THE NCS™
The National Citizen Survey™

Ann Arbor, MI

Technical Appendices
2015

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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=464	34%	N=269	6%	N=47	0%	N=2	100%	N=782
Your neighborhood as a place to live	50%	N=388	40%	N=312	8%	N=61	2%	N=19	100%	N=780
Ann Arbor as a place to raise children	58%	N=373	34%	N=220	8%	N=50	0%	N=2	100%	N=645
Ann Arbor as a place to work	43%	N=304	42%	N=292	12%	N=88	3%	N=18	100%	N=701
Ann Arbor as a place to visit	44%	N=331	37%	N=278	16%	N=123	3%	N=23	100%	N=756
Ann Arbor as a place to retire	39%	N=233	29%	N=176	21%	N=128	11%	N=64	100%	N=600
The overall quality of life in Ann Arbor	47%	N=370	46%	N=355	6%	N=50	1%	N=5	100%	N=780

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	38%	N=296	54%	N=418	8%	N=59	1%	N=8	100%	N=781
Overall ease of getting to the places you usually have to visit	24%	N=184	47%	N=369	22%	N=173	7%	N=51	100%	N=777
Quality of overall natural environment in Ann Arbor	49%	N=381	42%	N=323	8%	N=62	1%	N=12	100%	N=777
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	22%	N=169	51%	N=396	22%	N=171	6%	N=44	100%	N=780
Health and wellness opportunities in Ann Arbor	51%	N=388	39%	N=300	10%	N=76	0%	N=3	100%	N=768
Overall opportunities for education and enrichment	67%	N=514	28%	N=214	3%	N=23	1%	N=11	100%	N=761
Overall economic health of Ann Arbor	34%	N=255	51%	N=383	13%	N=94	2%	N=15	100%	N=747
Sense of community	28%	N=210	45%	N=340	21%	N=158	6%	N=45	100%	N=754
Overall image or reputation of Ann Arbor	47%	N=368	44%	N=341	7%	N=52	2%	N=14	100%	N=775

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	64%	N=491	28%	N=217	6%	N=47	2%	N=17	100%	N=772
Remain in Ann Arbor for the next five years	48%	N=361	29%	N=221	12%	N=87	11%	N=85	100%	N=754

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	84%	N=653	13%	N=102	1%	N=10	1%	N=4	1%	N=6	100%	N=774
In Ann Arbor's downtown/commercial area during the day	69%	N=529	25%	N=195	4%	N=31	1%	N=8	1%	N=5	100%	N=767

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	
Traffic flow on major streets	6%	N=44	34%	N=260	38%	N=292	23%	N=179	100%	N=775
Ease of public parking	7%	N=50	33%	N=244	37%	N=276	24%	N=179	100%	N=750
Ease of travel by car in Ann Arbor	9%	N=68	43%	N=331	34%	N=257	14%	N=106	100%	N=762
Ease of travel by public transportation in Ann Arbor	14%	N=82	47%	N=285	29%	N=176	10%	N=61	100%	N=604
Ease of travel by bicycle in Ann Arbor	13%	N=79	45%	N=276	30%	N=181	12%	N=71	100%	N=607
Ease of walking in Ann Arbor	37%	N=282	46%	N=350	14%	N=111	3%	N=23	100%	N=766
Availability of paths and walking trails	32%	N=239	48%	N=354	17%	N=128	3%	N=24	100%	N=746
Air quality	41%	N=309	48%	N=359	10%	N=77	0%	N=3	100%	N=749
Cleanliness of Ann Arbor	29%	N=227	56%	N=432	13%	N=101	2%	N=17	100%	N=777
Overall appearance of Ann Arbor	32%	N=245	54%	N=418	13%	N=101	2%	N=13	100%	N=777
Public places where people want to spend time	31%	N=233	49%	N=373	16%	N=121	3%	N=26	100%	N=753
Variety of housing options	14%	N=106	39%	N=285	29%	N=214	18%	N=132	100%	N=737
Availability of affordable quality housing	5%	N=35	21%	N=152	36%	N=252	38%	N=270	100%	N=709
Fitness opportunities (including exercise classes and paths or trails, etc.)	42%	N=315	43%	N=327	13%	N=100	2%	N=15	100%	N=757
Recreational opportunities	41%	N=307	46%	N=350	11%	N=84	2%	N=15	100%	N=756
Availability of affordable quality food	33%	N=257	40%	N=312	21%	N=161	6%	N=49	100%	N=779
Availability of affordable quality health care	42%	N=298	40%	N=282	13%	N=93	6%	N=41	100%	N=714
Availability of preventive health services	43%	N=286	44%	N=293	10%	N=66	4%	N=25	100%	N=669
Availability of affordable quality mental health care	31%	N=143	41%	N=190	17%	N=78	12%	N=56	100%	N=467

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	
Availability of affordable quality child care/preschool	19%	N=61	46%	N=150	21%	N=67	14%	N=45	100%	N=323
K-12 education	40%	N=182	49%	N=224	11%	N=50	1%	N=5	100%	N=461
Adult educational opportunities	41%	N=258	48%	N=300	10%	N=63	0%	N=1	100%	N=622
Opportunities to attend cultural/arts/music activities	61%	N=455	33%	N=244	5%	N=40	2%	N=12	100%	N=751
Opportunities to participate in religious or spiritual events and activities	53%	N=279	38%	N=203	7%	N=38	2%	N=8	100%	N=529
Employment opportunities	18%	N=114	48%	N=296	27%	N=171	6%	N=40	100%	N=620
Shopping opportunities	32%	N=248	45%	N=346	19%	N=144	4%	N=31	100%	N=769
Cost of living in Ann Arbor	4%	N=32	23%	N=179	43%	N=328	30%	N=227	100%	N=766
Overall quality of business and service establishments in Ann Arbor	26%	N=198	54%	N=410	18%	N=137	2%	N=14	100%	N=760
Vibrant downtown/commercial area	38%	N=285	45%	N=342	14%	N=108	3%	N=19	100%	N=755
Overall quality of new development in Ann Arbor	20%	N=138	42%	N=290	26%	N=182	12%	N=83	100%	N=693
Opportunities to participate in social events and activities	40%	N=295	45%	N=337	13%	N=95	3%	N=19	100%	N=747
Opportunities to volunteer	46%	N=303	41%	N=265	11%	N=70	2%	N=15	100%	N=653
Opportunities to participate in community matters	32%	N=205	47%	N=296	16%	N=101	5%	N=32	100%	N=634
Openness and acceptance of the community toward people of diverse backgrounds	38%	N=271	41%	N=292	16%	N=117	5%	N=36	100%	N=717
Neighborliness of residents in Ann Arbor	23%	N=171	49%	N=363	21%	N=155	7%	N=49	100%	N=737

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	22%	N=173	78%	N=599	100%	N=772
Made efforts to make your home more energy efficient	27%	N=207	73%	N=563	100%	N=770
Observed a code violation or other hazard in Ann Arbor	64%	N=486	36%	N=278	100%	N=763
Household member was a victim of a crime in Ann Arbor	90%	N=694	10%	N=76	100%	N=770
Reported a crime to the police in Ann Arbor	85%	N=650	15%	N=119	100%	N=768
Stocked supplies in preparation for an emergency	78%	N=602	22%	N=170	100%	N=772
Campaigned or advocated for an issue, cause or candidate	75%	N=576	25%	N=197	100%	N=772
Contacted the City of Ann Arbor (in-person, phone, email or web) for help or information	59%	N=456	41%	N=315	100%	N=772
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	84%	N=644	16%	N=127	100%	N=771

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	
Used Ann Arbor recreation centers or their services	14%	N=104	21%	N=159	34%	N=262	32%	N=243	100%	N=768
Visited a neighborhood park or City park	33%	N=256	33%	N=252	28%	N=218	6%	N=46	100%	N=772
Used Ann Arbor public libraries or their services	16%	N=125	27%	N=211	29%	N=225	27%	N=211	100%	N=771
Participated in religious or spiritual activities in Ann Arbor	10%	N=78	16%	N=123	16%	N=126	57%	N=441	100%	N=767
Attended a City-sponsored event	2%	N=13	8%	N=62	53%	N=401	37%	N=282	100%	N=759
Used bus, rail, subway or other public transportation instead of driving	21%	N=164	11%	N=85	21%	N=161	46%	N=355	100%	N=764
Carpooled with other adults or children instead of driving alone	13%	N=100	17%	N=127	21%	N=161	49%	N=379	100%	N=767
Walked or biked instead of driving	42%	N=320	19%	N=148	21%	N=159	18%	N=133	100%	N=761
Volunteered your time to some group/activity in Ann Arbor	11%	N=84	16%	N=125	28%	N=211	45%	N=347	100%	N=767
Participated in a club	11%	N=83	15%	N=116	16%	N=124	58%	N=445	100%	N=769
Talked to or visited with your immediate neighbors	36%	N=278	26%	N=203	26%	N=203	11%	N=88	100%	N=772
Done a favor for a neighbor	13%	N=100	23%	N=175	41%	N=319	23%	N=176	100%	N=770

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	
Attended a local public meeting	0%	N=3	2%	N=15	13%	N=101	84%	N=647	100%	N=766
Watched (online or on television) a local public meeting	1%	N=11	5%	N=38	13%	N=101	81%	N=621	100%	N=771

Table 10: Question 10

Please rate the quality of each of the following services in Ann Arbor:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	29%	N=169	53%	N=305	14%	N=82	4%	N=22	100%	N=578
Fire services	38%	N=177	55%	N=258	6%	N=30	0%	N=1	100%	N=466
Ambulance or emergency medical services	44%	N=210	50%	N=238	6%	N=27	1%	N=3	100%	N=478
Crime prevention	23%	N=118	53%	N=272	19%	N=98	6%	N=31	100%	N=519
Fire prevention and education	29%	N=110	53%	N=204	16%	N=63	2%	N=7	100%	N=383
Traffic enforcement	15%	N=90	44%	N=273	26%	N=163	15%	N=92	100%	N=618

Please rate the quality of each of the following services in Ann Arbor:	Excellent		Good		Fair		Poor		Total	
Street repair	5%	N=34	16%	N=121	31%	N=228	48%	N=352	100%	N=736
Street cleaning	15%	N=110	44%	N=314	32%	N=229	9%	N=67	100%	N=720
Street lighting	15%	N=114	52%	N=386	24%	N=177	10%	N=72	100%	N=750
Snow removal	12%	N=81	39%	N=275	30%	N=214	19%	N=132	100%	N=701
Sidewalk maintenance	14%	N=100	40%	N=288	31%	N=228	15%	N=110	100%	N=727
Traffic signal timing	9%	N=69	45%	N=330	27%	N=197	19%	N=138	100%	N=735
Bus or transit services	24%	N=141	49%	N=288	19%	N=113	7%	N=43	100%	N=584
Garbage collection	40%	N=289	51%	N=373	8%	N=55	1%	N=9	100%	N=726
Recycling	45%	N=332	44%	N=324	8%	N=57	3%	N=20	100%	N=732
Yard waste pick-up	39%	N=204	45%	N=236	9%	N=48	7%	N=35	100%	N=524
Storm drainage	20%	N=119	50%	N=295	21%	N=123	8%	N=48	100%	N=585
Drinking water	42%	N=308	43%	N=315	12%	N=91	3%	N=21	100%	N=736
Sewer services	33%	N=191	53%	N=310	13%	N=77	2%	N=9	100%	N=587
Power (electric and/or gas) utility	29%	N=211	51%	N=361	16%	N=112	4%	N=30	100%	N=715
Utility billing	24%	N=171	54%	N=379	18%	N=124	4%	N=27	100%	N=701
City parks	50%	N=369	40%	N=300	9%	N=67	1%	N=5	100%	N=741
Recreation programs or classes	40%	N=216	45%	N=242	13%	N=68	2%	N=9	100%	N=535
Recreation centers or facilities	35%	N=201	48%	N=274	13%	N=76	3%	N=20	100%	N=571
Land use, planning and zoning	12%	N=68	45%	N=252	28%	N=157	14%	N=77	100%	N=555
Code enforcement (weeds, abandoned buildings, etc.)	14%	N=70	41%	N=200	33%	N=161	13%	N=62	100%	N=492
Animal control	20%	N=88	52%	N=233	21%	N=93	7%	N=32	100%	N=445
Economic development	18%	N=104	52%	N=298	25%	N=141	5%	N=31	100%	N=574
Health services	43%	N=269	46%	N=289	10%	N=64	1%	N=8	100%	N=630
Public library services	62%	N=403	33%	N=216	5%	N=30	1%	N=4	100%	N=653
Public information services	30%	N=149	51%	N=257	16%	N=82	3%	N=14	100%	N=502
Cable television	16%	N=84	37%	N=191	26%	N=132	21%	N=109	100%	N=516
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	20%	N=75	56%	N=211	18%	N=67	6%	N=23	100%	N=377
Preservation of natural areas such as open space, farmlands and greenbelts	31%	N=201	46%	N=298	17%	N=113	6%	N=39	100%	N=652
Ann Arbor open space	26%	N=175	47%	N=308	22%	N=148	5%	N=30	100%	N=661
City-sponsored special events	30%	N=162	49%	N=267	16%	N=87	5%	N=29	100%	N=544
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	21%	N=131	57%	N=356	17%	N=105	5%	N=29	100%	N=621

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	20%	N=143	65%	N=472	11%	N=81	4%	N=28	100%	N=724
The Federal Government	7%	N=43	46%	N=300	34%	N=222	14%	N=93	100%	N=658

Table 12: Question 12

Please rate the following categories of Ann Arbor government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Ann Arbor	11%	N=72	46%	N=297	32%	N=204	11%	N=73	100%	N=646
The overall direction that Ann Arbor is taking	14%	N=96	49%	N=342	28%	N=194	9%	N=60	100%	N=692
The job Ann Arbor government does at welcoming citizen involvement	15%	N=85	44%	N=245	29%	N=157	12%	N=64	100%	N=551
Overall confidence in Ann Arbor government	12%	N=80	50%	N=331	27%	N=180	11%	N=75	100%	N=666
Generally acting in the best interest of the community	15%	N=102	48%	N=320	27%	N=179	10%	N=67	100%	N=668
Being honest	17%	N=94	49%	N=274	24%	N=137	10%	N=56	100%	N=559
Treating all residents fairly	17%	N=98	45%	N=263	25%	N=146	13%	N=76	100%	N=582

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	
Overall feeling of safety in Ann Arbor	49%	N=379	34%	N=268	15%	N=114	2%	N=17	100%	N=777
Overall ease of getting to the places you usually have to visit	38%	N=292	46%	N=360	15%	N=114	1%	N=10	100%	N=776
Quality of overall natural environment in Ann Arbor	43%	N=330	40%	N=310	13%	N=102	3%	N=25	100%	N=767
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	35%	N=270	43%	N=329	19%	N=146	4%	N=28	100%	N=773
Health and wellness opportunities in Ann Arbor	31%	N=236	42%	N=325	22%	N=172	5%	N=38	100%	N=771
Overall opportunities for education and enrichment	38%	N=292	36%	N=282	22%	N=170	4%	N=31	100%	N=774
Overall economic health of Ann Arbor	43%	N=332	44%	N=337	11%	N=87	2%	N=17	100%	N=773
Sense of community	29%	N=223	42%	N=326	26%	N=201	3%	N=24	100%	N=773

Table 14: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City of Ann Arbor government and its activities, events and services:	Major source		Minor source		Not a source		Total	
City of Ann Arbor online resident newsletter (A2 City News)	16%	N=118	33%	N=251	51%	N=388	100%	N=757
City of Ann Arbor Website (www.a2gov.org)	49%	N=375	31%	N=235	20%	N=153	100%	N=763
City communications via social media (Facebook, Twitter, Pinterest, LinkedIn, YouTube)	18%	N=133	26%	N=199	56%	N=428	100%	N=760
City Council meetings or other public meetings	13%	N=100	33%	N=247	54%	N=411	100%	N=757
Contacting City Council member or other City Official	12%	N=90	34%	N=257	54%	N=412	100%	N=758
CodeRED emergency alert notifications	27%	N=204	33%	N=253	40%	N=302	100%	N=759
Local government CTN programming (online or via cable)	8%	N=59	33%	N=248	60%	N=455	100%	N=761
(GovDelivery) City e-mail notifications	14%	N=105	29%	N=216	57%	N=430	100%	N=751
Local media outlets (newspapers, radio, local TV stations)	52%	N=395	32%	N=240	17%	N=127	100%	N=763
Parks and Recreation Activities Guide	33%	N=249	44%	N=336	23%	N=179	100%	N=765
WasteWatcher online magazine	17%	N=132	32%	N=244	51%	N=385	100%	N=761
Water Matters newsletter	16%	N=123	36%	N=273	48%	N=367	100%	N=763

Table 15: 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	1%	N=9	2%	N=12	4%	N=30	17%	N=130	76%	N=574	100%	N=756
Purchase goods or services from a business located in Ann Arbor	1%	N=5	1%	N=6	15%	N=114	52%	N=389	32%	N=240	100%	N=754
Eat at least 5 portions of fruits and vegetables a day	1%	N=10	10%	N=73	32%	N=236	36%	N=272	21%	N=156	100%	N=748
Participate in moderate or vigorous physical activity	2%	N=14	6%	N=48	30%	N=228	36%	N=273	25%	N=186	100%	N=749
Read or watch local news (via television, paper, computer, etc.)	4%	N=30	18%	N=133	26%	N=196	26%	N=193	26%	N=198	100%	N=750
Vote in local elections	18%	N=137	6%	N=47	14%	N=108	24%	N=179	37%	N=282	100%	N=752

Table 16: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	29%	N=216
Very good	44%	N=330
Good	23%	N=173
Fair	4%	N=29
Poor	1%	N=5
Total	100%	N=752

Table 17: 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	5%	N=37
Somewhat positive	23%	N=175
Neutral	58%	N=433
Somewhat negative	12%	N=86
Very negative	2%	N=16
Total	100%	N=746

Table 18: Question D4

What is your employment status?	Percent	Number
Working full time for pay	59%	N=443
Working part time for pay	15%	N=109
Unemployed, looking for paid work	4%	N=30
Unemployed, not looking for paid work	7%	N=52
Fully retired	15%	N=112
Total	100%	N=747

Table 19: Question D5

Do you work inside the boundaries of Ann Arbor?	Percent	Number
Yes, outside the home	57%	N=407
Yes, from home	8%	N=60
No	35%	N=251
Total	100%	N=717

Table 20: Question D6

How many years have you lived in Ann Arbor?	Percent	Number
Less than 2 years	20%	N=153
2 to 5 years	23%	N=172
6 to 10 years	14%	N=103
11 to 20 years	13%	N=100
More than 20 years	30%	N=226
Total	100%	N=754

Table 21: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=333
Building with two or more homes (duplex, townhome, apartment or condominium)	54%	N=406
Mobile home	0%	N=0
Other	2%	N=16
Total	100%	N=755

Table 22: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	54%	N=403
Owned	46%	N=349
Total	100%	N=752

Table 23: 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	2%	N=15
$300 to $599 per month	10%	N=70
$600 to $999 per month	24%	N=175
$1,000 to $1,499 per month	35%	N=256
$1,500 to $2,499 per month	22%	N=165
$2,500 or more per month	8%	N=57
Total	100%	N=738

Table 24: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=564
Yes	25%	N=190
Total	100%	N=754

Table 25: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	80%	N=603
Yes	20%	N=148
Total	100%	N=751

Table 26: 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	15%	N=110
$25,000 to $49,999	21%	N=154
$50,000 to $99,999	30%	N=216
$100,000 to $149,999	18%	N=130
$150,000 or more	15%	N=107
Total	100%	N=717

Table 27: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=713
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=25
Total	100%	N=738

Table 28: 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	2%	N=14
Asian, Asian Indian or Pacific Islander	17%	N=123
Black or African American	5%	N=34
White	78%	N=576
Other	4%	N=27

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

Table 29: Question D15

In which category is your age?	Percent	Number
18 to 24 years	10%	N=71
25 to 34 years	39%	N=289
35 to 44 years	13%	N=100
45 to 54 years	13%	N=98
55 to 64 years	9%	N=70
65 to 74 years	10%	N=72
75 years or older	6%	N=47
Total	100%	N=748

Table 30: Question D16

What is your sex?	Percent	Number
Female	52%	N=385
Male	48%	N=362
Total	100%	N=747

Table 31: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	77%	N=579
Land line	12%	N=91
Both	11%	N=84
Total	100%	N=754

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 32: 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=464	34%	N=269	6%	N=47	0%	N=2	0%	N=1	100%	N=782
Your neighborhood as a place to live	50%	N=388	40%	N=312	8%	N=61	2%	N=19	0%	N=1	100%	N=780
Ann Arbor as a place to raise children	48%	N=373	28%	N=220	6%	N=50	0%	N=2	17%	N=135	100%	N=780
Ann Arbor as a place to work	39%	N=304	38%	N=292	11%	N=88	2%	N=18	10%	N=77	100%	N=778
Ann Arbor as a place to visit	43%	N=331	36%	N=278	16%	N=123	3%	N=23	3%	N=21	100%	N=776
Ann Arbor as a place to retire	30%	N=233	23%	N=176	16%	N=128	8%	N=64	23%	N=176	100%	N=776
The overall quality of life in Ann Arbor	47%	N=370	45%	N=355	6%	N=50	1%	N=5	0%	N=1	100%	N=781

Table 33: 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	38%	N=296	53%	N=418	8%	N=59	1%	N=8	0%	N=1	100%	N=783
Overall ease of getting to the places you usually have to visit	24%	N=184	47%	N=369	22%	N=173	7%	N=51	0%	N=0	100%	N=777
Quality of overall natural environment in Ann Arbor	49%	N=381	41%	N=323	8%	N=62	1%	N=12	0%	N=3	100%	N=780
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	22%	N=169	51%	N=396	22%	N=171	6%	N=44	0%	N=0	100%	N=781
Health and wellness opportunities in Ann Arbor	50%	N=388	39%	N=300	10%	N=76	0%	N=3	1%	N=10	100%	N=777
Overall opportunities for education and enrichment	66%	N=514	27%	N=214	3%	N=23	1%	N=11	2%	N=18	100%	N=779
Overall economic health of Ann Arbor	33%	N=255	49%	N=383	12%	N=94	2%	N=15	4%	N=33	100%	N=781
Sense of community	27%	N=210	44%	N=340	20%	N=158	6%	N=45	3%	N=21	100%	N=774
Overall image or reputation of Ann Arbor	47%	N=368	44%	N=341	7%	N=52	2%	N=14	1%	N=6	100%	N=781

Table 34: 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	63%	N=491	28%	N=217	6%	N=47	2%	N=17	1%	N=5	100%	N=777
Remain in Ann Arbor for the next five years	47%	N=361	29%	N=221	11%	N=87	11%	N=85	3%	N=21	100%	N=775

Table 35: 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	84%	N=653	13%	N=102	1%	N=10	1%	N=4	1%	N=6	0%	N=0	100%	N=774
In Ann Arbor's downtown/commercial area during the day	68%	N=529	25%	N=195	4%	N=31	1%	N=8	1%	N=5	1%	N=6	100%	N=773

Table 36: 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	
Traffic flow on major streets	6%	N=44	33%	N=260	38%	N=292	23%	N=179	0%	N=2	100%	N=777
Ease of public parking	6%	N=50	31%	N=244	36%	N=276	23%	N=179	3%	N=27	100%	N=776
Ease of travel by car in Ann Arbor	9%	N=68	43%	N=331	33%	N=257	14%	N=106	1%	N=11	100%	N=773
Ease of travel by public transportation in Ann Arbor	11%	N=82	37%	N=285	23%	N=176	8%	N=61	22%	N=170	100%	N=774
Ease of travel by bicycle in Ann Arbor	10%	N=79	36%	N=276	24%	N=181	9%	N=71	21%	N=160	100%	N=768
Ease of walking in Ann Arbor	36%	N=282	45%	N=350	14%	N=111	3%	N=23	1%	N=11	100%	N=776
Availability of paths and walking trails	31%	N=239	46%	N=354	17%	N=128	3%	N=24	3%	N=27	100%	N=773
Air quality	40%	N=309	46%	N=359	10%	N=77	0%	N=3	4%	N=28	100%	N=777
Cleanliness of Ann Arbor	29%	N=227	56%	N=432	13%	N=101	2%	N=17	0%	N=1	100%	N=777
Overall appearance of Ann Arbor	32%	N=245	54%	N=418	13%	N=101	2%	N=13	0%	N=0	100%	N=777
Public places where people want to spend time	30%	N=233	48%	N=373	16%	N=121	3%	N=26	2%	N=16	100%	N=768
Variety of housing options	14%	N=106	37%	N=285	28%	N=214	17%	N=132	5%	N=38	100%	N=774
Availability of affordable quality housing	5%	N=35	20%	N=152	33%	N=252	35%	N=270	8%	N=63	100%	N=772
Fitness opportunities (including exercise classes and paths or trails, etc.)	41%	N=315	42%	N=327	13%	N=100	2%	N=15	2%	N=18	100%	N=775
Recreational opportunities	40%	N=307	45%	N=350	11%	N=84	2%	N=15	3%	N=20	100%	N=776
Availability of affordable quality food	33%	N=257	40%	N=312	21%	N=161	6%	N=49	0%	N=2	100%	N=780
Availability of affordable quality health care	38%	N=298	36%	N=282	12%	N=93	5%	N=41	8%	N=64	100%	N=779
Availability of preventive health services	37%	N=286	38%	N=293	8%	N=66	3%	N=25	14%	N=106	100%	N=775
Availability of affordable quality mental health care	18%	N=143	24%	N=190	10%	N=78	7%	N=56	40%	N=310	100%	N=777

Table 37: 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	
Availability of affordable quality child care/preschool	8%	N=61	19%	N=150	9%	N=67	6%	N=45	58%	N=448	100%	N=772
K-12 education	24%	N=182	29%	N=224	6%	N=50	1%	N=5	40%	N=314	100%	N=774
Adult educational opportunities	34%	N=258	39%	N=300	8%	N=63	0%	N=1	19%	N=146	100%	N=769
Opportunities to attend cultural/arts/music activities	59%	N=455	32%	N=244	5%	N=40	2%	N=12	3%	N=22	100%	N=772
Opportunities to participate in religious or spiritual events and activities	36%	N=279	26%	N=203	5%	N=38	1%	N=8	31%	N=240	100%	N=769
Employment opportunities	15%	N=114	39%	N=296	22%	N=171	5%	N=40	19%	N=145	100%	N=766
Shopping opportunities	32%	N=248	45%	N=346	19%	N=144	4%	N=31	0%	N=3	100%	N=772
Cost of living in Ann Arbor	4%	N=32	23%	N=179	43%	N=328	29%	N=227	1%	N=4	100%	N=771
Overall quality of business and service establishments in Ann Arbor	26%	N=198	53%	N=410	18%	N=137	2%	N=14	1%	N=10	100%	N=769
Vibrant downtown/commercial area	37%	N=285	45%	N=342	14%	N=108	2%	N=19	2%	N=14	100%	N=769
Overall quality of new development in Ann Arbor	18%	N=138	38%	N=290	24%	N=182	11%	N=83	10%	N=74	100%	N=767
Opportunities to participate in social events and activities	38%	N=295	44%	N=337	12%	N=95	2%	N=19	3%	N=26	100%	N=773
Opportunities to volunteer	39%	N=303	34%	N=265	9%	N=70	2%	N=15	15%	N=117	100%	N=770
Opportunities to participate in community matters	27%	N=205	39%	N=296	13%	N=101	4%	N=32	17%	N=133	100%	N=767
Openness and acceptance of the community toward people of diverse backgrounds	35%	N=271	38%	N=292	15%	N=117	5%	N=36	7%	N=55	100%	N=772
Neighborliness of residents in Ann Arbor	22%	N=171	47%	N=363	20%	N=155	6%	N=49	5%	N=35	100%	N=772

Table 38: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	22%	N=173	78%	N=599	100%	N=772
Made efforts to make your home more energy efficient	27%	N=207	73%	N=563	100%	N=770
Observed a code violation or other hazard in Ann Arbor	64%	N=486	36%	N=278	100%	N=763
Household member was a victim of a crime in Ann Arbor	90%	N=694	10%	N=76	100%	N=770
Reported a crime to the police in Ann Arbor	85%	N=650	15%	N=119	100%	N=768
Stocked supplies in preparation for an emergency	78%	N=602	22%	N=170	100%	N=772
Campaigned or advocated for an issue, cause or candidate	75%	N=576	25%	N=197	100%	N=772
Contacted the City of Ann Arbor (in-person, phone, email or web) for help or information	59%	N=456	41%	N=315	100%	N=772
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	84%	N=644	16%	N=127	100%	N=771

Table 39: 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	
Used Ann Arbor recreation centers or their services	14%	N=104	21%	N=159	34%	N=262	32%	N=243	100%	N=768
Visited a neighborhood park or City park	33%	N=256	33%	N=252	28%	N=218	6%	N=46	100%	N=772
Used Ann Arbor public libraries or their services	16%	N=125	27%	N=211	29%	N=225	27%	N=211	100%	N=771
Participated in religious or spiritual activities in Ann Arbor	10%	N=78	16%	N=123	16%	N=126	57%	N=441	100%	N=767
Attended a City-sponsored event	2%	N=13	8%	N=62	53%	N=401	37%	N=282	100%	N=759
Used bus, rail, subway or other public transportation instead of driving	21%	N=164	11%	N=85	21%	N=161	46%	N=355	100%	N=764
Carpooled with other adults or children instead of driving alone	13%	N=100	17%	N=127	21%	N=161	49%	N=379	100%	N=767
Walked or biked instead of driving	42%	N=320	19%	N=148	21%	N=159	18%	N=133	100%	N=761
Volunteered your time to some group/activity in Ann Arbor	11%	N=84	16%	N=125	28%	N=211	45%	N=347	100%	N=767
Participated in a club	11%	N=83	15%	N=116	16%	N=124	58%	N=445	100%	N=769
Talked to or visited with your immediate neighbors	36%	N=278	26%	N=203	26%	N=203	11%	N=88	100%	N=772
Done a favor for a neighbor	13%	N=100	23%	N=175	41%	N=319	23%	N=176	100%	N=770

Table 40: 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	
Attended a local public meeting	0%	N=3	2%	N=15	13%	N=101	84%	N=647	100%	N=766
Watched (online or on television) a local public meeting	1%	N=11	5%	N=38	13%	N=101	81%	N=621	100%	N=771

Table 41: Question 10

Please rate the quality of each of the following services in Ann Arbor:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	22%	N=169	40%	N=305	11%	N=82	3%	N=22	24%	N=182	100%	N=761
Fire services	23%	N=177	34%	N=258	4%	N=30	0%	N=1	39%	N=296	100%	N=762
Ambulance or emergency medical services	27%	N=210	31%	N=238	4%	N=27	0%	N=3	38%	N=287	100%	N=765
Crime prevention	16%	N=118	36%	N=272	13%	N=98	4%	N=31	31%	N=234	100%	N=753
Fire prevention and education	14%	N=110	27%	N=204	8%	N=63	1%	N=7	49%	N=375	100%	N=758
Traffic enforcement	12%	N=90	36%	N=273	22%	N=163	12%	N=92	18%	N=134	100%	N=752

Please rate the quality of each of the following services in Ann Arbor:	Excellent		Good		Fair		Poor		Don't know		Total	
Street repair	4%	N=34	16%	N=121	30%	N=228	46%	N=352	3%	N=26	100%	N=762
Street cleaning	14%	N=110	41%	N=314	30%	N=229	9%	N=67	6%	N=43	100%	N=763
Street lighting	15%	N=114	50%	N=386	23%	N=177	9%	N=72	2%	N=16	100%	N=765
Snow removal	11%	N=81	36%	N=275	28%	N=214	17%	N=132	8%	N=65	100%	N=766
Sidewalk maintenance	13%	N=100	38%	N=288	30%	N=228	14%	N=110	5%	N=35	100%	N=762
Traffic signal timing	9%	N=69	43%	N=330	26%	N=197	18%	N=138	4%	N=29	100%	N=764
Bus or transit services	18%	N=141	38%	N=288	15%	N=113	6%	N=43	24%	N=182	100%	N=766
Garbage collection	38%	N=289	49%	N=373	7%	N=55	1%	N=9	5%	N=38	100%	N=763
Recycling	43%	N=332	42%	N=324	7%	N=57	3%	N=20	5%	N=36	100%	N=768
Yard waste pick-up	27%	N=204	31%	N=236	6%	N=48	5%	N=35	31%	N=238	100%	N=762
Storm drainage	16%	N=119	39%	N=295	16%	N=123	6%	N=48	23%	N=175	100%	N=760
Drinking water	40%	N=308	41%	N=315	12%	N=91	3%	N=21	4%	N=29	100%	N=765
Sewer services	25%	N=191	41%	N=310	10%	N=77	1%	N=9	23%	N=174	100%	N=760
Power (electric and/or gas) utility	28%	N=211	48%	N=361	15%	N=112	4%	N=30	6%	N=45	100%	N=760
Utility billing	22%	N=171	50%	N=379	16%	N=124	4%	N=27	8%	N=62	100%	N=763
City parks	48%	N=369	39%	N=300	9%	N=67	1%	N=5	3%	N=21	100%	N=762
Recreation programs or classes	29%	N=216	32%	N=242	9%	N=68	1%	N=9	29%	N=219	100%	N=754
Recreation centers or facilities	27%	N=201	36%	N=274	10%	N=76	3%	N=20	24%	N=185	100%	N=755
Land use, planning and zoning	9%	N=68	33%	N=252	21%	N=157	10%	N=77	27%	N=200	100%	N=755
Code enforcement (weeds, abandoned buildings, etc.)	9%	N=70	26%	N=200	21%	N=161	8%	N=62	35%	N=266	100%	N=758
Animal control	12%	N=88	31%	N=233	12%	N=93	4%	N=32	42%	N=316	100%	N=761
Economic development	14%	N=104	39%	N=298	19%	N=141	4%	N=31	24%	N=185	100%	N=759
Health services	36%	N=269	38%	N=289	8%	N=64	1%	N=8	17%	N=126	100%	N=756
Public library services	53%	N=403	28%	N=216	4%	N=30	1%	N=4	14%	N=110	100%	N=763
Public information services	20%	N=149	34%	N=257	11%	N=82	2%	N=14	34%	N=253	100%	N=755
Cable television	11%	N=84	25%	N=191	17%	N=132	14%	N=109	32%	N=238	100%	N=754
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	10%	N=75	28%	N=211	9%	N=67	3%	N=23	50%	N=382	100%	N=758
Preservation of natural areas such as open space, farmlands and greenbelts	27%	N=201	40%	N=298	15%	N=113	5%	N=39	13%	N=100	100%	N=752
Ann Arbor open space	23%	N=175	40%	N=308	19%	N=148	4%	N=30	13%	N=103	100%	N=764
City-sponsored special events	22%	N=162	36%	N=267	12%	N=87	4%	N=29	27%	N=206	100%	N=750
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	17%	N=131	47%	N=356	14%	N=105	4%	N=29	18%	N=134	100%	N=754

Table 42: 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	19%	N=143	62%	N=472	11%	N=81	4%	N=28	5%	N=38	100%	N=762
The Federal Government	6%	N=43	39%	N=300	29%	N=222	12%	N=93	13%	N=102	100%	N=760

Table 43: 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	10%	N=72	39%	N=297	27%	N=204	10%	N=73	15%	N=111	100%	N=758
The overall direction that Ann Arbor is taking	13%	N=96	45%	N=342	26%	N=194	8%	N=60	9%	N=65	100%	N=757
The job Ann Arbor government does at welcoming citizen involvement	11%	N=85	32%	N=245	21%	N=157	8%	N=64	27%	N=208	100%	N=758
Overall confidence in Ann Arbor government	11%	N=80	44%	N=331	24%	N=180	10%	N=75	12%	N=94	100%	N=760
Generally acting in the best interest of the community	13%	N=102	42%	N=320	23%	N=179	9%	N=67	12%	N=93	100%	N=761
Being honest	12%	N=94	36%	N=274	18%	N=137	7%	N=56	26%	N=201	100%	N=760
Treating all residents fairly	13%	N=98	35%	N=263	19%	N=146	10%	N=76	23%	N=178	100%	N=761

Table 44: 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=379	34%	N=268	15%	N=114	2%	N=17	100%	N=777
Overall ease of getting to the places you usually have to visit	38%	N=292	46%	N=360	15%	N=114	1%	N=10	100%	N=776
Quality of overall natural environment in Ann Arbor	43%	N=330	40%	N=310	13%	N=102	3%	N=25	100%	N=767
Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	35%	N=270	43%	N=329	19%	N=146	4%	N=28	100%	N=773
Health and wellness opportunities in Ann Arbor	31%	N=236	42%	N=325	22%	N=172	5%	N=38	100%	N=771
Overall opportunities for education and enrichment	38%	N=292	36%	N=282	22%	N=170	4%	N=31	100%	N=774
Overall economic health of Ann Arbor	43%	N=332	44%	N=337	11%	N=87	2%	N=17	100%	N=773
Sense of community	29%	N=223	42%	N=326	26%	N=201	3%	N=24	100%	N=773

Table 45: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City of Ann Arbor government and its activities, events and services:	Major source		Minor source		Not a source		Total	
City of Ann Arbor online resident newsletter (A2 City News)	16%	N=118	33%	N=251	51%	N=388	100%	N=757
City of Ann Arbor Website (www.a2gov.org)	49%	N=375	31%	N=235	20%	N=153	100%	N=763
City communications via social media (Facebook, Twitter, Pinterest, LinkedIn, YouTube)	18%	N=133	26%	N=199	56%	N=428	100%	N=760
City Council meetings or other public meetings	13%	N=100	33%	N=247	54%	N=411	100%	N=757
Contacting City Council member or other City Official	12%	N=90	34%	N=257	54%	N=412	100%	N=758
CodeRED emergency alert notifications	27%	N=204	33%	N=253	40%	N=302	100%	N=759
Local government CTN programming (online or via cable)	8%	N=59	33%	N=248	60%	N=455	100%	N=761
(GovDelivery) City e-mail notifications	14%	N=105	29%	N=216	57%	N=430	100%	N=751
Local media outlets (newspapers, radio, local TV stations)	52%	N=395	32%	N=240	17%	N=127	100%	N=763
Parks and Recreation Activities Guide	33%	N=249	44%	N=336	23%	N=179	100%	N=765
WasteWatcher online magazine	17%	N=132	32%	N=244	51%	N=385	100%	N=761
Water Matters newsletter	16%	N=123	36%	N=273	48%	N=367	100%	N=763

Table 46: 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	1%	N=9	2%	N=12	4%	N=30	17%	N=130	76%	N=574	100%	N=756
Purchase goods or services from a business located in Ann Arbor	1%	N=5	1%	N=6	15%	N=114	52%	N=389	32%	N=240	100%	N=754
Eat at least 5 portions of fruits and vegetables a day	1%	N=10	10%	N=73	32%	N=236	36%	N=272	21%	N=156	100%	N=748
Participate in moderate or vigorous physical activity	2%	N=14	6%	N=48	30%	N=228	36%	N=273	25%	N=186	100%	N=749
Read or watch local news (via television, paper, computer, etc.)	4%	N=30	18%	N=133	26%	N=196	26%	N=193	26%	N=198	100%	N=750
Vote in local elections	18%	N=137	6%	N=47	14%	N=108	24%	N=179	37%	N=282	100%	N=752

Table 47: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	29%	N=216
Very good	44%	N=330
Good	23%	N=173
Fair	4%	N=29
Poor	1%	N=5
Total	100%	N=752

Table 48: 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	5%	N=37
Somewhat positive	23%	N=175
Neutral	58%	N=433
Somewhat negative	12%	N=86
Very negative	2%	N=16
Total	100%	N=746

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	59%	N=443
Working part time for pay	15%	N=109
Unemployed, looking for paid work	4%	N=30
Unemployed, not looking for paid work	7%	N=52
Fully retired	15%	N=112
Total	100%	N=747

Table 50: Question D5

Do you work inside the boundaries of Ann Arbor?	Percent	Number
Yes, outside the home	57%	N=407
Yes, from home	8%	N=60
No	35%	N=251
Total	100%	N=717

Table 51: Question D6

How many years have you lived in Ann Arbor?	Percent	Number
Less than 2 years	20%	N=153
2 to 5 years	23%	N=172
6 to 10 years	14%	N=103
11 to 20 years	13%	N=100
More than 20 years	30%	N=226
Total	100%	N=754

Table 52: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=333
Building with two or more homes (duplex, townhome, apartment or condominium)	54%	N=406
Mobile home	0%	N=0
Other	2%	N=16
Total	100%	N=755

Table 53: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	54%	N=403
Owned	46%	N=349
Total	100%	N=752

Table 54: 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	2%	N=15
$300 to $599 per month	10%	N=70
$600 to $999 per month	24%	N=175
$1,000 to $1,499 per month	35%	N=256
$1,500 to $2,499 per month	22%	N=165
$2,500 or more per month	8%	N=57
Total	100%	N=738

Table 55: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=564
Yes	25%	N=190
Total	100%	N=754

Table 56: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	80%	N=603
Yes	20%	N=148
Total	100%	N=751

Table 57: 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	15%	N=110
$25,000 to $49,999	21%	N=154
$50,000 to $99,999	30%	N=216
$100,000 to $149,999	18%	N=130
$150,000 or more	15%	N=107
Total	100%	N=717

Table 58: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=713
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=25
Total	100%	N=738

Table 59: 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	2%	N=14
Asian, Asian Indian or Pacific Islander	17%	N=123
Black or African American	5%	N=34
White	78%	N=576
Other	4%	N=27

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

Table 60: Question D15

In which category is your age?	Percent	Number
18 to 24 years	10%	N=71
25 to 34 years	39%	N=289
35 to 44 years	13%	N=100
45 to 54 years	13%	N=98
55 to 64 years	9%	N=70
65 to 74 years	10%	N=72
75 years or older	6%	N=47
Total	100%	N=748

Table 61: Question D16

What is your sex?	Percent	Number
Female	52%	N=385
Male	48%	N=362
Total	100%	N=747

Table 62: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	77%	N=579
Land line	12%	N=91
Both	11%	N=84
Total	100%	N=754

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 as well as a subset of similar jurisdictions (University communities).

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," "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. 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.

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%

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."

National Benchmark Comparisons

Table 63: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Ann Arbor	93%	48	397	Higher
Overall image or reputation of Ann Arbor	92%	29	296	Higher
Ann Arbor as a place to live	94%	54	340	Higher
Your neighborhood as a place to live	90%	57	262	Similar
Ann Arbor as a place to raise children	92%	52	331	Higher
Ann Arbor as a place to retire	68%	92	314	Similar
Overall appearance of Ann Arbor	85%	66	309	Similar

Table 64: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Ann Arbor	91%	78	223	Similar
	In your neighborhood during the day	97%	42	302	Similar
	In Ann Arbor's downtown/commercial area during the day	94%	87	256	Similar
Mobility	Overall ease of getting to the places you usually have to visit	71%	82	139	Similar
	Availability of paths and walking trails	80%	52	265	Higher
	Ease of walking in Ann Arbor	83%	39	246	Higher
	Ease of travel by bicycle in Ann Arbor	59%	107	250	Similar
	Ease of travel by public transportation in Ann Arbor	61%	28	122	Higher
	Ease of travel by car in Ann Arbor	52%	200	253	Similar
	Ease of public parking	39%	90	113	Lower
	Traffic flow on major streets	39%	228	298	Similar
Natural Environment	Quality of overall natural environment in Ann Arbor	91%	25	234	Higher
	Cleanliness of Ann Arbor	85%	78	227	Similar
	Air quality	89%	30	209	Higher
Built Environment	Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	72%	36	133	Similar
	Overall quality of new development in Ann Arbor	62%	94	242	Similar
	Availability of affordable quality housing	26%	225	254	Lower
	Variety of housing options	53%	161	233	Similar
	Public places where people want to spend time	80%	21	126	Higher
Economy	Overall economic health of Ann Arbor	85%	19	138	Higher
	Vibrant downtown/commercial area	83%	6	123	Much higher
	Overall quality of business and service establishments in Ann Arbor	80%	24	227	Higher
	Cost of living in Ann Arbor	28%	112	132	Lower
	Shopping opportunities	77%	34	252	Higher
	Employment opportunities	66%	12	266	Much higher
	Ann Arbor as a place to visit	81%	28	146	Higher
	Ann Arbor as a place to work	85%	14	305	Higher
Recreation and Wellness	Health and wellness opportunities in Ann Arbor	90%	3	135	Higher
	Availability of affordable quality mental health care	71%	5	115	Higher
	Availability of preventive health services	86%	2	189	Higher
	Availability of affordable quality health care	81%	8	214	Higher
	Availability of affordable quality food	73%	33	189	Similar
	Recreational opportunities	87%	20	258	Higher

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	85%	15	130	Higher
Education and Enrichment	Overall opportunities for education and enrichment	96%	1	133	Much higher
	Opportunities to participate in religious or spiritual events and activities	91%	3	170	Higher
	Opportunities to attend cultural/arts/music activities	93%	2	251	Much higher
	Adult educational opportunities	90%	1	120	Much higher
	K-12 education	88%	46	223	Higher
	Availability of affordable quality child care/preschool	65%	50	212	Similar
Community Engagement	Opportunities to participate in social events and activities	85%	8	214	Higher
	Neighborliness of Ann Arbor	72%	28	128	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	79%	11	243	Higher
	Opportunities to participate in community matters	79%	15	226	Higher
	Opportunities to volunteer	87%	7	221	Higher

Table 65: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Ann Arbor	85%	141	385	Similar
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	78%	186	320	Similar
Value of services for the taxes paid to Ann Arbor	57%	163	346	Similar
Overall direction that Ann Arbor is taking	63%	119	277	Similar
Job Ann Arbor government does at welcoming citizen involvement	60%	82	264	Similar
Overall confidence in Ann Arbor government	62%	46	133	Similar
Generally acting in the best interest of the community	63%	44	133	Similar
Being honest	66%	45	129	Similar
Treating all residents fairly	62%	47	132	Similar
Services provided by the Federal Government	52%	13	205	Similar

Table 66: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	82%	191	382	Similar
	Fire services	93%	183	309	Similar
	Ambulance or emergency medical services	94%	110	298	Similar
	Crime prevention	75%	132	306	Similar
	Fire prevention and education	82%	101	243	Similar
	Animal control	72%	93	293	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76%	51	240	Similar
Mobility	Traffic enforcement	59%	250	326	Similar
	Street repair	21%	340	371	Much lower
	Street cleaning	59%	163	275	Similar
	Street lighting	67%	109	270	Similar
	Snow removal	51%	202	258	Similar
	Sidewalk maintenance	53%	146	275	Similar
	Traffic signal timing	54%	111	214	Similar
	Bus or transit services	73%	23	182	Higher
Natural	Garbage collection	91%	70	306	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Environment	Recycling	90%	45	313	Similar
	Yard waste pick-up	84%	57	225	Similar
	Drinking water	85%	34	290	Higher
	Preservation of natural areas such as open space, farmlands and greenbelts	77%	29	218	Higher
	Ann Arbor open space	73%	24	126	Similar
Built Environment	Storm drainage	71%	116	314	Similar
	Sewer services	85%	48	275	Similar
	Power (electric and/or gas) utility	80%	51	137	Similar
	Utility billing	78%	25	118	Similar
	Land use, planning and zoning	58%	83	254	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	55%	127	314	Similar
	Cable television	53%	97	163	Similar
Economy	Economic development	70%	34	242	Higher
Recreation and Wellness	City parks	90%	33	284	Higher
	Recreation programs or classes	86%	24	297	Higher
	Recreation centers or facilities	83%	48	241	Similar
	Health services	89%	2	166	Higher
Education and Enrichment	City-sponsored special events	79%	30	142	Similar
	Public library services	95%	11	299	Higher
Community Engagement	Public information services	81%	26	246	Similar

Table 67: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	73%	63	261	Similar
Recommend living in Ann Arbor to someone who asks	92%	89	235	Similar
Remain in Ann Arbor for the next five years	77%	189	230	Similar
Contacted Ann Arbor (in-person, phone, email or web) for help or information	41%	182	267	Similar

Table 68: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	22%	111	119	Lower
	Did NOT report a crime to the police	85%	33	129	Similar
	Household member was NOT a victim of a crime	90%	93	227	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	54%	14	106	Much higher
	Carpooled with other adults or children instead of driving alone	51%	22	125	Similar
	Walked or biked instead of driving	82%	11	129	Much higher
Natural Environment	Made efforts to conserve water	78%	87	120	Similar
	Made efforts to make your home more energy efficient	73%	99	120	Similar
	Recycle at home	97%	15	214	Higher
Built Environment	Did NOT observe a code violation or other hazard in Ann Arbor	64%	29	121	Higher
	NOT experiencing housing costs stress	68%	117	210	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Economy	Purchase goods or services from a business located in Ann Arbor	99%	19	125	Similar
	Economy will have positive impact on income	28%	76	212	Similar
	Work inside boundaries of Ann Arbor	65%	14	125	Much higher
Recreation and Wellness	Used Ann Arbor recreation centers or their services	68%	27	198	Higher
	Visited a neighborhood park or City park	94%	12	230	Higher
	Eat at least 5 portions of fruits and vegetables a day	89%	16	122	Similar
	Participate in moderate or vigorous physical activity	92%	7	123	Similar
	In very good to excellent health	73%	22	124	Similar
Education and Enrichment	Used Ann Arbor public libraries or their services	73%	57	200	Similar
	Participated in religious or spiritual activities in Ann Arbor	43%	112	167	Similar
	Attended City-sponsored event	63%	27	126	Higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	25%	32	117	Similar
	Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	16%	65	124	Similar
	Volunteered your time to some group/activity in Ann Arbor	55%	29	219	Higher
	Participated in a club	42%	16	196	Higher
	Talked to or visited with your immediate neighbors	89%	87	125	Similar
	Done a favor for a neighbor	77%	97	121	Similar
	Attended a local public meeting	16%	175	219	Similar
	Watched (online or on television) a local public meeting	19%	140	184	Similar
	Read or watch local news (via television, paper, computer, etc.)	78%	117	124	Similar
	Vote in local elections	76%	151	212	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
Airway Heights city, WA 6,114
Albany city, OR 50,158
Albemarle County, VA 98,970
Albert Lea city, MN 18,016
Algonquin village, IL 30,046
Aliso Viejo city, CA 47,823
Altoona city, IA 14,541
American Canyon city, CA 19,454
Ames city, IA 58,965
Andover CDP, MA 8,762
Ankeny city, IA 45,582
Ann Arbor city, MI 113,934
Annapolis city, MD 38,394
Apache Junction city, AZ 35,840
Apple Valley town, CA 69,135
Arapahoe County, CO 572,003
Arkansas City city, AR 366
Arlington city, TX 365,438
Arlington County, VA 207,627
Arvada city, CO 106,433
Asheville city, NC 83,393
Ashland city, OR 20,078
Ashland town, VA 7,225
Aspen city, CO 6,658
Auburn city, AL 53,380
Auburn city, WA 70,180
Augusta CCD, GA 134,777
Aurora city, CO 325,078
Austin city, TX 790,390
Bainbridge Island city, WA 23,025
Baltimore city, MD 620,961
Bartonville town, TX 1,469
Battle Creek city, MI 52,347
Bay City city, MI 34,932
Baytown city, TX 71,802
Bedford city, TX 46,979
Bedford town, MA 13,320

Bellevue city, WA 122,363
Bellingham city, WA 80,885
Beltrami County, MN 44,442
Benbrook city, TX 21,234
Bend city, OR 76,639
Benicia city, CA 26,997
Bettendorf city, IA 33,217
Billings city, MT 104,170
Blaine city, MN 57,186
Bloomfield Hills city, MI 3,869
Bloomington city, MN 82,893
Blue Springs city, MO 52,575
Boise City city, ID 205,671
Boone County, KY 118,811
Boulder city, CO 97,385
Bowling Green city, KY 58,067
Brentwood city, MO 8,055
Brentwood city, TN 37,060
Brighton city, CO 33,352
Bristol city, TN 26,702
Broken Arrow city, OK 98,850
Brookfield city, WI 37,920
Brookline CDP, MA 58,732
Broomfield city, CO 55,889
Brownsburg town, IN 21,285
Bryan city, TX 76,201
Burien city, WA 33,313
Burleson city, TX 36,690
Cabarrus County, NC 178,011
Cambridge city, MA 105,162
Canton city, SD 3,057
Cape Coral city, FL 154,305
Cape Girardeau city, MO 37,941
Carlisle borough, PA 18,682
Carlsbad city, CA 105,328
Carroll city, IA 10,103
Cartersville city, GA 19,731
Cary town, NC 135,234
Casa Grande city, AZ 48,571
Casper city, WY 55,316
Castine town, ME 1,366
Castle Pines North city, CO 10,360
Castle Rock town, CO 48,231
Centennial city, CO 100,377
Centralia city, IL 13,032
Chambersburg borough, PA 20,268
Chandler city, AZ 236,123
Chanhassen city, MN 22,952
Chapel Hill town, NC 57,233
Charlotte city, NC 731,424
Charlotte County, FL 159,978
Charlottesville city, VA 43,475
Chattanooga city, TN 167,674
Chesterfield County, VA 316,236
Chippewa Falls city, WI 13,661
Citrus Heights city, CA 83,301
Clackamas County, OR 375,992
Clarendon Hills village, IL 8,427
Clayton city, MO 15,939
Clearwater city, FL 107,685
Cleveland Heights city, OH 46,121
Clive city, IA 15,447
Clovis city, CA 95,631
College Park city, MD 30,413
College Station city, TX 93,857
Colleyville city, TX 22,807
Collinsville city, IL 25,579
Columbia city, MO 108,500
Columbia city, SC 129,272
Columbia Falls city, MT 4,688
Columbus city, WI 4,991
Commerce City city, CO 45,913
Concord city, CA 122,067
Concord town, MA 17,668
Cookeville city, TN 30,435
Coon Rapids city, MN 61,476
Copperas Cove city, TX 32,032
Coronado city, CA 18,912
Corvallis city, OR 54,462
Creve Coeur city, MO 17,833
Cross Roads town, TX 1,563
Crystal Lake city, IL 40,743
Dacono city, CO 4,152
Dade City city, FL 6,437
Dakota County, MN 398,552
Dallas city, OR 14,583
Dallas city, TX 1,197,816
Danville city, KY 16,218
Dardenne Prairie city, MO 11,494
Davenport city, IA 99,685
Davidson town, NC 10,944
Dayton city, OH 141,527
Decatur city, GA 19,335
Del Mar city, CA 4,161
Delray Beach city, FL 60,522
Denison city, TX 22,682
Denton city, TX 113,383
Denver city, CO 600,158
Derby city, KS 22,158
Des Peres city, MO 8,373
Destin city, FL 12,305
Dorchester County, MD 32,618
Dothan city, AL 65,496
Douglas County, CO 285,465
Dover city, NH 29,987
Dublin city, CA 46,036
Duluth city, MN 86,265
Duncanville city, TX 38,524
Durham city, NC 228,330
Eagle town, CO 6,508
East Baton Rouge Parish, LA 440,171
East Grand Forks city, MN 8,601
East Lansing city, MI 48,579
Eau Claire city, WI 65,883
Eden Prairie city, MN 60,797
Edgerton city, KS 1,671
Edgewater city, CO 5,170
Edina city, MN 47,941
Edmond city, OK 81,405
Edmonds city, WA 39,709
El Cerrito city, CA 23,549
El Dorado County, CA 181,058
El Paso city, TX 649,121
Elk Grove city, CA 153,015
Elk River city, MN 22,974
Elko New Market city, MN 4,110
Elmhurst city, IL 44,121
Encinitas city, CA 59,518
Englewood city, CO 30,255
Erie town, CO 18,135
Escambia County, FL 297,619
Estes Park town, CO 5,858
Fairview town, TX 7,248
Farmington Hills city, MI 79,740
Fayetteville city, NC 200,564
Fishers town, IN 76,794
Flower Mound town, TX 64,669
Forest Grove city, OR 21,083
Fort Collins city, CO 143,986
Fort Smith city, AR 86,209

Fort Worth city, TX....741,206
Fountain Hills town, AZ 22,489
Franklin city, TN.... 62,487
Fredericksburg city, VA.... 24,286
Fremont city, CA....214,089
Friendswood city, TX.... 35,805
Fruita city, CO.... 12,646
Gahanna city, OH.... 33,248
Gaithersburg city, MD.... 59,933
Galveston city, TX.... 47,743
Gardner city, KS.... 19,123
Geneva city, NY.... 13,261
Georgetown city, TX.... 47,400
Gilbert town, AZ....208,453
Gillette city, WY.... 29,087
Glendora city, CA.... 50,073
Glenview village, IL.... 44,692
Globe city, AZ.... 7,532
Golden Valley city, MN.... 20,371
Goodyear city, AZ.... 65,275
Grafton village, WI.... 11,459
Grand Blanc city, MI.... 8,276
Grand Island city, NE.... 48,520
Grass Valley city, CA.... 12,860
Greeley city, CO.... 92,889
Green Valley CDP, AZ.... 21,391
Greenville city, NC.... 84,554
Greenwich town, CT.... 61,171
Greenwood Village city, CO.... 13,925
Greer city, SC.... 25,515
Guilford County, NC....488,406
Gunnison County, CO.... 15,324
Gurnee village, IL.... 31,295
Hailey city, ID.... 7,960
Haines Borough, AK.... 2,508
Hallandale Beach city, FL.... 37,113
Hamilton city, OH.... 62,477
Hanover County, VA.... 99,863
Harrisonburg city, VA.... 48,914
Harrisonville city, MO.... 10,019
Hayward city, CA....144,186
Henderson city, NV....257,729
Herndon town, VA.... 23,292
High Point city, NC....104,371
Highland Park city, IL.... 29,763
Highlands Ranch CDP, CO.... 96,713
Hillsborough town, NC.... 6,087
Holland city, MI.... 33,051
Honolulu County, HI....953,207
Hooksett town, NH.... 13,451
Hopkins city, MN.... 17,591
Hopkinton town, MA.... 14,925
Hoquiam city, WA.... 8,726
Horry County, SC....269,291
Hudson city, OH.... 22,262
Hudson town, CO.... 2,356
Hudsonville city, MI.... 7,116
Huntersville town, NC.... 46,773
Hurst city, TX.... 37,337
Hutchinson city, MN.... 14,178
Hutto city, TX.... 14,698
Hyattsville city, MD.... 17,557
Independence city, MO....116,830
Indian Trail town, NC.... 33,518
Indianola city, IA.... 14,782
Iowa City city, IA.... 67,862
Issaquah city, WA.... 30,434
Jackson County, MI....160,248
James City County, VA.... 67,009
Jefferson City city, MO.... 43,079
Jefferson County, CO....534,543
Jefferson County, NY....116,229
Jerome city, ID.... 10,890
Johnson City city, TN.... 63,152
Johnston city, IA.... 17,278
Jupiter town, FL.... 55,156
Kalamazoo city, MI.... 74,262
Kansas City city, KS....145,786
Kansas City city, MO....459,787
Keizer city, OR.... 36,478
Kenmore city, WA.... 20,460
Kennedale city, TX.... 6,763
Kennett Square borough, PA.... 6,072
Kettering city, OH.... 56,163
Key West city, FL.... 24,649
King County, WA....1,931,249
Kirkland city, WA.... 48,787
Kirkwood city, MO.... 27,540
Knoxville city, IA.... 7,313
La Mesa city, CA.... 57,065
La Plata town, MD.... 8,753
La Porte city, TX.... 33,800
La Vista city, NE.... 15,758
Lafayette city, CO.... 24,453
Laguna Beach city, CA.... 22,723
Laguna Hills city, CA.... 30,344
Laguna Niguel city, CA.... 62,979
Lake Oswego city, OR.... 36,619
Lake Stevens city, WA.... 28,069
Lake Worth city, FL.... 34,910
Lake Zurich village, IL.... 19,631
Lakeville city, MN.... 55,954
Lakewood city, CO....142,980
Lane County, OR....351,715
Larimer County, CO....299,630
Las Cruces city, NM.... 97,618
Las Vegas city, NV....583,756
Lawrence city, KS.... 87,643
League City city, TX.... 83,560
Lee's Summit city, MO.... 91,364
Lehi city, UT.... 47,407
Lenexa city, KS.... 48,190
Lewis County, NY.... 27,087
Lewisville city, TX.... 95,290
Libertyville village, IL.... 20,315
Lincoln city, NE....258,379
Lindsborg city, KS.... 3,458
Littleton city, CO.... 41,737
Livermore city, CA.... 80,968
Lombard village, IL.... 43,165
Lone Tree city, CO.... 10,218
Long Grove village, IL.... 8,043
Longmont city, CO.... 86,270
Longview city, TX.... 80,455
Los Alamos County, NM.... 17,950
Louisville city, CO.... 18,376
Lynchburg city, VA.... 75,568
Lynnwood city, WA.... 35,836
Macomb County, MI....840,978
Madison city, WI....233,209
Manhattan Beach city, CA.... 35,135
Mankato city, MN.... 39,309
Maple Grove city, MN.... 61,567
Maple Valley city, WA.... 22,684
Maricopa County, AZ....3,817,117
Martinez city, CA.... 35,824
Maryland Heights city, MO.... 27,472
Matthews town, NC.... 27,198
McAllen city, TX....129,877
McDonough city, GA.... 22,084

McKinney city, TX....131,117
McMinnville city, OR.... 32,187
Medford city, OR.... 74,907
Menlo Park city, CA.... 32,026
Mercer Island city, WA.... 22,699
Meridian charter township, MI.... 39,688
Meridian city, ID.... 75,092
Merriam city, KS.... 11,003
Mesa County, CO....146,723
Miami Beach city, FL.... 87,779
Miami city, FL....399,457
Middleton city, WI.... 17,442
Midland city, MI.... 41,863
Milford city, DE.... 9,559
Milton city, GA.... 32,661
Minneapolis city, MN....382,578
Mission Viejo city, CA.... 93,305
Modesto city, CA....201,165
Monterey city, CA.... 27,810
Montgomery County, VA.... 94,392
Monticello city, UT.... 1,972
Monument town, CO.... 5,530
Mooresville town, NC.... 32,711
Morristown city, TN.... 29,137
Morrisville town, NC.... 18,576
Moscow city, ID.... 23,800
Mountain Village town, CO.... 1,320
Mountlake Terrace city, WA.... 19,909
Muscatine city, IA.... 22,886
Naperville city, IL....141,853
Needham CDP, MA.... 28,886
New Braunfels city, TX.... 57,740
New Brighton city, MN.... 21,456
New Hanover County, NC....202,667
New Orleans city, LA....343,829
New Smyrna Beach city, FL.... 22,464
Newberg city, OR.... 22,068
Newport Beach city, CA.... 85,186
Newport News city, VA....180,719
Newton city, IA.... 15,254
Noblesville city, IN.... 51,969
Nogales city, AZ.... 20,837
Norfolk city, VA....242,803
North Richland Hills city, TX.... 63,343
Northglenn city, CO.... 35,789
Novato city, CA.... 51,904
Novi city, MI.... 55,224
O'Fallon city, IL.... 28,281
O'Fallon city, MO.... 79,329
Oak Park village, IL.... 51,878
Oakland city, CA....390,724
Oakland Park city, FL.... 41,363
Oakley city, CA.... 35,432
Ogdensburg city, NY.... 11,128
Oklahoma City city, OK....579,999
Olathe city, KS....125,872
Old Town city, ME.... 7,840
Olmsted County, MN....144,248
Olympia city, WA.... 46,478
Orland Park village, IL.... 56,767
Oshkosh city, WI.... 66,083
Oshtemo charter township, MI.... 21,705
Otsego County, MI.... 24,164
Overland Park city, KS....173,372
Oviedo city, FL.... 33,342
Paducah city, KY.... 25,024
Palm Coast city, FL.... 75,180
Palo Alto city, CA.... 64,403
Papillion city, NE.... 18,894
Park City city, UT.... 7,558
Parker town, CO.... 45,297
Parkland city, FL.... 23,962
Pasadena city, CA....137,122
Pasco city, WA.... 59,781
Pasco County, FL....464,697
Pearland city, TX.... 91,252
Peoria city, AZ....154,065
Peoria city, IL....115,007
Peoria County, IL....186,494
Petoskey city, MI.... 5,670
Pflugerville city, TX.... 46,936
Phoenix city, AZ....1,445,632
Pinal County, AZ....375,770
Pinehurst village, NC.... 13,124
Piqua city, OH.... 20,522
Pitkin County, CO.... 17,148
Plano city, TX....259,841
Platte City city, MO.... 4,691
Plymouth city, MN.... 70,576
Pocatello city, ID.... 54,255
Polk County, IA....430,640
Pompano Beach city, FL.... 99,845
Port Huron city, MI.... 30,184
Port Orange city, FL.... 56,048
Portland city, OR....583,776
Post Falls city, ID.... 27,574
Prince William County, VA....402,002
Prior Lake city, MN.... 22,796
Provo city, UT....112,488
Pueblo city, CO....106,595
Purcellville town, VA.... 7,727
Queen Creek town, AZ.... 26,361
Radnor township, PA.... 31,531
Ramsey city, MN.... 23,668
Rapid City city, SD.... 67,956
Raymore city, MO.... 19,206
Redmond city, WA.... 54,144
Rehoboth Beach city, DE.... 1,327
Reno city, NV....225,221
Reston CDP, VA.... 58,404
Richmond city, CA....103,701
Richmond Heights city, MO.... 8,603
Rifle city, CO.... 9,172
River Falls city, WI.... 15,000
Riverdale city, UT.... 8,426
Riverside city, CA....303,871
Riverside city, MO.... 2,937
Rochester Hills city, MI.... 70,995
Rock Hill city, SC.... 66,154
Rockford city, IL....152,871
Rockville city, MD.... 61,209
Rogers city, MN.... 8,597
Rolla city, MO.... 19,559
Roselle village, IL.... 22,763
Rosemount city, MN.... 21,874
Roseville city, MN.... 33,660
Roswell city, GA.... 88,346
Round Rock city, TX.... 99,887
Royal Oak city, MI.... 57,236
Saco city, ME.... 18,482
Sahuarita town, AZ.... 25,259
Sammamish city, WA.... 45,780
San Anselmo town, CA.... 12,336
San Antonio city, TX....1,327,407
San Carlos city, CA.... 28,406
San Diego city, CA....1,307,402
San Francisco city, CA....805,235
San Jose city, CA....945,942
San Juan County, NM....130,044
San Marcos city, CA.... 83,781

San Marcos city, TX..... 44,894
San Rafael city, CA..... 57,713
Sandy Springs city, GA..... 93,853
Sanford city, FL..... 53,570
Sangamon County, IL.....197,465
Santa Clarita city, CA.....176,320
Santa Fe County, NM 144,170
Santa Monica city, CA..... 89,736
Sarasota County, FL 379,448
Savage city, MN..... 26,911
Scarborough CDP, ME 4,403
Schaumburg village, IL..... 74,227
Scott County, MN.....129,928
Scottsdale city, AZ 217,385
Seaside city, CA 33,025
SeaTac city, WA..... 26,909
Sevierville city, TN 14,807
Shawnee city, KS 62,209
Sheboygan city, WI..... 49,288
Shoreview city, MN 25,043
Shorewood city, MN 7,307
Shorewood village, IL..... 15,615
Shorewood village, WI 13,162
Sioux Center city, IA 7,048
Sioux Falls city, SD.....153,888
Skokie village, IL..... 64,784
Snellville city, GA 18,242
Snowmass Village town, CO..... 2,826
South Kingstown town, RI 30,639
South Lake Tahoe city, CA..... 21,403
South Portland city, ME 25,002
Southborough town, MA..... 9,767
Southlake city, TX..... 26,575
Sparks city, NV 90,264
Spokane Valley city, WA 89,755
Spring Hill city, KS..... 5,437
Springboro city, OH..... 17,409
Springfield city, MO.....159,498
Springfield city, OR 59,403
Springville city, UT 29,466
St. Charles city, IL..... 32,974
St. Cloud city, FL..... 35,183
St. Cloud city, MN 65,842
St. Joseph city, MO 76,780
St. Louis County, MN.....200,226
St. Louis Park city, MN 45,250
Stallings town, NC..... 13,831
State College borough, PA 42,034
Steamboat Springs city, CO 12,088
Sterling Heights city, MI 129,699
Sugar Grove village, IL..... 8,997
Sugar Land city, TX..... 78,817
Summit city, NJ..... 21,457
Summit County, UT..... 36,324
Sunnyvale city, CA 140,081
Surprise city, AZ.....117,517
Suwanee city, GA..... 15,355
Tacoma city, WA.....198,397
Takoma Park city, MD 16,715
Tamarac city, FL 60,427
Temecula city, CA 100,097
Tempe city, AZ 161,719
Temple city, TX..... 66,102
The Woodlands CDP, TX..... 93,847
Thornton city, CO.....118,772
Thousand Oaks city, CA.....126,683
Tigard city, OR..... 48,035
Tracy city, CA 82,922
Tualatin city, OR 26,054
Tulsa city, OK 391,906
Twin Falls city, ID 44,125
Tyler city, TX 96,900
Umatilla city, OR 6,906
Upper Arlington city, OH..... 33,771
Urbandale city, IA 39,463
Vail town, CO..... 5,305
Vancouver city, WA 161,791
Vestavia Hills city, AL 34,033
Victoria city, MN..... 7,345
Virginia Beach city, VA.....437,994
Wake Forest town, NC..... 30,117
Walnut Creek city, CA..... 64,173
Washington County, MN 238,136
Washington town, NH 1,123
Washoe County, NV 421,407
Watauga city, TX 23,497
Wauwatosa city, WI 46,396
Waverly city, IA 9,874
Weddington town, NC 9,459
Wentzville city, MO..... 29,070
West Carrollton city, OH 13,143
West Chester borough, PA..... 18,461
West Des Moines city, IA..... 56,609
West Richland city, WA..... 11,811
Western Springs village, IL 12,975
Westerville city, OH..... 36,120
Westlake town, TX..... 992
Westminster city, CO.....106,114
Weston town, MA..... 11,261
Wheat Ridge city, CO 30,166
White House city, TN 10,255
Wichita city, KS.....382,368
Williamsburg city, VA..... 14,068
Wilmington city, NC.....106,476
Wilsonville city, OR..... 19,509
Winchester city, VA 26,203
Windsor town, CO..... 18,644
Windsor town, CT 29,044
Winnetka village, IL 12,187
Winston-Salem city, NC 229,617
Winter Garden city, FL..... 34,568
Woodbury city, MN..... 61,961
Woodland city, CA..... 55,468
Woodland city, WA..... 5,509
Wrentham town, MA 10,955
Yakima city, WA..... 91,067
York County, VA..... 65,464
Yorktown town, IN..... 9,405

University Communities Benchmark Comparisons

Table 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Ann Arbor	93%	6	89	Higher
Overall image or reputation of Ann Arbor	92%	4	63	Much higher
Ann Arbor as a place to live	94%	7	71	Higher
Your neighborhood as a place to live	90%	5	57	Higher
Ann Arbor as a place to raise children	92%	8	70	Higher
Ann Arbor as a place to retire	68%	18	65	Similar
Overall appearance of Ann Arbor	85%	7	68	Higher

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Ann Arbor	91%	11	49	Higher
	In your neighborhood during the day	97%	5	74	Similar
	In Ann Arbor's downtown/commercial area during the day	94%	9	61	Higher
Mobility	Overall ease of getting to the places you usually have to visit	71%	12	32	Similar
	Availability of paths and walking trails	80%	9	53	Higher
	Ease of walking in Ann Arbor	83%	7	56	Higher
	Ease of travel by bicycle in Ann Arbor	59%	17	59	Similar
	Ease of travel by public transportation in Ann Arbor	61%	8	31	Higher
	Ease of travel by car in Ann Arbor	52%	43	60	Similar
	Ease of public parking	39%	16	28	Similar
	Traffic flow on major streets	39%	47	70	Similar
Natural Environment	Quality of overall natural environment in Ann Arbor	91%	4	54	Higher
	Cleanliness of Ann Arbor	85%	9	52	Higher
	Air quality	89%	5	50	Higher
Built Environment	Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	72%	6	30	Similar
	Overall quality of new development in Ann Arbor	62%	14	56	Similar
	Availability of affordable quality housing	26%	54	61	Lower
	Variety of housing options	53%	30	50	Similar
	Public places where people want to spend time	80%	4	30	Higher
Economy	Overall economic health of Ann Arbor	85%	3	30	Higher
	Vibrant downtown/commercial area	83%	2	30	Much higher
	Overall quality of business and service establishments in Ann Arbor	80%	2	49	Higher
	Cost of living in Ann Arbor	28%	25	31	Lower
	Shopping opportunities	77%	8	53	Higher
	Employment opportunities	66%	3	58	Higher
	Ann Arbor as a place to visit	81%	9	36	Higher
	Ann Arbor as a place to work	85%	3	64	Higher
Recreation and Wellness	Health and wellness opportunities in Ann Arbor	90%	1	31	Higher
	Availability of affordable quality mental health care	71%	2	27	Higher
	Availability of preventive health services	86%	1	42	Higher
	Availability of affordable quality health care	81%	3	43	Higher
	Availability of affordable quality food	73%	7	39	Similar
	Recreational opportunities	87%	2	52	Higher

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	85%	1	30	Higher
Education and Enrichment	Overall opportunities for education and enrichment	96%	1	30	Much higher
	Opportunities to participate in religious or spiritual events and activities	91%	1	36	Higher
	Opportunities to attend cultural/arts/music activities	93%	1	59	Much higher
	Adult educational opportunities	90%	1	28	Higher
	K-12 education	88%	5	51	Higher
	Availability of affordable quality child care/preschool	65%	8	43	Similar
Community Engagement	Opportunities to participate in social events and activities	85%	1	48	Higher
	Neighborliness of Ann Arbor	72%	3	30	Higher
	Openness and acceptance of the community toward people of diverse backgrounds	79%	4	54	Higher
	Opportunities to participate in community matters	79%	2	49	Higher
	Opportunities to volunteer	87%	2	47	Higher

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Ann Arbor	85%	20	86	Similar
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	78%	24	63	Similar
Value of services for the taxes paid to Ann Arbor	57%	24	74	Similar
Overall direction that Ann Arbor is taking	63%	23	62	Similar
Job Ann Arbor government does at welcoming citizen involvement	60%	14	58	Similar
Overall confidence in Ann Arbor government	62%	8	31	Similar
Generally acting in the best interest of the community	63%	8	30	Similar
Being honest	66%	8	29	Similar
Treating all residents fairly	62%	6	30	Similar
Services provided by the Federal Government	52%	5	47	Similar

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	82%	20	79	Similar
	Fire services	93%	31	66	Similar
	Ambulance or emergency medical services	94%	13	55	Similar
	Crime prevention	75%	14	64	Similar
	Fire prevention and education	82%	13	57	Similar
	Animal control	72%	14	56	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76%	7	52	Similar
Mobility	Traffic enforcement	59%	38	70	Similar
	Street repair	21%	68	75	Lower
	Street cleaning	59%	24	60	Similar
	Street lighting	67%	17	57	Similar
	Snow removal	51%	31	50	Similar
	Sidewalk maintenance	53%	27	66	Similar
	Traffic signal timing	54%	12	51	Similar
	Bus or transit services	73%	9	47	Higher
Natural	Garbage collection	91%	14	72	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Environment	Recycling	90%	6	71	Higher
	Yard waste pick-up	84%	12	58	Similar
	Drinking water	85%	7	64	Higher
	Preservation of natural areas such as open space, farmlands and greenbelts	77%	3	46	Higher
	Ann Arbor open space	73%	4	27	Higher
Built Environment	Storm drainage	71%	15	67	Similar
	Sewer services	85%	10	62	Similar
	Power (electric and/or gas) utility	80%	9	35	Similar
	Utility billing	78%	4	27	Similar
	Land use, planning and zoning	58%	15	53	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	55%	17	68	Similar
	Cable television	53%	18	38	Similar
Economy	Economic development	70%	6	54	Higher
Recreation and Wellness	City parks	90%	6	58	Higher
	Recreation programs or classes	86%	2	58	Higher
	Recreation centers or facilities	83%	6	57	Higher
	Health services	89%	2	37	Higher
Education and Enrichment	City-sponsored special events	79%	6	32	Higher
	Public library services	95%	2	64	Higher
Community Engagement	Public information services	81%	3	52	Higher

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	73%	5	54	Higher
Recommend living in Ann Arbor to someone who asks	92%	11	52	Higher
Remain in Ann Arbor for the next five years	77%	29	50	Similar
Contacted Ann Arbor (in-person, phone, email or web) for help or information	41%	34	57	Similar

Table 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	22%	24	25	Lower
	Did NOT report a crime to the police	85%	4	29	Similar
	Household member was NOT a victim of a crime	90%	12	49	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	54%	5	27	Much higher
	Carpooled with other adults or children instead of driving alone	51%	9	29	Similar
	Walked or biked instead of driving	82%	4	30	Much higher
Natural Environment	Made efforts to conserve water	78%	20	28	Similar
	Made efforts to make your home more energy efficient	73%	20	28	Similar
	Recycle at home	97%	3	46	Higher
Built Environment	Did NOT observe a code violation or other hazard in Ann Arbor	64%	4	28	Higher
	NOT experiencing housing costs stress	68%	18	49	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Economy	Purchase goods or services from a business located in Ann Arbor	99%	2	29	Similar
	Economy will have positive impact on income	28%	18	46	Similar
	Work inside boundaries of Ann Arbor	65%	9	29	Higher
Recreation and Wellness	Used Ann Arbor recreation centers or their services	68%	3	45	Higher
	Visited a neighborhood park or City park	94%	1	49	Higher
	Eat at least 5 portions of fruits and vegetables a day	89%	2	29	Similar
	Participate in moderate or vigorous physical activity	92%	1	29	Similar
	In very good to excellent health	73%	2	29	Similar
Education and Enrichment	Used Ann Arbor public libraries or their services	73%	11	42	Similar
	Participated in religious or spiritual activities in Ann Arbor	43%	31	37	Lower
	Attended City-sponsored event	63%	4	29	Higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	25%	7	26	Similar
	Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	16%	14	28	Similar
	Volunteered your time to some group/activity in Ann Arbor	55%	11	47	Similar
	Participated in a club	42%	6	42	Similar
	Talked to or visited with your immediate neighbors	89%	16	30	Similar
	Done a favor for a neighbor	77%	22	29	Similar
	Attended a local public meeting	16%	38	46	Similar
	Watched (online or on television) a local public meeting	19%	41	46	Lower
	Read or watch local news (via television, paper, computer, etc.)	78%	26	29	Similar
	Vote in local elections	76%	26	48	Similar

Communities included in University Communities comparisons

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

Albany city, GA 77,434
Ames city, IA 58,965
Ann Arbor city, MI 113,934
Annapolis city, MD 38,394
Arlington city, TX 365,438
Asheville city, NC 83,393
Auburn city, AL 53,380
Bedford city, TX 46,979
Bellingham city, WA 80,885
Billings city, MT 104,170
Bloomington city, IL 76,610
Boise City city, ID 205,671
Boulder city, CO 97,385
Bowling Green city, KY 58,067
Brookline CDP, MA 58,732
Bryan city, TX 76,201
Cambridge city, MA 105,162
Casper city, WY 55,316
Castle Rock town, CO 48,231
Cedar Falls city, IA 39,260
Cedar Rapids city, IA 126,326
Charlottesville city, VA 43,475
Chattanooga city, TN 167,674
Chesapeake city, VA 222,209
Clearwater city, FL 107,685
College Park city, MD 30,413
Columbia city, MO 108,500
Columbia city, SC 129,272
Concord city, CA 122,067
Corpus Christi city, TX 305,215
Corvallis city, OR 54,462
Davenport city, IA 99,685
Denton city, TX 113,383
Des Moines city, IA 203,433
Dothan city, AL 65,496
Dover city, DE 36,047
Duluth city, MN 86,265
Durham city, NC 228,330

East Lansing city, MI 48,579
Eau Claire city, WI 65,883
Edmond city, OK 81,405
Elmhurst city, IL 44,121
Farmington Hills city, MI 79,740
Fort Collins city, CO 143,986
Fort Smith city, AR 86,209
Franklin city, TN 62,487
Fremont city, CA 214,089
Gainesville city, FL 124,354
Galveston city, TX 47,743
Garland city, TX 226,876
Greeley city, CO 92,889
Greenville city, NC 84,554
Hampton city, VA 137,436
Harrisonburg city, VA 48,914
Hartford city, CT 124,775
Hayward city, CA 144,186
Henderson city, NV 257,729
High Point city, NC 104,371
Iowa City city, IA 67,862
Johnson City city, TN 63,152
Kalamazoo city, MI 74,262
Kansas City city, KS 145,786
La Mesa city, CA 57,065
Las Cruces city, NM 97,618
Lawrence city, KS 87,643
Lincoln city, NE 258,379
Livermore city, CA 80,968
Lynchburg city, VA 75,568
Lynnwood city, WA 35,836
Madison city, WI 233,209
Mankato city, MN 39,309
Miami Beach city, FL 87,779
Miami city, FL 399,457
Minneapolis city, MN 382,578
Missoula city, MT 66,788
Modesto city, CA 201,165
Montgomery County, VA 94,392
Naperville city, IL 141,853
New Orleans city, LA 343,829
Newport News city, VA 180,719
Norfolk city, VA 242,803
Norman city, OK 110,925
Oak Park village, IL 51,878
Olympia city, WA 46,478
Overland Park city, KS 173,372
Pasadena city, CA 137,122
Peoria city, IL 115,007
Pocatello city, ID 54,255
Reno city, NV 225,221
Renton city, WA 90,927
Riverside city, CA 303,871
Rochester Hills city, MI 70,995
Rock Hill city, SC 66,154
Rockville city, MD 61,209
Royal Oak city, MI 57,236
Salt Lake City city, UT 186,440
San Marcos city, TX 44,894
San Rafael city, CA 57,713
Santa Clarita city, CA 176,320
Santa Monica city, CA 89,736
Sarasota city, FL 51,917
Savannah city, GA 136,286
Sioux Falls city, SD 153,888
Skokie village, IL 64,784
Springfield city, MO 159,498
State College borough, PA 42,034
Tacoma city, WA 198,397
Tempe city, AZ 161,719
Temple city, TX 66,102
Twin Falls city, ID 44,125
Urbandale city, IA 39,463
Vancouver city, WA 161,791
Walnut Creek city, CA 64,173
Westerville city, OH 36,120
Wichita city, KS 382,368
Wilmington city, NC 106,476
Winston-Salem city, NC 229,617

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 Ann Arbor Communications office 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."

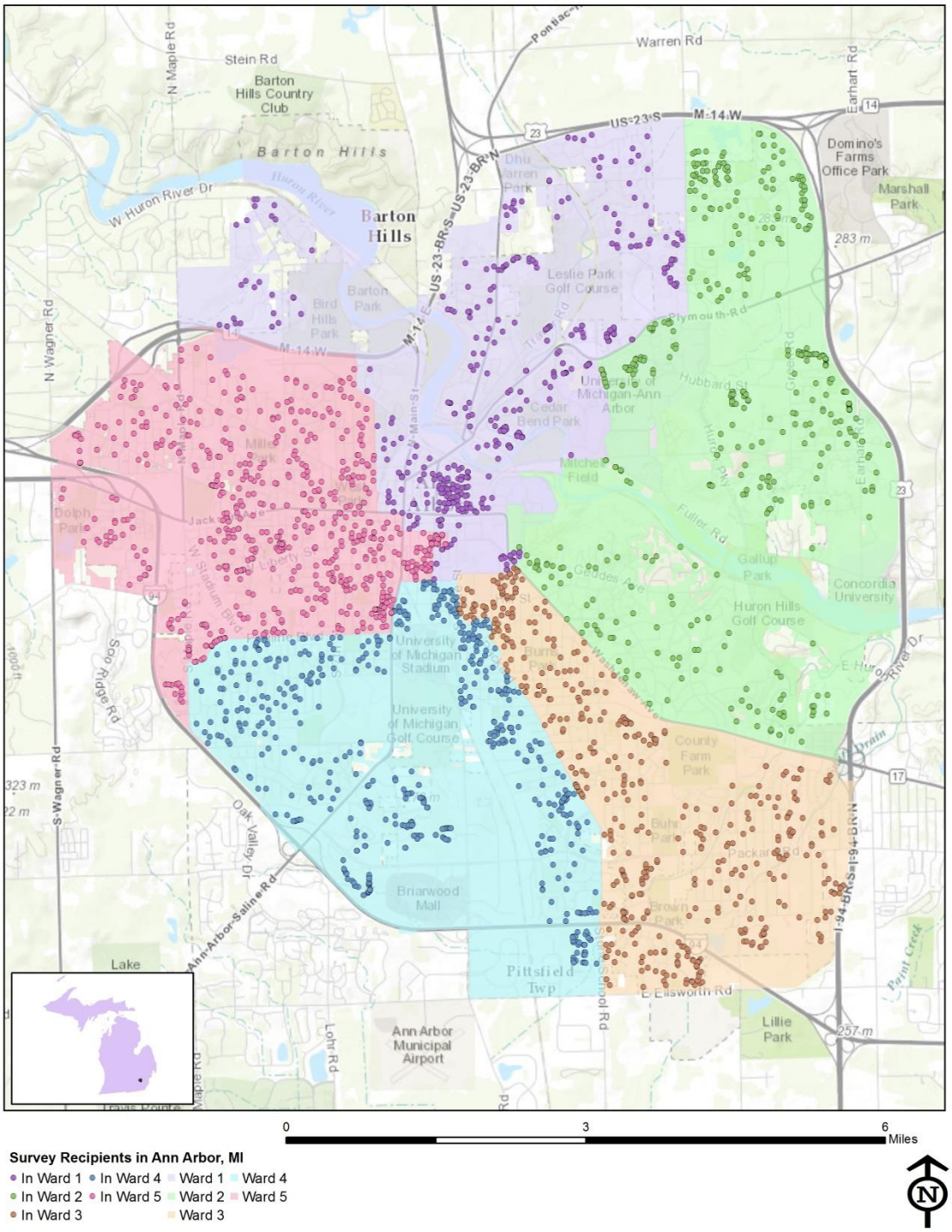
Survey Sampling

"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 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 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 over sampled 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 sampled 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 September 10, 2015. 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; respondents could opt to take the survey online. Completed surveys were collected over the following seven weeks.

About 4% 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 2,885 households that received the survey, 785 completed the survey, providing an overall response rate of 27%. Of the 785 completed surveys, 78 were completed online. Additionally, responses were tracked by Ward; response rates by Ward ranged from 18% to 33%.

Table 75: Survey Response Rates by Ward

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Ward 1	633	22	611	107	18%
Ward 2	492	12	480	148	31%
Ward 3	497	22	475	147	31%
Ward 4	633	26	607	151	25%
Ward 5	745	33	712	232	33%
Overall	3,000	115	2,885	785	27%

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.[1]

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 the entire sample (785 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

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.

Survey Data Weighting

The demographic characteristics of the survey sample 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 sample reflective of the larger population of the community. The characteristics used for weighting were housing type (attached or detached), housing tenure (rent or own), race, sex, age and ward. The results of the weighting scheme are presented in the following table.

[1] 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.

Table 76: Ann Arbor, MI 2015 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	55%	32%	54%
Own home	45%	68%	46%
Detached unit	43%	57%	44%
Attached unit	57%	43%	56%
Race and Ethnicity			
White	74%	81%	74%
Not white	26%	19%	26%
Not Hispanic	96%	97%	97%
Hispanic	4%	3%	3%
Sex and Age			
Female	51%	59%	52%
Male	49%	41%	48%
18-34 years of age	49%	21%	48%
35-54 years of age	26%	28%	26%
55+ years of age	24%	51%	25%
Females 18-34	24%	13%	26%
Females 35-54	14%	15%	12%
Females 55+	14%	31%	13%
Males 18-34	26%	8%	22%
Males 35-54	13%	12%	14%
Males 55+	11%	21%	12%
Area			
Ward 1	18%	14%	17%
Ward 2	17%	19%	17%
Ward 3	18%	19%	18%
Ward 4	22%	19%	22%
Ward 5	25%	30%	25%

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.

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 your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,

Christopher Taylor
Mayor

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September 2015

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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:**

  www.n-r-c.com/survey/annarbor2015.htm

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

Thank you for your time and participation!

Sincerely,

Christopher Taylor

Christopher Taylor
Mayor

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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:**

  www.n-r-c.com/survey/aacitizensurvey.htm

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

Thank you for your time and participation!

Sincerely,

Christopher Taylor

Christopher Taylor
Mayor

The City of Ann Arbor 2015 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:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
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:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
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:

	Very likely	*Somewhat likely*	*Somewhat unlikely*	*Very unlikely*	*Don't know*
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:

	Very safe	*Somewhat safe*	*Neither safe nor unsafe*	*Somewhat unsafe*	*Very unsafe*	*Don't know*
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:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
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:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
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.

	No	*Yes*
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?

	2 times a week or more	*2-4 times a month*	*Once a month or less*	*Not at all*
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?

	2 times a week or more	*2-4 times a month*	*Once a month or less*	*Not at all*
Attended a local public meeting	1	2	3	4
Watched (online or on television) a local public meeting	1	2	3	4

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

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
Police/Sheriff 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?

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
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:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
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:

	Essential	*Very important*	*Somewhat important*	*Not at all important*
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. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City of Ann Arbor government and its activities, events and services:

	Major source	*Minor source*	*Not a source*
City of Ann Arbor online resident newsletter (A2 City News)	1	2	3
City of Ann Arbor Website (www.a2gov.org)	1	2	3
City communications via social media (Facebook, Twitter, Pinterest, LinkedIn, YouTube)	1	2	3
City Council meetings or other public meetings	1	2	3
Contacting City Council member or other City Official	1	2	3
CodeRED emergency alert notifications	1	2	3
Local government CTN programming (online or via cable)	1	2	3
(GovDelivery) City e-mail notifications	1	2	3
Local media outlets (newspapers, radio, local TV stations)	1	2	3
Parks and Recreation Activities Guide	1	2	3
WasteWatcher online magazine	1	2	3
Water Matters newsletter	1	2	3

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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?

	Never	*Rarely*	*Sometimes*	*Usually*	*Always*
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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