To start, please confirm ...

Q1. What type of jurisdiction do you represent?  
- county  
- township  
- city  
- village  

What is the jurisdiction’s name?  

(If not a county) In what county is it located?  

What position do you hold?  

In this survey, we’re interested in finding out how your jurisdiction engages with its citizens and how your citizens engage with your jurisdiction’s officials and employees. Here, engagement refers to whatever involves your citizens in the jurisdiction’s policymaking process or operations. This might include both formal and informal interactions, which can meet many different goals.

Q2. We want to start by getting a very broad sense of citizen engagement with your local government. How would you describe citizen engagement — whatever that means to you — with your jurisdiction? Overall, would you say citizens in your jurisdiction are ...

- Very engaged  
- Somewhat engaged  
- Not very engaged  
- Not at all engaged  
- Don’t know

Q3. To what extent do you feel your jurisdiction offers opportunities to citizens for engagement with your jurisdiction in its policymaking and/or operations?

- A great deal  
- Somewhat  
- Little if any  
- Don’t know

Q4. Please indicate which of the following approaches — if any — your jurisdiction uses to engage its citizens in your government’s policymaking and/or operations. (check all that apply)

<table>
<thead>
<tr>
<th>Jurisdiction does use</th>
<th>Not Effective</th>
<th>Neither Effective Nor Ineffective</th>
<th>Somewhat Ineffective</th>
<th>Very Ineffective</th>
<th>Very Effective</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notices in newspapers</td>
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<tr>
<td>Hard copy newsletters or notices</td>
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<tr>
<td>Electronic/email newsletters or notices</td>
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<tr>
<td>Local government website</td>
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<tr>
<td>Local government performance dashboards or reports</td>
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<tr>
<td>Cable TV broadcasts and/or online streaming of government meetings</td>
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<tr>
<td>Public comment opportunities at jurisdiction’s main governing Council/Board meetings</td>
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<tr>
<td>Public comment opportunities at other jurisdictional meetings (e.g., planning commission, etc.)</td>
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<tr>
<td>Citizen surveys conducted by or for your jurisdiction</td>
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<tr>
<td>Social media accounts for your jurisdiction (e.g., Facebook or Twitter)</td>
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<tr>
<td>Internet discussion forums or online input/feedback forms</td>
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<tr>
<td>Informal one-on-one discussions with citizens</td>
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<tr>
<td>Open houses or “coffee with officials”</td>
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<tr>
<td>Neighborhood meetings</td>
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<tr>
<td>Community-wide “Town Hall” meetings</td>
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<tr>
<td>Focus groups conducted by or for your jurisdiction</td>
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<tr>
<td>Strategic-planning or “visioning” sessions</td>
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<tr>
<td>Neighborhood-specific committees/teams</td>
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<tr>
<td>Citizen participation on ad hoc task forces or planning teams</td>
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<tr>
<td>Citizen participation on formal government boards or commissions</td>
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</tbody>
</table>

Q5. Only for the items you selected to the left, how would you rate the overall effectiveness (whatever “effectiveness” means to you) of these approach(es) for engaging citizens in your jurisdiction’s policymaking and/or operations?

- Very Effective  
- Somewhat Effective  
- Neither Effective Nor Ineffective  
- Somewhat Ineffective  
- Very Ineffective  
- Don’t Know

For more information, please email us at closup-mpps@umich.edu or call: (734) 647-4091
Q6. Are there any other approaches your jurisdiction uses to engage its citizens in your government’s policymaking and/or operations? Please describe any other approaches, and how effective or ineffective you think they are.

Q7. Please identify outcomes below that, in your opinion, have resulted from your jurisdiction’s citizen engagement efforts. For example, to the best of your knowledge, has the amount of citizen participation increased, decreased, or not changed measurably due to your citizen engagement efforts?

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Greatly Decreased</th>
<th>Somewhat Decreased</th>
<th>No Change</th>
<th>Somewhat Increased</th>
<th>Greatly Increased</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of citizen participation</td>
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<tr>
<td>Amount of information available to local officials for decision-making</td>
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<tr>
<td>Quality of information available to local officials for decision-making</td>
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<tr>
<td>Officials’ understanding of citizens’ views</td>
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<tr>
<td>Quality of decision-making by local officials</td>
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<tr>
<td>Workload or time demands on jurisdiction’s personnel</td>
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<td>Demands on jurisdiction’s budget</td>
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<tr>
<td>Officials’ control over decision-making</td>
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<tr>
<td>Citizens’ trust in your jurisdiction’s government</td>
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</tbody>
</table>

Q8. As far as you know, is it likely that your jurisdiction will either reduce or expand its citizen engagement efforts within the next 12 months?

- [ ] Likely to reduce our efforts
- [ ] No change likely
- [ ] Likely to expand our efforts
- [ ] Don’t know

Q9. (If you selected “reduce” or “expand” in Q8) Please describe how your jurisdiction is most likely to reduce or expand its citizen engagement efforts.

Q10. Recently, has there been one (or more) particular issue(s) facing your jurisdiction that generated a significant increase in citizen engagement with your local government? (check all that apply)

- [ ] Yes, this year
- [ ] Yes, a few years ago
- [ ] No, not in the last few years
- [ ] Don’t know

Q11. (If you selected “yes” in Q10) Please briefly describe the issue(s) and how it affected citizen engagement.

Q12. Does your jurisdiction specifically reach out to any groups that typically might not engage in your policymaking processes?

- [ ] Yes
- [ ] No
- [ ] Don’t know

Q13. (If you selected “yes” in Q12) For those groups not typically engaged in your policymaking processes, please briefly describe which groups you reach out to, how your jurisdiction reaches out to them, and the effectiveness of your efforts.
Q14. To what extent do you agree or disagree with each of the following general statements about citizen engagement? (We understand these might be sensitive questions, however, please remember we do not release any MPPS data that identify respondents or jurisdictions individually.)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Neither Agree</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>In our jurisdiction’s policymaking processes, any citizen who wants to express an opinion has a chance to do so.</td>
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<tr>
<td>We make opportunities for engagement available, but our citizens rarely take advantage of them.</td>
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<tr>
<td>We don’t need formal engagement efforts because our local officials already know what the citizens want.</td>
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<tr>
<td>Some of our best engagement with citizens happens informally around the community (such as at the grocery store or in a restaurant, etc.).</td>
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<tr>
<td>Our meetings run too long because too many citizens want to speak.</td>
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<tr>
<td>Our jurisdiction should pursue engagement with a broader range of citizens.</td>
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<tr>
<td>Citizens in our jurisdiction want access to information about the government’s performance.</td>
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<tr>
<td>Most citizens aren’t willing to take the time to become well-informed on issues facing the jurisdiction.</td>
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<tr>
<td>Important decisions facing our jurisdiction typically have already been made prior to most public meetings.</td>
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<tr>
<td>Most citizens we hear from are more interested in complaining than in finding solutions.</td>
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<tr>
<td>Our jurisdiction’s engagement efforts mostly attract the same people over and over.</td>
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<tr>
<td>Our jurisdiction’s decision-making is transparent to our citizens.</td>
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</tbody>
</table>

Q15. Citizens are often asked on opinion surveys how much trust they have in their government. Now we’d like to ask you, as a local official, about trust you have in your jurisdiction’s citizens. In terms of their engagement in your jurisdiction’s policymaking and/or operations, how much of the time do you think you can trust the citizens in your community to be responsible participants?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Nearly always</th>
<th>Most of the time</th>
<th>Some of the time</th>
<th>Seldom</th>
<th>Almost never</th>
<th>Don’t know</th>
</tr>
</thead>
</table>

Q16. Would you say that most citizens who are engaged in your jurisdiction’s policymaking processes are generally looking out only for themselves or that they want decisions made for the benefit of the community overall?

- Only for themselves
- Mostly for themselves, but somewhat for the benefit of the community overall
- About equally for themselves and the benefit of the community overall
- Mostly for the benefit of the community overall, but somewhat for themselves
- For the benefit of the community overall
- Don’t know

Q17. Thinking about controversial issues in your community, in general, who do you think should have the final say on your jurisdiction’s most controversial decisions — citizens or public officials?

- Citizens
- Public officials
- Not applicable
- Don’t know

Q18. Overall, thinking about relationships between people in your community and the tone of discussions that take place around local policy issues, how would you describe the general state of public discourse between the following groups within your jurisdiction?

<table>
<thead>
<tr>
<th>Relationship</th>
<th>Very Constructive</th>
<th>Somewhat Constructive</th>
<th>Mixed</th>
<th>Somewhat Divisive</th>
<th>Very Divisive</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between public officials themselves</td>
<td></td>
<td></td>
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<tr>
<td>Between public officials and citizens</td>
<td></td>
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<tr>
<td>Between citizens themselves</td>
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</tbody>
</table>

Q19. Thinking in general about how things have changed in your jurisdiction over the last ten years or so — if at all — how are citizens’ interactions with your local government different now than they were before?

<table>
<thead>
<tr>
<th>Interaction</th>
<th>More</th>
<th>Neither More Nor Less</th>
<th>Less</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are citizens more or less informed about your jurisdiction’s work?</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Are citizens more or less engaged in your jurisdiction’s work?</td>
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<td></td>
</tr>
<tr>
<td>Is political discourse about local issues more or less civil?</td>
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</tbody>
</table>
Q20. One way of thinking about the proper role for citizen engagement in local policymaking is along a spectrum. At one end, citizen engagement would focus only on keeping citizens informed about issues. At the other end, citizens would actually make decisions for the jurisdiction. In between would be increasing levels of citizen input in the decisions made by the jurisdiction. While it might differ depending on the topic, in general, what do you think the following people believe is the proper role for citizen engagement in local governance?

<table>
<thead>
<tr>
<th>Keep citizens informed</th>
<th>Have citizens provide input</th>
<th>Have citizens identify specific policy options</th>
<th>Have citizens recommend decisions</th>
<th>Have citizens make decisions</th>
<th>Not Applicable</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>The majority of your jurisdiction’s Council/Board believe the role of citizen engagement is to…</td>
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<tr>
<td>The majority of your jurisdiction’s employees believe the role of citizen engagement is to…</td>
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<tr>
<td>The majority of your jurisdiction’s citizens believe the role of citizen engagement is to…</td>
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<tr>
<td>You personally believe the role of citizen engagement is to…</td>
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</tbody>
</table>

Q21. Have any of your jurisdiction’s personnel had formal training recently in promoting or managing citizen engagement?

- [ ] Yes
- [ ] No
- [ ] Don’t know

Q22. If your jurisdiction is interested in external assistance or resources to help foster citizen engagement, please identify what types of assistance or resources — if any — would be valuable. (check all that apply)

- [ ] Information about best practices
- [ ] Regional efforts or leadership
- [ ] Training programs for jurisdiction personnel
- [ ] Training programs for citizens/external stakeholders
- [ ] Financial assistance for citizen engagement efforts
- [ ] Other (please specify)
- [ ] Not interested in assistance/Not applicable
- [ ] Don’t know

Q23. Overall, how satisfied are you regarding citizen engagement in your jurisdiction’s policymaking and/or operations today?

- [ ] Very Satisfied
- [ ] Somewhat Satisfied
- [ ] Neither Satisfied Nor Dissatisfied
- [ ] Somewhat Dissatisfied
- [ ] Very Dissatisfied
- [ ] Don’t Know

Q24. Overall, how satisfied do you believe your citizens are with their engagement in your jurisdiction’s policymaking and/or operations today?

- [ ] Very Satisfied
- [ ] Somewhat Satisfied
- [ ] Neither Satisfied Nor Dissatisfied
- [ ] Somewhat Dissatisfied
- [ ] Very Dissatisfied
- [ ] Don’t Know

Finally, we’d like to ask you a few questions about the use of technology in citizen engagement. In order to get a complete picture of jurisdictions across Michigan, we would like to hear not only from those who may use technology, but also from those who may not.

Q25. To what extent would you say your jurisdiction tries to engage its citizens through technology (possibly including things such as email, websites, cable TV broadcasts, social media, mobile phone apps, etc.)?

- [ ] A great deal
- [ ] Somewhat
- [ ] Not at all
- [ ] Don’t know

Q26. Does your jurisdiction have an official website?

- [ ] Yes
- [ ] No
- [ ] Don’t know

Q27. (If you selected “yes” to Q26) Thinking about your jurisdiction’s website, please indicate whether you agree or disagree with the following statements.

<table>
<thead>
<tr>
<th>Information on our website is generally kept up-to-date.</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Neither Agree Nor Disagree</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our website makes it easy for citizens to find information they’re looking for.</td>
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<tr>
<td>Citizens make considerable use of our website’s information and resources.</td>
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<tr>
<td>Our website is sufficient for our citizens’ needs.</td>
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<tr>
<td>Our jurisdiction does not have the resources to adequately maintain our website.</td>
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</table>
Q28. (Skip if you selected "not at all" in Q25) To the best of your knowledge, please indicate whether your local government currently does any of the following electronically, either on its own or in collaboration with other governments or partners. (check all that apply)

- Enable online payment for taxes, services, fees, fines, etc.
- Enable online requests for services that your jurisdiction is responsible for delivering
- Enable citizens to email local officials directly
- Enable citizens to participate in a poll or survey
- Enable citizens to post comments online
- Stream/post video of jurisdiction hearings or meetings
- Post meeting agendas online
- Post meeting minutes and decisions online
- Other (please specify)

Q29. Which of the following — if any — have discouraged your jurisdiction's use of technology for citizen engagement? (check all that apply)

- Lack of “high speed” Internet connections in the community
- Lack of funding
- Lack of technical expertise among jurisdiction personnel
- Lack of technical skills among our citizens
- No particular leaders among jurisdiction personnel pushing for adoption
- Resistance among jurisdiction personnel
- Lack of interest among citizens
- Issues of privacy/security
- Issues concerning compliance with the Open Meetings Act and/or the Freedom of Information Act
- Concerns that unrepresentative people or groups would dominate citizen input
- Other (please specify)

Q30. CLOSUP will protect your privacy and anonymity to the full extent provided by law. We need to confirm your personal information such as name, email address, and phone number for tracking and administrative purposes only. Your personal information will not be shared with any outside sources. As with all of the questions in this survey, these are optional.

Your name _________________________________
Your phone number ___ ___ ___ - ___ ___ ___
Your email address ______

We would like to ask you some demographic questions. Responses will be reported in aggregate form only so that your individual responses will remain confidential.

Q31. What is your gender?  Male   Female

Q32. In what year were you born?  19 ____ ____

Q33. How many years have you served in your current position? ______

Q34. Have you attended any local government training programs or seminars in the past 12 months?   Yes   No

Q35. Are you of Spanish, Hispanic, or Latino descent?  Yes   No

Q36. Please check one or more categories below to indicate what race(s) you consider yourself to be. (check all that apply)

- White
- Black or African American
- American Indian or Alaskan Native
- Native Hawaiian or other Pacific Islander
- Asian
- Multiracial
- Other
- Don’t Know

Q37. What is the highest degree or level of school you have completed?

- 12th grade or less/no diploma
- High school graduate or GED
- Some college, no degree
- Associate degree
- Bachelor’s degree
- Master’s degree
- Professional/Doctorate degree
- Don’t Know

Q38. Generally speaking, do you think of yourself as a …?

- Republican
- Independent
- Democrat
- Something Else

Q39. (If Republican or Democrat) Would you consider yourself a strong or not very strong Republican/Democrat?

- Very Strong
- Not Very Strong
- Don’t Know

Q40. (If Independent or something else) Would you consider yourself closer to …?

- The Democratic Party
- The Republican Party
- Neither