Excellent		34%
		Good		45%
		Fair		18%
		Poor		3%
	Overall quality of parks and recreation opportunities	Excellent		35%
		Good		45%
		Fair		15%
		Poor		4%

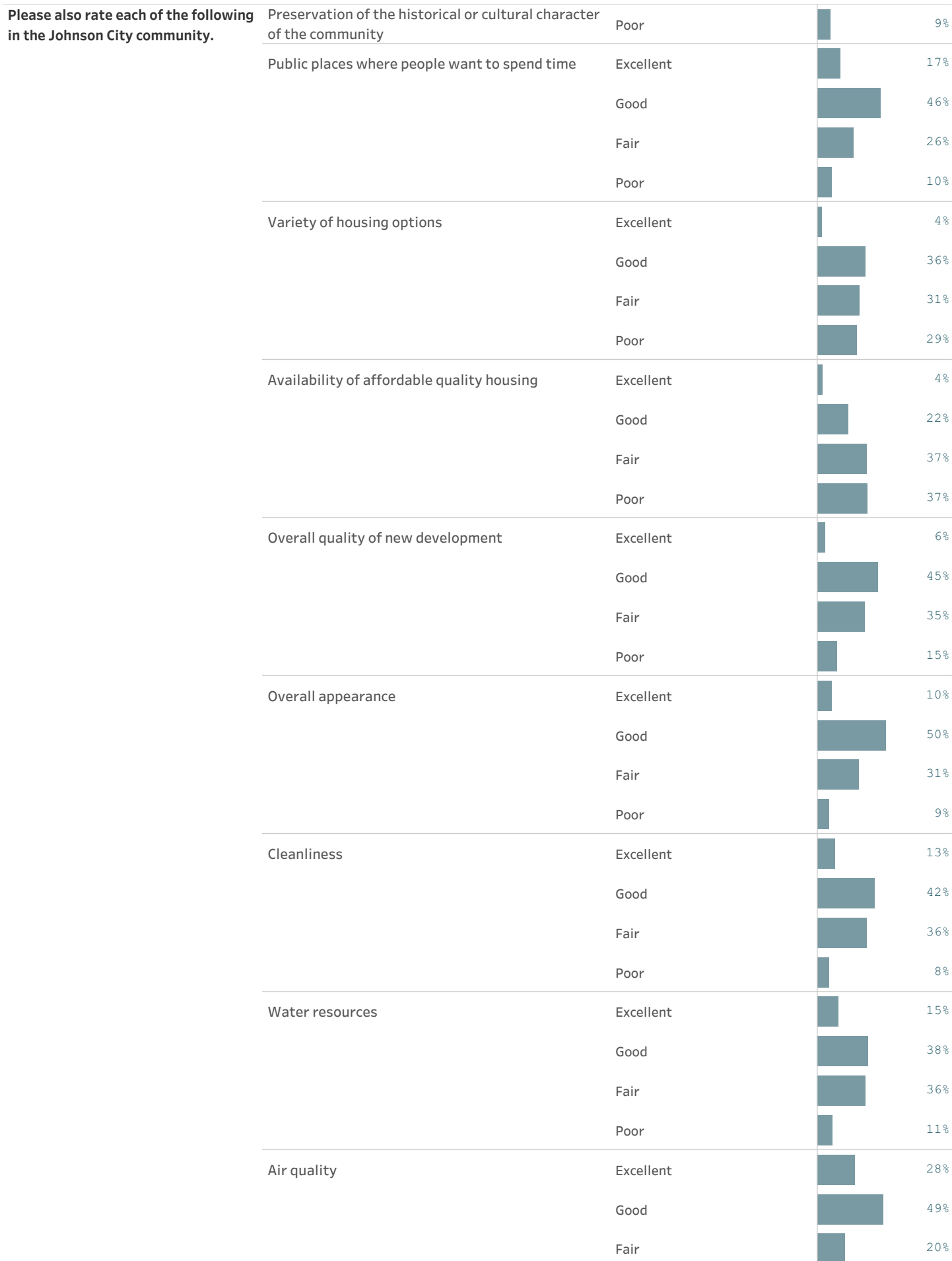
Please rate each of the following characteristics as they relate to Johnson City as a whole.	Overall health and wellness opportunities	Excellent		19%
		Good		48%
		Fair		21%
		Poor		11%
	Overall opportunities for education, culture, and the arts	Excellent		12%
		Good		43%
		Fair		30%
		Poor		14%
	Residents' connection and engagement with their community	Excellent		5%
		Good		37%
		Fair		43%
		Poor		14%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Johnson City to someone who asks	Very likely		39%
		Somewhat likely		41%
		Somewhat unlikely		10%
		Very unlikely		10%
	Remain in Johnson City for the next five years	Very likely		54%
		Somewhat likely		29%
		Somewhat unlikely		7%
		Very unlikely		10%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		64%
		Somewhat safe		27%
		Neither safe nor unsafe		3%
		Somewhat unsafe		5%
		Very unsafe		2%
	In Johnson City's downtown/commercial area during the day	Very safe		29%
		Somewhat safe		42%
		Neither safe nor unsafe		8%
		Somewhat unsafe		14%
		Very unsafe		7%
	From property crime	Very safe		25%
		Somewhat safe		45%

<b>Please rate how safe or unsafe you feel:</b>	From property crime	Neither safe nor unsafe		13%
		Somewhat unsafe		13%
		Very unsafe		4%
	From violent crime	Very safe		30%
		Somewhat safe		42%
		Neither safe nor unsafe		10%
		Somewhat unsafe		12%
		Very unsafe		6%
	From fire, flood, or other natural disaster	Very safe		49%
		Somewhat safe		37%
		Neither safe nor unsafe		10%
		Somewhat unsafe		3%
		Very unsafe		0%
<b>Please rate the job you feel the Johnson City community does at each of the following.</b>	Making all residents feel welcome	Excellent		11%
		Good		43%
		Fair		34%
		Poor		12%
	Attracting people from diverse backgrounds	Excellent		9%
		Good		29%
		Fair		28%
		Poor		33%
	Valuing/respecting residents from diverse backgrounds	Excellent		10%
		Good		31%
		Fair		31%
		Poor		28%
	Taking care of vulnerable residents	Excellent		3%
		Good		20%
		Fair		35%
		Poor		42%
<b>Please rate each of the following in the Johnson City community.</b>	Overall quality of business and service establishments	Excellent		16%
		Good		49%
		Fair		29%

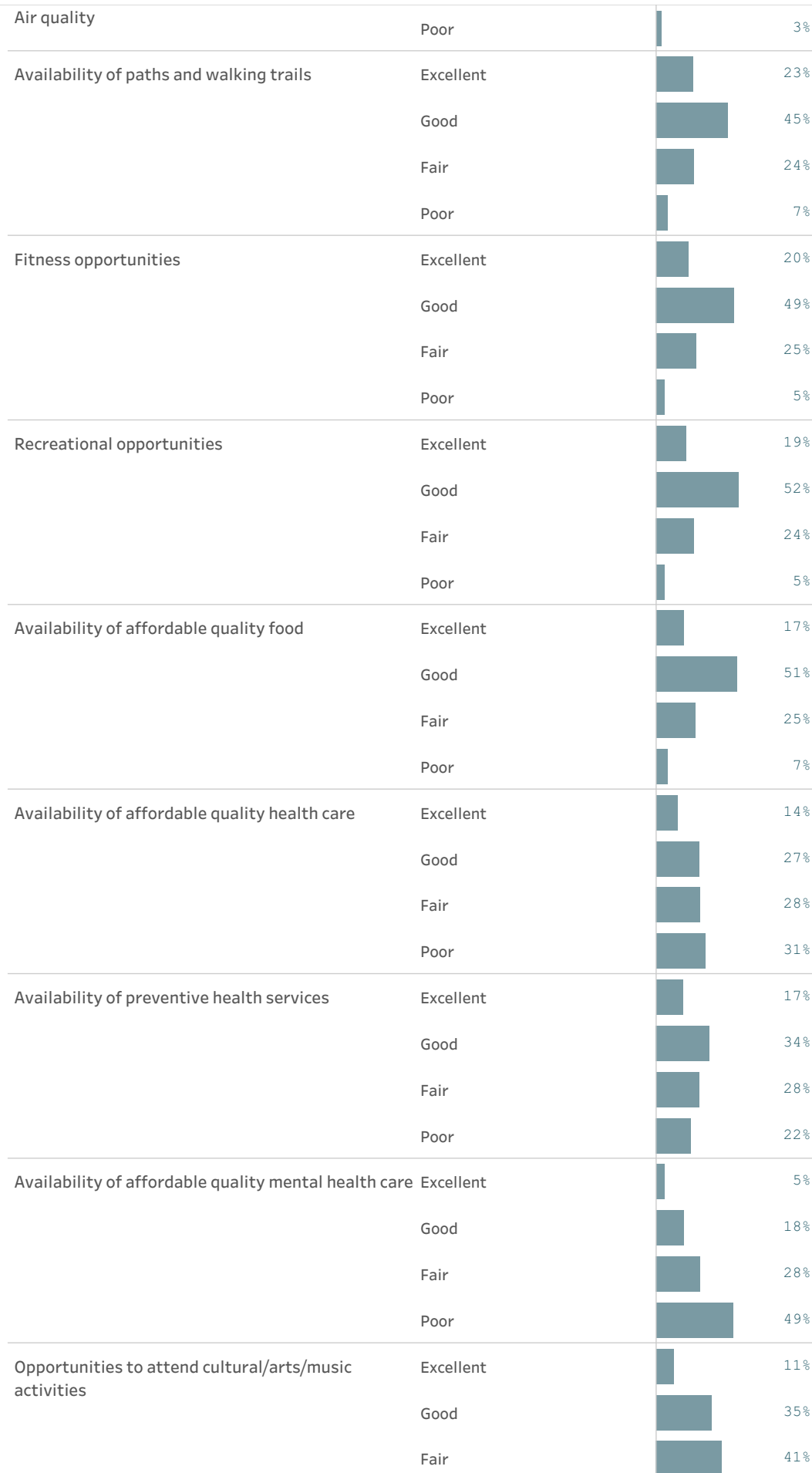
Please rate each of the following in the Johnson City community.	Overall quality of business and service establishments	Poor		7%
	Variety of business and service establishments	Excellent		11%
		Good		40%
		Fair		38%
		Poor		11%
	Vibrancy of downtown/commercial area	Excellent		9%
		Good		39%
		Fair		35%
		Poor		18%
	Employment opportunities	Excellent		5%
		Good		27%
		Fair		38%
		Poor		31%
	Shopping opportunities	Excellent		8%
		Good		42%
		Fair		38%
		Poor		12%
	Cost of living	Excellent		21%
		Good		44%
		Fair		27%
		Poor		7%
	Overall image or reputation	Excellent		17%
		Good		50%
		Fair		24%
		Poor		9%
Please also rate each of the following in the Johnson City community.	Traffic flow on major streets	Excellent		9%
		Good		52%
		Fair		27%
		Poor		11%
	Ease of public parking	Excellent		13%
		Good		35%
		Fair		34%

































Please also rate each of the following in the Johnson City community.





































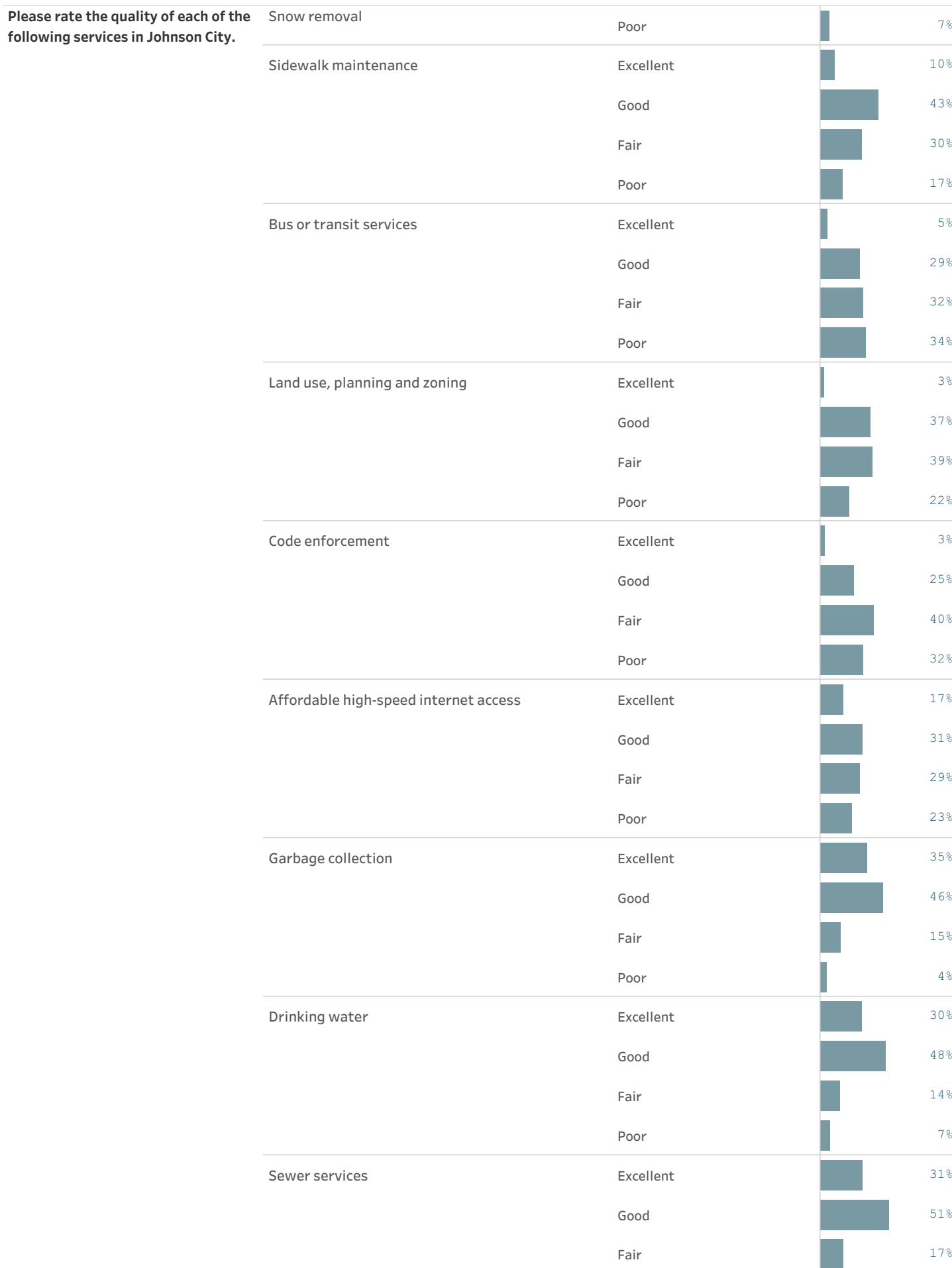
Please also rate each of the following in the Johnson City community.



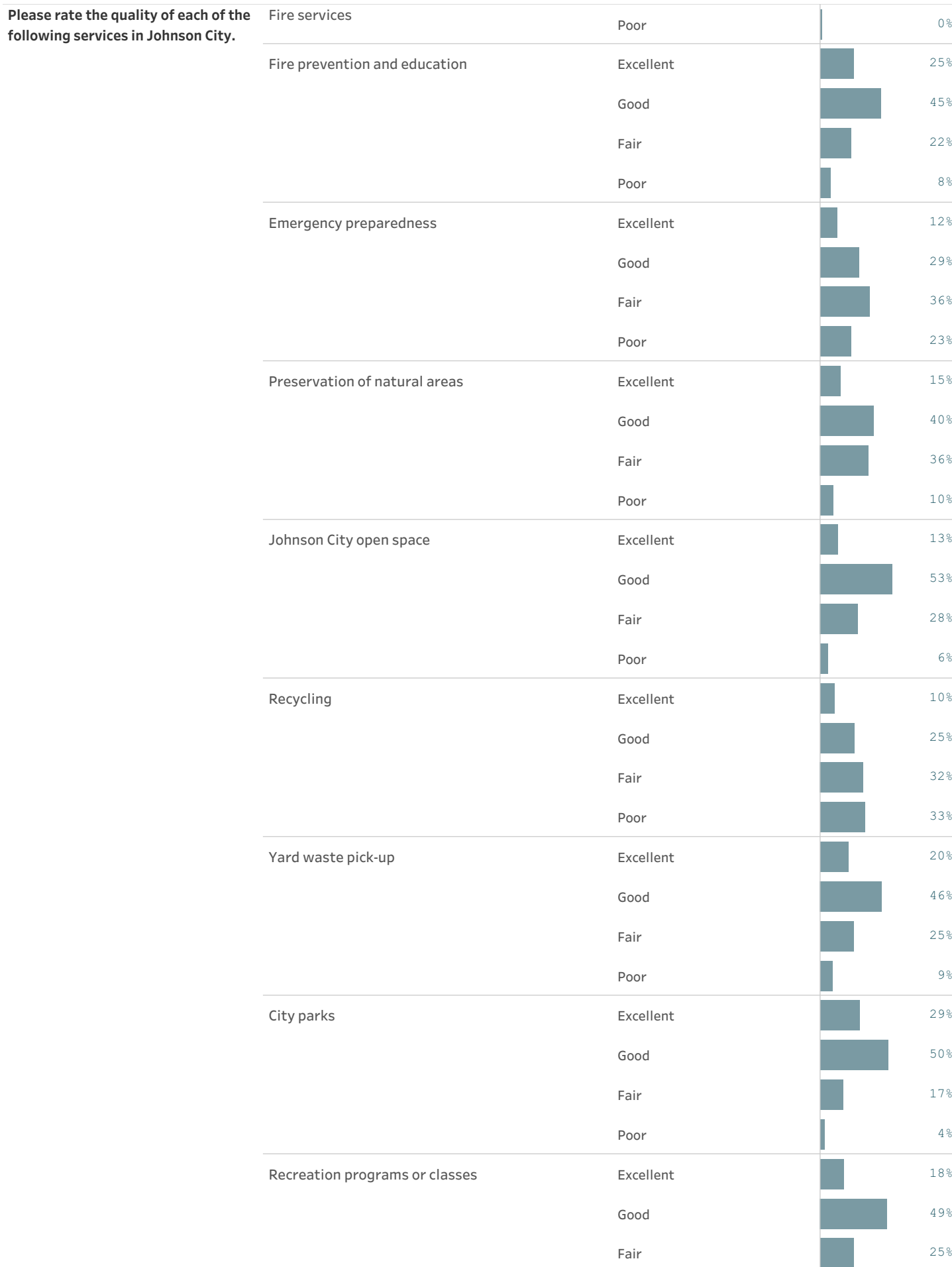
Please also rate each of the following in the Johnson City community.	Opportunities to attend cultural/arts/music activities	Poor		12%
	Community support for the arts	Excellent		8%
		Good		35%
		Fair		41%
		Poor		16%
	Availability of affordable quality childcare/preschool	Excellent		3%
		Good		16%
		Fair		34%
		Poor		47%
K-12 education		Excellent		26%
		Good		47%
		Fair		19%
		Poor		8%
Adult educational opportunities		Excellent		13%
		Good		44%
		Fair		26%
		Poor		16%
Sense of civic/community pride		Excellent		7%
		Good		43%
		Fair		36%
		Poor		13%
Neighborliness of residents		Excellent		14%
		Good		44%
		Fair		31%
		Poor		11%
Opportunities to participate in social events and activities		Excellent		14%
		Good		48%
		Fair		31%
		Poor		6%
Opportunities to attend special events and festivals		Excellent		19%
		Good		50%
		Fair		23%

































<b>Please also rate each of the following in the Johnson City community.</b>	Opportunities to attend special events and festivals	Poor		8%
	Opportunities to volunteer	Excellent		20%
		Good		53%
		Fair		22%
		Poor		4%
	Opportunities to participate in community matters	Excellent		9%
		Good		45%
		Fair		35%
		Poor		11%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		10%
		Good		27%
		Fair		32%
		Poor		31%
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Johnson City for help or information	No		52%
		Yes		48%
	Contacted Johnson City elected officials to express your opinion	No		72%
		Yes		28%
	Attended a local public meeting	No		72%
		Yes		28%
	Watched a local public meeting	No		54%
		Yes		46%
	Volunteered your time to some group/activity	No		54%
		Yes		46%
	Campaigned or advocated for a local issue, cause, or candidate	No		63%
		Yes		37%
	Voted in your most recent local election	No		12%
		Yes		88%
	Used public transportation instead of driving	No		89%
		Yes		11%
	Carpooled with other adults or children instead of driving alone	No		50%
		Yes		50%
	Walked or biked instead of driving	No		52%

































<b>have done each of the following in the last 12 months.</b>	Walked or biked instead of driving	Yes		48%
<b>Please rate the quality of each of the following services in Johnson City.</b>	Public information services	Excellent		5%
		Good		44%
		Fair		43%
		Poor		8%
	Economic development	Excellent		4%
		Good		46%
		Fair		39%
		Poor		11%
	Traffic enforcement	Excellent		6%
		Good		53%
		Fair		29%
		Poor		11%
	Traffic signal timing	Excellent		6%
		Good		39%
		Fair		33%
		Poor		22%
	Street repair	Excellent		6%
		Good		33%
		Fair		39%
		Poor		22%
	Street cleaning	Excellent		13%
		Good		50%
		Fair		29%
		Poor		8%
	Street lighting	Excellent		14%
		Good		48%
		Fair		31%
		Poor		7%
	Snow removal	Excellent		17%
		Good		52%
		Fair		24%



































































Please rate the quality of each of the following services in Johnson City.	Sewer services	Poor	<div></div>	1%
	Storm water management	Excellent	<div></div>	21%
		Good	<div></div>	51%
		Fair	<div></div>	20%
		Poor	<div></div>	8%
	Power (electric and/or gas) utility	Excellent	<div></div>	26%
		Good	<div></div>	55%
		Fair	<div></div>	16%
		Poor	<div></div>	4%
	Utility billing	Excellent	<div></div>	19%
Good		<div></div>	50%	
Fair		<div></div>	23%	
Poor		<div></div>	8%	
Police/Sheriff services	Excellent	<div></div>	21%	
	Good	<div></div>	42%	
	Fair	<div></div>	28%	
	Poor	<div></div>	9%	
Crime prevention	Excellent	<div></div>	10%	
	Good	<div></div>	39%	
	Fair	<div></div>	31%	
	Poor	<div></div>	20%	
Animal control	Excellent	<div></div>	15%	
	Good	<div></div>	49%	
	Fair	<div></div>	25%	
	Poor	<div></div>	12%	
Ambulance or emergency medical services	Excellent	<div></div>	25%	
	Good	<div></div>	54%	
	Fair	<div></div>	18%	
	Poor	<div></div>	3%	
Fire services	Excellent	<div></div>	36%	
	Good	<div></div>	55%	
	Fair	<div></div>	9%	



































































Please rate the quality of each of the following services in Johnson City.	Recreation programs or classes	Poor		8%
	Recreation centers or facilities	Excellent		25%
		Good		42%
		Fair		26%
		Poor		7%
	Health services	Excellent		13%
		Good		39%
		Fair		27%
		Poor		21%
	Public library services	Excellent		54%
		Good		38%
		Fair		8%
		Poor		1%
	Overall customer service by Johnson City employees	Excellent		19%
		Good		57%
		Fair		18%
		Poor		6%
Please rate the following categories of Johnson City government performance.	The value of services for the taxes paid to Johnson City	Excellent		15%
		Good		45%
		Fair		30%
		Poor		10%
	The overall direction that Johnson City is taking	Excellent		17%
		Good		42%
		Fair		25%
		Poor		16%
	The job Johnson City government does at welcoming resident involvement	Excellent		6%
		Good		39%
		Fair		33%
		Poor		23%
	Overall confidence in Johnson City government	Excellent		7%
		Good		38%
		Fair		33%

































<b>Please rate the following categories of Johnson City government performance.</b>	Overall confidence in Johnson City government	Poor		22%
		Excellent		8%
		Good		37%
		Fair		30%
		Poor		25%
	Being honest	Excellent		9%
		Good		35%
		Fair		33%
		Poor		24%
	Being open and transparent to the public	Excellent		6%
		Good		32%
		Fair		35%
		Poor		27%
	Informing residents about issues facing the community	Excellent		5%
		Good		35%
		Fair		38%
		Poor		22%
	Treating all residents fairly	Excellent		9%
		Good		28%
		Fair		31%
		Poor		31%
	Treating residents with respect	Excellent		14%
		Good		32%
		Fair		33%
		Poor		21%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Johnson City	Excellent		14%
		Good		48%
		Fair		31%
		Poor		7%
	The Federal Government	Excellent		3%
		Good		34%
		Fair		38%































quality of the services provided by each of the following?	The Federal Government	Poor		25%
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.	Overall economic health	Essential		51%
		Very important		41%
		Somewhat important		8%
	Overall quality of the transportation system	Essential		30%
		Very important		43%
		Somewhat important		25%
		Not at all important		2%
	Overall design or layout of residential and commercial areas	Essential		25%
		Very important		46%
		Somewhat important		25%
		Not at all important		3%
	Overall quality of the utility infrastructure	Essential		48%
		Very important		38%
		Somewhat important		13%
		Not at all important		0%
	Overall feeling of safety	Essential		66%
		Very important		29%
		Somewhat important		5%
		Not at all important		0%
	Overall quality of natural environment	Essential		34%
		Very important		46%
		Somewhat important		19%
		Not at all important		1%
	Overall quality of parks and recreation opportunities	Essential		28%
		Very important		47%
		Somewhat important		23%
		Not at all important		2%
	Overall health and wellness opportunities	Essential		40%
		Very important		38%
		Somewhat important		19%
		Not at all important		3%

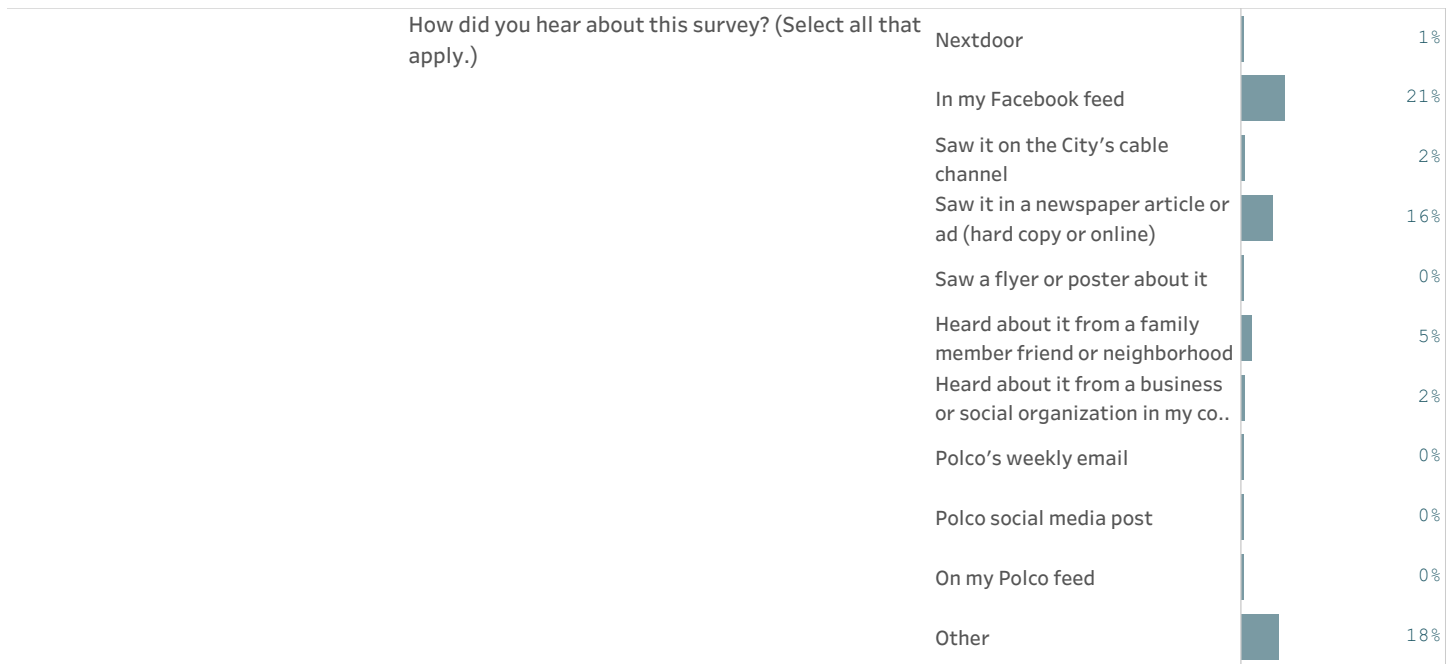
Please rate how important, if at all, you think it is for the Johnson City community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	Essential		46%
		Very important		36%
		Somewhat important		17%
		Not at all important		1%
	Residents' connection and engagement with their community	Essential		30%
		Very important		42%
		Somewhat important		26%
		Not at all important		2%
Please rate how much of a priority, if at all, each of the following should be for the City for the next five years.	Provide tax incentives for new business development	High priority		33%
		Medium priority		48%
		Not a priority		19%
	Additional transportation improvements (traffic signals, intersections, congestion, etc.)	High priority		41%
		Medium priority		47%
		Not a priority		12%
	Enhance/increase biking and walking trails	High priority		36%
		Medium priority		38%
		Not a priority		25%
	Improve downtown parking	High priority		36%
		Medium priority		49%
		Not a priority		16%
	Increase the number of athletic fields for parks and recreational programming	High priority		13%
		Medium priority		48%
		Not a priority		39%
	Increase the number of family recreational activities	High priority		31%
		Medium priority		50%
		Not a priority		19%
	Expand provision of high-speed broadband internet to all properties	High priority		68%
		Medium priority		23%
		Not a priority		8%
Please rate how important, if at all, each of the following are to the overall quality of life in the City.	Economic development	Essential		49%
		Very important		36%
		Somewhat important		15%

Please rate how important, if at all, each of the following are to the overall quality of life in the City.	Economic development	Not at all important		1%
	Community and cultural activities	Essential		28%
		Very important		44%
		Somewhat important		25%
		Not at all important		3%
	Healthy community	Essential		49%
		Very important		40%
		Somewhat important		10%
		Not at all important		0%
	Safe community	Essential		81%
		Very important		17%
		Somewhat important		1%
		Not at all important		0%
	Schools and library	Essential		67%
		Very important		28%
		Somewhat important		5%
		Not at all important		0%
When thinking about efforts made by the City in the last two years to improve each of the following, please indicate how satisfied, if at all, you are with:	Recreational opportunities	Very satisfied		24%
		Somewhat satisfied		59%
		Somewhat unsatisfied		12%
		Very unsatisfied		5%
	Downtown improvements (flood remediation, streetscape improvements, etc.)	Very satisfied		43%
		Somewhat satisfied		45%
		Somewhat unsatisfied		9%
		Very unsatisfied		3%
	Street resurfacing	Very satisfied		24%
		Somewhat satisfied		55%
		Somewhat unsatisfied		15%
		Very unsatisfied		6%
	Fiscal management/responsibility	Very satisfied		22%
		Somewhat satisfied		55%
		Somewhat unsatisfied		14%

When thinking about efforts made by the City in the last two years to improve each of the following, please indicate how satisfied, if at all, you are with:	Fiscal management/responsibility	Very unsatisfied		8%
	Transportation improvements (traffic signals, intersections)	Very satisfied		12%
		Somewhat satisfied		58%
		Somewhat unsatisfied		24%
		Very unsatisfied		6%
In general, how many times do you:	Access the internet from your home	Several times a day		87%
		Once a day		5%
		A few times a week		4%
		Every few weeks		1%
		Less often or never		3%
	Access the internet from your cell phone	Several times a day		90%
		Once a day		3%
		A few times a week		3%
		Every few weeks		0%
		Less often or never		3%
	Visit social media sites	Several times a day		72%
		Once a day		11%
		A few times a week		4%
		Every few weeks		2%
		Less often or never		12%
	Use or check email	Several times a day		84%
		Once a day		13%
		A few times a week		2%
		Every few weeks		0%
		Less often or never		1%
	Share your opinions online	Several times a day		15%
		Once a day		6%
		A few times a week		21%
		Every few weeks		21%
		Less often or never		36%
	Shop online	Several times a day		11%
		Once a day		7%

In general, how many times do you:	Shop online	A few times a week		33%
		Every few weeks		41%
		Less often or never		7%
Please rate your overall health.		Excellent		24%
		Very good		43%
		Good		28%
		Fair		5%
		Poor		1%
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		7%
		Somewhat positive		20%
		Neutral		38%
		Somewhat negative		26%
		Very negative		9%
How many years have you lived in Johnson City?		Less than 2 years		10%
		2-5 years		22%
		6-10 years		18%
		11-20 years		16%
		More than 20 years		35%
Which best describes the building you live in?		One family house detached from any other houses		58%
		Building with two or more homes (duplex, townhome, apa..		39%
		Mobile home		1%
		Other		2%
Do you rent or own your home?		Rent		48%
		Own		52%
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)?	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 \$500		9%
		\$500 to \$999		43%
		\$1,000 to \$1,499		29%
		\$1,500 to \$1,999		11%
		\$2,000 to \$2,499		4%
		\$2,500 to \$2,999		3%
		\$3,000 to \$3,499		0%
		\$3,500 or more		1%

	Do any children 17 or under live in your household?	No		71%
		Yes		29%
	Are you or any other members of your household aged 65 or older?	No		77%
		Yes		23%
	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		10%
		\$25,000 to \$49,999		24%
		\$50,000 to \$74,999		23%
		\$75,000 to \$99,999		15%
		\$100,000 to \$149,999		18%
		\$150,000 or more		11%
<b>Are you Spanish, Hispanic, or Latino?</b>	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		97%
		Yes, I consider myself to be Spanish, Hispanic, or Latino		3%
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		3%
		Asian, Asian Indian, or Pacific Islander		1%
		Black or African American		5%
		White		91%
		Other		4%
	In which category is your age?	18-24 years		4%
		25-34 years		32%
		35-44 years		17%
		45-54 years		12%
		55-64 years		17%
		65-74 years		14%
		75 years or older		4%
	What is your gender?	Female		52%
		Male		46%
		Identify in another way		2%
	How did you hear about this survey? (Select all that apply.)	The City's website		8%
		The City's social media (Facebook, Twitter, Instagram,...		35%
		Received an email from the City		4%
		In a City newsletter or utility bill		0%
		Received a postcard or letter from the City		2%



# The City of Johnson City 2021 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

## 1. Please rate each of the following aspects of quality of life in Johnson City.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Sense of community.....	1	2	3	4	5

## 2. Please rate each of the following characteristics as they relate to Johnson City as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Johnson City .....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Johnson City .....	1	2	3	4	5
Overall design or layout of Johnson City's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Johnson City (water, sewer, storm water, electric, gas) .....	1	2	3	4	5
Overall feeling of safety in Johnson City.....	1	2	3	4	5
Overall quality of natural environment in Johnson City .....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Johnson City.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community .....	1	2	3	4	5

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

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
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:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
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
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster .....	1	2	3	4	5	6

## 5. Please rate the job you feel the Johnson City community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome .....	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

## 6. Please rate each of the following in the Johnson City community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Johnson City .....	1	2	3	4	5
Variety of business and service establishments in Johnson City.....	1	2	3	4	5
Vibrancy of downtown/commercial area .....	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 image or reputation of Johnson City.....	1	2	3	4	5

**7. Please also rate each of the following in the Johnson City community.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods .....	1	2	3	4	5
Preservation of the historical or cultural character of the community .....	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
Overall quality of new development in Johnson City .....	1	2	3	4	5
Overall appearance of Johnson City .....	1	2	3	4	5
Cleanliness of Johnson City.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.) .....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	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
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities .....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Johnson City .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to attend special events and festivals .....	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

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

	<u>No</u>	<u>Yes</u>
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
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) .....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Johnson City.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election .....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone .....	1	2
Walked or biked instead of driving.....	1	2

# The City of Johnson City 2021 Community Survey

## 9. Please rate the quality of each of the following services in Johnson City.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement .....	1	2	3	4	5
Traffic signal timing.....	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
Bus or transit services .....	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
Affordable high-speed internet access .....	1	2	3	4	5
Garbage collection .....	1	2	3	4	5
Drinking water .....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.) .....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing .....	1	2	3	4	5
Police/Sheriff services .....	1	2	3	4	5
Crime prevention .....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services .....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	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 (open space, farmlands, and greenbelts) .....	1	2	3	4	5
Johnson City open space .....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Health services.....	1	2	3	4	5
Public library services .....	1	2	3	4	5
Overall customer service by Johnson City employees (police, receptionists, planners, etc.) .....	1	2	3	4	5

## 10. Please rate the following categories of Johnson City government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 resident 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
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community .....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5
Treating residents with respect .....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Johnson City .....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

**12. 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.**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Johnson City .....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Johnson City .....	1	2	3	4
Overall design or layout of Johnson City's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4
Overall quality of the utility infrastructure in Johnson City (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Johnson City.....	1	2	3	4
Overall quality of natural environment in Johnson City .....	1	2	3	4
Overall quality of parks and recreation opportunities .....	1	2	3	4
Overall health and wellness opportunities in Johnson City.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community .....	1	2	3	4

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

	<u>High priority</u>	<u>Medium priority</u>	<u>Not a priority</u>
Provide tax incentives for new business development .....	1	2	3
Additional transportation improvements (traffic signals, intersections, congestion, etc.) .....	1	2	3
Enhance/increase biking and walking trails.....	1	2	3
Improve downtown parking .....	1	2	3
Increase the number of athletic fields for parks and recreational programming.....	1	2	3
Increase the number of family recreational activities .....	1	2	3
Expand provision of high-speed broadband internet to all properties.....	1	2	3

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

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

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

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

# The City of Johnson City 2021 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

## D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer .....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc. ....	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online .....	1	2	3	4	5	6

## D2. Please rate your overall health.

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

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

## D5. 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

## D6. Do you rent or own your home?

☐ Rent  
☐ Own

## D7. 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 \$500 ☐ \$2,000 to \$2,499  
☐ \$500 to \$999 ☐ \$2,500 to \$2,999  
☐ \$1,000 to \$1,499 ☐ \$3,000 to \$3,499  
☐ \$1,500 to \$1,999 ☐ \$3,500 or more

## D8. Do any children 17 or under live in your household?

☐ No ☐ Yes

## D9. Are you or any other members of your household aged 65 or older?

☐ No ☐ Yes

## D10. 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 ☐ \$75,000 to \$99,999  
☐ \$25,000 to \$49,999 ☐ \$100,000 to \$149,999  
☐ \$50,000 to \$74,999 ☐ \$150,000 or more

## D11. Are you Spanish, Hispanic or Latino?

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

## D12. 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

## D13. 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

## D14. What is your gender?

☐ Female  
☐ Male  
☐ Identify in another way

**Thank you!**

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