



CITY OF NOVI
Administrative ePacket
February 23, 2023

Public Safety (Police/Fire)

[February 22-23 Storm Related Calls - Zinser](#)

Infrastructure (Roads/Water/Sewer)

[Letter sent to residents regarding the work occurring in their community - Walsh](#)

Economic Development (City Revenue/Job Growth)

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Natural Areas & Features and Community Character (Community that Preserves)

Fiscally Responsible Government (Maintain)

Parks, Recreation & Cultural Services (Enhance Services)

[2022 PRCS Highlights Report - Muck](#)

Capital Improvement Program

City Council Only or Confidential



MEMORANDUM

TO: VICTOR CARDENAS, INTERIM CITY MANAGER
FROM: ERICK ZINSER, DIRECTOR OF PUBLIC SAFETY/
CHIEF OF POLICE
SUBJECT: PUBLIC SAFETY ICE STORM RELATED CALLS FOR SERVICE
DATE: FEBRUARY 23, 2023

Mayor and Council –

FYI. Strong work by our Public Safety teams over the last 24 hours.

- Victor

Synopsis:

Much of Southeast Michigan saw an ice storm enter the area from Wednesday, February 22, 2023, through Thursday, February 23, 2023. Most of the storm was from noon on the 22nd and ran through the night and into the morning of the 23rd. For the most part, Public Safety responded to very few calls for service related to the storm prior to 7:30 pm on the 22nd. Ice was building up on trees and power lines. This led to numerous calls relating to downed wires, downed trees, and power outages. Surprisingly, there was only one (1) vehicular crash. The freezing rain stopped around 11 pm. The main roads were mostly cleared of ice. Over the remainder of the night, officers encountered fallen trees blocking roadways and an occasional assist to the Fire Department for downed wires. Dispatch handled 166 calls between 9 pm and midnight.

Calls for Service:

- Downed Wires (30 Reported)
- Downed Trees (32 Removed)
- Medical Calls (3)
 - Low Oxygen Due to Power Outage
- Crash (1)
 - I96 & Beck
- Possible Structure Fire (1)
 - Overloaded Chimney on Westmont
- Road Run-Off (1)
 - Nine Mile & Southwick
- Traffic Lights Out (4)
 - Meadowbrook / 10 Mile *Restored*
 - M5 & 14 Mile *Restored*
 - Novi & 14 Mile
 - Novi & 13 Mile

Accidental Property Damage (4)

- 25911 Abbey Dr (Tree fell on complainants' vehicle)
- 39638 Blakeston St (Tree fell on complainants' vehicle)
- 39608 Blakeston St (Tree fell on complainants' vehicle)
- 40174 Jefferson St (Tree fell on complainants' house)





CITY COUNCIL

Mayor

Bob Gatt

Mayor Pro Tem

Dave Staudt

Laura Marie Casey

Hugh Crawford

Justin Fischer

Brian Smith

Ericka Thomas

Interim City Manager

Victor Cardenas

City Clerk

Cortney Hanson

Mayor and Council -

FYI, correspondence sent to residents living at the 13 mile and Old Novi Rd. intersection regarding work in their subdivision.

-Victor

February 22, 2023

RE: Howell's Walled Lake Subdivision Watermain Replacement & Street Rehabilitation Project

Dear Valued Resident:

We hope you are enjoying the mild winter we are having. As you may already be aware, the City of Novi completed an overhaul of Howell's Walled Lake Subdivision's storm sewer system in 2021. We want to thank everyone for their patience during that project.

This construction year, the City of Novi will be replacing problem areas of the water main, lining existing sanitary sewers and repaving Martin Avenue, Wainright Street, Linhart Street and Paramount Street.

Unfortunately, due to the availability of water main materials, we are unable to give you a scheduled start date at this time. However, contractors will send out flyers in advance of any improvements starting on your street.

We understand the impact this work may have on residents. To ensure residents receive proper communication and customer service, the City of Novi will initiate an e-newsletter to communicate with you regularly. We will provide project updates as warranted and try our best to keep you informed throughout the project.

To join the e-news group, we simply ask you to email **communityrelations@cityofnovi.org** with the subject **Howell's Walled Lake Subdivision**. Please include your name and physical address in the email.

We hope this new communication avenue will help you understand the project process and have insight into upcoming changes resulting from the project.

If you have any questions regarding this project, please contact Community Relations at communityrelations@cityofnovi.org or 248.735.5628.

Again, thank you for your patience and understanding. We look forward to keeping you updated.

Sincerely,

Sheryl Walsh-Molloy
Director of Communications

City of Novi

45175 Ten Mile Road
Novi, Michigan 48375
248.347.0460
248.347.0577 fax

cityofnovi.org

MEMORANDUM



TO: MAYOR GATT AND CITY COUNCIL
FROM: CORTNEY HANSON, CITY CLERK
SUBJECT: NEW BALLOT DROP BOXES
DATE: FEBRUARY 23, 2023

Mayor and Council –

Please see an update on the locations of the four (4) required ballot boxes per new state law.

- Victor

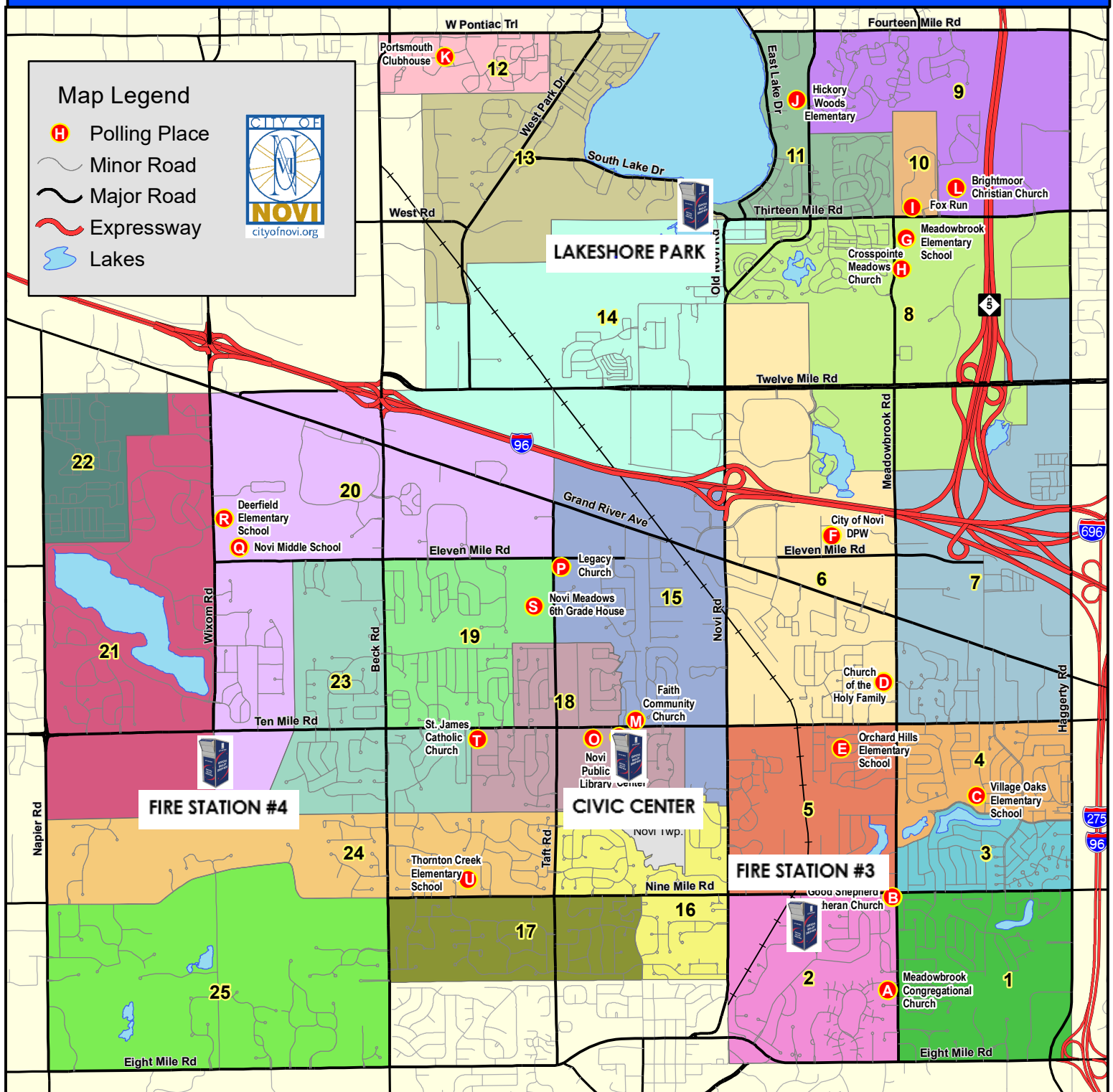
Proposal 2022-2 provides each voter the right to at least one state-funded absent voter ballot application and ballot drop box for every 15,000 registered voters in their jurisdiction. The proposal specified that the secure drop boxes shall be distributed equitably throughout the municipality and shall be accessible 24 hours per day during the 40 days prior to any election.

We are approaching 47,000 registered voters, which requires us to have at least four (4) drop boxes. We currently have four (4) drop boxes; however, they are all located on the Civic Center campus. Since we must have them throughout the community, we must install three (3) additional drop boxes. In determining new locations for the additional drop boxes, we focused on city-owned facilities that would be easily accessible to voters, have appropriate lighting, and had the ability to install a camera to monitor the drop box. We have determined the following locations will best serve our voters:

1. Civic Center Campus – maintain existing 2 outdoor and 2 indoor drop boxes
2. Lakeshore Park – 601 S Lake Dr.
3. Fire Station #3 – 42785 9 Mile Rd.
4. Fire Station #4 – 49375 W. 10 Mile Rd.

We are working with Integrated Solutions to install the necessary wiring for security cameras and proper lighting. They will also handle the installation of concrete pads and drop boxes. We expect to have all drop boxes installed within the next two weeks, and they will be available to voters for the upcoming May 2 special election.

CITY OF NOVI VOTING PRECINCTS & DROP BOX LOCATIONS



1 A Meadowbrook Congregational Church 21355 Meadowbrook Rd	7 F City of Novi DPW 26300 Lee BeGole Dr	12 K Portsmouth Clubhouse 31170 Wellington Dr	18 O Novi Public Library 45255 West Ten Mile Rd	24 T St. James Catholic Church 46325 W Ten Mile Rd
2 B Good Shepherd Lutheran Church 41415 Nine Mile Rd	8 G Meadowbrook Elementary School 29200 Meadowbrook Rd	13 L Brightmoor Christian Church 40800 Thirteen Mile Rd	19 P Legacy Church 45301 W Eleven Mile Rd	25 U Thornton Creek Elementary School - 46180 W Nine Mile Rd
3 C Village Oaks Elementary School 23333 Willowbrook Dr	9, 14 H Crosspointe Meadows Church 29000 Meadowbrook Rd	15 M Faith Community Church 44400 W Ten Mile Rd	20, 21 Q Novi Middle School 49000 Eleven Mile Rd	
4, 6 D Church of the Holy Family 24505 Meadowbrook Rd	10 I Fox Run 41000 Thirteen Mile Rd	16, 17 N Novi Civic Center 45175 W Ten Mile Rd	22 R Deerfield Elementary School 26500 Wixom Rd	
5 E Orchard Hills Elementary School 41900 Quince St	11 J Hickory Woods Elementary 30655 Novi Rd		23 S Novi Meadows 6 th Grade House 25299 Taft Rd	

Polling Location Details

CITY OF NOVI
CITY CLERK'S OFFICE
45175 W TEN MILE ROAD
NOVI, MI 48375-3024
(248) 347-0456
CITY CLERK: CORTNEY HANSON

0 0.375 0.75 1.5
MILES

Map Print Date: March 17, 2022
Map Author: Keri Blough



MAP INTERPRETATION NOTICE

Map information depicted is not intended to replace or substitute for any official or primary source. This map was intended to meet National Map Accuracy Standards and use the most recent accurate sources available to the people of the City of Novi. Please contact the City GIS Manager to confirm source and accuracy information related to this map.



MEMORANDUM

TO: VICTOR CARDENAS, INTERIM CITY MANAGER
FROM: SHERYL WALSH, DIRECTOR OF COMMUNICATIONS
SUBJECT: 2022 NATIONAL CITIZEN SURVEY
DATE: FEBRUARY 22, 2022

Mayor and Council -
FYI
- Victor

Late last fall, the City of Novi conducted its 9th National Community Survey (National Citizens Survey). Since 2006, the City of Novi has contracted with Polco (formerly known as National Research Center) to perform the statistically valid survey every other year. Just as a private sector business conducts market research, progressive City governments conduct customer surveys to best align service levels with community values and needs.

Of the 2,800 mailed invitations or surveys, 422 residents completed the survey, providing an overall response rate of 16% with a 95% confidence rating.

The complete report is attached for review and will be posted to the City's website. We will also highlight some of the key findings at next week's State of the City Address. Results are similar to year's past and place Novi higher than the national benchmark in more than 25% of the categories, five of which are much higher than the national average.

Key findings include:

Novi residents experience a strong sense of community.

- Nearly all survey participants (96%) applauded Novi as a place to live, and about 9 in 10 offered excellent or good evaluations to the overall quality of life in the community.
- The overall feeling of inclusivity likely contributes to the high quality of life experienced in Novi. A strong majority offered positive ratings to the job that the Novi community does at attracting people from diverse backgrounds (90% excellent or good and valuing/respecting residents from diverse backgrounds (91%), both of which were much higher than national and peer communities.
- Just over 8 in 10 offered positive evaluations to the job Novi does at taking care of vulnerable residents.

The economy in Novi continues to be a strong community feature.

- About 9 in 10 participants offered positive evaluations to overall economic health in Novi, while a similar proportion identified overall economic health as an important focus area for the City in the coming two years, indicating that the local economy is both a strength and a priority.

- Roughly 9 in 10 applauded shopping opportunities and the overall quality of business and service establishments, both of which were higher than national and custom benchmarks.
- About 8 in 10 gave high marks to the variety of business and service establishments, again outperforming both benchmarks.

Utility infrastructure is a priority for residents.

- When asked which community livability topics the City should focus on in the coming two years, the overall quality of the utility infrastructure was prioritized by over 9 in 10 residents.
- Power (electric and/or gas) utility decreased by about 17% (74% excellent or good in 2022; compared to 91% in 2020).
- While affordable high-speed internet was offered positive evaluations by about 6 in 10, it saw a 9% increase since 2020.
- All ratings related to the utility infrastructure were on par with both national and peer benchmarks.

Novi's educational and cultural opportunities are a valued aspect of community livability.

- All ratings related to education, arts, and culture were either on par with or higher than national and custom benchmarks, and many were on the rise since 2020. Results indicated that education is highly valued by Novi residents.
- Virtually all residents (97%) praised public library services.
- Related to community events, about three-quarters positively reviewed opportunities to attend special events and festivals, while two-thirds felt similarly about opportunities to attend cultural/arts/music festivals. About 7 in 10 residents also offered positive reviews to community support for the arts, an 11-point increase since 2020.

I look forward to sharing the positive story of Novi's survey results through a variety of our communication channels in the coming months. If you have any questions, please let me know.

Novi, MI

The National Community Survey

Report of Results
2022

Report by:



Visit us online!
www.polco.us

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Novi. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

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

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

The report provides the opinions of a representative sample of 422 residents of the City of Novi collected from October 20th, 2022 to December 9th, 2022. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2022 survey was 16%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Novi.



How the results are reported

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

Comparisons to benchmarks

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

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2022 ratings compare to other communities’ ratings from the past five years.

Trends over time

Trend data for Novi represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2020 and 2022 surveys, the change is statistically significant.

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

Methods

Selecting survey recipients

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

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

Conducting the survey

The 2,800 randomly selected households received mailings beginning on October 20th, 2022 and the survey remained open for 7 weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 3% of the 2,800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,709 households that received the invitations to participate, 422 completed the survey, providing an overall response rate of 16%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Novi survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (422 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Novi. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on December 5th, 2022. The survey remained open for 2 weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

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

The demographics of the survey respondents were compared to those found in the 2010 Census and 2020 American Community Survey estimates for adults in the City of Novi. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	6%	26%	26%
	35-54	32%	38%	38%
	55+	62%	36%	36%
Area	Area 1 (North of I-96)	26%	35%	35%
	Area 2 (South of I-96 and Novi Road)	32%	32%	32%
	Area 3 (South of I-96 and West of Novi Roa..	42%	33%	33%
Hispanic origin	No, not Spanish, Hispanic, or Latino	96%	96%	97%
	Spanish, Hispanic, or Latino	4%	4%	3%
Housing tenure	Own	85%	66%	66%
	Rent	15%	34%	34%
Housing type	Attached	33%	49%	49%
	Detached	67%	51%	51%
Race & Hispanic origin	Not white alone	29%	36%	36%
	White alone, not Hispanic or Latino	71%	64%	64%
Sex	Man	52%	48%	48%
	Woman	48%	52%	52%
Sex/age	Man 18-34	3%	12%	12%
	Man 35-54	20%	19%	19%
	Man 55+	29%	17%	17%
	Woman 18-34	3%	14%	14%
	Woman 35-54	12%	19%	19%
	Woman 55+	32%	19%	19%

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

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

Contact

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

Survey Validity

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

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2020 American Community Survey

Key Findings

Novi residents experience a strong sense of community.

Nearly all survey participants (96%) applauded Novi as a place to live, and about 9 in 10 offered excellent or good evaluations to the overall quality of life in the community. A similarly high proportion indicated that they were likely to recommend living in Novi to someone who asked and planned to remain in the city for the next five years. About 9 in 10 also praised Novi as a place to raise children, higher than both the national and peer benchmark comparisons.

The overall feeling of inclusivity likely contributes to the high quality of life experienced in Novi. A strong majority offered positive ratings to the job that the Novi community does at attracting people from diverse backgrounds (90% excellent or good) and valuing/respecting residents from diverse backgrounds (91%), both of which were much higher than national and peer counterparts. Just over 8 in 10 offered positive evaluations to the job Novi does at taking care of vulnerable residents. While many ratings related to inclusivity and community engagement remained on par with Novi's 2020 National Community Survey results, a few saw improvements, including: opportunities to volunteer (75% excellent or good in 2022; compared to 68% in 2020), opportunities to participate in community matters (72% in 2022; compared to 65% in 2020), and opportunities to participate in social events and activities (71% in 2022; compared to 63% in 2020).

The economy in Novi continues to be a strong community feature.

About 9 in 10 participants offered positive evaluations to overall economic health in Novi, while a similar proportion identified overall economic health as an important focus area for the City in the coming two years, indicating that the local economy is both a strength and a priority. Roughly 9 in 10 applauded shopping opportunities and the overall quality of business and service establishments, both of which were higher than national and custom benchmarks. About 8 in 10 gave high marks to the variety of business and service establishments, again outperforming both benchmarks.

However, ratings related to general affordability indicated an opportunity for renewed focus. About half of respondents offered positive evaluations to the cost of living in Novi. When asked what impact the economy would have on their family income in the next six months, only 20% indicated that the impact would be positive, while about 40% felt it would be negative. However, rating..

Utility infrastructure is a priority for residents.

When asked which community livability topics the City should focus on in the coming two years, the overall quality of the utility infrastructure was prioritized by over 9 in 10 residents. Many survey items related to Novi's utility infrastructure declined in ratings since 2020, indicating an opportunity for growth. Garbage collection (83% excellent or good), sewer services (80%), drinking water (74%), and utility billing (72%) all saw about a 10% decrease since 2020. Power (electric and/or gas) utility decreased by about 17% (74% excellent or good in 2022; compared to 91% in 2020). While affordable high-speed internet was offered positive evaluations by about 6 in 10, it saw a 9% increase since 2020. All ratings related to the utility infrastructure were on par with both national and peer benchmarks.

Novi's educational and cultural opportunities are a valued aspect of community livability.

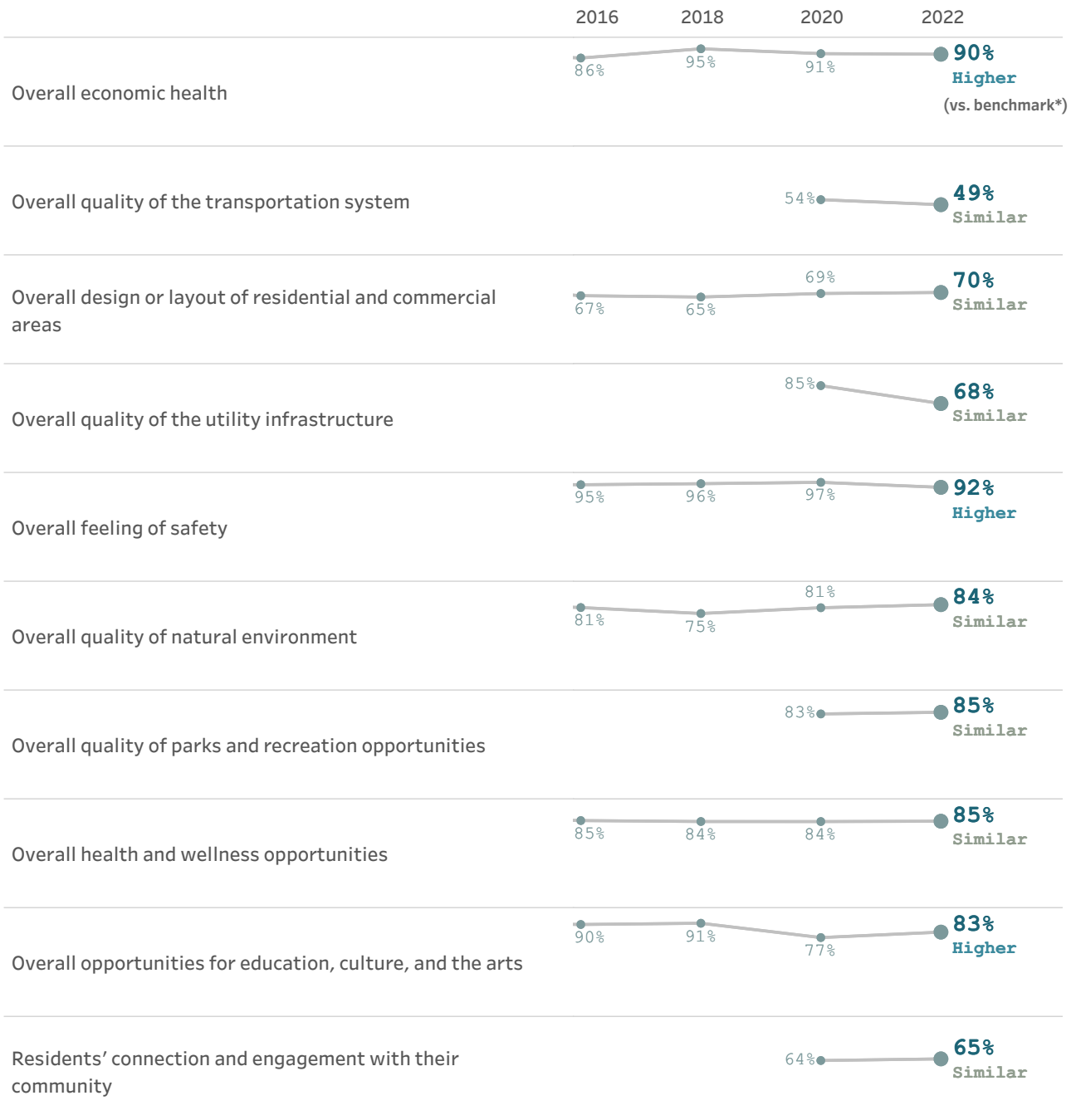
All ratings related to education, arts, and culture were either on par with or higher than national and custom benchmarks, and many were on the rise since 2020. Results indicated that education is highly valued by Novi residents. Virtually all residents (97%) praised public library services. Over 90% applauded K-12 education, while nearly 8 in 10 gave high marks to adult educational opportunities. The availability of affordable childcare/preschool was given excellent or good marks by about 7 in 10. Related to community events, about three-quarters positively reviewed opportunities to attend special events and festivals, while two-thirds felt similarly about opportunities to attend cultural/arts/music festivals. About 7 in 10 residents also offered positive reviews to community support for the arts, an 11-point increase since 2020.

Facets of livability

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

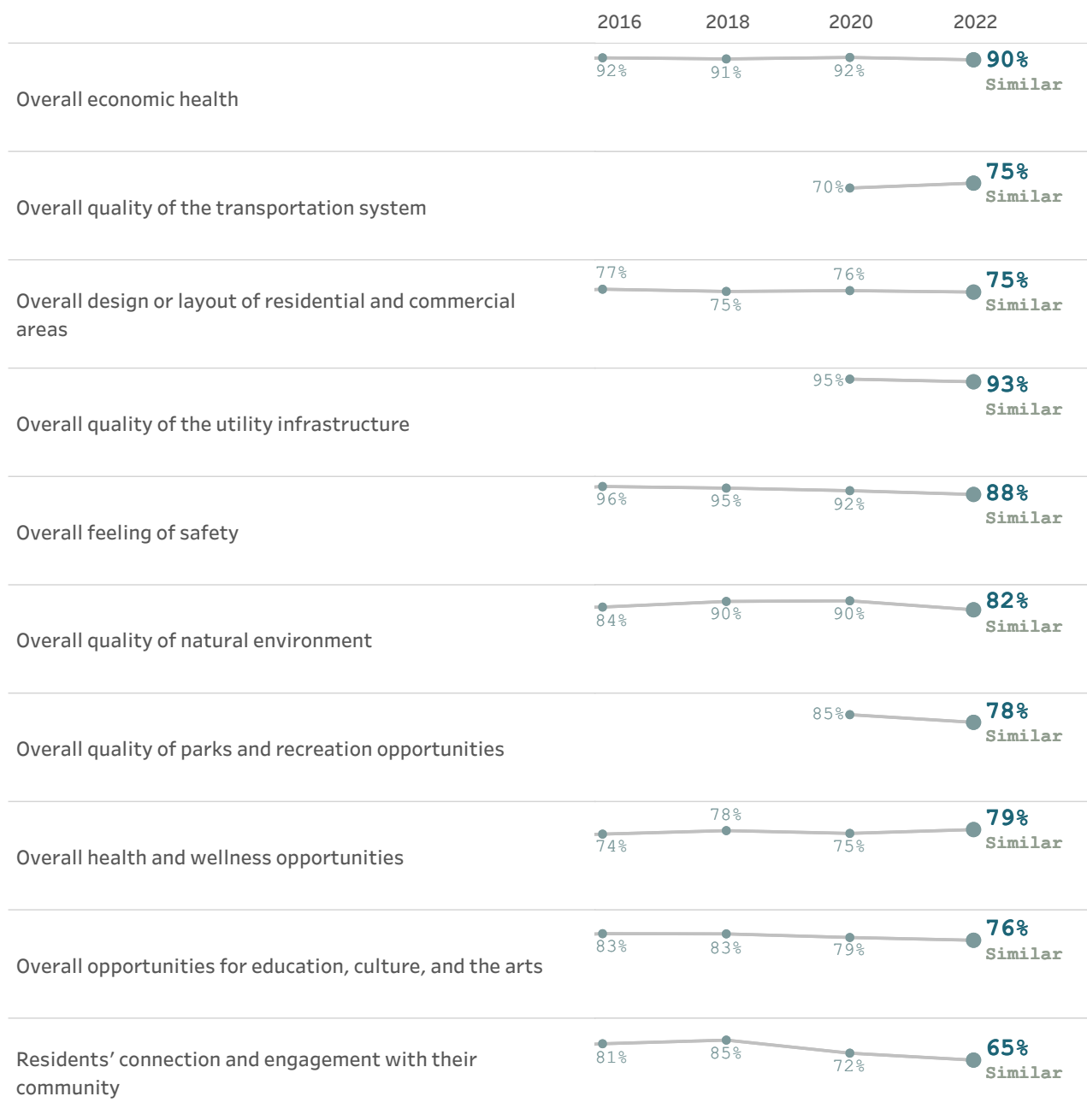
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Novi as a whole.
(% excellent or good)



Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.

(% essential or very important)



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

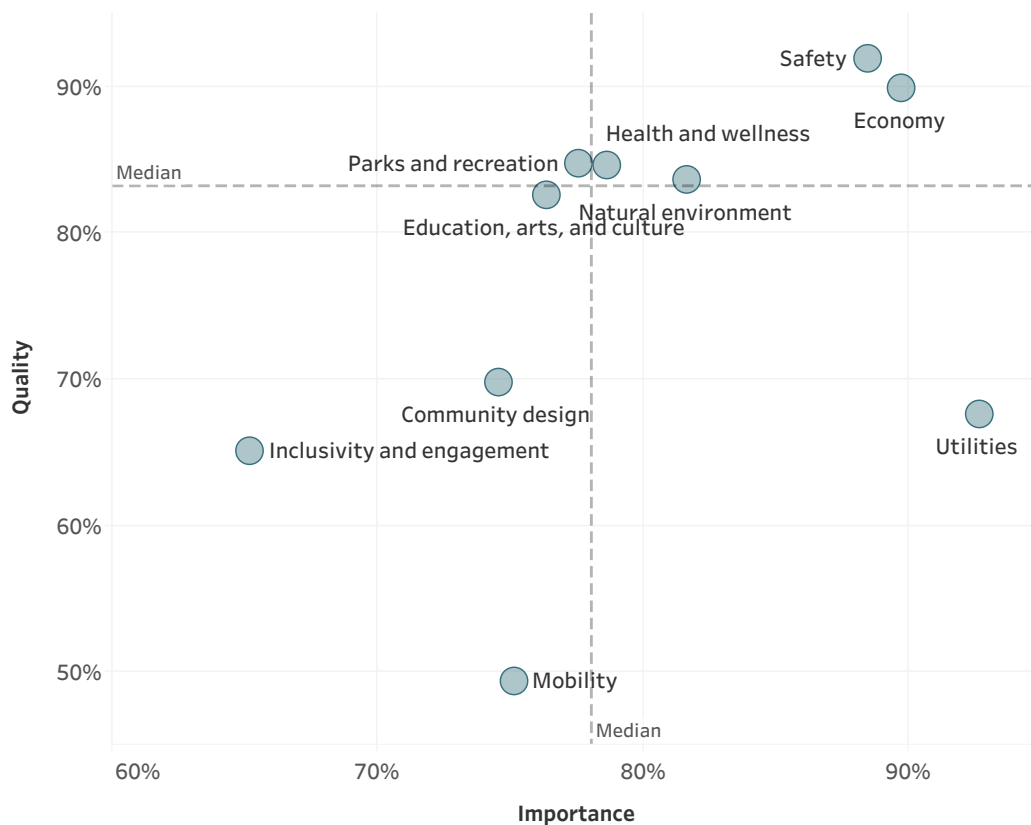
Balancing performance and importance

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

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

Services receiving quality ratings of excellent or good by 83% or more of respondents were considered of “higher quality” and those with ratings lower than 83% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 78% or more of respondents. Services were rated as “less important” if they received a rating of less than 78%. This classification uses the median ratings for quality and importance to divide the services in half.

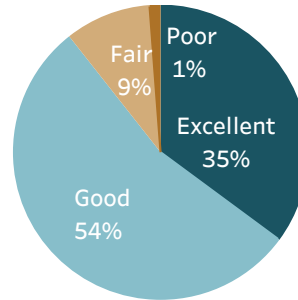
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



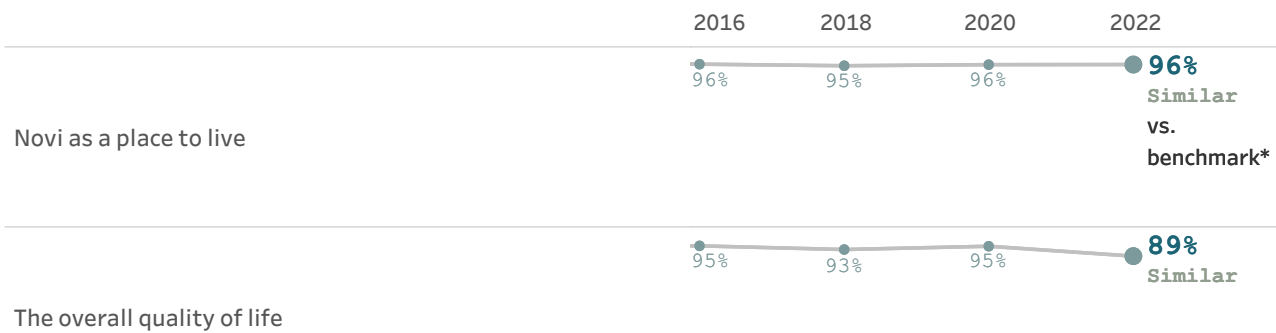
Quality of life

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

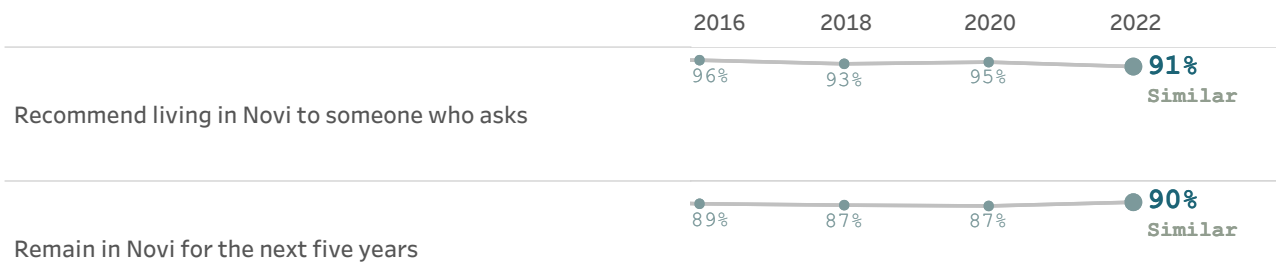
The overall quality of life in Novi, 2022



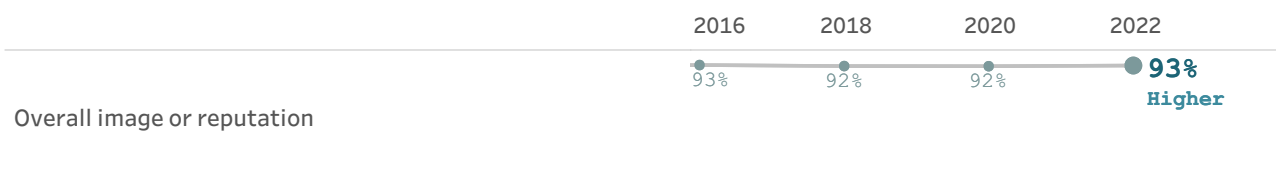
Please rate each of the following aspects of quality of life in Novi.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following in the Novi community.
(% excellent or good)

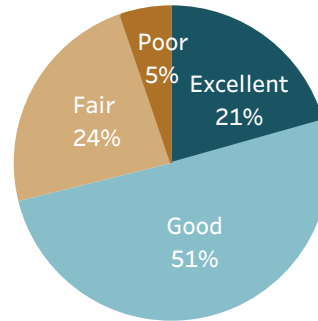


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

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

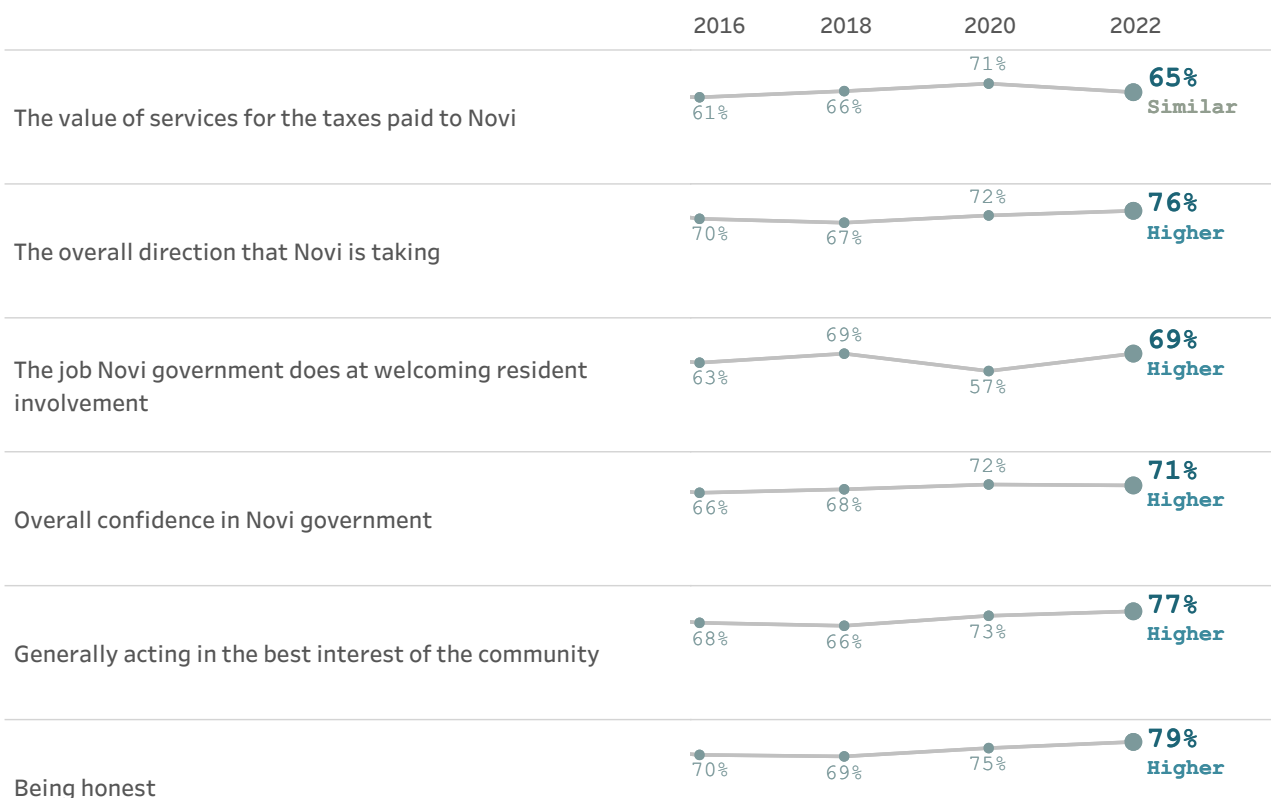
Overall confidence in Novi government, 2022



Please rate the quality of each of the following services in Novi.
(% excellent or good)

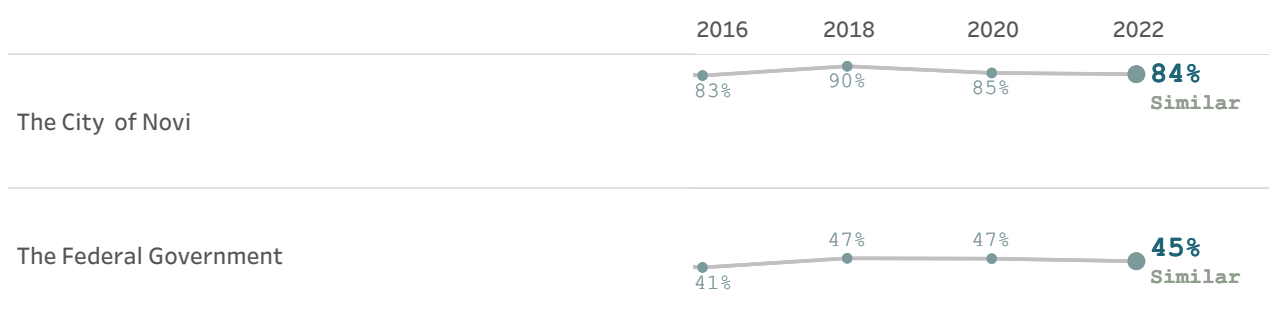


Please rate the following categories of Novi government performance.
(% excellent or good)





Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

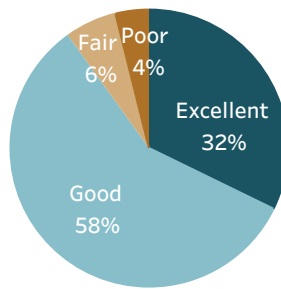


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

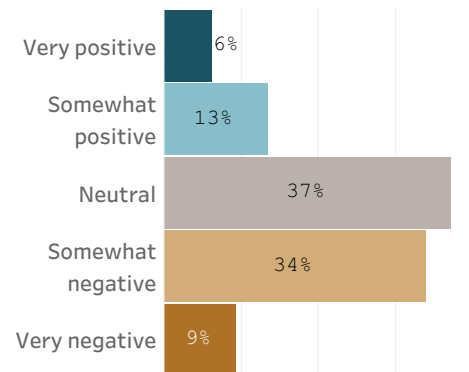
Economy

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

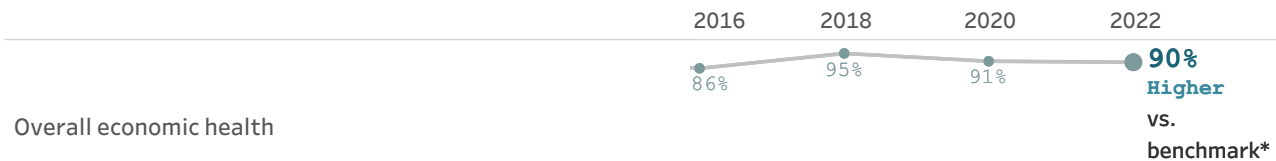
Overall economic health of Novi, 2022



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



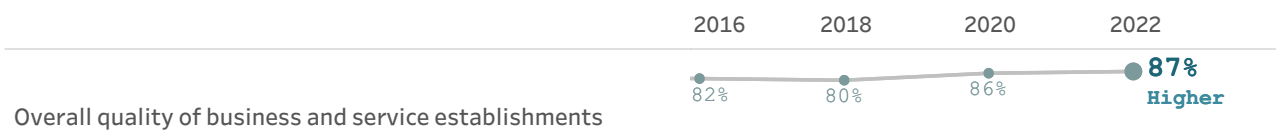
Please rate each of the following characteristics as they relate to Novi as a whole.
(% excellent or good)

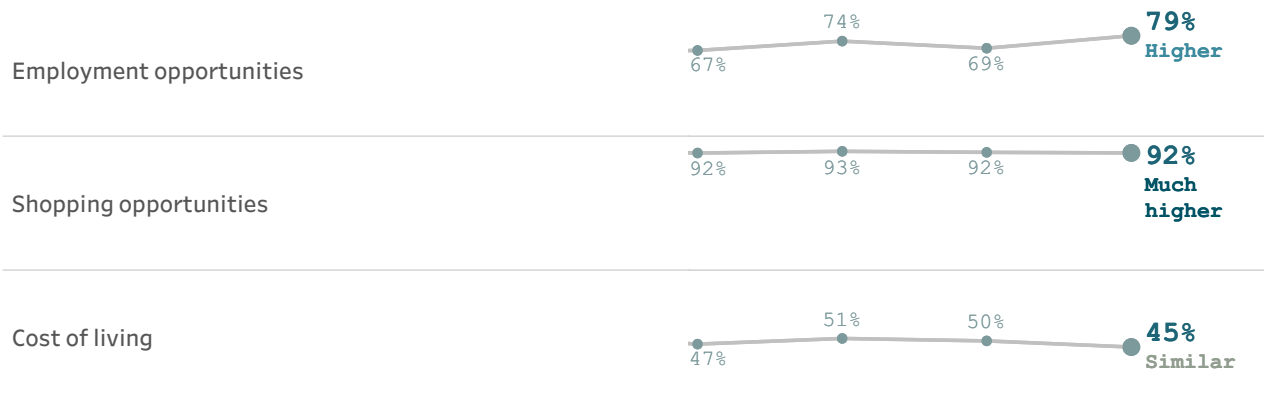


Please rate each of the following aspects of quality of life in Novi.
(% excellent or good)

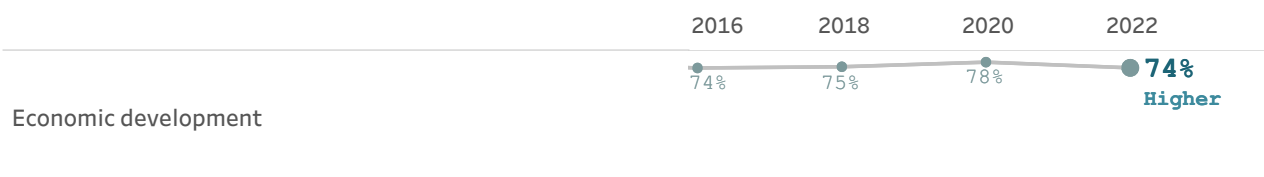


Please rate each of the following in the Novi community.
(% excellent or good)

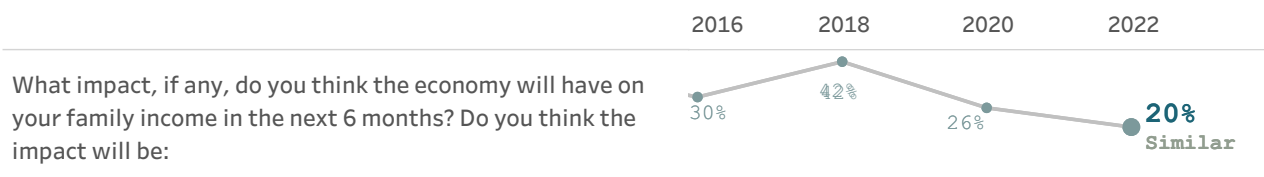




Please rate the quality of each of the following services in Novi.
(% excellent or good)



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

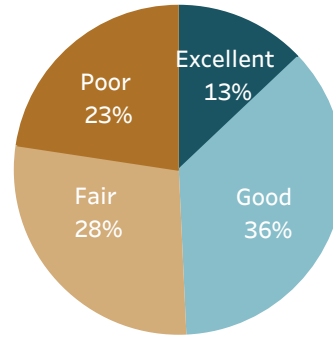


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

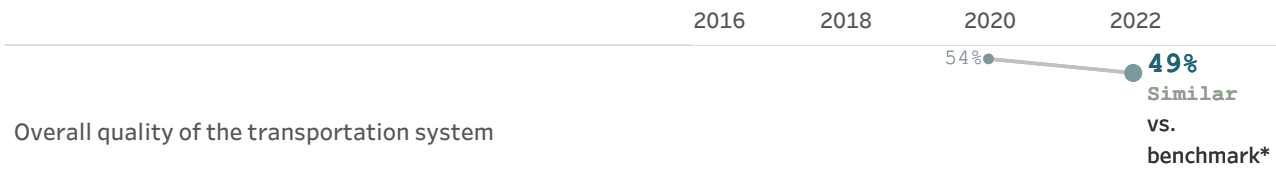
Mobility

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

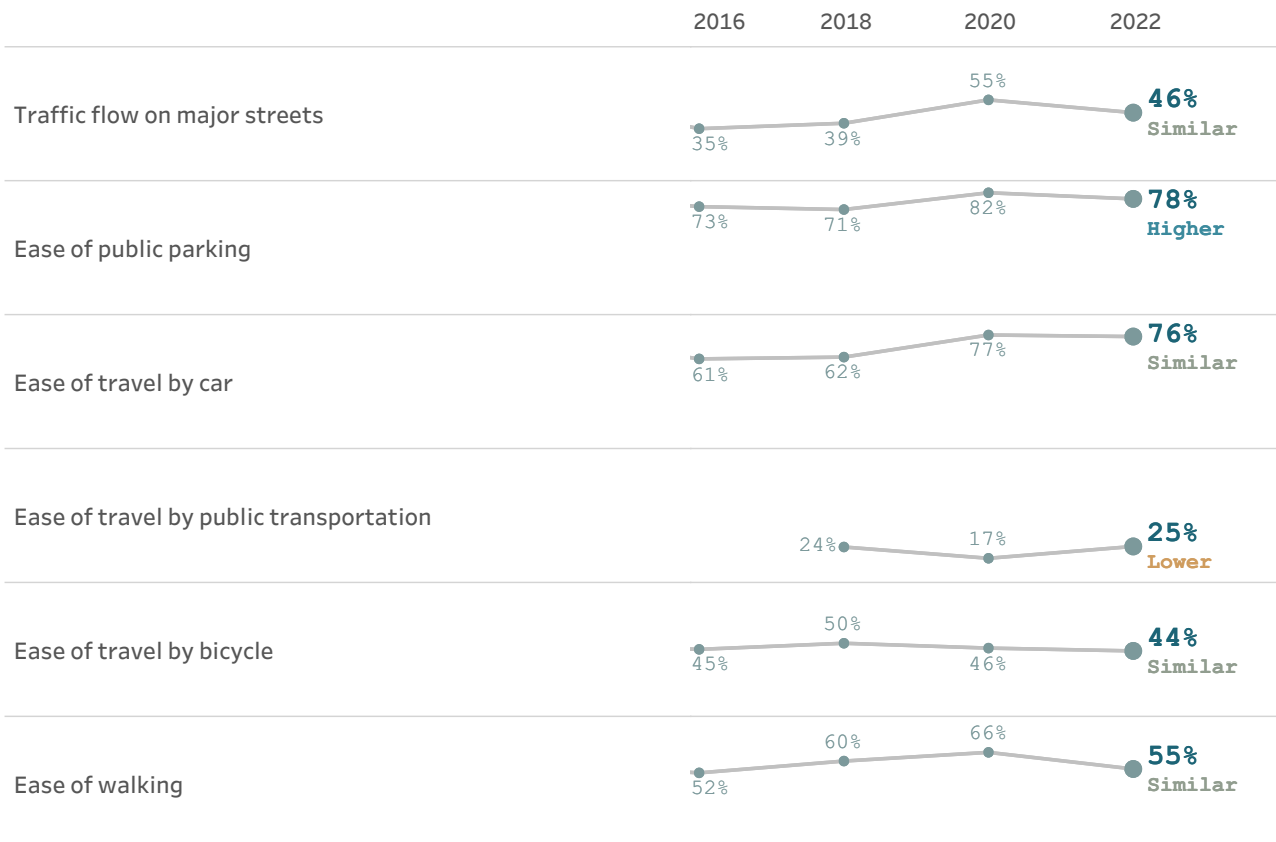
Overall quality of the transportation system in Novi, 2022



Please rate each of the following characteristics as they relate to Novi as a whole.
(% excellent or good)

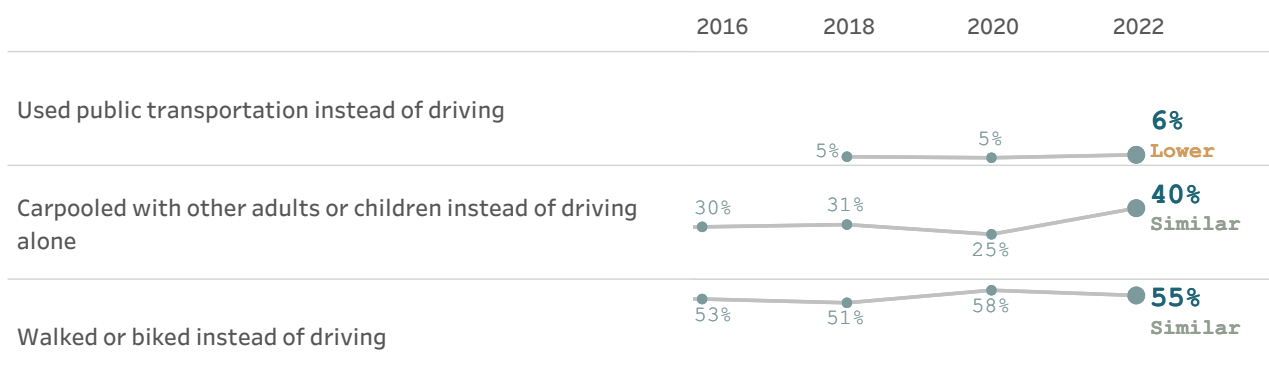


Please also rate each of the following in the Novi community.
(% excellent or good)



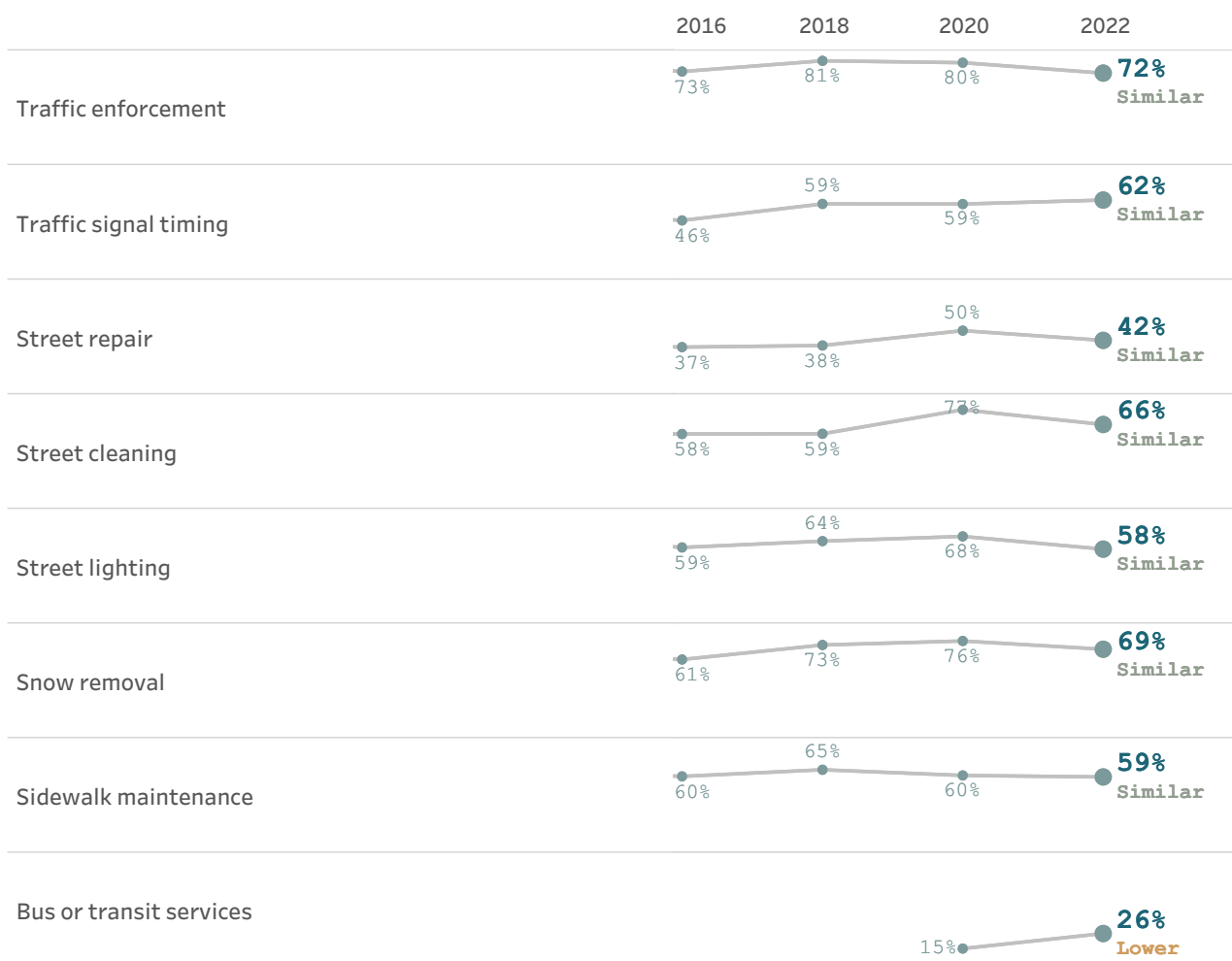
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



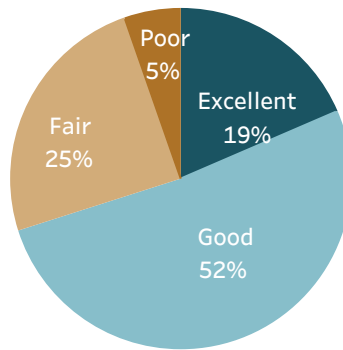
Please rate the quality of each of the following services in Novi.

(% excellent or good)



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

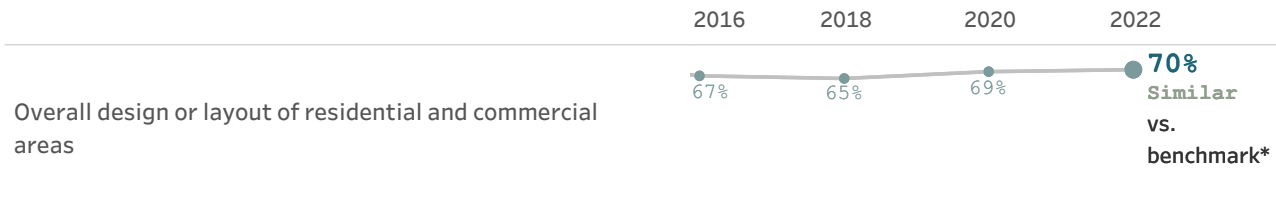
Overall design or layout of Novi's residential and commercial areas, 2022



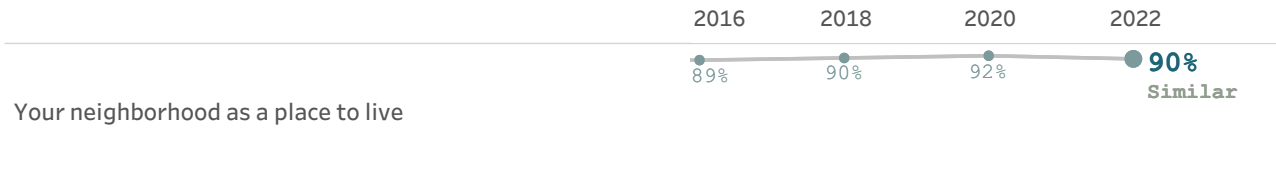
Community design

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

Please rate each of the following characteristics as they relate to Novi as a whole.
(% excellent or good)

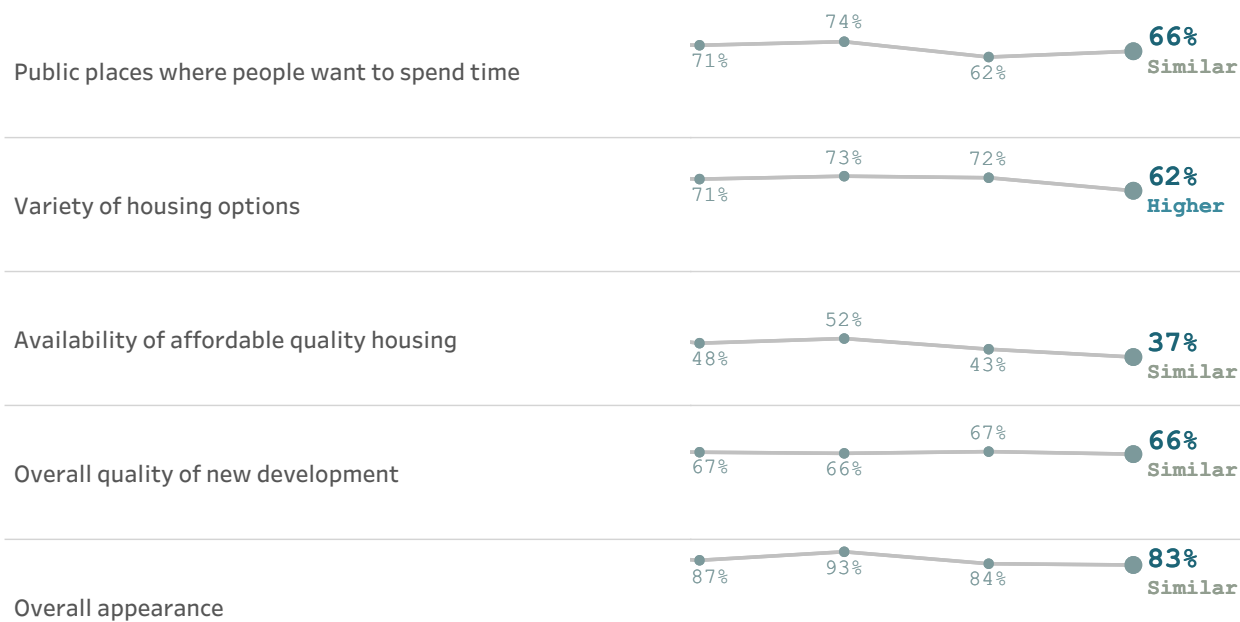


Please rate each of the following aspects of quality of life in Novi.
(% excellent or good)

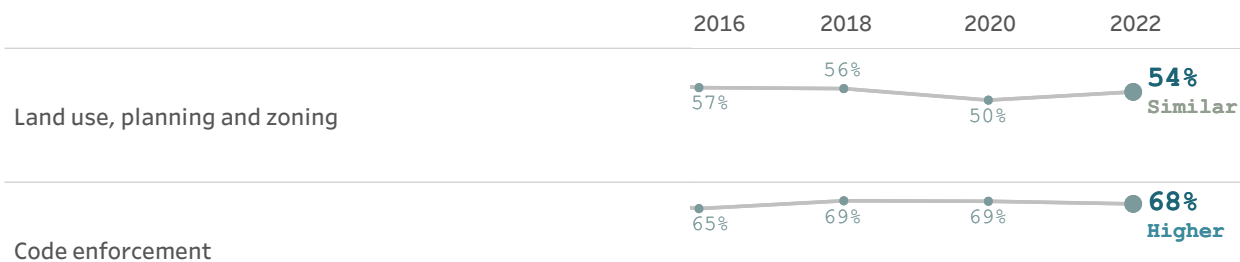


Please also rate each of the following in the Novi community.
(% excellent or good)





Please rate the quality of each of the following services in Novi.
(% excellent or good)

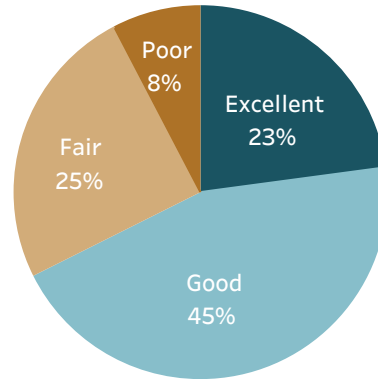


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

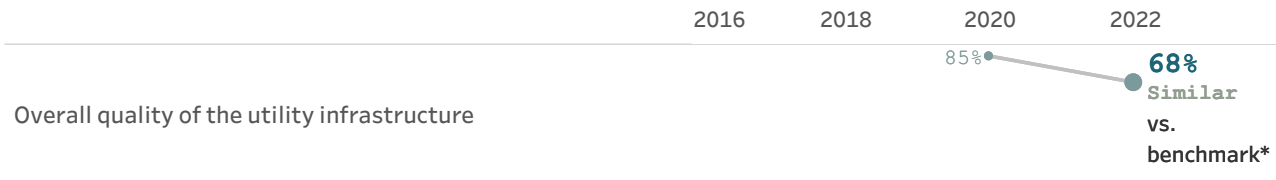
Utilities

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

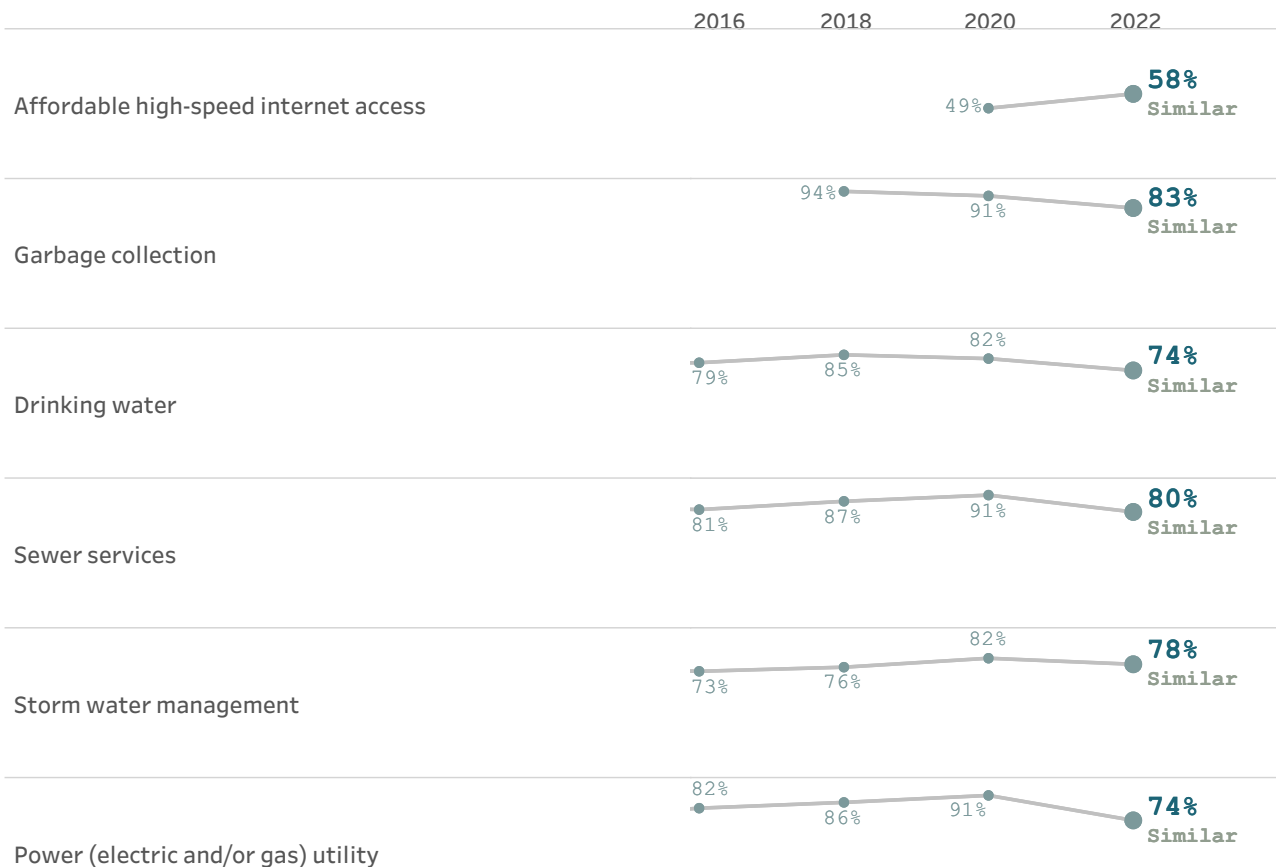
Overall quality of the utility infrastructure in Novi, 2022



Please rate each of the following characteristics as they relate to Novi as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Novi.
(% excellent or good)



Utility billing

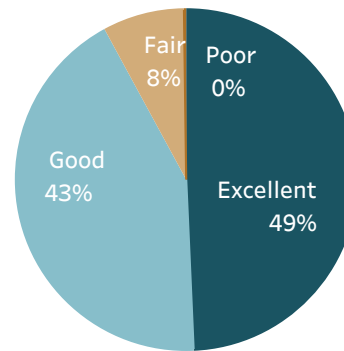


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

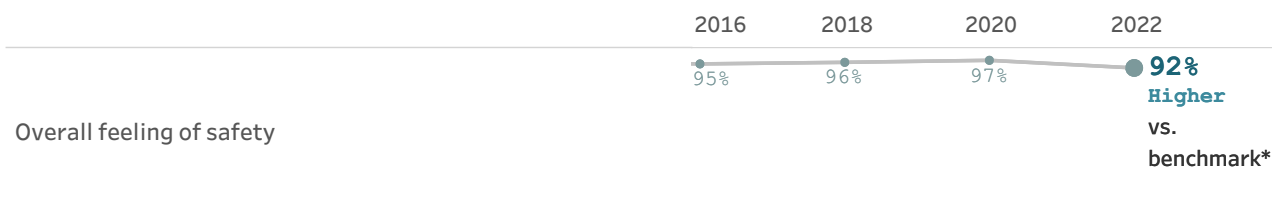
Safety

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

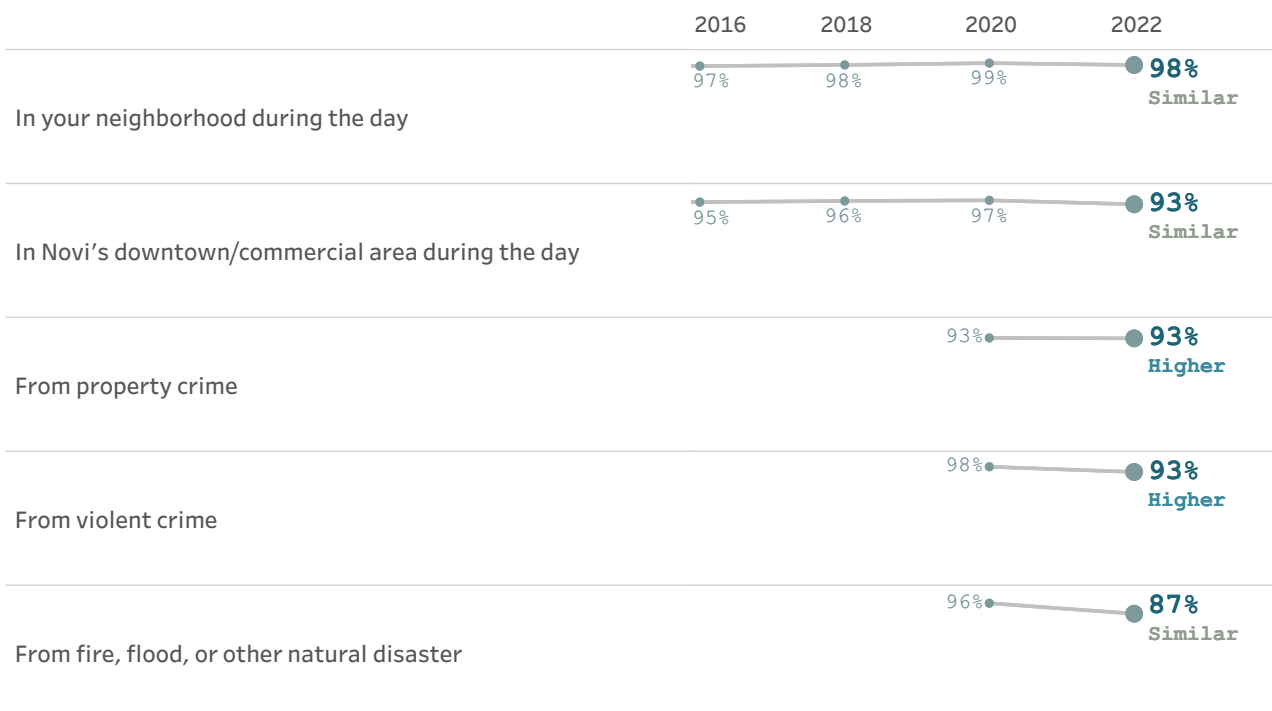
Overall feeling of safety in Novi, 2022



Please rate each of the following characteristics as they relate to Novi as a whole.
(% excellent or good)



Please rate how safe or unsafe you feel:
(% very or somewhat safe)



Please rate the quality of each of the following services in Novi.
 (% excellent or good)

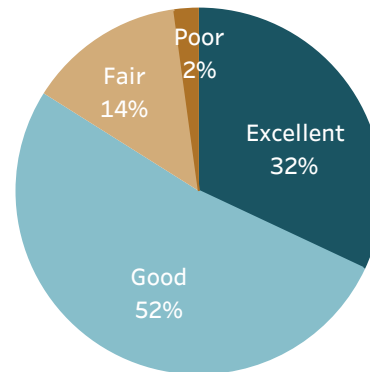


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

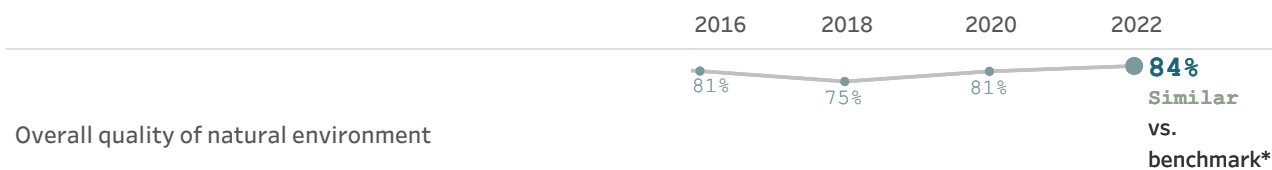
Natural environment

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

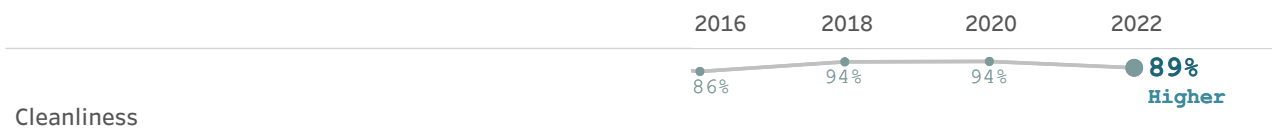
Overall quality of natural environment in Novi, 2022



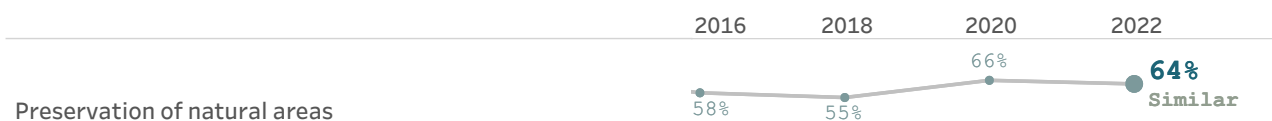
Please rate each of the following characteristics as they relate to Novi as a whole.
(% excellent or good)

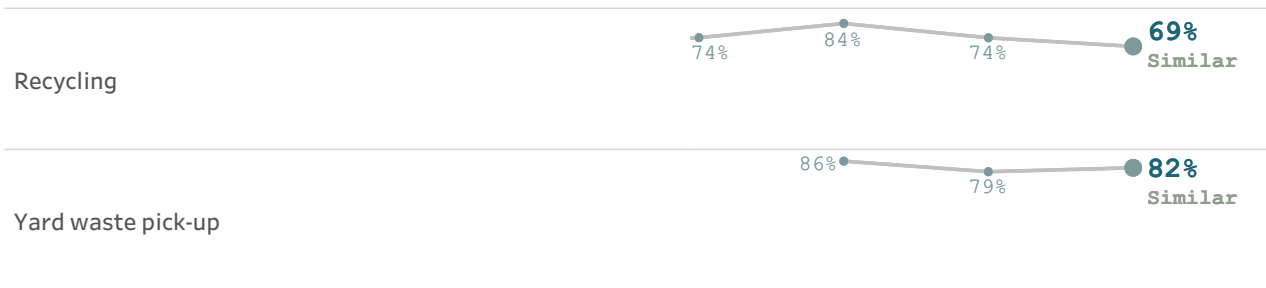


Please also rate each of the following in the Novi community.
(% excellent or good)



Please rate the quality of each of the following services in Novi.
(% excellent or good)





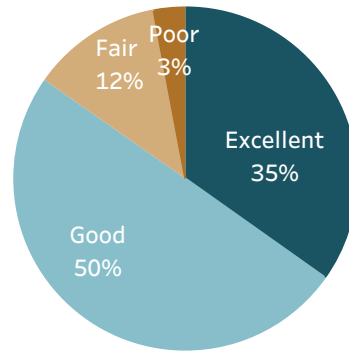
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2022

Parks and recreation

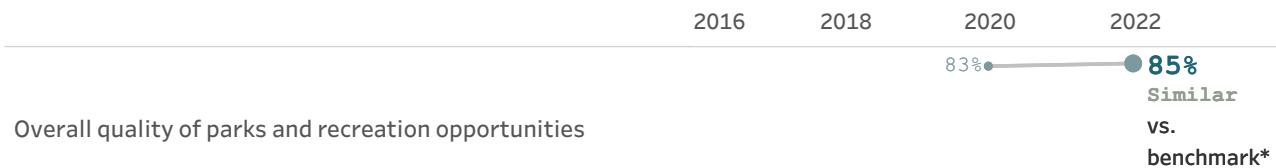
"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation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

- National Recreation and Park Association



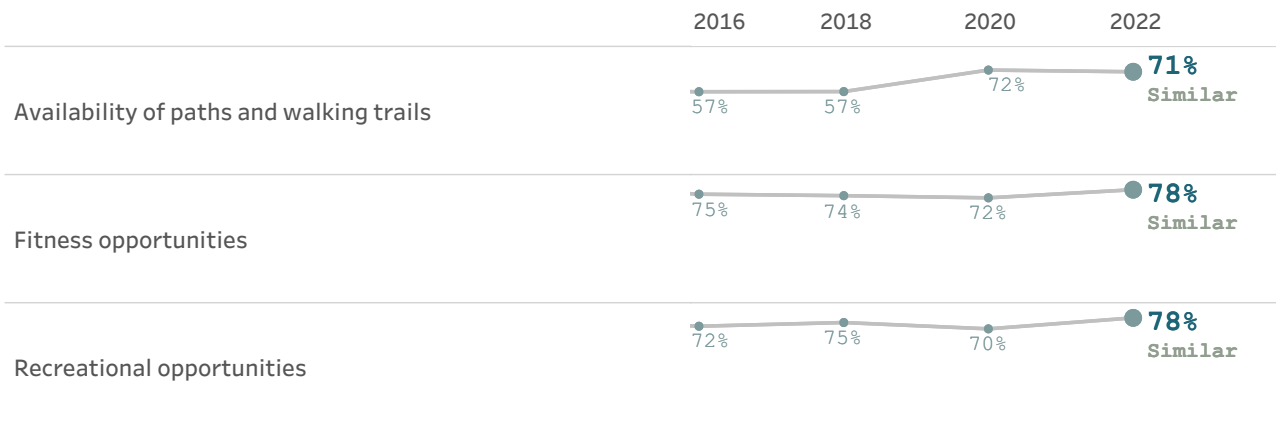
Please rate each of the following characteristics as they relate to Novi as a whole.

(% excellent or good)



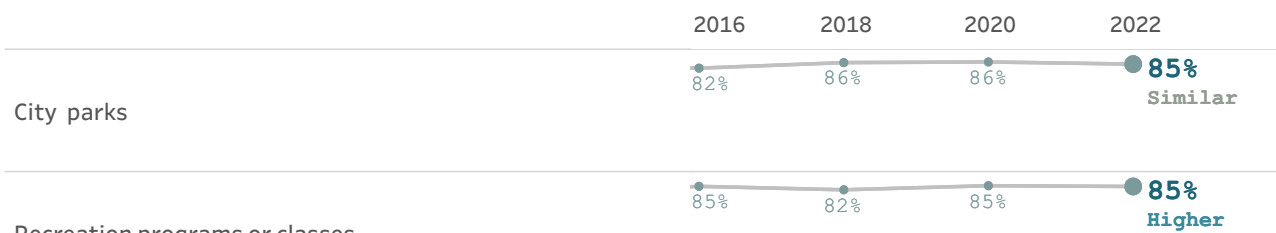
Please also rate each of the following in the Novi community.

(% excellent or good)

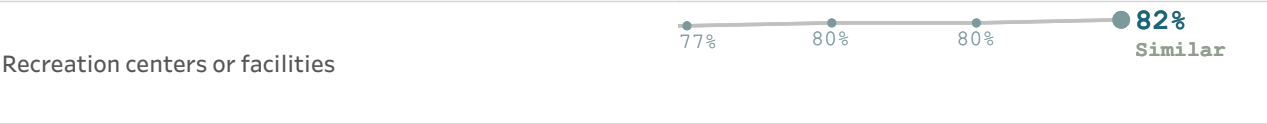


Please rate the quality of each of the following services in Novi.

(% excellent or good)



Recreation programs or classes

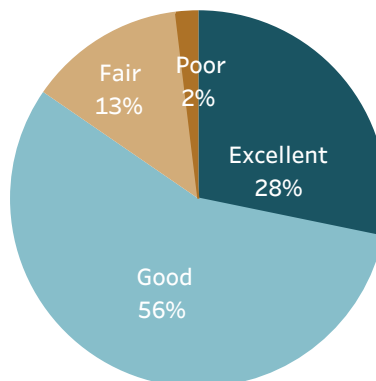


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

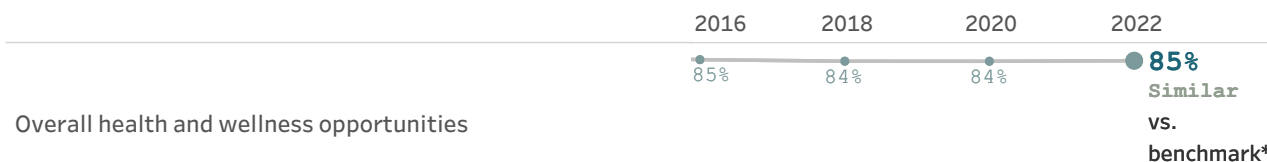
Health and wellness

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

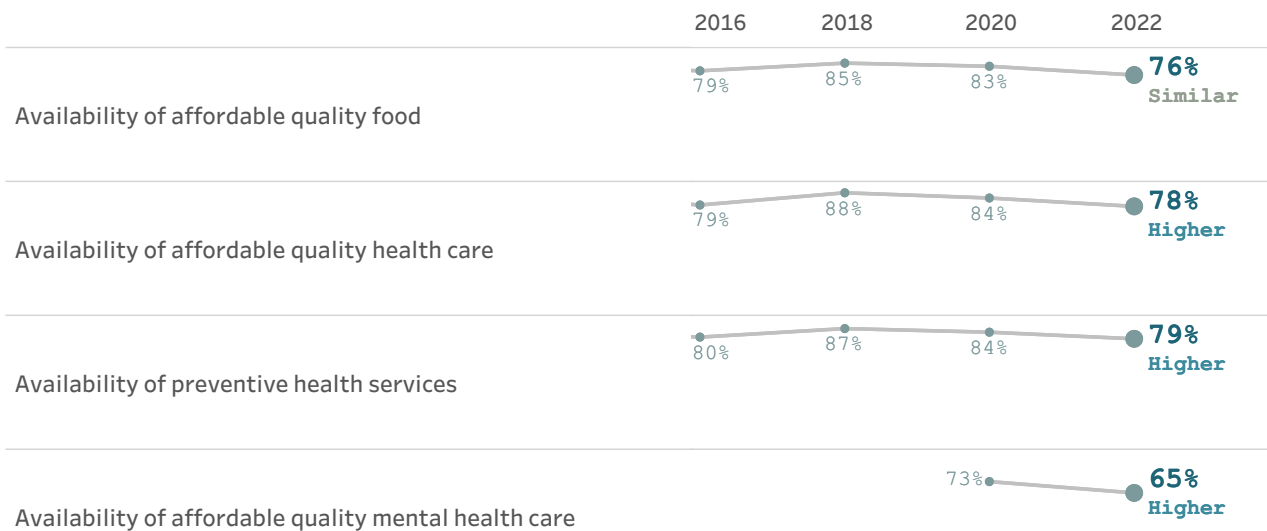
Overall health and wellness opportunities in Novi, 2022



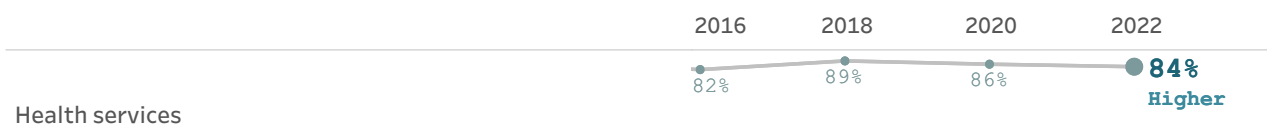
Please rate each of the following characteristics as they relate to Novi as a whole.
(% excellent or good)



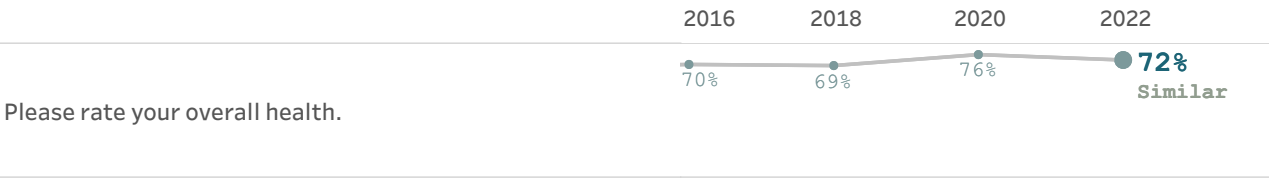
Please also rate each of the following in the Novi community.
(% excellent or good)



Please rate the quality of each of the following services in Novi.
(% excellent or good)



Please rate your overall health.
(% excellent or very good)

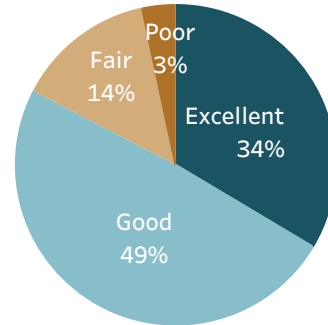


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

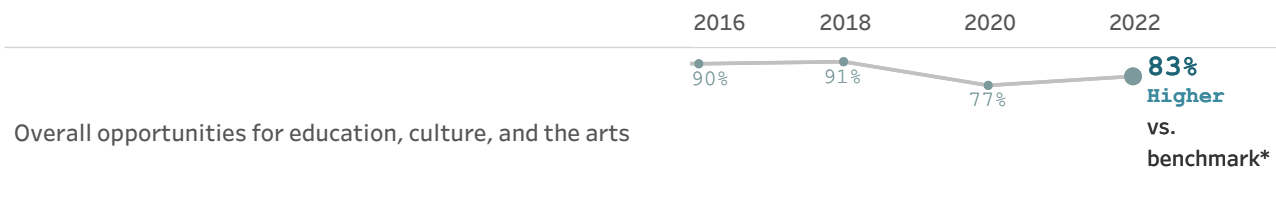
Education, arts, and culture

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

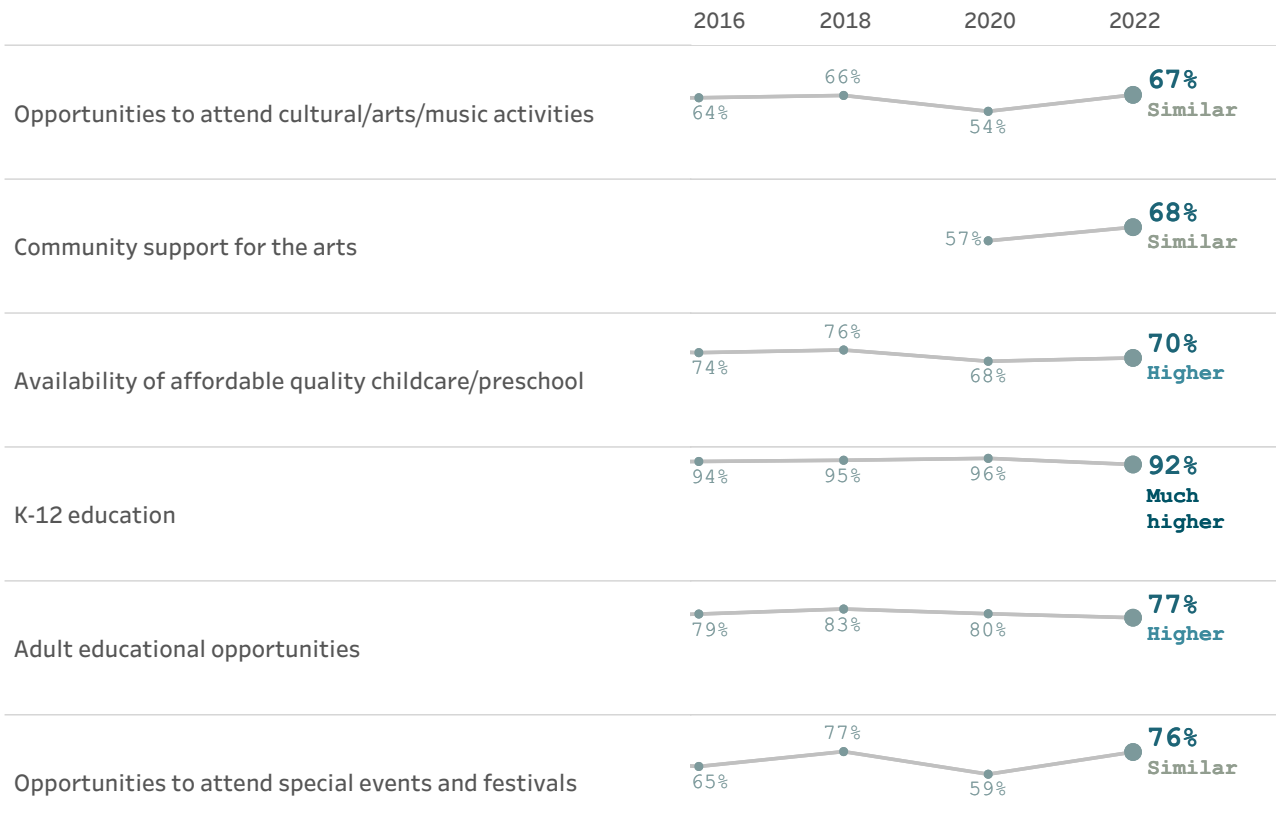
Overall opportunities for education, culture and the arts, 2022



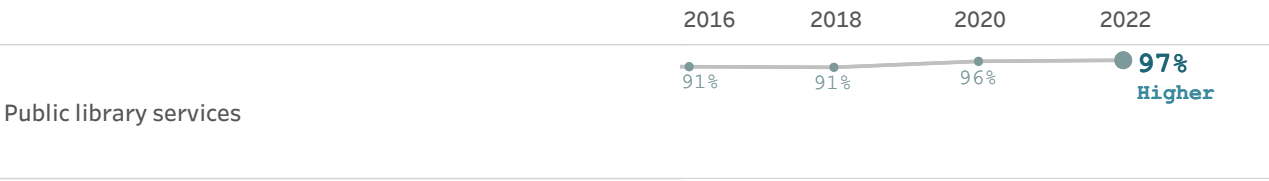
Please rate each of the following characteristics as they relate to Novi as a whole.
(% excellent or good)



Please also rate each of the following in the Novi community.
(% excellent or good)

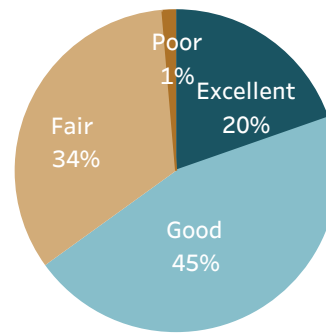


Please rate the quality of each of the following services in Novi.
(% excellent or good)



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

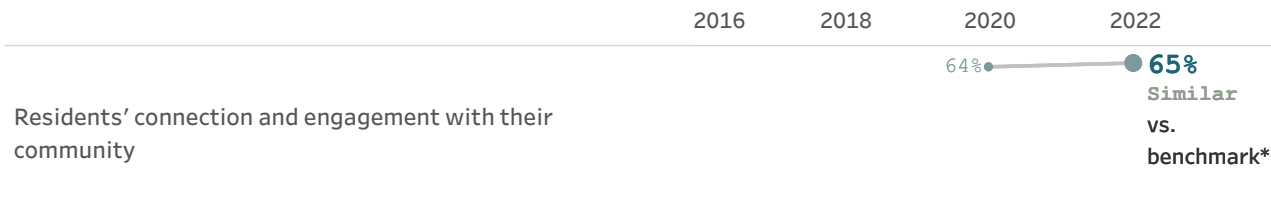
Residents' connection and engagement with their community, 2022



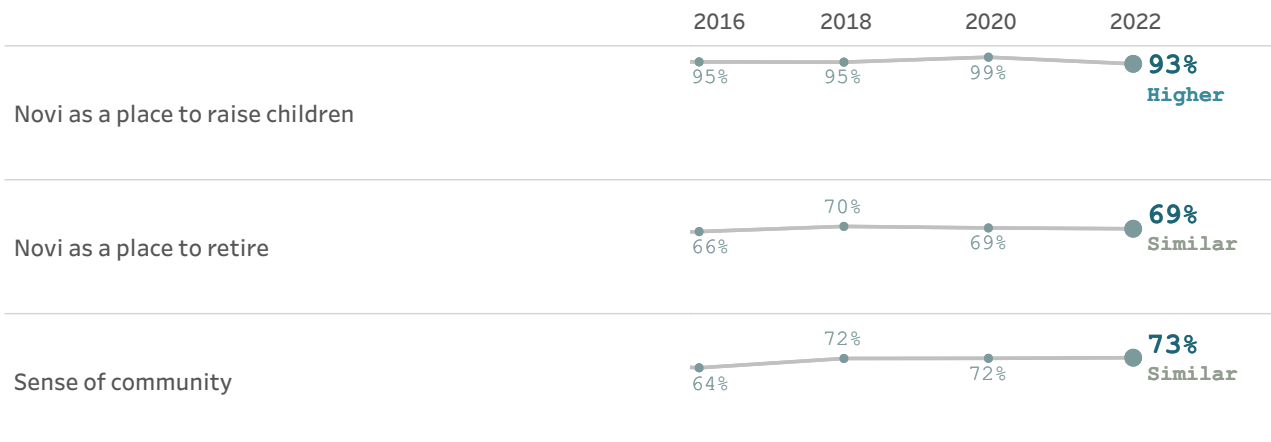
Inclusivity and engagement

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

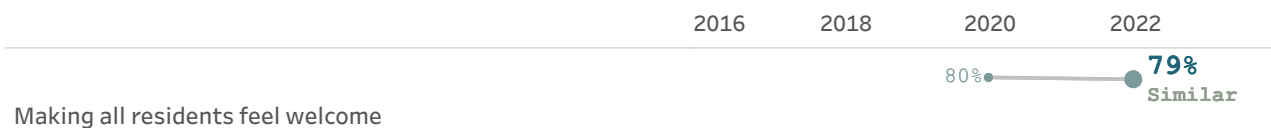
Please rate each of the following characteristics as they relate to Novi as a whole.
(% excellent or good)

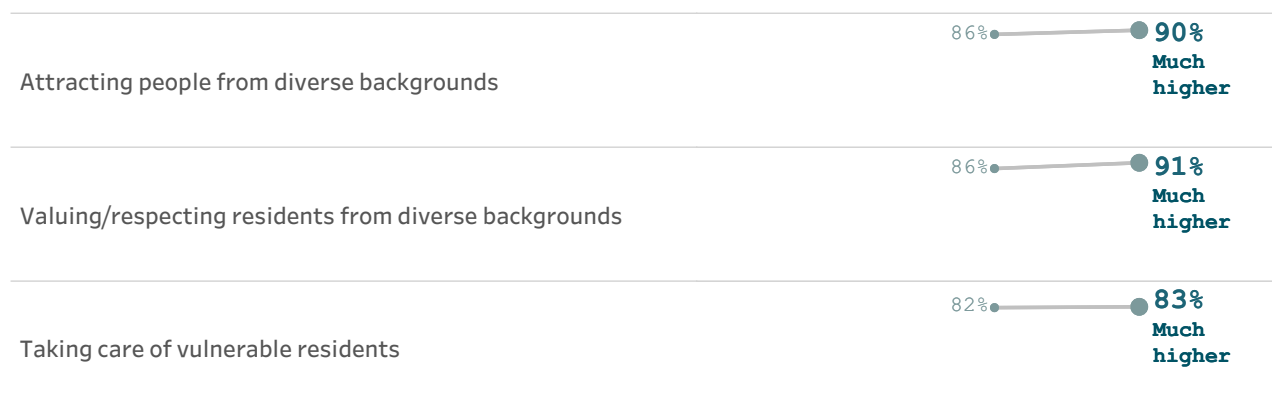


Please rate each of the following aspects of quality of life in Novi.
(% excellent or good)

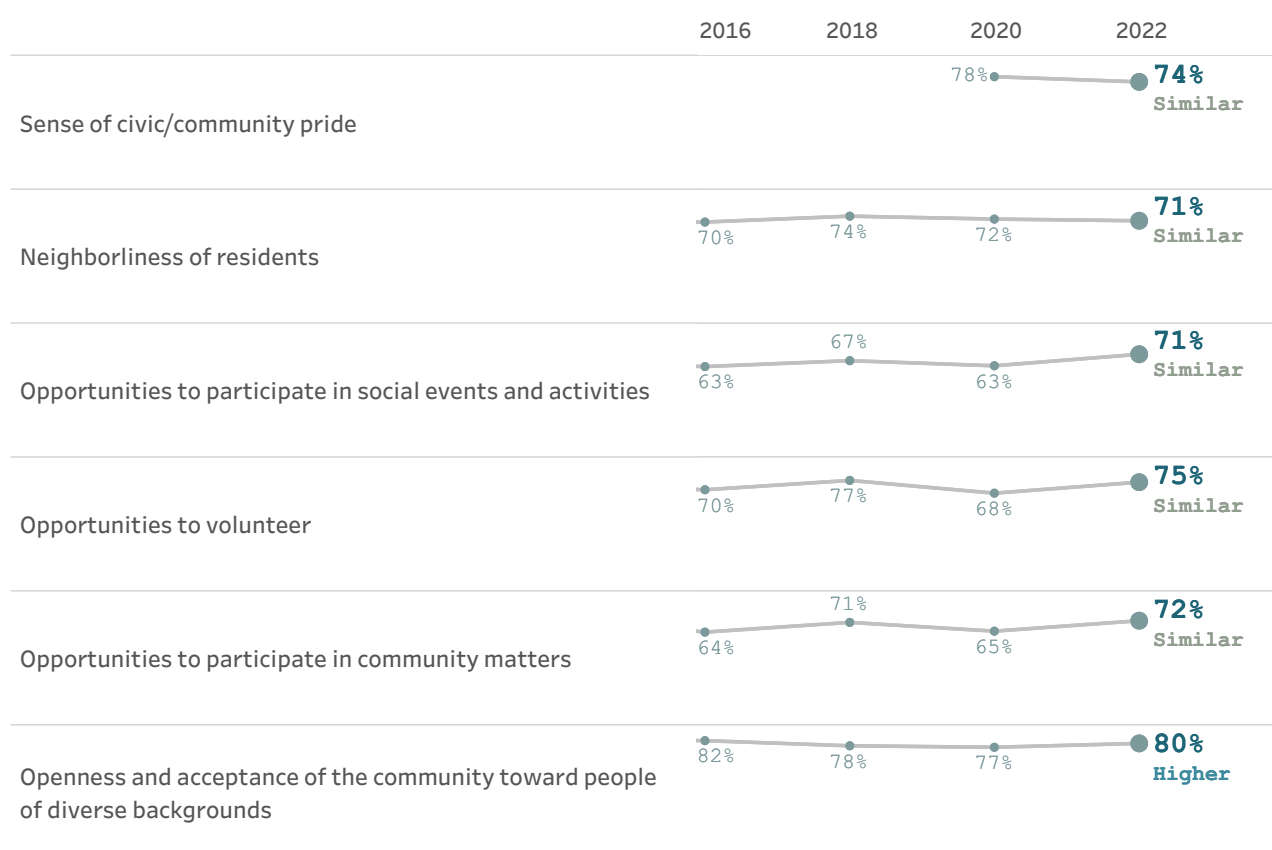


Please rate the job you feel the Novi community does at each of the following.
(% excellent or good)





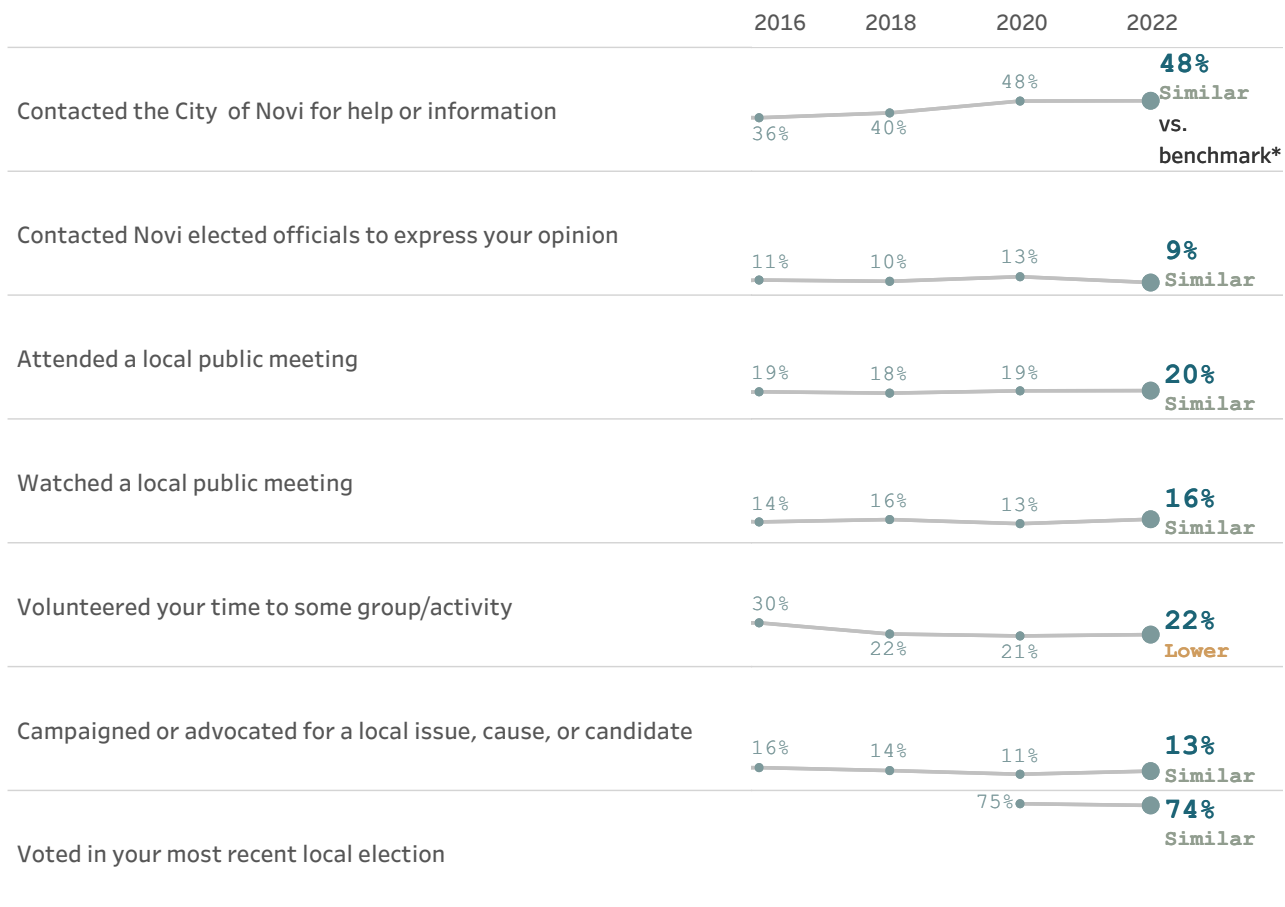
Please also rate each of the following in the Novi community.
(% excellent or good)



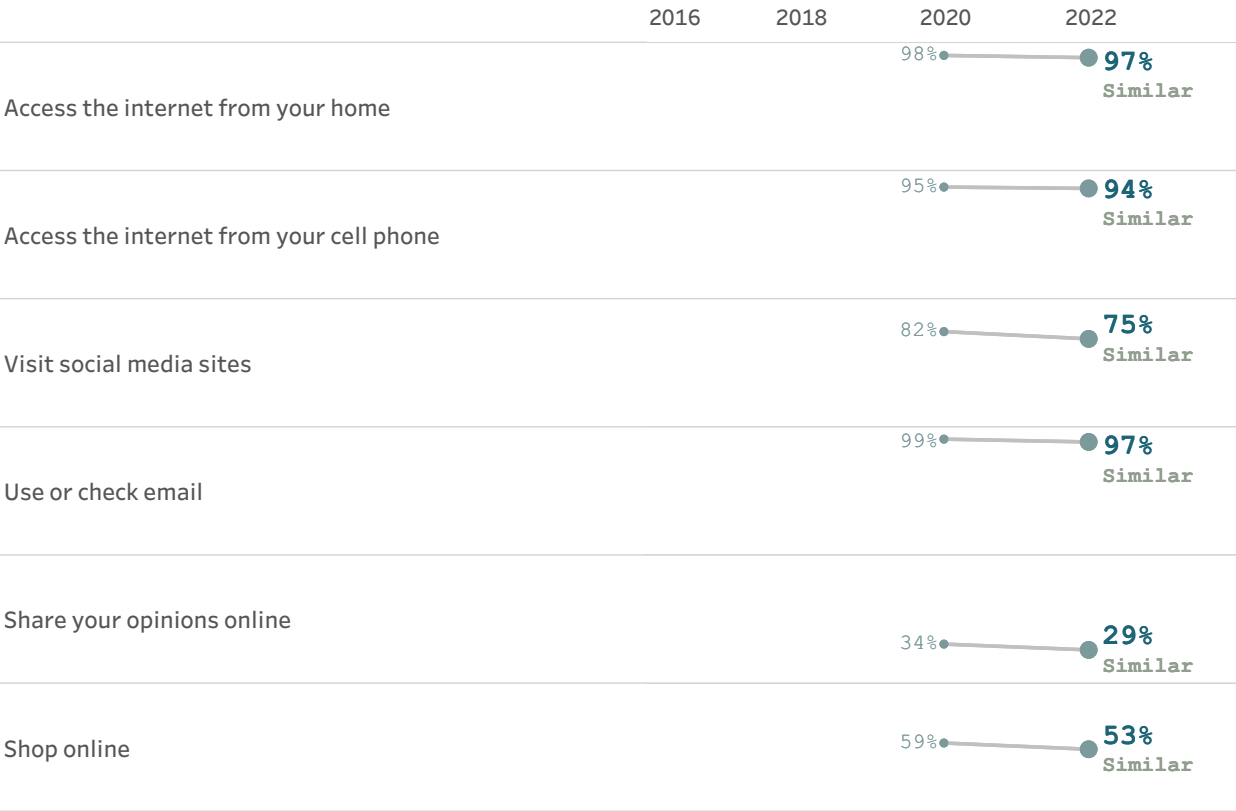
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

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



In general, how many times do you:
(% a few times a week or more)



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

National benchmark tables

This table contains the comparisons of Novi's results to those from other communities. The first column shows the comparison of Novi's rating to the benchmark. Novi's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Novi residents is statistically similar to or different than the benchmark. The second column is Novi's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Novi's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Novi's result -- that is what percent of surveyed communities had a lower rating than Novi.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Novi.	Novi as a place to live	Similar	96%	66	366	82
	Your neighborhood as a place to live	Similar	90%	82	318	74
	Novi as a place to raise children	Higher	93%	47	370	87
	Novi as a place to work	Higher	87%	21	361	94
	Novi as a place to visit	Similar	63%	149	319	53
	Novi as a place to retire	Similar	69%	163	366	55
	The overall quality of life	Similar	89%	127	391	67
	Sense of community	Similar	73%	90	318	72
Please rate each of the following characteristics as they relate to Novi as a whole.	Overall economic health	Higher	90%	42	306	86
	Overall quality of the transportation system	Similar	49%	114	202	44
	Overall design or layout of residential and commercial areas	Similar	70%	84	299	72
	Overall quality of the utility infrastructure	Similar	68%	88	197	55
	Overall feeling of safety	Higher	92%	52	356	85
	Overall quality of natural environment	Similar	84%	124	308	60

Please rate each of the following characteristics as they relate to Novi as a whole.	Overall quality of parks and recreation opportunities	Similar	85%	86	202	57
	Overall health and wellness opportunities	Similar	85%	72	301	76
	Overall opportunities for education, culture, and the arts	Higher	83%	41	303	86
	Residents' connection and engagement with their community	Similar	65%	29	199	85
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Novi to someone who asks	Similar	91%	107	310	65
	Remain in Novi for the next five years	Similar	90%	41	307	86
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	98%	65	337	81
	In Novi's downtown/commercial area during the day	Similar	93%	118	321	63
	From property crime	Higher	93%	12	207	94
	From violent crime	Higher	93%	25	207	88
	From fire, flood, or other natural disaster	Similar	87%	40	197	80
Please rate the job you feel the Novi community does at each of the following.	Making all residents feel welcome	Similar	79%	28	205	86
	Attracting people from diverse backgrounds	Much higher	90%	2	202	99
	Valuing/respecting residents from diverse backgrounds	Much higher	91%	1	203	100
	Taking care of vulnerable residents	Much higher	83%	1	199	100
Please rate each of the following in the Novi community.	Overall quality of business and service establishments	Higher	87%	23	308	92
	Variety of business and service establishments	Higher	83%	7	200	97
	Vibrancy of downtown/commercial area	Similar	59%	117	287	59
	Employment opportunities	Higher	79%	8	322	97

Please rate each of the following in the Novi community.	Shopping opportunities	Much higher	92%	8	313	97
	Cost of living	Similar	45%	129	300	57
	Overall image or reputation	Higher	93%	41	361	88
Please also rate each of the following in the Novi community.	Traffic flow on major streets	Similar	46%	206	333	38
	Ease of public parking	Higher	78%	50	282	82
	Ease of travel by car	Similar	76%	139	321	57
	Ease of travel by public transportation	Lower	25%	222	282	21
	Ease of travel by bicycle	Similar	44%	211	323	34
	Ease of walking	Similar	55%	242	324	25
	Well-planned residential growth	Similar	59%	54	201	73
	Well-planned commercial growth	Similar	54%	46	201	77
	Well-designed neighborhoods	Similar	72%	35	198	82
	Preservation of the historical or cultural character of the community	Similar	59%	112	197	43
	Public places where people want to spend time	Similar	66%	135	294	54
	Variety of housing options	Higher	62%	67	306	78
	Availability of affordable quality housing	Similar	37%	133	328	59
	Overall quality of new development	Similar	66%	62	318	80
	Overall appearance	Similar	83%	84	340	75
	Cleanliness	Higher	89%	58	329	82

Please also rate each of the following in the Novi community.

Water resources	Similar	70%	67	181	63
Air quality	Similar	86%	115	294	61
Availability of paths and walking trails	Similar	71%	162	324	50
Fitness opportunities	Similar	78%	104	294	64
Recreational opportunities	Similar	78%	101	315	68
Availability of affordable quality food	Similar	76%	37	289	87
Availability of affordable quality health care	Higher	78%	24	299	92
Availability of preventive health services	Higher	79%	35	285	88
Availability of affordable quality mental health care	Higher	65%	20	286	93
Opportunities to attend cultural/arts/music activities	Similar	67%	96	311	69
Community support for the arts	Similar	68%	53	198	73
Availability of affordable quality childcare/preschool	Higher	70%	16	296	94
K-12 education	Much higher	92%	12	299	96
Adult educational opportunities	Higher	77%	30	291	90
Sense of civic/community pride	Similar	74%	34	198	83
Neighborliness of residents	Similar	71%	60	296	80
Opportunities to participate in social events and activities	Similar	71%	57	303	81
Opportunities to attend special events and festivals	Similar	76%	70	300	77
Opportunities to volunteer	Similar	75%	57	299	81

Please also rate each of the following in the Novi community.	Opportunities to participate in community matters	Similar	72%	38	301	87
	Openness and acceptance of the community toward people of diverse backgrounds	Higher	80%	4	318	99
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Novi for help or information	Similar	48%	144	336	57
	Contacted Novi elected officials to express your opinion	Similar	9%	283	294	4
	Attended a local public meeting	Similar	20%	134	297	55
	Watched a local public meeting	Similar	16%	230	278	17
	Volunteered your time to some group/activity	Lower	22%	241	300	20
	Campaigned or advocated for a local issue, cause, or candidate	Similar	13%	238	289	17
	Voted in your most recent local election	Similar	74%	118	200	41
	Used public transportation instead of driving	Lower	6%	217	268	19
	Carpooled with other adults or children instead of driving alone	Similar	40%	164	291	43
	Walked or biked instead of driving	Similar	55%	170	295	42
Please rate the quality of each of the following services in Novi.	Public information services	Similar	81%	31	313	90
	Economic development	Higher	74%	38	307	87
	Traffic enforcement	Similar	72%	103	355	71
	Traffic signal timing	Similar	62%	72	299	76
	Street repair	Similar	42%	226	349	35
	Street cleaning	Similar	66%	161	313	48
	Street lighting	Similar	58%	200	342	41

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

Snow removal	Similar	69%	109	259	58
Sidewalk maintenance	Similar	59%	139	310	55
Bus or transit services	Lower	26%	237	279	15
Land use, planning and zoning	Similar	54%	100	315	68
Code enforcement	Higher	68%	39	348	89
Affordable high-speed internet access	Similar	58%	80	195	59
Garbage collection	Similar	83%	157	332	53
Drinking water	Similar	74%	131	311	58
Sewer services	Similar	80%	159	314	49
Storm water management	Similar	78%	101	326	69
Power (electric and/or gas) utility	Similar	74%	190	255	25
Utility billing	Similar	72%	136	280	51
Police/Sheriff services	Similar	91%	51	382	86
Crime prevention	Higher	88%	21	354	94
Animal control	Similar	72%	104	325	68
Ambulance or emergency medical services	Similar	91%	76	320	76
Fire services	Similar	94%	105	345	69
Fire prevention and education	Similar	84%	71	310	77
Emergency preparedness	Similar	69%	83	309	73

Please rate the quality of each of the following services in Novi.	Preservation of natural areas	Similar	64%	124	292	57
	Novi open space	Similar	62%	156	284	45
	Recycling	Similar	69%	189	334	43
	Yard waste pick-up	Similar	82%	84	291	71
	City parks	Similar	85%	135	327	59
	Recreation programs or classes	Higher	85%	25	321	92
	Recreation centers or facilities	Similar	82%	56	303	81
	Health services	Higher	84%	40	279	86
	Public library services	Higher	97%	10	324	97
	Overall customer service by Novi employees	Higher	89%	20	370	94
Please rate the following categories of Novi government performance.	The value of services for the taxes paid to Novi	Similar	65%	54	374	85
	The overall direction that Novi is taking	Higher	76%	19	339	94
	The job Novi government does at welcoming resident involvement	Higher	69%	10	337	97
	Overall confidence in Novi government	Higher	71%	19	304	94
	Generally acting in the best interest of the community	Higher	77%	12	308	96
	Being honest	Higher	79%	11	299	96
	Being open and transparent to the public	Higher	70%	18	204	91
	Informing residents about issues facing the community	Higher	65%	16	209	92
	Treating all residents fairly	Higher	80%	5	305	98

Please rate the following categories of Novi government performance.	Treating residents with respect	Higher	84%	8	201	96
Overall, how would you rate the quality of the services provided by each of the following?	The City of Novi	Similar	84%	49	366	86
	The Federal Government	Similar	45%	41	288	86
Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.	Overall economic health	Similar	90%	97	282	65
	Overall quality of the transportation system	Similar	75%	78	197	60
	Overall design or layout of residential and commercial areas	Similar	75%	134	282	52
	Overall quality of the utility infrastructure	Similar	93%	19	196	90
	Overall feeling of safety	Similar	88%	99	282	65
	Overall quality of natural environment	Similar	82%	153	282	45
	Overall quality of parks and recreation opportunities	Similar	78%	75	197	62
	Overall health and wellness opportunities	Similar	79%	71	282	75
	Overall opportunities for education, culture, and the arts	Similar	76%	76	282	73
	Residents' connection and engagement with their community	Similar	65%	220	282	22
In general, how many times do you:	Access the internet from your home	Similar	97%	62	197	69
	Access the internet from your cell phone	Similar	94%	79	197	60
	Visit social media sites	Similar	75%	156	196	20
	Use or check email	Similar	97%	108	197	45
	Share your opinions online	Similar	29%	110	197	44
	Shop online	Similar	53%	115	196	41

	Please rate your overall health.	Similar	72%	98	290	66
	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:	Similar	20%	196	292	33

Custom benchmark tables

This table contains the comparisons of Novi's results to those from other communities with populations between 35,000 and 75,000. The first column shows the comparison of Novi's rating to the benchmark. Novi's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Novi residents is statistically similar to or different than the benchmark. The second column is Novi's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Novi's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Novi's result -- that is what percent of surveyed communities had a lower rating than Novi.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Novi.	Novi as a place to live	Similar	96%	17	91	82
	Your neighborhood as a place to live	Similar	90%	21	84	76
	Novi as a place to raise children	Higher	93%	14	91	85
	Novi as a place to work	Higher	87%	7	91	93
	Novi as a place to visit	Similar	63%	38	82	54
	Novi as a place to retire	Similar	69%	41	91	56
	The overall quality of life	Similar	89%	33	95	66
	Sense of community	Similar	73%	19	86	79
Please rate each of the following characteristics as they relate to Novi as a whole.	Overall economic health	Higher	90%	19	82	78
	Overall quality of the transportation system	Similar	49%	42	60	31
	Overall design or layout of residential and commercial areas	Similar	70%	29	79	64
	Overall quality of the utility infrastructure	Similar	68%	32	58	46
	Overall feeling of safety	Higher	92%	10	88	89
	Overall quality of natural environment	Similar	84%	32	81	61

Please rate each of the following characteristics as they relate to Novi as a whole.	Overall quality of parks and recreation opportunities	Similar	85%	27	59	55
	Overall health and wellness opportunities	Similar	85%	27	80	67
	Overall opportunities for education, culture, and the arts	Higher	83%	15	80	82
	Residents' connection and engagement with their community	Similar	65%	6	59	91
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Novi to someone who asks	Similar	91%	32	80	61
	Remain in Novi for the next five years	Similar	90%	12	81	86
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	98%	14	88	85
	In Novi's downtown/commercial area during the day	Similar	93%	22	83	74
	From property crime	Higher	93%	3	57	96
	From violent crime	Higher	93%	4	57	94
	From fire, flood, or other natural disaster	Similar	87%	9	58	86
Please rate the job you feel the Novi community does at each of the following.	Making all residents feel welcome	Similar	79%	12	63	82
	Attracting people from diverse backgrounds	Much higher	90%	2	61	98
	Valuing/respecting residents from diverse backgrounds	Higher	91%	1	62	100
	Taking care of vulnerable residents	Much higher	83%	1	59	100
Please rate each of the following in the Novi community.	Overall quality of business and service establishments	Higher	87%	10	83	89
	Variety of business and service establishments	Higher	83%	3	59	96
	Vibrancy of downtown/commercial area	Similar	59%	36	75	53
	Employment opportunities	Higher	79%	3	84	97

Please rate each of the following in the Novi community.	Shopping opportunities	Much higher	92%	4	84	96
	Cost of living	Similar	45%	36	77	54
	Overall image or reputation	Higher	93%	12	89	87
Please also rate each of the following in the Novi community.	Traffic flow on major streets	Similar	46%	53	85	38
	Ease of public parking	Similar	78%	20	80	76
	Ease of travel by car	Similar	76%	39	87	56
	Ease of travel by public transportation	Lower	25%	69	79	13
	Ease of travel by bicycle	Similar	44%	64	86	26
	Ease of walking	Lower	55%	73	88	18
	Well-planned residential growth	Similar	59%	21	59	66
	Well-planned commercial growth	Similar	54%	22	59	64
	Well-designed neighborhoods	Similar	72%	13	57	78
	Preservation of the historical or cultural character of the community	Similar	59%	39	58	34
	Public places where people want to spend time	Similar	66%	41	78	48
	Variety of housing options	Similar	62%	25	82	70
	Availability of affordable quality housing	Similar	37%	39	84	54
	Overall quality of new development	Similar	66%	24	83	72
	Overall appearance	Similar	83%	24	85	72
	Cleanliness	Higher	89%	17	86	81

Please also rate each of the following in the Novi community.

Water resources	Similar	70%	18	52	67
Air quality	Similar	86%	31	77	61
Availability of paths and walking trails	Similar	71%	50	81	39
Fitness opportunities	Similar	78%	38	79	53
Recreational opportunities	Similar	78%	31	81	62
Availability of affordable quality food	Similar	76%	13	75	84
Availability of affordable quality health care	Higher	78%	7	77	92
Availability of preventive health services	Higher	79%	14	75	82
Availability of affordable quality mental health care	Higher	65%	11	74	86
Opportunities to attend cultural/arts/music activities	Similar	67%	31	80	62
Community support for the arts	Similar	68%	11	58	82
Availability of affordable quality childcare/preschool	Higher	70%	6	76	93
K-12 education	Higher	92%	4	81	96
Adult educational opportunities	Higher	77%	13	78	84
Sense of civic/community pride	Higher	74%	7	58	89
Neighborliness of residents	Similar	71%	14	76	82
Opportunities to participate in social events and activities	Similar	71%	15	79	82
Opportunities to attend special events and festivals	Similar	76%	20	80	76
Opportunities to volunteer	Similar	75%	12	79	86

Please also rate each of the following in the Novi community.	Opportunities to participate in community matters	Similar	72%	4	78	96
	Openness and acceptance of the community toward people of diverse backgrounds	Higher	80%	3	83	97
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Novi for help or information	Similar	48%	35	84	59
	Contacted Novi elected officials to express your opinion	Similar	9%	73	77	6
	Attended a local public meeting	Similar	20%	26	79	68
	Watched a local public meeting	Similar	16%	61	76	21
	Volunteered your time to some group/activity	Similar	22%	61	79	24
	Campaigned or advocated for a local issue, cause, or candidate	Similar	13%	59	76	23
	Voted in your most recent local election	Similar	74%	33	58	44
	Used public transportation instead of driving	Lower	6%	59	74	21
	Carpooled with other adults or children instead of driving alone	Similar	40%	45	76	42
	Walked or biked instead of driving	Similar	55%	48	76	38
Please rate the quality of each of the following services in Novi.	Public information services	Similar	81%	11	81	87
	Economic development	Similar	74%	15	80	82
	Traffic enforcement	Similar	72%	27	90	71
	Traffic signal timing	Similar	62%	24	80	71
	Street repair	Similar	42%	67	91	27
	Street cleaning	Similar	66%	52	83	38
	Street lighting	Similar	58%	58	88	35

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

Snow removal	Similar	69%	28	64	57
Sidewalk maintenance	Similar	59%	42	81	49
Bus or transit services	Much lower	26%	69	73	6
Land use, planning and zoning	Similar	54%	38	83	55
Code enforcement	Higher	68%	17	90	82
Affordable high-speed internet access	Similar	58%	24	58	60
Garbage collection	Similar	83%	47	85	45
Drinking water	Similar	74%	45	81	45
Sewer services	Similar	80%	50	79	37
Storm water management	Similar	78%	38	81	54
Power (electric and/or gas) utility	Similar	74%	54	69	23
Utility billing	Similar	72%	40	76	48
Police/Sheriff services	Similar	91%	16	94	84
Crime prevention	Higher	88%	6	89	94
Animal control	Similar	72%	37	83	56
Ambulance or emergency medical services	Similar	91%	20	78	75
Fire services	Similar	94%	31	84	64
Fire prevention and education	Similar	84%	19	80	77
Emergency preparedness	Similar	69%	26	82	69

Please rate the quality of each of the following services in Novi.	Preservation of natural areas	Similar	64%	39	77	50
	Novi open space	Similar	62%	46	77	41
	Recycling	Similar	69%	46	84	46
	Yard waste pick-up	Similar	82%	25	79	69
	City parks	Similar	85%	41	84	52
	Recreation programs or classes	Higher	85%	10	83	89
	Recreation centers or facilities	Similar	82%	22	82	74
	Health services	Similar	84%	18	71	76
	Public library services	Higher	97%	3	83	97
	Overall customer service by Novi employees	Similar	89%	8	90	92
Please rate the following categories of Novi government performance.	The value of services for the taxes paid to Novi	Similar	65%	19	92	80
	The overall direction that Novi is taking	Higher	76%	9	85	90
	The job Novi government does at welcoming resident involvement	Higher	69%	5	85	95
	Overall confidence in Novi government	Higher	71%	9	78	89
	Generally acting in the best interest of the community	Higher	77%	5	79	94
	Being honest	Higher	79%	5	76	94
	Being open and transparent to the public	Higher	70%	8	61	88
	Informing residents about issues facing the community	Higher	65%	5	61	93
	Treating all residents fairly	Higher	80%	4	79	96

Please rate the following categories of Novi government performance.	Treating residents with respect	Higher	84%	3	59	96
Overall, how would you rate the quality of the services provided by each of the following?	The City of Novi	Similar	84%	15	91	84
	The Federal Government	Similar	45%	15	75	81
Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.	Overall economic health	Similar	90%	32	75	58
	Overall quality of the transportation system	Similar	75%	22	58	63
	Overall design or layout of residential and commercial areas	Similar	75%	35	75	54
	Overall quality of the utility infrastructure	Similar	93%	6	58	91
	Overall feeling of safety	Similar	88%	35	75	54
	Overall quality of natural environment	Similar	82%	39	75	49
	Overall quality of parks and recreation opportunities	Similar	78%	21	58	65
	Overall health and wellness opportunities	Similar	79%	19	75	76
	Overall opportunities for education, culture, and the arts	Similar	76%	23	75	70
	Residents' connection and engagement with their community	Similar	65%	57	75	25
In general, how many times do you:	Access the internet from your home	Similar	97%	19	57	68
	Access the internet from your cell phone	Similar	94%	25	57	57
	Visit social media sites	Similar	75%	50	57	14
	Use or check email	Similar	97%	28	57	52
	Share your opinions online	Similar	29%	36	57	38
	Shop online	Similar	53%	32	57	45

	Please rate your overall health.	Similar	72%	26	76	67
	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:	Similar	20%	58	77	25

Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Novi.	Novi as a place to live	Excellent		52% N=219
		Good		44% N=184
		Fair		3% N=11
		Poor		1% N=6
	Your neighborhood as a place to live	Excellent		52% N=215
		Good		38% N=159
		Fair		8% N=32
		Poor		2% N=10
	Novi as a place to raise children	Excellent		58% N=209
		Good		35% N=128
		Fair		6% N=23
		Poor		0% N=1
	Novi as a place to work	Excellent		41% N=106
		Good		46% N=119
		Fair		10% N=25
		Poor		3% N=7
	Novi as a place to visit	Excellent		26% N=102
		Good		37% N=149
		Fair		30% N=119
		Poor		7% N=29
	Novi as a place to retire	Excellent		30% N=93
		Good		39% N=123
		Fair		21% N=67
		Poor		10% N=30
	The overall quality of life	Excellent		35% N=147
		Good		54% N=228
		Fair		9% N=40

Please rate each of the following aspects of quality of life in Novi.	The overall quality of life	Poor		1% N=5
	Sense of community	Excellent		24% N=97
		Good		49% N=198
		Fair		20% N=83
		Poor		7% N=26
Please rate each of the following characteristics as they relate to Novi as a whole.	Overall economic health	Excellent		32% N=124
		Good		58% N=223
		Fair		6% N=23
		Poor		4% N=15
	Overall quality of the transportation system	Excellent		13% N=50
		Good		36% N=142
		Fair		28% N=110
		Poor		23% N=88
	Overall design or layout of residential and commercial areas	Excellent		19% N=76
		Good		52% N=213
		Fair		25% N=101
		Poor		5% N=22
	Overall quality of the utility infrastructure	Excellent		23% N=90
		Good		45% N=177
		Fair		25% N=98
		Poor		8% N=30
	Overall feeling of safety	Excellent		49% N=207
		Good		43% N=180
		Fair		8% N=32
		Poor		0% N=1
	Overall quality of natural environment	Excellent		32% N=133
		Good		52% N=216
		Fair		14% N=58
		Poor		2% N=9
	Overall quality of parks and recreation opportunities	Excellent		35% N=138

Please rate each of the following characteristics as they relate to Novi as a whole.	Overall quality of parks and recreation opportunities	Good		50% N=198
		Fair		12% N=49
		Poor		3% N=12
	Overall health and wellness opportunities	Excellent		28% N=105
		Good		56% N=210
		Fair		13% N=50
		Poor		2% N=7
	Overall opportunities for education, culture, and the arts	Excellent		34% N=131
		Good		49% N=191
		Fair		14% N=55
		Poor		3% N=13
	Residents' connection and engagement with their community	Excellent		20% N=69
		Good		45% N=159
		Fair		34% N=118
		Poor		1% N=5
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Novi to someone who asks	Very likely		57% N=235
		Somewhat likely		35% N=144
		Somewhat unlikely		7% N=28
		Very unlikely		2% N=8
	Remain in Novi for the next five years	Very likely		62% N=238
		Somewhat likely		28% N=109
		Somewhat unlikely		4% N=15
		Very unlikely		6% N=24
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		82% N=344
		Somewhat safe		16% N=66
		Neither safe nor unsafe		2% N=7
		Somewhat unsafe		0% N=1
		Very unsafe		0% N=1
	In Novi's downtown/commercial area during the day	Very safe		70% N=278
		Somewhat safe		24% N=94

Please rate how safe or unsafe you feel:	In Novi's downtown/commercial area during the day	Neither safe nor unsafe		5% N=21
		Somewhat unsafe		2% N=6
		Very unsafe		0% N=
	From property crime	Very safe		51% N=207
		Somewhat safe		42% N=172
		Neither safe nor unsafe		5% N=22
		Somewhat unsafe		1% N=5
		Very unsafe		0% N=2
	From violent crime	Very safe		68% N=279
		Somewhat safe		26% N=105
		Neither safe nor unsafe		5% N=21
		Somewhat unsafe		2% N=7
	From fire, flood, or other natural disaster	Very safe		57% N=231
		Somewhat safe		30% N=121
		Neither safe nor unsafe		11% N=45
		Somewhat unsafe		2% N=7
Please rate the job you feel the Novi community does at each of the following.	Making all residents feel welcome	Excellent		31% N=120
		Good		48% N=188
		Fair		20% N=76
		Poor		2% N=6
	Attracting people from diverse backgrounds	Excellent		48% N=187
		Good		41% N=159
		Fair		8% N=32
		Poor		2% N=8
	Valuing/respecting residents from diverse backgrounds	Excellent		48% N=176
		Good		43% N=157
		Fair		7% N=24
		Poor		3% N=11
	Taking care of vulnerable residents	Excellent		36% N=100
		Good		47% N=130

Please rate the job you feel the Novi community does at each of the following.	Taking care of vulnerable residents	Fair		16% N=44
		Poor		2% N=4
Please rate each of the following in the Novi community.	Overall quality of business and service establishments	Excellent		35% N=141
		Good		53% N=213
		Fair		11% N=43
		Poor		2% N=8
	Variety of business and service establishments	Excellent		39% N=159
		Good		44% N=177
		Fair		14% N=57
		Poor		3% N=12
	Vibrancy of downtown/commercial area	Excellent		19% N=76
		Good		40% N=158
		Fair		27% N=106
		Poor		14% N=55
	Employment opportunities	Excellent		23% N=66
		Good		56% N=158
		Fair		16% N=46
		Poor		5% N=14
	Shopping opportunities	Excellent		54% N=225
		Good		38% N=156
		Fair		8% N=33
		Poor		0% N=1
	Cost of living	Excellent		6% N=23
		Good		39% N=162
		Fair		39% N=162
		Poor		16% N=66
	Overall image or reputation	Excellent		42% N=172
		Good		51% N=212
		Fair		6% N=25
		Poor		1% N=5

Please also rate each of the following in the Novi community.

Traffic flow on major streets	Excellent		6% N=26
	Good		40% N=165
	Fair		35% N=145
	Poor		19% N=77
Ease of public parking	Excellent		23% N=94
	Good		55% N=223
	Fair		16% N=64
	Poor		6% N=24
Ease of travel by car	Excellent		22% N=89
	Good		54% N=221
	Fair		19% N=79
	Poor		6% N=23
Ease of travel by public transportation	Excellent		10% N=23
	Good		15% N=35
	Fair		18% N=42
	Poor		58% N=137
Ease of travel by bicycle	Excellent		11% N=34
	Good		34% N=112
	Fair		32% N=104
	Poor		23% N=74
Ease of walking	Excellent		17% N=64
	Good		39% N=150
	Fair		22% N=85
	Poor		22% N=87
Well-planned residential growth	Excellent		17% N=54
	Good		42% N=135
	Fair		27% N=86
	Poor		14% N=43
Well-planned commercial growth	Excellent		19% N=59
	Good		35% N=105

Please also rate each of the following in the Novi community.

Well-planned commercial growth	Fair		29% N=88
	Poor		17% N=53
Well-designed neighborhoods	Excellent		22% N=83
	Good		51% N=194
	Fair		21% N=81
	Poor		6% N=24
Preservation of the historical or cultural character of the community	Excellent		18% N=55
	Good		40% N=120
	Fair		29% N=87
	Poor		12% N=35
Public places where people want to spend time	Excellent		19% N=72
	Good		48% N=184
	Fair		25% N=97
	Poor		9% N=33
Variety of housing options	Excellent		19% N=73
	Good		43% N=160
	Fair		29% N=108
	Poor		9% N=35
Availability of affordable quality housing	Excellent		10% N=35
	Good		27% N=96
	Fair		32% N=113
	Poor		31% N=108
Overall quality of new development	Excellent		18% N=62
	Good		48% N=165
	Fair		25% N=86
	Poor		10% N=34
Overall appearance	Excellent		32% N=135
	Good		51% N=211
	Fair		14% N=59
	Poor		2% N=10

Please also rate each of the following in the Novi community.

Cleanliness	Excellent		41% N=171
	Good		48% N=202
	Fair		9% N=39
	Poor		1% N=6
Water resources	Excellent		25% N=98
	Good		46% N=181
	Fair		23% N=91
	Poor		6% N=24
Air quality	Excellent		33% N=133
	Good		53% N=214
	Fair		13% N=52
	Poor		1% N=5
Availability of paths and walking trails	Excellent		26% N=101
	Good		45% N=173
	Fair		25% N=96
	Poor		4% N=16
Fitness opportunities	Excellent		28% N=103
	Good		50% N=184
	Fair		20% N=76
	Poor		2% N=7
Recreational opportunities	Excellent		24% N=93
	Good		53% N=204
	Fair		21% N=79
	Poor		2% N=8
Availability of affordable quality food	Excellent		28% N=113
	Good		49% N=198
	Fair		18% N=73
	Poor		5% N=21
Availability of affordable quality health care	Excellent		31% N=112
	Good		47% N=170

Please also rate each of the following in the Novi community.

Availability of affordable quality health care	Fair		19% N=67
	Poor		3% N=12
Availability of preventive health services	Excellent		31% N=109
	Good		48% N=171
	Fair		16% N=57
	Poor		5% N=16
Availability of affordable quality mental health care	Excellent		24% N=53
	Good		41% N=89
	Fair		21% N=47
	Poor		14% N=30
Opportunities to attend cultural/arts/music activities	Excellent		20% N=70
	Good		47% N=169
	Fair		26% N=93
	Poor		7% N=27
Community support for the arts	Excellent		21% N=62
	Good		47% N=140
	Fair		29% N=86
	Poor		3% N=10
Availability of affordable quality childcare/preschool	Excellent		30% N=64
	Good		40% N=83
	Fair		20% N=41
	Poor		10% N=21
K-12 education	Excellent		59% N=169
	Good		33% N=95
	Fair		5% N=15
	Poor		3% N=9
Adult educational opportunities	Excellent		27% N=76
	Good		49% N=136
	Fair		16% N=44
	Poor		7% N=21

Please also rate each of the following in the Novi community.	Sense of civic/community pride	Excellent		25% N=88
		Good		50% N=178
		Fair		24% N=86
		Poor		2% N=6
	Neighborhoodliness of residents	Excellent		24% N=91
		Good		47% N=179
		Fair		26% N=101
		Poor		3% N=10
	Opportunities to participate in social events and activities	Excellent		23% N=83
		Good		48% N=174
		Fair		25% N=90
		Poor		4% N=14
	Opportunities to attend special events and festivals	Excellent		25% N=91
		Good		52% N=189
		Fair		19% N=68
		Poor		5% N=19
	Opportunities to volunteer	Excellent		29% N=80
		Good		46% N=127
		Fair		21% N=57
		Poor		3% N=9
	Opportunities to participate in community matters	Excellent		23% N=65
		Good		49% N=136
		Fair		26% N=72
		Poor		2% N=6
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		40% N=135
		Good		40% N=136
		Fair		17% N=59
		Poor		3% N=9
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Novi for help or information	No		52% N=218
		Yes		48% N=200

Please indicate whether or not you have done each of the following in the last 12 months.	Contacted Novi elected officials to express your opinion	No	91% N=379
		Yes	9% N=39
	Attended a local public meeting	No	80% N=334
		Yes	20% N=82
	Watched a local public meeting	No	84% N=350
		Yes	16% N=67
	Volunteered your time to some group/activity	No	78% N=322
		Yes	22% N=90
	Campaigned or advocated for a local issue, cause, or candidate	No	87% N=356
		Yes	13% N=55
	Voted in your most recent local election	No	27% N=111
		Yes	73% N=306
	Used public transportation instead of driving	No	94% N=389
		Yes	6% N=26
Please rate the quality of each of the following services in Novi.	Public information services	No	60% N=252
		Yes	40% N=166
		No	46% N=190
		Yes	54% N=227
	Economic development	Excellent	26% N=86
		Good	55% N=182
		Fair	16% N=54
		Poor	3% N=10
	Traffic enforcement	Excellent	19% N=59
		Good	55% N=166
		Fair	23% N=69
		Poor	3% N=9

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

Traffic signal timing	Excellent		13% N=50
	Good		50% N=197
	Fair		28% N=111
	Poor		10% N=39
Street repair	Excellent		8% N=34
	Good		34% N=136
	Fair		33% N=131
	Poor		25% N=101
Street cleaning	Excellent		18% N=67
	Good		49% N=182
	Fair		24% N=91
	Poor		9% N=35
Street lighting	Excellent		14% N=57
	Good		44% N=174
	Fair		32% N=125
	Poor		10% N=39
Snow removal	Excellent		24% N=91
	Good		45% N=170
	Fair		23% N=88
	Poor		7% N=27
Sidewalk maintenance	Excellent		17% N=60
	Good		42% N=151
	Fair		30% N=107
	Poor		11% N=39
Bus or transit services	Excellent		7% N=15
	Good		20% N=40
	Fair		21% N=42
	Poor		52% N=106
Land use, planning and zoning	Excellent		12% N=33
	Good		43% N=115

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

Land use, planning and zoning	Fair		27% N=74
	Poor		18% N=48
Code enforcement	Excellent		15% N=38
	Good		53% N=136
	Fair		26% N=66
	Poor		6% N=16
Affordable high-speed internet access	Excellent		17% N=64
	Good		41% N=156
	Fair		21% N=79
	Poor		21% N=80
Garbage collection	Excellent		33% N=125
	Good		50% N=193
	Fair		16% N=60
	Poor		1% N=5
Drinking water	Excellent		30% N=117
	Good		45% N=177
	Fair		22% N=87
	Poor		4% N=14
Sewer services	Excellent		27% N=100
	Good		53% N=193
	Fair		16% N=60
	Poor		4% N=13
Storm water management	Excellent		24% N=84
	Good		54% N=189
	Fair		18% N=61
	Poor		4% N=14
Power (electric and/or gas) utility	Excellent		24% N=94
	Good		50% N=202
	Fair		19% N=76
	Poor		7% N=28

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

Utility billing	Excellent		20% N=78
	Good		52% N=196
	Fair		21% N=80
	Poor		7% N=26
Police/Sheriff services	Excellent		44% N=152
	Good		48% N=167
	Fair		7% N=25
	Poor		2% N=5
Crime prevention	Excellent		41% N=137
	Good		47% N=156
	Fair		12% N=40
	Poor		0% N=1
Animal control	Excellent		28% N=72
	Good		44% N=112
	Fair		21% N=53
	Poor		7% N=17
Ambulance or emergency medical services	Excellent		51% N=137
	Good		41% N=111
	Fair		8% N=22
	Poor		0% N=1
Fire services	Excellent		51% N=143
	Good		42% N=118
	Fair		6% N=17
Fire prevention and education	Excellent		37% N=92
	Good		47% N=118
	Fair		15% N=37
	Poor		1% N=3
Emergency preparedness	Excellent		27% N=65
	Good		42% N=101
	Fair		27% N=65

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

Emergency preparedness	Poor		4% N=9
Preservation of natural areas	Excellent		24% N=74
	Good		40% N=123
	Fair		24% N=75
	Poor		12% N=37
Novi open space	Excellent		21% N=65
	Good		41% N=129
	Fair		25% N=79
	Poor		13% N=41
Recycling	Excellent		30% N=110
	Good		38% N=142
	Fair		22% N=81
	Poor		10% N=37
Yard waste pick-up	Excellent		35% N=104
	Good		47% N=139
	Fair		16% N=48
	Poor		2% N=7
City parks	Excellent		34% N=129
	Good		51% N=193
	Fair		13% N=49
	Poor		2% N=9
Recreation programs or classes	Excellent		36% N=112
	Good		48% N=147
	Fair		14% N=43
	Poor		2% N=6
Recreation centers or facilities	Excellent		32% N=100
	Good		50% N=156
	Fair		14% N=45
	Poor		4% N=13
Health services	Excellent		31% N=92

Please rate the quality of each of the following services in Novi.	Health services	Good		54% N=160
		Fair		11% N=31
		Poor		5% N=16
	Public library services	Excellent		61% N=225
		Good		35% N=129
		Fair		3% N=12
	Overall customer service by Novi employees	Excellent		45% N=166
		Good		44% N=165
		Fair		9% N=35
		Poor		1% N=4
Please rate the following categories of Novi government performance.	The value of services for the taxes paid to Novi	Excellent		18% N=64
		Good		47% N=171
		Fair		30% N=109
		Poor		5% N=18
	The overall direction that Novi is taking	Excellent		22% N=74
		Good		54% N=185
		Fair		22% N=74
		Poor		2% N=8
	The job Novi government does at welcoming resident involvement	Excellent		28% N=80
		Good		41% N=117
		Fair		24% N=68
		Poor		7% N=19
	Overall confidence in Novi government	Excellent		21% N=73
		Good		51% N=180
		Fair		24% N=84
		Poor		5% N=19
	Generally acting in the best interest of the community	Excellent		26% N=91
		Good		50% N=174
		Fair		21% N=72
		Poor		3% N=9

Please rate the following categories of Novi government performance.	Being honest	Excellent		23% N=70
		Good		56% N=169
		Fair		19% N=57
		Poor		2% N=7
	Being open and transparent to the public	Excellent		23% N=70
		Good		47% N=143
		Fair		26% N=78
		Poor		4% N=12
	Informing residents about issues facing the community	Excellent		25% N=81
		Good		39% N=127
		Fair		29% N=95
		Poor		6% N=20
	Treating all residents fairly	Excellent		30% N=92
		Good		50% N=152
		Fair		19% N=57
		Poor		1% N=4
	Treating residents with respect	Excellent		33% N=111
		Good		51% N=169
		Fair		15% N=52
		Poor		1% N=3
Overall, how would you rate the quality of the services provided by each of the following?	The City of Novi	Excellent		30% N=114
		Good		54% N=208
		Fair		16% N=60
		Poor		0% N=1
	The Federal Government	Excellent		9% N=31
		Good		37% N=132
		Fair		39% N=141
		Poor		16% N=56
Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.	Overall economic health	Essential		49% N=197
		Very important		41% N=163

Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.

Overall economic health	Somewhat important		10% N=40
	Not at all important		0% N=
Overall quality of the transportation system	Essential		36% N=145
	Very important		39% N=160
	Somewhat important		19% N=76
	Not at all important		6% N=26
Overall design or layout of residential and commercial areas	Essential		35% N=143
	Very important		39% N=160
	Somewhat important		22% N=90
	Not at all important		3% N=14
Overall quality of the utility infrastructure	Essential		61% N=247
	Very important		32% N=128
	Somewhat important		5% N=19
	Not at all important		3% N=10
Overall feeling of safety	Essential		62% N=252
	Very important		27% N=109
	Somewhat important		11% N=46
	Not at all important		0% N=
Overall quality of natural environment	Essential		37% N=150
	Very important		44% N=179
	Somewhat important		17% N=69
	Not at all important		1% N=5
Overall quality of parks and recreation opportunities	Essential		36% N=147
	Very important		41% N=168
	Somewhat important		22% N=88
	Not at all important		0% N=2
Overall health and wellness opportunities	Essential		35% N=143
	Very important		44% N=178
	Somewhat important		21% N=84
	Not at all important		1% N=3

Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	Essential	 37% N=153
		Very important	 39% N=161
		Somewhat important	 22% N=90
		Not at all important	 1% N=5
	Residents' connection and engagement with their community	Essential	 22% N=88
		Very important	 44% N=177
		Somewhat important	 32% N=129
		Not at all important	 3% N=11
In general, how many times do you:	Access the internet from your home	Several times a day	 86% N=347
		Once a day	 7% N=27
		A few times a week	 4% N=14
		Every few weeks	 2% N=7
		Less often or never	 2% N=7
	Access the internet from your cell phone	Several times a day	 85% N=346
		Once a day	 5% N=19
		A few times a week	 4% N=18
		Every few weeks	 1% N=4
		Less often or never	 5% N=19
	Visit social media sites	Several times a day	 52% N=209
		Once a day	 14% N=56
		A few times a week	 9% N=38
		Every few weeks	 4% N=17
		Less often or never	 20% N=82
	Use or check email	Several times a day	 80% N=324
		Once a day	 14% N=57
		A few times a week	 3% N=10
		Every few weeks	 1% N=6
		Less often or never	 2% N=7
	Share your opinions online	Several times a day	 11% N=45
		Once a day	 5% N=20

In general, how many times do you:	Share your opinions online	A few times a week		13% N=50
		Every few weeks		14% N=56
		Less often or never		57% N=226
	Shop online	Several times a day		15% N=62
		Once a day		8% N=32
		A few times a week		30% N=120
		Every few weeks		33% N=132
		Less often or never		14% N=55
	Please rate your overall health.	Excellent		29% N=118
		Very good		43% N=178
		Good		22% N=90
		Fair		4% N=18
		Poor		2% N=6
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		6% N=26
		Somewhat positive		13% N=55
		Neutral		37% N=152
		Somewhat negative		34% N=139
		Very negative		9% N=38
	How many years have you lived in Novi?	Less than 2 years		19% N=78
		2-5 years		24% N=100
		6-10 years		17% N=69
		11-20 years		16% N=67
		More than 20 years		23% N=96
	Which best describes the building you live in?	One family house detached from any other houses		50% N=203
		Building with two or more homes (duplex, townhome, apa..		47% N=191
		Mobile home		2% N=8
		Other		2% N=7
	Do you rent or own your home?	Rent		34% N=137
		Own		66% N=272
	About how much is your monthly housing cost for the place you live (including rent, mortgage	Less than \$500		4% N=15

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)?	\$500 to \$999		13% N=51
	\$1,000 to \$1,499		24% N=97
	\$1,500 to \$1,999		20% N=81
	\$2,000 to \$2,499		13% N=52
	\$2,500 to \$2,999		10% N=41
	\$3,000 to \$3,499		6% N=25
	\$3,500 or more		9% N=36
Do any children 17 or under live in your household?	No		66% N=274
	Yes		34% N=140
Are you or any other members of your household aged 65 or older?	No		69% N=286
	Yes		31% N=127
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		5% N=18
	\$25,000 to \$49,999		15% N=57
	\$50,000 to \$74,999		13% N=50
	\$75,000 to \$99,999		17% N=66
	\$100,000 to \$149,999		24% N=91
	\$150,000 or more		27% N=105
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		96% N=392
	Yes, I consider myself to be Spanish, Hispanic, or Latino		4% N=16
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1% N=5
	Asian, Asian Indian, or Pacific Islander		23% N=92
	Black or African American		7% N=30
	White		68% N=276
	Other		3% N=13
In which category is your age?	18-24 years		3% N=13
	25-34 years		23% N=95
	35-44 years		18% N=74
	45-54 years		20% N=84
	55-64 years		10% N=42
	65-74 years		14% N=59

In which category is your age?	75 years or older		11% N=47
What is your gender?	Woman		52% N=215
	Man		48% N=199

Full trends

This table contains the trends over time for the City of Novi. The combined “percent positive” responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2020 and 2022 surveys is greater than seven percentage points, the change is statistically significant.

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

		1998	2006	2008	2010	2012	2014	2016	2018	2020	2022
Please rate each of the following aspects of quality of life in Novi.	Novi as a place to live	93%	97%	94%	97%	98%	96%	95%	96%	96%	
	Your neighborhood as a place to live	88%	86%	90%	90%	89%	89%	90%	92%	90%	
	Novi as a place to raise children	92%	95%	92%	93%	95%	95%	95%	99%	93%	
	Novi as a place to work	73%	77%	77%	83%	84%	82%	84%	88%	87%	
	Novi as a place to visit						72%	76%	71%	69%	63%
	Novi as a place to retire	55%	59%	70%	68%	62%	66%	70%	69%	69%	
	The overall quality of life	88%	92%	93%	92%	95%	95%	93%	95%	89%	
	Sense of community	63%	74%	73%	75%	70%	64%	72%	72%	73%	
Please rate each of the following characteristics as they relate to Novi as a whole.	Overall economic health					92%	86%	95%	91%	90%	
	Overall quality of the transportation system								54%	49%	
	Overall design or layout of residential and commercial areas					76%	67%	65%	69%	70%	
	Overall quality of the utility infrastructure								85%	68%	
	Overall feeling of safety					96%	95%	96%	97%	92%	
	Overall quality of natural environment		71%	81%	81%	85%	81%	75%	81%	84%	
	Overall quality of parks and recreation opportunities								83%	85%	
	Overall health and wellness opportunities					88%	85%	84%	84%	85%	
	Overall opportunities for education, culture, and the arts					92%	90%	91%	77%	83%	
	Residents’ connection and engagement with their community								64%	65%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Novi to someone who asks		92%	96%	95%	97%	96%	93%	95%	91%	
	Remain in Novi for the next five years		86%	85%	90%	92%	89%	87%	87%	90%	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	97%	94%	97%	98%	95%	97%	98%	99%	98%	
	In Novi’s downtown/commercial area during the day	97%	93%	96%	96%	96%	95%	96%	97%	93%	
	From property crime	79%	78%	78%	83%				93%	93%	
	From violent crime	89%	89%	92%	96%				98%	93%	
	From fire, flood, or other natural disaster								96%	87%	
Please rate the job you feel the Novi community does at each of the following.	Making all residents feel welcome								80%	79%	
	Attracting people from diverse backgrounds								86%	90%	

Please rate the job you feel the Novi community does at each of the following.	Valuing/respecting residents from diverse backgrounds	86% 91%
	Taking care of vulnerable residents	82% 83%
Please rate each of the following in the Novi community.	Overall quality of business and service establishments	85% 85% 88% 83% 82% 80% 86% 87%
	Variety of business and service establishments	85% 83%
	Vibrancy of downtown/commercial area	49% 46% 45% 49% 59%
	Employment opportunities	45% 44% 50% 55% 66% 67% 74% 69% 79%
	Shopping opportunities	95% 94% 95% 95% 94% 92% 93% 92% 92%
	Cost of living	54% 47% 51% 50% 45%
	Overall image or reputation	88% 88% 89% 91% 92% 93% 92% 92% 93%
Please also rate each of the following in the Novi community.	Traffic flow on major streets	27% 44% 44% 55% 55% 35% 39% 55% 46%
	Ease of public parking	82% 73% 71% 82% 78%
	Ease of travel by car	50% 64% 65% 72% 75% 61% 62% 77% 76%
	Ease of travel by public transportation	24% 17% 25%
	Ease of travel by bicycle	34% 39% 46% 48% 50% 45% 50% 46% 44%
	Ease of walking	45% 50% 57% 58% 58% 52% 60% 66% 55%
	Well-planned residential growth	54% 59%
	Well-planned commercial growth	56% 54%
	Well-designed neighborhoods	71% 72%
	Preservation of the historical or cultural character of the community	60% 59%
	Public places where people want to spend time	74% 71% 74% 62% 66%
	Variety of housing options	83% 75% 83% 75% 71% 73% 72% 62%
	Availability of affordable quality housing	39% 57% 69% 70% 60% 48% 52% 43% 37%
	Overall quality of new development	73% 78% 78% 77% 68% 67% 66% 67% 66%
	Overall appearance	82% 86% 89% 91% 93% 87% 93% 84% 83%
	Cleanliness	88% 93% 93% 95% 86% 94% 94% 89%
	Water resources	75% 70%
	Air quality	92% 83% 87% 92% 86%
	Availability of paths and walking trails	46% 52% 53% 58% 57% 57% 72% 71%
	Fitness opportunities	80% 75% 74% 72% 78%
	Recreational opportunities	68% 70% 71% 80% 77% 72% 75% 70% 78%
	Availability of affordable quality food	79% 81% 86% 83% 83% 79% 85% 83% 76%
	Availability of affordable quality health care	72% 71% 83% 81% 86% 79% 88% 84% 78%
	Availability of preventive health services	76% 84% 85% 85% 80% 87% 84% 79%
	Availability of affordable quality mental health care	73% 65%

Please also rate each of the following in the Novi community.	Opportunities to attend cultural/arts/music activities	59%	55%	60%	74%	64%	64%	66%	54%	67%
	Community support for the arts								57%	68%
	Availability of affordable quality childcare/preschool	52%	57%	71%	68%	78%	74%	76%	68%	70%
	K-12 education	90%	88%	89%	92%	93%	94%	95%	96%	92%
	Adult educational opportunities					76%	79%	83%	80%	77%
	Sense of civic/community pride								78%	74%
	Neighborliness of residents					70%	70%	74%	72%	71%
	Opportunities to participate in social events and activities	60%	71%	80%	65%	63%	67%	63%	71%	
	Opportunities to attend special events and festivals					72%	65%	77%	59%	76%
	Opportunities to volunteer	70%	73%	76%	74%	70%	77%	68%	75%	
	Opportunities to participate in community matters	68%	75%	73%	75%	64%	71%	65%	72%	
	Openness and acceptance of the community toward people of diver..	79%	83%	78%	85%	83%	82%	78%	77%	80%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Novi for help or information	54%	52%	40%	38%	37%	36%	40%	48%	48%
	Contacted Novi elected officials to express your opinion					7%	11%	10%	13%	9%
	Attended a local public meeting	23%	25%	21%	18%	16%	19%	18%	19%	20%
	Watched a local public meeting	45%	42%	33%	25%	18%	14%	16%	13%	16%
	Volunteered your time to some group/activity	33%	30%	27%	30%	29%	30%	22%	21%	22%
	Campaigned or advocated for a local issue, cause, or candidate					15%	16%	14%	11%	13%
	Voted in your most recent local election	77%	82%	71%	68%				75%	74%
	Used public transportation instead of driving							5%	5%	6%
	Carpooled with other adults or children instead of driving alone					28%	30%	31%	25%	40%
	Walked or biked instead of driving					55%	53%	51%	58%	55%
Please rate the quality of each of the following services in Novi.	Public information services	65%	69%	77%	84%	80%	82%	78%	80%	81%
	Economic development	64%	60%	62%	73%	77%	74%	75%	78%	74%
	Traffic enforcement	75%	81%	77%	77%	80%	73%	81%	80%	72%
	Traffic signal timing	46%	54%	53%	57%	54%	46%	59%	59%	62%
	Street repair	51%	50%	47%	51%	40%	37%	38%	50%	42%
	Street cleaning	60%	64%	71%	66%	60%	58%	59%	77%	66%
	Street lighting	56%	59%	62%	64%	68%	59%	64%	68%	58%
	Snow removal	63%	60%	63%	70%	67%	61%	73%	76%	69%
	Sidewalk maintenance	57%	61%	62%	68%	64%	60%	65%	60%	59%
	Bus or transit services			43%	42%				15%	26%
	Land use, planning and zoning	42%	54%	61%	61%	64%	57%	56%	50%	54%
	Code enforcement	69%	63%	70%	73%	74%	65%	69%	69%	68%

Please rate the quality of each of the following services in Novi.	Affordable high-speed internet access	49% 58%									
	Garbage collection	81% 94% 91% 83%									
	Drinking water	81% 79% 79% 85% 82% 74%									
	Sewer services	79% 85% 81% 87% 91% 80%									
	Storm water management	69% 69% 78% 78% 76% 73% 76% 82% 78%									
	Power (electric and/or gas) utility	75% 82% 86% 91% 74%									
	Utility billing	72% 72% 83% 85% 72%									
	Police/Sheriff services	87% 88% 92% 93% 88% 89% 93% 91% 91%									
	Crime prevention	86% 79% 85% 89% 86% 86% 90% 94% 88%									
	Animal control	84% 72%									
	Ambulance or emergency medical services	90% 91% 98% 93% 94% 96% 92% 94% 91%									
	Fire services	93% 92% 97% 95% 95% 95% 96% 94% 94%									
	Fire prevention and education	85% 88% 85% 90% 90% 90% 90% 83% 84%									
	Emergency preparedness	64% 74% 78% 74% 65% 80% 77% 69%									
	Preservation of natural areas	56% 73% 70% 70% 58% 55% 66% 64%									
	Novi open space	64% 54% 49% 57% 62%									
	Recycling	66% 65% 70% 75% 68% 74% 84% 74% 69%									
	Yard waste pick-up	86% 79% 82%									
	City parks	62% 78% 80% 81% 87% 85% 82% 86% 86% 85%									
	Recreation programs or classes	72% 75% 77% 82% 79% 85% 82% 85% 85%									
	Recreation centers or facilities	70% 75% 76% 84% 77% 77% 80% 80% 82%									
	Health services	87% 82% 89% 86% 84%									
	Public library services	77% 84% 94% 93% 92% 91% 91% 96% 97%									
	Overall customer service by Novi employees	83% 84% 87% 89% 85% 80% 88% 90% 89%									
Please rate the following categories of Novi government performance.	The value of services for the taxes paid to Novi	56% 51% 63% 69% 65% 61% 66% 71% 65%									
	The overall direction that Novi is taking	62% 67% 72% 80% 83% 70% 67% 72% 76%									
	The job Novi government does at welcoming resident involvement	62% 56% 59% 72% 72% 63% 69% 57% 69%									
	Overall confidence in Novi government	75% 66% 68% 72% 71%									
	Generally acting in the best interest of the community	78% 68% 66% 73% 77%									
	Being honest	78% 70% 69% 75% 79%									
	Being open and transparent to the public	68% 70%									
	Informing residents about issues facing the community	67% 65%									
	Treating all residents fairly	81% 73% 74% 79% 80%									
	Treating residents with respect	84% 84%									

Overall, how would you rate the quality of the services provided by each of the following?	The City of Novi	81% 80% 88% 90% 89% 83% 90% 85% 84%
	The Federal Government	42% 36% 40% 38% 47% 41% 47% 47% 45%
Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.	Overall economic health	87% 92% 91% 92% 90%
	Overall quality of the transportation system	70% 75%
	Overall design or layout of residential and commercial areas	72% 77% 75% 76% 75%
	Overall quality of the utility infrastructure	95% 93%
	Overall feeling of safety	89% 96% 95% 92% 88%
	Overall quality of natural environment	82% 84% 90% 90% 82%
	Overall quality of parks and recreation opportunities	85% 78%
	Overall health and wellness opportunities	72% 74% 78% 75% 79%
	Overall opportunities for education, culture, and the arts	77% 83% 83% 79% 76%
	Residents' connection and engagement with their community	74% 81% 85% 72% 65%
In general, how many times do you:	Access the internet from your home	98% 97%
	Access the internet from your cell phone	95% 94%
	Visit social media sites	82% 75%
	Use or check email	99% 97%
	Share your opinions online	34% 29%
	Shop online	59% 53%
	Please rate your overall health.	68% 70% 69% 76% 72%
	What impact, if any, do you think the economy will have on your fa..	11% 9% 24% 28% 40% 30% 42% 26% 20%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the City of Novi conducted a survey of 422 residents. Survey invitations were mailed to randomly selected households and data were collected from October 20th, 2022 to December 9th, 2022. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Novi. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on December 5th, 2022. The survey remained open for 2 weeks and there were 29 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. Due to limited response, the results were not statistically weighted.

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Novi.	In which area of Novi do you live? (Refer to map above.)	Area 1 - North of I-96		21% N=6
		Area 2 - South of I-96 East of Novi Road		38% N=11
		Area 3 - South of I-96 West of Novi Road		41% N=12
	Novi as a place to live	Excellent		41% N=12
		Good		48% N=14
		Fair		10% N=3
	Your neighborhood as a place to live	Excellent		36% N=10
		Good		54% N=15
		Fair		11% N=3
	Novi as a place to raise children	Excellent		58% N=14
		Good		33% N=8
		Fair		4% N=1
		Poor		4% N=1
	Novi as a place to work	Excellent		43% N=6
		Good		29% N=4
		Fair		29% N=4
	Novi as a place to visit	Excellent		25% N=6
		Good		50% N=12
		Fair		17% N=4
		Poor		8% N=2
	Novi as a place to retire	Excellent		32% N=7
		Good		27% N=6
		Fair		32% N=7
		Poor		9% N=2
	The overall quality of life in Novi	Excellent		31% N=9
		Good		59% N=17
		Fair		10% N=3
	Sense of community	Excellent		19% N=5

Please rate each of the following aspects of quality of life in Novi.	Sense of community	Good		44% N=12
		Fair		30% N=8
		Poor		7% N=2
Please rate each of the following characteristics as they relate to Novi as a whole.	Overall economic health of Novi	Excellent		32% N=9
		Good		54% N=15
		Fair		14% N=4
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Novi	Excellent		3% N=1
		Good		21% N=6
		Fair		52% N=15
		Poor		24% N=7
	Overall design or layout of Novi's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		4% N=1
		Good		46% N=13
		Fair		36% N=10
		Poor		14% N=4
	Overall quality of the utility infrastructure in Novi (water, sewer, storm water, electric/gas, broadband)	Excellent		14% N=4
		Good		29% N=8
		Fair		32% N=9
		Poor		25% N=7
	Overall feeling of safety in Novi	Excellent		45% N=13
		Good		45% N=13
		Fair		10% N=3
	Overall quality of natural environment in Novi	Excellent		21% N=6
		Good		38% N=11
		Fair		38% N=11
		Poor		3% N=1
	Overall quality of parks and recreation opportunities	Excellent		43% N=12
		Good		25% N=7
		Fair		21% N=6
		Poor		11% N=3
	Overall health and wellness opportunities in Novi	Excellent		29% N=8
		Good		54% N=15
		Fair		11% N=3

Please rate each of the following characteristics as they relate to Novi as a whole.	Overall health and wellness opportunities in Novi	Poor		7% N=2
	Overall opportunities for education, culture, and the arts	Excellent		29% N=8
		Good		54% N=15
		Fair		14% N=4
		Poor		4% N=1
Residents' connection and engagement with their community	Excellent		17% N=5	
	Good		55% N=16	
	Fair		28% N=8	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Novi to someone who asks	Very likely		52% N=15
		Somewhat likely		41% N=12
		Somewhat unlikely		3% N=1
		Very unlikely		3% N=1
	Remain in Novi for the next five years	Very likely		76% N=22
		Somewhat likely		14% N=4
		Very unlikely		10% N=3
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		90% N=26
		Somewhat safe		10% N=3
	In Novi's downtown/commercial area during the day	Very safe		62% N=18
		Somewhat safe		24% N=7
		Neither safe nor unsafe		10% N=3
		Very unsafe		3% N=1
	From property crime	Very safe		45% N=13
		Somewhat safe		41% N=12
		Neither safe nor unsafe		7% N=2
		Somewhat unsafe		7% N=2
	From violent crime	Very safe		83% N=24
		Somewhat safe		7% N=2
		Neither safe nor unsafe		10% N=3
	From fire, flood, or other natural disaster	Very safe		61% N=17
Somewhat safe			39% N=11	
Please rate the job you feel the Novi community does at each of the following.	Making all residents feel welcome	Excellent		29% N=8
		Good		46% N=13

Please rate the job you feel the Novi community does at each of the following.	Making all residents feel welcome	Fair		21% N=6
		Poor		4% N=1
	Attracting people from diverse backgrounds	Excellent		55% N=16
		Good		31% N=9
		Fair		10% N=3
		Poor		3% N=1
	Valuing/respecting residents from diverse backgrounds	Excellent		41% N=11
		Good		37% N=10
		Fair		19% N=5
		Poor		4% N=1
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		43% N=9
		Good		29% N=6
		Fair		19% N=4
		Poor		10% N=2
Please rate each of the following in the Novi community.	Overall quality of business and service establishments in Novi	Excellent		25% N=7
		Good		54% N=15
		Fair		14% N=4
		Poor		7% N=2
	Variety of business and service establishments in Novi	Excellent		18% N=5
		Good		50% N=14
		Fair		25% N=7
		Poor		7% N=2
	Vibrancy of downtown/commercial area	Good		34% N=10
		Fair		45% N=13
		Poor		21% N=6
	Employment opportunities	Excellent		20% N=3
		Good		40% N=6
		Fair		33% N=5
		Poor		7% N=1
	Shopping opportunities	Excellent		45% N=13
		Good		48% N=14
		Fair		7% N=2

Please rate each of the following in the Novi community.	Cost of living in Novi	Excellent		3% N=1
		Good		31% N=9
		Fair		45% N=13
		Poor		21% N=6
	Overall image or reputation of Novi	Excellent		31% N=9
		Good		52% N=15
		Fair		14% N=4
		Poor		3% N=1
Please also rate each of the following in the Novi community.	Traffic flow on major streets	Good		31% N=9
		Fair		31% N=9
		Poor		38% N=11
	Ease of public parking	Excellent		29% N=8
		Good		57% N=16
		Fair		11% N=3
		Poor		4% N=1
	Ease of travel by car in Novi	Excellent		7% N=2
		Good		66% N=19
		Fair		24% N=7
		Poor		3% N=1
	Ease of travel by public transportation in Novi	Excellent		7% N=1
		Fair		7% N=1
		Poor		87% N=13
	Ease of travel by bicycle in Novi	Excellent		9% N=2
		Good		26% N=6
		Fair		57% N=13
		Poor		9% N=2
	Ease of walking in Novi	Excellent		17% N=5
		Good		28% N=8
		Fair		45% N=13
		Poor		10% N=3
	Well-planned residential growth	Excellent		7% N=2
		Good		29% N=8

Please also rate each of the following in the Novi community.

Well-planned residential growth	Fair		32% N=9
	Poor		32% N=9
Well-planned commercial growth	Excellent		8% N=2
	Good		24% N=6
	Fair		32% N=8
	Poor		36% N=9
Well-designed neighborhoods	Excellent		11% N=3
	Good		57% N=16
	Fair		18% N=5
	Poor		14% N=4
Preservation of the historical or cultural character of the community	Excellent		7% N=2
	Good		30% N=8
	Fair		41% N=11
	Poor		22% N=6
Public places where people want to spend time	Excellent		10% N=3
	Good		38% N=11
	Fair		38% N=11
	Poor		14% N=4
Variety of housing options	Excellent		4% N=1
	Good		44% N=12
	Fair		33% N=9
	Poor		19% N=5
Availability of affordable quality housing	Excellent		4% N=1
	Good		20% N=5
	Fair		20% N=5
	Poor		56% N=14
Overall quality of new development in Novi	Excellent		4% N=1
	Good		30% N=8
	Fair		33% N=9
	Poor		33% N=9
Overall appearance of Novi	Excellent		14% N=4
	Good		55% N=16

Please also rate each of the following in the Novi community.

Overall appearance of Novi	Fair		28% N=8
	Poor		3% N=1
Cleanliness of Novi	Excellent		25% N=7
	Good		57% N=16
	Fair		18% N=5
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		29% N=8
	Good		36% N=10
	Fair		32% N=9
	Poor		4% N=1
Air quality	Excellent		22% N=6
	Good		74% N=20
	Fair		4% N=1
Availability of paths and walking trails	Excellent		28% N=8
	Good		31% N=9
	Fair		34% N=10
	Poor		7% N=2
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		21% N=6
	Good		55% N=16
	Fair		21% N=6
	Poor		3% N=1
Recreational opportunities	Excellent		18% N=5
	Good		61% N=17
	Fair		14% N=4
	Poor		7% N=2
Availability of affordable quality food	Excellent		29% N=8
	Good		36% N=10
	Fair		29% N=8
	Poor		7% N=2
Availability of affordable quality health care	Excellent		33% N=9
	Good		41% N=11
	Fair		22% N=6
	Poor		4% N=1

Please also rate each of the following in the Novi community.

Availability of preventive health services	Excellent		22% N=6
	Good		59% N=16
	Fair		19% N=5
Availability of affordable quality mental health care	Excellent		13% N=2
	Good		38% N=6
	Fair		38% N=6
	Poor		13% N=2
Opportunities to attend cultural/arts/music activities	Excellent		7% N=2
	Good		48% N=13
	Fair		37% N=10
	Poor		7% N=2
Community support for the arts	Excellent		12% N=3
	Good		46% N=12
	Fair		42% N=11
Availability of affordable quality childcare/preschool	Excellent		19% N=3
	Good		50% N=8
	Fair		13% N=2
	Poor		19% N=3
K-12 education	Excellent		67% N=14
	Good		24% N=5
	Fair		5% N=1
	Poor		5% N=1
Adult educational opportunities	Excellent		30% N=6
	Good		55% N=11
	Fair		15% N=3
Sense of civic/community pride	Excellent		14% N=4
	Good		46% N=13
	Fair		36% N=10
	Poor		4% N=1
Neighborliness of residents in Novi	Excellent		15% N=4
	Good		42% N=11
	Fair		31% N=8

Please also rate each of the following in the Novi community.	Neighborhoodliness of residents in Novi	Poor		12% N=3
	Opportunities to participate in social events and activities	Excellent		15% N=4
		Good		44% N=12
		Fair		41% N=11
	Opportunities to attend special events and festivals	Excellent		11% N=3
		Good		56% N=15
		Fair		33% N=9
	Opportunities to volunteer	Excellent		18% N=4
		Good		50% N=11
		Fair		27% N=6
		Poor		5% N=1
	Opportunities to participate in community matters	Excellent		14% N=4
		Good		43% N=12
		Fair		32% N=9
		Poor		11% N=3
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		22% N=6
		Good		56% N=15
		Fair		19% N=5
		Poor		4% N=1
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Novi (in-person, phone, email, or web) for help or information	No		39% N=11
		Yes		61% N=17
	Contacted Novi elected officials (in-person, phone, email, or web) to express your opinion	No		71% N=20
		Yes		29% N=8
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		64% N=18
		Yes		36% N=10
	Watched (online or on television) a local public meeting	No		56% N=15
		Yes		44% N=12
	Volunteered your time to some group/activity in Novi	No		64% N=18
		Yes		36% N=10
	Campaigned or advocated for a local issue, cause, or candidate	No		61% N=17
		Yes		39% N=11
	Voted in your most recent local election	No		7% N=2

Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	Yes		93% N=26
	Used bus, rail, subway, or other public transportation instead of driving	No		93% N=26
		Yes		7% N=2
	Carpooled with other adults or children instead of driving alone	No		54% N=15
		Yes		46% N=13
	Walked or biked instead of driving	No		39% N=11
		Yes		61% N=17
Please rate the quality of each of the following services in Novi.	Public information services	Excellent		26% N=7
		Good		56% N=15
		Fair		19% N=5
	Economic development	Excellent		16% N=4
		Good		52% N=13
		Fair		28% N=7
		Poor		4% N=1
	Traffic enforcement	Excellent		27% N=7
		Good		46% N=12
		Fair		12% N=3
		Poor		15% N=4
	Traffic signal timing	Excellent		4% N=1
		Good		33% N=9
		Fair		33% N=9
		Poor		30% N=8
	Street repair	Excellent		4% N=1
		Good		29% N=8
		Fair		29% N=8
		Poor		39% N=11
	Street cleaning	Excellent		15% N=4
		Good		41% N=11
		Fair		33% N=9
		Poor		11% N=3
	Street lighting	Excellent		7% N=2
		Good		52% N=14

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

Street lighting	Fair		19% N=5
	Poor		22% N=6
Snow removal	Excellent		22% N=6
	Good		63% N=17
	Fair		11% N=3
	Poor		4% N=1
Sidewalk maintenance	Excellent		8% N=2
	Good		58% N=14
	Fair		17% N=4
	Poor		17% N=4
Bus or transit services	Excellent		7% N=1
	Fair		27% N=4
	Poor		67% N=10
Land use, planning, and zoning	Excellent		8% N=2
	Good		8% N=2
	Fair		52% N=13
	Poor		32% N=8
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		4% N=1
	Good		52% N=12
	Fair		30% N=7
	Poor		13% N=3
Affordable high-speed internet access	Excellent		7% N=2
	Good		26% N=7
	Fair		30% N=8
	Poor		37% N=10
Garbage collection	Excellent		26% N=7
	Good		56% N=15
	Fair		15% N=4
	Poor		4% N=1
Drinking water	Excellent		44% N=12
	Good		33% N=9
	Fair		19% N=5

Please rate the quality of each of the following services in Novi.	Drinking water	Poor		4% N=1
	Sewer services	Excellent		39% N=9
		Good		48% N=11
		Fair		13% N=3
	Storm water management (storm drainage, dams, levees, etc.)	Excellent		28% N=7
		Good		40% N=10
		Fair		20% N=5
		Poor		12% N=3
	Power (electric and/or gas) utility	Excellent		15% N=4
		Good		35% N=9
		Fair		38% N=10
		Poor		12% N=3
	Utility billing	Excellent		23% N=6
		Good		42% N=11
		Fair		31% N=8
		Poor		4% N=1
	Police/Sheriff services	Excellent		46% N=12
		Good		46% N=12
		Fair		8% N=2
	Crime prevention	Excellent		33% N=9
		Good		56% N=15
		Fair		11% N=3
	Animal control	Excellent		21% N=4
		Good		42% N=8
		Fair		21% N=4
		Poor		16% N=3
	Ambulance or emergency medical services	Excellent		50% N=10
		Good		40% N=8
		Fair		10% N=2
	Fire services	Excellent		62% N=13
		Good		29% N=6
		Fair		10% N=2

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

Fire prevention and education	Excellent		47% N=9
	Good		42% N=8
	Fair		5% N=1
	Poor		5% N=1
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		37% N=7
	Good		37% N=7
	Fair		21% N=4
	Poor		5% N=1
Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent		16% N=4
	Good		20% N=5
	Fair		32% N=8
	Poor		32% N=8
Novi open space	Excellent		15% N=4
	Good		26% N=7
	Fair		26% N=7
	Poor		33% N=9
Recycling	Excellent		32% N=9
	Good		57% N=16
	Fair		11% N=3
Yard waste pick-up	Excellent		40% N=10
	Good		44% N=11
	Fair		16% N=4
City parks	Excellent		36% N=10
	Good		43% N=12
	Fair		14% N=4
	Poor		7% N=2
Recreation programs or classes	Excellent		46% N=11
	Good		42% N=10
	Fair		8% N=2
	Poor		4% N=1
Recreation centers or facilities	Excellent		31% N=8
	Good		42% N=11

Please rate the quality of each of the following services in Novi.	Recreation centers or facilities	Fair		15% N=4
		Poor		12% N=3
	Health services	Excellent		30% N=7
		Good		48% N=11
		Fair		17% N=4
		Poor		4% N=1
	Public library services	Excellent		65% N=17
		Good		27% N=7
		Fair		8% N=2
	Overall customer service by Novi employees (police, receptionists, planners, etc.)	Excellent		33% N=9
		Good		48% N=13
		Fair		7% N=2
		Poor		11% N=3
Please rate the following categories of Novi government performance.	The value of services for the taxes paid to Novi	Excellent		11% N=3
		Good		48% N=13
		Fair		26% N=7
		Poor		15% N=4
	The overall direction that Novi is taking	Excellent		4% N=1
		Good		38% N=10
		Fair		35% N=9
		Poor		23% N=6
	The job Novi government does at welcoming resident involvement	Excellent		12% N=3
		Good		44% N=11
		Fair		20% N=5
		Poor		24% N=6
	Overall confidence in Novi government	Excellent		15% N=4
		Good		37% N=10
		Fair		26% N=7
		Poor		22% N=6
	Generally acting in the best interest of the community	Excellent		19% N=5
		Good		41% N=11
		Fair		19% N=5

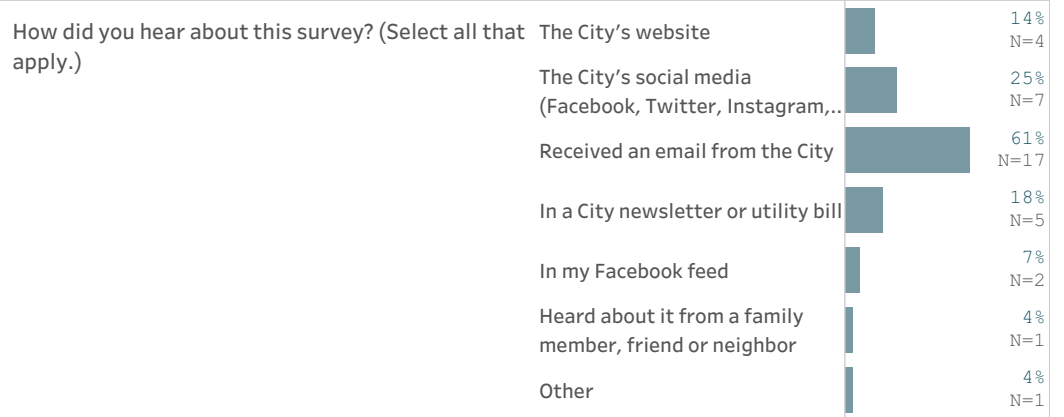
Please rate the following categories of Novi government performance.	Generally acting in the best interest of the community	Poor		22% N=6
	Being honest	Excellent		19% N=5
		Good		38% N=10
		Fair		15% N=4
		Poor		27% N=7
	Being open and transparent to the public	Excellent		16% N=4
		Good		40% N=10
		Fair		12% N=3
		Poor		32% N=8
	Informing residents about issues facing the community	Excellent		12% N=3
		Good		38% N=10
		Fair		31% N=8
		Poor		19% N=5
	Treating all residents fairly	Excellent		14% N=3
		Good		50% N=11
		Fair		23% N=5
		Poor		14% N=3
	Treating residents with respect	Excellent		27% N=7
		Good		42% N=11
		Fair		12% N=3
		Poor		19% N=5
Overall, how would you rate the quality of the services provided by each of the following?	The City of Novi	Excellent		19% N=5
		Good		59% N=16
		Fair		22% N=6
	The Federal Government	Good		52% N=14
		Fair		37% N=10
		Poor		11% N=3
Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.	Overall economic health of Novi	Essential		42% N=11
		Very important		46% N=12
		Somewhat important		12% N=3
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Novi	Essential		26% N=7
		Very important		44% N=12

Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.

Overall quality of the transportation system (auto, bicycle, foot, bus) in Novi	Somewhat important		26% N=7
	Not at all important		4% N=1
Overall design or layout of Novi's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		35% N=9
	Very important		46% N=12
	Somewhat important		19% N=5
Overall quality of the utility infrastructure in Novi (water, sewer, storm water, electric/gas, broadband)	Essential		63% N=17
	Very important		30% N=8
	Somewhat important		7% N=2
Overall feeling of safety in Novi	Essential		48% N=13
	Very important		44% N=12
	Somewhat important		7% N=2
Overall quality of natural environment in Novi	Essential		41% N=11
	Very important		44% N=12
	Somewhat important		11% N=3
	Not at all important		4% N=1
Overall quality of parks and recreation opportunities	Essential		37% N=10
	Very important		52% N=14
	Somewhat important		7% N=2
	Not at all important		4% N=1
Overall health and wellness opportunities in Novi	Essential		30% N=8
	Very important		37% N=10
	Somewhat important		30% N=8
	Not at all important		4% N=1
Overall opportunities for education, culture, and the arts	Essential		30% N=8
	Very important		48% N=13
	Somewhat important		22% N=6
Residents' connection and engagement with their community	Essential		33% N=9
	Very important		37% N=10
	Somewhat important		30% N=8
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer		
	Several times a day		88% N=23
	Once a day		8% N=2
	A few times a week		4% N=1

In general, how many times do you:	Access the internet from your cell phone	Several times a day		81% N=22
		Once a day		4% N=1
		A few times a week		11% N=3
		Less often or never		4% N=1
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Several times a day		59% N=16
		Once a day		11% N=3
		A few times a week		11% N=3
		Less often or never		19% N=5
	Use or check email	Several times a day		93% N=25
		Once a day		7% N=2
	Share your opinions online	Several times a day		11% N=3
		A few times a week		15% N=4
		Every few weeks		30% N=8
		Less often or never		44% N=12
	Shop online	Several times a day		12% N=3
		Once a day		4% N=1
		A few times a week		46% N=12
		Every few weeks		31% N=8
		Less often or never		8% N=2
	Please rate your overall health.	Excellent		26% N=7
		Very good		41% N=11
		Good		22% N=6
		Fair		11% N=3
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		4% N=1
		Somewhat positive		22% N=6
		Neutral		33% N=9
		Somewhat negative		33% N=9
		Very negative		7% N=2
	How many years have you lived in Novi?	Less than 2 years		4% N=1
		2-5 years		18% N=5
		6-10 years		14% N=4
		11-20 years		25% N=7

How many years have you lived in Novi?	More than 20 years		39% N=11
Which best describes the building you live in?	One family house detached from any other houses		79% N=22
	Building with two or more homes (duplex, townhome, apa..		21% N=6
Do you rent or own your home?	Rent		14% N=4
	Own		86% N=24
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Less than \$500		4% N=1
	\$500 to \$999		15% N=4
	\$1,000 to \$1,499		23% N=6
	\$1,500 to \$1,999		4% N=1
	\$2,000 to \$2,499		19% N=5
	\$2,500 to \$2,999		15% N=4
	\$3,000 to \$3,499		19% N=5
Do any children 17 or under live in your household?	No		61% N=17
	Yes		39% N=11
Are you or any other members of your household aged 65 or older?	No		61% N=17
	Yes		39% N=11
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.)	\$50,000 to \$74,999		9% N=2
	\$75,000 to \$99,999		17% N=4
	\$100,000 to \$149,999		35% N=8
	\$150,000 or more		39% N=9
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		100% N=26
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian, or Pacific Islander		23% N=6
	Black or African American		4% N=1
	White		81% N=21
In which category is your age?	25-34 years		11% N=3
	35-44 years		11% N=3
	45-54 years		29% N=8
	55-64 years		11% N=3
	65-74 years		21% N=6
	75 years or older		18% N=5
What is your gender?	Woman		48% N=13
	Man		52% N=14



Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Novi as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Novi as a place to raise children.....	1	2	3	4	5
Novi as a place to work.....	1	2	3	4	5
Novi as a place to visit.....	1	2	3	4	5
Novi as a place to retire.....	1	2	3	4	5
The overall quality of life in Novi.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Novi	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Novi.....	1	2	3	4	5
Overall design or layout of Novi's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Novi (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Novi.....	1	2	3	4	5
Overall quality of natural environment in Novi.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Novi.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

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

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Novi to someone who asks.....	1	2	3	4	5
Remain in Novi for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Novi's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Novi community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Novi.....	1	2	3	4	5
Variety of business and service establishments in Novi.....	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Novi.....	1	2	3	4	5
Overall image or reputation of Novi	1	2	3	4	5

7. Please also rate each of the following in the Novi community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Novi.....	1	2	3	4	5
Ease of travel by public transportation in Novi.....	1	2	3	4	5
Ease of travel by bicycle in Novi.....	1	2	3	4	5
Ease of walking in Novi.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Novi.....	1	2	3	4	5
Overall appearance of Novi.....	1	2	3	4	5
Cleanliness of Novi.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Novi.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

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

	<u>No</u>	<u>Yes</u>
Contacted the City of Novi (in-person, phone, email, or web) for help or information.....	1	2
Contacted Novi elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Novi.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Garbage collection	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing	1	2	3	4	5
Police/Sheriff services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts)	1	2	3	4	5
Novi open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Novi employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Novi government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Novi	1	2	3	4	5
The overall direction that Novi is taking	1	2	3	4	5
The job Novi government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Novi government.....	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Novi	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Novi community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Novi	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Novi	1	2	3	4
Overall design or layout of Novi's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Novi (water, sewer, storm water, electric/gas, broadband)	1	2	3	4
Overall feeling of safety in Novi	1	2	3	4
Overall quality of natural environment in Novi.....	1	2	3	4
Overall quality of parks and recreation opportunities	1	2	3	4
Overall health and wellness opportunities in Novi	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

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:

☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

D4. How many years have you lived in Novi?

- ☐ Less than 2 years
- ☐ 2-5 years
- ☐ 6-10 years
- ☐ 11-20 years
- ☐ More than 20 years

D5. Which best describes the building you live in?

- ☐ One family house detached from any other houses
- ☐ Building with two or more homes (duplex, townhome, apartment, or condominium)
- ☐ Mobile home
- ☐ Other

D6. Do you rent or own your home?

- ☐ Rent
- ☐ Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- ☐ Less than \$500 ☐ \$2,000 to \$2,499
- ☐ \$500 to \$999 ☐ \$2,500 to \$2,999
- ☐ \$1,000 to \$1,499 ☐ \$3,000 to \$3,499
- ☐ \$1,500 to \$1,999 ☐ \$3,500 or more

D8. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D9. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000 ☐ \$75,000 to \$99,999
- ☐ \$25,000 to \$49,999 ☐ \$100,000 to \$149,999
- ☐ \$50,000 to \$74,999 ☐ \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic, or Latino
- ☐ Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
- ☐ Asian, Asian Indian, or Pacific Islander
- ☐ Black or African American
- ☐ White
- ☐ Other

D13. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
- ☐ 25-34 years ☐ 65-74 years
- ☐ 35-44 years ☐ 75 years or older
- ☐ 45-54 years

D14. What is your gender?

- ☐ Woman
- ☐ Man
- ☐ Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?

- ☐ Agender/I don't identify with any gender
- ☐ Genderqueer/gender fluid
- ☐ Non-binary
- ☐ Transgender man
- ☐ Transgender woman
- ☐ Two-spirit
- ☐ Not listed, I identify as: _____

Thank you!

Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

2022

HIGHLIGHTS

Parks, Recreation and Cultural Services

Mayor and Council -
Some really good information
in this PRCS annual report.
Mr. Muck and his team had a
very successful and
productive year.
- Victor



Thank you for your interest in Novi Parks, Recreation and Cultural Services. We're proud to share achievements that enhanced the experiences of our 2022 program participants, park visitors, volunteers, partners and sponsors.

Our accomplishments and customer service priorities are reflected in our core values of Innovation, Inclusion, Excellence, Integrity, and Environment.

This report is a quick look at the department's successes. As always, we encourage you to reach out with any questions, comments, or suggestions by emailing noviparks@cityofnovi.org or calling 248.347.0400.

Jeff Muck,
Director, Novi Parks, Recreation and Cultural Services



inclusion



GRAND EXPERIENCES

After a 17-year hiatus, Novi's older adult residents had the opportunity to travel to Mackinac Island as part of MParks' Grand Experience. In October, 43 Novi travelers joined more than 500 others to enjoy a four-day stay at the Grand Hotel with a carriage tour of the island, amazing food, nightly dancing, and daily activities. As with most of the trips offered through Older Adult Services, travelers have the opportunity to go somewhere they wouldn't otherwise.

A HELPING HAND

Older Adult Services promotes healthy, active lifestyles that support independence and vitality for adults 55+ by providing opportunities for socialization, health and fitness, life-long learning, support services, and transportation. September of 2022 was the busiest month ever for the durable medical equipment loan closet with more than 1,300 interactions (loans, returns, donations, etc.). Seventy of Novi's older adults learned how "cut the cord" by switching to streaming services for their television shows. Nearly 48,000 meals were prepped and delivered to Novi's homebound residents by volunteer meal packers and drivers in FY 21-22.

Overall, the number of first-time 55+ participants in Older Adult Services programs increased by 25% over pre-pandemic numbers. The number of participants ages 55-84 has also increased by while the number of those 85+ has decreased slightly.





excellence



ANY GIVEN SATURDAY

A partnership between Novi Community Schools and the City of Novi to lease the property at 11 Mile and Beck Roads, allowed the city to develop 13 soccer fields to be the home base of the Novi Parks Soccer Club. Games kicked off on Saturday, April 9, and there are now hundreds of children, from 3-18 years, on any given spring and fall Saturday. Currently the city and the school district are finalizing a land swap in which Bosco Fields will officially become City of Novi park property. The development of Bosco Fields provides the soccer space needed to allow for a refresh of ITC Community Sports Park in the future.

TENNIS TEAM SERVES AN ACE

The Parks & Rec T-Bolts youth tennis team smashed expectations for a first-year program. An extension of the popular youth tennis lessons with Todd Beyer, the team was formed in combination with parks and rec departments from Novi, Northville, and SLARA as well as the Novi Community School District. There was a total of 146 players between the ages of 4-18. Players practiced two to four times weekly and had the option to participate in travel league match play with teams from area country clubs.



TO HONOR AND COMMEMORATE

On the Wednesday before Memorial Day, more than 130 veterans and their guests took part in the Fuerst Field of Honor event. Within the park, a Trail of Honor was created with 200 American flags lining the pathways. Thirty-two of the flags featured a medallion that told the stories of Novi's heroes, as well as each branch of military and the poem *In Flanders Fields* written by Lieutenant Colonel John McCrae. A memorial service was conducted in the amphitheater, preceded by dinner and entertainment. VFW Post 1519, Novi Rotary Club, Novi CERT, and Novi Girls Scouts all donated their time to honor and commemorate the lives of Novi's fallen.





JUST DANCE

From tiny dancers to tweens, the Novi Parks dance program continues to grow. With instructors from Allongé Dance Works, more than 20 classes are conducted each week at the Novi Civic Center. The fall 2022 recital included 157 dancers for four performances with 866 audience members. The program has grown by 176% in the past four years. Additionally, Mexico Lindo Ballet Folklorico and Hawaiian and Polynesian Dance are also offered at the Novi Civic Center.

integrity

PRESERVING HISTORY

History is often captured in cemeteries. Novi's two historic cemeteries, the Novi Cemetery on Novi Road and the Knapp Cemetery on Nine Mile Road, do just that with graves dating back to the Revolutionary War. In 2022, 56 gravesites received cleaning, maintenance, repairs and/or leveling. Additionally, the entryway arch of the Novi Cemetery was refurbished in February 2022 to retain its integrity for years to come. Annually, the Historical Commission leads Wreaths Across America, placing holiday wreaths on veteran graves.



CONTINUED INVESTMENT

Meadowbrook Commons is a residential living community for older adults that is owned by the city. Both apartments and ranch homes are available at very reasonable rental rates and the property includes walking paths, outdoor exercise stations, gazebos, gardens, indoor gathering spaces, and more. Built in 2000, continual investments have been made to ensure the livability and longevity of the property. In 2022, the roofs were replaced on all the ranch units and the main building and the pond aerator was repaired.

HEART OF THE MATTER

AEDs have been available in Novi facilities for many years. In park locations, the devices have been available when staff is on site to retrieve them from inside buildings. With the increased usage of the parks, during and post pandemic, it was determined that more accessible AEDs in parks was something to investigate and invest in. Working with the fire department and the integrated solutions team, PRCS purchased a secure outdoor cabinet to house an AED. The cabinet provides automatic calls to 911 when accessed, video surveillance, temperature control and real-time information concerning incidents or events. Ella Mae Power Park was chosen as the location of this pilot program in spring of 2022. To date, the installation has been successful and additional locations are being considered. While the AED has not been utilized, the diagnostics show everything is running as it should if it was ever needed.

environment



PLANTING FOR THE FUTURE

Since 2015 more than 1,200 trees have been planted in Novi's parks.

Sure, trees are aesthetically pleasing but they also contribute to the environment by purifying the air, providing wildlife habitat, reducing the amount of stormwater runoff, and more. A walk among trees is proven to reduce stress and anxiety. While walking in the parks one may notice a granite marker or sign near the trunk of trees. These trees were purchased and planted to commemorate a loved one or friend. Most of Novi's parks have tree planting sites available for this purpose. In 2022, a group of elementary students collected donations of returnable cans to purchase two trees planted at Wildlife Woods Park.



BIRDS AND BEES AND FLOWERS, OH MY!

The 2022 Nature. Nurture. Novi series offered residents the opportunity to explore nature and learn best practices for environmental consciousness. The free or low-cost programs included hikes, birding, identifying plants, and an owl prowl. The community is encouraged to join the experts to learn more about the surrounding environment, how to protect it and take advantage of its bounty. Look for Nature. Nurture. Novi for kids in 2023.



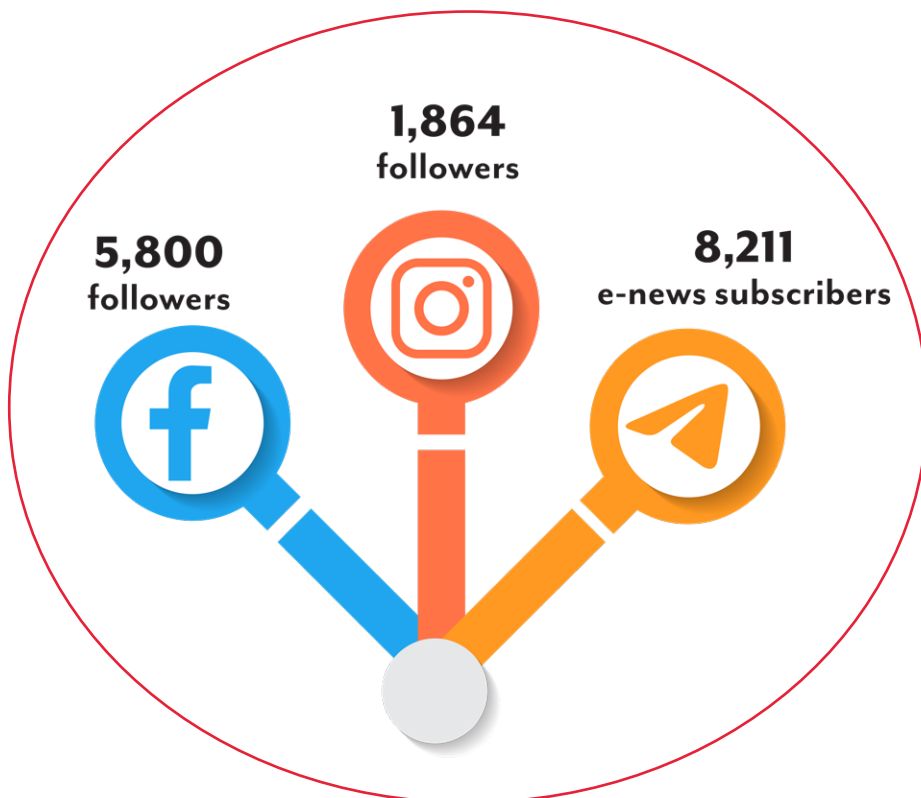
innovation

READY, SET, GO!

The Novi Special Water Tower is iconic to Novi residents. Not only does it highlight the beloved 1930's and 40's racecar, it also depicts Novi's strong ties to the automobile industry. The water tower property was acquired by the City in 2018 with plans to restore the tower and develop a park in the future. In early 2022, recognizing the potential of the property and the history of the site, a member of the parks maintenance team brought forth the idea of an R/C raceway. The idea was supported by administration and City Council, and the parks maintenance team, along with a number of volunteers, went to work building the course. The inaugural race was held on August 27. The park is open for daily use in spring, summer, and fall. The park will be recognized at the 2023 mParks annual conference with the 2023 Design Award for Excellence in Park Design.



our digital reach



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Mayor Pro Tem David Staudt
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