

**1. Please rate your level of satisfaction or concern with the following EXISTING MUNICIPAL facilities and services:**

	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	Don't Know	Rating Average	Response Count
City Owned Buildings	<b>37.0% (81)</b>	21.0% (46)	20.5% (45)	4.1% (9)	4.1% (9)	13.2% (29)	1.00	219
Parks and Recreation	<b>44.7% (98)</b>	35.6% (78)	7.3% (16)	9.6% (21)	1.4% (3)	1.4% (3)	1.00	219
Solid Waste Collection	<b>68.0% (149)</b>	16.0% (35)	4.1% (9)	5.0% (11)	4.1% (9)	2.7% (6)	1.00	219
Recycling	<b>62.3% (137)</b>	22.7% (50)	3.6% (8)	7.3% (16)	4.1% (9)	0.0% (0)	1.00	220
Yard Waste and Compost Collection	<b>44.8% (99)</b>	21.3% (47)	8.6% (19)	8.1% (18)	10.0% (22)	7.2% (16)	1.00	221
Urban Forest (street and park trees)	<b>33.3% (73)</b>	32.4% (71)	11.4% (25)	12.8% (28)	8.2% (18)	1.8% (4)	1.00	219
						Comments?		94
						<b>answered question</b>		<b>221</b>
						<b>skipped question</b>		<b>0</b>

**2. Please rate your level of satisfaction or concern with the following EXISTING TRANSPORTATION systems and services:**

	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	Don't Know	Rating Average	Response Count
Ann Arbor Municipal Airport	16.1% (35)	5.1% (11)	21.7% (47)	1.8% (4)	2.8% (6)	<b>52.5% (114)</b>	1.00	217
Alternative Transportation (pedestrian, bicycle, public transit)	21.5% (47)	<b>36.5% (80)</b>	13.7% (30)	18.3% (40)	7.8% (17)	2.3% (5)	1.00	219
Bridges	<b>30.6% (66)</b>	27.8% (60)	18.5% (40)	13.9% (30)	4.2% (9)	5.1% (11)	1.00	216
Traffic Signals and/or Street Lighting	24.2% (53)	<b>30.1% (66)</b>	8.2% (18)	24.2% (53)	13.2% (29)	0.0% (0)	1.00	219
Parking Lots and/or Parking Structures Streets	<b>33.3% (73)</b>	25.6% (56)	14.2% (31)	14.6% (32)	10.5% (23)	1.8% (4)	1.00	219
						Comments?		119
						<b>answered question</b>		<b>219</b>
						<b>skipped question</b>		<b>2</b>

**3. Please rate your level of satisfaction or concern with the following EXISTING UTILITY systems and services:**

	<b>Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Neutral</b>	<b>Somewhat Dissatisfied</b>	<b>Dissatisfied</b>	<b>Don't Know</b>	<b>Rating Average</b>	<b>Response Count</b>
Sanitary Sewer System	<b>51.1% (112)</b>	18.3% (40)	12.8% (28)	4.6% (10)	2.3% (5)	11.0% (24)	1.00	219
Storm Sewer System	<b>39.7% (87)</b>	19.6% (43)	14.2% (31)	11.4% (25)	5.5% (12)	9.6% (21)	1.00	219
Water System	<b>58.0% (127)</b>	21.9% (48)	7.8% (17)	2.3% (5)	2.7% (6)	7.3% (16)	1.00	219
						Comments?		58
						<b>answered question</b>		<b>220</b>
						<b>skipped question</b>		<b>1</b>

#### 4. When thinking about MUNICIPAL facilities and services that exist, or are needed, do you think spending is:

	Too Little	About Right	Too Much	Don't Know	Rating Average	Response Count
City Owned Buildings (expansion, construction and renovation)	3.8% (8)	<b>45.2% (94)</b>	35.6% (74)	15.4% (32)	1.00	208
Parks and Recreation (development, enhancement and acquisition)	30.6% (64)	<b>55.0% (115)</b>	6.2% (13)	8.1% (17)	1.00	209
Solid Waste Collection (development and improvement of facilities, services and equipment)	5.8% (12)	<b>72.6% (151)</b>	6.3% (13)	15.4% (32)	1.00	208
Recycling (development and improvement of facilities, services and equipment)	12.5% (26)	<b>66.3% (138)</b>	8.2% (17)	13.0% (27)	1.00	208
Yard Waste and Compost Collection (development and improvement of facilities, services and equipment)	21.5% (44)	<b>57.6% (118)</b>	2.9% (6)	18.0% (37)	1.00	205
Urban Forest (street and park tree removal, planting and trimming)	<b>46.4% (96)</b>	38.2% (79)	2.9% (6)	12.6% (26)	1.00	207
				Comments?		42
				<b>answered question</b>		<b>209</b>
				<b>skipped question</b>		<b>12</b>

## 5. When thinking about TRANSPORTATION systems and services that exist, or are needed, do you think spending is:

	Too Little	About Right	Too Much	Don't Know	Rating Average	Response Count
Ann Arbor Municipal Airport (improvement of airfields, terminal building, access roadways, and parking lots)	4.3% (9)	19.8% (41)	13.5% (28)	<b>62.3% (129)</b>	1.00	207
Alternative Transportation (pedestrian, bicycle and public transit)	<b>51.7% (108)</b>	30.1% (63)	12.4% (26)	5.7% (12)	1.00	209
Bridges (rehabilitation and reconstruction)	24.0% (50)	<b>53.8% (112)</b>	1.4% (3)	20.7% (43)	1.00	208
New Street Development (replacement of gravel surface streets and construction of new streets)	23.9% (49)	<b>41.5% (85)</b>	8.8% (18)	25.9% (53)	1.00	205
Other Transportation (installation/modernization of traffic signals and street lighting; corridor studies)	36.8% (77)	<b>40.2% (84)</b>	5.3% (11)	17.7% (37)	1.00	209
Parking Facilities (major resurfacing, reconstruction/redevelopment of parking lots and structures)	5.8% (12)	<b>53.6% (111)</b>	31.9% (66)	8.7% (18)	1.00	207
Streets (major resurfacing/reconstruction of existing streets; intersection improvements)	<b>56.9% (119)</b>	36.4% (76)	1.4% (3)	5.3% (11)	1.00	209

Comments? 66

<b>answered question</b>	<b>209</b>
<b>skipped question</b>	<b>12</b>









**6. When thinking about UTILITY systems and services that exist, or are needed, do you think spending is:**









	<b>Too Little</b>	<b>About Right</b>	<b>Too Much</b>	<b>Don't Know</b>	<b>Rating Average</b>	<b>Response Count</b>
Sanitary Sewer System (installation, replacement, service, and reliability)	8.7% (18)	<b>56.3% (116)</b>	1.5% (3)	33.5% (69)	1.00	206
Storm Sewer System (installation, replacement, service, and reliability)	23.2% (48)	<b>44.4% (92)</b>	1.4% (3)	30.9% (64)	1.00	207
Water System (installation, replacement, service, and reliability)	10.7% (22)	<b>55.8% (115)</b>	1.5% (3)	32.0% (66)	1.00	206

Comments? 20

<b>answered question</b>	<b>208</b>
<b>skipped question</b>	<b>13</b>

**7. Considering capital needs for facilities/systems often exceed available funding, which FIVE areas do you feel should receive the most emphasis over the next two years?**

		Response Percent	Response Count
City Owned Buildings (expansion, construction and renovation)		5.8%	12
Parks and Recreation (development, enhancement and acquisition)		54.8%	114
Solid Waste Collection (development and improvement of facilities, services and equipment)		7.7%	16
Recycling (development and improvement of facilities, services and equipment)		25.0%	52
Ann Arbor Municipal Airport (improvement of airfields, terminal building, access roadways, and parking lots)		1.9%	4
Alternative Transportation (pedestrian, bicycle and public transit)		59.1%	123
Bridges (rehabilitation and reconstruction)		28.8%	60
New Street Development (replacement of gravel surface streets and construction of new streets)		16.3%	34

Other Transportation (installation/modernization of traffic signals and street lighting; corridor studies)		44.7%	93
Parking Facilities (major resurfacing, reconstruction/redevelopment of parking lots or structures)		6.3%	13
<b>Streets (major resurfacing/reconstruction of existing streets; intersection improvements)</b>		<b>65.4%</b>	<b>136</b>
Sanitary Sewer System (installation, replacement, service, and reliability)		21.6%	45
Storm Sewer System (installation, replacement, service, and reliability)		33.7%	70
Water System (installation, replacement, service, and reliability)		30.8%	64
Yard Waste and Compost Collection (development and improvement of facilities, programs and equipment)		21.6%	45
Urban Forest (street and park tree removal, planting and trimming)		49.0%	102
<b>answered question</b>			<b>208</b>


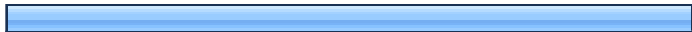






## 8. When evaluating the capital needs of the city, how important is it to consider the following questions when prioritizing proposed projects ?


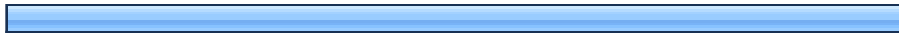
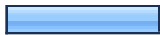


	Very Important	Somewhat Important	Not Important	Don't Know	Rating Average	Response Count
Are the city's Sustainability Framework goals improved by this project? <a href="#">click here to see goals.</a>	<b>45.4% (89)</b>	40.3% (79)	7.7% (15)	6.6% (13)	1.00	196
Does the project improve safety for the public and/or contribute to emergency preparedness?	<b>57.7% (113)</b>	36.2% (71)	3.6% (7)	2.6% (5)	1.00	196
What is the financial impact of the project?	<b>65.3% (128)</b>	31.6% (62)	1.0% (2)	2.0% (4)	1.00	196
Is there an opportunity to coordinate this project with other projects?	<b>46.2% (91)</b>	45.2% (89)	5.6% (11)	3.0% (6)	1.00	197
Does the project meet the objectives in Council-approved master plans and other plans?	32.0% (63)	<b>48.2% (95)</b>	12.2% (24)	7.6% (15)	1.00	197
Does the project address the quality of a users' experience or level of service, and/or provide a new service?	<b>45.6% (89)</b>	44.1% (86)	5.1% (10)	5.1% (10)	1.00	195
Does the project demonstrate a local example of an innovative solution or incorporate latest, best practices?	33.2% (64)	<b>42.5% (82)</b>	20.7% (40)	3.6% (7)	1.00	193

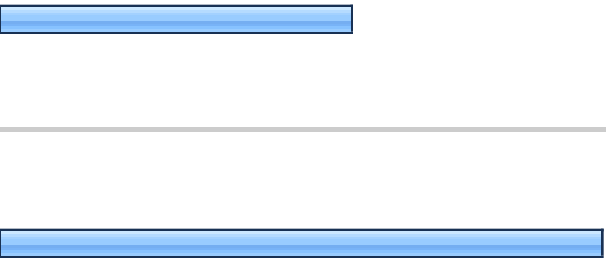
Does the project positively impact the economic development and retention of businesses in the community?	40.5% (79)	<b>45.1% (88)</b>	11.8% (23)	2.6% (5)	1.00	195
Does the project promote partnerships (public-private, intergovernmental, interjurisdictional) and/or regional coordination?	23.0% (45)	<b>50.5% (99)</b>	23.5% (46)	3.1% (6)	1.00	196
What impact does the project have on the larger network, such as improved connectivity or addressing user demand?	34.9% (68)	<b>45.6% (89)</b>	13.3% (26)	6.2% (12)	1.00	195
Will the project lower operations and maintenance costs?	<b>54.9% (107)</b>	38.5% (75)	4.1% (8)	2.6% (5)	1.00	195
					Comments?	25
<b>answered question</b>						<b>198</b>
<b>skipped question</b>						<b>23</b>

**9. Do you have ideas for new, or improvements to existing, MUNICIPAL facilities or services? Please tell us what is specifically needed in each category.**



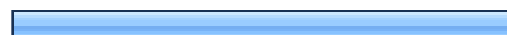
		Response Percent	Response Count
City Owned Buildings (expansion, construction and renovation)		38.3%	41
<b>Parks and Recreation (development, enhancement and acquisition)</b>		59.8%	64
Solid Waste Collection (development and improvement of facilities, services and equipment)		25.2%	27
Recycling (development and improvement of facilities, services and equipment)		44.9%	48
Yard Waste and Compost Collection (development and improvement of facilities, services and equipment)		49.5%	53
<b>Urban Forest (street and park tree removal, planting and trimming)</b>		59.8%	64
<b>answered question</b>			<b>107</b>

**10. Do you have ideas for new, or improvements to existing, TRANSPORTATION systems or services? Please tell us what is specifically needed in each category.**





		Response Percent	Response Count
Ann Arbor Municipal Airport (improvement of airfields, terminal building, access roadways, and parking lots)		12.4%	17
<b>Alternative Transportation (pedestrian, bicycle and public transit)</b>		<b>78.1%</b>	<b>107</b>
Bridges (rehabilitation and reconstruction)		13.1%	18
New Street Development (replacement of gravel surface streets and construction of new streets)		13.9%	19
Other Transportation (installation/modernization of traffic signals and street lighting; corridor studies)		35.0%	48
Parking Facilities (major			

resurfacing, reconstruction/redevelopment of parking lots and structures)		30.7%	42
Streets (major resurfacing/reconstruction of existing streets; intersection improvements)		52.6%	72
<b>answered question</b>			<b>137</b>
<b>skipped question</b>			<b>84</b>

**11. Do you have ideas for new, or improvements to existing, UTILITY systems or services? Please tell us what is specifically needed in each category.**

		<b>Response Percent</b>	<b>Response Count</b>
Sanitary Sewer System (installation, replacement, service, and reliability)		25.6%	10
<b>Storm Sewer System (installation, replacement, service, and reliability)</b>		<b>79.5%</b>	<b>31</b>
Water System (installation, replacement, service, and reliability)		43.6%	17
		<b>answered question</b>	<b>39</b>
		<b>skipped question</b>	<b>182</b>







**12. For a capital improvements program process, in what public engagement methods would you participate? (Check all that apply.)**

		Response Percent	Response Count
City-wide public meetings		31.9%	59
Neighborhood meetings		60.0%	111
Focus groups		36.8%	68
<b>Surveys and/or feedback forms</b>		<b>85.9%</b>	<b>159</b>
		Other ideas?	33
		<b>answered question</b>	<b>185</b>
		<b>skipped question</b>	<b>36</b>

**13. What groups or individuals do you feel should be represented in a focus group during the development of the Capital Improvements Plan?**

	Response Count
	86
<b>answered question</b>	<b>86</b>
<b>skipped question</b>	<b>135</b>

**14. For a capital improvements program process, what public outreach or communication methods would you use to stay informed? (Check all that apply.)**

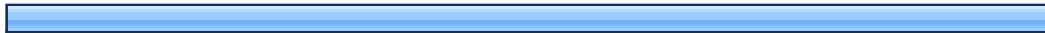





		Response Percent	Response Count
E-mail notification of program activities		92.1%	175
City website		50.0%	95
Facebook/Twitter		21.6%	41
Newsletters or mailings		46.8%	89
Online presentations		34.2%	65
Posters or notices at public facilities		16.8%	32
		Other ideas?	13
		<b>answered question</b>	<b>190</b>
		<b>skipped question</b>	<b>31</b>



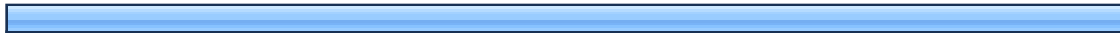

15. Have you previously viewed the city website for the Capital Improvements Plan? [click here to view.](#)

		Response Percent	Response Count
yes		32.4%	61
no		67.6%	127
		<b>answered question</b>	<b>188</b>
		<b>skipped question</b>	<b>33</b>

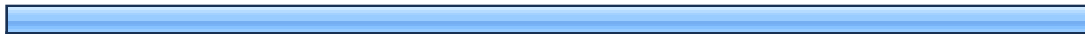






**16. How did you hear about this survey? (Check all that apply.)**

		<b>Response Percent</b>	<b>Response Count</b>
<b>E-mail notification</b>		<b>90.8%</b>	<b>168</b>
Facebook/Twitter		4.3%	8
City website		2.2%	4
Other website		1.1%	2
News media		1.1%	2
Conversation		4.9%	9
		Other source?	12
		<b>answered question</b>	<b>185</b>
		<b>skipped question</b>	<b>36</b>

## 17. Have you responded to this survey as the representative of a group or organization?

		Response Percent	Response Count
no		97.4%	187
Yes; please tell us what group or organization you represent.		2.6%	5
		<b>answered question</b>	<b>192</b>
		<b>skipped question</b>	<b>29</b>







**18. What draws you to Ann Arbor? (Check all that apply.)**

		Response Percent	Response Count	
Live in town		94.3%	182	
Work in town		58.5%	113	
Attend school		9.3%	18	
Recreation		40.9%	79	
Entertainment		40.4%	78	
Own other property		8.3%	16	
Own a business		10.4%	20	
		Other reason?	15	
			<b>answered question</b>	<b>193</b>
			<b>skipped question</b>	<b>28</b>







### 19. What is the ZIP code where you live?

	Response Count
	191
answered question	191
skipped question	30

### 20. How many years have you lived in the city of Ann Arbor?

		Response Percent	Response Count
0-2 years		5.6%	11
3-5 years		10.8%	21
6-10 years		9.7%	19
11-20 years		21.5%	42
<b>21 years or more</b>		<b>50.3%</b>	<b>98</b>
do not live in city limits		2.1%	4
		answered question	195
		skipped question	26

## 21. My age range is:

		Response Percent	Response Count
under 25		2.1%	4
25-34		14.5%	28
35-44		17.6%	34
45-54		21.8%	42
55-64		26.4%	51
65+		17.6%	34
<b>answered question</b>			<b>193</b>
<b>skipped question</b>			<b>28</b>

## 22. Please tell us if you have any additional questions or comments related to the Capital Improvements Plan.

	Response Count
	38
<b>answered question</b>	<b>38</b>
<b>skipped question</b>	<b>183</b>