

Dover, NH

The National Community Survey

Report of Results
2021

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Dover. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 543 residents of the City of Dover collected from May 19, 2021 to July 7, 2021. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2021 survey was 20%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Dover.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five 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. In each tab, Dover’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Dover residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Dover’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Dover’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2021 ratings compare to other communities’ ratings from the past five years.



Trends over time

Trend data for Dover represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than six percentage points between the 2019 and 2021 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

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. Addresses located outside of the City of Dover boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within the City of Dover. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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 introduction of the survey.

Conducting the survey

The 2,700 randomly selected households received mailings beginning on May 19, 2021 and the survey remained open for seven weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 3% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,609 households that received the invitations to participate, 543 completed the survey, providing an overall response rate of 20%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

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. The margin of error for the City of Dover survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (543 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Dover. The open participation survey was identical to the probability sample survey with one small update; a question about where they heard about the survey. The open participation survey was open to all city residents and became available on June 23, 2021. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 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 age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g.,...

		Unweighted	Weighted	Target*
Age	18-34	19%	36%	36%
	35-54	30%	30%	31%
	55+	51%	34%	33%
Hispanic origin	No, not Spanish, Hispanic, or Latino	98%	98%	98%
	Spanish, Hispanic, or Latino	2%	2%	2%
Housing tenure	Own	67%	53%	53%
	Rent	33%	47%	47%
Housing type	Attached	39%	52%	52%
	Detached	61%	48%	48%
Race & Hispanic origin	Not white alone	10%	11%	10%
	White alone, not Hispanic or Latino	90%	89%	90%
Sex	Female	50%	53%	53%
	Male	50%	47%	47%
Sex/age	Female 18-34	9%	19%	19%
	Female 35-54	16%	16%	16%
	Female 55+	25%	18%	18%
	Male 18-34	10%	17%	17%
	Male 35-54	15%	15%	15%
	Male 55+	25%	15%	15%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. 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/good, very safe/somewhat safe, essential/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 the tab “Complete data”. 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.

Contact

The City of Dover funded this research. Please contact Colleen Bessette of the City of Dover at C.Bessette@dover.nh.gov if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

The majority of residents perceive Dover as safe and inclusive.

Residents continue to prioritize safety with nearly 9 in 10 deeming it an important focus area for the coming two years. At least three-quarters of respondents praised the overall feeling of safety in Dover. More than 9 in 10 residents reported feeling very or somewhat safe in their neighborhoods during the day, and 8 in 10 said the same for Dover's downtown/commercial area during the day. At least 80% of community members felt safe from property crime, violent crime, and natural disasters. All safety services in Dover received favorable reviews from at least 8 in 10 respondents, including police/sheriff services, crime prevention, ambulance or emergency medical services, and fire services.

When asked about Dover's inclusivity, at least 6 in 10 gave positive marks for making all residents feel welcome and valuing/respecting people from diverse backgrounds. Roughly half felt the community does an excellent or good job at taking care of valuable residents and attracting people from diverse backgrounds. These ratings were on par with comparison communities across the nation and remained stable compared to the 2019 survey.

Dover's economy remains strong and is trending upward, but residents identify the cost of living as an area for improvement.

When asked which areas of community livability Dover should focus on in the coming two years, over 85% of respondents indicated that the economy was an essential or very important focus area, making it the highest priority for residents. About two-thirds of residents favorably rated the city's overall economic health, a slight increase from the 2019 survey iteration. The overall quality of business and service establishments and the vibrancy of the downtown/commercial areas received excellent or good marks by at least 7 in 10 respondents and were rated higher than the national benchmarks; these ratings also increased from 2019. Similarly, employment opportunities, shopping opportunities, and the variety of business and service establishments received higher marks than in 2019 by at least half of respondents. Consistent with the upward trends since 2019, Dover as a place to work and as a place to visit also increased, with about 70% of residents giving the items excellent or good marks.

Although most aspects of Dover's economy received strong marks, residents identified the cost of living as an area of opportunity. About 2 in 10 community members gave excellent or good marks to the cost of living in Dover and the availability of affordable quality housing. The cost of living was ranked lower than the national benchmark and both items decreased from previous survey years.

Residents appreciate the utilities in Dover but identify collection services as being an area of opportunity.

At least 70% of residents positively reviewed the overall quality of the utility infrastructure, drinking water, and utility billing in Dover. Similarly, about 8 in 10 respondents praised the sewer services, stormwater management, and power utility in the community. While all of these items increased from the 2019 survey, collection services received marks below the national averages. About 7 in 10 community members positively rated garbage collection in Dover and nearly half indicated similarly for yard waste pick-up. Both of these items were lower than the comparison communities and decreased from 2019.

Dover residents are confident in their local government and approve of local services.

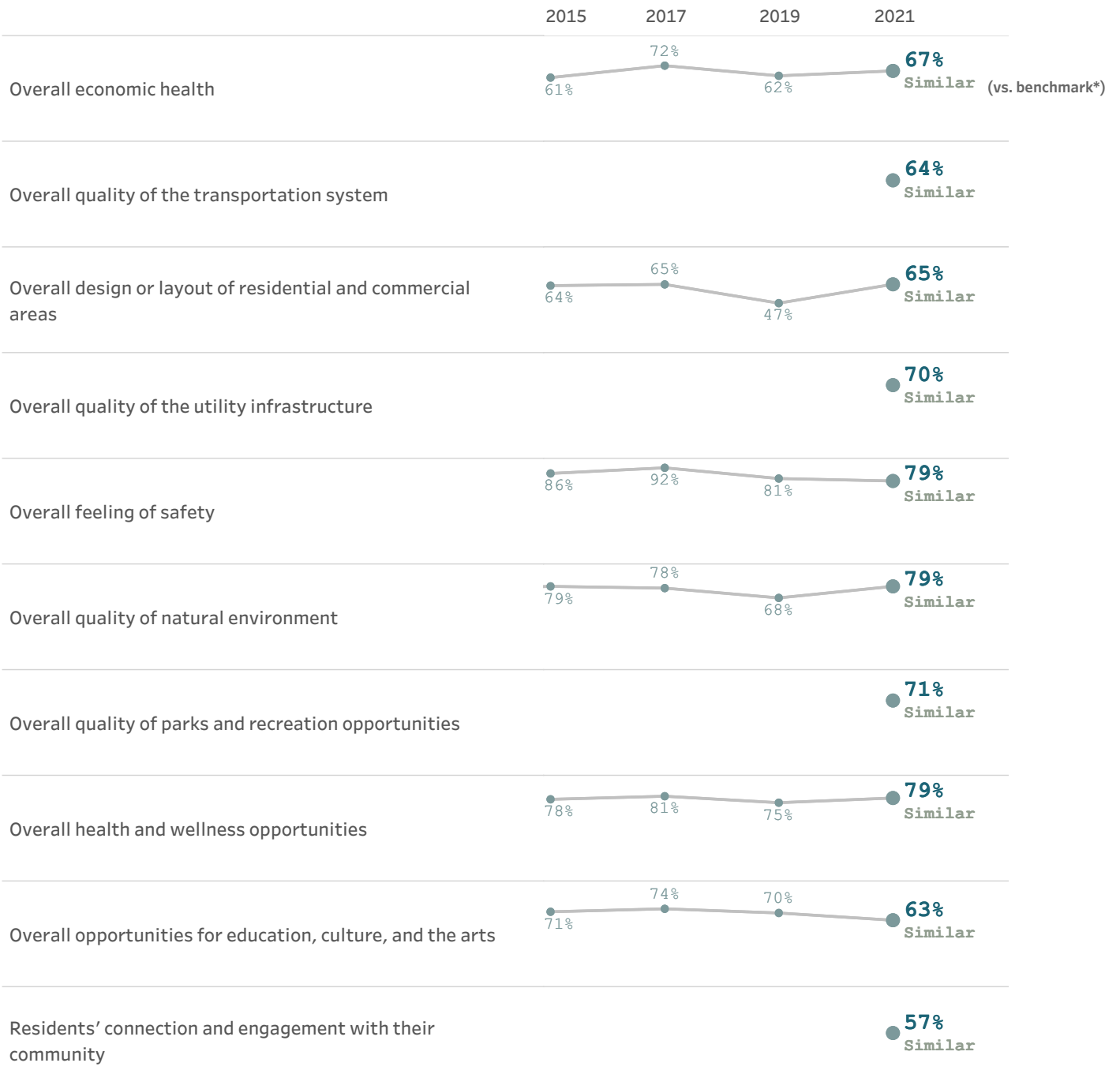
Dover residents applauded the City government and its initiatives, a positive reflection of the city and its staff. Over 70% of residents gave excellent or good marks to their overall confidence in the Dover government, public information services, treating all residents with respect, and the overall customer service by Dover employees. Moreover, at least half of respondents praised the overall direction that the government is taking, the job Dover government does at welcoming resident involvement, acting in the best interest of the community, being honest, and being open and transparent to the public. Nearly 80% of respondents gave favorable ratings to the overall quality of services provided by the city. All ratings were on par with results from the 2019 survey iteration.

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

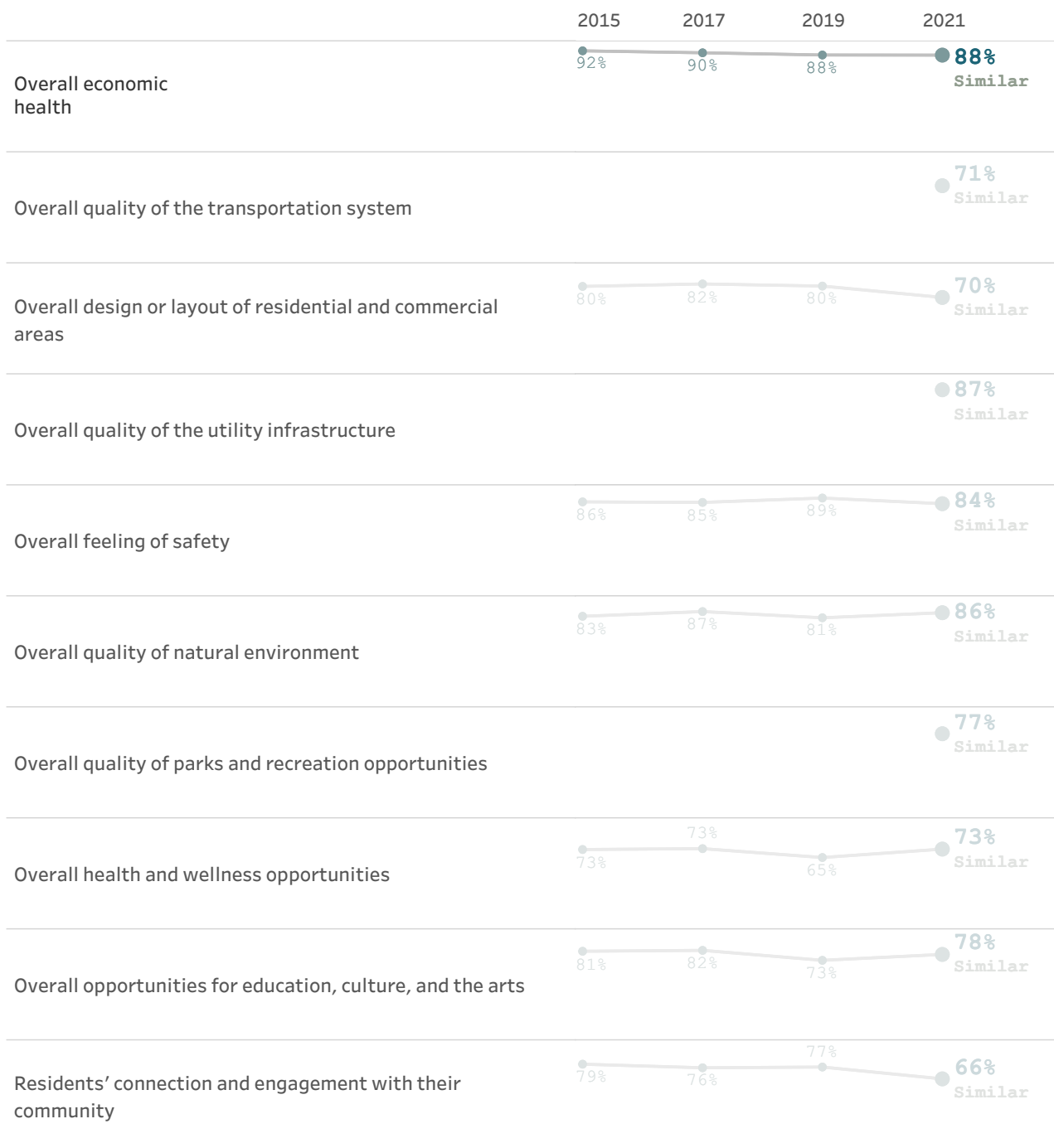
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Dover as a whole.
(% excellent or good)



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 or very important)



Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 68% or more of respondents were considered of “higher quality” and those with ratings lower than 68% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 77% or more of respondents. Services were rated as “less important” if they received a rating of less than 77%. This classification uses the median ratings for quality and importance to divide the services in half.

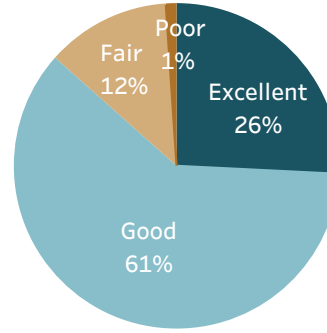
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



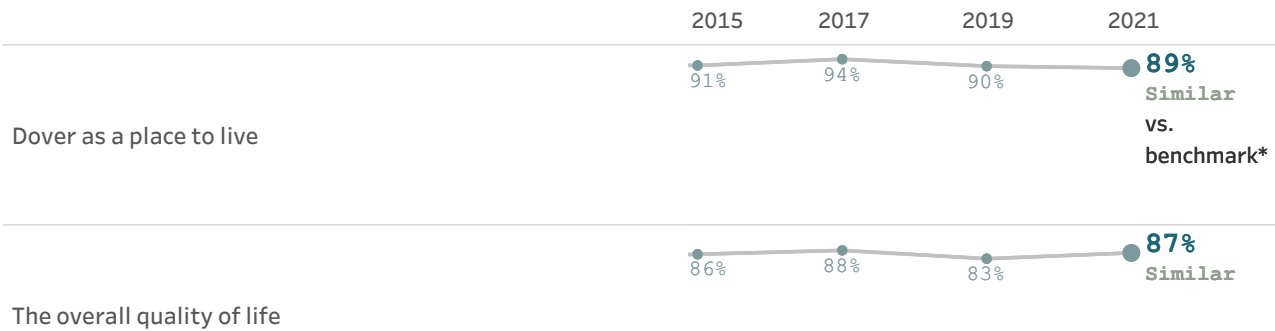
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

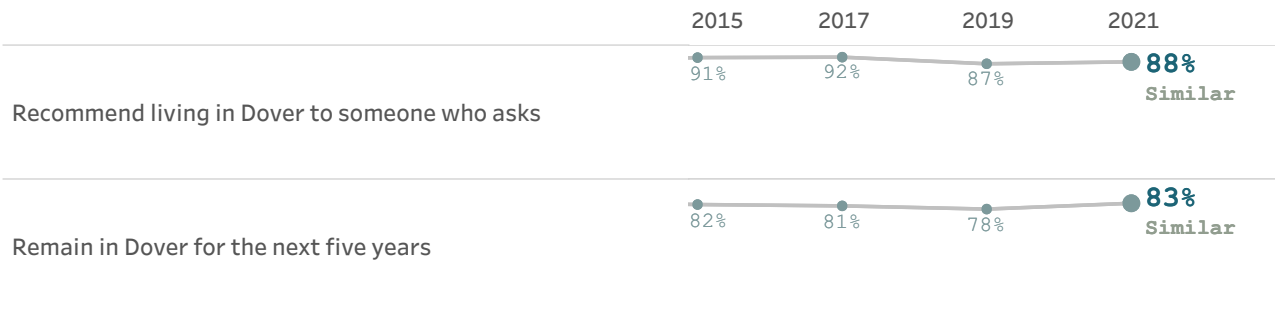
The overall quality of life in Dover, 2021



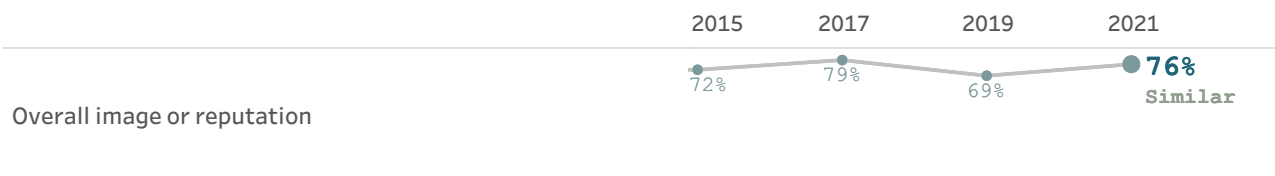
Please rate each of the following aspects of quality of life in Dover.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following in the Dover community.
(% excellent or good)

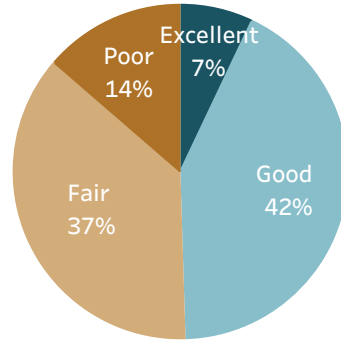


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

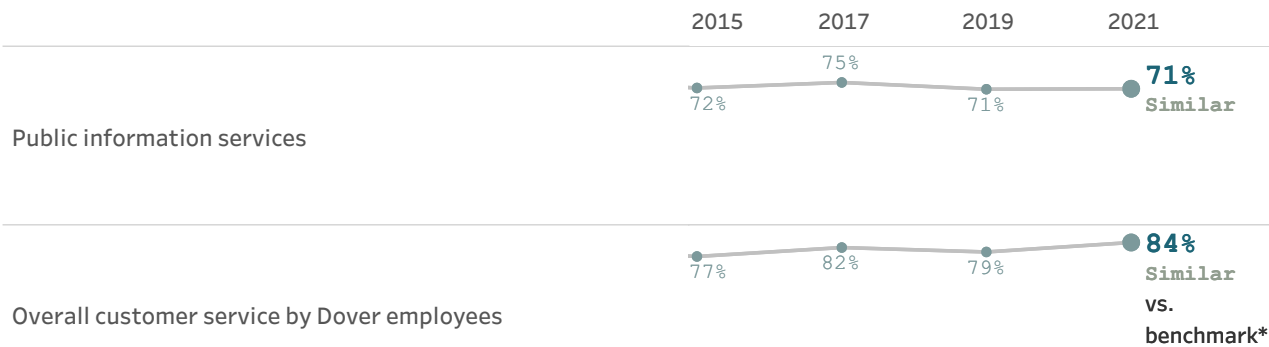
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

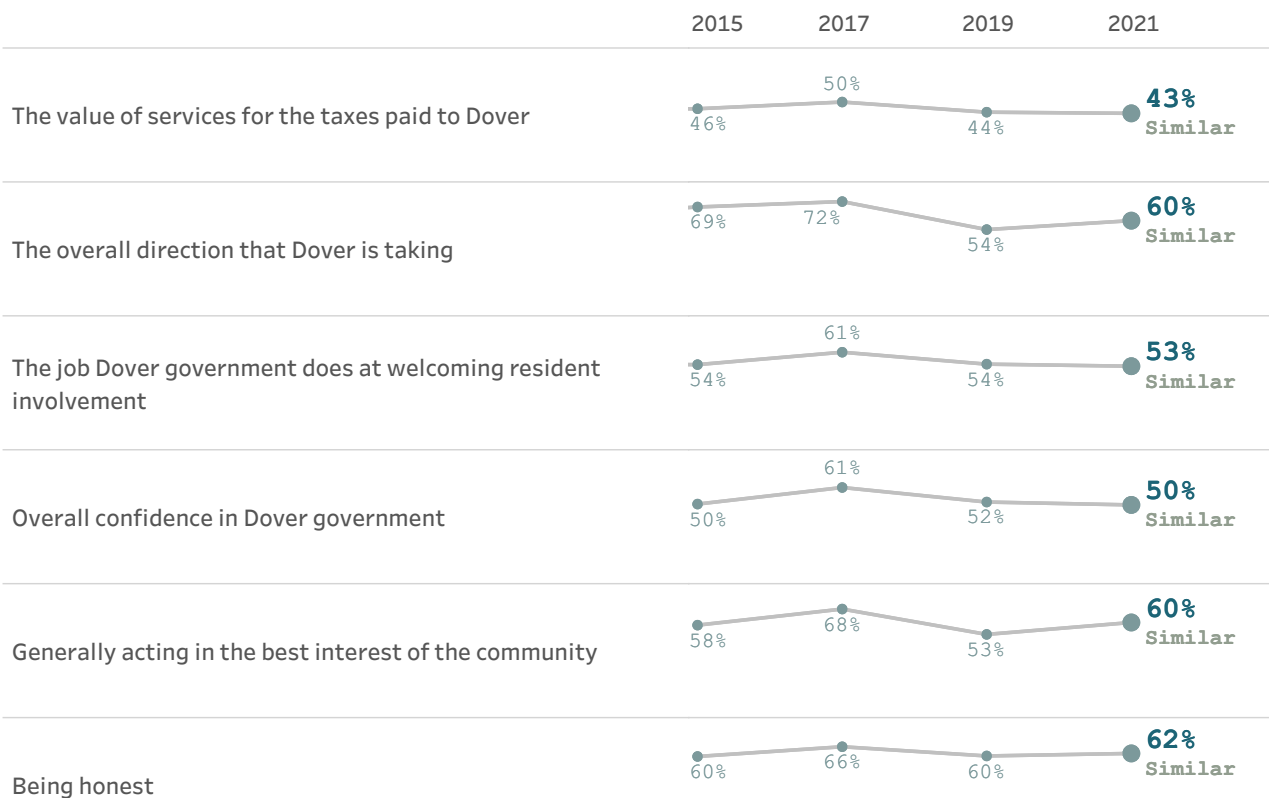
Overall confidence in Dover government, 2021



Please rate the quality of each of the following services in Dover. (% excellent or good)



Please rate the following categories of Dover government performance. (% excellent or good)



Being open and transparent to the public **56%**
Similar

Informing residents about issues facing the community **55%**
Similar

Treating all residents fairly **64%**
Similar

Year	Percentage
2015	57%
2017	66%
2019	56%
2021	64%

Treating residents with respect **75%**
Similar

Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

The City of Dover **78%**
Similar

Year	Percentage
2015	80%
2017	83%
2019	80%
2021	78%

The Federal Government **48%**
Similar

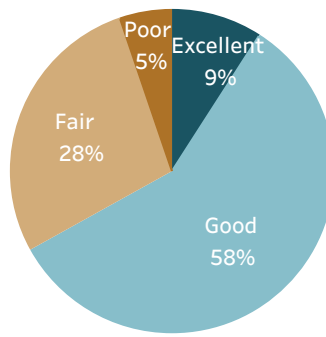
Year	Percentage
2015	44%
2017	40%
2019	39%
2021	48%

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

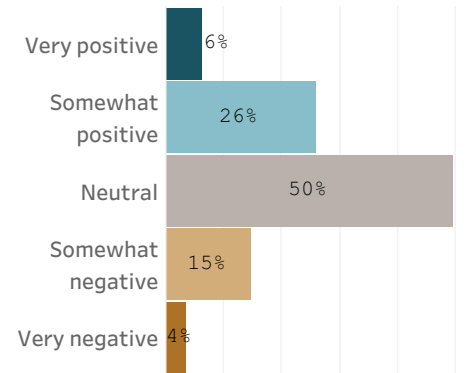
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

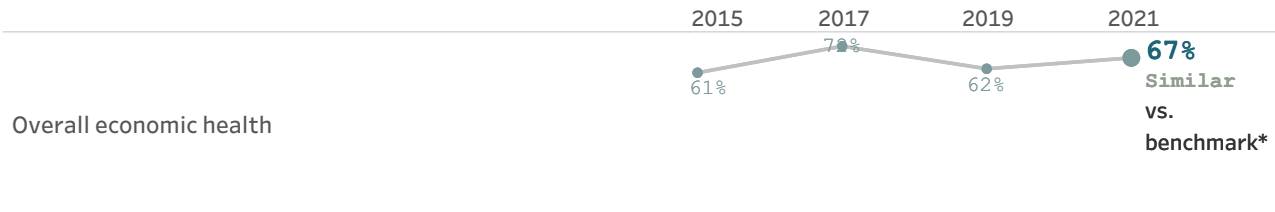
Overall economic health of Dover, 2021



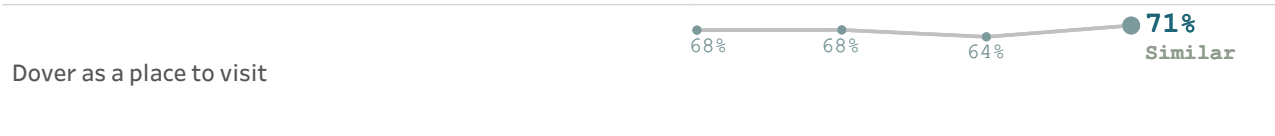
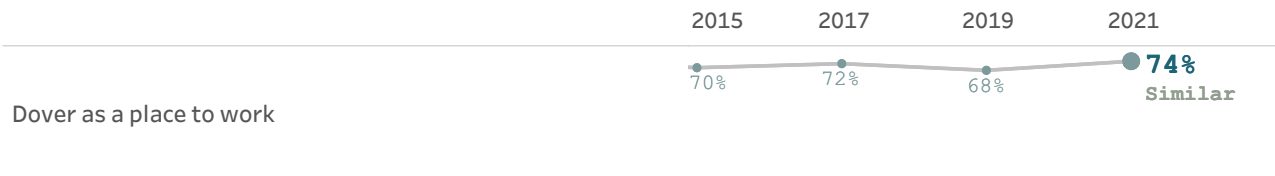
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



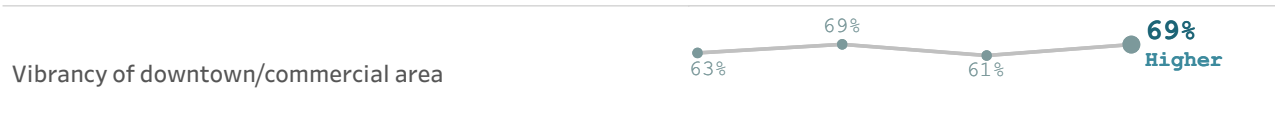
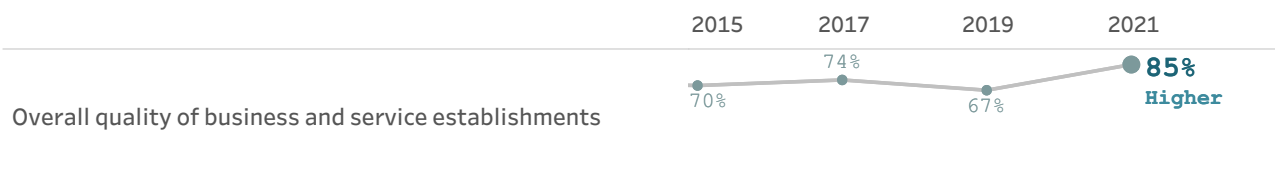
Please rate each of the following characteristics as they relate to Dover as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Dover. (% excellent or good)

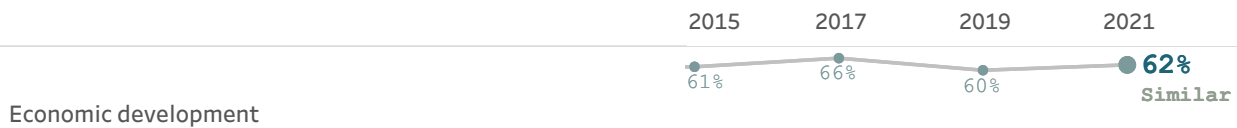


Please rate each of the following in the Dover community. (% excellent or good)

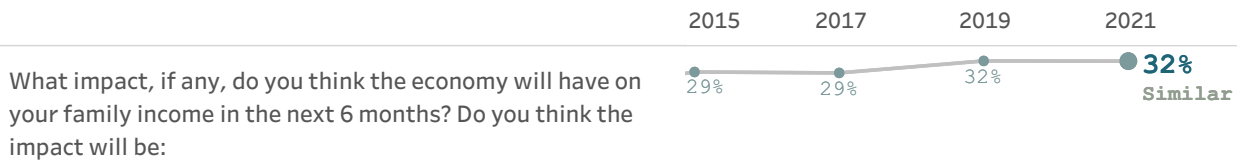




Please rate the quality of each of the following services in Dover.
(% excellent or good)



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 or somewhat positive)

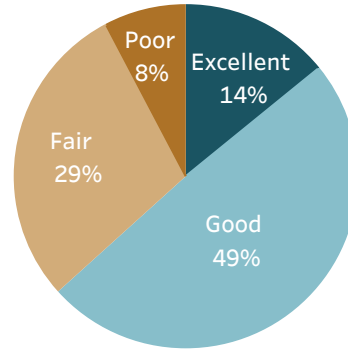


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

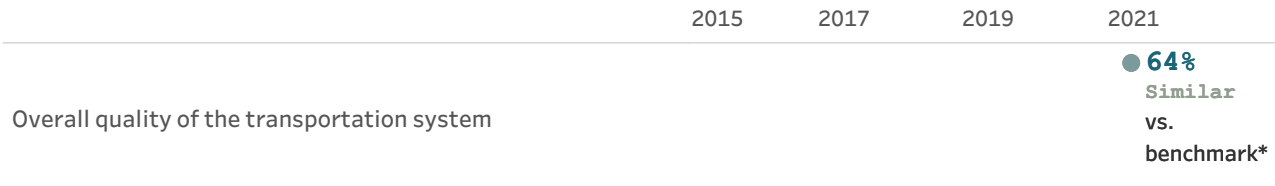
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

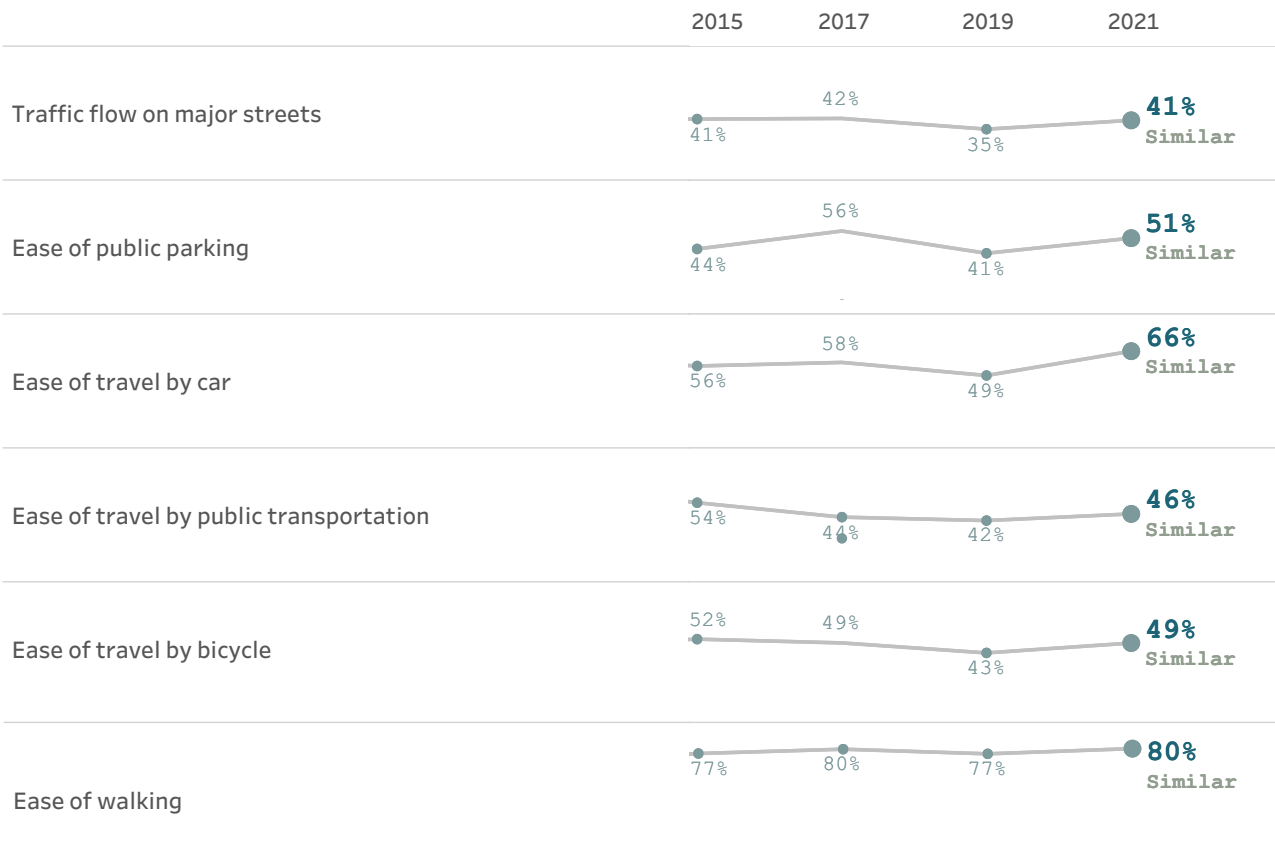
Overall quality of the transportation system in Dover, 2021



Please rate each of the following characteristics as they relate to Dover as a whole.
(% excellent or good)

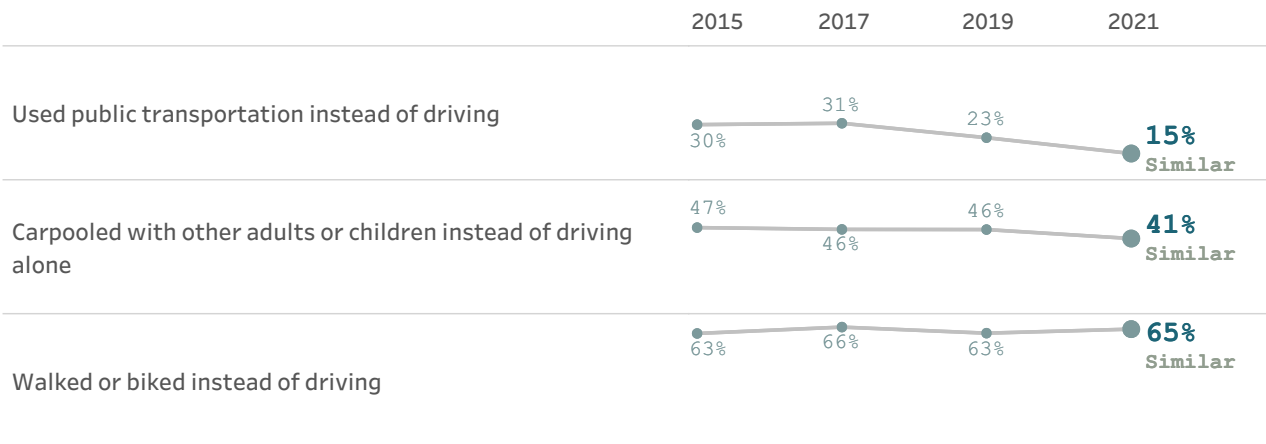


Please also rate each of the following in the Dover community.
(% excellent or good)



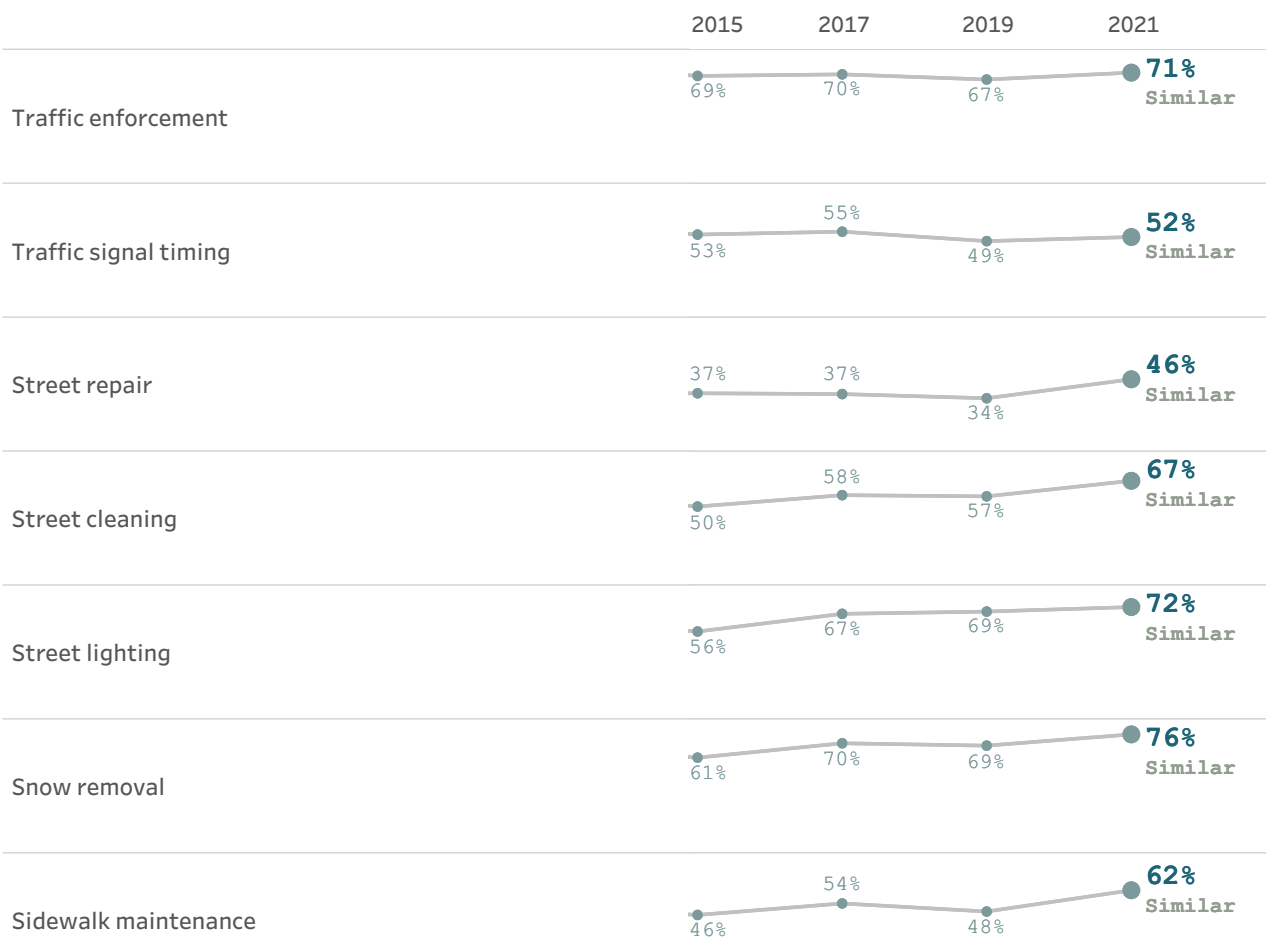
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



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

(% excellent or good)



Bus or transit services



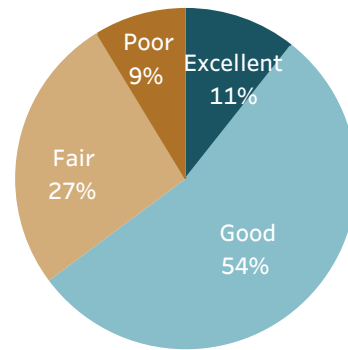
Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

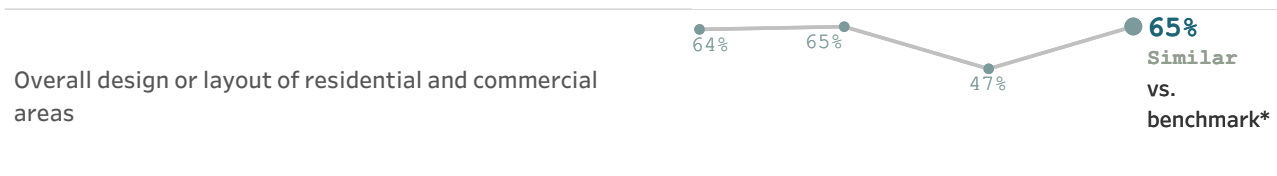
Overall design or layout of Dover's residential and commercial areas, 2021

Community design

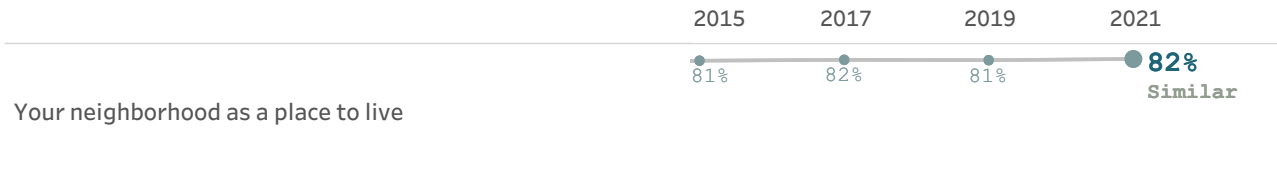
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



Please rate each of the following characteristics as they relate to Dover as a whole.
(% excellent or good)

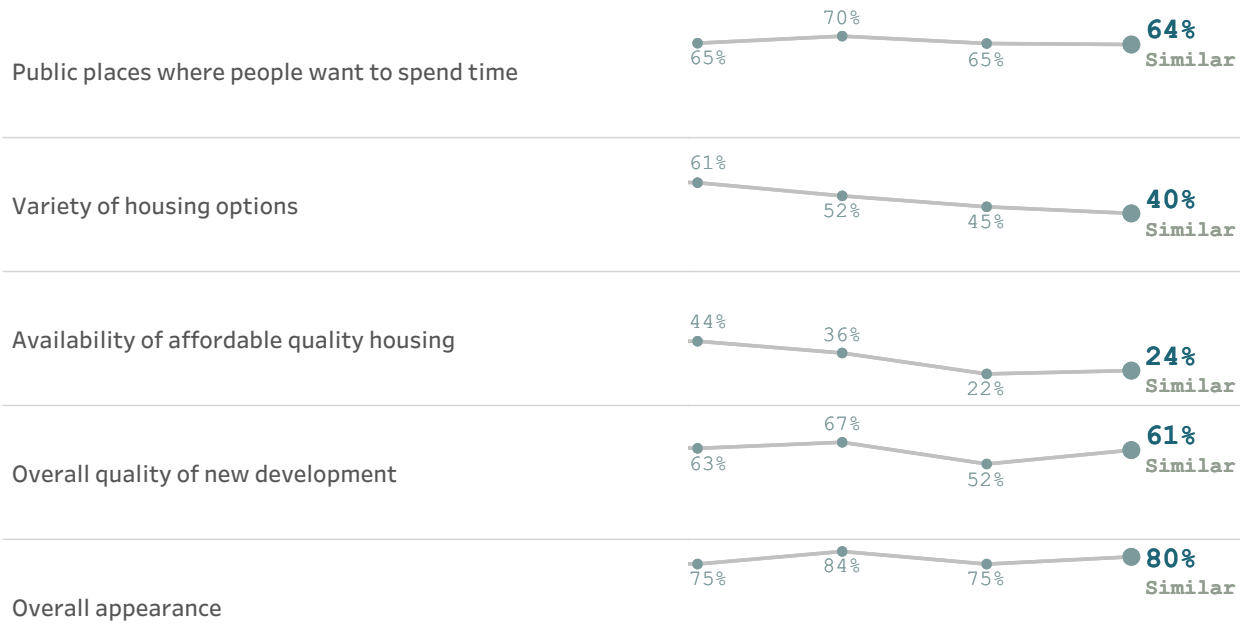


Please rate each of the following aspects of quality of life in Dover.
(% excellent or good)

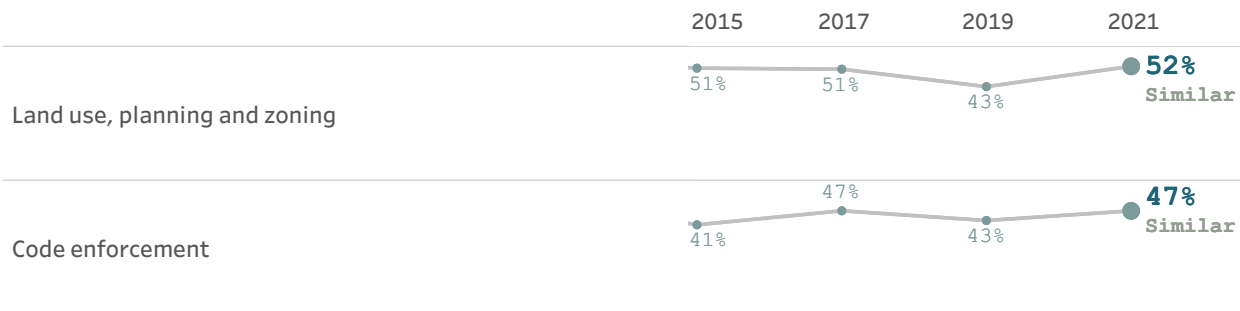


Please also rate each of the following in the Dover community.
(% excellent or good)





**Please rate the quality of each of the following services in Dover.
(% excellent or good)**

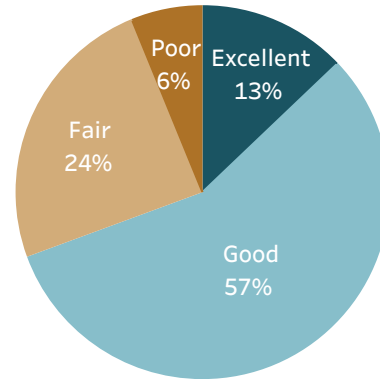


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

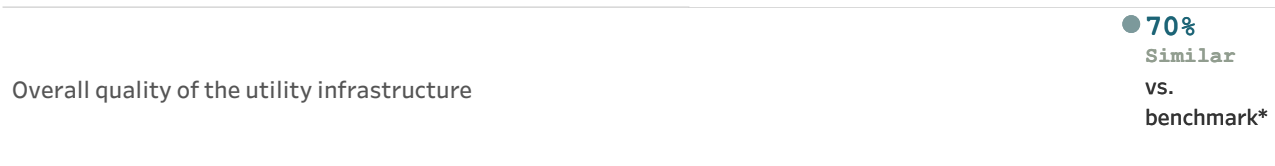
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Dover, 2021



Please rate each of the following characteristics as they relate to Dover as a whole. (% excellent or good)



Please rate the quality of each of the following services in Dover. (% excellent or good)

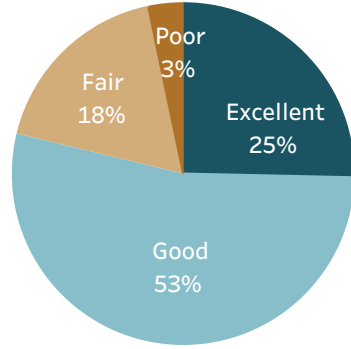


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

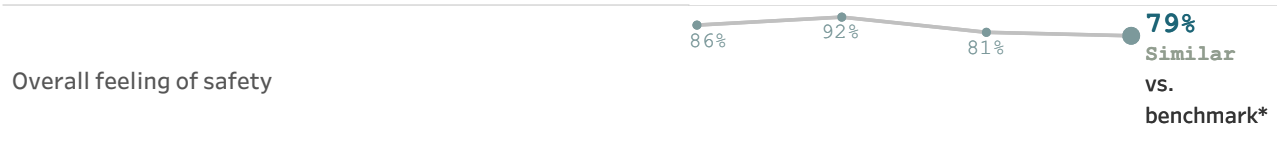
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

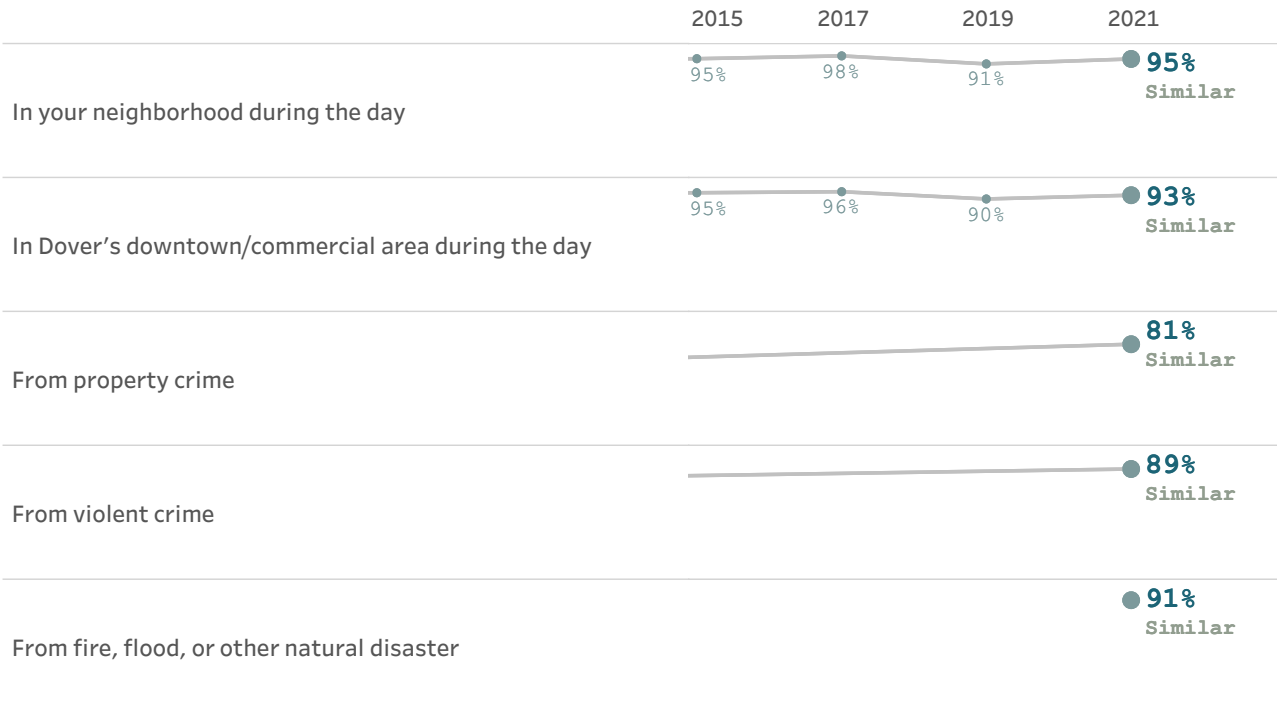
Overall feeling of safety in Dover, 2021



Please rate each of the following characteristics as they relate to Dover as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)



Please rate the quality of each of the following services in Dover.
 (% excellent or good)

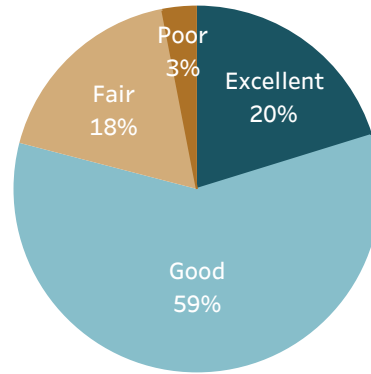


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

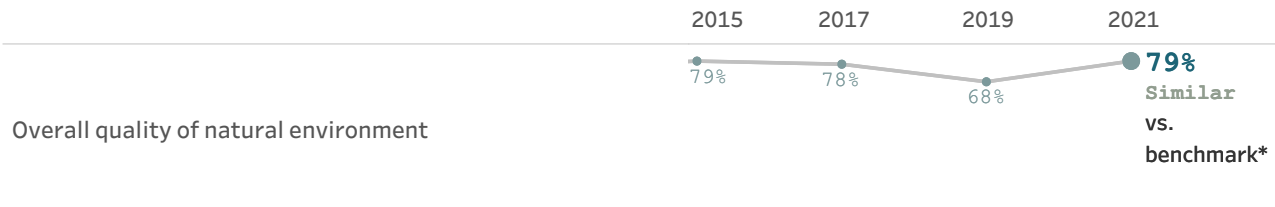
Overall quality of natural environment in Dover, 2021

Natural environment

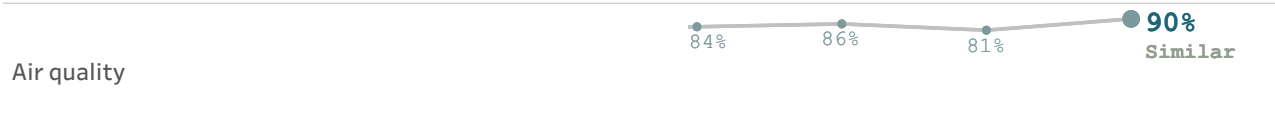
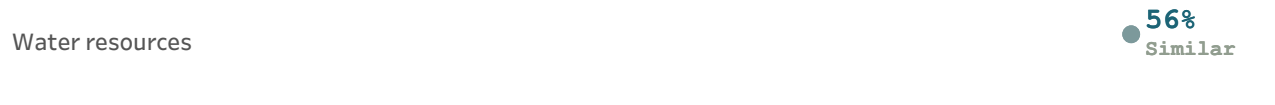
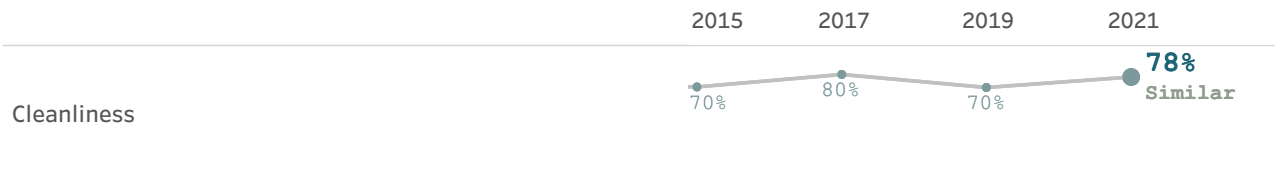
The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



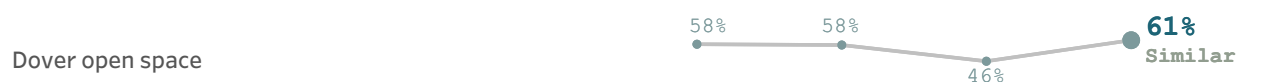
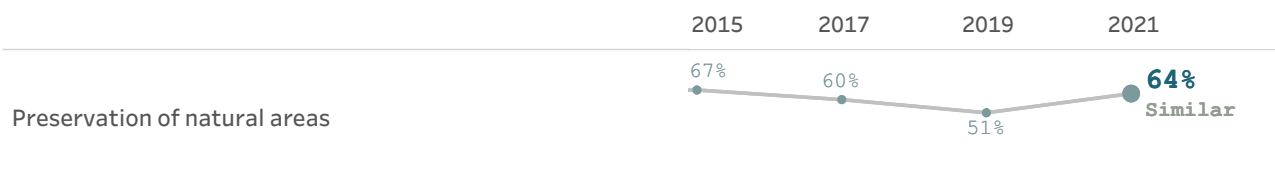
Please rate each of the following characteristics as they relate to Dover as a whole. (% excellent or good)

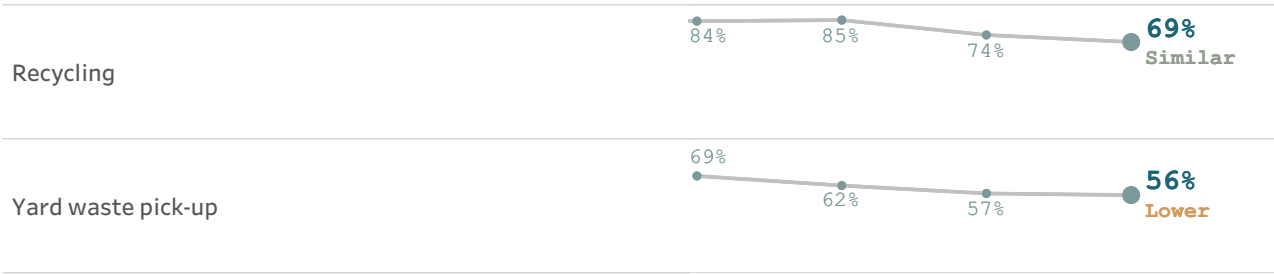


Please also rate each of the following in the Dover community. (% excellent or good)



Please rate the quality of each of the following services in Dover. (% excellent or good)





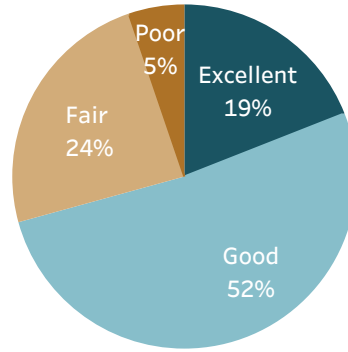
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

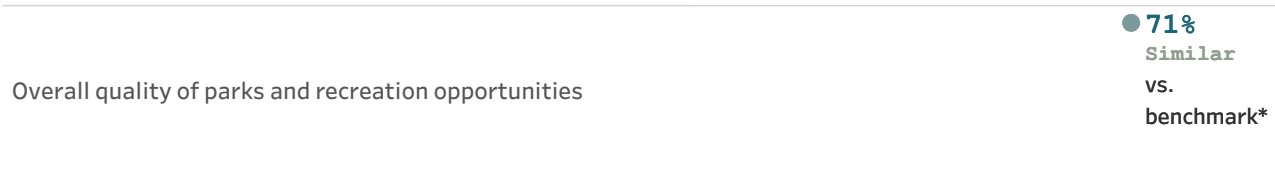
Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

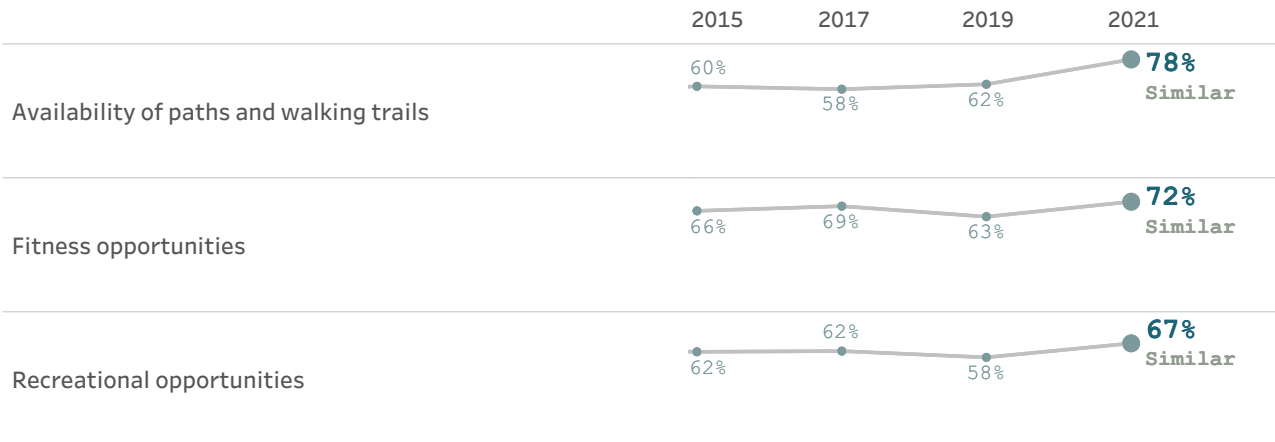
- National Recreation and Park Association



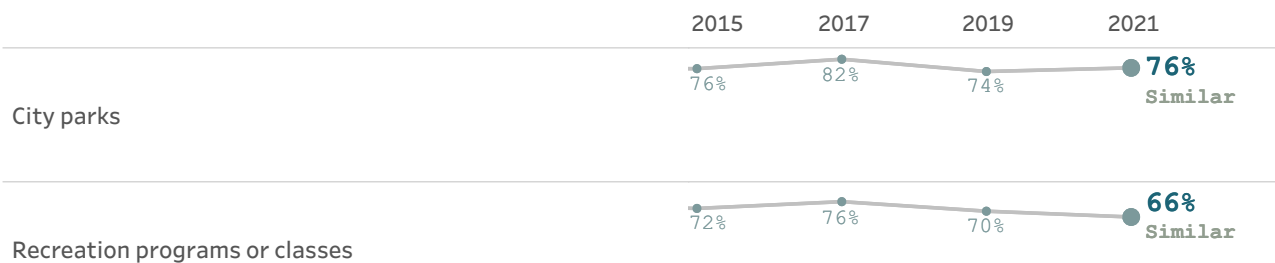
Please rate each of the following characteristics as they relate to Dover as a whole.
(% excellent or good)



Please also rate each of the following in the Dover community.
(% excellent or good)



Please rate the quality of each of the following services in Dover.
(% excellent or good)



Recreation centers or facilities

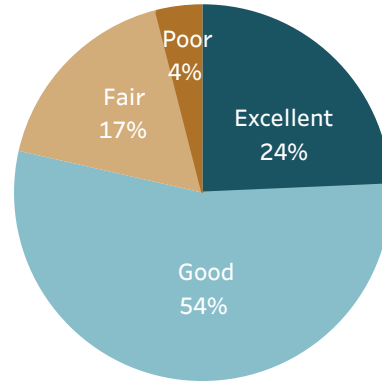


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

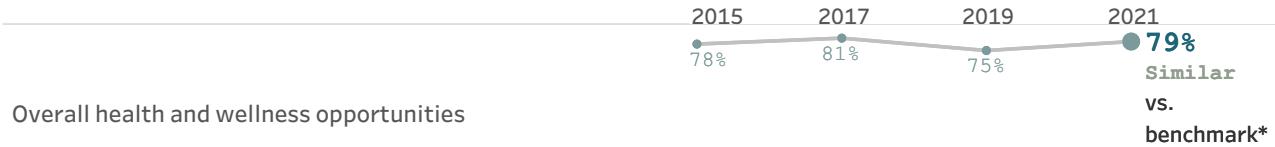
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

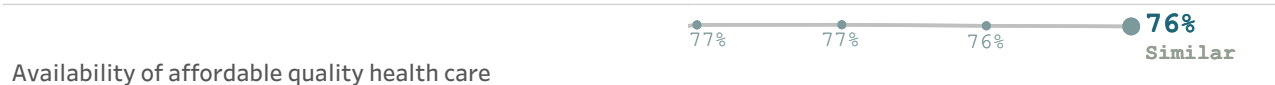
Overall health and wellness opportunities in Dover, 2021



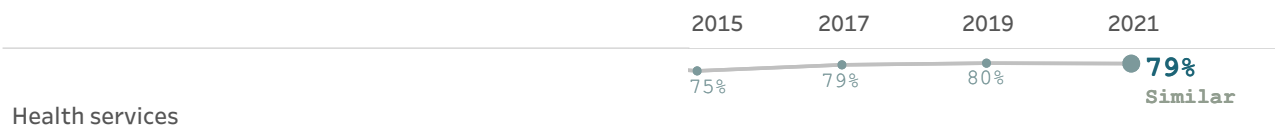
Please rate each of the following characteristics as they relate to Dover as a whole.
(% excellent or good)



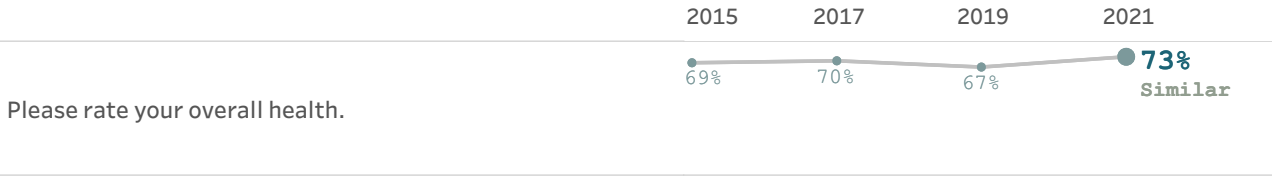
Please also rate each of the following in the Dover community.
(% excellent or good)



Please rate the quality of each of the following services in Dover.
(% excellent or good)

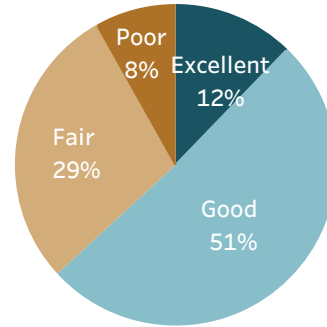


Please rate your overall health.
(% excellent or very good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

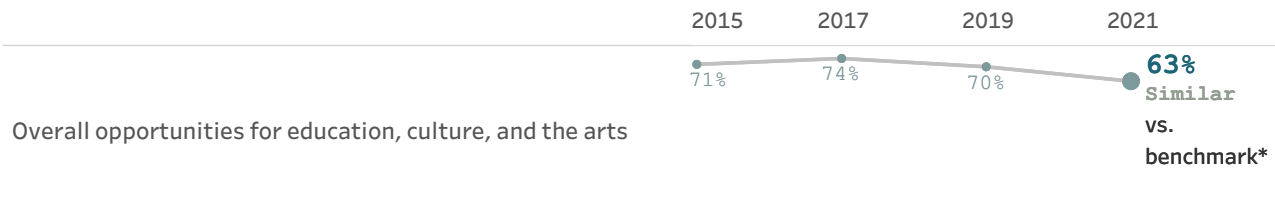
Overall opportunities for education, culture and the arts, 2021



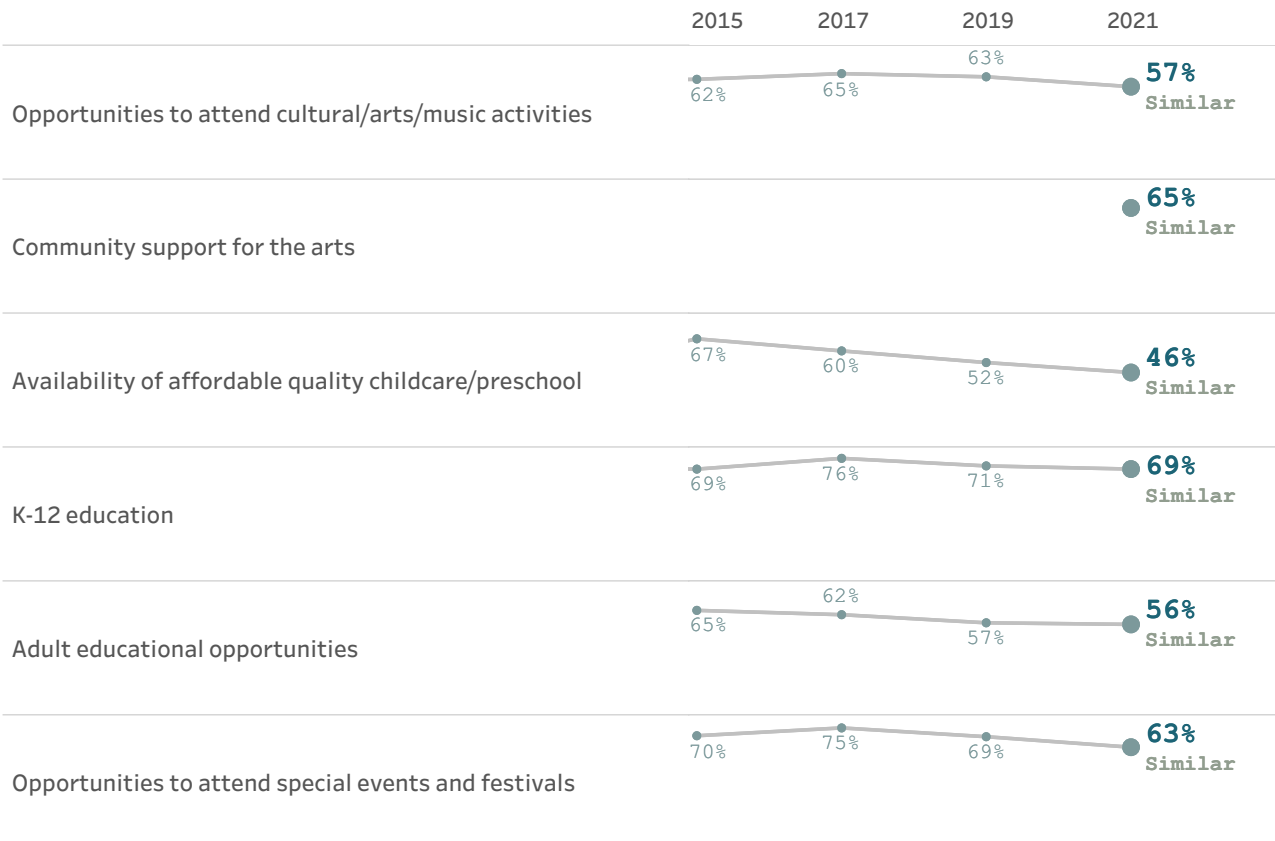
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

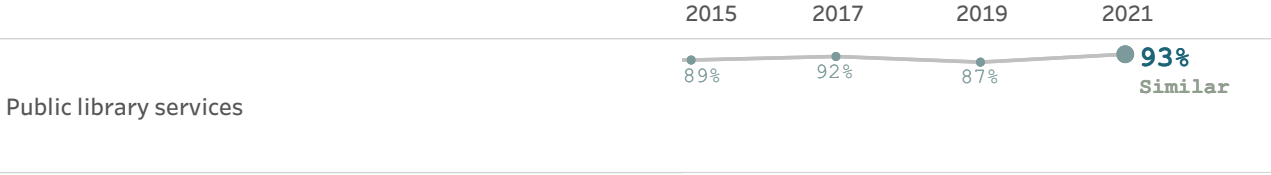
Please rate each of the following characteristics as they relate to Dover as a whole. (% excellent or good)



Please also rate each of the following in the Dover community. (% excellent or good)



Please rate the quality of each of the following services in Dover.
(% excellent or good)

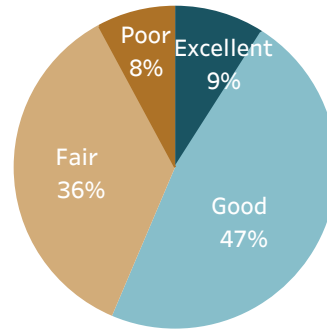


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

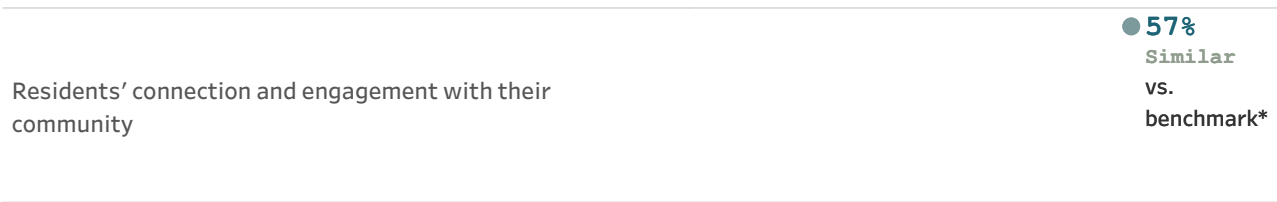
Residents' connection and engagement with their community, 2021

Inclusivity and engagement

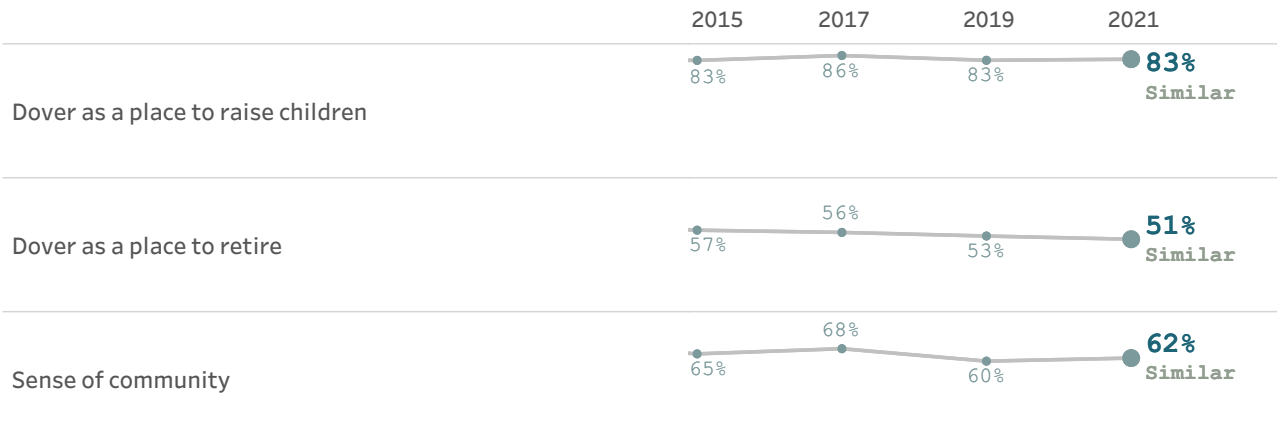
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



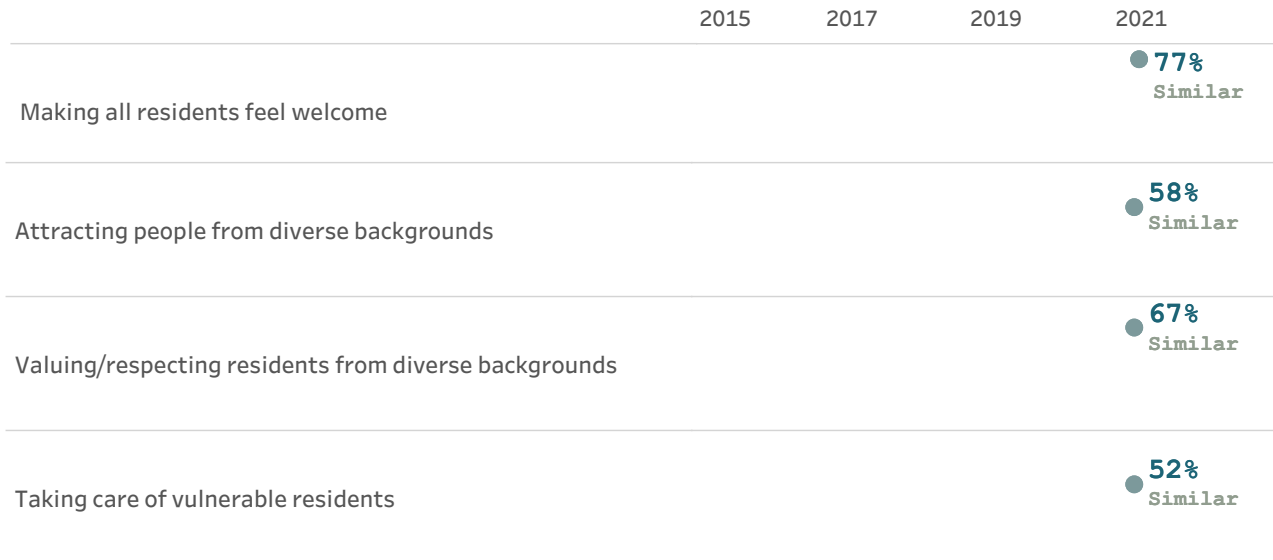
Please rate each of the following characteristics as they relate to Dover as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Dover. (% excellent or good)



**Please rate the job you feel the Dover community does at each of the following.
(% excellent or good)**



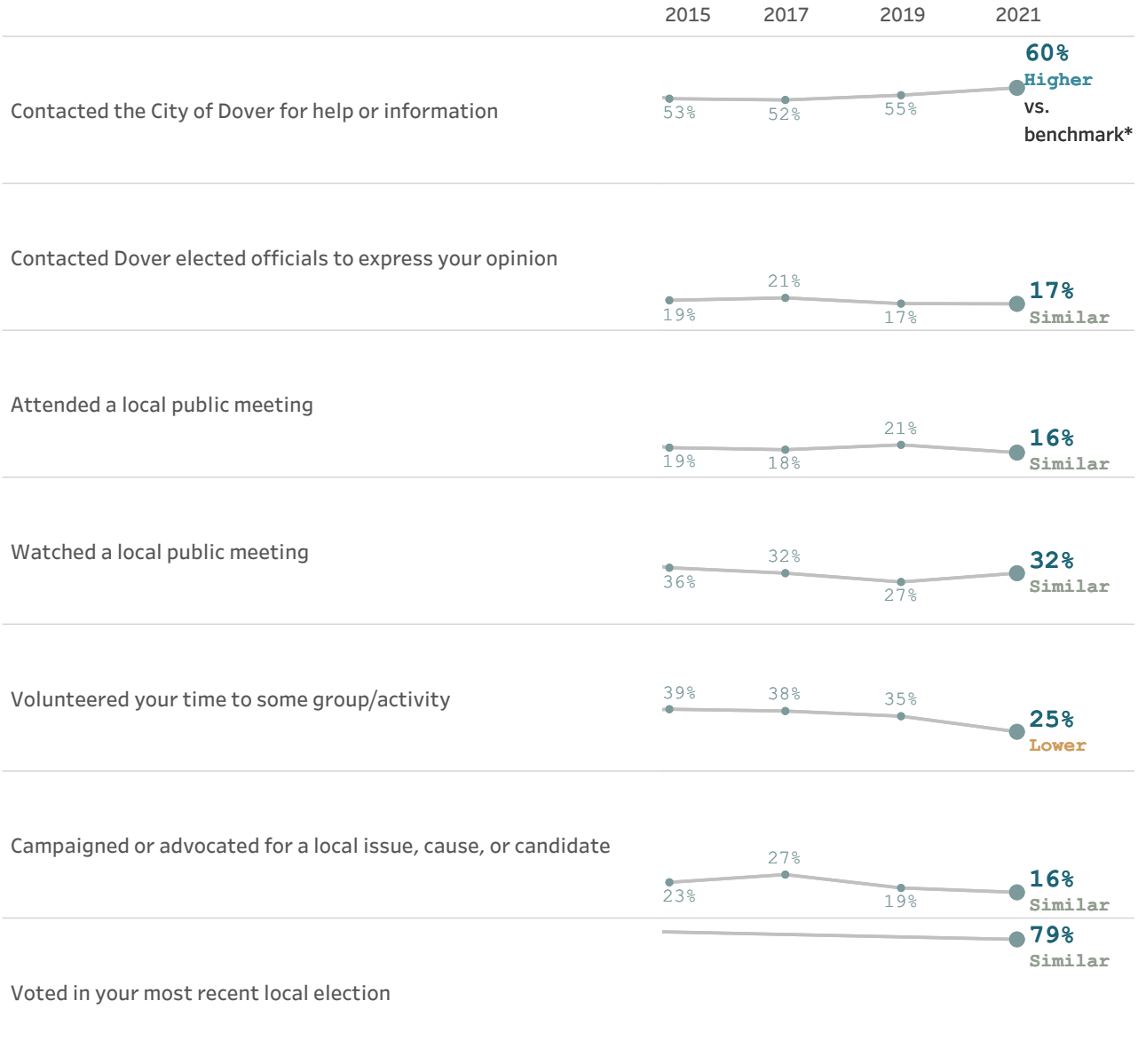
**Please also rate each of the following in the Dover community.
(% excellent or good)**



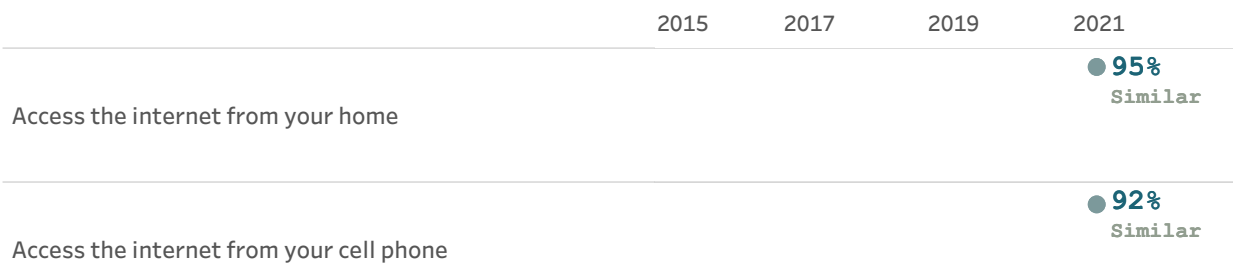
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)



Visit social media sites	● 81% Similar
Use or check email	● 98% Similar
Share your opinions online	● 24% Similar
Shop online	● 49% Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

National benchmark tables

This table contains the comparisons of Dover’s results to those from other communities. The first column shows the comparison of Dover’s rating to the benchmark. Dover’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Dover residents is statistically similar to or different than the benchmark. The second column is Dover’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Dover’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Dover’s result -- that is what percent of surveyed communities had a lower rating than Dover.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Dover.	Dover as a place to live	Similar	89%	178	364	51
	Your neighborhood as a place to live	Similar	82%	189	305	38
	Dover as a place to raise children	Similar	83%	200	364	45
	Dover as a place to work	Similar	74%	117	349	66
	Dover as a place to visit	Similar	71%	135	293	54
	Dover as a place to retire	Similar	51%	274	351	22
	The overall quality of life	Similar	87%	195	401	51
	Sense of community	Similar	62%	180	304	41
Please rate each of the following characteristics as they relate to Dover as a whole.	Overall economic health	Similar	67%	161	278	42
	Overall quality of the transportation system	Similar	64%	28	82	67
	Overall design or layout of residential and commercial areas	Similar	65%	148	273	46
	Overall quality of the utility infrastructure	Similar	70%	51	82	39
	Overall feeling of safety	Similar	79%	217	347	37
	Overall quality of natural environment	Similar	79%	183	283	35
	Overall quality of parks and recreation opportunities	Similar	71%	69	83	18
	Overall health and wellness opportunities	Similar	79%	105	274	62
	Overall opportunities for education, culture, and the arts	Similar	63%	170	274	38
	Residents’ connection and engagement with their community	Similar	57%	50	83	40
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Dover to someone who asks	Similar	88%	138	289	52
	Remain in Dover for the next five years	Similar	83%	181	283	36
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	95%	128	332	61
	In Dover’s downtown/commercial area during the day	Similar	93%	105	311	66

Please rate how safe or unsafe you feel:	From property crime	Similar	81%	37	92	60
	From violent crime	Similar	89%	30	92	67
	From fire, flood, or other natural disaster	Similar	91%	10	82	89
Please rate the job you feel the Dover community does at each of the following.	Making all residents feel welcome	Similar	77%	39	85	55
	Attracting people from diverse backgrounds	Similar	58%	49	84	42
	Valuing/respecting residents from diverse backgrounds	Similar	67%	38	83	55
	Taking care of vulnerable residents	Similar	52%	58	83	31
Please rate each of the following in the Dover community.	Overall quality of business and service establishments	Higher	85%	38	280	86
	Variety of business and service establishments	Similar	66%	37	82	56
	Vibrancy of downtown/commercial area	Higher	69%	57	260	78
	Employment opportunities	Similar	57%	85	306	72
	Shopping opportunities	Similar	56%	149	294	49
	Cost of living	Lower	28%	229	275	17
	Overall image or reputation	Similar	76%	204	341	40
Please also rate each of the following in the Dover community.	Traffic flow on major streets	Similar	41%	221	319	31
	Ease of public parking	Similar	51%	156	247	37
	Ease of travel by car	Similar	66%	184	306	40
	Ease of travel by public transportation	Similar	46%	89	253	65
	Ease of travel by bicycle	Similar	49%	177	307	42
	Ease of walking	Similar	80%	74	307	76
	Well-planned residential growth	Similar	41%	62	84	27
	Well-planned commercial growth	Similar	50%	42	84	51
	Well-designed neighborhoods	Similar	53%	56	84	34
	Preservation of the historical or cultural character of the communi..	Similar	73%	17	79	79
	Public places where people want to spend time	Similar	64%	162	268	39
	Variety of housing options	Similar	40%	221	284	22
	Availability of affordable quality housing	Similar	24%	232	302	23
	Overall quality of new development	Similar	61%	122	293	58
	Overall appearance	Similar	80%	181	335	46
	Cleanliness	Similar	78%	180	307	41
	Water resources	Similar	56%	56	78	29

Please also rate each of the following in the Dover community.	Air quality	Similar	90%	84	262	68
	Availability of paths and walking trails	Similar	78%	116	304	62
	Fitness opportunities	Similar	72%	133	263	49
	Recreational opportunities	Similar	67%	184	293	37
	Availability of affordable quality food	Similar	78%	50	260	81
	Availability of affordable quality health care	Similar	76%	60	274	78
	Availability of preventive health services	Higher	80%	37	255	85
	Availability of affordable quality mental health care	Similar	49%	110	251	56
	Opportunities to attend cultural/arts/music activities	Similar	57%	163	292	44
	Community support for the arts	Similar	65%	32	82	62
	Availability of affordable quality childcare/preschool	Similar	46%	169	270	37
	K-12 education	Similar	69%	180	270	33
	Adult educational opportunities	Similar	56%	145	258	44
	Sense of civic/community pride	Similar	60%	49	82	41
	Neighborliness of residents	Similar	64%	154	269	42
	Opportunities to participate in social events and activities	Similar	59%	177	275	36
	Opportunities to attend special events and festivals	Similar	63%	184	281	34
Opportunities to volunteer	Similar	75%	137	273	50	
Opportunities to participate in community matters	Similar	67%	139	278	50	
Openness and acceptance of the community toward people of diverse...	Similar	64%	101	300	66	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Dover for help or information	Higher	60%	18	329	94
	Contacted Dover elected officials to express your opinion	Similar	17%	139	269	48
	Attended a local public meeting	Similar	16%	212	270	21
	Watched a local public meeting	Similar	32%	43	245	82
	Volunteered your time to some group/activity	Lower	25%	231	275	16
	Campaigned or advocated for a local issue, cause, or candidate	Similar	16%	188	258	27
	Voted in your most recent local election	Similar	79%	48	85	44
	Used public transportation instead of driving	Similar	15%	120	233	48
	Carpooled with other adults or children instead of driving alone	Similar	41%	127	262	51
	Walked or biked instead of driving	Similar	65%	76	267	71
Please rate the quality of each of the following	Public information services	Similar	71%	152	284	46

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

Economic development	Similar	62%	114	284	60
Traffic enforcement	Similar	71%	130	345	62
Traffic signal timing	Similar	52%	170	272	37
Street repair	Similar	46%	185	333	44
Street cleaning	Similar	67%	143	295	51
Street lighting	Similar	72%	120	325	63
Snow removal	Similar	76%	94	257	63
Sidewalk maintenance	Similar	62%	147	297	50
Bus or transit services	Similar	64%	62	246	75
Land use, planning and zoning	Similar	52%	140	295	52
Code enforcement	Similar	47%	194	348	44
Affordable high-speed internet access	Similar	48%	56	80	31
Garbage collection	Lower	70%	311	324	4
Drinking water	Similar	75%	152	292	48
Sewer services	Similar	87%	132	295	55
Storm water management	Similar	84%	55	320	83
Power (electric and/or gas) utility	Similar	84%	102	210	51
Utility billing	Similar	72%	162	249	35
Police/Sheriff services	Similar	83%	236	391	39
Crime prevention	Similar	80%	148	345	57
Animal control	Similar	86%	38	309	88
Ambulance or emergency medical services	Similar	93%	147	312	53
Fire services	Similar	95%	143	339	58
Fire prevention and education	Similar	85%	90	283	68
Emergency preparedness	Similar	68%	134	284	53
Preservation of natural areas	Similar	64%	140	266	47
Dover open space	Similar	61%	155	255	39
Recycling	Similar	69%	256	329	22
Yard waste pick-up	Lower	56%	247	271	9
City parks	Similar	76%	241	305	21
Recreation programs or classes	Similar	66%	198	302	34
































Please rate the quality of each of the following services in Dover.	Recreation centers or facilities	Similar	70%	157	276	43
	Health services	Similar	79%	67	242	72
	Public library services	Similar	93%	71	306	77
	Overall customer service by Dover employees	Similar	84%	105	359	70
Please rate the following categories of Dover government performance.	The value of services for the taxes paid to Dover	Similar	43%	280	365	23
	The overall direction that Dover is taking	Similar	60%	154	315	51
	The job Dover government does at welcoming resident involvement	Similar	53%	162	317	49
	Overall confidence in Dover government	Similar	50%	168	277	39
	Generally acting in the best interest of the community	Similar	60%	146	281	48
	Being honest	Similar	62%	132	272	51
	Being open and transparent to the public	Similar	56%	44	85	49
	Informing residents about issues facing the community	Similar	55%	45	90	51
	Treating all residents fairly	Similar	64%	121	278	56
	Treating residents with respect	Similar	75%	43	82	48
Overall, how would you rate the quality of the services provided by each ..	The City of Dover	Similar	78%	206	369	44
	The Federal Government	Similar	48%	56	261	78
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.	Overall economic health	Similar	88%	148	255	42
	Overall quality of the transportation system	Similar	71%	51	82	39
	Overall design or layout of residential and commercial areas	Similar	70%	205	255	19
	Overall quality of the utility infrastructure	Similar	87%	43	82	48
	Overall feeling of safety	Similar	84%	214	255	16
	Overall quality of natural environment	Similar	86%	77	255	70
	Overall quality of parks and recreation opportunities	Similar	77%	65	82	21
	Overall health and wellness opportunities	Similar	73%	164	255	35
	Overall opportunities for education, culture, and the arts	Similar	78%	129	255	49
	Residents' connection and engagement with their community	Lower	66%	240	256	6
In general, how many times do you:	Access the internet from your home	Similar	95%	41	81	50
	Access the internet from your cell phone	Similar	92%	47	81	43
	Visit social media sites	Similar	81%	22	80	73
	Use or check email	Similar	98%	27	81	67
	Share your opinions online	Similar	24%	77	81	6
































In general, how many times do you:	Shop online	Similar	49%	62	81	24
	Please rate your overall health.	Similar	73%	58	262	78
	What impact, if any, do you think the economy will have on your fa..	Similar	32%	107	265	60

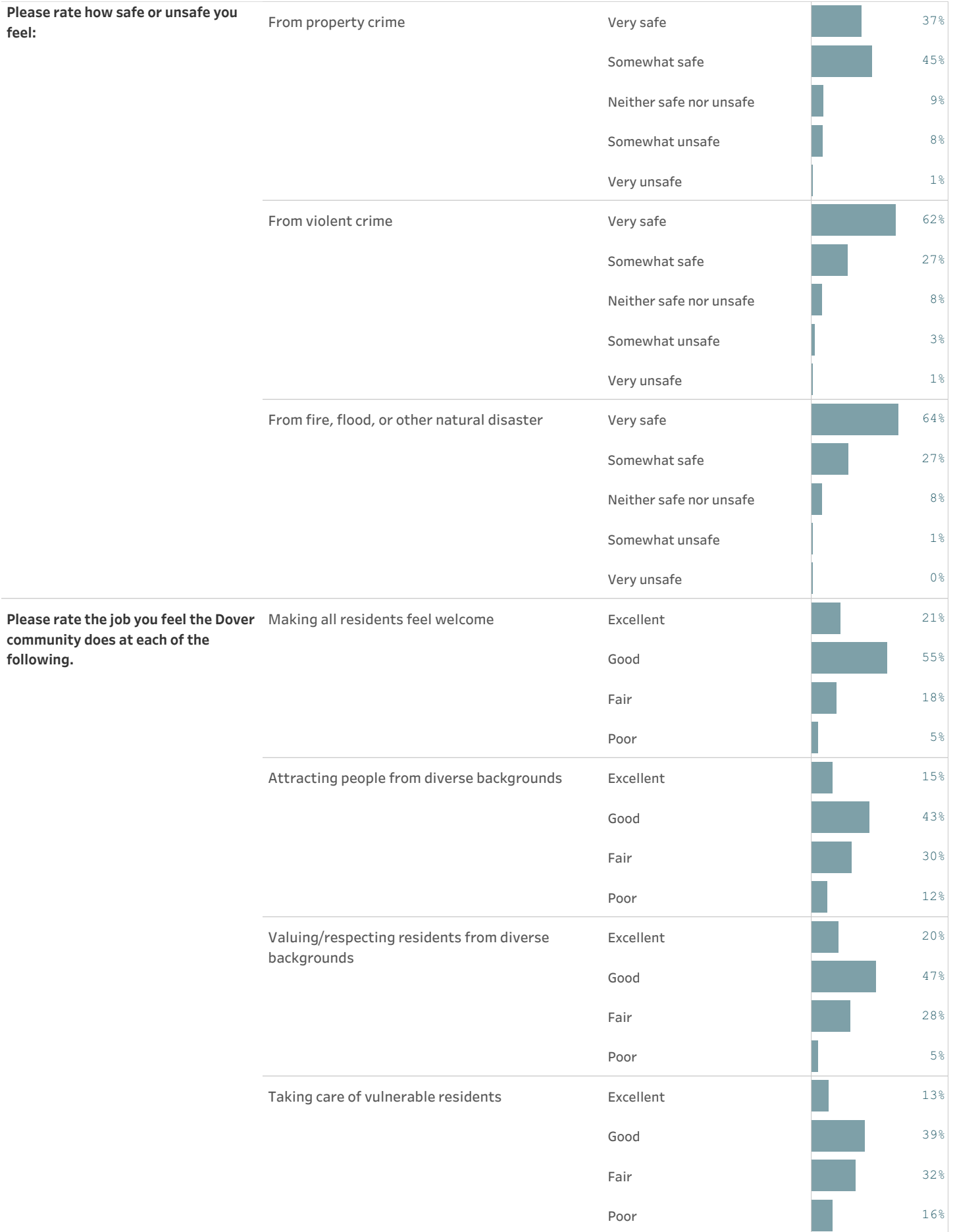
Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Dover.	Question	Response	Frequency	
			Bar	Percentage
Dover as a place to live	Dover as a place to live	Excellent		36%
		Good		53%
		Fair		11%
		Poor		0%
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent		37%
		Good		45%
		Fair		14%
		Poor		4%
Dover as a place to raise children	Dover as a place to raise children	Excellent		32%
		Good		51%
		Fair		14%
		Poor		3%
Dover as a place to work	Dover as a place to work	Excellent		26%
		Good		48%
		Fair		18%
		Poor		8%
Dover as a place to visit	Dover as a place to visit	Excellent		20%
		Good		50%
		Fair		25%
		Poor		5%
Dover as a place to retire	Dover as a place to retire	Excellent		18%
		Good		33%
		Fair		31%
		Poor		17%
The overall quality of life	The overall quality of life	Excellent		26%
		Good		61%
		Fair		12%
		Poor		1%

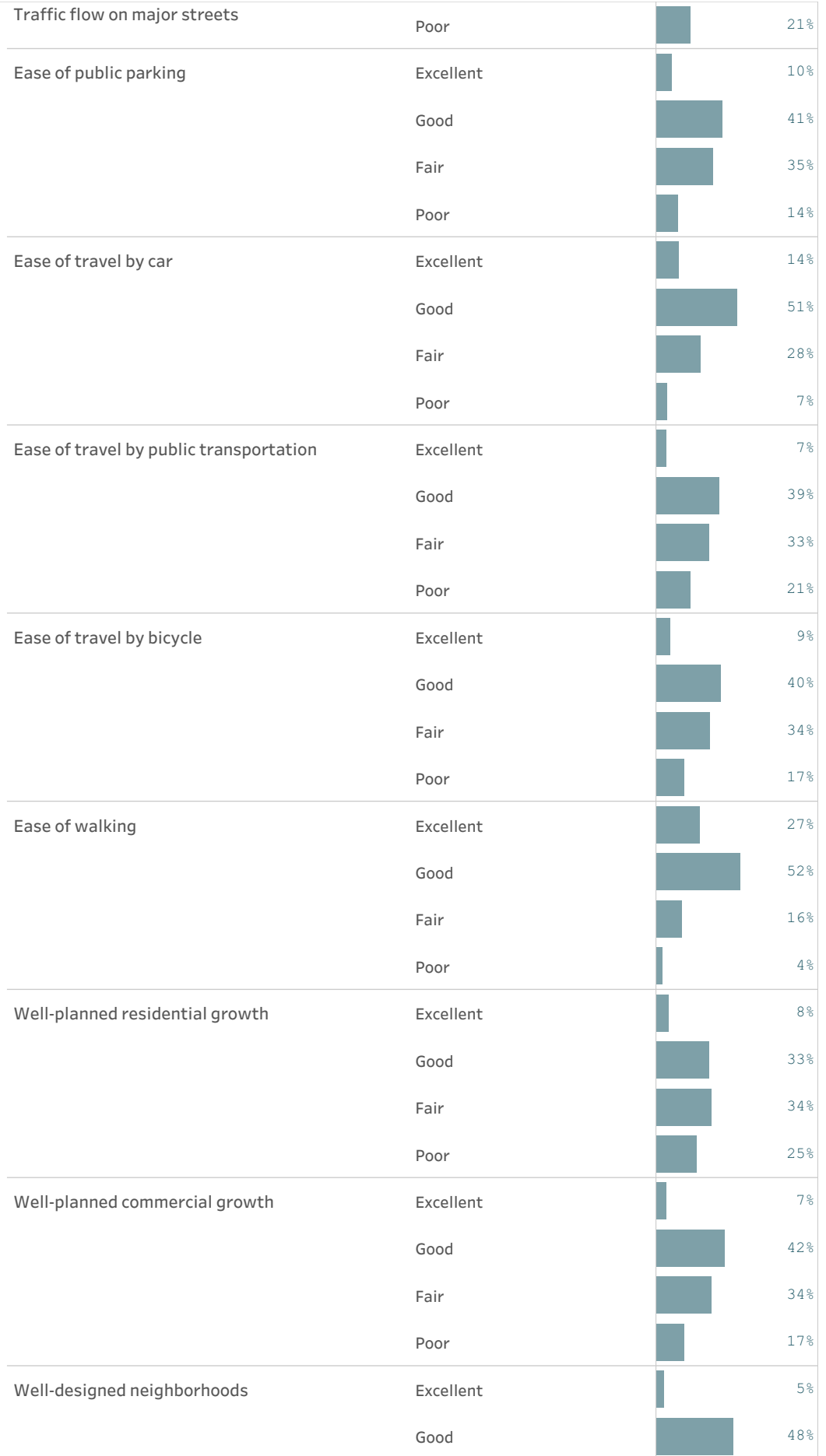
Please rate each of the following aspects of quality of life in Dover.	Sense of community	Excellent		14%
		Good		47%
		Fair		31%
		Poor		7%
Please rate each of the following characteristics as they relate to Dover as a whole.	Overall economic health	Excellent		9%
		Good		58%
		Fair		28%
		Poor		5%
	Overall quality of the transportation system	Excellent		14%
		Good		49%
		Fair		29%
		Poor		8%
	Overall design or layout of residential and commercial areas	Excellent		11%
		Good		54%
		Fair		27%
		Poor		9%
	Overall quality of the utility infrastructure	Excellent		13%
		Good		57%
		Fair		24%
		Poor		6%
	Overall feeling of safety	Excellent		25%
		Good		53%
		Fair		18%
		Poor		3%
	Overall quality of natural environment	Excellent		20%
		Good		59%
		Fair		18%
		Poor		3%
	Overall quality of parks and recreation opportunities	Excellent		19%
		Good		52%
		Fair		24%

Please rate each of the following characteristics as they relate to Dover as a whole.	Overall quality of parks and recreation opportunities	Poor		5%
	Overall health and wellness opportunities	Excellent		24%
		Good		54%
		Fair		17%
		Poor		4%
	Overall opportunities for education, culture, and the arts	Excellent		12%
		Good		51%
		Fair		29%
		Poor		8%
	Residents' connection and engagement with their community	Excellent		9%
		Good		47%
		Fair		36%
		Poor		8%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Dover to someone who asks you	Very likely		46%
		Somewhat likely		42%
		Somewhat unlikely		7%
		Very unlikely		5%
	Remain in Dover for the next five years	Very likely		52%
		Somewhat likely		31%
		Somewhat unlikely		11%
		Very unlikely		7%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		79%
		Somewhat safe		16%
		Neither safe nor unsafe		2%
		Somewhat unsafe		1%
		Very unsafe		1%
	In Dover's downtown/commercial area during the day	Very safe		73%
		Somewhat safe		20%
		Neither safe nor unsafe		4%
		Somewhat unsafe		2%
		Very unsafe		1%



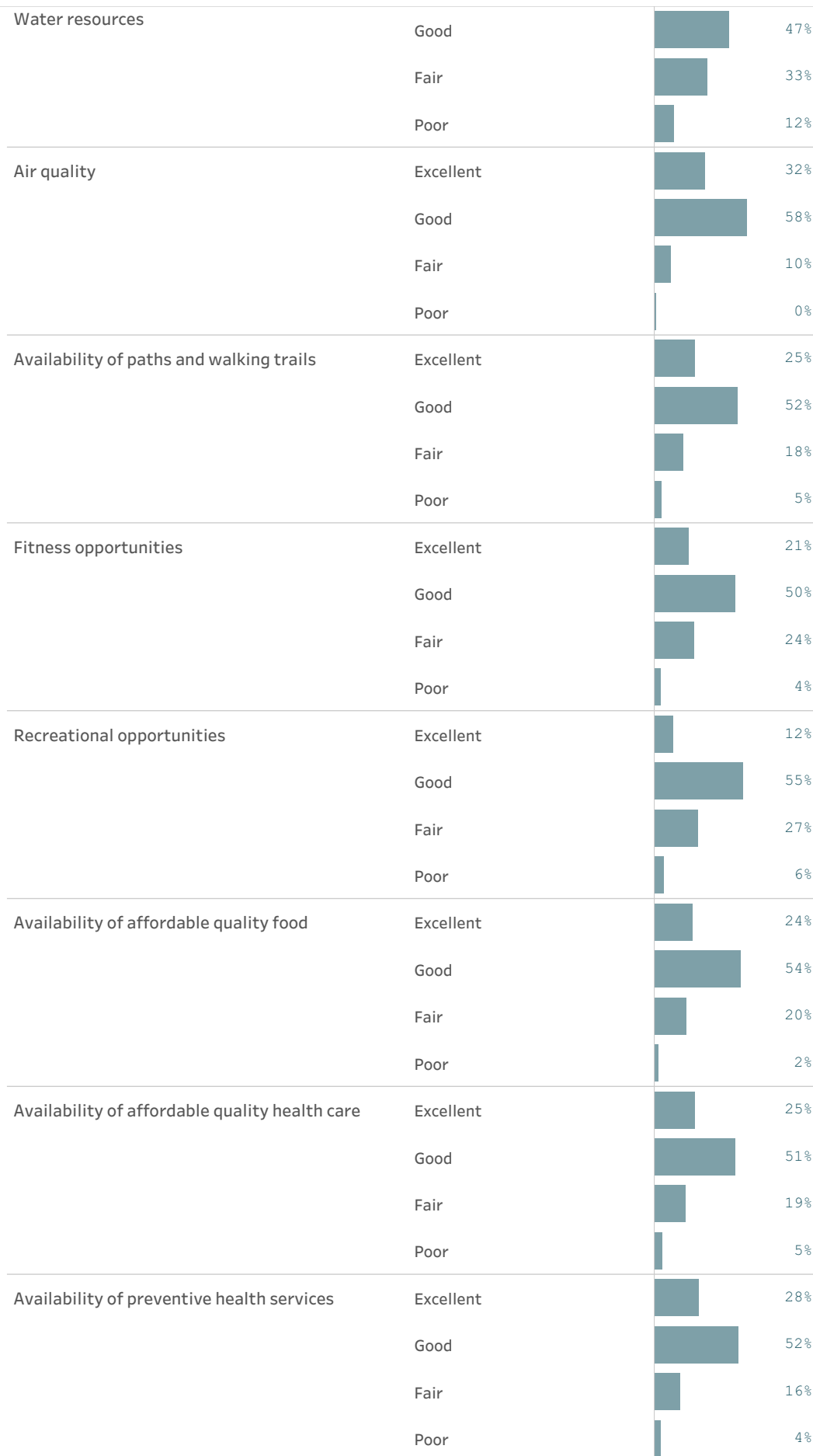
Please rate each of the following in the Dover community.	Overall quality of business and service establishments	Excellent		23%
		Good		62%
		Fair		14%
		Poor		1%
	Variety of business and service establishments	Excellent		17%
		Good		49%
		Fair		31%
		Poor		3%
	Vibrancy of downtown/commercial area	Excellent		20%
		Good		48%
		Fair		27%
		Poor		5%
	Employment opportunities	Excellent		9%
		Good		48%
		Fair		34%
		Poor		10%
	Shopping opportunities	Excellent		13%
		Good		43%
		Fair		36%
		Poor		9%
	Cost of living	Excellent		2%
		Good		26%
		Fair		40%
		Poor		32%
	Overall image or reputation	Excellent		12%
		Good		63%
		Fair		20%
		Poor		4%
Please also rate each of the following in the Dover community.	Traffic flow on major streets	Excellent		4%
		Good		36%
		Fair		38%

Please also rate each of the following in the Dover community.


































Please also rate each of the following in the Dover community.			
Well-designed neighborhoods	Fair		39%
	Poor		9%
Preservation of the historical or cultural character of the community	Excellent		21%
	Good		52%
	Fair		21%
	Poor		6%
Public places where people want to spend time	Excellent		13%
	Good		50%
	Fair		28%
	Poor		8%
Variety of housing options	Excellent		7%
	Good		33%
	Fair		38%
	Poor		23%
Availability of affordable quality housing	Excellent		4%
	Good		20%
	Fair		36%
	Poor		40%
Overall quality of new development	Excellent		10%
	Good		51%
	Fair		28%
	Poor		11%
Overall appearance	Excellent		16%
	Good		64%
	Fair		18%
	Poor		3%
Cleanliness	Excellent		16%
	Good		61%
	Fair		21%
	Poor		2%
Water resources	Excellent		8%

Please also rate each of the following in the Dover community.


































Please also rate each of the following in the Dover community.

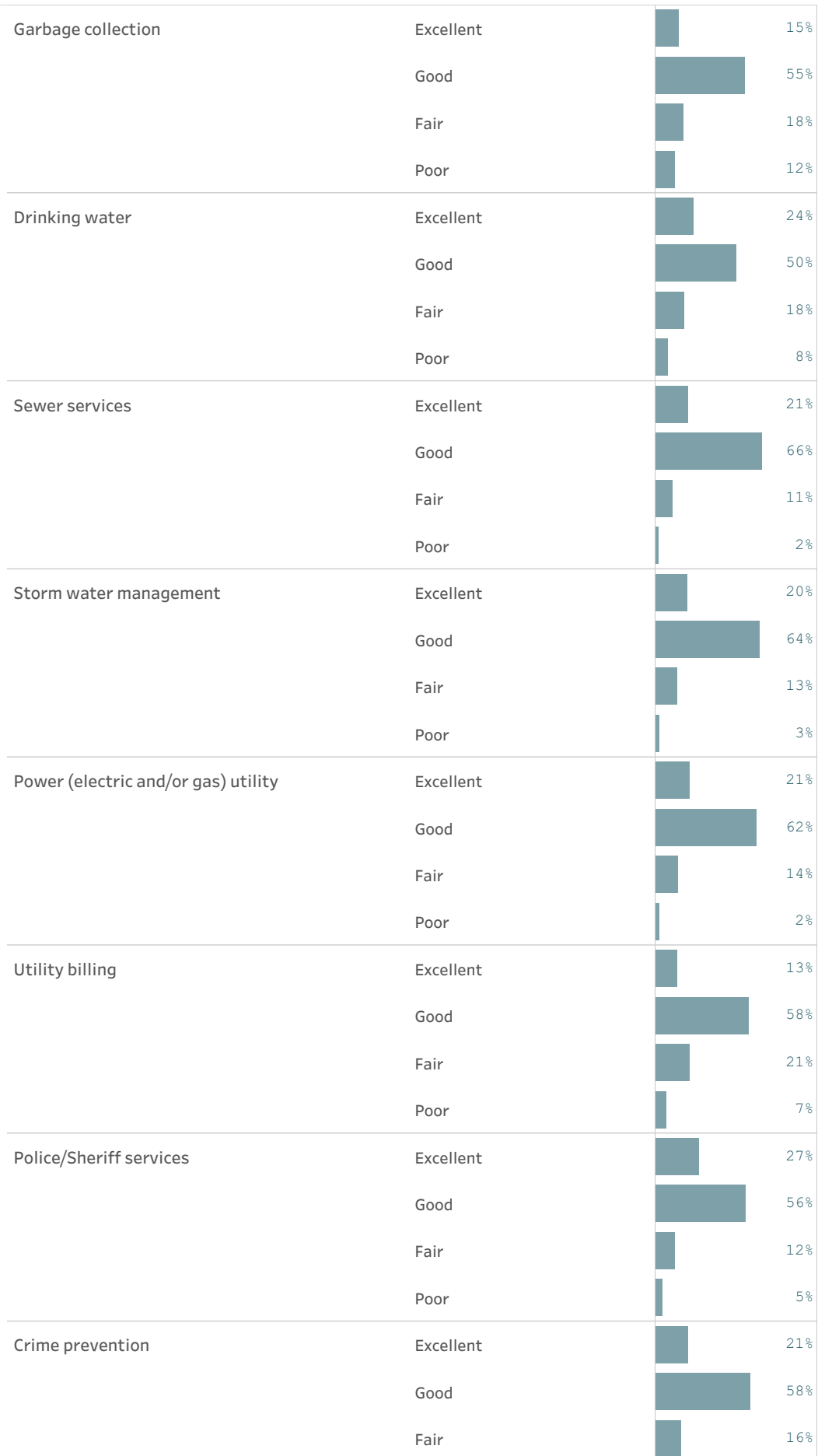


Please also rate each of the following in the Dover community.	Neighborliness of residents	Poor		7%
	Opportunities to participate in social events and activities	Excellent		9%
		Good		50%
		Fair		35%
		Poor		6%
	Opportunities to attend special events and festivals	Excellent		13%
		Good		49%
		Fair		29%
		Poor		8%
	Opportunities to volunteer	Excellent		12%
		Good		62%
		Fair		23%
		Poor		3%
	Opportunities to participate in community matters	Excellent		11%
		Good		56%
		Fair		26%
		Poor		6%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		17%
		Good		47%
		Fair		29%
Poor			7%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Dover for help or information	No		40%
		Yes		60%
	Contacted Dover elected officials to express your opinion	No		83%
		Yes		17%
	Attended a local public meeting	No		84%
		Yes		16%
	Watched a local public meeting	No		68%
		Yes		32%
	Volunteered your time to some group/activity	No		75%
		Yes		25%
































Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	No	83%	
		Yes	17%	
	Voted in your most recent local election	No	22%	
		Yes	78%	
	Used public transportation instead of driving	No	85%	
		Yes	15%	
	Carpooled with other adults or children instead of driving alone	No	59%	
		Yes	41%	
	Walked or biked instead of driving	No	35%	
		Yes	65%	
	Please rate the quality of each of the following services in Dover.	Public information services	Excellent	13%
			Good	58%
Fair			23%	
Poor			6%	
Economic development		Excellent	9%	
		Good	53%	
		Fair	30%	
		Poor	8%	
Traffic enforcement		Excellent	13%	
		Good	58%	
		Fair	24%	
		Poor	5%	
Traffic signal timing		Excellent	7%	
		Good	45%	
		Fair	34%	
		Poor	15%	
Street repair	Excellent	4%		
	Good	42%		
	Fair	36%		
	Poor	18%		
Street cleaning	Excellent	13%		

Please rate the quality of each of the following services in Dover.			
Street cleaning	Good		53%
	Fair		28%
	Poor		6%
Street lighting	Excellent		11%
	Good		61%
	Fair		23%
	Poor		6%
Snow removal	Excellent		18%
	Good		57%
	Fair		19%
	Poor		6%
Sidewalk maintenance	Excellent		9%
	Good		53%
	Fair		26%
	Poor		12%
Bus or transit services	Excellent		12%
	Good		51%
	Fair		28%
	Poor		8%
Land use, planning and zoning	Excellent		5%
	Good		46%
	Fair		31%
	Poor		17%
Code enforcement	Excellent		5%
	Good		42%
	Fair		38%
	Poor		15%
Affordable high-speed internet access	Excellent		10%
	Good		38%
	Fair		29%
	Poor		24%
































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






























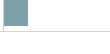



Please rate the quality of each of the following services in Dover.

Crime prevention	Poor		5%
Animal control	Excellent		20%
	Good		65%
	Fair		13%
	Poor		2%
Ambulance or emergency medical services	Excellent		41%
	Good		52%
	Fair		6%
	Poor		1%
Fire services	Excellent		47%
	Good		48%
	Fair		5%
	Poor		0%
Fire prevention and education	Excellent		32%
	Good		53%
	Fair		14%
	Poor		1%
Emergency preparedness	Excellent		19%
	Good		50%
	Fair		24%
	Poor		7%
Preservation of natural areas	Excellent		14%
	Good		49%
	Fair		25%
	Poor		12%
Dover open space	Excellent		11%
	Good		49%
	Fair		30%
	Poor		9%
Recycling	Excellent		18%
	Good		51%

Please rate the quality of each of the following services in Dover.				
Recycling	Fair		22%	
	Poor		9%	
Yard waste pick-up	Excellent		10%	
	Good		45%	
	Fair		27%	
	Poor		17%	
City parks	Excellent		15%	
	Good		61%	
	Fair		21%	
	Poor		3%	
Recreation programs or classes	Excellent		14%	
	Good		52%	
	Fair		29%	
	Poor		5%	
Recreation centers or facilities	Excellent		14%	
	Good		55%	
	Fair		27%	
	Poor		4%	
Health services	Excellent		23%	
	Good		56%	
	Fair		19%	
	Poor		2%	
Public library services	Excellent		45%	
	Good		48%	
	Fair		6%	
	Poor		1%	
Overall customer service by Dover employees	Excellent		30%	
	Good		54%	
	Fair		13%	
	Poor		3%	
Please rate the following categories of Dover government performance	The value of services for the taxes paid to Dover	Excellent		7%



















Please rate the following categories of Dover government performance.			
The value of services for the taxes paid to Dover	Good		37%
	Fair		37%
	Poor		20%
The overall direction that Dover is taking	Excellent		13%
	Good		47%
	Fair		27%
	Poor		13%
The job Dover government does at welcoming resident involvement	Excellent		8%
	Good		44%
	Fair		35%
	Poor		13%
Overall confidence in Dover government	Excellent		7%
	Good		42%
	Fair		37%
	Poor		14%
Generally acting in the best interest of the community	Excellent		8%
	Good		51%
	Fair		28%
	Poor		13%
Being honest	Excellent		12%
	Good		49%
	Fair		27%
	Poor		12%
Being open and transparent to the public	Excellent		9%
	Good		46%
	Fair		32%
	Poor		13%
Informing residents about issues facing the community	Excellent		11%
	Good		43%
	Fair		31%
	Poor		15%

Please rate the following categories of Dover government performance.	Treating all residents fairly	Excellent		12%
		Good		52%
		Fair		26%
		Poor		10%
	Treating residents with respect	Excellent		17%
		Good		57%
		Fair		20%
		Poor		6%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Dover	Excellent		13%
		Good		64%
		Fair		20%
		Poor		3%
	The Federal Government	Excellent		3%
		Good		45%
		Fair		35%
		Poor		17%
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.	Overall economic health	Essential		47%
		Very important		41%
		Somewhat important		11%
		Not at all important		1%
	Overall quality of the transportation system	Essential		27%
		Very important		44%
		Somewhat important		27%
		Not at all important		2%
	Overall design or layout of residential and commercial areas	Essential		27%
		Very important		43%
		Somewhat important		28%
		Not at all important		2%
Overall quality of the utility infrastructure	Essential		47%	
	Very important		40%	
	Somewhat important		11%	

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.				
Overall quality of the utility infrastructure	Not at all important		2%	
Overall feeling of safety	Essential		48%	
	Very important		37%	
	Somewhat important		13%	
	Not at all important		2%	
Overall quality of natural environment	Essential		41%	
	Very important		45%	
	Somewhat important		13%	
	Not at all important		1%	
Overall quality of parks and recreation opportunities	Essential		27%	
	Very important		50%	
	Somewhat important		22%	
	Not at all important		1%	
Overall health and wellness opportunities	Essential		29%	
	Very important		45%	
	Somewhat important		24%	
	Not at all important		3%	
Overall opportunities for education, culture, and the arts	Essential		35%	
	Very important		43%	
	Somewhat important		18%	
	Not at all important		4%	
Residents' connection and engagement with their community	Essential		20%	
	Very important		46%	
	Somewhat important		31%	
	Not at all important		3%	
In general, how many times do you:	Access the internet from your home	Several times a day		86%
		Once a day		6%
		A few times a week		4%
		Every few weeks		1%
		Less often or never		4%
Access the internet from your cell phone	Several times a day		87%	

In general, how many times do you:	Access the internet from your cell phone	Once a day	2%
		A few times a week	3%
		Every few weeks	1%
		Less often or never	7%
Visit social media sites	Several times a day	55%	
	Once a day	14%	
	A few times a week	12%	
	Every few weeks	2%	
	Less often or never	16%	
Use or check email	Several times a day	82%	
	Once a day	11%	
	A few times a week	5%	
	Every few weeks	0%	
	Less often or never	2%	
Share your opinions online	Several times a day	7%	
	Once a day	3%	
	A few times a week	14%	
	Every few weeks	18%	
	Less often or never	58%	
Shop online	Several times a day	8%	
	Once a day	9%	
	A few times a week	32%	
	Every few weeks	38%	
	Less often or never	13%	
Please rate your overall health.	Excellent	30%	
	Very good	43%	
	Good	20%	
	Fair	6%	
	Poor	1%	
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	6%	
	Somewhat positive	26%	

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:	Neutral		50%
	Somewhat negative		15%
	Very negative		4%
How many years have you lived in Dover?	Less than 2 years		16%
	2-5 years		27%
	6-10 years		17%
	11-20 years		15%
	More than 20 years		26%
Which best describes the building you live in?	One family house detached from any other houses		46%
	Building with two or more homes (duplex, townhome, apa..		50%
	Mobile home		1%
	Other		2%
Do you rent or own your home?	Rent		47%
	Own		53%
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 \$500		2%
	\$500 to \$999		12%
	\$1,000 to \$1,499		25%
	\$1,500 to \$1,999		29%
	\$2,000 to \$2,499		15%
	\$2,500 to \$2,999		9%
	\$3,000 to \$3,499		4%
	\$3,500 or more		4%
Do any children 17 or under live in your household?	No		76%
	Yes		24%
Are you or any other members of your household aged 65 or older?	No		75%
	Yes		25%
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		5%
	\$25,000 to \$49,999		15%
	\$50,000 to \$74,999		19%
	\$75,000 to \$99,999		18%
	\$100,000 to \$149,999		24%

from all sources for all persons living in your household.)	\$150,000 or more		19%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		98%
	Yes, I consider myself to be Spanish, Hispanic, or Latino		2%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1%
	Asian, Asian Indian, or Pacific Islander		4%
	Black or African American		2%
	White		93%
	Other		2%
	In which category is your age?	18-24 years	
25-34 years			33%
35-44 years			17%
45-54 years			14%
55-64 years			11%
65-74 years			14%
75 years or older			8%
What is your gender?	Female		53%
	Male		47%
	Identify in another way		0%

Comparison of Responses by Respondent Characteristics

Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In "Statistical significance", you will find a tool to help determine the threshold values for statistically significant differences between groups.

		18-34	35-54	55+
Please rate each of the following aspects of quality of life in Dover.	Dover as a place to live	87%	91%	91%
	Your neighborhood as a place to live	75%	84%	88%
	Dover as a place to raise children	76%	83%	90%
	Dover as a place to work	71%	74%	77%
	Dover as a place to visit	70%	65%	77%
	Dover as a place to retire	43%	39%	64%
	The overall quality of life	85%	88%	86%
	Sense of community	57%	61%	67%
Please rate each of the following characteristics as they relate to Dover as a whole.	Overall economic health	66%	67%	69%
	Overall quality of the transportation system	64%	61%	65%
	Overall design or layout of residential and commercial areas	68%	63%	63%
	Overall quality of the utility infrastructure	74%	64%	71%
	Overall feeling of safety	72%	78%	88%
	Overall quality of natural environment	76%	81%	81%
	Overall quality of parks and recreation opportunities	71%	72%	71%
	Overall health and wellness opportunities	78%	75%	84%
	Overall opportunities for education, culture, and the arts	64%	55%	70%
	Residents' connection and engagement with their community	52%	58%	61%
Please indicate how likely or unlikely you are to do each of the	Recommend living in Dover to someone who asks	87%	93%	85%

unlikely you are to do each of the following.	Remain in Dover for the next five years	77%	82%	89%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	94%	97%	95%
	In Dover’s downtown/commercial area during the day	91%	95%	94%
	From property crime	75%	83%	86%
	From violent crime	88%	90%	89%
	From fire, flood, or other natural disaster	88%	92%	93%
Please rate the job you feel the Dover community does at each of the following.	Making all residents feel welcome	79%	76%	75%
	Attracting people from diverse backgrounds	51%	55%	71%
	Valuing/respecting residents from diverse backgrounds	61%	64%	77%
	Taking care of vulnerable residents	45%	53%	59%
Please rate each of the following in the Dover community.	Overall quality of business and service establishments	91%	83%	80%
	Variety of business and service establishments	72%	61%	66%
	Vibrancy of downtown/commercial area	77%	64%	63%
	Employment opportunities	58%	57%	56%
	Shopping opportunities	58%	55%	54%
	Cost of living	27%	26%	29%
	Overall image or reputation	74%	75%	79%
Please also rate each of the following in the Dover community.	Traffic flow on major streets	39%	40%	43%
	Ease of public parking	56%	58%	41%
	Ease of travel by car	71%	64%	62%
	Ease of travel by public transportation	38%	49%	54%
	Ease of travel by bicycle	48%	52%	47%
	Ease of walking	85%	75%	79%
	Well-planned residential growth	49%	37%	37%
	Well-planned commercial growth	60%	47%	41%
	Well-designed neighborhoods	50%	53%	56%

Please also rate each of the following in the Dover community.	Preservation of the historical or cultural character of the community	74%	76%	71%
	Public places where people want to spend time	65%	63%	63%
	Variety of housing options	44%	35%	41%
	Availability of affordable quality housing	27%	19%	26%
	Overall quality of new development	69%	60%	54%
	Overall appearance	83%	81%	75%
	Cleanliness	78%	77%	79%
	Water resources	57%	52%	58%
	Air quality	91%	93%	86%
	Availability of paths and walking trails	86%	73%	73%
	Fitness opportunities	72%	71%	75%
	Recreational opportunities	68%	65%	70%
	Availability of affordable quality food	81%	75%	78%
	Availability of affordable quality health care	70%	73%	84%
	Availability of preventive health services	77%	79%	84%
	Availability of affordable quality mental health care	51%	46%	50%
	Opportunities to attend cultural/arts/music activities	59%	52%	61%
	Community support for the arts	64%	65%	66%
	Availability of affordable quality childcare/preschool	43%	43%	53%
	K-12 education	66%	65%	76%
	Adult educational opportunities	55%	43%	65%
	Sense of civic/community pride	48%	65%	68%
	Neighborliness of residents	59%	65%	68%
	Opportunities to participate in social events and activities	54%	56%	67%
Opportunities to attend special events and festivals	59%	61%	69%	
Opportunities to volunteer	65%	79%	80%	

Please also rate each of the following in the Dover community.	Opportunities to participate in community matters	56%	73%	71%
	Openness and acceptance of the community toward people of diverse backgrounds	62%	63%	69%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Dover for help or information	48%	65%	68%
	Contacted Dover elected officials to express your opinion	15%	21%	15%
	Attended a local public meeting	10%	17%	21%
	Watched a local public meeting	25%	36%	37%
	Volunteered your time to some group/activity	21%	25%	30%
	Campaigned or advocated for a local issue, cause, or candidate	16%	14%	19%
	Voted in your most recent local election	72%	79%	86%
	Used public transportation instead of driving	13%	13%	18%
	Carpooled with other adults or children instead of driving alone	55%	38%	30%
	Walked or biked instead of driving	80%	69%	45%
Please rate the quality of each of the following services in Dover.	Public information services	66%	73%	76%
	Economic development	66%	64%	57%
	Traffic enforcement	70%	68%	75%
	Traffic signal timing	51%	50%	54%
	Street repair	51%	45%	43%
	Street cleaning	70%	62%	68%
	Street lighting	71%	71%	73%
	Snow removal	70%	77%	82%
	Sidewalk maintenance	65%	58%	62%
	Bus or transit services	65%	65%	62%
	Land use, planning and zoning	60%	54%	43%
	Code enforcement	47%	50%	45%
	Affordable high-speed internet access	47%	40%	57%
Garbage collection	60%	72%	78%	

Please rate the quality of each of the following services in Dover.	Drinking water	76%	74%	73%
	Sewer services	89%	89%	84%
	Storm water management	87%	84%	82%
	Power (electric and/or gas) utility	80%	87%	85%
	Utility billing	70%	69%	76%
	Police/Sheriff services	71%	87%	92%
	Crime prevention	70%	80%	89%
	Animal control	84%	92%	83%
	Ambulance or emergency medical services	88%	93%	96%
	Fire services	91%	96%	97%
	Fire prevention and education	74%	89%	90%
	Emergency preparedness	58%	71%	77%
	Preservation of natural areas	66%	70%	57%
	Dover open space	60%	67%	55%
	Recycling	67%	66%	74%
	Yard waste pick-up	57%	50%	59%
	City parks	76%	75%	78%
	Recreation programs or classes	58%	69%	72%
	Recreation centers or facilities	67%	68%	74%
	Health services	68%	82%	87%
Public library services	92%	92%	96%	
Overall customer service by Dover employees	77%	88%	89%	
Please rate the following categories of Dover government performance.	The value of services for the taxes paid to Dover	46%	39%	45%
	The overall direction that Dover is taking	66%	61%	52%
	The job Dover government does at welcoming resident involvement	44%	60%	56%
	Overall confidence in Dover government	48%	48%	53%

Please rate the following categories of Dover government performance.	Generally acting in the best interest of the community	64%	58%	58%
	Being honest	61%	62%	63%
	Being open and transparent to the public	57%	55%	56%
	Informing residents about issues facing the community	50%	57%	58%
	Treating all residents fairly	61%	67%	65%
	Treating residents with respect	68%	80%	76%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Dover	81%	74%	77%
	The Federal Government	40%	54%	53%
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.	Overall economic health	81%	93%	92%
	Overall quality of the transportation system	73%	67%	71%
	Overall design or layout of residential and commercial areas	54%	75%	83%
	Overall quality of the utility infrastructure	82%	87%	92%
	Overall feeling of safety	76%	87%	91%
	Overall quality of natural environment	91%	79%	86%
	Overall quality of parks and recreation opportunities	75%	79%	77%
	Overall health and wellness opportunities	64%	74%	82%
	Overall opportunities for education, culture, and the arts	79%	80%	75%
	Residents' connection and engagement with their community	64%	62%	71%
In general, how many times do you:	Access the internet from your home	96%	96%	93%
	Access the internet from your cell phone	100%	99%	78%
	Visit social media sites	92%	85%	66%
	Use or check email	100%	98%	96%
	Share your opinions online	23%	29%	22%
	Shop online	53%	54%	40%
	Please rate your overall health.	80%	79%	60%
	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 wil..	27%	42%	29%

Statistical significance thresholds

Below you may find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes).

Age

	18-34	35-54	55+
18-34		13%	11%
35-54	13%		10%
55+	11%	10%	

Full trends

This table contains the trends over time for the City of Dover. The combined “percent positive” responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2019 and 2021 surveys is greater than six percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2004	2009	2011	2013	2015	2017	2019	2021
Please rate each of the following aspects of quality of life in Dover.	Dover as a place to live	89%	89%	90%	92%	91%	94%	90%	89%
	Your neighborhood as a place to live	78%	77%	79%	79%	81%	82%	81%	82%
	Dover as a place to raise children	80%	85%	80%	83%	83%	86%	83%	83%
	Dover as a place to work		61%	61%	75%	70%	72%	68%	74%
	Dover as a place to visit					68%	68%	64%	71%
	Dover as a place to retire	51%	55%	57%	62%	57%	56%	53%	51%
	The overall quality of life	82%	83%	84%	83%	86%	88%	83%	87%
	Sense of community	66%	61%	70%	72%	65%	68%	60%	62%
Please rate each of the following characteristics as they relate to Dover as a whole.	Overall economic health					61%	72%	62%	67%
	Overall quality of the transportation system								64%
	Overall design or layout of residential and commercial areas					64%	65%	47%	65%
	Overall quality of the utility infrastructure								70%
	Overall feeling of safety					86%	92%	81%	79%
	Overall quality of natural environment		68%	72%	76%	79%	78%	68%	79%
	Overall quality of parks and recreation opportunities								71%
	Overall health and wellness opportunities					78%	81%	75%	79%
	Overall opportunities for education, culture, and the arts					71%	74%	70%	63%
	Residents’ connection and engagement with their community								57%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Dover to someone who asks	89%	88%	89%	91%	92%	87%	88%	
	Remain in Dover for the next five years	84%	82%	84%	82%	81%	78%	83%	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	96%	95%	94%	95%	95%	98%	91%	95%
	In Dover’s downtown/commercial area during the day	95%	96%	97%	95%	95%	96%	90%	93%
	From property crime	68%	72%	75%	68%				81%
	From violent crime	76%	82%	85%	82%				89%
	From fire, flood, or other natural disaster								91%

Please rate the job you feel the Dover community does at each of the following.	Making all residents feel welcome	77%
	Attracting people from diverse backgrounds	58%
	Valuing/respecting residents from diverse backgrounds	67%
	Taking care of vulnerable residents	52%
Please rate each of the following in the Dover community.	Overall quality of business and service establishments	67% 62% 73% 70% 74% 67% 85%
	Variety of business and service establishments	66%
	Vibrancy of downtown/commercial area	63% 69% 61% 69%
	Employment opportunities	27% 26% 35% 37% 45% 50% 51% 57%
	Shopping opportunities	50% 48% 45% 54% 55% 60% 53% 56%
	Cost of living	44% 37% 29% 28%
	Overall image or reputation	69% 74% 72% 72% 79% 69% 76%
Please also rate each of the following in the Dover community.	Traffic flow on major streets	29% 38% 42% 41% 42% 35% 41%
	Ease of public parking	44% 56% 41% 51%
	Ease of travel by car	41% 47% 55% 61% 56% 58% 49% 66%
	Ease of travel by public transportation	65% 72% 66% 54% 44% 42% 46%
	Ease of travel by bicycle	31% 41% 48% 48% 52% 49% 43% 49%
	Ease of walking	59% 72% 71% 77% 80% 77% 80%
	Well-planned residential growth	41%
	Well-planned commercial growth	50%
	Well-designed neighborhoods	53%
	Preservation of the historical or cultural character of the community	73%
	Public places where people want to spend time	65% 70% 65% 64%
	Variety of housing options	54% 59% 64% 61% 52% 45% 40%
	Availability of affordable quality housing	17% 29% 41% 43% 44% 36% 22% 24%
	Overall quality of new development	53% 55% 66% 63% 67% 52% 61%
	Overall appearance	74% 71% 79% 78% 75% 84% 75% 80%
	Cleanliness	72% 78% 73% 70% 80% 70% 78%
	Water resources	56%
	Air quality	77% 78% 81% 84% 86% 81% 90%
	Availability of paths and walking trails	40% 51% 57% 60% 58% 62% 78%
	Fitness opportunities	66% 69% 63% 72%

Please rate the quality of each of the following services in Dover.	Overall customer service by Dover employees	76% 77% 80% 81% 77% 82% 79% 84%
Please rate the following categories of Dover government performance.	The value of services for the taxes paid to Dover	45% 44% 46% 46% 46% 50% 44% 43%
	The overall direction that Dover is taking	51% 49% 57% 63% 69% 72% 54% 60%
	The job Dover government does at welcoming resident involvement	61% 47% 55% 54% 54% 61% 54% 53%
	Overall confidence in Dover government	50% 61% 52% 50%
	Generally acting in the best interest of the community	58% 68% 53% 60%
	Being honest	60% 66% 60% 62%
	Being open and transparent to the public	56%
	Informing residents about issues facing the community	55%
	Treating all residents fairly	57% 66% 56% 64%
	Treating residents with respect	75%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Dover	81% 72% 78% 83% 80% 83% 80% 78%
	The Federal Government	40% 47% 38% 41% 44% 40% 39% 48%
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.	Overall economic health	92% 90% 88% 88%
	Overall quality of the transportation system	71%
	Overall design or layout of residential and commercial areas	80% 82% 80% 70%
	Overall quality of the utility infrastructure	87%
	Overall feeling of safety	86% 85% 89% 84%
	Overall quality of natural environment	83% 87% 81% 86%
	Overall quality of parks and recreation opportunities	77%
	Overall health and wellness opportunities	73% 73% 65% 73%
	Overall opportunities for education, culture, and the arts	81% 82% 73% 78%
	Residents' connection and engagement with their community	79% 76% 77% 66%
In general, how many times do you:	Access the internet from your home	95%
	Access the internet from your cell phone	92%
	Visit social media sites	81%
	Use or check email	98%
	Share your opinions online	24%
	Shop online	49%
	Please rate your overall health.	69% 70% 67% 73%
	What impact, if any, do you think the economy will have on your fa..	18% 12% 14% 23% 29% 29% 32% 32%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Dover conducted a survey of 2,700 residents. Survey invitations were mailed to randomly selected households and data were collected from May 19, 2021 to July 7, 2021. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Dover. The open participation survey was identical to the probability sample survey with one small update; a question about where they heard about the survey. The open participation survey was open to all city residents and became available on June 23, 2021. The survey remained open for two weeks and there were 110 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Dover. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

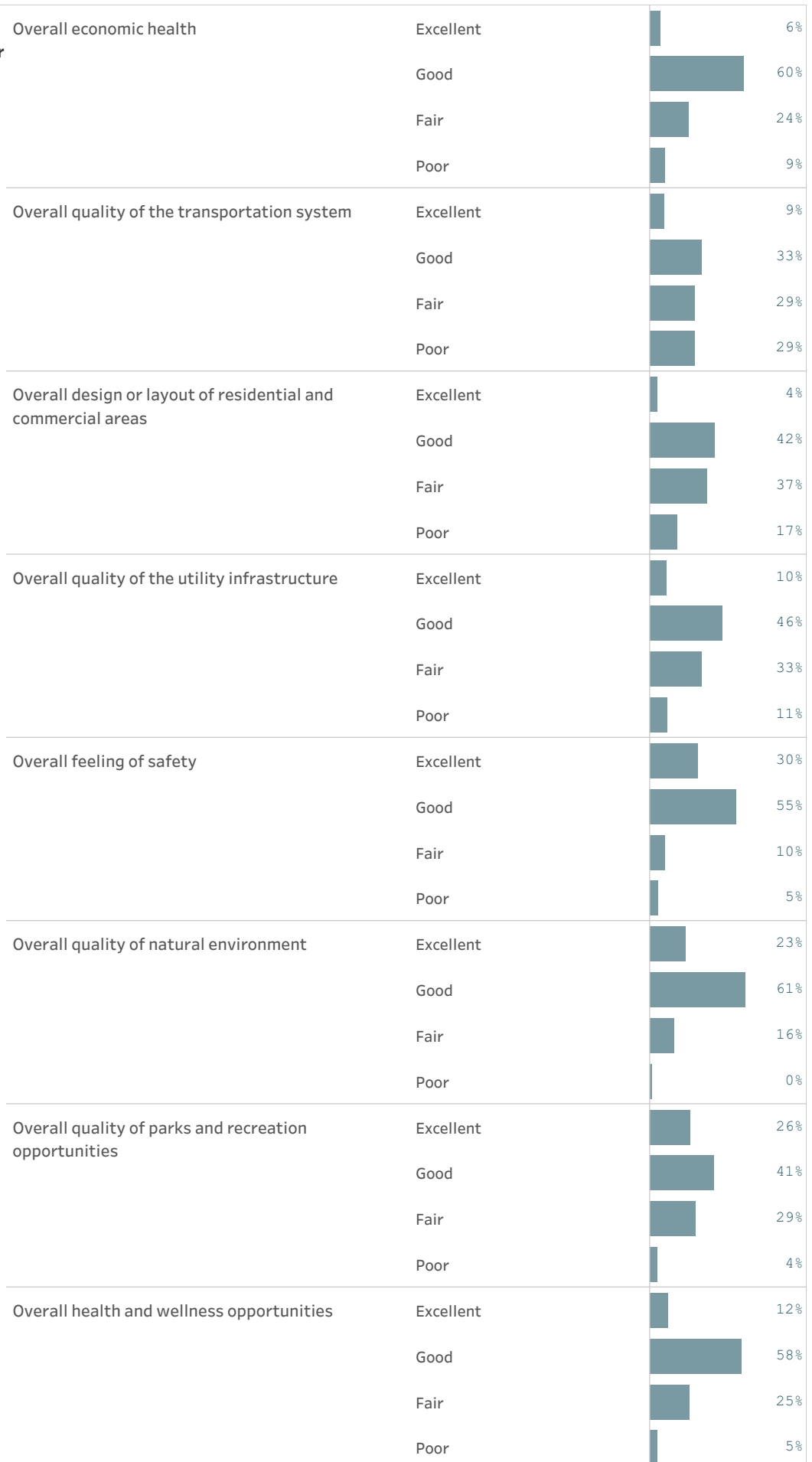
		Unweighted	Weighted	Target*
Age	18-34	13%	36%	36%
	35-54	39%	31%	31%
	55+	48%	33%	33%
Housing tenure	Own	85%	53%	53%
	Rent	15%	47%	47%
Housing type	Attached	26%	52%	52%
	Detached	74%	48%	48%
Race & Hispanic origin	Not white alone	5%	10%	10%
	White alone, not Hispanic or Latino	95%	90%	90%
Sex	Female	64%	54%	53%
	Male	36%	46%	47%
Sex/age	Female 18-34	9%	20%	19%
	Female 35-54	23%	16%	16%
	Female 55+	32%	18%	18%
	Male 18-34	3%	15%	17%
	Male 35-54	16%	15%	15%
	Male 55+	17%	16%	15%

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Dover.	Aspect	Rating	Percentage	
			Bar	Value
Dover as a place to live		Excellent		30%
		Good		62%
		Fair		8%
Your neighborhood as a place to live		Excellent		38%
		Good		37%
		Fair		25%
Dover as a place to raise children		Excellent		23%
		Good		57%
		Fair		20%
Dover as a place to work		Excellent		15%
		Good		53%
		Fair		26%
		Poor		7%
Dover as a place to visit		Excellent		17%
		Good		58%
		Fair		20%
		Poor		5%
Dover as a place to retire		Excellent		15%
		Good		32%
		Fair		43%
		Poor		11%
The overall quality of life		Excellent		25%
		Good		55%
		Fair		20%
Sense of community		Excellent		16%
		Good		51%
		Fair		22%
		Poor		11%

Please rate each of the following characteristics as they relate to Dover as a whole.



Please rate each of the following characteristics as they relate to Dover as a whole.	Overall opportunities for education, culture, and the arts	Excellent		14%
		Good		41%
		Fair		35%
		Poor		10%
	Residents' connection and engagement with their community	Excellent		11%
		Good		33%
		Fair		50%
		Poor		6%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Dover to someone who asks	Very likely		38%
		Somewhat likely		51%
		Somewhat unlikely		9%
		Very unlikely		2%
	Remain in Dover for the next five years	Very likely		46%
		Somewhat likely		33%
		Somewhat unlikely		17%
		Very unlikely		3%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		85%
		Somewhat safe		15%
		Neither safe nor unsafe		0%
	In Dover's downtown/commercial area during the day	Very safe		72%
		Somewhat safe		27%
		Neither safe nor unsafe		0%
	From property crime	Very safe		52%
		Somewhat safe		32%
		Neither safe nor unsafe		8%
		Somewhat unsafe		8%
		Very unsafe		0%
	From violent crime	Very safe		68%
Somewhat safe			26%	
Neither safe nor unsafe			6%	
From fire, flood, or other natural disaster	Very safe		70%	
	Somewhat safe		26%	

































Please rate how safe or unsafe you feel:	From fire, flood, or other natural disaster	Neither safe nor unsafe		4%
Please rate the job you feel the Dover community does at each of the following.	Making all residents feel welcome	Excellent		24%
		Good		38%
		Fair		28%
		Poor		10%
	Attracting people from diverse backgrounds	Excellent		7%
		Good		33%
		Fair		32%
		Poor		29%
	Valuing/respecting residents from diverse backgrounds	Excellent		11%
		Good		44%
		Fair		23%
		Poor		22%
	Taking care of vulnerable residents	Excellent		8%
		Good		33%
		Fair		27%
		Poor		31%
Please rate each of the following in the Dover community.	Overall quality of business and service establishments	Excellent		16%
		Good		65%
		Fair		19%
	Variety of business and service establishments	Excellent		11%
		Good		41%
		Fair		37%
		Poor		10%
	Vibrancy of downtown/commercial area	Excellent		16%
		Good		38%
		Fair		39%
		Poor		8%
	Employment opportunities	Excellent		9%
		Good		35%
		Fair		37%
		Poor		19%

Please rate each of the following in the Dover community.	Shopping opportunities	Excellent		4%
		Good		40%
		Fair		43%
		Poor		13%
Cost of living	Good		14%	
	Fair		25%	
	Poor		61%	
Overall image or reputation	Excellent		8%	
	Good		69%	
	Fair		22%	
	Poor		0%	
Please also rate each of the following in the Dover community.	Traffic flow on major streets	Excellent		1%
		Good		31%
		Fair		43%
		Poor		24%
	Ease of public parking	Excellent		6%
		Good		36%
		Fair		41%
		Poor		17%
	Ease of travel by car	Excellent		8%
Good			48%	
Fair			41%	
Poor			3%	
Ease of travel by public transportation	Excellent		6%	
	Good		27%	
	Fair		12%	
	Poor		55%	
Ease of travel by bicycle	Excellent		5%	
	Good		29%	
	Fair		36%	
	Poor		30%	
Ease of walking	Excellent		23%	

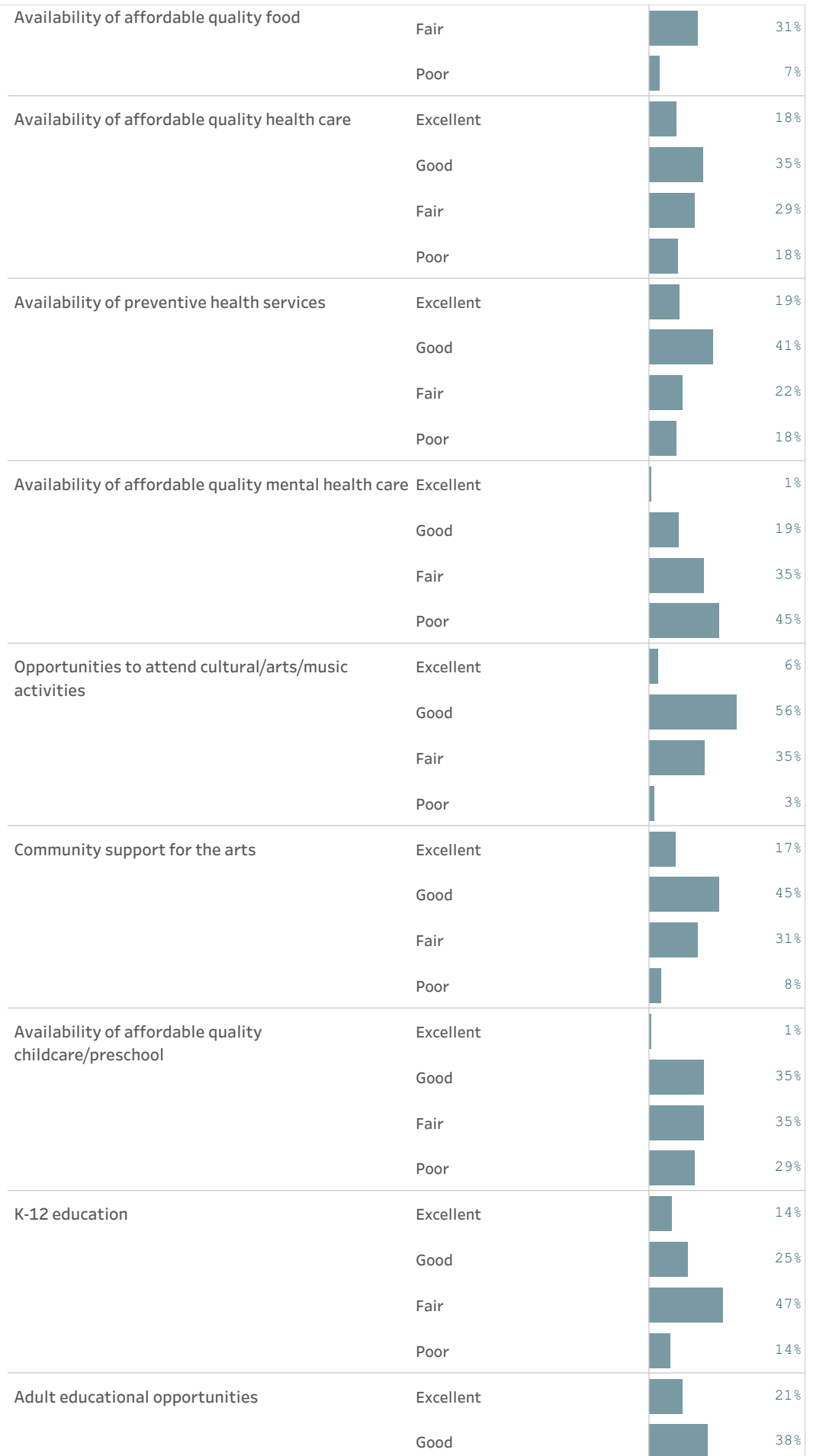
Please also rate each of the following in the Dover community.


































































Please also rate each of the following in the Dover community.

Overall quality of new development	Good		35%
	Fair		32%
	Poor		29%
Overall appearance	Excellent		15%
	Good		62%
	Fair		21%
	Poor		1%
Cleanliness	Excellent		13%
	Good		56%
	Fair		26%
	Poor		5%
Water resources	Excellent		5%
	Good		37%
	Fair		30%
	Poor		28%
Air quality	Excellent		20%
	Good		63%
	Fair		17%
Availability of paths and walking trails	Excellent		34%
	Good		44%
	Fair		15%
	Poor		7%
Fitness opportunities	Excellent		21%
	Good		54%
	Fair		18%
	Poor		6%
Recreational opportunities	Excellent		15%
	Good		51%
	Fair		33%
	Poor		1%
Availability of affordable quality food	Excellent		18%
	Good		44%

































Please also rate each of the following in the Dover community.



































Please also rate each of the following in the Dover community.	Adult educational opportunities	Fair		37%
		Poor		4%
Sense of civic/community pride	Excellent		10%	
	Good		50%	
	Fair		40%	
Neighborliness of residents	Excellent		14%	
	Good		38%	
	Fair		42%	
	Poor		6%	
Opportunities to participate in social events and activities	Excellent		10%	
	Good		54%	
	Fair		32%	
	Poor		4%	
Opportunities to attend special events and festivals	Excellent		18%	
	Good		51%	
	Fair		27%	
	Poor		4%	
Opportunities to volunteer	Excellent		23%	
	Good		48%	
	Fair		30%	
Opportunities to participate in community matters	Excellent		23%	
	Good		41%	
	Fair		37%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		11%	
	Good		40%	
	Fair		27%	
	Poor		23%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Dover for help or information	No		38%
		Yes		62%
Contacted Dover elected officials to express your opinion	No		53%	
	Yes		47%	
Attended a local public meeting	No		63%	

Please indicate whether or not you have done each of the following in the last 12 months.	Attended a local public meeting	Yes		37%
	Watched a local public meeting	No		55%
		Yes		45%
	Volunteered your time to some group/activity	No		45%
		Yes		55%
	Campaigned or advocated for a local issue, cause, or candidate	No		46%
		Yes		54%
	Voted in your most recent local election	No		11%
		Yes		89%
	Used public transportation instead of driving	No		83%
		Yes		17%
	Carpooled with other adults or children instead of driving alone	No		53%
		Yes		47%
	Walked or biked instead of driving	No		19%
		Yes		81%
	Please rate the quality of each of the following services in Dover.	Public information services	Excellent	
Good				69%
Fair				19%
Poor				1%
Economic development		Excellent		6%
		Good		44%
		Fair		45%
		Poor		6%
Traffic enforcement		Excellent		5%
		Good		40%
		Fair		41%
		Poor		14%
Traffic signal timing		Excellent		3%
		Good		35%
		Fair		30%
		Poor		33%
Street repair	Excellent		3%	

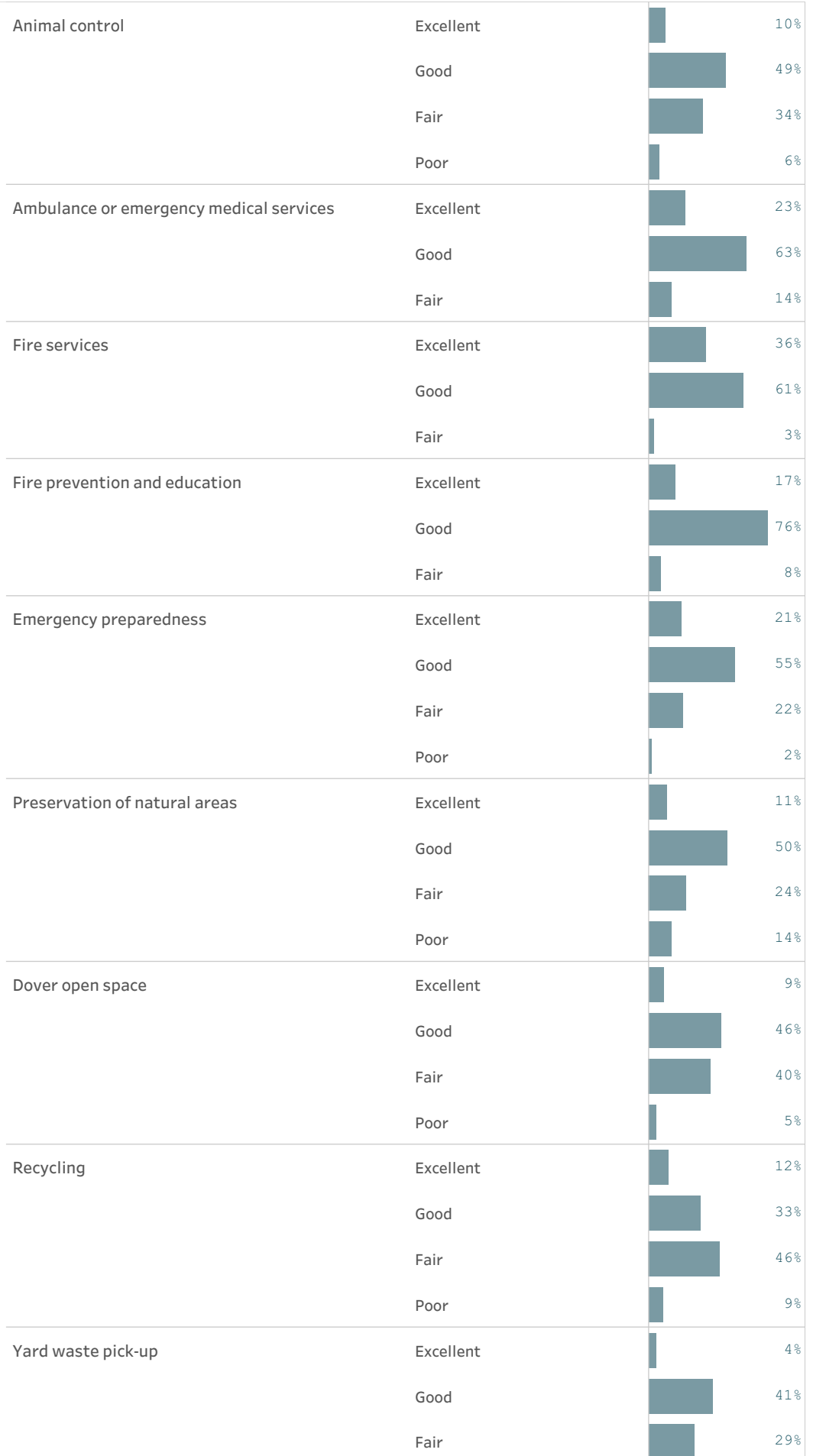
Please rate the quality of each of the following services in Dover.

































Street repair	Good		28%
	Fair		45%
	Poor		24%
Street cleaning	Excellent		12%
	Good		44%
	Fair		37%
	Poor		7%
Street lighting	Excellent		4%
	Good		66%
	Fair		23%
	Poor		7%
Snow removal	Excellent		17%
	Good		41%
	Fair		32%
	Poor		10%
Sidewalk maintenance	Excellent		4%
	Good		44%
	Fair		33%
	Poor		19%
Bus or transit services	Excellent		3%
	Good		30%
	Fair		21%
	Poor		46%
Land use, planning and zoning	Excellent		5%
	Good		36%
	Fair		35%
	Poor		24%
Code enforcement	Excellent		3%
	Good		40%
	Fair		36%
	Poor		21%
Affordable high-speed internet access	Excellent		8%

































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



























Affordable high-speed internet access	Good		29%
	Fair		37%
	Poor		27%
Garbage collection	Excellent		8%
	Good		56%
	Fair		23%
	Poor		13%
Drinking water	Excellent		20%
	Good		55%
	Fair		23%
	Poor		3%
Sewer services	Excellent		16%
	Good		67%
	Fair		17%
Storm water management	Excellent		12%
	Good		77%
	Fair		11%
Power (electric and/or gas) utility	Excellent		13%
	Good		71%
	Fair		16%
Utility billing	Excellent		7%
	Good		56%
	Fair		31%
	Poor		7%
Police/Sheriff services	Excellent		18%
	Good		46%
	Fair		13%
	Poor		23%
Crime prevention	Excellent		12%
	Good		46%
	Fair		18%
	Poor		23%

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



Please rate the quality of each of the following services in Dover.	Yard waste pick-up	Poor		25%
	City parks	Excellent		12%
		Good		57%
		Fair		28%
		Poor		3%
	Recreation programs or classes	Excellent		19%
		Good		55%
		Fair		23%
		Poor		3%
Recreation centers or facilities	Excellent		9%	
	Good		47%	
	Fair		37%	
	Poor		6%	
Health services	Excellent		15%	
	Good		41%	
	Fair		44%	
Public library services	Excellent		67%	
	Good		28%	
	Fair		5%	
Overall customer service by Dover employees	Excellent		21%	
	Good		50%	
	Fair		23%	
	Poor		6%	
Please rate the following categories of Dover government performance.	The value of services for the taxes paid to Dover	Excellent		5%
		Good		25%
		Fair		47%
		Poor		24%
	The overall direction that Dover is taking	Excellent		10%
		Good		39%
		Fair		31%
		Poor		21%
	The job Dover government does at welcoming resident involvement	Excellent		14%

Please rate the following categories of Dover government performance.	The job Dover government does at welcoming resident involvement	Good		35%
		Fair		21%
		Poor		30%
Overall confidence in Dover government		Excellent		7%
		Good		28%
		Fair		39%
		Poor		27%
Generally acting in the best interest of the community		Excellent		10%
		Good		28%
		Fair		34%
		Poor		28%
Being honest		Excellent		10%
		Good		38%
		Fair		30%
		Poor		22%
Being open and transparent to the public		Excellent		14%
		Good		22%
		Fair		38%
		Poor		26%
Informing residents about issues facing the community		Excellent		12%
		Good		41%
		Fair		26%
		Poor		21%
Treating all residents fairly		Excellent		15%
		Good		33%
		Fair		35%
		Poor		16%
Treating residents with respect		Excellent		16%
		Good		31%
		Fair		33%
		Poor		20%
Overall, how would you rate the quality of the services provided by	The City of Dover	Excellent		15%

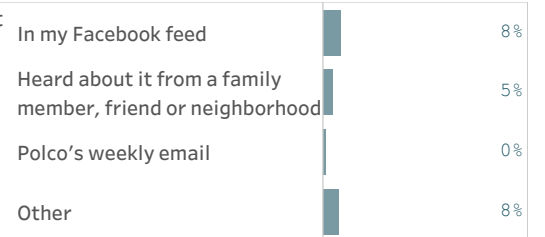
Overall, how would you rate the quality of the services provided by each of the following?	The City of Dover	Good		39%
		Fair		46%
	The Federal Government	Excellent		1%
		Good		31%
		Fair		55%
		Poor		13%
Please rate how important, if at all, you think it is for the Dover community to focus on each of the following in the coming two years.	Overall economic health	Essential		46%
		Very important		38%
		Somewhat important		13%
		Not at all important		3%
	Overall quality of the transportation system	Essential		33%
		Very important		47%
		Somewhat important		19%
		Not at all important		1%
	Overall design or layout of residential and commercial areas	Essential		25%
		Very important		43%
		Somewhat important		32%
	Overall quality of the utility infrastructure	Essential		47%
Very important			24%	
Somewhat important			28%	
Not at all important			1%	
Overall feeling of safety	Essential		33%	
	Very important		42%	
	Somewhat important		20%	
	Not at all important		5%	
Overall quality of natural environment	Essential		33%	
	Very important		47%	
	Somewhat important		19%	
	Not at all important		1%	
Overall quality of parks and recreation opportunities	Essential		24%	
	Very important		44%	
	Somewhat important		31%	

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.			
Overall quality of parks and recreation opportunities	Overall quality of parks and recreation opportunities	Not at all important	1%
	Overall health and wellness opportunities	Essential	29%
		Very important	40%
		Somewhat important	30%
	Overall opportunities for education, culture, and the arts	Essential	47%
		Very important	33%
		Somewhat important	19%
		Not at all important	0%
	Residents' connection and engagement with their community	Essential	22%
		Very important	43%
		Somewhat important	34%
		Not at all important	1%
In general, how many times do you:	Access the internet from your home	Several times a day	87%
		Once a day	7%
		A few times a week	1%
		Every few weeks	1%
		Less often or never	5%
	Access the internet from your cell phone	Several times a day	94%
		Once a day	3%
		A few times a week	1%
		Less often or never	2%
	Visit social media sites	Several times a day	68%
Once a day		17%	
A few times a week		6%	
Every few weeks		3%	
Less often or never		6%	
Use or check email	Several times a day	97%	
	Once a day	2%	
	A few times a week	1%	
Share your opinions online	Several times a day	16%	
	Once a day	2%	
	A few times a week	18%	

In general, how many times do you:	Share your opinions online	Every few weeks		14%
		Less often or never		51%
Shop online		Several times a day		12%
		Once a day		2%
		A few times a week		42%
		Every few weeks		38%
		Less often or never		5%
Please rate your overall health.		Excellent		27%
		Very good		45%
		Good		18%
		Fair		10%
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		6%
		Somewhat positive		26%
		Neutral		51%
		Somewhat negative		14%
		Very negative		2%
How many years have you lived in Dover?		Less than 2 years		13%
		2-5 years		22%
		6-10 years		19%
		11-20 years		24%
		More than 20 years		22%
Which best describes the building you live in?		One family house detached from any other houses		48%
		Building with two or more homes (duplex, townhome, apa..		52%
		Mobile home		0%
		Other		0%
Do you rent or own your home?		Rent		47%
		Own		53%
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)?	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 \$500		1%
		\$500 to \$999		18%
		\$1,000 to \$1,499		20%
		\$1,500 to \$1,999		27%
		\$2,000 to \$2,499		20%

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)?	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)?	\$2,500 to \$2,999	7%
		\$3,000 to \$3,499	3%
		\$3,500 or more	4%
	Do any children 17 or under live in your household?	No	63%
		Yes	37%
	Are you or any other members of your household aged 65 or older?	No	79%
		Yes	21%
	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	5%
		\$25,000 to \$49,999	13%
		\$50,000 to \$74,999	23%
		\$75,000 to \$99,999	12%
		\$100,000 to \$149,999	26%
		\$150,000 or more	21%
Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino	100%
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian, or Pacific Islander	6%
		White	92%
		Other	2%
	In which category is your age?	18-24 years	14%
		25-34 years	22%
		35-44 years	20%
		45-54 years	12%
		55-64 years	11%
		65-74 years	18%
		75 years or older	3%
	What is your gender?	Female	50%
		Male	42%
		Identify in another way	8%
	How did you hear about this survey? (Select all that apply.)	The City's website	14%
		The City's social media (Facebook, Twitter, Instagram,...	26%
		Received an email from the City	20%
		In a City newsletter or utility bill	25%
		Received a postcard or letter from the City	2%

How did you hear about this survey? (Select all that apply.)



The City of Dover 2021 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Dover as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Dover.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Dover.....	1	2	3	4	5
Overall design or layout of Dover's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Dover (water, sewer, storm water, electric, gas)	1	2	3	4	5
Overall feeling of safety in Dover	1	2	3	4	5
Overall quality of natural environment in Dover.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Dover	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
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:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
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
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Dover community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Dover community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Dover.....	1	2	3	4	5
Variety of business and service establishments in Dover	1	2	3	4	5
Vibrancy of downtown/commercial area	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 image or reputation of Dover	1	2	3	4	5

7. Please also rate each of the following in the Dover community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	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
Overall quality of new development in Dover.....	1	2	3	4	5
Overall appearance of Dover.....	1	2	3	4	5
Cleanliness of Dover.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	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
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Dover.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	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

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

	<u>No</u>	<u>Yes</u>
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
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Dover.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Dover 2021 Community Survey

9. Please rate the quality of each of the following services in Dover.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	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
Bus or transit services.....	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
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	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 (open space, farmlands, and greenbelts).....	1	2	3	4	5
Dover open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Dover employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Dover government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Dover.....	1	2	3	4	5
The overall direction that Dover is taking.....	1	2	3	4	5
The job Dover government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Dover government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Dover.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. 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.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Dover.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Dover	1	2	3	4
Overall design or layout of Dover's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Dover (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Dover	1	2	3	4
Overall quality of natural environment in Dover.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Dover	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

The City of Dover 2021 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

- 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. How many years have you lived in Dover?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. 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

D6. Do you rent or own your home?

- Rent
 Own

D7. 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 \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. 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 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

D12. 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

D13. 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

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502