

THE NCSTM

The National Citizen SurveyTM

Battle Creek, MI



Technical Appendices 2015



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Battle Creek:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Battle Creek as a place to live	4%	N=26	40%	N=247	40%	N=248	17%	N=103	100%	N=624
Your neighborhood as a place to live	11%	N=67	46%	N=289	27%	N=171	15%	N=95	100%	N=622
Battle Creek as a place to raise children	4%	N=21	33%	N=194	39%	N=226	25%	N=147	100%	N=587
Battle Creek as a place to work	6%	N=34	31%	N=190	38%	N=229	25%	N=153	100%	N=607
Battle Creek as a place to visit	5%	N=32	23%	N=139	34%	N=208	38%	N=228	100%	N=607
Battle Creek as a place to retire	3%	N=19	20%	N=114	30%	N=173	47%	N=269	100%	N=575
The overall quality of life in Battle Creek	4%	N=23	29%	N=179	47%	N=289	20%	N=126	100%	N=617

Table 2: Question 2

Please rate each of the following characteristics as they relate to Battle Creek as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Battle Creek	3%	N=18	32%	N=201	38%	N=234	27%	N=170	100%	N=624
Overall ease of getting to the places you usually have to visit	14%	N=88	48%	N=295	31%	N=189	7%	N=45	100%	N=617
Quality of overall natural environment in Battle Creek	5%	N=33	43%	N=261	40%	N=245	12%	N=73	100%	N=612
Overall "built environment" of Battle Creek (including overall design, buildings, parks and transportation systems)	3%	N=21	34%	N=205	42%	N=253	21%	N=128	100%	N=607
Health and wellness opportunities in Battle Creek	7%	N=40	34%	N=208	37%	N=228	22%	N=133	100%	N=609
Overall opportunities for education and enrichment	6%	N=37	37%	N=220	37%	N=220	21%	N=124	100%	N=601
Overall economic health of Battle Creek	1%	N=8	16%	N=98	42%	N=254	41%	N=246	100%	N=606
Sense of community	3%	N=15	20%	N=120	41%	N=247	37%	N=222	100%	N=604
Overall image or reputation of Battle Creek	1%	N=8	17%	N=101	39%	N=235	43%	N=260	100%	N=604

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Battle Creek to someone who asks	10%	N=59	38%	N=235	20%	N=126	32%	N=197	100%	N=616
Remain in Battle Creek for the next five years	33%	N=198	38%	N=228	10%	N=62	18%	N=106	100%	N=594

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	37%	N=227	40%	N=247	12%	N=77	5%	N=33	6%	N=38	100%	N=622
In Battle Creek's downtown/commercial area during the day	26%	N=152	44%	N=258	16%	N=97	11%	N=63	4%	N=23	100%	N=593

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Battle Creek as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	8%	N=48	47%	N=291	32%	N=200	13%	N=78	100%	N=617
Ease of public parking	9%	N=55	39%	N=238	38%	N=231	13%	N=79	100%	N=602
Ease of travel by car in Battle Creek	16%	N=96	47%	N=286	31%	N=187	6%	N=35	100%	N=604
Ease of travel by public transportation in Battle Creek	2%	N=8	31%	N=112	39%	N=137	28%	N=100	100%	N=356
Ease of travel by bicycle in Battle Creek	9%	N=38	41%	N=176	36%	N=157	14%	N=61	100%	N=432
Ease of walking in Battle Creek	8%	N=44	38%	N=208	37%	N=202	17%	N=90	100%	N=543
Availability of paths and walking trails	13%	N=72	42%	N=235	32%	N=180	13%	N=72	100%	N=559
Air quality	10%	N=58	43%	N=254	38%	N=225	9%	N=55	100%	N=592
Cleanliness of Battle Creek	2%	N=13	29%	N=180	46%	N=282	23%	N=142	100%	N=618
Overall appearance of Battle Creek	3%	N=18	28%	N=168	50%	N=301	20%	N=120	100%	N=608
Public places where people want to spend time	3%	N=19	30%	N=175	43%	N=251	25%	N=145	100%	N=589
Variety of housing options	6%	N=34	30%	N=176	36%	N=207	28%	N=161	100%	N=578
Availability of affordable quality housing	5%	N=26	31%	N=171	34%	N=189	31%	N=170	100%	N=556
Fitness opportunities (including exercise classes and paths or trails, etc.)	9%	N=50	44%	N=254	37%	N=210	10%	N=60	100%	N=573
Recreational opportunities	6%	N=36	33%	N=195	40%	N=235	22%	N=128	100%	N=593
Availability of affordable quality food	6%	N=39	38%	N=232	38%	N=232	18%	N=108	100%	N=611
Availability of affordable quality health care	4%	N=26	36%	N=213	37%	N=218	23%	N=133	100%	N=591
Availability of preventive health services	5%	N=27	37%	N=208	40%	N=224	18%	N=99	100%	N=558
Availability of affordable quality mental health care	5%	N=22	30%	N=133	43%	N=192	23%	N=102	100%	N=450

Table 6: Question 6

Please rate each of the following characteristics as they relate to Battle Creek as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	4%	N=16	35%	N=132	40%	N=149	21%	N=79	100%	N=375
K-12 education	7%	N=33	42%	N=207	33%	N=162	18%	N=91	100%	N=493
Adult educational opportunities	4%	N=21	40%	N=200	41%	N=201	15%	N=74	100%	N=496
Opportunities to attend cultural/arts/music activities	6%	N=31	29%	N=155	37%	N=200	29%	N=156	100%	N=542
Employment opportunities	1%	N=8	19%	N=109	43%	N=249	37%	N=213	100%	N=579
Shopping opportunities	5%	N=28	27%	N=162	40%	N=242	29%	N=175	100%	N=607
Cost of living in Battle Creek	4%	N=27	29%	N=174	45%	N=273	22%	N=131	100%	N=605
Overall quality of business and service establishments in Battle Creek	2%	N=10	29%	N=170	50%	N=295	20%	N=120	100%	N=595
Vibrant downtown/commercial area	2%	N=14	18%	N=107	38%	N=218	42%	N=242	100%	N=579
Overall quality of new development in Battle Creek	2%	N=10	19%	N=104	41%	N=229	38%	N=211	100%	N=553
Opportunities to participate in social events and activities	3%	N=20	27%	N=154	42%	N=239	28%	N=159	100%	N=571
Opportunities to volunteer	9%	N=49	39%	N=203	39%	N=201	13%	N=68	100%	N=521
Opportunities to participate in community matters	4%	N=20	33%	N=174	44%	N=232	20%	N=104	100%	N=530
Openness and acceptance of the community toward people of diverse backgrounds	6%	N=36	27%	N=149	40%	N=225	27%	N=149	100%	N=559
Neighborliness of residents in Battle Creek	3%	N=19	24%	N=140	45%	N=260	28%	N=161	100%	N=581

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	25%	N=153	75%	N=464	100%	N=616
Made efforts to make your home more energy efficient	18%	N=109	82%	N=503	100%	N=612
Observed a code violation or other hazard in Battle Creek	34%	N=207	66%	N=405	100%	N=613
Household member was a victim of a crime in Battle Creek	80%	N=486	20%	N=122	100%	N=607
Reported a crime to the police in Battle Creek	65%	N=401	35%	N=212	100%	N=613
Stocked supplies in preparation for an emergency	58%	N=358	42%	N=257	100%	N=615
Campaigned or advocated for an issue or cause	76%	N=464	24%	N=146	100%	N=609
Contacted the City of Battle Creek (in-person, phone, email or web) for help or information	58%	N=352	42%	N=259	100%	N=611
Contacted Battle Creek elected officials (in-person, phone, email or web) to express your opinion	82%	N=499	18%	N=110	100%	N=609
Made efforts to soften or purify your water	48%	N=297	52%	N=315	100%	N=612

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Battle Creek?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Battle Creek recreation centers or their services	11%	N=66	11%	N=67	27%	N=168	51%	N=312	100%	N=614
Visited a neighborhood park or City park	12%	N=72	18%	N=111	39%	N=242	31%	N=191	100%	N=615
Used Battle Creek public libraries or their services	12%	N=74	22%	N=134	33%	N=202	33%	N=206	100%	N=615
Attended a City-sponsored event	3%	N=18	5%	N=29	34%	N=208	58%	N=352	100%	N=606
Used bus, rail, subway or other public transportation instead of driving	6%	N=35	4%	N=23	11%	N=67	80%	N=491	100%	N=615
Carpooled with other adults or children instead of driving alone	7%	N=44	11%	N=66	17%	N=102	66%	N=402	100%	N=614
Walked or biked instead of driving	11%	N=67	15%	N=92	20%	N=123	54%	N=334	100%	N=616
Volunteered your time to some group/activity in Battle Creek	7%	N=41	16%	N=99	19%	N=115	58%	N=352	100%	N=607
Participated in a club	4%	N=27	9%	N=54	15%	N=92	72%	N=439	100%	N=612
Talked to or visited with your immediate neighbors	27%	N=163	34%	N=207	23%	N=138	17%	N=103	100%	N=611
Done a favor for a neighbor	17%	N=105	28%	N=174	35%	N=214	20%	N=122	100%	N=615

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=1	2%	N=10	14%	N=86	84%	N=508	100%	N=605
Watched (online or on television) a local public meeting	2%	N=11	5%	N=32	21%	N=128	72%	N=436	100%	N=608

Table 10: Question 10

Please rate the quality of each of the following services in Battle Creek:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	10%	N=57	42%	N=237	33%	N=184	15%	N=87	100%	N=565
Fire services	24%	N=126	52%	N=266	24%	N=122	0%	N=2	100%	N=517
Ambulance or emergency medical services	25%	N=129	47%	N=245	24%	N=123	4%	N=20	100%	N=517

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Please rate the quality of each of the following services in Battle Creek:	Excellent		Good		Fair		Poor		Total	
Crime prevention	5%	N=25	28%	N=140	42%	N=213	25%	N=127	100%	N=504
Fire prevention and education	14%	N=66	41%	N=190	35%	N=161	9%	N=41	100%	N=457
Traffic enforcement	6%	N=34	36%	N=190	36%	N=194	22%	N=117	100%	N=535
Street repair	1%	N=6	6%	N=33	20%	N=121	73%	N=437	100%	N=597
Street cleaning	3%	N=17	17%	N=101	43%	N=251	37%	N=220	100%	N=589
Street lighting	4%	N=22	31%	N=188	42%	N=249	23%	N=139	100%	N=598
Snow removal	5%	N=27	30%	N=180	34%	N=203	32%	N=194	100%	N=604
Sidewalk maintenance	2%	N=13	18%	N=98	40%	N=222	40%	N=221	100%	N=554
Traffic signal timing	3%	N=18	23%	N=135	44%	N=256	30%	N=179	100%	N=589
Bus or transit services	6%	N=19	34%	N=107	36%	N=114	24%	N=77	100%	N=317
Garbage collection	21%	N=121	48%	N=278	23%	N=134	7%	N=42	100%	N=575
Recycling	17%	N=93	42%	N=226	25%	N=133	16%	N=87	100%	N=539
Yard waste pick-up	20%	N=105	45%	N=234	24%	N=127	10%	N=54	100%	N=519
Storm drainage	7%	N=37	33%	N=174	41%	N=214	19%	N=103	100%	N=528
Drinking water	8%	N=44	34%	N=195	36%	N=205	22%	N=122	100%	N=566
Sewer services	10%	N=54	43%	N=235	39%	N=210	8%	N=44	100%	N=543
Power (electric and/or gas) utility	12%	N=72	45%	N=267	33%	N=196	9%	N=54	100%	N=589
Utility billing	9%	N=54	37%	N=221	39%	N=231	15%	N=90	100%	N=596
City parks	8%	N=43	42%	N=220	37%	N=196	12%	N=65	100%	N=524
Recreation programs or classes	6%	N=25	36%	N=143	41%	N=162	18%	N=71	100%	N=401
Recreation centers or facilities	6%	N=26	34%	N=145	43%	N=184	16%	N=68	100%	N=423
Land use, planning and zoning	3%	N=12	22%	N=85	44%	N=169	31%	N=121	100%	N=386
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=10	15%	N=75	37%	N=178	46%	N=221	100%	N=484
Animal control	6%	N=25	32%	N=148	38%	N=174	24%	N=109	100%	N=457
Economic development	3%	N=15	19%	N=90	40%	N=194	38%	N=182	100%	N=482
Health services	8%	N=41	34%	N=183	42%	N=228	16%	N=88	100%	N=541
Public library services	31%	N=167	42%	N=227	24%	N=127	3%	N=16	100%	N=537
Public information services	9%	N=42	36%	N=169	42%	N=197	12%	N=56	100%	N=465
Cable television	7%	N=38	26%	N=136	37%	N=193	30%	N=157	100%	N=524
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	N=36	32%	N=135	40%	N=170	19%	N=82	100%	N=423
Preservation of natural areas such as open space, farmlands and greenbelts	6%	N=25	33%	N=139	41%	N=170	20%	N=84	100%	N=418
Battle Creek open space	4%	N=19	27%	N=118	51%	N=226	18%	N=82	100%	N=444
City-sponsored special events	5%	N=22	34%	N=144	40%	N=173	21%	N=90	100%	N=429
Overall customer service by Battle Creek employees (police, receptionists, planners, etc.)	8%	N=40	34%	N=171	41%	N=210	17%	N=86	100%	N=507
W.K. Kellogg Airport	12%	N=36	33%	N=99	35%	N=107	20%	N=60	100%	N=302

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Battle Creek	4%	N=24	31%	N=177	44%	N=256	21%	N=122	100%	N=579
The Federal Government	3%	N=15	26%	N=136	40%	N=210	32%	N=169	100%	N=529

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Table 12: Question 12

Please rate the following categories of Battle Creek government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Battle Creek	2%	N=10	22%	N=123	39%	N=219	37%	N=203	100%	N=555
The overall direction that Battle Creek is taking	2%	N=13	20%	N=107	40%	N=218	37%	N=201	100%	N=539
The job Battle Creek government does at welcoming citizen involvement	3%	N=13	22%	N=101	40%	N=188	35%	N=164	100%	N=466
Overall confidence in Battle Creek government	3%	N=17	16%	N=85	42%	N=228	40%	N=217	100%	N=547
Generally acting in the best interest of the community	3%	N=18	21%	N=113	42%	N=225	34%	N=183	100%	N=539
Being honest	3%	N=16	20%	N=100	37%	N=188	40%	N=206	100%	N=510
Treating all residents fairly	4%	N=20	17%	N=90	39%	N=204	40%	N=210	100%	N=524

Table 13: Question 13

Please rate how important, if at all, you think it is for the Battle Creek community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Battle Creek	47%	N=292	41%	N=256	10%	N=64	1%	N=5	100%	N=618
Overall ease of getting to the places you usually have to visit	20%	N=126	43%	N=264	31%	N=190	6%	N=38	100%	N=617
Quality of overall natural environment in Battle Creek	22%	N=134	46%	N=279	31%	N=186	2%	N=11	100%	N=610
Overall "built environment" of Battle Creek (including overall design, buildings, parks and transportation systems)	23%	N=138	40%	N=247	33%	N=203	4%	N=23	100%	N=610
Health and wellness opportunities in Battle Creek	33%	N=199	47%	N=285	19%	N=116	2%	N=10	100%	N=610
Overall opportunities for education and enrichment	46%	N=281	39%	N=236	14%	N=87	1%	N=8	100%	N=612
Overall economic health of Battle Creek	56%	N=349	35%	N=216	8%	N=48	1%	N=5	100%	N=617
Sense of community	36%	N=220	46%	N=282	17%	N=107	1%	N=7	100%	N=616

Table 14: Question 14

Please rate how important, if at all, you think it is for the City of Battle Creek to prioritize each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Increasing the total number of permanent jobs in Battle Creek	63%	N=389	32%	N=198	5%	N=30	0%	N=2	100%	N=619
Helping connect Battle Creek residents to permanent jobs	60%	N=368	34%	N=208	6%	N=39	1%	N=4	100%	N=618
Increasing the civic pride of the community	37%	N=229	45%	N=274	17%	N=105	1%	N=6	100%	N=615
Promoting collaboration and trust among Battle Creek's diverse community members	37%	N=224	41%	N=255	19%	N=118	3%	N=17	100%	N=614
Increasing the college and career-readiness of Battle Creek area students	45%	N=277	43%	N=264	11%	N=67	1%	N=9	100%	N=616
Improving kindergarten readiness in Battle Creek	44%	N=267	37%	N=224	17%	N=104	3%	N=18	100%	N=613

Table 15: Question 15

Please indicate how likely or unlikely you would be to use the following services if they were available in the City of Battle Creek:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
A website or phone application to report a crime or non-emergency incident after the fact	39%	N=221	39%	N=221	10%	N=59	11%	N=64	100%	N=565
A public viewing/observation area at the W.K. Kellogg Airport	15%	N=86	29%	N=162	22%	N=122	34%	N=194	100%	N=564
Aircraft charter service at the W.K. Kellogg Airport	19%	N=106	28%	N=155	19%	N=104	34%	N=185	100%	N=551
Additional public bus services	21%	N=108	22%	N=115	16%	N=82	42%	N=223	100%	N=528
Online bill payment for certain City services (i.e. your water bill)	46%	N=263	20%	N=115	14%	N=78	20%	N=116	100%	N=571

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Table 16: Question 16

Please indicate whether or not you have done each of the following:	No		Yes		Total	
	Percentage	N	Percentage	N	Percentage	N
Requested services from the City of Battle Creek Police Department	49%	N=300	51%	N=307	100%	N=607
Requested services from the City of Battle Creek Fire Department	82%	N=500	18%	N=106	100%	N=607

Table 17: Question 17

Please rate the following categories of Battle Creek’s Police Department performance:	Excellent		Good		Fair		Poor		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Staff courtesy	28%	N=85	34%	N=102	24%	N=74	14%	N=43	100%	N=304
Being professional	29%	N=87	32%	N=97	25%	N=74	15%	N=44	100%	N=302
Being knowledgeable	28%	N=84	31%	N=93	28%	N=85	12%	N=36	100%	N=298

Table 18: Question 18

Please rate the following categories of Battle Creek’s Fire Department performance:	Excellent		Good		Fair		Poor		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Staff courtesy	64%	N=65	26%	N=27	9%	N=9	0%	N=0	100%	N=102
Being knowledgeable	63%	N=64	28%	N=29	9%	N=9	0%	N=0	100%	N=103
Being professional	61%	N=63	28%	N=28	11%	N=11	0%	N=0	100%	N=103

Table 19: Question 19

Level of trust for the City of Battle Creek Police Department and its officers	Percent	Number
Excellent	15%	N=87
Good	43%	N=244
Fair	21%	N=122
Poor	21%	N=118
Total	100%	N=572

Table 20: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	Percentage	N										
Recycle at home	18%	N=108	9%	N=57	17%	N=105	18%	N=113	38%	N=232	100%	N=615
Purchase goods or services from a business located in Battle Creek	1%	N=8	4%	N=22	13%	N=81	44%	N=270	38%	N=232	100%	N=613
Eat at least 5 portions of fruits and vegetables a day	6%	N=37	18%	N=108	35%	N=212	29%	N=175	12%	N=75	100%	N=607
Participate in moderate or vigorous physical activity	5%	N=31	14%	N=85	34%	N=208	26%	N=160	21%	N=127	100%	N=611
Read or watch local news (via television, paper, computer, etc.)	4%	N=25	10%	N=59	14%	N=85	29%	N=181	43%	N=264	100%	N=615
Vote in local elections	13%	N=82	8%	N=47	12%	N=72	24%	N=147	44%	N=269	100%	N=616

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Table 21: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=91
Very good	35%	N=216
Good	35%	N=216
Fair	11%	N=71
Poor	4%	N=25
Total	100%	N=618

Table 22: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	4%	N=23
Somewhat positive	22%	N=136
Neutral	52%	N=317
Somewhat negative	17%	N=103
Very negative	6%	N=36
Total	100%	N=616

Table 23: Question D4

What is your employment status?	Percent	Number
Working full time for pay	52%	N=321
Working part time for pay	10%	N=62
Unemployed, looking for paid work	6%	N=35
Unemployed, not looking for paid work	4%	N=26
Fully retired	28%	N=169
Total	100%	N=613

Table 24: Question D5

Do you work inside the boundaries of Battle Creek?	Percent	Number
Yes, outside the home	53%	N=317
Yes, from home	5%	N=32
No	41%	N=245
Total	100%	N=593

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Table 25: Question D6

How many years have you lived in Battle Creek?	Percent	Number
Less than 2 years	9%	N=58
2 to 5 years	10%	N=59
6 to 10 years	6%	N=38
11 to 20 years	17%	N=103
More than 20 years	58%	N=361
Total	100%	N=618

Table 26: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	72%	N=445
Building with two or more homes (duplex, townhome, apartment or condominium)	25%	N=154
Mobile home	1%	N=4
Other	2%	N=12
Total	100%	N=616

Table 27: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	37%	N=227
Owned	63%	N=388
Total	100%	N=616

Table 28: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	7%	N=41
\$300 to \$599 per month	32%	N=186
\$600 to \$999 per month	38%	N=225
\$1,000 to \$1,499 per month	15%	N=87
\$1,500 to \$2,499 per month	6%	N=37
\$2,500 or more per month	2%	N=12
Total	100%	N=587

Table 29: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=398
Yes	35%	N=214
Total	100%	N=613

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Table 30: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	72%	N=447
Yes	28%	N=170
Total	100%	N=616

Table 31: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	30%	N=176
\$25,000 to \$49,999	27%	N=158
\$50,000 to \$99,999	28%	N=164
\$100,000 to \$149,999	9%	N=54
\$150,000 or more	5%	N=32
Total	100%	N=584

Table 32: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=558
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=32
Total	100%	N=590

Table 33: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=20
Asian, Asian Indian or Pacific Islander	3%	N=17
Black or African American	14%	N=86
White	78%	N=472
Other	5%	N=30

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

Table 34: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=38
25 to 34 years	22%	N=134
35 to 44 years	15%	N=94
45 to 54 years	20%	N=125
55 to 64 years	15%	N=90
65 to 74 years	12%	N=75
75 years or older	10%	N=59
Total	100%	N=614

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Table 35: Question D16

What is your sex?	Percent	Number
Female	55%	N=333
Male	45%	N=272
Total	100%	N=605

Table 36: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	65%	N=397
Land line	23%	N=141
Both	12%	N=74
Total	100%	N=611

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 37: Question 1

Please rate each of the following aspects of quality of life in Battle Creek:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Battle Creek as a place to live	4%	N=26	40%	N=247	40%	N=248	17%	N=103	0%	N=0	100%	N=624
Your neighborhood as a place to live	11%	N=67	46%	N=289	27%	N=171	15%	N=95	0%	N=1	100%	N=623
Battle Creek as a place to raise children	3%	N=21	31%	N=194	37%	N=226	24%	N=147	5%	N=31	100%	N=618
Battle Creek as a place to work	6%	N=34	31%	N=190	37%	N=229	25%	N=153	2%	N=10	100%	N=617
Battle Creek as a place to visit	5%	N=32	23%	N=139	34%	N=208	37%	N=228	2%	N=10	100%	N=617
Battle Creek as a place to retire	3%	N=19	19%	N=114	28%	N=173	44%	N=269	6%	N=39	100%	N=614
The overall quality of life in Battle Creek	4%	N=23	29%	N=179	47%	N=289	20%	N=126	0%	N=3	100%	N=620

Table 38: Question 2

Please rate each of the following characteristics as they relate to Battle Creek as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Battle Creek	3%	N=18	32%	N=201	38%	N=234	27%	N=170	0%	N=0	100%	N=624
Overall ease of getting to the places you usually have to visit	14%	N=88	48%	N=295	31%	N=189	7%	N=45	0%	N=1	100%	N=618
Quality of overall natural environment in Battle Creek	5%	N=33	42%	N=261	40%	N=245	12%	N=73	1%	N=6	100%	N=618
Overall "built environment" of Battle Creek (including overall design, buildings, parks and transportation systems)	3%	N=21	33%	N=205	41%	N=253	21%	N=128	2%	N=13	100%	N=620
Health and wellness opportunities in Battle Creek	6%	N=40	33%	N=208	37%	N=228	21%	N=133	2%	N=13	100%	N=622
Overall opportunities for education and enrichment	6%	N=37	35%	N=220	36%	N=220	20%	N=124	3%	N=19	100%	N=620
Overall economic health of Battle Creek	1%	N=8	16%	N=98	41%	N=254	40%	N=246	2%	N=15	100%	N=621
Sense of community	2%	N=15	19%	N=120	40%	N=247	36%	N=222	2%	N=13	100%	N=617
Overall image or reputation of Battle Creek	1%	N=8	16%	N=101	38%	N=235	42%	N=260	3%	N=16	100%	N=620

Table 39: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Battle Creek to someone who asks	9%	N=59	38%	N=235	20%	N=126	32%	N=197	1%	N=4	100%	N=621
Remain in Battle Creek for the next five years	32%	N=198	37%	N=228	10%	N=62	17%	N=106	4%	N=27	100%	N=621

Table 40: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	37%	N=227	40%	N=247	12%	N=77	5%	N=33	6%	N=38	0%	N=0	100%	N=622
In Battle Creek's downtown/commercial area during the day	25%	N=152	42%	N=258	16%	N=97	10%	N=63	4%	N=23	4%	N=22	100%	N=616

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Table 41: Question 5

Please rate each of the following characteristics as they relate to Battle Creek as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	8%	N=48	47%	N=291	32%	N=200	13%	N=78	0%	N=3	100%	N=620
Ease of public parking	9%	N=55	38%	N=238	37%	N=231	13%	N=79	2%	N=15	100%	N=617
Ease of travel by car in Battle Creek	16%	N=96	47%	N=286	30%	N=187	6%	N=35	2%	N=10	100%	N=614
Ease of travel by public transportation in Battle Creek	1%	N=8	18%	N=112	22%	N=137	16%	N=100	42%	N=258	100%	N=614
Ease of travel by bicycle in Battle Creek	6%	N=38	29%	N=176	25%	N=157	10%	N=61	30%	N=184	100%	N=616
Ease of walking in Battle Creek	7%	N=44	34%	N=208	33%	N=202	15%	N=90	12%	N=74	100%	N=617
Availability of paths and walking trails	12%	N=72	38%	N=235	29%	N=180	12%	N=72	10%	N=60	100%	N=618
Air quality	9%	N=58	41%	N=254	36%	N=225	9%	N=55	5%	N=29	100%	N=621
Cleanliness of Battle Creek	2%	N=13	29%	N=180	45%	N=282	23%	N=142	1%	N=4	100%	N=622
Overall appearance of Battle Creek	3%	N=18	27%	N=168	49%	N=301	20%	N=120	1%	N=8	100%	N=615
Public places where people want to spend time	3%	N=19	29%	N=175	41%	N=251	24%	N=145	4%	N=25	100%	N=615
Variety of housing options	5%	N=34	29%	N=176	34%	N=207	26%	N=161	6%	N=39	100%	N=617
Availability of affordable quality housing	4%	N=26	28%	N=171	31%	N=189	28%	N=170	9%	N=58	100%	N=613
Fitness opportunities (including exercise classes and paths or trails, etc.)	8%	N=50	41%	N=254	34%	N=210	10%	N=60	7%	N=45	100%	N=618
Recreational opportunities	6%	N=36	31%	N=195	38%	N=235	21%	N=128	4%	N=28	100%	N=621
Availability of affordable quality food	6%	N=39	37%	N=232	38%	N=232	18%	N=108	1%	N=8	100%	N=619
Availability of affordable quality health care	4%	N=26	35%	N=213	35%	N=218	22%	N=133	4%	N=27	100%	N=617
Availability of preventive health services	4%	N=27	34%	N=208	36%	N=224	16%	N=99	10%	N=62	100%	N=620
Availability of affordable quality mental health care	4%	N=22	22%	N=133	31%	N=192	17%	N=102	27%	N=167	100%	N=617

Table 42: Question 6

Please rate each of the following characteristics as they relate to Battle Creek as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	3%	N=16	21%	N=132	24%	N=149	13%	N=79	39%	N=240	100%	N=615
K-12 education	5%	N=33	34%	N=207	27%	N=162	15%	N=91	19%	N=117	100%	N=611
Adult educational opportunities	4%	N=21	33%	N=200	33%	N=201	12%	N=74	19%	N=115	100%	N=611
Opportunities to attend cultural/arts/music activities	5%	N=31	25%	N=155	33%	N=200	26%	N=156	11%	N=66	100%	N=608
Employment opportunities	1%	N=8	18%	N=109	41%	N=249	35%	N=213	5%	N=33	100%	N=612
Shopping opportunities	5%	N=28	27%	N=162	40%	N=242	29%	N=175	0%	N=3	100%	N=610
Cost of living in Battle Creek	4%	N=27	28%	N=174	45%	N=273	21%	N=131	1%	N=7	100%	N=612
Overall quality of business and service establishments in Battle Creek	2%	N=10	28%	N=170	48%	N=295	20%	N=120	3%	N=16	100%	N=611
Vibrant downtown/commercial area	2%	N=14	17%	N=107	36%	N=218	40%	N=242	5%	N=32	100%	N=611
Overall quality of new development in Battle Creek	2%	N=10	17%	N=104	38%	N=229	35%	N=211	9%	N=56	100%	N=609
Opportunities to participate in social events and activities	3%	N=20	25%	N=154	39%	N=239	26%	N=159	7%	N=42	100%	N=613
Opportunities to volunteer	8%	N=49	33%	N=203	33%	N=201	11%	N=68	14%	N=87	100%	N=608
Opportunities to participate in community matters	3%	N=20	29%	N=174	38%	N=232	17%	N=104	13%	N=79	100%	N=608
Openness and acceptance of the community toward people of diverse backgrounds	6%	N=36	24%	N=149	37%	N=225	24%	N=149	9%	N=54	100%	N=612
Neighborliness of residents in Battle Creek	3%	N=19	23%	N=140	42%	N=260	26%	N=161	5%	N=32	100%	N=613

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Table 43: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	25%	N=153	75%	N=464	100%	N=616
Made efforts to make your home more energy efficient	18%	N=109	82%	N=503	100%	N=612
Observed a code violation or other hazard in Battle Creek	34%	N=207	66%	N=405	100%	N=613
Household member was a victim of a crime in Battle Creek	80%	N=486	20%	N=122	100%	N=607
Reported a crime to the police in Battle Creek	65%	N=401	35%	N=212	100%	N=613
Stocked supplies in preparation for an emergency	58%	N=358	42%	N=257	100%	N=615
Campaigned or advocated for an issue or cause	76%	N=464	24%	N=146	100%	N=609
Contacted the City of Battle Creek (in-person, phone, email or web) for help or information	58%	N=352	42%	N=259	100%	N=611
Contacted Battle Creek elected officials (in-person, phone, email or web) to express your opinion	82%	N=499	18%	N=110	100%	N=609
Made efforts to soften or purify your water	48%	N=297	52%	N=315	100%	N=612

Table 44: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Battle Creek?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Battle Creek recreation centers or their services	11%	N=66	11%	N=67	27%	N=168	51%	N=312	100%	N=614
Visited a neighborhood park or City park	12%	N=72	18%	N=111	39%	N=242	31%	N=191	100%	N=615
Used Battle Creek public libraries or their services	12%	N=74	22%	N=134	33%	N=202	33%	N=206	100%	N=615
Attended a City-sponsored event	3%	N=18	5%	N=29	34%	N=208	58%	N=352	100%	N=606
Used bus, rail, subway or other public transportation instead of driving	6%	N=35	4%	N=23	11%	N=67	80%	N=491	100%	N=615
Carpooled with other adults or children instead of driving alone	7%	N=44	11%	N=66	17%	N=102	66%	N=402	100%	N=614
Walked or biked instead of driving	11%	N=67	15%	N=92	20%	N=123	54%	N=334	100%	N=616
Volunteered your time to some group/activity in Battle Creek	7%	N=41	16%	N=99	19%	N=115	58%	N=352	100%	N=607
Participated in a club	4%	N=27	9%	N=54	15%	N=92	72%	N=439	100%	N=612
Talked to or visited with your immediate neighbors	27%	N=163	34%	N=207	23%	N=138	17%	N=103	100%	N=611
Done a favor for a neighbor	17%	N=105	28%	N=174	35%	N=214	20%	N=122	100%	N=615

Table 45: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=1	2%	N=10	14%	N=86	84%	N=508	100%	N=605
Watched (online or on television) a local public meeting	2%	N=11	5%	N=32	21%	N=128	72%	N=436	100%	N=608

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Table 46: Question 10

Please rate the quality of each of the following services in Battle Creek:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	9%	N=57	39%	N=237	30%	N=184	14%	N=87	7%	N=42	100%	N=608
Fire services	21%	N=126	44%	N=266	20%	N=122	0%	N=2	15%	N=94	100%	N=611
Ambulance or emergency medical services	21%	N=129	40%	N=245	20%	N=123	3%	N=20	15%	N=94	100%	N=611
Crime prevention	4%	N=25	23%	N=140	35%	N=213	21%	N=127	16%	N=98	100%	N=602
Fire prevention and education	11%	N=66	31%	N=190	27%	N=161	7%	N=41	25%	N=148	100%	N=606
Traffic enforcement	6%	N=34	31%	N=190	32%	N=194	19%	N=117	12%	N=69	100%	N=604
Street repair	1%	N=6	5%	N=33	20%	N=121	72%	N=437	2%	N=12	100%	N=608
Street cleaning	3%	N=17	17%	N=101	41%	N=251	36%	N=220	3%	N=17	100%	N=606
Street lighting	4%	N=22	31%	N=188	41%	N=249	23%	N=139	2%	N=9	100%	N=607
Snow removal	4%	N=27	29%	N=180	33%	N=203	32%	N=194	1%	N=5	100%	N=609
Sidewalk maintenance	2%	N=13	16%	N=98	37%	N=222	36%	N=221	9%	N=53	100%	N=607
Traffic signal timing	3%	N=18	22%	N=135	42%	N=256	29%	N=179	3%	N=18	100%	N=607
Bus or transit services	3%	N=19	18%	N=107	19%	N=114	13%	N=77	48%	N=288	100%	N=606
Garbage collection	20%	N=121	46%	N=278	22%	N=134	7%	N=42	5%	N=30	100%	N=605
Recycling	15%	N=93	37%	N=226	22%	N=133	14%	N=87	12%	N=71	100%	N=610
Yard waste pick-up	17%	N=105	38%	N=234	21%	N=127	9%	N=54	15%	N=90	100%	N=609
Storm drainage	6%	N=37	29%	N=174	35%	N=214	17%	N=103	13%	N=82	100%	N=610
Drinking water	7%	N=44	32%	N=195	34%	N=205	20%	N=122	7%	N=43	100%	N=609
Sewer services	9%	N=54	39%	N=235	35%	N=210	7%	N=44	10%	N=63	100%	N=606
Power (electric and/or gas) utility	12%	N=72	44%	N=267	32%	N=196	9%	N=54	3%	N=15	100%	N=604
Utility billing	9%	N=54	36%	N=221	38%	N=231	15%	N=90	2%	N=14	100%	N=610
City parks	7%	N=43	36%	N=220	32%	N=196	11%	N=65	14%	N=82	100%	N=606
Recreation programs or classes	4%	N=25	24%	N=143	27%	N=162	12%	N=71	34%	N=203	100%	N=605
Recreation centers or facilities	4%	N=26	24%	N=145	30%	N=184	11%	N=68	30%	N=180	100%	N=603
Land use, planning and zoning	2%	N=12	14%	N=85	28%	N=169	20%	N=121	36%	N=213	100%	N=600
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=10	12%	N=75	29%	N=178	36%	N=221	20%	N=123	100%	N=607
Animal control	4%	N=25	25%	N=148	29%	N=174	18%	N=109	24%	N=146	100%	N=604
Economic development	2%	N=15	15%	N=90	32%	N=194	30%	N=182	20%	N=123	100%	N=605
Health services	7%	N=41	30%	N=183	38%	N=228	15%	N=88	11%	N=64	100%	N=606
Public library services	28%	N=167	37%	N=227	21%	N=127	3%	N=16	11%	N=69	100%	N=606
Public information services	7%	N=42	28%	N=169	33%	N=197	9%	N=56	22%	N=130	100%	N=595
Cable television	6%	N=38	22%	N=136	32%	N=193	26%	N=157	14%	N=83	100%	N=607
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	6%	N=36	22%	N=135	28%	N=170	13%	N=82	30%	N=184	100%	N=607
Preservation of natural areas such as open space, farmlands and greenbelts	4%	N=25	23%	N=139	28%	N=170	14%	N=84	30%	N=182	100%	N=599
Battle Creek open space	3%	N=19	20%	N=118	37%	N=226	14%	N=82	26%	N=159	100%	N=603
City-sponsored special events	4%	N=22	24%	N=144	29%	N=173	15%	N=90	27%	N=162	100%	N=591
Overall customer service by Battle Creek employees (police, receptionists, planners, etc.)	7%	N=40	28%	N=171	35%	N=210	14%	N=86	16%	N=99	100%	N=606
W.K. Kellogg Airport	6%	N=36	16%	N=99	18%	N=107	10%	N=60	50%	N=302	100%	N=604

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Table 47: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Battle Creek	4%	N=24	29%	N=177	42%	N=256	20%	N=122	5%	N=33	100%	N=612
The Federal Government	2%	N=15	22%	N=136	34%	N=210	28%	N=169	13%	N=81	100%	N=610

Table 48: Question 12

Please rate the following categories of Battle Creek government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Battle Creek	2%	N=10	20%	N=123	36%	N=219	33%	N=203	9%	N=57	100%	N=612
The overall direction that Battle Creek is taking	2%	N=13	18%	N=107	36%	N=218	33%	N=201	12%	N=71	100%	N=610
The job Battle Creek government does at welcoming citizen involvement	2%	N=13	16%	N=101	31%	N=188	27%	N=164	24%	N=146	100%	N=612
Overall confidence in Battle Creek government	3%	N=17	14%	N=85	38%	N=228	36%	N=217	10%	N=61	100%	N=608
Generally acting in the best interest of the community	3%	N=18	18%	N=113	37%	N=225	30%	N=183	12%	N=73	100%	N=612
Being honest	3%	N=16	16%	N=100	31%	N=188	34%	N=206	16%	N=100	100%	N=610
Treating all residents fairly	3%	N=20	15%	N=90	33%	N=204	34%	N=210	14%	N=87	100%	N=611

Table 49: Question 13

Please rate how important, if at all, you think it is for the Battle Creek community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Battle Creek	47%	N=292	41%	N=256	10%	N=64	1%	N=5	100%	N=618
Overall ease of getting to the places you usually have to visit	20%	N=126	43%	N=264	31%	N=190	6%	N=38	100%	N=617
Quality of overall natural environment in Battle Creek	22%	N=134	46%	N=279	31%	N=186	2%	N=11	100%	N=610
Overall "built environment" of Battle Creek (including overall design, buildings, parks and transportation systems)	23%	N=138	40%	N=247	33%	N=203	4%	N=23	100%	N=610
Health and wellness opportunities in Battle Creek	33%	N=199	47%	N=285	19%	N=116	2%	N=10	100%	N=610
Overall opportunities for education and enrichment	46%	N=281	39%	N=236	14%	N=87	1%	N=8	100%	N=612
Overall economic health of Battle Creek	56%	N=349	35%	N=216	8%	N=48	1%	N=5	100%	N=617
Sense of community	36%	N=220	46%	N=282	17%	N=107	1%	N=7	100%	N=616

Table 50: Question 14

Please rate how important, if at all, you think it is for the City of Battle Creek to prioritize each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Increasing the total number of permanent jobs in Battle Creek	63%	N=389	32%	N=198	5%	N=30	0%	N=2	100%	N=619
Helping connect Battle Creek residents to permanent jobs	60%	N=368	34%	N=208	6%	N=39	1%	N=4	100%	N=618
Increasing the civic pride of the community	37%	N=229	45%	N=274	17%	N=105	1%	N=6	100%	N=615
Promoting collaboration and trust among Battle Creek's diverse community members	37%	N=224	41%	N=255	19%	N=118	3%	N=17	100%	N=614
Increasing the college and career-readiness of Battle Creek area students	45%	N=277	43%	N=264	11%	N=67	1%	N=9	100%	N=616
Improving kindergarten readiness in Battle Creek	44%	N=267	37%	N=224	17%	N=104	3%	N=18	100%	N=613

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Table 51: Question 15

Please indicate how likely or unlikely you would be to use the following services if they were available in the City of Battle Creek:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
A website or phone application to report a crime or non-emergency incident after the fact	36%	N=221	36%	N=221	10%	N=59	10%	N=64	8%	N=47	100%	N=612
A public viewing/observation area at the W.K. Kellogg Airport	14%	N=86	26%	N=162	20%	N=122	32%	N=194	8%	N=49	100%	N=613
Aircraft charter service at the W.K. Kellogg Airport	17%	N=106	25%	N=155	17%	N=104	30%	N=185	10%	N=63	100%	N=613
Additional public bus services	18%	N=108	19%	N=115	13%	N=82	36%	N=223	14%	N=85	100%	N=613
Online bill payment for certain City services (i.e. your water bill)	43%	N=263	19%	N=115	13%	N=78	19%	N=116	7%	N=45	100%	N=616

Table 52: Question 16

Please indicate whether or not you have done each of the following:	No		Yes		Total	
	%	N	%	N	%	N
Requested services from the City of Battle Creek Police Department	49%	N=300	51%	N=307	100%	N=607
Requested services from the City of Battle Creek Fire Department	82%	N=500	18%	N=106	100%	N=607

Table 53: Question 17

Please rate the following categories of Battle Creek's Police Department performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Staff courtesy	27%	N=85	33%	N=102	24%	N=74	14%	N=43	3%	N=8	100%	N=312
Being professional	28%	N=87	31%	N=97	24%	N=74	14%	N=44	3%	N=9	100%	N=311
Being knowledgeable	27%	N=84	30%	N=93	27%	N=85	12%	N=36	5%	N=15	100%	N=313

Table 54: Question 18

Please rate the following categories of Battle Creek's Fire Department performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Staff courtesy	62%	N=65	25%	N=27	9%	N=9	0%	N=0	4%	N=4	100%	N=106
Being knowledgeable	60%	N=64	27%	N=29	9%	N=9	0%	N=0	4%	N=4	100%	N=106
Being professional	59%	N=63	27%	N=28	10%	N=11	0%	N=0	4%	N=4	100%	N=106

Table 55: Question 19

Level of trust for the City of Battle Creek Police Department and its officers	Percent	Number
Excellent	14%	N=87
Good	40%	N=244
Fair	20%	N=122
Poor	19%	N=118
Don't know	7%	N=43
Total	100%	N=614

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Table 56: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	18%	N=108	9%	N=57	17%	N=105	18%	N=113	38%	N=232	100%	N=615
Purchase goods or services from a business located in Battle Creek	1%	N=8	4%	N=22	13%	N=81	44%	N=270	38%	N=232	100%	N=613
Eat at least 5 portions of fruits and vegetables a day	6%	N=37	18%	N=108	35%	N=212	29%	N=175	12%	N=75	100%	N=607
Participate in moderate or vigorous physical activity	5%	N=31	14%	N=85	34%	N=208	26%	N=160	21%	N=127	100%	N=611
Read or watch local news (via television, paper, computer, etc.)	4%	N=25	10%	N=59	14%	N=85	29%	N=181	43%	N=264	100%	N=615
Vote in local elections	13%	N=82	8%	N=47	12%	N=72	24%	N=147	44%	N=269	100%	N=616

Table 57: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=91
Very good	35%	N=216
Good	35%	N=216
Fair	11%	N=71
Poor	4%	N=25
Total	100%	N=618

Table 58: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	4%	N=23
Somewhat positive	22%	N=136
Neutral	52%	N=317
Somewhat negative	17%	N=103
Very negative	6%	N=36
Total	100%	N=616

Table 59: Question D4

What is your employment status?	Percent	Number
Working full time for pay	52%	N=321
Working part time for pay	10%	N=62
Unemployed, looking for paid work	6%	N=35
Unemployed, not looking for paid work	4%	N=26
Fully retired	28%	N=169
Total	100%	N=613

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Table 60: Question D5

Do you work inside the boundaries of Battle Creek?	Percent	Number
Yes, outside the home	53%	N=317
Yes, from home	5%	N=32
No	41%	N=245
Total	100%	N=593

Table 61: Question D6

How many years have you lived in Battle Creek?	Percent	Number
Less than 2 years	9%	N=58
2 to 5 years	10%	N=59
6 to 10 years	6%	N=38
11 to 20 years	17%	N=103
More than 20 years	58%	N=361
Total	100%	N=618

Table 62: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	72%	N=445
Building with two or more homes (duplex, townhome, apartment or condominium)	25%	N=154
Mobile home	1%	N=4
Other	2%	N=12
Total	100%	N=616

Table 63: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	37%	N=227
Owned	63%	N=388
Total	100%	N=616

Table 64: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	7%	N=41
\$300 to \$599 per month	32%	N=186
\$600 to \$999 per month	38%	N=225
\$1,000 to \$1,499 per month	15%	N=87
\$1,500 to \$2,499 per month	6%	N=37
\$2,500 or more per month	2%	N=12
Total	100%	N=587

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Table 65: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=398
Yes	35%	N=214
Total	100%	N=613

Table 66: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	72%	N=447
Yes	28%	N=170
Total	100%	N=616

Table 67: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	30%	N=176
\$25,000 to \$49,999	27%	N=158
\$50,000 to \$99,999	28%	N=164
\$100,000 to \$149,999	9%	N=54
\$150,000 or more	5%	N=32
Total	100%	N=584

Table 68: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=558
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=32
Total	100%	N=590

Table 69: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=20
Asian, Asian Indian or Pacific Islander	3%	N=17
Black or African American	14%	N=86
White	78%	N=472
Other	5%	N=30

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

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Table 70: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=38
25 to 34 years	22%	N=134
35 to 44 years	15%	N=94
45 to 54 years	20%	N=125
55 to 64 years	15%	N=90
65 to 74 years	12%	N=75
75 years or older	10%	N=59
Total	100%	N=614

Table 71: Question D16

What is your sex?	Percent	Number
Female	55%	N=333
Male	45%	N=272
Total	100%	N=605

Table 72: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	65%	N=397
Land line	23%	N=141
Both	12%	N=74
Total	100%	N=611

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Battle Creek chose to have comparisons made to the entire database.

Interpreting the Results

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

In that final column, Battle Creek’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Battle Creek residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

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

National Benchmark Comparisons

Table 73: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Battle Creek	33%	576	580	Much lower
Overall image or reputation of Battle Creek	18%	386	387	Much lower
Battle Creek as a place to live	44%	528	534	Much lower
Your neighborhood as a place to live	57%	382	385	Lower
Battle Creek as a place to raise children	36%	472	479	Much lower
Battle Creek as a place to retire	23%	450	450	Much lower
Overall appearance of Battle Creek	31%	427	448	Much lower

Table 74: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Battle Creek	35%	232	235	Much lower
	In your neighborhood during the day	76%	416	429	Lower
	In Battle Creek's downtown/commercial area during the day	69%	338	362	Lower
Mobility	Overall ease of getting to the places you usually have to visit	62%	94	107	Similar
	Availability of paths and walking trails	55%	195	286	Similar
	Ease of walking in Battle Creek	46%	284	349	Lower
	Ease of travel by bicycle in Battle Creek	49%	186	353	Similar
	Ease of travel by public transportation in Battle Creek	33%	83	120	Similar
	Ease of travel by car in Battle Creek	63%	167	358	Similar
	Ease of public parking	49%	55	85	Similar
	Traffic flow on major streets	55%	146	352	Similar
Natural Environment	Quality of overall natural environment in Battle Creek	48%	248	262	Lower
	Cleanliness of Battle Creek	31%	252	258	Much lower
	Air quality	53%	234	281	Lower
Built Environment	Overall "built environment" of Battle Creek (including overall design, buildings, parks and transportation systems)	37%	101	102	Lower
	Overall quality of new development in Battle Creek	21%	311	316	Much lower
	Availability of affordable quality housing	36%	282	380	Similar
	Variety of housing options	36%	238	256	Lower
Economy	Public places where people want to spend time	33%	95	96	Much lower
	Overall economic health of Battle Creek	18%	105	107	Much lower
	Vibrant downtown/commercial area	21%	87	93	Lower
	Overall quality of business and service establishments in Battle Creek	30%	240	250	Lower
	Cost of living in Battle Creek	33%	82	100	Similar
	Shopping opportunities	31%	299	367	Lower
	Employment opportunities	20%	305	406	Similar
	Battle Creek as a place to visit	28%	115	116	Much lower
	Battle Creek as a place to work	37%	356	404	Lower
	Recreation and Wellness	Health and wellness opportunities in Battle Creek	41%	101	103
Availability of affordable quality mental health care		35%	72	89	Similar
Availability of preventive health services		42%	186	205	Lower
Availability of affordable quality health care		40%	243	297	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Availability of affordable quality food	44%	216	233	Lower
	Recreational opportunities	39%	351	385	Lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	53%	89	100	Lower
Education and Enrichment	Overall opportunities for education and enrichment	43%	97	101	Lower
	Opportunities to attend cultural/arts/music activities	34%	332	374	Lower
	Adult educational opportunities	45%	81	92	Lower
	K-12 education	49%	288	351	Lower
	Availability of affordable quality child care/preschool	39%	210	297	Similar
Community Engagement	Opportunities to participate in social events and activities	30%	235	238	Much lower
	Neighborliness of Battle Creek	27%	96	96	Much lower
	Openness and acceptance of the community toward people of diverse backgrounds	33%	336	341	Lower
	Opportunities to participate in community matters	37%	249	251	Lower
	Opportunities to volunteer	48%	237	247	Lower

Table 75: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Battle Creek	35%	564	572	Much lower
Overall customer service by Battle Creek employees (police, receptionists, planners, etc.)	42%	461	466	Much lower
Value of services for the taxes paid to Battle Creek	24%	499	504	Lower
Overall direction that Battle Creek is taking	22%	395	398	Much lower
Job Battle Creek government does at welcoming citizen involvement	24%	393	395	Lower
Overall confidence in Battle Creek government	19%	103	103	Much lower
Generally acting in the best interest of the community	24%	101	102	Lower
Being honest	23%	98	99	Much lower
Treating all residents fairly	21%	101	101	Much lower
Services provided by the Federal Government	28%	296	312	Similar

Table 76: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police services	52%	599	622	Lower
	Fire services	76%	479	506	Similar
	Ambulance or emergency medical services	72%	451	475	Lower
	Crime prevention	33%	424	438	Much lower
	Fire prevention and education	56%	336	352	Lower
	Animal control	38%	405	434	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	40%	249	275	Lower
Mobility	Traffic enforcement	42%	458	470	Lower
	Street repair	7%	592	592	Much lower
	Street cleaning	20%	400	403	Much lower
	Street lighting	35%	401	410	Lower
	Snow removal	34%	377	382	Much lower
	Sidewalk maintenance	20%	388	393	Much lower
	Traffic signal timing	26%	293	297	Lower

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Bus or transit services	40%	215	272	Similar
	Garbage collection	69%	447	498	Similar
	Recycling	59%	389	445	Lower
	Yard waste pick-up	65%	245	321	Similar
	Drinking water	42%	390	418	Lower
	Preservation of natural areas such as open space, farmlands and greenbelts	39%	239	256	Lower
Built Environment	Battle Creek open space	31%	115	116	Lower
	Storm drainage	40%	415	472	Lower
	Sewer services	53%	372	401	Lower
	Power (electric and/or gas) utility	58%	144	151	Lower
	Utility billing	46%	101	102	Lower
	Land use, planning and zoning	25%	339	379	Lower
Economy	Code enforcement (weeds, abandoned buildings, etc.)	17%	463	474	Much lower
	Cable television	33%	237	247	Lower
Recreation and Wellness	Economic development	22%	347	367	Lower
	City parks	50%	404	419	Lower
Education and Enrichment	Recreation programs or classes	42%	432	445	Lower
	Recreation centers or facilities	40%	322	339	Lower
Community Engagement	Health services	42%	226	247	Lower
	City-sponsored special events	39%	106	109	Lower
Community Engagement	Public library services	73%	330	455	Similar
	Public information services	45%	325	365	Lower

Table 77: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	22%	386	386	Much lower
Recommend living in Battle Creek to someone who asks	48%	259	261	Much lower
Remain in Battle Creek for the next five years	72%	238	258	Lower
Contacted Battle Creek (in-person, phone, email or web) for help or information	42%	277	372	Similar

Table 78: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	42%	30	89	Similar
	Did NOT report a crime to the police	65%	88	98	Lower
	Household member was NOT a victim of a crime	80%	285	324	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	20%	44	81	Similar
	Carpooled with other adults or children instead of driving alone	34%	83	95	Similar
	Walked or biked instead of driving	46%	73	98	Lower
Natural Environment	Made efforts to conserve water	75%	77	91	Similar
	Made efforts to make your home more energy efficient	82%	12	92	Similar
	Recycle at home	73%	228	299	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Built Environment	Did NOT observe a code violation or other hazard in Battle Creek	34%	87	92	Much lower
	NOT experiencing housing costs stress	68%	105	237	Similar
Economy	Purchase goods or services from a business located in Battle Creek	95%	76	95	Similar
	Economy will have positive impact on income	26%	109	306	Similar
	Work inside boundaries of Battle Creek	59%	19	95	Higher
	Used Battle Creek recreation centers or their services	49%	214	272	Similar
Recreation and Wellness	Visited a neighborhood park or City park	69%	314	324	Lower
	Eat at least 5 portions of fruits and vegetables a day	76%	87	92	Similar
	Participate in moderate or vigorous physical activity	81%	74	93	Similar
	In very good to excellent health	50%	90	94	Similar
Education and Enrichment	Used Battle Creek public libraries or their services	67%	176	281	Similar
	Attended City-sponsored event	42%	76	96	Similar
Community Engagement	Campaigned or advocated for an issue or cause	24%	27	88	Similar
	Contacted Battle Creek elected officials (in-person, phone, email or web) to express your opinion	18%	38	94	Similar
	Volunteered your time to some group/activity in Battle Creek	42%	153	313	Similar
	Participated in a club	28%	102	209	Similar
	Talked to or visited with your immediate neighbors	83%	88	95	Similar
	Done a favor for a neighbor	80%	61	91	Similar
	Attended a local public meeting	16%	275	317	Similar
	Watched (online or on television) a local public meeting	28%	163	246	Similar
	Read or watch local news (via television, paper, computer, etc.)	86%	56	94	Similar
	Vote in local elections	79%	131	316	Similar

Communities included in national comparisons

The communities included in Battle Creek’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS.....	6,844	Andover CDP, MA.....	8,762
Adams County, CO.....	441,603	Ankeny city, IA.....	45,582
Addison village, IL.....	36,942	Ann Arbor city, MI.....	113,934
Agoura Hills city, CA.....	20,330	Annapolis city, MD.....	38,394
Airway Heights city, WA.....	6,114	Antioch city, CA.....	102,372
Akron city, OH.....	199,110	Apple Valley town, CA.....	69,135
Alamogordo city, NM.....	30,403	Appleton city, WI.....	72,623
Albany city, GA.....	77,434	Arapahoe County, CO.....	572,003
Albany city, OR.....	50,158	Arcadia city, CA.....	56,364
Albemarle County, VA.....	98,970	Archuleta County, CO.....	12,084
Albert Lea city, MN.....	18,016	Arkansas City city, AR.....	366
Albuquerque city, NM.....	545,852	Arkansas City city, KS.....	12,415
Algonquin village, IL.....	30,046	Arlington city, TX.....	365,438
Aliso Viejo city, CA.....	47,823	Arlington County, VA.....	207,627
Alpharetta city, GA.....	57,551	Arvada city, CO.....	106,433
Altamonte Springs city, FL.....	41,496	Asheville city, NC.....	83,393
Altoona city, IA.....	14,541	Ashland city, KY.....	21,684
Ames city, IA.....	58,965	Ashland city, OR.....	20,078

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Ashland County, WI	16,157	Brown Deer village, WI.....	11,999
Ashland town, VA.....	7,225	Brownsburg town, IN	21,285
Aspen city, CO	6,658	Bryan city, TX	76,201
Atlanta city, GA	420,003	Burien city, WA	33,313
Auburn city, AL	53,380	Burleson city, TX.....	36,690
Auburn city, WA.....	70,180	Burlingame city, CA.....	28,806
Augusta CCD, GA	134,777	Burlington CDP, MA.....	24,498
Aurora city, CO	325,078	Cabarrus County, NC.....	178,011
Austin city, TX	790,390	Cambridge city, MA	105,162
Avondale city, AZ	76,238	Canandaigua city, NY	10,545
Bainbridge Island city, WA.....	23,025	Canton city, SD.....	3,057
Ballwin city, MO	30,404	Cape Coral city, FL	154,305
Baltimore city, MD.....	620,961	Cape Girardeau city, MO.....	37,941
Baltimore County, MD	805,029	Capitola city, CA.....	9,918
Barnstable Town city, MA	45,193	Carlisle borough, PA	18,682
Batavia city, IL.....	26,045	Carlsbad city, CA.....	105,328
Battle Creek city, MI.....	52,347	Carrollton city, TX	119,097
Bay City city, MI.....	34,932	Carson City, NV.....	55,274
Baytown city, TX.....	71,802	Cartersville city, GA.....	19,731
Bedford city, TX.....	46,979	Carver County, MN.....	91,042
Bedford County, VA.....	68,676	Cary town, NC	135,234
Bedford town, MA	13,320	Casa Grande city, AZ.....	48,571
Beekman town, NY	14,621	Casper city, WY	55,316
Belleair Beach city, FL	1,560	Castine town, ME	1,366
Bellevue city, WA	122,363	Castle Pines North city, CO	10,360
Bellflower city, CA	76,616	Castle Rock town, CO.....	48,231
Bellingham city, WA	80,885	Cedar Creek village, NE.....	390
Beltrami County, MN	44,442	Cedar Falls city, IA	39,260
Benbrook city, TX.....	21,234	Cedar Rapids city, IA.....	126,326
Bend city, OR.....	76,639	Centennial city, CO.....	100,377
Benicia city, CA	26,997	Centralia city, IL	13,032
Bettendorf city, IA.....	33,217	Cerritos city, CA	49,041
Billings city, MT.....	104,170	Chambersburg borough, PA.....	20,268
Biloxi city, MS	44,054	Chandler city, AZ	236,123
Blacksburg town, VA	42,620	Chanhassen city, MN	22,952
Blaine city, MN.....	57,186	Chanute city, KS	9,119
Bloomfield city, NM	8,112	Chapel Hill town, NC	57,233
Bloomfield Hills city, MI	3,869	Charlotte city, NC.....	731,424
Bloomington city, IL	76,610	Charlotte County, FL	159,978
Bloomington city, MN	82,893	Charlottesville city, VA.....	43,475
Blue Ash city, OH	12,114	Chattanooga city, TN.....	167,674
Blue Earth city, MN	3,353	Chesapeake city, VA.....	222,209
Blue Springs city, MO	52,575	Chesterfield County, VA.....	316,236
Boca Raton city, FL	84,392	Cheyenne city, WY	59,466
Boise City city, ID	205,671	Chippewa Falls city, WI	13,661
Bonita Springs city, FL.....	43,914	Chittenden County, VT	156,545
Boone County, KY	118,811	Chula Vista city, CA.....	243,916
Boonville city, MO	8,319	Cincinnati city, OH	296,943
Boston city, MA.....	617,594	Citrus Heights city, CA.....	83,301
Botetourt County, VA	33,148	Clackamas County, OR	375,992
Bothell city, WA	33,505	Claremont city, CA	34,926
Boulder city, CO.....	97,385	Clarendon Hills village, IL	8,427
Boulder County, CO.....	294,567	Clark County, WA.....	425,363
Bowling Green city, KY	58,067	Clarke County, IA.....	9,286
Bozeman city, MT	37,280	Clay County, MO	221,939
Bradenton city, FL.....	49,546	Clayton city, MO	15,939
Brea city, CA.....	39,282	Clearwater city, FL	107,685
Breckenridge town, CO.....	4,540	Cleveland Heights city, OH	46,121
Brentwood city, MO.....	8,055	Clive city, IA	15,447
Brentwood city, TN	37,060	Clovis city, CA.....	95,631
Brevard County, FL	543,376	Coconino County, AZ	134,421
Brighton city, CO.....	33,352	College Park city, MD	30,413
Brisbane city, CA.....	4,282	College Station city, TX	93,857
Bristol city, TN	26,702	Colleyville city, TX.....	22,807
Broken Arrow city, OK	98,850	Collier County, FL.....	321,520
Brookfield city, WI	37,920	Collinsville city, IL	25,579
Brookline CDP, MA	58,732	Colorado Springs city, CO	416,427
Brookline town, NH	4,991	Columbia city, MO.....	108,500
Broomfield city, CO	55,889	Columbia city, SC.....	129,272
Broward County, FL	1,748,066	Columbus city, GA.....	189,885

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Columbus city, OH	787,033	Durham city, NC	228,330
Columbus city, WI.....	4,991	Duval County, FL	864,263
Commerce City city, CO.....	45,913	Eagan city, MN	64,206
Concord city, CA	122,067	Eagle town, CO.....	6,508
Concord city, NC.....	79,066	East Baton Rouge Parish, LA.....	440,171
Concord town, MA.....	17,668	East Grand Forks city, MN	8,601
Conyers city, GA	15,195	East Lansing city, MI	48,579
Cookeville city, TN	30,435	East Merrimack CDP, NH	4,197
Coon Rapids city, MN	61,476	East Providence city, RI.....	47,037
Cooper City city, FL.....	28,547	Eau Claire city, WI	65,883
Coppell city, TX.....	38,659	Ebensburg borough, PA.....	3,351
Copperas Cove city, TX.....	32,032	Eden Prairie city, MN.....	60,797
Coral Springs city, FL.....	121,096	Edgerton city, KS	1,671
Coronado city, CA	18,912	Edina city, MN	47,941
Corpus Christi city, TX.....	305,215	Edmond city, OK.....	81,405
Corvallis city, OR.....	54,462	Edmonds city, WA.....	39,709
Coventry Lake CDP, CT	2,990	El Cerrito city, CA.....	23,549
Craig city, CO	9,464	El Dorado County, CA.....	181,058
Cranberry township, PA.....	28,098	El Paso city, TX.....	649,121
Crested Butte town, CO.....	1,487	Elk Grove city, CA	153,015
Creve Coeur city, MO	17,833	Elk River city, MN.....	22,974
Cross Roads town, TX	1,563	Elko New Market city, MN.....	4,110
Crystal Lake city, IL.....	40,743	Ellisville city, MO	9,133
Cumberland County, PA.....	235,406	Elmhurst city, IL.....	44,121
Cupertino city, CA	58,302	Encinitas city, CA	59,518
Cypress city, CA.....	47,802	Englewood city, CO.....	30,255
Dade City city, FL.....	6,437	Ephrata borough, PA.....	13,394
Dakota County, MN.....	398,552	Erie County, PA.....	280,566
Dallas city, OR	14,583	Erie town, CO	18,135
Dallas city, TX.....	1,197,816	Escambia County, FL.....	297,619
Dania Beach city, FL.....	29,639	Escanaba city, MI.....	12,616
Danville city, KY.....	16,218	Escondido city, CA.....	143,911
Dardenne Prairie city, MO.....	11,494	Estes Park town, CO.....	5,858
Davenport city, IA.....	99,685	Eugene city, OR.....	156,185
Davidson town, NC.....	10,944	Eustis city, FL	18,558
Daviess County, KY	96,656	Evanston city, IL.....	74,486
Davis city, CA	65,622	Fairborn city, OH.....	32,352
Dayton city, OH	141,527	Fairview town, TX	7,248
Daytona Beach city, FL.....	61,005	Fairway city, KS	3,882
De Pere city, WI.....	23,800	Farmington city, NM.....	45,877
Decatur city, GA.....	19,335	Farmington city, UT	18,275
Decatur city, IL	76,122	Farmington Hills city, MI.....	79,740
Deerfield Beach city, FL.....	75,018	Fayetteville city, AR.....	73,580
DeKalb city, IL	43,862	Fayetteville city, NC.....	200,564
Del Mar city, CA.....	4,161	Federal Way city, WA	89,306
Delaware city, OH.....	34,753	Fishers town, IN	76,794
Delray Beach city, FL.....	60,522	Flagstaff city, AZ	65,870
Denison city, TX.....	22,682	Flower Mound town, TX.....	64,669
Denton city, TX.....	113,383	Flushing city, MI	8,389
Denver city, CO.....	600,158	Forest Grove city, OR	21,083
Derby city, KS.....	22,158	Fort Collins city, CO.....	143,986
Des Moines city, IA	203,433	Fort Dodge city, IA.....	25,206
Des Moines County, IA	40,325	Fort Lauderdale city, FL.....	165,521
Des Peres city, MO.....	8,373	Fort Madison city, IA	11,051
DeSoto city, TX.....	49,047	Fort Smith city, AR.....	86,209
Destin city, FL.....	12,305	Fort Wayne city, IN.....	253,691
Detroit city, MI.....	713,777	Fort Worth city, TX.....	741,206
Dewey-Humboldt town, AZ.....	3,894	Fountain Hills town, AZ	22,489
Dillon town, CO.....	904	Franklin city, TN.....	62,487
Dorchester County, MD	32,618	Fredericksburg city, VA.....	24,286
Dothan city, AL.....	65,496	Freeport CDP, ME	1,485
Douglas County, CO	285,465	Freeport city, IL	25,638
Douglas County, GA	132,403	Fremont city, CA	214,089
Dover city, DE.....	36,047	Fridley city, MN.....	27,208
Dover city, NH	29,987	Friendswood city, TX.....	35,805
Downers Grove village, IL.....	47,833	Frisco town, CO	2,683
Dublin city, CA	46,036	Fruita city, CO.....	12,646
Duluth city, MN.....	86,265	Gahanna city, OH.....	33,248
Duncanville city, TX.....	38,524	Gainesville city, FL	124,354
Durango city, CO	16,887	Gaithersburg city, MD.....	59,933

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Galt city, CA.....	23,647	Hooksett town, NH.....	13,451
Galveston city, TX.....	47,743	Hopewell city, VA.....	22,591
Garden City city, KS.....	26,658	Hopkins city, MN.....	17,591
Garden Grove city, CA.....	170,883	Hopkinton town, MA.....	14,925
Gardner city, KS.....	19,123	Hoquiam city, WA.....	8,726
Garland city, TX.....	226,876	Hot Springs city, AR.....	35,193
Gary city, IN.....	80,294	Hot Sulphur Springs town, CO.....	663
Genesee County, NY.....	60,079	Houston city, TX.....	2,099,451
Geneva city, NY.....	13,261	Howard City village, MI.....	1,808
Georgetown city, TX.....	47,400	Howell city, MI.....	9,489
Georgetown town, CO.....	1,034	Huber Heights city, OH.....	38,101
Germantown city, TN.....	38,844	Hudson city, OH.....	22,262
Gig Harbor city, WA.....	7,126	Hudson town, CO.....	2,356
Gilbert town, AZ.....	208,453	Hudson town, NC.....	3,776
Gillette city, WY.....	29,087	Hudsonville city, MI.....	7,116
Gilroy city, CA.....	48,821	Huntersville town, NC.....	46,773
Gladstone city, MI.....	4,973	Hurst city, TX.....	37,337
Glendora city, CA.....	50,073	Hutchinson city, MN.....	14,178
Globe city, AZ.....	7,532	Hutto city, TX.....	14,698
Golden Valley city, MN.....	20,371	Hyattsville city, MD.....	17,557
Goodyear city, AZ.....	65,275	Independence city, MO.....	116,830
Grafton village, WI.....	11,459	Indian Trail town, NC.....	33,518
Grand Blanc city, MI.....	8,276	Indianola city, IA.....	14,782
Grand County, CO.....	14,843	Iowa City city, IA.....	67,862
Grand Forks city, ND.....	52,838	Iowa County, IA.....	16,355
Grand Island city, NE.....	48,520	Irving city, TX.....	216,290
Grand Junction city, CO.....	58,566	Issaquah city, WA.....	30,434
Grand Prairie city, TX.....	175,396	Jackson County, MI.....	160,248
Grand Rapids city, MI.....	188,040	Jackson County, OR.....	203,206
Grandview city, MO.....	24,475	Jacksonville city, FL.....	821,784
Grass Valley city, CA.....	12,860	James City County, VA.....	67,009
Greeley city, CO.....	92,889	Janesville city, WI.....	63,575
Green Valley CDP, AZ.....	21,391	Jefferson City city, MO.....	43,079
Greenbelt city, MD.....	23,068	Jefferson County, CO.....	534,543
Greensboro city, NC.....	269,666	Jefferson County, NY.....	116,229
Greenville city, SC.....	58,409	Jefferson Parish, LA.....	432,552
Greenwood Village city, CO.....	13,925	Jerome city, ID.....	10,890
Greer city, SC.....	25,515	Johnson City city, TN.....	63,152
Gresham city, OR.....	105,594	Johnson County, KS.....	544,179
Guilford County, NC.....	488,406	Johnston city, IA.....	17,278
Gulf Shores city, AL.....	9,741	Joplin city, MO.....	50,150
Gunnison County, CO.....	15,324	Jupiter town, FL.....	55,156
Gurnee village, IL.....	31,295	Kalamazoo city, MI.....	74,262
Hackensack city, NJ.....	43,010	Kannapolis city, NC.....	42,625
Hailey city, ID.....	7,960	Kansas City city, KS.....	145,786
Haines Borough, AK.....	2,508	Kansas City city, MO.....	459,787
Hallandale Beach city, FL.....	37,113	Kearney city, NE.....	30,787
Hamilton city, OH.....	62,477	Keizer city, OR.....	36,478
Hampton city, VA.....	137,436	Kenmore city, WA.....	20,460
Hanover County, VA.....	99,863	Kennedale city, TX.....	6,763
Harrisonburg city, VA.....	48,914	Kennett Square borough, PA.....	6,072
Harrisonville city, MO.....	10,019	Kenosha city, WI.....	99,218
Hartford city, CT.....	124,775	Kent city, WA.....	92,411
Hayward city, CA.....	144,186	Kentwood city, MI.....	48,707
Henderson city, NV.....	257,729	Kettering city, OH.....	56,163
Hercules city, CA.....	24,060	King County, WA.....	1,931,249
Hermiston city, OR.....	16,745	Kirkland city, WA.....	48,787
Herndon town, VA.....	23,292	Kirkwood city, MO.....	27,540
Hickory city, NC.....	40,010	Kissimmee city, FL.....	59,682
High Point city, NC.....	104,371	Kitsap County, WA.....	251,133
Highland city, CA.....	53,104	Knightdale town, NC.....	11,401
Highland Park city, IL.....	29,763	Knoxville city, TN.....	178,874
Highlands Ranch CDP, CO.....	96,713	Kutztown borough, PA.....	5,012
Hillsborough County, FL.....	1,229,226	La Mesa city, CA.....	57,065
Hillsborough town, NC.....	6,087	La Plata town, MD.....	8,753
Holden town, MA.....	17,346	La Porte city, TX.....	33,800
Holland city, MI.....	33,051	La Vista city, NE.....	15,758
Homer city, AK.....	5,003	Lafayette city, CO.....	24,453
Homewood village, IL.....	19,323	Laguna Beach city, CA.....	22,723
Honolulu County, HI.....	953,207	Laguna Hills city, CA.....	30,344

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Laguna Niguel city, CA	62,979	Marysville city, WA	60,020
Lake Oswego city, OR	36,619	Maryville city, MO.....	11,972
Lake Zurich village, IL	19,631	Matthews town, NC.....	27,198
Lakeville city, MN	55,954	Mauai County, HI.....	154,834
Lakewood city, CA.....	80,048	Mauldin city, SC	22,889
Lakewood city, CO	142,980	Mayer city, MN.....	1,749
Lane County, OR.....	351,715	McAllen city, TX	129,877
Laramie city, WY.....	30,816	McDonough city, GA.....	22,084
Larimer County, CO.....	299,630	McKinney city, TX.....	131,117
Las Cruces city, NM.....	97,618	McMinnville city, OR	32,187
Las Vegas city, NV	583,756	Mecklenburg County, NC	919,628
Lawrence city, KS.....	87,643	Medford city, OR.....	74,907
League City city, TX	83,560	Medford Lakes borough, NJ	4,146
Lebanon city, NH	13,151	Medina city, MN.....	4,892
Lebanon city, OH	20,033	Melbourne city, FL.....	76,068
Lee County, FL.....	618,754	Menlo Park city, CA	32,026
Lee's Summit city, MO.....	91,364	Mercer Island city, WA	22,699
Lehi city, UT	47,407	Meridian charter township, MI	39,688
Lenexa city, KS	48,190	Meridian city, ID	75,092
Lewis County, NY	27,087	Merriam city, KS.....	11,003
Lewiston city, ID	31,894	Merrill city, WI	9,661
Lewiston city, ME.....	36,592	Mesa city, AZ.....	439,041
Lewisville city, TX.....	95,290	Mesa County, CO	146,723
Lexington city, VA	7,042	Miami Beach city, FL	87,779
Lexington-Fayette urban county, KY.....	295,803	Miami city, FL	399,457
Liberty city, MO	29,149	Miami-Dade County, FL	2,496,435
Lincoln city, NE	258,379	Midland city, MI	41,863
Lincolnwood village, IL	12,590	Milford city, DE	9,559
Lindsborg city, KS	3,458	Milledgeville city, GA	17,715
Little Rock city, AR.....	193,524	Milton city, GA	32,661
Littleton city, CO	41,737	Milton city, WI	5,546
Livermore city, CA.....	80,968	Minneapolis city, MN	382,578
Lodi city, CA	62,134	Minnetonka city, MN.....	49,734
Lombard village, IL	43,165	Mission city, KS.....	9,323
Lompoc city, CA.....	42,434	Mission Viejo city, CA	93,305
Lone Tree city, CO	10,218	Missoula city, MT	66,788
Long Beach city, CA	462,257	Missouri City city, TX.....	67,358
Longmont city, CO	86,270	Modesto city, CA.....	201,165
Longview city, TX.....	80,455	Monterey city, CA.....	27,810
Los Alamitos city, CA.....	11,449	Montgomery County, MD.....	971,777
Los Alamos County, NM.....	17,950	Montgomery County, VA.....	94,392
Los Angeles city, CA.....	3,792,621	Montpelier city, VT	7,855
Los Gatos town, CA.....	29,413	Montrose city, CO	19,132
Louisa County, IA.....	11,387	Monument town, CO	5,530
Louisville city, CO.....	18,376	Mooreville town, NC.....	32,711
Loveland city, CO.....	66,859	Morgan Hill city, CA.....	37,882
Lower Merion township, PA	57,825	Morgantown city, WV	29,660
Lower Providence township, PA	25,436	Morristown city, TN.....	29,137
Lubbock city, TX	229,573	Morrisville town, NC	18,576
Lufkin city, TX.....	35,067	Moscow city, ID	23,800
Lyme town, NH.....	1,716	Mount Pleasant city, TX.....	15,564
Lynchburg city, VA	75,568	Mountain View city, CA.....	74,066
Lynnwood city, WA	35,836	Mountain Village town, CO.....	1,320
Lynwood city, CA	69,772	Mountlake Terrace city, WA	19,909
Lyons village, IL.....	10,729	Multnomah County, OR	735,334
Macon city, GA.....	91,351	Munster town, IN	23,603
Madison city, WI	233,209	Muscataine city, IA	22,886
Manchester town, CT	58,241	Muskegon city, MI.....	38,401
Manheim borough, PA.....	4,858	Myrtle Beach city, SC.....	27,109
Mankato city, MN	39,309	Nacogdoches city, TX.....	32,996
Maple Grove city, MN	61,567	Naperville city, IL	141,853
Maple Valley city, WA	22,684	Nashville city, TN	601,222
Maplewood city, MN.....	38,018	Needham CDP, MA.....	28,886
Marana town, AZ	34,961	New Braunfels city, TX	57,740
Maricopa County, AZ	3,817,117	New Brighton city, MN.....	21,456
Marin County, CA.....	252,409	New Hanover County, NC	202,667
Marion County, IA	33,309	New London city, CT	27,620
Marion County, IN.....	903,393	New Orleans city, LA	343,829
Marquette County, WI	15,404	New Smyrna Beach city, FL	22,464
Maryland Heights city, MO.....	27,472	New York city, NY	8,175,133

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Newberg city, OR.....	22,068	Pasco County, FL.....	464,697
Newport Beach city, CA.....	85,186	Peachtree City city, GA.....	34,364
Newport city, RI.....	24,672	Pearland city, TX.....	91,252
Newport News city, VA.....	180,719	Peoria city, AZ.....	154,065
Newton city, IA.....	15,254	Peoria city, IL.....	115,007
Noblesville city, IN.....	51,969	Peoria County, IL.....	186,494
Nogales city, AZ.....	20,837	Peters township, PA.....	21,213
Norfolk city, VA.....	242,803	Petoskey city, MI.....	5,670
Normal town, IL.....	52,497	Pflugerville city, TX.....	46,936
Norman city, OK.....	110,925	Phenix City city, AL.....	32,822
North Branch city, MN.....	10,125	Philadelphia city, PA.....	1,526,006
North Las Vegas city, NV.....	216,961	Phoenix city, AZ.....	1,445,632
North Palm Beach village, FL.....	12,015	Pickens County, SC.....	119,224
North Port city, FL.....	57,357	Pinal County, AZ.....	375,770
Northampton County, VA.....	12,389	Pinehurst village, NC.....	13,124
Northglenn city, CO.....	35,789	Pinellas County, FL.....	916,542
Norton Shores city, MI.....	23,994	Pinellas Park city, FL.....	49,079
Novato city, CA.....	51,904	Piqua city, OH.....	20,522
Novi city, MI.....	55,224	Pitkin County, CO.....	17,148
O'Fallon city, IL.....	28,281	Plano city, TX.....	259,841
O'Fallon city, MO.....	79,329	Platte City city, MO.....	4,691
Oak Park village, IL.....	51,878	Platte County, MO.....	89,322
Oak Ridge city, TN.....	29,330	Pleasanton city, CA.....	70,285
Oakland charter township, MI.....	16,779	Plymouth city, MN.....	70,576
Oakland Park city, FL.....	41,363	Pocatello city, ID.....	54,255
Oakley city, CA.....	35,432	Polk County, FL.....	602,095
Ocala city, FL.....	56,315	Polk County, IA.....	430,640
Ocean City town, MD.....	7,102	Polk County, MN.....	31,600
Ocean Shores city, WA.....	5,569	Pomona city, CA.....	149,058
Oceanside city, CA.....	167,086	Port Huron city, MI.....	30,184
Ocoee city, FL.....	35,579	Port Orange city, FL.....	56,048
Ogden city, UT.....	82,825	Port St. Lucie city, FL.....	164,603
Ogdensburg city, NY.....	11,128	Portland city, OR.....	583,776
Oklahoma City city, OK.....	579,999	Post Falls city, ID.....	27,574
Olathe city, KS.....	125,872	Poway city, CA.....	47,811
Old Town city, ME.....	7,840	Prescott Valley town, AZ.....	38,822
Oldsmar city, FL.....	13,591	Prince William County, VA.....	402,002
Olmsted County, MN.....	144,248	Prior Lake city, MN.....	22,796
Olympia city, WA.....	46,478	Provo city, UT.....	112,488
Orange County, FL.....	1,145,956	Pueblo city, CO.....	106,595
Orange village, OH.....	3,323	Purcellville town, VA.....	7,727
Orland Park village, IL.....	56,767	Queen Creek town, AZ.....	26,361
Orlando city, FL.....	238,300	Radford city, VA.....	16,408
Orleans Parish, LA.....	343,829	Radnor township, PA.....	31,531
Oshkosh city, WI.....	66,083	Ramsey city, MN.....	23,668
Otsego County, MI.....	24,164	Rancho Cordova city, CA.....	64,776
Ottawa County, MI.....	263,801	Rapid City city, SD.....	67,956
Overland Park city, KS.....	173,372	Raymore city, MO.....	19,206
Oviedo city, FL.....	33,342	Redding city, CA.....	89,861
Oxnard city, CA.....	197,899	Redmond city, WA.....	54,144
Ozaukee County, WI.....	86,395	Rehoboth Beach city, DE.....	1,327
Paducah city, KY.....	25,024	Reno city, NV.....	225,221
Palatine village, IL.....	68,557	Renton city, WA.....	90,927
Palm Bay city, FL.....	103,190	Reston CDP, VA.....	58,404
Palm Beach County, FL.....	1,320,134	Richfield city, MN.....	35,228
Palm Beach Gardens city, FL.....	48,452	Richland city, WA.....	48,058
Palm Beach town, FL.....	8,348	Richmond city, CA.....	103,701
Palm Coast city, FL.....	75,180	Richmond city, VA.....	204,214
Palm Springs city, CA.....	44,552	Richmond Heights city, MO.....	8,603
Palo Alto city, CA.....	64,403	Ridgecrest city, CA.....	27,616
Panama City city, FL.....	36,484	Rifle city, CO.....	9,172
Papillion city, NE.....	18,894	Rio Rancho city, NM.....	87,521
Park City city, UT.....	7,558	River Falls city, WI.....	15,000
Park Ridge city, IL.....	37,480	Riverdale city, UT.....	8,426
Parker town, CO.....	45,297	Riverside city, CA.....	303,871
Parkland city, FL.....	23,962	Riverside city, MO.....	2,937
Pasadena city, CA.....	137,122	Riverside village, IL.....	8,875
Pasadena city, TX.....	149,043	Roanoke city, VA.....	97,032
Pascagoula city, MS.....	22,392	Roanoke County, VA.....	92,376
Pasco city, WA.....	59,781	Rochester city, MI.....	12,711

The National Citizen Survey™

Rochester city, NY.....	210,565	Shoreview city, MN	25,043
Rochester Hills city, MI.....	70,995	Shorewood city, MN	7,307
Rock Hill city, SC.....	66,154	Shorewood village, IL.....	15,615
Rockford city, IL	152,871	Shorewood village, WI	13,162
Rockville city, MD.....	61,209	Shrewsbury town, MA	35,608
Rocky Mount city, NC	57,477	Siloam Springs city, AR.....	15,039
Roeland Park city, KS	6,731	Silverthorne town, CO	3,887
Rogers city, MN	8,597	Simi Valley city, CA	124,237
Rolla city, MO	19,559	Sioux Center city, IA	7,048
Roselle village, IL	22,763	Sioux Falls city, SD.....	153,888
Roseville city, MN.....	33,660	Skokie village, IL.....	64,784
Roswell city, GA	88,346	Slater city, IA.....	1,489
Round Rock city, TX.....	99,887	Smyrna city, GA	51,271
Rowlett city, TX	56,199	Snellville city, GA	18,242
Royal Oak city, MI.....	57,236	Snoqualmie city, WA	10,670
Rye city, NY.....	15,720	Snowmass Village town, CO.....	2,826
Saco city, ME.....	18,482	Solana Beach city, CA.....	12,867
Sacramento County, CA.....	1,418,788	South Daytona city, FL	12,252
Safford city, AZ.....	9,566	South Gate city, CA.....	94,396
Sahuarita town, AZ	25,259	South Haven city, MI.....	4,403
Salem town, NH.....	28,776	South Kingstown town, RI	30,639
Salida city, CO	5,236	South Lake Tahoe city, CA.....	21,403
Salina city, KS.....	47,707	South Portland city, ME	25,002
Salt Lake City city, UT	186,440	Southborough town, MA.....	9,767
Sammamish city, WA	45,780	Southlake city, TX	26,575
San Anselmo town, CA	12,336	Sparks city, NV	90,264
San Antonio city, TX.....	1,327,407	Spokane Valley city, WA	89,755
San Bernardino County, CA.....	2,035,210	Spotsylvania County, VA.....	122,397
San Carlos city, CA.....	28,406	Spring Hill city, KS.....	5,437
San Diego city, CA	1,307,402	Springboro city, OH.....	17,409
San Francisco city, CA	805,235	Springfield city, MO.....	159,498
San Jose city, CA	945,942	Springfield city, OH	60,608
San Juan County, NM	130,044	Springfield city, OR	59,403
San Luis Obispo County, CA.....	269,637	Springville city, UT	29,466
San Marcos city, CA	83,781	St. Charles city, IL.....	32,974
San Marcos city, TX.....	44,894	St. Clair Shores city, MI	59,715
San Mateo city, CA.....	97,207	St. Cloud city, FL.....	35,183
San Rafael city, CA.....	57,713	St. Cloud city, MN	65,842
San Ramon city, CA.....	72,148	St. Joseph city, MO	76,780
Sandusky city, OH.....	25,793	St. Louis County, MN.....	200,226
Sandy city, UT	87,461	St. Louis Park city, MN	45,250
Sandy Springs city, GA	93,853	St. Paul city, MN	285,068
Sanford city, FL.....	53,570	St. Peters city, MO	52,575
Sangamon County, IL.....	197,465	St. Petersburg city, FL	244,769
Santa Barbara County, CA	423,895	Stafford County, VA	128,961
Santa Clarita city, CA.....	176,320	Stallings town, NC.....	13,831
Santa Fe County, NM	144,170	Starkville city, MS.....	23,888
Santa Monica city, CA.....	89,736	State College borough, PA	42,034
Santa Rosa city, CA.....	167,815	Staunton city, VA	23,746
Sarasota city, FL	51,917	Steamboat Springs city, CO	12,088
Sarasota County, FL	379,448	Sterling city, CO.....	14,777
Sault Ste. Marie city, MI	14,144	Sterling Heights city, MI	129,699
Savage city, MN.....	26,911	Stillwater city, OK	45,688
Savannah city, GA.....	136,286	Stockton city, CA.....	291,707
Scarborough CDP, ME	4,403	Streamwood village, IL.....	39,858
Schaumburg village, IL.....	74,227	Suamico village, WI.....	11,346
Scott County, MN.....	129,928	Sugar Grove village, IL	8,997
Scottsdale city, AZ	217,385	Sugar Land city, TX.....	78,817
Seaside city, CA	33,025	Summit city, NJ.....	21,457
SeaTac city, WA.....	26,909	Summit County, UT.....	36,324
Seattle city, WA	608,660	Sunnyvale city, CA	140,081
Sedona city, AZ.....	10,031	Superior city, WI.....	27,244
Seminole city, FL.....	17,233	Surprise city, AZ.....	117,517
Sevierville city, TN	14,807	Suwanee city, GA.....	15,355
Shaker Heights city, OH.....	28,448	Tacoma city, WA.....	198,397
Shawnee city, KS	62,209	Takoma Park city, MD	16,715
Sheboygan city, WI.....	49,288	Tallahassee city, FL.....	181,376
Sheldahl city, IA.....	319	Tamarac city, FL.....	60,427
Shenandoah city, TX	2,134	Taos town, NM	5,716
Sherman village, IL	4,148	Temecula city, CA	100,097

The National Citizen Survey™

Tempe city, AZ	161,719	Waverly city, IA	9,874
Temple city, TX.....	66,102	Weddington town, NC	9,459
Teton County, WY.....	21,294	Wentzville city, MO.....	29,070
The Colony city, TX.....	36,328	West Carrollton city, OH	13,143
The Woodlands CDP, TX.....	93,847	West Chester borough, PA.....	18,461
Thornton city, CO.....	118,772	West Des Moines city, IA.....	56,609
Thousand Oaks city, CA.....	126,683	West Hartford CDP, CT.....	63,268
Tigard city, OR.....	48,035	West Richland city, WA.....	11,811
Tillamook County, OR.....	25,250	West Valley City city, UT.....	129,480
Titusville city, FL.....	43,761	Westerville city, OH.....	36,120
Tomball city, TX.....	10,753	Westlake town, TX.....	992
Torrance city, CA	145,438	Westminster city, CO.....	106,114
Tracy city, CA	82,922	Weston town, MA.....	11,261
Troy city, MI.....	80,980	Wethersfield CDP, CT	26,668
Tualatin city, OR	26,054	Wheat Ridge city, CO	30,166
Tucson city, AZ.....	520,116	White House city, TN	10,255
Tulsa city, OK	391,906	Whitewater city, WI	14,390
Tuskegee city, AL.....	9,865	Whitewater township, MI.....	2,597
Twin Falls city, ID	44,125	Wichita city, KS.....	382,368
Tyler city, TX	96,900	Williamsburg city, VA.....	14,068
Umatilla city, OR.....	6,906	Willingboro township, NJ	31,629
University Place city, WA	31,144	Wilmette village, IL	27,087
Upper Arlington city, OH.....	33,771	Wilmington city, IL	5,724
Upper Merion township, PA.....	28,395	Wilmington city, NC.....	106,476
Urbana city, IL.....	41,250	Wilsonville city, OR.....	19,509
Urbandale city, IA	39,463	Winchester city, VA	26,203
Vail town, CO.....	5,305	Wind Point village, WI	1,723
Valdez city, AK.....	3,976	Windsor town, CO	18,644
Vancouver city, WA.....	161,791	Windsor town, CT	29,044
Ventura CCD, CA.....	111,889	Winnebago County, WI	166,994
Vernon town, CT.....	29,179	Winnetka village, IL	12,187
Vestavia Hills city, AL	34,033	Winston-Salem city, NC.....	229,617
Victoria city, MN.....	7,345	Winter Garden city, FL.....	34,568
Victoria city, TX.....	62,592	Winter Park city, FL.....	27,852
Virginia Beach city, VA.....	437,994	Woodbury city, MN.....	61,961
Visalia city, CA	124,442	Woodinville city, WA.....	10,938
Volusia County, FL	494,593	Woodland city, CA.....	55,468
Wahpeton city, ND.....	7,766	Woodland city, WA.....	5,509
Wake Forest town, NC.....	30,117	Woodridge village, IL	32,971
Walla Walla city, WA	31,731	Worcester city, MA.....	181,045
Walnut Creek city, CA.....	64,173	Wrentham town, MA	10,955
Walton County, FL	55,043	Wyandotte city, MI.....	25,883
Washington city, UT	18,761	Yakima city, WA.....	91,067
Washington County, MN.....	238,136	Yellowstone County, MT	147,972
Washoe County, NV	421,407	York County, SC.....	226,073
Watauga city, TX	23,497	York County, VA.....	65,464
Watertown city, NY.....	27,023	Yorktown town, IN.....	9,405
Waukeke city, IA	13,790	Yuba City city, CA	64,925
Wausau city, WI	39,106	Yuma city, AZ	93,064
Wauwatosa city, WI	46,396	Yuma County, AZ.....	195,751

Appendix C: Detailed Survey Methods

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

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Battle Creek funded this research. Please contact Jessica Vanderkolk of the Battle Creek City Manager's office at JLVanderkolk@battlecreekmi.gov if you have any questions about the survey.

Survey Validity

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

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

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

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

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

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

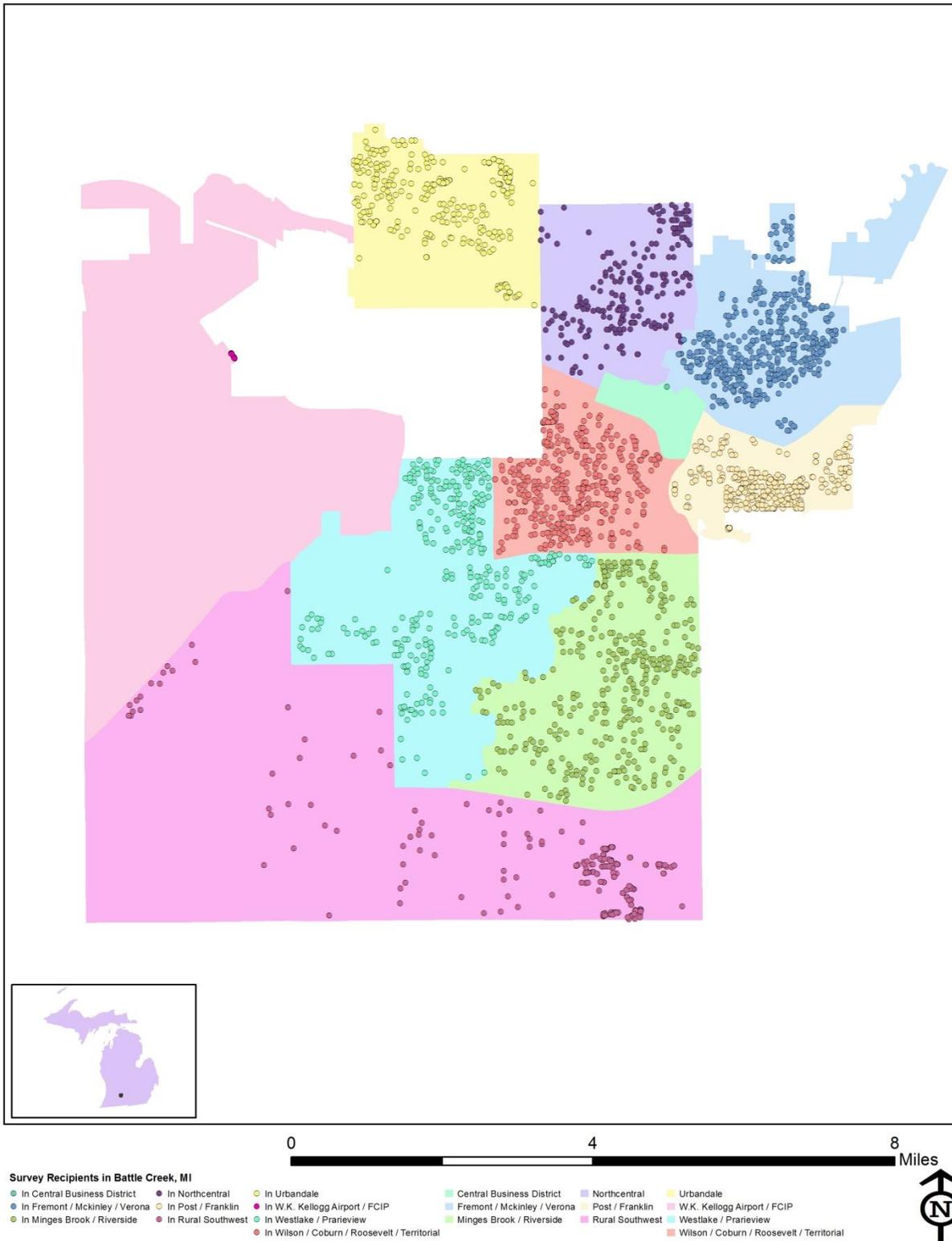
Survey Sampling

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

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

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

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning in February, 2015. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing

The National Citizen Survey™

contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey; respondents could also opt to take the survey online. Completed surveys were collected over the following seven weeks.

About 8% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,746 households that received the survey, 626 completed the survey, providing an overall response rate of 23%. Of the 626 completed surveys, 15 were completed online. Additionally, responses were tracked by neighborhood planning council; response rates in neighborhood planning councils with at least 9% of potential recipients ranged from 20% to 25%; W.K. Kellogg Airport/FCIP and Central Business District Neighborhood Planning Council areas contained very few residents and no responses were received from these areas.

Table 79: Survey Response Rates by Neighborhood Planning Council

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Fremont / Mckinley / Verona	495	47	448	108	24%
Minges Brook / Riverside	383	21	362	84	23%
Post / Franklin	357	54	303	77	25%
Wilson / Coburn / Roosevelt / Territorial	417	43	374	90	24%
Rural Southwest	429	27	402	83	21%
Urbandale	284	15	269	53	20%
Westlake / Prarieview	353	21	332	78	23%
W.K. Kellogg Airport / FCIP	11	0	11	0	0%
Central Business District	1	0	1	0	0%
Northcentral	270	26	244	52	21%
Overall	3,000	254	2,746	266	23%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City of Battle Creek survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (626 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

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

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

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Battle Creek. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing type, housing tenure, race, ethnicity, sex, age and neighborhood planning council. The results of the weighting scheme are presented in the following table.

Table 80: Battle Creek, MI 2015 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	39%	24%	37%
Own home	61%	76%	63%
Detached unit	73%	77%	73%
Attached unit	27%	23%	27%
Race and Ethnicity			
White	76%	81%	76%
Not white	24%	19%	24%
Not Hispanic	95%	96%	95%
Hispanic	5%	4%	5%
Sex and Age			
Female	54%	57%	55%
Male	46%	43%	45%
18-34 years of age	30%	11%	28%
35-54 years of age	36%	26%	36%
55+ years of age	34%	64%	37%
Females 18-34	16%	6%	17%
Females 35-54	19%	13%	17%
Females 55+	19%	37%	21%
Males 18-34	14%	4%	11%
Males 35-54	17%	13%	19%
Males 55+	15%	27%	15%
Neighborhood Planning Council			
Fremont / Mckinley / Verona	17%	18%	17%
Minges Brook / Riverside	13%	23%	13%
Post / Franklin	12%	8%	12%
Wilson / Coburn / Roosevelt / Territorial	14%	11%	14%
Rural Southwest	14%	11%	13%
Urbandale	9%	8%	8%
Westlake / Prarieview	12%	16%	12%
W.K. Kellogg Airport / FCIP	0%	0%	0%
Central Business District	0%	0%	0%
Northcentral	9%	6%	8%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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

Appendix D: Survey Materials

Dear Battle Creek Resident,

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

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

Thank you for helping create a better City!

Sincerely,



Deborah G. Owens
Mayor

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Thank you for helping create a better City!

Sincerely,



Deborah G. Owens
Mayor



P.O. Box 1717
Battle Creek, MI 49016

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



P.O. Box 1717
Battle Creek, MI 49016

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



P.O. Box 1717
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Permit NO. 94



P.O. Box 1717
Battle Creek, MI 49016

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



CITY OF BATTLE CREEK
CITY MANAGER

February 2015

Dear City of Battle Creek Resident:

Please help us shape the future of Battle Creek! You have been selected at random to participate in the 2015 Battle Creek Citizen Survey.

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

A few things to remember:

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

www.n-r-c.com/survey/battlecreek.htm

If you have any questions about the survey please call 269-966-3378.

Thank you for your time and participation!

Sincerely,

Deborah G. Owens
Mayor



CITY OF BATTLE CREEK
CITY MANAGER

February 2015

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- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/battlecreekmi.htm

If you have any questions about the survey please call 269-966-3378.

Thank you for your time and participation!

Sincerely,

Deborah G. Owens
Mayor



CITY OF BATTLE CREEK
CITY MANAGER

February 2015

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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 select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Battle Creek:

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Battle Creek.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Battle Creek	1	2	3	4	5
Overall "built environment" of Battle Creek (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Battle Creek	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Battle Creek.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Battle Creek.....	1	2	3	4	5

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

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

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Battle Creek's downtown/commercial area during the day	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Battle Creek as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Battle Creek	1	2	3	4	5
Ease of travel by public transportation in Battle Creek	1	2	3	4	5
Ease of travel by bicycle in Battle Creek.....	1	2	3	4	5
Ease of walking in Battle Creek	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Battle Creek	1	2	3	4	5
Overall appearance of Battle Creek.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Battle Creek as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Battle Creek	1	2	3	4	5
Overall quality of business and service establishments in Battle Creek	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Battle Creek.....	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Battle Creek.....	1	2	3	4	5

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

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Battle Creek (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Battle Creek.....	1	2
Reported a crime to the police in Battle Creek.....	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue or cause	1	2
Contacted the City of Battle Creek (in-person, phone, email or web) for help or information.....	1	2
Contacted Battle Creek elected officials (in-person, phone, email or web) to express your opinion	1	2
Made efforts to soften or purify your water	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Battle Creek?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Battle Creek recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park	1	2	3	4
Used Battle Creek public libraries or their services	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Battle Creek.....	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of Battle Creek 2015 Citizen Survey

10. Please rate the quality of each of the following services in Battle Creek:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or 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
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
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Battle Creek open space.....	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by Battle Creek employees (police, receptionists, planners, etc.).....	1	2	3	4	5
W.K. Kellogg Airport	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Battle Creek.....	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate the following categories of Battle Creek government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Battle Creek	1	2	3	4	5
The overall direction that Battle Creek is taking	1	2	3	4	5
The job Battle Creek government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Battle Creek government.....	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Battle Creek community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Battle Creek.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Battle Creek	1	2	3	4
Overall “built environment” of Battle Creek (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Battle Creek	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Battle Creek.....	1	2	3	4
Sense of community.....	1	2	3	4

14. Please rate how important, if at all, you think it is for the City of Battle Creek to prioritize each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Increasing the total number of permanent jobs in Battle Creek	1	2	3	4
Helping connect Battle Creek residents to permanent jobs	1	2	3	4
Increasing the civic pride of the community.....	1	2	3	4
Promoting collaboration and trust among Battle Creek’s diverse community members ..	1	2	3	4
Increasing the college and career-readiness of Battle Creek area students	1	2	3	4
Improving kindergarten readiness in Battle Creek	1	2	3	4

15. Please indicate how likely or unlikely you would be to use the following services if they were available in the City of Battle Creek:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don’t know</i>
A website or phone application to report a crime or non-emergency incident after the fact.....	1	2	3	4	5
A public viewing/observation area at the W.K. Kellogg Airport.....	1	2	3	4	5
Aircraft charter service at the W.K. Kellogg Airport.....	1	2	3	4	5
Additional public bus services	1	2	3	4	5
Online bill payment for certain City services (i.e. your water bill).....	1	2	3	4	5

16. Please indicate whether or not you have done each of the following:

	<i>No</i>	<i>Yes</i>
Requested services from the City of Battle Creek <u>Police Department</u>	1	2
Requested services from the City of Battle Creek <u>Fire Department</u>	1	2

17. Please rate the following categories of Battle Creek’s Police Department performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don’t know</i>
Staff courtesy.....	1	2	3	4	5
Being professional	1	2	3	4	5
Being knowledgeable	1	2	3	4	5

18. Please rate the following categories of Battle Creek’s Fire Department performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don’t know</i>
Staff courtesy.....	1	2	3	4	5
Being professional	1	2	3	4	5
Being knowledgeable	1	2	3	4	5

19. Please indicate your level of trust for the City of Battle Creek Police Department and its officers:

- Excellent
 Good
 Fair
 Poor
 Don’t know

The City of Battle Creek 2015 Citizen Survey

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

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Battle Creek	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

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

- Excellent
 Very good
 Good
 Fair
 Poor

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

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Battle Creek?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Battle Creek?

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

D7. Which best describes the building you live in?

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

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

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

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

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

D15. 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

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

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



P.O Box 1717
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