



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

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# Survey Report # 21

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## Comparison Base Experiment (Hometown)

April 2011

## **About the Survey**

This Survey Report discusses findings of a CivicPanel online survey about how citizens judge local government performance. Respondents were presented with a statement on the average time it takes the fire department from a hypothetical city named Hometown to respond to an emergency during the present year. Next, respondents were asked to compare this information to various performance standards (or comparison bases), which were experimentally varied. Finally, respondents were asked to rate Hometown's performance in light of this comparative information.

The survey was conducted in March 2011, and included online responses from 1,109 panelists. *This report presents the summary results only*, not the experimental results (which will be published later in an academic journal and then summarized on the CivicPanel website).

## **About the Panel**

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

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

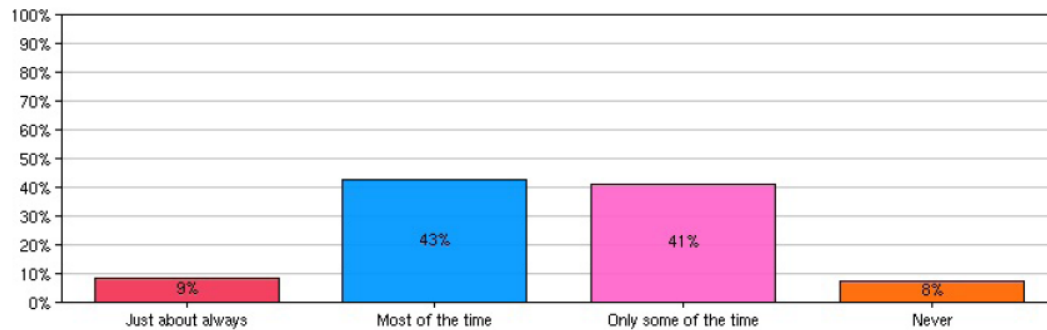
For more information visit [www.civicpanel.org](http://www.civicpanel.org) or email [civicpan@rutgers.edu](mailto:civicpan@rutgers.edu)

## Summary Report - Apr 20, 2011

Survey: Hometown survey (comparison bases experiment)

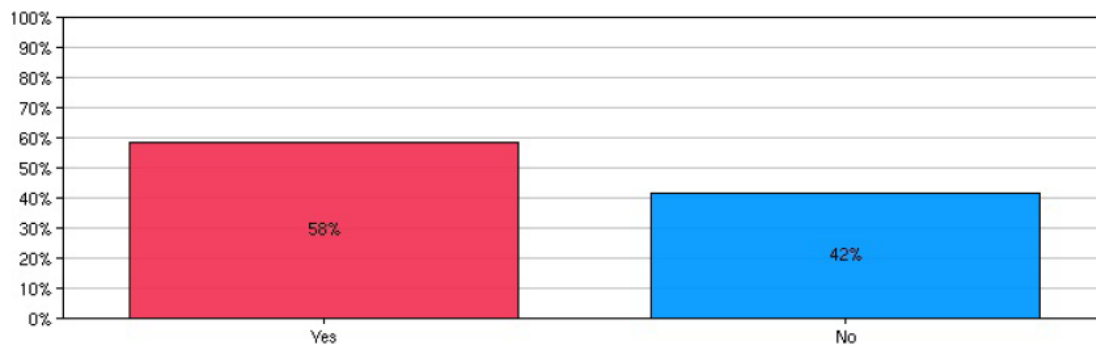
**How much of the time do you think you can trust the local governments in the area where you live to do what is right?**

Value	Count	Percent %	Statistics	
Just about always	94	8.5%	Total Responses	1,103
Most of the time	469	42.5%	Sum	2,736.0
Only some of the time	456	41.3%	Average	2.5
Never	84	7.6%	StdDev	0.76
			Max	4.0



**Have you ever had to call 911, at any time in your life, because of an emergency?**

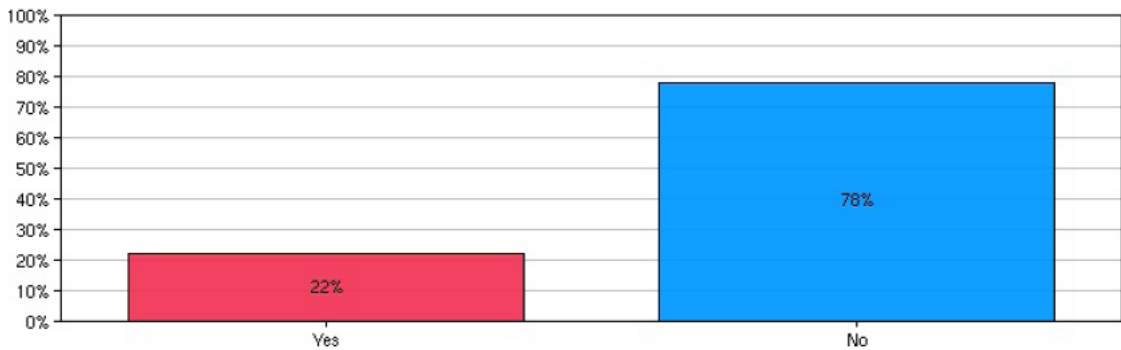
Value	Count	Percent %	Statistics	
Yes	641	58.2%	Total Responses	1,101
No	460	41.8%		



Have you had to call 911, for any reason, in the last 12 months?

Value	Count	Percent %
Yes	242	22.1%
No	852	77.9%

Statistics	
Total Responses	1,094



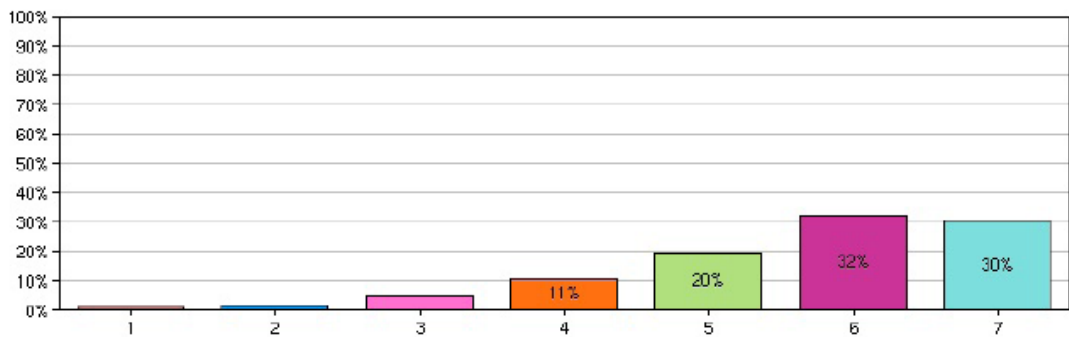
How much confidence do you, yourself, have in the following institutions . . .

	None	Very little	Some	Quite a lot	A great deal	Totals
the police	52 4.7%	138 12.5%	360 32.6%	387 35.1%	166 15.0%	1103 100%
the fire department	34 3.1%	42 3.8%	181 16.5%	478 43.5%	365 33.2%	1100 100%
the medical system	33 3.0%	101 9.2%	386 35.2%	410 37.4%	167 15.2%	1097 100%

How would you rate the job the Hometown Fire Department is doing at responding to emergencies?

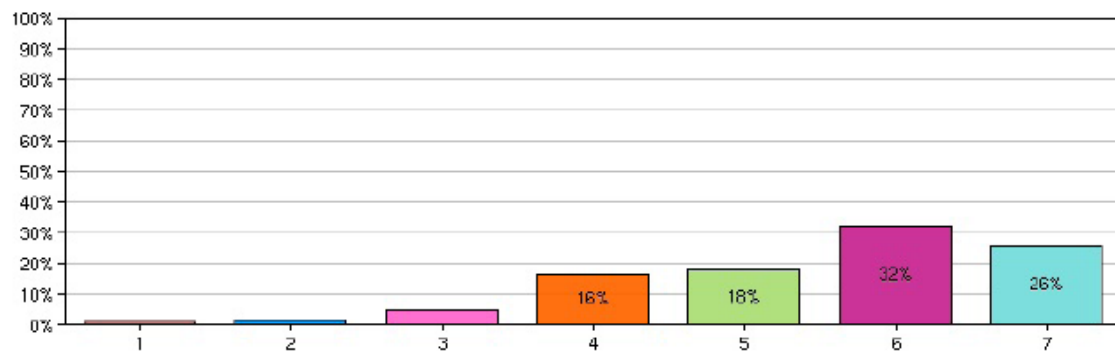
Value	Count	Percent %
1	2	0.9%
2	4	1.8%
3	10	4.6%
4	23	10.6%
5	43	19.7%
6	70	32.1%
7	66	30.3%

Statistics	
Total Responses	218
Sum	1,229.0
Average	5.6
StdDev	1.31
Max	7.0



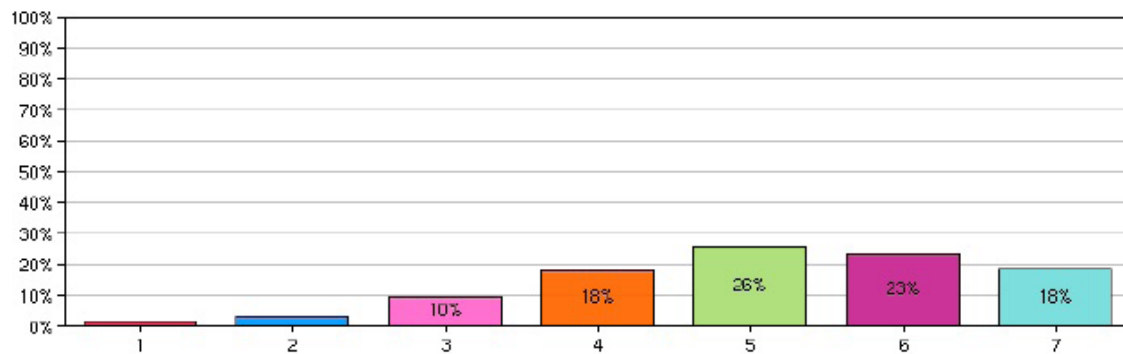
If you were a resident of Hometown, how satisfied would you be with the response time performance of the Fire Department?

Value	Count	Percent %	Statistics	
1	2	0.9%	Total Responses	219
2	4	1.8%	Sum	1,201.0
3	11	5%	Average	5.5
4	36	16.4%	StdDev	1.34
5	39	17.8%	Max	7.0
6	70	32%		
7	57	26%		



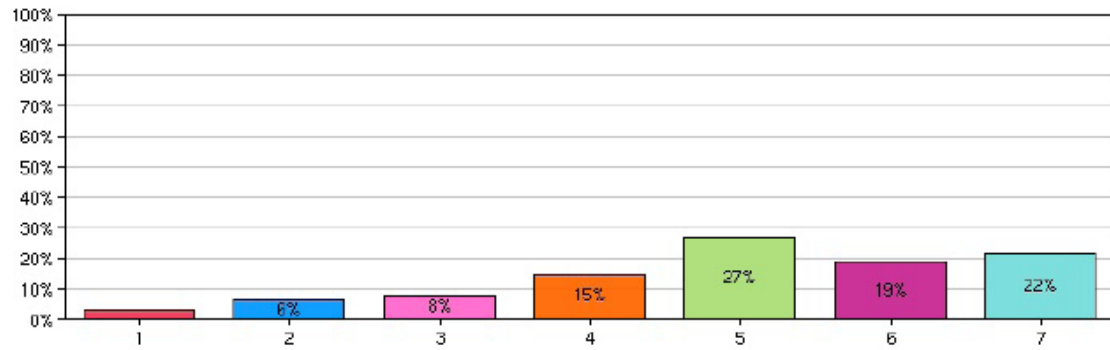
How would you rate the job the Hometown Fire Department is doing at responding to emergencies?

Value	Count	Percent %	Statistics	
1	3	1.5%	Total Responses	206
2	7	3.4%	Sum	1,044.0
3	20	9.7%	Average	5.1
4	37	18%	StdDev	1.44
5	53	25.7%	Max	7.0
6	48	23.3%		
7	38	18.4%		



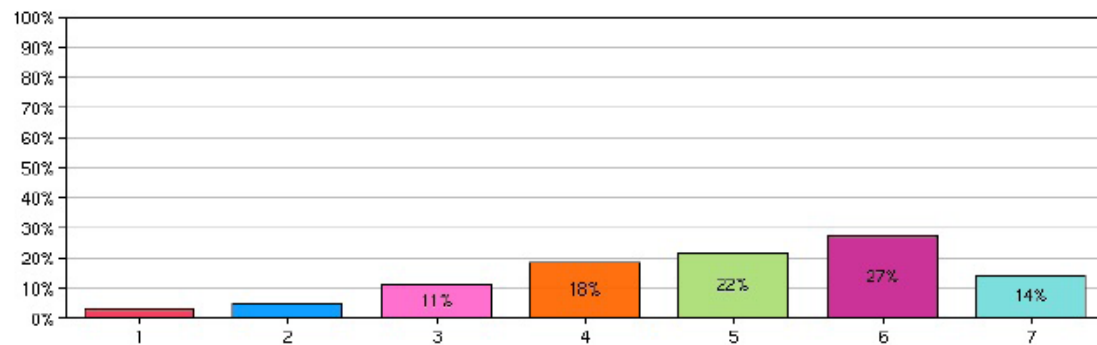
**If you were a resident of Hometown, how satisfied would you be with the response time performance of the Fire Department?**

Value	Count	Percent %	Statistics	
1	7	3.4%	Total Responses	206
2	13	6.3%	Sum	1,029.0
3	16	7.8%	Average	5.0
4	31	15%	StdDev	1.62
5	55	26.7%	Max	7.0
6	39	18.9%		
7	45	21.8%		



**How would you rate the job the Hometown Fire Department is doing at responding to emergencies?**

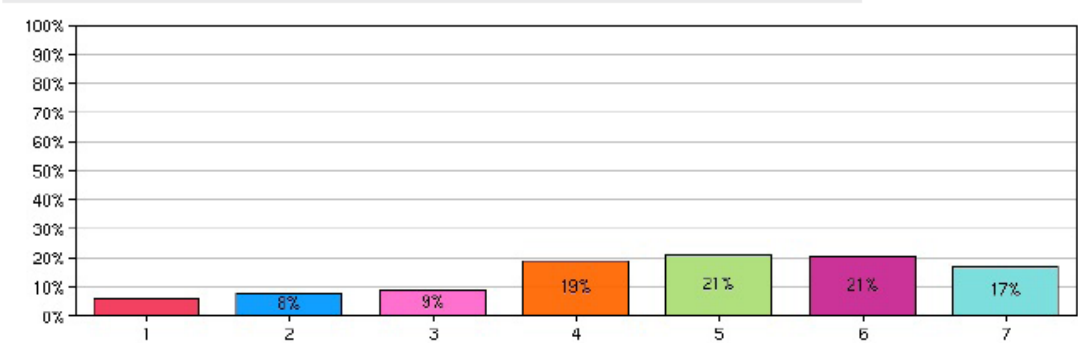
Value	Count	Percent %	Statistics	
1	8	3.2%	Total Responses	250
2	12	4.8%	Sum	1,220.0
3	27	10.8%	Average	4.9
4	46	18.4%	StdDev	1.54
5	54	21.6%	Max	7.0
6	68	27.2%		
7	35	14%		



**If you were a resident of Hometown, how satisfied would you be with the response time performance of the Fire Department?**

Value	Count	Percent %
1	14	5.7%
2	19	7.7%
3	22	8.9%
4	47	19%
5	52	21.1%
6	51	20.6%
7	42	17%

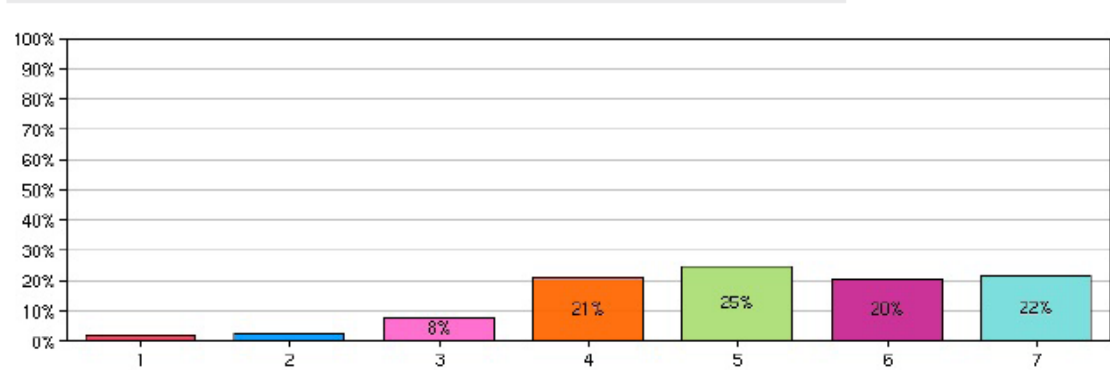
Statistics	
Total Responses	247
Sum	1,166.0
Average	4.7
StdDev	1.72
Max	7.0



**How would you rate the job the Hometown Fire Department is doing at responding to emergencies?**

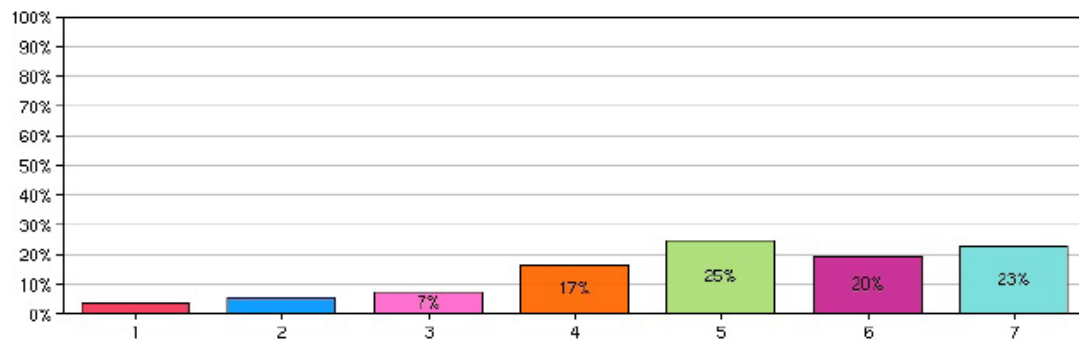
Value	Count	Percent %
1	4	1.9%
2	6	2.8%
3	17	7.9%
4	45	20.8%
5	53	24.5%
6	44	20.4%
7	47	21.8%

Statistics	
Total Responses	216
Sum	1,105.0
Average	5.1
StdDev	1.46
Max	7.0



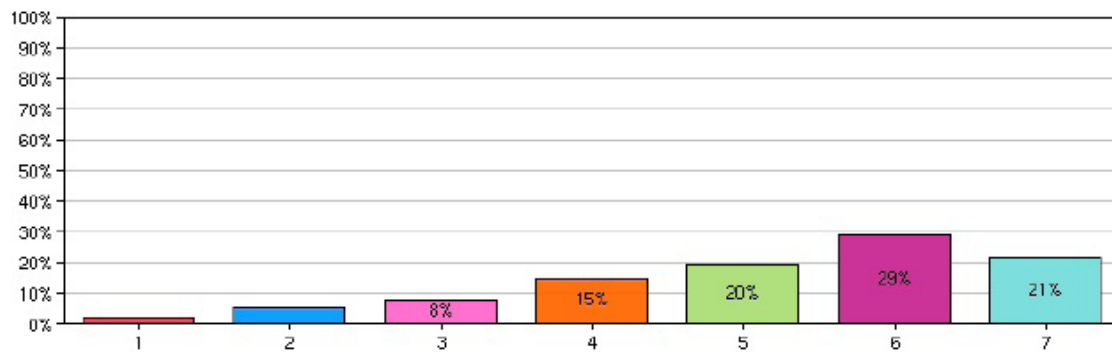
If you were a resident of Hometown, how satisfied would you be with the response time performance of the Fire Department?

Value	Count	Percent %	Statistics	
1	8	3.7%	Total Responses	218
2	12	5.5%	Sum	1,095.0
3	16	7.3%	Average	5.0
4	36	16.5%	StdDev	1.62
5	54	24.8%	Max	7.0
6	43	19.7%		
7	49	22.5%		



How would you rate the job the Hometown Fire Department is doing at responding to emergencies?

Value	Count	Percent %	Statistics	
1	4	1.9%	Total Responses	210
2	11	5.2%	Sum	1,087.0
3	17	8.1%	Average	5.2
4	31	14.8%	StdDev	1.54
5	41	19.5%	Max	7.0
6	61	29%		
7	45	21.4%		

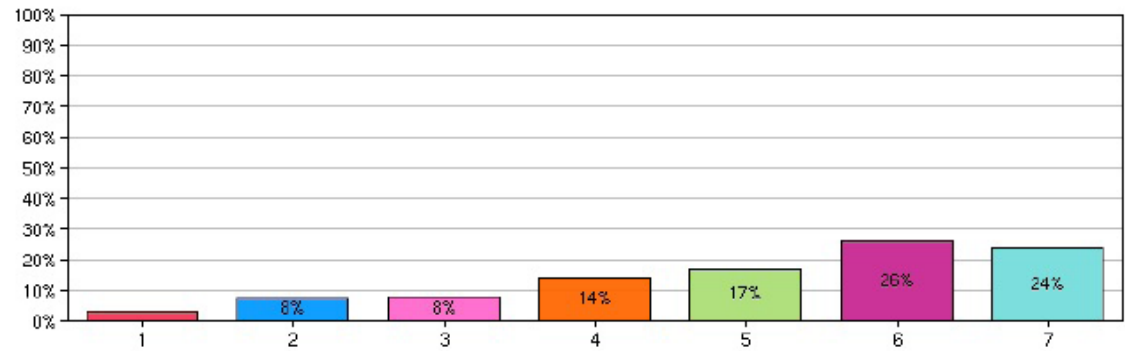




If you were a resident of Hometown, how satisfied would you be with the response time performance of the Fire Department?

Value	Count	Percent %
1	7	3.3%
2	16	7.6%
3	17	8.1%
4	30	14.2%
5	36	17.1%
6	55	26.1%
7	50	23.7%

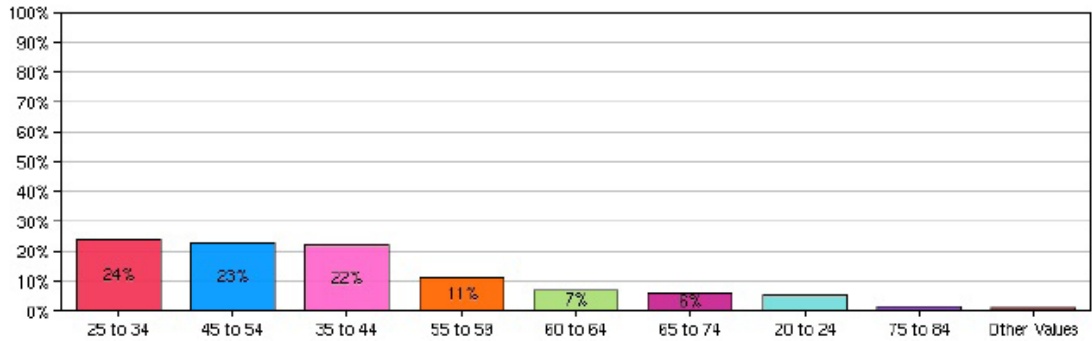
Statistics	
Total Responses	211
Sum	1,070.0
Average	5.1
StdDev	1.70
Max	7.0



What is your age?

Value	Count	Percent %
Under 20	7	0.6%
20 to 24	57	5.1%
25 to 34	263	23.8%
35 to 44	244	22%
45 to 54	250	22.6%
55 to 59	122	11%
60 to 64	78	7%
65 to 74	64	5.8%
75 to 84	17	1.5%
85 years and over	5	0.5%

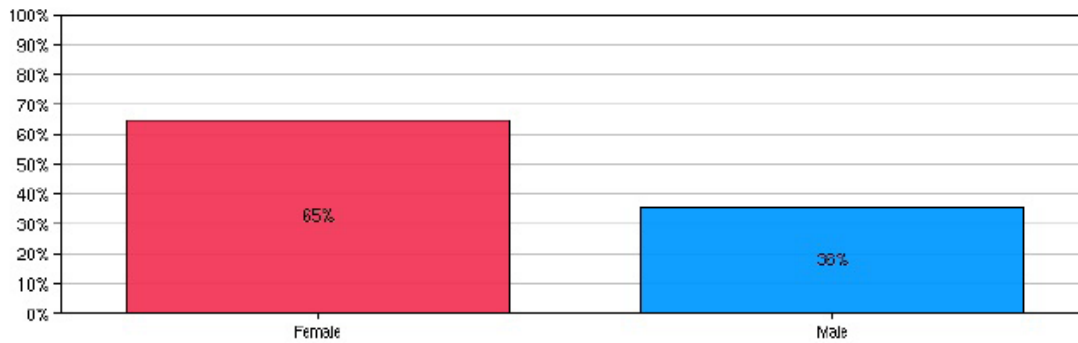
Statistics	
Total Responses	1,107
Sum	5,129.0
Average	4.6
StdDev	1.69
Max	10.0



### Are you ...

Value	Count	Percent %
Female	693	64.5%
Male	382	35.5%

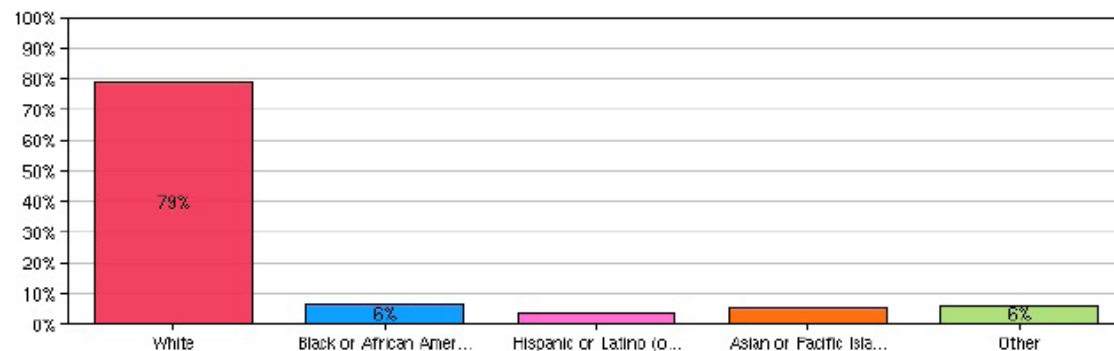
Statistics	
Total Responses	1,075
Sum	1,457.0
Average	1.4
StdDev	0.48
Max	2.0



### Do you consider yourself to be primarily ...

Value	Count	Percent %
White	862	78.9%
Black or African American	69	6.3%
Hispanic or Latino (of any race)	38	3.5%
Asian or Pacific Islander	59	5.4%
Other	64	5.9%

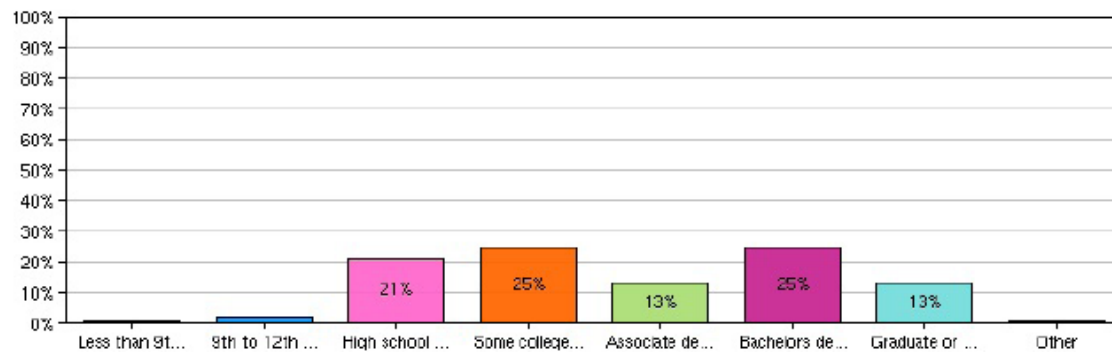
Statistics	
Total Responses	1,092
Sum	1,670.0
Average	1.5
StdDev	1.16
Max	5.0



### What is the last grade or class that you completed in school?

Value	Count	Percent %
Less than 9th grade	4	0.4%
9th to 12th grade, no diploma	22	2%
High school graduate (includes equivalency)	231	21.2%
Some college, no degree	269	24.7%
Associate degree	141	12.9%
Bachelors degree	272	25%
Graduate or professional degree	145	13.3%
Other	6	0.6%

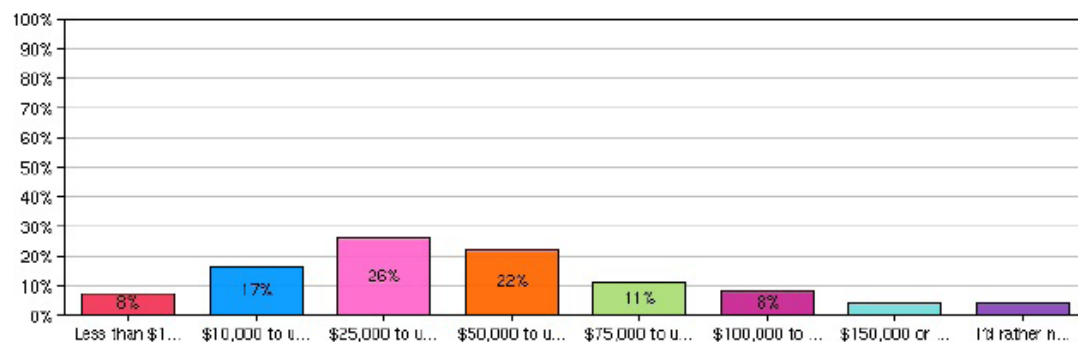
Statistics	
Total Responses	1,090
Sum	5,217.0
Average	4.8
StdDev	1.46
Max	8.0



### Last year, what was your total household income from all sources, before taxes?

Value	Count	Percent %
Less than \$10,000	83	7.6%
\$10,000 to under \$25,000	181	16.5%
\$25,000 to under \$50,000	286	26.1%
\$50,000 to under \$75,000	244	22.3%
\$75,000 to under \$100,000	118	10.8%
\$100,000 to under \$150,000	90	8.2%
\$150,000 or more	48	4.4%
I'd rather not say	46	4.2%

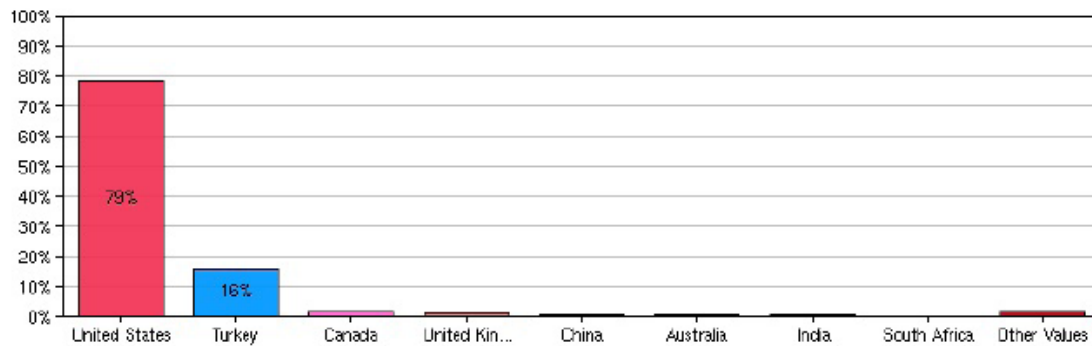
Statistics	
Total Responses	1,096
Sum	4,113.0
Average	3.8
StdDev	1.74
Max	8.0



## Source Countries

Value	Count	Percent %
Australia	4	0.4%
Canada	17	1.6%
Chile	1	0.1%
China	7	0.6%
Colombia	1	0.1%
France	1	0.1%
India	4	0.4%
Iraq	1	0.1%
Japan	1	0.1%
Kenya	1	0.1%
Malaysia	1	0.1%
Mexico	1	0.1%
Netherlands Antilles	1	0.1%
New Zealand	2	0.2%
Romania	2	0.2%
South Africa	2	0.2%
Sweden	2	0.2%
Turkey	172	15.9%
United Kingdom	9	0.8%
United States	849	78.6%
Venezuela	1	0.1%

Statistics	
Total Responses	1,080

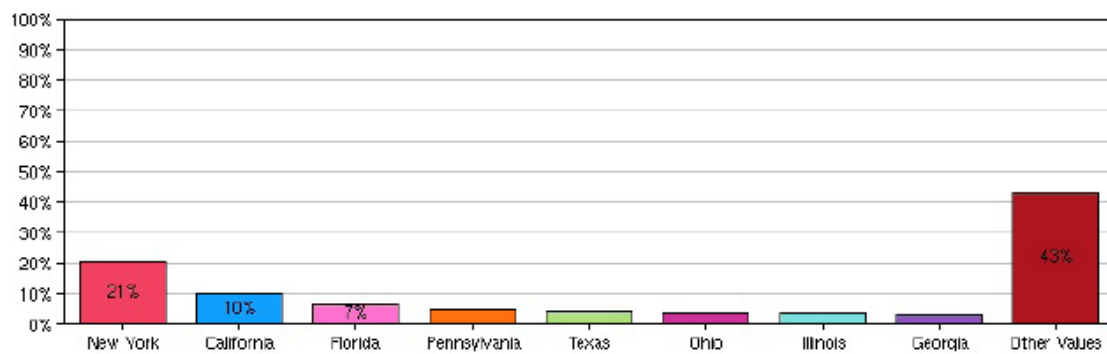


What state do you live in? (US residents only)

Value	Count	Percent %
Alabama	11	1.2%
Alaska	5	0.6%
Arizona	12	1.3%
Arkansas	6	0.7%
California	92	10.2%
Colorado	9	1%
Connecticut	8	0.9%
Delaware	1	0.1%
Florida	58	6.5%
Georgia	26	2.9%
Hawaii	3	0.3%
Idaho	3	0.3%
Illinois	34	3.8%
Indiana	18	2%
Iowa	7	0.8%
Kansas	5	0.6%
Kentucky	17	1.9%
Louisiana	11	1.2%
Maine	4	0.4%
Maryland	6	0.7%
Massachusetts	17	1.9%
Michigan	25	2.8%
Minnesota	14	1.6%
Mississippi	8	0.9%

Statistics	
Total Responses	899

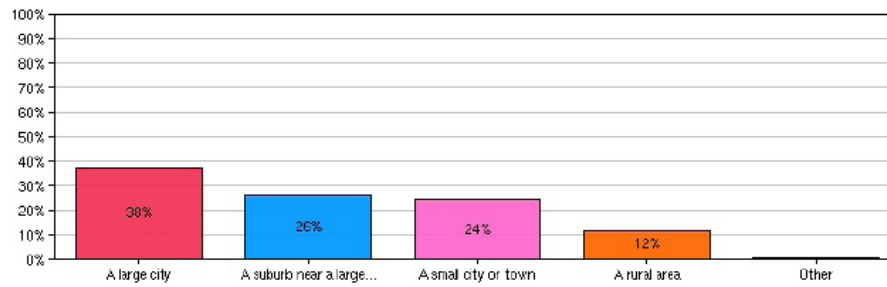
Missouri	20	2.2%
Montana	4	0.4%
Nebraska	7	0.8%
Nevada	5	0.6%
New Hampshire	1	0.1%
New Jersey	21	2.3%
New Mexico	3	0.3%
New York	186	20.7%
North Carolina	23	2.6%
Ohio	35	3.9%
Oklahoma	2	0.2%
Oregon	16	1.8%
Pennsylvania	42	4.7%
Rhode Island	2	0.2%
South Carolina	11	1.2%
South Dakota	2	0.2%
Tennessee	14	1.6%
Texas	37	4.1%
Utah	3	0.3%
Vermont	1	0.1%
Virginia	11	1.2%
Washington	15	1.7%
West Virginia	11	1.2%
Wisconsin	23	2.6%
Wyoming	4	0.4%



### Would you describe the place where you live as ...

Value	Count	Percent %
A large city	413	37.6%
A suburb near a large city	289	26.3%
A small city or town	263	24%
A rural area	129	11.8%
Other	3	0.3%

Statistics	
Total Responses	1,097
Sum	2,311.0
Average	2.1
StdDev	1.05
Max	5.0



### In general, would you describe your political views as ...

Value	Count	Percent %
Very liberal	122	11.1%
Liberal	241	21.9%
Moderate	469	42.6%
Conservative	195	17.7%
Very conservative	75	6.8%

Statistics	
Total Responses	1,102
Sum	3,166.0
Average	2.9
StdDev	1.05
Max	5.0

