



THE NCSTM
The National Citizen SurveyTM

Dublin, OH

Comparisons by Geographic Subgroups

2018



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Summary

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 research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by Ward.

Responses in the following tables 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 attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between Wards 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 have been shaded grey.

The margin of error for all respondents (495) is generally no greater than plus or minus four percentage points around any given percent. The margin of error for subgroups is less precise. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points. Dublin’s four Wards were tracked for comparison and the number of completed surveys for each are in the figure below.

Figure 1: Geographic Areas

Ward	Number of Completed Surveys
Ward 1	115
Ward 2	149
Ward 3	125
Ward 4	106

Notable differences between Wards included the following:

- Within Community Characteristics, differences were observed among Wards in almost every facet (except General Community Characteristics and Safety). When differences occurred, it often appeared that residents in Wards 3 and 4 gave the highest ratings and residents in Ward 1 tended to give lower ratings.
- Residents in Dublin’s four Wards also had some differences of opinion across most facets of Governance. It was difficult to discern a clear pattern across facets; however, within Natural Environment residents of Ward 1 tended to give lower rating than their counterparts.
- Reported rates of Participation also varied by Ward. While differences were observed, no clear pattern of reported rates of Participation emerged across all facets.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
The overall quality of life in Dublin	96%	97%	99%	100%	98%
Overall image or reputation of Dublin	95%	93%	98%	98%	96%
Dublin as a place to live	98%	100%	99%	100%	99%
Your neighborhood as a place to live	98%	95%	95%	96%	96%
Dublin as a place to raise children	96%	96%	99%	99%	98%
Dublin as a place to retire	67%	63%	71%	63%	66%
Overall appearance of Dublin	96%	99%	98%	100%	98%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Overall feeling of safety in Dublin	98%	98%	98%	99%	98%
In your neighborhood during the day	99%	99%	99%	100%	99%
In Dublin's downtown/commercial area during the day	99%	99%	98%	96%	98%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Overall ease of getting to the places you usually have to visit	86%	93%	88%	90%	89%
Traffic flow on major streets	58%	64%	80%	80%	69%
Ease of public parking	50%	58%	53%	64%	56%
Ease of travel by car in Dublin	76%	83%	81%	82%	81%
Ease of travel by public transportation in Dublin	17%	25%	25%	28%	24%
Ease of travel by bicycle in Dublin	73%	73%	78%	91%	78%
Ease of walking in Dublin	80%	86%	83%	90%	85%
Availability of paths and walking trails	85%	89%	93%	98%	91%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Quality of overall natural environment in Dublin	76%	90%	97%	97%	89%
Air quality	95%	95%	98%	98%	96%
Cleanliness of Dublin	92%	100%	98%	100%	97%

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Table 5: Community Characteristics - Built Environment

	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Percent rating positively (e.g., excellent/good, very/somewhat safe)					
Overall "built environment" of Dublin (including overall design, buildings, parks and transportation systems)	74%	86%	87%	93%	85%
Public places where people want to spend time	85%	89%	92%	95%	90%
Variety of housing options	55%	70%	80%	80%	70%
Availability of affordable quality housing	44%	48%	60%	53%	51%
Overall quality of new development in Dublin	81%	87%	80%	86%	84%

Table 6: Community Characteristics - Economy

	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Percent rating positively (e.g., excellent/good, very/somewhat safe)					
Overall economic health of Dublin	88%	91%	99%	97%	93%
Dublin as a place to work	89%	92%	91%	92%	91%
Dublin as a place to visit	82%	78%	78%	80%	80%
Employment opportunities	72%	82%	84%	85%	80%
Shopping opportunities	74%	79%	65%	78%	74%
Cost of living in Dublin	40%	44%	50%	58%	47%
Overall quality of business and service establishments in Dublin	75%	88%	87%	91%	85%
Vibrant downtown/commercial area	72%	75%	69%	70%	72%

Table 7: Community Characteristics - Recreation and Wellness

	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Percent rating positively (e.g., excellent/good, very/somewhat safe)					
Health and wellness opportunities in Dublin	87%	90%	96%	99%	93%
Fitness opportunities (including exercise classes and paths or trails, etc.)	86%	88%	95%	97%	91%
Recreational opportunities	77%	83%	93%	91%	85%
Availability of affordable quality food	80%	84%	82%	93%	84%
Availability of affordable quality health care	86%	87%	92%	84%	87%
Availability of preventive health services	83%	89%	94%	88%	88%
Availability of affordable quality mental health care	76%	74%	82%	73%	76%

Table 8: Community Characteristics - Education and Enrichment

	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Percent rating positively (e.g., excellent/good, very/somewhat safe)					
Overall opportunities for education and enrichment	87%	92%	97%	96%	93%
Availability of affordable quality child care/preschool	63%	82%	84%	79%	76%
K-12 education	96%	95%	96%	100%	97%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Adult educational opportunities	67%	79%	88%	92%	81%
Opportunities to attend cultural/arts/music activities	76%	73%	80%	82%	77%
Opportunities to participate in religious or spiritual events and activities	84%	82%	95%	92%	88%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Opportunities to participate in social events and activities	80%	81%	82%	84%	82%
Opportunities to volunteer	78%	81%	89%	84%	83%
Opportunities to participate in community matters	81%	74%	83%	82%	79%
Openness and acceptance of the community toward people of diverse backgrounds	71%	79%	83%	88%	80%
Neighborliness of residents in Dublin	79%	70%	77%	84%	77%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
The City of Dublin	94%	94%	95%	94%	94%
The value of services for the taxes paid to Dublin	71%	78%	75%	78%	75%
The overall direction that Dublin is taking	75%	85%	83%	81%	81%
The job Dublin government does at welcoming citizen involvement	69%	73%	75%	82%	74%
Overall confidence in Dublin government	80%	79%	82%	81%	80%
Generally acting in the best interest of the community	78%	83%	84%	74%	80%
Being honest	82%	80%	84%	74%	80%
Treating all residents fairly	75%	75%	87%	82%	79%
Overall customer service by Dublin employees (police, receptionists, planners, etc.)	90%	93%	93%	93%	92%
The Federal Government	43%	41%	37%	42%	41%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Police/Sheriff services	95%	98%	96%	96%	96%
Fire services	99%	100%	97%	100%	99%
Ambulance or emergency medical services	99%	97%	97%	100%	98%
Crime prevention	92%	91%	94%	97%	93%
Fire prevention and education	90%	94%	95%	91%	92%
Animal control	88%	82%	85%	86%	85%

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Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	74%	90%	84%	90%	85%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Traffic enforcement	82%	85%	93%	82%	85%
Street repair	77%	89%	90%	77%	83%
Street cleaning	85%	90%	89%	78%	86%
Street lighting	75%	76%	80%	61%	73%
Snow removal	83%	82%	84%	79%	82%
Sidewalk maintenance	76%	77%	85%	68%	76%
Traffic signal timing	74%	66%	84%	77%	74%
Bus or transit services	28%	35%	56%	42%	39%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Garbage collection	89%	94%	88%	94%	91%
Recycling	80%	87%	85%	94%	86%
Yard waste pick-up	91%	93%	94%	90%	92%
Drinking water	81%	90%	89%	96%	89%
Preservation of natural areas such as open space, farmlands and greenbelts	61%	80%	86%	83%	77%
Dublin open space	70%	82%	88%	86%	81%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Storm drainage	79%	88%	87%	94%	87%
Sewer services	85%	93%	94%	94%	91%
Power (electric and/or gas) utility	89%	85%	94%	91%	89%
Utility billing	85%	78%	86%	85%	83%
Land use, planning and zoning	76%	66%	85%	81%	76%
Code enforcement (weeds, abandoned buildings, etc.)	83%	79%	83%	83%	82%
Cable television	60%	66%	62%	57%	62%

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Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Economic development	81%	85%	94%	91%	87%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
City parks	86%	93%	95%	99%	93%
Recreation programs or classes	81%	91%	83%	93%	87%
Recreation centers or facilities	91%	93%	95%	93%	93%
Health services	95%	90%	87%	96%	92%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Public library services	90%	91%	94%	95%	92%
City-sponsored special events	87%	83%	87%	91%	87%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Public information services	83%	85%	90%	96%	88%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Sense of community	79%	77%	87%	92%	83%
Recommend living in Dublin to someone who asks	96%	96%	98%	98%	97%
Remain in Dublin for the next five years	96%	89%	93%	97%	93%
Contacted the City of Dublin (in-person, phone, email or web) for help or information	38%	46%	41%	39%	41%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Was NOT the victim of a crime	97%	94%	95%	89%	94%
Did NOT report a crime	93%	88%	89%	78%	88%
Stocked supplies in preparation for an emergency	26%	32%	25%	14%	25%

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Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Walked or biked instead of driving	64%	64%	47%	74%	62%
Carpooled with other adults or children instead of driving alone	41%	39%	38%	37%	39%
Used bus, rail, subway or other public transportation instead of driving	4%	5%	2%	2%	4%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Recycle at home	94%	90%	94%	96%	93%
Made efforts to make your home more energy efficient	71%	77%	70%	71%	73%
Made efforts to conserve water	64%	67%	71%	74%	68%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
NOT under housing cost stress	89%	83%	94%	81%	87%
Did NOT observe a code violation	79%	68%	78%	77%	75%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Purchase goods or services from a business located in Dublin	93%	96%	100%	95%	96%
Economy will have positive impact on income	44%	56%	58%	55%	53%
Work in Dublin	32%	36%	36%	32%	34%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Used Dublin recreation centers or their services	59%	58%	79%	79%	67%
Visited a neighborhood park or City park	81%	93%	92%	96%	90%
Eat at least 5 portions of fruits and vegetables a day	88%	85%	91%	89%	88%
Participate in moderate or vigorous physical activity	95%	92%	94%	90%	93%
Reported being in "very good" or "excellent" health	76%	81%	80%	70%	77%

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Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Used Dublin public libraries or their services	65%	66%	72%	86%	71%
Participated in religious or spiritual activities in Dublin	48%	45%	70%	52%	53%
Attended a City-sponsored event	66%	65%	73%	73%	68%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Campaigned or advocated for an issue, cause or candidate	17%	22%	15%	22%	19%
Contacted Dublin elected officials (in-person, phone, email or web) to express your opinion	8%	15%	9%	17%	12%
Volunteered your time to some group/activity in Dublin	36%	30%	44%	46%	38%
Participated in a club	37%	21%	38%	32%	31%
Talked to or visited with your immediate neighbors	80%	94%	95%	93%	90%
Done a favor for a neighbor	68%	86%	94%	83%	83%
Attended a local public meeting	21%	26%	18%	22%	23%
Watched (online or on television) a local public meeting	16%	12%	16%	26%	17%
Read or watch local news (via television, paper, computer, etc.)	81%	74%	82%	87%	80%
Vote in local elections	76%	82%	90%	90%	84%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Overall feeling of safety in Dublin	91%	95%	98%	95%	95%
Overall ease of getting to the places you usually have to visit	75%	83%	91%	80%	82%
Quality of overall natural environment in Dublin	92%	90%	90%	87%	90%
Overall "built environment" of Dublin (including overall design, buildings, parks and transportation systems)	85%	84%	88%	89%	86%
Health and wellness opportunities in Dublin	68%	82%	82%	79%	77%
Overall opportunities for education and enrichment	69%	83%	76%	87%	79%
Overall economic health of Dublin	87%	86%	92%	96%	90%
Sense of community	77%	81%	81%	88%	81%

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Table 29: Dublin's Historic District

Percent strongly or somewhat agree	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Please indicate how much you agree or disagree with the following statement: "The City of Dublin has been effective in preserving the character of Dublin's Historic District."	86%	81%	89%	90%	86%

Table 30: City Priorities

How much of a priority, if at all, should each of the following be for the City of Dublin to address in the next two years?: (Percent rating as high or medium priority).	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Improving traffic flow on Dublin's streets and roads	98%	95%	98%	93%	96%
Preserving Dublin's Historic District	88%	87%	88%	93%	88%
Expanding the programs available at the Community Recreation Center	70%	75%	80%	88%	77%
Expanding the number and types of public fine arts opportunities (e.g., public art galleries, public art installations, cultural and performing arts venues, etc.)	53%	64%	74%	65%	64%
Acquiring additional parkland	92%	76%	82%	81%	83%
Encouraging more shops and restaurants to locate in Dublin	84%	88%	95%	96%	90%
Enhancing Dublin's riverfront for outdoor recreation	89%	91%	88%	91%	90%

Table 31: Quality of Home Internet Service Provider

Please rate the quality of your home Internet Service Provider (ISP): (Percent rating as excellent or good).	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Customer service	48%	56%	48%	57%	52%
Speeds for downloading and uploading	49%	60%	53%	45%	52%
Value for the cost	26%	37%	22%	24%	28%

Table 32: Changes to Home Internet Service Provider

Percent of respondents that selected lower cost	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
What change, if any, would you most like your home ISP to make?	58%	63%	46%	54%	56%

Table 33: Overall impression of the Bridge Street District

Percent rating very or somewhat favorable	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Which of the following best describes your overall impression of the Bridge Street District?	83%	89%	86%	91%	87%