



City of Kalamazoo

2010 Community Survey



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Methodology

Satisfaction

City Employees

Public Safety

Budget

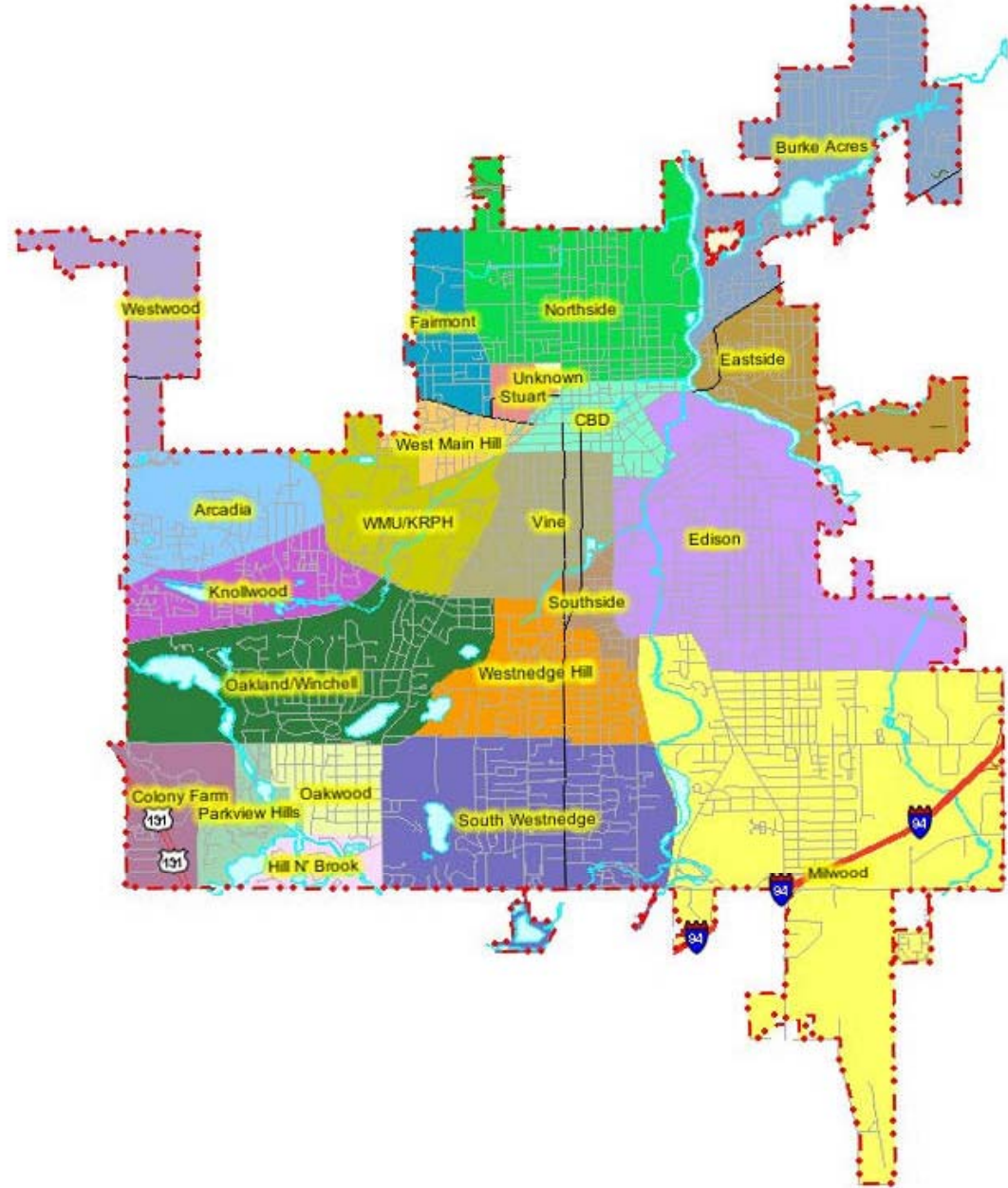
Internet



City of Kalamazoo 2010 Community Survey

- 54 question telephone survey
- 800 respondents
- Random-digit dialing
- August & September 2010

Kalamazoo Neighborhoods



	% Respondents
North	12.5%
Northeast	12.5%
Central	12.5%
South	12.5%
Southeast	12.5%
Southwest	12.5%
East	12.5%
West	12.5%

Source: City of Kalamazoo 2010 Community Survey, question 51

What
section of
Kalamazoo
do you live
in?

Age

	% Respondents
18 to 24	15.9%
25 to 34	17.3%
35 to 44	19.6%
45 to 54	16.6%
55 to 64	13.5%
65 and over	17.1%
Unsure/NA	0.0%

Source: City of Kalamazoo 2010 Community Survey, question 49

	% Respondents
Under 1 year	2.8%
1 to 2 years	6.5%
3 to 4 years	9.1%
5 to 9 years	13.8%
10 to 14 years	12.3%
15 or more years	55.4%
Unsure/NA	0.3%

Source: City of Kalamazoo 2010 Community Survey, question 45

Years lived in Kalamazoo

Household income

	% Respondents
Under \$35,000	38.8%
\$35,000 to \$49,999	18.0%
\$50,000 to \$74,999	16.0%
\$75,000 to \$100,000	11.0%
Over \$100,000	5.3%
Refused/Don't know	11.0%

Source: City of Kalamazoo 2010 Community Survey, question 52

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What are three things you like about living in Kalamazoo?

Convenience

Schools

Size/small town

City has lots to offer

Lived there a long time

Diversity of population

Family

	2010 Respondents	2008 Respondents
Roads	31.0%	23.5%
Crime/drugs	14.1%	30.6%
Employment/jobs	13.8%	28.1%
Traffic	11.0%	22.8%
Economy	9.9%	32.4%
Police	7.8%	4.5%
Taxes are too high	7.8%	19.5%
Schools	7.4%	19.0%
More youth activities	3.9%	10.9%
Neighborhoods	3.9%	14.5%
Unsure/NA	18.0%	9.4%

Source: City of Kalamazoo 2010 Community Survey, question 2

*Chart totals over 100% as respondents were able to list more than one response

**Chart is ordered by 2010 responses

What are
three things
about living
in
Kalamazoo
that need
to be
improved?

Top Issues Facing Sections

	All Respondents	North	Northeast	Central	South	Southeast	Southwest	East	West
Crime	14.8%	22.0%	8.0%	11.0%	9.0%	20.0%	9.0%	24.0%	15.0%
Streets	11.3%	12.0%	7.0%	14.0%	14.0%	17.0%	9.0%	11.0%	6.0%
Decreased property values	9.0%	9.0%	14.0%	11.0%	9.0%	8.0%	5.0%	10.0%	6.0%
Safety	8.4%	8.0%	6.0%	15.0%	7.0%	10.0%	2.0%	8.0%	11.0%
Noise	7.9%	4.0%	8.0%	16.0%	6.0%	8.0%	6.0%	10.0%	5.0%
Police/police patrols	6.1%	6.0%	6.0%	6.0%	8.0%	3.0%	6.0%	10.0%	4.0%
Speeding	5.8%	6.0%	6.0%	8.0%	9.0%	2.0%	4.0%	7.0%	4.0%
Drugs	4.6%	6.0%	7.0%	2.0%	4.0%	3.0%	3.0%	10.0%	2.0%
Garbage/litter/trash	3.9%	6.0%	5.0%	1.0%	3.0%	3.0%	1.0%	8.0%	4.0%
Vandalism	3.6%	2.0%	2.0%	1.0%	6.0%	4.0%	3.0%	9.0%	2.0%
Snow removal	2.4%	2.0%	3.0%	3.0%	4.0%	1.0%	4.0%	1.0%	1.0%
Street lights	1.5%	1.0%	3.0%	2.0%	3.0%	0.0%	1.0%	0.0%	2.0%
Stray animals	1.0%	0.0%	1.0%	1.0%	1.0%	2.0%	1.0%	1.0%	1.0%
Leaf removal	0.8%	0.0%	0.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%
Other	21.8%	24.0%	17.0%	21.0%	25.0%	21.0%	21.0%	24.0%	21.0%
Unsure/NA		39.0%	41.0%	39.0%	38.0%	38.0%	45.0%	35.0%	47.0%

Source: City of Kalamazoo 2010 Community Survey, question 3

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**Chart is ordered by 2010 responses

Top Issues Facing Sections

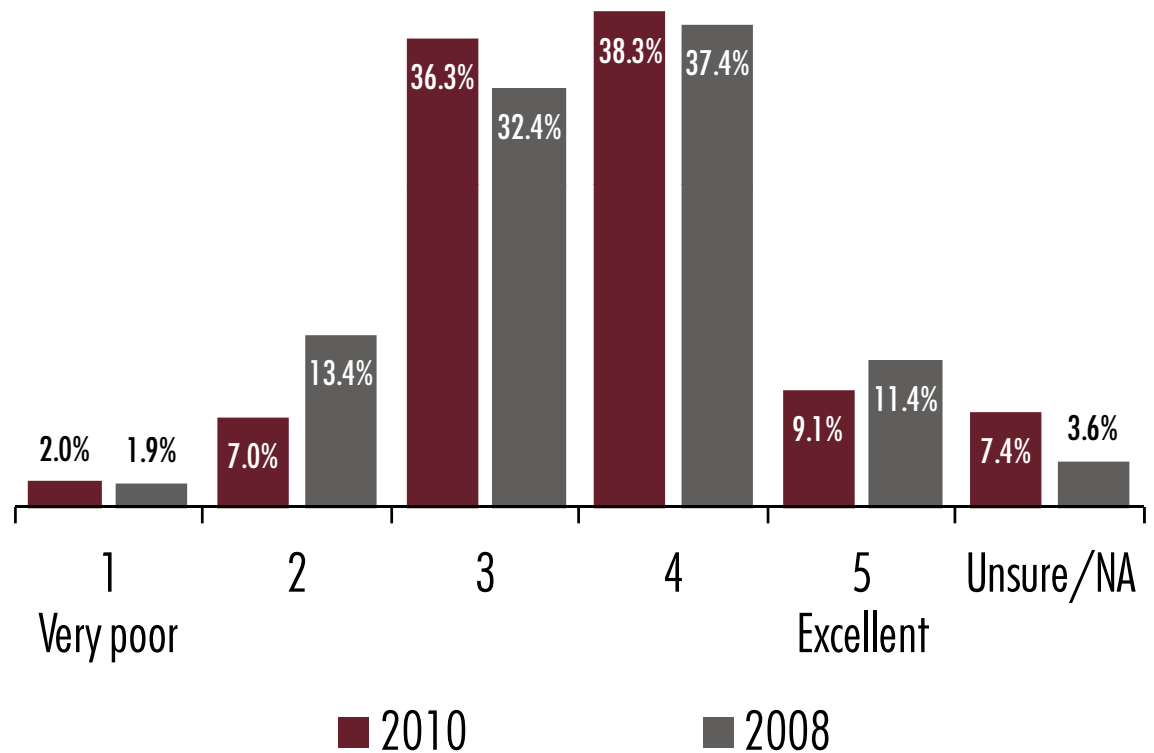
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How well is
city
government
performing
its duties
overall?



Methodology

Satisfaction

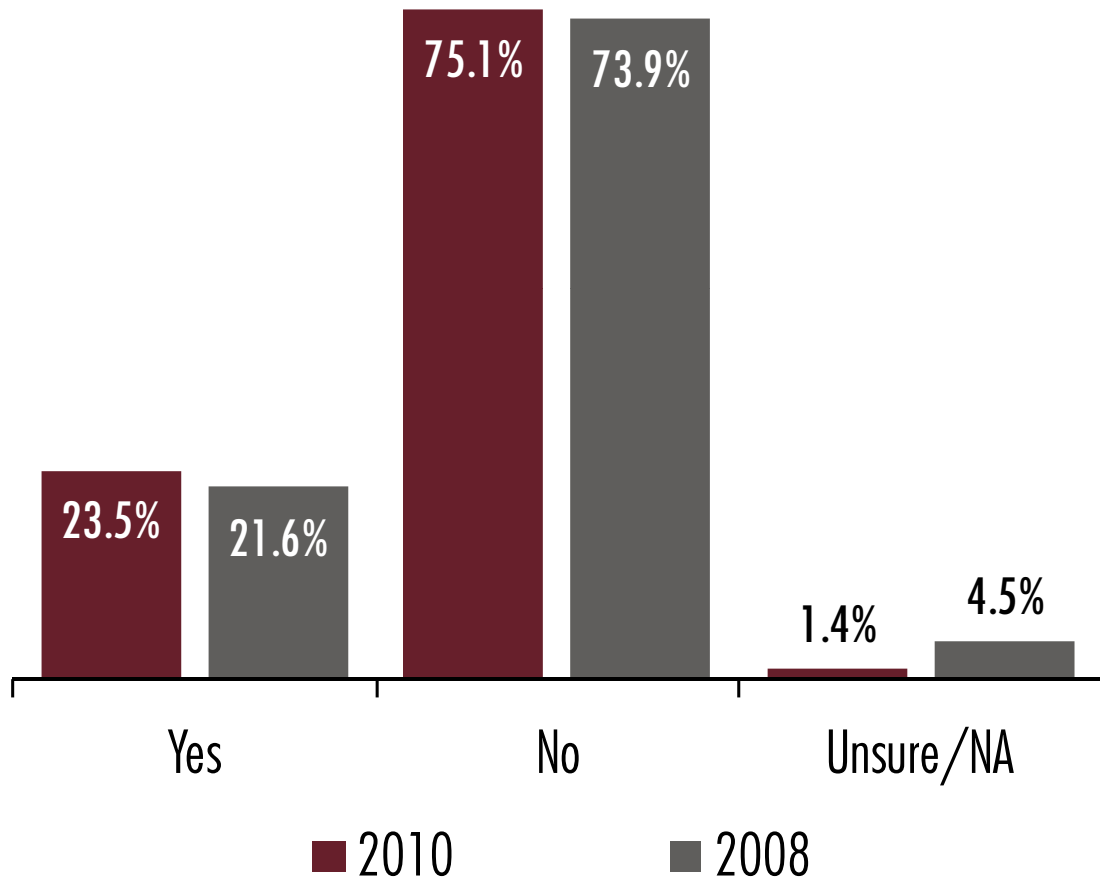
City Employees

Public Safety

Budget

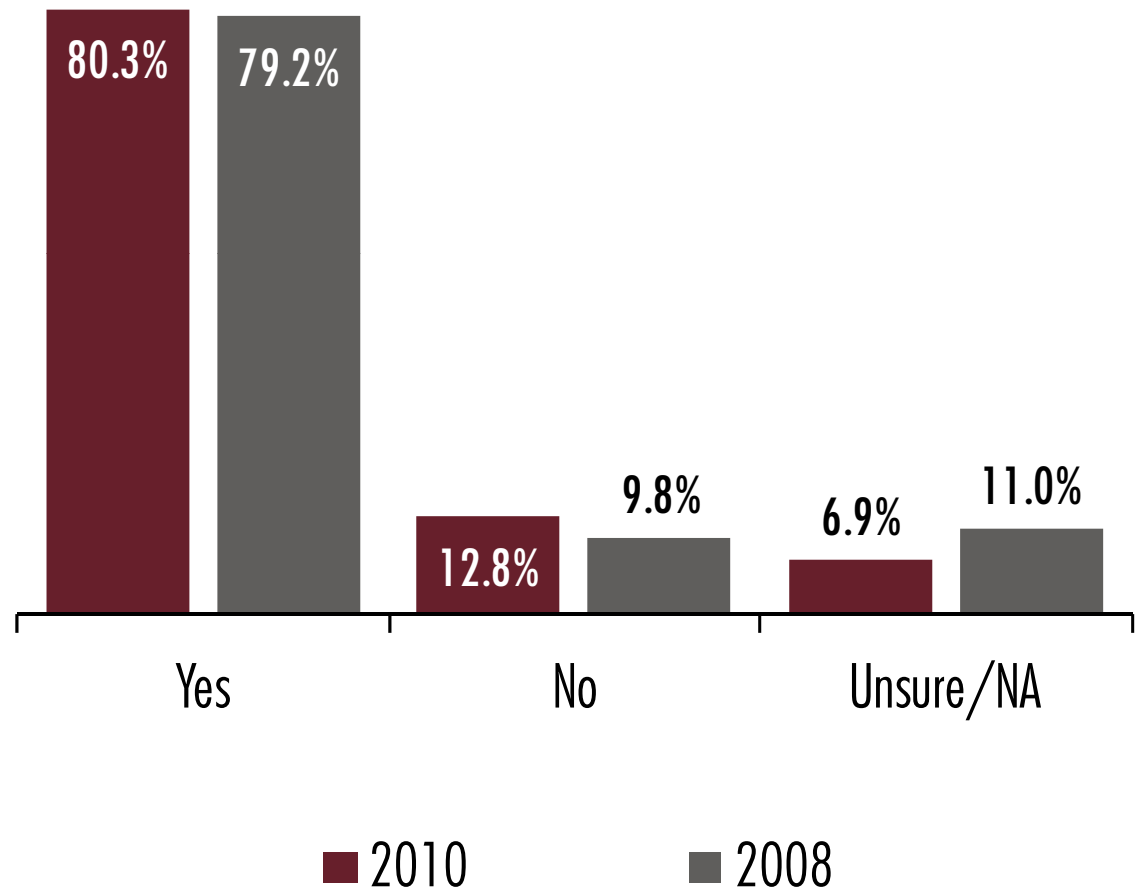
Internet



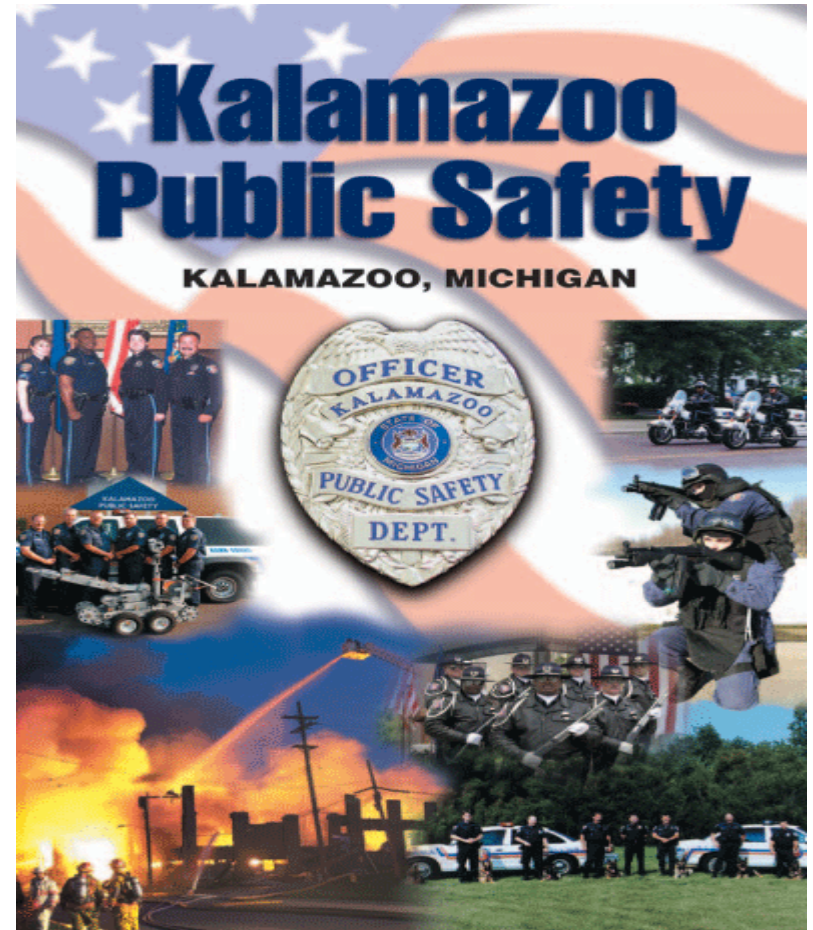


Contact
with city
employee

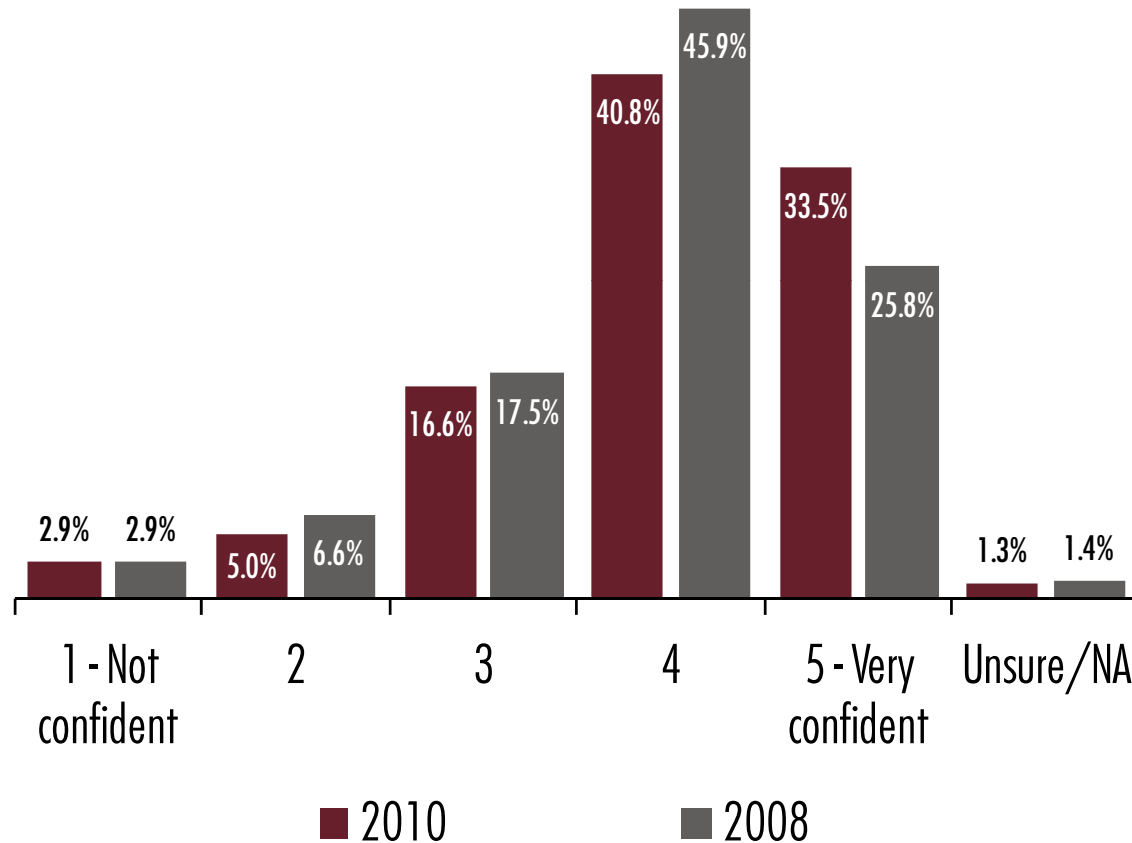
80.3% of respondents said they received prompt and professional response from city staff



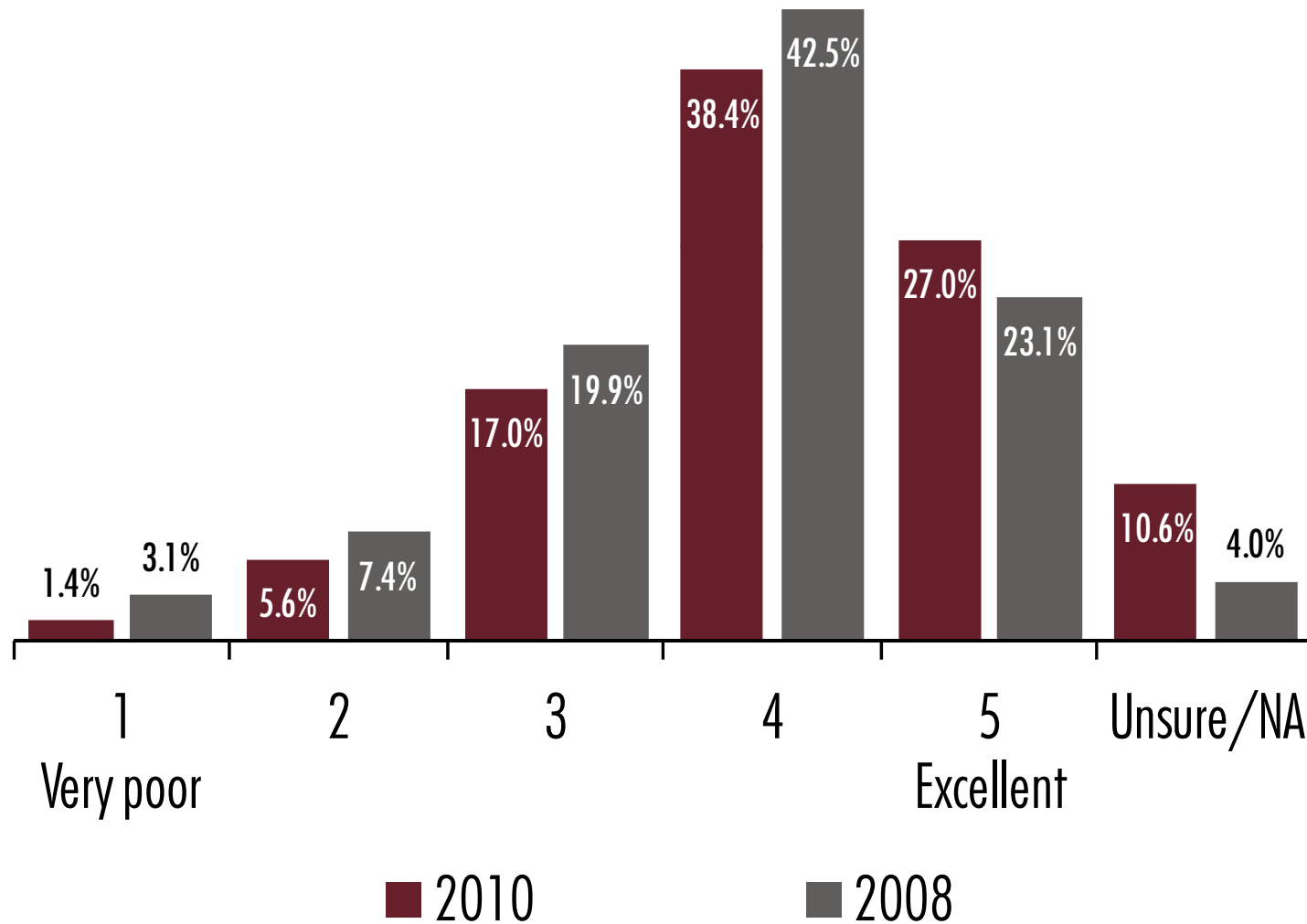
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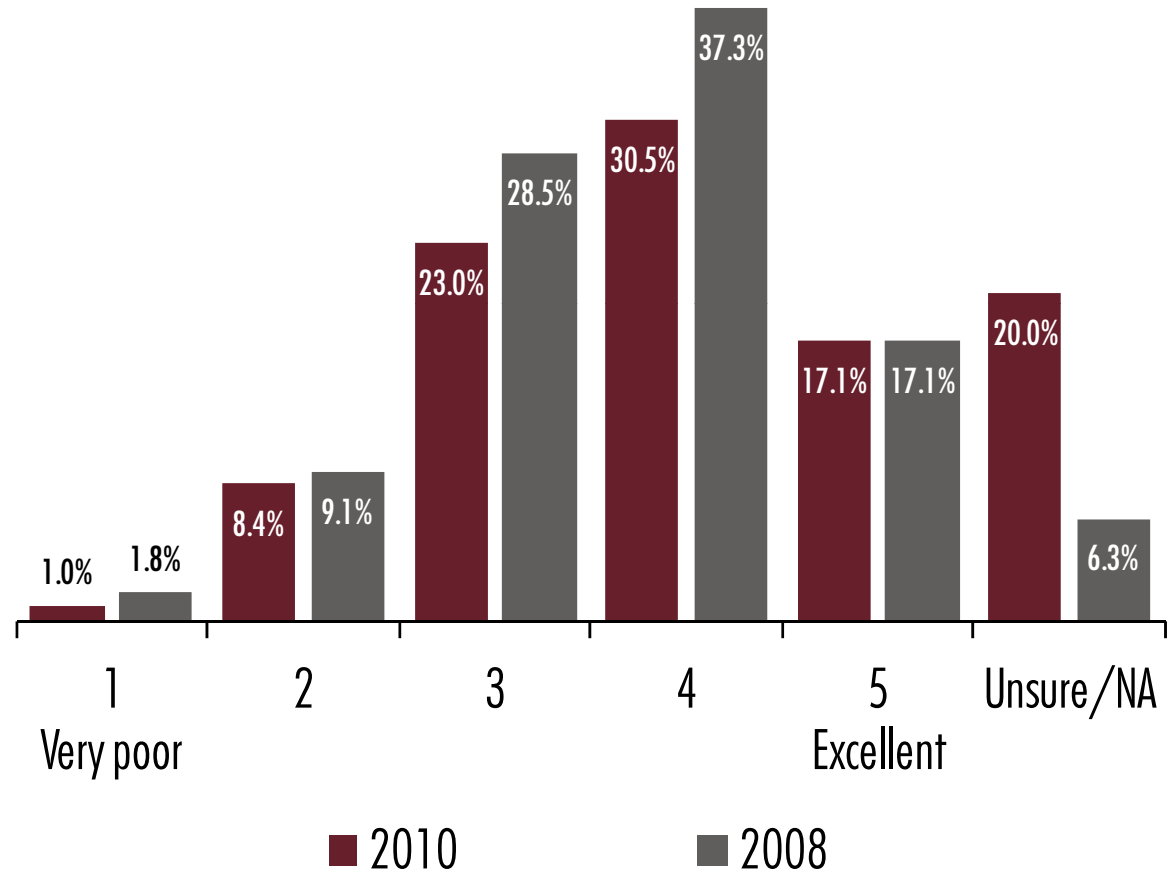
How confident are you that Public Safety will protect you and your family?



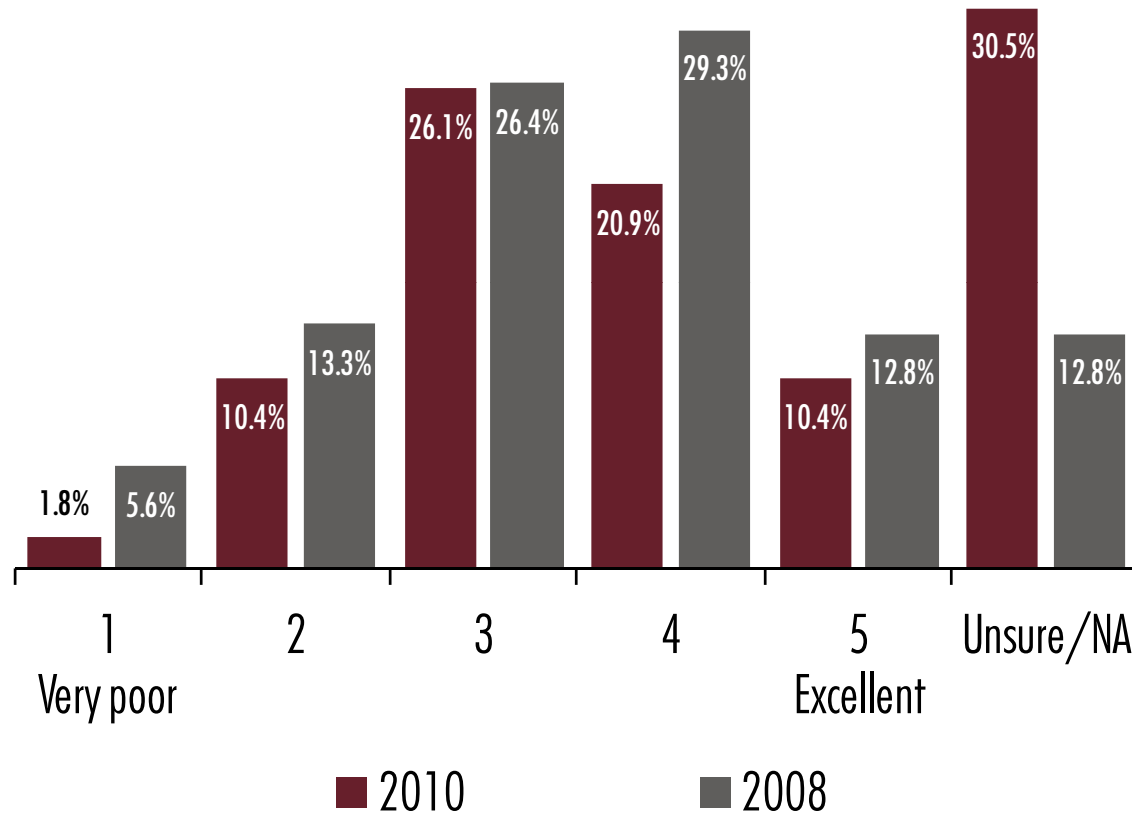
Public Safety Department responsiveness



Public Safety Department community involvement



Public Safety Department race relations



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Measures to take to help balance the City of Kalamazoo budget

Freeze staff salaries	61.2%
Renegotiate union contracts	55.1%
Implement furloughs for staff	50.7%

Measures to take to help balance the City of Kalamazoo budget

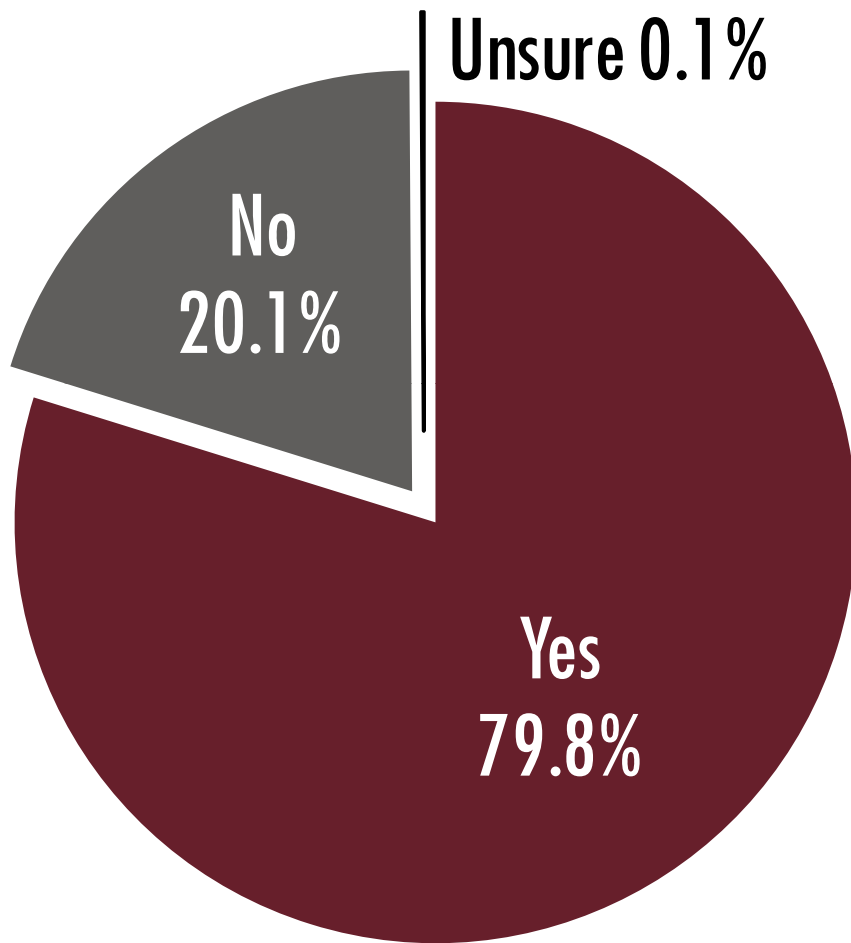
Defer capital projects	49.7%
Increase fees for services	49.3%
Reduce code enforcement	39.2%
Pave fewer streets	38.7%
Reduce recreation programs & services	36.8%
Reduce or eliminate specialty police units	26.9%

Support an increase in property taxes to maintain four areas:

Maintain street maintenance	53.9%
Maintain police and fire	51.5%
Maintain sidewalk repair and maintenance	46.1%
Maintain parks	41.6%

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Willing to do the following online:

Sign up for city programs or services	71.0%
Apply for permits online	65.2%
Pay a city bill online	61.0%
File a police report online	47.0%

Conclusions



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