



Satisfaction Report
Ward 2 Citizen Satisfaction
February 07, 2013 - May 27, 2013
N: 303

This report contains:

- Average Model Question Scores
- Satisfaction Summary
- Priority Map
- Custom Question Scores - AATA, Police, Fire
- Budget Priorities
- Demographics



**Average Model Question Scores
Ward 2 Citizen Satisfaction
February 07, 2013 - May 27, 2013
N: 303**

City Services	81	0.1
Thinking about your experiences in the past 12 months, please indicate your level of agreement with the following statements about the variety of services provided by the City of Ann Arbor:Garbage collection in the City of Ann Arbor is consistently performed.	9.1	
The recycling program in the City of Ann Arbor is convenient for citizens to use.	8.7	
The City of Ann Arbor maintains a high quality water system.	8.5	
The City of Ann Arbor provides appealing amenities in its parks.	8.0	
The City of Ann Arbor provides good maintenance in its parks.	7.2	
Communication	55	0.4
Thinking about the past 12 months, please indicate your level of agreement with the following statements about the communications you received from the City of Ann Arbor:The City of Ann Arbor keeps citizens up-to-date about important issues that affect them.	5.9	
The City of Ann Arbor informs citizens in a timely manner about what programs and services are available.	6.2	
Elected officials in the City of Ann Arbor communicate to citizens in clear and understandable ways.	5.5	
My City Council representatives actively communicate to citizens in Ward 2 on a regular basis.	6.7	
Employees	69	1.2
Thinking about your experiences in the past 12 months, please indicate your level of agreement with the following statements about the employees of the City of Ann Arbor:The employees of the City of Ann Arbor are friendly and courteous when providing service to citizens.	7.5	
The employees of the City of Ann Arbor are responsive to the needs of citizens.	6.8	
The employees of the City of Ann Arbor are knowledgeable.	7.3	
Infrastructure	56	0.8
Thinking about your experiences in the past 12 months, please indicate your level of agreement with the following statements about infrastructure in the City of Ann Arbor:The City of Ann Arbor keeps the streets in a good state of repair.	4.3	
The City of Ann Arbor keeps the sidewalks in a good state of repair.	5.8	
The crosswalks in the City of Ann Arbor are designed and maintained with pedestrian safety in mind.	5.7	
The City of Ann Arbor provides appropriate signage on its streets.	7.1	
The City of Ann Arbor provides an appropriate amount of street lighting.	7.1	
Public Safety	75	1.5
Thinking about your experiences in the past 12 months, please indicate your perception of public safety in the City of Ann Arbor:The Ann Arbor Police Department is effective and dependable in maintaining public safety.	7.1	
The Ann Arbor Fire Department is highly responsive to fire and other public safety emergencies when summoned.	8.0	
The City of Ann Arbor is a safe place to live.	8.0	
Taxes	51	1.3
Twenty-eight percent of the property taxes you pay go to fund city government. Thinking about the past 12 months, please indicate your level of agreement with the following statements about the taxes you pay to the City of Ann Arbor:The quality of the service benefits received by citizens from the City of Ann Arbor is worth the taxes paid.	5.7	
The taxes paid to the City of Ann Arbor by citizens are reasonable given the service benefits received.	5.4	
Satisfaction	63	
Thinking about all of the experiences you have had with the City of Ann Arbor in the last 12 months rate the following:What is your overall satisfaction with the experiences you had with the City of Ann Arbor?	7.0	
How well did the experiences you had with the City of Ann Arbor meet your expectations?	6.6	
How close did the experiences you had with the City of Ann Arbor compare to your ideal experience?	6.3	
Participate	69	2.0
How likely are you to participate in volunteer activities with the City of Ann Arbor?	6.2	
How likely are you to recommend Ann Arbor as a great place to live?	8.0	
Trust	43	4.3
I can count on the City of Ann Arbor to act in my best interests.	5.0	
I trust the governance of the City of Ann Arbor.	4.8	
The City of Ann Arbor officials can be trusted to do what is right.	4.8	



Satisfaction Summary
Ward 2 Citizen Satisfaction
February 07, 2013 - May 27, 2013
N: 303

Elements	Score ¹	Impact on Sat ²
City Services	81	0.1
Communication	55	0.4
Employees	69	1.2
Infrastructure	56	0.8
Public Safety	75	1.5
Taxes	51	1.3



Customer Satisfaction
63
Number of respondents: 303



Impact on Future Behavior ³	Future Behaviors	Score
2.0	Participate	69
4.3	Trust	43

¹The **Score** is a weighted average of responses to 2-4 individual survey questions, which comprise the overall Score for an Element.

²The **Impact on Sat.** is the improvement to overall Satisfaction we would expect based on improving that Element's score by 5 points.

³The **Impact on Future Behavior** is the improvement to that Future Behavior we would expect based on improving overall Satisfaction by 5 points.



STATUS QUO REQUIRED

MAINTAIN OR IMPROVE

High

Low

Low

MONITOR

TOP PRIORITY

High

Key:

Position of each bubble indicates its score and impact

Size of each bubble also indicates the relative size of impact



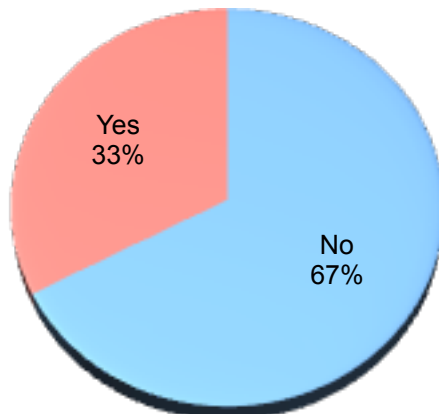
Average Satisfaction Scores by Ward 2 Citizen Satisfaction

Did you use the bus system provided by the Ann Arbor
Transportation Authority (AATA) in the last 12 months?

February 07, 2013 - May 27, 2013

N: 300

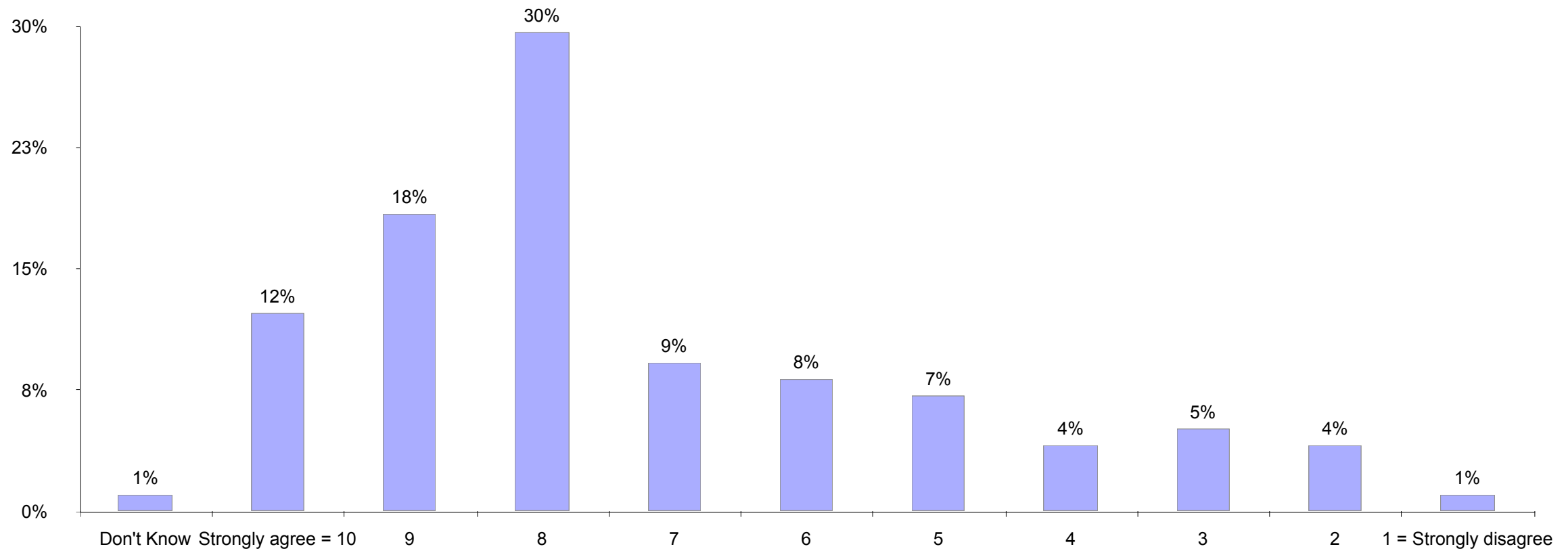
	No	Yes	Overall
<i>Responses:</i>	202 67%	98 33%	300
City Services	81	82	81
Communication	54	58	55
Employees	67	73	69
Infrastructure	55	57	56
Public Safety	75	75	75
Taxes	47	58	51
Satisfaction	61	66	63
Participate	67	74	69
Trust	40	49	43





**Average Satisfaction Scores by
 Ward 2 Citizen Satisfaction**
 About your experiences in the past 12 months, please indicate your level of agreement with the following statements about the AATA bus system in the City of Ann Arbor: The
 AATA bus routes take me where I want to go.
 February 07, 2013 - May 27, 2013
 N: 98

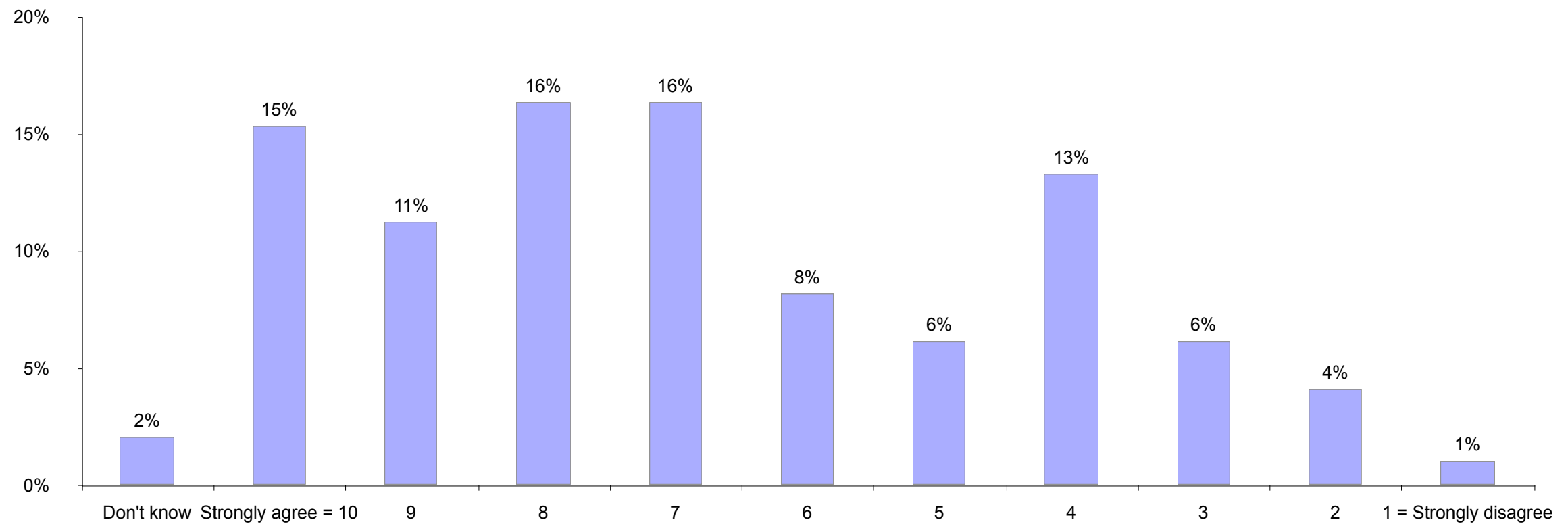
	1 = Strongly disagree	2	3	4	5	6	7	8	9	Strongly agree = 10	Don't Know	Overall	AVERAGE
<i>Responses:</i>	1 1%	4 4%	5 5%	4 4%	7 7%	8 8%	9 9%	29 30%	18 18%	12 12%	1 1%	98	7.2
City Services	88	71	73	73	74	78	80	84	82	95	81	81	
Communication	89	38	39	55	40	48	58	60	63	76	38	55	
Employees	100	82	60	64	64	63	78	73	71	86	59	69	
Infrastructure	91	30	42	49	46	46	60	60	62	68	47	56	
Public Safety	91	41	54	74	72	72	61	80	79	87	54	75	
Taxes	100	10	28	47	34	45	63	69	59	82	11	51	
Satisfaction	89	34	41	64	51	62	69	71	70	81	11	63	
Participate	90	59	64	80	68	66	70	77	74	86	75	69	
Trust	93	2	16	41	41	35	53	59	52	63	15	43	





**Average Satisfaction Scores by
 Ward 2 Citizen Satisfaction
 The AATA schedule meets my transportation needs.
 February 07, 2013 - May 27, 2013
 N: 98**

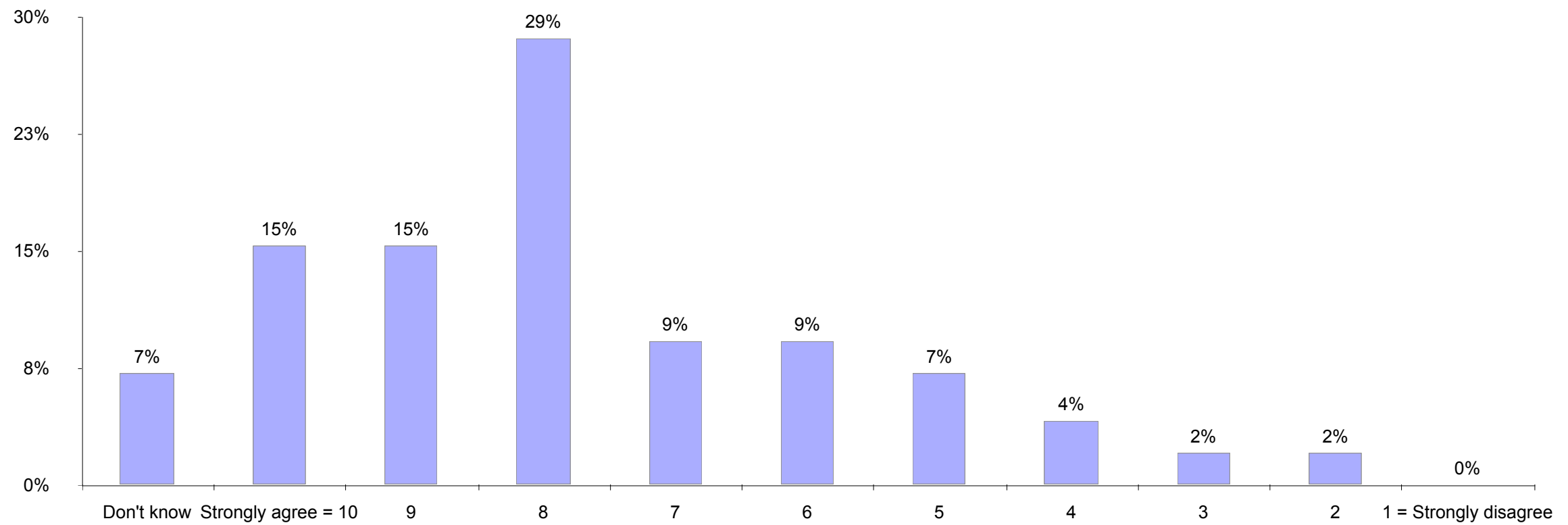
	1 = Strongly disagree	2	3	4	5	6	7	8	9	Strongly agree = 10	Don't know	Overall	AVERAGE
<i>Responses:</i>	1 1%	4 4%	6 6%	13 13%	6 6%	8 8%	16 16%	16 16%	11 11%	15 15%	2 2%	98	6.7
City Services	100	69	76	79	78	79	81	81	84	92	74	81	
Communication	60	35	53	49	47	61	55	59	63	74	48	55	
Employees	69	76	69	69	69	73	74	72	69	83	49	69	
Infrastructure	45	31	45	50	54	51	58	60	63	70	52	56	
Public Safety	100	46	64	74	68	71	76	77	75	87	60	75	
Taxes	17	14	38	52	44	66	67	61	58	78	31	51	
Satisfaction	96	39	47	60	59	70	70	68	67	81	33	63	
Participate	100	75	70	76	61	66	77	71	74	83	73	69	
Trust	41	8	27	47	43	47	50	55	44	72	30	43	





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction
The AATA busses run on time.
February 07, 2013 - May 27, 2013
N: 98**

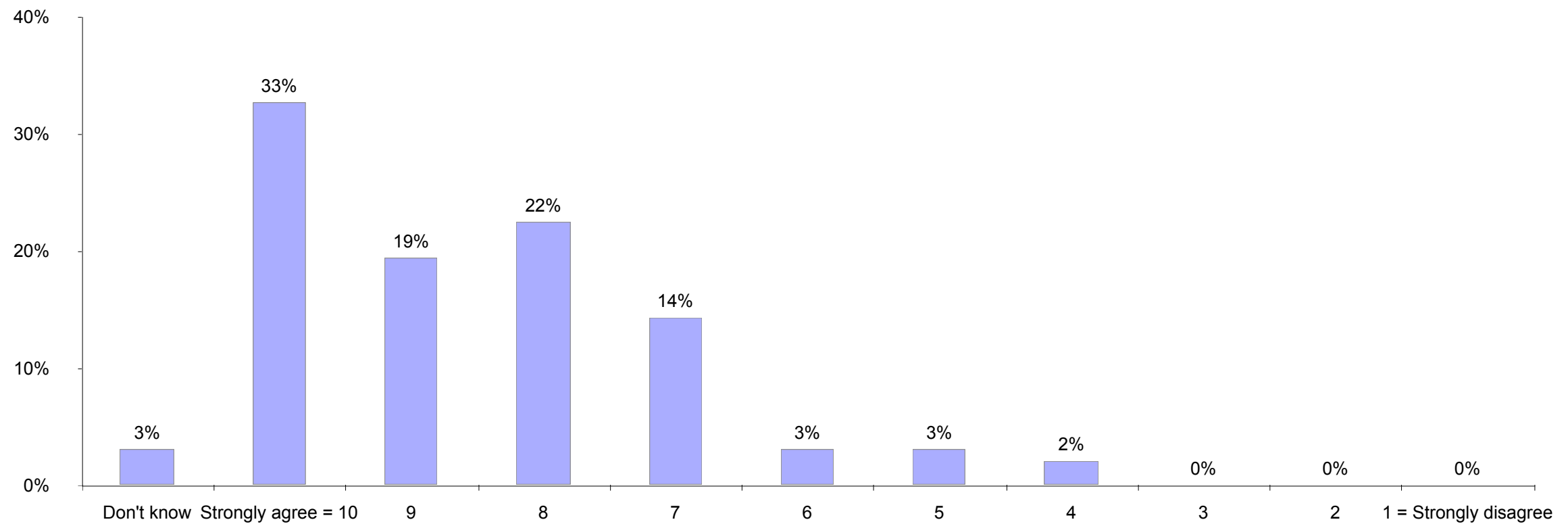
	1 = Strongly disagree	2	3	4	5	6	7	8	9	Strongly agree = 10	Don't know	Overall	AVERAGE
<i>Responses:</i>	0 0%	2 2%	2 2%	4 4%	7 7%	9 9%	9 9%	28 29%	15 15%	15 15%	7 7%	98	7.5
City Services		92	81	70	75	76	82	77	89	92	82	81	
Communication		67	40	41	36	55	55	54	63	77	60	55	
Employees		84	45	53	63	74	68	72	78	85	67	69	
Infrastructure		53	37	53	32	57	61	51	64	71	63	56	
Public Safety		91	64	57	69	78	57	69	80	90	81	75	
Taxes		36	25	35	44	69	57	51	63	81	57	51	
Satisfaction		80	43	35	58	67	59	60	74	84	68	63	
Participate		97	69	44	69	84	66	69	77	87	71	69	
Trust		31	26	11	31	57	43	46	52	73	50	43	





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction
The AATA bus fare is affordable.
February 07, 2013 - May 27, 2013
N: 98**

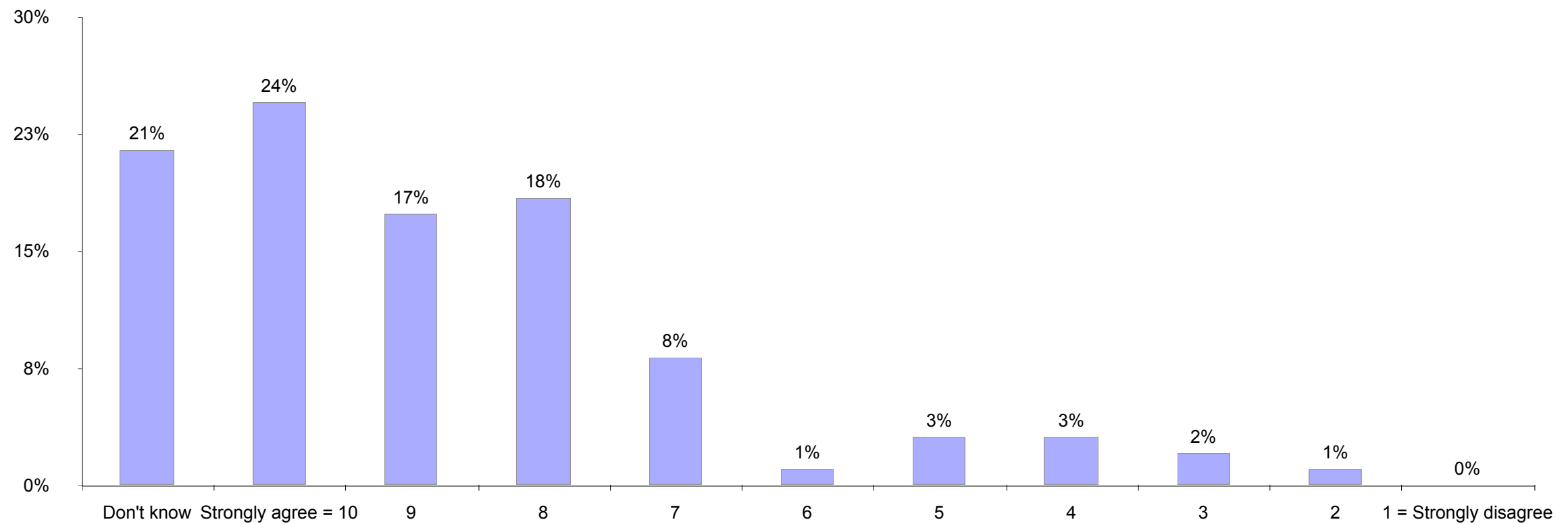
	1 = Strongly disagree	2	3	4	5	6	7	8	9	Strongly agree = 10	Don't know	Overall	AVERAGE
<i>Responses:</i>	0 0%	0 0%	0 0%	2 2%	3 3%	3 3%	14 14%	22 22%	19 19%	32 33%	3 3%	98	8.5
City Services				82	64	72	75	75	87	89	76	81	
Communication				40	48	35	46	53	71	63	56	55	
Employees				50	71	59	63	69	74	83	56	69	
Infrastructure				42	37	30	44	56	63	65	56	56	
Public Safety				66	59	56	62	66	79	88	67	75	
Taxes				33	56	50	42	52	63	70	44	51	
Satisfaction				60	52	52	54	58	73	77	49	63	
Participate				62	61	61	66	69	84	78	75	69	
Trust				41	41	20	34	42	58	59	47	43	





**Average Satisfaction Scores by
 Ward 2 Citizen Satisfaction
 The AATA bus is safe to ride any time of the day.
 February 07, 2013 - May 27, 2013
 N: 98**

	1 = Strongly disagree	2	3	4	5	6	7	8	9	Strongly agree = 10	Don't know	Overall	AVERAGE
<i>Responses:</i>	0 0%	1 1%	2 2%	3 3%	3 3%	1 1%	8 8%	18 18%	17 17%	24 24%	21 21%	98	8.2
City Services		84	64	77	78	89	70	79	86	92	77	81	
Communication		58	41	52	54	57	51	46	60	72	55	55	
Employees		63	61	58	68	78	68	73	75	85	63	69	
Infrastructure		61	67	36	40	38	41	50	59	66	61	56	
Public Safety		75	38	66	75	41	54	69	81	90	70	75	
Taxes		78	61	52	48	61	35	50	59	78	51	51	
Satisfaction		81	50	63	72	56	48	61	67	80	60	63	
Participate		89	75	79	70	49	67	69	77	85	67	69	
Trust		48	35	46	43	22	28	40	52	69	43	43	





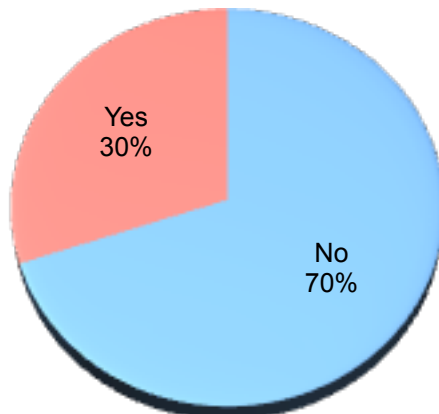
Average Satisfaction Scores by Ward 2 Citizen Satisfaction

Over the last 12 months have you had any interactions with the City of
Ann Arbor Police Department?

February 07, 2013 - May 27, 2013

N: 299

	No	Yes	Overall
<i>Responses:</i>	209 70%	90 30%	299
City Services	82	81	81
Communication	56	54	55
Employees	70	67	69
Infrastructure	56	55	56
Public Safety	75	75	75
Taxes	52	48	51
Satisfaction	64	61	63
Participate	69	68	69
Trust	44	40	43

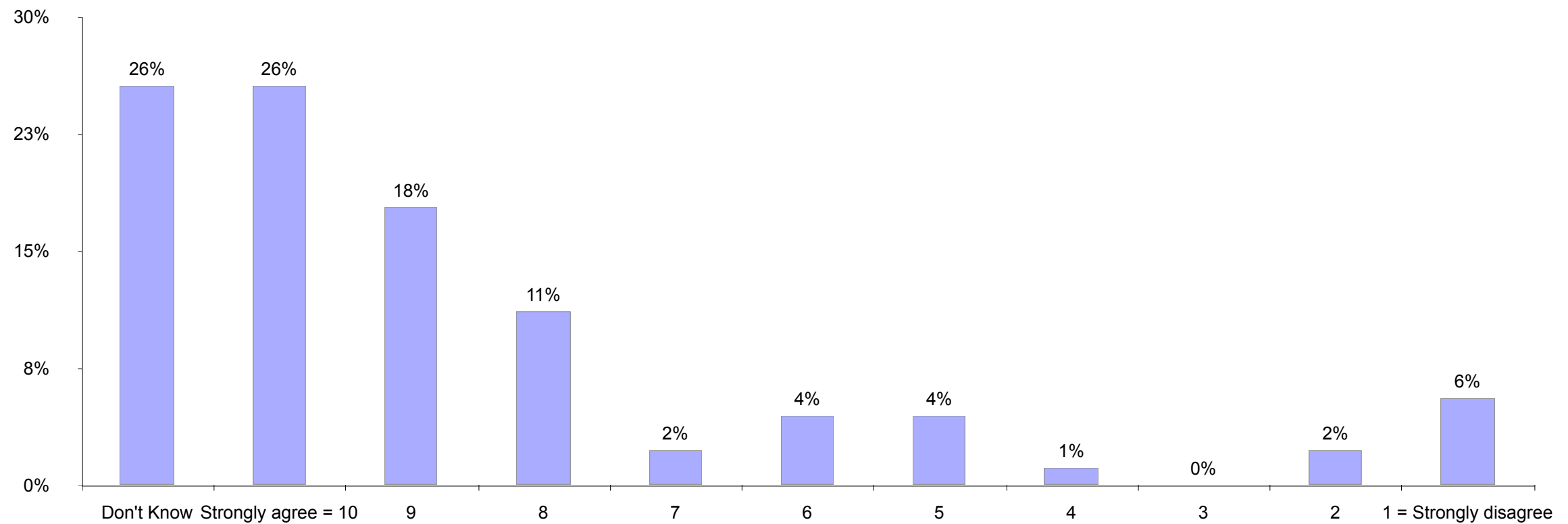




about your experiences in the past 12 months, please indicate your level of agreement with the following statements about the City of Ann Arbor Police Department: The Ann Arbor Police arrive promptly when called.
 February 07, 2013 - May 27, 2013
 N: 90

**Average Satisfaction Scores by
 Ward 2 Citizen Satisfaction**

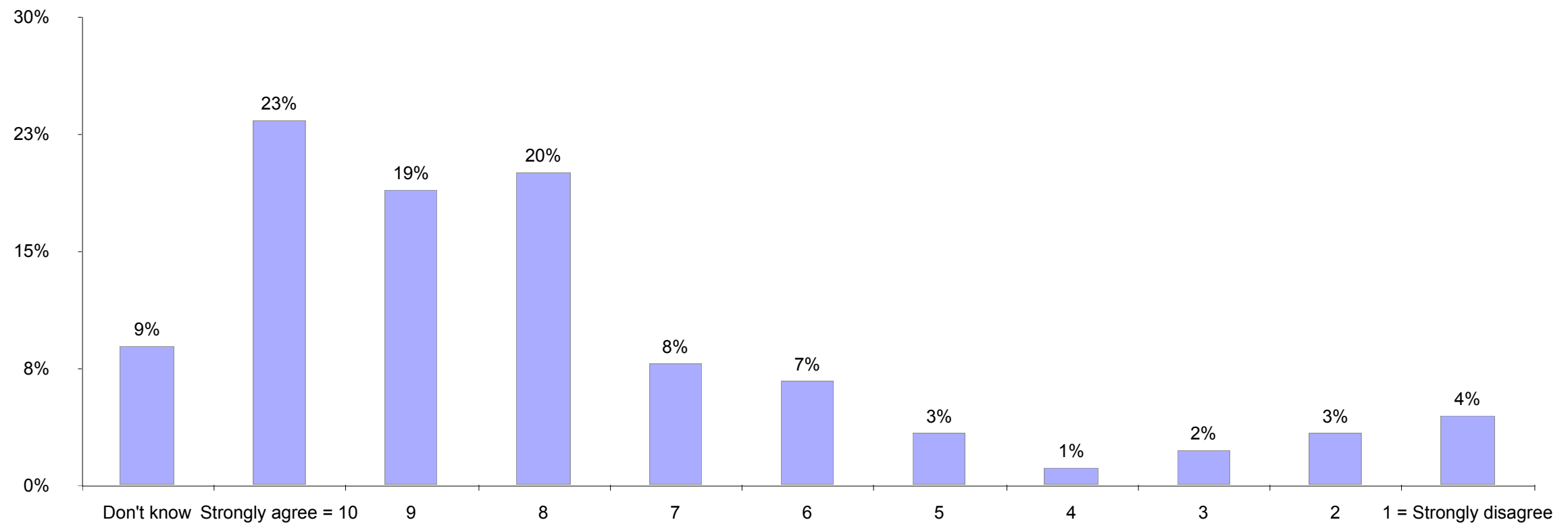
	1 = Strongly disagree	2	3	4	5	6	7	8	9	Strongly agree = 10	Don't Know	Overall	AVERAGE
<i>Responses:</i>	5 6%	2 2%	0 0%	1 1%	4 4%	4 4%	2 2%	10 11%	16 18%	23 26%	23 26%	90	7.8
City Services	48	68		85	71	52	83	82	83	89	87	81	
Communication	16	30		27	48	33	70	56	66	59	55	55	
Employees	16	43		78	59	44	72	68	70	80	70	69	
Infrastructure	28	28		70	49	49	39	54	62	59	60	56	
Public Safety	47	66		53	72	62	48	76	76	81	79	75	
Taxes	7	28		44	25	43	28	44	57	56	55	51	
Satisfaction	14	48		67	56	53	50	65	64	68	63	63	
Participate	40	54		62	57	52	59	61	75	73	75	69	
Trust	4	13		19	20	20	24	39	46	51	44	43	





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction**
The Ann Arbor Police are dependable in enforcing safety.
February 07, 2013 - May 27, 2013
N: 90

	1 = Strongly disagree	2	3	4	5	6	7	8	9	Strongly agree = 10	Don't know	Overall	AVERAGE
<i>Responses:</i>	4 4%	3 3%	2 2%	1 1%	3 3%	6 7%	7 8%	18 20%	17 19%	21 23%	8 9%	90	7.6
City Services	55	49	79	85	70	63	80	83	83	92	90	81	
Communication	15	28	51	27	32	35	55	61	55	64	66	55	
Employees	16	38	54	78	42	40	74	70	70	86	67	69	
Infrastructure	22	45	29	70	39	58	52	56	54	64	65	56	
Public Safety	47	50	33	53	60	66	74	75	75	89	84	75	
Taxes	8	22	8	44	41	36	56	53	47	63	50	51	
Satisfaction	18	20	25	67	55	56	73	60	59	78	59	63	
Participate	50	38	49	62	67	57	74	68	68	78	73	69	
Trust	6	7	0	19	20	27	38	45	40	57	43	43	





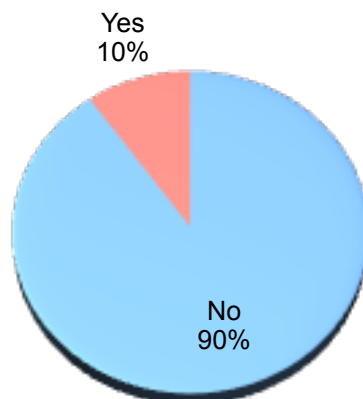
Average Satisfaction Scores by Ward 2 Citizen Satisfaction

Over the last 12 months have you had any interactions with the City of
Ann Arbor Fire Department?

February 07, 2013 - May 27, 2013

N: 295

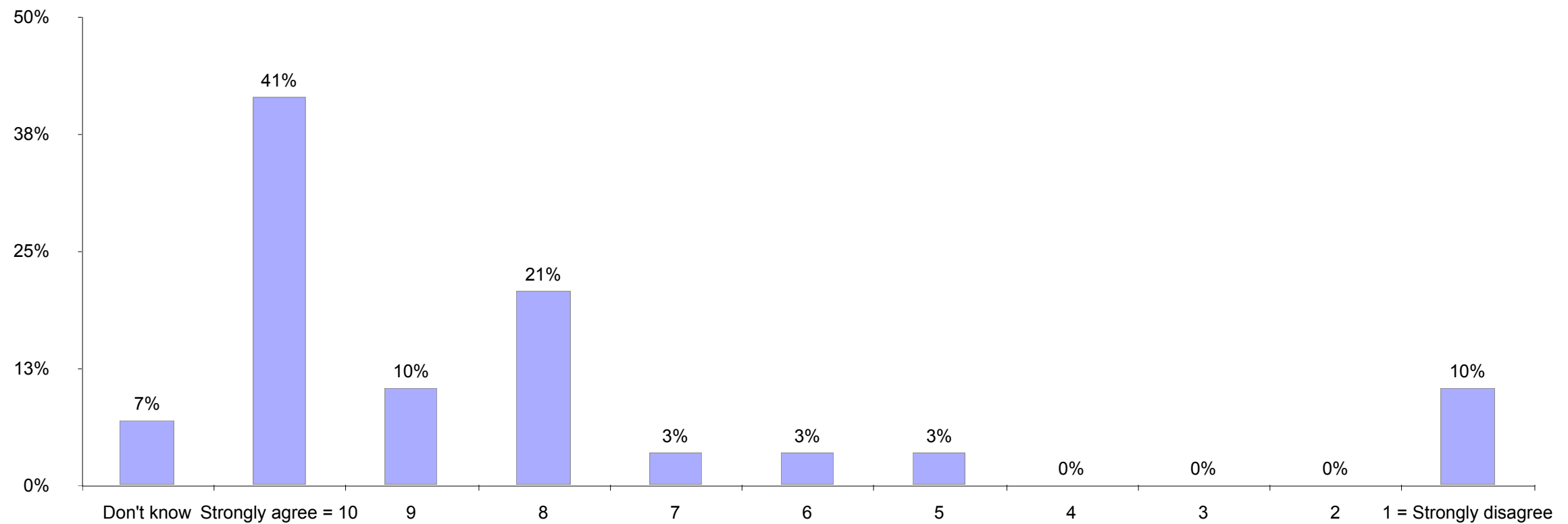
	No	Yes	Overall
<i>Responses:</i>	266 90%	29 10%	295
City Services	82	79	81
Communication	56	46	55
Employees	69	69	69
Infrastructure	57	48	56
Public Safety	75	69	75
Taxes	51	46	51
Satisfaction	64	55	63
Participate	70	64	69
Trust	44	31	43





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction**
 about your experiences in the past 12 months, please indicate your level of agreement with the following statements about the City of Ann Arbor Fire Department: The Ann Arbor Fire Department arrives promptly when called.
 February 07, 2013 - May 27, 2013
 N: 29

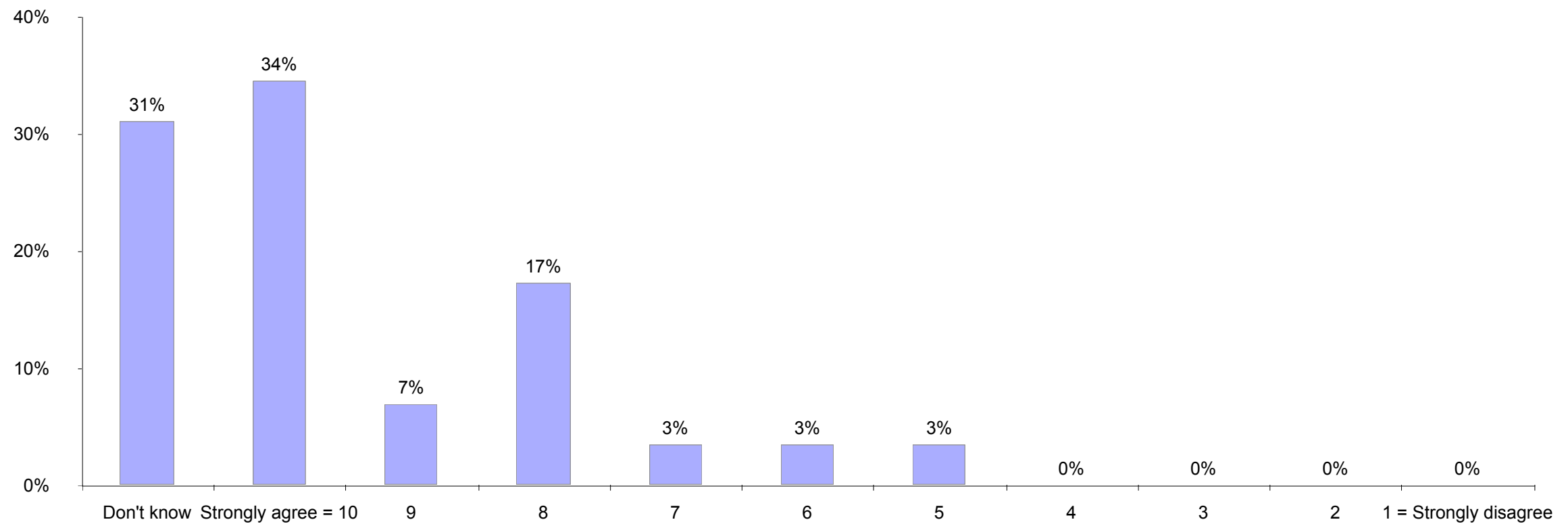
	1 = Strongly disagree	2	3	4	5	6	7	8	9	Strongly agree = 10	Don't know	Overall	AVERAGE
<i>Responses:</i>	3 10%	0 0%	0 0%	0 0%	1 3%	1 3%	1 3%	6 21%	3 10%	12 41%	2 7%	29	8.0
City Services	88				53	44	78	73	73	84	94	81	
Communication	25				49	46	8	42	32	62	42	55	
Employees	76				67	67	44	66	48	79	48	69	
Infrastructure	35				53	33	44	37	50	57	58	56	
Public Safety	54				62	66	58	56	49	84	85	75	
Taxes	35				6	61	22	38	30	64	25	51	
Satisfaction	48				59	59	34	49	47	64	48	63	
Participate	63				81	56	63	50	57	71	77	69	
Trust	6				22	44	11	23	25	46	19	43	





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction**
The Ann Arbor Fire Department is effective in handling medical emergencies.
February 07, 2013 - May 27, 2013
N: 29

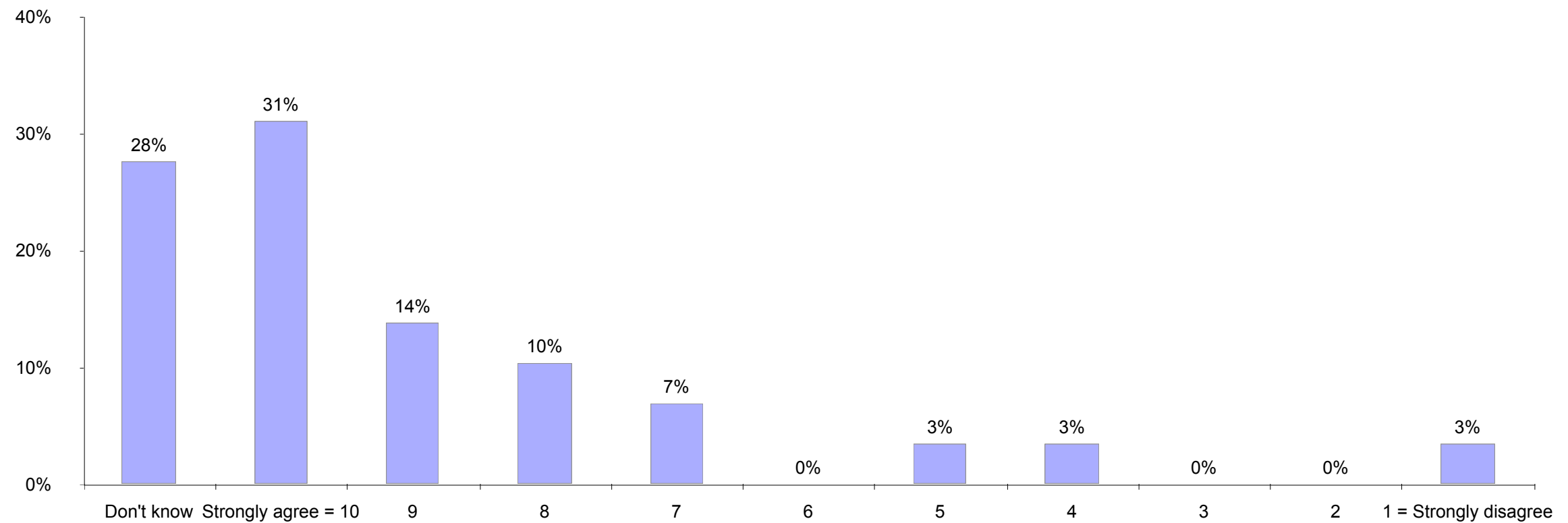
	1 = Strongly disagree	2	3	4	5	6	7	8	9	Strongly agree = 10	Don't know	Overall	AVERAGE
<i>Responses:</i>	0 0%	0 0%	0 0%	0 0%	1 3%	1 3%	1 3%	5 17%	2 7%	10 34%	9 31%	29	8.8
City Services					44	53	74	71	68	82	90	81	
Communication					46	49	18	36	42	59	42	55	
Employees					67	67	70	54	67	80	65	69	
Infrastructure					33	53	49	42	35	57	46	56	
Public Safety					66	62	51	59	44	82	70	75	
Taxes					61	6	22	30	39	66	40	51	
Satisfaction					59	59	52	54	28	59	57	63	
Participate					56	81	24	54	49	70	72	69	
Trust					44	22	30	22	19	39	30	43	





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction
The Ann Arbor Fire Department is effective in fighting fires.
February 07, 2013 - May 27, 2013
N: 29**

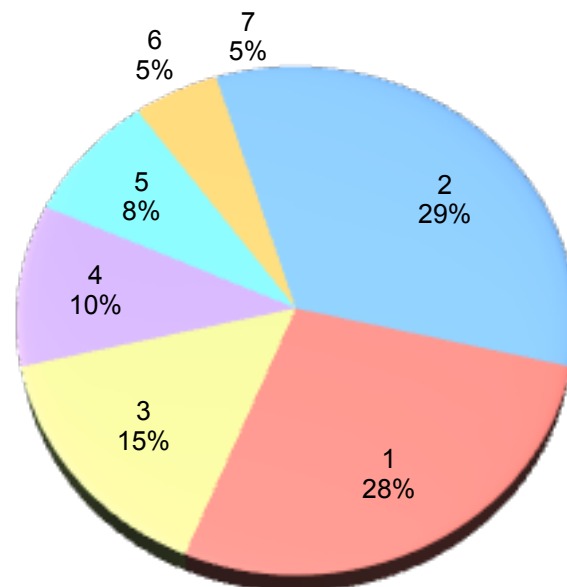
	1 = Strongly disagree	2	3	4	5	6	7	8	9	Strongly agree = 10	Don't know	Overall	AVERAGE
<i>Responses:</i>	1 3%	0 0%	0 0%	1 3%	1 3%	0 0%	2 7%	3 10%	4 14%	9 31%	8 28%	29	8.3
City Services	53			95	91		58	82	78	79	83	81	
Communication	49			16	84		47	41	46	42	53	55	
Employees	67			69	67		63	73	68	75	61	69	
Infrastructure	53			5	65		50	26	44	59	50	56	
Public Safety	62			8	61		59	72	57	83	71	75	
Taxes	6			17	39		42	50	42	56	46	51	
Satisfaction	59			4	74		54	42	48	61	60	63	
Participate	81			51	67		75	61	55	66	65	69	
Trust	22			0	48		28	25	39	35	28	43	





**Average Satisfaction Scores by
 Ward 2 Citizen Satisfaction**
Improving public services such as road repairs, garbage pick-up, snow removal, water quality, etc.
February 07, 2013 - May 27, 2013
N: 290

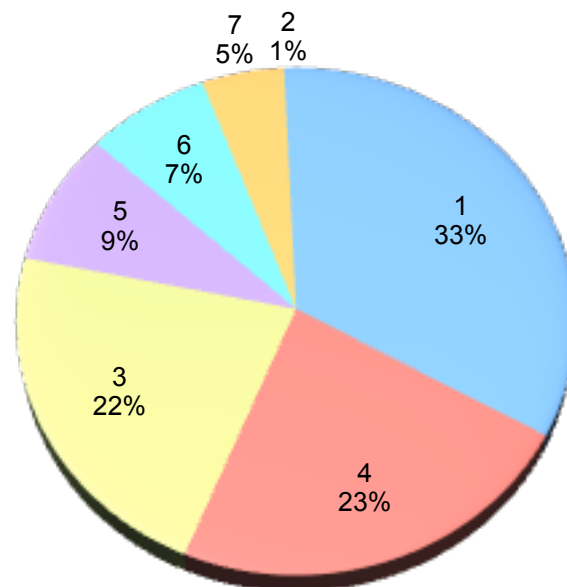
	2	1	3	4	5	6	7	Overall	AVERAGE
<i>Responses:</i>	83 29%	80 28%	44 15%	30 10%	24 8%	15 5%	14 5%	290	2.77
City Services	81	79	84	79	84	87	86	81	
Communication	53	52	57	62	53	64	60	55	
Employees	68	63	71	72	75	71	76	69	
Infrastructure	52	51	57	60	61	68	62	56	
Public Safety	74	73	77	71	79	76	81	75	
Taxes	46	45	53	53	56	61	70	51	
Satisfaction	59	58	65	65	69	75	75	63	
Participate	64	66	74	69	77	78	80	69	
Trust	38	37	47	49	44	59	57	43	





**Average Satisfaction Scores by
 Ward 2 Citizen Satisfaction
 Improving fiscal stability
 February 07, 2013 - May 27, 2013
 N: 281**

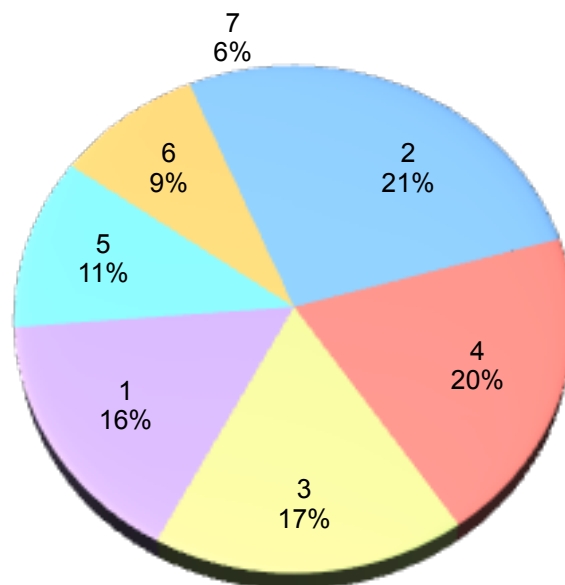
	1	4	3	5	6	7	2	Overall	AVERAGE
<i>Responses:</i>	93 33%	65 23%	62 22%	24 9%	21 7%	14 5%	2 1%	281	3.15
City Services	83	82	79	80	83	74	61	81	
Communication	57	55	54	55	53	42	34	55	
Employees	70	71	65	70	68	57	48	69	
Infrastructure	57	53	56	55	55	50	33	56	
Public Safety	78	71	74	70	80	62	69	75	
Taxes	47	50	48	54	60	45	11	51	
Satisfaction	64	63	62	59	63	52	21	63	
Participate	67	70	66	69	74	69	52	69	
Trust	41	40	43	42	49	43	7	43	





**Average Satisfaction Scores by
 Ward 2 Citizen Satisfaction
 Improving public safety
 February 07, 2013 - May 27, 2013
 N: 282**

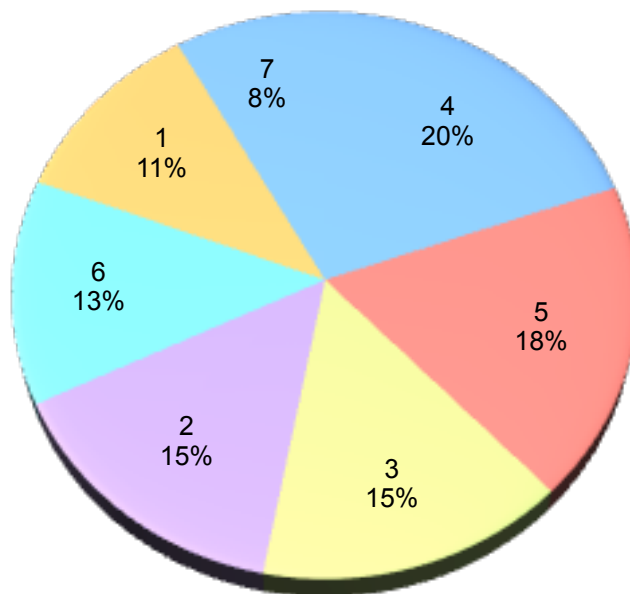
	2	4	3	1	5	6	7	Overall	AVERAGE
<i>Responses:</i>	58 21%	56 20%	49 17%	45 16%	31 11%	25 9%	18 6%	282	3.41
City Services	81	83	80	79	81	84	81	81	
Communication	55	53	51	52	57	64	57	55	
Employees	67	66	68	71	71	71	65	69	
Infrastructure	53	55	54	54	56	62	55	56	
Public Safety	70	81	74	61	81	83	78	75	
Taxes	45	51	40	48	52	63	66	51	
Satisfaction	58	64	57	61	71	72	58	63	
Participate	69	68	60	63	79	79	70	69	
Trust	37	43	32	36	57	57	55	43	





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction
Improving economic development
February 07, 2013 - May 27, 2013
N: 281**

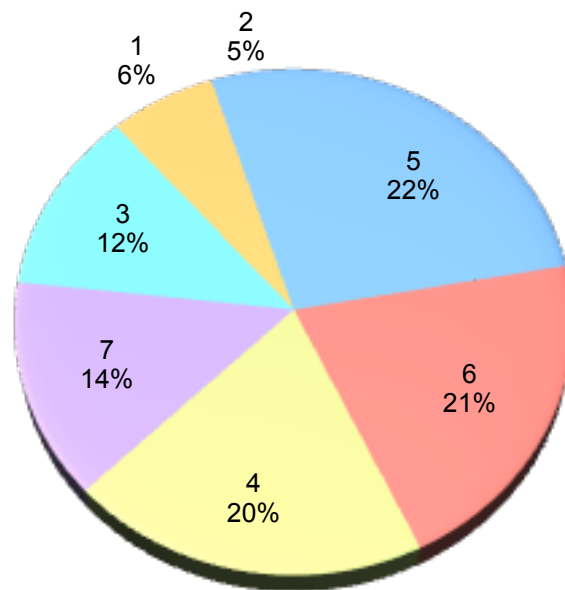
	4	5	3	2	6	1	7	Overall	AVERAGE
<i>Responses:</i>	55 20%	51 18%	43 15%	42 15%	36 13%	31 11%	23 8%	281	3.9
City Services	80	81	81	84	80	85	81	81	
Communication	57	52	53	62	45	62	57	55	
Employees	65	69	68	76	63	74	69	69	
Infrastructure	60	55	55	62	41	65	49	56	
Public Safety	75	72	78	79	69	81	73	75	
Taxes	49	46	51	59	36	65	50	51	
Satisfaction	64	58	63	75	52	72	52	63	
Participate	66	65	66	76	67	80	67	69	
Trust	43	36	44	52	28	60	35	43	





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction
Improving park services
February 07, 2013 - May 27, 2013
N: 280**

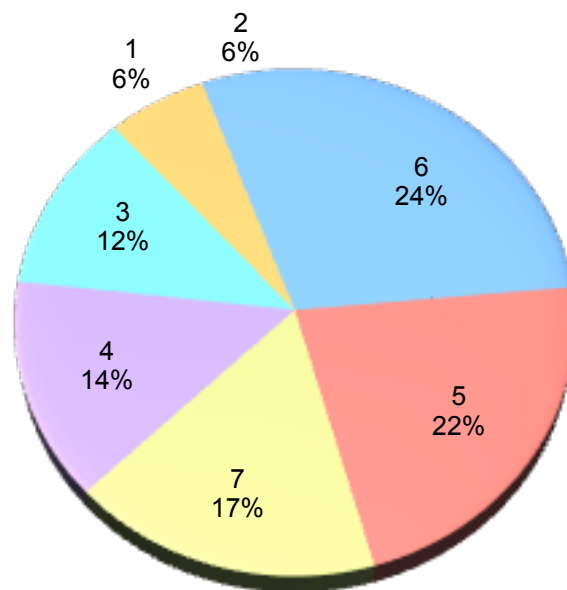
	5	6	4	7	3	1	2	Overall	AVERAGE
<i>Responses:</i>	62 22%	58 21%	56 20%	39 14%	33 12%	18 6%	14 5%	280	4.64
City Services	80	81	84	83	81	77	81	81	
Communication	55	54	57	56	62	46	47	55	
Employees	66	71	73	68	66	66	70	69	
Infrastructure	55	55	55	54	61	53	58	56	
Public Safety	73	75	75	74	79	74	82	75	
Taxes	48	49	53	50	53	52	49	51	
Satisfaction	61	63	67	63	65	56	59	63	
Participate	64	67	72	71	73	72	73	69	
Trust	39	45	42	46	47	41	37	43	





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction
Improving pedestrian safety
February 07, 2013 - May 27, 2013
N: 285**

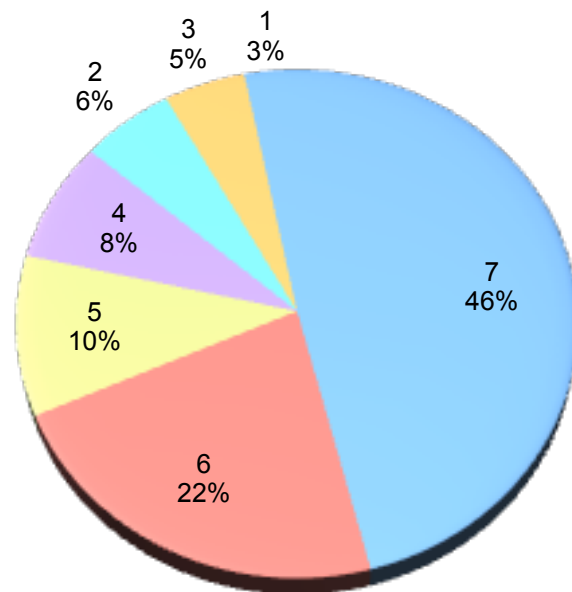
	6	5	4	3	2	1	Overall	AVERAGE
<i>Responses:</i>	67 24%	63 22%	49 17%	40 14%	33 12%	17 6%	285	4.8
City Services	79	78	83	81	84	91	81	
Communication	58	56	53	47	51	62	55	
Employees	71	66	71	66	62	73	69	
Infrastructure	57	55	59	49	55	55	56	
Public Safety	77	71	77	69	73	85	75	
Taxes	53	47	52	38	46	62	51	
Satisfaction	66	61	66	51	61	66	70	63
Participate	67	67	68	65	72	80	69	
Trust	45	37	43	35	41	55	43	





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction
Improving affordable housing
February 07, 2013 - May 27, 2013
N: 285**

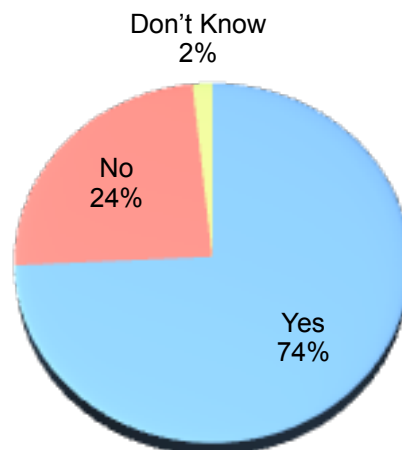
	7	6	5	4	2	3	1	Overall	AVERAGE
<i>Responses:</i>	131 46%	64 22%	29 10%	22 8%	16 6%	14 5%	9 3%	285	5.67
City Services	79	82	86	81	86	83	79	81	
Communication	54	53	56	56	51	60	67	55	
Employees	67	66	69	72	68	75	72	69	
Infrastructure	55	56	53	55	59	58	57	56	
Public Safety	73	73	76	79	79	79	78	75	
Taxes	46	45	55	57	62	66	70	51	
Satisfaction	62	58	60	69	67	70	68	63	
Participate	67	65	71	78	76	74	76	69	
Trust	39	33	47	51	57	63	60	43	





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction
Are you a resident of Ward 2?
February 07, 2013 - May 27, 2013
N: 303**

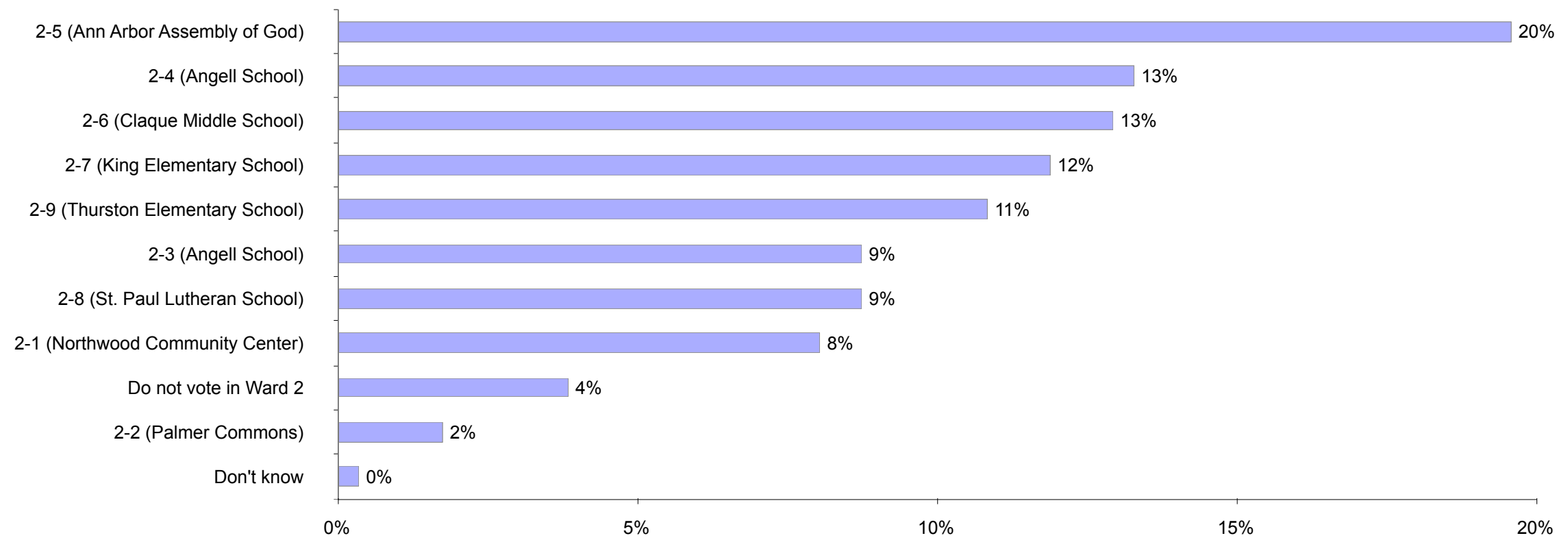
	Yes	No	Don't Know	Overall
<i>Responses:</i>	225 74%	73 24%	5 2%	303
City Services	82	80	90	81
Communication	56	54	42	55
Employees	69	67	81	69
Infrastructure	57	52	44	56
Public Safety	76	71	75	75
Taxes	50	53	42	51
Satisfaction	64	57	63	63
Participate	69	69	57	69
Trust	44	40	33	43





**Average Satisfaction Scores by
Ward 2 Citizen Satisfaction
What is your voting precinct?
February 07, 2013 - May 27, 2013
N: 286**

	2-5 (Ann Arbor Assembly of God)	2-4 (Angell School)	2-6 (Claque Middle School)	2-7 (King Elementary School)	2-9 (Thurston Elementary School)	2-3 (Angell School)	2-8 (St. Paul Lutheran School)	2-1 (Northwood Community Center)	Do not vote in Ward 2	2-2 (Palmer Commons)	Don't know	Overall
<i>Responses:</i>	56 20%	38 13%	37 13%	34 12%	31 11%	25 9%	25 9%	23 8%	11 4%	5 2%	1 0%	286
City Services	78	86	82	78	84	84	83	75	92	81	95	81
Communication	57	59	57	39	58	52	58	55	67	43	53	55
Employees	68	69	67	66	69	71	66	65	88	78	48	69
Infrastructure	52	62	57	51	58	54	58	50	60	59	84	56
Public Safety	74	77	77	69	75	72	74	75	90	73	90	75
Taxes	48	52	54	39	54	41	51	52	70	69	56	51
Satisfaction	63	63	66	51	64	63	64	59	76	71	67	63
Participate	69	73	69	63	64	74	65	67	87	67	79	69
Trust	42	46	44	30	44	39	44	41	63	50	56	43



Are you a resident of Ward 2?											
	1	2	3								
	Yes	No	Don't Know								
	225	73	5								
	74.26%	24.09%	1.65%								
Do you live in Ann Arbor?											
	1	2	3								
	Yes	No	Don't Know								
	67	6	0								
	91.78%	8.22%	0.00%								
Do you own a business or work in Ward 2?											
	2	1	3								
	No	Yes	Don't Know								
	66	6	1								
	90.41%	8.22%	1.37%								
Are you a registered voter?											
	1	3	2								
	Yes	Don't Know	No								
	286	9	8								
	94.39%	2.97%	2.64%								
What is your voting precinct?											
	5	4	6	7	9	3	8	1	11	2	10
	2-5 (Ann Arbor Assem	Angell Schaque	Middle S	Elementaryton	Elementa	(Angell Sch'aul	Lutheranood	Commuot	vote in W	almer Comr	Don't know
	56	38	37	34	31	25	25	23	11	5	1
	19.58%	13.29%	12.94%	11.89%	10.84%	8.74%	8.74%	8.04%	3.85%	1.75%	0.35%
Are you a full-time student?											
	2	1									
	No	Yes									
	300	3									
	99.01%	0.99%									
Where are you enrolled as a full-time student?											
	1	6	2	3	4	5					
	U of M	Other	EMU	Concordia	Clearly	Cooley					
	2	1	0	0	0	0					
	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%					
Have you used the bus system provided by the Ann Arbor Transportation Authority (AATA) in the last 12 months?											
	2	1									
	No	Yes									
	202	98									
	67.33%	32.67%									
Thinking about your experiences in the past 12 months, please indicate your level of agreement with the following statements about the AATA bus system in the City of Ann Arbor											
	1	3	4	5	6	7	8	9	10	11	9999
	1 = Strongly disa	2	3	4	5	6	7	8	9	ongly agree =	Don't know
	1	4	5	4	7	8	9	29	18	12	1
	1.02%	4.08%	5.10%	4.08%	7.14%	8.16%	9.18%	29.59%	18.37%	12.24%	1.02%
The AATA schedule meets my transportation needs.											
	1	2	3	4	5	6	7	8	9	10	9999
	1 = Strongly disa	2	3	4	5	6	7	8	9	ongly agree =	Don't know
	1	4	6	13	6	8	16	16	11	15	2
	1.02%	4.08%	6.12%	13.27%	6.12%	8.16%	16.33%	16.33%	11.22%	15.31%	2.04%
The AATA busses run on time.											
	1	2	3	4	5	6	7	8	9	10	9999
	1 = Strongly disa	2	3	4	5	6	7	8	9	ongly agree =	Don't know
	0	2	2	4	7	9	9	28	15	15	7
	0.00%	2.04%	2.04%	4.08%	7.14%	9.18%	9.18%	28.57%	15.31%	15.31%	7.14%
The AATA bus fare is affordable.											
	1	2	3	4	5	6	7	8	9	10	9999
	1 = Strongly disa	2	3	4	5	6	7	8	9	ongly agree =	Don't know
	0	0	0	2	3	3	14	22	19	32	3
	0.00%	0.00%	0.00%	2.04%	3.06%	3.06%	14.29%	22.45%	19.39%	32.65%	3.06%
The AATA bus is safe to ride any time of the day.											
	1	2	3	4	5	6	7	8	9	10	9999
	1 = Strongly disa	2	3	4	5	6	7	8	9	ongly agree =	Don't know
	0	1	2	3	3	1	8	18	17	24	21
	0.00%	1.02%	2.04%	3.06%	3.06%	1.02%	8.16%	18.37%	17.35%	24.49%	21.43%
In the last 12 months have you had any interactions with the City of Ann Arbor Police Department?											
	2	1									
	No	Yes									
	209	90									
	69.90%	30.10%									
Thinking about your experiences in the past 12 months, please indicate your level of agreement with the following statements about the City of Ann Arbor Police Department:Th											
	1	3	4	5	6	7	8	9	10	11	9999
	1 = Strongly disa	2	3	4	5	6	7	8	9	ongly agree =	Don't know
	5	2	0	1	4	4	2	10	16	23	23
	5.56%	2.22%	0.00%	1.11%	4.44%	4.44%	2.22%	11.11%	17.78%	25.56%	25.56%
The Ann Arbor Police are dependable in enforcing safety.											
	1	2	3	4	5	6	7	8	9	10	9999
	1 = Strongly disa	2	3	4	5	6	7	8	9	ongly agree =	Don't know
	4	3	2	1	3	6	7	18	17	21	8
	4.44%	3.33%	2.22%	1.11%	3.33%	6.67%	7.78%	20.00%	18.89%	23.33%	8.89%
In the last 12 months have you had any interactions with the City of Ann Arbor Fire Department?											
	2	1									
	No	Yes									
	266	29									
	90.17%	9.83%									
Thinking about your experiences in the past 12 months, please indicate your level of agreement with the following statements about the City of Ann Arbor Fire Department:Th											
	1	3	4	5	6	7	8	9	10	11	9999
	1 = Strongly disa	2	3	4	5	6	7	8	9	ongly agree =	Don't know
	3	0	0	0	1	1	1	6	3	12	2
	10.34%	0.00%	0.00%	0.00%	3.45%	3.45%	3.45%	20.69%	10.34%	41.38%	6.90%
The Ann Arbor Fire Department is effective in handling medical emergencies.											
	1	2	3	4	5	6	7	8	9	10	9999
	1 = Strongly disa	2	3	4	5	6	7	8	9	ongly agree =	Don't know
	0	0	0	0	1	1	1	5	2	10	9
	0.00%	0.00%	0.00%	0.00%	3.45%	3.45%	3.45%	17.24%	6.90%	34.48%	31.03%
The Ann Arbor Fire Department is effective in fighting fires.											
	1	2	3	4	5	6	7	8	9	10	9999
	1 = Strongly disa	2	3	4	5	6	7	8	9	ongly agree =	Don't know
	1	0	0	1	1	0	2	3	4	9	8
	3.45%	0.00%	0.00%	3.45%	3.45%	0.00%	6.90%	10.34%	13.79%	31.03%	27.59%
Improving fiscal stability											
	1	4	3	5	6	7	2				
	1	4	3	5	6	7	2				
	93	65	62	24	21	14	2				
	33.10%	23.13%	22.06%	8.54%	7.47%	4.98%	0.71%				
Improving park services											
	5	6	4	7	3	1	2				
	5	6	4	7	3	1	2				
	62	58	56	39	33	18	14				
	22.14%	20.71%	20.00%	13.93%	11.79%	6.43%	5.00%				
Improving public safety											
	2	4	3	1	5	6	7				
	2	4	3	1	5	6	7				
	58	56	49	45	31	25	18				
	20.57%	19.86%	17.38%	15.96%	10.99%	8.87%	6.38%				
Improving economic development											
	4	5	3	2	6	1	7				
	4	5	3	2	6	1	7				
	55	51	43	42	36	31	23				
	19.57%	18.15%	15.30%	14.95%	12.81%	11.03%	8.19%				
Improving pedestrian safety											
	6	5	7	4	3	1	2				
	6	5	7	4	3	1	2				
	67	63	49	40	33	17	16				
	23.51%	22.11%	17.19%	14.04%	11.58%	5.96%	5.61%				
Improving public services such as road repairs, garbage pick-up, snow removal, water quality, etc.											
	2	1	3	4	5	6	7				
	2	1	3	4	5	6	7				
	83	80	44	30	24	15	14				
	28.62%	27.59%	15.17%	10.34%	8.28%	5.17%	4.83%				
Improving affordable housing											
	7	6	5	4	2	3	1				
	7	6	5	4	2	3	1				
	131	64	29	22	16	14	9				
	45.96%	22.46%	10.18%	7.72%	5.61%	4.91%	3.16%				