

# The Voice of the Citizen

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

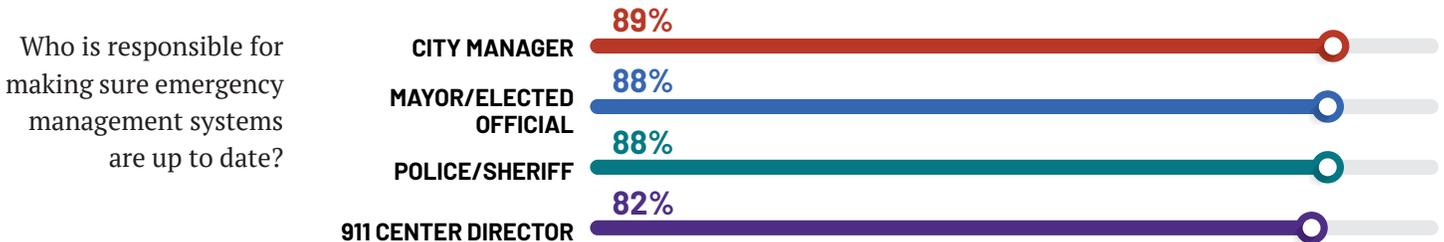
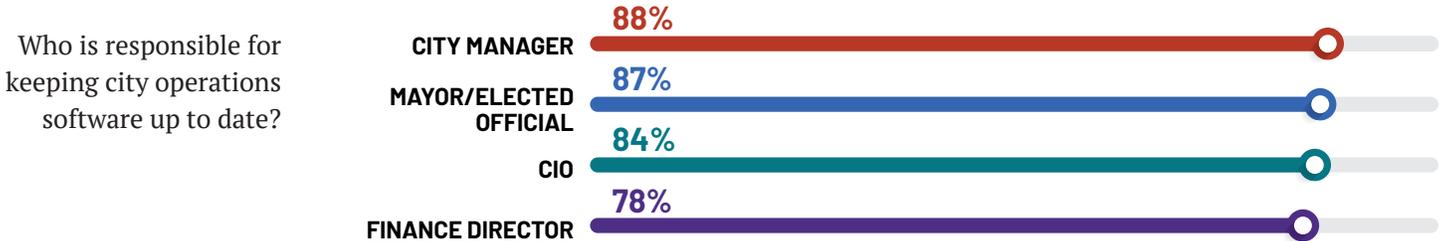
## THE BUCK STOPS HERE: CITIZENS HOLD THE POWERFUL ACCOUNTABLE

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:





## NO NEW TECH COULD MEAN NO JOB

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



More than

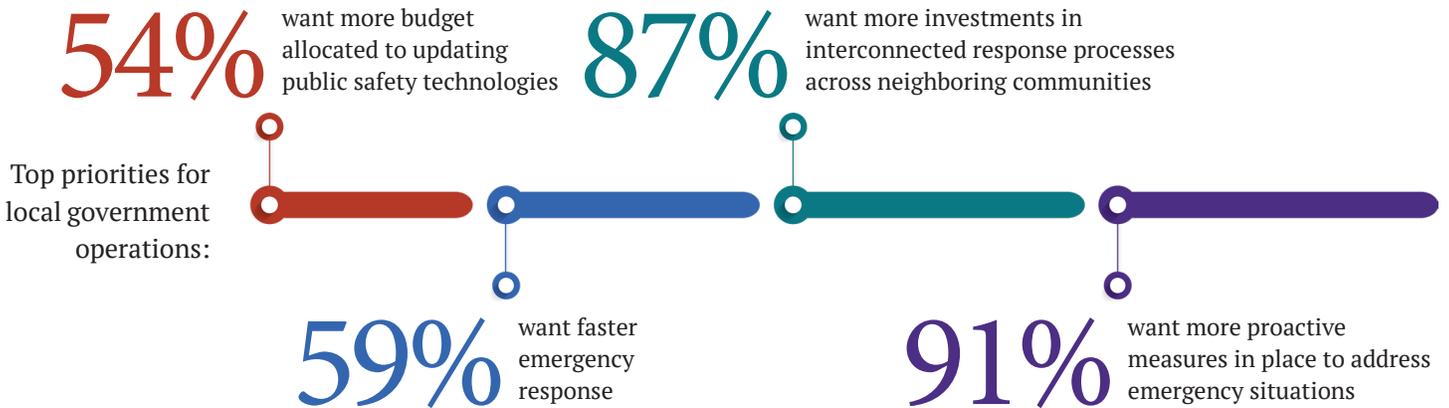
# 1 in 2 Citizens

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

# 55%

said they would fire a city manager for not upgrading to better/faster software for running the city

## HOW LEADERS CAN KEEP CITIZENS HAPPY



## 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%.