

KALAMAZOO COUNTY GOVERNMENT

# 2018 Resident Budget Survey Results



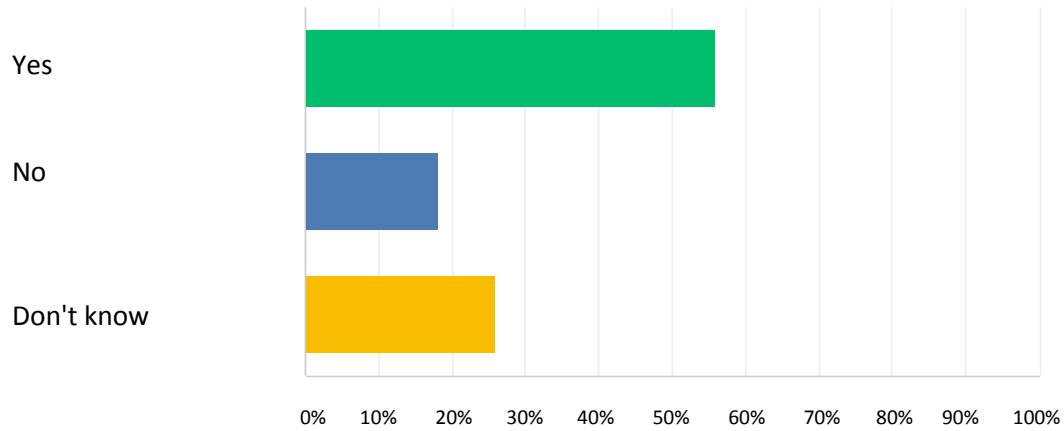
*In the Pursuit of Extraordinary Governance...*



# KALAMAZOO COUNTY GOVERNMENT 2018 RESIDENT BUDGET SURVEY RESULTS

**Q1 Overall, do you feel that Kalamazoo County Government is headed in a positive direction?**

Answered: 197 Skipped: 0



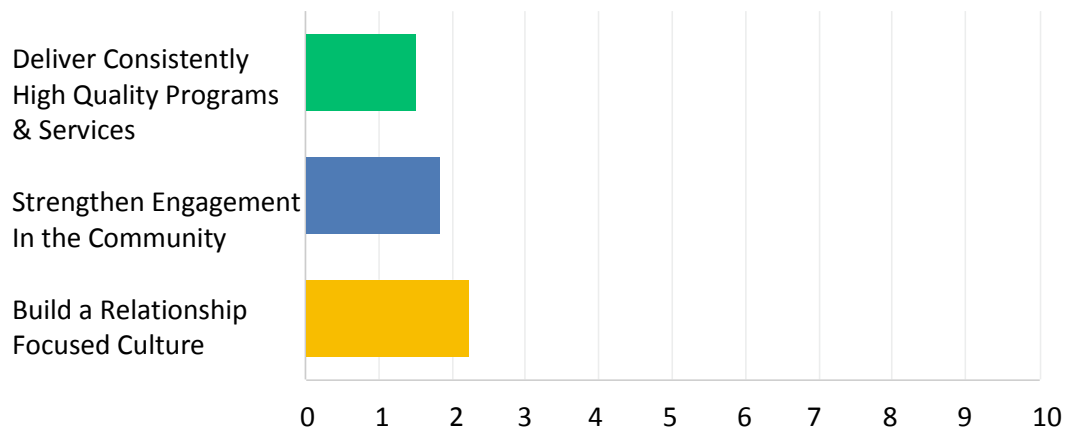
ANSWER CHOICES	RESPONSES	
Yes	55.84%	110
No	18.27%	36
Don't know	25.89%	51
<b>TOTAL</b>		<b>197</b>



## KALAMAZOO COUNTY GOVERNMENT 2018 RESIDENT BUDGET SURVEY RESULTS

**Q2 In 2017, Kalamazoo County Government adopted a strategic map to provide services which promote health, equity and well-being with three key goals. Please rank each of the following goals:**

Answered: 88      Skipped: 109

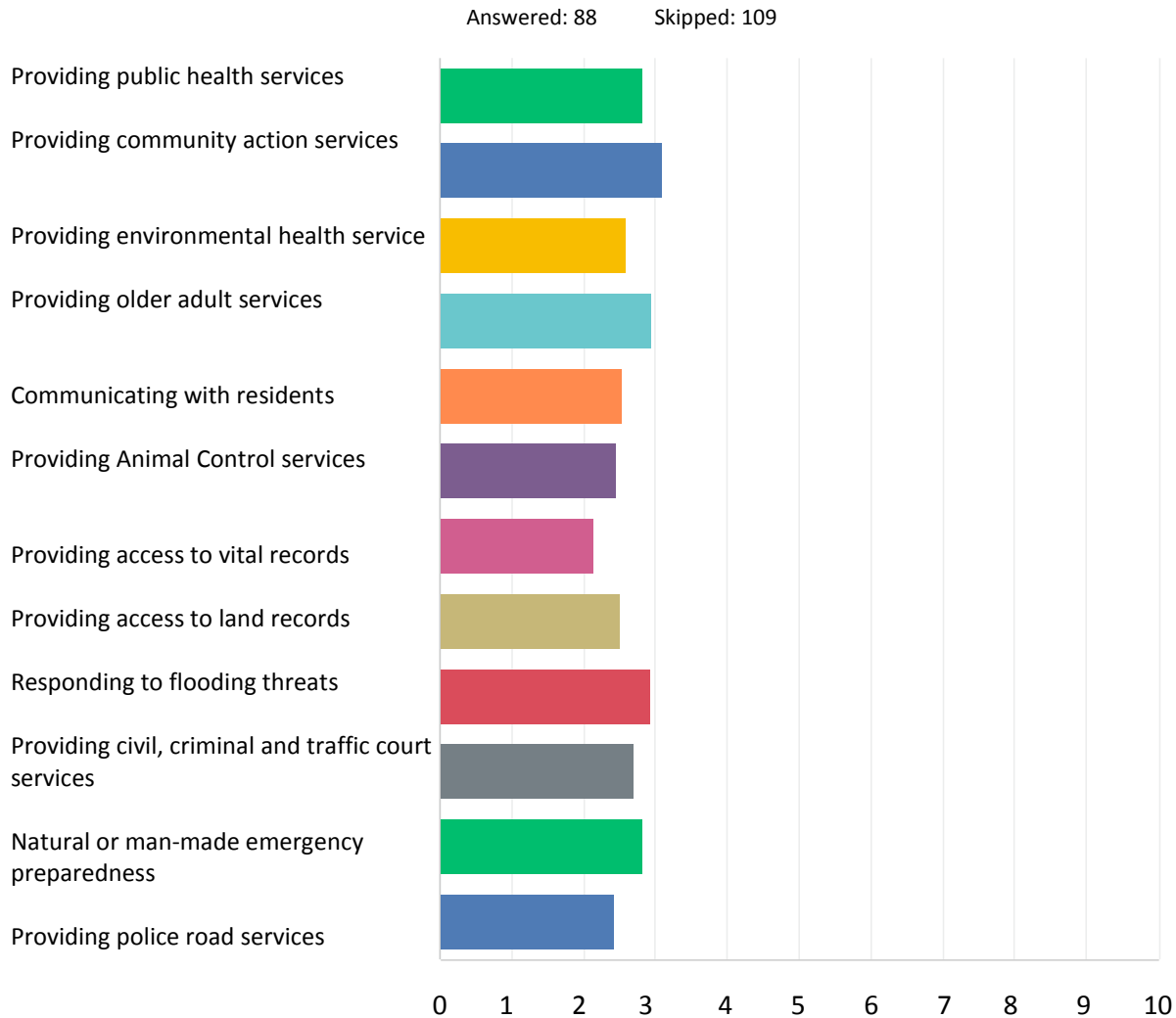


	TOP PRIORITY	IMPORTANT BUT NOT A TOP PRIORITY	SLIGHTLY IMPORTANT	NOT IMPORTANT AT ALL	TOTAL	WEIGHTED AVERAGE
Deliver Consistently High Quality Programs and Services	63.64%	27.27%	4.55%	4.55%	88	1.50
Strengthen Engagement in Our Community	37.50%	43.18%	15.91%	3.41%	88	1.85
Build a Relationship Focused Culture	28.74%	36.78%	16.09%	18.39%	87	2.24



# KALAMAZOO COUNTY GOVERNMENT 2018 RESIDENT BUDGET SURVEY RESULTS

**Q3 Consider each Kalamazoo County Government provided service below. Please tell us if the County performs these services better than required, adequately, inadequately or if you have not utilized the service:**



	BETTER THAN REQUIRED	ADEQUATELY	INADEQUATELY	HAVE NOT USED	TOTAL	WEIGHTED AVERAGE
Providing public health services such as immunization clinics, tracking infectious, home visits, and health screenings	14.77%	32.95%	7.95%	44.32%	88	2.82
	13	29	7	39		



## KALAMAZOO COUNTY GOVERNMENT 2018 RESIDENT BUDGET SURVEY RESULTS

	BETTER THAN REQUIRED	ADEQUATELY	INADEQUATELY	HAVE NOT USED	TOTAL	WEIGHTED AVERAGE
Providing community action services such as emergency energy assistance and home weatherization renovations to reduce energy costs	7.95%	28.41%	9.09%	54.55%		
	7	25	8	48	88	3.10
Providing environmental health services such as food service inspections, sewage & well evaluations, public swimming pools inspections and body art facility inspections	18.18%	40.91%	4.55%	36.36%		
	16	36	4	32	88	2.59
Providing older adult services such as Medicaid/Medicare assistance, elder abuse awareness and prevention education, healthy living programs and choices for independence counseling	11.36%	29.55%	12.50%	46.59%		
	10	26	11	41	88	2.94
Communicating with residents about County provided services	10.23%	40.91%	34.09%	14.77%		
	9	36	30	13	88	2.53
Providing Animal Control Services such as dog licensing, pet adoption and impounding stray animals	13.64%	52.27%	9.09%	25.00%		
	12	46	8	22	88	2.45
Providing access to vital records such as birth, death, marriage, business names, military discharges, notary public commissions and concealed weapons permits	34.09%	40.91%	3.41%	21.59%		
	30	36	3	19	88	2.13
Providing access to land records such as deeds and mortgage liens	17.05%	46.59%	4.55%	31.82%		
	15	41	4	28	88	2.51
Responding to flooding threats to property associated with County drains	4.55%	35.23%	22.73%	37.50%		
	4	31	20	33	88	2.93
Providing civil, criminal and traffic court services	9.09%	47.73%	7.95%	35.23%		
	8	42	7	31	88	2.69



## KALAMAZOO COUNTY GOVERNMENT 2018 RESIDENT BUDGET SURVEY RESULTS

	BETTER THAN REQUIRED	ADEQUATELY	INADEQUATELY	HAVE NOT USED	TOTAL	WEIGHTED AVERAGE
Natural or man-made emergency preparedness communication and education	10.23%	32.95%	20.45%	36.36%	88	2.83
Providing police road patrol services such as responding to complaints, calls for service and engaging in traffic enforcement activities	17.05%	42.05%	21.59%	19.32%	88	2.43



## KALAMAZOO COUNTY GOVERNMENT 2018 RESIDENT BUDGET SURVEY RESULTS

**Q4 If you could select one Kalamazoo County Government service as a top priority for 2019, which service would you select and why?**

Answered: 88      Skipped: 109

RESPONSES	DATE
Emergency management - it is critical to the survival of everything in our county	5/31/2018 11:14 PM
Services for Veterans as they have not been a priority in the US for too long.	5/31/2018 9:06 PM
Protecting the county by such acts as not allowing drilling on county land.	5/31/2018 8:38 PM
Strengthening the existing programs that are already available.	5/30/2018 5:21 PM
Services to older adults. Growing population with limited resources.	5/30/2018 12:00 PM
Senior mileage.	5/30/2018 11:06 AM
A very difficult question, as all need adequate funding. However, additional funding for the Sheriff's Department in the area of road patrol would probably be my preference, closely followed by the development of the new County Building and centralization of services.	5/29/2018 4:35 PM
Public safety	5/29/2018 4:29 PM
Services to older adults	5/24/2018 8:49 PM
Animal Services - the employees and animal in this facility deserve better. It is taking way too long to get the new building built.	5/23/2018 3:37 PM
Household hazardous waste - better public hours. New building and more staff? Maybe outreach stations?	5/22/2018 12:31 PM
Sustainability. We need a plan for the right now and the future. It should be top priority!	5/22/2018 12:14 AM
Complete streets with the Road Commission. The county passed the policy, and now must ensure that all forms of transportation are taken into consideration with new construction.	5/21/2018 10:04 PM
Resolve funding mechanism for consolidated dispatch.	5/21/2018 5:17 PM
Homeless people need shelter, a place to secure their belongings, and assistance with their dire circumstances	5/21/2018 4:24 PM
Law Enforcement	5/21/2018 7:59 AM
less closed minded road commission but don't know that this is really a service from county itself	5/19/2018 9:35 PM
Tax Payers value for our monies.	5/19/2018 11:43 AM
Public Safety	5/18/2018 12:06 PM
affordable housing commitment and money allocated in the budget	5/18/2018 9:54 AM
Emergency services. Supporting people during disasters takes forward planning. We are one tornado away from that situation.	5/17/2018 8:24 AM
preventing future flooding of properties near the river	5/17/2018 7:36 AM
drug abuse and prevention mental health	5/17/2018 7:31 AM
Courts and jail. Public safety is always top priority.	5/16/2018 10:43 PM
Flood and water control. With *gasp* global warming, Kalamazoo is experiencing more rain fall in a short amount of time, causing flooding. Fall 2017 to Spring 2018 has been really bad. Something needs to be figured out.	5/16/2018 4:23 PM
Services to focus on cultural and socioeconomic education within the service provided.	5/16/2018 4:22 PM
Feeding our hungry and homeless children	5/16/2018 4:03 PM
Attract businesses. The Crossroads mall is emptying every day, businesses are leaving. We need to attract viable businesses to come here and stay here.	5/16/2018 2:28 PM



## KALAMAZOO COUNTY GOVERNMENT 2018 RESIDENT BUDGET SURVEY RESULTS

RESPONSES	DATE
ANY programs that help the homeless.	5/16/2018 1:25 PM
Become environmentally friendly in as many ways as possible for the future generations	5/16/2018 1:18 PM
Ensuring minors have access to homes and healthcare.	5/16/2018 1:15 PM
police/safety- most important	5/16/2018 11:38 AM
Health well-being for the under-insured and disenfranchised throughout the county. I assume there are multiple services within the health department.	5/15/2018 9:03 PM
More focus on issues related to racial healing and transformation as a community.	5/15/2018 8:22 PM
Communication. Because I don't know enough about what the County Government responsibilities are.	5/14/2018 4:57 PM
road and bridge maintenance	5/14/2018 10:25 AM
Health	5/13/2018 8:49 PM
Animal Control because we have too many pit bulls just wandering on the northside of Kalamazoo. and thay mean, know what I am sayin.	5/11/2018 4:43 PM
I really don't have one	5/11/2018 1:48 PM
Road clean up and county drains cleared out fill road potholes ,remove trees that are dead in these right away.	5/11/2018 6:26 AM
Fatherhood initiative & promoting strong families	5/10/2018 1:29 PM
Police protection, patrol and investigation. The most important government function is protection of the citizens.	5/10/2018 11:53 AM
I'm not sure. There are too many high priorities.	5/10/2018 7:49 AM
.	5/9/2018 8:56 PM
I would select the program that gives service to families with adjudicated youth.	5/9/2018 6:18 PM
Considering I had no idea of any services the county government provides. I cannot answer this question	5/9/2018 8:52 AM
I feel the health of our community is a top priority. Programs that support a healthy and safe environment would be my priority areas.	5/8/2018 8:44 AM
Don't know	5/7/2018 4:19 PM
USPS	5/7/2018 2:34 AM
Infrastructure maintenance and rebuilding. Provides jobs and make the community safer.	5/4/2018 7:50 AM
Better customer service.	5/3/2018 10:22 AM
Child immunizations std testing	5/2/2018 8:29 PM
Law enforcement. It affects everyone.	5/2/2018 4:06 PM
community health and community services-we have high poverty levels.	5/2/2018 3:55 PM
Public Health Services because it is largely ignored unless there is a problem or major news story.	5/2/2018 2:38 PM
HCS - they are constantly under the thumb of administration and need more support.	5/2/2018 12:55 PM
Road Repair, we need to do a better job of maintaining our roads	5/2/2018 11:10 AM
fix the court system	5/2/2018 9:19 AM
Roads	5/1/2018 8:02 PM
To get rid of the 911 dispatch center that was scammed through even though it was voted down. Totally corrupt.	5/1/2018 3:25 PM
Respect and ethical behavior training for all County employees and Elected Officials.	5/1/2018 8:46 AM
police protection	5/1/2018 7:22 AM
Services to citizens in need.	4/30/2018 12:44 PM





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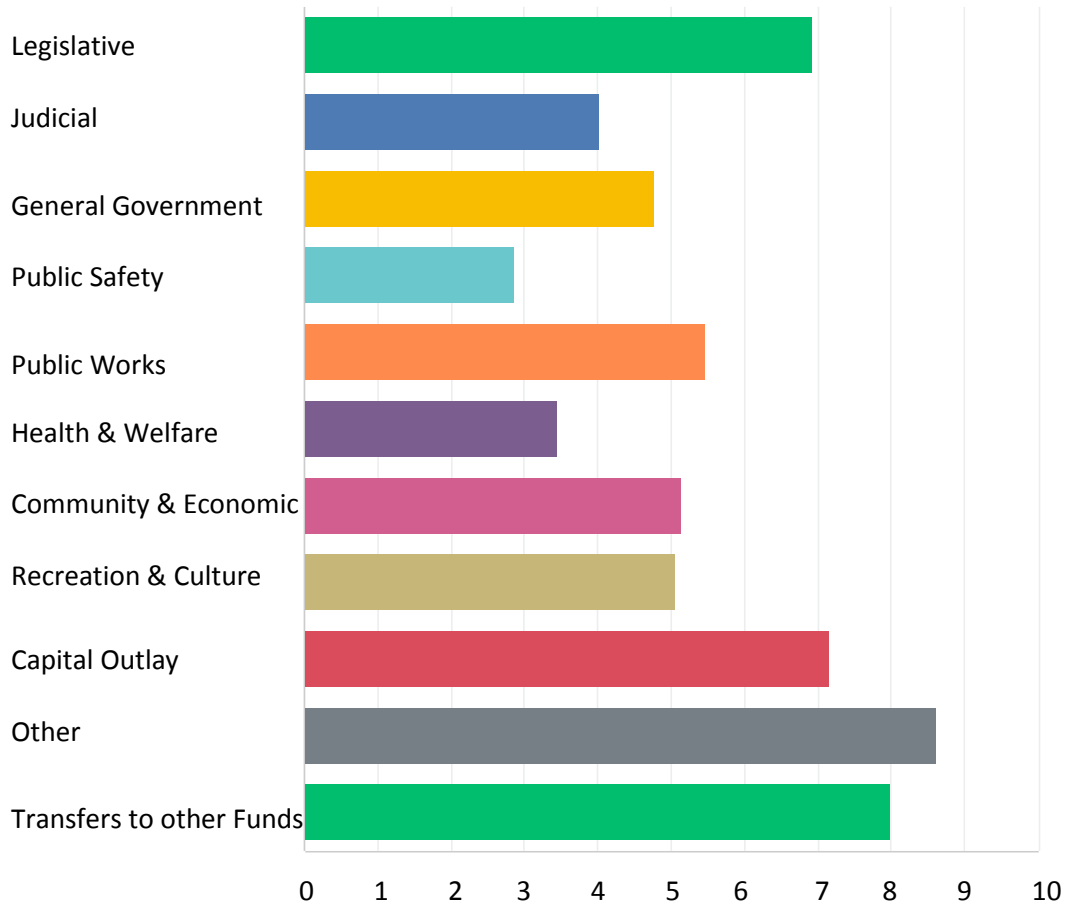
RESPONSES	DATE
Communicating with residents of the county because if that isn't happening, they will not know anything about the services that are available.	4/30/2018 11:07 AM
Improve drainage and Roads....SAVE MONEY, STOP CONSTRUCTION EXPENSES.	4/30/2018 10:56 AM
Parks and recreation, because it benefits everyone of they take advantage of it.	4/30/2018 8:52 AM
I don't know which services are offered by the county government as opposed to other governing bodies.	4/28/2018 6:06 AM
have a pay scale in line with other counties with similar demographics and maybe the turn over rate would be less. It seems like there are always jobs being posted and people leaving. Try to keep qualified people by offering competitive pay.	4/27/2018 9:53 AM
Mental health. We need to do more to protect that population and protect the community from inappropriate behaviors.	4/27/2018 9:53 AM
Road commission. Our roads & bridges are in horrible shape!	4/26/2018 12:24 PM
There is a significant lack within the Kalamazoo County Government whether it is the availability of services or the advocacy of the individuals within the community whom need assistance or navigation within the programs Kalamazoo County may or may not provide.	4/26/2018 11:50 AM
The Health Department. They provide SO much for our less fortunate populations, and I don't think the administration knows just how important they are. The home visiting and immunization programs alone are amazing, not to mention environmental health and community action.	4/26/2018 11:31 AM
addressing issues related to veterans services	4/25/2018 4:16 PM
make some services available after 5:00 p.m. to better serve the public.	4/25/2018 12:56 PM
Sheriff	4/24/2018 10:37 PM
Sheriff's Office. Public safety and crime prevention rather than crime reaction.	4/24/2018 9:35 AM
Funding for more FTE for the veterans affairs office. It has been overlooked for many years and those in Kalamazoo County Government forget that without veterans they would not be in office.	4/23/2018 12:42 PM
Continued expansion of recreation and culture	4/23/2018 10:25 AM
Every mandated service.	4/23/2018 9:26 AM
I feel like they do a good job focusing on health	4/23/2018 8:44 AM
Public health services should be a top priority.	4/22/2018 12:04 PM
Health	4/21/2018 11:20 PM
Housing. They need to set up a program to help registered sex offenders find housing	4/20/2018 5:06 PM
Sheriff's Office. Stop spending so much on inmates and start putting more resources into investigating crimes.	4/20/2018 10:56 AM
Health and Human service. Taking care of our population should be a top priority.	4/19/2018 9:01 AM
Health	4/18/2018 3:55 PM
None	4/18/2018 12:53 PM
Roads	4/17/2018 5:16 PM



# KALAMAZOO COUNTY GOVERNMENT 2018 RESIDENT BUDGET SURVEY RESULTS

**Q5 Kalamazoo County Government's general operating budget is divided across several functions as demonstrated in parenthesis below. Please rank the following functions in order of their importance to you. 1 being the highest importance and 11 being the lowest importance.**

Answered: 83      Skipped: 114



	1	2	3	4	5	6	7	8	9	10	11	TOTAL
<b>Legislative -</b>	6.10%	2.44%	3.66%	9.76%	13.41%	10.98%	6.10%	14.63%	9.76%	3.66%	19.51%	
Office of Administrator, Board of Commissioners, Corporation Counsel (1.21%)	5	2	3	8	11	9	5	12	8	3	16	82



## KALAMAZOO COUNTY GOVERNMENT 2018 RESIDENT BUDGET SURVEY RESULTS

	1	2	3	4	5	6	7	8	9	10	11	TOTAL
<b>Judicial -</b>	7.32%	30.49%	18.29%	14.63%	7.32%	7.32%	2.44%	2.44%	1.22%	1.22%	7.32%	
Courts, Probate, Friend of the Court (18.98%)	6	25	15	12	6	6	2	2	1	1	6	82
<b>General Government -</b>	3.61%	9.64%	19.28%	18.07%	16.87%	9.64%	13.25%	2.41%	3.61%	1.20%	2.41%	83
Human Resources, Finance, Information Technology, Vital Records (13.55%)	3	8	16	15	14	8	11	2	3	1	2	
<b>Public Safety -</b>	50.60%	13.25%	7.23%	6.02%	8.43%	3.61%	0.00%	4.82%	2.41%	1.20%	2.41%	
Road patrol, Emergency Preparedness, Jail, Animal Services (28.08%)	42	11	6	5	7	3	0	4	2	1	2	83
<b>Public Works -</b>	3.70%	9.88%	16.05%	7.41%	18.52%	11.11%	11.11%	6.17%	7.41%	3.70%	4.94%	
Drain commission, Soil Erosion (0.47%)	3	8	13	6	15	9	9	5	6	3	4	81
<b>Health &amp; Welfare -</b>	21.95%	26.83%	19.51%	8.54%	7.32%	1.22%	1.22%	4.88%	2.44%	2.44%	3.66%	
Health clinics, Service Agencies, Disease Surveillance, Environmental Health, Food Inspection (19.37%)	18	22	16	7	6	1	1	4	2	2	3	82



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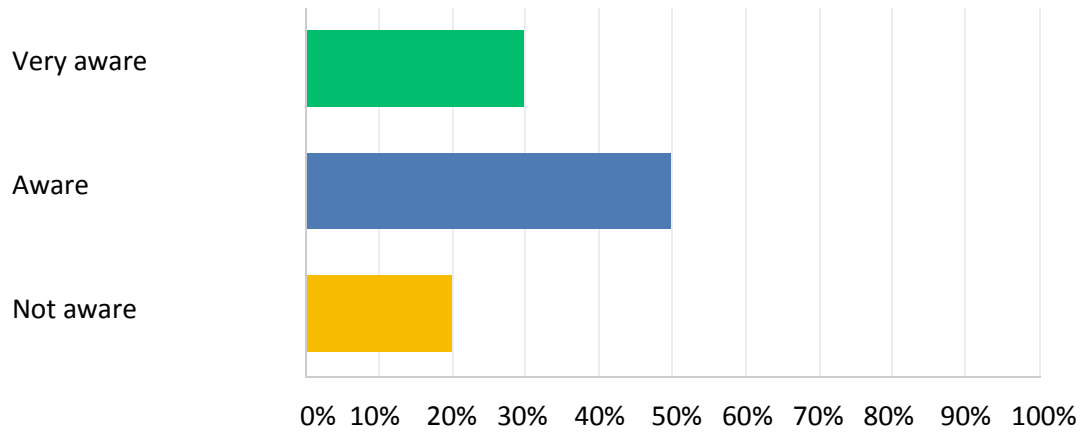
	1	2	3	4	5	6	7	8	9	10	11	TOTAL
<b>Community &amp; Economic Development - Resource Development, Geographic, Demographic Information (0.65%)</b>	9.76%	9.76%	9.76%	15.85%	17.07%	6.10%	9.76%	8.54%	3.66%	6.10%	3.66%	
	8	8	8	13	14	5	8	7	3	5	3	82
<b>Recreation &amp; Culture - Parks (2.07%)</b>	9.76%	8.54%	18.29%	7.32%	17.07%	9.76%	7.32%	7.32%	8.54%	2.44%	3.66%	
	8	7	15	6	14	8	6	6	7	2	3	82
<b>Capital Outlay - (1.26%)</b>	2.56%	0.00%	3.85%	14.10%	14.10%	8.97%	2.56%	11.54%	21.79%	11.54%	8.97%	
	2	0	3	11	11	7	2	9	17	9	7	78
<b>Other - (0.67%)</b>	1.39%	4.17%	0.00%	8.33%	8.33%	8.33%	1.39%	4.17%	2.78%	13.89%	47.22%	
	1	3	0	6	6	6	1	3	2	10	34	72
<b>Transfers to other Funds - (13.67%)</b>	4.11%	4.11%	1.37%	5.48%	10.96%	8.22%	5.48%	4.11%	6.85%	17.81%	31.51%	
	3	3	1	4	8	6	4	3	5	13	23	73



# KALAMAZOO COUNTY GOVERNMENT 2018 RESIDENT BUDGET SURVEY RESULTS

## Q6 How would you rate your awareness of Kalamazoo County Government services?

Answered: 88 Skipped: 109



ANSWER CHOICES	RESPONSES	
Very aware	29.55%	26
Aware	51.14%	45
Not aware	19.32%	17
<b>TOTAL</b>		<b>88</b>