

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Novi, MI

Dashboard Summary of Findings

2014



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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Novi’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Novi’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Community Characteristics and Governance received ratings that were positive and at least similar to the benchmark. Within Participation, most ratings were similar to the benchmark; however ratings for Education and Enrichment were lower than in comparison communities and ratings within Built Environment were higher than in comparison communities. Across a variety of facets within Community Characteristics and Governance, residents gave ratings that were higher than comparison communities. Ratings for Overall and General Community Characteristics, as well as within the facets of Natural Environment, Economy, Recreation and Wellness and Education and Enrichment received especially high ratings. Ratings were also high for Economy, Education and Enrichment and Community Engagement in the pillar of Governance. Broadly, ratings about the community’s characteristics across most of the facets were stronger than were ratings of governance or citizen engagement. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	24	26	0	16	26	0	3	21	11
General	5	2	0	1	2	0	1	1	1
Safety	1	2	0	2	4	0	0	2	1
Mobility	1	6	0	1	6	0	0	1	1
Natural Environment	2	1	0	0	4	0	0	3	0
Built Environment	1	4	0	2	5	0	1	1	0
Economy	5	3	0	1	0	0	1	1	1
Recreation and Wellness	4	2	0	1	3	0	0	3	2
Education and Enrichment	4	2	0	1	1	0	0	1	2
Community Engagement	1	4	0	7	1	0	0	8	3

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↑	93%	Customer service	↔	↔	85%	Recommend Novi	↔	↑	97%
	Overall quality of life	↔	↑	95%	Services provided by Novi	↔	↑	89%	Remain in Novi	↔	↔	92%
	Place to retire	↔	↔	62%	Services provided by the Federal Government	↑	↔	47%	Contacted Novi employees	↔	↓	37%
	Place to raise children	↔	↑	95%								
	Place to live	↔	↑	98%								
	Neighborhood	↔	↔	89%								
	Overall image	↔	↑	92%								
Safety	Overall feeling of safety	*	↑	96%	Police	↔	↑	88%	Was NOT the victim of a crime	↔	↔	93%
	Safe in neighborhood	↔	↔	95%	Crime prevention	↔	↑	86%	Did NOT report a crime	*	↔	85%
	Safe downtown/commercial area	↔	↔	96%	Fire	↔	↔	95%	Stocked supplies for an emergency	*	↓	26%
					Fire prevention	↔	↔	90%				
					Ambulance/EMS	↔	↔	94%				
				Emergency preparedness	↔	↔	74%					
Mobility	Traffic flow	↔	↔	55%	Traffic enforcement	↔	↑	80%	Carpooled instead of driving alone	*	↓	28%
	Travel by car	↔	↔	75%	Street repair	↓	↔	40%	Walked or biked instead of driving	*	↔	55%
	Travel by bicycle	↔	↔	50%	Street cleaning	↔	↔	60%				
	Ease of walking	↔	↔	58%	Street lighting	↔	↔	68%				
	Overall ease travel	*	↔	83%	Snow removal	↔	↔	67%				
	Public parking	*	↑	82%	Sidewalk maintenance	↔	↔	64%				
	Paths and walking trails	↔	↔	58%	Traffic signal timing	↔	↔	54%				
Natural Environment	Overall natural environment	↔	↔	85%	Recycling	↓	↔	68%	Recycled at home	↔	↔	78%
	Air quality	*	↑	92%	Drinking water	↔	↔	79%	Conserved water	*	↔	74%
	Cleanliness	↔	↑	95%	Open space	*	↔	64%	Made home more energy efficient	*	↔	78%
					Natural areas preservation	↔	↔	70%				
Built Environment	New development in Novi	↓	↔	68%	Sewer services	↔	↔	85%	NOT experiencing housing cost stress	↔	↔	75%
	Affordable quality housing	↓	↔	60%	Storm drainage	↔	↔	76%	Did NOT observe a code violation	*	↑	68%
	Housing options	↓	↑	75%	Power utility	*	↔	75%				
	Overall built environment	*	↔	76%	Utility billing	*	↔	72%				
	Public places	*	↔	74%	Land use, planning and zoning	↔	↑	64%				
					Code enforcement	↔	↑	74%				
				Cable television	↔	↔	61%					

**Legend**

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available

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	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	*	↑↑	92%	Economic development	↔	↑↑	77%	Economy will have positive impact on income	↑	↑	40%
	Shopping opportunities	↔	↑↑	94%					Purchased goods or services in Novi	*	↔	98%
	Employment opportunities	↑	↑↑	66%					Work in Novi	*	↓↓	21%
	Place to visit	*	↔	72%								
	Cost of living	*	↔	54%								
	Vibrant downtown/commercial area	*	↔	49%								
	Place to work	↔	↑↑	84%								
Recreation and Wellness	Business and services	↔	↑	83%								
	Fitness opportunities	*	↔	80%	City parks	↔	↔	85%	In very good to excellent health	*	↔	68%
	Recreational opportunities	↔	↔	77%	Recreation centers	↓	↔	77%	Used Novi recreation centers	↔	↓	47%
	Health care	↔	↑	86%	Recreation programs	↔	↔	79%	Visited a City park	↓	↓	66%
	Food	↔	↑	83%	Health services	*	↑	87%	Ate 5 portions of fruits and vegetables	*	↔	86%
	Health and wellness	*	↑	88%					Participated in moderate or vigorous physical activity	*	↔	82%
Education and Enrichment	Preventive health services	↔	↑	85%								
	K-12 education	↔	↑	93%	Public libraries	↔	↑	92%	Used Novi public libraries	↓	↔	64%
	Cultural/arts/music activities	↓	↔	64%	Special events	*	↔	72%	Participated in religious or spiritual activities	*	↓	35%
	Child care/preschool	↑	↑	78%					Attended a City-sponsored event	*	↓	35%
	Religious or spiritual events and activities	↔	↔	76%								
	Adult education	*	↑	76%								
Community Engagement	Overall education and enrichment	*	↑	92%								
	Opportunities to participate in community matters	↔	↔	75%	Public information	↔	↑	80%	Sense of community	↔	↔	70%
	Opportunities to volunteer	↔	↔	74%	Overall direction	↔	↑	83%	Voted in local elections	↑	↔	79%
	Openness and acceptance	↔	↑	83%	Value of services for taxes paid	↔	↔	65%	Talked to or visited with neighbors	*	↔	87%
	Social events and activities	↓	↔	65%	Welcoming citizen involvement	↔	↑	72%	Attended a local public meeting	↔	↔	16%
	Neighborliness	*	↔	70%	Confidence in City government	*	↑	75%	Watched a local public meeting	↓	↓	18%
					Acting in the best interest of Novi	*	↑	78%	Volunteered	↔	↓	29%
					Being honest	*	↑	78%	Participated in a club	↔	↔	22%
					Treating all residents fairly	*	↑	81%	Campaigned for an issue, cause or candidate	*	↔	15%
									Contacted Novi elected officials	*	↓	7%
								Read or watched local news	*	↔	78%	
								Done a favor for a neighbor	*	↔	74%	

**Legend**

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available