THE NCS™

The National Citizen Survey™

Ann Arbor, MI

Dashboard Summary of Findings

2018

NRC
National Research Center Inc

ICMA
Leaders at the Core of Better Communities

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 NCS 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 Ann Arbor's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions 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 the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Broadly, ratings for Ann Arbor were strong and either similar to or higher than communities across the nation. Ratings for a number of facets within Community Characteristics were higher than national peers, including Economy, Recreation and Wellness and Community Engagement. Evaluations for Education and Enrichment were also exceptionally strong across all three pillars. Additionally, residents reported higher rates of Participation within the facets of Mobility and Built Environment.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	35	15	2	12	33	1	14	21	1
General	6	1	0	0	3	0	0	3	0
Safety	1	2	0	0	7	0	1	1	1
Mobility	3	5	0	1	6	1	3	0	0
Natural Environment	1	2	0	3	3	0	0	3	0
Built Environment	1	3	1	1	6	0	1	1	0
Economy	7	0	1	0	1	0	1	2	0
Recreation and Wellness	7	0	0	4	0	0	2	3	0
Education and Enrichment	5	1	0	2	0	0	2	1	0
Community Engagement	4	1	0	1	7	0	4	7	0

National Benchmark	
	Higher
	Similar
	Lower

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↑	89%	Customer service	↑	↔	84%	Recommend Ann Arbor	↔	↔	94%
	Overall quality of life	↔	↑	94%	Services provided by Ann Arbor	↔	↔	86%	Remain in Ann Arbor	↑	↔	83%
	Place to retire	↑	↑	75%	Services provided by the Federal Government	↓	↔	39%	Contacted Ann Arbor employees	↔	↔	42%
	Place to raise children	↑	↑	97%								
	Place to live	↔	↑	95%								
	Neighborhood	↔	↔	93%								
	Overall image	↔	↑↑	94%								
Safety	Overall feeling of safety	↔	↑	93%	Police	↔	↔	84%	Was NOT the victim of a crime	↔	↔	93%
	Safe in neighborhood	↔	↔	98%	Crime prevention	↑	↔	85%	Did NOT report a crime	↔	↑	88%
	Safe downtown/commercial area	↔	↔	96%	Fire	↔	↔	97%	Stocked supplies for an emergency	↔	↓	20%
					Fire prevention	↔	↔	84%				
					Ambulance/EMS	↔	↔	95%				
					Emergency preparedness	↓	↔	64%				
					Animal control	↔	↔	77%				
Mobility	Traffic flow	↔	↔	43%	Traffic enforcement	↔	↔	63%	Carpooled instead of driving alone	↔	↑	55%
	Travel by car	↔	↔	57%	Street repair	↔	↓↓	20%	Walked or biked instead of driving	↔	↑↑	82%
	Travel by bicycle	↔	↔	55%	Street cleaning	↔	↔	56%	Used public transportation instead of driving	↑	↑↑	60%
	Ease of walking	↑	↑	89%	Street lighting	↔	↔	69%				
	Travel by public transportation	↔	↑	64%	Snow removal	↔	↔	49%				
	Overall ease travel	↑	↔	76%	Sidewalk maintenance	↔	↔	57%				
	Public parking	↔	↔	42%	Traffic signal timing	↔	↔	50%				
	Paths and walking trails	↑	↑	89%	Bus or transit services	↔	↑↑	78%				
Natural Environment	Overall natural environment	↔	↑	90%	Garbage collection	↔	↔	90%	Recycled at home	↔	↔	96%
	Air quality	↔	↔	91%	Recycling	↔	↔	86%	Conserved water	↔	↔	80%
	Cleanliness	↔	↔	87%	Yard waste pick-up	↔	↔	82%	Made home more energy efficient	↔	↔	74%
					Drinking water	↔	↑	85%				
					Open space	↑	↑	78%				
					Natural areas preservation	↔	↑	79%				
Built Environment	New development in Ann Arbor	↔	↔	61%	Sewer services	↔	↔	89%	NOT experiencing housing cost stress	↔	↔	70%
	Affordable quality housing	↓	↓	18%	Storm drainage	↑	↔	80%	Did NOT observe a code violation	↔	↑	65%
	Housing options	↓	↔	37%	Power utility	↔	↔	77%				
	Overall built environment	↔	↔	72%	Utility billing	↔	↔	78%				
	Public places	↑	↑	86%	Land use, planning and zoning	↔	↔	56%				
					Code enforcement	↑	↑	66%				
					Cable television	↔	↔	56%				

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	↔	↑	88%	Economic development	↔	↔	68%	Economy will have positive impact on income	↔	↔	27%
	Shopping opportunities	↔	↑	81%					Purchased goods or services in Ann Arbor	↔	↔	99%
	Employment opportunities	↑	↑↑	77%					Work in Ann Arbor	↔	↑↑	70%
	Place to visit	↔	↑	85%								
	Cost of living	↓	↓	21%								
	Vibrant downtown/commercial area	↔	↑↑	84%								
	Place to work	↔	↑↑	90%								
	Business and services	↑	↑	86%								
Recreation and Wellness	Fitness opportunities	↔	↑	89%	City parks	↔	↑	92%	In very good to excellent health	↔	↔	72%
	Recreational opportunities	↔	↑	90%	Recreation centers	↔	↑	88%	Used Ann Arbor recreation centers	↔	↑	70%
	Health care	↔	↑	80%	Recreation programs	↑	↑	91%	Visited a City park	↔	↑	95%
	Food	↑	↑	79%	Health services	↔	↑	92%	Ate 5 portions of fruits and vegetables	↔	↔	92%
	Mental health care	↓	↑	63%					Participated in moderate or vigorous physical activity	↔	↔	91%
	Health and wellness	↔	↑	93%								
	Preventive health services	↔	↑	87%								
Education and Enrichment	K-12 education	↔	↑	92%	Public libraries	↔	↑	96%	Used Ann Arbor public libraries	↔	↑	74%
	Cultural/arts/music activities	↔	↑↑	93%	Special events	↑	↑	84%	Participated in religious or spiritual activities	↔	↔	41%
	Child care/preschool	↓	↔	53%					Attended a City-sponsored event	↑	↑	72%
	Religious or spiritual events and activities	↔	↑	92%								
	Adult education	↔	↑↑	93%								
	Overall education and enrichment	↔	↑↑	97%								
Community Engagement	Opportunities to participate in community matters	↑	↑	84%	Public information	↔	↑	86%	Sense of community	↔	↑	77%
	Opportunities to volunteer	↔	↑	92%	Overall direction	↔	↔	61%	Voted in local elections	↑	↔	82%
	Openness and acceptance	↔	↑	80%	Value of services for taxes paid	↔	↔	61%	Talked to or visited with neighbors	↔	↔	84%
	Social events and activities	↔	↑↑	88%	Welcoming citizen involvement	↑	↔	66%	Attended a local public meeting	↔	↔	17%
	Neighborliness	↔	↔	77%	Confidence in City government	↔	↔	63%	Watched a local public meeting	↔	↔	18%
					Acting in the best interest of Ann Arbor	↔	↔	65%	Volunteered	↔	↑	58%
					Being honest	↔	↔	66%	Participated in a club	↔	↑	40%
					Treating all residents fairly	↔	↔	62%	Campaigned for an issue, cause or candidate	↑	↑	39%
									Contacted Ann Arbor elected officials	↔	↔	21%
									Read or watched local news	↔	↔	76%
									Done a favor for a neighbor	↔	↔	73%

Legend

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