Ann Arbor, MI
The National Community Survey

Report of Results
2024

Report by:

National Research Center
POWERED BY POLCO

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About The NCS™

The National Community Survey™ (The NCS™) report is about the "livability" of Ann Arbor. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents' opinions considering ten central facets of a community:

 • Economy
 • Mobility
 • Community Design
 • Utilities
 • Safety
 • Natural Environment
 • Parks and Recreation
 • Health and Wellness
 • Education, Arts, and Culture
 • Inclusivity and Engagement

The report provides the opinions of a representative sample of 417 residents of the City of Ann Arbor collected from June 10th, 2024 to July 22nd, 2024. The margin of error around any reported percentage is 4.8% for all respondents and the response rate for the 2024 survey was 14%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Ann Arbor.

How the results are reported

For the most part, the percentages presented in the following tabs represent the "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in the tab "Complete data."

However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Ann Arbor's results are noted as being "higher" than the benchmark, "lower" than the benchmark, or "similar" to the benchmark, meaning that the average rating given by Ann Arbor residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Ann Arbor's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Ann Arbor's average rating was more than 20 points different when compared to the benchmark.

Trends over time

Trend data for Ann Arbor represent important comparison data and should be examined for improvements or declines.[1] Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2022 and 2024 surveys, the change is statistically significant.

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1. In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

All households within the City of Ann Arbor were eligible to participate in the survey. A list of all households within the zip codes serving Ann Arbor was purchased from Polco's mailing vendor, Go-Dog Direct, based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Ann Arbor households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Ann Arbor boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the 5 areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was randomly selected using the "birthday method". The birthday method selects a person within the household by asking the "person who most recently had a birthday" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 3,000 randomly selected households received mailings beginning on June 10th, 2024 and data collection for the survey remained open for 6 weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation. All follow-up mailings asked those who had not completed the survey to do so, and those who had already done so to refrain from completing the survey again.

The survey was available in English and Spanish. All mailings contained paragraphs in both languages instructing participants on how to complete the survey in their preferred language.

About 0% of the 3,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 3,000 households that received the invitations to participate, 417 completed the survey, providing an overall response rate of 14%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.[2]

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the City of Ann Arbor survey is no greater than plus or minus 4.8 percentage points around any given percent reported for all respondents (417 completed surveys).

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a "key and verify" method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2020 Census and 2022 American Community Survey estimates for adults in the City of Ann Arbor. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.[3] The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target [4]
Age	18-34	22%	57%	57%
	35-54	25%	20%	20%
	55+	52%	23%	23%
Area	Area 1	14%	19%	19%
	Area 2	22%	17%	17%
	Area 3	19%	19%	19%
	Area 4	19%	21%	21%
	Area 5	26%	23%	23%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish origin	97%	95%	95%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	3%	5%	5%
Housing tenure	Own	72%	45%	45%
	Rent	28%	55%	55%
Housing type	Attached	40%	57%	57%
	Detached	60%	43%	43%
Race & Hispanic origin	Not white alone	21%	31%	31%
	White alone, not Hispanic or Latino	79%	69%	69%
Sex	Man	43%	49%	49%
	Woman	57%	51%	51%

Sex/age				
	Man 18-34	9%	29%	29%
	Man 35-54	10%	11%	11%
	Man 55+	24%	10%	10%
	Woman 18-34	13%	28%	28%
	Woman 35-54	15%	10%	10%
	Woman 55+	28%	13%	13%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the "percent positive." The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in the tab "Complete data". However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact
The City of Ann Arbor funded this research. Please contact Lisa Wondrash of the City of Ann Arbor at LWondrash@a2gov.org if you have any questions about the survey.

Study Limitations
All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged. **Non-response error** arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than those who did respond. **Coverage error** refers to the possibility that some respondents that should have been included in the surveyed population were not (e.g., for a general resident survey, USPS mailing lists may exclude certain types of housing units, such as multi-family buildings where mail is delivered to a common area rather than to a specific unit (though this is rare), or where mail is received at a PO box instead of the at household's physical location. Finally, **recall bias** occurs when respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events), and **social desirability bias** may cause respondents to answer in ways they think cast their responses in a more favorable light.

Survey Validity
See the Polco Knowledge Base article on survey validity at https://info.polco.us/knowledge/statistical-vali

2. See AAPOR's Standard Definitions for more information at https://aapor.org/standards-and-ethics/standard-definitions/
3. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf
4. Targets come from the 2020 Census and 2022 American Community Survey

Key Findings

Highest-performing areas:
·   All items related to parks and recreation scored higher than the national benchmarks, reflecting high appreciation for the services from residents.
·   Reviews for Ann Arbor's preservation of natural areas and open space surpassed national averages and saw a statistically significant increase from the survey in 2022.
·   Health services in Ann Arbor received praise from residents, with the availability of preventative health services, affordable quality healthcare, and quality mental health care scoring higher than comparison communities.
·   Safety remains a community strength in Ann Arbor, with all items either on par or exceeding national averages.

Lowest-performing areas:
·   Ratings for the overall quality of the utility infrastructure and power (electric/gas) utility saw sharp declines from the previous iteration in 2022, scoring lower and much lower than national comparison communities respectively.
·   Evaluations for traffic signal timing and ease of travel by car experienced declines from the previous survey, with the latter falling below national averages.
·   Housing affordability remains a concern for residents, with both the availability of affordable quality housing and cost of living scoring below the national benchmarks.

Other notable ratings:
·   When asked about the quantity of various housing types to meet the community's needs in the coming years, nearly 8 in 10 residents reported that there is far too little or somewhat too little subsidized affordable housing. A majority of respondents gave similar responses to carbon-neutral housing, housing options for young residents, and housing options for seniors.
·   Most residents agreed that Ann Arbor should prioritize controlling housing costs first, and support environmental sustainability and subsidized affordable housing as secondary priorities.

Areas of greatest change since 2022:
Of the 123 evaluative questions included on both the 2022 and current survey iterations, 108 were statistically similar to previous results. Upward trends were seen in 6 items, while 9 ratings decreased since 2022. The most significant of those trends are listed below.

Increases
Economic impact on family income (+11%)
Animal control (+11%)
Ann Arbor open space (+8%)
Preservation of natural areas (+7%)
Sidewalk maintenance (+7%)
Public information services (+7%)

Decreases
Power (electric/gas) utility (-26%)
Overall quality of the utility infrastructure (-16%)
K-12 Education (-11%)
Traffic signal timing (-10%)
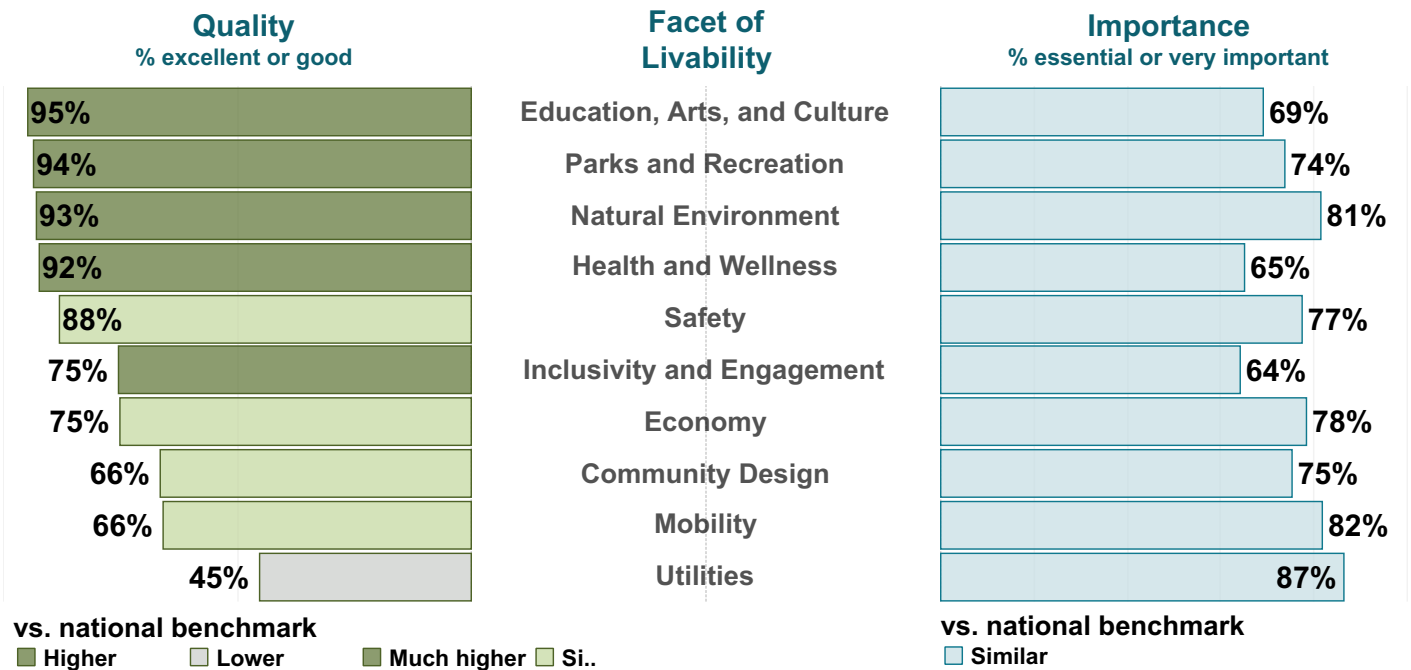Ease of travel by car (-8%)
Utility billing (-8%)

Facets of livability

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.
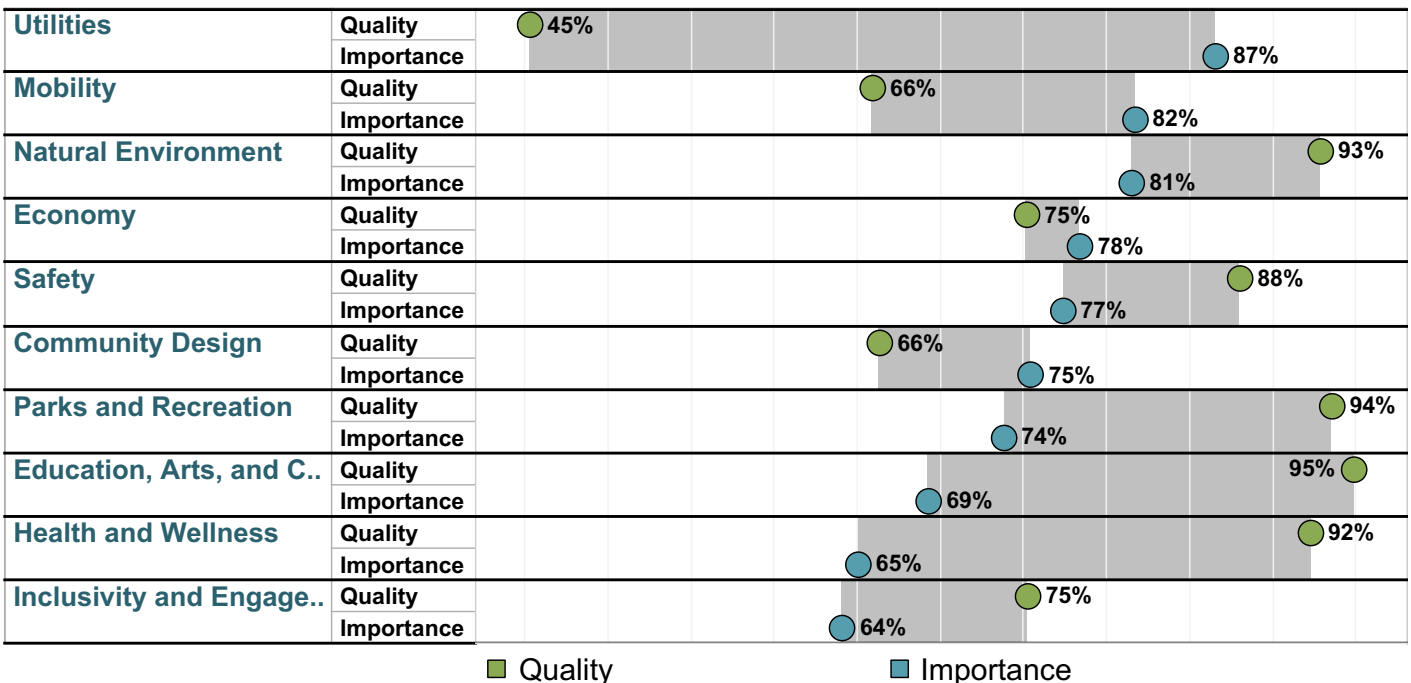
Quality and Importance by the Numbers

The table below shows the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local quality ratings were lower, similar, or higher t..

Quality % excellent or good	Facet of Livability	Importance % essential or very important
95%	Education, Arts, and Culture	69%
94%	Parks and Recreation	74%
93%	Natural Environment	81%
92%	Health and Wellness	65%
88%	Safety	77%
75%	Inclusivity and Engagement	64%
75%	Economy	78%
66%	Community Design	75%
66%	Mobility	82%
45%	Utilities	87%

vs. national benchmark
■ Higher ■ Lower ■ Much higher □ Si..

vs. national benchmark
□ Similar

Quality/Importance Gap Analysis

The gap analysis chart below shows the same data as above; however, this chart more clearly illustrates the comparative differences in quality and importance ratings for each facet, as well as the absolute ratings for each.

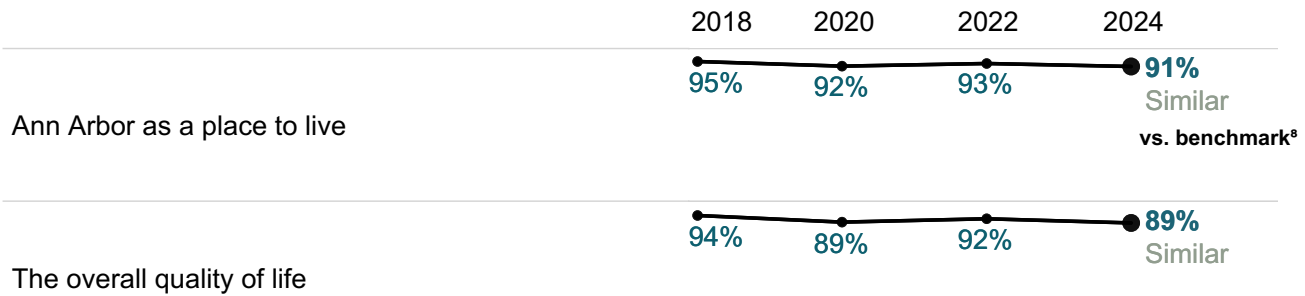| Facet	Measure	Value
Utilities	Quality	45%
	Importance	87%
Mobility	Quality	66%
	Importance	82%
Natural Environment	Quality	93%
	Importance	81%
Economy	Quality	75%
	Importance	78%
Safety	Quality	88%
	Importance	77%
Community Design	Quality	66%
	Importance	75%
Parks and Recreation	Quality	94%
	Importance	74%
Education, Arts, and C..	Quality	95%
	Importance	69%
Health and Wellness	Quality	92%
	Importance	65%
Inclusivity and Engage..	Quality	75%
	Importance	64%

■ Quality ■ Importance
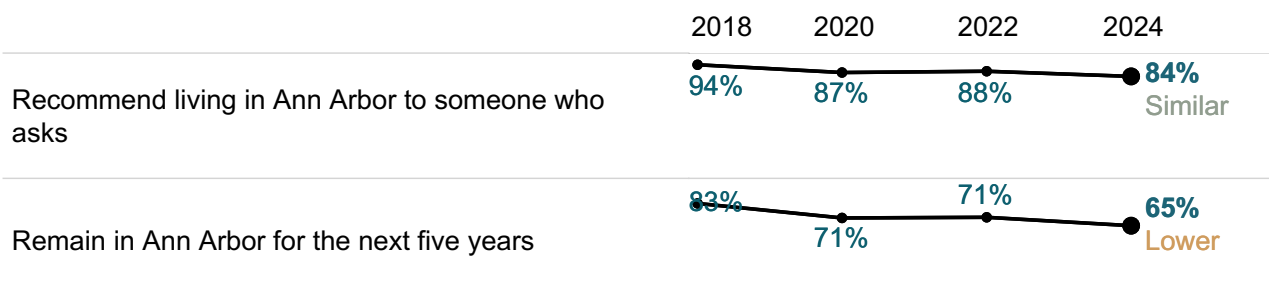
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Quality of Life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.
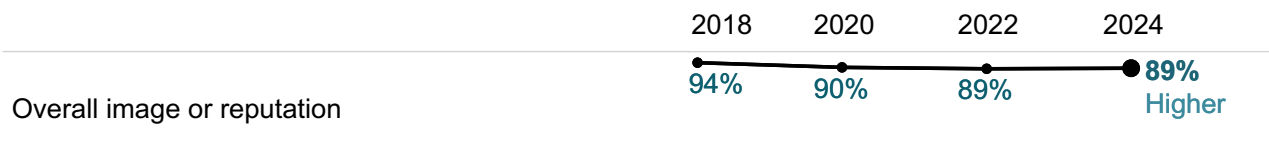
The overall quality of life in Ann Arbor, 2024

Poor 1%
Fair 10%
Excellent 38%
Good 51%

Please rate each of the following aspects of quality of life in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Ann Arbor as a place to live	95%	92%	93%	**91%** Similar vs. benchmark[8]
The overall quality of life	94%	89%	92%	**89%** Similar

Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)

	2018	2020	2022	2024
Recommend living in Ann Arbor to someone who asks	94%	87%	88%	**84%** Similar
Remain in Ann Arbor for the next five years	83%	71%	71%	**65%** Lower

Please rate each of the following in the Ann Arbor community.
(% excellent or good)

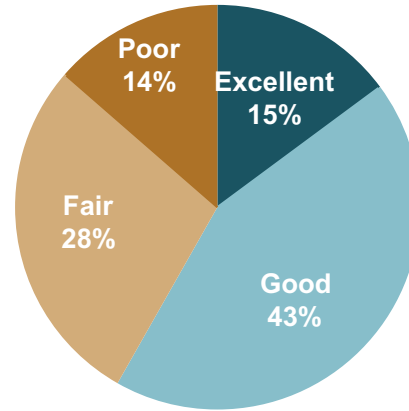|	2018	2020	2022	2024
Overall image or reputation	94%	90%	89%	**89%** Higher

8. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.
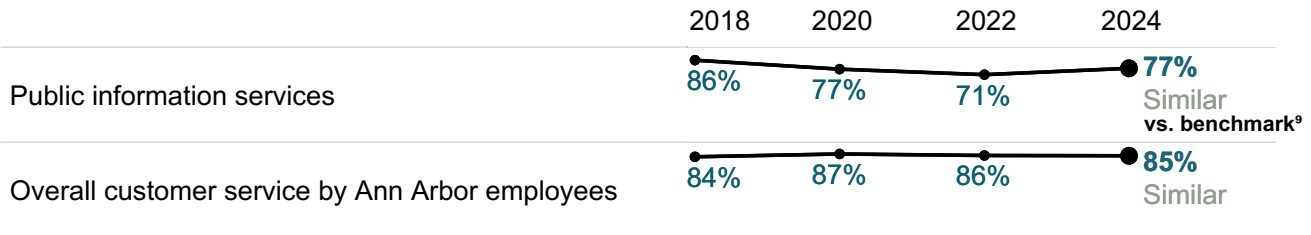
![Polco]

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.
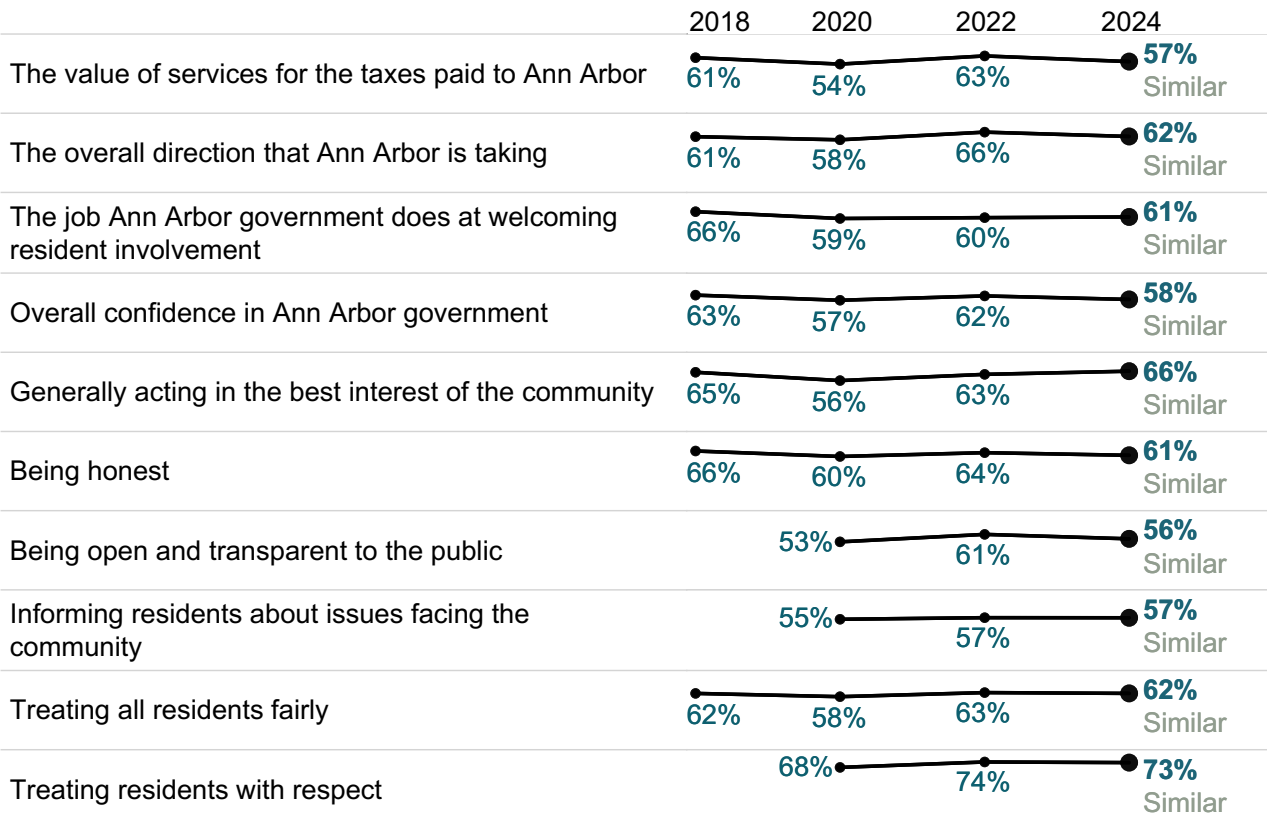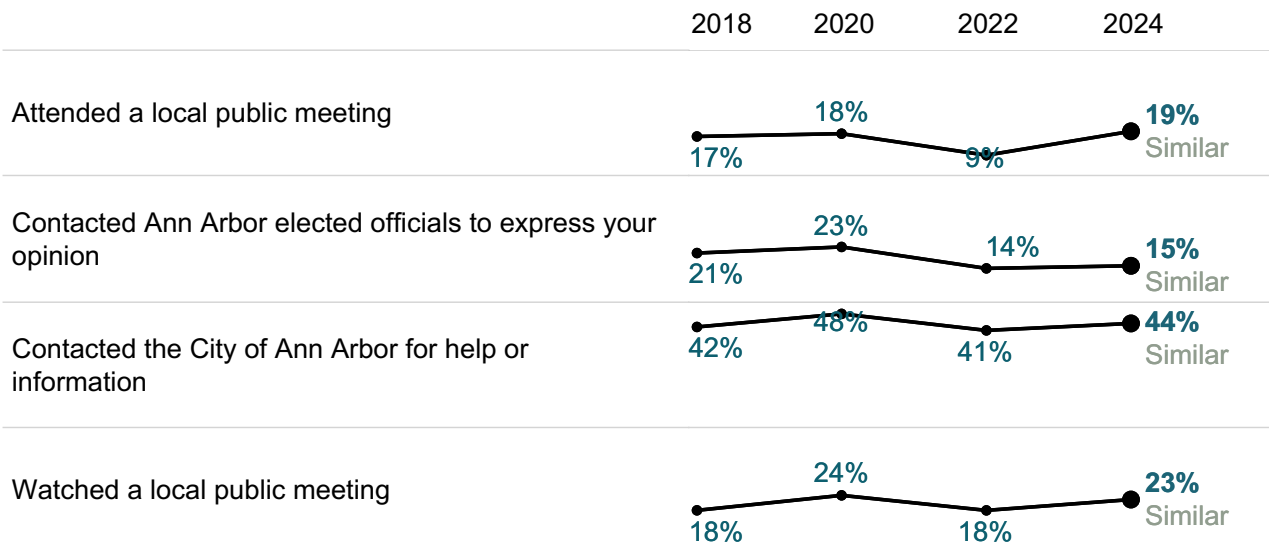
Overall confidence in Ann Arbor government, 2024

- Poor 14%
- Excellent 15%
- Fair 28%
- Good 43%

Please rate the quality of each of the following services in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Public information services	86%	77%	71%	77% Similar vs. benchmark⁹
Overall customer service by Ann Arbor employees	84%	87%	86%	85% Similar

Please rate the following categories of Ann Arbor government performance.
(% excellent or good)

	2018	2020	2022	2024
The value of services for the taxes paid to Ann Arbor	61%	54%	63%	57% Similar
The overall direction that Ann Arbor is taking	61%	58%	66%	62% Similar
The job Ann Arbor government does at welcoming resident involvement	66%	59%	60%	61% Similar
Overall confidence in Ann Arbor government	63%	57%	62%	58% Similar
Generally acting in the best interest of the community	65%	56%	63%	66% Similar
Being honest	66%	60%	64%	61% Similar
Being open and transparent to the public		53%	61%	56% Similar
Informing residents about issues facing the community		55%	57%	57% Similar
Treating all residents fairly	62%	58%	63%	62% Similar
Treating residents with respect		68%	74%	73% Similar

Please indicate whether or not you have done each of the following in the last 12 months.
(% excellent or good)

	2018	2020	2022	2024
Attended a local public meeting	17%	18%	9%	19% Similar
Contacted Ann Arbor elected officials to express your opinion	21%	23%	14%	15% Similar
Contacted the City of Ann Arbor for help or information	42%	48%	41%	44% Similar
Watched a local public meeting	18%	24%	18%	23% Similar

Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

|	2018	2020	2022	2024
The City of Ann Arbor	86%	80%	77%	76% Similar
The Federal Government	39%	25%	43%	47% Similar

9. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.
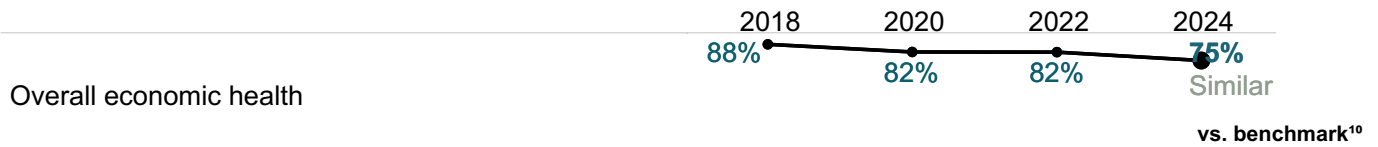
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.
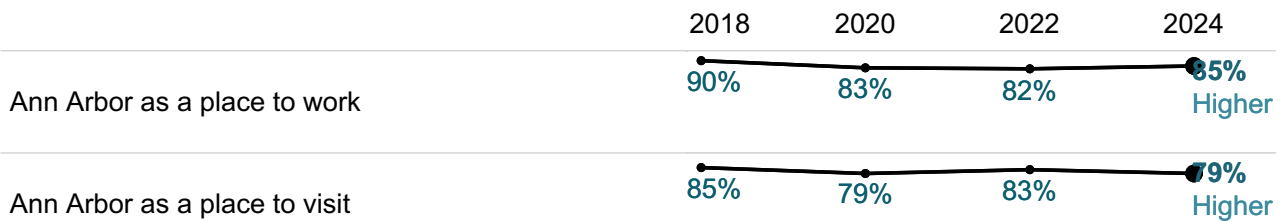
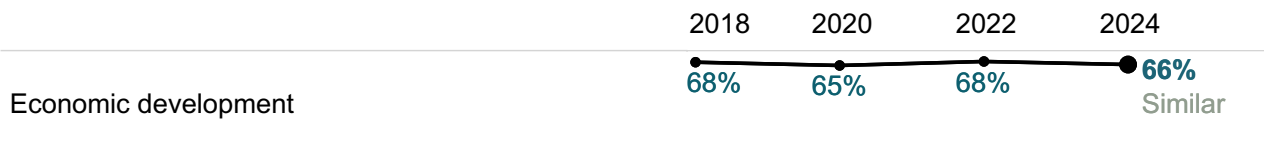### Overall economic health of Ann Arbor, 2024
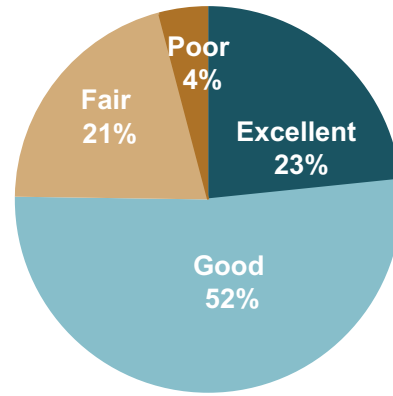
- Poor 4%
- Fair 21%
- Excellent 23%
- Good 52%

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.
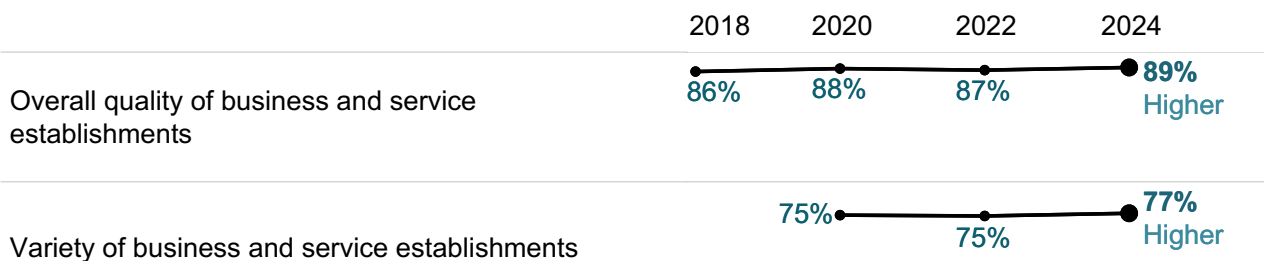**(% excellent or good)**

	2018	2020	2022	2024
Overall economic health	88%	82%	82%	75% Similar

vs. benchmark[10]

Please rate each of the following aspects of quality of life in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Ann Arbor as a place to work	90%	83%	82%	85% Higher
Ann Arbor as a place to visit	85%	79%	83%	79% Higher

Please rate the quality of each of the following services in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Economic development	68%	65%	68%	66% Similar

Please rate each of the following in the Ann Arbor community.
(% excellent or good)

	2018	2020	2022	2024
Overall quality of business and service establishments	86%	88%	87%	89% Higher
Variety of business and service establishments	75%		75%	77% Higher

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Vibrancy of downtown/commercial area	84%	80%	85%	**83%** Much higher
Employment opportunities	77%	64%	75%	**71%** Higher
Shopping opportunities	81%	70%	67%	**71%** Higher
Cost of living	21%	15%	14%	**13%** Lower
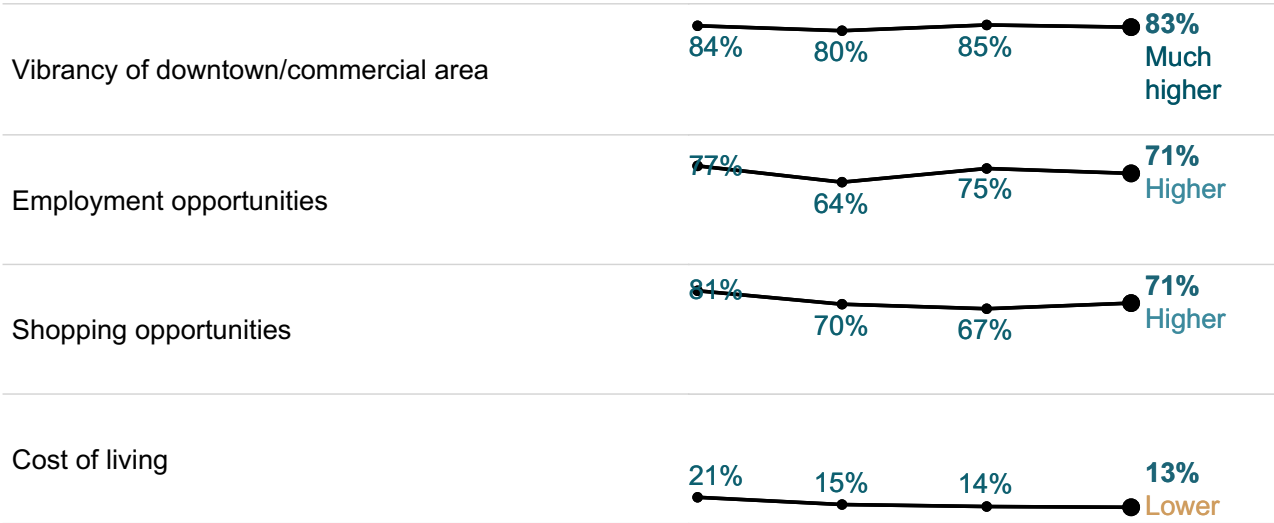
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
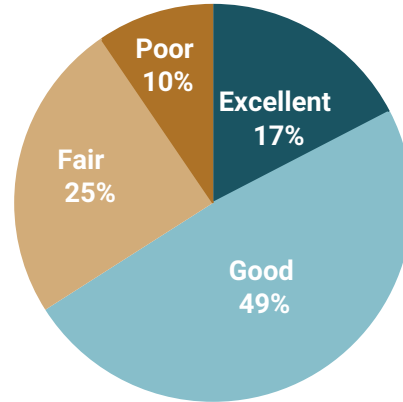(% very or somewhat positive)
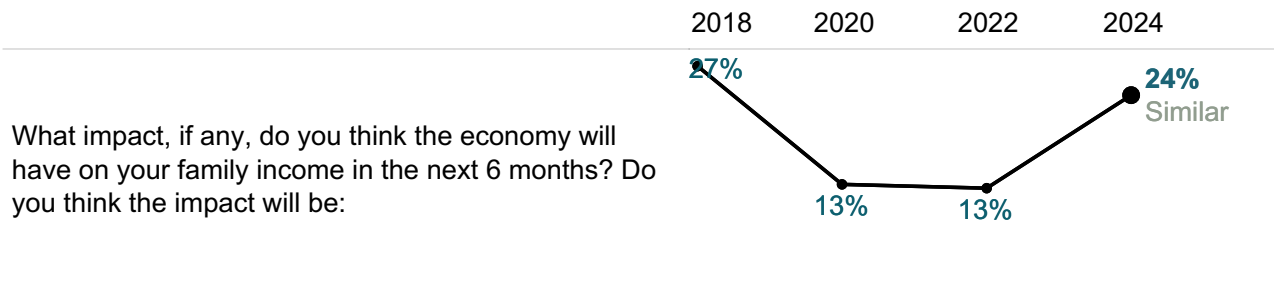
	2018	2020	2022	2024
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	27%	13%	13%	**24%** Similar

10. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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Mobility

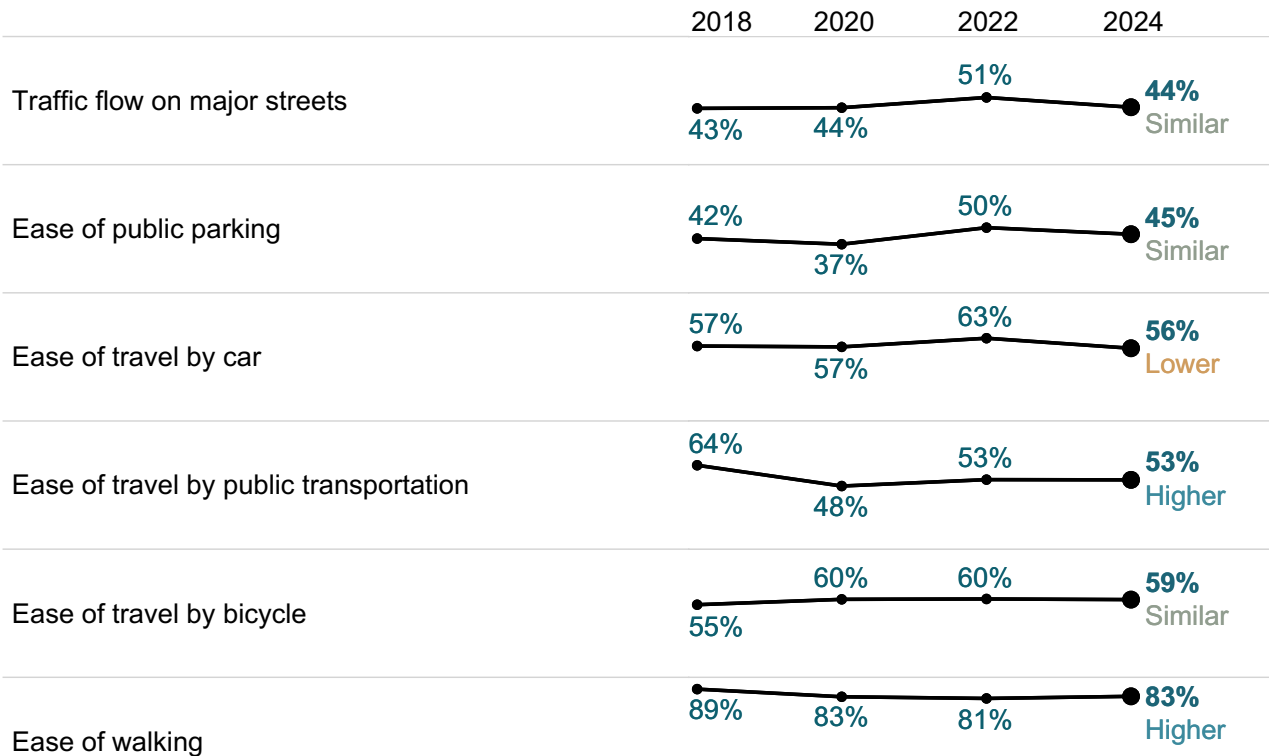The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.
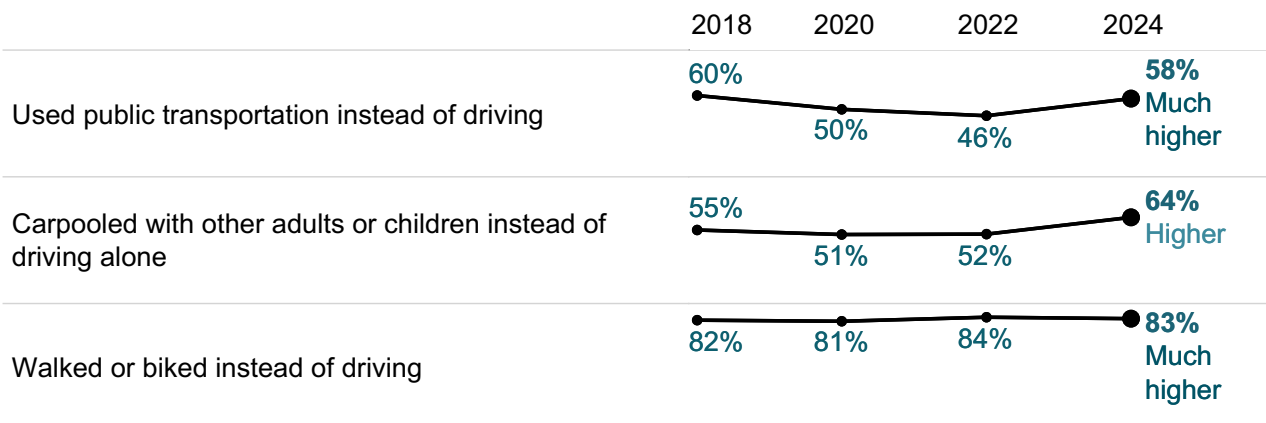
Overall quality of the transportation system in Ann Arbor, 2024

- Poor 10%
- Excellent 17%
- Fair 25%
- Good 49%

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.
(% excellent or good)

	2018	2020	2022	2024
Overall quality of the transportation system		61%	66%	66% Similar

vs. benchmark[11]

Please also rate each of the following in the Ann Arbor community.
(% excellent or good)

	2018	2020	2022	2024
Traffic flow on major streets	43%	44%	51%	44% Similar
Ease of public parking	42%	37%	50%	45% Similar
Ease of travel by car	57%	57%	63%	56% Lower
Ease of travel by public transportation	64%	48%	53%	53% Higher
Ease of travel by bicycle	55%	60%	60%	59% Similar
Ease of walking	89%	83%	81%	83% Higher

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)

	2018	2020	2022	2024
Used public transportation instead of driving	60%	50%	46%	**58%** Much higher
Carpooled with other adults or children instead of driving alone	55%	51%	52%	**64%** Higher
Walked or biked instead of driving	82%	81%	84%	**83%** Much higher

Please rate the quality of each of the following services in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Traffic enforcement	63%	64%	61%	**63%** Similar
Traffic signal timing	50%	54%	56%	**46%** Similar
Street repair	20%	21%	19%	**20%** Lower
Street cleaning	56%	66%	61%	**65%** Similar
Street lighting	69%	70%	70%	**68%** Similar
Snow removal	49%	54%	61%	**62%** Similar
Sidewalk maintenance	57%	59%	60%	**67%** Similar
Bus or transit services	78%	68%	68%	**66%** Higher

11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Community Design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.
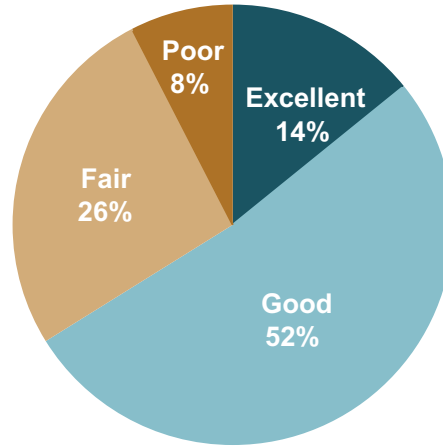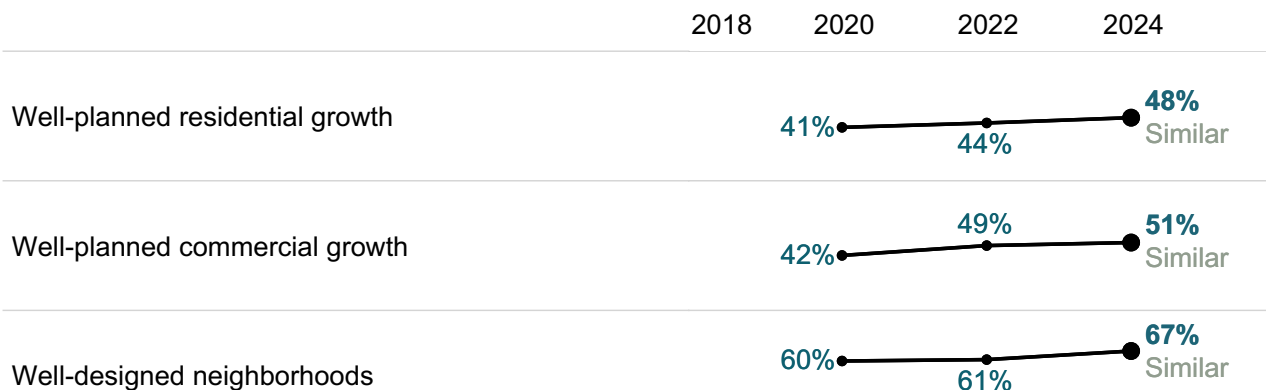
Overall design or layout of Ann Arbor's residential and commercial areas, 2024

Poor 8%
Excellent 14%
Fair 26%
Good 52%

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.
(% excellent or good)

	2018	2020	2022	2024
Overall design or layout of residential and commercial areas	72%	65%	67%	66% Similar vs. benchmark[12]

Please rate each of the following aspects of quality of life in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Your neighborhood as a place to live	93%	92%	89%	91% Similar

Please also rate each of the following in the Ann Arbor community.
(% excellent or good)

	2018	2020	2022	2024
Well-planned residential growth		41%	44%	48% Similar
Well-planned commercial growth		42%	49%	51% Similar
Well-designed neighborhoods		60%	61%	67% Similar

Preservation of the historical or cultural character of the community	70%	69%		**67%** Similar
Public places where people want to spend time	86%	75%	77%	**77%** Higher
Variety of housing options	37%	36%	36%	**31%** Similar
Availability of affordable quality housing	18%	12%	15%	**11%** Lower
Overall quality of new development	61%	43%	46%	**44%** Similar
Overall appearance	89%	81%	83%	**83%** Similar

Please rate the quality of each of the following services in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Land use, planning and zoning	56%	44%	45%	**47%** Similar
Code enforcement	66%	60%	56%	**61%** Higher

12. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

![Polco logo]
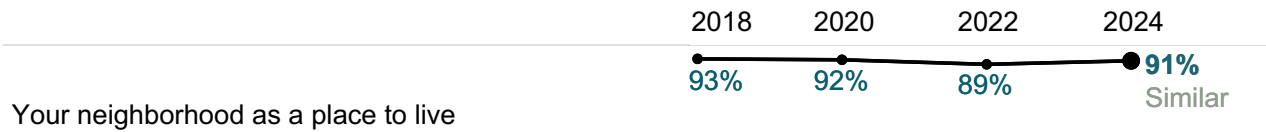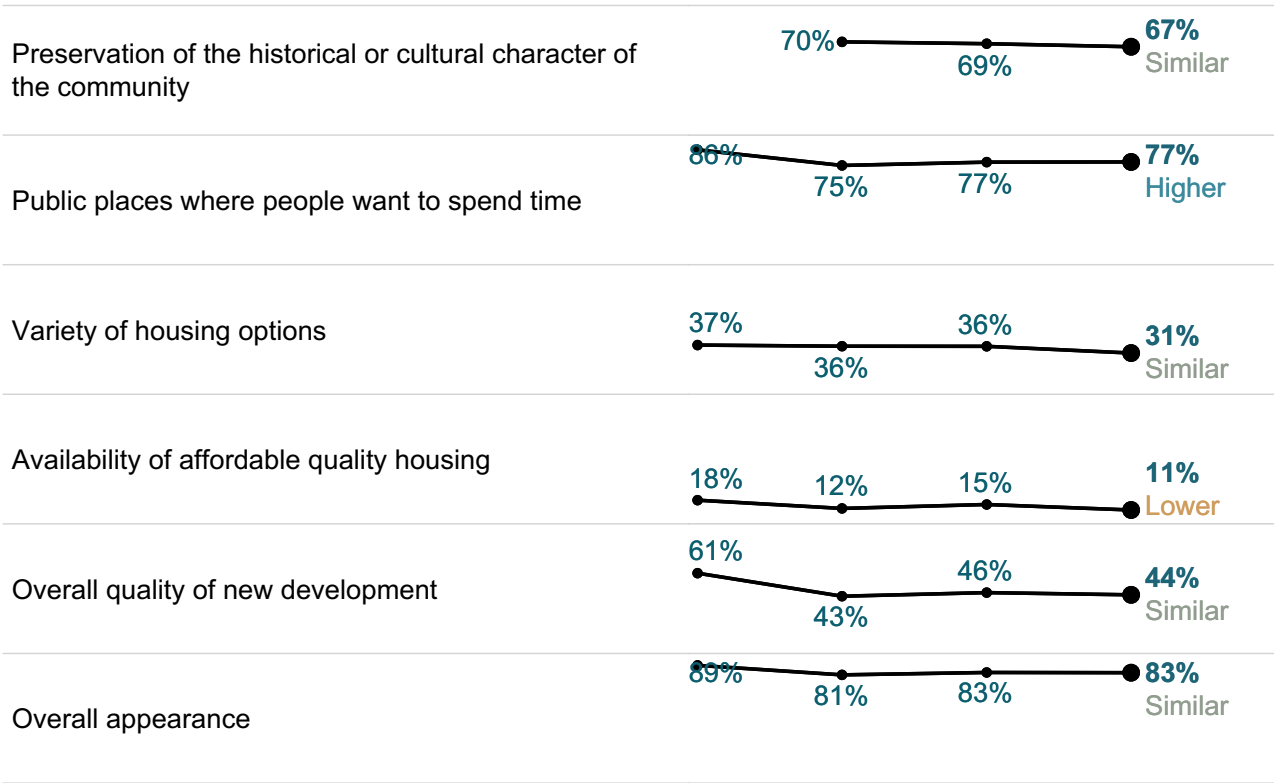
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.
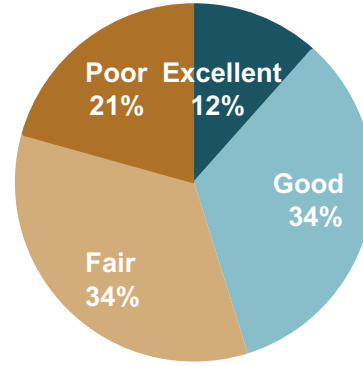
Overall quality of the utility infrastructure in Ann Arbor, 2024

Poor 21%
Excellent 12%
Good 34%
Fair 34%

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.
(% excellent or good)

	2018	2020	2022	2024
Overall quality of the utility infrastructure		68%	62%	**45%** Lower vs. benchmark[13]

Please rate the quality of each of the following services in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Affordable high-speed internet access		50%	54%	**59%** Similar
Garbage collection	90%	89%	89%	**92%** Similar
Drinking water	85%	82%	81%	**83%** Similar
Sewer services	89%	87%	88%	**88%** Similar
Storm water management	80%	78%	73%	**79%** Similar
Power (electric and/or gas) utility	77%	73%	63%	**36%** Much lower
Utility billing	78%	75%	64%	**56%** Similar

13. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

17
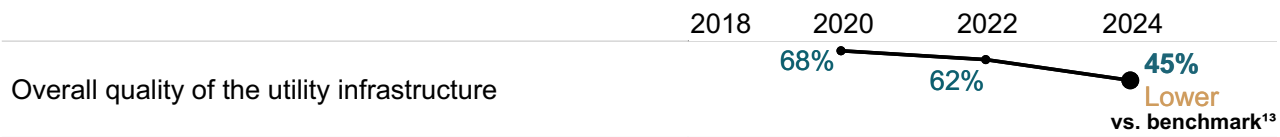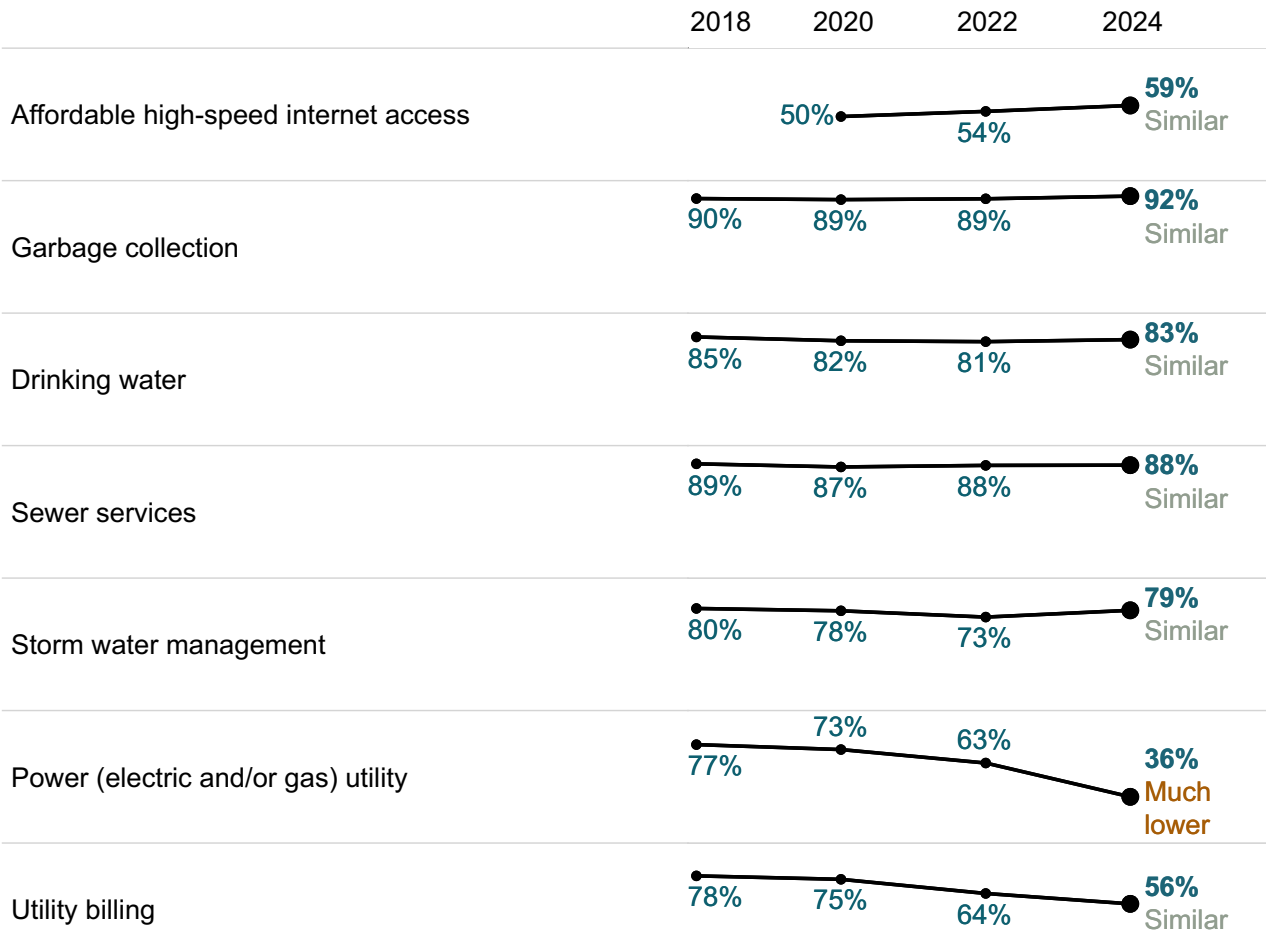
Safety

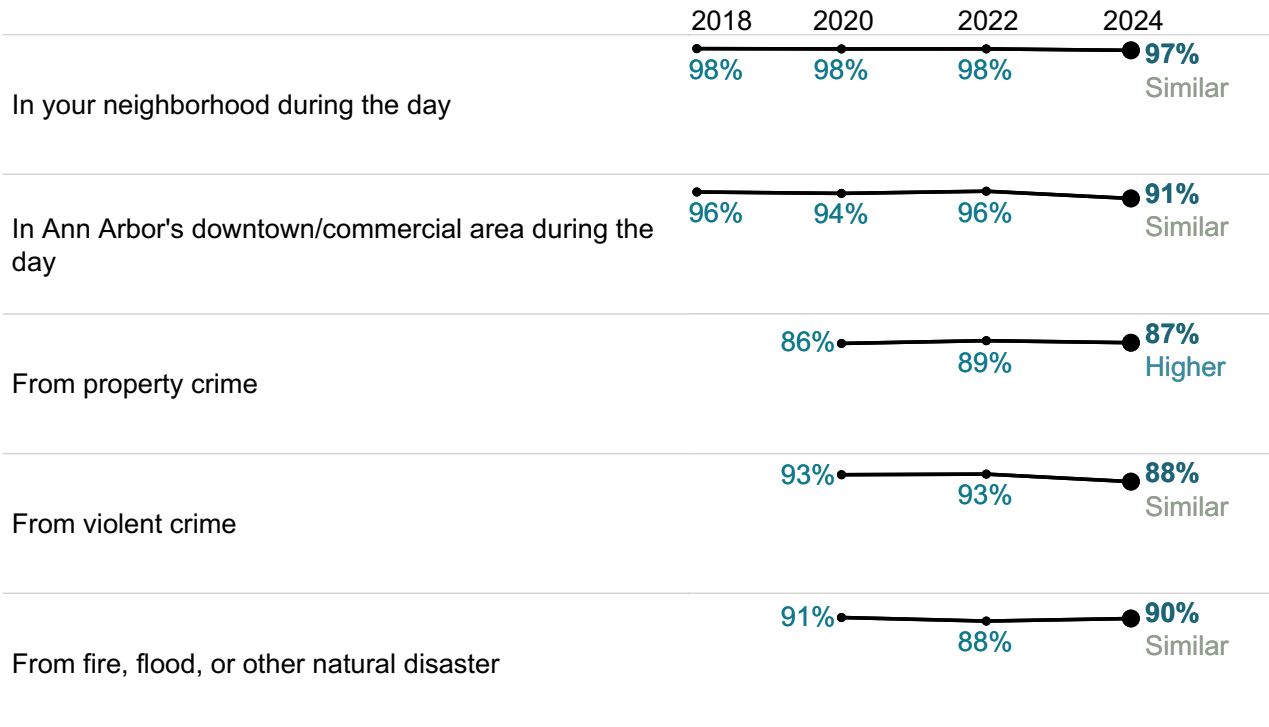Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.
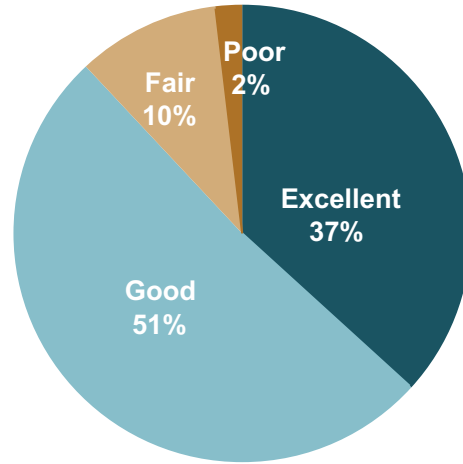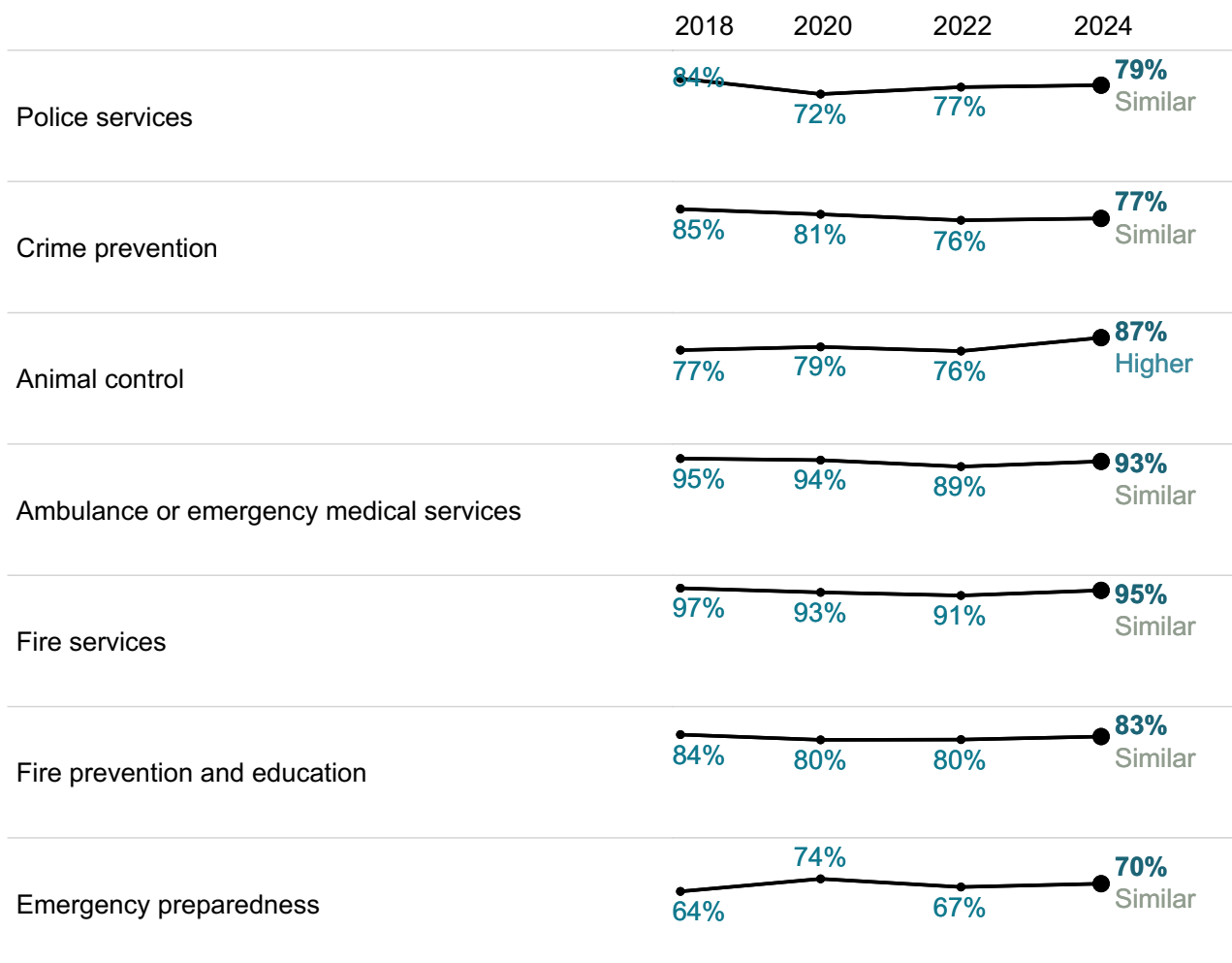
Overall feeling of safety in Ann Arbor, 2024

Poor 2%
Fair 10%
Excellent 37%
Good 51%

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.
(% excellent or good)

	2018	2020	2022	2024
Overall feeling of safety	93%	93%	90%	88% Similar
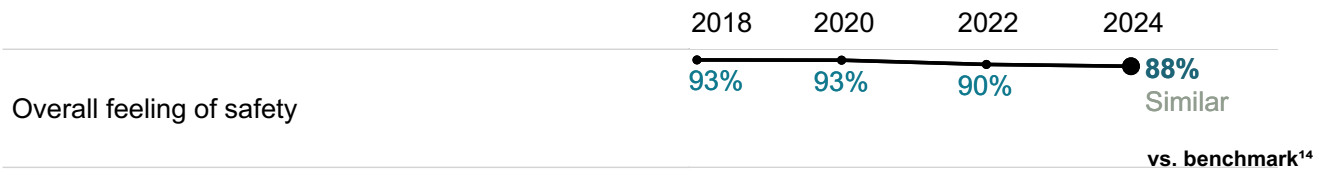
vs. benchmark[14]

Please rate how safe or unsafe you feel:
(% very or somewhat safe)

	2018	2020	2022	2024
In your neighborhood during the day	98%	98%	98%	97% Similar
In Ann Arbor's downtown/commercial area during the day	96%	94%	96%	91% Similar
From property crime		86%	89%	87% Higher
From violent crime		93%	93%	88% Similar
From fire, flood, or other natural disaster		91%	88%	90% Similar

Please rate the quality of each of the following services in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Police services	84%	72%	77%	**79%** Similar
Crime prevention	85%	81%	76%	**77%** Similar
Animal control	77%	79%	76%	**87%** Higher
Ambulance or emergency medical services	95%	94%	89%	**93%** Similar
Fire services	97%	93%	91%	**95%** Similar
Fire prevention and education	84%	80%	80%	**83%** Similar
Emergency preparedness	64%	74%	67%	**70%** Similar

14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

![Polco logo]

Natural Environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.
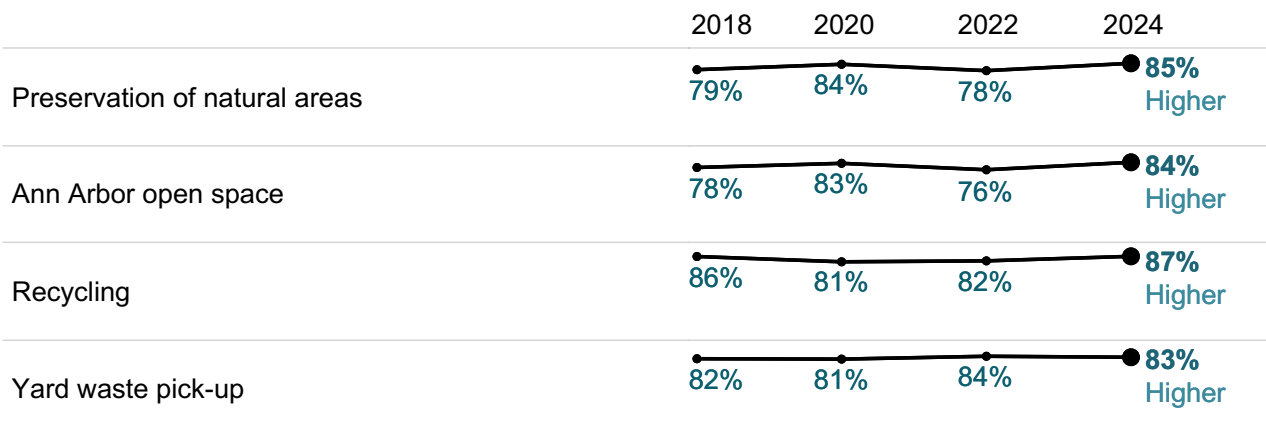
Overall quality of natural environment in Ann Arbor, 2024

- Fair 7%
- Poor 1%
- Good 41%
- Excellent 52%

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.
(% excellent or good)

	2018	2020	2022	2024
Overall quality of natural environment	90%	92%	90%	93% Higher vs. benchmark[15]

Please also rate each of the following in the Ann Arbor community.
(% excellent or good)

	2018	2020	2022	2024
Cleanliness	87%	82%	82%	83% Similar
Water resources		80%	80%	75% Higher
Air quality	91%	91%	87%	86% Similar

Please rate the quality of each of the following services in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Preservation of natural areas	79%	84%	78%	85% Higher
Ann Arbor open space	78%	83%	76%	84% Higher
Recycling	86%	81%	82%	87% Higher
Yard waste pick-up	82%	81%	84%	83% Higher
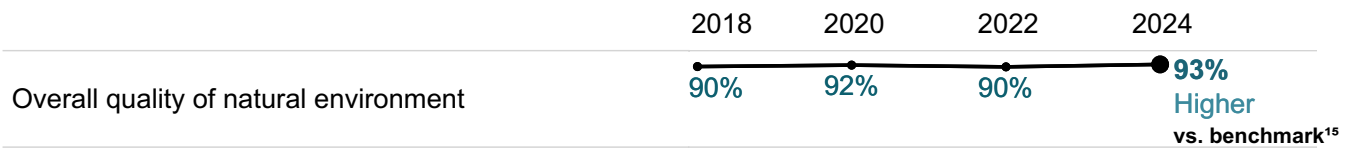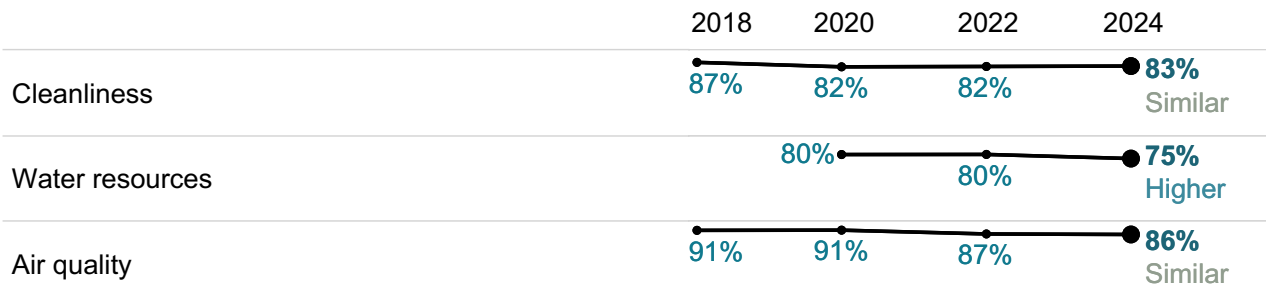
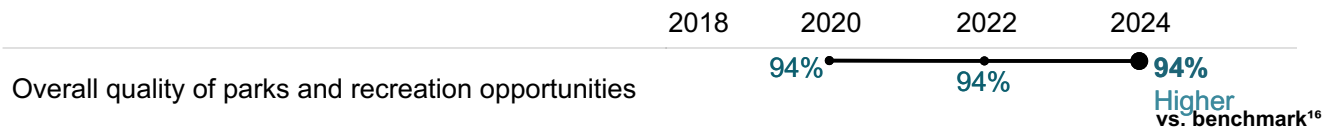**15**. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and Recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."
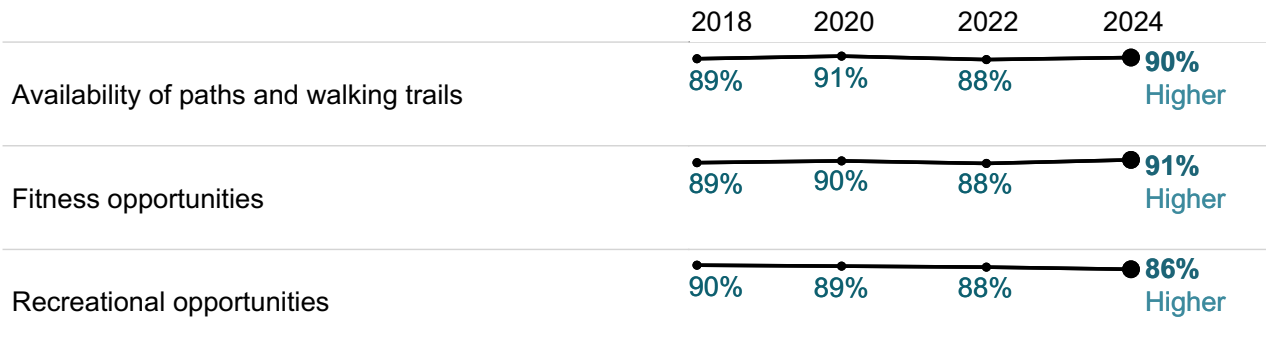
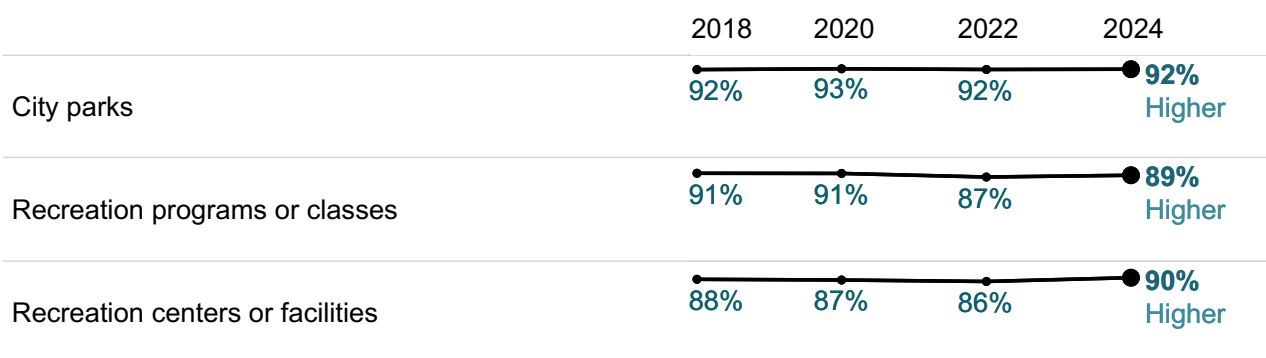- National Recreation and Park Association

Overall quality of parks and recreation opportunities, 2024

Pie chart:
- Excellent 61%
- Good 32%
- Fair 6%
- Poor 0%

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.
(% excellent or good)

	2018	2020	2022	2024
Overall quality of parks and recreation opportunities		94%	94%	94% Higher vs. benchmark[16]

Please also rate each of the following in the Ann Arbor community.
(% excellent or good)

	2018	2020	2022	2024
Availability of paths and walking trails	89%	91%	88%	90% Higher
Fitness opportunities	89%	90%	88%	91% Higher
Recreational opportunities	90%	89%	88%	86% Higher

Please rate the quality of each of the following services in Ann Arbor.
(% excellent or good)

|	2018	2020	2022	2024
City parks	92%	93%	92%	92% Higher
Recreation programs or classes	91%	91%	87%	89% Higher
Recreation centers or facilities	88%	87%	86%	90% Higher

16. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Polco
Health and Wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.
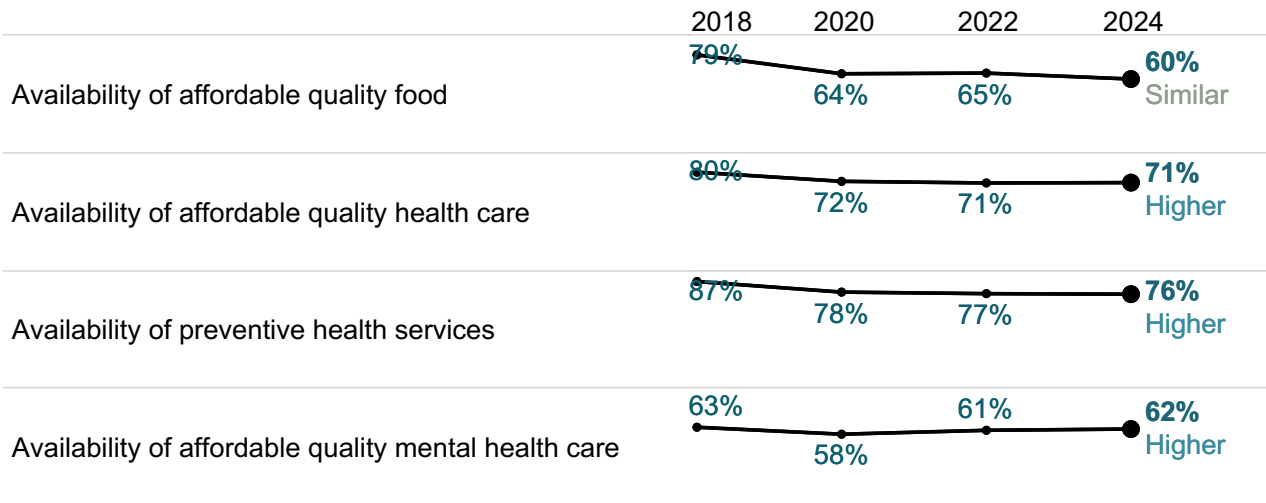
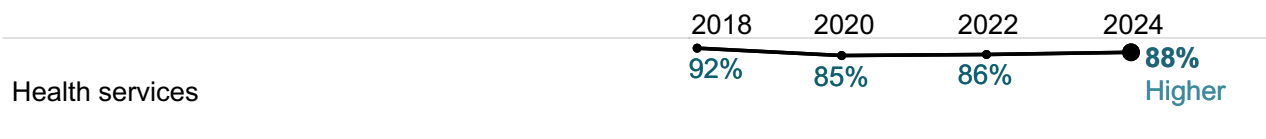**Overall health and wellness opportunities in Ann Arbor, 2024**
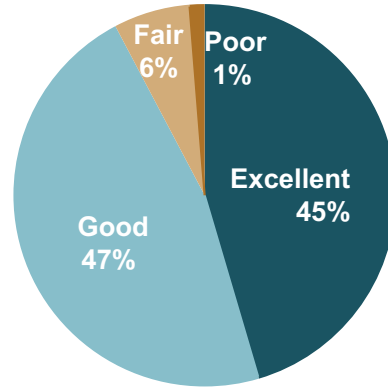
- Fair 6%
- Poor 1%
- Excellent 45%
- Good 47%

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.
(% excellent or good)

|	2018	2020	2022	2024
Overall health and wellness opportunities	93%	89%	89%	**92%** Higher

vs. benchmark[17]

Please also rate each of the following in the Ann Arbor community.
(% excellent or good)

	2018	2020	2022	2024
Availability of affordable quality food	79%	64%	65%	**60%** Similar
Availability of affordable quality health care	80%	72%	71%	**71%** Higher
Availability of preventive health services	87%	78%	77%	**76%** Higher
Availability of affordable quality mental health care	63%	58%	61%	**62%** Higher

Please rate the quality of each of the following services in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Health services	92%	85%	86%	**88%** Higher
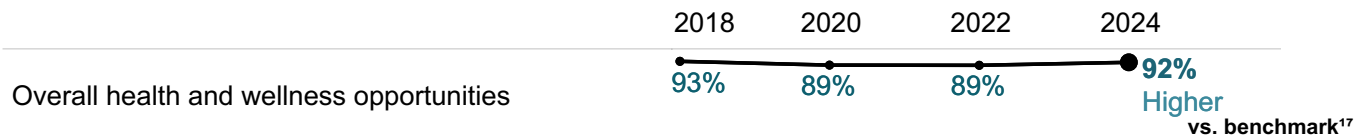
Please rate your overall health.
(% excellent or very good)
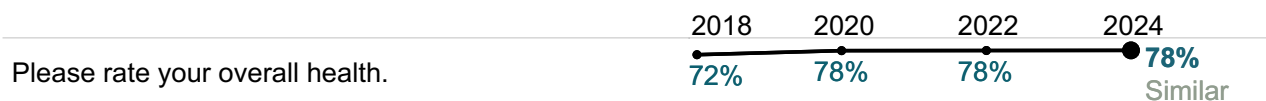
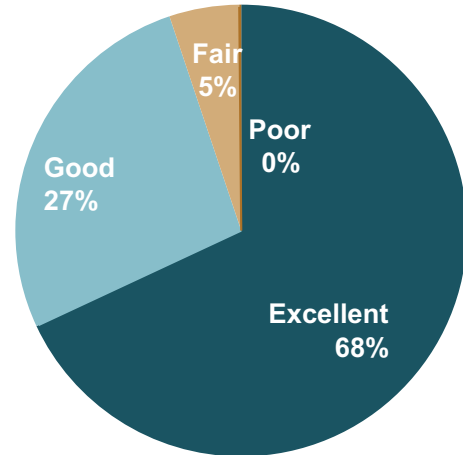|	2018	2020	2022	2024
Please rate your overall health.	72%	78%	78%	**78%** Similar

17. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Polco

Education, Arts, and Culture
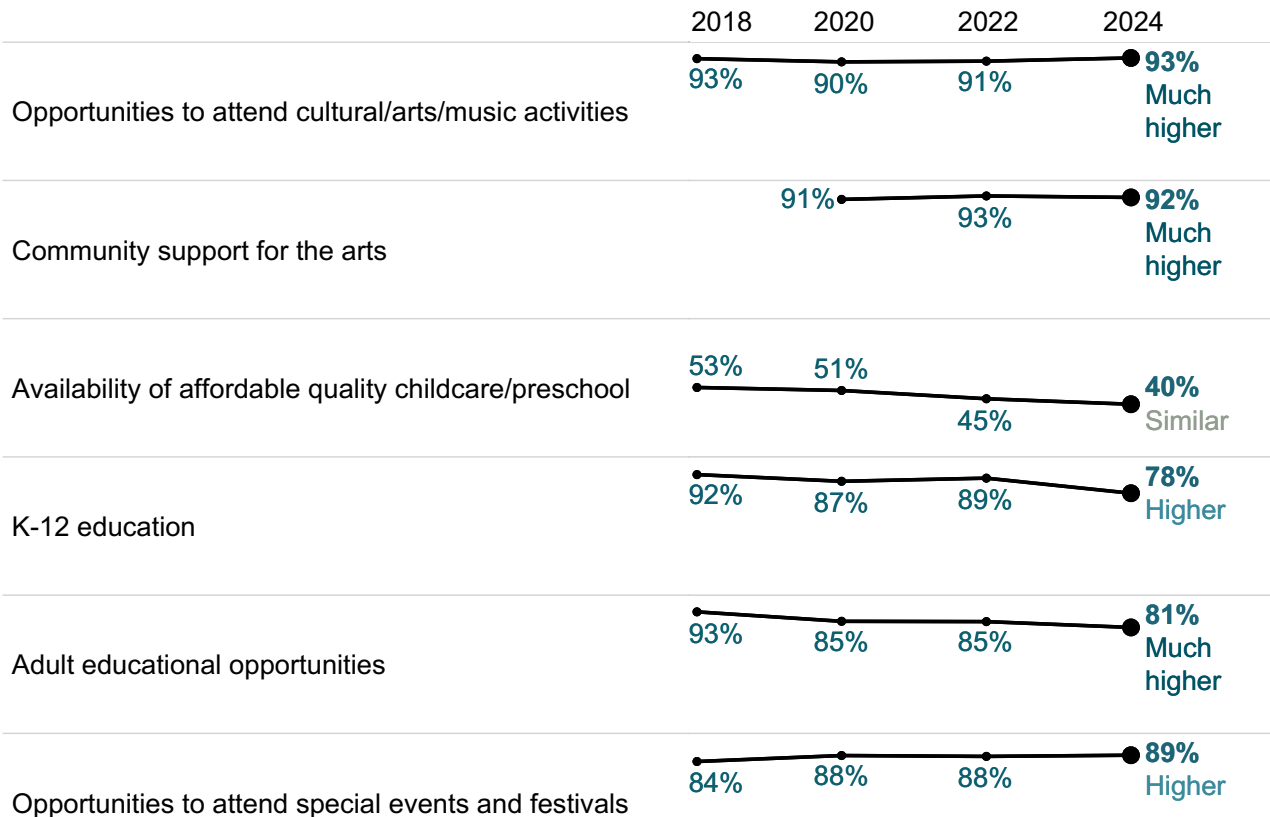
Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts, 2024

- Fair 5%
- Poor 0%
- Good 27%
- Excellent 68%

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.
(% excellent or good)

	2018	2020	2022	2024
Overall opportunities for education, culture, and the arts	97%	94%	96%	95% Much higher vs. benchmark[18]

Please also rate each of the following in the Ann Arbor community.
(% excellent or good)

	2018	2020	2022	2024
Opportunities to attend cultural/arts/music activities	93%	90%	91%	93% Much higher
Community support for the arts		91%	93%	92% Much higher
Availability of affordable quality childcare/preschool	53%	51%	45%	40% Similar
K-12 education	92%	87%	89%	78% Higher
Adult educational opportunities	93%	85%	85%	81% Much higher
Opportunities to attend special events and festivals	84%	88%	88%	89% Higher

23

Please rate the quality of each of the following services in Ann Arbor.
(% excellent or good)

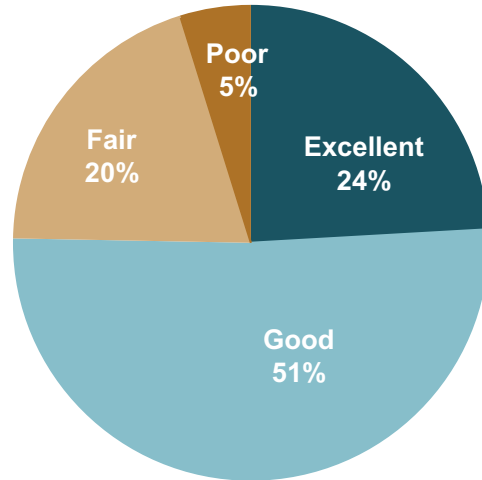|	2018	2020	2022	2024
Public library services	96%	96%	96%	**98%** Higher
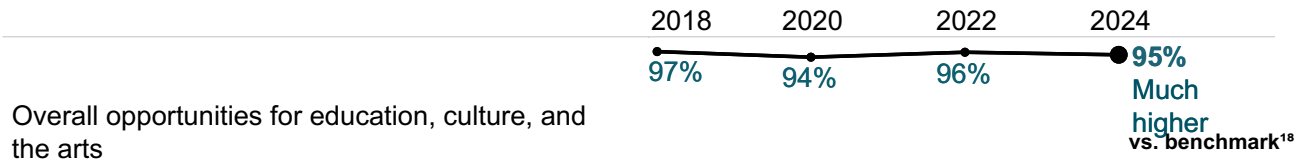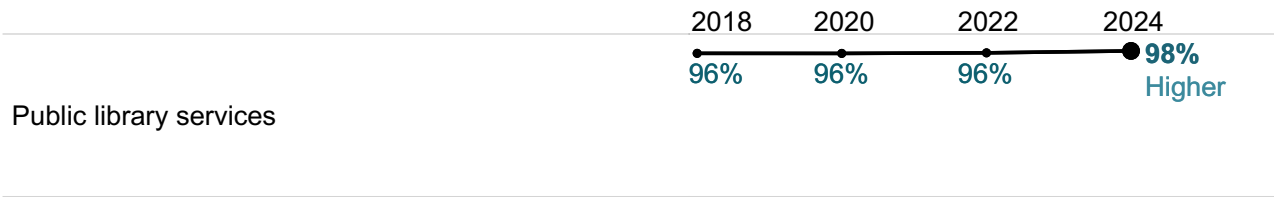
18. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Inclusivity and Engagement

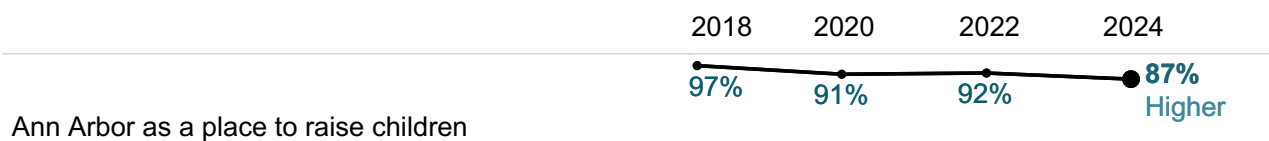Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Residents' connection and engagement with their community, 2024

Poor 5%
Excellent 24%
Fair 20%
Good 51%

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.
(% excellent or good)

	2018	2020	2022	2024
Residents' connection and engagement with their community		72%	72%	**75%** Higher

vs. benchmark[19]

Please rate each of the following aspects of quality of life in Ann Arbor.
(% excellent or good)

	2018	2020	2022	2024
Ann Arbor as a place to raise children	97%	91%	92%	**87%** Higher
Ann Arbor as a place to retire	75%	67%	73%	**71%** Similar
Sense of community	77%	65%	69%	**69%** Similar

Please rate the job you feel the Ann Arbor community does at each of the following.
(% excellent or good)

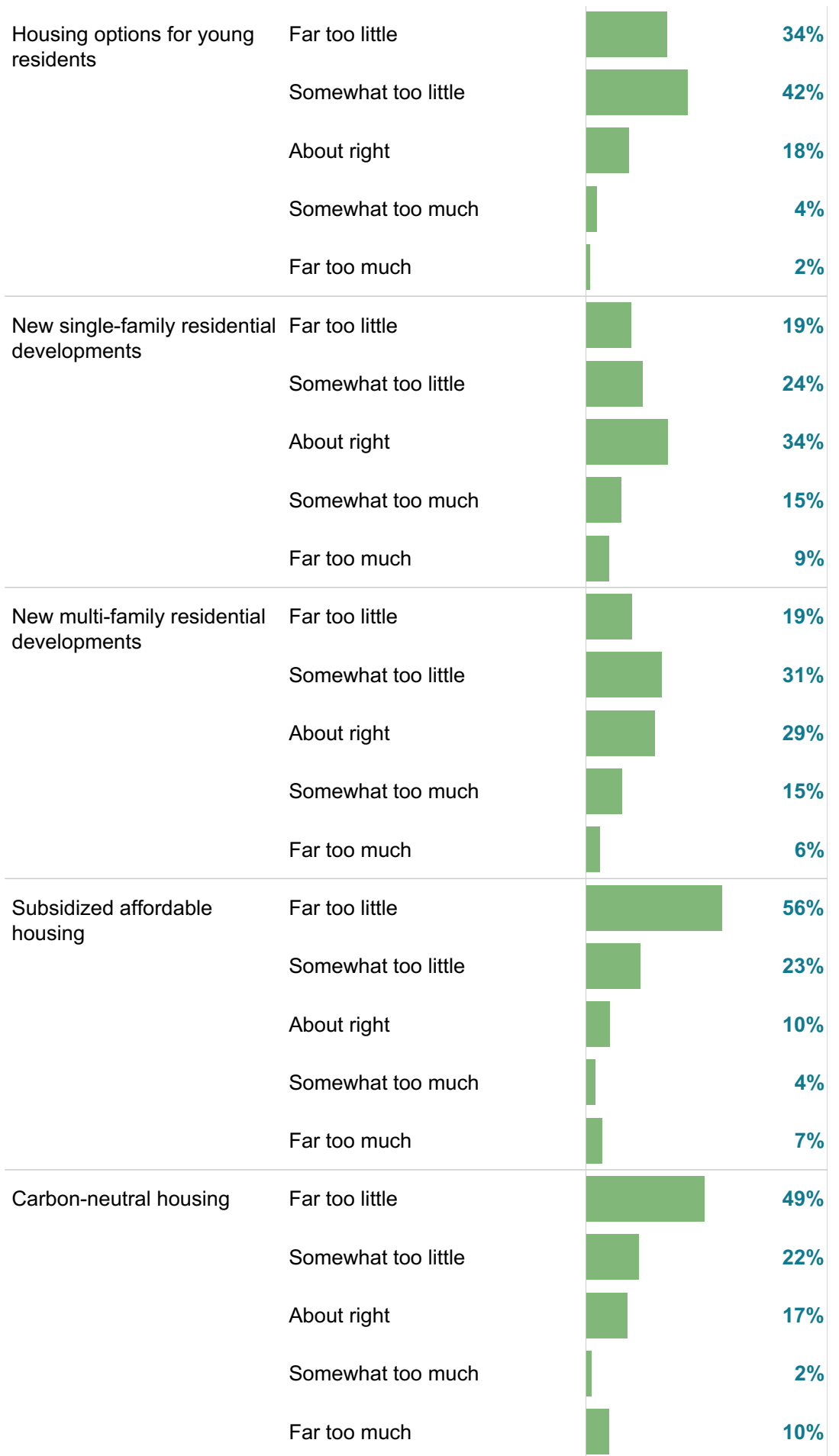|	2018	2020	2022	2024
Making all residents feel welcome		64%	75%	**77%** Similar

Attracting people from diverse backgrounds	59%	65%	68% Similar

Valuing/respecting residents from diverse backgrounds	68%	76%	76% Similar

Taking care of vulnerable residents	49%	48%	51% Similar

Please also rate each of the following in the Ann Arbor community.
(% excellent or good)

	2018	2020	2022	2024
Sense of civic/community pride		83%	80%	81% Higher
Neighborliness of residents	77%	72%	74%	73% Similar
Opportunities to participate in social events and activities	88%	82%	82%	84% Higher
Opportunities to volunteer	92%	88%	90%	89% Higher
Opportunities to participate in community matters	84%	80%	78%	79% Higher
Openness and acceptance of the community toward people of diverse backgrounds	80%	67%	77%	74% Higher

Please indicate whether or not you have done each of the following in the last 12 months.
(% excellent or good)

	2018	2020	2022	2024
Campaigned or advocated for a local issue, cause, or candidate	39%	28%	16%	22% Similar
Voted in your most recent local election		77%	69%	77% Similar

19. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.

Please indicate if you feel there is too little, too much, or about the right amount of each of the following housing types in Ann Arbor to meet the community's needs in the coming years:	Single-family detached homes	Far too little	**17%**
		Somewhat too little	**19%**
		About right	**44%**
		Somewhat too much	**12%**
		Far too much	**9%**
	Townhouses	Far too little	**16%**
		Somewhat too little	**28%**
		About right	**45%**
		Somewhat too much	**9%**
		Far too much	**2%**
	Multi-family housing (e.g., apartments, condominiums)	Far too little	**20%**
		Somewhat too little	**29%**
		About right	**26%**
		Somewhat too much	**17%**
		Far too much	**7%**
	Housing options for seniors	Far too little	**21%**
		Somewhat too little	**44%**
		About right	**33%**
		Somewhat too much	**1%**
		Far too much	**0%**

Housing options for young residents	Far too little	34%
	Somewhat too little	42%
	About right	18%
	Somewhat too much	4%
	Far too much	2%
New single-family residential developments	Far too little	19%
	Somewhat too little	24%
	About right	34%
	Somewhat too much	15%
	Far too much	9%
New multi-family residential developments	Far too little	19%
	Somewhat too little	31%
	About right	29%
	Somewhat too much	15%
	Far too much	6%
Subsidized affordable housing	Far too little	56%
	Somewhat too little	23%
	About right	10%
	Somewhat too much	4%
	Far too much	7%
Carbon-neutral housing	Far too little	49%
	Somewhat too little	22%
	About right	17%
	Somewhat too much	2%
	Far too much	10%

Generally speaking, more housing development helps to control housing costs. However, it may not achieve other important priorities. A policy that requires new housing developments to be carbon neutral or contain affordable housing may help achieve these priorities, but may limit new housing construction and be less effective at controlling housing costs. How much, if at all, do you agree with each of the following statements:	Ann Arbor should prioritize controlling housing costs first, and support environmental sustainability and subsidized affordable housing as secondary priorities	Strongly agree	41%
		Somewhat agree	31%
		Somewhat disagree	16%
		Strongly disagree	12%
	Housing development should only be approved if it is also carbon neutral, even if this limits the amount of new housing that is built and/or contributes to increased housing costs	Strongly agree	8%
		Somewhat agree	25%
		Somewhat disagree	36%
		Strongly disagree	31%
	New housing development should only be approved if it also includes subsidized affordable housing, even if this causes market rate housing to increase in price	Strongly agree	20%
		Somewhat agree	30%
		Somewhat disagree	26%
		Strongly disagree	24%

The City of Ann Arbor 2024 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Ann Arbor.

	Excellent	Good	Fair	Poor	Don't know
Ann Arbor as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Ann Arbor as a place to raise children	1	2	3	4	5
Ann Arbor as a place to work	1	2	3	4	5
Ann Arbor as a place to visit	1	2	3	4	5
Ann Arbor as a place to retire	1	2	3	4	5
The overall quality of life in Ann Arbor	1	2	3	4	5
Sense of community	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Ann Arbor as a whole.

	Excellent	Good	Fair	Poor	Don't know
Overall economic health of Ann Arbor	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ann Arbor	1	2	3	4	5
Overall design or layout of Ann Arbor's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Ann Arbor (water, sewer, storm water, electric/gas, broadband)	1	2	3	4	5
Overall feeling of safety in Ann Arbor	1	2	3	4	5
Overall quality of natural environment in Ann Arbor	1	2	3	4	5
Overall quality of parks and recreation opportunities	1	2	3	4	5
Overall health and wellness opportunities in Ann Arbor	1	2	3	4	5
Overall opportunities for education, culture, and the arts	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in Ann Arbor to someone who asks	1	2	3	4	5
Remain in Ann Arbor for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In Ann Arbor's downtown/commercial area during the day	1	2	3	4	5	6
From property crime	1	2	3	4	5	6
From violent crime	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Ann Arbor community does at each of the following.

	Excellent	Good	Fair	Poor	Don't know
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	1	2	3	4	5

6. Please rate each of the following in the Ann Arbor community.

	Excellent	Good	Fair	Poor	Don't know
Overall quality of business and service establishments in Ann Arbor	1	2	3	4	5
Variety of business and service establishments in Ann Arbor	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Ann Arbor	1	2	3	4	5
Overall image or reputation of Ann Arbor	1	2	3	4	5

7. Please also rate each of the following in the Ann Arbor community.

	Excellent	Good	Fair	Poor	Don't know
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Ann Arbor	1	2	3	4	5
Ease of travel by public transportation in Ann Arbor	1	2	3	4	5
Ease of travel by bicycle in Ann Arbor	1	2	3	4	5
Ease of walking in Ann Arbor	1	2	3	4	5
Well-planned residential growth	1	2	3	4	5
Well-planned commercial growth	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Overall quality of new development in Ann Arbor	1	2	3	4	5
Overall appearance of Ann Arbor	1	2	3	4	5
Cleanliness of Ann Arbor	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts	1	2	3	4	5
Availability of affordable quality childcare/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride	1	2	3	4	5
Neighborliness of residents in Ann Arbor	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	No	Yes
Contacted the City of Ann Arbor (in-person, phone, email, or web) for help or information	1	2
Contacted Ann Arbor elected officials (in-person, phone, email, or web) to express your opinion	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting	1	2
Volunteered your time to some group/activity in Ann Arbor	1	2
Campaigned or advocated for a local issue, cause, or candidate	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway, or other public transportation instead of driving	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving	1	2

9. Please rate the quality of each of the following services in Ann Arbor.

	Excellent	Good	Fair	Poor	Don't know
Public information services	1	2	3	4	5
Economic development	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Land use, planning, and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Garbage collection	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Power (electric and/or gas) utility	1	2	3	4	5
Utility billing	1	2	3	4	5
Police/Sheriff services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Animal control	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts)	1	2	3	4	5
Ann Arbor open space	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
City parks	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Ann Arbor government performance.

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to Ann Arbor	1	2	3	4	5
The overall direction that Ann Arbor is taking	1	2	3	4	5
The job Ann Arbor government does at welcoming resident involvement	1	2	3	4	5
Overall confidence in Ann Arbor government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest	1	2	3	4	5
Being open and transparent to the public	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	Excellent	Good	Fair	Poor	Don't know
The City of Ann Arbor	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Ann Arbor community to focus on each of the following in the coming two years.

	Essential	Very important	Somewhat important	Not at all important
Overall economic health of Ann Arbor	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ann Arbor	1	2	3	4
Overall design or layout of Ann Arbor's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Ann Arbor (water, sewer, storm water, electric/gas, broadband)	1	2	3	4
Overall feeling of safety in Ann Arbor	1	2	3	4
Overall quality of natural environment in Ann Arbor	1	2	3	4
Overall quality of parks and recreation opportunities	1	2	3	4
Overall health and wellness opportunities in Ann Arbor	1	2	3	4
Overall opportunities for education, culture, and the arts	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

13. Please indicate if you feel there is too little, too much, or about the right amount of each of the following housing types in Ann Arbor to meet the community's needs in the coming years:

	Far too little	Somewhat too little	About right	Somewhat too much	Far too much	Don't know
Single-family detached homes	1	2	3	4	5	6
Townhouses	1	2	3	4	5	6
Multi-family housing (e.g., apartments, condominiums)	1	2	3	4	5	6
Housing options for seniors	1	2	3	4	5	6
Housing options for young residents	1	2	3	4	5	6
New single-family residential developments	1	2	3	4	5	6
New multi-family residential developments	1	2	3	4	5	6
Subsidized affordable housing	1	2	3	4	5	6
Carbon-neutral housing	1	2	3	4	5	6

14. Generally speaking, more housing development helps to control housing costs. However, it may not achieve other important priorities. A policy that requires new housing developments to be carbon neutral or contain affordable housing may help achieve these priorities, but may limit new housing construction and be less effective at controlling housing costs. How much, if at all, do you agree with each of the following statements:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Ann Arbor should prioritize controlling housing costs first, and support environmental sustainability and subsidized affordable housing as secondary priorities	1	2	3	4	5
Housing development should only be approved if it is also carbon neutral, even if this limits the amount of new housing that is built and/or contributes to increased housing costs	1	2	3	4	5
New housing development should only be approved if it also includes subsidized affordable housing, even if this causes market rate housing to increase in price	1	2	3	4	5

The City of Ann Arbor 2024 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email	1	2	3	4	5	6
Share your opinions online	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.
❍ Excellent ❍ Very good ❍ Good ❍ Fair ❍ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
❍ Very positive ❍ Somewhat positive ❍ Neutral ❍ Somewhat negative ❍ Very negative

D4. How many years have you lived in Ann Arbor?
❍ Less than 2 years
❍ 2-5 years
❍ 6-10 years
❍ 11-20 years
❍ More than 20 years

D5. Which best describes the building you live in?
❍ Single-family detached home
❍ Townhouse or duplex (may share walls but no units above or below you)
❍ Condominium or apartment (have units above or below you)
❍ Mobile home
❍ Other

D6. Do you rent or own your home?
❍ Rent
❍ Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?
❍ Less than $300
❍ $300 to $599
❍ $600 to $999
❍ $1,000 to $1,499
❍ $1,500 to $2,499
❍ $2,500 to $3,999
❍ $4,000 to $6,999
❍ $7,000 to $9,999
❍ $10,000 or more

D8. Do any children 17 or under live in your household?
❍ No ❍ Yes

D9. Are you or any other members of your household aged 65 or older?
❍ No ❍ Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)
❍ Less than $25,000
❍ $25,000 to $49,999
❍ $50,000 to $74,999
❍ $75,000 to $99,999
❍ $100,000 to $149,999
❍ $150,000 to $199,999
❍ $200,000 to $299,999
❍ $300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?
❍ No ❍ Yes

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
❑ American Indian or Alaskan Native
❑ Asian
❑ Black or African American
❑ Native Hawaiian or Other Pacific Islander
❑ White
❑ A race not listed

D13. In which category is your age?
❍ 18-24 years
❍ 25-34 years
❍ 35-44 years
❍ 45-54 years
❍ 55-64 years
❍ 65-74 years
❍ 75 years or older

D14. What is your gender?
❍ Woman
❍ Man
❍ Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?
❍ Agender/I don't identify with any gender
❍ Genderqueer/gender fluid
❍ Non-binary
❍ Transgender man
❍ Transgender woman
❍ Two-spirit
❍ Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502