THE NCS™
The National Citizen Survey™

Dover, NH

Technical Appendices

2017

NRC
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ICMA
Leaders at the Core of Better Communities

Contents

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	
Dover as a place to live	40%	N=158	55%	N=217	5%	N=22	0%	N=1	100%	N=397
Your neighborhood as a place to live	36%	N=144	45%	N=180	16%	N=64	2%	N=9	100%	N=397
Dover as a place to raise children	32%	N=96	54%	N=164	12%	N=36	2%	N=7	100%	N=302
Dover as a place to work	24%	N=69	48%	N=136	23%	N=66	4%	N=12	100%	N=283
Dover as a place to visit	22%	N=82	46%	N=174	27%	N=101	5%	N=20	100%	N=377
Dover as a place to retire	22%	N=62	34%	N=95	30%	N=85	14%	N=39	100%	N=281
The overall quality of life in Dover	27%	N=106	61%	N=240	12%	N=46	0%	N=1	100%	N=393

Table 2: Question 2

Please rate each of the following characteristics as they relate to Dover as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Dover	35%	N=141	56%	N=226	8%	N=33	0%	N=1	100%	N=401
Overall ease of getting to the places you usually have to visit	29%	N=114	47%	N=185	21%	N=85	4%	N=14	100%	N=398
Quality of overall natural environment in Dover	19%	N=76	58%	N=230	20%	N=79	2%	N=10	100%	N=395
Overall "built environment" of Dover (including overall design, buildings, parks and transportation systems)	12%	N=49	53%	N=211	31%	N=122	4%	N=17	100%	N=399
Health and wellness opportunities in Dover	27%	N=105	53%	N=204	18%	N=68	2%	N=6	100%	N=382
Overall opportunities for education and enrichment	17%	N=61	57%	N=202	20%	N=71	6%	N=20	100%	N=354
Overall economic health of Dover	11%	N=38	61%	N=216	25%	N=88	3%	N=10	100%	N=353
Sense of community	19%	N=73	49%	N=193	27%	N=103	5%	N=20	100%	N=390
Overall image or reputation of Dover	19%	N=76	59%	N=235	19%	N=77	2%	N=8	100%	N=396

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Dover to someone who asks	56%	N=225	35%	N=140	6%	N=25	2%	N=9	100%	N=398
Remain in Dover for the next five years	57%	N=221	24%	N=94	11%	N=43	8%	N=32	100%	N=391

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	80%	N=317	18%	N=71	2%	N=7	1%	N=3	0%	N=0	100%	N=398
In Dover's downtown/commercial area during the day	70%	N=280	26%	N=103	3%	N=13	1%	N=3	0%	N=0	100%	N=398

Table 5: Question 5

Please rate each of the following characteristics as they relate to Dover as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	4%	N=15	38%	N=150	44%	N=171	15%	N=57	100%	N=393
Ease of public parking	13%	N=52	43%	N=171	31%	N=121	13%	N=52	100%	N=396
Ease of travel by car in Dover	12%	N=46	46%	N=183	36%	N=141	6%	N=25	100%	N=395
Ease of travel by public transportation in Dover	15%	N=31	29%	N=61	33%	N=68	23%	N=48	100%	N=208
Ease of travel by bicycle in Dover	7%	N=17	42%	N=100	32%	N=76	19%	N=44	100%	N=237
Ease of walking in Dover	27%	N=104	53%	N=205	17%	N=66	3%	N=13	100%	N=388
Availability of paths and walking trails	17%	N=59	42%	N=148	33%	N=116	9%	N=31	100%	N=355
Air quality	25%	N=99	61%	N=238	13%	N=50	1%	N=4	100%	N=390
Cleanliness of Dover	20%	N=78	60%	N=240	16%	N=65	4%	N=16	100%	N=398
Overall appearance of Dover	22%	N=88	62%	N=245	15%	N=58	2%	N=7	100%	N=398
Public places where people want to spend time	14%	N=55	55%	N=216	27%	N=103	4%	N=15	100%	N=389
Variety of housing options	11%	N=39	41%	N=144	33%	N=118	15%	N=51	100%	N=352
Availability of affordable quality housing	8%	N=27	28%	N=96	34%	N=117	29%	N=100	100%	N=340
Fitness opportunities (including exercise classes and paths or trails, etc.)	19%	N=70	50%	N=184	25%	N=93	5%	N=19	100%	N=366
Recreational opportunities	17%	N=62	45%	N=166	33%	N=121	5%	N=17	100%	N=367
Availability of affordable quality food	24%	N=93	53%	N=209	20%	N=79	3%	N=13	100%	N=394
Availability of affordable quality health care	27%	N=94	50%	N=177	18%	N=63	5%	N=17	100%	N=351
Availability of preventive health services	28%	N=93	51%	N=171	17%	N=58	4%	N=15	100%	N=337
Availability of affordable quality mental health care	14%	N=28	44%	N=93	24%	N=49	18%	N=38	100%	N=208

Table 6: Question 6

Please rate each of the following characteristics as they relate to Dover as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	18%	N=26	42%	N=61	27%	N=39	14%	N=20	100%	N=147
K-12 education	19%	N=41	56%	N=118	19%	N=40	5%	N=10	100%	N=210
Adult educational opportunities	12%	N=24	50%	N=100	28%	N=56	10%	N=20	100%	N=200
Opportunities to attend cultural/arts/music activities	15%	N=51	50%	N=171	27%	N=93	7%	N=25	100%	N=340
Opportunities to participate in religious or spiritual events and activities	19%	N=46	59%	N=142	18%	N=44	3%	N=7	100%	N=239
Employment opportunities	8%	N=24	41%	N=115	38%	N=105	12%	N=35	100%	N=279
Shopping opportunities	11%	N=42	49%	N=189	30%	N=116	10%	N=38	100%	N=385
Cost of living in Dover	3%	N=14	33%	N=130	43%	N=169	20%	N=79	100%	N=391
Overall quality of business and service establishments in Dover	12%	N=47	62%	N=241	24%	N=93	2%	N=6	100%	N=387
Vibrant downtown/commercial area	14%	N=54	55%	N=213	27%	N=103	5%	N=18	100%	N=387
Overall quality of new development in Dover	8%	N=29	58%	N=204	25%	N=88	8%	N=28	100%	N=349
Opportunities to participate in social events and activities	16%	N=58	53%	N=190	24%	N=85	6%	N=23	100%	N=356
Opportunities to volunteer	20%	N=55	49%	N=133	25%	N=69	6%	N=17	100%	N=273
Opportunities to participate in community matters	15%	N=41	50%	N=141	30%	N=83	6%	N=17	100%	N=282
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=36	60%	N=187	21%	N=65	8%	N=25	100%	N=313
Neighborliness of residents in Dover	18%	N=68	49%	N=190	27%	N=105	6%	N=21	100%	N=384

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	18%	N=73	82%	N=325	100%	N=398
Made efforts to make your home more energy efficient	26%	N=100	74%	N=293	100%	N=394
Observed a code violation or other hazard in Dover (weeds, abandoned buildings, etc.)	66%	N=259	34%	N=131	100%	N=390
Household member was a victim of a crime in Dover	92%	N=362	8%	N=33	100%	N=395
Reported a crime to the police in Dover	85%	N=334	15%	N=61	100%	N=396
Stocked supplies in preparation for an emergency	71%	N=279	29%	N=113	100%	N=392
Campaigned or advocated for an issue, cause or candidate	73%	N=285	27%	N=108	100%	N=393
Contacted the City of Dover (in-person, phone, email or web) for help or information	48%	N=189	52%	N=207	100%	N=397
Contacted Dover elected officials (in-person, phone, email or web) to express your opinion	79%	N=315	21%	N=82	100%	N=397

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	
Used Dover recreation centers or their services	12%	N=48	15%	N=57	26%	N=101	48%	N=188	100%	N=395
Visited a neighborhood park or City park	13%	N=53	25%	N=100	40%	N=156	22%	N=86	100%	N=394
Used Dover public libraries or their services	10%	N=40	22%	N=89	36%	N=143	31%	N=123	100%	N=395
Participated in religious or spiritual activities in Dover	6%	N=23	12%	N=46	16%	N=62	67%	N=262	100%	N=394
Attended a City-sponsored event	1%	N=4	6%	N=21	48%	N=188	45%	N=177	100%	N=391
Used bus, rail, subway or other public transportation instead of driving	3%	N=13	6%	N=22	22%	N=87	69%	N=270	100%	N=393
Carpooled with other adults or children instead of driving alone	10%	N=39	15%	N=59	21%	N=85	54%	N=211	100%	N=393
Walked or biked instead of driving	20%	N=79	24%	N=96	22%	N=86	34%	N=133	100%	N=394
Volunteered your time to some group/activity in Dover	9%	N=34	10%	N=39	19%	N=77	62%	N=245	100%	N=394
Participated in a club	4%	N=14	7%	N=28	12%	N=46	78%	N=307	100%	N=395
Talked to or visited with your immediate neighbors	39%	N=152	31%	N=120	19%	N=75	12%	N=46	100%	N=394
Done a favor for a neighbor	19%	N=74	23%	N=92	36%	N=143	21%	N=84	100%	N=394

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=3	1%	N=3	16%	N=62	82%	N=320	100%	N=388
Watched (online or on television) a local public meeting	2%	N=7	4%	N=18	26%	N=102	68%	N=268	100%	N=395

Table 10: Question 10

Please rate the quality of each of the following services in Dover:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	46%	N=154	44%	N=148	9%	N=29	1%	N=3	100%	N=333
Fire services	57%	N=177	40%	N=124	3%	N=8	0%	N=0	100%	N=310
Ambulance or emergency medical services	57%	N=153	40%	N=105	2%	N=6	1%	N=1	100%	N=266
Crime prevention	35%	N=97	51%	N=141	13%	N=36	1%	N=2	100%	N=275
Fire prevention and education	41%	N=94	48%	N=110	10%	N=22	1%	N=3	100%	N=230
Traffic enforcement	21%	N=70	49%	N=164	23%	N=78	7%	N=23	100%	N=335

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Please rate the quality of each of the following services in Dover:	Excellent		Good		Fair		Poor		Total	
Street repair	6%	N=22	31%	N=117	37%	N=141	26%	N=98	100%	N=378
Street cleaning	10%	N=38	47%	N=175	31%	N=113	12%	N=43	100%	N=370
Street lighting	10%	N=39	57%	N=220	26%	N=101	6%	N=24	100%	N=384
Snow removal	20%	N=75	50%	N=191	19%	N=72	11%	N=41	100%	N=379
Sidewalk maintenance	9%	N=32	45%	N=163	29%	N=107	17%	N=63	100%	N=364
Traffic signal timing	11%	N=43	44%	N=162	32%	N=120	13%	N=48	100%	N=373
Bus or transit services	14%	N=29	51%	N=104	20%	N=41	14%	N=28	100%	N=201
Garbage collection	31%	N=109	51%	N=179	16%	N=56	3%	N=10	100%	N=354
Recycling	33%	N=118	51%	N=182	12%	N=41	4%	N=13	100%	N=354
Yard waste pick-up	16%	N=34	47%	N=100	22%	N=48	15%	N=33	100%	N=214
Storm drainage	17%	N=52	50%	N=156	25%	N=78	7%	N=23	100%	N=309
Drinking water	23%	N=85	48%	N=178	24%	N=87	5%	N=19	100%	N=368
Sewer services	21%	N=66	64%	N=198	13%	N=40	2%	N=6	100%	N=310
Power (electric and/or gas) utility	21%	N=79	57%	N=215	13%	N=50	8%	N=31	100%	N=375
Utility billing	16%	N=57	52%	N=184	22%	N=79	10%	N=34	100%	N=354
City parks	27%	N=93	55%	N=190	16%	N=56	2%	N=6	100%	N=345
Recreation programs or classes	26%	N=54	51%	N=107	21%	N=44	3%	N=6	100%	N=211
Recreation centers or facilities	22%	N=54	56%	N=135	18%	N=43	4%	N=10	100%	N=242
Land use, planning and zoning	10%	N=25	40%	N=98	32%	N=78	17%	N=41	100%	N=242
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=23	37%	N=80	34%	N=73	19%	N=41	100%	N=218
Animal control	19%	N=40	60%	N=124	16%	N=32	5%	N=9	100%	N=205
Economic development	12%	N=33	54%	N=144	29%	N=77	5%	N=14	100%	N=267
Health services	22%	N=66	56%	N=169	21%	N=61	1%	N=3	100%	N=299
Public library services	47%	N=152	45%	N=145	7%	N=23	1%	N=4	100%	N=325
Public information services	19%	N=53	56%	N=153	20%	N=55	5%	N=14	100%	N=276
Cable television	11%	N=32	39%	N=114	28%	N=82	21%	N=61	100%	N=289
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	N=34	54%	N=107	24%	N=48	5%	N=10	100%	N=199
Preservation of natural areas such as open space, farmlands and greenbelts	16%	N=44	45%	N=126	27%	N=77	13%	N=37	100%	N=283
Dover open space	10%	N=33	47%	N=151	30%	N=95	13%	N=40	100%	N=320
City-sponsored special events	20%	N=56	55%	N=150	23%	N=63	2%	N=7	100%	N=275
Overall customer service by Dover employees (police, receptionists, planners, etc.)	30%	N=108	52%	N=185	17%	N=59	2%	N=6	100%	N=359

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	22%	N=80	61%	N=228	16%	N=59	1%	N=5	100%	N=373
The Federal Government	6%	N=20	34%	N=112	42%	N=138	18%	N=59	100%	N=328

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=30	41%	N=132	38%	N=121	12%	N=38	100%	N=320
The overall direction that Dover is taking	19%	N=67	53%	N=181	22%	N=74	6%	N=22	100%	N=344
The job Dover government does at welcoming citizen involvement	19%	N=52	43%	N=116	25%	N=69	13%	N=36	100%	N=272
Overall confidence in Dover government	11%	N=36	50%	N=163	28%	N=93	11%	N=36	100%	N=328
Generally acting in the best interest of the community	12%	N=39	56%	N=184	23%	N=75	9%	N=29	100%	N=326
Being honest	15%	N=41	51%	N=144	24%	N=68	10%	N=28	100%	N=281
Treating all residents fairly	14%	N=42	51%	N=150	20%	N=59	14%	N=42	100%	N=293

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	53%	N=208	33%	N=130	13%	N=51	2%	N=7	100%	N=396
Overall ease of getting to the places you usually have to visit	27%	N=106	52%	N=201	20%	N=79	1%	N=4	100%	N=390
Quality of overall natural environment in Dover	40%	N=158	47%	N=183	12%	N=47	1%	N=4	100%	N=392
Overall "built environment" of Dover (including overall design, buildings, parks and transportation systems)	28%	N=111	54%	N=210	16%	N=61	2%	N=9	100%	N=392
Health and wellness opportunities in Dover	29%	N=113	44%	N=172	23%	N=89	4%	N=14	100%	N=389
Overall opportunities for education and enrichment	34%	N=133	48%	N=188	16%	N=64	2%	N=8	100%	N=392
Overall economic health of Dover	44%	N=173	46%	N=183	8%	N=33	1%	N=4	100%	N=394
Sense of community	33%	N=129	43%	N=169	23%	N=92	1%	N=3	100%	N=393

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 (COANH, FasTrans, Transportation center)	26%	N=93	54%	N=195	21%	N=74	100%	N=362
Communication with citizens (newsletter, program brochures, Web site)	23%	N=87	54%	N=202	22%	N=82	100%	N=371
City Hall office hours (auto registration, vital records, tax assessing)	27%	N=101	50%	N=188	23%	N=88	100%	N=377
Business retention and economic development	60%	N=226	35%	N=130	5%	N=20	100%	N=376
Downtown public parking	30%	N=116	49%	N=187	21%	N=80	100%	N=383
Programs for low-income families (health services, housing, childcare)	38%	N=142	42%	N=156	19%	N=72	100%	N=370
Youth drug/alcohol prevention efforts (Youth to Youth, DARE)	43%	N=166	41%	N=156	16%	N=61	100%	N=383
Community oriented policing (downtown/neighborhood patrols)	31%	N=118	53%	N=200	16%	N=63	100%	N=380
Middle/high school assigned police officer	34%	N=118	40%	N=137	26%	N=90	100%	N=345
Traffic related police patrols (stop sign, speed, crosswalk enforcement)	20%	N=71	44%	N=160	36%	N=132	100%	N=364
Victims of crime assistance (case consultation, legal system support)	38%	N=136	45%	N=158	17%	N=60	100%	N=355
Emergency police/fire response (crimes in progress, fire, rescue)	79%	N=299	18%	N=68	3%	N=12	100%	N=379
Emergency ambulance response (advanced life support)	80%	N=297	18%	N=66	3%	N=10	100%	N=373
Fire and life safety public education efforts (home and business)	33%	N=125	48%	N=179	19%	N=73	100%	N=377
Animal control (investigate complaints, retrieve/shelter stray animals)	15%	N=55	44%	N=164	41%	N=153	100%	N=371
Building inspections (plumbing, electrical, safety codes)	29%	N=108	52%	N=192	18%	N=68	100%	N=368
Health inspections (restaurants, housing standards, disease control)	49%	N=184	41%	N=155	11%	N=41	100%	N=380
Municipal building maintenance (custodial/preventative maintenance)	16%	N=58	60%	N=221	24%	N=89	100%	N=368

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	
Parks and playground maintenance (grounds, equipment, safety upgrades)	29%	N=111	61%	N=231	10%	N=37	100%	N=380
Youth playground and summer camp programs	26%	N=96	49%	N=181	25%	N=92	100%	N=370
Indoor pool and related year-round recreation activities	21%	N=79	45%	N=166	34%	N=125	100%	N=371
Outdoor pool and related summer only recreation activities	17%	N=61	42%	N=155	41%	N=151	100%	N=366
Community Fitness Center/Gymnasium and related recreation activities	15%	N=55	52%	N=185	32%	N=115	100%	N=355
Teen Center and related recreation activities	28%	N=99	51%	N=181	22%	N=77	100%	N=356
Senior Center and related recreation activities	22%	N=80	54%	N=196	23%	N=84	100%	N=360
Community events/programs (4th of July, Cocheco Arts, Holidays)	23%	N=88	55%	N=208	21%	N=80	100%	N=377
Availability of public meeting space for organizations and non-profit groups	9%	N=32	42%	N=152	49%	N=176	100%	N=359
Street, sidewalk and curb maintenance	41%	N=156	49%	N=185	11%	N=40	100%	N=382
Storm run-off drainage system maintenance	36%	N=135	49%	N=182	14%	N=53	100%	N=369
Roadside tree trimming and weed control	23%	N=85	48%	N=181	29%	N=107	100%	N=373
Recycling Center hours	15%	N=54	46%	N=162	39%	N=140	100%	N=356
Curbside solid waste and recycling pick up	32%	N=117	52%	N=189	16%	N=59	100%	N=365
Streetscape maintenance (flowers, litter, decorative lights, street signage)	18%	N=64	52%	N=187	31%	N=110	100%	N=361
Street snow plowing	71%	N=272	27%	N=105	2%	N=6	100%	N=383
Sidewalk snow plowing	56%	N=211	38%	N=143	6%	N=23	100%	N=378
Library hours of operation	18%	N=68	48%	N=177	34%	N=128	100%	N=373
Library children's room and related programming	22%	N=78	46%	N=166	32%	N=113	100%	N=357
Library materials (literature, audio, historical documents, museum passes)	21%	N=74	53%	N=190	27%	N=96	100%	N=360
Library public computer availability	19%	N=66	43%	N=151	38%	N=135	100%	N=353
Public Schools	70%	N=260	27%	N=99	4%	N=14	100%	N=373
Extracurricular (school) activities	37%	N=135	49%	N=179	15%	N=54	100%	N=368
Student transportation	46%	N=167	45%	N=164	9%	N=32	100%	N=363

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	4%	N=15	2%	N=8	4%	N=16	14%	N=57	75%	N=299	100%	N=396
Purchase goods or services from a business located in Dover	0%	N=1	3%	N=11	24%	N=94	55%	N=219	18%	N=71	100%	N=397
Eat at least 5 portions of fruits and vegetables a day	1%	N=5	8%	N=31	37%	N=145	38%	N=147	15%	N=60	100%	N=390
Participate in moderate or vigorous physical activity	2%	N=9	7%	N=28	37%	N=146	37%	N=147	16%	N=63	100%	N=394
Read or watch local news (via television, paper, computer, etc.)	4%	N=16	17%	N=67	19%	N=76	29%	N=116	31%	N=122	100%	N=396
Vote in local elections	9%	N=36	7%	N=28	14%	N=55	15%	N=60	55%	N=217	100%	N=396

Table 16: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	19%	N=77
Very good	51%	N=201
Good	25%	N=97
Fair	4%	N=16
Poor	1%	N=3
Total	100%	N=395

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	4%	N=16
Somewhat positive	25%	N=98
Neutral	57%	N=225
Somewhat negative	13%	N=51
Very negative	1%	N=3
Total	100%	N=393

Table 18: Question D4

What is your employment status?	Percent	Number
Working full time for pay	70%	N=277
Working part time for pay	7%	N=28
Unemployed, looking for paid work	2%	N=8
Unemployed, not looking for paid work	3%	N=12
Fully retired	18%	N=70
Total	100%	N=395

Table 19: Question D5

Do you work inside the boundaries of Dover?	Percent	Number
Yes, outside the home	25%	N=94
Yes, from home	9%	N=33
No	66%	N=253
Total	100%	N=381

Table 20: Question D6

How many years have you lived in Dover?	Percent	Number
Less than 2 years	15%	N=58
2 to 5 years	25%	N=98
6 to 10 years	12%	N=49
11 to 20 years	20%	N=77
More than 20 years	28%	N=112
Total	100%	N=393

Table 21: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	46%	N=181
Building with two or more homes (duplex, townhome, apartment or condominium)	51%	N=200
Mobile home	1%	N=4
Other	2%	N=9
Total	100%	N=394

Table 22: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	46%	N=179
Owned	54%	N=211
Total	100%	N=390

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	2%	N=9
$300 to $599 per month	8%	N=30
$600 to $999 per month	23%	N=89
$1,000 to $1,499 per month	31%	N=119
$1,500 to $2,499 per month	24%	N=92
$2,500 or more per month	12%	N=45
Total	100%	N=385

Table 24: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	73%	N=290
Yes	27%	N=105
Total	100%	N=395

Table 25: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=304
Yes	23%	N=91
Total	100%	N=395

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=39
$25,000 to $49,999	18%	N=67
$50,000 to $99,999	34%	N=131
$100,000 to $149,999	20%	N=77
$150,000 or more	17%	N=66
Total	100%	N=379

Table 27: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=380
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=5
Total	100%	N=385

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	1%	N=5
Asian, Asian Indian or Pacific Islander	5%	N=20
Black or African American	2%	N=7
White	93%	N=362
Other	1%	N=5

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	4%	N=17
25 to 34 years	29%	N=113
35 to 44 years	17%	N=67
45 to 54 years	20%	N=78
55 to 64 years	11%	N=45
65 to 74 years	11%	N=43
75 years or older	8%	N=29
Total	100%	N=392

Table 30: Question D16

What is your sex?	Percent	Number
Female	53%	N=204
Male	47%	N=183
Total	100%	N=387

Table 31: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=270
Land line	16%	N=65
Both	15%	N=60
Total	100%	N=395

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	40%	N=158	55%	N=217	5%	N=22	0%	N=1	0%	N=1	100%	N=398
Your neighborhood as a place to live	36%	N=144	45%	N=180	16%	N=64	2%	N=9	0%	N=0	100%	N=397
Dover as a place to raise children	24%	N=96	41%	N=164	9%	N=36	2%	N=7	24%	N=94	100%	N=396
Dover as a place to work	18%	N=69	35%	N=136	17%	N=66	3%	N=12	28%	N=109	100%	N=393
Dover as a place to visit	21%	N=82	44%	N=174	26%	N=101	5%	N=20	4%	N=17	100%	N=393
Dover as a place to retire	16%	N=62	24%	N=95	22%	N=85	10%	N=39	28%	N=110	100%	N=391
The overall quality of life in Dover	27%	N=106	61%	N=240	12%	N=46	0%	N=1	0%	N=0	100%	N=393

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	35%	N=141	56%	N=226	8%	N=33	0%	N=1	0%	N=0	100%	N=401
Overall ease of getting to the places you usually have to visit	28%	N=114	46%	N=185	21%	N=85	4%	N=14	0%	N=1	100%	N=399
Quality of overall natural environment in Dover	19%	N=76	58%	N=230	20%	N=79	2%	N=10	0%	N=2	100%	N=397
Overall "built environment" of Dover (including overall design, buildings, parks and transportation systems)	12%	N=49	53%	N=211	30%	N=122	4%	N=17	0%	N=1	100%	N=400
Health and wellness opportunities in Dover	26%	N=105	51%	N=204	17%	N=68	1%	N=6	4%	N=18	100%	N=400
Overall opportunities for education and enrichment	15%	N=61	51%	N=202	18%	N=71	5%	N=20	10%	N=41	100%	N=395
Overall economic health of Dover	10%	N=38	54%	N=216	22%	N=88	3%	N=10	12%	N=46	100%	N=399
Sense of community	18%	N=73	48%	N=193	26%	N=103	5%	N=20	2%	N=8	100%	N=397
Overall image or reputation of Dover	19%	N=76	59%	N=235	19%	N=77	2%	N=8	1%	N=5	100%	N=401

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	56%	N=225	35%	N=140	6%	N=25	2%	N=9	0%	N=2	100%	N=400
Remain in Dover for the next five years	56%	N=221	24%	N=94	11%	N=43	8%	N=32	1%	N=5	100%	N=396

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	79%	N=317	18%	N=71	2%	N=7	1%	N=3	0%	N=0	1%	N=2	100%	N=400
In Dover's downtown/commercial area during the day	70%	N=280	26%	N=103	3%	N=13	1%	N=3	0%	N=0	0%	N=2	100%	N=399

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	
Traffic flow on major streets	4%	N=15	38%	N=150	44%	N=171	15%	N=57	0%	N=0	100%	N=393
Ease of public parking	13%	N=52	43%	N=171	30%	N=121	13%	N=52	0%	N=2	100%	N=398
Ease of travel by car in Dover	12%	N=46	46%	N=183	36%	N=141	6%	N=25	0%	N=0	100%	N=395
Ease of travel by public transportation in Dover	8%	N=31	15%	N=61	17%	N=68	12%	N=48	47%	N=186	100%	N=395

Please rate each of the following characteristics as they relate to Dover as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Ease of travel by bicycle in Dover	4%	N=17	25%	N=100	19%	N=76	11%	N=44	40%	N=159	100%	N=396
Ease of walking in Dover	26%	N=104	51%	N=205	17%	N=66	3%	N=13	3%	N=11	100%	N=399
Availability of paths and walking trails	15%	N=59	37%	N=148	29%	N=116	8%	N=31	11%	N=43	100%	N=398
Air quality	25%	N=99	60%	N=238	13%	N=50	1%	N=4	2%	N=6	100%	N=396
Cleanliness of Dover	20%	N=78	60%	N=240	16%	N=65	4%	N=16	0%	N=0	100%	N=399
Overall appearance of Dover	22%	N=88	62%	N=245	15%	N=58	2%	N=7	0%	N=0	100%	N=398
Public places where people want to spend time	14%	N=55	54%	N=216	26%	N=103	4%	N=15	2%	N=10	100%	N=399
Variety of housing options	10%	N=39	37%	N=144	30%	N=118	13%	N=51	11%	N=43	100%	N=395
Availability of affordable quality housing	7%	N=27	24%	N=96	29%	N=117	25%	N=100	14%	N=56	100%	N=395
Fitness opportunities (including exercise classes and paths or trails, etc.)	18%	N=70	46%	N=184	23%	N=93	5%	N=19	8%	N=30	100%	N=396
Recreational opportunities	16%	N=62	42%	N=166	30%	N=121	4%	N=17	8%	N=30	100%	N=397
Availability of affordable quality food	24%	N=93	53%	N=209	20%	N=79	3%	N=13	1%	N=2	100%	N=397
Availability of affordable quality health care	24%	N=94	45%	N=177	16%	N=63	4%	N=17	12%	N=46	100%	N=398
Availability of preventive health services	23%	N=93	43%	N=171	15%	N=58	4%	N=15	15%	N=59	100%	N=396
Availability of affordable quality mental health care	7%	N=28	24%	N=93	13%	N=49	10%	N=38	47%	N=186	100%	N=394

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	
Availability of affordable quality child care/preschool	7%	N=26	16%	N=61	10%	N=39	5%	N=20	63%	N=245	100%	N=392
K-12 education	10%	N=41	30%	N=118	10%	N=40	3%	N=10	46%	N=181	100%	N=391
Adult educational opportunities	6%	N=24	26%	N=100	14%	N=56	5%	N=20	49%	N=192	100%	N=392
Opportunities to attend cultural/arts/music activities	13%	N=51	44%	N=171	24%	N=93	6%	N=25	12%	N=48	100%	N=387
Opportunities to participate in religious or spiritual events and activities	12%	N=46	36%	N=142	11%	N=44	2%	N=7	39%	N=152	100%	N=391
Employment opportunities	6%	N=24	29%	N=115	27%	N=105	9%	N=35	29%	N=115	100%	N=394
Shopping opportunities	11%	N=42	49%	N=189	30%	N=116	10%	N=38	1%	N=5	100%	N=390
Cost of living in Dover	3%	N=14	33%	N=130	43%	N=169	20%	N=79	1%	N=3	100%	N=394
Overall quality of business and service establishments in Dover	12%	N=47	61%	N=241	24%	N=93	2%	N=6	2%	N=6	100%	N=393
Vibrant downtown/commercial area	14%	N=54	54%	N=213	26%	N=103	4%	N=18	2%	N=8	100%	N=395
Overall quality of new development in Dover	7%	N=29	52%	N=204	23%	N=88	7%	N=28	11%	N=43	100%	N=392
Opportunities to participate in social events and activities	15%	N=58	48%	N=190	22%	N=85	6%	N=23	9%	N=37	100%	N=393
Opportunities to volunteer	14%	N=55	34%	N=133	17%	N=69	4%	N=17	31%	N=121	100%	N=393
Opportunities to participate in community matters	11%	N=41	36%	N=141	21%	N=83	4%	N=17	28%	N=108	100%	N=391
Openness and acceptance of the community toward people of diverse backgrounds	9%	N=36	47%	N=187	17%	N=65	6%	N=25	21%	N=81	100%	N=394
Neighborliness of residents in Dover	17%	N=68	48%	N=190	27%	N=105	5%	N=21	3%	N=12	100%	N=396

Table 38: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	18%	N=73	82%	N=325	100%	N=398
Made efforts to make your home more energy efficient	26%	N=100	74%	N=293	100%	N=394
Observed a code violation or other hazard in Dover (weeds, abandoned buildings, etc.)	66%	N=259	34%	N=131	100%	N=390
Household member was a victim of a crime in Dover	92%	N=362	8%	N=33	100%	N=395
Reported a crime to the police in Dover	85%	N=334	15%	N=61	100%	N=396

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Stocked supplies in preparation for an emergency	71%	N=279	29%	N=113	100%	N=392
Campaigned or advocated for an issue, cause or candidate	73%	N=285	27%	N=108	100%	N=393
Contacted the City of Dover (in-person, phone, email or web) for help or information	48%	N=189	52%	N=207	100%	N=397
Contacted Dover elected officials (in-person, phone, email or web) to express your opinion	79%	N=315	21%	N=82	100%	N=397

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	
Used Dover recreation centers or their services	12%	N=48	15%	N=57	26%	N=101	48%	N=188	100%	N=395
Visited a neighborhood park or City park	13%	N=53	25%	N=100	40%	N=156	22%	N=86	100%	N=394
Used Dover public libraries or their services	10%	N=40	22%	N=89	36%	N=143	31%	N=123	100%	N=395
Participated in religious or spiritual activities in Dover	6%	N=23	12%	N=46	16%	N=62	67%	N=262	100%	N=394
Attended a City-sponsored event	1%	N=4	6%	N=21	48%	N=188	45%	N=177	100%	N=391
Used bus, rail, subway or other public transportation instead of driving	3%	N=13	6%	N=22	22%	N=87	69%	N=270	100%	N=393
Carpooled with other adults or children instead of driving alone	10%	N=39	15%	N=59	21%	N=85	54%	N=211	100%	N=393
Walked or biked instead of driving	20%	N=79	24%	N=96	22%	N=86	34%	N=133	100%	N=394
Volunteered your time to some group/activity in Dover	9%	N=34	10%	N=39	19%	N=77	62%	N=245	100%	N=394
Participated in a club	4%	N=14	7%	N=28	12%	N=46	78%	N=307	100%	N=395
Talked to or visited with your immediate neighbors	39%	N=152	31%	N=120	19%	N=75	12%	N=46	100%	N=394
Done a favor for a neighbor	19%	N=74	23%	N=92	36%	N=143	21%	N=84	100%	N=394

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	
Attended a local public meeting	1%	N=3	1%	N=3	16%	N=62	82%	N=320	100%	N=388
Watched (online or on television) a local public meeting	2%	N=7	4%	N=18	26%	N=102	68%	N=268	100%	N=395

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	40%	N=154	38%	N=148	7%	N=29	1%	N=3	14%	N=56	100%	N=389
Fire services	46%	N=177	32%	N=124	2%	N=8	0%	N=0	20%	N=79	100%	N=389
Ambulance or emergency medical services	39%	N=153	27%	N=105	2%	N=6	0%	N=1	32%	N=123	100%	N=389
Crime prevention	25%	N=97	36%	N=141	9%	N=36	0%	N=2	29%	N=110	100%	N=386
Fire prevention and education	24%	N=94	29%	N=110	6%	N=22	1%	N=3	40%	N=155	100%	N=385
Traffic enforcement	18%	N=70	42%	N=164	20%	N=78	6%	N=23	14%	N=53	100%	N=388
Street repair	6%	N=22	30%	N=117	36%	N=141	25%	N=98	3%	N=11	100%	N=389
Street cleaning	10%	N=38	45%	N=175	29%	N=113	11%	N=43	5%	N=18	100%	N=387
Street lighting	10%	N=39	57%	N=220	26%	N=101	6%	N=24	1%	N=5	100%	N=389
Snow removal	19%	N=75	49%	N=191	18%	N=72	10%	N=41	3%	N=12	100%	N=391
Sidewalk maintenance	8%	N=32	42%	N=163	27%	N=107	16%	N=63	6%	N=24	100%	N=388
Traffic signal timing	11%	N=43	42%	N=162	31%	N=120	12%	N=48	3%	N=11	100%	N=384

Please rate the quality of each of the following services in Dover:	Excellent		Good		Fair		Poor		Don't know		Total	
Bus or transit services	7%	N=29	27%	N=104	11%	N=41	7%	N=28	48%	N=184	100%	N=385
Garbage collection	28%	N=109	46%	N=179	14%	N=56	3%	N=10	9%	N=35	100%	N=388
Recycling	30%	N=118	47%	N=182	11%	N=41	3%	N=13	9%	N=35	100%	N=389
Yard waste pick-up	9%	N=34	26%	N=100	13%	N=48	8%	N=33	44%	N=170	100%	N=384
Storm drainage	14%	N=52	41%	N=156	20%	N=78	6%	N=23	19%	N=74	100%	N=383
Drinking water	22%	N=85	46%	N=178	22%	N=87	5%	N=19	5%	N=20	100%	N=388
Sewer services	17%	N=66	51%	N=198	10%	N=40	2%	N=6	19%	N=75	100%	N=385
Power (electric and/or gas) utility	20%	N=79	56%	N=215	13%	N=50	8%	N=31	3%	N=10	100%	N=385
Utility billing	15%	N=57	48%	N=184	21%	N=79	9%	N=34	7%	N=28	100%	N=382
City parks	24%	N=93	49%	N=190	14%	N=56	2%	N=6	10%	N=40	100%	N=386
Recreation programs or classes	14%	N=54	28%	N=107	11%	N=44	1%	N=6	45%	N=176	100%	N=387
Recreation centers or facilities	14%	N=54	35%	N=135	11%	N=43	3%	N=10	37%	N=140	100%	N=382
Land use, planning and zoning	7%	N=25	25%	N=98	20%	N=78	11%	N=41	37%	N=143	100%	N=385
Code enforcement (weeds, abandoned buildings, etc.)	6%	N=23	21%	N=80	19%	N=73	11%	N=41	43%	N=166	100%	N=384
Animal control	10%	N=40	32%	N=124	8%	N=32	2%	N=9	47%	N=181	100%	N=387
Economic development	9%	N=33	38%	N=144	20%	N=77	4%	N=14	29%	N=110	100%	N=377
Health services	17%	N=66	43%	N=169	16%	N=61	1%	N=3	23%	N=89	100%	N=388
Public library services	39%	N=152	38%	N=145	6%	N=23	1%	N=4	16%	N=62	100%	N=387
Public information services	14%	N=53	40%	N=153	14%	N=55	4%	N=14	28%	N=108	100%	N=383
Cable television	8%	N=32	30%	N=114	21%	N=82	16%	N=61	24%	N=94	100%	N=382
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	N=34	28%	N=107	13%	N=48	3%	N=10	47%	N=180	100%	N=379
Preservation of natural areas such as open space, farmlands and greenbelts	12%	N=44	33%	N=126	20%	N=77	10%	N=37	25%	N=96	100%	N=379
Dover open space	9%	N=33	40%	N=151	25%	N=95	11%	N=40	15%	N=59	100%	N=379
City-sponsored special events	15%	N=56	41%	N=150	17%	N=63	2%	N=7	25%	N=92	100%	N=367
Overall customer service by Dover employees (police, receptionists, planners, etc.)	28%	N=108	48%	N=185	16%	N=59	1%	N=6	7%	N=25	100%	N=384

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	21%	N=80	60%	N=228	16%	N=59	1%	N=5	2%	N=9	100%	N=382
The Federal Government	5%	N=20	30%	N=112	36%	N=138	16%	N=59	13%	N=49	100%	N=378

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=30	34%	N=132	32%	N=121	10%	N=38	16%	N=62	100%	N=382
The overall direction that Dover is taking	17%	N=67	47%	N=181	20%	N=74	6%	N=22	10%	N=37	100%	N=381
The job Dover government does at welcoming citizen involvement	13%	N=52	30%	N=116	18%	N=69	9%	N=36	29%	N=112	100%	N=385
Overall confidence in Dover government	9%	N=36	42%	N=163	24%	N=93	9%	N=36	15%	N=57	100%	N=385
Generally acting in the best interest of the community	10%	N=39	48%	N=184	19%	N=75	7%	N=29	15%	N=58	100%	N=384
Being honest	11%	N=41	37%	N=144	18%	N=68	7%	N=28	27%	N=104	100%	N=385
Treating all residents fairly	11%	N=42	39%	N=150	15%	N=59	11%	N=42	24%	N=93	100%	N=386

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	53%	N=208	33%	N=130	13%	N=51	2%	N=7	100%	N=396
Overall ease of getting to the places you usually have to visit	27%	N=106	52%	N=201	20%	N=79	1%	N=4	100%	N=390
Quality of overall natural environment in Dover	40%	N=158	47%	N=183	12%	N=47	1%	N=4	100%	N=392
Overall "built environment" of Dover (including overall design, buildings, parks and transportation systems)	28%	N=111	54%	N=210	16%	N=61	2%	N=9	100%	N=392
Health and wellness opportunities in Dover	29%	N=113	44%	N=172	23%	N=89	4%	N=14	100%	N=389
Overall opportunities for education and enrichment	34%	N=133	48%	N=188	16%	N=64	2%	N=8	100%	N=392
Overall economic health of Dover	44%	N=173	46%	N=183	8%	N=33	1%	N=4	100%	N=394
Sense of community	33%	N=129	43%	N=169	23%	N=92	1%	N=3	100%	N=393

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 (COANH, FasTrans, Transportation center)	24%	N=93	51%	N=195	19%	N=74	5%	N=20	100%	N=382
Communication with citizens (newsletter, program brochures, Web site)	23%	N=87	53%	N=202	21%	N=82	3%	N=12	100%	N=383
City Hall office hours (auto registration, vital records, tax assessing)	26%	N=101	49%	N=188	23%	N=88	2%	N=9	100%	N=386
Business retention and economic development	58%	N=226	34%	N=130	5%	N=20	3%	N=10	100%	N=386
Downtown public parking	30%	N=116	48%	N=187	21%	N=80	1%	N=4	100%	N=387
Programs for low-income families (health services, housing, childcare)	37%	N=142	41%	N=156	19%	N=72	4%	N=14	100%	N=384
Youth drug/alcohol prevention efforts (Youth to Youth, DARE)	42%	N=166	40%	N=156	16%	N=61	2%	N=7	100%	N=390
Community oriented policing (downtown/neighborhood patrols)	30%	N=118	52%	N=200	16%	N=63	2%	N=8	100%	N=389
Middle/high school assigned police officer	30%	N=118	36%	N=137	23%	N=90	11%	N=41	100%	N=386
Traffic related police patrols (stop sign, speed, crosswalk enforcement)	19%	N=71	42%	N=160	34%	N=132	6%	N=22	100%	N=386
Victims of crime assistance (case consultation, legal system support)	36%	N=136	41%	N=158	16%	N=60	7%	N=27	100%	N=382
Emergency police/fire response (crimes in progress, fire, rescue)	77%	N=299	18%	N=68	3%	N=12	3%	N=10	100%	N=389
Emergency ambulance response (advanced life support)	78%	N=297	17%	N=66	3%	N=10	2%	N=9	100%	N=382
Fire and life safety public education efforts (home and business)	33%	N=125	47%	N=179	19%	N=73	2%	N=8	100%	N=385
Animal control (investigate complaints, retrieve/shelter stray animals)	14%	N=55	43%	N=164	40%	N=153	3%	N=13	100%	N=384
Building inspections (plumbing, electrical, safety codes)	28%	N=108	50%	N=192	18%	N=68	5%	N=18	100%	N=386
Health inspections (restaurants, housing standards, disease control)	48%	N=184	40%	N=155	10%	N=41	2%	N=7	100%	N=387
Municipal building maintenance (custodial/preventative maintenance)	15%	N=58	58%	N=221	23%	N=89	4%	N=14	100%	N=382
Parks and playground maintenance (grounds, equipment, safety upgrades)	29%	N=111	60%	N=231	10%	N=37	1%	N=6	100%	N=386
Youth playground and summer camp programs	25%	N=96	47%	N=181	24%	N=92	3%	N=12	100%	N=382
Indoor pool and related year-round recreation activities	21%	N=79	43%	N=166	32%	N=125	4%	N=15	100%	N=386
Outdoor pool and related summer only recreation activities	16%	N=61	40%	N=155	39%	N=151	5%	N=21	100%	N=387
Community Fitness Center/Gymnasium and related recreation activities	14%	N=55	48%	N=185	30%	N=115	8%	N=31	100%	N=386
Teen Center and related recreation activities	26%	N=99	47%	N=181	20%	N=77	7%	N=26	100%	N=383
Senior Center and related recreation activities	21%	N=80	51%	N=196	22%	N=84	6%	N=23	100%	N=383
Community events/programs (4th of July, Cocheco Arts, Holidays)	23%	N=88	54%	N=208	21%	N=80	2%	N=7	100%	N=384
Availability of public meeting space for organizations and non-profit groups	8%	N=32	40%	N=152	46%	N=176	6%	N=23	100%	N=382

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	
Street, sidewalk and curb maintenance	40%	N=156	48%	N=185	10%	N=40	1%	N=5	100%	N=388
Storm run-off drainage system maintenance	35%	N=135	47%	N=182	14%	N=53	4%	N=14	100%	N=383
Roadside tree trimming and weed control	22%	N=85	47%	N=181	28%	N=107	3%	N=10	100%	N=383
Recycling Center hours	14%	N=54	42%	N=162	36%	N=140	7%	N=27	100%	N=383
Curbside solid waste and recycling pick up	30%	N=117	49%	N=189	15%	N=59	5%	N=20	100%	N=385
Streetscape maintenance (flowers, litter, decorative lights, street signage)	17%	N=64	49%	N=187	29%	N=110	5%	N=19	100%	N=380
Street snow plowing	71%	N=272	27%	N=105	2%	N=6	0%	N=2	100%	N=384
Sidewalk snow plowing	55%	N=211	37%	N=143	6%	N=23	2%	N=6	100%	N=384
Library hours of operation	18%	N=68	46%	N=177	33%	N=128	4%	N=14	100%	N=387
Library children's room and related programming	20%	N=78	43%	N=166	29%	N=113	8%	N=30	100%	N=387
Library materials (literature, audio, historical documents, museum passes)	19%	N=74	49%	N=190	25%	N=96	7%	N=26	100%	N=385
Library public computer availability	18%	N=66	40%	N=151	36%	N=135	7%	N=26	100%	N=379
Public Schools	67%	N=260	26%	N=99	4%	N=14	4%	N=15	100%	N=388
Extracurricular (school) activities	35%	N=135	46%	N=179	14%	N=54	5%	N=18	100%	N=386
Student transportation	43%	N=167	42%	N=164	8%	N=32	6%	N=23	100%	N=386

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	4%	N=15	2%	N=8	4%	N=16	14%	N=57	75%	N=299	100%	N=396
Purchase goods or services from a business located in Dover	0%	N=1	3%	N=11	24%	N=94	55%	N=219	18%	N=71	100%	N=397
Eat at least 5 portions of fruits and vegetables a day	1%	N=5	8%	N=31	37%	N=145	38%	N=147	15%	N=60	100%	N=390
Participate in moderate or vigorous physical activity	2%	N=9	7%	N=28	37%	N=146	37%	N=147	16%	N=63	100%	N=394
Read or watch local news (via television, paper, computer, etc.)	4%	N=16	17%	N=67	19%	N=76	29%	N=116	31%	N=122	100%	N=396
Vote in local elections	9%	N=36	7%	N=28	14%	N=55	15%	N=60	55%	N=217	100%	N=396

Table 47: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	19%	N=77
Very good	51%	N=201
Good	25%	N=97
Fair	4%	N=16
Poor	1%	N=3
Total	100%	N=395

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	4%	N=16
Somewhat positive	25%	N=98
Neutral	57%	N=225
Somewhat negative	13%	N=51
Very negative	1%	N=3
Total	100%	N=393

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	70%	N=277
Working part time for pay	7%	N=28
Unemployed, looking for paid work	2%	N=8
Unemployed, not looking for paid work	3%	N=12
Fully retired	18%	N=70
Total	100%	N=395

Table 50: Question D5

Do you work inside the boundaries of Dover?	Percent	Number
Yes, outside the home	25%	N=94
Yes, from home	9%	N=33
No	66%	N=253
Total	100%	N=381

Table 51: Question D6

How many years have you lived in Dover?	Percent	Number
Less than 2 years	15%	N=58
2 to 5 years	25%	N=98
6 to 10 years	12%	N=49
11 to 20 years	20%	N=77
More than 20 years	28%	N=112
Total	100%	N=393

Table 52: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	46%	N=181
Building with two or more homes (duplex, townhome, apartment or condominium)	51%	N=200
Mobile home	1%	N=4
Other	2%	N=9
Total	100%	N=394

Table 53: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	46%	N=179
Owned	54%	N=211
Total	100%	N=390

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	2%	N=9
$300 to $599 per month	8%	N=30
$600 to $999 per month	23%	N=89
$1,000 to $1,499 per month	31%	N=119
$1,500 to $2,499 per month	24%	N=92
$2,500 or more per month	12%	N=45
Total	100%	N=385

Table 55: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	73%	N=290
Yes	27%	N=105
Total	100%	N=395

Table 56: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=304
Yes	23%	N=91
Total	100%	N=395

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=39
$25,000 to $49,999	18%	N=67
$50,000 to $99,999	34%	N=131
$100,000 to $149,999	20%	N=77
$150,000 or more	17%	N=66
Total	100%	N=379

Table 58: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=380
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=5
Total	100%	N=385

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	1%	N=5
Asian, Asian Indian or Pacific Islander	5%	N=20
Black or African American	2%	N=7
White	93%	N=362
Other	1%	N=5

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

Table 60: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=17
25 to 34 years	29%	N=113
35 to 44 years	17%	N=67
45 to 54 years	20%	N=78
55 to 64 years	11%	N=45
65 to 74 years	11%	N=43
75 years or older	8%	N=29
Total	100%	N=392

Table 61: Question D16

What is your sex?	Percent	Number
Female	53%	N=204
Male	47%	N=183
Total	100%	N=387

Table 62: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=270
Land line	16%	N=65
Both	15%	N=60
Total	100%	N=395

Appendix B: Benchmark Comparisons

Comparison Data

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

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

National Benchmark Comparisons

Table 63: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Dover	88%	181	441	Similar
Overall image or reputation of Dover	79%	158	330	Similar
Dover as a place to live	94%	150	377	Similar
Your neighborhood as a place to live	82%	156	296	Similar
Dover as a place to raise children	86%	183	366	Similar
Dover as a place to retire	56%	236	341	Similar
Overall appearance of Dover	84%	127	344	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	92%	117	315	Similar
	In your neighborhood during the day	98%	77	341	Similar
	In Dover's downtown/commercial area during the day	96%	86	296	Similar
Mobility	Overall ease of getting to the places you usually have to visit	75%	102	223	Similar
	Availability of paths and walking trails	58%	174	297	Similar
	Ease of walking in Dover	80%	72	282	Similar
	Ease of travel by bicycle in Dover	49%	178	285	Similar
	Ease of travel by public transportation in Dover	44%	62	188	Similar
	Ease of travel by car in Dover	58%	187	286	Similar
	Ease of public parking	56%	99	185	Similar
	Traffic flow on major streets	42%	204	332	Similar
Natural Environment	Quality of overall natural environment in Dover	78%	166	260	Similar
	Cleanliness of Dover	80%	143	267	Similar
	Air quality	86%	96	225	Similar
Built Environment	Overall "built environment" of Dover (including overall design, buildings, parks and transportation systems)	65%	102	212	Similar
	Overall quality of new development in Dover	67%	93	271	Similar
	Availability of affordable quality housing	36%	185	286	Similar
	Variety of housing options	52%	158	262	Similar
	Public places where people want to spend time	70%	104	204	Similar
Economy	Overall economic health of Dover	72%	103	218	Similar
	Vibrant downtown/commercial area	69%	47	196	Higher
	Overall quality of business and service establishments in Dover	74%	85	254	Similar
	Cost of living in Dover	37%	155	215	Similar
	Shopping opportunities	60%	138	277	Similar
	Employment opportunities	50%	80	296	Similar
	Dover as a place to visit	68%	108	232	Similar
	Dover as a place to work	72%	98	342	Similar
Recreation and Wellness	Health and wellness opportunities in Dover	81%	64	213	Similar
	Availability of affordable quality mental health care	58%	65	186	Similar
	Availability of preventive health services	78%	34	217	Higher
	Availability of affordable quality health care	77%	42	243	Higher
	Availability of affordable quality food	77%	50	218	Similar
	Recreational opportunities	62%	167	283	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	69%	115	204	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	74%	116	214	Similar
	Opportunities to participate in religious or spiritual events and activities	79%	131	186	Similar
	Opportunities to attend cultural/arts/music activities	65%	122	281	Similar
	Adult educational opportunities	62%	94	192	Similar
	K-12 education	76%	142	253	Similar
	Availability of affordable quality child care/preschool	60%	85	232	Similar
Community Engagement	Opportunities to participate in social events and activities	70%	93	243	Similar
	Neighborliness of Dover	67%	81	207	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	71%	104	276	Similar
	Opportunities to participate in community matters	65%	126	255	Similar
	Opportunities to volunteer	69%	146	247	Similar

Table 65: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Dover	83%	135	417	Similar
Overall customer service by Dover employees (police, receptionists, planners, etc.)	82%	90	358	Similar
Value of services for the taxes paid to Dover	50%	207	385	Similar
Overall direction that Dover is taking	72%	43	300	Similar
Job Dover government does at welcoming citizen involvement	61%	71	302	Similar
Overall confidence in Dover government	61%	86	216	Similar
Generally acting in the best interest of the community	68%	57	216	Similar
Being honest	66%	78	209	Similar
Treating all residents fairly	66%	92	214	Similar
Services provided by the Federal Government	40%	94	232	Similar

Table 66: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	91%	52	443	Higher
	Fire services	97%	50	366	Similar
	Ambulance or emergency medical services	97%	34	335	Similar
	Crime prevention	86%	46	340	Higher
	Fire prevention and education	89%	31	268	Similar
	Animal control	80%	47	325	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71%	98	261	Similar
	Traffic enforcement	70%	111	356	Similar
	Street repair	37%	280	384	Similar
	Street cleaning	58%	205	306	Similar
	Street lighting	67%	124	311	Similar
	Snow removal	70%	118	284	Similar
	Sidewalk maintenance	54%	180	308	Similar
	Traffic signal timing	55%	86	246	Similar
Mobility	Bus or transit services	66%	71	210	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Garbage collection	81%	215	346	Similar
	Recycling	85%	127	344	Similar
	Yard waste pick-up	62%	230	261	Lower
	Drinking water	71%	151	312	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	60%	134	240	Similar
	Dover open space	58%	135	194	Similar
	Storm drainage	67%	152	339	Similar
	Sewer services	85%	122	311	Similar
	Power (electric and/or gas) utility	78%	110	159	Similar
	Utility billing	68%	124	188	Similar
Built Environment	Land use, planning and zoning	51%	128	288	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	47%	199	373	Similar
	Cable television	51%	114	188	Similar
Economy	Economic development	66%	65	268	Similar
Recreation and Wellness	City parks	82%	167	312	Similar
	Recreation programs or classes	76%	104	310	Similar
	Recreation centers or facilities	78%	102	261	Similar
	Health services	79%	47	197	Similar
Education and Enrichment	City-sponsored special events	75%	72	234	Similar
	Public library services	92%	65	329	Similar
Community Engagement	Public information services	75%	94	267	Similar

Table 67: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	68%	120	296	Similar
Recommend living in Dover to someone who asks	92%	91	267	Similar
Remain in Dover for the next five years	81%	187	258	Similar
Contacted Dover (in-person, phone, email or web) for help or information	52%	67	297	Similar

Table 68: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	29%	128	187	Similar
	Did NOT report a crime to the police	85%	52	209	Similar
	Household member was NOT a victim of a crime	92%	76	256	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	31%	55	171	Similar
	Carpooled with other adults or children instead of driving alone	46%	61	198	Similar
	Walked or biked instead of driving	66%	53	205	Similar
Natural Environment	Made efforts to conserve water	82%	95	193	Similar
	Made efforts to make your home more energy efficient	74%	126	193	Similar
	Recycle at home	94%	86	239	Similar
Built Environment	Did NOT observe a code violation or other hazard in Dover	66%	32	199	Higher
	NOT experiencing housing costs stress	74%	72	237	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Economy	Purchase goods or services from a business located in Dover	97%	108	203	Similar
	Economy will have positive impact on income	29%	115	238	Similar
	Work inside boundaries of Dover	34%	120	204	Similar
Recreation and Wellness	Used Dover recreation centers or their services	52%	163	220	Similar
	Visited a neighborhood park or City park	78%	204	251	Similar
	Eat at least 5 portions of fruits and vegetables a day	91%	13	195	Similar
	Participate in moderate or vigorous physical activity	91%	27	199	Similar
	In very good to excellent health	70%	74	199	Similar
Education and Enrichment	Used Dover public libraries or their services	69%	72	226	Similar
	Participated in religious or spiritual activities in Dover	33%	158	184	Lower
	Attended City-sponsored event	55%	100	205	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	27%	48	186	Similar
	Contacted Dover elected officials (in-person, phone, email or web) to express your opinion	21%	52	202	Similar
	Volunteered your time to some group/activity in Dover	38%	135	245	Similar
	Participated in a club	22%	157	221	Similar
	Talked to or visited with your immediate neighbors	88%	154	199	Similar
	Done a favor for a neighbor	79%	146	194	Similar
	Attended a local public meeting	18%	171	245	Similar
	Watched (online or on television) a local public meeting	32%	51	209	Similar
	Read or watch local news (via television, paper, computer, etc.)	79%	182	204	Similar
	Vote in local elections	84%	106	239	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 2010 Census.

Adams County, CO 441,603
Airway Heights city, WA 6,114
Albany city, OR 50,158
Albemarle County, VA 98,970
Albert Lea city, MN 18,016
Alexandria city, VA 139,966
Algonquin village, IL 30,046
Aliso Viejo city, CA 47,823
Altoona city, IA 14,541
American Canyon city, CA 19,454
Ames city, IA 58,965
Andover CDP, MA 8,762
Ankeny city, IA 45,582
Ann Arbor city, MI 113,934
Annapolis city, MD 38,394
Apache Junction city, AZ 35,840
Arapahoe County, CO 572,003
Arkansas City city, AR 366
Arlington city, TX 365,438
Arvada city, CO 106,433
Asheville city, NC 83,393

Ashland city, OR 20,078
Ashland town, MA 16,593
Ashland town, VA 7,225
Aspen city, CO 6,658
Athens-Clarke County unified government (balance), 115,452
Auburn city, AL 53,380
Augusta CCD, GA 134,777
Aurora city, CO 325,078
Austin city, TX 790,390
Avon town, CO 6,447
Avon town, IN 12,446
Avondale city, AZ 76,238
Azusa city, CA 46,361
Bainbridge Island city, WA 23,025
Baltimore city, MD 620,961
Bartonville town, TX 1,469
Battle Creek city, MI 52,347
Bay City city, MI 34,932
Bay Village city, OH 15,651
Baytown city, TX 71,802
Bedford city, TX 46,979

Bedford town, MA	13,320
Bellevue city, WA	122,363
Bellingham city, WA	80,885
Benbrook city, TX	21,234
Bend city, OR	76,639
Bettendorf city, IA	33,217
Billings city, MT	104,170
Blaine city, MN	57,186
Bloomfield Hills city, MI	3,869
Bloomington city, IN	80,405
Bloomington city, MN	82,893
Blue Springs city, MO	52,575
Boise City city, ID	205,671
Bonner Springs city, KS	7,314
Boone County, KY	118,811
Boulder city, CO	97,385
Bowling Green city, KY	58,067
Bozeman city, MT	37,280
Brentwood city, MO	8,055
Brentwood city, TN	37,060
Brighton city, CO	33,352
Brighton city, MI	7,444
Bristol city, TN	26,702
Broken Arrow city, OK	98,850
Brookfield city, WI	37,920
Brookline CDP, MA	58,732
Brooklyn Center city, MN	30,104
Brooklyn city, OH	11,169
Broomfield city, CO	55,889
Brownsburg town, IN	21,285
Buffalo Grove village, IL	41,496
Burien city, WA	33,313
Burleson city, TX	36,690
Burlingame city, CA	28,806
Cabarrus County, NC	178,011
Cambridge city, MA	105,162
Cannon Beach city, OR	1,690
Cañon City city, CO	16,400
Canton city, SD	3,057
Cape Coral city, FL	154,305
Cape Girardeau city, MO	37,941
Carlisle borough, PA	18,682
Carlsbad city, CA	105,328
Carroll city, IA	10,103
Cartersville city, GA	19,731
Cary town, NC	135,234
Castine town, ME	1,366
Castle Pines North city, CO	10,360
Castle Rock town, CO	48,231
Cedar Hill city, TX	45,028
Cedar Rapids city, IA	126,326
Celina city, TX	6,028
Centennial city, CO	100,377
Chandler city, AZ	236,123
Chandler city, TX	2,734
Chanhassen city, MN	22,952
Chapel Hill town, NC	57,233
Charles County, MD	146,551
Charlotte city, NC	731,424
Charlotte County, FL	159,978
Charlottesville city, VA	43,475
Chattanooga city, TN	167,674
Chautauqua town, NY	4,464
Chesterfield County, VA	316,236
Citrus Heights city, CA	83,301
Clackamas County, OR	375,992
Clarendon Hills village, IL	8,427
Clayton city, MO	15,939
Clearwater city, FL	107,685
Cleveland Heights city, OH	46,121
Clinton city, SC	8,490
Clive city, IA	15,447
Clovis city, CA	95,631
College Park city, MD	30,413
College Station city, TX	93,857
Colleyville city, TX	22,807
Columbia city, MO	108,500
Columbia city, SC	129,272
Columbia Falls city, MT	4,688
Concord city, CA	122,067
Concord town, MA	17,668
Coon Rapids city, MN	61,476
Copperas Cove city, TX	32,032
Coral Springs city, FL	121,096
Coronado city, CA	18,912
Corvallis city, OR	54,462
Cottonwood Heights city, UT	33,433
Creve Coeur city, MO	17,833
Cross Roads town, TX	1,563
Dacono city, CO	4,152
Dade City city, FL	6,437
Dakota County, MN	398,552
Dallas city, OR	14,583
Dallas city, TX	1,197,816
Danville city, KY	16,218
Dardenne Prairie city, MO	11,494
Darien city, IL	22,086
Davenport city, FL	2,888
Davenport city, IA	99,685
Davidson town, NC	10,944
Dayton city, OH	141,527
Dayton town, WY	757
Decatur city, GA	19,335
Del Mar city, CA	4,161
DeLand city, FL	27,031
Delaware city, OH	34,753
Delray Beach city, FL	60,522
Denison city, TX	22,682
Denton city, TX	113,383
Denver city, CO	600,158
Derby city, KS	22,158
Des Moines city, IA	203,433
Des Peres city, MO	8,373
Destin city, FL	12,305
Dothan city, AL	65,496
Douglas County, CO	285,465
Dover city, NH	29,987
Dublin city, CA	46,036
Dublin city, OH	41,751
Duluth city, MN	86,265
Durham city, NC	228,330
Durham County, NC	267,587
Eagan city, MN	64,206
Eagle Mountain city, UT	21,415
Eagle town, CO	6,508
East Grand Forks city, MN	8,601
East Lansing city, MI	48,579
Eau Claire city, WI	65,883
Eden Prairie city, MN	60,797
Edgerton city, KS	1,671
Edgewater city, CO	5,170
Edina city, MN	47,941
Edmond city, OK	81,405
Edmonds city, WA	39,709
El Cerrito city, CA	23,549
El Dorado County, CA	181,058
Elk Grove city, CA	153,015
Elko New Market city, MN	4,110
Elmhurst city, IL	44,121
Encinitas city, CA	59,518

Englewood city, CO	30,255
Erie town, CO	18,135
Escambia County, FL	297,619
Estes Park town, CO	5,858
Euclid city, OH	48,920
Fairview town, TX	7,248
Farmersville city, TX	3,301
Fayetteville city, NC	200,564
Fishers town, IN	76,794
Flagstaff city, AZ	65,870
Flower Mound town, TX	64,669
Forest Grove city, OR	21,083
Fort Collins city, CO	143,986
Fort Lauderdale city, FL	165,521
Fort Smith city, AR	86,209
Franklin city, TN	62,487
Fremont city, CA	214,089
Friendswood city, TX	35,805
Fruita city, CO	12,646
Gahanna city, OH	33,248
Gaithersburg city, MD	59,933
Galveston city, TX	47,743
Gardner city, KS	19,123
Georgetown city, TX	47,400
Germantown city, TN	38,844
Gilbert town, AZ	208,453
Gillette city, WY	29,087
Glendora city, CA	50,073
Glenview village, IL	44,692
Globe city, AZ	7,532
Golden city, CO	18,867
Golden Valley city, MN	20,371
Goodyear city, AZ	65,275
Grafton village, WI	11,459
Grand Blanc city, MI	8,276
Grants Pass city, OR	34,533
Grass Valley city, CA	12,860
Greeley city, CO	92,889
Greenville city, NC	84,554
Greenwich town, CT	61,171
Greenwood Village city, CO	13,925
Greer city, SC	25,515
Gunnison County, CO	15,324
Hailey city, ID	7,960
Haines Borough, AK	2,508
Haltom City city, TX	42,409
Hamilton city, OH	62,477
Hamilton town, MA	7,764
Hanover County, VA	99,863
Harrisburg city, SD	4,089
Harrisonburg city, VA	48,914
Harrisonville city, MO	10,019
Hayward city, CA	144,186
Henderson city, NV	257,729
Herndon town, VA	23,292
High Point city, NC	104,371
Highland Park city, IL	29,763
Highlands Ranch CDP, CO	96,713
Holland city, MI	33,051
Homer Glen village, IL	24,220
Honolulu County, HI	953,207
Hooksett town, NH	13,451
Hopkins city, MN	17,591
Hopkinton town, MA	14,925
Hoquiam city, WA	8,726
Horry County, SC	269,291
Howard village, WI	17,399
Hudson city, OH	22,262
Hudson town, CO	2,356
Huntley village, IL	24,291
Hurst city, TX	37,337
Hutchinson city, MN	14,178
Hutto city, TX	14,698
Independence city, MO	116,830
Indianola city, IA	14,782
Indio city, CA	76,036
Iowa City city, IA	67,862
Irving city, TX	216,290
Issaquah city, WA	30,434
Jackson County, MI	160,248
James City County, VA	67,009
Jefferson County, NY	116,229
Jefferson Parish, LA	432,552
Johnson City city, TN	63,152
Johnston city, IA	17,278
Jupiter town, FL	55,156
Kalamazoo city, MI	74,262
Kansas City city, KS	145,786
Kansas City city, MO	459,787
Keizer city, OR	36,478
Kenmore city, WA	20,460
Kennedale city, TX	6,763
Kennett Square borough, PA	6,072
Kent city, WA	92,411
Kerrville city, TX	22,347
Kettering city, OH	56,163
Key West city, FL	24,649
King City city, CA	12,874
King County, WA	1,931,249
Kirkland city, WA	48,787
Kirkwood city, MO	27,540
Knoxville city, IA	7,313
La Mesa city, CA	57,065
La Plata town, MD	8,753
La Porte city, TX	33,800
La Vista city, NE	15,758
Lafayette city, CO	24,453
Laguna Beach city, CA	22,723
Laguna Niguel city, CA	62,979
Lake Forest city, IL	19,375
Lake in the Hills village, IL	28,965
Lake Oswego city, OR	36,619
Lake Stevens city, WA	28,069
Lake Worth city, FL	34,910
Lake Zurich village, IL	19,631
Lakeville city, MN	55,954
Lakewood city, CO	142,980
Lakewood city, WA	58,163
Lane County, OR	351,715
Lansing city, MI	114,297
Laramie city, WY	30,816
Larimer County, CO	299,630
Las Cruces city, NM	97,618
Las Vegas city, NV	583,756
Lawrence city, KS	87,643
Lawrenceville city, GA	28,546
Lee's Summit city, MO	91,364
Lehi city, UT	47,407
Lenexa city, KS	48,190
Lewis County, NY	27,087
Lewiston city, ID	31,894
Lewisville city, TX	95,290
Lewisville town, NC	12,639
Libertyville village, IL	20,315
Lincoln city, NE	258,379
Lindsborg city, KS	3,458
Little Chute village, WI	10,449
Littleton city, CO	41,737
Livermore city, CA	80,968
Lombard village, IL	43,165

Lone Tree city, CO	10,218
Long Grove village, IL	8,043
Longmont city, CO	86,270
Longview city, TX	80,455
Lonsdale city, MN	3,674
Los Alamos County, NM	17,950
Los Altos Hills town, CA	7,922
Louisville city, CO	18,376
Lower Merion township, PA	57,825
Lynchburg city, VA	75,568
Lynnwood city, WA	35,836
Macomb County, MI	840,978
Manassas city, VA	37,821
Manhattan Beach city, CA	35,135
Manhattan city, KS	52,281
Mankato city, MN	39,309
Maple Grove city, MN	61,567
Maricopa County, AZ	3,817,117
Marion city, IA	34,768
Marshfield city, WI	19,118
Martinez city, CA	35,824
Marysville city, WA	60,020
Matthews town, NC	27,198
McAllen city, TX	129,877
McKinney city, TX	131,117
McMinnville city, OR	32,187
Menlo Park city, CA	32,026
Menomonee Falls village, WI	35,626
Mercer Island city, WA	22,699
Meridian charter township, MI	39,688
Meridian city, ID	75,092
Merriam city, KS	11,003
Mesa city, AZ	439,041
Mesa County, CO	146,723
Miami Beach city, FL	87,779
Miami city, FL	399,457
Middleton city, WI	17,442
Midland city, MI	41,863
Milford city, DE	9,559
Milton city, GA	32,661
Minneapolis city, MN	382,578
Missouri City city, TX	67,358
Modesto city, CA	201,165
Monterey city, CA	27,810
Montgomery city, MN	2,956
Monticello city, UT	1,972
Montrose city, CO	19,132
Monument town, CO	5,530
Mooresville town, NC	32,711
Moraga town, CA	16,016
Morristown city, TN	29,137
Morrisville town, NC	18,576
Morro Bay city, CA	10,234
Mountain Village town, CO	1,320
Mountlake Terrace city, WA	19,909
Murphy city, TX	17,708
Naperville city, IL	141,853
Napoleon city, OH	8,749
Needham CDP, MA	28,886
Nevada City city, CA	3,068
Nevada County, CA	98,764
New Braunfels city, TX	57,740
New Brighton city, MN	21,456
New Hanover County, NC	202,667
New Hope city, MN	20,339
New Orleans city, LA	343,829
New Port Richey city, FL	14,911
New Smyrna Beach city, FL	22,464
New Ulm city, MN	13,522
Newberg city, OR	22,068
Newport city, RI	24,672
Newport News city, VA	180,719
Newton city, IA	15,254
Noblesville city, IN	51,969
Nogales city, AZ	20,837
Norcross city, GA	9,116
Norfolk city, VA	242,803
North Mankato city, MN	13,394
North Port city, FL	57,357
North Richland Hills city, TX	63,343
North Yarmouth town, ME	3,565
Novato city, CA	51,904
Novi city, MI	55,224
O'Fallon city, IL	28,281
O'Fallon city, MO	79,329
Oak Park village, IL	51,878
Oakland city, CA	390,724
Oakley city, CA	35,432
Oklahoma City city, OK	579,999
Olathe city, KS	125,872
Old Town city, ME	7,840
Olmsted County, MN	144,248
Olympia city, WA	46,478
Orland Park village, IL	56,767
Oshkosh city, WI	66,083
Oshtemo charter township, MI	21,705
Oswego village, IL	30,355
Otsego County, MI	24,164
Ottawa County, MI	263,801
Paducah city, KY	25,024
Palm Beach Gardens city, FL	48,452
Palm Coast city, FL	75,180
Palo Alto city, CA	64,403
Palos Verdes Estates city, CA	13,438
Papillion city, NE	18,894
Paradise Valley town, AZ	12,820
Park City city, UT	7,558
Parker town, CO	45,297
Parkland city, FL	23,962
Pasco city, WA	59,781
Pasco County, FL	464,697
Payette city, ID	7,433
Pearland city, TX	91,252
Peoria city, AZ	154,065
Peoria city, IL	115,007
Pflugerville city, TX	46,936
Phoenix city, AZ	1,445,632
Pinehurst village, NC	13,124
Piqua city, OH	20,522
Pitkin County, CO	17,148
Plano city, TX	259,841
Platte City city, MO	4,691
Pleasant Hill city, IA	8,785
Pleasanton city, CA	70,285
Plymouth city, MN	70,576
Polk County, IA	430,640
Pompano Beach city, FL	99,845
Port Orange city, FL	56,048
Portland city, OR	583,776
Post Falls city, ID	27,574
Powell city, OH	11,500
Prince William County, VA	402,002
Prior Lake city, MN	22,796
Pueblo city, CO	106,595
Purcellville town, VA	7,727
Queen Creek town, AZ	26,361
Raleigh city, NC	403,892
Ramsey city, MN	23,668
Raymond town, ME	4,436
Raymore city, MO	19,206

Redmond city, OR	26,215
Redmond city, WA	54,144
Reno city, NV	225,221
Reston CDP, VA	58,404
Richland city, WA	48,058
Richmond Heights city, MO	8,603
Rio Rancho city, NM	87,521
River Falls city, WI	15,000
Riverside city, CA	303,871
Riverside city, MO	2,937
Roanoke city, VA	97,032
Roanoke County, VA	92,376
Rochester Hills city, MI	70,995
Rock Hill city, SC	66,154
Rockville city, MD	61,209
Roeland Park city, KS	6,731
Rogers city, MN	8,597
Rohnert Park city, CA	40,971
Rolla city, MO	19,559
Roselle village, IL	22,763
Rosemount city, MN	21,874
Rosenberg city, TX	30,618
Roseville city, MN	33,660
Round Rock city, TX	99,887
Royal Oak city, MI	57,236
Saco city, ME	18,482
Sahuarita town, AZ	25,259
Salida city, CO	5,236
Sammamish city, WA	45,780
San Anselmo town, CA	12,336
San Carlos city, CA	28,406
San Diego city, CA	1,307,402
San Francisco city, CA	805,235
San Jose city, CA	945,942
San Juan County, NM	130,044
San Marcos city, CA	83,781
San Marcos city, TX	44,894
San Rafael city, CA	57,713
Sanford city, FL	53,570
Sangamon County, IL	197,465
Santa Clarita city, CA	176,320
Santa Fe city, NM	67,947
Santa Fe County, NM	144,170
Santa Monica city, CA	89,736
Sarasota County, FL	379,448
Savage city, MN	26,911
Schaumburg village, IL	74,227
Schertz city, TX	31,465
Scott County, MN	129,928
Scottsdale city, AZ	217,385
Seaside city, CA	33,025
Sevierville city, TN	14,807
Shakopee city, MN	37,076
Sharonville city, OH	13,560
Shawnee city, KS	62,209
Shawnee city, OK	29,857
Sherborn town, MA	4,119
Shoreview city, MN	25,043
Shorewood village, IL	15,615
Shorewood village, WI	13,162
Sierra Vista city, AZ	43,888
Silverton city, OR	9,222
Sioux Center city, IA	7,048
Sioux Falls city, SD	153,888
Skokie village, IL	64,784
Snellville city, GA	18,242
Snoqualmie city, WA	10,670
Somerset town, MA	18,165
South Jordan city, UT	50,418
South Lake Tahoe city, CA	21,403
Southlake city, TX	26,575
Spearfish city, SD	10,494
Spring Hill city, KS	5,437
Springboro city, OH	17,409
Springfield city, MO	159,498
Springville city, UT	29,466
St. Augustine city, FL	12,975
St. Charles city, IL	32,974
St. Cloud city, FL	35,183
St. Cloud city, MN	65,842
St. Joseph city, MO	76,780
St. Joseph town, WI	3,842
St. Louis County, MN	200,226
State College borough, PA	42,034
Steamboat Springs city, CO	12,088
Sterling Heights city, MI	129,699
Sugar Grove village, IL	8,997
Sugar Land city, TX	78,817
Suisun City city, CA	28,111
Summit city, NJ	21,457
Summit County, UT	36,324
Summit village, IL	11,054
Sunnyvale city, CA	140,081
Surprise city, AZ	117,517
Suwanee city, GA	15,355
Tacoma city, WA	198,397
Takoma Park city, MD	16,715
Tamarac city, FL	60,427
Temecula city, CA	100,097
Tempe city, AZ	161,719
Temple city, TX	66,102
Texarkana city, TX	36,411
The Woodlands CDP, TX	93,847
Thousand Oaks city, CA	126,683
Tigard city, OR	48,035
Tracy city, CA	82,922
Trinidad CCD, CO	12,017
Tualatin city, OR	26,054
Tulsa city, OK	391,906
Twin Falls city, ID	44,125
Tyler city, TX	96,900
University Heights city, OH	13,539
University Park city, TX	23,068
Upper Arlington city, OH	33,771
Urbandale city, IA	39,463
Vail town, CO	5,305
Vancouver city, WA	161,791
Ventura CCD, CA	111,889
Vernon Hills village, IL	25,113
Vestavia Hills city, AL	34,033
Victoria city, MN	7,345
Vienna town, VA	15,687
Virginia Beach city, VA	437,994
Walnut Creek city, CA	64,173
Washington County, MN	238,136
Washington town, NH	1,123
Washoe County, NV	421,407
Washougal city, WA	14,095
Wauwatosa city, WI	46,396
Waverly city, IA	9,874
Weddington town, NC	9,459
Wentzville city, MO	29,070
West Carrollton city, OH	13,143
West Chester borough, PA	18,461
West Des Moines city, IA	56,609
Western Springs village, IL	12,975
Westerville city, OH	36,120
Westlake town, TX	992
Westminster city, CO	106,114
Weston town, MA	11,261

White House city, TN.. 10,255
Wichita city, KS..382,368
Williamsburg city, VA... 14,068
Willowbrook village, IL 8,540
Wilmington city, NC...106,476
Wilsonville city, OR... 19,509
Windsor town, CO.. 18,644
Windsor town, CT 29,044
Winnetka village, IL 12,187
Winter Garden city, FL... 34,568

Woodbury city, MN... 61,961
Woodland city, CA... 55,468
Wrentham town, MA 10,955
Wyandotte County, KS 157,505
Yakima city, WA... 91,067
York County, VA... 65,464
Yorktown town, IN.. 9,405
Yorkville city, IL 16,921
Yountville city, CA 2,933

Appendix C: Detailed Survey Methods

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

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Dover funded this research. Please contact Colleen Bessette, Executive Assistant 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 1,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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

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* report provided under separate cover.)

Figure 1: Location of Survey Recipients
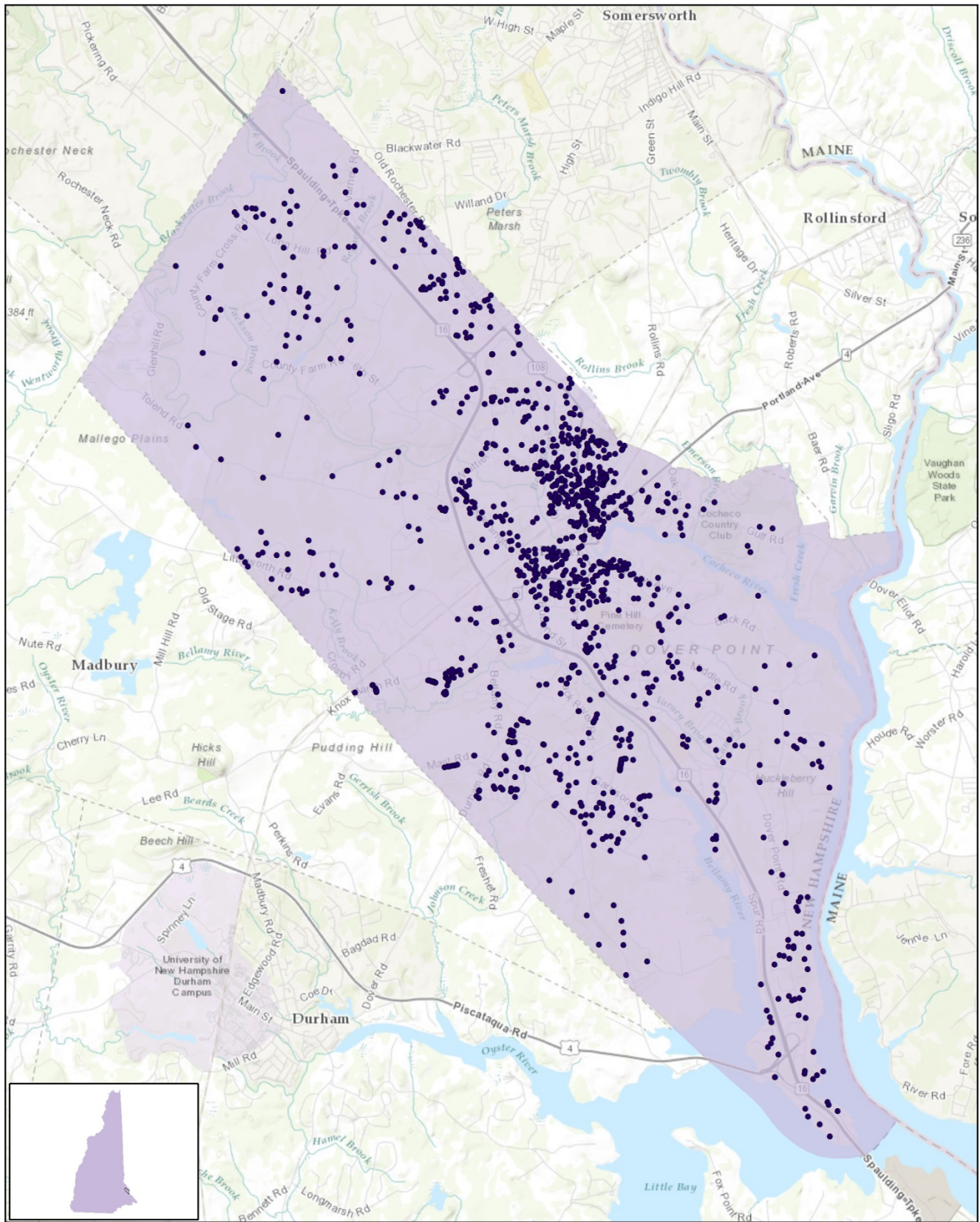
Survey Recipients in Dover, NH
• Survey Recipients

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on July 5, 2017. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Manager inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English only. Respondents could opt to take the survey online as well. Completed surveys were collected over the following seven weeks. The online "opt-in" survey became available to all residents on August 9, 2017 and remained open for two weeks.

About 4% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,443 households that received the survey, 401 completed the survey, providing an overall response rate of 28%. Of the 401 completed surveys, 51 were completed online. The response rate was calculated using AAPOR's response rate #2[1] for mailed surveys of unnamed persons. Additionally, 173 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 Rate

	All of Dover
Total sample used	1,500
I=Complete Interviews	397
P=Partial Interviews	4
R=Refusal and break off	2
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,040
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.[2]

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

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

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.

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

[2] A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

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

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

Survey Data Weighting

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

Table 70: Dover, NH 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	47%	33%	46%
Own home	53%	67%	54%
Detached unit	47%	57%	47%
Attached unit	53%	43%	53%
Race and Ethnicity			
White	92%	93%	92%
Not white	8%	7%	8%
Not Hispanic	98%	98%	99%
Hispanic	2%	2%	1%
Sex and Age			
Female	52%	59%	53%
Male	48%	41%	47%
18-34 years of age	35%	17%	33%
35-54 years of age	37%	27%	37%
55+ years of age	29%	56%	30%
Females 18-34	17%	13%	17%
Females 35-54	19%	16%	19%
Females 55+	16%	30%	17%
Males 18-34	17%	4%	17%
Males 35-54	18%	10%	18%
Males 55+	13%	26%	13%

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.

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,

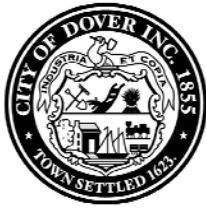It won't take much of your time to make a big difference!

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!
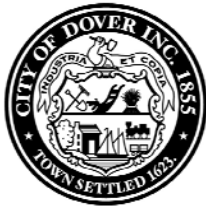
Sincerely,

J. Michael Joyal, Jr.
City Manager

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

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

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Dover, NH 03820-4169

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

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

City of Dover, New Hampshire
OFFICE OF THE CITY MANAGER

July 2017

Dear City of Dover Resident:

Please help us shape the future of Dover! You have been selected at random to participate in the 2017 Dover Citizen Survey.

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

  http://bit.ly/2rb32Mm

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

288 Central Avenue
Dover, New Hampshire 03820-4169
(603) 516-6023
Fax: (603) 516-6049
www.dover.nh.gov

City of Dover, New Hampshire

OFFICE OF THE CITY MANAGER

July 2017

Dear City of Dover Resident:

Here's a second chance if you haven't already responded to the 2017 Dover Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Dover! You have been selected at random to participate in the 2017 Dover Citizen Survey.

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

     http://bit.ly/2rb32Mm

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 2017 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

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

	Excellent	Good	Fair	Poor	Don't know
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:

	Excellent	Good	Fair	Poor	Don't know
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:

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
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:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In 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:

	Excellent	Good	Fair	Poor	Don't know
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:**

	Excellent	Good	Fair	Poor	Don't know
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.**

	No	Yes
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?**

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
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?**

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

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

	Excellent	Good	Fair	Poor	Don't know
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?

	Excellent	Good	Fair	Poor	Don't know
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:

	Excellent	Good	Fair	Poor	Don't know
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 citizen 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:

	Essential	Very important	Somewhat important	Not at all important
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?

	Highest priority	Medium priority	Lowest priority	Don't know
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, Cocheco 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 2017 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	Never	*Rarely*	*Sometimes*	*Usually*	*Always*
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

OFFICE OF THE CITY MANAGER
MUNICIPAL BUILDING
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DOVER: First in New Hampshire,
First with you!