THE NCS™

The National Community Survey™

Ann Arbor, MI

Comparisons by Geographic Subgroups
2020

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About the Geographic Comparisons

The National Community 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 Geographic 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 Ward.

Five Wards were tracked for comparison and the number of completed surveys for each are in the figure below.

FIGURE 1: GEOGRAPHIC AREAS

Wards	Number of Completed Surveys
Ward 1	106
Ward 2	87
Ward 3	94
Ward 4	120
Ward 5	141

FIGURE 2: LOCATION OF SURVEY RECIPIENTS
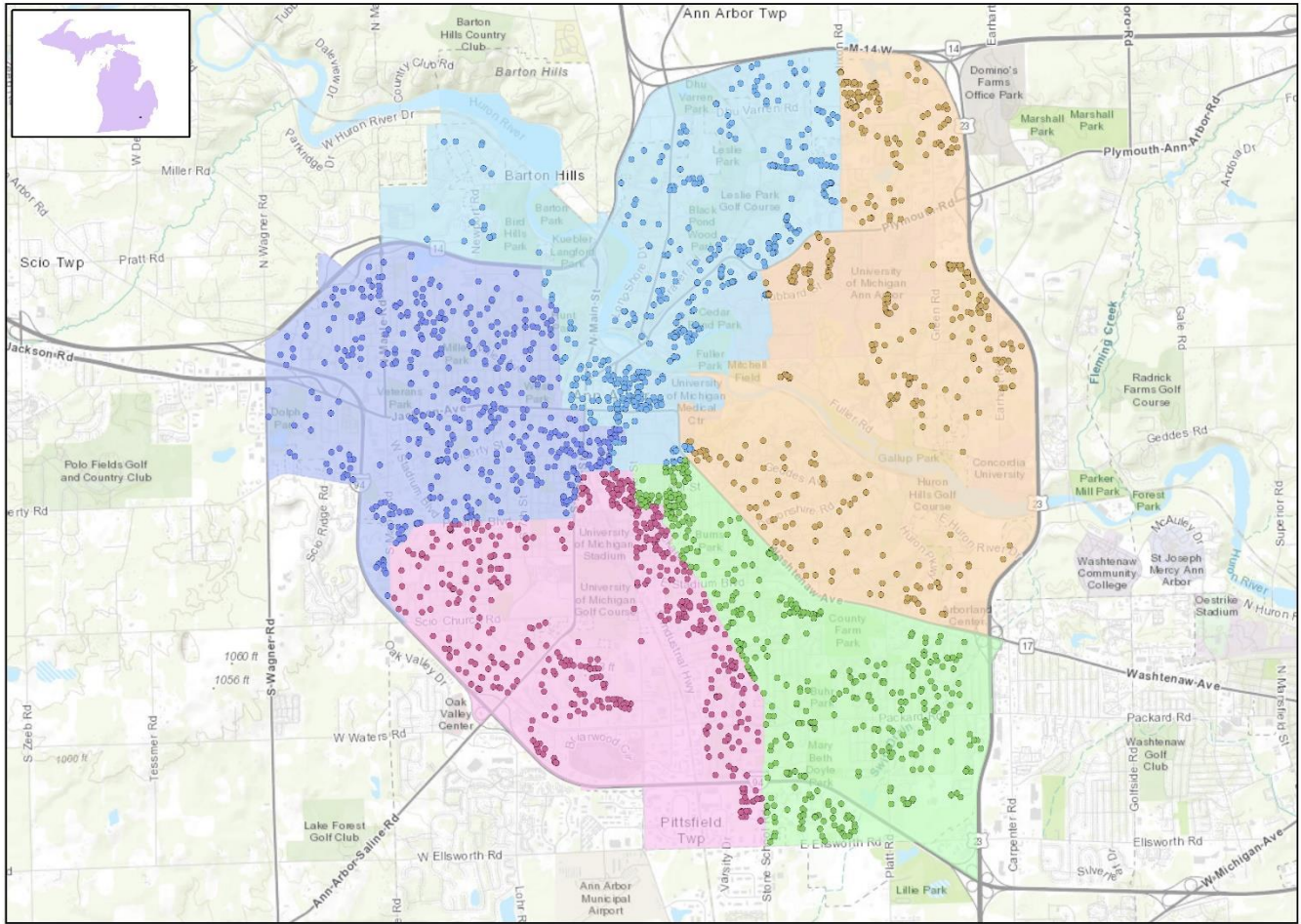
Survey Recipients in Ann Arbor, MI

- In Ward 1
- In Ward 2
- In Ward 3
- In Ward 4
- In Ward 5
- Ward 1
- Ward 2
- Ward 3
- Ward 4
- Ward 5

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 Ward. 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.

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 subgroup ratings within a row (a single question item) that has a statistically significant difference, an uppercase 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 uppercase letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 1 on the following page, respondents in Wards 1 (A) and 5 (E) gave significantly lower ratings to the overall image or reputation of Ann Arbor than respondents in Ward 2 (B), as denoted by the "A E" listed in the cell of the ratings for Ward 2. Additionally, respondents in Ward 3 (C) were less likely to recommend living in Ann Arbor than respondents in Wards 2 (B) and 4 (D) (as indicated by the "C" in the cell of the ratings for Wards 2 and 4).

TABLE 1: QUALITY OF LIFE

Percent rating positively (e.g., excellent/good, very/somewhat likely)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall image or reputation of Ann Arbor	87%	97% A E	91%	89%	86%	90%
The overall quality of life in Ann Arbor	88%	92%	89%	88%	91%	89%
Ann Arbor as a place to live	88%	94%	89%	95%	92%	92%
Recommend living in Ann Arbor to someone who asks	84%	91% C	81%	92% C	89%	87%
Remain in Ann Arbor for the next five years	54%	72% A	79% A	74% A	78% A	71%

TABLE 2: GOVERNANCE

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall confidence in Ann Arbor government	54%	63%	57%	64%	50%	57%
The overall direction that Ann Arbor is taking	54%	68% A E	58%	62%	49%	58%
The value of services for the taxes paid to Ann Arbor	60%	49%	57%	53%	51%	54%
Generally acting in the best interest of the community	53%	64%	52%	60%	53%	56%
Being honest	52%	70% A E	60%	66%	52%	60%
Being open and transparent to the public	50%	62%	51%	54%	49%	53%
Informing residents about issues facing the community	45%	60%	58%	63% A	51%	55%
The job Ann Arbor government does at welcoming resident involvement	59%	61%	53%	67%	56%	59%
Treating all residents fairly	58%	67% E	56%	63%	51%	58%

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Treating residents with respect	66%	69%	62%	79% C	65%	68%
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	88%	84%	82%	90%	92%	87%
Public information services	75%	77%	75%	79%	78%	77%
The City of Ann Arbor	80%	84%	78%	83%	75%	80%
The Federal Government	30%	22%	24%	20%	26%	25%

TABLE 3: ECONOMY

Percent rating positively (e.g., excellent/good, very/somewhat positive)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall economic health of Ann Arbor	80%	90% E	84%	80%	76%	82%
Economic development	68%	68%	75% E	62%	55%	65%
Overall quality of business and service establishments in Ann Arbor	84%	95% A C	83%	94% A C	87%	88%
Variety of business and service establishments in Ann Arbor	71%	86% A E	80% E	78% E	64%	75%
Vibrancy of downtown/commercial area	80%	84%	76%	88% C E	75%	80%
Shopping opportunities	65%	71%	73%	75%	67%	70%
Ann Arbor as a place to visit	73%	75%	84% A	83%	81%	79%
Ann Arbor as a place to work	78%	88% A	85%	85%	80%	83%
Employment opportunities	69%	69%	63%	65%	58%	64%

Percent rating positively (e.g., excellent/good, very/somewhat positive)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Cost of living in Ann Arbor	14%	21%	13%	16%	14%	15%
Economy will have positive impact on income	7%	15%	15%	16% A	13%	13%
NOT under housing cost stress	52%	58%	46%	50%	59%	53%

TABLE 4: MOBILITY

Percent rating positively (e.g., excellent/good, yes in the last 12 months)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ann Arbor	59%	60%	59%	67%	57%	61%
Traffic flow on major streets	44%	49% C	34%	45%	46%	44%
Ease of travel by car in Ann Arbor	47%	65% A	53%	59%	61% A	57%
Ease of travel by public transportation in Ann Arbor	47%	46%	50%	55%	43%	48%
Ease of travel by bicycle in Ann Arbor	58%	50%	58%	70% B	62%	60%
Ease of walking in Ann Arbor	88% B C	71%	74%	86% B C	92% B C	83%
Ease of public parking	31%	42%	33%	41%	41%	37%
Bus or transit services	64%	67%	69%	75%	65%	68%
Traffic enforcement	64%	67%	60%	63%	65%	64%
Traffic signal timing	58%	65% C D	46%	48%	55%	54%
Street repair	26%	22%	19%	18%	19%	21%
Street cleaning	68%	70%	57%	63%	72% C	66%

Percent rating positively (e.g., excellent/good, yes in the last 12 months)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Street lighting	67%	81% A D	71%	64%	71%	70%
Snow removal	60% D	55%	61% D	43%	49%	54%
Sidewalk maintenance	62%	62%	56%	57%	56%	59%
Used bus, rail, subway, or other public transportation instead of driving	61% B C D	46%	47%	47%	48%	50%
Carpooled with other adults or children instead of driving alone	46%	45%	62% A B D	44%	61% A B D	51%
Walked or biked instead of driving	86% D	79%	78%	73%	87% D	81%

TABLE 5: COMMUNITY DESIGN

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall design or layout of Ann Arbor's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	59%	76% A C E	63%	69%	58%	65%
Overall appearance of Ann Arbor	75%	87% A	81%	83%	82%	81%
Your neighborhood as a place to live	87%	94%	91%	95% A	94% A	92%
Overall quality of new development in Ann Arbor	44%	52% C E	36%	49%	35%	43%
Well-planned residential growth	39%	49%	37%	43%	36%	41%
Well-planned commercial growth	43%	56% C E	37%	40%	34%	42%

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Well-designed neighborhoods	55%	70% A C	52%	63%	59%	60%
Preservation of the historical or cultural character of the community	66%	77%	68%	70%	71%	70%
Public places where people want to spend time	73%	83%	72%	73%	74%	75%
Variety of housing options	38% E	45% E	33%	43% E	24%	36%
Availability of affordable quality housing	7%	18% A	13%	14%	9%	12%
Land use, planning, and zoning	45%	63% A C D E	34%	42%	40%	44%
Code enforcement (weeds, abandoned buildings, etc.)	62%	69% D	58%	50%	65%	60%

TABLE 6: UTILITIES

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall quality of the utility infrastructure in Ann Arbor (water, sewer, storm water, electric/gas)	66%	62%	64%	75%	74%	68%
Affordable high-speed internet access	57% C	64% C E	36%	50%	43%	50%
Power (electric and/or gas) utility	72%	70%	69%	75%	80%	73%
Garbage collection	94% B	83%	87%	86%	93% B	89%
Drinking water	83%	83%	79%	84%	81%	82%
Sewer services	88%	83%	88%	84%	92%	87%
Storm water management (storm drainage, dams, levees, etc.)	83%	79%	72%	74%	83%	78%
Utility billing	73%	81%	73%	74%	76%	75%

TABLE 7: SAFETY

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall feeling of safety in Ann Arbor	95%	94%	90%	93%	95%	93%
Police/Sheriff services	74%	77%	71%	66%	71%	72%
Crime prevention	77%	84%	80%	73%	88% D	81%
Animal control	72%	81%	79%	81%	85%	79%
Ambulance or emergency medical services	95%	93%	93%	96%	95%	94%
Fire services	91%	99% C	87%	94%	95%	93%
Fire prevention and education	79%	80%	78%	80%	84%	80%

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	68%	76%	83%	71%	70%	74%
In your neighborhood during the day	100% C	99% C	91%	100% C	100% C	98%
In Ann Arbor's downtown/commercial area during the day	99% C	93% C	86%	95% C	98% C	94%
From property crime	87% C	86%	77%	90% C	92% C	86%
From violent crime	91%	95%	90%	91%	98% C	93%
From fire, flood, or other natural disaster	94% C	89%	84%	93% C	92% C	91%

TABLE 8: NATURAL ENVIRONMENT

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall quality of natural environment in Ann Arbor	95% C	91%	88%	91%	95% C	92%
Cleanliness of Ann Arbor	89% B C	77%	76%	80%	87% C	82%
Water resources (beaches, lakes, ponds, riverways, etc.)	76%	84%	78%	80%	83%	80%
Air quality	95% C	98% C D	82%	90%	93% C	91%
Preservation of natural areas (open space, farmlands, and greenbelts)	83%	86%	83%	82%	87%	84%
Ann Arbor open space	83%	90% D	83%	76%	82%	83%

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Recycling	79%	76%	78%	82%	89% B	81%
Yard waste pick-up	75%	80%	78%	84%	88%	81%

TABLE 9: PARKS AND RECREATION

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall quality of parks and recreation opportunities	91%	98% A C	89%	95%	98% A C	94%
Availability of paths and walking trails	91%	93%	90%	88%	95%	91%
City parks	89%	93%	91%	95%	96%	93%
Recreational opportunities	83%	93% A	90%	88%	91%	89%
Recreation programs or classes	91%	89%	85%	95% C	93%	91%
Recreation centers or facilities	87%	85%	82%	91%	92%	87%
Fitness opportunities (including exercise classes and paths or trails, etc.)	84%	92% A	93% A	88%	95% A	90%

TABLE 10: HEALTH AND WELLNESS

Percent rating positively (e.g., excellent/good, excellent/very good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall health and wellness opportunities in Ann Arbor	87%	90%	83%	89%	96% A C	89%
Health services	87%	90%	84%	81%	82%	85%

Percent rating positively (e.g., excellent/good, excellent/very good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Availability of affordable quality health care	78%	74%	68%	70%	72%	72%
Availability of preventive health services	78%	80%	79%	76%	78%	78%
Availability of affordable quality mental health care	65% C	56%	46%	60%	63% C	58%
Availability of affordable quality food	62%	67%	66%	65%	60%	64%
Would you say that in general your health is:	83% C	83% C	71%	74%	78%	78%

TABLE 11: EDUCATION, ARTS, AND CULTURE

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall opportunities for education, culture, and the arts	86%	98% A	92%	96% A	96% A	94%
Opportunities to attend cultural/arts/music activities	89%	93% C	85%	93% C	91%	90%
Community support for the arts	89%	96% E	91%	92%	87%	91%
Availability of affordable quality childcare/preschool	44%	57%	48%	61%	45%	51%
K-12 education	85%	90%	83%	88%	88%	87%
Adult educational opportunities	80%	86%	90%	85%	86%	85%
Opportunities to attend special events and festivals	81%	95% A	87%	91% A	89%	88%
Public library services	94%	97%	94%	99%	96%	96%

TABLE 12: INCLUSIVITY AND ENGAGEMENT

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Residents' connection and engagement with their community	68%	79%	70%	76%	71%	72%
Sense of community	66%	71% C	56%	67%	66%	65%
Sense of civic/community pride	88%	87%	81%	82%	78%	83%
Neighborliness of residents in Ann Arbor	67%	78%	68%	76%	74%	72%
Ann Arbor as a place to raise children	85%	88%	92%	94% A	96% A	91%
Ann Arbor as a place to retire	58%	68%	65%	73% A	68%	67%
Openness and acceptance of the community toward people of diverse backgrounds	64%	81% A C E	63%	70%	60%	67%
Making all residents feel welcome	62%	75% C	59%	63%	62%	64%
Attracting people from diverse backgrounds	61% E	64% E	56%	67% E	46%	59%
Valuing/respecting residents from diverse backgrounds	71% C	78% C E	57%	71% C	61%	68%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	51%	62% C E	39%	53%	44%	49%
Opportunities to participate in social events and activities	75%	91% A C	80%	82%	83%	82%
Opportunities to volunteer	84%	92%	86%	90%	88%	88%
Opportunities to participate in community matters	76%	85%	78%	78%	85%	80%

TABLE 13: PARTICIPATION

Percent rating positively (e.g., yes in the last 12 months)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Contacted the City of Ann Arbor (in-person, phone, email or web) for help or information	37%	36%	56% A B	56% A B	55% A B	48%
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	20%	23%	28% D	15%	31% D	23%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	23% B	12%	15%	16%	22%	18%
Watched (online or on television) a local public meeting	25%	22%	21%	25%	29%	24%
Volunteered your time to some group/activity in Ann Arbor	42%	55%	49%	47%	52%	49%
Campaigned or advocated for a local issue, cause or candidate	23%	28%	31%	25%	34%	28%
Voted in your most recent local election	63%	74%	76% A	81% A	90% A B C	77%

TABLE 14: ONLINE ENGAGEMENT

Percent rating positively (e.g., at least once every few weeks)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Access the internet from your home using a computer, laptop or tablet computer	100%	100%	99%	97%	98%	99%
Access the internet from your cell phone	98%	96%	93%	95%	94%	95%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	85%	79%	81%	83%	77%	81%
Use or check email	100%	100%	99%	99%	98%	99%
Share your opinions online	38%	36%	36%	34%	26%	34%
Shop online	57%	64% C	47%	54%	55%	55%

TABLE 15: COMMUNITY FOCUS AREAS

Percent rating positively (e.g., essential/very important)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall economic health of Ann Arbor	82%	92% A	85%	85%	84%	85%
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ann Arbor	87%	90% C	78%	83%	84%	84%
Overall design or layout of Ann Arbor's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	66%	64%	67%	60%	63%	64%
Overall quality of the utility infrastructure in Ann Arbor (water, sewer, storm water, electric/gas)	83%	85%	89%	89%	82%	86%
Overall feeling of safety in Ann Arbor	69%	77% E	78% E	76% E	60%	72%
Overall quality of natural environment in Ann Arbor	81%	90% E	89% E	81%	79%	84%
Overall quality of parks and recreation opportunities	74%	86% A	82%	78%	78%	79%
Overall health and wellness opportunities in Ann Arbor	71%	81%	85% A D E	72%	70%	75%
Overall opportunities for education, culture and the arts	72%	79%	78%	74%	71%	75%
Residents' connection and engagement with their community	66%	68%	71%	65%	64%	67%

TABLE 16: QUESTION 13

Percent rating positively (e.g., yes).	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Have you had contact with a member of the City of Ann Arbor Police Department within the last 12 months?	21%	19%	36% A B E	27%	23%	25%

TABLE 17: QUESTION 13A

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").	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Treated me in a respectful manner	84%	96% E	88%	100% E	73%	89%
Professionalism	84%	96%	88%	85%	87%	88%
Fairness	84%	96%	87%	99% E	81%	89%
Resolution of concerns	70%	96%	81%	92% A	71%	82%
Responsiveness to questions and/or needs	72%	96% A	86%	94% A	81%	86%
Overall impression of AAPD staff member	72%	96% E	87% E	86% E	62%	81%