



The CivicPanel Project
School of Public Affairs and Administration
Rutgers University
111 Washington Street
Newark, NJ 07102

Survey Report # 24

National Community Survey

January 2012

About the Survey

This Survey Report presents findings of a CivicPanel online survey about how citizens evaluate local government services and how they obtain government performance information. The survey was conducted at the same time as a nationwide mail survey, using an identical questionnaire and probability sampling methods, thus allowing a comparison of this more established method to the results obtained from a CivicPanel online survey. This report presents results only from the online survey.

The survey was conducted in January 2012, and included online responses from 784 panelists.

About the Panel

CivicPanel is an online panel of volunteers who sign up over the Internet to participate in the project's surveys. Panelists are recruited from online ads, web directories, and announcements sent by email to members of various nonprofit organizations that have partnered with CivicPanel (formerly eTownPanel) over the years.

It is important to point out that the panel is not a random sample, and thus the results are not scientifically projectable to the larger population.

For more information visit www.civicpanel.org or email civicpan@rutgers.edu

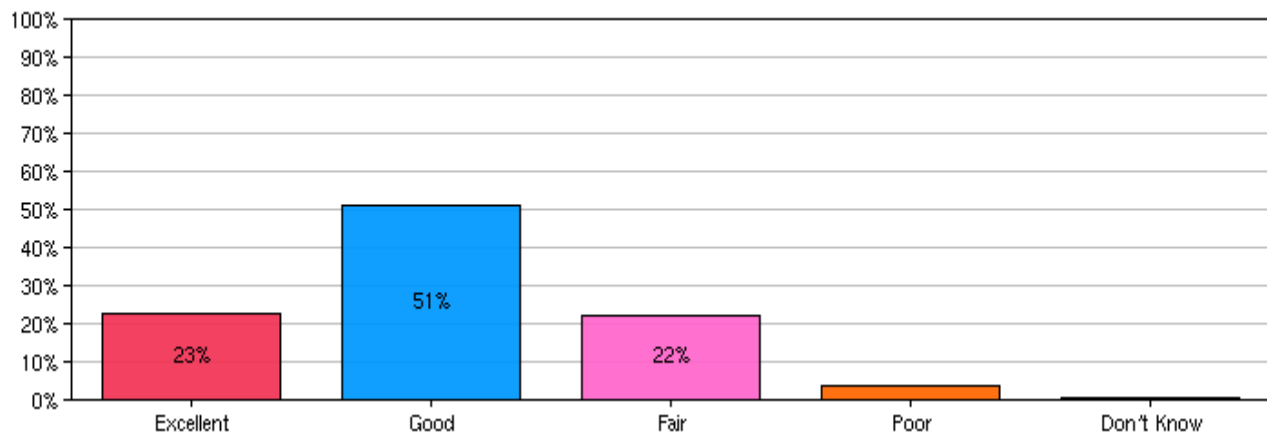
Summary Report – April 6, 2012



Online Surveys, Data Collection and Integration
www.SurveyGizmo.com

Survey: National Community Survey

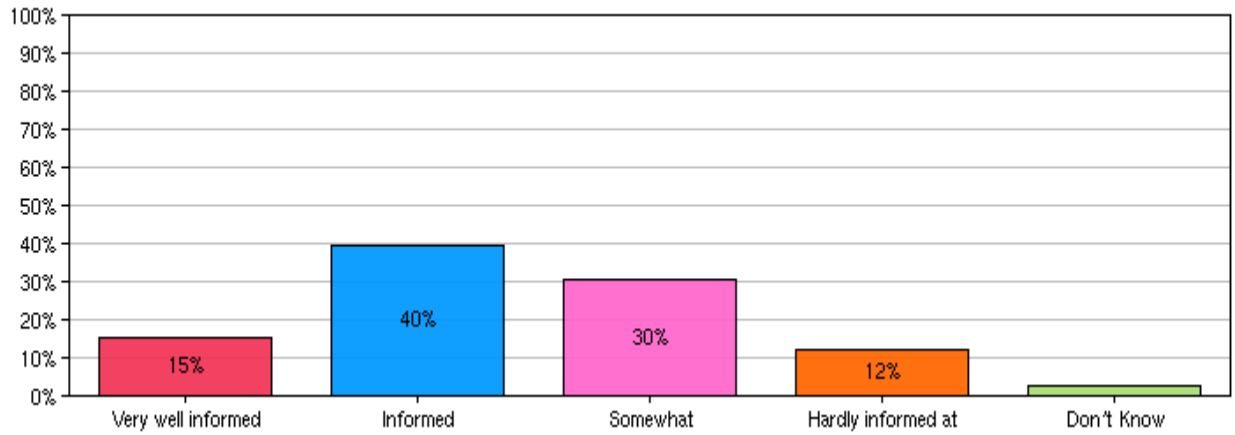
How would you rate your community as a place to live?



Value	Count	Percent %
Excellent	175	22.5%
Good	398	51.2%
Fair	173	22.2%
Poor	30	3.9%
Don't Know	2	0.3%

Statistics	
Total Responses	778
Sum	1,620.0
Average	2.1
StdDev	0.79
Max	5.0

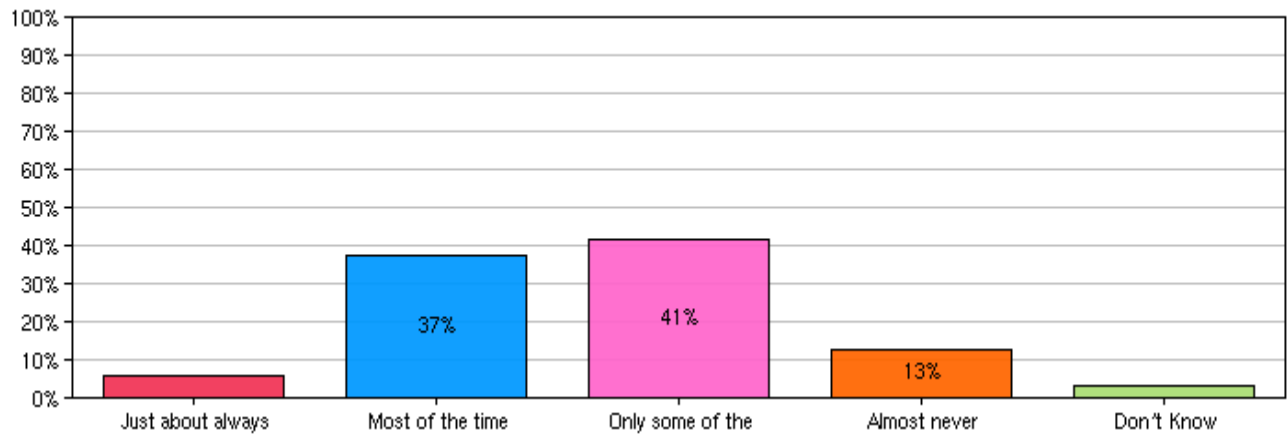
How informed would you say you are about the job your local government is doing?



Value	Count	Percent %
Very well informed	118	15.1%
Informed	309	39.7%
Somewhat informed	236	30.3%
Hardly informed at all	96	12.3%
Don't Know	20	2.6%

Statistics	
Total Responses	779
Sum	1,928.0
Average	2.5
StdDev	0.98
Max	5.0

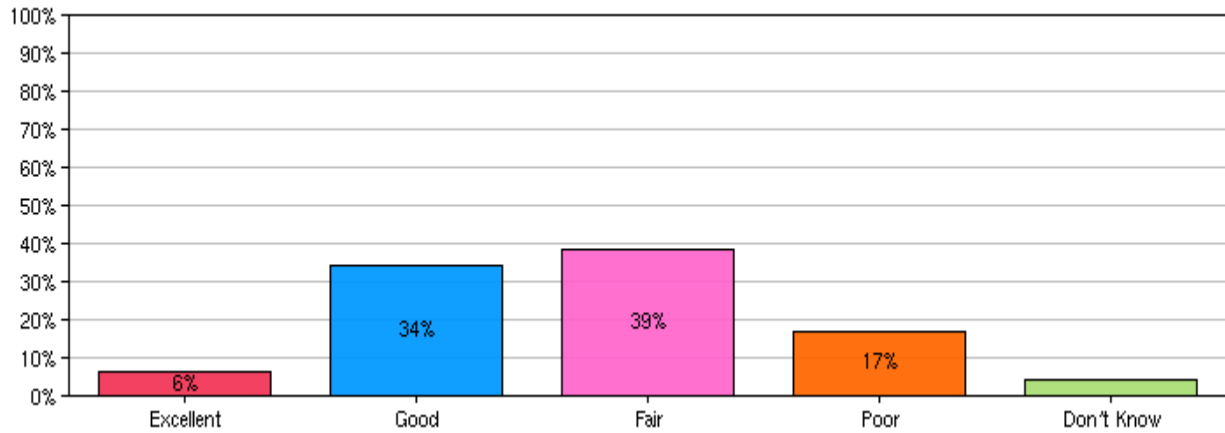
How much of the time do you think you can trust local government where you live to do what is right?



Value	Count	Percent %
Just about always	44	5.6%
Most of the time	291	37.3%
Only some of the time	323	41.4%
Almost never	100	12.8%
Don't Know	23	2.9%

Statistics	
Total Responses	781
Sum	2,110.0
Average	2.7
StdDev	0.87
Max	5.0

Overall, how would you rate the job your local government is doing?



Value	Count	Percent %
Excellent	48	6.1%
Good	268	34.3%
Fair	302	38.6%
Poor	133	17%
Don't Know	31	4%

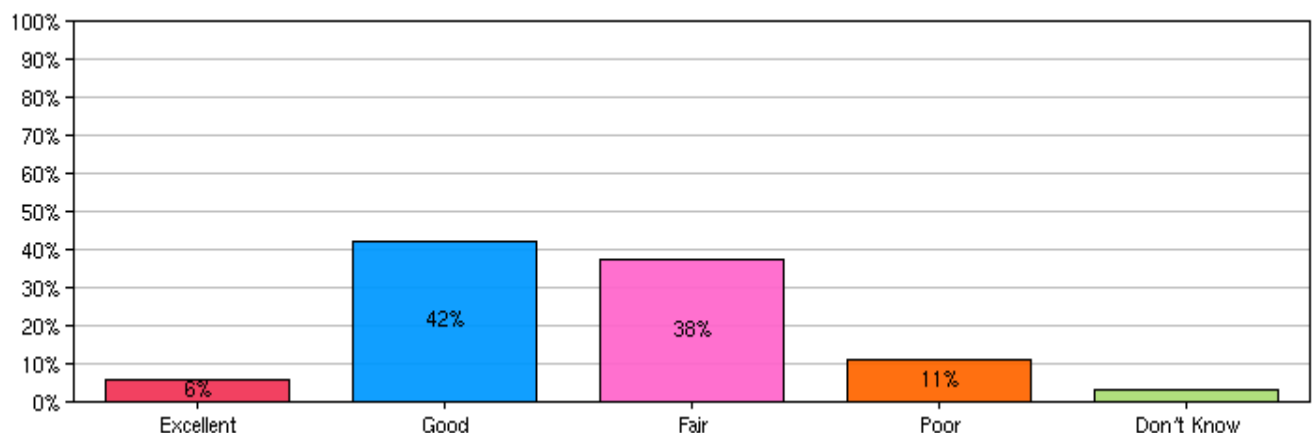
Statistics	
Total Responses	782
Sum	2,177.0
Average	2.8
StdDev	0.93
Max	5.0

Please rate the quality of each of the following services provided by local government where you live:

	Excellent	Good	Fair	Poor	Don't know or not applicable	Responses
Police services	18.8% 147	52.1% 406	21.2% 165	6.5% 51	1.4% 11	780
Fire services	34.3% 268	49.7% 388	11.1% 87	2.2% 17	2.7% 21	781
Traffic enforcement	12.8% 100	45.2% 353	29.8% 233	8.7% 68	3.5% 27	781
Street repair	8.9% 69	29.5% 229	35.1% 273	25.0% 194	1.5% 12	777
Street cleaning	11.9% 93	40.5% 316	29.0% 226	12.7% 99	5.9% 46	780
Street lighting	15.1% 118	42.5% 331	29.3% 228	11.0% 86	2.1% 16	779
Snow removal	12.3% 96	30.6% 239	23.7% 185	8.8% 69	24.7% 193	782
Sidewalk maintenance	9.0% 70	34.3% 267	30.6% 238	18.5% 144	7.7% 60	779
Bus or transit services	12.2% 95	33.8% 264	26.2% 204	12.3% 96	15.5% 121	780
Garbage collection	25.9% 202	47.1% 367	18.3% 143	2.7% 21	6.0% 47	780
Recycling	21.4% 167	40.8% 319	20.6% 161	9.7% 76	7.4% 58	781
Storm drainage	10.3% 80	39.5% 308	30.3% 236	12.5% 97	7.4% 58	779
Drinking water	23.6% 183	43.1% 334	20.5% 159	8.3% 64	4.5% 35	775
Neighborhood and community parks	24.0% 187	46.1% 359	21.8% 170	6.0% 47	2.1% 16	779
Recreation programs or classes	15.1% 118	35.9% 280	26.3% 205	10.3% 80	12.3% 96	779
Recreation centers or facilities	13.5% 105	37.1% 288	27.7% 215	11.5% 89	10.3% 80	777

Land use, planning and zoning	9.0% 70	35.7% 278	32.9% 256	13.4% 104	9.1% 71	779
Code enforcement (weeds, abandoned buildings, etc.)	8.1% 63	32.9% 257	30.6% 239	18.8% 147	9.5% 74	780
Economic development	8.1% 63	32.1% 250	33.4% 260	20.4% 159	5.9% 46	778
Services to seniors	12.4% 97	32.8% 256	30.0% 234	11.9% 93	12.8% 100	780
Services to youth	8.5% 66	29.9% 232	32.9% 256	18.0% 140	10.7% 83	777
Services to low-income people	8.0% 62	29.0% 225	30.7% 238	19.2% 149	13.1% 102	776
Public library services	23.6% 184	46.6% 363	20.2% 157	5.4% 42	4.2% 33	779
Public information services	13.0% 102	41.8% 327	28.6% 224	9.0% 70	7.5% 59	782
Public schools	13.1% 102	40.0% 311	29.6% 230	12.2% 95	5.1% 40	778

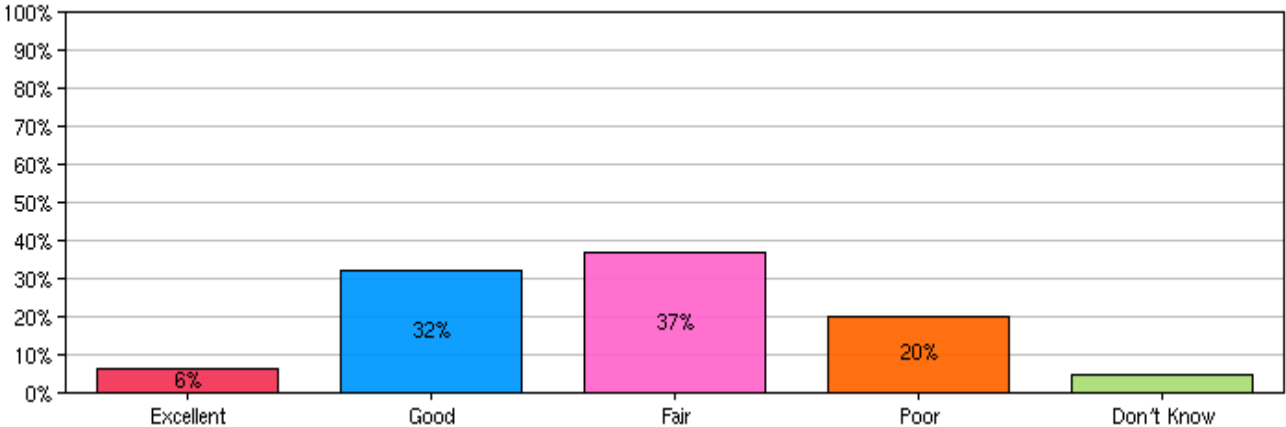
Overall, how would you rate the quality of the services provided by your local government?



Value	Count	Percent %
Excellent	47	6%
Good	328	42.2%
Fair	291	37.5%
Poor	85	10.9%
Don't Know	26	3.3%

Statistics	
Total Responses	777
Sum	2,046.0
Average	2.6
StdDev	0.88
Max	5.0

How would you rate the value of services you receive from your local government for the taxes paid?



Value	Count	Percent %
Excellent	48	6.2%
Good	251	32.3%
Fair	286	36.8%
Poor	156	20.1%
Don't Know	37	4.8%

Statistics

Total Responses	778
Sum	2,217.0
Average	2.8
StdDev	0.97
Max	5.0

Now, please rate the job your local government is doing in each of the following areas:

	Excellent	Good	Fair	Poor	Don't Know	Responses
Welcoming resident involvement	9.3% 73	26.6% 208	33.2% 260	15.7% 123	15.1% 118	782
Being responsive to residents	8.0% 62	27.5% 213	38.7% 300	16.5% 128	9.3% 72	775
Generally acting in the best interest of the community	9.5% 74	32.3% 251	35.2% 274	16.3% 127	6.7% 52	778
Informing residents about issues facing the community	8.6% 67	34.6% 270	32.3% 252	19.1% 149	5.4% 42	780
Allowing access to elected officials	10.5% 82	30.9% 241	34.7% 271	12.9% 101	11.0% 86	781
Being open and transparent to the public	8.7% 68	25.5% 199	35.9% 280	20.6% 161	9.2% 72	780
Giving residents a chance to express their views before making decisions	9.6% 75	29.6% 231	34.7% 271	18.1% 141	7.9% 62	780
Being honest	8.2% 64	27.7% 216	34.9% 272	19.6% 153	9.5% 74	779
Not being corrupt	9.0% 70	28.1% 219	33.8% 264	18.7% 146	10.4% 81	780
Treating residents with respect	10.4% 81	34.0% 264	33.7% 262	14.5% 113	7.3% 57	777
Treating all residents fairly	8.7% 68	28.5% 222	32.1% 250	21.8% 170	8.9% 69	779
Following the rules	8.2% 64	30.0% 233	36.3% 282	16.6% 129	8.8% 68	776

How much of the information you receive about the performance of your local government, if any, comes from each of the following sources?

	A lot	Some	A little	None	Responses
Local government elected officials (such as Mayor, City Council Members, County Commissioners, etc.)	12.5% 97	42.1% 328	28.4% 221	17.1% 133	779
Citizen advisory groups or local boards and commissions (such as a school board, planning commission, etc.)	11.6% 90	42.9% 334	26.6% 207	18.9% 147	778
Local government agencies or administrative staff	9.4% 73	37.2% 289	30.3% 235	23.1% 179	776
A report (or report card) specifically about local government performance	6.4% 50	29.2% 227	27.1% 211	37.3% 290	778
Annual budgets of the local government and/or its departments	9.4% 73	32.7% 254	27.4% 213	30.4% 236	776
Local government newsletter	8.7% 68	26.7% 208	24.0% 187	40.6% 316	779
Local government Web site	13.8% 107	32.4% 251	27.1% 210	26.7% 207	775
Emails from the local government	7.0% 54	22.5% 174	20.2% 156	50.3% 388	772
Local government Facebook or Twitter site	5.7% 44	19.9% 153	19.3% 148	55.1% 423	768
Local press (e.g., television news, radio news, local newspapers, online versions of any of these)	27.8% 216	39.6% 308	20.8% 162	11.7% 91	777
Blogs or online discussion boards	7.6% 59	23.8% 185	25.4% 197	43.2% 335	776
Ads on billboards, buses, or in other public places	7.2% 56	19.3% 150	29.4% 228	44.1% 342	776
Advocate or public interest groups	11.8% 92	30.9% 241	27.1% 211	30.2% 235	779
Word of mouth (from family, friends, or neighbors, etc.)	18.2% 142	45.4% 354	24.9% 194	11.4% 89	779
Your own personal experience	18.3% 142	42.0% 327	28.4% 221	11.3% 88	778

Many local issues compete for our attention. To what extent do you care about each of these issues?

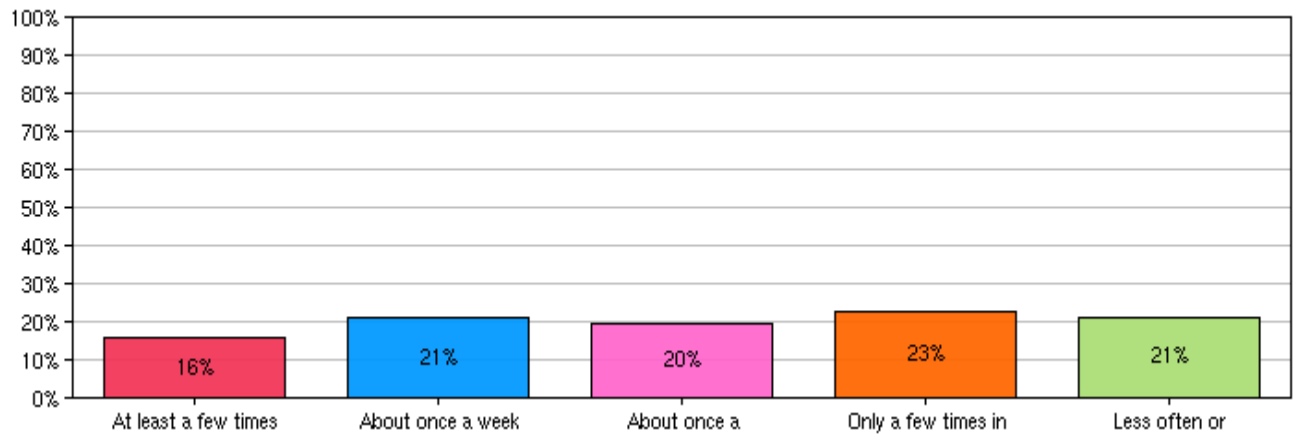
	Care a lot	Some	A little	Not at all	Responses
The cost of local government services	48.1% 374	36.9% 287	10.7% 83	4.4% 34	778
Plans to add, cut, or change local government services	54.0% 421	32.3% 252	9.5% 74	4.1% 32	779
The quality of local government services	57.8% 450	29.4% 229	9.1% 71	3.7% 29	779
Getting good information about the performance of local government	48.6% 378	35.6% 277	11.6% 90	4.2% 33	778

To what extent do you trust or NOT trust these different local sources to tell you the truth about how your local government is doing?

	Completely trust	Mostly trust	Trust a little	Don't trust at all	Responses
Local government elected officials	6.8% 53	35.6% 277	36.9% 287	20.6% 160	777
Citizen advisory groups or local boards and commissions	10.1% 78	43.8% 340	35.7% 277	10.4% 81	776
Local government agencies or administrative staff	7.1% 55	36.3% 282	40.6% 315	16.0% 124	776
A report (or report card) specifically about local government performance	9.1% 71	36.5% 283	40.6% 315	13.8% 107	776
Annual budgets of the local government and/or its departments	10.1% 78	37.0% 287	37.4% 290	15.6% 121	776
Local government newsletters, Web sites, emails, etc.	7.9% 61	37.7% 293	38.6% 300	15.8% 123	777
Local press (e.g., television news, radio news, local newspapers, online versions of any of these)	14.1% 110	46.0% 358	31.5% 245	8.4% 65	778

Blogs or online discussion boards	7.1% 55	30.1% 232	42.5% 328	20.3% 157	772
Ads on billboards, buses, or in other public places	5.4% 42	24.6% 191	41.6% 323	28.4% 221	777
Advocate or public interest groups	11.0% 85	40.3% 312	36.8% 285	11.9% 92	774
Word of mouth (from family, friends, or neighbors, etc.)	15.0% 116	49.7% 384	30.7% 237	4.7% 36	773

About how often do you use the Internet to get information about your local government?



Value	Count	Percent %
At least a few times each week	122	15.6%
About once a week	162	20.8%
About once a month	153	19.6%
Only a few times in a year	178	22.8%
Less often or never	165	21.2%

Statistics

Total Responses	780
Sum	2,442.0
Average	3.1
StdDev	1.37
Max	5.0

Do you live within the boundaries of an incorporated municipality -- a city, town, village, etc.?

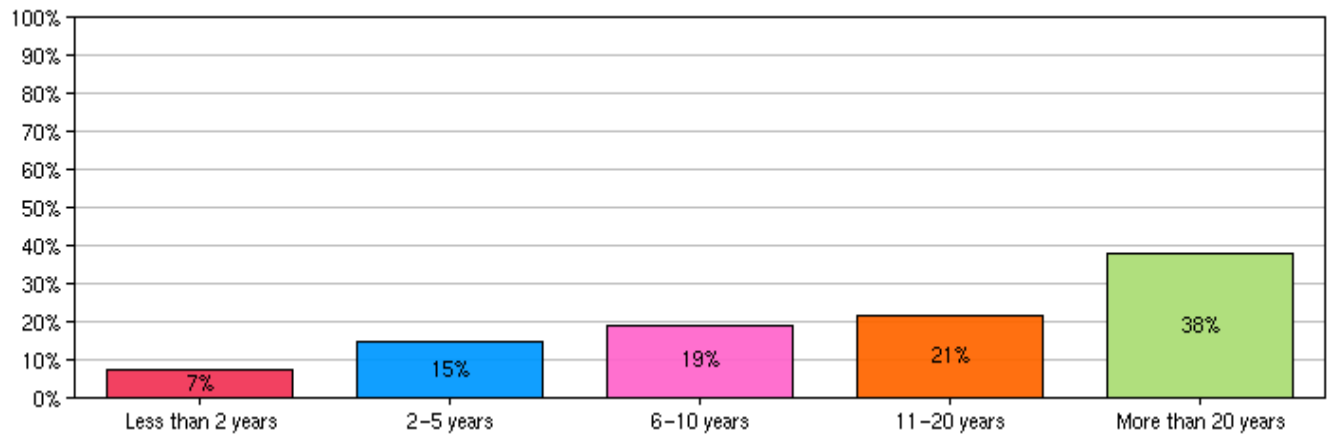
The following table displays the response data for this question. The data is presented in a table format. The table displays the response data for this question. The data is presented in a table format.

Value	Count	Percent %
Yes	606	78.5%
No	112	14.5%
Not sure	54	7%

Statistics

Total Responses	772
Sum	992.0
Average	1.3
StdDev	0.59
Max	3.0

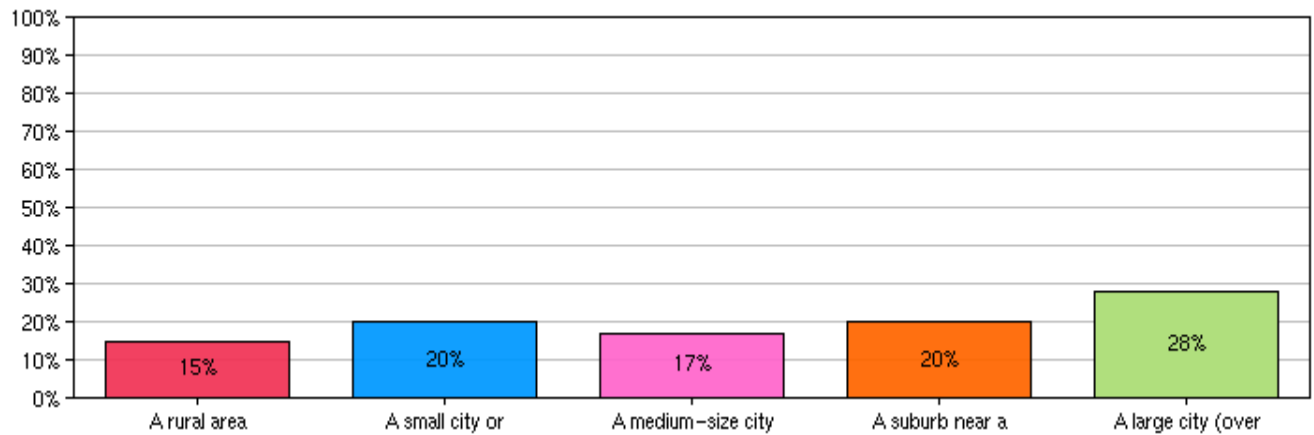
About how many years have you lived in your community?



Value	Count	Percent %
Less than 2 years	57	7.3%
2-5 years	114	14.6%
6-10 years	148	19%
11-20 years	167	21.4%
More than 20 years	295	37.8%

Statistics	
Total Responses	781
Sum	2,872.0
Average	3.7
StdDev	1.31
Max	5.0

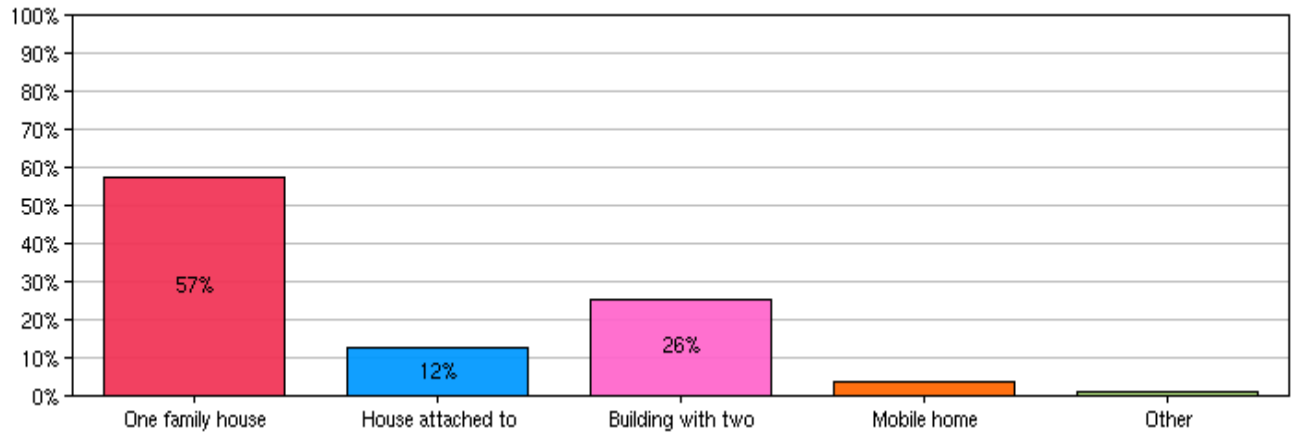
Which best describes the community you live in?



Value	Count	Percent %
A rural area	117	15%
A small city or town (under 50,000 population)	156	20%
A medium-size city (50,000-250,000 population)	133	17.1%
A suburb near a large city	155	19.9%
A large city (over 250,000 population)	219	28.1%

Statistics	
Total Responses	780
Sum	2,543.0
Average	3.3
StdDev	1.43
Max	5.0

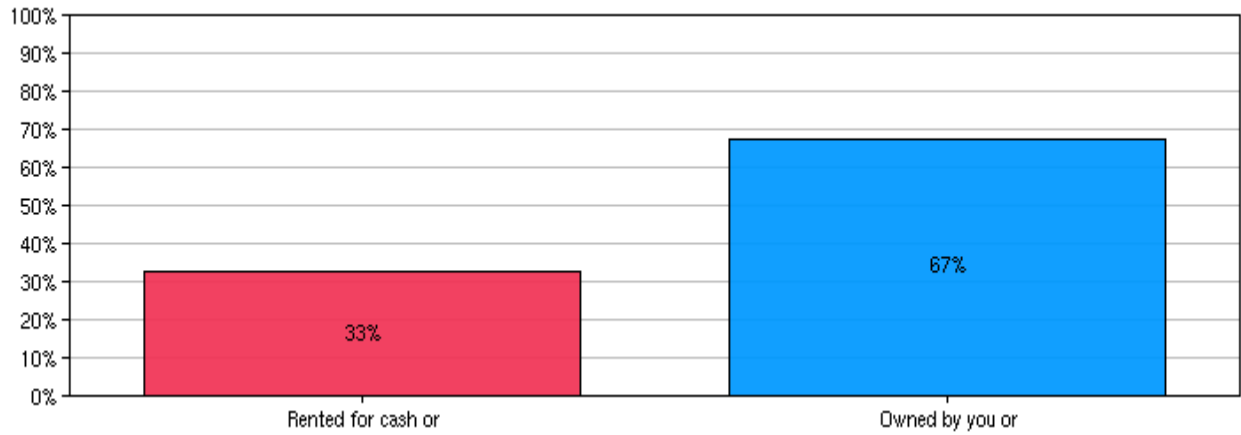
Which best describes the building you live in?



Value	Count	Percent %
One family house detached from any other houses	445	57.3%
House attached to one or more houses (e.g., a duplex or town home)	96	12.4%
Building with two or more apartments or condominiums	198	25.5%
Mobile home	30	3.9%
Other	8	1%

Statistics	
Total Responses	777
Sum	1,391.0
Average	1.8
StdDev	1.02
Max	5.0

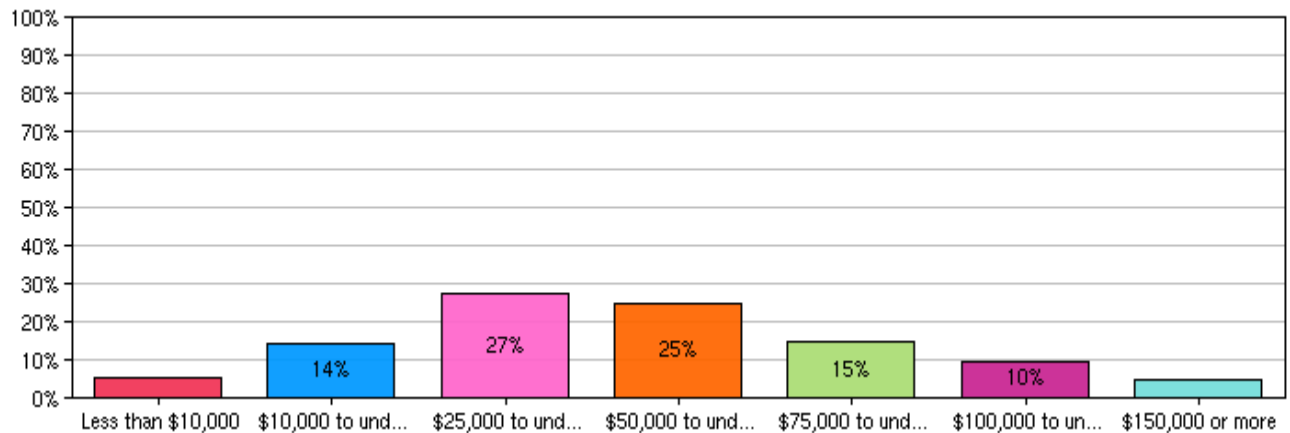
Is this house, apartment or mobile home...



Value	Count	Percent %
Rented for cash or occupied without cash payment?	252	32.6%
Owned by you or someone in this house, with or without a mortgage?	521	67.4%

Statistics	
Total Responses	773
Sum	1,294.0
Average	1.7
StdDev	0.47
Max	2.0

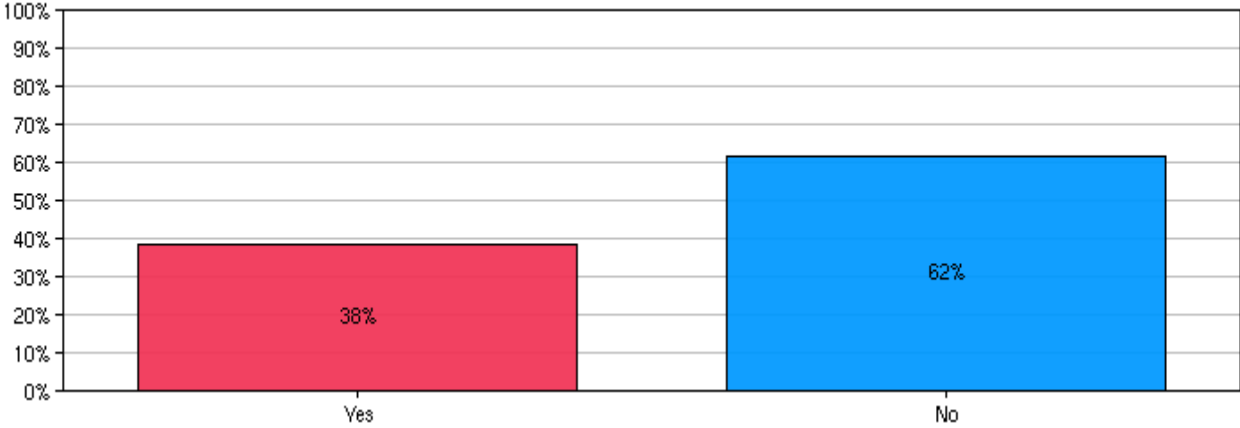
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)



Value	Count	Percent %
Less than \$10,000	42	5.4%
\$10,000 to under \$25,000	108	14%
\$25,000 to under \$50,000	211	27.3%
\$50,000 to under \$75,000	191	24.7%
\$75,000 to under \$100,000	112	14.5%
\$100,000 to under \$150,000	74	9.6%
\$150,000 or more	36	4.7%

Statistics	
Total Responses	774
Sum	2,911.0
Average	3.8
StdDev	1.49
Max	7.0

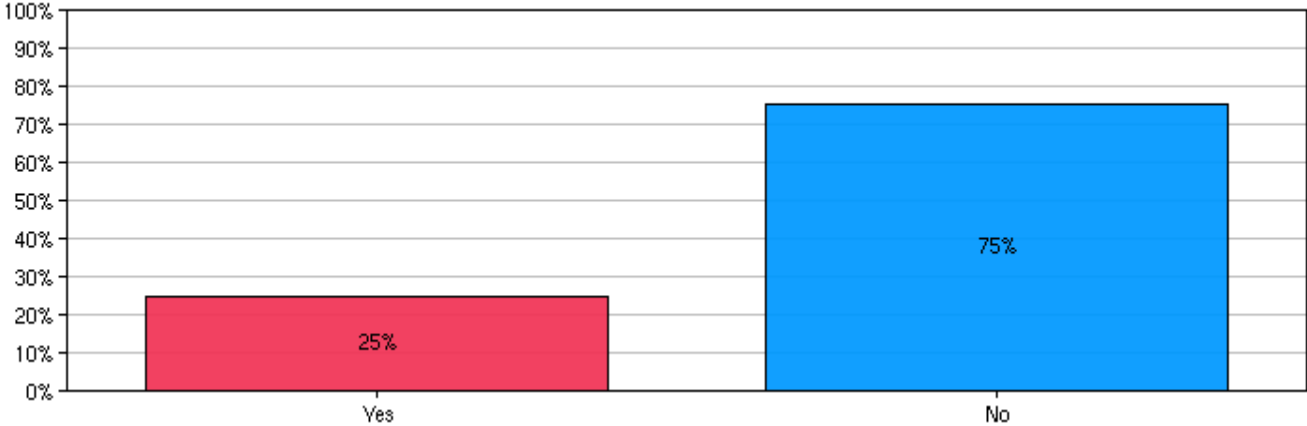
Do any children 17 or under live in your household?



Value	Count	Percent %
Yes	296	38.3%
No	476	61.7%

Statistics	
Total Responses	772
Sum	1,248.0
Average	1.6
StdDev	0.49
Max	2.0

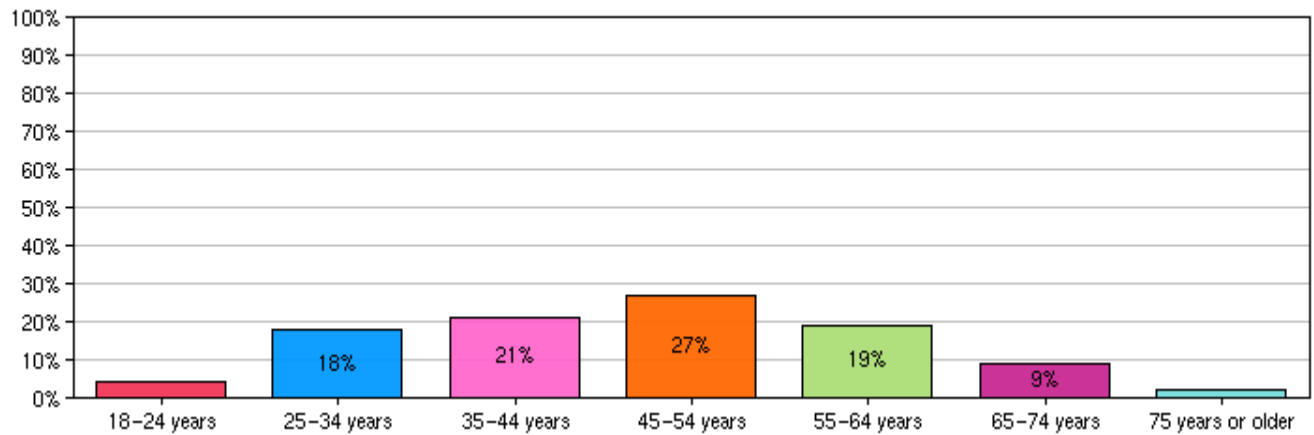
Are you or any other members of your household aged 65 or older?



Value	Count	Percent %
Yes	192	24.9%
No	580	75.1%

Statistics	
Total Responses	772
Sum	1,352.0
Average	1.8
StdDev	0.43
Max	2.0

In which category is your age?



Value	Count	Percent %
18-24 years	32	4.1%
25-34 years	139	17.8%
35-44 years	165	21.2%
45-54 years	208	26.7%
55-64 years	148	19%
65-74 years	71	9.1%
75 years or older	16	2.1%

Statistics	
Total Responses	779
Sum	2,915.0
Average	3.7
StdDev	1.40
Max	7.0

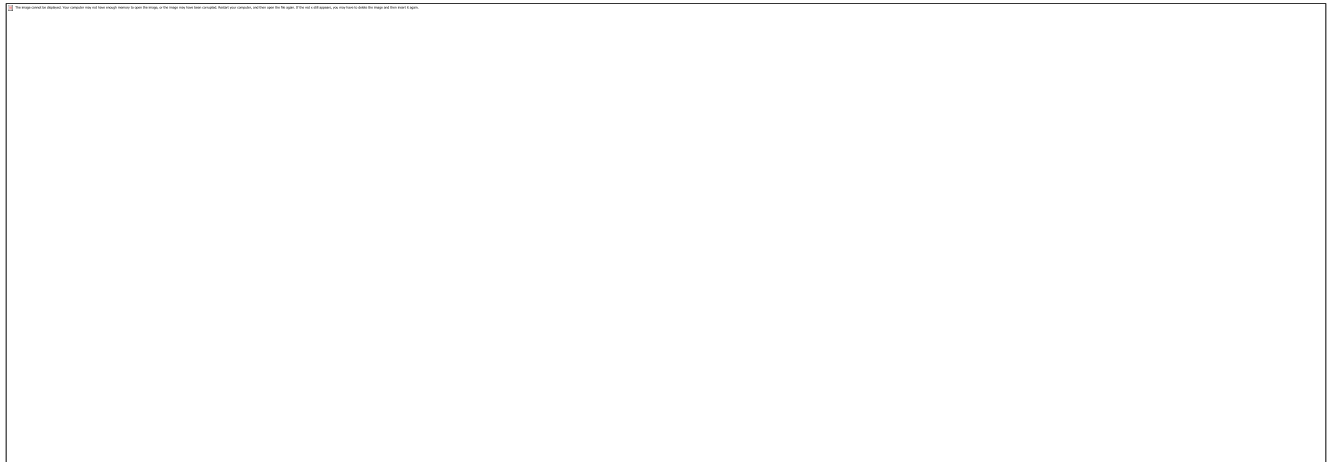
What is your sex?

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Value	Count	Percent %
Female	513	66.2%
Male	262	33.8%

Statistics	
Total Responses	775
Sum	1,037.0
Average	1.3
StdDev	0.47
Max	2.0

Are you Spanish, Hispanic or Latino?



Value	Count	Percent %
No, not Spanish, Hispanic or Latino	733	94.3%
Yes, I consider myself to be Spanish, Hispanic or Latino	44	5.7%

Statistics	
Total Responses	777
Sum	821.0
Average	1.1
StdDev	0.23
Max	2.0

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

[Empty response box]

Value	Count	Percent %
American Indian or Alaskan Native	17	2.2%
Asian, Asian Indian or Pacific Islander	48	6.1%
Black or African American	65	8.3%
White	657	84.1%
Other	14	1.8%

Statistics	
Total Responses	781
Sum	3,006.0
Average	3.8
StdDev	0.68
Max	5.0

How much education have you completed?

Placeholder for a chart or visualization of the education data.

Value	Count	Percent %
Less than HS	5	0.6%
High school	142	18.3%
Some college	183	23.6%
2-yr college degree	92	11.9%
4-yr college degree	230	29.6%
Graduate degree	124	16%

Statistics	
Total Responses	776
Sum	3,100.0
Average	4.0
StdDev	1.40
Max	6.0

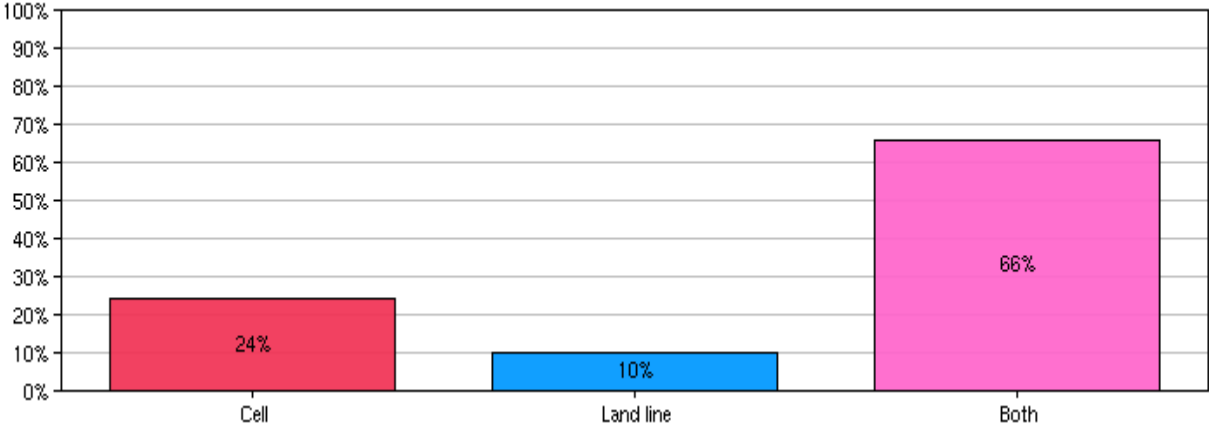
Politically, do you consider yourself to be . . .

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Value	Count	Percent %
Liberal	227	29.4%
Moderate	353	45.7%
Conservative	192	24.9%

Statistics		
Total Responses		772
Sum		1,509.0
Average		2.0
StdDev		0.74
Max		3.0

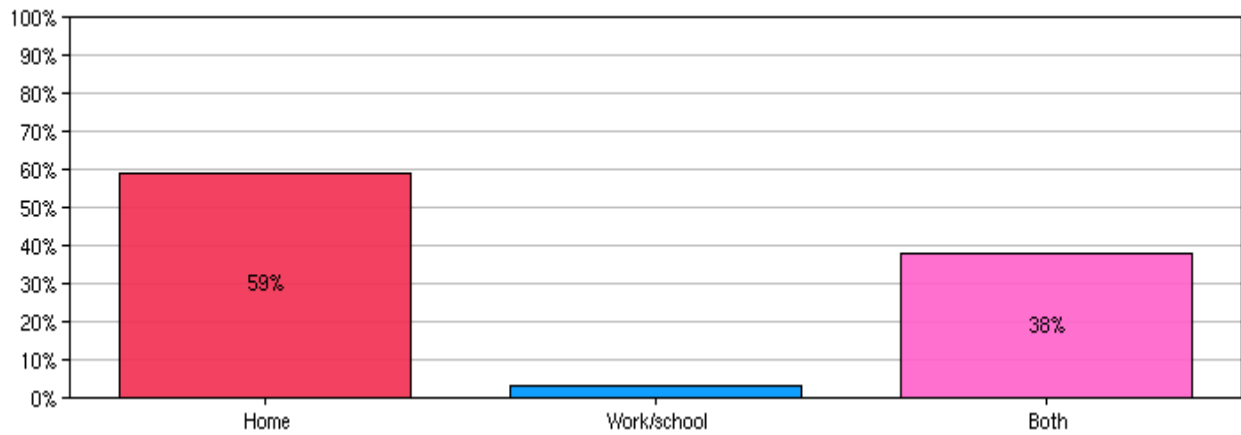
Do you have a cell phone, a land-line phone, or both?



Value	Count	Percent %
Cell	185	24%
Land line	78	10.1%
Both	508	65.9%

Statistics	
Total Responses	771
Sum	1,865.0
Average	2.4
StdDev	0.85
Max	3.0

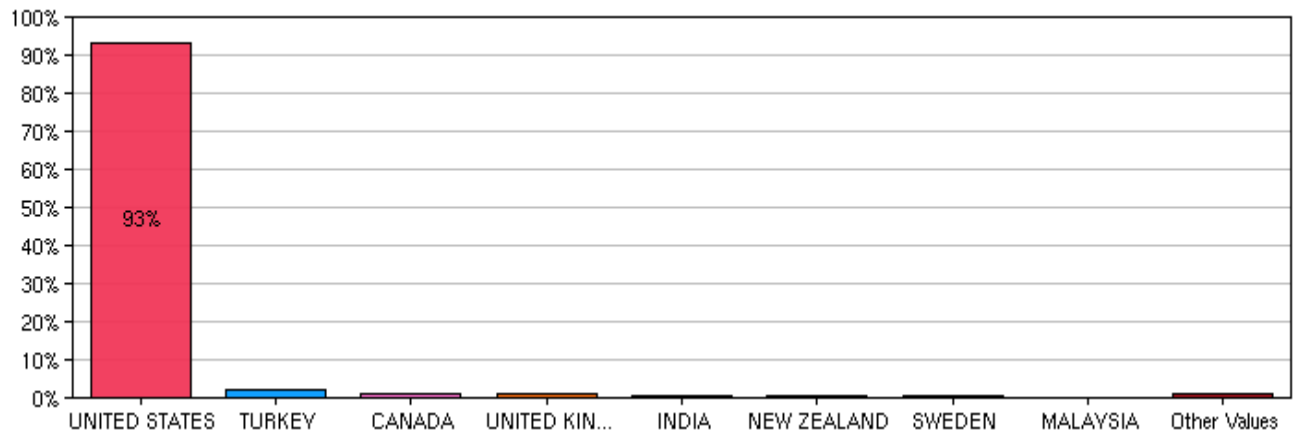
Do you have internet access at home, work/school, or both?



Value	Count	Percent %
Home	459	59.1%
Work/school	25	3.2%
Both	293	37.7%

Statistics	
Total Responses	777
Sum	1,388.0
Average	1.8
StdDev	0.96
Max	3.0

What country do you live in?



Value	Count	Percent %
UNITED STATES	723	93.4%
-----	1	0.1%
AFGHANISTAN	1	0.1%
ALGERIA	1	0.1%
ANGUILLA	1	0.1%
AUSTRALIA	1	0.1%
BELGIUM	1	0.1%
CANADA	9	1.2%
INDIA	3	0.4%
JAPAN	1	0.1%
KENYA	1	0.1%
LATVIA	1	0.1%
MALAYSIA	1	0.1%
NEW ZEALAND	2	0.3%
PAKISTAN	1	0.1%
PHILIPPINES	1	0.1%
SWEDEN	2	0.3%
TURKEY	15	1.9%

UNITED KINGDOM	8	1%
ALBANIA	0	0%
AMERICAN SAMOA	0	0%
ANDORRA	0	0%
ANGOLA	0	0%
ANTIGUA AND BARBUDA	0	0%
ARGENTINA	0	0%
ARMENIA	0	0%
ARUBA	0	0%
AUSTRIA	0	0%
AZERBAIJAN	0	0%
BAHAMAS	0	0%
BAHRAIN	0	0%
BANGLADESH	0	0%
BARBADOS	0	0%
BELARUS	0	0%
BELIZE	0	0%
BENIN	0	0%
BERMUDA	0	0%
BHUTAN	0	0%
BOLIVIA	0	0%
BOSNIA-HERZEGOVINA	0	0%
BOTSWANA	0	0%
BRAZIL	0	0%
BRUNEI	0	0%
BULGARIA	0	0%
BURKINA FASO	0	0%
BURUNDI	0	0%
CAMBODIA	0	0%
CAMEROON	0	0%

CAPE VERDE	0	0%
CAYMAN ISLANDS	0	0%
CENTRAL AFRICAN REPUBLIC	0	0%
CHAD	0	0%
CHILE	0	0%
CHINA	0	0%
COLOMBIA	0	0%
COMOROS	0	0%
CONGO	0	0%
Congo, Dem. Rep.	0	0%
COOK ISLANDS	0	0%
COSTA RICA	0	0%
COTE D'IVOIRE	0	0%
CROATIA	0	0%
CUBA	0	0%
CYPRUS	0	0%
CZECH REPUBLIC	0	0%
DENMARK	0	0%
DJIBOUTI	0	0%
DOMINICA	0	0%
DOMINICAN REPUBLIC	0	0%
ECUADOR	0	0%
EGYPT	0	0%
EL SALVADOR	0	0%
EQUATORIAL GUINEA	0	0%
ERITREA	0	0%
ESTONIA	0	0%
ETHIOPIA	0	0%
FIJI	0	0%
FINLAND	0	0%

FRANCE	0	0%
FRENCH GUIANA	0	0%
GABON	0	0%
GAMBIA	0	0%
GEORGIA	0	0%
GERMANY	0	0%
GHANA	0	0%
GREECE	0	0%
GRENADA	0	0%
GUAM	0	0%
GUATEMALA	0	0%
GUINEA	0	0%
GUINEA-BISSAU	0	0%
GUYANA	0	0%
HAITI	0	0%
HONDURAS	0	0%
HONG KONG	0	0%
HUNGARY	0	0%
ICELAND	0	0%
INDONESIA	0	0%
IRAN	0	0%
IRAQ	0	0%
IRELAND	0	0%
ISRAEL	0	0%
ITALY	0	0%
JAMAICA	0	0%
JORDAN	0	0%
KAZAKHSTAN	0	0%
KIRIBATI	0	0%
KOREA, NORTH	0	0%

KOREA, SOUTH	0	0%
KOSOVO	0	0%
KUWAIT	0	0%
KYRGYZSTAN	0	0%
LAOS	0	0%
LEBANON	0	0%
LESOTHO	0	0%
LIBERIA	0	0%
LIBYA	0	0%
LIECHTENSTEIN	0	0%
LITHUANIA	0	0%
LUXEMBOURG	0	0%
MACAO	0	0%
MACEDONIA	0	0%
MADAGASCAR	0	0%
MALAWI	0	0%
MALDIVES	0	0%
MALI	0	0%
MALTA	0	0%
MARSHALL ISLANDS	0	0%
MARTINIQUE	0	0%
MAURITANIA	0	0%
MAURITIUS	0	0%
MEXICO	0	0%
MICRONESIA	0	0%
MOLDOVA	0	0%
MONACO	0	0%
MONGOLIA	0	0%
MONTENEGRO	0	0%
MOROCCO	0	0%

MOZAMBIQUE	0	0%
MYANMAR	0	0%
NAMIBIA	0	0%
NAURU	0	0%
NEPAL	0	0%
NETHERLANDS	0	0%
NETHERLANDS ANTILLES	0	0%
NEW CALEDONIA	0	0%
NICARAGUA	0	0%
NIGER	0	0%
NIGERIA	0	0%
NIUE	0	0%
NORWAY	0	0%
OMAN	0	0%
PALAU	0	0%
PANAMA	0	0%
PAPUA NEW GUINEA	0	0%
PARAGUAY	0	0%
PERU	0	0%
POLAND	0	0%
PORTUGAL	0	0%
PUERTO RICO	0	0%
QATAR	0	0%
REUNION	0	0%
ROMANIA	0	0%
RUSSIA	0	0%
RWANDA	0	0%
SAMOA	0	0%
SAN MARINO	0	0%
SAO TOME AND PRINCIPE	0	0%

SAUDI ARABIA	0	0%
SENEGAL	0	0%
SERBIA	0	0%
SEYCHELLES	0	0%
SIERRA LEONE	0	0%
SINGAPORE	0	0%
SLOVAKIA	0	0%
SLOVENIA	0	0%
SOLOMON ISLANDS	0	0%
SOMALIA	0	0%
SOUTH AFRICA	0	0%
SPAIN	0	0%
SRI LANKA	0	0%
ST. KITTS AND NEVIS	0	0%
ST. LUCIA	0	0%
ST. VINCENT AND THE GRENADINES	0	0%
SUDAN	0	0%
SURINAME	0	0%
SWAZILAND	0	0%
SWITZERLAND	0	0%
SYRIA	0	0%
TAIWAN	0	0%
TAJIKISTAN	0	0%
TANZANIA	0	0%
THAILAND	0	0%
TIMOR-LESTE	0	0%
TOGO	0	0%
TONGA	0	0%
TRINIDAD AND TOBAGO	0	0%
TUNISIA	0	0%

TURKMENISTAN	0	0%
TUVALU	0	0%
UGANDA	0	0%
UKRAINE	0	0%
UNITED ARAB EMIRATES	0	0%
URUGUAY	0	0%
UZBEKISTAN	0	0%
VANUATU	0	0%
VENEZUELA	0	0%
VIETNAM	0	0%
VIRGIN ISLANDS (U.S.)	0	0%
WEST BANK GAZA	0	0%
YEMEN	0	0%
ZAMBIA	0	0%
ZIMBABWE	0	0%

Statistics

Total Responses

774