

City of **Upper**
Arlington®

Key Findings from the City's 2022 Community Survey
September 12, 2022



UA'S 2022 COMMUNITY SURVEY | OBJECTIVES AND METHODS

PRIMARY OBJECTIVE

Measure resident opinions on a wide range of topics, including quality of life, the services provided by the City, and a variety of civic issues.

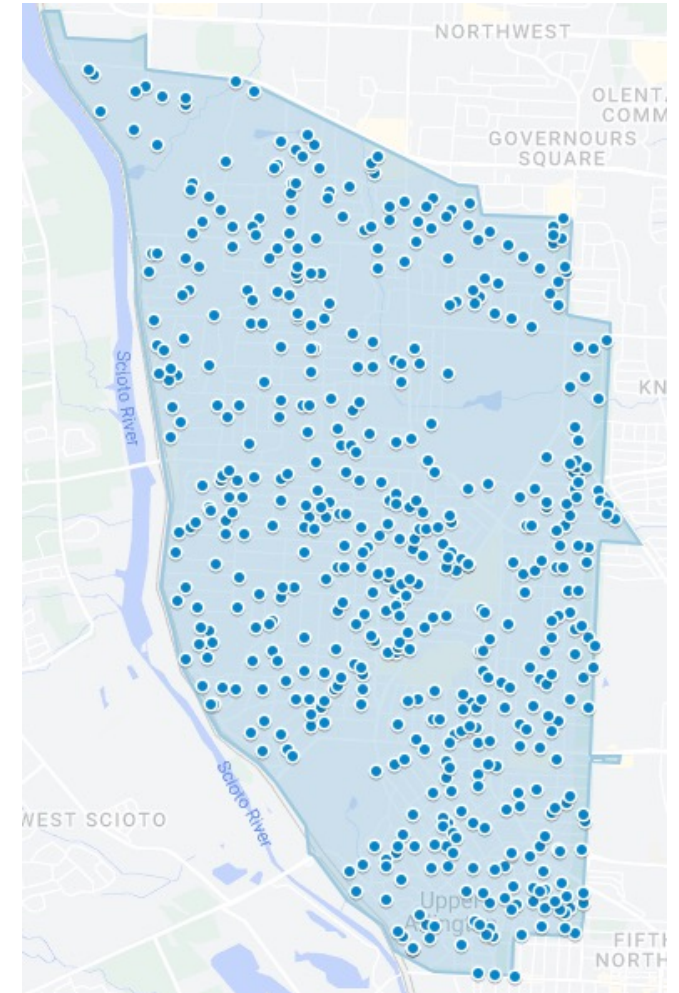
METHODOLOGY

1,500 UA residential addresses were randomly selected to participate.

Residents could share their opinions either by answering questions online or by returning a paper copy of the survey via pre-addressed, prepaid envelope.

Overall, **529 residents** completed the questionnaire (36% response rate).

Responses were weighted to reflect the demographics of the City's adult population as measured by the US Census Bureau.



Residents feel Upper Arlington is a great place to live.

Nearly all survey respondents believe Upper Arlington is an “excellent” or “good” place to live and to raise children.

The majority of residents rate the quality of most municipal services provided by the City as “excellent” or “good.” And the overall quality rating for the City’s municipal services is at the highest recorded level.

A majority of residents report they are highly likely to remain in Upper Arlington in the near future.

Most residents trust their City officials.

Most Upper Arlington residents...

- Think City government officials try to do the right thing most of the time;
- Trust City government officials "a fair amount" or "a lot";
- Believe City government officials welcome citizen input either "a lot" or "a fair amount."

There is a strong sense of belonging - and also a desire for increased diversity.

Although most residents strongly feel that they belong in Upper Arlington, about a third do not feel that way.

Relatedly, about a third thinks that it can be relatively difficult for new residents to be accepted as members of the Upper Arlington community.

Slightly more than half of residents say it is “very” or “extremely important” to them that the City attract residents of different races, ethnic groups, and nationalities.

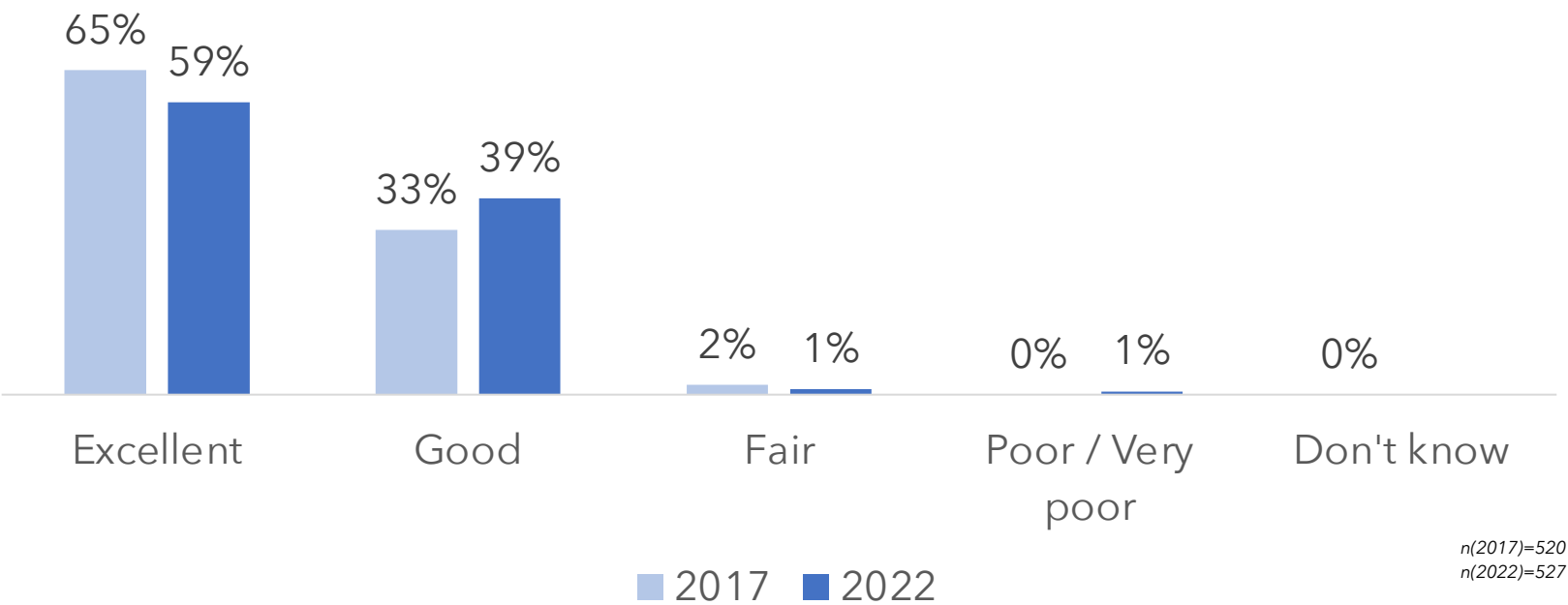


QUALITY OF LIFE & MUNICIPAL SERVICE RATINGS



In 2022, 98% said Upper Arlington was an “excellent” or “good” place to live, which is similar to what was observed in 2017.

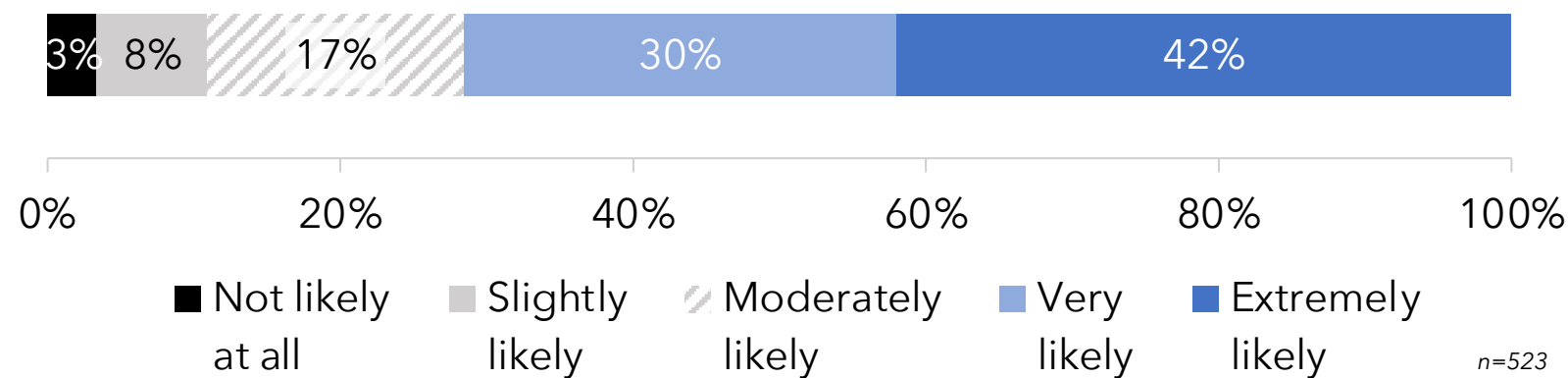
Opinion Of Upper Arlington As A Place To Live



LIKELIHOOD OF REMAINING IN UA

Nearly three-quarters of Upper Arlington residents plan to stay in the City in the next five years.

Likelihood of Remaining in UA



Differences Observed

Racial/ethnic background: UA residents with a racial/ethnic background that is not white only are less likely to say they are “very” or “extremely likely” to remain in UA in the short term (46%), compared to those whose racial/ethnic background is white only (75%).

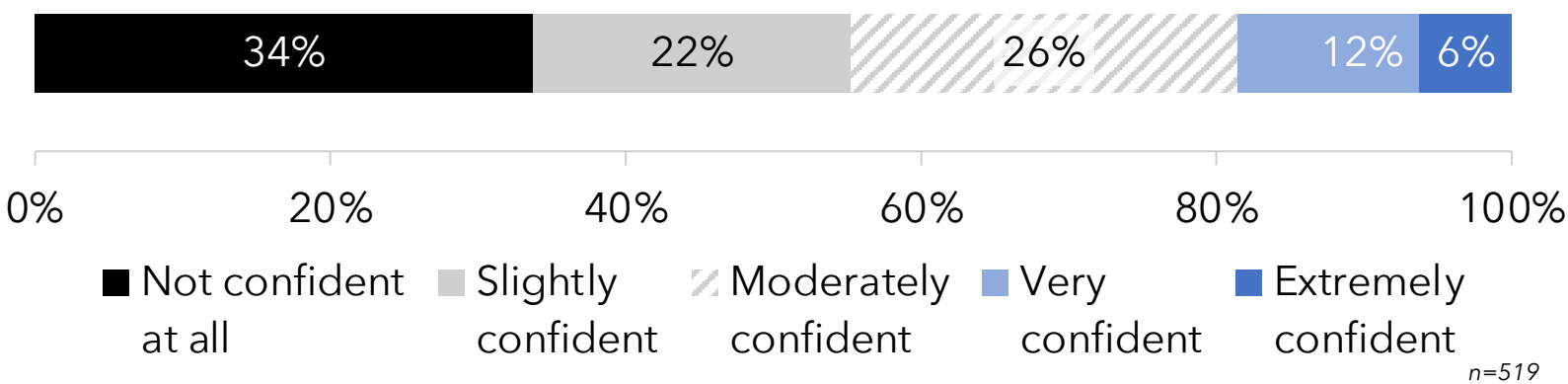
Rent/own: Those who rent their home in Upper Arlington are less likely to say they are “very” or “extremely likely” to remain in UA in the short term (28%), compared to those who own their home (76%).

No other statistically significant subgroup differences were observed in the responses to this question.

CONFIDENCE IN ABILITY TO FIND AND AFFORD HOUSING IN THE CITY

About a fifth of residents are very or extremely confident they could find and afford housing in the City if they had to move.

Confidence In Ability To Find And Afford Housing



Differences Observed

City zone: Those who live north of Fishinger Road are more likely say they are “very” or “extremely confident” (28%), compared to those who live south of Lane Avenue (14%), or between Fishinger and Lane Avenue (13%).

No other statistically significant subgroup differences were observed in the responses to this question.

UA'S BIGGEST STRENGTHS AND MOST IMPORTANT PROBLEMS

Early in the questionnaire, residents were asked two-open ended questions:

What do you like most about living in UA?

- A feeling of safety/security (44%)*
- Its location/proximity to Columbus (37%)
- Good schools (30%)
- Community pride/spirit (24%)

** Substantial increase from 2017*

What do you think is the most important problem facing UA?

- Lack of diversity (26%)*
- High taxes (16%)
- Concerns about managing growth (14%)*
- Concerns that commercial or multi-family developments are too many or don't fit in UA (13%)*

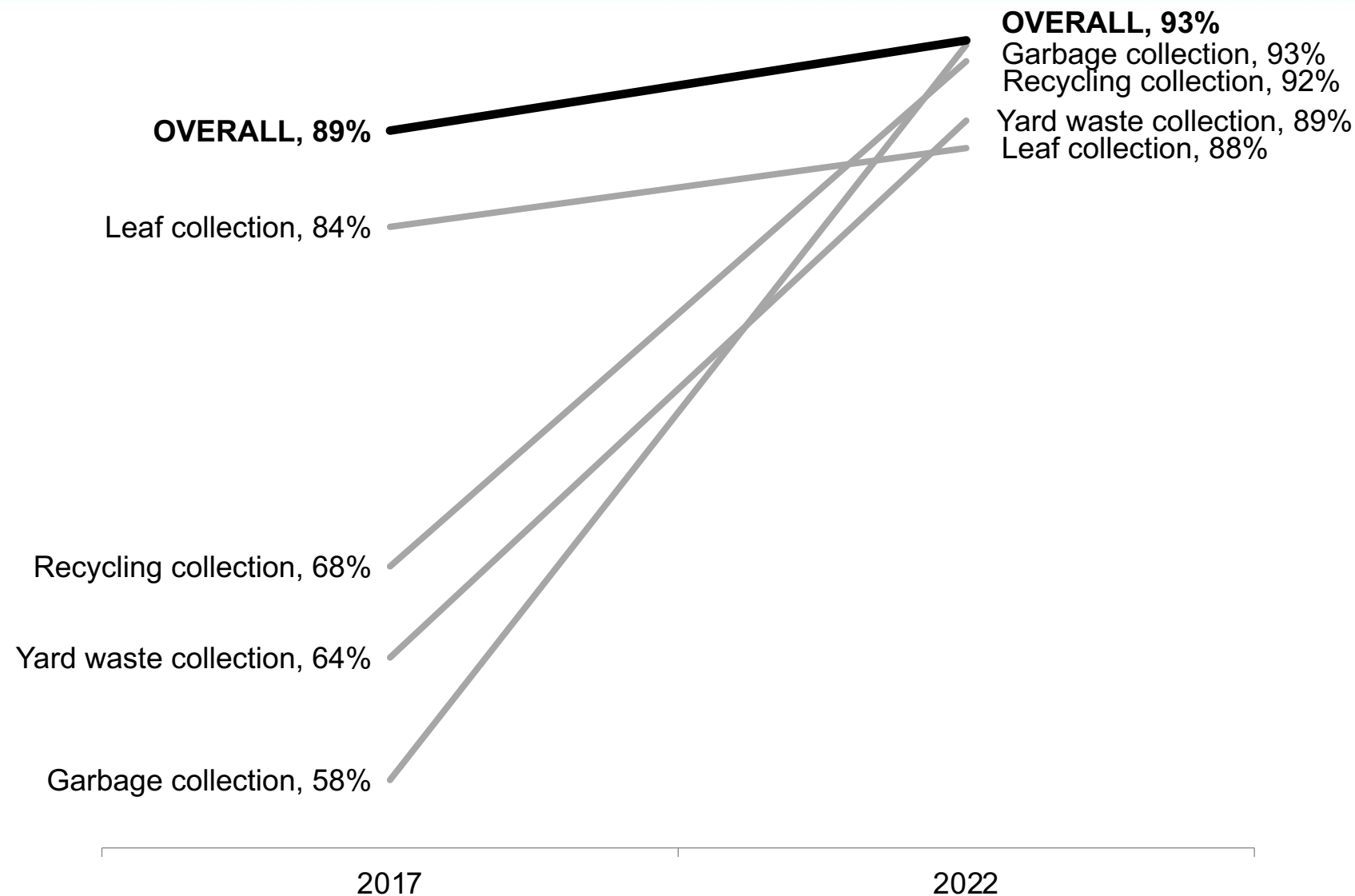
** Substantial increase from 2017*

One of the central purposes of the 2022 Community Survey is to understand resident perceptions of the quality of City services that are provided to them and to track change in these perceptions over time.

- Residents' **overall quality rating** for the services provided by the City increased from 89% in 2017 to 93% in 2022.
- The City's **public safety services** were also rated highly, as were the City's **parks and recreation programming/classes**.
- An interesting (and useful!) pattern was observed in residents' ratings of the City's **garbage collection, recycling collection, and yard waste collection services...**

MUNICIPAL SERVICE RATINGS

Ratings of most of the City's collection services increased significantly from 2017 to 2022... after the "pay-as-you-throw" program was phased out in 2018.



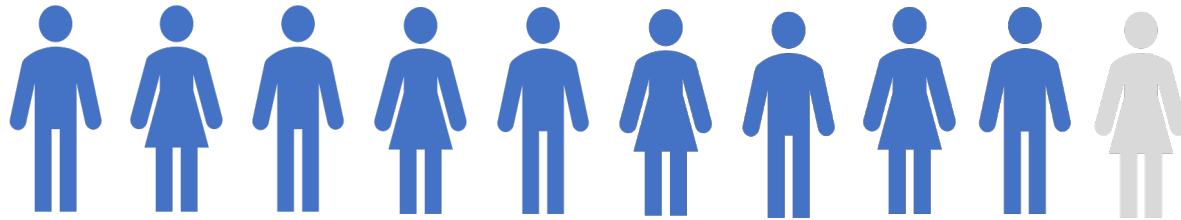


TRUST IN LOCAL GOVERNMENT OFFICIALS

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A large majority of survey respondents think Upper Arlington's government officials try to do the right thing most of the time.

89%

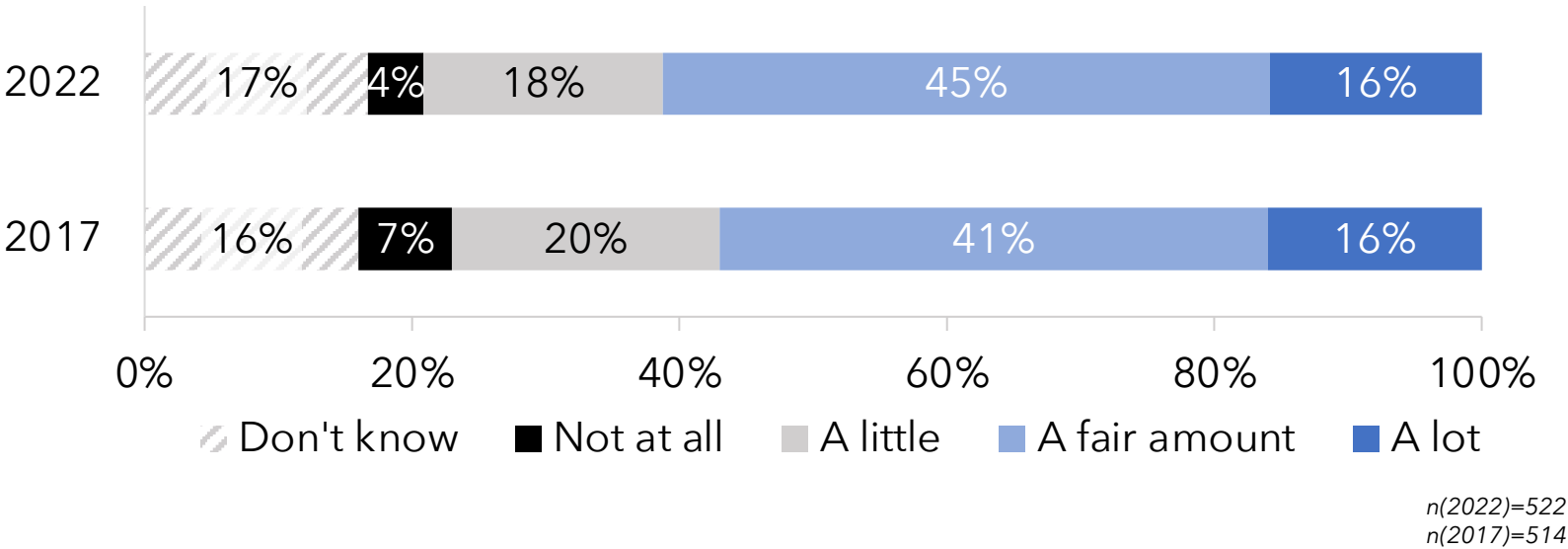


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TRUST IN LOCAL GOVERNMENT OFFICIALS



Most residents said they trust UA’s government officials “a fair amount” or “a lot,” which is similar to 2017’s responses.



Differences Observed

Age: Those who are 65 and over are slightly more likely to say “a fair amount” or “a lot” (78%), compared to those who are age 18-34 (51%).

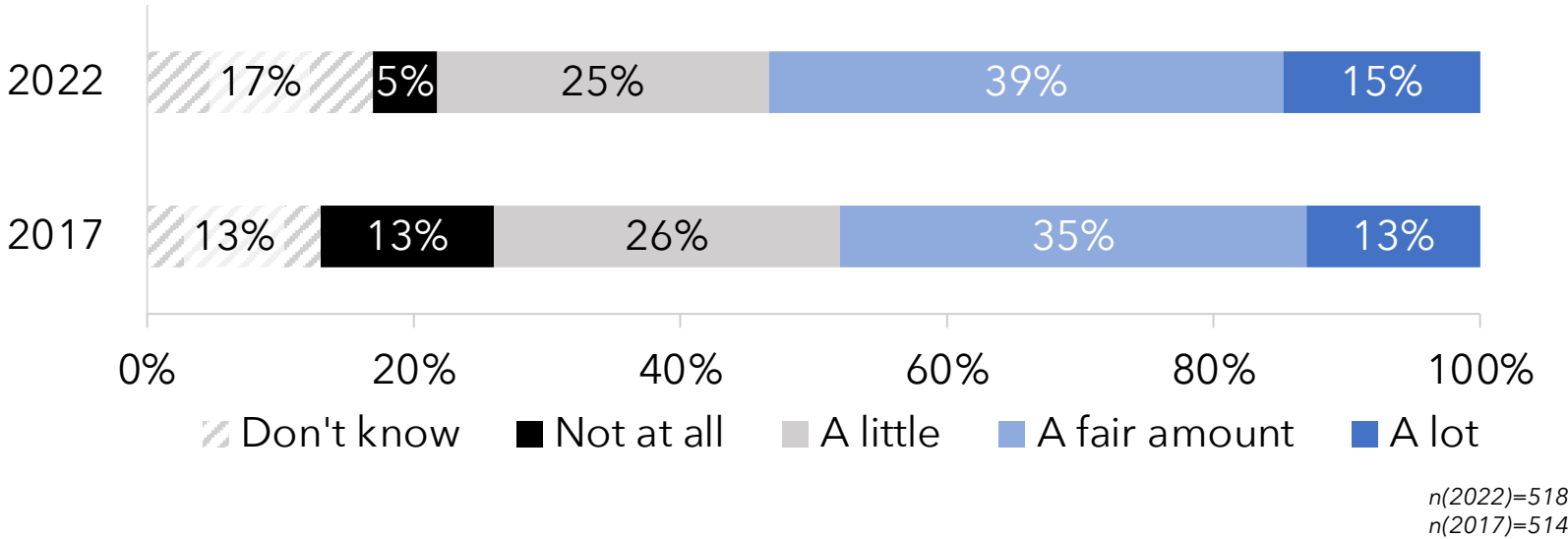
City zone: Those who live north of Fishinger Road are more likely to say “a fair amount” or “a lot” (76%), compared to those who live south of Lane Avenue (53%) or between Fishinger and Lane Avenue (52%).

No other statistically significant subgroup differences were observed in the responses to this question.

TRUST IN LOCAL GOVERNMENT OFFICIALS



Slightly over half believe government officials welcome citizen input either “a lot” or “a fair amount,” whereas 30% said input is welcomed “a little” or “not at all.” In 2017, 39% of those surveyed said input was welcomed “a little” or “not at all.”



Differences Observed

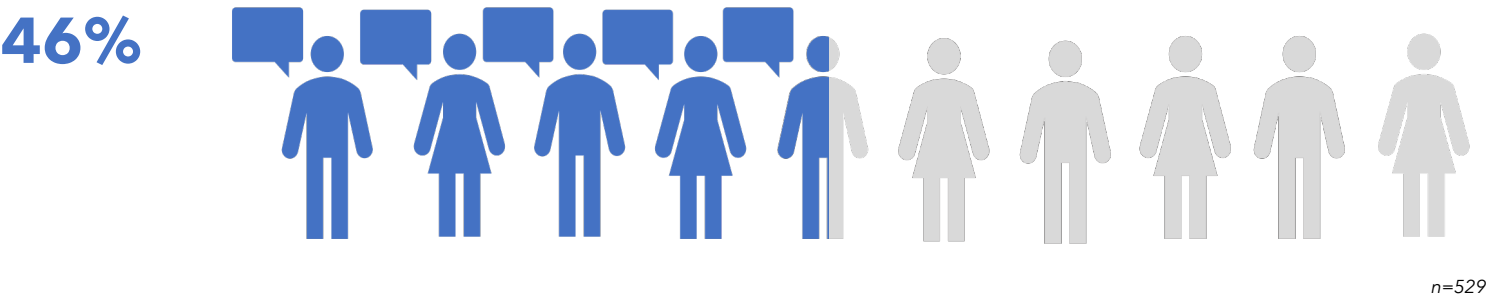
Age: Those who are older (55-64: 65%; 65+: 64%) are more likely than those who are younger (18-34: 42%) to say government officials welcome citizen input “a fair amount” or “a lot.”

No other statistically significant subgroup differences were observed in the responses to this question.

CONTACT WITH CITY EMPLOYEES



Slightly under half of residents surveyed in 2022 reported talking with a City of Upper Arlington employee in person, by phone, by email, or in some other way in the past year.



A majority of those who reported talking with an Upper Arlington City employee in the past year said they were “very” or “extremely satisfied” with that interaction.

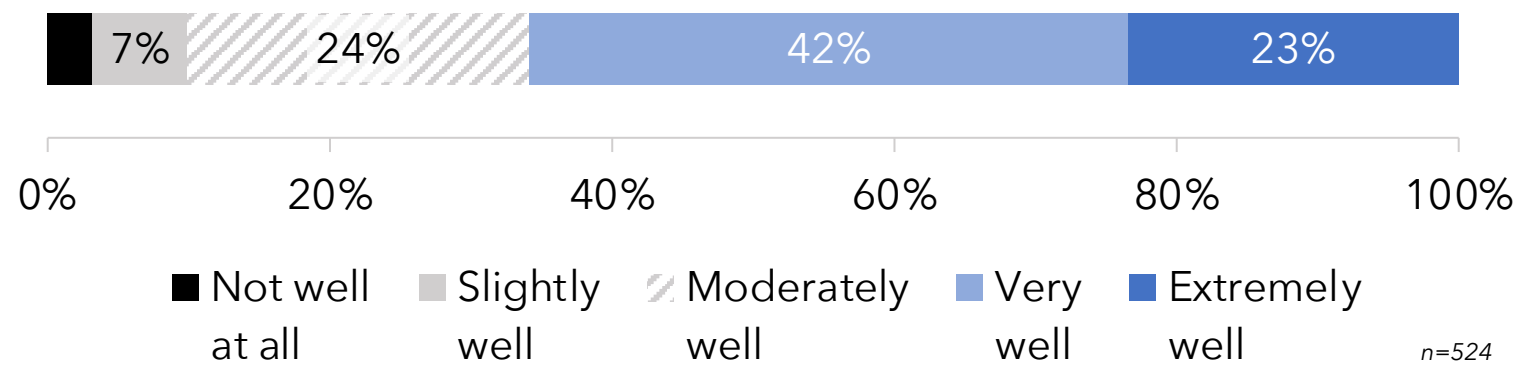




OPINIONS ABOUT BELONGING AND DIVERSITY IN UPPER ARLINGTON



Many residents think the following statement describes them “very” or “extremely well”: *I feel like I belong in Upper Arlington.*



Differences Observed

Racial/ethnic background: Those with a racial/ethnic background that is white only are more likely to say the statement describes them “very” or “extremely well” (68%), compared to others (46%).

Age: Those who are older are more likely to say the statement describes them “very” or “extremely well” (55-64:73%; 65+:76%), compared to those who are 18-34 (60%).

Rent/own: Those who rent their home in Upper Arlington are less likely to say the statement describes them “very” or “extremely well” (39%), compared to those who own their home (68%).

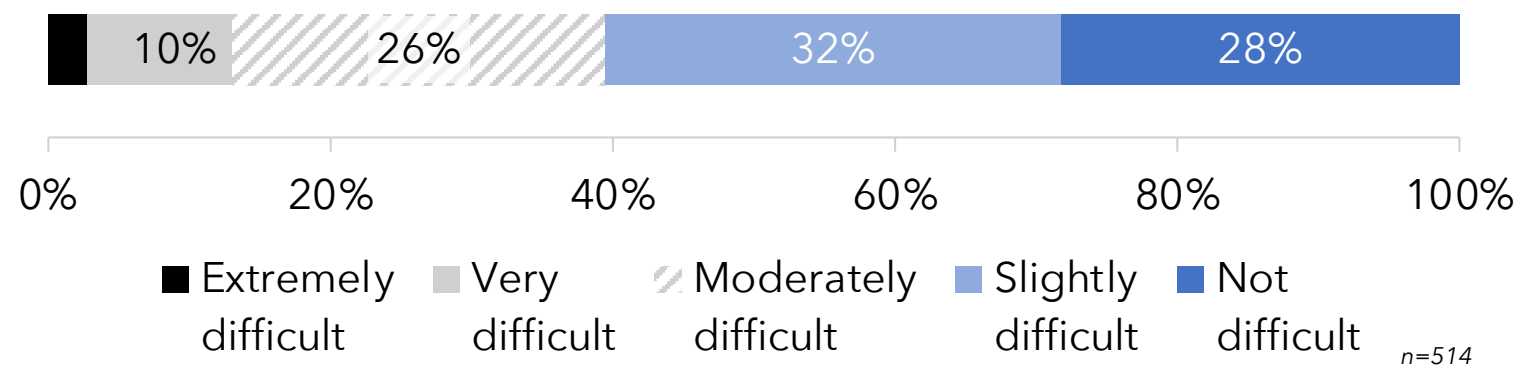
Tenure: Those who have lived in Upper Arlington for 30+ years are more likely to say the statement describes them “very” or “extremely well” (77%), compared to others (60%).

No other statistically significant subgroup differences were observed in the responses to this question.

DIFFICULTY OF BEING ACCEPTED AS A NEW RESIDENT



Most residents think it is relatively easy for new residents to be accepted into the community; however, about a third thinks that this can be relatively difficult.



Differences Observed

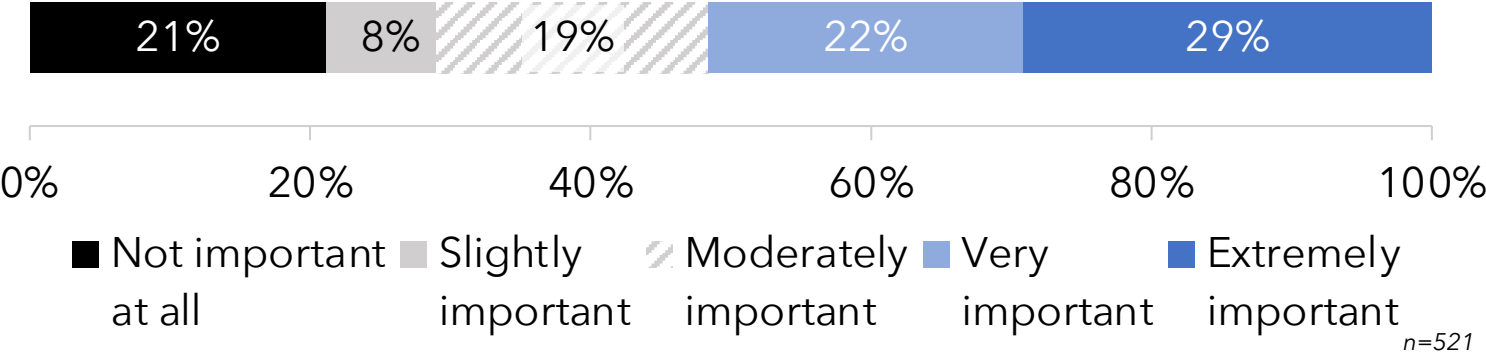
Tenure: Those who have lived in Upper Arlington for 30+ years are less likely to say it is “extremely” or “very difficult” for new residents to be accepted as members of the community (7%), compared to those who lived for fewer years in Upper Arlington (16%).

No other statistically significant subgroup differences were observed in the responses to this question.

IMPORTANCE OF ATTRACTING RESIDENTS OF DIFFERENT RACES/ETHNIC GROUPS

Differences Observed

About half of residents say that it is “very” or “extremely important” to them that Upper Arlington attract residents of different races, ethnic groups, and nationalities.



Age: Those who are 65+ are less likely to say it is “very” or “extremely important” to attract diverse residents (38%), compared to those who are younger (18-34: 67%; 35-44: 57%).

Gender: Those who are female are more likely than others to say this is “very” or “extremely important” (58%).

Educational attainment: Those with a graduate degree are slightly more likely to say this is “very” or “extremely important” (57%), compared to those with less than a bachelor’s degree (41%).

Tenure: Those who have lived in Upper Arlington for 30+ years are less likely to say this is “very” or “extremely important” (38%), compared to others (59%).

No other statistically significant subgroup differences were observed in the responses to this question.



**Residents feel
Upper Arlington is a
great place to live.**

**Most residents
trust their City
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**There is a strong
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and also a desire for
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QUESTIONS?