

THE NCSTM

The National Citizen SurveyTM

Dublin, OH

Technical Appendices

2018



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Dublin:	Excellent		Good		Fair		Poor		Total	
Dublin as a place to live	71%	N=344	28%	N=133	1%	N=2	0%	N=2	100%	N=482
Your neighborhood as a place to live	64%	N=306	32%	N=155	3%	N=17	0%	N=2	100%	N=479
Dublin as a place to raise children	76%	N=325	21%	N=90	2%	N=10	0%	N=0	100%	N=425
Dublin as a place to work	56%	N=187	35%	N=116	8%	N=28	1%	N=2	100%	N=333
Dublin as a place to visit	37%	N=163	43%	N=192	18%	N=82	2%	N=9	100%	N=446
Dublin as a place to retire	34%	N=125	32%	N=116	25%	N=92	9%	N=33	100%	N=366
The overall quality of life in Dublin	59%	N=283	38%	N=184	2%	N=11	0%	N=0	100%	N=479

Table 2: Question 2

Please rate each of the following characteristics as they relate to Dublin as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Dublin	67%	N=322	31%	N=152	2%	N=8	0%	N=1	100%	N=483
Overall ease of getting to the places you usually have to visit	47%	N=227	42%	N=203	9%	N=45	1%	N=6	100%	N=481
Quality of overall natural environment in Dublin	55%	N=263	34%	N=164	9%	N=45	2%	N=7	100%	N=480
Overall “built environment” of Dublin (including overall design, buildings, parks and transportation systems)	45%	N=216	39%	N=188	13%	N=64	2%	N=9	100%	N=478
Health and wellness opportunities in Dublin	49%	N=220	44%	N=196	7%	N=31	0%	N=2	100%	N=449
Overall opportunities for education and enrichment	55%	N=236	38%	N=162	7%	N=30	0%	N=2	100%	N=429
Overall economic health of Dublin	57%	N=264	36%	N=169	7%	N=32	0%	N=1	100%	N=466
Sense of community	35%	N=161	48%	N=223	14%	N=66	3%	N=13	100%	N=463
Overall image or reputation of Dublin	63%	N=303	33%	N=157	4%	N=20	0%	N=0	100%	N=480

Table 3: Question 3

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	78%	N=374	19%	N=90	3%	N=14	0%	N=1	100%	N=479
Remain in Dublin for the next five years	71%	N=328	22%	N=103	3%	N=13	4%	N=17	100%	N=461

Table 4: Question 4

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%	N=416	13%	N=60	1%	N=3	0%	N=1	0%	N=0	100%	N=480
In Dublin's downtown/commercial area during the day	80%	N=374	18%	N=85	1%	N=5	1%	N=3	0%	N=0	100%	N=467

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Dublin as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	14%	N=66	56%	N=268	27%	N=129	4%	N=18	100%	N=481
Ease of public parking	13%	N=60	43%	N=204	37%	N=174	7%	N=32	100%	N=471
Ease of travel by car in Dublin	27%	N=128	54%	N=258	18%	N=86	1%	N=6	100%	N=478
Ease of travel by public transportation in Dublin	9%	N=19	14%	N=29	25%	N=50	52%	N=105	100%	N=203
Ease of travel by bicycle in Dublin	39%	N=153	39%	N=153	18%	N=69	4%	N=15	100%	N=390
Ease of walking in Dublin	47%	N=215	38%	N=176	12%	N=56	3%	N=16	100%	N=463
Availability of paths and walking trails	64%	N=298	27%	N=126	7%	N=33	2%	N=9	100%	N=466
Air quality	52%	N=244	44%	N=205	4%	N=17	0%	N=0	100%	N=466
Cleanliness of Dublin	66%	N=316	32%	N=153	3%	N=12	0%	N=1	100%	N=483
Overall appearance of Dublin	66%	N=318	32%	N=157	1%	N=7	0%	N=1	100%	N=482
Public places where people want to spend time	45%	N=218	44%	N=213	10%	N=48	0%	N=2	100%	N=481
Variety of housing options	30%	N=137	40%	N=183	27%	N=122	3%	N=14	100%	N=457
Availability of affordable quality housing	12%	N=52	39%	N=168	34%	N=146	16%	N=67	100%	N=432
Fitness opportunities (including exercise classes and paths or trails, etc.)	55%	N=255	37%	N=171	9%	N=41	0%	N=1	100%	N=467
Recreational opportunities	50%	N=222	36%	N=160	14%	N=61	1%	N=4	100%	N=448
Availability of affordable quality food	38%	N=184	46%	N=220	15%	N=72	1%	N=3	100%	N=478
Availability of affordable quality health care	45%	N=188	43%	N=180	11%	N=48	1%	N=5	100%	N=422
Availability of preventive health services	44%	N=183	44%	N=184	11%	N=47	1%	N=2	100%	N=416
Availability of affordable quality mental health care	40%	N=94	36%	N=84	21%	N=50	3%	N=7	100%	N=235

Table 6: Question 6

Please rate each of the following characteristics as they relate to Dublin as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	33%	N=88	43%	N=116	19%	N=51	5%	N=12	100%	N=268
K-12 education	71%	N=272	26%	N=101	3%	N=13	0%	N=0	100%	N=385
Adult educational opportunities	34%	N=87	47%	N=120	16%	N=41	3%	N=8	100%	N=255
Opportunities to attend cultural/arts/music activities	29%	N=123	48%	N=205	22%	N=92	1%	N=5	100%	N=425
Opportunities to participate in religious or spiritual events and activities	37%	N=139	50%	N=186	12%	N=44	0%	N=2	100%	N=371
Employment opportunities	28%	N=90	52%	N=167	19%	N=60	1%	N=3	100%	N=320
Shopping opportunities	24%	N=113	50%	N=235	23%	N=106	3%	N=13	100%	N=468
Cost of living in Dublin	7%	N=31	41%	N=191	39%	N=182	14%	N=66	100%	N=470
Overall quality of business and service establishments in Dublin	33%	N=152	53%	N=246	15%	N=68	0%	N=0	100%	N=467
Vibrant downtown/commercial area	26%	N=118	46%	N=213	26%	N=117	2%	N=11	100%	N=459
Overall quality of new development in Dublin	41%	N=183	43%	N=192	12%	N=52	4%	N=20	100%	N=448
Opportunities to participate in social events and activities	33%	N=140	49%	N=207	17%	N=73	1%	N=5	100%	N=425
Opportunities to volunteer	39%	N=132	44%	N=150	15%	N=52	2%	N=5	100%	N=340
Opportunities to participate in community matters	34%	N=120	45%	N=159	19%	N=66	2%	N=6	100%	N=351
Openness and acceptance of the community toward people of diverse backgrounds	32%	N=132	48%	N=199	17%	N=70	3%	N=13	100%	N=414
Neighborliness of residents in Dublin	33%	N=149	44%	N=197	20%	N=90	3%	N=15	100%	N=451

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	32%	N=152	68%	N=325	100%	N=478
Made efforts to make your home more energy efficient	27%	N=130	73%	N=348	100%	N=478
Observed a code violation or other hazard in Dublin (weeds, abandoned buildings, etc.)	75%	N=355	25%	N=121	100%	N=476
Household member was a victim of a crime in Dublin	94%	N=448	6%	N=30	100%	N=478
Reported a crime to the police in Dublin	88%	N=417	12%	N=59	100%	N=475
Stocked supplies in preparation for an emergency	75%	N=354	25%	N=120	100%	N=475
Campaigned or advocated for an issue, cause or candidate	81%	N=384	19%	N=91	100%	N=476
Contacted the City of Dublin (in-person, phone, email or web) for help or information	59%	N=281	41%	N=197	100%	N=478
Contacted Dublin elected officials (in-person, phone, email or web) to express your opinion	88%	N=419	12%	N=58	100%	N=478

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Dublin?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Dublin recreation centers or their services	20%	N=94	18%	N=87	29%	N=137	33%	N=155	100%	N=473
Visited a neighborhood park or City park	24%	N=111	33%	N=154	34%	N=160	10%	N=46	100%	N=471
Used Dublin public libraries or their services	11%	N=53	26%	N=120	34%	N=161	29%	N=135	100%	N=470
Participated in religious or spiritual activities in Dublin	13%	N=61	18%	N=86	22%	N=102	47%	N=224	100%	N=473
Attended a City-sponsored event	3%	N=15	5%	N=25	60%	N=284	32%	N=149	100%	N=474
Used bus, rail, subway or other public transportation instead of driving	1%	N=6	1%	N=3	2%	N=8	96%	N=456	100%	N=473
Carpooled with other adults or children instead of driving alone	8%	N=36	13%	N=59	19%	N=90	61%	N=289	100%	N=475
Walked or biked instead of driving	7%	N=35	18%	N=86	37%	N=173	38%	N=178	100%	N=472
Volunteered your time to some group/activity in Dublin	3%	N=16	9%	N=45	25%	N=119	62%	N=294	100%	N=474
Participated in a club	3%	N=13	12%	N=57	16%	N=76	69%	N=326	100%	N=472
Talked to or visited with your immediate neighbors	36%	N=171	34%	N=163	20%	N=95	10%	N=45	100%	N=474
Done a favor for a neighbor	15%	N=72	26%	N=123	41%	N=197	17%	N=83	100%	N=474

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	2%	N=9	20%	N=95	77%	N=367	100%	N=473
Watched (online or on television) a local public meeting	0%	N=1	2%	N=9	15%	N=69	83%	N=393	100%	N=473

Table 10: Question 10

Please rate the quality of each of the following services in Dublin:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	64%	N=266	33%	N=136	4%	N=15	0%	N=0	100%	N=418
Fire services	70%	N=257	29%	N=106	1%	N=4	0%	N=0	100%	N=367
Ambulance or emergency medical services	70%	N=231	28%	N=93	2%	N=6	0%	N=0	100%	N=331
Crime prevention	52%	N=202	41%	N=161	5%	N=20	2%	N=6	100%	N=388
Fire prevention and education	50%	N=161	42%	N=137	8%	N=24	0%	N=0	100%	N=322
Traffic enforcement	38%	N=161	47%	N=197	11%	N=46	4%	N=16	100%	N=420

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Please rate the quality of each of the following services in Dublin:	Excellent		Good		Fair		Poor		Total	
Street repair	38%	N=174	45%	N=206	13%	N=57	4%	N=18	100%	N=455
Street cleaning	46%	N=212	40%	N=185	11%	N=50	3%	N=13	100%	N=461
Street lighting	34%	N=155	40%	N=184	17%	N=78	10%	N=44	100%	N=462
Snow removal	49%	N=228	33%	N=157	14%	N=64	4%	N=19	100%	N=468
Sidewalk maintenance	34%	N=148	42%	N=184	19%	N=83	5%	N=20	100%	N=435
Traffic signal timing	23%	N=105	52%	N=236	20%	N=92	6%	N=26	100%	N=459
Bus or transit services	22%	N=30	17%	N=24	28%	N=39	33%	N=46	100%	N=140
Garbage collection	60%	N=257	32%	N=136	8%	N=32	1%	N=5	100%	N=430
Recycling	58%	N=254	28%	N=123	8%	N=34	6%	N=26	100%	N=437
Yard waste pick-up	62%	N=247	30%	N=119	7%	N=27	1%	N=5	100%	N=399
Storm drainage	41%	N=163	46%	N=185	11%	N=46	2%	N=7	100%	N=402
Drinking water	46%	N=198	43%	N=187	10%	N=43	1%	N=6	100%	N=435
Sewer services	43%	N=183	48%	N=204	7%	N=32	1%	N=5	100%	N=424
Power (electric and/or gas) utility	41%	N=192	48%	N=222	10%	N=45	1%	N=7	100%	N=465
Utility billing	34%	N=150	50%	N=221	15%	N=67	2%	N=8	100%	N=446
City parks	68%	N=304	26%	N=115	7%	N=31	0%	N=0	100%	N=449
Recreation programs or classes	49%	N=177	38%	N=136	12%	N=44	0%	N=1	100%	N=358
Recreation centers or facilities	55%	N=209	39%	N=147	7%	N=25	0%	N=1	100%	N=382
Land use, planning and zoning	29%	N=117	47%	N=187	17%	N=69	7%	N=27	100%	N=401
Code enforcement (weeds, abandoned buildings, etc.)	39%	N=141	43%	N=154	15%	N=54	3%	N=11	100%	N=360
Animal control	39%	N=124	46%	N=144	13%	N=41	2%	N=6	100%	N=316
Economic development	42%	N=170	45%	N=183	11%	N=44	2%	N=7	100%	N=404
Health services	44%	N=163	48%	N=177	8%	N=28	0%	N=2	100%	N=370
Public library services	54%	N=209	38%	N=147	7%	N=27	1%	N=3	100%	N=386
Public information services	39%	N=138	49%	N=173	12%	N=41	0%	N=1	100%	N=353
Cable television	25%	N=90	37%	N=132	29%	N=105	9%	N=34	100%	N=360
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	37%	N=111	48%	N=142	13%	N=38	2%	N=7	100%	N=298
Preservation of natural areas such as open space, farmlands and greenbelts	37%	N=161	40%	N=172	18%	N=76	5%	N=22	100%	N=431
Dublin open space	40%	N=178	41%	N=182	16%	N=71	3%	N=13	100%	N=444
City-sponsored special events	46%	N=184	41%	N=162	12%	N=48	1%	N=6	100%	N=400
Overall customer service by Dublin employees (police, receptionists, planners, etc.)	50%	N=206	42%	N=176	7%	N=31	1%	N=3	100%	N=416

Table 11: Question 11

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	54%	N=249	40%	N=186	5%	N=25	0%	N=2	100%	N=461
The Federal Government	8%	N=32	33%	N=139	40%	N=167	19%	N=78	100%	N=416

Table 12: Question 12

Please rate the following categories of Dublin government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Dublin	29%	N=129	46%	N=204	20%	N=87	5%	N=22	100%	N=442
The overall direction that Dublin is taking	30%	N=135	51%	N=234	15%	N=68	4%	N=19	100%	N=455

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Please rate the following categories of Dublin government performance:	Excellent		Good		Fair		Poor		Total	
The job Dublin government does at welcoming citizen involvement	27%	N=94	48%	N=167	22%	N=76	4%	N=14	100%	N=351
Overall confidence in Dublin government	28%	N=121	52%	N=226	17%	N=71	3%	N=13	100%	N=432
Generally acting in the best interest of the community	31%	N=133	49%	N=208	15%	N=65	5%	N=20	100%	N=426
Being honest	32%	N=124	48%	N=187	17%	N=67	3%	N=10	100%	N=388
Treating all residents fairly	33%	N=126	46%	N=177	17%	N=65	4%	N=16	100%	N=384

Table 13: Question 13

Please rate how important, if at all, you think it is for the Dublin community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Dublin	68%	N=321	27%	N=127	5%	N=26	0%	N=0	100%	N=474
Overall ease of getting to the places you usually have to visit	36%	N=171	46%	N=215	18%	N=85	0%	N=0	100%	N=472
Quality of overall natural environment in Dublin	41%	N=193	49%	N=232	9%	N=44	1%	N=3	100%	N=473
Overall "built environment" of Dublin (including overall design, buildings, parks and transportation systems)	36%	N=172	50%	N=237	13%	N=62	1%	N=3	100%	N=474
Health and wellness opportunities in Dublin	28%	N=134	49%	N=232	22%	N=102	1%	N=4	100%	N=473
Overall opportunities for education and enrichment	40%	N=188	39%	N=185	20%	N=95	1%	N=7	100%	N=474
Overall economic health of Dublin	50%	N=236	40%	N=189	10%	N=47	0%	N=2	100%	N=475
Sense of community	32%	N=150	50%	N=235	17%	N=79	2%	N=10	100%	N=474

Table 14: Question 14

Please indicate how much you agree or disagree with the following statement: "The City of Dublin has been effective in preserving the character of Dublin's Historic District."	Percent	Number
Strongly agree	36%	N=154
Somewhat agree	50%	N=210
Somewhat disagree	8%	N=36
Strongly disagree	6%	N=24
Total	100%	N=424

Table 15: Question 15

How much of a priority, if at all, should each of the following be for the City of Dublin to address in the next two years?	High priority		Medium priority		Not a priority		Total	
Improving traffic flow on Dublin's streets and roads	58%	N=273	39%	N=182	4%	N=18	100%	N=473
Preserving Dublin's Historic District	38%	N=182	50%	N=237	12%	N=55	100%	N=474
Expanding the programs available at the Community Recreation Center	22%	N=103	55%	N=258	23%	N=106	100%	N=468
Expanding the number and types of public fine arts opportunities (e.g., public art galleries, public art installations, cultural and performing arts venues, etc.)	15%	N=72	48%	N=229	36%	N=172	100%	N=472
Acquiring additional parkland	36%	N=170	47%	N=220	17%	N=82	100%	N=472
Encouraging more shops and restaurants to locate in Dublin	46%	N=218	44%	N=207	10%	N=48	100%	N=473
Enhancing Dublin's riverfront for outdoor recreation	56%	N=267	33%	N=159	10%	N=49	100%	N=474

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Table 16: Question 16

Please rate the quality of your home Internet Service Provider (ISP):	Excellent		Good		Fair		Poor		Total	
Customer service	9%	N=42	43%	N=201	31%	N=145	16%	N=76	100%	N=464
Speeds for downloading and uploading	14%	N=63	39%	N=181	33%	N=151	15%	N=70	100%	N=465
Value for the cost	6%	N=29	22%	N=102	42%	N=193	30%	N=139	100%	N=463

Table 17: Question 17

What change, if any, would you most like your home ISP to make? Choose one:	Percent	Number
Better customer service	14%	N=63
More speed for downloading and uploading	25%	N=114
Lower cost	56%	N=257
No change needed	5%	N=24
Total	100%	N=459

Table 18: Question 18

Which of the following best describes your overall impression of the Bridge Street District?	Percent	Number
Very favorable	44%	N=199
Somewhat favorable	43%	N=191
Somewhat unfavorable	8%	N=36
Very unfavorable	5%	N=23
Total	100%	N=449

Table 19: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	5%	N=22	2%	N=10	8%	N=37	11%	N=53	74%	N=347	100%	N=469
Purchase goods or services from a business located in Dublin	0%	N=2	4%	N=18	22%	N=105	49%	N=228	25%	N=114	100%	N=467
Eat at least 5 portions of fruits and vegetables a day	1%	N=3	12%	N=54	34%	N=160	37%	N=175	16%	N=74	100%	N=467
Participate in moderate or vigorous physical activity	1%	N=4	6%	N=30	33%	N=156	34%	N=157	26%	N=120	100%	N=468
Read or watch local news (via television, paper, computer, etc.)	4%	N=19	16%	N=74	16%	N=73	28%	N=132	36%	N=170	100%	N=467
Vote in local elections	7%	N=35	9%	N=41	12%	N=57	21%	N=96	51%	N=238	100%	N=467

Table 20: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	32%	N=148
Very good	45%	N=213
Good	20%	N=95
Fair	3%	N=12
Poor	0%	N=1
Total	100%	N=469

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Table 21: Question D3

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	Number
Very positive	18%	N=85
Somewhat positive	35%	N=163
Neutral	43%	N=199
Somewhat negative	4%	N=18
Very negative	0%	N=2
Total	100%	N=468

Table 22: Question D4

What is your employment status?	Percent	Number
Working full time for pay	73%	N=345
Working part time for pay	7%	N=34
Unemployed, looking for paid work	2%	N=8
Unemployed, not looking for paid work	4%	N=18
Fully retired	14%	N=65
Total	100%	N=471

Table 23: Question D5

Do you work inside the boundaries of Dublin?	Percent	Number
Yes, outside the home	23%	N=105
Yes, from home	11%	N=51
No	66%	N=301
Total	100%	N=457

Table 24: Question D6

How many years have you lived in Dublin?	Percent	Number
Less than 2 years	18%	N=86
2 to 5 years	17%	N=83
6 to 10 years	16%	N=77
11 to 20 years	24%	N=115
More than 20 years	24%	N=112
Total	100%	N=473

Table 25: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	72%	N=336
Building with two or more homes (duplex, townhome, apartment or condominium)	27%	N=128
Mobile home	0%	N=1
Other	1%	N=3
Total	100%	N=468

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Table 26: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	19%	N=89
Owned	81%	N=380
Total	100%	N=468

Table 27: Question D9

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	Number
Less than \$300 per month	2%	N=8
\$300 to \$599 per month	2%	N=9
\$600 to \$999 per month	6%	N=29
\$1,000 to \$1,499 per month	24%	N=109
\$1,500 to \$2,499 per month	38%	N=176
\$2,500 or more per month	28%	N=128
Total	100%	N=459

Table 28: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	49%	N=230
Yes	51%	N=241
Total	100%	N=471

Table 29: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	80%	N=373
Yes	20%	N=96
Total	100%	N=469

Table 30: Question D12

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	Number
Less than \$25,000	1%	N=5
\$25,000 to \$49,999	5%	N=21
\$50,000 to \$99,999	19%	N=87
\$100,000 to \$149,999	26%	N=115
\$150,000 or more	49%	N=222
Total	100%	N=450

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Table 31: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=440
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=21
Total	100%	N=461

Table 32: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=1
Asian, Asian Indian or Pacific Islander	14%	N=66
Black or African American	1%	N=6
White	82%	N=379
Other	3%	N=13

Total may exceed 100% as respondents could select more than one option.

Table 33: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=22
25 to 34 years	15%	N=68
35 to 44 years	24%	N=110
45 to 54 years	29%	N=136
55 to 64 years	12%	N=56
65 to 74 years	11%	N=49
75 years or older	5%	N=25
Total	100%	N=467

Table 34: Question D16

What is your sex?	Percent	Number
Female	52%	N=238
Male	48%	N=223
Total	100%	N=461

Table 35: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	77%	N=354
Land line	10%	N=48
Both	13%	N=59
Total	100%	N=462

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 36: Question 1

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	71%	N=344	28%	N=133	1%	N=2	0%	N=2	0%	N=0	100%	N=482
Your neighborhood as a place to live	64%	N=306	32%	N=155	3%	N=17	0%	N=2	0%	N=0	100%	N=479
Dublin as a place to raise children	68%	N=325	19%	N=90	2%	N=10	0%	N=0	11%	N=54	100%	N=479
Dublin as a place to work	39%	N=187	24%	N=116	6%	N=28	0%	N=2	30%	N=144	100%	N=477
Dublin as a place to visit	34%	N=163	41%	N=192	17%	N=82	2%	N=9	6%	N=29	100%	N=475
Dublin as a place to retire	26%	N=125	24%	N=116	19%	N=92	7%	N=33	23%	N=109	100%	N=475
The overall quality of life in Dublin	59%	N=283	38%	N=184	2%	N=11	0%	N=0	0%	N=0	100%	N=479

Table 37: Question 2

Please rate each of the following characteristics as they relate to Dublin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Dublin	67%	N=322	31%	N=152	2%	N=8	0%	N=1	0%	N=0	100%	N=483
Overall ease of getting to the places you usually have to visit	47%	N=227	42%	N=203	9%	N=45	1%	N=6	0%	N=0	100%	N=481
Quality of overall natural environment in Dublin	55%	N=263	34%	N=164	9%	N=45	2%	N=7	0%	N=1	100%	N=481
Overall “built environment” of Dublin (including overall design, buildings, parks and transportation systems)	45%	N=216	39%	N=188	13%	N=64	2%	N=9	0%	N=0	100%	N=478
Health and wellness opportunities in Dublin	46%	N=220	41%	N=196	6%	N=31	0%	N=2	6%	N=30	100%	N=479
Overall opportunities for education and enrichment	49%	N=236	34%	N=162	6%	N=30	0%	N=2	11%	N=51	100%	N=481
Overall economic health of Dublin	55%	N=264	35%	N=169	7%	N=32	0%	N=1	3%	N=16	100%	N=482
Sense of community	34%	N=161	46%	N=223	14%	N=66	3%	N=13	3%	N=16	100%	N=479
Overall image or reputation of Dublin	63%	N=303	33%	N=157	4%	N=20	0%	N=0	0%	N=1	100%	N=482

Table 38: Question 3

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	78%	N=374	19%	N=90	3%	N=14	0%	N=1	0%	N=2	100%	N=481
Remain in Dublin for the next five years	69%	N=328	22%	N=103	3%	N=13	4%	N=17	3%	N=16	100%	N=477

Table 39: Question 4

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%	N=416	13%	N=60	1%	N=3	0%	N=1	0%	N=0	0%	N=0	100%	N=480
In Dublin's downtown/commercial area during the day	78%	N=374	18%	N=85	1%	N=5	1%	N=3	0%	N=0	3%	N=13	100%	N=479

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Table 40: Question 5

Please rate each of the following characteristics as they relate to Dublin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	14%	N=66	56%	N=268	27%	N=129	4%	N=18	0%	N=0	100%	N=482
Ease of public parking	13%	N=60	43%	N=204	36%	N=174	7%	N=32	2%	N=10	100%	N=481
Ease of travel by car in Dublin	27%	N=128	54%	N=258	18%	N=86	1%	N=6	0%	N=1	100%	N=479
Ease of travel by public transportation in Dublin	4%	N=19	6%	N=29	10%	N=50	22%	N=105	57%	N=273	100%	N=476
Ease of travel by bicycle in Dublin	32%	N=153	32%	N=153	14%	N=69	3%	N=15	19%	N=91	100%	N=481
Ease of walking in Dublin	45%	N=215	37%	N=176	12%	N=56	3%	N=16	3%	N=17	100%	N=479
Availability of paths and walking trails	62%	N=298	26%	N=126	7%	N=33	2%	N=9	3%	N=15	100%	N=481
Air quality	51%	N=244	42%	N=205	3%	N=17	0%	N=0	4%	N=17	100%	N=483
Cleanliness of Dublin	66%	N=316	32%	N=153	3%	N=12	0%	N=1	0%	N=0	100%	N=483
Overall appearance of Dublin	66%	N=318	32%	N=157	1%	N=7	0%	N=1	0%	N=0	100%	N=482
Public places where people want to spend time	45%	N=218	44%	N=213	10%	N=48	0%	N=2	0%	N=1	100%	N=482
Variety of housing options	28%	N=137	38%	N=183	25%	N=122	3%	N=14	5%	N=26	100%	N=483
Availability of affordable quality housing	11%	N=52	35%	N=168	30%	N=146	14%	N=67	9%	N=45	100%	N=477
Fitness opportunities (including exercise classes and paths or trails, etc.)	53%	N=255	35%	N=171	8%	N=41	0%	N=1	3%	N=15	100%	N=482
Recreational opportunities	46%	N=222	33%	N=160	13%	N=61	1%	N=4	7%	N=32	100%	N=480
Availability of affordable quality food	38%	N=184	46%	N=220	15%	N=72	1%	N=3	1%	N=4	100%	N=482
Availability of affordable quality health care	39%	N=188	37%	N=180	10%	N=48	1%	N=5	12%	N=59	100%	N=481
Availability of preventive health services	38%	N=183	38%	N=184	10%	N=47	0%	N=2	14%	N=65	100%	N=481
Availability of affordable quality mental health care	19%	N=94	17%	N=84	10%	N=50	1%	N=7	51%	N=246	100%	N=481

Table 41: Question 6

Please rate each of the following characteristics as they relate to Dublin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	19%	N=88	24%	N=116	11%	N=51	3%	N=12	44%	N=208	100%	N=476
K-12 education	58%	N=272	21%	N=101	3%	N=13	0%	N=0	18%	N=84	100%	N=469
Adult educational opportunities	19%	N=87	26%	N=120	9%	N=41	2%	N=8	46%	N=214	100%	N=469
Opportunities to attend cultural/arts/music activities	26%	N=123	43%	N=205	19%	N=92	1%	N=5	10%	N=48	100%	N=473
Opportunities to participate in religious or spiritual events and activities	30%	N=139	40%	N=186	9%	N=44	0%	N=2	21%	N=99	100%	N=470
Employment opportunities	19%	N=90	35%	N=167	13%	N=60	1%	N=3	32%	N=152	100%	N=472
Shopping opportunities	24%	N=113	50%	N=235	23%	N=106	3%	N=13	0%	N=2	100%	N=469
Cost of living in Dublin	7%	N=31	41%	N=191	39%	N=182	14%	N=66	0%	N=0	100%	N=471
Overall quality of business and service establishments in Dublin	32%	N=152	52%	N=246	14%	N=68	0%	N=0	1%	N=5	100%	N=472
Vibrant downtown/commercial area	25%	N=118	45%	N=213	25%	N=117	2%	N=11	3%	N=12	100%	N=471
Overall quality of new development in Dublin	39%	N=183	41%	N=192	11%	N=52	4%	N=20	5%	N=25	100%	N=473
Opportunities to participate in social events and activities	30%	N=140	44%	N=207	15%	N=73	1%	N=5	10%	N=46	100%	N=471
Opportunities to volunteer	28%	N=132	32%	N=150	11%	N=52	1%	N=5	28%	N=133	100%	N=473
Opportunities to participate in community matters	26%	N=120	34%	N=159	14%	N=66	1%	N=6	25%	N=118	100%	N=469
Openness and acceptance of the community toward people of diverse backgrounds	28%	N=132	42%	N=199	15%	N=70	3%	N=13	12%	N=57	100%	N=471
Neighborliness of residents in Dublin	32%	N=149	42%	N=197	19%	N=90	3%	N=15	5%	N=22	100%	N=472

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Table 42: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	32%	N=152	68%	N=325	100%	N=478
Made efforts to make your home more energy efficient	27%	N=130	73%	N=348	100%	N=478
Observed a code violation or other hazard in Dublin (weeds, abandoned buildings, etc.)	75%	N=355	25%	N=121	100%	N=476
Household member was a victim of a crime in Dublin	94%	N=448	6%	N=30	100%	N=478
Reported a crime to the police in Dublin	88%	N=417	12%	N=59	100%	N=475
Stocked supplies in preparation for an emergency	75%	N=354	25%	N=120	100%	N=475
Campaigned or advocated for an issue, cause or candidate	81%	N=384	19%	N=91	100%	N=476
Contacted the City of Dublin (in-person, phone, email or web) for help or information	59%	N=281	41%	N=197	100%	N=478
Contacted Dublin elected officials (in-person, phone, email or web) to express your opinion	88%	N=419	12%	N=58	100%	N=478

Table 43: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Dublin?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Dublin recreation centers or their services	20%	N=94	18%	N=87	29%	N=137	33%	N=155	100%	N=473
Visited a neighborhood park or City park	24%	N=111	33%	N=154	34%	N=160	10%	N=46	100%	N=471
Used Dublin public libraries or their services	11%	N=53	26%	N=120	34%	N=161	29%	N=135	100%	N=470
Participated in religious or spiritual activities in Dublin	13%	N=61	18%	N=86	22%	N=102	47%	N=224	100%	N=473
Attended a City-sponsored event	3%	N=15	5%	N=25	60%	N=284	32%	N=149	100%	N=474
Used bus, rail, subway or other public transportation instead of driving	1%	N=6	1%	N=3	2%	N=8	96%	N=456	100%	N=473
Carpooled with other adults or children instead of driving alone	8%	N=36	13%	N=59	19%	N=90	61%	N=289	100%	N=475
Walked or biked instead of driving	7%	N=35	18%	N=86	37%	N=173	38%	N=178	100%	N=472
Volunteered your time to some group/activity in Dublin	3%	N=16	9%	N=45	25%	N=119	62%	N=294	100%	N=474
Participated in a club	3%	N=13	12%	N=57	16%	N=76	69%	N=326	100%	N=472
Talked to or visited with your immediate neighbors	36%	N=171	34%	N=163	20%	N=95	10%	N=45	100%	N=474
Done a favor for a neighbor	15%	N=72	26%	N=123	41%	N=197	17%	N=83	100%	N=474

Table 44: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	2%	N=9	20%	N=95	77%	N=367	100%	N=473
Watched (online or on television) a local public meeting	0%	N=1	2%	N=9	15%	N=69	83%	N=393	100%	N=473

Table 45: Question 10

Please rate the quality of each of the following services in Dublin:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	57%	N=266	29%	N=136	3%	N=15	0%	N=0	11%	N=53	100%	N=470
Fire services	54%	N=257	22%	N=106	1%	N=4	0%	N=0	22%	N=105	100%	N=473
Ambulance or emergency medical services	49%	N=231	20%	N=93	1%	N=6	0%	N=0	30%	N=142	100%	N=473
Crime prevention	43%	N=202	34%	N=161	4%	N=20	1%	N=6	17%	N=82	100%	N=470
Fire prevention and education	34%	N=161	29%	N=137	5%	N=24	0%	N=0	31%	N=147	100%	N=469

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Please rate the quality of each of the following services in Dublin:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	34%	N=161	42%	N=197	10%	N=46	3%	N=16	11%	N=51	100%	N=471
Street repair	37%	N=174	44%	N=206	12%	N=57	4%	N=18	3%	N=16	100%	N=471
Street cleaning	45%	N=212	39%	N=185	11%	N=50	3%	N=13	2%	N=10	100%	N=471
Street lighting	33%	N=155	39%	N=184	17%	N=78	9%	N=44	2%	N=8	100%	N=469
Snow removal	48%	N=228	33%	N=157	14%	N=64	4%	N=19	1%	N=4	100%	N=472
Sidewalk maintenance	31%	N=148	39%	N=184	18%	N=83	4%	N=20	8%	N=35	100%	N=470
Traffic signal timing	22%	N=105	50%	N=236	20%	N=92	6%	N=26	2%	N=11	100%	N=470
Bus or transit services	6%	N=30	5%	N=24	8%	N=39	10%	N=46	70%	N=329	100%	N=468
Garbage collection	54%	N=257	29%	N=136	7%	N=32	1%	N=5	9%	N=43	100%	N=473
Recycling	54%	N=254	26%	N=123	7%	N=34	5%	N=26	7%	N=35	100%	N=473
Yard waste pick-up	52%	N=247	25%	N=119	6%	N=27	1%	N=5	16%	N=74	100%	N=473
Storm drainage	35%	N=163	39%	N=185	10%	N=46	2%	N=7	15%	N=68	100%	N=470
Drinking water	42%	N=198	40%	N=187	9%	N=43	1%	N=6	8%	N=36	100%	N=470
Sewer services	39%	N=183	43%	N=204	7%	N=32	1%	N=5	10%	N=47	100%	N=471
Power (electric and/or gas) utility	41%	N=192	47%	N=222	9%	N=45	1%	N=7	1%	N=6	100%	N=471
Utility billing	32%	N=150	47%	N=221	14%	N=67	2%	N=8	4%	N=20	100%	N=467
City parks	65%	N=304	24%	N=115	7%	N=31	0%	N=0	4%	N=21	100%	N=470
Recreation programs or classes	38%	N=177	29%	N=136	9%	N=44	0%	N=1	24%	N=113	100%	N=472
Recreation centers or facilities	45%	N=209	32%	N=147	5%	N=25	0%	N=1	18%	N=83	100%	N=465
Land use, planning and zoning	25%	N=117	40%	N=187	15%	N=69	6%	N=27	15%	N=69	100%	N=470
Code enforcement (weeds, abandoned buildings, etc.)	30%	N=141	33%	N=154	11%	N=54	2%	N=11	23%	N=109	100%	N=468
Animal control	26%	N=124	31%	N=144	9%	N=41	1%	N=6	33%	N=154	100%	N=470
Economic development	36%	N=170	39%	N=183	9%	N=44	2%	N=7	14%	N=67	100%	N=471
Health services	35%	N=163	38%	N=177	6%	N=28	0%	N=2	22%	N=102	100%	N=471
Public library services	45%	N=209	31%	N=147	6%	N=27	1%	N=3	18%	N=83	100%	N=469
Public information services	29%	N=138	37%	N=173	9%	N=41	0%	N=1	25%	N=120	100%	N=473
Cable television	19%	N=90	28%	N=132	22%	N=105	7%	N=34	24%	N=111	100%	N=471
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	24%	N=111	30%	N=142	8%	N=38	1%	N=7	36%	N=170	100%	N=468
Preservation of natural areas such as open space, farmlands and greenbelts	34%	N=161	36%	N=172	16%	N=76	5%	N=22	9%	N=40	100%	N=471
Dublin open space	38%	N=178	39%	N=182	15%	N=71	3%	N=13	6%	N=27	100%	N=471
City-sponsored special events	39%	N=184	35%	N=162	10%	N=48	1%	N=6	15%	N=69	100%	N=470
Overall customer service by Dublin employees (police, receptionists, planners, etc.)	44%	N=206	37%	N=176	7%	N=31	1%	N=3	11%	N=53	100%	N=469

Table 46: Question 11

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	53%	N=249	39%	N=186	5%	N=25	0%	N=2	2%	N=9	100%	N=470
The Federal Government	7%	N=32	30%	N=139	36%	N=167	17%	N=78	11%	N=53	100%	N=469

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Table 47: Question 12

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	27%	N=129	44%	N=204	19%	N=87	5%	N=22	6%	N=27	100%	N=469
The overall direction that Dublin is taking	29%	N=135	50%	N=234	14%	N=68	4%	N=19	3%	N=16	100%	N=471
The job Dublin government does at welcoming citizen involvement	20%	N=94	36%	N=167	16%	N=76	3%	N=14	25%	N=119	100%	N=470
Overall confidence in Dublin government	26%	N=121	48%	N=226	15%	N=71	3%	N=13	8%	N=39	100%	N=471
Generally acting in the best interest of the community	28%	N=133	44%	N=208	14%	N=65	4%	N=20	9%	N=43	100%	N=469
Being honest	26%	N=124	40%	N=187	14%	N=67	2%	N=10	18%	N=83	100%	N=471
Treating all residents fairly	27%	N=126	38%	N=177	14%	N=65	3%	N=16	18%	N=87	100%	N=471

Table 48: Question 13

Please rate how important, if at all, you think it is for the Dublin community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Dublin	68%	N=321	27%	N=127	5%	N=26	0%	N=0	100%	N=474
Overall ease of getting to the places you usually have to visit	36%	N=171	46%	N=215	18%	N=85	0%	N=0	100%	N=472
Quality of overall natural environment in Dublin	41%	N=193	49%	N=232	9%	N=44	1%	N=3	100%	N=473
Overall "built environment" of Dublin (including overall design, buildings, parks and transportation systems)	36%	N=172	50%	N=237	13%	N=62	1%	N=3	100%	N=474
Health and wellness opportunities in Dublin	28%	N=134	49%	N=232	22%	N=102	1%	N=4	100%	N=473
Overall opportunities for education and enrichment	40%	N=188	39%	N=185	20%	N=95	1%	N=7	100%	N=474
Overall economic health of Dublin	50%	N=236	40%	N=189	10%	N=47	0%	N=2	100%	N=475
Sense of community	32%	N=150	50%	N=235	17%	N=79	2%	N=10	100%	N=474

Table 49: Question 14

Please indicate how much you agree or disagree with the following statement: "The City of Dublin has been effective in preserving the character of Dublin's Historic District."	Percent	Number
Strongly agree	33%	N=154
Somewhat agree	45%	N=210
Somewhat disagree	8%	N=36
Strongly disagree	5%	N=24
Don't know	9%	N=41
Total	100%	N=466

Table 50: Question 15

How much of a priority, if at all, should each of the following be for the City of Dublin to address in the next two years?	High priority		Medium priority		Not a priority		Total	
Improving traffic flow on Dublin's streets and roads	58%	N=273	39%	N=182	4%	N=18	100%	N=473
Preserving Dublin's Historic District	38%	N=182	50%	N=237	12%	N=55	100%	N=474
Expanding the programs available at the Community Recreation Center	22%	N=103	55%	N=258	23%	N=106	100%	N=468
Expanding the number and types of public fine arts opportunities (e.g., public art galleries, public art installations, cultural and performing arts venues, etc.)	15%	N=72	48%	N=229	36%	N=172	100%	N=472
Acquiring additional parkland	36%	N=170	47%	N=220	17%	N=82	100%	N=472
Encouraging more shops and restaurants to locate in Dublin	46%	N=218	44%	N=207	10%	N=48	100%	N=473

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How much of a priority, if at all, should each of the following be for the City of Dublin to address in the next two years?	High priority		Medium priority		Not a priority		Total	
Enhancing Dublin's riverfront for outdoor recreation	56%	N=267	33%	N=159	10%	N=49	100%	N=474

Table 51: Question 16

Please rate the quality of your home Internet Service Provider (ISP):	Excellent		Good		Fair		Poor		Do not have internet access		Total	
Customer service	9%	N=42	43%	N=201	31%	N=145	16%	N=76	2%	N=8	100%	N=472
Speeds for downloading and uploading	13%	N=63	38%	N=181	32%	N=151	15%	N=70	1%	N=7	100%	N=472
Value for the cost	6%	N=29	22%	N=102	41%	N=193	29%	N=139	2%	N=8	100%	N=471

Table 52: Question 17

What change, if any, would you most like your home ISP to make? Choose one:	Percent	Number
Better customer service	14%	N=63
More speed for downloading and uploading	25%	N=114
Lower cost	55%	N=257
No change needed	5%	N=24
Do not have internet access	1%	N=5
Total	100%	N=464

Table 53: Question 18

Which of the following best describes your overall impression of the Bridge Street District?	Percent	Number
Very favorable	42%	N=199
Somewhat favorable	40%	N=191
Somewhat unfavorable	8%	N=36
Very unfavorable	5%	N=23
Don't know	5%	N=24
Total	100%	N=473

Table 54: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	5%	N=22	2%	N=10	8%	N=37	11%	N=53	74%	N=347	100%	N=469
Purchase goods or services from a business located in Dublin	0%	N=2	4%	N=18	22%	N=105	49%	N=228	25%	N=114	100%	N=467
Eat at least 5 portions of fruits and vegetables a day	1%	N=3	12%	N=54	34%	N=160	37%	N=175	16%	N=74	100%	N=467
Participate in moderate or vigorous physical activity	1%	N=4	6%	N=30	33%	N=156	34%	N=157	26%	N=120	100%	N=468
Read or watch local news (via television, paper, computer, etc.)	4%	N=19	16%	N=74	16%	N=73	28%	N=132	36%	N=170	100%	N=467
Vote in local elections	7%	N=35	9%	N=41	12%	N=57	21%	N=96	51%	N=238	100%	N=467

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Table 55: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	32%	N=148
Very good	45%	N=213
Good	20%	N=95
Fair	3%	N=12
Poor	0%	N=1
Total	100%	N=469

Table 56: Question D3

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	Number
Very positive	18%	N=85
Somewhat positive	35%	N=163
Neutral	43%	N=199
Somewhat negative	4%	N=18
Very negative	0%	N=2
Total	100%	N=468

Table 57: Question D4

What is your employment status?	Percent	Number
Working full time for pay	73%	N=345
Working part time for pay	7%	N=34
Unemployed, looking for paid work	2%	N=8
Unemployed, not looking for paid work	4%	N=18
Fully retired	14%	N=65
Total	100%	N=471

Table 58: Question D5

Do you work inside the boundaries of Dublin?	Percent	Number
Yes, outside the home	23%	N=105
Yes, from home	11%	N=51
No	66%	N=301
Total	100%	N=457

Table 59: Question D6

How many years have you lived in Dublin?	Percent	Number
Less than 2 years	18%	N=86
2 to 5 years	17%	N=83
6 to 10 years	16%	N=77
11 to 20 years	24%	N=115
More than 20 years	24%	N=112
Total	100%	N=473

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Table 60: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	72%	N=336
Building with two or more homes (duplex, townhome, apartment or condominium)	27%	N=128
Mobile home	0%	N=1
Other	1%	N=3
Total	100%	N=468

Table 61: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	19%	N=89
Owned	81%	N=380
Total	100%	N=468

Table 62: Question D9

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	Number
Less than \$300 per month	2%	N=8
\$300 to \$599 per month	2%	N=9
\$600 to \$999 per month	6%	N=29
\$1,000 to \$1,499 per month	24%	N=109
\$1,500 to \$2,499 per month	38%	N=176
\$2,500 or more per month	28%	N=128
Total	100%	N=459

Table 63: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	49%	N=230
Yes	51%	N=241
Total	100%	N=471

Table 64: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	80%	N=373
Yes	20%	N=96
Total	100%	N=469

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Table 65: Question D12

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	Number
Less than \$25,000	1%	N=5
\$25,000 to \$49,999	5%	N=21
\$50,000 to \$99,999	19%	N=87
\$100,000 to \$149,999	26%	N=115
\$150,000 or more	49%	N=222
Total	100%	N=450

Table 66: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=440
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=21
Total	100%	N=461

Table 67: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=1
Asian, Asian Indian or Pacific Islander	14%	N=66
Black or African American	1%	N=6
White	82%	N=379
Other	3%	N=13

Total may exceed 100% as respondents could select more than one option.

Table 68: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=22
25 to 34 years	15%	N=68
35 to 44 years	24%	N=110
45 to 54 years	29%	N=136
55 to 64 years	12%	N=56
65 to 74 years	11%	N=49
75 years or older	5%	N=25
Total	100%	N=467

Table 69: Question D16

What is your sex?	Percent	Number
Female	52%	N=238
Male	48%	N=223
Total	100%	N=461

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Table 70: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	77%	N=354
Land line	10%	N=48
Both	13%	N=59
Total	100%	N=462

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Dublin chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Dublin's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Dublin's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Dublin's rating to the benchmark.

In that final column, Dublin's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Dublin residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 71: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Dublin	98%	11	459	Higher
Overall image or reputation of Dublin	96%	6	350	Much higher
Dublin as a place to live	99%	9	394	Higher
Your neighborhood as a place to live	96%	6	315	Higher
Dublin as a place to raise children	98%	2	386	Much higher
Dublin as a place to retire	66%	127	360	Similar
Overall appearance of Dublin	98%	3	362	Much higher

Table 72: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Dublin	98%	9	336	Higher
	In your neighborhood during the day	99%	25	358	Similar
	In Dublin's downtown/commercial area during the day	98%	32	315	Similar
Mobility	Overall ease of getting to the places you usually have to visit	89%	13	244	Higher
	Availability of paths and walking trails	91%	3	315	Much higher
	Ease of walking in Dublin	85%	19	303	Higher
	Ease of travel by bicycle in Dublin	78%	12	306	Much higher
	Ease of travel by public transportation in Dublin	24%	172	207	Lower
	Ease of travel by car in Dublin	81%	43	306	Higher
	Ease of public parking	56%	89	202	Similar
	Traffic flow on major streets	69%	43	346	Higher
Natural Environment	Quality of overall natural environment in Dublin	89%	29	279	Higher
	Cleanliness of Dublin	97%	3	286	Much higher
	Air quality	96%	12	245	Higher
Built Environment	Overall "built environment" of Dublin (including overall design, buildings, parks and transportation systems)	85%	3	233	Higher
	Overall quality of new development in Dublin	84%	3	290	Much higher
	Availability of affordable quality housing	51%	99	305	Similar
	Variety of housing options	70%	22	281	Higher
	Public places where people want to spend time	90%	5	225	Higher
Economy	Overall economic health of Dublin	93%	1	239	Much higher
	Vibrant downtown/commercial area	72%	38	214	Higher
	Overall quality of business and service establishments in Dublin	85%	8	273	Higher
	Cost of living in Dublin	47%	112	236	Similar
	Shopping opportunities	74%	67	296	Higher
	Employment opportunities	80%	1	314	Much higher
	Dublin as a place to visit	80%	60	253	Higher
	Dublin as a place to work	91%	1	361	Much higher
	Health and wellness opportunities in Dublin	93%	5	234	Higher
	Availability of affordable quality mental health care	76%	1	205	Much higher
Recreation and Wellness	Availability of preventive health services	88%	2	234	Much higher
	Availability of affordable quality health care	87%	2	261	Much higher
	Availability of affordable quality food	84%	3	239	Higher
	Recreational opportunities	85%	11	301	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	91%	4	224	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	93%	7	235	Much higher
	Opportunities to participate in religious or spiritual events and activities	88%	24	202	Similar
	Opportunities to attend cultural/arts/music activities	77%	42	300	Higher
	Adult educational opportunities	81%	11	211	Higher
	K-12 education	97%	3	271	Much higher
	Availability of affordable quality child care/preschool	76%	10	251	Higher
Community Engagement	Opportunities to participate in social events and activities	82%	19	262	Higher
	Neighborliness of Dublin	77%	7	228	Higher
	Openness and acceptance of the community toward people of diverse backgrounds	80%	13	294	Higher
	Opportunities to participate in community matters	79%	9	274	Higher
	Opportunities to volunteer	83%	20	266	Higher

Table 73: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Dublin	94%	2	436	Much higher
Overall customer service by Dublin employees (police, receptionists, planners, etc.)	92%	8	380	Higher
Value of services for the taxes paid to Dublin	75%	8	405	Higher
Overall direction that Dublin is taking	81%	10	320	Higher
Job Dublin government does at welcoming citizen involvement	74%	6	319	Higher
Overall confidence in Dublin government	80%	4	238	Higher
Generally acting in the best interest of the community	80%	3	237	Higher
Being honest	80%	3	230	Higher
Treating all residents fairly	79%	2	235	Higher
Services provided by the Federal Government	41%	90	250	Similar

Table 74: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	96%	3	462	Higher
	Fire services	99%	5	387	Higher
	Ambulance or emergency medical services	98%	7	356	Higher
	Crime prevention	93%	5	361	Much higher
	Fire prevention and education	92%	6	287	Higher
	Animal control	85%	2	344	Higher
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	85%	4	278	Higher
	Traffic enforcement	85%	2	376	Higher
Mobility	Street repair	83%	4	399	Much higher
	Street cleaning	86%	3	325	Much higher
	Street lighting	73%	27	330	Higher
	Snow removal	82%	11	297	Higher
	Sidewalk maintenance	76%	4	324	Higher
	Traffic signal timing	74%	5	263	Higher
	Bus or transit services	39%	157	227	Similar
Natural Environment	Garbage collection	91%	6	363	Higher
	Recycling	86%	17	365	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Yard waste pick-up	92%	1	278	Higher
	Drinking water	89%	21	325	Higher
	Preservation of natural areas such as open space, farmlands and greenbelts	77%	18	257	Higher
	Dublin open space	81%	11	213	Higher
Built Environment	Storm drainage	87%	1	356	Higher
	Sewer services	91%	4	328	Higher
	Power (electric and/or gas) utility	89%	5	176	Higher
	Utility billing	83%	11	207	Higher
	Land use, planning and zoning	76%	4	307	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	82%	1	391	Much higher
	Cable television	62%	25	203	Similar
Economy	Economic development	87%	1	287	Much higher
Recreation and Wellness	City parks	93%	4	330	Higher
	Recreation programs or classes	87%	7	327	Higher
	Recreation centers or facilities	93%	3	275	Much higher
	Health services	92%	1	215	Higher
Education and Enrichment	City-sponsored special events	87%	3	254	Higher
	Public library services	92%	43	345	Similar
Community Engagement	Public information services	88%	2	283	Higher

Table 75: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	83%	21	315	Higher
Recommend living in Dublin to someone who asks	97%	17	287	Higher
Remain in Dublin for the next five years	93%	11	278	Higher
Contacted Dublin (in-person, phone, email or web) for help or information	41%	214	319	Similar

Table 76: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	25%	165	205	Lower
	Did NOT report a crime to the police	88%	18	230	Higher
	Household member was NOT a victim of a crime	94%	36	275	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	4%	179	187	Much lower
	Carpooled with other adults or children instead of driving alone	39%	149	218	Similar
	Walked or biked instead of driving	62%	81	226	Similar
Natural Environment	Made efforts to conserve water	68%	212	213	Lower
	Made efforts to make your home more energy efficient	73%	162	214	Similar
	Recycle at home	93%	102	259	Similar
Built Environment	Did NOT observe a code violation or other hazard in Dublin	75%	8	220	Much higher
	NOT experiencing housing costs stress	87%	4	256	Higher
Economy	Purchase goods or services from a business located in Dublin	96%	155	224	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Economy will have positive impact on income	53%	3	257	Much higher
	Work inside boundaries of Dublin	34%	123	225	Similar
Recreation and Wellness	Used Dublin recreation centers or their services	67%	35	235	Similar
	Visited a neighborhood park or City park	90%	51	270	Similar
	Eat at least 5 portions of fruits and vegetables a day	88%	38	216	Similar
	Participate in moderate or vigorous physical activity	93%	10	220	Similar
	In very good to excellent health	77%	12	220	Similar
	Used Dublin public libraries or their services	71%	62	243	Similar
Education and Enrichment	Participated in religious or spiritual activities in Dublin	53%	62	199	Similar
	Attended City-sponsored event	68%	32	226	Higher
	Campaigned or advocated for an issue, cause or candidate	19%	151	207	Similar
Community Engagement	Contacted Dublin elected officials (in-person, phone, email or web) to express your opinion	12%	188	223	Similar
	Volunteered your time to some group/activity in Dublin	38%	140	265	Similar
	Participated in a club	31%	74	239	Similar
	Talked to or visited with your immediate neighbors	90%	128	221	Similar
	Done a favor for a neighbor	83%	101	216	Similar
	Attended a local public meeting	23%	101	264	Similar
	Watched (online or on television) a local public meeting	17%	177	226	Similar
	Read or watch local news (via television, paper, computer, etc.)	80%	189	225	Similar
	Vote in local elections	84%	125	258	Similar

Communities included in national comparisons

The communities included in Dublin's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO441,603
 Airway Heights city, WA 6,114
 Albany city, OR 50,158
 Albemarle County, VA..... 98,970
 Albert Lea city, MN..... 18,016
 Alexandria city, VA139,966
 Algonquin village, IL..... 30,046
 Aliso Viejo city, CA 47,823
 Altoona city, IA 14,541
 American Canyon city, CA..... 19,454
 Ames city, IA 58,965
 Andover CDP, MA..... 8,762
 Ankeny city, IA 45,582
 Ann Arbor city, MI113,934
 Annapolis city, MD 38,394
 Apache Junction city, AZ..... 35,840
 Arapahoe County, CO572,003
 Arkansas City city, AR..... 366
 Arlington city, TX365,438
 Arvada city, CO.....106,433
 Asheville city, NC 83,393
 Ashland city, OR 20,078
 Ashland town, MA 16,593

Ashland town, VA..... 7,225
 Aspen city, CO 6,658
 Athens-Clarke County, GA.....115,452
 Auburn city, AL 53,380
 Augusta CCD, GA134,777
 Aurora city, CO325,078
 Austin city, TX790,390
 Avon town, CO..... 6,447
 Avon town, IN 12,446
 Avondale city, AZ 76,238
 Azusa city, CA..... 46,361
 Bainbridge Island city, WA..... 23,025
 Baltimore city, MD.....620,961
 Bartonville town, TX 1,469
 Battle Creek city, MI 52,347
 Bay City city, MI 34,932
 Bay Village city, OH..... 15,651
 Baytown city, TX 71,802
 Bedford city, TX 46,979
 Bedford town, MA 13,320
 Bellevue city, WA122,363
 Bellingham city, WA 80,885
 Benbrook city, TX..... 21,234

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Bend city, OR.....	76,639	Clovis city, CA.....	95,631
Bethlehem township, PA.....	23,730	College Park city, MD.....	30,413
Bettendorf city, IA.....	33,217	College Station city, TX.....	93,857
Billings city, MT.....	104,170	Columbia city, MO.....	108,500
Blaine city, MN.....	57,186	Columbia city, SC.....	129,272
Bloomfield Hills city, MI.....	3,869	Columbia Falls city, MT.....	4,688
Bloomington city, IN.....	80,405	Commerce City city, CO.....	45,913
Bloomington city, MN.....	82,893	Concord city, CA.....	122,067
Blue Springs city, MO.....	52,575	Concord town, MA.....	17,668
Boise City city, ID.....	205,671	Conshohocken borough, PA.....	7,833
Bonner Springs city, KS.....	7,314	Coon Rapids city, MN.....	61,476
Boone County, KY.....	118,811	Copperas Cove city, TX.....	32,032
Boulder city, CO.....	97,385	Coral Springs city, FL.....	121,096
Bowling Green city, KY.....	58,067	Coronado city, CA.....	18,912
Bozeman city, MT.....	37,280	Corvallis city, OR.....	54,462
Brentwood city, MO.....	8,055	Cottonwood Heights city, UT.....	33,433
Brentwood city, TN.....	37,060	Creve Coeur city, MO.....	17,833
Brighton city, CO.....	33,352	Cross Roads town, TX.....	1,563
Brighton city, MI.....	7,444	Dacono city, CO.....	4,152
Bristol city, TN.....	26,702	Dade City city, FL.....	6,437
Broken Arrow city, OK.....	98,850	Dakota County, MN.....	398,552
Brookfield city, WI.....	37,920	Dallas city, OR.....	14,583
Brookline CDP, MA.....	58,732	Dallas city, TX.....	1,197,816
Brooklyn Center city, MN.....	30,104	Danville city, KY.....	16,218
Brooklyn city, OH.....	11,169	Dardenne Prairie city, MO.....	11,494
Broomfield city, CO.....	55,889	Darien city, IL.....	22,086
Brownsburg town, IN.....	21,285	Davenport city, FL.....	2,888
Buffalo Grove village, IL.....	41,496	Davenport city, IA.....	99,685
Burien city, WA.....	33,313	Davidson town, NC.....	10,944
Burleson city, TX.....	36,690	Dayton city, OH.....	141,527
Burlingame city, CA.....	28,806	Dayton town, WY.....	757
Cabarrus County, NC.....	178,011	Decatur city, GA.....	19,335
Cambridge city, MA.....	105,162	Del Mar city, CA.....	4,161
Cannon Beach city, OR.....	1,690	DeLand city, FL.....	27,031
Cañon City city, CO.....	16,400	Delaware city, OH.....	34,753
Canton city, SD.....	3,057	Delray Beach city, FL.....	60,522
Cape Coral city, FL.....	154,305	Denison city, TX.....	22,682
Cape Girardeau city, MO.....	37,941	Denton city, TX.....	113,383
Carlisle borough, PA.....	18,682	Denver city, CO.....	600,158
Carlsbad city, CA.....	105,328	Derby city, KS.....	22,158
Carroll city, IA.....	10,103	Des Moines city, IA.....	203,433
Cartersville city, GA.....	19,731	Des Peres city, MO.....	8,373
Cary town, NC.....	135,234	Destin city, FL.....	12,305
Castine town, ME.....	1,366	Dothan city, AL.....	65,496
Castle Pines North city, CO.....	10,360	Douglas County, CO.....	285,465
Castle Rock town, CO.....	48,231	Dover city, NH.....	29,987
Cedar Hill city, TX.....	45,028	Dublin city, CA.....	46,036
Cedar Rapids city, IA.....	126,326	Dublin city, OH.....	41,751
Celina city, TX.....	6,028	Duluth city, MN.....	86,265
Centennial city, CO.....	100,377	Durham city, NC.....	228,330
Chandler city, AZ.....	236,123	Durham County, NC.....	267,587
Chandler city, TX.....	2,734	Dyer town, IN.....	16,390
Chanhassen city, MN.....	22,952	Eagan city, MN.....	64,206
Chapel Hill town, NC.....	57,233	Eagle Mountain city, UT.....	21,415
Chardon city, OH.....	5,148	Eagle town, CO.....	6,508
Charles County, MD.....	146,551	East Grand Forks city, MN.....	8,601
Charlotte city, NC.....	731,424	East Lansing city, MI.....	48,579
Charlotte County, FL.....	159,978	Eau Claire city, WI.....	65,883
Charlottesville city, VA.....	43,475	Eden Prairie city, MN.....	60,797
Chattanooga city, TN.....	167,674	Edgerton city, KS.....	1,671
Chautauqua town, NY.....	4,464	Edgewater city, CO.....	5,170
Chesterfield County, VA.....	316,236	Edina city, MN.....	47,941
Citrus Heights city, CA.....	83,301	Edmond city, OK.....	81,405
Clackamas County, OR.....	375,992	Edmonds city, WA.....	39,709
Clarendon Hills village, IL.....	8,427	El Cerrito city, CA.....	23,549
Clayton city, MO.....	15,939	El Dorado County, CA.....	181,058
Clearwater city, FL.....	107,685	El Paso de Robles (Paso Robles) city, CA.....	29,793
Cleveland Heights city, OH.....	46,121	Elk Grove city, CA.....	153,015
Clinton city, SC.....	8,490	Elko New Market city, MN.....	4,110
Clive city, IA.....	15,447	Elmhurst city, IL.....	44,121

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Encinitas city, CA	59,518	Horry County, SC	269,291
Englewood city, CO	30,255	Howard village, WI	17,399
Erie town, CO	18,135	Hudson city, OH	22,262
Escambia County, FL	297,619	Hudson town, CO	2,356
Estes Park town, CO	5,858	Huntley village, IL	24,291
Euclid city, OH	48,920	Hurst city, TX	37,337
Fairview town, TX	7,248	Hutchinson city, MN	14,178
Farmersville city, TX	3,301	Hutto city, TX	14,698
Farmington Hills city, MI	79,740	Independence city, MO	116,830
Fayetteville city, NC	200,564	Indianola city, IA	14,782
Fernandina Beach city, FL	11,487	Indio city, CA	76,036
Fishers town, IN	76,794	Iowa City city, IA	67,862
Flagstaff city, AZ	65,870	Irving city, TX	216,290
Flower Mound town, TX	64,669	Issaquah city, WA	30,434
Forest Grove city, OR	21,083	Jackson County, MI	160,248
Fort Collins city, CO	143,986	James City County, VA	67,009
Fort Lauderdale city, FL	165,521	Jefferson County, NY	116,229
Fort Smith city, AR	86,209	Jefferson Parish, LA	432,552
Franklin city, TN	62,487	Johnson City city, TN	63,152
Fremont city, CA	214,089	Johnston city, IA	17,278
Friendswood city, TX	35,805	Jupiter town, FL	55,156
Fruita city, CO	12,646	Kalamazoo city, MI	74,262
Gahanna city, OH	33,248	Kansas City city, KS	145,786
Gaithersburg city, MD	59,933	Kansas City city, MO	459,787
Galveston city, TX	47,743	Keizer city, OR	36,478
Gardner city, KS	19,123	Kenmore city, WA	20,460
Georgetown city, TX	47,400	Kennedale city, TX	6,763
Germantown city, TN	38,844	Kennett Square borough, PA	6,072
Gilbert town, AZ	208,453	Kent city, WA	92,411
Gillette city, WY	29,087	Kerrville city, TX	22,347
Glen Ellyn village, IL	27,450	Kettering city, OH	56,163
Glendora city, CA	50,073	Key West city, FL	24,649
Glenview village, IL	44,692	King City city, CA	12,874
Globe city, AZ	7,532	King County, WA	1,931,249
Golden city, CO	18,867	Kirkland city, WA	48,787
Golden Valley city, MN	20,371	Kirkwood city, MO	27,540
Goodyear city, AZ	65,275	Knoxville city, IA	7,313
Grafton village, WI	11,459	La Plata town, MD	8,753
Grand Blanc city, MI	8,276	La Porte city, TX	33,800
Grants Pass city, OR	34,533	La Vista city, NE	15,758
Grass Valley city, CA	12,860	Lafayette city, CO	24,453
Greeley city, CO	92,889	Laguna Beach city, CA	22,723
Greenville city, NC	84,554	Laguna Niguel city, CA	62,979
Greenwich town, CT	61,171	Lake Forest city, IL	19,375
Greenwood Village city, CO	13,925	Lake in the Hills village, IL	28,965
Greer city, SC	25,515	Lake Stevens city, WA	28,069
Gunnison County, CO	15,324	Lake Worth city, FL	34,910
Hailey city, ID	7,960	Lake Zurich village, IL	19,631
Haines Borough, AK	2,508	Lakeville city, MN	55,954
Haltom City city, TX	42,409	Lakewood city, CO	142,980
Hamilton city, OH	62,477	Lakewood city, WA	58,163
Hamilton town, MA	7,764	Lane County, OR	351,715
Hanover County, VA	99,863	Lansing city, MI	114,297
Harrisburg city, SD	4,089	Laramie city, WY	30,816
Harrisonburg city, VA	48,914	Larimer County, CO	299,630
Harrisonville city, MO	10,019	Las Cruces city, NM	97,618
Hastings city, MN	22,172	Las Vegas city, NM	13,753
Hayward city, CA	144,186	Las Vegas city, NV	583,756
Henderson city, NV	257,729	Lawrence city, KS	87,643
Herndon town, VA	23,292	Lawrenceville city, GA	28,546
High Point city, NC	104,371	Lee's Summit city, MO	91,364
Highland Park city, IL	29,763	Lehi city, UT	47,407
Highlands Ranch CDP, CO	96,713	Lenexa city, KS	48,190
Holland city, MI	33,051	Lewis County, NY	27,087
Homer Glen village, IL	24,220	Lewiston city, ID	31,894
Honolulu County, HI	953,207	Lewisville city, TX	95,290
Hooksett town, NH	13,451	Lewisville town, NC	12,639
Hopkins city, MN	17,591	Libertyville village, IL	20,315
Hopkinton town, MA	14,925	Lincoln city, NE	258,379
Hoquiam city, WA	8,726	Lincolnwood village, IL	12,590

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Lindsborg city, KS	3,458	New Hanover County, NC	202,667
Little Chute village, WI	10,449	New Hope city, MN	20,339
Littleton city, CO	41,737	New Orleans city, LA	343,829
Livermore city, CA	80,968	New Port Richey city, FL	14,911
Lombard village, IL	43,165	New Smyrna Beach city, FL	22,464
Lone Tree city, CO	10,218	New Ulm city, MN	13,522
Long Grove village, IL	8,043	Newberg city, OR	22,068
Longmont city, CO	86,270	Newport city, RI	24,672
Longview city, TX	80,455	Newport News city, VA	180,719
Lonsdale city, MN	3,674	Newton city, IA	15,254
Los Alamos County, NM	17,950	Noblesville city, IN	51,969
Los Altos Hills town, CA	7,922	Nogales city, AZ	20,837
Louisville city, CO	18,376	Norcross city, GA	9,116
Lower Merion township, PA	57,825	Norfolk city, VA	242,803
Lynchburg city, VA	75,568	North Mankato city, MN	13,394
Lynnwood city, WA	35,836	North Port city, FL	57,357
Macomb County, MI	840,978	North Richland Hills city, TX	63,343
Manassas city, VA	37,821	North Yarmouth town, ME	3,565
Manhattan Beach city, CA	35,135	Novato city, CA	51,904
Manhattan city, KS	52,281	Novi city, MI	55,224
Mankato city, MN	39,309	O'Fallon city, IL	28,281
Maple Grove city, MN	61,567	O'Fallon city, MO	79,329
Maplewood city, MN	38,018	Oak Park village, IL	51,878
Maricopa County, AZ	3,817,117	Oakland city, CA	390,724
Marion city, IA	34,768	Oakley city, CA	35,432
Marshfield city, WI	19,118	Oklahoma City city, OK	579,999
Martinez city, CA	35,824	Olathe city, KS	125,872
Marysville city, WA	60,020	Old Town city, ME	7,840
Matthews town, NC	27,198	Olmsted County, MN	144,248
McAllen city, TX	129,877	Olympia city, WA	46,478
McKinney city, TX	131,117	Orange village, OH	3,323
McMinnville city, OR	32,187	Orland Park village, IL	56,767
Menlo Park city, CA	32,026	Orleans Parish, LA	343,829
Menomonee Falls village, WI	35,626	Oshkosh city, WI	66,083
Mercer Island city, WA	22,699	Oshkosh charter township, MI	21,705
Meridian charter township, MI	39,688	Oswego village, IL	30,355
Meridian city, ID	75,092	Otsego County, MI	24,164
Merriam city, KS	11,003	Ottawa County, MI	263,801
Mesa city, AZ	439,041	Paducah city, KY	25,024
Mesa County, CO	146,723	Palm Beach Gardens city, FL	48,452
Miami Beach city, FL	87,779	Palm Coast city, FL	75,180
Miami city, FL	399,457	Palo Alto city, CA	64,403
Middleton city, WI	17,442	Palos Verdes Estates city, CA	13,438
Midland city, MI	41,863	Papillion city, NE	18,894
Milford city, DE	9,559	Paradise Valley town, AZ	12,820
Milton city, GA	32,661	Park City city, UT	7,558
Minneapolis city, MN	382,578	Parker town, CO	45,297
Missouri City city, TX	67,358	Parkland city, FL	23,962
Modesto city, CA	201,165	Pasco city, WA	59,781
Monterey city, CA	27,810	Pasco County, FL	464,697
Montgomery city, MN	2,956	Payette city, ID	7,433
Montgomery County, MD	971,777	Pearland city, TX	91,252
Monticello city, UT	1,972	Peoria city, AZ	154,065
Montrose city, CO	19,132	Peoria city, IL	115,007
Monument town, CO	5,530	Pflugerville city, TX	46,936
Mooreville town, NC	32,711	Phoenix city, AZ	1,445,632
Moraga town, CA	16,016	Pinehurst village, NC	13,124
Morristown city, TN	29,137	Piqua city, OH	20,522
Morrisville town, NC	18,576	Pitkin County, CO	17,148
Morro Bay city, CA	10,234	Plano city, TX	259,841
Mountain Village town, CO	1,320	Platte City city, MO	4,691
Mountlake Terrace city, WA	19,909	Pleasant Hill city, IA	8,785
Murphy city, TX	17,708	Pleasanton city, CA	70,285
Naperville city, IL	141,853	Plymouth city, MN	70,576
Napoleon city, OH	8,749	Polk County, IA	430,640
Needham CDP, MA	28,886	Pompano Beach city, FL	99,845
Nevada City city, CA	3,068	Port Orange city, FL	56,048
Nevada County, CA	98,764	Port St. Lucie city, FL	164,603
New Braunfels city, TX	57,740	Portland city, OR	583,776
New Brighton city, MN	21,456	Post Falls city, ID	27,574

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Powell city, OH	11,500	Shorewood village, WI	13,162
Prince William County, VA.....	402,002	Sierra Vista city, AZ	43,888
Prior Lake city, MN	22,796	Silverton city, OR	9,222
Pueblo city, CO	106,595	Sioux Center city, IA	7,048
Purcellville town, VA	7,727	Sioux Falls city, SD	153,888
Queen Creek town, AZ	26,361	Skokie village, IL	64,784
Raleigh city, NC	403,892	Snellville city, GA	18,242
Ramsey city, MN	23,668	Snoqualmie city, WA	10,670
Raymond town, ME	4,436	Somerset town, MA	18,165
Raymore city, MO	19,206	South Jordan city, UT	50,418
Redmond city, OR	26,215	South Lake Tahoe city, CA.....	21,403
Redmond city, WA	54,144	Southlake city, TX	26,575
Reno city, NV	225,221	Spearfish city, SD	10,494
Reston CDP, VA	58,404	Spring Hill city, KS.....	5,437
Richland city, WA	48,058	Springboro city, OH.....	17,409
Richmond city, CA	103,701	Springfield city, MO.....	159,498
Richmond Heights city, MO	8,603	Springville city, UT	29,466
Rio Rancho city, NM	87,521	St. Augustine city, FL	12,975
River Falls city, WI	15,000	St. Charles city, IL.....	32,974
Riverside city, CA	303,871	St. Cloud city, FL.....	35,183
Riverside city, MO	2,937	St. Cloud city, MN	65,842
Roanoke city, VA	97,032	St. Joseph city, MO	76,780
Roanoke County, VA	92,376	St. Joseph town, WI	3,842
Rochester Hills city, MI	70,995	St. Louis County, MN.....	200,226
Rock Hill city, SC	66,154	State College borough, PA	42,034
Rockville city, MD.....	61,209	Steamboat Springs city, CO	12,088
Roeland Park city, KS	6,731	Sterling Heights city, MI	129,699
Rogers city, MN	8,597	Sugar Grove village, IL	8,997
Rohnert Park city, CA	40,971	Sugar Land city, TX.....	78,817
Rolla city, MO	19,559	Suisun City city, CA	28,111
Roselle village, IL.....	22,763	Summit city, NJ.....	21,457
Rosemount city, MN	21,874	Summit County, UT	36,324
Rosenberg city, TX	30,618	Summit village, IL	11,054
Roseville city, MN.....	33,660	Sunnyvale city, CA	140,081
Round Rock city, TX.....	99,887	Surprise city, AZ.....	117,517
Royal Oak city, MI.....	57,236	Suwanee city, GA.....	15,355
Saco city, ME	18,482	Tacoma city, WA	198,397
Sahuarita town, AZ	25,259	Takoma Park city, MD	16,715
Salida city, CO	5,236	Tamarac city, FL	60,427
Sammamish city, WA.....	45,780	Temecula city, CA	100,097
San Anselmo town, CA	12,336	Tempe city, AZ	161,719
San Diego city, CA	1,307,402	Temple city, TX.....	66,102
San Francisco city, CA	805,235	Texarkana city, TX	36,411
San Jose city, CA	945,942	The Woodlands CDP, TX.....	93,847
San Juan County, NM	130,044	Thousand Oaks city, CA.....	126,683
San Marcos city, CA.....	83,781	Tigard city, OR.....	48,035
San Marcos city, TX.....	44,894	Tracy city, CA	82,922
San Rafael city, CA	57,713	Trinidad CCD, CO	12,017
Sanford city, FL.....	53,570	Tualatin city, OR	26,054
Sangamon County, IL.....	197,465	Tulsa city, OK	391,906
Santa Clarita city, CA.....	176,320	Twin Falls city, ID	44,125
Santa Fe city, NM	67,947	Tyler city, TX	96,900
Santa Fe County, NM	144,170	Unalaska city, AK	4,376
Santa Monica city, CA.....	89,736	University Heights city, OH	13,539
Sarasota County, FL	379,448	University Park city, TX.....	23,068
Savage city, MN	26,911	Upper Arlington city, OH.....	33,771
Schaumburg village, IL.....	74,227	Urbandale city, IA	39,463
Schertz city, TX.....	31,465	Vail town, CO.....	5,305
Scott County, MN	129,928	Vancouver city, WA	161,791
Scottsdale city, AZ	217,385	Ventura CCD, CA.....	111,889
Seaside city, CA	33,025	Vernon Hills village, IL.....	25,113
Sedona city, AZ	10,031	Vestavia Hills city, AL	34,033
Sevierville city, TN.....	14,807	Victoria city, MN.....	7,345
Shakopee city, MN	37,076	Vienna town, VA	15,687
Sharonville city, OH.....	13,560	Virginia Beach city, VA.....	437,994
Shawnee city, KS	62,209	Walnut Creek city, CA	64,173
Shawnee city, OK	29,857	Washington County, MN	238,136
Sherborn town, MA	4,119	Washington town, NH	1,123
Shoreview city, MN	25,043	Washoe County, NV	421,407
Shorewood village, IL.....	15,615	Washougal city, WA	14,095

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Wauwatosa city, WI	46,396	Wilsonville city, OR.....	19,509
Waverly city, IA	9,874	Windsor town, CO	18,644
Weddington town, NC	9,459	Windsor town, CT	29,044
Wentzville city, MO.....	29,070	Winnetka village, IL	12,187
West Carrollton city, OH	13,143	Winter Garden city, FL.....	34,568
West Chester borough, PA.....	18,461	Woodbury city, MN.....	61,961
West Des Moines city, IA.....	56,609	Woodinville city, WA.....	10,938
Western Springs village, IL	12,975	Woodland city, CA.....	55,468
Westerville city, OH.....	36,120	Wrentham town, MA	10,955
Westlake town, TX	992	Wyandotte County, KS	157,505
Westminster city, CO.....	106,114	Yakima city, WA.....	91,067
Weston town, MA.....	11,261	York County, VA.....	65,464
White House city, TN.....	10,255	Yorktown town, IN.....	9,405
Wichita city, KS.....	382,368	Yorkville city, IL	16,921
Williamsburg city, VA.....	14,068	Yountville city, CA	2,933
Willowbrook village, IL	8,540		
Wilmington city, NC.....	106,476		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Dublin funded this research. Please contact Sue Burness of the City of Dublin at sburness@dublin.oh.us if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community 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 community. 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 community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- 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.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results 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 for 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 vary, with 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). Resident opinion commonly reflects objective performance data but is an important measure on its own. 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."

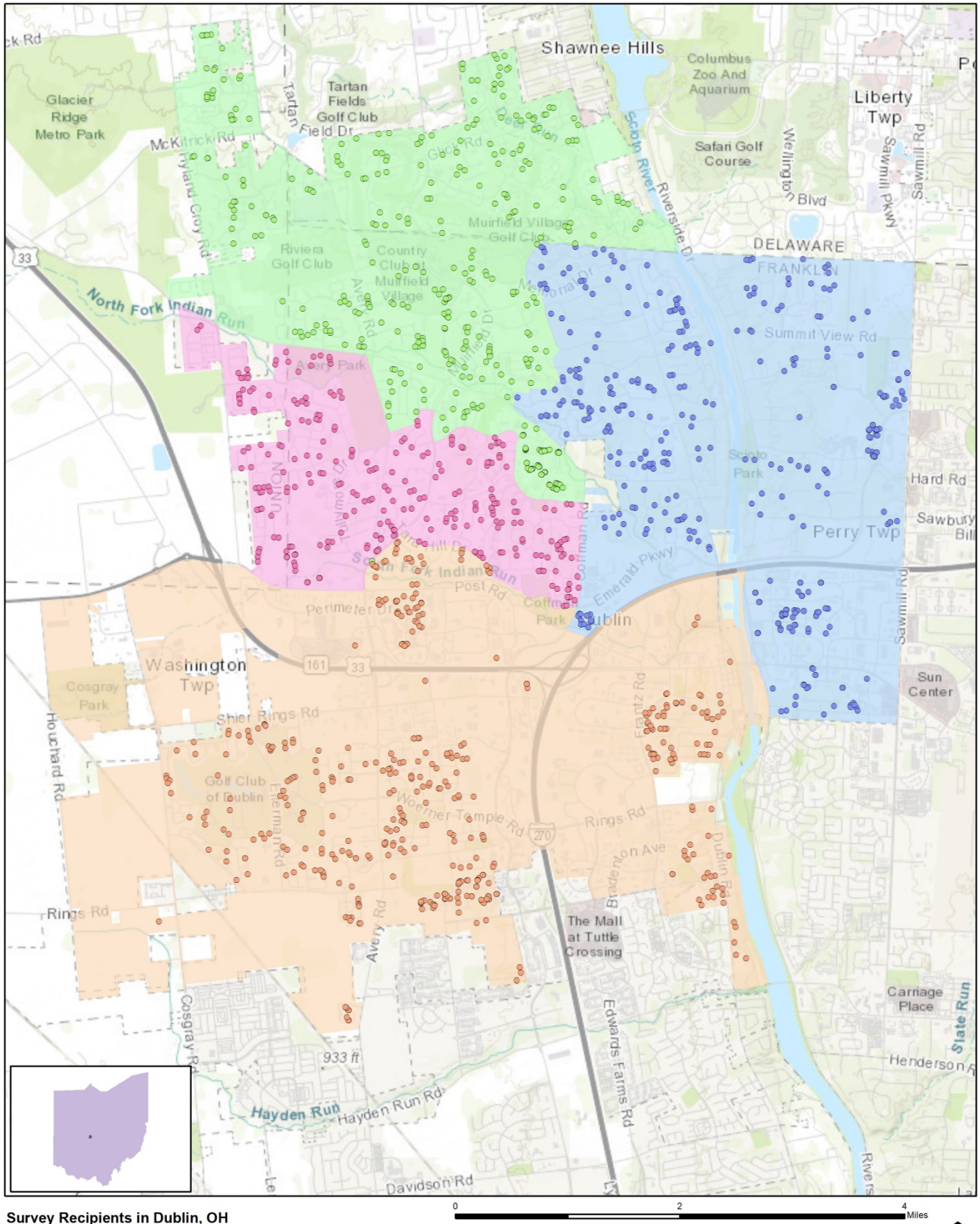
Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Dublin were eligible to participate in the survey. A list of all households within the zip codes serving Dublin was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Dublin households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community 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. Each address identified as being within City boundaries was further identified as being within one of the four Wards.

To choose the 1,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on December 26, 2017. 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 had already done so to refrain from turning in another survey. The survey was available in English. The City of Dublin chose to augment their administration of The NCS with several additional services, including geographic subgroup comparisons and an open-ended question. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following seven weeks.

About 3% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,450 households that received the survey, 495 completed the survey, providing an overall response rate of 34%. Of the 495 completed surveys, 125 were completed online. Additionally, responses were tracked by Ward; response rates by Ward ranged from 32% to 38%. The response rate(s) were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

Table 77: Survey Response Rates by Ward

	Ward 1	Ward 2	Ward 3	Ward 4	Overall
Total sample used	386	450	378	286	1,500
I=Complete Interviews	112	147	123	104	486
P=Partial Interviews	3	2	2	2	9
R=Refusal and break off	0	0	0	0	0
NC=Non Contact	0	0	0	0	0
O=Other	0	0	0	0	0
UH=Unknown household	0	0	0	0	0
UO=Unknown other	249	292	241	173	955
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	32%	34%	34%	38%	34%

Confidence Intervals

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 level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the City of Dublin survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (495 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys 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; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

¹ See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. 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. 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.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Dublin. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type and sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 78: Dublin, OH 2018 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	21%	8%	19%
Own home	79%	92%	81%
Detached unit*	70%	79%	72%
Attached unit*	30%	21%	28%
Race and Ethnicity			
White	82%	85%	82%
Not white	18%	15%	18%
Not Hispanic	98%	97%	95%
Hispanic	2%	3%	5%
Sex and Age			
Female	51%	52%	52%
Male	49%	48%	48%
18-34 years of age	21%	6%	19%
35-54 years of age	51%	43%	53%
55+ years of age	28%	52%	28%
Females 18-34	11%	3%	10%
Females 35-54	26%	22%	27%
Females 55+	14%	26%	15%
Males 18-34	10%	3%	9%
Males 35-54	25%	20%	26%
Males 55+	13%	26%	13%
Ward			
Ward 1	25%	23%	26%
Ward 2	31%	30%	32%
Ward 3	25%	25%	21%
Ward 4	20%	21%	21%

* American Community Survey 2011 5-year estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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 reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Appendix D: Survey Materials

Dear Dublin Resident,

Help us make Dublin a better City!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,



Dana McDaniel
City Manager

Dear Dublin Resident,

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Sincerely,



Dana McDaniel
City Manager



OFFICE OF THE CITY MANAGER
5200 Emerald Parkway
Dublin, Ohio 43017

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January 2018

Dear City of Dublin Resident:

Help us make Dublin a better City. You have been selected at random to participate in the 2018 Dublin Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help shape the City's future.

**OFFICE OF THE
CITY MANAGER**
5200 Emerald Parkway
Dublin, Ohio 43017

phone 614.410.4400
fax 614.410.4490

www.dublinohiousa.gov

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

If you have any questions about the survey please call 614-410-4400.

Thank you for your time and participation!

Sincerely,

Dana McDaniel
City Manager



January 2018

Dear City of Dublin Resident:

Here's a second chance if you haven't already responded to the 2018 Dublin Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Help us make Dublin a better City. You have been selected at random to participate in the 2018 Dublin Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help shape the City's future.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

If you have any questions about the survey please call 614-410-4400.

Thank you for your time and participation!

Sincerely,

Dana McDaniel
City Manager

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Dublin, Ohio 43017

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The City of Dublin 2018 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 visit	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>
Overall feeling of safety in Dublin	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Dublin	1	2	3	4	5
Overall "built environment" of Dublin (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Dublin.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Dublin.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Dublin	1	2	3	4	5

3. 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

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Dublin's downtown/commercial area during the day	1	2	3	4	5	6

5. 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>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Dublin.....	1	2	3	4	5
Ease of travel by public transportation in Dublin	1	2	3	4	5
Ease of travel by bicycle 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
Air quality	1	2	3	4	5
Cleanliness of Dublin	1	2	3	4	5
Overall appearance of Dublin	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. 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>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Dublin.....	1	2	3	4	5
Overall quality of business and service establishments in Dublin	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Dublin.....	1	2	3	4	5
Opportunities to participate in social 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
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Dublin	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Dublin (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Dublin.....	1	2
Reported a crime to the police in Dublin	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted the City of Dublin (in-person, phone, email or web) for help or information	1	2
Contacted Dublin elected officials (in-person, phone, email or web) to express your opinion.....	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Dublin?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Dublin recreation centers or their services	1	2	3	4
Visited a neighborhood park or City park	1	2	3	4
Used Dublin public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Dublin	1	2	3	4
Attended a City-sponsored event	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Dublin	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of Dublin 2018 Citizen Survey

10. 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/Sheriff 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
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
Bus or transit services.....	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
Utility billing	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
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	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
Dublin open space	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by Dublin employees (police, receptionists, planners, etc.).....	1	2	3	4	5

11. 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

12. 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
Overall confidence in Dublin government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Dublin community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Dublin	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Dublin	1	2	3	4
Overall “built environment” of Dublin (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Dublin	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Dublin.....	1	2	3	4
Sense of community.....	1	2	3	4

14. Please indicate how much you agree or disagree with the following statement: “The City of Dublin has been effective in preserving the character of Dublin’s Historic District.”

☐ Strongly agree ☐ Somewhat agree ☐ Somewhat disagree ☐ Strongly disagree ☐ Don’t know

15. How much of a priority, if at all, should each of the following be for the City of Dublin to address in the next two years?

	<i>High Priority</i>	<i>Medium priority</i>	<i>Not a priority</i>
Improving traffic flow on Dublin’s streets and roads.....	1	2	3
Preserving Dublin’s Historic District	1	2	3
Expanding the programs available at the Community Recreation Center.....	1	2	3
Expanding the number and types of public fine arts opportunities (e.g., public art galleries, public art installations, cultural and performing arts venues, etc.).....	1	2	3
Acquiring additional parkland.....	1	2	3
Encouraging more shops and restaurants to locate in Dublin.....	1	2	3
Enhancing Dublin’s riverfront for outdoor recreation	1	2	3

16. Please rate the quality of your home Internet Service Provider (ISP):

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Do not have internet access</i>
Customer service	1	2	3	4	5
Speeds for downloading and uploading	1	2	3	4	5
Value for the cost.....	1	2	3	4	5

17. What change, if any, would you most like your home ISP to make? Choose one:

- ☐ Better customer service
☐ More speed for downloading and uploading
☐ Lower cost
☐ No change needed
☐ Do not have internet access

18. Which of the following best describes your overall impression of the Bridge Street District?

☐ Very favorable ☐ Somewhat favorable ☐ Somewhat unfavorable ☐ Very unfavorable ☐ Don’t know

19. Please explain why you have a favorable or unfavorable impression of the Bridge Street District:

The City of Dublin 2018 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. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Dublin	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- ☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

D3. 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

D4. What is your employment status?

- ☐ Working full time for pay
☐ Working part time for pay
☐ Unemployed, looking for paid work
☐ Unemployed, not looking for paid work
☐ Fully retired

D5. Do you work inside the boundaries of Dublin?

- ☐ Yes, outside the home
☐ Yes, from home
☐ No

D6. 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

D7. Which best describes the building you live in?

- ☐ One family house detached from any other houses
☐ Building with two or more homes (duplex, townhome, apartment or condominium)
☐ Mobile home
☐ Other

D8. Is this house, apartment or mobile home...

- ☐ Rented
☐ Owned

D9. 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

D10. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D11. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D12. 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 \$25,000
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 to \$149,999
☐ \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

D14. 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

D15. 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

D16. What is your sex?

- ☐ Female ☐ Male

D17. Do you consider a cell phone or land line your primary telephone number?

- ☐ Cell ☐ Land line ☐ Both

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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