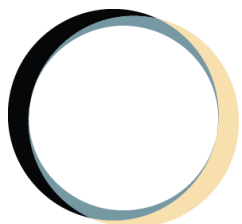


THE NCSTM
The National Citizen SurveyTM

Ann Arbor, MI

Trends over Time
2015



NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Summary

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 research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2015 ratings for the City of Ann Arbor to its previous survey results in 2007, 2008 and 2013. Additional reports and technical appendices are available under separate cover.

Trend data for Ann Arbor represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than five percentage points between the 2013 and 2015 surveys, otherwise the comparison between 2013 and 2015 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Ann Arbor for 2015 generally remained stable. Of the 132 items for which comparisons were available, 124 items were rated similarly in 2013 and 2015; two items showed a decrease in ratings and six showed an increase in ratings. Notable trends over time included the following:

- Almost all aspects within the pillar of Community Characteristics remained stable over time; however, ratings for quality preventative health services in the facet of Recreation and Wellness increased from 2013 to 2015.
- Ratings increased for three aspects within the pillar of Governance, and no items decreased. Ratings increased from 2013 to 2015 for fire prevention, emergency preparedness and traffic signal timing.
- Within Participation, there were some increases and some decreases from 2013 to 2015. More Ann Arbor residents reported that they had used Ann Arbor's recreation centers and had voted in a local election. Fewer respondents reported that they had used public transportation instead of driving and fewer citizens indicated that they had participated in religious or spiritual activities in 2015 compared to 2013.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)				2015 rating compared to 2013	Comparison to benchmark			
	2007	2008	2013	2015		2007	2008	2013	2015
Overall quality of life	90%	92%	92%	93%	Similar	Much higher	Much higher	Higher	Higher
Overall image	93%	93%	92%	92%	Similar	Much higher	Much higher	Higher	Higher
Place to live	91%	94%	95%	94%	Similar	Much higher	Much higher	Higher	Higher
Neighborhood	84%	86%	88%	90%	Similar	Much higher	Much higher	Similar	Similar
Place to raise children	89%	90%	92%	92%	Similar	Much higher	Much higher	Higher	Higher
Place to retire	58%	67%	71%	68%	Similar	Similar	Much higher	Similar	Similar
Overall appearance	84%	85%	87%	85%	Similar	Much higher	Much higher	Higher	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)				2015 rating compared to 2013	Comparison to benchmark			
		2007	2008	2013	2015		2007	2008	2013	2015
Safety	Overall feeling of safety	NA	NA	89%	91%	Similar	NA	NA	Similar	Similar
	Safe in neighborhood	97%	98%	97%	97%	Similar	Much higher	Much higher	Similar	Similar
	Safe downtown/commercial area	96%	95%	92%	94%	Similar	Much higher	Much higher	Similar	Similar
	Overall ease of travel	NA	NA	72%	71%	Similar	NA	NA	Similar	Similar
	Paths and walking trails	NA	79%	81%	80%	Similar	NA	Much higher	Higher	Higher
	Ease of walking	82%	86%	86%	83%	Similar	Much higher	Much higher	Higher	Higher
	Travel by bicycle	63%	64%	62%	59%	Similar	Much higher	Much higher	Similar	Similar
	Travel by public transportation	NA	NA	61%	61%	Similar	NA	NA	Similar	Higher
Mobility	Travel by car	53%	59%	51%	52%	Similar	Similar	Higher	Similar	Similar
	Public parking	NA	NA	36%	39%	Similar	NA	NA	NA	Lower
	Traffic flow	46%	46%	39%	39%	Similar	NA	Higher	Similar	Similar
	Overall natural environment	NA	88%	92%	91%	Similar	NA	Much higher	Higher	Higher
Natural Environment	Cleanliness	NA	84%	82%	85%	Similar	NA	Much higher	Similar	Similar
	Air quality	86%	84%	88%	89%	Similar	Much higher	Much higher	Higher	Higher
	Overall built environment	NA	NA	74%	72%	Similar	NA	NA	Similar	Similar
Built Environment	New development in Ann Arbor	62%	56%	63%	62%	Similar	Similar	Similar	Similar	Similar
	Affordable quality housing	23%	29%	28%	26%	Similar	Much lower	Similar	Lower	Lower
	Housing options	NA	56%	52%	53%	Similar	NA	Higher	Similar	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)				2015 rating compared to 2013	Comparison to benchmark			
		2007	2008	2013	2015		2007	2008	2013	2015
Economy	Public places	NA	NA	79%	80%	Similar	NA	NA	Similar	Higher
	Overall economic health	NA	NA	83%	85%	Similar	NA	NA	Higher	Higher
	Vibrant downtown/commercial area	NA	NA	83%	83%	Similar	NA	NA	Much higher	Much higher
	Business and services	NA	81%	83%	80%	Similar	NA	Much higher	Higher	Higher
	Cost of living	NA	NA	32%	28%	Similar	NA	NA	Similar	Lower
	Shopping opportunities	72%	72%	75%	77%	Similar	Much higher	Much higher	Higher	Higher
	Employment opportunities	52%	51%	63%	66%	Similar	Much higher	Much higher	Higher	Much higher
	Place to visit	NA	NA	78%	81%	Similar	NA	NA	Similar	Higher
	Place to work	78%	80%	86%	85%	Similar	Much higher	Much higher	Much higher	Higher
	Health and Wellness	Health and wellness	NA	NA	90%	90%	Similar	NA	NA	Higher
Mental health care		NA	NA	67%	71%	Similar	NA	NA	Higher	Higher
Preventive health services		NA	76%	81%	86%	Higher	NA	Much higher	Higher	Higher
Health care		NA	NA	78%	81%	Similar	NA	NA	Higher	Higher
Food		NA	NA	77%	73%	Similar	NA	NA	Higher	Similar
Recreational opportunities		84%	87%	83%	87%	Similar	Much higher	Much higher	Higher	Higher
Education and Enrichment	Fitness opportunities	NA	NA	84%	85%	Similar	NA	NA	Similar	Higher
	Religious or spiritual events and activities	NA	88%	88%	91%	Similar	NA	Much higher	Higher	Higher
	Cultural/arts/music activities	90%	88%	92%	93%	Similar	Much higher	Much higher	Much higher	Much higher
	Adult education	NA	NA	90%	90%	Similar	NA	NA	Much higher	Much higher
	K-12 education	79%	86%	86%	88%	Similar	Much higher	Much higher	Higher	Higher
Community Engagement	Child care/preschool	NA	NA	63%	65%	Similar	NA	NA	Higher	Similar
	Social events and activities	NA	86%	81%	85%	Similar	NA	Much higher	Higher	Higher
	Neighborliness	NA	NA	69%	72%	Similar	NA	NA	Similar	Similar
	Openness and acceptance	85%	87%	83%	79%	Similar	Much higher	Much higher	Higher	Higher
Opportunities to participate in community matters	NA	77%	77%	79%	Similar	NA	Much higher	Higher	Higher	

The National Citizen Survey™

	Percent rating positively (e.g., excellent/good, very/somewhat safe)				2015 rating compared to 2013	Comparison to benchmark			
	2007	2008	2013	2015		2007	2008	2013	2015
Opportunities to volunteer	NA	91%	84%	87%	Similar	NA	Much higher	Higher	Higher

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)				2015 rating compared to 2013	Comparison to benchmark			
	2007	2008	2013	2015		2007	2008	2013	2015
Services provided by Ann Arbor	82%	84%	81%	85%	Similar	Much higher	Much higher	Similar	Similar
Customer service	100%	78%	77%	78%	Similar	Much higher	Much higher	Similar	Similar
Value of services for taxes paid	58%	55%	58%	57%	Similar	Higher	Lower	Similar	Similar
Overall direction	63%	63%	66%	63%	Similar	Much higher	Similar	Similar	Similar
Welcoming citizen involvement	68%	58%	60%	60%	Similar	Much higher	Lower	Similar	Similar
Confidence in City government	NA	NA	60%	62%	Similar	NA	NA	Similar	Similar
Acting in the best interest of Ann Arbor	NA	NA	64%	63%	Similar	NA	NA	Similar	Similar
Being honest	NA	NA	67%	66%	Similar	NA	NA	Similar	Similar
Treating all residents fairly	NA	NA	66%	62%	Similar	NA	NA	Higher	Similar
Services provided by the Federal Government	37%	37%	49%	52%	Similar	Lower	Similar	Similar	Similar

Table 4: Governance by Facet

	Percent rating positively (e.g., excellent/good)				2015 rating compared to 2013	Comparison to benchmark				
	2007	2008	2013	2015		2007	2008	2013	2015	
Safety	Police	79%	82%	80%	82%	Similar	Higher	Similar	Similar	Similar
	Fire	92%	95%	89%	93%	Similar	Much higher	Similar	Similar	Similar
	Ambulance/EMS	91%	94%	94%	94%	Similar	Much higher	Much higher	Similar	Similar
	Crime prevention	72%	75%	71%	75%	Similar	Much higher	Much higher	Similar	Similar
	Fire prevention	79%	82%	77%	82%	Higher	Similar	Higher	Similar	Similar
	Animal control	75%	75%	74%	72%	Similar	Much higher	Much higher	Similar	Similar
	Emergency preparedness	NA	69%	65%	76%	Higher	NA	Higher	Similar	Similar
	Traffic enforcement	61%	67%	58%	59%	Similar	Similar	Similar	Similar	Similar
	Street repair	39%	30%	25%	21%	Similar	Much lower	Much lower	Lower	Much lower
	Street cleaning	65%	66%	57%	59%	Similar	Higher	Higher	Similar	Similar
Mobility	Street lighting	58%	61%	63%	67%	Similar	Similar	Similar	Similar	Similar
	Snow removal	65%	49%	53%	51%	Similar	Similar	Much lower	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)				2015 rating compared to 2013	Comparison to benchmark			
		2007	2008	2013	2015		2007	2008	2013	2015
	Sidewalk maintenance	50%	53%	55%	53%	Similar	Similar	Similar	Similar	Similar
	Traffic signal timing	49%	48%	46%	54%	Higher	Higher	Similar	Similar	Similar
	Bus or transit services	76%	78%	77%	73%	Similar	Much higher	Much higher	Higher	Higher
Natural Environment	Garbage collection	86%	91%	88%	91%	Similar	Much higher	Much higher	Similar	Similar
	Recycling	86%	89%	90%	90%	Similar	Much higher	Much higher	Higher	Similar
	Yard waste pick-up	77%	84%	80%	84%	Similar	Much higher	Much higher	Similar	Similar
	Drinking water	77%	80%	84%	85%	Similar	Much higher	Much higher	Higher	Higher
	Natural areas preservation	NA	75%	77%	77%	Similar	NA	Much higher	Higher	Higher
	Open space	NA	NA	74%	73%	Similar	NA	NA	Similar	Similar
Built Environment	Storm drainage	69%	78%	67%	71%	Similar	Much higher	Much higher	Similar	Similar
	Sewer services	84%	83%	85%	85%	Similar	Much higher	Much higher	Similar	Similar
	Power utility	NA	76%	78%	80%	Similar	NA	Higher	Similar	Similar
	Utility billing	NA	NA	75%	78%	Similar	NA	NA	Similar	Similar
	Land use, planning and zoning	52%	56%	54%	58%	Similar	Much higher	Much higher	Similar	Similar
	Code enforcement	66%	63%	53%	55%	Similar	Much higher	Much higher	Similar	Similar
	Cable television	47%	54%	58%	53%	Similar	Lower	Similar	Similar	Similar
Economy	Economic development	62%	54%	69%	70%	Similar	Much higher	Much higher	Higher	Higher
Recreation and Wellness	City parks	90%	92%	90%	90%	Similar	Much higher	Much higher	Similar	Higher
	Recreation programs	89%	89%	87%	86%	Similar	Much higher	Much higher	Higher	Higher
	Recreation centers	86%	87%	87%	83%	Similar	Much higher	Much higher	Higher	Similar
	Health services	85%	86%	87%	89%	Similar	Much higher	Much higher	Higher	Higher
Education and Enrichment	Special events	NA	NA	81%	79%	Similar	NA	NA	Similar	Similar
	Public libraries	93%	94%	91%	95%	Similar	Much higher	Much higher	Higher	Higher

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)				2015 rating compared to 2013	Comparison to benchmark			
		2007	2008	2013	2015		2007	2008	2013	2015
Community Engagement	Public information	77%	81%	78%	81%	Similar	Much higher	Much higher	Similar	Similar

Table 5: Participation General

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2015 rating compared to 2013	Comparison to benchmark			
		2007	2008	2013	2015		2007	2008	2013	2015
Sense of community		73%	76%	69%	73%	Similar	Much higher	Much higher	Similar	Similar
Recommend Ann Arbor		NA	92%	93%	92%	Similar	NA	Much higher	Similar	Similar
Remain in Ann Arbor		NA	69%	76%	77%	Similar	NA	Much lower	Similar	Similar
Contacted Ann Arbor employees		47%	50%	37%	41%	Similar	NA	Much lower	Lower	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2015 rating compared to 2013	Comparison to benchmark			
		2007	2008	2013	2015		2007	2008	2013	2015
Safety	Stocked supplies for an emergency	NA	NA	20%	22%	Similar	NA	NA	Lower	Lower
	Did NOT report a crime	NA	NA	85%	85%	Similar	NA	NA	Similar	Similar
	Was NOT the victim of a crime	91%	92%	90%	90%	Similar	NA	Much higher	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	61%	54%	Lower	NA	NA	Much higher	Much higher
	Carpooled instead of driving alone	NA	NA	52%	51%	Similar	NA	NA	Similar	Similar
	Walked or biked instead of driving	NA	NA	83%	82%	Similar	NA	NA	Much higher	Much higher
Natural Environment	Conserved water	NA	NA	75%	78%	Similar	NA	NA	Lower	Similar
	Made home more energy efficient	NA	NA	73%	73%	Similar	NA	NA	Similar	Similar
	Recycled at home	94%	97%	95%	97%	Similar	NA	Much higher	Higher	Higher
Built Environment	Did NOT observe a code violation	NA	NA	59%	64%	Similar	NA	NA	Similar	Higher
	NOT under housing cost stress	NA	58%	63%	68%	Similar	NA	Much lower	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2015 rating compared to 2013	Comparison to benchmark			
		2007	2008	2013	2015		2007	2008	2013	2015
Economy	Purchased goods or services in Ann Arbor	NA	NA	98%	99%	Similar	NA	NA	Similar	Similar
	Economy will have positive impact on income	14%	5%	24%	28%	Similar	NA	Much lower	Similar	Similar
	Work in Ann Arbor	NA	NA	68%	65%	Similar	NA	NA	Much higher	Much higher
Recreation and Wellness	Used Ann Arbor recreation centers	61%	56%	61%	68%	Higher	NA	Similar	Similar	Higher
	Visited a City park	90%	94%	90%	94%	Similar	NA	Much higher	Similar	Higher
	Ate 5 portions of fruits and vegetables	NA	NA	89%	89%	Similar	NA	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	89%	92%	Similar	NA	NA	Similar	Similar
	In very good to excellent health	NA	NA	76%	73%	Similar	NA	NA	Similar	Similar
	Used Ann Arbor public libraries	76%	78%	70%	73%	Similar	NA	Much higher	Similar	Similar
	Participated in religious or spiritual activities	NA	51%	48%	43%	Lower	NA	Similar	Similar	Similar
Education and Enrichment	Attended a City-sponsored event	NA	NA	60%	63%	Similar	NA	NA	Similar	Higher
	Campaigned for an issue, cause or candidate	NA	NA	24%	25%	Similar	NA	NA	Similar	Similar
	Contacted Ann Arbor elected officials	NA	NA	15%	16%	Similar	NA	NA	Similar	Similar
Community Engagement	Volunteered	54%	59%	52%	55%	Similar	NA	Much higher	Similar	Higher
	Participated in a club	NA	39%	NA	42%	Similar	NA	Much higher	NA	Higher
	Talked to or visited with neighbors	NA	NA	NA	89%	NA	NA	NA	NA	Similar
	Done a favor for a neighbor	NA	NA	NA	77%	NA	NA	NA	NA	Similar
	Attended a local public meeting	21%	20%	15%	16%	Similar	NA	Much lower	Lower	Similar
	Watched a local public meeting	39%	36%	19%	19%	Similar	NA	Much lower	Lower	Similar
	Read or watched local news	NA	NA	75%	78%	Similar	NA	NA	Lower	Similar
	Voted in local elections	73%	85%	68%	76%	Higher	NA	Much higher	Similar	Similar