

## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Novi. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 483 residents of the City of Novi collected from October 16, 2020 to December 4, 2020. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2020 survey was 18%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Novi.



### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Novi’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Novi residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Novi’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Novi’s average rating was more than 20 points different when compared to the benchmark.

### Trends over time

Trend data for Novi represent important comparison data and should be examined for improvements or declines\*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents’ opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2018 and 2020 surveys, the change is statistically significant.

\* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

# Methods

## Selecting survey recipients

All households within the City of Novi were eligible to participate in the survey. A list of all households within the zip codes serving Novi was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Novi households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Novi boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the three geographic areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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

## Conducting the survey

The 2,700 randomly selected households received mailings beginning on October 16, 2020 and the survey remained open for seven weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 3% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,630 households that received the invitations to participate, 483 completed the survey, providing an overall response rate of 18%. The response rate was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Novi survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (483 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Novi. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on November 20, 2020. The survey remained open for two weeks.

The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

## Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

For both the probability sample and open participation (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Novi. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were age, sex, race, ethnicity, housing type, tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

		Unweighted	Weighted	Target*
Age	18-34	6%	26%	27%
	35-54	31%	39%	39%
	55+	63%	35%	34%
Area	North of I-96	27%	36%	36%
	South of I-96/East of Novi Road	36%	32%	32%
	South of I-96/West of Novi Road	37%	32%	32%
Hispanic	No, not Spanish, Hispanic or Latino	96%	96%	97%
	Yes, I consider myself to be Spanish, Hispanic or Latino	4%	4%	3%
Housing type	Attached	30%	42%	42%
	Detached	70%	58%	58%
Race/ethnicity	Not white alone	30%	34%	34%

	White alone	70%	66%	66%
Sex	Female	49%	53%	52%
	Male	51%	47%	48%
Sex/age	Female 18-34	4%	14%	14%
	Female 35-54	21%	20%	20%
	Female 55+	24%	19%	19%
	Male 18-34	3%	12%	13%
	Male 35-54	22%	19%	19%
	Male 55+	26%	16%	16%
Tenure	Own	79%	65%	65%
	Rent	21%	35%	35%

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

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

## Contact

The City of Novi funded this research. Please contact Sheryl Walsh of the City of Novi at [swalsh@cityofnovi.org](mailto:swalsh@cityofnovi.org) if you have any questions about the survey.

## Survey Validity

See the Polco knowledge base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

\* See AAPOR’s Standard Definitions for more information at <https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2017 American Community Survey

# Highlights

## **Ratings for quality of life and feelings of safety in the community are high.**

Ratings related to quality of life tended to be higher in Novi compared to those given in communities across the nation. Nearly all residents offered positive evaluations to the overall quality of life in Novi and Novi as a place to live; further, 95% of residents would recommend living in Novi to someone who asks and 87% planned to remain in Novi for the next five years. The aforementioned ratings were on par with ratings given on the 2018 Novi survey.

Residents' assessments of overall feeling of safety, as well as feelings of safety in neighborhoods, in Novi's downtown/commercial area, and from property or violent crime, were strong; nearly all residents reported feeling very or somewhat safe. While these ratings tended to be stable over time in Novi, overall feeling of safety and feelings of safety from property or violent crime were higher in Novi than in comparison communities.

## **Residents appreciate various aspects of local leadership and governance.**

At least two-thirds of residents felt positively about each listed aspect of government performance included on the 2020 survey. The local government treating residents with respect and treating all residents fairly were among the highest rated; about 8 in 10 residents gave excellent or good marks to these. Survey respondents assessments of the value of services for taxes paid, overall confidence in Novi government, generally acting in the best interest of the community, being honest, and treating all residents fairly were all higher than those offered in comparison communities. When compared to ratings given in 2018, the local government generally acting in the best interest of the community was given a higher rating in 2020.

## **Economy-related ratings are generally higher than comparison communities and have remained steady over time.**

Characteristics of the economy were generally rated higher in Novi than in comparison communities. About half of respondents gave positive ratings to cost of living and to the vibrancy of Novi's downtown/commercial area and about 9 in 10 respondents gave positive ratings to shopping opportunities and the overall economic health of Novi. Further, about 9 in 10 respondents rated Novi as an excellent or good place to work, a rating also higher than the national benchmark. While ratings have seen slight fluctuations over time, the overall trend shows stability.

## **Community design could be an area of opportunity as various ratings are declining.**

While various characteristics of community design were given strong ratings in 2020 (i.e., neighborhoods as a place to live, overall design or layout of Novi's residential and commercial areas, well-designed neighborhoods, etc.), some aspects have declined in 2020 compared to ratings given in 2018; including the quality of public places where people want to spend time, availability of affordable quality housing, and overall appearance of Novi. When reviewing ratings for services related to community design, land use, planning and zoning also declined in 2020 compared to 2018.

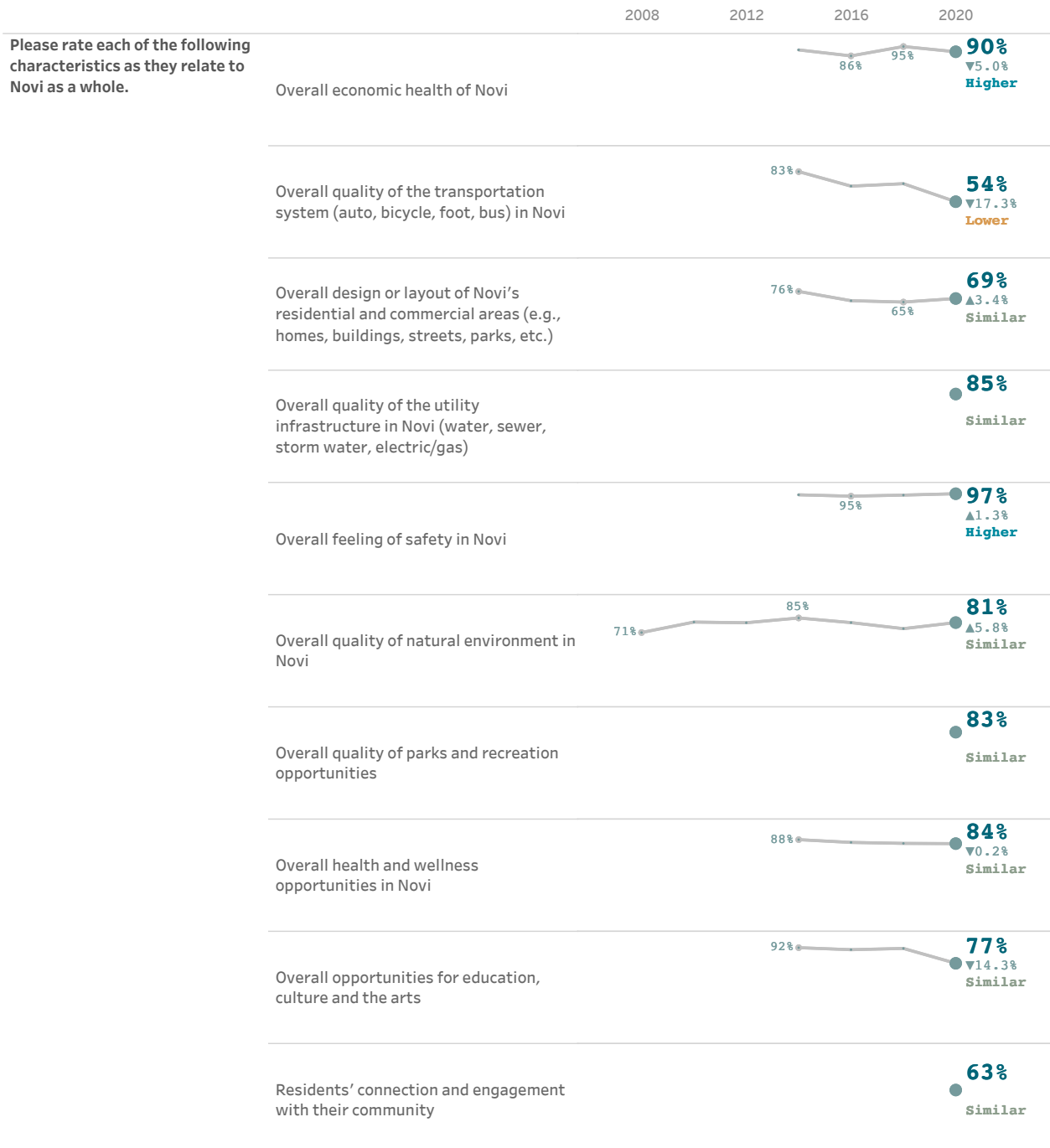
# Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

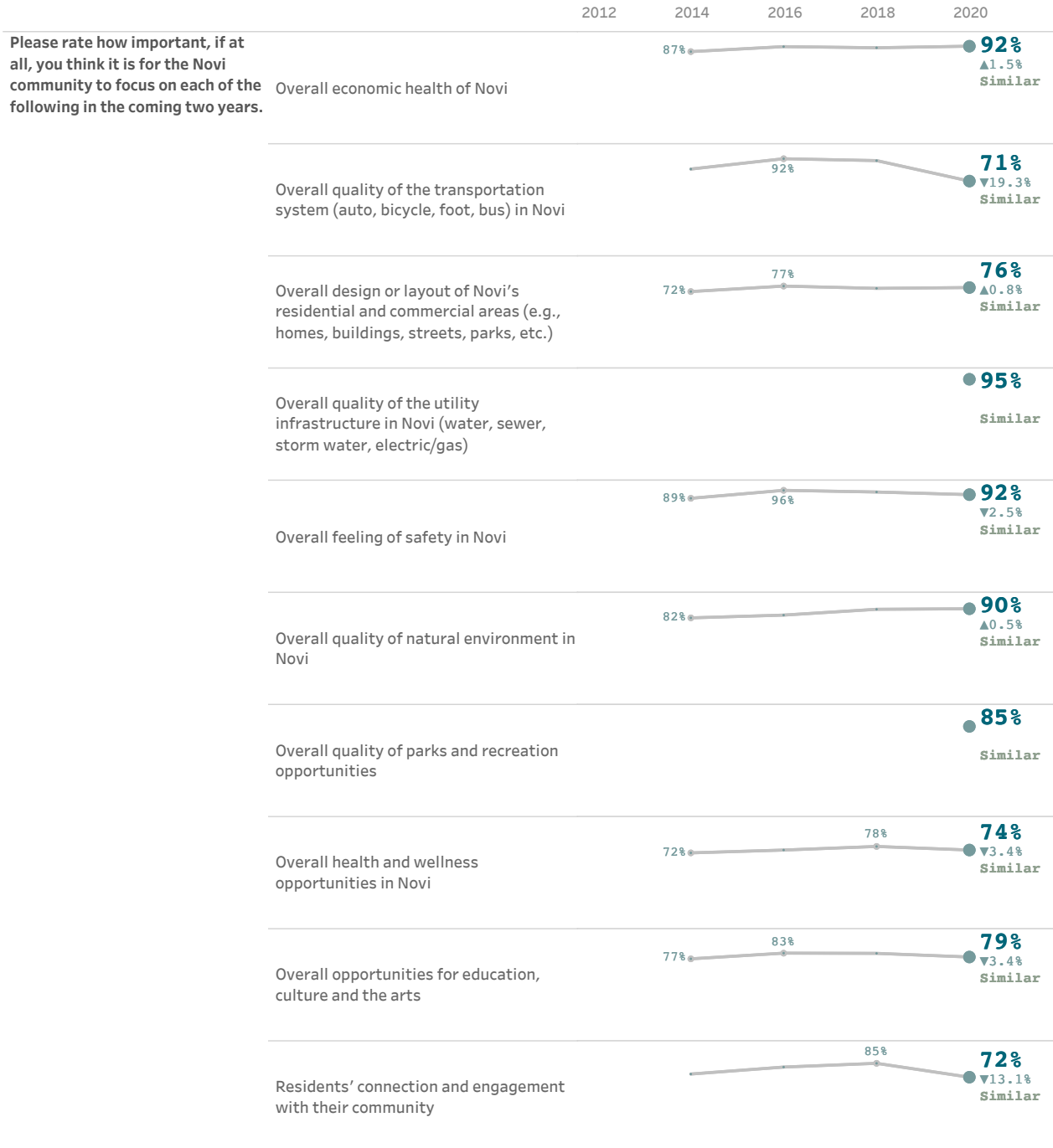
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the National Benchmark).



## Quality ratings



## Importance ratings



\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half or both lists.

Services were classified as "more important" if they were rated as essential or very important by 85% or more of respondents. Services were rated as "less important" if they received a rating of less than 85%. Services receiving quality ratings of excellent or good by 83% or more of respondents were considered of "higher quality" and those with ratings lower than 83% were considered to be of "lower quality." This classification divided the services in half.

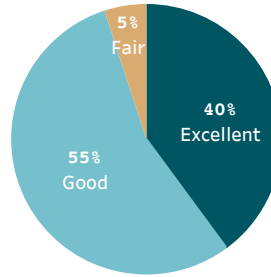
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



# Quality of life

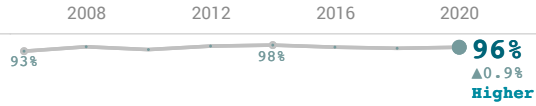
Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Novi, 2020

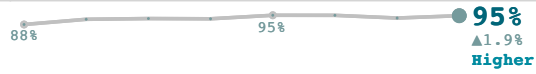


Please rate each of the following aspects of quality of life in Novi.

Novi as a place to live



The overall quality of life in Novi

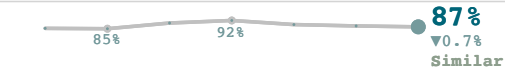


Please indicate how likely or unlikely you are to do each of the following.

Recommend living in Novi to someone who asks



Remain in Novi for the next five years



Please rate each of the following characteristics as they relate to Novi as a whole.

Overall image or reputation of Novi



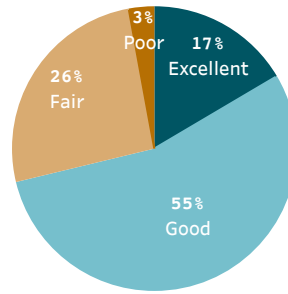
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\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



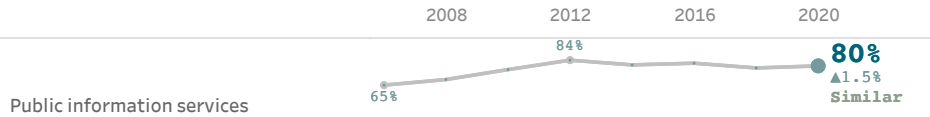
# Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Novi government, 2020



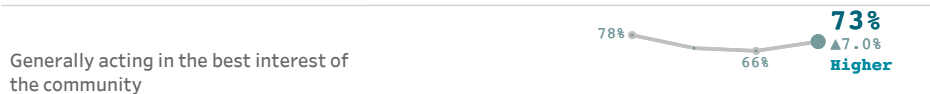
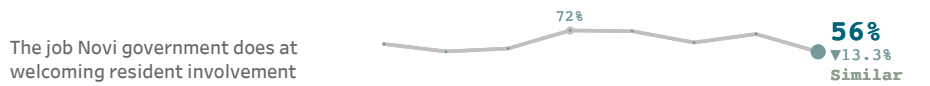
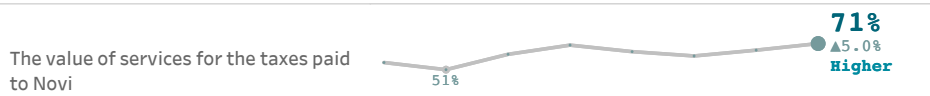
Please rate the quality of each of the following services in Novi.



Please also rate the quality of each of the following services in Novi.



Please rate the following categories of Novi government performance.



Treating an residents fairly

84%

Treating residents with respect

Similar

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

The City of Novi



Similar

The Federal Government



47%

Similar

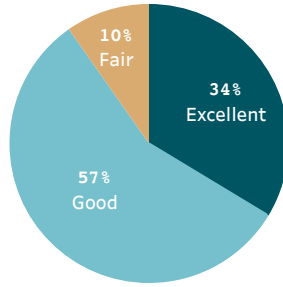
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# Economy

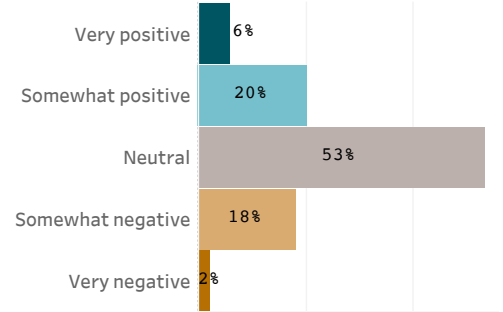
Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.



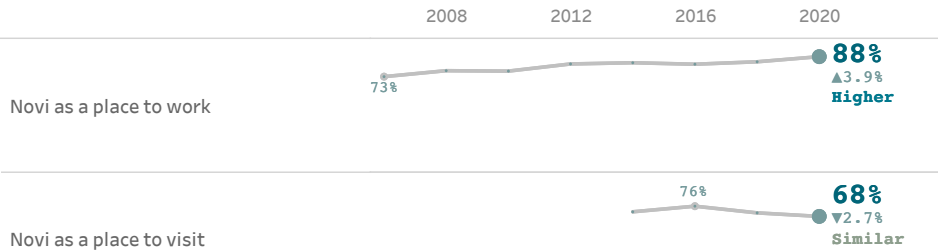
Overall economic health of Novi, 2020



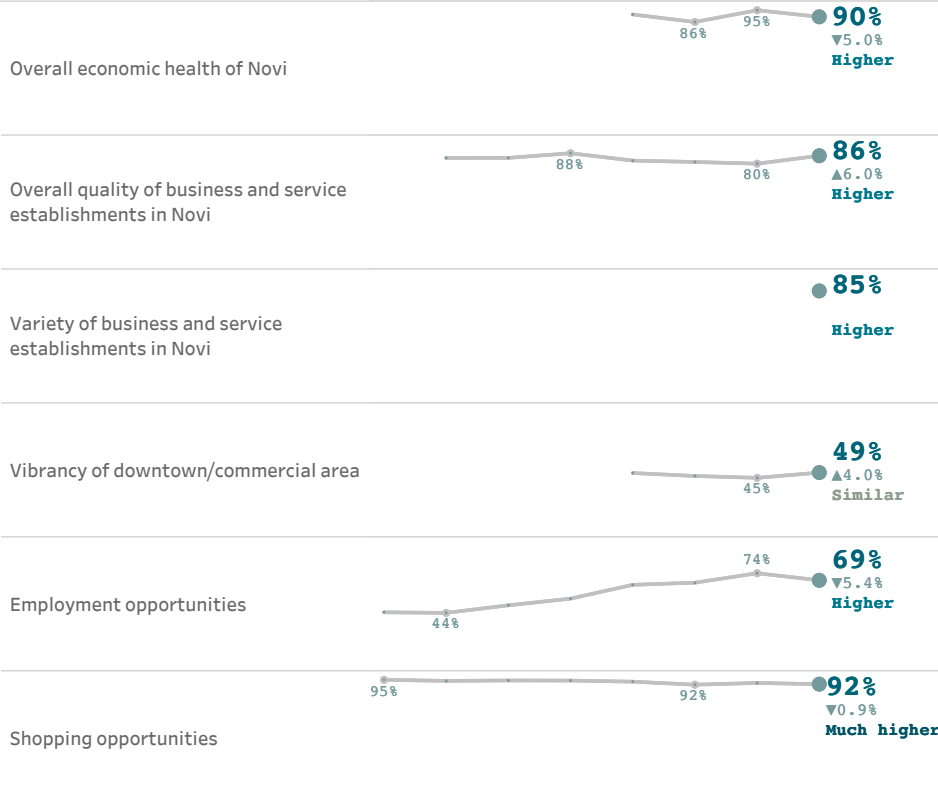
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



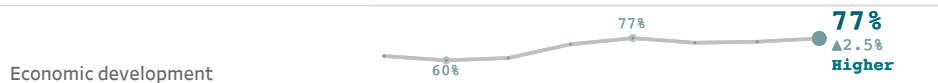
Please rate each of the following aspects of quality of life in Novi.



Please rate each of the following characteristics as they relate to Novi as a whole.



Please rate the quality of each of the following services in Novi.



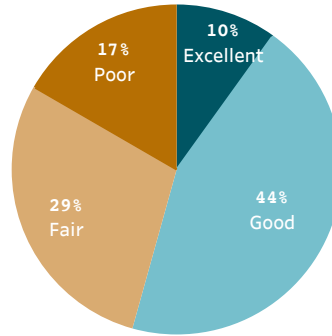
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\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Novi, 2020



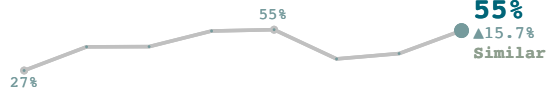
2008 2012 2016 2020

Please rate each of the following characteristics as they relate to Novi as a whole.

Overall quality of the transportation system (auto, bicycle, foot, bus) in Novi



Traffic flow on major streets



Ease of public parking



Ease of travel by car in Novi



Ease of travel by public transportation in Novi



Ease of travel by bicycle in Novi



Ease of walking in Novi



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

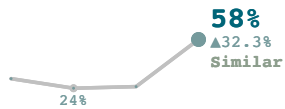
Used bus, rail, subway or other public transportation instead of driving



Carpooled with other adults or children instead of driving alone



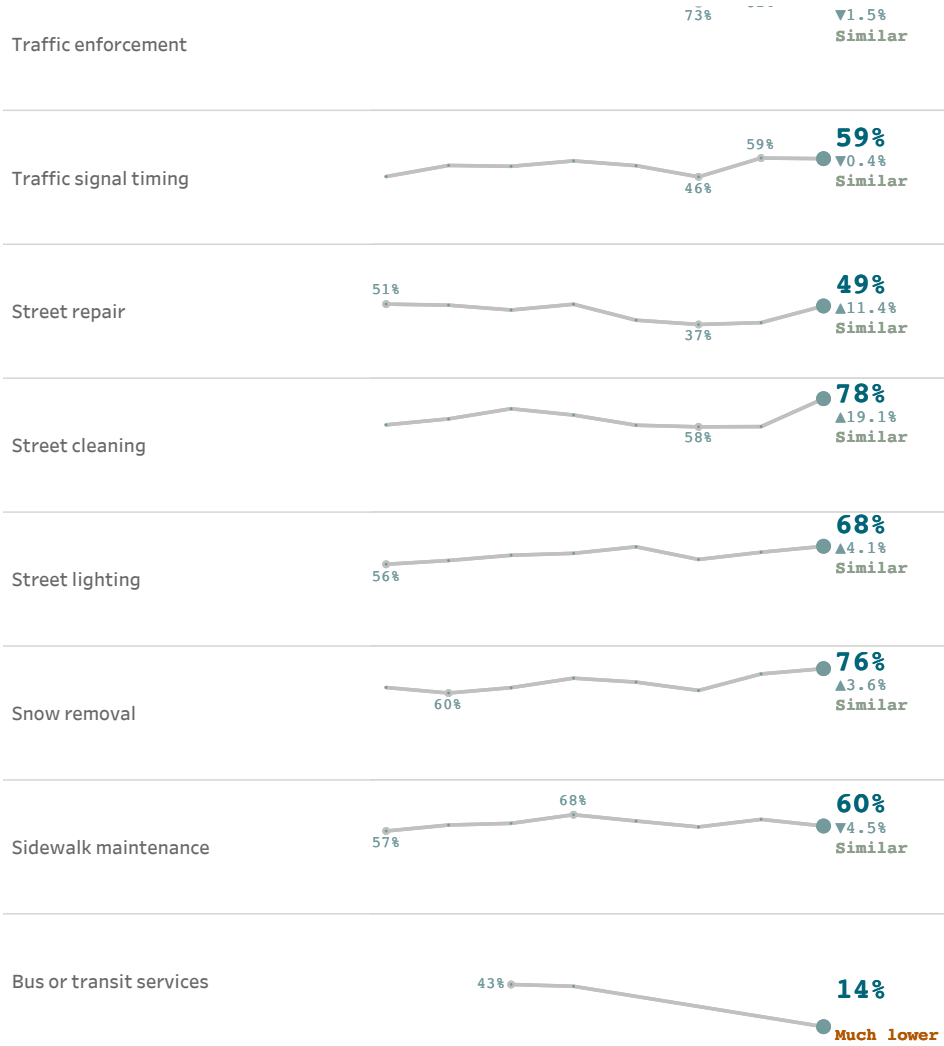
Walked or biked instead of driving



Please rate the quality of each of



the following services in Novi.



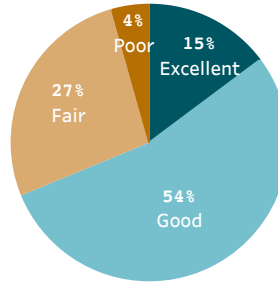
Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Overall design or layout of Novi's residential and commercial areas, 2020



Please rate each of the following aspects of quality of life in Novi.

Your neighborhood as a place to live



Please rate each of the following characteristics as they relate to Novi as a whole.

Overall design or layout of Novi's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)



Well-planned residential growth



Well-planned commercial growth



Well-designed neighborhoods



Preservation of the historical or cultural character of the community



Public places where people want to spend time



Variety of housing options



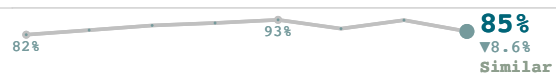
Availability of affordable quality housing



Overall quality of new development in Novi



Overall appearance of Novi



Please rate the quality of each of the following services in Novi.



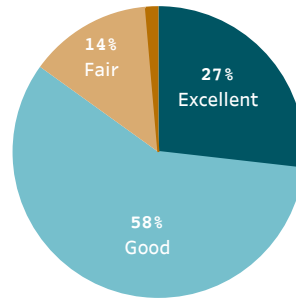
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# Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Novi, 2020



Characteristic	2008	2012	2016	2020	Comparison
<b>Please rate each of the following characteristics as they relate to Novi as a whole.</b>					
Overall quality of the utility infrastructure in Novi (water, sewer, storm water, electric/gas)				<b>85%</b>	Similar
<b>Please rate the quality of each of the following services in Novi.</b>					
Affordable high-speed internet access				<b>49%</b>	Similar
Garbage collection	81%		94%	<b>91%</b>	▼2.8% Similar
Drinking water		79%	85%	<b>82%</b>	▼2.8% Similar
Sewer services	79%			<b>91%</b>	▲4.4% Similar
Storm water management (storm drainage, dams, levees, etc.)	69%			<b>82%</b>	▲6.2% Higher
Power (electric and/or gas) utility		75%		<b>91%</b>	▲5.4% Similar
Utility billing		72%		<b>85%</b>	▲2.0% Similar

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Novi, 2020



2008 2012 2016 2020

Please rate each of the following characteristics as they relate to Novi as a whole.

Overall feeling of safety in Novi



Please rate how safe or unsafe you feel:

In your neighborhood during the day



In Novi's downtown/commercial area during the day



From property crime



From violent crime



From fire, flood or other natural disaster



Please rate the quality of each of the following services in Novi.

Police/Sheriff services



Crime prevention



Animal control

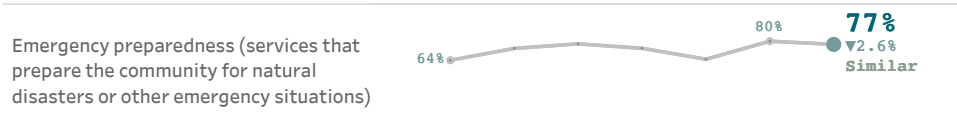


Ambulance or emergency medical services



Fire services






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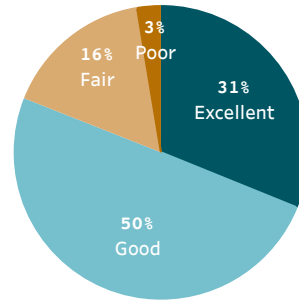
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# Natural environment

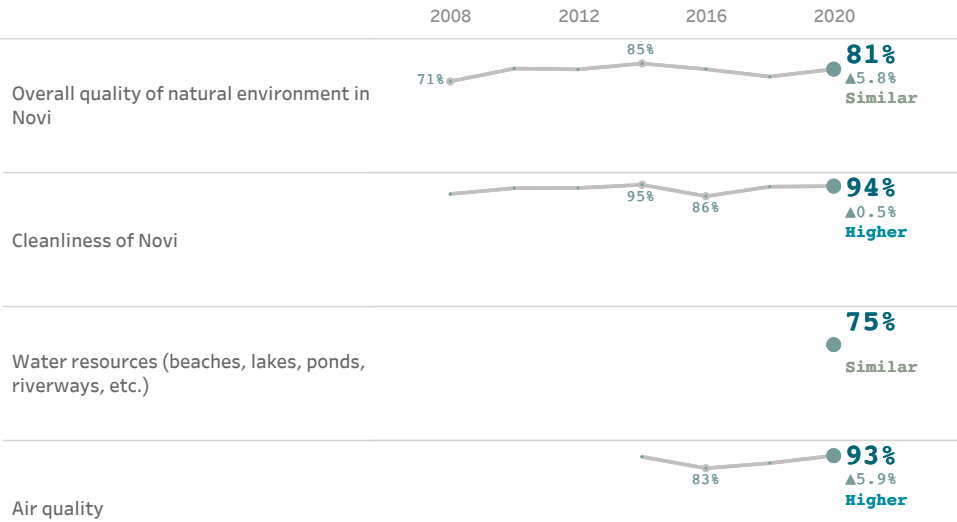
The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



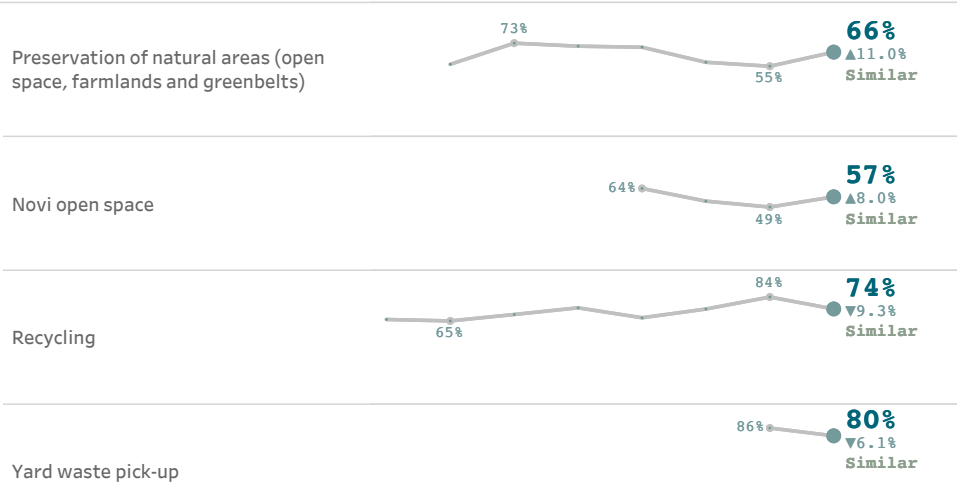
Overall quality of natural environment in Novi, 2020



Please rate each of the following characteristics as they relate to Novi as a whole.



Please rate the quality of each of the following services in Novi.



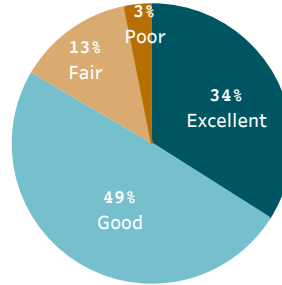
\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2020

## Parks and recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association



	2008	2012	2016	2020
<p><b>Please rate each of the following characteristics as they relate to Novi as a whole.</b></p> <p>Overall quality of parks and recreation opportunities</p>				<p><b>83%</b> Similar</p>
<p>Availability of paths and walking trails</p>	46%			<p><b>72%</b> ▲15.2% Similar</p>
<p>Fitness opportunities (including exercise classes and paths or trails, etc.)</p>			80%	<p><b>73%</b> ▼0.9% Similar</p>
<p>Recreational opportunities</p>	68%		80%	<p><b>70%</b> ▼4.2% Similar</p>
<p><b>Please also rate the quality of each of the following services in Novi.</b></p> <p>City parks</p>				<p><b>87%</b> ▲1.1% Similar</p>
<p>Recreation programs or classes</p>	72%			<p><b>85%</b> ▲3.1% Higher</p>
<p>Recreation centers or facilities</p>	70%		84%	<p><b>80%</b> ▲0.1% Similar</p>

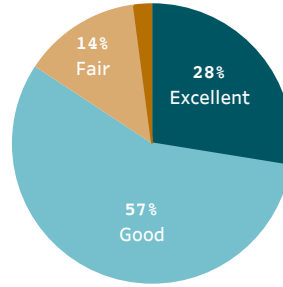
\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

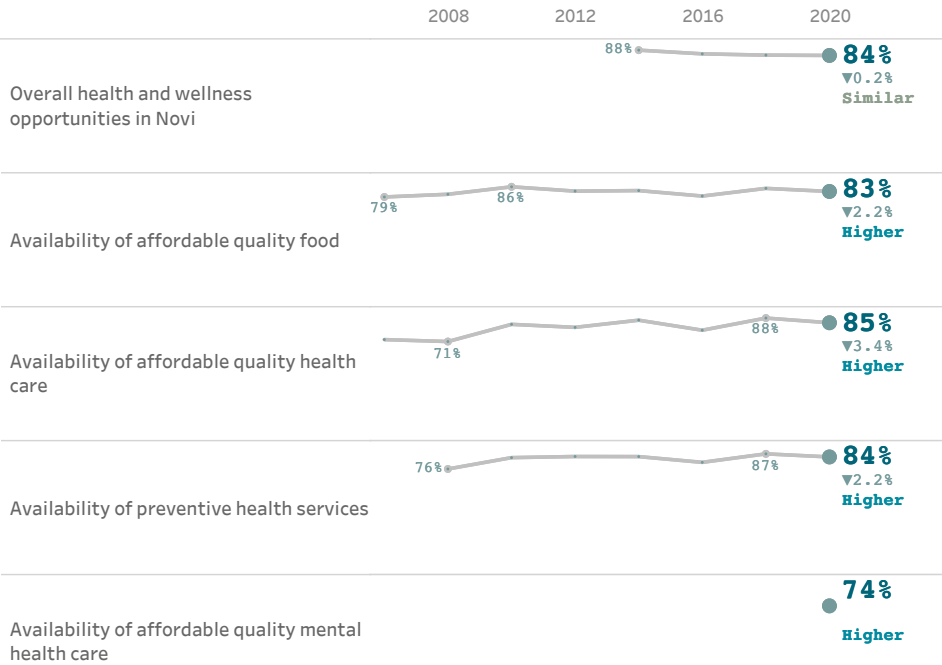
# Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Novi, 2020



Please rate each of the following characteristics as they relate to Novi as a whole.



Please also rate the quality of each of the following services in Novi.



Would you say that in general your health is:



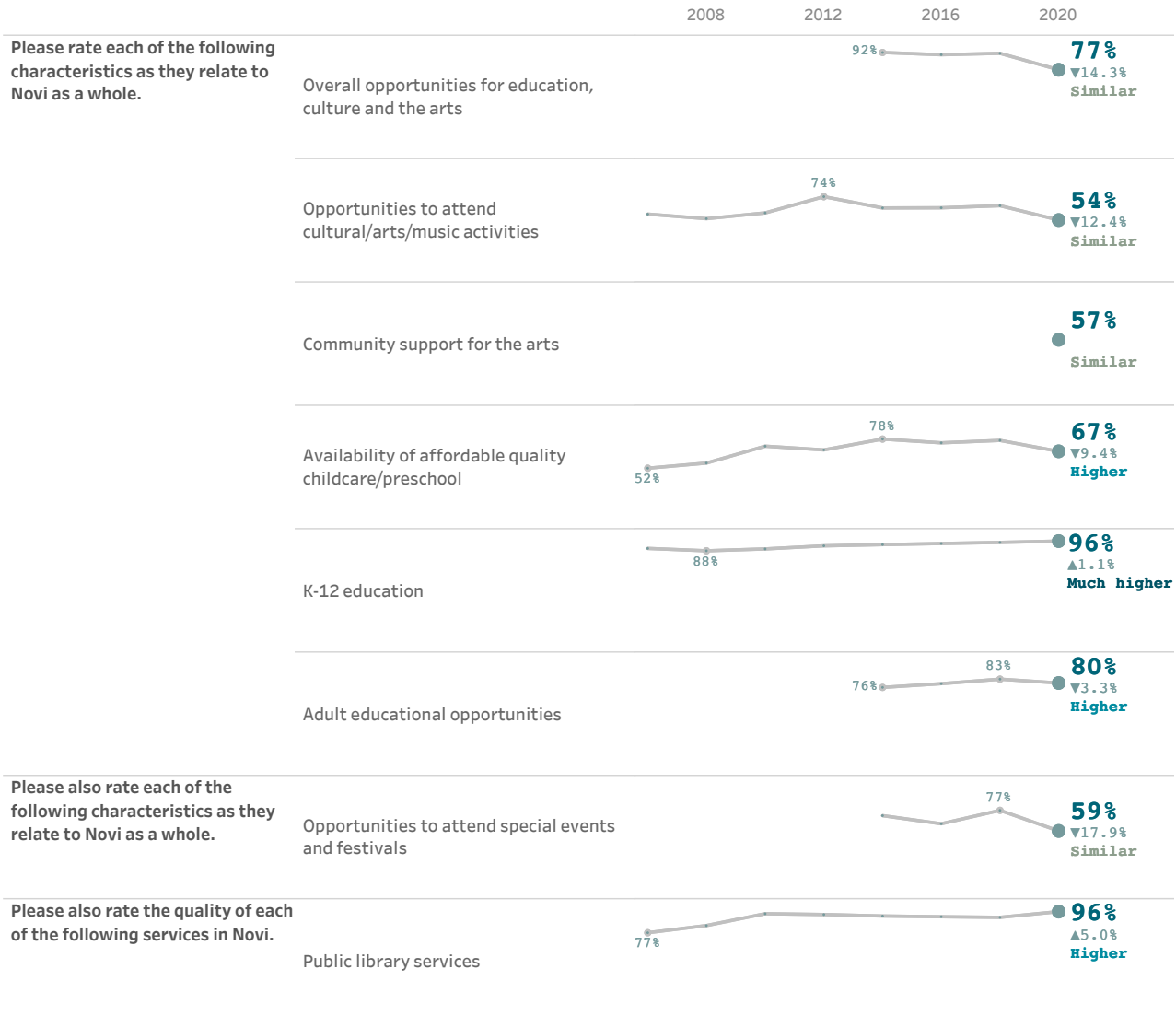
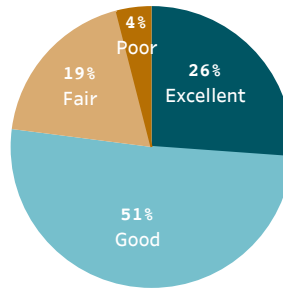
\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts, 2020

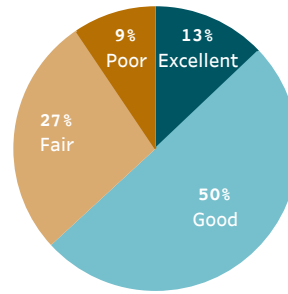


\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

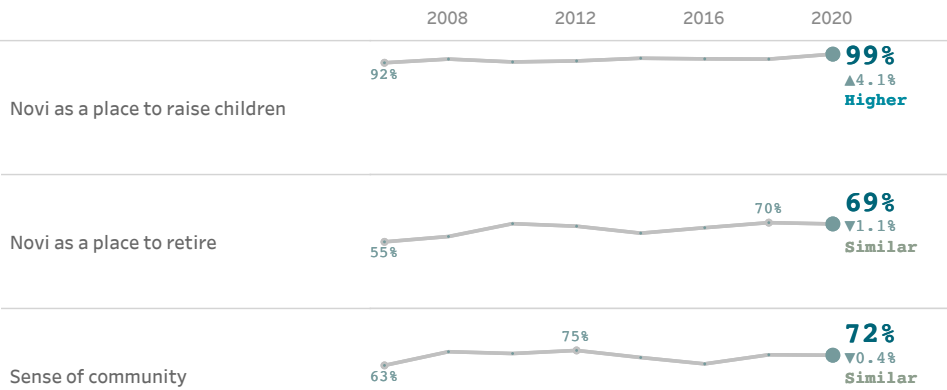
# Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Residents' connection and engagement with their community, 2020



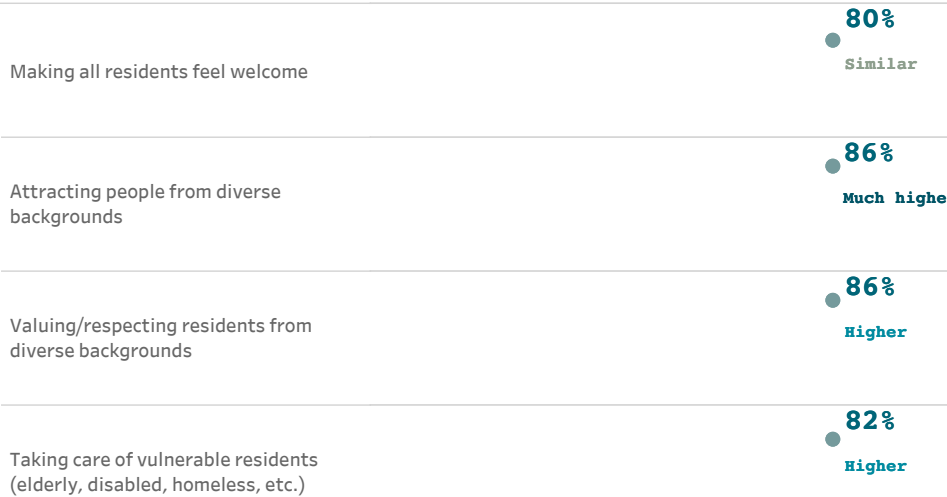
Please rate each of the following aspects of quality of life in Novi.



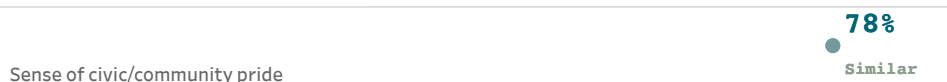
Please rate each of the following characteristics as they relate to Novi as a whole.



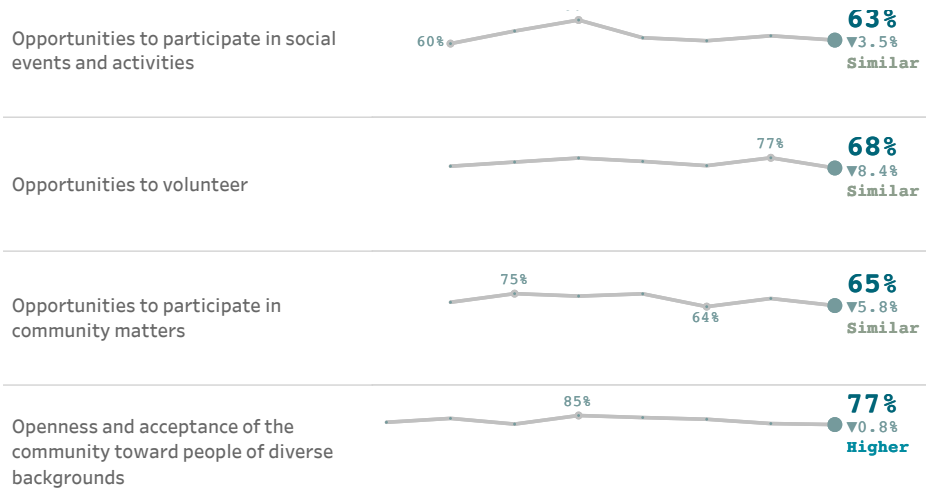
Please rate the job you feel the Novi community does at each of the following.



Please also rate each of the following characteristics as they relate to Novi as a whole.







\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Residents' participation levels

		% yes	vs. benchmark *
Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	75%	Similar
	Contacted the City of Novi (in-person, phone, email or web) for help or inform..	48%	Similar
	Volunteered your time to some group/activity in Novi	21%	Lower
	Attended a local public meeting (of local elected officials like City Council or C..	19%	Similar
	Watched (online or on television) a local public meeting	13%	Similar
	Contacted Novi elected officials (in-person, phone, email or web) to express y..	13%	Similar
	Campaigned or advocated for a local issue, cause or candidate	12%	Lower

		% a few times a week or more	
In general, how many times do you:	Use or check email	99%	Similar
	Access the internet from your home using a computer, laptop or tablet compu..	98%	Similar
	Access the internet from your cell phone	96%	Similar
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	81%	Similar
	Shop online	59%	Similar
	Share your opinions online	34%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## National benchmark tables

Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. Comparisons to results from other locations across the country can help provide context to the ratings received in Novi.

Ratings are compared when there were at least five other communities in which a similar question was asked. Where comparisons are available, five columns are provided in the table. The first column shows the comparison of Novi’s rating to the benchmark. In that column, Novi’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Novi residents is statistically similar to or different (greater or lesser) than the benchmark. The second column is Novi’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.). The third column is the rank assigned to Novi’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. And finally, the fifth column shows the percentile for Novi’s result -- that is what percent of surveyed communities had a lower rating than Novi.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2020 ratings compare to other communities’ ratings from the past five years.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Novi.</b>	Novi as a place to live	Higher	96%	52	381	87
	Your neighborhood as a place to live	Similar	92%	36	313	89
	Novi as a place to raise children	Higher	99%	25	378	94
	Novi as a place to work	Higher	88%	12	361	97
	Novi as a place to visit	Similar	68%	124	296	58
	Novi as a place to retire	Similar	69%	116	362	68
	The overall quality of life in Novi	Higher	95%	70	438	84
	Sense of community	Similar	72%	111	309	64
<b>Please rate each of the following characteristics as they relate to Novi as a whole.</b>	Overall economic health of Novi	Higher	90%	27	278	91
	Overall quality of the transportation system (auto, bicy..	Lower	54%	256	283	10
	Overall design or layout of Novi’s residential and comm..	Similar	69%	94	273	66
	Overall quality of the utility infrastructure in Novi (wat..	Similar	85%	10	40	73
	Overall feeling of safety in Novi	Higher	97%	44	359	88
	Overall quality of natural environment in Novi	Similar	81%	133	284	54
	Overall quality of parks and recreation opportunities	Similar	83%	24	40	37
	Overall health and wellness opportunities in Novi	Similar	84%	67	276	76
	Overall opportunities for education, culture and the arts	Similar	77%	97	275	65
Residents’ connection and engagement with their com..	Similar	63%	18	40	52	
<b>Please indicate how likely or unlikely you ar..</b>	Recommend living in Novi to someone who asks	Higher	95%	39	293	87
	Remain in Novi for the next five years	Similar	87%	103	286	64
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	99%	25	352	93
	In Novi’s downtown/commercial area during the day	Similar	96%	73	326	78
	From property crime	Higher	94%	5	54	91
	From violent crime	Higher	98%	9	54	83
	From fire, flood or other natural disaster	Similar	96%	2	40	95
<b>Please rate the job you feel the Novi community does at each of the following.</b>	Making all residents feel welcome	Similar	80%	5	40	87
	Attracting people from diverse backgrounds	Much higher	86%	1	40	98
	Valuing/respecting residents from diverse backgrounds	Higher	86%	1	40	98
	Taking care of vulnerable residents (elderly, disabled, h..	Higher	82%	2	40	95
<b>Please rate each of the following characteristics as they relate to Novi as a whole.</b>	Overall quality of business and service establishments i..	Higher	86%	10	282	97
	Variety of business and service establishments in Novi	Higher	85%	1	39	98
	Vibrancy of downtown/commercial area	Similar	49%	134	258	48
	Employment opportunities	Higher	69%	19	313	94
	Shopping opportunities	Much higher	92%	5	299	99
	Cost of living in Novi	Similar	50%	84	276	70
	Overall image or reputation of Novi	Higher	92%	45	351	88
<b>Please rate each of the following characteristics as they relate to Novi as a whole.</b>	Traffic flow on major streets	Similar	55%	128	336	62
	Ease of public parking	Higher	82%	9	244	97
	Ease of travel by car in Novi	Similar	77%	72	312	77
	Ease of travel by public transportation in Novi	Much lower	16%	235	248	5
	...	...	...	...	...	...












































	Ease of travel by bicycle in Novi	Similar	46%	192	312	39	
	Ease of walking in Novi	Similar	66%	187	313	41	
	Well-planned residential growth	Similar	54%	19	43	53	
	Well-planned commercial growth	Similar	56%	11	43	73	
	Well-designed neighborhoods	Similar	71%	14	44	66	
	Preservation of the historical or cultural character of th..	Similar	60%	21	38	41	
	Public places where people want to spend time	Similar	63%	160	267	40	
	Variety of housing options	Higher	72%	38	286	87	
	Availability of affordable quality housing	Similar	43%	120	310	62	
	Overall quality of new development in Novi	Similar	68%	56	298	82	
	Overall appearance of Novi	Similar	85%	100	344	71	
	Cleanliness of Novi	Higher	94%	39	309	88	
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	75%	14	36	58	
	Air quality	Higher	93%	38	257	86	
	Availability of paths and walking trails	Similar	72%	125	314	61	
	Fitness opportunities (including exercise classes and pa..	Similar	73%	141	264	47	
	Recreational opportunities	Similar	70%	149	298	50	
	Availability of affordable quality food	Higher	83%	19	257	93	
	Availability of affordable quality health care	Higher	85%	14	271	95	
	Availability of preventive health services	Higher	84%	17	253	94	
	Availability of affordable quality mental health care	Higher	74%	4	248	99	
	Opportunities to attend cultural/arts/music activities	Similar	54%	161	297	46	
	Community support for the arts	Similar	57%	20	40	46	
	Availability of affordable quality childcare/preschool	Higher	67%	24	269	92	
	K-12 education	Much higher	96%	7	273	98	
	Adult educational opportunities	Higher	80%	17	255	94	
<b>Please also rate each of the following characteristics as they relate to Novi as a whole.</b>	Sense of civic/community pride	Similar	78%	10	40	73	
	Neighborliness of residents in Novi	Similar	72%	72	269	74	
	Opportunities to participate in social events and activiti..	Similar	63%	124	273	55	
	Opportunities to attend special events and festivals	Similar	59%	195	291	33	
	Opportunities to volunteer	Similar	68%	151	276	46	
	Opportunities to participate in community matters	Similar	65%	149	282	47	
	Openness and acceptance of the community toward peo..	Higher	77%	21	302	94	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Novi (in-person, phone, email or w..	Similar	48%	117	336	65	
	Contacted Novi elected officials (in-person, phone, emai..	Similar	13%	212	267	21	
	Attended a local public meeting (of local elected official..	Similar	19%	163	273	41	
	Watched (online or on television) a local public meeting	Similar	13%	211	244	14	
	Volunteered your time to some group/activity in Novi	Lower	21%	255	275	7	
	Campaigned or advocated for a local issue, cause or can..	Lower	12%	244	255	4	
	Voted in your most recent local election	Similar	75%	20	40	46	
	Used bus, rail, subway or other public transportation in..	Much lower	5%	204	228	10	
	Carpooled with other adults or children instead of drivin..	Lower	26%	258	260	1	
	Walked or biked instead of driving	Similar	58%	127	268	53	
<b>Please rate the quality of each of the following services in Novi.</b>	Public information services	Similar	80%	50	289	83	
	Economic development	Higher	77%	24	288	92	
	Traffic enforcement	Similar	80%	51	360	86	
	Traffic signal timing	Similar	59%	87	272	69	
	Street repair	Similar	49%	172	355	52	
	Street cleaning	Similar	78%	84	312	73	
	Street lighting	Similar	68%	127	333	62	
	Snow removal	Similar	76%	79	274	72	
	Sidewalk maintenance	Similar	60%	128	312	59	
	Bus or transit services	Much lower	14%	231	243	5	
	Land use, planning and zoning	Similar	49%	142	303	53	
	Code enforcement (weeds, abandoned buildings, etc.)	Higher	70%	32	370	92	
	Affordable high-speed internet access	Similar	49%	22	37	36	
	Garbage collection	Similar	91%	58	339	83	
	Drinking water	Similar	82%	56	306	82	
	Sewer services	Similar	91%	22	308	93	
	Storm water management (storm drainage, dams, levee..	Higher	82%	21	333	94	
		Power (electric and/or gas) utility	Similar	91%	19	196	91

	Utility billing	Similar	85%	33	241	87
	Police/Sheriff services	Similar	92%	66	426	85
	Crime prevention	Higher	94%	12	356	97
	Animal control	Higher	85%	13	324	96
	Ambulance or emergency medical services	Similar	95%	119	327	64
	Fire services	Similar	94%	144	366	61
	Fire prevention and education	Similar	83%	86	289	71
	Emergency preparedness (services that prepare the co..	Similar	77%	39	284	87
	Preservation of natural areas (open space, farmlands an..	Similar	66%	119	262	55
	Novi open space	Similar	57%	159	252	37
	Recycling	Similar	74%	228	344	34
	Yard waste pick-up	Similar	80%	118	272	57
<b>Please also rate the quality of each of the following services in Novi.</b>	City parks	Similar	87%	123	316	62
	Recreation programs or classes	Higher	85%	41	317	88
	Recreation centers or facilities	Similar	80%	77	285	73
	Health services	Higher	86%	18	236	93
	Public library services	Higher	96%	14	324	96
	Overall customer service by Novi employees (police, rec..	Higher	90%	13	378	97
<b>Please rate the following categories of Novi government performance.</b>	The value of services for the taxes paid to Novi	Higher	71%	44	389	89
	The overall direction that Novi is taking	Similar	72%	41	324	88
	The job Novi government does at welcoming resident in..	Similar	56%	91	326	72
	Overall confidence in Novi government	Higher	71%	16	280	95
	Generally acting in the best interest of the community	Higher	73%	33	282	89
	Being honest	Higher	74%	32	273	89
	Being open and transparent to the public	Similar	67%	10	40	73
	Informing residents about issues facing the community	Similar	66%	15	45	66
	Treating all residents fairly	Higher	79%	11	278	97
	Treating residents with respect	Similar	84%	6	40	84
<b>Overall, how would you rate the quality of the s..</b>	The City of Novi	Similar	85%	66	400	84
	The Federal Government	Similar	47%	62	261	77
<b>Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.</b>	Overall economic health of Novi	Similar	92%	56	257	78
	Overall quality of the transportation system (auto, bicy..	Similar	71%	175	257	32
	Overall design or layout of Novi's residential and comm..	Similar	76%	116	257	55
	Overall quality of the utility infrastructure in Novi (wat..	Higher	95%	2	40	95
	Overall feeling of safety in Novi	Similar	92%	46	257	82
	Overall quality of natural environment in Novi	Higher	90%	19	257	93
	Overall quality of parks and recreation opportunities	Similar	85%	3	40	92
	Overall health and wellness opportunities in Novi	Similar	74%	121	256	53
	Overall opportunities for education, culture and the arts	Similar	79%	150	257	41
	Residents' connection and engagement with their com..	Lower	72%	238	257	7
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, l..	Similar	98%	3	40	92
	Access the internet from your cell phone	Similar	96%	1	40	98
	Visit social media sites such as Facebook, Twitter, What..	Similar	81%	13	40	64
	Use or check email	Similar	99%	3	40	92
	Share your opinions online	Similar	34%	12	40	67
	Shop online	Similar	59%	8	40	78
	Would you say that in general your health is:	Similar	76%	17	262	94
What impact, if any, do you think the economy will have ..	Similar	26%	193	267	28	

## Complete set of frequencies































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

In which category is your age?	18-24 years	
	25-34 years	
	35-44 years	
	45-54 years	
	55-64 years	
	65-74 years	
	75 years or older	
What is your gender?	Female	
	Male	
	Identify in another way	
Which best describes the building you live in?	One family house detache..	
	Building with two or more..	
	Mobile home	
	Other	
Do you rent or own your home?	Rent	
	Own	
Please rate each of the following aspects of quality of life in Novi.	Novi as a place to live	Excellent
		Good
		Fair
Your neighborhood as a place to live	Excellent	
	Good	
	Fair	
	Poor	
Novi as a place to raise children	Excellent	
	Good	
	Fair	
Novi as a place to work	Excellent	
	Good	
	Fair	
	Poor	
Novi as a place to visit	Excellent	
	Good	
	Fair	
	Poor	
Novi as a place to retire	Excellent	
	Good	
	Fair	
	Poor	
The overall quality of life in Novi	Excellent	
	Good	
	Fair	
Sense of community	Excellent	
	Good	
	Fair	
	Poor	
Please rate each of the following	Overall economic health of Novi	Excellent

Please rate each of the following characteristics as they relate to Novi as a whole.	Overall economic health of Novi	Good		
		Fair		
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Novi	Excellent		
		Good		
		Fair		
	Overall design or layout of Novi's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		
		Good		
		Fair		
	Overall quality of the utility infrastructure in Novi (water, sewer, storm water, electric/gas)	Excellent		
		Good		
		Fair		
	Overall feeling of safety in Novi	Excellent		
		Good		
		Fair		
	Overall quality of natural environment in Novi	Excellent		
		Good		
		Fair		
	Overall quality of parks and recreation opportunities	Excellent		
		Good		
Fair				
Overall health and wellness opportunities in Novi	Excellent			
	Good			
	Fair			
Overall opportunities for education, culture and the arts	Excellent			
	Good			
	Fair			
Residents' connection and engagement with their community	Excellent			
	Good			
	Fair			
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Novi to someone who asks	Very likely		
		Somewhat likely		
		Somewhat unlikely		
		Very unlikely		
	Remain in Novi for the next five years	Very likely		
		Somewhat likely		
		Somewhat unlikely		
		Very unlikely		
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe	
			Somewhat safe	
Neither safe nor unsafe				
In Novi's downtown/commercial area during the day		Very safe		
		Somewhat safe		
		Neither safe nor unsafe		

<b>Please rate how safe or unsafe you feel:</b>	In Novi's downtown/commercial area during the day	Somewhat unsafe		
		From property crime	Very safe	
			Somewhat safe	
			Neither safe nor unsafe	
	From violent crime	Somewhat unsafe		
		Very safe		
		Somewhat safe		
	From fire, flood or other natural disaster	Neither safe nor unsafe		
		Somewhat unsafe		
		Very safe		
		Somewhat safe		
	<b>Please rate the job you feel the Novi community does at each of the following.</b>	Making all residents feel welcome	Excellent	
Good				
Fair				
Poor				
Attracting people from diverse backgrounds		Excellent		
		Good		
		Fair		
		Poor		
Valuing/respecting residents from diverse backgrounds		Excellent		
		Good		
		Fair		
		Poor		
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)		Excellent		
		Good		
		Fair		
		Poor		
<b>Please rate each of the following characteristics as they relate to Novi as a whole.</b>	Overall quality of business and service establishments in Novi	Excellent		
		Good		
		Fair		
		Poor		
	Variety of business and service establishments in Novi	Excellent		
		Good		
		Fair		
		Poor		
	Vibrancy of downtown/commercial area	Excellent		
		Good		
		Fair		
		Poor		
	Employment opportunities	Excellent		
		Good		
		Fair		
		Poor		
	Shopping opportunities	Excellent		
		Good		
		Fair		
		Poor		
Cost of living in Novi	Excellent			
	Good			
	Fair			



Please rate each of the following characteristics as they relate to Novi as a whole.	Cost of living in Novi	Poor	
	Overall image or reputation of Novi	Excellent	
		Good	
		Fair	
		Poor	
Please rate each of the following characteristics as they relate to Novi as a whole.	Traffic flow on major streets	Excellent	
		Good	
		Fair	
		Poor	
	Ease of public parking	Excellent	
		Good	
		Fair	
		Poor	
	Ease of travel by car in Novi	Excellent	
		Good	
		Fair	
		Poor	
	Ease of travel by public transportation in Novi	Excellent	
		Good	
		Fair	
		Poor	
	Ease of travel by bicycle in Novi	Excellent	
		Good	
		Fair	
		Poor	
Ease of walking in Novi	Excellent		
	Good		
	Fair		
	Poor		
Well-planned residential growth	Excellent		
	Good		
	Fair		
	Poor		
Well-planned commercial growth	Excellent		
	Good		
	Fair		
	Poor		
Well-designed neighborhoods	Excellent		
	Good		
	Fair		
	Poor		
Preservation of the historical or cultural character of the community	Excellent		
	Good		
	Fair		
	Poor		
Public places where people want to spend time	Excellent		
	Good		
	Fair		
	Poor		
Variety of housing options	Excellent		
	Good		

Please rate each of the following characteristics as they relate to Novi as a whole.












































Variety of housing options	Fair	
	Poor	
Availability of affordable quality housing	Excellent	
	Good	
	Fair	
	Poor	
Overall quality of new development in Novi	Excellent	
	Good	
	Fair	
	Poor	
Overall appearance of Novi	Excellent	
	Good	
	Fair	
	Poor	
Cleanliness of Novi	Excellent	
	Good	
	Fair	
	Poor	
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent	
	Good	
	Fair	
	Poor	
Air quality	Excellent	
	Good	
	Fair	
	Poor	
Availability of paths and walking trails	Excellent	
	Good	
	Fair	
	Poor	
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent	
	Good	
	Fair	
	Poor	
Recreational opportunities	Excellent	
	Good	
	Fair	
	Poor	
Availability of affordable quality food	Excellent	
	Good	
	Fair	
	Poor	
Availability of affordable quality health care	Excellent	
	Good	
	Fair	
	Poor	
Availability of preventive health services	Excellent	
	Good	
	Fair	
	Poor	
Availability of affordable quality mental health care	Excellent	

Please rate each of the following characteristics as they relate to Novi as a whole.	Availability of affordable quality mental health care	Good	██████████
		Fair	██████
		Poor	█
	Opportunities to attend cultural/arts/music activities	Excellent	████
		Good	██████████
		Fair	██████████
		Poor	██
	Community support for the arts	Excellent	████
		Good	██████████
		Fair	██████████
		Poor	██
	Availability of affordable quality childcare/preschool	Excellent	████
Good		██████████	
Fair		██████████	
Poor		█	
K-12 education	Excellent	██████████	
	Good	██████████	
	Fair	█	
	Poor	█	
Adult educational opportunities	Excellent	████	
	Good	██████████	
	Fair	████	
	Poor	█	
Please also rate each of the following characteristics as they relate to Novi as a whole.	Sense of civic/community pride	Excellent	████
		Good	██████████
		Fair	████
		Poor	█
	Neighborliness of residents in Novi	Excellent	████
		Good	██████████
		Fair	████
		Poor	█
	Opportunities to participate in social events and activities	Excellent	████
		Good	██████████
		Fair	██████████
		Poor	██
Opportunities to attend special events and festivals	Excellent	████	
	Good	██████████	
	Fair	██████████	
	Poor	██	
Opportunities to volunteer	Excellent	████	
	Good	██████████	
	Fair	████	
	Poor	██	
Opportunities to participate in community matters	Excellent	████	
	Good	██████████	
	Fair	████	
	Poor	██	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent	████	
	Good	██████████	
	Fair	████	
	Poor	█	

Please indicate whether or not you have done each of the following in the last 12 months.			Percentage	
			No	Yes
Contacted the City of Novi (in-person, phone, email or web) for help or information	No		85%	15%
	Yes		15%	85%
Contacted Novi elected officials (in-person, phone, email or web) to express your opinion	No		95%	5%
	Yes		5%	95%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		95%	5%
	Yes		5%	95%
Watched (online or on television) a local public meeting	No		95%	5%
	Yes		5%	95%
Volunteered your time to some group/activity in Novi	No		95%	5%
	Yes		5%	95%
Campaigned or advocated for a local issue, cause or candidate	No		95%	5%
	Yes		5%	95%
Voted in your most recent local election	No		15%	85%
	Yes		85%	15%
Used bus, rail, subway or other public transportation instead of driving	No		95%	5%
	Yes		5%	95%
Carpooled with other adults or children instead of driving alone	No		95%	5%
	Yes		5%	95%
Walked or biked instead of driving	No		85%	15%
	Yes		15%	85%



Please rate the quality of each of the following services in Novi.			Percentage			
			Excellent	Good	Fair	Poor
Public information services	Excellent		15%	85%	0%	0%
	Good		85%	15%	0%	0%
	Fair		0%	0%	15%	85%
	Poor		0%	0%	0%	15%
Economic development	Excellent		15%	85%	0%	0%
	Good		85%	15%	0%	0%
	Fair		0%	0%	15%	85%
	Poor		0%	0%	0%	15%
Traffic enforcement	Excellent		15%	85%	0%	0%
	Good		85%	15%	0%	0%
	Fair		0%	0%	15%	85%
	Poor		0%	0%	0%	15%
Traffic signal timing	Excellent		15%	85%	0%	0%
	Good		85%	15%	0%	0%
	Fair		0%	0%	15%	85%
	Poor		0%	0%	0%	15%
Street repair	Excellent		15%	85%	0%	0%
	Good		85%	15%	0%	0%
	Fair		0%	0%	15%	85%
	Poor		0%	0%	0%	15%
Street cleaning	Excellent		15%	85%	0%	0%
	Good		85%	15%	0%	0%
	Fair		0%	0%	15%	85%
	Poor		0%	0%	0%	15%
Street lighting	Excellent		15%	85%	0%	0%
	Good		85%	15%	0%	0%
	Fair		0%	0%	15%	85%
	Poor		0%	0%	0%	15%
Snow removal	Excellent		15%	85%	0%	
	Good		85%	15%	0%	
	Fair		0%	0%	15%	

Please rate the quality of each of the following services in Novi.

Snow removal	Poor	
Sidewalk maintenance	Excellent	
	Good	
	Fair	
	Poor	
Bus or transit services	Excellent	
	Good	
	Fair	
	Poor	
Land use, planning and zoning	Excellent	
	Good	
	Fair	
	Poor	
Code enforcement (weeds, abandoned buildings, etc.)	Excellent	
	Good	
	Fair	
	Poor	
Affordable high-speed internet access	Excellent	
	Good	
	Fair	
	Poor	
Garbage collection	Excellent	
	Good	
	Fair	
	Poor	
Drinking water	Excellent	
	Good	
	Fair	
	Poor	
Sewer services	Excellent	
	Good	
	Fair	
	Poor	
Storm water management (storm drainage, dams, levees, etc.)	Excellent	
	Good	
	Fair	
	Poor	
Power (electric and/or gas) utility	Excellent	
	Good	
	Fair	
	Poor	
Utility billing	Excellent	
	Good	
	Fair	
	Poor	
Police/Sheriff services	Excellent	
	Good	
	Fair	
	Poor	
Crime prevention	Excellent	
	Good	

<b>Please rate the quality of each of the following services in Novi.</b>	Crime prevention	Fair	
		Poor	
Animal control	Excellent		
	Good		
	Fair		
	Poor		
Ambulance or emergency medical services	Excellent		
	Good		
	Fair		
	Poor		
Fire services	Excellent		
	Good		
	Fair		
	Poor		
Fire prevention and education	Excellent		
	Good		
	Fair		
	Poor		
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		
	Good		
	Fair		
	Poor		
Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		
	Good		
	Fair		
	Poor		
Novi open space	Excellent		
	Good		
	Fair		
	Poor		
Recycling	Excellent		
	Good		
	Fair		
	Poor		
Yard waste pick-up	Excellent		
	Good		
	Fair		
	Poor		
<b>Please also rate the quality of each of the following services in Novi.</b>	City parks	Excellent	
		Good	
		Fair	
		Poor	
Recreation programs or classes	Excellent		
	Good		
	Fair		
	Poor		
Recreation centers or facilities	Excellent		
	Good		
	Fair		
	Poor		
Health services	Excellent		

Please also rate the quality of each of the following services in Novi.	Health services	Good	
		Fair	
		Poor	
	Public library services	Excellent	
		Good	
		Fair	
		Poor	
	Overall customer service by Novi employees (police, receptionists, planners, etc.)	Excellent	
		Good	
		Fair	
		Poor	
	Please rate the following categories of Novi government performance.	The value of services for the taxes paid to Novi	Excellent
Good			
Fair			
Poor			
The overall direction that Novi is taking		Excellent	
		Good	
		Fair	
		Poor	
The job Novi government does at welcoming resident involvement		Excellent	
		Good	
		Fair	
		Poor	
Overall confidence in Novi government		Excellent	
		Good	
		Fair	
		Poor	
Generally acting in the best interest of the community		Excellent	
		Good	
		Fair	
	Poor		
Being honest	Excellent		
	Good		
	Fair		
	Poor		
Being open and transparent to the public	Excellent		
	Good		
	Fair		
	Poor		
Informing residents about issues facing the community	Excellent		
	Good		
	Fair		
	Poor		
Treating all residents fairly	Excellent		
	Good		
	Fair		
	Poor		
Treating residents with respect	Excellent		
	Good		
	Fair		
	Poor		

Overall, how would you rate the quality of the services provided by each of the following?	The City of Novi	Excellent	
		Good	
		Fair	
		Poor	
	The Federal Government	Excellent	
		Good	
		Fair	
		Poor	
Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.	Overall economic health of Novi	Essential	
		Very important	
		Somewhat important	
		Not at all important	
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Novi	Essential	
		Very important	
		Somewhat important	
		Not at all important	
	Overall design or layout of Novi's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential	
		Very important	
		Somewhat important	
		Not at all important	
Overall quality of the utility infrastructure in Novi (water, sewer, storm water, electric/gas)	Essential		
	Very important		
	Somewhat important		
	Not at all important		
Overall feeling of safety in Novi	Essential		
	Very important		
	Somewhat important		
	Not at all important		
Overall quality of natural environment in Novi	Essential		
	Very important		
	Somewhat important		
	Not at all important		
Overall quality of parks and recreation opportunities	Essential		
	Very important		
	Somewhat important		
	Not at all important		
Overall health and wellness opportunities in Novi	Essential		
	Very important		
	Somewhat important		
	Not at all important		
Overall opportunities for education, culture and the arts	Essential		
	Very important		
	Somewhat important		
	Not at all important		
Residents' connection and engagement with their community	Essential		
	Very important		
	Somewhat important		
	Not at all important		
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Several times a day	
		Once a day	
		A few times a week	



In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Every few weeks	
		Less often or never	
Access the internet from your cell phone		Several times a day	██████████
		Once a day	██
		A few times a week	██
		Every few weeks	██
		Less often or never	██
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.		Several times a day	██████████
		Once a day	██
		A few times a week	██
		Every few weeks	██
		Less often or never	██
Use or check email		Several times a day	██████████
		Once a day	██
		A few times a week	██
		Every few weeks	██
		Less often or never	██
Share your opinions online		Several times a day	██
		Once a day	██
		A few times a week	██
		Every few weeks	██
		Less often or never	██████████
Shop online		Several times a day	██
		Once a day	██
		A few times a week	██████
		Every few weeks	██████
		Less often or never	██
Would you say that in general your health is:		Excellent	██████
		Good	████
		Very good	██████████
		Fair	██
		Poor	██
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:		Very positive	██
		Somewhat positive	████
		Neutral	██████████
		Somewhat negative	████
		Very negative	██
How many years have you lived in Novi?		Less than 2 years	████
		2-5 years	██████
		6-10 years	██
		11-20 years	████
		More than 20 years	████
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?		Less than \$500	██
		\$500 to \$999	████
		\$1,000 to \$1,499	████
		\$1,500 to \$1,999	████
		\$2,000 to \$2,499	████
		\$2,500 to \$2,999	██
		\$3,000 to \$3,499	██
		\$3,500 or more	██
Do any children 17 or under live in your household?	No	██████████	

Do any children 17 or under live in your household?	Yes	
Are you or any other members of your household aged 65 or older?	No	
	Yes	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000	
	\$25,000 to \$49,999	
	\$50,000 to \$74,999	
	\$75,000 to \$99,999	
	\$100,000 to \$149,999	
	\$150,000 or more	
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic ..	
	Yes, I consider myself to b..	
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska..	
	Asian, Asian Indian or Pac..	
	Black or African American	
	Other	
	White	