

Kingsport, 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 Kingsport. 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 442 residents of the City of Kingsport collected from October 12th, 2021 to November 30th, 2021. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2021 survey was 17%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Kingsport.

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, Kingsport’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 Kingsport residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Kingsport’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 Kingsport’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.



Methods

Selecting survey recipients

All households within the City of Kingsport were eligible to participate in the survey. A list of all households within the zip codes serving Kingsport 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 Kingsport 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 Kingsport boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the 8 areas. 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 2,700 randomly selected households received mailings beginning on October 12th, 2021 and the survey remained open for seven weeks. For 1,200 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.

About 5% of the 2,700 mailed invitations were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,563 households that received the invitations to participate, 442 completed the survey, providing an overall response rate of 17%. 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 Kingsport survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (442 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 Kingsport. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on November 16th, 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 2019 American Community Survey estimates for adults in the City of Kingsport. 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, 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 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	7%	20%	24%
	35-54	21%	31%	29%
	55+	72%	49%	46%
Area	District 0	7%	5%	5%
	District 7	6%	5%	5%
	District 10	24%	2%	2%
	District 11	39%	51%	52%
	District 12	11%	21%	21%
	District 13	7%	8%	7%
	District 14	5%	7%	6%
	District 15	0%	1%	1%
Hispanic origin	No, not Spanish, Hispanic, or Latino	98%	99%	99%
	Spanish, Hispanic, or Latino	2%	1%	1%
Housing tenure	Own	83%	62%	62%
	Rent	17%	38%	38%
Housing type	Attached	19%	36%	36%
	Detached	81%	64%	64%
Race & Hispanic origin	Not white alone	10%	8%	8%
	White alone, not Hispanic or Latino	90%	92%	92%
Sex	Female	52%	56%	55%
	Male	48%	44%	45%
Sex/age	Female 18-34	4%	11%	13%
	Female 35-54	13%	16%	15%
	Female 55+	34%	28%	27%
	Male 18-34	3%	9%	12%
	Male 35-54	8%	15%	14%
	Male 55+	37%	20%	19%

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 Kingsport funded this research. Please contact Jessica Harmon of the City of Kingsport at JessicaHarmon@kingsporttn.gov 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 2019 American Community Survey

Highlights

Residents experience a high quality of life in Kingsport.

About three-quarters of residents gave positive ratings to Kingsport as a place to live, their neighborhood as a place to live,, and Kingsport as a place to raise children and to retire. A strong majority also gave favorable marks to the overall quality of life in the city (72% excellent or good), and the overall image or reputation of Kingsport (65%). Additionally, about 8 in 10 residents would recommend living in Kingsport to someone who asked planned to remain in Kingsport for the next five years. These ratings were all similar to those given in other communities across the nation.

The economy is a top priority for residents.

The facet of Economy is an area of priority for the residents of Kingsport, and when asked about aspects of the community the City should focus on in the next two years, virtually all responded that the importance of the overall economic health of the City was essential or very important (97%). A lower proportion of residents gave the quality of economic health in Kingsport positive ratings (46% excellent or good) which was lower than the national average. These comparative ratings of quality and importance indicate that the facet of Economy is an important focus area for Kingsport in the coming years.

A number of aspects of the Economy in Kingsport garnered positive ratings from a majority of residents. About 6 in 10 residents had favorable views toward the cost of living in the city, which was higher than national comparison, as well as Kingsport as a place to work and the overall quality of business and service establishments in the city, which were similar to the benchmarks. About half of respondents gave positive marks to Kingsport as a place to visit, economic development, employment opportunities, and the variety of business and service establishments in the city. About 4 in 10 or less gave positive ratings to the vibrancy of the downtown/commercial area, which was similar to the national comparison, as well as shopping opportunities, which was lower than average. However, it is important to keep in mind the effect of the COVID-19 pandemic on these ratings, as it continues to be an economic factor in many communities.

Residents appreciate the ease of travel in Kingsport.

When compared to other communities, traffic flow on major streets (69% excellent or good), bus or transit services (66%), and ease of travel by public transportation (54%) in Kingsport were ranked higher than the national averages. Strong marks were also given to the ease of travel by car (82%), ease of public parking (72%), snow removal (71%), and street lighting (70%). Each of these was rated similar to the benchmarks. About two-thirds of residents gave favorable marks to mobility services such as street cleaning, traffic enforcement, and sidewalk maintenance. The only areas where mobility-related items scored lower than other communities was in the utilization of alternative modes of transportation. About one-third of residents reported having walked or biked instead of driving in the past 12 months, and less than 1 in 10 residents reported using public transportation. These levels of use were much lower and lower than the benchmarks, respectively.

Safety is a concern for residents, but safety-related services receive positive marks.

When asked what aspects of livability the community should focus on in the next two years, the safety of Kingsport was indicated by residents as the second-most important facet, following the economy. Virtually all residents (95%) rated Safety as essential or important for the city to focus on. The overall feeling of safety in Kingsport was rated lower (63% excellent or good) in comparison to its importance, as well as when compared to other communities across the nation.

Despite this, ratings within the facet overall were strong. About 9 in 10 respondents reported feeling very or somewhat safe in their neighborhood during the day, from fire, flood, and other natural disasters, as well as in Kingsport's downtown/commercial area during the day. A slightly lower proportion reported feeling safe from violent crime (78%), as well as from property crime (69%). The safety and emergency services in Kingsport also received mostly positive marks, highlighted by fire services (93% excellent or good), and ambulance/EMS (87%). Police/Sheriff services also received high marks, receiving positive ratings from about three-quarters of residents. The lowest-performing items in this area were emergency preparedness (60%) and crime prevention (56%). Each of the items mentioned in this facet was similar to the national benchmarks.

Kingsport also included two Safety-related custom questions on their survey; the first asked residents to rate how important it was for the Kingsport Fire Department to provide urgent treatment to cardiac emergencies, provide a wide range of medical treatments (e.g. Intermediate Life Support), and to provide basic services such as CPR and basic first aid. About 7 in 10 residents or more rated each of these services as essential for the Fire Department to provide. In another question, when asked to rate the quality of various communications from the Kingsport Police Department (such as crisis communications and emergency notifications), between 5 in 10 and 6 in 10 residents rated each of these as excellent or good.

Residents support parks and recreation in Kingsport.

Parks and recreation was one of the most consistently well-performing areas in Kingsport, with a majority of residents giving positive ratings to each item. About 8 in 10 residents gave positive marks to the overall quality of parks and recreation opportunities, the availability of paths and walking trails, and city parks in Kingsport. About 7 in 10 had positive views toward fitness opportunities, recreational opportunities, recreation centers or facilities, and recreation programs or classes. Each of these items was similar to the national comparisons.

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 Kingsport as a whole.
 (% excellent or good)

		vs. benchmark*
Overall economic health	46%	Lower
Overall quality of the transportation system	61%	Similar
Overall design or layout of residential and commercial areas	55%	Similar
Overall quality of the utility infrastructure	63%	Similar
Overall feeling of safety	63%	Lower
Overall quality of natural environment	73%	Similar
Overall quality of parks and recreation opportunities	79%	Similar
Overall health and wellness opportunities	67%	Similar
Overall opportunities for education, culture, and the arts	58%	Similar
Residents' connection and engagement with their community	43%	Lower

Please rate how important, if at all, you think it is for the Kingsport community to focus on each of the following in the coming two years.
 (% essential or very important)

Overall economic health	97%	Higher
Overall quality of the transportation system	62%	Lower
Overall design or layout of residential and commercial areas	68%	Lower
Overall quality of the utility infrastructure	93%	Similar
Overall feeling of safety	95%	Similar
Overall quality of natural environment	84%	Similar
Overall quality of parks and recreation opportunities	80%	Similar
Overall health and wellness opportunities	86%	Similar
Overall opportunities for education, culture, and the arts	88%	Similar
Residents' connection and engagement with their community	68%	Lower

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

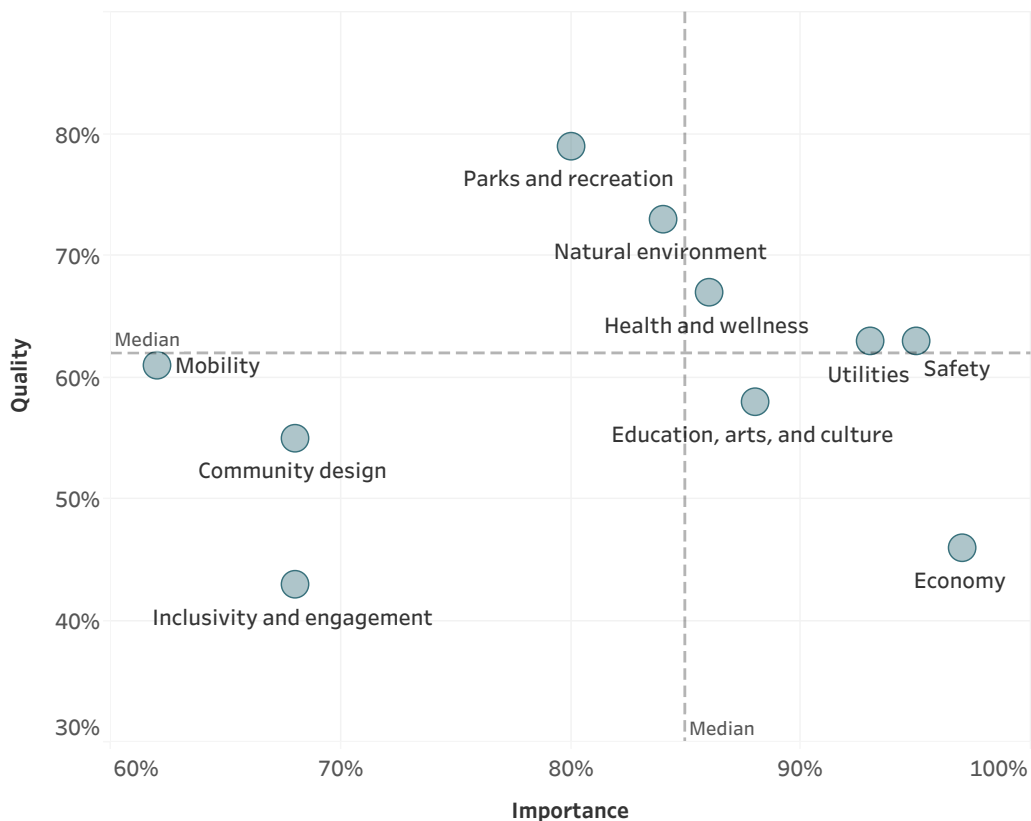
Balancing performance and importance

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 62% or more of respondents were considered of “higher quality” and those with ratings lower than 62% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 85% or more of respondents. Services were rated as “less important” if they received a rating of less than 85%. This classification uses the median ratings for quality and importance to divide the services in half.

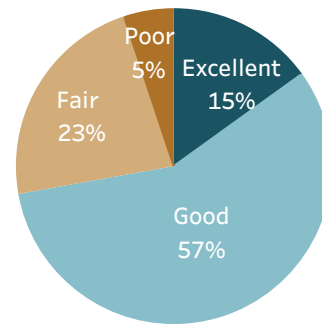
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings 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 Kingsport



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

		vs. benchmark*
Kingsport as a place to live	78%	Similar
The overall quality of life	72%	Similar

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

Remain in Kingsport for the next five years	85%	Similar
Recommend living in Kingsport to someone who asks	78%	Similar

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

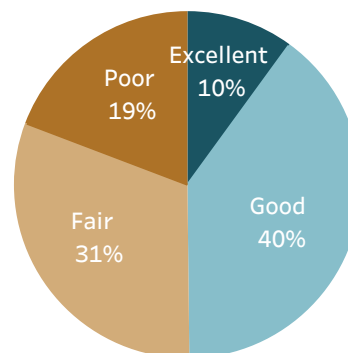
Overall image or reputation	65%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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 Kingsport government



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

		vs. benchmark*
Overall customer service by Kingsport employees	81%	Similar
Public information services	67%	Similar

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

Treating residents with respect	60%	Similar
Treating all residents fairly	56%	Similar
Being honest	55%	Similar
Generally acting in the best interest of the community	54%	Similar
The value of services for the taxes paid to Kingsport	53%	Similar
Being open and transparent to the public	53%	Similar
The overall direction that Kingsport is taking	52%	Similar
Overall confidence in Kingsport government	50%	Similar
The job Kingsport government does at welcoming resident involvement	50%	Similar
Informing residents about issues facing the community	48%	Similar

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

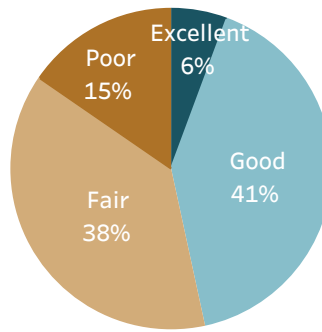
The City of Kingsport	65%	Similar
The Federal Government	34%	Similar

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

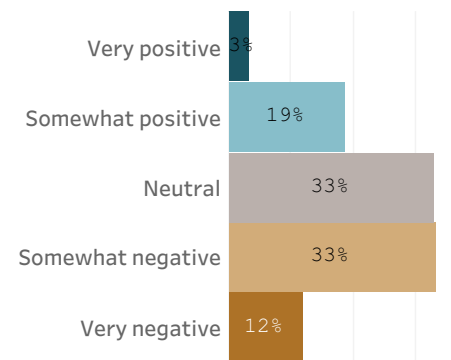
Economy

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 Kingsport



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 aspects of quality of life in Kingsport. (% excellent or good)

Aspect	Percentage	vs. benchmark*
Kingsport as a place to work	61%	Similar
Kingsport as a place to visit	54%	Similar

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

Characteristic	Percentage	vs. benchmark*
Overall economic health	46%	Lower

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

Characteristic	Percentage	vs. benchmark*
Cost of living	64%	Higher
Overall quality of business and service establishments	60%	Similar
Employment opportunities	45%	Similar
Variety of business and service establishments	44%	Lower
Vibrancy of downtown/commercial area	39%	Similar
Shopping opportunities	33%	Lower

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

Service	Percentage	vs. benchmark*
Economic development	46%	Similar

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)

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:



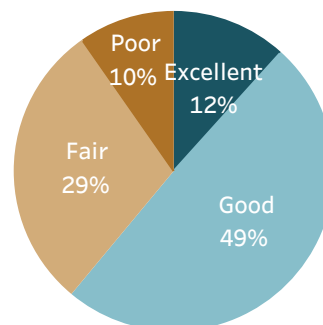
Similar

* 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 Kingsport



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

		vs. benchmark*
Overall quality of the transportation system	61%	Similar

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

Ease of travel by car	82%	Similar
Ease of public parking	72%	Similar
Traffic flow on major streets	69%	Higher
Ease of walking	61%	Similar
Ease of travel by public transportation	54%	Higher
Ease of travel by bicycle	53%	Similar

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

Carpooled with other adults or children instead of driving alone	37%	Similar
Walked or biked instead of driving	32%	Much lower
Used public transportation instead of driving	5%	Lower

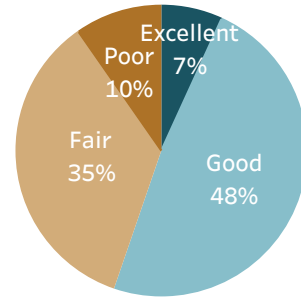
Please rate the quality of each of the following services in Kingsport.
(% excellent or good)

Snow removal	71%	Similar
Street lighting	70%	Similar

Street cleaning	69%	Similar
Traffic enforcement	67%	Similar
Bus or transit services	66%	Higher
Sidewalk maintenance	61%	Similar
Traffic signal timing	52%	Similar
Street repair	39%	Similar

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

Overall design or layout of Kingsport's residential and commercial areas



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 aspects of quality of life in Kingsport.
(% excellent or good)

		vs. benchmark*
Your neighborhood as a place to live	79%	Similar

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

Overall design or layout of residential and commercial areas	55%	Similar
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Please also rate each of the following in the Kingsport community.
(% excellent or good)

Overall appearance	60%	Similar
Preservation of the historical or cultural character of the community	60%	Similar
Well-designed neighborhoods	54%	Similar
Public places where people want to spend time	48%	Similar
Variety of housing options	45%	Similar
Overall quality of new development	44%	Similar
Well-planned residential growth	41%	Similar
Availability of affordable quality housing	39%	Similar
Well-planned commercial growth	36%	Similar

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

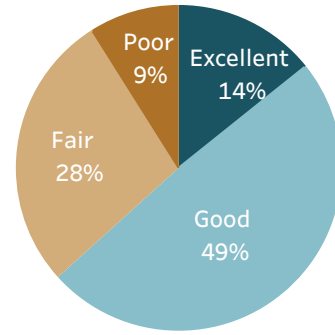
Land use, planning and zoning	49%	Similar
Code enforcement	33%	Lower

* 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 Kingsport



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

		vs. benchmark*
Garbage collection	82%	Similar
Sewer services	81%	Similar
Power (electric and/or gas) utility	76%	Similar
Storm water management	71%	Similar
Drinking water	69%	Similar
Utility billing	68%	Similar
Affordable high-speed internet access	45%	Similar

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

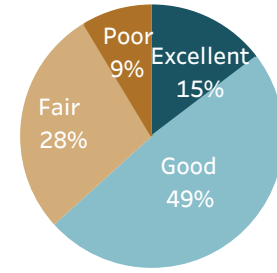
Overall quality of the utility infrastructure	63%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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 Kingsport



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

		vs. benchmark*
Overall feeling of safety	63%	Lower

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

In your neighborhood during the day	91%	Similar
From fire, flood, or other natural disaster	87%	Similar
In Kingsport's downtown/commercial area during the day	85%	Similar
From violent crime	78%	Similar
From property crime	69%	Similar

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

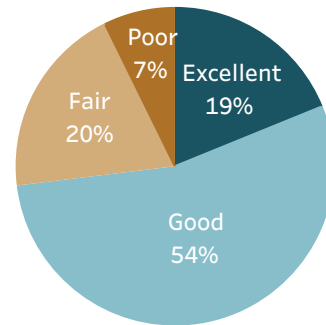
Fire services	93%	Similar
Ambulance or emergency medical services	87%	Similar
Fire prevention and education	80%	Similar
Police/Sheriff services	74%	Similar
Animal control	64%	Similar
Emergency preparedness	60%	Similar
Crime prevention	56%	Similar

* 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 Kingsport



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

		vs. benchmark*
Overall quality of natural environment	73%	Similar

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

Cleanliness	60%	Similar
Water resources	58%	Similar
Air quality	37%	Much lower

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

Yard waste pick-up	73%	Similar
Preservation of natural areas	71%	Similar
Kingsport open space	61%	Similar
Recycling	17%	Much lower

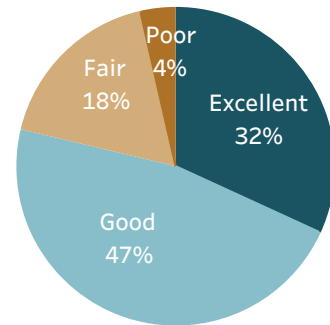
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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

Overall quality of the parks and recreation opportunities



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

		vs. benchmark*
Overall quality of parks and recreation opportunities	79%	Similar

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

Availability of paths and walking trails	76%	Similar
Fitness opportunities	72%	Similar
Recreational opportunities	69%	Similar

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

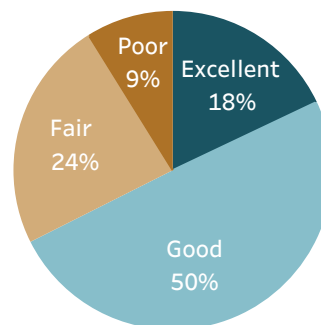
City parks	77%	Similar
Recreation centers or facilities	69%	Similar
Recreation programs or classes	66%	Similar

* 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 Kingsport



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

		vs. benchmark*
Overall health and wellness opportunities	67%	Similar

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

Availability of affordable quality food	67%	Similar
Availability of preventive health services	53%	Similar
Availability of affordable quality health care	50%	Similar
Availability of affordable quality mental health care	34%	Similar

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

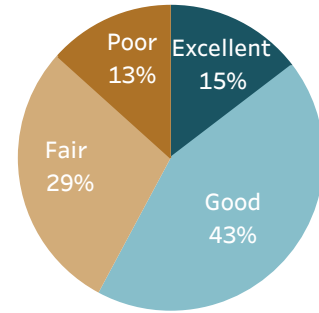
Health services	63%	Similar
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Please rate your overall health.
(% excellent or very good)

Please rate your overall health.	49%	Similar
----------------------------------	-----	---------

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

Overall opportunities for education, culture and the arts



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.

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

		vs. benchmark*
Overall opportunities for education, culture, and the arts	58%	Similar

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

K-12 education	76%	Similar
Opportunities to attend special events and festivals	63%	Similar
Adult educational opportunities	52%	Similar
Community support for the arts	51%	Similar
Availability of affordable quality childcare/preschool	48%	Similar
Opportunities to attend cultural/arts/music activities	47%	Similar

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

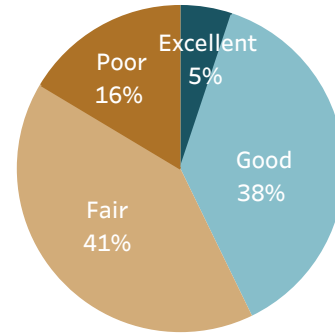
Public library services	83%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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.

Residents' connection and engagement with their community



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

		vs. benchmark*
Kingsport as a place to retire	77%	Similar
Kingsport as a place to raise children	76%	Similar
Sense of community	60%	Similar

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

Residents' connection and engagement with their community	43%	Lower
---	-----	-------

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

Making all residents feel welcome	70%	Similar
Valuing/respecting residents from diverse backgrounds	52%	Similar
Attracting people from diverse backgrounds	48%	Lower
Taking care of vulnerable residents	38%	Lower

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

Opportunities to volunteer	74%	Similar
Sense of civic/community pride	62%	Similar
Neighborliness of residents	61%	Similar

Opportunities to participate in social events and activities	56%	Similar
Opportunities to participate in community matters	53%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	48%	Similar

* 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)

		vs. benchmark*
Voted in your most recent local election	69%	Similar
Contacted the City of Kingsport for help or information	48%	Similar
Volunteered your time to some group/activity	31%	Similar
Watched a local public meeting	27%	Similar
Campaigned or advocated for a local issue, cause, or candidate	19%	Similar
Contacted Kingsport elected officials to express your opinion	15%	Similar
Attended a local public meeting	11%	Lower

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

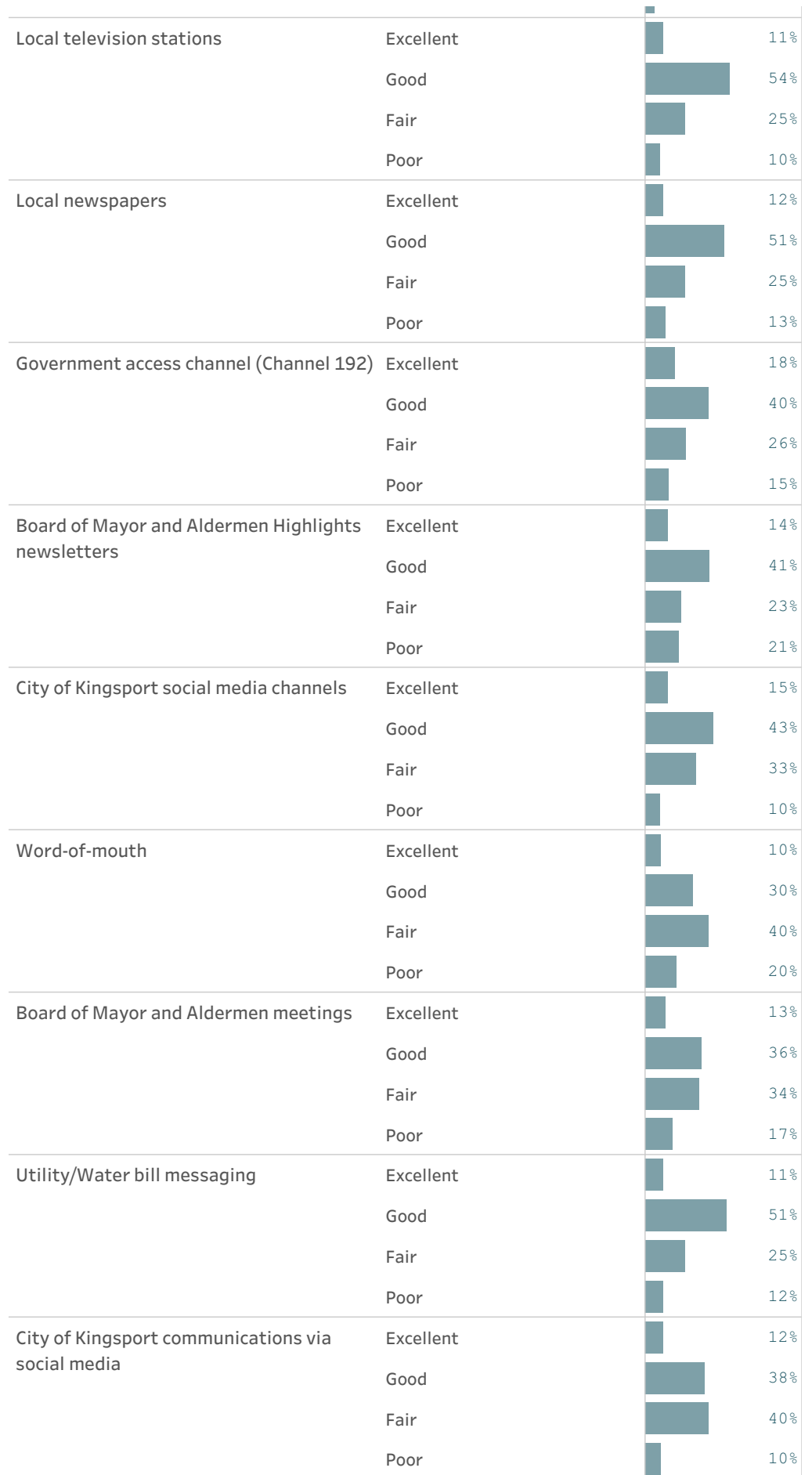
Use or check email	94%	Similar
Access the internet from your home	89%	Similar
Access the internet from your cell phone	88%	Similar
Visit social media sites	78%	Similar
Shop online	46%	Similar
Share your opinions online	29%	Similar

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

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.

		Include "don't know"	
		No	
Please rate the level of importance for the City of Kingsport Fire Department to provide each of the following emergency medical response services.	Providing urgent treatment to cardiac emergencies such as cardiac arrest, stroke, etc. (i.e., Advanced Life Support)	Essential	80%
		Very important	18%
		Somewhat important	2%
		Not at all important	1%
	Providing a wide range of medical treatments including fracture immobilization, cervical spine stabilization, monitoring vital signs, etc. (i.e., Intermediate Life Support)	Essential	68%
		Very important	29%
		Somewhat important	3%
		Not at all important	1%
	Providing basic services including CPR, basic first aid, etc. (i.e., Basic Life Saving)	Essential	75%
		Very important	22%
		Somewhat important	2%
		Not at all important	1%
Please rate the quality of each of the following types of communication you receive from the City of Kingsport Police Department.	Crisis communications	Excellent	16%
		Good	47%
		Fair	21%
		Poor	16%
	Emergency notifications	Excellent	17%
		Good	45%
		Fair	26%
		Poor	12%
	Department transparency	Excellent	12%
		Good	41%
		Fair	29%
		Poor	18%
	General Department updates/activity	Excellent	14%
		Good	37%
		Fair	29%
		Poor	21%
How would you rate the quality of information provided by each of the following?	City of Kingsport website (www.kingsporttn.gov)	Excellent	16%
		Good	57%
		Fair	21%
		Poor	6%



National benchmark tables

This table contains the comparisons of Kingsport’s results to those from other communities. The first column shows the comparison of Kingsport’s rating to the benchmark. Kingsport’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Kingsport residents is statistically similar to or different than the benchmark. The second column is Kingsport’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 Kingsport’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 Kingsport’s result -- that is what percent of surveyed communities had a lower rating than Kingsport.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Kingsport.	Kingsport as a place to live	Similar	78%	308	384	20
	Your neighborhood as a place to live	Similar	79%	227	316	28
	Kingsport as a place to raise children	Similar	76%	254	385	34
	Kingsport as a place to work	Similar	61%	241	368	34
	Kingsport as a place to visit	Similar	54%	224	310	28
	Kingsport as a place to retire	Similar	77%	134	370	64
	The overall quality of life	Similar	72%	327	426	23
	Sense of community	Similar	60%	229	318	28
Please rate each of the following characteristics as they relate to Kingsport as a whole.	Overall economic health	Lower	46%	236	291	19
	Overall quality of the transportation system	Similar	61%	53	117	55
	Overall design or layout of residential and commercial areas	Similar	55%	209	285	27
	Overall quality of the utility infrastructure	Similar	63%	82	114	28
	Overall feeling of safety	Lower	63%	302	366	17
	Overall quality of natural environment	Similar	73%	227	295	23
	Overall quality of parks and recreation opportunities	Similar	79%	70	119	42
	Overall health and wellness opportunities	Similar	67%	188	286	34
	Overall opportunities for education, culture, and the arts	Similar	58%	204	289	29
	Residents’ connection and engagement with their community	Lower	43%	103	115	11
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Kingsport to someone who asks	Similar	78%	240	302	20
	Remain in Kingsport for the next five years	Similar	85%	130	295	56
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	91%	273	351	22
	In Kingsport’s downtown/commercial area during the day	Similar	85%	260	327	20

Please rate how safe or unsafe you feel:	From property crime	Similar	69%	95	125	24
	From violent crime	Similar	78%	95	125	23
	From fire, flood, or other natural disaster	Similar	87%	59	113	48
Please rate the job you feel the Kingsport community does at each of the following.	Making all residents feel welcome	Similar	70%	85	119	29
	Attracting people from diverse backgrounds	Lower	48%	103	117	12
	Valuing/respecting residents from diverse backgrounds	Similar	52%	97	117	17
	Taking care of vulnerable residents	Lower	38%	103	115	11
Please rate each of the following in the Kingsport community.	Overall quality of business and service establishments	Similar	60%	224	293	23
	Variety of business and service establishments	Lower	44%	97	114	15
	Vibrancy of downtown/commercial area	Similar	39%	191	276	31
	Employment opportunities	Similar	45%	176	322	45
	Shopping opportunities	Lower	33%	260	308	15
	Cost of living	Higher	64%	17	287	94
	Overall image or reputation	Similar	65%	268	363	26
Please also rate each of the following in the Kingsport community.	Traffic flow on major streets	Higher	69%	70	340	79
	Ease of public parking	Similar	72%	71	263	73
	Ease of travel by car	Similar	82%	84	318	73
	Ease of travel by public transportation	Higher	54%	54	270	80
	Ease of travel by bicycle	Similar	53%	162	320	49
	Ease of walking	Similar	61%	210	320	34
	Well-planned residential growth	Similar	41%	82	117	30
	Well-planned commercial growth	Similar	36%	96	117	18
	Well-designed neighborhoods	Similar	54%	79	115	32
	Preservation of the historical or cultural character of the community	Similar	60%	76	113	33
	Public places where people want to spend time	Similar	48%	227	281	19
	Variety of housing options	Similar	45%	226	297	24
	Availability of affordable quality housing	Similar	39%	165	321	48
	Overall quality of new development	Similar	44%	265	315	16
	Overall appearance	Similar	60%	274	352	22
	Cleanliness	Similar	60%	233	322	27
	Water resources	Similar	58%	54	104	49

Please also rate each of the following in the Kingsport community.	Air quality	Much lower	37%	269	276	2	
	Availability of paths and walking trails	Similar	76%	111	325	66	
	Fitness opportunities	Similar	72%	128	277	54	
	Recreational opportunities	Similar	69%	179	308	42	
	Availability of affordable quality food	Similar	67%	150	272	45	
	Availability of affordable quality health care	Similar	50%	227	285	20	
	Availability of preventive health services	Similar	53%	198	268	26	
	Availability of affordable quality mental health care	Similar	34%	200	267	25	
	Opportunities to attend cultural/arts/music activities	Similar	47%	214	305	30	
	Community support for the arts	Similar	51%	75	114	35	
	Availability of affordable quality childcare/preschool	Similar	48%	175	282	38	
	K-12 education	Similar	76%	118	288	59	
	Adult educational opportunities	Similar	52%	161	274	41	
	Sense of civic/community pride	Similar	62%	80	114	30	
	Neighborliness of residents	Similar	61%	169	281	40	
	Opportunities to participate in social events and activities	Similar	56%	190	287	34	
	Opportunities to attend special events and festivals	Similar	63%	170	294	42	
	Opportunities to volunteer	Similar	74%	107	285	62	
	Opportunities to participate in community matters	Similar	53%	232	289	20	
	Openness and acceptance of the community toward people of diverse ..	Similar	48%	272	313	13	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Kingsport for help or information	Similar	48%	131	342	61	
	Contacted Kingsport elected officials to express your opinion	Similar	15%	193	282	31	
	Attended a local public meeting	Lower	11%	273	282	3	
	Watched a local public meeting	Similar	27%	90	261	65	
	Volunteered your time to some group/activity	Similar	31%	173	287	40	
	Campaigned or advocated for a local issue, cause, or candidate	Similar	19%	154	271	43	
	Voted in your most recent local election	Similar	69%	100	116	14	
	Used public transportation instead of driving	Lower	5%	220	252	13	
	Carpooled with other adults or children instead of driving alone	Similar	37%	204	277	26	
	Walked or biked instead of driving	Much lower	32%	266	280	5	
	Please rate the quality of each of the following	Public information services	Similar	67%	201	307	34

Please rate the quality of each of the following services in Kingsport.

Economic development	Similar	46%	228	298	23
Traffic enforcement	Similar	67%	210	367	43
Traffic signal timing	Similar	52%	204	288	29
Street repair	Similar	39%	272	367	26
Street cleaning	Similar	69%	168	309	45
Street lighting	Similar	70%	129	349	63
Snow removal	Similar	71%	132	273	51
Sidewalk maintenance	Similar	61%	150	314	52
Bus or transit services	Higher	66%	54	262	79
Land use, planning and zoning	Similar	49%	166	310	46
Code enforcement	Lower	33%	315	367	14
Affordable high-speed internet access	Similar	45%	79	111	29
Garbage collection	Similar	82%	211	343	38
Drinking water	Similar	69%	196	309	36
Sewer services	Similar	81%	179	312	42
Storm water management	Similar	71%	171	335	49
Power (electric and/or gas) utility	Similar	76%	173	228	24
Utility billing	Similar	68%	188	264	29
Police/Sheriff services	Similar	74%	313	418	25
Crime prevention	Similar	56%	268	366	27
Animal control	Similar	64%	224	329	32
Ambulance or emergency medical services	Similar	87%	268	327	18
Fire services	Similar	93%	217	360	40
Fire prevention and education	Similar	80%	170	299	43
Emergency preparedness	Similar	60%	212	299	29
Preservation of natural areas	Similar	71%	80	279	71
Kingsport open space	Similar	61%	141	268	47
Recycling	Much lower	17%	345	346	0
Yard waste pick-up	Similar	73%	161	292	45
City parks	Similar	77%	224	325	31
Recreation programs or classes	Similar	66%	189	320	41
































Please rate the quality of each of the following services in Kingsport.	Recreation centers or facilities	Similar	69%	176	293	40
	Health services	Similar	63%	195	259	25
	Public library services	Similar	83%	237	333	28
	Overall customer service by Kingsport employees	Similar	81%	187	381	51
Please rate the following categories of Kingsport government performance.	The value of services for the taxes paid to Kingsport	Similar	53%	189	388	51
	The overall direction that Kingsport is taking	Similar	52%	237	335	29
	The job Kingsport government does at welcoming resident involvement	Similar	50%	196	329	40
	Overall confidence in Kingsport government	Similar	50%	181	290	37
	Generally acting in the best interest of the community	Similar	54%	190	293	35
	Being honest	Similar	55%	179	284	37
	Being open and transparent to the public	Similar	53%	67	116	43
	Informing residents about issues facing the community	Similar	48%	84	123	32
	Treating all residents fairly	Similar	56%	183	290	37
	Treating residents with respect	Similar	60%	81	114	29
Overall, how would you rate the quality of the services provided by each ..	The City of Kingsport	Similar	65%	269	384	30
	The Federal Government	Similar	34%	215	274	21
Please rate how important, if at all, you think it is for the Kingsport community to focus on each of the following in the coming two years.	Overall economic health	Higher	97%	6	268	98
	Overall quality of the transportation system	Lower	62%	102	113	10
	Overall design or layout of residential and commercial areas	Lower	68%	237	268	11
	Overall quality of the utility infrastructure	Similar	93%	35	112	69
	Overall feeling of safety	Similar	95%	78	268	71
	Overall quality of natural environment	Similar	84%	168	268	37
	Overall quality of parks and recreation opportunities	Similar	80%	94	113	17
	Overall health and wellness opportunities	Similar	86%	52	268	80
	Overall opportunities for education, culture, and the arts	Similar	88%	46	268	83
Residents' connection and engagement with their community	Lower	68%	236	268	11	
In general, how many times do you:	Access the internet from your home	Similar	89%	105	113	7
	Access the internet from your cell phone	Similar	88%	102	113	10
	Visit social media sites	Similar	78%	73	112	35
	Use or check email	Similar	94%	101	113	11
	Share your opinions online	Similar	29%	77	113	32
































In general, how many times do you:	Shop online	Similar	46%	98	113	14
	Please rate your overall health.	Similar	49%	267	274	2
	What impact, if any, do you think the economy will have on your family..	Similar	22%	235	277	15
































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.

Please rate each of the following aspects of quality of life in Kingsport.	Kingsport as a place to live	Kingsport as a place to live	
		Rating	Percentage
Kingsport as a place to live	Kingsport as a place to live	Excellent	20%
		Good	57%
		Fair	19%
		Poor	3%
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	33%
		Good	46%
		Fair	14%
		Poor	7%
Kingsport as a place to raise children	Kingsport as a place to raise children	Excellent	28%
		Good	47%
		Fair	19%
		Poor	5%
Kingsport as a place to work	Kingsport as a place to work	Excellent	15%
		Good	47%
		Fair	24%
		Poor	14%
Kingsport as a place to visit	Kingsport as a place to visit	Excellent	16%
		Good	38%
		Fair	29%
		Poor	17%
Kingsport as a place to retire	Kingsport as a place to retire	Excellent	25%
		Good	52%
		Fair	13%
		Poor	10%
The overall quality of life	The overall quality of life	Excellent	15%
		Good	57%
		Fair	23%
		Poor	5%































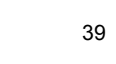
Please rate each of the following aspects of quality of life in Kingsport.	Sense of community	Excellent		11%
		Good		49%
		Fair		29%
		Poor		11%
Please rate each of the following characteristics as they relate to Kingsport as a whole.	Overall economic health	Excellent		6%
		Good		41%
		Fair		38%
		Poor		15%
	Overall quality of the transportation system	Excellent		12%
		Good		49%
		Fair		29%
		Poor		10%
	Overall design or layout of residential and commercial areas	Excellent		7%
		Good		48%
		Fair		35%
		Poor		10%
Overall quality of the utility infrastructure	Excellent		14%	
	Good		49%	
	Fair		28%	
	Poor		9%	
Overall feeling of safety	Excellent		15%	
	Good		49%	
	Fair		28%	
	Poor		9%	
Overall quality of natural environment	Excellent		19%	
	Good		54%	
	Fair		20%	
	Poor		7%	
Overall quality of parks and recreation opportunities	Excellent		32%	
	Good		47%	
	Fair		18%	

Please rate each of the following characteristics as they relate to Kingsport as a whole.	Overall quality of parks and recreation opportunities	Poor		4%	
	Overall health and wellness opportunities	Excellent		18%	
		Good		50%	
		Fair		24%	
		Poor		9%	
	Overall opportunities for education, culture, and the arts	Excellent		15%	
		Good		43%	
		Fair		29%	
		Poor		13%	
	Residents' connection and engagement with their community	Excellent		5%	
		Good		38%	
		Fair		41%	
		Poor		16%	
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Kingsport to someone who asks	Very likely		36%
			Somewhat likely		42%
			Somewhat unlikely		10%
Very unlikely				12%	
Remain in Kingsport for the next five years		Very likely		59%	
		Somewhat likely		26%	
		Somewhat unlikely		7%	
		Very unlikely		7%	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		59%	
		Somewhat safe		32%	
		Neither safe nor unsafe		4%	
		Somewhat unsafe		3%	
		Very unsafe		3%	
	In Kingsport's downtown/commercial area during the day	Very safe		38%	
		Somewhat safe		48%	
		Neither safe nor unsafe		7%	
		Somewhat unsafe		4%	
		Very unsafe		3%	

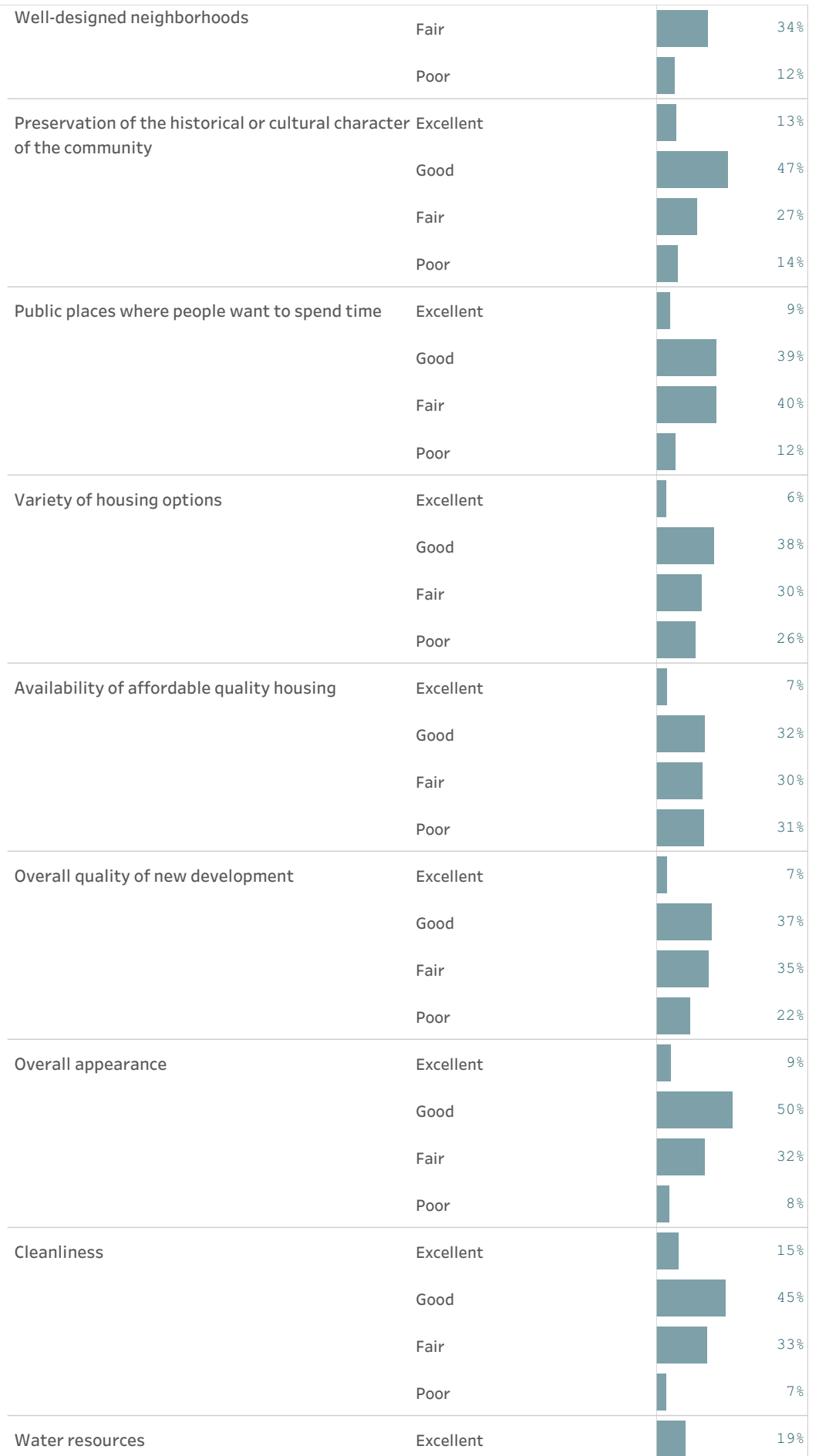
Please rate how safe or unsafe you feel:	From property crime	Very safe		22%
		Somewhat safe		47%
		Neither safe nor unsafe		11%
		Somewhat unsafe		14%
		Very unsafe		7%
	From violent crime	Very safe		34%
		Somewhat safe		44%
		Neither safe nor unsafe		11%
		Somewhat unsafe		8%
		Very unsafe		4%
	From fire, flood, or other natural disaster	Very safe		44%
		Somewhat safe		43%
		Neither safe nor unsafe		8%
		Somewhat unsafe		2%
		Very unsafe		3%
Please rate the job you feel the Kingsport community does at each of the following.	Making all residents feel welcome	Excellent		12%
		Good		58%
		Fair		21%
		Poor		9%
	Attracting people from diverse backgrounds	Excellent		8%
		Good		41%
		Fair		29%
		Poor		22%
	Valuing/respecting residents from diverse backgrounds	Excellent		12%
		Good		41%
		Fair		36%
		Poor		12%
	Taking care of vulnerable residents	Excellent		10%
		Good		28%
		Fair		34%
		Poor		28%

Please rate each of the following in the Kingsport community.	Overall quality of business and service establishments	Excellent		9%
		Good		51%
		Fair		29%
		Poor		11%
	Variety of business and service establishments	Excellent		9%
		Good		35%
		Fair		39%
		Poor		17%
	Vibrancy of downtown/commercial area	Excellent		7%
		Good		33%
		Fair		43%
		Poor		18%
	Employment opportunities	Excellent		9%
		Good		37%
		Fair		31%
		Poor		23%
	Shopping opportunities	Excellent		6%
		Good		28%
		Fair		38%
		Poor		29%
	Cost of living	Excellent		17%
		Good		46%
		Fair		27%
		Poor		9%
	Overall image or reputation	Excellent		10%
		Good		56%
		Fair		22%
		Poor		13%
Please also rate each of the following in the Kingsport community.	Traffic flow on major streets	Excellent		12%
		Good		57%
		Fair		23%

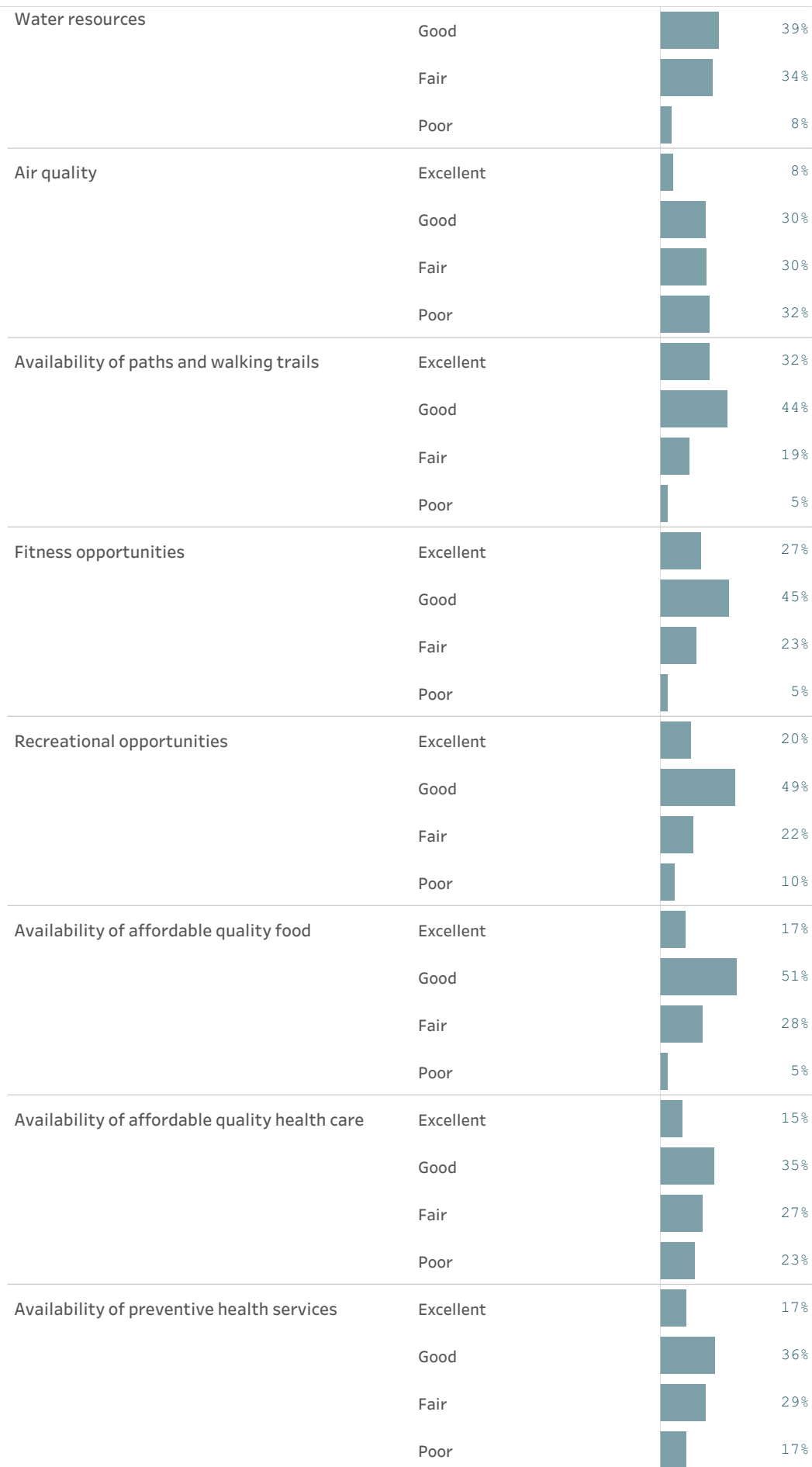
Please also rate each of the following in the Kingsport community.

Traffic flow on major streets	Poor		8%
Ease of public parking	Excellent		17%
	Good		55%
	Fair		21%
	Poor		7%
Ease of travel by car	Excellent		26%
	Good		56%
	Fair		14%
	Poor		4%
Ease of travel by public transportation	Excellent		18%
	Good		37%
	Fair		26%
	Poor		19%
Ease of travel by bicycle	Excellent		16%
	Good		37%
	Fair		32%
	Poor		15%
Ease of walking	Excellent		16%
	Good		45%
	Fair		23%
	Poor		16%
Well-planned residential growth	Excellent		7%
	Good		34%
	Fair		39%
	Poor		20%
Well-planned commercial growth	Excellent		6%
	Good		31%
	Fair		31%
	Poor		32%
Well-designed neighborhoods	Excellent		8%
	Good		46%
































Please also rate each of the following in the Kingsport community.


































Please also rate each of the following in the Kingsport community.



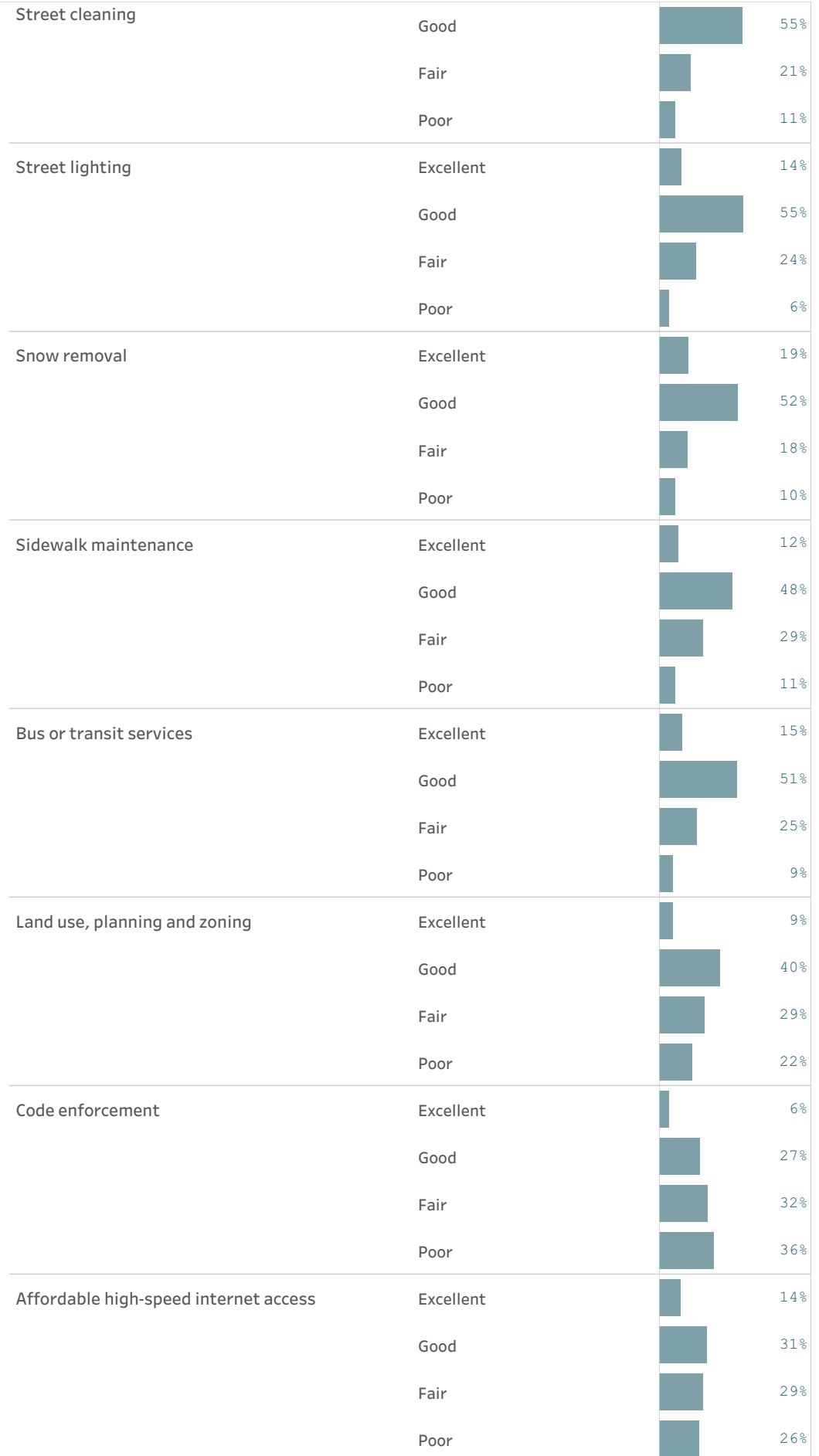
Please also rate each of the following in the Kingsport community.

Availability of affordable quality mental health care	Excellent		11%
	Good		23%
	Fair		31%
	Poor		35%
Opportunities to attend cultural/arts/music activities	Excellent		11%
	Good		37%
	Fair		38%
	Poor		15%
Community support for the arts	Excellent		9%
	Good		42%
	Fair		36%
	Poor		13%
Availability of affordable quality childcare/preschool	Excellent		11%
	Good		37%
	Fair		27%
	Poor		25%
K-12 education	Excellent		32%
	Good		44%
	Fair		20%
	Poor		4%
Adult educational opportunities	Excellent		11%
	Good		42%
	Fair		39%
	Poor		9%
Sense of civic/community pride	Excellent		8%
	Good		54%
	Fair		24%
	Poor		13%
Neighborliness of residents	Excellent		16%
	Good		45%
	Fair		31%
































Please also rate each of the following in the Kingsport community.	Neighborhoodliness of residents	Poor		9%
	Opportunities to participate in social events and activities	Excellent		12%
		Good		44%
		Fair		36%
		Poor		8%
	Opportunities to attend special events and festivals	Excellent		16%
		Good		47%
		Fair		29%
		Poor		8%
	Opportunities to volunteer	Excellent		21%
		Good		53%
		Fair		22%
		Poor		3%
	Opportunities to participate in community matters	Excellent		11%
		Good		43%
		Fair		35%
Poor			12%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		9%	
	Good		39%	
	Fair		35%	
	Poor		17%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Kingsport for help or information	No		52%
		Yes		48%
	Contacted Kingsport elected officials to express your opinion	No		85%
		Yes		15%
	Attended a local public meeting	No		89%
		Yes		11%
	Watched a local public meeting	No		73%
		Yes		27%
	Volunteered your time to some group/activity	No		69%
		Yes		31%

Please indicate whether or not you have done each of the following in the last 12 months.			
Campaigned or advocated for a local issue, cause, or candidate	No	81%	
	Yes	19%	
Voted in your most recent local election	No	31%	
	Yes	69%	
Used public transportation instead of driving	No	95%	
	Yes	5%	
Carpooled with other adults or children instead of driving alone	No	63%	
	Yes	37%	
Walked or biked instead of driving	No	68%	
	Yes	32%	
Please rate the quality of each of the following services in Kingsport.	Public information services	Excellent	12%
		Good	55%
		Fair	25%
		Poor	8%
Economic development	Excellent	8%	
	Good	38%	
	Fair	34%	
	Poor	20%	
Traffic enforcement	Excellent	12%	
	Good	54%	
	Fair	21%	
	Poor	12%	
Traffic signal timing	Excellent	10%	
	Good	42%	
	Fair	25%	
	Poor	24%	
Street repair	Excellent	6%	
	Good	33%	
	Fair	28%	
	Poor	33%	
Street cleaning	Excellent	14%	






























Please rate the quality of each of the following services in Kingsport.



Please rate the quality of each of the following services in Kingsport.
































Garbage collection	Excellent		32%
	Good		49%
	Fair		15%
	Poor		4%
Drinking water	Excellent		20%
	Good		49%
	Fair		23%
	Poor		8%
Sewer services	Excellent		22%
	Good		59%
	Fair		15%
	Poor		4%
Storm water management	Excellent		18%
	Good		53%
	Fair		18%
	Poor		11%
Power (electric and/or gas) utility	Excellent		19%
	Good		57%
	Fair		19%
	Poor		5%
Utility billing	Excellent		16%
	Good		52%
	Fair		23%
	Poor		9%
Police/Sheriff services	Excellent		25%
	Good		49%
	Fair		17%
	Poor		9%
Crime prevention	Excellent		16%
	Good		41%
	Fair		34%

Please rate the quality of each of the following services in Kingsport.

Crime prevention	Poor		9%
Animal control	Excellent		13%
	Good		51%
	Fair		22%
	Poor		14%
Ambulance or emergency medical services	Excellent		29%
	Good		57%
	Fair		9%
	Poor		5%
Fire services	Excellent		40%
	Good		53%
	Fair		4%
	Poor		2%
Fire prevention and education	Excellent		29%
	Good		51%
	Fair		14%
	Poor		6%
Emergency preparedness	Excellent		16%
	Good		44%
	Fair		26%
	Poor		14%
Preservation of natural areas	Excellent		26%
	Good		46%
	Fair		19%
	Poor		10%
Kingsport open space	Excellent		17%
	Good		45%
	Fair		30%
	Poor		9%
Recycling	Excellent		3%
	Good		14%

Please rate the quality of each of the following services in Kingsport.				
Recycling	Fair			21%
	Poor			62%
Yard waste pick-up	Excellent			28%
	Good			45%
	Fair			21%
	Poor			6%
City parks	Excellent			23%
	Good			53%
	Fair			18%
	Poor			5%
Recreation programs or classes	Excellent			22%
	Good			44%
	Fair			27%
	Poor			7%
Recreation centers or facilities	Excellent			19%
	Good			50%
	Fair			20%
	Poor			11%
Health services	Excellent			13%
	Good			50%
	Fair			20%
	Poor			16%
Public library services	Excellent			30%
	Good			54%
	Fair			14%
	Poor			2%
Overall customer service by Kingsport employees	Excellent			22%
	Good			60%
	Fair			15%
	Poor			3%
Please rate the following categories of Kingsport government	The value of services for the taxes paid to Kingsport	Excellent		13%

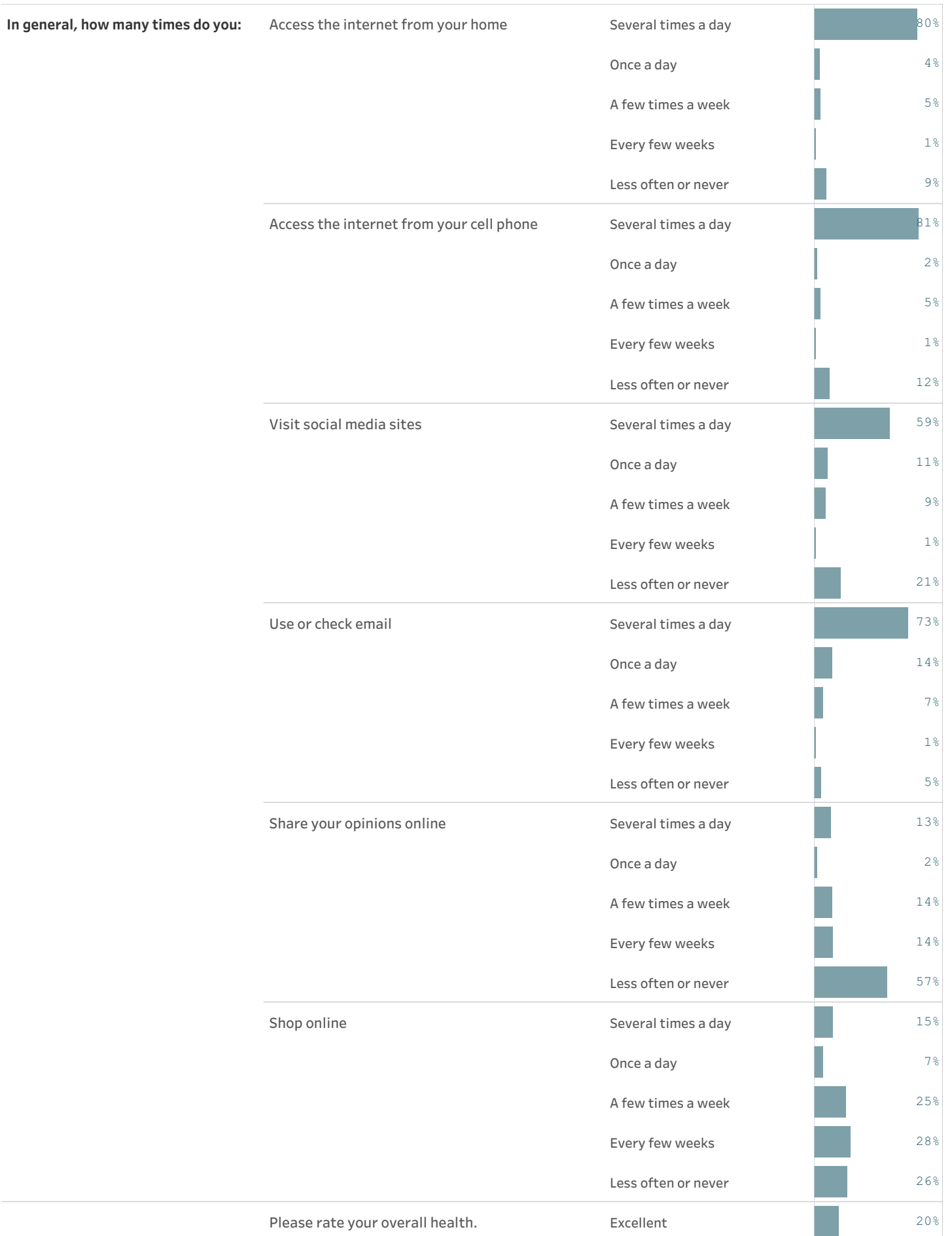
Please rate the following categories of Kingsport government performance.	Category	Rating	
		Percentage	Visual Bar
The value of services for the taxes paid to Kingsport	Good	40%	
	Fair	31%	
	Poor	15%	
The overall direction that Kingsport is taking	Excellent	12%	
	Good	40%	
	Fair	28%	
	Poor	20%	
The job Kingsport government does at welcoming resident involvement	Excellent	11%	
	Good	39%	
	Fair	34%	
	Poor	16%	
Overall confidence in Kingsport government	Excellent	10%	
	Good	40%	
	Fair	31%	
	Poor	19%	
Generally acting in the best interest of the community	Excellent	12%	
	Good	42%	
	Fair	28%	
	Poor	19%	
Being honest	Excellent	14%	
	Good	41%	
	Fair	27%	
	Poor	18%	
Being open and transparent to the public	Excellent	13%	
	Good	40%	
	Fair	30%	
	Poor	18%	
Informing residents about issues facing the community	Excellent	12%	
	Good	36%	
	Fair	31%	
	Poor	21%	
































Please rate the following categories of Kingsport government performance.	Treating all residents fairly	Excellent		12%
		Good		44%
		Fair		22%
		Poor		22%
	Treating residents with respect	Excellent		14%
		Good		46%
		Fair		27%
		Poor		13%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Kingsport	Excellent		19%
		Good		46%
		Fair		27%
		Poor		8%
	The Federal Government	Excellent		8%
		Good		26%
		Fair		37%
		Poor		29%
Please rate how important, if at all, you think it is for the Kingsport community to focus on each of the following in the coming two years.	Overall economic health	Essential		61%
		Very important		36%
		Somewhat important		3%
		Not at all important		1%
	Overall quality of the transportation system	Essential		23%
		Very important		38%
		Somewhat important		33%
		Not at all important		5%
	Overall design or layout of residential and commercial areas	Essential		23%
		Very important		44%
		Somewhat important		30%
		Not at all important		2%
	Overall quality of the utility infrastructure	Essential		47%
		Very important		46%
		Somewhat important		6%
























Please rate how important, if at all, you think it is for the Kingsport community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure	Not at all important		1%
	Overall feeling of safety	Essential		57%
		Very important		38%
		Somewhat important		5%
		Not at all important		1%
	Overall quality of natural environment	Essential		29%
		Very important		54%
		Somewhat important		16%
		Not at all important		1%
	Overall quality of parks and recreation opportunities	Essential		22%
		Very important		58%
		Somewhat important		19%
		Not at all important		1%
Overall health and wellness opportunities	Essential		31%	
	Very important		55%	
	Somewhat important		13%	
	Not at all important		1%	
Overall opportunities for education, culture, and the arts	Essential		35%	
	Very important		52%	
	Somewhat important		10%	
	Not at all important		3%	
Residents' connection and engagement with their community	Essential		18%	
	Very important		50%	
	Somewhat important		29%	
	Not at all important		3%	
Please rate the level of importance for the City of Kingsport Fire Department to provide each of the following emergency medical response services.	Providing urgent treatment to cardiac emergencies such as cardiac arrest, stroke, etc. (i.e., Advanced Life Support)	Essential		80%
		Very important		18%
		Somewhat important		2%
		Not at all important		1%
	Providing a wide range of medical treatments including fracture immobilization, cervical spine stabilization, monitoring vital signs, etc. (i.e., Intermediate Life Support)	Essential		68%
	Very important		29%	

Please rate the level of importance for the City of Kingsport Fire Department to provide each of the following emergency medical response services.	Providing a wide range of medical treatments including fracture immobilization, cervical spine stabilization, monitoring vital signs, etc. (i.e., Intermediate Life Support)	Somewhat important		3%
		Not at all important		1%
	Providing basic services including CPR, basic first aid, etc. (i.e., Basic Life Saving)	Essential		75%
		Very important		22%
		Somewhat important		2%
	Not at all important		1%	
Please rate the quality of each of the following types of communication you receive from the City of Kingsport Police Department.	Crisis communications	Excellent		16%
		Good		47%
		Fair		21%
		Poor		16%
	Emergency notifications	Excellent		17%
		Good		45%
		Fair		26%
		Poor		12%
	Department transparency	Excellent		12%
		Good		41%
		Fair		29%
		Poor		18%
	General Department updates/activity	Excellent		14%
		Good		37%
		Fair		29%
		Poor		21%
How would you rate the quality of information provided by each of the following?	City of Kingsport website (www.kingsporttn.gov)	Excellent		16%
		Good		57%
		Fair		21%
		Poor		6%
	Local television stations	Excellent		11%
		Good		54%
		Fair		25%
		Poor		10%
	Local newspapers	Excellent		12%

How would you rate the quality of information provided by each of the following?	Rating	Percentage
Local newspapers	Good	51%
	Fair	25%
	Poor	13%
Government access channel (Channel 192)	Excellent	18%
	Good	40%
	Fair	26%
	Poor	15%
Board of Mayor and Aldermen Highlights newsletters	Excellent	14%
	Good	41%
	Fair	23%
	Poor	21%
City of Kingsport social media channels	Excellent	15%
	Good	43%
	Fair	33%
	Poor	10%
Word-of-mouth	Excellent	10%
	Good	30%
	Fair	40%
	Poor	20%
Board of Mayor and Aldermen meetings	Excellent	13%
	Good	36%
	Fair	34%
	Poor	17%
Utility/Water bill messaging	Excellent	11%
	Good	51%
	Fair	25%
	Poor	12%
City of Kingsport communications via social media	Excellent	12%
	Good	38%
	Fair	40%
	Poor	10%



Please rate your overall health.		Very good		29%
		Good		27%
		Fair		20%
		Poor		4%
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		3%
		Somewhat positive		19%
		Neutral		33%
		Somewhat negative		33%
		Very negative		12%
How many years have you lived in Kingsport?		Less than 2 years		10%
		2-5 years		17%
		6-10 years		9%
		11-20 years		15%
		More than 20 years		49%
Which best describes the building you live in?		One family house detached from any other houses		61%
		Building with two or more homes (duplex, townhome, apa..		35%
		Mobile home		2%
		Other		2%
Do you rent or own your home?		Rent		38%
		Own		62%
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		19%
		\$500 to \$999		32%
		\$1,000 to \$1,499		26%
		\$1,500 to \$1,999		10%
		\$2,000 to \$2,499		8%
		\$2,500 to \$2,999		2%
		\$3,000 to \$3,499		2%
		\$3,500 or more		2%
Do any children 17 or under live in your household?		No		68%
		Yes		32%
Are you or any other members of your household aged 65 or older?		No		60%

	Are you or any other members of your household aged 65 or older?	Yes		40%
	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		26%
		\$25,000 to \$49,999		20%
		\$50,000 to \$74,999		17%
		\$75,000 to \$99,999		12%
		\$100,000 to \$149,999		9%
		\$150,000 or more		15%
Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		99%
		Yes, I consider myself to be Spanish, Hispanic, or Latino		1%
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		2%
		Asian, Asian Indian, or Pacific Islander		1%
		Black or African American		2%
		White		95%
		Other		1%
	In which category is your age?	18-24 years		3%
		25-34 years		17%
		35-44 years		16%
		45-54 years		16%
		55-64 years		15%
		65-74 years		19%
		75 years or older		16%
	What is your gender?	Female		56%
		Male		44%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Kingsport conducted a survey of 442 residents. Survey invitations were mailed to randomly selected households and data were collected from October 12th, 2021 to November 30th, 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 Kingsport. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on November 16th, 2021. The survey remained open for two weeks and there were 302 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 2019 American Community Survey estimates for adults in the City of Kingsport. 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	14%	25%	24%
	35-54	42%	30%	29%
	55+	44%	45%	46%
Area	District 0	11%	5%	5%
	District 7	14%	5%	5%
	District 10	2%	2%	2%
	District 11	48%	51%	52%
	District 12	14%	21%	21%
	District 13	5%	8%	7%
	District 14	5%	7%	6%
	District 15	0%	1%	1%
Hispanic	No, not Spanish, Hispanic, or Latino	99%	99%	99%
	Yes, I consider myself to be Spanish, Hispa..	1%	1%	1%
Housing type	Attached	6%	32%	36%
	Detached	94%	68%	64%
race	Not white	6%	7%	7%
	White	94%	93%	93%
Race/ethnicity	Not white alone	8%	9%	8%
	White alone, not Hispanic or Latino	92%	91%	92%
Sex	Female	61%	55%	55%
	Male	39%	45%	45%
Sex/age	Female 18-34	8%	13%	13%
	Female 35-54	26%	15%	15%
	Female 55+	27%	27%	27%
	Male 18-34	6%	12%	12%
	Male 35-54	17%	15%	14%
	Male 55+	16%	18%	19%
Tenure	Own	93%	67%	62%
	Rent	7%	33%	38%

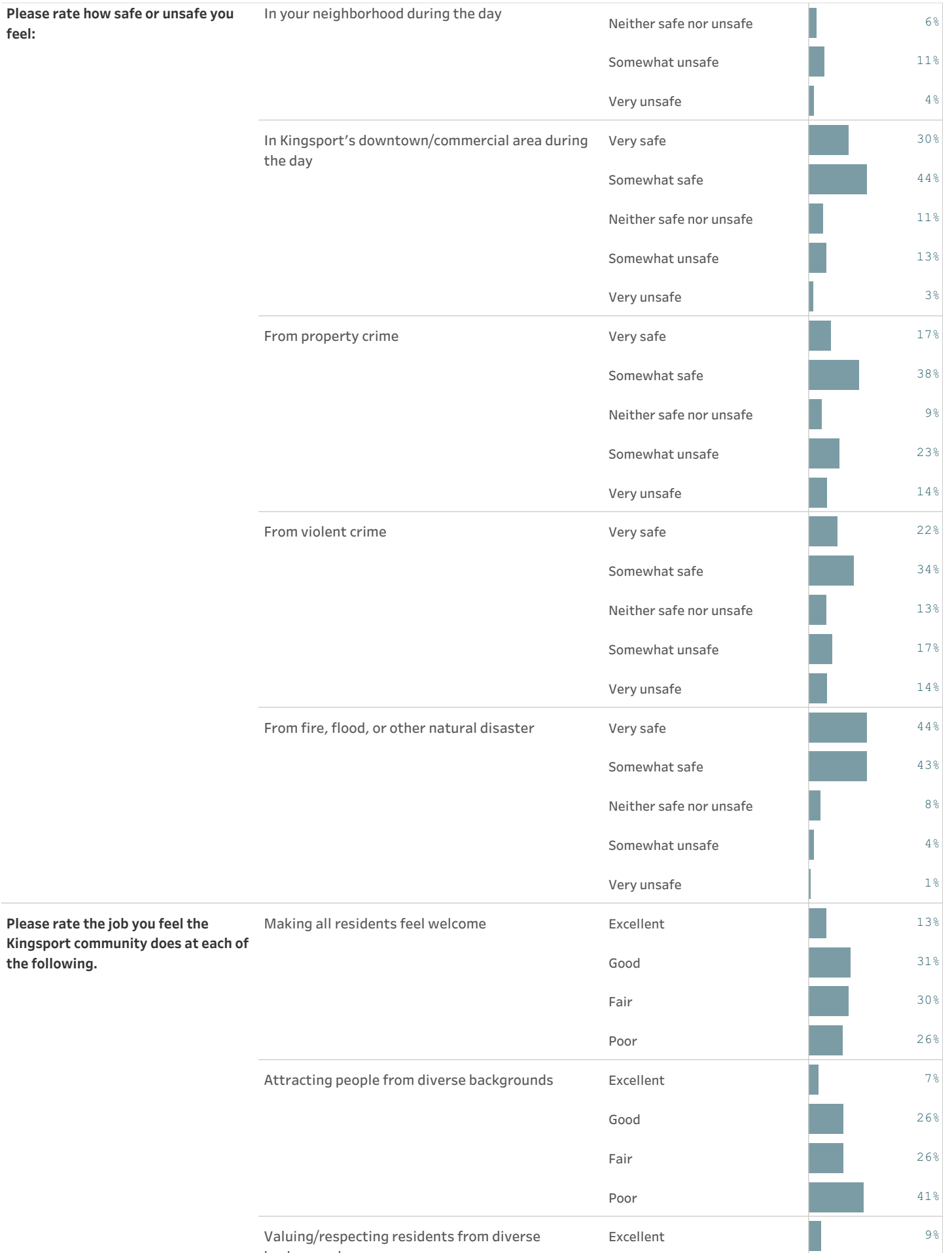
Open participation survey results

































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.
































In which district of Kingsport do you live? Please reference map above	1 - District 7		5%	
	2 - District 10		2%	
	3 - District 11		49%	
	4 - District 12		20%	
	5 - District 13		7%	
	6 - District 14		7%	
	7 - District 15		1%	
	8 - District 18		4%	
	9 - General Kingsport		5%	
	None of these/ I don't live in Kingsport		0%	
Please rate each of the following aspects of quality of life in Kingsport.	Kingsport as a place to live	Excellent		18%
		Good		38%
		Fair		35%
		Poor		9%
Your neighborhood as a place to live	Excellent		31%	
	Good		35%	
	Fair		21%	
	Poor		13%	
Kingsport as a place to raise children	Excellent		25%	
	Good		38%	
	Fair		26%	
	Poor		12%	
Kingsport as a place to work	Excellent		11%	
	Good		24%	
	Fair		36%	
	Poor		29%	
Kingsport as a place to visit	Excellent		12%	
	Good		18%	

Please rate each of the following aspects of quality of life in Kingsport.	Kingsport as a place to visit	Fair		28%
		Poor		43%
	Kingsport as a place to retire	Excellent		23%
		Good		32%
Fair			31%	
Poor			15%	
The overall quality of life	Excellent		15%	
	Good		32%	
	Fair		39%	
	Poor		15%	
Sense of community	Excellent		12%	
	Good		27%	
	Fair		32%	
	Poor		29%	
Please rate each of the following characteristics as they relate to Kingsport as a whole.	Overall economic health	Excellent		2%
		Good		31%
		Fair		34%
		Poor		33%
Overall quality of the transportation system	Excellent		13%	
	Good		33%	
	Fair		33%	
	Poor		21%	
Overall design or layout of residential and commercial areas	Excellent		7%	
	Good		45%	
	Fair		30%	
	Poor		17%	
Overall quality of the utility infrastructure	Excellent		16%	
	Good		44%	
	Fair		24%	
	Poor		16%	
Overall feeling of safety	Excellent		11%	
	Good		38%	

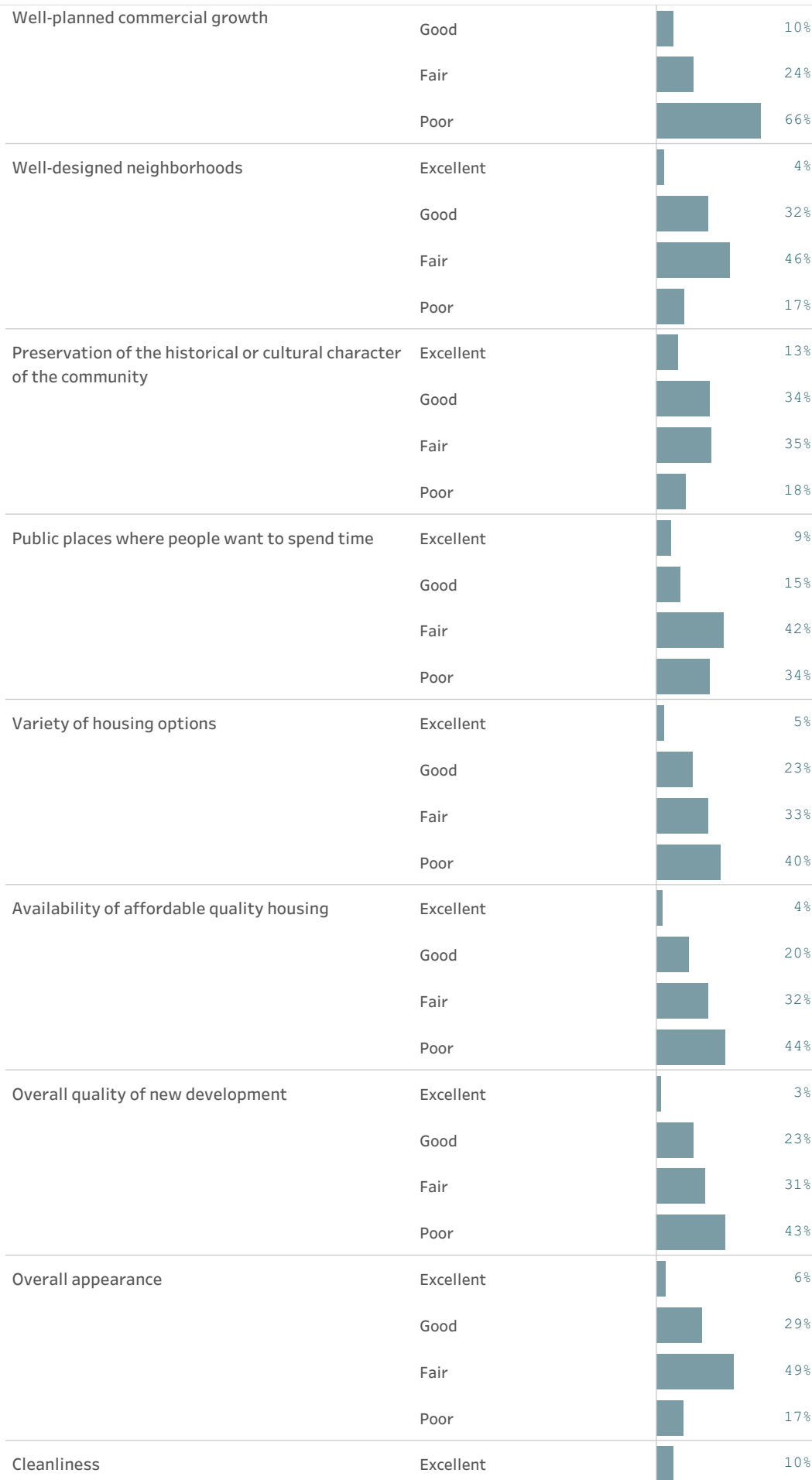
Please rate each of the following characteristics as they relate to Kingsport as a whole.	Overall feeling of safety	Fair		29%
		Poor		22%
Overall quality of natural environment		Excellent		19%
		Good		40%
		Fair		28%
		Poor		13%
Overall quality of parks and recreation opportunities		Excellent		22%
		Good		44%
		Fair		29%
		Poor		5%
Overall health and wellness opportunities		Excellent		7%
		Good		45%
		Fair		31%
		Poor		18%
Overall opportunities for education, culture, and the arts		Excellent		7%
		Good		36%
		Fair		34%
		Poor		23%
Residents' connection and engagement with their community		Excellent		6%
		Good		30%
		Fair		37%
		Poor		27%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Kingsport to someone who asks	Very likely		21%
		Somewhat likely		31%
		Somewhat unlikely		20%
		Very unlikely		28%
Remain in Kingsport for the next five years		Very likely		45%
		Somewhat likely		32%
		Somewhat unlikely		10%
		Very unlikely		14%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		54%
		Somewhat safe		25%



































Please rate the job you feel the Kingsport community does at each of the following.	Valuing/respecting residents from diverse backgrounds	Good		32%
		Fair		25%
		Poor		34%
Taking care of vulnerable residents	Excellent		3%	
	Good		17%	
	Fair		26%	
	Poor		54%	
Please rate each of the following in the Kingsport community.	Overall quality of business and service establishments	Excellent		6%
		Good		28%
		Fair		43%
		Poor		22%
Variety of business and service establishments	Excellent		4%	
	Good		16%	
	Fair		34%	
	Poor		46%	
Vibrancy of downtown/commercial area	Excellent		2%	
	Good		14%	
	Fair		39%	
	Poor		45%	
Employment opportunities	Excellent		2%	
	Good		22%	
	Fair		28%	
	Poor		48%	
Shopping opportunities	Excellent		2%	
	Good		10%	
	Fair		32%	
	Poor		56%	
Cost of living	Excellent		15%	
	Good		35%	
	Fair		37%	
	Poor		13%	
Overall image or reputation	Excellent		9%	

Please rate each of the following in the Kingsport community.	Overall image or reputation	Good		29%
		Fair		34%
		Poor		28%
Please also rate each of the following in the Kingsport community.	Traffic flow on major streets	Excellent		11%
		Good		48%
		Fair		26%
		Poor		14%
Ease of public parking	Excellent		16%	
	Good		44%	
	Fair		29%	
	Poor		11%	
Ease of travel by car	Excellent		23%	
	Good		57%	
	Fair		16%	
	Poor		5%	
Ease of travel by public transportation	Excellent		13%	
	Good		25%	
	Fair		35%	
	Poor		27%	
Ease of travel by bicycle	Excellent		10%	
	Good		38%	
	Fair		30%	
	Poor		22%	
Ease of walking	Excellent		9%	
	Good		35%	
	Fair		33%	
	Poor		23%	
Well-planned residential growth	Excellent		5%	
	Good		21%	
	Fair		49%	
	Poor		25%	
Well-planned commercial growth	Excellent		0%	

Please also rate each of the following in the Kingsport community.



































Please also rate each of the following in the Kingsport community.

Cleanliness	Good		41%
	Fair		34%
	Poor		15%
Water resources	Excellent		14%
	Good		39%
	Fair		29%
	Poor		18%
Air quality	Excellent		5%
	Good		19%
	Fair		36%
	Poor		40%
Availability of paths and walking trails	Excellent		25%
	Good		41%
	Fair		30%
	Poor		4%
Fitness opportunities	Excellent		25%
	Good		37%
	Fair		35%
	Poor		3%
Recreational opportunities	Excellent		14%
	Good		32%
	Fair		30%
	Poor		24%
Availability of affordable quality food	Excellent		11%
	Good		29%
	Fair		31%
	Poor		29%
Availability of affordable quality health care	Excellent		9%
	Good		19%
	Fair		33%
	Poor		40%
Availability of preventive health services	Excellent		7%

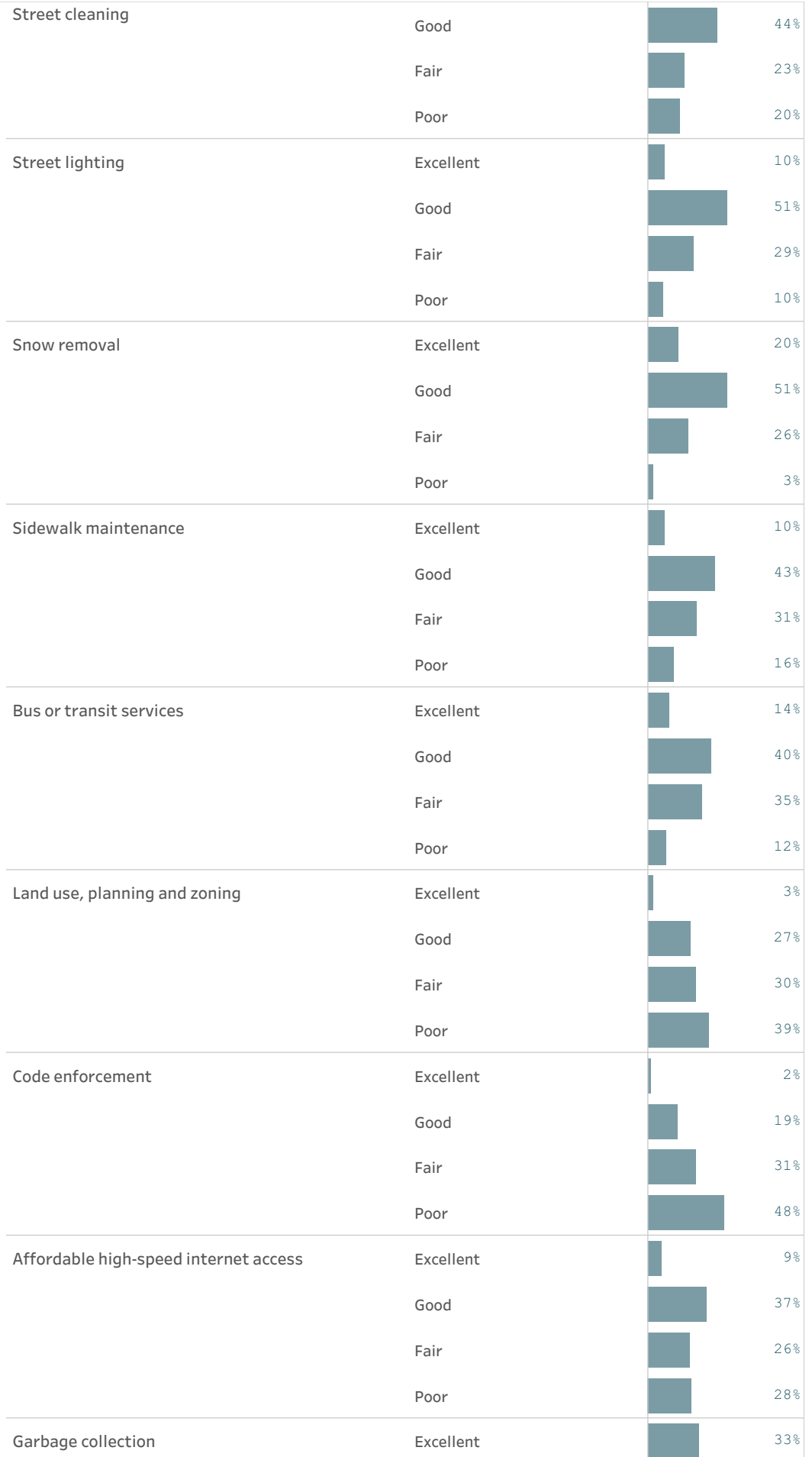
Please also rate each of the following in the Kingsport community.



































Please also rate each of the following in the Kingsport community.	Neighborliness of residents	Good		35%
		Fair		31%
		Poor		22%
	Opportunities to participate in social events and activities	Excellent		9%
		Good		29%
		Fair		41%
		Poor		21%
	Opportunities to attend special events and festivals	Excellent		11%
		Good		35%
		Fair		37%
		Poor		17%
	Opportunities to volunteer	Excellent		22%
Good			41%	
Fair			27%	
Poor			9%	
Opportunities to participate in community matters	Excellent		11%	
	Good		29%	
	Fair		34%	
	Poor		26%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		10%	
	Good		27%	
	Fair		30%	
	Poor		33%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Kingsport for help or information	No		35%
		Yes		65%
	Contacted Kingsport elected officials to express your opinion	No		67%
		Yes		33%
	Attended a local public meeting	No		76%
		Yes		24%
	Watched a local public meeting	No		48%
		Yes		52%
	Volunteered your time to some group/activity	No		51%

Please indicate whether or not you have done each of the following in the last 12 months.	Volunteered your time to some group/activity	Yes		49%	
	Campaigned or advocated for a local issue, cause, or candidate	No		73%	
		Yes		27%	
	Voted in your most recent local election	No		18%	
		Yes		82%	
	Used public transportation instead of driving	No		99%	
		Yes		1%	
	Carpooled with other adults or children instead of driving alone	No		62%	
		Yes		38%	
	Walked or biked instead of driving	No		56%	
		Yes		44%	
	Please rate the quality of each of the following services in Kingsport.	Public information services	Excellent		9%
			Good		46%
			Fair		33%
Poor				12%	
Economic development		Excellent		2%	
		Good		17%	
		Fair		35%	
		Poor		45%	
Traffic enforcement		Excellent		12%	
		Good		45%	
		Fair		30%	
		Poor		13%	
Traffic signal timing		Excellent		8%	
		Good		44%	
		Fair		33%	
		Poor		15%	
Street repair	Excellent		1%		
	Good		20%		
	Fair		30%		
	Poor		49%		
Street cleaning	Excellent		13%		

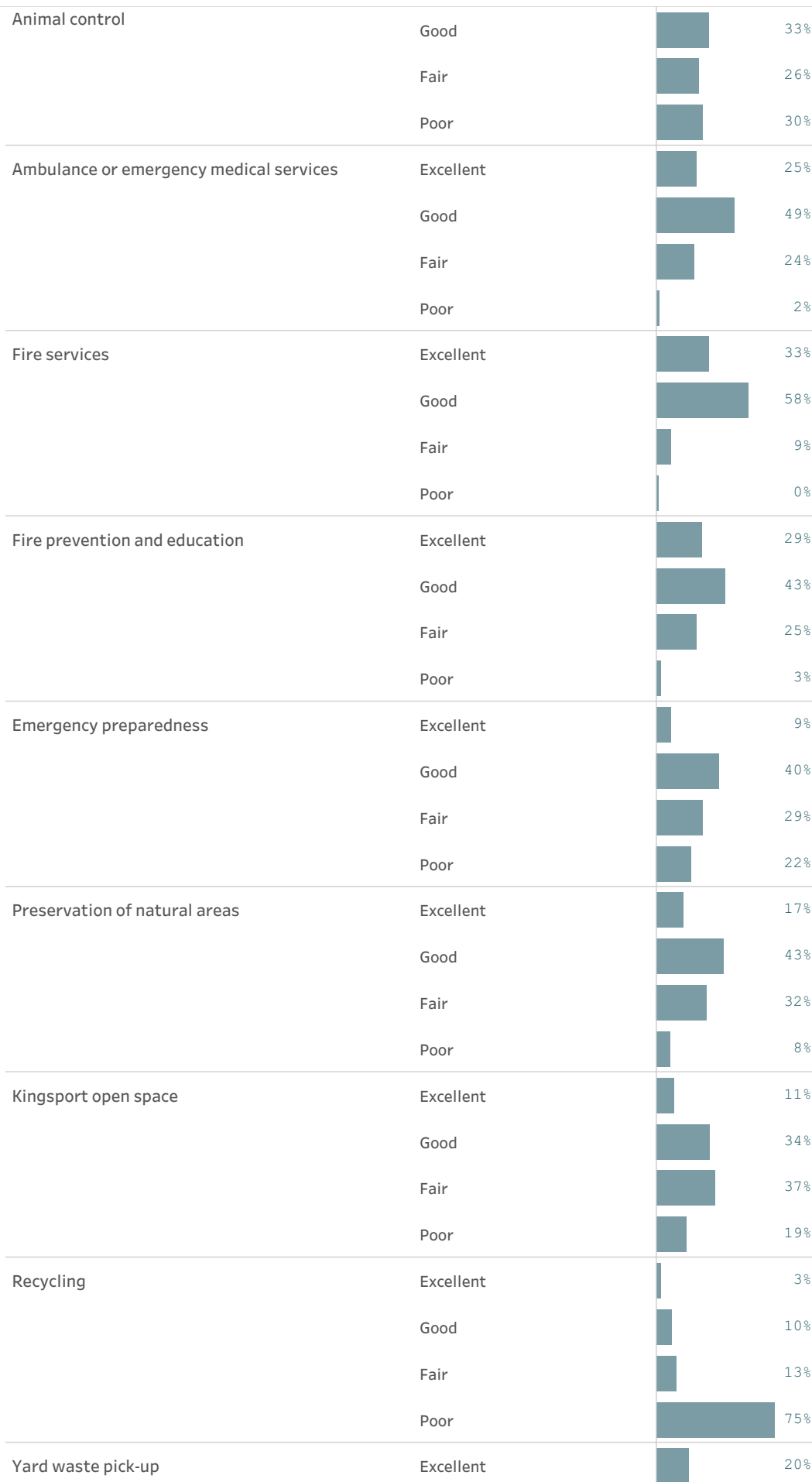
Please rate the quality of each of the following services in Kingsport.



































Please rate the quality of each of the following services in Kingsport.


























Garbage collection	Good		48%
	Fair		12%
	Poor		7%
Drinking water	Excellent		24%
	Good		47%
	Fair		22%
	Poor		7%
Sewer services	Excellent		22%
	Good		56%
	Fair		18%
	Poor		4%
Storm water management	Excellent		15%
	Good		55%
	Fair		19%
	Poor		12%
Power (electric and/or gas) utility	Excellent		19%
	Good		55%
	Fair		18%
	Poor		8%
Utility billing	Excellent		13%
	Good		49%
	Fair		27%
	Poor		10%
Police/Sheriff services	Excellent		27%
	Good		43%
	Fair		23%
	Poor		6%
Crime prevention	Excellent		8%
	Good		48%
	Fair		23%
	Poor		22%
Animal control	Excellent		11%

Please rate the quality of each of the following services in Kingsport.



































Please rate the quality of each of the following services in Kingsport.	Yard waste pick-up	Good		47%
		Fair		20%
		Poor		12%
		Excellent		0%
	City parks	Excellent		18%
		Good		46%
		Fair		33%
		Poor		3%
	Recreation programs or classes	Excellent		10%
		Good		30%
		Fair		44%
		Poor		16%
	Recreation centers or facilities	Excellent		8%
		Good		36%
		Fair		40%
		Poor		16%
	Health services	Excellent		6%
		Good		37%
		Fair		28%
		Poor		29%
	Public library services	Excellent		23%
		Good		56%
		Fair		21%
		Poor		1%
	Overall customer service by Kingsport employees	Excellent		24%
		Good		48%
		Fair		23%
		Poor		5%
Please rate the following categories of Kingsport government performance.	The value of services for the taxes paid to Kingsport	Excellent		12%
		Good		26%
		Fair		31%
		Poor		30%
	The overall direction that Kingsport is taking	Excellent		6%

Please rate the following categories of Kingsport government performance.	Category	Rating	
		Percentage	Visual Bar
The overall direction that Kingsport is taking	Good	16%	[Bar]
	Fair	25%	[Bar]
	Poor	53%	[Bar]
The job Kingsport government does at welcoming resident involvement	Excellent	9%	[Bar]
	Good	23%	[Bar]
	Fair	26%	[Bar]
	Poor	41%	[Bar]
Overall confidence in Kingsport government	Excellent	7%	[Bar]
	Good	18%	[Bar]
	Fair	25%	[Bar]
	Poor	51%	[Bar]
Generally acting in the best interest of the community	Excellent	9%	[Bar]
	Good	18%	[Bar]
	Fair	21%	[Bar]
	Poor	52%	[Bar]
Being honest	Excellent	9%	[Bar]
	Good	20%	[Bar]
	Fair	31%	[Bar]
	Poor	40%	[Bar]
Being open and transparent to the public	Excellent	12%	[Bar]
	Good	10%	[Bar]
	Fair	31%	[Bar]
	Poor	47%	[Bar]
Informing residents about issues facing the community	Excellent	5%	[Bar]
	Good	22%	[Bar]
	Fair	25%	[Bar]
	Poor	48%	[Bar]
Treating all residents fairly	Excellent	9%	[Bar]
	Good	18%	[Bar]
	Fair	23%	[Bar]
	Poor	51%	[Bar]
Treating residents with respect	Excellent	10%	[Bar]

Please rate the following categories of Kingsport government performance.	Treating residents with respect	Good		24%
		Fair		34%
		Poor		33%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Kingsport	Excellent		12%
		Good		35%
		Fair		34%
		Poor		19%
	The Federal Government	Excellent		3%
		Good		17%
		Fair		44%
		Poor		36%
Please rate how important, if at all, you think it is for the Kingsport community to focus on each of the following in the coming two years.	Overall economic health	Essential		74%
		Very important		21%
		Somewhat important		6%
	Overall quality of the transportation system	Essential		15%
		Very important		31%
		Somewhat important		48%
		Not at all important		6%
	Overall design or layout of residential and commercial areas	Essential		27%
		Very important		38%
		Somewhat important		33%
		Not at all important		2%
	Overall quality of the utility infrastructure	Essential		39%
		Very important		38%
		Somewhat important		20%
		Not at all important		4%
	Overall feeling of safety	Essential		64%
		Very important		30%
		Somewhat important		4%
		Not at all important		1%
	Overall quality of natural environment	Essential		28%
Very important			44%	

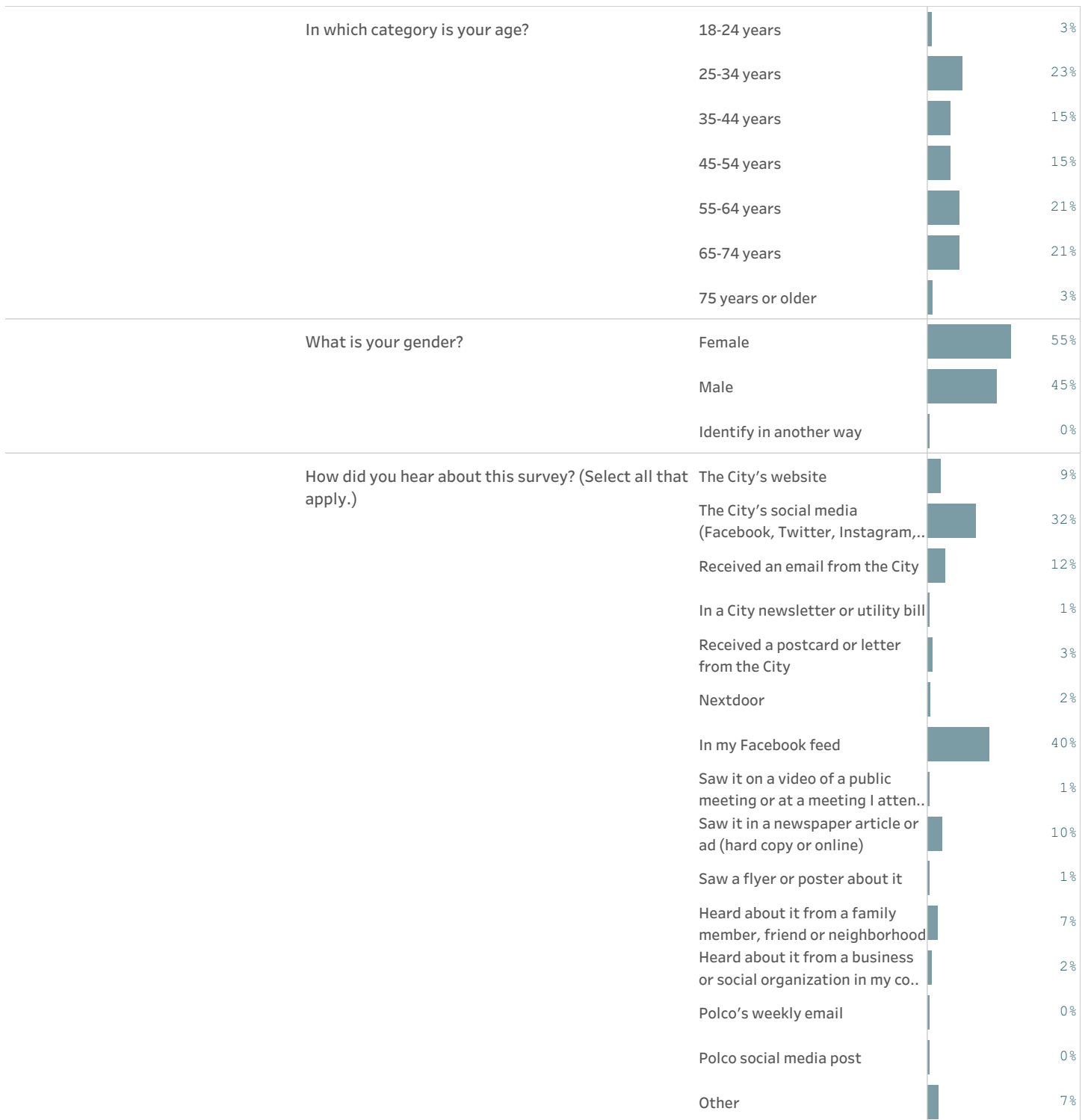
Please rate how important, if at all, you think it is for the Kingsport community to focus on each of the following in the coming two years.	Overall quality of natural environment	Somewhat important		24%
		Not at all important		4%
	Overall quality of parks and recreation opportunities	Essential		23%
		Very important		45%
		Somewhat important		32%
		Not at all important		1%
	Overall health and wellness opportunities	Essential		33%
		Very important		41%
		Somewhat important		26%
		Not at all important		0%
	Overall opportunities for education, culture, and the arts	Essential		36%
		Very important		34%
		Somewhat important		26%
		Not at all important		3%
	Residents' connection and engagement with their community	Essential		30%
		Very important		43%
Somewhat important			24%	
Not at all important			3%	
Please rate the level of importance for the City of Kingsport Fire Department to provide each of the following emergency medical response services.	Providing urgent treatment to cardiac emergencies such as cardiac arrest, stroke, etc. (i.e., Advanced Life Support)	Essential		75%
		Very important		19%
		Somewhat important		5%
		Not at all important		1%
	Providing a wide range of medical treatments including fracture immobilization, cervical spine stabilization, monitoring vital signs, etc. (i.e., Intermediate Life Support)	Essential		67%
		Very important		29%
		Somewhat important		4%
		Not at all important		0%
	Providing basic services including CPR, basic first aid, etc. (i.e., Basic Life Saving)	Essential		73%
		Very important		26%
		Somewhat important		1%
		Not at all important		0%
Please rate the quality of each of the following types of communication you receive from the City of Kingsport Police Department.	Crisis communications	Excellent		11%
		Good		43%

Please rate the quality of each of the following types of communication you receive from the City of Kingsport Police Department.	Communication Type	Rating	Percentage	
			Bar	Value
	Crisis communications	Fair		22%
		Poor		25%
	Emergency notifications	Excellent		15%
		Good		38%
		Fair		24%
		Poor		23%
	Department transparency	Excellent		9%
		Good		28%
		Fair		40%
		Poor		23%
	General Department updates/activity	Excellent		12%
		Good		28%
		Fair		30%
		Poor		31%
How would you rate the quality of information provided by each of the following?	City of Kingsport website (www.kingsporttn.gov)	Excellent		10%
		Good		52%
		Fair		27%
		Poor		11%
	Local television stations	Excellent		3%
		Good		36%
		Fair		49%
		Poor		12%
	Local newspapers	Excellent		8%
		Good		41%
		Fair		30%
		Poor		21%
	Government access channel (Channel 192)	Excellent		2%
		Good		43%
		Fair		29%
		Poor		26%
	Board of Mayor and Aldermen Highlights newsletters	Excellent		12%
		Good		28%

How would you rate the quality of information provided by each of the following?	Board of Mayor and Aldermen Highlights newsletters	Fair		20%
		Poor		39%
	City of Kingsport social media channels	Excellent		4%
		Good		41%
		Fair		38%
		Poor		18%
	Word-of-mouth	Excellent		6%
		Good		26%
Fair			51%	
Poor			17%	
Board of Mayor and Aldermen meetings	Excellent		7%	
	Good		31%	
	Fair		34%	
	Poor		28%	
Utility/Water bill messaging	Excellent		4%	
	Good		41%	
	Fair		35%	
	Poor		19%	
City of Kingsport communications via social media	Excellent		4%	
	Good		37%	
	Fair		47%	
	Poor		11%	
In general, how many times do you:	Access the internet from your home	Several times a day		91%
		Once a day		3%
		A few times a week		3%
		Every few weeks		0%
		Less often or never		2%
	Access the internet from your cell phone	Several times a day		94%
Once a day			1%	
A few times a week			2%	
Every few weeks			0%	
Less often or never			3%	

In general, how many times do you:	Visit social media sites	Several times a day	84%
		Once a day	10%
		A few times a week	2%
		Every few weeks	1%
		Less often or never	5%
Use or check email	Several times a day	86%	
	Once a day	12%	
	A few times a week	2%	
	Less often or never	0%	
Share your opinions online	Several times a day	19%	
	Once a day	4%	
	A few times a week	26%	
	Every few weeks	13%	
	Less often or never	39%	
Shop online	Several times a day	19%	
	Once a day	3%	
	A few times a week	42%	
	Every few weeks	28%	
	Less often or never	8%	
Please rate your overall health.	Excellent	27%	
	Very good	38%	
	Good	27%	
	Fair	9%	
	Poor	0%	
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	2%	
	Somewhat positive	11%	
	Neutral	27%	
	Somewhat negative	41%	
	Very negative	18%	
How many years have you lived in Kingsport?	Less than 2 years	9%	
	2-5 years	6%	
	6-10 years	13%	

	How many years have you lived in Kingsport?	11-20 years		11%
		More than 20 years		61%
	Which best describes the building you live in?	One family house detached from any other houses		61%
		Building with two or more homes (duplex, townhome, apa..		28%
		Mobile home		5%
		Other		6%
	Do you rent or own your home?	Rent		33%
		Own		67%
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		19%
		\$500 to \$999		44%
		\$1,000 to \$1,499		12%
		\$1,500 to \$1,999		14%
		\$2,000 to \$2,499		4%
		\$2,500 to \$2,999		4%
		\$3,000 to \$3,499		0%
		\$3,500 or more		2%
	Do any children 17 or under live in your household?	No		63%
		Yes		37%
	Are you or any other members of your household aged 65 or older?	No		68%
		Yes		32%
	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		13%
		\$25,000 to \$49,999		26%
		\$50,000 to \$74,999		19%
		\$75,000 to \$99,999		14%
		\$100,000 to \$149,999		13%
		\$150,000 or more		15%
Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		99%
		Yes, I consider myself to be Spanish, Hispanic, or Latino		1%
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		2%
		Black or African American		3%
		White		96%
		Other		2%



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 Kingsport.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Kingsport.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Kingsport.....	1	2	3	4	5
Overall design or layout of Kingsport's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Kingsport (water, sewer, storm water, electric, gas)	1	2	3	4	5
Overall feeling of safety in Kingsport.....	1	2	3	4	5
Overall quality of natural environment in Kingsport.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Kingsport.....	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 Kingsport to someone who asks.....	1	2	3	4	5
Remain in Kingsport 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 Kingsport'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 Kingsport 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 Kingsport 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 Kingsport.....	1	2	3	4	5
Variety of business and service establishments in Kingsport.....	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 Kingsport.....	1	2	3	4	5
Overall image or reputation of Kingsport	1	2	3	4	5

7. Please also rate each of the following in the Kingsport 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 Kingsport.....	1	2	3	4	5
Ease of travel by public transportation in Kingsport.....	1	2	3	4	5
Ease of travel by bicycle in Kingsport.....	1	2	3	4	5
Ease of walking in Kingsport.....	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 Kingsport.....	1	2	3	4	5
Overall appearance of Kingsport.....	1	2	3	4	5
Cleanliness of Kingsport.....	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 Kingsport.....	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 Kingsport (in-person, phone, email, or web) for help or information.....	1	2
Contacted Kingsport 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 Kingsport.....	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

9. Please rate the quality of each of the following services in Kingsport.

	<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
Kingsport 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 Kingsport employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Kingsport 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 Kingsport.....	1	2	3	4	5
The overall direction that Kingsport is taking.....	1	2	3	4	5
The job Kingsport government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Kingsport 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 Kingsport.....	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 Kingsport 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 Kingsport.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Kingsport.....	1	2	3	4
Overall design or layout of Kingsport's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Kingsport (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Kingsport.....	1	2	3	4
Overall quality of natural environment in Kingsport.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Kingsport.....	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 the level of importance for the City of Kingsport Fire Department to provide each of the following emergency medical response services.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Providing urgent treatment to cardiac emergencies such as cardiac arrest, stroke, etc. (i.e., Advanced Life Support).....	1	2	3	4
Providing a wide range of medical treatments including fracture immobilization, cervical spine stabilization, monitoring vital signs, etc. (i.e., Intermediate Life Support).....	1	2	3	4
Providing basic services including CPR, basic first aid, etc. (i.e., Basic Life Saving).....	1	2	3	4

14. Please rate the quality of each of the following types of communication you receive from the City of Kingsport Police Department.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Crisis communications.....	1	2	3	4	5
Emergency notifications.....	1	2	3	4	5
Department transparency.....	1	2	3	4	5
General Department updates/activity.....	1	2	3	4	5

15. How would you rate the quality of information provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
City of Kingsport website (www.kingsporttn.gov).....	1	2	3	4	5
Local television stations.....	1	2	3	4	5
Local newspapers.....	1	2	3	4	5
Government access channel (Channel 192).....	1	2	3	4	5
Board of Mayor and Aldermen Highlights newsletters.....	1	2	3	4	5
City of Kingsport social media channels.....	1	2	3	4	5
Word-of-mouth.....	1	2	3	4	5
Board of Mayor and Aldermen meetings.....	1	2	3	4	5
Utility/Water bill messaging.....	1	2	3	4	5
City of Kingsport communications via social media.....	1	2	3	4	5

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 Kingsport?

- 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