

# THE NCS™

The National Community Survey™

## Ann Arbor, MI

*Technical Appendices*  
2020



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# Appendix A: Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, and the second that includes those responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

**Table 1: Question 1 without "don't know" responses**

Please rate each of the following aspects of quality of life in Ann Arbor.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Ann Arbor as a place to live	52%	N=282	40%	N=217	7%	N=38	1%	N=7	100%	N=545
Your neighborhood as a place to live	48%	N=265	44%	N=238	7%	N=36	1%	N=7	100%	N=547
Ann Arbor as a place to raise children	56%	N=233	34%	N=142	7%	N=28	2%	N=10	100%	N=413
Ann Arbor as a place to work	37%	N=181	46%	N=225	14%	N=68	3%	N=15	100%	N=489
Ann Arbor as a place to visit	40%	N=208	40%	N=210	16%	N=86	4%	N=22	100%	N=527
Ann Arbor as a place to retire	30%	N=118	37%	N=145	22%	N=88	11%	N=44	100%	N=395
The overall quality of life in Ann Arbor	40%	N=218	49%	N=269	9%	N=51	1%	N=7	100%	N=544
Sense of community	23%	N=120	42%	N=224	28%	N=148	7%	N=38	100%	N=530

**Table 2: Question 1 with "don't know" responses**

Please rate each of the following aspects of quality of life in Ann Arbor.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ann Arbor as a place to live	52%	N=282	40%	N=217	7%	N=38	1%	N=7	0%	N=0	100%	N=545
Your neighborhood as a place to live	48%	N=265	44%	N=238	7%	N=36	1%	N=7	0%	N=0	100%	N=547
Ann Arbor as a place to raise children	43%	N=233	26%	N=142	5%	N=28	2%	N=10	24%	N=130	100%	N=543
Ann Arbor as a place to work	33%	N=181	41%	N=225	13%	N=68	3%	N=15	10%	N=55	100%	N=544
Ann Arbor as a place to visit	38%	N=208	39%	N=210	16%	N=86	4%	N=22	3%	N=19	100%	N=546
Ann Arbor as a place to retire	22%	N=118	27%	N=145	16%	N=88	8%	N=44	28%	N=150	100%	N=546
The overall quality of life in Ann Arbor	40%	N=218	49%	N=269	9%	N=51	1%	N=7	0%	N=0	100%	N=544
Sense of community	22%	N=120	41%	N=224	27%	N=148	7%	N=38	3%	N=14	100%	N=544

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**Table 3: Question 2 without "don't know" responses**

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of Ann Arbor	21%	N=104	60%	N=294	15%	N=75	3%	N=14	100%	N=486
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ann Arbor	16%	N=85	44%	N=236	31%	N=166	8%	N=43	100%	N=530
Overall design or layout of Ann Arbor's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	13%	N=71	52%	N=277	28%	N=148	8%	N=40	100%	N=536
Overall quality of the utility infrastructure in Ann Arbor (water, sewer, storm water, electric/gas)	16%	N=83	52%	N=262	25%	N=124	7%	N=35	100%	N=504
Overall feeling of safety in Ann Arbor	45%	N=247	48%	N=261	6%	N=34	0%	N=3	100%	N=545
Overall quality of natural environment in Ann Arbor	50%	N=271	42%	N=230	7%	N=38	1%	N=6	100%	N=544
Overall quality of parks and recreation opportunities	57%	N=305	37%	N=200	6%	N=30	0%	N=2	100%	N=535
Overall health and wellness opportunities in Ann Arbor	45%	N=231	44%	N=226	11%	N=54	0%	N=2	100%	N=513
Overall opportunities for education, culture, and the arts	61%	N=320	33%	N=173	5%	N=28	1%	N=6	100%	N=528
Residents' connection and engagement with their community	22%	N=108	50%	N=250	23%	N=112	5%	N=24	100%	N=495

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**Table 4: Question 2 with "don't know" responses**

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall economic health of Ann Arbor	19%	N=104	54%	N=294	14%	N=75	3%	N=14	11%	N=60	100%	N=546
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ann Arbor	16%	N=85	43%	N=236	31%	N=166	8%	N=43	3%	N=15	100%	N=544
Overall design or layout of Ann Arbor's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	13%	N=71	51%	N=277	27%	N=148	7%	N=40	2%	N=10	100%	N=546
Overall quality of the utility infrastructure in Ann Arbor (water, sewer, storm water, electric/gas)	15%	N=83	48%	N=262	23%	N=124	6%	N=35	8%	N=41	100%	N=545
Overall feeling of safety in Ann Arbor	45%	N=247	48%	N=261	6%	N=34	0%	N=3	0%	N=0	100%	N=545
Overall quality of natural environment in Ann Arbor	50%	N=271	42%	N=230	7%	N=38	1%	N=6	0%	N=2	100%	N=546
Overall quality of parks and recreation opportunities	56%	N=305	37%	N=200	5%	N=30	0%	N=2	2%	N=10	100%	N=545
Overall health and wellness opportunities in Ann Arbor	42%	N=231	41%	N=226	10%	N=54	0%	N=2	6%	N=34	100%	N=547
Overall opportunities for education, culture, and the arts	59%	N=320	32%	N=173	5%	N=28	1%	N=6	3%	N=18	100%	N=546
Residents' connection and engagement with their community	20%	N=108	46%	N=250	21%	N=112	4%	N=24	9%	N=51	100%	N=546

**Table 5: Question 3 without "don't know" responses**

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Ann Arbor to someone who asks	49%	N=265	38%	N=205	9%	N=47	4%	N=20	100%	N=537
Remain in Ann Arbor for the next five years	50%	N=260	21%	N=110	12%	N=64	17%	N=88	100%	N=522

**Table 6: Question 3 with "don't know" responses**

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Ann Arbor to someone who asks	49%	N=265	38%	N=205	9%	N=47	4%	N=20	1%	N=7	100%	N=544
Remain in Ann Arbor for the next five years	48%	N=260	20%	N=110	12%	N=64	16%	N=88	4%	N=22	100%	N=544

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**Table 7: Question 4 without "don't know" responses**

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	91%	N=495	8%	N=41	1%	N=3	1%	N=5	0%	N=1	100%	N=546
In Ann Arbor's downtown/commercial area during the day	72%	N=384	23%	N=123	4%	N=21	1%	N=7	0%	N=2	100%	N=537
From property crime	45%	N=241	42%	N=226	9%	N=48	4%	N=20	1%	N=6	100%	N=540
From violent crime	66%	N=358	27%	N=147	5%	N=26	1%	N=5	1%	N=7	100%	N=542
From fire, flood, or other natural disaster	59%	N=318	31%	N=169	6%	N=34	3%	N=16	0%	N=1	100%	N=538

**Table 8: Question 4 with "don't know" responses**

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	91%	N=495	8%	N=41	1%	N=3	1%	N=5	0%	N=1	0%	N=0	100%	N=546
In Ann Arbor's downtown/commercial area during the day	70%	N=384	23%	N=123	4%	N=21	1%	N=7	0%	N=2	2%	N=9	100%	N=546
From property crime	44%	N=241	41%	N=226	9%	N=48	4%	N=20	1%	N=6	1%	N=6	100%	N=546
From violent crime	66%	N=358	27%	N=147	5%	N=26	1%	N=5	1%	N=7	1%	N=3	100%	N=546
From fire, flood, or other natural disaster	58%	N=318	31%	N=169	6%	N=34	3%	N=16	0%	N=1	1%	N=7	100%	N=545

**Table 9: Question 5 without "don't know" responses**

Please rate the job you feel the Ann Arbor community does at each of the following.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	21%	N=106	43%	N=218	29%	N=147	7%	N=34	100%	N=505
Attracting people from diverse backgrounds	32%	N=167	27%	N=138	24%	N=126	17%	N=87	100%	N=518
Valuing/respecting residents from diverse backgrounds	32%	N=165	35%	N=180	21%	N=107	11%	N=58	100%	N=510
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	15%	N=64	34%	N=146	35%	N=148	16%	N=69	100%	N=428

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**Table 10: Question 5 with "don't know" responses**

Please rate the job you feel the Ann Arbor community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	20%	N=106	40%	N=218	27%	N=147	6%	N=34	7%	N=36	100%	N=541
Attracting people from diverse backgrounds	31%	N=167	25%	N=138	23%	N=126	16%	N=87	4%	N=23	100%	N=541
Valuing/respecting residents from diverse backgrounds	31%	N=165	33%	N=180	20%	N=107	11%	N=58	6%	N=30	100%	N=541
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	12%	N=64	27%	N=146	27%	N=148	13%	N=69	21%	N=113	100%	N=541

**Table 11: Question 6 without "don't know" responses**

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Ann Arbor	36%	N=191	52%	N=275	11%	N=56	1%	N=5	100%	N=527
Variety of business and service establishments in Ann Arbor	30%	N=160	45%	N=237	21%	N=109	4%	N=22	100%	N=528
Vibrancy of downtown/commercial area	34%	N=178	47%	N=247	18%	N=97	1%	N=7	100%	N=528
Employment opportunities	19%	N=80	46%	N=194	25%	N=107	10%	N=45	100%	N=426
Shopping opportunities	24%	N=127	46%	N=246	26%	N=136	4%	N=22	100%	N=530
Cost of living in Ann Arbor	2%	N=13	13%	N=70	39%	N=212	45%	N=244	100%	N=538
Overall image or reputation of Ann Arbor	37%	N=196	53%	N=283	9%	N=50	1%	N=4	100%	N=534

**Table 12: Question 6 with "don't know" responses**

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Ann Arbor	35%	N=191	51%	N=275	10%	N=56	1%	N=5	3%	N=14	100%	N=541
Variety of business and service establishments in Ann Arbor	30%	N=160	44%	N=237	20%	N=109	4%	N=22	3%	N=14	100%	N=543
Vibrancy of downtown/commercial area	33%	N=178	46%	N=247	18%	N=97	1%	N=7	2%	N=13	100%	N=542
Employment opportunities	15%	N=80	36%	N=194	20%	N=107	8%	N=45	21%	N=115	100%	N=541
Shopping opportunities	23%	N=127	45%	N=246	25%	N=136	4%	N=22	2%	N=12	100%	N=543
Cost of living in Ann Arbor	2%	N=13	13%	N=70	39%	N=212	45%	N=244	1%	N=4	100%	N=543
Overall image or reputation of Ann Arbor	36%	N=196	52%	N=283	9%	N=50	1%	N=4	2%	N=10	100%	N=544

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**Table 13: Question 7 without "don't know" responses**

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	5%	N=25	39%	N=209	34%	N=185	22%	N=118	100%	N=537
Ease of public parking	6%	N=31	31%	N=167	41%	N=217	22%	N=115	100%	N=530
Ease of travel by car in Ann Arbor	14%	N=77	42%	N=225	32%	N=171	11%	N=61	100%	N=534
Ease of travel by public transportation in Ann Arbor	10%	N=43	38%	N=167	37%	N=161	15%	N=64	100%	N=435
Ease of travel by bicycle in Ann Arbor	14%	N=60	46%	N=198	31%	N=133	10%	N=43	100%	N=434
Ease of walking in Ann Arbor	37%	N=200	45%	N=243	13%	N=71	4%	N=21	100%	N=536
Well-planned residential growth	8%	N=35	32%	N=132	36%	N=147	24%	N=98	100%	N=411
Well-planned commercial growth	9%	N=32	33%	N=122	38%	N=142	20%	N=73	100%	N=369
Well-designed neighborhoods	13%	N=61	47%	N=216	31%	N=142	10%	N=45	100%	N=464
Preservation of the historical or cultural character of the community	20%	N=88	51%	N=227	22%	N=97	8%	N=36	100%	N=448
Public places where people want to spend time	32%	N=167	43%	N=224	21%	N=111	4%	N=21	100%	N=523
Variety of housing options	9%	N=47	27%	N=138	34%	N=173	29%	N=148	100%	N=506
Availability of affordable quality housing	3%	N=16	9%	N=46	32%	N=161	56%	N=286	100%	N=509
Overall quality of new development in Ann Arbor	9%	N=38	35%	N=147	36%	N=155	20%	N=86	100%	N=426
Overall appearance of Ann Arbor	27%	N=145	55%	N=295	17%	N=94	1%	N=6	100%	N=540
Cleanliness of Ann Arbor	33%	N=177	49%	N=265	17%	N=91	1%	N=6	100%	N=539
Water resources (beaches, lakes, ponds, riverways, etc.)	33%	N=171	47%	N=241	17%	N=88	3%	N=15	100%	N=515
Air quality	42%	N=219	50%	N=259	8%	N=43	0%	N=2	100%	N=523
Availability of paths and walking trails	52%	N=274	39%	N=206	7%	N=39	1%	N=6	100%	N=526
Fitness opportunities (including exercise classes and paths or trails, etc.)	45%	N=229	46%	N=234	9%	N=45	1%	N=4	100%	N=513
Recreational opportunities	39%	N=204	49%	N=256	11%	N=55	1%	N=3	100%	N=519
Availability of affordable quality food	21%	N=114	43%	N=229	28%	N=150	8%	N=43	100%	N=535
Availability of affordable quality health care	32%	N=153	40%	N=189	21%	N=98	7%	N=33	100%	N=473
Availability of preventive health services	38%	N=174	40%	N=181	17%	N=78	5%	N=21	100%	N=454
Availability of affordable quality mental health care	23%	N=83	35%	N=130	24%	N=88	18%	N=66	100%	N=367



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Please rate each of the following characteristics as they relate to Ann Arbor as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Opportunities to attend cultural/arts/music activities	53%	N=277	37%	N=194	8%	N=44	1%	N=7	100%	N=521
Community support for the arts	52%	N=248	39%	N=187	8%	N=40	1%	N=4	100%	N=479
Availability of affordable quality childcare/preschool	17%	N=39	34%	N=81	28%	N=65	22%	N=51	100%	N=236
K-12 education	44%	N=145	43%	N=142	9%	N=31	4%	N=13	100%	N=330
Adult educational opportunities	41%	N=178	45%	N=195	13%	N=58	1%	N=5	100%	N=437
Sense of civic/community pride	31%	N=154	52%	N=255	13%	N=66	3%	N=16	100%	N=491
Neighborliness of residents in Ann Arbor	25%	N=131	47%	N=248	21%	N=110	7%	N=34	100%	N=524
Opportunities to participate in social events and activities	33%	N=168	49%	N=251	14%	N=70	4%	N=22	100%	N=511
Opportunities to attend special events and festivals	42%	N=216	46%	N=236	9%	N=46	3%	N=13	100%	N=511
Opportunities to volunteer	43%	N=199	45%	N=213	11%	N=50	1%	N=7	100%	N=469
Opportunities to participate in community matters	29%	N=130	52%	N=235	16%	N=75	3%	N=14	100%	N=454
Openness and acceptance of the community toward people of diverse backgrounds	27%	N=137	40%	N=204	21%	N=108	11%	N=57	100%	N=506

**Table 14: Question 7 with "don't know" responses**

Please rate each of the following characteristics as they relate to Ann Arbor as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	5%	N=25	38%	N=209	34%	N=185	22%	N=118	1%	N=6	100%	N=543
Ease of public parking	6%	N=31	31%	N=167	40%	N=217	21%	N=115	2%	N=13	100%	N=543
Ease of travel by car in Ann Arbor	14%	N=77	41%	N=225	32%	N=171	11%	N=61	2%	N=8	100%	N=542
Ease of travel by public transportation in Ann Arbor	8%	N=43	31%	N=167	30%	N=161	12%	N=64	20%	N=107	100%	N=542
Ease of travel by bicycle in Ann Arbor	11%	N=60	36%	N=198	24%	N=133	8%	N=43	20%	N=109	100%	N=542
Ease of walking in Ann Arbor	37%	N=200	45%	N=243	13%	N=71	4%	N=21	1%	N=4	100%	N=540
Well-planned residential growth	6%	N=35	24%	N=132	27%	N=147	18%	N=98	24%	N=129	100%	N=540
Well-planned commercial growth	6%	N=32	23%	N=122	26%	N=142	14%	N=73	32%	N=171	100%	N=540
Well-designed neighborhoods	11%	N=61	40%	N=216	26%	N=142	8%	N=45	14%	N=77	100%	N=541

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Please rate each of the following characteristics as they relate to Ann Arbor as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Preservation of the historical or cultural character of the community	16%	N=88	42%	N=227	18%	N=97	7%	N=36	17%	N=91	100%	N=539
Public places where people want to spend time	31%	N=167	42%	N=224	21%	N=111	4%	N=21	3%	N=16	100%	N=540
Variety of housing options	9%	N=47	25%	N=138	32%	N=173	27%	N=148	7%	N=36	100%	N=542
Availability of affordable quality housing	3%	N=16	8%	N=46	30%	N=161	53%	N=286	6%	N=35	100%	N=543
Overall quality of new development in Ann Arbor	7%	N=38	27%	N=147	29%	N=155	16%	N=86	21%	N=113	100%	N=539
Overall appearance of Ann Arbor	27%	N=145	55%	N=295	17%	N=94	1%	N=6	0%	N=1	100%	N=540
Cleanliness of Ann Arbor	33%	N=177	49%	N=265	17%	N=91	1%	N=6	0%	N=0	100%	N=539
Water resources (beaches, lakes, ponds, riverways, etc.)	32%	N=171	44%	N=241	16%	N=88	3%	N=15	5%	N=26	100%	N=541
Air quality	40%	N=219	48%	N=259	8%	N=43	0%	N=2	3%	N=18	100%	N=541
Availability of paths and walking trails	51%	N=274	38%	N=206	7%	N=39	1%	N=6	3%	N=16	100%	N=542
Fitness opportunities (including exercise classes and paths or trails, etc.)	43%	N=229	43%	N=234	8%	N=45	1%	N=4	5%	N=26	100%	N=539
Recreational opportunities	38%	N=204	48%	N=256	10%	N=55	1%	N=3	4%	N=19	100%	N=538
Availability of affordable quality food	21%	N=114	42%	N=229	28%	N=150	8%	N=43	1%	N=6	100%	N=542
Availability of affordable quality health care	28%	N=153	35%	N=189	18%	N=98	6%	N=33	13%	N=68	100%	N=541
Availability of preventive health services	32%	N=174	33%	N=181	14%	N=78	4%	N=21	16%	N=87	100%	N=541
Availability of affordable quality mental health care	15%	N=83	24%	N=130	16%	N=88	12%	N=66	32%	N=174	100%	N=541
Opportunities to attend cultural/arts/music activities	51%	N=277	36%	N=194	8%	N=44	1%	N=7	4%	N=21	100%	N=542
Community support for the arts	46%	N=248	35%	N=187	7%	N=40	1%	N=4	11%	N=62	100%	N=541
Availability of affordable quality childcare/preschool	7%	N=39	15%	N=81	12%	N=65	9%	N=51	56%	N=305	100%	N=541
K-12 education	27%	N=145	26%	N=142	6%	N=31	2%	N=13	39%	N=207	100%	N=537
Adult educational opportunities	33%	N=178	36%	N=195	11%	N=58	1%	N=5	19%	N=105	100%	N=542
Sense of civic/community pride	29%	N=154	48%	N=255	12%	N=66	3%	N=16	9%	N=46	100%	N=537
Neighborliness of residents in Ann Arbor	24%	N=131	46%	N=248	20%	N=110	6%	N=34	3%	N=17	100%	N=540
Opportunities to participate in social events and activities	31%	N=168	46%	N=251	13%	N=70	4%	N=22	5%	N=29	100%	N=540

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Please rate each of the following characteristics as they relate to Ann Arbor as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Opportunities to attend special events and festivals	40%	N=216	44%	N=236	9%	N=46	2%	N=13	5%	N=27	100%	N=538
Opportunities to volunteer	37%	N=199	40%	N=213	9%	N=50	1%	N=7	13%	N=68	100%	N=536
Opportunities to participate in community matters	24%	N=130	44%	N=235	14%	N=75	3%	N=14	16%	N=84	100%	N=538
Openness and acceptance of the community toward people of diverse backgrounds	25%	N=137	38%	N=204	20%	N=108	11%	N=57	6%	N=31	100%	N=537

**Table 15: Question 8**

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Contacted the City of Ann Arbor (in-person, phone, email or web) for help or information	52%	N=280	48%	N=258	100%	N=538
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion	77%	N=415	23%	N=125	100%	N=540
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	82%	N=443	18%	N=96	100%	N=540
Watched (online or on television) a local public meeting	76%	N=409	24%	N=132	100%	N=541
Volunteered your time to some group/activity in Ann Arbor	51%	N=278	49%	N=262	100%	N=541
Campaigned or advocated for a local issue, cause or candidate	72%	N=389	28%	N=152	100%	N=541
Voted in your most recent local election	23%	N=127	77%	N=415	100%	N=541
Used bus, rail, subway, or other public transportation instead of driving	50%	N=269	50%	N=272	100%	N=541
Carpooled with other adults or children instead of driving alone	49%	N=263	51%	N=278	100%	N=541
Walked or biked instead of driving	19%	N=104	81%	N=437	100%	N=541

**Table 16: Question 9 without "don't know" responses**

Please rate the quality of each of the following services in Ann Arbor.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Public information services	17%	N=69	60%	N=246	17%	N=71	6%	N=25	100%	N=411
Economic development	13%	N=45	53%	N=185	25%	N=88	9%	N=33	100%	N=353
Traffic enforcement	12%	N=54	52%	N=231	27%	N=119	9%	N=42	100%	N=445
Traffic signal timing	11%	N=59	43%	N=221	27%	N=140	19%	N=96	100%	N=517
Street repair	4%	N=20	17%	N=91	36%	N=189	43%	N=229	100%	N=529
Street cleaning	14%	N=68	52%	N=261	27%	N=135	7%	N=36	100%	N=500

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Please rate the quality of each of the following services in Ann Arbor.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Street lighting	16%	N=86	54%	N=288	24%	N=125	6%	N=31	100%	N=530
Snow removal	12%	N=61	42%	N=209	29%	N=145	18%	N=89	100%	N=504
Sidewalk maintenance	13%	N=68	46%	N=237	29%	N=153	12%	N=62	100%	N=521
Bus or transit services	20%	N=82	48%	N=199	25%	N=104	7%	N=29	100%	N=414
Land use, planning, and zoning	9%	N=32	36%	N=129	31%	N=111	25%	N=90	100%	N=362
Code enforcement (weeds, abandoned buildings, etc.)	14%	N=44	47%	N=150	27%	N=86	13%	N=41	100%	N=320
Affordable high-speed internet access	12%	N=57	38%	N=184	30%	N=144	19%	N=93	100%	N=478
Garbage collection	40%	N=203	49%	N=253	9%	N=45	2%	N=12	100%	N=514
Drinking water	33%	N=171	49%	N=255	14%	N=72	4%	N=21	100%	N=519
Sewer services	32%	N=156	54%	N=261	10%	N=49	3%	N=14	100%	N=480
Storm water management (storm drainage, dams, levees, etc.)	27%	N=125	51%	N=233	16%	N=75	5%	N=25	100%	N=458
Power (electric and/or gas) utility	24%	N=125	49%	N=254	22%	N=111	5%	N=27	100%	N=517
Utility billing	23%	N=111	52%	N=254	17%	N=83	7%	N=36	100%	N=485
Police/Sheriff services	26%	N=109	45%	N=185	19%	N=80	9%	N=37	100%	N=410
Crime prevention	27%	N=110	54%	N=219	16%	N=63	4%	N=16	100%	N=408
Animal control	28%	N=87	51%	N=156	14%	N=41	7%	N=21	100%	N=305
Ambulance or emergency medical services	45%	N=153	49%	N=166	3%	N=10	3%	N=10	100%	N=339
Fire services	44%	N=139	49%	N=155	5%	N=16	1%	N=5	100%	N=315
Fire prevention and education	33%	N=84	47%	N=120	14%	N=35	6%	N=15	100%	N=255
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	25%	N=81	49%	N=160	17%	N=56	9%	N=29	100%	N=327
Preservation of natural areas (open space, farmlands, and greenbelts)	36%	N=178	48%	N=235	12%	N=57	4%	N=21	100%	N=491
Ann Arbor open space	35%	N=172	48%	N=232	14%	N=67	3%	N=17	100%	N=487
Recycling	35%	N=183	46%	N=239	14%	N=75	5%	N=24	100%	N=521
Yard waste pick-up	37%	N=138	45%	N=168	12%	N=46	6%	N=24	100%	N=376
City parks	51%	N=261	42%	N=218	7%	N=34	1%	N=3	100%	N=516
Recreation programs or classes	44%	N=170	47%	N=181	9%	N=35	0%	N=2	100%	N=388

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Please rate the quality of each of the following services in Ann Arbor.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Recreation centers or facilities	39%	N=151	49%	N=191	12%	N=46	1%	N=4	100%	N=392
Health services	37%	N=161	47%	N=206	13%	N=58	2%	N=8	100%	N=433
Public library services	68%	N=324	28%	N=132	4%	N=17	0%	N=2	100%	N=476
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	37%	N=162	50%	N=221	10%	N=45	3%	N=11	100%	N=439

**Table 17: Question 9 with "don't know" responses**

Please rate the quality of each of the following services in Ann Arbor.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Public information services	13%	N=69	46%	N=246	13%	N=71	5%	N=25	23%	N=124	100%	N=535
Economic development	9%	N=45	35%	N=185	17%	N=88	6%	N=33	34%	N=179	100%	N=532
Traffic enforcement	10%	N=54	43%	N=231	22%	N=119	8%	N=42	17%	N=89	100%	N=534
Traffic signal timing	11%	N=59	41%	N=221	26%	N=140	18%	N=96	4%	N=20	100%	N=537
Street repair	4%	N=20	17%	N=91	35%	N=189	43%	N=229	1%	N=7	100%	N=537
Street cleaning	13%	N=68	49%	N=261	25%	N=135	7%	N=36	7%	N=37	100%	N=537
Street lighting	16%	N=86	54%	N=288	23%	N=125	6%	N=31	1%	N=7	100%	N=538
Snow removal	11%	N=61	39%	N=209	27%	N=145	17%	N=89	6%	N=32	100%	N=536
Sidewalk maintenance	13%	N=68	44%	N=237	29%	N=153	12%	N=62	3%	N=16	100%	N=537
Bus or transit services	15%	N=82	37%	N=199	19%	N=104	5%	N=29	23%	N=122	100%	N=536
Land use, planning, and zoning	6%	N=32	24%	N=129	21%	N=111	17%	N=90	33%	N=175	100%	N=537
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=44	28%	N=150	16%	N=86	8%	N=41	40%	N=212	100%	N=532
Affordable high-speed internet access	11%	N=57	34%	N=184	27%	N=144	17%	N=93	11%	N=60	100%	N=538
Garbage collection	38%	N=203	47%	N=253	8%	N=45	2%	N=12	5%	N=25	100%	N=538
Drinking water	32%	N=171	47%	N=255	13%	N=72	4%	N=21	4%	N=20	100%	N=538
Sewer services	29%	N=156	49%	N=261	9%	N=49	3%	N=14	11%	N=57	100%	N=537
Storm water management (storm drainage, dams, levees, etc.)	23%	N=125	43%	N=233	14%	N=75	5%	N=25	15%	N=78	100%	N=537
Power (electric and/or gas) utility	23%	N=125	47%	N=254	21%	N=111	5%	N=27	4%	N=20	100%	N=537
Utility billing	21%	N=111	48%	N=254	16%	N=83	7%	N=36	9%	N=50	100%	N=535

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Please rate the quality of each of the following services in Ann Arbor.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	20%	N=109	35%	N=185	15%	N=80	7%	N=37	23%	N=126	100%	N=536
Crime prevention	20%	N=110	41%	N=219	12%	N=63	3%	N=16	24%	N=129	100%	N=537
Animal control	16%	N=87	29%	N=156	8%	N=41	4%	N=21	43%	N=230	100%	N=536
Ambulance or emergency medical services	28%	N=153	31%	N=166	2%	N=10	2%	N=10	37%	N=198	100%	N=537
Fire services	26%	N=139	29%	N=155	3%	N=16	1%	N=5	41%	N=219	100%	N=534
Fire prevention and education	16%	N=84	22%	N=120	7%	N=35	3%	N=15	52%	N=282	100%	N=537
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	15%	N=81	30%	N=160	10%	N=56	5%	N=29	39%	N=210	100%	N=536
Preservation of natural areas (open space, farmlands, and greenbelts)	33%	N=178	44%	N=235	11%	N=57	4%	N=21	8%	N=44	100%	N=535
Ann Arbor open space	32%	N=172	43%	N=232	13%	N=67	3%	N=17	9%	N=47	100%	N=534
Recycling	34%	N=183	44%	N=239	14%	N=75	4%	N=24	3%	N=18	100%	N=539
Yard waste pick-up	26%	N=138	31%	N=168	9%	N=46	5%	N=24	30%	N=161	100%	N=537
City parks	49%	N=261	41%	N=218	6%	N=34	1%	N=3	4%	N=20	100%	N=536
Recreation programs or classes	32%	N=170	34%	N=181	7%	N=35	0%	N=2	28%	N=148	100%	N=536
Recreation centers or facilities	28%	N=151	36%	N=191	9%	N=46	1%	N=4	27%	N=142	100%	N=534
Health services	30%	N=161	38%	N=206	11%	N=58	1%	N=8	19%	N=101	100%	N=535
Public library services	60%	N=324	25%	N=132	3%	N=17	0%	N=2	11%	N=60	100%	N=536
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.)	30%	N=162	41%	N=221	8%	N=45	2%	N=11	18%	N=96	100%	N=535

**Table 18: Question 10 without "don't know" responses**

Please rate the following categories of Ann Arbor government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Ann Arbor	13%	N=60	41%	N=190	33%	N=150	13%	N=60	100%	N=460
The overall direction that Ann Arbor is taking	12%	N=55	46%	N=219	27%	N=125	15%	N=73	100%	N=472
The job Ann Arbor government does at welcoming resident involvement	16%	N=61	43%	N=167	28%	N=107	13%	N=51	100%	N=386
Overall confidence in Ann Arbor government	13%	N=61	45%	N=213	28%	N=133	15%	N=70	100%	N=478

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Please rate the following categories of Ann Arbor government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Generally acting in the best interest of the community	14%	N=66	42%	N=196	29%	N=135	15%	N=70	100%	N=467
Being honest	15%	N=60	44%	N=172	26%	N=102	14%	N=54	100%	N=388
Being open and transparent to the public	13%	N=52	40%	N=165	29%	N=117	18%	N=76	100%	N=410
Informing residents about issues facing the community	17%	N=73	39%	N=167	28%	N=121	17%	N=72	100%	N=433
Treating all residents fairly	15%	N=58	44%	N=173	21%	N=84	20%	N=80	100%	N=395
Treating residents with respect	18%	N=77	49%	N=205	21%	N=87	12%	N=48	100%	N=416

**Table 19: Question 10 with "don't know" responses**

Please rate the following categories of Ann Arbor government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Ann Arbor	11%	N=60	35%	N=190	28%	N=150	11%	N=60	14%	N=75	100%	N=535
The overall direction that Ann Arbor is taking	10%	N=55	41%	N=219	23%	N=125	14%	N=73	12%	N=63	100%	N=535
The job Ann Arbor government does at welcoming resident involvement	11%	N=61	31%	N=167	20%	N=107	10%	N=51	28%	N=147	100%	N=533
Overall confidence in Ann Arbor government	11%	N=61	40%	N=213	25%	N=133	13%	N=70	10%	N=56	100%	N=534
Generally acting in the best interest of the community	12%	N=66	37%	N=196	25%	N=135	13%	N=70	12%	N=65	100%	N=533
Being honest	11%	N=60	32%	N=172	19%	N=102	10%	N=54	27%	N=145	100%	N=533
Being open and transparent to the public	10%	N=52	31%	N=165	22%	N=117	14%	N=76	23%	N=124	100%	N=534
Informing residents about issues facing the community	14%	N=73	31%	N=167	23%	N=121	13%	N=72	19%	N=100	100%	N=533
Treating all residents fairly	11%	N=58	32%	N=173	16%	N=84	15%	N=80	26%	N=139	100%	N=535
Treating residents with respect	14%	N=77	38%	N=205	16%	N=87	9%	N=48	22%	N=118	100%	N=534

**Table 20: Question 11 without "don't know" responses**

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Ann Arbor	22%	N=113	58%	N=291	17%	N=86	3%	N=16	100%	N=506
The Federal Government	3%	N=14	22%	N=101	41%	N=192	34%	N=156	100%	N=464

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**Table 21: Question 11 with "don't know" responses**

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
The City of Ann Arbor	21%	N=113	54%	N=291	16%	N=86	3%	N=16	6%	N=31	100%	N=537
The Federal Government	3%	N=14	19%	N=101	36%	N=192	29%	N=156	13%	N=70	100%	N=534

**Table 22: Question 12**

Please rate how important, if at all, you think it is for the Ann Arbor community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Overall economic health of Ann Arbor	46%	N=244	40%	N=211	13%	N=69	2%	N=8	100%	N=533
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ann Arbor	42%	N=226	42%	N=225	14%	N=77	1%	N=7	100%	N=535
Overall design or layout of Ann Arbor's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	27%	N=144	37%	N=196	32%	N=168	5%	N=25	100%	N=534
Overall quality of the utility infrastructure in Ann Arbor (water, sewer, storm water, electric/gas)	47%	N=252	39%	N=206	12%	N=66	2%	N=11	100%	N=534
Overall feeling of safety in Ann Arbor	37%	N=200	35%	N=185	21%	N=115	7%	N=36	100%	N=536
Overall quality of natural environment in Ann Arbor	40%	N=214	44%	N=235	14%	N=76	2%	N=11	100%	N=535
Overall quality of parks and recreation opportunities	32%	N=173	47%	N=250	19%	N=99	2%	N=12	100%	N=533
Overall health and wellness opportunities in Ann Arbor	34%	N=183	41%	N=218	22%	N=115	3%	N=15	100%	N=532
Overall opportunities for education, culture and the arts	34%	N=182	41%	N=218	23%	N=121	3%	N=14	100%	N=535
Residents' connection and engagement with their community	21%	N=112	46%	N=245	30%	N=162	3%	N=16	100%	N=536

**Table 23: Question 13**

Have you had contact with a member of the City of Ann Arbor Police Department within the last 12 months?	Percent	Number
Yes	25%	N=139
No	75%	N=409
Total	100%	N=548



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**Table 24: Question 13a without "don't know" responses**

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.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Treated me in a respectful manner	66%	N=81	23%	N=28	8%	N=9	4%	N=5	100%	N=122
Professionalism	59%	N=72	29%	N=35	7%	N=9	5%	N=6	100%	N=122
Fairness	63%	N=75	26%	N=31	7%	N=8	4%	N=4	100%	N=119
Resolution of concerns	54%	N=62	28%	N=33	7%	N=8	11%	N=13	100%	N=116
Responsiveness to questions and/or needs	57%	N=68	29%	N=35	9%	N=10	5%	N=6	100%	N=119
Overall impression of AAPD staff member	58%	N=71	23%	N=28	12%	N=15	6%	N=8	100%	N=122

**Table 25: Question 13a with "don't know" responses**

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.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Treated me in a respectful manner	66%	N=81	23%	N=28	8%	N=9	4%	N=5	0%	N=0	100%	N=122
Professionalism	59%	N=72	29%	N=35	7%	N=9	5%	N=6	0%	N=0	100%	N=122
Fairness	62%	N=75	25%	N=31	7%	N=8	4%	N=4	3%	N=4	100%	N=122
Resolution of concerns	51%	N=62	27%	N=33	7%	N=8	11%	N=13	5%	N=6	100%	N=122
Responsiveness to questions and/or needs	55%	N=68	29%	N=35	8%	N=10	5%	N=6	3%	N=3	100%	N=122
Overall impression of AAPD staff member	58%	N=71	23%	N=28	12%	N=15	6%	N=8	0%	N=1	100%	N=122

**Table 26: Question D1 without "don't know" responses**

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	95%	N=512	3%	N=14	1%	N=5	0%	N=2	1%	N=4	100%	N=537
Access the internet from your cell phone	91%	N=488	3%	N=17	1%	N=7	1%	N=4	4%	N=21	100%	N=536
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	63%	N=336	13%	N=71	6%	N=31	4%	N=21	15%	N=79	100%	N=537
Use or check email	91%	N=487	8%	N=40	1%	N=5	0%	N=3	0%	N=2	100%	N=537

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Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
Share your opinions online	14%	N=75	5%	N=29	15%	N=77	22%	N=119	43%	N=228	100%	N=527
Shop online	7%	N=39	10%	N=54	38%	N=202	37%	N=196	8%	N=43	100%	N=533

**Table 27: Question D1 with "don't know" responses**

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
Access the internet from your home using a computer, laptop or tablet computer	95%	N=512	3%	N=14	1%	N=5	0%	N=2	1%	N=4	0%	N=1	100%	N=539
Access the internet from your cell phone	91%	N=488	3%	N=17	1%	N=7	1%	N=4	4%	N=21	0%	N=2	100%	N=538
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	62%	N=336	13%	N=71	6%	N=31	4%	N=21	15%	N=79	0%	N=1	100%	N=538
Use or check email	91%	N=487	8%	N=40	1%	N=5	0%	N=3	0%	N=2	0%	N=0	100%	N=537
Share your opinions online	14%	N=75	5%	N=29	14%	N=77	22%	N=119	42%	N=228	2%	N=11	100%	N=538
Shop online	7%	N=39	10%	N=54	38%	N=202	36%	N=196	8%	N=43	1%	N=5	100%	N=538

**Table 28: Question D2**

Would you say that in general your health is:	Percent	Number
Excellent	35%	N=189
Very good	43%	N=231
Good	18%	N=96
Fair	4%	N=20
Poor	1%	N=5
Total	100%	N=541

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**Table 29: Question D3**

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	2%	N=13
Somewhat positive	11%	N=57
Neutral	52%	N=278
Somewhat negative	30%	N=163
Very negative	5%	N=28
Total	100%	N=540

**Table 30: Question D4**

How many years have you lived in Ann Arbor?	Percent	Number
Less than 2 years	18%	N=97
2 to 5 years	22%	N=120
6 to 10 years	17%	N=92
11 to 20 years	13%	N=70
More than 20 years	30%	N=163
Total	100%	N=542

**Table 31: Question D5**

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	45%	N=244
Building with two or more homes (duplex, townhome, apartment or condominium)	55%	N=300
Mobile home	0%	N=0
Other	1%	N=4
Total	100%	N=548

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**Table 32: Question D6**

Do you rent or own your home?	Percent	Number
Rent	53%	N=292
Own	47%	N=255
Total	100%	N=547

**Table 33: Question D7**

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$500 per month	2%	N=10
\$500 to \$999 per month	20%	N=102
\$1,000 to \$1,499 per month	34%	N=178
\$1,500 to \$1,999 per month	18%	N=94
\$2,000 to \$2,499 per month	11%	N=57
\$2,500 to \$2,999 per month	6%	N=32
\$3,000 to \$3,499 per month	4%	N=23
\$3,500 or more per month	5%	N=26
Total	100%	N=523

**Table 34: Question D8**

Do any children 17 or under live in your household?	Percent	Number
No	76%	N=411
Yes	24%	N=131
Total	100%	N=542

**Table 35: Question D9**

Are you or any other members of your household aged 65 or older?	Percent	Number
No	80%	N=431
Yes	20%	N=107
Total	100%	N=538

**Table 36: Question D10**

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	12%	N=60
\$25,000 to \$49,999	18%	N=90
\$50,000 to \$74,999	17%	N=88
\$75,000 to \$99,999	15%	N=74
\$100,000 to \$149,999	18%	N=89
\$150,000 or more	20%	N=102
Total	100%	N=504

**Table 37: Question D11**

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=506
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=28
Total	100%	N=534

**Table 38: Question D12**

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	16%	N=83
Black or African American	4%	N=21
White	80%	N=425
Other	4%	N=22

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

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**Table 39: Question D13**

In which category is your age?	Percent	Number
18 to 24 years	13%	N=70
25 to 34 years	36%	N=197
35 to 44 years	13%	N=72
45 to 54 years	13%	N=70
55 to 64 years	8%	N=42
65 to 74 years	10%	N=55
75 years or older	7%	N=38
Total	100%	N=545

**Table 40: Question D14**

What is your gender?	Percent	Number
Female	51%	N=279
Male	48%	N=258
Identify in another way	1%	N=5
Total	100%	N=542

# Appendix B: Benchmark Comparisons

## Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Ann Arbor chose to have comparisons made to the entire database.

## Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Ann Arbor’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Ann Arbor’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Ann Arbor’s rating to the benchmark.

In that final column, Ann Arbor’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Ann Arbor residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Ann Arbor’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Ann Arbor’s average rating was more than 20 points different when compared to the benchmark.

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

## National Benchmark Comparisons

**Table 41: Quality of Life**

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall image or reputation of Ann Arbor	90%	59	360	Higher
The overall quality of life in Ann Arbor	89%	108	461	Similar
Ann Arbor as a place to live	92%	106	404	Similar
Recommend living in Ann Arbor to someone who asks	87%	157	301	Similar
Remain in Ann Arbor for the next five years	71%	273	294	Lower

**Table 42: Governance**

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall confidence in Ann Arbor government	57%	128	285	Similar
The overall direction that Ann Arbor is taking	58%	189	328	Similar
The value of services for the taxes paid to Ann Arbor	54%	180	405	Similar
Generally acting in the best interest of the community	56%	145	285	Similar
Being honest	60%	136	276	Similar
Being open and transparent to the public	53%	17	25	Similar
Informing residents about issues facing the community	55%	16	25	Similar
The job Ann Arbor government does at welcoming resident involvement	59%	107	331	Similar
Treating all residents fairly	58%	160	282	Similar
Treating residents with respect	68%	17	25	Similar
Overall customer service by Ann Arbor employees	87%	51	391	Similar
Public information services	77%	116	306	Similar
Quality of services provided by the City of Ann Arbor	80%	168	429	Similar
Quality of services provided by the Federal Government	25%	265	266	Lower

**Table 43: Economy**

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Ann Arbor	82%	73	286	Similar
Economic development	65%	92	296	Similar



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Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of business and service establishments in Ann Arbor	88%	7	287	Higher
Variety of business and service establishments in Ann Arbor	75%	3	24	Similar
Vibrancy of downtown/commercial area	80%	20	262	Much higher
Shopping opportunities	70%	75	306	Higher
Ann Arbor as a place to visit	79%	65	302	Higher
Ann Arbor as a place to work	83%	35	373	Higher
Employment opportunities	64%	37	322	Higher
Cost of living in Ann Arbor	15%	261	281	Lower
Economy will have positive impact on income	13%	272	273	Lower
NOT experiencing housing costs stress	53%	252	272	Lower

**Table 44: Mobility**

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the transportation system in Ann Arbor	61%	234	289	Similar
Traffic flow on major streets	44%	226	351	Similar
Ease of travel by car in Ann Arbor	57%	223	318	Similar
Ease of travel by public transportation in Ann Arbor	48%	68	252	Similar
Ease of travel by bicycle in Ann Arbor	60%	119	317	Similar
Ease of walking in Ann Arbor	83%	43	318	Higher
Ease of public parking	37%	196	247	Lower
Bus or transit services	68%	41	250	Higher
Traffic enforcement	64%	223	377	Similar
Traffic signal timing	54%	143	279	Similar
Street repair	21%	348	388	Lower
Street cleaning	66%	162	335	Similar
Street lighting	70%	95	342	Similar
Snow removal	54%	219	284	Similar
Sidewalk maintenance	59%	148	326	Similar
Used bus, rail, subway, or other public transportation instead of driving	50%	32	231	Much higher
Carpooled with other adults or children instead of driving alone	51%	50	264	Similar
Walked or biked instead of driving	81%	21	273	Much higher

**Table 45: Community Design**

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall design or layout of Ann Arbor's residential and commercial areas	65%	127	279	Similar
Overall appearance of Ann Arbor	81%	125	360	Similar
Your neighborhood as a place to live	92%	63	325	Similar
Overall quality of new development in Ann Arbor	43%	242	304	Similar
Well-planned residential growth	41%	22	28	Similar
Well-planned commercial growth	42%	20	28	Similar
Well-designed neighborhoods	60%	19	29	Similar
Preservation of the historical or cultural character of the community	70%	9	23	Similar
Public places where people want to spend time	75%	54	272	Similar
Variety of housing options	36%	236	292	Lower
Availability of affordable quality housing	12%	286	316	Lower
Land use, planning, and zoning	44%	203	313	Similar
Code enforcement	60%	115	392	Similar

**Table 46: Utilities**

Utilities Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the utility infrastructure in Ann Arbor	68%	16	25	Similar
Affordable high-speed internet access	50%	16	22	Similar
Power (electric and/or gas) utility	73%	142	203	Similar
Garbage collection	89%	92	357	Similar
Drinking water	82%	80	322	Similar
Sewer services	87%	63	327	Similar
Storm water management	78%	49	350	Higher
Utility billing	75%	97	247	Similar

**Table 47: Safety**

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Ann Arbor	93%	86	372	Higher
Police/Sheriff services	72%	341	454	Similar
Crime prevention	81%	117	370	Similar
Animal control	79%	33	338	Higher
Ambulance or emergency medical services	94%	149	348	Similar

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Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Fire services	93%	195	387	Similar
Fire prevention and education	80%	143	296	Similar
Emergency preparedness	74%	77	295	Similar
In your neighborhood during the day	98%	18	369	Similar
In Ann Arbor's downtown/commercial area during the day	94%	98	333	Similar
From property crime	86%	7	40	Similar
From violent crime	93%	9	40	Similar
From fire, flood, or other natural disaster	91%	5	25	Similar

**Table 48: Natural Environment**

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of natural environment in Ann Arbor	92%	33	289	Higher
Cleanliness of Ann Arbor	82%	105	309	Similar
Water resources	80%	6	21	Similar
Air quality	91%	37	263	Higher
Preservation of natural areas	84%	8	267	Higher
Ann Arbor open space	83%	15	253	Higher
Recycling	81%	132	360	Similar
Yard waste pick-up	81%	104	280	Similar

**Table 49: Parks and Recreation**

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of parks and recreation opportunities	94%	2	25	Higher
Availability of paths and walking trails	91%	12	331	Much higher
City parks	93%	27	332	Higher
Recreational opportunities	89%	24	308	Higher
Recreation programs or classes	91%	10	339	Higher
Recreation centers or facilities	87%	28	295	Higher
Fitness opportunities	90%	11	271	Higher

**Table 50: Health and Wellness**

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall health and wellness opportunities in Ann Arbor	89%	14	281	Higher
Health services	85%	13	238	Higher
Availability of affordable quality health care	72%	49	276	Higher
Availability of preventive health services	78%	21	257	Higher
Availability of affordable quality mental health care	58%	51	251	Higher
Availability of affordable quality food	64%	147	260	Similar
In very good to excellent health	78%	12	266	Similar

**Table 51: Education, Arts, and Culture**

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall opportunities for education, culture, and the arts	94%	2	282	Much higher
Opportunities to attend cultural/arts/music activities	90%	4	304	Much higher
Opportunities to attend special events and festivals	88%	9	298	Higher
Community support for the arts	91%	1	25	Much higher
Public library services	96%	4	343	Higher
Availability of affordable quality child care/preschool	51%	145	273	Similar
K-12 education	87%	59	286	Higher
Adult educational opportunities	85%	3	259	Much higher

**Table 52: Inclusivity and Engagement**

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Residents' connection and engagement with their community	72%	5	25	Similar
Sense of community	65%	127	318	Similar
Sense of civic/community pride	83%	4	25	Higher
Neighborliness of Ann Arbor	72%	54	273	Similar
Ann Arbor as a place to raise children	91%	77	392	Higher
Ann Arbor as a place to retire	67%	166	372	Similar
Openness and acceptance of the community toward people of diverse backgrounds	67%	68	307	Similar
Making all residents feel welcome	64%	19	25	Similar

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Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Attracting people from diverse backgrounds	59%	9	25	Similar
Valuing/respecting residents from diverse backgrounds	68%	9	25	Similar
Taking care of vulnerable residents	49%	19	25	Similar
Opportunities to participate in social events and activities	82%	18	278	Higher
Opportunities to volunteer	88%	6	280	Higher
Opportunities to participate in community matters	80%	18	290	Higher

**Table 53: Participation**

Participation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted Ann Arbor for help or information	48%	120	345	Similar
Contacted Ann Arbor elected officials to express your opinion	23%	45	271	Similar
Attended a local public meeting	18%	184	278	Similar
Watched (online or on television) a local public meeting	24%	98	248	Similar
Volunteered your time to some group/activity in Ann Arbor	49%	57	280	Higher
Campaigned or advocated for an issue, cause or candidate	28%	59	258	Similar
Voted in your most recent local election	77%	10	25	Similar
Access the internet from your home using a computer, laptop or tablet computer	99%	1	25	Similar
Access the internet from your cell phone	95%	1	25	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	81%	7	25	Similar
Use or check email	99%	1	25	Similar
Share your opinions online	34%	8	25	Similar
Shop online	55%	9	25	Similar

**Table 54: Focus Areas**

Importance Items	Percent essential or very important	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Ann Arbor	85%	187	260	Similar
Overall quality of the transportation system in Ann Arbor	84%	47	260	Higher
Overall design or layout of Ann Arbor's residential and commercial areas	64%	246	260	Lower

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Importance Items	Percent essential or very important	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the utility infrastructure in Ann Arbor	86%	14	25	Similar
Overall feeling of safety in Ann Arbor	72%	258	260	Much lower
Overall quality of natural environment in Ann Arbor	84%	95	260	Similar
Overall quality of parks and recreation opportunities	79%	16	25	Similar
Overall health and wellness opportunities in Ann Arbor	75%	97	259	Similar
Overall opportunities for education, culture, and the arts	75%	176	260	Similar
Residents' connection and engagement with their community	67%	255	260	Lower

**Communities included in national comparisons**

The communities included in Ann Arbor’s comparisons are listed on the following pages along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO.....	487,850	Bedford city, TX.....	49,082
Airway Heights city, WA.....	8,017	Bedford town, MA.....	14,105
Albany city, OR.....	52,007	Bellevue city, WA.....	139,014
Albemarle County, VA.....	105,105	Bellingham city, WA.....	85,388
Albert Lea city, MN.....	17,716	Bend city, OR.....	87,167
Alexandria city, VA.....	154,710	Bethlehem township, PA.....	23,800
Allegan County, MI.....	114,145	Bettendorf city, IA.....	35,293
American Canyon city, CA.....	20,341	Billings city, MT.....	109,082
Ames city, IA.....	65,005	Bloomington city, IN.....	83,636
Ankeny city, IA.....	56,237	Bloomington city, MN.....	85,417
Ann Arbor city, MI.....	119,303	Boise City city, ID.....	220,859
Apache Junction city, AZ.....	38,452	Bonner Springs city, KS.....	7,644
Arapahoe County, CO.....	626,612	Boulder city, CO.....	106,271
Arlington city, TX.....	388,225	Bowling Green city, KY.....	64,302
Arvada city, CO.....	115,320	Bozeman city, MT.....	43,132
Asheville city, NC.....	89,318	Brentwood city, TN.....	41,524
Ashland city, OR.....	20,733	Brighton city, CO.....	38,016
Ashland town, MA.....	17,478	Brookline CDP, MA.....	59,246
Ashland town, VA.....	7,554	Brooklyn Center city, MN.....	30,885
Aspen city, CO.....	7,097	Brooklyn city, OH.....	10,891
Athens-Clarke County, GA.....	122,292	Broomfield city, CO.....	64,283
Auburn city, AL.....	61,462	Brownsburg town, IN.....	24,625
Augusta CCD, GA.....	136,103	Buffalo Grove village, IL.....	41,551
Aurora city, CO.....	357,323	Burlingame city, CA.....	30,401
Austin city, TX.....	916,906	Cabarrus County, NC.....	196,716
Avon town, CO.....	6,503	Cambridge city, MA.....	110,893
Avon town, IN.....	16,479	Canandaigua city, NY.....	10,402
Avondale city, AZ.....	81,590	Cannon Beach city, OR.....	1,517
Azusa city, CA.....	49,029	Cañon City city, CO.....	16,298
Bainbridge Island city, WA.....	23,689	Canton city, SD.....	3,352
Baltimore city, MD.....	619,796	Cape Coral city, FL.....	173,679
Baltimore County, MD.....	828,637	Carlsbad city, CA.....	113,147
Batavia city, IL.....	26,499	Carroll city, IA.....	9,937
Battle Creek city, MI.....	51,505	Cartersville city, GA.....	20,235
Bay Village city, OH.....	15,426	Cary town, NC.....	159,715
Baytown city, TX.....	76,205	Castle Rock town, CO.....	57,274
Beaumont city, CA.....	43,641	Cedar Hill city, TX.....	48,149

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Cedar Park city, TX .....	70,010	Dover city, NH .....	30,901
Cedar Rapids city, IA.....	130,330	Dublin city, CA.....	57,022
Celina city, TX.....	7,910	Dublin city, OH .....	44,442
Centennial city, CO .....	108,448	Duluth city, MN.....	86,066
Chandler city, AZ.....	245,160	Durham city, NC.....	257,232
Chandler city, TX.....	2,896	Durham County, NC .....	300,865
Chanhassen city, MN.....	25,108	Dyer town, IN.....	16,077
Chapel Hill town, NC .....	59,234	Eagan city, MN.....	66,102
Chardon city, OH.....	5,166	Eagle Mountain city, UT .....	27,773
Charles County, MD.....	156,021	Eau Claire city, WI.....	67,945
Charlotte County, FL.....	173,236	Eden Prairie city, MN.....	63,660
Charlottesville city, VA .....	46,487	Eden town, VT.....	1,254
Chattanooga city, TN.....	176,291	Edgewater city, CO.....	5,299
Chautauqua town, NY.....	4,362	Edina city, MN.....	50,603
Chesterfield County, VA .....	335,594	Edmond city, OK.....	89,769
Clackamas County, OR.....	399,962	Edmonds city, WA.....	41,309
Clayton city, MO.....	16,214	El Cerrito city, CA.....	24,982
Clearwater city, FL.....	112,794	El Paso de Robles (Paso Robles) city, CA .....	31,409
Cleveland Heights city, OH.....	45,024	Elgin city, IL.....	112,628
Clinton city, SC.....	8,538	Elk Grove city, CA.....	166,228
Clive city, IA.....	17,134	Elmhurst city, IL.....	46,139
Clovis city, CA.....	104,411	Englewood city, CO .....	33,155
College Park city, MD.....	32,186	Erie town, CO.....	22,019
College Station city, TX.....	107,445	Escambia County, FL.....	309,924
Colleyville city, TX .....	25,557	Estes Park town, CO.....	6,248
Collinsville city, IL .....	24,767	Euclid city, OH.....	47,698
Columbia city, MO.....	118,620	Fairview town, TX.....	8,473
Columbia city, SC.....	132,236	Farmers Branch city, TX .....	33,808
Columbia Falls city, MT.....	5,054	Farmersville city, TX .....	3,440
Commerce City city, CO.....	52,905	Farmington Hills city, MI.....	81,235
Concord city, CA.....	128,160	Farmington town, CT .....	25,596
Concord town, MA.....	19,357	Fate city, TX.....	10,339
Conshohocken borough, PA .....	7,985	Fayetteville city, GA .....	17,069
Coolidge city, AZ .....	12,221	Fayetteville city, NC .....	210,324
Coon Rapids city, MN.....	62,342	Ferguson township, PA .....	18,837
Coral Springs city, FL.....	130,110	Fernandina Beach city, FL.....	11,957
Coronado city, CA .....	24,053	Flower Mound town, TX .....	71,575
Corvallis city, OR .....	56,224	Forest Grove city, OR.....	23,554
Cottonwood Heights city, UT .....	34,214	Fort Collins city, CO.....	159,150
Coventry Lake CDP, CT.....	2,932	Franklin city, TN .....	72,990
Coventry town, CT.....	12,458	Frederick town, CO.....	11,397
Creve Coeur city, MO .....	18,259	Fremont city, CA.....	230,964
Cupertino city, CA .....	60,687	Frisco town, CO .....	2,977
Dacono city, CO.....	4,929	Fruita city, CO.....	13,039
Dakota County, MN .....	414,655	Gahanna city, OH.....	34,691
Dallas city, OR.....	15,413	Gaithersburg city, MD.....	67,417
Dallas city, TX.....	1,300,122	Galveston city, TX.....	49,706
Danvers town, MA .....	27,527	Gardner city, KS.....	21,059
Danville city, KY .....	16,657	Germantown city, TN.....	39,230
Darien city, IL .....	22,206	Gilbert town, AZ .....	232,176
Davenport city, FL .....	3,665	Gillette city, WY.....	31,783
Davidson town, NC.....	12,325	Glen Ellyn village, IL.....	27,983
Dayton city, OH.....	140,939	Glendora city, CA.....	51,891
Dayton town, WY .....	815	Glenview village, IL .....	47,066
Dearborn city, MI .....	95,295	Golden city, CO.....	20,365
Decatur city, GA.....	22,022	Golden Valley city, MN .....	21,208
Del Mar city, CA.....	4,338	Goodyear city, AZ .....	74,953
DeLand city, FL.....	30,315	Grafton village, WI.....	11,576
Delaware city, OH.....	38,193	Grand Blanc city, MI .....	7,964
Denison city, TX.....	23,342	Grand Rapids city, MI .....	195,355
Denton city, TX.....	131,097	Grand Traverse County, MI .....	91,222
Denver city, CO.....	678,467	Grants Pass city, OR.....	36,687
Des Moines city, IA.....	214,778	Grass Valley city, CA .....	12,893
Des Peres city, MO.....	8,536	Greeley city, CO.....	100,760
Destin city, FL.....	13,421	Greenville city, NC.....	90,347
Dothan city, AL.....	67,784	Greenwich town, CT .....	62,782

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Greenwood Village city, CO .....	15,397	Laramie city, WY .....	32,104
Greer city, SC.....	28,587	Larimer County, CO.....	330,976
Gunnison County, CO .....	16,215	Las Cruces city, NM.....	101,014
Haltom City city, TX.....	44,059	Las Vegas city, NM .....	13,445
Hamilton city, OH.....	62,216	Lawrence city, KS .....	93,954
Hamilton town, MA .....	7,991	Lawrenceville city, GA .....	29,287
Hampton city, VA .....	136,255	Lehi city, UT .....	58,351
Hanover County, VA.....	103,218	Lenexa city, KS.....	52,030
Harrisburg city, SD .....	5,429	Lewisville city, TX.....	103,638
Harrisonburg city, VA.....	53,064	Lewisville town, NC.....	13,516
Harrisonville city, MO .....	10,025	Libertyville village, IL .....	20,504
Hastings city, MN.....	22,620	Lincolnwood village, IL .....	12,637
Henderson city, NV.....	284,817	Lindsborg city, KS.....	3,313
Herndon town, VA .....	24,545	Little Chute village, WI.....	11,006
High Point city, NC .....	109,849	Littleton city, CO.....	45,848
Highland Park city, IL .....	29,796	Livermore city, CA .....	88,232
Highlands Ranch CDP, CO.....	105,264	Lombard village, IL.....	43,776
Homer Glen village, IL.....	24,403	Lone Tree city, CO.....	13,430
Honolulu County, HI .....	990,060	Long Grove village, IL.....	7,980
Hopkinton town, MA .....	16,720	Longmont city, CO.....	91,730
Hoquiam city, WA .....	8,416	Lonsdale city, MN .....	3,850
Horry County, SC .....	310,186	Los Alamos County, NM.....	18,031
Hudson town, CO .....	1,709	Los Altos Hills town, CA .....	8,490
Huntley village, IL.....	26,265	Loudoun County, VA .....	374,558
Huntsville city, TX .....	40,727	Louisville city, CO .....	20,319
Hutchinson city, MN .....	13,836	Lower Merion township, PA.....	58,500
Hutto city, TX.....	22,644	Lynchburg city, VA.....	79,237
Hyattsville city, MD .....	18,225	Lynnwood city, WA.....	37,242
Independence city, MO.....	117,369	Manassas city, VA.....	41,379
Indio city, CA .....	86,867	Manhattan Beach city, CA .....	35,698
Iowa City city, IA .....	73,415	Manhattan city, KS .....	55,427
Irving city, TX .....	235,648	Mankato city, MN .....	41,241
Issaquah city, WA .....	35,629	Maple Grove city, MN.....	68,362
Jackson city, MO .....	14,690	Maplewood city, MN .....	40,127
Jackson County, MI.....	158,989	Maricopa County, AZ.....	4,155,501
James City County, VA.....	73,028	Marin County, CA.....	260,814
Jefferson County, NY .....	116,567	Marion city, IA.....	38,014
Jefferson Parish, LA .....	437,038	Mariposa County, CA .....	17,658
Jerome city, ID.....	11,306	Marshfield city, WI.....	18,326
Johnson City city, TN .....	65,598	Martinez city, CA.....	37,902
Johnston city, IA .....	20,172	Marysville city, WA.....	66,178
Jupiter town, FL .....	62,373	MauI County, HI.....	164,094
Kalamazoo city, MI.....	75,833	McKinney city, TX .....	164,760
Kansas City city, KS.....	151,042	McMinnville city, OR.....	33,211
Kansas City city, MO .....	476,974	Mecklenburg County, NC .....	1,034,290
Keizer city, OR .....	37,910	Menlo Park city, CA .....	33,661
Kent city, WA.....	126,561	Menomonee Falls village, WI.....	36,411
Kerrville city, TX.....	22,931	Mercer Island city, WA .....	24,768
Key West city, FL .....	25,316	Meridian charter township, MI.....	41,903
King City city, CA .....	13,721	Meridian city, ID .....	91,917
Kingman city, AZ.....	28,855	Merriam city, KS.....	11,259
Kirkland city, WA.....	86,772	Mesa city, AZ.....	479,317
Kirkwood city, MO .....	27,659	Mesquite city, TX.....	144,118
Knoxville city, IA.....	7,202	Miami Beach city, FL .....	92,187
La Mesa city, CA.....	59,479	Miami city, FL .....	443,007
La Plata town, MD.....	9,160	Middleton city, WI.....	18,951
La Vista city, NE .....	17,062	Middletown town, RI .....	16,100
Laguna Niguel city, CA .....	65,429	Midland city, MI .....	41,958
Lake Forest city, IL .....	18,931	Milford city, DE .....	10,645
Lake in the Hills village, IL .....	28,908	Milton city, GA .....	37,556
Lake Zurich village, IL .....	19,983	Minneapolis city, MN .....	411,452
Lakeville city, MN.....	61,056	Minnetrستا city, MN.....	7,187
Lakewood city, CO .....	151,411	Missoula County, MT .....	114,231
Lakewood city, WA.....	59,102	Missouri City city, TX.....	72,688
Lancaster County, SC.....	86,544	Moline city, IL.....	42,644
Lansing city, MI.....	115,222	Monroe city, MI.....	20,128



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Montgomery city, MN.....	2,921	Peoria city, IL.....	115,424
Montgomery County, MD.....	1,039,198	Pflugerville city, TX.....	58,013
Monticello city, UT.....	2,599	Philadelphia city, PA.....	1,569,657
Montrose city, CO.....	18,918	Pinehurst village, NC.....	15,580
Moraga town, CA.....	17,231	Piqua city, OH.....	20,793
Morristown city, TN.....	29,446	Pitkin County, CO.....	17,747
Morrisville town, NC.....	23,873	Plano city, TX.....	281,566
Morro Bay city, CA.....	10,568	Platte City city, MO.....	4,867
Moscow city, ID.....	24,833	Pleasant Hill city, IA.....	9,608
Mountlake Terrace city, WA.....	20,922	Pleasanton city, CA.....	79,341
Murphy city, TX.....	20,361	Plymouth city, MN.....	76,258
Naperville city, IL.....	146,431	Polk County, IA.....	467,235
Napoleon city, OH.....	8,646	Pompano Beach city, FL.....	107,542
Nederland city, TX.....	17,284	Port Orange city, FL.....	60,315
Needham CDP, MA.....	30,429	Port St. Lucie city, FL.....	178,778
Nevada City city, CA.....	3,112	Portland city, OR.....	630,331
Nevada County, CA.....	98,838	Powell city, OH.....	12,658
New Braunfels city, TX.....	70,317	Powhatan County, VA.....	28,364
New Brighton city, MN.....	22,440	Prairie Village city, KS.....	21,932
New Concord village, OH.....	2,561	Prince William County, VA.....	450,763
New Hope city, MN.....	20,909	Prior Lake city, MN.....	25,452
New Orleans city, LA.....	388,182	Pueblo city, CO.....	109,122
New Ulm city, MN.....	13,249	Purcellville town, VA.....	9,217
Newport city, RI.....	24,745	Queen Creek town, AZ.....	33,298
Newport News city, VA.....	180,775	Raleigh city, NC.....	449,477
Newton city, IA.....	15,085	Ramsey city, MN.....	25,853
Niles village, IL.....	29,823	Raymond town, ME.....	4,497
Noblesville city, IN.....	59,807	Raymore city, MO.....	20,358
Norcross city, GA.....	16,474	Redmond city, OR.....	28,492
Norfolk city, NE.....	24,352	Redmond city, WA.....	60,712
Norfolk city, VA.....	245,752	Redwood City city, CA.....	84,368
North Mankato city, MN.....	13,583	Reno city, NV.....	239,732
North Port city, FL.....	62,542	Richfield city, MN.....	35,993
North Yarmouth town, ME.....	3,714	Richland city, WA.....	53,991
Northglenn city, CO.....	38,473	Richmond city, CA.....	108,853
Novato city, CA.....	55,378	Richmond Heights city, MO.....	8,466
Novi city, MI.....	58,835	Rio Rancho city, NM.....	93,317
O'Fallon city, IL.....	29,095	River Falls city, WI.....	15,256
Oak Park village, IL.....	52,229	Riverside city, CA.....	321,570
Oakdale city, MN.....	27,972	Roanoke city, VA.....	99,572
Oakley city, CA.....	39,950	Roanoke County, VA.....	93,419
Oklahoma City city, OK.....	629,191	Rochester city, NY.....	209,463
Olmsted County, MN.....	151,685	Rock Hill city, SC.....	70,764
Olympia city, WA.....	49,928	Rockville city, MD.....	66,420
Orange village, OH.....	3,280	Roeland Park city, KS.....	6,810
Orland Park village, IL.....	59,161	Rohnert Park city, CA.....	42,305
Orleans Parish, LA.....	388,182	Rolla city, MO.....	20,013
Oshkosh city, WI.....	66,649	Rosemount city, MN.....	23,474
Oswego village, IL.....	33,759	Rosenberg city, TX.....	35,867
Ottawa County, MI.....	280,243	Roseville city, MN.....	35,624
Overland Park city, KS.....	186,147	Round Rock city, TX.....	116,369
Paducah city, KY.....	24,879	Royal Palm Beach village, FL.....	37,665
Palm Beach Gardens city, FL.....	53,119	Sacramento city, CA.....	489,650
Palm Coast city, FL.....	82,356	Sahuarita town, AZ.....	28,257
Palo Alto city, CA.....	67,082	Sammamish city, WA.....	62,877
Palos Verdes Estates city, CA.....	13,591	San Carlos city, CA.....	29,954
Panama City Beach city, FL.....	12,461	San Diego city, CA.....	1,390,966
Papillion city, NE.....	19,478	San Francisco city, CA.....	864,263
Paradise Valley town, AZ.....	13,961	San Jose city, CA.....	1,023,031
Park City city, UT.....	8,167	San Marcos city, CA.....	93,493
Parker town, CO.....	51,125	San Marcos city, TX.....	59,935
Parkland city, FL.....	28,901	Sangamon County, IL.....	198,134
Pasco city, WA.....	70,607	Santa Fe city, NM.....	82,980
Pasco County, FL.....	498,136	Santa Fe County, NM.....	147,514
Payette city, ID.....	7,366	Sarasota County, FL.....	404,839
Pearland city, TX.....	113,693	Savage city, MN.....	30,011

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Schaumburg village, IL .....	74,427	Tulsa city, OK .....	401,352
Schertz city, TX.....	38,199	Tustin city, CA .....	80,007
Scott County, MN .....	141,463	Twin Falls city, ID .....	47,340
Scottsdale city, AZ.....	239,283	Unalaska city, AK .....	4,809
Sedona city, AZ.....	10,246	University Heights city, OH.....	13,201
Sevierville city, TN.....	16,387	University Park city, TX .....	24,692
Shakopee city, MN.....	40,024	Urbandale city, IA.....	42,222
Sharonville city, OH.....	13,974	Vail town, CO.....	5,425
Shawnee city, KS.....	64,840	Ventura CCD, CA .....	115,218
Shawnee city, OK .....	30,974	Vernon Hills village, IL .....	26,084
Sherborn town, MA .....	4,302	Vestavia Hills city, AL.....	34,003
Shoreline city, WA .....	55,431	Victoria city, MN.....	8,679
Shoreview city, MN.....	26,432	Vienna town, VA.....	16,474
Shorewood village, IL.....	16,809	Virginia Beach city, VA.....	450,057
Sierra Vista city, AZ.....	43,585	Walnut Creek city, CA .....	68,516
Silverton city, OR.....	9,757	Warrensburg city, MO .....	19,890
Sioux Falls city, SD.....	170,401	Washington County, MN .....	250,979
Skokie village, IL .....	64,773	Washoe County, NV.....	445,551
Snoqualmie city, WA .....	12,944	Washougal city, WA.....	15,241
Snowmass Village town, CO .....	2,827	Waunakee village, WI .....	13,284
Somerset town, MA.....	18,257	Wauwatosa city, WI.....	47,687
South Jordan city, UT.....	65,523	Wentzville city, MO .....	35,768
Southlake city, TX.....	30,090	West Carrollton city, OH.....	12,963
Spearfish city, SD.....	11,300	West Chester township, OH .....	62,804
Springfield city, MO.....	165,785	West Des Moines city, IA .....	62,999
Springville city, UT.....	32,319	Western Springs village, IL .....	13,187
St. Augustine city, FL .....	13,952	Westerville city, OH .....	38,604
St. Charles city, IL.....	32,730	Westlake town, TX .....	1,006
St. Cloud city, MN.....	67,093	Westminster city, CO.....	111,895
St. Joseph city, MO .....	76,819	Westminster city, MD.....	18,557
St. Louis County, MN .....	200,294	Wheat Ridge city, CO .....	31,162
St. Lucie County, FL.....	298,763	White House city, TN.....	11,107
State College borough, PA.....	42,224	Wichita city, KS .....	389,054
Steamboat Springs city, CO.....	12,520	Williamsburg city, VA.....	14,817
Sugar Land city, TX.....	86,886	Willowbrook village, IL.....	8,598
Suisun City city, CA.....	29,280	Wilmington city, NC .....	115,261
Summit County, UT .....	39,731	Wilsonville city, OR .....	22,789
Sunnyvale city, CA .....	151,565	Windsor town, CO.....	23,386
Surprise city, AZ.....	129,534	Windsor town, CT.....	29,037
Suwanee city, GA .....	18,655	Winnetka village, IL .....	12,504
Tacoma city, WA.....	207,280	Winter Garden city, FL .....	40,799
Takoma Park city, MD.....	17,643	Woodbury city, MN .....	67,648
Temecula city, CA .....	110,722	Woodinville city, WA.....	11,675
Tempe city, AZ.....	178,339	Wyandotte County, KS .....	163,227
Temple city, TX.....	71,795	Wyoming city, MI.....	75,124
Texarkana city, TX.....	37,222	Yakima city, WA .....	93,182
The Woodlands CDP, TX.....	109,608	York County, VA.....	67,196
Thousand Oaks city, CA .....	128,909	Yorktown town, IN.....	11,200
Tigard city, OR.....	51,355	Yorkville city, IL .....	18,691
Tinley Park village, IL .....	57,107	Yountville city, CA.....	2,978
Tracy city, CA.....	87,613		
Trinidad CCD, CO.....	10,819		
Tualatin city, OR.....	27,135		

# Appendix C: Detailed Survey Methods

The National Community Survey™ (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Ann Arbor funded this research. Please contact Lisa Wondrash of the City of Ann Arbor at [LWondrash@a2gov.org](mailto:LWondrash@a2gov.org) if you have any questions about the survey.

## Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

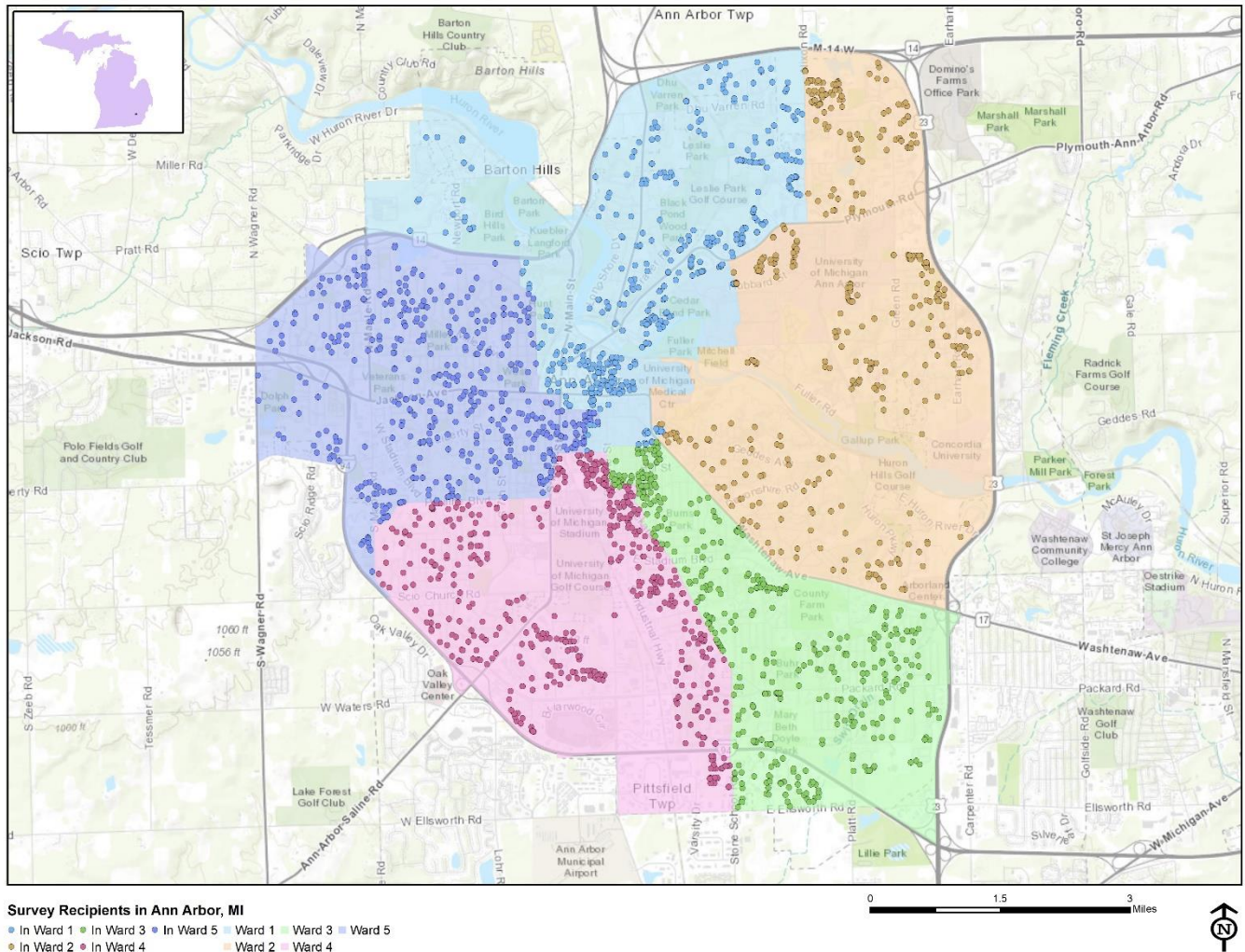
### Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Ann Arbor were eligible to participate in the survey. A list of all households within the zip codes serving Ann Arbor was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Ann Arbor households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Ann Arbor boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of five Wards.

To choose the 2,700 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

**Figure 1: Location of Survey Recipients**



## Survey Administration and Response

Selected households received mailings beginning on August 28, 2020. For 1,200 households, the first mailing was a postcard announcing the upcoming survey with a link to complete the survey online. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. For 1,500 households, the first mailing was a postcard with a link to complete the survey online, followed one week later by a reminder postcard with a link to the survey. The second postcard also asked respondents not to complete the survey a second time.

The survey was available in English. All mailings included a URL through which the residents could choose to respond online. The City of Ann Arbor chose to augment their administration of The NCS with several additional services, including demographic subgroup comparisons and geographic subgroup comparisons. The results of these additional services have been provided under separate cover. Completed surveys were collected over seven weeks.

About 4% of the 2,700 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,589 eligible households that received the survey, 548 completed the survey, providing an overall response rate of 21%. Of the 548 completed surveys, 340 were completed online. Additionally, responses were tracked by Ward; response rates by Ward ranged from 18% to 27%. The response rates were calculated using AAPOR's response rate #2<sup>1</sup> for mailed surveys of unnamed persons.

**Table 55: Survey Response Rates by Ward**

	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Overall
Total sample used	627	473	477	581	542	2,700
I=Complete Interviews	105	87	92	118	141	543
P=Partial Interviews	1	0	2	2	0	5
R=Refusal and break off	0	0	1	0	0	1
NC=Non Contact	0	0	0	0	0	0
O=Other	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0
UO=Unknown other	488	370	361	443	378	2,040
NE=Not eligible	33	16	21	18	23	111
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	18%	19%	21%	21%	27%	21%

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and

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1 See AAPOR's Standard Definitions for more information:  
[http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx)

the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions.<sup>2</sup>

The margin of error for the City of Ann Arbor survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (548 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC's mailed surveys, surveys on Polco are presented with the City name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

## Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Ann Arbor. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race/ethnicity, sex, age and Ward of

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<sup>2</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

residency. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

**Table 56: Ann Arbor, MI 2020 Weighting Table**

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	54%	35%	53%
Own home	46%	65%	47%
Detached unit*	44%	57%	45%
Attached unit*	56%	43%	55%
<b>Race and Ethnicity</b>			
White	74%	81%	76%
Not white	26%	19%	24%
Not Hispanic	96%	97%	95%
Hispanic	4%	3%	5%
<b>Sex and Age</b>			
Female	51%	54%	52%
Male	49%	46%	48%
18-34 years of age	49%	27%	49%
35-54 years of age	26%	25%	26%
55+ years of age	24%	48%	25%
Females 18-34	24%	15%	24%
Females 35-54	14%	11%	13%
Females 55+	14%	28%	15%
Males 18-34	26%	12%	25%
Males 35-54	13%	14%	13%
Males 55+	11%	21%	10%
<b>Ward</b>			
Ward 1	21%	19%	22%
Ward 2	18%	16%	18%
Ward 3	20%	17%	20%
Ward 4	20%	22%	21%
Ward 5	20%	26%	20%

\* U.S. Census Bureau ACS 2017 5-year estimates

## Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent”



and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table 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.

# Appendix D: Survey Materials

Dear Ann Arbor Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about our community. Your survey will arrive in a few days.

Thank you for helping create a better Ann Arbor!

Sincerely,



Christopher Taylor  
Mayor

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# CITY OF ANN ARBOR, MICHIGAN

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September 2020

Dear City of Ann Arbor Resident:

Please help us shape the future of Ann Arbor! You have been selected at random to participate in the 2020 Ann Arbor Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number being surveyed. Your feedback will help Ann Arbor make decisions that affect our City.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<https://bit.ly/xxplaceholderxx>

**Please do not share your survey link.** This survey is for randomly selected households only.

If you have any questions about the survey please call 734-794-6152.

Thank you for your time and participation!

Sincerely,

Christopher Taylor  
Mayor



## CITY OF ANN ARBOR, MICHIGAN

301 E. Huron St., P.O. Box 8647 • Ann Arbor, Michigan 48107-8647

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September 2020

Dear City of Ann Arbor Resident:

Here's a second chance if you haven't already responded to the 2020 Ann Arbor Community Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Ann Arbor! You have been selected at random to participate in the 2020 Ann Arbor Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number being surveyed. Your feedback will help Ann Arbor make decisions that affect our City.

### **A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

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If you have any questions about the survey please call 734-794-6152.

Thank you for your time and participation!

Sincerely,

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Mayor

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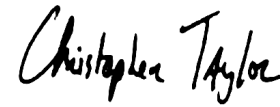
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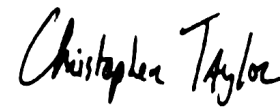
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Dear Ann Arbor Resident,

Just a reminder—if you have not yet completed Ann Arbor’s 2020 Community Survey, please do so.

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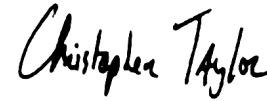
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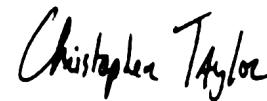
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# The City of Ann Arbor 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are anonymous and will be reported in group form only.

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

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Ann Arbor .....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ann Arbor .....	1	2	3	4	5
Overall design or layout of Ann Arbor's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Ann Arbor (water, sewer, storm water, electric/gas) .....	1	2	3	4	5
Overall feeling of safety in Ann Arbor.....	1	2	3	4	5
Overall quality of natural environment in Ann Arbor.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Ann Arbor.....	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community .....	1	2	3	4	5

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

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

## 4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Ann Arbor's downtown/commercial area during the day .....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster .....	1	2	3	4	5	6

## 5. Please rate the job you feel the Ann Arbor community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome .....	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Ann Arbor .....	1	2	3	4	5
Variety of business and service establishments in Ann Arbor.....	1	2	3	4	5
Vibrancy of downtown/commercial area .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Cost of living in Ann Arbor.....	1	2	3	4	5
Overall image or reputation of Ann Arbor .....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Ann Arbor.....	1	2	3	4	5
Ease of travel by public transportation in Ann Arbor.....	1	2	3	4	5
Ease of travel by bicycle in Ann Arbor.....	1	2	3	4	5
Ease of walking in Ann Arbor.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Ann Arbor.....	1	2	3	4	5
Overall appearance of Ann Arbor.....	1	2	3	4	5
Cleanliness of Ann Arbor.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Ann Arbor.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

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

	<u>No</u>	<u>Yes</u>
Contacted the City of Ann Arbor (in-person, phone, email or web) for help or information.....	1	2
Contacted Ann Arbor elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Ann Arbor.....	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

# The City of Ann Arbor 2020 Community Survey

## 9. Please 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>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	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
Bus or transit services.....	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
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands and greenbelts).....	1	2	3	4	5
Ann Arbor open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Ann Arbor employees (police, receptionists, planners, etc.).....	1	2	3	4	5

## 10. Please rate the following categories of Ann Arbor government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Ann Arbor.....	1	2	3	4	5
The overall direction that Ann Arbor is taking.....	1	2	3	4	5
The job Ann Arbor government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Ann Arbor government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	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

**12. Please rate how important, if at all, you think it is for the Ann Arbor community to focus on each of the following in the coming two years.**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Ann Arbor .....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ann Arbor .....	1	2	3	4
Overall design or layout of Ann Arbor's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4
Overall quality of the utility infrastructure in Ann Arbor (water, sewer, storm water, electric/gas) .....	1	2	3	4
Overall feeling of safety in Ann Arbor.....	1	2	3	4
Overall quality of natural environment in Ann Arbor.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Ann Arbor.....	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community .....	1	2	3	4

**13. Have you had contact with a member of the City of Ann Arbor Police Department within the last 12 months?**

- Yes → Go to question 13A
- No → Go to next page

**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.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Treated me in a respectful manner .....	1	2	3	4	5
Professionalism.....	1	2	3	4	5
Fairness .....	1	2	3	4	5
Resolution of concerns.....	1	2	3	4	5
Responsiveness to questions and/or needs .....	1	2	3	4	5
Overall impression of AAPD staff member .....	1	2	3	4	5

# The City of Ann Arbor 2020 Community Survey

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

## D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer .....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc. ....	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

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

- Excellent   
  Very good   
  Good   
  Fair   
  Poor

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

Do you think the impact will be:

- Very positive   
  Somewhat positive   
  Neutral   
  Somewhat negative   
  Very negative

## D4. How many years have you lived in Ann Arbor?

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

## D5. Which best describes the building you live in?

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

## D6. Do you rent or own your home?

- Rent  
 Own

## D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$500             \$2,000 to \$2,499  
 \$500 to \$999             \$2,500 to \$2,999  
 \$1,000 to \$1,499         \$3,000 to \$3,499  
 \$1,500 to \$1,999         \$3,500 or more

## D8. Do any children 17 or under live in your household?

- No     Yes

## D9. Are you or any other members of your household aged 65 or older?

- No     Yes

## D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000     \$75,000 to \$99,999  
 \$25,000 to \$49,999     \$100,000 to \$149,999  
 \$50,000 to \$74,999     \$150,000 or more

## D11. Are you Spanish, Hispanic or Latino?

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

## D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

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

## D13. 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

## D14. What is your gender?

- Female  
 Male  
 Identify in another way

**Thank you!** Please return the completed survey in the postage-paid envelope to:  
**National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**