



THE NCSTM
The National Community SurveyTM

Dover, NH

Technical Appendices

2019



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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 Dover:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Dover as a place to live	31%	N=139	59%	N=265	8%	N=35	2%	N=8	100%	N=447
Your neighborhood as a place to live	37%	N=164	44%	N=198	14%	N=64	4%	N=19	100%	N=446
Dover as a place to raise children	31%	N=110	52%	N=183	16%	N=58	1%	N=4	100%	N=354
Dover as a place to work	19%	N=59	50%	N=155	25%	N=80	6%	N=19	100%	N=313
Dover as a place to visit	19%	N=80	45%	N=188	32%	N=135	4%	N=18	100%	N=420
Dover as a place to retire	19%	N=65	34%	N=115	30%	N=100	17%	N=58	100%	N=338
The overall quality of life in Dover	22%	N=97	61%	N=272	15%	N=67	2%	N=7	100%	N=443

Table 2: Question 2

Please rate each of the following characteristics as they relate to Dover as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Dover	23%	N=100	59%	N=261	16%	N=71	3%	N=12	100%	N=444
Overall ease of getting to the places you usually have to visit	24%	N=107	45%	N=201	24%	N=106	7%	N=32	100%	N=445
Quality of overall natural environment in Dover	18%	N=81	50%	N=225	27%	N=122	4%	N=19	100%	N=447
Overall "built environment" of Dover (including overall design, buildings, parks and transportation systems)	10%	N=44	37%	N=168	40%	N=178	13%	N=58	100%	N=447
Health and wellness opportunities in Dover	22%	N=95	52%	N=223	23%	N=96	3%	N=12	100%	N=426
Overall opportunities for education and enrichment	13%	N=50	57%	N=213	24%	N=90	6%	N=22	100%	N=374
Overall economic health of Dover	11%	N=42	52%	N=202	33%	N=130	4%	N=16	100%	N=391
Sense of community	15%	N=65	45%	N=194	34%	N=146	7%	N=30	100%	N=435
Overall image or reputation of Dover	12%	N=54	56%	N=247	27%	N=119	4%	N=19	100%	N=440

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	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Dover to someone who asks	49%	N=217	38%	N=168	9%	N=38	5%	N=21	100%	N=443
Remain in Dover for the next five years	52%	N=229	26%	N=113	13%	N=56	9%	N=40	100%	N=437

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	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	70%	N=313	21%	N=96	4%	N=17	3%	N=14	2%	N=9	100%	N=448
In Dover's downtown/commercial area during the day	62%	N=275	28%	N=123	5%	N=23	3%	N=11	2%	N=9	100%	N=441

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Dover as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	5%	N=23	29%	N=131	36%	N=161	29%	N=128	100%	N=443
Ease of public parking	10%	N=46	31%	N=136	33%	N=144	26%	N=114	100%	N=440
Ease of travel by car in Dover	11%	N=49	38%	N=168	37%	N=161	14%	N=63	100%	N=441
Ease of travel by public transportation in Dover	12%	N=27	30%	N=66	35%	N=78	24%	N=53	100%	N=224
Ease of travel by bicycle in Dover	13%	N=34	30%	N=78	33%	N=86	25%	N=65	100%	N=264
Ease of walking in Dover	28%	N=119	49%	N=213	20%	N=86	3%	N=15	100%	N=433
Availability of paths and walking trails	17%	N=70	44%	N=180	30%	N=120	9%	N=35	100%	N=405
Air quality	25%	N=109	56%	N=242	16%	N=70	2%	N=10	100%	N=431
Cleanliness of Dover	14%	N=62	56%	N=251	25%	N=112	5%	N=22	100%	N=448
Overall appearance of Dover	17%	N=75	58%	N=258	21%	N=94	4%	N=17	100%	N=444
Public places where people want to spend time	15%	N=66	50%	N=216	30%	N=130	6%	N=24	100%	N=436
Variety of housing options	11%	N=46	33%	N=136	35%	N=144	20%	N=82	100%	N=408
Availability of affordable quality housing	5%	N=18	17%	N=68	38%	N=150	40%	N=155	100%	N=390
Fitness opportunities (including exercise classes and paths or trails, etc.)	15%	N=63	47%	N=193	32%	N=130	6%	N=23	100%	N=410
Recreational opportunities	13%	N=52	45%	N=178	36%	N=142	6%	N=24	100%	N=396
Availability of affordable quality food	24%	N=106	55%	N=243	18%	N=81	3%	N=13	100%	N=443
Availability of affordable quality health care	26%	N=105	51%	N=206	18%	N=75	5%	N=20	100%	N=406
Availability of preventive health services	28%	N=105	50%	N=188	17%	N=66	5%	N=20	100%	N=379
Availability of affordable quality mental health care	15%	N=36	40%	N=96	28%	N=68	17%	N=41	100%	N=241

Table 6: Question 6

Please rate each of the following characteristics as they relate to Dover as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	11%	N=20	41%	N=73	35%	N=62	13%	N=23	100%	N=177
K-12 education	15%	N=37	56%	N=141	22%	N=56	6%	N=16	100%	N=250
Adult educational opportunities	13%	N=28	44%	N=97	35%	N=77	8%	N=17	100%	N=219
Opportunities to attend cultural/arts/music activities	14%	N=55	49%	N=187	31%	N=120	5%	N=20	100%	N=382
Opportunities to participate in religious or spiritual events and activities	20%	N=50	60%	N=152	16%	N=41	4%	N=10	100%	N=254
Employment opportunities	7%	N=21	44%	N=132	38%	N=114	11%	N=34	100%	N=302
Shopping opportunities	10%	N=43	43%	N=188	37%	N=161	9%	N=40	100%	N=432
Cost of living in Dover	4%	N=16	25%	N=108	45%	N=195	26%	N=114	100%	N=434
Overall quality of business and service establishments in Dover	10%	N=45	56%	N=243	30%	N=129	3%	N=13	100%	N=430
Vibrant downtown/commercial area	14%	N=61	47%	N=200	33%	N=141	6%	N=27	100%	N=429
Overall quality of new development in Dover	13%	N=51	39%	N=160	32%	N=132	16%	N=64	100%	N=407
Opportunities to participate in social events and activities	11%	N=44	56%	N=215	30%	N=115	3%	N=11	100%	N=385
Opportunities to volunteer	21%	N=62	52%	N=155	23%	N=69	3%	N=10	100%	N=296
Opportunities to participate in community matters	17%	N=54	49%	N=153	28%	N=88	5%	N=16	100%	N=312
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=47	52%	N=185	28%	N=100	6%	N=22	100%	N=354
Neighborliness of residents in Dover	16%	N=68	44%	N=187	34%	N=146	5%	N=23	100%	N=424

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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	
	%	N	%	N	%	N
Made efforts to conserve water	24%	N=106	76%	N=338	100%	N=444
Made efforts to make your home more energy efficient	28%	N=124	72%	N=318	100%	N=442
Observed a code violation or other hazard in Dover (weeds, abandoned buildings, etc.)	53%	N=236	47%	N=207	100%	N=442
Household member was a victim of a crime in Dover	92%	N=405	8%	N=37	100%	N=442
Reported a crime to the police in Dover	81%	N=360	19%	N=83	100%	N=443
Stocked supplies in preparation for an emergency	71%	N=314	29%	N=125	100%	N=439
Campaigned or advocated for an issue, cause or candidate	81%	N=358	19%	N=85	100%	N=443
Contacted the City of Dover (in-person, phone, email or web) for help or information	45%	N=197	55%	N=244	100%	N=441
Contacted Dover elected officials (in-person, phone, email or web) to express your opinion	83%	N=367	17%	N=75	100%	N=443

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 Dover?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Dover recreation centers or their services	8%	N=37	14%	N=61	29%	N=128	49%	N=216	100%	N=442
Visited a neighborhood park or City park	17%	N=76	30%	N=131	34%	N=148	20%	N=87	100%	N=441
Used Dover public libraries or their services	10%	N=44	29%	N=127	28%	N=124	33%	N=146	100%	N=441
Participated in religious or spiritual activities in Dover	5%	N=24	11%	N=49	11%	N=49	72%	N=321	100%	N=443
Attended a City-sponsored event	2%	N=9	9%	N=39	47%	N=206	43%	N=188	100%	N=443
Used bus, rail, subway or other public transportation instead of driving	4%	N=16	4%	N=17	16%	N=70	77%	N=338	100%	N=441
Carpooled with other adults or children instead of driving alone	9%	N=41	17%	N=74	20%	N=90	54%	N=237	100%	N=442
Walked or biked instead of driving	23%	N=100	19%	N=85	21%	N=91	37%	N=163	100%	N=439
Volunteered your time to some group/activity in Dover	8%	N=33	10%	N=46	17%	N=74	65%	N=289	100%	N=442
Participated in a club	6%	N=26	6%	N=27	8%	N=36	80%	N=348	100%	N=437
Talked to or visited with your immediate neighbors	38%	N=169	29%	N=130	17%	N=75	15%	N=67	100%	N=442
Done a favor for a neighbor	18%	N=79	25%	N=112	32%	N=140	25%	N=111	100%	N=442

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	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	1%	N=3	3%	N=15	16%	N=73	79%	N=351	100%	N=442
Watched (online or on television) a local public meeting	2%	N=9	6%	N=26	19%	N=84	73%	N=324	100%	N=442

Table 10: Question 10

Please rate the quality of each of the following services in Dover:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	43%	N=167	47%	N=181	8%	N=32	2%	N=6	100%	N=385
Fire services	54%	N=189	42%	N=150	4%	N=14	0%	N=0	100%	N=353
Ambulance or emergency medical services	55%	N=174	41%	N=131	3%	N=11	0%	N=0	100%	N=316

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Please rate the quality of each of the following services in Dover:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Crime prevention	25%	N=81	53%	N=175	16%	N=51	6%	N=21	100%	N=329
Fire prevention and education	33%	N=95	56%	N=163	11%	N=30	1%	N=2	100%	N=290
Traffic enforcement	18%	N=67	49%	N=187	26%	N=99	8%	N=29	100%	N=382
Street repair	5%	N=20	29%	N=124	40%	N=168	26%	N=109	100%	N=421
Street cleaning	10%	N=40	47%	N=196	35%	N=145	8%	N=33	100%	N=414
Street lighting	15%	N=63	54%	N=234	23%	N=98	8%	N=36	100%	N=431
Snow removal	22%	N=92	47%	N=198	24%	N=101	7%	N=31	100%	N=421
Sidewalk maintenance	11%	N=44	38%	N=156	35%	N=145	16%	N=68	100%	N=412
Traffic signal timing	9%	N=37	40%	N=170	33%	N=138	19%	N=79	100%	N=424
Bus or transit services	16%	N=29	46%	N=81	28%	N=50	10%	N=18	100%	N=178
Garbage collection	25%	N=95	55%	N=209	16%	N=62	4%	N=16	100%	N=381
Recycling	24%	N=94	50%	N=197	17%	N=65	9%	N=36	100%	N=392
Yard waste pick-up	12%	N=27	44%	N=98	25%	N=55	18%	N=40	100%	N=220
Storm drainage	14%	N=49	49%	N=172	27%	N=96	11%	N=38	100%	N=354
Drinking water	24%	N=99	46%	N=188	22%	N=89	9%	N=35	100%	N=410
Sewer services	26%	N=83	52%	N=171	21%	N=67	1%	N=5	100%	N=325
Power (electric and/or gas) utility	24%	N=101	49%	N=203	22%	N=90	4%	N=17	100%	N=412
Utility billing	17%	N=67	43%	N=169	31%	N=122	8%	N=32	100%	N=390
City parks	22%	N=89	52%	N=205	23%	N=92	3%	N=12	100%	N=397
Recreation programs or classes	21%	N=43	49%	N=102	25%	N=51	5%	N=11	100%	N=207
Recreation centers or facilities	20%	N=45	53%	N=122	22%	N=51	5%	N=11	100%	N=229
Land use, planning and zoning	6%	N=18	36%	N=102	30%	N=83	27%	N=76	100%	N=280
Code enforcement (weeds, abandoned buildings, etc.)	9%	N=24	34%	N=94	35%	N=97	22%	N=60	100%	N=275
Animal control	19%	N=43	54%	N=120	23%	N=53	4%	N=9	100%	N=225
Economic development	12%	N=37	48%	N=155	28%	N=92	12%	N=39	100%	N=323
Health services	26%	N=87	54%	N=184	16%	N=55	4%	N=14	100%	N=340
Public library services	45%	N=157	42%	N=146	11%	N=37	2%	N=7	100%	N=347
Public information services	22%	N=63	49%	N=141	24%	N=68	5%	N=14	100%	N=286
Cable television	12%	N=38	40%	N=132	29%	N=95	19%	N=61	100%	N=326
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	N=35	44%	N=93	34%	N=72	5%	N=10	100%	N=210
Preservation of natural areas such as open space, farmlands and greenbelts	12%	N=36	39%	N=122	34%	N=106	15%	N=47	100%	N=311
Dover open space	9%	N=31	37%	N=125	37%	N=126	17%	N=57	100%	N=340
City-sponsored special events	18%	N=57	52%	N=164	27%	N=87	3%	N=11	100%	N=319
Overall customer service by Dover employees (police, receptionists, planners, etc.)	32%	N=129	48%	N=195	17%	N=71	3%	N=12	100%	N=408

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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 Dover	20%	N=82	60%	N=252	17%	N=71	3%	N=14	100%	N=419
The Federal Government	5%	N=19	34%	N=129	45%	N=171	16%	N=61	100%	N=379

Table 12: Question 12

Please rate the following categories of Dover government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Dover	9%	N=34	35%	N=131	36%	N=135	20%	N=75	100%	N=375
The overall direction that Dover is taking	14%	N=58	41%	N=170	29%	N=121	17%	N=70	100%	N=419
The job Dover government does at welcoming resident involvement	14%	N=47	40%	N=136	35%	N=119	11%	N=37	100%	N=339
Overall confidence in Dover government	11%	N=42	40%	N=152	34%	N=127	15%	N=55	100%	N=376
Generally acting in the best interest of the community	11%	N=44	41%	N=165	34%	N=134	14%	N=55	100%	N=397
Being honest	17%	N=55	43%	N=143	26%	N=84	14%	N=46	100%	N=329
Treating all residents fairly	18%	N=59	38%	N=128	30%	N=102	14%	N=48	100%	N=338

Table 13: Question 13

Please rate how important, if at all, you think it is for the Dover 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 Dover	46%	N=206	43%	N=193	10%	N=43	1%	N=5	100%	N=446
Overall ease of getting to the places you usually have to visit	27%	N=121	50%	N=224	21%	N=91	2%	N=8	100%	N=444
Quality of overall natural environment in Dover	35%	N=154	46%	N=204	18%	N=79	1%	N=3	100%	N=441
Overall "built environment" of Dover (including overall design, buildings, parks and transportation systems)	34%	N=152	46%	N=205	19%	N=87	0%	N=2	100%	N=445
Health and wellness opportunities in Dover	24%	N=104	42%	N=184	31%	N=135	4%	N=18	100%	N=441
Overall opportunities for education and enrichment	33%	N=145	40%	N=178	25%	N=109	3%	N=12	100%	N=444
Overall economic health of Dover	42%	N=185	47%	N=206	11%	N=50	0%	N=1	100%	N=442
Sense of community	31%	N=136	46%	N=204	21%	N=93	2%	N=11	100%	N=443

Table 14: Question 14

Cities are faced with difficult choices. If you were a member of City Council, which of the services listed below would you give high priority for receiving budget dollars, and which of them would you give low priority?	Highest priority		Medium priority		Lowest priority		Total	
Public transportation (COAST, FasTrans, Transportation center)	21%	N=88	63%	N=260	16%	N=66	100%	N=415
Communication with citizens (newsletter, program brochures, Web site)	22%	N=94	57%	N=237	21%	N=89	100%	N=419
City Hall office hours (auto registration, vital records, tax assessing)	16%	N=70	58%	N=244	26%	N=109	100%	N=423
Business retention and economic development	52%	N=219	42%	N=175	6%	N=25	100%	N=418
Downtown public parking	42%	N=183	44%	N=193	13%	N=57	100%	N=433
Programs for low-income families (health services, housing, childcare)	43%	N=180	43%	N=179	14%	N=59	100%	N=418
Youth drug/alcohol prevention efforts (Youth to Youth, DARE)	41%	N=174	46%	N=196	13%	N=58	100%	N=428
Community oriented policing (downtown/neighborhood patrols)	36%	N=151	47%	N=199	17%	N=72	100%	N=422
Middle/high school assigned police officer	41%	N=169	38%	N=158	21%	N=87	100%	N=413
Traffic related police patrols (stop sign, speed, crosswalk enforcement)	22%	N=93	47%	N=202	31%	N=131	100%	N=426

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Cities are faced with difficult choices. If you were a member of City Council, which of the services listed below would you give high priority for receiving budget dollars, and which of them would you give low priority?	Highest priority		Medium priority		Lowest priority		Total	
Victims of crime assistance (case consultation, legal system support)	34%	N=142	51%	N=216	15%	N=64	100%	N=421
Emergency police/fire response (crimes in progress, fire, rescue)	70%	N=304	28%	N=119	2%	N=9	100%	N=432
Emergency ambulance response (advanced life support)	68%	N=291	28%	N=122	4%	N=16	100%	N=429
Fire and life safety public education efforts (home and business)	30%	N=128	45%	N=193	24%	N=104	100%	N=424
Animal control (investigate complaints, retrieve/shelter stray animals)	11%	N=47	48%	N=204	41%	N=173	100%	N=424
Building inspections (plumbing, electrical, safety codes)	29%	N=121	53%	N=225	18%	N=77	100%	N=423
Health inspections (restaurants, housing standards, disease control)	47%	N=200	44%	N=190	9%	N=39	100%	N=429
Municipal building maintenance (custodial/preventative maintenance)	16%	N=69	61%	N=258	22%	N=94	100%	N=422
Parks and playground maintenance (grounds, equipment, safety upgrades)	29%	N=122	58%	N=249	13%	N=57	100%	N=427
Youth playground and summer camp programs	22%	N=88	56%	N=226	23%	N=92	100%	N=406
Indoor pool and related year-round recreation activities	19%	N=80	54%	N=222	27%	N=110	100%	N=413
Outdoor pool and related summer only recreation activities	14%	N=57	53%	N=215	33%	N=136	100%	N=408
Community Fitness Center/Gymnasium and related recreation activities	14%	N=56	47%	N=193	39%	N=162	100%	N=411
Teen Center and related recreation activities	23%	N=92	53%	N=218	24%	N=98	100%	N=408
Senior Center and related recreation activities	20%	N=83	55%	N=224	25%	N=104	100%	N=411
Community events/programs (4th of July, Cochecho Arts, Holidays)	20%	N=83	53%	N=220	28%	N=116	100%	N=419
Availability of public meeting space for organizations and non-profit groups	8%	N=30	45%	N=175	48%	N=186	100%	N=390
Street, sidewalk and curb maintenance	45%	N=193	47%	N=202	8%	N=33	100%	N=428
Storm run-off drainage system maintenance	36%	N=151	53%	N=222	11%	N=47	100%	N=420
Roadside tree trimming and weed control	23%	N=98	51%	N=218	26%	N=109	100%	N=425
Recycling Center hours	14%	N=60	47%	N=198	38%	N=159	100%	N=417
Curbside solid waste and recycling pick up	31%	N=130	55%	N=231	14%	N=58	100%	N=419
Streetscape maintenance (flowers, litter, decorative lights, street signage)	17%	N=70	57%	N=240	26%	N=111	100%	N=421
Street snow plowing	64%	N=275	32%	N=136	4%	N=18	100%	N=430
Sidewalk snow plowing	52%	N=225	41%	N=179	7%	N=28	100%	N=433
Library hours of operation	21%	N=86	47%	N=196	32%	N=134	100%	N=416
Library children's room and related programming	20%	N=82	50%	N=201	29%	N=118	100%	N=402
Library materials (literature, audio, historical documents, museum passes)	21%	N=86	49%	N=205	30%	N=124	100%	N=415
Library public computer availability	18%	N=72	48%	N=199	34%	N=139	100%	N=410
Public Schools	68%	N=287	26%	N=110	5%	N=23	100%	N=419
Extracurricular (school) activities	40%	N=167	46%	N=192	14%	N=58	100%	N=416
Student transportation	44%	N=181	45%	N=186	11%	N=47	100%	N=415

Table 15: 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=20	3%	N=11	5%	N=20	16%	N=71	72%	N=319	100%	N=441
Purchase goods or services from a business located in Dover	1%	N=3	3%	N=11	22%	N=95	50%	N=222	25%	N=109	100%	N=440

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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	
Eat at least 5 portions of fruits and vegetables a day	3%	N=11	10%	N=43	35%	N=151	33%	N=146	20%	N=87	100%	N=438
Participate in moderate or vigorous physical activity	2%	N=10	10%	N=44	30%	N=130	35%	N=153	22%	N=98	100%	N=435
Read or watch local news (via television, paper, computer, etc.)	7%	N=29	14%	N=60	21%	N=93	27%	N=118	31%	N=137	100%	N=438
Vote in local elections	8%	N=36	8%	N=36	8%	N=36	17%	N=75	58%	N=255	100%	N=438

Table 16: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	21%	N=93
Very good	46%	N=202
Good	27%	N=121
Fair	5%	N=21
Poor	1%	N=6
Total	100%	N=443

Table 17: 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	5%	N=23
Somewhat positive	27%	N=120
Neutral	52%	N=229
Somewhat negative	14%	N=60
Very negative	2%	N=11
Total	100%	N=443

Table 18: Question D4

What is your employment status?	Percent	Number
Working full time for pay	66%	N=290
Working part time for pay	11%	N=49
Unemployed, looking for paid work	1%	N=3
Unemployed, not looking for paid work	3%	N=13
Fully retired	19%	N=86
Total	100%	N=440

Table 19: Question D5

Do you work inside the boundaries of Dover?	Percent	Number
Yes, outside the home	32%	N=135
Yes, from home	9%	N=37
No	59%	N=248
Total	100%	N=420

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Table 20: Question D6

How many years have you lived in Dover?	Percent	Number
Less than 2 years	18%	N=78
2 to 5 years	26%	N=116
6 to 10 years	13%	N=57
11 to 20 years	17%	N=73
More than 20 years	27%	N=118
Total	100%	N=443

Table 21: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	48%	N=214
Building with two or more homes (duplex, townhome, apartment or condominium)	48%	N=213
Mobile home	1%	N=5
Other	3%	N=15
Total	100%	N=447

Table 22: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	46%	N=203
Owned	54%	N=242
Total	100%	N=445

Table 23: 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	1%	N=6
\$300 to \$599 per month	4%	N=18
\$600 to \$999 per month	14%	N=57
\$1,000 to \$1,499 per month	33%	N=139
\$1,500 to \$2,499 per month	37%	N=157
\$2,500 or more per month	11%	N=47
Total	100%	N=424

Table 24: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=294
Yes	32%	N=142
Total	100%	N=436

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Table 25: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=341
Yes	23%	N=102
Total	100%	N=443

Table 26: 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	10%	N=43
\$25,000 to \$49,999	18%	N=76
\$50,000 to \$99,999	31%	N=130
\$100,000 to \$149,999	24%	N=101
\$150,000 or more	17%	N=71
Total	100%	N=420

Table 27: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=426
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=6
Total	100%	N=432

Table 28: 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	2%	N=8
Asian, Asian Indian or Pacific Islander	4%	N=17
Black or African American	1%	N=5
White	95%	N=407
Other	1%	N=6

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

Table 29: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=28
25 to 34 years	27%	N=120
35 to 44 years	18%	N=78
45 to 54 years	18%	N=81
55 to 64 years	10%	N=46
65 to 74 years	12%	N=55
75 years or older	8%	N=37
Total	100%	N=444

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Table 30: Question D16

What is your sex?	Percent	Number
Female	51%	N=222
Male	49%	N=215
Total	100%	N=437

Table 31: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	77%	N=338
Land line	14%	N=60
Both	10%	N=42
Total	100%	N=440

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 32: Question 1

Please rate each of the following aspects of quality of life in Dover:	Excellent		Good		Fair		Poor		Don't know		Total	
Dover as a place to live	31%	N=139	59%	N=265	8%	N=35	2%	N=8	0%	N=1	100%	N=448
Your neighborhood as a place to live	37%	N=164	44%	N=198	14%	N=64	4%	N=19	0%	N=1	100%	N=447
Dover as a place to raise children	25%	N=110	41%	N=183	13%	N=58	1%	N=4	20%	N=89	100%	N=444
Dover as a place to work	13%	N=59	35%	N=155	18%	N=80	4%	N=19	29%	N=128	100%	N=441
Dover as a place to visit	18%	N=80	42%	N=188	30%	N=135	4%	N=18	5%	N=22	100%	N=443
Dover as a place to retire	15%	N=65	26%	N=115	23%	N=100	13%	N=58	24%	N=105	100%	N=443
The overall quality of life in Dover	22%	N=97	61%	N=272	15%	N=67	2%	N=7	0%	N=0	100%	N=443

Table 33: Question 2

Please rate each of the following characteristics as they relate to Dover as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Dover	22%	N=100	59%	N=261	16%	N=71	3%	N=12	0%	N=2	100%	N=445
Overall ease of getting to the places you usually have to visit	24%	N=107	45%	N=201	24%	N=106	7%	N=32	0%	N=0	100%	N=445
Quality of overall natural environment in Dover	18%	N=81	50%	N=225	27%	N=122	4%	N=19	0%	N=0	100%	N=447
Overall "built environment" of Dover (including overall design, buildings, parks and transportation systems)	10%	N=44	37%	N=168	40%	N=178	13%	N=58	0%	N=1	100%	N=448
Health and wellness opportunities in Dover	21%	N=95	50%	N=223	21%	N=96	3%	N=12	5%	N=22	100%	N=447
Overall opportunities for education and enrichment	11%	N=50	48%	N=213	20%	N=90	5%	N=22	16%	N=73	100%	N=447
Overall economic health of Dover	9%	N=42	45%	N=202	29%	N=130	4%	N=16	13%	N=57	100%	N=448
Sense of community	15%	N=65	44%	N=194	33%	N=146	7%	N=30	2%	N=9	100%	N=444
Overall image or reputation of Dover	12%	N=54	56%	N=247	27%	N=119	4%	N=19	1%	N=5	100%	N=445

Table 34: 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 Dover to someone who asks	48%	N=217	38%	N=168	9%	N=38	5%	N=21	1%	N=4	100%	N=447
Remain in Dover for the next five years	52%	N=229	25%	N=113	13%	N=56	9%	N=40	2%	N=7	100%	N=444

Table 35: 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	70%	N=313	21%	N=96	4%	N=17	3%	N=14	2%	N=9	0%	N=0	100%	N=448
In Dover's downtown/commercial area during the day	62%	N=275	28%	N=123	5%	N=23	3%	N=11	2%	N=9	1%	N=6	100%	N=447

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Table 36: Question 5

Please rate each of the following characteristics as they relate to Dover as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	5%	N=23	29%	N=131	36%	N=161	29%	N=128	1%	N=4	100%	N=447
Ease of public parking	10%	N=46	30%	N=136	32%	N=144	26%	N=114	2%	N=7	100%	N=447
Ease of travel by car in Dover	11%	N=49	38%	N=168	36%	N=161	14%	N=63	1%	N=6	100%	N=447
Ease of travel by public transportation in Dover	6%	N=27	15%	N=66	17%	N=78	12%	N=53	50%	N=222	100%	N=446
Ease of travel by bicycle in Dover	8%	N=34	18%	N=78	20%	N=86	15%	N=65	40%	N=179	100%	N=442
Ease of walking in Dover	27%	N=119	47%	N=213	19%	N=86	3%	N=15	3%	N=15	100%	N=448
Availability of paths and walking trails	16%	N=70	40%	N=180	27%	N=120	8%	N=35	9%	N=42	100%	N=447
Air quality	24%	N=109	54%	N=242	16%	N=70	2%	N=10	3%	N=14	100%	N=446
Cleanliness of Dover	14%	N=62	56%	N=251	25%	N=112	5%	N=22	0%	N=0	100%	N=448
Overall appearance of Dover	17%	N=75	58%	N=258	21%	N=94	4%	N=17	1%	N=3	100%	N=446
Public places where people want to spend time	15%	N=66	48%	N=216	29%	N=130	5%	N=24	2%	N=11	100%	N=447
Variety of housing options	10%	N=46	30%	N=136	32%	N=144	18%	N=82	9%	N=39	100%	N=447
Availability of affordable quality housing	4%	N=18	15%	N=68	33%	N=150	35%	N=155	13%	N=58	100%	N=448
Fitness opportunities (including exercise classes and paths or trails, etc.)	14%	N=63	44%	N=193	29%	N=130	5%	N=23	8%	N=34	100%	N=444
Recreational opportunities	12%	N=52	40%	N=178	32%	N=142	5%	N=24	12%	N=52	100%	N=448
Availability of affordable quality food	24%	N=106	54%	N=243	18%	N=81	3%	N=13	1%	N=5	100%	N=448
Availability of affordable quality health care	23%	N=105	46%	N=206	17%	N=75	5%	N=20	10%	N=43	100%	N=448
Availability of preventive health services	24%	N=105	42%	N=188	15%	N=66	4%	N=20	15%	N=68	100%	N=447
Availability of affordable quality mental health care	8%	N=36	21%	N=96	15%	N=68	9%	N=41	46%	N=208	100%	N=448

Table 37: Question 6

Please rate each of the following characteristics as they relate to Dover as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	5%	N=20	16%	N=73	14%	N=62	5%	N=23	60%	N=264	100%	N=441
K-12 education	8%	N=37	32%	N=141	13%	N=56	4%	N=16	43%	N=189	100%	N=439
Adult educational opportunities	6%	N=28	22%	N=97	18%	N=77	4%	N=17	50%	N=221	100%	N=440
Opportunities to attend cultural/arts/music activities	13%	N=55	43%	N=187	27%	N=120	5%	N=20	13%	N=56	100%	N=438
Opportunities to participate in religious or spiritual events and activities	11%	N=50	35%	N=152	9%	N=41	2%	N=10	42%	N=185	100%	N=439
Employment opportunities	5%	N=21	30%	N=132	26%	N=114	8%	N=34	31%	N=134	100%	N=436
Shopping opportunities	10%	N=43	43%	N=188	37%	N=161	9%	N=40	2%	N=7	100%	N=440
Cost of living in Dover	4%	N=16	25%	N=108	44%	N=195	26%	N=114	1%	N=6	100%	N=440
Overall quality of business and service establishments in Dover	10%	N=45	55%	N=243	29%	N=129	3%	N=13	2%	N=11	100%	N=441
Vibrant downtown/commercial area	14%	N=61	46%	N=200	32%	N=141	6%	N=27	2%	N=10	100%	N=440
Overall quality of new development in Dover	12%	N=51	36%	N=160	30%	N=132	14%	N=64	8%	N=35	100%	N=441
Opportunities to participate in social events and activities	10%	N=44	49%	N=215	26%	N=115	3%	N=11	13%	N=57	100%	N=442
Opportunities to volunteer	14%	N=62	35%	N=155	16%	N=69	2%	N=10	33%	N=145	100%	N=441
Opportunities to participate in community matters	12%	N=54	35%	N=153	20%	N=88	4%	N=16	29%	N=130	100%	N=442

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Please rate each of the following characteristics as they relate to Dover as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=47	42%	N=185	23%	N=100	5%	N=22	20%	N=86	100%	N=441
Neighborliness of residents in Dover	15%	N=68	43%	N=187	33%	N=146	5%	N=23	4%	N=17	100%	N=441

Table 38: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	24%	N=106	76%	N=338	100%	N=444
Made efforts to make your home more energy efficient	28%	N=124	72%	N=318	100%	N=442
Observed a code violation or other hazard in Dover (weeds, abandoned buildings, etc.)	53%	N=236	47%	N=207	100%	N=442
Household member was a victim of a crime in Dover	92%	N=405	8%	N=37	100%	N=442
Reported a crime to the police in Dover	81%	N=360	19%	N=83	100%	N=443
Stocked supplies in preparation for an emergency	71%	N=314	29%	N=125	100%	N=439
Campaigned or advocated for an issue, cause or candidate	81%	N=358	19%	N=85	100%	N=443
Contacted the City of Dover (in-person, phone, email or web) for help or information	45%	N=197	55%	N=244	100%	N=441
Contacted Dover elected officials (in-person, phone, email or web) to express your opinion	83%	N=367	17%	N=75	100%	N=443

Table 39: 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 Dover?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Dover recreation centers or their services	8%	N=37	14%	N=61	29%	N=128	49%	N=216	100%	N=442
Visited a neighborhood park or City park	17%	N=76	30%	N=131	34%	N=148	20%	N=87	100%	N=441
Used Dover public libraries or their services	10%	N=44	29%	N=127	28%	N=124	33%	N=146	100%	N=441
Participated in religious or spiritual activities in Dover	5%	N=24	11%	N=49	11%	N=49	72%	N=321	100%	N=443
Attended a City-sponsored event	2%	N=9	9%	N=39	47%	N=206	43%	N=188	100%	N=443
Used bus, rail, subway or other public transportation instead of driving	4%	N=16	4%	N=17	16%	N=70	77%	N=338	100%	N=441
Carpooled with other adults or children instead of driving alone	9%	N=41	17%	N=74	20%	N=90	54%	N=237	100%	N=442
Walked or biked instead of driving	23%	N=100	19%	N=85	21%	N=91	37%	N=163	100%	N=439
Volunteered your time to some group/activity in Dover	8%	N=33	10%	N=46	17%	N=74	65%	N=289	100%	N=442
Participated in a club	6%	N=26	6%	N=27	8%	N=36	80%	N=348	100%	N=437
Talked to or visited with your immediate neighbors	38%	N=169	29%	N=130	17%	N=75	15%	N=67	100%	N=442
Done a favor for a neighbor	18%	N=79	25%	N=112	32%	N=140	25%	N=111	100%	N=442

Table 40: 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	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	1%	N=3	3%	N=15	16%	N=73	79%	N=351	100%	N=442
Watched (online or on television) a local public meeting	2%	N=9	6%	N=26	19%	N=84	73%	N=324	100%	N=442

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Table 41: Question 10

Please rate the quality of each of the following services in Dover:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	38%	N=167	41%	N=181	7%	N=32	1%	N=6	12%	N=53	100%	N=438
Fire services	43%	N=189	34%	N=150	3%	N=14	0%	N=0	19%	N=82	100%	N=435
Ambulance or emergency medical services	40%	N=174	30%	N=131	3%	N=11	0%	N=0	27%	N=119	100%	N=435
Crime prevention	19%	N=81	40%	N=175	12%	N=51	5%	N=21	25%	N=107	100%	N=435
Fire prevention and education	22%	N=95	38%	N=163	7%	N=30	0%	N=2	33%	N=143	100%	N=433
Traffic enforcement	15%	N=67	43%	N=187	23%	N=99	7%	N=29	13%	N=55	100%	N=437
Street repair	5%	N=20	28%	N=124	38%	N=168	25%	N=109	4%	N=18	100%	N=439
Street cleaning	9%	N=40	45%	N=196	33%	N=145	8%	N=33	5%	N=21	100%	N=435
Street lighting	14%	N=63	54%	N=234	22%	N=98	8%	N=36	1%	N=5	100%	N=437
Snow removal	21%	N=92	45%	N=198	23%	N=101	7%	N=31	3%	N=14	100%	N=435
Sidewalk maintenance	10%	N=44	36%	N=156	33%	N=145	16%	N=68	5%	N=23	100%	N=435
Traffic signal timing	9%	N=37	39%	N=170	32%	N=138	18%	N=79	3%	N=12	100%	N=436
Bus or transit services	7%	N=29	19%	N=81	11%	N=50	4%	N=18	59%	N=259	100%	N=438
Garbage collection	22%	N=95	48%	N=209	14%	N=62	4%	N=16	12%	N=54	100%	N=435
Recycling	21%	N=94	45%	N=197	15%	N=65	8%	N=36	10%	N=45	100%	N=438
Yard waste pick-up	6%	N=27	22%	N=98	13%	N=55	9%	N=40	49%	N=214	100%	N=434
Storm drainage	11%	N=49	40%	N=172	22%	N=96	9%	N=38	18%	N=80	100%	N=434
Drinking water	23%	N=99	43%	N=188	20%	N=89	8%	N=35	6%	N=25	100%	N=435
Sewer services	19%	N=83	39%	N=171	15%	N=67	1%	N=5	25%	N=111	100%	N=436
Power (electric and/or gas) utility	23%	N=101	47%	N=203	21%	N=90	4%	N=17	5%	N=23	100%	N=435
Utility billing	15%	N=67	39%	N=169	28%	N=122	7%	N=32	11%	N=46	100%	N=437
City parks	20%	N=89	47%	N=205	21%	N=92	3%	N=12	9%	N=38	100%	N=435
Recreation programs or classes	10%	N=43	23%	N=102	12%	N=51	2%	N=11	53%	N=230	100%	N=436
Recreation centers or facilities	10%	N=45	28%	N=122	12%	N=51	3%	N=11	47%	N=204	100%	N=433
Land use, planning and zoning	4%	N=18	24%	N=102	19%	N=83	18%	N=76	35%	N=153	100%	N=433
Code enforcement (weeds, abandoned buildings, etc.)	6%	N=24	22%	N=94	22%	N=97	14%	N=60	37%	N=159	100%	N=434
Animal control	10%	N=43	28%	N=120	12%	N=53	2%	N=9	48%	N=210	100%	N=435
Economic development	9%	N=37	35%	N=155	21%	N=92	9%	N=39	26%	N=114	100%	N=436
Health services	20%	N=87	42%	N=184	13%	N=55	3%	N=14	22%	N=95	100%	N=435
Public library services	36%	N=157	33%	N=146	8%	N=37	2%	N=7	21%	N=90	100%	N=437
Public information services	15%	N=63	33%	N=141	16%	N=68	3%	N=14	34%	N=146	100%	N=432
Cable television	9%	N=38	31%	N=132	22%	N=95	14%	N=61	25%	N=106	100%	N=432
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	N=35	22%	N=93	17%	N=72	2%	N=10	51%	N=218	100%	N=428
Preservation of natural areas such as open space, farmlands and greenbelts	8%	N=36	28%	N=122	24%	N=106	11%	N=47	28%	N=121	100%	N=433
Dover open space	7%	N=31	29%	N=125	29%	N=126	13%	N=57	21%	N=92	100%	N=431
City-sponsored special events	13%	N=57	38%	N=164	20%	N=87	3%	N=11	26%	N=110	100%	N=429

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Please rate the quality of each of the following services in Dover:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall customer service by Dover employees (police, receptionists, planners, etc.)	30%	N=129	45%	N=195	16%	N=71	3%	N=12	6%	N=25	100%	N=433

Table 42: 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 Dover	19%	N=82	58%	N=252	16%	N=71	3%	N=14	4%	N=18	100%	N=438
The Federal Government	4%	N=19	29%	N=129	39%	N=171	14%	N=61	13%	N=58	100%	N=438

Table 43: Question 12

Please rate the following categories of Dover government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Dover	8%	N=34	30%	N=131	31%	N=135	17%	N=75	15%	N=64	100%	N=439
The overall direction that Dover is taking	13%	N=58	39%	N=170	28%	N=121	16%	N=70	4%	N=18	100%	N=438
The job Dover government does at welcoming resident involvement	11%	N=47	31%	N=136	27%	N=119	8%	N=37	23%	N=99	100%	N=438
Overall confidence in Dover government	10%	N=42	35%	N=152	29%	N=127	13%	N=55	14%	N=61	100%	N=438
Generally acting in the best interest of the community	10%	N=44	38%	N=165	30%	N=134	13%	N=55	10%	N=42	100%	N=439
Being honest	13%	N=55	33%	N=143	19%	N=84	11%	N=46	25%	N=110	100%	N=439
Treating all residents fairly	14%	N=59	29%	N=128	23%	N=102	11%	N=48	23%	N=99	100%	N=437

Table 44: Question 13

Please rate how important, if at all, you think it is for the Dover 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 Dover	46%	N=206	43%	N=193	10%	N=43	1%	N=5	100%	N=446
Overall ease of getting to the places you usually have to visit	27%	N=121	50%	N=224	21%	N=91	2%	N=8	100%	N=444
Quality of overall natural environment in Dover	35%	N=154	46%	N=204	18%	N=79	1%	N=3	100%	N=441
Overall "built environment" of Dover (including overall design, buildings, parks and transportation systems)	34%	N=152	46%	N=205	19%	N=87	0%	N=2	100%	N=445
Health and wellness opportunities in Dover	24%	N=104	42%	N=184	31%	N=135	4%	N=18	100%	N=441
Overall opportunities for education and enrichment	33%	N=145	40%	N=178	25%	N=109	3%	N=12	100%	N=444
Overall economic health of Dover	42%	N=185	47%	N=206	11%	N=50	0%	N=1	100%	N=442
Sense of community	31%	N=136	46%	N=204	21%	N=93	2%	N=11	100%	N=443

Table 45: Question 14

Cities are faced with difficult choices. If you were a member of City Council, which of the services listed below would you give high priority for receiving budget dollars, and which of them would you give low priority?	Highest priority		Medium priority		Lowest priority		Don't know		Total	
Public transportation (COAST, FasTrans, Transportation center)	20%	N=88	60%	N=260	15%	N=66	5%	N=22	100%	N=437
Communication with citizens (newsletter, program brochures, Web site)	22%	N=94	55%	N=237	20%	N=89	3%	N=15	100%	N=434
City Hall office hours (auto registration, vital records, tax assessing)	16%	N=70	56%	N=244	25%	N=109	3%	N=12	100%	N=435
Business retention and economic development	50%	N=219	40%	N=175	6%	N=25	4%	N=16	100%	N=434

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Cities are faced with difficult choices. If you were a member of City Council, which of the services listed below would you give high priority for receiving budget dollars, and which of them would you give low priority?	Highest priority		Medium priority		Lowest priority		Don't know		Total	
Downtown public parking	42%	N=183	44%	N=193	13%	N=57	1%	N=6	100%	N=439
Programs for low-income families (health services, housing, childcare)	41%	N=180	41%	N=179	13%	N=59	5%	N=21	100%	N=439
Youth drug/alcohol prevention efforts (Youth to Youth, DARE)	40%	N=174	45%	N=196	13%	N=58	3%	N=12	100%	N=440
Community oriented policing (downtown/neighborhood patrols)	35%	N=151	46%	N=199	16%	N=72	3%	N=14	100%	N=436
Middle/high school assigned police officer	38%	N=169	36%	N=158	20%	N=87	6%	N=27	100%	N=440
Traffic related police patrols (stop sign, speed, crosswalk enforcement)	21%	N=93	46%	N=202	30%	N=131	3%	N=14	100%	N=441
Victims of crime assistance (case consultation, legal system support)	32%	N=142	49%	N=216	15%	N=64	4%	N=18	100%	N=439
Emergency police/fire response (crimes in progress, fire, rescue)	70%	N=304	27%	N=119	2%	N=9	1%	N=5	100%	N=436
Emergency ambulance response (advanced life support)	67%	N=291	28%	N=122	4%	N=16	2%	N=7	100%	N=436
Fire and life safety public education efforts (home and business)	29%	N=128	44%	N=193	24%	N=104	2%	N=10	100%	N=435
Animal control (investigate complaints, retrieve/shelter stray animals)	11%	N=47	47%	N=204	39%	N=173	3%	N=14	100%	N=439
Building inspections (plumbing, electrical, safety codes)	28%	N=121	51%	N=225	18%	N=77	3%	N=14	100%	N=437
Health inspections (restaurants, housing standards, disease control)	46%	N=200	43%	N=190	9%	N=39	2%	N=8	100%	N=437
Municipal building maintenance (custodial/preventative maintenance)	16%	N=69	59%	N=258	22%	N=94	3%	N=13	100%	N=436
Parks and playground maintenance (grounds, equipment, safety upgrades)	28%	N=122	57%	N=249	13%	N=57	2%	N=8	100%	N=436
Youth playground and summer camp programs	20%	N=88	52%	N=226	21%	N=92	7%	N=30	100%	N=436
Indoor pool and related year-round recreation activities	18%	N=80	51%	N=222	25%	N=110	6%	N=27	100%	N=439
Outdoor pool and related summer only recreation activities	13%	N=57	50%	N=215	32%	N=136	6%	N=24	100%	N=433
Community Fitness Center/Gymnasium and related recreation activities	13%	N=56	44%	N=193	37%	N=162	5%	N=24	100%	N=435
Teen Center and related recreation activities	21%	N=92	50%	N=218	23%	N=98	6%	N=26	100%	N=435
Senior Center and related recreation activities	19%	N=83	52%	N=224	24%	N=104	5%	N=24	100%	N=435
Community events/programs (4th of July, Cochecho Arts, Holidays)	19%	N=83	51%	N=220	27%	N=116	3%	N=11	100%	N=430
Availability of public meeting space for organizations and non-profit groups	7%	N=30	41%	N=175	43%	N=186	9%	N=41	100%	N=431
Street, sidewalk and curb maintenance	44%	N=193	46%	N=202	8%	N=33	2%	N=8	100%	N=437
Storm run-off drainage system maintenance	35%	N=151	51%	N=222	11%	N=47	4%	N=15	100%	N=436
Roadside tree trimming and weed control	22%	N=98	50%	N=218	25%	N=109	3%	N=11	100%	N=436
Recycling Center hours	14%	N=60	45%	N=198	37%	N=159	4%	N=18	100%	N=435
Curbside solid waste and recycling pick up	30%	N=130	53%	N=231	13%	N=58	3%	N=14	100%	N=433
Streetscape maintenance (flowers, litter, decorative lights, street signage)	16%	N=70	56%	N=240	26%	N=111	2%	N=9	100%	N=430
Street snow plowing	63%	N=275	31%	N=136	4%	N=18	2%	N=7	100%	N=436
Sidewalk snow plowing	52%	N=225	41%	N=179	7%	N=28	1%	N=3	100%	N=436
Library hours of operation	20%	N=86	45%	N=196	31%	N=134	5%	N=21	100%	N=436
Library children's room and related programming	19%	N=82	46%	N=201	27%	N=118	8%	N=34	100%	N=436
Library materials (literature, audio, historical documents, museum passes)	20%	N=86	47%	N=205	28%	N=124	5%	N=22	100%	N=437
Library public computer availability	17%	N=72	46%	N=199	32%	N=139	6%	N=24	100%	N=434
Public Schools	66%	N=287	25%	N=110	5%	N=23	3%	N=13	100%	N=433
Extracurricular (school) activities	38%	N=167	44%	N=192	13%	N=58	5%	N=20	100%	N=436

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Cities are faced with difficult choices. If you were a member of City Council, which of the services listed below would you give high priority for receiving budget dollars, and which of them would you give low priority?	Highest priority		Medium priority		Lowest priority		Don't know		Total	
	42%	N=181	43%	N=186	11%	N=47	5%	N=22	100%	N=437
Student transportation										

Table 46: 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=20	3%	N=11	5%	N=20	16%	N=71	72%	N=319	100%	N=441
Purchase goods or services from a business located in Dover	1%	N=3	3%	N=11	22%	N=95	50%	N=222	25%	N=109	100%	N=440
Eat at least 5 portions of fruits and vegetables a day	3%	N=11	10%	N=43	35%	N=151	33%	N=146	20%	N=87	100%	N=438
Participate in moderate or vigorous physical activity	2%	N=10	10%	N=44	30%	N=130	35%	N=153	22%	N=98	100%	N=435
Read or watch local news (via television, paper, computer, etc.)	7%	N=29	14%	N=60	21%	N=93	27%	N=118	31%	N=137	100%	N=438
Vote in local elections	8%	N=36	8%	N=36	8%	N=36	17%	N=75	58%	N=255	100%	N=438

Table 47: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	21%	N=93
Very good	46%	N=202
Good	27%	N=121
Fair	5%	N=21
Poor	1%	N=6
Total	100%	N=443

Table 48: 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	5%	N=23
Somewhat positive	27%	N=120
Neutral	52%	N=229
Somewhat negative	14%	N=60
Very negative	2%	N=11
Total	100%	N=443

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	66%	N=290
Working part time for pay	11%	N=49
Unemployed, looking for paid work	1%	N=3
Unemployed, not looking for paid work	3%	N=13
Fully retired	19%	N=86
Total	100%	N=440

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Table 50: Question D5

Do you work inside the boundaries of Dover?	Percent	Number
Yes, outside the home	32%	N=135
Yes, from home	9%	N=37
No	59%	N=248
Total	100%	N=420

Table 51: Question D6

How many years have you lived in Dover?	Percent	Number
Less than 2 years	18%	N=78
2 to 5 years	26%	N=116
6 to 10 years	13%	N=57
11 to 20 years	17%	N=73
More than 20 years	27%	N=118
Total	100%	N=443

Table 52: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	48%	N=214
Building with two or more homes (duplex, townhome, apartment or condominium)	48%	N=213
Mobile home	1%	N=5
Other	3%	N=15
Total	100%	N=447

Table 53: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	46%	N=203
Owned	54%	N=242
Total	100%	N=445

Table 54: 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	1%	N=6
\$300 to \$599 per month	4%	N=18
\$600 to \$999 per month	14%	N=57
\$1,000 to \$1,499 per month	33%	N=139
\$1,500 to \$2,499 per month	37%	N=157
\$2,500 or more per month	11%	N=47
Total	100%	N=424

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Table 55: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=294
Yes	32%	N=142
Total	100%	N=436

Table 56: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=341
Yes	23%	N=102
Total	100%	N=443

Table 57: 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	10%	N=43
\$25,000 to \$49,999	18%	N=76
\$50,000 to \$99,999	31%	N=130
\$100,000 to \$149,999	24%	N=101
\$150,000 or more	17%	N=71
Total	100%	N=420

Table 58: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=426
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=6
Total	100%	N=432

Table 59: 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	2%	N=8
Asian, Asian Indian or Pacific Islander	4%	N=17
Black or African American	1%	N=5
White	95%	N=407
Other	1%	N=6

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

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Table 60: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=28
25 to 34 years	27%	N=120
35 to 44 years	18%	N=78
45 to 54 years	18%	N=81
55 to 64 years	10%	N=46
65 to 74 years	12%	N=55
75 years or older	8%	N=37
Total	100%	N=444

Table 61: Question D16

What is your sex?	Percent	Number
Female	51%	N=222
Male	49%	N=215
Total	100%	N=437

Table 62: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	77%	N=338
Land line	14%	N=60
Both	10%	N=42
Total	100%	N=440

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community 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 Dover 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 Dover’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 Dover’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 Dover’s rating to the benchmark.

In that final column, Dover’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 Dover residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Dover’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Dover’s average rating was more than 20 points different when compared to the benchmark.

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 63: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Dover	83%	226	429	Similar
Overall image or reputation of Dover	69%	212	337	Similar
Dover as a place to live	90%	202	374	Similar
Your neighborhood as a place to live	81%	173	305	Similar
Dover as a place to raise children	83%	194	365	Similar
Dover as a place to retire	53%	253	345	Similar
Overall appearance of Dover	75%	189	336	Similar

Table 64: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Dover	81%	219	346	Similar
	In your neighborhood during the day	91%	207	343	Similar
	In Dover's downtown/commercial area during the day	90%	156	311	Similar
Mobility	Overall ease of getting to the places you usually have to visit	69%	169	270	Similar
	Availability of paths and walking trails	62%	177	306	Similar
	Ease of walking in Dover	77%	78	300	Similar
	Ease of travel by bicycle in Dover	43%	201	299	Similar
	Ease of travel by public transportation in Dover	42%	84	232	Similar
	Ease of travel by car in Dover	49%	240	298	Similar
	Ease of public parking	41%	173	229	Similar
	Traffic flow on major streets	35%	249	326	Similar
Natural Environment	Quality of overall natural environment in Dover	68%	209	272	Similar
	Cleanliness of Dover	70%	184	279	Similar
	Air quality	81%	121	242	Similar
Built Environment	Overall "built environment" of Dover (including overall design, buildings, parks and transportation systems)	47%	202	261	Similar
	Overall quality of new development in Dover	52%	181	286	Similar
	Availability of affordable quality housing	22%	234	295	Lower
	Variety of housing options	45%	181	274	Similar
	Public places where people want to spend time	65%	145	255	Similar
	Overall economic health of Dover	62%	152	267	Similar
	Vibrant downtown/commercial area	61%	78	244	Similar
Economy	Overall quality of business and service establishments in Dover	67%	126	269	Similar
	Cost of living in Dover	29%	208	263	Similar
	Shopping opportunities	53%	162	287	Similar
	Employment opportunities	51%	107	304	Similar
	Dover as a place to visit	64%	138	281	Similar
	Dover as a place to work	68%	148	349	Similar
	Health and wellness opportunities in Dover	75%	117	262	Similar
	Availability of affordable quality mental health care	55%	70	232	Similar
	Availability of preventive health services	77%	40	236	Similar
	Availability of affordable quality health care	76%	49	255	Similar
Recreation and Wellness	Availability of affordable quality food	79%	47	242	Similar
	Recreational opportunities	58%	201	287	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	63%	172	253	Similar
Education and	Overall opportunities for education and enrichment	70%	154	264	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Enrichment	Opportunities to participate in religious or spiritual events and activities	80%	142	203	Similar
	Opportunities to attend cultural/arts/music activities	63%	127	284	Similar
	Adult educational opportunities	57%	127	241	Similar
	K-12 education	71%	172	265	Similar
	Availability of affordable quality child care/preschool	52%	129	254	Similar
Community Engagement	Opportunities to participate in social events and activities	67%	115	260	Similar
	Neighborhoodness of Dover	60%	140	256	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	65%	121	287	Similar
	Opportunities to participate in community matters	67%	113	270	Similar
	Opportunities to volunteer	73%	112	261	Similar

Table 65: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Dover	80%	172	399	Similar
Overall customer service by Dover employees (police, receptionists, planners, etc.)	79%	103	365	Similar
Value of services for the taxes paid to Dover	44%	274	383	Similar
Overall direction that Dover is taking	54%	193	308	Similar
Job Dover government does at welcoming resident involvement	54%	126	311	Similar
Overall confidence in Dover government	52%	146	268	Similar
Generally acting in the best interest of the community	53%	162	268	Similar
Being honest	60%	121	259	Similar
Treating all residents fairly	56%	133	265	Similar
Services provided by the Federal Government	39%	118	248	Similar

Table 66: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	90%	79	424	Similar
	Fire services	96%	94	362	Similar
	Ambulance or emergency medical services	97%	49	325	Similar
	Crime prevention	78%	129	347	Similar
	Fire prevention and education	89%	68	279	Similar
	Animal control	73%	87	315	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	61%	144	273	Similar
	Traffic enforcement	67%	147	351	Similar
	Street repair	34%	259	356	Similar
	Street cleaning	57%	200	311	Similar
Mobility	Street lighting	69%	110	313	Similar
	Snow removal	69%	106	264	Similar
	Sidewalk maintenance	48%	187	304	Similar
	Traffic signal timing	49%	159	258	Similar
	Bus or transit services	62%	65	226	Similar
	Garbage collection	80%	255	331	Similar
	Recycling	74%	244	338	Similar
Natural Environment	Yard waste pick-up	57%	242	263	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Drinking water	70%	152	294	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	51%	191	250	Similar
	Dover open space	46%	202	238	Similar
	Storm drainage	62%	198	329	Similar
	Sewer services	78%	136	300	Similar
	Power (electric and/or gas) utility	74%	124	183	Similar
	Utility billing	61%	170	230	Similar
	Land use, planning and zoning	43%	216	292	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	43%	241	370	Similar
Built Environment	Cable television	52%	102	199	Similar
Economy	Economic development	60%	123	278	Similar
	City parks	74%	214	307	Similar
	Recreation programs or classes	70%	168	308	Similar
Recreation and Wellness	Recreation centers or facilities	73%	136	271	Similar
	Health services	80%	54	218	Similar
Education and Enrichment	City-sponsored special events	69%	134	278	Similar
	Public library services	87%	112	318	Similar
Community Engagement	Public information services	71%	105	281	Similar

Table 67: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	60%	175	299	Similar
Recommend living in Dover to someone who asks	87%	152	278	Similar
Remain in Dover for the next five years	78%	224	273	Similar
Contacted Dover (in-person, phone, email or web) for help or information	55%	37	316	Higher

Table 68: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	29%	151	233	Similar
	Did NOT report a crime to the police	81%	121	259	Similar
Safety	Household member was NOT a victim of a crime	92%	94	268	Similar
	Used bus, rail, subway or other public transportation instead of driving	23%	84	212	Similar
	Carpooled with other adults or children instead of driving alone	46%	81	247	Similar
Mobility	Walked or biked instead of driving	63%	87	256	Similar
	Made efforts to conserve water	76%	180	241	Similar
	Made efforts to make your home more energy efficient	72%	190	243	Similar
Natural Environment	Recycle at home	93%	106	255	Similar
	Did NOT observe a code violation or other hazard in Dover	53%	135	250	Similar
Built Environment	NOT experiencing housing costs stress	62%	201	254	Similar
	Purchase goods or services from a business located in Dover	97%	126	253	Similar
Economy	Economy will have positive impact on income	32%	134	255	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Work inside boundaries of Dover	41%	109	254	Similar
Recreation and Wellness	Used Dover recreation centers or their services	51%	170	236	Similar
	Visited a neighborhood park or City park	80%	184	263	Similar
	Eat at least 5 portions of fruits and vegetables a day	88%	33	244	Similar
	Participate in moderate or vigorous physical activity	87%	88	249	Similar
	In very good to excellent health	67%	98	249	Similar
Education and Enrichment	Used Dover public libraries or their services	67%	71	244	Similar
	Participated in religious or spiritual activities in Dover	28%	187	203	Lower
	Attended City-sponsored event	57%	104	258	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	19%	165	237	Similar
	Contacted Dover elected officials (in-person, phone, email or web) to express your opinion	17%	125	251	Similar
	Volunteered your time to some group/activity in Dover	35%	149	261	Similar
	Participated in a club	20%	177	242	Similar
	Talked to or visited with your immediate neighbors	85%	226	251	Similar
	Done a favor for a neighbor	75%	209	246	Similar
	Attended a local public meeting	21%	127	260	Similar
	Watched (online or on television) a local public meeting	27%	67	230	Similar
	Read or watch local news (via television, paper, computer, etc.)	80%	199	254	Similar
	Vote in local elections	84%	156	256	Similar

Communities included in national comparisons

The communities included in Dover’s comparisons are listed on the following pages along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO	487,850	Avon town, IN	16,479
Airway Heights city, WA	8,017	Avondale city, AZ	81,590
Albany city, OR	52,007	Azusa city, CA	49,029
Albemarle County, VA	105,105	Bainbridge Island city, WA	23,689
Albert Lea city, MN	17,716	Baltimore city, MD	619,796
Alexandria city, VA	154,710	Baltimore County, MD	828,637
American Canyon city, CA	20,341	Battle Creek city, MI	51,505
Ames city, IA	65,005	Bay Village city, OH	15,426
Ankeny city, IA	56,237	Baytown city, TX	76,205
Ann Arbor city, MI	119,303	Bedford city, TX	49,082
Apache Junction city, AZ	38,452	Bedford town, MA	14,105
Arapahoe County, CO	626,612	Bellevue city, WA	139,014
Arlington city, TX	388,225	Bellingham city, WA	85,388
Arvada city, CO	115,320	Bend city, OR	87,167
Asheville city, NC	89,318	Bethlehem township, PA	23,800
Ashland city, OR	20,733	Bettendorf city, IA	35,293
Ashland town, MA	17,478	Billings city, MT	109,082
Ashland town, VA	7,554	Bloomington city, IN	83,636
Aspen city, CO	7,097	Bloomington city, MN	85,417
Athens-Clarke County, GA	122,292	Boise City city, ID	220,859
Auburn city, AL	61,462	Bonner Springs city, KS	7,644
Augusta CCD, GA	136,103	Boulder city, CO	106,271
Aurora city, CO	357,323	Bowling Green city, KY	64,302
Austin city, TX	916,906	Bozeman city, MT	43,132
Avon town, CO	6,503	Brentwood city, TN	41,524

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Brighton city, CO.....	38,016	Davidson town, NC.....	12,325
Brookline CDP, MA.....	59,246	Dayton city, OH.....	140,939
Brooklyn Center city, MN.....	30,885	Dayton town, WY.....	815
Brooklyn city, OH.....	10,891	Dearborn city, MI.....	95,295
Broomfield city, CO.....	64,283	Decatur city, GA.....	22,022
Brownsburg town, IN.....	24,625	Del Mar city, CA.....	4,338
Buffalo Grove village, IL.....	41,551	DeLand city, FL.....	30,315
Burlingame city, CA.....	30,401	Delaware city, OH.....	38,193
Cabarrus County, NC.....	196,716	Denison city, TX.....	23,342
Cambridge city, MA.....	110,893	Denton city, TX.....	131,097
Canandaigua city, NY.....	10,402	Denver city, CO.....	678,467
Cannon Beach city, OR.....	1,517	Des Moines city, IA.....	214,778
Cañon City city, CO.....	16,298	Des Peres city, MO.....	8,536
Canton city, SD.....	3,352	Destin city, FL.....	13,421
Cape Coral city, FL.....	173,679	Dover city, NH.....	30,901
Carlsbad city, CA.....	113,147	Dublin city, CA.....	57,022
Carroll city, IA.....	9,937	Dublin city, OH.....	44,442
Cartersville city, GA.....	20,235	Duluth city, MN.....	86,066
Cary town, NC.....	159,715	Durham city, NC.....	257,232
Castle Rock town, CO.....	57,274	Durham County, NC.....	300,865
Cedar Hill city, TX.....	48,149	Dyer town, IN.....	16,077
Cedar Park city, TX.....	70,010	Eagan city, MN.....	66,102
Cedar Rapids city, IA.....	130,330	Eagle Mountain city, UT.....	27,773
Celina city, TX.....	7,910	Eau Claire city, WI.....	67,945
Centennial city, CO.....	108,448	Eden Prairie city, MN.....	63,660
Chandler city, AZ.....	245,160	Eden town, VT.....	1,254
Chandler city, TX.....	2,896	Edgewater city, CO.....	5,299
Chanhassen city, MN.....	25,108	Edina city, MN.....	50,603
Chapel Hill town, NC.....	59,234	Edmond city, OK.....	89,769
Chardon city, OH.....	5,166	Edmonds city, WA.....	41,309
Charles County, MD.....	156,021	El Cerrito city, CA.....	24,982
Charlotte County, FL.....	173,236	El Paso de Robles (Paso Robles) city, CA.....	31,409
Charlottesville city, VA.....	46,487	Elk Grove city, CA.....	166,228
Chattanooga city, TN.....	176,291	Elmhurst city, IL.....	46,139
Chautauqua town, NY.....	4,362	Englewood city, CO.....	33,155
Chesterfield County, VA.....	335,594	Erie town, CO.....	22,019
Clackamas County, OR.....	399,962	Estes Park town, CO.....	6,248
Clayton city, MO.....	16,214	Euclid city, OH.....	47,698
Clearwater city, FL.....	112,794	Fairview town, TX.....	8,473
Cleveland Heights city, OH.....	45,024	Farmers Branch city, TX.....	33,808
Clinton city, SC.....	8,538	Farmersville city, TX.....	3,440
Clive city, IA.....	17,134	Farmington Hills city, MI.....	81,235
Clovis city, CA.....	104,411	Farmington town, CT.....	25,596
College Park city, MD.....	32,186	Fate city, TX.....	10,339
College Station city, TX.....	107,445	Fayetteville city, GA.....	17,069
Colleyville city, TX.....	25,557	Fayetteville city, NC.....	210,324
Collinsville city, IL.....	24,767	Ferguson township, PA.....	18,837
Columbia city, MO.....	118,620	Fernandina Beach city, FL.....	11,957
Columbia city, SC.....	132,236	Flower Mound town, TX.....	71,575
Columbia Falls city, MT.....	5,054	Forest Grove city, OR.....	23,554
Commerce City city, CO.....	52,905	Fort Collins city, CO.....	159,150
Concord city, CA.....	128,160	Franklin city, TN.....	72,990
Concord town, MA.....	19,357	Frederick town, CO.....	11,397
Conshohocken borough, PA.....	7,985	Fremont city, CA.....	230,964
Coolidge city, AZ.....	12,221	Fruita city, CO.....	13,039
Coon Rapids city, MN.....	62,342	Gahanna city, OH.....	34,691
Coral Springs city, FL.....	130,110	Gaithersburg city, MD.....	67,417
Coronado city, CA.....	24,053	Galveston city, TX.....	49,706
Corvallis city, OR.....	56,224	Gardner city, KS.....	21,059
Cottonwood Heights city, UT.....	34,214	Germantown city, TN.....	39,230
Coventry Lake CDP, CT.....	2,932	Gilbert town, AZ.....	232,176
Creve Coeur city, MO.....	18,259	Gillette city, WY.....	31,783
Cupertino city, CA.....	60,687	Glen Ellyn village, IL.....	27,983
Dacono city, CO.....	4,929	Glendora city, CA.....	51,891
Dakota County, MN.....	414,655	Glenview village, IL.....	47,066
Dallas city, OR.....	15,413	Golden city, CO.....	20,365
Dallas city, TX.....	1,300,122	Golden Valley city, MN.....	21,208
Danville city, KY.....	16,657	Goodyear city, AZ.....	74,953
Darien city, IL.....	22,206	Grafton village, WI.....	11,576
Davenport city, FL.....	3,665	Grand Blanc city, MI.....	7,964

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Grants Pass city, OR.....	36,687	Las Cruces city, NM.....	101,014
Grass Valley city, CA.....	12,893	Las Vegas city, NM.....	13,445
Greeley city, CO.....	100,760	Lawrence city, KS.....	93,954
Greenville city, NC.....	90,347	Lawrenceville city, GA.....	29,287
Greenwich town, CT.....	62,782	Lehi city, UT.....	58,351
Greenwood Village city, CO.....	15,397	Lenexa city, KS.....	52,030
Greer city, SC.....	28,587	Lewisville city, TX.....	103,638
Gunnison County, CO.....	16,215	Lewisville town, NC.....	13,516
Haltom City city, TX.....	44,059	Libertyville village, IL.....	20,504
Hamilton city, OH.....	62,216	Lincolnwood village, IL.....	12,637
Hamilton town, MA.....	7,991	Lindsborg city, KS.....	3,313
Hampton city, VA.....	136,255	Little Chute village, WI.....	11,006
Hanover County, VA.....	103,218	Littleton city, CO.....	45,848
Harrisburg city, SD.....	5,429	Livermore city, CA.....	88,232
Harrisonburg city, VA.....	53,064	Lombard village, IL.....	43,776
Harrisonville city, MO.....	10,025	Lone Tree city, CO.....	13,430
Hastings city, MN.....	22,620	Long Grove village, IL.....	7,980
Henderson city, NV.....	284,817	Longmont city, CO.....	91,730
Herndon town, VA.....	24,545	Lonsdale city, MN.....	3,850
High Point city, NC.....	109,849	Los Alamos County, NM.....	18,031
Highland Park city, IL.....	29,796	Los Altos Hills town, CA.....	8,490
Highlands Ranch CDP, CO.....	105,264	Loudoun County, VA.....	374,558
Homer Glen village, IL.....	24,403	Louisville city, CO.....	20,319
Honolulu County, HI.....	990,060	Lower Merion township, PA.....	58,500
Hoquiam city, WA.....	8,416	Lynchburg city, VA.....	79,237
Horry County, SC.....	310,186	Lynnwood city, WA.....	37,242
Hudson town, CO.....	1,709	Manassas city, VA.....	41,379
Huntley village, IL.....	26,265	Manhattan Beach city, CA.....	35,698
Huntsville city, TX.....	40,727	Manhattan city, KS.....	55,427
Hutchinson city, MN.....	13,836	Mankato city, MN.....	41,241
Hutto city, TX.....	22,644	Maple Grove city, MN.....	68,362
Independence city, MO.....	117,369	Maplewood city, MN.....	40,127
Indio city, CA.....	86,867	Maricopa County, AZ.....	4,155,501
Iowa City city, IA.....	73,415	Marin County, CA.....	260,814
Irving city, TX.....	235,648	Marion city, IA.....	38,014
Issaquah city, WA.....	35,629	Mariposa County, CA.....	17,658
Jackson city, MO.....	14,690	Marshfield city, WI.....	18,326
Jackson County, MI.....	158,989	Martinez city, CA.....	37,902
James City County, VA.....	73,028	Marysville city, WA.....	66,178
Jefferson County, NY.....	116,567	Maui County, HI.....	164,094
Jefferson Parish, LA.....	437,038	McKinney city, TX.....	164,760
Jerome city, ID.....	11,306	McMinnville city, OR.....	33,211
Johnson City city, TN.....	65,598	Mecklenburg County, NC.....	1,034,290
Johnston city, IA.....	20,172	Menlo Park city, CA.....	33,661
Jupiter town, FL.....	62,373	Menomonee Falls village, WI.....	36,411
Kalamazoo city, MI.....	75,833	Mercer Island city, WA.....	24,768
Kansas City city, KS.....	151,042	Meridian charter township, MI.....	41,903
Kansas City city, MO.....	476,974	Meridian city, ID.....	91,917
Keizer city, OR.....	37,910	Merriam city, KS.....	11,259
Kent city, WA.....	126,561	Mesa city, AZ.....	479,317
Kerrville city, TX.....	22,931	Miami Beach city, FL.....	92,187
Key West city, FL.....	25,316	Miami city, FL.....	443,007
King City city, CA.....	13,721	Middleton city, WI.....	18,951
Kingman city, AZ.....	28,855	Midland city, MI.....	41,958
Kirkland city, WA.....	86,772	Milford city, DE.....	10,645
Kirkwood city, MO.....	27,659	Milton city, GA.....	37,556
Knoxville city, IA.....	7,202	Minneapolis city, MN.....	411,452
La Plata town, MD.....	9,160	Minnetrista city, MN.....	7,187
La Vista city, NE.....	17,062	Missouri City city, TX.....	72,688
Laguna Niguel city, CA.....	65,429	Moline city, IL.....	42,644
Lake Forest city, IL.....	18,931	Monroe city, MI.....	20,128
Lake in the Hills village, IL.....	28,908	Montgomery city, MN.....	2,921
Lake Zurich village, IL.....	19,983	Montgomery County, MD.....	1,039,198
Lakeville city, MN.....	61,056	Monticello city, UT.....	2,599
Lakewood city, CO.....	151,411	Montrose city, CO.....	18,918
Lakewood city, WA.....	59,102	Moraga town, CA.....	17,231
Lancaster County, SC.....	86,544	Morristown city, TN.....	29,446
Lansing city, MI.....	115,222	Morrisville town, NC.....	23,873
Laramie city, WY.....	32,104	Morro Bay city, CA.....	10,568
Larimer County, CO.....	330,976	Mountlake Terrace city, WA.....	20,922

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Murphy city, TX	20,361	Prince William County, VA.....	450,763
Naperville city, IL	146,431	Prior Lake city, MN.....	25,452
Napoleon city, OH	8,646	Pueblo city, CO	109,122
Nederland city, TX	17,284	Purcellville town, VA.....	9,217
Needham CDP, MA	30,429	Queen Creek town, AZ	33,298
Nevada City city, CA.....	3,112	Raleigh city, NC	449,477
Nevada County, CA	98,838	Ramsey city, MN.....	25,853
New Braunfels city, TX	70,317	Raymond town, ME.....	4,497
New Brighton city, MN.....	22,440	Raymore city, MO	20,358
New Concord village, OH.....	2,561	Redmond city, OR	28,492
New Hope city, MN.....	20,909	Redmond city, WA	60,712
New Orleans city, LA	388,182	Redwood City city, CA	84,368
New Ulm city, MN	13,249	Reno city, NV.....	239,732
Newport city, RI.....	24,745	Richland city, WA.....	53,991
Newport News city, VA.....	180,775	Richmond city, CA	108,853
Newton city, IA.....	15,085	Richmond Heights city, MO.....	8,466
Niles village, IL	29,823	Rio Rancho city, NM.....	93,317
Noblesville city, IN	59,807	River Falls city, WI	15,256
Norcross city, GA	16,474	Riverside city, CA	321,570
Norfolk city, NE.....	24,352	Roanoke city, VA.....	99,572
Norfolk city, VA.....	245,752	Roanoke County, VA	93,419
North Mankato city, MN.....	13,583	Rochester city, NY.....	209,463
North Port city, FL.....	62,542	Rock Hill city, SC.....	70,764
North Yarmouth town, ME.....	3,714	Rockville city, MD.....	66,420
Northglenn city, CO.....	38,473	Roeland Park city, KS	6,810
Novato city, CA.....	55,378	Rohnert Park city, CA	42,305
Novi city, MI	58,835	Rolla city, MO	20,013
O'Fallon city, IL.....	29,095	Rosemount city, MN.....	23,474
Oak Park village, IL.....	52,229	Rosenberg city, TX.....	35,867
Oakley city, CA	39,950	Roseville city, MN.....	35,624
Oklahoma City city, OK.....	629,191	Round Rock city, TX.....	116,369
Olmsted County, MN	151,685	Royal Palm Beach village, FL.....	37,665
Olympia city, WA	49,928	Sacramento city, CA	489,650
Orange village, OH.....	3,280	Sahuarita town, AZ	28,257
Orland Park village, IL.....	59,161	Sammamish city, WA	62,877
Orleans Parish, LA.....	388,182	San Diego city, CA	1,390,966
Oshkosh city, WI.....	66,649	San Jose city, CA	1,023,031
Oswego village, IL.....	33,759	San Marcos city, CA	93,493
Ottawa County, MI.....	280,243	San Marcos city, TX.....	59,935
Overland Park city, KS.....	186,147	Sangamon County, IL.....	198,134
Paducah city, KY	24,879	Santa Fe city, NM.....	82,980
Palm Beach Gardens city, FL.....	53,119	Santa Fe County, NM	147,514
Palm Coast city, FL.....	82,356	Sarasota County, FL.....	404,839
Palo Alto city, CA	67,082	Savage city, MN.....	30,011
Palos Verdes Estates city, CA	13,591	Schaumburg village, IL.....	74,427
Papillion city, NE	19,478	Schertz city, TX.....	38,199
Paradise Valley town, AZ	13,961	Scott County, MN.....	141,463
Park City city, UT	8,167	Scottsdale city, AZ	239,283
Parker town, CO	51,125	Sedona city, AZ.....	10,246
Parkland city, FL	28,901	Sevierville city, TN	16,387
Pasco city, WA.....	70,607	Shakopee city, MN.....	40,024
Pasco County, FL	498,136	Sharonville city, OH.....	13,974
Payette city, ID.....	7,366	Shawnee city, KS	64,840
Pearland city, TX.....	113,693	Shawnee city, OK.....	30,974
Peoria city, IL	115,424	Sherborn town, MA	4,302
Pflugerville city, TX	58,013	Shoreline city, WA.....	55,431
Pinehurst village, NC	15,580	Shoreview city, MN.....	26,432
Piqua city, OH.....	20,793	Shorewood village, IL.....	16,809
Pitkin County, CO.....	17,747	Sierra Vista city, AZ.....	43,585
Plano city, TX	281,566	Silverton city, OR	9,757
Platte City city, MO.....	4,867	Sioux Falls city, SD.....	170,401
Pleasant Hill city, IA	9,608	Skokie village, IL	64,773
Pleasanton city, CA	79,341	Snoqualmie city, WA	12,944
Polk County, IA.....	467,235	Snowmass Village town, CO.....	2,827
Pompano Beach city, FL	107,542	Somerset town, MA.....	18,257
Port Orange city, FL	60,315	South Jordan city, UT	65,523
Port St. Lucie city, FL	178,778	Southlake city, TX	30,090
Portland city, OR.....	630,331	Spearfish city, SD.....	11,300
Powell city, OH	12,658	Springfield city, MO.....	165,785
Powhatan County, VA.....	28,364	Springville city, UT	32,319

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St. Augustine city, FL	13,952	Vienna town, VA	16,474
St. Charles city, IL	32,730	Virginia Beach city, VA	450,057
St. Joseph city, MO	76,819	Walnut Creek city, CA	68,516
St. Louis County, MN	200,294	Warrensburg city, MO	19,890
State College borough, PA	42,224	Washington County, MN	250,979
Steamboat Springs city, CO	12,520	Washoe County, NV	445,551
Sugar Land city, TX	86,886	Washougal city, WA	15,241
Suisun City city, CA	29,280	Wauwatosa city, WI	47,687
Summit County, UT	39,731	Wentzville city, MO	35,768
Sunnyvale city, CA	151,565	West Carrollton city, OH	12,963
Surprise city, AZ	129,534	West Chester township, OH	62,804
Suwanee city, GA	18,655	Western Springs village, IL	13,187
Tacoma city, WA	207,280	Westerville city, OH	38,604
Takoma Park city, MD	17,643	Westlake town, TX	1,006
Temecula city, CA	110,722	Westminster city, CO	111,895
Tempe city, AZ	178,339	Westminster city, MD	18,557
Temple city, TX	71,795	Wheat Ridge city, CO	31,162
Texarkana city, TX	37,222	White House city, TN	11,107
The Woodlands CDP, TX	109,608	Wichita city, KS	389,054
Tigard city, OR	51,355	Williamsburg city, VA	14,817
Tinley Park village, IL	57,107	Willowbrook village, IL	8,598
Tracy city, CA	87,613	Wilmington city, NC	115,261
Trinidad CCD, CO	10,819	Wilsonville city, OR	22,789
Tualatin city, OR	27,135	Windsor town, CO	23,386
Tulsa city, OK	401,352	Windsor town, CT	29,037
Tustin city, CA	80,007	Winnetka village, IL	12,504
Twin Falls city, ID	47,340	Winter Garden city, FL	40,799
Unalaska city, AK	4,809	Woodbury city, MN	67,648
University Heights city, OH	13,201	Woodinville city, WA	11,675
University Park city, TX	24,692	Wyandotte County, KS	163,227
Urbandale city, IA	42,222	Yakima city, WA	93,182
Vail town, CO	5,425	York County, VA	67,196
Ventura CCD, CA	115,218	Yorktown town, IN	11,200
Vernon Hills village, IL	26,084	Yorkville city, IL	18,691
Vestavia Hills city, AL	34,003	Yountville city, CA	2,978
Victoria city, MN	8,679		

Appendix C: Detailed Survey Methods

The National Community 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 Dover funded this research. Please contact Colleen Bessette of the City of Dover at c.bessette@dover.nh.gov 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

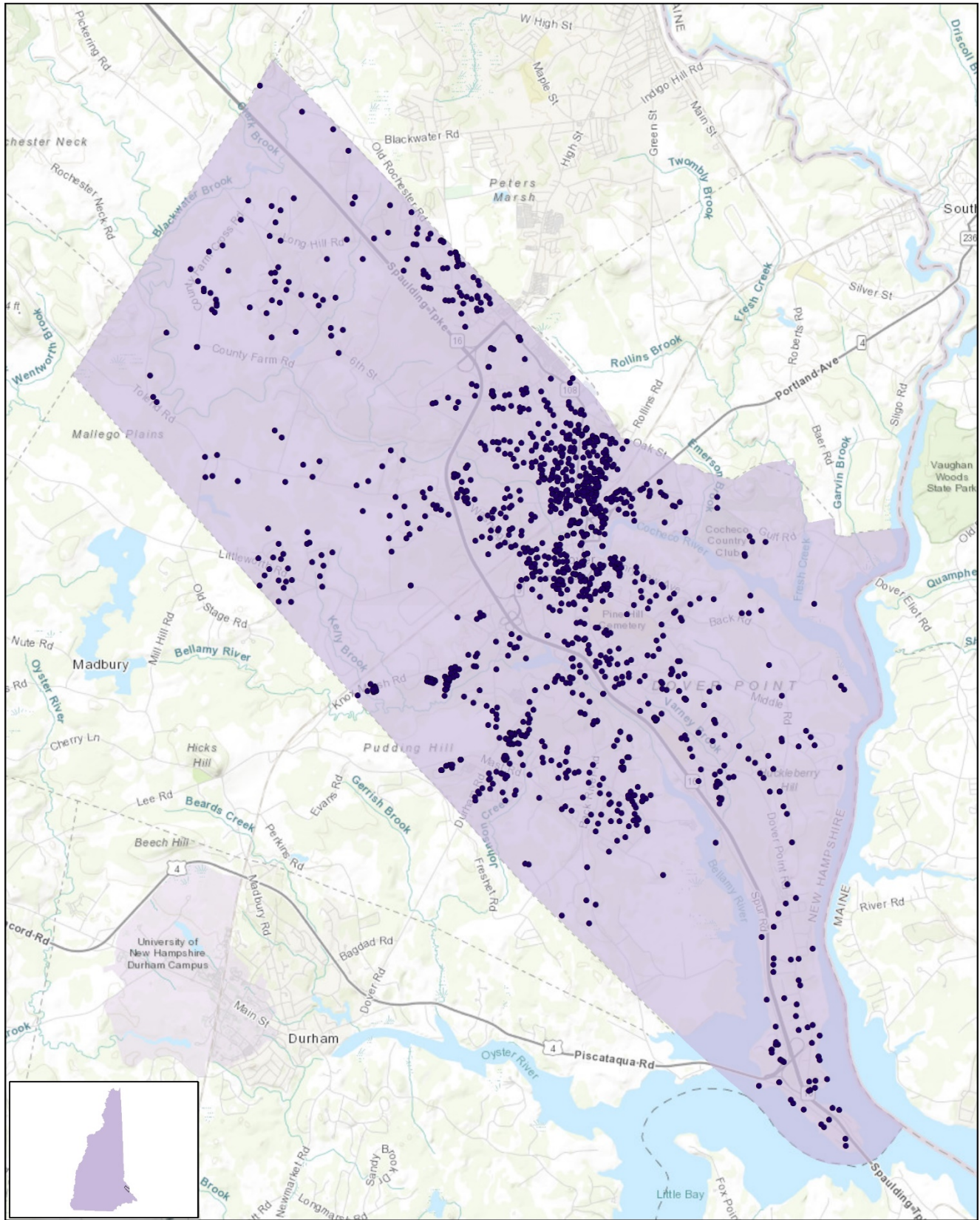
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Dover were eligible to participate in the survey. A list of all households within the zip codes serving Dover was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Dover 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 Dover boundaries were removed from consideration.

To choose the 1,700 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 *N*th 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.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the City of Dover website. This opt-in survey was identical to the scientific survey and open to all City residents. The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.

Figure 1: Location of Survey Recipients



Survey Recipients in Dover, NH

- Survey Recipients

0 2.5 5 Miles



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on July 29, 2019. 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. Both cover letters included a URL through which the residents selected for the mail survey could choose respond online rather than by mail. The City of Dover chose to augment their administration of The NCS with an additional service of demographic subgroup comparisons. The results of this additional service have been provided under separate cover. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on September 2, 2019 and remained open for two weeks.

About 4% of the 1,700 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 1,635 households that received the survey, 450 completed the survey, providing an overall response rate of 28%. Of the 450 completed surveys, 66 were completed online. Additionally, 339 opt-in residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

Table 69: Survey Response Rates

	Overall
Total sample used	1,700
I=Complete Interviews	445
P=Partial Interviews	5
R=Refusal and break off	1
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,184
NE=Not eligible	65
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	28%

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.¹

The margin of error for the City of Dover survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (450 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

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 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.

The National Community Survey™

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

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Dover. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race/ethnicity, sex and age. No adjustments were made for design effects. Results for the opt-in survey have been provided under separate cover.

Table 70: Dover, NH 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	47%	31%	46%
Own home	53%	69%	54%
Detached unit*	48%	58%	49%
Attached unit*	52%	42%	51%
Race and Ethnicity			
White	92%	93%	92%
Not white	8%	7%	8%
Not Hispanic	98%	99%	99%
Hispanic	2%	1%	1%
Sex and Age			
Female	52%	52%	51%
Male	48%	48%	49%
18-34 years of age	35%	18%	33%
35-54 years of age	37%	28%	36%
55+ years of age	29%	54%	31%
Females 18-34	17%	11%	16%
Females 35-54	19%	15%	18%
Females 55+	16%	26%	16%
Males 18-34	17%	7%	17%
Males 35-54	18%	14%	18%
Males 55+	13%	28%	14%

* U.S. Census Bureau ACS 2017 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.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

Appendix D: Survey Materials

Dear Dover Resident,

It won't take much of your time to make a big difference!

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,



J. Michael Joyal, Jr.
City Manager

Dear Dover Resident,

It won't take much of your time to make a big difference!

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

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Sincerely,



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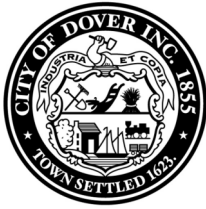
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Sincerely,



J. Michael Joyal, Jr.
City Manager



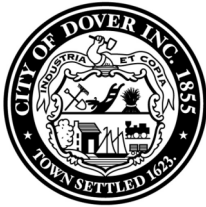
Office of the City Manager
Municipal Building
288 Central Avenue
Dover, NH 03820-4169

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



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Dover, NH 03820-4169

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J. MICHAEL JOYAL, JR
City Manager
m.joyal@dover.nh.gov



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(603) 516-6023
Fax: (603) 516-6049
www.dover.nh.gov

City of Dover, New Hampshire

OFFICE OF THE CITY MANAGER

August 2019

Dear City of Dover Resident:

Please help us shape the future of Dover! You have been selected at random to participate in the 2019 Dover Community 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 being surveyed. Your feedback will help Dover make decisions that affect our City.

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:**

<https://bit.ly/survey2019dover>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey please call (603) 516-6023.

Thank you for your time and participation!

Sincerely,

J. Michael Joyal, Jr.
City Manager

J. MICHAEL JOYAL, JR
City Manager
m.joyal@dover.nh.gov



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www.dover.nh.gov

City of Dover, New Hampshire

OFFICE OF THE CITY MANAGER

August 2019

Dear City of Dover Resident:

Here's a second chance if you haven't already responded to the 2019 Dover Community 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.)**

Please help us shape the future of Dover! You have been selected at random to participate in the 2019 Dover Community 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 Dover make decisions that affect our City.

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:**

<https://bit.ly/survey2019dover>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey please call (603) 516-6023.

Thank you for your time and participation!

Sincerely,

J. Michael Joyal, Jr.
City Manager

The City of Dover 2019 Community 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 Dover:

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

2. Please rate each of the following characteristics as they relate to Dover 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 Dover.....	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 Dover	1	2	3	4	5
Overall "built environment" of Dover (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Dover	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Dover.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Dover	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 Dover to someone who asks	1	2	3	4	5
Remain in Dover 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 Dover'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 Dover 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 Dover.....	1	2	3	4	5
Ease of travel by public transportation in Dover	1	2	3	4	5
Ease of travel by bicycle in Dover.....	1	2	3	4	5
Ease of walking in Dover	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 Dover	1	2	3	4	5
Overall appearance of Dover.....	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 Dover 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 Dover	1	2	3	4	5
Overall quality of business and service establishments in Dover	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Dover	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 Dover	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 Dover (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Dover.....	1	2
Reported a crime to the police in Dover	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 Dover (in-person, phone, email or web) for help or information	1	2
Contacted Dover 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 Dover?

	<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 Dover recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park	1	2	3	4
Used Dover public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Dover	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 Dover	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 Dover 2019 Community Survey

10. Please rate the quality of each of the following services in Dover:

	<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
Dover open space.....	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by Dover 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 Dover.....	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate the following categories of Dover 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 Dover	1	2	3	4	5
The overall direction that Dover is taking	1	2	3	4	5
The job Dover government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Dover 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 Dover 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 Dover.....	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 Dover	1	2	3	4
Overall “built environment” of Dover (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Dover	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Dover.....	1	2	3	4
Sense of community.....	1	2	3	4

14. Cities are faced with difficult choices. If you were a member of City Council, which of the services listed below would you give high priority for receiving budget dollars, and which of them would you give low priority?

	<i>Highest priority</i>	<i>Medium priority</i>	<i>Lowest priority</i>	<i>Don't know</i>
Public transportation (COAST, FasTrans, Transportation center).....	1	2	3	4
Communication with citizens (newsletter, program brochures, Web site).....	1	2	3	4
City Hall office hours (auto registration, vital records, tax assessing).....	1	2	3	4
Business retention and economic development	1	2	3	4
Downtown public parking	1	2	3	4
Programs for low-income families (health services, housing, childcare).....	1	2	3	4
Youth drug/alcohol prevention efforts (Youth to Youth, DARE).....	1	2	3	4
Community oriented policing (downtown/neighborhood patrols).....	1	2	3	4
Middle/high school assigned police officer.....	1	2	3	4
Traffic related police patrols (stop sign, speed, crosswalk enforcement)	1	2	3	4
Victims of crime assistance (case consultation, legal system support).....	1	2	3	4
Emergency police/fire response (crimes in progress, fire, rescue).....	1	2	3	4
Emergency ambulance response (advanced life support).....	1	2	3	4
Fire and life safety public education efforts (home and business).....	1	2	3	4
Animal control (investigate complaints, retrieve/shelter stray animals).....	1	2	3	4
Building inspections (plumbing, electrical, safety codes).....	1	2	3	4
Health inspections (restaurants, housing standards, disease control)	1	2	3	4
Municipal building maintenance (custodial/preventative maintenance).....	1	2	3	4
Parks and playground maintenance (grounds, equipment, safety upgrades)	1	2	3	4
Youth playground and summer camp programs.....	1	2	3	4
Indoor pool and related year-round recreation activities.....	1	2	3	4
Outdoor pool and related summer only recreation activities.....	1	2	3	4
Community Fitness Center/Gymnasium and related recreation activities	1	2	3	4
Teen Center and related recreation activities.....	1	2	3	4
Senior Center and related recreation activities.....	1	2	3	4
Community events/programs (4th of July, Cochecho Arts, Holidays)	1	2	3	4
Availability of public meeting space for organizations and non-profit groups.....	1	2	3	4
Street, sidewalk and curb maintenance	1	2	3	4
Storm run-off drainage system maintenance	1	2	3	4
Roadside tree trimming and weed control.....	1	2	3	4
Recycling Center hours	1	2	3	4
Curbside solid waste and recycling pick up	1	2	3	4
Streetscape maintenance (flowers, litter, decorative lights, street signage).....	1	2	3	4
Street snow plowing.....	1	2	3	4
Sidewalk snow plowing.....	1	2	3	4
Library hours of operation.....	1	2	3	4
Library children’s room and related programming	1	2	3	4
Library materials (literature, audio, historical documents, museum passes)	1	2	3	4
Library public computer availability.....	1	2	3	4
Public Schools.....	1	2	3	4
Extracurricular (school) activities.....	1	2	3	4
Student transportation	1	2	3	4

The City of Dover 2019 Community 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 Dover	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 Dover?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Dover?

- 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