

## Government Services



This section of the survey was designed to gauge opinions on the quality of various services provided by local governments.

### **Parks**

84% of respondents rated parks facilities as Good (57%) or Excellent (27%). The highest overall level of satisfaction is in the part-town area (91%).

RESPONSE	14A							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	6	1	5	4	0	0	1	0
Poor	10	2	6	4	3	3	1	0
Fair	75	14	31	22	17	15	25	9
Good	314	57	77	56	69	59	156	56
Excellent	150	27	19	14	27	23	97	35
TOTAL	555	100	138	100	116	100	280	100

### **Recreation**

76% of respondents rated recreation programs as Good (57%) or Excellent (19%). The highest overall level of satisfaction is in the part-town area (84%).

RESPONSE	14B							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	3	1	1	1	0	0	1	0
Poor	14	3	5	4	5	5	3	1
Fair	115	21	38	28	33	30	41	15
Good	307	57	74	55	55	50	168	61
Excellent	102	19	17	13	17	15	62	23
TOTAL	541	100	135	100	110	100	275	100

### **Roads**

Only 44% of respondents rated roads and highway maintenance as Good (38%) or Excellent (6%). The highest overall level of satisfaction is in the part-town area (49%).

RESPONSE	14C							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	23	4	5	4	5	4	12	4
Poor	92	16	19	14	30	25	39	14
Fair	197	35	59	42	40	34	94	33
Good	212	38	48	34	42	35	111	40
Excellent	36	6	9	6	2	2	25	9
TOTAL	560	100	140	100	119	100	281	100

**Snow Removal**

77% of respondents rated roads and highway maintenance as Good (50%) or Excellent (27%). The highest overall level of satisfaction is in Johnson City (80%).

RESPONSE	14D							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	10	2	0	0	3	3	6	2
Poor	20	4	4	3	12	10	4	1
Fair	100	18	24	17	24	20	49	17
Good	281	50	65	47	62	53	147	51
Excellent	151	27	45	33	17	14	80	28
TOTAL	562	100	138	100	118	100	286	100

**Garbage/Recycling**

91% of respondents rated garbage/recycling services as Good (50%) or Excellent (27%). The highest overall level of satisfaction is in the part-town area (92%).

RESPONSE	14E							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	2	0	0	0	0	0	1	0
Poor	8	1	2	1	2	2	4	1
Fair	45	8	12	9	13	11	18	6
Good	284	51	66	48	68	57	141	50
Excellent	223	40	58	42	36	30	118	42
TOTAL	562	100	138	100	119	100	282	100

**Police Protection**

80% of respondents rated police protection as Good (50%) or Excellent (27%). The highest overall level of satisfaction is in Johnson City (88%).

RESPONSE	14F							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	5	1	1	1	0	0	4	1
Poor	17	3	1	1	5	4	9	3
Fair	89	16	15	11	20	17	54	19
Good	298	53	69	50	63	53	155	55
Excellent	153	27	52	38	30	25	62	22
TOTAL	562	100	138	100	118	100	284	100

**Fire Protection**

93% of respondents rated fire protection as Good (53%) or Excellent (40%). The highest overall level of satisfaction is in Johnson City (95%).

		14G							
		TOWN		JC		END		PART	
RESPONSE	#	%	#	%	#	%	#	%	
Very Poor	0	0	0	0	0	0	0	0	
Poor	2	0	0	0	0	0	2	1	
Fair	36	6	7	5	9	8	20	7	
Good	294	53	66	49	67	57	153	55	
Excellent	225	40	63	46	42	36	105	38	
TOTAL	557	100	136	100	118	100	280	100	

**Ambulance**

90% of respondents rated ambulance service as Good (52%) or Excellent (38%). The highest overall level of satisfaction is in Endicott and the part-town area (tied at 90%).

		14H							
		TOWN		JC		END		PART	
RESPONSE	#	%	#	%	#	%	#	%	
Very Poor	2	0	1	1	0	0	1	0	
Poor	2	0	0	0	0	0	2	1	
Fair	51	9	14	10	11	9	26	9	
Good	290	52	68	50	65	56	150	54	
Excellent	208	38	54	39	40	34	100	36	
TOTAL	553	100	137	100	116	100	279	100	

**Water/Sewer**

79% of respondents rated water/sewer service as Good (56%) or Excellent (23%). The highest overall level of satisfaction is the part-town area (88%).

		14I							
		TOWN		JC		END		PART	
RESPONSE	#	%	#	%	#	%	#	%	
Very Poor	8	1	1	1	1	1	6	2	
Poor	19	3	9	6	5	4	5	2	
Fair	93	17	24	17	26	22	38	13	
Good	313	56	66	47	66	56	170	60	
Excellent	127	23	39	28	19	16	63	22	
TOTAL	560	100	139	100	117	100	282	100	

**Economic Development**

Only 25% of respondents rated economic development efforts as Good (21%) or Excellent (4%).

RESPONSE	14J							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	54	10	9	7	14	12	30	11
Poor	128	23	38	28	33	29	53	19
Fair	229	42	54	40	41	36	122	44
Good	118	21	30	22	21	18	65	23
Excellent	21	4	5	4	5	4	8	3
TOTAL	550	100	136	100	114	100	278	100

**Code Enforcement**

Only 29% of respondents rated code enforcement efforts as Good (25%) or Excellent (4%). 27% of Johnson City respondents rated the quality of code enforcement as Poor (18%) or Very Poor (9%).

RESPONSE	14K							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	40	7	12	9	11	10	15	5
Poor	101	19	25	18	17	15	54	20
Fair	244	45	65	47	51	46	121	44
Good	135	25	28	20	27	24	75	27
Excellent	24	4	7	5	5	5	10	4
TOTAL	544	100	137	100	111	100	275	100

**Senior Citizen Activities**

62% of respondents rated senior citizen services as Good (47%) or Excellent (15%). The highest overall level of satisfaction is the Village of Johnson City (70%).

RESPONSE	14L							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	6	1	1	1	2	2	3	1
Poor	35	7	6	4	7	6	21	8
Fair	158	30	34	25	42	39	79	29
Good	252	47	70	51	46	42	125	47
Excellent	82	15	26	19	11	10	40	15
TOTAL	533	100	137	100	109	100	268	100

**Controlling Taxes And Spending**

Only 26% of respondents feel that efforts to control taxes and spending are Good (22%) or Excellent (4%). 54% of Endicott respondents feel that efforts to control taxes and spending are Poor (28%) or Very Poor (26%)

RESPONSE	14M							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	107	19	23	17	31	26	49	17
Poor	121	22	25	18	33	28	60	21
Fair	190	34	40	29	36	31	105	37
Good	120	22	43	31	17	15	56	20
Excellent	20	4	7	5	0	0	11	4
TOTAL	558	100	138	100	117	100	281	100

**Historic Preservation**

43% of respondents feel that historic preservation efforts are Good (37%) or Excellent (6%). 21% of Johnson City respondents feel that historic preservation efforts are Poor (17%) or Very Poor (4%).

RESPONSE	14N							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	17	3	6	4	4	4	7	3
Poor	62	11	23	17	11	10	24	9
Fair	231	43	53	39	49	43	123	46
Good	199	37	44	33	44	39	100	37
Excellent	31	6	9	7	6	5	14	5
TOTAL	540	100	135	100	114	100	269	100

**Libraries**

47% of respondents rated library service as Good (37%) or Excellent (6%). The highest overall level of satisfaction is the Village of Endicott (55%). 22% of part-town respondents rated library services as Poor (16%) or Very Poor (6%).

RESPONSE	14O							
	TOWN		JC		END		PART	
	#	%	#	%	#	%	#	%
Very Poor	27	5	4	3	7	6	16	6
Poor	69	12	13	9	9	8	45	16
Fair	199	36	63	45	35	30	94	34
Good	206	37	47	34	53	45	97	35
Excellent	54	10	13	9	12	10	25	9
TOTAL	555	100	140	100	117	100	277	100