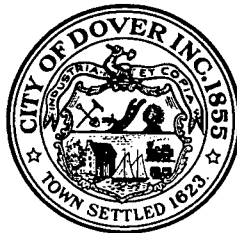


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City of Dover, New Hampshire

OFFICE OF THE CITY MANAGER

November 2, 2009

Dear Residents of Dover,

The City of Dover is surveying residents to aid in identifying municipal service strengths and future budgeting priorities. This survey is in conjunction with "Dover Community Connections" - a coordinated effort involving ongoing neighborhood meetings and other regular communications encouraging greater citizen input and participation in their local governance.

The following 5 pages are a series of questions asking for your feedback on the quality and responsiveness of city services. The survey is derived from the National Citizen Survey™, a scientifically accurate and reliable study that efficiently measures citizen opinion. There is a random sample of citizens that will receive this survey in the mail, and will be asked to return it to NCS™. For those who are not randomly selected, but would still like to provide their feedback to the city, we ask that you print this off, fill it out, and return it to the City Manager's Office. Residents can also find hard copies of the survey at counters in City Hall and the Public Library.

Please disregard the address at the bottom of the 5th page. Please bring or send all copies of the survey to the Office of the City Manager, 288 Central Ave. Dover NH 03820. Residents with questions concerning the survey questionnaire or wanting additional information relating to the "Dover Community Connections" initiative may contact the City Manager's Office by phone at 603-516-6023 or email to a.rendinaro@dover.nh.gov.

The City of Dover 2009 Citizen Survey

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

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

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sense of community.....	1	2	3	4	5
Overall appearance of Dover	1	2	3	4	5
Cleanliness of Dover.....	1	2	3	4	5
Overall quality of new development in Dover	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Overall quality of business and service establishments in Dover	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Ease of car travel in Dover	1	2	3	4	5
Ease of bus travel in Dover.....	1	2	3	4	5
Ease of rail or subway travel in Dover	1	2	3	4	5
Ease of bicycle travel in Dover.....	1	2	3	4	5
Ease of walking in Dover	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Traffic flow on major streets.....	1	2	3	4	5
Amount of public parking	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Air quality.....	1	2	3	4	5
Quality of overall natural environment in Dover.....	1	2	3	4	5
Overall image or reputation of Dover	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Dover over the past 2 years:

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Dover?

- Not a problem
 Minor problem
 Moderate problem
 Major problem
 Don't know

5. Please rate how safe or unsafe you feel from the following in Dover:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In Dover's downtown area during the day	1	2	3	4	5	6
In Dover's downtown area after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to Question 9
 Yes → Go to Question 8
 Don't know → Go to Question 9

8. If yes, was this crime (these crimes) reported to the police?

- No
 Yes
 Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Dover?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Dover public libraries or their services	1	2	3	4	5
Used Dover recreation centers	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood park or City park.....	1	2	3	4	5
Ridden a local bus within Dover.....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television	1	2	3	4	5
Visited the City of Dover Web site (at www.ci.dover.nh.us)	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in Dover.....	1	2	3	4	5
Participated in a club or civic group in Dover	1	2	3	4	5
Provided help to a friend or neighbor	1	2	3	4	5

10. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

- Just about every day
 Several times a week
 Several times a month
 Once a month
 Several times a year
 Once a year or less
 Never

The City of Dover 2009 Citizen Survey

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc)	1	2	3	4	5
Economic development	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people	1	2	3	4	5
Public library services	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Dover	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Stafford County Government	1	2	3	4	5

13. Have you had any in-person or phone contact with an employee of the City of Dover within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to Question 15 Yes → Go to Question 14

14. What was your impression of the employee(s) of the City of Dover in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression.....	1	2	3	4	5

15. Please rate the following categories of Dover government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Dover	1	2	3	4	5
The overall direction that Dover is taking.....	1	2	3	4	5
The job Dover government does at welcoming citizen involvement	1	2	3	4	5
The job Dover government does at listening to citizens	1	2	3	4	5

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

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in Dover to someone who asks	1	2	3	4	5
Remain in Dover for the next five years	1	2	3	4	5

17. 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

18. Please check the response that comes closest to your opinion for each of the following questions:

- a. The City of Dover, like many other communities, faces difficult choices in deciding how to allocate limited budget dollars. City Council wants your input in setting long-term budget priorities. Which of the services listed below would you give high priority for receiving budget dollars, and which of them would you give low priority?**

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

The City of Dover 2009 Citizen Survey

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

D1. Are you currently employed for pay?

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults days
- Bus, Rail, Subway or other public transportation days
- Walk days
- Bicycle days
- Work at home days
- Other days

D3. How many years have you lived in Dover?

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

D4. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

D5. Is this house, apartment or mobile home...

- Rented for cash or occupied without cash payment?
- Owned by you or someone in this house with a mortgage or free and clear?

D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
- \$300 to \$599 per month
- \$600 to \$999 per month
- \$1,000 to \$1,499 per month
- \$1,500 to \$2,499 per month
- \$2,500 or more per month

D7. Do any children 17 or under live in your household?

- No Yes

D8. Are you or any other members of your household aged 65 or older?

- No Yes

D9. 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 \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

Please respond to both question D10 and D11:

D10. Are you Spanish, Hispanic or Latino?

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

D11. 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

D12. 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

D13. What is your sex?

- Female
- Male

D14. Are you registered to vote in your jurisdiction?

- No
- Yes
- Ineligible to vote
- Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?

- No
- Yes
- Ineligible to vote
- Don't know

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