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# The City of Morgantown, West Virginia

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## Report of Results

### 2006



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# SURVEY BACKGROUND

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## About The National Citizen Survey™

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The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically re-weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Morgantown staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Morgantown staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

# UNDERSTANDING THE RESULTS

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## Survey Administration

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Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 73 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 337 residents, for a response rate of 30%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 1,200 residents is generally no greater than plus or minus 5 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Morgantown. (For more information on the survey methodology, see Appendix B. A copy of the survey materials can be found in Appendix C.)

## Survey Validity

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The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

1. Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
2. Selecting households at random within the jurisdiction.
3. Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.

4. Selecting the respondent within the household using an unbiased sampling procedure<sup>1</sup>.
5. Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
6. Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
7. Providing a self-addressed, postage-paid return envelope.
8. Offering the survey in Spanish when appropriate and requested by City officials.
9. Using the most recent available information about the characteristics of jurisdiction residents to re-weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g. reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g. driving habits), reported intentions to behave with observed future behavior (e.g. voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g. feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g. family abuse or other

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<sup>1</sup> The birthday method requests that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.

illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen "objectively" in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

## Use of the "Excellent, Good, Fair, Poor" Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is "excellent," "good," "fair" or "poor" (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents' perceptions of quality in favor of their report on the acceptability of the level of service offered).

## "Don't Know" Responses

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses

presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

## Putting Evaluations Onto a 100-Point Scale

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Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 5 points based on all respondents.

## COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Morgantown. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Morgantown. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Morgantown.

### Quality of Life

When asked to rate the overall quality of life in Morgantown, 14% of respondents thought it was “excellent.” Only 5% rated overall quality of life as “poor.” All of the responses of residents who had an opinion about the overall quality of life in Morgantown are shown in Figure 1 below. Other ratings can be seen in the figures on the following page.

Figure 1: Overall Quality of Life in Morgantown

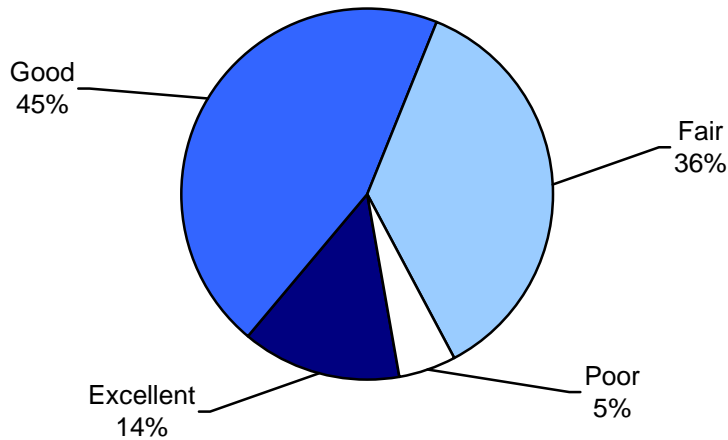
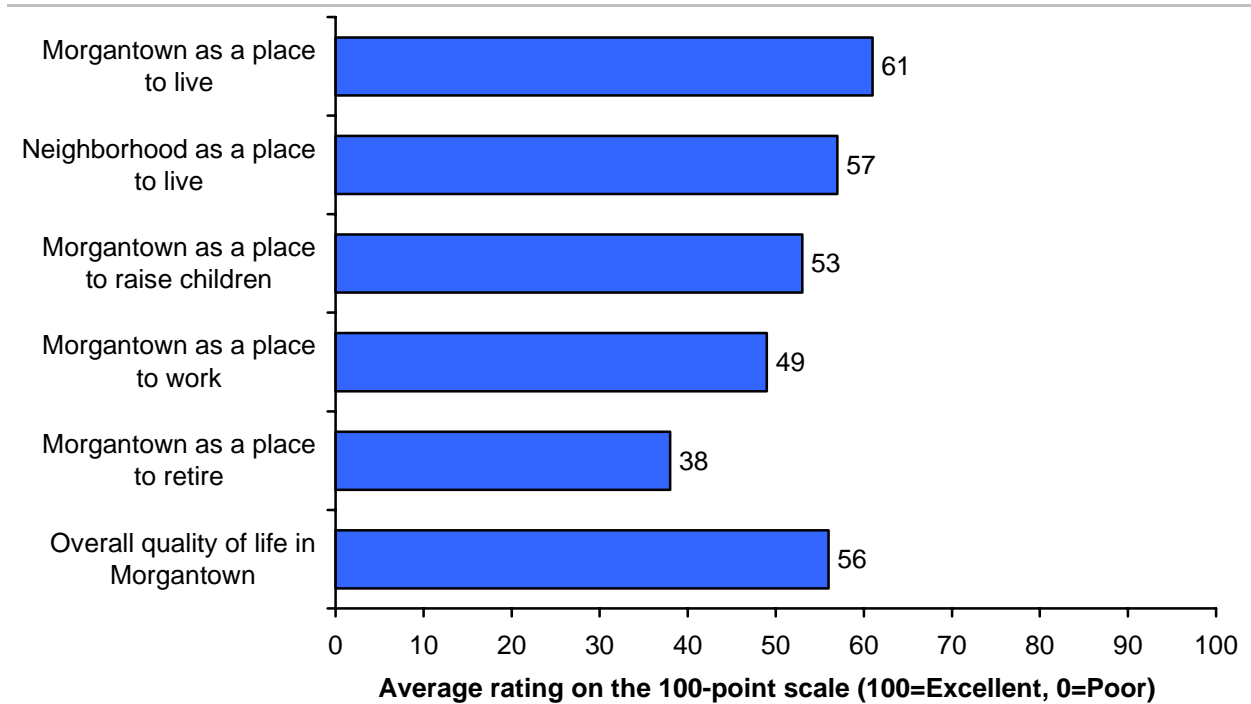




Figure 2: Quality of Life Ratings



Quality of Life Ratings

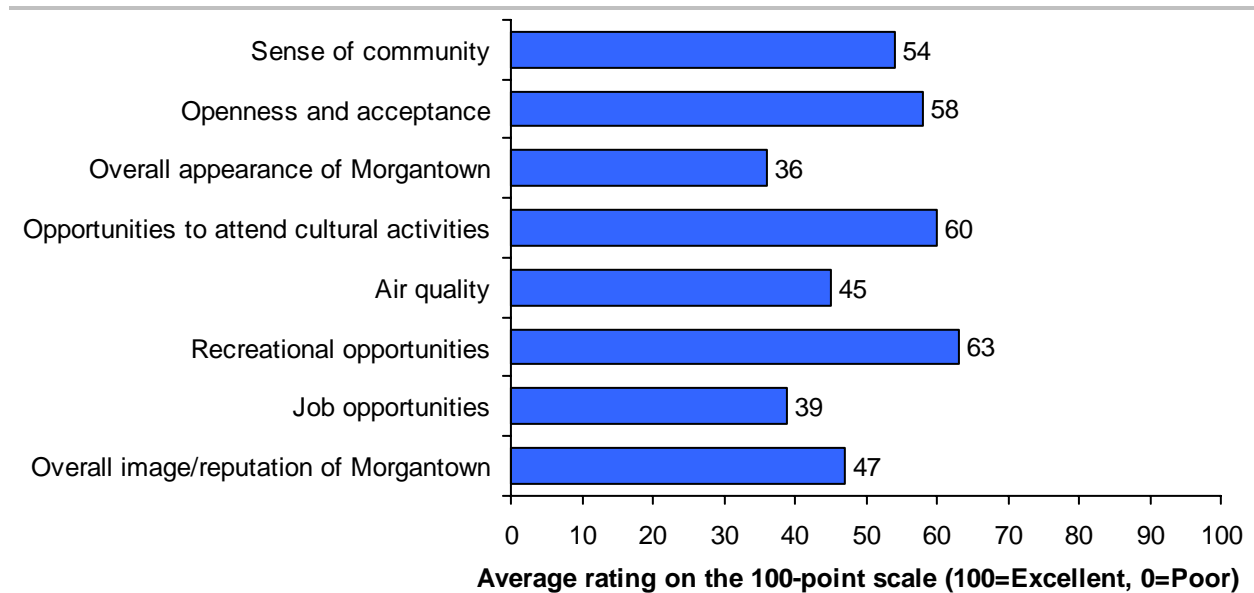
	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate Morgantown as a place to live?	16%	55%	26%	4%	100%	61
How do you rate your neighborhood as a place to live?	16%	45%	32%	6%	100%	57
How do you rate Morgantown as a place to raise children?	21%	38%	22%	20%	100%	53
How do you rate Morgantown as a place to work?	11%	39%	36%	14%	100%	49
How do you rate Morgantown as a place to retire?	10%	29%	26%	35%	100%	38
How do you rate the overall quality of life in Morgantown?	14%	45%	36%	5%	100%	56

Note: "don't know" responses have been removed.

## Ratings of Community Characteristics in Morgantown

The highest rated characteristics of Morgantown were recreational opportunities, opportunities to attend cultural activities, and openness and acceptance. When asked about potential problems in Morgantown, the three concerns rated by the highest proportion of respondents as a “major problem” were traffic congestion, too much growth, and drugs. The rate of population growth in Morgantown was viewed as “too fast” by 73% of respondents, while 2% thought it was “too slow.”

**Figure 3: Characteristics of the Community: General and Opportunities**



**Characteristics of the Community: General and Opportunities**

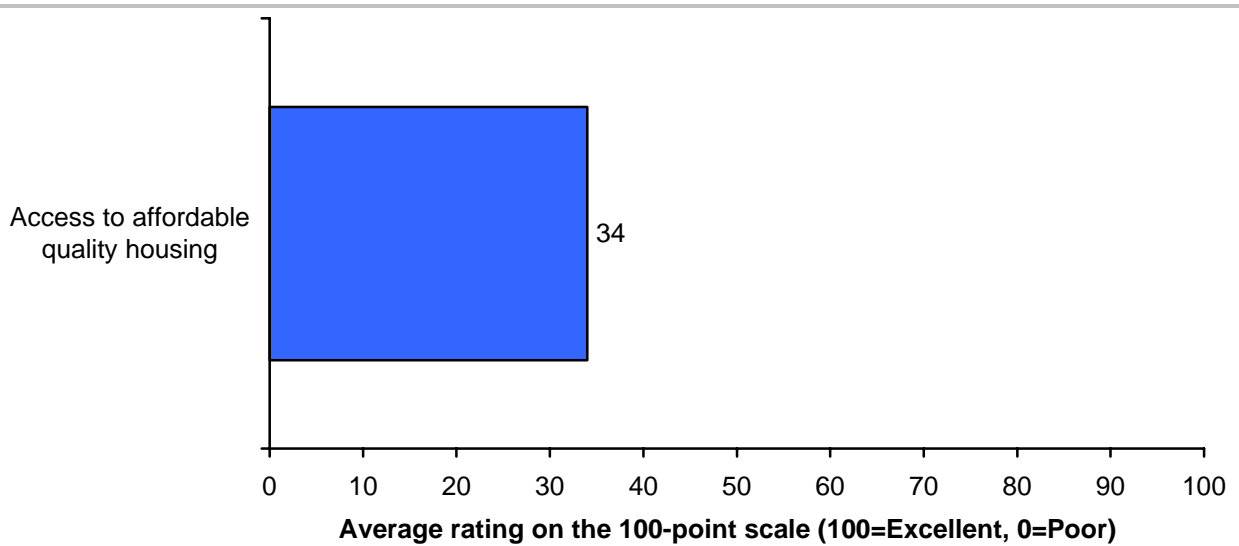
Please rate each of the following characteristics as they relate to Morgantown as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Sense of community	13%	45%	32%	9%	100%	54
Openness and acceptance of the community towards people of diverse backgrounds	15%	51%	26%	7%	100%	58
Overall appearance of Morgantown	2%	28%	44%	25%	100%	36
Opportunities to attend cultural activities	21%	46%	25%	8%	100%	60
Air quality	7%	37%	39%	16%	100%	45

**Characteristics of the Community: General and Opportunities**

Please rate each of the following characteristics as they relate to Morgantown as a whole:	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Recreational opportunities	24%	47%	23%	6%	100%	63
Job opportunities	5%	27%	47%	21%	100%	39
Overall image/reputation of Morgantown	5%	41%	44%	10%	100%	47

Note: "don't know" responses have been removed.

**Figure 4: Characteristics of the Community: Access**

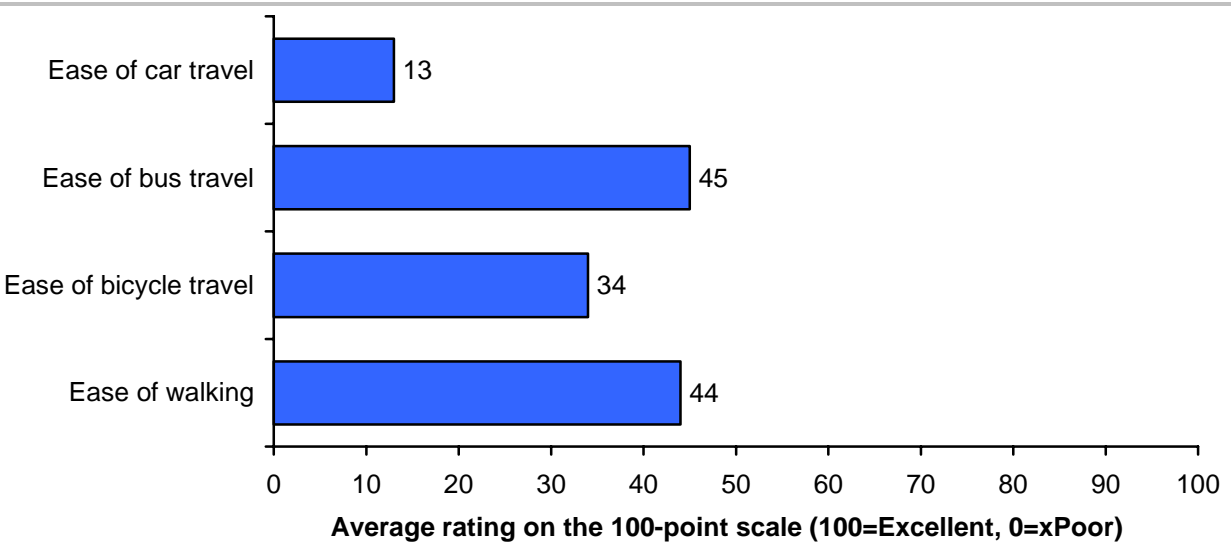


**Characteristics of the Community: Access**

Please rate each of the following characteristics as they relate to Morgantown as a whole:	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Access to affordable quality housing	5%	24%	38%	33%	100%	34

Note: "don't know" responses have been removed.

**Figure 5: Characteristics of the Community: Mobility**



**Characteristics of the Community: Mobility**

Please rate each of the following characteristics as they relate to Morgantown as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Ease of car travel in Morgantown	0%	8%	21%	70%	100%	13
Ease of bus travel in Morgantown	11%	30%	41%	19%	100%	45
Ease of bicycle travel in Morgantown	7%	23%	37%	34%	100%	34
Ease of walking in Morgantown	10%	31%	38%	21%	100%	44

Note: "don't know" responses have been removed.

Figure 6: Ratings of Potential Problems in Morgantown

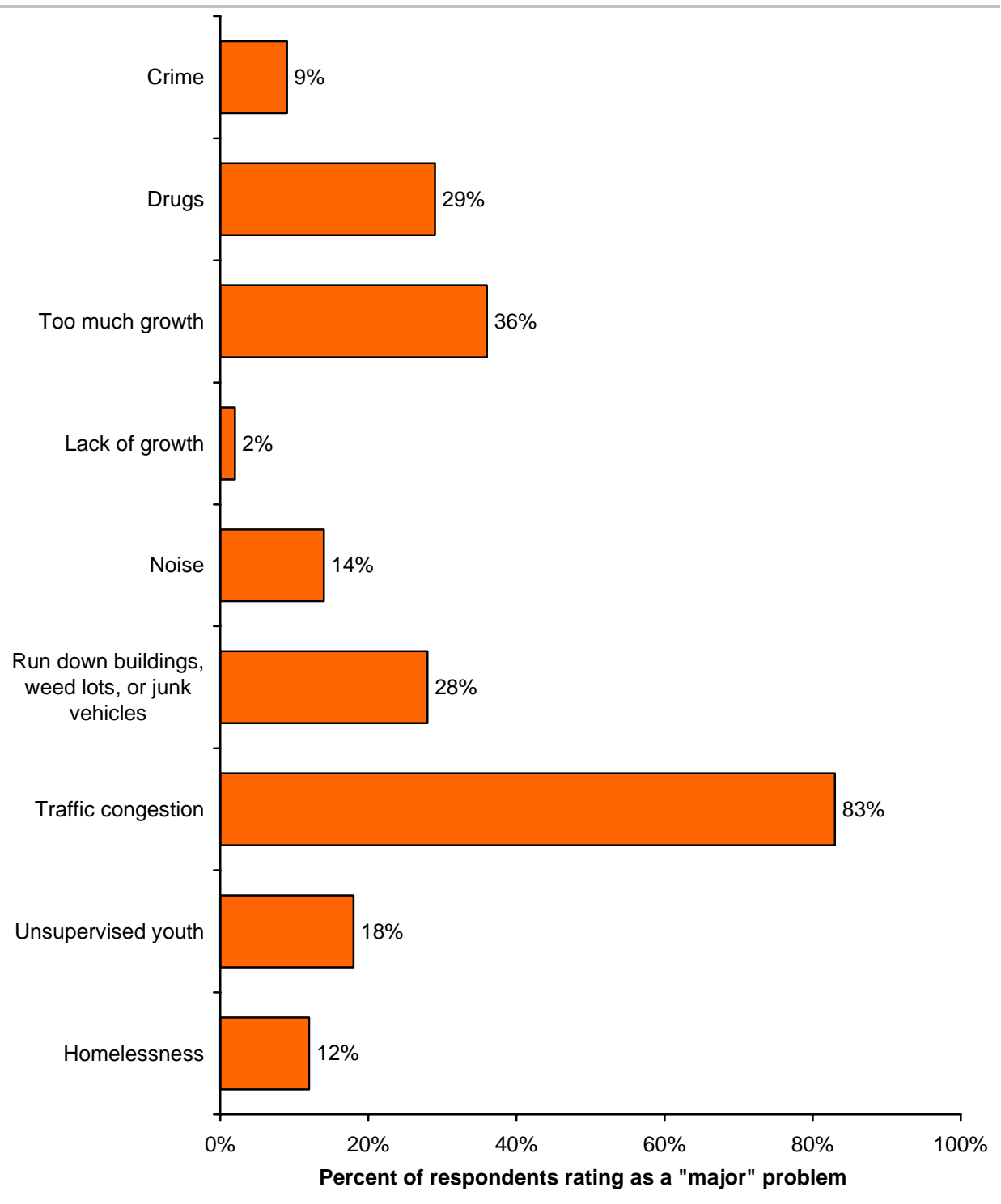
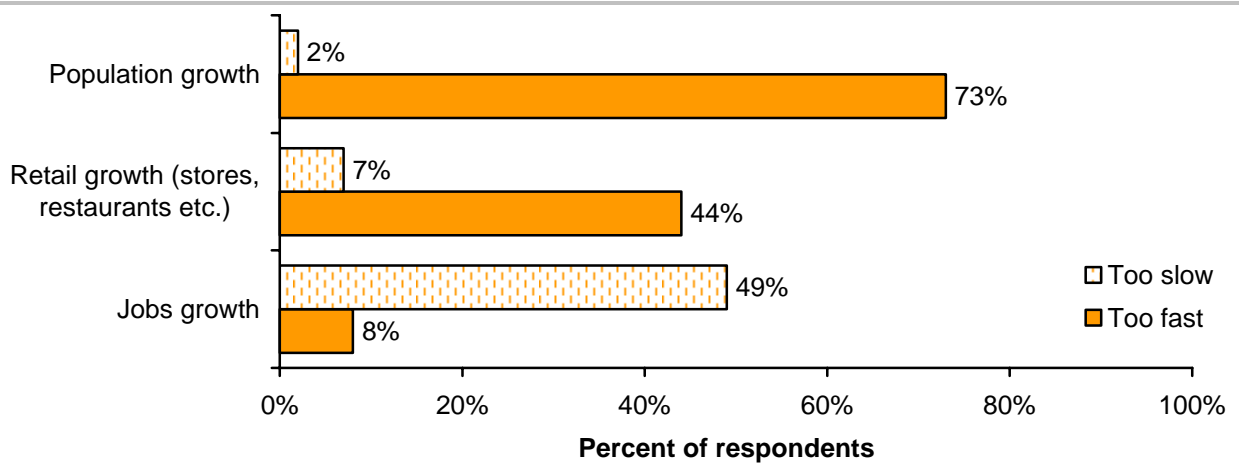


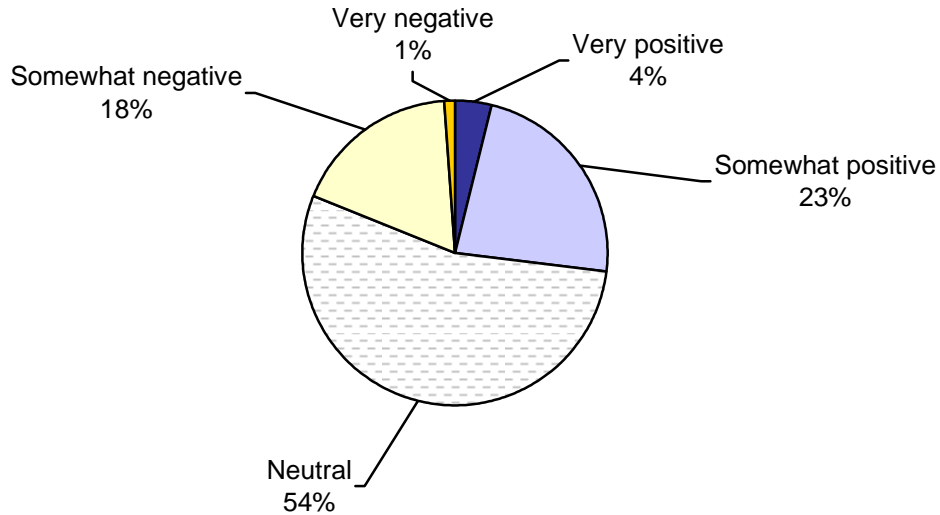
Figure 7: Ratings of Rates of Growth in Morgantown



Twenty-seven percent of Morgantown residents expected that the coming six months would have a somewhat or very positive impact on their family, while 19% felt that the economic future would be somewhat or very negative.

**Figure 8: Perceptions of Economy**

**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...**



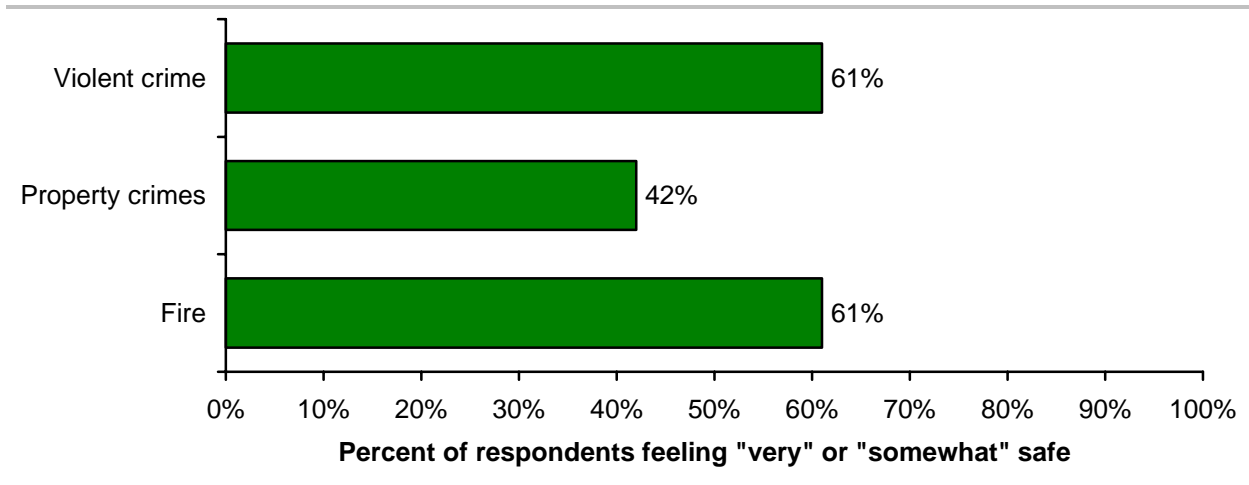


## Perceptions of Safety

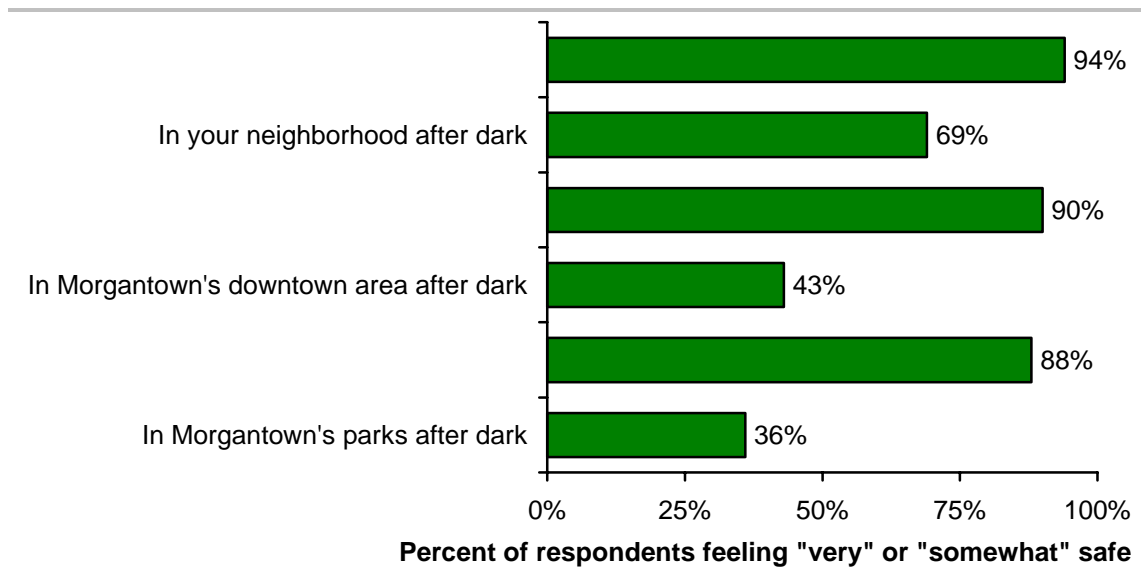
When evaluating safety in the community, 61% of respondents felt “somewhat” or “very safe” from violent crimes in Morgantown. In their neighborhood after dark, 69% of survey participants felt “somewhat” or “very safe.”

As assessed by the survey, 22% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 77% had reported it to police.

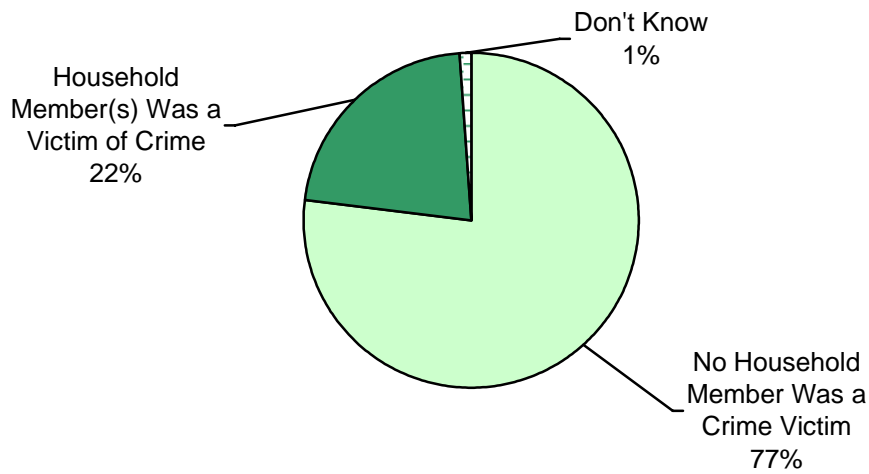
**Figure 9: Ratings of Safety from Various Problems in Morgantown**



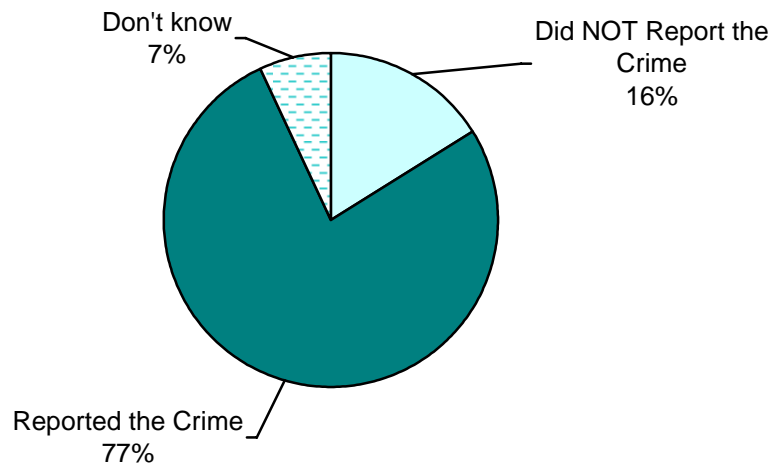
**Figure 10: Ratings of Safety in Various Areas in Morgantown**



**Figure 11: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months**



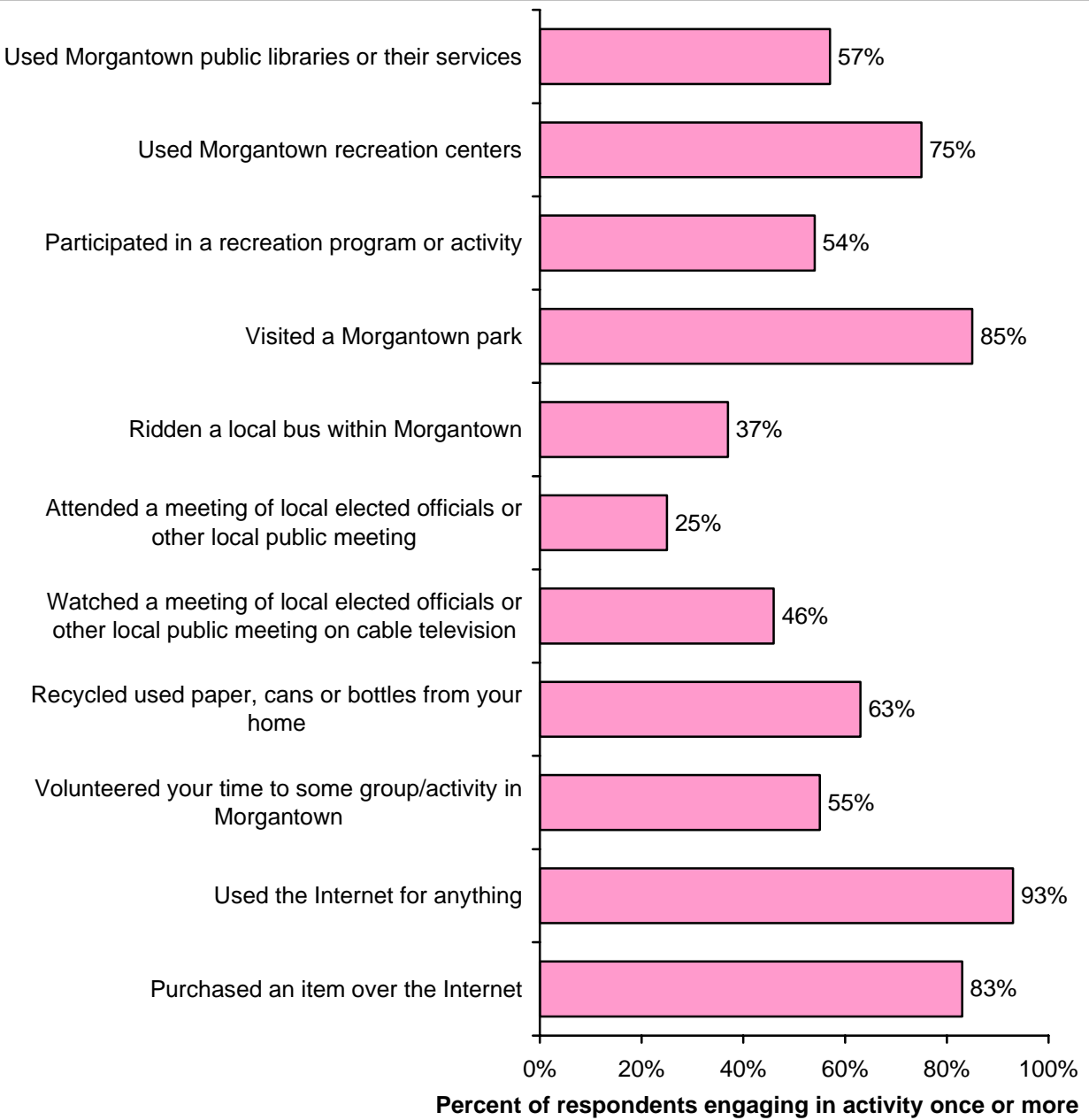
**Figure 12: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime**



## Community Participation

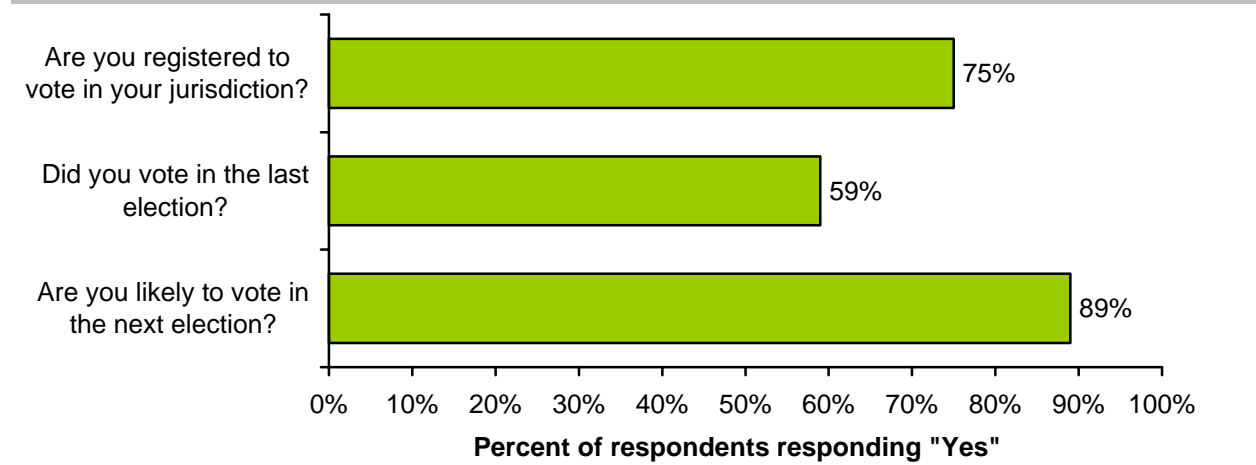
Participation in the civic, social and economic life of Morgantown during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Among those completing the questionnaire, 85% reported visiting a park in Morgantown in the past year and 25% had attended a meeting of elected officials or other local public meeting.

**Figure 13: Percent of Respondents Engaging in Various Activities in Morgantown in the Past Year**



Voter status was also estimated,<sup>2</sup> with 59% saying that they had voted in the last election.

**Figure 14: Voter Status and Activity**



**Voter Status and Activity**

	No	Yes	Total
Are you registered to vote in your jurisdiction?	25%	75%	100%
Did you vote in the last election?	41%	59%	100%
Are you likely to vote in the next election?	11%	89%	100%

<sup>2</sup> In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

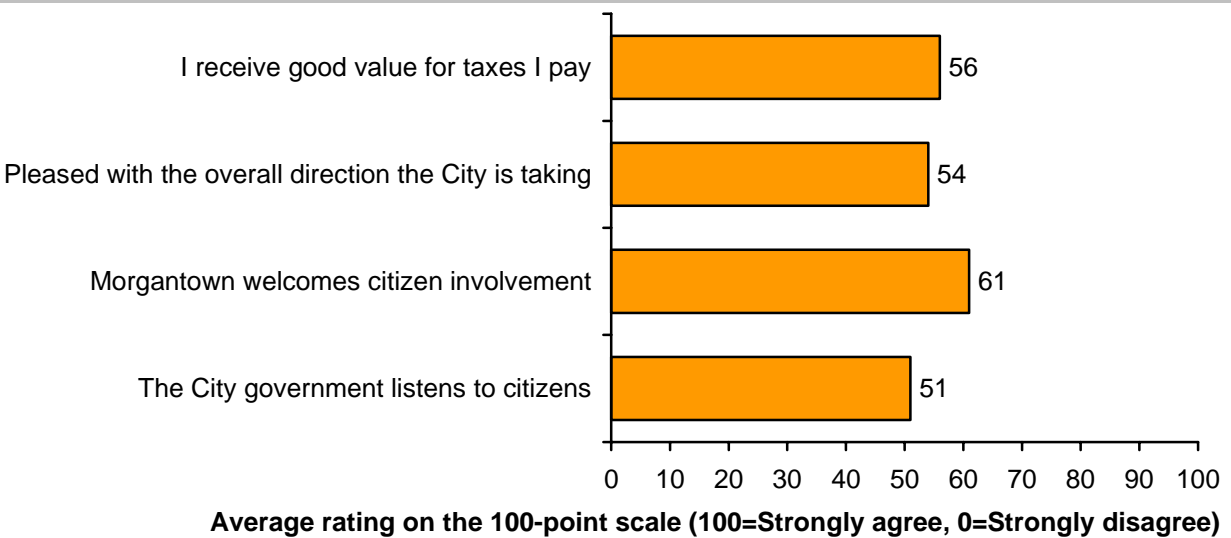
# LOCAL GOVERNMENT

Several aspects of the government of the City of Morgantown were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Morgantown. Those who had any contact with a City of Morgantown employee in the past year gave their impressions of the most recent encounter.

## Public Trust

When asked to evaluate whether they felt they received good value for taxes they pay, residents gave an average rating of 56 on a 100-point scale.

Figure 15: Ratings of Public Trust



### Ratings of Public Trust

The City of Morgantown Citizen Survey

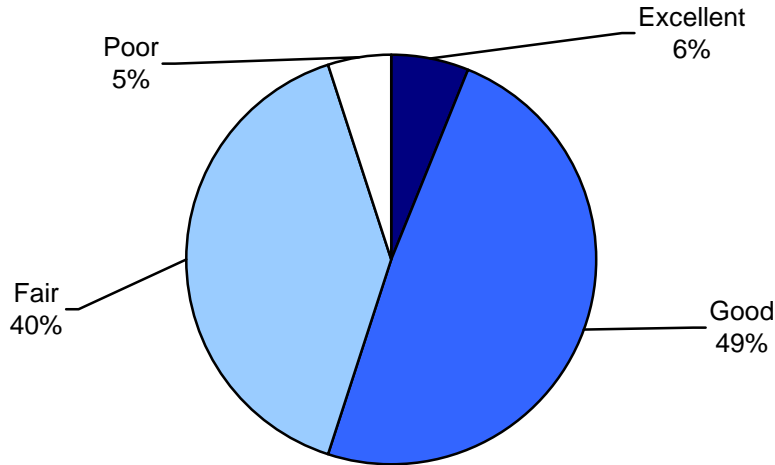
Local Government

<b>Please rate the following statements:</b>	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Neither agree nor disagree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>Total</b>	<b>Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)</b>
I receive good value for the City of Morgantown taxes I pay	11%	34%	28%	19%	7%	100%	56
I am pleased with the overall direction that the City of Morgantown is taking	9%	39%	20%	20%	11%	100%	54
The City of Morgantown government welcomes citizen involvement	9%	51%	21%	13%	6%	100%	61
The City of Morgantown government listens to citizens	6%	34%	27%	22%	10%	100%	51
Note: "don't know" responses have been removed.							

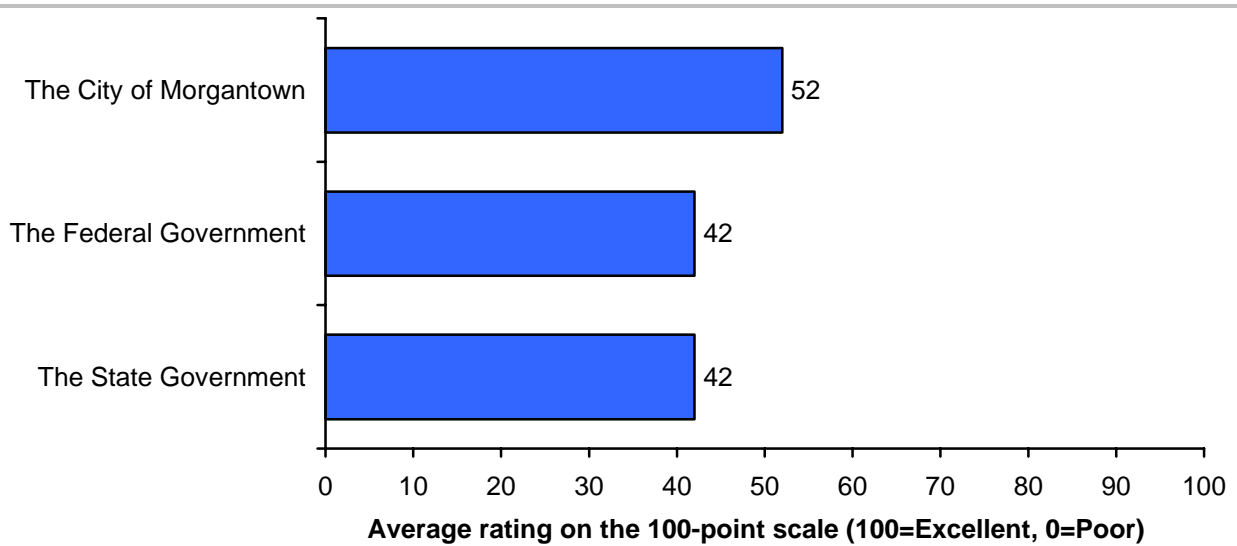
## Service Provided by Morgantown

The responses of residents with an opinion about the overall quality of services provided by Morgantown are shown in Figure 16 below. These responses result in an average rating of 52 on the 100-point scale. Average ratings given to specific services are shown on the following pages.

**Figure 16: Overall Quality of Services Provided by the City of Morgantown**



**Figure 17: Rating of Overall Quality of Services Provided by Various Levels of Government**



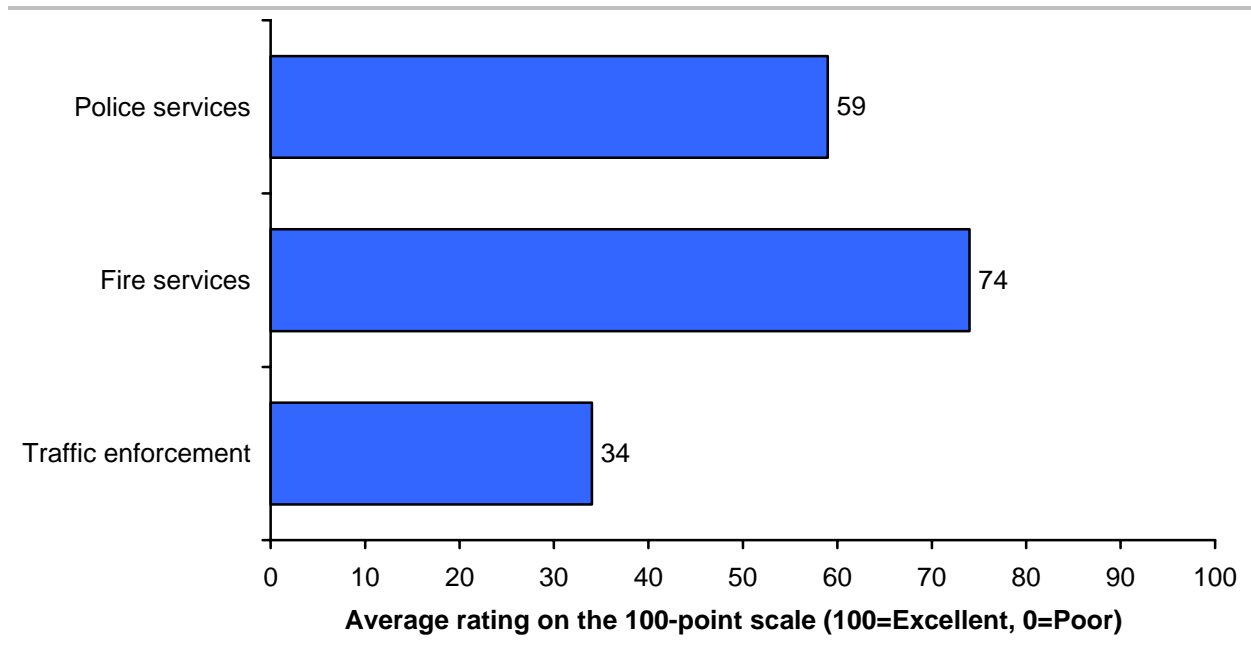
**Overall Quality of Services: City of Morgantown, Federal Government and State Government**

Overall, how would you rate the quality of services provided by...	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
The City of Morgantown	6%	49%	40%	5%	100%	52
The Federal Government	3%	36%	45%	16%	100%	42
The State Government	2%	39%	40%	18%	100%	42

Note: "don't know" responses have been removed.



**Figure 18: Quality of Public Safety Services**

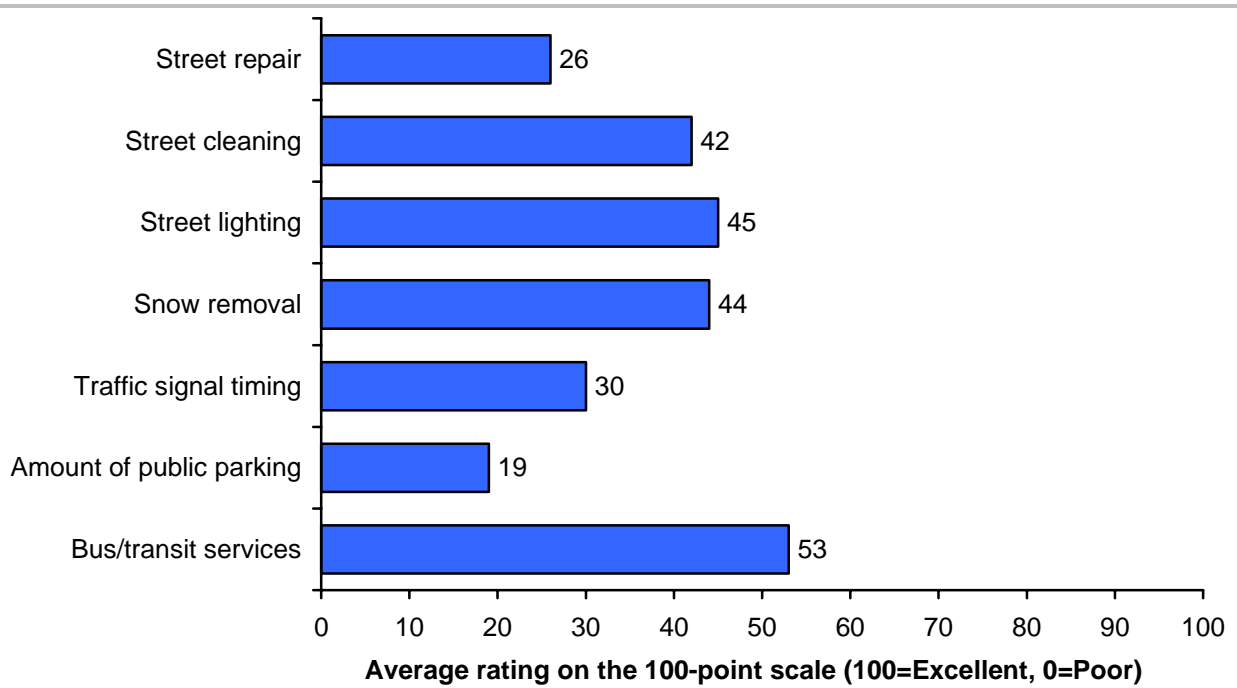


**Quality of Public Safety Services**

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Police services	18%	49%	25%	8%	100%	59
Fire services	34%	54%	12%	0%	100%	74
Traffic enforcement	8%	25%	30%	38%	100%	34

Note: "don't know" responses have been removed.

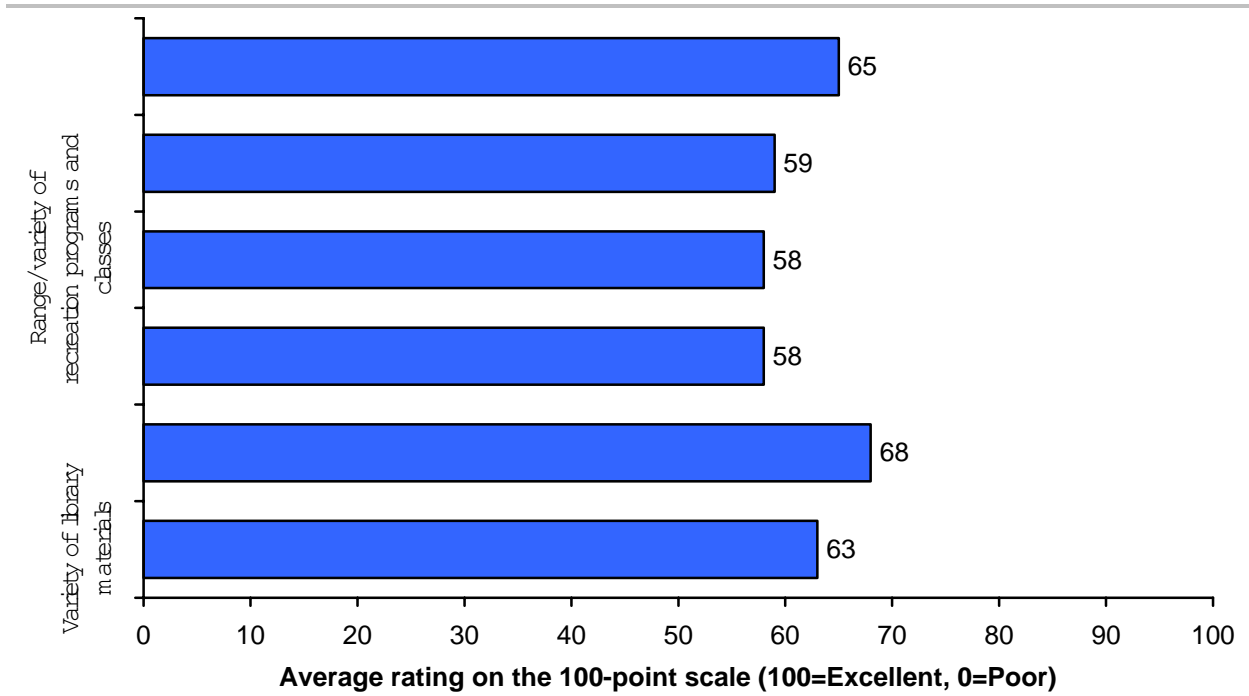
**Figure 19: Quality of Transportation Services**



Quality of Transportation Services						Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	
Street repair	2%	15%	44%	39%	100%	26
Street cleaning	8%	32%	39%	22%	100%	42
Street lighting	6%	42%	36%	16%	100%	45
Snow removal	8%	30%	46%	15%	100%	44
Traffic signal timing	3%	21%	38%	38%	100%	30
Amount of public parking	2%	13%	25%	60%	100%	19
Bus/transit services	14%	40%	37%	9%	100%	53

Note: "don't know" responses have been removed.

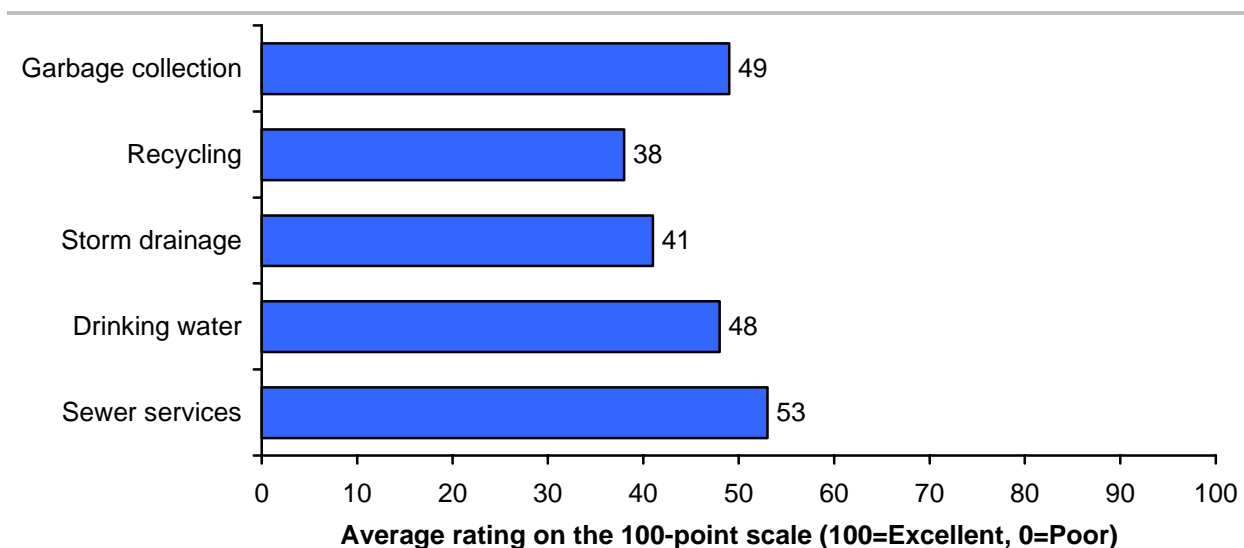
Figure 20: Quality of Leisure Services



Quality of Leisure Services						Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	
City parks	19%	60%	20%	2%	100%	65
Recreation programs or classes	23%	39%	30%	8%	100%	59
Range/variety of recreation programs and classes	22%	39%	29%	9%	100%	58
Appearance/maintenance of parks	15%	49%	32%	4%	100%	58
Public library services	29%	50%	18%	3%	100%	68
Variety of library materials	23%	48%	26%	4%	100%	63

Note: "don't know" responses have been removed.

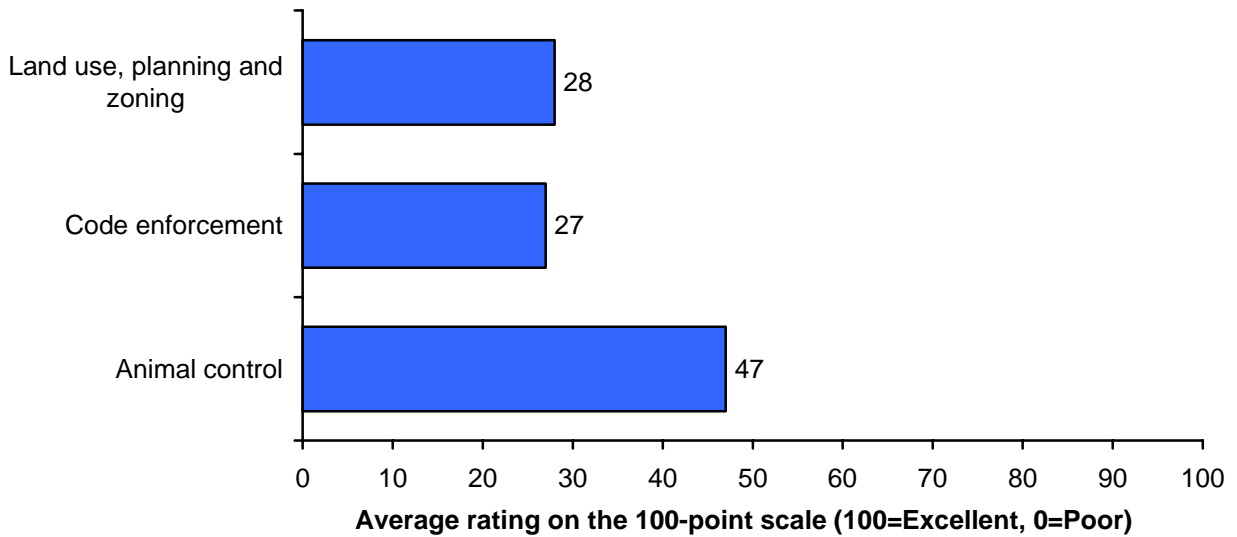
**Figure 21: Quality of Utility Services**



Quality of Utility Services						
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Garbage collection	13%	41%	27%	19%	100%	49
Recycling	8%	32%	24%	35%	100%	38
Storm drainage	3%	36%	40%	20%	100%	41
Drinking water	10%	39%	36%	15%	100%	48
Sewer services	13%	41%	39%	7%	100%	53

Note: "don't know" responses have been removed.

**Figure 22: Quality of Planning and Code Enforcement Services**

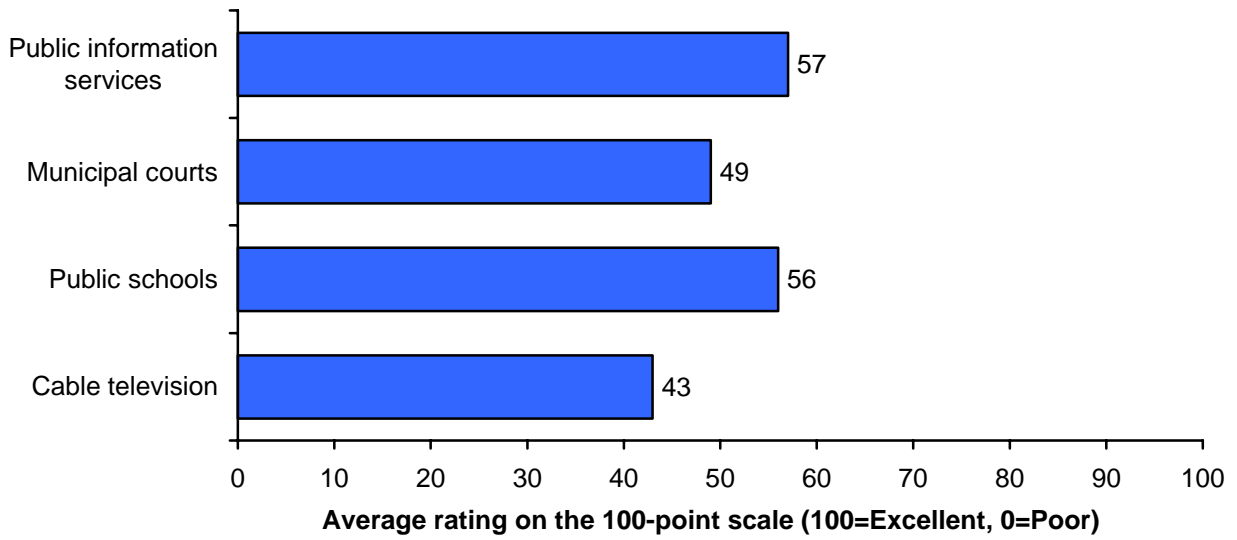


**Quality of Planning and Code Enforcement Services**

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Land use, planning and zoning	2%	24%	29%	45%	100%	28
Code enforcement (weeds, abandoned buildings, etc)	2%	17%	43%	39%	100%	27
Animal control	7%	40%	41%	12%	100%	47

Note: "don't know" responses have been removed.

**Figure 23: Quality of Services to Special Populations and Other Services**



**Quality of Services to Special Populations and Other Services**

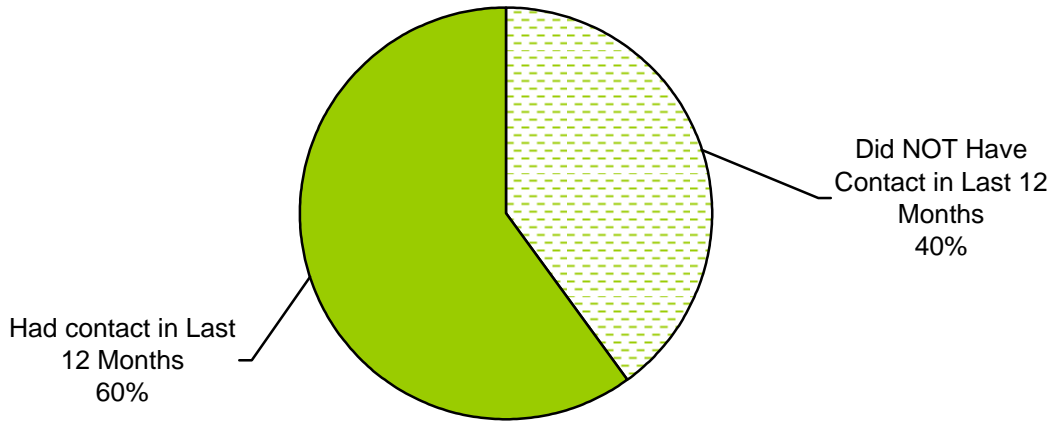
How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Public information services	14%	49%	33%	5%	100%	57
Municipal courts	8%	47%	31%	14%	100%	49
Public schools	15%	48%	28%	10%	100%	56
Cable television	7%	38%	30%	24%	100%	43

Note: "don't know" responses have been removed.

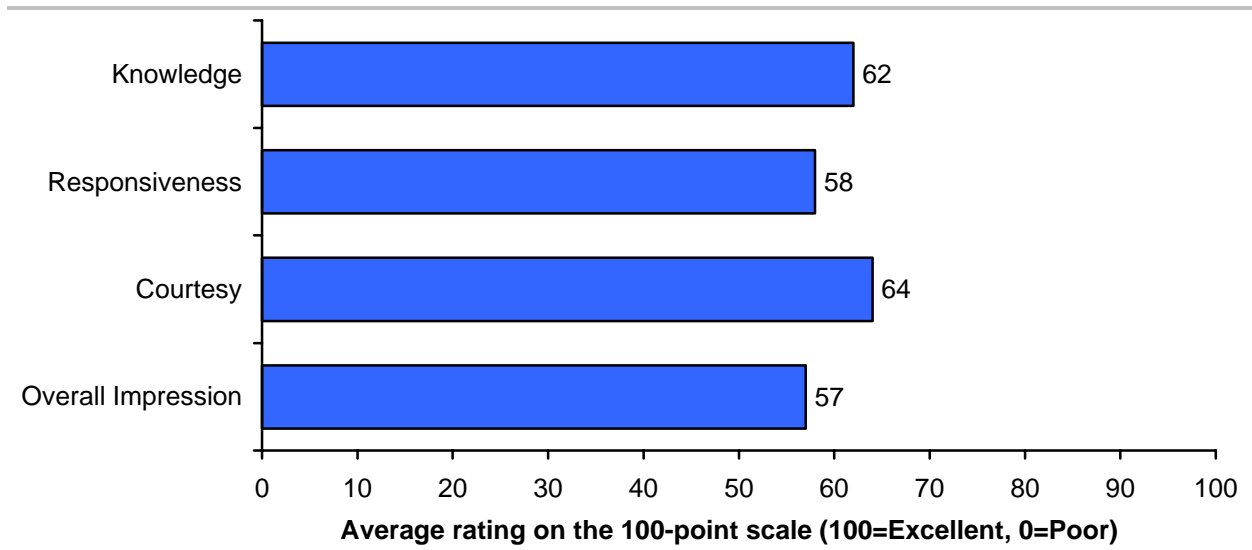
## The City of Morgantown Employees

Impressions of the City of Morgantown employees were assessed on the questionnaire. Those who had been in contact with a City of Morgantown employee in the past year (60%) rated their overall impression as 57 on a 100-point scale.

**Figure 24: Percent of Respondents Who Had Contact with a City of Morgantown Employee**



**Figure 25: Ratings of Contact with the City of Morgantown Employees**



**Ratings of Contact with City of Morgantown Employees**

What was your impression of employees of the City of Morgantown in your most recent contact?					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Knowledge	24%	47%	21%	9%	100%	62
Responsiveness	23%	39%	27%	11%	100%	58
Courtesy	30%	37%	28%	5%	100%	64
Overall Impression	24%	35%	31%	10%	100%	57

Note: "don't know" responses have been removed.



## ADDITIONAL QUESTIONS

Four additional questions were asked by the City of Morgantown. The results for these questions are displayed below. Open-ended results can be found under a separate cover.

Policy Question #1					
Please indicate to what degree you would support or oppose the City...	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Placing limits on number of rental units in neighborhoods	34%	35%	20%	11%	100%
Providing the opportunity to pay city fees and taxes online	49%	40%	8%	3%	100%
Continuing to improve downtown infrastructure	56%	35%	6%	4%	100%
Providing stricter ordinances to address trash, dilapidated buildings, rental property and truck traffic	68%	28%	4%	1%	100%
Providing municipal owned city-wide wireless broadband	60%	29%	5%	6%	100%
Consolidating City services with other small cities surrounding Morgantown	33%	41%	19%	7%	100%
Note: "don't know" responses have been removed.					

**Policy Question #2**

**Please rate how important or unimportant it would be to use tax dollars to fund each of the following community improvements in the next 2-3 years:**

	<b>Essential</b>	<b>Very important</b>	<b>Somewhat important</b>	<b>Not at all important</b>	<b>Total</b>
Additional street paving in the City	30%	27%	40%	4%	100%
Renovation of existing sidewalks	20%	36%	37%	8%	100%
Neighborhood Association assistance	9%	27%	47%	17%	100%
Greater availability of Public Information such as newsletters and mailings	5%	18%	51%	26%	100%
Cultural events	10%	27%	47%	16%	100%
Park improvements	11%	30%	49%	10%	100%
Trail improvements	14%	28%	45%	14%	100%
More City trees and tree maintenance	18%	30%	35%	17%	100%
Additional landscaping such as plantings and flowers	15%	29%	39%	18%	100%
New City Comprehensive plan	29%	36%	25%	10%	100%
Additional city programming on Channel 15 (cable system)	8%	15%	39%	38%	100%

Note: "don't know" responses have been removed.

**Policy Question #3**

**To what extent would you support or oppose a new or increased resident user fee that would pay for each of the following?**

	<b>Strongly support</b>	<b>Somewhat support</b>	<b>Somewhat oppose</b>	<b>Strongly oppose</b>	<b>Total</b>
Construction of new sidewalks throughout the City	22%	38%	25%	16%	100%
Additional police officers for neighborhood patrols	24%	38%	22%	17%	100%
Additional firefighters in each of the three Fire stations	28%	46%	17%	9%	100%

Note: "don't know" responses have been removed.

# APPENDIX A: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

## Question 1: Quality of Life Ratings

	Excellent	Good	Fair	Poor	Don't know	Total
How do you rate Morgantown as a place to live?	16%	55%	26%	4%	0%	100%
How do you rate your neighborhood as a place to live?	16%	45%	32%	6%	0%	100%
How do you rate Morgantown as a place to raise children?	18%	33%	19%	18%	12%	100%
How do you rate Morgantown as a place to work?	11%	37%	35%	13%	3%	100%
How do you rate Morgantown as a place to retire?	9%	26%	23%	31%	11%	100%
How do you rate the overall quality of life in Morgantown?	14%	45%	36%	5%	0%	100%

## Question 2: Please rate each of the following characteristics as they relate to Morgantown as a whole

	Excellent	Good	Fair	Poor	Don't know	Total
Sense of community	13%	43%	31%	9%	4%	100%
Openness and acceptance of the community towards people of diverse backgrounds	14%	48%	25%	7%	7%	100%
Overall appearance of Morgantown	2%	28%	44%	25%	0%	100%
Opportunities to attend cultural activities	19%	42%	23%	8%	8%	100%
Air quality	7%	35%	37%	15%	6%	100%
Recreational opportunities	23%	46%	23%	6%	2%	100%
Job opportunities	5%	26%	44%	20%	6%	100%
Access to affordable quality housing	5%	23%	36%	31%	5%	100%
Ease of car travel in Morgantown	0%	8%	21%	70%	1%	100%
Ease of bus travel in Morgantown	8%	21%	28%	13%	31%	100%
Ease of bicycle travel in Morgantown	5%	17%	28%	26%	23%	100%
Ease of walking in Morgantown	10%	31%	37%	20%	1%	100%
Overall image/reputation of Morgantown	5%	41%	44%	10%	1%	100%

**Question 3: Please rate the speed of growth in the following categories in Morgantown over the past two years**

	<b>Much too slow</b>	<b>Somewhat too slow</b>	<b>Right amount</b>	<b>Somewhat too fast</b>	<b>Much too fast</b>	<b>Don't know</b>	<b>Total</b>
Population growth	0%	2%	22%	40%	25%	10%	100%
Retail growth (stores, restaurants etc.)	0%	7%	45%	23%	18%	7%	100%
Jobs growth	11%	25%	31%	3%	2%	27%	100%

**Question 4: To what degree are the following problems in Morgantown**

	<b>Not a problem</b>	<b>Minor problem</b>	<b>Moderate problem</b>	<b>Major problem</b>	<b>Don't know</b>	<b>Total</b>
Crime	7%	43%	38%	9%	3%	100%
Drugs	12%	24%	31%	27%	7%	100%
Too much growth	13%	18%	29%	34%	6%	100%
Lack of growth	69%	13%	6%	2%	10%	100%
Noise	20%	35%	30%	14%	2%	100%
Run down buildings, weed lots, or junk vehicles	8%	28%	36%	28%	0%	100%
Traffic congestion	1%	3%	12%	82%	1%	100%
Unsupervised youth	15%	32%	23%	15%	15%	100%
Homelessness	8%	40%	35%	11%	6%	100%

**Question 5: Please rate how safe you feel from the following occurring to you in Morgantown**

	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Neither safe nor unsafe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>Don't know</b>	<b>Total</b>
Violent crime (e.g., rape, assault, robbery)	23%	37%	18%	17%	3%	2%	100%
Property crimes (e.g., burglary, theft)	6%	36%	24%	24%	9%	1%	100%
Fire	25%	35%	22%	12%	3%	2%	100%

The City of Morgantown Citizen Survey

Appendix A: Survey Frequencies

**Question 6: Please rate how safe you feel:**

	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Neither safe nor unsafe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>Don't know</b>	<b>Total</b>
In your neighborhood during the day	70%	24%	4%	2%	0%	0%	100%
In your neighborhood after dark	27%	42%	11%	17%	4%	0%	100%
In Morgantown's downtown area during the day	63%	27%	6%	3%	1%	1%	100%
In Morgantown's downtown area after dark	9%	33%	16%	28%	12%	2%	100%
In Morgantown's parks during the day	50%	31%	6%	5%	0%	9%	100%
In Morgantown's parks after dark	9%	20%	8%	29%	15%	19%	100%

**Question 7: During the past twelve months, were you or anyone in your household the victim of any crime?**

	<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
During the past twelve months, were you or anyone in your household the victim of any crime?	77%	22%	1%	100%

**Question 8: If yes, was this crime (these crimes) reported to the police?**

	<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
If yes, was this crime (these crimes) reported to the police?	16%	77%	7%	100%

**Question 9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Morgantown?**

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Morgantown public libraries or their services	43%	24%	19%	5%	9%	100%
Used Morgantown recreation centers	25%	26%	24%	14%	11%	100%
Participated in a recreation program or activity	46%	22%	18%	6%	7%	100%
Visited a Morgantown park	15%	20%	38%	18%	9%	100%
Ridden a local bus within Morgantown	63%	13%	13%	4%	7%	100%
Attended a meeting of local elected officials or other local public meeting	75%	17%	5%	2%	0%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	54%	23%	15%	5%	3%	100%
Recycled used paper, cans or bottles from your home	37%	14%	14%	10%	26%	100%
Volunteered your time to some group/activity in Morgantown	45%	20%	19%	9%	7%	100%
Used the Internet for anything	7%	2%	2%	5%	84%	100%
Purchased an item over the Internet	17%	13%	36%	16%	17%	100%

**Question 10: How do you rate the quality of each of the following services in Morgantown?**

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Don't know</b>	<b>Total</b>
Police services	16%	45%	23%	7%	7%	100%
Fire services	28%	45%	9%	0%	18%	100%
Traffic enforcement	7%	24%	28%	36%	5%	100%
Garbage collection	13%	40%	26%	19%	2%	100%
Recycling	7%	28%	21%	30%	14%	100%
Street repair	2%	15%	43%	39%	2%	100%
Street cleaning	7%	31%	37%	21%	4%	100%
Street lighting	6%	41%	36%	16%	1%	100%
Snow removal	7%	27%	41%	14%	12%	100%
Traffic signal timing	3%	20%	37%	37%	3%	100%
Amount of public parking	2%	13%	24%	58%	3%	100%
Bus/transit services	10%	29%	27%	7%	27%	100%
Storm drainage	3%	30%	34%	17%	16%	100%
Drinking water	10%	38%	34%	15%	4%	100%
Sewer services	11%	35%	34%	6%	15%	100%
City parks	18%	55%	18%	2%	8%	100%
Recreation programs or classes	16%	27%	20%	6%	31%	100%
Range/variety of recreation programs and classes	15%	27%	20%	6%	32%	100%
Appearance/maintenance of parks	13%	43%	29%	4%	12%	100%
Land use, planning and zoning	2%	20%	24%	37%	17%	100%
Code enforcement (weeds, abandoned buildings, etc)	2%	15%	38%	35%	10%	100%
Animal control	6%	33%	33%	10%	18%	100%
Public library services	20%	35%	12%	2%	31%	100%
Variety of library materials	15%	31%	17%	3%	35%	100%
Public information services	10%	35%	24%	4%	27%	100%
Municipal courts	4%	26%	17%	8%	45%	100%
Public schools	9%	30%	18%	6%	37%	100%
Cable television	6%	32%	25%	21%	16%	100%

**Question 11: Overall, how would you rate the quality of the services provided by...**

	Excellent	Good	Fair	Poor	Don't know	Total
The City of Morgantown	5%	46%	37%	5%	7%	100%
The Federal Government	3%	30%	38%	13%	17%	100%
The State Government	2%	34%	35%	16%	13%	100%

**Question 12: Have you had any in-person or phone contact with an employee of the City of Morgantown within the last 12 months?**

	No	Yes	Total
Have you had any in-person or phone contact with an employee of the City of Morgantown within the last 12 months?	40%	60%	100%

**Question 13: What was your impression of the employees of the City of Morgantown in your most recent contact?**

	Excellent	Good	Fair	Poor	Don't know	Total
Knowledge	23%	45%	20%	8%	3%	100%
Responsiveness	22%	38%	27%	11%	2%	100%
Courtesy	29%	36%	27%	5%	3%	100%
Overall Impression	23%	35%	31%	10%	1%	100%



The City of Morgantown Citizen Survey

Appendix A: Survey Frequencies

**Question 14: Please rate your agreement or disagreement with the following statements.**

	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Neither agree nor disagree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>	<b>Total</b>
I receive good value for the City of Morgantown taxes I pay	9%	26%	22%	14%	6%	24%	100%
I am pleased with the overall direction that the City of Morgantown is taking	9%	38%	19%	20%	11%	3%	100%
The City of Morgantown government welcomes citizen involvement	7%	38%	16%	10%	4%	25%	100%
The City of Morgantown government listens to citizens	4%	23%	19%	15%	7%	32%	100%

**Question 15: What impact, if any, do you think the economy will have on your family income in the next 6 months?**

	<b>Very positive</b>	<b>Somewhat positive</b>	<b>Neutral</b>	<b>Somewhat negative</b>	<b>Very negative</b>	<b>Total</b>
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:	4%	23%	54%	18%	1%	100%

The City of Morgantown Citizen Survey

Appendix A: Survey Frequencies

Policy Question #1						
Please indicate to what degree you would support or oppose the City...	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	Total
Placing limits on number of rental units in neighborhoods	32%	33%	18%	10%	6%	100%
Providing the opportunity to pay city fees and taxes online	41%	33%	7%	3%	16%	100%
Continuing to improve downtown infrastructure	54%	33%	6%	3%	3%	100%
Providing stricter ordinances to address trash, dilapidated buildings, rental property and truck traffic	66%	27%	4%	1%	2%	100%
Providing municipal owned city-wide wireless broadband	49%	24%	4%	4%	19%	100%
Consolidating City services with other small cities surrounding Morgantown	26%	33%	15%	6%	20%	100%

The City of Morgantown Citizen Survey

Appendix A: Survey Frequencies

<b>Policy Question #2</b>						
<b>Please rate how important or unimportant it would be to use tax dollars to fund each of the following community improvements in the next 2-3 years:</b>						<b>Total</b>
	<b>Essential</b>	<b>Very important</b>	<b>Somewhat important</b>	<b>Not at all important</b>	<b>Don't know</b>	
Additional street paving in the City	29%	27%	39%	4%	1%	100%
Renovation of existing sidewalks	19%	35%	37%	7%	1%	100%
Neighborhood Association assistance	7%	21%	35%	13%	24%	100%
Greater availability of Public Information such as newsletters and mailings	5%	16%	46%	23%	10%	100%
Cultural events	9%	25%	44%	14%	8%	100%
Park improvements	10%	29%	47%	10%	4%	100%
Trail improvements	9%	19%	30%	10%	32%	100%
More City trees and tree maintenance	17%	28%	33%	16%	6%	100%
Additional landscaping such as plantings and flowers	14%	27%	37%	17%	5%	100%
New City Comprehensive plan	22%	27%	19%	8%	25%	100%
Additional city programming on Channel 15 (cable system)	6%	11%	30%	30%	23%	100%

<b>Policy Question #3</b>						
<b>To what extent would you support or oppose a new or increased resident user fee that would pay for each of the following?</b>						<b>Total</b>
	<b>Strongly support</b>	<b>Somewhat support</b>	<b>Somewhat oppose</b>	<b>Strongly oppose</b>	<b>Don't know</b>	
Construction of new sidewalks throughout the City	21%	36%	24%	15%	5%	100%
Additional police officers for neighborhood patrols	23%	36%	21%	16%	4%	100%
Additional firefighters in each of the three Fire stations	25%	41%	15%	8%	11%	100%

**Question 17: Do you live within the City limits of the City of Morgantown?**

	No	Yes	Total
Do you live within the limits of the City of Morgantown?	5%	95%	100%

**Question 18: Employment Status**

	No	Yes	Total
Are you currently employed?	34%	66%	100%

**Question 18a: Usual Mode of Transportation to Work**

**What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?**

Motorized vehicle	85%
Bus, Rail, Subway, or other public transportation	3%
Walk	9%
Work at home	1%
Other	2%
Total	100%

**Question 18b: Drive Alone or Carpool**

	No	Yes	Total
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	78%	22%	100%

**Usual Mode of Transportation to Work, Including Carpooling**

	Usual mode of transportation to work
Motorized vehicle, no others (SOV)	67%
Motorized vehicle, with others (MOV)	18%
Bus, rail, subway, or other public transportation	3%
Walk	9%
Work at home	1%
Other	2%
Total	100%

**Question 19: Length of Residency**

**How many years have you lived in Morgantown?**

Less than 2 years	15%
2 to 5 years	32%
6 to 10 years	11%
11 to 20 years	11%
More than 20 years	31%
Total	100%

**Question 20: Type of Housing Unit**

**Which best describes the building you live in?**

One family house detached from any other houses	48%
One family house attached to one or more houses	6%
Building with two or more apartments or condominiums	43%
Mobile home	2%
Other	1%
Total	100%

**Question 21: Tenure Status**

	<b>Rented for cash or occupied without cash payment?</b>	<b>Owned by you or someone in this house</b>	<b>Total</b>
Is this house, apartment, or mobile home...	58%	42%	100%

**Questions 22 to 25: Household Characteristics**

	<b>No</b>	<b>Yes</b>	<b>Total</b>
Do any children age 12 or under live in your household?	88%	12%	100%
Do any teenagers ages 13 through 17 live in your household?	92%	8%	100%
Are you or any other members of your household aged 65 or older?	87%	13%	100%
Does any member of your household have a physical handicap or is anyone disabled?	92%	8%	100%

**Question 26: Education**

**What is the highest degree or level of school you have completed?**

12th Grade or less, no diploma	2%
High school diploma	10%
Some college, no degree	27%
Associate's degree (e.g. AA, AS)	7%
Bachelor's degree (e.g. BA, AB, BS)	25%
Graduate degree or professional degree	28%
<b>Total</b>	<b>100%</b>

**Question 27: Annual Household Income**

**How much do you anticipate your household's total income before taxes will be for the current year?**

<b>Less than \$24,999</b>	<b>49%</b>
<b>\$25,000 to \$49,999</b>	<b>21%</b>
<b>\$50,000 to \$99,999</b>	<b>18%</b>
<b>\$100,000 or more</b>	<b>12%</b>
<b>Total</b>	<b>100%</b>

**Question 28: Ethnicity**

	<b>No</b>	<b>Yes</b>	<b>Total</b>
Are you Spanish/Hispanic/Latino?	98%	2%	100%

**Question 29: Race**

<b>What is your race?</b>	<b>Percent of Respondents</b>
American Indian or Alaskan native	3%
Asian or Pacific Islander	2%
Black, African American	1%
White/Caucasian	94%
Other	1%
Total may exceed 100% as respondents could select more than one category.	

**Question 30: Age**

<b>In which category is your age?</b>	
18 to 24 years	37%
25 to 34 years	25%
35 to 44 years	7%
45 to 54 years	12%
55 to 64 years	8%
65 to 74 years	4%
75 years or older	7%
Total	100%

**Question 31: Gender**

	<b>Female</b>	<b>Male</b>	<b>Total</b>
What is your gender?	49%	51%	100%

**Questions 32 to 34: Voter Status and Activity**

	<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
Are you registered to vote in your jurisdiction?	25%	72%	3%	100%
Did you vote in the last election?	40%	58%	1%	100%
Are you likely to vote in the next election?	10%	82%	8%	100%

## APPENDIX B: SURVEY METHODOLOGY

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The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

### Sampling

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Approximately 1,200 households were selected to participate in the survey using a stratified systematic sampling method.<sup>3</sup> An individual within each household was selected using the birthday method.<sup>4</sup>

### Survey Administration

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Selected households received three mailings, one week apart, beginning November 6, 2006. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the city manager inviting the household to participate, a questionnaire and postage-paid return envelope. The final mailing contained a reminder letter and another survey and postage-paid return envelope. Completed surveys were collected over the following 5 weeks.

### Response Rate and Confidence Intervals

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Of the 1,127 eligible households, 337 completed the survey providing a response rate of 30%. Approximately 73 addresses sampled were "vacant" or "not found."<sup>5</sup> In general, the response rates obtained on citizen surveys range from 25% to 40%. The sample of households was selected systematically and impartially from a list of residences in the

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<sup>3</sup> Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households is chosen.

<sup>4</sup> The birthday method is a process to remove bias in the selection of 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 but leaving selection of respondent to household members will lead to bias.

<sup>5</sup> "Eligible" households refer to addresses that belong to residences that are not vacant within the City of Morgantown.



United States maintained by the U.S. postal service and sold to NRC through an independent vendor. For each household, one adult, selected in an unbiased fashion, was asked to complete the survey. The sample drawn for Morgantown used USPS data to approximate the geographic boundaries of the jurisdiction, though some households just outside the city limits may have received surveys. The survey completers who technically do not reside in the jurisdiction may choose to respond to the survey because they feel an affiliation with the jurisdiction and its services. Local governments often have a sphere of influence – providing in-jurisdiction services that perimeter-residents use or even providing services outside the jurisdiction boundaries.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than 5 percentage points in either direction from what would have been obtained had responses been collected from all Morgantown adults. This difference is also called a “margin of error.”<sup>6</sup> This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

## Weighting and Analyzing the Data

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Morgantown as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Characteristics chosen as weighting variables are generally selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. The two socioeconomic characteristics that were used to weight the survey results were gender/age and tenure. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the following page.

<sup>6</sup> The margin of error was calculated using the following formula:  $1.96 * \text{square root } (0.25/400)$ . This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

Weighting Scheme for the City of Morgantown Citizen Survey			
Respondent Characteristics	Population Norm <sup>7</sup>	Unweighted Survey Data	Weighted Survey Data
<b>Tenure</b>			
Rent Home	58%	42%	58%
Own Home	42%	58%	42%
<b>Type of Housing Unit</b>			
Single-Family Detached	48%	63%	50%
Attached	52%	37%	50%
<b>Ethnicity</b>			
Non-Hispanic	98%	98%	98%
Hispanic	2%	2%	2%
<b>Race</b>			
White/Caucasian	90%	92%	92%
Non-White	10%	8%	8%
<b>Gender</b>			
Female	49%	56%	49%
Male	51%	44%	51%
<b>Age</b>			
18-34	64%	33%	62%
35-54	19%	26%	19%
55+	17%	41%	19%
<b>Gender and Age</b>			
Females 18-34	29%	21%	28%
Females 35-54	10%	13%	10%
Females 55+	10%	23%	11%
Males 18-34	35%	12%	34%
Males 35-54	9%	13%	9%
Males 55+	7%	18%	7%

<sup>7</sup> Source: 2000 Census

## APPENDIX C: SURVEY MATERIALS

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The following pages contain copies of the survey materials sent to randomly selected households within the City of Morgantown. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.

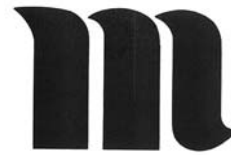


**The City of Morgantown**

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MORGANTOWN, WEST VIRGINIA 26505  
(304) 284-7405 TDD (304) 284-7512

OFFICE OF CITY MANAGER

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Dear Morgantown Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Morgantown. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

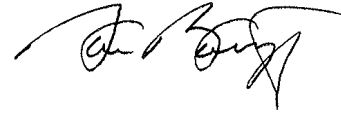


Dan Boroff  
City Manager

Dear Morgantown Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Morgantown. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

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City Manager

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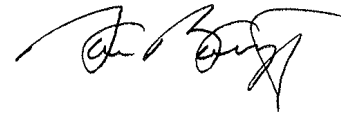


Dan Boroff  
City Manager

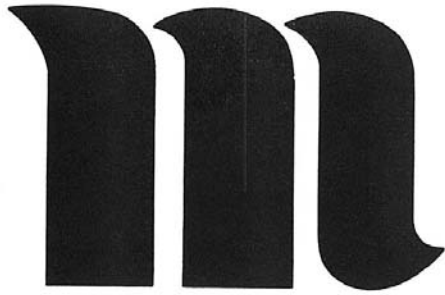
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Sincerely,



Dan Boroff  
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# The City of Morgantown

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(304) 284-7405 TDD (304) 284-7512

OFFICE OF CITY MANAGER

November 2006

Dear Morgantown Resident:

The City of Morgantown wants to know what you think about our community and municipal government. You have been randomly selected to participate in Morgantown's 2006 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**To get a representative sample of Morgantown residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

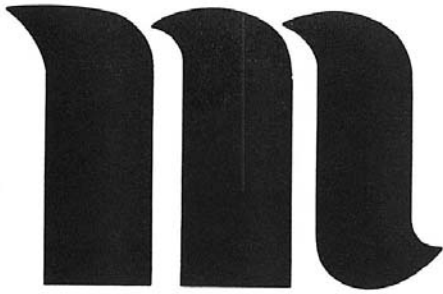
Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call 304-284-7405.

Please help us shape the future of Morgantown. Thank you for your time and participation.

Sincerely,

Dan Boroff  
City Manager



# The City of Morgantown

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MORGANTOWN, WEST VIRGINIA 26505  
(304) 284-7405 TDD (304) 284-7512

OFFICE OF CITY MANAGER

November 2006

Dear Morgantown Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Morgantown wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Morgantown's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help Morgantown City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**To get a representative sample of Morgantown residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

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Please help us shape the future of Morgantown. Thank you for your time and participation.

Sincerely,

Dan Boroff  
City Manager

# THE CITY OF MORGANTOWN 2006 CITIZEN SURVEY

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

**1. Please circle the number that comes closest to your opinion for each of the following questions:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
How do you rate Morgantown as a place to live?.....	1	2	3	4	5
How do you rate your neighborhood as a place to live? .....	1	2	3	4	5
How do you rate Morgantown as a place to raise children? .....	1	2	3	4	5
How do you rate Morgantown as a place to work? .....	1	2	3	4	5
How do you rate Morgantown as a place to retire? .....	1	2	3	4	5
How do you rate the overall quality of life in Morgantown? .....	1	2	3	4	5

**2. Please rate each of the following characteristics as they relate to Morgantown as a whole:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Sense of community .....	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds .....	1	2	3	4	5
Overall appearance of Morgantown .....	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Job opportunities .....	1	2	3	4	5
Access to affordable quality housing .....	1	2	3	4	5
Ease of car travel in Morgantown .....	1	2	3	4	5
Ease of bus travel in Morgantown .....	1	2	3	4	5
Ease of bicycle travel in Morgantown .....	1	2	3	4	5
Ease of walking in Morgantown.....	1	2	3	4	5
Overall image/reputation of Morgantown.....	1	2	3	4	5

**3. Please rate the speed of growth in the following categories in Morgantown over the past 2 years:**

	<u>Much too slow</u>	<u>Somewhat too slow</u>	<u>Right amount</u>	<u>Somewhat too fast</u>	<u>Much too fast</u>	<u>Don't know</u>
Population growth .....	1	2	3	4	5	6
Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
Jobs growth .....	1	2	3	4	5	6

**4. To what degree, if at all, are the following problems in Morgantown:**

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Crime .....	1	2	3	4	5
Drugs .....	1	2	3	4	5
Too much growth.....	1	2	3	4	5
Lack of growth .....	1	2	3	4	5
Noise.....	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles .....	1	2	3	4	5
Traffic congestion .....	1	2	3	4	5
Unsupervised youth .....	1	2	3	4	5
Homelessness .....	1	2	3	4	5



5. Please rate how safe you feel from the following occurring to you in Morgantown:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery) .....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft) .....	1	2	3	4	5	6
Fire .....	1	2	3	4	5	6

6. Please rate how safe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day .....	1	2	3	4	5	6
In your neighborhood after dark .....	1	2	3	4	5	6
In Morgantown's downtown area during the day .....	1	2	3	4	5	6
In Morgantown's downtown area after dark .....	1	2	3	4	5	6
In Morgantown's parks during the day .....	1	2	3	4	5	6
In Morgantown's parks after dark .....	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to question #9     
  Yes → Go to question #8     
  Don't know

8. If yes, was this crime (these crimes) reported to the police?

- No     
  Yes     
  Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Morgantown?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Morgantown public libraries or their services .....	1	2	3	4	5
Used Morgantown recreation centers .....	1	2	3	4	5
Participated in a recreation program or activity .....	1	2	3	4	5
Visited a neighborhood or City park .....	1	2	3	4	5
Ridden a local bus within Morgantown .....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting .....	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television .....	1	2	3	4	5
Recycled used paper, cans or bottles from your home .....	1	2	3	4	5
Volunteered your time to some group/activity in Morgantown .....	1	2	3	4	5
Used the Internet for anything .....	1	2	3	4	5
Purchased an item over the Internet .....	1	2	3	4	5

**10. How do you rate the quality of each of the following services in Morgantown?**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Police services.....	1	2	3	4	5
Fire services .....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling .....	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
Traffic signal timing.....	1	2	3	4	5
Amount of public parking .....	1	2	3	4	5
Bus/transit services.....	1	2	3	4	5
Storm drainage .....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes .....	1	2	3	4	5
Appearance/maintenance of parks.....	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
Animal control .....	1	2	3	4	5
Public library services .....	1	2	3	4	5
Variety of library materials .....	1	2	3	4	5
Public information services .....	1	2	3	4	5
Municipal courts .....	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television .....	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 Morgantown .....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5
The State Government .....	1	2	3	4	5

**12. Have you had any in-person or phone contact with an employee of the City of Morgantown within the last 12 months (including police, receptionists, planners or any others)?**

- No → Go to question #14       Yes → Go to question #13

**13. What was your impression of employees of the City of Morgantown in your most recent contact? (Rate each characteristic below.)**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge .....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression .....	1	2	3	4	5

**14. Please rate the following statements by circling the number that most clearly represents your opinion:**

	<u>Strongly agree</u>	<u>Somewhat agree</u>	<u>Neither agree nor disagree</u>	<u>Somewhat disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
I receive good value for the City of Morgantown taxes I pay .....	1	2	3	4	5	6
I am pleased with the overall direction that the City of Morgantown is taking .....	1	2	3	4	5	6
The City of Morgantown government welcomes citizen involvement.....	1	2	3	4	5	6
The City of Morgantown government listens to citizens..	1	2	3	4	5	6

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**15. 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

**16a. Please indicate to what degree you would support or oppose the City...**

	Strongly support	Somewhat support	Somewhat oppose	Strongly Oppose	Don't know
Placing limits on number of rental units in neighborhoods .....	1	2	3	4	5
Providing the opportunity to pay city fees and taxes online.....	1	2	3	4	5
Continuing to improve downtown infrastructure.....	1	2	3	4	5
Providing stricter ordinances to address trash, dilapidated buildings, rental property and truck traffic .....	1	2	3	4	5
Providing municipal owned city-wide wireless broadband.....	1	2	3	4	5
Consolidating City services with other small cities surrounding Morgantown .....	1	2	3	4	5

**16b. Please rate how important or unimportant it would be to use tax dollars to fund each of the following community improvements in the next 2-3 years:**

	Essential	Very important	Somewhat important	Not at all important	Don't know
Additional street paving in the City.....	1	2	3	4	5
Renovation of existing sidewalks .....	1	2	3	4	5
Neighborhood Association assistance .....	1	2	3	4	5
Greater availability of Public Information such as newsletters and mailings.....	1	2	3	4	5
Cultural events .....	1	2	3	4	5
Park improvements .....	1	2	3	4	5
Tail improvements.....	1	2	3	4	5
More City trees and tree maintenance.....	1	2	3	4	5
Additional landscaping such as plantings and flowers.....	1	2	3	4	5
New City Comprehensive plan.....	1	2	3	4	5
Additional city programming on Channel 15 (cable system).....	1	2	3	4	5

**16c. To what extent would you support or oppose a new or increased resident user fee that would pay for each of the following?**

	Strongly support	Somewhat support	Somewhat oppose	Strongly Oppose	Don't know
Construction of new sidewalks throughout the City .....	1	2	3	4	5
Additional police officers for neighborhood patrols .....	1	2	3	4	5
Additional firefighters in each of the three Fire stations.....	1	2	3	4	5

**16d. What is the number one thing the City could do to improve the quality of life for the residents of Morgantown?**

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**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**17. Do you live within the City limits of the City of Morgantown?**

- No       Yes

**18. Are you currently employed?**

- No → Go to question #19  
 Yes → Go to question #18a

**18a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?**

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)  
 Bus, Rail, Subway, or other public transportation  
 Walk  
 Work at home  
 Other

**18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) usually ride with you to or from work?**

- No       Yes

**19. How many years have you lived in Morgantown?**

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

**20. Which best describes the building you live in?**

- One family house detached from any other houses  
 House attached to one or more houses (e.g., a duplex or townhome)  
 Building with two or more apartments or condominiums  
 Mobile home  
 Other

**21. Is this house, apartment, or mobile home...**

- Rented for cash or occupied without cash payment?  
 Owned by you or someone in this house with a mortgage or free and clear?

**22. Do any children 12 or under live in your household?**

- No       Yes

**23. Do any teenagers aged between 13 and 17 live in your household?**

- No       Yes

**24. Are you or any other members of your household aged 65 or older?**

- No       Yes

**25. Does any member of your household have a physical handicap or is anyone disabled?**

- No       Yes

**26. What is the highest degree or level of school you have completed? (mark one box)**

- 12th Grade or less, no diploma  
 High school diploma  
 Some college, no degree  
 Associate's degree (e.g. AA, AS)  
 Bachelor's degree (e.g. BA, AB, BS)  
 Graduate degree or professional degree

**27. 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 \$24,999  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 or more

**28. Are you Spanish/Hispanic/Latino?**

- No       Yes

**29. What is your race? (Mark one or more races to indicate what race you consider yourself to be)**

- American Indian or Alaskan native  
 Asian or Pacific Islander  
 Black, African American  
 White/Caucasian  
 Other

**30. 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

**31. What is your sex?**

- Female       Male

**32. Are you registered to vote in your jurisdiction?**

- No       Yes       Don't know

**33. Did you vote in the last election?**

- No       Yes       Don't know

**34. Are you likely to vote in the next election?**

- No       Yes       Don't know

**Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:  
National Research Center, Inc., 3005 30th St., Boulder, CO 80301**



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**The City of Morgantown**

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