THE NCS™

The National Citizen Survey™

Ann Arbor, MI

Comparisons by Demographic Subgroups

2018

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About

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. Ann Arbor's Comparisons by Demographic Subgroups is part of a larger project for the City and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents by age, sex, race/ethnicity, annual household income and housing tenure (Housing tenure).

Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good," or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by selected respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The "Overall" column, which shows the ratings for all respondents, also has a column designation of "(A)", but no statistical tests were done for the overall rating.

For each pair of subgroups ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table A below, respondents age 55 and over (C) gave significantly higher rating to the overall quality of life than those age 18 to 34 (A) and 35 to 54 (B), as denoted by the "A B" listed in the cell of the ratings for those 55+. This was also true of women (A) over men (B); people who were white alone, not Hispanic (A) over those who were Hispanic and/or other race (B); homeowners (B) over renters (A); and those living in detached housing (A) over those living in attached housing (B).

Figure 1: Community Characteristics – General (Example Only)

	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
Percent rating positively (e.g., excellent/good)	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Rent (A)	Own (B)	Detached (A)	Attached (B)	(A)
The overall quality of life in ABC	76%	78% A	82% A B	79% B	77%	81% B	71%	73%	81% A	79% B	76%	78%
Overall image or reputation of ABC	69%	69%	73% A B	71% B	69%	72% B	64%	68%	71% A	69%	71% A	70%
ABC as a place to live	81%	84% A	87% A B	85% B	83%	86% B	78%	79%	86% A	85% B	82%	84%

Findings

Notable differences between demographic subgroups included the following:

- Younger Ann Arbor residents (18-34) were more likely to praise the livability of the community compared to those that were middle aged (35-54), including the overall quality of life in the city, the community as a place to live and the appearance of Ann Arbor. They also gave higher ratings to Natural Environment-related aspects, such as air quality and cleanliness of the city. Participants who were white were more likely to applaud measures of the Economy (e.g., shopping opportunities and vibrant downtown/commercial areas), while residents who were Black/African American felt less positively about opportunities to participate in community matters, neighborliness of Ann Arbor citizens and the openness and acceptance of the community toward people of diverse backgrounds. Those individuals whose annual household income was less than $50,000 annually tended to give lower marks to aspects of Recreation and Wellness than those with higher incomes.
- Residents who were younger (18-34) and renters were more likely to rate government performance in Ann Arbor as excellent or good, including the overall services provided by the City, the value of services for taxes paid and the City welcoming citizen involvement, acting in the best interest of the community and being honest, among others. These groups also assessed Built Environment services (e.g., storm drainage, code enforcement) higher than their counterparts.
- Asian/Asian Indian/Pacific Islander residents praised many Natural Environment-related services, such as preservation of natural areas and open space, but were less pleased with City parks.
- Survey respondents under the age of 55 reported higher levels of participation in alternative modes of transportation, using public libraries, visiting parks and attending City-sponsored events. Conversely, younger community members indicated they were less likely to engage in the community and also placed lower importance on a number of community focus areas, such as safety, health and wellness, education and enrichment and economic health.
- Though all age groups were equally as likely to have had contact with the Ann Arbor police department in the 12 months prior to the survey, older respondents (55+) that did have contact awarded higher marks to police officer conduct than their younger counterparts. White survey participants were also more likely to assign excellent or good scores to officer conduct measurements compared to other residents.

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
The overall quality of life in Ann Arbor	96% B	90%	94%	95%	93%	93%	100% A	94%	90%	96% A	95%	93%	95%	94%
Overall image or reputation of Ann Arbor	96% B	90%	94%	95%	94%	93%	100% A	93%	92%	96%	94%	94%	93%	94%
Ann Arbor as a place to live	97% B	92%	94%	96%	95%	94%	100% A	94%	94%	95%	95%	94%	96%	95%
Your neighborhood as a place to live	91%	94%	94%	93%	92%	93%	92%	90%	87%	94% A	96% A	90%	95% A	93%
Ann Arbor as a place to raise children	100% C	98% C	93%	97%	98%	97%	100%	97%	96%	97%	99%	99%	96%	97%
Ann Arbor as a place to retire	79%	71%	74%	73%	78%	75% C	83% C	55%	71%	78%	74%	75%	74%	75%
Overall appearance of Ann Arbor	95% B C	80%	85%	90%	88%	88% C	95% A C	74%	87%	91%	88%	91% B	86%	89%

If there is a significant difference between one or more demographic groups, there will be an upper case letter to denote where there is a difference. For example, residents aged 55 and older awarded less positive ratings for Ann Arbor as a place to raise children than those who were 18-34 or 35-54, but there were no differences between the 18-34 and 35-54 groups. However, respondents aged 18-34 and residents who identified as Asian/Asian Indian/Pacific Islander gave higher scores to the overall appearance than either of the other two groups. If no letter is found, then there are no significant differences between residents based on demographics (e.g. ratings for their neighborhood as a place to live between age and race groups).

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Overall feeling of safety in Ann Arbor	95%	92%	93%	93%	94%	94% C	95% C	79%	90%	96% A	95% A	94%	93%	93%
In your neighborhood during the day	99%	98%	99%	98%	99%	99% C	100% C	88%	98%	100%	98%	98%	99%	98%
In Ann Arbor's downtown/commercial area during the day	98% B	93%	95%	95%	96%	96% C	97% C	84%	94%	97%	95%	96%	95%	96%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Overall ease of getting to the places you usually have to visit	76%	79%	73%	78%	74%	77%	73%	76%	73%	76%	80%	77%	76%	76%
Traffic flow on major streets	41%	48%	44%	46%	40%	42%	45%	67% A B	47%	42%	41%	44%	42%	43%
Ease of public parking	44%	42%	37%	37%	46% A	40%	49%	56%	46%	41%	42%	45%	38%	42%
Ease of travel by car in Ann Arbor	61% C	59%	51%	58%	57%	55%	68% A	75% A	66% B C	56%	52%	59%	56%	57%
Ease of travel by public transportation in Ann Arbor	61%	65%	71% A	65%	63%	63%	63%	80%	71% C	62%	57%	64%	64%	64%
Ease of travel by bicycle in Ann Arbor	56%	53%	57%	49%	62% A	56%	56%	41%	55%	52%	57%	53%	58%	55%
Ease of walking in Ann Arbor	91%	88%	85%	89%	89%	90%	89%	82%	89%	86%	91%	90%	87%	89%
Availability of paths and walking trails	91%	88%	86%	90%	88%	89%	89%	91%	92%	90%	87%	93% B	84%	89%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Quality of overall natural environment in Ann Arbor	94% B	84%	91% B	92%	88%	89%	99% A	88%	89%	96% A C	86%	90%	90%	90%
Air quality	96% B C	85%	88%	93% B	88%	90%	93%	98%	93%	92%	88%	93% B	88%	91%
Cleanliness of Ann Arbor	94% B C	78%	83%	89%	86%	87%	93% C	75%	86%	91%	85%	91% B	83%	87%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	75% C	70%	66%	73%	70%	69%	81% A	76%	74%	74%	67%	74%	69%	72%
Public places where people want to spend time	91% B C	82%	82%	87%	86%	87% C	90% C	68%	90% C	88% C	81%	89% B	82%	86%
Variety of housing options	34%	39%	43%	34%	40%	37% C	45% C	15%	41%	32%	40%	34%	40%	37%
Availability of affordable quality housing	14%	20%	24% A	17%	20%	17%	25%	17%	24% B	12%	20%	15%	21%	18%
Overall quality of new development in Ann Arbor	68% B C	49%	55%	62%	58%	58%	66%	66%	69% B C	57%	58%	64% B	55%	61%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Overall economic health of Ann Arbor	87%	88%	89%	86%	90%	87%	89%	91%	87%	87%	89%	86%	89%	88%
Ann Arbor as a place to work	93% B	83%	91% B	93% B	88%	88%	95% A	94%	91%	91%	87%	91%	89%	90%
Ann Arbor as a place to visit	85%	81%	90% B	86%	85%	86%	82%	84%	81%	88%	84%	81%	89% A	85%
Employment opportunities	79%	73%	79%	82% B	73%	80% B	61%	70%	71%	83% A	77%	78%	77%	77%
Shopping opportunities	79%	79%	85%	81%	80%	85% B C	60%	67%	78%	81%	81%	78%	83%	81%
Cost of living in Ann Arbor	16%	24% A	25% A	22%	20%	21%	20%	15%	20%	14%	27% B	16%	26% A	21%
Overall quality of business and service establishments in Ann Arbor	88%	85%	82%	85%	87%	88% B	74%	87%	82%	90% A	85%	85%	86%	86%
Vibrant downtown/commercial area	90% B C	76%	82%	85%	83%	87% B C	77% C	58%	81%	88% A	83%	85%	83%	84%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Health and wellness opportunities in Ann Arbor	90%	97% A	97% A	94%	93%	93%	92%	99%	89%	98% A C	93%	92%	95%	93%
Fitness opportunities (including exercise classes and paths or trails, etc.)	88%	92%	88%	90%	88%	90%	84%	83%	83%	93% A	90% A	87%	91%	89%
Recreational opportunities	89%	91%	90%	93% B	88%	92% B	78%	87%	85%	93% A	90%	89%	91%	90%
Availability of affordable quality food	82% B	74%	80%	78%	81%	79%	81%	74%	79%	78%	81%	78%	80%	79%
Availability of affordable quality health care	81%	79%	80%	82%	78%	81%	80%	71%	76%	80%	83%	81%	78%	80%
Availability of preventive health services	86%	90%	85%	87%	87%	87%	87%	91%	82%	88%	89% A	89%	85%	87%
Availability of affordable quality mental health care	64%	69%	58%	66%	61%	64%	61%	63%	59%	60%	71% A B	66%	61%	63%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Overall opportunities for education and enrichment	96%	98%	96%	99% B	94%	96%	100% A	99%	98% C	99% C	93%	96%	97%	97%
Availability of affordable quality child care/preschool	56%	48%	54%	57%	48%	49%	75% A C	49%	57%	45%	55%	54%	52%	53%
K-12 education	95%	90%	91%	93%	90%	92% C	100% C	74%	88%	94%	92%	92%	91%	92%
Adult educational opportunities	93%	93%	91%	93%	92%	95% B C	86% C	75%	87%	94% A	96% A	92%	93%	93%
Opportunities to attend cultural/arts/music activities	90%	96% A	95%	93%	94%	93% C	95% C	81%	86%	94% A	96% A	90%	96% A	93%
Opportunities to participate in religious or spiritual events and activities	88%	95% A	94% A	93%	91%	94% B	86%	84%	86%	91%	98% A B	89%	95% A	92%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Opportunities to participate in social events and activities	85%	92% A	86%	88%	88%	89% B	82%	81%	80%	89% A	91% A	85%	90%	88%
Opportunities to volunteer	92%	90%	92%	90%	93%	93%	89%	84%	93%	88%	93%	92%	91%	92%
Opportunities to participate in community matters	85%	84%	83%	85%	83%	87% C	78% C	61%	89% B	74%	90% B	84%	84%	84%
Openness and acceptance of the community toward people of diverse backgrounds	86% B C	75%	78%	78%	84% A	81% C	85% C	59%	78%	79%	83%	83%	78%	80%
Neighborliness of residents in Ann Arbor	80%	76%	73%	78%	76%	76% C	85% C	57%	73%	77%	80%	79%	74%	77%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
The City of Ann Arbor	92% B C	78%	82%	88% B	82%	85% C	94% A C	63%	87% C	90% C	80%	88% B	82%	86%
The value of services for the taxes paid to Ann Arbor	71% B C	55%	51%	61%	61%	60%	71%	52%	65%	63%	57%	71% B	52%	61%
The overall direction that Ann Arbor is taking	72% B C	55%	50%	63%	60%	61% C	71% C	40%	72% B C	59%	57%	67% B	55%	61%
The job Ann Arbor government does at welcoming citizen involvement	74% B C	58%	61%	69%	64%	67%	71% C	48%	67%	68%	64%	72% B	60%	66%
Overall confidence in Ann Arbor government	77% B C	53%	49%	63%	62%	62% C	78% A C	33%	66%	62%	62%	72% B	52%	63%
Generally acting in the best interest of the community	79% B C	54%	54%	65%	66%	65% C	78% A C	35%	71%	65%	62%	76% B	53%	65%
Being honest	78% B C	56%	58%	62%	70%	65% C	75% C	44%	72%	63%	65%	74% B	57%	66%
Treating all residents fairly	75% B C	51%	53%	58%	67% A	62% C	71% C	38%	67%	62%	61%	69% B	54%	62%

Percent rating positively (e.g., excellent/good)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	88%	84%	80%	86%	82%	85%	82%	77%	82%	86%	85%	86%	82%	84%
The Federal Government	37%	33%	48% A B	37%	41%	36%	53% A	40%	39%	38%	37%	39%	38%	39%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Police services	81%	85%	89% A	86%	83%	86%	77%	84%	83%	80%	89% B	84%	84%	84%
Fire services	98%	96%	96%	95%	98%	97%	95%	100%	95%	98%	97%	97%	96%	97%
Ambulance or emergency medical services	95%	95%	95%	96%	95%	96% B	89%	100% B	94%	98%	97%	96%	94%	95%
Crime prevention	87%	82%	84%	82%	88%	86% C	92% C	51%	77%	90% A	87% A	86%	83%	85%
Fire prevention and education	84%	83%	88%	82%	88%	84%	90%	88%	81%	89%	83%	86%	84%	84%
Animal control	84% B C	71%	70%	77%	77%	76%	80%	87%	84% C	80%	70%	88% B	67%	77%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	58%	69%	68%	60%	67%	62%	75%	56%	60%	59%	70%	62%	65%	64%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Traffic enforcement	64%	59%	68%	63%	64%	66% C	56%	40%	54%	65%	67% A	63%	64%	63%
Street repair	22%	19%	16%	18%	21%	20%	22%	15%	28% B C	17%	17%	21%	18%	20%
Street cleaning	63% B C	50%	47%	60% B	50%	54%	64%	66%	65% C	59%	49%	64% B	46%	56%
Street lighting	70%	66%	69%	68%	71%	73% B	51%	70% B	69%	72%	67%	69%	69%	69%
Snow removal	53% B	41%	50%	48%	50%	49%	53%	44%	55% C	53% C	41%	54% B	44%	49%
Sidewalk maintenance	56%	57%	55%	55%	57%	56%	56%	59%	62% B	51%	57%	57%	56%	57%
Traffic signal timing	53%	47%	47%	49%	51%	49%	59%	41%	47%	54%	48%	53%	46%	50%
Bus or transit services	73%	83% A	82%	76%	79%	76%	85% A	83%	81%	76%	74%	76%	80%	78%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Garbage collection	89%	89%	92%	89%	91%	90%	84%	100% B	91%	87%	91%	90%	89%	90%
Recycling	87%	85%	87%	89% B	83%	86%	89%	84%	89%	87%	83%	86%	87%	86%
Yard waste pick-up	85%	78%	82%	82%	82%	82%	82%	76%	77%	84%	82%	82%	82%	82%
Drinking water	84%	86%	87%	84%	87%	87% B	73%	77%	80%	85%	89% A	83%	87%	85%
Preservation of natural areas such as open space, farmlands and greenbelts	83%	75%	75%	78%	80%	77%	89% A C	71%	74%	83%	78%	78%	79%	79%
Ann Arbor open space	87% B C	73%	68%	74%	82% A	77% C	91% A C	53%	75%	81%	77%	82% B	75%	78%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Storm drainage	86% B C	75%	72%	79%	81%	80%	85%	68%	75%	85% A	79%	84% B	76%	80%
Sewer services	92%	90%	85%	89%	90%	91% C	88% C	66%	85%	92% A	92% A	93% B	86%	89%
Power (electric and/or gas) utility	82% B	67%	79% B	76%	79%	78%	83% C	63%	73%	85% A C	74%	81% B	73%	77%
Utility billing	80%	73%	80%	79%	77%	79%	74%	73%	75%	81%	77%	77%	79%	78%
Land use, planning and zoning	64% B C	50%	47%	56%	56%	56% C	62% C	32%	61%	53%	54%	63% B	48%	56%
Code enforcement (weeds, abandoned buildings, etc.)	74% B C	58%	58%	66%	66%	65%	70%	72%	69%	69%	61%	75% B	57%	66%
Cable television	63% C	56%	50%	56%	56%	56%	56%	59%	64%	52%	55%	59%	53%	56%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Economic development	74% B	60%	64%	72%	64%	68%	68%	58%	66%	73%	66%	72% B	62%	68%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
City parks	92%	93%	91%	92%	93%	94% B	81%	99% B	88%	96% A	91%	93%	91%	92%
Recreation programs or classes	89%	93%	91%	91%	91%	93% B C	80%	78%	83%	94% A	93% A	89%	92%	91%
Recreation centers or facilities	88%	88%	90%	89%	87%	90%	83%	83%	87%	92%	86%	87%	89%	88%
Health services	92%	91%	92%	91%	92%	93% B	86%	94%	94%	91%	90%	91%	92%	92%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Public library services	95%	97%	96%	95%	98%	97% B C	92%	88%	92%	98% A	97% A	96%	95%	96%
City-sponsored special events	90% C	84% C	73%	86%	82%	85%	83%	87%	84%	85%	84%	88% B	79%	84%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Public information services	88% C	90% C	79%	87%	85%	88% B	78%	72%	77%	88% A	89% A	87%	85%	86%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Sense of community	77%	77%	75%	76%	78%	77% C	84% C	60%	74%	79%	77%	78%	75%	77%
Recommend living in Ann Arbor to someone who asks	95%	91%	94%	95%	93%	94% C	100% A C	77%	93%	95%	93%	94%	94%	94%
Remain in Ann Arbor for the next five years	72%	88% A	95% A	81%	85%	82% C	89% C	61%	72%	82% A	89% A B	72%	93% A	83%
Contacted the City of Ann Arbor (in-person, phone, email or web) for help or information	31%	53% A	52% A	44%	41%	48% B	12%	42% B	31%	41% A	50% A B	26%	60% A	42%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Was NOT the victim of a crime	92%	94%	94%	92%	94%	93%	92%	99%	90%	95%	94%	92%	94%	93%
Did NOT report a crime	87%	87%	90%	89%	87%	88%	90%	93%	86%	91%	90%	90%	87%	88%
Stocked supplies in preparation for an emergency	16%	28% A	21%	20%	19%	20%	19%	37% A B	26% B C	18%	17%	15%	26% A	20%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Walked or biked instead of driving	90% C	84% C	64%	82%	81%	82% C	85% C	67%	86%	79%	82%	88% B	75%	82%
Carpooled with other adults or children instead of driving alone	59% C	59% C	43%	57%	53%	56%	52%	54%	53%	59%	53%	57%	53%	55%
Used bus, rail, subway or other public transportation instead of driving	73% B C	58% C	40%	65% B	55%	58%	77% A C	55%	72% C	63% C	48%	72% B	48%	60%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Recycle at home	94%	100% A	97%	98%	95%	97% B	93%	93%	93%	96%	100% A B	95%	98% A	96%
Made efforts to make your home more energy efficient	72%	76%	76%	76%	72%	75%	71%	78%	71%	69%	82% A B	68%	81% A	74%
Made efforts to conserve water	78%	82%	81%	80%	80%	80%	76%	83%	76%	79%	83%	77%	84% A	80%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
NOT under housing cost stress	64%	80% A	71%	69%	72%	73% C	67% C	24%	34%	73% A	94% A B	63%	79% A	70%
Did NOT observe a code violation	67% B	58%	68% B	63%	67%	62%	80% A	68%	71% C	70% C	56%	69% B	61%	65%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Purchase goods or services from a business located in Ann Arbor	100% B	98%	99%	99%	99%	99%	99%	99%	100%	100% C	99%	100%	99%	99%
Economy will have positive impact on income	26%	35% A C	23%	26%	30%	27%	29%	17%	22%	31% A	29%	28%	28%	27%
Work in Ann Arbor	75% C	76% C	48%	75% B	63%	71%	64%	71%	70%	73%	66%	71%	69%	70%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Used Ann Arbor recreation centers or their services	73% C	74% C	63%	70%	72%	73% B	54%	76% B	58%	72% A	76% A	67%	75% A	70%
Visited a neighborhood park or City park	97% C	99% C	86%	95%	94%	95%	91%	88%	92%	94%	97%	95%	95%	95%
Eat at least 5 portions of fruits and vegetables a day	91%	95%	91%	93%	91%	92% C	95% C	80%	91%	94%	93%	91%	93%	92%
Participate in moderate or vigorous physical activity	92%	93%	90%	91%	92%	92%	86%	95%	93%	89%	92%	91%	92%	91%
Reported being in "very good" or "excellent" health	78% B C	70%	65%	77% B	67%	74% B	62%	69%	65%	68%	80% A B	69%	77% A	72%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Used Ann Arbor public libraries or their services	65%	90% A C	74% A	78% B	71%	77% B	57%	81% B	70%	73%	78%	68%	81% A	74%
Participated in religious or spiritual activities in Ann Arbor	32%	47% A	51% A	43%	38%	41%	37%	51%	45%	39%	38%	34%	48% A	41%
Attended a City-sponsored event	79% C	79% C	52%	73%	71%	75% B	56%	75% B	57%	76% A	79% A	73%	71%	72%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Campaigned or advocated for an issue, cause or candidate	34%	48% A	38%	43% B	33%	44% B	13%	29%	33%	36%	45% A	35%	43% A	39%
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	12%	30% A	28% A	23%	17%	23% B	8%	11%	14%	19%	26% A	12%	30% A	21%
Volunteered your time to some group/activity in Ann Arbor	54%	70% A C	53%	65% B	51%	60% B	49%	69%	57%	56%	60%	54%	63% A	58%
Participated in a club	35%	43%	48% A	41%	38%	43% B	25%	51% B	38%	39%	41%	37%	45% A	40%
Talked to or visited with your immediate neighbors	72%	97% A	95% A	87% B	81%	89% B	60%	84% B	70%	87% A	94% A B	74%	97% A	84%
Done a favor for a neighbor	55%	90% A	89% A	76%	71%	76% B	53%	91% B	63%	71%	82% A B	59%	88% A	73%
Attended a local public meeting	11%	24% A	19% A	17%	15%	17% B	7%	33% A B	18%	15%	16%	11%	23% A	17%
Watched (online or on television) a local public meeting	9%	26% A	27% A	15%	21% A	18% B	9%	43% A B	19%	16%	20%	12%	25% A	18%
Read or watch local news (via television, paper, computer, etc.)	63%	88% A	87% A	83% B	68%	79% B	61%	81% B	69%	75%	82% A	68%	85% A	76%
Vote in local elections	70%	91% A	93% A	82%	82%	87% B	54%	91% B	68%	83% A	91% A B	71%	94% A	82%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Overall feeling of safety in Ann Arbor	76%	79%	89% A B	82%	79%	79%	85%	83%	78%	83%	77%	78%	82%	80%
Overall ease of getting to the places you usually have to visit	84%	82%	81%	85%	81%	84% C	83% C	64%	73%	87% A	85% A	82%	84%	83%
Quality of overall natural environment in Ann Arbor	85%	88%	82%	86%	85%	85% C	92% C	71%	80%	87% A	88% A	87%	84%	85%
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	74%	80%	83% A	77%	81%	78%	82%	71%	71%	83% A	79% A	77%	79%	78%
Health and wellness opportunities in Ann Arbor	61%	74% A	83% A	74% B	66%	66%	78% A	89% A	72%	67%	69%	67%	72%	70%
Overall opportunities for education and enrichment	68%	76% A	82% A	72%	75%	71%	83% A	77%	74%	75%	72%	74%	73%	74%
Overall economic health of Ann Arbor	83%	93% A	90% A	89%	86%	87%	87%	85%	83%	86%	92% A B	85%	89%	87%
Sense of community	59%	79% A	79% A	74% B	65%	70%	67%	58%	65%	69%	73%	67%	72%	69%

Table 29: Support for Bicyclist Safety Measures

Significance testing not performed		Age			Sex		Race			Annual household income			Housing tenure		Overall
		18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
The City of Ann Arbor is considering introducing new road designs that have been shown in other cities to reduce pedestrian, cyclist, and motorist crashes, injuries and deaths. For example, roundabouts have reduced injuries for all users while decreasing motorist drive times (by creating more steady traffic flow). Other road redesign options reduce injuries but have different effects on motorist drive times.	Substantially increase drive times (a drive that was 10 minutes would be 16) to very significantly reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths	28%	28%	27%	33%	23%	28%	25%	41%	31%	26%	26%	31%	24%	28%
	Moderately increase drive times (a drive that was 10 minutes would be 13) to significantly reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths	43%	42%	46%	44%	41%	41%	54%	55%	43%	47%	39%	43%	44%	43%
	Slightly increase drive times (a drive that was 10 minutes would be 11) to somewhat reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths	23%	17%	16%	19%	21%	20%	18%	3%	18%	21%	20%	19%	21%	20%

Significance testing not performed		Age			Sex		Race			Annual household income			Housing tenure		Overall
		18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	Do nothing and expect the same drive times and levels of pedestrian, cyclist, and motorist crashes, injuries, and deaths	5%	5%	10%	3%	9%	7%	3%	0%	5%	3%	9%	5%	7%	6%
	Reduce drive time, even if it increases pedestrian, cyclist, and motorist crashes, injuries, and deaths	2%	7%	3%	0%	6%	4%	0%	1%	2%	3%	5%	3%	4%	3%

Significance not tested.

Table 30: Contact with Police Department

	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Have you had contact with a member of the City of Ann Arbor police department within the last 12 months?	21%	27%	25%	21%	27%	26% B	12%	19%	20%	24%	25%	19%	28% A	24%

Table 31: Police Officer Conduct

Based on your most recent contact with a member of the City of Ann Arbor Police Department, please rate each of the following aspects of the employee with whom you personally had contact: (Percent rating as "excellent" or "good").	Age			Sex		Race			Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Less than $50,000)	$50,000 to $100,000	$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)
Treated me in a respectful manner	80%	87%	95% A	85%	87%	89% B C	67%	45%	74%	82%	96% A B	82%	89%	86%
Professionalism	86%	83%	95%	85%	91%	89% C	93% C	45%	77%	86%	95% A	89%	87%	88%
Fairness	82%	74%	91% B	83%	82%	86% B C	49%	45%	76%	75%	91% B	87%	79%	82%
Resolution of concerns	73%	59%	85% B	67%	76%	74%	67%	37%	61%	73%	74%	76%	70%	72%
Responsiveness to questions and/or needs	69%	69%	91% A B	73%	77%	77%	67%	45%	66%	78%	75%	72%	78%	76%
Overall impression of AAPD staff member	70%	76%	93% A	81%	77%	84% B C	31%	45%	72%	76%	89%	81%	76%	79%