



THE NCSTM
The National Citizen SurveyTM

Monroe, MI

Technical Appendices

2018



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Monroe:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Monroe as a place to live	7%	N=71	46%	N=483	39%	N=412	8%	N=82	100%	N=1049
Your neighborhood as a place to live	19%	N=194	51%	N=511	24%	N=237	6%	N=60	100%	N=1002
The City of Monroe as a place to raise children	9%	N=85	35%	N=330	44%	N=412	12%	N=110	100%	N=937
The City of Monroe as a place to work	5%	N=41	30%	N=263	37%	N=327	28%	N=251	100%	N=882
The City of Monroe as a place to visit	6%	N=55	23%	N=219	40%	N=385	32%	N=310	100%	N=969
The City of Monroe as a place to retire	9%	N=76	27%	N=238	34%	N=300	30%	N=263	100%	N=877
The overall quality of life in the City of Monroe	6%	N=61	39%	N=386	46%	N=453	10%	N=96	100%	N=996

Table 2: Question 2

Please rate each of the following characteristics as they relate to Monroe as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in the City of Monroe	9%	N=91	47%	N=484	35%	N=357	9%	N=95	100%	N=1028
Overall ease of getting to the places you usually have to visit	17%	N=165	51%	N=498	25%	N=250	7%	N=73	100%	N=986
Quality of overall natural environment in the City of Monroe	11%	N=103	49%	N=480	33%	N=321	8%	N=74	100%	N=979
Overall “built environment” of the City of Monroe (including overall design, buildings, parks and transportation systems)	6%	N=63	31%	N=306	43%	N=423	19%	N=186	100%	N=977
Health and wellness opportunities in the City of Monroe	7%	N=69	30%	N=287	43%	N=403	20%	N=188	100%	N=947
Overall opportunities for education and enrichment	9%	N=85	39%	N=371	35%	N=334	17%	N=162	100%	N=953
Overall economic health of the City of Monroe	3%	N=29	20%	N=184	41%	N=380	37%	N=343	100%	N=936
Sense of community	5%	N=52	29%	N=283	42%	N=412	23%	N=227	100%	N=974
Overall image or reputation of the City of Monroe	3%	N=33	23%	N=224	40%	N=384	34%	N=331	100%	N=971

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in the City of Monroe to someone who asks	15%	N=147	42%	N=416	25%	N=255	18%	N=183	100%	N=1000
Remain in the City of Monroe for the next five years	39%	N=375	31%	N=295	15%	N=144	15%	N=146	100%	N=960

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	52%	N=512	34%	N=329	9%	N=90	4%	N=36	2%	N=15	100%	N=982
In the City of Monroe’s downtown/commercial area during the day	50%	N=490	36%	N=354	8%	N=82	3%	N=31	2%	N=15	100%	N=973
In the City of Monroe’s downtown/commercial area at night	18%	N=165	43%	N=398	18%	N=169	18%	N=168	4%	N=36	100%	N=937

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Monroe as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	8%	N=76	42%	N=418	34%	N=345	16%	N=161	100%	N=999
Ease of public parking	7%	N=65	33%	N=318	35%	N=338	25%	N=240	100%	N=961
Ease of travel by car in the City of Monroe	13%	N=124	50%	N=473	31%	N=296	6%	N=61	100%	N=953
Ease of travel by public transportation in the City of Monroe	10%	N=54	33%	N=171	35%	N=181	22%	N=115	100%	N=522
Ease of travel by bicycle in the City of Monroe	12%	N=89	36%	N=274	35%	N=268	18%	N=140	100%	N=771
Ease of walking in the City of Monroe	20%	N=183	50%	N=468	24%	N=227	6%	N=57	100%	N=935
Availability of paths and walking trails	18%	N=157	43%	N=386	28%	N=254	11%	N=100	100%	N=898
Air quality	10%	N=95	51%	N=477	33%	N=308	7%	N=62	100%	N=942
Cleanliness of the City of Monroe	9%	N=87	43%	N=416	37%	N=363	11%	N=104	100%	N=970
Overall appearance of the City of Monroe	7%	N=71	38%	N=366	45%	N=440	9%	N=91	100%	N=968
Public places where people want to spend time	6%	N=58	32%	N=307	38%	N=358	24%	N=227	100%	N=951
Variety of housing options	4%	N=39	31%	N=277	42%	N=371	23%	N=203	100%	N=890
Availability of affordable quality housing	5%	N=42	26%	N=223	41%	N=345	28%	N=239	100%	N=849
Fitness opportunities (including exercise classes and paths or trails, etc.)	13%	N=123	43%	N=393	32%	N=297	12%	N=107	100%	N=920
Recreational opportunities	9%	N=82	35%	N=327	38%	N=351	18%	N=167	100%	N=928
Availability of affordable quality food	9%	N=87	38%	N=367	33%	N=318	20%	N=193	100%	N=965
Availability of affordable quality health care	6%	N=50	29%	N=258	39%	N=353	26%	N=233	100%	N=895
Availability of preventive health services	6%	N=53	34%	N=289	40%	N=339	20%	N=167	100%	N=848
Availability of affordable quality mental health care	5%	N=31	16%	N=106	37%	N=245	43%	N=286	100%	N=668

Table 6: Question 6

Please rate each of the following characteristics as they relate to Monroe as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	7%	N=36	35%	N=185	32%	N=173	26%	N=140	100%	N=534
K-12 education	9%	N=68	40%	N=312	34%	N=265	18%	N=142	100%	N=788
Adult educational opportunities	9%	N=69	43%	N=324	38%	N=280	10%	N=72	100%	N=746
Opportunities to attend cultural/arts/music activities	10%	N=90	37%	N=320	36%	N=311	16%	N=134	100%	N=856
Opportunities to participate in religious or spiritual events and activities	26%	N=203	53%	N=414	17%	N=134	4%	N=34	100%	N=786
Employment opportunities	3%	N=27	15%	N=125	44%	N=370	37%	N=312	100%	N=835
Shopping opportunities	2%	N=21	11%	N=101	28%	N=266	59%	N=556	100%	N=945
Cost of living in the City of Monroe	5%	N=47	29%	N=267	46%	N=426	20%	N=180	100%	N=920
Overall quality of business and service establishments in the City of Monroe	3%	N=24	31%	N=289	43%	N=400	23%	N=213	100%	N=925
Vibrant downtown/commercial area	3%	N=30	12%	N=116	40%	N=371	45%	N=415	100%	N=932
Overall quality of new development in the City of Monroe	2%	N=16	19%	N=161	37%	N=317	42%	N=358	100%	N=852
Opportunities to participate in social events and activities	7%	N=60	30%	N=268	44%	N=392	19%	N=171	100%	N=890
Opportunities to volunteer	16%	N=122	42%	N=320	33%	N=253	8%	N=64	100%	N=759
Opportunities to participate in community matters	8%	N=60	32%	N=235	42%	N=314	18%	N=134	100%	N=743
Openness and acceptance of the community toward people of diverse backgrounds	6%	N=46	25%	N=200	38%	N=306	31%	N=253	100%	N=804
Neighborliness of residents in the City of Monroe	7%	N=60	30%	N=273	45%	N=407	19%	N=174	100%	N=914

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	25%	N=244	75%	N=716	100%	N=960
Made efforts to make your home more energy efficient	21%	N=206	79%	N=753	100%	N=959
Observed a code violation or other hazard in the City of Monroe (weeds, abandoned buildings, etc.)	42%	N=395	58%	N=554	100%	N=949
Household member was a victim of a crime in the City of Monroe	87%	N=833	13%	N=121	100%	N=954
Reported a crime to the police in the City of Monroe	75%	N=719	25%	N=235	100%	N=954
Stocked supplies in preparation for an emergency	71%	N=677	29%	N=274	100%	N=951
Campaigned or advocated for an issue, cause or candidate	70%	N=670	30%	N=284	100%	N=954
Contacted the City of Monroe (in-person, phone, email or web) for help or information	51%	N=488	49%	N=466	100%	N=954
Contacted City of Monroe elected officials (in-person, phone, email or web) to express your opinion	80%	N=762	20%	N=192	100%	N=954

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Monroe?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used City of Monroe recreation centers or their services	8%	N=75	19%	N=175	23%	N=218	50%	N=470	100%	N=938
Visited a City park	16%	N=153	35%	N=332	35%	N=331	14%	N=129	100%	N=946
Used City of Monroe public libraries or their services	8%	N=71	27%	N=256	34%	N=326	31%	N=294	100%	N=947
Participated in religious or spiritual activities in the City of Monroe	12%	N=110	25%	N=242	17%	N=166	46%	N=433	100%	N=951
Attended a City-sponsored event	2%	N=14	11%	N=101	50%	N=476	38%	N=355	100%	N=947
Used bus, rail, subway or other public transportation instead of driving	4%	N=43	3%	N=27	5%	N=50	87%	N=831	100%	N=951
Carpooled with other adults or children instead of driving alone	8%	N=72	15%	N=139	16%	N=150	62%	N=591	100%	N=952
Walked or biked instead of driving	17%	N=159	25%	N=233	26%	N=249	32%	N=307	100%	N=948
Volunteered your time to some group/activity in the City of Monroe	7%	N=67	14%	N=129	21%	N=204	58%	N=552	100%	N=953
Participated in a club	4%	N=42	11%	N=102	13%	N=128	71%	N=676	100%	N=948
Talked to or visited with your immediate neighbors	43%	N=412	31%	N=293	19%	N=180	7%	N=67	100%	N=951
Done a favor for a neighbor	21%	N=194	26%	N=248	36%	N=342	17%	N=164	100%	N=948

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=4	4%	N=37	15%	N=139	81%	N=758	100%	N=939
Watched (online or on television) a local public meeting	1%	N=10	6%	N=55	21%	N=194	73%	N=682	100%	N=941

Table 10: Question 10

Please rate the quality of each of the following services in Monroe:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	25%	N=214	43%	N=365	23%	N=195	9%	N=80	100%	N=855
Fire services	36%	N=269	49%	N=365	13%	N=98	2%	N=16	100%	N=748
Ambulance or emergency medical services	32%	N=234	46%	N=336	20%	N=143	2%	N=15	100%	N=728
Crime prevention	9%	N=66	39%	N=283	34%	N=246	18%	N=134	100%	N=729
Fire prevention and education	21%	N=138	48%	N=317	26%	N=175	5%	N=33	100%	N=663
Traffic enforcement	12%	N=90	43%	N=336	30%	N=231	15%	N=120	100%	N=778

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Please rate the quality of each of the following services in Monroe:	Excellent		Good		Fair		Poor		Total	
Street repair	2%	N=18	10%	N=88	30%	N=269	58%	N=512	100%	N=886
Street cleaning	10%	N=85	38%	N=325	36%	N=308	17%	N=148	100%	N=866
Street lighting	11%	N=100	44%	N=391	34%	N=303	11%	N=100	100%	N=894
Snow removal	11%	N=94	36%	N=323	34%	N=305	19%	N=174	100%	N=896
Sidewalk maintenance	6%	N=54	35%	N=306	40%	N=350	19%	N=168	100%	N=877
Traffic signal timing	6%	N=56	37%	N=330	34%	N=308	22%	N=199	100%	N=894
Bus or transit services	18%	N=68	39%	N=150	30%	N=114	14%	N=53	100%	N=386
Garbage collection	31%	N=270	48%	N=417	16%	N=144	5%	N=43	100%	N=875
Recycling	35%	N=289	47%	N=395	14%	N=116	4%	N=35	100%	N=835
Yard waste pick-up	30%	N=237	49%	N=386	17%	N=133	4%	N=28	100%	N=784
Storm drainage	11%	N=85	41%	N=333	32%	N=256	16%	N=130	100%	N=803
Drinking water	17%	N=149	47%	N=412	22%	N=195	13%	N=117	100%	N=873
Sewer services	16%	N=128	52%	N=417	25%	N=205	7%	N=56	100%	N=806
Utility (water) billing	14%	N=111	40%	N=328	36%	N=293	11%	N=87	100%	N=818
City parks	18%	N=150	51%	N=434	27%	N=235	4%	N=36	100%	N=854
Recreation programs or classes	11%	N=63	42%	N=243	34%	N=200	13%	N=77	100%	N=583
Recreation centers or facilities	7%	N=38	37%	N=217	36%	N=212	20%	N=119	100%	N=586
Land use, planning and zoning	4%	N=20	25%	N=147	40%	N=230	31%	N=182	100%	N=579
Code enforcement (weeds, abandoned buildings, etc.)	4%	N=30	27%	N=183	37%	N=255	32%	N=221	100%	N=689
Animal control	10%	N=61	45%	N=282	31%	N=193	14%	N=90	100%	N=626
Economic development	3%	N=21	19%	N=136	34%	N=238	44%	N=313	100%	N=709
Health services	5%	N=40	38%	N=288	40%	N=301	17%	N=129	100%	N=759
Public library services	41%	N=323	46%	N=361	12%	N=92	1%	N=6	100%	N=783
Public information services	11%	N=68	46%	N=291	34%	N=218	10%	N=62	100%	N=638
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=71	40%	N=263	36%	N=232	13%	N=84	100%	N=650
City of Monroe open space	8%	N=53	38%	N=255	40%	N=268	15%	N=98	100%	N=674
City-sponsored special events	11%	N=82	43%	N=317	33%	N=245	12%	N=90	100%	N=734
Overall customer service by City of Monroe employees (police, receptionists, planners, etc.)	16%	N=127	44%	N=356	29%	N=235	11%	N=88	100%	N=806
Internet services	11%	N=73	37%	N=256	35%	N=247	17%	N=119	100%	N=695

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Monroe	8%	N=68	47%	N=404	36%	N=310	9%	N=81	100%	N=864
The Federal Government	4%	N=32	30%	N=243	45%	N=363	21%	N=166	100%	N=804
The State of Michigan	4%	N=35	34%	N=285	40%	N=335	22%	N=182	100%	N=836

Table 12: Question 12

Please rate the following categories of Monroe government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to The City of Monroe	6%	N=50	29%	N=227	39%	N=303	26%	N=203	100%	N=784
The overall direction that The City of Monroe is taking	5%	N=37	27%	N=209	33%	N=259	35%	N=273	100%	N=778
The job The City of Monroe government does at welcoming citizen involvement	4%	N=23	25%	N=165	38%	N=246	33%	N=218	100%	N=653

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Please rate the following categories of Monroe government performance:	Excellent		Good		Fair		Poor		Total	
Overall confidence in The City of Monroe government	4%	N=29	26%	N=202	35%	N=270	35%	N=270	100%	N=770
Generally acting in the best interest of the community	4%	N=33	29%	N=230	34%	N=266	32%	N=253	100%	N=782
Being honest	5%	N=36	28%	N=198	36%	N=258	31%	N=216	100%	N=708
Treating all residents fairly	6%	N=46	28%	N=202	34%	N=246	32%	N=233	100%	N=727

Table 13: Question 13

Please rate how important, if at all, you think it is for the Monroe community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in The City of Monroe	51%	N=446	39%	N=342	10%	N=84	1%	N=9	100%	N=881
Overall ease of getting to the places you usually have to visit	25%	N=221	51%	N=449	21%	N=188	2%	N=18	100%	N=877
Quality of overall natural environment in The City of Monroe	31%	N=272	46%	N=406	21%	N=181	2%	N=15	100%	N=874
Overall "built environment" of The City of Monroe (including overall design, buildings, parks and transportation systems)	28%	N=246	44%	N=387	24%	N=206	4%	N=37	100%	N=876
Health and wellness opportunities in The City of Monroe	33%	N=287	42%	N=370	23%	N=202	2%	N=17	100%	N=875
Overall opportunities for education and enrichment	46%	N=399	38%	N=329	15%	N=132	1%	N=12	100%	N=872
Overall economic health of The City of Monroe	55%	N=483	37%	N=323	7%	N=63	1%	N=6	100%	N=876
Sense of community	33%	N=292	42%	N=364	24%	N=206	2%	N=15	100%	N=877

Table 14: Question 14

Please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in the City of Monroe:	Essential		Very important		Somewhat important		Not at all important		Total	
The Farmer's Market	29%	N=253	42%	N=365	24%	N=214	5%	N=43	100%	N=874
Public art (e.g., murals on buildings and statues)	15%	N=131	28%	N=242	42%	N=361	16%	N=135	100%	N=868
Historic preservation of buildings and neighborhoods	28%	N=244	39%	N=344	27%	N=234	6%	N=49	100%	N=872
Access to recreational opportunities on the river	33%	N=287	43%	N=375	21%	N=182	3%	N=25	100%	N=869
Redeveloping Downtown	50%	N=433	32%	N=276	14%	N=123	4%	N=36	100%	N=867
Street surface improvements	57%	N=493	32%	N=279	11%	N=94	0%	N=3	100%	N=869
River Raisin National Battlefield Park	18%	N=156	25%	N=219	33%	N=285	24%	N=209	100%	N=869
Opening a dog park	17%	N=148	17%	N=151	30%	N=257	36%	N=313	100%	N=869

Table 15: Question 15

How much of a priority, if any, should it be for the City to do each of the following?	High priority		Medium priority		Not a priority		Total	
Enhance City to resident communications (e.g., periodic newsletters)	29%	N=253	52%	N=449	18%	N=158	100%	N=860
Increase online self-service for citizens on the City website	41%	N=356	42%	N=364	16%	N=140	100%	N=860
Provide curbside leaf collection	42%	N=360	39%	N=336	19%	N=164	100%	N=861

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Table 16: Question 16

Please rate the quality of your most recent interaction with each of the following City of Monroe departments in the past 12 months. (If you have not had contact with a department in the past 12 months, please circle did not contact).	Excellent		Good		Fair		Poor		Did not contact		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Building Department	4%	N=39	9%	N=74	6%	N=54	8%	N=69	73%	N=636	100%	N=871
Parks and Recreation	8%	N=73	12%	N=107	6%	N=54	3%	N=25	70%	N=610	100%	N=871
Water Department (billing)	11%	N=92	19%	N=164	11%	N=94	2%	N=16	58%	N=503	100%	N=869
Water Services (wastewater and sewage)	6%	N=53	12%	N=101	8%	N=73	4%	N=36	70%	N=598	100%	N=861
Department of Public Services	5%	N=45	11%	N=96	9%	N=76	4%	N=33	71%	N=614	100%	N=864
City Clerk	13%	N=111	11%	N=97	8%	N=68	3%	N=25	65%	N=565	100%	N=867
City Treasurer	9%	N=75	11%	N=99	5%	N=48	1%	N=8	73%	N=638	100%	N=869
City Assessor	4%	N=33	6%	N=48	5%	N=42	2%	N=20	83%	N=722	100%	N=865
City Police Department	14%	N=120	16%	N=136	13%	N=110	4%	N=36	54%	N=464	100%	N=866
City Fire Department	9%	N=76	9%	N=74	3%	N=26	1%	N=13	78%	N=672	100%	N=861
Emergency Medical Services	10%	N=86	11%	N=95	5%	N=42	1%	N=11	73%	N=635	100%	N=869

Table 17: Question 17

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events, and services:	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
City website (www.monroemi.gov)	54%	N=470	32%	N=277	14%	N=117	100%	N=864
City communications via social media (i.e., Facebook, Twitter, YouTube or other)	41%	N=354	35%	N=301	24%	N=208	100%	N=863
Local media outlets (newspapers, radio)	47%	N=411	38%	N=332	14%	N=123	100%	N=867
Public Access Channel (MPACT), cable channel 21 or cable channel 187	16%	N=138	36%	N=313	48%	N=412	100%	N=863
Government Access Channel, cable channel 18 or cable channel 190	14%	N=118	34%	N=293	52%	N=451	100%	N=862
City Council meetings and other public meetings	27%	N=229	38%	N=325	36%	N=309	100%	N=864
Talking with elected officials	27%	N=238	37%	N=323	35%	N=305	100%	N=866
Word of mouth	41%	N=355	39%	N=341	20%	N=172	100%	N=868

Table 18: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	7%	N=64	6%	N=51	8%	N=71	17%	N=147	62%	N=539	100%	N=871
Purchase goods or services from a business located in The City of Monroe	3%	N=26	4%	N=35	24%	N=210	44%	N=382	25%	N=218	100%	N=871
Eat at least 5 portions of fruits and vegetables a day	5%	N=43	15%	N=134	37%	N=322	28%	N=241	15%	N=128	100%	N=868
Participate in moderate or vigorous physical activity	3%	N=25	14%	N=118	39%	N=339	28%	N=242	17%	N=144	100%	N=868
Read or watch local news (via television, paper, computer, etc.)	5%	N=47	11%	N=100	22%	N=189	31%	N=270	30%	N=266	100%	N=873
Vote in local elections	6%	N=54	4%	N=39	10%	N=90	24%	N=207	55%	N=483	100%	N=872

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Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	12%	N=107
Very good	42%	N=366
Good	36%	N=312
Fair	7%	N=62
Poor	2%	N=22
Total	100%	N=869

Table 20: Question D3

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:	Percent	Number
Very positive	8%	N=69
Somewhat positive	21%	N=181
Neutral	50%	N=429
Somewhat negative	19%	N=163
Very negative	2%	N=19
Total	100%	N=861

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	61%	N=532
Working part time for pay	11%	N=95
Unemployed, looking for paid work	2%	N=18
Unemployed, not looking for paid work	4%	N=32
Fully retired	22%	N=191
Total	100%	N=868

Table 22: Question D5

Do you work inside the boundaries of The City of Monroe?	Percent	Number
Yes, outside the home	37%	N=299
Yes, from home	5%	N=42
No	58%	N=475
Total	100%	N=817

Table 23: Question D6

How many years have you lived in The City of Monroe?	Percent	Number
Less than 2 years	7%	N=62
2 to 5 years	12%	N=107
6 to 10 years	10%	N=91
11 to 20 years	17%	N=147
More than 20 years	53%	N=464
Total	100%	N=872

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Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	71%	N=603
Building with two or more homes (duplex, townhome, apartment or condominium)	26%	N=217
Mobile home	1%	N=5
Other	2%	N=18
Total	100%	N=844

Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	35%	N=291
Owned	65%	N=543
Total	100%	N=834

Table 26: Question D9

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)?	Percent	Number
Less than \$300 per month	8%	N=63
\$300 to \$599 per month	21%	N=179
\$600 to \$999 per month	41%	N=342
\$1,000 to \$1,499 per month	19%	N=156
\$1,500 to \$2,499 per month	10%	N=85
\$2,500 or more per month	2%	N=14
Total	100%	N=840

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	60%	N=493
Yes	40%	N=335
Total	100%	N=829

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=649
Yes	21%	N=178
Total	100%	N=826

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Table 29: Question D12

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.)	Percent	Number
Less than \$25,000	15%	N=119
\$25,000 to \$49,999	24%	N=192
\$50,000 to \$99,999	33%	N=270
\$100,000 to \$149,999	20%	N=163
\$150,000 or more	8%	N=67
Total	100%	N=811

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=840
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=21
Total	100%	N=861

Table 31: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=24
Asian, Asian Indian or Pacific Islander	1%	N=6
Black or African American	4%	N=33
White	95%	N=808
Other	2%	N=17

Total may exceed 100% as respondents could select more than one option.

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=53
25 to 34 years	24%	N=204
35 to 44 years	16%	N=142
45 to 54 years	23%	N=197
55 to 64 years	15%	N=131
65 to 74 years	10%	N=86
75 years or older	6%	N=51
Total	100%	N=863

Table 33: Question D16

What is your sex?	Percent	Number
Female	54%	N=401
Male	46%	N=339
Total	100%	N=740

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Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	76%	N=572
Land line	11%	N=83
Both	13%	N=94
Total	100%	N=749

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 35: Question 1

Please rate each of the following aspects of quality of life in Monroe:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Monroe as a place to live	7%	N=71	46%	N=483	39%	N=412	8%	N=82	0%	N=1	100%	N=1050
Your neighborhood as a place to live	19%	N=194	51%	N=511	24%	N=237	6%	N=60	0%	N=3	100%	N=1005
The City of Monroe as a place to raise children	9%	N=85	33%	N=330	41%	N=412	11%	N=110	6%	N=57	100%	N=994
The City of Monroe as a place to work	4%	N=41	26%	N=263	33%	N=327	25%	N=251	12%	N=116	100%	N=998
The City of Monroe as a place to visit	6%	N=55	22%	N=219	39%	N=385	31%	N=310	3%	N=29	100%	N=998
The City of Monroe as a place to retire	8%	N=76	24%	N=238	30%	N=300	27%	N=263	11%	N=111	100%	N=988
The overall quality of life in the City of Monroe	6%	N=61	39%	N=386	45%	N=453	10%	N=96	0%	N=2	100%	N=999

Table 36: Question 2

Please rate each of the following characteristics as they relate to Monroe as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in the City of Monroe	9%	N=91	47%	N=484	35%	N=357	9%	N=95	0%	N=1	100%	N=1029
Overall ease of getting to the places you usually have to visit	17%	N=165	50%	N=498	25%	N=250	7%	N=73	0%	N=2	100%	N=988
Quality of overall natural environment in the City of Monroe	10%	N=103	49%	N=480	33%	N=321	8%	N=74	1%	N=8	100%	N=987
Overall "built environment" of the City of Monroe (including overall design, buildings, parks and transportation systems)	6%	N=63	31%	N=306	43%	N=423	19%	N=186	1%	N=10	100%	N=987
Health and wellness opportunities in the City of Monroe	7%	N=69	29%	N=287	41%	N=403	19%	N=188	4%	N=37	100%	N=984
Overall opportunities for education and enrichment	9%	N=85	38%	N=371	34%	N=334	16%	N=162	3%	N=33	100%	N=986
Overall economic health of the City of Monroe	3%	N=29	19%	N=184	39%	N=380	35%	N=343	5%	N=52	100%	N=987
Sense of community	5%	N=52	29%	N=283	42%	N=412	23%	N=227	1%	N=12	100%	N=986
Overall image or reputation of the City of Monroe	3%	N=33	23%	N=224	39%	N=384	34%	N=331	2%	N=16	100%	N=987

Table 37: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in the City of Monroe to someone who asks	14%	N=147	41%	N=416	25%	N=255	18%	N=183	2%	N=21	100%	N=1021
Remain in the City of Monroe for the next five years	38%	N=375	30%	N=295	15%	N=144	15%	N=146	3%	N=26	100%	N=986

Table 38: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	52%	N=512	33%	N=329	9%	N=90	4%	N=36	1%	N=15	0%	N=3	100%	N=985
In the City of Monroe's downtown/commercial area during the day	50%	N=490	36%	N=354	8%	N=82	3%	N=31	2%	N=15	1%	N=8	100%	N=981
In the City of Monroe's downtown/commercial area at night	17%	N=165	41%	N=398	17%	N=169	17%	N=168	4%	N=36	4%	N=38	100%	N=975

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Table 39: Question 5

Please rate each of the following characteristics as they relate to Monroe as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	8%	N=76	42%	N=418	34%	N=345	16%	N=161	0%	N=2	100%	N=1001
Ease of public parking	7%	N=65	33%	N=318	35%	N=338	25%	N=240	1%	N=10	100%	N=971
Ease of travel by car in the City of Monroe	13%	N=124	49%	N=473	31%	N=296	6%	N=61	1%	N=11	100%	N=964
Ease of travel by public transportation in the City of Monroe	6%	N=54	18%	N=171	19%	N=181	12%	N=115	46%	N=444	100%	N=966
Ease of travel by bicycle in the City of Monroe	9%	N=89	28%	N=274	28%	N=268	14%	N=140	21%	N=202	100%	N=973
Ease of walking in the City of Monroe	19%	N=183	48%	N=468	23%	N=227	6%	N=57	3%	N=32	100%	N=967
Availability of paths and walking trails	16%	N=157	40%	N=386	26%	N=254	10%	N=100	7%	N=70	100%	N=968
Air quality	10%	N=95	49%	N=477	32%	N=308	6%	N=62	3%	N=26	100%	N=968
Cleanliness of the City of Monroe	9%	N=87	43%	N=416	37%	N=363	11%	N=104	0%	N=2	100%	N=972
Overall appearance of the City of Monroe	7%	N=71	38%	N=366	45%	N=440	9%	N=91	0%	N=1	100%	N=969
Public places where people want to spend time	6%	N=58	32%	N=307	37%	N=358	23%	N=227	2%	N=21	100%	N=972
Variety of housing options	4%	N=39	29%	N=277	38%	N=371	21%	N=203	8%	N=79	100%	N=969
Availability of affordable quality housing	4%	N=42	23%	N=223	36%	N=345	25%	N=239	12%	N=120	100%	N=970
Fitness opportunities (including exercise classes and paths or trails, etc.)	13%	N=123	40%	N=393	31%	N=297	11%	N=107	5%	N=52	100%	N=972
Recreational opportunities	8%	N=82	34%	N=327	36%	N=351	17%	N=167	4%	N=41	100%	N=969
Availability of affordable quality food	9%	N=87	38%	N=367	33%	N=318	20%	N=193	1%	N=6	100%	N=971
Availability of affordable quality health care	5%	N=50	27%	N=258	36%	N=353	24%	N=233	8%	N=77	100%	N=971
Availability of preventive health services	5%	N=53	30%	N=289	35%	N=339	17%	N=167	13%	N=125	100%	N=974
Availability of affordable quality mental health care	3%	N=31	11%	N=106	25%	N=245	29%	N=286	31%	N=304	100%	N=972

Table 40: Question 6

Please rate each of the following characteristics as they relate to Monroe as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	4%	N=36	19%	N=185	18%	N=173	14%	N=140	45%	N=435	100%	N=969
K-12 education	7%	N=68	33%	N=312	28%	N=265	15%	N=142	17%	N=161	100%	N=949
Adult educational opportunities	7%	N=69	34%	N=324	29%	N=280	8%	N=72	22%	N=207	100%	N=953
Opportunities to attend cultural/arts/music activities	9%	N=90	34%	N=320	33%	N=311	14%	N=134	10%	N=92	100%	N=948
Opportunities to participate in religious or spiritual events and activities	21%	N=203	43%	N=414	14%	N=134	4%	N=34	18%	N=169	100%	N=955
Employment opportunities	3%	N=27	13%	N=125	39%	N=370	33%	N=312	12%	N=116	100%	N=951
Shopping opportunities	2%	N=21	11%	N=101	28%	N=266	59%	N=556	1%	N=6	100%	N=951
Cost of living in the City of Monroe	5%	N=47	28%	N=267	45%	N=426	19%	N=180	2%	N=23	100%	N=943
Overall quality of business and service establishments in the City of Monroe	2%	N=24	30%	N=289	42%	N=400	22%	N=213	3%	N=26	100%	N=951
Vibrant downtown/commercial area	3%	N=30	12%	N=116	39%	N=371	44%	N=415	2%	N=17	100%	N=950
Overall quality of new development in the City of Monroe	2%	N=16	17%	N=161	33%	N=317	38%	N=358	10%	N=96	100%	N=949
Opportunities to participate in social events and activities	6%	N=60	28%	N=268	41%	N=392	18%	N=171	6%	N=60	100%	N=950
Opportunities to volunteer	13%	N=122	34%	N=320	27%	N=253	7%	N=64	20%	N=190	100%	N=949
Opportunities to participate in community matters	6%	N=60	25%	N=235	33%	N=314	14%	N=134	21%	N=194	100%	N=937
Openness and acceptance of the community toward people of diverse backgrounds	5%	N=46	21%	N=200	32%	N=306	27%	N=253	15%	N=145	100%	N=949
Neighborliness of residents in the City of Monroe	6%	N=60	29%	N=273	43%	N=407	18%	N=174	3%	N=33	100%	N=947

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Table 41: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	25%	N=244	75%	N=716	100%	N=960
Made efforts to make your home more energy efficient	21%	N=206	79%	N=753	100%	N=959
Observed a code violation or other hazard in the City of Monroe (weeds, abandoned buildings, etc.)	42%	N=395	58%	N=554	100%	N=949
Household member was a victim of a crime in the City of Monroe	87%	N=833	13%	N=121	100%	N=954
Reported a crime to the police in the City of Monroe	75%	N=719	25%	N=235	100%	N=954
Stocked supplies in preparation for an emergency	71%	N=677	29%	N=274	100%	N=951
Campaigned or advocated for an issue, cause or candidate	70%	N=670	30%	N=284	100%	N=954
Contacted the City of Monroe (in-person, phone, email or web) for help or information	51%	N=488	49%	N=466	100%	N=954
Contacted City of Monroe elected officials (in-person, phone, email or web) to express your opinion	80%	N=762	20%	N=192	100%	N=954

Table 42: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Monroe?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used City of Monroe recreation centers or their services	8%	N=75	19%	N=175	23%	N=218	50%	N=470	100%	N=938
Visited a City park	16%	N=153	35%	N=332	35%	N=331	14%	N=129	100%	N=946
Used City of Monroe public libraries or their services	8%	N=71	27%	N=256	34%	N=326	31%	N=294	100%	N=947
Participated in religious or spiritual activities in the City of Monroe	12%	N=110	25%	N=242	17%	N=166	46%	N=433	100%	N=951
Attended a City-sponsored event	2%	N=14	11%	N=101	50%	N=476	38%	N=355	100%	N=947
Used bus, rail, subway or other public transportation instead of driving	4%	N=43	3%	N=27	5%	N=50	87%	N=831	100%	N=951
Carpooled with other adults or children instead of driving alone	8%	N=72	15%	N=139	16%	N=150	62%	N=591	100%	N=952
Walked or biked instead of driving	17%	N=159	25%	N=233	26%	N=249	32%	N=307	100%	N=948
Volunteered your time to some group/activity in the City of Monroe	7%	N=67	14%	N=129	21%	N=204	58%	N=552	100%	N=953
Participated in a club	4%	N=42	11%	N=102	13%	N=128	71%	N=676	100%	N=948
Talked to or visited with your immediate neighbors	43%	N=412	31%	N=293	19%	N=180	7%	N=67	100%	N=951
Done a favor for a neighbor	21%	N=194	26%	N=248	36%	N=342	17%	N=164	100%	N=948

Table 43: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=4	4%	N=37	15%	N=139	81%	N=758	100%	N=939
Watched (online or on television) a local public meeting	1%	N=10	6%	N=55	21%	N=194	73%	N=682	100%	N=941

Table 44: Question 10

Please rate the quality of each of the following services in Monroe:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	23%	N=214	40%	N=365	21%	N=195	9%	N=80	7%	N=60	100%	N=914
Fire services	30%	N=269	40%	N=365	11%	N=98	2%	N=16	18%	N=161	100%	N=909
Ambulance or emergency medical services	26%	N=234	37%	N=336	16%	N=143	2%	N=15	20%	N=180	100%	N=908
Crime prevention	7%	N=66	31%	N=283	27%	N=246	15%	N=134	19%	N=174	100%	N=902
Fire prevention and education	15%	N=138	35%	N=317	19%	N=175	4%	N=33	27%	N=247	100%	N=910
Traffic enforcement	10%	N=90	37%	N=336	25%	N=231	13%	N=120	14%	N=131	100%	N=909

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Please rate the quality of each of the following services in Monroe:	Excellent		Good		Fair		Poor		Don't know		Total	
Street repair	2%	N=18	10%	N=88	30%	N=269	56%	N=512	2%	N=20	100%	N=906
Street cleaning	9%	N=85	36%	N=325	34%	N=308	16%	N=148	4%	N=41	100%	N=907
Street lighting	11%	N=100	43%	N=391	33%	N=303	11%	N=100	1%	N=13	100%	N=907
Snow removal	10%	N=94	35%	N=323	33%	N=305	19%	N=174	2%	N=16	100%	N=911
Sidewalk maintenance	6%	N=54	34%	N=306	39%	N=350	18%	N=168	3%	N=31	100%	N=908
Traffic signal timing	6%	N=56	36%	N=330	34%	N=308	22%	N=199	2%	N=14	100%	N=908
Bus or transit services	8%	N=68	17%	N=150	13%	N=114	6%	N=53	57%	N=514	100%	N=899
Garbage collection	30%	N=270	46%	N=417	16%	N=144	5%	N=43	4%	N=38	100%	N=912
Recycling	32%	N=289	43%	N=395	13%	N=116	4%	N=35	8%	N=75	100%	N=910
Yard waste pick-up	26%	N=237	42%	N=386	15%	N=133	3%	N=28	14%	N=125	100%	N=910
Storm drainage	9%	N=85	37%	N=333	28%	N=256	14%	N=130	12%	N=106	100%	N=910
Drinking water	16%	N=149	45%	N=412	21%	N=195	13%	N=117	4%	N=37	100%	N=910
Sewer services	14%	N=128	46%	N=417	23%	N=205	6%	N=56	11%	N=100	100%	N=906
Utility (water) billing	12%	N=111	36%	N=328	32%	N=293	10%	N=87	9%	N=84	100%	N=903
City parks	17%	N=150	48%	N=434	26%	N=235	4%	N=36	6%	N=52	100%	N=907
Recreation programs or classes	7%	N=63	27%	N=243	22%	N=200	8%	N=77	36%	N=324	100%	N=907
Recreation centers or facilities	4%	N=38	24%	N=217	24%	N=212	13%	N=119	35%	N=316	100%	N=902
Land use, planning and zoning	2%	N=20	16%	N=147	25%	N=230	20%	N=182	36%	N=325	100%	N=904
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=30	20%	N=183	28%	N=255	24%	N=221	24%	N=214	100%	N=903
Animal control	7%	N=61	31%	N=282	21%	N=193	10%	N=90	31%	N=276	100%	N=901
Economic development	2%	N=21	15%	N=136	26%	N=238	35%	N=313	21%	N=192	100%	N=900
Health services	4%	N=40	32%	N=288	33%	N=301	14%	N=129	16%	N=146	100%	N=905
Public library services	36%	N=323	40%	N=361	10%	N=92	1%	N=6	14%	N=125	100%	N=908
Public information services	8%	N=68	32%	N=291	24%	N=218	7%	N=62	29%	N=262	100%	N=900
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	N=71	29%	N=263	26%	N=232	9%	N=84	28%	N=255	100%	N=905
City of Monroe open space	6%	N=53	29%	N=255	30%	N=268	11%	N=98	25%	N=221	100%	N=895
City-sponsored special events	9%	N=82	35%	N=317	27%	N=245	10%	N=90	18%	N=163	100%	N=897
Overall customer service by City of Monroe employees (police, receptionists, planners, etc.)	14%	N=127	40%	N=356	26%	N=235	10%	N=88	10%	N=91	100%	N=897
Internet services	8%	N=73	29%	N=256	28%	N=247	13%	N=119	22%	N=200	100%	N=895

Table 45: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Monroe	8%	N=68	46%	N=404	35%	N=310	9%	N=81	2%	N=22	100%	N=885
The Federal Government	4%	N=32	28%	N=243	41%	N=363	19%	N=166	9%	N=77	100%	N=881
The State of Michigan	4%	N=35	32%	N=285	38%	N=335	21%	N=182	5%	N=45	100%	N=881

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Table 46: Question 12

Please rate the following categories of Monroe government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to The City of Monroe	6%	N=50	26%	N=227	34%	N=303	23%	N=203	11%	N=101	100%	N=885
The overall direction that The City of Monroe is taking	4%	N=37	24%	N=209	29%	N=259	31%	N=273	12%	N=105	100%	N=884
The job The City of Monroe government does at welcoming citizen involvement	3%	N=23	19%	N=165	28%	N=246	25%	N=218	26%	N=225	100%	N=878
Overall confidence in The City of Monroe government	3%	N=29	23%	N=202	31%	N=270	31%	N=270	13%	N=110	100%	N=881
Generally acting in the best interest of the community	4%	N=33	26%	N=230	30%	N=266	29%	N=253	11%	N=102	100%	N=883
Being honest	4%	N=36	22%	N=198	29%	N=258	25%	N=216	20%	N=173	100%	N=881
Treating all residents fairly	5%	N=46	23%	N=202	28%	N=246	26%	N=233	18%	N=157	100%	N=884

Table 47: Question 13

Please rate how important, if at all, you think it is for the Monroe community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in The City of Monroe	51%	N=446	39%	N=342	10%	N=84	1%	N=9	100%	N=881
Overall ease of getting to the places you usually have to visit	25%	N=221	51%	N=449	21%	N=188	2%	N=18	100%	N=877
Quality of overall natural environment in The City of Monroe	31%	N=272	46%	N=406	21%	N=181	2%	N=15	100%	N=874
Overall "built environment" of The City of Monroe (including overall design, buildings, parks and transportation systems)	28%	N=246	44%	N=387	24%	N=206	4%	N=37	100%	N=876
Health and wellness opportunities in The City of Monroe	33%	N=287	42%	N=370	23%	N=202	2%	N=17	100%	N=875
Overall opportunities for education and enrichment	46%	N=399	38%	N=329	15%	N=132	1%	N=12	100%	N=872
Overall economic health of The City of Monroe	55%	N=483	37%	N=323	7%	N=63	1%	N=6	100%	N=876
Sense of community	33%	N=292	42%	N=364	24%	N=206	2%	N=15	100%	N=877

Table 48: Question 14

Please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in the City of Monroe:	Essential		Very important		Somewhat important		Not at all important		Total	
The Farmer's Market	29%	N=253	42%	N=365	24%	N=214	5%	N=43	100%	N=874
Public art (e.g., murals on buildings and statues)	15%	N=131	28%	N=242	42%	N=361	16%	N=135	100%	N=868
Historic preservation of buildings and neighborhoods	28%	N=244	39%	N=344	27%	N=234	6%	N=49	100%	N=872
Access to recreational opportunities on the river	33%	N=287	43%	N=375	21%	N=182	3%	N=25	100%	N=869
Redeveloping Downtown	50%	N=433	32%	N=276	14%	N=123	4%	N=36	100%	N=867
Street surface improvements	57%	N=493	32%	N=279	11%	N=94	0%	N=3	100%	N=869
River Raisin National Battlefield Park	18%	N=156	25%	N=219	33%	N=285	24%	N=209	100%	N=869
Opening a dog park	17%	N=148	17%	N=151	30%	N=257	36%	N=313	100%	N=869

Table 49: Question 15

How much of a priority, if any, should it be for the City to do each of the following?	High priority		Medium priority		Not a priority		Total	
Enhance City to resident communications (e.g., periodic newsletters)	29%	N=253	52%	N=449	18%	N=158	100%	N=860
Increase online self-service for citizens on the City website	41%	N=356	42%	N=364	16%	N=140	100%	N=860
Provide curbside leaf collection	42%	N=360	39%	N=336	19%	N=164	100%	N=861

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Table 50: Question 16

Please rate the quality of your most recent interaction with each of the following City of Monroe departments in the past 12 months. (If you have not had contact with a department in the past 12 months, please circle did not contact).	Excellent		Good		Fair		Poor		Did not contact		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Building Department	4%	N=39	9%	N=74	6%	N=54	8%	N=69	73%	N=636	100%	N=871
Parks and Recreation	8%	N=73	12%	N=107	6%	N=54	3%	N=25	70%	N=610	100%	N=871
Water Department (billing)	11%	N=92	19%	N=164	11%	N=94	2%	N=16	58%	N=503	100%	N=869
Water Services (wastewater and sewage)	6%	N=53	12%	N=101	8%	N=73	4%	N=36	70%	N=598	100%	N=861
Department of Public Services	5%	N=45	11%	N=96	9%	N=76	4%	N=33	71%	N=614	100%	N=864
City Clerk	13%	N=111	11%	N=97	8%	N=68	3%	N=25	65%	N=565	100%	N=867
City Treasurer	9%	N=75	11%	N=99	5%	N=48	1%	N=8	73%	N=638	100%	N=869
City Assessor	4%	N=33	6%	N=48	5%	N=42	2%	N=20	83%	N=722	100%	N=865
City Police Department	14%	N=120	16%	N=136	13%	N=110	4%	N=36	54%	N=464	100%	N=866
City Fire Department	9%	N=76	9%	N=74	3%	N=26	1%	N=13	78%	N=672	100%	N=861
Emergency Medical Services	10%	N=86	11%	N=95	5%	N=42	1%	N=11	73%	N=635	100%	N=869

Table 51: Question 17

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events, and services:	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
City website (www.monroemi.gov)	54%	N=470	32%	N=277	14%	N=117	100%	N=864
City communications via social media (i.e., Facebook, Twitter, YouTube or other)	41%	N=354	35%	N=301	24%	N=208	100%	N=863
Local media outlets (newspapers, radio)	47%	N=411	38%	N=332	14%	N=123	100%	N=867
Public Access Channel (MPACT), cable channel 21 or cable channel 187	16%	N=138	36%	N=313	48%	N=412	100%	N=863
Government Access Channel, cable channel 18 or cable channel 190	14%	N=118	34%	N=293	52%	N=451	100%	N=862
City Council meetings and other public meetings	27%	N=229	38%	N=325	36%	N=309	100%	N=864
Talking with elected officials	27%	N=238	37%	N=323	35%	N=305	100%	N=866
Word of mouth	41%	N=355	39%	N=341	20%	N=172	100%	N=868

Table 52: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	7%	N=64	6%	N=51	8%	N=71	17%	N=147	62%	N=539	100%	N=871
Purchase goods or services from a business located in The City of Monroe	3%	N=26	4%	N=35	24%	N=210	44%	N=382	25%	N=218	100%	N=871
Eat at least 5 portions of fruits and vegetables a day	5%	N=43	15%	N=134	37%	N=322	28%	N=241	15%	N=128	100%	N=868
Participate in moderate or vigorous physical activity	3%	N=25	14%	N=118	39%	N=339	28%	N=242	17%	N=144	100%	N=868
Read or watch local news (via television, paper, computer, etc.)	5%	N=47	11%	N=100	22%	N=189	31%	N=270	30%	N=266	100%	N=873
Vote in local elections	6%	N=54	4%	N=39	10%	N=90	24%	N=207	55%	N=483	100%	N=872

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Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	12%	N=107
Very good	42%	N=366
Good	36%	N=312
Fair	7%	N=62
Poor	2%	N=22
Total	100%	N=869

Table 54: Question D3

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:	Percent	Number
Very positive	8%	N=69
Somewhat positive	21%	N=181
Neutral	50%	N=429
Somewhat negative	19%	N=163
Very negative	2%	N=19
Total	100%	N=861

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	61%	N=532
Working part time for pay	11%	N=95
Unemployed, looking for paid work	2%	N=18
Unemployed, not looking for paid work	4%	N=32
Fully retired	22%	N=191
Total	100%	N=868

Table 56: Question D5

Do you work inside the boundaries of The City of Monroe?	Percent	Number
Yes, outside the home	37%	N=299
Yes, from home	5%	N=42
No	58%	N=475
Total	100%	N=817

Table 57: Question D6

How many years have you lived in The City of Monroe?	Percent	Number
Less than 2 years	7%	N=62
2 to 5 years	12%	N=107
6 to 10 years	10%	N=91
11 to 20 years	17%	N=147
More than 20 years	53%	N=464
Total	100%	N=872

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Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	71%	N=603
Building with two or more homes (duplex, townhome, apartment or condominium)	26%	N=217
Mobile home	1%	N=5
Other	2%	N=18
Total	100%	N=844

Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	35%	N=291
Owned	65%	N=543
Total	100%	N=834

Table 60: Question D9

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)?	Percent	Number
Less than \$300 per month	8%	N=63
\$300 to \$599 per month	21%	N=179
\$600 to \$999 per month	41%	N=342
\$1,000 to \$1,499 per month	19%	N=156
\$1,500 to \$2,499 per month	10%	N=85
\$2,500 or more per month	2%	N=14
Total	100%	N=840

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	60%	N=493
Yes	40%	N=335
Total	100%	N=829

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=649
Yes	21%	N=178
Total	100%	N=826

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Table 63: Question D12

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.)	Percent	Number
Less than \$25,000	15%	N=119
\$25,000 to \$49,999	24%	N=192
\$50,000 to \$99,999	33%	N=270
\$100,000 to \$149,999	20%	N=163
\$150,000 or more	8%	N=67
Total	100%	N=811

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=840
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=21
Total	100%	N=861

Table 65: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=24
Asian, Asian Indian or Pacific Islander	1%	N=6
Black or African American	4%	N=33
White	95%	N=808
Other	2%	N=17

Total may exceed 100% as respondents could select more than one option.

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	6%	N=53
25 to 34 years	24%	N=204
35 to 44 years	16%	N=142
45 to 54 years	23%	N=197
55 to 64 years	15%	N=131
65 to 74 years	10%	N=86
75 years or older	6%	N=51
Total	100%	N=863

Table 67: Question D16

What is your sex?	Percent	Number
Female	54%	N=401
Male	46%	N=339
Total	100%	N=740

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Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	76%	N=572
Land line	11%	N=83
Both	13%	N=94
Total	100%	N=749

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating 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. The City of Monroe chose to have comparisons made to the entire database and to a custom subset of jurisdictions selected by City staff for having characteristics similar to the City of Monroe (communities in the North Central region with populations 10,000 – 40,000 and median household income \$35,000 - \$55,000).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Monroe’s “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,” 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. The second column is the rank assigned to Monroe’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Monroe’s rating to the benchmark.

In that final column, Monroe’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 Monroe residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Monroe	45%	462	481	Much lower
Overall image or reputation of Monroe	26%	354	368	Much lower
Monroe as a place to live	53%	403	413	Much lower
Your neighborhood as a place to live	70%	294	329	Lower
Monroe as a place to raise children	44%	381	402	Much lower
Monroe as a place to retire	36%	361	376	Much lower
Overall appearance of Monroe	45%	325	377	Lower

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Monroe	56%	318	352	Lower
	In your neighborhood during the day	86%	318	374	Similar
	In Monroe's downtown/commercial area during the day	87%	211	328	Similar
Mobility	Overall ease of getting to the places you usually have to visit	67%	192	255	Similar
	Availability of paths and walking trails	61%	193	329	Similar
	Ease of walking in Monroe	70%	130	317	Similar
	Ease of travel by bicycle in Monroe	47%	187	319	Similar
	Ease of travel by public transportation in Monroe	43%	78	215	Similar
	Ease of travel by car in Monroe	63%	188	318	Similar
	Ease of public parking	40%	167	213	Similar
	Traffic flow on major streets	49%	170	362	Similar
Natural Environment	Quality of overall natural environment in Monroe	60%	260	290	Lower
	Cleanliness of Monroe	52%	247	297	Lower
	Air quality	61%	222	256	Lower
Built Environment	Overall "built environment" of Monroe (including overall design, buildings, parks and transportation systems)	38%	224	244	Lower
	Overall quality of new development in Monroe	21%	297	302	Much lower
	Availability of affordable quality housing	31%	216	315	Similar
	Variety of housing options	36%	243	293	Lower
Economy	Public places where people want to spend time	38%	222	237	Lower
	Overall economic health of Monroe	23%	244	250	Much lower
	Vibrant downtown/commercial area	16%	219	228	Much lower
	Overall quality of business and service establishments in Monroe	34%	277	284	Lower
	Cost of living in Monroe	34%	178	247	Similar
	Shopping opportunities	13%	301	308	Much lower
	Employment opportunities	18%	274	324	Lower
Recreation and Wellness	Monroe as a place to visit	28%	257	266	Much lower
	Monroe as a place to work	35%	358	379	Lower
	Health and wellness opportunities in Monroe	38%	235	245	Much lower
	Availability of affordable quality mental health care	20%	201	216	Lower
	Availability of preventive health services	40%	223	245	Lower
	Availability of affordable quality health care	34%	254	272	Lower
	Availability of affordable quality food	47%	229	250	Lower
Education and Enrichment	Recreational opportunities	44%	284	312	Lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	56%	198	235	Similar
	Overall opportunities for education and enrichment	48%	219	247	Lower
	Opportunities to participate in religious or spiritual events and activities	79%	127	212	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Opportunities to attend cultural/arts/music activities	48%	220	310	Similar
	Adult educational opportunities	53%	147	224	Similar
	K-12 education	48%	240	284	Lower
	Availability of affordable quality child care/preschool	41%	215	263	Similar
Community Engagement	Opportunities to participate in social events and activities	37%	256	273	Lower
	Neighborliness of Monroe	36%	234	239	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	31%	305	306	Much lower
	Opportunities to participate in community matters	40%	278	285	Lower
	Opportunities to volunteer	58%	225	276	Similar

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Monroe	55%	392	454	Lower
Overall customer service by Monroe employees (police, receptionists, planners, etc.)	60%	341	397	Similar
Value of services for the taxes paid to Monroe	35%	370	423	Lower
Overall direction that Monroe is taking	32%	321	334	Lower
Job Monroe government does at welcoming citizen involvement	29%	322	333	Lower
Overall confidence in Monroe government	30%	234	250	Lower
Generally acting in the best interest of the community	34%	230	250	Lower
Being honest	33%	222	242	Lower
Treating all residents fairly	34%	226	247	Lower
Services provided by the Federal Government	34%	187	259	Similar

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	68%	391	492	Similar
	Fire services	85%	318	412	Similar
	Ambulance or emergency medical services	78%	316	372	Similar
	Crime prevention	48%	338	381	Lower
	Fire prevention and education	69%	236	301	Similar
	Animal control	55%	278	362	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	51%	229	290	Similar
Mobility	Traffic enforcement	55%	317	394	Similar
	Street repair	12%	404	418	Much lower
	Street cleaning	47%	278	337	Similar
	Street lighting	55%	215	349	Similar
	Snow removal	47%	264	309	Lower
	Sidewalk maintenance	41%	262	340	Similar
	Traffic signal timing	43%	215	275	Similar
Natural Environment	Bus or transit services	57%	89	239	Similar
	Garbage collection	79%	267	377	Similar
	Recycling	82%	143	379	Similar
	Yard waste pick-up	79%	118	286	Similar
	Drinking water	64%	236	337	Similar
Built	Monroe open space	46%	189	225	Similar
	Storm drainage	52%	295	375	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Environment	Sewer services	68%	272	341	Similar
	Utility billing	54%	196	219	Similar
	Land use, planning and zoning	29%	296	320	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	31%	353	409	Lower
Economy	Economic development	22%	292	300	Much lower
Recreation and Wellness	City parks	68%	282	345	Similar
	Recreation programs or classes	53%	301	345	Lower
	Recreation centers or facilities	43%	273	290	Lower
	Health services	43%	213	226	Lower
Education and Enrichment	City-sponsored special events	54%	223	270	Similar
	Public library services	87%	127	363	Similar
Community Engagement	Public information services	56%	243	299	Similar

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	34%	311	326	Lower
Recommend living in Monroe to someone who asks	56%	292	298	Much lower
Remain in Monroe for the next five years	70%	276	289	Lower
Contacted Monroe (in-person, phone, email or web) for help or information	49%	119	336	Similar

Table 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	29%	144	216	Similar
	Did NOT report a crime to the police	75%	169	242	Similar
	Household member was NOT a victim of a crime	87%	187	286	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	13%	127	196	Lower
	Carpooled with other adults or children instead of driving alone	38%	172	229	Similar
	Walked or biked instead of driving	68%	56	238	Higher
Natural Environment	Made efforts to conserve water	75%	188	224	Similar
	Made efforts to make your home more energy efficient	79%	57	225	Similar
	Recycle at home	87%	166	269	Similar
Built Environment	Did NOT observe a code violation or other hazard in Monroe	42%	192	231	Lower
	NOT experiencing housing costs stress	80%	29	266	Higher
Economy	Purchase goods or services from a business located in Monroe	93%	213	235	Similar
	Economy will have positive impact on income	29%	158	267	Similar
	Work inside boundaries of Monroe	42%	99	236	Similar
Recreation and Wellness	Used Monroe recreation centers or their services	50%	199	247	Similar
	Visited a City park	86%	117	281	Similar
	Eat at least 5 portions of fruits and vegetables a day	80%	175	227	Similar
	Participate in moderate or vigorous physical activity	83%	145	231	Similar
Education and Enrichment	In very good to excellent health	54%	196	231	Similar
	Used Monroe public libraries or their services	69%	74	254	Similar
	Participated in religious or spiritual activities in Monroe	54%	56	208	Similar
Community Engagement	Attended City-sponsored event	62%	58	238	Similar
	Campaigned or advocated for an issue, cause or candidate	30%	48	219	Similar

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	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted Monroe elected officials (in-person, phone, email or web) to express your opinion	20%	76	234	Similar
Volunteered your time to some group/activity in Monroe	42%	115	275	Similar
Participated in a club	29%	103	250	Similar
Talked to or visited with your immediate neighbors	93%	77	232	Similar
Done a favor for a neighbor	83%	102	228	Similar
Attended a local public meeting	19%	171	275	Similar
Watched (online or on television) a local public meeting	27%	79	236	Similar
Read or watch local news (via television, paper, computer, etc.)	83%	170	236	Similar
Vote in local elections	89%	35	269	Similar

Communities included in national comparisons

The communities included in Monroe’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO	441,603	Bellevue city, WA	122,363
Airway Heights city, WA	6,114	Bellingham city, WA	80,885
Albany city, OR	50,158	Benbrook city, TX.....	21,234
Albemarle County, VA.....	98,970	Bend city, OR.....	76,639
Albert Lea city, MN.....	18,016	Bethlehem township, PA.....	23,730
Alexandria city, VA.....	139,966	Bettendorf city, IA.....	33,217
Algonquin village, IL.....	30,046	Billings city, MT.....	104,170
Aliso Viejo city, CA	47,823	Blaine city, MN.....	57,186
Altoona city, IA	14,541	Bloomfield Hills city, MI	3,869
American Canyon city, CA.....	19,454	Bloomington city, IN	80,405
Ames city, IA	58,965	Bloomington city, MN	82,893
Andover CDP, MA.....	8,762	Blue Springs city, MO	52,575
Ankeny city, IA	45,582	Boise City city, ID	205,671
Ann Arbor city, MI.....	113,934	Bonner Springs city, KS	7,314
Annapolis city, MD	38,394	Boone County, KY	118,811
Apache Junction city, AZ.....	35,840	Boulder city, CO	97,385
Arapahoe County, CO	572,003	Bowling Green city, KY	58,067
Arkansas City city, AR.....	366	Bozeman city, MT	37,280
Arlington city, TX	365,438	Brentwood city, MO.....	8,055
Arvada city, CO.....	106,433	Brentwood city, TN	37,060
Asheville city, NC	83,393	Brighton city, CO	33,352
Ashland city, OR	20,078	Brighton city, MI	7,444
Ashland town, MA	16,593	Bristol city, TN	26,702
Ashland town, VA.....	7,225	Broken Arrow city, OK.....	98,850
Aspen city, CO	6,658	Brookfield city, WI	37,920
Athens-Clarke County, GA	115,452	Brookline CDP, MA	58,732
Auburn city, AL	53,380	Brooklyn Center city, MN	30,104
Augusta CCD, GA	134,777	Brooklyn city, OH	11,169
Aurora city, CO	325,078	Broomfield city, CO	55,889
Austin city, TX	790,390	Brownsburg town, IN	21,285
Avon town, CO	6,447	Buffalo Grove village, IL	41,496
Avon town, IN	12,446	Burien city, WA	33,313
Avondale city, AZ	76,238	Burleson city, TX.....	36,690
Azusa city, CA.....	46,361	Burlingame city, CA.....	28,806
Bainbridge Island city, WA.....	23,025	Cabarrus County, NC.....	178,011
Baltimore city, MD.....	620,961	Cambridge city, MA	105,162
Bartonville town, TX.....	1,469	Canandaigua city, NY	10,545
Battle Creek city, MI.....	52,347	Cannon Beach city, OR.....	1,690
Bay City city, MI.....	34,932	Cañon City city, CO	16,400
Bay Village city, OH.....	15,651	Canton city, SD.....	3,057
Baytown city, TX.....	71,802	Cape Coral city, FL.....	154,305
Bedford city, TX	46,979	Cape Girardeau city, MO.....	37,941
Bedford town, MA	13,320	Carlisle borough, PA.....	18,682

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Carlsbad city, CA.....	105,328	Delray Beach city, FL.....	60,522
Carroll city, IA.....	10,103	Denison city, TX.....	22,682
Cartersville city, GA.....	19,731	Denton city, TX.....	113,383
Cary town, NC.....	135,234	Denver city, CO.....	600,158
Castine town, ME.....	1,366	Derby city, KS.....	22,158
Castle Pines North city, CO.....	10,360	Des Moines city, IA.....	203,433
Castle Rock town, CO.....	48,231	Des Peres city, MO.....	8,373
Cedar Hill city, TX.....	45,028	Destin city, FL.....	12,305
Cedar Rapids city, IA.....	126,326	Dothan city, AL.....	65,496
Celina city, TX.....	6,028	Douglas County, CO.....	285,465
Centennial city, CO.....	100,377	Dover city, NH.....	29,987
Chandler city, AZ.....	236,123	Dublin city, CA.....	46,036
Chandler city, TX.....	2,734	Dublin city, OH.....	41,751
Chanhassen city, MN.....	22,952	Duluth city, MN.....	86,265
Chapel Hill town, NC.....	57,233	Durham city, NC.....	228,330
Chardon city, OH.....	5,148	Durham County, NC.....	267,587
Charles County, MD.....	146,551	Dyer town, IN.....	16,390
Charlotte city, NC.....	731,424	Eagan city, MN.....	64,206
Charlotte County, FL.....	159,978	Eagle Mountain city, UT.....	21,415
Charlottesville city, VA.....	43,475	Eagle town, CO.....	6,508
Chattanooga city, TN.....	167,674	East Grand Forks city, MN.....	8,601
Chautauqua town, NY.....	4,464	East Lansing city, MI.....	48,579
Chesterfield County, VA.....	316,236	Eau Claire city, WI.....	65,883
Citrus Heights city, CA.....	83,301	Eden Prairie city, MN.....	60,797
Clackamas County, OR.....	375,992	Eden town, VT.....	1,323
Clarendon Hills village, IL.....	8,427	Edgerton city, KS.....	1,671
Clayton city, MO.....	15,939	Edgewater city, CO.....	5,170
Clearwater city, FL.....	107,685	Edina city, MN.....	47,941
Cleveland Heights city, OH.....	46,121	Edmond city, OK.....	81,405
Clinton city, SC.....	8,490	Edmonds city, WA.....	39,709
Clive city, IA.....	15,447	El Cerrito city, CA.....	23,549
Clovis city, CA.....	95,631	El Dorado County, CA.....	181,058
College Park city, MD.....	30,413	El Paso de Robles (Paso Robles) city, CA.....	29,793
College Station city, TX.....	93,857	Elk Grove city, CA.....	153,015
Colleyville city, TX.....	22,807	Elko New Market city, MN.....	4,110
Columbia city, MO.....	108,500	Elmhurst city, IL.....	44,121
Columbia city, SC.....	129,272	Encinitas city, CA.....	59,518
Columbia Falls city, MT.....	4,688	Englewood city, CO.....	30,255
Commerce City city, CO.....	45,913	Erie town, CO.....	18,135
Concord city, CA.....	122,067	Escambia County, FL.....	297,619
Concord town, MA.....	17,668	Estes Park town, CO.....	5,858
Conshohocken borough, PA.....	7,833	Euclid city, OH.....	48,920
Coolidge city, AZ.....	11,825	Fairview town, TX.....	7,248
Coon Rapids city, MN.....	61,476	Farmers Branch city, TX.....	28,616
Copperas Cove city, TX.....	32,032	Farmersville city, TX.....	3,301
Coral Springs city, FL.....	121,096	Farmington Hills city, MI.....	79,740
Coronado city, CA.....	18,912	Farmington town, CT.....	25,340
Corvallis city, OR.....	54,462	Fayetteville city, NC.....	200,564
Cottonwood Heights city, UT.....	33,433	Fernandina Beach city, FL.....	11,487
Creve Coeur city, MO.....	17,833	Fishers town, IN.....	76,794
Cross Roads town, TX.....	1,563	Flagstaff city, AZ.....	65,870
Cupertino city, CA.....	58,302	Flower Mound town, TX.....	64,669
Dacono city, CO.....	4,152	Forest Grove city, OR.....	21,083
Dade City city, FL.....	6,437	Fort Collins city, CO.....	143,986
Dakota County, MN.....	398,552	Fort Lauderdale city, FL.....	165,521
Dallas city, OR.....	14,583	Fort Smith city, AR.....	86,209
Dallas city, TX.....	1,197,816	Franklin city, TN.....	62,487
Danville city, KY.....	16,218	Fremont city, CA.....	214,089
Dardenne Prairie city, MO.....	11,494	Friendswood city, TX.....	35,805
Darien city, IL.....	22,086	Fruita city, CO.....	12,646
Davenport city, FL.....	2,888	Gahanna city, OH.....	33,248
Davenport city, IA.....	99,685	Gaithersburg city, MD.....	59,933
Davidson town, NC.....	10,944	Galveston city, TX.....	47,743
Dayton city, OH.....	141,527	Gardner city, KS.....	19,123
Dayton town, WY.....	757	Georgetown city, TX.....	47,400
Dearborn city, MI.....	98,153	Germantown city, TN.....	38,844
Decatur city, GA.....	19,335	Gilbert town, AZ.....	208,453
Del Mar city, CA.....	4,161	Gillette city, WY.....	29,087
DeLand city, FL.....	27,031	Glen Ellyn village, IL.....	27,450
Delaware city, OH.....	34,753	Glendora city, CA.....	50,073

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Glenview village, IL.....	44,692	Kettering city, OH.....	56,163
Globe city, AZ.....	7,532	Key West city, FL.....	24,649
Golden city, CO.....	18,867	King City city, CA.....	12,874
Golden Valley city, MN.....	20,371	King County, WA.....	1,931,249
Goodyear city, AZ.....	65,275	Kirkland city, WA.....	48,787
Grafton village, WI.....	11,459	Kirkwood city, MO.....	27,540
Grand Blanc city, MI.....	8,276	Knoxville city, IA.....	7,313
Grants Pass city, OR.....	34,533	La Plata town, MD.....	8,753
Grass Valley city, CA.....	12,860	La Porte city, TX.....	33,800
Greeley city, CO.....	92,889	La Vista city, NE.....	15,758
Greenville city, NC.....	84,554	Lafayette city, CO.....	24,453
Greenwich town, CT.....	61,171	Laguna Beach city, CA.....	22,723
Greenwood Village city, CO.....	13,925	Laguna Niguel city, CA.....	62,979
Greer city, SC.....	25,515	Lake Forest city, IL.....	19,375
Gunnison County, CO.....	15,324	Lake in the Hills village, IL.....	28,965
Hailey city, ID.....	7,960	Lake Stevens city, WA.....	28,069
Haines Borough, AK.....	2,508	Lake Worth city, FL.....	34,910
Haltom City city, TX.....	42,409	Lake Zurich village, IL.....	19,631
Hamilton city, OH.....	62,477	Lakeville city, MN.....	55,954
Hamilton town, MA.....	7,764	Lakewood city, CO.....	142,980
Hampton city, VA.....	137,436	Lakewood city, WA.....	58,163
Hanover County, VA.....	99,863	Lancaster County, SC.....	76,652
Harrisburg city, SD.....	4,089	Lane County, OR.....	351,715
Harrisonburg city, VA.....	48,914	Lansing city, MI.....	114,297
Harrisonville city, MO.....	10,019	Laramie city, WY.....	30,816
Hastings city, MN.....	22,172	Larimer County, CO.....	299,630
Hayward city, CA.....	144,186	Las Cruces city, NM.....	97,618
Henderson city, NV.....	257,729	Las Vegas city, NM.....	13,753
Herndon town, VA.....	23,292	Las Vegas city, NV.....	583,756
High Point city, NC.....	104,371	Lawrence city, KS.....	87,643
Highland Park city, IL.....	29,763	Lawrenceville city, GA.....	28,546
Highlands Ranch CDP, CO.....	96,713	Lee's Summit city, MO.....	91,364
Holland city, MI.....	33,051	Lehi city, UT.....	47,407
Homer Glen village, IL.....	24,220	Lenexa city, KS.....	48,190
Honolulu County, HI.....	953,207	Lewis County, NY.....	27,087
Hooksett town, NH.....	13,451	Lewiston city, ID.....	31,894
Hopkins city, MN.....	17,591	Lewisville city, TX.....	95,290
Hopkinton town, MA.....	14,925	Lewisville town, NC.....	12,639
Hoquiam city, WA.....	8,726	Libertyville village, IL.....	20,315
Horry County, SC.....	269,291	Lincoln city, NE.....	258,379
Howard village, WI.....	17,399	Lincolnwood village, IL.....	12,590
Hudson city, OH.....	22,262	Lindsborg city, KS.....	3,458
Hudson town, CO.....	2,356	Little Chute village, WI.....	10,449
Huntley village, IL.....	24,291	Littleton city, CO.....	41,737
Hurst city, TX.....	37,337	Livermore city, CA.....	80,968
Hutchinson city, MN.....	14,178	Lombard village, IL.....	43,165
Hutto city, TX.....	14,698	Lone Tree city, CO.....	10,218
Independence city, MO.....	116,830	Long Grove village, IL.....	8,043
Indianola city, IA.....	14,782	Longmont city, CO.....	86,270
Indio city, CA.....	76,036	Longview city, TX.....	80,455
Iowa City city, IA.....	67,862	Lonsdale city, MN.....	3,674
Irving city, TX.....	216,290	Los Alamos County, NM.....	17,950
Issaquah city, WA.....	30,434	Los Altos Hills town, CA.....	7,922
Jackson city, MO.....	13,758	Louisville city, CO.....	18,376
Jackson County, MI.....	160,248	Lower Merion township, PA.....	57,825
James City County, VA.....	67,009	Lynchburg city, VA.....	75,568
Jefferson County, NY.....	116,229	Lynnwood city, WA.....	35,836
Jefferson Parish, LA.....	432,552	Macomb County, MI.....	840,978
Johnson City city, TN.....	63,152	Manassas city, VA.....	37,821
Johnston city, IA.....	17,278	Manhattan Beach city, CA.....	35,135
Jupiter town, FL.....	55,156	Manhattan city, KS.....	52,281
Kalamazoo city, MI.....	74,262	Mankato city, MN.....	39,309
Kansas City city, KS.....	145,786	Maple Grove city, MN.....	61,567
Kansas City city, MO.....	459,787	Maplewood city, MN.....	38,018
Keizer city, OR.....	36,478	Maricopa County, AZ.....	3,817,117
Kenmore city, WA.....	20,460	Marion city, IA.....	34,768
Kennedale city, TX.....	6,763	Mariposa County, CA.....	18,251
Kennett Square borough, PA.....	6,072	Marshfield city, WI.....	19,118
Kent city, WA.....	92,411	Martinez city, CA.....	35,824
Kerrville city, TX.....	22,347	Marysville city, WA.....	60,020

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Matthews town, NC.....	27,198	Oakley city, CA.....	35,432
McAllen city, TX.....	129,877	Oklahoma City city, OK.....	579,999
McKinney city, TX.....	131,117	Olathe city, KS.....	125,872
McMinnville city, OR.....	32,187	Old Town city, ME.....	7,840
Menlo Park city, CA.....	32,026	Olmsted County, MN.....	144,248
Menomonee Falls village, WI.....	35,626	Olympia city, WA.....	46,478
Mercer Island city, WA.....	22,699	Orange village, OH.....	3,323
Meridian charter township, MI.....	39,688	Orland Park village, IL.....	56,767
Meridian city, ID.....	75,092	Orleans Parish, LA.....	343,829
Merriam city, KS.....	11,003	Oshkosh city, WI.....	66,083
Mesa city, AZ.....	439,041	Oshtego charter township, MI.....	21,705
Mesa County, CO.....	146,723	Oswego village, IL.....	30,355
Miami Beach city, FL.....	87,779	Otsego County, MI.....	24,164
Miami city, FL.....	399,457	Ottawa County, MI.....	263,801
Middleton city, WI.....	17,442	Overland Park city, KS.....	173,372
Midland city, MI.....	41,863	Paducah city, KY.....	25,024
Milford city, DE.....	9,559	Palm Beach Gardens city, FL.....	48,452
Milton city, GA.....	32,661	Palm Coast city, FL.....	75,180
Minneapolis city, MN.....	382,578	Palo Alto city, CA.....	64,403
Minnetrista city, MN.....	6,384	Palos Verdes Estates city, CA.....	13,438
Missouri City city, TX.....	67,358	Papillion city, NE.....	18,894
Modesto city, CA.....	201,165	Paradise Valley town, AZ.....	12,820
Monroe city, MI.....	20,733	Park City city, UT.....	7,558
Monterey city, CA.....	27,810	Parker town, CO.....	45,297
Montgomery city, MN.....	2,956	Parkland city, FL.....	23,962
Montgomery County, MD.....	971,777	Pasco city, WA.....	59,781
Monticello city, UT.....	1,972	Pasco County, FL.....	464,697
Montrose city, CO.....	19,132	Payette city, ID.....	7,433
Monument town, CO.....	5,530	Pearland city, TX.....	91,252
Mooreville town, NC.....	32,711	Peoria city, AZ.....	154,065
Moraga town, CA.....	16,016	Peoria city, IL.....	115,007
Morristown city, TN.....	29,137	Pflugerville city, TX.....	46,936
Morrisville town, NC.....	18,576	Phoenix city, AZ.....	1,445,632
Morro Bay city, CA.....	10,234	Pinehurst village, NC.....	13,124
Mountain Village town, CO.....	1,320	Piqua city, OH.....	20,522
Mountlake Terrace city, WA.....	19,909	Pitkin County, CO.....	17,148
Murphy city, TX.....	17,708	Plano city, TX.....	259,841
Naperville city, IL.....	141,853	Platte City city, MO.....	4,691
Napoleon city, OH.....	8,749	Pleasant Hill city, IA.....	8,785
Nederland city, TX.....	17,547	Pleasanton city, CA.....	70,285
Needham CDP, MA.....	28,886	Plymouth city, MN.....	70,576
Nevada City city, CA.....	3,068	Polk County, IA.....	430,640
Nevada County, CA.....	98,764	Pompano Beach city, FL.....	99,845
New Braunfels city, TX.....	57,740	Port Orange city, FL.....	56,048
New Brighton city, MN.....	21,456	Port St. Lucie city, FL.....	164,603
New Hanover County, NC.....	202,667	Portland city, OR.....	583,776
New Hope city, MN.....	20,339	Post Falls city, ID.....	27,574
New Orleans city, LA.....	343,829	Powell city, OH.....	11,500
New Port Richey city, FL.....	14,911	Powhatan County, VA.....	28,046
New Smyrna Beach city, FL.....	22,464	Prince William County, VA.....	402,002
New Ulm city, MN.....	13,522	Prior Lake city, MN.....	22,796
Newberg city, OR.....	22,068	Pueblo city, CO.....	106,595
Newport city, RI.....	24,672	Purcellville town, VA.....	7,727
Newport News city, VA.....	180,719	Queen Creek town, AZ.....	26,361
Newton city, IA.....	15,254	Raleigh city, NC.....	403,892
Noblesville city, IN.....	51,969	Ramsey city, MN.....	23,668
Nogales city, AZ.....	20,837	Raymond town, ME.....	4,436
Norcross city, GA.....	9,116	Raymore city, MO.....	19,206
Norfolk city, NE.....	24,210	Redmond city, OR.....	26,215
Norfolk city, VA.....	242,803	Redmond city, WA.....	54,144
North Mankato city, MN.....	13,394	Redwood City city, CA.....	76,815
North Port city, FL.....	57,357	Reno city, NV.....	225,221
North Richland Hills city, TX.....	63,343	Reston CDP, VA.....	58,404
North Yarmouth town, ME.....	3,565	Richland city, WA.....	48,058
Novato city, CA.....	51,904	Richmond city, CA.....	103,701
Novi city, MI.....	55,224	Richmond Heights city, MO.....	8,603
O'Fallon city, IL.....	28,281	Rio Rancho city, NM.....	87,521
O'Fallon city, MO.....	79,329	River Falls city, WI.....	15,000
Oak Park village, IL.....	51,878	Riverside city, CA.....	303,871
Oakland city, CA.....	390,724	Riverside city, MO.....	2,937

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Roanoke city, VA.....	97,032	St. Augustine city, FL.....	12,975
Roanoke County, VA.....	92,376	St. Charles city, IL.....	32,974
Rochester Hills city, MI.....	70,995	St. Cloud city, FL.....	35,183
Rock Hill city, SC.....	66,154	St. Cloud city, MN.....	65,842
Rockville city, MD.....	61,209	St. Joseph city, MO.....	76,780
Roeland Park city, KS.....	6,731	St. Joseph town, WI.....	3,842
Rogers city, MN.....	8,597	St. Louis County, MN.....	200,226
Rohnert Park city, CA.....	40,971	State College borough, PA.....	42,034
Rolla city, MO.....	19,559	Steamboat Springs city, CO.....	12,088
Roselle village, IL.....	22,763	Sterling Heights city, MI.....	129,699
Rosemount city, MN.....	21,874	Sugar Grove village, IL.....	8,997
Rosenberg city, TX.....	30,618	Sugar Land city, TX.....	78,817
Roseville city, MN.....	33,660	Suisun City city, CA.....	28,111
Round Rock city, TX.....	99,887	Summit city, NJ.....	21,457
Royal Oak city, MI.....	57,236	Summit County, UT.....	36,324
Royal Palm Beach village, FL.....	34,140	Summit village, IL.....	11,054
Saco city, ME.....	18,482	Sunnyvale city, CA.....	140,081
Sacramento city, CA.....	466,488	Surprise city, AZ.....	117,517
Sahuarita town, AZ.....	25,259	Suwanee city, GA.....	15,355
Salida city, CO.....	5,236	Tacoma city, WA.....	198,397
Sammamish city, WA.....	45,780	Takoma Park city, MD.....	16,715
San Anselmo town, CA.....	12,336	Tamarac city, FL.....	60,427
San Diego city, CA.....	1,307,402	Temecula city, CA.....	100,097
San Francisco city, CA.....	805,235	Tempe city, AZ.....	161,719
San Jose city, CA.....	945,942	Temple city, TX.....	66,102
San Juan County, NM.....	130,044	Texarkana city, TX.....	36,411
San Marcos city, CA.....	83,781	The Woodlands CDP, TX.....	93,847
San Marcos city, TX.....	44,894	Thousand Oaks city, CA.....	126,683
San Rafael city, CA.....	57,713	Tigard city, OR.....	48,035
Sanford city, FL.....	53,570	Tracy city, CA.....	82,922
Sangamon County, IL.....	197,465	Trinidad CCD, CO.....	12,017
Santa Clarita city, CA.....	176,320	Tualatin city, OR.....	26,054
Santa Fe city, NM.....	67,947	Tulsa city, OK.....	391,906
Santa Fe County, NM.....	144,170	Tustin city, CA.....	75,540
Santa Monica city, CA.....	89,736	Twin Falls city, ID.....	44,125
Sarasota County, FL.....	379,448	Tyler city, TX.....	96,900
Savage city, MN.....	26,911	Unalaska city, AK.....	4,376
Schaumburg village, IL.....	74,227	University Heights city, OH.....	13,539
Schertz city, TX.....	31,465	University Park city, TX.....	23,068
Scott County, MN.....	129,928	Upper Arlington city, OH.....	33,771
Scottsdale city, AZ.....	217,385	Urbandale city, IA.....	39,463
Seaside city, CA.....	33,025	Vail town, CO.....	5,305
Sedona city, AZ.....	10,031	Vancouver city, WA.....	161,791
Sevierville city, TN.....	14,807	Ventura CCD, CA.....	111,889
Shakopee city, MN.....	37,076	Vernon Hills village, IL.....	25,113
Sharonville city, OH.....	13,560	Vestavia Hills city, AL.....	34,033
Shawnee city, KS.....	62,209	Victoria city, MN.....	7,345
Shawnee city, OK.....	29,857	Vienna town, VA.....	15,687
Sherborn town, MA.....	4,119	Virginia Beach city, VA.....	437,994
Shoreline city, WA.....	53,007	Walnut Creek city, CA.....	64,173
Shoreview city, MN.....	25,043	Warrensburg city, MO.....	18,838
Shorewood village, IL.....	15,615	Washington County, MN.....	238,136
Shorewood village, WI.....	13,162	Washington town, NH.....	1,123
Sierra Vista city, AZ.....	43,888	Washoe County, NV.....	421,407
Silverton city, OR.....	9,222	Washougal city, WA.....	14,095
Sioux Center city, IA.....	7,048	Wauwatosa city, WI.....	46,396
Sioux Falls city, SD.....	153,888	Waverly city, IA.....	9,874
Skokie village, IL.....	64,784	Weddington town, NC.....	9,459
Snellville city, GA.....	18,242	Wentzville city, MO.....	29,070
Snoqualmie city, WA.....	10,670	West Carrollton city, OH.....	13,143
Snowmass Village town, CO.....	2,826	West Chester borough, PA.....	18,461
Somerset town, MA.....	18,165	West Des Moines city, IA.....	56,609
South Jordan city, UT.....	50,418	Western Springs village, IL.....	12,975
South Lake Tahoe city, CA.....	21,403	Westerville city, OH.....	36,120
Southlake city, TX.....	26,575	Westlake town, TX.....	992
Spearfish city, SD.....	10,494	Westminster city, CO.....	106,114
Spring Hill city, KS.....	5,437	Weston town, MA.....	11,261
Springboro city, OH.....	17,409	Wheat Ridge city, CO.....	30,166
Springfield city, MO.....	159,498	White House city, TN.....	10,255
Springville city, UT.....	29,466	Wichita city, KS.....	382,368

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Williamsburg city, VA.....	14,068	Woodland city, CA.....	55,468
Willowbrook village, IL.....	8,540	Wrentham town, MA.....	10,955
Wilmington city, NC.....	106,476	Wyandotte County, KS.....	157,505
Wilsonville city, OR.....	19,509	Yakima city, WA.....	91,067
Windsor town, CO.....	18,644	York County, VA.....	65,464
Windsor town, CT.....	29,044	Yorktown town, IN.....	9,405
Winnetka village, IL.....	12,187	Yorkville city, IL.....	16,921
Winter Garden city, FL.....	34,568	Yountville city, CA.....	2,933
Woodbury city, MN.....	61,961		
Woodinville city, WA.....	10,938		

Peer Community Benchmark Comparisons

Table 75: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Monroe	45%	10	11	Lower
Overall image or reputation of Monroe	26%	11	12	Much lower
Monroe as a place to live	53%	14	15	Lower
Your neighborhood as a place to live	70%	7	8	Similar
Monroe as a place to raise children	44%	13	13	Lower
Monroe as a place to retire	36%	11	12	Lower
Overall appearance of Monroe	45%	12	14	Similar

Table 76: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Monroe	56%	14	14	Lower
	In your neighborhood during the day	86%	13	14	Similar
	In Monroe's downtown/commercial area during the day	87%	7	10	Similar
Mobility	Overall ease of getting to the places you usually have to visit	67%	6	7	Lower
	Availability of paths and walking trails	61%	8	9	Lower
	Ease of walking in Monroe	70%	8	9	Similar
	Ease of travel by bicycle in Monroe	47%	7	8	Lower
	Ease of travel by public transportation in Monroe	43%	2	5	Similar
	Ease of travel by car in Monroe	63%	8	8	Similar
	Ease of public parking	40%	7	7	Lower
Natural Environment	Traffic flow on major streets	49%	7	12	Similar
	Quality of overall natural environment in Monroe	60%	6	7	Lower
	Cleanliness of Monroe	52%	7	8	Similar
Built Environment	Air quality	61%	6	6	Lower
	Overall "built environment" of Monroe (including overall design, buildings, parks and transportation systems)	38%	6	7	Lower
	Overall quality of new development in Monroe	21%	8	8	Much lower
	Availability of affordable quality housing	31%	10	10	Lower
	Variety of housing options	36%	8	9	Similar
Economy	Public places where people want to spend time	38%	7	7	Lower
	Overall economic health of Monroe	23%	8	8	Lower
	Vibrant downtown/commercial area	16%	9	9	Much lower
	Overall quality of business and service establishments in Monroe	34%	8	8	Lower
	Cost of living in Monroe	34%	7	7	Similar
	Shopping opportunities	13%	9	9	Much lower
	Employment opportunities	18%	7	11	Similar
	Monroe as a place to visit	28%	8	9	Lower
	Monroe as a place to work	35%	9	11	Lower
Recreation and Wellness	Health and wellness opportunities in Monroe	38%	7	7	Lower
	Availability of affordable quality mental health care	20%	7	7	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Availability of preventive health services	40%	7	7	Lower
	Availability of affordable quality health care	34%	9	9	Lower
	Availability of affordable quality food	47%	8	8	Lower
	Recreational opportunities	44%	8	8	Lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	56%	7	7	Lower
Education and Enrichment	Overall opportunities for education and enrichment	48%	7	7	Lower
	Opportunities to participate in religious or spiritual events and activities	79%	6	8	Similar
	Opportunities to attend cultural/arts/music activities	48%	6	9	Similar
	Adult educational opportunities	53%	7	7	Similar
	K-12 education	48%	9	10	Lower
	Availability of affordable quality child care/preschool	41%	8	8	Lower
Community Engagement	Opportunities to participate in social events and activities	37%	8	8	Lower
	Neighborliness of Monroe	36%	7	7	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	31%	9	9	Lower
	Opportunities to participate in community matters	40%	8	8	Lower
	Opportunities to volunteer	58%	7	8	Similar

Table 77: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Monroe	55%	10	12	Similar
Overall customer service by Monroe employees (police, receptionists, planners, etc.)	60%	13	14	Similar
Value of services for the taxes paid to Monroe	35%	11	14	Similar
Overall direction that Monroe is taking	32%	10	11	Lower
Job Monroe government does at welcoming citizen involvement	29%	11	12	Lower
Overall confidence in Monroe government	30%	6	8	Lower
Generally acting in the best interest of the community	34%	6	8	Lower
Being honest	33%	6	8	Lower
Treating all residents fairly	34%	6	8	Similar
Services provided by the Federal Government	34%	5	7	Similar

Table 78: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police/Sheriff services	68%	18	20	Similar
	Fire services	85%	14	17	Similar
	Ambulance or emergency medical services	78%	12	15	Similar
	Crime prevention	48%	12	13	Similar
	Fire prevention and education	69%	8	10	Similar
	Animal control	55%	11	15	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	51%	8	9	Similar
Mobility	Traffic enforcement	55%	12	13	Similar
	Street repair	12%	17	18	Much lower
	Street cleaning	47%	8	11	Similar
	Street lighting	55%	10	12	Similar
	Snow removal	47%	18	19	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Sidewalk maintenance	41%	7	12	Similar
	Traffic signal timing	43%	8	10	Similar
	Bus or transit services	57%	2	5	Similar
Natural Environment	Garbage collection	79%	13	15	Similar
	Recycling	82%	6	13	Similar
	Yard waste pick-up	79%	4	9	Similar
	Drinking water	64%	8	10	Similar
	Monroe open space	46%	6	8	Similar
	Storm drainage	52%	10	13	Similar
Built Environment	Sewer services	68%	12	13	Similar
	Utility billing	54%	8	9	Similar
	Land use, planning and zoning	29%	10	10	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	31%	13	16	Lower
Economy	Economic development	22%	8	9	Lower
Recreation and Wellness	City parks	68%	12	13	Similar
	Recreation programs or classes	53%	13	15	Lower
	Recreation centers or facilities	43%	8	9	Lower
	Health services	43%	8	8	Lower
	City-sponsored special events	54%	5	8	Similar
Education and Enrichment	Public library services	87%	4	13	Similar
Community Engagement	Public information services	56%	6	10	Similar

Table 79: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	34%	12	12	Lower
Recommend living in Monroe to someone who asks	56%	10	10	Much lower
Remain in Monroe for the next five years	70%	9	9	Lower
Contacted Monroe (in-person, phone, email or web) for help or information	49%	3	9	Similar

Table 80: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	29%	2	7	Similar
	Did NOT report a crime to the police	75%	6	8	Similar
	Household member was NOT a victim of a crime	87%	3	9	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	13%	2	5	Similar
	Carpooled with other adults or children instead of driving alone	38%	5	7	Similar
	Walked or biked instead of driving	68%	3	7	Similar
Natural Environment	Made efforts to conserve water	75%	4	7	Similar
	Made efforts to make your home more energy efficient	79%	2	7	Similar
	Recycle at home	87%	5	9	Similar
Built Environment	Did NOT observe a code violation or other hazard in Monroe	42%	5	7	Similar
	NOT experiencing housing costs stress	80%	1	7	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Economy	Purchase goods or services from a business located in Monroe	93%	7	8	Similar
	Economy will have positive impact on income	29%	1	7	Similar
	Work inside boundaries of Monroe	42%	5	7	Lower
Recreation and Wellness	Used Monroe recreation centers or their services	50%	7	7	Lower
	Visited a City park	86%	6	8	Similar
	Eat at least 5 portions of fruits and vegetables a day	80%	2	7	Similar
	Participate in moderate or vigorous physical activity	83%	2	7	Similar
Education and Enrichment	In very good to excellent health	54%	4	8	Similar
	Used Monroe public libraries or their services	69%	3	8	Similar
	Participated in religious or spiritual activities in Monroe	54%	5	7	Similar
	Attended City-sponsored event	62%	1	6	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	30%	2	7	Similar
	Contacted Monroe elected officials (in-person, phone, email or web) to express your opinion	20%	2	7	Similar
	Volunteered your time to some group/activity in Monroe	42%	7	8	Similar
	Participated in a club	29%	6	7	Similar
	Talked to or visited with your immediate neighbors	93%	4	7	Similar
	Done a favor for a neighbor	83%	4	7	Similar
	Attended a local public meeting	19%	3	8	Similar
	Watched (online or on television) a local public meeting	27%	5	8	Similar
	Read or watch local news (via television, paper, computer, etc.)	83%	5	8	Similar
	Vote in local elections	89%	1	9	Higher

Communities included in peer comparisons

The communities included in Monroe’s custom comparisons are listed below along with their population according to the 2010 Census.

Albert Lea city, MN	18,016	Monroe city, MI.....	20,733
Bay City city, MI	34,932	New Hope city, MN	20,339
Brooklyn Center city, MN.....	30,104	New Ulm city, MN	13,522
Brooklyn city, OH.....	11,169	Newton city, IA.....	15,254
Cape Girardeau city, MO	37,941	Norfolk city, NE.....	24,210
Carroll city, IA	10,103	Oshtemo charter township, MI.....	21,705
Delaware city, OH.....	34,753	Otsego County, MI	24,164
Harrisonville city, MO.....	10,019	Piqua city, OH.....	20,522
Holland city, MI	33,051	River Falls city, WI	15,000
Hopkins city, MN	17,591	Sharonville city, OH.....	13,560
Hutchinson city, MN.....	14,178	Spearfish city, SD.....	10,494
Indianola city, IA	14,782	Summit village, IL	11,054
Jackson city, MO	13,758	Warrensburg city, MO	18,838
Mankato city, MN.....	39,309	West Carrollton city, OH	13,143
Marshfield city, WI.....	19,118		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Monroe funded this research. Please contact Mark Cochran of the City of Monroe at mark.cochran@monroemi.gov if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

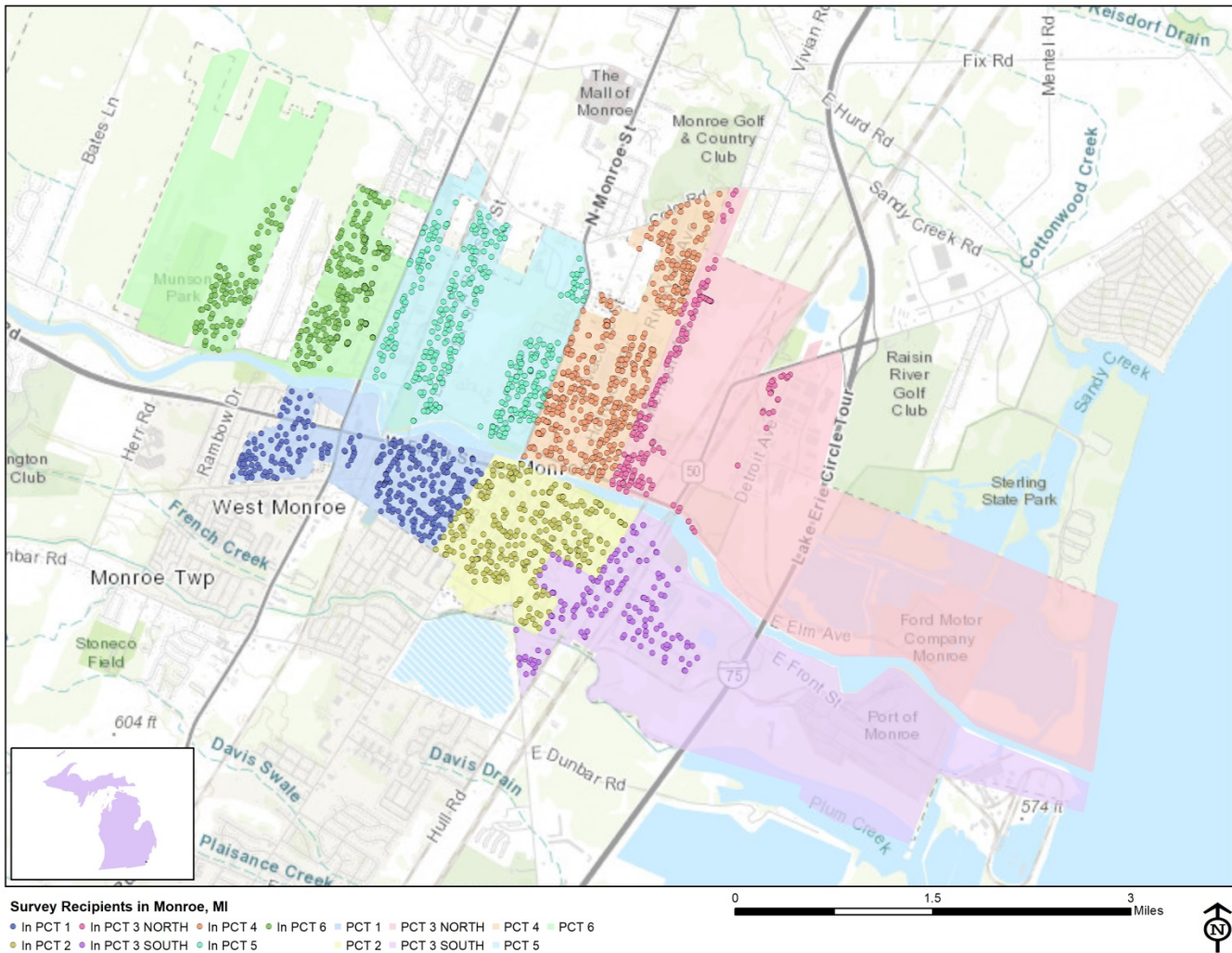
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Monroe were eligible to participate in the survey. A list of all households within the zip codes serving Monroe was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Monroe 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 (updated on a quarterly basis) and addresses located outside of the City of Monroe boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the six City precincts.

To choose the 2,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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 cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the City of Monroe website. This opt-in survey was identical to the scientific survey and open to all City residents.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on May 25, 2018. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Manager inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Respondents could also opt to take the survey online if they preferred. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on June 9, 2018 and remained open for two weeks.

About 3% of the 2,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,417 households that received the survey, 576 completed the survey, providing an overall response rate of 24%. Of the 576 completed surveys, 57 were completed online. Additionally, responses were tracked by area; response rates by Precinct ranged from 14% to 32%. The response rates were calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 486 residents completed the online opt-in survey, providing a grand total of 1,063 completed surveys.

¹ See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

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Table 81: Survey Response Rates by Precinct

	Precinct 1	Precinct 2	Precinct 3 North	Precinct 3 South	Precinct 4	Precinct 5	Precinct 6	Overall
Total sample used	365	301	225	151	481	484	493	2,500
I=Complete Interviews	71	59	31	17	146	134	109	567
P=Partial Interviews	1	0	0	2	3	1	1	8
R=Refusal and break off	0	0	0	0	0	0	0	0
NC=Non Contact	0	0	0	0	0	0	0	0
O=Other	0	0	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0	0	0
UO=Unknown other	285	234	181	119	316	338	369	1,842
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	20%	20%	15%	14%	32%	29%	23%	24%

Confidence Intervals

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.²

The margin of error for the City of Monroe survey is no greater than plus or minus three³ percentage points around any given percent reported for all respondents (1,063 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

³ Although this has become the traditional way to describe survey research precision, when opt-in results are blended with scientific results, assumptions about randomness of responses are not the same as when results come only from the random sample. Consequently other terms sometimes are used in place of “confidence interval” or “margin of error,” such as “credibility intervals.” We hew to the traditional way of describing sample-driven uncertainty while we work with the industry to sort out the best ways to describe these new approaches.

Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, data were compared in order to determine whether it was appropriate to combine, or blend, both datasets together. In the case of Monroe, characteristics of respondents to the non-probability survey were similar to the probability survey, in both respondent trait and opinion, indicating that the two datasets could be blended. This decision reflects a growing trend in survey research toward integration of traditional scientific probability survey respondents and non-probability survey respondents (opt-in).

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Monroe. 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 and then combined into one final dataset. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), sex and age, and Precinct. No adjustments were made for design effects.

The results of the weighting scheme are presented in the following table.

Table 82: Monroe, MI 2018 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	38%	19%	35%
Own home	62%	81%	65%
Detached unit*	71%	82%	72%
Attached unit*	29%	18%	28%
Race and Ethnicity			
White	91%	93%	92%
Not white	9%	7%	8%
Not Hispanic	97%	99%	98%
Hispanic	3%	1%	2%
Sex and Age			
Female	54%	59%	54%
Male	46%	41%	46%
18-34 years of age	31%	15%	30%
35-54 years of age	37%	31%	39%
55+ years of age	32%	54%	31%
Females 18-34	16%	7%	16%
Females 35-54	19%	17%	19%
Females 55+	18%	35%	19%
Males 18-34	15%	5%	13%
Males 35-54	18%	11%	18%
Males 55+	14%	25%	14%
Precinct			
Precinct 1	14%	16%	15%
Precinct 2	12%	9%	11%
Precinct 3 North	9%	9%	8%
Precinct 3 South	6%	8%	7%
Precinct 4	20%	22%	22%
Precinct 5	20%	19%	20%
Precinct 6	19%	17%	17%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). 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 Appendix A. 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. 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.