

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

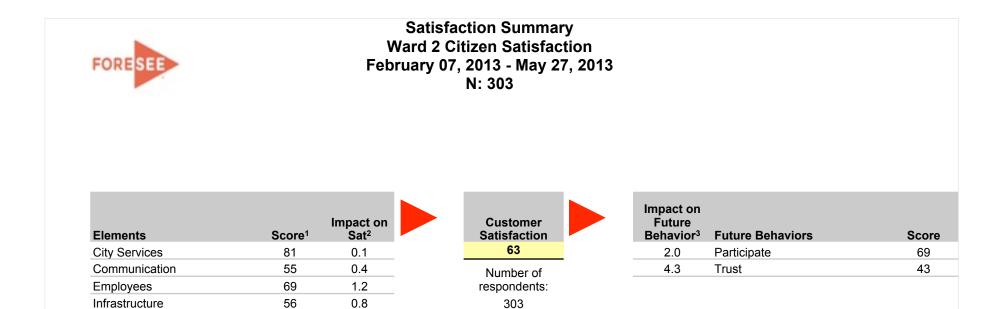
#### This report contains:

- 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

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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       7.1         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         Wenty-eight percent of the property taxes you pay go to fund city government. Thinking about the past 12 months, please indicate your level of greement with the following statements about the taxes you pay to 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         Tatisfaction       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       7.0			
Public Safety751.5Thinking 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.7.1The Ann Arbor Fire Department is highly responsive to fire and other public safety emergencies when summoned.8.0The City of Ann Arbor is a safe place to live.8.0Taxes511.3Wenty-eight percent of the property taxes you pay go to fund city government. Thinking about the past 12 months, please indicate your level of greement 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.5.7The taxes paid to the City of Ann Arbor by citizens are reasonable given the service benefits received.5.4Satisfaction63Thinking 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 satisfaction7.0			
hinking about your experiences in the past 12 months, please indicate your perception of public safety in the City of Ann Arbor: The Ann Arbor       7.1         he Ann Arbor Fire Department is highly responsive to fire and other public safety emergencies when summoned.       8.0         he City of Ann Arbor is a safe place to live.       8.0 <b>axes 51 1.3</b> Wenty-eight percent of the property taxes you pay go to fund city government. Thinking about the past 12 months, please indicate your level of greement 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 he City of Ann Arbor is worth the taxes paid.       5.7         he 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       7.0			1.5
he City of Ann Arbor is a safe place to live.       8.0         Faxes       51       1.3         wenty-eight percent of the property taxes you pay go to fund city government. Thinking about the past 12 months, please indicate your level of greement 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         Gatisfaction       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       7.0	ninking about your experiences in the past 12 months, please indicate your perception of public safety in the City of Ann Arbor: The Ann Arbor		
he City of Ann Arbor is a safe place to live.       8.0         Faxes       51       1.3         wenty-eight percent of the property taxes you pay go to fund city government. Thinking about the past 12 months, please indicate your level of greement 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         Gatisfaction       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       7.0	ne Ann Arbor Fire Department is highly responsive to fire and other public safety emergencies when summoned.	8.0	
Taxes511.3In the property taxes you pay go to fund city government. Thinking about the past 12 months, please indicate your level of greement 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.5.7The taxes paid to the City of Ann Arbor by citizens are reasonable given the service benefits received.5.4Statisfaction63Thinking 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 satisfaction7.0			
In the generative 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       5.7         5.7       5.7	• •		1.3
Gatisfaction         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         7.0	greement 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	5.7	
Gatisfaction         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         7.0	ne taxes paid to the City of Ann Arbor by citizens are reasonable given the service benefits received.	5.4	
hinking 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 7.0			
/ith 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		6.6	
low close did the experiences you had with the City of Ann Arbor compare to your ideal experience? 6.3			
Participate 69 2.0			2.0
low 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?			
rust 43 4.3			4.3
can count on the City of Ann Arbor to act in my best interests. 5.0			
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.			



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

Public Safety

Taxes

75

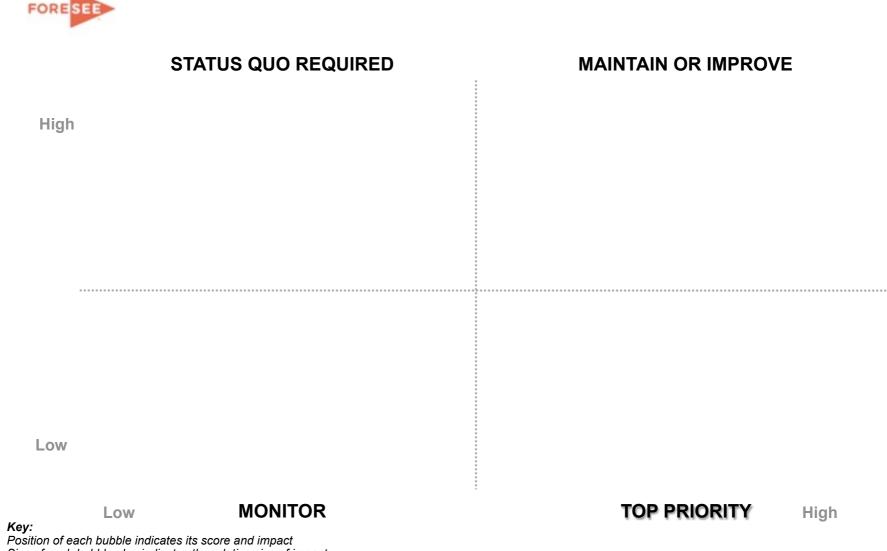
51

1.5

1.3

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

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



Position of each bubble indicates its score and impact Size of each bubble also indicates the relative size of impact

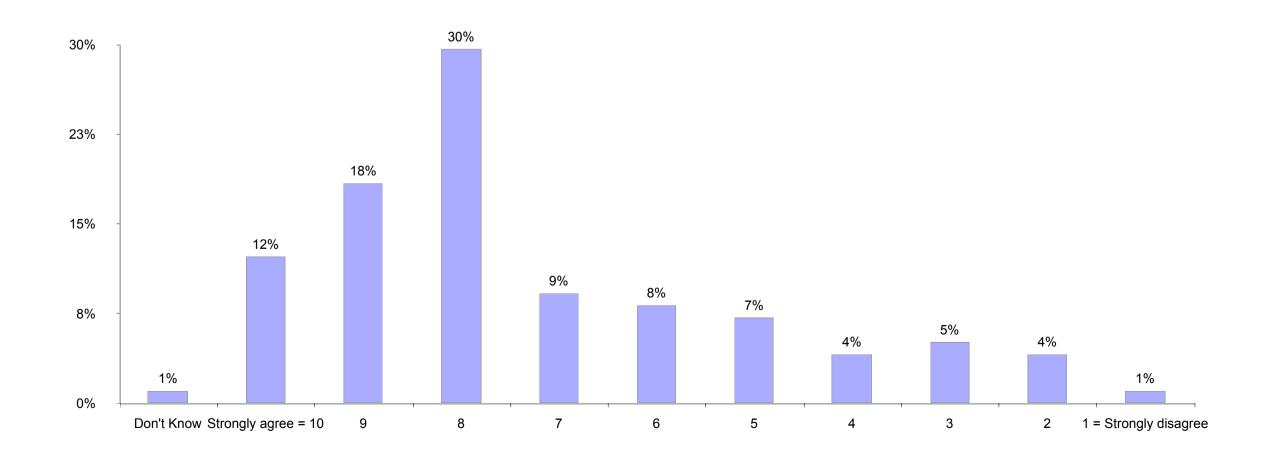
#### Average Satisfaction Scores by Ward 2 Citizen Satisfaction FORE You used the bus system provided by the Ann Arbor nsportation Authority (AATA) in the last 12 months? February 07, 2013 - May 27, 2013 N: 300

	No	Yes	Overall
Responses:	202	98	300
	67%	33%	
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 FORE SEED bout 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

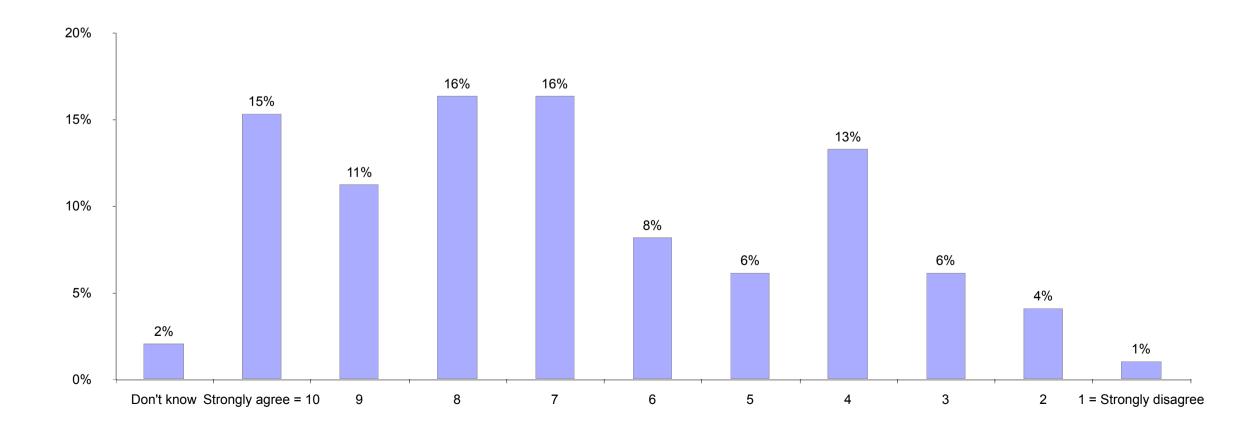
	1	= Strongly									Strongly agree			
		disagree	2	3	4	5	6	7	8	9	= 10	Don't Know	Overall	AVERA
Re	esponses:	1	4	5	4	7	8	9	29	18	12	1	98	7.2
		1%	4%	5%	4%	7%	8%	9%	30%	18%	12%	1%		
City Services		88	71	73	73	74	78	80	84	82	95	81	81	
Communication		89	38	39	55	40	48	58	60	63	76	38	55	
Employees		100	82	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

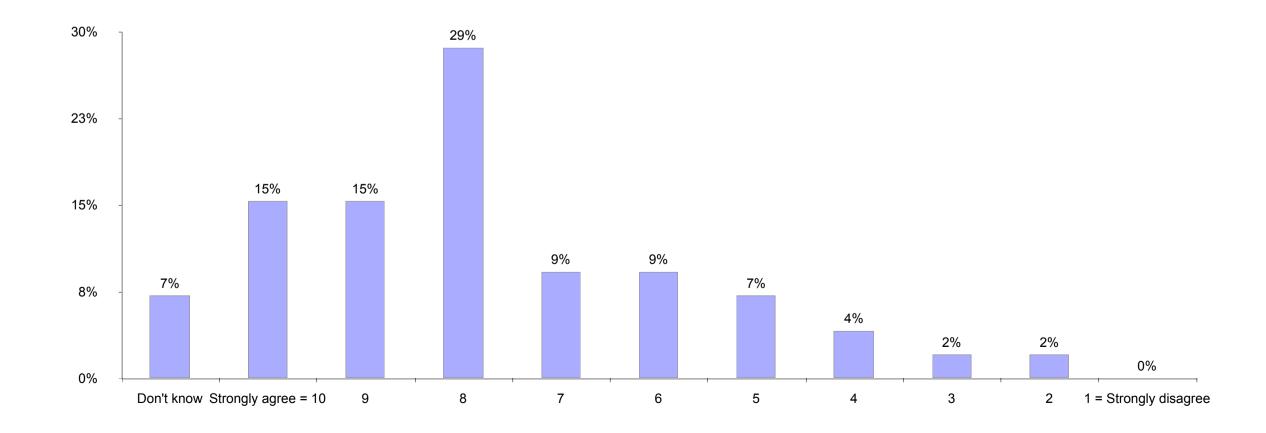
	1	= Strongly									Strongly agree	9		
		disagree	2	3	4	5	6	7	8	9	= 10	Don't know	Overall	AVERAGE
R	esponses:	1	4	6	13	6	8	16	16	11	15	2	98	6.7
		1%	4%	6%	13%	6%	8%	16%	16%	11%	15%	2%		
City Services		100	69	76	79	78	79	81	81	84	92	74	81	
Communication		60	35	53	49	47	61	55	59	63	74	48	55	
Employees		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

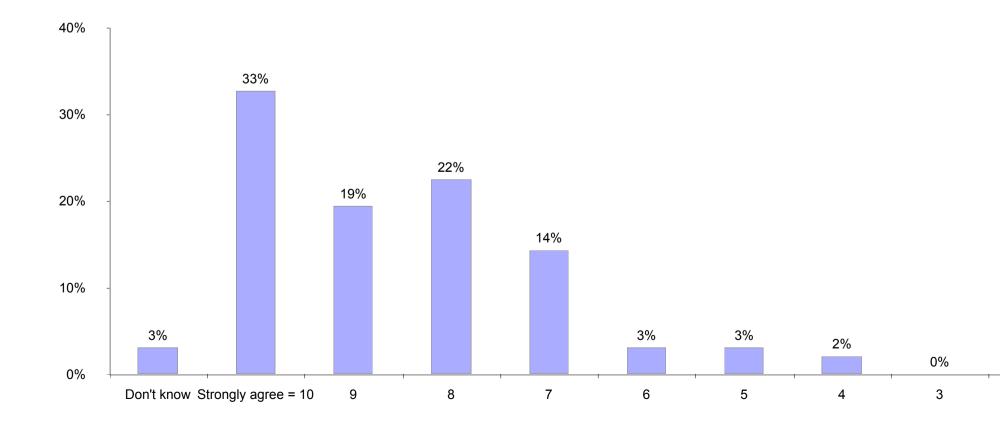
		1 = Strongly Strongly agree												
		disagree	2	3	4	5	6	7	8	9	= 10	Don't know	Overall	AVERAGE
	Responses:	0	2	2	4	7	9	9	28	15	15	7	98	7.5
		0%	2%	2%	4%	7%	9%	9%	29%	15%	15%	7%		
City Services			92	81	70	75	76	82	77	89	92	82	81	
Communication			67	40	41	36	55	55	54	63	77	60	55	
Employees			84	45	53	63	74	68	72	78	85	67	69	
nfrastructure			53	37	53	32	57	61	51	64	71	63	56	
Public Safety			91	64	57	69	78	57	69	80	90	81	75	
axes			36	25	35	44	69	57	51	63	81	57	51	
Satisfaction			80	43	35	58	67	59	60	74	84	68	63	
articipate			97	69	44	69	84	66	69	77	87	71	69	
rust			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									Strongly agree	e		
		disagree	2	3	4	5	6	7	8	9	= 10	Don't know	Overall	AVERAGE
	Responses:	0	0	0	2	3	3	14	22	19	32	3	98	8.5
		0%	0%	0%	2%	3%	3%	14%	22%	19%	33%	3%		
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	



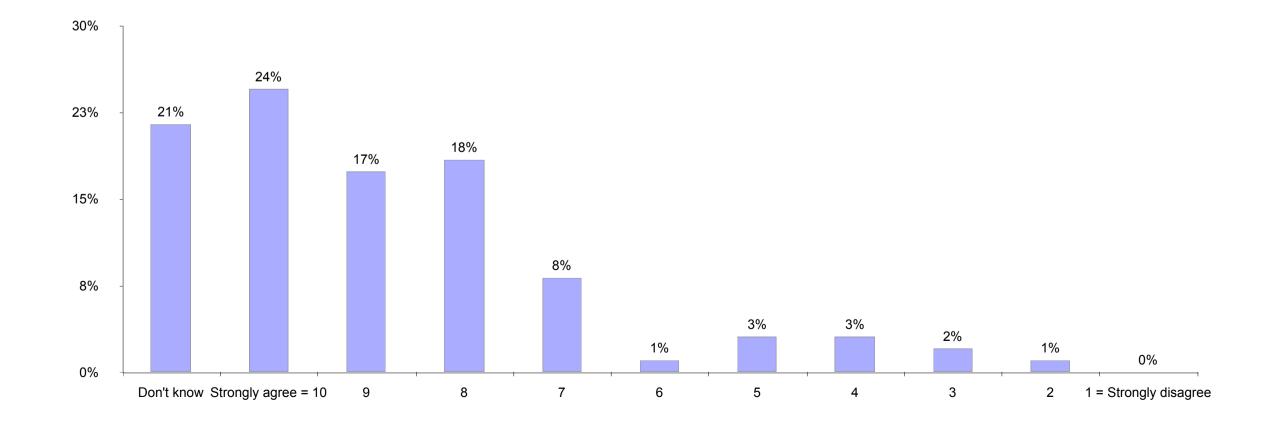
0%	0%

2 1 = Strongly disagree



# 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

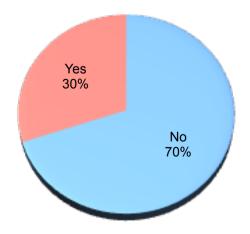
		1 = Strongly									Strongly agree	9		
		disagree	2	3	4	5	6	7	8	9	= 10	Don't know	Overall	AVERAGE
Re	esponses:	0	1	2	3	3	1	8	18	17	24	21	98	8.2
		0%	1%	2%	3%	3%	1%	8%	18%	17%	24%	21%		
City Services			84	64	77	78	89	70	79	86	92	77	81	
Communication			58	41	52	54	57	51	46	60	72	55	55	
Employees			63	61	58	68	78	68	73	75	85	63	69	
nfrastructure			61	67	36	40	38	41	50	59	66	61	56	
Public Safety			75	38	66	75	41	54	69	81	90	70	75	
Faxes			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	





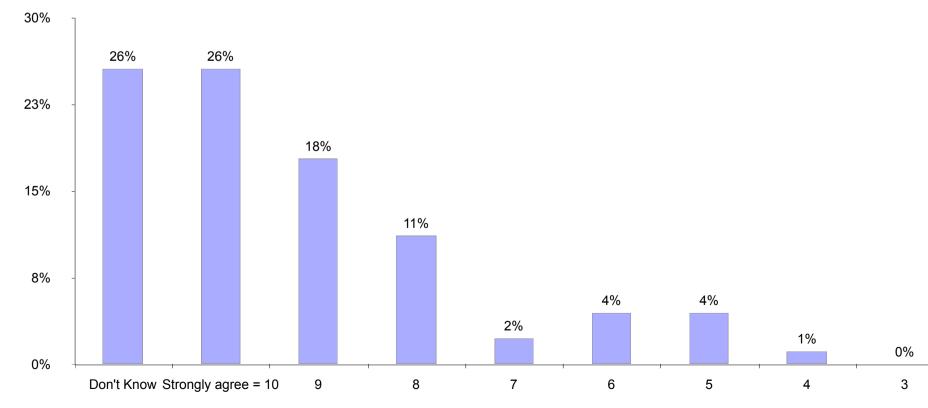
# Average Satisfaction Scores by Ward 2 Citizen Satisfaction FORE SEED t 12 months have you had any interactions with the City of Ann Arbor Police Department? February 07, 2013 - May 27, 2013 N: 299

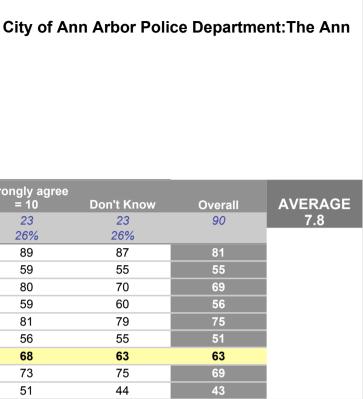
	No	Yes	Overall
Responses:	209	90	299
	70%	30%	
City Services	82	81	81
Communication	56	54	55
Employees	70	67	69
Infrastructure	56	55	56
Public Safety	75	75	75
Taxes	52	48	51
Satisfaction	64	61	63
Participate	69	68	69
Trust	44	40	43

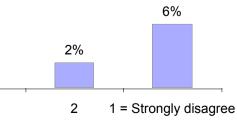


Average Satisfaction Scores by Ward 2 Citizen Satisfaction FORESET bout your experiences in the past 12 months, please indicate your level of agreement with the following statements about the City of Ann Arbor Police Department:The Ann Arbor Police arrive promptly when called. February 07, 2013 - May 27, 2013 N: 90

	1 = Strongly									Stro
	disagree	2	3	4	5	6	7	8	9	
Responses:	5	2	0	1	4	4	2	10	16	
	6%	2%	0%	1%	4%	4%	2%	11%	18%	
	48	68		85	71	52	83	82	83	
	16	30		27	48	33	70	56	66	
	16	43		78	59	44	72	68	70	
	28	28		70	49	49	39	54	62	
	47	66		53	72	62	48	76	76	
	7	28		44	25	43	28	44	57	
	14	48		67	56	53	50	65	64	
	40	54		62	57	52	59	61	75	
	4	13		19	20	20	24	39	46	
	Responses:	disagree           Responses:         5           6%         48           16         16           28         47           7         14           40         10	disagree         2           Responses:         5         2           6%         2%           48         68           16         30           16         43           28         28           47         66           7         28           14         48           40         54	disagree         2         3           Responses:         5         2         0           6%         2%         0%           48         68	disagree         2         3         4           Responses:         5         2         0         1           6%         2%         0%         1%           48         68         85           16         30         27           16         43         78           28         28         70           47         66         53           7         28         44           14         48         67           40         54         62	disagree2345Responses:52014 $6\%$ 2%0%1%4%486885711630274816437859282870494766537272844251448675640546257	disagree23456Responses:520144 $6\%$ $2\%$ $0\%$ $1\%$ $4\%$ $4\%$ 486885715216302748331643785944282870494947665372627284425434054625752	disagree234567Responses:52014426%2%0%1%4%4%2%48688571528316302748337016437859447228287049493947665372624872844254328144867565350405462575259	disagree2345678Responses:520144210 $6\%$ 2%0%1%4%4%2%11%486885715283821630274833705616437859447268282870494939544766537262487672844254328441448675653506540546257525961	disagree23456789Responses:520144210166%2%0%1%4%4%2%11%18%48688571528382831630274833705666163027483370566616437859447268702828704949395462476653726248767672844254328445714486756535065644054625752596175



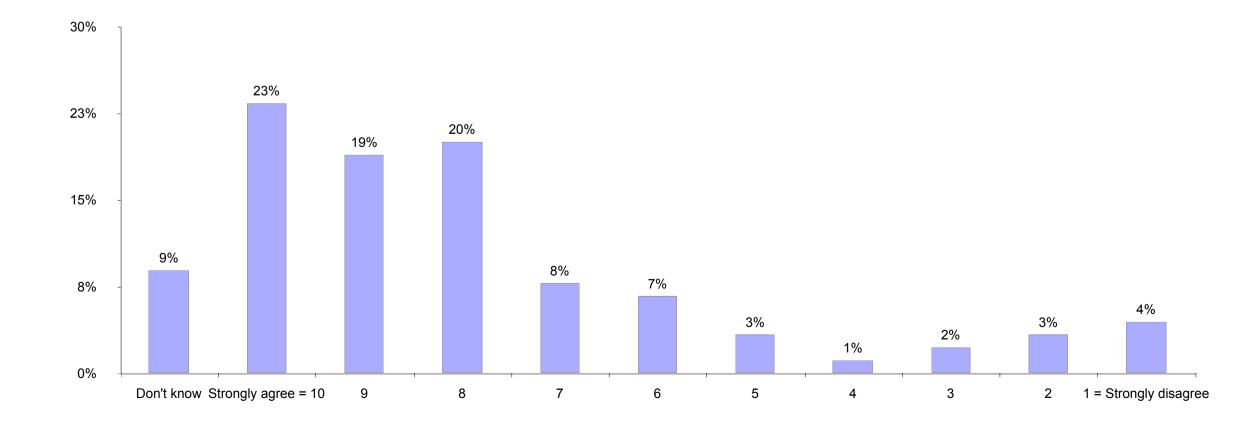






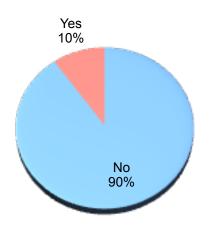
# Average Satisfaction Scores by Ward 2 Citizen Satisfaction The Ann Arbor Police are dependable in enforcing safety. February 07, 2013 - May 27, 2013 N: 90

	1	l = Strongly									Strongly agree	9		
		disagree	2	3	4	5	6	7	8	9	= 10	Don't know	Overall	AVERAGE
R	esponses:	4	3	2	1	3	6	7	18	17	21	8	90	7.6
		4%	3%	2%	1%	3%	7%	8%	20%	19%	23%	9%		
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	
nfrastructure		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	



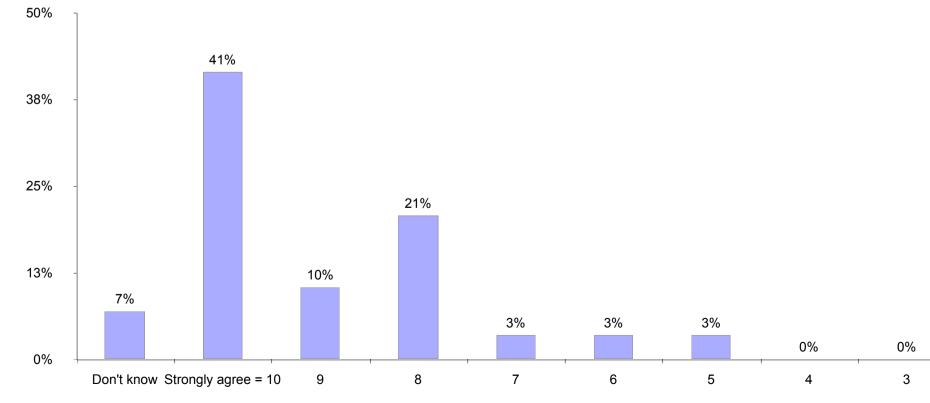
#### Average Satisfaction Scores by Ward 2 Citizen Satisfaction Foreset 12 months have you had any interactions with the City of Ann Arbor Fire Department? February 07, 2013 - May 27, 2013 N: 295

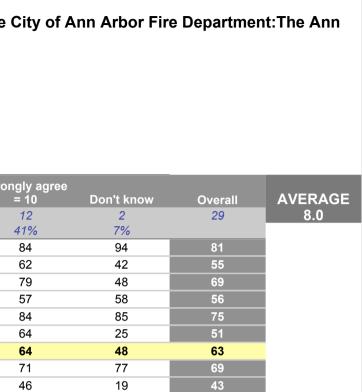
	No	Yes	Overall
Responses:	266	29	295
	90%	10%	
City Services	82	79	81
Communication	56	46	55
Employees	69	69	69
Infrastructure	57	48	56
Public Safety	75	69	75
Taxes	51	46	51
Satisfaction	64	55	63
Participate	70	64	69
Trust	44	31	43

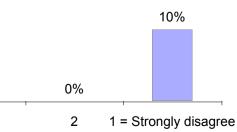


Average Satisfaction Scores by Ward 2 Citizen Satisfaction FORESEE about your experiences in the past 12 months, please indicate your level of agreement with the following statements about the City of Ann Arbor Fire Department:The Ann Arbor Fire Department arrives promptly when called. February 07, 2013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

		1 = Strongly									Stro
		disagree	2	3	4	5	6	7	8	9	
	Responses:	3	0	0	0	1	1	1	6	3	
		10%	0%	0%	0%	3%	3%	3%	21%	10%	
City Services		88				53	44	78	73	73	
Communication		25				49	46	8	42	32	
Employees		76				67	67	44	66	48	
Infrastructure		35				53	33	44	37	50	
Public Safety		54				62	66	58	56	49	
Taxes		35				6	61	22	38	30	
Satisfaction		48				59	59	34	49	47	
Participate		63				81	56	63	50	57	
Trust		6				22	44	11	23	25	



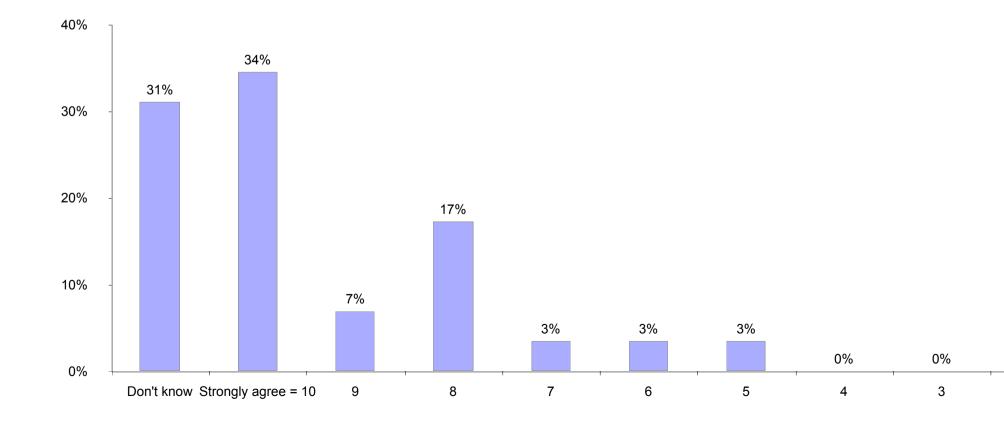






# Average Satisfaction Scores by Ward 2 Citizen Satisfaction The Ann Arbor Fire Department is effective in handling medical emergencies. February 07, 2013 - May 27, 2013 N: 29

		1 = Strongly									Strongly agree	9		
		disagree	2	3	4	5	6	7	8	9	= 10	Don't know	Overall	AVERAGE
	Responses:	0	0	0	0	1	1	1	5	2	10	9	29	8.8
		0%	0%	0%	0%	3%	3%	3%	17%	7%	34%	31%		
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	
nfrastructure						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	
rust						44	22	30	22	19	39	30	43	



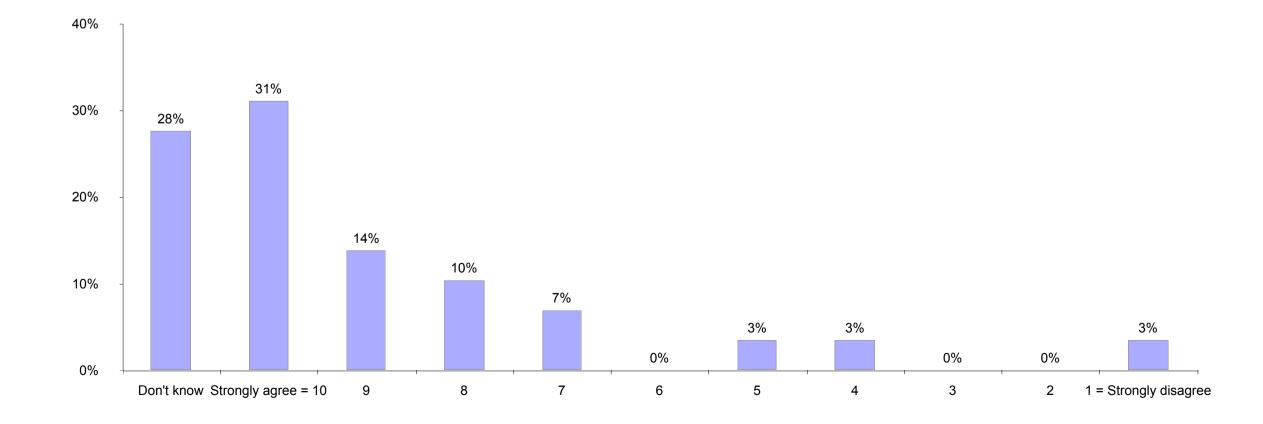
0% 0%

2 1 = Strongly disagree



# 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

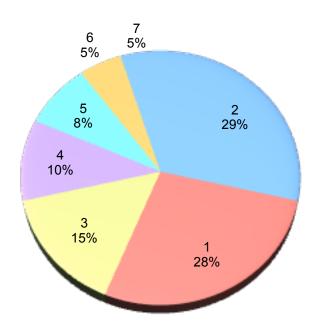
		1 = Strongly									Strongly agree	9		
		disagree	2	3	4	5	6	7	8	9	= 10	Don't know	Overall	AVERAGE
	Responses:	1	0	0	1	1	0	2	3	4	9	8	29	8.3
		3%	0%	0%	3%	3%	0%	7%	10%	14%	31%	28%		
City Services		53			95	91		58	82	78	79	83	81	
Communication		49			16	84		47	41	46	42	53	55	
Employees		67			69	67		63	73	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

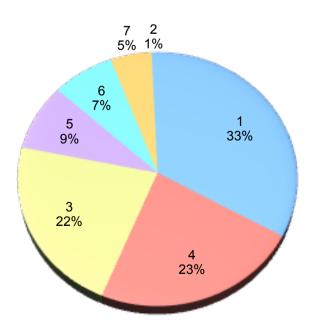
	2	1	3	4	5	6	7	Overall
Response	es: 83	80	44	30	24	15	14	290
	29%	28%	15%	10%	8%	5%	5%	
City Services	81	79	84	79	84	87	86	81
Communication	53	52	57	62	53	64	60	55
Employees	68	63	71	72	75	71	76	69
Infrastructure	52	51	57	60	61	68	62	56
Public Safety	74	73	77	71	79	76	81	75
Taxes	46	45	53	53	56	61	70	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

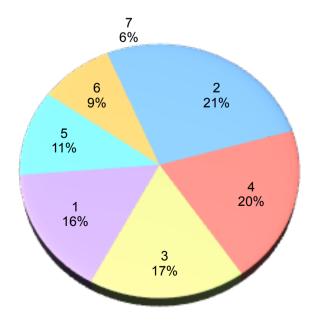
	1	4	3	5	6	7	2	Overall
Respo	nses: 93	65	62	24	21	14	2	281
	33%	23%	22%	9%	7%	5%	1%	
City Services	83	82	79	80	83	74	61	81
Communication	57	55	54	55	53	42	34	55
Employees	70	71	65	70	68	57	48	69
Infrastructure	57	53	56	55	55	50	33	56
Public Safety	78	71	74	70	80	62	69	75
Taxes	47	50	48	54	60	45	11	51
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

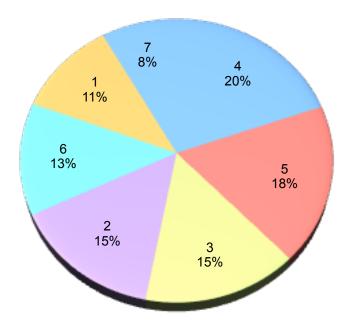
		2	4	3	1	5	6	7	Overall
Re	esponses:	58	56	49	45	31	25	18	282
		21%	20%	17%	16%	11%	9%	6%	
City Services		81	83	80	79	81	84	81	81
Communication		55	53	51	52	57	64	57	55
Employees		67	66	68	71	71	71	65	69
Infrastructure		53	55	54	54	56	62	55	56
Public Safety		70	81	74	61	81	83	78	75
Taxes		45	51	40	48	52	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

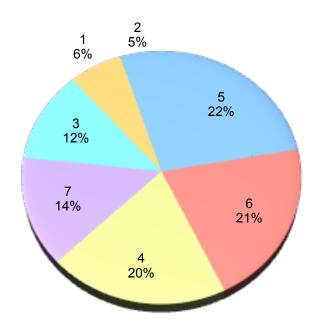
		4	5	3	2	6	1	7	Overall	AVER
Re	esponses:	55	51	43	42	36	31	23	281	3.9
		20%	18%	15%	15%	13%	11%	8%		
City Services		80	81	81	84	80	85	81	81	
Communication		57	52	53	62	45	62	57	55	
Employees		65	69	68	76	63	74	69	69	
Infrastructure		60	55	55	62	41	65	49	56	
Public Safety		75	72	78	79	69	81	73	75	
Taxes		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

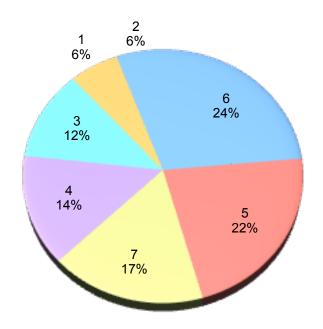
		5	6	4	7	3	1	2	Overall
Resp	oonses:	62	58	56	39	33	18	14	280
		22%	21%	20%	14%	12%	6%	5%	
City Services		80	81	84	83	81	77	81	81
Communication		55	54	57	56	62	46	47	55
Employees		66	71	73	68	66	66	70	69
Infrastructure		55	55	55	54	61	53	58	56
Public Safety		73	75	75	74	79	74	82	75
Taxes		48	49	53	50	53	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

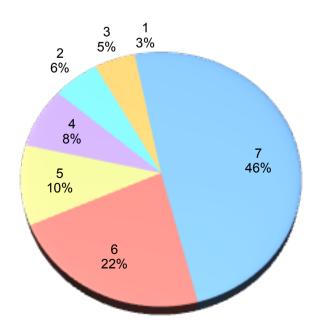
		6	5	7	4	3	1	2	Overall
Respo	onses:	67	63	49	40	33	17	16	285
		24%	22%	17%	14%	12%	6%	6%	
City Services		79	78	83	81	84	91	84	81
Communication		58	56	53	47	51	62	63	55
Employees		71	66	71	66	62	73	73	69
Infrastructure		57	55	59	49	55	55	54	56
Public Safety		77	71	77	69	73	85	80	75
Taxes		53	47	52	38	46	62	66	51
Satisfaction		66	61	66	51	61	66	70	63
Participate		67	67	68	65	72	80	78	69
Trust		45	37	43	35	41	55	56	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
Respo	onses: 13	1 64	29	22	16	14	9	285
	46	% 22%	5 10%	8%	6%	5%	3%	
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	5 56	53	55	59	58	57	56
Public Safety	73	73	76	79	79	79	78	75
Taxes	46	6 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

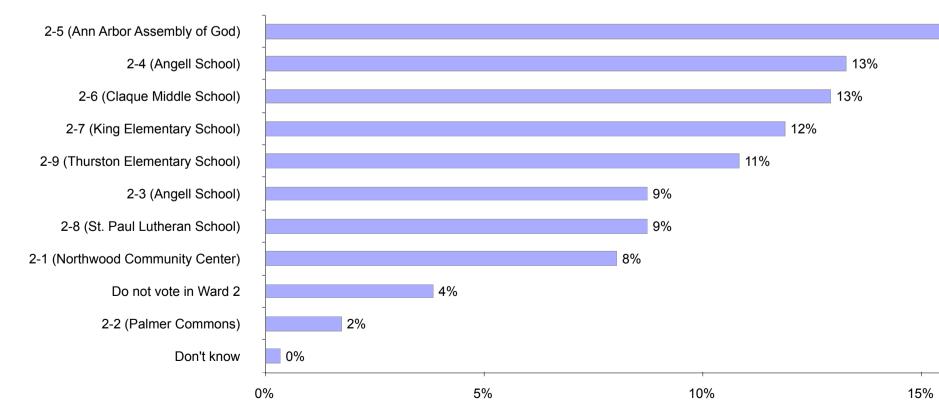
		Yes	No	Don't Know	Overall
R	esponses:	225	73	5	303
		74%	24%	2%	
City Services		82	80	90	81
Communication		56	54	42	55
Employees		69	67	81	69
Infrastructure		57	52	44	56
Public Safety		76	71	75	75
Taxes		50	53	42	51
Satisfaction		64	57	63	63
Participate		69	69	57	69
Trust		44	40	33	43



FORESEE

# 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			2-7 (King	2-9 (Thurston		2-8 (St. Paul	2-1 (Northwood				
		Assembly of	2-4 (Angell	2-6 (Claque	Elementary	Elementary	2-3 (Angell	Lutheran	Community	Do not vote in	2-2 (Palmer		
		God)	School)	Middle School)	School)	School)	School)	School)	Center)	Ward 2	Commons)	Don't know	Overall
	Responses:	56	38	37	34	31	25	25	23	11	5	1	286
		20%	13%	13%	12%	11%	9%	9%	8%	4%	2%	0%	
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



20%

re you a resident of Ward 2?			3								
	1 Yes	2 No	Don't Know								
	225 74.26%	73 24.09%	5 1.65%								
o you live in Ann Arbor?	1	2	3								
	Yes 67	No 6	Don't Know								
	91.78%	8.22%	0.00%								
o you own a business or work in	Ward 2? 2 No	1 Yes	3 Don't Know								
	66 90.41%	6 8.22%	1 1.37%								
re you a registered voter?											
	1 Yes	3 Don't Know									
	286 94.39%	9 2.97%	8 2.64%								
/hat is your voting precinct?	5	4	6	7	9	3	8	1	11	2	10
2-5 (Ann	Arbor Assemb	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%
re you a full-time student?	2 No	1 Yes									
	300 99.01%	3 0.99%									
/here are you enrolled as a full-tir	me student?										
	1 U of M 2	6 Other 1	2 EMU 0	3 Concordia 0	4 Clearly 0	5 Cooley 0					
	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%					
ave you used the bus system pro	ovided by the A	Ann Arbor Tr 1	ansportation /	Authority (A	ATA) in the la	st 12 months	?				
	No 202 67.33%	Yes 98 32.67%									
hinking about an					<b>APA</b>	h tha fall	10 04-1	e aharri "	ATA -	tom 1- 11	tu of *
hinking about your experiences 1 =	in the past 12 1 Strongly disa	3	ase indicate yo 4 3	our level of a 5 4	<mark>greement wit</mark> 6 5	h the followiı 7 6	ng statement 8 7	s about the A 9 8	10	tem in the Ci 11 ongly agree =	9999
	1 1.02%	4 4.08%	5 5.10%	4 4 4.08%	5 7 7.14%	8 8.16%	9 9.18%	8 29 29.59%	9 18 18.37%	12 12.24%	1 1.02%
he AATA schedule meets my trar	nsportation ne										
1 =	1 Strongly disa 1	2 2 4	3 3 6	4 4 13	5 5 6	6 6 8	7 7 16	8 8 16	9 9 11	10 ongly agree = 15	9999 Don't know 2
	1 1.02%	4 4.08%	6 6.12%	13 13.27%	6 6.12%	8 8.16%	16.33%	16 16.33%	11 11.22%	15 15.31%	2 2.04%
he AATA busses run on time.	1	2	3	4	5	6	7	8	9	10	9999
1 =	Strongly disa 0 0.00%	2 2 2.04%	3 2 2.04%	4 4 4.08%	5 7 7.14%	6 9 9.18%	7 9 9.18%	8 28 28.57%	9 15 15.31%	ongly agree = 15 15.31%	Don't know 7 7.14%
	0.00%	2.04%	2.04%	4.08%	7.14%	9.18%	9.18%	28.57%	15.31%	15.31%	7.14%
he AATA bus fare is affordable.	1 Strongly disa	2	3 3	4	5 5	6	7 7	8 8	9	10 ongly agree =	9999
	0 0.00%	0 0.00%	0	2 2.04%	3 3.06%	3 3.06%	14 14.29%	22 22.45%	19 19.39%	32 32.65%	3 3.06%
he AATA bus is safe to ride any t	ime of the day	' <b>-</b>				6	7	8	9	10	9999
	1 Strongly disa	2 2	3 3	4	5 5	6	7	8	9	ongly agree =	
	1	2					7 8 8.16%	8 18 18.37%		ongly agree = 24 24.49%	Don't know 21 21.43%
	1 Strongly disa 0 0.00% d any interaction	2 2 1 1.02%	3 2 2.04%	4 3 3.06%	5 3 3.06%	6 1	8	18	9 17	24	21
1 =	1 Strongly disa 0 0.00% d any interaction 2 No 209	2 2 1 1.02% ons with the 1 Yes 90	3 2 2.04%	4 3 3.06%	5 3 3.06%	6 1	8	18	9 17	24	21
1 = n the last 12 months have you had	1 Strongly disa 0 0.00% d any interaction 2 No 209 69.90%	2 1 1.02% ons with the 1 Yes 90 30.10%	3 2 2.04% City of Ann A	4 3 3.06%	5 3 3.06% Department?	6 1 1.02%	88.16%	18 18.37%	9 17 17.35%	24 24.49%	21 21.43%
1 = a the last 12 months have you had	1 Strongly disa 0 0.00% d any interaction 2 No 209 69.90% in the past 12	2 1 1.02% ons with the 1 Yes 90 30.10% months, plea	3 2.04% City of Ann An ase indicate yo	4 3 3.06% rbor Police E	5 3.06% Department? greement wit	6 1 1.02% h the followin	8 8.16%	18 18.37% s about the C 9	9 17 17.35%	24 24.49% bor Police Do 11	21 21.43% epartment:T 9999
1 = a the last 12 months have you had	1 Strongly disa 0 0.00% d any interaction 2 No 209 69.90%	2 1 1.02% ons with the 1 Yes 90 30.10% months, plea	3 2.04% City of Ann An ase indicate yo	4 3 3.06% rbor Police E	5 3.06% Department? greement wit	6 1 1.02% h the followin	8 8.16%	18 18.37% s about the C 9	9 17 17.35%	24 24.49%	21 21.43% epartment:T 9999
1 = the last 12 months have you had hinking about your experiences 1 =	1 Strongly disa 0 0.00% d any interaction 2 No 209 69.90% in the past 12 1 Strongly disa 5 5.56%	2 1 1.02% ons with the 1 Yes 90 30.10% months, plea 3 2 2.22%	3 2 2.04% City of Ann An ase indicate yo 4 3 0	4 3 3.06% rbor Police E	5 3.06% Department? greement wit 6 5 4	6 1 1.02% h the followin 7 6 4	8 8.16%	18 18.37% s about the C 9 8 10	9 17 17.35% Sity of Ann An 10 9 16	24 24.49% bor Police De 11 ongly agree = 23	21 21.43% epartment:T 9999 Don't Know 23
1 = the last 12 months have you had ninking about your experiences 1 =	1 Strongly disa 0 0.00% d any interaction 2 No 209 69.90% in the past 12 1 Strongly disa 5 5.56% able in enforcin 1 Strongly disa	2 1 1.02% ons with the 1 Yes 90 30.10% months, plea 3 2 2.22% ng safety. 2	3 2 2.04% City of Ann An ase indicate yo 4 3 0 0.00%	4 3 3.06% rbor Police D 5 4 1 1.11%	5 3 3.06% Department? greement wit 6 5 4 4.44%	6 1 1.02% h the followin 7 6 4 4.44% 6 6	8 8.16% ng statement: 8 7 2 2.22% 7 7	18 18.37% s about the C 9 8 10 11.11% 8 8	9 17 17.35% Sity of Ann An 10 9 16 17.78%	24 24.49% bor Police Do 11 ongly agree = 23 25.56% 10 ongly agree =	21 21.43% epartment:T 9999 Don't Knov 23 25.56% 9999 Don't knov
1 = h the last 12 months have you had hinking about your experiences 1 = he Ann Arbor Police are dependa	1 Strongly disa 0 0.00% d any interaction 2 No 209 69.90% in the past 12 1 Strongly disa 5 5.56% able in enforcing	2 1 1.02% ons with the 1 Yes 90 30.10% months, plea 3 2 2.22%	3 2.04% City of Ann An ase indicate yo 4 3 0.00%	4 3 3.06% rbor Police D bur level of a 5 4 1 1.11%	5 3.06% Department? greement wit 6 5 4 4.44%	6 1 1.02% h the followin 7 6 4 4.44%	8 8.16% ng statement 8 7 2 2.22%	18 18.37% s about the C 9 8 10 11.11%	9 17 17.35% Sity of Ann An 10 9 16 17.78%	24 24.49% bor Police Do 11 ongly agree = 23 25.56%	21 21.43% epartment:T 9999 Don't Knov 23 25.56% 9999
1 = the last 12 months have you had hinking about your experiences 1 = he Ann Arbor Police are dependa 1 =	1 Strongly disa 0 0.00% d any interaction 2 No 209 69.90% in the past 12 1 Strongly disa 5 5.56% able in enforcint 1 Strongly disa 4 4.44%	2 1 1.02% ons with the 1 Yes 90 30.10% months, plea 3 2 2.22% ng safety. 2 3 3.33%	3 2.04% City of Ann An ase indicate yo 4 3 0 0.00%	4 3 3.06% rbor Police E 5 4 1 1.11% 4 4 1 1.11%	5 3.06% Department? 0 greement wit 6 5 4 4.44% 5 5 3 3.33%	6 1 1.02% h the followin 7 6 4 4.44% 6 6 6	8 8.16% ng statements 8 7 2 2.22% 7 7 7 7	18 18.37% s about the C 9 8 10 11.11% 8 8 8 18	9 17 17.35% ity of Ann Ar 10 9 16 17.78% 9 9 9	24 24.49% *bor Police De 11 ongly agree = 23 25.56% 10 ongly agree = 21	21 21.43% epartment:T 9999 Don't Knov 23 25.56% 9999 Don't knov 8
1 = h the last 12 months have you had hinking about your experiences 1 = he Ann Arbor Police are dependa	1 Strongly disa 0 0.00% d any interaction 2 No 209 69.90% in the past 12 1 Strongly disa 5 5.56% able in enforcin 1 Strongly disa 4 4.44% d any interaction 2 No 2 No 2 1 Strongly disa 4 4 4.44% 2 No 2 No 2 1 Strongly disa 4 2 No 2 1 Strongly disa 4 2 No 2 1 Strongly disa 2 1 Strongly disa 4 2 No 2 1 Strongly disa 4 2 No 2 1 Strongly disa 2 1 Strongly disa 4 2 No 2 1 Strongly disa 4 2 No 2 1 Strongly disa 2 1 Strongly disa 2 1 Strongly disa 4 2 No 2 1 Strongly disa 4 2 No 2 Strongly disa 4 2 No 2 Strongly disa 4 2 No 2 No 2 Strongly disa 2 No 2 No 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 No 2 Strongly disa 2 Strongly disa 2 Strongly disa 2 Strongly disa 2 No 2 Strongly disa 2 Strongly disa 3 Strongly disa 2 No 2 Strongly disa 3 Strongly disa Strongly disa Strongly dis Strongly dis St	2 1 1.02% ons with the 1 Yes 90 30.10% months, plea 3 2 2.22% ng safety. 2 3.33% ons with the 1 Yes 29	3 2.04% City of Ann An ase indicate yo 4 3 0 0.00%	4 3 3.06% rbor Police E 5 4 1 1.11% 4 4 1 1.11%	5 3.06% Department? 0 greement wit 6 5 4 4.44% 5 5 3 3.33%	6 1 1.02% h the followin 7 6 4 4.44% 6 6 6	8 8.16% ng statements 8 7 2 2.22% 7 7 7 7	18 18.37% s about the C 9 8 10 11.11% 8 8 8 18	9 17 17.35% ity of Ann Ar 10 9 16 17.78% 9 9 9	24 24.49% *bor Police De 11 ongly agree = 23 25.56% 10 ongly agree = 21	21 21.43% epartment:T 9999 Don't Knov 23 25.56% 9999 Don't knov 8
1 = n the last 12 months have you had hinking about your experiences 1 = he Ann Arbor Police are dependa 1 = n the last 12 months have you had	1 Strongly disa 0 0.00% d any interaction 2 No 209 69.90% in the past 12 1 Strongly disa 5 5.56% able in enforcing 1 Strongly disa 4 4.44% d any interaction 2 No 266 90.17%	2 1 1.02% ons with the 1 Yes 90 30.10% months, plea 3 2 2.22% ng safety. 2 3.33% ons with the 1 Yes 29 9.83%	3 2.04% City of Ann An ase indicate you 4 3 0 0.00% 3 3 2 2.22% City of Ann An	4 3 3.06% rbor Police E 5 4 1 1.11% 4 4 1 1.11% rbor Fire De	5 3.06% Department? greement wit 6 5 4 4.44% 5 5 3 3.33% partment?	6 1 1.02% h the followin 7 6 4 4.44% 6 6 6 6 6 6.67%	8 8.16%	18 18.37% s about the C 9 8 10 11.11% 8 8 8 8 18 20.00%	9 17 17.35%	24 24.49% bor Police Do 11 ongly agree = 23 25.56% 10 ongly agree = 21 23.33%	21 21.43% epartment:T 9999 Don't Knov 23 25.56% 9999 Don't knov 8 8.89%
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<pre>1 = 1 = 1 = 1 = 1 = 1 = 1 = 1 = 1 = 1 =</pre>	<pre> 1 Strongly disa 0 0.00% 1 No 209 69.90% 2 No 209 69.90% 69.90% 5 Strongly disa 5 5.56% 1 Strongly disa 5 S56% 2 No 266 90.17% 2 No 266 90.17% 4 A444% 4 4.44% 4 A55 10.34% 4 a a a a a a a a a a a a a a a a a a</pre>	2 2 1 1.02% ons with the 1 Yes 90 30.10% months, plea 3 2 2.22% ng safety. 2 2.22% ng safety. 2 2 2.22% o 0.00% months, plea 3 2 0 0.00% months, plea 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1	3       2         2.04%       3         City of Ann Ai       3         3       3         0       0.00%         3       3         2.22%       3         3       2         2.22%       3         3       2         2.22%       3         3       3         0       0.00%         3       3         0       0.00%         3       3         0       0.00%         3       3         0       0.00%         3       3         0       0.00%         3       3         0       0.00%         3       3         0       0.00%         3       3         0       0.00%         3       3         3       3         4       4         4       4         40       3         3       3         44       4         56       20.00%         3       3         44       3	4 3.06% rbor Police E bur level of a 5 4 1 1.11% a 4 4 4 1 1.11% rbor Fire De 5 4 0 0.00% es. 4 0 0.00% es. 4 4 0 0.00% es. 4 4 1 3.45% 5 5 5 24 8.54% 6 7 7 7 39 13.93% 1 1 1 4 4 4 1 3.45% 6 6 7 7 7 39 13.93% 1 1 1 1 1 1 1 1 1 1 1 1 1	5 3.06% 3.06% Department? 6 5 4 4.44% 5 5 3 3.33% partment? 6 5 5 1 3.45% 9 5 5 1 3.45% 6 6 6 5 1 3.45% 6 6 6 6 1 3.45% 6 5 5 1 3.45% 6 5 5 1 3.45% 6 5 5 1 3.45% 6 6 6 6 6 6 6 7 1 3.45% 7 7 4 7 4 7 4 7 4 7 4 7 4 7 4 7 4 7 4	6 1 1.02% 1 1.02% 6 4 4.44% 6 6 6 6 6 6 6 6 7 7 6 1 3.45% 6 6 6 6 6 1 3.45% 6 6 6 6 1 3.45% 6 6 6 1 3.45% 7 7 14 4.98% 6 6 6 6 1 3.45% 6 6 6 7 7 7 14 4.98% 6 6 6 6 7 7 7 14 4.98% 6 6 6 6 7 7 7 14 4.98% 6 6 6 6 7 7 7 14 4.98% 6 6 6 6 7 7 7 14 4.98% 6 6 6 6 7 7 7 14 4.98% 6 6 6 6 7 7 7 14 4.98% 6 6 6 6 7 7 7 14 4.98% 6 6 6 6 7 7 7 14 4.98% 6 6 6 6 7 7 7 14 1 1 1 1 1 1 1 1 1 1 1 1 1	8 8.16% 9 9 9 9 9 9 9 7 7 7 7 7 7 7 7 7 7 7 7	18 18.37% s about the C 9 8 10 11.11% 8 8 8 8 8 8 18 20.00% s about the C 9 8 6 20.00% s about the C 9 8 6 20.00% s about the C 9 8 10 11.11%	9 17 17.35% Sity of Ann Ar 10 9 16 17.78% 9 9 9 17 18.89% Sity of Ann Ar 10 9 9 9 17 18.89% 9 9 9 2 6.90% 9 9 9 9 9 9 9 17 18.89%	24 24.49% 24.49% 10 11 500 Police Do 11 500 Police Do 11 500 Stree = 23 25.56% 10 500 Fire Depa 21 23.33% 10 500 Fire Depa 11 500 Stree = 12 41.38% 10 500 Stree = 10 34.48% 10 500 Stree = 10 34.48%	21 21.43% 21.43% 21.43% 21.43% 2000 2000 2000 2000 2000 2000 2000 20