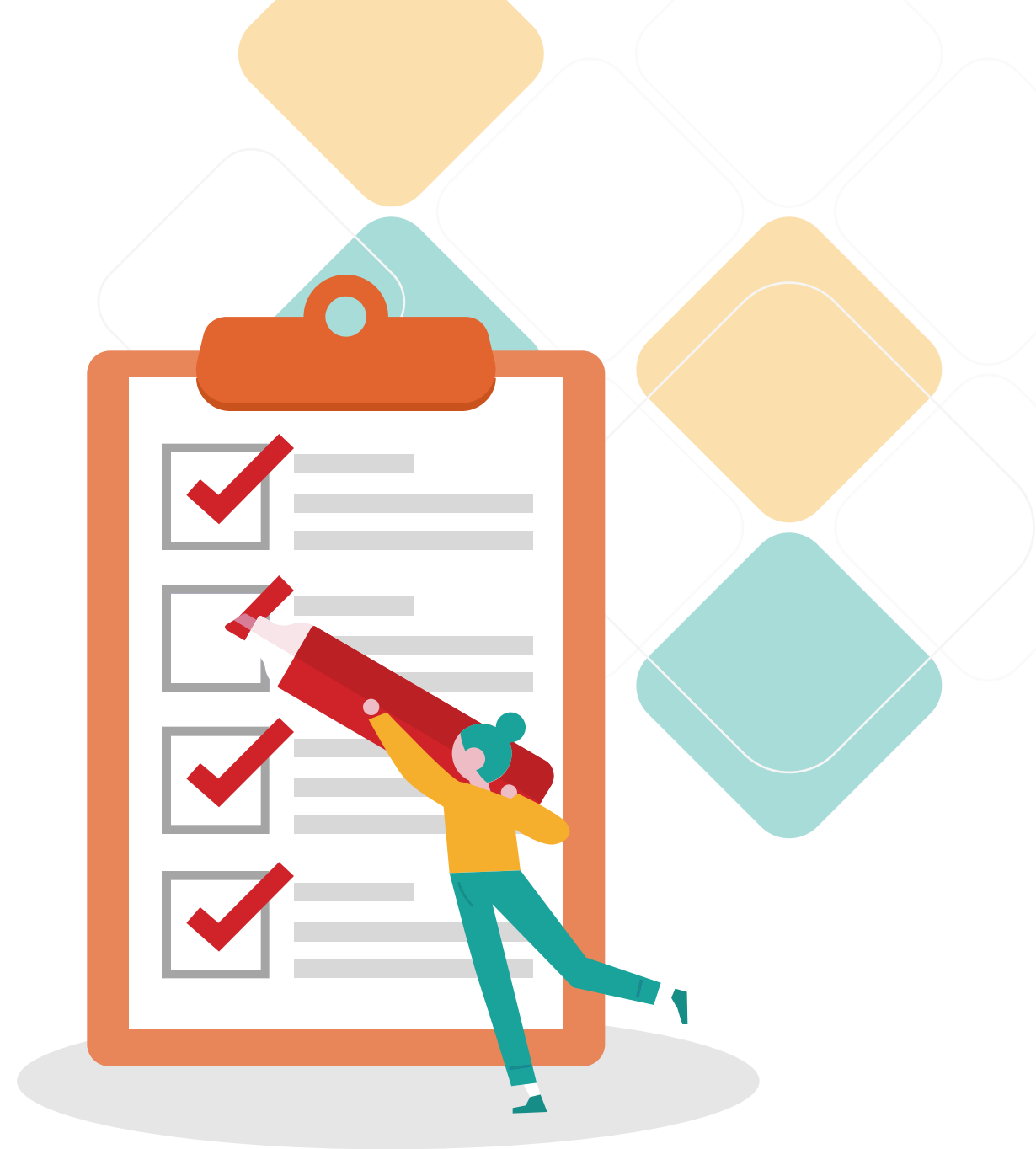


## A2: Resilience

Ward 2 - King Neighborhood  
Ann Arbor, Michigan



# What is the problem?



# Research Goals

DEFINE RESILIENCE



INTERACT



# What Resilience Means to Them





**ROAD  
MAINTENANCE  
AND SAFETY**



**FRUSTRATION 1**



**WANTED  
UPDATES  
ABOUT CRIME**



**FRUSTRATION 3**



**UNINFORMED  
ABOUT NEW  
CHANGES**



**FRUSTRATION 2**

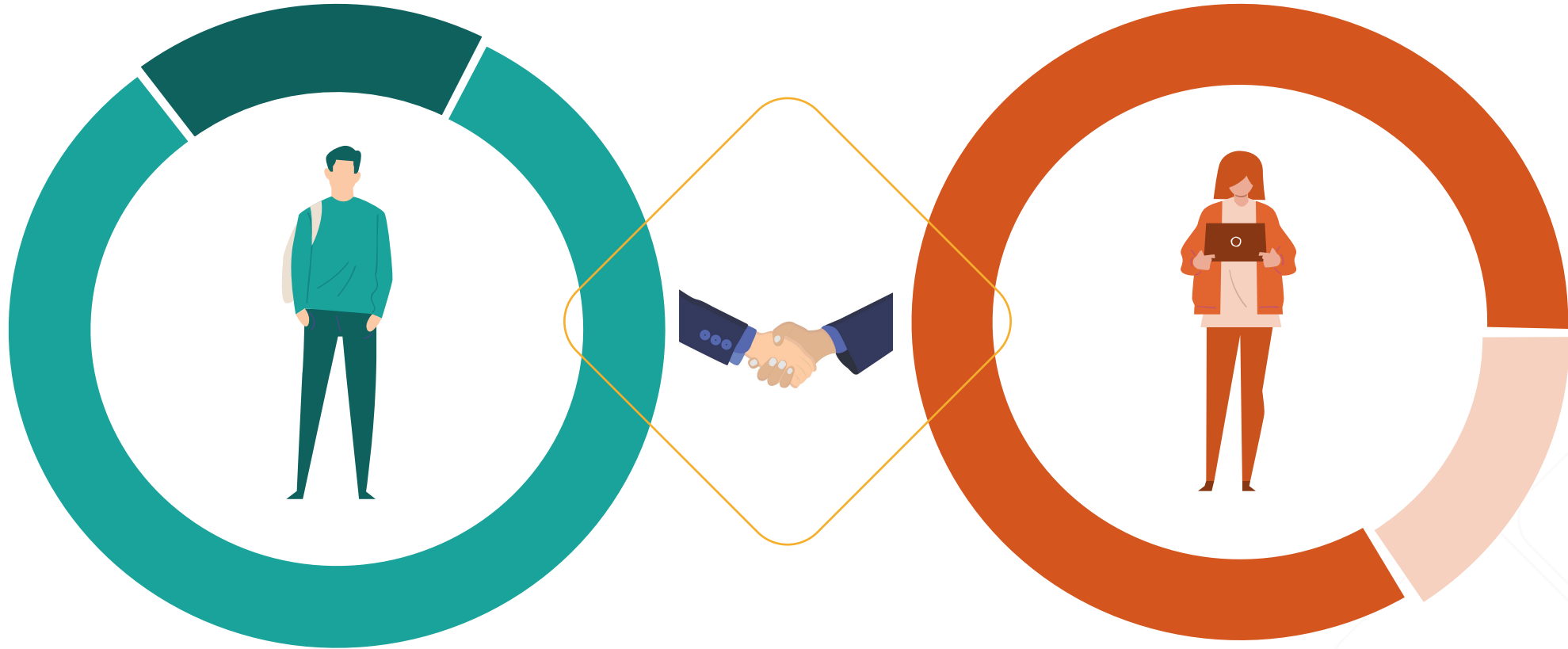


**UNINFORMED  
ABOUT HOW  
TO GET MORE  
INVOLVED**



**FRUSTRATION 4**

# Neighbors Reliance



20

years old

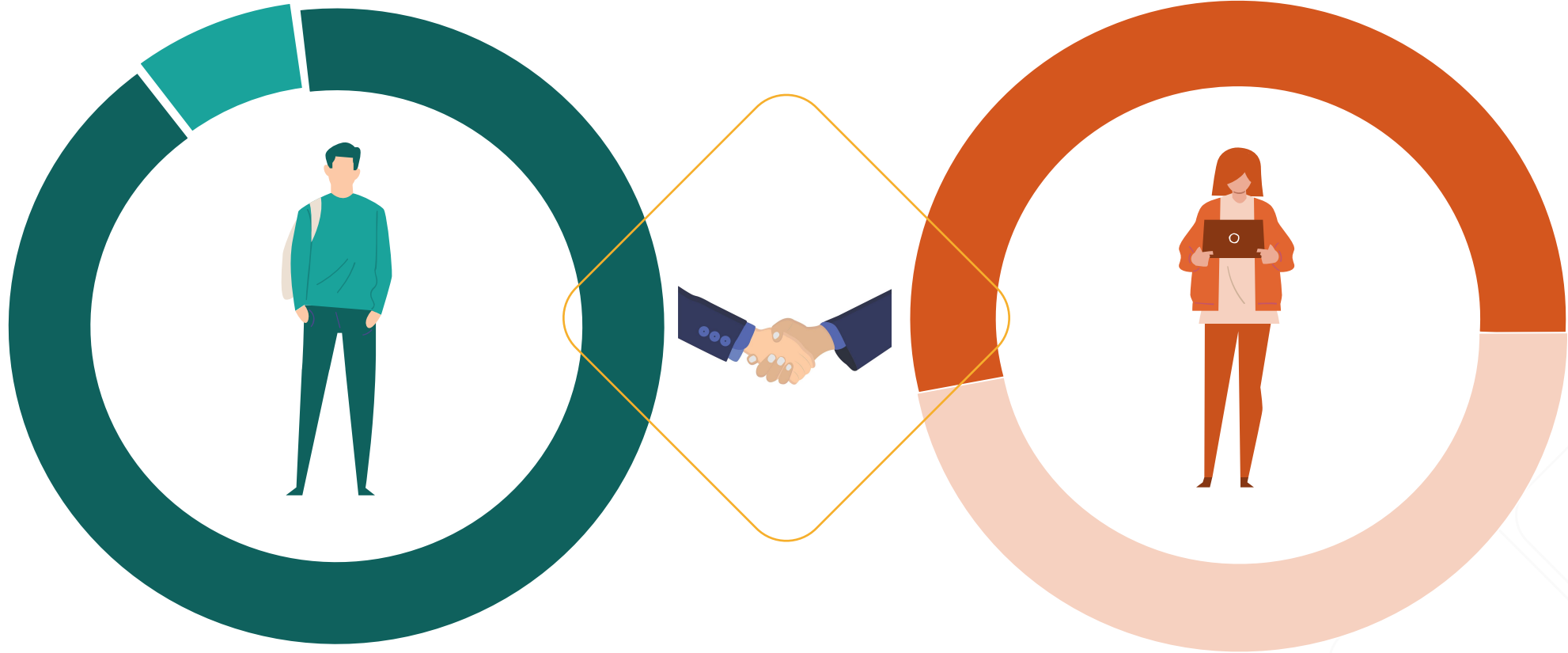
Meet Ryan, college student that has been a resident of Ann Arbor for his entire life

61

years old

Meet Jennifer, social worker who has lived in Ann Arbor for over 20 years

# Satisfaction with City Provisions



20

years old

Meet Ryan, college student that has been a resident of Ann Arbor for his entire life

61

years old

Meet Jennifer, social worker who has lived in Ann Arbor for over 20 years



MAIN

## INSIGHT

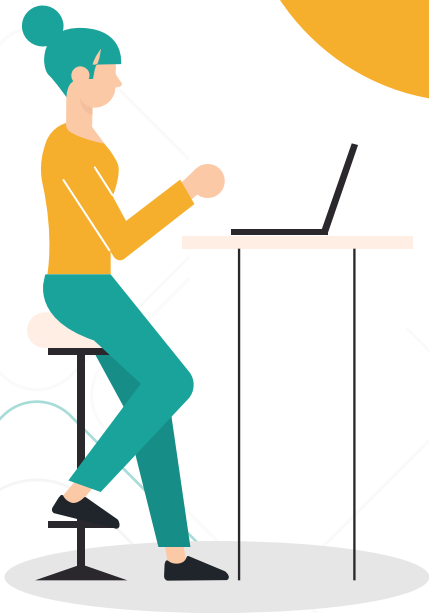
**There are limitations in the findability and accessibility of information needed to combat disturbances.**



01

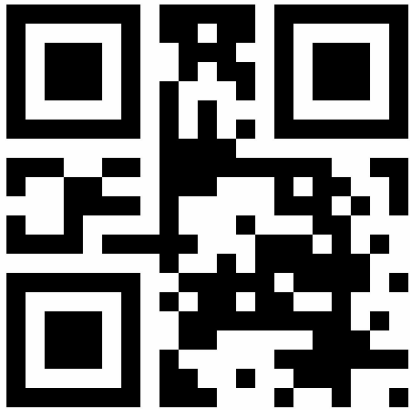
## RECOMMENDATION

**Create posters illustrating tutorials on  
how to get access to information**



**A)**

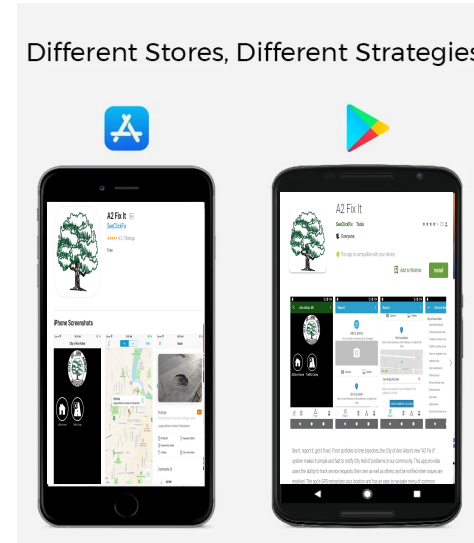
**If you need to contact the City of Ann Arbor for urgent issues, take a picture of the QR code below to get contact info and city updates!**



**B)**

**If you have ever wondered who to contact for urgent issues, The City of Ann Arbor has an easy app for residents to use!**

1. Go to your mobile app store
2. Search A2 Fix It App
3. Download the app to have access any and all information to help address your needs

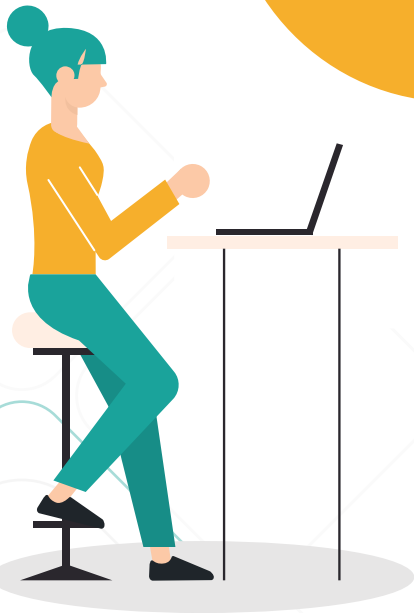


**We are here to help! If you have other questions or would like to report a problem, go to our website at <https://www.a2gov.org/services/Pages/Report-a-Problem.aspx#trafficenforcement>**

02

## RECOMMENDATION

**Post ads in Ann Arbor Newsletters to alert residents of important information channels.**



←

→

↺

https://www.mlive.com/ann-arbor/

☆

⬆

TOP STORIES

TOP STORIES

NEWS

SPORTS

LIFE

measures, Whitmer says

7h ago

Report: Juwan Howard offered Michigan basketball head coaching job

9h ago

Mega Millions results for 05/21/19; did anyone win the \$367 million jackpot?

13h ago

Shooting investigation on Perkins Street in Saginaw

6h ago

Ann Arbor council blocks mayor's commission reappointments

6h ago

Meet the woman designing some of Flint's finest prom dresses

When prom-goers in the Flint area are asked "who they're wearing," one name keeps cropping up: Shay Oliver.

8h ago

Lauren Murphy scores only goal in Fenton's district win over Goodrich

The goal was Murphy's 22nd of the season

1h ago

"Crystal" open rehearsals

4h ago

Tickets are still available to see 'Hamilton' at Wharton Center

9h ago

Advertisement

Ann Arbor's vast stormwater system helps reduce flooding and water pollution.

LEARN MORE>>

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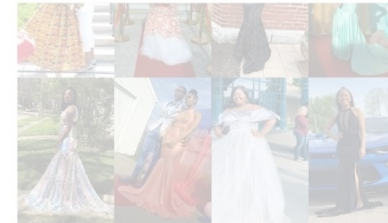
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8h ago



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1h ago



**Don't forget to sign up for alerts with the A2 Fix It App today.**  
Click [here](#) to get mobile download link!



### "Crystal" open rehearsals

4h ago

1:07

### Tickets are still available to see 'Hamilton' at Wharton Center

9h ago

Advertisement



Ann Arbor's vast stormwater system helps reduce flooding and water pollution.

[LEARN MORE>>](#)



03

## RECOMMENDATION

**Tutorial workshops on how to use  
information channels such as A2 Fix It,  
CrimeMapping.com and ParkMobile**



“

With all of these recommendations in mind, we see it as an opportunity for growth in communication between the City of Ann Arbor and its residents. This could be done by bridging gaps in misunderstanding on what information is provided by the City and what residents believe is out there. Through this, we can create a better Ann Arbor that promotes an environment that allows residents to come together and bounce forward against future disruptions.

”

