

# Dover, NH Trends over Time

2019



2955 Valmont Road Suite 300 Boulder, Colorado 80301 n-r-c.com • 303-444-7863



777 North Capitol Street NE Suite 500 Washington, DC 20002 icma.org • 800-745-8780

# Summary

The National Community Survey<sup>™</sup> (The NCS<sup>™</sup>) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2019 ratings for the City of Dover to its previous survey results in 2004, 2009, 2011, 2013, 2015 and 2017. Additional reports and technical appendices are available under separate cover.

Trend data for Dover represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2017 and 2019 surveys, otherwise the comparisons between 2017 and 2019 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Dover for 2019 generally remained stable. Of the 134 items for which comparisons were available, 96 items were rated similarly in 2017 and 2019, 37 items showed a decrease in ratings and one showed an increase in ratings. Notable trends over time included the following:

- Aspects of Community Characteristics showed downwards trends across most facets of community livability. Built Environment and Economy showed the highest number of decreased ratings; Dover residents gave less favorable reviews to the overall quality of new development in Dover, the availability of affordable quality housing, variety of housing options, overall built environment, overall economic health, cost of living, vibrancy of downtown/commercial area and overall quality of businesses and services in 2019 compared to 2017.
- The pillar of Governance also experienced declining ratings across several facets the highest concentration of decreased ratings was for general aspects of governance. Survey respondents gave less positive assessments to the overall direction of Dover, the job the government does at welcoming resident involvement, confidence in City government, acting in the best interest of Dover and treating all residents fairly in 2019.
- From 2017 to 2019, levels of Participation for most items remained stable in Dover. More residents reported working in Dover in 2019; however, fewer residents reported using public transportation instead of driving; campaigning for an issue, cause or candidate; or gave favorable ratings to the sense of community in Dover. Additionally, more residents were under housing cost stress and observed a code violation in 2019 than in 2017.

# The National Community Survey™

#### Table 1: Community Characteristics General

	Pe	rcent rat	ing posit	tively (e.	g., exce	llent/goo	od)			1	Compariso	n to bench	nmark		
	2004	2009	2011	2013	2015	2017	2019	2019 rating compared to 2017	2004	2009	2011	2013	2015	2017	2019
Overall quality of life	82%	83%	84%	83%	86%	88%	83%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Overall image	NA	69%	74%	72%	72%	79%	69%	Lower	NA	Similar	Similar	Similar	Similar	Similar	Similar
Place to live	89%	89%	90%	92%	91%	94%	90%	Similar	Higher	Similar	Higher	Similar	Similar	Similar	Similar
Neighborhood	78%	77%	79%	79%	81%	82%	81%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Place to raise children	80%	85%	80%	83%	83%	86%	83%	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Similar
Place to retire	51%	55%	57%	62%	57%	56%	53%	Similar	Much lower	Lower	Lower	Similar	Similar	Similar	Similar
Overall appearance	74%	71%	79%	78%	75%	84%	75%	Lower	Similar	Similar	Higher	Similar	Similar	Similar	Similar

#### Table 2: Community Characteristics by Facet

		Pe	ercent ra		itively (e omewha		llent/goo	od,	2019 rating compared			Comparis	son to ben	chmark		
		2004	2009	2011	2013	2015	2017	2019	to 2017	2004	2009	2011	2013	2015	2017	2019
	Overall feeling of safety	NA	NA	NA	NA	86%	92%	81%	Lower	NA	NA	NA	NA	Similar	Similar	Similar
	Safe in neighborhood	96%	95%	94%	95%	95%	98%	91%	Similar	Higher	Much higher	Higher	Higher	Similar	Similar	Similar
Safety	Safe downtown/commercial area	95%	96%	97%	95%	<b>9</b> 5%	96%	90%	Similar	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar
	Overall ease of travel	NA	NA	NA	NA	73%	75%	69%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Paths and walking trails	NA	40%	51%	57%	60%	58%	62%	Similar	NA	Much Iower	Lower	Lower	Similar	Similar	Similar
	Ease of walking	NA	59%	72%	71%	77%	80%	77%	Similar	NA	Similar	Much higher	Higher	Similar	Similar	Similar
	Travel by bicycle	31%	41%	48%	48%	52%	49%	43%	Similar	Much lower	Much Iower	Similar	Similar	Similar	Similar	Similar
	Travel by public transportation	NA	65%	72%	66%	54%	44%	42%	Similar	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar
	Travel by car	41%	47%	55%	61%	56%	58%	49%	Lower	Much lower	Much Iower	Similar	Similar	Similar	Similar	Similar
	Public parking	NA	NA	NA	NA	44%	56%	41%	Lower	NA	NA	NA	NA	Similar	Similar	Similar
Mobility	Traffic flow	31%	29%	38%	42%	41%	42%	35%	Lower	NA	Much Iower	Similar	Lower	Similar	Similar	Similar
	Overall natural environment	NA	68%	72%	76%	79%	78%	68%	Lower	NA	Similar	Similar	Similar	Similar	Similar	Similar
	Cleanliness	NA	72%	78%	73%	70%	80%	70%	Lower	NA	Similar	Similar	Similar	Similar	Similar	Similar
Natural Environment	Air quality	NA	77%	78%	81%	84%	86%	81%	Similar	NA	Higher	Higher	Much higher	Similar	Similar	Similar
Built	Overall built environment	NA	NA	NA	NA	64%	65%	47%	Lower	NA	NA	NA	NA	Similar	Similar	Similar

		Pe	ercent ra	01	itively (e comewha	0	llent/goo	od,	2019 rating compared			Compari	son to ben	chmark		
		2004	2009	2011	2013	2015	2017	2019	to 2017	2004	2009	2011	2013	2015	2017	2019
Environment	New development in Dover	NA	53%	55%	66%	63%	67%	52%	Lower	NA	Similar	Similar	Similar	Similar	Similar	Similar
	Affordable quality housing	17%	29%	41%	43%	44%	36%	22%	Lower	Much lower	Lower	Higher	Similar	Similar	Similar	Lower
	Housing options	NA	54%	59%	64%	61%	52%	45%	Lower	NA	Similar	Similar	Higher	Similar	Similar	Similar
	Public places	NA	NA	NA	NA	65%	70%	65%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
	Overall economic health	NA	NA	NA	NA	61%	72%	62%	Lower	NA	NA	NA	NA	Similar	Similar	Simila
	Vibrant downtown/commercial area	NA	NA	NA	NA	63%	69%	61%	Lower	NA	NA	NA	NA	Higher	Higher	Simila
	Business and services	NA	67%	62%	73%	70%	74%	67%	Lower	NA	Higher	Similar	Higher	Similar	Similar	Simila
	Cost of living	NA	NA	NA	NA	44%	37%	29%	Lower	NA	NA	NA	NA	Similar	Similar	Similar
	Shopping opportunities	50%	48%	45%	54%	55%	60%	53%	Similar	Much lower	Similar	Similar	Similar	Similar	Similar	Similar
	Employment opportunities	27%	26%	35%	37%	45%	50%	51%	Similar	Much lower	Similar	Higher	Higher	Similar	Similar	Similar
	Place to visit	NA	NA	NA	NA	68%	68%	64%	Similar	NA	NA	NA	ŇA	Similar	Similar	Simila
Economy	Place to work	NA	61%	61%	75%	70%	72%	68%	Similar	NA	Higher	Higher	Much higher	Similar	Similar	Simila
	Health and wellness	NA	NA	NA	NA	78%	81%	75%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
	Mental health care	NA	NA	NA	NA	50%	58%	55%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
	Preventive health services	NA	NA	NA	NA	76%	78%	77%	Similar	NA	NA	NA	NA	Similar	Higher	Simila
	Health care	60%	53%	62%	67%	77%	77%	76%	Similar	Higher	Higher	Much higher	Much higher	Similar	Higher	Simila
	Food	NA	NA	NA	NA	79%	77%	79%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
Recreation	Recreational opportunities	58%	57%	61%	64%	62%	62%	58%	Similar	Similar	Lower	Similar	Similar	Similar	Similar	Simila
and Wellness	Fitness opportunities	NA	NA	NA	NA	66%	69%	63%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
	Education and enrichment opportunities	NA	NA	NA	NA	71%	74%	70%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
	Religious or spiritual events and activities	NA	NA	NA	NA	79%	79%	80%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
	Cultural/arts/music activities	NA	49%	56%	61%	62%	65%	63%	Similar	NA	Similar	Higher	Higher	Similar	Similar	Simila
	Adult education	NA	NA	NA	NA	65%	62%	57%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
Education	K-12 education	75%	75%	69%	71%	69%	76%	71%	Similar	Much higher	Higher	Similar	Similar	Similar	Similar	Simila
and Enrichment	Child care/preschool	36%	43%	47%	47%	67%	60%	52%	Lower	Much lower	Higher	Higher	Similar	Similar	Similar	Simila

# The National Community Survey™

		Pe	ercent ra	01	itively (e omewha	.g., excel It safe)	llent/goo	d,	2019 rating compared			Comparis	son to ben	chmark		
		2004	2009	2011	2013	2015	2017	2019	to 2017	2004	2009	2011	2013	2015	2017	2019
	Social events and activities	NA	56%	66%	68%	63%	70%	67%	Similar	NA	Similar	Higher	Similar	Similar	Similar	Similar
	Neighborliness	NA	NA	NA	NA	62%	67%	60%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Openness and acceptance	NA	NA	NA	NA	68%	71%	65%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Opportunities to participate in community matters	NA	61%	61%	68%	64%	65%	67%	Similar	NA	Similar	Similar	Similar	Similar	Similar	Similar
Community Engagement	Opportunities to volunteer	NA	69%	74%	69%	74%	69%	73%	Similar	NA	Lower	Similar	Lower	Similar	Similar	Similar

#### Table 3: Governance General

	Pe	rcent rat	ting posi	tively (e.	.g., exce	llent/goo	od)	2019 rating compared			Compar	son to be	nchmark		
	2004	2009	2011	2013	2015	2017	2019	to 2017	2004	2009	2011	2013	2015	2017	2019
Services provided by Dover	81%	72%	78%	83%	80%	83%	80%	Similar	Similar	Similar	Similar	Higher	Similar	Similar	Similar
Customer service	76%	77%	80%	81%	77%	82%	79%	Similar	Similar	Similar	Higher	Similar	Similar	Similar	Similar
Value of services for taxes paid	NA	44%	46%	46%	46%	50%	44%	Similar	NA	Lower	Similar	Lower	Similar	Similar	Similar
Overall direction	51%	49%	57%	63%	69%	72%	54%	Lower	Similar	Similar	Higher	Similar	Similar	Similar	Similar
Welcoming resident involvement	61%	47%	55%	54%	54%	61%	54%	Lower	Higher	Similar	Higher	Similar	Similar	Similar	Similar
Confidence in City government	NA	NA	NA	NA	50%	61%	52%	Lower	NA	NA	NA	NA	Similar	Similar	Similar
Acting in the best interest of Dover	NA	NA	NA	NA	58%	68%	53%	Lower	NA	NA	NA	NA	Similar	Similar	Similar
Being honest	NA	NA	NA	NA	60%	66%	60%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Treating all residents fairly	NA	NA	NA	NA	57%	66%	56%	Lower	NA	NA	NA	NA	Similar	Similar	Similar
Services provided by the Federal															
Government	40%	47%	38%	41%	44%	40%	39%	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Similar

#### Table 4: Governance by Facet

		Pe	rcent rat	ting posi	tively (e	.g., exce	llent/go	od)	2019 rating			Comparis	on to bench	nmark		
									compared to							
		2004	2009	2011	2013	2015	2017	2019	2017	2004	2009	2011	2013	2015	2017	2019
										Much	Much	Much	Much			
	Police	84%	86%	88%	89%	90%	91%	90%	Similar	higher	higher	higher	higher	Similar	Higher	Similar
										Much	Much		Much			
	Fire	95%	98%	96%	98%	97%	97%	96%	Similar	higher	higher	Higher	higher	Similar	Similar	Similar
										Much	Much	Much	Much			
	Ambulance/EMS	<b>9</b> 5%	96%	94%	97%	95%	97%	97%	Similar	higher	higher	higher	higher	Similar	Similar	Similar
												Much	Much			
Safety	Crime prevention	NA	NA	79%	82%	85%	86%	78%	Lower	NA	NA	higher	higher	Similar	Higher	Similar

		Pe	rcent ra	ting posi	tively (e	g., exce	llent/goo	od)	2019 rating			Comparis	on to bencl	nmark		
		2004	2009	2011	2013	2015	2017	2019	compared to 2017	2004	2009	2011	2013	2015	2017	2019
	Fire prevention	NA	NA	88%	88%	91%	89%	89%	Similar	NA	NA	Much higher	Much higher	Similar	Similar	Simila
	Animal control	NA	NA	71%	79%	69%	80%	73%	Lower	NA	NA	Much higher	Much higher	Similar	Similar	Simila
	Emergency preparedness	NA	NA	65%	69%	70%	71%	61%	Lower	NA	NA	Similar	Similar	Similar	Similar	Simila
	Traffic enforcement	72%	68%	71%	76%	69%	70%	67%	Similar	Higher	Higher	Higher	Higher	Similar	Similar	Simila
	Street repair	26%	34%	37%	37%	37%	37%	34%	Similar	Much lower	Much Iower	Similar	Lower	Similar	Similar	Simila
	Street cleaning	53%	47%	59%	59%	50%	58%	57%	Similar	Much lower	Much Iower	Similar	Lower	Similar	Similar	Simila
	Street lighting	62%	54%	62%	63%	56%	67%	69%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Simila
	Snow removal	62%	61%	64%	67%	61%	70%	69%	Similar	Lower	Similar	Similar	Higher	Similar	Similar	Simila
	Sidewalk maintenance	46%	42%	50%	52%	46%	54%	48%	Similar	Lower	Lower	Similar	Similar	Similar	Similar	Simila
	Traffic signal timing	49%	50%	58%	60%	53%	55%	49%	Similar	Similar	Similar	Higher	Higher	Similar	Similar	Simila
Mobility	Bus or transit services	63%	69%	76%	70%	66%	66%	62%	Similar	Similar	Much higher	Much higher	Much higher	Similar	Similar	Simila
	Garbage collection	78%	81%	85%	85%	82%	81%	80%	Similar	Lower	Similar	Higher	Similar	Similar	Similar	Simila
	Recycling	81%	88%	83%	86%	84%	85%	74%	Lower	Similar	Much higher	Much higher	Much higher	Similar	Similar	Simila
	Yard waste pick-up	NA	NA	NA	NA	69%	62%	57%	Similar	NA	NA	NA	NA	Similar	Lower	Lowe
	Drinking water	63%	67%	71%	74%	75%	71%	70%	Similar	Lower	Higher	Higher	Higher	Similar	Similar	Simil
Natural	Natural areas preservation	NA	52%	62%	64%	67%	60%	51%	Lower	NA	Similar	Similar	Similar	Similar	Similar	Simil
Environment	Open space	NA	NA	NA	NA	58%	58%	46%	Lower	NA	NA	NA	NA	Similar	Similar	Simil
	Storm drainage	68%	64%	71%	77%	71%	67%	62%	Similar	Higher	Similar	Higher	Much higher	Similar	Similar	Simila
	Sewer services	78%	79%	79%	84%	79%	85%	78%	Lower	Higher	Higher	Similar	Higher	Similar	Similar	Simila
	Power utility	NA	NA	NA	NA	74%	78%	74%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
	Utility billing	NA	NA	NA	NA	70%	68%	61%	Lower	NA	NA	NA	NA	Similar	Similar	Simila
	Land use, planning and zoning	31%	37%	48%	56%	51%	51%	43%	Lower	Much lower	Similar	Higher	Higher	Similar	Similar	Simil
Built	Code enforcement	48%	42%	48%	52%	41%	47%	43%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Simil
Environment	Cable television	60%	61%	63%	62%	52%	51%	52%	Similar	Higher	Higher	Higher	Similar	Similar	Similar	Simila
Economy	Economic development	NA	36%	50%	61%	61%	66%	60%	Similar	NA	Lower	Much higher	Much higher	Similar	Similar	Simila
Recreation and Wellness	City parks	75%	73%	72%	76%	76%	82%	74%	Lower	Lower	Lower	Much lower	Lower	Similar	Similar	Simila

		Pe	rcent rat	ting posi	tively (e.	.g., exce	llent/goo	od)	2019 rating			Comparis	on to bench	nmark		
		2004	2009	2011	2013	2015	2017	2019	compared to 2017	2004	2009	2011	2013	2015	2017	2019
1	Recreation programs	80%	69%	75%	74%	72%	76%	70%	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar
	Recreation centers	70%	68%	73%	75%	74%	78%	73%	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Health services	NA	NA	74%	81%	75%	79%	80%	Similar	NA	NA	Much higher	Much higher	Similar	Similar	Similar
Education and	Special events	NA	NA	NA	NA	70%	75%	69%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Enrichment	Public libraries	89%	86%	87%	90%	89%	92%	87%	Similar	Higher	Similar	Similar	Higher	Similar	Similar	Similar
Community Engagement	Public information	NA	NA	75%	76%	72%	75%	71%	Similar	NA	NA	Higher	Higher	Similar	Similar	Similar

#### Table 5: Participation General

	Percent	rating pos		g., always/ month, ye		s, more th	an once	2019 rating			Compari	son to bencl	nmark		
	2004	2009	2011	2013	2015	2017	2019	compared to 2017	2004	2009	2011	2013	2015	2017	2019
Sense of community	66%	61%	70%	72%	65%	68%	60%	Lower	Similar	Similar	Higher	Similar	Similar	Similar	Similar
Recommend Dover	NA	89%	88%	89%	91%	92%	87%	Similar	NA	Similar	Similar	Similar	Similar	Similar	Similar
Remain in Dover	NA	84%	82%	84%	82%	81%	78%	Similar	NA	Similar	Similar	Similar	Similar	Similar	Similar
Contacted Dover employees	72%	69%	54%	66%	53%	52%	55%	Similar	NA	Much higher	Similar	Much higher	Similar	Similar	Higher

#### Table 6: Participation by Facet

		Perce	ent rating	positively than on	y (e.g., a ce a mor		metimes,	more	2019 rating compared to			Compar	rison to ber	nchmark		
		2004	2009	2011	2013	2015	2017	2019	2017	2004	2009	2011	2013	2015	2017	2019
	Stocked supplies for an emergency	NA	NA	NA	NA	38%	29%	29%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Did NOT report a crime	NA	NA	NA	NA	83%	85%	81%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Safety	Was NOT the victim of a crime	90%	89%	93%	88%	93%	92%	92%	Similar	NA	Higher	Much higher	Similar	Similar	Similar	Similar
	Used public transportation instead of driving	NA	NA	NA	NA	30%	31%	23%	Lower	NA	NA	NA	NA	Similar	Similar	Similar
	Carpooled instead of driving alone	NA	NA	NA	NA	47%	46%	46%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Mobility	Walked or biked instead of driving	NA	NA	NA	NA	63%	66%	63%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Natural	Conserved water	NA	NA	NA	NA	80%	82%	76%	Similar	NA	NA	NA	NA	Similar	Similar	Similar

		Perce	ent rating	positivel than on	y (e.g., a ice a mor		metimes,	more	2019 rating compared to			Compar	ison to ber	nchmark		
		2004	2009	2011	2013	2015	2017	2019	2017	2004	2009	2011	2013	2015	2017	2019
Environment	Made home more energy efficient	NA	NA	NA	NA	76%	74%	72%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
	Recycled at home	90%	96%	89%	91%	93%	94%	93%	Similar	NA	Much higher	Much higher	Much higher	Similar	Similar	Simila
	Did NOT observe a code violation	NA	NA	NA	NA	59%	66%	53%	Lower	NA	NA	NA	NA	Similar	Higher	Simila
Built Environment	NOT under housing cost stress	NA	55%	61%	66%	66%	74%	62%	Lower	NA	Much Iower	Similar	Similar	Similar	Similar	Simila
	Purchased goods or services in Dover	NA	NA	NA	NA	96%	97%	97%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
	Economy will have positive impact on income	18%	12%	14%	23%	29%	29%	32%	Similar	NA	Lower	Lower	Higher	Similar	Similar	Simila
Economy	Work in Dover	NA	NA	NA	NA	38%	34%	41%	Higher	NA	NA	NA	NA	Similar	Similar	Simila
	Used Dover recreation centers	46%	49%	52%	55%	52%	52%	51%	Similar	NA	Much lower	Lower	Similar	Similar	Similar	Simila
	Visited a City park	82%	82%	80%	82%	80%	78%	80%	Similar	NA	Lower	Much lower	Lower	Similar	Similar	Simila
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	87%	91%	88%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	84%	91%	87%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
Recreation and Wellness	In very good to excellent health	NA	NA	NA	NA	69%	70%	67%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
	Used Dover public libraries	74%	76%	71%	77%	70%	69%	67%	Similar	NA	Higher	Similar	Higher	Similar	Similar	Simila
	Participated in religious or spiritual activities	NA	NA	NA	NA	32%	33%	28%	Similar	NA	NA	NA	NA	Lower	Lower	Lower
Education and Enrichment	Attended a City- sponsored event	NA	NA	NA	NA	61%	55%	57%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	23%	27%	19%	Lower	NA	NA	NA	NA	Similar	Similar	Simila
	Contacted Dover elected officials	NA	NA	NA	NA	19%	21%	17%	Similar	NA	NA	NA	NA	Similar	Similar	Simila
Community Engagement	Volunteered	40%	47%	38%	36%	39%	38%	35%	Similar	NA	Higher	Much lower	Much Iower	Similar	Similar	Simila

# The National Community Survey™

	Perce	ent rating	positivel than on	y (e.g., a ce a mor		metimes,	more	2019 rating compared to			Compar	ison to ber	nchmark		
	2004	2009	2011	2013	2015	2017	2019	2017	2004	2009	2011	2013	2015	2017	2019
Participated in a club	NA	29%	25%	24%	24%	22%	20%	Similar	NA	Similar	Lower	Much lower	Similar	Similar	Similar
Talked to or visited with neighbors	NA	NA	NA	NA	89%	88%	85%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Done a favor for a neighbor	NA	NA	NA	NA	78%	79%	75%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Attended a local public meeting	28%	34%	27%	28%	19%	18%	21%	Similar	NA	Higher	Similar	Similar	Similar	Similar	Similar
Watched a local public meeting	62%	59%	51%	45%	36%	32%	27%	Similar	NA	Much higher	Much higher	Much higher	Similar	Similar	Similar
Read or watched local news	NA	NA	NA	NA	84%	79%	80%	Similar	NA	NA	NA	NA	Similar	Similar	Similar
Voted in local elections	75%	83%	72%	85%	84%	84%	84%	Similar	NA	Much higher	Similar	Much higher	Similar	Similar	Similar