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The City of Ann Arbor, Michigan

Report of Results 2007



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TABLE OF CONTENTS

Survey Background.....	1
About The National Citizen Survey™	1
Understanding the Results	2
Survey Administration.....	2
Survey Validity.....	2
Use of the “Excellent, Good, Fair, Poor” Response Scale	4
“Don’t Know” Responses	4
Putting Evaluations Onto a 100-Point Scale	5
Community Life.....	6
Quality of Life.....	6
Ratings of Community Characteristics in Ann Arbor.....	8
Perceptions of Safety.....	15
Community Participation	17
Local Government	19
Public Trust	19
Service Provided by Ann Arbor.....	21
The City of Ann Arbor Employees	29
Additional Questions	31
Appendix A: Frequency of Responses to All Survey Questions.....	33
Appendix B: Survey Methodology.....	46
Sampling.....	46
Survey Administration.....	46
Response Rate and Confidence Intervals	46
Weighting and Analyzing the Data.....	47
Appendix C: Survey Materials	49

SURVEY BACKGROUND

About The National Citizen Survey™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically re-weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Ann Arbor staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Ann Arbor staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 3,000 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 10 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 1,137 residents, for a response rate of 38%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 3,000 residents is generally no greater than plus or minus 3 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Ann Arbor. (For more information on the survey methodology, see Appendix B. A copy of the survey materials can be found in Appendix C.)

Survey Validity

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey 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, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

1. Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
2. Selecting households at random within the jurisdiction.
3. Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.

4. Selecting the respondent within the household using an unbiased sampling procedure¹.
5. 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.
6. Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
7. Providing a self-addressed, postage-paid return envelope.
8. Offering the survey in Spanish when appropriate and requested by City officials.
9. Using the most recent available information about the characteristics of jurisdiction residents to re-weight the data 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 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 a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that 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

¹ The birthday method requests 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.

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 tend to be ambiguous, 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 fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen "objectively" in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Use of the "Excellent, Good, Fair, Poor" Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is "excellent," "good," "fair" or "poor" (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents' perceptions of quality in favor of their report on the acceptability of the level of service offered).

"Don't Know" Responses

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 body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 2 points based on all respondents.

COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Ann Arbor. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Ann Arbor. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Ann Arbor.

Quality of Life

When asked to rate the overall quality of life in Ann Arbor, 36% of respondents thought it was “excellent.” Zero percent rated overall quality of life as “poor.” All of the responses of residents who had an opinion about the overall quality of life in Ann Arbor are shown in Figure 1 below. Other ratings can be seen in the figures on the following page.

Figure 1: Overall Quality of Life in Ann Arbor

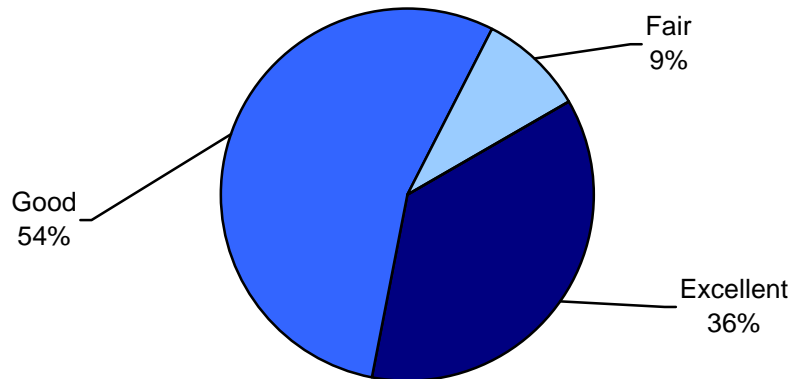
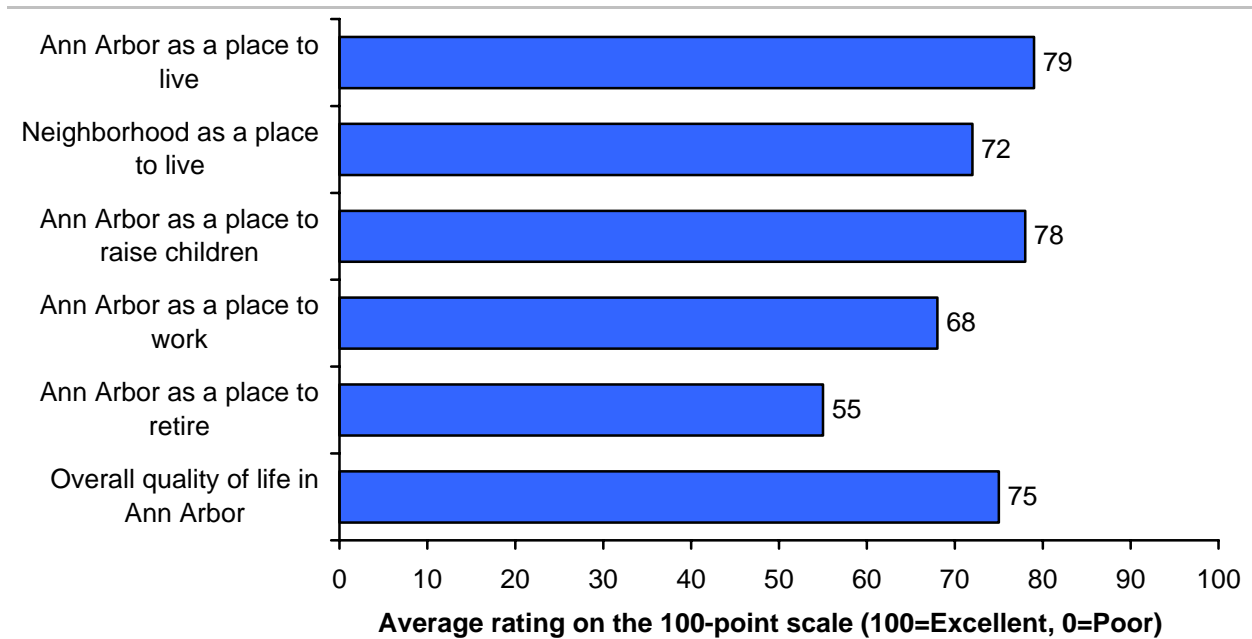


Figure 2: Quality of Life Ratings



Quality of Life Ratings

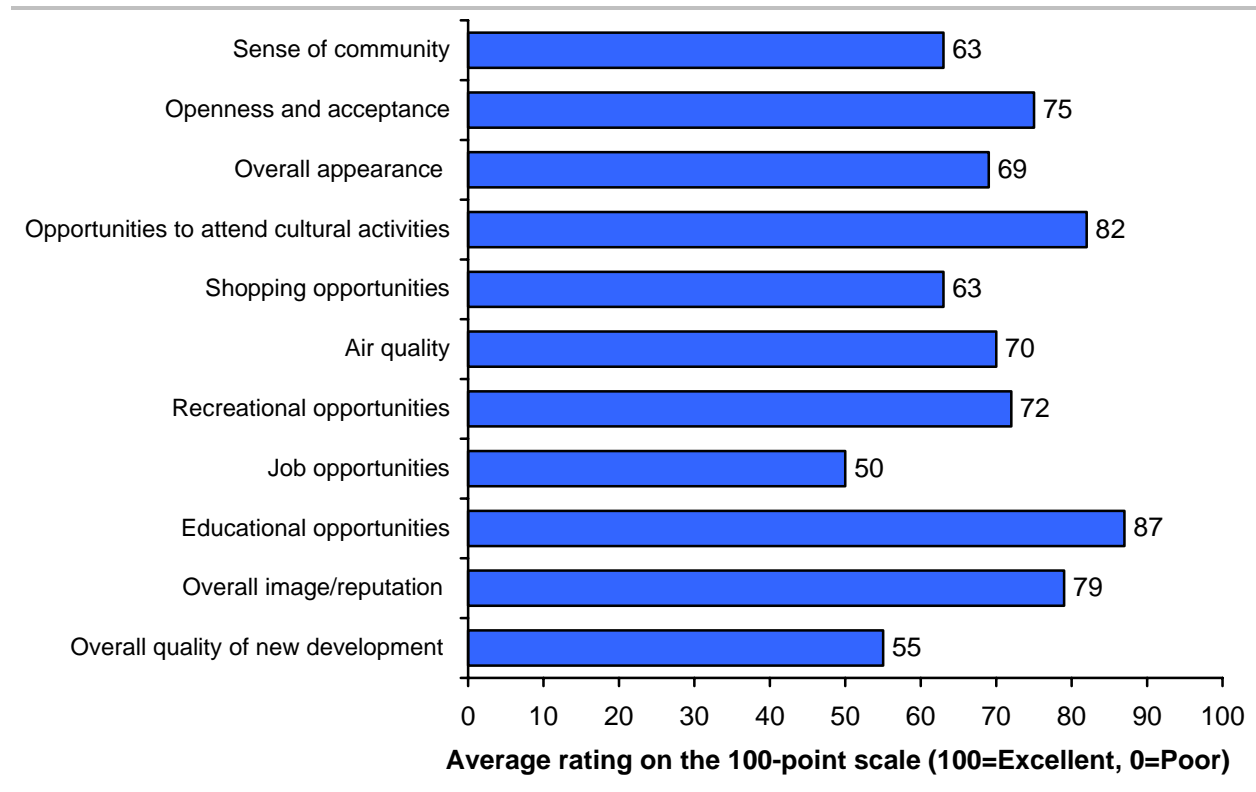
	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate Ann Arbor as a place to live?	46%	46%	8%	1%	100%	79
How do you rate your neighborhood as a place to live?	35%	48%	14%	3%	100%	72
How do you rate Ann Arbor as a place to raise children?	45%	44%	9%	2%	100%	78
How do you rate Ann Arbor as a place to work?	29%	48%	19%	4%	100%	68
How do you rate Ann Arbor as a place to retire?	20%	38%	28%	14%	100%	55
How do you rate the overall quality of life in Ann Arbor?	36%	54%	9%	0%	100%	75

Note: "don't know" responses have been removed.

Ratings of Community Characteristics in Ann Arbor

The highest rated characteristics of Ann Arbor were educational opportunities, opportunities to attend cultural activities, and overall image/reputation. When asked about potential problems in Ann Arbor, the three concerns rated by the highest proportion of respondents as a “major problem” were taxes, traffic congestion, and homelessness. The rate of population growth in Ann Arbor was viewed as “too fast” by 39% of respondents, while 4% thought it was “too slow.”

Figure 3: Characteristics of the Community: General and Opportunities



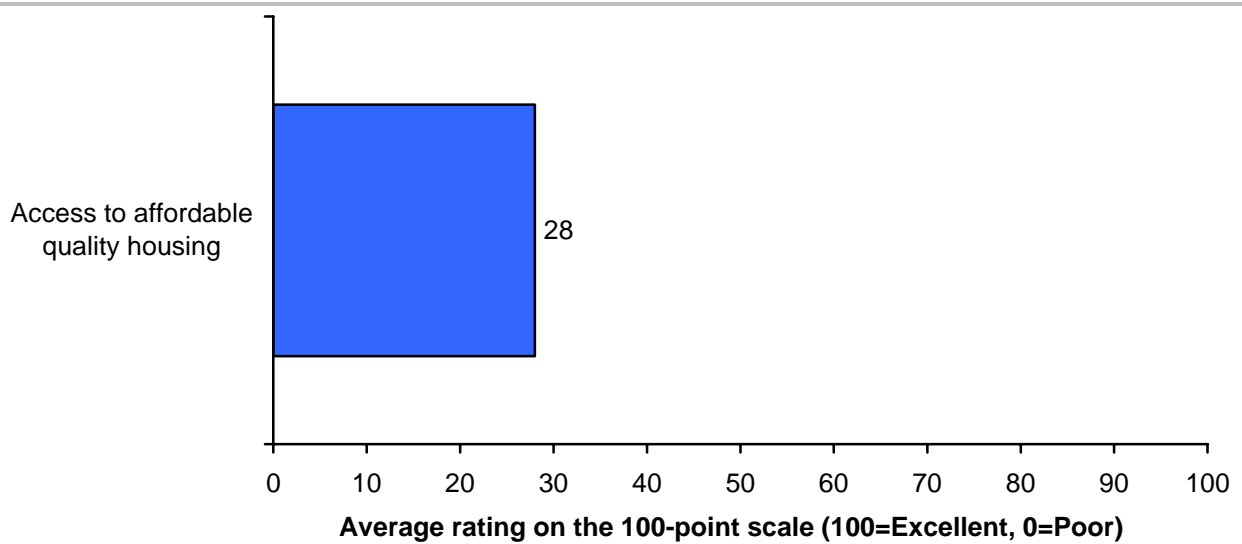
Characteristics of the Community: General and Opportunities

Please rate each of the following characteristics as they relate to Ann Arbor as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Sense of community	19%	54%	22%	4%	100%	63
Openness and acceptance of the community towards people of diverse backgrounds	42%	42%	13%	2%	100%	75
Overall appearance of Ann Arbor	24%	60%	14%	2%	100%	69

Characteristics of the Community: General and Opportunities

Please rate each of the following characteristics as they relate to Ann Arbor as a whole:	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Opportunities to attend cultural activities	56%	34%	8%	1%	100%	82
Shopping opportunities	24%	48%	22%	6%	100%	63
Air quality	26%	59%	12%	2%	100%	70
Recreational opportunities	35%	49%	14%	2%	100%	72
Job opportunities	9%	42%	36%	12%	100%	50
Educational opportunities	66%	29%	4%	1%	100%	87
Overall image/reputation of Ann Arbor	43%	50%	6%	1%	100%	79
Overall quality of new development in Ann Arbor	12%	50%	30%	8%	100%	55
Note: "don't know" responses have been removed.						

Figure 4: Characteristics of the Community: Access

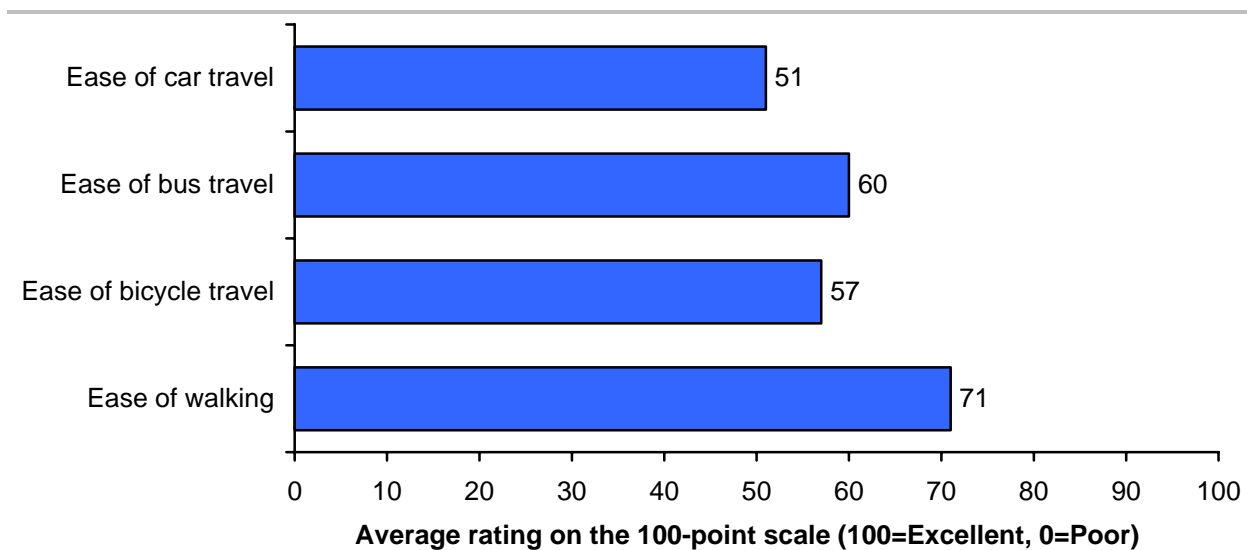


Characteristics of the Community: Access

Please rate each of the following characteristics as they relate to Ann Arbor as a whole:						Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor			
Access to affordable quality housing	3%	21%	35%	41%	100%	28	

Note: "don't know" responses have been removed.

Figure 5: Characteristics of the Community: Mobility



Characteristics of the Community: Mobility

Please rate each of the following characteristics as they relate to Ann Arbor as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Ease of car travel in Ann Arbor	13%	40%	33%	13%	100%	51
Ease of bus travel in Ann Arbor	18%	50%	25%	6%	100%	60
Ease of bicycle travel in Ann Arbor	16%	47%	29%	8%	100%	57
Ease of walking in Ann Arbor	33%	48%	17%	2%	100%	71

Note: "don't know" responses have been removed.

Figure 6: Ratings of Potential Problems in Ann Arbor

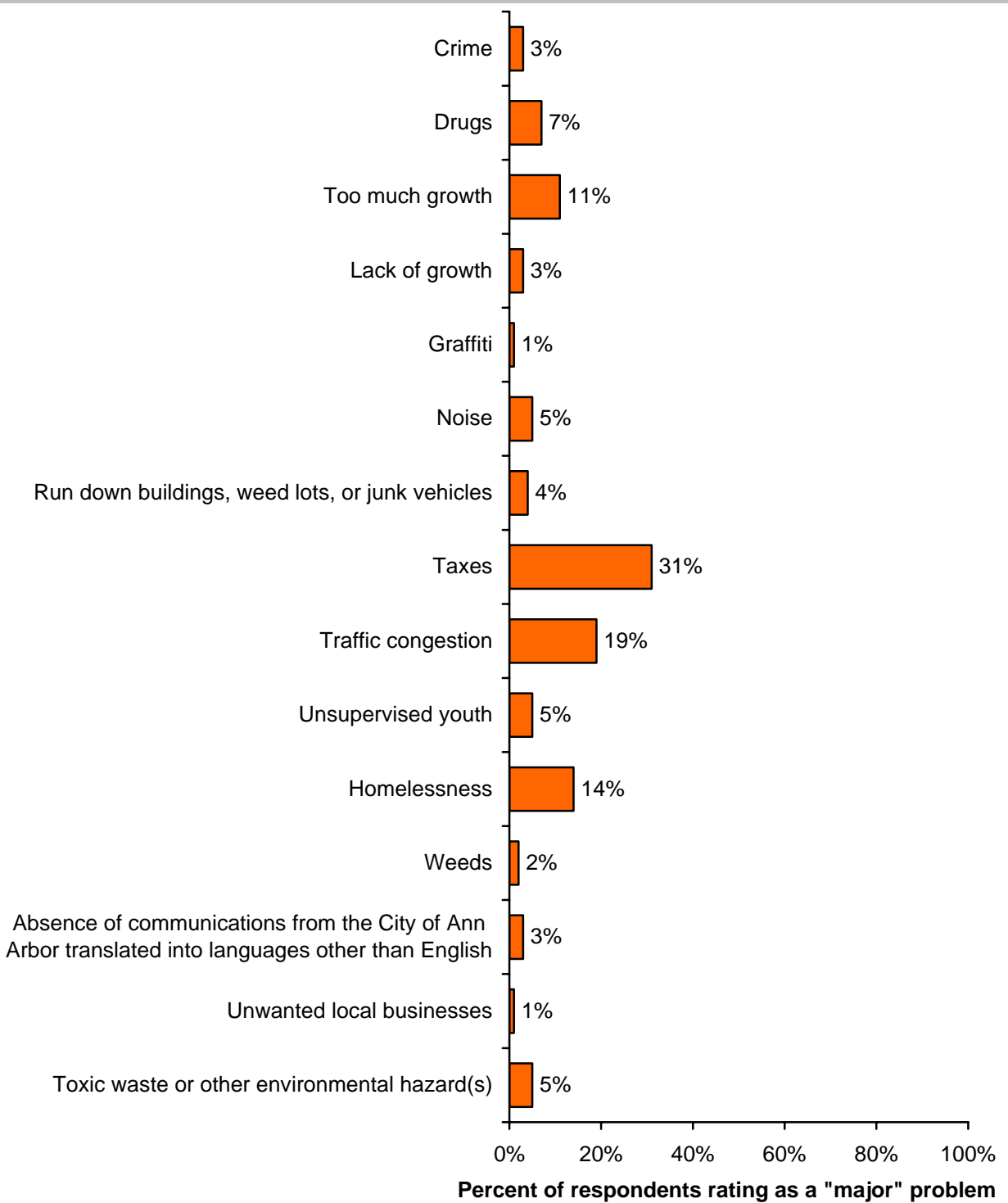
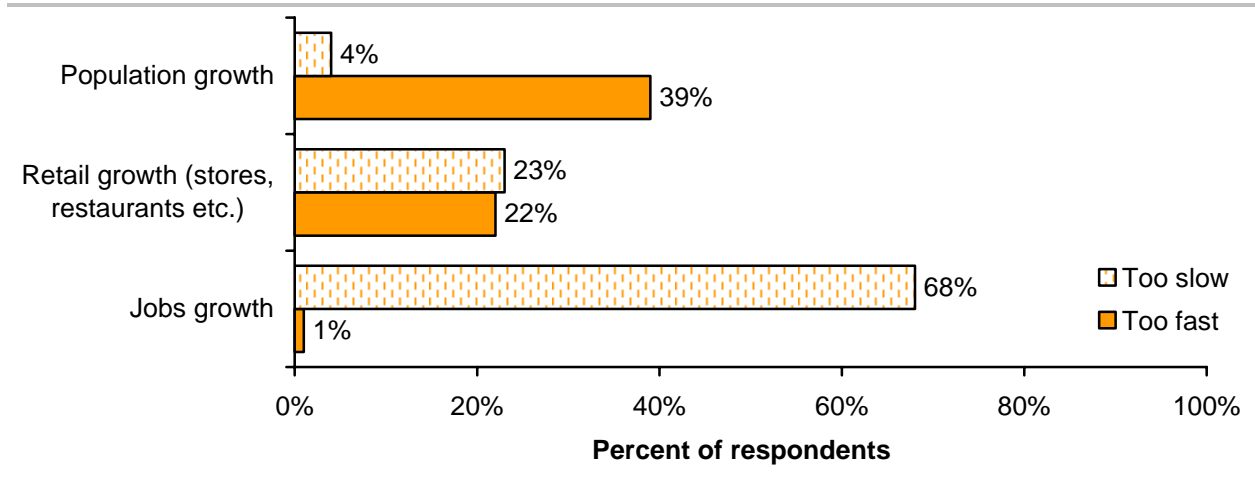


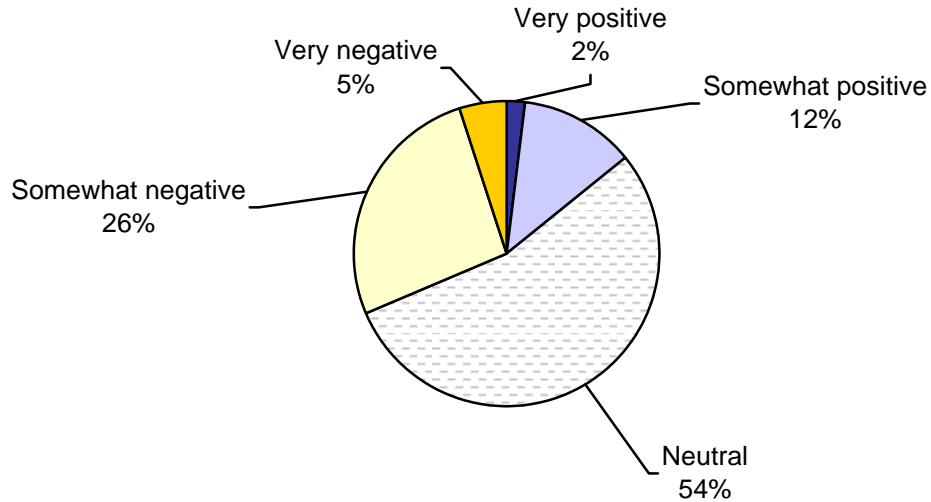
Figure 7: Ratings of Rates of Growth in Ann Arbor



Fourteen percent of Ann Arbor residents expected that the coming six months would have a somewhat or very positive impact on their family, while 31% felt that the economic future would be somewhat or very negative.

Figure 8: Perceptions of Economy

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...



Perceptions of Safety

When evaluating safety in the community, 79% of respondents felt “somewhat” or “very safe” from violent crimes in Ann Arbor. In their neighborhood after dark, 80% of survey participants felt “somewhat” or “very safe.”

As assessed by the survey, 9% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 71% had reported it to police.

Figure 9: Ratings of Safety from Various Problems in Ann Arbor

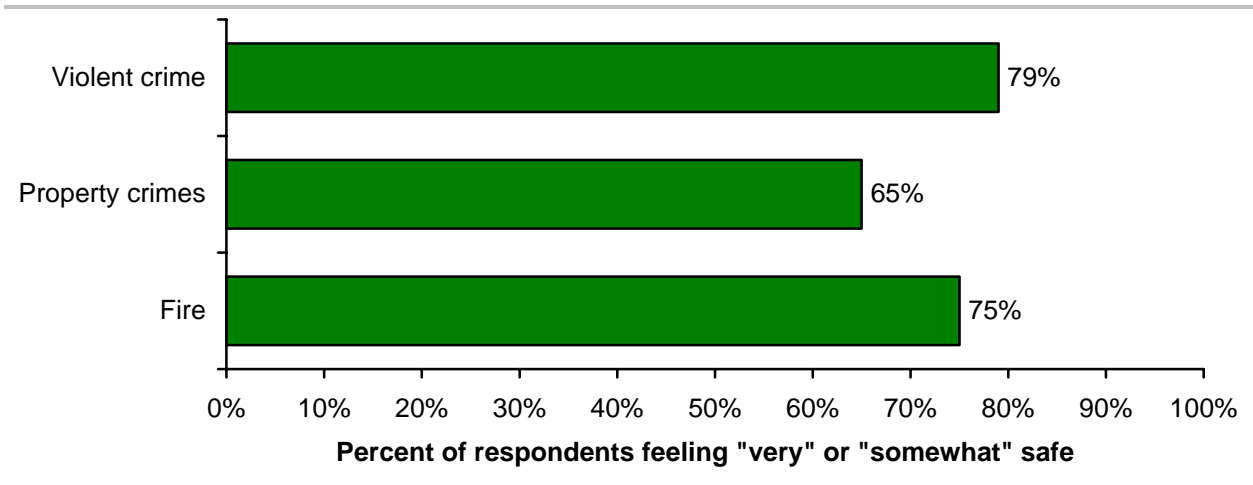


Figure 10: Ratings of Safety in Various Areas in Ann Arbor

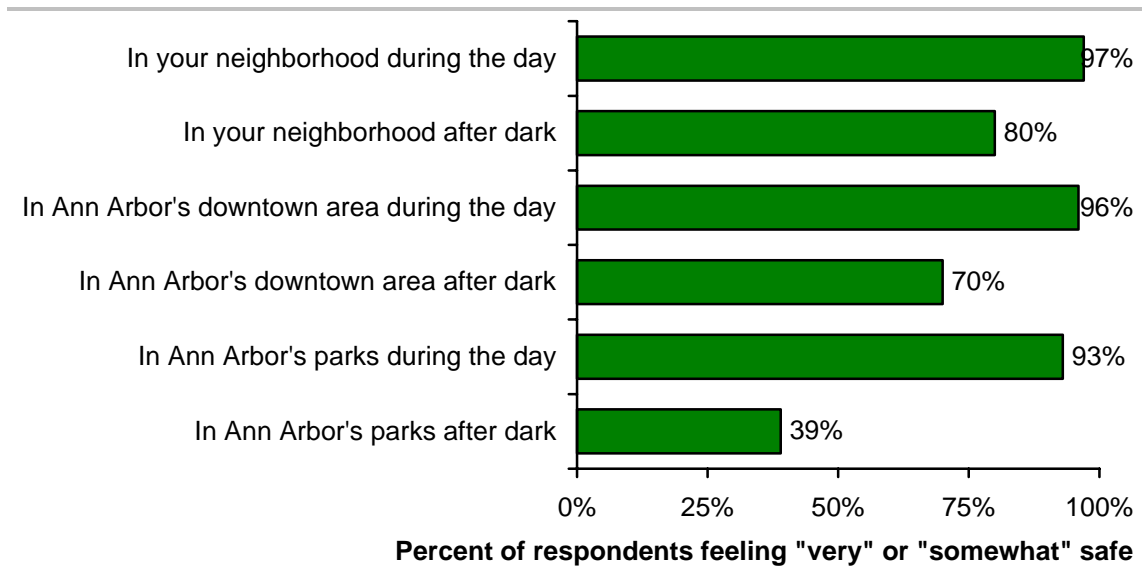


Figure 11: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months

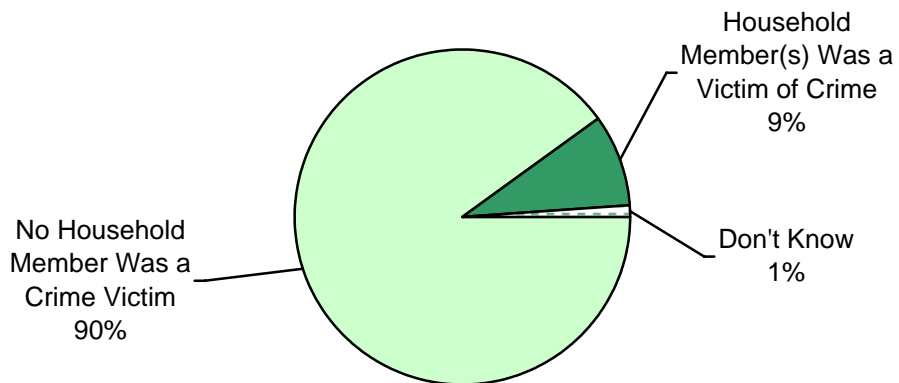
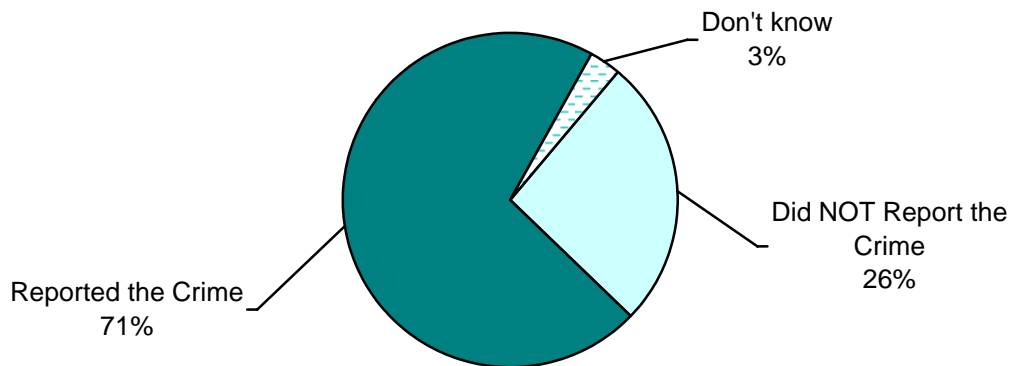


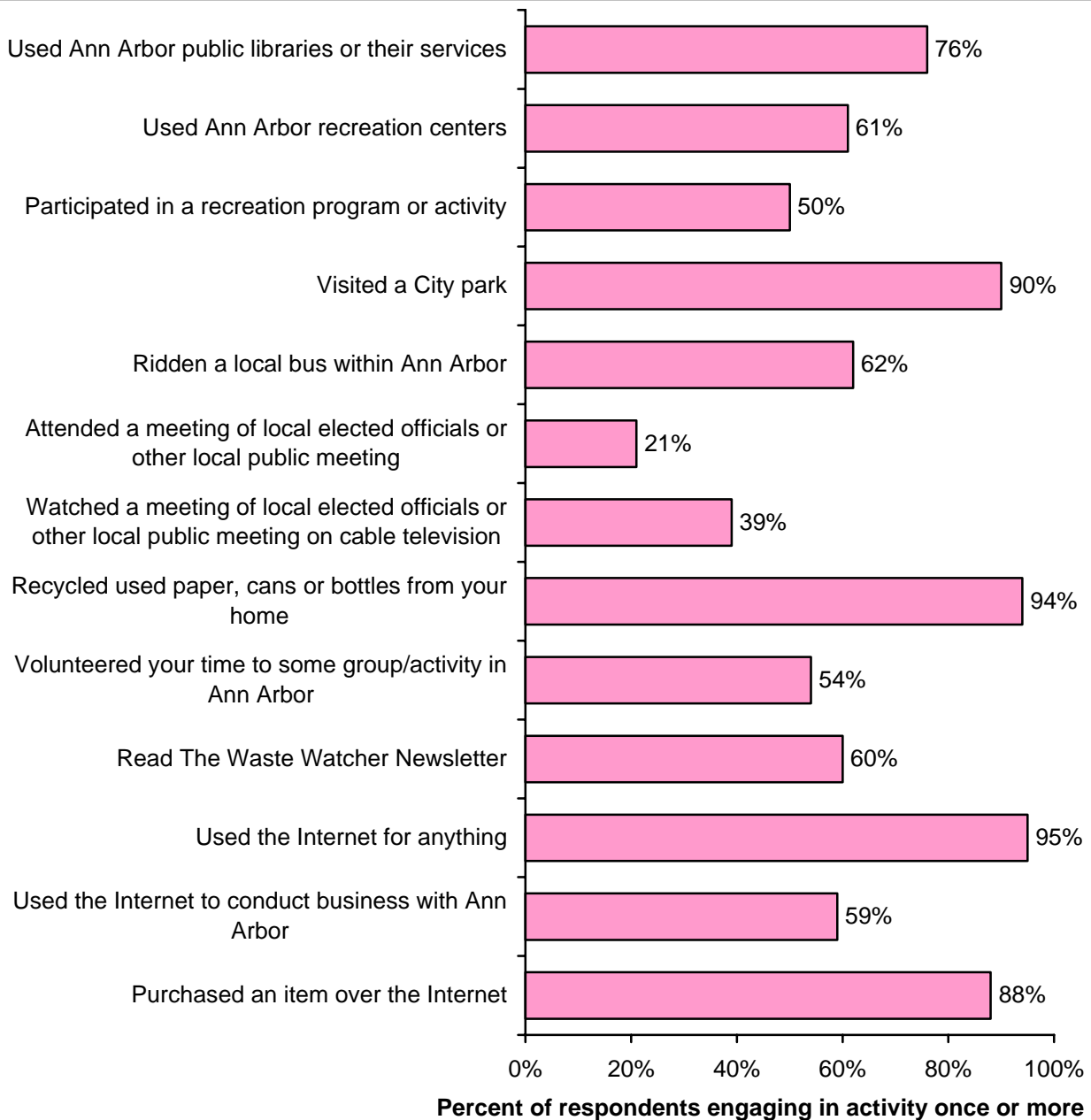
Figure 12: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime



Community Participation

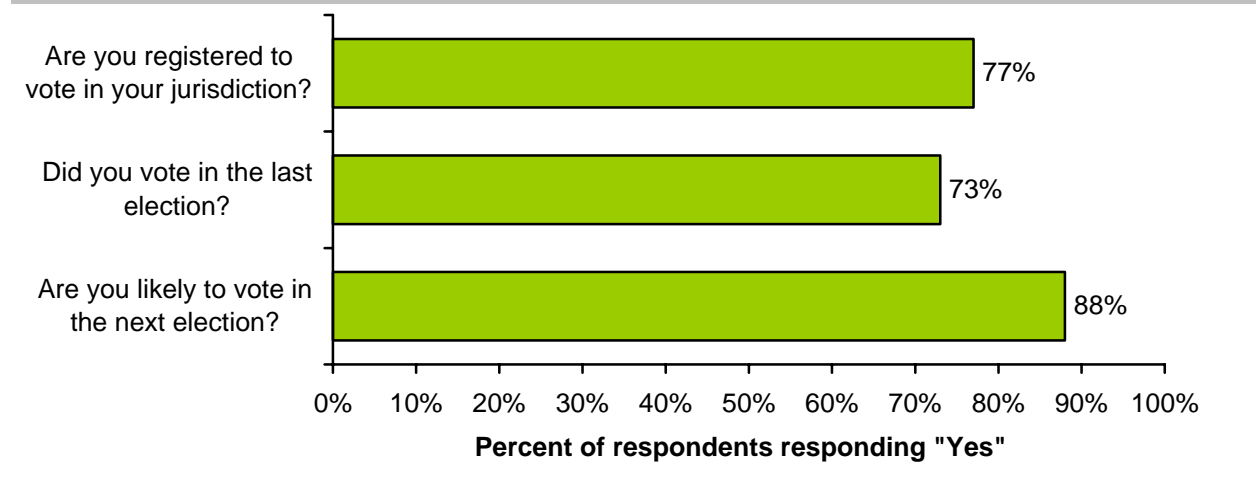
Participation in the civic, social and economic life of Ann Arbor during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Among those completing the questionnaire, 94% reported visiting a park in Ann Arbor in the past year and 21% had attended a meeting of elected officials or other local public meeting.

Figure 13: Percent of Respondents Engaging in Various Activities in Ann Arbor in the Past Year



Voter status was also estimated,² with 73% saying that they had voted in the last election.

Figure 14: Voter Status and Activity



Voter Status and Activity

	No	Yes	Total
Are you registered to vote in your jurisdiction?	23%	77%	100%
Did you vote in the last election?	27%	73%	100%
Are you likely to vote in the next election?	12%	88%	100%

² In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

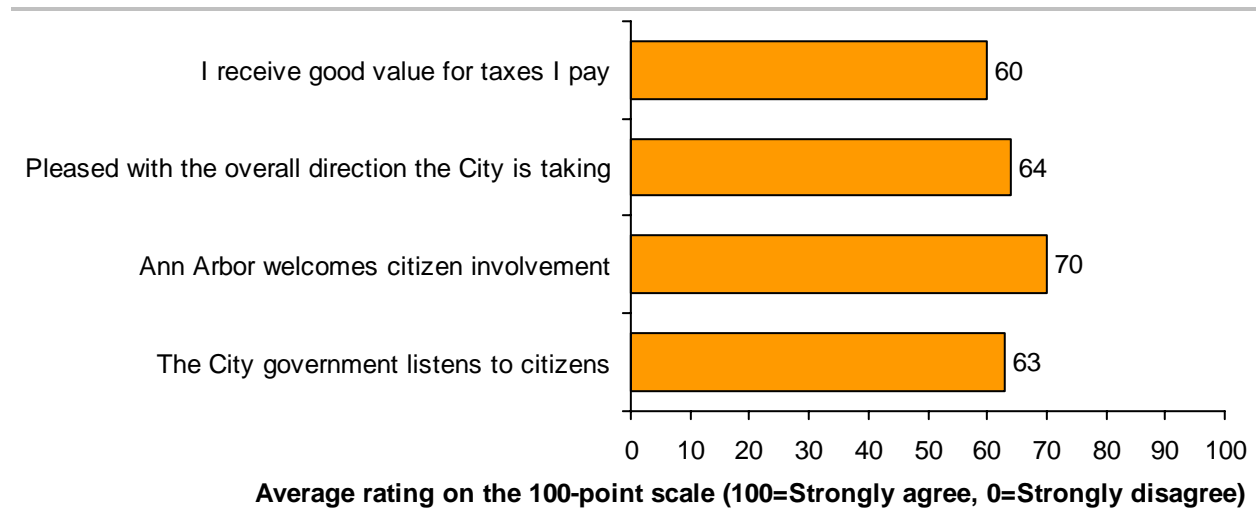
LOCAL GOVERNMENT

Several aspects of the government of the City of Ann Arbor were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Ann Arbor. Those who had any contact with a City of Ann Arbor employee in the past year gave their impressions of the most recent encounter.

Public Trust

When asked to evaluate whether they felt they received good value for taxes they pay, residents gave an average rating of 60 on a 100-point scale.

Figure 15: Ratings of Public Trust



Ratings of Public Trust

Please rate the following statements:						Total	Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)
	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree		
I receive good value for the City of Ann Arbor taxes I pay	15%	43%	17%	17%	8%	100%	60
I am pleased with the overall direction that the City of Ann Arbor is taking	15%	48%	20%	14%	4%	100%	64

Ratings of Public Trust

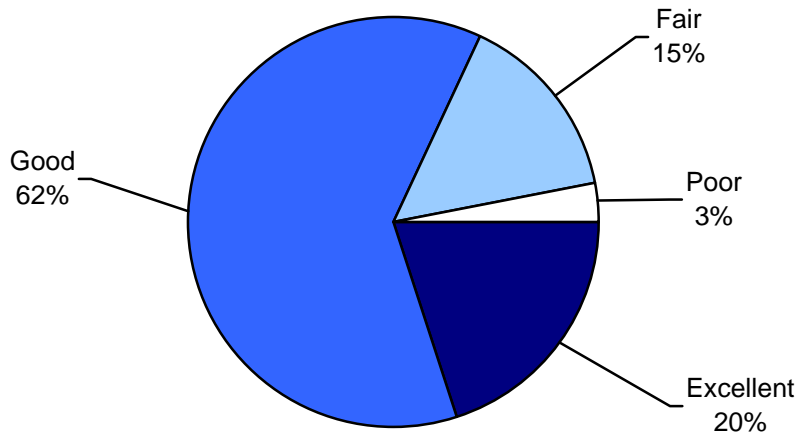
Please rate the following statements:	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total	Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)
The City of Ann Arbor government welcomes citizen involvement	23%	45%	22%	7%	2%	100%	70
The City of Ann Arbor government listens to citizens	15%	41%	28%	11%	5%	100%	63

Note: "don't know" responses have been removed.

Service Provided by Ann Arbor

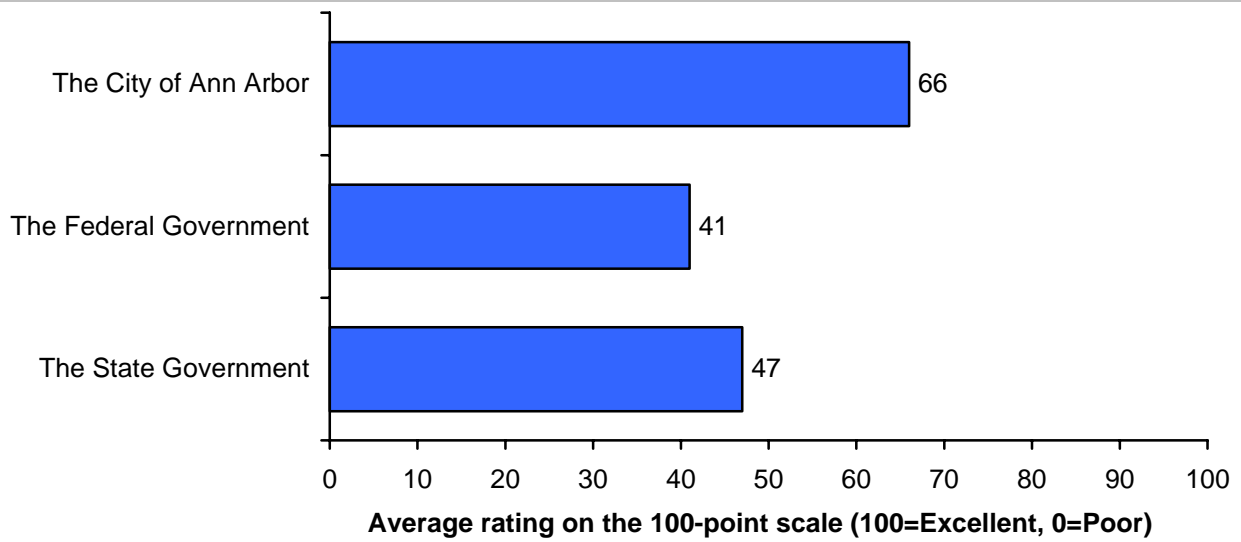
The responses of residents with an opinion about the overall quality of services provided by Ann Arbor are shown in Figure 16 below. These responses result in an average rating of 66 on the 100-point scale. Average ratings given to specific services are shown on the following pages.

Figure 16: Overall Quality of Services Provided by the City of Ann Arbor



On average, residents of Ann Arbor gave the highest evaluations to their own local government and the lowest average rating to the federal government.

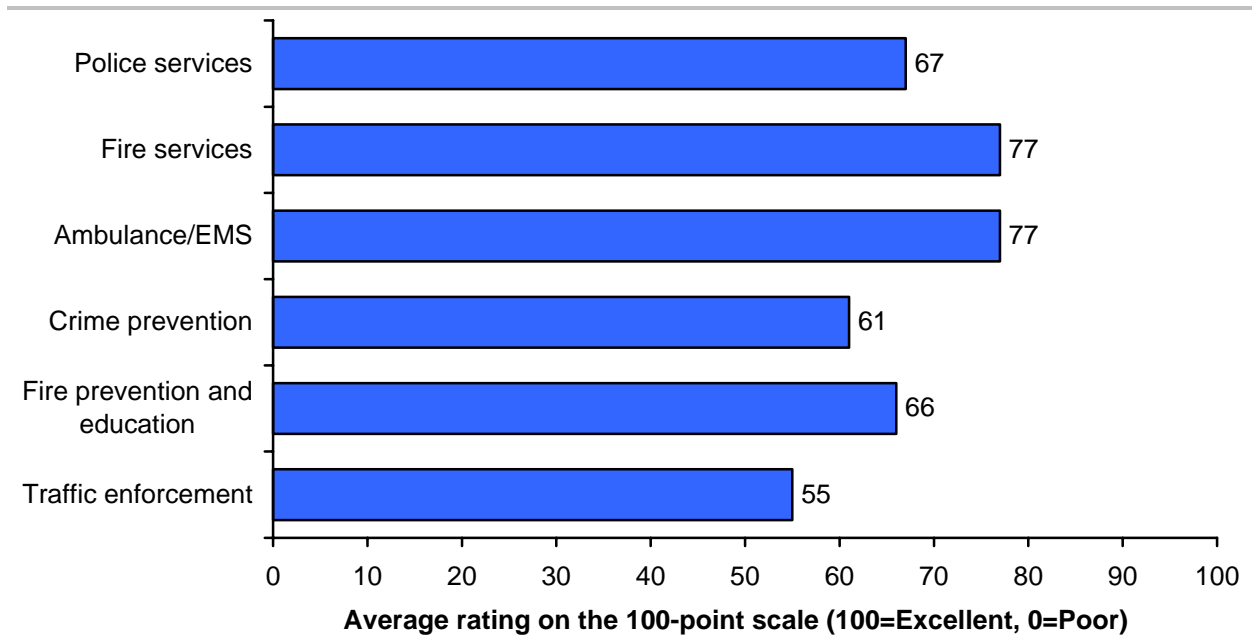
Figure 17: Rating of Overall Quality of Services Provided by Various Levels of Government



Overall Quality of Services: City of Ann Arbor, Federal Government and State Government						
Overall, how would you rate the quality of services provided by...					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
The City of Ann Arbor	20%	62%	15%	3%	100%	66
The Federal Government	4%	32%	46%	18%	100%	41
The State Government	4%	41%	44%	10%	100%	47

Note: "don't know" responses have been removed.

Figure 18: Quality of Public Safety Services

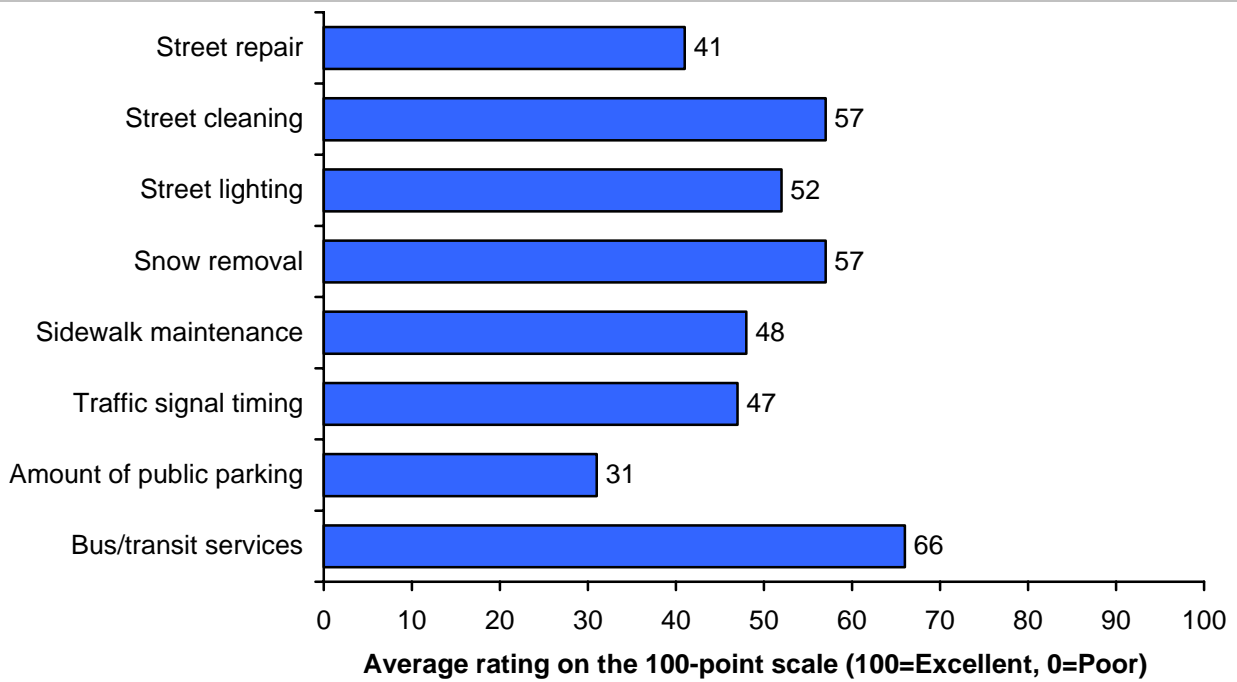


Quality of Public Safety Services

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total		
Police services	25%	54%	16%	4%	100%	67	
Fire services	38%	54%	7%	1%	100%	77	
Ambulance/emergency medical services	40%	51%	8%	1%	100%	77	
Crime prevention	15%	58%	23%	4%	100%	61	
Fire prevention and education	21%	58%	19%	2%	100%	66	
Traffic enforcement	15%	46%	28%	10%	100%	55	

Note: "don't know" responses have been removed.

Figure 19: Quality of Transportation Services

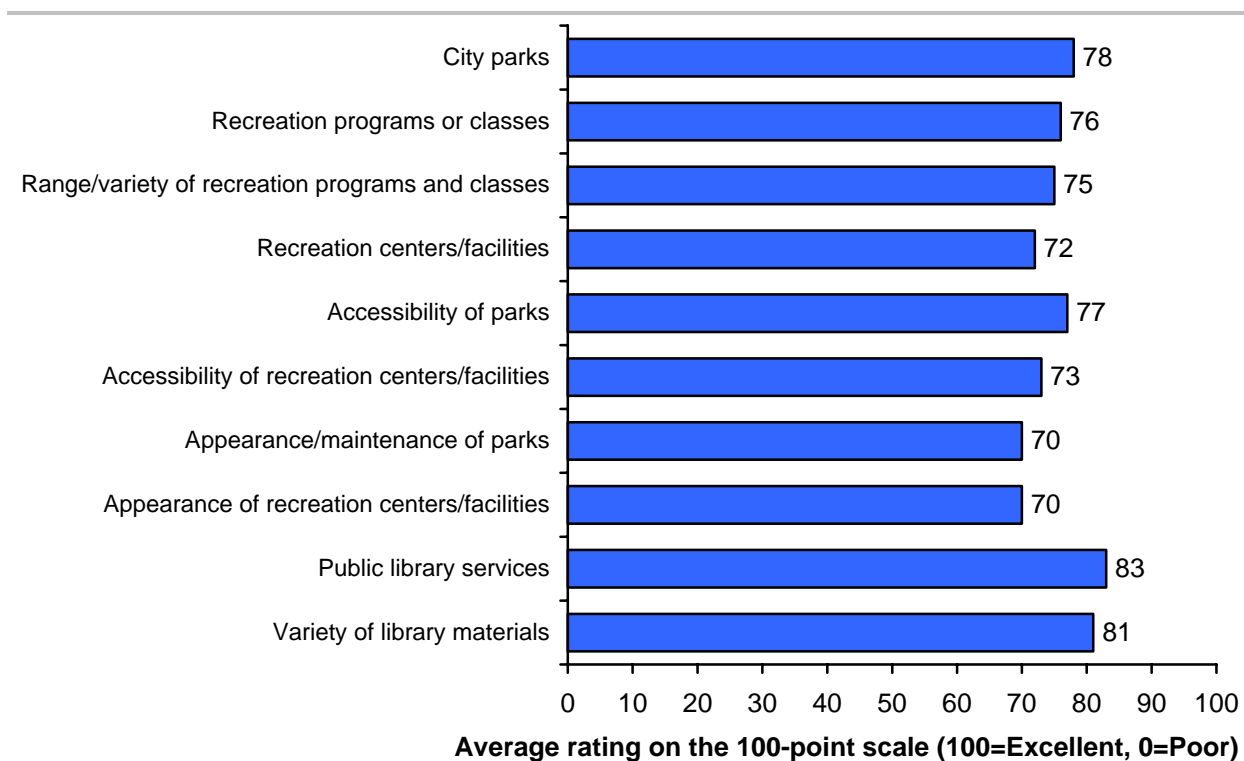


Quality of Transportation Services

How do you rate the quality of each of the following services?					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Street repair	6%	33%	39%	21%	100%	41
Street cleaning	15%	50%	28%	8%	100%	57
Street lighting	11%	47%	28%	14%	100%	52
Snow removal	16%	50%	24%	10%	100%	57
Sidewalk maintenance	9%	40%	34%	16%	100%	48
Traffic signal timing	8%	41%	34%	17%	100%	47
Amount of public parking	5%	21%	37%	37%	100%	31
Bus/transit services	26%	49%	19%	5%	100%	66

Note: "don't know" responses have been removed.

Figure 20: Quality of Leisure Services

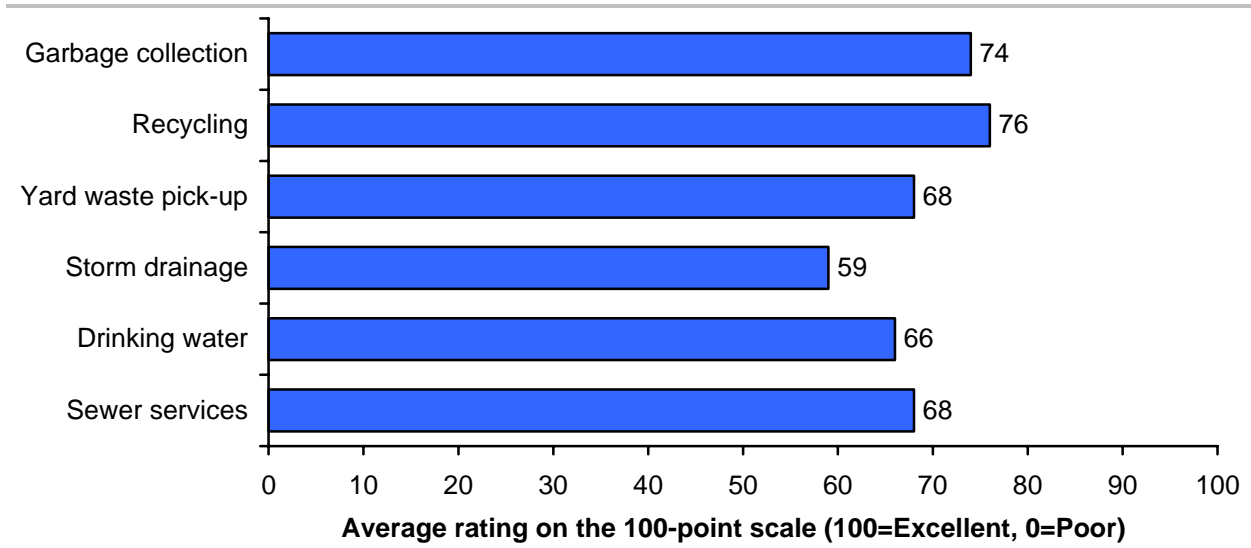


Quality of Leisure Services

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
City parks	45%	45%	8%	1%	100%	78
Recreation programs or classes	40%	50%	10%	1%	100%	76
Range/variety of recreation programs and classes	41%	45%	12%	2%	100%	75
Recreation centers/facilities	33%	53%	13%	1%	100%	72
Accessibility of parks	43%	45%	10%	2%	100%	77
Accessibility of recreation centers/facilities	34%	52%	12%	2%	100%	73
Appearance/maintenance of parks	30%	53%	15%	3%	100%	70
Appearance of recreation centers/facilities	28%	56%	15%	2%	100%	70
Public library services	57%	36%	6%	1%	100%	83
Variety of library materials	52%	40%	8%	1%	100%	81

Note: "don't know" responses have been removed.

Figure 21: Quality of Utility Services

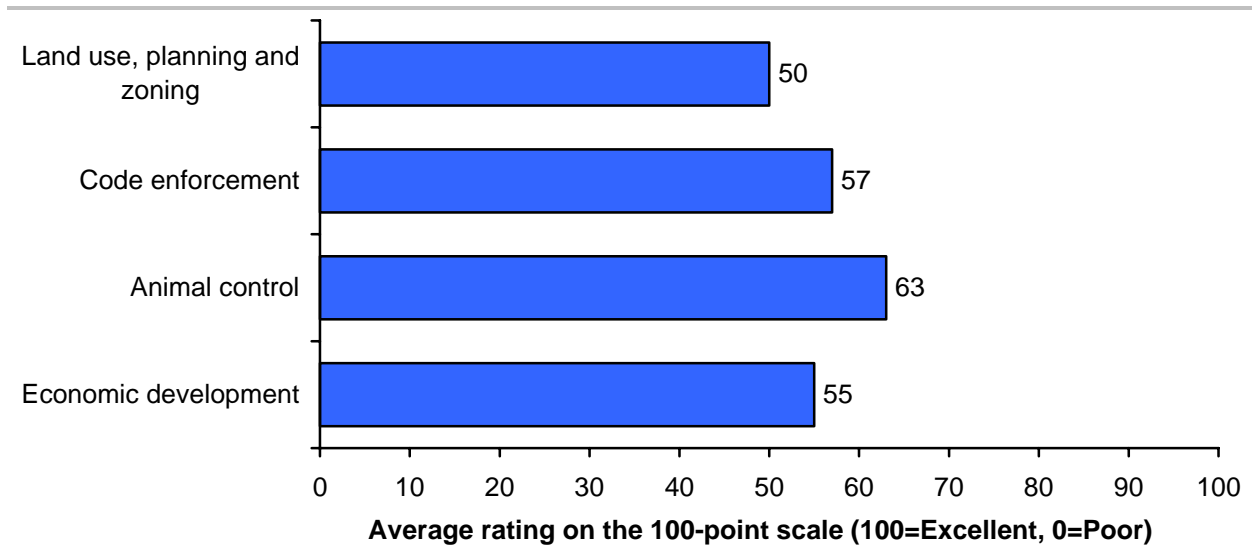


Quality of Utility Services

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Garbage collection	39%	47%	11%	3%	100%	74
Recycling	46%	40%	11%	3%	100%	76
Yard waste pick-up	33%	44%	16%	7%	100%	68
Storm drainage	13%	56%	25%	6%	100%	59
Drinking water	29%	48%	17%	6%	100%	66
Sewer services	23%	61%	13%	3%	100%	68

Note: "don't know" responses have been removed.

Figure 22: Quality of Planning and Code Enforcement Services

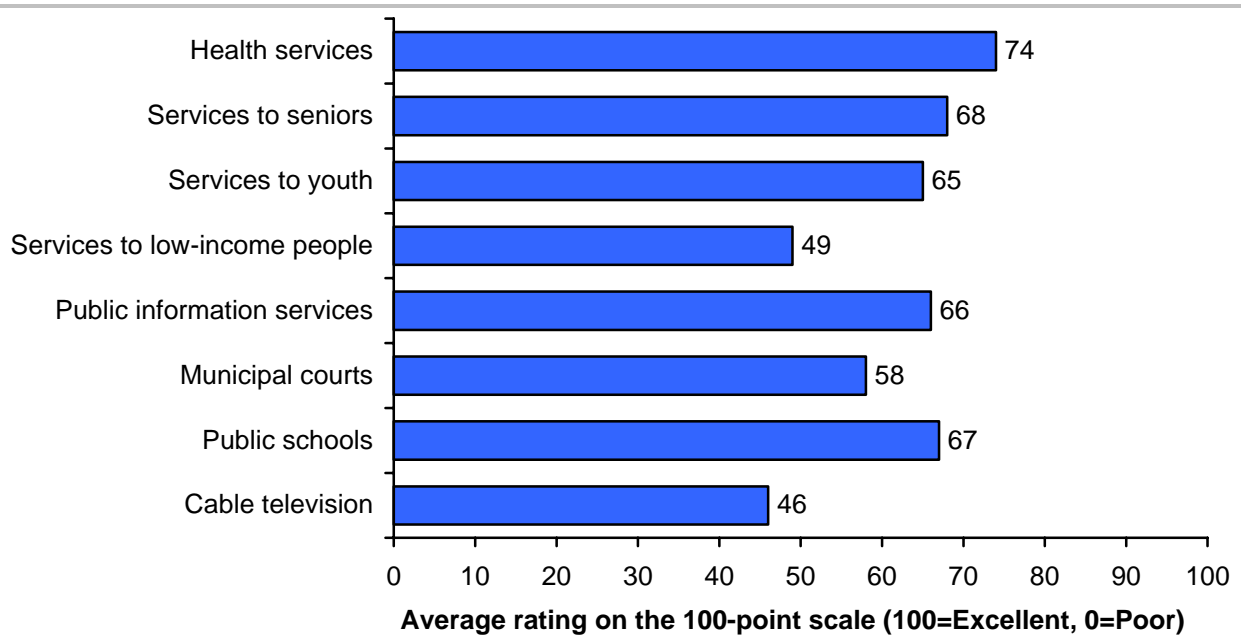


Quality of Planning and Code Enforcement Services

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Land use, planning and zoning	9%	43%	37%	11%	100%	50
Code enforcement (weeds, abandoned buildings, etc)	13%	54%	26%	8%	100%	57
Animal control	19%	55%	19%	6%	100%	63
Economic development	11%	51%	30%	8%	100%	55

Note: "don't know" responses have been removed.

Figure 23: Quality of Services to Special Populations and Other Services



Quality of Services to Special Populations and Other Services

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Health services	40%	46%	12%	2%	100%	74
Services to seniors	27%	54%	17%	3%	100%	68
Services to youth	22%	54%	20%	4%	100%	65
Services to low-income people	14%	38%	32%	17%	100%	49
Public information services	23%	54%	21%	2%	100%	66
Municipal courts	13%	55%	26%	6%	100%	58
Public schools	27%	53%	17%	4%	100%	67
Cable television	11%	36%	33%	20%	100%	46

Note: "don't know" responses have been removed.

The City of Ann Arbor Employees

Impressions of the City of Ann Arbor employees were assessed on the questionnaire. Those who had been in contact with a City of Ann Arbor employee in the past year (47%) rated their overall impression as 63 on a 100-point scale.

Figure 24: Percent of Respondents Who Had Contact with a City of Ann Arbor Employee

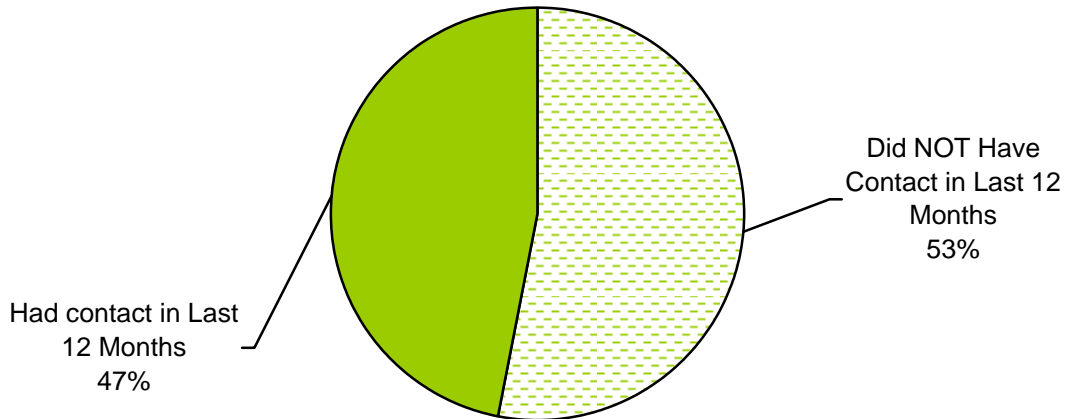
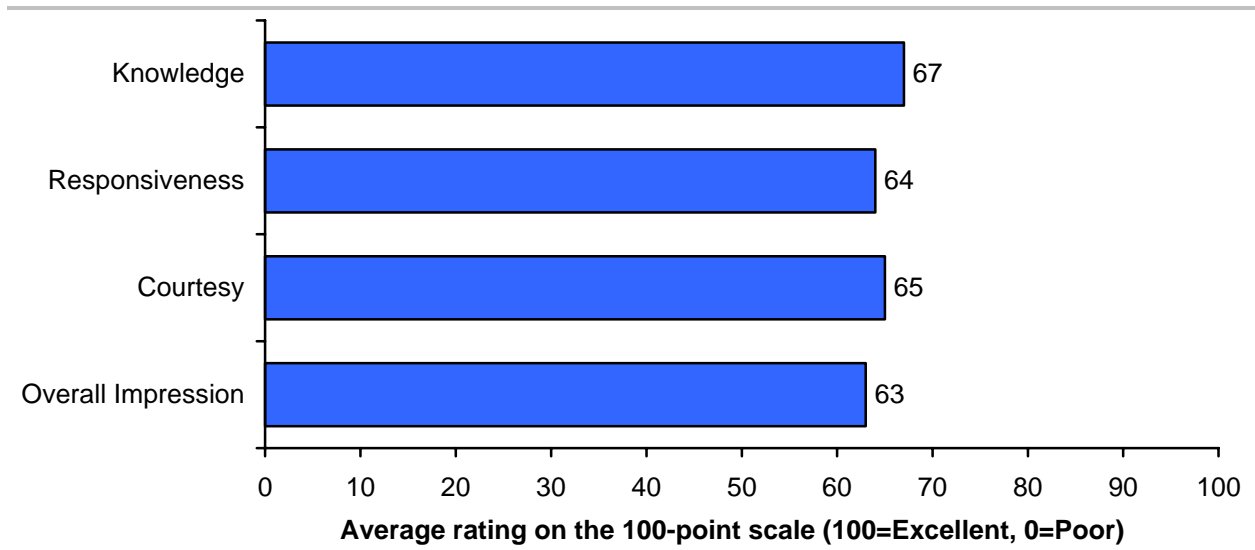


Figure 25: Ratings of Contact with the City of Ann Arbor Employees



Ratings of Contact with City of Ann Arbor Employees

What was your impression of employees of the City of Ann Arbor in your most recent contact?	Average rating on a 100-point scale (100=Excellent, 0=Poor)		
	Excellent	Good	Total
Knowledge	39%	61%	100%
Responsiveness	43%	57%	100%
Courtesy	45%	55%	100%
Overall Impression	39%	61%	100%

Note: "don't know" responses have been removed.

ADDITIONAL QUESTIONS

Three additional questions were asked by the City of Ann Arbor. The results for these questions are displayed below. Open-ended results can be found under a separate cover.

Policy Question #1					
How important, if at all, do you think each of the following investments is for the City of Ann Arbor?	Essential	Very important	Somewhat important	Not at all important	Total
Open space	33%	36%	26%	6%	100%
Youth programs (ages 13-17)	28%	47%	22%	3%	100%
Programs for children (ages 12 and under)	26%	47%	24%	3%	100%
Public safety areas like law enforcement and fire protection	45%	38%	15%	2%	100%
City road system, including new and improved transportation and roads	37%	42%	20%	2%	100%
Recycling	40%	37%	20%	3%	100%
Maintenance of public buildings and facilities	23%	48%	27%	1%	100%
Computing technology	24%	39%	32%	5%	100%

Note: "don't know" responses have been removed.

Policy Question #2	
Which resources do you rely on to get news about the City of Ann Arbor? Please check all that apply:	Percent of Respondents
Newspapers	79%
Ann Arbor radio stations	46%
City of Ann Arbor Web site	29%
Community Television Network (CTN) Government Coverage	16%
City Council member	2%
None of the above	7%
Other	12%

Note: Total may exceed 100% as respondents could select more than one category.

Policy Question #3					
How important, if at all, are each of the following in relation to your quality of life in Ann Arbor?	Essential	Very important	Somewhat important	Not at all important	Total
Bike paths	22%	23%	28%	26%	100%
Availability of alternate transportation	28%	29%	27%	15%	100%
Recycling programs	37%	33%	24%	6%	100%
Increased traffic patrols to monitor speeding	7%	18%	35%	39%	100%
Increased police presence	9%	22%	41%	28%	100%
Strict code enforcement	7%	21%	44%	28%	100%
Well-equipped/maintained neighborhood parks	24%	46%	26%	4%	100%
Preservation of historic districts	19%	32%	37%	12%	100%

Note: "don't know" responses have been removed.

APPENDIX A: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

Question 1: Quality of Life Ratings

	Excellent	Good	Fair	Poor	Don't know	Total
How do you rate Ann Arbor as a place to live?	46%	46%	8%	1%	0%	100%
How do you rate your neighborhood as a place to live?	35%	48%	14%	3%	0%	100%
How do you rate Ann Arbor as a place to raise children?	37%	35%	7%	1%	19%	100%
How do you rate Ann Arbor as a place to work?	27%	43%	17%	3%	10%	100%
How do you rate Ann Arbor as a place to retire?	16%	28%	21%	10%	24%	100%
How do you rate the overall quality of life in Ann Arbor?	36%	54%	9%	0%	0%	100%

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
Sense of community	19%	53%	22%	4%	2%	100%
Openness and acceptance of the community towards people of diverse backgrounds	42%	42%	13%	2%	1%	100%
Overall appearance of Ann Arbor	24%	59%	14%	2%	1%	100%
Opportunities to attend cultural activities	55%	33%	8%	1%	2%	100%
Shopping opportunities	24%	48%	22%	6%	1%	100%
Air quality	25%	56%	11%	2%	5%	100%
Recreational opportunities	34%	49%	13%	2%	2%	100%
Job opportunities	8%	36%	31%	10%	15%	100%
Access to affordable quality housing	3%	19%	33%	39%	6%	100%
Ease of car travel in Ann Arbor	12%	40%	33%	13%	2%	100%
Ease of bus travel in Ann Arbor	15%	41%	21%	5%	19%	100%
Ease of bicycle travel in Ann Arbor	13%	37%	22%	6%	22%	100%
Ease of walking in Ann Arbor	33%	48%	17%	2%	1%	100%
Educational opportunities	64%	29%	4%	1%	2%	100%
Overall image/reputation of Ann Arbor	43%	50%	6%	1%	1%	100%
Overall quality of new development in Ann Arbor	10%	42%	25%	7%	17%	100%

Question 3: Please rate the speed of growth in the following categories in Ann Arbor over the past two years

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know	Total
Population growth	0%	2%	39%	21%	5%	32%	100%
Retail growth (stores, restaurants etc.)	2%	16%	45%	14%	4%	19%	100%
Jobs growth	12%	34%	21%	0%	0%	32%	100%

Question 4: To what degree are the following problems in Ann Arbor

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
Crime	13%	50%	29%	3%	6%	100%
Drugs	17%	37%	22%	6%	18%	100%
Too much growth	28%	22%	21%	9%	20%	100%
Lack of growth	47%	19%	11%	3%	20%	100%
Graffiti	42%	40%	9%	1%	8%	100%
Noise	38%	38%	17%	5%	2%	100%
Run down buildings, weed lots, or junk vehicles	41%	41%	12%	4%	3%	100%
Taxes	13%	19%	24%	26%	17%	100%
Traffic congestion	13%	33%	35%	19%	1%	100%
Unsupervised youth	31%	35%	13%	4%	18%	100%
Homelessness	9%	35%	35%	13%	7%	100%
Weeds	46%	36%	8%	2%	8%	100%
Absence of communications from the City of Ann Arbor translated into languages other than English	35%	14%	6%	2%	44%	100%
Unwanted local businesses	53%	20%	5%	1%	22%	100%
Toxic waste or other environmental hazard(s)	32%	23%	10%	3%	31%	100%

Question 5: Please rate how safe you feel from the following occurring to you in Ann Arbor

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
Violent crime (e.g., rape, assault, robbery)	40%	38%	11%	9%	1%	1%	100%
Property crimes (e.g., burglary, theft)	20%	45%	16%	16%	2%	1%	100%
Fire	37%	36%	20%	4%	1%	3%	100%

The City of Ann Arbor Citizen Survey

Appendix A: Survey Frequencies

Question 6: Please rate how safe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	83%	14%	2%	1%	0%	0%	100%
In your neighborhood after dark	37%	43%	9%	9%	2%	0%	100%
In Ann Arbor's downtown area during the day	76%	19%	3%	1%	0%	1%	100%
In Ann Arbor's downtown area after dark	30%	38%	13%	14%	2%	3%	100%
In Ann Arbor's parks during the day	62%	25%	4%	2%	0%	6%	100%
In Ann Arbor's parks after dark	8%	25%	15%	27%	9%	17%	100%

Question 7: During the past twelve months, were you or anyone in your household the victim of any crime?

	No	Yes	Don't know	Total
During the past twelve months, were you or anyone in your household the victim of any crime?	90%	9%	1%	100%

Question 8: If yes, was this crime (these crimes) reported to the police?

	No	Yes	Don't know	Total
If yes, was this crime (these crimes) reported to the police?	26%	71%	3%	100%

Question 9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Ann Arbor?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Ann Arbor public libraries or their services	24%	18%	27%	13%	18%	100%
Used Ann Arbor recreation centers	39%	23%	20%	9%	9%	100%
Participated in a recreation program or activity	50%	23%	16%	6%	6%	100%
Visited a City park	10%	17%	37%	18%	18%	100%
Ridden a local bus within Ann Arbor	38%	18%	15%	7%	22%	100%
Attended a meeting of local elected officials or other local public meeting	79%	15%	5%	1%	0%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	61%	23%	11%	3%	2%	100%
Recycled used paper, cans or bottles from your home	6%	3%	9%	10%	72%	100%
Volunteered your time to some group/activity in Ann Arbor	46%	21%	15%	7%	10%	100%
Read The Waste Watcher Newsletter	40%	30%	26%	2%	2%	100%
Used the Internet for anything	5%	2%	2%	2%	90%	100%
Used the Internet to conduct business with Ann Arbor	41%	24%	17%	4%	14%	100%
Purchased an item over the Internet	12%	8%	35%	14%	31%	100%

The City of Ann Arbor Citizen Survey

Appendix A: Survey Frequencies

Question 10: How do you rate the quality of each of the following services in Ann Arbor?						
	Excellent	Good	Fair	Poor	Don't know	Total
Police services	21%	46%	14%	4%	15%	100%
Fire services	26%	36%	5%	0%	33%	100%
Ambulance/emergency medical services	27%	35%	6%	1%	32%	100%
Crime prevention	11%	44%	18%	3%	24%	100%
Fire prevention and education	12%	34%	11%	1%	41%	100%
Traffic enforcement	14%	42%	26%	9%	10%	100%
Garbage collection	37%	46%	11%	3%	3%	100%
Recycling	44%	38%	11%	3%	5%	100%
Yard waste pick-up	25%	33%	12%	5%	25%	100%
Street repair	6%	31%	37%	20%	6%	100%
Street cleaning	14%	47%	26%	7%	6%	100%
Street lighting	11%	46%	28%	14%	2%	100%
Snow removal	15%	47%	23%	10%	6%	100%
Sidewalk maintenance	9%	39%	33%	15%	4%	100%
Traffic signal timing	8%	40%	33%	16%	3%	100%
Amount of public parking	5%	21%	36%	36%	2%	100%
Bus/transit services	21%	39%	15%	4%	20%	100%
Storm drainage	10%	43%	20%	5%	22%	100%
Drinking water	28%	47%	16%	6%	3%	100%
Sewer services	18%	47%	10%	2%	23%	100%
City parks	42%	42%	8%	1%	6%	100%
Recreation programs or classes	27%	34%	7%	1%	31%	100%
Range/variety of recreation programs and classes	29%	32%	9%	1%	28%	100%
Recreation centers/facilities	23%	38%	9%	1%	29%	100%
Accessibility of parks	40%	42%	9%	2%	7%	100%
Accessibility of recreation centers/facilities	25%	38%	9%	2%	26%	100%
Appearance/maintenance of parks	28%	50%	14%	2%	6%	100%
Appearance of recreation centers/facilities	20%	41%	11%	1%	27%	100%
Land use, planning and zoning	7%	33%	28%	9%	23%	100%
Code enforcement (weeds, abandoned buildings, etc)	9%	39%	19%	6%	27%	100%
Animal control	14%	39%	14%	4%	29%	100%

Question 10: How do you rate the quality of each of the following services in Ann Arbor?

	Excellent	Good	Fair	Poor	Don't know	Total
Economic development	9%	39%	23%	6%	24%	100%
Health services	32%	37%	10%	2%	20%	100%
Services to seniors	11%	23%	7%	1%	58%	100%
Services to youth	12%	28%	11%	2%	48%	100%
Services to low-income people	6%	17%	15%	8%	54%	100%
Public library services	49%	31%	5%	1%	15%	100%
Variety of library materials	42%	32%	6%	1%	19%	100%
Public information services	16%	37%	15%	2%	31%	100%
Municipal courts	5%	23%	11%	2%	59%	100%
Public schools	17%	34%	11%	3%	35%	100%
Cable television	9%	29%	26%	16%	20%	100%

Question 11: Overall, how would you rate the quality of the services provided by...

	Excellent	Good	Fair	Poor	Don't know	Total
The City of Ann Arbor	18%	58%	14%	2%	6%	100%
The Federal Government	4%	27%	38%	15%	17%	100%
The State Government	4%	34%	36%	9%	17%	100%

Question 12: Have you had any in-person or phone contact with an employee of the City of Ann Arbor within the last 12 months?

	No	Yes	Total
Have you had any in-person or phone contact with an employee of the City of Ann Arbor within the last 12 months?	53%	47%	100%

Question 13: What was your impression of the employees of the City of Ann Arbor in your most recent contact?

	Excellent	Good	Total
Knowledge	39%	61%	100%
Responsiveness	43%	57%	100%
Courtesy	45%	55%	100%
Overall Impression	39%	61%	100%

The City of Ann Arbor Citizen Survey

Appendix A: Survey Frequencies

Question 14: Please rate your agreement or disagreement with the following statements.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Total
I receive good value for the City of Ann Arbor taxes I pay	12%	35%	14%	13%	6%	20%	100%
I am pleased with the overall direction that the City of Ann Arbor is taking	13%	42%	17%	12%	4%	11%	100%
The City of Ann Arbor government welcomes citizen involvement	17%	33%	16%	5%	2%	26%	100%
The City of Ann Arbor government listens to citizens	10%	28%	19%	8%	3%	31%	100%

Question 15: What impact, if any, do you think the economy will have on your family income in the next 6 months?

	Very positive	Somewhat positive	Neutral	Somewhat negative	Very negative	Total
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:	2%	12%	54%	26%	5%	100%

The City of Ann Arbor Citizen Survey

Appendix A: Survey Frequencies

Policy Question #1						
How important, if at all, do you think each of the following investments is for the City of Ann Arbor?						Total
	Essential	Very important	Somewhat important	Not at all important	Don't know	
Open space	31%	34%	25%	6%	4%	100%
Youth programs (ages 13-17)	26%	43%	21%	2%	8%	100%
Programs for children (ages 12 and under)	24%	43%	22%	3%	8%	100%
Public safety areas like law enforcement and fire protection	44%	37%	15%	2%	3%	100%
City road system, including new and improved transportation and roads	36%	41%	20%	2%	1%	100%
Recycling	39%	37%	20%	3%	1%	100%
Maintenance of public buildings and facilities	23%	47%	26%	1%	2%	100%
Computing technology	23%	38%	30%	5%	5%	100%

Policy Question #2	
Which resources do you rely on to get news about the City of Ann Arbor? Please check all that apply:	Percent of Respondents
City of Ann Arbor Web site	29%
Community Television Network (CTN) Government Coverage	16%
City Council member	2%
Newspapers	79%
Ann Arbor radio stations	46%
None of the above	7%
Other	12%

Note: Total may exceed 100% as respondents could select more than one category.

Policy Question #3						
How important, if at all, are each of the following in relation to your quality of life in Ann Arbor?						Total
	Essential	Very important	Somewhat important	Not at all important	Don't know	
Bike paths	22%	23%	28%	26%	2%	100%
Availability of alternate transportation	28%	29%	27%	15%	2%	100%
Recycling programs	36%	33%	24%	6%	1%	100%
Increased traffic patrols to monitor speeding	7%	18%	35%	39%	2%	100%
Increased police presence	9%	21%	40%	27%	3%	100%
Strict code enforcement	6%	20%	41%	26%	7%	100%
Well-equipped/maintained neighborhood parks	24%	45%	26%	4%	1%	100%
Preservation of historic districts	19%	32%	36%	12%	2%	100%

Question 17: Do you live within the City limits of the City of Ann Arbor?

	No	Yes	Total
Do you live within the limits of the City of Ann Arbor?	2%	98%	100%

Question 18: Employment Status

	No	Yes	Total
Are you currently employed?	25%	75%	100%

Question 18a: Usual Mode of Transportation to Work

What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?	
Motorized vehicle	64%
Bus, Rail, Subway, or other public transportation	15%
Walk	15%
Work at home	3%
Other	3%
Total	100%

Question 18b: Drive Alone or Carpool

	No	Yes	Total
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	85%	15%	100%

Usual Mode of Transportation to Work, Including Carpooling

Usual mode of transportation to work	
Motorized vehicle, no others (SOV)	55%
Motorized vehicle, with others (MOV)	9%
Bus, rail, subway, or other public transportation	15%
Walk	15%
Work at home	3%
Other	3%
Total	100%

Question 19: Length of Residency

How many years have you lived in Ann Arbor?

Less than 2 years	19%
2 to 5 years	28%
6 to 10 years	15%
11 to 20 years	12%
More than 20 years	27%
Total	100%

Question 20: Type of Housing Unit

Which best describes the building you live in?

One family house detached from any other houses	42%
One family house attached to one or more houses	9%
Building with two or more apartments or condominiums	48%
Mobile home	0%
Other	1%
Total	100%

Question 21: Tenure Status

	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	Total
Is this house, apartment, or mobile home...	55%	45%	100%

Questions 22 to 25: Household Characteristics

	No	Yes	Total
Do any children age 12 or under live in your household?	82%	18%	100%
Do any teenagers ages 13 through 17 live in your household?	91%	9%	100%
Are you or any other members of your household aged 65 or older?	89%	11%	100%
Does any member of your household have a physical handicap or is anyone disabled?	94%	6%	100%

Question 26: Education

What is the highest degree or level of school you have completed?

12th Grade or less, no diploma	1%
High school diploma	4%
Some college, no degree	15%
Associate's degree (e.g. AA, AS)	4%
Bachelor's degree (e.g. BA, AB, BS)	31%
Graduate degree or professional degree	45%
Total	100%

Question 27: Annual Household Income

How much do you anticipate your household's total income before taxes will be for the current year?

Less than \$24,999	29%
\$25,000 to \$49,999	23%
\$50,000 to \$99,999	26%
\$100,000 or more	22%
Total	100%

Question 28: Ethnicity

	No	Yes	Total
Are you Spanish/Hispanic/Latino?	97%	3%	100%

Question 29: Race

What is your race?	Percent of Respondents
American Indian or Alaskan native	2%
Asian or Pacific Islander	14%
Black, African American	4%
White/Caucasian	81%
Other	3%
Total may exceed 100% as respondents could select more than one category.	

Question 30: Age

In which category is your age?	
18 to 24 years	20%
25 to 34 years	34%
35 to 44 years	13%
45 to 54 years	16%
55 to 64 years	9%
65 to 74 years	4%
75 years or older	4%
Total	100%

Question 31: Gender

	Female	Male	Total
What is your gender?	51%	49%	100%

Questions 32 to 34: Voter Status and Activity

	No	Yes	Don't know	Total
Are you registered to vote in your jurisdiction?	23%	74%	3%	100%
Did you vote in the last election?	27%	72%	0%	100%
Are you likely to vote in the next election?	11%	82%	7%	100%

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

Sampling

Approximately 3,000 households were selected to participate in the survey using a stratified systematic sampling method.³ An individual within each household was selected using the birthday method.⁴

Survey Administration

Selected households received three mailings, one week apart, beginning January 2, 2007. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the mayor and the city administrator inviting the household to participate, a questionnaire and postage-paid return envelope. The final mailing contained a reminder letter and another survey and postage-paid return envelope. Completed surveys were collected over the following 5 weeks.

Response Rate and Confidence Intervals

Of the 2,990 eligible households, 1,137 completed the survey providing a response rate of 38%. Approximately 10 addresses sampled were "vacant" or "not found."⁵ In general, the response rates obtained on citizen surveys range from 25% to 40%. The sample of households was selected systematically and impartially from a list of residences in the

³ Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households is chosen.

⁴ The birthday method is a process to remove bias in the selection of 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 but leaving selection of respondent to household members will lead to bias.

⁵ "Eligible" households refer to addresses that belong to residences that are not vacant within the City of Ann Arbor.

United States maintained by the U.S. postal service and sold to NRC through an independent vendor. For each household, one adult, selected in an unbiased fashion, was asked to complete the survey. The sample drawn for Ann Arbor used USPS data to approximate the geographic boundaries of the jurisdiction, though some households just outside the city limits may have received surveys. The survey completers who technically do not reside in the jurisdiction may choose to respond to the survey because they feel an affiliation with the jurisdiction and its services. Local governments often have a sphere of influence – providing in-jurisdiction services that perimeter-residents use or even providing services outside the jurisdiction boundaries.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than 3 percentage points in either direction from what would have been obtained had responses been collected from all Ann Arbor adults. This difference is also called a “margin of error.”⁶ This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

Weighting and Analyzing the Data

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Ann Arbor as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Characteristics chosen as weighting variables are generally selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. The two socioeconomic characteristics that were used to weight the survey results were gender/age and tenure. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the following page.

⁶ The margin of error was calculated using the following formula: $1.96 * \text{square root } (0.25/400)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

Weighting Scheme for the City of Ann Arbor Citizen Survey

Respondent Characteristics	Population Norm⁷	Unweighted Survey Data	Weighted Survey Data
Tenure			
Rent Home	55%	43%	55%
Own Home	45%	57%	45%
Type of Housing Unit			
Single-Family Detached	42%	50%	42%
Attached	58%	50%	58%
Ethnicity			
Non-Hispanic	97%	97%	97%
Hispanic	3%	3%	3%
Race			
White/Caucasian	75%	81%	78%
Non-White	25%	19%	22%
Gender			
Female	51%	56%	51%
Male	49%	44%	49%
Age			
18-34	54%	34%	54%
35-54	29%	32%	29%
55+	17%	33%	17%
Gender and Age			
Females 18-34	26%	20%	26%
Females 35-54	15%	17%	15%
Females 55+	10%	20%	10%
Males 18-34	28%	15%	28%
Males 35-54	14%	15%	14%
Males 55+	7%	14%	7%

⁷ Source: 2000 Census

APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Ann Arbor. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.



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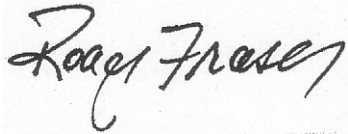
City of Ann Arbor
Communications Office
P.O. Box 8647
Ann Arbor, MI 48107-8647

City of Ann Arbor
Communications Office
P.O. Box 8647
Ann Arbor, MI 48107-8647

Dear City of 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,



Roger Fraser
City Administrator

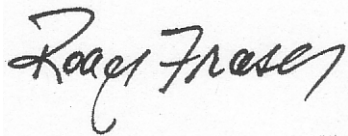


John Hieftje
Mayor

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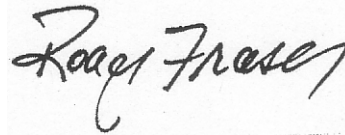


John Hieftje
Mayor

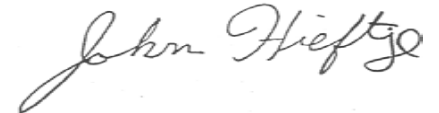
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Roger Fraser
City Administrator

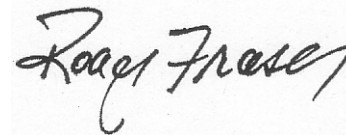


John Hieftje
Mayor

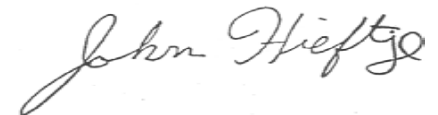
Dear City of Ann Arbor Resident,

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Sincerely,



Roger Fraser
City Administrator



John Hieftje
Mayor



CITY OF ANN ARBOR, MICHIGAN

100 North Fifth Ave. P.O. Box 8647

Ann Arbor, Michigan 48107-8647

Web: www.aA2Gov.org

January 2007

Dear City of Ann Arbor resident:

You have been randomly selected to participate in the City of Ann Arbor's 2007 Citizen Survey. Your opinions about our community and municipal government as a whole are very valuable.

Please take a few minutes to fill out the enclosed survey, which features questions related to city services, operations and amenities. Your answers will help city leaders with decisions that affect our community. Please participate!

To help us get a representative cross-section of City of Ann Arbor residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. (The year of birth does not matter.)

Please have the appropriate member of the household answer all the questions, and return the survey in the enclosed postage-paid envelope. **Your answers will remain completely anonymous, as surveys are collected and tabulated by an outside organization.**

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 our communications office at 734.996.3020.

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

Sincerely,

Roger Fraser
City Administrator

John Hieftje
Mayor



CITY OF ANN ARBOR, MICHIGAN

100 North Fifth Ave. P.O. Box 8647

Ann Arbor, Michigan 48107-8647

Web: www.aA2Gov.org

January 2007

Dear City of Ann Arbor resident:

About one week ago, you should have received a copy of the enclosed City of Ann Arbor 2007 Citizen Survey. You have been randomly selected to participate. **If you completed it and sent it back, we thank you for your time and ask you to discard this duplicate 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 your opinions about our community and municipal government as a whole.

Please take a few minutes to fill out the enclosed survey, which features questions related to city services, operations and amenities. Your answers will help city leaders with decisions that affect our community. Please participate!

To help us get a representative cross-section of City of Ann Arbor residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. (The year of birth does not matter.)

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

Sincerely,

Roger Fraser
City Administrator

John Hieftje
Mayor

THE CITY OF ANN ARBOR 2007 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 circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	Excellent	Good	Fair	Poor	Don't know
How do you rate Ann Arbor as a place to live?	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate Ann Arbor as a place to raise children?	1	2	3	4	5
How do you rate Ann Arbor as a place to work?	1	2	3	4	5
How do you rate Ann Arbor as a place to retire?	1	2	3	4	5
How do you rate the overall quality of life in Ann Arbor?.....	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
Sense of community	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4	5
Overall appearance of Ann Arbor	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Air quality	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Job opportunities	1	2	3	4	5
Access to affordable quality housing	1	2	3	4	5
Ease of car travel in Ann Arbor.....	1	2	3	4	5
Ease of bus travel in Ann Arbor.....	1	2	3	4	5
Ease of bicycle travel in Ann Arbor.....	1	2	3	4	5
Ease of walking in Ann Arbor	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Overall image/reputation of Ann Arbor	1	2	3	4	5
Overall quality of new development in Ann Arbor	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Ann Arbor over the past 2 years:

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
Jobs growth	1	2	3	4	5	6

4. To what degree, if at all, are the following problems in Ann Arbor:

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Crime	1	2	3	4	5
Drugs	1	2	3	4	5
Too much growth	1	2	3	4	5
Lack of growth	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise.....	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles	1	2	3	4	5
Taxes	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth	1	2	3	4	5
Homelessness	1	2	3	4	5
Weeds.....	1	2	3	4	5
Absence of communications from the City of Ann Arbor translated into languages other than English.....	1	2	3	4	5
Unwanted local businesses	1	2	3	4	5
Toxic waste or other environmental hazard(s)	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Ann Arbor:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft)	1	2	3	4	5	6
Fire	1	2	3	4	5	6

6. Please rate how safe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Ann Arbor's downtown area during the day	1	2	3	4	5	6
In Ann Arbor's downtown area after dark	1	2	3	4	5	6
In Ann Arbor's parks during the day	1	2	3	4	5	6
In Ann Arbor's parks after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to question #9 Yes → Go to question #8 Don't know

8. If yes, was this crime (these crimes) reported to the police?

- No Yes Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Ann Arbor?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Ann Arbor public libraries or their services	1	2	3	4	5
Used Ann Arbor recreation centers	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a City park	1	2	3	4	5
Ridden a local bus within Ann Arbor	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television	1	2	3	4	5
Recycled used paper, cans or bottles from your home	1	2	3	4	5
Volunteered your time to some group/activity in Ann Arbor	1	2	3	4	5
Read <i>The Waste Watcher</i> Newsletter	1	2	3	4	5
Used the Internet for anything	1	2	3	4	5
Used the Internet to conduct business with Ann Arbor	1	2	3	4	5
Purchased an item over the Internet	1	2	3	4	5

10. How do you rate the quality of each of the following services in Ann Arbor?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Police services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance/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
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Amount of public parking.....	1	2	3	4	5
Bus/transit services.....	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
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5
Recreation centers/facilities.....	1	2	3	4	5
Accessibility of parks.....	1	2	3	4	5
Accessibility of recreation centers/facilities.....	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Appearance of recreation centers/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
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Variety of library materials.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Municipal courts.....	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television.....	1	2	3	4	5

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

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

12. Have you had any in-person or phone contact with an employee of the City of Ann Arbor within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to question #14 Yes → Go to question #13

13. What was your impression of employees of the City of Ann Arbor in your most recent contact? (Rate each characteristic below.)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

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.

17. Do you live within the City limits of the City of Ann Arbor?

- No Yes

18. Are you currently employed?

- No → Go to question #19
 Yes → Go to question #18a

18a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)
 Bus, Rail, Subway, or other public transportation
 Walk
 Work at home
 Other

18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) usually ride with you to or from work?

- No Yes

19. 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

20. Which best describes the building you live in?

- One family house detached from any other houses
 House attached to one or more houses (e.g., a duplex or townhome)
 Building with two or more apartments or condominiums
 Mobile home
 Other

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

- Rented for cash or occupied without cash payment?
 Owned by you or someone in this house with a mortgage or free and clear?

22. Do any children 12 or under live in your household?

- No Yes

23. Do any teenagers aged between 13 and 17 live in your household?

- No Yes

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

- No Yes

25. Does any member of your household have a physical handicap or is anyone disabled?

- No Yes

26. What is the highest degree or level of school you have completed? (mark one box)

- 12th Grade or less, no diploma
 High school diploma
 Some college, no degree
 Associate's degree (e.g. AA, AS)
 Bachelor's degree (e.g. BA, AB, BS)
 Graduate degree or professional degree

27. 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 \$24,999
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 or more

28. Are you Spanish/Hispanic/Latino?

- No Yes

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

- American Indian or Alaskan native
 Asian or Pacific Islander
 Black, African American
 White/Caucasian
 Other

30. 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

31. What is your sex?

- Female Male

32. Are you registered to vote in your jurisdiction?

- No Yes Don't know

33. Did you vote in the last election?

- No Yes Don't know

34. Are you likely to vote in the next election?

- No Yes Don't know

**Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:
National Research Center, Inc., 3005 30th St., Boulder, CO 80301**



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