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# The City of Novi, Michigan

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## Report of Normative Comparisons 2006



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# SURVEY BACKGROUND

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## About The National Citizen Survey™

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The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically re-weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Novi staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Novi staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

# UNDERSTANDING THE NORMATIVE COMPARISONS

## Comparison Data

National Research Center, Inc. has collected citizen surveys conducted in over 400 jurisdictions in the United States. Responses to thousands of survey questions dealing with resident perceptions about the quality of community life and services provided by local government were recorded, analyzed and stored in an electronic database.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
<b>Region</b>	
West Coast <sup>1</sup>	17%
West <sup>2</sup>	20%
North Central West <sup>3</sup>	11%
North Central East <sup>4</sup>	13%
South Central <sup>5</sup>	9%
South <sup>6</sup>	25%
Northeast West <sup>7</sup>	3%
Northeast East <sup>8</sup>	2%
<b>Population</b>	
Less than 40,000	39%
40,000 to 74,999	20%
75,000 to 149,000	17%
150,000 or more	24%

<sup>1</sup> Alaska, Washington, Oregon, California, Hawaii

<sup>2</sup> Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

<sup>3</sup> North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

<sup>4</sup> Illinois, Indiana, Ohio, Michigan, Wisconsin

<sup>5</sup> Oklahoma, Texas, Louisiana, Arkansas

<sup>6</sup> West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

<sup>7</sup> New York, Pennsylvania, New Jersey

<sup>8</sup> Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

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## Use of the “Excellent, Good, Fair, Poor” Response Scale

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The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

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## Putting Evaluations onto a 100-Point Scale

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Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 5 points based on all respondents.

## Interpreting the Results

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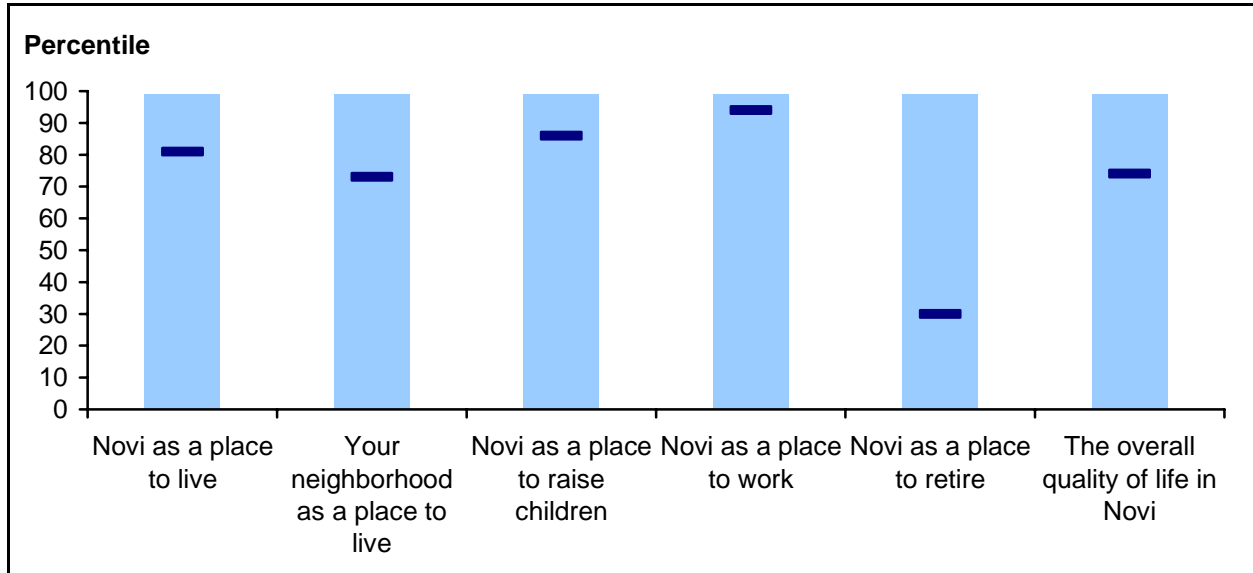
Comparisons are provided when similar questions are included in our database, and there are at least five other jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The second is the number of jurisdictions that asked a similar question. Third, the rank is expressed as a percentile to indicate its distance from the top score. This rank (5th highest out of 25 jurisdictions' results, for example) translates to a percentile (the 80th percentile in this example). A percentile indicates the percent of jurisdictions with identical or lower ratings. Therefore, a rating at the 80th percentile would mean that your jurisdiction's rating is equal to or better than 80 percent of the ratings from other jurisdictions. Conversely, 20 percent of the jurisdictions where a similar question was asked had higher ratings.

Alongside the rank and percentile appears a comparison: "above the norm," "below the norm" or "similar to the norm." This evaluation of "above," "below" or "similar to" comes from a statistical comparison of your jurisdiction's rating to the norm (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of 5 or more points on the 100-point scale between your jurisdiction's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the norm. When differences between your jurisdiction's ratings and the national norms are less than 5 points, they are marked as "similar to" the norm.

The data are represented visually in a chart that accompanies each table. Your jurisdiction's percentile for each compared item is marked with a black line on the chart.

# COMPARISONS

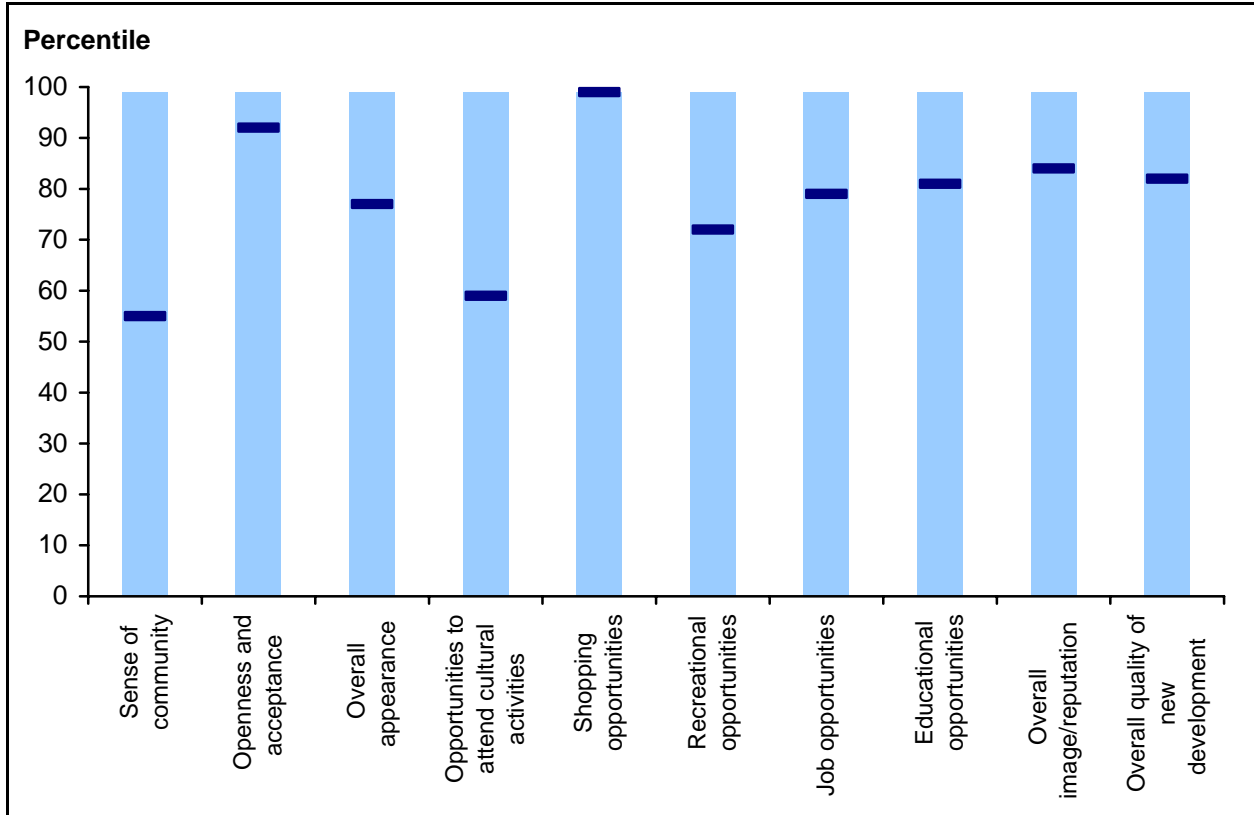
Figure 1: Quality of Life Ratings



## Quality of Life Ratings

	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
How do you rate Novi as a place to live?	77	42	213	81%ile	Above the norm
How do you rate your neighborhood as a place to live?	74	35	125	73%ile	Above the norm
How do you rate Novi as a place to raise children?	79	22	149	86%ile	Above the norm
How do you rate Novi as a place to work?	65	5	63	94%ile	Above the norm
How do you rate Novi as a place to retire?	52	93	131	30%ile	Below the norm
How do you rate the overall quality of life in Novi?	72	50	191	74%ile	Above the norm

**Figure 2: Characteristics of the Community: General and Opportunities**



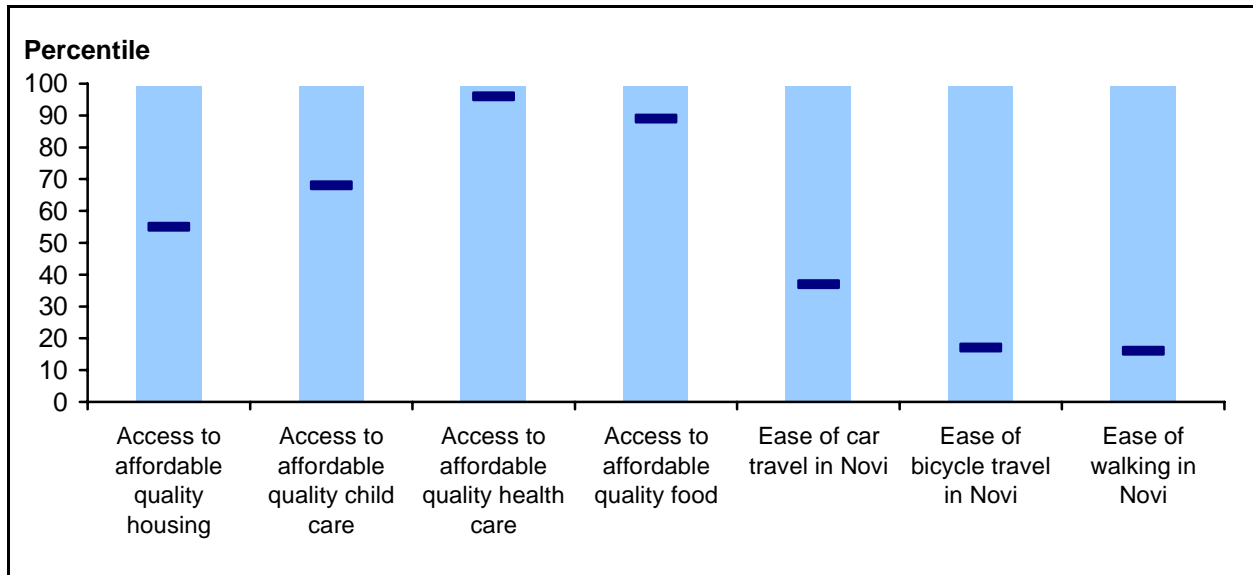
**Characteristics of the Community: General and Opportunities**

	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
Sense of community	57	52	114	55%ile	Similar to the norm
Openness and acceptance of the community towards people of diverse backgrounds	67	8	91	92%ile	Above the norm
Overall appearance of Novi	67	31	132	77%ile	Above the norm
Opportunities to attend cultural activities	55	48	115	59%ile	Above the norm
Shopping opportunities	86	2	111	99%ile	Above the norm
Recreational opportunities	61	35	123	72%ile	Above the norm
Job opportunities	45	30	135	79%ile	Above the norm
Educational opportunities	67	9	42	81%ile	Above the norm



<b>Characteristics of the Community: General and Opportunities</b>					
	<b>City of Novi Rating</b>	<b>Rank</b>	<b>Number of Jurisdictions for Comparison</b>	<b>City of Novi Percentile</b>	<b>Comparison of Novi Rating to Norm</b>
Overall image/reputation of Novi	73	11	64	84%ile	Above the norm
Overall quality of new development in Novi	62	10	51	82%ile	Above the norm

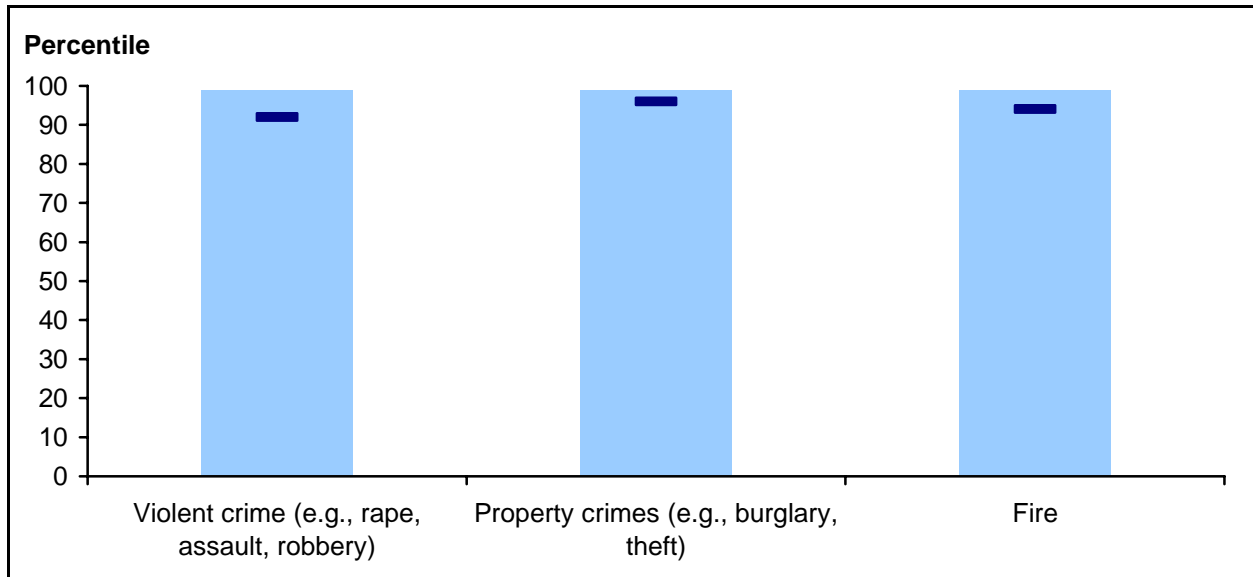
**Figure 3: Characteristics of the Community: Access and Mobility**



**Characteristics of the Community: Access and Mobility**

	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
Access to affordable quality housing	43	70	153	55%ile	Similar to the norm
Access to affordable quality child care	49	27	80	68%ile	Similar to the norm
Access to affordable quality health care	63	4	72	96%ile	Above the norm
Access to affordable quality food	69	3	19	89%ile	Above the norm
Ease of car travel in Novi	47	67	105	37%ile	Similar to the norm
Ease of bicycle travel in Novi	35	87	103	17%ile	Below the norm
Ease of walking in Novi	43	82	97	16%ile	Below the norm

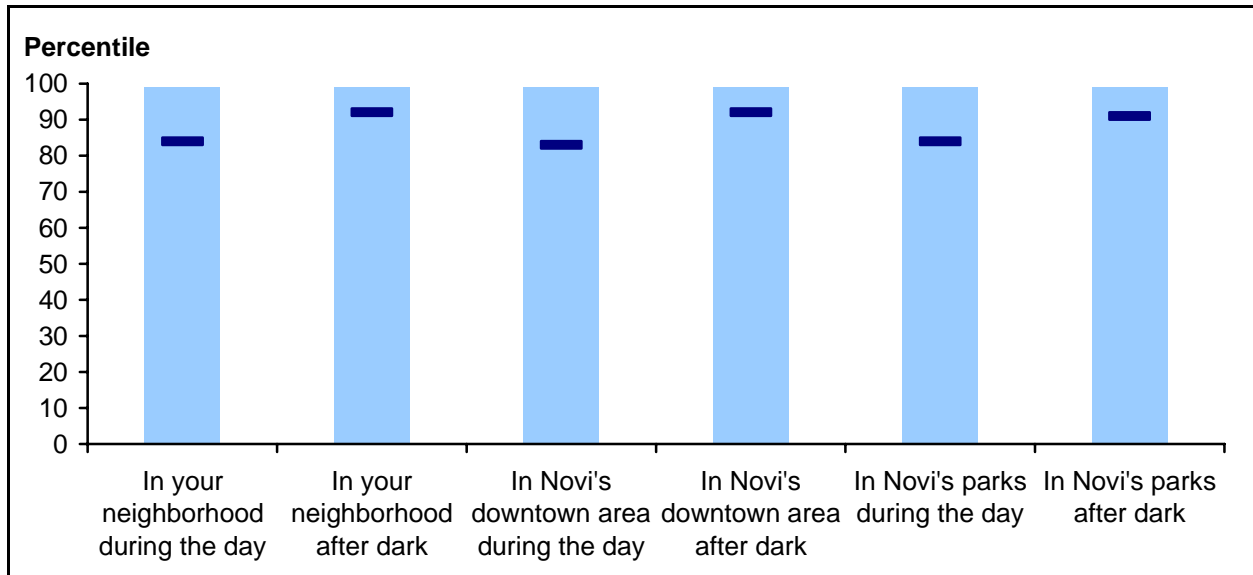
**Figure 4: Ratings of Safety from Various Problems**



**Ratings of Safety From Various Problems**

	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
Violent crime (e.g., rape, assault, robbery)	85	10	110	92%ile	Above the norm
Property crimes (e.g., burglary, theft)	76	5	111	96%ile	Above the norm
Fire	82	8	108	94%ile	Above the norm

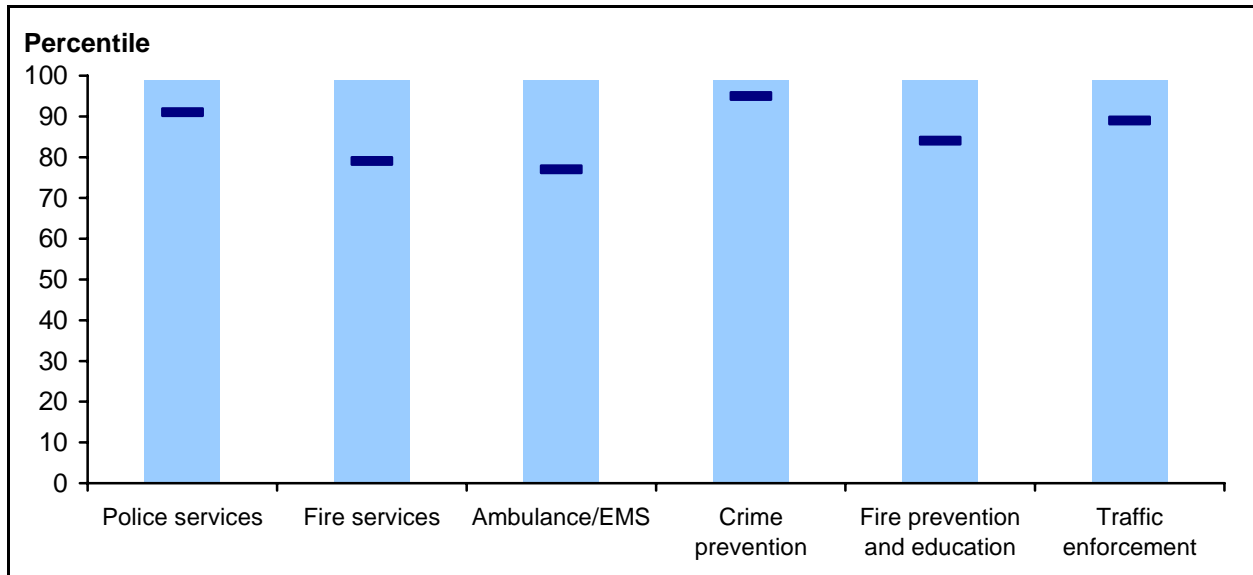
Figure 5: Ratings of Safety in Various Areas



Ratings of Safety in Various Areas

	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
In your neighborhood during the day	93	22	128	84%ile	Above the norm
In your neighborhood after dark	82	13	151	92%ile	Above the norm
In Novi's downtown area during the day	92	19	105	83%ile	Above the norm
In Novi's downtown area after dark	80	11	123	92%ile	Above the norm
In Novi's parks during the day	91	18	108	84%ile	Above the norm
In Novi's parks after dark	67	11	107	91%ile	Above the norm

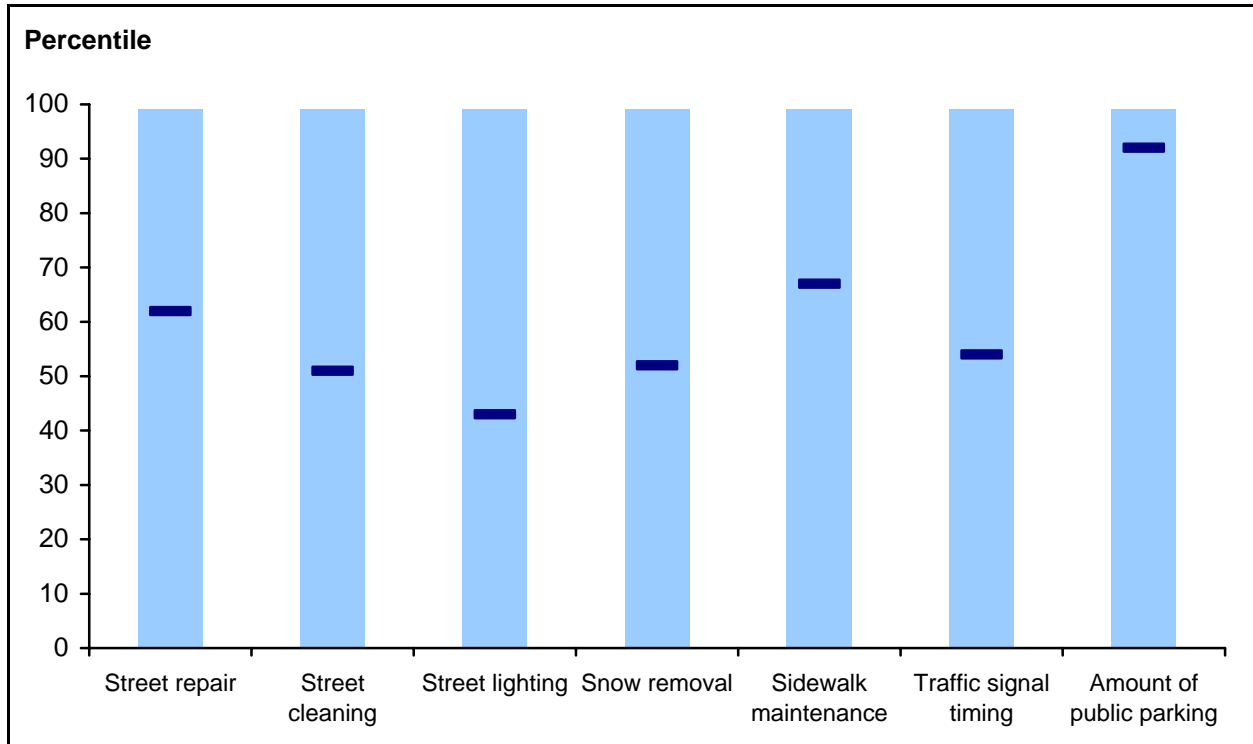
**Figure 6: Quality of Public Safety Services**



**Quality of Public Safety Services**

	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
Police services	76	27	293	91%ile	Above the norm
Fire services	79	46	215	79%ile	Above the norm
Ambulance/emergency medical services	77	41	175	77%ile	Above the norm
Crime prevention	71	7	129	95%ile	Above the norm
Fire prevention and education	71	18	108	84%ile	Above the norm
Traffic enforcement	64	19	162	89%ile	Above the norm

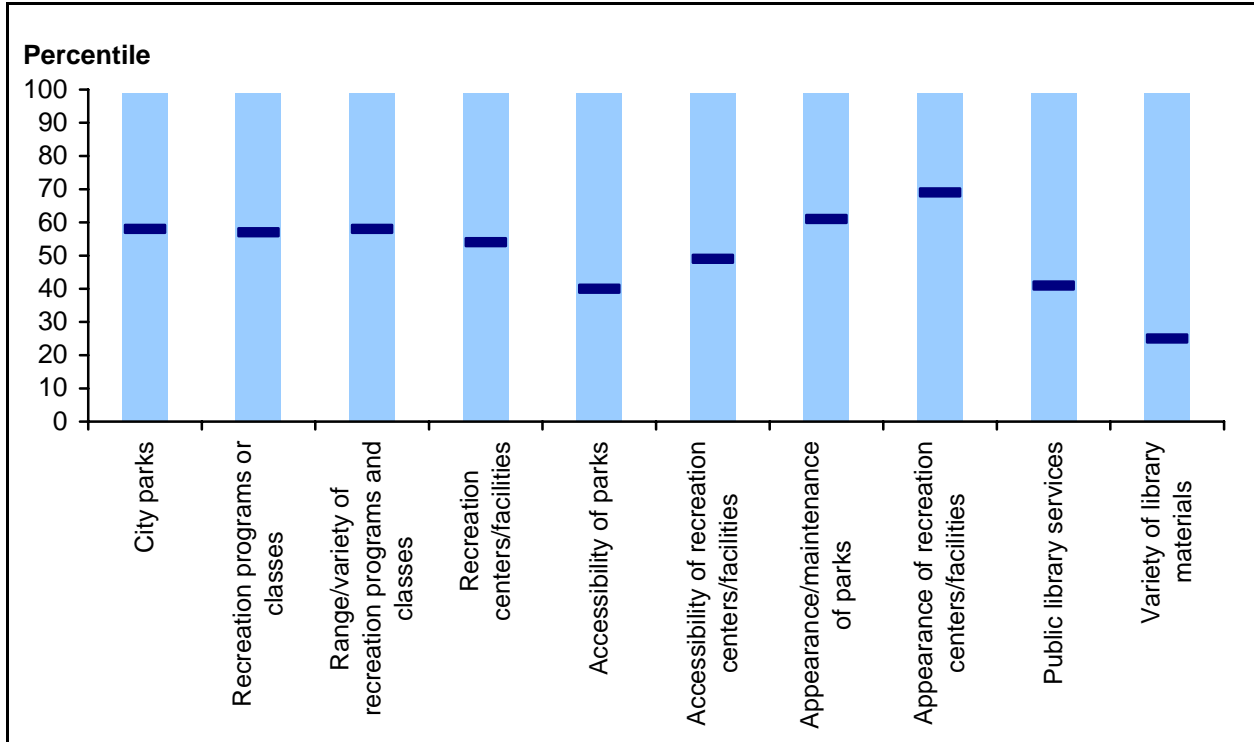
Figure 7: Quality of Transportation Services



Quality of Transportation Services

	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
Street repair	48	88	230	62%ile	Above the norm
Street cleaning	54	76	154	51%ile	Similar to the norm
Street lighting	52	90	156	43%ile	Similar to the norm
Snow removal	56	76	155	52%ile	Similar to the norm
Sidewalk maintenance	52	44	130	67%ile	Above the norm
Traffic signal timing	45	40	85	54%ile	Similar to the norm
Amount of public parking	59	7	72	92%ile	Above the norm

Figure 8: Quality of Leisure Services

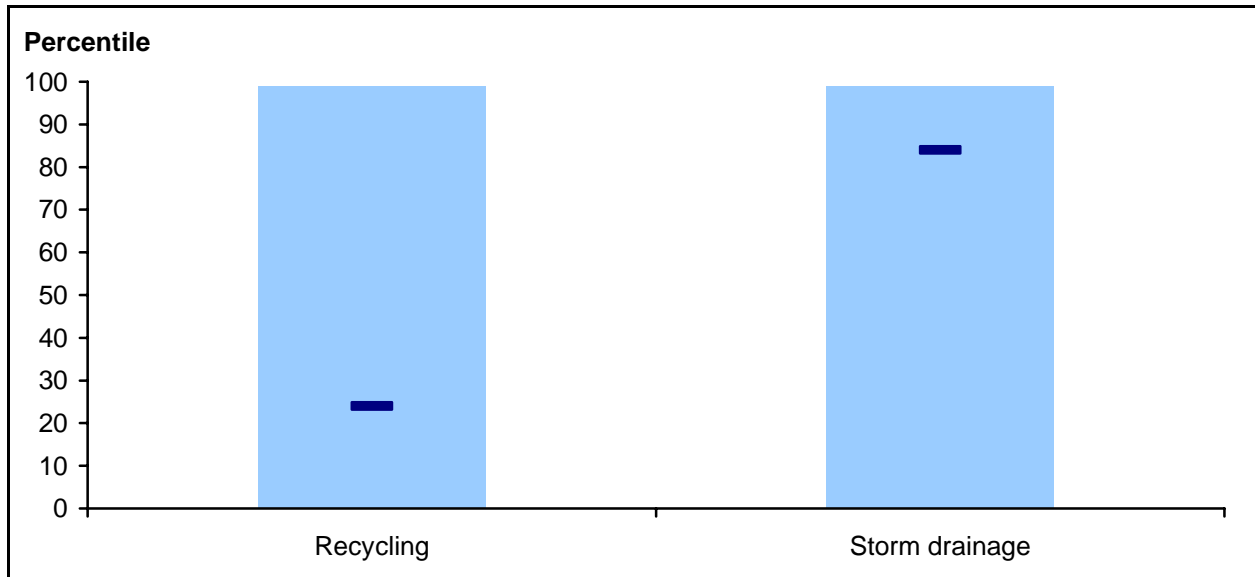


Quality of Leisure Services						
	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm	
City parks	66	70	166	58%ile	Similar to the norm	
Recreation programs or classes	62	80	183	57%ile	Similar to the norm	
Range/variety of recreation programs and classes	62	37	86	58%ile	Above the norm	
Recreation centers/facilities	59	60	127	54%ile	Similar to the norm	
Accessibility of parks	63	58	95	40%ile	Similar to the norm	
Accessibility of recreation centers/facilities	61	35	67	49%ile	Similar to the norm	
Appearance/maintenance of parks	67	67	168	61%ile	Similar to the norm	
Appearance of recreation centers/facilities	66	23	70	69%ile	Above the norm	

<b>Quality of Leisure Services</b>					
	<b>City of Novi Rating</b>	<b>Rank</b>	<b>Number of Jurisdictions for Comparison</b>	<b>City of Novi Percentile</b>	<b>Comparison of Novi Rating to Norm</b>
Public library services	66	115	193	41%ile	Similar to the norm
Variety of library materials	60	54	71	25%ile	Below the norm

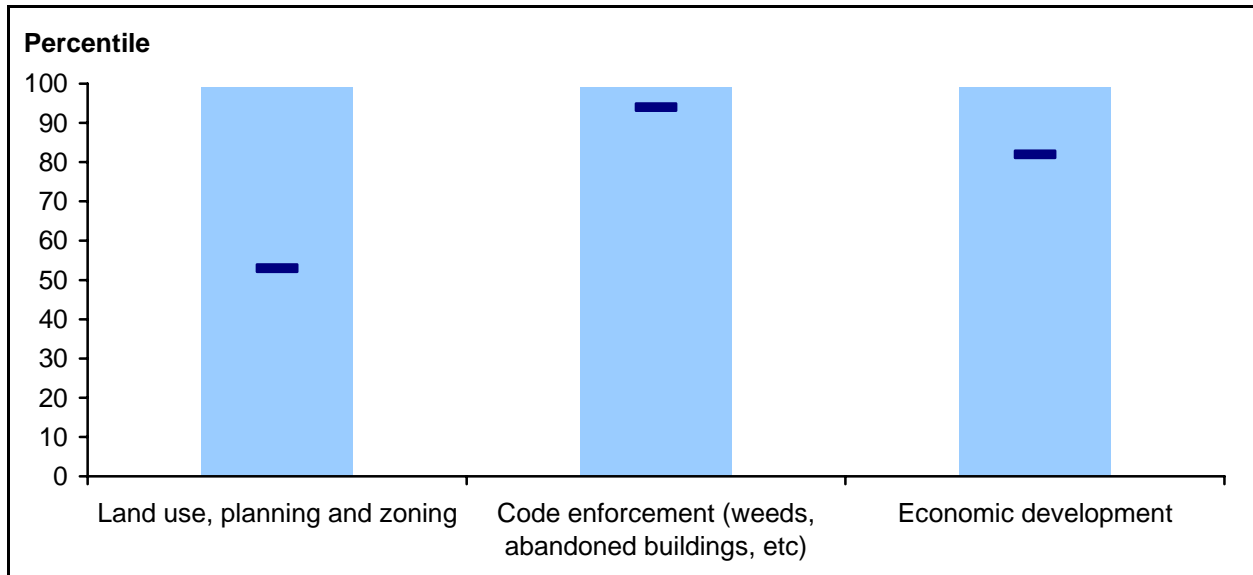


**Figure 9: Quality of Utility Services**



Quality of Utility Services					
	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
Recycling	58	124	162	24%ile	Below the norm
Storm drainage	59	27	164	84%ile	Above the norm

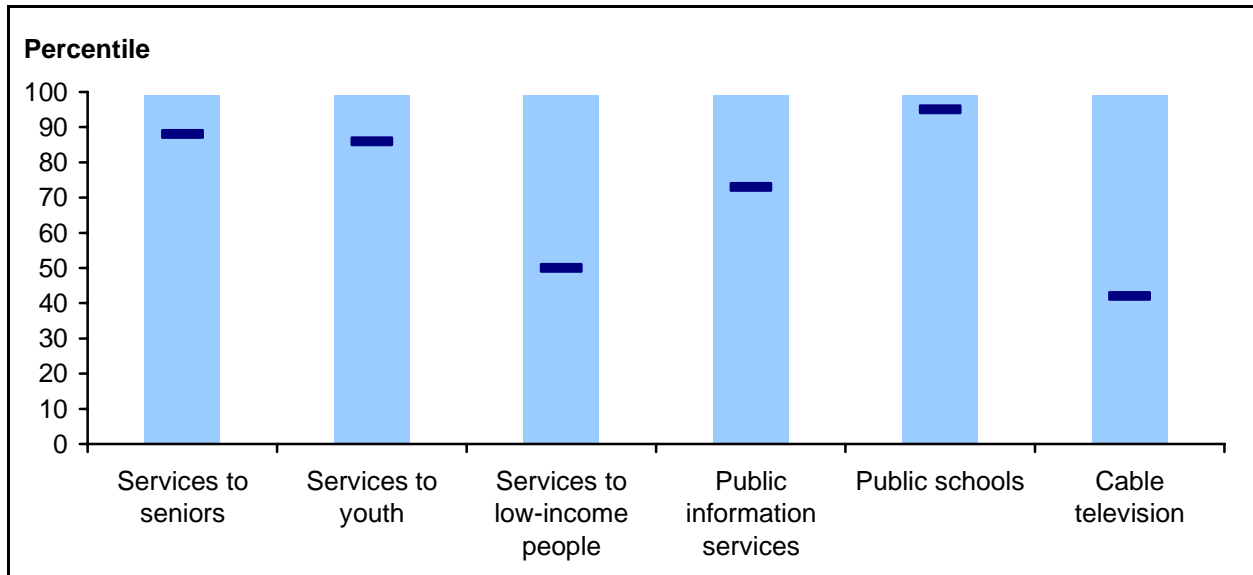
**Figure 10: Quality of Planning and Code Enforcement Services**



**Quality of Planning and Code Enforcement Services**

	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
Land use, planning and zoning	43	62	129	53%ile	Similar to the norm
Code enforcement (weeds, abandoned buildings, etc)	61	11	172	94%ile	Above the norm
Economic development	56	21	112	82%ile	Above the norm

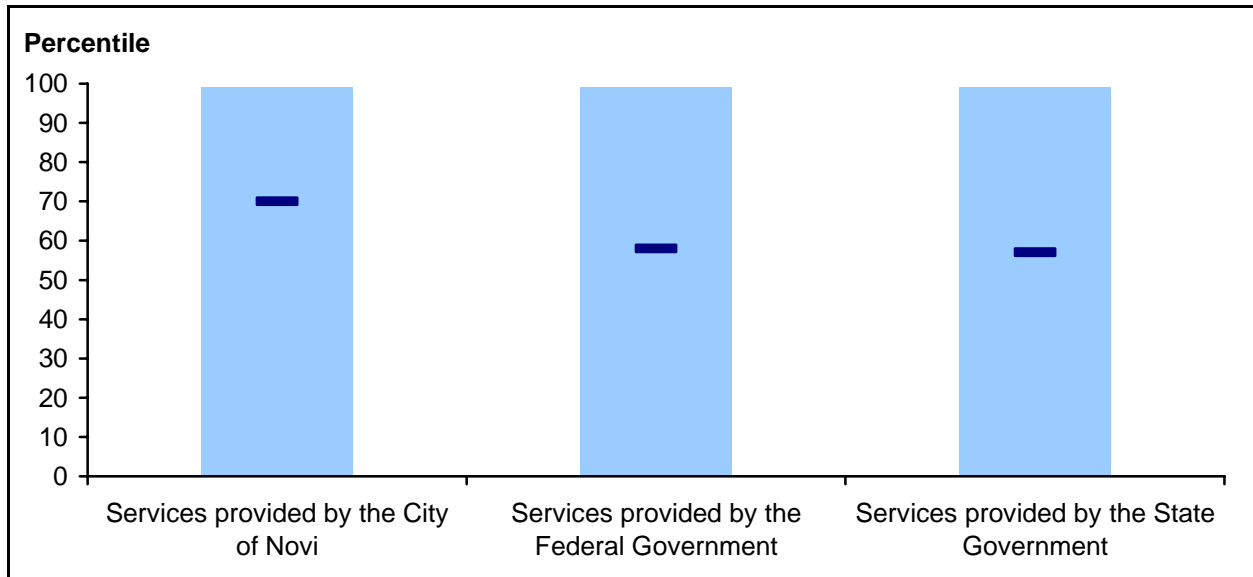
**Figure 11: Quality of Services to Special Populations and Other Services**



**Quality of Services to Special Populations and Other Services**

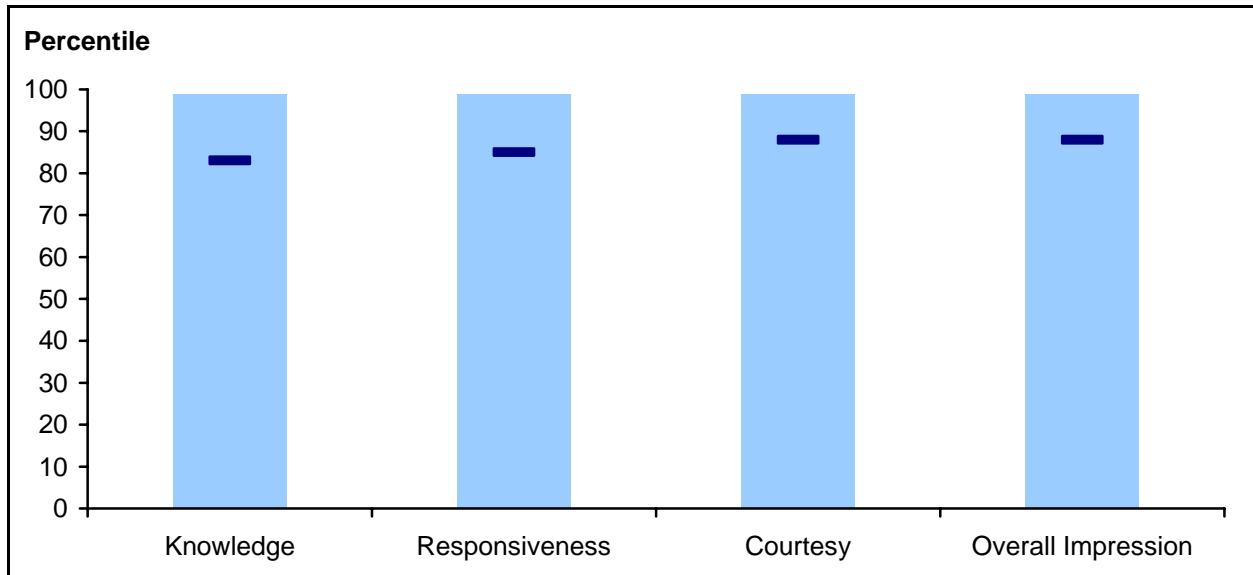
	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
Services to seniors	67	17	131	88%ile	Above the norm
Services to youth	61	17	112	86%ile	Above the norm
Services to low-income people	40	41	80	50%ile	Similar to the norm
Public information services	59	37	132	73%ile	Above the norm
Public schools	75	7	123	95%ile	Above the norm
Cable television	48	50	84	42%ile	Similar to the norm

**Figure 12: Overall Quality of Services**



Overall Quality of Services					
	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
Services provided by the City of Novi	65	56	185	70%ile	Above the norm
Services provided by the Federal Government	45	42	98	58%ile	Similar to the norm
Services provided by the State Government	46	43	98	57%ile	Similar to the norm

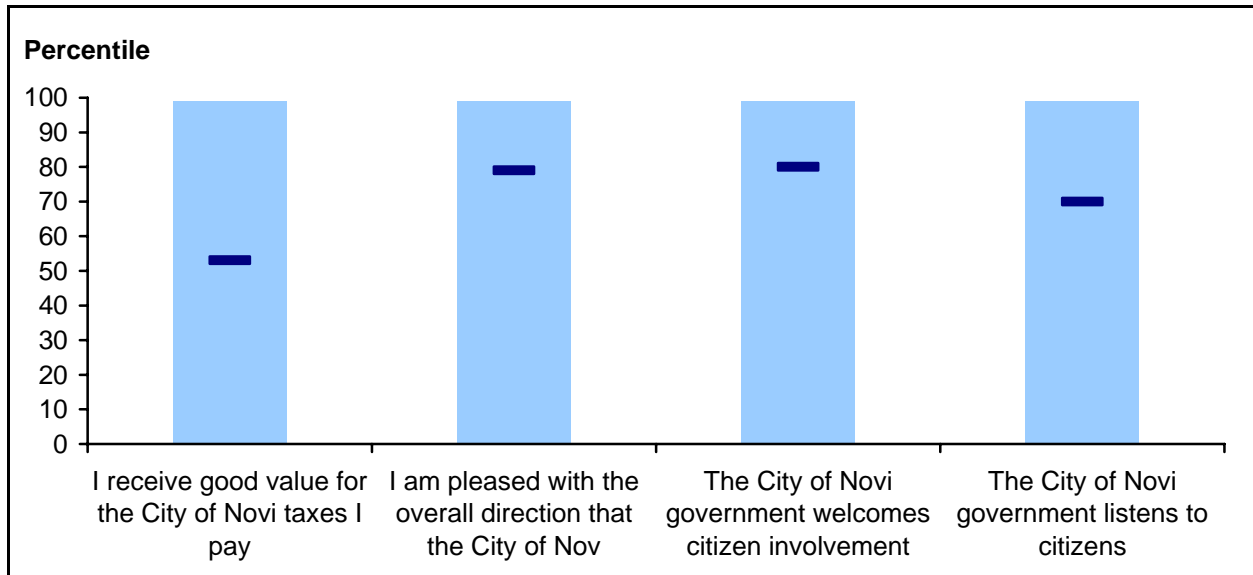
**Figure 13: Ratings of Contact with City Employees**



**Ratings of Contact with the City Employees**

	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
Knowledge	73	25	144	83%ile	Above the norm
Responsiveness	72	23	144	85%ile	Above the norm
Courtesy	75	14	112	88%ile	Above the norm
Overall Impression	72	20	165	88%ile	Above the norm

Figure 14: Ratings of Public Trust



Ratings of Public Trust

	City of Novi Rating	Rank	Number of Jurisdictions for Comparison	City of Novi Percentile	Comparison of Novi Rating to Norm
I receive good value for the City of Novi taxes I pay	59	66	139	53%ile	Similar to the norm
I am pleased with the overall direction that the City of Novi	65	27	123	79%ile	Above the norm
The City of Novi government welcomes citizen involvement	67	26	123	80%ile	Above the norm
The City of Novi government listens to citizens	59	34	111	70%ile	Above the norm

# APPENDIX A: LIST OF JURISDICTIONS INCLUDED IN NORMATIVE COMPARISONS

Jurisdiction Name	State	2000 Population
Homer	AK	3,946
Auburn	AL	42,987
Phenix City	AL	28,265
Fayetteville	AR	58,047
Fort Smith	AR	80,268
Hot Springs	AR	35,613
Little Rock	AR	183,133
Siloam Springs	AR	10,000
Chandler	AZ	176,581
Gilbert	AZ	109,697
Mesa	AZ	396,375
Peoria	AZ	108,364
Phoenix	AZ	1,321,045
Safford	AZ	9,232
Scottsdale	AZ	202,705
Sedona	AZ	10,192
Tempe	AZ	158,625
Tucson	AZ	486,699
Antioch	CA	90,532
Arcadia	CA	53,054
Bakersfield	CA	247,057
Benicia	CA	26,865
Berkeley	CA	102,743
Carlsbad	CA	78,247
Chula Vista	CA	173,556
Claremont	CA	33,998
Concord	CA	121,780
Coronado	CA	24,100
Cypress	CA	46,229

The City of Novi Citizen Survey

Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
El Cerrito	CA	23,171
Encinitas	CA	54,014
Fremont	CA	203,413
Garden Grove	CA	165,196
Gilroy	CA	41,464
Hercules	CA	19,488
Highland	CA	44,605
La Mesa	CA	54,749
Lakewood	CA	79,345
Livermore	CA	73,345
Lompoc	CA	41,103
Long Beach	CA	461,522
Los Alamitos	CA	11,536
Los Gatos	CA	28,592
Menlo Park	CA	30,785
Monterey	CA	29,674
Mountain View	CA	70,708
Novato	CA	47,630
Oceanside	CA	161,029
Oxnard	CA	170,358
Palm Springs	CA	42,807
Palo Alto	CA	58,598
Pasadena	CA	133,936
Pleasanton	CA	63,654
Pomona	CA	149,473
Poway	CA	48,044
Redding	CA	80,865
Ridgecrest	CA	24,927
Riverside	CA	255,166
Rosemead	CA	53,505
Sacramento County	CA	1,223,499
San Francisco	CA	776,733
San Jose	CA	894,943
San Luis Obispo County	CA	247,900
San Mateo	CA	92,482



The City of Novi Citizen Survey

Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
San Ramon	CA	44,722
Santa Barbara County	CA	399,347
Santa Clara	CA	102,361
Santa Clarita	CA	151,088
Santa Monica	CA	84,084
Santa Rosa	CA	147,595
Simi Valley	CA	111,351
Solana Beach	CA	12,979
South Gate	CA	96,375
Sunnyvale	CA	131,760
Temecula	CA	57,716
Thousand Oaks	CA	117,005
Torrance	CA	137,946
Visalia	CA	91,565
Walnut Creek	CA	64,296
Yuba City	CA	36,758
Calgary	Canada	878,866
District of Saanich,Victoria	Canada	103,654
Kamloops	Canada	77,281
North Vancouver	Canada	44,303
Prince Albert	Canada	34,291
Winnipeg	Canada	619,544
Arvada	CO	102,153
Boulder	CO	94,673
Boulder County	CO	291,288
Broomfield	CO	38,272
Castle Rock	CO	20,224
Denver (City and County)	CO	554,636
Douglas County	CO	175,766
Englewood	CO	31,727
Fort Collins	CO	118,652
Fruita	CO	6,478
Golden	CO	17,159
Greeley	CO	76,930
Highlands Ranch	CO	70,931

The City of Novi Citizen Survey

Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
Jefferson County	CO	527,056
Lafayette	CO	23,197
Lakewood	CO	144,126
Larimer County	CO	251,494
Littleton	CO	40,340
Longmont	CO	71,093
Louisville	CO	18,937
Loveland	CO	50,608
Northglenn	CO	31,575
Parker	CO	23,558
Thornton	CO	82,384
Vail	CO	4,531
Westminster	CO	100,940
Wheat Ridge	CO	32,913
Hartford	CT	121,578
Manchester	CT	54,740
New London	CT	25,671
Vernon	CT	28,063
West Hartford	CT	63,589
Wethersfield	CT	26,271
Dover	DE	32,135
Newark	DE	28,547
Altamonte Springs	FL	41,200
Boca Raton	FL	74,764
Bonita Springs	FL	32,797
Bradenton	FL	49,504
Brevard County	FL	476,230
Broward County	FL	1,623,018
Cape Coral	FL	102,286
Clearwater	FL	108,787
Cooper City	FL	27,939
Coral Springs	FL	117,549
Dania Beach	FL	20,061
Deerfield Beach	FL	64,583
Delray Beach	FL	60,020

The City of Novi Citizen Survey

Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
Duval County	FL	778,879
Fort Lauderdale	FL	152,397
Jacksonville	FL	735,617
Kissimmee	FL	47,814
Melbourne	FL	71,382
Miami	FL	362,470
Miami Beach	FL	87,933
Miami-Dade County	FL	2,253,362
Ocoee	FL	24,391
Oldsmar	FL	11,910
Orange County	FL	896,344
Orlando	FL	185,951
Oviedo	FL	26,316
Palm Bay	FL	79,413
Palm Beach County	FL	1,131,184
Palm Coast	FL	32,732
Pinellas County	FL	921,482
Pinellas Park	FL	45,658
Port Orange	FL	45,823
Port St. Lucie	FL	88,769
Sarasota	FL	52,715
South Daytona	FL	13,177
St. Petersburg	FL	248,232
Tallahassee	FL	150,624
Titusville	FL	40,670
Walton County	FL	40,601
Atlanta	GA	416,474
Cartersville	GA	15,925
Columbus	GA	185,781
Decatur	GA	18,147
Douglas County	GA	92,174
Macon	GA	97,255
Milledgeville	GA	18,757
Savannah	GA	131,510
Adams County	IA	4,482

The City of Novi Citizen Survey

Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
Ames	IA	50,731
Ankeny	IA	27,117
Cedar Falls	IA	36,145
Cedar Rapids	IA	120,758
Clarke County	IA	9,133
Des Moines	IA	198,682
Des Moines County	IA	42,351
Fort Dodge	IA	25,136
Fort Madison	IA	10,715
Indianola	IA	12,998
Iowa County	IA	15,671
Louisa County	IA	12,183
Marion	IA	7,144
Newton	IA	15,579
Polk County	IA	374,601
Urbandale	IA	29,072
West Des Moines	IA	46,403
Lewiston	ID	30,904
Moscow	ID	21,291
Twin Falls	ID	34,469
Addison Village	IL	35,914
Batavia	IL	23,866
Decatur	IL	81,860
DeKalb	IL	39,018
Downers Grove	IL	48,724
Elmhurst	IL	42,762
Evanston	IL	74,239
Highland Park	IL	31,365
Homewood	IL	19,543
Naperville	IL	128,358
O'Fallon	IL	21,910
Park Ridge	IL	37,775
Peoria	IL	112,936
Skokie	IL	63,348
St. Charles	IL	27,896

The City of Novi Citizen Survey

Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
Streamwood	IL	36,407
Urbana	IL	36,395
Village of Oak Park	IL	52,524
Wilmette	IL	27,651
Fort Wayne	IN	205,727
Gary	IN	102,746
Marion County	IN	860,454
Munster	IN	21,511
Lawrence	KS	80,098
Merriam	KS	11,008
Overland Park	KS	149,080
Salina	KS	45,679
Shawnee	KS	47,996
Wichita	KS	344,284
Ashland	KY	21,981
Bowling Green	KY	49,296
Lexington	KY	260,512
Jefferson Parish	LA	455,466
Orleans Parish	LA	484,674
Andover	MA	31,247
Barnstable	MA	47,821
Boston	MA	589,141
Brookline	MA	57,107
Worcester	MA	172,648
Greenbelt	MD	21,456
Rockville	MD	47,388
Saco	ME	16,822
Ann Arbor	MI	114,024
Battle Creek	MI	53,364
Delhi Township	MI	22,569
Detroit	MI	951,270
East Lansing	MI	46,525
Grand Rapids	MI	197,800
Kentwood	MI	45,255
Meridian Charter Township	MI	38,987

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Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
Muskegon	MI	40,105
Port Huron	MI	32,338
Rochester Hills	MI	68,825
Troy	MI	80,959
Blaine	MN	44,942
Burnsville	MN	60,220
Carver County	MN	70,205
Chanhassen	MN	20,321
Dakota County	MN	355,904
Duluth	MN	86,918
Eagan	MN	63,557
Golden Valley	MN	20,281
Grand Forks	MN	231
Mankato	MN	32,427
Maplewood	MN	34,947
Minneapolis	MN	382,618
Minnetonka	MN	51,301
Plymouth	MN	65,894
Polk County	MN	31,369
Richfield	MN	34,439
Roseville	MN	33,690
Scott County	MN	89,498
St. Clair Shores	MN	827
St. Cloud	MN	59,107
St. Paul	MN	287,151
Washington County	MN	201,130
Ballwin	MO	31,283
Blue Springs	MO	48,080
Columbia	MO	84,531
Ellisville	MO	9,104
Grandview	MO	24,881
Kansas City	MO	441,545
Kirkwood	MO	27,324
Maryville	MO	10,581
Platte City	MO	3,866

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Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
Platte County	MO	73,791
Saint Joseph	MO	73,990
Saint Peters	MO	51,381
Springfield	MO	151,580
Biloxi	MS	50,644
Pascagoula	MS	26,200
Starkville	MS	21,869
Bozeman	MT	27,509
Yellowstone County	MT	129,352
Cary	NC	94,536
Charlotte	NC	540,828
Durham	NC	187,038
Greensboro	NC	223,891
Hickory	NC	37,222
Hudson	NC	3,078
Knightdale	NC	5,958
Rocky Mount	NC	55,893
Wilmington	NC	90,400
Grand Forks	ND	49,321
Kearney	NE	27,431
Dover	NH	26,884
Merrimack	NH	25,119
Salem	NH	28,112
Hackensack	NJ	42,677
Medford	NJ	22,253
Willingboro Township	NJ	33,008
Alamogordo	NM	35,582
Albuquerque	NM	448,607
Bloomfield	NM	6,417
Los Alamos County	NM	18,343
Rio Rancho	NM	51,765
Taos	NM	4,700
Henderson	NV	175,381
North Las Vegas	NV	115,488
Reno	NV	180,480

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Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
Sparks	NV	66,346
Washoe County	NV	339,486
Genesee County	NY	60,370
New York City	NY	8,008,278
Rochester	NY	219,773
Rye	NY	14,955
Watertown	NY	26,705
Akron	OH	217,074
Cincinnati	OH	331,285
Columbus	OH	711,470
Dayton	OH	166,179
Dublin	OH	31,392
Fairborn	OH	32,052
Huber Heights	OH	38,212
Hudson	OH	22,439
Kettering	OH	57,502
Sandusky	OH	27,844
Shaker Heights	OH	29,405
Springfield	OH	65,358
Westerville	OH	35,318
Broken Arrow	OK	74,839
Edmond	OK	68,315
Oklahoma City	OK	506,132
Albany	OR	40,852
Ashland	OR	19,522
Corvallis	OR	49,322
Eugene	OR	137,893
Gresham	OR	90,205
Jackson County	OR	181,269
Lake Oswego	OR	35,278
Multnomah County	OR	660,486
Portland	OR	529,121
Springfield	OR	52,864
Ephrata Borough	PA	13,213
Lower Merion Township	PA	59,850



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Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
Manheim	PA	4,784
Philadelphia	PA	1,517,550
State College	PA	38,420
Upper Merion Township	PA	28,863
East Providence	RI	48,688
Newport	RI	26,475
Columbia	SC	116,278
Mauldin	SC	15,224
Myrtle Beach	SC	22,759
Pickens County	SC	110,757
Rock Hill	SC	49,765
York County	SC	164,614
Aberdeen	SD	24,658
Cookeville	TN	23,923
Franklin	TN	41,842
Knoxville	TN	173,890
Memphis	TN	650,100
Oak Ridge	TN	27,387
Arlington	TX	332,969
Austin	TX	656,562
Bedford	TX	47,152
Carrollton	TX	109,576
College Station	TX	67,890
Corpus Christi	TX	277,454
Dallas	TX	1,188,580
Denton	TX	80,537
DeSoto	TX	37,646
Fort Worth	TX	534,694
Garland	TX	215,768
Grand Prairie	TX	127,427
Lewisville	TX	77,737
Lubbock	TX	199,564
Lufkin	TX	32,709
McAllen	TX	106,414
McKinney	TX	54,369

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Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
Missouri City	TX	52,913
Mount Pleasant	TX	13,935
Nacogdoches	TX	29,914
Pasadena	TX	141,674
Plano	TX	222,030
Round Rock	TX	61,136
Sugar Land	TX	63,328
Temple	TX	54,514
Victoria	TX	60,603
Farmington	UT	12,081
Ogden	UT	77,226
Washington City	UT	8,186
West Valley City	UT	108,896
Albemarle County	VA	79,236
Arlington County	VA	189,453
Bedford County	VA	60,371
Blacksburg	VA	39,357
Botetourt County	VA	30,496
Chesapeake	VA	199,184
Chesterfield County	VA	259,903
Hampton	VA	146,437
Hanover County	VA	86,320
Hopewell	VA	22,354
James City County	VA	48,102
Lynchburg	VA	65,269
Norfolk	VA	234,403
Northampton County	VA	13,093
Prince William County	VA	280,813
Richmond	VA	197,790
Roanoke County	VA	85,778
Stafford County	VA	92,446
Virginia Beach	VA	425,257
Williamsburg	VA	11,998
Chittenden County	VT	146,571
Bellevue	WA	109,569

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Jurisdictions in Comparisons

Jurisdiction Name	State	2000 Population
Bothell	WA	30,150
Kent	WA	79,524
King County	WA	1,737,034
Kitsap County	WA	231,969
Lynnwood	WA	33,847
Marysville	WA	12,268
Ocean Shores	WA	3,836
Olympia	WA	42,514
Pasco	WA	32,066
Redmond	WA	45,256
Renton	WA	50,052
Richland	WA	38,708
Seattle	WA	563,374
University Place	WA	29,933
Vancouver	WA	143,560
Walla Walla	WA	29,686
Appleton	WI	70,087
Eau Claire	WI	61,704
Janesville	WI	59,498
Kenosha	WI	90,352
Madison	WI	208,054
Marquette County	WI	15,832
Milton	WI	5,132
Ozaukee County	WI	82,317
Superior	WI	27,368
Village of Brown Deer	WI	12,170
Wausau	WI	38,426
Wauwatosa	WI	47,271
Whitewater	WI	13,437
Winnebago County	WI	156,763
Cheyenne	WY	53,011
Gillette	WY	19,646
Laramie	WY	27,204

# APPENDIX B: FREQUENTLY ASKED QUESTIONS ABOUT THE CITIZEN SURVEY DATABASE

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## **What is in the citizen survey database?**

NRC's database includes the results from citizen surveys conducted in about 400 jurisdictions in the United States. These are public opinion polls answered by hundreds of thousands of residents around the country. We have recorded, analyzed and stored responses to thousands of survey questions dealing with resident perceptions about the quality of community life and public trust and residents' report of their use of public facilities. Respondents to these surveys are intended to represent over 50 million Americans.

## **What kinds of questions are included?**

Residents' ratings of the quality of virtually every kind of local government service are included – from police, fire and trash haul to animal control, planning and cemeteries. Many dimensions of quality of life are included such as feeling of safety and opportunities for dining, recreation and shopping as well as ratings of the overall quality of community life and community as a place to raise children and retire.

## **What is so unique about National Research Center's Citizen Survey database?**

It is the only database of its size that contains the people's perceptions about government service delivery and quality of life. For example, others use government statistics about crime to deduce the quality of police services or speed of pot hole repair to draw conclusions about the quality of street maintenance. Only National Research Center's database adds the opinion of service recipients themselves to the service quality equation. We believe that conclusions about service or community quality are made prematurely if opinions of the community's residents themselves are missing.

## **What is the database used for?**

Benchmarking. Our clients use the comparative information in the database to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. We don't know what is small or tall without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. So many surveys of service satisfaction turn up at least "good" citizen evaluations that we need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. We need to ask more important and harder questions. We need to know how our residents' ratings of fire service compare to opinions about fire service in other communities.

### **So what if we find that our public opinions are better or – for that matter – worse than opinions in other communities? What does it mean?**

A police department that provides the fastest and most efficient service—one that closes most of its cases, solves most of its crimes and keeps the crime rate low—still has a problem to fix if its clients believe services are not very good compared to ratings received by objectively “worse” departments.

National Research Center’s database can help that police department – or any city department – to understand how well citizens think it is doing. Without the comparative data from National Research Center’s database, it would be like bowling in a tournament without knowing what the other teams are scoring. We recommend that citizen opinion be used in conjunction with other sources of data to help managers know how to respond to comparative results.

### **Aren’t comparisons of questions from different surveys like comparing apples and oranges?**

It is true that you can’t simply take a given result from one survey and compare it to the result from a different survey. National Research Center, Inc. principals have pioneered and reported their methods for converting all survey responses to the same scale. Because scales responses will differ among types of survey questions, National Research Center, Inc. statisticians have developed statistical algorithms, which adjust question results based on many characteristics of the question, its scale and the survey methods. All results are then converted to the PTM (percent to maximum) scale with a minimum score of 0 (equaling the lowest possible rating) to a maximum score of 100 (equaling the highest possible rating). We then can provide a norm that not only controls for question differences, but also controls for differences in types of survey methods. This way we put all questions on the same scale and a norm can be offered for communities of given sizes or in various regions.

### **How can managers trust the comparability of results?**

Principals of National Research Center, Inc. have submitted their work to peer reviewed scholarly journals where its publication fully describes the rigor of our methods and the quality of our findings. We have published articles in *Public Administration Review*, *Journal of Policy Analysis and Management and Governing*, and we wrote a book, *Citizen Surveys: How to do them, how to use them, what they mean*, that describes in detail how survey responses can be adjusted to provide fair comparisons for ratings among many jurisdictions. Our work on calculating national norms for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.