



# CIP FY 2012-2017

## Customer Survey

December, 2010

# About the Survey

- The survey was posted on November 4, 2010 and closed on December 3, 2010.
- 283 individuals responded to the survey.

# About this Presentation

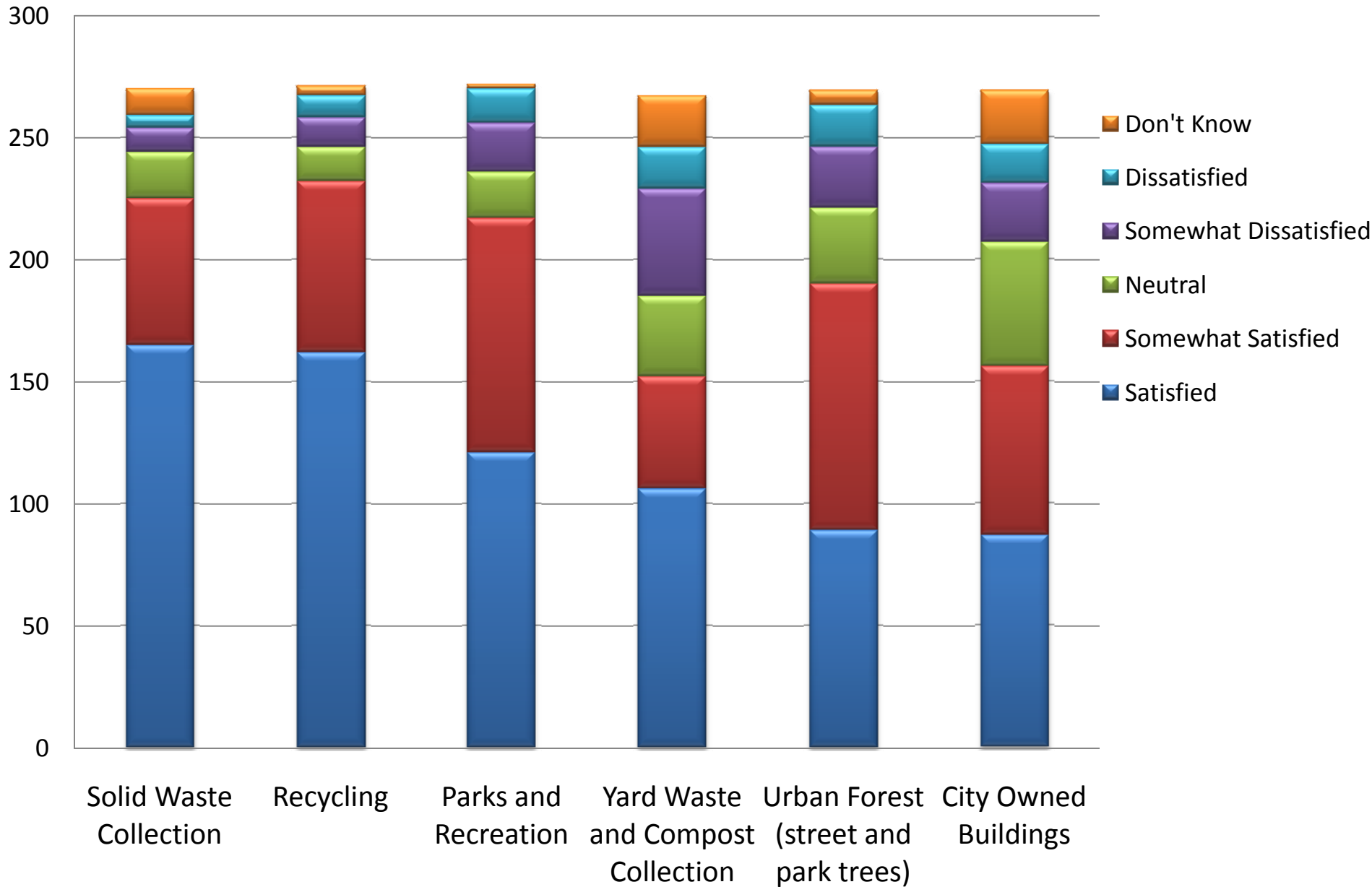
The survey results are summarized in a series of charts and statements. Each image corresponds to a question in the survey. Question numbers are indicated by the orange number **3.** in the upper left-hand corner of the slide.

For more detailed information about the survey and to read all responses click [here](#).

- Level of Satisfaction

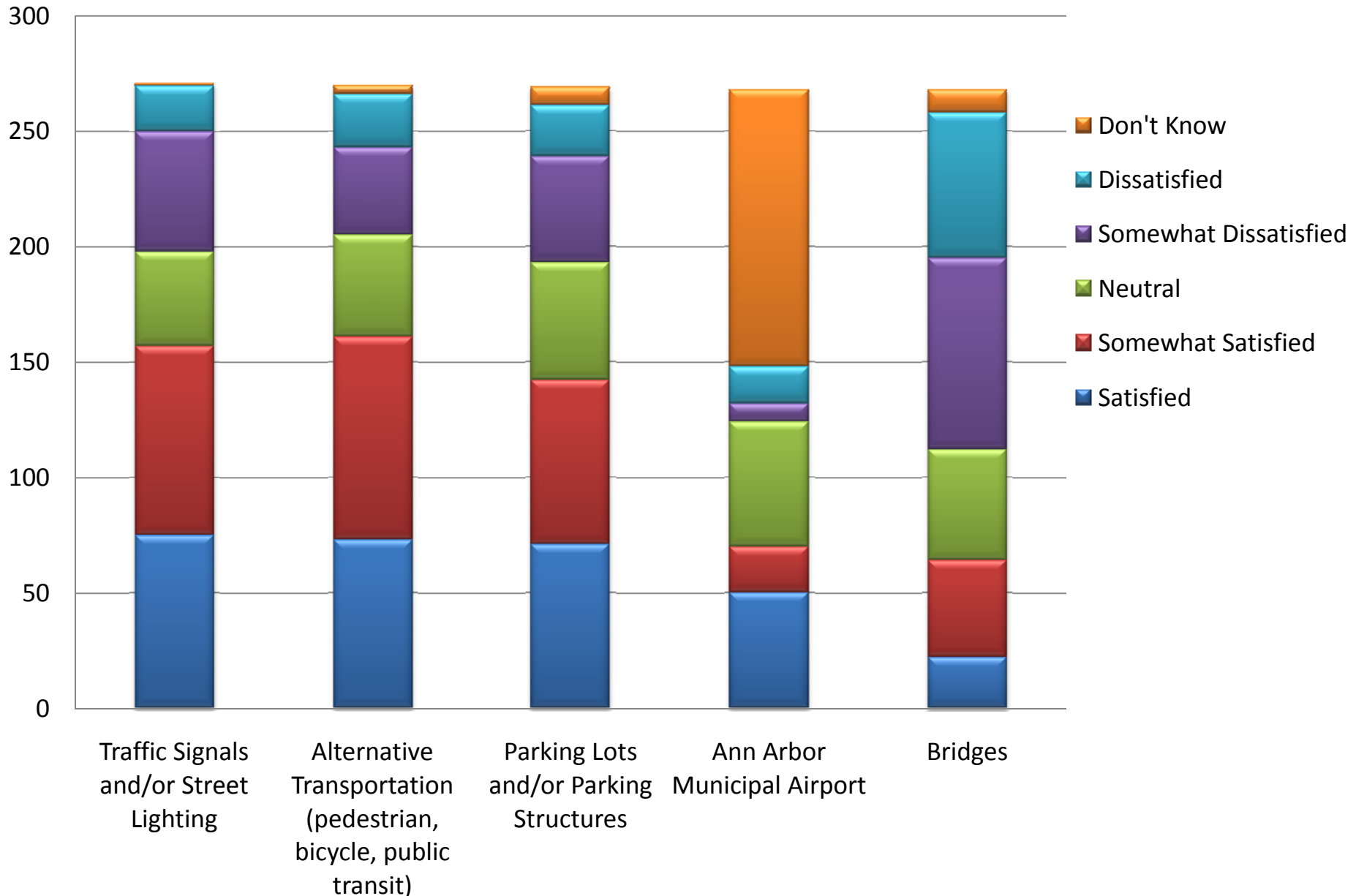
1.

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



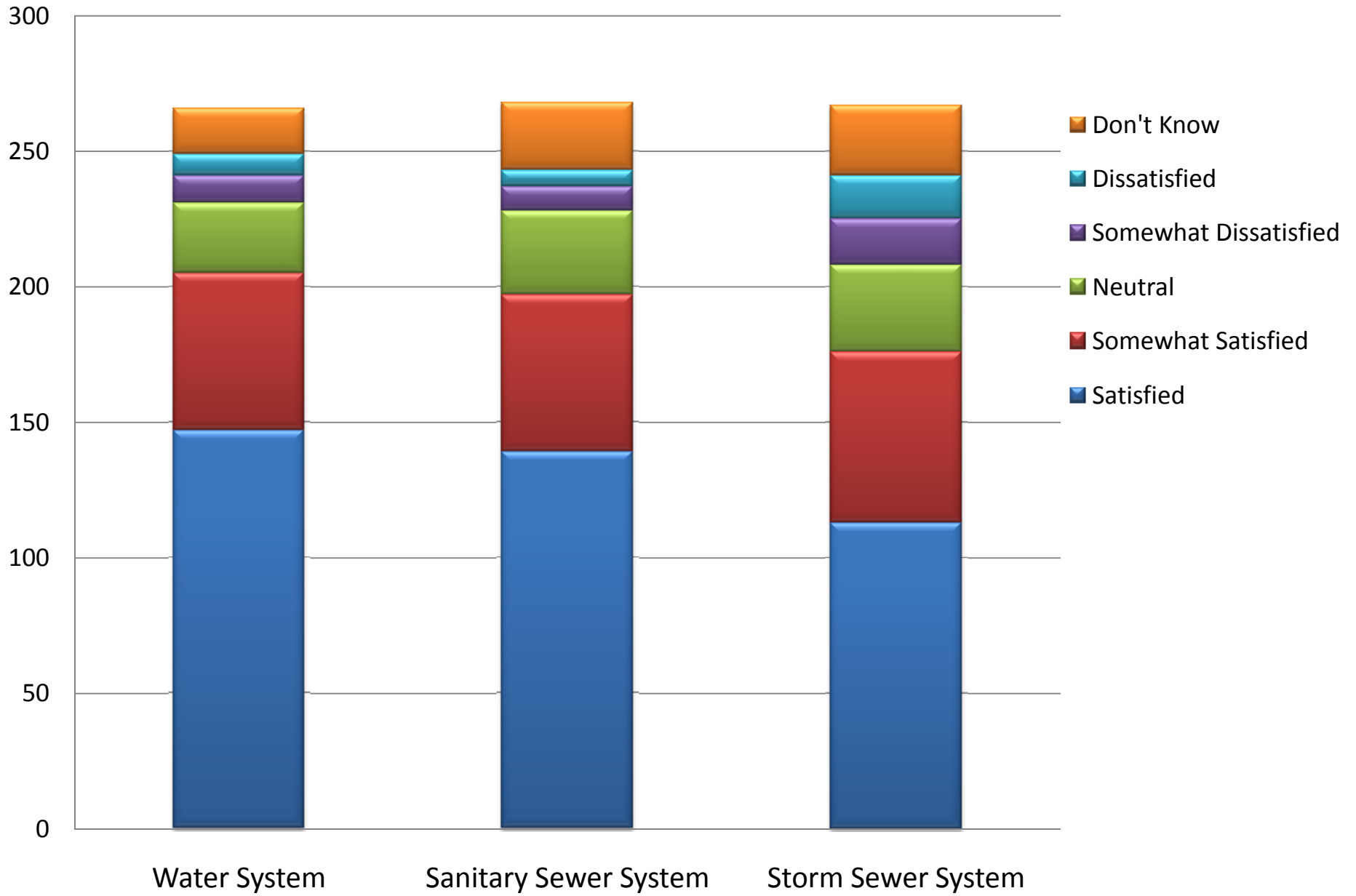
2.

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



3.

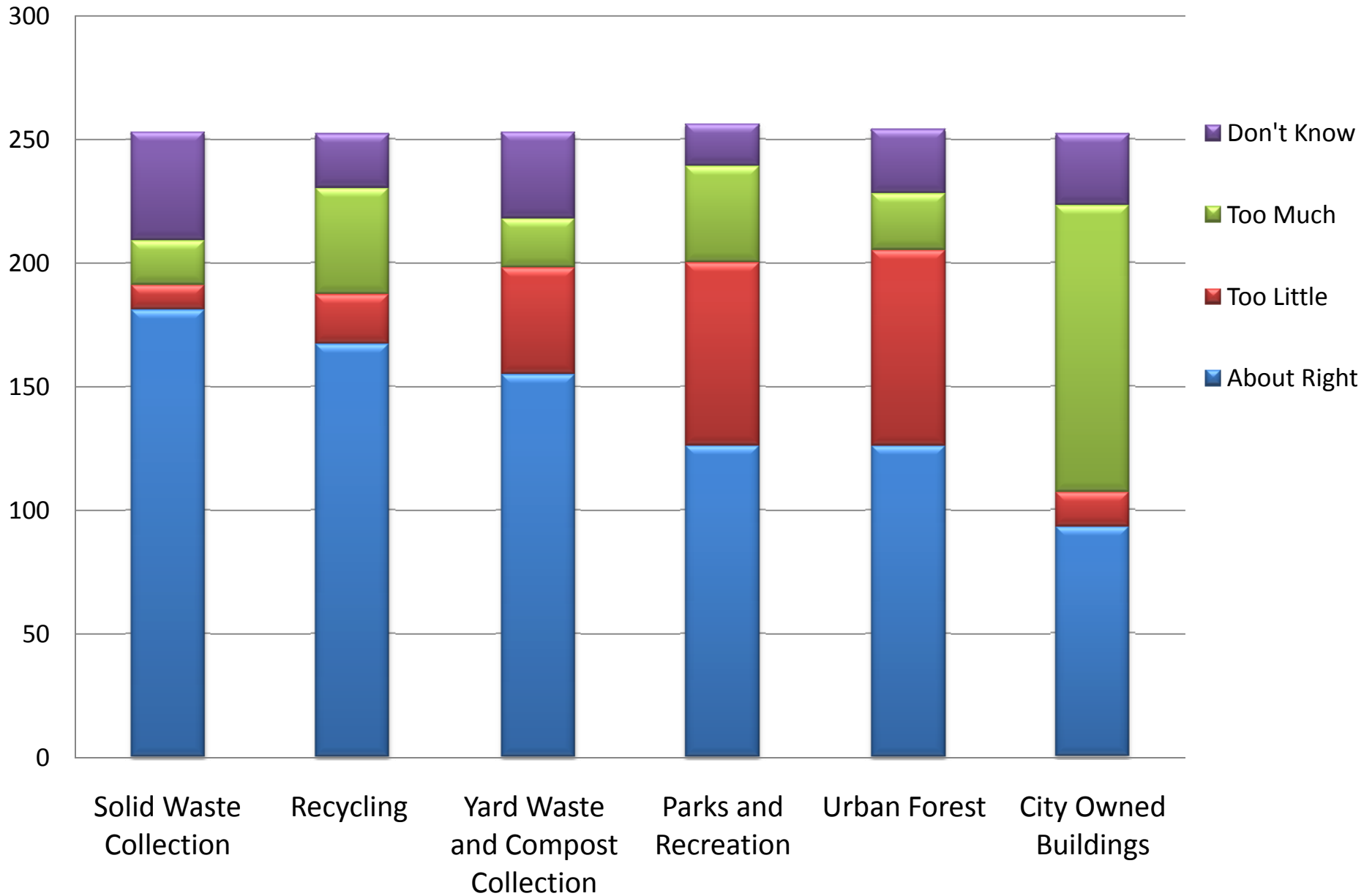
Please rate your level of satisfaction or concern with the following EXISTING UTILITY systems and services:



- Allocation of Dollars

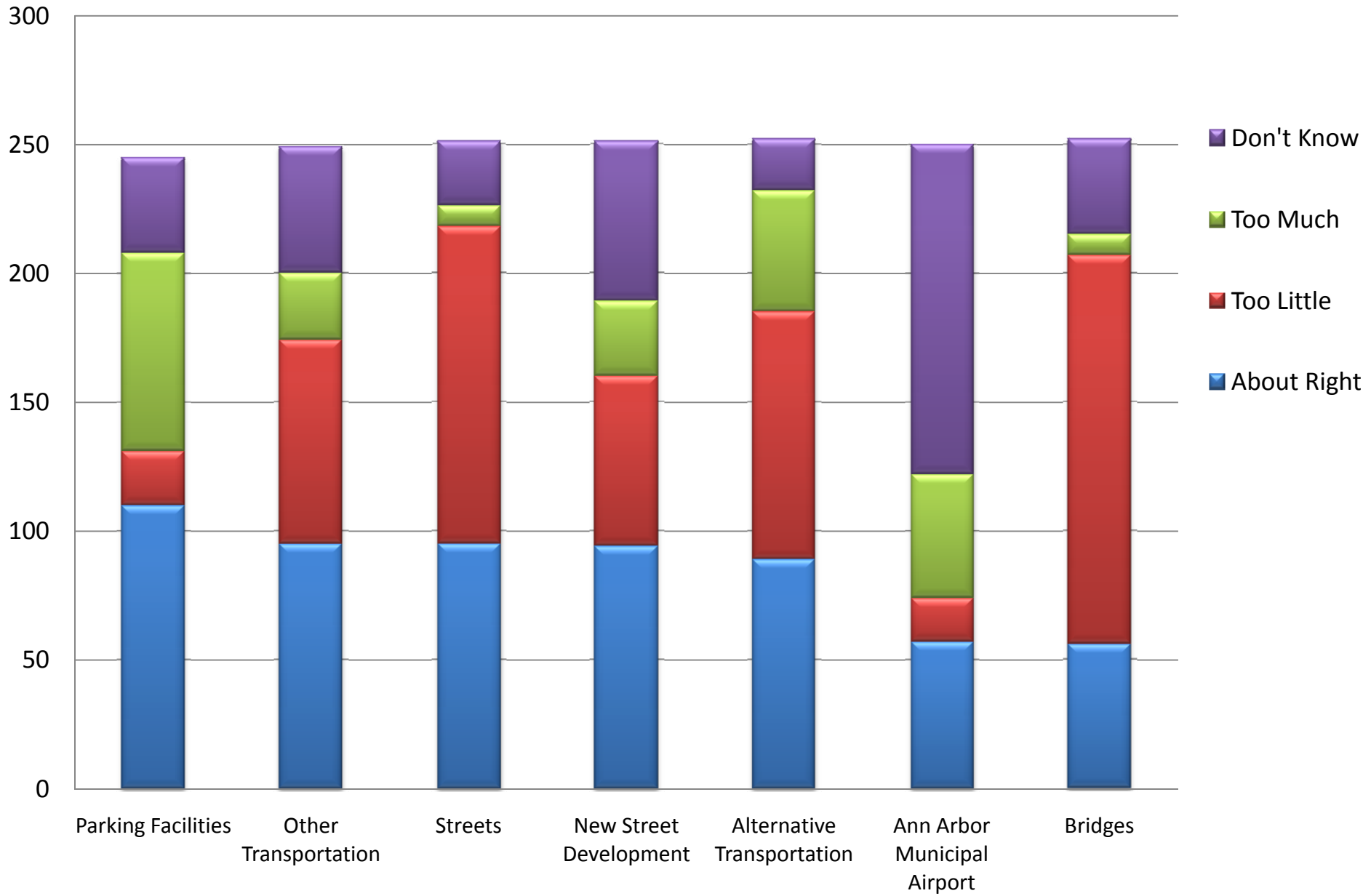
4.

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



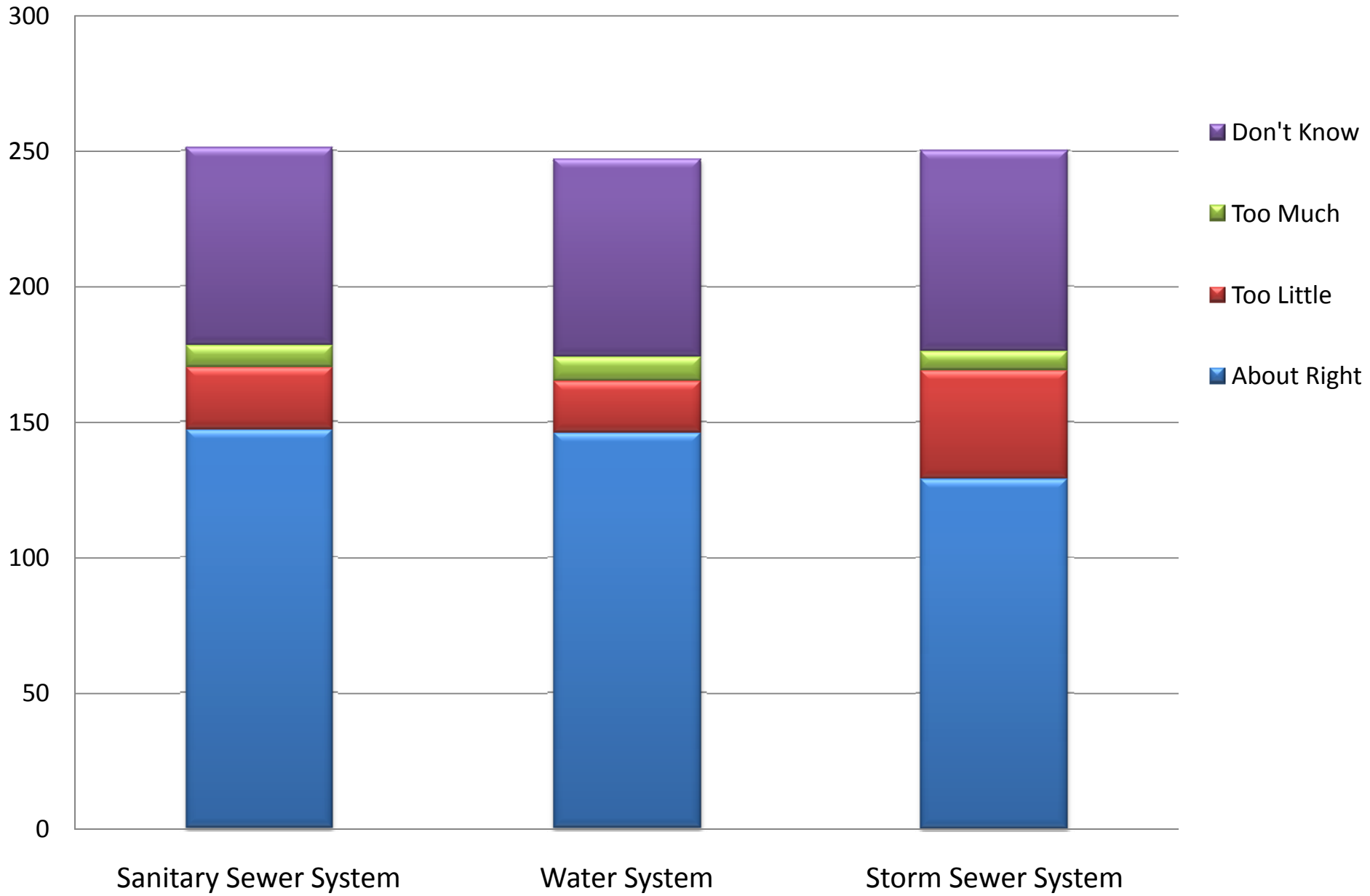
5.

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



6.

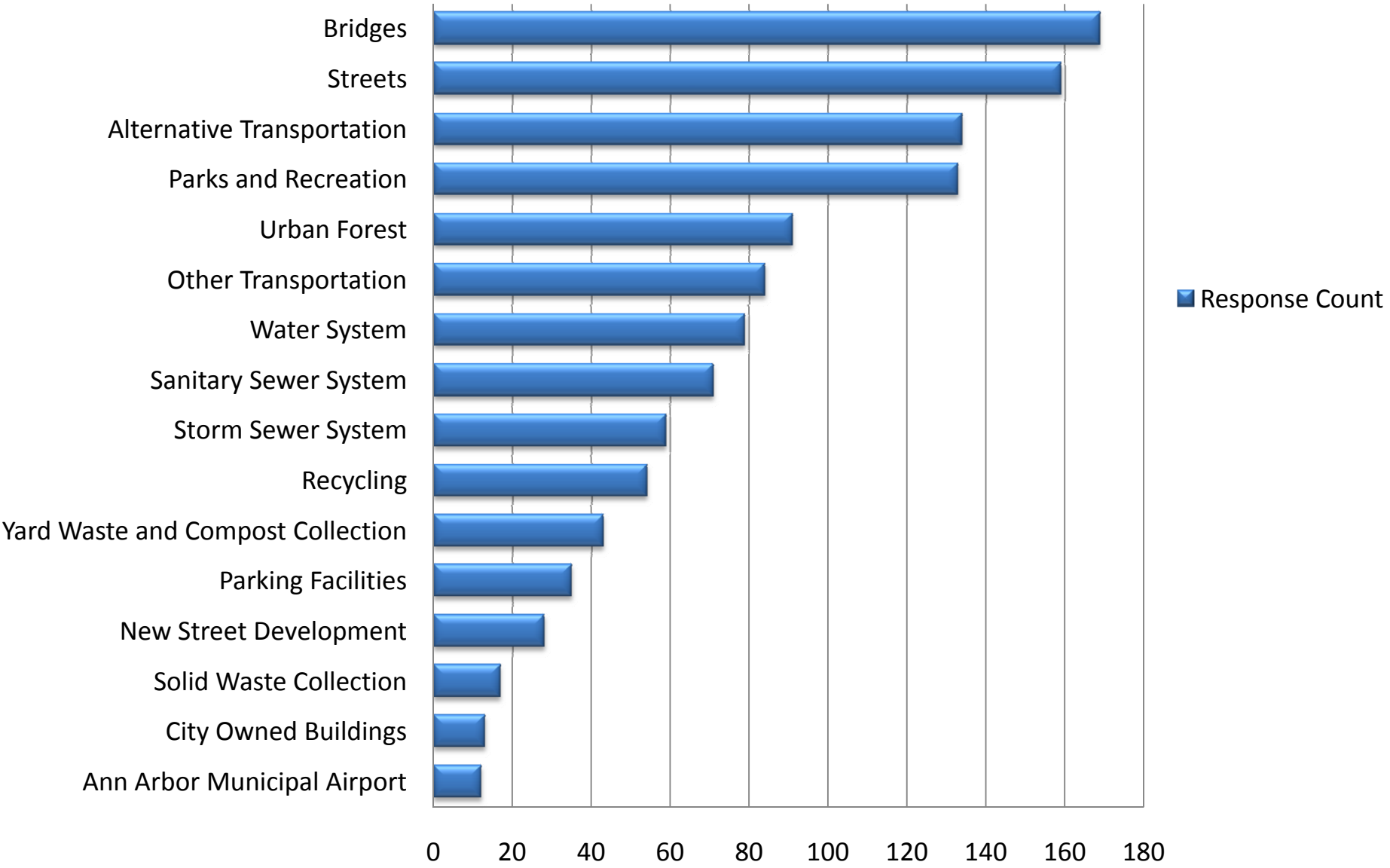
When thinking about UTILITY systems and services that exist, or are needed, do you think spending is:



- Establishing Priorities

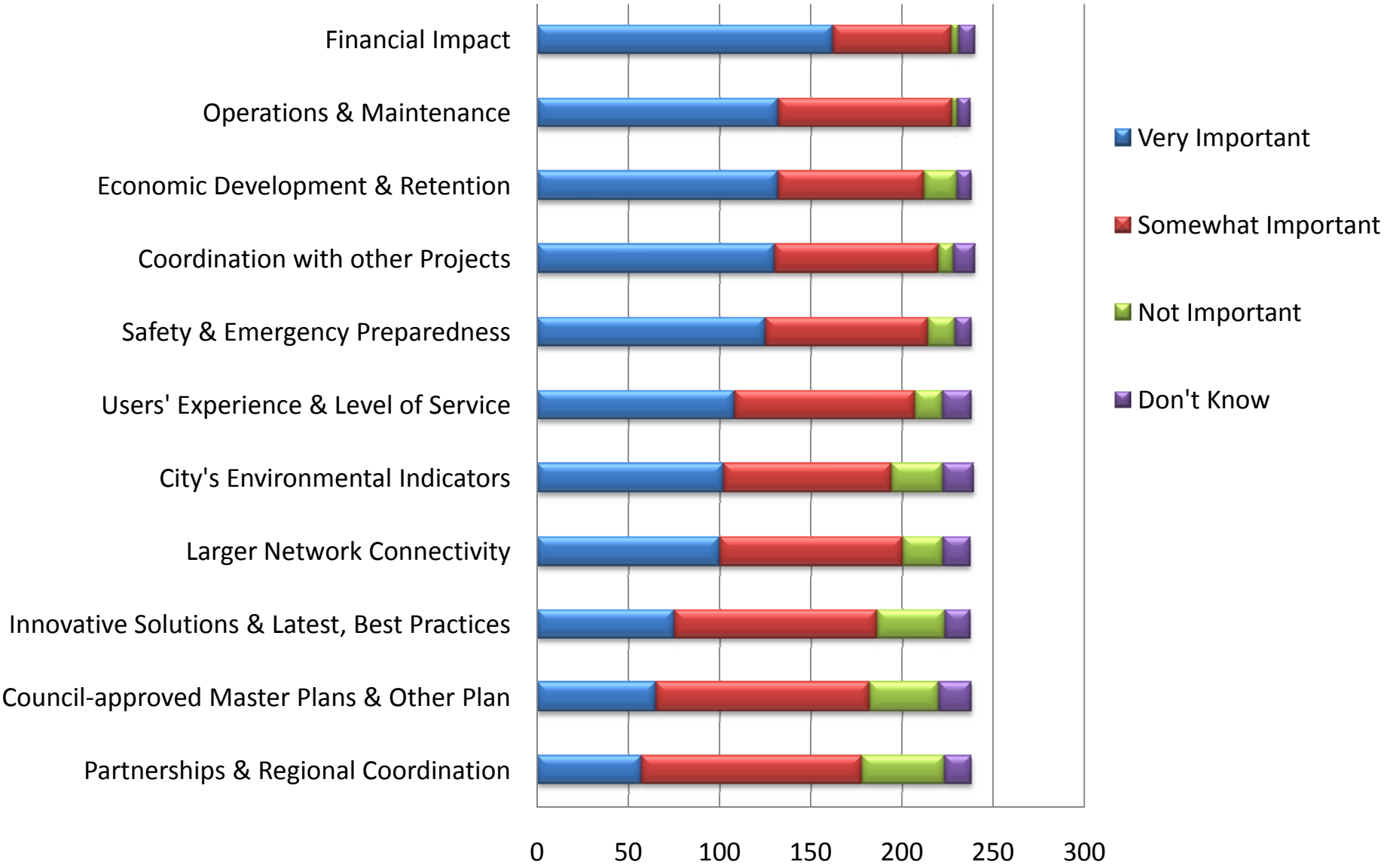
# 7.

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



8.

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



## 9. through 11.

Ideas about improvements to existing facilities or services.

**140** responses about municipal services & facilities.

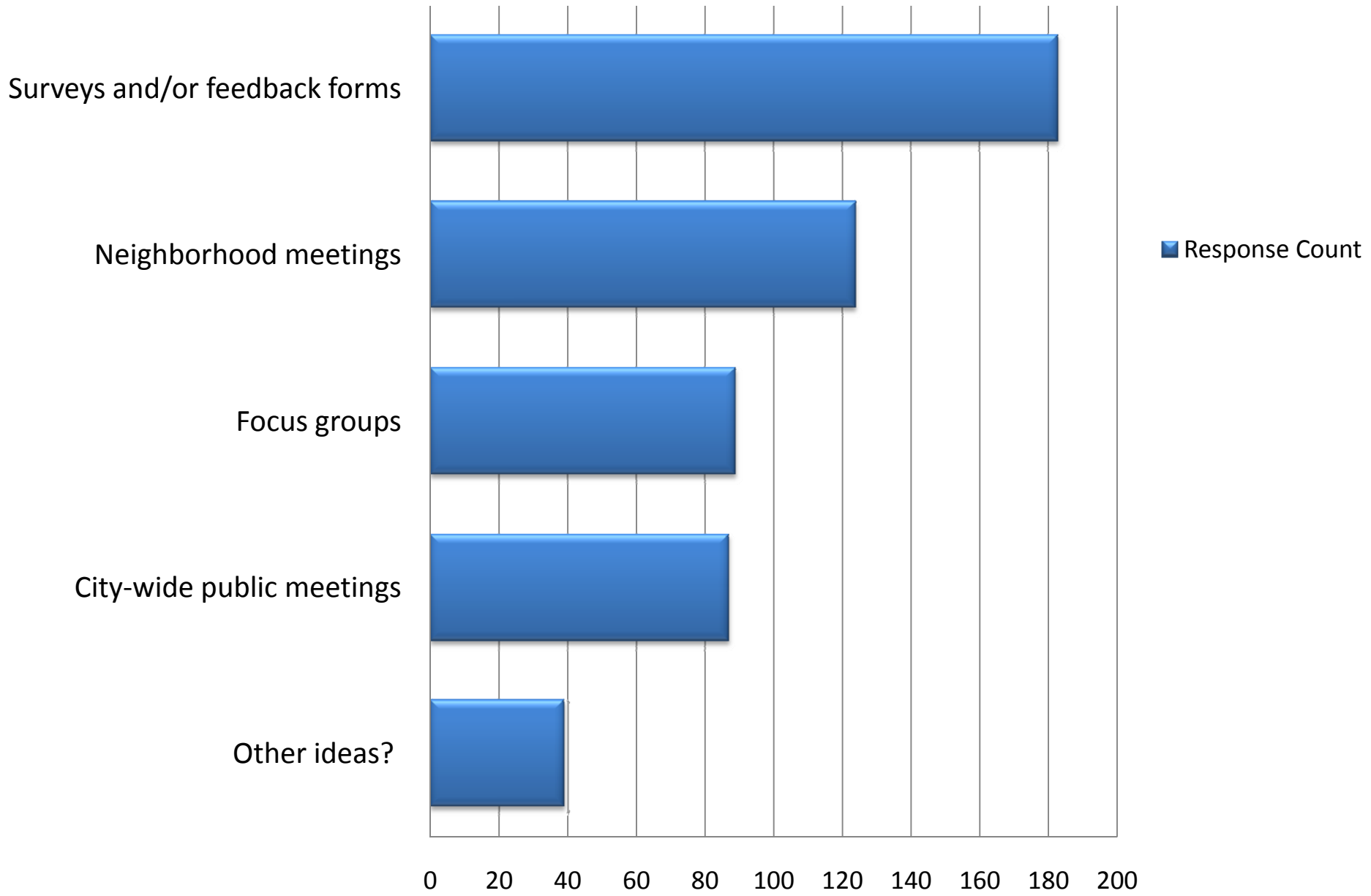
**148** responses about transportation services & facilities.

**45** responses about utility services & facilities.

- Public Engagement Ideas

# 12.

## For a capital improvements program process, in what public engagement methods would you participate?

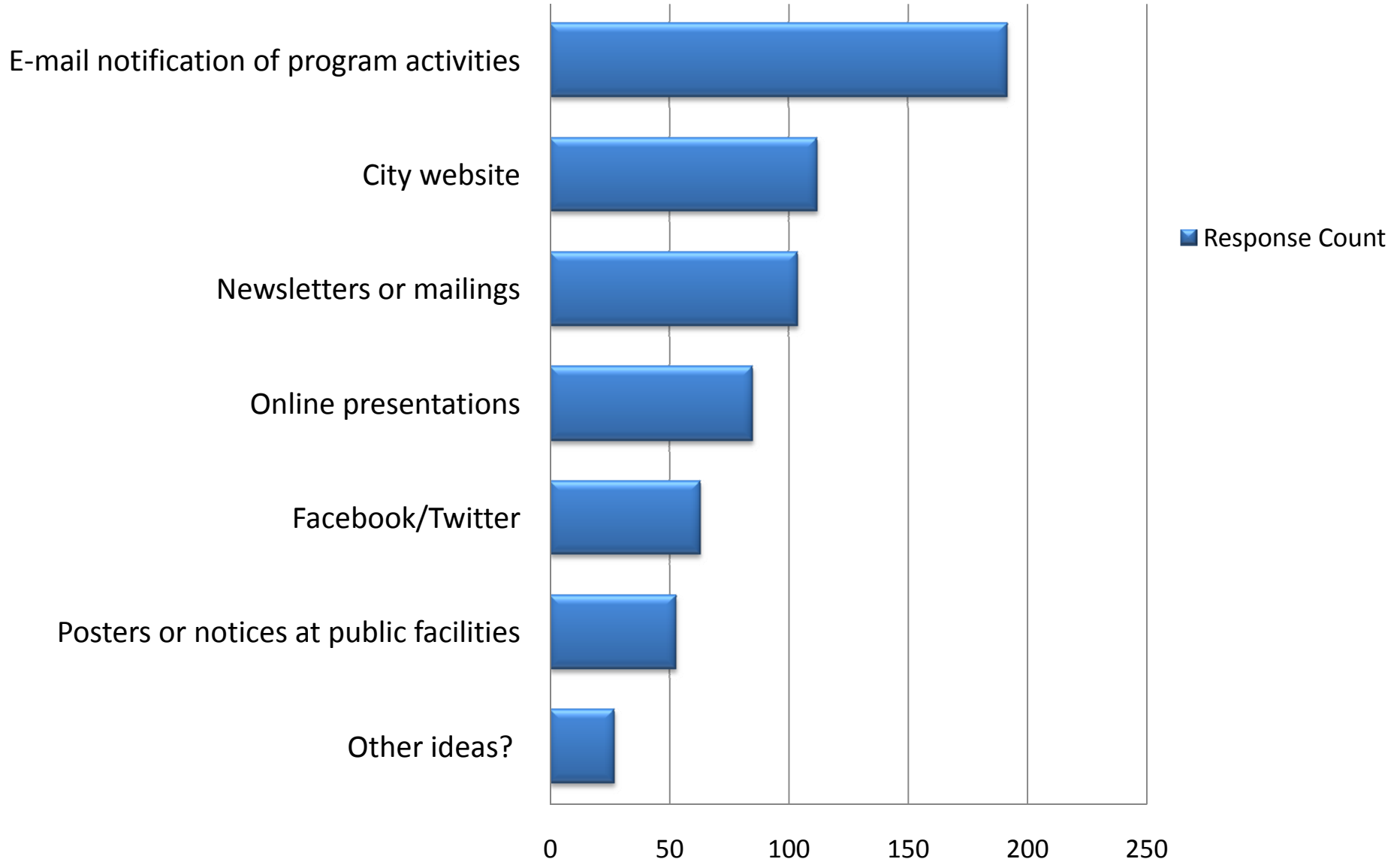


13.

**114** respondents had ideas about groups or individuals who should be represented in focus groups during the development of the CIP.

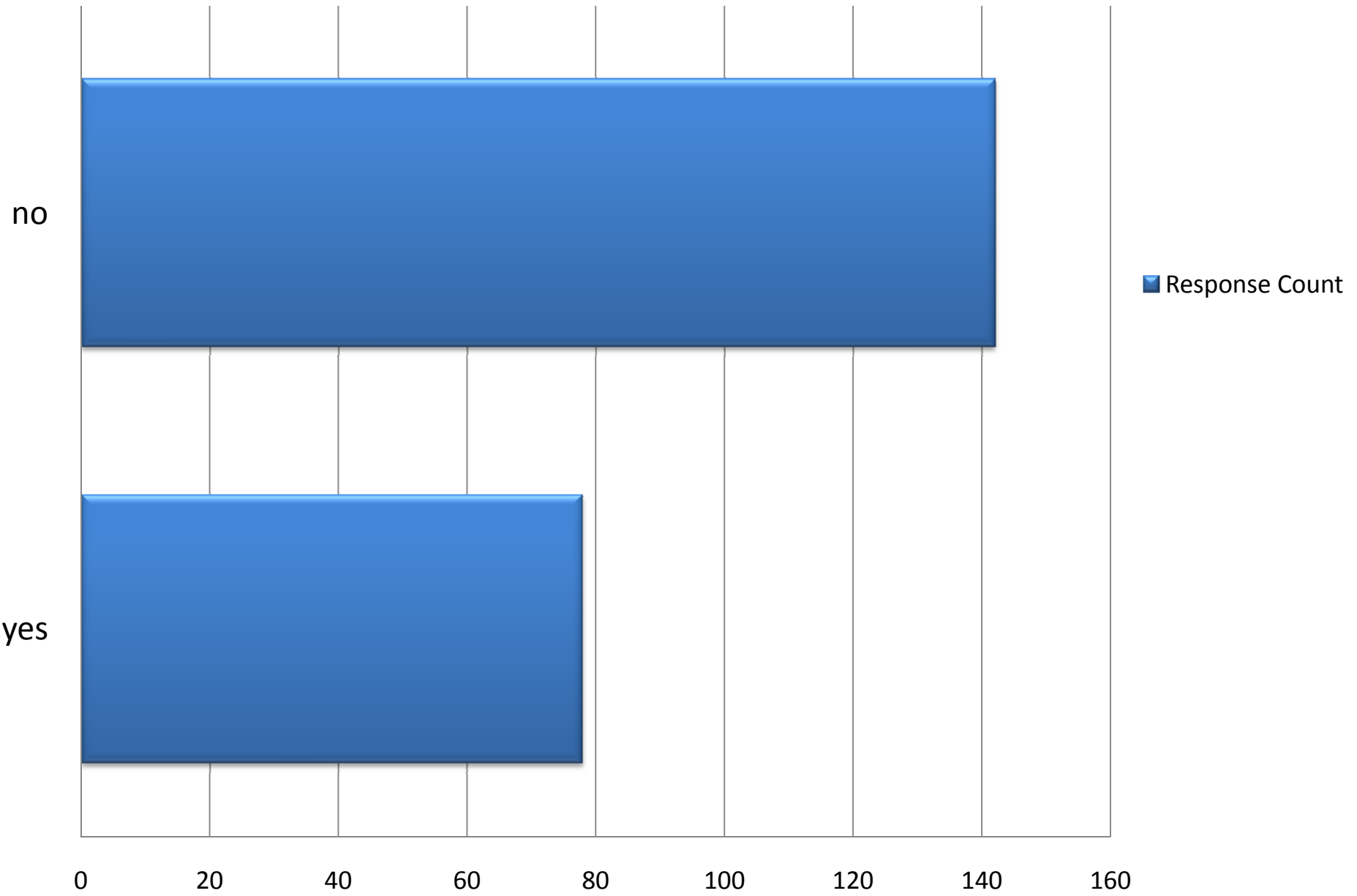
# 14.

For a capital improvements program process, what public outreach or communication methods would you use to stay informed?



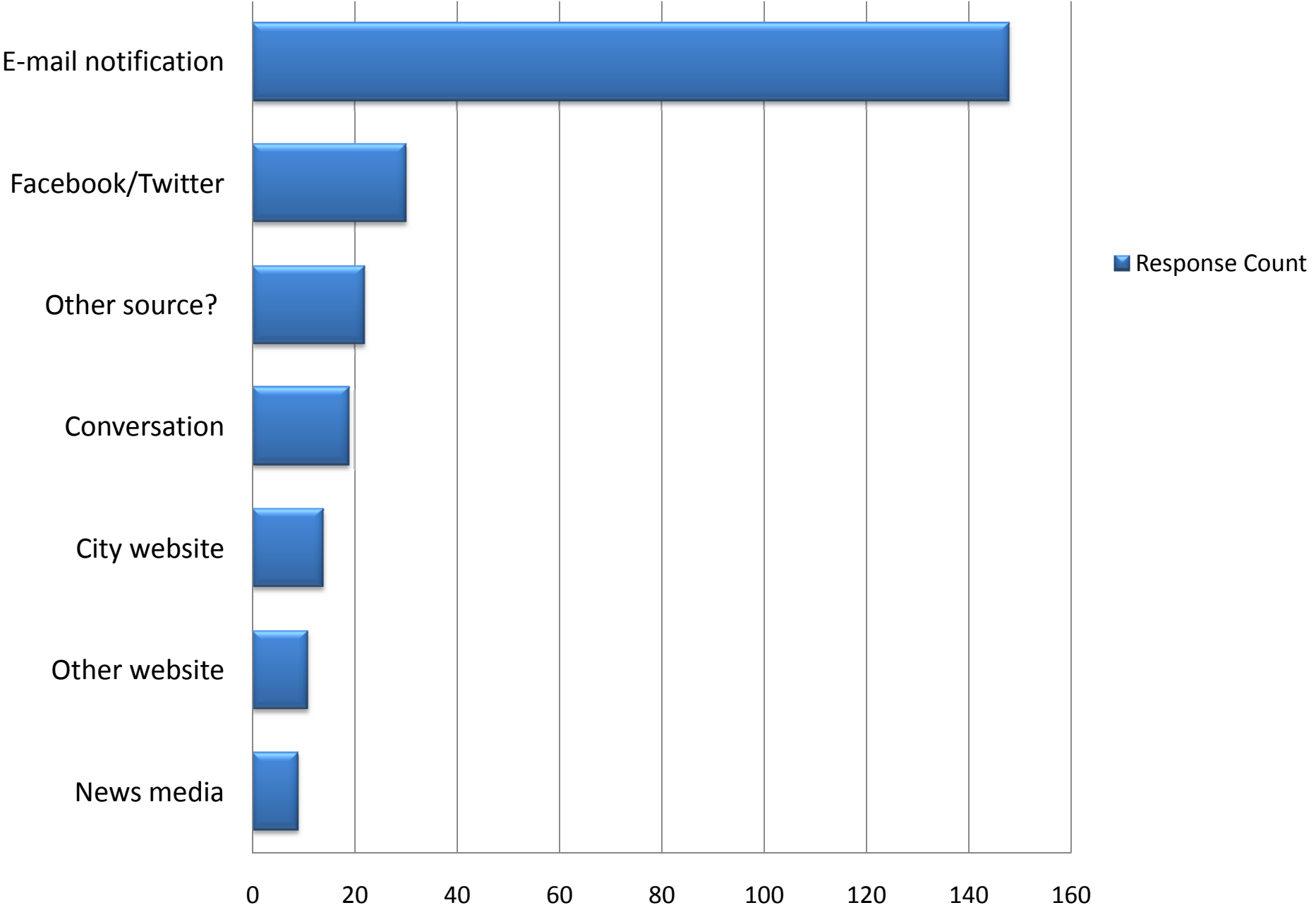
15.

# Have you previously viewed the city website for the Capital Improvements Plan?



# 16.

## How did you hear about this survey?



17.

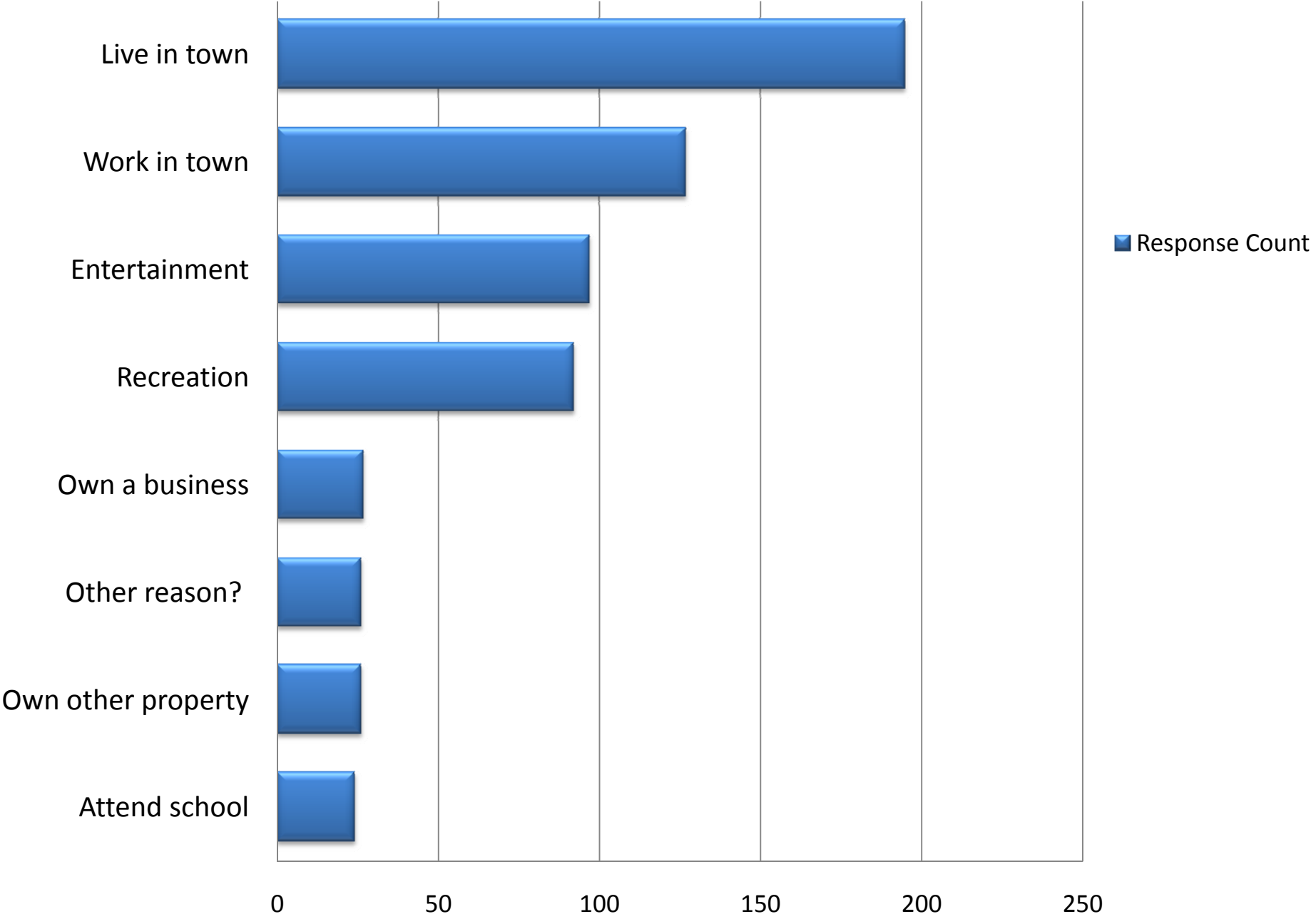
**96%** responded as an individual

**4%** responded as the  
representative of a group

- Questions about Yourself

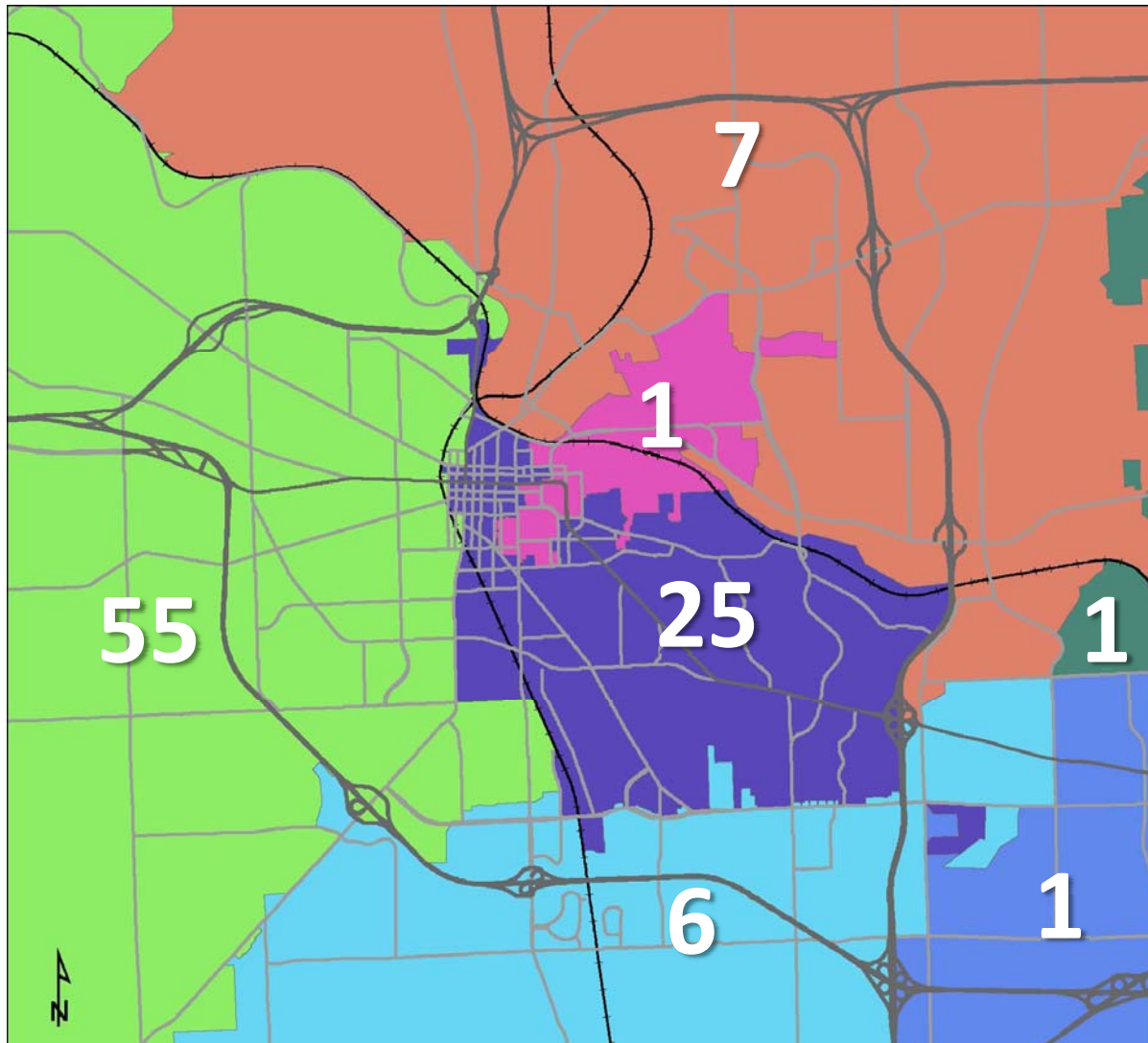
18.

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



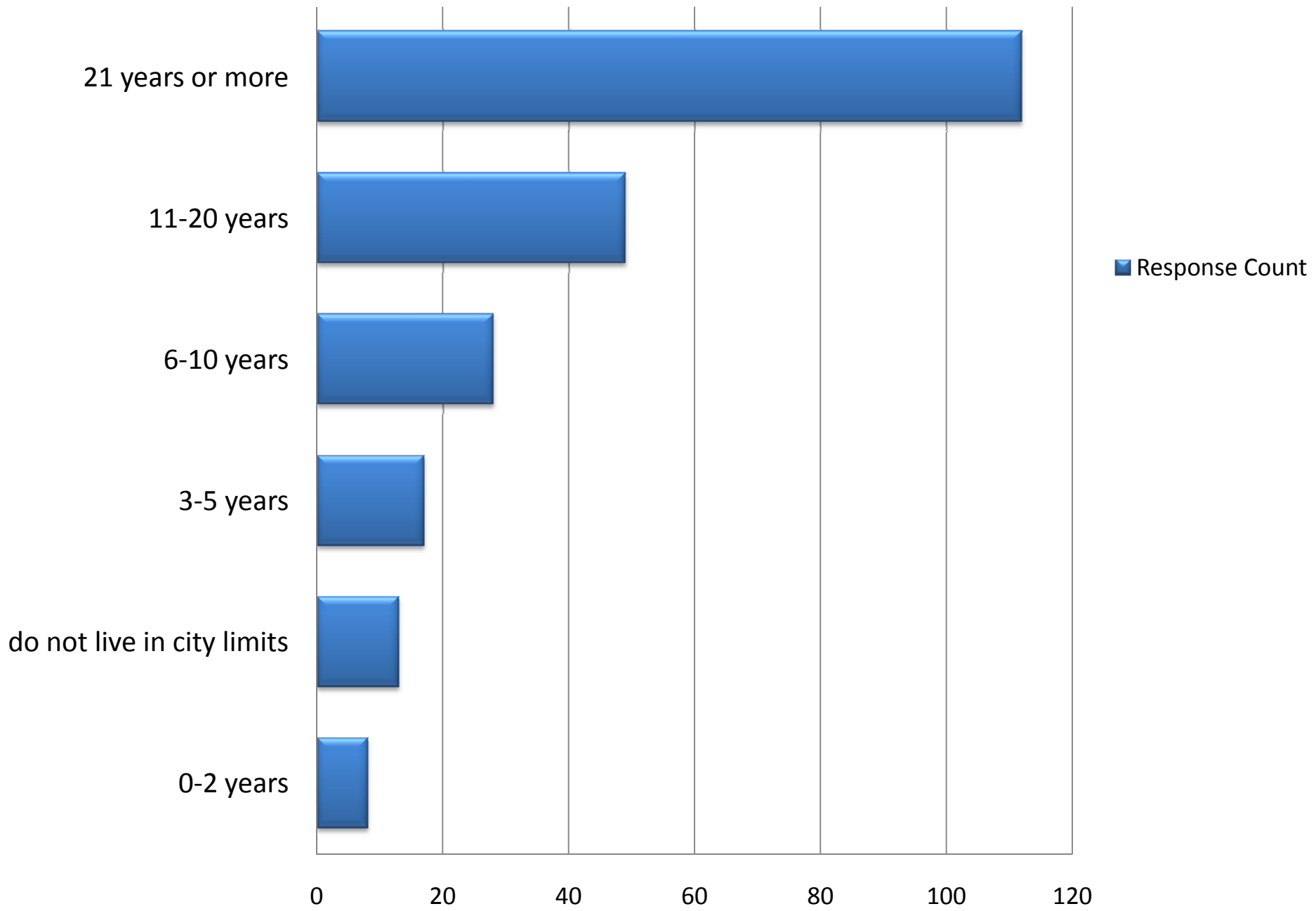
19.

In what part of the city do you live?



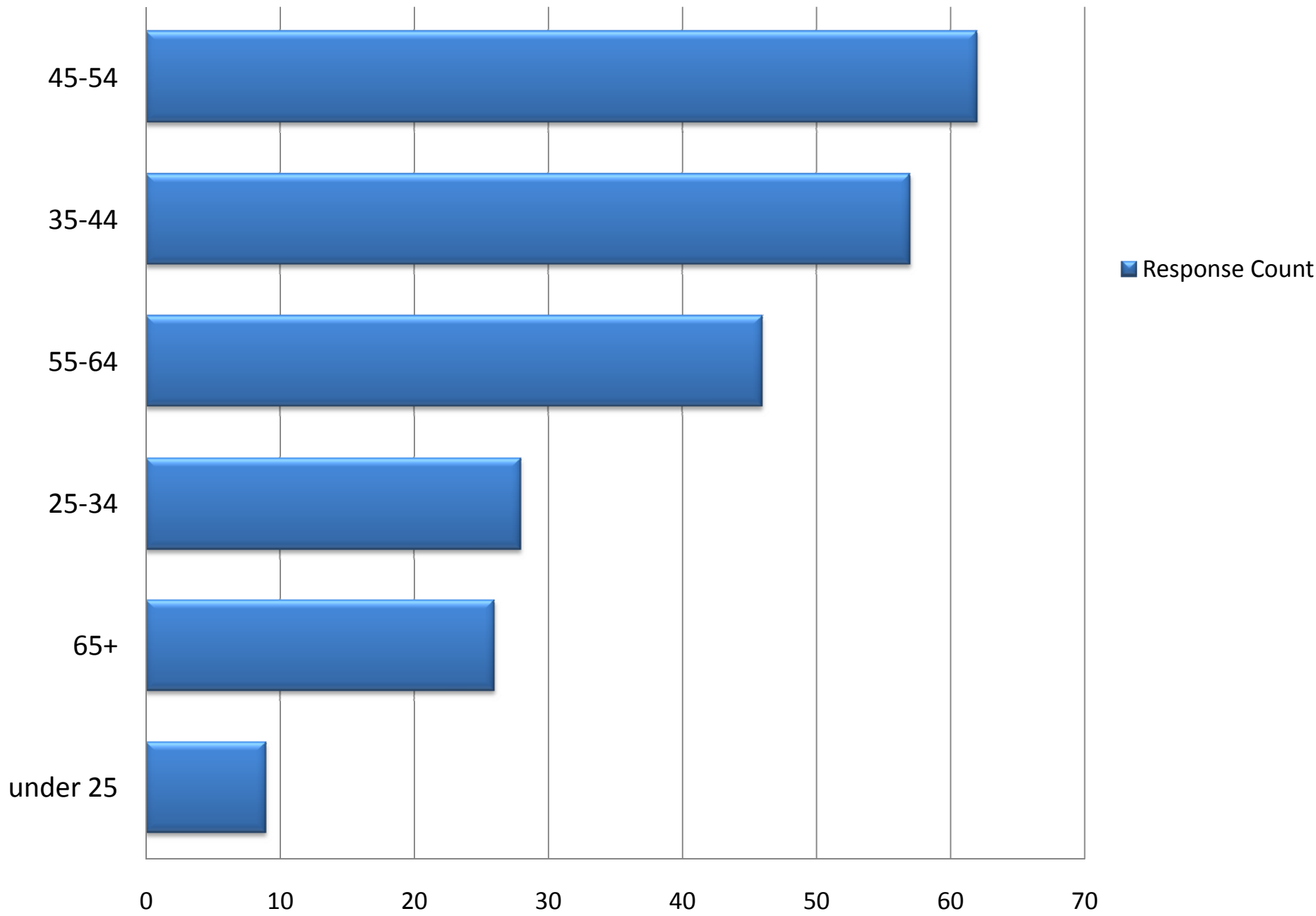
20.

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



21.

My age range is:



22.

**114** responded with additional questions & comments.

**85** email addresses were collected.

Email notification setup for the CIP webpage.  
Please sign up at [www.a2gov.org](http://www.a2gov.org) if you would like to receive emails about CIP topics of interest.

- Thank you for participating.