

# THE NCS™

The National Community Survey™

## Ann Arbor, MI

*Comparisons by Demographic Subgroups  
2020*



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# About the Demographic Comparisons

The National Community 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 research methods and directly comparable results across The NCS communities. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. Ann Arbor's Comparisons by Demographic Subgroups is part of a larger project for the City and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents by age, sex, race, annual household income, and housing tenure (rent or own).



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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

## Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by selected respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroups ratings within a row (a single question item) that has a statistically significant difference, an uppercase letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no uppercase letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 1 on the following page, respondents age 55 and over (C) gave significantly higher ratings to the overall quality of life than those age 18 to 34 (A), as denoted by the “A” listed in the cell of the ratings for those 55+. This was also true of homeowners (B) over renters (A).

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**TABLE 1: QUALITY OF LIFE**

Percent rating positively (e.g., excellent/good, very/somewhat likely)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall image or reputation of Ann Arbor	87%	93%	91%	91%	88%	91%	89%	81%	85%	80%	91% A	96% A	87%	93% A	90%
The overall quality of life in Ann Arbor	86%	92%	94% A	89%	89%	90% D	90% D	81%	66%	84%	89%	94% A	87%	93% A	89%
Ann Arbor as a place to live	89%	94%	96% A	91%	92%	92%	92%	89%	81%	89%	91%	94%	89%	94% A	92%
Recommend living in Ann Arbor to someone who asks	86%	87%	91%	88%	86%	88%	87%	81%	78%	85%	86%	90%	86%	89%	87%
Remain in Ann Arbor for the next five years	50%	87% A	93% A	72%	70%	73% B	56%	89% B	93% B	52%	75% A	85% A B	54%	90% A	71%

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**TABLE 2: GOVERNANCE**

Percent rating positively (e.g., excellent/good)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall confidence in Ann Arbor government	61%	56%	54%	59%	55%	58% D	62% D	70% D	28%	59%	57%	58%	60%	55%	57%
The overall direction that Ann Arbor is taking	65% B C	54%	50%	56%	60%	59% D	67% D	67% D	18%	64%	57%	58%	63% B	53%	58%
The value of services for the taxes paid to Ann Arbor	62% B	43%	53%	54%	54%	55% D	57% D	68% D	24%	64%	52%	53%	61% B	49%	54%
Generally acting in the best interest of the community	57%	57%	54%	57%	54%	58% D	61% D	50%	26%	57%	56%	56%	57%	55%	56%
Being honest	63%	57%	58%	63%	56%	62% D	60% D	60%	24%	59%	64%	59%	62%	57%	60%
Being open and transparent to the public	56%	52%	50%	54%	52%	56% D	53% D	35%	14%	49%	55%	54%	56%	50%	53%
Informing residents about issues facing the community	57%	58%	51%	55%	55%	59% C	49%	32%	36%	52%	58%	58%	55%	56%	55%
The job Ann Arbor government does at welcoming resident involvement	62%	61%	52%	59%	59%	65% D	52% D	38%	22%	53%	57%	67% A	60%	58%	59%

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Percent rating positively (e.g., excellent/good)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Treating all residents fairly	56%	64%	57%	63%	55%	58% D	66% D	69% D	27%	63%	58%	56%	56%	61%	58%
Treating residents with respect	63%	74% A	68%	68%	67%	69% D	69% D	77% D	31%	66%	68%	69%	64%	71%	68%
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	84%	90%	89%	89%	86%	89%	83%	76%	74%	79%	86%	92% A	86%	89%	87%
Public information services	77%	77%	75%	74%	79%	81% B D	65%	77%	50%	63%	75% A	87% A B	74%	79%	77%
The City of Ann Arbor	79%	81%	79%	80%	80%	81% D	81% D	84% D	49%	80%	77%	82%	79%	80%	80%
The Federal Government	19%	26%	35% A	25%	24%	26%	19%	18%	22%	18%	28%	26%	23%	27%	25%

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**TABLE 3: ECONOMY**

Percent rating positively (e.g., excellent/good, very/somewhat positive)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall economic health of Ann Arbor	78%	81%	89% A	80%	84%	83% D	79%	84%	61%	77%	81%	87% A	77%	87% A	82%
Economic development	67%	62%	65%	64%	67%	66% D	67% D	74% D	33%	59%	72%	67%	65%	66%	65%
Overall quality of business and service establishments in Ann Arbor	88%	87%	90%	89%	87%	89% D	88% D	86%	70%	81%	92% A	90% A	88%	88%	88%
Variety of business and service establishments in Ann Arbor	74%	72%	80%	74%	76%	79% B D	58%	78% D	46%	69%	77%	76%	75%	75%	75%
Vibrancy of downtown/commercial area	85% C	77%	75%	80%	80%	80%	82%	80%	67%	77%	80%	83%	83%	78%	80%
Shopping opportunities	69%	67%	76%	68%	73%	75% B	47%	82% B	63%	63%	79% A	70%	67%	74%	70%
Ann Arbor as a place to visit	76%	77%	89% A B	78%	81%	85% B D	51%	95% B D	60%	72%	83% A	80%	74%	85% A	79%
Ann Arbor as a place to work	79%	86%	88% A	84%	82%	86% B D	75%	86%	68%	72%	87% A	87% A	80%	87%	83%
Employment opportunities	67%	58%	66%	63%	66%	69% B D	48% D	71% D	18%	59%	67%	65%	64%	65%	64%
Cost of living in Ann Arbor	13%	15%	22% A	17%	14%	16%	13%	38% A B D	5%	17%	12%	18%	15%	16%	15%

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Percent rating positively (e.g., excellent/good, very/somewhat positive)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Economy will have positive impact on income	11%	16%	14%	10%	17% A	13%	12%	3%	15%	9%	12%	17% A	14%	12%	13%
NOT under housing cost stress	41%	68% A	62% A	51%	55%	56% B	43%	46%	49%	21%	35% A	94% A B	39%	69% A	53%

**TABLE 4: MOBILITY**

Percent rating positively (e.g., excellent/good, yes in the last 12 months)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ann Arbor	57%	55%	73% A B	63%	58%	63% B	51%	71%	50%	61%	65%	57%	57%	64%	61%
Traffic flow on major streets	47% B	37%	43%	40%	47%	43%	44%	78% A B D	27%	39%	47%	44%	44%	43%	44%
Ease of travel by car in Ann Arbor	57%	58%	55%	57%	56%	55%	63%	84% A D	44%	51%	57%	62% A	54%	60%	57%



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Percent rating positively (e.g., excellent/good, yes in the last 12 months)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/ Asian Indian/ Pacific Islander	Black/ African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Ease of travel by public transportation in Ann Arbor	43%	49%	59% A	48%	49%	51% B	37%	64% B	37%	54% C	52%	42%	47%	50%	48%
Ease of travel by bicycle in Ann Arbor	58%	59%	65%	58%	62%	58%	62%	83%	54%	66%	57%	58%	61%	57%	60%
Ease of walking in Ann Arbor	82%	82%	86%	82%	83%	85%	77%	89%	75%	81%	84%	83%	83%	82%	83%
Ease of public parking	35%	43%	35%	32%	43% A	39% D	35%	63% A B D	15%	24%	44% A	43% A	32%	43% A	37%
Bus or transit services	61%	70%	79% A	67%	68%	70% B	50%	76%	72%	66%	72%	65%	64%	72%	68%
Traffic enforcement	69%	59%	60%	63%	66%	64%	62%	77%	59%	61%	67%	65%	67%	61%	64%
Traffic signal timing	58%	51%	50%	54%	53%	52%	63% D	70% D	37%	53%	54%	55%	57%	51%	54%
Street repair	25% B	14%	20%	22%	19%	20%	19%	39% A B	24%	24% C	26% C	14%	26% B	16%	21%
Street cleaning	72% C	64%	57%	67%	63%	66%	69%	53%	47%	60%	69%	68%	68%	64%	66%
Street lighting	74%	66%	68%	69%	71%	71%	67%	68%	67%	67%	74%	69%	72%	69%	70%
Snow removal	58%	49%	51%	50%	57%	53% D	59% D	56%	29%	53%	59%	51%	56%	52%	54%
Sidewalk maintenance	64% B	53%	55%	58%	58%	60%	55%	65%	56%	57%	62%	55%	59%	58%	59%

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Percent rating positively (e.g., excellent/good, yes in the last 12 months)	Age			Sex		Race				Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/ Asian Indian/ Pacific Islander	Black/ African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Used bus, rail, subway, or other public transportation instead of driving	64% B C	39%	36%	53%	46%	49%	52%	55%	61%	61% C	55% C	39%	62% B	37%	50%
Carpooled with other adults or children instead of driving alone	63% B C	48% C	32%	53%	49%	54% B	37%	50%	55%	52%	55%	49%	55%	47%	51%
Walked or biked instead of driving	87% C	80% C	69%	78%	84%	81%	78%	80%	93%	82%	80%	80%	83%	78%	81%

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**TABLE 5: COMMUNITY DESIGN**

Percent rating positively (e.g., excellent/good)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall design or layout of Ann Arbor's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	60%	63%	76% A B	71% B	58%	66%	63%	59%	44%	60%	64%	66%	62%	69%	65%
Overall appearance of Ann Arbor	86% C	79%	76%	80%	82%	83% D	79%	84%	62%	82%	80%	83%	84%	79%	81%
Your neighborhood as a place to live	90%	93%	95%	91%	92%	92%	92%	87%	92%	86%	93% A	94% A	90%	94%	92%
Overall quality of new development in Ann Arbor	49% C	42%	35%	40%	46%	42%	52% D	66% A D	21%	47%	44%	40%	48% B	39%	43%
Well-planned residential growth	37%	47%	40%	44%	37%	37%	62% A D	44%	29%	46%	34%	40%	43%	39%	41%
Well-planned commercial growth	43%	41%	40%	45%	39%	37%	61% A D	57%	25%	43%	40%	41%	47% B	37%	42%
Well-designed neighborhoods	61%	58%	59%	62%	56%	60%	61%	67%	48%	60%	63%	55%	63%	56%	60%
Preservation of the historical or cultural character of the community	70%	73%	68%	70%	71%	74% D	68% D	61%	44%	63%	70%	76% A	71%	70%	70%

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Percent rating positively (e.g., excellent/good)	Age			Sex		Race				Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Public places where people want to spend time	78%	73%	71%	77%	73%	76%	72%	71%	69%	68%	75%	78% A	76%	73%	75%
Variety of housing options	36%	32%	40%	37%	35%	36%	43% D	42%	18%	43%	32%	35%	36%	38%	36%
Availability of affordable quality housing	11%	14%	12%	12%	13%	11%	17%	28% A D	5%	11%	9%	12%	13%	10%	12%
Land use, planning, and zoning	43%	44%	48%	44%	45%	43%	60% A C D	28%	23%	45%	40%	49%	45%	44%	44%
Code enforcement (weeds, abandoned buildings, etc.)	67%	58%	54%	60%	62%	61%	55%	88%	56%	56%	66%	61%	67% B	54%	60%

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**TABLE 6: UTILITIES**

Percent rating positively (e.g., excellent/good)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall quality of the utility infrastructure in Ann Arbor (water, sewer, storm water, electric/gas)	69%	62%	73%	72%	64%	71%	61%	67%	55%	73%	69%	64%	68%	68%	68%
Affordable high-speed internet access	53%	47%	49%	55%	47%	53% D	50% D	38%	16%	52%	49%	51%	52%	48%	50%
Power (electric and/or gas) utility	75%	68%	75%	73%	73%	75%	68%	63%	63%	78% C	75%	66%	74%	72%	73%
Garbage collection	88%	87%	92%	92% B	85%	90%	85%	85%	85%	85%	88%	92% A	84%	94% A	89%
Drinking water	84%	77%	84%	83%	81%	84% D	76%	83%	64%	80%	88% C	80%	81%	83%	82%
Sewer services	89% B	81%	88%	87%	86%	88% B	77%	87%	86%	87%	87%	87%	88%	86%	87%
Storm water management (storm drainage, dams, levees, etc.)	82% B	71%	78%	79%	77%	79%	75%	81%	64%	79%	79%	77%	78%	78%	78%
Utility billing	77% B	66%	81% B	76%	74%	77%	71%	70%	60%	74%	81%	72%	74%	77%	75%

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**TABLE 7: SAFETY**

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall feeling of safety in Ann Arbor	93%	93%	93%	93%	93%	93%	97%	86%	97%	90%	93%	97% A	92%	95%	93%
Police/Sheriff services	58%	82% A	86% A	73%	70%	75%	65%	76%	57%	61%	78% A	73% A	62%	82% A	72%
Crime prevention	77%	84%	83%	79%	82%	82%	76%	75%	74%	70%	83% A	87% A	78%	83%	81%
Animal control	84%	77%	75%	80%	78%	82%	73%	70%	67%	74%	82%	82%	79%	80%	79%
Ambulance or emergency medical services	92%	97%	95%	96% B	91%	96% D	95% D	85%	73%	90%	95%	97% A	93%	95%	94%
Fire services	92%	96%	93%	95%	91%	94%	96%	86%	83%	89%	95%	95%	93%	93%	93%
Fire prevention and education	74%	86% A	83%	86% B	75%	85% C D	71%	60%	53%	73%	80%	88% A	76%	84%	80%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	70%	78%	76%	76%	71%	74% D	79% D	74%	51%	66%	79% A	74%	71%	77%	74%
In your neighborhood during the day	99%	97%	97%	99%	97%	98%	100%	100%	100%	96%	98%	100% A	99%	97%	98%
In Ann Arbor's downtown/commercial area during the day	97% B	91%	94%	93%	96%	94%	93%	100%	93%	93%	95%	97% A	96% B	93%	94%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
From property crime	87%	86%	87%	86%	87%	88%	84%	93%	76%	79%	85%	94%	87%	86%	86%
From violent crime	93%	94%	92%	91%	95%	95% B	86%	86%	92%	87%	95% A	97% A	93%	93%	93%
From fire, flood, or other natural disaster	92%	86%	93% B	90%	91%	93% B C D	87% D	78% D	59%	87%	91%	93%	92%	89%	91%

**TABLE 8: NATURAL ENVIRONMENT**

Percent rating positively (e.g., excellent/good)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall quality of natural environment in Ann Arbor	93%	93%	89%	93%	91%	93% D	90% D	100% D	75%	91%	90%	96%	92%	92%	92%
Cleanliness of Ann Arbor	83%	80%	81%	83%	81%	84% D	80% D	86% D	60%	79%	78%	88% B	81%	83%	82%
Water resources (beaches, lakes, ponds, riverways, etc.)	81%	79%	78%	79%	81%	81%	85%	76%	69%	74%	80%	85% A	79%	81%	80%

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Percent rating positively (e.g., excellent/good)	Age			Sex		Race				Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/ Asian Indian/ Pacific Islander	Black/ African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Air quality	92%	91%	90%	91%	92%	91% D	97% D	87%	75%	88%	90%	97% A B	92%	91%	91%
Preservation of natural areas (open space, farmlands, and greenbelts)	85%	87%	81%	85%	83%	86% D	86% D	82% D	50%	82%	85%	87%	84%	84%	84%
Ann Arbor open space	86% C	89% C	70%	83%	83%	84% D	87% D	79% D	45%	79%	82%	88% A	86%	79%	83%
Recycling	84%	77%	80%	82%	80%	83% D	81% D	84% D	48%	81%	83%	82%	83%	79%	81%
Yard waste pick-up	85%	80%	79%	79%	83%	86% B D	71% D	76% D	47%	77%	81%	84%	80%	82%	81%



**TABLE 9: PARKS AND RECREATION**

Percent rating positively (e.g., excellent/good)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall quality of parks and recreation opportunities	94%	96%	92%	95%	93%	95%	92%	89%	97%	95%	96%	93%	96%	92%	94%
Availability of paths and walking trails	93%	92%	89%	93%	90%	94% B D	86%	82%	79%	90%	92%	92%	91%	92%	91%
City parks	94%	94%	91%	96% B	90%	96% B C D	86%	84%	82%	91%	93%	94%	93%	93%	93%
Recreational opportunities	88%	89%	89%	89%	88%	92% B D	81%	85%	71%	84%	91%	91% A	87%	91%	89%
Recreation programs or classes	92%	89%	90%	93%	89%	91%	88%	82%	89%	86%	94% A	90%	89%	92%	91%
Recreation centers or facilities	86%	88%	88%	91%	84%	90% B C	78%	71%	78%	80%	90% A	90% A	86%	89%	87%
Fitness opportunities (including exercise classes and paths or trails, etc.)	89%	92%	92%	91%	89%	93% B D	80%	81%	78%	85%	91%	93% A	88%	93% A	90%

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**TABLE 10: HEALTH AND WELLNESS**

Percent rating positively (e.g., excellent/good, excellent/very good)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall health and wellness opportunities in Ann Arbor	87%	87%	94% A	89%	88%	91% D	87% D	86%	71%	87%	93%	89%	88%	90%	89%
Health services	82%	85%	89%	84%	85%	89% B D	78% D	83% D	58%	77%	86%	88% A	81%	89% A	85%
Availability of affordable quality health care	72%	72%	73%	74%	71%	74% D	73% D	79% D	37%	63%	68%	82% A B	69%	76%	72%
Availability of preventive health services	74%	80%	83%	79%	76%	82% B D	70%	76%	53%	68%	75%	86% A B	72%	84% A	78%
Availability of affordable quality mental health care	58%	59%	55%	58%	58%	59% D	63% D	62% D	21%	59%	57%	60%	62%	54%	58%
Availability of affordable quality food	57%	71% A	71% A	65%	63%	66%	55%	81% B D	49%	49%	66% A	73% A	57%	72% A	64%
Would you say that in general your health is:	85% C	78% C	64%	78%	78%	76%	83%	76%	78%	67%	76%	88% A B	78%	78%	78%

**TABLE 11: EDUCATION, ARTS, AND CULTURE**

Percent rating positively (e.g., excellent/good)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall opportunities for education, culture, and the arts	93%	92%	96%	94%	93%	95% B	88%	89%	97%	94%	94%	92%	93%	94%	94%
Opportunities to attend cultural/arts/music activities	89%	90%	93%	90%	90%	92%	86%	87%	82%	88%	91%	92%	88%	93%	90%
Community support for the arts	90%	93%	89%	91%	91%	92% D	88%	88%	76%	84%	92% A	95% A	90%	92%	91%
Availability of affordable quality childcare/preschool	53%	46%	56%	42%	60% A	50%	50%	83% A D	35%	57%	55%	47%	60% B	46%	51%
K-12 education	89%	83%	89%	86%	88%	88% B	78%	100% B	79%	79%	87%	90% A	86%	87%	87%
Adult educational opportunities	85%	85%	87%	85%	86%	88% D	80% D	87% D	52%	77%	88% A	89% A	84%	87%	85%
Opportunities to attend special events and festivals	86%	93% A	88%	89%	88%	91% B	82%	82%	78%	81%	91% A	93% A	85%	93% A	88%
Public library services	96%	97%	95%	96%	95%	98% C D	93%	89%	88%	92%	100% A	98% A	96%	96%	96%

**TABLE 12: INCLUSIVITY AND ENGAGEMENT**

Percent rating positively (e.g., excellent/good)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Residents' connection and engagement with their community	70%	74%	76%	78% B	67%	73%	75%	68%	58%	69%	72%	74%	70%	75%	72%
Sense of community	59%	69%	73% A	67%	62%	67% D	66% D	66% D	28%	57%	71% A	67%	60%	70% A	65%
Sense of civic/community pride	83%	86%	81%	88% B	78%	85% D	87% D	74%	63%	80%	84%	85%	82%	84%	83%
Neighborliness of residents in Ann Arbor	69%	77%	74%	73%	71%	73%	75%	73%	69%	65%	71%	78% A	66%	79% A	72%
Ann Arbor as a place to raise children	89%	92%	93%	90%	92%	93% B	84%	87%	94%	86%	94%	91%	87%	94% A	91%
Ann Arbor as a place to retire	59%	64%	80% A B	69%	64%	68% D	64% D	80% D	36%	65%	67%	68%	63%	70%	67%
Openness and acceptance of the community toward people of diverse backgrounds	64%	69%	72%	66%	69%	68% D	73% D	65%	46%	61%	71%	67%	65%	70%	67%
Making all residents feel welcome	61%	66%	69%	64%	64%	66% D	63% D	64%	36%	61%	63%	65%	63%	66%	64%

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Percent rating positively (e.g., excellent/good)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Attracting people from diverse backgrounds	53%	60%	70% A	56%	62%	60% D	64% D	67% D	19%	60%	62%	55%	58%	60%	59%
Valuing/respecting residents from diverse backgrounds	63%	69%	75% A	66%	70%	69% D	70% D	70%	42%	65%	69%	66%	66%	70%	68%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	39%	53% A	62% A	48%	51%	47%	63% A D	60%	33%	43%	48%	53%	45%	55% A	49%
Opportunities to participate in social events and activities	82%	84%	79%	82%	82%	85% B D	76%	69%	64%	74%	87% A	83% A	80%	84%	82%
Opportunities to volunteer	85%	93% A	88%	91%	85%	92% C D	92% C D	55%	59%	82%	89%	91% A	86%	90%	88%
Opportunities to participate in community matters	76%	89% A	81%	86% B	75%	84% B C D	73% C	52%	61%	73%	78%	87% A	77%	84% A	80%

**TABLE 13: PARTICIPATION**

Percent rating positively (e.g., yes in the last 12 months)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Contacted the City of Ann Arbor (in-person, phone, email or web) for help or information	39%	52% A	62% A	50%	46%	51% B	34%	58% B	50%	34%	46% A	58% A B	34%	64% A	48%
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	17%	29% A	29% A	26%	21%	26%	17%	11%	15%	16%	26% A	27% A	15%	33% A	23%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	13%	22% A	23% A	17%	19%	18%	15%	16%	35% A B	11%	20% A	23% A	13%	23% A	18%
Watched (online or on television) a local public meeting	23%	30%	22%	23%	26%	22%	24%	43% A	60% A B	15%	27% A	32% A	23%	27%	24%
Volunteered your time to some group/activity in Ann Arbor	47%	48%	52%	54% B	42%	52% B C	39%	28%	59% C	43%	56% A	47%	43%	55% A	49%

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Percent rating positively (e.g., yes in the last 12 months)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Campaigned or advocated for a local issue, cause or candidate	25%	31%	31%	27%	29%	29%	24%	27%	51% A B	20%	31% A	35% A	22%	35% A	28%
Voted in your most recent local election	68%	80% A	90% A B	77%	76%	83% B	47%	82% B	85% B	59%	85% A	85% A	65%	90% A	77%

**TABLE 14: ONLINE ENGAGEMENT**

Percent rating positively (e.g., at least once every few weeks)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Access the internet from your home using a computer, laptop or tablet computer	99%	100%	97%	99%	99%	99% D	100% D	97% D	89%	97%	99% A	100% A	99%	99%	99%
Access the internet from your cell phone	100% C	99% C	82%	95%	96%	95%	99% D	92%	89%	93%	96%	98% A	98% B	93%	95%

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Percent rating positively (e.g., at least once every few weeks)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	93% B C	79% C	60%	83%	79%	82% D	83% D	79% D	51%	85%	79%	80%	90% B	72%	81%
Use or check email	100% C	100% C	96%	99%	99%	99%	100% C	95%	98%	98%	100%	100% A	100%	99%	99%
Share your opinions online	35%	36%	31%	32%	36%	34%	42% D	19%	17%	41% B	26%	38% B	37%	31%	34%
Shop online	57% C	64% C	41%	51%	59%	54%	69% A C	38%	58%	44%	53%	69% A B	55%	56%	55%



**TABLE 15: COMMUNITY FOCUS AREAS**

Percent rating positively (e.g., essential/very important)	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall economic health of Ann Arbor	80%	92% A	89% A	85%	87%	83%	91%	100% A	87%	80%	84%	89% A	83%	88%	85%
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ann Arbor	85%	82%	84%	85%	84%	85%	80%	97%	84%	85%	83%	85%	85%	83%	84%
Overall design or layout of Ann Arbor's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	55%	73% A	72% A	66%	63%	64%	54%	91% A B	74%	59%	61%	68%	58%	70% A	64%
Overall quality of the utility infrastructure in Ann Arbor (water, sewer, storm water, electric/gas)	79%	92% A	91% A	87%	85%	85%	84%	100%	85%	84%	85%	86%	82%	90% A	86%
Overall feeling of safety in Ann Arbor	64%	72%	87% A B	74%	70%	67%	83% A	91% A	85%	79% B C	69%	65%	69%	75%	72%
Overall quality of natural environment in Ann Arbor	83%	86%	85%	84%	84%	85%	82%	87%	70%	80%	89% A	82%	83%	85%	84%

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Percent rating positively (e.g., essential/very important)	Age			Sex		Race				Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Overall quality of parks and recreation opportunities	76%	84%	81%	78%	80%	81%	75%	72%	86%	72%	83% A	80%	76%	83% A	79%
Overall health and wellness opportunities in Ann Arbor	73%	72%	84% A B	80% B	70%	73%	81%	90%	67%	68%	82% A	73%	73%	78%	75%
Overall opportunities for education, culture and the arts	71%	81% A	76%	76%	72%	73%	82%	94% A	84%	77%	74%	71%	74%	75%	75%
Residents' connection and engagement with their community	63%	67%	73%	71% B	62%	65%	69%	84%	69%	68%	67%	63%	62%	71% A	67%

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**TABLE 16: QUESTION 13**

Percent rating positively (e.g., yes).	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Have you had contact with a member of the City of Ann Arbor Police Department within the last 12 months?	27%	26%	22%	22%	29% A	26% B	14%	42% B	28%	26%	24%	24%	26%	24%	25%

**TABLE 17: QUESTION 13A**

Based on your most recent contact with a member of the City of Ann Arbor Police Department, please rate each of the following aspects of the employee with whom you personally had contact. (Percent rating as "excellent" or "good").	Age			Sex		Race				Annual household income			Housing tenure		Overall (A)
	18-34	35-54	55+	Female	Male	White	Asian/Asian Indian/Pacific Islander	Black/African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Treated me in a respectful manner	83%	94%	93%	95%	85%	91%	89%	69%	80%	88%	93%	84%	88%	89%	89%
Professionalism	82%	94%	92%	94%	83%	91%	74%	69%	80%	93%	86%	83%	87%	88%	88%
Fairness	86%	94%	91%	95%	86%	92%	89%	69%	80%	93%	93%	83%	91%	88%	89%
Resolution of concerns	75%	90%	86%	94% B	75%	85%	70%	69%	80%	68%	91% A	81%	79%	86%	82%

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Based on your most recent contact with a member of the City of Ann Arbor Police Department, please rate each of the following aspects of the employee with whom you personally had contact. (Percent rating as "excellent" or "good").	Age			Sex		Race				Annual household income			Housing tenure		Overall
	18-34	35-54	55+	Female	Male	White	Asian/ Asian Indian/ Pacific Islander	Black/ African American	Other	Less than \$50,000	\$50,000 to \$100,000	\$100,000+	Rent	Own	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	
Responsiveness to questions and/or needs	79%	94% A	93%	92%	83%	89%	70%	69%	100%	80%	89%	86%	82%	91%	86%
Overall impression of AAPD staff member	71%	92% A	91% A	89%	77%	84% B	55%	69%	100% B	71%	85%	84%	75%	89%	81%