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## MICHIGAN PUBLIC POLICY SURVEY (MPPS) LOCAL GOVERNMENT CITIZEN ENGAGEMENT

**FALL 2012** 

|  | start, please confirm<br>What type of jurisdiction do you represent?   |                  |                            |                     |                       |                                      |                      |                     |               |  |
|--|--|------------------|----------------------------|---------------------|-----------------------|--------------------------------------|----------------------|---------------------|---------------|--|
| -  | county township  | Wha              | at is th                   | ne jurisdictio      | n's name?             |                                      |                      |                     |               |  |
|  | city village   | (If n            | ot a c                     | <i>ounty)</i> In wh | at county is it       | located?                             |                      |                     |               |  |
|  |  | Wha              | What position do you hold? |                     |                       |                                      |                      |                     |               |  |
| offi   | nis survey, we're interested in finding out how you<br>cials and employees. Here, engagement refers to v<br>s might include both formal and informal interactio  | whatever         | invol                      | ves your citi       | zens in the ju        | risdiction's policyn                 |                      |                     |               |  |
| 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   |                  |                            |                     |                       |                                      |                      |                     |               |  |
| <ul> <li>Very engaged</li> <li>Somewhat engaged</li> <li>Not very engaged</li> <li>Not at all engaged</li> </ul> |  |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | ☐ Don't know   |                  |                            |                     |                       |                                      |                      |                     |               |  |
| Q3.  | To what extent do you feel your jurisdiction offers operations?  A great deal  | s opportu        | inities                    | to citizens f       | or engageme           | nt with your jurisdi                 | ction in its po      | licymaking a        | nd/or         |  |
|  | ☐ Somewhat<br>☐ Little if any  |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | ☐ Don't know   |                  |                            |                     |                       |                                      |                      |                     |               |  |
| Q4.  | 4. 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)  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? |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  |  | diction<br>s use |                            | Very<br>Effective   | Somewhat<br>Effective | Neither Effective<br>Nor Ineffective | Somewhat Ineffective | Very<br>Ineffective | Don't<br>Know |  |
|  | Notices in newspapers  |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  |  | 7                | - 1                        |                     |                       |                                      |                      |                     |               |  |
|  |  | =                |                            |                     |                       | H                                    |                      |                     |               |  |
|  | Local government performance   |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | dashboards or reports  |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | Cable TV broadcasts and/or online streaming of government meetings   | ٦                |                            |                     | П                     | П                                    | П                    |                     |               |  |
|  | Public comment opportunities at jurisdiction's   |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | main governing Council/Board meetings  |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | Public comment opportunities at other jurisdictional meetings  | _                |                            | _                   | _                     | _                                    | _                    | _                   |               |  |
|  | (e.g., planning commission, etc.)  Citizen surveys conducted by or   |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | _  | 7                | \                          |                     | П                     | П                                    | П                    | П                   | П             |  |
|  | Social media accounts for  | _                | >                          |                     |                       |                                      |                      |                     |               |  |
|  | your jurisdiction (e.g., Facebook or Twitter) Internet discussion forums or  |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  |  |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | _  |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | <u> </u>   |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | Community-wide "Town Hall" meetings  |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | Focus groups conducted by or   | _                |                            |                     |                       |                                      |                      |                     | _             |  |
|  |  |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | _  |                  |                            |                     |                       | <u> </u>                             |                      |                     |               |  |
|  | Citizen participation on ad hoc task forces  | _                |                            |                     |                       |                                      |                      |                     |               |  |
|  | or planning teams  Citizen participation on formal government  |                  |                            |                     |                       |                                      |                      |                     |               |  |
|  | _  | 7                |                            |                     |                       |                                      |                      |                     |               |  |

| Amount of citizen paramount of information local officials for decomplete officials for decomplete officials of decomplete officials of decision—Workload or time decomplete officials off |  |                                |                       |   |                          |                      |               |
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| Amount of citizen parameter Amount of citizen parameter Amount of information local officials for decomplete Quality of information local officials for decomplete Quality of decision-reference Quality of decision-ref |  |                                |                       |   |                          |                      |               |
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| Amount of citizen paramount of informational officials for decision officials for decision officials and officials of decision officials of time decision officials of | outcomes below that, in your opinion, towledge, has the amount of citizen partforts?   |                                |                       |   |                          |                      |               |
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| local officials for dec Quality of information local officials for decofficials for decofficials' understand Quality of decision-recommends on jurisdict Officials' control over Citizens' trust in your Citizens' trust in yo |  |                                |                       |   |                          |                      |               |
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| Workload or time de Demands on jurisdic Officials' control ove Citizens' trust in you  As far as you know, Likel Q9. (If you selected "engagement e engagement with y  Q11. (If you selected  2. Does your jurisdict  Q13. (If you selected  | rstanding of citizens' views   |                                |                       |   |                          |                      |               |
| Demands on jurisdice Officials' control over Citizens' trust in you  3. As far as you know,  Likel Q9. (If you selected "engagement engagement with you  Q11. (If you selected  Q12. Does your jurisdict  Q13. (If you selected  | sion-making by local officials   |                                |                       |   |                          |                      |               |
| Officials' control over Citizens' trust in you citizens' trust in you.  3. As far as you know,  Likel  Q9. (If you selected "engagement engagement with your selected with your selected.  Q11. (If you selected)  Q12. Does your jurisdict  | ne demands on jurisdiction's personne  |                                |                       |   |                          |                      |               |
| Citizens' trust in you  3. As far as you know,  Likel  Q9. (If you selected "engagement e  10. Recently, has there engagement with y  Q11. (If you selected  12. Does your jurisdict  Q13. (If you selected  |  |                                |                       |   |                          |                      |               |
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| Q9. (If you selected "engagement e engagement with y Q11. (If you selected 2. Does your jurisdict Q13. (If you selected  | your juneauouou o government   |                                |                       |   |                          |                      |               |
| Q9. (If you selected engagement engagement engagement with y   | now, is it likely that your jurisdiction w   | ill either reduce or           | expand its citiz      | zen engagem   | ent efforts with         | nin the next 12 i    | months?       |
| O. Recently, has there engagement with y  Q11. (If you selected  2. Does your jurisdict  | Likely to reduce our efforts   | No change likely               | y 🗆 Li                | kely to expar   | nd our efforts           | ☐ Don't              | know          |
| O. Recently, has there engagement with y  Q11. (If you selected  2. Does your jurisdict  Q13. (If you selected   | cted "reduce" or "expand" in Q8) Please  | describe how you               | r jurisdiction is     | most likely to  | reduce or exp            | and its citizen      |               |
| engagement with y  Q11. (If you selected  2. Does your jurisdict  Q13. (If you selected  |  |                                |                       |   |                          |                      |               |
| engagement with y  Q11. (If you selected  2. Does your jurisdict  Q13. (If you selected  |  |                                |                       |   |                          |                      |               |
| Q11. (If you selected  2. Does your jurisdict  Q13. (If you selected   |  |                                |                       |   |                          |                      |               |
| Q11. (If you selected  12. Does your jurisdict  Q13. (If you selected  |  |                                |                       |   |                          |                      |               |
| 2. Does your jurisdict Q13. (If you selected   | there been one (or more) particular iss  | sue(s) facing your that apply) | jurisdiction that     | t generated a   | significant inc          | rease in citizen     |               |
| 2. Does your jurisdict Q13. (If you selected   | with your local government? (check all t   |                                |                       |   |                          |                      | I             |
| Q13. (If you selected  |  | s, a few years ago             | □ No                  | , not in the la   | st few years             | ☐ Don                | 't know       |
| Q13. (If you selected  |  |                                | _                     |   | -                        | ☐ Don                |               |
| Q13. (If you selected  | Yes, this year Ye  |                                | _                     |   | -                        | ☐ Don                |               |
| Q13. (If you selected  | Yes, this year Ye  |                                | _                     |   | -                        | ☐ Don                |               |
| Q13. (If you selected  | Yes, this year Ye  |                                | _                     |   | -                        | ☐ Don                |               |
| Q13. (If you selected  | Yes, this year Ye  |                                | _                     |   | -                        | □ Don                |               |
|  | Yes, this year Yes   | ibe the issue(s) an            | d how it affecte      | d citizen eng   | agement.                 | _                    |               |
| groups you re  | Yes, this year Ye  | ibe the issue(s) an            | d how it affecte      | d citizen eng   | agement.                 | _                    |               |
|  | Yes, this year Yesected "yes" in Q10) Please briefly descri  | ibe the issue(s) an            | Id how it affecte     | d citizen eng<br>gage in your<br>Don't know<br>ymaking proc | agement.  policymaking p | orocesses?           | 't know       |
|  | Yes, this year Yesected "yes" in Q10) Please briefly described significantly reach out to any greated yes No No Nected "yes" in Q12) For those groups no | ibe the issue(s) an            | Id how it affecte     | d citizen eng<br>gage in your<br>Don't know<br>ymaking proc | agement.  policymaking p | orocesses?           | 't know       |
|  | Yes, this year Yesected "yes" in Q10) Please briefly described significantly reach out to any greated yes No No Nected "yes" in Q12) For those groups no | ibe the issue(s) an            | Id how it affecte     | d citizen eng<br>gage in your<br>Don't know<br>ymaking proc | agement.  policymaking p | orocesses?           | 't know       |
|  | Yes, this year Yesected "yes" in Q10) Please briefly described significantly reach out to any greated yes No No Nected "yes" in Q12) For those groups no | ibe the issue(s) an            | Id how it affecte     | d citizen eng<br>gage in your<br>Don't know<br>ymaking proc | agement.  policymaking p | orocesses?           | 't know       |

| 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.) |  |                       |                    |                  |                                 |                      |                        |               |
|--|--|-----------------------|--------------------|------------------|---------------------------------|----------------------|------------------------|---------------|
|  |  |                       | 0,                 | omewhat<br>Agree | Neither Agree<br>Nor Disagree   | Somewhat<br>Disagree | Strongly<br>Disagree   | Don't<br>Know |
|  | n our jurisdiction's policymaking processes, a   | •                     |                    | _                | _                               |                      | _                      |               |
|  | who wants to express an opinion has a chance   |                       |                    |                  |                                 |                      |                        |               |
|  | Ve make opportunities for engagement availab<br>itizens rarely take advantage of them.   |                       |                    | П                | П                               | П                    | П                      | П             |
|  | Ve don't need formal engagement efforts beca   |                       |                    |                  |                                 |                      |                        |               |
| О  | ur local officials already know what the citizen   | s want.               |                    |                  |                                 |                      |                        |               |
|  | Some of our best engagement with citizens hap  | •                     |                    |                  |                                 |                      |                        |               |
|  | nformally around the community (such as at th<br>tore or in a restaurant, etc.).   | · .                   | _                  | П                | П                               | П                    | П                      | П             |
|  | Our meetings run too long because  | L                     |                    |                  |                                 |                      |                        |               |
| to   | oo many citizens want to speak.  | [                     |                    |                  |                                 |                      |                        |               |
|  | Our jurisdiction should pursue engagement wit  |                       | _                  | _                | _                               | _                    | _                      | _             |
|  | broader range of citizens.   | -                     |                    |                  |                                 |                      |                        |               |
|  | Citizens in our jurisdiction want access to infor<br>bout the government's performance.  |                       | 7                  | П                | П                               | П                    |                        |               |
|  | Most citizens aren't willing to take the time to b   |                       |                    |                  |                                 |                      |                        |               |
|  | vell-informed on issues facing the jurisdiction.   | -                     |                    |                  |                                 |                      |                        |               |
|  | mportant decisions facing our jurisdiction typic   | ·                     | _                  |                  |                                 |                      |                        |               |
|  | Iready been made prior to most public meeting flost citizens we hear from are more interested  | -                     |                    |                  |                                 |                      |                        |               |
|  | complaining than in finding solutions.   |                       | ٦                  | П                | П                               | П                    | П                      | П             |
|  | Our jurisdiction's engagement efforts mostly at  |                       |                    |                  |                                 |                      |                        |               |
|  | he same people over and over.  |                       | _                  |                  |                                 |                      |                        |               |
| C  | Our jurisdiction's decision-making is transpare  | nt to our citizens. [ | _                  |                  |                                 |                      |                        |               |
|  | about trust <u>you</u> have in your jurisdiction's citizen how much of the time do you think you can truen hearly always Most of the time  |                       | our commu          |                  | esponsible partic               |                      | nd/or operation  Don't |               |
|  | Would you say that most citizens who are eng-<br>themselves or that they want decisions made   |                       |                    |                  | processes are ge                | nerally looking      | out only for           |               |
|  | 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   |                       |                    |                  |                                 |                      |                        |               |
|  | Thinking about controversial issues in your co<br>most controversial decisions — citizens or pu  |                       | ıl, who do y       | ou think sh      | ould have the fir               | nal say on your      | jurisdiction'          | s             |
|  | ☐ Citizens   | ☐ Public offic        | ials               | □N               | lot applicable                  |                      | Oon't know             |               |
|  | Overall, thinking about relationships between issues, how would you describe the general s   |                       | •                  |                  |                                 | •                    |                        | olicy         |
|  |  | Very<br>Constructive  | Somewh<br>Construc |                  |                                 | mewhat<br>ivisive D  | Very<br>ivisive        | Don't<br>Know |
|  | Between public officials themselves  |                       |                    |                  |                                 |                      |                        |               |
|  | Between public officials and citizens Between citizens themselves  |                       |                    |                  |                                 |                      |                        |               |
|  | Thinking in general about how things have chainteractions with your local government differen  | anged in your jurisd  | iction over        | ?                | n years or so — i<br>Neither Mo | f at all — how a     | ire citizens'          |               |
|  | Are citizens more or less informed about yo  | ur jurisdiction's wo  | rk?                | More             | Nor Less                        | Less                 | Kno                    | _             |
|  | Are citizens more or less engaged in your ju   | •                     |                    | H                | H                               |                      |                        |               |
|  | Is political discourse about local issues more   |                       |                    |                  |                                 |                      |                        |               |

| 20. 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. between would be increasing levels of citizen input in the decisions made by the jurisdiction. While it might differ depending on the topic, general, what do you think the following people believe is the proper role for citizen engagement in local governance?  |  |                                   |  |                | ction. In                          |                   |               |
|--|--|-----------------------------------|--|----------------|------------------------------------|-------------------|---------------|
|  | Keep<br>citizens<br>informed   | Have citizens<br>provide<br>input | Have citizens<br>identify specific<br>policy options |                | Have citizens<br>make<br>decisions | Not<br>Applicable | Don't<br>Know |
| The majority of your jurisdiction's Council/Board believe the role of citizen engagement is to   |  |                                   |  |                |                                    |                   |               |
| The majority of your jurisdiction's employees  | _  | _                                 | _  | _              | _                                  | _                 | _             |
| believe the role of citizen engagement is to  The majority of your jurisdiction's citizens   |  |                                   |  |                |                                    |                   |               |
| believe the role of citizen engagement is to   |  |                                   |  |                |                                    |                   |               |
| You personally believe the role of   |  |                                   |  |                |                                    |                   | _             |
| citizen engagement is to   |  |                                   |  |                |                                    |                   |               |
| Q21. Have any of your jurisdiction's personnel had fo  | ormal trainii  | ng recently in p                  | _  |                | gagement?                          |                   |               |
| ☐ Yes ☐ □  | No   |                                   | ☐ Don'   | t know         |                                    |                   |               |
| Carry   Somewhat   Neither Satisfied   Dissatisfied   Dissatisfied   Dissatisfied   Dissatisfied   Dissatisfied   Don't   Know   Carry   Somewhat   Neither Satisfied   Somewhat   Very   Don't   Very   Somewhat   Neither Satisfied   Somewhat   Very   Don't   Somewhat   Very   Don't   Neither Satisfied   Dissatisfied   Dissatisfi |  |                                   |  |                | day?                               |                   |               |
| Finally, we'd like to ask you a few questions about the across Michigan, we would like to hear not only from   |  | •.                                |  | •              |                                    | ure of jurisd     | ictions       |
|  | 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 ☐ S   | Somewhat   | ☐ Not at                          | all 🔲 Don'   | t know         |                                    |                   |               |
| Q26. Does your jurisdiction have an official website?  |  |                                   |  |                |                                    |                   |               |
| , , ∏ Yes ∏ !  |  |                                   | ☐ Don'   | t know         |                                    |                   |               |
| Q27. (If you selected "yes" to Q26) Thinking about   | your jurisd  | iction's website                  | , please indicate                                    | whether you ag | ree or disagre                     | e with the        |               |
| following statements.  |  | Strongly S                        |  | . 5            |                                    | - 5,              | Don't<br>Know |
| Information on our website is  |  | _                                 | _  |                |                                    | _                 | _             |
| generally kept up-to-date.  Our website makes it easy for citizens   |  |                                   |  |                |                                    |                   |               |
| to find information they're looking for.   |  |                                   |  |                |                                    |                   |               |
| Citizens make considerable use of  |  |                                   |  |                |                                    |                   |               |
| our website's information and resource Our website is sufficient for our citizens  | -  |                                   |  |                |                                    |                   | R             |
|  |  |                                   |  |                | ш                                  |                   |               |
| Our jurisdiction does not have the reso  | urces  |                                   |  |                |                                    |                   |               |

| 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)         □ Don't know            |
| 020  | Which of the following — if any — have discouraged your jurisdiction's use of technology for citizen engagement? (check all that apply)  |
| QZ9. | 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)  Don't know |
| 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 esponses will remain confidential.  |
|      | Q31. What is your gender?   Male Female  |
|      | Q32. In what year were you born? 1 9   |
|      | 233. 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?   |
|      | Q35. Are you of Spanish, Hispanic, or Latino descent?   Yes   No   |
|      | 236. Please check one or more categories below to indicate what race(s) you consider yourself to be. (check all that apply)    White   |
|      | 237. What is the highest degree or level of school you have completed?  12th grade or less/no diploma Bachelor's degree High school graduate or GED Master's degree Some college, no degree Professional/Doctorate degree Associate degree   |
|      | 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   |