

The National Citizen Survey™

Ann Arbor, MI

DRAFT Technical Appendices
2013

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Appendix A: Complete Survey Responses

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=”).

Responses excluding “don’t know”

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	55%	N=427	40%	N=308	5%	N=35	0%	N=2	100%	N=772
Your neighborhood as a place to live	46%	N=357	42%	N=320	10%	N=80	1%	N=10	100%	N=767
Ann Arbor as a place to raise children	53%	N=328	39%	N=238	7%	N=41	1%	N=9	100%	N=615
Ann Arbor as a place to work	44%	N=315	42%	N=297	11%	N=79	3%	N=22	100%	N=713
Ann Arbor as a place to visit	39%	N=291	39%	N=288	18%	N=135	4%	N=33	100%	N=746
Ann Arbor as a place to retire	34%	N=190	37%	N=207	20%	N=109	10%	N=53	100%	N=560
The overall quality of life in Ann Arbor	47%	N=362	45%	N=344	8%	N=58	0%	N=4	100%	N=768

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	34%	N=264	55%	N=422	10%	N=75	1%	N=12	100%	N=773
Overall ease of getting to the places you usually have to visit	21%	N=159	51%	N=397	23%	N=179	5%	N=38	100%	N=772
Quality of overall natural environment in Ann Arbor	49%	N=374	43%	N=332	7%	N=52	1%	N=6	100%	N=763
Overall “built environment” of Ann Arbor (including overall design, buildings, parks and transportation systems)	18%	N=136	56%	N=427	22%	N=170	4%	N=32	100%	N=765
Health and wellness opportunities in Ann Arbor	50%	N=356	41%	N=294	9%	N=64	1%	N=4	100%	N=719
Overall opportunities for education and enrichment	70%	N=524	24%	N=184	5%	N=35	1%	N=9	100%	N=752
Overall economic health of Ann Arbor	27%	N=186	56%	N=394	16%	N=110	1%	N=10	100%	N=700
Sense of community	25%	N=189	44%	N=328	27%	N=199	4%	N=32	100%	N=749
Overall image or reputation of Ann Arbor	44%	N=337	47%	N=359	7%	N=54	1%	N=9	100%	N=760

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	63%	N=480	31%	N=235	4%	N=29	3%	N=22	100%	N=767
Remain in Ann Arbor for the next five years	52%	N=383	25%	N=182	11%	N=79	13%	N=95	100%	N=739

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	82%	N=633	14%	N=111	2%	N=14	2%	N=12	0%	N=0	100%	N=771
In Ann Arbor's downtown/commercial area during the day	68%	N=518	25%	N=188	5%	N=36	2%	N=19	0%	N=3	100%	N=764

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Ann Arbor as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	4%	N=27	36%	N=273	41%	N=314	20%	N=150	100%	N=765
Ease of public parking	8%	N=57	29%	N=216	38%	N=284	26%	N=194	100%	N=751
Ease of travel by car in Ann Arbor	8%	N=62	43%	N=327	39%	N=291	10%	N=76	100%	N=756
Ease of travel by public transportation in Ann Arbor	16%	N=98	45%	N=272	29%	N=178	9%	N=57	100%	N=606
Ease of travel by bicycle in Ann Arbor	17%	N=97	45%	N=260	31%	N=178	7%	N=42	100%	N=576
Ease of walking in Ann Arbor	37%	N=280	49%	N=371	12%	N=90	2%	N=16	100%	N=758
Availability of paths and walking trails	38%	N=279	43%	N=313	16%	N=116	3%	N=19	100%	N=728
Air quality	36%	N=262	53%	N=387	11%	N=78	1%	N=9	100%	N=736
Cleanliness of Ann Arbor	30%	N=232	52%	N=400	15%	N=114	3%	N=24	100%	N=771
Overall appearance of Ann Arbor	32%	N=246	55%	N=425	11%	N=82	2%	N=15	100%	N=768
Public places where people want to spend time	30%	N=228	49%	N=374	17%	N=128	4%	N=29	100%	N=758
Variety of housing options	12%	N=89	39%	N=283	37%	N=268	11%	N=80	100%	N=720
Availability of affordable quality housing	6%	N=43	22%	N=152	41%	N=280	31%	N=215	100%	N=689
Fitness opportunities (including exercise classes and paths or trails, etc.)	40%	N=299	43%	N=320	15%	N=111	1%	N=10	100%	N=740
Recreational opportunities	40%	N=301	43%	N=318	15%	N=112	2%	N=12	100%	N=743
Availability of affordable quality food	32%	N=248	45%	N=342	19%	N=145	4%	N=32	100%	N=766
Availability of affordable quality health care	40%	N=275	37%	N=253	17%	N=118	5%	N=35	100%	N=681
Availability of preventive health services	43%	N=271	38%	N=241	17%	N=108	2%	N=14	100%	N=634
Availability of affordable quality mental health care	29%	N=120	38%	N=159	23%	N=96	10%	N=43	100%	N=418

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	18%	N=53	45%	N=134	24%	N=71	13%	N=37	100%	N=295
K-12 education	35%	N=141	51%	N=205	12%	N=48	3%	N=10	100%	N=404
Adult educational opportunities	42%	N=249	48%	N=282	10%	N=58	1%	N=4	100%	N=592
Opportunities to attend cultural/arts/music activities	59%	N=440	33%	N=245	7%	N=54	0%	N=4	100%	N=743
Opportunities to participate in religious or spiritual events and activities	47%	N=256	41%	N=225	11%	N=59	2%	N=9	100%	N=549
Employment opportunities	12%	N=76	51%	N=317	29%	N=182	7%	N=45	100%	N=620
Shopping opportunities	27%	N=205	48%	N=370	20%	N=156	4%	N=33	100%	N=764
Cost of living in Ann Arbor	3%	N=24	28%	N=216	48%	N=362	21%	N=158	100%	N=759
Overall quality of business and service establishments in Ann Arbor	23%	N=169	60%	N=448	17%	N=123	1%	N=5	100%	N=746
Vibrant downtown/commercial area	37%	N=277	46%	N=349	15%	N=110	2%	N=15	100%	N=751
Overall quality of new development in Ann Arbor	18%	N=118	45%	N=292	26%	N=167	12%	N=76	100%	N=653
Opportunities to participate in social events and activities	35%	N=251	47%	N=338	16%	N=115	3%	N=21	100%	N=726
Opportunities to volunteer	41%	N=260	43%	N=270	14%	N=91	1%	N=8	100%	N=629
Opportunities to participate in community matters	31%	N=177	46%	N=264	20%	N=113	4%	N=22	100%	N=576
Openness and acceptance of the community toward people of diverse backgrounds	43%	N=307	41%	N=293	14%	N=100	3%	N=21	100%	N=722
Neighborliness of Ann Arbor	22%	N=162	47%	N=345	25%	N=185	5%	N=38	100%	N=729

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	25%	N=195	75%	N=574	100%	N=769
Made efforts to make your home more energy efficient	27%	N=212	73%	N=559	100%	N=771
Observed a code violation or other hazard in Ann Arbor	59%	N=453	41%	N=311	100%	N=764
Household member was a victim of a crime	90%	N=686	10%	N=80	100%	N=766
Reported a crime to the police	85%	N=651	15%	N=114	100%	N=765
Stocked supplies in preparation for an emergency	80%	N=614	20%	N=149	100%	N=763
Campaigned or advocated for an issue, cause or candidate	76%	N=584	24%	N=183	100%	N=767
Contacted Ann Arbor (in-person, phone, email or web) for help or information	63%	N=483	37%	N=285	100%	N=768
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	85%	N=652	15%	N=115	100%	N=766

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	12%	N=89	19%	N=146	30%	N=230	39%	N=291	100%	N=755
Visited a neighborhood park or City park	23%	N=172	36%	N=271	32%	N=239	10%	N=75	100%	N=757
Used Ann Arbor public libraries or their services	16%	N=120	30%	N=226	25%	N=188	30%	N=225	100%	N=759
Participated in religious or spiritual activities in Ann Arbor	12%	N=88	18%	N=140	18%	N=136	52%	N=400	100%	N=764
Attended a City-sponsored event	2%	N=15	9%	N=71	49%	N=368	40%	N=300	100%	N=754
Used bus, rail, subway or other public transportation instead of driving	25%	N=194	11%	N=86	24%	N=184	39%	N=301	100%	N=766
Carpooled with other adults or children instead of driving alone	11%	N=84	21%	N=156	20%	N=154	48%	N=364	100%	N=758
Walked or biked instead of driving	43%	N=332	18%	N=139	21%	N=163	17%	N=130	100%	N=764
Volunteered your time to some group/activity in Ann Arbor	12%	N=92	14%	N=107	26%	N=199	48%	N=364	100%	N=762
Talked to or visited with your immediate neighbors	30%	N=230	28%	N=211	27%	N=205	16%	N=120	100%	N=766

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=0	1%	N=10	13%	N=101	85%	N=651	100%	N=762
Watched (online or on television) a local public meeting	1%	N=10	3%	N=26	15%	N=112	81%	N=616	100%	N=764

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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	27%	N=145	53%	N=291	17%	N=93	3%	N=17	100%	N=546
Fire services	37%	N=153	52%	N=216	10%	N=41	1%	N=3	100%	N=413
Ambulance or emergency medical services	44%	N=188	51%	N=217	5%	N=23	0%	N=1	100%	N=429
Crime prevention	19%	N=96	52%	N=266	24%	N=122	5%	N=27	100%	N=511
Fire prevention and education	23%	N=83	54%	N=194	20%	N=73	3%	N=11	100%	N=360
Traffic enforcement	12%	N=73	47%	N=291	28%	N=173	14%	N=86	100%	N=623
Street repair	4%	N=30	20%	N=150	35%	N=256	41%	N=298	100%	N=734
Street cleaning	12%	N=86	45%	N=319	33%	N=232	10%	N=74	100%	N=711
Street lighting	14%	N=106	49%	N=365	26%	N=197	11%	N=81	100%	N=750
Snow removal	13%	N=90	40%	N=273	29%	N=199	17%	N=117	100%	N=680
Sidewalk maintenance	12%	N=86	43%	N=312	32%	N=232	13%	N=94	100%	N=723
Traffic signal timing	10%	N=74	36%	N=263	33%	N=244	20%	N=147	100%	N=728
Bus or transit services	27%	N=158	51%	N=299	19%	N=110	4%	N=23	100%	N=591
Garbage collection	39%	N=285	49%	N=359	9%	N=68	2%	N=18	100%	N=729
Recycling	47%	N=349	42%	N=312	8%	N=59	2%	N=15	100%	N=736
Yard waste pick-up	36%	N=181	44%	N=219	14%	N=69	6%	N=32	100%	N=500
Storm drainage	16%	N=92	51%	N=289	24%	N=138	9%	N=51	100%	N=571
Drinking water	40%	N=292	44%	N=326	13%	N=94	3%	N=23	100%	N=735
Sewer services	33%	N=194	52%	N=303	13%	N=76	2%	N=13	100%	N=585
Power (electric and/or gas) utility	22%	N=153	56%	N=394	17%	N=117	5%	N=36	100%	N=701
Utility billing	22%	N=148	53%	N=361	20%	N=137	5%	N=35	100%	N=681
City parks	50%	N=357	40%	N=288	10%	N=71	1%	N=4	100%	N=720
Recreation programs or classes	40%	N=203	47%	N=240	12%	N=59	1%	N=6	100%	N=508
Recreation centers or facilities	34%	N=186	53%	N=285	11%	N=62	1%	N=7	100%	N=539
Land use, planning and zoning	14%	N=74	40%	N=216	34%	N=182	12%	N=63	100%	N=534
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=49	43%	N=207	31%	N=150	16%	N=76	100%	N=481
Animal control	19%	N=86	54%	N=239	20%	N=89	6%	N=28	100%	N=442
Economic development	15%	N=84	54%	N=296	25%	N=137	6%	N=31	100%	N=548
Health services	40%	N=244	47%	N=289	11%	N=68	1%	N=8	100%	N=609
Public library services	58%	N=378	33%	N=212	8%	N=50	1%	N=9	100%	N=649
Public information services	22%	N=109	57%	N=285	19%	N=98	2%	N=12	100%	N=503
Cable television	15%	N=77	43%	N=219	24%	N=123	18%	N=90	100%	N=509
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=50	51%	N=184	26%	N=93	9%	N=32	100%	N=360
Preservation of natural areas such as open space, farmlands and greenbelts	31%	N=191	46%	N=281	20%	N=124	3%	N=18	100%	N=614
Ann Arbor open space	30%	N=186	44%	N=279	22%	N=139	4%	N=25	100%	N=630
City-sponsored special events	30%	N=159	50%	N=265	17%	N=89	2%	N=13	100%	N=525
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	21%	N=118	56%	N=317	19%	N=105	4%	N=24	100%	N=565

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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	61%	N=431	16%	N=115	2%	N=16	100%	N=705
The Federal Government	6%	N=36	44%	N=277	39%	N=246	12%	N=78	100%	N=637

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	13%	N=75	45%	N=269	30%	N=176	13%	N=77	100%	N=598
The overall direction that Ann Arbor is taking	13%	N=85	53%	N=350	26%	N=171	8%	N=52	100%	N=657
The job Ann Arbor government does at welcoming citizen involvement	16%	N=85	45%	N=240	31%	N=166	9%	N=48	100%	N=539
Overall confidence in Ann Arbor government	13%	N=87	47%	N=302	29%	N=190	10%	N=67	100%	N=645
Generally acting in the best interest of the community	14%	N=89	50%	N=313	28%	N=175	8%	N=48	100%	N=625
Being honest	16%	N=84	51%	N=268	25%	N=135	8%	N=42	100%	N=529
Treating all residents fairly	17%	N=94	49%	N=268	24%	N=135	10%	N=56	100%	N=553

Table 13: Custom Question 1

Which resources do you rely on for news and information about the City of Ann Arbor? (Please check all that apply).	Percent	Number
City online resident newsletter (A2) City News	17%	N=128
(GovDelivery) City e-mail notifications	6%	N=47
Local radio stations	41%	N=316
Online newspaper/media	55%	N=418
Print newspaper	37%	N=287
None of the above	8%	N=60
Other	8%	N=62
City Website (www.a2gov.org)	44%	N=334
City social media (Facebook, Twitter, Pinterest, LinkedIn)	15%	N=112
City Council member	5%	N=38
City meetings (City Council, Boards and Commissions, Public Meetings, etc.)	5%	N=35
City print publications (Parks and Recreation Activities Guide, Water Matters, WasteWatcher Guide)	35%	N=271
CodeRED emergency alert notifications	11%	N=85
Community Television Network (CTN) programming via cable television	9%	N=69
Community Television Network (CTN) programming via online video streaming or Video on Demand	3%	N=20
Total	100%	N=766

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

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Table 14: 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	
Recycled at home	2%	N=18	2%	N=17	5%	N=33	17%	N=120	74%	N=526	100%	N=714
Purchased goods or services from a business located in Ann Arbor	0%	N=3	2%	N=11	16%	N=111	48%	N=340	35%	N=250	100%	N=714
Ate at least 5 portions of fruits and vegetables a day	2%	N=16	8%	N=60	31%	N=220	40%	N=286	18%	N=128	100%	N=710
Participated in moderate or vigorous physical activity	1%	N=10	10%	N=70	27%	N=195	38%	N=272	23%	N=164	100%	N=711
Read or watched local news (via television, paper, computer, etc.)	5%	N=35	20%	N=139	24%	N=172	25%	N=180	26%	N=182	100%	N=708
Voted in local elections	22%	N=154	11%	N=76	13%	N=93	21%	N=147	34%	N=241	100%	N=710

Table 15: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	29%	N=205
Very good	47%	N=339
Good	19%	N=139
Fair	4%	N=31
Poor	0%	N=2
Total	100%	N=715

Table 16: 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	3%	N=23
Somewhat positive	21%	N=148
Neutral	61%	N=426
Somewhat negative	14%	N=95
Very negative	1%	N=9
Total	100%	N=702

Table 17: Question D4

What is your employment status?	Percent	Number
Working full time for pay	59%	N=417
Working part time for pay	16%	N=111
Unemployed, looking for paid work	4%	N=26
Unemployed, not looking for paid work	8%	N=57
Fully retired	13%	N=90
Total	100%	N=702

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Table 18: Question D5

Do you work inside the boundaries of Ann Arbor?	Percent	Number
Yes, outside the home	59%	N=400
Yes, from home	9%	N=59
No	32%	N=221
Total	100%	N=680

Table 19: Question D6

How many years have you lived in Ann Arbor?	Percent	Number
Less than 2 years	22%	N=159
2 to 5 years	25%	N=181
6 to 10 years	12%	N=88
11 to 20 years	13%	N=90
More than 20 years	27%	N=196
Total	100%	N=714

Table 20: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=312
Building with two or more homes (duplex, townhome, apartment or condominium)	56%	N=398
Mobile home	0%	N=1
Other	1%	N=5
Total	100%	N=716

Table 21: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	55%	N=389
Owned	45%	N=322
Total	100%	N=711

Table 22: 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=14
\$300 to \$599 per month	10%	N=71
\$600 to \$999 per month	30%	N=206
\$1,000 to \$1,499 per month	34%	N=236
\$1,500 to \$2,499 per month	17%	N=115
\$2,500 or more per month	7%	N=47
Total	100%	N=688

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Table 23: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	76%	N=546
Yes	24%	N=168
Total	100%	N=714

Table 24: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	85%	N=605
Yes	15%	N=111
Total	100%	N=716

Table 25: 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	20%	N=137
\$25,000 to \$49,999	24%	N=165
\$50,000 to \$99,999	30%	N=206
\$100,000 to \$149,999	12%	N=79
\$150,000 or more	13%	N=90
Total	100%	N=678

Table 26: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=679
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=20
Total	100%	N=699

Table 27: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=4
Asian, Asian Indian or Pacific Islander	15%	N=107
Black or African American	4%	N=30
White	78%	N=550
Other	6%	N=41

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

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Table 28: Question D15

In which category is your age?	Percent	Number
18 to 24 years	16%	N=111
25 to 34 years	39%	N=273
35 to 44 years	12%	N=84
45 to 54 years	11%	N=80
55 to 64 years	9%	N=66
65 to 74 years	7%	N=50
75 years or older	6%	N=44
Total	100%	N=707

Table 29: Question D16

What is your sex?	Percent	Number
Female	52%	N=363
Male	48%	N=341
Total	100%	N=704

Table 30: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	74%	N=526
Land line	16%	N=112
Both	10%	N=73
Total	100%	N=712

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 31: 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	55%	N=427	40%	N=308	5%	N=35	0%	N=2	0%	N=0	100%	N=772
Your neighborhood as a place to live	46%	N=357	42%	N=320	10%	N=80	1%	N=10	0%	N=2	100%	N=769
Ann Arbor as a place to raise children	43%	N=328	31%	N=238	5%	N=41	1%	N=9	20%	N=151	100%	N=766
Ann Arbor as a place to work	41%	N=315	39%	N=297	10%	N=79	3%	N=22	7%	N=52	100%	N=765
Ann Arbor as a place to visit	38%	N=291	37%	N=288	18%	N=135	4%	N=33	3%	N=23	100%	N=769
Ann Arbor as a place to retire	25%	N=190	27%	N=207	14%	N=109	7%	N=53	26%	N=200	100%	N=760
The overall quality of life in Ann Arbor	47%	N=362	45%	N=344	8%	N=58	0%	N=4	0%	N=1	100%	N=770

Table 32: 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	34%	N=264	55%	N=422	10%	N=75	1%	N=12	0%	N=0	100%	N=773
Overall ease of getting to the places you usually have to visit	21%	N=159	51%	N=397	23%	N=179	5%	N=38	0%	N=0	100%	N=773
Quality of overall natural environment in Ann Arbor	49%	N=374	43%	N=332	7%	N=52	1%	N=6	1%	N=4	100%	N=767
Overall “built environment” of Ann Arbor (including overall design, buildings, parks and transportation systems)	18%	N=136	56%	N=427	22%	N=170	4%	N=32	0%	N=4	100%	N=769
Health and wellness opportunities in Ann Arbor	46%	N=356	38%	N=294	8%	N=64	1%	N=4	6%	N=50	100%	N=769
Overall opportunities for education and enrichment	68%	N=524	24%	N=184	5%	N=35	1%	N=9	2%	N=16	100%	N=768
Overall economic health of Ann Arbor	24%	N=186	51%	N=394	14%	N=110	1%	N=10	9%	N=67	100%	N=767
Sense of community	25%	N=189	43%	N=328	26%	N=199	4%	N=32	2%	N=16	100%	N=765
Overall image or reputation of Ann Arbor	44%	N=337	47%	N=359	7%	N=54	1%	N=9	1%	N=7	100%	N=767

Table 33: 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	62%	N=480	31%	N=235	4%	N=29	3%	N=22	0%	N=4	100%	N=771
Remain in Ann Arbor for the next five years	50%	N=383	24%	N=182	10%	N=79	12%	N=95	4%	N=30	100%	N=769

Table 34: 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	82%	N=633	14%	N=111	2%	N=14	2%	N=12	0%	N=0	0%	N=0	100%	N=771
In Ann Arbor's downtown/commercial area during the day	67%	N=518	25%	N=188	5%	N=36	2%	N=19	0%	N=3	1%	N=4	100%	N=768

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Table 35: 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	4%	N=27	35%	N=273	41%	N=314	19%	N=150	1%	N=7	100%	N=772
Ease of public parking	7%	N=57	28%	N=216	37%	N=284	25%	N=194	3%	N=19	100%	N=771
Ease of travel by car in Ann Arbor	8%	N=62	43%	N=327	38%	N=291	10%	N=76	2%	N=12	100%	N=768
Ease of travel by public transportation in Ann Arbor	13%	N=98	36%	N=272	23%	N=178	8%	N=57	20%	N=155	100%	N=761
Ease of travel by bicycle in Ann Arbor	13%	N=97	34%	N=260	23%	N=178	5%	N=42	25%	N=190	100%	N=766
Ease of walking in Ann Arbor	37%	N=280	49%	N=371	12%	N=90	2%	N=16	1%	N=7	100%	N=764
Availability of paths and walking trails	36%	N=279	41%	N=313	15%	N=116	2%	N=19	5%	N=42	100%	N=770
Air quality	34%	N=262	50%	N=387	10%	N=78	1%	N=9	4%	N=34	100%	N=770
Cleanliness of Ann Arbor	30%	N=232	52%	N=400	15%	N=114	3%	N=24	0%	N=1	100%	N=773
Overall appearance of Ann Arbor	32%	N=246	55%	N=425	11%	N=82	2%	N=15	0%	N=1	100%	N=769
Public places where people want to spend time	30%	N=228	49%	N=374	17%	N=128	4%	N=29	1%	N=11	100%	N=769
Variety of housing options	12%	N=89	37%	N=283	35%	N=268	10%	N=80	6%	N=48	100%	N=768
Availability of affordable quality housing	6%	N=43	20%	N=152	37%	N=280	28%	N=215	10%	N=77	100%	N=766
Fitness opportunities (including exercise classes and paths or trails, etc.)	39%	N=299	42%	N=320	14%	N=111	1%	N=10	4%	N=29	100%	N=768
Recreational opportunities	39%	N=301	41%	N=318	15%	N=112	2%	N=12	3%	N=24	100%	N=768
Availability of affordable quality food	32%	N=248	44%	N=342	19%	N=145	4%	N=32	0%	N=3	100%	N=770
Availability of affordable quality health care	36%	N=275	33%	N=253	15%	N=118	5%	N=35	11%	N=88	100%	N=769
Availability of preventive health services	35%	N=271	31%	N=241	14%	N=108	2%	N=14	17%	N=133	100%	N=766
Availability of affordable quality mental health care	16%	N=120	21%	N=159	13%	N=96	6%	N=43	45%	N=348	100%	N=766

Table 36: 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	7%	N=53	17%	N=134	9%	N=71	5%	N=37	61%	N=470	100%	N=765
K-12 education	18%	N=141	27%	N=205	6%	N=48	1%	N=10	47%	N=358	100%	N=762
Adult educational opportunities	33%	N=249	37%	N=282	8%	N=58	0%	N=4	21%	N=162	100%	N=754
Opportunities to attend cultural/arts/music activities	57%	N=440	32%	N=245	7%	N=54	0%	N=4	3%	N=23	100%	N=766
Opportunities to participate in religious or spiritual events and activities	34%	N=256	29%	N=225	8%	N=59	1%	N=9	28%	N=214	100%	N=764
Employment opportunities	10%	N=76	42%	N=317	24%	N=182	6%	N=45	19%	N=143	100%	N=763
Shopping opportunities	27%	N=205	48%	N=370	20%	N=156	4%	N=33	1%	N=4	100%	N=768
Cost of living in Ann Arbor	3%	N=24	28%	N=216	47%	N=362	21%	N=158	1%	N=5	100%	N=765
Overall quality of business and service establishments in Ann Arbor	22%	N=169	58%	N=448	16%	N=123	1%	N=5	3%	N=22	100%	N=768
Vibrant downtown/commercial area	36%	N=277	46%	N=349	14%	N=110	2%	N=15	2%	N=14	100%	N=766
Overall quality of new development in Ann Arbor	15%	N=118	38%	N=292	22%	N=167	10%	N=76	15%	N=112	100%	N=765
Opportunities to participate in social events and activities	33%	N=251	44%	N=338	15%	N=115	3%	N=21	5%	N=37	100%	N=763
Opportunities to volunteer	34%	N=260	35%	N=270	12%	N=91	1%	N=8	17%	N=132	100%	N=761
Opportunities to participate in community matters	23%	N=177	35%	N=264	15%	N=113	3%	N=22	24%	N=182	100%	N=758
Openness and acceptance of the community toward people of diverse backgrounds	40%	N=307	39%	N=293	13%	N=100	3%	N=21	5%	N=38	100%	N=760
Neighborliness of Ann Arbor	21%	N=162	46%	N=345	24%	N=185	5%	N=38	4%	N=29	100%	N=759

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Table 37: 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	25%	N=195	75%	N=574	100%	N=769
Made efforts to make your home more energy efficient	27%	N=212	73%	N=559	100%	N=771
Observed a code violation or other hazard in Ann Arbor	59%	N=453	41%	N=311	100%	N=764
Household member was a victim of a crime	90%	N=686	10%	N=80	100%	N=766
Reported a crime to the police	85%	N=651	15%	N=114	100%	N=765
Stocked supplies in preparation for an emergency	80%	N=614	20%	N=149	100%	N=763
Campaigned or advocated for an issue, cause or candidate	76%	N=584	24%	N=183	100%	N=767
Contacted Ann Arbor (in-person, phone, email or web) for help or information	63%	N=483	37%	N=285	100%	N=768
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	85%	N=652	15%	N=115	100%	N=766

Table 38: 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	12%	N=89	19%	N=146	30%	N=230	39%	N=291	100%	N=755
Visited a neighborhood park or City park	23%	N=172	36%	N=271	32%	N=239	10%	N=75	100%	N=757
Used Ann Arbor public libraries or their services	16%	N=120	30%	N=226	25%	N=188	30%	N=225	100%	N=759
Participated in religious or spiritual activities in Ann Arbor	12%	N=88	18%	N=140	18%	N=136	52%	N=400	100%	N=764
Attended a City-sponsored event	2%	N=15	9%	N=71	49%	N=368	40%	N=300	100%	N=754
Used bus, rail, subway or other public transportation instead of driving	25%	N=194	11%	N=86	24%	N=184	39%	N=301	100%	N=766
Carpooled with other adults or children instead of driving alone	11%	N=84	21%	N=156	20%	N=154	48%	N=364	100%	N=758
Walked or biked instead of driving	43%	N=332	18%	N=139	21%	N=163	17%	N=130	100%	N=764
Volunteered your time to some group/activity in Ann Arbor	12%	N=92	14%	N=107	26%	N=199	48%	N=364	100%	N=762
Talked to or visited with your immediate neighbors	30%	N=230	28%	N=211	27%	N=205	16%	N=120	100%	N=766

Table 39: 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=0	1%	N=10	13%	N=101	85%	N=651	100%	N=762
Watched (online or on television) a local public meeting	1%	N=10	3%	N=26	15%	N=112	81%	N=616	100%	N=764

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Table 40: 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	19%	N=145	38%	N=291	12%	N=93	2%	N=17	28%	N=212	100%	N=758
Fire services	20%	N=153	28%	N=216	5%	N=41	0%	N=3	46%	N=346	100%	N=759
Ambulance or emergency medical services	25%	N=188	28%	N=217	3%	N=23	0%	N=1	44%	N=332	100%	N=761
Crime prevention	13%	N=96	35%	N=266	16%	N=122	4%	N=27	32%	N=243	100%	N=754
Fire prevention and education	11%	N=83	26%	N=194	10%	N=73	1%	N=11	52%	N=395	100%	N=755
Traffic enforcement	10%	N=73	38%	N=291	23%	N=173	11%	N=86	18%	N=134	100%	N=757
Street repair	4%	N=30	20%	N=150	34%	N=256	39%	N=298	4%	N=29	100%	N=763
Street cleaning	11%	N=86	42%	N=319	31%	N=232	10%	N=74	6%	N=48	100%	N=759
Street lighting	14%	N=106	48%	N=365	26%	N=197	11%	N=81	2%	N=15	100%	N=765
Snow removal	12%	N=90	36%	N=273	26%	N=199	15%	N=117	11%	N=81	100%	N=761
Sidewalk maintenance	11%	N=86	41%	N=312	30%	N=232	12%	N=94	5%	N=40	100%	N=763
Traffic signal timing	10%	N=74	35%	N=263	32%	N=244	19%	N=147	4%	N=29	100%	N=758
Bus or transit services	21%	N=158	40%	N=299	15%	N=110	3%	N=23	22%	N=166	100%	N=757
Garbage collection	37%	N=285	47%	N=359	9%	N=68	2%	N=18	5%	N=38	100%	N=766
Recycling	46%	N=349	41%	N=312	8%	N=59	2%	N=15	4%	N=30	100%	N=766
Yard waste pick-up	24%	N=181	29%	N=219	9%	N=69	4%	N=32	34%	N=260	100%	N=760
Storm drainage	12%	N=92	38%	N=289	18%	N=138	7%	N=51	25%	N=186	100%	N=757
Drinking water	38%	N=292	43%	N=326	12%	N=94	3%	N=23	4%	N=27	100%	N=762
Sewer services	26%	N=194	40%	N=303	10%	N=76	2%	N=13	23%	N=171	100%	N=756
Power (electric and/or gas) utility	20%	N=153	52%	N=394	15%	N=117	5%	N=36	8%	N=58	100%	N=759
Utility billing	19%	N=148	48%	N=361	18%	N=137	5%	N=35	10%	N=77	100%	N=758
City parks	47%	N=357	38%	N=288	9%	N=71	0%	N=4	5%	N=42	100%	N=762
Recreation programs or classes	27%	N=203	32%	N=240	8%	N=59	1%	N=6	33%	N=249	100%	N=758
Recreation centers or facilities	25%	N=186	38%	N=285	8%	N=62	1%	N=7	29%	N=218	100%	N=758
Land use, planning and zoning	10%	N=74	28%	N=216	24%	N=182	8%	N=63	30%	N=228	100%	N=762
Code enforcement (weeds, abandoned buildings, etc.)	6%	N=49	27%	N=207	20%	N=150	10%	N=76	36%	N=273	100%	N=755
Animal control	11%	N=86	31%	N=239	12%	N=89	4%	N=28	42%	N=317	100%	N=759
Economic development	11%	N=84	39%	N=296	18%	N=137	4%	N=31	27%	N=206	100%	N=754
Health services	32%	N=244	38%	N=289	9%	N=68	1%	N=8	20%	N=149	100%	N=758
Public library services	50%	N=378	28%	N=212	7%	N=50	1%	N=9	15%	N=114	100%	N=764
Public information services	14%	N=109	38%	N=285	13%	N=98	2%	N=12	33%	N=250	100%	N=753
Cable television	10%	N=77	29%	N=219	16%	N=123	12%	N=90	32%	N=243	100%	N=752
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	N=50	24%	N=184	12%	N=93	4%	N=32	52%	N=394	100%	N=754
Preservation of natural areas such as open space, farmlands and greenbelts	25%	N=191	37%	N=281	16%	N=124	2%	N=18	19%	N=143	100%	N=757
Ann Arbor open space	25%	N=186	37%	N=279	18%	N=139	3%	N=25	17%	N=126	100%	N=755
City-sponsored special events	22%	N=159	36%	N=265	12%	N=89	2%	N=13	28%	N=207	100%	N=732
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	16%	N=118	43%	N=317	14%	N=105	3%	N=24	24%	N=181	100%	N=746

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Table 41: 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	57%	N=431	15%	N=115	2%	N=16	7%	N=54	100%	N=759
The Federal Government	5%	N=36	37%	N=277	32%	N=246	10%	N=78	16%	N=122	100%	N=758

Table 42: 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=75	36%	N=269	23%	N=176	10%	N=77	21%	N=160	100%	N=757
The overall direction that Ann Arbor is taking	11%	N=85	46%	N=350	23%	N=171	7%	N=52	13%	N=100	100%	N=757
The job Ann Arbor government does at welcoming citizen involvement	11%	N=85	32%	N=240	22%	N=166	6%	N=48	28%	N=214	100%	N=753
Overall confidence in Ann Arbor government	11%	N=87	40%	N=302	25%	N=190	9%	N=67	15%	N=112	100%	N=757
Generally acting in the best interest of the community	12%	N=89	41%	N=313	23%	N=175	6%	N=48	17%	N=131	100%	N=757
Being honest	11%	N=84	36%	N=268	18%	N=135	6%	N=42	30%	N=226	100%	N=755
Treating all residents fairly	12%	N=94	35%	N=268	18%	N=135	7%	N=56	27%	N=204	100%	N=756

Table 43: Custom Question 1

Which resources do you rely on for news and information about the City of Ann Arbor? (Please check all that apply).	Percent	Number
City online resident newsletter (A2) City News	17%	N=128
(GovDelivery) City e-mail notifications	6%	N=47
Local radio stations	41%	N=316
Online newspaper/media	55%	N=418
Print newspaper	37%	N=287
None of the above	8%	N=60
Other	8%	N=62
City Website (www.a2gov.org)	44%	N=334
City social media (Facebook, Twitter, Pinterest, LinkedIn)	15%	N=112
City Council member	5%	N=38
City meetings (City Council, Boards and Commissions, Public Meetings, etc.)	5%	N=35
City print publications (Parks and Recreation Activities Guide, Water Matters, WasteWatcher Guide)	35%	N=271
CodeRED emergency alert notifications	11%	N=85
Community Television Network (CTN) programming via cable television	9%	N=69
Community Television Network (CTN) programming via online video streaming or Video on Demand	3%	N=20
Total	100%	N=766

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

Table 44: 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	
Recycled at home	2%	N=18	2%	N=17	5%	N=33	17%	N=120	74%	N=526	100%	N=714
Purchased goods or services from a business located in Ann Arbor	0%	N=3	2%	N=11	16%	N=111	48%	N=340	35%	N=250	100%	N=714
Ate at least 5 portions of fruits and vegetables a day	2%	N=16	8%	N=60	31%	N=220	40%	N=286	18%	N=128	100%	N=710
Participated in moderate or vigorous physical activity	1%	N=10	10%	N=70	27%	N=195	38%	N=272	23%	N=164	100%	N=711
Read or watched local news (via television, paper, computer, etc.)	5%	N=35	20%	N=139	24%	N=172	25%	N=180	26%	N=182	100%	N=708
Voted in local elections	22%	N=154	11%	N=76	13%	N=93	21%	N=147	34%	N=241	100%	N=710

Table 45: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	29%	N=205
Very good	47%	N=339
Good	19%	N=139
Fair	4%	N=31
Poor	0%	N=2
Total	100%	N=715

Table 46: 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	3%	N=23
Somewhat positive	21%	N=148
Neutral	61%	N=426
Somewhat negative	14%	N=95
Very negative	1%	N=9
Total	100%	N=702

Table 47: Question D4

What is your employment status?	Percent	Number
Working full time for pay	59%	N=417
Working part time for pay	16%	N=111
Unemployed, looking for paid work	4%	N=26
Unemployed, not looking for paid work	8%	N=57
Fully retired	13%	N=90
Total	100%	N=702

Table 48: Question D5

Do you work inside the boundaries of Ann Arbor?	Percent	Number
Yes, outside the home	59%	N=400
Yes, from home	9%	N=59
No	32%	N=221
Total	100%	N=680

Table 49: Question D6

How many years have you lived in Ann Arbor?	Percent	Number
Less than 2 years	22%	N=159
2 to 5 years	25%	N=181
6 to 10 years	12%	N=88
11 to 20 years	13%	N=90
More than 20 years	27%	N=196
Total	100%	N=714

Table 50: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=312
Building with two or more homes (duplex, townhome, apartment or condominium)	56%	N=398
Mobile home	0%	N=1
Other	1%	N=5
Total	100%	N=716

Table 51: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	55%	N=389
Owned	45%	N=322
Total	100%	N=711

Table 52: 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=14
\$300 to \$599 per month	10%	N=71
\$600 to \$999 per month	30%	N=206
\$1,000 to \$1,499 per month	34%	N=236
\$1,500 to \$2,499 per month	17%	N=115
\$2,500 or more per month	7%	N=47
Total	100%	N=688

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Table 53: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	76%	N=546
Yes	24%	N=168
Total	100%	N=714

Table 54: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	85%	N=605
Yes	15%	N=111
Total	100%	N=716

Table 55: 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	20%	N=137
\$25,000 to \$49,999	24%	N=165
\$50,000 to \$99,999	30%	N=206
\$100,000 to \$149,999	12%	N=79
\$150,000 or more	13%	N=90
Total	100%	N=678

Table 56: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=679
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=20
Total	100%	N=699

Table 57: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=4
Asian, Asian Indian or Pacific Islander	15%	N=107
Black or African American	4%	N=30
White	78%	N=550
Other	6%	N=41

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

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Table 58: Question D15

In which category is your age?	Percent	Number
18 to 24 years	16%	N=111
25 to 34 years	39%	N=273
35 to 44 years	12%	N=84
45 to 54 years	11%	N=80
55 to 64 years	9%	N=66
65 to 74 years	7%	N=50
75 years or older	6%	N=44
Total	100%	N=707

Table 59: Question D16

What is your sex?	Percent	Number
Female	52%	N=363
Male	48%	N=341
Total	100%	N=704

Table 60: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	74%	N=526
Land line	16%	N=112
Both	10%	N=73
Total	100%	N=712

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 NCS. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Ann Arbor chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Ann Arbor's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "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.

In that final column, Ann Arbor's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Ann Arbor residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

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

National Benchmark Comparisons

Table 61: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Ann Arbor	92%	46	402	Higher
Overall image or reputation of Ann Arbor	92%	27	297	Higher
Ann Arbor as a place to live	95%	48	331	Higher
Your neighborhood as a place to live	88%	61	263	Similar
Ann Arbor as a place to raise children	92%	57	328	Higher
Ann Arbor as a place to retire	71%	93	311	Similar
Overall appearance of Ann Arbor	87%	55	303	Higher

Table 62: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Ann Arbor	89%	41	103	Similar
	In your neighborhood during the day	97%	46	300	Similar
	In Ann Arbor's downtown/commercial area during the day	92%	98	257	Similar
Mobility	Overall ease of getting to the places you usually have to visit	72%	6	8	Similar
	Availability of paths and walking trails	81%	27	230	Higher
	Ease of walking in Ann Arbor	86%	22	251	Higher
	Ease of travel by bicycle in Ann Arbor	62%	81	258	Similar
	Ease of travel by public transportation in Ann Arbor	61%	25	54	Similar
	Ease of travel by car in Ann Arbor	51%	193	259	Similar
	Ease of public parking	36%	NA	NA	NA
	Traffic flow on major streets	39%	202	291	Similar
Natural Environment	Quality of overall natural environment in Ann Arbor	92%	14	231	Higher
	Cleanliness of Ann Arbor	82%	74	232	Similar
	Air quality	88%	27	213	Higher
Built Environment	Overall "built environment" of Ann Arbor (including overall design, buildings, parks and transportation systems)	74%	3	6	Similar
	Overall quality of new development in Ann Arbor	63%	108	245	Similar
	Availability of affordable quality housing	28%	237	267	Lower
	Variety of housing options	52%	147	220	Similar
	Public places where people want to spend time	79%	3	5	Similar
Economy	Overall economic health of Ann Arbor	83%	3	9	Higher
	Vibrant downtown/commercial area	83%	1	5	Much higher
	Overall quality of business and service establishments in Ann Arbor	83%	25	220	Higher
	Cost of living in Ann Arbor	32%	5	7	Similar
	Shopping opportunities	75%	41	252	Higher
	Employment opportunities	63%	13	269	Higher
	Ann Arbor as a place to visit	78%	5	17	Similar
	Ann Arbor as a place to work	86%	7	298	Much higher
	Health and wellness opportunities in Ann Arbor	90%	2	6	Higher
	Availability of affordable quality mental health care	67%	2	6	Higher
Recreation and Wellness	Availability of preventive health services	81%	2	172	Higher
	Availability of affordable quality health care	78%	5	217	Higher
	Availability of affordable quality food	77%	17	178	Higher
	Recreational opportunities	83%	24	264	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	84%	4	7	Similar
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	88%	4	174	Higher
	Opportunities to attend cultural/arts/music activities	92%	1	264	Much higher
	Adult educational opportunities	90%	1	5	Much higher
	K-12 education	86%	56	218	Higher
	Availability of affordable quality child care/preschool	63%	27	218	Higher
	Opportunities to participate in social events and activities	81%	15	210	Higher
Community Engagement	Neighborhoodliness of Ann Arbor	69%	4	7	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	83%	6	248	Higher
	Opportunities to participate in community matters	77%	23	219	Higher
	Opportunities to volunteer	84%	20	222	Higher

Table 63: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Ann Arbor	81%	136	375	Similar
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	77%	229	321	Similar
Value of services for the taxes paid to Ann Arbor	58%	155	353	Similar
Overall direction that Ann Arbor is taking	66%	95	288	Similar
Job Ann Arbor government does at welcoming citizen involvement	60%	67	268	Similar
Overall confidence in Ann Arbor government	60%	4	7	Similar
Generally acting in the best interest of the community	64%	3	6	Similar
Being honest	67%	3	6	Similar
Treating all residents fairly	66%	2	6	Higher
Services provided by the Federal Government	49%	18	220	Similar

Table 64: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	80%	201	374	Similar
	Fire services	89%	226	316	Similar
	Ambulance or emergency medical services	94%	95	292	Similar
	Crime prevention	71%	152	305	Similar
	Fire prevention and education	77%	154	248	Similar
	Animal control	74%	70	287	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	65%	127	243	Similar
Mobility	Traffic enforcement	58%	259	327	Similar
	Street repair	25%	350	384	Lower
	Street cleaning	57%	179	253	Similar
	Street lighting	63%	140	284	Similar
	Snow removal	53%	194	262	Similar
	Sidewalk maintenance	55%	135	258	Similar
	Traffic signal timing	46%	146	218	Similar
	Bus or transit services	77%	12	192	Higher
Natural Environment	Garbage collection	88%	96	314	Similar
	Recycling	90%	31	317	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Yard waste pick-up	80%	70	224	Similar
	Drinking water	84%	32	286	Higher
	Preservation of natural areas such as open space, farmlands and greenbelts	77%	26	226	Higher
	Ann Arbor open space	74%	12	25	Similar
Built Environment	Storm drainage	67%	154	317	Similar
	Sewer services	85%	42	268	Similar
	Power (electric and/or gas) utility	78%	64	123	Similar
	Utility billing	75%	11	22	Similar
	Land use, planning and zoning	54%	78	254	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	53%	148	316	Similar
Economy	Economic development	69%	28	250	Higher
Recreation and Wellness	City parks	90%	37	283	Similar
	Recreation programs or classes	87%	15	288	Higher
	Recreation centers or facilities	87%	35	240	Higher
	Health services	87%	4	169	Higher
Education and Enrichment	City-sponsored special events	81%	5	12	Similar
	Public library services	91%	27	302	Higher
Community Engagement	Public information services	78%	55	240	Similar

Table 65: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	69%	81	267	Similar
Recommend living in Ann Arbor to someone who asks	93%	65	224	Similar
Remain in Ann Arbor for the next five years	76%	187	223	Similar
Contacted Ann Arbor (in-person, phone, email or web) for help or information	37%	233	255	Lower

Table 66: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	20%	5	5	Lower
	Did NOT report a crime to the police	85%	2	6	Similar
	Household member was NOT a victim of a crime	90%	102	226	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	61%	2	6	Much higher
	Carpooled with other adults or children instead of driving alone	52%	2	6	Similar
	Walked or biked instead of driving	83%	2	6	Much higher
Natural Environment	Made efforts to conserve water	75%	5	5	Lower
	Made efforts to make your home more energy efficient	73%	5	5	Similar
	Recycle at home	95%	36	215	Higher
Built Environment	Did NOT observe a code violation or other hazard in Ann Arbor	59%	3	6	Similar
	NOT experiencing housing costs stress	63%	133	213	Similar
Economy	Purchase goods or services from a business located in Ann Arbor	98%	1	6	Similar
	Economy will have positive impact on income	24%	50	211	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Work inside boundaries of Ann Arbor	68%	1	6	Much higher
Recreation and Wellness	Used Ann Arbor recreation centers or their services	61%	53	184	Similar
	Visited a neighborhood park or City park	90%	60	220	Similar
	Eat at least 5 portions of fruits and vegetables a day	89%	2	6	Similar
	Participate in moderate or vigorous physical activity	89%	3	6	Similar
	In very good to excellent health	76%	3	6	Similar
	Used Ann Arbor public libraries or their services	70%	114	196	Similar
Education and Enrichment	Participated in religious or spiritual activities in Ann Arbor	48%	107	159	Similar
	Attended City-sponsored event	60%	3	6	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	24%	3	6	Similar
	Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	15%	4	6	Similar
	Volunteered your time to some group/activity in Ann Arbor	52%	62	217	Similar
	Talked to or visited with your immediate neighbors	30%	202	204	Lower
	Attended a local public meeting	15%	213	221	Lower
	Watched (online or on television) a local public meeting	19%	161	180	Lower
	Read or watch local news (via television, paper, computer, etc.)	75%	6	6	Lower
	Vote in local elections	68%	177	220	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.

Abilene city, KS	6,844	Burleson city, TX	36,690
Adams County, CO	441,603	Cabarrus County, NC	178,011
Airway Heights city, WA	6,114	Cambridge city, MA	105,162
Albany city, GA	77,434	Cape Coral city, FL	154,305
Albany city, OR	50,158	Cape Girardeau city, MO	37,941
Albemarle County, VA	98,970	Carlisle borough, PA	18,682
Albert Lea city, MN	18,016	Carlsbad city, CA	105,328
Altoona city, IA	14,541	Cartersville city, GA	19,731
Ames city, IA	58,965	Carver County, MN	91,042
Andover CDP, MA	8,762	Cary town, NC	135,234
Ankeny city, IA	45,582	Casa Grande city, AZ	48,571
Ann Arbor city, MI	113,934	Casper city, WY	55,316
Annapolis city, MD	38,394	Castle Pines North city, CO	10,360
Apple Valley town, CA	69,135	Castle Rock town, CO	48,231
Arapahoe County, CO	572,003	Cedar Falls city, IA	39,260
Arlington city, TX	365,438	Cedar Rapids city, IA	126,326
Arlington County, VA	207,627	Centennial city, CO	100,377
Arvada city, CO	106,433	Centralia city, IL	13,032
Asheville city, NC	83,393	Chambersburg borough, PA	20,268
Ashland city, OR	20,078	Chandler city, AZ	236,123
Ashland town, VA	7,225	Chanhassen city, MN	22,952
Aspen city, CO	6,658	Chapel Hill town, NC	57,233
Auburn city, AL	53,380	Charlotte city, NC	731,424
Auburn city, WA	70,180	Charlotte County, FL	159,978
Aurora city, CO	325,078	Charlottesville city, VA	43,475
Austin city, TX	790,390	Chesapeake city, VA	222,209
Bainbridge Island city, WA	23,025	Chesterfield County, VA	316,236
Baltimore city, MD	620,961	Chippewa Falls city, WI	13,661
Baltimore County, MD	805,029	Citrus Heights city, CA	83,301
Barnstable Town city, MA	45,193	Clayton city, MO	15,939
Battle Creek city, MI	52,347	Clearwater city, FL	107,685
Bay City city, MI	34,932	Clive city, IA	15,447
Baytown city, TX	71,802	Clovis city, CA	95,631
Bedford town, MA	13,320	College Park city, MD	30,413
Bellevue city, WA	122,363	College Station city, TX	93,857
Beltrami County, MN	44,442	Colleyville city, TX	22,807
Benbrook city, TX	21,234	Collinsville city, IL	25,579
Benicia city, CA	26,997	Columbia city, MO	108,500
Bettendorf city, IA	33,217	Columbus city, WI	4,991
Billings city, MT	104,170	Commerce City city, CO	45,913
Blaine city, MN	57,186	Concord city, CA	122,067
Bloomfield Hills city, MI	3,869	Concord town, MA	17,668
Bloomington city, IL	76,610	Conyers city, GA	15,195
Bloomington city, MN	82,893	Cookeville city, TN	30,435
Blue Ash city, OH	12,114	Coon Rapids city, MN	61,476
Blue Springs city, MO	52,575	Cooper City city, FL	28,547
Boise City city, ID	205,671	Coronado city, CA	18,912
Boonville city, MO	8,319	Corpus Christi city, TX	305,215
Botetourt County, VA	33,148	Corvallis city, OR	54,462
Boulder city, CO	97,385	Coventry Lake CDP, CT	2,990
Boulder County, CO	294,567	Cranberry township, PA	28,098
Bowling Green city, KY	58,067	Crested Butte town, CO	1,487
Branson city, MO	10,520	Cross Roads town, TX	1,563
Brea city, CA	39,282	Crystal Lake city, IL	40,743
Brevard County, FL	543,376	Cupertino city, CA	58,302
Bristol city, TN	26,702	Dade City city, FL	6,437
Broken Arrow city, OK	98,850	Dakota County, MN	398,552
Brookfield city, WI	37,920	Dallas city, OR	14,583
Brookline town, NH	4,991	Dallas city, TX	1,197,816
Broomfield city, CO	55,889	Dania Beach city, FL	29,639
Brownsburg town, IN	21,285	Davenport city, IA	99,685
Bryan city, TX	76,201	Davidson town, NC	10,944

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De Pere city, WI	23,800	Goodyear city, AZ	65,275
Decatur city, GA	19,335	Grafton village, WI	11,459
Delray Beach city, FL	60,522	Grand Island city, NE	48,520
Denton city, TX	113,383	Greeley city, CO	92,889
Denver city, CO	600,158	Green Valley CDP, AZ	21,391
Derby city, KS	22,158	Greenwood Village city, CO	13,925
Des Moines city, IA	203,433	Greer city, SC	25,515
Destin city, FL	12,305	Gulf Shores city, AL	9,741
Dewey-Humboldt town, AZ	3,894	Gunnison County, CO	15,324
Dorchester County, MD	32,618	Hailey city, ID	7,960
Dothan city, AL	65,496	Haines Borough, AK	2,508
Douglas County, CO	285,465	Hallandale Beach city, FL	37,113
Dover city, DE	36,047	Hamilton city, OH	62,477
Dover city, NH	29,987	Hampton city, VA	137,436
Dublin city, OH	41,751	Hanover County, VA	99,863
Duluth city, MN	86,265	Harrisonville city, MO	10,019
Duncanville city, TX	38,524	Hartford city, CT	124,775
Durham city, NC	228,330	Hayward city, CA	144,186
East Grand Forks city, MN	8,601	Henderson city, NV	257,729
East Lansing city, MI	48,579	Hermiston city, OR	16,745
East Providence city, RI	47,037	Herndon town, VA	23,292
Eau Claire city, WI	65,883	High Point city, NC	104,371
Eden Prairie city, MN	60,797	Highland Park city, IL	29,763
Edgerton city, KS	1,671	Highlands Ranch CDP, CO	96,713
Edina city, MN	47,941	Hillsborough town, NC	6,087
Edmond city, OK	81,405	Holden town, MA	17,346
Edmonds city, WA	39,709	Holland city, MI	33,051
El Cerrito city, CA	23,549	Honolulu County, HI	953,207
El Paso city, TX	649,121	Hooksett town, NH	13,451
Elk Grove city, CA	153,015	Hopkins city, MN	17,591
Elk River city, MN	22,974	Hopkinton town, MA	14,925
Elko New Market city, MN	4,110	Hoquiam city, WA	8,726
Elmhurst city, IL	44,121	Houston city, TX	2,099,451
Encinitas city, CA	59,518	Howell city, MI	9,489
Englewood city, CO	30,255	Hudson city, OH	22,262
Erie town, CO	18,135	Hudson town, CO	2,356
Escambia County, FL	297,619	Hudsonville city, MI	7,116
Escanaba city, MI	12,616	Huntersville town, NC	46,773
Estes Park town, CO	5,858	Hurst city, TX	37,337
Farmington Hills city, MI	79,740	Hutchinson city, MN	14,178
Fayetteville city, NC	200,564	Hutto city, TX	14,698
Federal Way city, WA	89,306	Hyattsville city, MD	17,557
Fishers town, IN	76,794	Indian Trail town, NC	33,518
Flagstaff city, AZ	65,870	Indianola city, IA	14,782
Flower Mound town, TX	64,669	Iowa City city, IA	67,862
Flushing city, MI	8,389	Jackson County, MI	160,248
Forest Grove city, OR	21,083	Jefferson City city, MO	43,079
Fort Collins city, CO	143,986	Jefferson County, CO	534,543
Fort Smith city, AR	86,209	Jerome city, ID	10,890
Fort Worth city, TX	741,206	Johnson City city, TN	63,152
Fountain Hills town, AZ	22,489	Johnson County, KS	544,179
Franklin city, TN	62,487	Jupiter town, FL	55,156
Fredericksburg city, VA	24,286	Kalamazoo city, MI	74,262
Freeport CDP, ME	1,485	Kansas City city, MO	459,787
Freeport city, IL	25,638	Kenmore city, WA	20,460
Fremont city, CA	214,089	Kennett Square borough, PA	6,072
Friendswood city, TX	35,805	Kirkland city, WA	48,787
Fruita city, CO	12,646	Kutztown borough, PA	5,012
Gainesville city, FL	124,354	La Mesa city, CA	57,065
Gaithersburg city, MD	59,933	La Plata town, MD	8,753
Galveston city, TX	47,743	La Porte city, TX	33,800
Garden City city, KS	26,658	La Vista city, NE	15,758
Gardner city, KS	19,123	Lafayette city, CO	24,453
Geneva city, NY	13,261	Laguna Beach city, CA	22,723
Georgetown city, TX	47,400	Laguna Hills city, CA	30,344
Georgetown town, CO	1,034	Lake Oswego city, OR	36,619
Gig Harbor city, WA	7,126	Lake Zurich village, IL	19,631
Gilbert town, AZ	208,453	Lakeville city, MN	55,954
Gillette city, WY	29,087	Lakewood city, CO	142,980
Globe city, AZ	7,532	Lane County, OR	351,715

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Larimer County, CO	299,630	Newport News city, VA	180,719
Las Cruces city, NM	97,618	Noblesville city, IN	51,969
Las Vegas city, NV	583,756	Nogales city, AZ	20,837
Lawrence city, KS	87,643	Norfolk city, VA	242,803
League City city, TX	83,560	Norman city, OK	110,925
Lebanon city, NH	13,151	North Las Vegas city, NV	216,961
Lee County, FL	618,754	North Palm Beach village, FL	12,015
Lee's Summit city, MO	91,364	Northglenn city, CO	35,789
Lewiston city, ME	36,592	Novato city, CA	51,904
Lexington city, VA	7,042	Novi city, MI	55,224
Lincoln city, NE	258,379	O'Fallon city, IL	28,281
Littleton city, CO	41,737	Oak Park village, IL	51,878
Livermore city, CA	80,968	Oakland charter township, MI	16,779
Lone Tree city, CO	10,218	Oakland Park city, FL	41,363
Longmont city, CO	86,270	Ocala city, FL	56,315
Los Alamos County, NM	17,950	Ogdensburg city, NY	11,128
Louisville city, CO	18,376	Oklahoma City city, OK	579,999
Lower Providence township, PA	25,436	Olathe city, KS	125,872
Lynchburg city, VA	75,568	Olmsted County, MN	144,248
Lynnwood city, WA	35,836	Orland Park village, IL	56,767
Lyons village, IL	10,729	Oshkosh city, WI	66,083
Madison city, WI	233,209	Otsego County, MI	24,164
Mankato city, MN	39,309	Oviedo city, FL	33,342
Maple Grove city, MN	61,567	Paducah city, KY	25,024
Maple Valley city, WA	22,684	Palm Beach County, FL	1,320,134
Maricopa County, AZ	3,817,117	Palm Coast city, FL	75,180
Marin County, CA	252,409	Palm Springs city, CA	44,552
Marion County, IA	33,309	Palo Alto city, CA	64,403
Maryland Heights city, MO	27,472	Panama City city, FL	36,484
Mayer city, MN	1,749	Papillion city, NE	18,894
McAllen city, TX	129,877	Park City city, UT	7,558
McDonough city, GA	22,084	Park Ridge city, IL	37,480
McKinney city, TX	131,117	Parker town, CO	45,297
McMinnville city, OR	32,187	Pasadena city, CA	137,122
Mecklenburg County, NC	919,628	Pasco city, WA	59,781
Medford city, OR	74,907	Pasco County, FL	464,697
Menlo Park city, CA	32,026	Peachtree City city, GA	34,364
Meridian charter township, MI	39,688	Pearland city, TX	91,252
Meridian city, ID	75,092	Peoria city, AZ	154,065
Merriam city, KS	11,003	Peoria County, IL	186,494
Merrill city, WI	9,661	Peters township, PA	21,213
Mesa city, AZ	439,041	Petoskey city, MI	5,670
Mesa County, CO	146,723	Pflugerville city, TX	46,936
Miami Beach city, FL	87,779	Phoenix city, AZ	1,445,632
Midland city, MI	41,863	Pinal County, AZ	375,770
Milford city, DE	9,559	Pinehurst village, NC	13,124
Minneapolis city, MN	382,578	Piqua city, OH	20,522
Mission Viejo city, CA	93,305	Plano city, TX	259,841
Missoula city, MT	66,788	Platte City city, MO	4,691
Modesto city, CA	201,165	Plymouth city, MN	70,576
Monterey city, CA	27,810	Pocatello city, ID	54,255
Montgomery County, MD	971,777	Polk County, FL	602,095
Montgomery County, VA	94,392	Port Huron city, MI	30,184
Montpelier city, VT	7,855	Port Orange city, FL	56,048
Montrose city, CO	19,132	Port St. Lucie city, FL	164,603
Mooreville town, NC	32,711	Portland city, OR	583,776
Morristown city, TN	29,137	Post Falls city, ID	27,574
Morrisville town, NC	18,576	Prince William County, VA	402,002
Moscow city, ID	23,800	Provo city, UT	112,488
Mountlake Terrace city, WA	19,909	Pueblo city, CO	106,595
Munster town, IN	23,603	Purcellville town, VA	7,727
Muscatine city, IA	22,886	Queen Creek town, AZ	26,361
Naperville city, IL	141,853	Radford city, VA	16,408
Needham CDP, MA	28,886	Radnor township, PA	31,531
New Braunfels city, TX	57,740	Rapid City city, SD	67,956
New Brighton city, MN	21,456	Raymore city, MO	19,206
New Orleans city, LA	343,829	Redmond city, WA	54,144
New York city, NY	8,175,133	Rehoboth Beach city, DE	1,327
Newport Beach city, CA	85,186	Reno city, NV	225,221
Newport city, RI	24,672	Renton city, WA	90,927

The National Citizen Survey™

Reston CDP, VA.....	58,404	St. Louis County, MN.....	200,226
Richmond city, CA.....	103,701	St. Louis Park city, MN.....	45,250
Richmond Heights city, MO.....	8,603	Stallings town, NC.....	13,831
Rifle city, CO.....	9,172	State College borough, PA.....	42,034
Rio Rancho city, NM.....	87,521	Sterling Heights city, MI.....	129,699
River Falls city, WI.....	15,000	Sugar Grove village, IL.....	8,997
Riverdale city, UT.....	8,426	Sugar Land city, TX.....	78,817
Riverside city, CA.....	303,871	Summit city, NJ.....	21,457
Riverside city, MO.....	2,937	Sunnyvale city, CA.....	140,081
Riverside village, IL.....	8,875	Surprise city, AZ.....	117,517
Rochester city, MI.....	12,711	Suwanee city, GA.....	15,355
Rochester Hills city, MI.....	70,995	Tacoma city, WA.....	198,397
Rock Hill city, SC.....	66,154	Takoma Park city, MD.....	16,715
Rockford city, IL.....	152,871	Temecula city, CA.....	100,097
Rockville city, MD.....	61,209	Tempe city, AZ.....	161,719
Roeland Park city, KS.....	6,731	Temple city, TX.....	66,102
Rolla city, MO.....	19,559	The Woodlands CDP, TX.....	93,847
Roswell city, GA.....	88,346	Thornton city, CO.....	118,772
Round Rock city, TX.....	99,887	Thousand Oaks city, CA.....	126,683
Rowlett city, TX.....	56,199	Tomball city, TX.....	10,753
Royal Oak city, MI.....	57,236	Tualatin city, OR.....	26,054
Saco city, ME.....	18,482	Tulsa city, OK.....	391,906
Sahuarita town, AZ.....	25,259	Twin Falls city, ID.....	44,125
Salida city, CO.....	5,236	Tyler city, TX.....	96,900
Salt Lake City city, UT.....	186,440	Umatilla city, OR.....	6,906
Sammamish city, WA.....	45,780	Upper Arlington city, OH.....	33,771
San Antonio city, TX.....	1,327,407	Urbandale city, IA.....	39,463
San Carlos city, CA.....	28,406	Vail town, CO.....	5,305
San Diego city, CA.....	1,307,402	Vancouver city, WA.....	161,791
San Francisco city, CA.....	805,235	Ventura CCD, CA.....	111,889
San Jose city, CA.....	945,942	Vestavia Hills city, AL.....	34,033
San Juan County, NM.....	130,044	Virginia Beach city, VA.....	437,994
San Marcos city, TX.....	44,894	Visalia city, CA.....	124,442
San Rafael city, CA.....	57,713	Wahpeton city, ND.....	7,766
Sandy city, UT.....	87,461	Wake Forest town, NC.....	30,117
Sandy Springs city, GA.....	93,853	Walnut Creek city, CA.....	64,173
Sanford city, FL.....	53,570	Washington County, MN.....	238,136
Sangamon County, IL.....	197,465	Washoe County, NV.....	421,407
Santa Clarita city, CA.....	176,320	Watauga city, TX.....	23,497
Santa Fe County, NM.....	144,170	Wauwatosa city, WI.....	46,396
Santa Monica city, CA.....	89,736	Waverly city, IA.....	9,874
Sarasota city, FL.....	51,917	Weddington town, NC.....	9,459
Sarasota County, FL.....	379,448	Wentzville city, MO.....	29,070
Savage city, MN.....	26,911	West Carrollton city, OH.....	13,143
Savannah city, GA.....	136,286	West Chester borough, PA.....	18,461
Scarborough CDP, ME.....	4,403	West Des Moines city, IA.....	56,609
Scott County, MN.....	129,928	West Richland city, WA.....	11,811
Scottsdale city, AZ.....	217,385	Westerville city, OH.....	36,120
Seaside city, CA.....	33,025	Westlake town, TX.....	992
SeaTac city, WA.....	26,909	Westminster city, CO.....	106,114
Sevierville city, TN.....	14,807	Wheat Ridge city, CO.....	30,166
Shawnee city, KS.....	62,209	White House city, TN.....	10,255
Sheboygan city, WI.....	49,288	Whitewater township, MI.....	2,597
Sherman village, IL.....	4,148	Wichita city, KS.....	382,368
Shorewood city, MN.....	7,307	Williamsburg city, VA.....	14,068
Sioux Falls city, SD.....	153,888	Wilmington city, IL.....	5,724
Skokie village, IL.....	64,784	Wilmington city, NC.....	106,476
Smyrna city, GA.....	51,271	Wilsonville city, OR.....	19,509
Snellville city, GA.....	18,242	Winchester city, VA.....	26,203
South Lake Tahoe city, CA.....	21,403	Wind Point village, WI.....	1,723
South Portland city, ME.....	25,002	Windsor town, CO.....	18,644
Southborough town, MA.....	9,767	Windsor town, CT.....	29,044
Southlake city, TX.....	26,575	Winston-Salem city, NC.....	229,617
Sparks city, NV.....	90,264	Winter Garden city, FL.....	34,568
Spokane Valley city, WA.....	89,755	Woodland city, CA.....	55,468
Springboro city, OH.....	17,409	Woodland city, WA.....	5,509
Springfield city, OR.....	59,403	Wrentham town, MA.....	10,955
Springville city, UT.....	29,466	Yakima city, WA.....	91,067
St. Cloud city, MN.....	65,842	York County, VA.....	65,464
St. Joseph city, MO.....	76,780	Yuma city, AZ.....	93,064

Appendix C: Detailed Survey Methods

The National Citizen Survey™ (The NCS™) 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.

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 the 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 importance 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."

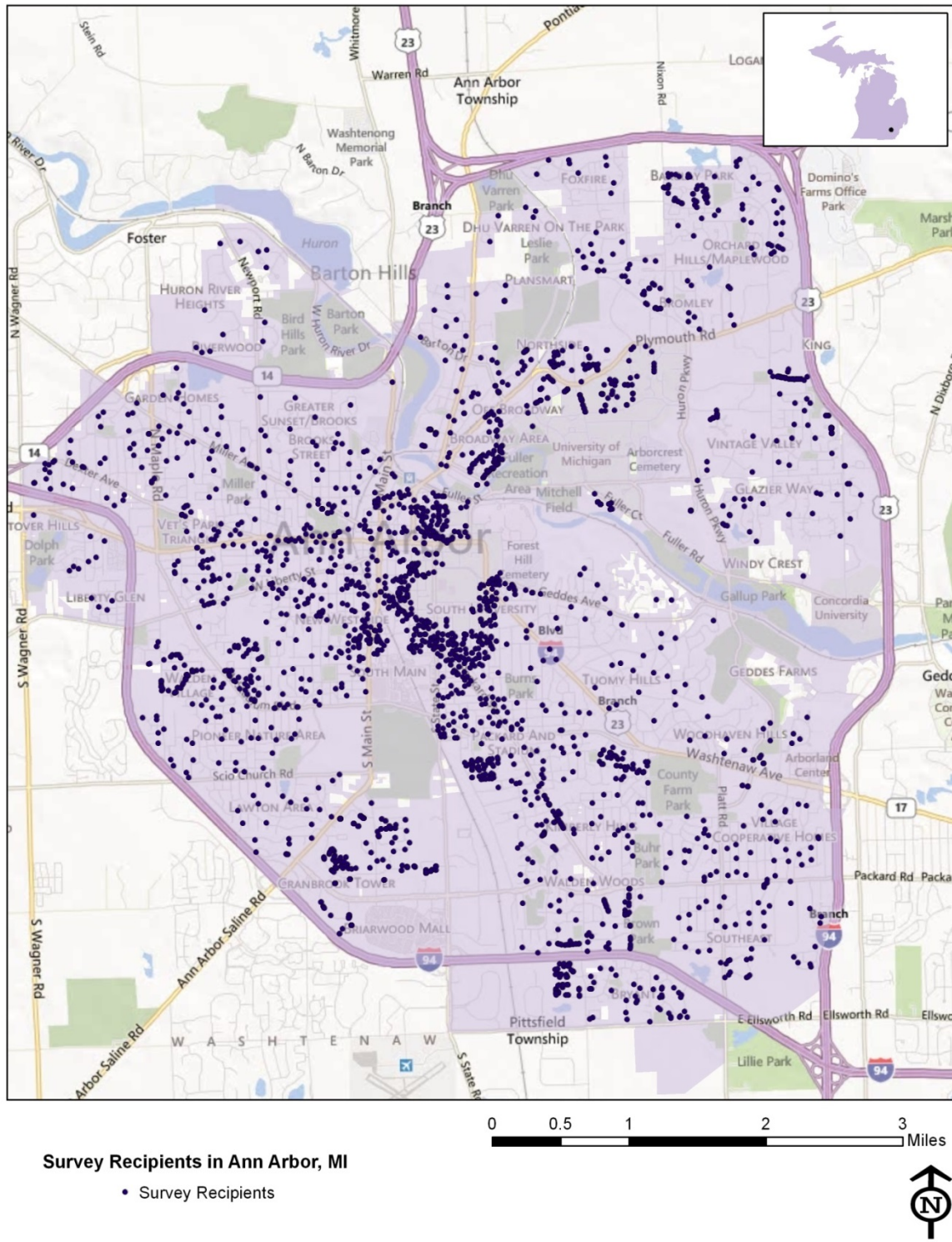
Survey Sampling

"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 was represented by a United States Postal Service listing of housing units within the zip codes serving Ann Arbor. 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.

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 items is culled, selecting every *Nth* one until the appropriate amount of items 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 a 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 in September 2013. 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. Completed surveys were collected over the following eight weeks.

About 3% 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 2,911 households that received the survey, 778 completed the survey, providing an overall response rate of 27%; average response rates for a mailed resident survey range from 25% to 40%.

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 (778 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 tenure, housing unit type, race, ethnicity, sex and age. The results of the weighting scheme are presented in the table on the following page.

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 67: Ann Arbor, MI 2013 Weighting Table

Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	55%	49%	55%
Own home	45%	51%	45%
Detached unit	43%	43%	44%
Attached unit	57%	57%	56%
Race and Ethnicity			
White	75%	80%	74%
Not white	25%	20%	26%
Not Hispanic	96%	98%	97%
Hispanic	4%	2%	3%
Sex and Age			
Female	51%	58%	52%
Male	49%	42%	48%
18-34 years of age	55%	34%	54%
35-54 years of age	23%	24%	23%
55+ years of age	22%	43%	23%
Females 18-34	27%	18%	27%
Females 35-54	12%	12%	12%
Females 55+	12%	27%	13%
Males 18-34	28%	15%	28%
Males 35-54	11%	11%	11%
Males 55+	9%	16%	9%

¹ Source: 2010 Census/2005-2009 ACS

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,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Ann Arbor. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

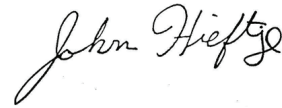
A handwritten signature in black ink that reads "John Hieftje". The signature is written in a cursive style with a large, looping initial "J".

John Hieftje
Mayor

Dear Ann Arbor Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Ann Arbor. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

A handwritten signature in black ink that reads "John Hieftje". The signature is written in a cursive style with a large, looping initial "J".

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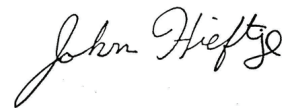
A handwritten signature in black ink that reads "John Hieftje". The signature is written in a cursive style with a large, looping initial "J".

John Hieftje
Mayor

Dear Ann Arbor Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Ann Arbor. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

A handwritten signature in black ink that reads "John Hieftje". The signature is written in a cursive style with a large, looping initial "J".

John Hieftje
Mayor



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

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September 2013

Dear City of Ann Arbor Resident:

The City of Ann Arbor wants to know what you think about our community and municipal government. You have been randomly selected to participate in Ann Arbor's 2013 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Ann Arbor residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call 734-794-6152.

Please help us shape the future of Ann Arbor. Thank you for your time and participation.

Sincerely,

John Hieftje
Mayor



CITY OF ANN ARBOR, MICHIGAN

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September 2013

Dear City of Ann Arbor Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Ann Arbor wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Ann Arbor's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Ann Arbor residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call 734-794-6152.

Please help us shape the future of Ann Arbor. Thank you for your time and participation.

Sincerely,

John Hieftje
Mayor

The City of Ann Arbor 2013 Citizen Survey

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Ann Arbor as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Ann Arbor as a place to raise children.....	1	2	3	4	5
Ann Arbor as a place to work	1	2	3	4	5
Ann Arbor as a place to visit.....	1	2	3	4	5
Ann Arbor as a place to retire.....	1	2	3	4	5
The overall quality of life in Ann Arbor	1	2	3	4	5

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

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

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

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Ann Arbor to someone who asks.....	1	2	3	4	5
Remain in Ann Arbor for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Ann Arbor's downtown/commercial area during the day	1	2	3	4	5	6

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Ann Arbor	1	2	3	4	5
Ease of travel by public transportation in Ann Arbor.....	1	2	3	4	5
Ease of travel by bicycle in Ann Arbor	1	2	3	4	5
Ease of walking in Ann Arbor.....	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Ann Arbor.....	1	2	3	4	5
Overall appearance of Ann Arbor	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Ann Arbor	1	2	3	4	5
Overall quality of business and service establishments in Ann Arbor.....	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Ann Arbor	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborhoodliness of residents in Ann Arbor.....	1	2	3	4	5

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

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

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

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

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

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

The City of Ann Arbor 2013 Citizen Survey

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

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

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Ann Arbor.....	1	2	3	4	5
The overall direction that Ann Arbor is taking.....	1	2	3	4	5
The job Ann Arbor government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in Ann Arbor government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please check the response that comes closest to your opinion for each of the following questions:

a. Which resources do you rely on for news and information about the City of Ann Arbor? (Please check all that apply.)

- ☐ City online resident newsletter (A2 City News)
- ☐ City Website (www.a2gov.org)
- ☐ City social media (Facebook, Twitter, Pinterest, LinkedIn)
- ☐ City Council member
- ☐ City meetings (City Council, Boards and Commissions, Public Meetings, etc.)
- ☐ City print publications (Parks and Recreation Activities Guide, Water Matters, WasteWatcher Guide)
- ☐ CodeRED emergency alert notifications
- ☐ Community Television Network (CTN) programming via cable television
- ☐ Community Television Network (CTN) programming via live online video streaming or Video on Demand
- ☐ (GovDelivery) City e-mail notifications
- ☐ Local radio stations
- ☐ Online newspaper/media
- ☐ Print newspaper
- ☐ None of the above
- ☐ Other

b. What should be City leaders' top three priorities to maximize the quality of life in Ann Arbor?

The City of Ann Arbor 2013 Citizen Survey

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

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

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

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

- ☐ Excellent
 ☐ Very good
 ☐ Good
 ☐ Fair
 ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- ☐ Very positive
 ☐ Somewhat positive
 ☐ Neutral
 ☐ Somewhat negative
 ☐ Very negative

D4. What is your employment status?

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

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

- ☐ Yes, outside the home
☐ Yes, from home
☐ No

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

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

D7. Which best describes the building you live in?

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

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

- ☐ Rented
☐ Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- ☐ Less than \$300 per month
☐ \$300 to \$599 per month
☐ \$600 to \$999 per month
☐ \$1,000 to \$1,499 per month
☐ \$1,500 to \$2,499 per month
☐ \$2,500 or more per month

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

- ☐ No ☐ Yes

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

- ☐ No ☐ Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 to \$149,999
☐ \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

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

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

D15. In which category is your age?

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

D16. What is your sex?

- ☐ Female ☐ Male

D17. Do you consider a cell phone or landline 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



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

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