



CIP FY 2012-2017

Customer Survey

December, 2010

About the Survey

- The survey was posted on November 4, 2010 and closed on December 3, 2010.
- 283 individuals responded to the survey.

About this Presentation

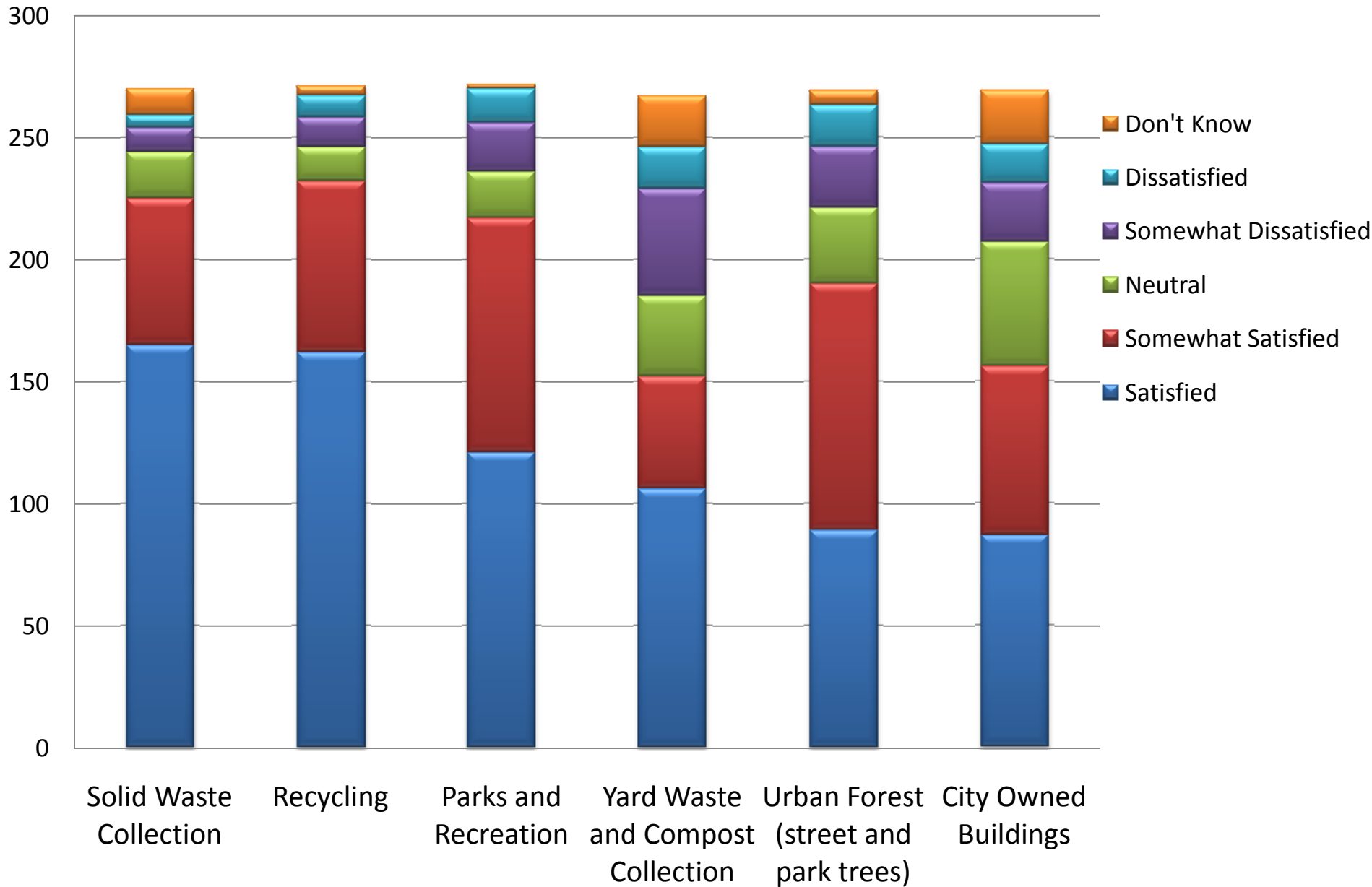
The survey results are summarized in a series of charts and statements. Each image corresponds to a question in the survey. Question numbers are indicated by the orange number **3.** in the upper left-hand corner of the slide.

For more detailed information about the survey and to read all responses click [here](#).

- Level of Satisfaction

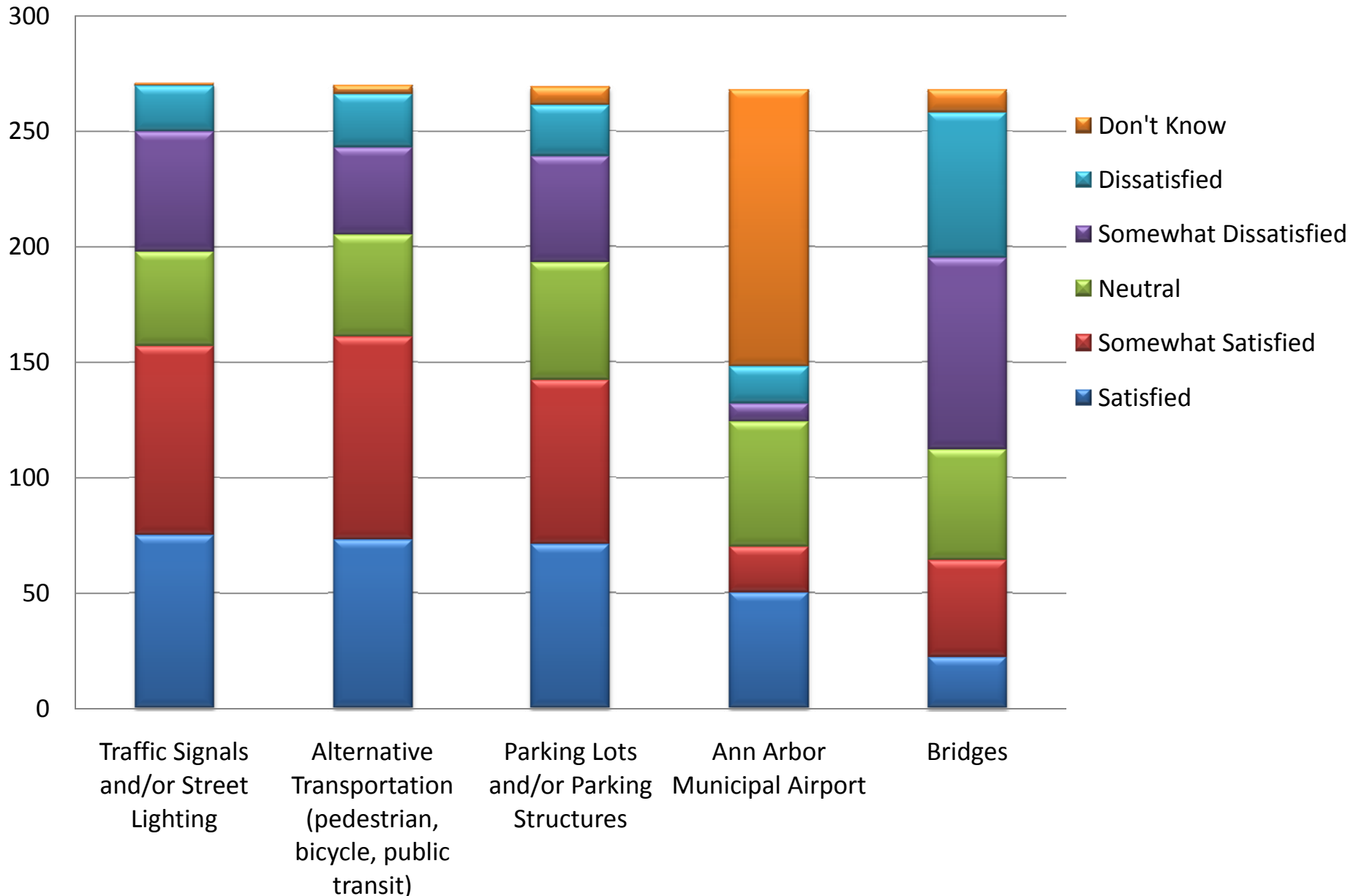
1.

Please rate your level of satisfaction or concern with the following
EXISTING MUNICIPAL facilities and services:



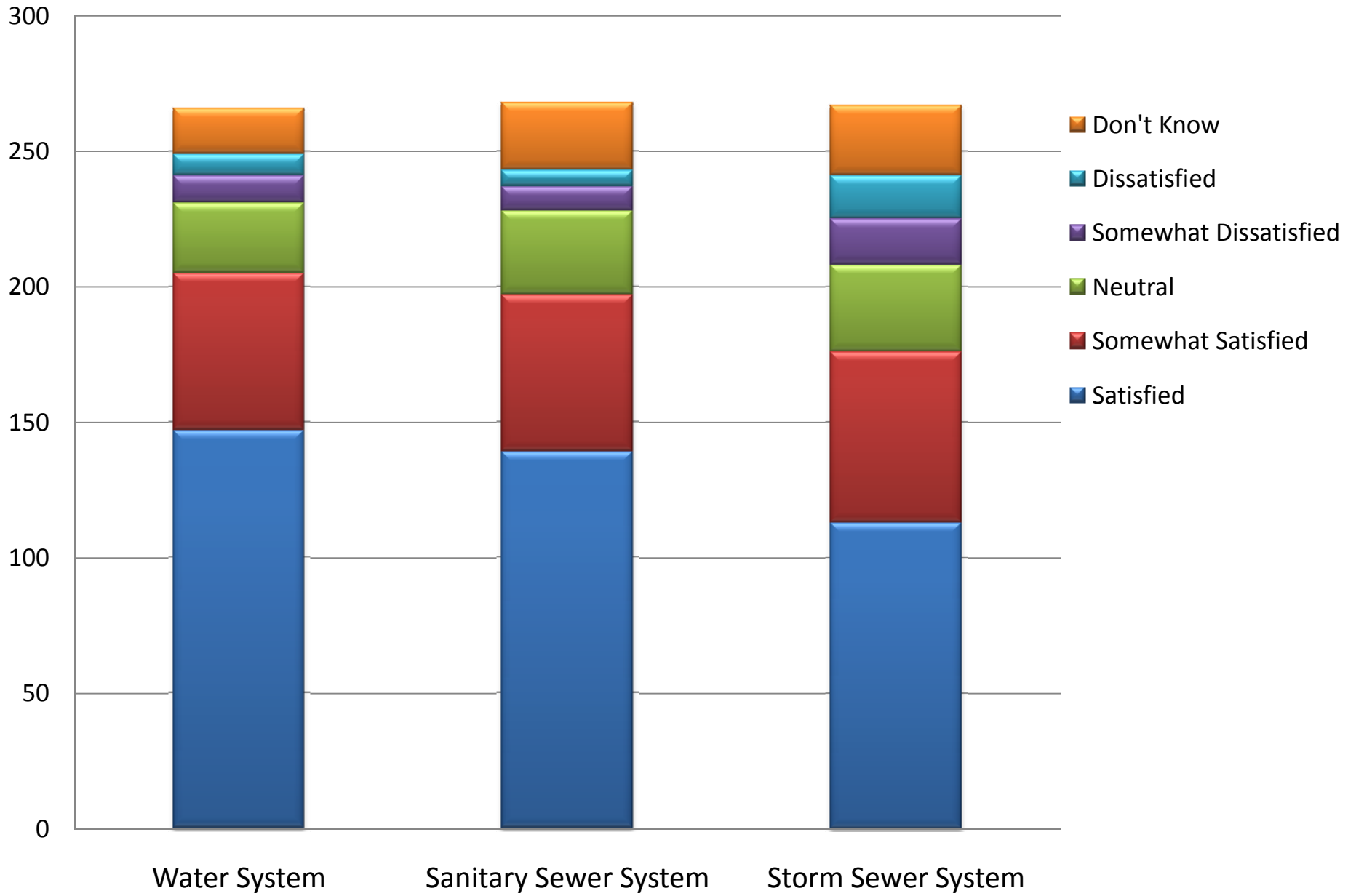
2.

Please rate your level of satisfaction or concern with the following EXISTING TRANSPORTATION systems and services:



3.

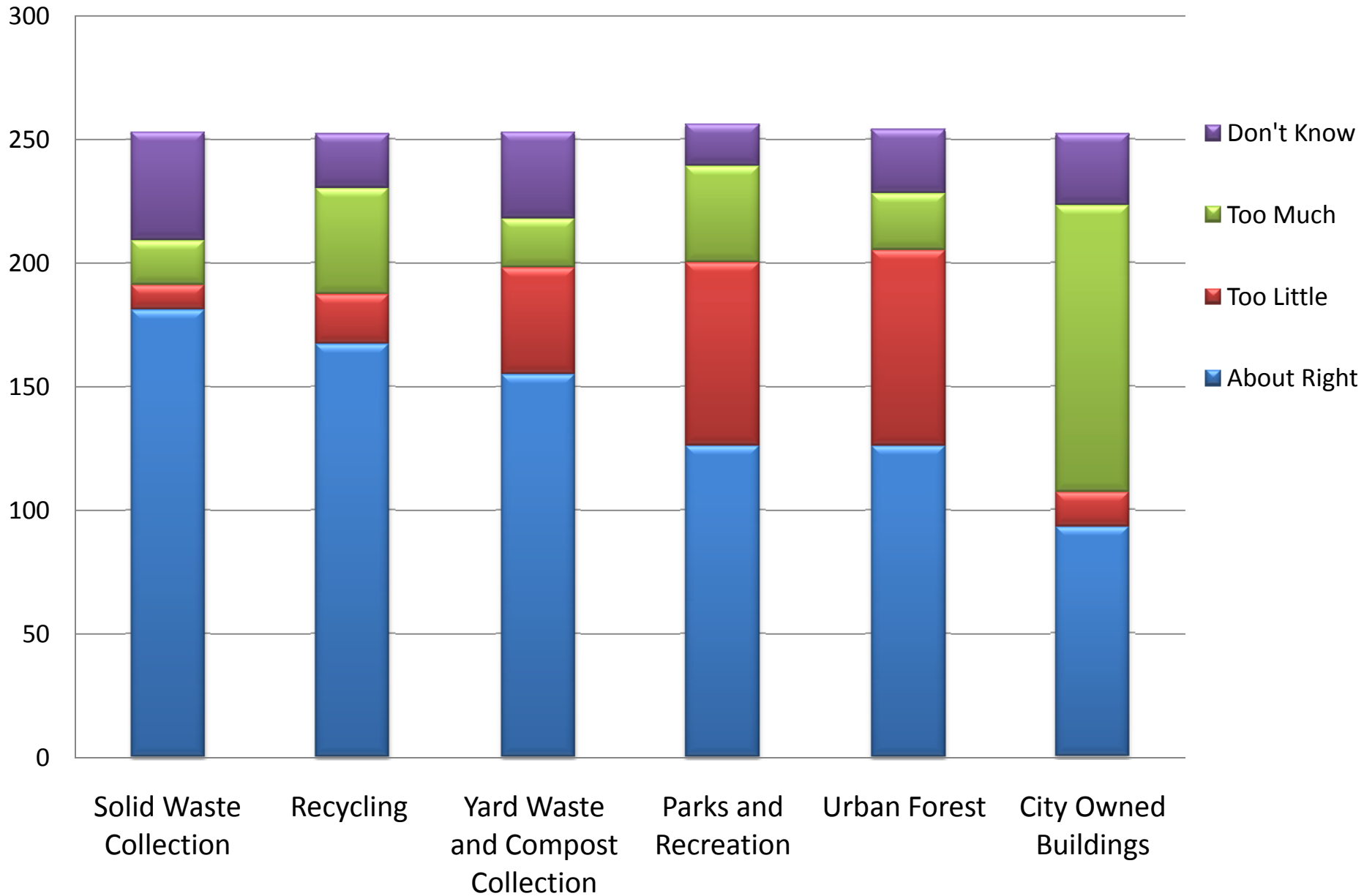
Please rate your level of satisfaction or concern with the following EXISTING UTILITY systems and services:



- Allocation of Dollars

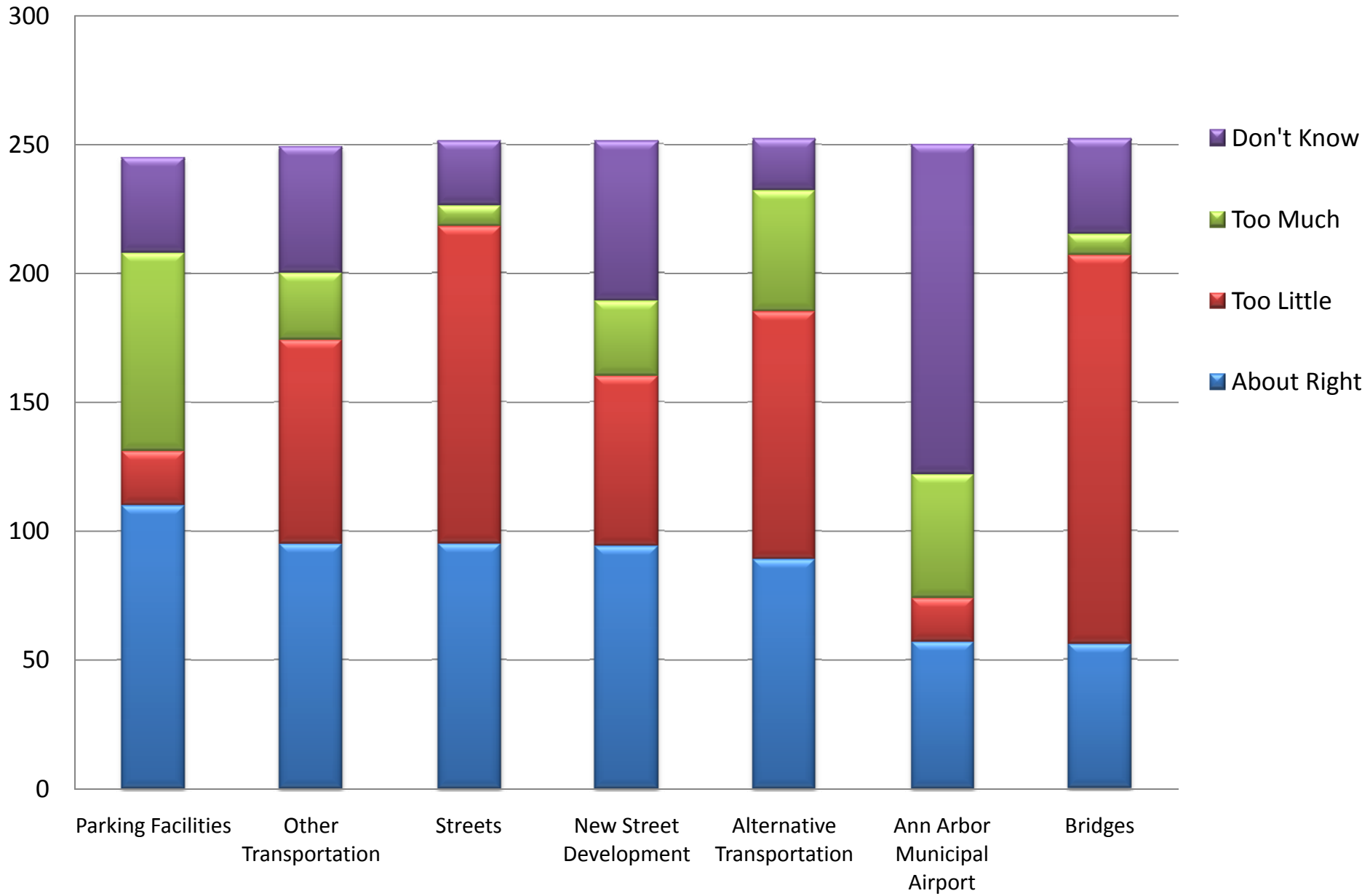
4.

When thinking about MUNICIPAL facilities and services that exist, or are needed, do you think spending is:



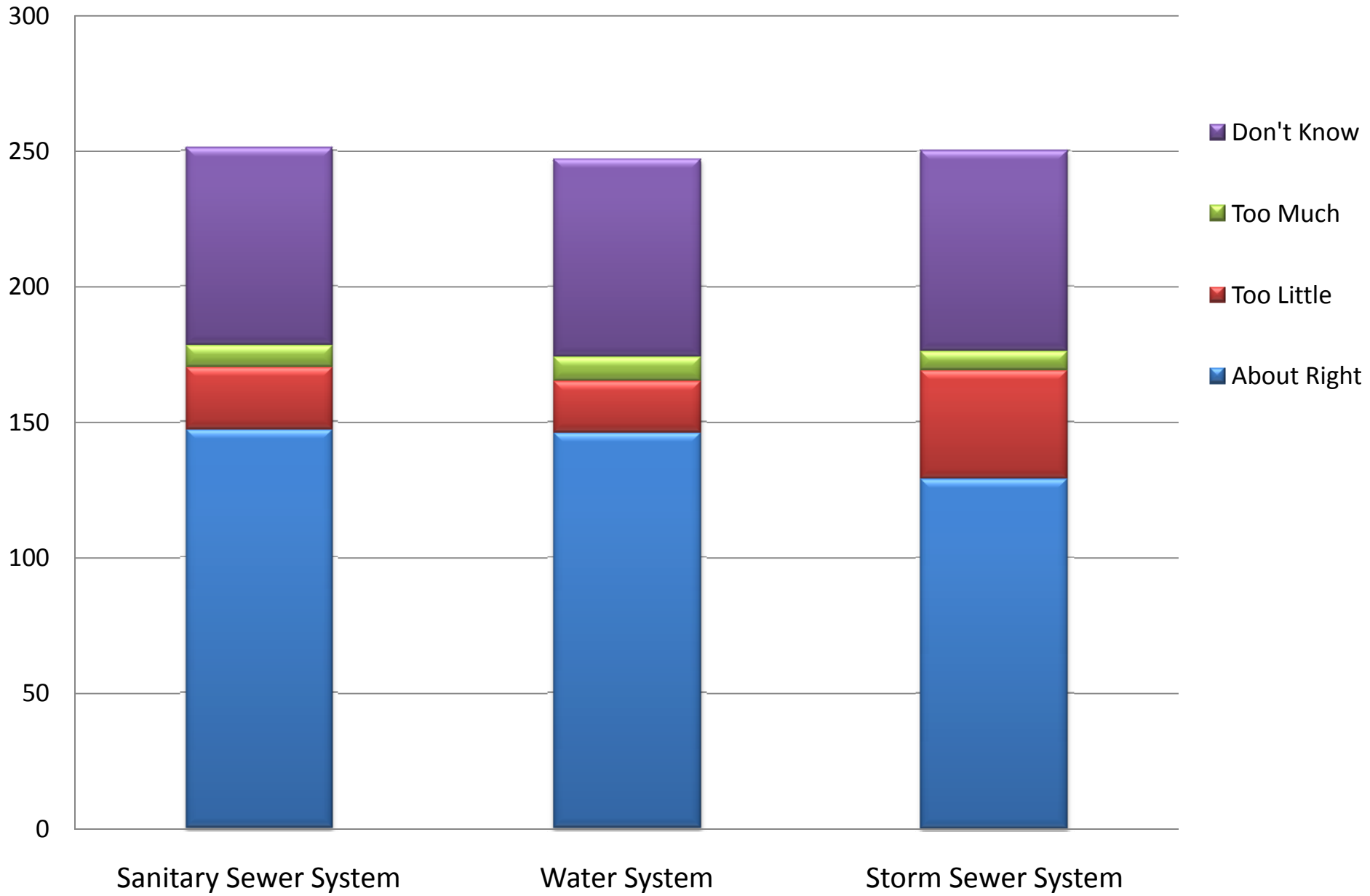
5.

When thinking about TRANSPORTATION systems and services that exist, or are needed, do you think spending is:



6.

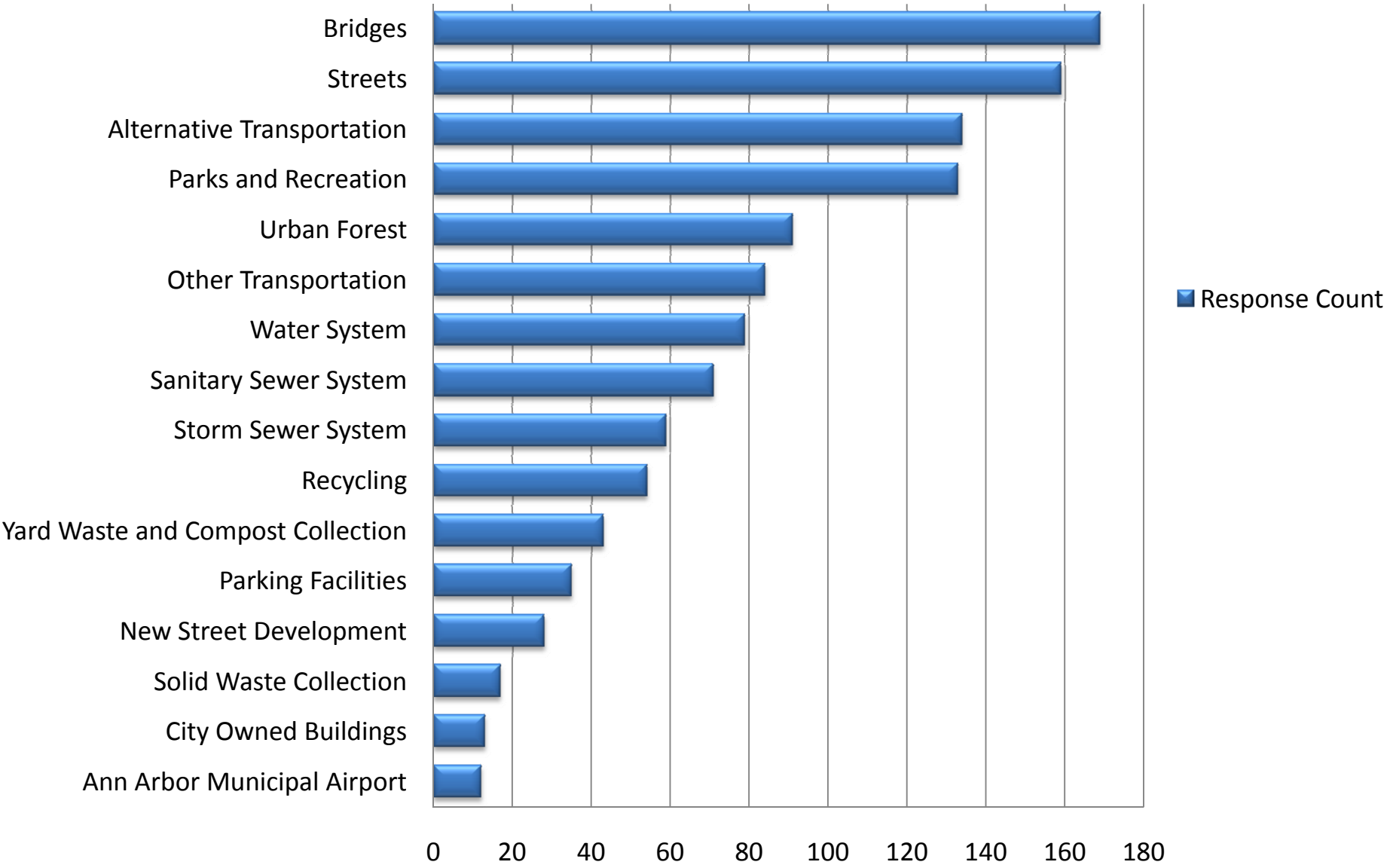
When thinking about UTILITY systems and services that exist, or are needed, do you think spending is:



- Establishing Priorities

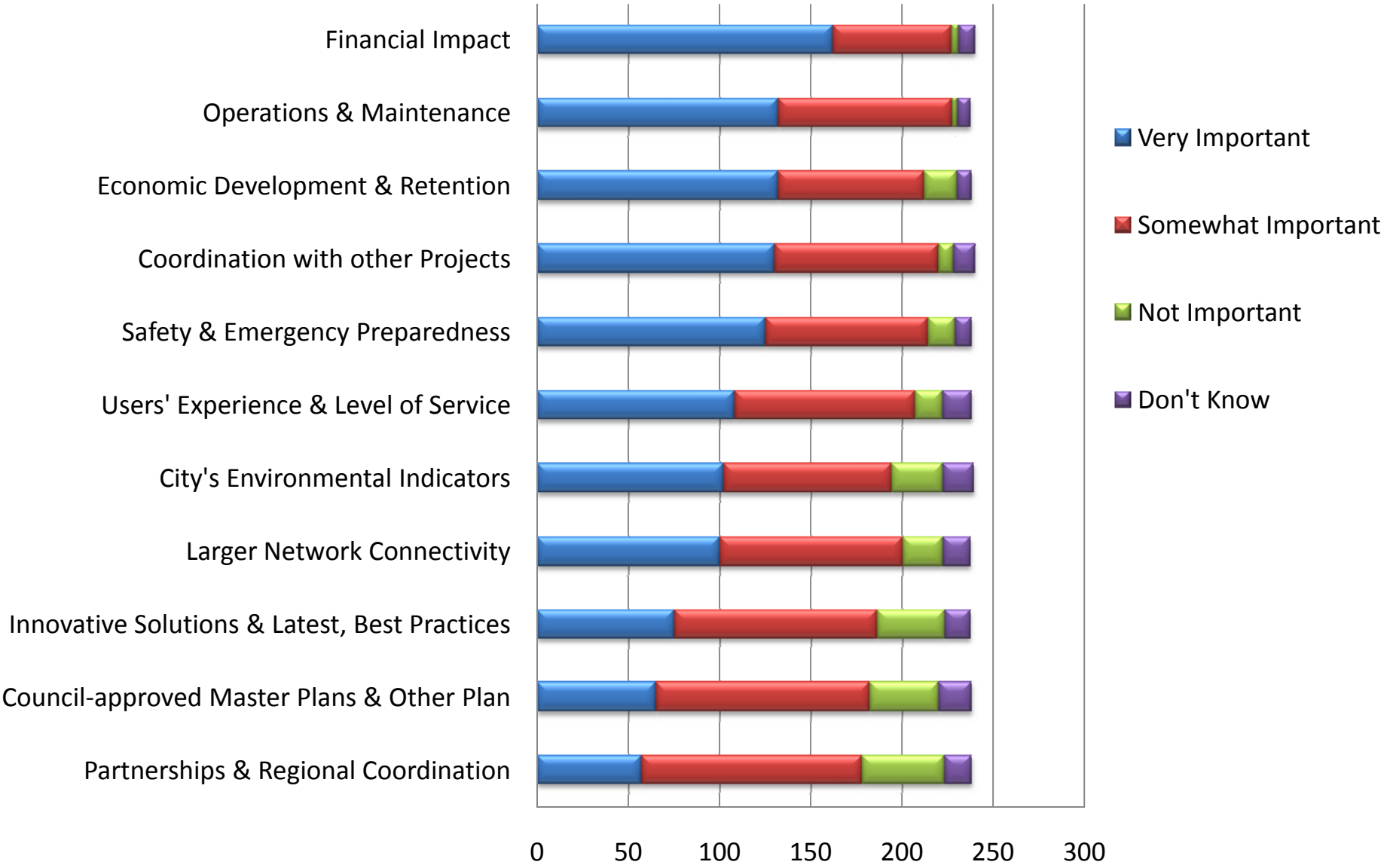
7.

Considering capital needs for facilities/systems often exceed available funding, which FIVE areas do you feel should receive the most emphasis over the next two years?



8.

When evaluating the capital needs of the city, how important is it to consider the following questions when prioritizing proposed projects ?



9. through 11.

Ideas about improvements to existing facilities or services.

140 responses about municipal services & facilities.

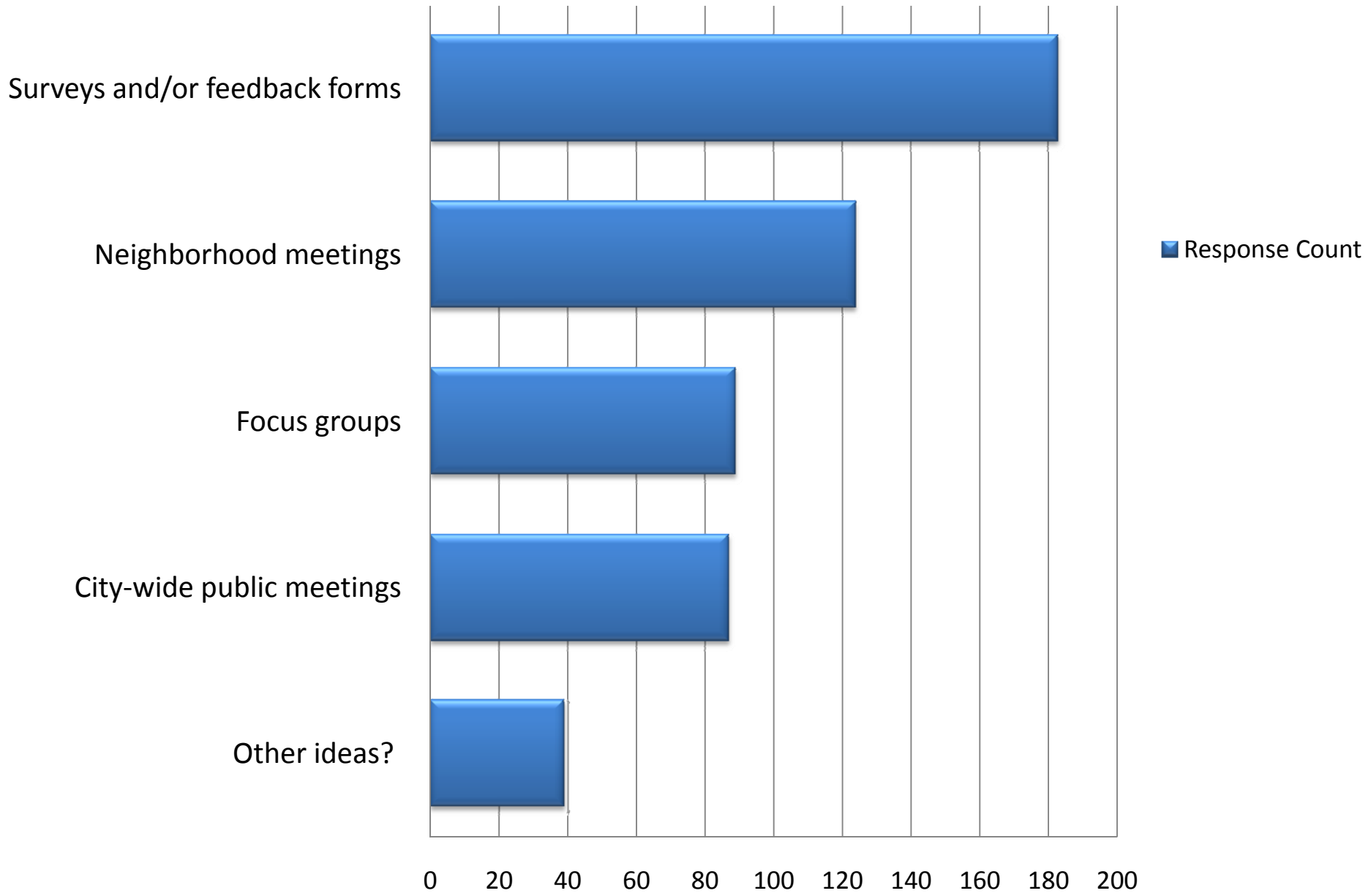
148 responses about transportation services & facilities.

45 responses about utility services & facilities.

- Public Engagement Ideas

12.

For a capital improvements program process, in what public engagement methods would you participate?

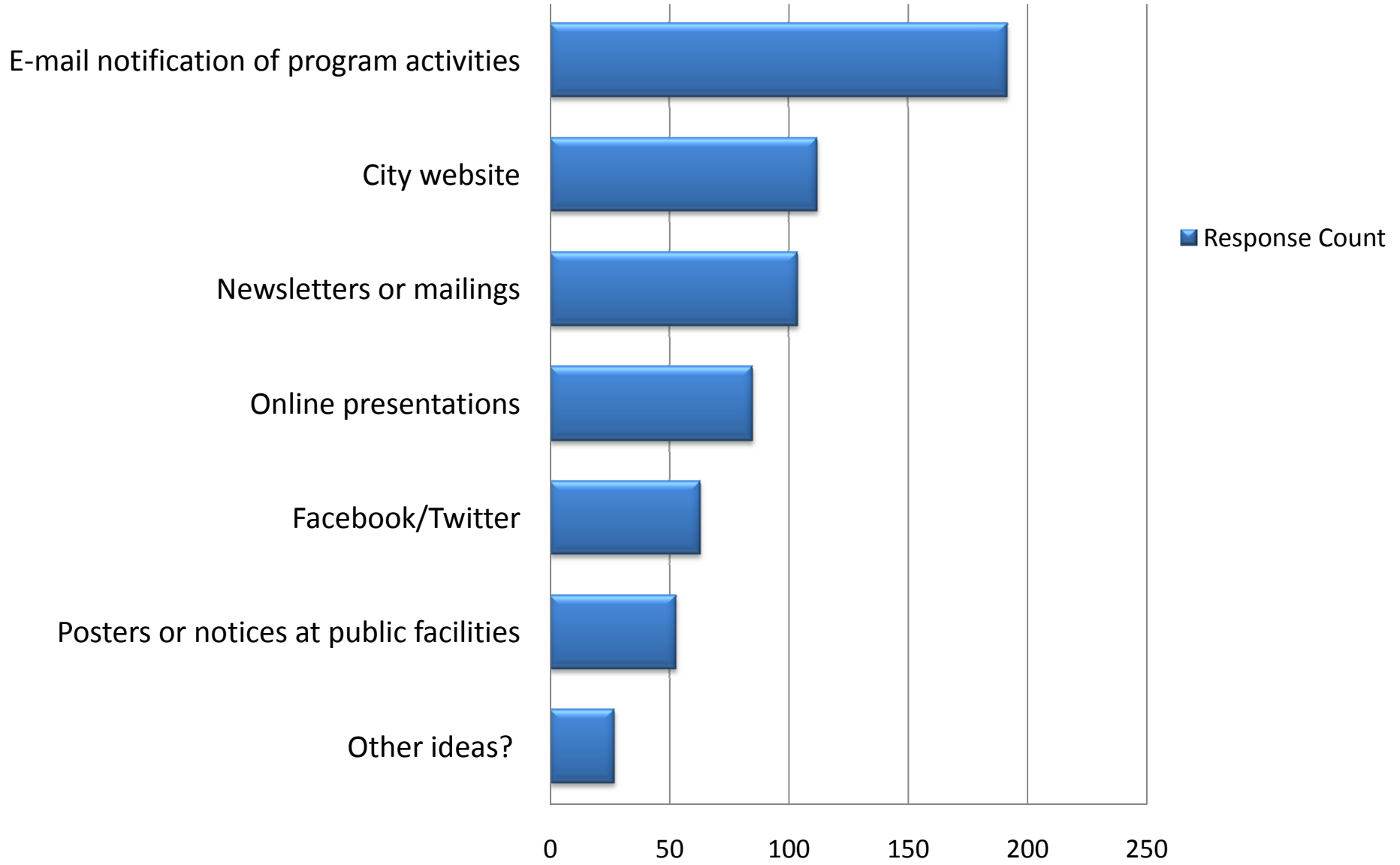


13.

114 respondents had ideas about groups or individuals who should be represented in focus groups during the development of the CIP.

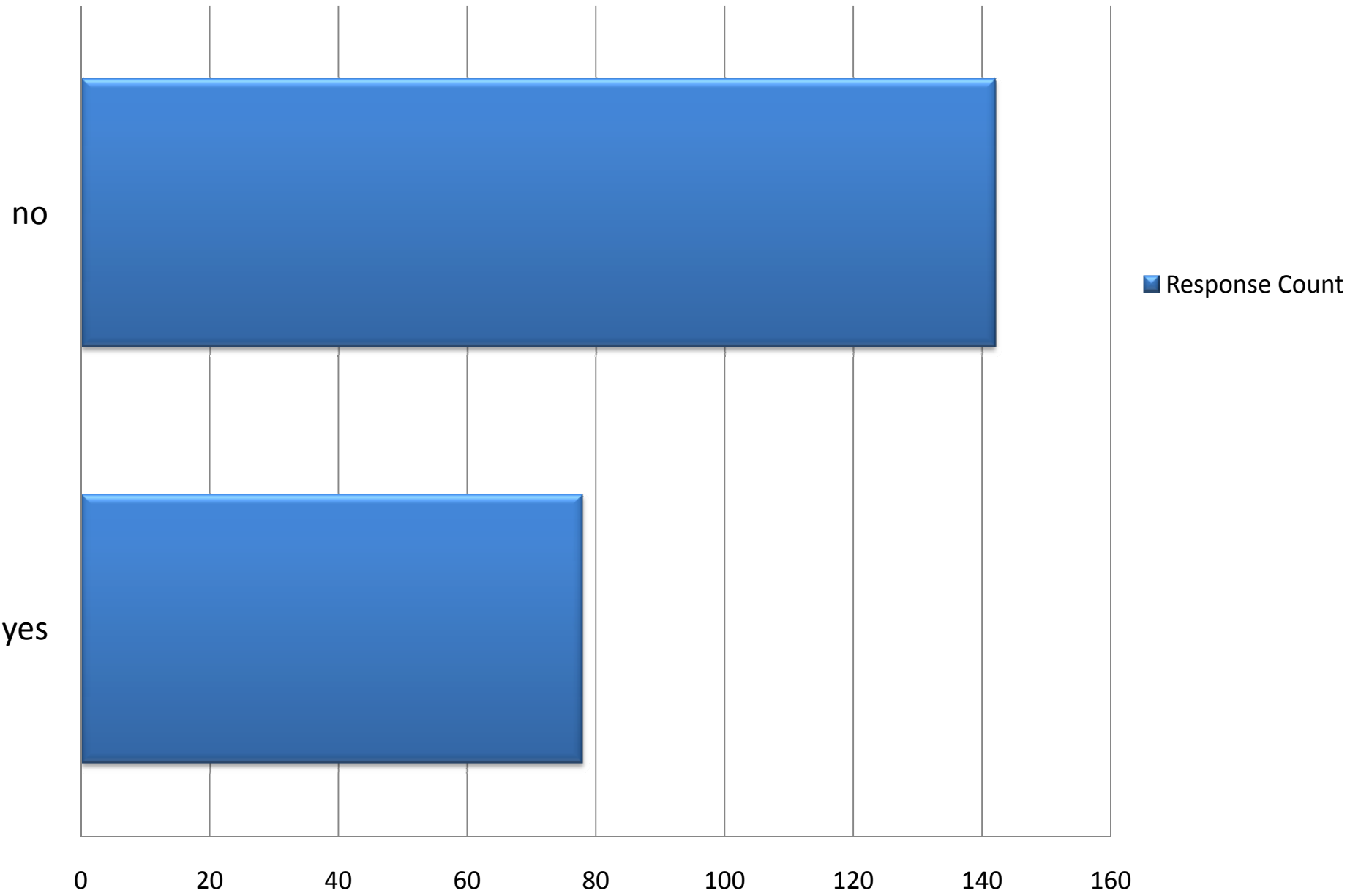
14.

For a capital improvements program process, what public outreach or communication methods would you use to stay informed?



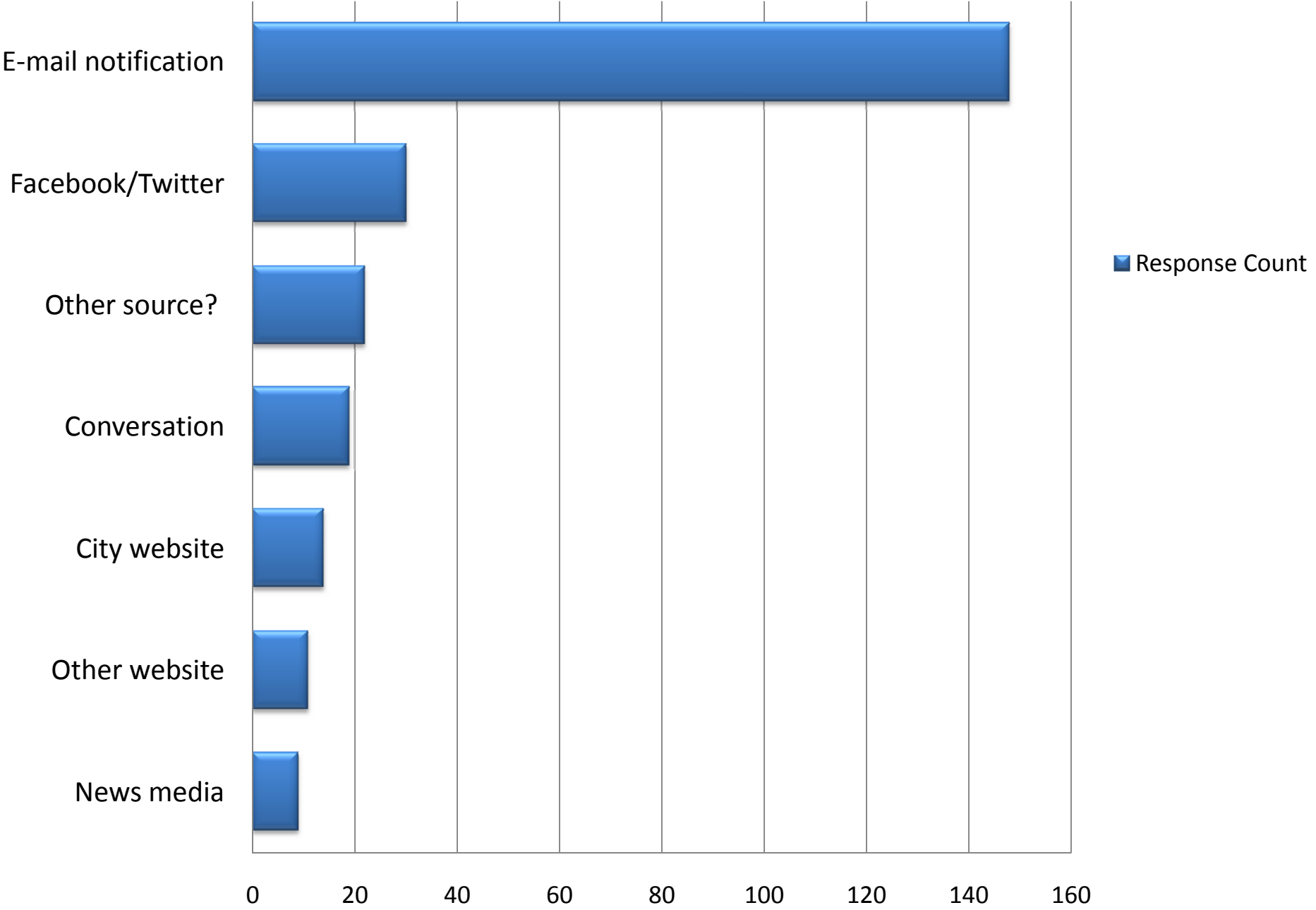
15.

Have you previously viewed the city website for the Capital Improvements Plan?



16.

How did you hear about this survey?



17.

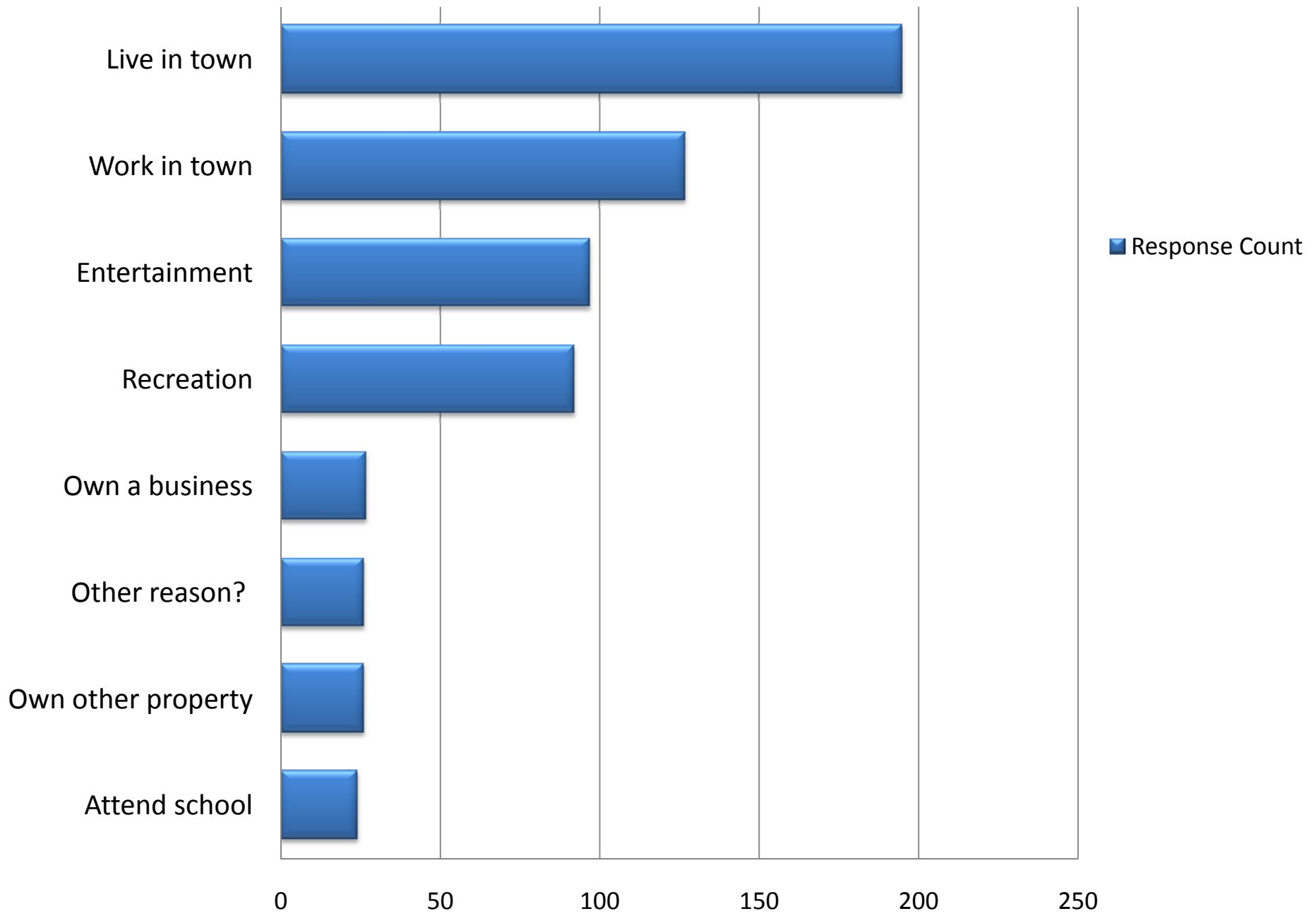
96% responded as an individual

4% responded as the
representative of a group

- Questions about Yourself

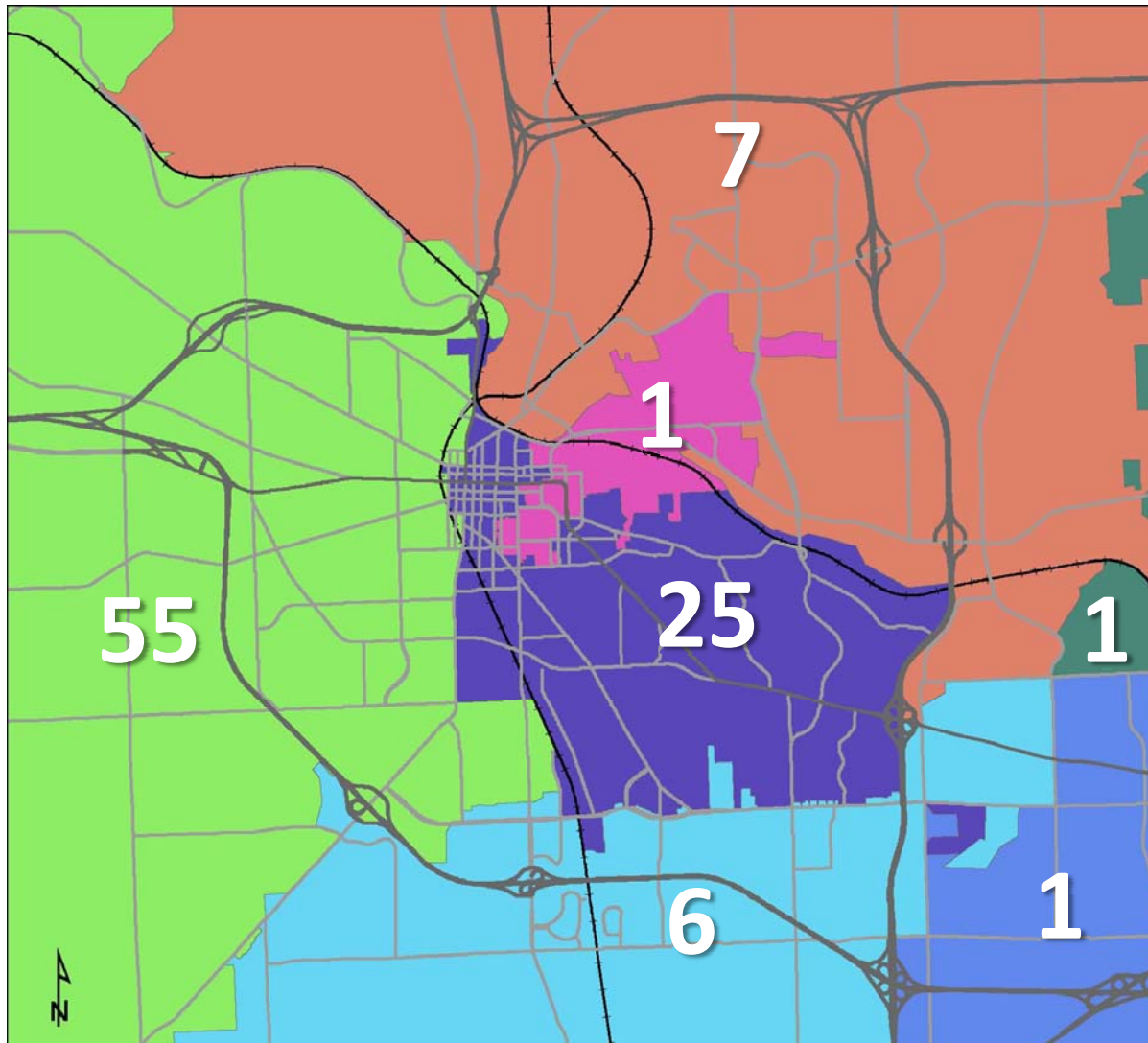
18.

What draws you to Ann Arbor? (Check all that apply.)



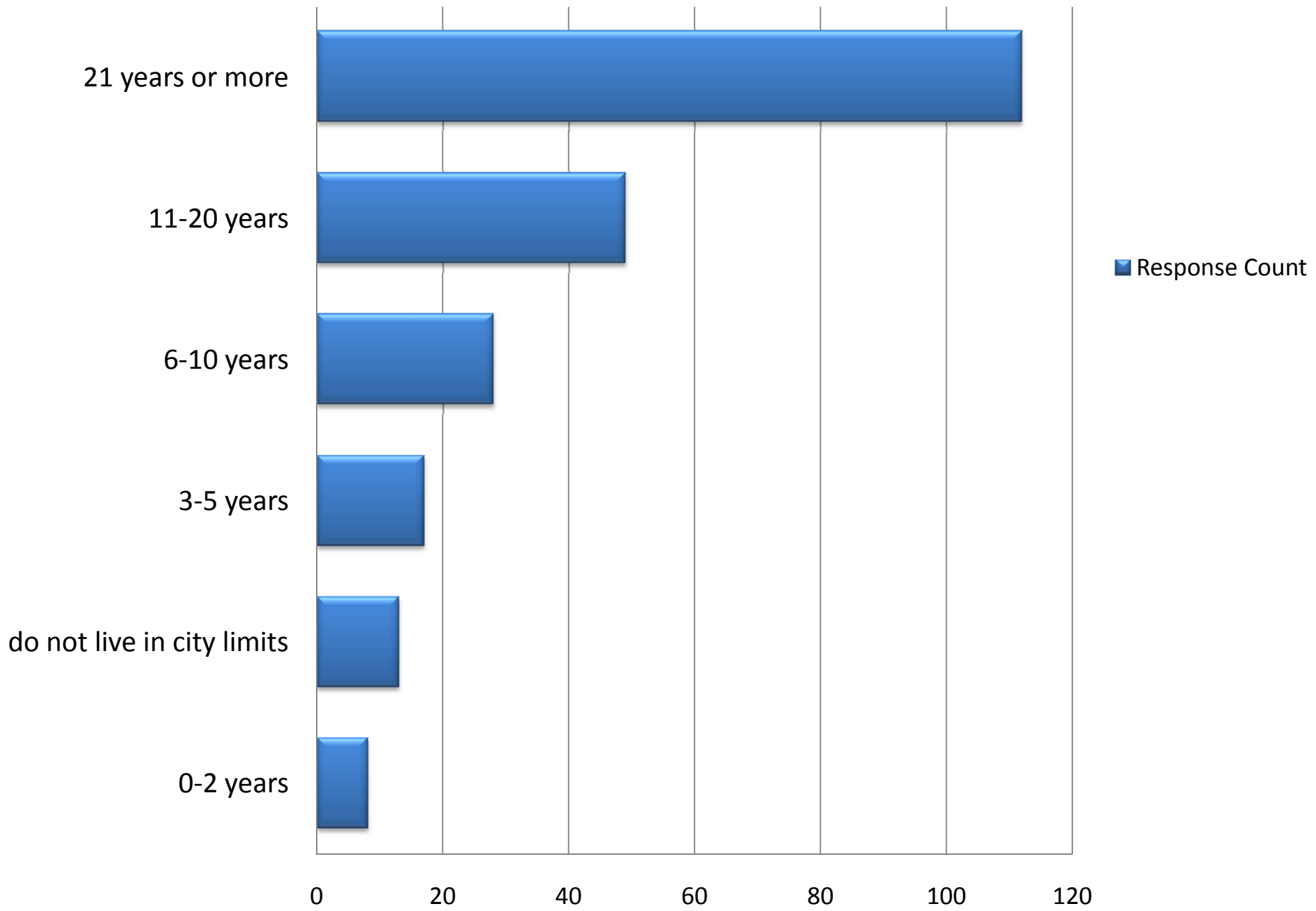
19.

In what part of the city do you live?



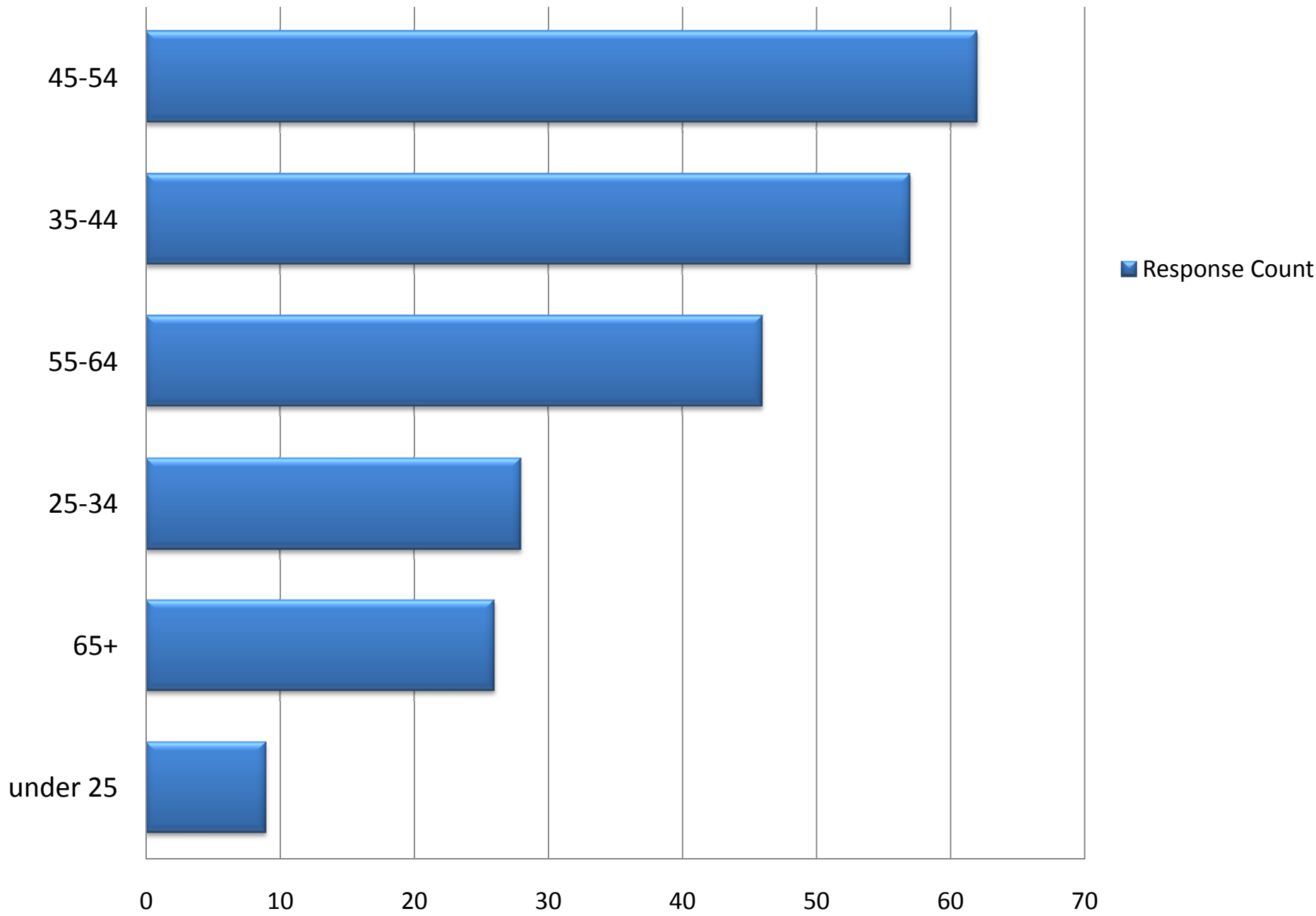
20.

How many years have you lived in the city of Ann Arbor?



21.

My age range is:



22.

114 responded with additional questions & comments.

85 email addresses were collected.

Email notification setup for the CIP webpage.
Please sign up at www.a2gov.org if you would like to receive emails about CIP topics of interest.

- Thank you for participating.



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www.a2gov.org

Printed on recycled paper

PRESS RELEASE

FOR IMMEDIATE RELEASE

CONTACT: Connie Pulcifer, Systems Planner,
734.794.6430, ext. 43731

cpulcifer@a2gov.org

Input sought for Ann Arbor's Capital Improvements Plan

ANN ARBOR, Mich., Nov. 4, 2010 — The City of Ann Arbor is in the process of creating the fiscal years 2012-2017 Capital Improvements Plan (CIP), a planning document that proposes specific improvements and anticipated availability of fiscal resources over a six-year period. The CIP does not address all capital expenditures for the city: It does account for large, physical improvements that are permanent in nature, including the basic facilities, services, and systems needed for the community to function. These include municipal facilities, transportation and utility systems, and other projects that fall outside these categories. Go to the city website ("systems planning" pages) for more CIP information (www.a2gov.org/government/publicservices/systems_planning/capitalimprovements/Pages/CapitalImprovementsPlan.aspx).

Residents can provide input to the CIP process by taking an (anonymous) online survey: https://www.surveymonkey.com/s/CIP_Survey. This survey is open to the entire community, so please pass the link on to others you think would be interested. **The survey will close Dec. 3, 2010.**

City staff is looking for residents' comments and ideas in the following areas:

- Level of satisfaction with public facilities, systems and services
- Thoughts about the allocation of dollars for capital projects
- Ideas and priorities for improvements to facilities, systems and services
- Suggestions for future public engagement methods

Printed copies of the survey will be available upon request to Systems Planner Connie Pulcifer at 734.794.6430, extension 43731, or cpulcifer@a2gov.org.

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Ann Arbor has 114,000 residents, spans 27.7 square miles, and is frequently recognized as a foremost place to live, learn, work, thrive and visit (www.a2gov.org/news). To keep up with City of Ann Arbor information, subscribe for e-mail updates (www.a2gov.org/subscribe), follow us on Twitter (<http://twitter.com/a2gov>) or find us on Facebook (www.facebook.com/thecityofannarbor). The city's mission statement reads: The city of Ann Arbor is committed to providing excellent municipal services that enhance the quality of life for all through the intelligent use of resources while valuing an open environment that fosters, fair, sensitive and respectful treatment of all employees and the community we serve.

CIP FY2012-2017 Customer Survey

About this Survey

Thank you for taking the time to complete this survey! City staff is looking for your comments and ideas in the following areas:

- Your level of satisfaction with public facilities, systems and services.
- Your thoughts about the allocation of dollars for capital projects
- Your ideas and priorities for improvements to public facilities, systems and services.
- Your suggestions for future public engagement methods

The entire survey will take you about ten to fifteen minutes to complete and will provide city staff with valuable information as we identify needs and establish priorities for the fiscal years 2012-2017 Capital Improvements Plan (CIP).

The CIP is a planning document that proposes specific improvements and anticipated availability of fiscal resources over a six-year period. The CIP does not address all capital expenditures for the city: It does account for large, physical improvements that are permanent in nature, including the basic facilities, services, and systems needed for the community to function. These include municipal facilities, transportation and utility systems, and other projects that fall outside these categories. [click here](#) for more information about the CIP.

Level of Satisfaction

1. Please rate your level of satisfaction or concern with the following EXISTING MUNICIPAL facilities and services:

	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	Don't Know
City Owned Buildings	jn	jn	jn	jn	jn	jn
Parks and Recreation	jn	jn	jn	jn	jn	jn
Recycling	jn	jn	jn	jn	jn	jn
Solid Waste Collection	jn	jn	jn	jn	jn	jn
Urban Forest (street and park trees)	jn	jn	jn	jn	jn	jn
Yard Waste and Compost Collection	jn	jn	jn	jn	jn	jn

Comments?

CIP FY2012-2017 Customer Survey

2. Please rate your level of satisfaction or concern with the following EXISTING TRANSPORTATION systems and services:

	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	Don't Know
Alternative Transportation (pedestrian, bicycle, public transit)	jn	jn	jn	jn	jn	jn
Ann Arbor Municipal Airport	jn	jn	jn	jn	jn	jn
Bridges	jn	jn	jn	jn	jn	jn
Parking Lots and/or Parking Structures	jn	jn	jn	jn	jn	jn
Streets	jn	jn	jn	jn	jn	jn
Traffic Signals and/or Street Lighting	jn	jn	jn	jn	jn	jn

Comments?

3. Please rate your level of satisfaction or concern with the following EXISTING UTILITY systems and services:

	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	Don't Know
Sanitary Sewer System	jn	jn	jn	jn	jn	jn
Storm Sewer System	jn	jn	jn	jn	jn	jn
Water System	jn	jn	jn	jn	jn	jn

Comments?

Allocation of Dollars

4. When thinking about MUNICIPAL facilities and services that exist, or are needed, do you think spending is:

	Too Little	About Right	Too Much	Don't Know
City Owned Buildings (expansion, construction and renovation)	jn	jn	jn	jn
Parks and Recreation (development, enhancement and acquisition)	jn	jn	jn	jn
Recycling (development and improvement of facilities, services and equipment)	jn	jn	jn	jn
Solid Waste Collection (development and improvement of facilities, services and equipment)	jn	jn	jn	jn
Urban Forest (street and park tree removal, planting and trimming)	jn	jn	jn	jn
Yard Waste and Compost Collection (development and improvement of facilities, services and equipment)	jn	jn	jn	jn

Comments?

CIP FY2012-2017 Customer Survey

5. When thinking about TRANSPORTATION systems and services that exist, or are needed, do you think spending is:

	Too Little	About Right	Too Much	Don't Know
Alternative Transportation (pedestrian, bicycle and public transit)	jn	jn	jn	jn
Ann Arbor Municipal Airport (improvement of airfields, terminal building, access roadways, and parking lots)	jn	jn	jn	jn
Bridges (rehabilitation and reconstruction)	jn	jn	jn	jn
New Street Development (replacement of gravel surface streets and construction of new streets)	jn	jn	jn	jn
Other Transportation (installation/modernization of traffic signals and street lighting; corridor studies)	jn	jn	jn	jn
Parking Facilities (major resurfacing, reconstruction/redevelopment of parking lots and structures)	jn	jn	jn	jn
Streets (major resurfacing/reconstruction of existing streets; intersection improvements)	jn	jn	jn	jn

Comments?

6. When thinking about UTILITY systems and services that exist, or are needed, do you think spending is:

	Too Little	About Right	Too Much	Don't Know
Sanitary Sewer System (installation, replacement, service, and reliability)	jn	jn	jn	jn
Storm Sewer System (installation, replacement, service, and reliability)	jn	jn	jn	jn
Water System (installation, replacement, service, and reliability)	jn	jn	jn	jn

Comments?

Establishing Priorities

7. Considering capital needs for facilities/systems often exceed available funding, which FIVE areas do you feel should receive the most emphasis over the next two years?

- € **Alternative Transportation** (pedestrian, bicycle and public transit)
- € **Ann Arbor Municipal Airport** (improvement of airfields, terminal building, access roadways, and parking lots)
- € **Bridges** (rehabilitation and reconstruction)
- € **City Owned Buildings** (expansion, construction and renovation)
- € **New Street Development** (replacement of gravel surface streets and construction of new streets)
- € **Other Transportation** (installation/modernization of traffic signals and street lighting; corridor studies)
- € **Parking Facilities** (major resurfacing, reconstruction/redevelopment of parking lots or structures)
- € **Parks and Recreation** (development, enhancement and acquisition)
- € **Recycling** (development and improvement of facilities, services and equipment)
- € **Sanitary Sewer System** (installation, replacement, service, and reliability)
- € **Solid Waste Collection** (development and improvement of facilities, services and equipment)
- € **Storm Sewer System** (installation, replacement, service, and reliability)
- € **Streets** (major resurfacing/reconstruction of existing streets; intersection improvements)
- € **Urban Forest** (street and park tree removal, planting and trimming)
- € **Water System** (installation, replacement, service, and reliability)
- € **Yard Waste and Compost Collection** (development and improvement of facilities, programs and equipment)

Establishing Priorities Continued

8. When evaluating the capital needs of the city, how important is it to consider the following questions when prioritizing proposed projects ?

	Very Important	Somewhat Important	Not Important	Don't Know
Are the city's Environmental Indicators in the the city's Environmental Goals improved by this project? click here to see goals.	jn	jn	jn	jn
Does the project improve safety for the public and/or contribute to emergency preparedness?	jn	jn	jn	jn
What is the financial impact of the project?	jn	jn	jn	jn
Is there an opportunity to coordinate this project with other projects?	jn	jn	jn	jn
Does the project meet the objectives in Council-approved master plans and other plans?	jn	jn	jn	jn
Does the project address the quality of a users' experience or level of service, and/or provide a new service?	jn	jn	jn	jn
Does the project demonstrate a local example of an innovative solution or incorporate latest, best practices?	jn	jn	jn	jn
Does the project positively impact the economic development and retention of businesses in the community?	jn	jn	jn	jn
Does the project promote partnerships (public-private, intergovernmental, interjurisdictional) and/or regional coordination?	jn	jn	jn	jn
What impact does the project have on the larger network, such as improved connectivity or addressing user demand?	jn	jn	jn	jn
Will the project lower operations and maintenance costs?	jn	jn	jn	jn

Comments?

Your Ideas

9. Do you have ideas for new, or improvements to existing, MUNICIPAL facilities or services? Please tell us what is specifically needed in each category.

City Owned Buildings

(expansion, construction and renovation)

Parks and Recreation

(development, enhancement and acquisition)

Recycling (development

and improvement of facilities, services and equipment)

Solid Waste Collection

(development and improvement of facilities, services and equipment)

Urban Forest (street and

park tree removal, planting and trimming)

Yard Waste and Compost Collection

(development and improvement of facilities, services and equipment)

10. Do you have ideas for new, or improvements to existing, TRANSPORTATION systems or services? Please tell us what is specifically needed in each category.

Alternative Transportation

(pedestrian, bicycle and public transit)

Ann Arbor Municipal

Airport (improvement of airfields, terminal building, access roadways, and parking lots)

Bridges (rehabilitation and reconstruction)

New Street Development

(replacement of gravel surface streets and construction of new streets)

Other Transportation

(installation/modernization of traffic signals and street lighting; corridor studies)

Parking Facilities (major

resurfacing, reconstruction/redevelopment of parking lots and structures)

Streets (major

resurfacing/reconstruction of existing streets; intersection improvements)

11. Do you have ideas for new, or improvements to existing, UTILITY systems or services? Please tell us what is specifically needed in each category.

Sanitary Sewer System

(installation, replacement, service, and reliability)

Storm Sewer System

(installation, replacement, service, and reliability)

Water System

(installation, replacement, service, and reliability)

Public Engagement Ideas

We are always seeking ways to improve our public engagement methods to increase our understanding of citizens' ideas and concerns. Please help us plan for the next capital improvements program process by answering the following questions:

12. For a capital improvements program process, in what public engagement methods would you participate? (Check all that apply.)

- City-wide public meetings
- Focus groups
- Neighborhood meetings
- Surveys and/or feedback forms

Other ideas?

13. What groups or individuals do you feel should be represented in a focus group during the development of the Capital Improvements Plan?

14. For a capital improvements program process, what public outreach or communication methods would you use to stay informed? (Check all that apply.)

- E-mail notification of program activities
- Newsletters or mailings
- City website
- Online presentations
- Facebook/Twitter
- Posters or notices at public facilities

Other ideas?

15. Have you previously viewed the city website for the Capital Improvements Plan? [click here](#) to view.

yes

no

16. How did you hear about this survey? (Check all that apply.)

- E-mail notification
- Facebook/Twitter
- City website
- Other website
- News media
- Conversation

Other source?

17. Have you responded to this survey as the representative of a group or organization?

no

Yes; please tell us what group or organization you represent.

Questions about Yourself

18. What draws you to Ann Arbor? (Check all that apply.)

- Live in town
- Work in town
- Attend school
- Recreation
- Entertainment
- Own other property
- Own a business

Other reason?

19. What is the ZIP code where you live?

20. How many years have you lived in the city of Ann Arbor?

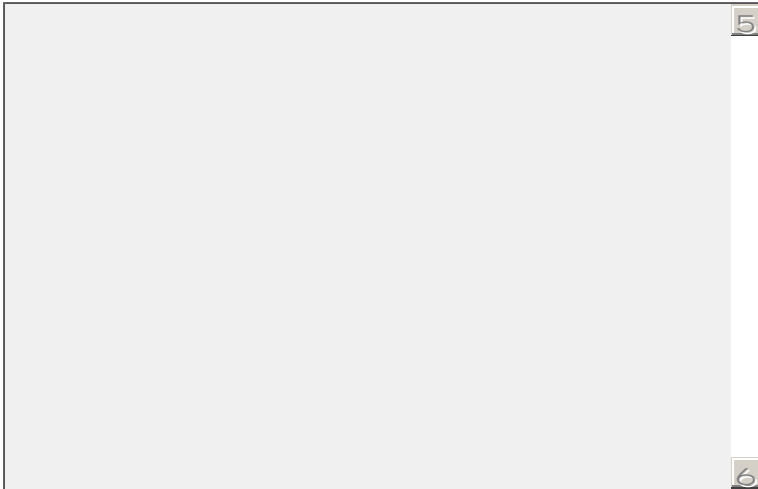
- 0-2 years
- 3-5 years
- 6-10 years
- 11-20 years
- 21 years or more
- do not live in city limits

21. My age range is:

- under 25
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

Questions or Comments?

22. Please tell us if you have any additional questions or comments related to the Capital Improvements Plan.



Thank you!

Thank you for taking the time to complete this survey; your input is important to us!

For more information about the capital improvements planning process, contact Cresson Sloten, (734) 794-6430 ext 43701 or [Email Me](#)