



**CITY OF DUBLIN, OH
2009**



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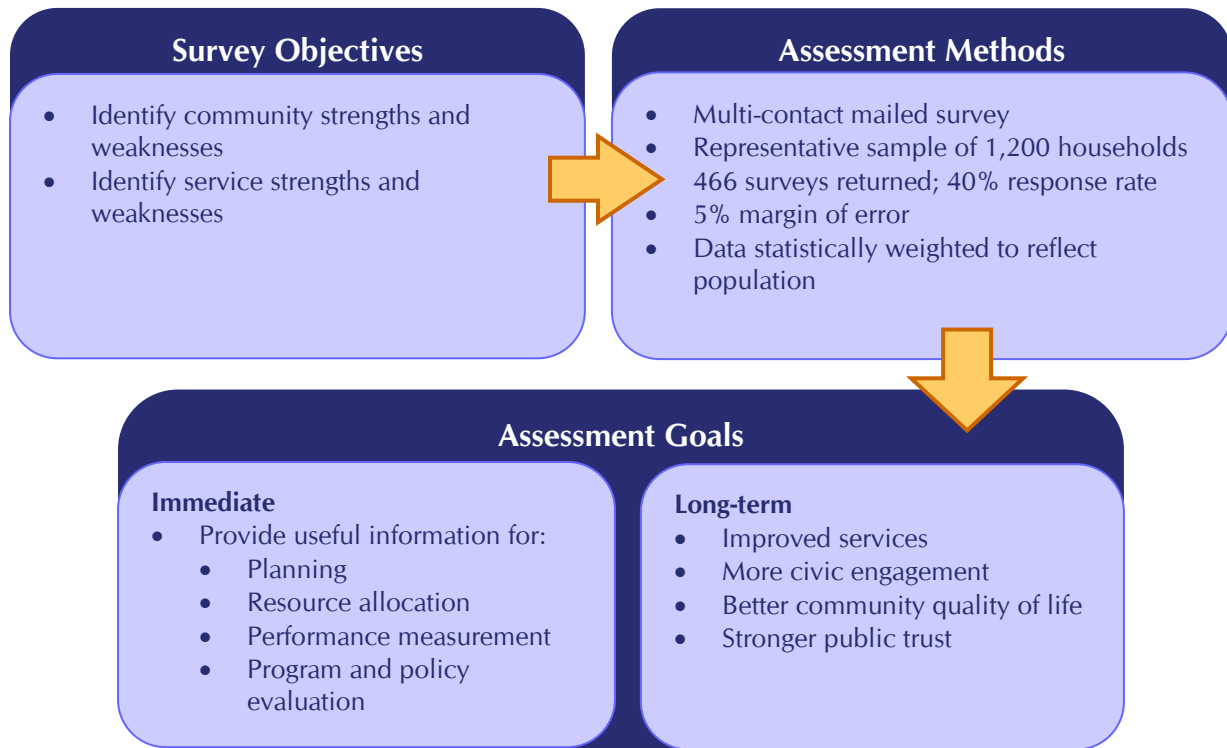
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SURVEY BACKGROUND

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 NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly 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. A total of 466 completed surveys were obtained, providing an overall response rate of 40%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the City of Dublin was developed in close cooperation with local jurisdiction staff. Dublin staff selected items from a menu of questions about services and community problems and provided the appropriate letterhead and signatures for mailings. City of Dublin staff also augmented The National Citizen Survey™ basic service through a variety of options including crosstabulation of results and several policy questions.

UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' reports about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional confidence level, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the estimates made from the survey results. The confidence interval for the City of Dublin survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (466 completed surveys). A 95% confidence interval indicates that for every 100 random samples of this many residents, the population response to that question would be within the stated interval 95 times. For example, if 75% of residents rate a service as "excellent" or "good," then the 5% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 70% and 80%.

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the City of Dublin, but from City of Dublin services to services like them provided by other jurisdictions.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The City of Dublin chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Dublin Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons were available, the City of Dublin results were noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of the City of Dublin's rating to the benchmark.

"Don't Know" Responses and Rounding

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 some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

EXECUTIVE SUMMARY

This report of the City of Dublin survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Virtually all residents experience a good quality of life in the City of Dublin and believe the City is a good place to live. The overall quality of life in the City of Dublin was rated as “excellent” or “good” by 99% of respondents. Almost all report they plan on staying in the City of Dublin for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. The three characteristics receiving the most favorable ratings were the overall appearance of Dublin, cleanliness of Dublin and the overall image/reputation of Dublin. The three characteristics receiving the least positive ratings were the amount of public parking, employment opportunities and the availability of affordable quality housing.

Ratings of community characteristics were compared to the benchmark database. Of the 30 characteristics for which comparisons were available, all 30 were above the benchmark comparison (none were similar or below the benchmark comparison).

Residents in the City of Dublin were civically engaged. While only 22% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 95% had provided help to a friend or neighbor. About half had volunteered their time to some group or activity in the City of Dublin, which was higher than the benchmark.

In general, survey respondents demonstrated strong trust in local government. Almost all rated the overall direction being taken by the City of Dublin as “good” or “excellent.” This was higher than the benchmark. Those residents who had interacted with an employee of the City of Dublin in the previous 12 months gave high marks to those employees. Nearly all rated their overall impression of employees as “excellent” or “good.”

Residents gave very favorable ratings to all local government services. City services rated were able to be compared to the benchmark database. Of the 36 services for which comparisons were available, all 36 were above the benchmark comparison.

A Key Driver Analysis was conducted for the City of Dublin which examined the relationships between ratings of each service and ratings of the City of Dublin's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Dublin can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. One service was found to be influential in ratings of overall service quality from the Key Driver Analysis:

- Emergency preparedness

COMMUNITY RATINGS

OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the City of Dublin – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents’ commitment to the City of Dublin. Residents were asked whether they planned to move soon or if they would recommend the City of Dublin to others. Intentions to stay and willingness to make recommendations provide evidence that the City of Dublin offers services and amenities that work.

Almost all of the City of Dublin’s residents gave high ratings to their neighborhoods and the community as a place to live. Further, almost all reported they would recommend the community to others and plan to stay for the next five years.

FIGURE 3: RATINGS OF OVERALL COMMUNITY QUALITY

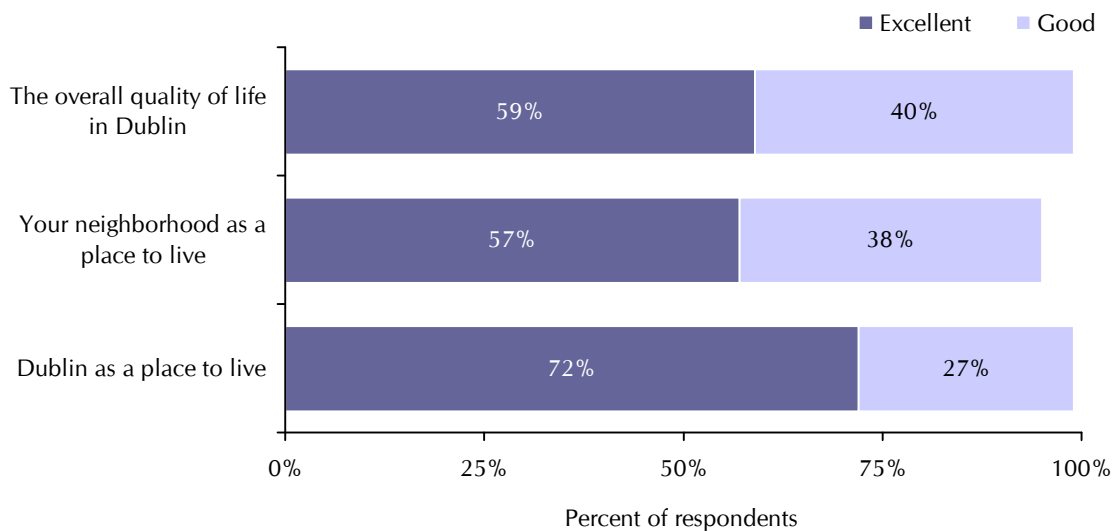


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

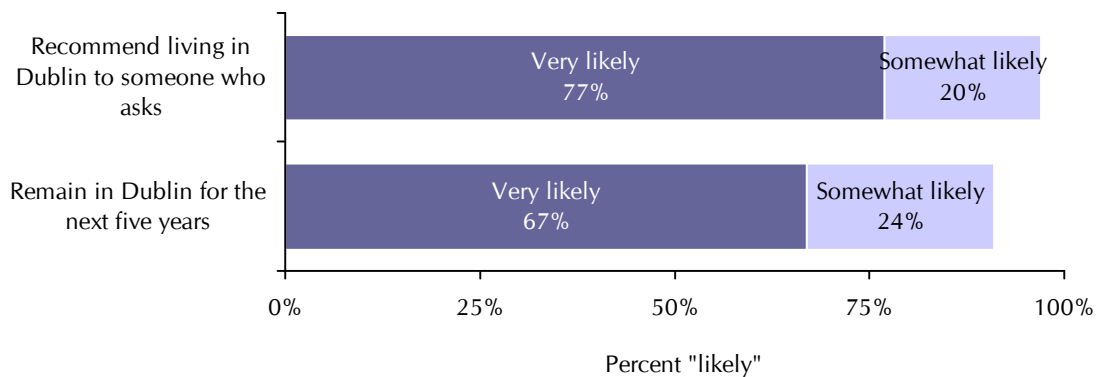


FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	Comparison to benchmark
Overall quality of life in Dublin	Above
Your neighborhood as place to live	Above
Dublin as a place to live	Above
Remain in Dublin for the next five years	Above
Recommend living in Dublin to someone who asks	Above

COMMUNITY DESIGN

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of five aspects of mobility to rate on a scale of “excellent,” “good,” “fair” and “poor.” Availability of paths and walking trails was given the most positive rating, followed by ease of bicycle travel in Dublin.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY

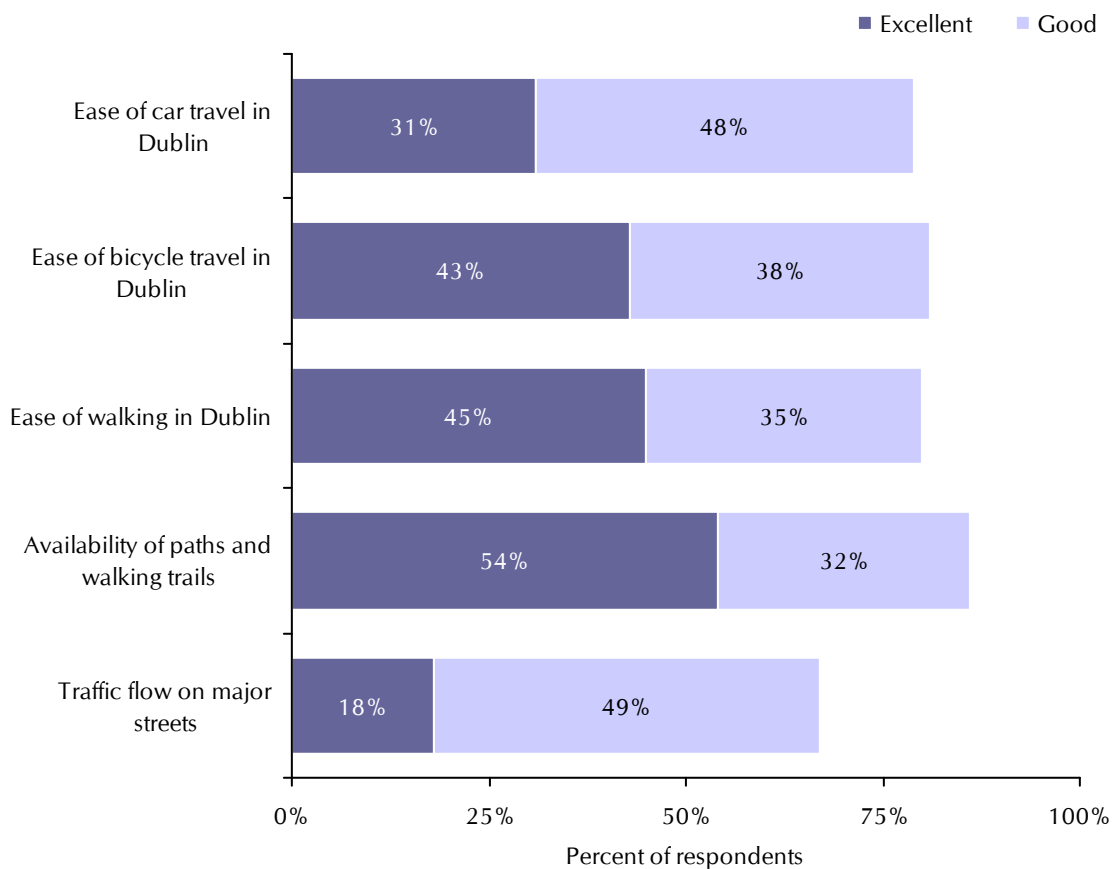


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

	Comparison to benchmark
Ease of car travel in Dublin	Above
Ease of walking in Dublin	Above
Ease of bicycle travel in Dublin	Above
Availability of paths and walking trails	Above
Traffic flow on major streets	Above

Seven transportation services were rated in Dublin. As compared to most communities across America, ratings were very favorable. All seven were above the benchmark.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES

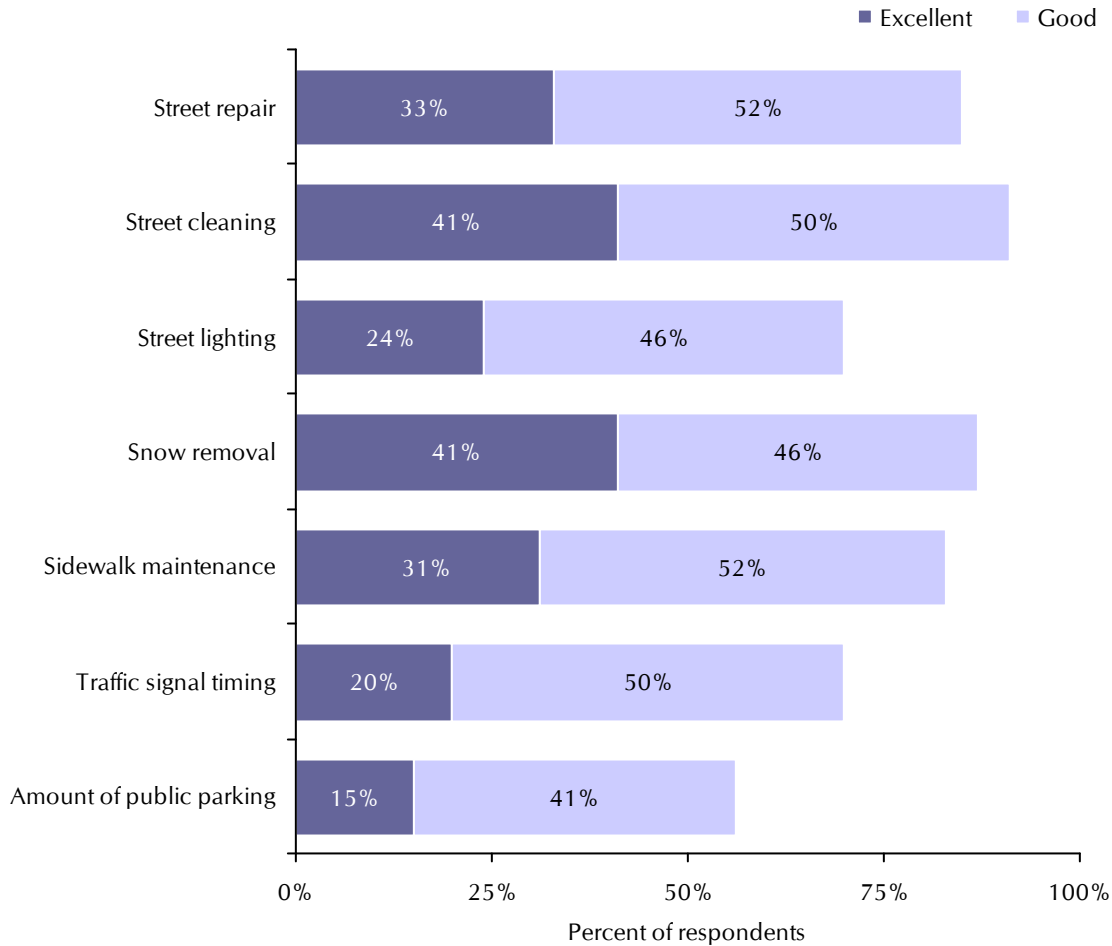
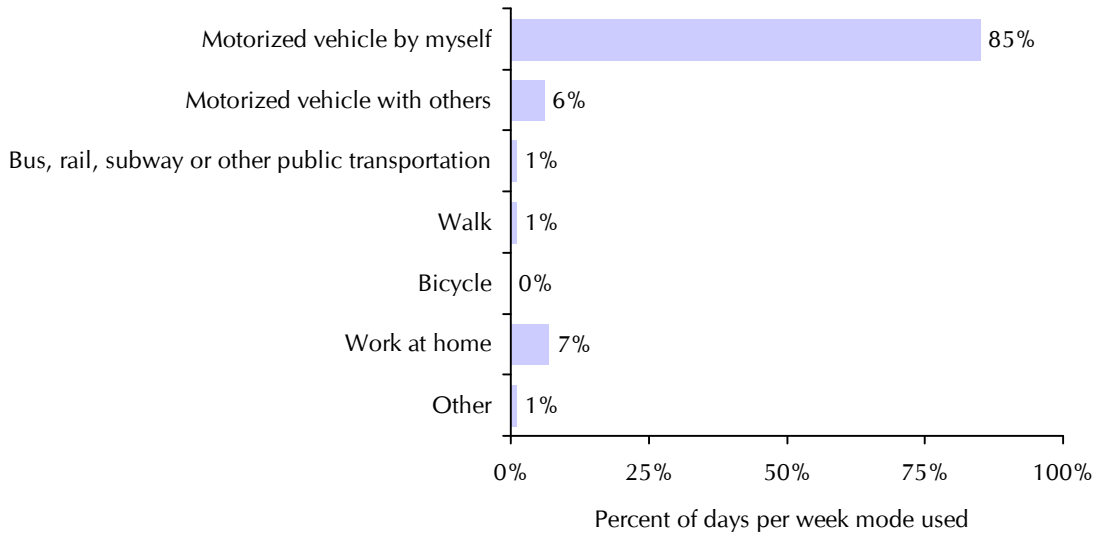


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Street repair /maintenance	Above
Street cleaning	Above
Street lighting	Above
Snow removal	Above
Sidewalk maintenance	Above
Light timing	Above
Amount of public parking	Above

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 2% of work commute trips were made by transit or by foot.

FIGURE 10: MODE OF TRAVEL USED FOR WORK COMMUTE



Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the City of Dublin residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as “excellent” or “good” by 65% of respondents, while the variety of housing options was rated as “excellent” or “good” by 79% of respondents. The rating of perceived affordable housing availability was better in the City of Dublin than the ratings in comparison jurisdictions.

FIGURE 11: RATINGS OF HOUSING IN COMMUNITY

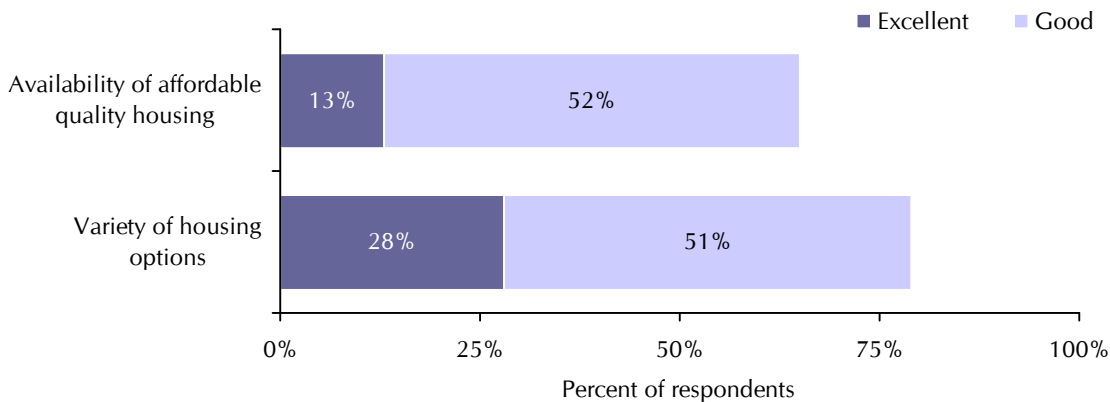


FIGURE 12: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Above
Variety of housing options	Above

To augment the perceptions of affordable housing in Dublin, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the City of Dublin experiencing housing cost stress. About 21% of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 13: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"

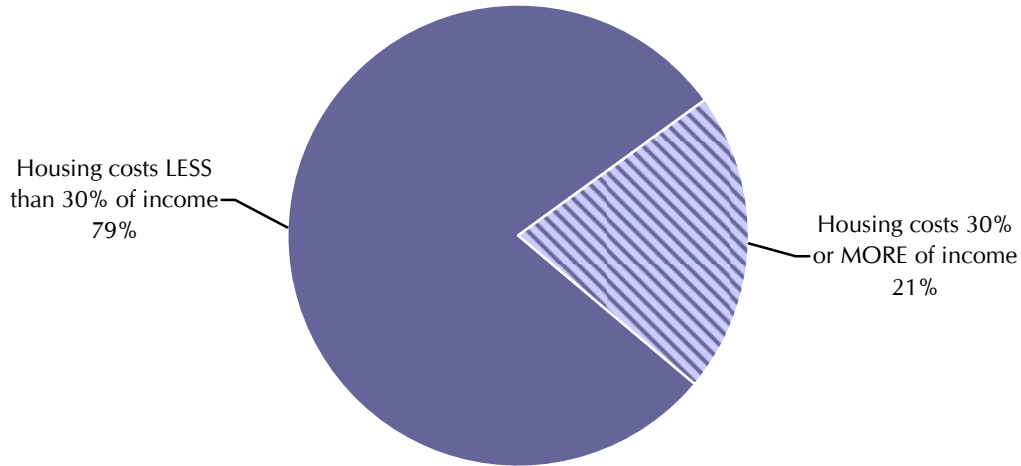


FIGURE 14: HOUSING COSTS BENCHMARKS

	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or more of income)	Less

Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community’s overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the City of Dublin and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the City of Dublin was rated as “excellent” by 44% of respondents and as “good” by an additional 42%. The overall appearance of Dublin was rated as “excellent” or “good” by 99% of respondents and was higher than the benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the City of Dublin, 9% thought they were a “major” or “moderate” problem. The services of land use, planning and zoning, code enforcement and animal control were rated above the benchmark.

FIGURE 15: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT"

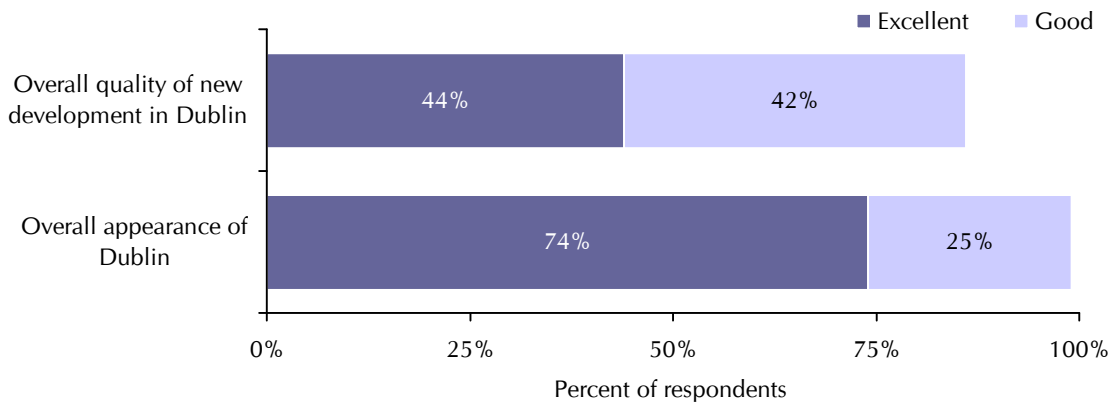


FIGURE 16: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Quality of new development in City	Above
Overall appearance of Dublin	Above

FIGURE 17: RATINGS OF POPULATION GROWTH

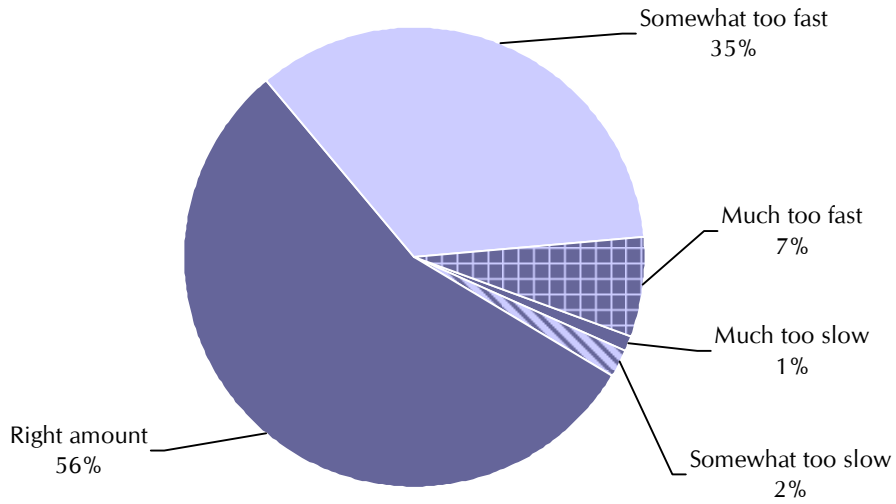


FIGURE 18: POPULATION GROWTH BENCHMARKS

Comparison to benchmark	
Population growth seen as too fast	Less

FIGURE 19: RATINGS OF NUISANCE PROBLEMS

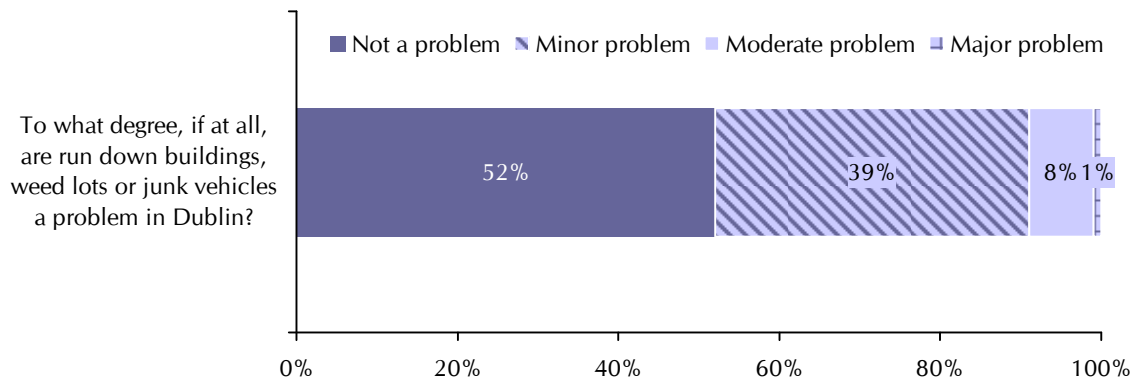


FIGURE 20: NUISANCE PROBLEMS BENCHMARKS

Comparison to benchmark	
Run down buildings, weed lots and junk vehicles are a "major" problem	Less

FIGURE 21: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES

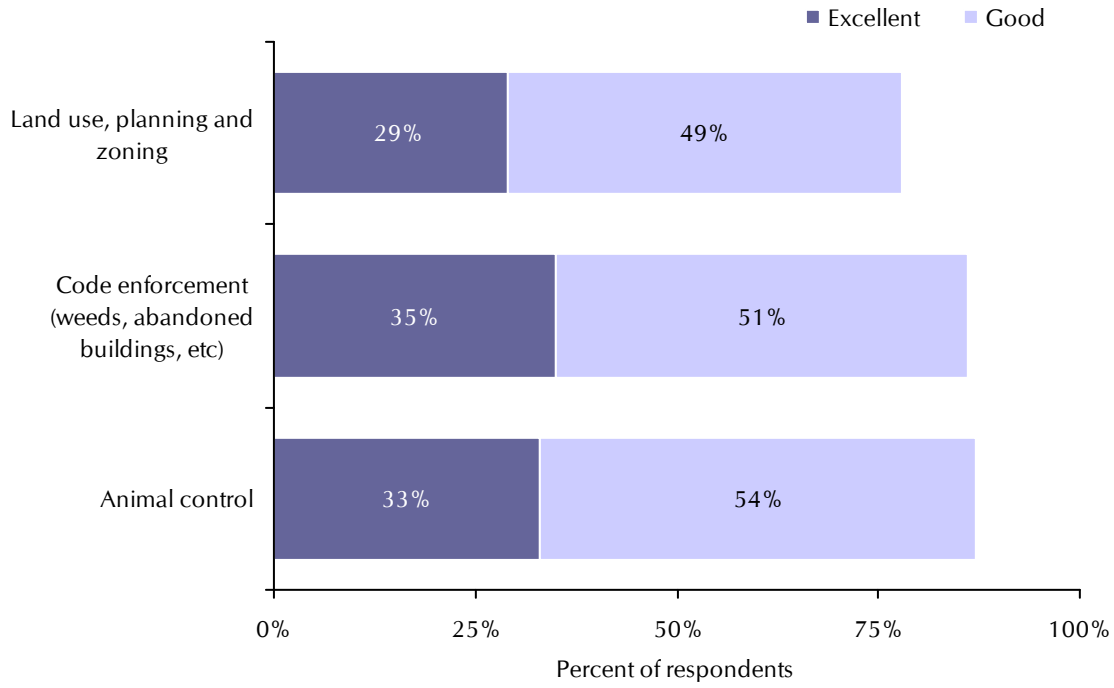


FIGURE 22: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Land use, planning and zoning	Above
Code enforcement (weeds, abandoned buildings, etc)	Above
Animal control	Above

ECONOMIC SUSTAINABILITY

The health of the economy may color how residents perceive their environment and all the services that local government delivers. In particular, a strong or weak local economy will shape what residents think about job and shopping opportunities. Just as residents have an idea about the speed of local population growth, they have a sense of how fast job and shopping opportunities are growing.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were Dublin as a place to work and overall quality of business and service establishments in Dublin. Receiving the lowest rating was employment opportunities.

FIGURE 23: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES

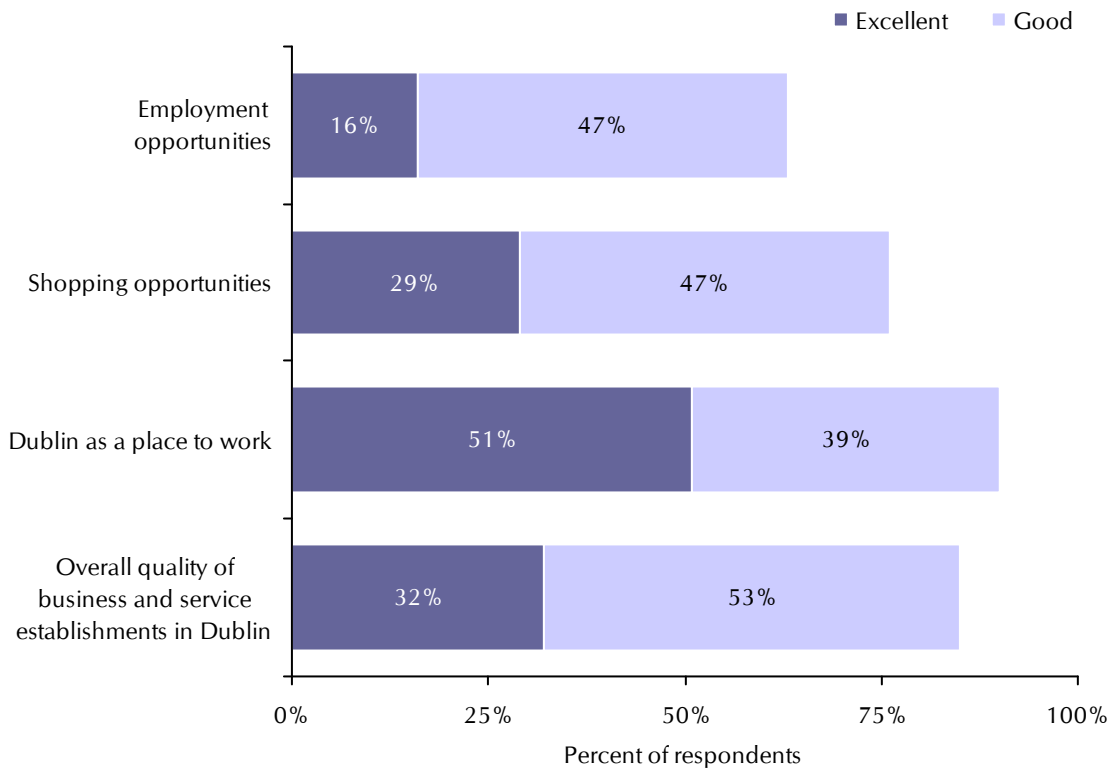


FIGURE 24: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Above
Shopping opportunities	Above
Place to work	Above
Overall quality of business and service establishments in Dublin	Above

Residents were asked to evaluate the speed of jobs growth and retail growth on scale from “much too slow” to “much too fast.” When asked about the rate of job growth in Dublin, 52% responded that it was “too slow,” while 18% reported retail growth as “too slow.” Fewer residents in Dublin compared to other jurisdictions believed that retail growth was too slow and fewer residents believed that job growth was too slow.

FIGURE 25: RATINGS OF RETAIL AND JOB GROWTH

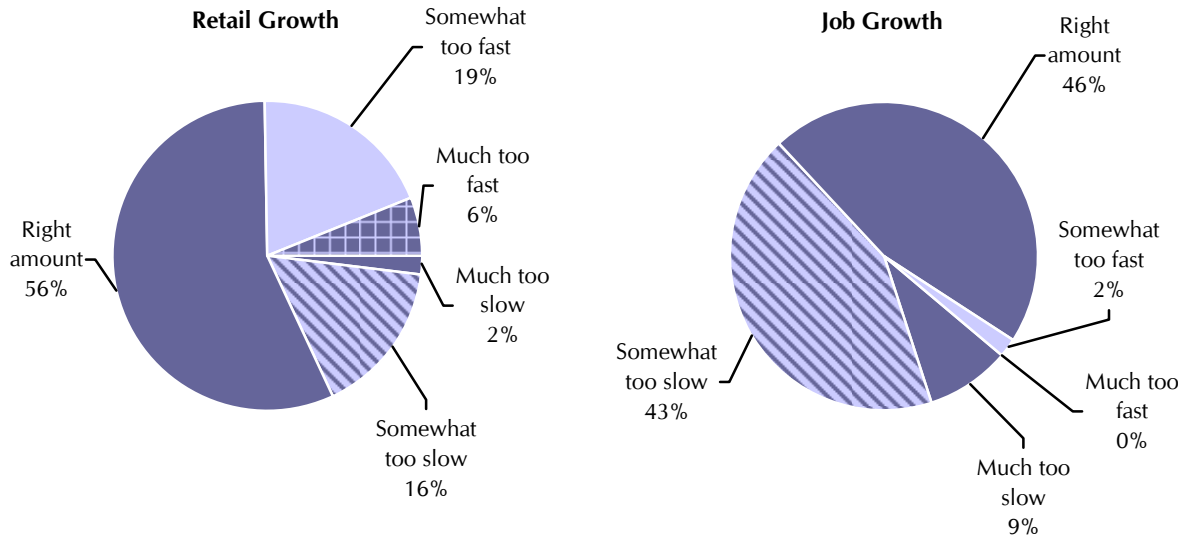


FIGURE 26: RETAIL AND JOB GROWTH BENCHMARKS

	Comparison to benchmark
Retail growth seen as too slow	Less
Jobs growth seen as too slow	Less

FIGURE 27: RATINGS OF ECONOMIC DEVELOPMENT SERVICES

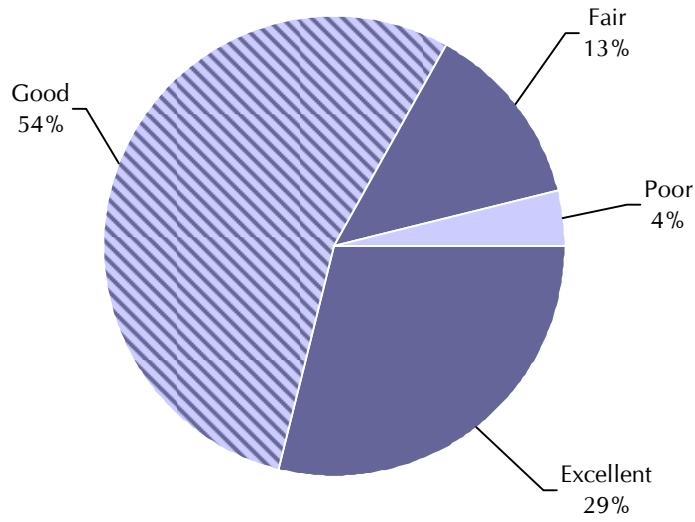


FIGURE 28: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

Comparison to benchmark	
Economic development	Above

Residents were asked to reflect on their economic prospects in the near term. Eighteen percent of the City of Dublin residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family, while 38% felt that the economic future would be “somewhat” or “very” negative. The percent of residents with an optimistic outlook on their household income was the same as comparison jurisdictions.

FIGURE 29: RATINGS OF PERSONAL ECONOMIC FUTURE

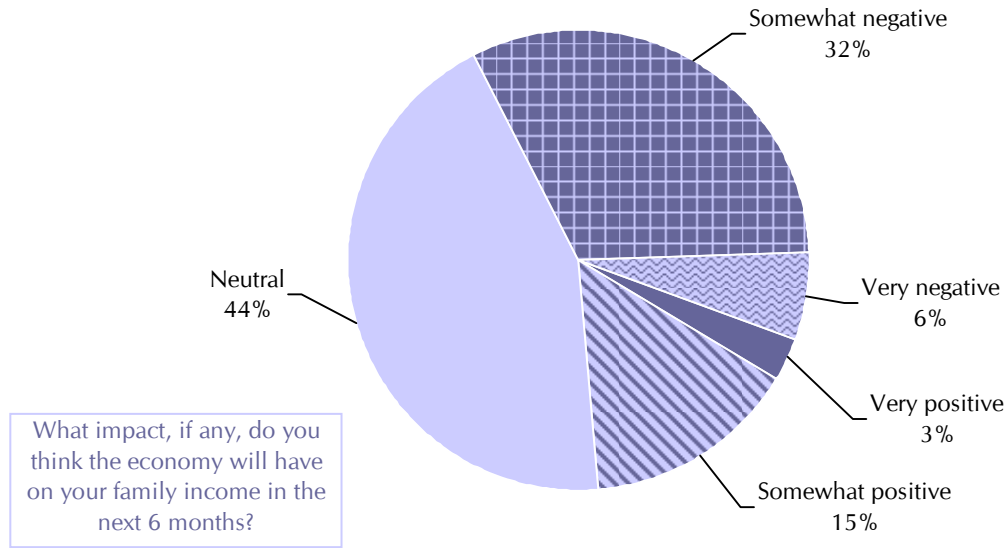


FIGURE 30: PERSONAL ECONOMIC FUTURE BENCHMARKS

	Comparison to benchmark
Positive impact of economy on household income	Similar

PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Almost all gave positive ratings of safety in the City Dublin. About 95% percent of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 94% felt “very” or “somewhat” safe from environmental hazards.

FIGURE 31: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY

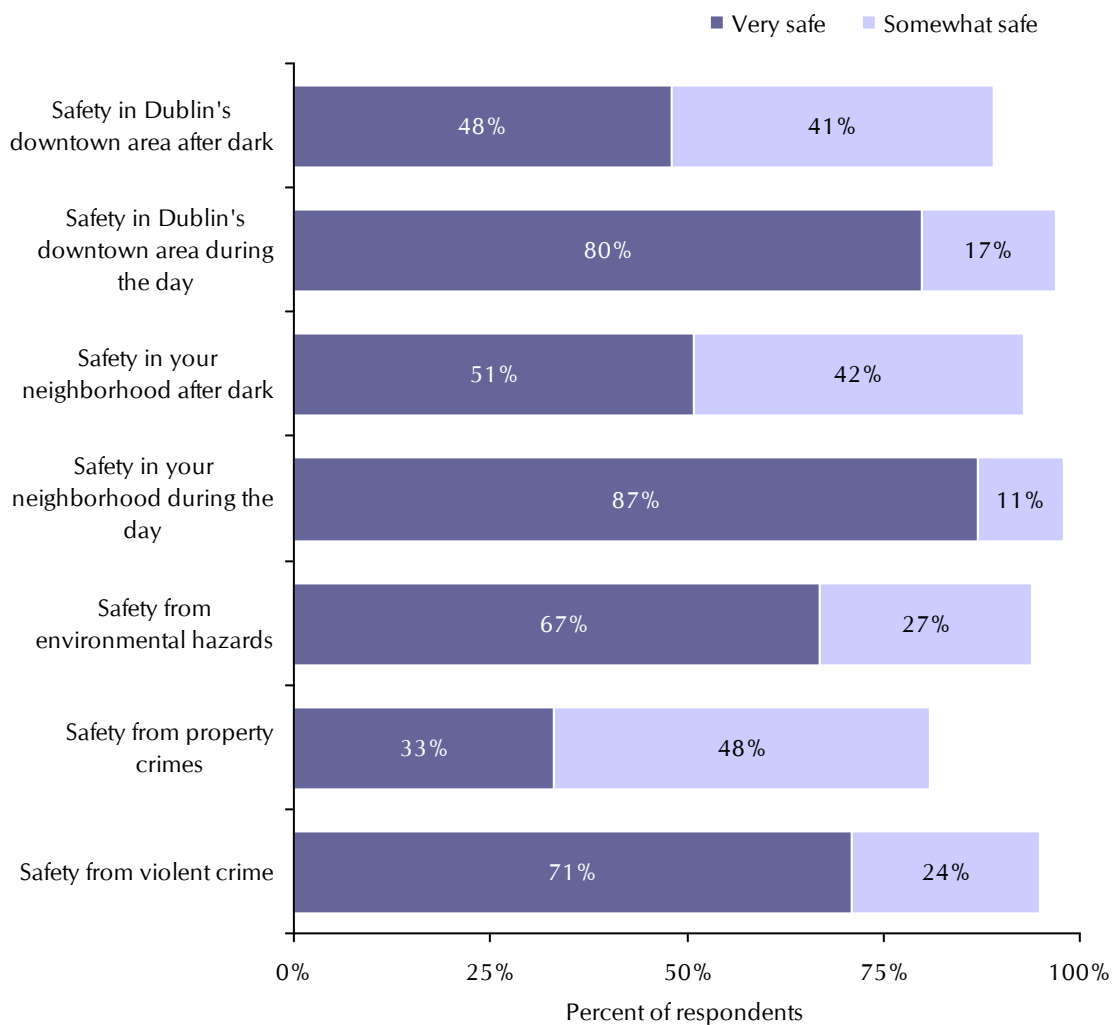


FIGURE 32: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
Safety in your neighborhood during the day	Above
Safety in your neighborhood after dark	Above
Safety in Dublin's downtown area during the day	Above
Safety in Dublin's downtown area after dark	Above
Safety from violent crime (e.g., rape, assault, robbery)	Above
Safety from property crimes (e.g., burglary, theft)	Above
Toxic waste or other environmental hazard(s)	Above

As assessed by the survey, 9% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 75% had reported it to police. Compared to other jurisdictions fewer Dublin residents had been victims of crime in the 12 months preceding the survey and about the same percent of Dublin residents had reported their most recent crime victimization to the police.

FIGURE 33: CRIME VICTIMIZATION AND REPORTING

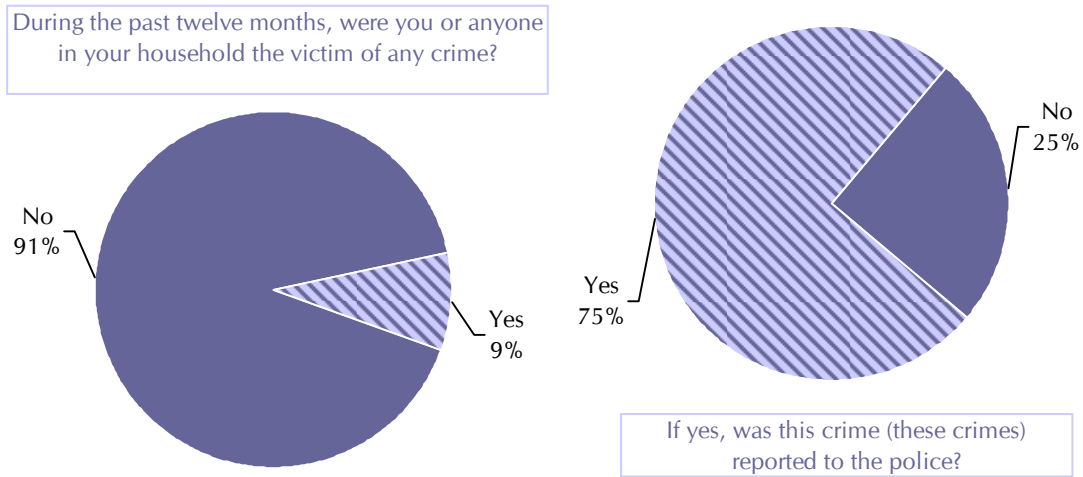


FIGURE 34: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Less
Reported crimes	Similar

Residents rated eight City public safety services; all were rated above the benchmark comparison. Ambulance or emergency medical services and fire services received the highest ratings, while emergency preparedness and traffic enforcement received the lowest ratings.

FIGURE 35: RATINGS OF PUBLIC SAFETY SERVICES

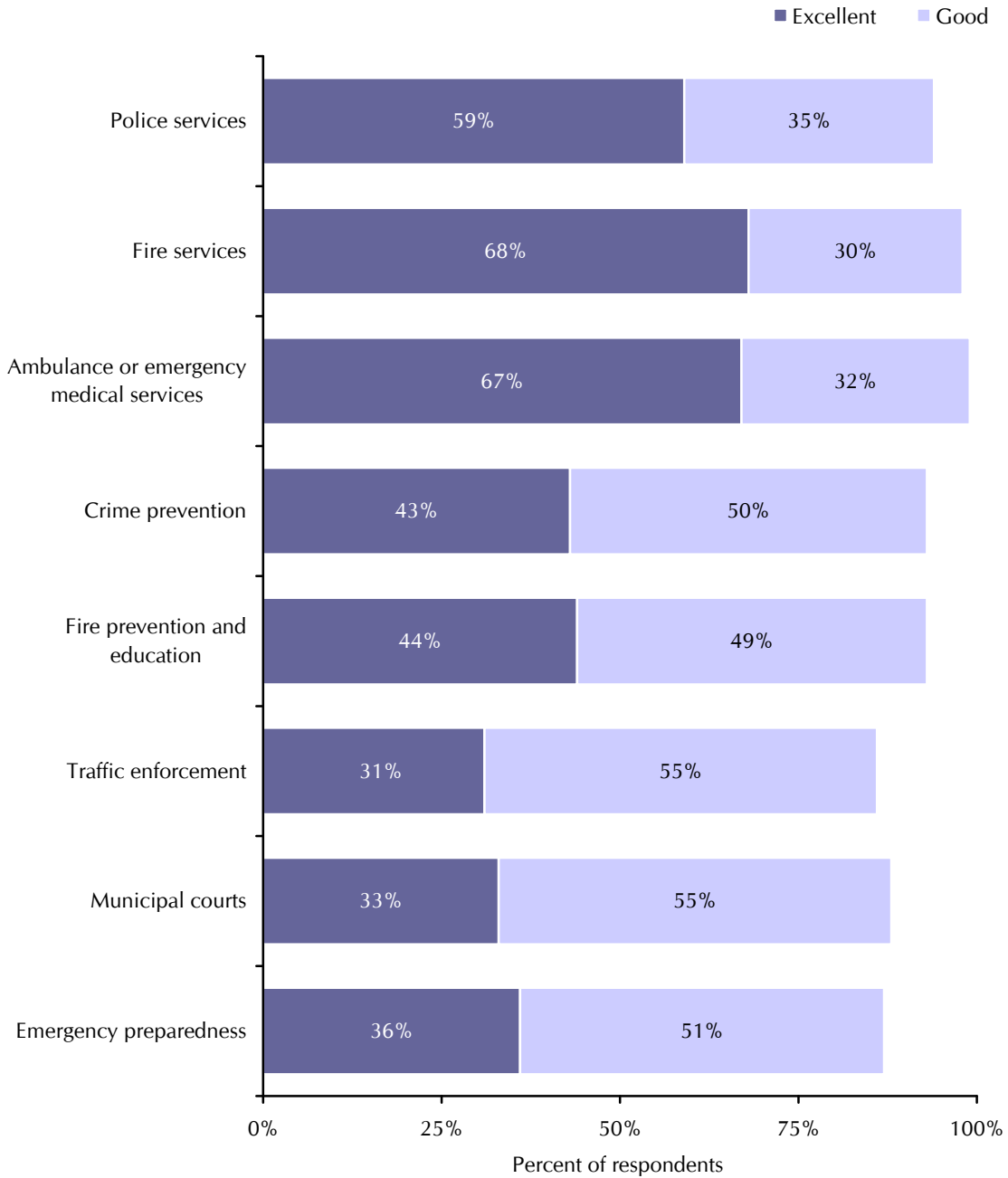


FIGURE 36: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Police services	Above
Fire services	Above
EMS/ambulance	Above
Crime prevention	Above
Fire prevention and education	Above
Traffic enforcement	Above
Courts	Above
Emergency preparedness	Above

ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green”. These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears

Residents of the City of Dublin were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as “excellent” or “good” by 94% of survey respondents. Cleanliness of Dublin received the highest rating, and it was above the benchmark comparison.

FIGURE 37: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT

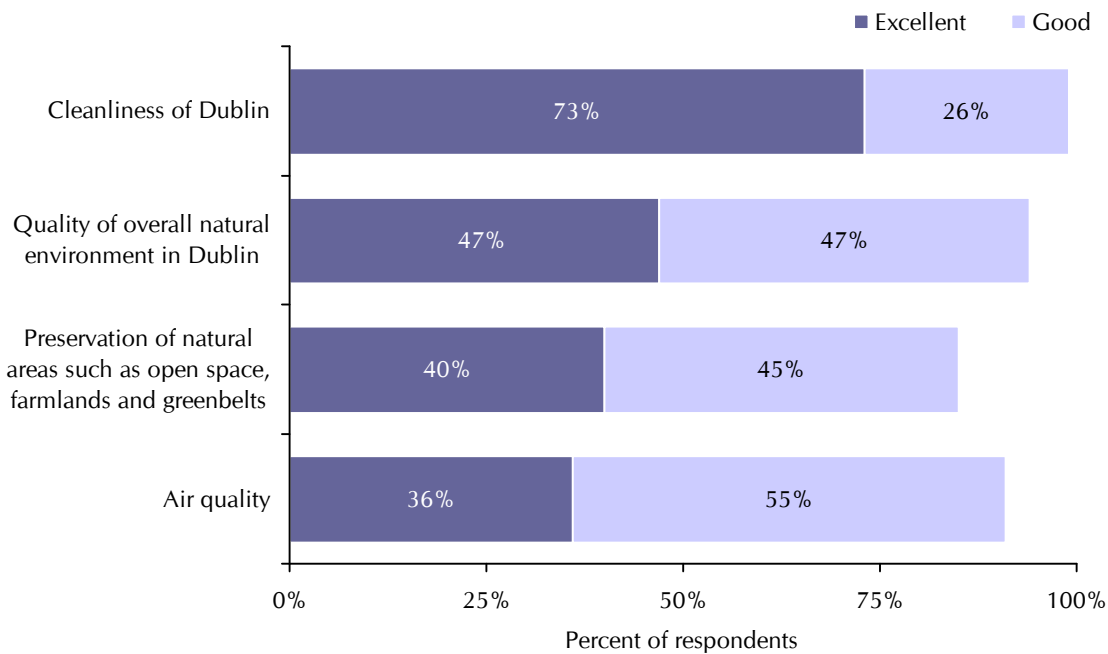


FIGURE 38: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Cleanliness of Dublin	Above
Quality of overall natural environment in Dublin	Above
Preservation of natural areas such as open space, farmlands and greenbelts	Above
Air quality	Above

Resident recycling was greater than recycling reported in comparison communities.

FIGURE 39: FREQUENCY OF RECYCLING IN LAST 12 MONTHS

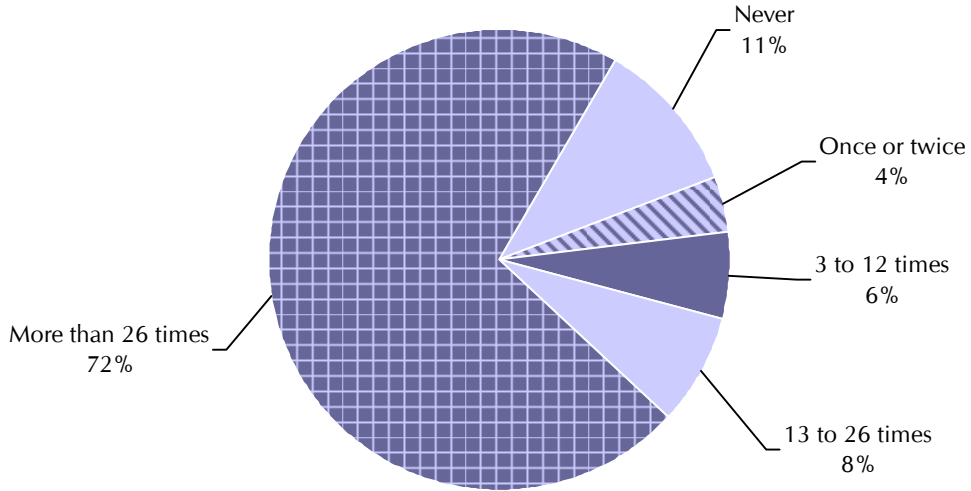


FIGURE 40: FREQUENCY OF RECYCLING BENCHMARKS

	Comparison to benchmark
Recycled used paper, cans or bottles from your home	More

Of the seven utility services rated by those completing the questionnaire, all seven were higher than the benchmark comparison.

FIGURE 41: RATINGS OF UTILITY SERVICES

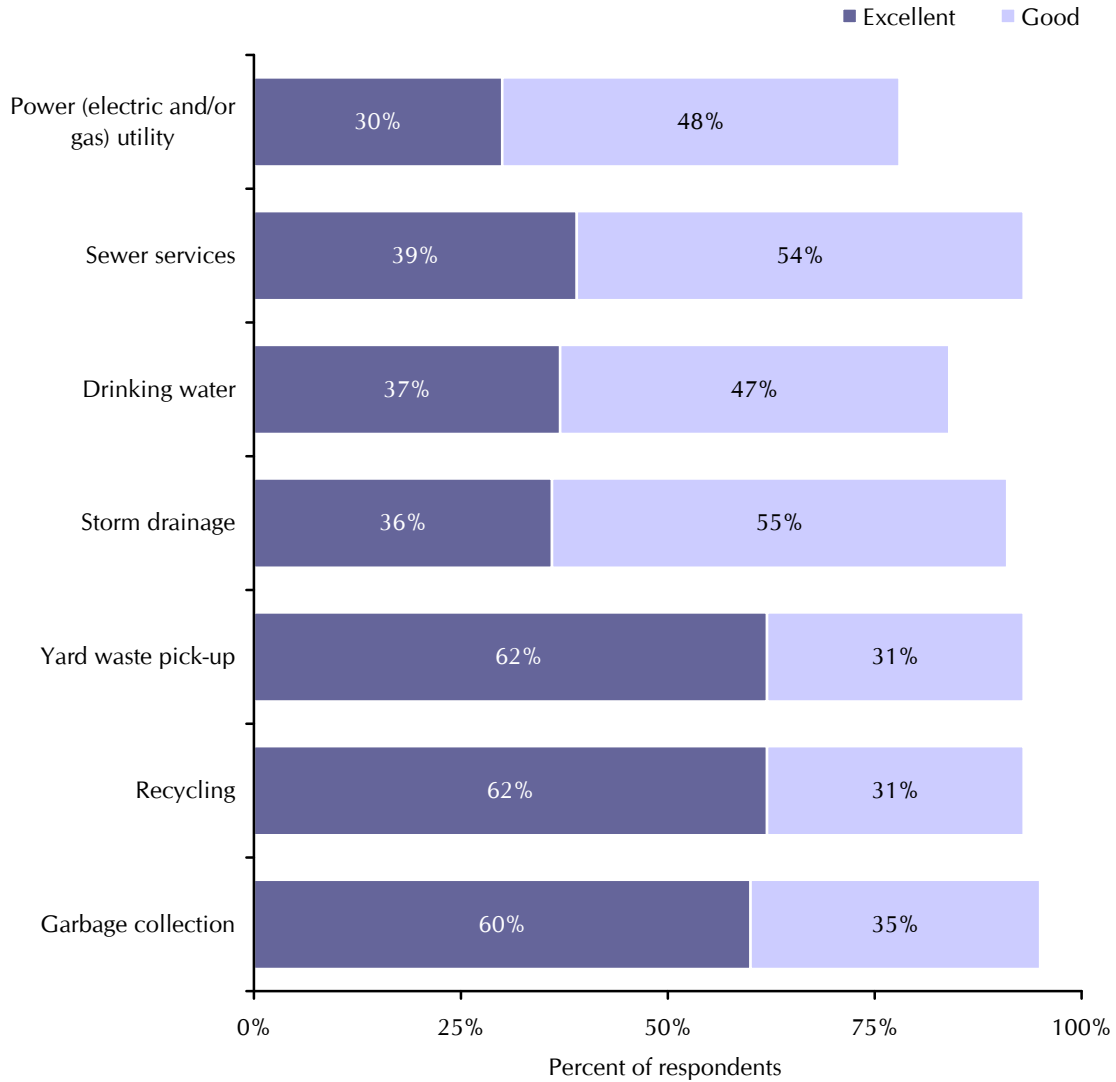


FIGURE 42: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Power (electric and/or gas) utility	Above
Sewer services	Above
Drinking water	Above
Storm drainage	Above
Yard waste pick-up	Above
Recycling	Above
Garbage collection	Above

RECREATION AND WELLNESS

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the City of Dublin were rated positively as were services related to parks and recreation. City parks, recreation programs or classes and recreation centers or facilities were rated higher.

Resident use of Dublin parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used Dublin recreation centers was greater than the percent of users in comparison jurisdictions. Similarly, recreation program use in Dublin was higher than use in comparison jurisdictions.

FIGURE 43: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES

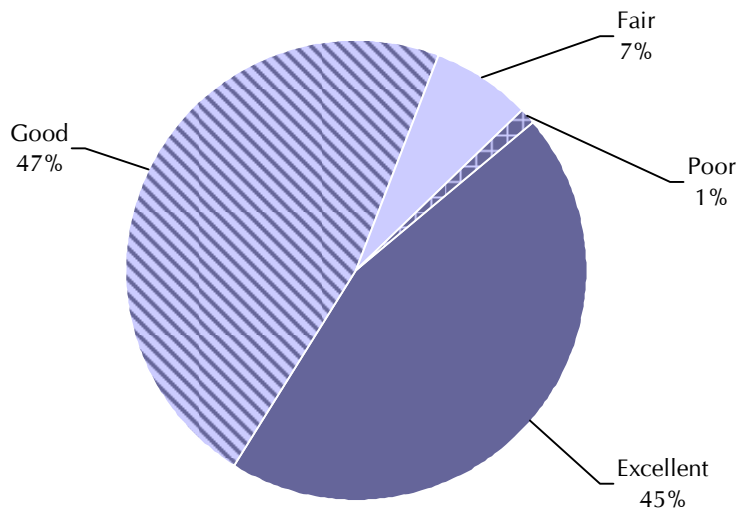


FIGURE 44: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

Comparison to benchmark	
Recreation opportunities	Above

FIGURE 45: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES

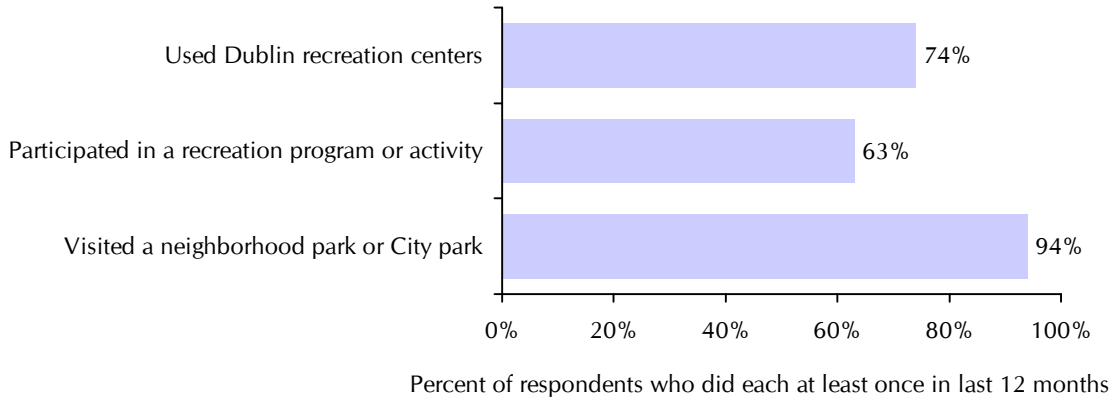


FIGURE 46: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Dublin recreation centers	More
Participated in a recreation program or activity	More
Visited a neighborhood park or City park	More

FIGURE 47: RATINGS OF PARKS AND RECREATION SERVICES

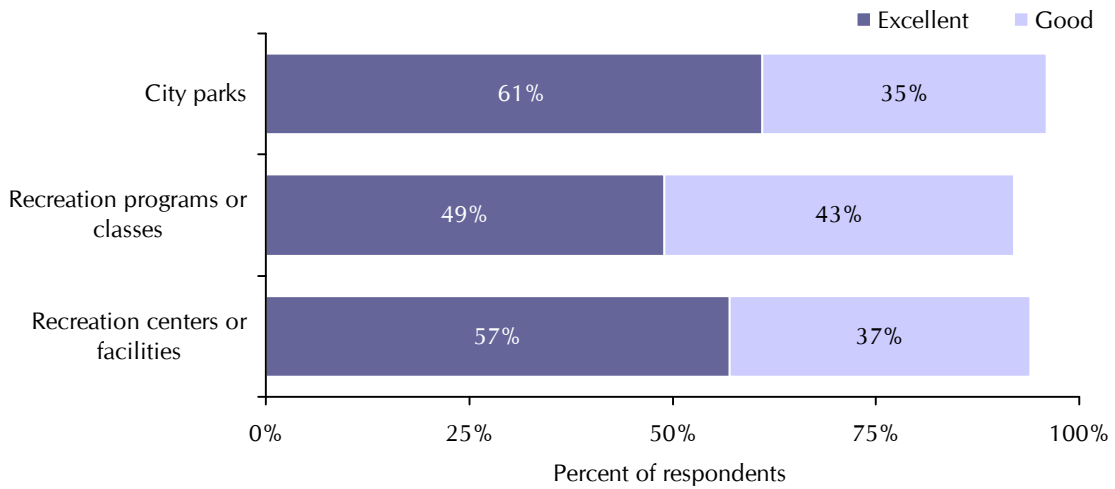


FIGURE 48: PARKS AND RECREATION SERVICES BENCHMARKS

	Comparison to benchmark
City parks	Above
Recreation programs or classes	Above
Recreation centers or facilities	Above

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like an individual who simply goes to the office and returns home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring to business and individuals. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities was rated as “excellent” or “good” by 77% of respondents. Educational opportunities were rated as “excellent” or “good” by 86% of respondents. Compared to the benchmark data, educational opportunities were above the average of comparison jurisdictions, as was cultural activity opportunities.

FIGURE 49: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES

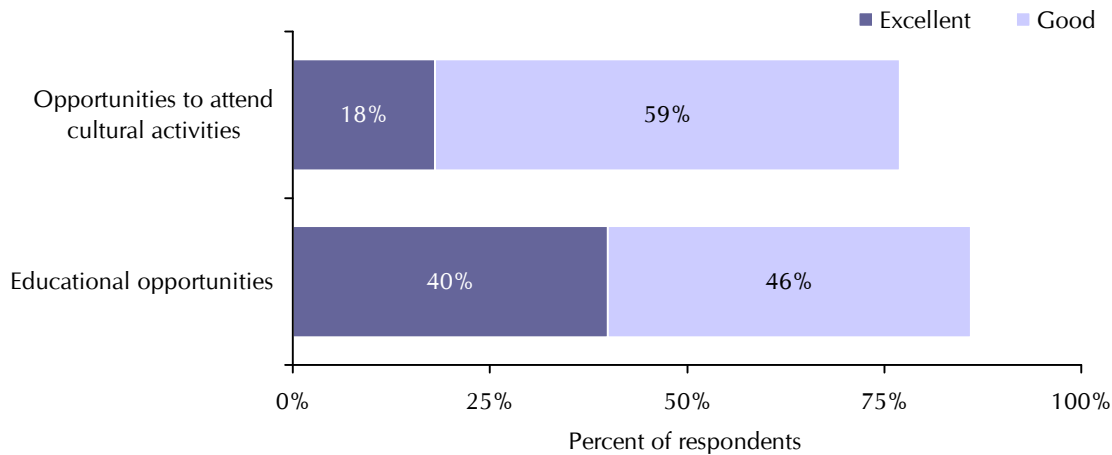


FIGURE 50: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Above
Educational opportunities	Above

FIGURE 51: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES

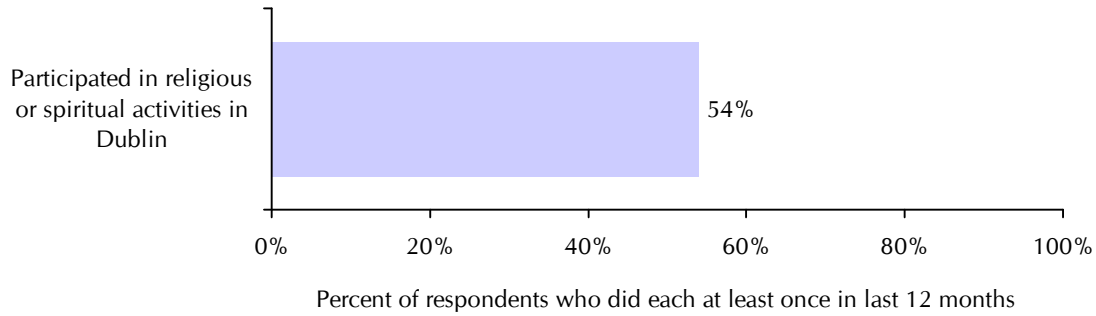


FIGURE 52: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Participated in religious or spiritual activities in Dublin	Similar

FIGURE 53: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES

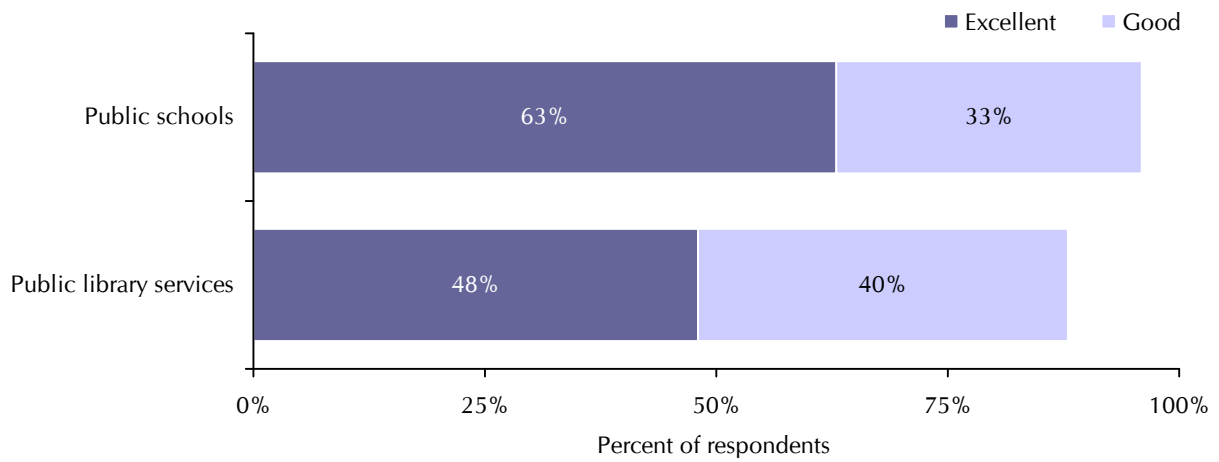


FIGURE 54: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	Comparison to benchmark
Public schools	Above
Public library services	Above

Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the City of Dublin were asked to rate the community’s health services as well as the availability of health care, high quality affordable food and preventive health care services. The availability of affordable quality health care, affordable quality food, and preventative health services were rated positively for the City of Dublin.

Among Dublin residents, 28% rated affordable quality health care as “excellent” while 57% rated it as “good.” Those ratings were above the ratings of comparison communities.

FIGURE 55: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES

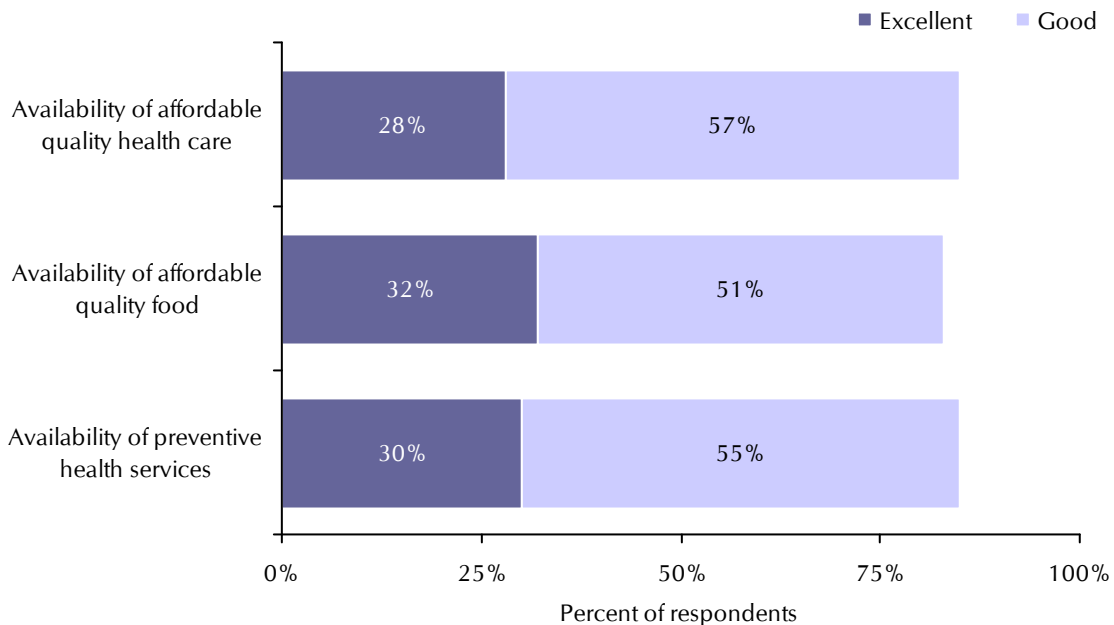


FIGURE 56: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Availability of affordable quality health care	Above
Availability of affordable quality food	Above
Availability of preventive health services	Above

Health services offered in the City of Dublin were rated “excellent” or “good” by 93% of respondents and were above the benchmark.

FIGURE 57: RATINGS OF HEALTH AND WELLNESS SERVICES

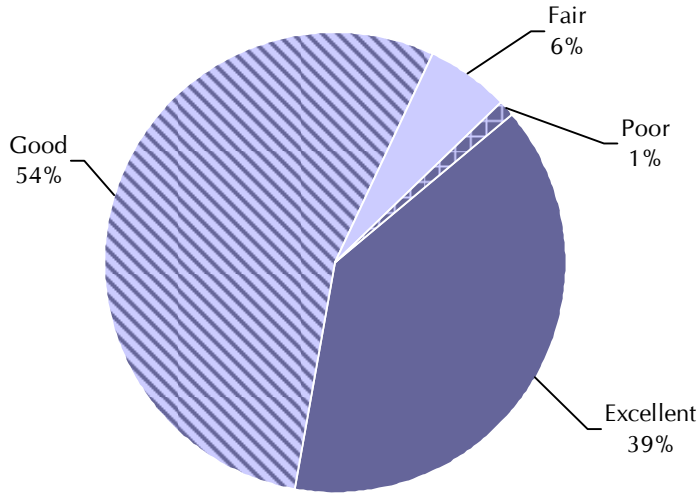


FIGURE 58: HEALTH AND WELLNESS SERVICES BENCHMARKS

Comparison to benchmark	
Health services	Above

COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the City of Dublin as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

Almost all residents rated the City of Dublin as an “excellent” or “good” place to raise kids and a majority rated it as an excellent or good place to retire. About eight in ten residents felt that the local sense of community was “excellent” or “good.” About the same number of survey respondents felt the City of Dublin was open and accepting towards people of diverse backgrounds. Dublin as a place to retire was rated the lowest by residents but was higher than the benchmark.

FIGURE 59: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS

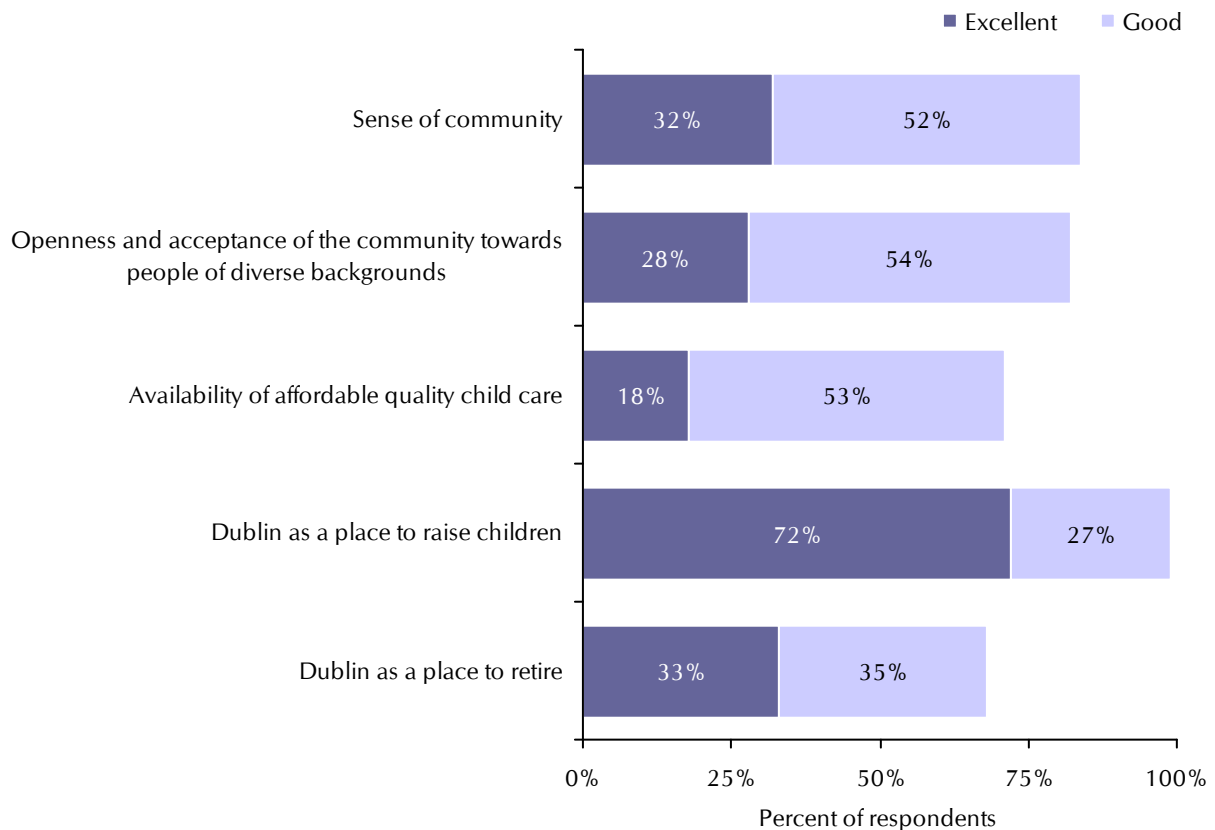


FIGURE 60: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Above
Openness and acceptance of the community toward people of diverse backgrounds	Above
Availability of affordable quality child care	Above
Dublin as a place to raise kids	Above
Dublin as a place to retire	Above

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 56% to 92% with ratings of “excellent” or “good.” Services to seniors, youth and low-income residents were above the benchmark.

FIGURE 61: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS

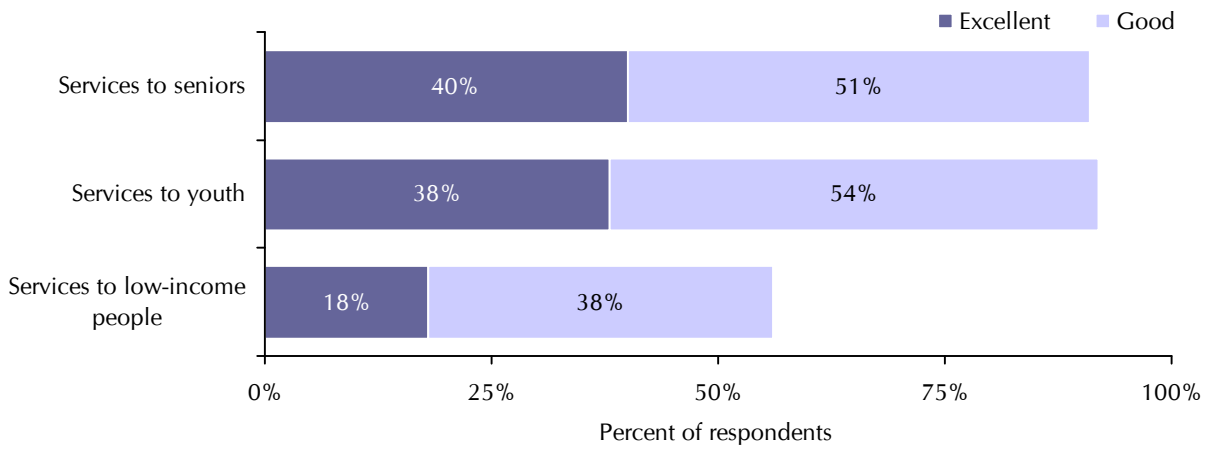


FIGURE 62: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	Comparison to benchmark
Services to seniors	Above
Services to youth	Above
Services to low-income residents	Above

CIVIC ENGAGEMENT

Government leaders, elected or hired, cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the City can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs.

Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the City of Dublin. Survey participants rated the volunteer opportunities in the City of Dublin favorably. Opportunities to attend or participate in community matters were rated similarly.

Ratings of civic engagement opportunities were above ratings from comparison jurisdictions where these questions were asked.

FIGURE 63: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

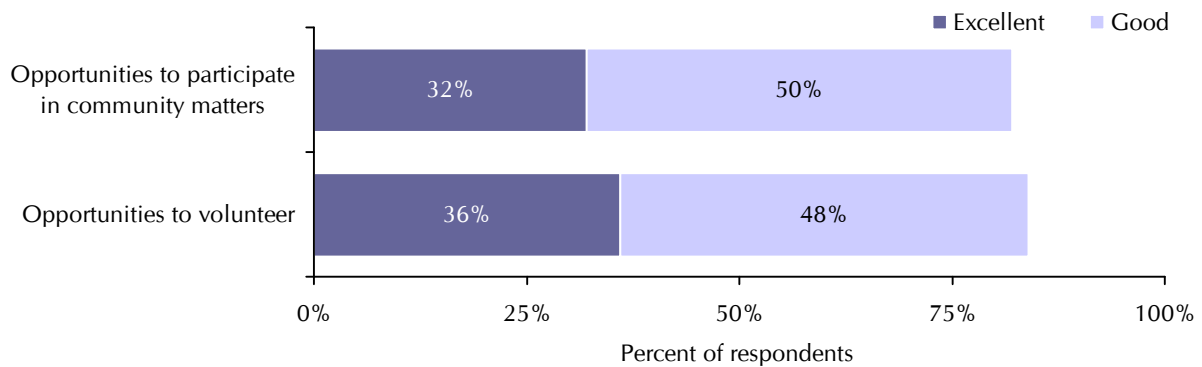


FIGURE 64: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in community matters	Above
Opportunities to volunteer	Above

Most of the participants in this survey had not attended a public meeting or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Those who had participated in a club or civic group in Dublin or provided help to a friend or neighbor showed similar rates of involvement; while volunteerism showed higher rates. Those who had attended a meeting of local elected officials or other local public meeting or watched a meeting of local elected officials or other local public meeting on cable television showed lower rates of community engagement.

FIGURE 65: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES

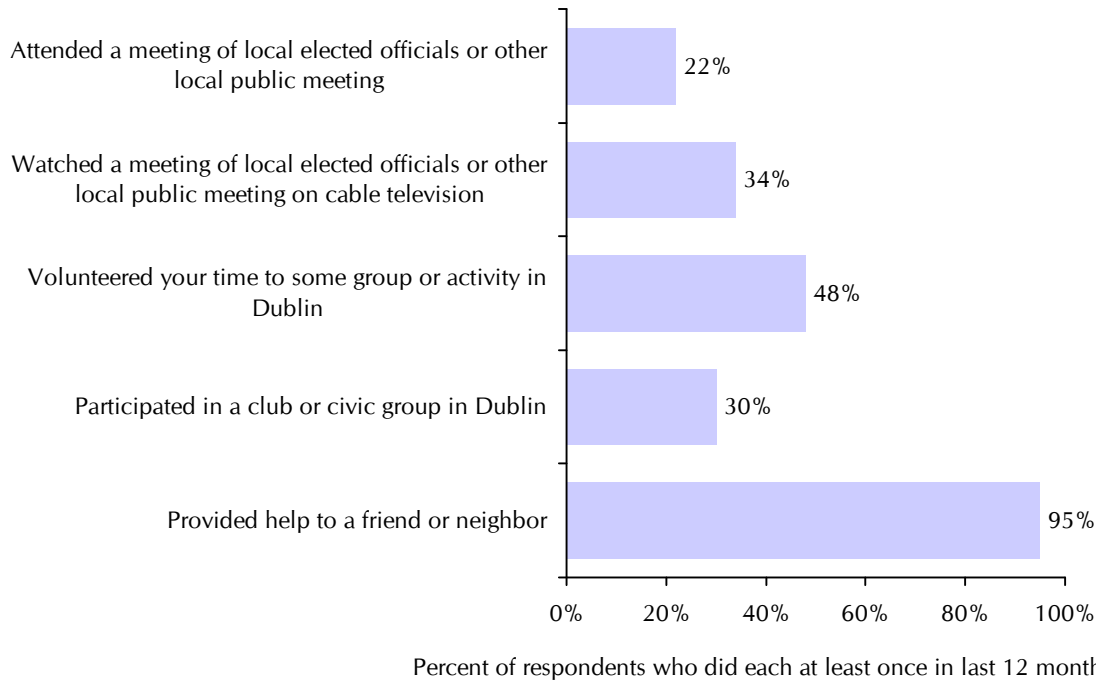


FIGURE 66: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Less
Watched a meeting of local elected officials or other local public meeting on cable television	Less
Volunteered your time to some group or activity in Dublin	More
Participated in a club or civic group in Dublin	Similar
Provided help to a friend or neighbor	Similar

City of Dublin residents showed the largest amount of civic engagement in the area of electoral participation. Eighty-eight percent reported they were registered to vote and 72% indicated they had voted in the last general election. This rate of self-reported voting was lower than that of comparison communities.

FIGURE 67: REPORTED VOTING BEHAVIOR

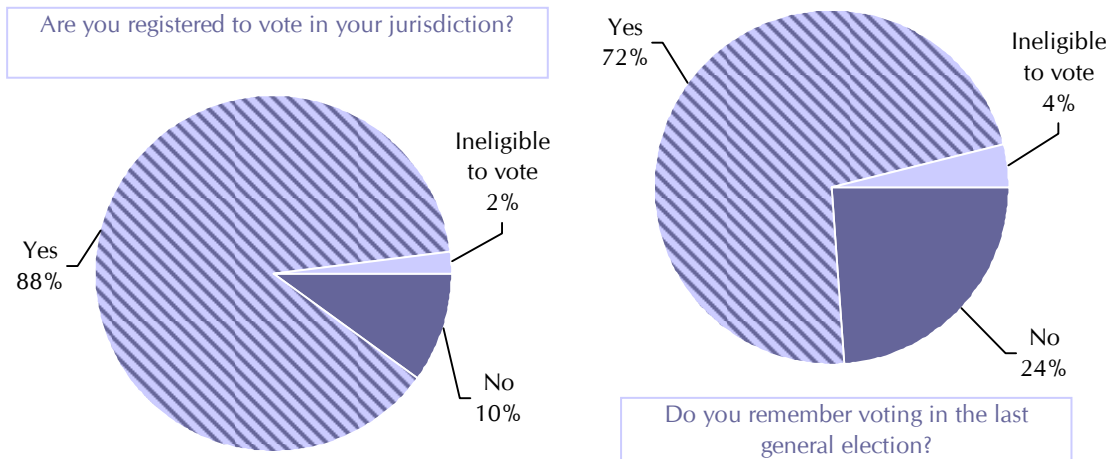


FIGURE 68: VOTING BEHAVIOR BENCHMARKS

	Comparison to benchmark
Registered to vote	More
Voted in last general election	Less

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the City of Dublin Web site in the previous 12 months, 80% reported they had done so at least once. Public information services were rated favorably compared to benchmark data.

FIGURE 69: USE OF INFORMATION SOURCES

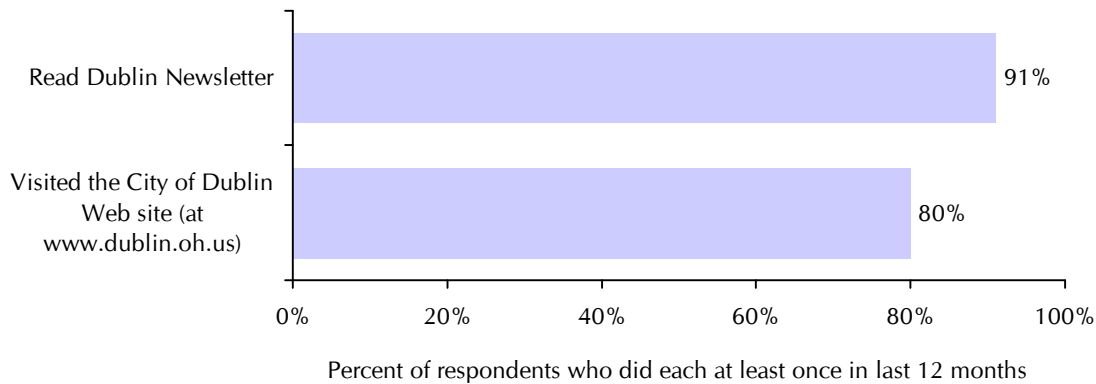


FIGURE 70: USE OF INFORMATION SOURCES BENCHMARKS

	Comparison to benchmark
Read Dublin Newsletter	More
Visited the City of Dublin Web site	More

FIGURE 71: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION

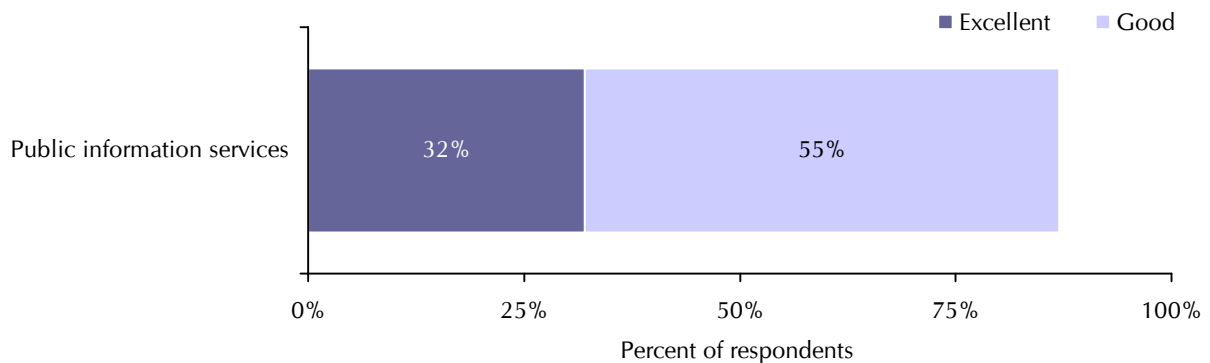


FIGURE 72: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	Comparison to benchmark
Public information services	Above

Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 83% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.”

FIGURE 73: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

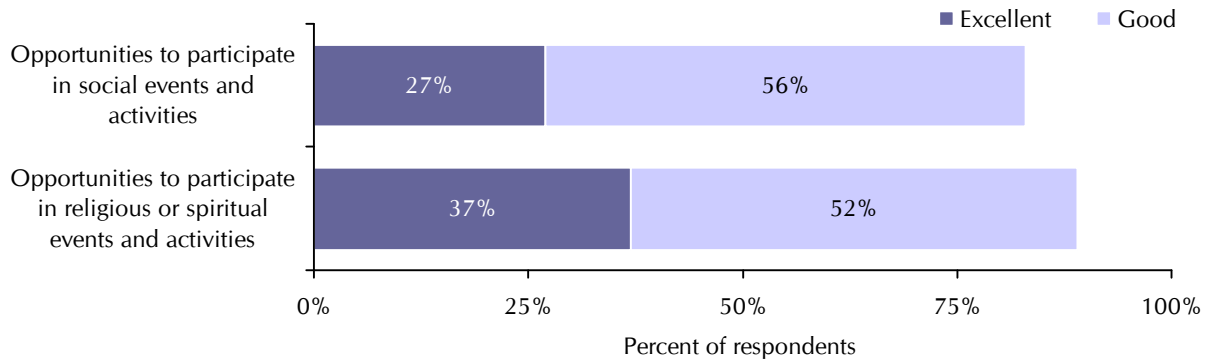


FIGURE 74: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in social events and activities	Above
Opportunities to participate in religious or spiritual events	Above

Residents in Dublin reported a strong amount of neighborliness. More than 87% indicated talking or visiting with their neighbors once a month or more frequently. This amount of contact with neighbors was more than the amount of contact reported in other communities.

FIGURE 75: CONTACT WITH IMMEDIATE NEIGHBORS

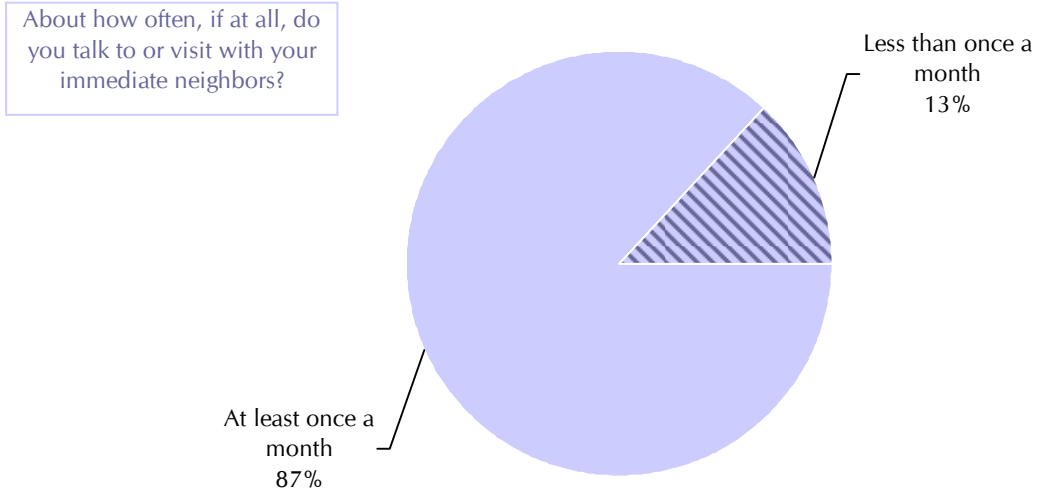


FIGURE 76: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

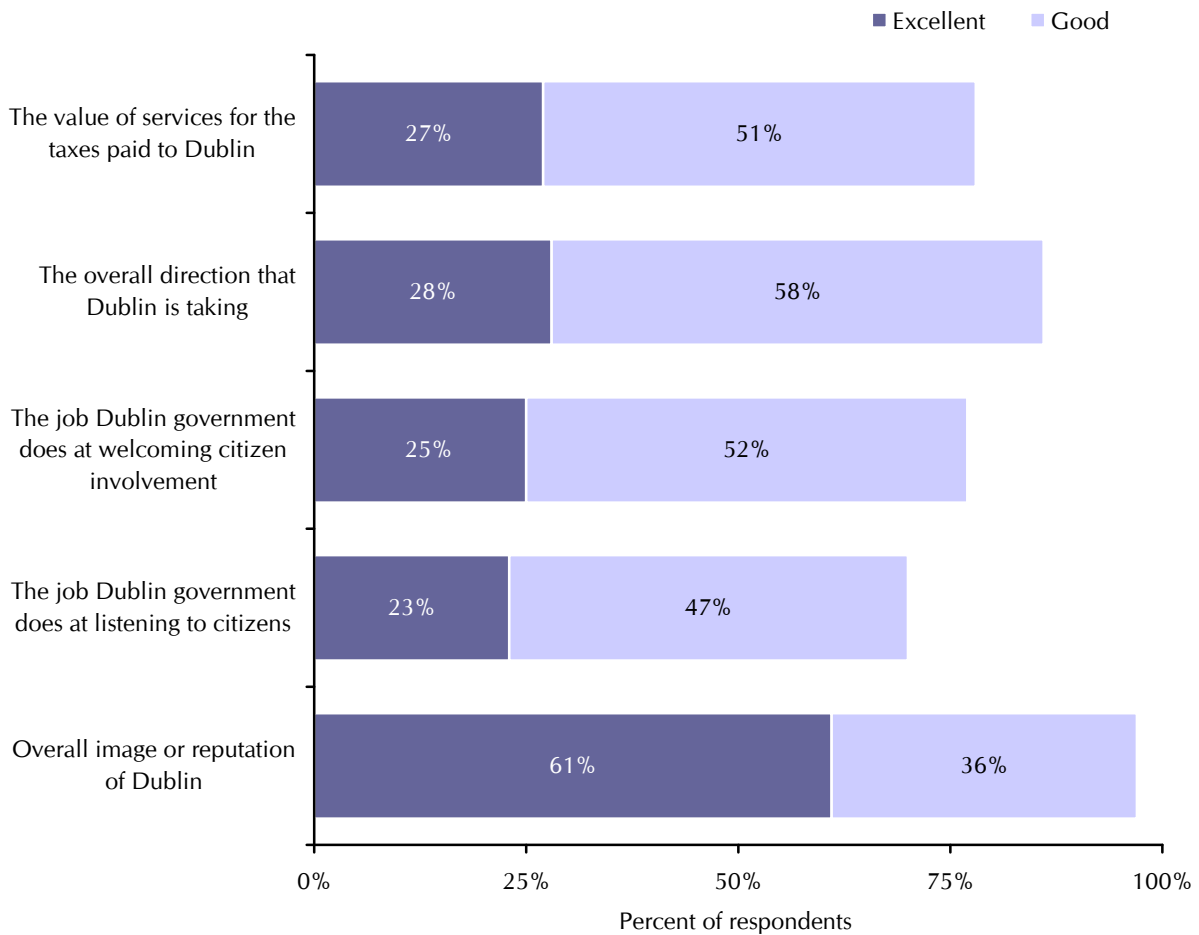
	Comparison to benchmark
Has contact with neighbors at least once per month	More

PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction the City of Dublin is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the City of Dublin could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the City of Dublin may be colored by their dislike of what all levels of government provide.

A majority of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job the City of Dublin does at listening to citizens, 70% rated it as "excellent" or "good."

FIGURE 77: PUBLIC TRUST RATINGS



The National Citizen Survey™ by National Research Center, Inc.

FIGURE 78: PUBLIC TRUST BENCHMARKS

	Comparison to benchmark
Value of services for the taxes paid to Dublin	Above
The overall direction that Dublin is taking	Above
Job Dublin government does at welcoming citizen involvement	Above
Job Dublin government does at listening to citizens	Above
Overall image or reputation of Dublin	Above

On average, residents of the City of Dublin gave the highest evaluations to their own local government and the lowest average rating to state government. The overall quality of services delivered by the City of Dublin was rated as “excellent” or “good” by 94% of survey participants. The City of Dublin’s rating was above the benchmark when compared to other communities.

FIGURE 79: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS

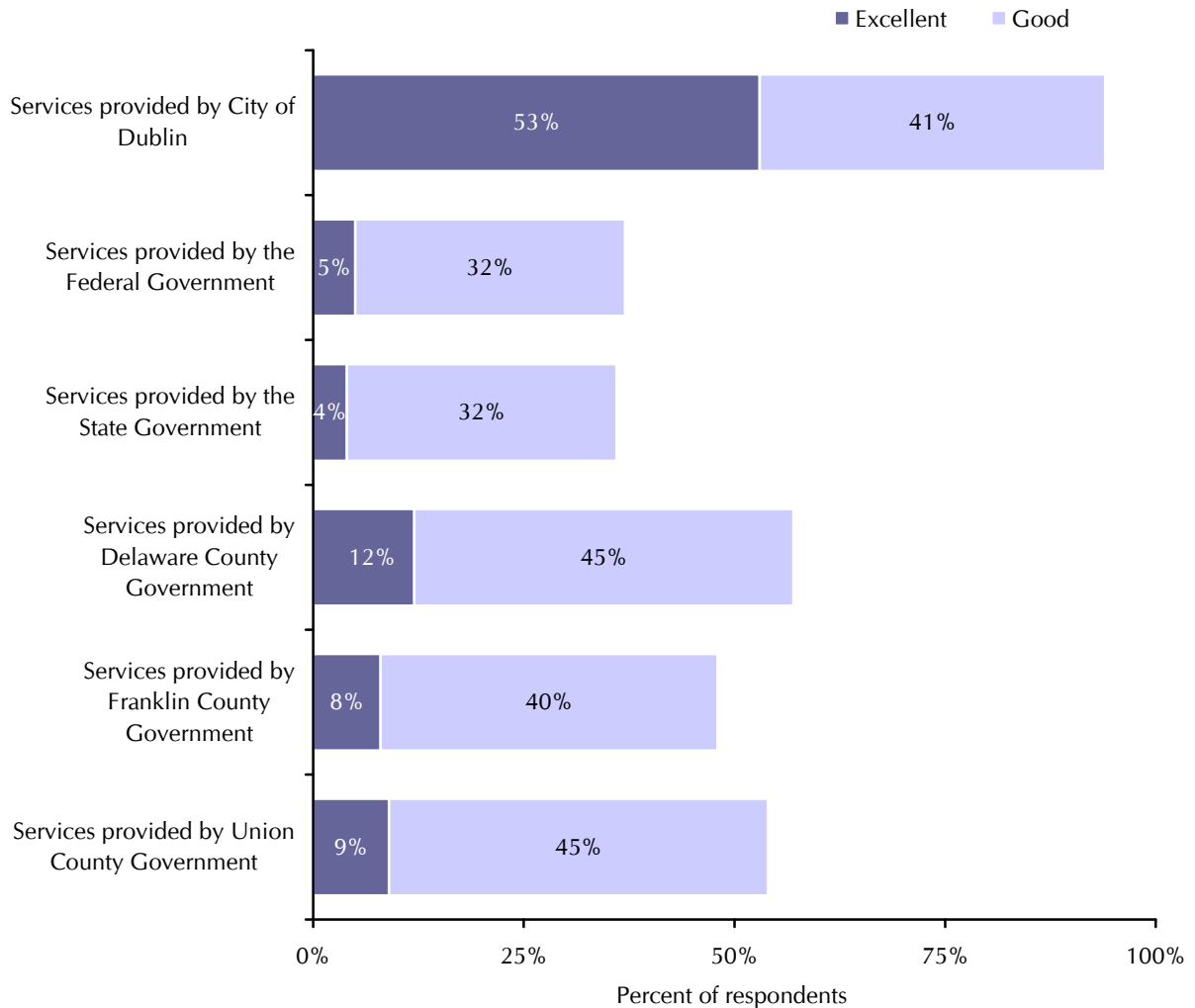


FIGURE 80: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	Comparison to benchmark
Services provided by the City of Dublin	Above
Services provided by the Federal Government	Similar
Services provided by the State Government	Similar
Services provided by Delaware County Government	Above

City of Dublin Employees

The employees of the City of Dublin who interact with the public create the first impression that most residents have of the City of Dublin. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the City of Dublin. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the City of Dublin staff.

Those completing the survey were asked if they had been in contact with a City employee either in-person or over the phone in the last 12 months; the 56% who reported that they had been in contact (a percent that is similar to the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated highly; 91% of respondents rated their overall impression as "excellent" or "good."

FIGURE 81: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH CITY EMPLOYEES IN PREVIOUS 12 MONTHS

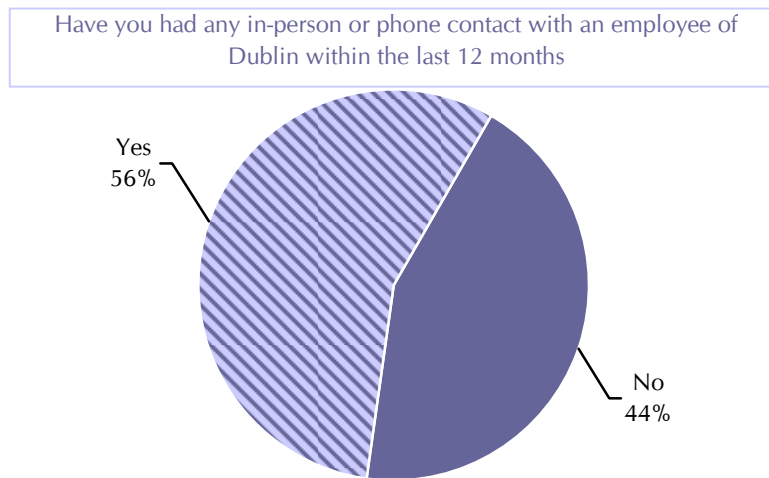


FIGURE 82: CONTACT WITH CITY EMPLOYEES BENCHMARKS

	Comparison to benchmark
Had contact with City employee(s) in last 12 months	Similar

FIGURE 83: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT)

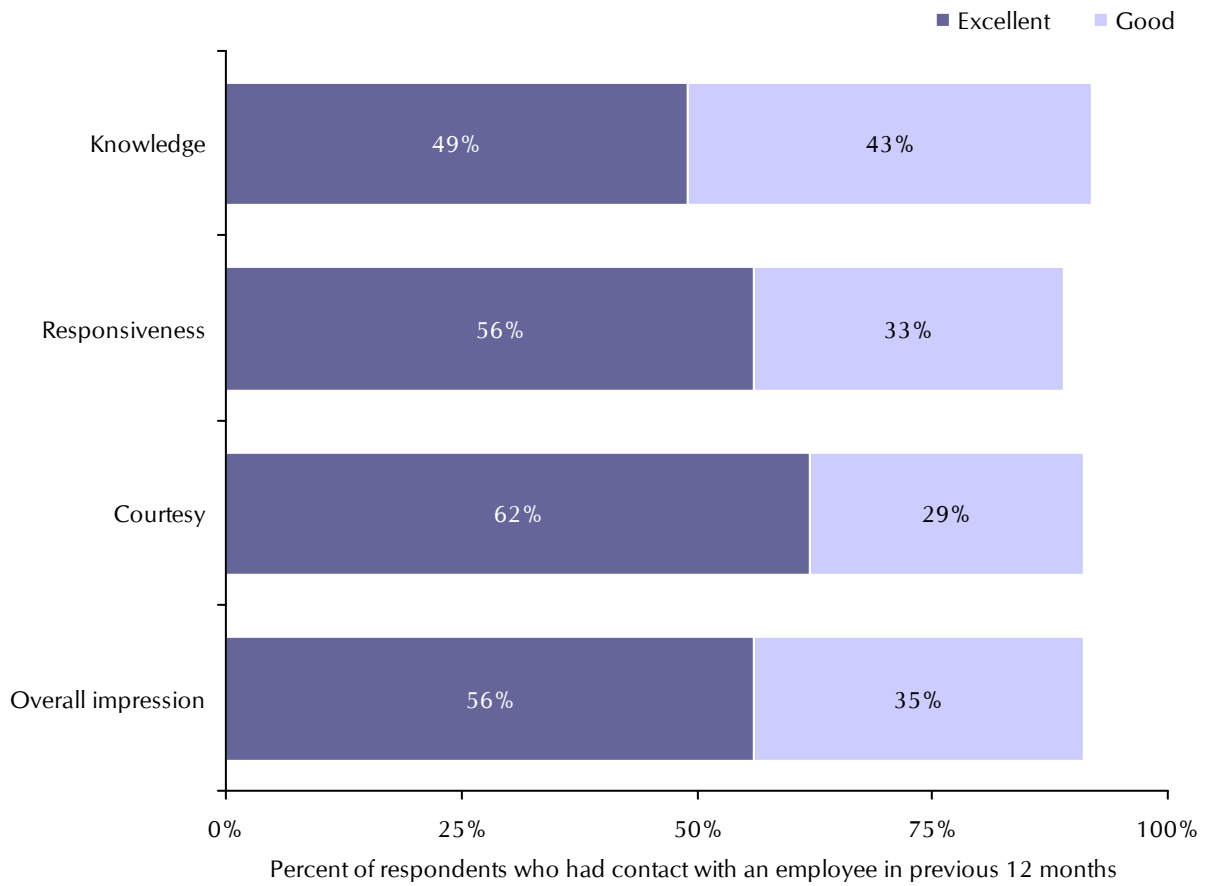


FIGURE 84: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
City employee knowledge	Above
City employee responsiveness	Above
City employee courteousness	Above
Overall impression	Above

FROM DATA TO ACTION

RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using Key Driver Analysis, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A Key Driver Analysis (KDA) was conducted for the City of Dublin by examining the relationships between ratings of each service and ratings of the City of Dublin's overall services. Those key driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Dublin can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

One service was found to be most strongly correlated with ratings of overall service quality from the Dublin Key Driver Analysis:

- Emergency preparedness

CITY OF DUBLIN ACTION CHART™

The 2009 City of Dublin Action Chart™ on the following page combines two dimensions of performance:

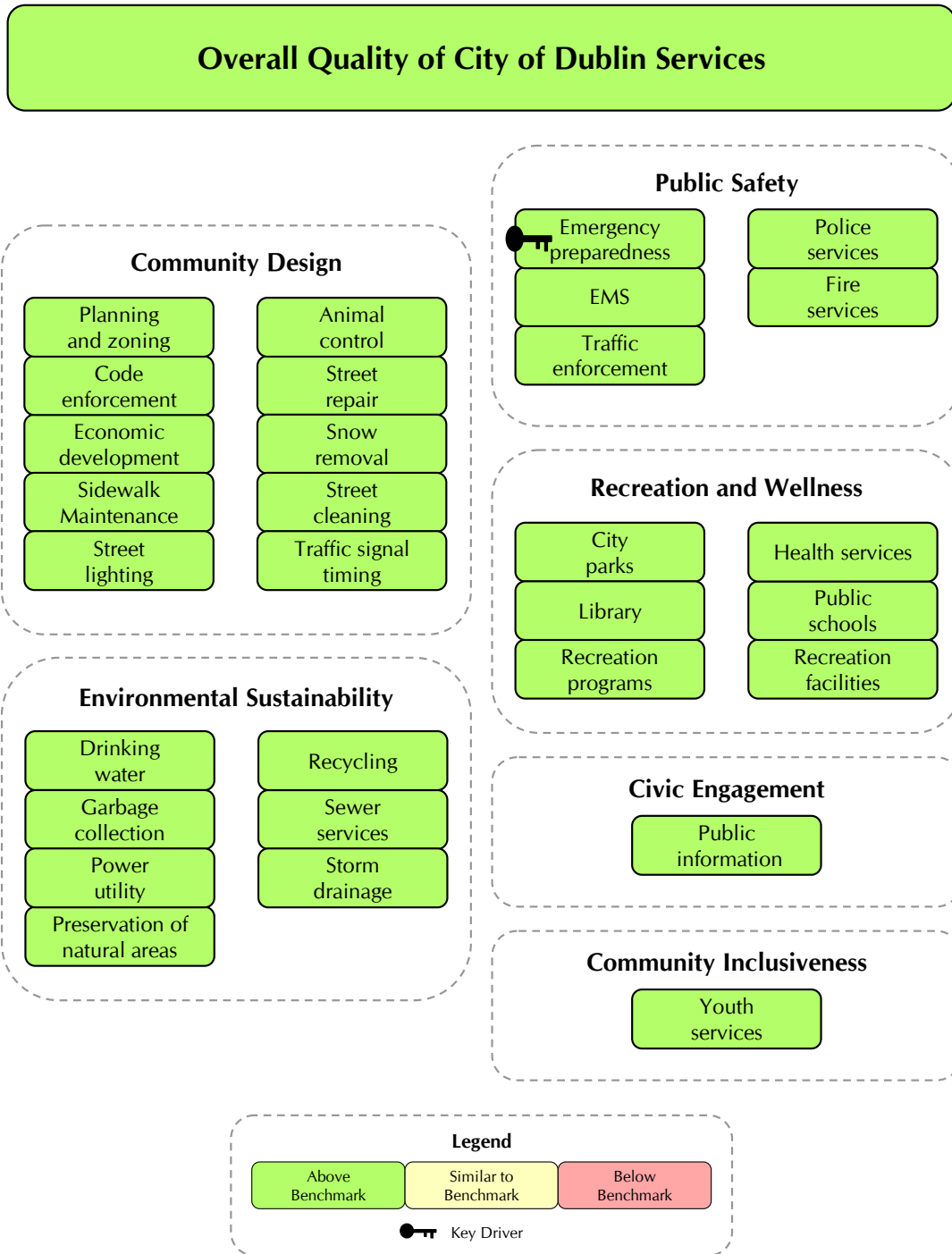
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates that service is key (either core or key driver)

Thirty services were included in the KDA for the City of Dublin. Of these, all 30 were above the benchmark. A key icon (🔑) indicates the one key driver.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. In the case of Dublin, no key drivers were below the benchmark. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including “Don’t Know” Responses for the percent “don’t know” for each service.

FIGURE 85: CITY OF DUBLIN ACTION CHART



The National Citizen Survey™ by National Research Center, Inc.

Using Your Action Chart™

The key drivers derived for the City of Dublin provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the City of Dublin, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC data set. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services. In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated, with shaded rows, the City of Dublin key drivers that overlap core services or the nationally derived keys.

FIGURE 86: KEY DRIVERS COMPARED

Service	City of Dublin Key Drivers	National Key Drivers	Core Services
Animal control			
Code enforcement			✓
Economic development		✓	
Land use planning and zoning		✓	
Light timing			
Sidewalk maintenance			
Snow removal			
Street cleaning			
Street lighting			
Street repair			✓
Drinking water			
Garbage collection			✓
Power utility			
Preservation of natural areas			
Recycling			
Sewer			✓
Storm drainage			✓
Water			✓
Courts			
Emergency preparedness	✓		
EMS			✓
Fire			✓
Police services		✓	✓
Traffic enforcement			
City parks			
Health services			

Service	City of Dublin Key Drivers	National Key Drivers	Core Services
Public library			
Public schools		✓	
Recreation centers or facilities			
Recreation programs or classes			
Public information services		✓	
Services to low income residents			
Services to seniors			
Services to youth			

**APPENDIX A: COMPLETE SURVEY
FREQUENCIES**

FREQUENCIES EXCLUDING "DON'T KNOW" RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Dublin:	Excellent	Good	Fair	Poor	Total
Dublin as a place to live	72%	27%	1%	0%	100%
Your neighborhood as a place to live	57%	38%	5%	0%	100%
Dublin as a place to raise children	72%	27%	1%	0%	100%
Dublin as a place to work	51%	39%	7%	2%	100%
Dublin as a place to retire	33%	35%	24%	8%	100%
The overall quality of life in Dublin	59%	40%	2%	0%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Dublin as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	32%	52%	14%	1%	100%
Openness and acceptance of the community towards people of diverse backgrounds	28%	54%	15%	4%	100%
Overall appearance of Dublin	74%	25%	1%	0%	100%
Cleanliness of Dublin	73%	26%	1%	0%	100%
Overall quality of new development in Dublin	44%	42%	13%	1%	100%
Variety of housing options	28%	51%	16%	5%	100%
Overall quality of business and service establishments in Dublin	32%	53%	14%	1%	100%
Shopping opportunities	29%	47%	21%	3%	100%
Opportunities to attend cultural activities	18%	59%	20%	3%	100%
Recreational opportunities	45%	47%	7%	1%	100%
Employment opportunities	16%	47%	32%	6%	100%
Educational opportunities	40%	46%	12%	2%	100%
Opportunities to participate in social events and activities	27%	56%	16%	1%	100%
Opportunities to participate in religious or spiritual events and activities	37%	52%	10%	1%	100%
Opportunities to volunteer	36%	48%	14%	1%	100%
Opportunities to participate in community matters	32%	50%	15%	2%	100%
Ease of car travel in Dublin	31%	48%	16%	5%	100%
Ease of bicycle travel in Dublin	43%	38%	14%	5%	100%
Ease of walking in Dublin	45%	35%	16%	4%	100%
Availability of paths and walking trails	54%	32%	11%	2%	100%
Traffic flow on major streets	18%	49%	27%	6%	100%
Amount of public parking	15%	41%	32%	11%	100%
Availability of affordable quality housing	13%	52%	28%	8%	100%
Availability of affordable quality child care	18%	53%	22%	6%	100%
Availability of affordable quality health care	28%	57%	13%	2%	100%
Availability of affordable quality food	32%	51%	15%	1%	100%
Availability of preventive health services	30%	55%	14%	1%	100%
Air quality	36%	55%	9%	0%	100%
Quality of overall natural environment in Dublin	47%	47%	6%	1%	100%
Overall image or reputation of Dublin	61%	36%	3%	0%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Dublin over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	1%	2%	56%	35%	7%	100%
Retail growth (stores, restaurants, etc.)	2%	16%	56%	19%	6%	100%
Jobs growth	9%	43%	46%	2%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Dublin?	Percent of respondents
Not a problem	52%
Minor problem	39%
Moderate problem	8%
Major problem	1%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Dublin:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	71%	24%	4%	0%	1%	100%
Property crimes (e.g., burglary, theft)	33%	48%	10%	8%	1%	100%
Environmental hazards, including toxic waste	67%	27%	5%	0%	0%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	87%	11%	1%	1%	0%	100%
In your neighborhood after dark	51%	42%	4%	3%	0%	100%
In Dublin's downtown area during the day	80%	17%	2%	0%	0%	100%
In Dublin's downtown area after dark	48%	41%	9%	2%	0%	100%

Question 7: Crime Victim	
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	91%
Yes	9%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	25%
Yes	75%
Total	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Dublin?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Dublin recreation centers	26%	19%	21%	13%	20%	100%
Participated in a recreation program or activity	37%	27%	22%	7%	8%	100%
Visited a neighborhood park or City park	6%	17%	36%	19%	22%	100%
Attended a meeting of local elected officials or other local public meeting	78%	18%	3%	0%	1%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	66%	23%	9%	1%	1%	100%
Read Dublin Newsletter	9%	21%	38%	14%	18%	100%
Visited the City of Dublin Web site (at www.dublin.oh.us)	20%	23%	36%	15%	6%	100%
Recycled used paper, cans or bottles from your home	11%	4%	6%	8%	72%	100%
Volunteered your time to some group or activity in Dublin	52%	22%	14%	4%	7%	100%
Participated in religious or spiritual activities in Dublin	46%	13%	12%	9%	21%	100%
Participated in a club or civic group in Dublin	70%	12%	10%	2%	5%	100%
Provided help to a friend or neighbor	5%	19%	43%	18%	14%	100%

Question 10: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	20%
Several times a week	31%
Several times a month	29%
Once a month	8%
Several times a year	7%
Once a year or less	4%
Never	2%
Total	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Dublin:	Excellent	Good	Fair	Poor	Total
Police services	59%	35%	4%	1%	100%
Fire services	68%	30%	2%	0%	100%
Ambulance or emergency medical services	67%	32%	1%	0%	100%
Crime prevention	43%	50%	6%	2%	100%
Fire prevention and education	44%	49%	7%	0%	100%
Municipal courts	33%	55%	10%	2%	100%
Traffic enforcement	31%	55%	12%	2%	100%
Street repair	33%	52%	11%	3%	100%
Street cleaning	41%	50%	8%	1%	100%
Street lighting	24%	46%	20%	10%	100%
Snow removal	41%	46%	9%	4%	100%
Sidewalk maintenance	31%	52%	14%	3%	100%
Traffic signal timing	20%	50%	22%	9%	100%
Garbage collection	60%	35%	4%	1%	100%
Recycling	62%	31%	3%	3%	100%
Yard waste pick-up	62%	31%	6%	1%	100%
Storm drainage	36%	55%	8%	1%	100%
Drinking water	37%	47%	12%	4%	100%
Sewer services	39%	54%	7%	1%	100%
Power (electric and/or gas) utility	30%	48%	16%	5%	100%
City parks	61%	35%	4%	0%	100%
Recreation programs or classes	49%	43%	7%	1%	100%
Recreation centers or facilities	57%	37%	6%	1%	100%
Land use, planning and zoning	29%	49%	16%	6%	100%
Code enforcement (weeds, abandoned buildings, etc)	35%	51%	10%	4%	100%
Animal control	33%	54%	9%	4%	100%
Economic development	29%	54%	13%	4%	100%
Health services	39%	54%	6%	1%	100%
Services to seniors	40%	51%	8%	1%	100%
Services to youth	38%	54%	7%	1%	100%
Services to low-income people	18%	38%	26%	17%	100%
Public library services	48%	40%	10%	2%	100%
Public information services	32%	55%	12%	0%	100%
Public schools	63%	33%	2%	1%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	36%	51%	11%	1%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	40%	45%	12%	3%	100%

Question 12: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City of Dublin	53%	41%	6%	0%	100%
The Federal Government	5%	32%	42%	22%	100%
The State Government	4%	32%	49%	15%	100%
Delaware County Government	12%	45%	36%	7%	100%
Franklin County Government	8%	40%	43%	9%	100%
Union County Government	9%	45%	37%	9%	100%

Question 13: Contact with City Employees	
Have you had any in-person or phone contact with an employee of the City of Dublin within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	44%
Yes	56%
Total	100%

Question 14: City Employees					
What was your impression of the employee(s) of the City of Dublin in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	49%	43%	5%	3%	100%
Responsiveness	56%	33%	7%	4%	100%
Courtesy	62%	29%	5%	4%	100%
Overall impression	56%	35%	5%	4%	100%

Question 15: Government Performance					
Please rate the following categories of Dublin government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Dublin	27%	51%	18%	5%	100%
The overall direction that Dublin is taking	28%	58%	13%	2%	100%
The job Dublin government does at welcoming citizen involvement	25%	52%	19%	5%	100%
The job Dublin government does at listening to citizens	23%	47%	23%	8%	100%

Question 16: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Dublin to someone who asks	77%	20%	2%	1%	100%
Remain in Dublin for the next five years	67%	24%	5%	4%	100%

Question 17: Impact of the 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:	Percent of respondents
Very positive	3%
Somewhat positive	15%
Neutral	44%
Somewhat negative	32%
Very negative	6%
Total	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	23%
Yes, full-time	68%
Yes, part-time	8%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	85%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	6%
Bus, rail, subway or other public transportation	1%
Walk	1%
Bicycle	0%
Work at home	7%
Other	1%

Question D3: Length of Residency	
How many years have you lived in Dublin?	Percent of respondents
Less than 2 years	19%
2 to 5 years	23%
6 to 10 years	22%
11 to 20 years	22%
More than 20 years	13%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	70%
House attached to one or more houses (e.g., a duplex or townhome)	8%
Building with two or more apartments or condominiums	21%
Mobile home	0%
Other	1%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	20%
Owned by you or someone in this house with a mortgage or free and clear	80%
Total	100%

Question D6: Monthly Housing Cost	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	1%
\$300 to \$599 per month	4%
\$600 to \$999 per month	16%
\$1,000 to \$1,499 per month	20%
\$1,500 to \$2,499 per month	38%
\$2,500 or more per month	22%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	51%
Yes	49%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	84%
Yes	16%
Total	100%

Question D9: Household Income	
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.)	Percent of respondents
Less than \$24,999	6%
\$25,000 to \$49,999	10%
\$50,000 to \$99,999	25%
\$100,000 to \$149,000	26%
\$150,000 or more	34%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	96%
Yes, I consider myself to be Spanish, Hispanic or Latino	4%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	0%
Asian, Asian Indian or Pacific Islander	12%
Black or African American	1%
White	87%
Other	2%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	3%
25 to 34 years	19%
35 to 44 years	24%
45 to 54 years	31%
55 to 64 years	12%
65 to 74 years	8%
75 years or older	5%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	50%
Male	50%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	10%
Yes	88%
Ineligible to vote	2%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	24%
Yes	72%
Ineligible to vote	4%
Total	100%

FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Dublin:	Excellent		Good		Fair		Poor		Don't know		Total	
	Dublin as a place to live	72%	335	27%	124	1%	4	0%	0	0%	1	100%
Your neighborhood as a place to live	57%	262	38%	177	5%	23	0%	0	0%	1	100%	463
Dublin as a place to raise children	66%	301	25%	113	1%	3	0%	1	9%	40	100%	458
Dublin as a place to work	34%	156	26%	121	5%	23	1%	6	33%	151	100%	457
Dublin as a place to retire	24%	107	25%	114	17%	80	6%	26	28%	129	100%	457
The overall quality of life in Dublin	59%	270	40%	183	2%	7	0%	0	0%	1	100%	461

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Dublin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sense of community	32%	144	52%	234	14%	63	1%	6	1%	3	100%
Openness and acceptance of the community towards people of diverse backgrounds	26%	115	49%	220	14%	61	3%	15	9%	39	100%	450
Overall appearance of Dublin	74%	340	25%	115	1%	6	0%	0	0%	1	100%	463
Cleanliness of Dublin	73%	338	25%	118	1%	6	0%	0	0%	1	100%	463
Overall quality of new development in Dublin	41%	190	40%	184	12%	57	1%	3	6%	27	100%	461
Variety of housing options	27%	122	50%	225	15%	70	5%	22	3%	14	100%	454
Overall quality of business and service establishments in Dublin	32%	146	52%	237	13%	62	1%	5	2%	10	100%	460
Shopping opportunities	29%	134	46%	214	21%	96	3%	15	1%	3	100%	462
Opportunities to attend cultural activities	17%	77	56%	257	19%	88	3%	13	6%	26	100%	460
Recreational opportunities	44%	203	46%	211	7%	34	1%	5	1%	7	100%	460
Employment opportunities	11%	52	33%	152	23%	103	4%	18	29%	130	100%	456
Educational opportunities	35%	160	40%	182	10%	48	2%	8	12%	57	100%	455
Opportunities to participate in social events and activities	25%	117	53%	246	15%	70	1%	6	4%	20	100%	460

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Dublin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Opportunities to participate in religious or spiritual events and activities	31%	141	43%	199	9%	40	1%	5	16%	73	100%
Opportunities to volunteer	30%	139	40%	184	11%	52	1%	5	17%	79	100%	458
Opportunities to participate in community matters	27%	124	43%	195	13%	60	2%	9	15%	67	100%	455
Ease of car travel in Dublin	31%	142	48%	220	15%	71	5%	23	1%	2	100%	458
Ease of bicycle travel in Dublin	36%	167	32%	148	12%	56	4%	18	16%	73	100%	461
Ease of walking in Dublin	44%	202	34%	156	15%	71	4%	17	3%	13	100%	457
Availability of paths and walking trails	54%	247	32%	146	11%	51	2%	11	1%	6	100%	461
Traffic flow on major streets	18%	83	49%	224	27%	124	6%	29	0%	1	100%	462
Amount of public parking	15%	68	40%	185	31%	145	11%	50	3%	14	100%	461
Availability of affordable quality housing	11%	52	47%	215	25%	116	7%	32	10%	46	100%	461
Availability of affordable quality child care	9%	42	27%	120	11%	50	3%	13	50%	226	100%	451
Availability of affordable quality health care	23%	106	47%	215	11%	50	2%	8	17%	79	100%	458
Availability of affordable quality food	32%	147	50%	232	15%	69	1%	7	1%	7	100%	462
Availability of preventive health services	24%	111	45%	205	11%	50	1%	5	19%	89	100%	460
Air quality	35%	159	53%	243	8%	38	0%	2	4%	18	100%	459
Quality of overall natural environment in Dublin	46%	215	46%	215	6%	27	1%	3	1%	3	100%	463
Overall image or reputation of Dublin	61%	282	36%	165	3%	16	0%	0	0%	2	100%	465

Question 3: Growth														
Please rate the speed of growth in the following categories in Dublin over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	1%	3	1%	7	45%	207	28%	129	6%	26	20%	91	100%
Retail growth (stores, restaurants, etc.)	2%	8	15%	67	50%	233	17%	79	6%	27	10%	47	100%	462
Jobs growth	5%	23	24%	112	26%	118	1%	5	0%	1	43%	198	100%	457

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Dublin?	Percent of respondents	Count
Not a problem	49%	229
Minor problem	38%	174
Moderate problem	8%	36
Major problem	1%	3
Don't know	4%	20
Total	100%	462

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Dublin:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	71%	328	24%	113	4%	18	0%	0	1%	2	1%	2	100%
Property crimes (e.g., burglary, theft)	33%	152	48%	221	9%	44	8%	37	1%	5	1%	4	100%	462
Environmental hazards, including toxic waste	63%	290	25%	117	5%	24	0%	2	0%	1	6%	29	100%	462

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	In your neighborhood during the day	87%	402	11%	52	1%	6	1%	3	0%	0	0%	1	100%
In your neighborhood after dark	51%	236	41%	191	4%	20	3%	12	0%	0	1%	5	100%	464
In Dublin's downtown area during the day	76%	352	16%	76	2%	9	0%	2	0%	0	5%	24	100%	463
In Dublin's downtown area after dark	42%	196	36%	169	8%	38	1%	6	0%	1	11%	52	100%	463

Question 7: Crime Victim		
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	90%	416
Yes	9%	43
Don't know	0%	2
Total	100%	461

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	25%	11
Yes	75%	31
Don't know	0%	0
Total	100%	42

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Dublin?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Used Dublin recreation centers	26%	122	19%	90	21%	98	13%	62	20%	90	100%
Participated in a recreation program or activity	37%	167	27%	122	22%	101	7%	32	8%	35	100%	456
Visited a neighborhood park or City park	6%	29	17%	79	36%	163	19%	87	22%	100	100%	458
Attended a meeting of local elected officials or other local public meeting	78%	356	18%	81	3%	16	0%	2	1%	3	100%	458
Watched a meeting of local elected officials or other local public meeting on cable television	66%	302	23%	104	9%	40	1%	6	1%	4	100%	456
Read Dublin Newsletter	9%	43	21%	96	38%	173	14%	63	18%	81	100%	455
Visited the City of Dublin Web site (at www.dublin.oh.us)	20%	88	23%	104	36%	163	15%	67	6%	26	100%	448
Recycled used paper, cans or bottles from your home	11%	48	4%	16	6%	26	8%	35	72%	327	100%	453
Volunteered your time to some group or activity in Dublin	52%	238	22%	102	14%	63	4%	18	7%	33	100%	455
Participated in religious or spiritual activities in Dublin	46%	209	13%	61	12%	54	9%	40	21%	94	100%	459
Participated in a club or civic group in Dublin	70%	322	12%	56	10%	47	2%	11	5%	23	100%	459
Provided help to a friend or neighbor	5%	23	19%	89	43%	200	18%	82	14%	66	100%	461

Question 10: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	20%	92
Several times a week	31%	141
Several times a month	29%	134
Once a month	8%	35
Several times a year	7%	34
Once a year or less	4%	17
Never	2%	8
Total	100%	463

Question 11: Service Quality												
Please rate the quality of each of the following services in Dublin:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Police services	55%	254	33%	152	4%	19	1%	4	7%	30	100%	459
Fire services	56%	258	25%	112	2%	9	0%	0	17%	77	100%	457
Ambulance or emergency medical services	50%	226	24%	108	1%	4	0%	0	25%	114	100%	453
Crime prevention	36%	163	42%	190	5%	23	1%	6	16%	71	100%	453
Fire prevention and education	31%	140	35%	158	5%	23	0%	1	29%	129	100%	451
Municipal courts	12%	52	19%	86	4%	16	1%	3	65%	288	100%	445
Traffic enforcement	28%	126	50%	224	11%	51	2%	10	8%	38	100%	448
Street repair	32%	149	51%	236	11%	51	3%	15	2%	8	100%	459
Street cleaning	40%	182	49%	223	8%	35	1%	5	3%	14	100%	458
Street lighting	24%	109	45%	207	20%	92	10%	44	1%	7	100%	459
Snow removal	38%	174	43%	196	9%	40	4%	17	7%	31	100%	458
Sidewalk maintenance	29%	131	47%	216	13%	59	2%	11	8%	37	100%	455
Traffic signal timing	20%	91	49%	224	21%	98	8%	38	2%	7	100%	457
Garbage collection	57%	260	33%	152	4%	18	1%	5	5%	22	100%	457
Recycling	58%	264	29%	134	3%	14	3%	14	7%	32	100%	459
Yard waste pick-up	54%	246	27%	124	5%	25	1%	4	13%	58	100%	456
Storm drainage	31%	142	48%	216	7%	30	1%	5	13%	61	100%	454
Drinking water	35%	162	45%	204	12%	54	3%	15	5%	21	100%	457
Sewer services	35%	158	48%	220	6%	29	1%	3	10%	45	100%	454
Power (electric and/or gas) utility	30%	137	48%	218	15%	70	5%	25	2%	8	100%	458
City parks	60%	274	35%	160	3%	16	0%	0	2%	8	100%	458
Recreation programs or classes	38%	171	33%	151	6%	25	1%	3	23%	103	100%	452
Recreation centers or facilities	49%	221	32%	144	5%	23	0%	2	13%	60	100%	450
Land use, planning and zoning	24%	110	42%	189	14%	61	5%	23	15%	69	100%	452
Code enforcement (weeds, abandoned buildings, etc)	30%	134	43%	193	8%	37	3%	14	16%	75	100%	452
Animal control	25%	112	41%	187	7%	30	3%	15	24%	110	100%	454

Question 11: Service Quality												
Please rate the quality of each of the following services in Dublin:	Excellent		Good		Fair		Poor		Don't know		Total	
	Economic development	24%	109	45%	204	11%	48	3%	14	17%	76	100%
Health services	32%	144	44%	198	5%	22	1%	4	18%	83	100%	451
Services to seniors	17%	77	22%	98	3%	15	1%	3	57%	258	100%	451
Services to youth	24%	107	34%	152	4%	18	1%	4	38%	169	100%	450
Services to low-income people	6%	26	12%	54	8%	37	5%	24	68%	300	100%	441
Public library services	43%	196	36%	165	9%	43	2%	8	10%	43	100%	455
Public information services	27%	119	45%	203	10%	45	0%	2	18%	80	100%	448
Public schools	52%	234	27%	124	2%	9	1%	3	18%	82	100%	451
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	23%	103	33%	147	7%	32	1%	4	36%	163	100%	448
Preservation of natural areas such as open space, farmlands and greenbelts	36%	163	41%	185	11%	50	3%	14	8%	38	100%	451

Question 12: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	The City of Dublin	51%	236	40%	186	6%	26	0%	0	3%	12	100%
The Federal Government	4%	18	28%	127	36%	167	19%	88	12%	57	100%	458
The State Government	4%	17	28%	129	43%	197	13%	60	11%	52	100%	457
Delaware County Government	4%	17	14%	62	11%	49	2%	10	69%	311	100%	449
Franklin County Government	6%	28	32%	146	34%	155	7%	34	20%	93	100%	457
Union County Government	2%	11	11%	51	9%	42	2%	10	75%	335	100%	449

Question 13: Contact with City Employees		
Have you had any in-person or phone contact with an employee of the City of Dublin within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	44%	201
Yes	56%	258
Total	100%	459

Question 14: City Employees												
What was your impression of the employee(s) of the City of Dublin in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	48%	124	42%	108	5%	14	3%	9	1%	3	100%
Responsiveness	56%	144	33%	84	7%	18	4%	11	0%	0	100%	257
Courtesy	62%	159	29%	75	5%	13	4%	9	0%	0	100%	256
Overall impression	56%	142	35%	91	5%	12	4%	11	0%	0	100%	255

Question 15: Government Performance												
Please rate the following categories of Dublin government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	The value of services for the taxes paid to Dublin	26%	118	49%	222	17%	77	4%	20	4%	19	100%
The overall direction that Dublin is taking	26%	118	54%	245	12%	54	2%	8	7%	31	100%	456
The job Dublin government does at welcoming citizen involvement	19%	87	40%	181	14%	65	4%	17	23%	107	100%	457
The job Dublin government does at listening to citizens	17%	78	35%	162	17%	79	6%	26	25%	115	100%	460

Question 16: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Recommend living in Dublin to someone who asks	77%	354	20%	92	2%	10	1%	3	1%	3	100%
Remain in Dublin for the next five years	64%	295	23%	106	4%	20	4%	18	4%	20	100%	459

Question 17: Impact of the 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:	Percent of respondents	Count
Very positive	3%	15
Somewhat positive	15%	69
Neutral	44%	202
Somewhat negative	32%	146
Very negative	6%	26
Total	100%	458

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	23%	107
Yes, full-time	68%	312
Yes, part-time	8%	38
Total	100%	457

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	85%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	6%
Bus, rail, subway or other public transportation	1%
Walk	1%
Bicycle	0%
Work at home	7%
Other	1%

Question D3: Length of Residency		
How many years have you lived in Dublin?	Percent of respondents	Count
Less than 2 years	19%	88
2 to 5 years	23%	107
6 to 10 years	22%	103
11 to 20 years	22%	103
More than 20 years	13%	60
Total	100%	460

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	70%	322
House attached to one or more houses (e.g., a duplex or townhome)	8%	36
Building with two or more apartments or condominiums	21%	99
Mobile home	0%	1
Other	1%	3
Total	100%	461

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	20%	89
Owned by you or someone in this house with a mortgage or free and clear	80%	360
Total	100%	448

Question D6: Monthly Housing Cost		
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	1%	5
\$300 to \$599 per month	4%	17
\$600 to \$999 per month	16%	70
\$1,000 to \$1,499 per month	20%	88
\$1,500 to \$2,499 per month	38%	169
\$2,500 or more per month	22%	99
Total	100%	449

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	51%	232
Yes	49%	226
Total	100%	459

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	84%	386
Yes	16%	73
Total	100%	459

Question D9: Household Income		
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.)	Percent of respondents	Count
Less than \$24,999	6%	26
\$25,000 to \$49,999	10%	44
\$50,000 to \$99,999	25%	109
\$100,000 to \$149,000	26%	113
\$150,000 or more	34%	147
Total	100%	438

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	96%	438
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	17
Total	100%	455

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	0%	1
Asian, Asian Indian or Pacific Islander	12%	56
Black or African American	1%	2
White	87%	397
Other	2%	10
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	3%	12
25 to 34 years	19%	86
35 to 44 years	24%	108
45 to 54 years	31%	141
55 to 64 years	12%	53
65 to 74 years	8%	35
75 years or older	5%	24
Total	100%	459

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	50%	227
Male	50%	225
Total	100%	451

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	10%	45
Yes	86%	391
Ineligible to vote	2%	10
Don't know	2%	11
Total	100%	457

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	24%	111
Yes	71%	327
Ineligible to vote	4%	19
Don't know	0%	2
Total	100%	459

APPENDIX B: SURVEY METHODOLOGY

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.

SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered 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, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting 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.
- 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.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by City officials.
- Using the most recent available information about the characteristics of jurisdiction residents to 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 his or 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), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or 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 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 firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within the City of Dublin were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the City of Dublin boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the City of Dublin households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the City of Dublin boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within the City of Dublin. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning November 18, 2009. 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 a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following five weeks.

SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

Of the 1,200 surveys mailed, 27 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,173 households receiving the survey mailings, 466 completed the survey, providing a response rate of 40%. In general, response rates obtained on local government resident surveys range from 25% to 40%.

In theory, in 95 cases out of 100, the results based on the number of responses obtained will differ by no more than five percentage points in either direction from what would have been obtained had responses been collected from all City of Dublin adults. This difference from the presumed population finding is referred to as the sampling error (or the “margin of error” or 95% confidence interval”). 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.

In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders that may affect sample findings. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates and other population norms for adults in the City of Dublin. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure and gender/age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

Dublin Citizen Survey Weighting Table			
Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	20%	12%	20%
Own home	80%	88%	80%
Detached unit	71%	75%	70%
Attached unit	29%	25%	30%
Race and Ethnicity			
White alone, not Hispanic	81%	84%	83%
Hispanic and/or other race	19%	16%	17%
Sex and Age			
Female	50%	55%	50%
Male	50%	45%	50%
18-34 years of age	22%	10%	21%
35-54 years of age	55%	55%	54%
55+ years of age	23%	35%	25%
Females 18-34	11%	7%	11%
Females 35-54	27%	30%	27%
Females 55+	12%	19%	12%
Males 18-34	11%	4%	11%
Males 35-54	28%	26%	28%
Males 55+	11%	15%	11%

¹ Source: 2006-2008 Census Estimates

SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

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 was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, 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, NRC has 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.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the Citizen Surveys book, but also in *Public Administration Review, Journal of Policy Analysis and Management*. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. &

Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service—one that closes most of its cases, solves most of its crimes and keeps the crime rate low—still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Dublin to the Benchmark Database

The City of Dublin chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Dublin Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons are available, Dublin results are noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Dublin's rating to the benchmark (the rating from all the comparison jurisdictions where a similar question was asked).

APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Dublin.

Dear Dublin Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Dublin. 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,
Dublin City Council

Dear Dublin Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Dublin. 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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Sincerely,
Dublin City Council



CITY OF DUBLIN.
City Hall
5200 Emerald Parkway
Dublin, Ohio 43017-1090

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CITY OF DUBLIN

Office of the
City Manager
5200 Emerald Parkway
Dublin, Ohio 43017

Phone: 614-410-4400
Fax: 614-410-4490

www.dublin.oh.us

November 2009

Dear Dublin Resident:

The City of Dublin wants to know what you think about our community and municipal government. You have been randomly selected to participate in Dublin's 2009 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. 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 Dublin 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 (614) 410-4400.

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

Sincerely,

Terry Foegler
City Manager



CITY OF DUBLIN

Office of the
City Manager
5200 Emerald Parkway
Dublin, Ohio 43017

Phone: 614-410-4400
Fax: 614-410-4490

www.dublin.oh.us

November 2009

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

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. 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 Dublin 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.

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

Sincerely,

Terry Foegler
City Manager

The City of Dublin 2009 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 select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Dublin:

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Overall appearance of Dublin	1	2	3	4	5
Cleanliness of Dublin.....	1	2	3	4	5
Overall quality of new development in Dublin	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Overall quality of business and service establishments in Dublin	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Ease of car travel in Dublin	1	2	3	4	5
Ease of bicycle travel in Dublin.....	1	2	3	4	5
Ease of walking in Dublin	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Traffic flow on major streets.....	1	2	3	4	5
Amount of public parking	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of preventative health services.....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Quality of overall natural environment in Dublin.....	1	2	3	4	5
Overall image or reputation of Dublin	1	2	3	4	5

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

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
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 run down buildings, weed lots or junk vehicles a problem in Dublin?
 Not a problem Minor problem Moderate problem Major problem Don't know

5. Please rate how safe or unsafe you feel from the following in Dublin:

	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
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

6. Please rate how safe or unsafe 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 Dublin's downtown area during the day	1	2	3	4	5	6
In Dublin's downtown area 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 → Go to Question 9

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 Dublin?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Dublin recreation centers.....	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood park or City park.....	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
Read Dublin Newsletter.....	1	2	3	4	5
Visited the City of Dublin Web site (at http://www.dublin.oh.us/)	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 or activity in Dublin.....	1	2	3	4	5
Participated in religious or spiritual activities in Dublin.....	1	2	3	4	5
Participated in a club or civic group in Dublin.....	1	2	3	4	5
Provided help to a friend or neighbor	1	2	3	4	5

10. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

- Just about every day
 Several times a week
 Several times a month
 Once a month
 Several times a year
 Once a year or less
 Never

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11. Please rate the quality of each of the following services in Dublin:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Municipal courts	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up	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
Power (electric and/or gas) utility	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
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
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Public schools.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5

12. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Dublin	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Delaware County Government	1	2	3	4	5
Franklin County Government.....	1	2	3	4	5
Union County Government	1	2	3	4	5

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

- No → Go to Question 15
 Yes → Go to Question 14

14. What was your impression of the employee(s) of the City of Dublin in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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

15. Please rate the following categories of Dublin government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Dublin	1	2	3	4	5
The overall direction that Dublin is taking	1	2	3	4	5
The job Dublin government does at welcoming citizen involvement	1	2	3	4	5
The job Dublin government does at listening to citizens	1	2	3	4	5

16. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Dublin to someone who asks.....	1	2	3	4	5
Remain in Dublin for the next five years	1	2	3	4	5

17. 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

The City of Dublin 2009 Citizen Survey

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.

D1. Are you currently employed for pay?

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults days
- Bus, Rail, Subway or other public transportation days
- Walk days
- Bicycle days
- Work at home days
- Other days

D3. How many years have you lived in Dublin?

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

D4. 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

D5. 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?

D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
- \$300 to \$599 per month
- \$600 to \$999 per month
- \$1,000 to \$1,499 per month
- \$1,500 to \$2,499 per month
- \$2,500 or more per month

D7. Do any children 17 or under live in your household?

- No Yes

D8. Are you or any other members of your household aged 65 or older?

- No Yes

D9. 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 to \$149,999
- \$150,000 or more

Please respond to both question D10 and D11:

D10. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

D12. 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

D13. What is your sex?

- Female
- Male

D14. Are you registered to vote in your jurisdiction?

- No
- Yes
- Ineligible to vote
- Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?

- No
- Yes
- Ineligible to vote
- Don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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