



CITY OF DUBLIN, OH 2012

Report of Geographic Subgroup Comparisons



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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

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 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 Dublin 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 Dublin staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

“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.

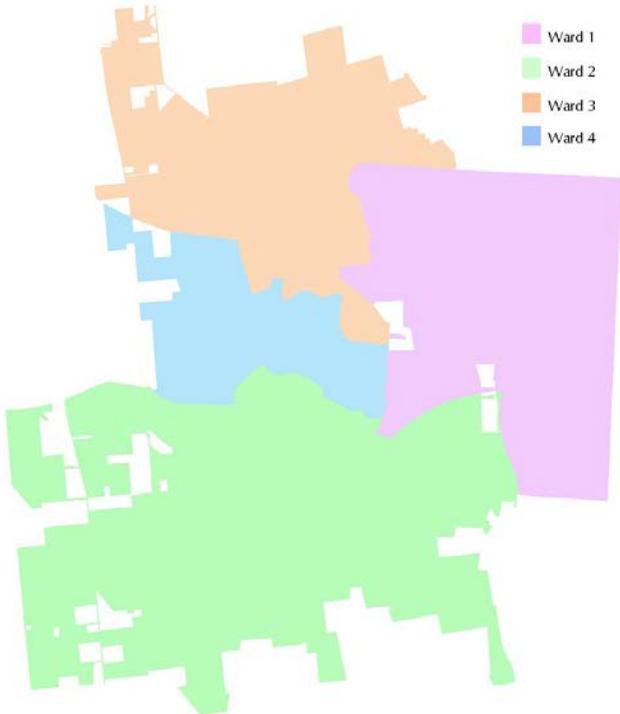
UNDERSTANDING THE TABLES

In this report, comparisons between geographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by geographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

The 95 percent confidence level for this survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (476 completed surveys). For each Ward (1, 2, 3 or 4), the margin of error rises to approximately + or - 10% since sample sizes were approximately 118 for Ward 1, 91 for Ward 2, 131 for Ward 3 and 136 for Ward 4.

The National Citizen Survey™ Dublin, OH 2012
Geographic Comparison Areas



The National Citizen Survey™

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")					
Please rate each of the following aspects of quality of life in Dublin:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Dublin as a place to live	99%	96%	98%	100%	98%
Your neighborhood as a place to live	97%	91%	97%	98%	96%
Dublin as a place to raise children	96%	95%	98%	99%	97%
Dublin as a place to work	91%	93%	93%	92%	92%
Dublin as a place to retire	64%	71%	62%	64%	65%
The overall quality of life in Dublin	99%	94%	98%	98%	97%

Question 2: Community Characteristics (Percent "excellent" or "good")					
Please rate each of the following characteristics as they relate to Dublin as a whole:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Sense of community	83%	79%	89%	90%	86%
Openness and acceptance of the community toward people of diverse backgrounds	79%	91%	80%	78%	82%
Overall appearance of Dublin	97%	98%	97%	95%	97%
Cleanliness of Dublin	100%	96%	97%	99%	98%
Overall quality of new development in Dublin	94%	89%	89%	89%	90%
Variety of housing options	70%	79%	88%	73%	77%
Overall quality of business and service establishments in Dublin	90%	88%	94%	85%	89%
Shopping opportunities	76%	78%	76%	75%	76%
Opportunities to attend cultural activities	73%	72%	73%	72%	72%
Recreational opportunities	87%	80%	87%	94%	88%
Employment opportunities	69%	68%	80%	74%	73%
Educational opportunities	86%	84%	83%	88%	86%
Opportunities to participate in social events and activities	75%	69%	87%	80%	78%
Opportunities to participate in religious or spiritual events and activities	81%	81%	88%	84%	84%
Opportunities to volunteer	82%	81%	91%	88%	86%

Question 2: Community Characteristics (Percent "excellent" or "good")					
Please rate each of the following characteristics as they relate to Dublin as a whole:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Opportunities to participate in community matters	78%	77%	82%	82%	80%
Ease of car travel in Dublin	77%	67%	79%	77%	75%
Ease of bus travel in Dublin	26%	22%	42%	31%	31%
Ease of bicycle travel in Dublin	65%	67%	92%	91%	80%
Ease of walking in Dublin	77%	81%	93%	87%	85%
Availability of paths and walking trails	79%	82%	96%	98%	89%
Traffic flow on major streets	56%	55%	75%	65%	63%
Amount of public parking	40%	47%	55%	53%	49%
Availability of affordable quality housing	59%	47%	70%	64%	60%
Availability of affordable quality child care	66%	67%	82%	73%	73%
Availability of affordable quality health care	79%	79%	89%	77%	81%
Availability of affordable quality food	86%	83%	86%	85%	85%
Availability of preventive health services	78%	86%	91%	83%	85%
Air quality	91%	91%	95%	93%	92%
Quality of overall natural environment in Dublin	93%	92%	97%	92%	94%
Overall image or reputation of Dublin	93%	92%	98%	98%	95%

Question 3: Growth (Percent of respondents)					
Please rate the speed of growth in the following categories in Dublin over the past 2 years:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Population growth too fast	29%	33%	32%	35%	33%
Retail growth too slow	35%	25%	27%	18%	26%
Job growth too slow	49%	32%	57%	47%	48%

Question 4: Code Enforcement (Percent a "major" problem)					
	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Run down buildings, weed lots or junk vehicle a major problem in Dublin	2%	0%	0%	0%	1%

Question 5: Community Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel from the following in Dublin:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Violent crime (e.g., rape, assault, robbery)	93%	98%	95%	98%	96%
Property crimes (e.g., burglary, theft)	79%	86%	77%	84%	81%
Environmental hazards, including toxic waste	83%	90%	91%	93%	89%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
In your neighborhood during the day	95%	99%	98%	100%	98%
In your neighborhood after dark	92%	95%	93%	94%	94%
In Dublin's downtown area during the day	94%	98%	99%	99%	98%
In Dublin's downtown area after dark	90%	91%	93%	93%	92%

Question 7: Contact with Police Department (Percent "yes")					
	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Have you had any in-person or phone contact with an employee of the City of Dublin Police Department within the last 12 months?	40%	27%	28%	48%	36%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")					
	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
What was your overall impression of your most recent contact with the City of Dublin Police Department?	88%	100%	100%	89%	92%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")					
	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	5%	7%	5%	12%	8%
If yes, was this crime (these crimes) reported to the police?	88%	73%	60%	90%	82%

Question 11: Resident Behaviors (Percent at least once in past 12 months)					
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Dublin?	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Used Dublin public libraries or their services	73%	68%	86%	89%	80%
Used Dublin recreation centers	58%	56%	73%	83%	69%
Participated in a recreation program or activity	49%	47%	71%	77%	62%
Visited a neighborhood park or City park	88%	88%	92%	96%	91%
Ridden a local bus within Dublin	2%	4%	6%	5%	4%
Attended a meeting of local elected officials or other local public meeting	17%	10%	23%	23%	19%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	26%	16%	25%	30%	25%
Visited the City of Dublin Web site (at dublinohiousa.gov)	69%	66%	80%	87%	76%
Recycled used paper, cans or bottles from your home	91%	80%	95%	98%	92%
Volunteered your time to some group or activity in Dublin	46%	36%	67%	68%	55%
Participated in religious or spiritual activities in Dublin	46%	40%	62%	65%	54%
Participated in a club or civic group in Dublin	27%	22%	45%	41%	34%
Provided help to a friend or neighbor	95%	88%	97%	98%	95%

Question 12: Neighborliness (Percent at least several times a week)					
	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Visit with neighbors at least several times a week	47%	48%	42%	49%	47%

Question 13: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in Dublin:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Police services	92%	88%	97%	91%	92%
Fire services	100%	89%	98%	97%	97%
Ambulance or emergency medical services	100%	84%	98%	97%	96%
Crime prevention	83%	89%	93%	91%	89%
Fire prevention and education	86%	80%	96%	92%	90%
Municipal courts	81%	82%	84%	80%	82%
Traffic enforcement	76%	77%	90%	78%	80%
Street repair	78%	71%	88%	86%	81%
Street cleaning	84%	84%	91%	87%	87%
Street lighting	70%	76%	81%	57%	70%
Snow removal	86%	91%	84%	84%	86%
Sidewalk maintenance	73%	76%	84%	77%	78%
Traffic signal timing	61%	71%	74%	70%	69%
Bus or transit services	46%	63%	65%	34%	50%
Garbage collection	94%	95%	99%	88%	94%
Recycling	92%	92%	96%	93%	93%
Yard waste pick-up	89%	91%	95%	93%	92%
Storm drainage	79%	91%	89%	85%	86%
Drinking water	85%	86%	90%	85%	87%
Sewer services	86%	89%	94%	91%	90%
Power (electric and/or gas) utility	72%	83%	81%	78%	78%
City parks	88%	97%	97%	96%	95%
Recreation programs or classes	85%	92%	94%	93%	92%
Recreation centers or facilities	90%	94%	96%	96%	94%
Land use, planning and zoning	69%	73%	83%	75%	76%
Code enforcement (weeds, abandoned buildings, etc.)	76%	89%	92%	85%	86%
Animal control	85%	76%	91%	80%	83%
Economic development	79%	82%	94%	80%	84%
Health services	80%	89%	95%	90%	89%

Question 13: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in Dublin:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Services to seniors	69%	86%	92%	84%	83%
Services to youth	86%	90%	92%	91%	90%
Services to low-income people	43%	81%	77%	42%	59%
Public library services	87%	93%	95%	95%	93%
Public information services	87%	90%	91%	88%	89%
Public schools	91%	92%	94%	94%	93%
Cable television	71%	73%	71%	69%	71%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	81%	87%	84%	83%
Preservation of natural areas such as open space, farmlands and greenbelts	83%	81%	91%	84%	85%

Question 14: Government Services Overall (Percent "excellent" or "good")					
Overall, how would you rate the quality of the services provided by each of the following?	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
The City of Dublin	92%	91%	93%	97%	94%
The Federal Government	31%	49%	42%	46%	42%
The State Government	42%	51%	52%	54%	50%
Franklin County Government	40%	52%	56%	57%	52%
Delaware County Government	60%	57%	73%	62%	64%
Union County Government	61%	51%	60%	62%	59%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)					
Please indicate how likely or unlikely you are to do each of the following:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Recommend living in Dublin to someone who asks	97%	93%	98%	97%	97%
Remain in Dublin for the next five years	91%	84%	91%	90%	89%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)					
	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 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:	19%	30%	27%	22%	24%

Question 17: Contact with Fire Department (Percent "yes")					
	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Have you had any in-person or phone contact with an employee of the Washington Township Fire Department within the last 12 months?	21%	12%	16%	22%	18%

Question 18: Ratings of Contact with Fire Department (Percent "excellent" or "good")					
	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
What was your overall impression of your most recent contact with the Washington Township Fire Department?	90%	83%	83%	100%	91%

Question 19: Contact with City Employees (Percent "yes")					
	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Have you had any in-person, phone or email with an employee of the City of Dublin within the last 12 months (including police, receptionists, planners or any others)?	46%	40%	46%	47%	45%

Question 20: City Employees (Percent "excellent" or "good")					
What was your impression of the employee(s) of the City of Dublin in your most recent contact?	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Knowledge	95%	91%	87%	88%	90%
Responsiveness	89%	94%	82%	86%	87%
Courtesy	92%	96%	89%	87%	90%
Overall impression	95%	91%	83%	88%	89%

Question 21: Government Performance (Percent "excellent" or "good")					
Please rate the following categories of Dublin government performance:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
The value of services for the taxes paid to Dublin	71%	66%	78%	78%	74%
The overall direction that Dublin is taking	73%	77%	85%	83%	80%
The job Dublin government does at welcoming citizen involvement	68%	69%	82%	83%	76%

Question 22a: Custom Question 1 (Percent "strongly support" or "somewhat support")					
Please indicate to what extent you support or oppose efforts to improve the Interstate 270 and U.S. 33 interchange:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Please indicate to what extent you support or oppose efforts to improve the Interstate 270 and U.S. 33 interchange:	91%	91%	92%	93%	92%

Question 22b: Custom Question 2 (Percent "high" or "medium" funding priority)					
How much of a funding priority, if any, should it be for the City of Dublin, Union and Franklin Counties, Marysville and the Ohio Department of Transportation to make the improvements to the Interstate 270 and U.S. 33 interchange?	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
How much of a funding priority, if any, should it be for the City of Dublin, Union and Franklin Counties, Marysville and the Ohio Department of Transportation to make the improvements to the Interstate 270 and U.S. 33 interchange?	67%	68%	75%	80%	73%

Question 22c: Custom Question 3 (Percent having "high speed Internet on a computer", "dial-up Internet on a computer" or Internet access "on a smart phone")					
Do you have Internet access at home?	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Do you have Internet access at home?	99%	98%	99%	97%	98%

Question 22d: Custom Question 4 (Percent "excellent" or "good")					
Please rate the following aspects of your Internet access at home:	Ward				
	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Internet data upload and download speeds	74%	71%	78%	78%	76%
Internet provider options	69%	57%	64%	54%	61%
Availability of other telecommunications services/packages	66%	60%	62%	56%	61%
Cost of Internet access and other telecommunications services/packages	36%	27%	34%	30%	32%