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The City of Novi, Michigan

Report of Results 2006



National Research Center, Inc.

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SURVEY BACKGROUND

About The National Citizen Survey™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically re-weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Novi staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Novi staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 64 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 419 residents, for a response rate of 35%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 1,200 residents is generally no greater than plus or minus 5 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Novi. (For more information on the survey methodology, see Appendix B. A copy of the survey materials can be found in Appendix C.)

Survey Validity

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey 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, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

1. Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
2. Selecting households at random within the jurisdiction.
3. Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
4. Selecting the respondent within the household using an unbiased sampling procedure¹.

¹ The birthday method requests 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.

5. 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.
6. Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
7. Providing a self-addressed, postage-paid return envelope.
8. Offering the survey in Spanish when appropriate and requested by City officials.
9. Using the most recent available information about the characteristics of jurisdiction residents to re-weight the data 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 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 a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that 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 tend to be ambiguous, 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 fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen “objectively” in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

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 body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 5 points based on all respondents.

COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Novi. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Novi. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Novi.

Quality of Life

When asked to rate the overall quality of life in Novi, 27% of respondents thought it was “excellent.” Zero percent rated overall quality of life as “poor.” All of the responses of residents who had an opinion about the overall quality of life in Novi are shown in Figure 1 below. Other ratings can be seen in the figures on the following page.

Figure 1: Overall Quality of Life in Novi

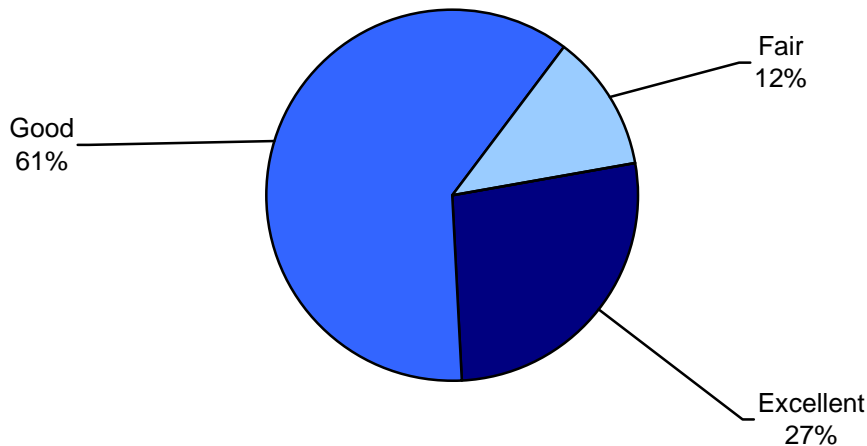
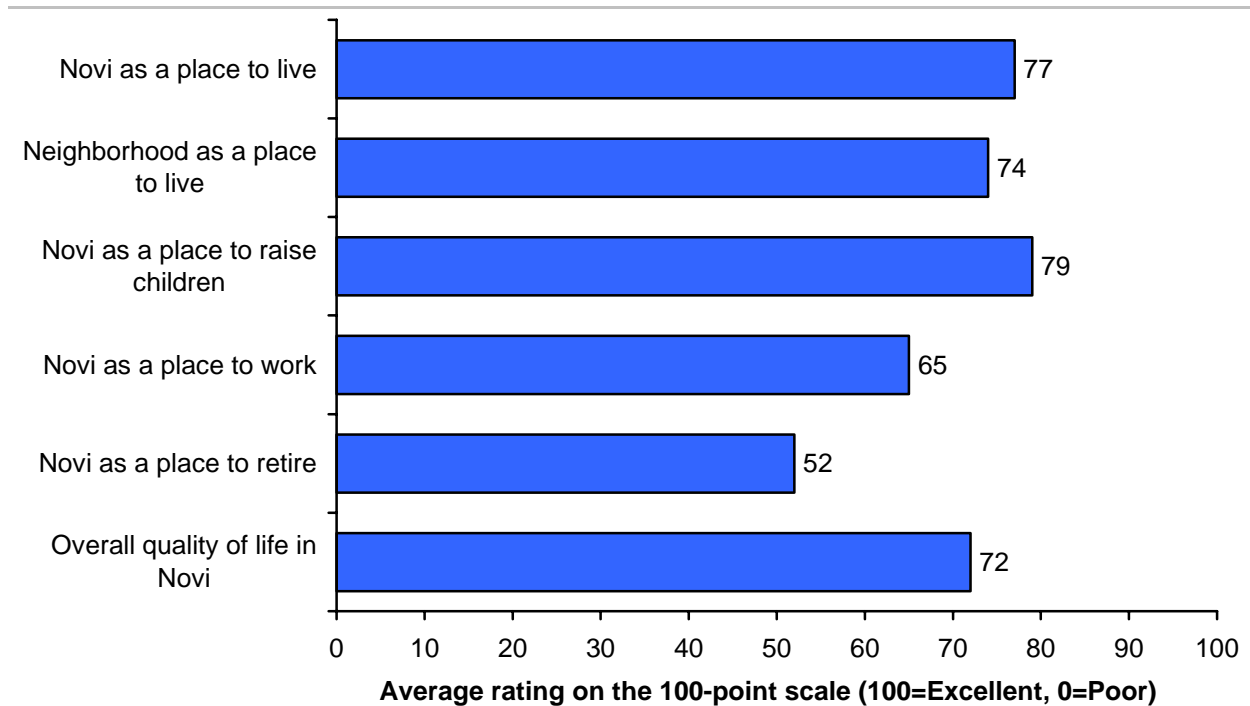


Figure 2: Quality of Life Ratings



Quality of Life Ratings

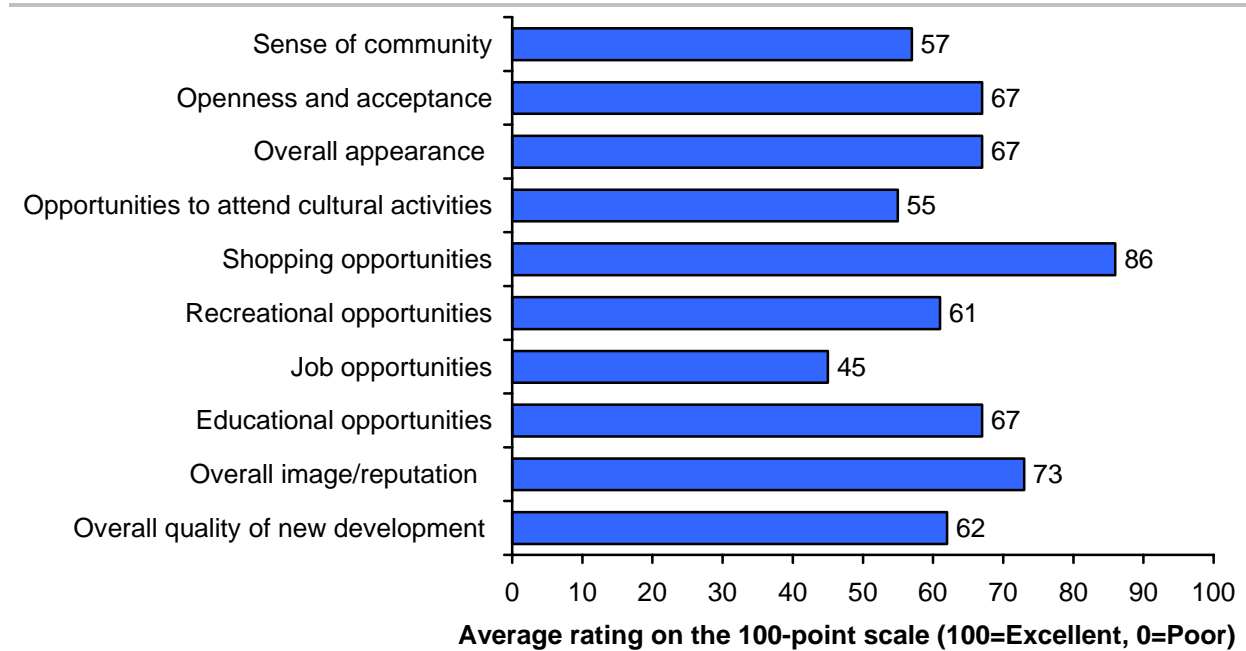
	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate Novi as a place to live?	38%	55%	7%	0%	100%	77
How do you rate your neighborhood as a place to live?	35%	54%	10%	1%	100%	74
How do you rate Novi as a place to raise children?	44%	48%	8%	0%	100%	79
How do you rate Novi as a place to work?	26%	47%	24%	3%	100%	65
How do you rate Novi as a place to retire?	19%	36%	27%	18%	100%	52
How do you rate the overall quality of life in Novi?	27%	61%	12%	0%	100%	72

Note: "don't know" responses have been removed.

Ratings of Community Characteristics in Novi

The highest rated characteristics of Novi were shopping opportunities and the overall image/reputation of Novi. When asked about potential problems in Novi, the three concerns rated by the highest proportion of respondents as a “major problem” were traffic congestion, taxes, and too much growth. The rate of population growth in Novi was viewed as “too fast” by 61% of respondents, while 1% thought it was “too slow.”

Figure 3: Characteristics of the Community: General and Opportunities



Characteristics of the Community: General and Opportunities

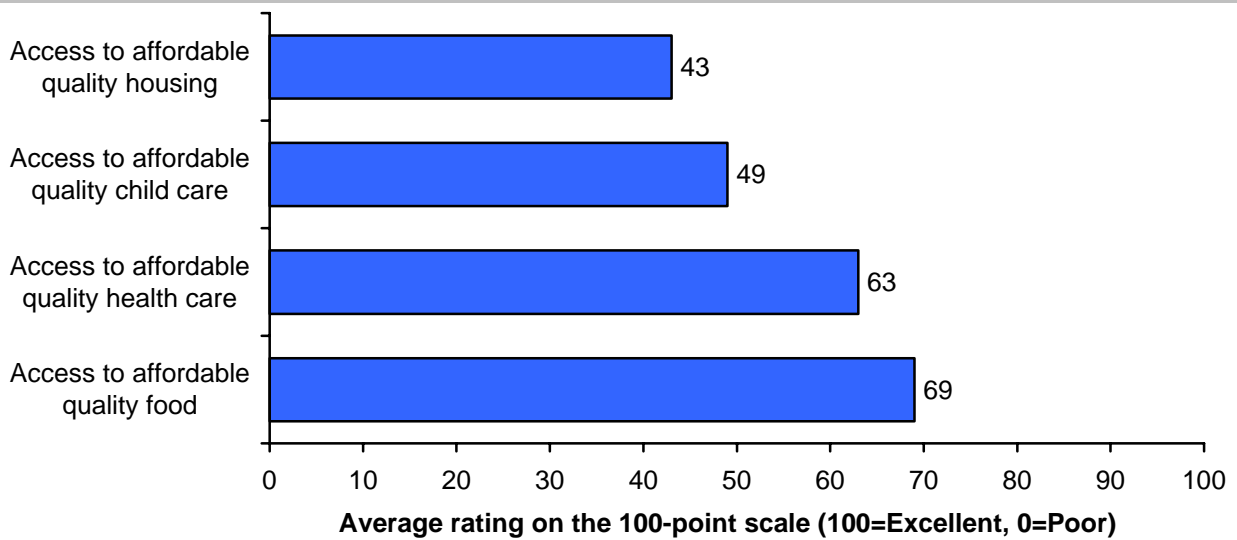
Please rate each of the following characteristics as they relate to Novi as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Sense of community	13%	50%	30%	6%	100%	57
Openness and acceptance of the community towards people of diverse backgrounds	24%	55%	18%	3%	100%	67
Overall appearance of Novi	20%	62%	16%	1%	100%	67
Opportunities to attend cultural activities	11%	47%	35%	7%	100%	55
Shopping opportunities	62%	33%	4%	1%	100%	86
Recreational opportunities	22%	47%	26%	6%	100%	61

Characteristics of the Community: General and Opportunities

Please rate each of the following characteristics as they relate to Novi as a whole:	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Job opportunities	6%	38%	41%	14%	100%	45
Educational opportunities	26%	50%	22%	2%	100%	67
Overall image/reputation of Novi	31%	57%	12%	1%	100%	73
Overall quality of new development in Novi	20%	53%	21%	7%	100%	62

Note: "don't know" responses have been removed.

Figure 4: Characteristics of the Community: Access

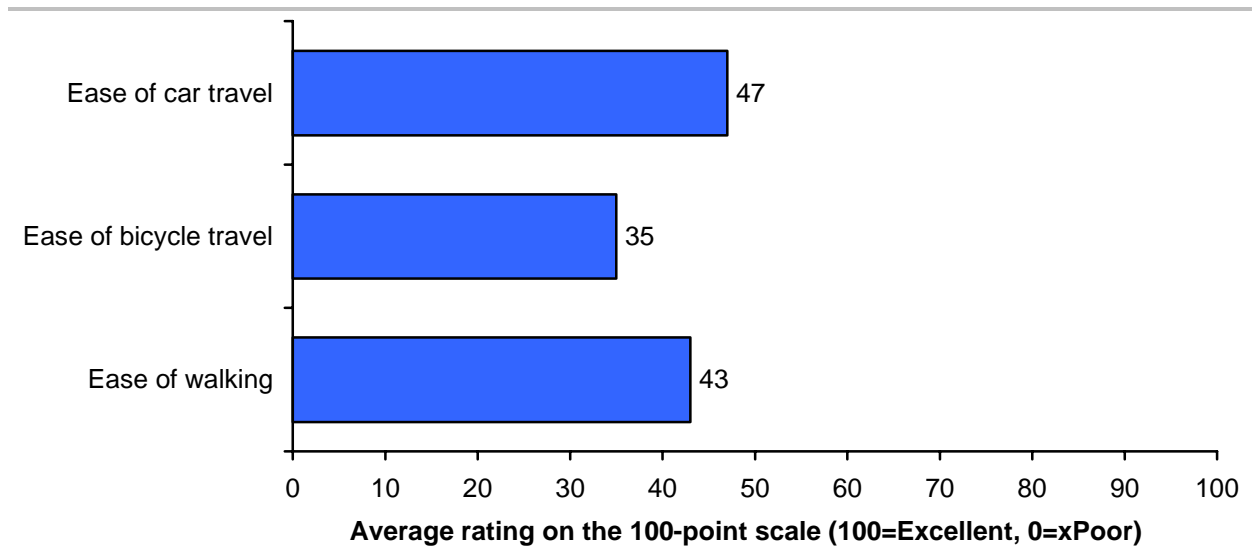


Characteristics of the Community: Access

Please rate each of the following characteristics as they relate to Novi as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Access to affordable quality housing	5%	34%	46%	15%	100%	43
Access to affordable quality child care	8%	44%	34%	13%	100%	49
Access to affordable quality health care	22%	51%	22%	5%	100%	63
Access to affordable quality food	32%	47%	17%	4%	100%	69

Note: "don't know" responses have been removed.

Figure 5: Characteristics of the Community: Mobility



Characteristics of the Community: Mobility

Please rate each of the following characteristics as they relate to Novi as a whole:					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Ease of car travel in Novi	11%	39%	32%	19%	100%	47
Ease of bicycle travel in Novi	7%	27%	29%	37%	100%	35
Ease of walking in Novi	9%	36%	30%	25%	100%	43

Note: "don't know" responses have been removed.

Figure 6: Ratings of Potential Problems in Novi

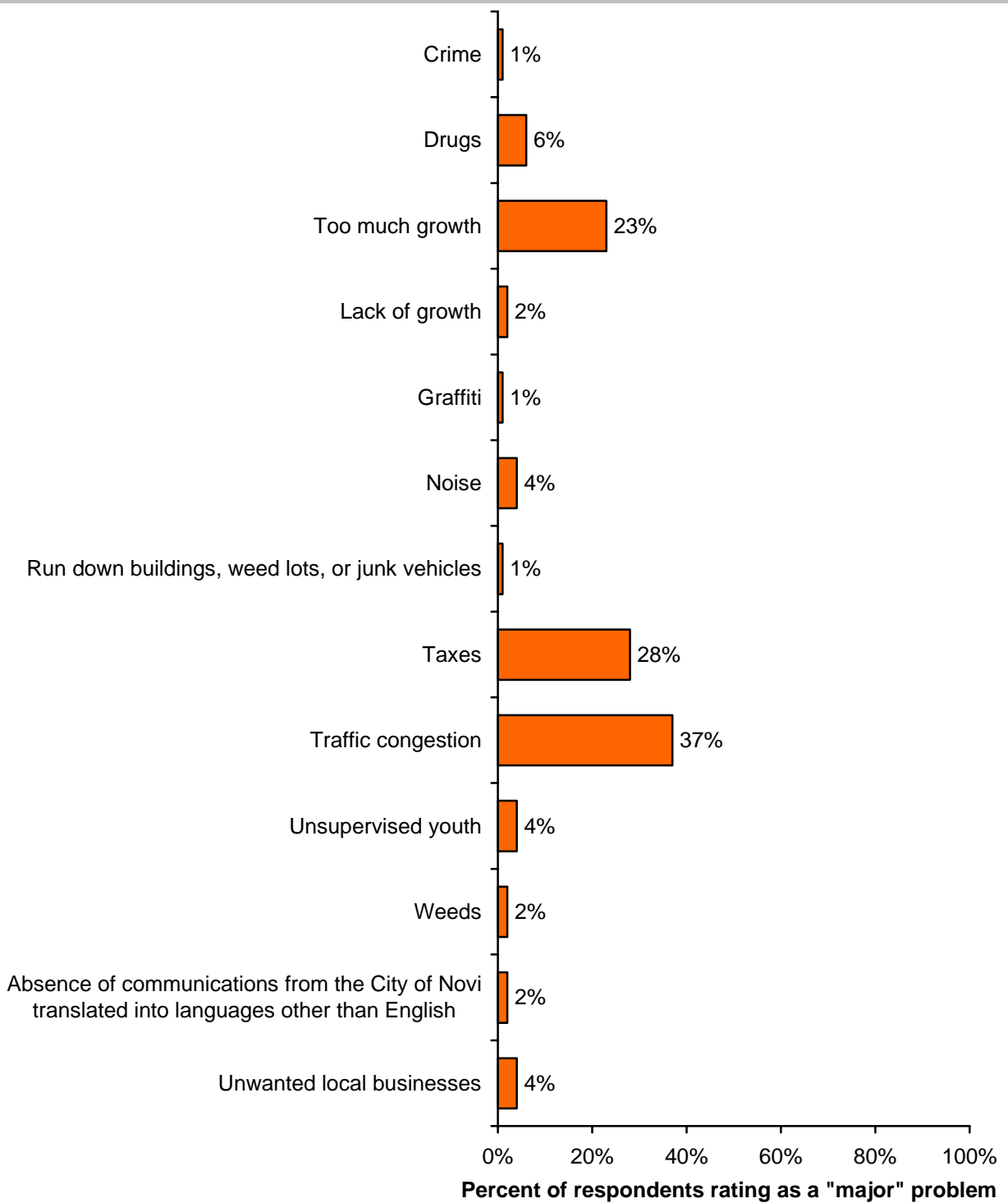
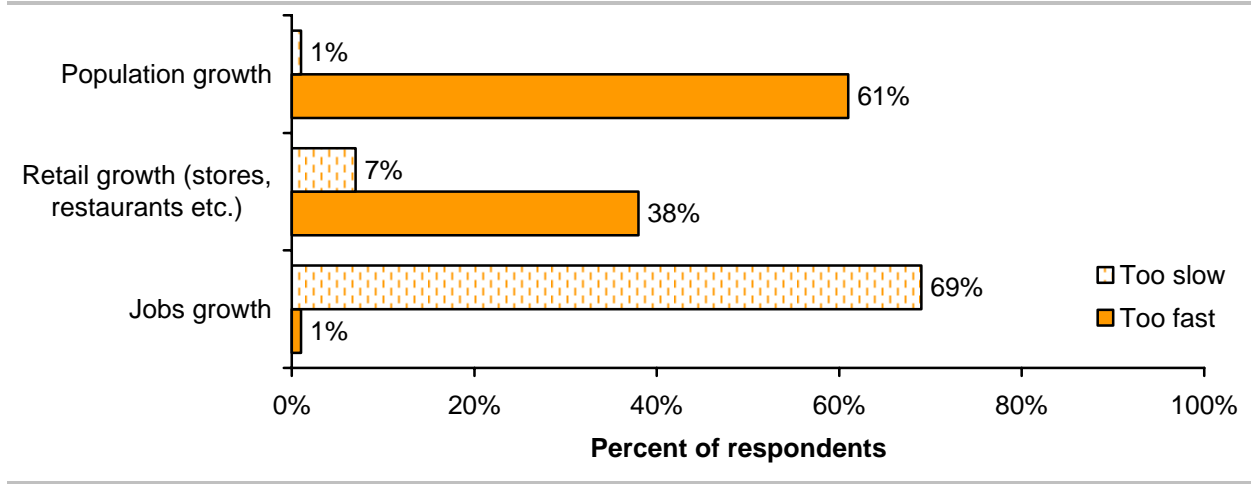


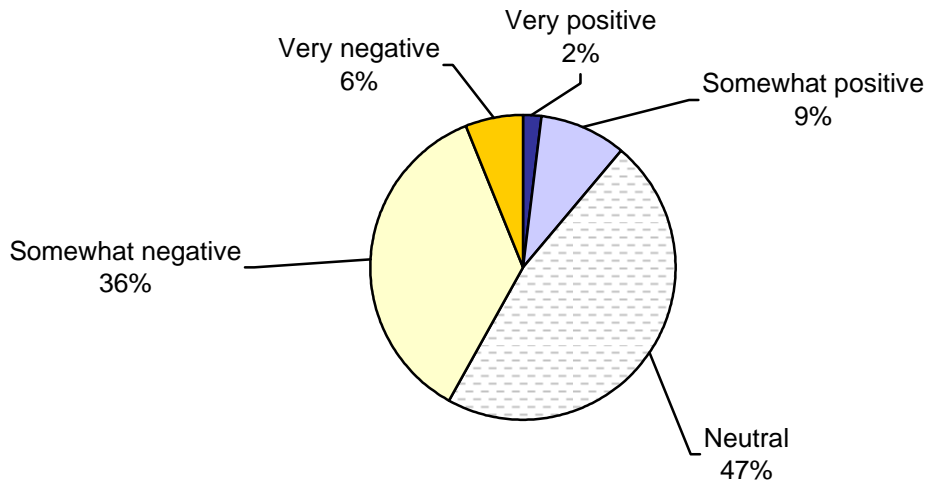
Figure 7: Ratings of Rates of Growth in Novi



Eleven percent of Novi residents expected that the coming six months would have a somewhat or very positive impact on their family, while 42% felt that the economic future would be somewhat or very negative.

Figure 8: Perceptions of Economy

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...



Perceptions of Safety

When evaluating safety in the community, 89% of respondents felt “somewhat” or “very safe” from violent crimes in Novi. In their neighborhood after dark, 88% of survey participants felt “somewhat” or “very safe.”

As assessed by the survey, 8% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 65% had reported it to police.

Figure 9: Ratings of Safety from Various Problems in Novi

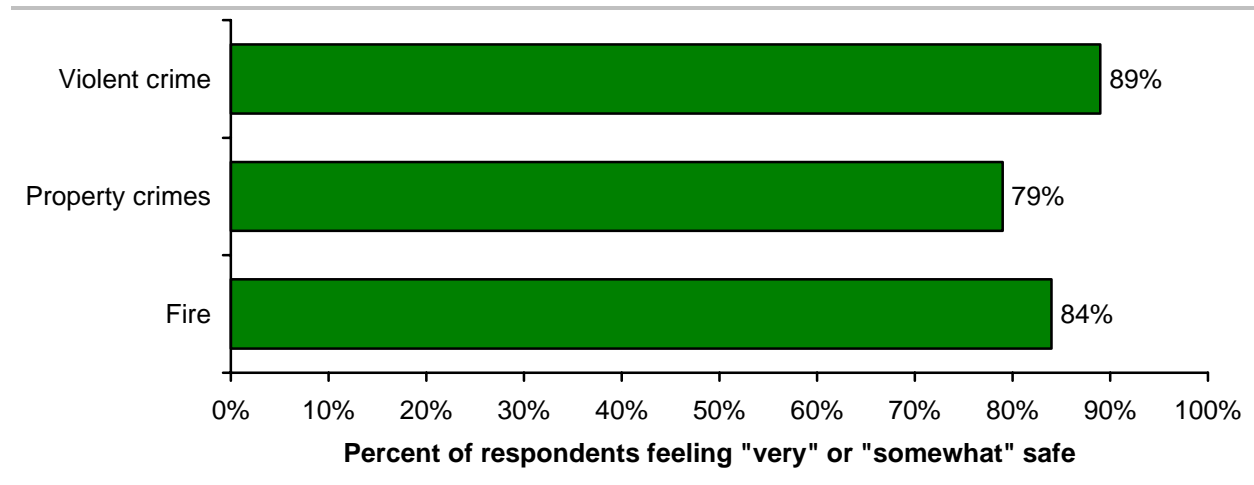


Figure 10: Ratings of Safety in Various Areas in Novi

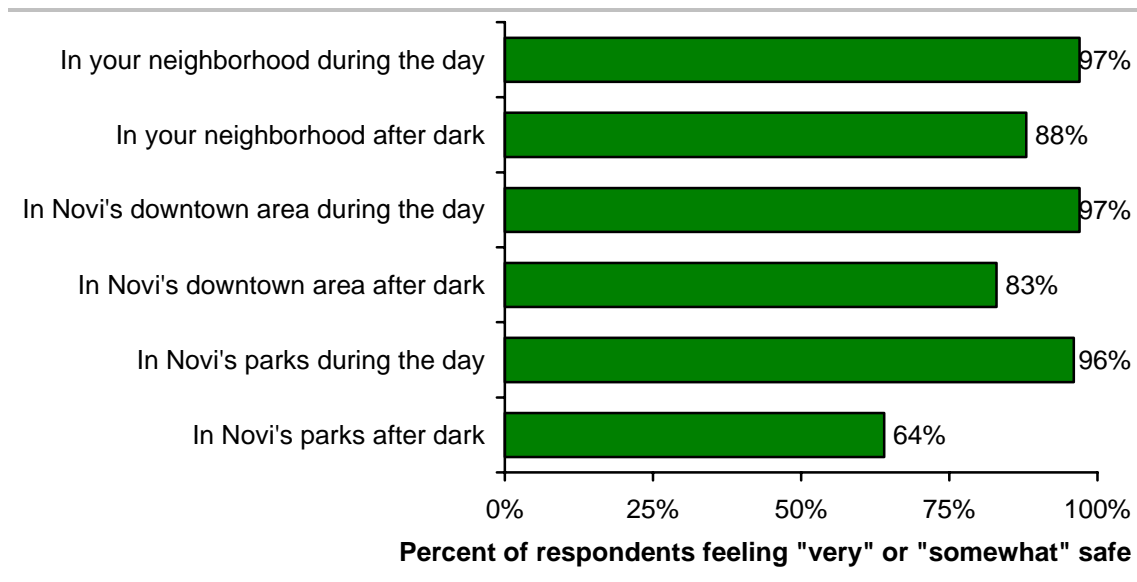


Figure 11: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months

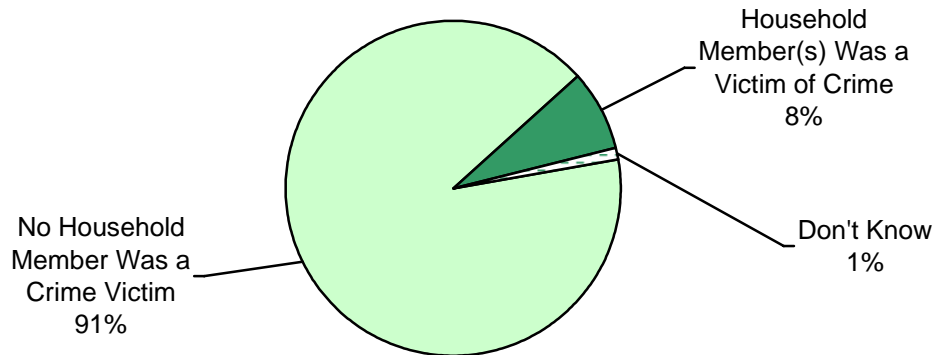
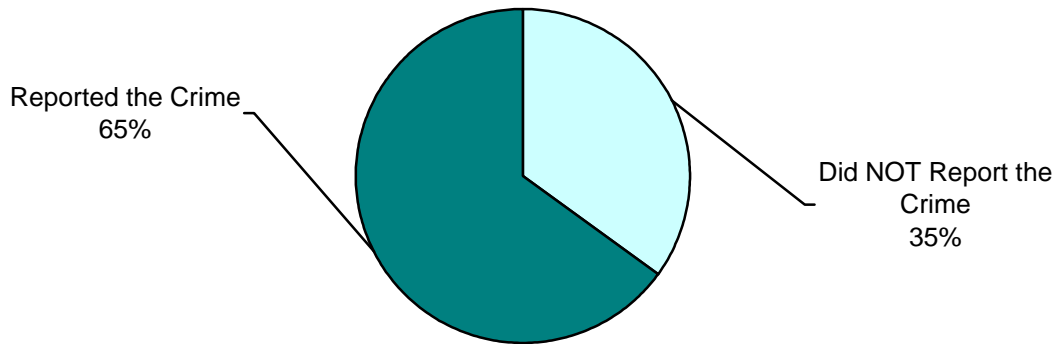


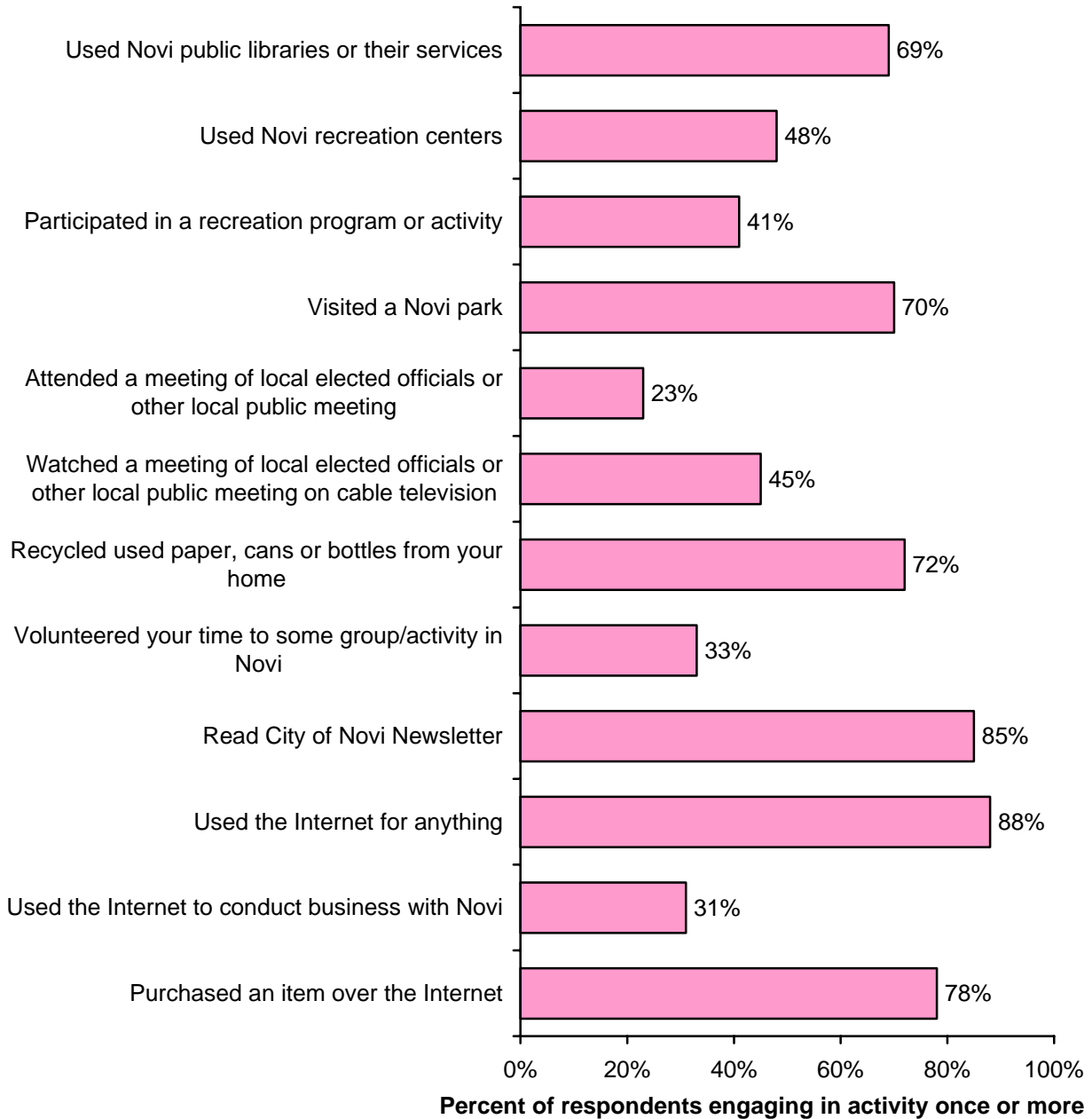
Figure 12: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime



Community Participation

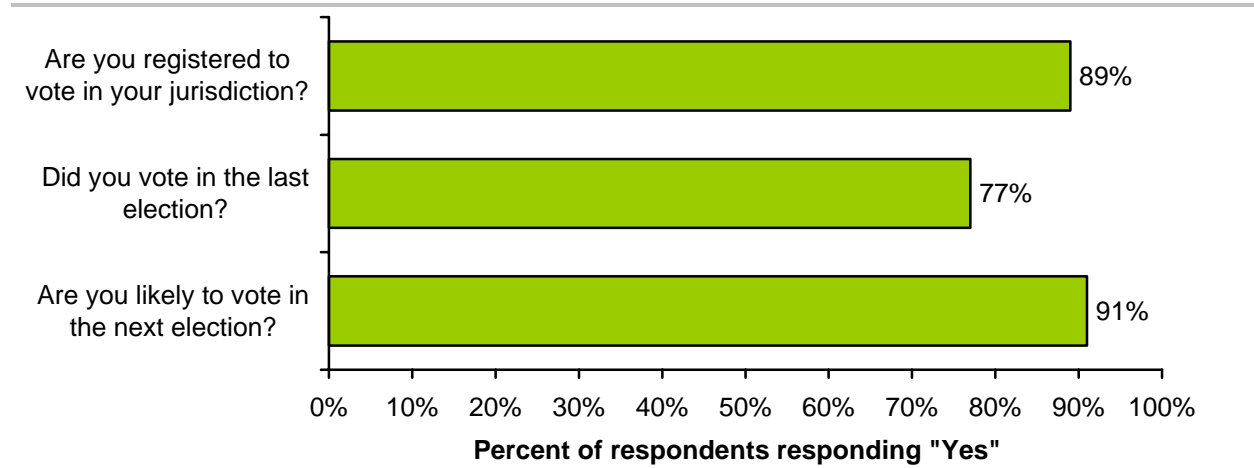
Participation in the civic, social and economic life of Novi during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Among those completing the questionnaire, 70% reported visiting a park in Novi in the past year and 85% had read City of Novi Newsletter.

Figure 13: Percent of Respondents Engaging in Various Activities in Novi in the Past Year



Voter status was also estimated,² with 77% saying that they had voted in the last election.

Figure 14: Voter Status and Activity



Voter Status and Activity

	No	Yes	Total
Are you registered to vote in your jurisdiction?	11%	89%	100%
Did you vote in the last election?	23%	77%	100%
Are you likely to vote in the next election?	9%	91%	100%

² In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

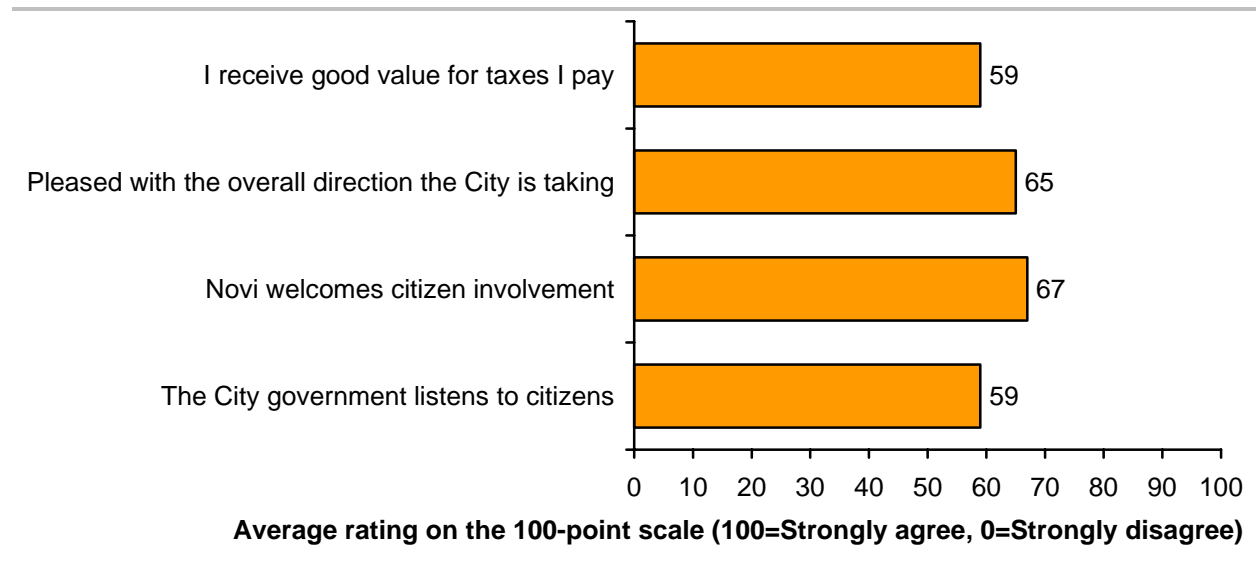
LOCAL GOVERNMENT

Several aspects of the government of the City of Novi were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Novi. Those who had any contact with a City of Novi employee in the past year gave their impressions of the most recent encounter.

Public Trust

When asked to evaluate whether they felt they received good value for taxes they pay, residents gave an average rating of 59 on a 100-point scale.

Figure 15: Ratings of Public Trust



Ratings of Public Trust

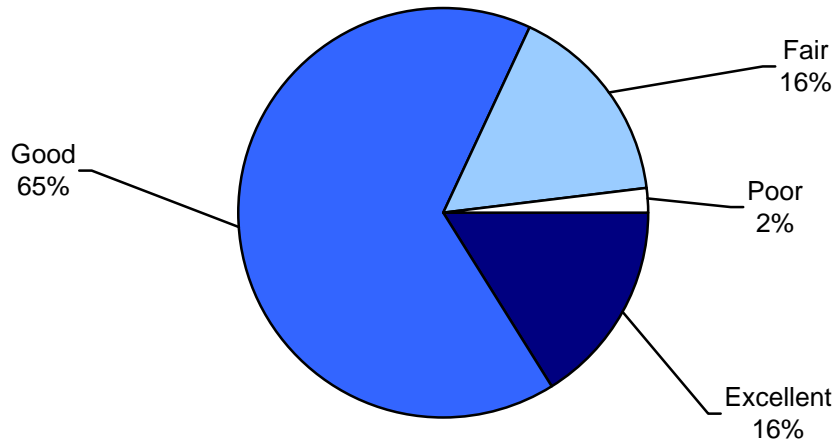
Please rate the following statements:	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total	Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)
I receive good value for the City of Novi taxes I pay	8%	48%	20%	16%	7%	100%	59
I am pleased with the overall direction that the City of Novi is taking	18%	44%	21%	13%	4%	100%	65
The City of Novi government welcomes citizen involvement	18%	44%	30%	5%	3%	100%	67
The City of Novi government listens to citizens	9%	38%	36%	11%	6%	100%	59

Note: "don't know" responses have been removed.

Service Provided by Novi

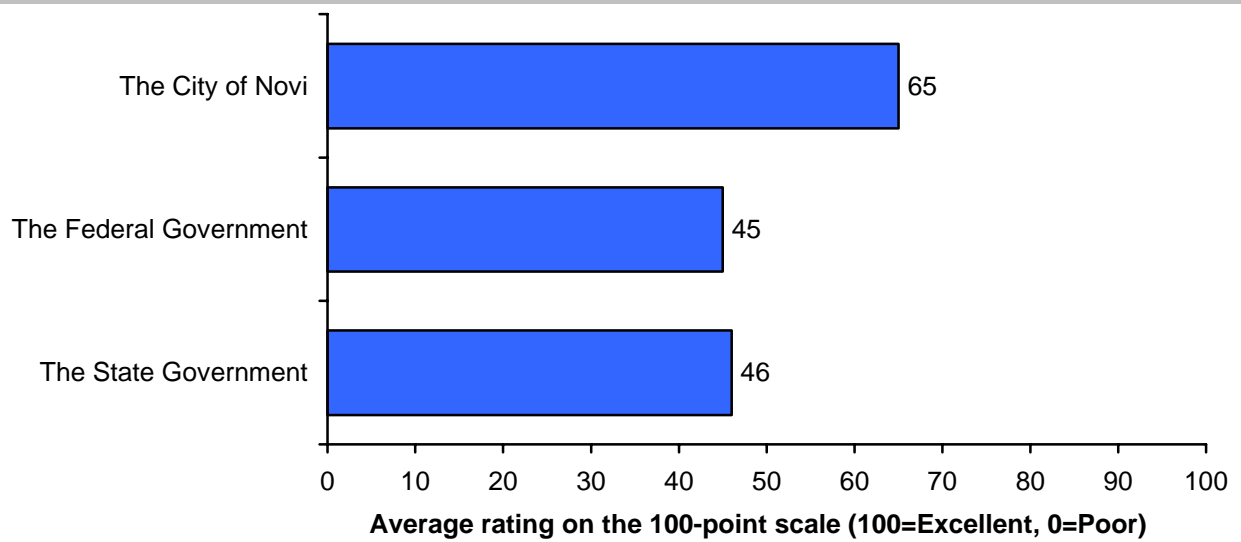
The responses of residents with an opinion about the overall quality of services provided by Novi are shown in Figure 16 below. These responses result in an average rating of 65 on the 100-point scale. Average ratings given to specific services are shown on the following pages.

Figure 16: Overall Quality of Services Provided by the City of Novi



On average, residents of Novi gave the highest evaluations to their own local government and the lowest average rating to the federal government.

Figure 17: Rating of Overall Quality of Services Provided by Various Levels of Government

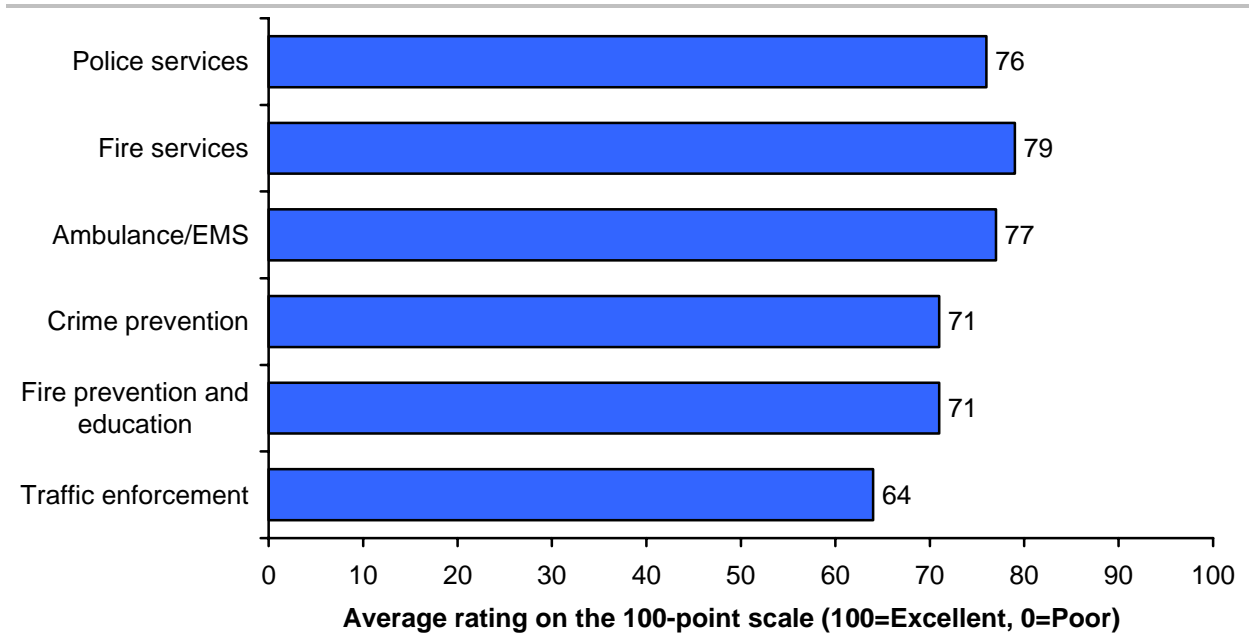


Overall Quality of Services: City of Novi, Federal Government and State Government

Overall, how would you rate the quality of services provided by...					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
The City of Novi	16%	65%	16%	2%	100%	65
The Federal Government	4%	39%	46%	12%	100%	45
The State Government	3%	40%	47%	10%	100%	46

Note: "don't know" responses have been removed.

Figure 18: Quality of Public Safety Services

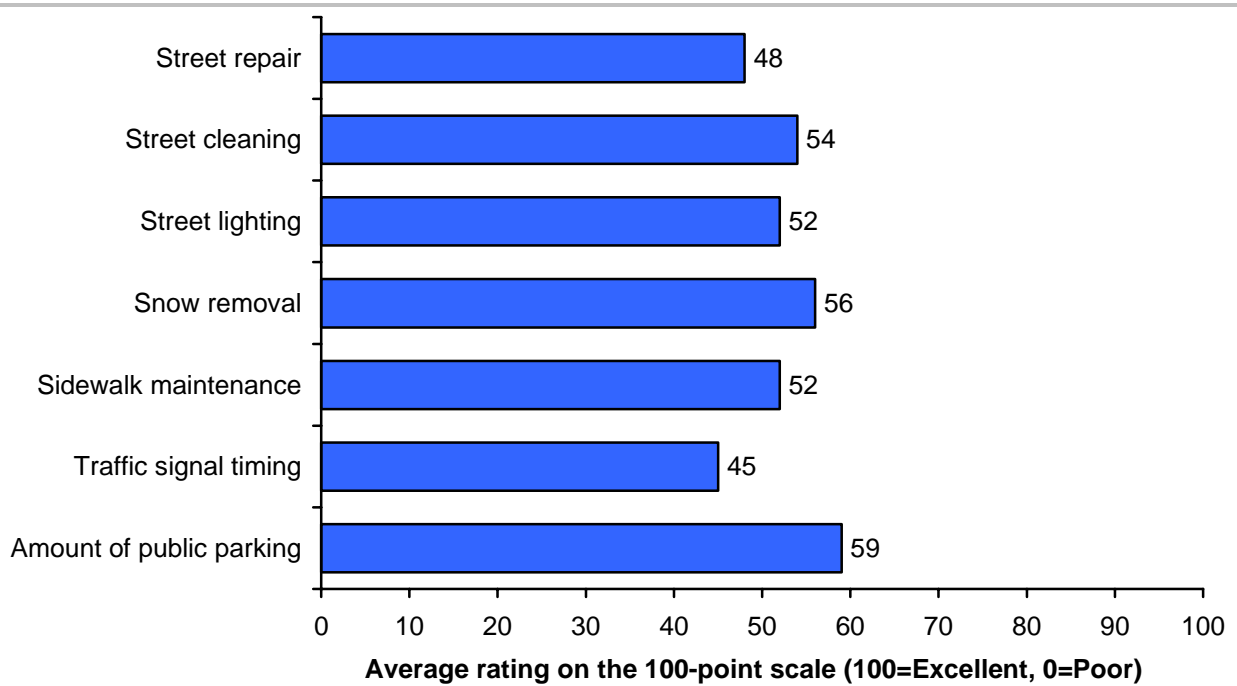


Quality of Public Safety Services

How do you rate the quality of each of the following services?						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Police services	41%	46%	10%	2%	100%	76
Fire services	44%	49%	7%	0%	100%	79
Ambulance/emergency medical services	41%	49%	10%	1%	100%	77
Crime prevention	27%	59%	14%	0%	100%	71
Fire prevention and education	29%	56%	15%	0%	100%	71
Traffic enforcement	23%	52%	20%	5%	100%	64

Note: "don't know" responses have been removed.

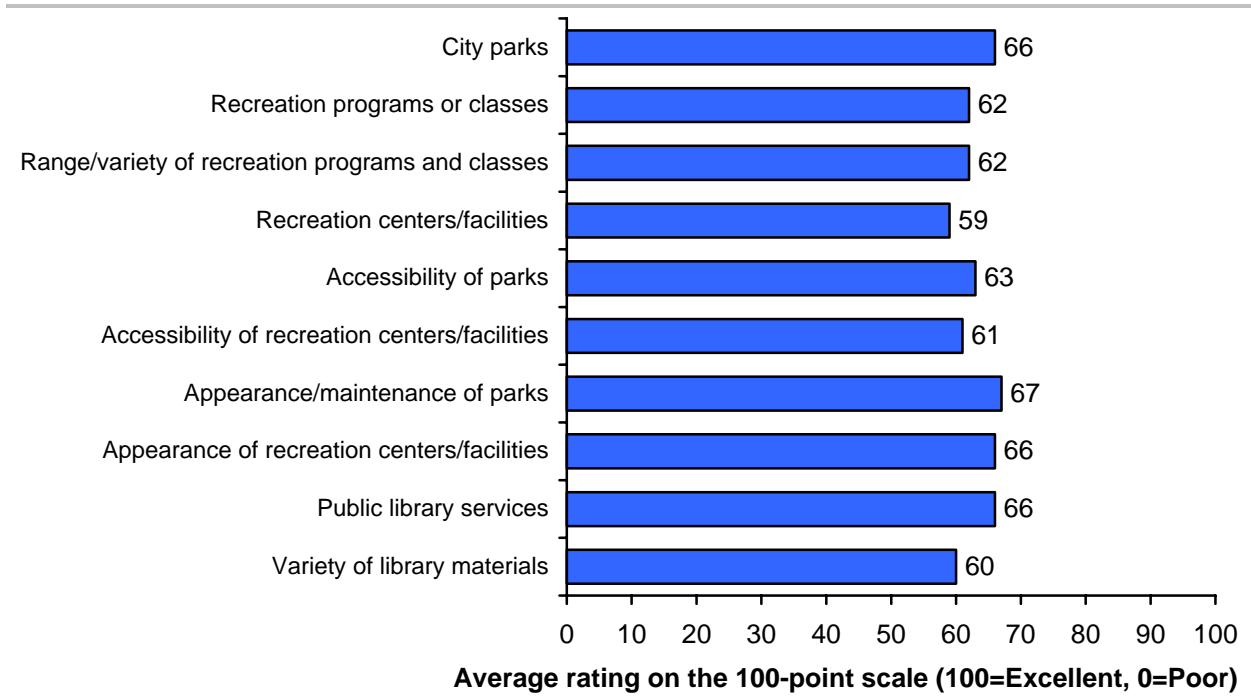
Figure 19: Quality of Transportation Services



Quality of Transportation Services						Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	
Street repair	11%	40%	33%	16%	100%	48
Street cleaning	14%	46%	30%	10%	100%	54
Street lighting	13%	43%	30%	14%	100%	52
Snow removal	14%	50%	29%	8%	100%	56
Sidewalk maintenance	11%	46%	33%	11%	100%	52
Traffic signal timing	8%	39%	33%	20%	100%	45
Amount of public parking	12%	55%	28%	4%	100%	59

Note: "don't know" responses have been removed.

Figure 20: Quality of Leisure Services

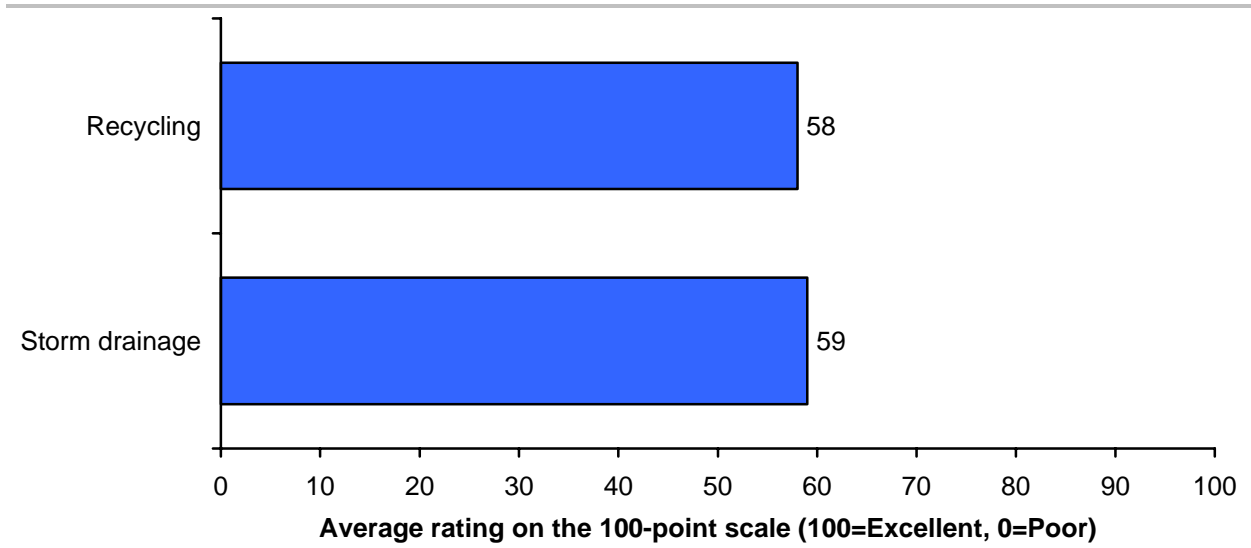


Quality of Leisure Services

How do you rate the quality of each of the following services?					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
City parks	21%	58%	19%	2%	100%	66
Recreation programs or classes	16%	56%	25%	3%	100%	62
Range/variety of recreation programs and classes	18%	55%	24%	3%	100%	62
Recreation centers/facilities	14%	56%	24%	6%	100%	59
Accessibility of parks	19%	53%	25%	2%	100%	63
Accessibility of recreation centers/facilities	15%	56%	27%	2%	100%	61
Appearance/maintenance of parks	19%	64%	16%	2%	100%	67
Appearance of recreation centers/facilities	17%	64%	16%	2%	100%	66
Public library services	24%	54%	18%	4%	100%	66
Variety of library materials	18%	52%	23%	7%	100%	60

Note: "don't know" responses have been removed.

Figure 21: Quality of Utility Services

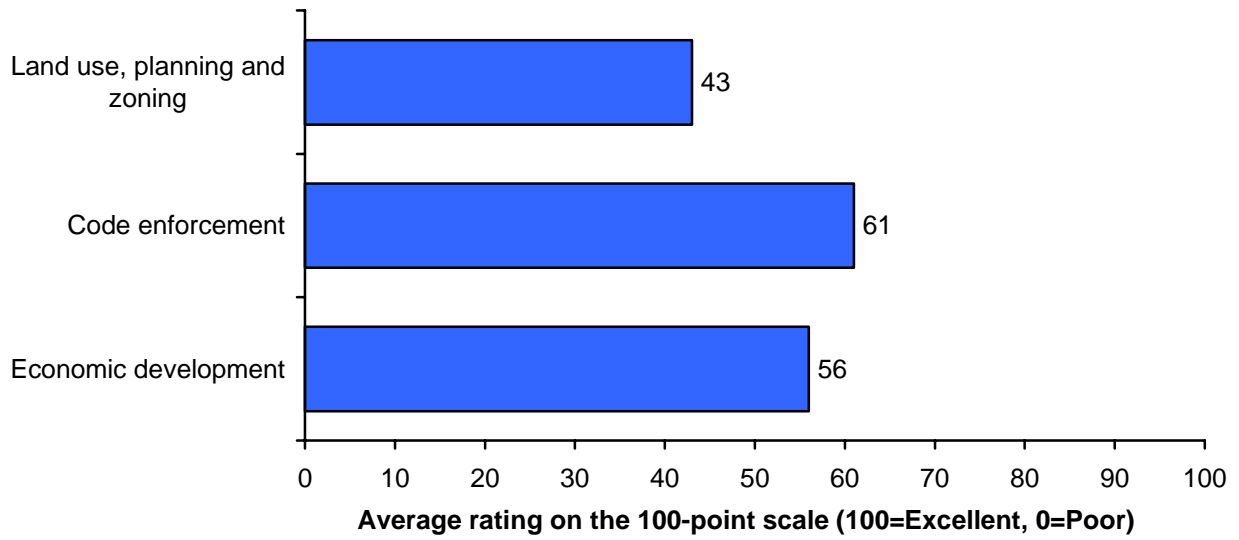


Quality of Utility Services

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Recycling	22%	44%	20%	14%	100%	58
Storm drainage	11%	58%	26%	4%	100%	59

Note: "don't know" responses have been removed.

Figure 22: Quality of Planning and Code Enforcement Services

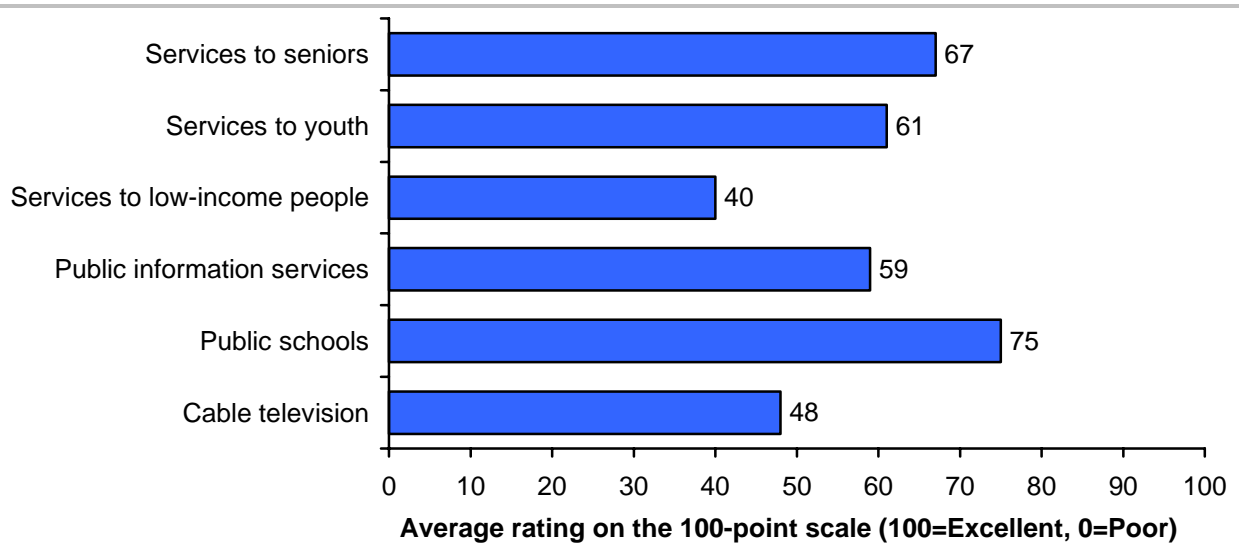


Quality of Planning and Code Enforcement Services

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Land use, planning and zoning	6%	36%	39%	19%	100%	43
Code enforcement (weeds, abandoned buildings, etc)	20%	49%	25%	6%	100%	61
Economic development	9%	55%	31%	5%	100%	56

Note: "don't know" responses have been removed.

Figure 23: Quality of Services to Special Populations and Other Services



Quality of Services to Special Populations and Other Services

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Services to seniors	25%	51%	21%	2%	100%	67
Services to youth	16%	56%	24%	4%	100%	61
Services to low-income people	7%	35%	29%	29%	100%	40
Public information services	13%	52%	34%	1%	100%	59
Public schools	36%	54%	9%	1%	100%	75
Cable television	10%	43%	29%	19%	100%	48

Note: "don't know" responses have been removed.

The City of Novi Employees

Impressions of the City of Novi employees were assessed on the questionnaire. Those who had been in contact with a City of Novi employee in the past year (54%) rated their overall impression as 72 on a 100-point scale.

Figure 24: Percent of Respondents Who Had Contact with a City of Novi Employee

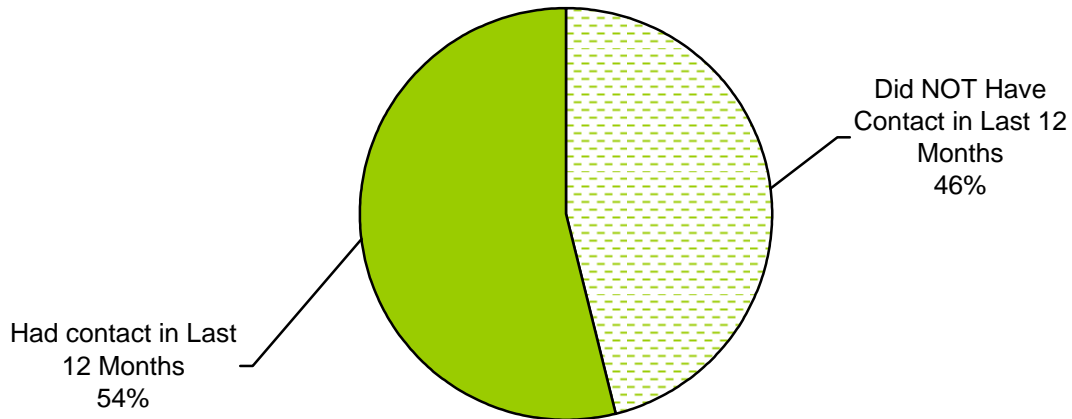
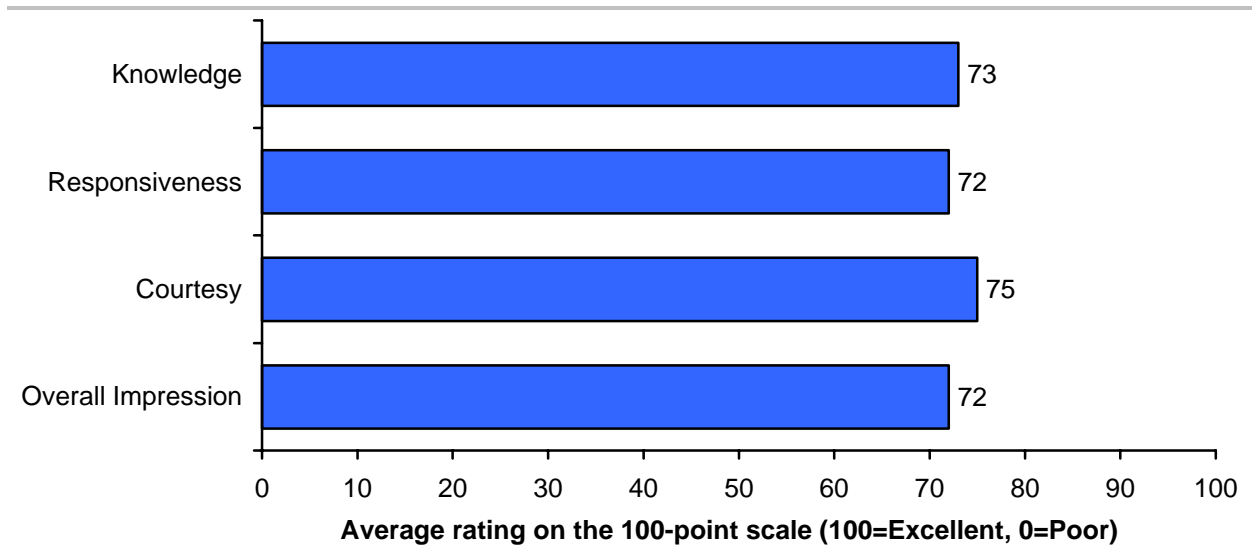


Figure 25: Ratings of Contact with the City of Novi Employees



Ratings of Contact with City of Novi Employees

What was your impression of employees of the City of Novi in your most recent contact?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Knowledge	35%	53%	10%	3%	100%	73
Responsiveness	38%	45%	12%	5%	100%	72
Courtesy	43%	43%	10%	4%	100%	75
Overall Impression	35%	48%	14%	2%	100%	72

Note: "don't know" responses have been removed.

ADDITIONAL QUESTIONS

Two additional questions were asked by the City of Novi. The results for these questions are displayed below. Open-ended results can be found under a separate cover.

Question 16a: Policy Question 1

The City of Novi is interested in knowing what priorities you think are important for your municipal government. Please rate how important you think each of the following priorities should be to the City of Novi over the next five years:

	Essential	Very important	Somewhat important	Not at all important	Total
Increase the tax base by retaining and attracting retail business	21%	38%	31%	10%	100%
Increase the tax base by retaining and attracting office/service businesses	24%	41%	26%	9%	100%
Make annual investments in facilities and equipment for police and fire	28%	39%	28%	4%	100%
Make annual investments in municipal infrastructure (i.e. roads, water and sewer)	32%	47%	21%	0%	100%
Make annual investments in parks and recreation/cultural facilities	20%	37%	38%	5%	100%
Work cooperatively with neighboring communities, school districts and other public entities	26%	45%	28%	2%	100%
Preserve natural areas (including open spaces, wetlands and woodland)	41%	35%	22%	3%	100%
Promote a City Government that listens to the community's needs and desires	48%	41%	11%	0%	100%
Adjust new and existing services to address Novi' changing demographics	27%	41%	28%	4%	100%
Promote services and programs for seniors	17%	41%	38%	4%	100%
Expand and enhance recreational and cultural programs	12%	41%	41%	6%	100%
Promote and maintain an attractive community	41%	46%	13%	0%	100%
Uphold a high standard of customer service from the City's employees	49%	40%	10%	1%	100%

Note: "don't know" responses have been removed.

Question 16b: Policy Question 2

Please rate the following statements by circling the number that most clearly represents your opinion:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
I can envision living in Novi five years from now	42%	28%	15%	10%	5%	100%
If I were looking to purchase/rent a new home I would look exclusively in Novi	15%	24%	23%	21%	16%	100%
I would recommend Novi to friends as a place to live	38%	38%	17%	4%	3%	100%

Note: "don't know" responses have been removed.

APPENDIX A: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

Question 1: Quality of Life Ratings

	Excellent	Good	Fair	Poor	Don't know	Total
How do you rate Novi as a place to live?	38%	55%	7%	0%	0%	100%
How do you rate your neighborhood as a place to live?	35%	53%	10%	1%	0%	100%
How do you rate Novi as a place to raise children?	37%	40%	7%	0%	16%	100%
How do you rate Novi as a place to work?	14%	25%	13%	2%	46%	100%
How do you rate Novi as a place to retire?	13%	24%	18%	12%	32%	100%
How do you rate the overall quality of life in Novi?	27%	60%	12%	0%	1%	100%

Question 2: Please rate each of the following characteristics as they relate to Novi as a whole

	Excellent	Good	Fair	Poor	Don't know	Total
Sense of community	12%	48%	29%	6%	5%	100%
Openness and acceptance of the community towards people of diverse backgrounds	22%	50%	16%	3%	10%	100%
Overall appearance of Novi	20%	62%	16%	1%	0%	100%
Opportunities to attend cultural activities	10%	41%	30%	6%	14%	100%
Shopping opportunities	62%	33%	4%	1%	1%	100%
Recreational opportunities	20%	44%	25%	5%	6%	100%
Job opportunities	4%	24%	26%	9%	37%	100%
Access to affordable quality housing	5%	31%	42%	14%	7%	100%
Access to affordable quality child care	4%	20%	16%	6%	55%	100%
Access to affordable quality health care	18%	41%	18%	4%	19%	100%
Access to affordable quality food	31%	46%	17%	4%	1%	100%
Ease of car travel in Novi	11%	39%	31%	18%	1%	100%
Ease of bicycle travel in Novi	5%	19%	20%	25%	31%	100%
Ease of walking in Novi	8%	32%	27%	22%	12%	100%
Educational opportunities	21%	40%	17%	2%	20%	100%
Overall image/reputation of Novi	30%	56%	12%	1%	1%	100%
Overall quality of new development in Novi	18%	50%	19%	6%	6%	100%

Question 3: Please rate the speed of growth in the following categories in Novi over the past two years

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know	Total
Population growth	0%	1%	33%	36%	16%	14%	100%
Retail growth (stores, restaurants etc.)	0%	6%	52%	26%	10%	7%	100%
Jobs growth	7%	27%	15%	1%	0%	51%	100%

Question 4: To what degree are the following problems in Novi

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
Crime	24%	44%	17%	1%	14%	100%
Drugs	21%	25%	15%	4%	35%	100%
Too much growth	16%	18%	34%	21%	12%	100%
Lack of growth	66%	13%	6%	1%	14%	100%
Graffiti	68%	18%	3%	1%	10%	100%
Noise	47%	32%	14%	4%	4%	100%
Run down buildings, weed lots, or junk vehicles	56%	32%	7%	1%	5%	100%
Taxes	8%	21%	33%	24%	13%	100%
Traffic congestion	6%	21%	35%	36%	2%	100%
Unsupervised youth	29%	32%	16%	3%	20%	100%
Weeds	49%	32%	7%	2%	10%	100%
Absence of communications from the City of Novi translated into languages other than English	36%	7%	5%	1%	51%	100%
Unwanted local businesses	49%	15%	6%	3%	27%	100%

Question 5: Please rate how safe you feel from the following occurring to you in Novi

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
Violent crime (e.g., rape, assault, robbery)	52%	34%	8%	3%	0%	3%	100%
Property crimes (e.g., burglary, theft)	32%	45%	11%	7%	1%	4%	100%
Fire	45%	36%	13%	2%	0%	5%	100%

Question 6: Please rate how safe you feel:							
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	77%	19%	2%	1%	0%	0%	100%
In your neighborhood after dark	44%	43%	8%	4%	0%	0%	100%
In Novi's downtown area during the day	68%	22%	3%	0%	0%	7%	100%
In Novi's downtown area after dark	38%	36%	11%	3%	1%	11%	100%
In Novi's parks during the day	56%	22%	3%	1%	0%	18%	100%
In Novi's parks after dark	16%	26%	12%	9%	2%	34%	100%

Question 7: During the past twelve months, were you or anyone in your household the victim of any crime?

	No	Yes	Don't know	Total
During the past twelve months, were you or anyone in your household the victim of any crime?	91%	8%	1%	100%

Question 8: If yes, was this crime (these crimes) reported to the police?

	No	Yes	Total
If yes, was this crime (these crimes) reported to the police?	35%	65%	100%

Question 9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Novi?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Novi public libraries or their services	31%	20%	29%	9%	11%	100%
Used Novi recreation centers	52%	23%	17%	6%	2%	100%
Participated in a recreation program or activity	59%	20%	14%	5%	3%	100%
Visited a Novi park	30%	27%	27%	11%	5%	100%
Attended a meeting of local elected officials or other local public meeting	77%	17%	6%	1%	0%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	55%	24%	18%	2%	2%	100%
Recycled used paper, cans or bottles from your home	28%	9%	14%	9%	40%	100%
Volunteered your time to some group/activity in Novi	67%	15%	7%	6%	5%	100%
Read City of Novi Newsletter	15%	30%	39%	6%	10%	100%
Used the Internet for anything	12%	3%	4%	5%	76%	100%
Used the Internet to conduct business with Novi	69%	15%	11%	2%	2%	100%
Purchased an item over the Internet	22%	19%	29%	14%	15%	100%

Question 10: How do you rate the quality of each of the following services in Novi?

	Excellent	Good	Fair	Poor	Don't know	Total
Police services	38%	42%	9%	2%	9%	100%
Fire services	34%	37%	5%	0%	23%	100%
Ambulance/emergency medical services	27%	32%	6%	0%	34%	100%
Crime prevention	21%	46%	11%	0%	22%	100%
Fire prevention and education	20%	39%	10%	0%	30%	100%
Traffic enforcement	21%	47%	18%	5%	9%	100%
Recycling	18%	35%	16%	11%	20%	100%
Street repair	11%	38%	31%	16%	4%	100%
Street cleaning	12%	42%	28%	9%	8%	100%
Street lighting	12%	42%	29%	14%	3%	100%
Snow removal	13%	46%	26%	7%	8%	100%
Sidewalk maintenance	9%	37%	26%	9%	19%	100%
Traffic signal timing	8%	38%	33%	20%	2%	100%
Amount of public parking	11%	50%	25%	4%	9%	100%
Storm drainage	10%	49%	22%	3%	16%	100%
City parks	17%	47%	16%	2%	18%	100%
Recreation programs or classes	11%	39%	17%	2%	31%	100%
Range/variety of recreation programs and classes	12%	38%	17%	2%	30%	100%
Recreation centers/facilities	10%	38%	17%	4%	31%	100%
Accessibility of parks	16%	44%	21%	2%	17%	100%
Accessibility of recreation centers/facilities	12%	42%	20%	2%	25%	100%
Appearance/maintenance of parks	16%	52%	13%	1%	18%	100%
Appearance of recreation centers/facilities	12%	45%	11%	2%	29%	100%
Land use, planning and zoning	5%	29%	32%	16%	19%	100%
Code enforcement (weeds, abandoned buildings, etc)	15%	38%	19%	5%	23%	100%
Economic development	7%	45%	25%	4%	19%	100%
Services to seniors	12%	25%	11%	1%	51%	100%
Services to youth	9%	31%	13%	2%	45%	100%
Services to low-income people	2%	11%	9%	9%	69%	100%
Public library services	19%	44%	15%	3%	18%	100%
Variety of library materials	14%	41%	18%	6%	20%	100%
Public information services	10%	37%	24%	1%	29%	100%
Public schools	26%	40%	7%	1%	26%	100%
Cable television	7%	32%	22%	14%	25%	100%

Question 11: Overall, how would you rate the quality of the services provided by...

	Excellent	Good	Fair	Poor	Don't know	Total
The City of Novi	15%	61%	15%	2%	6%	100%
The Federal Government	3%	33%	40%	10%	14%	100%
The State Government	3%	35%	41%	8%	12%	100%

Question 12: Have you had any in-person or phone contact with an employee of the City of Novi within the last 12 months?

	No	Yes	Total
Have you had any in-person or phone contact with an employee of the City of Novi within the last 12 months?	46%	54%	100%

Question 13: What was your impression of the employees of the City of Novi in your most recent contact?

	Excellent	Good	Fair	Poor	Don't know	Total
Knowledge	34%	51%	10%	2%	3%	100%
Responsiveness	37%	44%	12%	5%	2%	100%
Courtesy	43%	42%	10%	4%	1%	100%
Overall Impression	35%	47%	14%	2%	1%	100%

Question 14: Please rate your agreement or disagreement with the following statements.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Total
I receive good value for the City of Novi taxes I pay	7%	41%	17%	14%	6%	14%	100%
I am pleased with the overall direction that the City of Novi is taking	17%	41%	20%	12%	4%	6%	100%
The City of Novi government welcomes citizen involvement	14%	34%	23%	4%	3%	23%	100%
The City of Novi government listens to citizens	7%	27%	26%	8%	4%	29%	100%

Question 15: What impact, if any, do you think the economy will have on your family income in the next 6 months?

	Very positive	Somewhat positive	Neutral	Somewhat negative	Very negative	Total
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:	2%	9%	47%	36%	6%	100%

Question 16a: Policy Question 1						
The City of Novi is interested in knowing what priorities you think are important for your municipal government. Please rate how important you think each of the following priorities should be to the City of Novi over the next five years:	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
Increase the tax base by retaining and attracting retail business	19%	35%	29%	10%	8%	100%
Increase the tax base by retaining and attracting office/service businesses	22%	38%	24%	8%	9%	100%
Make annual investments in facilities and equipment for police and fire	27%	38%	27%	4%	5%	100%
Make annual investments in municipal infrastructure (i.e. roads, water and sewer)	31%	45%	20%	0%	4%	100%
Make annual investments in parks and recreation/cultural facilities	19%	36%	37%	5%	3%	100%
Work cooperatively with neighboring communities, school districts and other public entities	25%	43%	27%	2%	3%	100%
Preserve natural areas (including open spaces, wetlands and woodland)	40%	34%	21%	3%	3%	100%
Promote a City Government that listens to the community's needs and desires	47%	40%	11%	0%	2%	100%
Adjust new and existing services to address Novi' changing demographics	26%	39%	27%	4%	5%	100%
Promote services and programs for seniors	15%	38%	35%	4%	7%	100%
Expand and enhance recreational and cultural programs	11%	38%	39%	6%	6%	100%
Promote and maintain an attractive community	40%	44%	12%	0%	3%	100%
Uphold a high standard of customer service from the City's employees	47%	38%	10%	1%	4%	100%

Question 16b: Policy Question 2

Please rate the following statements by circling the number that most clearly represents your opinion:	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Total
I can envision living in Novi five years from now	40%	27%	14%	9%	5%	5%	100%
If I were looking to purchase/rent a new home I would look exclusively in Novi	14%	23%	22%	21%	16%	4%	100%
I would recommend Novi to friends as a place to live	38%	38%	17%	4%	2%	1%	100%

Question 17: Do you live within the City limits of the City of Novi?

	No	Yes	Total
Do you live within the limits of the City of Novi?	8%	92%	100%

Question 18: Employment Status

	No	Yes	Total
Are you currently employed?	21%	79%	100%

Question 18a: Usual Mode of Transportation to Work

What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?

Motorized vehicle	98%
Bus, Rail, Subway, or other public transportation	1%
Work at home	2%
Total	100%

Question 18b: Drive Alone or Carpool

	No	Yes	Total
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	90%	10%	100%

Usual Mode of Transportation to Work, Including Carpooling

	Usual mode of transportation to work
Motorized vehicle, no others (SOV)	88%
Motorized vehicle, with others (MOV)	9%
Bus, rail, subway, or other public transportation	1%
Work at home	2%
Total	100%

Question 19: Length of Residency

How many years have you lived in Novi?

Less than 2 years	23%
2 to 5 years	24%
6 to 10 years	18%
11 to 20 years	21%
More than 20 years	14%
Total	100%

Question 20: Type of Housing Unit

Which best describes the building you live in?

One family house detached from any other houses	50%
One family house attached to one or more houses	6%
Building with two or more apartments or condominiums	40%
Mobile home	3%
Other	1%
Total	100%

Question 21: Tenure Status

	Rented for cash or occupied without cash payment?	Owned by you or someone in this house	Total
Is this house, apartment, or mobile home...	25%	75%	100%

Questions 22 to 25: Household Characteristics

	No	Yes	Total
Do any children age 12 or under live in your household?	70%	30%	100%
Do any teenagers ages 13 through 17 live in your household?	83%	17%	100%
Are you or any other members of your household aged 65 or older?	83%	17%	100%
Does any member of your household have a physical handicap or is anyone disabled?	92%	8%	100%

Question 26: Education

What is the highest degree or level of school you have completed?

12th Grade or less, no diploma	3%
High school diploma	6%
Some college, no degree	15%
Associate's degree (e.g. AA, AS)	9%
Bachelor's degree (e.g. BA, AB, BS)	38%
Graduate degree or professional degree	29%
Total	100%

Question 27: Annual Household Income

How much do you anticipate your household's total income before taxes will be for the current year?

Less than \$24,999	4%
\$25,000 to \$49,999	24%
\$50,000 to \$99,999	34%
\$100,000 or more	37%
Total	100%

Question 28: Ethnicity

	No	Yes	Total
Are you Spanish/Hispanic/Latino?	98%	2%	100%

Question 29: Race

What is your race?	Percent of Respondents
American Indian or Alaskan native	1%
Asian or Pacific Islander	6%
Black, African American	4%
White/Caucasian	88%
Other	3%

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

Question 30: Age

In which category is your age?

18 to 24 years	5%
25 to 34 years	23%
35 to 44 years	23%
45 to 54 years	25%
55 to 64 years	8%
65 to 74 years	6%
75 years or older	9%
Total	100%

Question 31: Gender

	Female	Male	Total
What is your gender?	54%	46%	100%

Questions 32 to 34: Voter Status and Activity

	No	Yes	Don't know	Total
Are you registered to vote in your jurisdiction?	10%	86%	4%	100%
Did you vote in the last election?	23%	77%	1%	100%
Are you likely to vote in the next election?	8%	85%	7%	100%

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

Sampling

Approximately 1,200 households were selected to participate in the survey using a stratified systematic sampling method.³ An individual within each household was selected using the birthday method.⁴

Survey Administration

Selected households received three mailings, one week apart, beginning October 18, 2006. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the mayor and the city manager inviting the household to participate, a questionnaire and postage-paid return envelope. The final mailing contained a reminder letter and another survey and postage-paid return envelope. Completed surveys were collected over the following 5 weeks.

Response Rate and Confidence Intervals

Of the 1,136 eligible households, 419 completed the survey providing a response rate of 35%. Approximately 64 addresses sampled were "vacant" or "not found."⁵ In general, the response rates obtained on citizen surveys range from 25% to 40%. The sample of households was selected systematically and impartially from a list of residences in the United States maintained by the U.S. postal service and sold to NRC through an independent vendor. For each household, one adult, selected in an unbiased fashion, was asked to complete the survey. The sample drawn for

³ Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households is chosen.

⁴ The birthday method is a process to remove bias in the selection of 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 but leaving selection of respondent to household members will lead to bias.

⁵ "Eligible" households refer to addresses that belong to residences that are not vacant within the City of Novi.

Novi used USPS data to approximate the geographic boundaries of the jurisdiction, though some households just outside the city limits may have received surveys. The survey completers who technically do not reside in the jurisdiction may choose to respond to the survey because they feel an affiliation with the jurisdiction and its services. Local governments often have a sphere of influence – providing in-jurisdiction services that perimeter-residents use or even providing services outside the jurisdiction boundaries.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than 5 percentage points in either direction from what would have been obtained had responses been collected from all Novi adults. This difference is also called a “margin of error.”⁶ This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

Weighting and Analyzing the Data

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Novi as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Characteristics chosen as weighting variables are generally selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. The socioeconomic characteristics that were used to weight the survey results were gender/age, housing unit type and race. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the following page.

⁶ The margin of error was calculated using the following formula: $1.96 * \text{square root } (0.25/400)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

Weighting Scheme for the City of Novi Citizen Survey			
Respondent Characteristics	Population Norm⁷	Unweighted Survey Data	Weighted Survey Data
Tenure			
Rent Home	29%	16%	25%
Own Home	71%	84%	75%
Type of Housing Unit			
Single-Family Detached	51%	67%	52%
Attached	49%	33%	48%
Ethnicity			
Non-Hispanic	98%	98%	98%
Hispanic	2%	2%	2%
Race			
White/Caucasian	87%	83%	87%
Non-White	13%	17%	13%
Gender			
Female	52%	55%	54%
Male	48%	45%	46%
Age			
18-34	30%	14%	29%
35-54	49%	53%	49%
55+	21%	33%	23%
Gender and Age			
Females 18-34	15%	9%	15%
Females 35-54	25%	26%	25%
Females 55+	12%	20%	13%
Males 18-34	15%	5%	13%
Males 35-54	24%	27%	23%
Males 55+	9%	13%	10%

⁷ Source: 2000 Census

APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Novi. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.



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City of Novi
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Novi, MI 48375

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Dear City of Novi Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Novi. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



David B. Landry
Mayor



Clay J. Pearson
City Manager

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October 2006

Dear Novi Resident:

The City of Novi wants to know what you think about our community and municipal government. You have been randomly selected to participate in Novi's 2006 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Novi residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call 248-735-8625.

Please help us shape the future of Novi. Thank you for your time and participation.

Sincerely,



David B. Landry
Mayor



Clay J. Pearson
City Manager



www.cityofnovi.org

October 2006

Dear Novi Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey.** Please do not respond twice. If you have not had a chance to complete the survey, we would appreciate your response. The City of Novi wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Novi's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help Novi City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

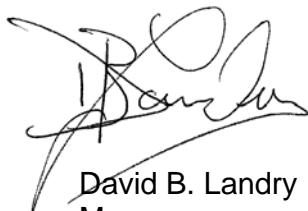
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Mayor



Clay J. Pearson
City Manager

45175 W. Ten Mile
Novi, MI 48375
(248) 347-0406
(248) 347-0577 Fax

THE CITY OF NOVI 2006 CITIZEN SURVEY

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
How do you rate Novi as a place to live?	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate Novi as a place to raise children?	1	2	3	4	5
How do you rate Novi as a place to work?	1	2	3	4	5
How do you rate Novi as a place to retire?	1	2	3	4	5
How do you rate the overall quality of life in Novi?.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Novi as a whole:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Sense of community	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4	5
Overall appearance of Novi	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Job opportunities	1	2	3	4	5
Access to affordable quality housing	1	2	3	4	5
Access to affordable quality child care	1	2	3	4	5
Access to affordable quality health care.....	1	2	3	4	5
Access to affordable quality food.....	1	2	3	4	5
Ease of car travel in Novi.....	1	2	3	4	5
Ease of bicycle travel in Novi.....	1	2	3	4	5
Ease of walking in Novi	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Overall image/reputation of Novi	1	2	3	4	5
Overall quality of new development in Novi	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Novi over the past 2 years:

	<u>Much too slow</u>	<u>Somewhat too slow</u>	<u>Right amount</u>	<u>Somewhat too fast</u>	<u>Much too fast</u>	<u>Don't know</u>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
Jobs growth	1	2	3	4	5	6

4. To what degree, if at all, are the following problems in Novi:

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Crime	1	2	3	4	5
Drugs	1	2	3	4	5
Too much growth	1	2	3	4	5
Lack of growth	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise.....	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles	1	2	3	4	5
Taxes	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth	1	2	3	4	5
Weeds.....	1	2	3	4	5
Absence of communications from the City of Novi translated into languages other than English.....	1	2	3	4	5
Unwanted local businesses	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Novi:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft)	1	2	3	4	5	6
Fire	1	2	3	4	5	6

6. Please rate how safe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Novi's downtown area during the day	1	2	3	4	5	6
In Novi's downtown area after dark	1	2	3	4	5	6
In Novi's parks during the day	1	2	3	4	5	6
In Novi's parks after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to question #9 Yes → Go to question #8 Don't know

8. If yes, was this crime (these crimes) reported to the police?

- No Yes Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Novi?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Novi public libraries or their services.....	1	2	3	4	5
Used Novi recreation centers	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood or City park	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting.....	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television.....	1	2	3	4	5
Recycled used paper, cans or bottles from your home	1	2	3	4	5
Volunteered your time to some group/activity in Novi	1	2	3	4	5
Read Novi Newsletter	1	2	3	4	5
Used the Internet for anything	1	2	3	4	5
Used the Internet to conduct business with the City of Novi	1	2	3	4	5
Purchased an item over the Internet	1	2	3	4	5

10. How do you rate the quality of each of the following services in Novi?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Police services.....	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance/emergency medical services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Recycling	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
Traffic signal timing.....	1	2	3	4	5
Amount of public parking	1	2	3	4	5
Storm drainage	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes	1	2	3	4	5
Recreation centers/facilities.....	1	2	3	4	5
Accessibility of parks	1	2	3	4	5
Accessibility of recreation centers/facilities	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Appearance of recreation centers/facilities	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
Economic development	1	2	3	4	5
Services to seniors	1	2	3	4	5
Services to youth	1	2	3	4	5
Services to low-income people.....	1	2	3	4	5
Public library services	1	2	3	4	5
Variety of library materials	1	2	3	4	5
Public information services.....	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television	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 Novi	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5

12. Have you had any in-person or phone contact with an employee of the City of Novi within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to question #14 Yes → Go to question #13

13. What was your impression of employees of the City of Novi in your most recent contact? (Rate each characteristic below.)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
I receive good value for the City of Novi taxes I pay	1	2	3	4	5	6
I am pleased with the overall direction that the City of Novi is taking	1	2	3	4	5	6
The City of Novi government welcomes citizen involvement	1	2	3	4	5	6
The City of Novi government listens to citizens	1	2	3	4	5	6

15. 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

16a. The City of Novi is interested in knowing what priorities you think are important for your municipal government. Please rate how important you think each of the following priorities should be to the City of Novi over the next five years:

	Essential	Very important	Somewhat Important	Not at all important	Don't know
Increase the tax base by retaining and attracting retail businesses.....	1	2	3	4	5
Increase the tax base by retaining and attracting office/service businesses	1	2	3	4	5
Make annual investments in facilities and equipment for police and fire	1	2	3	4	5
Make annual investments in municipal infrastructure (i.e. roads, water and sewer).....	1	2	3	4	5
Make annual investments in parks and recreation/cultural facilities	1	2	3	4	5
Work cooperatively with neighboring communities, school districts and other public entities	1	2	3	4	5
Preserve natural areas (including open spaces, wetlands and woodlands).....	1	2	3	4	5
Promote a City Government that listens to the community's needs and desires.....	1	2	3	4	5
Adjust new and existing services to address Novi's changing demographics.....	1	2	3	4	5
Promote services and programs for seniors.....	1	2	3	4	5
Expand and enhance recreational and cultural programs.....	1	2	3	4	5
Promote and maintain an attractive community	1	2	3	4	5
Uphold a high standard of customer service from the City's employees	1	2	3	4	5

16b. Please rate the following statements by circling the number that most clearly represents your opinion:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
I can envision living in Novi five years from now	1	2	3	4	5	6
If I were looking to purchase/rent a new home I would look exclusively in Novi	1	2	3	4	5	6
I would recommend Novi to friends as a place to live	1	2	3	4	5	6

16c. In your opinion what are the top 3 issues facing Novi in the next 5 years?

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.

17. Do you live within the City limits of the City of Novi?

- No Yes

18. Are you currently employed?

- No → Go to question #19
 Yes → Go to question #18a

18a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)
 Bus, Rail, Subway, or other public transportation
 Walk
 Work at home
 Other

18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) usually ride with you to or from work?

- No Yes

19. How many years have you lived in Novi?

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

20. Which best describes the building you live in?

- One family house detached from any other houses
 House attached to one or more houses (e.g., a duplex or townhome)
 Building with two or more apartments or condominiums
 Mobile home
 Other

21. Is this house, apartment, or mobile home...

- Rented for cash or occupied without cash payment?
 Owned by you or someone in this house with a mortgage or free and clear?

22. Do any children 12 or under live in your household?

- No Yes

23. Do any teenagers aged between 13 and 17 live in your household?

- No Yes

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

- No Yes

25. Does any member of your household have a physical handicap or is anyone disabled?

- No Yes

26. What is the highest degree or level of school you have completed? (mark one box)

- 12th Grade or less, no diploma
 High school diploma
 Some college, no degree
 Associate's degree (e.g. AA, AS)
 Bachelor's degree (e.g. BA, AB, BS)
 Graduate degree or professional degree

27. 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 \$24,999
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 or more

28. Are you Spanish/Hispanic/Latino?

- No Yes

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

- American Indian or Alaskan native
 Asian or Pacific Islander
 Black, African American
 White/Caucasian
 Other

30. 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

31. What is your sex?

- Female Male

32. Are you registered to vote in your jurisdiction?

- No Yes Don't know

33. Did you vote in the last election?

- No Yes Don't know

34. Are you likely to vote in the next election?

- No Yes Don't know

**Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:
National Research Center, Inc., 3005 30th St., Boulder, CO 80301**



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