

Residents' participation levels

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

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

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

National benchmark tables

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

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

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

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












































	Ease of travel by bicycle in Novi	Similar	46%	192	312	39	
	Ease of walking in Novi	Similar	66%	187	313	41	
	Well-planned residential growth	Similar	54%	19	43	53	
	Well-planned commercial growth	Similar	56%	11	43	73	
	Well-designed neighborhoods	Similar	71%	14	44	66	
	Preservation of the historical or cultural character of th..	Similar	60%	21	38	41	
	Public places where people want to spend time	Similar	63%	160	267	40	
	Variety of housing options	Higher	72%	38	286	87	
	Availability of affordable quality housing	Similar	43%	120	310	62	
	Overall quality of new development in Novi	Similar	68%	56	298	82	
	Overall appearance of Novi	Similar	85%	100	344	71	
	Cleanliness of Novi	Higher	94%	39	309	88	
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	75%	14	36	58	
	Air quality	Higher	93%	38	257	86	
	Availability of paths and walking trails	Similar	72%	125	314	61	
	Fitness opportunities (including exercise classes and pa..	Similar	73%	141	264	47	
	Recreational opportunities	Similar	70%	149	298	50	
	Availability of affordable quality food	Higher	83%	19	257	93	
	Availability of affordable quality health care	Higher	85%	14	271	95	
	Availability of preventive health services	Higher	84%	17	253	94	
	Availability of affordable quality mental health care	Higher	74%	4	248	99	
	Opportunities to attend cultural/arts/music activities	Similar	54%	161	297	46	
	Community support for the arts	Similar	57%	20	40	46	
	Availability of affordable quality childcare/preschool	Higher	67%	24	269	92	
	K-12 education	Much higher	96%	7	273	98	
	Adult educational opportunities	Higher	80%	17	255	94	
Please also rate each of the following characteristics as they relate to Novi as a whole.	Sense of civic/community pride	Similar	78%	10	40	73	
	Neighborliness of residents in Novi	Similar	72%	72	269	74	
	Opportunities to participate in social events and activiti..	Similar	63%	124	273	55	
	Opportunities to attend special events and festivals	Similar	59%	195	291	33	
	Opportunities to volunteer	Similar	68%	151	276	46	
	Opportunities to participate in community matters	Similar	65%	149	282	47	
	Openness and acceptance of the community toward peo..	Higher	77%	21	302	94	
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 w..	Similar	48%	117	336	65	
	Contacted Novi elected officials (in-person, phone, emai..	Similar	13%	212	267	21	
	Attended a local public meeting (of local elected official..	Similar	19%	163	273	41	
	Watched (online or on television) a local public meeting	Similar	13%	211	244	14	
	Volunteered your time to some group/activity in Novi	Lower	21%	255	275	7	
	Campaigned or advocated for a local issue, cause or can..	Lower	12%	244	255	4	
	Voted in your most recent local election	Similar	75%	20	40	46	
	Used bus, rail, subway or other public transportation in..	Much lower	5%	204	228	10	
	Carpooled with other adults or children instead of drivin..	Lower	26%	258	260	1	
	Walked or biked instead of driving	Similar	58%	127	268	53	
Please rate the quality of each of the following services in Novi.	Public information services	Similar	80%	50	289	83	
	Economic development	Higher	77%	24	288	92	
	Traffic enforcement	Similar	80%	51	360	86	
	Traffic signal timing	Similar	59%	87	272	69	
	Street repair	Similar	49%	172	355	52	
	Street cleaning	Similar	78%	84	312	73	
	Street lighting	Similar	68%	127	333	62	
	Snow removal	Similar	76%	79	274	72	
	Sidewalk maintenance	Similar	60%	128	312	59	
	Bus or transit services	Much lower	14%	231	243	5	
	Land use, planning and zoning	Similar	49%	142	303	53	
	Code enforcement (weeds, abandoned buildings, etc.)	Higher	70%	32	370	92	
	Affordable high-speed internet access	Similar	49%	22	37	36	
	Garbage collection	Similar	91%	58	339	83	
	Drinking water	Similar	82%	56	306	82	
	Sewer services	Similar	91%	22	308	93	
	Storm water management (storm drainage, dams, levee..	Higher	82%	21	333	94	
		Power (electric and/or gas) utility	Similar	91%	19	196	91

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










































Complete set of frequencies

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

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

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

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

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

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


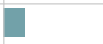














































Variety of housing options	Fair	
	Poor	
Availability of affordable quality housing	Excellent	
	Good	
	Fair	
	Poor	
Overall quality of new development in Novi	Excellent	
	Good	
	Fair	
	Poor	
Overall appearance of Novi	Excellent	
	Good	
	Fair	
	Poor	
Cleanliness of Novi	Excellent	
	Good	
	Fair	
	Poor	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

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

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

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

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

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

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

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

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

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

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