

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
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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
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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
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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
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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
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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
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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 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
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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? [Circle one answer]

Strongly support	Somewhat support	Neither support nor oppose	Somewhat oppose	Strongly oppose
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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
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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
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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." [Circle one answer]

Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
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21. Considering the property taxes¹, 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
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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
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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
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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? [Circle one answer]

Does enough	Could do more
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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? [Circle all that apply]

<u>The Columbus Dispatch</u>	<u>This Week Upper Arlington</u>	<u>UA Insight</u> (24-page printed newsletter sent quarterly)	<u>City Insight</u> (monthly e-newsletter)	The City's website (UAOH.net)	Facebook	Twitter
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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
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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? [Circle one answer]

Increased	Stayed the same	Decreased	Don't know
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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? [Circle one answer]

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
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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? [Circle one answer]

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
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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? [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
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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
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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? [Circle one answer]

Excellent	Good	Fair	Poor	Don't know
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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? [Circle one answer]

Very serious problem	Somewhat serious problem	Not too serious of a problem	Not a problem
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{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
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37. Do you or a member of your household own or rent your home? [Circle one answer]

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

Male	Female
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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 th grade (no diploma)	High school degree/GED	Some college (no degree)	Associate's degree	Bachelor's degree	Graduate or professional degree
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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
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45. Are you currently employed or self-employed? [Circle one answer]

Yes	No
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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 & 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

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.

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

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.

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

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.

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

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.

*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 Between 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

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.

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

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.

*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

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.

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 Fishing n=197	Between Fishing & 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 Fishing n=195	Between Fishing & Lane S. n=214	of Lane 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 oppose	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 oppose	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 Fishinger n=192	Between Fishinger & Lane S. of Lane n=198	of Lane 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 & 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 Between N. of Fishinger & Lane S. of Lane		
		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=201	n=204	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 n=215	S. of Lane 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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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 Fishinger n=201	Between Fishinger & 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		
		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
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 Fishing n=200	Between Fishing & 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	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/lot / 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	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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