The Voice of the Citizen

Insights on how U.S. citizens feel about accountability and managing emergencies

THE BUCK STOPS HERE: CITIZENS HOLD THE POWERFUL ACCOUNTABLE

Nearly half of U.S. adults avoid interacting with their local town or city government, but most are not afraid to pound the gavel to keep elected officials in line, especially when it pertains to emergency response technologies.

88% hold officials responsible for keeping technology up to date

WITH GREAT POWER COMES GREAT RESPONSIBILITY

No matter your role within the organization, citizens feel the responsibility is shared by all:

Who is responsible for keeping city operations software up to date?

- CITY MANAGER: 88%
- MAYOR/ELECTED OFFICIAL: 87%
- CIO: 84%
- FINANCE DIRECTOR: 78%

Who is responsible for making sure emergency management systems are up to date?

- CITY MANAGER: 89%
- MAYOR/ELECTED OFFICIAL: 88%
- POLICE/SHERIFF: 88%
- 911 CENTER DIRECTOR: 82%
NO NEW TECH COULD MEAN NO JOB

In fact, many respondents indicated not staying on top of this technology as a fire-able offense:

1 in 2 Citizens said they would fire a police chief or sheriff for not upgrading to better/faster emergency management software

55%

HOW LEADERS CAN KEEP CITIZENS HAPPY

Top priorities for local government operations:

54% want more budget allocated to updating public safety technologies

87% want more investments in interconnected response processes across neighboring communities

59% want faster emergency response

91% want more proactive measures in place to address emergency situations

PUBLIC SAFETY WITHOUT BORDERS

The success of emergency response relies on the ability of emergency responders to work seamlessly across all systems.

93% of citizens said it is important to have coordination across police, fire departments and medical responders – especially in cases of a major emergency such as a flood or hurricane

ABOUT THE CENTRALSQUARE VOICE OF THE CITIZEN SURVEY

CentralSquare commissioned a blind survey of 5,035 U.S. citizens 18 and older distributed across all 50 states. The results of this study will be released as part of an ongoing series examining the state of American citizens. Responses covered all ethnicities, gender identities and income levels to provide an accurate sampling of the U.S. population. Findings have a margin of error of +/- 1%.