# THE NCS™

## The National Community Survey™

# Ann Arbor, MI

*Community Livability Report*
*2020*

**NRC**
POWERED BY POLCO

**ICMA**
*Leaders at the Core of Better Communities*

# Contents

# About The NCS™

The National Community Survey™ (The NCS™) report is about the "livability" of Ann Arbor. The phrase "livable community" is used here to evoke 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.

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 Community Livability Report provides the opinions of a representative sample of 548 residents of the City of Ann Arbor. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2020 survey was 21%. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

# Overview of Results

## Community members feel safe in Ann Arbor.

About 9 in 10 residents positively rated the overall feeling of safety in Ann Arbor; this rating was strong and higher than the national average. More respondents gave high marks to emergency preparedness in 2020 compared to 2018. While still on par with the national benchmark, community members' assessments of Police/Sheriff services declined from 2018 to 2020. Approximately one-quarter of respondents indicated they had contact with a member of the City of Ann Arbor Police Department within the year prior to the survey. Of those that had contact, roughly 8 in 10 rated their most recent interaction with an employee as excellent or good in regards to the employee's resolution of concerns, responsiveness to questions and/or needs, professionalism, fairness, treating them in a respectful manner, and the overall impression of the AAPD staff member.

## Residents applaud alternative modes of transportation in Ann Arbor; however, ratings for public transportation are declining.

More residents felt that the quality of the transportation system in Ann Arbor was an essential or very important focus for the community in the coming years (84%) than residents in other communities. Respondents' evaluations of the ease of walking in Ann Arbor and bus or transit services were exceptional and higher than the national comparisons, with at least two-thirds of residents rating these as excellent or good. Additionally, more respondents in Ann Arbor reported walking, biking, or using public transportation instead of driving than respondents in comparison communities across the U.S. However, since 2018, respondents gave lower marks to the overall quality of the transportation system, ease of travel by public transportation, and bus or transit services; further, the use of public transportation instead of driving was also on the decline.

## Parks and recreation is a valued part of the community.

Respondents' ratings of all aspects of parks and recreation were outstanding and higher than the national averages. About 9 in 10 residents gave high marks to the overall quality of parks and recreation opportunities, City parks, recreational opportunities, recreation programs and centers, and fitness opportunities. Additionally, assessments of the availability of paths and walking trails were much higher than the national benchmarks and ranked 12th out of all comparison communities in the country.

## Community members give high marks to the economy, yet also see it as an area of opportunity.

About 8 in 10 residents favorably rated the overall economic health of Ann Arbor, which was on par with national norms. Respondents' scores for the overall quality of business and service establishments in Ann Arbor, the vibrancy of the downtown/commercial area, shopping opportunities, employment opportunities, and Ann Arbor as a place to visit and work were strong and higher than the national benchmarks. However, only about half of community members did not experience housing cost stress; this declined from 2018 to 2020 and was lower than observed in comparison communities nationwide. In 2020, fewer respondents in Ann Arbor believed the economy would have a positive impact on their income in the six months following the survey compared to 2018, possibly highlighted by the COVID-19 crisis. Additionally, respondents' reviews of the cost of living in Ann Arbor were lower than the national averages with 15% rating this as excellent or good.

# Facets of Livability

Ratings of importance were compared to ratings of quality to help guide City staff and officials with decisions on future resource allocation and strategic planning areas. When competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what facets are deemed most important to residents' quality of life, but which among the most important are perceived to be of relatively lower quality in your community. It is these facets of community livability – more important facets perceived as being of lower quality – to which attention needs to be paid first.

|  |  | QUALITY | | |
|---|---|---|---|---|
|  |  | *LOWER* | *SIMILAR* | *HIGHER* |
| **IMPORTANCE** | *HIGHER* |  | • Mobility |  |
|  | *SIMILAR* |  | • Economy<br>• Utilities | • Natural Environment<br>• Parks and Recreation<br>• Health and Wellness<br>• Education, Arts, and Culture |
|  | *LOWER* |  | • Community Design<br>• Inclusivity and Engagement | • Safety |

## FIGURE 1: QUALITY OF FACETS OF LIVABILITY- SUMMARY

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Overall economic health of Ann Arbor | ↔ | ↔ | 82% |
| Overall quality of the transportation system in Ann Arbor | ↔ | ↓ | 61% |
| Overall design or layout of Ann Arbor's residential and commercial areas | ↔ | ↓ | 65% |
| Overall quality of the utility infrastructure in Ann Arbor | ↔ | * | 68% |
| Overall feeling of safety in Ann Arbor | ↑ | ↔ | 93% |
| Overall quality of natural environment in Ann Arbor | ↑ | ↔ | 92% |
| Overall quality of parks and recreation opportunities | ↑ | * | 94% |
| Overall health and wellness opportunities in Ann Arbor | ↑ | ↔ | 89% |
| Overall opportunities for education, culture, and the arts | ↑↑ | ↔ | 94% |
| Residents' connection and engagement with their community | ↔ | * | 72% |

## FIGURE 2: IMPORTANCE OF FACETS OF LIVABILITY- SUMMARY

| Percent essential or very important | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Overall economic health of Ann Arbor | ↔ | ↔ | 85% |
| Overall quality of the transportation system in Ann Arbor | ↑ | ↔ | 84% |
| Overall design or layout of Ann Arbor's residential and commercial areas | ↓ | ↓ | 64% |
| Overall quality of the utility infrastructure in Ann Arbor | ↔ | * | 86% |
| Overall feeling of safety in Ann Arbor | ↓↓ | ↓ | 72% |
| Overall quality of natural environment in Ann Arbor | ↔ | ↔ | 84% |
| Overall quality of parks and recreation opportunities | ↔ | * | 79% |
| Overall health and wellness opportunities in Ann Arbor | ↔ | ↔ | 75% |
| Overall opportunities for education, culture, and the arts | ↔ | ↔ | 75% |
| Residents' connection and engagement with their community | ↓ | ↔ | 67% |

**Legend**
↑↑  Much higher  　　↑  Higher  　　↔  Similar  　　↓  Lower  　　↓↓  Much lower  　　*  Not available

# 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.*

**OVERALL QUALITY OF LIFE IN ANN ARBOR**



Excellent 40%
Poor 1%
Fair 9%
Good 49%
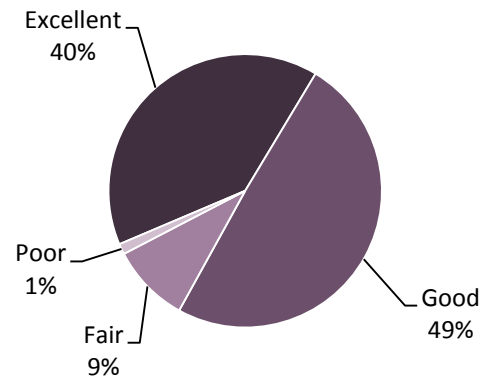
**FIGURE 3: QUALITY OF LIFE IN ANN ARBOR**

COMPARISON TO NATIONAL BENCHMARK

- ■ Higher
- ■ Similar
- ■ Lower



PERCENT EXCELLENT or GOOD

| | |
|---|---|
| Overall image or reputation of Ann Arbor | 90% |
| The overall quality of life in Ann Arbor | 89% |
| Ann Arbor as a place to live | 92% |

PERCENT VERY or SOMEWHAT LIKELY

| | |
|---|---|
| Recommend living in Ann Arbor to someone who asks | 87% |
| Remain in Ann Arbor for the next five years | 71% |
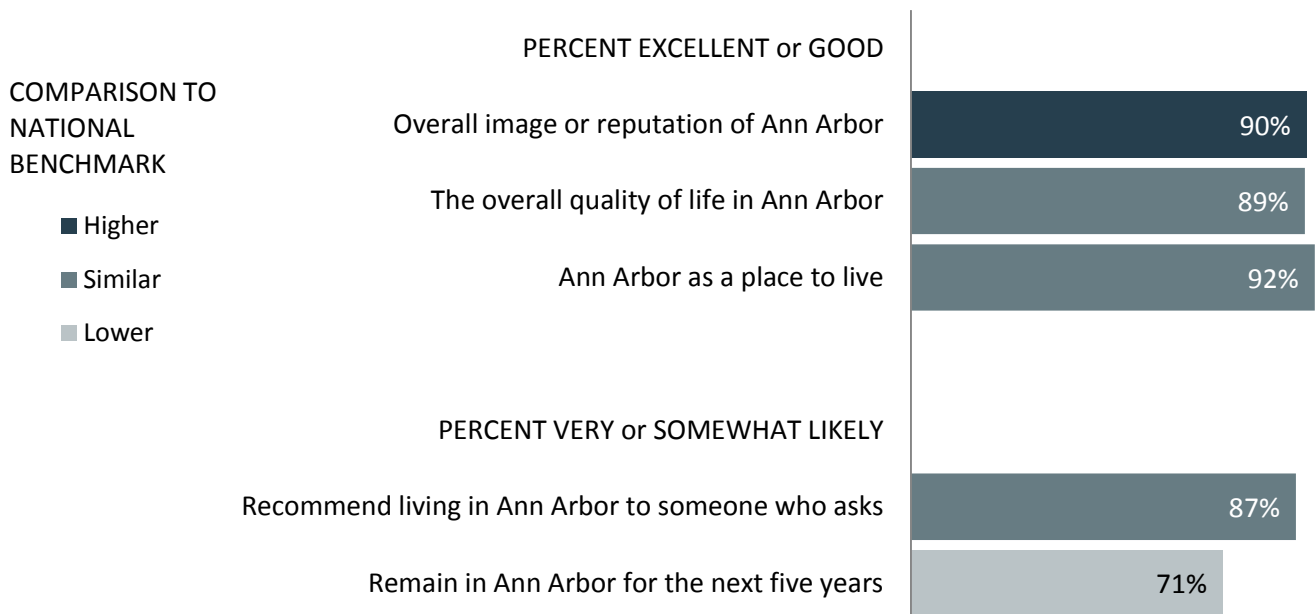
**FIGURE 4: QUALITY OF LIFE IN ANN ARBOR - SUMMARY**

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Overall image or reputation of Ann Arbor | ↑ | ↔ | 90% |
| The overall quality of life in Ann Arbor | ↔ | ↔ | 89% |
| Ann Arbor as a place to live | ↔ | ↔ | 92% |

**FIGURE 5: RECOMMEND ANN ARBOR - SUMMARY**

| Percent very or somewhat likely | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Recommend living in Ann Arbor to someone who asks | ↔ | ↓ | 87% |
| Remain in Ann Arbor for the next five years | ↓ | ↓ | 71% |

**Legend**

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    * Not available

# 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



Good 45%

Excellent 13%

Poor 15%

Fair 28%
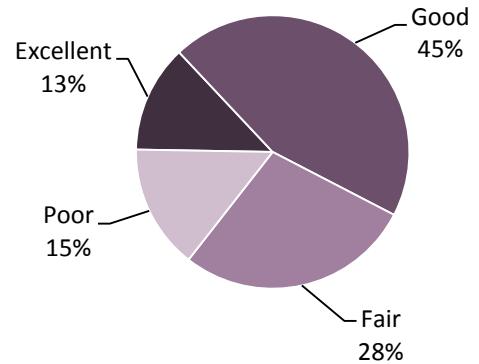
**FIGURE 6: GOVERNMENT PERFORMANCE AND SERVICES**

PERCENT EXCELLENT or GOOD

| | |
|---|---|
| Overall confidence in Ann Arbor government | 57% |
| The overall direction that Ann Arbor is taking | 58% |
| The value of services for the taxes paid to Ann Arbor | 54% |
| Generally acting in the best interest of the community | 56% |
| Being honest | 60% |
| Being open and transparent to the public | 53% |
| Informing residents about issues facing the community | 55% |
| The job Ann Arbor government does at welcoming resident involvement | 59% |
| Treating all residents fairly | 58% |
| Treating residents with respect | 68% |
| Overall customer service by Ann Arbor employees | 87% |
| Public information services | 77% |
| Quality of services provided by the City of Ann Arbor | 80% |
| Quality of services provided by the Federal Government | 25% |

COMPARISON TO NATIONAL BENCHMARK

■ Higher
■ Similar
■ Lower

## FIGURE 7: GOVERNMENT PERFORMANCE AND SERVICES - SUMMARY

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Overall confidence in Ann Arbor government | ↔ | ↔ | 57% |
| The overall direction that Ann Arbor is taking | ↔ | ↔ | 58% |
| The value of services for the taxes paid to Ann Arbor | ↔ | ↓ | 54% |
| Generally acting in the best interest of the community | ↔ | ↓ | 56% |
| Being honest | ↔ | ↔ | 60% |
| Being open and transparent to the public | ↔ | * | 53% |
| Informing residents about issues facing the community | ↔ | * | 55% |
| The job Ann Arbor government does at welcoming resident involvement | ↔ | ↓ | 59% |
| Treating all residents fairly | ↔ | ↔ | 58% |
| Treating residents with respect | ↔ | * | 68% |
| Overall customer service by Ann Arbor employees | ↔ | ↔ | 87% |
| Public information services | ↔ | ↓ | 77% |
| Quality of services provided by the City of Ann Arbor | ↔ | ↔ | 80% |
| Quality of services provided by the Federal Government | ↓ | ↓ | 25% |

**Legend**

↑↑  Much higher        ↑  Higher        ↔  Similar        ↓  Lower        ↓↓  Much lower        *  Not available

# 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



- Excellent 21%
- Poor 3%
- Fair 15%
- Good 60%
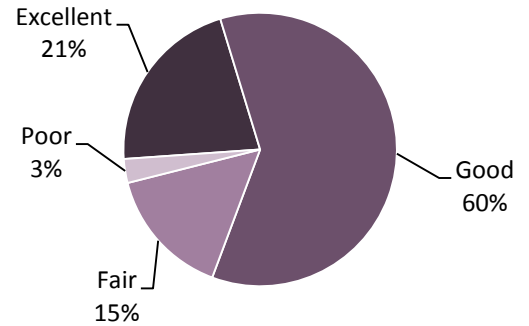
**What impact, if any, do you think the economy will have on your family income in the next 6 months?**

- ■ Very positive
- ■ Somewhat positive
- ■ Neutral
- ■ Somewhat negative
- ■ Very negative

| 2% | 11% | 52% | 30% | 5% |
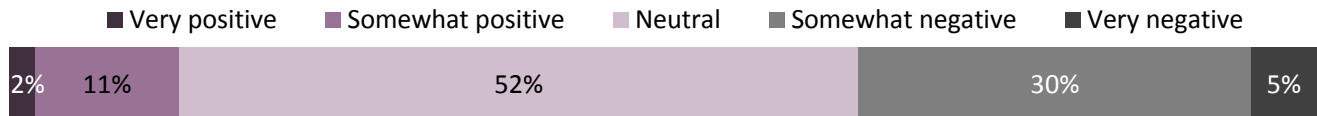
**FIGURE 8: ECONOMIC HEALTH**

COMPARISON TO NATIONAL BENCHMARK

- ■ Higher
- ■ Similar
- ■ Lower

PERCENT EXCELLENT or GOOD

| | |
|---|---|
| Overall economic health of Ann Arbor | 82% |
| Economic development | 65% |
| Overall quality of business and service establishments in Ann Arbor | 88% |
| Variety of business and service establishments in Ann Arbor | 75% |
| Vibrancy of downtown/commercial area | 80% |
| Shopping opportunities | 70% |
| Ann Arbor as a place to visit | 79% |
| Ann Arbor as a place to work | 83% |
| Employment opportunities | 64% |
| Cost of living in Ann Arbor | 15% |

VERY OR SOMEWHAT POSITIVE

| | |
|---|---|
| Economy will have positive impact on income | 13% |

## FIGURE 9: ECONOMIC HEALTH - SUMMARY

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Overall economic health of Ann Arbor | ↔ | ↔ | 82% |
| Economic development | ↔ | ↔ | 65% |
| Overall quality of business and service establishments in Ann Arbor | ↑ | ↔ | 88% |
| Variety of business and service establishments in Ann Arbor | ↔ | * | 75% |
| Vibrancy of downtown/commercial area | ↑↑ | ↔ | 80% |
| Shopping opportunities | ↑ | ↓ | 70% |
| Ann Arbor as a place to visit | ↑ | ↔ | 79% |
| Ann Arbor as a place to work | ↑ | ↓ | 83% |
| Employment opportunities | ↑ | ↓ | 64% |
| Cost of living in Ann Arbor | ↓ | ↔ | 15% |

## FIGURE 10: ECONOMIC IMPACT - SUMMARY

| Percent very or somewhat positive | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Economy will have positive impact on income | ↓ | ↓ | 13% |

## FIGURE 11: HOUSING COST - SUMMARY

| Percent for whom housing costs are NOT 30% or more of household income | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| NOT experiencing housing costs stress | ↓ | ↓ | 53% |

Legend
↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    * Not available

# 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**



- Excellent 16%
- Good 44%
- Fair 31%
- Poor 8%
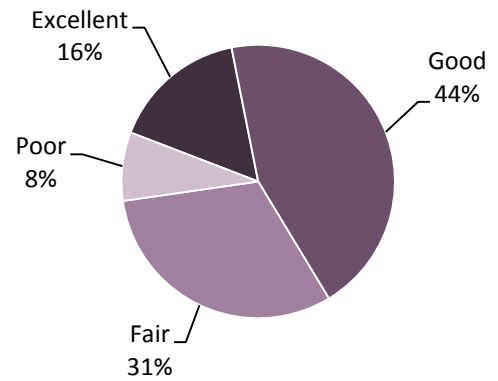
**FIGURE 12: MOBILITY IN ANN ARBOR**



COMPARISON TO NATIONAL BENCHMARK
- ■ Higher
- ■ Similar
- ▢ Lower

| Category | Percent |
|---|---|
| Overall quality of the transportation system | 61% |
| Traffic flow on major streets | 44% |
| Ease of public parking | 37% |
| Ease of travel by car in Ann Arbor | 57% |
| Ease of travel by public transportation in Ann Arbor | 48% |
| Ease of travel by bicycle in Ann Arbor | 60% |
| Ease of walking in Ann Arbor | 83% |
| Bus or transit services | 68% |
| Traffic enforcement | 64% |
| Traffic signal timing | 54% |
| Street repair | 21% |
| Street cleaning | 66% |
| Street lighting | 70% |
| Snow removal | 54% |
| Sidewalk maintenance | 59% |

**FIGURE 13: USE OF ALTERNATIVE TRANSPORTATION MODES**

USED IN PAST 12 MONTHS

| Category | Percent |
|---|---|
| Used bus, rail, subway, or other public transportation instead of driving | 50% |
| Carpooled with other adults or children instead of driving alone | 51% |
| Walked or biked instead of driving | 81% |
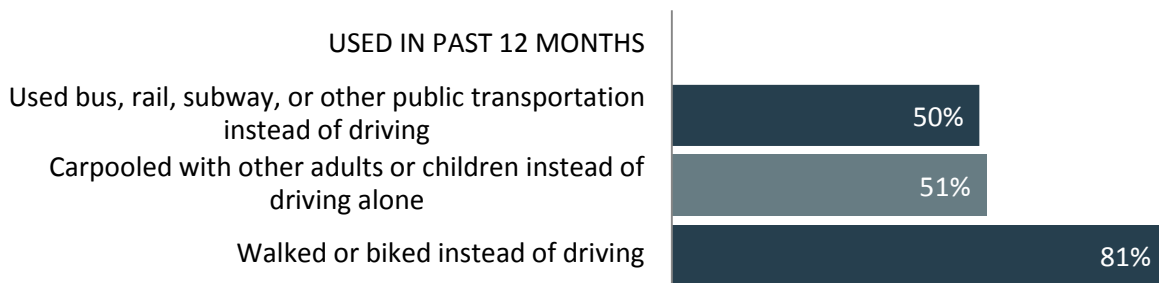
**FIGURE 14: MOBILITY IN ANN ARBOR - SUMMARY**

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Overall quality of the transportation system in Ann Arbor | ↔ | ↓ | 61% |
| Traffic flow on major streets | ↔ | ↔ | 44% |
| Ease of travel by car in Ann Arbor | ↔ | ↔ | 57% |
| Ease of travel by public transportation in Ann Arbor | ↔ | ↓ | 48% |
| Ease of travel by bicycle in Ann Arbor | ↔ | ↔ | 60% |
| Ease of walking in Ann Arbor | ↑ | ↔ | 83% |
| Ease of public parking | ↓ | ↔ | 37% |
| Bus or transit services | ↑ | ↓ | 68% |
| Traffic enforcement | ↔ | ↔ | 64% |
| Traffic signal timing | ↔ | ↔ | 54% |
| Street repair | ↓ | ↔ | 21% |
| Street cleaning | ↔ | ↑ | 66% |
| Street lighting | ↔ | ↔ | 70% |
| Snow removal | ↔ | ↔ | 54% |
| Sidewalk maintenance | ↔ | ↔ | 59% |

**FIGURE 15: USE OF ALTERNATIVE TRANSPORTATION MODES - SUMMARY**

| Percent who did this in past 12 months | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Used bus, rail, subway, or other public transportation instead of driving | ↑↑ | ↓ | 50% |
| Carpooled with other adults or children instead of driving alone | ↔ | ↔ | 51% |
| Walked or biked instead of driving | ↑↑ | ↔ | 81% |

**Legend**
↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    * Not available

# 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**



- Excellent 13%
- Good 52%
- Poor 8%
- Fair 28%

**FIGURE 16: COMMUNITY DESIGN**

COMPARISON TO NATIONAL BENCHMARK

- ■ Higher
- ■ Similar
- ■ Lower

PERCENT EXCELLENT or GOOD

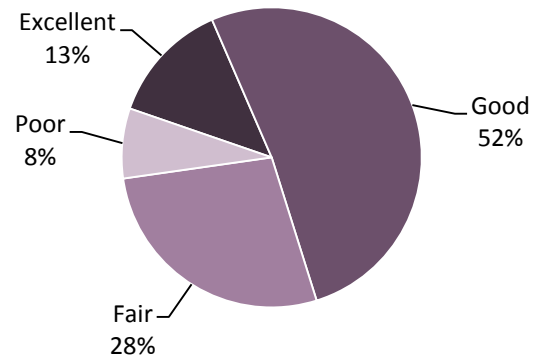| | |
|---|---|
| Overall design or layout of Ann Arbor's residential and commercial areas | 65% |
| Overall appearance of Ann Arbor | 81% |
| Your neighborhood as a place to live | 92% |
| Overall quality of new development in Ann Arbor | 43% |
| Well-planned residential growth | 41% |
| Well-planned commercial growth | 42% |
| Well-designed neighborhoods | 60% |
| Preservation of the historical or cultural character of the community | 70% |
| Public places where people want to spend time | 75% |
| Variety of housing options | 36% |
| Availability of affordable quality housing | 12% |
| Land use, planning, and zoning | 44% |
| Code enforcement | 60% |

14

**FIGURE 17: COMMUNITY DESIGN - SUMMARY**

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Overall design or layout of Ann Arbor's residential and commercial areas | ↔ | ↓ | 65% |
| Overall appearance of Ann Arbor | ↔ | ↓ | 81% |
| Your neighborhood as a place to live | ↔ | ↔ | 92% |
| Overall quality of new development in Ann Arbor | ↔ | ↓ | 43% |
| Well-planned residential growth | ↔ | * | 41% |
| Well-planned commercial growth | ↔ | * | 42% |
| Well-designed neighborhoods | ↔ | * | 60% |
| Preservation of the historical or cultural character of the community | ↔ | * | 70% |
| Public places where people want to spend time | ↔ | ↓ | 75% |
| Variety of housing options | ↓ | ↔ | 36% |
| Availability of affordable quality housing | ↓ | ↓ | 12% |
| Land use, planning, and zoning | ↔ | ↓ | 44% |
| Code enforcement | ↔ | ↔ | 60% |

**Legend**

↑↑  Much higher          ↑  Higher          ↔  Similar          ↓  Lower          ↓↓  Much lower          *  Not available

# 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

- Excellent 16%
- Good 52%
- Poor 7%
- Fair 25%

**FIGURE 18: UTILITES**



PERCENT EXCELLENT or GOOD

| Category | Percent |
|---|---|
| Overall quality of the utility infrastructure in Ann Arbor | 68% |
| Affordable high-speed internet access | 50% |
| Power (electric and/or gas) utility | 73% |
| Garbage collection | 89% |
| Drinking water | 82% |
| Sewer services | 87% |
| Storm water management | 78% |
| Utility billing | 75% |

COMPARISON TO NATIONAL BENCHMARK
- ■ Higher
- ■ Similar
- ■ Lower
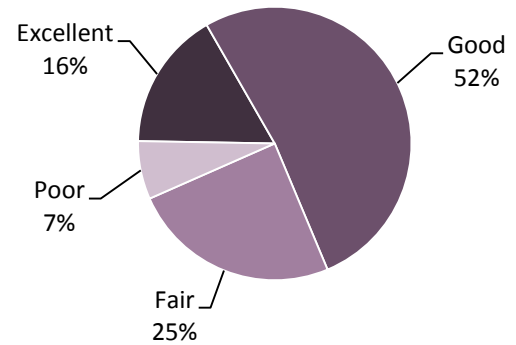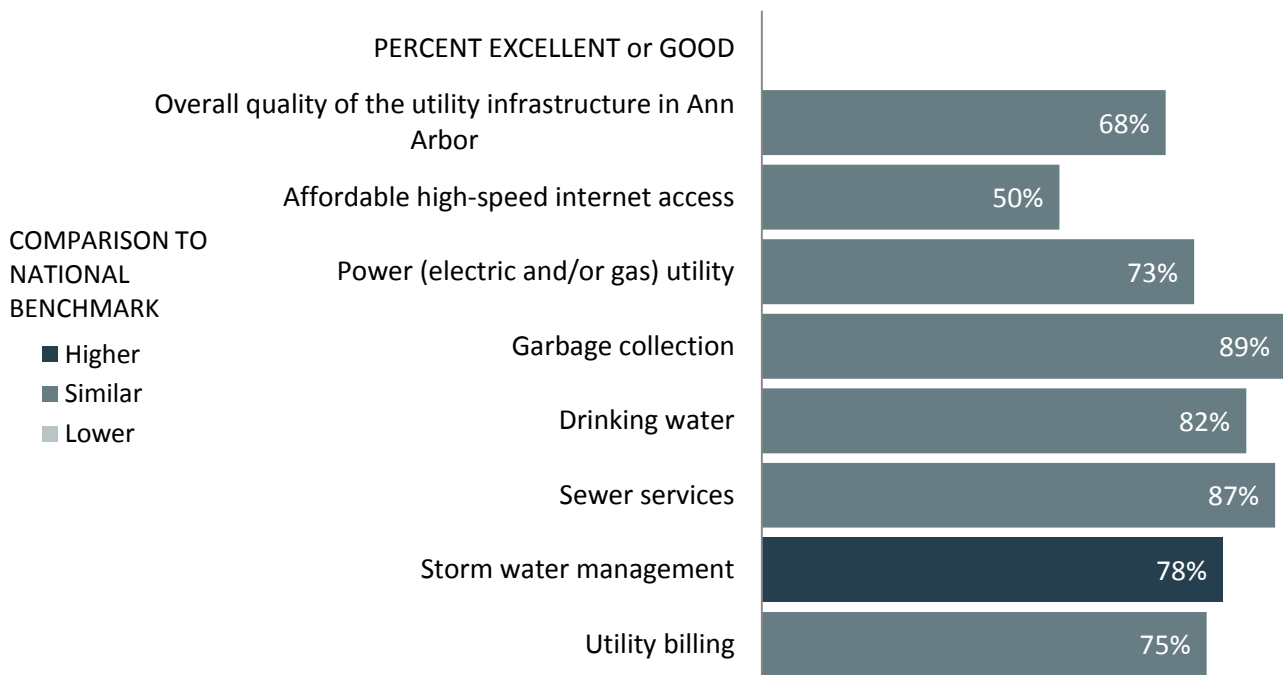
**FIGURE 19: UTILITES - SUMMARY**

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|:---:|:---:|:---:|
| Overall quality of the utility infrastructure in Ann Arbor | ↔ | * | 68% |
| Affordable high-speed internet access | ↔ | * | 50% |
| Power (electric and/or gas) utility | ↔ | ↔ | 73% |
| Garbage collection | ↔ | ↔ | 89% |
| Drinking water | ↔ | ↔ | 82% |
| Sewer services | ↔ | ↔ | 87% |
| Storm water management | ↑ | ↔ | 78% |
| Utility billing | ↔ | ↔ | 75% |

**Legend**
↑↑ Much higher      ↑ Higher      ↔ Similar      ↓ Lower      ↓↓ Much lower      * Not available

# 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



Excellent 45%

Poor 0%

Fair 6%

Good 48%

**FIGURE 20: SAFETY IN ANN ARBOR**

COMPARISON TO NATIONAL BENCHMARK

- ■ Higher
- ■ Similar
- ■ Lower



PERCENT EXCELLENT or GOOD

| | |
|---|---|
| Overall feeling of safety in Ann Arbor | 93% |
| Police/Sheriff services | 72% |
| Crime prevention | 81% |
| Animal control | 79% |
| Ambulance or emergency medical services | 94% |
| Fire services | 93% |
| Fire prevention and education | 80% |
| Emergency preparedness | 74% |

PERCENT VERY or SOMEWHAT SAFE

| | |
|---|---|
| In your neighborhood during the day | 98% |
| In Ann Arbor's downtown/commercial area during the day | 94% |
| From property crime | 86% |
| From violent crime | 93% |
| From fire, flood, or other natural disaster | 91% |

## FIGURE 21: SAFETY-RELATED SERVICES - SUMMARY
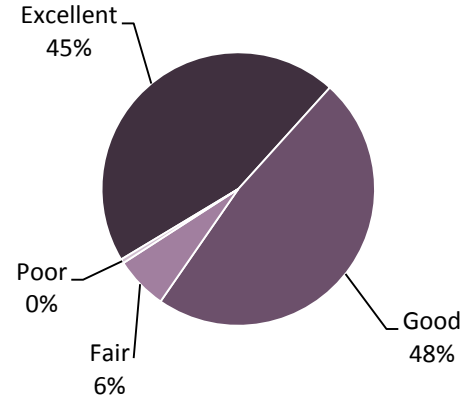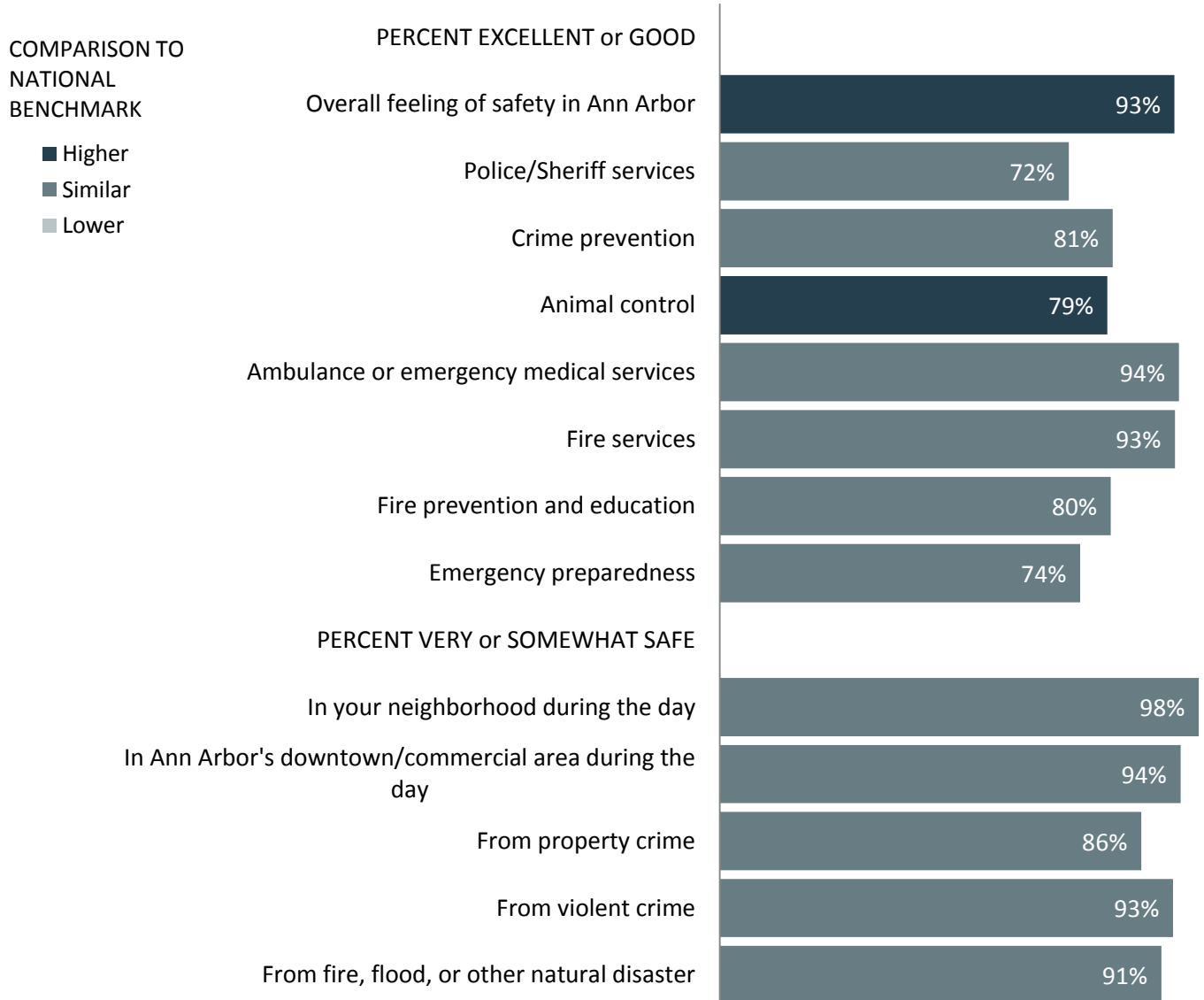
| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|:---:|:---:|:---:|
| Overall feeling of safety in Ann Arbor | ↑ | ↔ | 93% |
| Police/Sheriff services | ↔ | ↓ | 72% |
| Crime prevention | ↔ | ↔ | 81% |
| Animal control | ↑ | ↔ | 79% |
| Ambulance or emergency medical services | ↔ | ↔ | 94% |
| Fire services | ↔ | ↔ | 93% |
| Fire prevention and education | ↔ | ↔ | 80% |
| Emergency preparedness | ↔ | ↑ | 74% |

## FIGURE 22: FEELINGS OF SAFETY- SUMMARY

| Percent who feel very or somewhat safe | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|:---:|:---:|:---:|
| In your neighborhood during the day | ↔ | ↔ | 98% |
| In Ann Arbor's downtown/commercial area during the day | ↔ | ↔ | 94% |
| From property crime | ↔ | * | 86% |
| From violent crime | ↔ | * | 93% |
| From fire, flood, or other natural disaster | ↔ | * | 91% |

**Legend**

↑↑  Much higher       ↑  Higher       ↔  Similar       ↓  Lower       ↓↓  Much lower       *  Not available

# 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.*

Excellent 50%
Poor 1%
Fair 7%
Good 42%
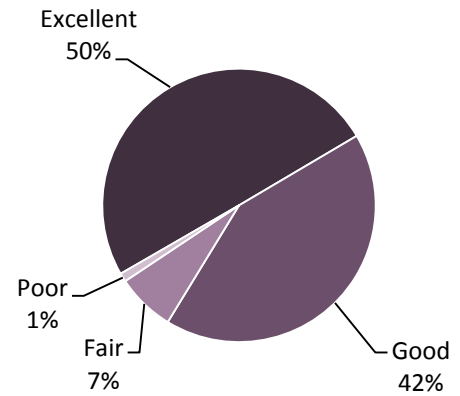
**FIGURE 23: NATURAL ENVIRONMENT**



PERCENT EXCELLENT or GOOD

| | |
|---|---|
| Overall quality of natural environment in Ann Arbor | 92% |
| Cleanliness of Ann Arbor | 82% |
| Water resources | 80% |
| Air quality | 91% |
| Preservation of natural areas | 84% |
| Ann Arbor open space | 83% |
| Recycling | 81% |
| Yard waste pick-up | 81% |

COMPARISON TO NATIONAL BENCHMARK

- ■ Higher
- ■ Similar
- ■ Lower
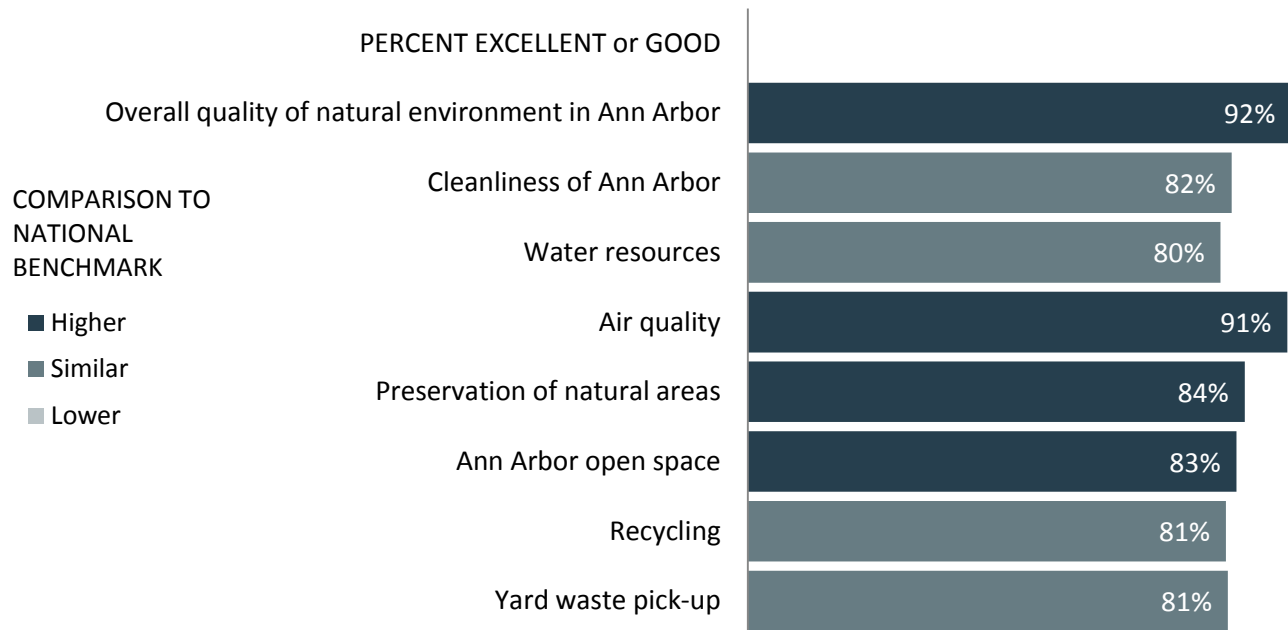
**FIGURE 24: NATURAL ENVIRONMENT - SUMMARY**

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Overall quality of natural environment in Ann Arbor | ↑ | ↔ | 92% |
| Cleanliness of Ann Arbor | ↔ | ↔ | 82% |
| Water resources | ↔ | * | 80% |
| Air quality | ↑ | ↔ | 91% |
| Preservation of natural areas | ↑ | ↔ | 84% |
| Ann Arbor open space | ↑ | ↔ | 83% |
| Recycling | ↔ | ↔ | 81% |
| Yard waste pick-up | ↔ | ↔ | 81% |

**Legend**

↑↑ Much higher      ↑ Higher      ↔ Similar      ↓ Lower      ↓↓ Much lower      * Not available

# 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 IN ANN ARBOR



Excellent 57%
Poor 0%
Fair 6%
Good 37%
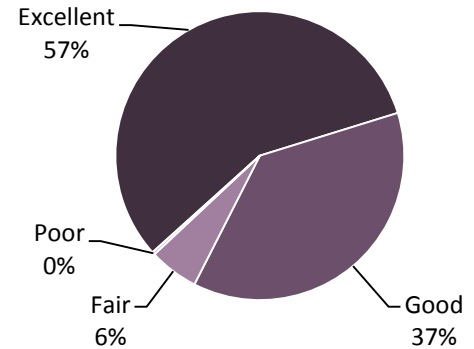
**FIGURE 25: PARKS AND RECREATION**



PERCENT EXCELLENT or GOOD

| | |
|---|---|
| Overall quality of parks and recreation opportunities | 94% |
| Availability of paths and walking trails | 91% |
| City parks | 93% |
| Recreational opportunities | 89% |
| Recreation programs or classes | 91% |
| Recreation centers or facilities | 87% |
| Fitness opportunities | 90% |

COMPARISON TO NATIONAL BENCHMARK

- ■ Higher
- ■ Similar
- ■ Lower

**FIGURE 26: PARKS AND RECREATION - SUMMARY**

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Overall quality of parks and recreation opportunities | ↑ | * | 94% |
| Availability of paths and walking trails | ↑↑ | ↔ | 91% |
| City parks | ↑ | ↔ | 93% |
| Recreational opportunities | ↑ | ↔ | 89% |
| Recreation programs or classes | ↑ | ↔ | 91% |
| Recreation centers or facilities | ↑ | ↔ | 87% |
| Fitness opportunities | ↑ | ↔ | 90% |

**Legend**
↑↑ Much higher      ↑ Higher      ↔ Similar      ↓ Lower      ↓↓ Much lower      * Not available

# 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.*

**HEALTH AND WELLNESS OPPORTUNITIES IN ANN ARBOR**



Excellent 45%
Good 44%
Fair 11%
Poor 0%

**Would you say that your health in general is:**

■ Excellent    ■ Very good    ■ Good    ■ Fair    ■ Poor

| 35% | 43% | 18% | 4% | 1% |

**FIGURE 27: HEALTH AND WELLNESS**

COMPARISON TO NATIONAL BENCHMARK

■ Higher
■ Similar
■ Lower

PERCENT EXCELLENT or GOOD

| | |
|---|---|
| Overall health and wellness opportunities in Ann Arbor | 89% |
| Health services | 85% |
| Availability of affordable quality health care | 72% |
| Availability of preventive health services | 78% |
| Availability of affordable quality mental health care | 58% |
| Availability of affordable quality food | 64% |

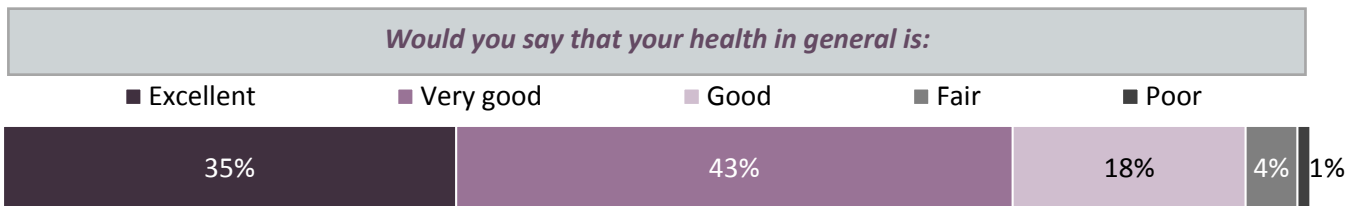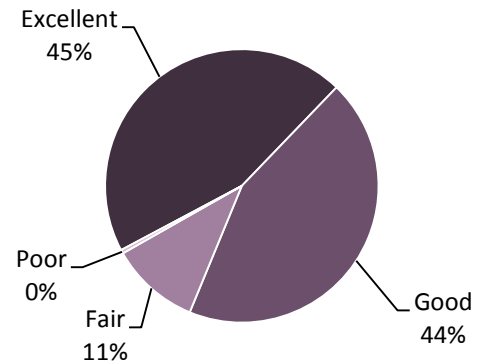PERCENT EXCELLENT or VERY GOOD
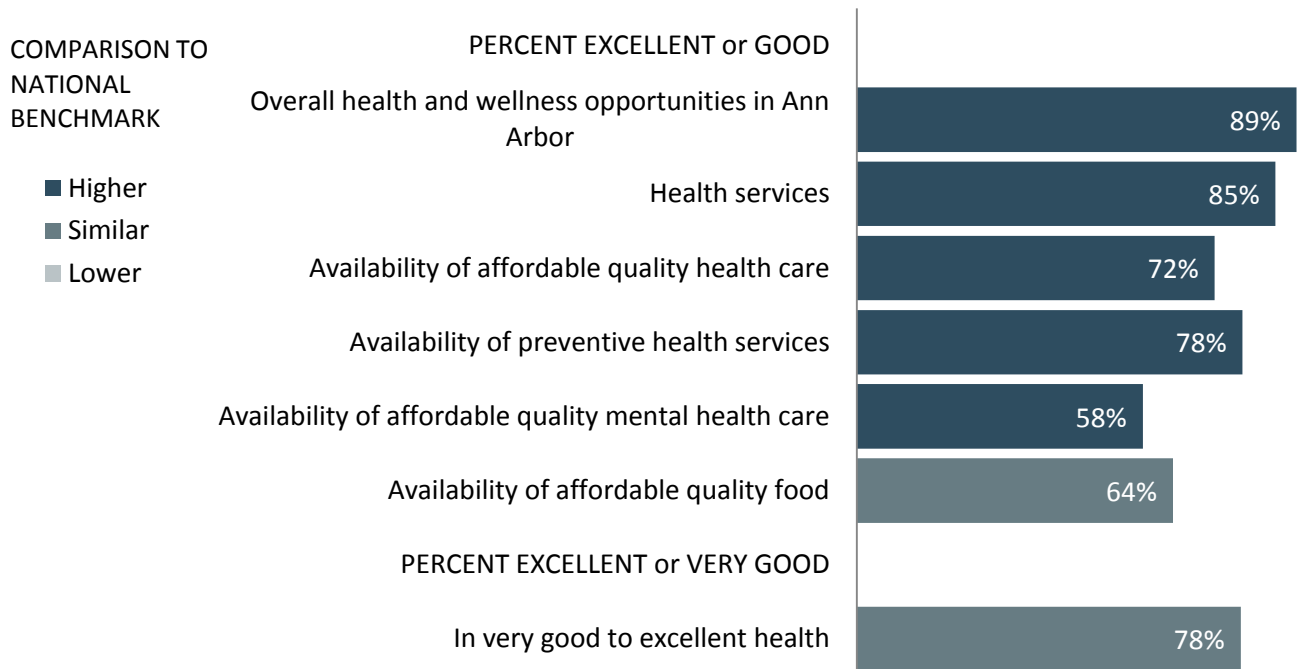
| | |
|---|---|
| In very good to excellent health | 78% |

**FIGURE 28: HEALTH AND WELLNESS - SUMMARY**

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Overall health and wellness opportunities in Ann Arbor | ↑ | ↔ | 89% |
| Health services | ↑ | ↓ | 85% |
| Availability of affordable quality health care | ↑ | ↓ | 72% |
| Availability of preventive health services | ↑ | ↓ | 78% |
| Availability of affordable quality mental health care | ↑ | ↔ | 58% |
| Availability of affordable quality food | ↔ | ↓ | 64% |

**FIGURE 29: PERSONAL HEALTH - SUMMARY**

| | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| In very good to excellent health | ↔ | ↔ | 78% |

**Legend**

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    * Not available

# 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 IN ANN ARBOR**



Excellent 61%
Poor 1%
Fair 5%
Good 33%
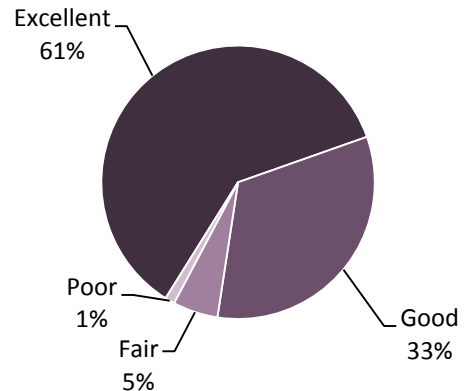
**FIGURE 30: EDUCATION, ARTS AND CULTURE**



PERCENT EXCELLENT or GOOD

Overall opportunities for education, culture, and the arts — 94%

Opportunities to attend cultural/arts/music activities — 90%

Opportunities to attend special events and festivals — 88%

Community support for the arts — 91%

Public library services — 96%

Availability of affordable quality child care/preschool — 51%

K-12 education — 87%

Adult educational opportunities — 85%

COMPARISON TO NATIONAL BENCHMARK
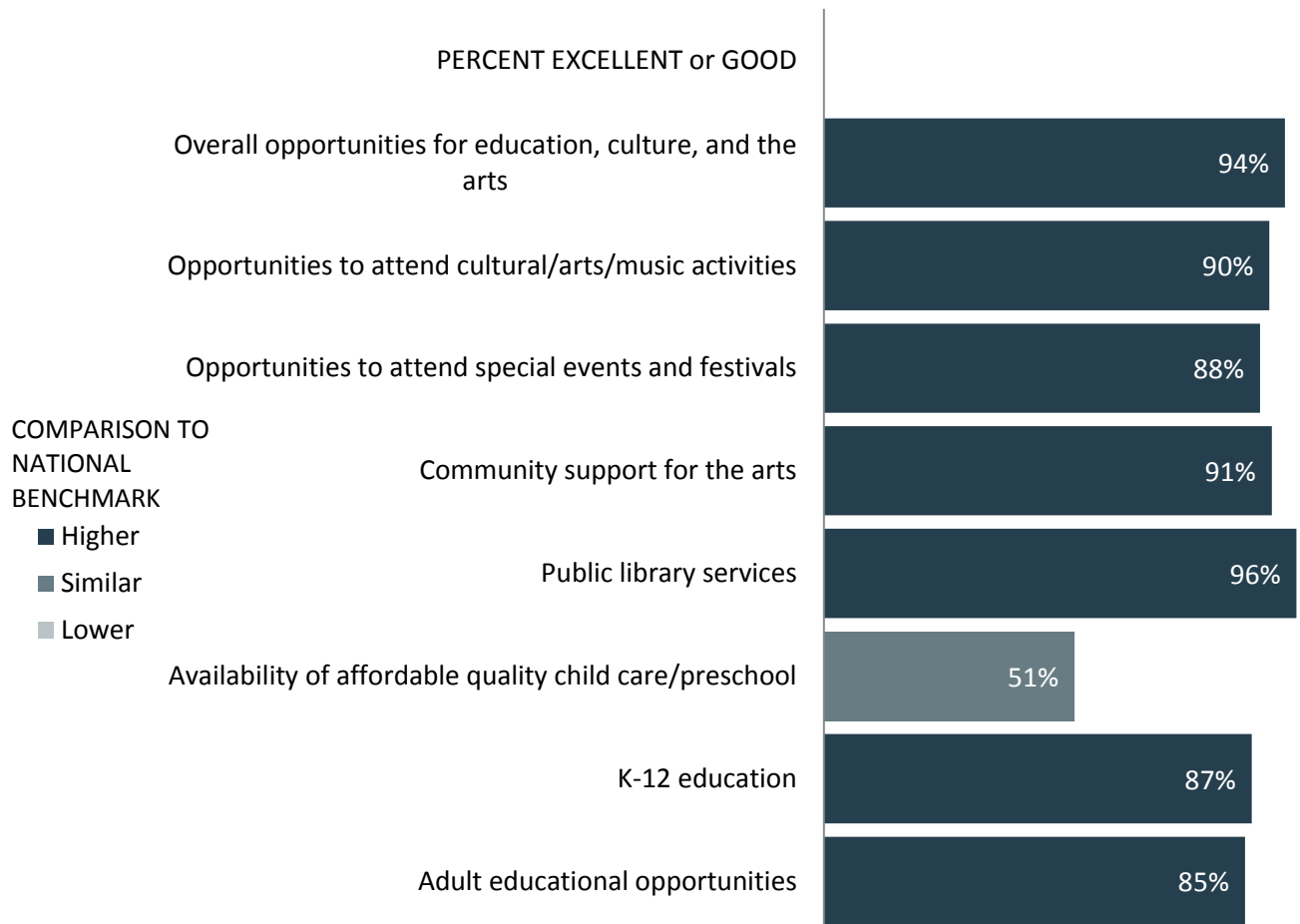■ Higher
■ Similar
■ Lower

## FIGURE 31: EDUCATION, ARTS AND CULTURE - SUMMARY

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Overall opportunities for education, culture, and the arts | ↑↑ | ↔ | 94% |
| Opportunities to attend cultural/arts/music activities | ↑↑ | ↔ | 90% |
| Opportunities to attend special events and festivals | ↑ | ↔ | 88% |
| Community support for the arts | ↑↑ | * | 91% |
| Public library services | ↑ | ↔ | 96% |
| Availability of affordable quality child care/preschool | ↔ | ↔ | 51% |
| K-12 education | ↑ | ↔ | 87% |
| Adult educational opportunities | ↑↑ | ↓ | 85% |

**Legend**

↑↑ Much higher     ↑ Higher     ↔ Similar     ↓ Lower     ↓↓ Much lower     * Not available

# 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**

Excellent 22%
Good 50%
Poor 5%
Fair 23%
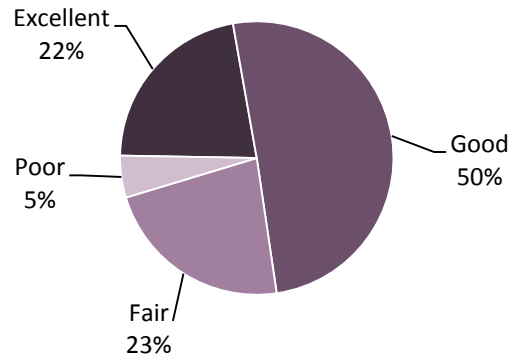
**FIGURE 32: INCLUSIVITY AND ENGAGEMENT**

PERCENT EXCELLENT or GOOD

COMPARISON TO NATIONAL BENCHMARK
- Higher
- Similar
- Lower

| | |
|---|---|
| Residents' connection and engagement with their community | 72% |
| Sense of community | 65% |
| Sense of civic/community pride | 83% |
| Neighborliness of Ann Arbor | 72% |
| Ann Arbor as a place to raise children | 91% |
| Ann Arbor as a place to retire | 67% |
| Openness and acceptance of the community toward people of diverse backgrounds | 67% |
| Making all residents feel welcome | 64% |
| Attracting people from diverse backgrounds | 59% |
| Valuing/respecting residents from diverse backgrounds | 68% |
| Taking care of vulnerable residents | 49% |
| Opportunities to participate in social events and activities | 82% |
| Opportunities to volunteer | 88% |
| Opportunities to participate in community matters | 80% |

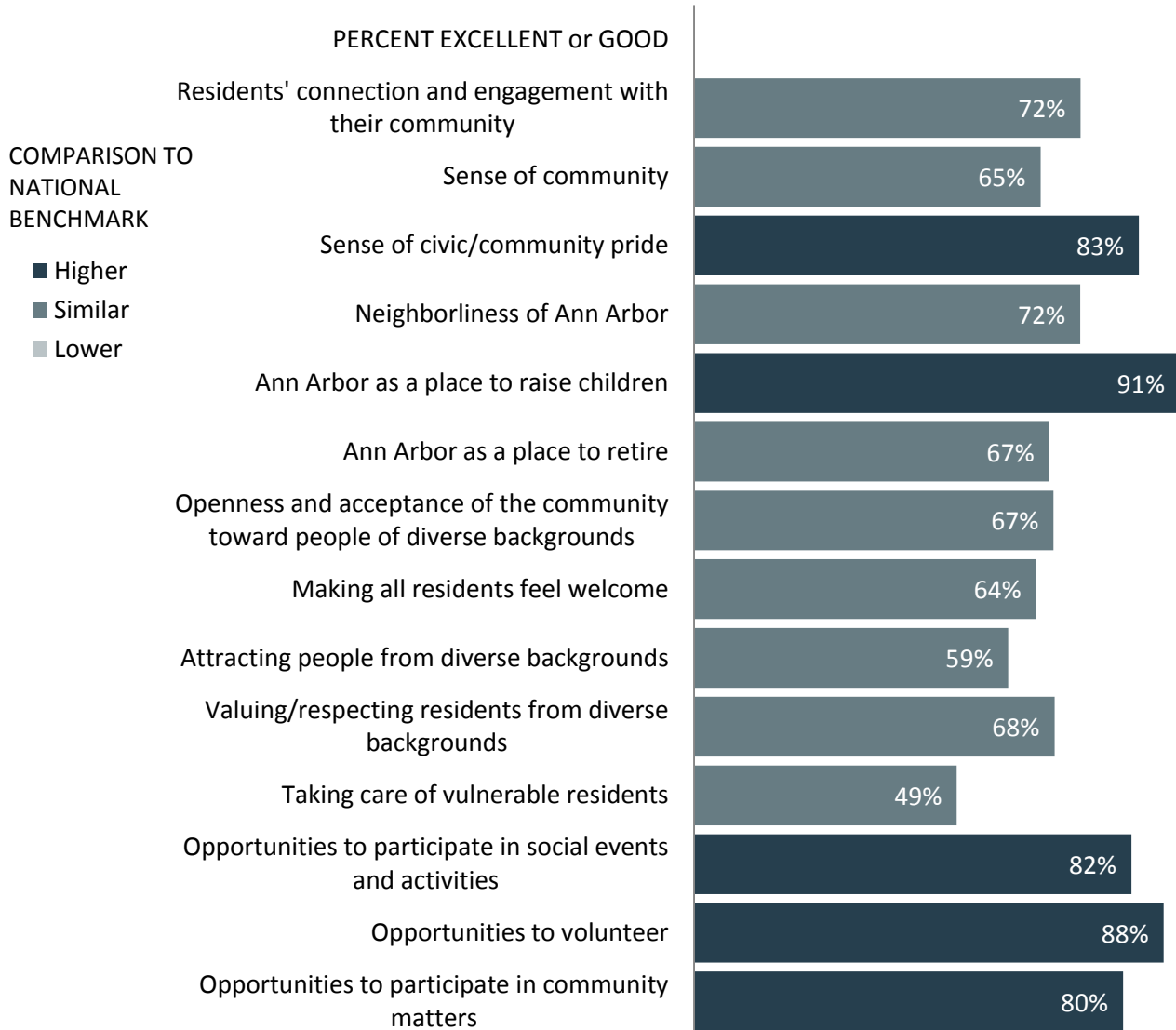**FIGURE 33: INCLUSIVITY AND ENGAGEMENT - SUMMARY**

| Percent excellent or good | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Residents' connection and engagement with their community | ↔ | * | 72% |
| Sense of community | ↔ | ↓ | 65% |
| Sense of civic/community pride | ↑ | * | 83% |
| Neighborliness of Ann Arbor | ↔ | ↔ | 72% |
| Ann Arbor as a place to raise children | ↑ | ↓ | 91% |
| Ann Arbor as a place to retire | ↔ | ↓ | 67% |
| Openness and acceptance of the community toward people of diverse backgrounds | ↔ | ↓ | 67% |
| Making all residents feel welcome | ↔ | * | 64% |
| Attracting people from diverse backgrounds | ↔ | * | 59% |
| Valuing/respecting residents from diverse backgrounds | ↔ | * | 68% |
| Taking care of vulnerable residents | ↔ | * | 49% |
| Opportunities to participate in social events and activities | ↑ | ↔ | 82% |
| Opportunities to volunteer | ↑ | ↔ | 88% |
| Opportunities to participate in community matters | ↑ | ↔ | 80% |

**Legend**

↑↑ Much higher      ↑ Higher      ↔ Similar      ↓ Lower      ↓↓ Much lower      * Not available

**FIGURE 34: RESIDENTS' PARTICIPATION LEVELS**

COMPARISON TO NATIONAL BENCHMARK
- ■ Higher
- ■ Similar
- ■ Lower

PERCENT YES IN LAST 12 MONTHS

| | |
|---|---|
| Contacted Ann Arbor for help or information | 48% |
| Contacted Ann Arbor elected officials to express your opinion | 23% |
| Attended a local public meeting | 18% |
| Watched (online or on television) a local public meeting | 24% |
| Volunteered your time to some group/activity in Ann Arbor | 49% |
| Campaigned or advocated for an issue, cause or candidate | 28% |
| Voted in your most recent local election | 77% |

PERCENT A FEW TIMES A WEEK OR MORE

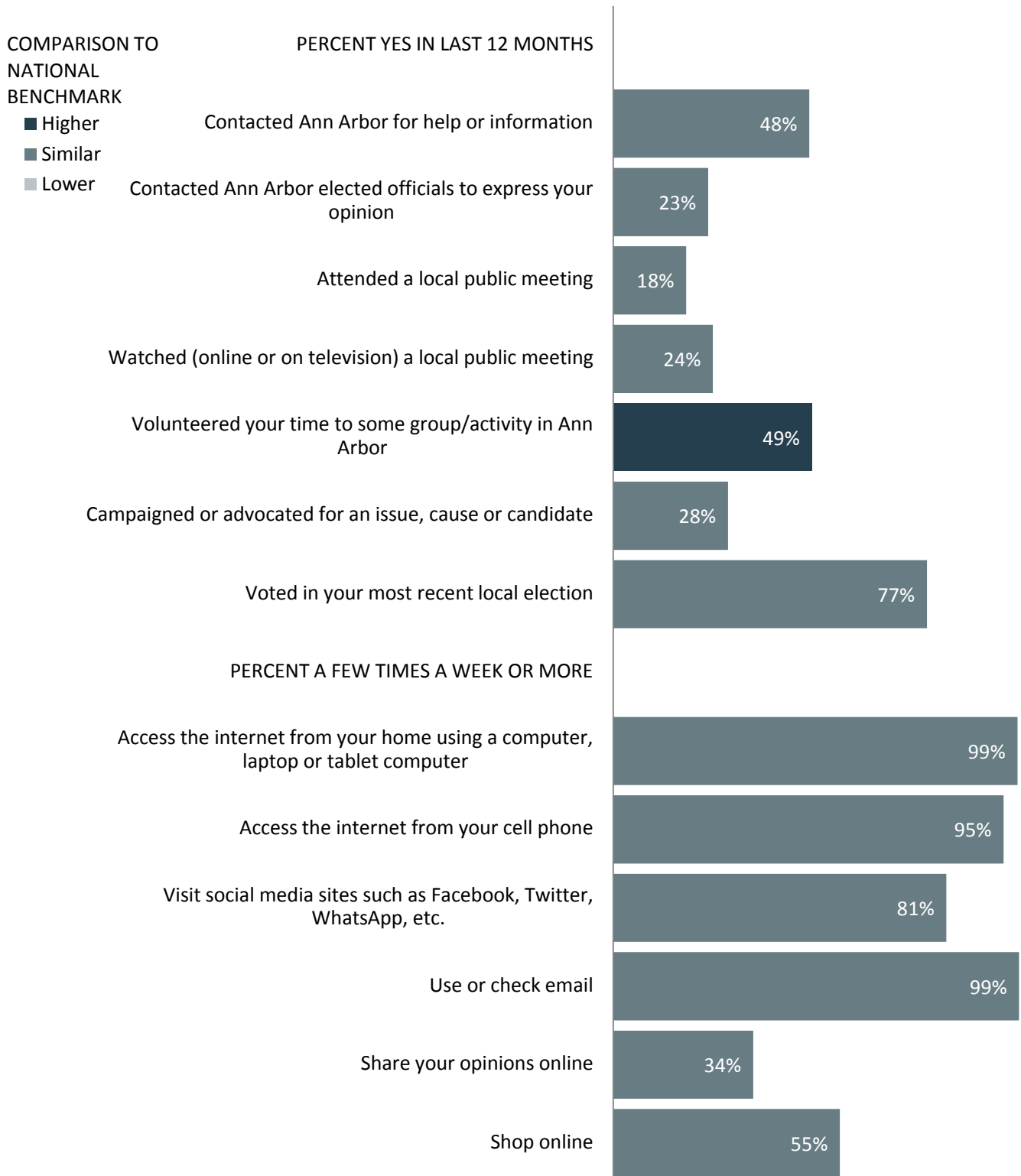| | |
|---|---|
| Access the internet from your home using a computer, laptop or tablet computer | 99% |
| Access the internet from your cell phone | 95% |
| Visit social media sites such as Facebook, Twitter, WhatsApp, etc. | 81% |
| Use or check email | 99% |
| Share your opinions online | 34% |
| Shop online | 55% |

## FIGURE 35: RESIDENTS' PARTICIPATION IN LAST 12 MONTHS- SUMMARY

| Percent who had done each in last 12 months | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Contacted Ann Arbor for help or information | ↔ | ↔ | 48% |
| Contacted Ann Arbor elected officials to express your opinion | ↔ | ↔ | 23% |
| Attended a local public meeting | ↔ | ↔ | 18% |
| Watched (online or on television) a local public meeting | ↔ | ↑ | 24% |
| Volunteered your time to some group/activity in Ann Arbor | ↑ | ↓ | 49% |
| Campaigned or advocated for an issue, cause or candidate | ↔ | ↓ | 28% |
| Voted in your most recent local election | ↔ | * | 77% |

## FIGURE 36: RESIDENTS' GENERAL USE OF TECHNOLOGY- SUMMARY

| Percent who report doing each at least a few times a week | Comparison to benchmark | Change 2018 to 2020 | 2020 rating |
|---|---|---|---|
| Access the internet from your home using a computer, laptop or tablet computer | ↔ | * | 99% |
| Access the internet from your cell phone | ↔ | * | 95% |
| Visit social media sites such as Facebook, Twitter, WhatsApp, etc. | ↔ | * | 81% |
| Use or check email | ↔ | * | 99% |
| Share your opinions online | ↔ | * | 34% |
| Shop online | ↔ | * | 55% |

**Legend**

↑↑  Much higher        ↑  Higher        ↔  Similar        ↓  Lower        ↓↓  Much lower        *  Not available

# Special Topics

## FIGURE 37: CONTACT WITH POLICE DEPARTMENT

*Have you had contact with a member of the City of Ann Arbor Police Department within the last 12 months?*
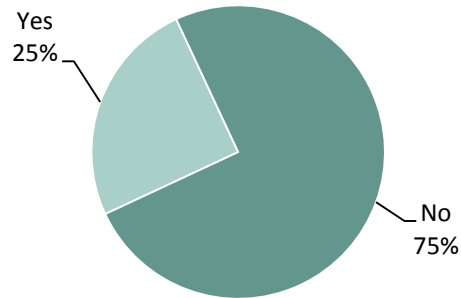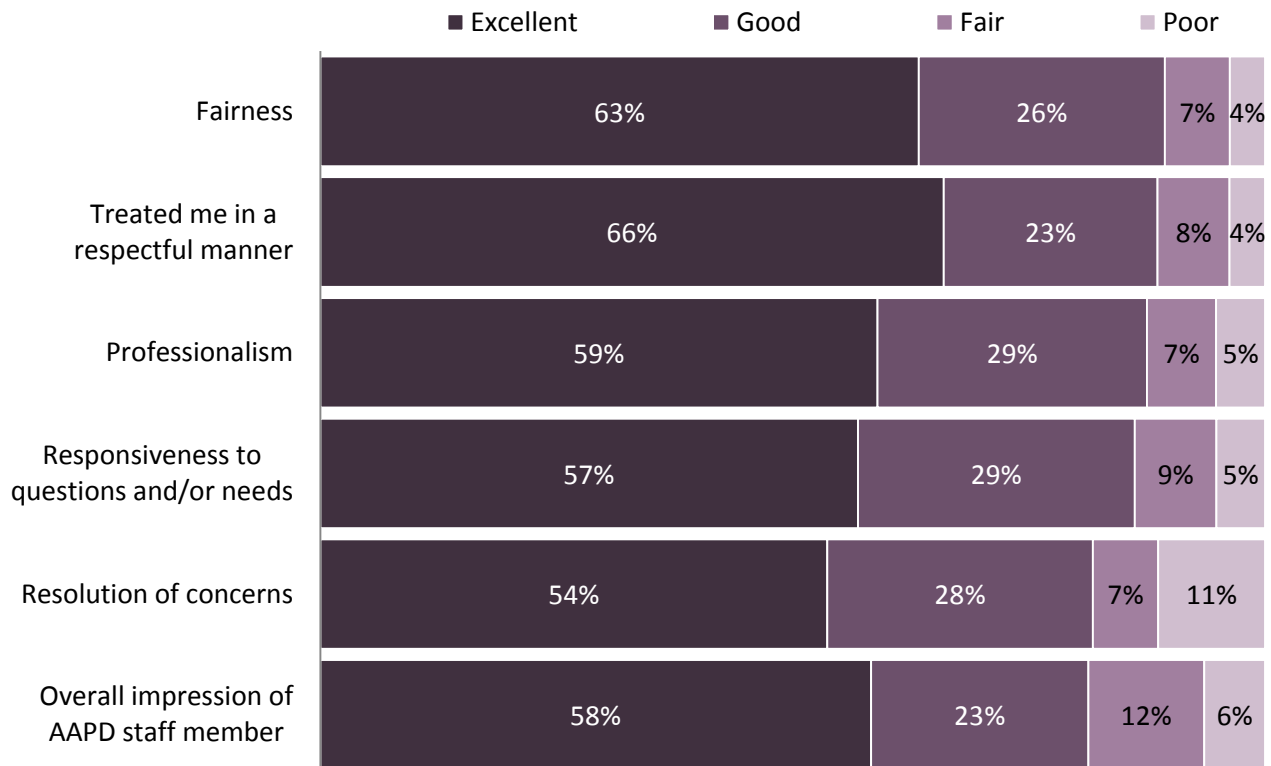


Yes 25%
No 75%

## FIGURE 38: QUALITY OF CONTACT WITH POLICE DEPARTMENT

*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.*



| | Excellent | Good | Fair | Poor |
|---|---|---|---|---|
| Fairness | 63% | 26% | 7% | 4% |
| Treated me in a respectful manner | 66% | 23% | 8% | 4% |
| Professionalism | 59% | 29% | 7% | 5% |
| Responsiveness to questions and/or needs | 57% | 29% | 9% | 5% |
| Resolution of concerns | 54% | 28% | 7% | 11% |
| Overall impression of AAPD staff member | 58% | 23% | 12% | 6% |

This question was only asked of respondents who reported that they had contact with a member of the City of Ann Arbor Police Department within the last 12 months.