

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Ann Arbor, MI

Comparisons by Geographic Subgroups

2018



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# 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. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. Ann Arbor’s Comparisons by Geographic Subgroups is part of a larger project for the City and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents City Wards.

## Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by Wards. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table A below, respondents in Districts 1 (A) and 2 (B) gave significantly lower ratings to overall quality of life than respondents in Districts 3 (C) and 4 (D), as denoted by the “A B” listed in the cell of the ratings for Districts 3 and 4. The overall quality of life rating in District 4 (D) also was significantly lower than that of District 3 (C) (as indicated by the “D” in the rating for District 3).

Figure 1: Community Characteristics – General (Example Only)

Percent rating positively (e.g., excellent/good)	District				Overall (A)
	District 1 (A)	District 2 (B)	District 3 (C)	District 4 (D)	
The overall quality of life in ABC	73%	74%	79% A B D	76% A B	78%
Overall image or reputation of ABC	65%	66%	69% A B	71% A B C	70%
ABC as a place to live	80%	81%	85% A B D	82% A B	84%

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

Figure 2: Geographic Areas

Ward	Number of Completed Surveys
Ward 1	125
Ward 2	141
Ward 3	148
Ward 4	122
Ward 5	169
Overall	705

## Findings

Notable differences between Wards included the following:

- Within Community Characteristics, residents who resided in Ward 5 gave lower scores to aspects of Built Environment, including public places where people want to spend time, overall quality of new development and the variety and availability of housing. These respondents also tended to be more critical of economic measures in Ann Arbor, such as the overall economic health of the city, the community as a place to visit and employment opportunities. Ward 1 participants were less pleased with fitness and recreation opportunities, as well as the availability of affordable quality food and mental health care.
- While residents' opinions of services and amenities provided by the City of Ann Arbor tended to vary, Ward 5 survey respondents felt less positively about government performance aspects (e.g., the City welcoming citizen involvement, being honest or treating all residents fairly) than their counterparts, but they reported higher rates of contacting the City. Additionally, Ward 5 residents reported higher rates of crime victimization and appeared to have consistently rated their interactions with police officers less favorably.
- Few differences by Ward were noted for residents' participation rates; however, Ward 1 survey participants indicated that they recycled and conserved water at lower rates and they were less likely to have a positive outlook on the economy or to have interacted with their neighbors, read or watched local news or voted in local elections.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
The overall quality of life in Ann Arbor	93%	95%	96%	94%	92%	94%
Overall image or reputation of Ann Arbor	94%	91%	97% B D	91%	96%	94%
Ann Arbor as a place to live	95%	94%	96%	95%	95%	95%
Your neighborhood as a place to live	91%	96% D	92%	88%	96% D	93%
Ann Arbor as a place to raise children	96%	99% E	98%	100% E	94%	97%
Ann Arbor as a place to retire	75%	79%	73%	76%	74%	75%
Overall appearance of Ann Arbor	90%	86%	94% E	88%	85%	89%

If there is a significant difference between one or more Wards, there will be an upper case letter to denote where there is a difference. For example, residents in Ward 3 awarded more positive ratings for the overall image or reputation of Ann Arbor than residents from Ward 2 and Ward 4. However, no differences were found between Ward 3 and residents in Ward 1 or 5. If no letter is found, then there are no significant differences between residents based on Ward (e.g. ratings for the overall quality of life or Ann Arbor as a place to live).

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
Overall feeling of safety in Ann Arbor	92%	99% A C E	92%	93%	92%	93%
In your neighborhood during the day	99% C	99% C	96%	98%	99% C	98%
In Ann Arbor's downtown/commercial area during the day	99% B C	92%	94%	97% B	96%	96%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
Overall ease of getting to the places you usually have to visit	76%	69%	79%	81% B	77%	76%
Traffic flow on major streets	45%	48%	46%	37%	42%	43%
Ease of public parking	39%	39%	42%	46%	42%	42%
Ease of travel by car in Ann Arbor	53%	64% E	65% E	55%	51%	57%
Ease of travel by public transportation in Ann Arbor	62%	61%	69% E	73% E	55%	64%

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	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Ease of travel by bicycle in Ann Arbor	58%	50%	60%	61%	49%	55%
Ease of walking in Ann Arbor	88%	88%	86%	89%	92%	89%
Availability of paths and walking trails	87%	93%	90%	87%	87%	89%

Table 4: Community Characteristics - Natural Environment

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Quality of overall natural environment in Ann Arbor	91%	92%	93%	91%	86%	90%
Air quality	92%	89%	94%	92%	89%	91%
Cleanliness of Ann Arbor	90%	83%	90%	85%	87%	87%

Table 5: Community Characteristics - Built Environment

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	71%	78% E	74% E	76% E	62%	72%
Public places where people want to spend time	87%	90% E	90% E	85%	81%	86%
Variety of housing options	34%	39%	50% A D E	31%	34%	37%
Availability of affordable quality housing	15%	21%	27% A E	18%	12%	18%
Overall quality of new development in Ann Arbor	65% E	59%	66% E	67% E	49%	61%

Table 6: Community Characteristics - Economy

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Overall economic health of Ann Arbor	87%	85%	93% E	93% E	81%	88%
Ann Arbor as a place to work	93%	89%	92%	87%	89%	90%
Ann Arbor as a place to visit	83%	85%	92% A E	85%	82%	85%
Employment opportunities	80% E	74%	81% E	82% E	69%	77%
Shopping opportunities	73%	81%	83%	86%	80%	81%

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	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
Percent rating positively (e.g., excellent/good, very/somewhat safe)			A	A		
Cost of living in Ann Arbor	17%	16%	33% A B D E	21%	18%	21%
Overall quality of business and service establishments in Ann Arbor	80%	87%	87%	89% A	87%	86%
Vibrant downtown/commercial area	83%	81%	88%	86%	83%	84%

Table 7: Community Characteristics - Recreation and Wellness

	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
Percent rating positively (e.g., excellent/good, very/somewhat safe)						
Health and wellness opportunities in Ann Arbor	92%	95%	96% D	90%	94%	93%
Fitness opportunities (including exercise classes and paths or trails, etc.)	84%	92% A	90%	90%	87%	89%
Recreational opportunities	83%	89%	90% A	97% A B E	90% A	90%
Availability of affordable quality food	74%	82%	87% A E	81%	74%	79%
Availability of affordable quality health care	77%	78%	82%	82%	79%	80%
Availability of preventive health services	83%	84%	88%	91%	86%	87%
Availability of affordable quality mental health care	47%	69% A	70% A	65% A	64% A	63%

Table 8: Community Characteristics - Education and Enrichment

	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
Percent rating positively (e.g., excellent/good, very/somewhat safe)						
Overall opportunities for education and enrichment	97%	98%	98%	95%	96%	97%
Availability of affordable quality child care/preschool	54%	56%	48%	64% E	44%	53%
K-12 education	93%	96% C	86%	95% C	90%	92%
Adult educational opportunities	89%	94%	93%	95%	91%	93%
Opportunities to attend cultural/arts/music activities	87%	99% A C	88%	95% A C	95% A C	93%
Opportunities to participate in religious or spiritual events and activities	91%	92%	96%	92%	89%	92%

Table 9: Community Characteristics - Community Engagement

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	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Opportunities to participate in social events and activities	85%	88%	84%	90%	90%	88%
Opportunities to volunteer	91%	90%	93%	95%	89%	92%
Opportunities to participate in community matters	82%	85%	91%	82%	82%	84%
Openness and acceptance of the community toward people of diverse backgrounds	84% E	82%	82%	82%	73%	80%
Neighborliness of residents in Ann Arbor	69%	81% A	78%	76%	80% A	77%

Table 10: Governance - General

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
The City of Ann Arbor	88%	84%	87%	85%	85%	86%
The value of services for the taxes paid to Ann Arbor	72% C E	60%	54%	61%	59%	61%
The overall direction that Ann Arbor is taking	67% E	57%	65%	63%	55%	61%
The job Ann Arbor government does at welcoming citizen involvement	70% E	67% E	72% E	70% E	54%	66%
Overall confidence in Ann Arbor government	70% E	63% E	66% E	68% E	50%	63%
Generally acting in the best interest of the community	72% E	64%	69%	63%	58%	65%
Being honest	73% E	65%	65%	69%	57%	66%
Treating all residents fairly	73% B E	53%	63%	68% B E	53%	62%
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	90%	84%	82%	85%	81%	84%
The Federal Government	32%	45% A E	50% A D E	36%	32%	39%

Table 11: Governance - Safety

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
Police services	91% D	81%	89% D	80%	82%	84%
Fire services	99%	95%	97%	97%	96%	97%
Ambulance or emergency medical services	98% B	88%	96% B	99% B	95%	95%

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Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	(A)
Crime prevention	83%	83%	86%	88%	83%	85%
Fire prevention and education	89%	82%	86%	87%	80%	84%
Animal control	78%	70%	73%	85% B	76%	77%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	45%	71% A E	65% A	82% A C E	53%	64%



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Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Traffic enforcement	66%	52%	66% B	65%	67% B	63%
Street repair	25% D	16%	26% D	15%	18%	20%
Street cleaning	67% B D	40%	58% B	49%	64% B D	56%
Street lighting	66%	54%	77% A B	71% B	76% B	69%
Snow removal	55% D E	58% D E	50%	42%	42%	49%
Sidewalk maintenance	57%	59%	56%	57%	56%	57%
Traffic signal timing	62% B D	43%	50%	43%	51%	50%
Bus or transit services	80%	77%	75%	85% E	73%	78%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Garbage collection	91%	93%	89%	87%	88%	90%
Recycling	84%	88%	91% D	81%	89% D	86%
Yard waste pick-up	74%	79%	86% A	84%	84%	82%
Drinking water	78%	89% A	89% A	86%	84%	85%
Preservation of natural areas such as open space, farmlands and greenbelts	74%	78%	88% A D	74%	79%	79%
Ann Arbor open space	88% D E	82% E	78%	77%	70%	78%

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Table 14: Governance - Built Environment

	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
Percent rating positively (e.g., excellent/good)						
Storm drainage	84%	80%	74%	81%	81%	80%
Sewer services	89%	86%	91%	90%	91%	89%
Power (electric and/or gas) utility	75% B	63%	87% A B	81% B	78% B	77%
Utility billing	77%	78%	82%	79%	75%	78%
Land use, planning and zoning	51%	53%	66% A E	64% E	45%	56%
Code enforcement (weeds, abandoned buildings, etc.)	66%	61%	68%	70%	62%	66%
Cable television	38%	59% A	61% A	62% A	52%	56%

Table 15: Governance - Economy

	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
Percent rating positively (e.g., excellent/good)						
Economic development	64%	55%	81% A B E	76% B E	62%	68%

Table 16: Governance - Recreation and Wellness

	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
Percent rating positively (e.g., excellent/good)						
City parks	93% B	84%	93% B	95% B	94% B	92%
Recreation programs or classes	91% B	79%	96% B	91% B	96% B	91%
Recreation centers or facilities	85%	87%	92%	85%	92%	88%
Health services	90%	91%	94%	91%	92%	92%

Table 17: Governance - Education and Enrichment

	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
Percent rating positively (e.g., excellent/good)						
Public library services	97% B	89%	96% B	98% B	98% B	96%
City-sponsored special events	83%	78%	85%	88%	84%	84%

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Table 18: Governance - Community Engagement

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
Public information services	81%	85%	88%	87%	86%	86%

Table 19: Participation General

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Sense of community	72%	80%	79%	82% A	75%	77%
Recommend living in Ann Arbor to someone who asks	93%	91%	96%	92%	96% B	94%
Remain in Ann Arbor for the next five years	77%	89% A E	88% A E	83%	78%	83%
Contacted the City of Ann Arbor (in-person, phone, email or web) for help or information	39%	36%	39%	45%	51% A B C	42%

Table 20: Participation - Safety

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Was NOT the victim of a crime	94% E	95% E	95% E	96% E	87%	93%
Did NOT report a crime	91%	88%	90%	86%	86%	88%
Stocked supplies in preparation for an emergency	26% E	26% E	18%	18%	15%	20%

Table 21: Participation - Mobility

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Walked or biked instead of driving	92% B C	73%	73%	84% B C	85% B C	82%
Carpooled with other adults or children instead of driving alone	54%	46%	53%	61% B	59% B	55%
Used bus, rail, subway or other public transportation instead of driving	73% B C D	60%	50%	55%	63% C	60%

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Table 22: Participation - Natural Environment

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Recycle at home	91%	98% A	96% A	98% A	99% A	96%
Made efforts to make your home more energy efficient	70%	76%	69%	78%	78%	74%
Made efforts to conserve water	74%	83%	75%	83%	84% A	80%

Table 23: Participation - Built Environment

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
NOT under housing cost stress	69%	69%	74%	69%	68%	70%
Did NOT observe a code violation	70% E	67% E	70% E	63%	55%	65%

Table 24: Participation - Economy

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Purchase goods or services from a business located in Ann Arbor	100%	100%	99%	100%	99%	99%
Economy will have positive impact on income	19%	31% A	35% A E	30% A	24%	27%
Work in Ann Arbor	72%	67%	73%	63%	73%	70%

Table 25: Participation - Recreation and Wellness

	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Used Ann Arbor recreation centers or their services	69%	60%	70%	78% B	74% B	70%
Visited a neighborhood park or City park	92%	95%	92%	96%	97%	95%
Eat at least 5 portions of fruits and vegetables a day	92%	92%	92%	94%	91%	92%
Participate in moderate or vigorous physical activity	89%	88%	91%	93%	94%	91%
Reported being in "very good" or "excellent" health	75%	68%	70%	70%	77%	72%

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Table 26: Participation - Education and Enrichment

	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)						
Used Ann Arbor public libraries or their services	74% C	80% C	64%	71%	80% C	74%
Participated in religious or spiritual activities in Ann Arbor	36%	48% A	44%	39%	39%	41%
Attended a City-sponsored event	73% B	61%	67%	79% B C	81% B C	72%

Table 27: Participation - Community Engagement

	Ward					Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)						
Campaigned or advocated for an issue, cause or candidate	39%	35%	41%	33%	44%	39%
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	16%	22%	21%	21%	24%	21%
Volunteered your time to some group/activity in Ann Arbor	60%	56%	55%	58%	60%	58%
Participated in a club	39%	41%	37%	40%	43%	40%
Talked to or visited with your immediate neighbors	71%	81% A	89% A	89% A	90% A B	84%
Done a favor for a neighbor	65%	74%	67%	82% A C	76% A	73%
Attended a local public meeting	17%	19%	19%	16%	13%	17%
Watched (online or on television) a local public meeting	25% C D	17%	14%	14%	19%	18%
Read or watch local news (via television, paper, computer, etc.)	66%	76% A	81% A	78% A	80% A	76%
Vote in local elections	75%	76%	86% A B	84%	88% A B	82%

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Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Ward					Overall
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	(A)
Overall feeling of safety in Ann Arbor	71%	79%	88% A E	88% A E	75%	80%
Overall ease of getting to the places you usually have to visit	80%	75%	89% B E	90% A B E	79%	83%
Quality of overall natural environment in Ann Arbor	83%	80%	88%	91% B	84%	85%
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	82% E	77%	84% E	82% E	68%	78%
Health and wellness opportunities in Ann Arbor	63%	77% A	74% A	70%	66%	70%
Overall opportunities for education and enrichment	69%	80%	77%	72%	71%	74%
Overall economic health of Ann Arbor	72%	94% A	88% A	92% A	91% A	87%
Sense of community	58%	75% A	68%	73% A	74% A	69%

Table 29: Contact with Police Department

Percent "yes"	Ward					Overall
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	Ward 4 (D)	Ward 5 (E)	(A)
Have you had contact with a member of the City of Ann Arbor police department within the last 12 months?	27% B	16%	17%	32% B C	25%	24%

The National Citizen Survey™

Table 30: Police Officer Conduct

Based on your most recent contact with a member of the City of Ann Arbor Police Department, please rate each of the following aspects of the employee with whom you personally had contact: (Percent rating as "excellent" or "good").	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Treated me in a respectful manner	98% E	100% E	80%	84%	75%	86%
Professionalism	98% C D	100% C D	76%	82%	87%	88%
Fairness	96% E	80%	79%	87% E	68%	82%
Resolution of concerns	88% E	85% E	72%	73% E	52%	72%
Responsiveness to questions and/or needs	90% E	90% E	74%	73%	61%	76%
Overall impression of AAPD staff member	98% B D E	73%	78%	80%	64%	79%