



RYAN WALKER  
20

COLLEGE STUDENT

## BIO

Ryan is a college student who grew up in a house in King neighborhood with his family. He now goes to a college in Michigan but often spends his school breaks at home. He is friendly with his neighbors, and often helps them with basic tasks whenever they need it, such as plowing their driveways after it snows. Ryan believes his community is able to survive setbacks because everyone is so supportive and willing to help, but wishes the city would provide and communicate with the residents more during these times of need.

## NEEDS

- Ability to drive safely in the winter after it snows
- Ability to get to school / work on time
- Better maintained roads
- Prior knowledge of construction and road closures in the city

## Motivations

SAFETY



SUSTAINABILITY



CONVENIENCE



COST OF LIVING



## Goals

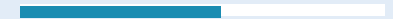
- To be able to commute and walk safely and efficiently around the city
- To have better communication from city about construction projects
- To be able to rely on the city to take care of issues it is in charge of
- To live his daily life with less inconveniences

## Frustrations

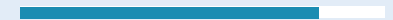
- Having to drive in dangerous conditions
- Having to take detours because of roadblocks he was unaware of
- Not being able to get to school / work on time
- Has to pay for car repairs from driving over potholes

“I want the city to contribute more for my community”

Familiarity with neighbors



Neighbors' reliance on him



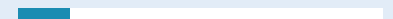
Level of reliance on neighbors



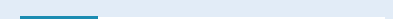
Level of satisfaction with city provisions



Satisfaction with amount of communication from city



Level of engagement with the civic issues



Main forms of communication  
With City:

- News Channels

**With Other Residents:**

- In person



EMILY CADWELL

22

COLLEGE STUDENT



## BIO

Emily is a student at the University of Michigan who lives in University-owned housing in Ward 2. She is not a native Michigander, but has lived in Ann Arbor throughout the entirety of college. She believes her community is supportive despite the fact that she does not maintain any close relationships with them. She's mainly worried about the safety of her community, especially crime and road safety, and believes that the city should be more inclusive of the poor and disabled.



## NEEDS

- Less crime
- More efficient ways of recovering after a crime occurs
- Less snowy/icy/wet walkways and sidewalks
- A way to be more involved in community efforts



## Motivations

SAFETY



SUSTAINABILITY



CONVENIENCE



COST OF LIVING



## Goals

- To enable herself and her community to be better equipped to deal with crime
- To have a community that cares about the needs of the disabled, and acts accordingly
- To find a way to be more involved in community efforts and decisions



## Frustrations

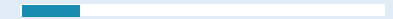
- Does not feel very safe due to high occurrences of crime
- Inability to do anything about a crime after it happens
- Sidewalks are covered in too much snow and ice for people with disabilities to get around
- Lack of involvement with community

“I want to live in a safer, more inclusive, and more supportive community”

Familiarity with neighbors



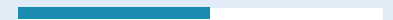
Neighbors' reliance on her



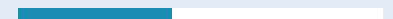
Level of reliance on neighbors



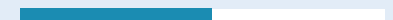
Level of satisfaction with city provisions



Satisfaction with amount of communication from city



Level of engagement with the civic issues



Main forms of communication  
With City:

- Flyers, News Channels

**With Other Residents:**

- In person



JENNIFER BAKER  
61

SOCIAL WORKER

## BIO

Jennifer has lived in the King neighborhood of Ann Arbor for over 30 years. Having lived in the neighborhood for so long, she is extremely close to her neighbors and regularly attends her neighborhood's block parties and bake sales. She's also very concerned about issues surrounding her community, especially about the costs of living and crime, and wishes more could be done to alleviate them. Despite not being very technologically-savvy, she has grown to enjoy using applications on her phone to help her connect with her neighbors and even park her car.

## NEEDS

- Better plowed roads with less potholes
- Cheaper living expenses
- More ways for people to get involved with sustainability
- More diverse community
- To be more informed of local issues

## Motivations

SAFETY



SUSTAINABILITY



CONVENIENCE



COST OF LIVING



## Goals

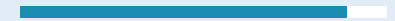
- To have a community in which everyone can live comfortably financially
- To live in safer neighborhood in regards to crime, inclement weather, and general street maintenance
- To be fully informed of local news and neighbourhood events
- To live in a community more dedicated to sustainability

## Frustrations

- Having to pay fines for not removing snow/ice when she was unable to
- Expensive and unavailable parking in AA
- Not being tech-savvy despite living in a tech-savvy city
- Extremely difficult for the poor and disabled to live in the city due to high costs and inclement weather

“I love my community and being involved, but there's still room for improvement”

Familiarity with neighbors



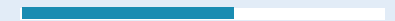
Neighbors' reliance on her



Level of reliance on neighbors



Level of satisfaction with city provisions



Satisfaction with amount of communication from city



Level of engagement with the civic issues



Main forms of communication  
With City:

- Calling, Email, Flyers, News Channel

**With Other Residents:**

- In person, Email, Nextdoor App