



# The City Of Upper Arlington's 2017 Community Survey

## EXECUTIVE SUMMARY

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The City of Upper Arlington's 2017 Community Survey, which interviewed a representative sample of over 500 Upper Arlington residents, revealed the following key research findings.

### **Overall, residents hold strong, positive views of life in Upper Arlington.**

Nearly all survey respondents believe Upper Arlington is a great place to live and raise children, and most are satisfied with how things are going in the City.

Although the majority of residents rate the quality of most municipal services provided by the City as "excellent" or "good," the quality ratings for garbage collection and recycling collection services decreased significantly from 2013 to 2017, suggesting these are areas where residents may want the City to focus more attention.

### **Most are supportive of UA's capital improvement investments.**

Over three-quarters of residents (77%) reported being "very" or "somewhat satisfied" with the capital improvements work completed since 2014. Furthermore, 80% are in favor of the City paying for the installation of new sidewalks on qualifying streets to expand safe access to schools, if funds are available to do so. Lastly, most (75%) support the idea of the City improving recreational facilities, among other infrastructure investments, as part of its Capital Improvements Program.

### **Satisfaction with the City's economic development efforts.**

Most residents are "very" or "somewhat satisfied" with the economic development that has occurred along Lane Avenue (between North Star Road and Northwest Boulevard) over the past few years. They are also satisfied with the economic development that has occurred in the Kingsdale area.

Furthermore, most residents (67%) thought there has been an increase in the number of workers employed in medical/professional jobs over the past few years; 29% didn't know if there has been a change.

### **Opinions about government officials are mostly positive.**

Most survey respondents trust Upper Arlington's government officials to do the right thing most of the time, and a majority of survey respondents agree with the statement, "*The Upper Arlington City Council effectively represents the attitudes and opinions of UA residents.*"

## METHOD & PARTICIPANTS

Working with the City of Upper Arlington, Illuminology conducted a survey with 521 Upper Arlington residents. Fielded from May 6, 2017 through June 7, 2017, the survey questionnaire could be completed via Internet or by mail (see Appendix A for a hard-copy version).

### Survey Administration

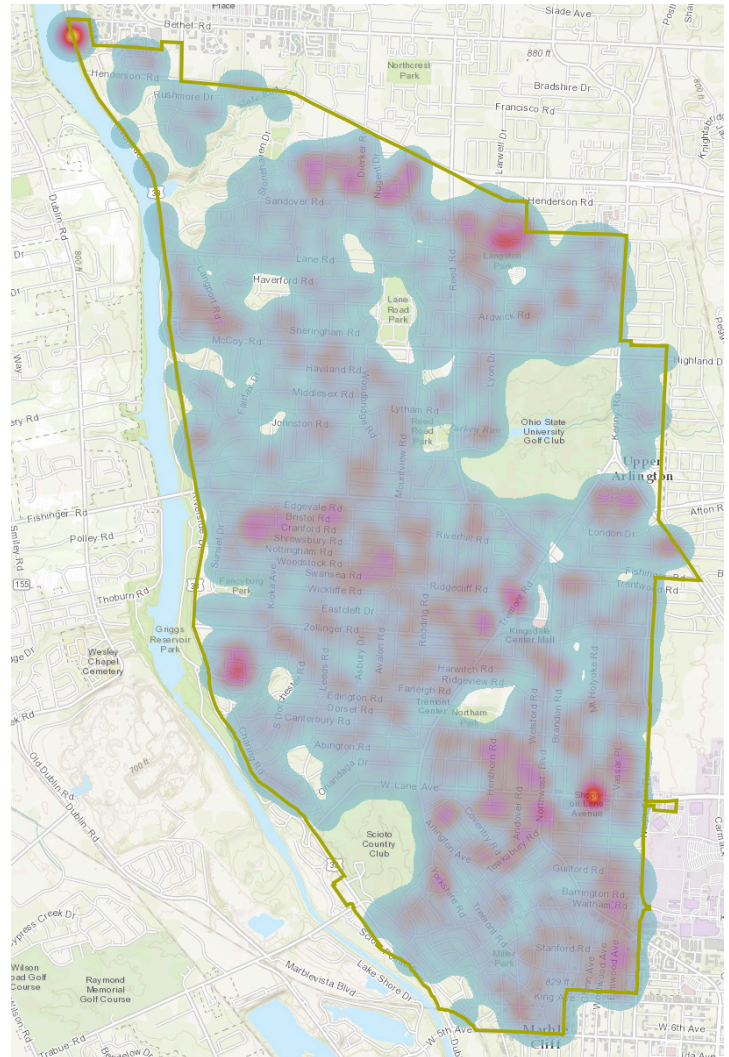
A total of 1,500 addresses were randomly selected using the City's GIS capabilities. Figure 1 presents a heat map display of these randomly selected addresses. Darker colors indicate more addresses were selected from that area, which typically represents apartments or multi-family housing units.

A notification letter was sent to each household asking them to complete the survey online. Approximately 10 days after the initial mailing, a questionnaire was sent to those households who had not yet completed the survey online. This mailing included a cover letter and a Business Reply Mail envelope so they could complete the questionnaire and send it back at no cost to them.

In addition to the steps outlined above, the City of Upper Arlington raised awareness of the 2017 Community Survey (and the importance of participating in it, if selected) by discussing it in the *City Insight* Newsletter, by information posted on the City's website, and via the City's social media outlets.

In total, 521 residents completed the questionnaire, or 35% of the total number of valid addresses (i.e., occupied and deliverable) that were invited to participate. Of these, 313 completed the online version and 208 completed and returned the hard copy version. With a random sample of this size, the margin of error is  $\pm 4.2\%$  at the 95% confidence level.

**Figure 1: Heat map of randomly selected addresses**



## Participants

Respondents' demographics, which were weighted to match U.S. Census Bureau's population estimates, are presented in Table 1. The average age was 51 and respondents tended to be highly educated, with 71% having a college or graduate degree. Half of the respondents had a household income of at least \$100,000. On average, respondents had lived in Upper Arlington for 23 years. About one-third of households had at least one child, and the majority of households live in single-family homes.

**Table 1: Survey Sample Demographics**

<b>Gender</b>	n=513	<b>Years lived in Upper Arlington</b>	n=511
Male	47%	Years (average)	23
Female	53%	Years (median)	20
<b>Age</b>	n=507	<b>Household size</b>	n=516
Average age	51	Average	2.7
Median age	51	<b>Number of children in household</b>	n=514
<b>Education</b>	n=517	0	66%
Less than high school, no diploma	0%	1-2	27%
High school degree / GED	6%	3 or more	6%
Some college	15%	<b>UA zone</b>	n=512
Associate's degree	9%	North of Fishinger	39%
Bachelor's degree	38%	Between Fishinger and Lane	42%
Graduate or professional degree	33%	South of Lane	19%
<b>Household income</b>	n=495	<b>Home ownership</b>	n=511
Less than \$25,000	7%	Own	94%
\$25,000 - \$49,999	16%	Rent	6%
\$50,000 - \$99,999	28%	<b>Type of home</b>	n=519
\$100,000 - \$149,999	20%	Single family home	82%
\$150,000 or more	30%	Duplex or townhome	3%
<b>Employment</b>	n=504	Apartment or condominium	15%
Employed or self-employed	70%	Something else	<1%

Due to rounding error, percentages may not sum to 100%.

## Statistical Analyses - Weighting Procedures

Unless otherwise noted, all analyses in this report reflect weighted data. An iterative proportional fitting or "raking" procedure was used to compute a post-stratification weight, which allowed the survey sample to more closely resemble the underlying population as well as adjust for potential survey non-response. To calculate this weight, U.S. Census Bureau 2015 5-year population estimates for the City of Upper Arlington were used for a host of demographic variables (i.e., educational attainment, age, gender, whether there are children in the household, and household income). Additionally, the weighting procedure also

accounted for the number of occupied households in different zones of the City, using 2017 data provided by the City.

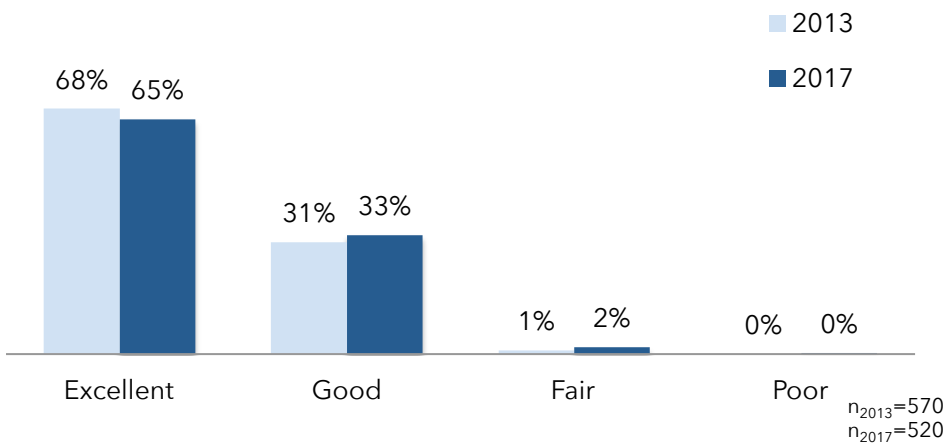
**Statistical Analyses - Crosstabulation Analyses**

After analyzing the topline/overall responses to the questionnaire items, additional crosstabulation analyses were conducted that looked for the presence of statistically significant differences in responses across different groups of respondents. These crosstabulation analyses included age, gender, whether or not there were children in the home, zone of the City, their overall satisfaction with the way things are going in Upper Arlington, whether or not they thought Upper Arlington is going in the right direction, and how much they trust Upper Arlington's government officials. These crosstabulation analyses are presented in Appendix B.

**OVERALL OPINIONS ABOUT UPPER ARLINGTON**

The survey first asked residents how they felt about their City overall. Residents rated Upper Arlington as a place to live and a place to raise children as "excellent," "good," "fair" or "poor."<sup>1</sup> As shown in Figure 2, Upper Arlington residents hold their City in high regard. Similar to 2013, almost all (98%) residents said Upper Arlington was an "excellent" or "good" place to live.

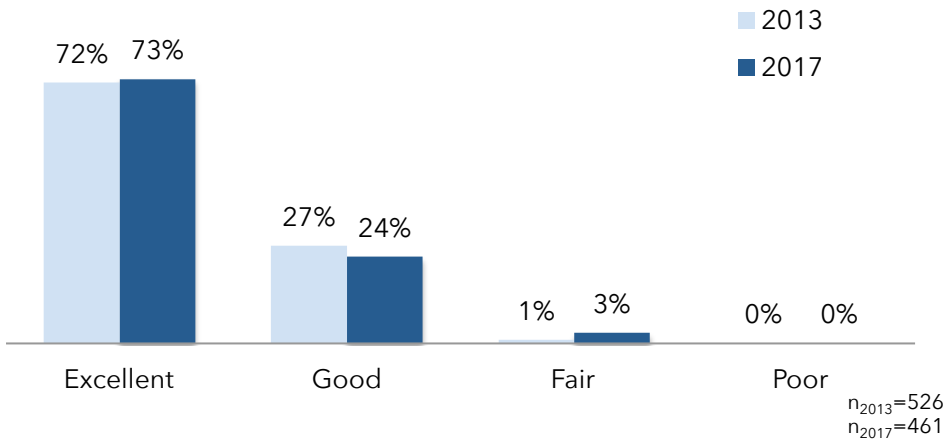
**Figure 2: Opinion Of Upper Arlington As A Place To Live**



<sup>1</sup> Many questions in the survey, including these three, allowed respondents to answer "don't know." Unless otherwise noted, the number of respondents who selected "don't know" was small and therefore excluded from analysis.

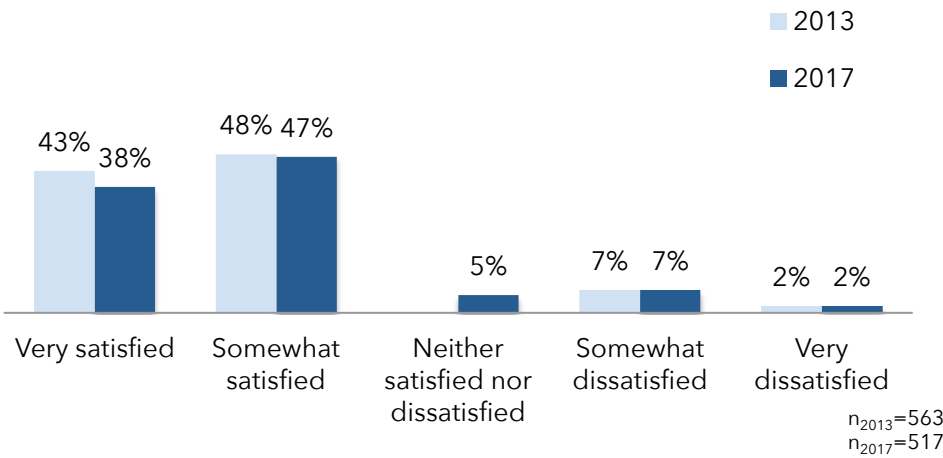
Also similar to 2013, almost all (97%) residents said Upper Arlington was an "excellent" or "good" place to raise children. See Figure 3.

**Figure 3: Opinion Of Upper Arlington As A Place To Raise Children**



When polling the public on their mood or attitude toward the current state of affairs in the nation, state, or city, researchers often ask citizens whether they are satisfied or dissatisfied with the way things are going in a geographic area of interest. This was asked of UA residents in the 2013 and 2017 community surveys. Most residents were satisfied with the way things were going in Upper Arlington, with 38% reporting "very satisfied" and 47% reporting "somewhat satisfied." Similar to 2013, less than 10% of residents were "dissatisfied." See Figure 4.

**Figure 4: Overall Satisfaction With How Things Are Going In UA At This Time**



As an alternative measure of public opinion, a "right direction/wrong track" question was also asked in 2017. The majority of respondents (52%) indicate they think the City is going in the

right direction. Less than one in five (18%) say it has gotten off onto the wrong track, while nearly a third (31%) aren't sure of the City's trajectory and/or how to assess it.<sup>2</sup>

Given these positive appraisals of life in Upper Arlington, it is not surprising that nearly three-quarters of residents plan to stay in the City in the short-term future. Forty-five percent said they were "extremely likely" to remain living here in the next five years, 27% were "very likely," and 19% were "moderately likely." About 9% said they were "slightly likely" or "not likely at all" to live in UA five years from now.<sup>3</sup>

#### **Regarding quality of life in Upper Arlington**

- *"UA is a very pleasant and comfortable place to live. It is attractive and beautiful (e.g., no rusty telephone poles lining the streets, plenty of well-maintained park spaces, support for trees), and living in such a place enhances my everyday enjoyment of life. UA is also a very safe place, and not having to worry about my personal security and the security of my property gives me a great sense of peace."*
- *"I like the small town feel and sense of safety that I have here. The central location is great and there isn't much traffic compared to most other areas of Columbus. I'm proud to live in UA."*
- *"Great city services, schools, quiet and peaceful neighborhoods and near many medical facilities. Overall a good place to live."*
- *"The neighborhood is close to downtown and short north / Grandview areas with lots of restaurants and things to do. It's very central Columbus. The school system is excellent."*

Early in the survey questionnaire, residents were asked to identify, in their own words, what they liked the most about living in Upper Arlington. The answers to this question can validate the City's understanding of its strengths and assets as well as guide its communication efforts to both current and potential residents and businesses. The open-ended responses to this question were coded by researchers into the categories shown in Table 2 (next page).

The bold-faced "category summary" percentages reflect the proportion of respondents who provided at least one response from the sub-categories listed below it.<sup>4</sup> Overall, residents most frequently identified the following factors and attributes as what they liked the most about living in Upper Arlington: *a feeling of safety/security; its location/proximity to Columbus; good schools; and community pride/spirit*. Overall, the community assets and strengths shared by respondents in 2017 are highly similar to what was reported by respondents in 2013.

<sup>2</sup> Among those residents who expressed an opinion (i.e., excluding the "don't know" responses from the analysis), the distribution of responses is more positive: the percentage of residents who say Upper Arlington is going in the right direction increases by 22 percentage points, to 74%.

<sup>3</sup> These responses are similar to the responses to this question in 2013.

<sup>4</sup> For example, 62% of residents provided at least one of the four responses in the "Community Assets" category (i.e., Location/proximity to Columbus, Good schools, Shopping/ dining, Library, Other community facilities/amenities).

**Table 2: What Residents Like Most About Living In Upper Arlington**

	<b>2013</b>	<b>2017</b>
<b>Community Assets</b>	<b>63%</b>	<b>62%</b>
<i>Location / Proximity to Columbus</i>	36%	36%
<i>Good schools</i>	33%	34%
<i>Shopping / Dining</i>	n/a	6%
<i>Library</i>	11%	5%
<i>Other community facilities / Amenities</i>	2%	3%
<b>City Services</b>	<b>55%</b>	<b>54%</b>
<i>Feeling of safety, security</i>	38%	36%
<i>City services</i>	12%	14%
<i>Parks &amp; recreation (including pools)</i>	12%	9%
<i>Clean</i>	4%	5%
<i>Trees, green space</i>	3%	5%
<i>Infrastructure, public transit</i>	2%	0%
<i>City management/gov't is effective, responsive</i>	2%	0%
<b>Community Pride</b>	<b>45%</b>	<b>42%</b>
<i>Community feel / Pride / Spirit</i>	22%	27%
<i>Like the people (friendly, educated)</i>	13%	13%
<i>Aesthetically pleasing</i>	n/a	6%
<i>High quality of life</i>	n/a	2%
<i>General positive comment about UA</i>	21%	n/a
<b>Neighborhood Attributes</b>	<b>27%</b>	<b>26%</b>
<i>Houses are nice / Well maintained</i>	8%	6%
<i>Quiet, calm</i>	7%	5%
<i>Like the neighborhoods</i>	5%	8%
<i>Walkable / Bikeable</i>	5%	7%
<i>Stable / Good home values</i>	4%	3%
<i>No traffic issues</i>	n/a	2%

*Because multiple responses were allowed, percentages may not sum to 100.*

*n/a= not enough responses mentioned to make this its own category*

Residents were also asked to identify, again in their own words, what they thought was the most important problem facing Upper Arlington. The answers to this question can validate the City's understanding of potential threats and weaknesses from the residents' perspective, and therefore help the City plan, act, and communicate accordingly. Responses to this question were coded by the researchers into the categories shown in Table 3 (next page).

As was the case with Table 2, the bold-faced "category summary" percentages in Table 3 reflect the proportion of respondents who provided at least one response from the sub-categories listed below. Overall, residents most frequently identified the following factors and



issues as the most important problem facing Upper Arlington: *concerns about UA Schools' aging infrastructure and facilities* (in 2013, only 1% identified this as the most important problem); *a perception that taxes in Upper Arlington are high*; and *concerns about the City's infrastructure*, both generally and with regard to the need for street repairs.

**Table 3: Most Important Problem Facing Upper Arlington**

	<b>2017</b>
<b>Economic / Financial Issues</b>	<b>29%</b>
<i>High taxes</i>	14%
<i>Commercial and multi-family developments - too many / does not fit in UA</i>	6%
<i>Lack of commercial tax base and ability to get it because landlocked</i>	5%
<i>Complaints about how tax money is spent</i>	4%
<i>Housing market / homes too expensive</i>	4%
<i>Managing growth</i>	1%
<b>Issues with City Government / Services</b>	<b>29%</b>
<i>Address needs of all residents including better parks, pools, retail</i>	7%
<i>General problem with city government, including mistrust of leaders</i>	7%
<i>City government does not listen to citizens and/or only listens to the minority</i>	6%
<i>Drug use, especially among youth</i>	5%
<i>Maintain city services</i>	3%
<i>Poor trash or recycling services</i>	3%
<i>Crime / safety concerns</i>	2%
<b>Infrastructure Issues</b>	<b>28%</b>
<i>Infrastructure aging, in need of repair generally</i>	13%
<i>Repair streets</i>	9%
<i>Improve or add sidewalks</i>	4%
<i>Repair old utilities</i>	3%
<i>Improve or add street lighting</i>	1%
<i>Maintain residential homes, neighborhoods</i>	1%
<i>Too much traffic</i>	1%
<b>School and Community Facility Issues</b>	<b>27%</b>
<i>School infrastructure and facilities are aging; Cost to repair</i>	21%
<i>No recreation / community center</i>	8%
<i>Declining education in schools</i>	1%
<i>Lack of city center</i>	<1%
<b>Other Issues</b>	<b>14%</b>
<i>Aging population resistant to taxes, few housing options available</i>	5%
<i>Difficult to gain consensus among residents re: priorities; minority is too vocal</i>	5%
<i>Lack of diversity</i>	3%
<i>Need to attract new residents and remain competitive in Columbus</i>	1%

*Because multiple responses were allowed, percentages may not sum to 100.*

## **OPINIONS ABOUT CITY SERVICES**

The remainder of the survey questionnaire asked residents to share their opinions about a variety of issues relevant to the City of Upper Arlington, from ratings of municipal services to opinions of City governance.

### ***Ratings Of Services Provided By The City Of Upper Arlington***

Turning first to ratings of municipal services, how do residents evaluate the many services provided by the City of Upper Arlington? Figure 5 (next page) presents the percentage of residents who rated each service as either "excellent" or "good" both in 2013 (left side) and in 2017 (right side).

The quality of each public safety service – EMS, fire, and police – was rated highly both in 2013 and 2017, with the majority of respondents rating these as "excellent" or "good." Snow removal and City parks also received high ratings in 2017. Overall, most respondents (89%) rated the services provided by the City of Upper Arlington as "excellent" or "good."

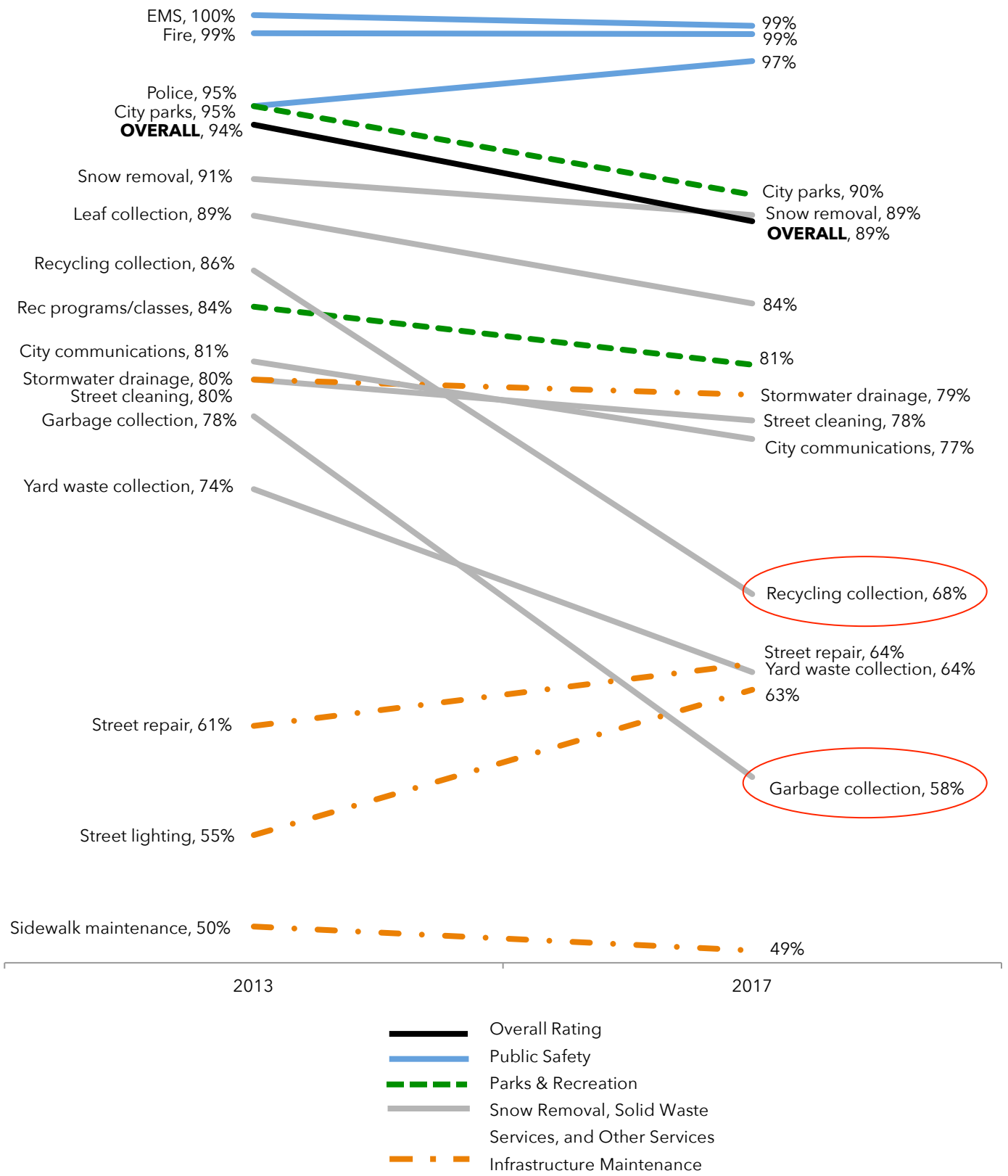
Most of the municipal services shown in Figure 5 did not change significantly from 2013 to 2017. However, garbage collection, recycling collection, and yard waste collection services each showed 10+ percentage point decreases from 2013 to 2017; the decreases for garbage collection and for recycling collection were statistically significant, which means the difference from 2013 to 2017 is unlikely to have been caused by chance alone.

For example, the percentage of UA residents who said the quality of their garbage collection service was "excellent" or "good" decreased from 78% in 2013 to 58% in 2017. Ratings for the City's recycling collection service decreased from 86% in 2013 to 68% in 2017. The declining quality ratings for the City's garbage collection and recycling collection services suggests these are areas where the City may wish to focus more attention.

#### **Regarding the City's garbage and recycling collection service**

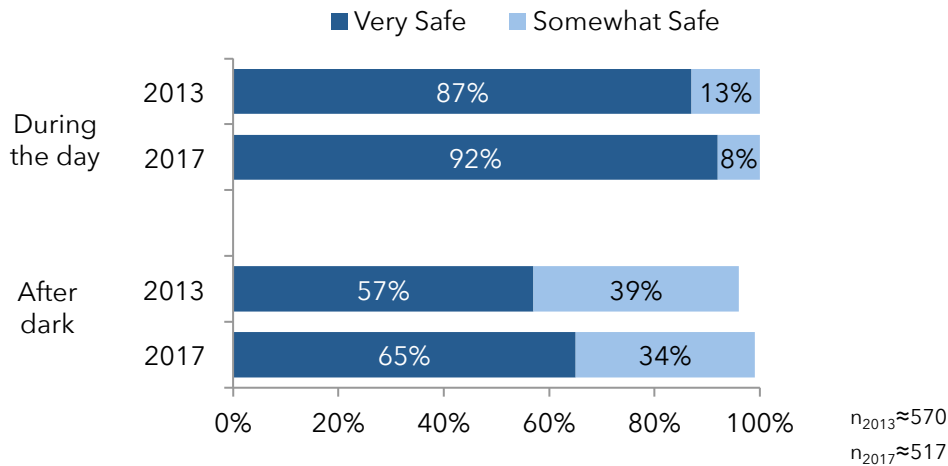
- *"Please do something about the trash collection situation. There is litter everywhere; it's ridiculous."*
- *"The garbage, waste, yard recycling program is a disaster."*
- *"With all the windy weather we have been having this year, trash spreading around the neighborhood has been a real problem."*
- *"Terminate the current garbage/recycling collection company. I am tired of picking up garbage on my lawn and in the street."*
- *"Would like to see a trash system that doesn't involve purchasing trash stickers. I understand some changes may be coming...I support the city undertaking a review of the current trash system."*
- *"With the combined educations of all of the people who work for UA, couldn't one of you come up with a smarter system than TRASH STICKERS? Enough already! What a pain! But if that is my biggest complaint about living in UA, you all must be doing something right."*

**Figure 5: Ratings Of City Services In 2013 And 2017 As "Excellent" Or "Good"**



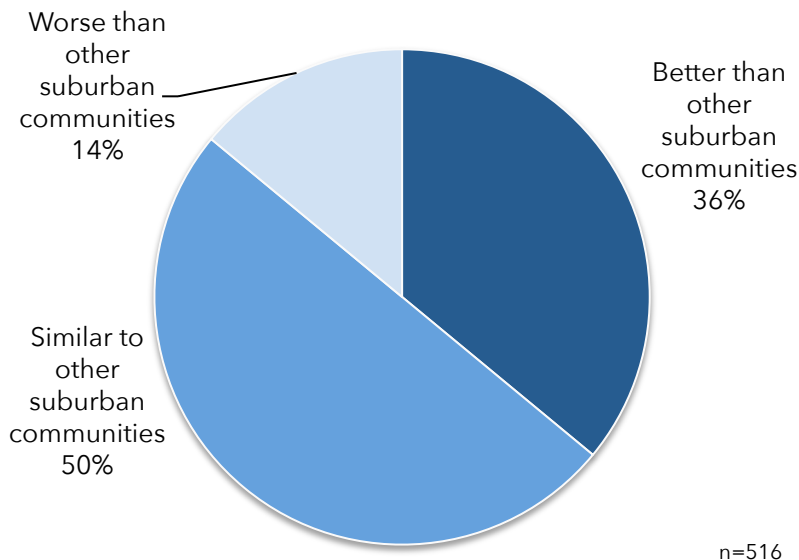
Consistent with the positive evaluations of the City's public safety services, most Upper Arlington residents reported feeling safe in their neighborhoods. All UA residents surveyed felt "very" or "somewhat safe" in their neighborhoods during the day, and 99% felt "very" or "somewhat safe" at night. These percentages are similar to those in 2013. See Figure 6.

**Figure 6: Residents' Perceived Safety**



Residents were asked to rate the quality of the streets and roads in Upper Arlington compared to other suburban communities in Central Ohio. Most (86%) said roads were at least similar to other suburban communities, with over a third (36%) believing they were better than others. See Figure 7. These percentages are similar to what was observed in 2013, when most (53%) said Upper Arlington's roads were similar to those of other suburban communities and over a third (34%) said Upper Arlington's roads were better than others.

**Figure 7: Comparing Upper Arlington's Streets And Roads To Those Of Other Communities**

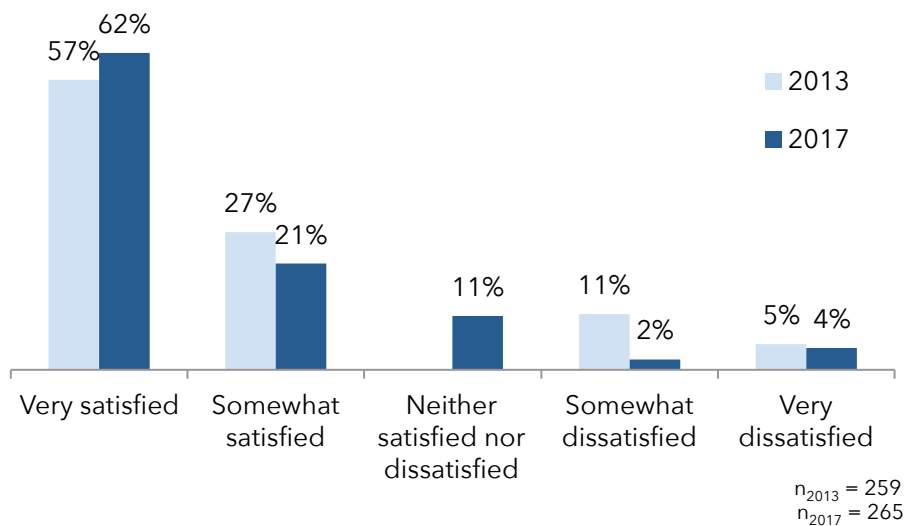


### Contact With City Employees

Just over half (51%) of residents surveyed in 2017 reported exchanging e-mails or talking with a City of Upper Arlington employee in the past year. These individuals communicated with City employees anywhere from 1 to 300 times in the past year, but the median number of communications with City employees was two.

When asked how satisfied they were with their last exchange with a City employee, the great majority (83%) said they were "very" or "somewhat satisfied"; only 6% said they were "somewhat" or "very dissatisfied." See Figure 8.

**Figure 8: Satisfaction With Last Communication With City Employee**



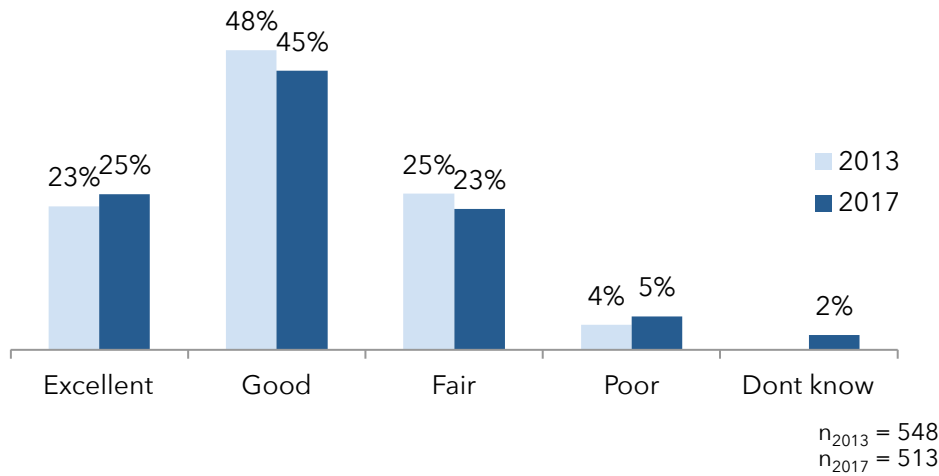
**Regarding contact with Upper Arlington employees**

- *"I appreciate the commitment to public service of council members and the employees who serve the residents of Upper Arlington."*
- *"We do have the best city employees. They are caring and helpful."*
- *"Please enhance the response time of city employees (public utilities). I have called several times and left a voicemail but have not heard back, which makes my opinion and request seem unvalued."*

### Perceived Value Of The Services Provided By The City

Residents rated the value of the services provided by the City of Upper Arlington, considering the taxes and fees they pay. These results are presented in Figure 9 (next page). In 2017, about half (45%) of residents rated the value of City services as "good." One in four rated the value as excellent and very few rated the value as poor.

**Figure 9: Value Of Services Provided By The City Considering Taxes And Fees Paid**

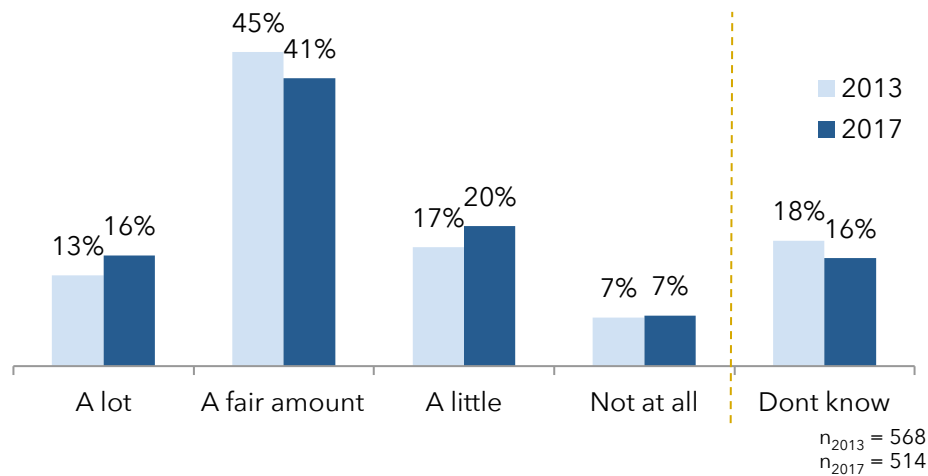


## OPINIONS ABOUT CITY GOVERNANCE

### Opinions About The City's Government Officials

Most of the survey respondents (85%) say they trust Upper Arlington's government officials to do the right thing most of the time; only 15% did not. However, when the survey respondents were asked to rate the extent to which they trust government officials, only 57% said they trusted these government officials "a fair amount" or "a lot."<sup>5</sup> See Figure 10.

**Figure 10: Degree Of Trust In Upper Arlington Government Officials**

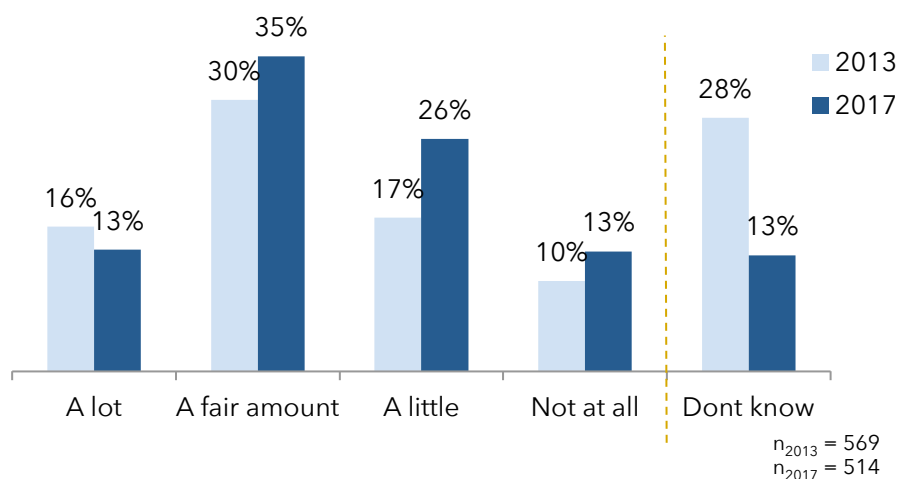


<sup>5</sup> Among those residents who expressed an opinion (i.e., excluding the "don't know" responses from the analysis), the distribution of responses is more positive: the percentage of residents who say they trust Upper Arlington's government officials "a lot" and "a fair amount" increases by 11 percentage points, to 68%.

The disconnect between these two questions led researchers to examine residents' responses more closely. Sensibly, 93% of respondents who said they do not trust Upper Arlington's government officials to do the right thing most of the time said they trusted these government officials "a little" or "not at all." However, about 16% of respondents who said they trust Upper Arlington's government officials to do the right thing most of the time also said they "don't know" how much trust they have in these officials. This may suggest that people who do not have strong interest in, or opinions about, City government officials may have a default tendency to believe these officials will do the right thing most of the time.

Opinions were mixed regarding the extent to which residents think UA's government officials want to hear from citizens. Nearly half believed government officials welcome citizen input "a lot" or "a fair amount," whereas 39% said input is welcomed "a little" or "not at all."<sup>6</sup> This marks an increase from 2013, when only 27% said input was welcomed "a little or "not at all." These patterns are largely similar to those observed in 2013. See Figure 11.

**Figure 11: How Much Upper Arlington Government Officials Welcome Citizen Input**

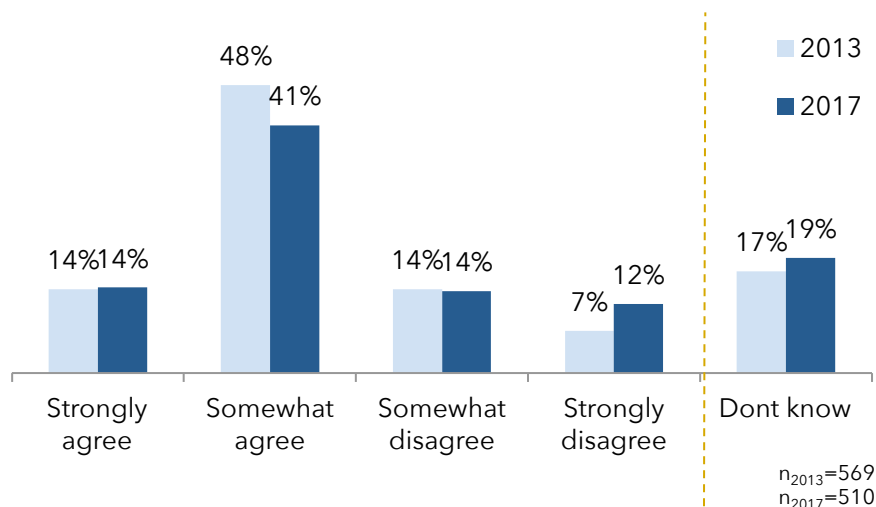


Residents were also asked how much they agreed or disagreed with the following statement this year and in 2013: "The Upper Arlington City Council effectively represents the attitudes and opinions of UA residents." As shown in Figure 12, a majority (55%) agreed with this

<sup>6</sup> Among those residents who expressed an opinion (i.e., excluding the "don't know" responses from the analysis), the distribution of responses is more positive: the percentage of residents who say Upper Arlington's government officials welcome citizen input "a lot" and "a fair amount" increases by 18 percentage points, to 55% in 2013 and 73% in 2017.

statement in 2017.<sup>7</sup> This was slightly less positive than the 62% of residents who agreed with this statement in 2013.

**Figure 12: Perception Of Upper Arlington City Council As Effectively Representing UA Residents**



On August 10, 2017, ten randomly selected residents participated in a post-survey focus group held at the City’s Municipal Service Center. During this discussion, the participants expressed thoughts that were similar to the survey findings, along with a wish that more residents would exercise patience and open-mindedness regarding their elected officials.

*I just wish we as a community can say “these are our elected officials.” They are elected as a representative of us. Let's have faith that they're doing what's in the best interest of the people. I do not agree with everything they do... (but) if we're constantly infighting and City Council knows every decision they make is going to be special elected or they're going to get their signatures to take it to the ballot, I don't think we're going to have progress.*

*They were elected for a reason and I don't think - the recall thing was really frustrating - maybe not for everyone but for I know a lot of people. It's like, just because you don't like the outcome doesn't mean you - it is what it is and then you go with it and you trust those people and enough people trusted them to vote for them. I don't know - kind of simplifying it but I think we have to kind of have faith in the people that are voted - and then there's always terms are up and people can revote.*

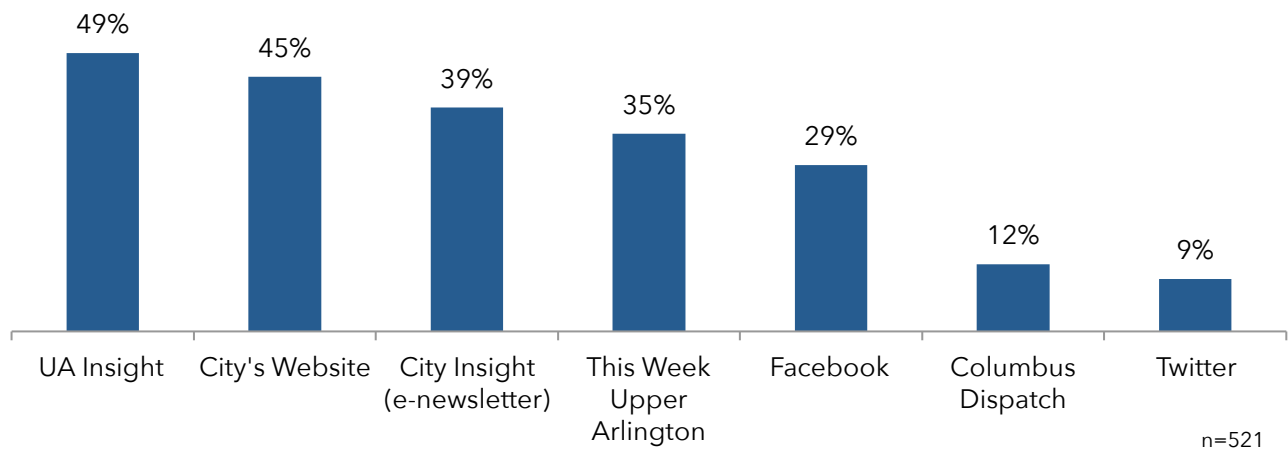
*They're the ones going to the meetings. They're the ones hearing both sides and I truly don't think any of them are doing it to get rich or for fame.*

<sup>7</sup> Among those residents who expressed an opinion (i.e., excluding the “don’t know” responses from the analysis), the distribution of responses is more positive: the percentage of residents who say they “strongly agree” or “somewhat agree” with this statement increases by 13 percentage points in 2013 (to 75%) and 14 percentage points in 2017 (to 69%).



Survey respondents were asked whether the City does enough to provide residents with information about the City's municipal services; although the majority (58%) thought the City does enough, 42% indicated the City could provide residents with more information. All respondents were then asked to indicate what communication channels would be best for the City to share information with them. Overall, *UA Insight* was selected most often.

**Figure 13: Best Way(s) For City To Share Updates About Municipal Services Or Special Projects**



The majority of respondents (58%) reported they do not subscribe to *The Columbus Dispatch*. Among those who do subscribe to this information source, 25% read it daily, 7% read it a few days a week, and 10% read it on weekends. During the post-survey focus group, nearly half of the participants reported not receiving (or not regularly receiving) *This Week Upper Arlington* or *Upper Arlington News*. These reported issues with the delivery of this publication suggests an opportunity for the City to increase the amount of printed communications it sends to and shares with residents (i.e., more frequent mailings of *UA Insight*).

Lastly, a number of participants reported they appreciated when governmental officials take the time to meet and talk with residents about pending issues in the community, either in people's homes or at a coffee shop.

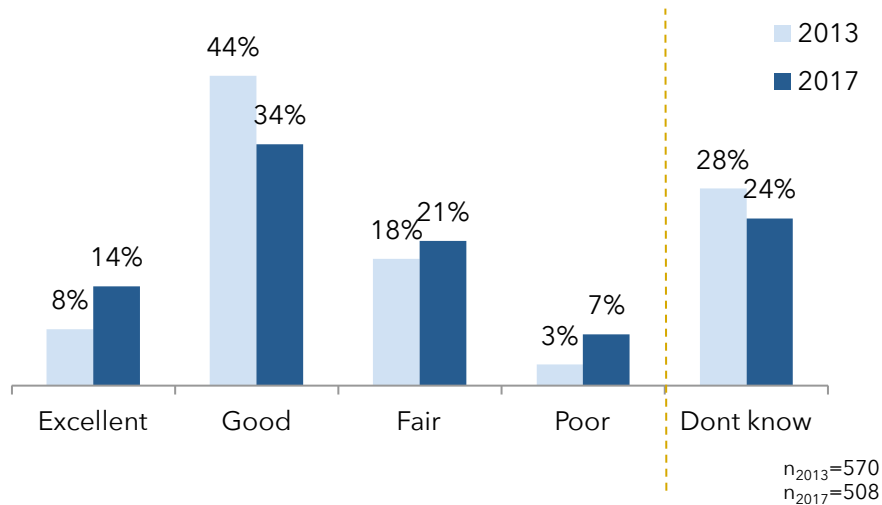
## OPINIONS ABOUT THE CITY'S FINANCIAL SITUATION

Residents were asked two questions measuring their perceptions of the City's financial management, both in the past and currently. First, residents were asked to share their impression of how well they think the City has managed its finances over the past four years.<sup>8</sup> As shown in Figure 14, 48% of residents think the City's financial management has been

<sup>8</sup> This question was asked slightly differently in 2013, when it asked about the past three years.

"good" or "excellent," and 21% think it has been "fair." However, nearly a quarter of respondents (24%) indicated they did not know enough to evaluate this.<sup>9</sup>

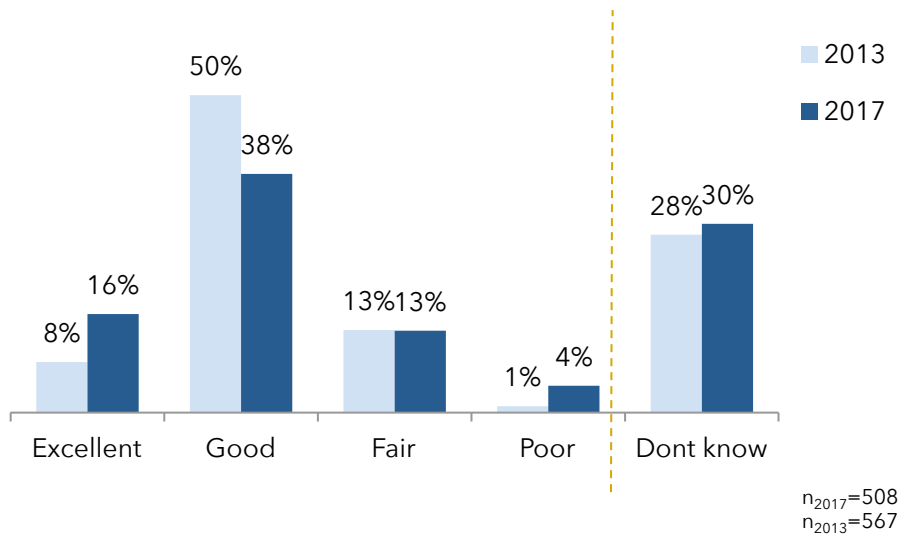
**Figure 14: City's Financial Management Over Past Four Years**



Survey respondents were also asked to evaluate the City's financial situation as it is currently. As shown in Figure 15, over half (54%) of residents believed the City's current financial situation is "excellent" or "good." This is roughly equal to the proportion who said the same in 2013 (58%), but within these two categories, responses shifted from "good" toward "excellent" from 2013 (8% excellent and 50% good) to 2017 (16% excellent and 38% good). Nearly a third of residents, however, didn't know enough about the City's financial situation to answer either question. Among those residents who expressed an opinion (i.e., excluding the "don't know" responses from the analysis), the distribution of responses is more positive: the percentage of residents who say the City's current financial situation is "excellent" or "good" increases by 22 percentage points (to 80%) in 2013 and by 21 percentage points (to 75%) in 2017.

<sup>9</sup> Among those residents who expressed an opinion (i.e., excluding the "don't know" responses from the analysis), the distribution of responses is more positive: the percentage of residents who say the management of City finances over the past three years has been "excellent" or "good" increases by 19 percentage points, to 71% in 2013, and the percentage of residents who say the management of City finances over the past four years has been "excellent" or "good" increases by 16 percentage points, to 64% in 2017.

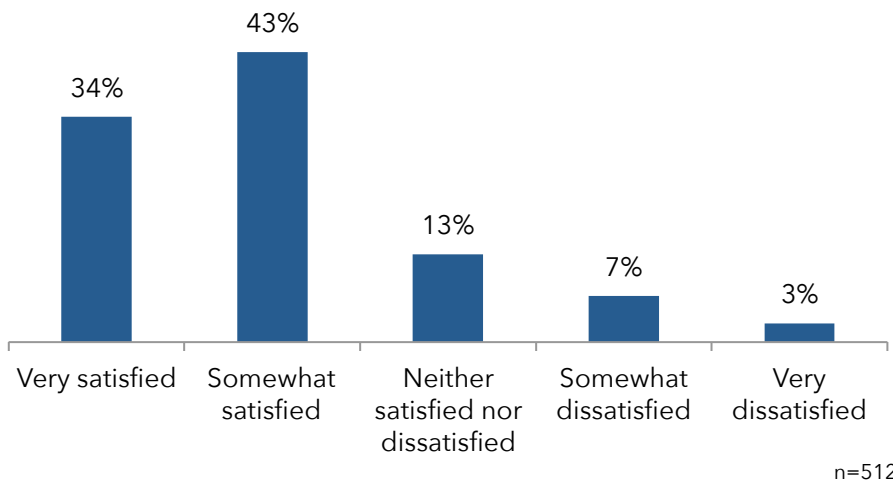
**Figure 15: Perceptions Of The City's Current Financial Situation**



**OPINIONS ABOUT THE CITY'S CAPITAL IMPROVEMENTS PROGRAM**

In November of 2014, Upper Arlington's income tax rate was increased by 0.5%, with the increased revenue dedicated to the City's 10-year Capital Improvement Program. What do residents think, overall, of the City's capital improvements work since 2014? As shown in Figure 16, over three quarters of residents expressed satisfaction with the City's work, while only 10% said they were dissatisfied.

**Figure 16: Level Of Satisfaction With City's Capital Improvements Work Since 2014**



Many of the participants in the post-survey focus group have noticed the capital improvements made by the City in the past few years, and are glad this work - especially improvements to streets near them - has occurred or will soon start.

*They took advantage of doing a lot of our pipes and electrical things - a lot of things all at once. So even though our street was torn up and a disaster for how many months, and we had to park on side streets, it's like I'd rather deal with the hassles, and then, in the long run, we're still doing great things for our community, and (now) it's a beautiful street.*

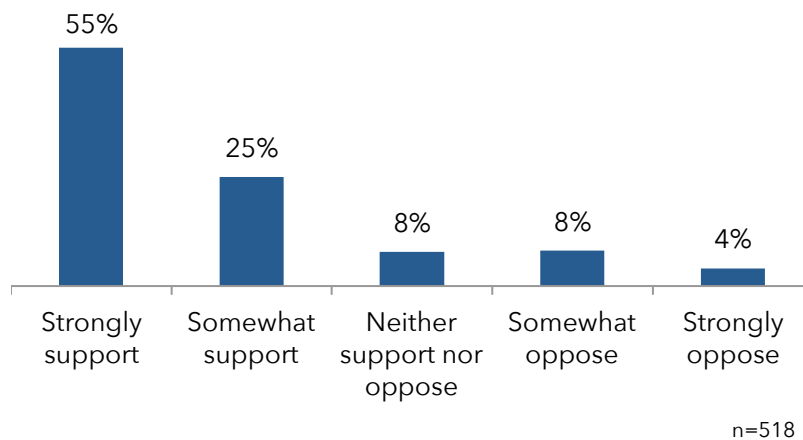
*The only thing that bothers me that - the Columbus Marathon goes by our house on Coventry, and the street is in bad shape. The curbs are in bad shape, and we just got a letter recently that it will be Spring of next year when they start addressing our street. I keep thinking you have all these runners going down our street and so forth, and they're looking at it, and it's not being addressed. I think that it should've been addressed right away.*

Survey respondents were informed about the City's plan to install sidewalks on a small number of residential streets (contingent on available funding), in an effort to increase pedestrian safety and in support of the City's Safe Routes to School Travel Plan. Specifically, they were asked the following:

*"The City is paying to install sidewalks on six arterial or collector streets in support of the City's Safe Routes to School Travel Plan and in response to resident requests. Typically, homeowners are responsible for the costs associated with installing new sidewalks. Do you support or oppose the idea of the City paying for the installation of new sidewalks on qualifying streets to expand safe access to schools, if funds are available to do so?"*

A large majority of residents (80%) support this idea, with only 12% expressing opposition. See Figure 17.

**Figure 17: Support For Installing Sidewalks To Expand Safe Access To Schools**

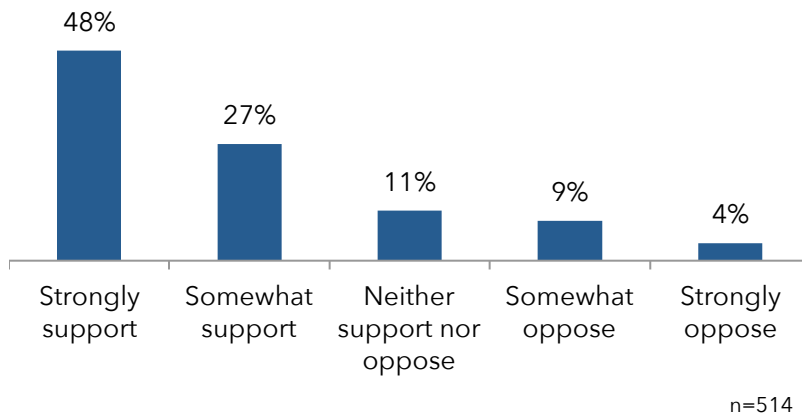


Survey respondents were asked about their support for the City improving recreational facilities, among other infrastructure investments, as part of its Capital Improvements Plan. Specifically, they were asked the following.

*"As part of the City's Capital Improvement Program, the City is rebuilding Tremont Pool, improving Devon Pool, and improving the ballfields at Fancyburg Park. Do you support or oppose the idea of the City doing these things, among other infrastructure investments, as part of its Capital Improvement Plan?"*

Again, a large majority of residents (75%) supported this idea, with only 13% opposing this idea. See Figure 18.

**Figure 18: Support For Recreational And Infrastructure Investments**



During the post-survey focus group, one participant expressed interest in hearing more from the City about its plan to maintain and/or modernize its park and recreation assets.

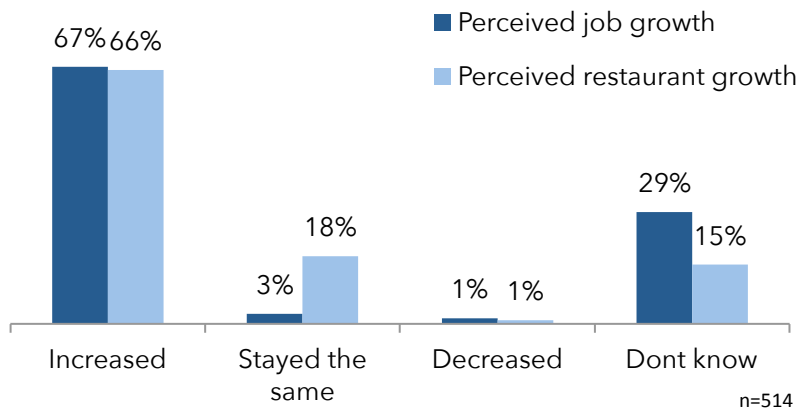
*I think we need to have a master plan that is committed to and move forward and not hedge because people are upset about where the tennis courts are going to go and not go. In a community the parks are a huge draw. If you go to different communities - it's embarrassing when you come back and you see ours. And I'm not suggesting we need to add a ton of different baseball fields or soccer fields but just maintaining what we have and maintaining them better is the minimum that we should be doing in addition to improving them.*

## OPINIONS ABOUT ECONOMIC DEVELOPMENT

The 2017 survey asked for residents' estimations of the amount (if any) of professional / medical office job growth in the City over the past four years. Such development is critical for a primarily residential community with limited land available for development.

Most residents (67%) thought that the City has experienced job growth in these areas over the past few years. However, over one quarter of respondents did not know how to answer the question.<sup>10</sup> In a similar vein, survey respondents were also asked whether they thought the number of restaurants in Upper Arlington had increased, stayed the same, or decreased. The majority of residents reported thinking that the number had increased. Again, however, a sizeable proportion of residents (15%) reported not knowing.<sup>11</sup>

**Figure 19: Perceived Growth In Medical/Professional Jobs And Restaurants Over Time**

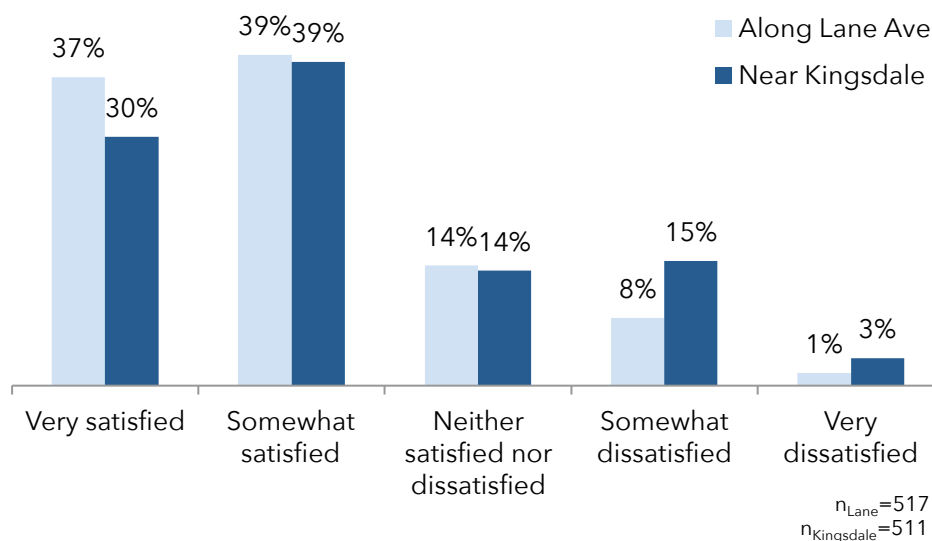


Survey respondents were also asked how satisfied they were with the economic development that has occurred along Lane Avenue (between North Star Road and Northwest Boulevard) and near the Kingsdale area over the past few years. Most residents expressed satisfaction with the economic development in both areas, with Lane Avenue eliciting slightly greater satisfaction (76%) than the Kingsdale area (69%). See Figure 20.

<sup>10</sup> Among those residents who expressed an opinion (i.e., excluding the “don’t know” responses from the analysis), the distribution of responses is more positive: the percentage of residents who say that medical/professional jobs have increased in the last four years increases by 27 percentage points, to 94%.

<sup>11</sup> Among those residents who expressed an opinion (i.e., excluding the “don’t know” responses from the analysis), the distribution of responses is more positive: the percentage of residents who say that the number of restaurants has increased in the last four years increases by 12 percentage points, to 78%.

**Figure 20: Satisfaction With Economic Development Along Lane Ave And Near Kingsdale**



Regarding the planning and communication of potential mixed-use development projects, the participants in the post-survey focus group shared the following thoughts.

*(Regarding one potential development) I like it, because it doesn't impinge on an existing residential neighborhood, and it's a great opportunity to do some economic development.*

*I certainly understand some of the concerns about bringing in businesses or creating a Lane Avenue corridor or what we're doing at Kingsdale, but we do have to generate some tax revenue some place to pay for the community... I don't think that the city actually does a great job, necessarily, with their PR component and selling an idea as to why it's good.*

*Be careful with tax abatements and tax breaks... I just feel there'd be a lot of restaurants, hotels and retail that would want to come into Arlington, so I feel we would - we as a community would have more negotiation power.*

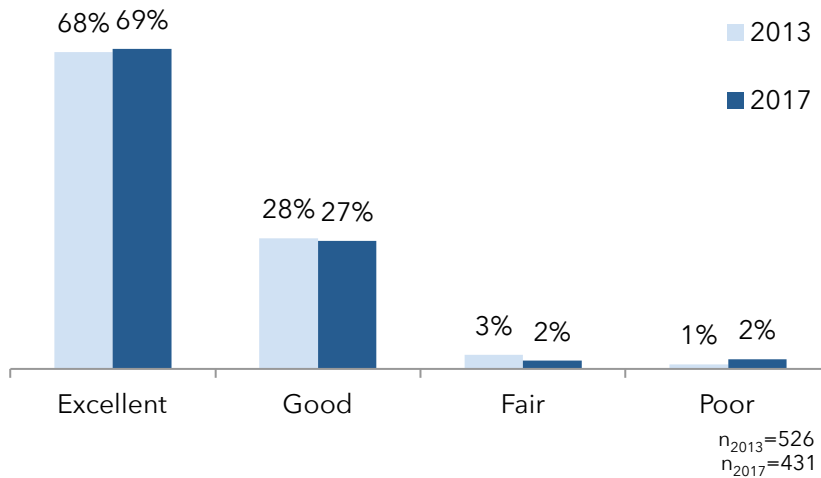
*I know that there's going to be both sides, and so managing the traffic flow is obviously the obvious issue... I think that there's more positives than negatives.*

Survey respondents were asked whether they thought Upper Arlington has enough of the housing they might want as they grow older. Overall, the majority of the 500 respondents who answered this question (60%) thought UA has enough of the housing they might want as they grow older. Of course, this means that a substantial percentage of respondents (40%) were less convinced on this point, reporting that the City does not have enough of the housing stock they may want as they grow older.

## OPINIONS ABOUT OTHER UPPER ARLINGTON TOPICS

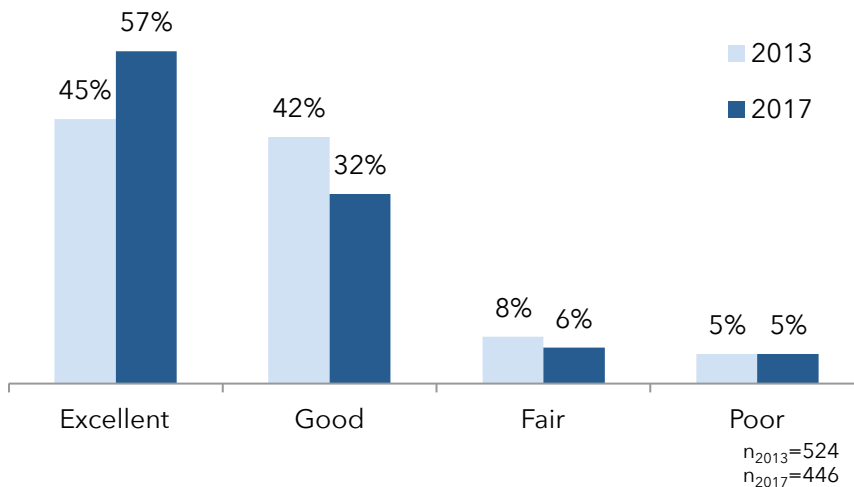
The remainder of the survey asked questions related to other topics relevant to UA residents. Turning first to Upper Arlington Schools, the great majority of residents report having highly positive attitudes toward the local school system. Ratings of school quality remain essentially unchanged since 2013, with over two-thirds of residents rating the schools as "excellent."

**Figure 21: Perceived Quality Of Upper Arlington Schools**



Residents also rated the value of the education provided by Upper Arlington Schools, considering the property taxes they pay. From 2013 to 2017, the percentage of residents who rate Upper Arlington Schools as offering an excellent value increased from 45% to 57%, a change that approaches statistical significance.

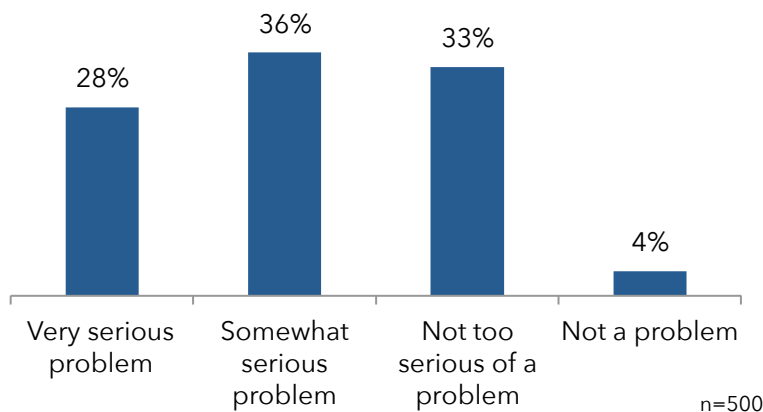
**Figure 22: Perceived Value Of Upper Arlington Schools**





As the reader is likely aware, Ohio is in the midst of substance abuse epidemic, with approximately eight people across the state dying each day due to an unintentional drug overdose.<sup>12</sup> Recognizing that suburban communities like Upper Arlington are not immune from the issue of substance abuse, a question was included in the 2017 Community Survey that measures the extent to which residents consider substance abuse in Upper Arlington to be a problem. As shown in Figure 23, over a quarter of residents reported considering it a "very serious problem," and another third think it is a "somewhat serious problem."

**Figure 23: Perception Of Substance Abuse As A Problem In Upper Arlington**



Lastly, one participant in the post-survey focus group mentioned a desire for a larger and more up-to-date Senior Center facility.

*I'm a big user of the senior center, and I don't know if this is going to be covered later tonight or not, but the programs are fantastic. The staff is fantastic. The facilities are terrible, and... (for) the extremely popular yoga class, they've had to cut enrollment because we're stepping on top of each other... There was a rec center on the ballot several times in the distant past, and if I'm recalling correctly - and I may be wrong - the last time, it was billed as a teen hangout. And I did not vote for it, because it was billed as a teen hangout. And it just didn't appeal. So the senior center is a big issue now.*

<sup>12</sup> Ohio Department of Health. Prevalence and Trends in Unintentional Drug Overdose. Retrieved from <https://www.odh.ohio.gov/health/vipp/drug/dpoison.aspx> on 6/28/2017.

## **SUMMARY**

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Overall, opinions about life in Upper Arlington are very positive.

- The quality of life in Upper Arlington is perceived to be very high.
- Most are satisfied with how things are going in Upper Arlington.
- Most believe the City is an excellent place to live and raise children.
- Proximity to Columbus, good schools, and a feeling of safety/security were among the best parts of living in UA, according to the survey respondents.

Although most City services are rated highly, some may need improvement.

- Almost all (89%) rated the services overall as "good" or "excellent."
- Almost all survey respondents rated the police, fire, and EMS services highly. Also, nearly all reported feeling safe in their neighborhoods during the day and night.
- Ratings of the quality of garbage, yard waste, and recycling collections were much lower in 2017 than they were in 2013.
- In addition, street lighting, street repair, and sidewalk maintenance were three of the lowest rated services, although street repair and lighting received slightly better ratings compared to 2013.
- Considering the taxes they pay, most considered the City services to be a "good" or "excellent" value.

Evaluations of government officials are mostly positive.

- Most respondents trust Upper Arlington's government officials to do the right thing most of the time, and most say they have "a fair amount" or "a lot" of trust in these government officials.
- Most believe Upper Arlington's government officials welcome citizen input to some degree and effectively represent UA residents.
- Notably, a sizable percentage of residents don't know how much they trust government officials, the extent to which City officials welcome citizen input, or whether City Council members represented their constituents.

Opinions about the City's fiscal situation tend to be positive.

- About half believe the City's finances have been managed well the past four years.
- Over half say the City's financial situation is "good" or "excellent" right now.
- Most respondents express satisfaction with the capital improvements work the City has invested in since 2014.
- Additionally, most residents support the idea of sidewalk construction for selected streets, as part of the City's Safe Routes to School Travel Plan.

Respondents approve of the City's economic development efforts.

- Most have seen improvement in the City's recent efforts to encourage economic development, with over half reporting an increase in medical/professional jobs and in the number of restaurants. However, a sizable percentage of respondents did not think they were knowledgeable enough about these topics to evaluate them.

Upper Arlington Schools are rated highly.

- Most respondents had positive opinions about Upper Arlington Schools, believing they are a good value considering the property taxes they pay.

# **The City Of Upper Arlington's 2017 Community Survey**

July 2017

Appendix A: Survey Questionnaire

**This survey should be completed by the adult aged 18 or older at this address who **MOST RECENTLY** had a birthday. All responses will remain confidential, so please answer honestly.**

**OVERALL OPINIONS ABOUT UPPER ARLINGTON**

1. In your opinion, how is Upper Arlington as a place to live? [Circle one answer]

Excellent	Good	Fair	Poor	Don't know
-----------	------	------	------	------------
  
2. And in your opinion, how is Upper Arlington as a place to raise children? [Circle one answer]

Excellent	Good	Fair	Poor	Don't know
-----------	------	------	------	------------
  
3. Overall, are you satisfied or dissatisfied with the way things are going in Upper Arlington at this time? [Circle one answer]

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
----------------	--------------------	------------------------------------	-----------------------	-------------------
  
4. What do you like most about living in Upper Arlington? [Please write your answer below]
  
5. What do you think is the most important problem facing Upper Arlington? [Please write your answer below]
  
6. Would you say that Upper Arlington is going in the right direction, or has it gotten off onto the wrong track? [Circle one answer]

Right direction	Wrong track	Don't know
-----------------	-------------	------------

**OPINIONS ABOUT CITY SERVICES**

7. Please rate the quality of each of the following services provided by the City of Upper Arlington.

[For each item below, select one response]

7a. Police services	Excellent	Good	Fair	Poor	Don't know
7b. Fire services	Excellent	Good	Fair	Poor	Don't know
7c. Emergency medical services (EMS)	Excellent	Good	Fair	Poor	Don't know
7d. City parks	Excellent	Good	Fair	Poor	Don't know
7e. Recreational programs or classes	Excellent	Good	Fair	Poor	Don't know
7f. Garbage collection	Excellent	Good	Fair	Poor	Don't know
7g. Recycling collection	Excellent	Good	Fair	Poor	Don't know
7h. Yard waste collection	Excellent	Good	Fair	Poor	Don't know
7i. Leaf collection (from mid-October to early-December)	Excellent	Good	Fair	Poor	Don't know

{PLEASE TURN OVER AND COMPLETE THE BACK}

8. Please rate the quality of each of the following services provided by the City of Upper Arlington.

[For each item below, select one response]

8a. Street repair	Excellent	Good	Fair	Poor	Don't know
8b. Street cleaning	Excellent	Good	Fair	Poor	Don't know
8c. Street lighting	Excellent	Good	Fair	Poor	Don't know
8d. Sidewalk maintenance	Excellent	Good	Fair	Poor	Don't know
8e. Snow removal	Excellent	Good	Fair	Poor	Don't know
8f. Stormwater drainage	Excellent	Good	Fair	Poor	Don't know
8g. Communications from the City to residents	Excellent	Good	Fair	Poor	Don't know
8h. Overall, the services provided by the City of Upper Arlington	Excellent	Good	Fair	Poor	Don't know

9. Do you think the quality of the streets and roads in Upper Arlington is better than, similar to, or worse than the quality of the streets and roads in other Central Ohio suburban communities?

[Circle one answer]

Better than other suburban communities	Similar to other suburban communities	Worse than other suburban communities
--	---------------------------------------	---------------------------------------

10. How safe or unsafe do you feel in your neighborhood... [For each item below, select one response]

11a. ...during the day?	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
11b. ...after dark?	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe

11. In the past 12 months, approximately how many times have you exchanged e-mails or talked with City of Upper Arlington employees? If you are unsure of the exact number, please provide your best guess. If you have not exchanged e-mails or talked with any City employees, please write 0 in the space provided and go to Question 13. [Write a number] \_\_\_

12. Thinking about the last time you exchanged e-mails or talked with a City of Upper Arlington employee, were you satisfied or dissatisfied with this interaction? [Circle one answer]

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
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13. Looking ahead to the next five years, how likely are you to remain in Upper Arlington?

[Circle one answer]

Extremely likely	Very likely	Moderately likely	Slightly likely	Not likely at all
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## OPINIONS ABOUT CAPITAL IMPROVEMENTS

The next set of questions asks for your opinions about the City's capital improvements.

14. In November 2014, residents voted to increase Upper Arlington's income tax rate by 0.5%, making it the same as the income tax rates charged by Columbus, Worthington, Grandview Heights, Bexley, and Whitehall. The revenues from the increased income tax are solely dedicated to funding the City's 10-year Capital Improvement Program.

From 2014 to 2016, the City has spent more than \$31 million dollars on reconstructing or repairing streets, repairing or replacing water lines, replacing streetlights, and upgrading traffic signals. In 2017, the City will spend another \$15 million dollars on capital improvements. Overall, are you satisfied or dissatisfied with the City's capital improvements work since 2014?

[Circle one answer]

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
-------------------	-----------------------	---------------------------------------	--------------------------	----------------------

15. The City is paying to install sidewalks on six arterial or collector streets in support of the City's Safe Routes to School Travel Plan and in response to resident requests. Typically, homeowners are responsible for the costs associated with installing new sidewalks.

Do you support or oppose the idea of the City paying for the installation of new sidewalks on qualifying streets to expand safe access to schools, if funds are available to do so? [Circle one answer]

Strongly support	Somewhat support	Neither support nor oppose	Somewhat oppose	Strongly oppose
---------------------	---------------------	-------------------------------	--------------------	--------------------

16. As part of the City's Capital Improvement Program, the City is rebuilding Tremont Pool, improving Devon Pool, and improving the ballfields at Fancyburg Park. Do you support or oppose the idea of the City doing these things, among other infrastructure investments, as part of its Capital Improvement Plan? [Circle one answer]

Strongly support	Somewhat support	Neither support nor oppose	Somewhat oppose	Strongly oppose
---------------------	---------------------	-------------------------------	--------------------	--------------------

## OPINIONS ABOUT CITY GOVERNANCE

The next set of questions asks for your opinions about how the City is governed.

17. Overall, how much do you trust Upper Arlington's government officials? [Circle one answer]

A lot	A fair amount	A little	Not at all	Don't know
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{PLEASE TURN OVER AND COMPLETE THE BACK}

18. Do you think Upper Arlington’s government officials try to do the right thing most of the time, or do you not think this? [Circle one answer]

Think they try to do the right thing	Don't think they try to do the right thing
--------------------------------------	--

19. How much do you think Upper Arlington’s government officials welcome citizen input?

[Circle one answer]

A lot	A fair amount	A little	Not at all	Don't know
-------	---------------	----------	------------	------------

20. How strongly do you agree or disagree with the following statement? “The Upper Arlington City Council effectively represents the attitudes and opinions of UA residents.” [Circle one answer]

Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
----------------	----------------	-------------------	-------------------	------------

21. Considering the property taxes<sup>1</sup>, income taxes (if applicable), and miscellaneous fees your household pays to the City of Upper Arlington, how do you rate the value of the services provided by the City of Upper Arlington? [Circle one answer]

Excellent	Good	Fair	Poor	Don't know
-----------	------	------	------	------------

*1. Only 9% of the taxes due on Upper Arlington property is paid to the City of Upper Arlington. The remaining 91% of property tax is paid to Upper Arlington Schools, Upper Arlington Library, and Franklin County (e.g., ADAMH, Columbus Zoo, Senior Options, etc.).*

22. Over the last four years, do you think the management of City finances has been excellent, good, fair, or poor? [Circle one answer]

Excellent	Good	Fair	Poor	Don't know
-----------	------	------	------	------------

23. Do you think the City’s current financial situation is excellent, good, fair, or poor? [Circle one answer]

Excellent	Good	Fair	Poor	Don't know
-----------	------	------	------	------------

24. Do you think the City does enough to provide residents with information about the City’s municipal services, or do you think the City could do more? [Circle one answer]

Does enough	Could do more
-------------	---------------

25. If the City wanted to share information with you about its municipal services or special projects, which of the following would be the best way(s) to share this information with you? [Circle all that apply]

The Columbus Dispatch	This Week Upper Arlington	UA Insight (24-page printed newsletter sent quarterly)	City Insight (monthly e-newsletter)	The City’s website (UAOH.net)	Facebook	Twitter
-----------------------	---------------------------	--	-------------------------------------	-------------------------------	----------	---------

26. Do you currently subscribe to The Columbus Dispatch, or do you not do this? [Circle one answer]

Subscribe and read it daily	Subscribe and read it a few days a week	Subscribe and read it on weekends only	Do not subscribe to this
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### OPINIONS ABOUT ECONOMIC DEVELOPMENT

The next set of questions asks for your opinions about economic development within the City.

27. Over the last four years, do you think the number of professional/medical office jobs in Upper Arlington has increased, stayed the same, decreased, or don't you know? [Circle one answer]

Increased	Stayed the same	Decreased	Don't know
-----------	-----------------	-----------	------------

28. Over the last four years, do you think the number of restaurants in Upper Arlington has increased, stayed the same, decreased, or don't you know? [Circle one answer]

Increased	Stayed the same	Decreased	Don't know
-----------	-----------------	-----------	------------

29. Are you satisfied or dissatisfied with the economic development that has occurred along Lane Avenue (between North Star Ave and Northwest Blvd) over the past few years? [Circle one answer]

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
----------------	--------------------	------------------------------------	-----------------------	-------------------

30. Are you satisfied or dissatisfied with the economic development that has occurred in and near Kingsdale over the past few years? [Circle one answer]

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
----------------	--------------------	------------------------------------	-----------------------	-------------------

31. Please think about how your life circumstances may change in the future. Do you think Upper Arlington has enough of the housing you might want as you grow older, or not? [Circle one answer]

UA has enough of the housing I might want as I grow older	UA does not have enough of the housing I might want as I grow older
---	---

### OPINIONS ABOUT OTHER UPPER ARLINGTON TOPICS

The next set of questions asks for your opinions about other Upper Arlington topics.

32. Overall, how is the quality of Upper Arlington Schools? [Circle one answer]

Excellent	Good	Fair	Poor	Don't know
-----------	------	------	------	------------

33. Considering the property taxes your household pays to Upper Arlington Schools, how do you rate the value of the education provided by Upper Arlington Schools? [Circle one answer]

Excellent	Good	Fair	Poor	Don't know
-----------	------	------	------	------------

34. In your opinion, is substance abuse in Upper Arlington a very serious problem, a somewhat serious problem, not too serious of a problem, or not a problem? [Circle one answer]

Very serious problem	Somewhat serious problem	Not too serious of a problem	Not a problem
----------------------	--------------------------	------------------------------	---------------

{PLEASE TURN OVER AND COMPLETE THE BACK}

## DEMOGRAPHICS

This last set of questions asks about you and your household. Your answers will remain confidential.

35. How many years (total) have you lived in Upper Arlington? Please include all the years you have lived in Upper Arlington, even if you moved away for a while. [Write a number] \_\_\_ \_\_\_

36. Is your household located north of Fishinger, between Fishinger and Lane, or south of Lane?

[Circle one answer]

North of Fishinger	Between Fishinger and Lane	South of Lane
-----------------------	-------------------------------	------------------

37. Do you or a member of your household own or rent your home? [Circle one answer]

Own	Rent
-----	------

38. Which of the following best describes the type of building in which you live? [Circle one answer]

A single family home	A duplex or townhome	An apartment or condominium	Something else
-------------------------	-------------------------	--------------------------------	-------------------

39. What is your gender? [Circle one answer]

Male	Female
------	--------

40. What is your age? [Write a number] \_\_\_ \_\_\_

41. Including yourself, how many people live in your household? [Write a number] \_\_\_ \_\_\_

42. And how many of these people are under age 18? [Write a number] \_\_\_ \_\_\_

43. What is the highest level of education you have completed? [Circle one answer]

Less than 12 <sup>th</sup> grade (no diploma)	High school degree/GED	Some college (no degree)	Associate's degree	Bachelor's degree	Graduate or professional degree
---	---------------------------	-----------------------------	-----------------------	----------------------	---------------------------------------

44. Which of the following categories includes the total income of everyone living in your home in 2016, before taxes? [Circle one answer]

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

45. Are you currently employed or self-employed? [Circle one answer]

Yes	No
-----	----

46. Is there anything else you'd like to tell City officials? If so, please write your response in the space below. [Please write your answer below]

{YOU ARE FINISHED! PLEASE USE THE ENVELOPE PROVIDED TO RETURN THIS SURVEY. THANK YOU!}

# **The City Of Upper Arlington's 2017 Community Survey**

July 2017

Appendix B: Cross-tabulations

1. In your opinion, how is Upper Arlington as a place to live?

	OVERALL n=520	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=102	55-64 n=97	65+ n=116	Female n=271	Male n=241	N. of Fishing n=201	Between Fishing & Lane S. n=215	of Lane n=96
Excellent	65.08	62.72	62.5	68.14	65.84	68.9	65.6	64.96	65.16	64.03	70.51
Good	33.01	32.3	37.25	29.57	32.53	31.1	31.81	34.04	34.58	32.49	27.46
Fair	1.87	4.98	0.25	2.29	1.43	0.00	2.59	0.91	0.25	3.39	2.03
Poor	0.04	0.00	0.00	0.00	0.20	0.00	0.00	0.08	0.00	0.09	0.00

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=340	At least one n=173	Less than "very" satisfied n=318	"Very" satisfied n=197	Wrong direct. n=244	Right track n=259	Little/lot / don't know n=220	A lot or a fair amount n=293
Excellent	65.58	63.93	51.58	87.23	49.14	81.32	47.24	79.61
Good	33.04	33.05	45.31	12.77	48.85	18.68	50.53	20.39
Fair	1.32	3.01	3.05	0.00	1.93	0.00	2.14	0.00
Poor	0.06	0.00	0.06	0.00	0.08	0.00	0.09	0.00

Unless otherwise indicated, all displayed values are percentages.

A column value highlighted in blue is statistically significant from at least one other related column value in that row.

2. And in your opinion, how is Upper Arlington as a place to raise children?

	OVERALL n=461	AGE					GENDER		UA ZONE		
		18-34 n=68	35-44 n=80	45-54 n=99	55-64 n=93	65+ n=106	Female n=238	Male n=215	N. of Fishinger n=184	Between Fishinger & Lane S. of Lane n=187	n=81
Excellent	73.14	67.11	78.78	71.28	70.86	76.37	75.86	70.09	66.17	75.34	82.41
Good	24.11	22.84	20.94	26.9	25.38	23.63	21.2	27.27	32.81	19.64	15.85
Fair	2.751	10.05	0.2804	1.826	3.761	0	2.943	2.636	1.02	5.016	1.739

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=287	At least one n=167	Less than "very" satisfied n=278	"Very" satisfied n=179	Wrong direct. n=203	Right track n=241	Little/lot / don't know n=183	A lot or a fair amount n=271
Excellent	71.1	76.77	64.6	87.44	61.15	84.92	64.22	80.57
Good	26.96	18.99	30.84	12.56	35.06	15.08	31.59	19.43
Fair	1.945	4.239	4.562	0	3.785	0	4.189	0

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3. Overall, are you satisfied or dissatisfied with the way things are going in Upper Arlington at this time?

	OVERALL n=517	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=102	55-64 n=97	65+ n=112	Female n=271	Male n=239	N. of Fishinger n=200	Between Fishinger & Lane S. of Lane n=212	n=96
Very satisfied	38.19	41.99	47.81	35.47	32.76	38.19	41.89	34.96	51.84	29.94	30.2
Somewhat satisfied	47.29	43.96	48.57	49.77	51.53	44.55	48.8	45.2	39.46	53.03	53.39
Neither satisfied nor	5.47	4.98	0.32	5.67	5.23	6.54	1.58	9.31	2.39	7.42	8.07
Somewhat dissatisfied	6.94	9.07	3.05	1.80	8.22	10.73	7.17	6.70	3.81	8.14	6.25
Very dissatisfied	2.12	0.00	0.25	7.30	2.27	0.00	0.56	3.83	2.51	1.46	2.09

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=336	At least one n=174	Less than "very" satisfied	"Very" satisfied	Wrong direct. n=244	Right track n=259	Little/lot / don't know n=218	A lot or a fair amount n=292
Very satisfied	38.55	37.59	-	-	10.36	65.12	22.01	50.92
Somewhat satisfied	44.45	52.55	-	-	63.18	32.81	52.41	44.19
Neither satisfied nor	6.91	2.91	-	-	9.48	1.96	9.08	2.89
Somewhat dissatisfied	7.65	5.55	-	-	12.52	0.08	11.52	1.98
Very dissatisfied	2.44	1.41	-	-	4.45	0.03	4.99	0.03

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6. Would you say that Upper Arlington is going in the right direction, or has it gotten off onto the wrong track?

	AGE						GENDER		UA ZONE		
	OVERALL n=504	18-34 n=95	35-44 n=91	45-54 n=102	55-64 n=95	65+ n=109	Female n=263	Male n=235	N. of Fishinger n=200	Between Fishinger & Lane n=203	S. of Lane n=93
Right direction	51.52	61.64	60.02	57.45	46.52	36.73	58.34	44.6	63.23	43.28	47.19
Wrong track	17.82	10.28	12.82	13.78	24.33	20.72	11.61	23.89	9.452	22.33	20.54
Don't know	30.66	28.08	27.16	28.77	29.16	42.55	30.05	31.50	27.32	34.39	32.27

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=331	At least one n=168	Less than "very" satisfied n=309	"Very" satisfied n=194	Wrong direct. -	Right track -	Little/lot / don't know n=215	A lot or a fair amount n=289
Right direction	46.43	61.28	29.17	86.93	-	-	23.01	72.89
Wrong track	19.89	13.38	27.25	2.92	-	-	35.24	4.726
Don't know	33.68	25.33	43.58	10.16	-	-	41.74	22.38

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7. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Police services

	OVERALL n=466	AGE					GENDER		UA ZONE		
		18-34 n=77	35-44 n=75	45-54 n=91	55-64 n=94	65+ n=115	Female n=236	Male n=222	N. of Fishinger n=188	Between & Lane S. n=187	of Lane n=81
Excellent	79.24	82.29	71.95	70.94	83.13	88.12	83.95	75.17	85.23	71.25	83.03
Good	18.25	17.71	22.52	25.38	13.32	11.79	13.43	22.59	13.64	25.97	11.63
Fair	2.396	0	5.524	3.681	3.549	0.0871	2.623	2.238	0.8652	2.78	5.336
Poor*	0.1083	.	.	.	.	.	.	.	0.2678	0	0

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=297	At least one n=162	Less than "very" satisfied n=284	"Very" satisfied n=177	Wrong direct. n=217	Right track n=232	Little/lot / don't know n=186	A lot or a fair amount n=273
Excellent	80.56	76.84	71.8	92.54	69.38	88.43	68.03	86.57
Good	16.9	20.61	24.26	7.204	26.42	10.48	26.52	12.87
Fair	2.366	2.55	3.765	0.2535	3.973	1.091	5.18	0.5659
Poor*	0.1697	0	0.1773	0	0.2321	0	0.2718	0

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\*One respondent selected "poor"; this resident did not report his/her age or gender and therefore these crosstab values are missing. Interpret other "poor" crosstab values with caution due to small numbers in these cells.



7. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Fire services

	OVERALL n=417	AGE					GENDER		UA ZONE N. of Fishinger & Lane S. of Lane		
		18-34 n=60	35-44 n=64	45-54 n=80	55-64 n=88	65+ n=112	Female n=213	Male n=197	n=166	n=175	n=68
Excellent	88.65	87.28	90.07	85.59	89.69	93.18	90.2	88	90.49	83.55	96.65
Good	10.31	12.72	9.932	13.72	8.119	6.709	9.804	10.68	8.034	15.34	3.352
Fair	1.048	0	0	0.6856	2.196	0.1096	0	1.321	1.474	1.104	0
Poor	.	.	.	.	.	.	.	.	.	.	.

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=275	At least one n=135	Less than "very" satisfied n=255	"Very" satisfied n=158	Wrong direct. n=190	Right track n=211	Little/lot / don't know n=153	A lot or a fair amount n=258
Excellent	87.15	91.59	82.78	97.93	81.41	94.55	80.84	92.97
Good	11.46	8.005	15.51	2.072	16.29	5.446	16.3	7.028
Fair	1.387	0.4067	1.711	0	2.304	0	2.864	0
Poor	.	.	.	.	.	.	.	.

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7. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Emergency medical services (EMS)

	OVERALL n=379	AGE					GENDER		UA ZONE		
		18-34 n=44	35-44 n=49	45-54 n=76	55-64 n=87	65+ n=111	Female n=190	Male n=183	N. of Fishinger n=153	Between Fishinger & Lane S. n=156	of Lane n=62
Excellent	90.03	94.21	88.02	86.55	86.8	95.54	91.82	89.37	93.09	86.82	90.16
Good	9.374	5.788	11.98	13.45	13.2	4.459	8.183	10.63	5.426	13.18	9.839
Fair*	0.5995	.	.	.	.	.	.	.	1.485	0	0
Poor	.	.	.	.	.	.	.	.	.	.	.

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=256	At least one n=117	Less than "very" satisfied n=223	"Very" satisfied n=154	Wrong direct. n=166	Right track n=198	Little/lot / don't know n=128	A lot or a fair amount n=245
Excellent	89.71	90.74	85.09	97.03	84.21	94.41	81.25	94.35
Good	9.403	9.261	13.89	2.971	14.42	5.593	16.97	5.652
Fair*	0.8886	0	1.022	0	1.367	0	1.776	0
Poor	.	.	.	.	.	.	.	.

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A column value highlighted in blue is statistically significant from at least one other related column value in that row.

\*Two respondents selected "fair;" they did not report age or gender and therefore these crosstab values are missing. Interpret other "fair" crosstab values with caution due to small numbers in these cells.

7. Please rate the quality of each of the following services provided by the City of Upper Arlington.  
City parks

	OVERALL n=501	AGE					GENDER		UA ZONE		
		18-34 n=98	35-44 n=89	45-54 n=102	55-64 n=93	65+ n=105	Female n=259	Male n=235	N. of Fishinger n=192	Between Fishinger & Lane S. n=205	of Lane n=95
Excellent	49.66	50.9	55.14	43.27	43.33	57.47	53.36	46.69	60.19	47.92	34.21
Good	40.47	32.19	36.5	44.89	49.66	39.64	37.58	43.37	31.94	42.91	50.12
Fair	7.687	12.74	5.371	9.455	6.342	2.89	7.92	6.545	6.404	8.18	9.242
Poor	2.182	4.173	2.995	2.382	0.6758	0	1.144	3.396	1.459	0.9862	6.429

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=326	At least one n=170	Less than "very" satisfied n=302	"Very" satisfied n=195	Wrong direct. n=231	Right track n=253	Little/lot / don't know n=212	A lot or a fair amount n=283
Excellent	49.53	50.04	33.93	73.38	42.34	57.17	40.02	57.85
Good	42.58	36.48	51.07	24.51	42.76	39.14	47.41	36.23
Fair	5.97	10.72	11.38	2.105	11.24	2.953	8.818	4.87
Poor	1.921	2.762	3.617	0	3.664	0.7365	3.757	1.054

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7. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Recreational programs or classes

	OVERALL n=395	AGE					GENDER		UA ZONE		
		18-34 n=64	35-44 n=79	45-54 n=81	55-64 n=72	65+ n=85	Female n=221	Male n=166	N. of Fishinger n=157	Between & Lane S. n=158	of Lane n=72
Excellent	39.68	18.92	50.51	41.02	32.02	53.47	38.91	41.24	33.74	46.55	39.22
Good	41.13	31.26	41.8	43.21	54.21	36.54	40.82	41.65	40.42	39.85	41.56
Fair	16.05	37.09	4.31	14.56	13.23	9.992	16.72	14.35	23.37	9.502	16.34
Poor	3.146	12.72	3.381	1.21	0.5366	0	3.546	2.76	2.471	4.1	2.88

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=236	At least one n=154	Less than "very" satisfied n=238	"Very" satisfied n=152	Wrong direct. n=172	Right track n=207	Little/lot / don't know n=141	A lot or a fair amount n=247
Excellent	40.5	38.23	30.48	53.69	31.66	46.61	35.5	42.9
Good	44.96	34.99	44.78	35.43	44.91	38.73	37.09	44.31
Fair	14.35	19	20.06	10.04	21.03	13.07	23.72	11.9
Poor	0.1927	7.776	4.676	0.8392	2.4	1.586	3.69	0.8963

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7. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Garbage collection

	OVERALL n=507	AGE					GENDER		UA ZONE		
		18-34 n=95	35-44 n=87	45-54 n=103	55-64 n=92	65+ n=115	Female n=260	Male n=239	N. of Fishinger n=197	Between & Lane S. n=207	of Lane n=94
Excellent	19.94	8.843	16.06	28.72	10.22	30.14	21.1	18.61	20.21	21.09	18.07
Good	38.25	32.31	31.43	36.82	53.95	40.61	36.86	39.81	42.63	37.13	33.17
Fair	24.25	19.49	25.63	28.07	27.14	21.22	20.4	28.85	25.62	24.27	23
Poor	17.56	39.36	26.88	6.388	8.688	8.027	21.63	12.73	11.54	17.5	25.77

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=333	At least one n=167	Less than "very" satisfied n=312	"Very" satisfied n=190	Wrong direct. n=242	Right track n=253	Little/lot / don't know n=218	A lot or a fair amount n=287
Excellent	18.89	21.92	12.99	31.77	12.8	26.53	13.85	24.47
Good	40.45	33.79	35.05	42.7	32.11	42.9	34.24	41.38
Fair	25.88	20.54	28.36	17.92	31.71	17.81	29.41	20.26
Poor	14.78	23.75	23.6	7.615	23.38	12.76	22.51	13.9

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7. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Recycling collection

	OVERALL n=504	AGE					GENDER		UA ZONE		
		18-34 n=94	35-44 n=87	45-54 n=102	55-64 n=92	65+ n=115	Female n=260	Male n=237	N. of Fishinger n=190	Between & Lane S. n=212	of Lane n=92
Excellent	30.45	42.63	20.13	37.53	23.6	26.98	82.53	69.17	36.12	29.56	22.33
Good	37.77	23.31	43.74	28.5	50.7	42.15	86.35	99	40.45	34.22	41.9
Fair	21.04	21.14	14.76	25.85	17.33	25.42	61.65	43.21	16.69	21.42	25.1
Poor	10.73	12.92	21.37	8.12	8.371	5.46	28.96	25.09	6.741	14.8	10.67

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=332	At least one n=165	Less than "very" satisfied n=316	"Very" satisfied n=185	Wrong direct. n=242	Right track n=245	Little/lot / don't know n=212	A lot or a fair amount n=286
Excellent	29.77	31.64	24.04	41.91	25.02	33.86	27.12	31.66
Good	40.49	32.55	34.35	42.66	32.97	42.79	37.45	38.74
Fair	22.46	17.77	26.83	11.41	26.46	16.68	23.74	19.32
Poor	7.281	18.04	14.78	4.021	15.56	6.677	11.69	10.28

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7. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Yard waste collection

	OVERALL n=421	AGE					GENDER		UA ZONE		
		18-34 n=67	35-44 n=77	45-54 n=90	55-64 n=81	65+ n=92	Female n=214	Male n=199	N. of Fishinger n=159	Between & Lane S. n=171	of Lane n=81
Excellent	19.62	9.6	13.44	32.48	10.44	25.25	19.21	20	24.68	18.6	13.28
Good	44.32	29.89	55.13	40.29	57.36	42.49	42.38	46.54	39.41	46.17	46.39
Fair	22.65	33.96	16.39	20.05	25.26	21.6	22.74	22.87	19.41	24.1	27.7
Poor	13.4	26.55	15.05	7.179	6.941	10.66	15.67	10.6	16.49	11.13	12.62

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=268	At least one n=146	Less than "very" satisfied n=265	"Very" satisfied n=151	Wrong direct. n=200	Right track n=211	Little/lot / don't know n=171	A lot or a fair amount n=248
Excellent	18.85	20.89	11.59	34.26	12.2	27	11.82	24.91
Good	46.21	40.78	47.42	38	48.07	39.3	46.47	42.95
Fair	23.31	21.17	25.62	18.09	21.57	24.14	21.3	23.5
Poor	11.62	17.16	15.36	9.649	18.15	9.558	20.41	8.65

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7. Please rate the quality of each of the following services provided by the City of Upper Arlington.  
 Leaf collection (from mid-October to early-December)

	OVERALL n=487	AGE					GENDER		UA ZONE Between N. of Fishinger & Lane S. of Lane		
		18-34 n=86	35-44 n=84	45-54 n=100	55-64 n=91	65+ n=112	Female n=252	Male n=227	n=188	n=203	n=87
Excellent	38.79	29.67	32.77	45.97	33.33	48.55	38.86	39.29	44.97	35.05	30.9
Good	45.38	40.52	44.88	39.78	57.64	43.33	39.74	50.51	41.03	48.97	48.94
Fair	13.15	29.81	13.02	11.06	8.719	7.508	17.51	8.757	11.69	14.42	14.68
Poor	2.692	0	9.325	3.189	0.3107	0.6151	3.896	1.448	2.313	1.56	5.481

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=316	At least one n=164	Less than "very" satisfied n=301	"Very" satisfied n=181	Wrong direct. n=230	Right track n=240	Little/lot / don't know n=208	A lot or a fair amount n=272
Excellent	39.88	36.72	33.8	47.93	33.74	42.07	31.56	43.05
Good	45.88	43.77	47.39	41.24	44.64	47	42.52	48.46
Fair	12.73	14.44	14.96	10.45	18.38	8.582	20.76	7.633
Poor	1.508	5.071	3.851	0.38	3.239	2.355	5.164	0.8611

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8. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Street repair

	OVERALL n=510	AGE					GENDER		UA ZONE		
		18-34 n=94	35-44 n=90	45-54 n=102	55-64 n=97	65+ n=113	Female n=263	Male n=239	N. of Fishinger n=195	Between & Lane S. n=213	of Lane n=92
Excellent	15.49	13.56	17.27	26.15	7.609	14.18	19.9	10.87	21.6	12.57	10.18
Good	48.92	41.92	50.12	39.9	59.22	51.76	46.13	52.62	50.84	47.75	45.61
Fair	25.41	30.77	25.22	24.28	18.67	28.23	22.97	27.91	23.01	24.94	32.59
Poor	10.18	13.74	7.391	9.671	14.5	5.834	11	8.597	4.556	14.74	11.63

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=333	At least one n=170	Less than "very" satisfied n=316	"Very" satisfied n=189	Wrong direct. n=241	Right track n=253	Little/lot / don't know n=213	A lot or a fair amount n=290
Excellent	12.63	21.33	7.1	29.8	3.275	26.16	8.86	20.5
Good	54.23	38.59	49.74	47.02	48.32	51.06	38.67	57.2
Fair	23.4	28.81	26.8	23.12	31.26	20.76	36	18.23
Poor	9.747	11.26	16.36	0.0649	17.14	2.015	16.47	4.078

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8. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Street cleaning

	OVERALL n=494	AGE					GENDER		UA ZONE		
		18-34 n=90	35-44 n=90	45-54 n=97	55-64 n=92	65+ n=112	Female n=258	Male n=229	N. of Fishinger n=188	Between & Lane S. n=208	of Lane n=89
Excellent	21.52	14.94	15.12	37.76	21.46	16.53	23.55	19.28	25.44	20.97	15.97
Good	56.23	56.93	67.19	32.05	60.02	66.43	57.06	55.48	56.63	52.01	62.45
Fair	17.91	22.55	16.43	22.62	12.49	16.68	14.85	21.75	16.47	19.02	19.28
Poor	4.342	5.582	1.254	7.569	6.039	0.3566	4.536	3.494	1.462	8.005	2.301

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=324	At least one n=164	Less than "very" satisfied n=304	"Very" satisfied n=186	Wrong direct. n=229	Right track n=249	Little/lot / don't know n=201	A lot or a fair amount n=286
Excellent	19.62	25.16	13.11	35.63	8.427	33.05	10.52	29.54
Good	59.61	48.91	55.08	57.71	60.38	53.68	54.6	58.31
Fair	18.09	18.13	24.76	6.662	24.41	12.9	29.5	10.18
Poor	2.685	7.804	7.054	0	6.788	0.3695	5.371	1.972

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8. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Street lighting

	OVERALL n=503	AGE					GENDER		UA ZONE		
		18-34 n=99	35-44 n=90	45-54 n=99	55-64 n=96	65+ n=106	Female n=266	Male n=230	N. of Fishinger n=192	Between & Lane S. n=210	of Lane n=94
Excellent	13.25	14.29	11.13	19.66	13.55	5.341	15.34	10.61	14.68	11.06	15.72
Good	49.73	30.42	55.9	48.38	55.61	63.92	45.73	55.75	47.55	48.46	55.4
Fair	24.26	27.16	14.91	27.68	25.29	22.61	24.73	22.88	18.99	28.33	25.92
Poor	12.76	28.13	18.06	4.28	5.546	8.137	14.19	10.75	18.78	12.15	2.963

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=327	At least one n=170	Less than "very" satisfied n=312	"Very" satisfied n=187	Wrong direct. n=237	Right track n=251	Little/lot / don't know n=211	A lot or a fair amount n=286
Excellent	11.29	16.6	7.149	23.59	6.199	20.04	7.17	17.83
Good	53.66	42.81	48.2	51.7	48.75	50.7	43.68	55.19
Fair	24.35	23.43	29.24	16.07	28.7	19.23	30.86	18.01
Poor	10.7	17.15	15.41	8.636	16.35	10.02	18.29	8.976

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8. Please rate the quality of each of the following services provided by the City of Upper Arlington.  
Sidewalk maintenance

	OVERALL n=475	AGE					GENDER		UA ZONE		
		18-34 n=87	35-44 n=82	45-54 n=100	55-64 n=90	65+ n=102	Female n=246	Male n=221	N. of Fishinger n=183	Between & Lane S. n=193	of Lane n=91
Excellent	8.346	8.054	5.988	18.59	1.161	6.419	11.1	4.884	11.28	5.684	8.188
Good	40.33	25.24	41.88	30.07	49.93	54.51	41.38	39.99	44.02	35.55	39.87
Fair	34.83	42.75	33.1	30.84	39.49	30.58	31.16	39.12	35.11	39.04	27.82
Poor	16.49	23.96	19.03	20.5	9.417	8.483	16.35	16	9.598	19.73	24.11

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=310	At least one n=159	Less than "very" satisfied n=298	"Very" satisfied n=173	Wrong direct. n=223	Right track n=236	Little/lot / don't know n=193	A lot or a fair amount n=276
Excellent	6.207	11.82	1.839	19.63	1.357	14.8	6.008	9.961
Good	43.55	33.47	33.81	50.59	32.64	47.51	26.6	50.75
Fair	39.02	27.58	40.83	24.94	43.71	27.7	46.78	27.09
Poor	11.23	27.13	23.53	4.839	22.29	10	20.62	12.19

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8. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Snow removal

	OVERALL n=493	AGE					GENDER		UA ZONE		
		18-34 n=83	35-44 n=90	45-54 n=101	55-64 n=97	65+ n=109	Female n=251	Male n=234	N. of Fishinger n=189	Between & Lane S. n=202	of Lane n=93
Excellent	47.6	33.1	40.96	53.36	51.81	55.89	51.74	43.03	47.28	46.11	53.12
Good	41.43	46.68	53.96	28.92	42.81	38.38	34.37	48.85	47.52	34.72	40.95
Fair	9.923	17.73	4.5	17.1	3.392	5.73	13.28	6.568	4.631	17.15	5.933
Poor	1.043	2.49	0.5781	0.6207	1.993	0	0.6052	1.55	0.5656	2.016	0

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=318	At least one n=169	Less than "very" satisfied n=306	"Very" satisfied n=183	Wrong direct. n=226	Right track n=251	Little/lot / don't know n=203	A lot or a fair amount n=283
Excellent	50.43	41.98	38.12	63.99	40.53	54.63	42.42	52.01
Good	42.45	39.39	46.49	32.2	47.19	36.91	46.08	38.92
Fair	6.516	16.72	14.06	3.227	10.89	7.669	9.989	8.346
Poor	0.607	1.904	1.331	0.5856	1.396	0.7942	1.51	0.7327

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8. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Stormwater drainage

	OVERALL n=455	AGE					GENDER		UA ZONE		
		18-34 n=80	35-44 n=78	45-54 n=97	55-64 n=90	65+ n=96	Female n=226	Male n=222	N. of Fishinger n=166	Between & Lane S. n=193	of Lane n=87
Excellent	22.19	16.78	17.87	28.62	24.52	22.49	21.55	22.64	22.73	22.72	20.86
Good	56.98	54.92	70.73	44.43	63.23	59.09	56.79	58.15	60.48	54.83	53.75
Fair	13.7	15.81	5.508	13.33	9.602	17.32	11.13	15.64	12.3	10.85	22.44
Poor	7.131	12.49	5.892	13.62	2.643	1.105	10.53	3.562	4.503	11.61	2.951

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=291	At least one n=157	Less than "very" satisfied n=287	"Very" satisfied n=164	Wrong direct. n=206	Right track n=232	Little/lot / don't know n=177	A lot or a fair amount n=271
Excellent	22.31	21.55	12.84	39.08	13.42	29.73	13.75	27.77
Good	60.43	51.13	57.97	54.16	59.72	55.91	62.56	54.77
Fair	13.02	14.81	18.88	4.989	18.1	10.32	17.33	11.5
Poor	4.241	12.51	10.3	1.773	8.754	4.038	6.372	5.959

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8. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Communications from the City to residents

	OVERALL n=486	AGE					GENDER		UA ZONE		
		18-34 n=87	35-44 n=86	45-54 n=101	55-64 n=95	65+ n=104	Female n=241	Male n=237	N. of Fishinger n=182	Between & Lane S. n=203	of Lane n=91
Excellent	24.06	27.56	30.37	32.11	17.3	16.06	28.1	20.07	27.89	22.24	22.12
Good	52.67	51.07	53.71	46.62	60.95	57.67	52.93	53.1	54.08	49.25	55.71
Fair	15.95	6.937	14.08	15.9	16.14	22.79	13.52	18.43	12.28	19.57	15.47
Poor	7.325	14.43	1.839	5.379	5.607	3.475	5.451	8.394	5.751	8.943	6.694

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=307	At least one n=172	Less than "very" satisfied n=302	"Very" satisfied n=180	Wrong direct. n=225	Right track n=244	Little/lot / don't know n=197	A lot or a fair amount n=282
Excellent	20.08	31.18	11.45	45.77	10.39	37.9	21.06	26.49
Good	58.07	43.27	56.46	45.19	51.66	53.39	39.58	62.86
Fair	15.37	16.9	20.94	7.954	26.75	6.52	27.79	7.874
Poor	6.482	8.648	11.15	1.089	11.21	2.184	11.57	2.772

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8. Please rate the quality of each of the following services provided by the City of Upper Arlington.

Overall, the services provided by the City of Upper Arlington

	OVERALL n=517	AGE					GENDER		UA ZONE N. of Fishinger & Lane S. of Lane		
		18-34 n=100	35-44 n=91	45-54 n=101	55-64 n=97	65+ n=115	Female n=269	Male n=241	n=200	n=213	n=96
Excellent	24.73	23.1	21.72	31	24.71	24.63	28.41	20.72	32.16	22.07	15.86
Good	63.96	61.55	71.91	50.21	65.45	72.28	59.24	69.91	62.86	63.3	66.83
Fair	9.46	10.37	6.041	18.19	8.401	3.091	9.855	9.121	3.845	11.48	16.68
Poor	1.849	4.981	0.3252	0.5976	1.436	0	2.487	0.249	1.136	3.144	0.6272

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=338	At least one n=173	Less than "very" satisfied n=316	"Very" satisfied n=197	Wrong direct. n=242	Right track n=258	Little/lot / don't know n=217	A lot or a fair amount n=294
Excellent	24.14	25.09	9.837	48.61	5.31	42.91	13.09	33.67
Good	65.52	61.88	72.29	50.35	75.47	54.45	69.48	60.99
Fair	9.258	9.623	14.84	1.039	17.46	2.534	15.33	5.348
Poor	1.086	3.399	3.028	0	1.76	0.1141	2.105	0

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9: Do you think the quality of the streets and roads in Upper Arlington is better than, similar to, or worse than the quality of the streets and roads in other Central Ohio suburban communities?

	OVERALL n=516	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=102	55-64 n=97	65+ n=113	Female n=267	Male n=241	N. of Fishinger n=200	Between Fishinger & Lane S. of Lane n=214	n=93
Better than other suburban	35.89	34.26	48.28	34.63	28.09	38.35	38.87	33.17	37.77	33.61	33.88
Similar to other suburban	50.48	49.02	35.45	45.51	58.27	58.48	47.7	53.54	50.88	50.38	52.63
Worse than other suburban	13.63	16.72	16.27	19.86	13.64	3.167	13.44	13.29	11.35	16.01	13.49

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=337	At least one n=173	Less than "very" satisfied n=315	"Very" satisfied n=197	Wrong direct. n=241	Right track n=258	Little/lot / don't know n=216	A lot or a fair amount n=293
Better than other suburban	37.99	31.94	28.06	47.93	27.07	44.83	26.38	43.52
Similar to other suburban	51.89	47.2	54.53	44.73	56.14	43.61	56.12	45.39
Worse than other suburban	10.12	20.86	17.42	7.343	16.79	11.56	17.5	11.09

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10. How safe or unsafe do you feel in your neighborhood during the day?

	OVERALL n=517	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=112	Female n=272	Male n=238	N. of Fishing n=198	Between Fishing & Lane S. n=215	of Lane n=96
Very safe	92.1	94.32	90.2	85.34	95.94	93.78	90.22	94	92.78	89.81	95.1
Somewhat safe	7.68	5.675	9.797	13.53	4.057	6.225	9.353	5.998	7.223	10.19	3.699
Somewhat unsafe	0.2242	0	0	1.131	0	0	0.4263	0	0	0	1.205

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=337	At least one n=174	Less than "very" satisfied n=315	"Very" satisfied n=197	Wrong direct. n=241	Right track n=259	Little/lot / don't know n=220	A lot or a fair amount n=291
Very safe	94.47	87.24	88.52	97.74	87.13	98.16	89.68	95.46
Somewhat safe	5.187	12.76	11.11	2.261	12.87	1.39	10.32	4.139
Somewhat unsafe	0.3444	0	0.3675	0	0	0.4473	0	0.3988

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10. How safe or unsafe do you feel in your neighborhood after dark?

	OVERALL n=517	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=88	45-54 n=103	55-64 n=97	65+ n=115	Female n=272	Male n=237	N. of Fishinger n=197	Between & Lane S. n=215	of Lane n=96
Very safe	65.02	60.65	57.85	59.81	79.69	66.64	60.87	68.97	72.59	61.2	60.8
Somewhat safe	33.77	39.35	41.2	37.44	18.68	32.71	37.84	29.86	27.04	37.78	35.74
Somewhat unsafe	1.209	0	0.9464	2.759	1.631	0.6487	1.284	1.162	0.3744	1.019	3.461

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=340	At least one n=171	Less than "very" satisfied n=319	"Very" satisfied n=193	Wrong direct. n=241	Right track n=260	Little/lot / don't know n=217	A lot or a fair amount n=294
Very safe	67.78	58.43	55.34	81.45	55.26	75.87	62.56	67.74
Somewhat safe	30.71	40.92	42.71	18.55	42.63	23.68	35.09	31.86
Somewhat unsafe	1.515	0.6414	1.957	0	2.11	0.4465	2.351	0.3946

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12. Thinking about the last time you exchanged e-mails or talked with a City of Upper Arlington employee, were you satisfied or dissatisfied with this interaction?

	OVERALL n=265	AGE					GENDER		UA ZONE		
		18-34 n=48	35-44 n=54	45-54 n=50	55-64 n=57	65+ n=46	Female n=131	Male n=131	N. of Fishinger n=84	Between Fishinger & Lane S. of Lane n=112	n=67
Very satisfied	62.27	68.76	66.55	69.92	55.51	56	66.5	59.38	74.29	62.11	48.61
Somewhat satisfied	20.85	12.28	20.44	9.338	34.3	24.77	21.04	19.25	14.25	24.47	22.02
Neither satisfied nor dis:	10.54	18.96	5.965	8.249	5.825	9.932	3.912	17.04	3.831	10.19	19.17
Somewhat dissatisfied	2.07	0	4.278	2.443	1.851	1.988	2.494	1.715	3.002	1.742	1.555
Very dissatisfied	4.262	0	2.771	10.05	2.513	7.301	6.05	2.613	4.633	1.492	8.648

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=146	At least one n=115	Less than "very" satisfied n=176	"Very" satisfied n=87	Wrong direct. n=120	Right track n=141	Little/lot / don't know n=111	A lot or a fair amount n=154
Very satisfied	56.86	69.44	50.8	86.77	46.4	77.36	50.09	70.89
Somewhat satisfied	22.76	18.03	25.69	11.73	27.82	14.73	26.72	16.72
Neither satisfied nor dis:	12.85	7.475	14.59	0.2489	16.4	4.389	12.9	8.887
Somewhat dissatisfied	1.408	2.998	2.842	0.5441	2.38	1.448	2.477	1.786
Very dissatisfied	6.124	2.055	6.087	0.7099	7.004	2.07	7.818	1.721

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13. Looking ahead to the next five years, how likely are you to remain in Upper Arlington?

	OVERALL n=519	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=102	55-64 n=95	65+ n=116	Female n=271	Male n=241	N. of Fishinger n=201	Between & Lane S. n=213	of Lane n=96
Extremely likely	45.42	50.87	68.72	35.25	42	38.55	44.06	48.09	44.93	47.86	43.71
Very likely	26.52	15.31	18.52	27.2	37.77	33.54	27.42	26.12	26.65	27.08	27.47
Moderately likely	18.75	27.57	12.26	21.06	15.48	14.7	20.13	16.79	16.92	16.14	23.64
Slightly likely	7.787	6.242	0.5006	13.75	3.301	10.23	7.663	6.549	8.39	8.145	5.177
Not likely	1.52	0	0	2.735	1.457	2.977	0.7246	2.452	3.109	0.7751	0

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=338	At least one n=174	Less than "very" satisfied n=317	"Very" satisfied n=197	Wrong direct. n=243	Right track n=259	Little/lot / don't know n=219	A lot or a fair amount n=293
Extremely likely	40.71	54.89	30.34	70.52	28.49	63.54	37.87	51.93
Very likely	28.99	22.42	35.15	11.73	34.54	17.72	23.19	29.61
Moderately likely	19.09	17.6	20.27	16.17	21.73	16.81	24.99	14.32
Slightly likely	9.194	4.471	11.76	1.55	12.01	1.919	11.86	3.008
Not likely	2.011	0.6227	2.47	0.0223	3.228	0.0169	2.081	1.136

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14. In November 2014, residents voted to increase Upper Arlington's income tax rate by 0.5%, making it the same as the income tax rates charged by Columbus, Worthington, Grandview Heights, Bexley, and Whitehall. The revenues from the increased income tax are solely dedicated to funding the City's 10-year Capital Improvement Program. From 2014 to 2016, the City has spent more than \$31 million dollars on reconstructing or repairing streets, repairing or replacing weather lines, replacing streetlights, and upgrading traffic signals. In 2017, the City will spend another \$15 million dollars on capital improvements. Overall, are you satisfied or dissatisfied with the City's capital improvements work since 2014?

	OVERALL n=512	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=96	65+ n=109	Female n=268	Male n=238	N. of Fishinger n=195	Between & Lane S. of Lane n=214	n=96
Very satisfied	33.75	21.33	35.33	44.1	44.26	26.94	38.02	29.85	33.78	36.83	29.56
Somewhat satisfied	43.37	41.25	50.56	34.92	33.99	57.64	40.44	46.9	44.18	42.48	45.2
Neither satisfied nor	13.13	26.75	10.25	10.01	6.575	9.729	14.15	12.33	14.63	10.29	16.63
Somewhat dissatisfied	6.943	5.688	3.866	5.902	12.41	5.577	4.897	7.806	5.546	6.323	6.515
Very dissatisfied	2.807	4.981	0	5.067	2.765	0.1129	2.494	3.118	1.869	4.081	2.097

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=332	At least one n=174	Less than "very" satisfied n=318	"Very" satisfied n=190	Wrong direct. n=240	Right track n=256	Little/lot / don't know n=216	A lot or a fair amount n=291
Very satisfied	32.76	36.63	22.04	53.52	15.06	50.95	20.96	43.91
Somewhat satisfied	42.8	42.91	45.24	39.59	47.84	40.29	42.69	44.53
Neither satisfied nor	13.78	12.29	17.31	6.415	19.09	8.194	16.16	11.12
Somewhat dissatisfied	8.266	4.641	10.89	0.477	14.22	0.5722	15.86	0.4425
Very dissatisfied	2.391	3.527	4.518	0	3.785	0	4.337	0

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15. The City is paying to install sidewalks on six arterial or collector streets in support of the City's Safe Routes to School Travel Plan and in response to resident requests. Typically, homeowners are responsible for costs associated with installing new sidewalks. Do you support or oppose the idea of the City paying for the installation of new sidewalks on qualifying streets to expand safe access to schools, if funds are available to do so?

	OVERALL n=518	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=114	Female n=271	Male n=241	N. of Fishinger n=201	Between Fishinger & Lane S. of Lane n=213	n=96
Strongly support	54.85	59.74	68.38	61.39	49.76	40.04	66.26	43.1	52.52	58.11	56.54
Somewhat support	25.09	24.69	19.06	24.09	35.26	23.73	19.18	31.29	27.47	24.85	21.01
Neither support nor oppose	7.831	5.61	1.044	5.41	10.34	14.54	6.785	8.46	10.75	4.131	10.53
Somewhat oppose	8.16	4.981	10.79	3.314	1.451	18.74	5.249	11.25	6.522	7.954	7.454
Strongly oppose	4.071	4.981	0.7231	5.8	3.181	2.955	2.528	5.901	2.736	4.951	4.468

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=339	At least one n=174	Less than "very" satisfied n=317	"Very" satisfied n=197	Wrong direct. n=244	Right track n=260	Little/lot / don't know n=220	A lot or a fair amount n=292
Strongly support	46.89	70.56	48.11	66.48	45.06	65.34	49.22	59.96
Somewhat support	27.95	19.71	25.03	24.11	21.52	28.29	23.89	26.47
Neither support nor oppose	11.44	0.9736	10.41	3.841	12.06	4.118	8.484	7.485
Somewhat oppose	10.43	3.467	10.03	5.202	15.29	1.801	13	4.662
Strongly oppose	3.289	5.292	6.426	0.3643	6.072	0.4439	5.408	1.427

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16. As part of the City's Capital Improvement Program, the City is rebuilding Tremont Pool, improving Devon Pool, and improving the ballfields at Fancyburg Park. Do you support or oppose the idea of the City doing these things, among other infrastructure investments, as part of its Capital Improvement Plan?

	OVERALL n=514	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=101	55-64 n=95	65+ n=114	Female n=271	Male n=239	N. of Fishinger n=200	Between Fishinger & Lane S. of Lane n=211	n=96
Strongly support	48.39	43.86	57.55	57.16	50.44	35.03	51.04	45.81	45.56	51.38	51.33
Somewhat support	26.93	25.3	20.2	27.56	30.19	32.26	29.66	24.31	32.8	21.31	29.04
Neither support nor oppos	11.47	8.74	10.41	6.004	4.691	24.45	7.84	14.78	14.32	10.82	7.187
Somewhat oppose	9.22	17.12	10.84	2.678	11.48	5.159	8.59	9.98	3.507	12.77	8.803
Strongly oppose	3.986	4.981	1.006	6.599	3.205	3.099	2.861	5.118	3.804	3.722	3.645

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=335	At least one n=174	Less than "very" satisfied n=317	"Very" satisfied n=196	Wrong direct. n=242	Right track n=259	Little/lot / don't know n=217	A lot or a fair amount n=292
Strongly support	40.51	63.48	39.95	61.64	32.99	63.45	27.98	64.28
Somewhat support	29.34	22.94	27.75	25.76	28.2	25.83	33.17	22.8
Neither support nor oppos	13.82	6.916	14.17	7.22	17.71	6.212	15.54	8.668
Somewhat oppose	12.85	1.986	11.88	5.014	15.38	3.88	16.5	3.993
Strongly oppose	3.47	4.678	6.249	0.3665	5.72	0.6331	6.801	0.2623

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17. Overall, how much do you trust Upper Arlington's government officials?

	OVERALL n=514	AGE					GENDER		UA ZONE		
		18-34 n=95	35-44 n=91	45-54 n=102	55-64 n=97	65+ n=116	Female n=267	Male n=241	N. of Fishinger n=201	Between Fishinger & Lane S. n=210	of Lane n=96
A lot	15.88	11.6	16.19	17.21	14.54	20.86	18.12	13.81	17.39	15.66	14.46
fair amount	41.28	39.78	37.2	47.66	47.5	33.37	40.31	42.84	45.66	39.55	37.84
A little	20.07	14.45	19.54	11.7	20.2	31.89	15.35	23.96	12.41	24.23	22.79
Not at all	7.26	5.242	4.658	13.74	11.24	0.5937	6.111	8.613	5.37	8.736	7.74
Dont know	15.51	28.92	22.41	9.685	6.523	13.28	20.11	10.77	19.17	11.82	17.17

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=340	At least one n=169	Less than "very" satisfied n=313	"Very" satisfied n=197	Wrong direct. n=243	Right track n=260	Little/lot / don't know	A lot or a fair amount
A lot	16.32	14.97	6.462	31.11	4.981	26.38	-	-
A fair amount	38.94	45.48	39.31	44.52	27.17	54.62	-	-
A little	22.5	15.45	27.77	6.952	34.99	4.741	-	-
Not at all	8.354	4.822	11.78	0.2207	14.97	0.3418	-	-
Don't know	13.89	19.27	14.67	17.19	17.89	13.92	-	-

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18. Do you think Upper Arlington's government officials try to do the right thing most of the time, or do you not think this?

	OVERALL n=481	AGE					GENDER		UA ZONE		
		18-34 n=95	35-44 n=84	45-54 n=97	55-64 n=89	65+ n=105	Female n=250	Male n=227	N. of Fishing n=192	Between Fishing & Lane S. of Lane n=198	n=88
Think they try to do the right thing	84.57	89.48	86.03	80.22	81.08	87.24	86.66	83.04	94.21	75.71	83.99
Don't think they try to do the right thing	15.43	10.52	13.97	19.78	18.92	12.76	13.34	16.96	5.794	24.29	16.01

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=311	At least one n=165	Less than "very" satisfied n=293	"Very" satisfied n=185	Wrong direct. n=223	Right track n=247	Little/lot / don't know n=186	A lot or a fair amount n=289
Think they try to do the right thing	85.85	82.2	75.12	99.36	71.7	97.76	65.31	98.38
Don't think they try to do the right thing	14.15	17.8	24.88	0.6362	28.3	2.238	34.69	1.624

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19. How much do you think Upper Arlington's government officials welcome citizen input?

	OVERALL n=514	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=99	55-64 n=97	65+ n=115	Female n=267	Male n=241	N. of Fishinger n=201	Between & Lane S. n=210	of Lane n=96
A lot	13.45	13.23	20.51	17.37	14.11	5.434	15.44	11.61	15.16	12.02	14.07
A fair amount	34.81	27.94	33.13	32.58	45.2	35.68	37.48	32.11	40.76	28.99	37.28
A little	25.67	24.93	14.65	33.25	24.02	28.76	22.31	28.83	20.4	31.3	20.62
Not at all	13.25	14.05	10.74	13.28	16.08	10.16	10.91	15.46	6.468	18.02	17.24
Don't know	12.81	19.85	20.97	3.513	0.5827	19.97	13.86	11.99	17.21	9.672	10.78

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=339	At least one n=170	Less than "very" satisfied n=318	"Very" satisfied n=192	Wrong direct. n=243	Right track n=255	Little/lot / don't know n=216	A lot or a fair amount n=293
A lot	9.495	21.67	4.652	28.28	1.495	25.29	3.935	20.73
A fair amount	35.24	33.73	30.83	41.74	22.59	47.43	12.84	51.56
A little	24.91	27.07	31.14	15.48	33.98	16.81	30.81	22.36
Not at all	14.57	10.76	20.93	0.8619	24.96	0.8511	29.07	0.102
Don't know	15.79	6.784	12.45	13.64	16.98	9.629	23.35	5.243

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20. How strongly do you agree or disagree with the following statement? "The Upper Arlington City Council effectively represents the attitudes and opinions of UA residents."

	OVERALL n=510	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=99	55-64 n=94	65+ n=113	Female n=265	Male n=240	N. of Fishinger n=200	Between Fishinger & Lane S. of Lane n=206	n=96
Strongly agree	14.26	10.24	24.77	20.65	14.01	5.651	15.49	13.19	32.83	22.71	16.48
Somewhat agree	41.32	35.51	37.66	34.64	57.66	42.71	38.19	44.98	85.5	87.83	36.87
Somewhat disagree	13.63	5.957	13.25	25.43	11.11	8.64	11.31	15.26	18.24	33.38	12.29
Strongly disagree	11.55	9.961	3.993	11.25	15.22	15.32	9.766	13.62	10.31	35.6	12.18
Don't know	19.24	38.33	20.32	8.027	2.009	27.67	25.25	12.95	53.22	26.57	18.38

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=336	At least one n=169	Less than "very" satisfied n=314	"Very" satisfied n=192	Wrong direct. n=241	Right track n=254	Little/lot / don't know n=214	A lot or a fair amount n=291
Strongly agree	11.74	19.31	3.381	32.4	0.7227	27.52	0.6393	24.57
Somewhat agree	44.14	35.1	37.47	46.52	32.07	50.18	20.97	56.95
Somewhat disagree	10.42	20.09	20.71	2.192	23.42	4.042	22.97	6.999
Strongly disagree	13.8	6.961	17.82	1.518	21.6	0.6867	24.02	0.848
Don't know	19.91	18.54	20.62	17.36	22.19	17.57	31.4	10.63

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21. Considering the property taxes, income taxes (if applicable), and miscellaneous other fees your household pays to the City of Upper Arlington, how do you rate the value of the services provided by the City of Upper Arlington?

	OVERALL n=513	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=99	55-64 n=97	65+ n=113	Female n=266	Male n=241	N. of Fishinger n=201	Between Fishinger & Lane S. of Lane n=209	n=96
Excellent	24.97	9.768	21.19	33.44	38.69	22.15	25.9	24.17	25.78	27.37	19.18
Good	44.73	50.66	52.27	38.38	37.93	49	43.39	46.62	53.14	35.77	49.95
Fair	22.54	26.14	22.83	17.22	20.37	24.58	21.69	22.86	17.99	24.64	23.3
Poor	5.383	5.675	3.708	10.96	3.016	0.39	5.231	5.471	3.085	8.065	3.905
Don't know	2.377	7.76	0	0	0	3.877	3.785	0.8852	0	4.15	3.662

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=338	At least one n=170	Less than "very" satisfied n=316	"Very" satisfied n=192	Wrong direct. n=243	Right track n=255	Little/lot / don't know n=216	A lot or a fair amount n=291
Excellent	24.87	24.38	12.47	45.67	9.09	40.84	7.951	38.09
Good	44.34	45.95	44.16	44.82	43.46	46.19	45.06	45.18
Fair	23.55	20.65	32.34	6.945	34.29	11.87	37.62	11.75
Poor	4.011	8.267	8.731	0	9.295	0	7.74	2.011
Don't know	3.23	0.7456	2.296	2.562	3.865	1.093	1.629	2.978

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22. Over the last four years, do you think the management of City finances has been excellent, good, fair, or poor?

	OVERALL n=508	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=99	55-64 n=97	65+ n=108	Female n=265	Male n=236	N. of Fishing n=201	Between Fishing & Lane S. n=204	of Lane n=96
Excellent	14.13	4.12	15.38	22.37	20.04	9.33	12.52	16.33	16.24	13.15	12.22
Good	34.3	34.41	27.01	29.1	42.23	40.22	34.05	34.88	41.33	26.96	32.12
Fair	20.52	13.72	17.77	26.67	18.6	21.06	19.32	20.68	17.56	24.93	18.38
Poor	7.273	9.072	8.789	4.852	8.065	5.216	4.545	10.2	1.138	12.3	9.155
Don't know	23.77	38.68	31.05	17	11.07	24.18	29.56	17.91	23.73	22.65	28.12

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=333	At least one n=170	Less than "very" satisfied n=312	"Very" satisfied n=192	Wrong direct. n=238	Right track n=255	Little/lot / don't know n=212	A lot or a fair amount n=291
Excellent	12.96	16.35	7.467	25.18	2.569	25.57	0.3532	24.39
Good	33.43	35.28	31.35	38.86	25.15	43.06	16.58	47.8
Fair	20.69	20.18	27.54	8.507	34.89	6.636	33.35	11.61
Poor	6.621	8.622	11.79	0.1159	13.3	0.1153	15.12	0
Don't know	26.3	19.56	21.86	27.33	24.08	24.62	34.6	16.2

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23. Do you think the City's current financial situation is excellent, good, fair, or poor?

	OVERALL n=508	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=99	55-64 n=95	65+ n=110	Female n=265	Male n=238	N. of Fishinger n=197	Between & Lane S. of Lane n=207	n=96
Excellent	15.54	6.731	15.48	18.87	22.91	15.92	12.68	19.03	16.68	15.41	14.72
Good	37.58	25.93	39.35	44.96	37.47	40.3	34.43	41.22	35.93	36.8	39.86
Fair	12.92	18.43	4.063	9.911	13.62	12.86	12.18	12.73	17.03	11.45	8.045
Poor	4.258	4.981	3.638	4.688	2.307	4.675	3.998	4.517	1.639	6.974	3.277
Don't know	29.7	43.93	37.47	21.57	23.69	26.25	36.71	22.5	28.73	29.36	34.1

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=333	At least one n=170	Less than "very" satisfied n=315	"Very" satisfied n=189	Wrong direct. n=238	Right track n=255	Little/lot / don't know n=211	A lot or a fair amount n=291
Excellent	15.71	15.47	8.702	27.23	7.901	23.36	5.254	23.3
Good	37.32	38.05	41.11	30.4	36.13	38.24	30.09	43.74
Fair	11.25	15.95	18.21	4.384	18.47	7.757	18.05	9.44
Poor	3.607	5.507	6.796	0.1181	6.984	0	7.867	0
Don't know	32.12	25.03	25.18	37.87	30.52	30.64	38.75	23.52

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24. Do you think the City does enough to provide residents with information about the City's municipal services, or do you think the City could do more?

	AGE					GENDER		UA ZONE			
	OVERALL n=507	18-34 n=99	35-44 n=91	45-54 n=97	55-64 n=97	65+ n=110	Female n=260	Male n=241	N. of Fishing n=197	Between Fishing & Lane n=209	S. of Lane n=94
Does enough	58.24	50.55	62.3	60.71	71.95	52.19	52.89	64.88	60.1	54.09	61.65
Could do more	41.76	49.45	37.7	39.29	28.05	47.81	47.11	35.12	39.9	45.91	38.35

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=334	At least one n=167	Less than "very" satisfied n=313	"Very" satisfied n=190	Wrong direct. n=241	Right track n=252	Little/lot / don't know n=215	A lot or a fair amount n=286
Does enough	59.31	56.18	51.33	70.54	46.87	70.47	45.04	69.11
Could do more	40.69	43.82	48.67	29.46	53.13	29.53	54.96	30.89

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25. If the City wanted to share information with you about its municipal services or special projects, which of the following would be the best way(s) to share this information with you? **The Columbus Dispatch**

	OVERALL n=521	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=116	Female n=272	Male n=241	N. of Fishing n=201	Between Fishing & Lane n=215	S. of Lane n=96
Unchecked	88.22	85.15	95.73	86.41	85.49	87.96	86.86	89.43	80.63	92.98	92.35
Checked	11.78	14.85	4.272	13.59	14.51	12.04	13.14	10.57	19.37	7.018	7.653

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=340	At least one n=174	Less than "very" satisfied n=319	"Very" satisfied n=197	Wrong direct. n=245	Right track n=260	Little/lot / don't know n=220	A lot or a fair amount n=294
Unchecked	88.36	87.79	89.62	86.3	88.29	87.62	89.23	87.2
Checked	11.64	12.21	10.38	13.7	11.71	12.38	10.77	12.8

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25. If the City wanted to share information with you about its municipal services or special projects, which of the following would be the best way(s) to share this information with you? **This Week Upper Arlington**

	AGE					GENDER		UA ZONE			
	OVERALL n=521	18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=116	Female n=272	Male n=241	N. of Fishing n=201	Between Fishing & Lane n=215	S. of Lane n=96
Unchecked	65.33	79.73	69.11	62.98	72.31	44.26	66.96	63.76	67.5	59.8	70.53
Checked	34.67	20.27	30.89	37.02	27.69	55.74	33.04	36.24	32.5	40.2	29.47

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=340	At least one n=174	Less than "very" satisfied n=319	"Very" satisfied n=197	Wrong direct. n=245	Right track n=260	Little/lot / don't know n=220	A lot or a fair amount n=294
Unchecked	63.96	67.55	65.82	65.26	66.89	63.25	69.61	61.35
Checked	36.04	32.45	34.18	34.74	33.11	36.75	30.39	38.65

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25. If the City wanted to share information with you about its municipal services or special projects, which of the following would be the best way(s) to share this information with you? **UA Insight**

	AGE					GENDER		UA ZONE			
	OVERALL n=521	18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=116	Female n=272	Male n=241	N. of Fishinger n=201	Between Fishinger & Lane S. of Lane n=215	n=96
Unchecked	51.17	52.83	51.32	42.47	51.67	55.02	49.39	53.67	49.23	52.64	48.26
Checked	48.83	47.17	48.68	57.53	48.33	44.98	50.61	46.33	50.77	47.36	51.74

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=340	At least one n=174	Less than "very" satisfied n=319	"Very" satisfied n=197	Wrong direct. n=245	Right track n=260	Little/lot / don't know n=220	A lot or a fair amount n=294
Unchecked	50.25	52.05	56.95	40.95	60.97	41.61	56.64	46.12
Checked	49.75	47.95	43.05	59.05	39.03	58.39	43.36	53.88

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25. If the City wanted to share information with you about its municipal services or special projects, which of the following would be the best way(s) to share this information with you? **City Insight**

	AGE					GENDER		UA ZONE			
	OVERALL n=521	18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=116	Female n=272	Male n=241	N. of Fishinger n=201	Between Fishinger & Lane S. of Lane n=215	n=96
Unchecked	60.76	61.84	68.83	53.13	53.81	64.56	55.45	66.37	68.45	54.3	61.44
Checked	39.24	38.16	31.17	46.87	46.19	35.44	44.55	33.63	31.55	45.7	38.56

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=340	At least one n=174	Less than "very" satisfied n=319	"Very" satisfied n=197	Wrong direct. n=245	Right track n=250	Little/lot / don't know n=220	A lot or a fair amount n=294
Unchecked	63.16	55.18	57.7	65	60.29	59.12	57.8	62.08
Checked	36.84	44.82	42.3	35	39.71	40.88	42.2	37.92

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A column value highlighted in blue is statistically significant from at least one other related column value in that row.

25. If the City wanted to share information with you about its municipal services or special projects, which of the following would be the best way(s) to share this information with you? **The City's Website**

	AGE					GENDER		UA ZONE			
	OVERALL n=521	18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=116	Female n=272	Male n=241	N. of Fishing n=201	Between Fishing & Lane n=215	S. of Lane n=96
Unchecked	55.36	37.34	37.94	64.01	45.48	83.79	58.29	51.82	59.7	50	56.28
Checked	44.64	62.66	62.06	35.99	54.52	16.21	41.71	48.18	40.3	50	43.72

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=340	At least one n=174	Less than "very" satisfied n=319	"Very" satisfied n=197	Wrong direct. n=245	Right track n=260	Little/lot / don't know n=220	A lot or a fair amount n=294
Unchecked	58.84	47.68	54.81	55.27	55.84	52.94	52.18	56.71
Checked	41.16	52.32	45.19	44.73	44.16	47.06	47.82	43.29

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25. If the City wanted to share information with you about its municipal services or special projects, which of the following would be the best way(s) to share this information with you? **Facebook**

	AGE					GENDER		UA ZONE			
	OVERALL n=521	18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=116	Female n=272	Male n=241	N. of Fishing n=201	Between Fishing & Lane S. n=215	of Lane n=96
Unchecked	70.8	39.79	51.35	78.07	86.41	93.35	66.11	75.15	75.31	59.86	83
Checked	29.2	60.21	48.65	21.93	13.59	6.65	33.89	24.85	24.69	40.14	17

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=340	At least one n=174	Less than "very" satisfied n=319	"Very" satisfied n=197	Wrong direct. n=245	Right track n=260	Little/lot / don't know n=220	A lot or a fair amount n=294
Unchecked	80.76	50.69	66.95	76.48	71.37	70.64	65.81	75.56
Checked	19.24	49.31	33.05	23.52	28.63	29.36	34.19	24.44

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25. If the City wanted to share information with you about its municipal services or special projects, which of the following would be the best way(s) to share this information with you? **Twitter**

	OVERALL n=521	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=116	Female n=272	Male n=241	N. of Fishinger n=201	Between Fishinger & Lane S. n=215	of Lane n=96
Unchecked	90.77	88.19	77.05	98.34	96.36	91.32	93.38	87.52	93.78	85.18	96.06
Checked	9.234	11.81	22.95	1.659	3.637	8.682	6.617	12.48	6.222	14.82	3.943

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=340	At least one n=174	Less than "very" satisfied n=319	"Very" satisfied n=197	Wrong direct. n=245	Right track n=260	Little/lot / don't know n=220	A lot or a fair amount n=294
Does enough	91.48	89.02	90.42	91.19	89.23	91.62	87.6	92.93
Could do more	8.524	10.98	9.576	8.811	10.77	8.381	12.4	7.074

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26. Do you currently subscribe to The Columbus Dispatch, or do you not do this?

	OVERALL n=513	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=98	55-64 n=97	65+ n=115	Female n=266	Male n=241	N. of Fishinger n=200	Between Fishinger & Lane S. n=210	of Lane n=96
Subscribe; read daily	24.79	12.99	4.612	13.96	29.4	55.52	21.92	27.45	30.75	20.88	22.79
Subscribe; read it a few	7.116	6.291	4.846	5.195	4.919	13.66	9.485	4.561	4.929	4.688	12.29
Subscribe; read on weeken	10.07	4.693	18.54	19.5	10.88	0.387	10.08	10.31	11	11.23	6.372
Do not subscribe to this	58.02	76.02	72	61.34	54.8	30.43	58.51	57.68	53.32	63.2	58.55

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=339	At least one n=169	Less than "very" satisfied n=317	"Very" satisfied n=192	Wrong direct. n=243	Right track n=255	Little/lot / don't know n=216	A lot or a fair amount n=291
Subscribe; read daily	32.17	9.797	24.17	24.93	26.9	22.28	20.83	28.18
Subscribe; read it a few	6.431	8.529	9.189	3.385	8.053	4.454	7.669	5.123
Subscribe; read on weeken	8.005	14.52	10.55	9.525	11.92	8.054	13.55	7.685
Do not subscribe to this	53.4	67.16	56.1	62.16	53.13	65.21	57.95	59.01

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27. Over the last four years, do you think the number of professional/medical office jobs in Upper Arlington has increased, stayed the same, decreased, or don't you know?

	OVERALL n=518	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=115	Female n=271	Male n=241	N. of Fishinger n=201	Between Fishinger & Lane S. of Lane n=214	n=96
Increased	66.87	43.58	56.05	86.01	71.15	76.23	61.43	73.64	66.75	72.21	58.19
Stayed the same	2.673	0	1.142	1.664	8.076	2.441	2.38	2.945	1.57	3.372	3.606
Decreased	1.459	0	3.208	0.9717	0	0.1006	1.218	1.553	0.9167	2.67	0
Don't know	29	56.42	39.6	11.36	20.78	21.23	34.97	21.86	30.76	21.75	38.21

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=340	At least one n=174	Less than "very" satisfied n=317	"Very" satisfied n=197	Wrong direct. n=244	Right track n=259	Little/lot / don't know n=220	A lot or a fair amount n=293
Increased	68.45	66.86	66.58	67.26	64.14	69.93	62.73	71.07
Stayed the same	2.919	1.995	2.905	2.256	3.958	1.624	2.454	2.888
Decreased	0.1824	3.993	2.349	0.0589	2.855	0.2347	0.8711	1.928
Don't know	30.84	25.56	28.17	30.43	29.05	28.21	33.95	24.12

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28. Over the last four years, do you think the number of restaurants in Upper Arlington has increased, stayed the same, decreased, or don't you know?

	OVERALL n=516	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=102	55-64 n=95	65+ n=115	Female n=271	Male n=241	N. of Fishinger n=201	Between Fishinger & Lane S. of Lane n=212	n=96
Increased	66	55.88	63.4	75.4	75.82	62.46	62.49	70.4	59.96	64.81	85.13
Stayed the same	17.65	24.87	21.63	20.14	11.77	9.865	18.12	17.38	18.94	19.43	12.18
Decreased	0.9903	0	0	4.195	0.0669	0.663	0	2.12	2.462	0	0.161
Don't know	15.36	19.25	14.97	0.2585	12.35	27.01	19.39	10.1	18.64	15.76	2.531

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=338	At least one n=173	Less than "very" satisfied n=315	"Very" satisfied n=197	Wrong direct. n=241	Right track n=259	Little/lot / don't know n=218	A lot or a fair amount n=293
Increased	65.99	65.33	67.05	64.09	61.61	71.15	59.52	71.96
Stayed the same	14.05	24.98	15.67	20.7	20.54	15.63	18.85	17.06
Decreased	1.491	0.0368	1.429	0.3096	1.863	0.2352	2.062	0.2081
Don't know	18.47	9.654	15.85	14.9	15.99	12.98	19.57	10.77

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29. Are you satisfied or dissatisfied with the economic development that has occurred along Lane Avenue (between North Star Ave and Northwest Blvd) over the past few years?

	OVERALL n=517	AGE					GENDER		UA ZONE Between N. of Fishinger & Lane S. of Lane		
		18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=115	Female n=271	Male n=241	n=201	n=214	n=96
Very satisfied	36.74	30.58	32.01	39.1	45.95	37.74	38.54	35.5	45.52	28.16	39.27
Somewhat satisfied	39.4	41.74	51.02	40.42	23.89	43.41	38.18	40.53	34.02	42.32	41.61
Neither satisfied nor dis:	14.32	15.2	11.16	15.72	14.2	14.62	15.37	12.72	17.85	11.96	13.21
Somewhat dissatisfied	8.038	12.48	5.466	3.472	10.51	3.515	7.434	8.568	2.615	14.59	4.453
Very dissatisfied	1.498	0	0.342	1.292	5.445	0.7268	0.472	2.687	0	2.964	1.46

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=339	At least one n=174	Less than "very" satisfied n=317	"Very" satisfied n=197	Wrong direct. n=244	Right track n=259	Little/lot / don't know n=220	A lot or a fair amount n=292
Very satisfied	37.57	34.98	24.2	56.85	24.07	49.49	29.61	42.79
Somewhat satisfied	36.4	45.27	43.85	32.96	38.6	41.2	33.1	44.73
Neither satisfied nor dis:	16.5	10.42	18.06	8.582	22.69	7.008	20.65	9.821
Somewhat dissatisfied	7.607	8.617	11.47	1.576	11.6	2.174	13.14	2.637
Very dissatisfied	1.919	0.7122	2.421	0.0388	3.032	0.1205	3.492	0.0261

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30. Are you satisfied or dissatisfied with the economic development that has occurred in and near Kingsdale over the past few years?

	OVERALL n=511	AGE					GENDER		UA ZONE		
		18-34 n=98	35-44 n=91	45-54 n=103	55-64 n=95	65+ n=112	Female n=269	Male n=239	N. of Fishinger n=199	Between Fishinger & Lane S. of Lane n=209	n=96
Very satisfied	29.62	21.81	42.14	31.19	29.79	27.73	29.34	30.37	31.65	30.23	25.32
Somewhat satisfied	38.55	23.2	41.16	49.73	41.57	38.11	37.95	39.37	40.62	33.58	42.51
Neither satisfied nor dis:	13.69	28.65	7.02	4.928	5.717	20.66	12.69	14.29	11.74	11.37	23.71
Somewhat dissatisfied	14.88	24.75	8.766	10.37	14.56	11.86	17.18	12.3	14.12	19.73	6.066
Very dissatisfied	3.257	1.588	0.9104	3.78	8.358	1.642	2.841	3.657	1.858	5.087	2.387

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=333	At least one n=174	Less than "very" satisfied n=315	"Very" satisfied n=193	Wrong direct. n=241	Right track n=255	Little/lot / don't know n=218	A lot or a fair amount n=288
Very satisfied	29.95	29.2	14.91	53.95	16.54	42.27	25.03	33.64
Somewhat satisfied	39.28	37.09	43.32	30.96	40.24	38.13	29.62	46.03
Neither satisfied nor dis:	15.4	10.74	15.94	9.173	17.92	9.483	19.39	9.644
Somewhat dissatisfied	12.21	19.6	21.48	4.388	19.71	8.872	20.03	9.548
Very dissatisfied	3.152	3.374	4.349	1.537	5.588	1.24	5.943	1.132

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31. Please think about how your life circumstances may change in the future. Do you think Upper Arlington has enough of the housing you might want as you grow older, or not?

	OVERALL n=502	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=99	55-64 n=89	65+ n=111	Female n=265	Male n=231	N. of Fishinger n=200	Between Fishinger & Lane S. of Lane n=201	n=94
UA has enough of the hous:	59.94	80.56	71.18	45.4	47.06	56.53	56.87	63.68	66.46	55.89	57.29
UA does not have enough o:	40.06	19.44	28.82	54.6	52.94	43.47	43.13	36.32	33.54	44.11	42.71

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=325	At least one n=173	Less than "very" satisfied n=305	"Very" satisfied n=193	Wrong direct. n=238	Right track n=250	Little/lot / don't know n=214	A lot or a fair amount n=282
UA has enough of the hous:	58.9	61.72	52.86	70.87	54.58	66.21	53.4	65.91
UA does not have enough o:	41.1	38.28	47.14	29.13	45.42	33.79	46.6	34.09

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32. Overall, how is the quality of Upper Arlington Schools?

	OVERALL n=513	AGE					GENDER		UA ZONE		
		18-34 n=96	35-44 n=91	45-54 n=103	55-64 n=97	65+ n=114	Female n=271	Male n=237	N. of Fishinger n=201	Between Fishinger & Lane S. n=214	of Lane n=92
Excellent	57.66	58.83	64.45	56.33	63.16	44.55	59.03	55.5	59.88	56.28	53.04
Good	23.1	13.32	14.37	24.07	30.81	32.55	20.17	26.63	19.74	26.24	24.75
Fair	1.496	1.945	0.4929	4.71	0.1987	0.1391	0.7981	2.33	2.364	0.6337	1.719
Poor	1.787	5.193	0	3.947	0	0.1075	3.336	0.0519	0.0613	4.227	0
Don't know	15.96	20.72	20.69	10.94	5.833	22.65	16.67	15.49	17.96	12.62	20.49

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=335	At least one n=174	Less than "very" satisfied n=313	"Very" satisfied n=197	Wrong direct. n=239	Right track n=259	Little/lot / don't know n=215	A lot or a fair amount n=292
Excellent	51.63	68.58	51.19	67.21	42.27	72.2	43.49	69.18
Good	24.62	20.5	27.51	16.48	30.13	17.17	29.61	18.58
Fair	0.6432	3.077	2.281	0.2747	2.955	0.2328	3.116	0.3304
Poor	0.8827	3.574	2.544	0.616	1.184	0.4683	0.0571	1.385
Don't know	22.22	4.272	16.47	15.41	23.46	9.926	23.73	10.52

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33. Considering the property taxes your household pays to Upper Arlington Schools, how do you rate the value of the education provided by Upper Arlington Schools?

	OVERALL n=515	AGE					GENDER		UA ZONE		
		18-34 n=100	35-44 n=91	45-54 n=103	55-64 n=95	65+ n=114	Female n=271	Male n=241	N. of Fishinger n=201	Between Fishinger & Lane S. of Lane n=212	n=96
Excellent	48.93	49.14	55.4	49.68	55.28	34.32	49.38	48.03	52.94	54.39	31.05
Good	27.92	9.398	22.37	29.51	35.84	42.57	29.36	26.66	25.76	26.58	31.23
Fair	5.311	6.651	1.702	7.227	3.999	6.529	3.76	7.022	2.533	6.752	8.322
Poor	4.339	4.981	1.413	8.856	2.414	3.435	2.282	6.513	4.153	4.01	5.75
Don't know	13.51	29.83	19.11	4.73	2.473	13.14	15.22	11.78	14.61	8.267	23.64

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=337	At least one n=174	Less than "very" satisfied n=315	"Very" satisfied n=196	Wrong direct. n=242	Right track n=259	Little/lot / don't know n=217	A lot or a fair amount n=293
Excellent	41.92	61.63	40.48	61.42	33.3	63.35	35.45	59.83
Good	30.42	23.73	31.82	22.23	35.29	21.85	30.75	26.18
Fair	5.933	3.969	7.839	1.366	7.853	3.245	6.782	4.32
Poor	4.352	4.359	7.1	0	7.09	0.0402	7.946	0.0355
Don't know	17.38	6.309	12.76	14.98	16.47	11.52	19.07	9.63

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34. In your opinion, is substance abuse in Upper Arlington a very serious problem, a somewhat serious problem, not too serious of a problem, or not a problem?

	OVERALL n=500	AGE					GENDER		UA ZONE		
		18-34 n=99	35-44 n=89	45-54 n=97	55-64 n=96	65+ n=108	Female n=261	Male n=234	N. of Fishinger n=193	Between Fishinger & Lane S. of Lane n=206	n=94
Very serious problem	27.5	24.25	14.94	34.25	31.96	28.18	25.15	29.93	29.37	25.45	29.22
Somewhat serious prob.	35.51	18.43	30.94	37.24	42.2	50.12	37.48	33.66	32.58	37.89	33.42
Not too serious of a problem	33.41	51.89	49.74	21.35	25.16	20.74	34.86	31.57	34.96	35.26	28.5
Not a problem	3.577	5.435	4.375	7.155	0.6757	0.9603	2.513	4.843	3.085	1.403	8.859

	CHILDREN IN HH		SATISFIED OVERALL		RIGHT TRACK?		TRUST IN GOV'T	
	None n=324	At least one n=171	Less than "very" satisfied n=308	"Very" satisfied n=188	Wrong direct. n=235	Right track n=249	Little / don't know n=211	A lot or a fair amount n=283
Very serious problem	23.92	34.49	30.49	22.56	26.56	27.7	26	27.23
Somewhat serious prob.	37.57	30.96	33.67	37.76	33.76	36.58	31.54	39.15
Not too serious of a problem	34.47	32.17	31.73	36.9	34.92	33.21	36.56	31.71
Not a problem	4.036	2.379	4.114	2.773	4.753	2.514	5.903	1.914

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