



THE NCSTM
The National Citizen SurveyTM

Ann Arbor, MI

Technical Appendices

2018



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Ann Arbor:	Excellent		Good		Fair		Poor		Total	
Ann Arbor as a place to live	59%	N=416	35%	N=248	5%	N=36	0%	N=0	100%	N=701
Your neighborhood as a place to live	51%	N=360	41%	N=289	6%	N=45	1%	N=6	100%	N=700
Ann Arbor as a place to raise children	62%	N=342	36%	N=196	3%	N=14	0%	N=1	100%	N=553
Ann Arbor as a place to work	54%	N=358	36%	N=238	8%	N=53	2%	N=13	100%	N=663
Ann Arbor as a place to visit	43%	N=292	42%	N=285	12%	N=82	3%	N=18	100%	N=677
Ann Arbor as a place to retire	40%	N=218	35%	N=190	20%	N=108	5%	N=25	100%	N=541
The overall quality of life in Ann Arbor	52%	N=363	42%	N=296	6%	N=41	0%	N=2	100%	N=701

Table 2: Question 2

Please rate each of the following characteristics as they relate to Ann Arbor as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Ann Arbor	51%	N=353	43%	N=300	6%	N=42	0%	N=3	100%	N=698
Overall ease of getting to the places you usually have to visit	32%	N=224	44%	N=311	19%	N=130	5%	N=35	100%	N=699
Quality of overall natural environment in Ann Arbor	53%	N=368	38%	N=262	9%	N=66	0%	N=1	100%	N=696
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	19%	N=136	52%	N=365	23%	N=163	5%	N=34	100%	N=697
Health and wellness opportunities in Ann Arbor	51%	N=347	42%	N=289	6%	N=42	0%	N=3	100%	N=682
Overall opportunities for education and enrichment	71%	N=479	26%	N=176	3%	N=20	0%	N=3	100%	N=678
Overall economic health of Ann Arbor	38%	N=249	50%	N=326	11%	N=72	1%	N=8	100%	N=655
Sense of community	28%	N=195	49%	N=341	19%	N=134	3%	N=22	100%	N=692
Overall image or reputation of Ann Arbor	54%	N=374	40%	N=274	5%	N=38	0%	N=3	100%	N=689

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Ann Arbor to someone who asks	57%	N=394	37%	N=251	4%	N=29	2%	N=14	100%	N=689
Remain in Ann Arbor for the next five years	57%	N=374	26%	N=167	9%	N=61	8%	N=51	100%	N=654

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	87%	N=605	11%	N=79	0%	N=3	1%	N=4	1%	N=4	100%	N=695
In Ann Arbor's downtown/commercial area during the day	66%	N=456	30%	N=206	3%	N=19	1%	N=8	1%	N=4	100%	N=693

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Ann Arbor as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	9%	N=64	34%	N=230	40%	N=274	17%	N=113	100%	N=680
Ease of public parking	11%	N=72	31%	N=211	37%	N=249	22%	N=148	100%	N=680
Ease of travel by car in Ann Arbor	15%	N=99	43%	N=290	34%	N=228	9%	N=63	100%	N=679
Ease of travel by public transportation in Ann Arbor	17%	N=97	47%	N=263	25%	N=143	11%	N=59	100%	N=562
Ease of travel by bicycle in Ann Arbor	14%	N=73	42%	N=219	38%	N=200	7%	N=35	100%	N=527
Ease of walking in Ann Arbor	38%	N=259	51%	N=350	10%	N=71	1%	N=8	100%	N=688
Availability of paths and walking trails	40%	N=268	49%	N=331	9%	N=63	2%	N=13	100%	N=674
Air quality	40%	N=267	51%	N=342	8%	N=54	1%	N=5	100%	N=668
Cleanliness of Ann Arbor	31%	N=214	56%	N=392	11%	N=80	1%	N=9	100%	N=695
Overall appearance of Ann Arbor	38%	N=263	51%	N=353	10%	N=71	1%	N=9	100%	N=695
Public places where people want to spend time	35%	N=244	51%	N=350	12%	N=79	2%	N=14	100%	N=687
Variety of housing options	9%	N=61	28%	N=180	35%	N=228	27%	N=176	100%	N=645
Availability of affordable quality housing	3%	N=17	15%	N=97	32%	N=199	50%	N=313	100%	N=627
Fitness opportunities (including exercise classes and paths or trails, etc.)	42%	N=288	47%	N=319	11%	N=73	1%	N=6	100%	N=685
Recreational opportunities	42%	N=286	48%	N=331	9%	N=63	1%	N=7	100%	N=688
Availability of affordable quality food	34%	N=234	45%	N=313	17%	N=120	3%	N=24	100%	N=690
Availability of affordable quality health care	38%	N=236	42%	N=261	16%	N=100	4%	N=27	100%	N=623
Availability of preventive health services	41%	N=242	45%	N=267	11%	N=64	3%	N=15	100%	N=588
Availability of affordable quality mental health care	26%	N=118	37%	N=169	23%	N=102	14%	N=63	100%	N=452

Table 6: Question 6

Please rate each of the following characteristics as they relate to Ann Arbor as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	23%	N=70	30%	N=93	29%	N=89	18%	N=54	100%	N=306
K-12 education	50%	N=211	42%	N=175	6%	N=27	2%	N=7	100%	N=420
Adult educational opportunities	49%	N=257	44%	N=229	7%	N=38	0%	N=1	100%	N=525
Opportunities to attend cultural/arts/music activities	67%	N=448	26%	N=175	6%	N=43	1%	N=6	100%	N=672
Opportunities to participate in religious or spiritual events and activities	56%	N=274	36%	N=176	7%	N=36	1%	N=3	100%	N=489
Employment opportunities	25%	N=146	52%	N=306	18%	N=106	5%	N=29	100%	N=587
Shopping opportunities	29%	N=199	51%	N=347	17%	N=113	3%	N=18	100%	N=676
Cost of living in Ann Arbor	3%	N=20	18%	N=122	49%	N=328	30%	N=205	100%	N=675
Overall quality of business and service establishments in Ann Arbor	27%	N=181	59%	N=399	14%	N=92	0%	N=3	100%	N=673
Vibrant downtown/commercial area	40%	N=271	44%	N=298	14%	N=93	2%	N=14	100%	N=675
Overall quality of new development in Ann Arbor	17%	N=103	44%	N=264	28%	N=171	11%	N=67	100%	N=606
Opportunities to participate in social events and activities	44%	N=291	44%	N=292	12%	N=77	1%	N=6	100%	N=666
Opportunities to volunteer	48%	N=282	43%	N=255	8%	N=49	0%	N=1	100%	N=587
Opportunities to participate in community matters	35%	N=200	50%	N=286	14%	N=78	2%	N=11	100%	N=576
Openness and acceptance of the community toward people of diverse backgrounds	38%	N=252	42%	N=278	16%	N=105	4%	N=26	100%	N=662
Neighborliness of residents in Ann Arbor	26%	N=174	51%	N=335	20%	N=132	3%	N=22	100%	N=662

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	20%	N=137	80%	N=543	100%	N=680
Made efforts to make your home more energy efficient	26%	N=176	74%	N=505	100%	N=680
Observed a code violation or other hazard in Ann Arbor	65%	N=434	35%	N=236	100%	N=670
Household member was a victim of a crime in Ann Arbor	93%	N=632	7%	N=46	100%	N=678
Reported a crime to the police in Ann Arbor	88%	N=601	12%	N=80	100%	N=681
Stocked supplies in preparation for an emergency	80%	N=542	20%	N=139	100%	N=681
Campaigned or advocated for an issue, cause or candidate	61%	N=417	39%	N=263	100%	N=680
Contacted the City of Ann Arbor (in-person, phone, email or web) for help or information	58%	N=392	42%	N=289	100%	N=681
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	79%	N=540	21%	N=140	100%	N=680

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Ann Arbor?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Ann Arbor recreation centers or their services	16%	N=106	26%	N=174	29%	N=196	30%	N=200	100%	N=676
Visited a neighborhood park or City park	32%	N=216	38%	N=263	24%	N=167	5%	N=37	100%	N=683
Used Ann Arbor public libraries or their services	15%	N=104	29%	N=195	30%	N=206	26%	N=176	100%	N=682
Participated in religious or spiritual activities in Ann Arbor	10%	N=65	14%	N=95	17%	N=117	59%	N=401	100%	N=679
Attended a City-sponsored event	3%	N=22	12%	N=85	57%	N=386	28%	N=188	100%	N=681
Used bus, rail, subway or other public transportation instead of driving	25%	N=174	14%	N=99	21%	N=141	40%	N=271	100%	N=684
Carpooled with other adults or children instead of driving alone	12%	N=81	21%	N=142	22%	N=150	45%	N=309	100%	N=682
Walked or biked instead of driving	41%	N=282	24%	N=165	16%	N=110	18%	N=125	100%	N=682
Volunteered your time to some group/activity in Ann Arbor	10%	N=68	19%	N=128	29%	N=196	42%	N=283	100%	N=675
Participated in a club	10%	N=66	14%	N=96	16%	N=110	60%	N=408	100%	N=680
Talked to or visited with your immediate neighbors	33%	N=224	31%	N=212	21%	N=140	16%	N=108	100%	N=684
Done a favor for a neighbor	12%	N=85	23%	N=159	37%	N=252	27%	N=187	100%	N=682

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=0	1%	N=9	15%	N=104	83%	N=568	100%	N=682
Watched (online or on television) a local public meeting	0%	N=3	4%	N=25	14%	N=95	82%	N=557	100%	N=680

Table 10: Question 10

Please rate the quality of each of the following services in Ann Arbor:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	32%	N=165	52%	N=268	13%	N=68	3%	N=13	100%	N=514
Fire services	43%	N=169	54%	N=214	3%	N=12	0%	N=1	100%	N=396
Ambulance or emergency medical services	46%	N=182	49%	N=195	4%	N=18	0%	N=0	100%	N=395
Crime prevention	22%	N=89	63%	N=260	11%	N=47	4%	N=15	100%	N=412
Fire prevention and education	29%	N=89	56%	N=174	15%	N=46	1%	N=3	100%	N=312
Traffic enforcement	11%	N=63	52%	N=284	25%	N=138	12%	N=64	100%	N=549

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Please rate the quality of each of the following services in Ann Arbor:	Excellent		Good		Fair		Poor		Total	
Street repair	3%	N=21	17%	N=112	32%	N=214	48%	N=316	100%	N=663
Street cleaning	14%	N=86	42%	N=269	34%	N=216	10%	N=62	100%	N=632
Street lighting	14%	N=96	55%	N=368	26%	N=172	5%	N=34	100%	N=670
Snow removal	15%	N=99	34%	N=227	36%	N=238	15%	N=99	100%	N=662
Sidewalk maintenance	13%	N=85	44%	N=285	34%	N=224	9%	N=58	100%	N=653
Traffic signal timing	6%	N=37	44%	N=290	32%	N=208	18%	N=120	100%	N=655
Bus or transit services	30%	N=158	48%	N=248	18%	N=92	4%	N=22	100%	N=520
Garbage collection	38%	N=247	52%	N=339	9%	N=56	2%	N=12	100%	N=654
Recycling	39%	N=257	47%	N=309	10%	N=64	4%	N=25	100%	N=655
Yard waste pick-up	37%	N=186	45%	N=227	14%	N=69	5%	N=23	100%	N=504
Storm drainage	21%	N=117	59%	N=321	15%	N=85	5%	N=25	100%	N=548
Drinking water	38%	N=249	47%	N=301	11%	N=72	4%	N=25	100%	N=646
Sewer services	31%	N=168	58%	N=310	10%	N=51	1%	N=5	100%	N=534
Power (electric and/or gas) utility	21%	N=135	56%	N=363	16%	N=103	7%	N=45	100%	N=645
Utility billing	20%	N=121	58%	N=355	18%	N=109	4%	N=25	100%	N=610
City parks	53%	N=349	39%	N=259	8%	N=53	0%	N=0	100%	N=661
Recreation programs or classes	44%	N=213	47%	N=231	9%	N=45	0%	N=1	100%	N=489
Recreation centers or facilities	38%	N=189	50%	N=251	11%	N=56	1%	N=3	100%	N=499
Land use, planning and zoning	11%	N=57	45%	N=232	28%	N=147	16%	N=82	100%	N=518
Code enforcement (weeds, abandoned buildings, etc.)	13%	N=58	53%	N=231	28%	N=122	7%	N=29	100%	N=440
Animal control	20%	N=75	57%	N=213	17%	N=64	6%	N=23	100%	N=376
Economic development	12%	N=59	56%	N=282	22%	N=110	10%	N=52	100%	N=503
Health services	40%	N=224	52%	N=292	8%	N=43	1%	N=5	100%	N=563
Public library services	67%	N=397	29%	N=170	4%	N=22	0%	N=2	100%	N=591
Public information services	32%	N=141	54%	N=241	12%	N=55	2%	N=8	100%	N=445
Cable television	18%	N=71	38%	N=153	29%	N=116	15%	N=60	100%	N=400
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	N=53	46%	N=142	28%	N=85	9%	N=26	100%	N=307
Preservation of natural areas such as open space, farmlands and greenbelts	29%	N=172	49%	N=290	17%	N=97	5%	N=28	100%	N=587
Ann Arbor open space	26%	N=158	52%	N=311	17%	N=102	4%	N=26	100%	N=598
City-sponsored special events	32%	N=161	52%	N=264	14%	N=73	2%	N=9	100%	N=506
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	25%	N=132	59%	N=310	14%	N=71	2%	N=11	100%	N=524

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Ann Arbor	26%	N=164	60%	N=386	12%	N=79	2%	N=13	100%	N=642
The Federal Government	5%	N=29	34%	N=196	39%	N=226	22%	N=130	100%	N=579

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Table 12: Question 12

Please rate the following categories of Ann Arbor government performance:	Excellent		Good		Fair		Poor		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
The value of services for the taxes paid to Ann Arbor	13%	N=79	48%	N=282	27%	N=161	12%	N=69	100%	N=591
The overall direction that Ann Arbor is taking	15%	N=89	47%	N=284	28%	N=169	11%	N=65	100%	N=608
The job Ann Arbor government does at welcoming citizen involvement	16%	N=88	50%	N=266	28%	N=149	6%	N=30	100%	N=533
Overall confidence in Ann Arbor government	13%	N=80	50%	N=303	28%	N=169	9%	N=56	100%	N=608
Generally acting in the best interest of the community	14%	N=87	51%	N=312	24%	N=148	11%	N=66	100%	N=614
Being honest	15%	N=81	51%	N=271	27%	N=143	8%	N=41	100%	N=536
Treating all residents fairly	19%	N=103	43%	N=233	27%	N=147	11%	N=60	100%	N=543

Table 13: Question 13

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		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Overall feeling of safety in Ann Arbor	49%	N=333	31%	N=213	16%	N=107	4%	N=29	100%	N=683
Overall ease of getting to the places you usually have to visit	31%	N=210	52%	N=352	15%	N=99	3%	N=19	100%	N=680
Quality of overall natural environment in Ann Arbor	44%	N=298	41%	N=279	12%	N=79	3%	N=21	100%	N=676
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	33%	N=225	45%	N=308	19%	N=127	3%	N=21	100%	N=680
Health and wellness opportunities in Ann Arbor	30%	N=203	40%	N=272	25%	N=171	5%	N=33	100%	N=679
Overall opportunities for education and enrichment	37%	N=251	36%	N=247	23%	N=153	4%	N=26	100%	N=677
Overall economic health of Ann Arbor	42%	N=285	45%	N=309	12%	N=82	1%	N=7	100%	N=682
Sense of community	28%	N=188	42%	N=285	27%	N=183	4%	N=27	100%	N=682

Table 14: Question 14

The City of Ann Arbor is considering introducing new road designs that have been shown in other cities to reduce pedestrian, cyclist, and motorist crashes, injuries and deaths. For example, roundabouts have reduced injuries for all users while decreasing motorist drive times (by creating more steady traffic flow). Other road redesign options reduce injuries but have different effects on motorist drive times. Which of the following statements is closest to the advice you would like to give the City as they make these decisions?	Percent	Number
Substantially increase drive times (a drive that was 10 minutes would be 16) to very significantly reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths	28%	N=171
Moderately increase drive times (a drive that was 10 minutes would be 13) to significantly reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths	43%	N=265
Slightly increase drive times (a drive that was 10 minutes would be 11) to somewhat reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths	20%	N=122
Do nothing and expect the same drive times and levels of pedestrian, cyclist, and motorist crashes, injuries, and deaths	6%	N=36
Reduce drive time, even if it increases pedestrian, cyclist, and motorist crashes, injuries, and deaths	3%	N=20
Total	100%	N=614

Table 15: Question 15

Have you had contact with a member of the City of Ann Arbor police department within the last 12 months?	Percent	Number
Yes	24%	N=160
No	76%	N=516
Total	100%	N=676

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Table 16: Question 15A

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		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Treated me in a respectful manner	61%	N=96	25%	N=39	5%	N=8	9%	N=13	100%	N=156
Professionalism	63%	N=99	25%	N=39	7%	N=11	5%	N=8	100%	N=157
Fairness	55%	N=84	28%	N=42	14%	N=21	4%	N=6	100%	N=153
Resolution of concerns	54%	N=77	18%	N=26	20%	N=28	8%	N=11	100%	N=142
Responsiveness to questions and/or needs	56%	N=84	20%	N=30	15%	N=22	10%	N=15	100%	N=151
Overall impression of AAPD staff member	55%	N=85	24%	N=38	12%	N=19	9%	N=14	100%	N=156

Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Recycle at home	2%	N=12	2%	N=12	5%	N=32	18%	N=123	74%	N=500	100%	N=679
Purchase goods or services from a business located in Ann Arbor	0%	N=0	1%	N=4	18%	N=121	50%	N=339	32%	N=215	100%	N=679
Eat at least 5 portions of fruits and vegetables a day	0%	N=2	8%	N=52	33%	N=220	40%	N=270	20%	N=133	100%	N=676
Participate in moderate or vigorous physical activity	1%	N=5	8%	N=55	26%	N=176	40%	N=272	25%	N=170	100%	N=678
Read or watch local news (via television, paper, computer, etc.)	6%	N=40	18%	N=121	26%	N=175	26%	N=174	25%	N=168	100%	N=678
Vote in local elections	12%	N=80	6%	N=42	16%	N=106	26%	N=174	40%	N=270	100%	N=671

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	26%	N=178
Very good	46%	N=312
Good	22%	N=149
Fair	5%	N=36
Poor	0%	N=2
Total	100%	N=677

Table 19: Question 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:	Percent	Number
Very positive	8%	N=57
Somewhat positive	19%	N=128
Neutral	55%	N=368
Somewhat negative	16%	N=109
Very negative	2%	N=11
Total	100%	N=673

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Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	63%	N=422
Working part time for pay	16%	N=108
Unemployed, looking for paid work	2%	N=16
Unemployed, not looking for paid work	4%	N=30
Fully retired	14%	N=96
Total	100%	N=673

Table 21: Question D5

Do you work inside the boundaries of Ann Arbor?	Percent	Number
Yes, outside the home	58%	N=377
Yes, from home	12%	N=76
No	30%	N=196
Total	100%	N=649

Table 22: Question D6

How many years have you lived in Ann Arbor?	Percent	Number
Less than 2 years	17%	N=112
2 to 5 years	24%	N=161
6 to 10 years	14%	N=98
11 to 20 years	11%	N=72
More than 20 years	34%	N=232
Total	100%	N=675

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	55%	N=367
Building with two or more homes (duplex, townhome, apartment or condominium)	43%	N=292
Mobile home	0%	N=3
Other	2%	N=11
Total	100%	N=672

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	53%	N=356
Owned	47%	N=316
Total	100%	N=672

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Table 25: Question D9

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)?	Percent	Number
Less than \$300 per month	1%	N=9
\$300 to \$599 per month	7%	N=45
\$600 to \$999 per month	21%	N=137
\$1,000 to \$1,499 per month	35%	N=227
\$1,500 to \$2,499 per month	25%	N=167
\$2,500 or more per month	11%	N=71
Total	100%	N=656

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	77%	N=517
Yes	23%	N=156
Total	100%	N=673

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	81%	N=546
Yes	19%	N=126
Total	100%	N=672

Table 28: Question D12

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.)	Percent	Number
Less than \$25,000	13%	N=84
\$25,000 to \$49,999	16%	N=103
\$50,000 to \$99,999	35%	N=229
\$100,000 to \$149,999	19%	N=122
\$150,000 or more	17%	N=114
Total	100%	N=651

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=639
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=33
Total	100%	N=672

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Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=9
Asian, Asian Indian or Pacific Islander	17%	N=116
Black or African American	6%	N=37
White	79%	N=526
Other	3%	N=23

Total may exceed 100% as respondents could select more than one option.

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	11%	N=76
25 to 34 years	37%	N=245
35 to 44 years	12%	N=83
45 to 54 years	14%	N=97
55 to 64 years	10%	N=64
65 to 74 years	9%	N=59
75 years or older	7%	N=45
Total	100%	N=669

Table 32: Question D16

What is your sex?	Percent	Number
Female	51%	N=339
Male	49%	N=323
Total	100%	N=662

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	80%	N=532
Land line	11%	N=71
Both	9%	N=61
Total	100%	N=663

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 34: Question 1

Please rate each of the following aspects of quality of life in Ann Arbor:	Excellent		Good		Fair		Poor		Don't know		Total	
Ann Arbor as a place to live	59%	N=416	35%	N=248	5%	N=36	0%	N=0	0%	N=1	100%	N=702
Your neighborhood as a place to live	51%	N=360	41%	N=289	6%	N=45	1%	N=6	0%	N=1	100%	N=701
Ann Arbor as a place to raise children	49%	N=342	28%	N=196	2%	N=14	0%	N=1	21%	N=148	100%	N=701
Ann Arbor as a place to work	51%	N=358	34%	N=238	8%	N=53	2%	N=13	5%	N=35	100%	N=698
Ann Arbor as a place to visit	42%	N=292	41%	N=285	12%	N=82	3%	N=18	3%	N=19	100%	N=695
Ann Arbor as a place to retire	31%	N=218	27%	N=190	15%	N=108	4%	N=25	22%	N=156	100%	N=697
The overall quality of life in Ann Arbor	52%	N=363	42%	N=296	6%	N=41	0%	N=2	0%	N=1	100%	N=702

Table 35: Question 2

Please rate each of the following characteristics as they relate to Ann Arbor as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Ann Arbor	50%	N=353	43%	N=300	6%	N=42	0%	N=3	0%	N=1	100%	N=699
Overall ease of getting to the places you usually have to visit	32%	N=224	44%	N=311	19%	N=130	5%	N=35	0%	N=1	100%	N=700
Quality of overall natural environment in Ann Arbor	53%	N=368	37%	N=262	9%	N=66	0%	N=1	0%	N=3	100%	N=699
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	19%	N=136	52%	N=365	23%	N=163	5%	N=34	0%	N=2	100%	N=699
Health and wellness opportunities in Ann Arbor	50%	N=347	41%	N=289	6%	N=42	0%	N=3	3%	N=18	100%	N=699
Overall opportunities for education and enrichment	69%	N=479	25%	N=176	3%	N=20	0%	N=3	3%	N=19	100%	N=697
Overall economic health of Ann Arbor	36%	N=249	47%	N=326	10%	N=72	1%	N=8	6%	N=44	100%	N=699
Sense of community	28%	N=195	49%	N=341	19%	N=134	3%	N=22	0%	N=3	100%	N=695
Overall image or reputation of Ann Arbor	54%	N=374	39%	N=274	5%	N=38	0%	N=3	1%	N=10	100%	N=699

Table 36: Question 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		Total	
Recommend living in Ann Arbor to someone who asks	57%	N=394	36%	N=251	4%	N=29	2%	N=14	1%	N=9	100%	N=697
Remain in Ann Arbor for the next five years	54%	N=374	24%	N=167	9%	N=61	7%	N=51	6%	N=43	100%	N=697

Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	87%	N=605	11%	N=79	0%	N=3	1%	N=4	1%	N=4	0%	N=1	100%	N=696
In Ann Arbor's downtown/commercial area during the day	66%	N=456	30%	N=206	3%	N=19	1%	N=8	1%	N=4	0%	N=2	100%	N=694

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Table 38: Question 5

Please rate each of the following characteristics as they relate to Ann Arbor as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	9%	N=64	33%	N=230	40%	N=274	16%	N=113	2%	N=14	100%	N=694
Ease of public parking	10%	N=72	30%	N=211	36%	N=249	21%	N=148	2%	N=13	100%	N=693
Ease of travel by car in Ann Arbor	14%	N=99	42%	N=290	33%	N=228	9%	N=63	2%	N=12	100%	N=691
Ease of travel by public transportation in Ann Arbor	14%	N=97	38%	N=263	21%	N=143	9%	N=59	19%	N=129	100%	N=692
Ease of travel by bicycle in Ann Arbor	11%	N=73	32%	N=219	29%	N=200	5%	N=35	24%	N=163	100%	N=689
Ease of walking in Ann Arbor	37%	N=259	51%	N=350	10%	N=71	1%	N=8	1%	N=4	100%	N=692
Availability of paths and walking trails	39%	N=268	48%	N=331	9%	N=63	2%	N=13	3%	N=18	100%	N=692
Air quality	38%	N=267	49%	N=342	8%	N=54	1%	N=5	4%	N=27	100%	N=695
Cleanliness of Ann Arbor	31%	N=214	56%	N=392	11%	N=80	1%	N=9	0%	N=1	100%	N=696
Overall appearance of Ann Arbor	38%	N=263	51%	N=353	10%	N=71	1%	N=9	0%	N=1	100%	N=696
Public places where people want to spend time	35%	N=244	50%	N=350	11%	N=79	2%	N=14	1%	N=8	100%	N=696
Variety of housing options	9%	N=61	26%	N=180	33%	N=228	25%	N=176	7%	N=49	100%	N=694
Availability of affordable quality housing	3%	N=17	14%	N=97	29%	N=199	45%	N=313	9%	N=64	100%	N=691
Fitness opportunities (including exercise classes and paths or trails, etc.)	41%	N=288	46%	N=319	10%	N=73	1%	N=6	2%	N=11	100%	N=696
Recreational opportunities	41%	N=286	48%	N=331	9%	N=63	1%	N=7	1%	N=7	100%	N=695
Availability of affordable quality food	34%	N=234	45%	N=313	17%	N=120	3%	N=24	1%	N=4	100%	N=695
Availability of affordable quality health care	34%	N=236	37%	N=261	14%	N=100	4%	N=27	11%	N=74	100%	N=697
Availability of preventive health services	35%	N=242	39%	N=267	9%	N=64	2%	N=15	15%	N=102	100%	N=690
Availability of affordable quality mental health care	17%	N=118	24%	N=169	15%	N=102	9%	N=63	35%	N=241	100%	N=693

Table 39: Question 6

Please rate each of the following characteristics as they relate to Ann Arbor as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	10%	N=70	13%	N=93	13%	N=89	8%	N=54	55%	N=379	100%	N=686
K-12 education	31%	N=211	26%	N=175	4%	N=27	1%	N=7	38%	N=263	100%	N=683
Adult educational opportunities	37%	N=257	33%	N=229	6%	N=38	0%	N=1	23%	N=161	100%	N=686
Opportunities to attend cultural/arts/music activities	65%	N=448	26%	N=175	6%	N=43	1%	N=6	2%	N=15	100%	N=687
Opportunities to participate in religious or spiritual events and activities	40%	N=274	26%	N=176	5%	N=36	0%	N=3	29%	N=198	100%	N=686
Employment opportunities	21%	N=146	45%	N=306	15%	N=106	4%	N=29	14%	N=96	100%	N=684
Shopping opportunities	29%	N=199	51%	N=347	17%	N=113	3%	N=18	1%	N=5	100%	N=681
Cost of living in Ann Arbor	3%	N=20	18%	N=122	48%	N=328	30%	N=205	1%	N=5	100%	N=679
Overall quality of business and service establishments in Ann Arbor	26%	N=181	58%	N=399	13%	N=92	0%	N=3	2%	N=12	100%	N=686
Vibrant downtown/commercial area	39%	N=271	43%	N=298	13%	N=93	2%	N=14	2%	N=12	100%	N=687
Overall quality of new development in Ann Arbor	15%	N=103	38%	N=264	25%	N=171	10%	N=67	12%	N=83	100%	N=688
Opportunities to participate in social events and activities	42%	N=291	43%	N=292	11%	N=77	1%	N=6	3%	N=20	100%	N=686
Opportunities to volunteer	41%	N=282	37%	N=255	7%	N=49	0%	N=1	14%	N=98	100%	N=685
Opportunities to participate in community matters	29%	N=200	42%	N=286	11%	N=78	2%	N=11	16%	N=108	100%	N=684
Openness and acceptance of the community toward people of diverse backgrounds	37%	N=252	40%	N=278	15%	N=105	4%	N=26	4%	N=26	100%	N=688
Neighborliness of residents in Ann Arbor	25%	N=174	49%	N=335	19%	N=132	3%	N=22	3%	N=23	100%	N=685

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Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	20%	N=137	80%	N=543	100%	N=680
Made efforts to make your home more energy efficient	26%	N=176	74%	N=505	100%	N=680
Observed a code violation or other hazard in Ann Arbor	65%	N=434	35%	N=236	100%	N=670
Household member was a victim of a crime in Ann Arbor	93%	N=632	7%	N=46	100%	N=678
Reported a crime to the police in Ann Arbor	88%	N=601	12%	N=80	100%	N=681
Stocked supplies in preparation for an emergency	80%	N=542	20%	N=139	100%	N=681
Campaigned or advocated for an issue, cause or candidate	61%	N=417	39%	N=263	100%	N=680
Contacted the City of Ann Arbor (in-person, phone, email or web) for help or information	58%	N=392	42%	N=289	100%	N=681
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	79%	N=540	21%	N=140	100%	N=680

Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Ann Arbor?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Ann Arbor recreation centers or their services	16%	N=106	26%	N=174	29%	N=196	30%	N=200	100%	N=676
Visited a neighborhood park or City park	32%	N=216	38%	N=263	24%	N=167	5%	N=37	100%	N=683
Used Ann Arbor public libraries or their services	15%	N=104	29%	N=195	30%	N=206	26%	N=176	100%	N=682
Participated in religious or spiritual activities in Ann Arbor	10%	N=65	14%	N=95	17%	N=117	59%	N=401	100%	N=679
Attended a City-sponsored event	3%	N=22	12%	N=85	57%	N=386	28%	N=188	100%	N=681
Used bus, rail, subway or other public transportation instead of driving	25%	N=174	14%	N=99	21%	N=141	40%	N=271	100%	N=684
Carpooled with other adults or children instead of driving alone	12%	N=81	21%	N=142	22%	N=150	45%	N=309	100%	N=682
Walked or biked instead of driving	41%	N=282	24%	N=165	16%	N=110	18%	N=125	100%	N=682
Volunteered your time to some group/activity in Ann Arbor	10%	N=68	19%	N=128	29%	N=196	42%	N=283	100%	N=675
Participated in a club	10%	N=66	14%	N=96	16%	N=110	60%	N=408	100%	N=680
Talked to or visited with your immediate neighbors	33%	N=224	31%	N=212	21%	N=140	16%	N=108	100%	N=684
Done a favor for a neighbor	12%	N=85	23%	N=159	37%	N=252	27%	N=187	100%	N=682

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=0	1%	N=9	15%	N=104	83%	N=568	100%	N=682
Watched (online or on television) a local public meeting	0%	N=3	4%	N=25	14%	N=95	82%	N=557	100%	N=680

Table 43: Question 10

Please rate the quality of each of the following services in Ann Arbor:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	24%	N=165	40%	N=268	10%	N=68	2%	N=13	24%	N=161	100%	N=675
Fire services	25%	N=169	32%	N=214	2%	N=12	0%	N=1	42%	N=281	100%	N=677
Ambulance or emergency medical services	27%	N=182	29%	N=195	3%	N=18	0%	N=0	42%	N=283	100%	N=678
Crime prevention	13%	N=89	39%	N=260	7%	N=47	2%	N=15	39%	N=263	100%	N=675
Fire prevention and education	13%	N=89	26%	N=174	7%	N=46	0%	N=3	53%	N=358	100%	N=670
Traffic enforcement	9%	N=63	43%	N=284	21%	N=138	10%	N=64	18%	N=118	100%	N=667

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Please rate the quality of each of the following services in Ann Arbor:	Excellent		Good		Fair		Poor		Don't know		Total	
Street repair	3%	N=21	17%	N=112	32%	N=214	47%	N=316	2%	N=13	100%	N=676
Street cleaning	13%	N=86	40%	N=269	32%	N=216	9%	N=62	7%	N=44	100%	N=677
Street lighting	14%	N=96	54%	N=368	25%	N=172	5%	N=34	1%	N=9	100%	N=679
Snow removal	15%	N=99	33%	N=227	35%	N=238	15%	N=99	3%	N=17	100%	N=680
Sidewalk maintenance	13%	N=85	42%	N=285	33%	N=224	9%	N=58	3%	N=24	100%	N=676
Traffic signal timing	6%	N=37	43%	N=290	31%	N=208	18%	N=120	3%	N=22	100%	N=677
Bus or transit services	23%	N=158	37%	N=248	14%	N=92	3%	N=22	23%	N=155	100%	N=675
Garbage collection	37%	N=247	50%	N=339	8%	N=56	2%	N=12	3%	N=19	100%	N=674
Recycling	38%	N=257	46%	N=309	9%	N=64	4%	N=25	3%	N=22	100%	N=678
Yard waste pick-up	27%	N=186	33%	N=227	10%	N=69	3%	N=23	26%	N=175	100%	N=679
Storm drainage	17%	N=117	48%	N=321	13%	N=85	4%	N=25	19%	N=127	100%	N=675
Drinking water	37%	N=249	44%	N=301	11%	N=72	4%	N=25	4%	N=30	100%	N=676
Sewer services	25%	N=168	46%	N=310	8%	N=51	1%	N=5	21%	N=139	100%	N=674
Power (electric and/or gas) utility	20%	N=135	54%	N=363	15%	N=103	7%	N=45	4%	N=29	100%	N=675
Utility billing	18%	N=121	53%	N=355	16%	N=109	4%	N=25	9%	N=62	100%	N=672
City parks	52%	N=349	38%	N=259	8%	N=53	0%	N=0	2%	N=16	100%	N=677
Recreation programs or classes	32%	N=213	34%	N=231	7%	N=45	0%	N=1	27%	N=185	100%	N=674
Recreation centers or facilities	28%	N=189	37%	N=251	8%	N=56	1%	N=3	26%	N=175	100%	N=675
Land use, planning and zoning	9%	N=57	35%	N=232	22%	N=147	12%	N=82	23%	N=155	100%	N=672
Code enforcement (weeds, abandoned buildings, etc.)	9%	N=58	34%	N=231	18%	N=122	4%	N=29	35%	N=233	100%	N=673
Animal control	11%	N=75	32%	N=213	10%	N=64	3%	N=23	44%	N=297	100%	N=673
Economic development	9%	N=59	42%	N=282	16%	N=110	8%	N=52	25%	N=166	100%	N=670
Health services	33%	N=224	44%	N=292	6%	N=43	1%	N=5	16%	N=109	100%	N=672
Public library services	59%	N=397	25%	N=170	3%	N=22	0%	N=2	12%	N=84	100%	N=675
Public information services	21%	N=141	36%	N=241	8%	N=55	1%	N=8	34%	N=224	100%	N=669
Cable television	11%	N=71	23%	N=153	17%	N=116	9%	N=60	40%	N=269	100%	N=668
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	N=53	21%	N=142	13%	N=85	4%	N=26	54%	N=364	100%	N=671
Preservation of natural areas such as open space, farmlands and greenbelts	26%	N=172	43%	N=290	14%	N=97	4%	N=28	13%	N=85	100%	N=672
Ann Arbor open space	24%	N=158	46%	N=311	15%	N=102	4%	N=26	11%	N=74	100%	N=672
City-sponsored special events	24%	N=161	40%	N=264	11%	N=73	1%	N=9	24%	N=161	100%	N=667
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	20%	N=132	46%	N=310	11%	N=71	2%	N=11	21%	N=143	100%	N=667

Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Ann Arbor	24%	N=164	57%	N=386	12%	N=79	2%	N=13	5%	N=30	100%	N=672
The Federal Government	4%	N=29	29%	N=196	34%	N=226	19%	N=130	13%	N=89	100%	N=668

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Table 45: Question 12

Please rate the following categories of Ann Arbor government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Ann Arbor	12%	N=79	42%	N=282	24%	N=161	10%	N=69	12%	N=81	100%	N=673
The overall direction that Ann Arbor is taking	13%	N=89	42%	N=284	25%	N=169	10%	N=65	10%	N=64	100%	N=672
The job Ann Arbor government does at welcoming citizen involvement	13%	N=88	40%	N=266	22%	N=149	5%	N=30	20%	N=137	100%	N=670
Overall confidence in Ann Arbor government	12%	N=80	45%	N=303	25%	N=169	8%	N=56	9%	N=62	100%	N=670
Generally acting in the best interest of the community	13%	N=87	46%	N=312	22%	N=148	10%	N=66	9%	N=59	100%	N=672
Being honest	12%	N=81	40%	N=271	21%	N=143	6%	N=41	20%	N=134	100%	N=670
Treating all residents fairly	15%	N=103	35%	N=233	22%	N=147	9%	N=60	19%	N=128	100%	N=671

Table 46: Question 13

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		Total	
Overall feeling of safety in Ann Arbor	49%	N=333	31%	N=213	16%	N=107	4%	N=29	100%	N=683
Overall ease of getting to the places you usually have to visit	31%	N=210	52%	N=352	15%	N=99	3%	N=19	100%	N=680
Quality of overall natural environment in Ann Arbor	44%	N=298	41%	N=279	12%	N=79	3%	N=21	100%	N=676
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	33%	N=225	45%	N=308	19%	N=127	3%	N=21	100%	N=680
Health and wellness opportunities in Ann Arbor	30%	N=203	40%	N=272	25%	N=171	5%	N=33	100%	N=679
Overall opportunities for education and enrichment	37%	N=251	36%	N=247	23%	N=153	4%	N=26	100%	N=677
Overall economic health of Ann Arbor	42%	N=285	45%	N=309	12%	N=82	1%	N=7	100%	N=682
Sense of community	28%	N=188	42%	N=285	27%	N=183	4%	N=27	100%	N=682

Table 47: Question 14

The City of Ann Arbor is considering introducing new road designs that have been shown in other cities to reduce pedestrian, cyclist, and motorist crashes, injuries and deaths. For example, roundabouts have reduced injuries for all users while decreasing motorist drive times (by creating more steady traffic flow). Other road redesign options reduce injuries but have different effects on motorist drive times. Which of the following statements is closest to the advice you would like to give the City as they make these decisions?	Percent	Number
Substantially increase drive times (a drive that was 10 minutes would be 16) to very significantly reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths	26%	N=171
Moderately increase drive times (a drive that was 10 minutes would be 13) to significantly reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths	40%	N=265
Slightly increase drive times (a drive that was 10 minutes would be 11) to somewhat reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths	18%	N=122
Do nothing and expect the same drive times and levels of pedestrian, cyclist, and motorist crashes, injuries, and deaths	5%	N=36
Reduce drive time, even if it increases pedestrian, cyclist, and motorist crashes, injuries, and deaths	3%	N=20
Don't know	8%	N=52
Total	100%	N=666

Table 48: Question 15

Have you had contact with a member of the City of Ann Arbor police department within the last 12 months?	Percent	Number
Yes	24%	N=160
No	76%	N=516
Total	100%	N=676

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Table 49: Question 15A

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		Don't know		Total	
Treated me in a respectful manner	61%	N=96	25%	N=39	5%	N=8	8%	N=13	1%	N=2	100%	N=158
Professionalism	63%	N=99	25%	N=39	7%	N=11	5%	N=8	0%	N=1	100%	N=158
Fairness	53%	N=84	27%	N=42	13%	N=21	4%	N=6	3%	N=4	100%	N=157
Resolution of concerns	50%	N=77	17%	N=26	18%	N=28	7%	N=11	7%	N=11	100%	N=153
Responsiveness to questions and/or needs	55%	N=84	19%	N=30	14%	N=22	9%	N=15	2%	N=4	100%	N=154
Overall impression of AAPD staff member	54%	N=85	24%	N=38	12%	N=19	9%	N=14	1%	N=1	100%	N=157

Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=12	2%	N=12	5%	N=32	18%	N=123	74%	N=500	100%	N=679
Purchase goods or services from a business located in Ann Arbor	0%	N=0	1%	N=4	18%	N=121	50%	N=339	32%	N=215	100%	N=679
Eat at least 5 portions of fruits and vegetables a day	0%	N=2	8%	N=52	33%	N=220	40%	N=270	20%	N=133	100%	N=676
Participate in moderate or vigorous physical activity	1%	N=5	8%	N=55	26%	N=176	40%	N=272	25%	N=170	100%	N=678
Read or watch local news (via television, paper, computer, etc.)	6%	N=40	18%	N=121	26%	N=175	26%	N=174	25%	N=168	100%	N=678
Vote in local elections	12%	N=80	6%	N=42	16%	N=106	26%	N=174	40%	N=270	100%	N=671

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	26%	N=178
Very good	46%	N=312
Good	22%	N=149
Fair	5%	N=36
Poor	0%	N=2
Total	100%	N=677

Table 52: Question 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:	Percent	Number
Very positive	8%	N=57
Somewhat positive	19%	N=128
Neutral	55%	N=368
Somewhat negative	16%	N=109
Very negative	2%	N=11
Total	100%	N=673

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Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	63%	N=422
Working part time for pay	16%	N=108
Unemployed, looking for paid work	2%	N=16
Unemployed, not looking for paid work	4%	N=30
Fully retired	14%	N=96
Total	100%	N=673

Table 54: Question D5

Do you work inside the boundaries of Ann Arbor?	Percent	Number
Yes, outside the home	58%	N=377
Yes, from home	12%	N=76
No	30%	N=196
Total	100%	N=649

Table 55: Question D6

How many years have you lived in Ann Arbor?	Percent	Number
Less than 2 years	17%	N=112
2 to 5 years	24%	N=161
6 to 10 years	14%	N=98
11 to 20 years	11%	N=72
More than 20 years	34%	N=232
Total	100%	N=675

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	55%	N=367
Building with two or more homes (duplex, townhome, apartment or condominium)	43%	N=292
Mobile home	0%	N=3
Other	2%	N=11
Total	100%	N=672

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	53%	N=356
Owned	47%	N=316
Total	100%	N=672

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Table 58: Question D9

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)?	Percent	Number
Less than \$300 per month	1%	N=9
\$300 to \$599 per month	7%	N=45
\$600 to \$999 per month	21%	N=137
\$1,000 to \$1,499 per month	35%	N=227
\$1,500 to \$2,499 per month	25%	N=167
\$2,500 or more per month	11%	N=71
Total	100%	N=656

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	77%	N=517
Yes	23%	N=156
Total	100%	N=673

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	81%	N=546
Yes	19%	N=126
Total	100%	N=672

Table 61: Question D12

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.)	Percent	Number
Less than \$25,000	13%	N=84
\$25,000 to \$49,999	16%	N=103
\$50,000 to \$99,999	35%	N=229
\$100,000 to \$149,999	19%	N=122
\$150,000 or more	17%	N=114
Total	100%	N=651

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=639
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=33
Total	100%	N=672

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Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=9
Asian, Asian Indian or Pacific Islander	17%	N=116
Black or African American	6%	N=37
White	79%	N=526
Other	3%	N=23

Total may exceed 100% as respondents could select more than one option.

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	11%	N=76
25 to 34 years	37%	N=245
35 to 44 years	12%	N=83
45 to 54 years	14%	N=97
55 to 64 years	10%	N=64
65 to 74 years	9%	N=59
75 years or older	7%	N=45
Total	100%	N=669

Table 65: Question D16

What is your sex?	Percent	Number
Female	51%	N=339
Male	49%	N=323
Total	100%	N=662

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	80%	N=532
Land line	11%	N=71
Both	9%	N=61
Total	100%	N=663

Appendix B: Benchmark Comparisons

Comparison Data

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 Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating 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. The City of Ann Arbor chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Ann Arbor’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” 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. The second column is the rank assigned to Ann Arbor’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Ann Arbor’s rating to the benchmark.

In that final column, 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. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Ann Arbor	94%	32	442	Higher
Overall image or reputation of Ann Arbor	94%	18	339	Much higher
Ann Arbor as a place to live	95%	45	379	Higher
Your neighborhood as a place to live	93%	40	302	Similar
Ann Arbor as a place to raise children	97%	26	368	Higher
Ann Arbor as a place to retire	75%	55	343	Higher
Overall appearance of Ann Arbor	89%	56	346	Higher

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Ann Arbor	93%	59	338	Higher	
	In your neighborhood during the day	98%	28	345	Similar	
	In Ann Arbor's downtown/commercial area during the day	96%	107	305	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	76%	102	255	Similar	
	Availability of paths and walking trails	89%	31	307	Higher	
	Ease of walking in Ann Arbor	89%	27	295	Higher	
	Ease of travel by bicycle in Ann Arbor	55%	111	295	Similar	
	Ease of travel by public transportation in Ann Arbor	64%	21	214	Higher	
	Ease of travel by car in Ann Arbor	57%	195	295	Similar	
	Ease of public parking	42%	152	213	Similar	
	Traffic flow on major streets	43%	173	331	Similar	
Natural Environment	Quality of overall natural environment in Ann Arbor	90%	27	267	Higher	
	Cleanliness of Ann Arbor	87%	87	275	Similar	
	Air quality	91%	44	238	Similar	
Built Environment	Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	72%	60	244	Similar	
	Overall quality of new development in Ann Arbor	61%	94	282	Similar	
	Availability of affordable quality housing	18%	257	292	Lower	
	Variety of housing options	37%	219	270	Similar	
	Public places where people want to spend time	86%	22	237	Higher	
	Overall economic health of Ann Arbor	88%	23	250	Higher	
Economy	Vibrant downtown/commercial area	84%	9	228	Much higher	
	Overall quality of business and service establishments in Ann Arbor	86%	14	263	Higher	
	Cost of living in Ann Arbor	21%	217	247	Lower	
	Shopping opportunities	81%	34	286	Higher	
	Employment opportunities	77%	4	299	Much higher	
	Ann Arbor as a place to visit	85%	47	264	Higher	
	Ann Arbor as a place to work	90%	3	348	Much higher	
	Recreation and Wellness	Health and wellness opportunities in Ann Arbor	93%	3	245	Higher
		Availability of affordable quality mental health care	63%	24	216	Higher
		Availability of preventive health services	87%	6	230	Higher
		Availability of affordable quality health care	80%	15	251	Higher
Availability of affordable quality food		79%	19	235	Higher	
	Recreational opportunities	90%	16	286	Higher	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	89%	13	235	Higher
	Overall opportunities for education and enrichment	97%	1	247	Much higher
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	92%	1	197	Higher
	Opportunities to attend cultural/arts/music activities	93%	1	285	Much higher
	Adult educational opportunities	93%	1	224	Much higher
	K-12 education	92%	34	261	Higher
	Availability of affordable quality child care/preschool	53%	99	245	Similar
		Opportunities to participate in social events and activities	88%	1	254
Community Engagement	Neighborhoodliness of Ann Arbor	77%	14	239	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	80%	7	283	Higher
	Opportunities to participate in community matters	84%	3	265	Higher
	Opportunities to volunteer	92%	2	254	Higher

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Ann Arbor	86%	89	417	Similar
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	84%	110	369	Similar
Value of services for the taxes paid to Ann Arbor	61%	125	393	Similar
Overall direction that Ann Arbor is taking	61%	129	306	Similar
Job Ann Arbor government does at welcoming citizen involvement	66%	37	312	Similar
Overall confidence in Ann Arbor government	63%	76	250	Similar
Generally acting in the best interest of the community	65%	83	250	Similar
Being honest	66%	76	242	Similar
Treating all residents fairly	62%	92	247	Similar
Services provided by the Federal Government	39%	147	241	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	84%	191	451	Similar
	Fire services	97%	159	377	Similar
	Ambulance or emergency medical services	95%	112	338	Similar
	Crime prevention	85%	109	352	Similar
	Fire prevention and education	84%	111	275	Similar
	Animal control	77%	67	333	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	64%	139	269	Similar
	Traffic enforcement	63%	233	361	Similar
	Street repair	20%	348	379	Much lower
	Street cleaning	56%	202	314	Similar
Mobility	Street lighting	69%	90	319	Similar
	Snow removal	49%	221	280	Similar
	Sidewalk maintenance	57%	128	312	Similar
	Traffic signal timing	50%	161	255	Similar
	Bus or transit services	78%	10	221	Much higher
	Garbage collection	90%	89	345	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Recycling	86%	81	349	Similar
	Yard waste pick-up	82%	74	262	Similar
	Drinking water	85%	40	306	Higher
	Preservation of natural areas such as open space, farmlands and greenbelts	79%	22	247	Higher
	Ann Arbor open space	78%	24	224	Higher
Built Environment	Storm drainage	80%	57	342	Similar
	Sewer services	89%	30	312	Similar
	Power (electric and/or gas) utility	77%	123	173	Similar
	Utility billing	78%	66	217	Similar
	Land use, planning and zoning	56%	102	291	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	66%	59	377	Higher
	Cable television	56%	68	197	Similar
Economy	Economic development	68%	87	275	Similar
Recreation and Wellness	City parks	92%	24	315	Higher
	Recreation programs or classes	91%	10	317	Higher
	Recreation centers or facilities	88%	22	269	Higher
	Health services	92%	2	212	Higher
Education and Enrichment	City-sponsored special events	84%	17	269	Higher
	Public library services	96%	2	331	Higher
Community Engagement	Public information services	86%	9	278	Higher

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	77%	44	302	Higher
Recommend living in Ann Arbor to someone who asks	94%	64	278	Similar
Remain in Ann Arbor for the next five years	83%	172	270	Similar
Contacted Ann Arbor (in-person, phone, email or web) for help or information	42%	188	312	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	20%	202	216	Lower
	Did NOT report a crime to the police	88%	13	242	Higher
	Household member was NOT a victim of a crime	93%	43	263	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	60%	20	196	Much higher
	Carpooled with other adults or children instead of driving alone	55%	29	229	Higher
	Walked or biked instead of driving	82%	19	238	Much higher
Natural Environment	Made efforts to conserve water	80%	127	224	Similar
	Made efforts to make your home more energy efficient	74%	147	225	Similar
	Recycle at home	96%	53	249	Similar
Built Environment	Did NOT observe a code violation or other hazard in Ann Arbor	65%	49	231	Higher
	NOT experiencing housing costs stress	70%	123	248	Similar
Economy	Purchase goods or services from a business located in Ann Arbor	99%	7	235	Similar
	Economy will have positive impact on income	27%	178	249	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Work inside boundaries of Ann Arbor	70%	15	236	Much higher
Recreation and Wellness	Used Ann Arbor recreation centers or their services	70%	21	232	Higher
	Visited a neighborhood park or City park	95%	8	260	Higher
	Eat at least 5 portions of fruits and vegetables a day	92%	2	227	Similar
	Participate in moderate or vigorous physical activity	91%	24	231	Similar
	In very good to excellent health	72%	43	231	Similar
	Used Ann Arbor public libraries or their services	74%	27	237	Higher
Education and Enrichment	Participated in religious or spiritual activities in Ann Arbor	41%	119	194	Similar
	Attended City-sponsored event	72%	22	238	Higher
	Campaigned or advocated for an issue, cause or candidate	39%	17	219	Higher
Community Engagement	Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	21%	71	234	Similar
	Volunteered your time to some group/activity in Ann Arbor	58%	27	255	Higher
	Participated in a club	40%	20	234	Higher
	Talked to or visited with your immediate neighbors	84%	213	232	Similar
	Done a favor for a neighbor	73%	209	228	Similar
	Attended a local public meeting	17%	200	254	Similar
	Watched (online or on television) a local public meeting	18%	161	221	Similar
	Read or watch local news (via television, paper, computer, etc.)	76%	218	236	Similar
	Vote in local elections	82%	169	249	Similar

Communities included in national comparisons

The communities included in Ann Arbor’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO.....	441,603	Augusta CCD, GA.....	134,777
Airway Heights city, WA.....	6,114	Aurora city, CO.....	325,078
Albany city, OR.....	50,158	Austin city, TX.....	790,390
Albemarle County, VA.....	98,970	Avon town, CO.....	6,447
Albert Lea city, MN.....	18,016	Avon town, IN.....	12,446
Alexandria city, VA.....	139,966	Avondale city, AZ.....	76,238
Algonquin village, IL.....	30,046	Azusa city, CA.....	46,361
Aliso Viejo city, CA.....	47,823	Bainbridge Island city, WA.....	23,025
American Canyon city, CA.....	19,454	Baltimore city, MD.....	620,961
Ames city, IA.....	58,965	Bartonville town, TX.....	1,469
Ankeny city, IA.....	45,582	Battle Creek city, MI.....	52,347
Ann Arbor city, MI.....	113,934	Bay City city, MI.....	34,932
Apache Junction city, AZ.....	35,840	Bay Village city, OH.....	15,651
Arapahoe County, CO.....	572,003	Baytown city, TX.....	71,802
Arkansas City, AR.....	366	Bedford city, TX.....	46,979
Arlington city, TX.....	365,438	Bedford town, MA.....	13,320
Arvada city, CO.....	106,433	Bellevue city, WA.....	122,363
Asheville city, NC.....	83,393	Bellingham city, WA.....	80,885
Ashland city, OR.....	20,078	Benbrook city, TX.....	21,234
Ashland town, MA.....	16,593	Bend city, OR.....	76,639
Ashland town, VA.....	7,225	Bethlehem township, PA.....	23,730
Aspen city, CO.....	6,658	Bettendorf city, IA.....	33,217
Athens-Clarke County, GA.....	115,452	Billings city, MT.....	104,170
Auburn city, AL.....	53,380	Bloomington city, IN.....	80,405

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Bloomington city, MN	82,893	Coon Rapids city, MN	61,476
Blue Springs city, MO	52,575	Copperas Cove city, TX.....	32,032
Boise City city, ID	205,671	Coral Springs city, FL.....	121,096
Bonner Springs city, KS	7,314	Coronado city, CA	18,912
Boone County, KY	118,811	Corvallis city, OR.....	54,462
Boulder city, CO.....	97,385	Cottonwood Heights city, UT	33,433
Bowling Green city, KY	58,067	Creve Coeur city, MO	17,833
Bozeman city, MT	37,280	Cupertino city, CA	58,302
Brentwood city, MO.....	8,055	Dacono city, CO.....	4,152
Brentwood city, TN	37,060	Dakota County, MN	398,552
Brighton city, CO.....	33,352	Dallas city, OR	14,583
Brighton city, MI	7,444	Dallas city, TX.....	1,197,816
Bristol city, TN	26,702	Danville city, KY.....	16,218
Broken Arrow city, OK	98,850	Dardenne Prairie city, MO.....	11,494
Brookline CDP, MA	58,732	Darien city, IL.....	22,086
Brooklyn Center city, MN	30,104	Davenport city, FL.....	2,888
Brooklyn city, OH	11,169	Davidson town, NC.....	10,944
Broomfield city, CO	55,889	Dayton city, OH	141,527
Brownsburg town, IN	21,285	Dayton town, WY.....	757
Buffalo Grove village, IL	41,496	Dearborn city, MI	98,153
Burlingame city, CA.....	28,806	Decatur city, GA.....	19,335
Cabarrus County, NC.....	178,011	Del Mar city, CA	4,161
Cambridge city, MA.....	105,162	DeLand city, FL.....	27,031
Canandaigua city, NY	10,545	Delaware city, OH.....	34,753
Cannon Beach city, OR.....	1,690	Denison city, TX.....	22,682
Cañon City city, CO	16,400	Denton city, TX.....	113,383
Canton city, SD	3,057	Denver city, CO.....	600,158
Cape Coral city, FL	154,305	Des Moines city, IA	203,433
Carlisle borough, PA.....	18,682	Des Peres city, MO.....	8,373
Carlsbad city, CA.....	105,328	Destin city, FL.....	12,305
Carroll city, IA.....	10,103	Dover city, NH	29,987
Cartersville city, GA.....	19,731	Dublin city, CA	46,036
Cary town, NC	135,234	Dublin city, OH	41,751
Castine town, ME.....	1,366	Duluth city, MN.....	86,265
Castle Rock town, CO.....	48,231	Durham city, NC	228,330
Cedar Hill city, TX	45,028	Durham County, NC	267,587
Cedar Rapids city, IA.....	126,326	Dyer town, IN.....	16,390
Celina city, TX.....	6,028	Eagan city, MN	64,206
Centennial city, CO.....	100,377	Eagle Mountain city, UT.....	21,415
Chandler city, AZ	236,123	Eagle town, CO.....	6,508
Chandler city, TX	2,734	Eau Claire city, WI	65,883
Chanhassen city, MN.....	22,952	Eden Prairie city, MN.....	60,797
Chapel Hill town, NC	57,233	Eden town, VT	1,323
Chardon city, OH	5,148	Edgerton city, KS	1,671
Charles County, MD	146,551	Edgewater city, CO	5,170
Charlotte city, NC.....	731,424	Edina city, MN	47,941
Charlotte County, FL	159,978	Edmond city, OK.....	81,405
Charlottesville city, VA.....	43,475	Edmonds city, WA.....	39,709
Chattanooga city, TN.....	167,674	El Cerrito city, CA.....	23,549
Chautauqua town, NY	4,464	El Dorado County, CA.....	181,058
Chesterfield County, VA.....	316,236	El Paso de Robles (Paso Robles) city, CA	29,793
Clackamas County, OR	375,992	Elk Grove city, CA	153,015
Clarendon Hills village, IL	8,427	Elko New Market city, MN.....	4,110
Clayton city, MO	15,939	Elmhurst city, IL.....	44,121
Clearwater city, FL	107,685	Englewood city, CO.....	30,255
Cleveland Heights city, OH	46,121	Erie town, CO	18,135
Clinton city, SC	8,490	Escambia County, FL.....	297,619
Clive city, IA	15,447	Estes Park town, CO.....	5,858
Clovis city, CA.....	95,631	Euclid city, OH	48,920
College Park city, MD	30,413	Fairview town, TX	7,248
College Station city, TX	93,857	Farmers Branch city, TX	28,616
Colleyville city, TX.....	22,807	Farmersville city, TX	3,301
Columbia city, MO.....	108,500	Farmington Hills city, MI.....	79,740
Columbia city, SC.....	129,272	Farmington town, CT	25,340
Columbia Falls city, MT.....	4,688	Fayetteville city, NC.....	200,564
Commerce City city, CO.....	45,913	Fernandina Beach city, FL.....	11,487
Concord city, CA	122,067	Flagstaff city, AZ	65,870
Concord town, MA.....	17,668	Flower Mound town, TX.....	64,669
Conshohocken borough, PA	7,833	Forest Grove city, OR	21,083
Coolidge city, AZ.....	11,825	Fort Collins city, CO.....	143,986

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Franklin city, TN.....	62,487	Kalamazoo city, MI.....	74,262
Fremont city, CA.....	214,089	Kansas City city, KS.....	145,786
Friendswood city, TX.....	35,805	Kansas City city, MO.....	459,787
Fruita city, CO.....	12,646	Keizer city, OR.....	36,478
Gahanna city, OH.....	33,248	Kenmore city, WA.....	20,460
Gaithersburg city, MD.....	59,933	Kennedale city, TX.....	6,763
Galveston city, TX.....	47,743	Kent city, WA.....	92,411
Gardner city, KS.....	19,123	Kerrville city, TX.....	22,347
Georgetown city, TX.....	47,400	Kettering city, OH.....	56,163
Germantown city, TN.....	38,844	Key West city, FL.....	24,649
Gilbert town, AZ.....	208,453	King City city, CA.....	12,874
Gillette city, WY.....	29,087	Kirkland city, WA.....	48,787
Glen Ellyn village, IL.....	27,450	Kirkwood city, MO.....	27,540
Glendora city, CA.....	50,073	Knoxville city, IA.....	7,313
Glenview village, IL.....	44,692	La Plata town, MD.....	8,753
Golden city, CO.....	18,867	La Vista city, NE.....	15,758
Golden Valley city, MN.....	20,371	Laguna Niguel city, CA.....	62,979
Goodyear city, AZ.....	65,275	Lake Forest city, IL.....	19,375
Grafton village, WI.....	11,459	Lake in the Hills village, IL.....	28,965
Grand Blanc city, MI.....	8,276	Lake Stevens city, WA.....	28,069
Grants Pass city, OR.....	34,533	Lake Worth city, FL.....	34,910
Grass Valley city, CA.....	12,860	Lake Zurich village, IL.....	19,631
Greeley city, CO.....	92,889	Lakeville city, MN.....	55,954
Greenville city, NC.....	84,554	Lakewood city, CO.....	142,980
Greenwich town, CT.....	61,171	Lakewood city, WA.....	58,163
Greenwood Village city, CO.....	13,925	Lancaster County, SC.....	76,652
Greer city, SC.....	25,515	Lane County, OR.....	351,715
Gunnison County, CO.....	15,324	Lansing city, MI.....	114,297
Haltom City city, TX.....	42,409	Laramie city, WY.....	30,816
Hamilton city, OH.....	62,477	Larimer County, CO.....	299,630
Hamilton town, MA.....	7,764	Las Cruces city, NM.....	97,618
Hampton city, VA.....	137,436	Las Vegas city, NM.....	13,753
Hanover County, VA.....	99,863	Lawrence city, KS.....	87,643
Harrisburg city, SD.....	4,089	Lawrenceville city, GA.....	28,546
Harrisonburg city, VA.....	48,914	Lee's Summit city, MO.....	91,364
Harrisonville city, MO.....	10,019	Lehi city, UT.....	47,407
Hastings city, MN.....	22,172	Lexena city, KS.....	48,190
Hayward city, CA.....	144,186	Lewisville city, TX.....	95,290
Henderson city, NV.....	257,729	Lewisville town, NC.....	12,639
Herndon town, VA.....	23,292	Libertyville village, IL.....	20,315
High Point city, NC.....	104,371	Lincolnwood village, IL.....	12,590
Highland Park city, IL.....	29,763	Lindsborg city, KS.....	3,458
Highlands Ranch CDP, CO.....	96,713	Little Chute village, WI.....	10,449
Homer Glen village, IL.....	24,220	Littleton city, CO.....	41,737
Honolulu County, HI.....	953,207	Livermore city, CA.....	80,968
Hooksett town, NH.....	13,451	Lombard village, IL.....	43,165
Hopkins city, MN.....	17,591	Lone Tree city, CO.....	10,218
Hopkinton town, MA.....	14,925	Long Grove village, IL.....	8,043
Hoquiam city, WA.....	8,726	Longmont city, CO.....	86,270
Horry County, SC.....	269,291	Longview city, TX.....	80,455
Howard village, WI.....	17,399	Lonsdale city, MN.....	3,674
Hudson town, CO.....	2,356	Los Alamos County, NM.....	17,950
Huntley village, IL.....	24,291	Los Altos Hills town, CA.....	7,922
Hurst city, TX.....	37,337	Louisville city, CO.....	18,376
Hutchinson city, MN.....	14,178	Lower Merion township, PA.....	57,825
Hutto city, TX.....	14,698	Lynchburg city, VA.....	75,568
Independence city, MO.....	116,830	Lynnwood city, WA.....	35,836
Indianola city, IA.....	14,782	Macomb County, MI.....	840,978
Indio city, CA.....	76,036	Manassas city, VA.....	37,821
Iowa City city, IA.....	67,862	Manhattan Beach city, CA.....	35,135
Irving city, TX.....	216,290	Manhattan city, KS.....	52,281
Issaquah city, WA.....	30,434	Mankato city, MN.....	39,309
Jackson city, MO.....	13,758	Maple Grove city, MN.....	61,567
Jackson County, MI.....	160,248	Maplewood city, MN.....	38,018
James City County, VA.....	67,009	Maricopa County, AZ.....	3,817,117
Jefferson County, NY.....	116,229	Marion city, IA.....	34,768
Jefferson Parish, LA.....	432,552	Mariposa County, CA.....	18,251
Johnson City city, TN.....	63,152	Marshfield city, WI.....	19,118
Johnston city, IA.....	17,278	Martinez city, CA.....	35,824
Jupiter town, FL.....	55,156	Marysville city, WA.....	60,020

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Matthews town, NC.....	27,198	Olmsted County, MN	144,248
McAllen city, TX	129,877	Olympia city, WA	46,478
McKinney city, TX.....	131,117	Orange village, OH.....	3,323
McMinnville city, OR	32,187	Orland Park village, IL	56,767
Menlo Park city, CA	32,026	Orleans Parish, LA.....	343,829
Menomonee Falls village, WI	35,626	Oshkosh city, WI.....	66,083
Mercer Island city, WA	22,699	Oshemo charter township, MI.....	21,705
Meridian charter township, MI	39,688	Oswego village, IL.....	30,355
Meridian city, ID	75,092	Ottawa County, MI.....	263,801
Merriam city, KS.....	11,003	Overland Park city, KS	173,372
Mesa city, AZ.....	439,041	Paducah city, KY	25,024
Mesa County, CO	146,723	Palm Beach Gardens city, FL.....	48,452
Miami Beach city, FL	87,779	Palm Coast city, FL.....	75,180
Miami city, FL	399,457	Palo Alto city, CA	64,403
Middleton city, WI.....	17,442	Palos Verdes Estates city, CA	13,438
Midland city, MI	41,863	Papillion city, NE	18,894
Milford city, DE	9,559	Paradise Valley town, AZ	12,820
Milton city, GA	32,661	Park City city, UT	7,558
Minneapolis city, MN	382,578	Parker town, CO	45,297
Minnetrissa city, MN	6,384	Parkland city, FL	23,962
Missouri City city, TX.....	67,358	Pasco city, WA.....	59,781
Modesto city, CA	201,165	Pasco County, FL	464,697
Monroe city, MI.....	20,733	Payette city, ID	7,433
Monterey city, CA.....	27,810	Pearland city, TX.....	91,252
Montgomery city, MN	2,956	Peoria city, AZ	154,065
Montgomery County, MD.....	971,777	Peoria city, IL	115,007
Monticello city, UT	1,972	Pflugerville city, TX	46,936
Montrose city, CO	19,132	Pinehurst village, NC	13,124
Monument town, CO	5,530	Piqua city, OH.....	20,522
Moraga town, CA	16,016	Pitkin County, CO.....	17,148
Morristown city, TN.....	29,137	Plano city, TX	259,841
Morrisville town, NC	18,576	Platte City city, MO.....	4,691
Morro Bay city, CA	10,234	Pleasant Hill city, IA	8,785
Mountain Village town, CO.....	1,320	Pleasanton city, CA	70,285
Mountlake Terrace city, WA	19,909	Polk County, IA.....	430,640
Murphy city, TX	17,708	Pompano Beach city, FL	99,845
Naperville city, IL	141,853	Port Orange city, FL	56,048
Napoleon city, OH.....	8,749	Port St. Lucie city, FL	164,603
Nederland city, TX	17,547	Portland city, OR.....	583,776
Needham CDP, MA.....	28,886	Powell city, OH	11,500
Nevada City city, CA	3,068	Powhatan County, VA.....	28,046
Nevada County, CA	98,764	Prince William County, VA.....	402,002
New Braunfels city, TX	57,740	Prior Lake city, MN.....	22,796
New Brighton city, MN.....	21,456	Pueblo city, CO	106,595
New Hope city, MN	20,339	Purcellville town, VA.....	7,727
New Orleans city, LA	343,829	Queen Creek town, AZ	26,361
New Smyrna Beach city, FL	22,464	Raleigh city, NC	403,892
New Ulm city, MN	13,522	Ramsey city, MN.....	23,668
Newberg city, OR.....	22,068	Raymond town, ME.....	4,436
Newport city, RI.....	24,672	Raymore city, MO	19,206
Newport News city, VA.....	180,719	Redmond city, OR.....	26,215
Newton city, IA	15,254	Redmond city, WA	54,144
Noblesville city, IN	51,969	Redwood City city, CA	76,815
Norcross city, GA	9,116	Reno city, NV.....	225,221
Norfolk city, NE.....	24,210	Reston CDP, VA	58,404
Norfolk city, VA.....	242,803	Richland city, WA.....	48,058
North Mankato city, MN.....	13,394	Richmond city, CA.....	103,701
North Port city, FL.....	57,357	Richmond Heights city, MO.....	8,603
North Richland Hills city, TX.....	63,343	Rio Rancho city, NM.....	87,521
North Yarmouth town, ME.....	3,565	River Falls city, WI	15,000
Novato city, CA.....	51,904	Riverside city, CA	303,871
Novi city, MI	55,224	Roanoke city, VA.....	97,032
O'Fallon city, IL.....	28,281	Roanoke County, VA	92,376
O'Fallon city, MO.....	79,329	Rochester Hills city, MI.....	70,995
Oak Park village, IL.....	51,878	Rock Hill city, SC.....	66,154
Oakland city, CA	390,724	Rockville city, MD.....	61,209
Oakley city, CA	35,432	Roeland Park city, KS	6,731
Oklahoma City city, OK.....	579,999	Rogers city, MN	8,597
Olathe city, KS.....	125,872	Rohnert Park city, CA	40,971
Old Town city, ME.....	7,840	Rolla city, MO	19,559

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Roselle village, IL.....	22,763	Surprise city, AZ.....	117,517
Rosemount city, MN.....	21,874	Suwanee city, GA.....	15,355
Rosenberg city, TX.....	30,618	Tacoma city, WA.....	198,397
Roseville city, MN.....	33,660	Takoma Park city, MD.....	16,715
Round Rock city, TX.....	99,887	Tamarac city, FL.....	60,427
Royal Oak city, MI.....	57,236	Temecula city, CA.....	100,097
Royal Palm Beach village, FL.....	34,140	Tempe city, AZ.....	161,719
Sacramento city, CA.....	466,488	Temple city, TX.....	66,102
Sahuarita town, AZ.....	25,259	Texarkana city, TX.....	36,411
Sammamish city, WA.....	45,780	The Woodlands CDP, TX.....	93,847
San Anselmo town, CA.....	12,336	Thousand Oaks city, CA.....	126,683
San Diego city, CA.....	1,307,402	Tigard city, OR.....	48,035
San Francisco city, CA.....	805,235	Tracy city, CA.....	82,922
San Jose city, CA.....	945,942	Trinidad CCD, CO.....	12,017
San Marcos city, CA.....	83,781	Tualatin city, OR.....	26,054
San Marcos city, TX.....	44,894	Tulsa city, OK.....	391,906
San Rafael city, CA.....	57,713	Tustin city, CA.....	75,540
Sangamon County, IL.....	197,465	Twin Falls city, ID.....	44,125
Santa Fe city, NM.....	67,947	Unalaska city, AK.....	4,376
Santa Fe County, NM.....	144,170	University Heights city, OH.....	13,539
Santa Monica city, CA.....	89,736	University Park city, TX.....	23,068
Sarasota County, FL.....	379,448	Upper Arlington city, OH.....	33,771
Savage city, MN.....	26,911	Urbandale city, IA.....	39,463
Schaumburg village, IL.....	74,227	Vail town, CO.....	5,305
Schertz city, TX.....	31,465	Ventura CCD, CA.....	111,889
Scott County, MN.....	129,928	Vernon Hills village, IL.....	25,113
Scottsdale city, AZ.....	217,385	Vestavia Hills city, AL.....	34,033
Sedona city, AZ.....	10,031	Victoria city, MN.....	7,345
Sevierville city, TN.....	14,807	Vienna town, VA.....	15,687
Shakopee city, MN.....	37,076	Virginia Beach city, VA.....	437,994
Sharonville city, OH.....	13,560	Walnut Creek city, CA.....	64,173
Shawnee city, KS.....	62,209	Warrensburg city, MO.....	18,838
Shawnee city, OK.....	29,857	Washington County, MN.....	238,136
Sherborn town, MA.....	4,119	Washington town, NH.....	1,123
Shoreline city, WA.....	53,007	Washoe County, NV.....	421,407
Shoreview city, MN.....	25,043	Washougal city, WA.....	14,095
Shorewood village, IL.....	15,615	Wauwatosa city, WI.....	46,396
Shorewood village, WI.....	13,162	Waverly city, IA.....	9,874
Sierra Vista city, AZ.....	43,888	Wentzville city, MO.....	29,070
Silverton city, OR.....	9,222	West Carrollton city, OH.....	13,143
Sioux Center city, IA.....	7,048	Western Springs village, IL.....	12,975
Sioux Falls city, SD.....	153,888	Westerville city, OH.....	36,120
Skokie village, IL.....	64,784	Westlake town, TX.....	992
Snoqualmie city, WA.....	10,670	Westminster city, CO.....	106,114
Snowmass Village town, CO.....	2,826	Weston town, MA.....	11,261
Somerset town, MA.....	18,165	Wheat Ridge city, CO.....	30,166
South Jordan city, UT.....	50,418	White House city, TN.....	10,255
South Lake Tahoe city, CA.....	21,403	Wichita city, KS.....	382,368
Southlake city, TX.....	26,575	Williamsburg city, VA.....	14,068
Spearfish city, SD.....	10,494	Willowbrook village, IL.....	8,540
Spring Hill city, KS.....	5,437	Wilmington city, NC.....	106,476
Springfield city, MO.....	159,498	Wilsonville city, OR.....	19,509
Springville city, UT.....	29,466	Windsor town, CO.....	18,644
St. Augustine city, FL.....	12,975	Windsor town, CT.....	29,044
St. Charles city, IL.....	32,974	Winnetka village, IL.....	12,187
St. Cloud city, FL.....	35,183	Winter Garden city, FL.....	34,568
St. Joseph city, MO.....	76,780	Woodbury city, MN.....	61,961
St. Joseph town, WI.....	3,842	Woodinville city, WA.....	10,938
St. Louis County, MN.....	200,226	Woodland city, CA.....	55,468
State College borough, PA.....	42,034	Wyandotte County, KS.....	157,505
Steamboat Springs city, CO.....	12,088	Yakima city, WA.....	91,067
Sugar Grove village, IL.....	8,997	York County, VA.....	65,464
Sugar Land city, TX.....	78,817	Yorktown town, IN.....	9,405
Suisun City city, CA.....	28,111	Yorkville city, IL.....	16,921
Summit County, UT.....	36,324	Yountville city, CA.....	2,933
Summit village, IL.....	11,054		
Sunnyvale city, CA.....	140,081		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Ann Arbor funded this research. Please contact Lisa Wondrash of the City of Ann Arbor Communications Department at LWondrash@a2gov.org if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

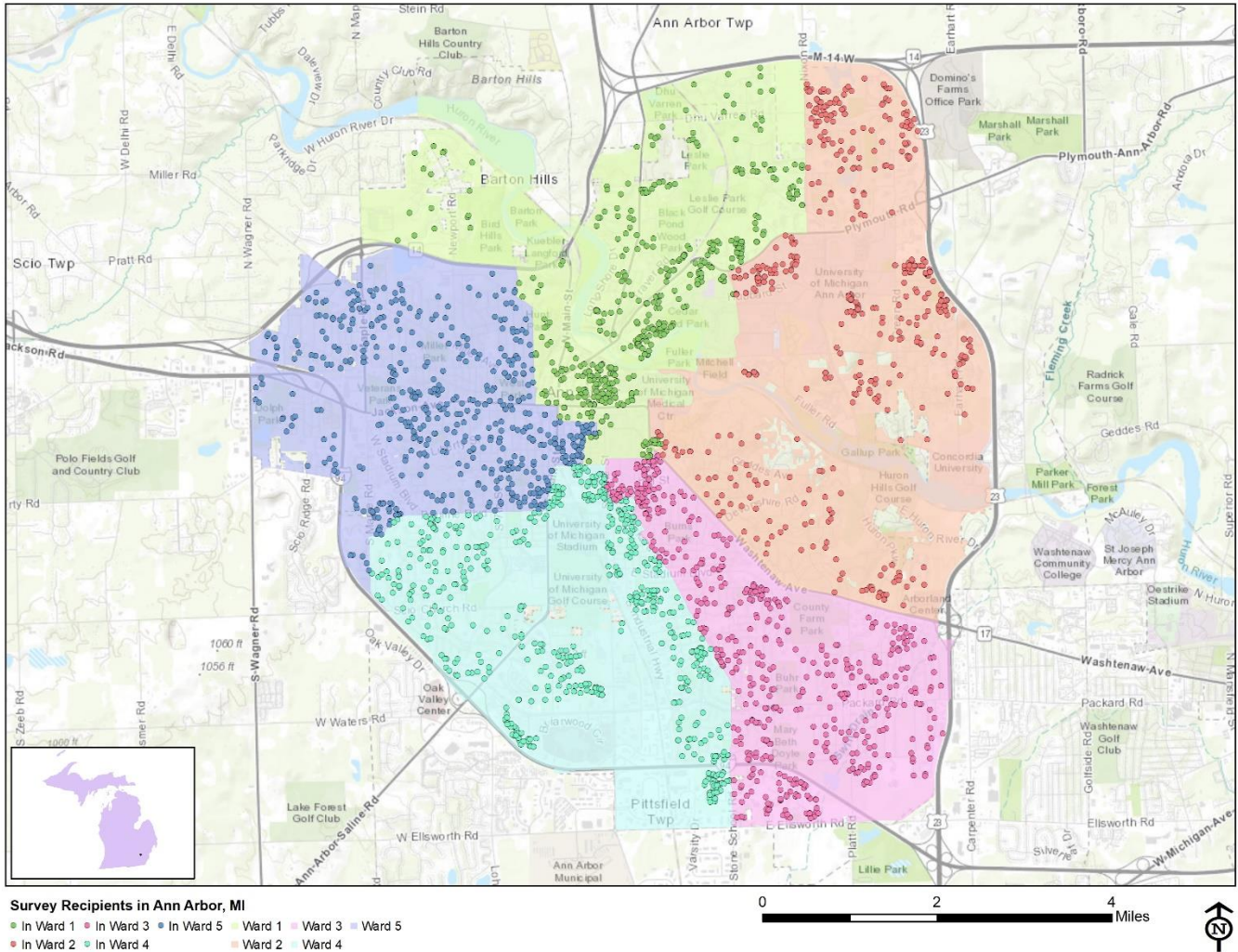
Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. 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 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 (updated on a quarterly basis) and addresses located outside of the City of Ann Arbor boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the five City Wards.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" 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 cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on June 15, 2018. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. The City of Ann Arbor chose to augment their administration of The NCS with several additional services, including an expanded sample size and demographic and geographic subgroup comparisons. The results of these additional comparisons have been provided under separate cover. Completed surveys were collected over the following eight weeks.

About 6% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,815 households that received the survey, 706 completed the survey, providing an overall response rate of 25%. Of the 706 completed surveys, 170 were completed online. Additionally, responses were tracked by Ward; response rates by Ward ranged from 21% to 29%. The response rates were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

¹ See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

Table 73: Survey Response Rates by Ward

	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Overall
Total sample used	631	541	586	628	614	3,000
I=Complete Interviews	119	137	148	121	167	692
P=Partial Interviews	6	4	0	1	2	13
R=Refusal and break off	1	0	0	0	0	1
NC=Non Contact	0	0	0	0	0	0
O=Other	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0
UO=Unknown other	462	342	407	473	425	2,112
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	21%	29%	27%	21%	28%	25%

Confidence Intervals

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.²

The margin of error for the City of Ann Arbor survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (706 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and 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 housing tenure (rent or own), housing unit type (attached or detached), race, sex, age and Ward. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

Table 74: Ann Arbor, MI 2018 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	55%	33%	53%
Own home	45%	67%	47%
Detached unit*	56%	56%	55%
Attached unit*	44%	44%	45%
Race and Ethnicity			
White	74%	83%	74%
Not white	26%	17%	26%
Not Hispanic	96%	96%	95%
Hispanic	4%	4%	5%
Sex and Age			
Female	51%	57%	51%
Male	49%	43%	49%
18-34 years of age	49%	23%	48%
35-54 years of age	26%	24%	27%
55+ years of age	24%	53%	25%
Females 18-34	24%	13%	25%
Females 35-54	14%	15%	14%
Females 55+	14%	29%	12%
Males 18-34	26%	9%	23%
Males 35-54	13%	9%	13%
Males 55+	11%	24%	14%
Ward			
Ward 1	20%	18%	21%
Ward 2	18%	20%	18%
Ward 3	20%	21%	19%
Ward 4	21%	17%	20%
Ward 5	22%	24%	22%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). 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” and “good,” “very safe” and “somewhat safe,” “essential” and “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 Appendix A. 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. When a table 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.

Appendix D: Survey Materials

Dear Ann Arbor Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about our community. Your survey will arrive in a few days.

Thank you for helping create a better Ann Arbor!

Sincerely,



Christopher Taylor
Mayor

Dear Ann Arbor Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about our community. Your survey will arrive in a few days.

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Sincerely,



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Mayor

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Thank you for helping create a better Ann Arbor!

Sincerely,



Christopher Taylor
Mayor



City of Ann Arbor
301 E. Huron St.
P.O. Box 8647
Ann Arbor, MI 48107-8647

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June 2018

Dear City of Ann Arbor Resident:

Please help us shape the future of Ann Arbor! You have been selected at random to participate in the 2018 Ann Arbor Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help us make decisions that will affect Ann Arbor for years to come.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/xx>

If you have any questions about the survey please call 734-794-6152.

Thank you for your time and participation!

Sincerely,

Christopher Taylor
Mayor



CITY OF ANN ARBOR, MICHIGAN

301 E. Huron St., P.O. Box 8647 • Ann Arbor, Michigan 48107-8647

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June 2018

Dear City of Ann Arbor Resident:

Here's a second chance if you haven't already responded to the 2018 Ann Arbor Citizen Survey!
(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)

Please help us shape the future of Ann Arbor! You have been selected at random to participate in the 2018 Ann Arbor Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help us make decisions that will affect Ann Arbor for years to come.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/xx>

If you have any questions about the survey please call 734-794-6152.

Thank you for your time and participation!

Sincerely,

Christopher Taylor
Mayor

The City of Ann Arbor 2018 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Ann Arbor.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Ann Arbor	1	2	3	4	5
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Ann Arbor.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Ann Arbor.....	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Ann Arbor.....	1	2	3	4	5

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

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
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:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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
Availability of paths and walking trails.....	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Ann Arbor.....	1	2	3	4	5
Overall appearance of Ann Arbor	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
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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	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 quality of business and service establishments in Ann Arbor.....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in Ann Arbor.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	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
Neighborliness of residents in Ann Arbor.....	1	2	3	4	5

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

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water.....	1	2
Made efforts to make your home more energy efficient.....	1	2
Observed a code violation or other hazard in Ann Arbor (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Ann Arbor.....	1	2
Reported a crime to the police in Ann Arbor.....	1	2
Stocked supplies in preparation for an emergency.....	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
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

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Ann Arbor?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Ann Arbor recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park.....	1	2	3	4
Used Ann Arbor public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in Ann Arbor.....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in Ann Arbor.....	1	2	3	4
Participated in a club.....	1	2	3	4
Talked to or visited with your immediate neighbors.....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting.....	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of Ann Arbor 2018 Citizen Survey

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement.....	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
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	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
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Cable television.....	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 such as open space, farmlands and greenbelts.....	1	2	3	4	5
Ann Arbor open space.....	1	2	3	4	5
City-sponsored special events.....	1	2	3	4	5
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.).....	1	2	3	4	5

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

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

12. Please rate the following categories of Ann Arbor government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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 citizen 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
Treating all residents fairly.....	1	2	3	4	5

13. 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:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Ann Arbor.....	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Ann Arbor	1	2	3	4
Overall “built environment” of Ann Arbor (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Ann Arbor.....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Ann Arbor.....	1	2	3	4
Sense of community	1	2	3	4

14. The City of Ann Arbor is considering introducing new road designs that have been shown in other cities to reduce pedestrian, cyclist, and motorist crashes, injuries and deaths. For example, roundabouts have reduced injuries for all users while decreasing motorist drive times (by creating more steady traffic flow). Other road redesign options reduce injuries but have different effects on motorist drive times.

Which of the following statements is closest to the advice you would like to give the City as they make these decisions?

- Substantially increase drive times (a drive that was 10 minutes would be 16) to **very significantly** reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths.
- Moderately increase drive times (a drive that was 10 minutes would be 13) to **significantly** reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths.
- Slightly increase drive times (a drive that was 10 minutes would be 11) to **somewhat** reduce pedestrian, cyclist, and motorist crashes, injuries, and deaths.
- Do nothing and expect the same drive times and levels of pedestrian, cyclist, and motorist crashes, injuries, and deaths.
- Reduce drive time, even if it increases pedestrian, cyclist, and motorist crashes, injuries, and deaths.
- Don't know

15. Have you had contact with a member of the City of Ann Arbor police department within the last 12 months?

- Yes → Go to question 15A
- No → Go to the next page

15A. 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:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Treated me in a respectful manner.....	1	2	3	4	5
Professionalism.....	1	2	3	4	5
Fairness	1	2	3	4	5
Resolution of concerns	1	2	3	4	5
Responsiveness to questions and/or needs.....	1	2	3	4	5
Overall impression of AAPD staff member	1	2	3	4	5

The City of Ann Arbor 2018 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in Ann Arbor.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections	1	2	3	4	5

D2. Would you say that in general your health is:

- 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. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Ann Arbor?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Ann Arbor?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. 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 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. 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 \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

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



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