

## Synopsis of Community Survey Results 2000-2017

Prepared for the 2019 Citizen Financial Review Task Force

### Executive Summary

Community surveys conducted in the years 2000, 2003, 2006, 2013, and 2017 contain some common themes of resident-perceived strengths and weaknesses. In Table 1, four positive comments about Upper Arlington are noted. In Table 2, four common issues were identified.

Within the five surveys that were assessed, residents consistently mentioned a positive attitude toward the location of UA, the school system, the safety they feel in the community, and the quality of services offered by the city. Conversely, there were consistent negative comments regarding the amount of taxation in Upper Arlington, the lack of a commercial tax base, infrastructure issues, and the lack of a community/recreation center.

Additionally, the 2010 Citizen Survey did not present data relevant to the data gathered in prior community surveys. While it does contain information relevant to the community, the five years listed below contained information relevant to prior data sets reported.

It is important to note that the responses in the far-left column of each table were answers to open-ended questions on the surveys. For example, the data should not be interpreted as “36% of residents feel safe in Upper Arlington;” rather, the data should be read as “36% of respondents stated that Upper Arlington’s safety was what they liked most about living in the community.”

### What Residents Like About Living in Upper Arlington

What do you like most about living in Upper Arlington?

	2000	2003	2006	2013	2017
Location	30%	31%	39%	36%	36%
Schools	26%	32%	46%	33%	34%
Safe	22%	30%	28%	38%	36%
City Services	11%	30%	23%	12%	14%

Table 1



## Some Issues Residents Identified

What do you think is the most important problem facing Upper Arlington?

	2000	2003	2006	2013	2017
High Taxes	13%	36%	15%	18%	14%
Need an increased tax base (commercial)	22%	12%	27%	11%	5%
Infrastructure Issues	7%	13%	6%	23%	28%
No recreation/community center	-----	5%	12%	7%	8%

Table 2

## Services in Upper Arlington

The survey participants were asked about their satisfaction regarding services offered by the City of Upper Arlington. They were asked to rate the city services on a scale of 1 to 7, with 1 meaning “very low quality,” and 7 meaning “very high quality.” This data is expressed as a percentage in Table 3.

### % of Respondents Who Rated Services as “Excellent” or “Good”

	2000	2003	2006	2010	2013	2017
Police	89%	91%	91%	95%	95%	97%
Fire	91%	96%	96%	99%	99%	99%
EMS	91%	96%	96%	100%	100%	99%
Trash Collection	81%	89%	89%	83%	78%	58%
Recycling	84%	96%	91%	91%	86%	68%
Yard Waste Collection	----	84%	83%	81%	74%	64%
Snow Removal	83%	87%	90%	92%	91%	89%
Leaf Collection	----	79%	89%	91%	89%	84%
Stormwater Drainage	74%	77%	81%	80%	80%	79%
Street Cleaning	----	83%	87%	80%	80%	78%
Sidewalk Maintenance	64%	69%	67%	61%	50%	49%
Street Repair	73%	71%	77%	62%	61%	64%
Streetlights	----	----	----	64%	55%	63%
Parks	84%	87%	86%	96%	95%	90%
Recreation Programs	80%	80%	77%	89%	84%	81%
City Communications	----	----	----	----	81%	77%
Overall	-----	-----	-----	93%	94%	89%

Table 3



## **Important Note Regarding Data Collection**

The responses collected were collected by different research groups throughout the years studied.

## **Survey Companies Used**

2000- Strategic Research Group  
2003- The Strategy Team  
2006- The Strategy Team  
2010- The National Citizen Survey  
2013- The Strategy Team  
2017- Illuminology (formerly The Strategy Team)

## **2010 Comparisons to National Benchmarks**

In the 2010 report, the National Citizen Survey for the City of Upper Arlington compared community surveys in Upper Arlington to benchmarks around the nation. Upper Arlington ranked above the benchmarks in the majority of categories. However, some categories were either similar to or below the benchmark comparison; the characteristics receiving the least positive ratings were employment opportunities and the availability of walking trails in Upper Arlington.

Police services, preservation of natural areas, and city parks were ranked significantly above the benchmark. Community and public safety services ranked “much above” the benchmark, and overall community quality also ranked “much above” the benchmark. Street repair, street cleaning, street lighting, snow removal, and sidewalk maintenance all ranked much above the benchmark given in The National Citizen Survey.

## **Overview of Terminology**

Location- Close proximity to Columbus, central to activity

Schools- Quality of education

Safety- The general feeling of safety that residents feel

City Services- Communication with city employees, services provided by the city, etc.

High Taxes- Residents feel that they are taxed too much

Need an increased tax base (commercial)- UA is landlocked

Infrastructure Issues- Aging infrastructure

No recreation/community center-There is no cultural/community hub

Data Collected from The City of Upper Arlington Community Surveys 2000-2017

