



# CITY OF KALAMAZOO

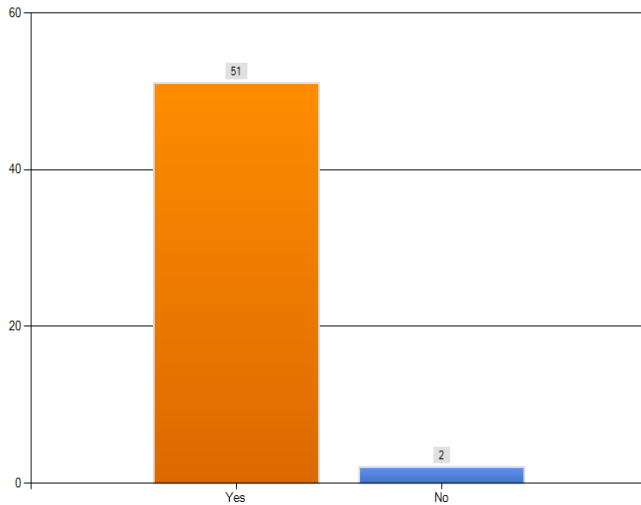
## Community Relations Board

### 2010 Telephone Budget Questionnaire Updated November 12, 2009

#### Telephone Survey Results 335 Total Attempts to Contact Residents

##### City Resident

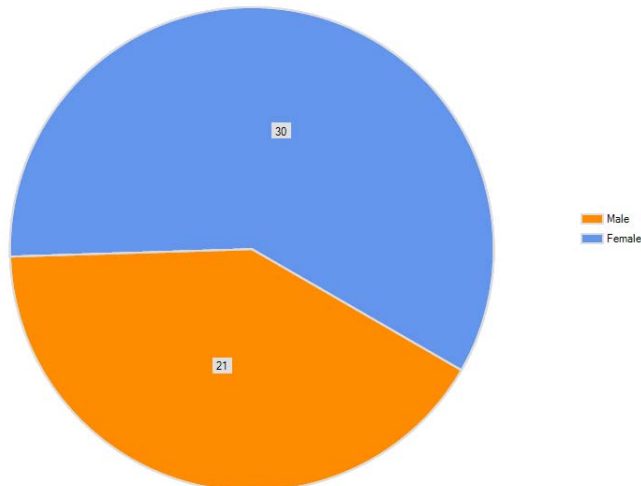
51	Yes	2	No	1	Unknown
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**Special Note:** 2 Non residents owned property in the City but were not factored into the final results

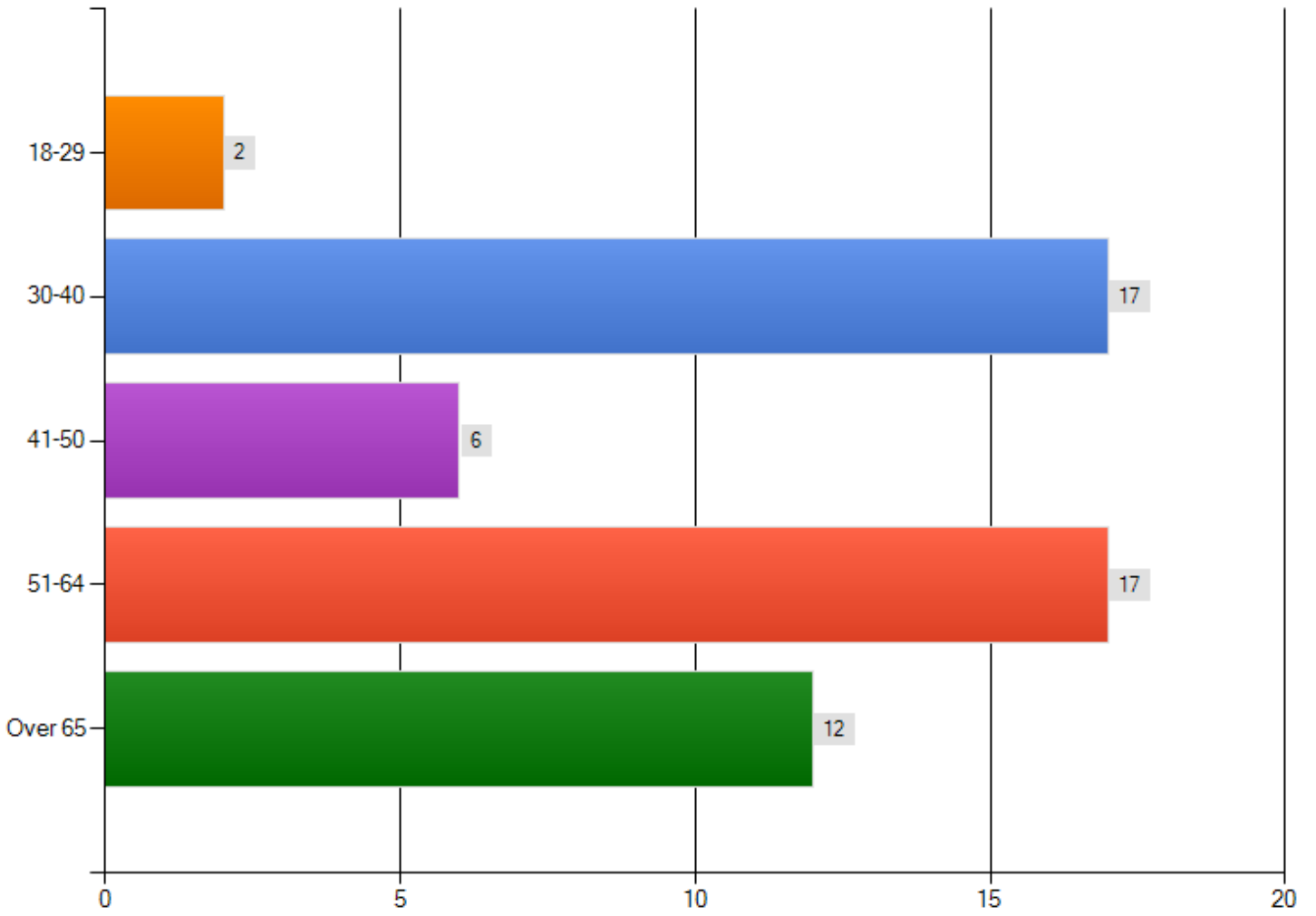
##### Gender

30	Female	21	Male
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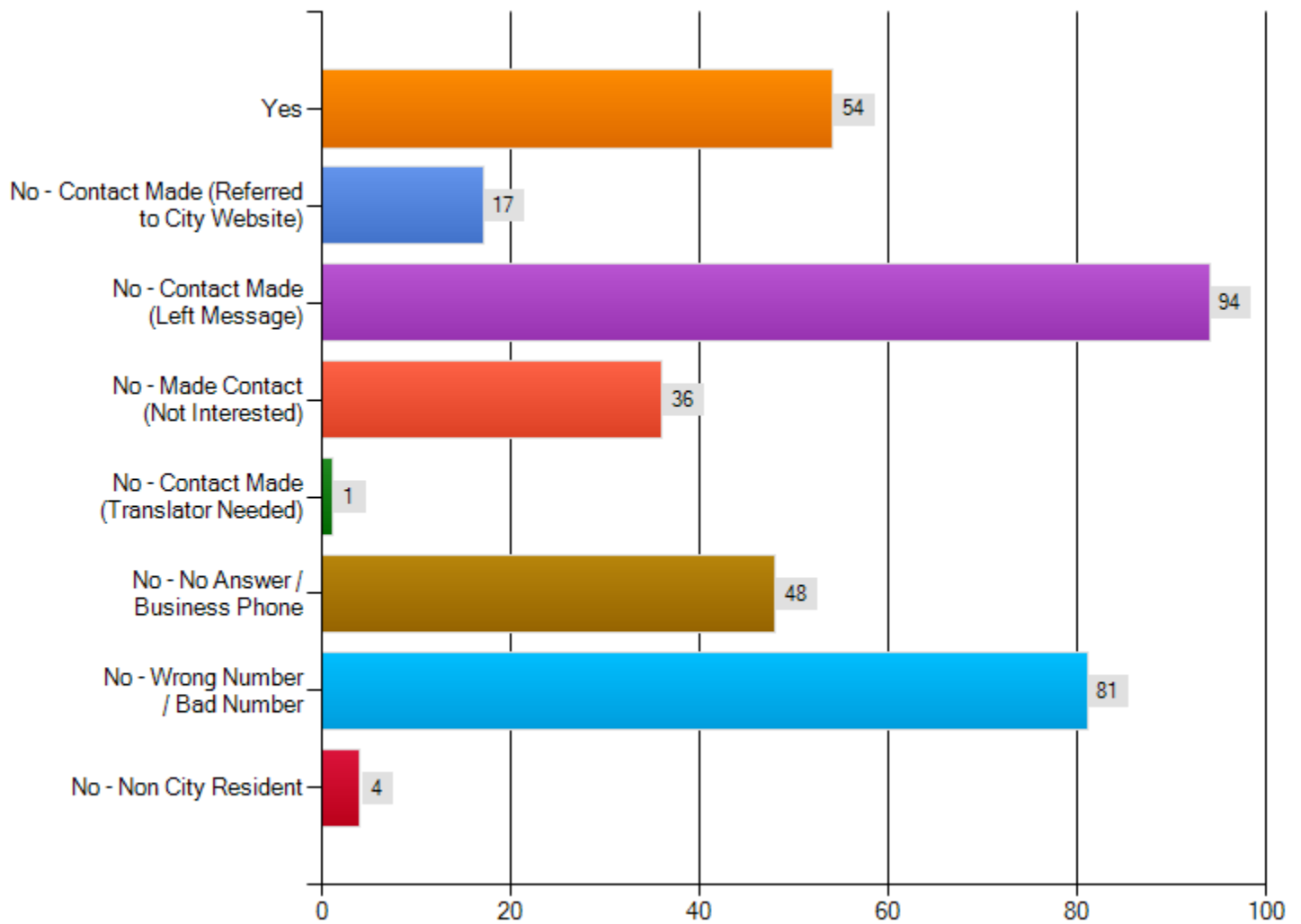


### Age

<b>2</b>	18-29	<b>17</b>	30-40	<b>6</b>	41-50	<b>17</b>	51-64	<b>12</b>	Over 65
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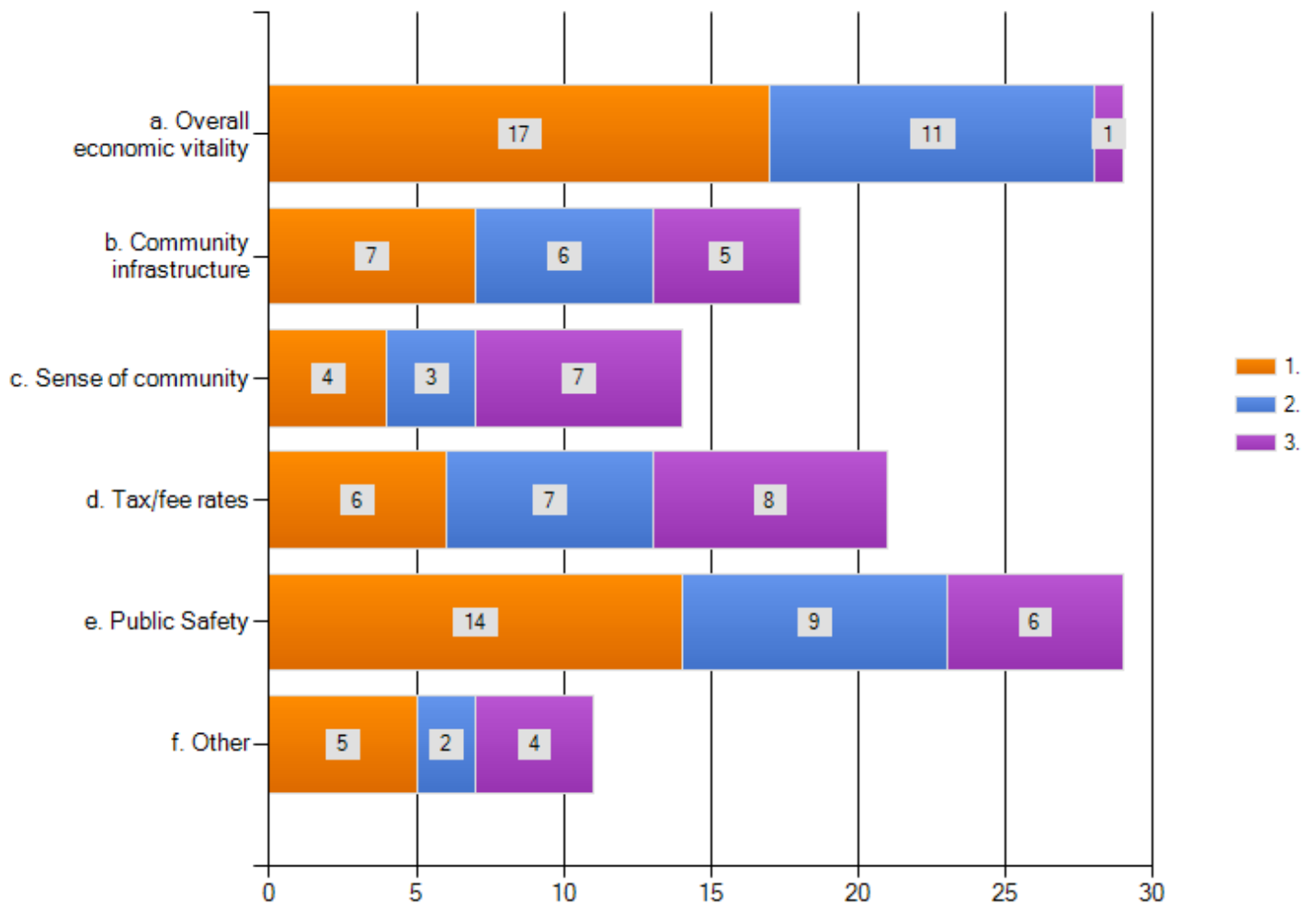


**1. Was a telephone survey completed?**



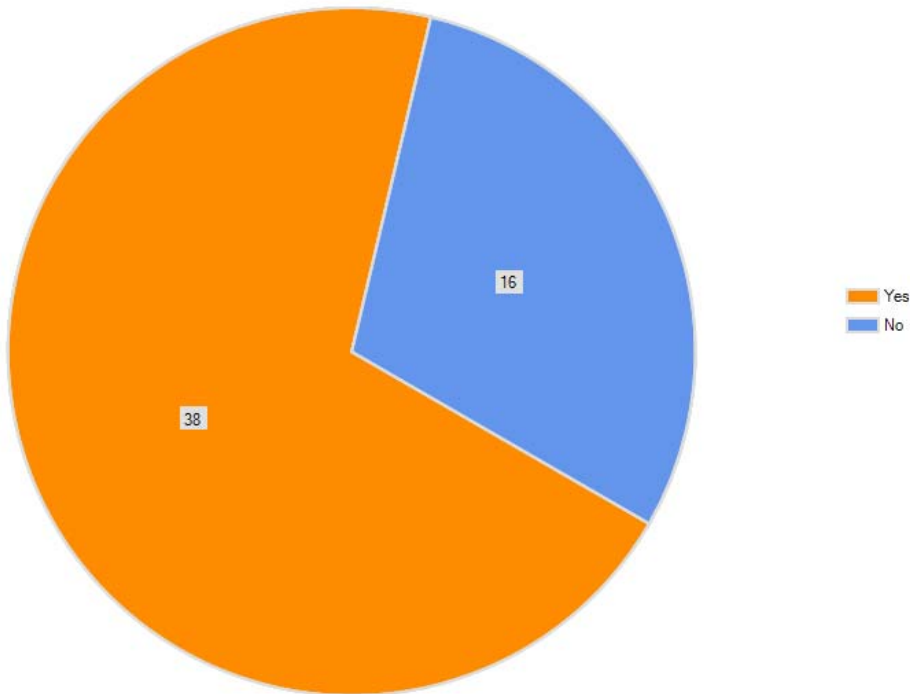
**2. What are the most important criteria the City of Kalamazoo can use to evaluate the quality of life in our community? Top three options ranked.**

a. Overall economic vitality
b. Community infrastructure
c. Sense of Community
d. Tax/fee rates
e. Public Safety
f. Other (please describe)



1.	F: No Answer
2.	F: Prostitution near Lincoln School (2) - Jobs (3)
3.	F: Education
4.	F: Employment Rate (1) - Schools (2)
5.	F: No answer
6.	E: Crack down on drugs
7.	F: Add jobs
8.	F: Fairness for residents
9.	F: Downtown is not as vibrant as Ann Arbor - Lack a reason to go downtown to center city. It helps build a sense of community
10.	F: After school programs
11.	F: Attractiveness to outsiders
12.	F: How we treat our least fortunate people

**3. Do you believe the financial crisis in the State of Michigan and/or the Nation has affected your local government's ability to deliver services? Yes or No**



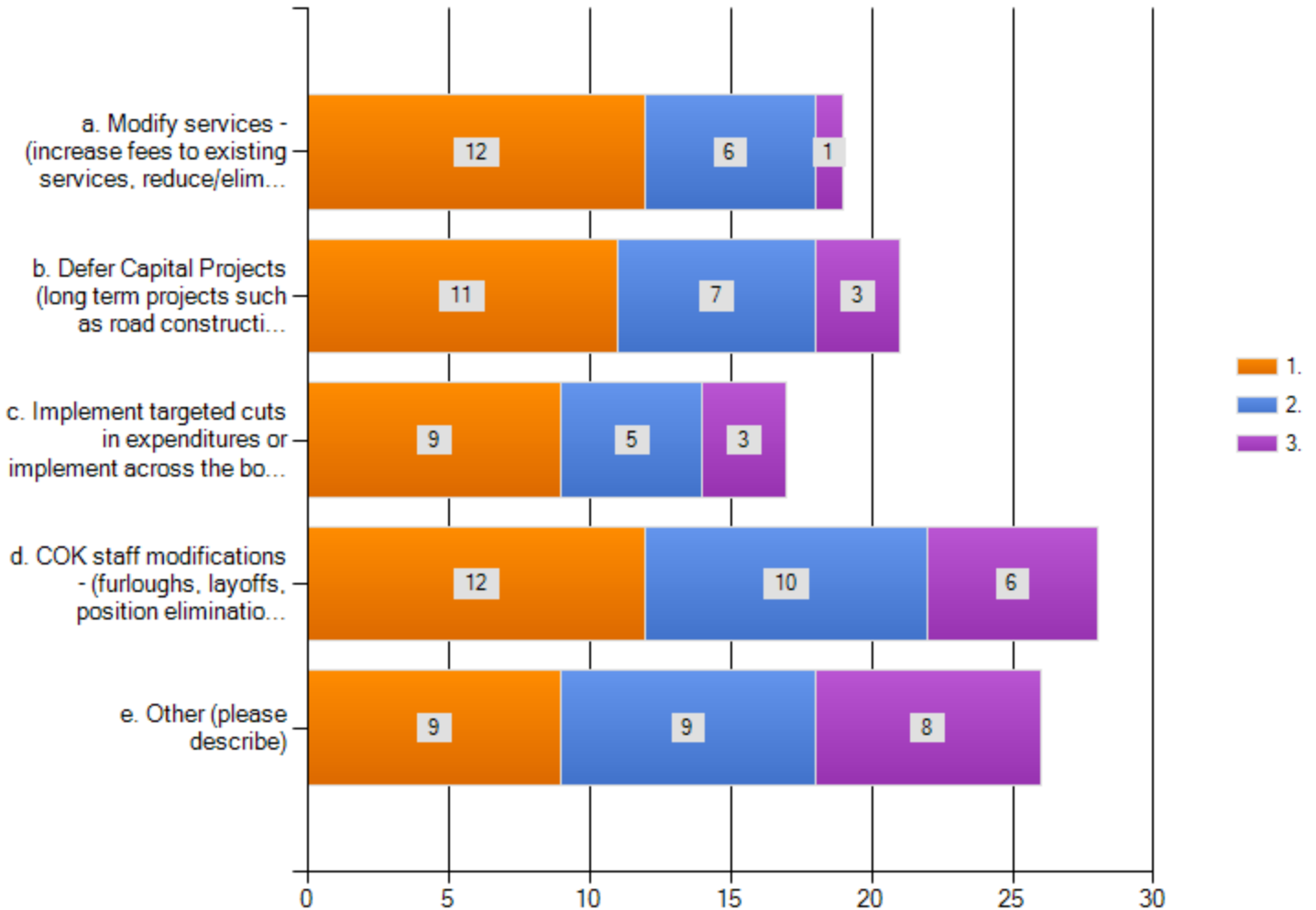
**If so, how?**

1.	Deficit affects local evening by trickling down to roads
2.	Did not answer
3.	Repairs of sewer; more things ?? wrong; financial problems have both increased demand and lessened resources
4.	I haven't noticed anything yet, but I think I will
5.	Funds are inadequate value of homes are down. Money has been depleted
6.	Finances have personally been cut back
7.	Funds spread to thin - too many cuts
8.	Happy with how Kalamazoo has been doing and with the roads being worked on
9.	Cuts are being made in basic services and foreclosures
10.	State is broke
11.	Less assistance coming
12.	Fewer jobs
13.	A little bit of everything
14.	Foreclosure, jobs moving, rising rates and people needing help aren't getting it. And people who don't need help won't help are getting help. Help meaning homeless with no income who have children, but people with income and no children are getting help.

15.	Hard to find jobs - less income for people in the City
16.	It has strapped everyone. People out of work. Losing their homes. ? are more than their homes are worth. Michigan economy is suffering more than most other states
17.	Less money to provide
18.	Unemployment
19.	Local government should have been more proactive - too dependent on others money
20.	Cutting schools and programs people really need - seniors and homeless hit hardest. Healthcare-unsecured - pay more.
21.	Lack of funding
22.	It's just terrible!
23.	No money left for programs for people who need help who have been working
24.	People out of jobs, not being able to do things w/ ones family
25.	Knowing what the City has to work with - Michigan has less resources to rely on
26.	City needs to be more conservative with spending. Arena can wait, new buildings can wait down the line until we are more financially stable
27.	Timing of services - snow removal, less frequent street sweeping, monthly in Fall if necessary
28.	No money for services, not enough money
29.	Reducing revenue sharing, school cuts
30.	Schools, city buses, trickle down
31.	State's problems hurting cities and schools
32.	Just because to money isn't put in the right places. Jobs and business growth. [She has a small business and it has been very tough]
33.	I don't think has yet but if it's going to if they keep cutting. You can't cut without it affecting ...
34.	If it hasn't it will due to less revenue from federal and state hearing there will be cuts
35.	Kalamazoo seems to be in a bubble-better businesses, schools, hospitals-city economic development has done a good job
36.	Unemployment due to companies closing; inability to find a job, domino effect...
37.	Lack? parks, streets undone, jobs are lost
38.	Empty factories add to the loss of revenue for State and City
39.	It has affected services by increasing the tax burden that citizens will have to pay
40.	Cut State grants to cities
41.	Look at what's happened to Pfizer-loss of jobs. Also closing of the Northside Grocery Store. Transportation available. Need to more career fairs

**4. With that in mind, how should your local government balance the budget during this financial crisis? Top three options ranked.**

a.	Modify services (increase fees to existing services, reduce/eliminate...)
b.	Defer Capital Projects (long-term projects such as road construction...)
c.	Implement targeted cuts in expenditures or implement across the board cuts...)
d.	COK staff modifications (furloughs, layoffs, position eliminations...)
e.	Other (please describe)



1.	A: reduce/eliminate services; D: look at training/benefit expenses; E: Do not raise taxes adversely affects retirees-some states except seniors from property taxes-how do they choose which streets to fix?
2.	E: Allow staff to work 4, 10 hour days and reduce building costs
3.	E: Possibly privatize some city services staff - B: More oversight of project is needed-work done is not well or completed
4.	E: Bring new employees
5.	E: A no win situation
6.	E: Doesn't believe taxes should be increased
7.	D: Furloughs, freeze salaries - E: Don't increase taxes/fees
8.	D: Freeze salaries for those with higher salaries
9.	E: Pay cuts
10.	E: Opposite of deferring capital projects to add jobs
11.	E: Have to find ways to live between our means
12.	C: Implement across the board cuts
13.	C: Willing to pay increased fees to pay for essential services - look at level of administrative cost in different departments
14.	E: Do more for the homeless and elderly and poor people
15.	E: [She's going to pray]
16.	Other: Don't cut cops or education
17.	E: Create jobs
18.	D: Furloughs, privatization of city services is a BAD idea; Furloughs seem quick and effective
19.	E: Have our government staff take a cut in pay
20.	E: Look at frequency of services relative to impact
21.	E: Revenue enhancements
22.	E: Don't build arena, tax payer will eventually be asked to pay
23.	A: Increase fees to existing services - D: Furloughs are the wrong way to go; I'm in a good position so I can pay more for what I need, not everyone is in that position - E: Snow removal must be maintained
24.	E: Targeted tax increases (or unhealthy students like pop and chips taxes)
25.	A, B, C, D: All are really interconnected E: Different tax structure - income tax may be but it would be restricted
26.	D: Freeze salaries E: Don't cut services

27.	Other: More neighborhood watch, crime up more fires are taking place so people can get insurance money
28.	D: Salaries must be adjusted to reflect City's income
29.	B: Until the crisis passes - Other: The City should increase business taxes and inspection fees for City landlords. City should be run like a business. City was talking about an ordinance to stop college drinking but never high taxes. The City has too many tax exempt institutions so the 55% of the citizens pay all the taxes so the tax burden is too high.
30.	D: Freeze salaries
31.	Other: Taxing wealthy businesses and individuals more equitable tax scheme - no tax breaks. Against MI law to tax based on selling price