The National Citizen Survey™

Ann Arbor, MI

Dashboard Summary of Findings

2013

Summary

The National Citizen Survey™ (The NCS) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ communities. The NCS captures residents' opinions within the three pillars of a community, Community Characteristics, Governance and Participation, across eight central facets of community, Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. This report summarizes the Ann Arbor's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions are not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Ann Arbor's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is dark purple; when most ratings were lower than the benchmark, the color is the lightest purple. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Broadly, ratings of Community Characteristics across most of the facets were stronger than were ratings of Governance or Participation. Overall, facets within Community Characteristics saw high ratings, but for Participation, many facets were not as strong. Economy, Education and Enrichment and Recreation and Wellness emerged as the strongest community facets when compared to other places, and for each of those, Community Characteristics and Governance were also seen to be especially good. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	31	20	1	10	35	1	4	22	7
General	5	2	0	0	3	0	0	2	1
Safety	0	3	0	0	7	0	0	2	1
Mobility	2	5	0	1	6	1	2	1	0
Natural Environment	2	1	0	3	3	0	1	1	1
Built Environment	0	4	1	0	7	0	0	2	0
Economy	6	2	0	1	0	0	1	2	0
Recreation and Wellness	6	1	0	3	1	0	0	6	0
Education and Enrichment	6	0	0	1	1	0	0	1	0
Community Engagement	4	2	0	1	7	0	0	5	4

Legend	
	Higher
	Similar
	Lower
	Not available

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↑	87%	Customer service	↔	↔	77%	Recommend Ann Arbor	↑	↔	93%
	Overall quality of life	↔	↑	92%	Services provided by Ann Arbor	↔	↔	81%	Remain in Ann Arbor	↑	↔	76%
	Place to retire	↔	↔	71%	Services provided by the Federal Government	↑	↔	49%	Contacted Ann Arbor employees	↓	↓	37%
	Place to raise children	↔	↑	92%								
	Place to live	↔	↑	95%								
	Neighborhood	↔	↔	88%								
	Overall image	↔	↑	92%								
Safety	Overall feeling of safety	*	↔	89%	Police	↔	↔	80%	Was NOT the victim of a crime	↔	↔	90%
	Safe in neighborhood	↔	↔	97%	Crime prevention	↔	↔	71%	Did NOT report a crime	*	↔	85%
	Safe downtown/commercial area	↔	↔	92%	Fire	↓	↔	89%	Stocked supplies for an emergency	*	↓	20%
					Fire prevention	↔	↔	77%				
					Ambulance/EMS	↔	↔	94%				
					Emergency preparedness	↔	↔	65%				
					Animal control	↔	↔	74%				
Mobility	Traffic flow	↓	↔	39%	Traffic enforcement	↓	↔	58%	Carpooled instead of driving alone	*	↔	52%
	Travel by car	↓	↔	51%	Street repair	↓	↓	25%	Walked or biked instead of driving	*	↑↑	83%
	Travel by bicycle	↔	↔	62%	Street cleaning	↓	↔	57%	Used public transportation instead of driving	*	↑↑	61%
	Ease of walking	↔	↑	86%	Street lighting	↔	↔	63%				
	Travel by public transportation	*	↔	61%	Snow removal	↔	↔	53%				
	Overall ease travel	*	↔	72%	Sidewalk maintenance	↔	↔	55%				
	Public parking	*	*	36%	Traffic signal timing	↔	↔	46%				
	Paths and walking trails	↔	↑	81%	Bus or transit services	↔	↑	77%				
Natural Environment	Overall natural environment	↔	↑	92%	Garbage collection	↔	↔	88%	Recycled at home	↔	↑	95%
	Air quality	↔	↑	88%	Recycling	↔	↑	90%	Conserved water	*	↓	75%
	Cleanliness	↔	↔	82%	Yard waste pick-up	↔	↔	80%	Made home more energy efficient	*	↔	73%
					Drinking water	↔	↑	84%				
					Open space	*	↔	74%				
					Natural areas preservation	↔	↑	77%				
Built Environment	New development in Ann Arbor	↑	↔	63%	Sewer services	↔	↔	85%	NOT experiencing housing cost stress	↔	↔	63%
	Affordable quality housing	↔	↓	28%	Storm drainage	↓	↔	67%	Did NOT observe a code violation	*	↔	59%
	Housing options	↔	↔	52%	Power utility	↔	↔	78%				
	Overall built environment	*	↔	74%	Utility billing	*	↔	75%				
	Public places	*	↔	79%	Land use, planning and zoning	↔	↔	54%				
					Code enforcement	↓	↔	53%				
					Cable television	↔	↔	58%				

Legend

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

Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy											
Overall economic health	*	↑	83%	Economic development	↑	↑	69%	Economy will have positive impact on income	↑	↔	24%
Shopping opportunities	↔	↑	75%					Purchased goods or services in Ann Arbor	*	↔	98%
Employment opportunities	↑	↑	63%					Work in Ann Arbor	*	↑↑	68%
Place to visit	*	↔	78%								
Cost of living	*	↔	32%								
Vibrant downtown/commercial area	*	↑↑	83%								
Place to work	↑	↑↑	86%								
Business and services	↔	↑	83%								
Recreation and Wellness											
Fitness opportunities	*	↔	84%	City parks	↔	↔	90%	In very good to excellent health	*	↔	76%
Recreational opportunities	↔	↑	83%	Recreation centers	↔	↑	87%	Used Ann Arbor public libraries	↓	↔	70%
Health care	*	↑	78%	Recreation programs	↔	↑	87%	Used Ann Arbor recreation centers	↔	↔	61%
Food	*	↑	77%	Health services	↔	↑	87%	Visited a City park	↔	↔	90%
Mental health care	*	↑	67%					Ate 5 portions of fruits and vegetables	*	↔	89%
Health and wellness	*	↑	90%					Participated in moderate or vigorous physical activity	*	↔	89%
Preventive health services	↔	↑	81%								
Education and Enrichment											
K-12 education	↔	↑	86%	Public libraries	↔	↑	91%	Participated in religious or spiritual activities	↔	↔	48%
Cultural/arts/music activities	↔	↑↑	92%	Special events	*	↔	81%				
Child care/preschool	*	↑	63%								
Religious or spiritual events and activities	↔	↑	88%								
Adult education	*	↑↑	90%								
Overall education and enrichment	*	↑↑	94%								
Community Engagement											
Opportunities to participate in community matters	↔	↑	77%	Public information	↔	↔	78%	Talked to or visited with neighbors	↓	↓	30%
Opportunities to volunteer	↓	↑	84%	Overall direction	↔	↔	66%	Voted in local elections	↓	↔	68%
Sense of community	↓	↔	69%	Value of services for taxes paid	↔	↔	58%	Attended a local public meeting	↓	↓	15%
Openness and acceptance	↔	↑	83%	Welcoming citizen involvement	↔	↔	60%	Watched a local public meeting	↓	↓	19%
Social events and activities	↔	↑	81%	Confidence in City government	*	↔	60%	Volunteered	↓	↔	52%
Neighborliness	*	↔	69%	Acting in the best interest of Ann Arbor	*	↔	64%	Campaigned for an issue, cause or candidate	*	↔	24%
				Being honest	*	↔	67%	Contacted Ann Arbor elected officials	*	↔	15%
				Treating all residents fairly	*	↑	66%	Attended a City-sponsored event	*	↔	60%
								Read or watched local news	*	↓	75%

Legend

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