

The Township of Kalamazoo Community Survey-2023

Report to the Township of Kalamazoo

Kercher Center for Social Research
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Executive Summary

The Township of Kalamazoo Community Survey was first mailed to a random sample of 3,000 residential addresses located within the Township of Kalamazoo, then 30 days following the mail survey an identical online version of the survey was released to the general public. This executive summary serves to highlight key findings generated from the responses in each of these surveys.

Mail Surveys

Evaluation of Township Services:

The 2023 Community Survey focused on providing township leaders with resident evaluations of township and community services provided or administered by the Township of Kalamazoo. The results from these questions are provided below:

- In evaluating the police, a majority of respondents (60 percent) found the Township of Kalamazoo Police Department to be good or excellent overall in its coverage and response. Additionally, a majority (51 percent) found the level of police service provided within the township to be at the right amount or more than enough. While overall there seems that a majority of respondents are satisfied with police services, in the area of traffic enforcement respondents were divided with 41 percent finding the level of traffic enforcement lacking, 7 percent finding the level of traffic enforcement excessive, and 34 percent finding the level of traffic enforcement to be at an appropriate level.
- In evaluating firefighting services a majority (75 percent) found the Township of Kalamazoo Fire Department to be good or excellent in its coverage and response. Additionally, a majority of respondents (63 percent) perceived the level of firefighters and emergency medical responders to be at the right level or more than enough (approximately 4 percent reported having more than enough).
- The Township's parks were found to be good or excellent by a majority of respondents (65 percent). While respondents generally held favorable views of the Township's parks, when asked to evaluate specific aspects of the parks (quality of facilities, access for disabled, safety, and quality of events) a majority of respondents held no opinion. A majority of respondents also held no opinion on their level of satisfaction with the Township's parks.
- In regards to the recycling services provided by the Township, a majority of respondents (68 percent) found them to be good or excellent.

Perceptions of Safety:

Survey participants were presented with a question designed to assess perceptions of safety in their neighborhoods, the township as a whole, and the parks. Responses to these questions revealed that residents view the Township of Kalamazoo as a relatively safe place.

- Overall a slight majority of residents (50 percent) have not noticed a change in safety within their neighborhood within the past 12 months. However, nearly 45 percent of the sample noted at least some increase in concerns over safety in their neighborhoods over the past 12 months. The values observed in 2023 also show an increase in concerns regarding safety over time as well when compared with responses to an identical question asked in 2021 as part of the Township of Kalamazoo Police Department Community Engagement survey. In 2021, 58 percent of respondents reported no changes in safety, 28 percent reported concerns over safety decreasing, and only 14 percent of respondents reported increased concerns over safety.
- A majority of respondents (68 percent) believe that the township is a safe place to live.
- While a majority of respondents (51 percent) held no opinion on the safety and security of the township's parks, respondents who did hold opinions selected good or excellent as the modal response.

Evaluation of Infrastructure:

Related to issues surrounding quality of life, survey participants were presented with a series of questions related to the Township of Kalamazoo's infrastructure. Focusing on road/street maintenance/repair, accommodations for bicycle and foot traffic, number of retail/commercial sites, number of restaurants/bars, and housing the following results were observed:

- When asked to evaluate the street maintenance and repair a majority of respondents rated the Township's service in this department as less than good (59 percent of respondents selected fair or poor).
- When asked to think about the Township of Kalamazoo's accommodations for bicycle and foot traffic, a plurality of respondents found the accommodations to be good or excellent (42 percent).
- A near majority of respondents (49.82 percent) observed the number of restaurants and bars within the Township to be good or excellent.
- A majority of respondents (55 percent) found the number of retail and commercial sites within the Township to be good or excellent.
- When asked to identify the types of homes missing within the community respondents expressed a desire to see additional age-restricted communities as well as small single-family homes most often.

Budgetary Priorities:

In line with questions asked during the 2013 community survey, township residents were also asked about how to budget for some of the township's services in the event of inadequate revenues to maintain current service levels. Additionally, respondents were asked to gauge their support for potential future service improvements.

- Across all services asked about (law enforcement, fire response, emergency medical response, sidewalk repair, road maintenance, bike/walking paths, recycling, parks, code enforcement, and bulk trash/fall leaf pick up) a majority of respondents was not observed. While majorities were not observed, respondents most often elected to raise taxes to maintain current service levels for: law enforcement, fire response, emergency medical response, sidewalk repair, road maintenance, parks, and code enforcement. In contrast respondents elected (most often) to reduce service levels for bike/walking paths, raise user fees for recycling collection, and to privatize or outsource bulk trash/fall leaf pick up.
- When asked about potential future service improvements, respondents generally found they needed more information about the improvements (reasons for why) before being able to make a determination on support for additional funding. The one exception was in their support for additional funding for road maintenance and repair.

Evaluation of Township Management:

Respondents were asked to rate their perceptions of those overseeing the Township's management (Board of Trustees, Township Manager, Township Hall Staff) as well as the how the township is developing (it's growth, spending, and economic development).

- A majority of respondents reported neutral evaluations of satisfaction when asked to evaluate those overseeing the Township's management. 68 percent of respondents reported being neither satisfied nor dissatisfied with the Board of Trustees, 64 percent were neither satisfied nor dissatisfied with the Township Manager, and 58 percent were neither satisfied nor dissatisfied with the Township Hall Staff.
- This neutrality in satisfaction continued when respondents were asked to rate the Township's spending (58 percent), economic development (57 percent), and responsible growth (37 percent, modal response).

Evaluation of Township Communication:

Finally, respondents were asked to evaluate the Township's communication by evaluating the Township's website, social media presence, and their general perceptions of communication and engagement with the public.

- A plurality of respondents (41 percent) held no opinion on the Township's website. However, nearly one third of respondents felt that the website was less than good.
- A majority of respondents (61 percent) held no opinion on the Township's social media. However, as with the website, for those who held an opinion it was more often negative (rating the social media as less than good).
- A majority of respondents (51 percent) found the Township's communication and engagement with the public to be less than good.
- When respondents were asked how they may be better reached with communication, they expressed a desire for the creation of a newsletter that could be mailed or emailed to residents.

Internet Surveys

To supplement the randomly selected mail survey sample, an identical version of the survey was made available online for anyone to complete anonymously. The survey link was advertised by the Township of Kalamazoo to promote responses. While online surveys offer greater accessibility for respondents, they do come with certain drawbacks. Anonymous online surveys distributed by link are not randomly selected (as the mail survey was). Online surveys also must be sought out by respondents, versus mail surveys in which the respondents receive a direct invitation to participate. Overall, the results from both the mail and online surveys shared more similarities than differences. Given the low total number of respondents to the online survey (overall sample size was 79, however individual questions had lower levels of response) it is important to note that patterns observed in the limited number of responses to the online survey may not be indicative of population at large and may not possess enough statistical power to draw conclusions from.

Evaluation of Township Services:

- In evaluating the police, a plurality of respondents (49 percent) found the Township of Kalamazoo Police Department to be good or excellent overall in its coverage and response. Additionally, a slight majority (50 percent) found the level of police service provided within the township to be at the right amount or more than enough. While overall there seems that a majority of respondents are satisfied with police services, in the area of traffic enforcement a majority of respondents (53 percent) rated the service as less than good (fair or poor).
- In evaluating firefighting services a majority (65 percent) found the Township of Kalamazoo Fire Department to be good or excellent in its coverage and response. Additionally, a majority of respondents (71 percent) perceived the level of firefighters and emergency medical responders to be at the right level or more than enough.
- The Township's parks were found to be good or excellent by a majority of respondents (53 percent).
- In regards to the recycling services provided by the Township, a majority of respondents (56 percent) found them to be good or excellent.

Perceptions of Safety:

- A majority of residents (50 percent) noted at least some increase in concerns over safety in their neighborhoods over the past 12 months. Very few respondents noticed decreases in their concerns.
- A majority of respondents (51 percent) believe that the township is a safe place to live.

Evaluation of Infrastructure:

- When asked to evaluate the street maintenance and repair a majority of respondents rated the Township's service in this department as less than good (62 percent of respondents selected fair or poor).
- When asked to think about the Township of Kalamazoo's accommodations for bicycle and foot traffic, a majority of respondents found the accommodations to be good or excellent (52 percent).
- A majority of respondents (53 percent) observed the number of restaurants and bars within the Township to be less than good.
- A majority of respondents (50 percent) found the number of retail and commercial sites within the Township to be good or excellent.
- When asked to identify the types of homes missing within the community respondents expressed a desire to see additional small single-family homes and age-restricted communities most often.

Budgetary Priorities:

- Similar to the mail survey, across all services asked about (law enforcement, fire response, emergency medical response, sidewalk repair, road maintenance, bike/walking paths, recycling, parks, code enforcement, and bulk trash/fall leaf pick up) a majority of respondents was not observed. While majorities were not observed, respondents most often elected to raise taxes to maintain current service levels for: law enforcement, fire response, emergency medical response, and parks. In contrast respondents elected (most often) to reduce service levels for bike/walking paths, raise user fees for code enforcement, and to privatize or outsource sidewalk repair, road maintenance, recycling, and bulk trash/fall leaf pick up.
- When asked about potential future service improvements, respondents generally found they needed more information about the improvements (reasons for why) before being able to make a determination on support for additional funding. In only three instances was the modal response support or opposition. Online respondents opposed additional funding for improving township hall and parks/recreation while supporting additional funding for road maintenance and repair.

Evaluation of Township Management:

- A majority of respondents reported neutral evaluations of satisfaction when asked to evaluate those overseeing the Township's management. 54 percent of respondents reported being neither satisfied or dissatisfied with the Board of Trustees, 58 percent were neither satisfied or dissatisfied with the Township Manager, and 54 percent were neither satisfied or dissatisfied with the Township Hall Staff.
- This neutrality in satisfaction continued when respondents were asked to rate the Township's spending (39 percent, modal response), economic development (54 percent), and responsible growth (44 percent, modal response).

Evaluation of Township Communication:

- A majority of respondents (65 percent) felt that the website was less than good.
- A majority of respondents (73 percent) held a rating of Township's the social media as less than good.
- A majority of respondents (82 percent) found the Township's communication and engagement with the public to be less than good.
- When online respondents were asked how they may be better reached with communication, they too expressed a desire for the creation of a newsletter that could be mailed or emailed to residents.

Full Report:

The full details of the methodology, sample, and results are reported in the following sections. In addition to more statistical information relating to the above findings, the results also include all write-in responses and comments provided by participants. The comments provided for questions 6 (If 'Other' was selected, respondents' responses to what they think the best form of communication the Township could use), 9 (If 'Other' was selected, respondents' responses to what types of homes or households are missing), and 23 ("We welcome your comments and suggestions. Please write them in the space below or enclose a note.") for both the mail and online surveys are particularly detailed, including a wide variety of thoughts, opinions, criticisms, and suggestions. Themes that were found to be most prevalent are identified.

Methodology and Samples

A questionnaire was designed through collaboration between the Kercher Center for Social Research and the Township of Kalamazoo (TK) to examine the opinions of Township of Kalamazoo residents in relation to their community.

In October 2023, the questionnaire was first mailed to a random sample of 3,000 Township of Kalamazoo residents. Addresses were grouped by neighborhood (Eastwood, Northwood, Westwood, and Lakewood) and sampled to reflect population distributions. The smallest neighborhood, Lakewood, was over sampled in an attempt to better represent the concerns of residents in that neighborhood. To accommodate the oversampling of Lakewood addresses, the two most populous neighborhoods (Westwood and Eastwood) were undersampled. Overall the sampling strategy was only able to slightly increase Lakewood resident participation. Each questionnaire was addressed to an address, allowing any member of the household over the age of 18 to participate. Between October 20th of 2023 and December 12th of 2023 a total of 279 valid surveys were returned by respondents. The total response rate was 9.3 percent. This response rate was slightly below typical response rates for similar surveys conducted by the Kercher Center for Social Research and the field in general (with average response rates for mail-based surveys ranging from 10-15 percent). The 2021 Community Engagement Survey conducted on behalf of the Township of Kalamazoo Police Department previously yielded an 11.56 percent response rate as well. While the response rate was slightly lower than anticipated, the number of completed surveys did provide enough responses to conduct analyses on the whole sample with sufficient statistical power and confidence. Lower response rates from the Eastwood and Lakewood neighborhoods (7.1 and 4.5 percent respectively) made neighborhood comparisons not statistically viable.

On November 17th of 2023 the online version of the survey was made available for the general public to take. The online survey was advertised by the TK. Between November 17th of 2023 and December 15th of 2023 a total of 79 valid responses were submitted. This report summarizes the findings of both the mail and online survey.

Samples

The respondents to the mail survey were, on average, approximately 61 years old (mean = 60.95). The majority of respondents were over the age of 50, with those between the ages of 50 and 64 and those aged 65 or older comprising 27 and 48 percent of the sample respectively. They were followed by ages 35-49 (15 percent) and then 25-34 (9 percent). Approximately one percent of the sample fell into the final age group of 18-24. This sample (mail survey) was found to be skewed towards an older age than expected given estimates from census results which have estimated the population of 65 and older to be approximately 14 percent of the township's population; however, this is a pattern common with mail-based surveys.

In comparison, respondents to the online survey were on average approximately 48 years old (mean 47.84). The majority of respondents to the online survey were under the age of 50 (comprising 63 percent of the sample).

Table 1. Age of Respondents

	Mail Survey			Internet Survey		
	Mean	Min.	Max.	Mean	Min.	Max.
Age	60.95	22	99	47.84	26	76
Age Groups	Number		Percent	Number		Percent
18-24	2		0.77	0		0.00
25-34	23		8.88	5		8.93
35-49	40		15.44	30		53.57
50-64	70		27.03	15		26.79
65 or Older	124		47.88	6		10.71
Total Valid	259			56		
Missing	20			23		

In regards to gender of mail survey respondents, 53 percent of respondents identified as female, 46 percent identified as male, and approximately 1 percent of respondents identified as neither male nor female. In regards to race, the majority of respondents identified themselves as white (90 percent), followed by: black (4 percent), multiracial (3 percent), other (2 percent), and Asian (less than 1 percent). Finally, in regards to ethnicity, only 3 percent of the sample identified as Hispanic.

As for the online survey, a majority of respondents identified as female (60 percent) while 38 percent identified as male and 2 percent identified as neither male nor female. Similar to the mail survey online survey participants were overwhelmingly white (91 percent) and few respondents identified as Hispanic (5 percent).

In comparison with census estimates the mail survey was similar while the online survey skewed more female. In terms of race, both the online and mail surveys seemed to miss capturing the opinions of people of color. Less than 10 percent of each survey contained respondents who identified as some race other than white, while census estimates would expect that number to be closer to 28 percent. Within survey research under-representation of minority groups is common, but the degree of under-representation observed in this sample is something to note when considering the results of the survey items.

Table 2. Gender, Race and Ethnicity of Respondents

Gender	Mail Survey		Internet Survey		Census
	Number	Percent	Number	Percent	Percent
<i>Female</i>	141	53.21	35	60.34	51.3
<i>Male</i>	122	46.04	22	37.93	48.7
<i>Neither of the above options</i>	2	0.75	1	1.72	
Total Valid	265		58		
Missing	14		21		
Race					
	Number	Percent	Number	Percent	Percent
<i>White</i>	244	90.37	53	91.38	71.7
<i>Black</i>	11	4.07	1	1.72	15.9
<i>Asian</i>	2	0.74	1	1.72	2.4
<i>American Indian, Alaska Native, Pacific Islander</i>	0	0.00	0	0.00	0.2
<i>Multiracial</i>	7	2.59	2	3.45	7.9
<i>Other</i>	6	2.22	1	1.72	
Total Valid	270		58		
Missing	9		21		
Ethnicity					
	Number	Percent	Number	Percent	Percent
<i>Hispanic</i>	7	2.63	3	5.17	5.9
<i>Non-Hispanic</i>	259	97.36	55	94.83	94.1
Total Valid	266		58		
Missing	13		21		

Notes:

1. Census information based on 2020 Census and 2020 American Community Survey-5 Year Estimates

Table 3 presents information regarding respondents' household income. In regards to income of mail survey respondents, the top three responses included 27 percent of respondents reported household earnings between in excess of \$100,000, 26 percent reported earnings ranging from \$25,000 to \$49,999, and 23 percent reported earnings \$50,000-\$74,999.

For the online survey, a plurality of respondents reported household incomes in excess of \$100,000 (38 percent), followed by the \$75,000-\$99,999 (24 percent) and \$50,000 to \$74,999 (20 percent) income brackets.

Table 3. Income of Respondents

Income	Mail Survey		Internet Survey	
	Number	Percent	Number	Percent
<i>Less than \$25,000</i>	28	10.85	1	1.82
<i>\$25,000-\$49,999</i>	67	25.97	9	16.36
<i>\$50,000-\$74,999</i>	60	23.26	11	20.00
<i>\$75,000-\$99,999</i>	33	12.79	13	23.64
<i>\$100,000 or more</i>	70	27.13	21	38.18
Total Valid	258		55	
Missing	21		24	

The majority of respondents reported being married (55 percent), followed by: single or never married (14 percent), separated or divorced (14 percent), widowed (9 percent), and with a partner but not married (7 percent). In 17 percent of respondent households, children under the age of 18 were present. In households with children, the average number of children equaled 2 with the number of children in these households ranging from 1 to 7. Finally, in regards to characteristics related to residency, respondents tended to have spent a considerable time in their current household with the average time lived in their current residence at nearly 24 years. Although, on average, respondents reported well established households, the sample did vary considerably in length of residency with a minimum residency of less than 1 year and a maximum residency of 82 years.

The respondents in the online survey were largely similar to the mail survey in terms of domestic status with a majority of respondents (64 percent) reporting being married. Outside of the majority, respondents fell into the following categories: with a partner but not married (12 percent), single/never married (12 percent), separated or divorced (7 percent), and widowed (5 percent). In contrast to the mail survey, over 29 percent of respondents reported households with children under the age of 18 present. The online survey sample was nearly identical to the mail survey in terms of both the average number of children living in those households (2.09) and the range was slightly narrowed (1 to 4). Finally, in regards to length of residency, respondents reported an average of 19 years spent in their current residence.

Table 4. Domestic Status, Children, and Residency Characteristics of Respondents

Mail Survey			Internet Survey			
Domestic Status	Number	Percent	Number	Percent		
<i>Single/Never Married</i>	39	14.39	7	12.07		
<i>With a Partner, but Not Married</i>	19	7.01	7	12.07		
<i>Married</i>	149	54.98	37	63.79		
<i>Separated or Divorced</i>	39	14.39	4	6.90		
<i>Widowed</i>	25	9.23	3	5.17		
Total Valid	271		58			
Missing	8		21			
Children Under 18 Living in Home	Number	Percent	Number	Percent		
<i>Yes</i>	46	17.16	23	29.11		
<i>No</i>	222	82.84	56	70.89		
	Mean	Min.	Max.	Mean	Min.	Max.
Number of Children Under 18 Living in Home	2.00	1	7	2.09	1	4
Total Valid			268			79
Missing			11			0
	Mean	Min.	Max.	Mean	Min.	Max.
Years of Residency in Current Household	23.56	0	82	19.07	1	63
Total Valid			273			59
Missing			6			20

Table 5 presents information on respondents' veteran status and household. For mail survey respondents, approximately 11 percent reported having been an active duty veteran. In terms of household type, the majority of respondents were homeowners (88 percent). Just over 11 percent of respondents reported renting their household.

As for the online sample, only 3 percent of respondents reported having been an active duty veteran. Finally, in terms of household type, the vast majority of respondents owning a house (95 percent) or condo (10 percent). Only 2 percent of the respondents reported renting their household.

Table 5. Veteran Status and Household of Respondents

Active Duty Veteran	Mail Survey		Internet Survey	
	Number	Percent	Number	Percent
<i>Yes</i>	29	10.82	2	3.45
<i>No</i>	239	89.18	56	96.55
Total Valid	268		58	
Missing	11		21	
Household Type				
	Number	Percent	Number	Percent
<i>Rent apartment, condo, or duplex</i>	24	8.76	0	0
<i>Rent an entire home</i>	1	2.55	1	1.64
<i>Own a condo</i>	0	0	0	0
<i>Own a house</i>	242	88.32	58	95.08
<i>Other</i>	1	0.36	2	3.28
Total Valid	274		61	
Missing	5		18	

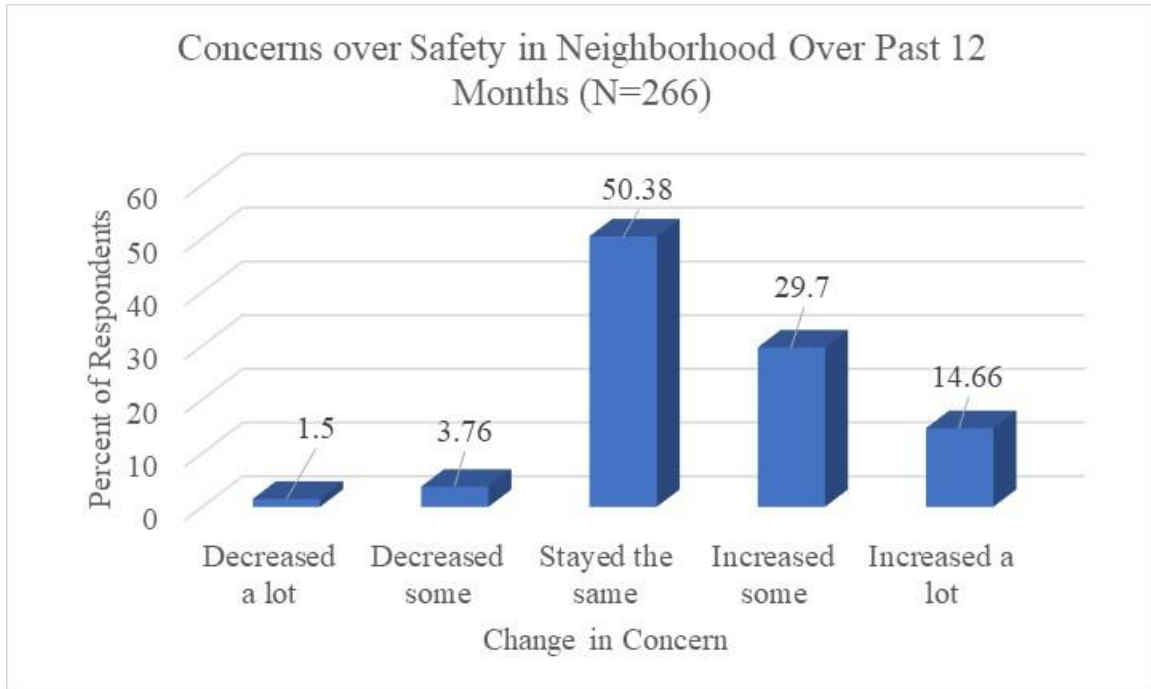
Finally, in Table 6 the neighborhood of residents is reported. Respondent neighborhood was obtained by sending out four identical surveys to address lists that were divided among the four neighborhoods within the Township of Kalamazoo (Eastwood, Lakewood, Northwood, and Westwood). The bulk of the sample originated from the Westwood neighborhood (46 percent), followed by the Northwood (27 percent), Eastwood (22 percent), and Lakewood (5 percent) neighborhoods. Based upon the comparison between population estimates and sample the survey sample is fairly well representative of the Township's residents, with the exception being the representativeness of residents of Eastwood (as their percent of the sample is approximately 10 percent less than their population).

Table 6. Neighborhood of Respondents					
Neighborhood	Number of Surveys Sent	Number of Respondents	Response Rate	Percent of Sample	Percent of Population
<i>Eastwood</i>	858	61	7.11%	22.1	32
<i>Northwood</i>	666	74	11.11%	26.81	22
<i>Westwood</i>	1142	126	11.03%	45.65	42
<i>Lakewood</i>	334	15	4.49%	5.43	4
Total Valid	279				
Total Response Rate	9.30%				
Missing	0				

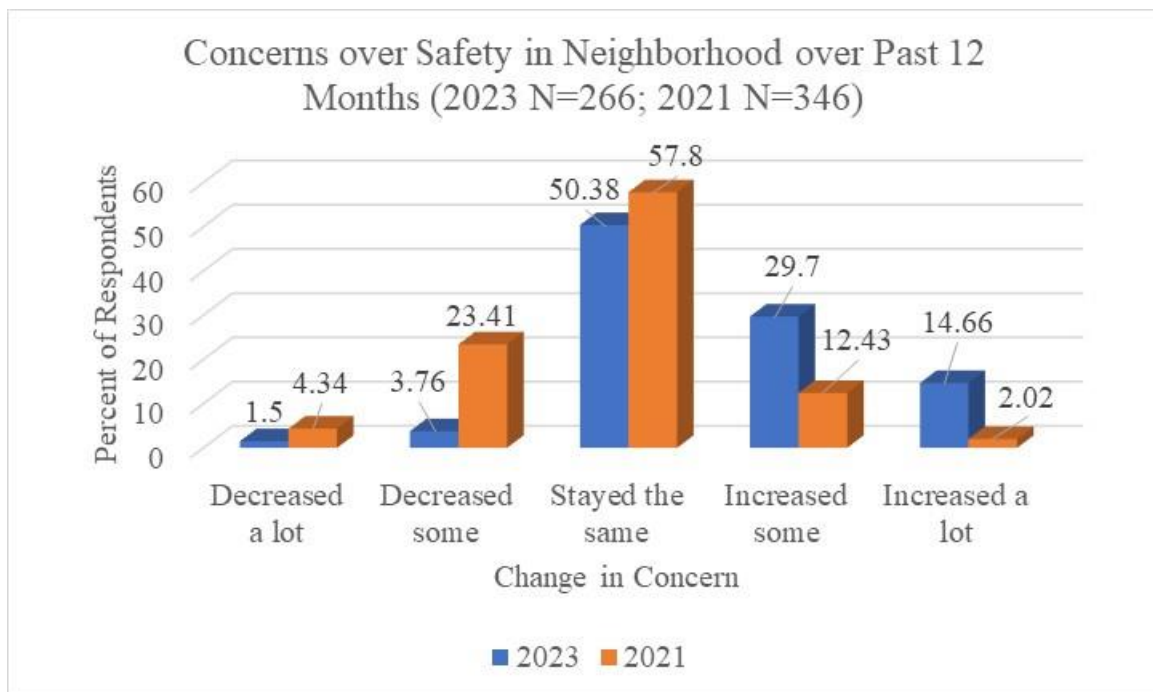
Survey Results

Mail Survey

Question 1: Over the past 12 months, to what extent have your concerns regarding safety in your neighborhood increased, decreased, or stayed the same?



Question 1 was also previously asked in the Township of Kalamazoo Police Department Community Engagement Survey in 2021. For comparison the figure below provides the 2023 results (in blue) beside the 2021 results (in orange).



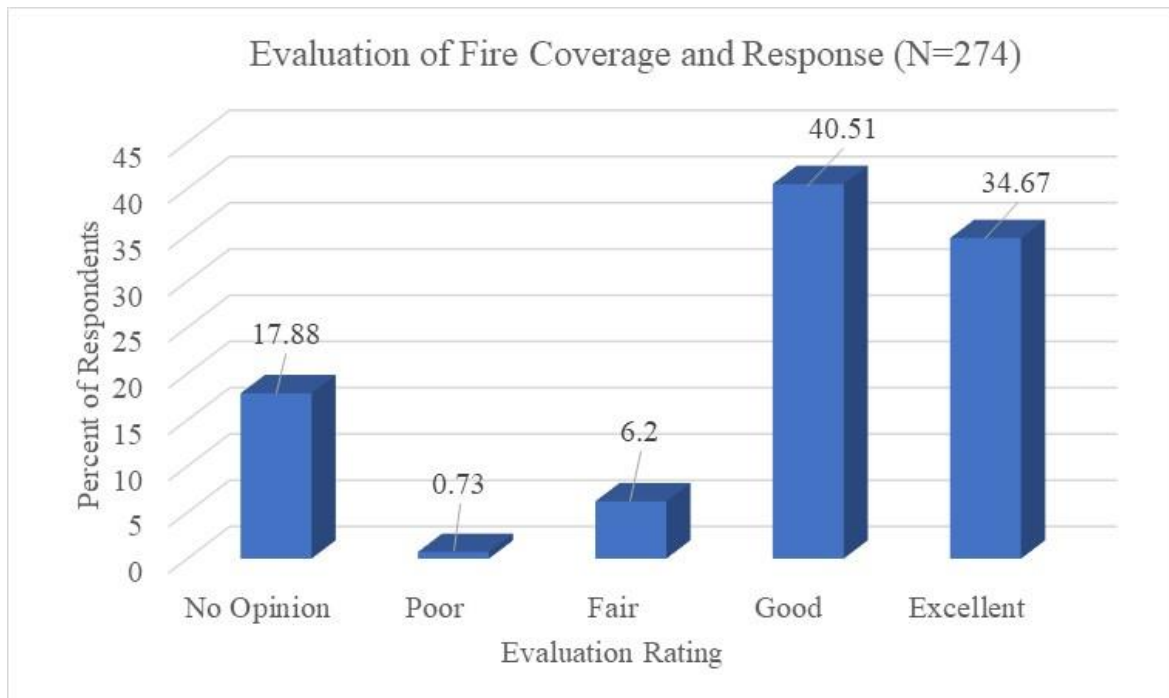
Overall the above comparison shows an increase in concerns for safety in township residents' neighborhoods. In Table 7, the concerns over safety perceptions are broken down further by neighborhood of respondent.

Table 7. 2023 versus 2021 Concerns over Safety by Neighborhood								
	<u>Eastwood</u>		<u>Northwood</u>		<u>Westwood</u>		<u>Lakewood</u>	
	2021	2023	2021	2023	2021	2023	2021	2023
Decreased a lot	9.46	5.17	0	1.41	3.77	0	6.25	0
Decreased some	18.92	6.90	20.99	2.82	29.56	2.46	9.38	7.14
Stayed the same	51.35	29.31	65.43	60.56	54.09	56.56	71.88	28.6
Increased some	16.22	37.93	11.11	25.35	11.32	26.23	12.5	50.00
Increased a lot	4.05	20.69	2.47	9.86	1.26	14.75	0	14.29

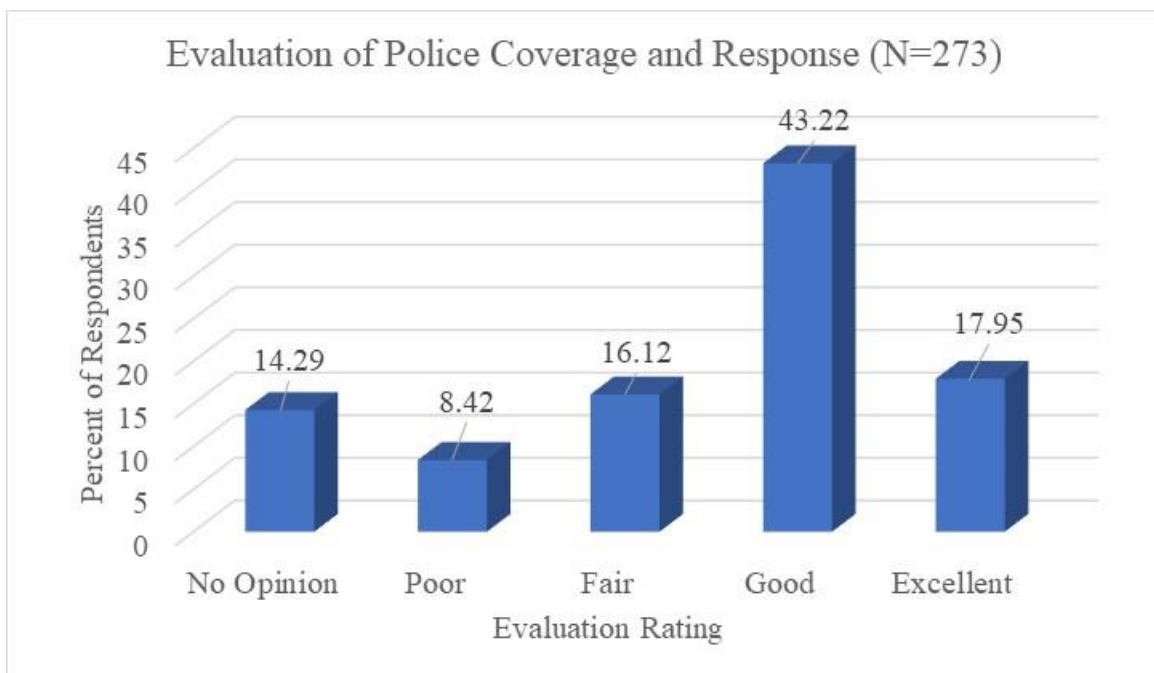
The results presented in Table 7 suggest that concerns over safety have increased across all neighborhoods, however, this rise appears more pronounced in the Eastwood and Lakewood neighborhoods.

Question 2: Please rate each of the following as they pertain to the Township of Kalamazoo:

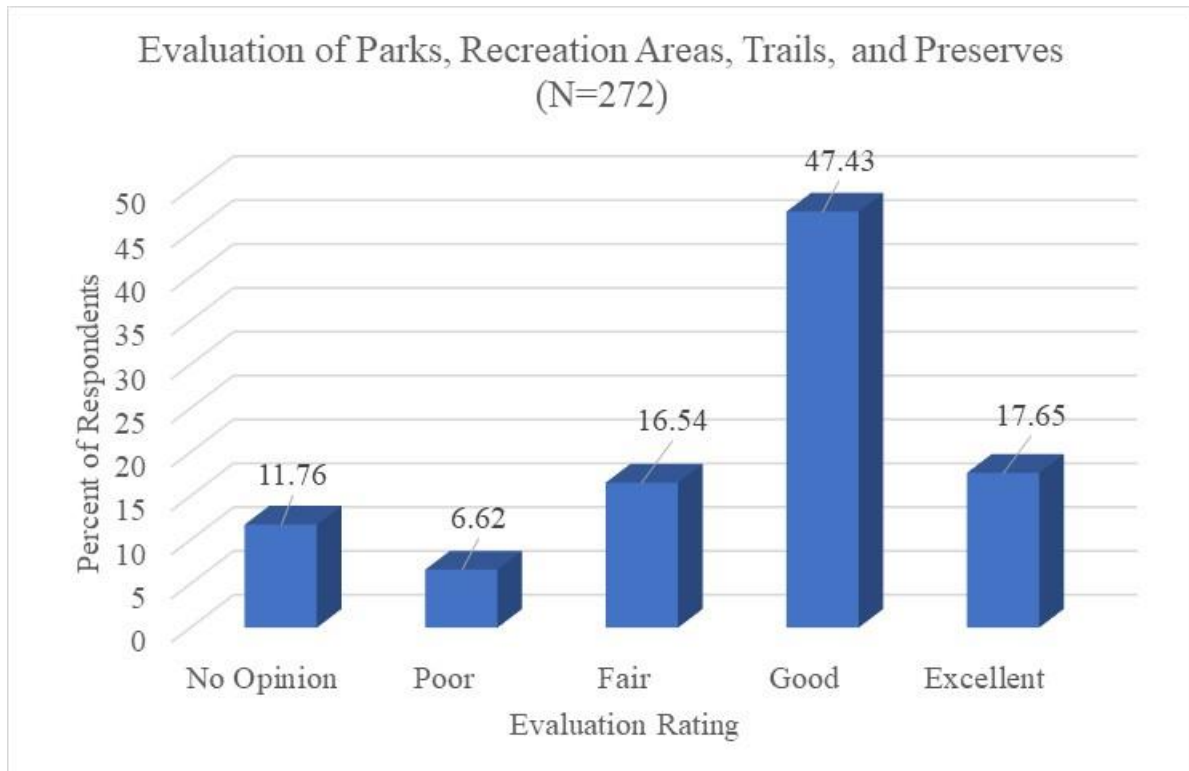
Fire coverage and response for the community



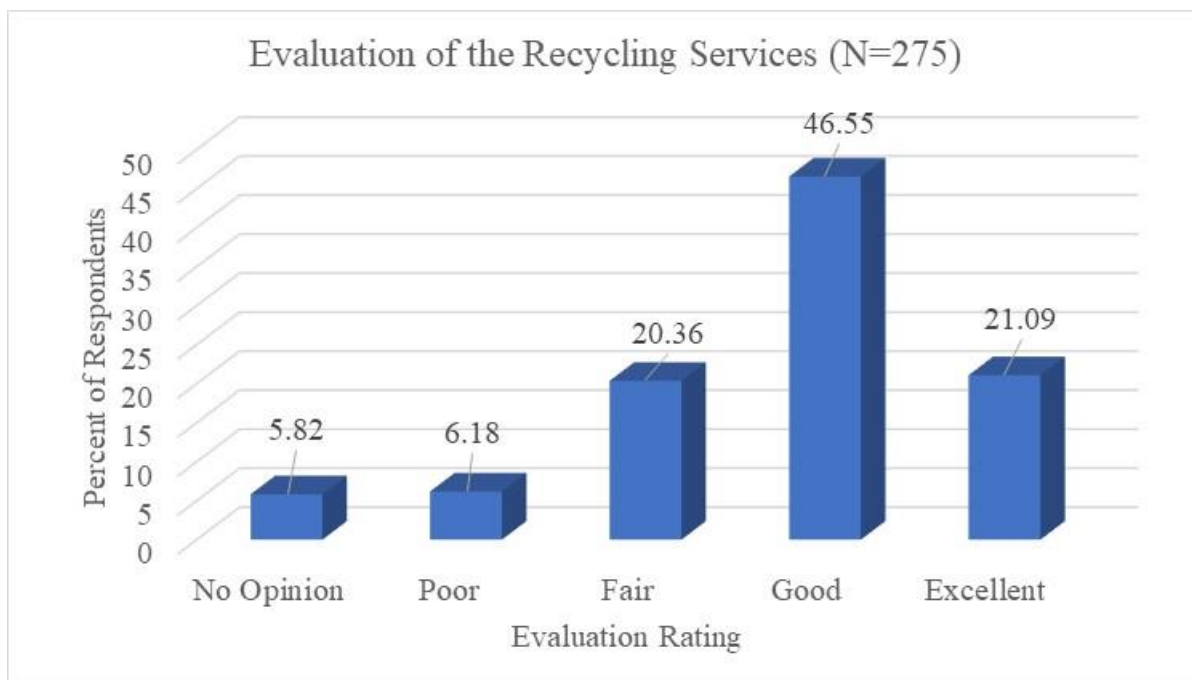
Police coverage and response for the community



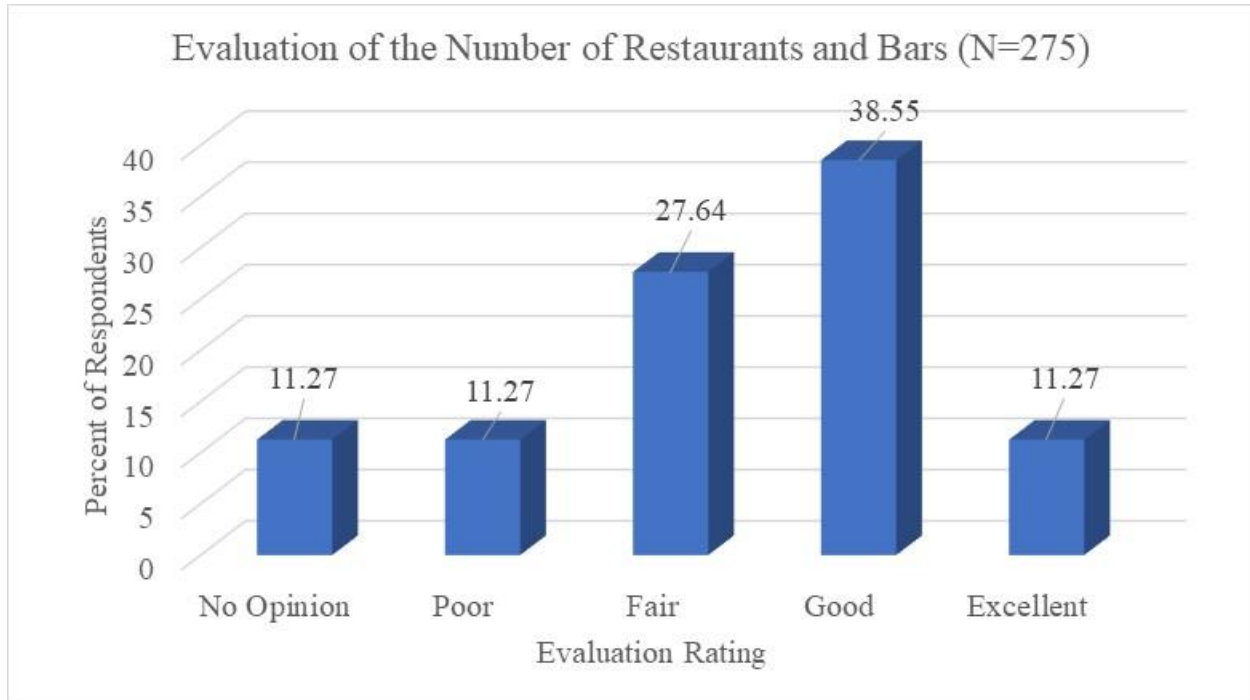
Parks, recreation areas, trails, and preserves



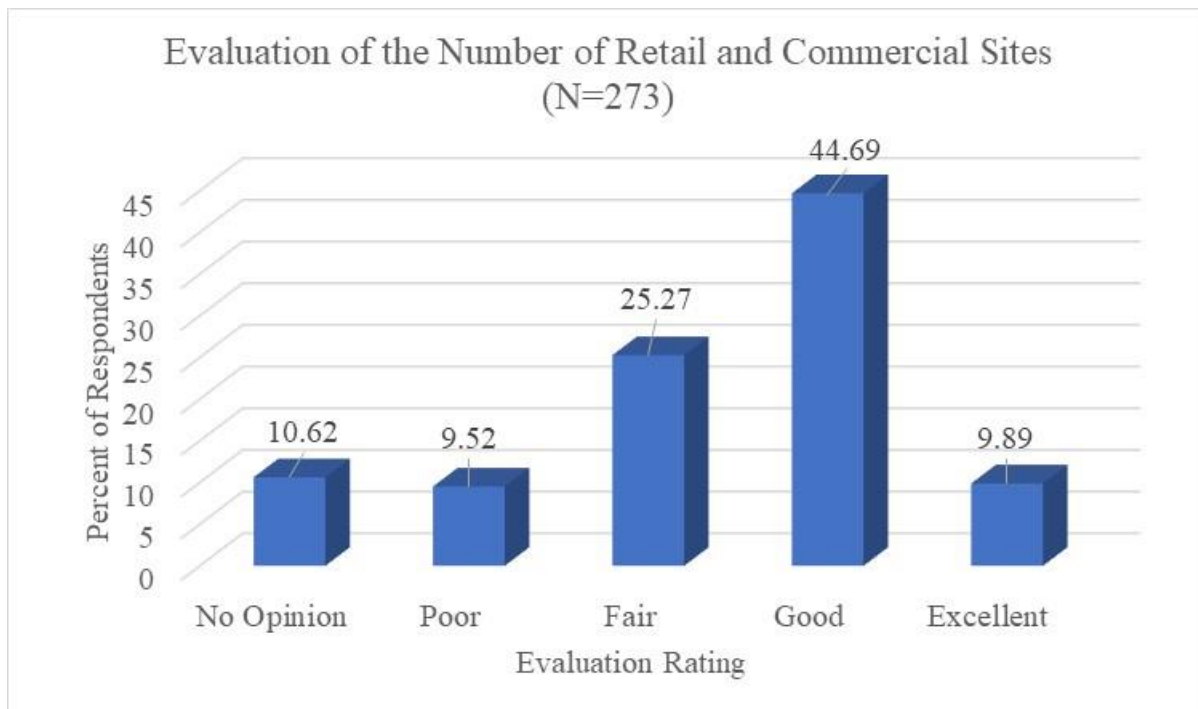
Recycling service



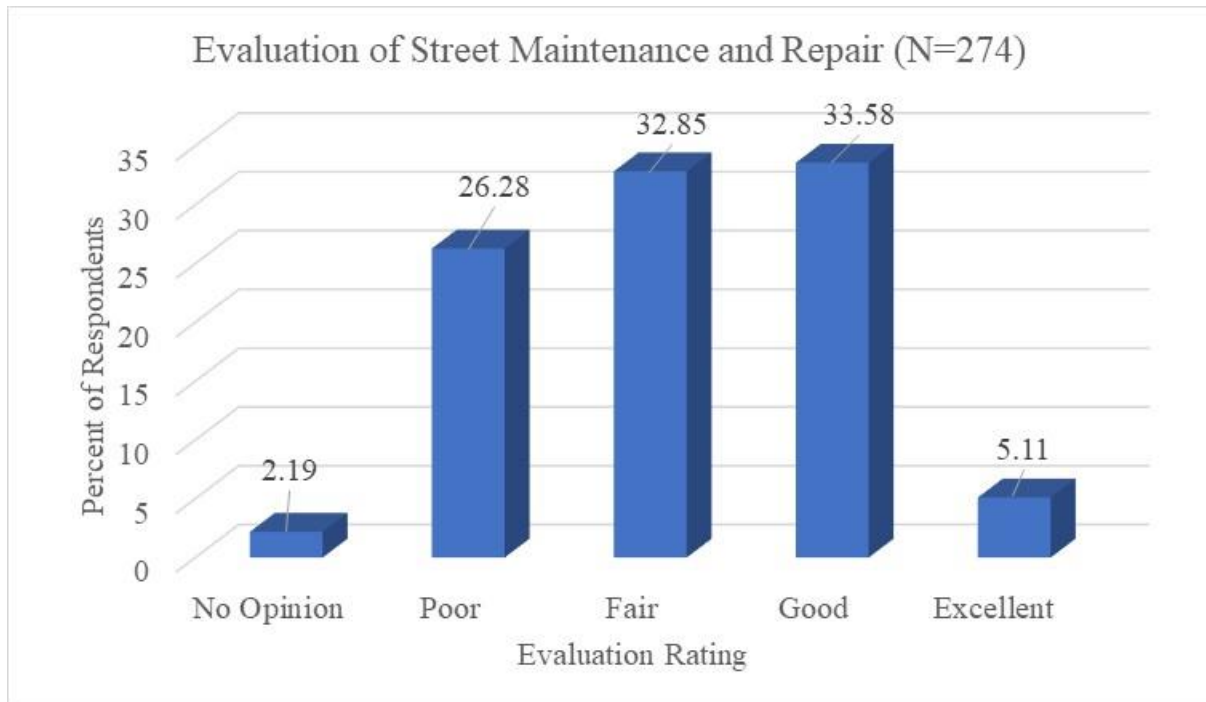
The number of restaurants and bars



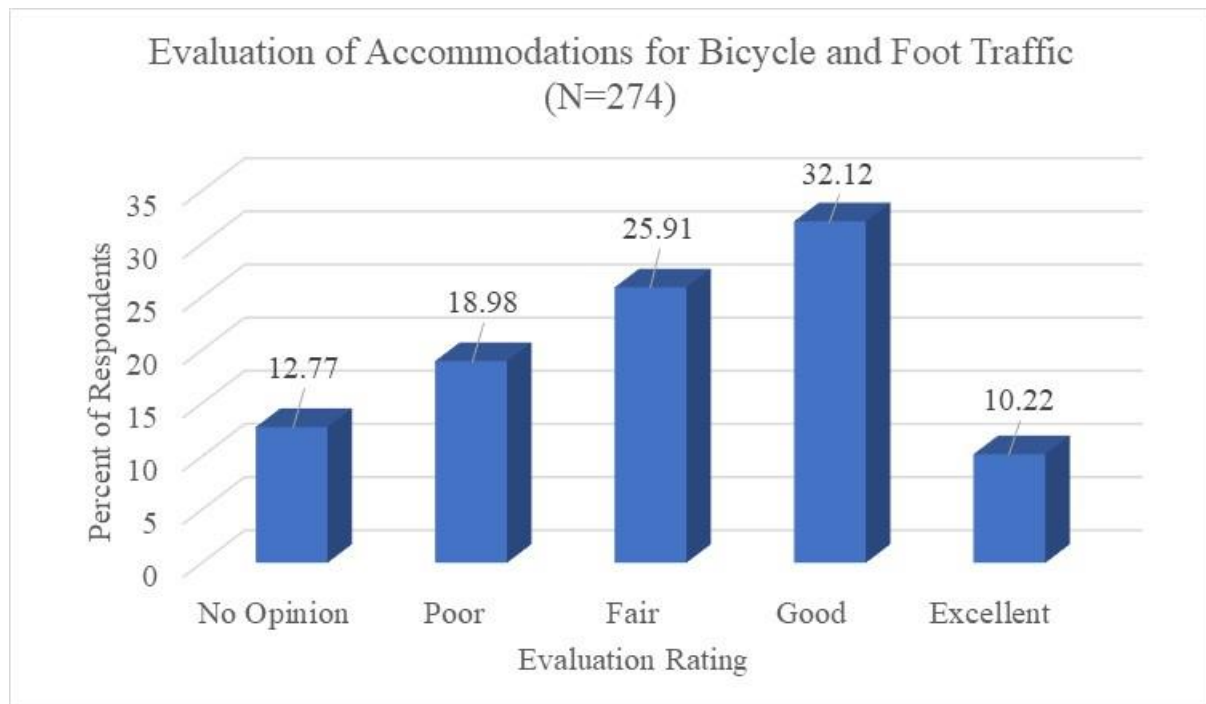
The number of retail and commercial sites



Street maintenance and repair

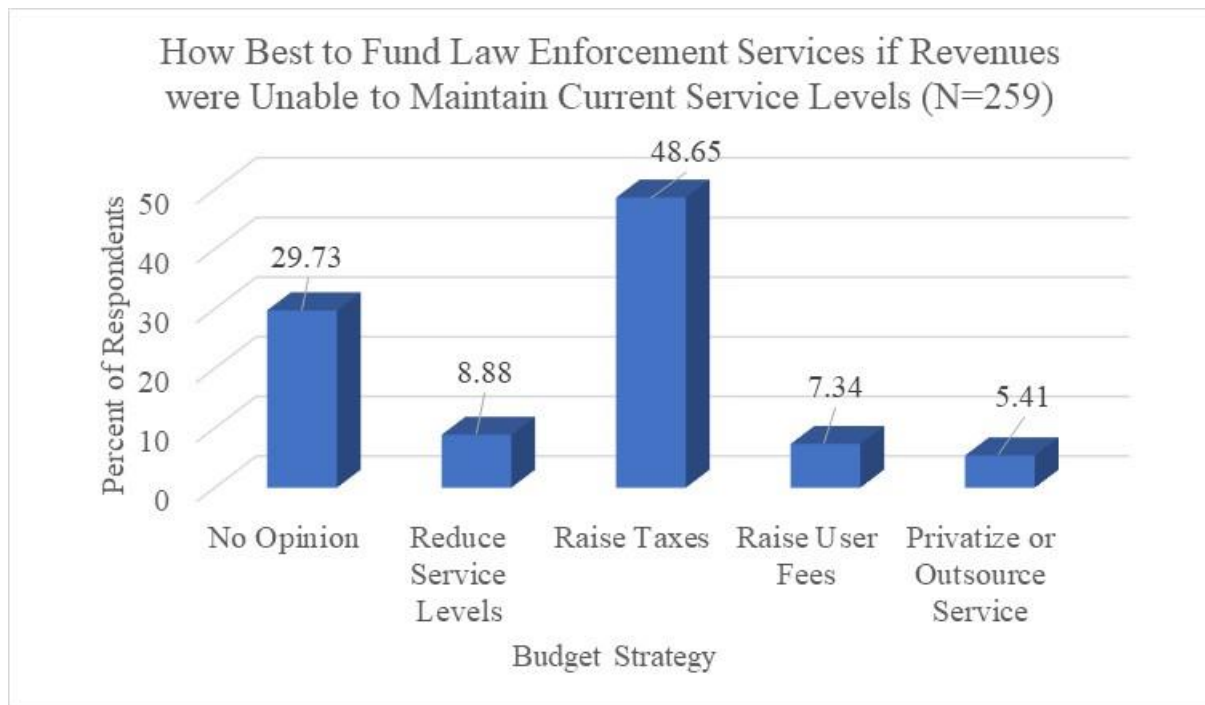


Accommodations for bicycle and foot traffic

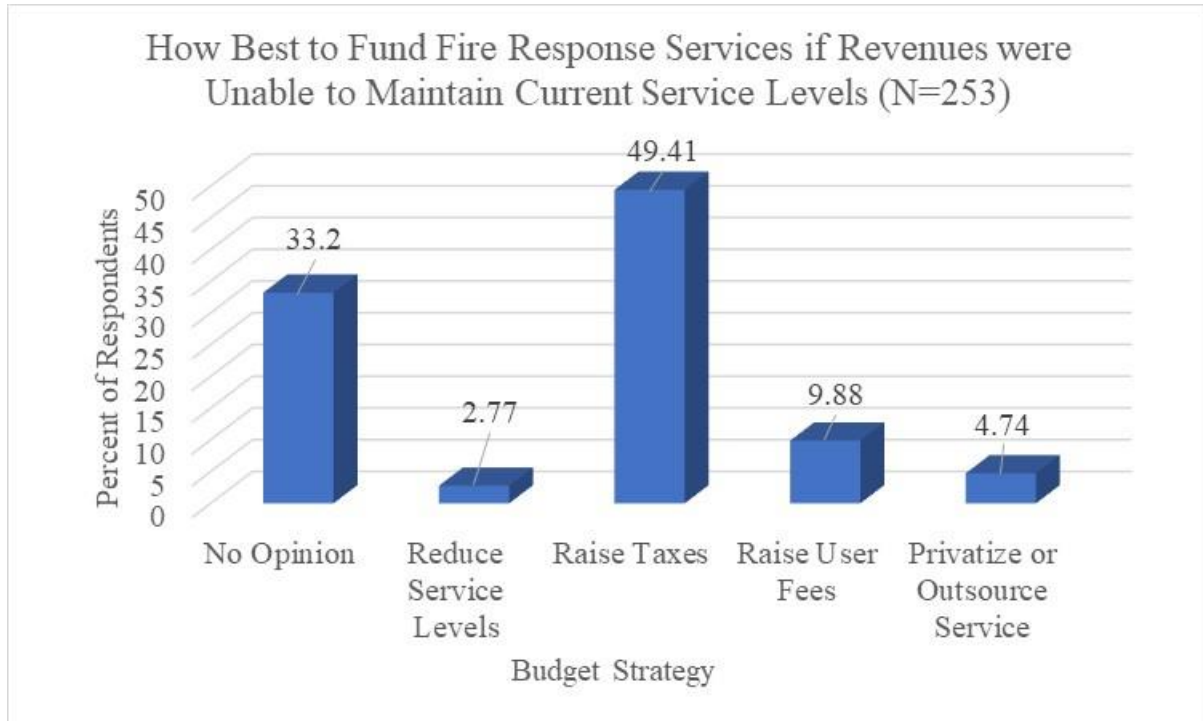


Question 3: The Township needs to live within its budget. In planning the budget, there is a need to establish priorities. Revenues (taxes, fees, etc...) to fund core Township services may not keep pace with the cost of providing such services. If revenues were not adequate to maintain Township services at current levels, please indicate the budgeting strategies or approaches you would support for each of the services listed below:

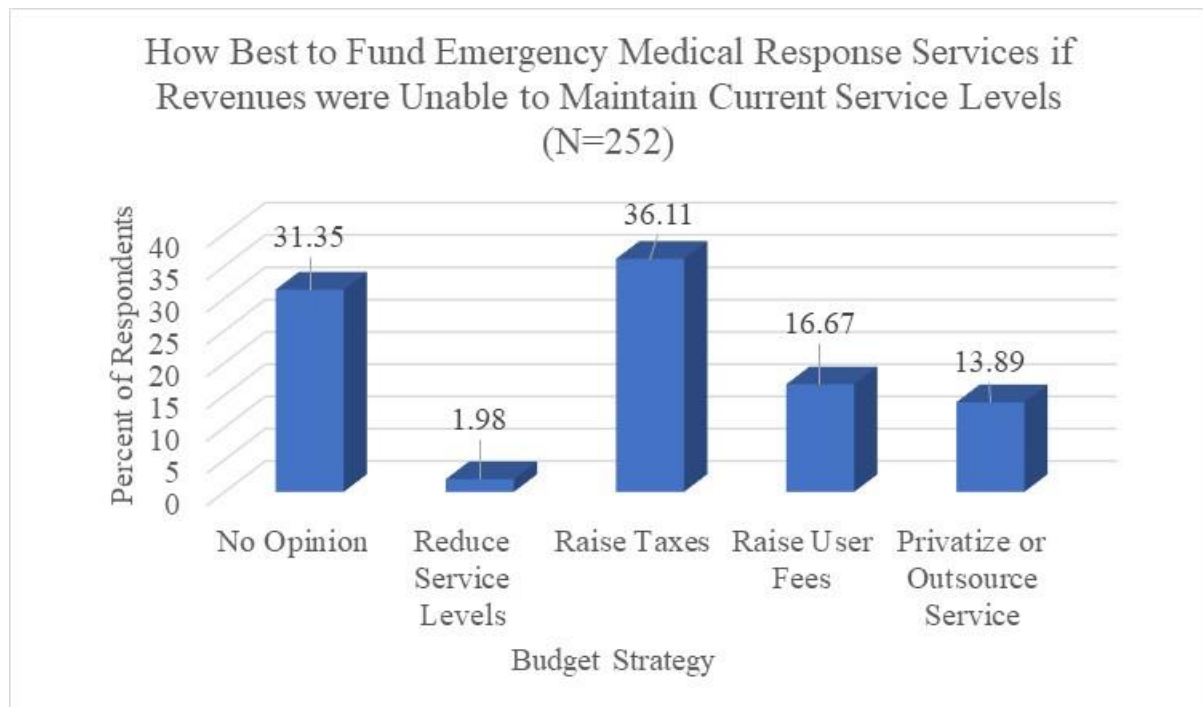
Law enforcement



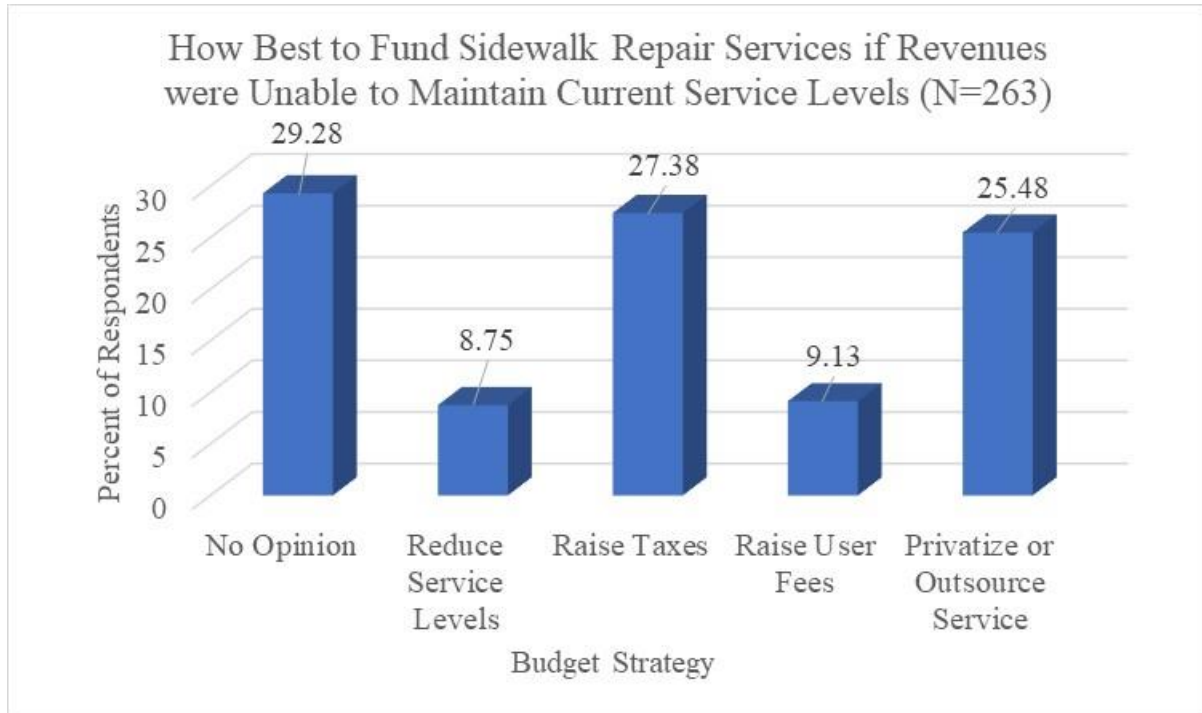
Fire response



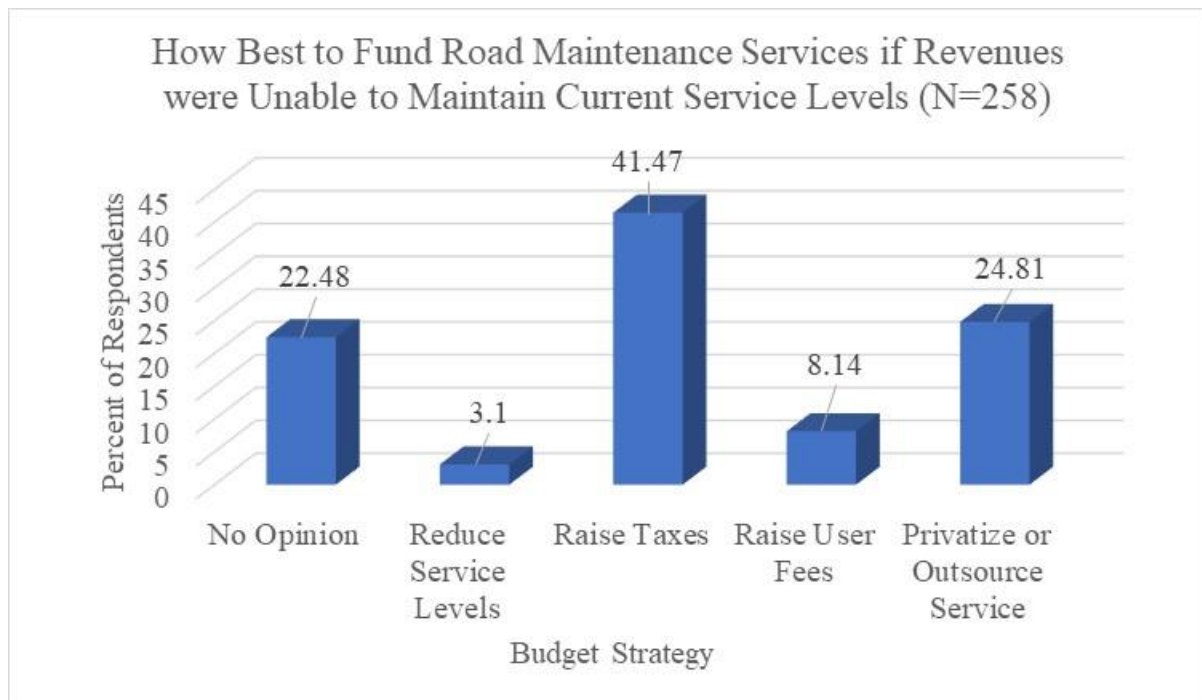
Emergency medical response



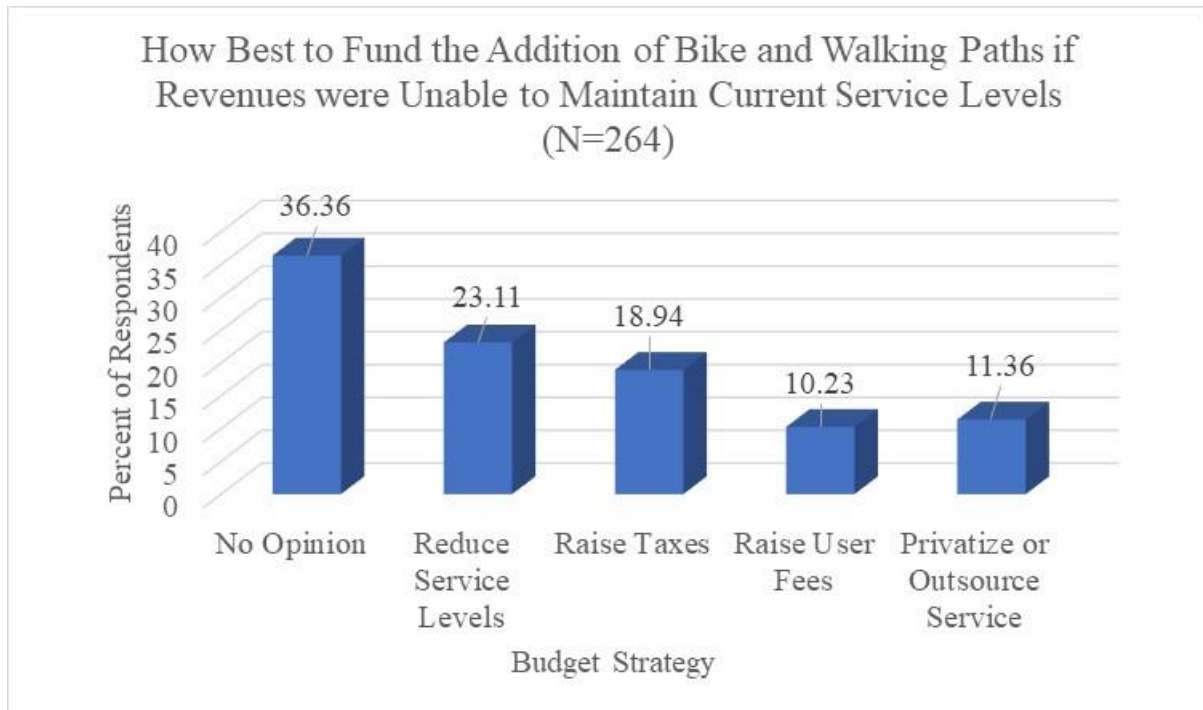
Sidewalk repair



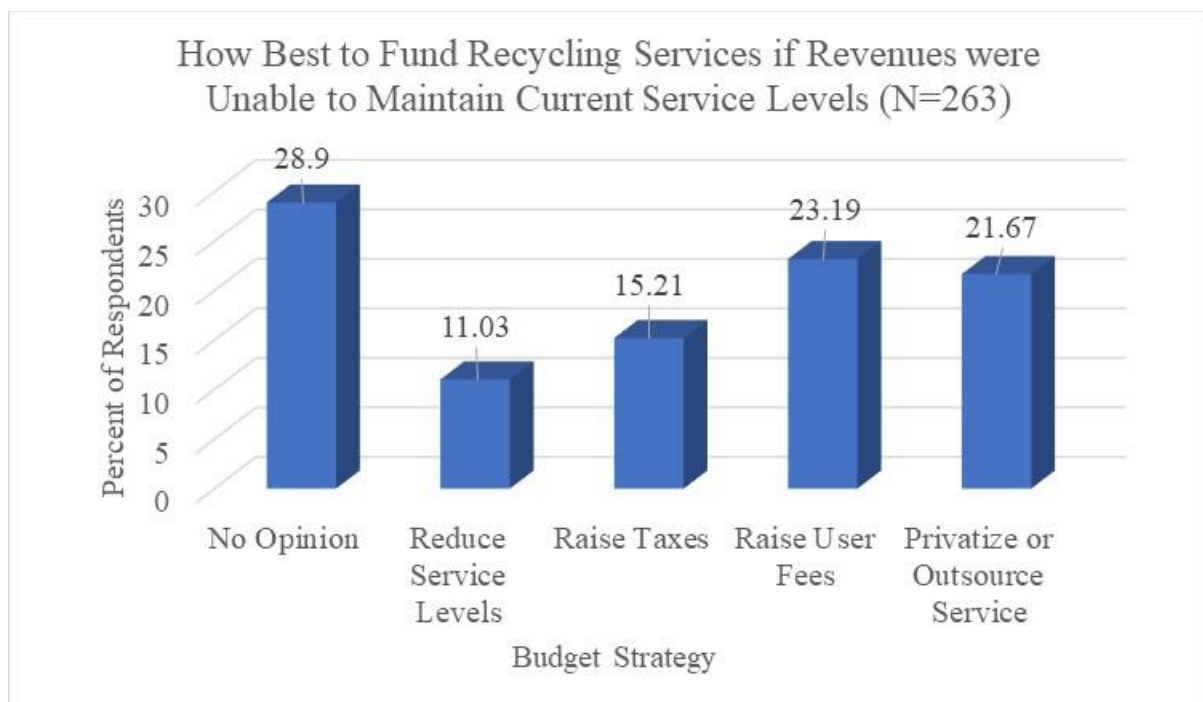
Road maintenance



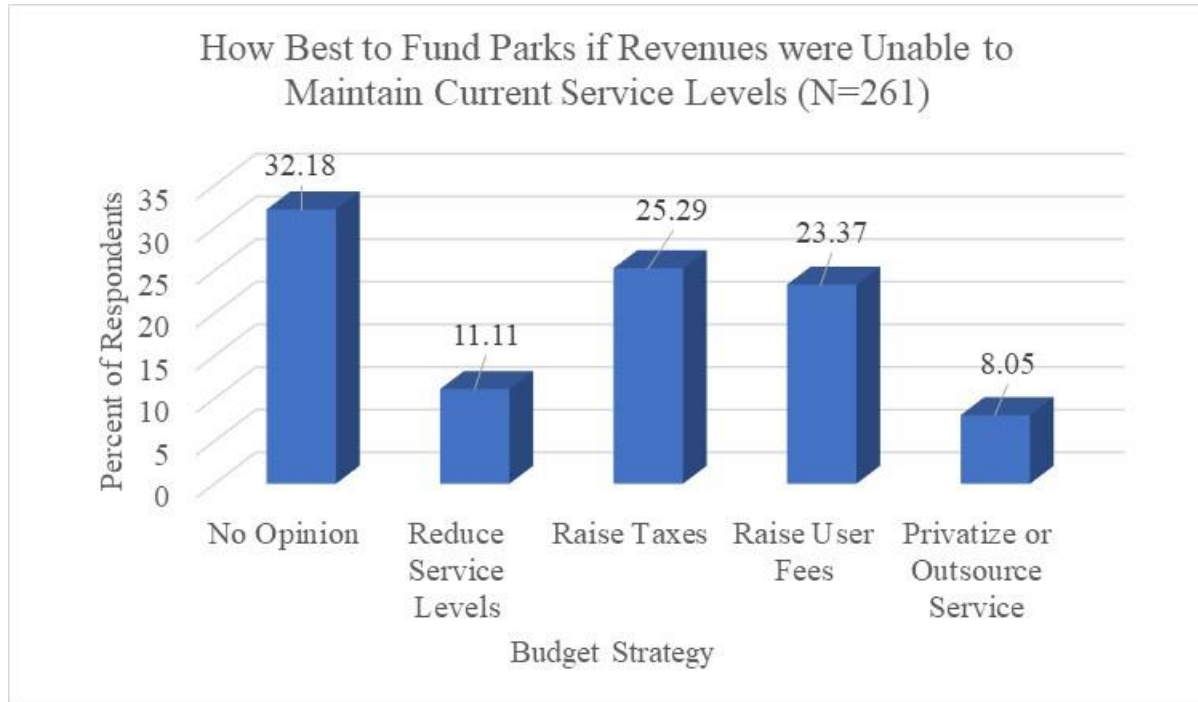
Add bike and walking paths



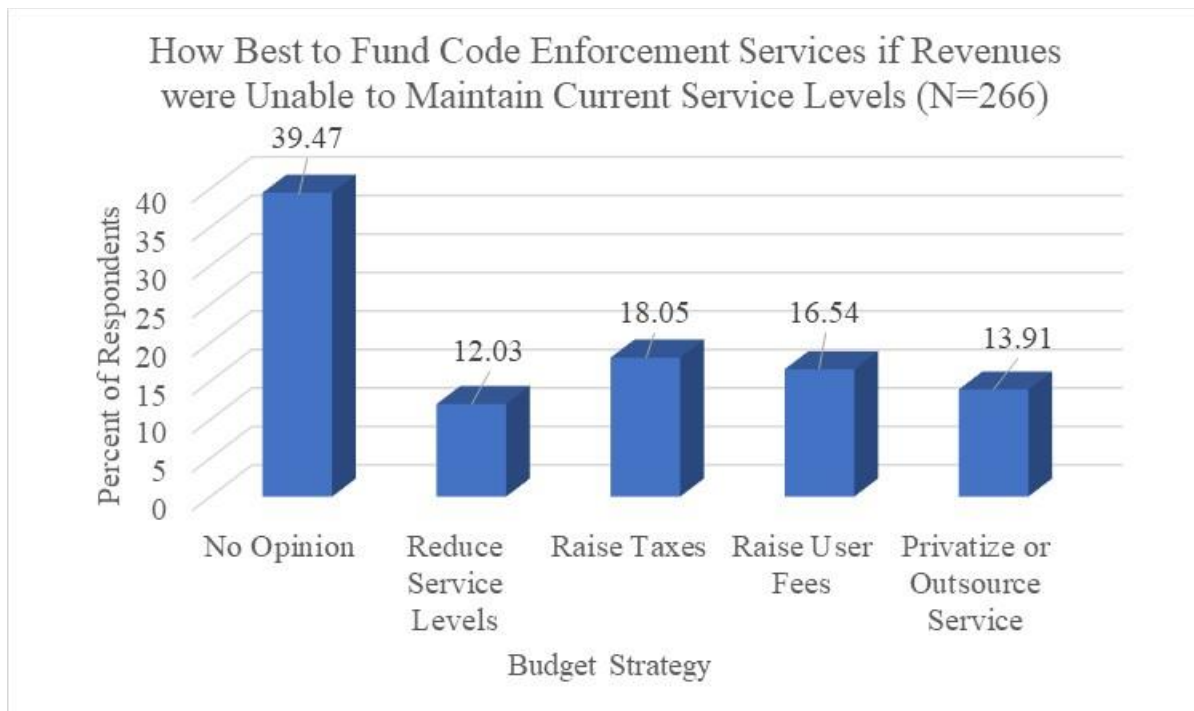
Recycling collection



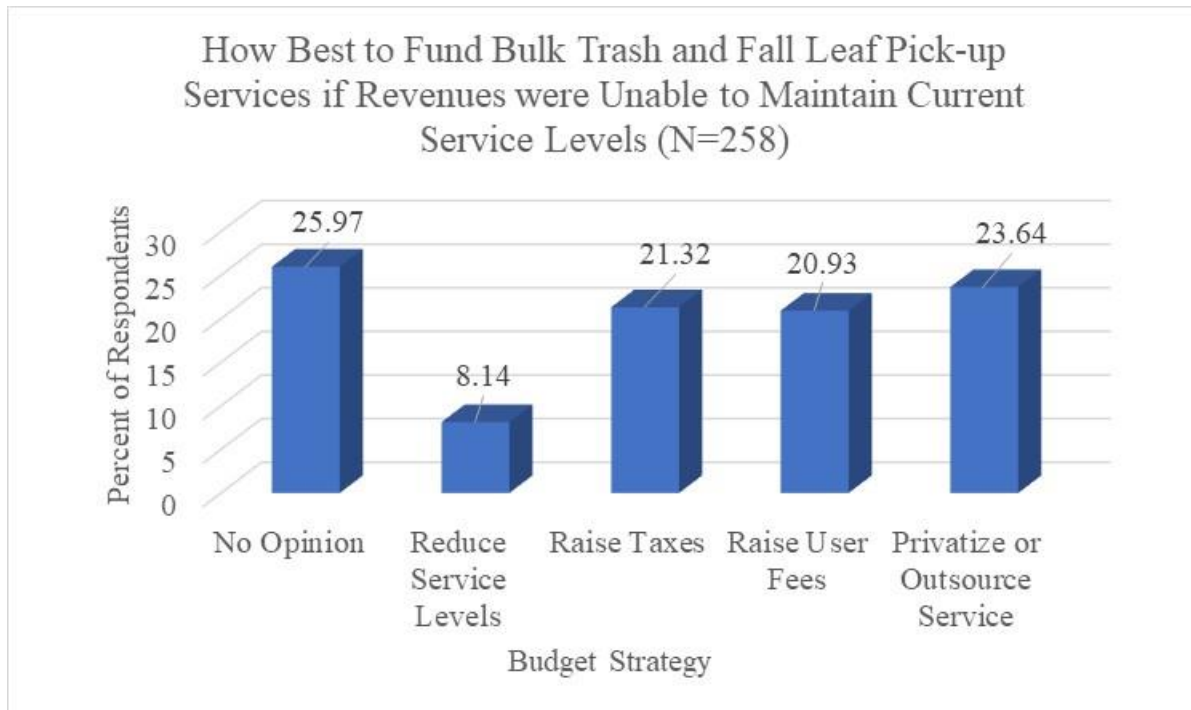
Parks



Code enforcement



Bulk trash and fall leaf pick up



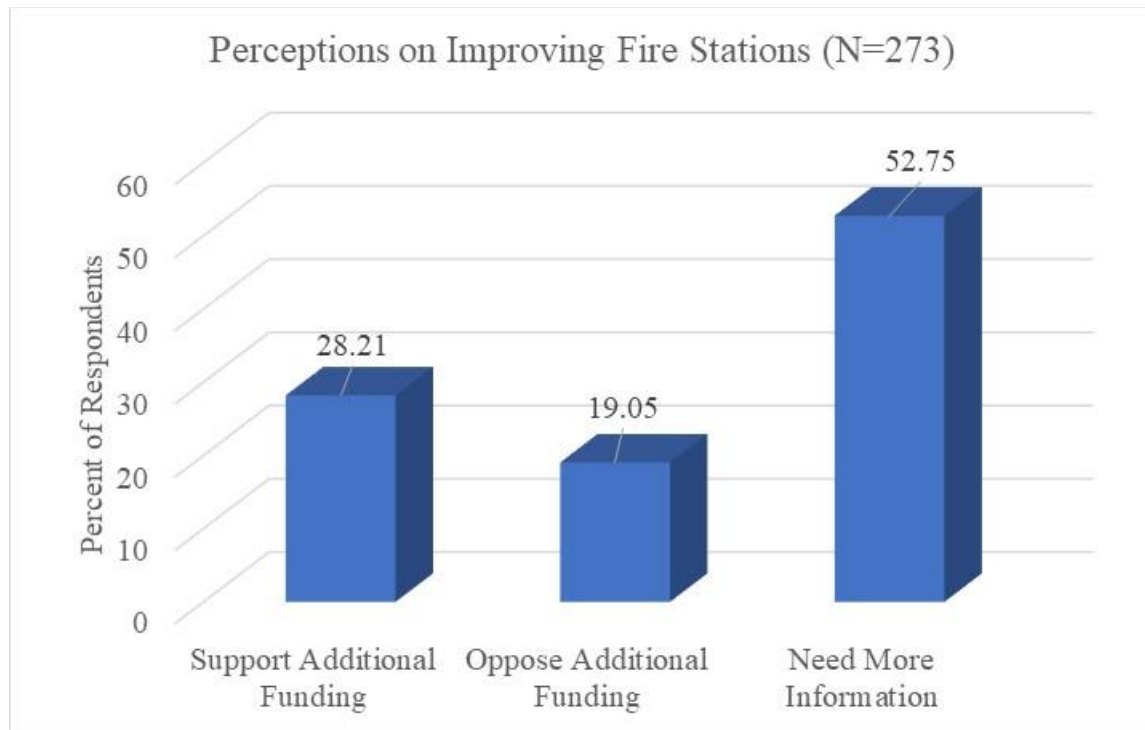
In Table 8 a comparison is presented examining the results from the current community survey with the results of the community survey conducted in 2013. The table presents the budgetary strategy most selected (the modal response) by respondents.

Table 8. 2023 versus 2013 Budgetary Strategy Preferences		
Township Service	Most Supported Budget Strategy	
	2013	2023
Law enforcement	Raise Taxes (60%)	Raise Taxes (49%)
Fire response	Raise Taxes (60%)	Raise Taxes (49%)
Emergency medical response	NA	Raise Taxes (36%)
Sidewalk repair	NA	Raise Taxes (27%)
Road maintenance	Raise Taxes (51%)	Raise Taxes (41%)
Add bike and walking paths	Reduce Service Levels (36%)	Reduce Service Levels (23%)
Recycling collection	NA	Raise User Fees (23%)
Parks	Raise User Fees (38%)	Raise Taxes (25%)
Code enforcement	Reduce Service Levels (34%)	Raise Taxes (18%)
Bulk trash and fall leaf pick up	NA	Privatize/Outsource (24%)

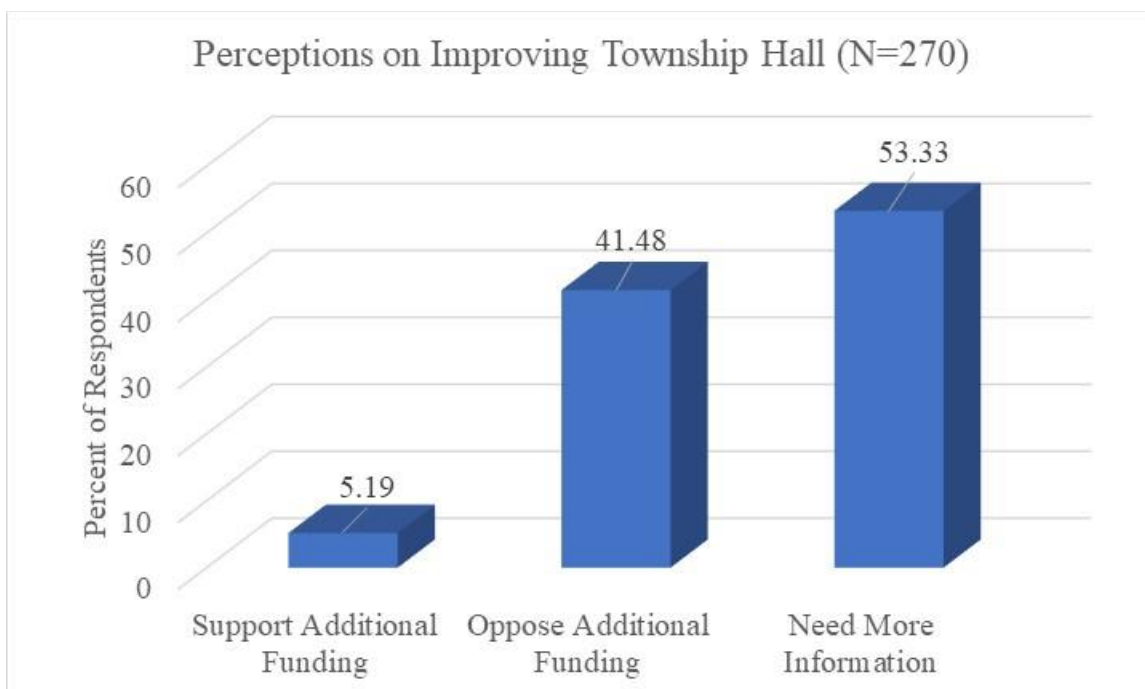
In comparing the most selected budgetary strategy for each of the services the township provides there was overall consistency in the modal response from respondents. For the services of: law enforcement, fire response, and road maintenance respondents continued to support the budget strategy of raising taxes to meet any budgetary shortfalls. However, the degree of supported has waned some in the years between 2013 and 2023; with an approximately 10 percent decline in the selection of raising taxes as the modal response. This decline in modality was observed across all services assessed in both the 2013 and 2023 surveys. The addition of bike and walking paths continued to see the modal response of reducing service levels. Two modalities did shift, those for parks and code enforcement. Respondents in the 2023 survey most supported additional taxes when it came to funding parks as compared to those in 2013 who most supported raising user fees. As for code enforcement, respondents in the 2023 survey most supported additional taxes as compared to those in 2023 who most supported reducing service levels. When reviewing this results it is also to keep in mind the narrowed modalities for some of these services as well as the sizeable percentages of respondents who held no opinion on budgeting for shortfalls with these services.

Question 4: In thinking about potential future improvements, please review the areas below and indicate if you would support a new millage or user fee to fund it.

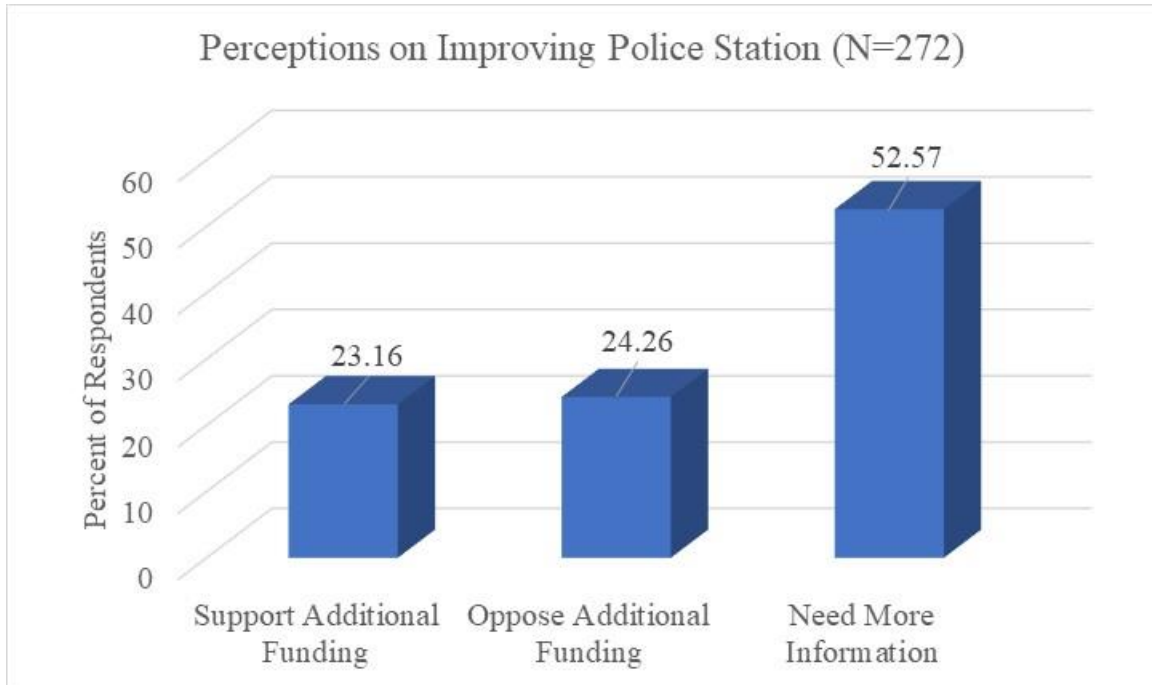
Improving fire stations



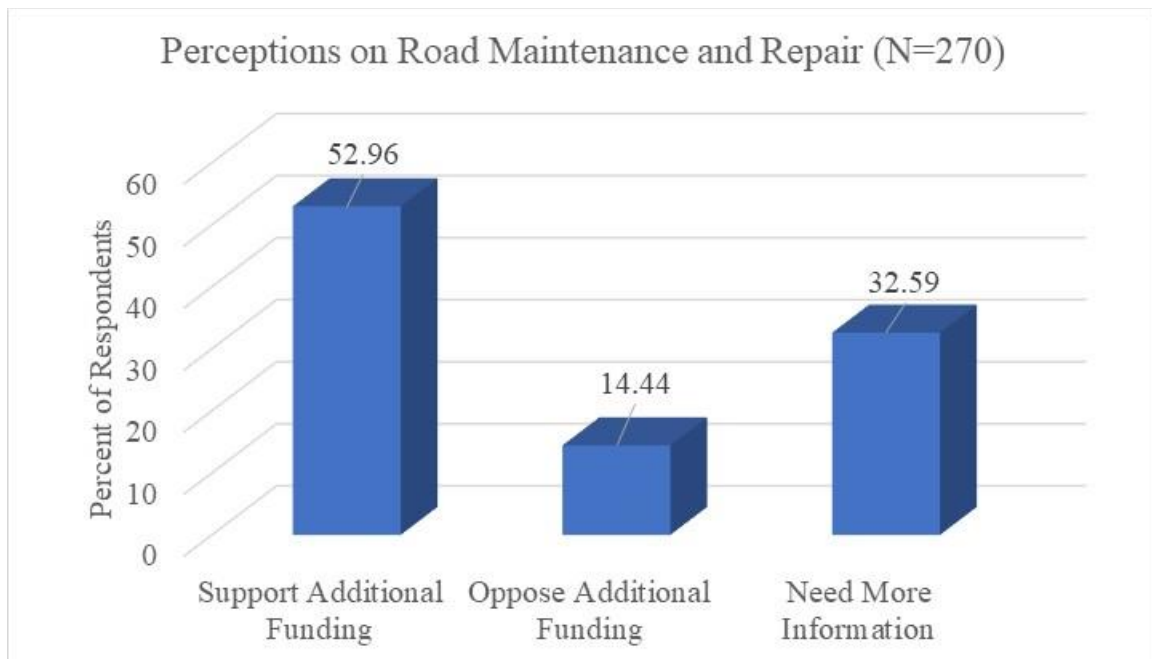
Improving township hall



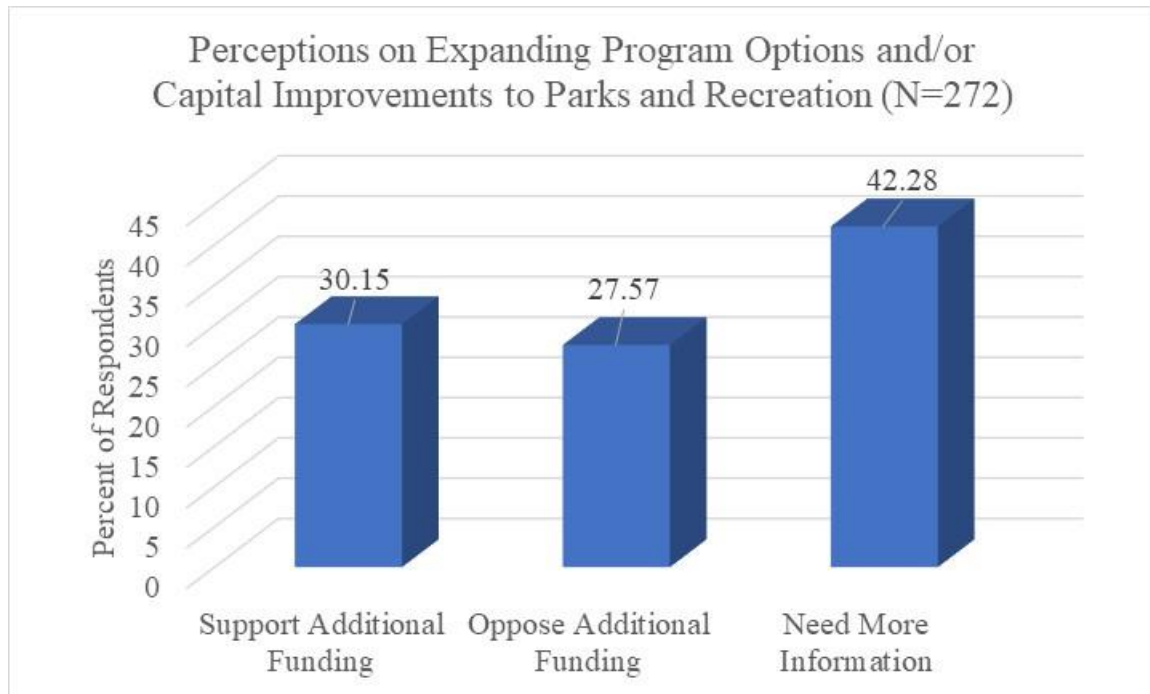
Improving police station



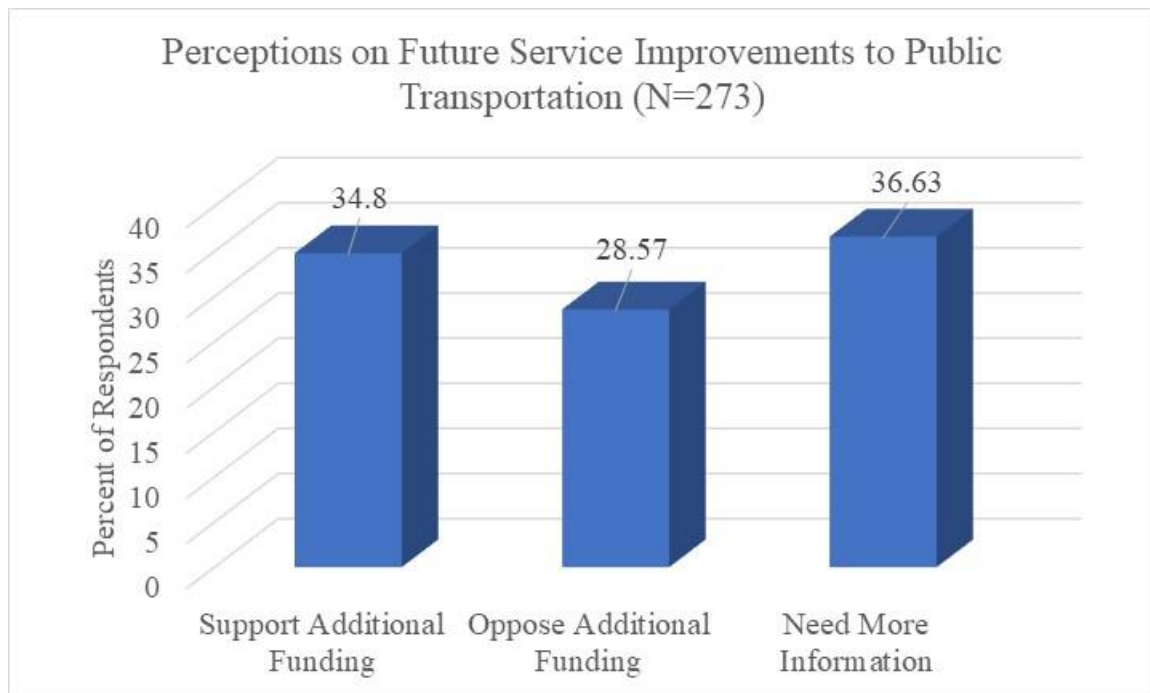
Road maintenance and repair



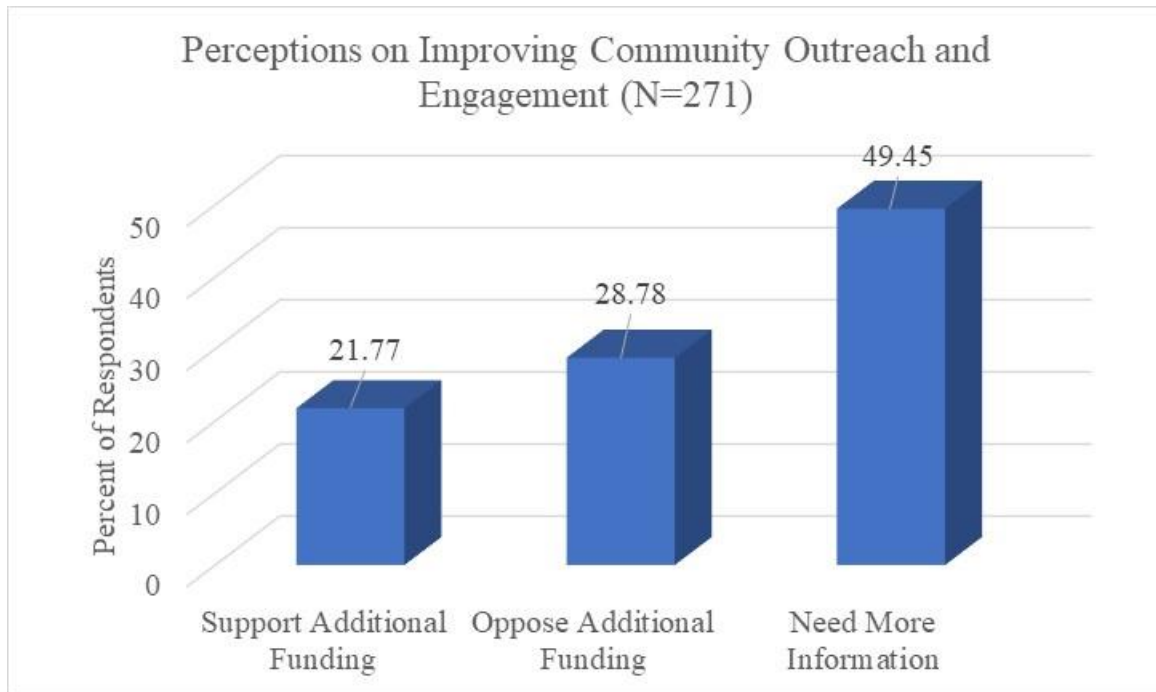
Parks and recreation (expanding program options and/or capital improvements)



Public transportation



Improving community outreach and engagement



In Table 9, a summary of the results related to potential future service improvements is provided. The modal response is highlighted in green.

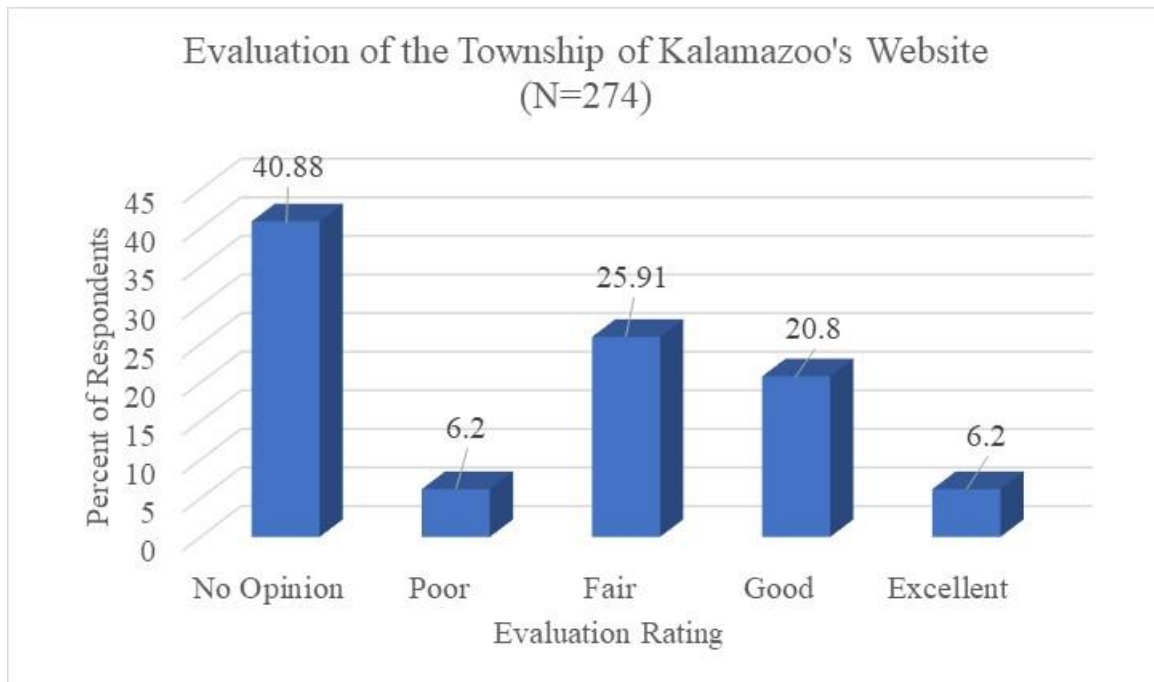
Table 9. Consideration of Future Options

Potential Service Improvements	Support Additional Funding	Oppose Additional Funding	Need More Information
Improve fire stations	28%	19%	53%
Improve township hall	5%	41%	53%
Improve police station	23%	24%	53%
Road maintenance and repair	53%	14%	33%
Parks and recreation	30%	28%	42%
Public transportation	35%	29%	37%
Improving community outreach and engagement	22%	29%	49%

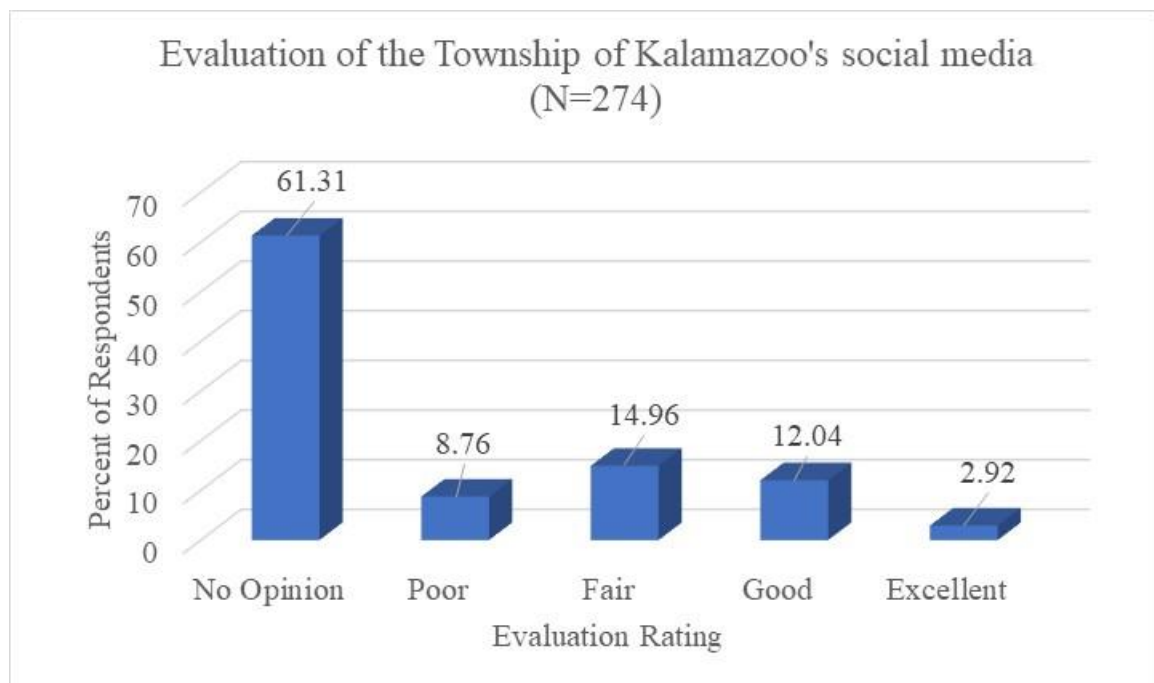
Overall respondents generally requested more information beyond what was provided in the survey. However, the one exception was in the category of road maintenance and repair where a majority of respondents already support additional funding.

Question 5: Please rate each of the following:

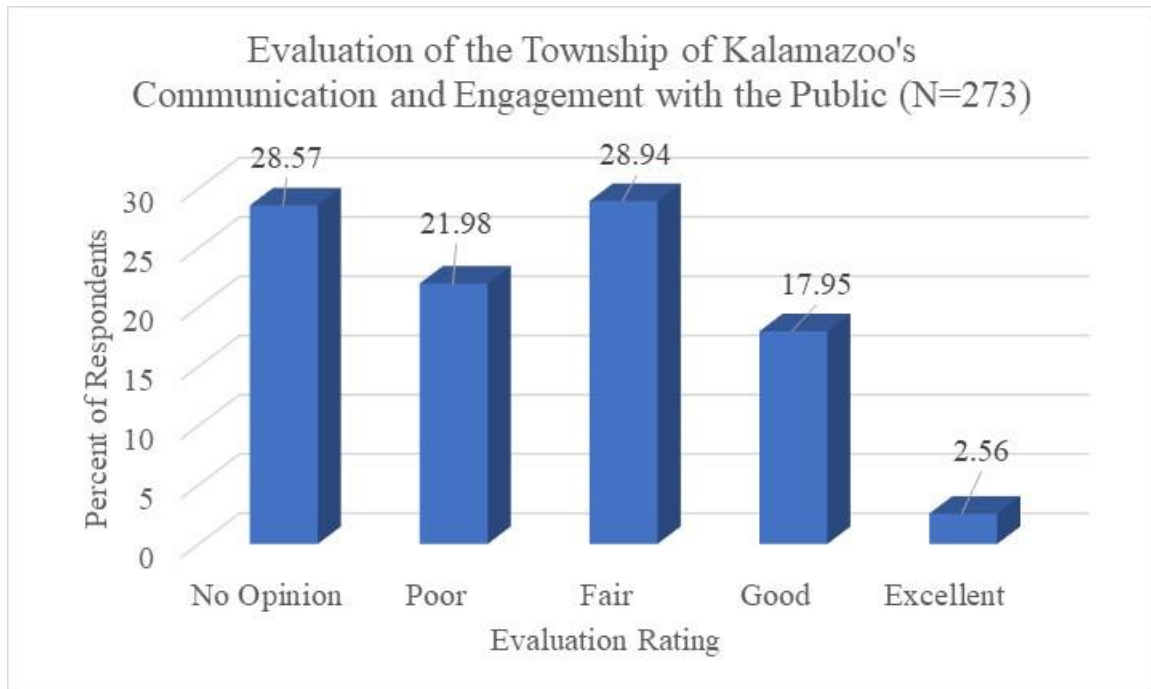
The Township of Kalamazoo's website



The Township of Kalamazoo's social media

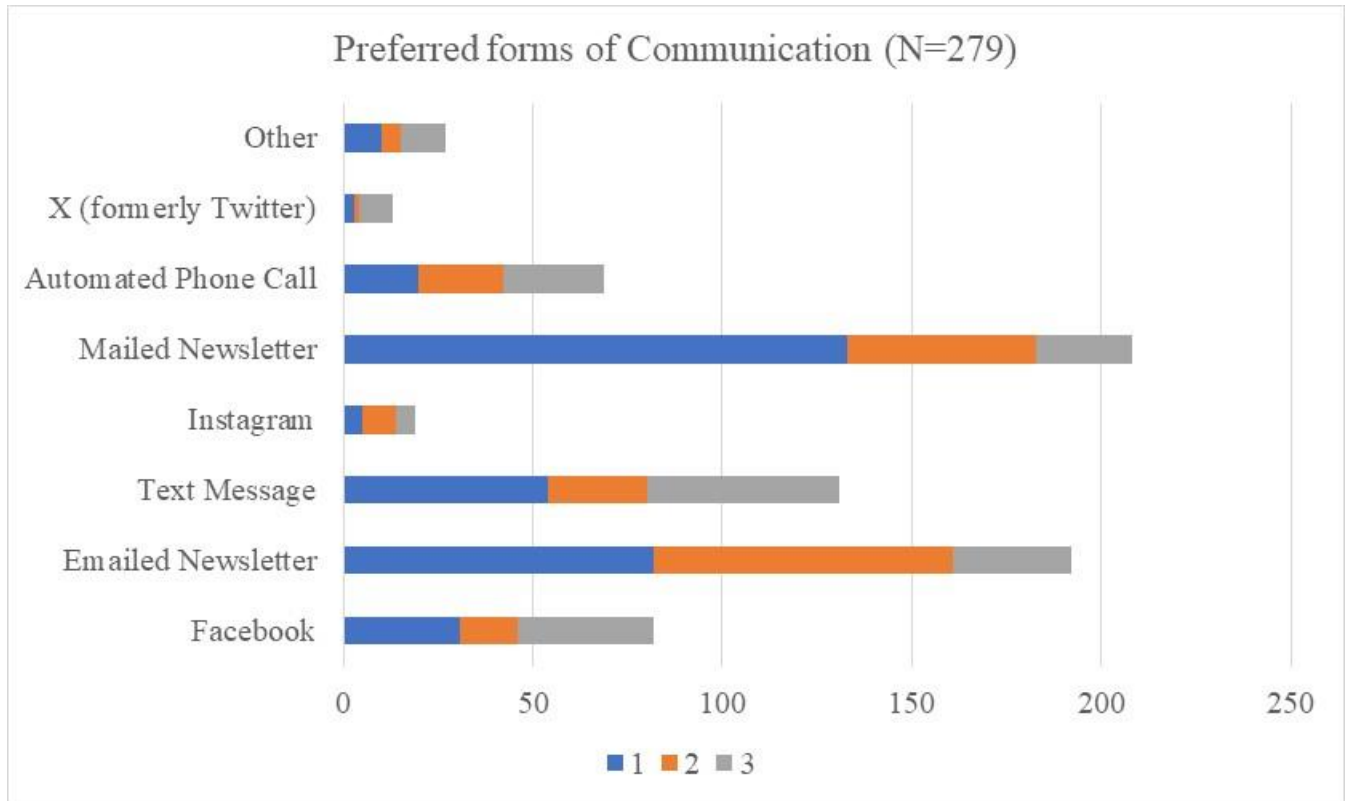


The Township of Kalamazoo's communication and engagement with the public



Question 5 measured respondent perceptions of the Township's electronic and internet presence. Across all items respondents were asked to rate, respondents on average held no opinion. In examining the responses from respondents with opinions, the plurality of respondents rated the Township's electronic and internet presence as less than good (Fair was the plurality for all three items).

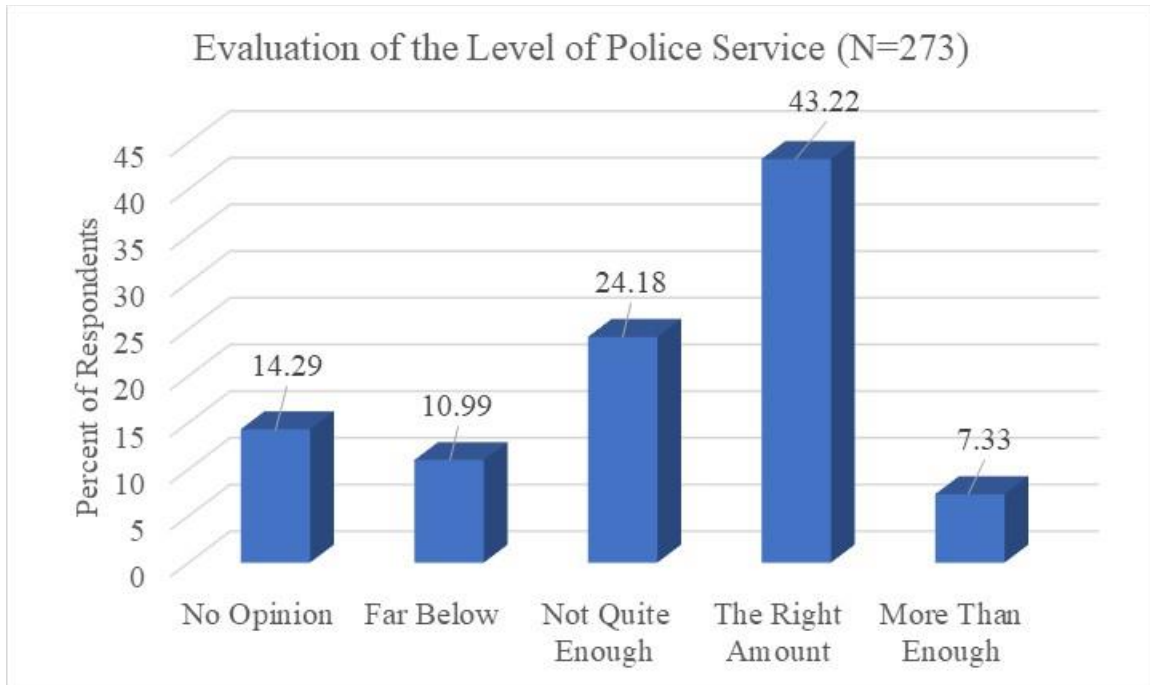
Question 6: In thinking about how the Township could best communicate with you regarding events, news, notes, and outreach, please select up to three (3) forms of communication that you would be most likely to use for this purpose by ranking them 1, 2, and 3 in the boxes provided. Please note that 1 should indicate the form of communication you would most prefer, 2 should indicate your next preference, and 3 should indicate the third-greatest preference.



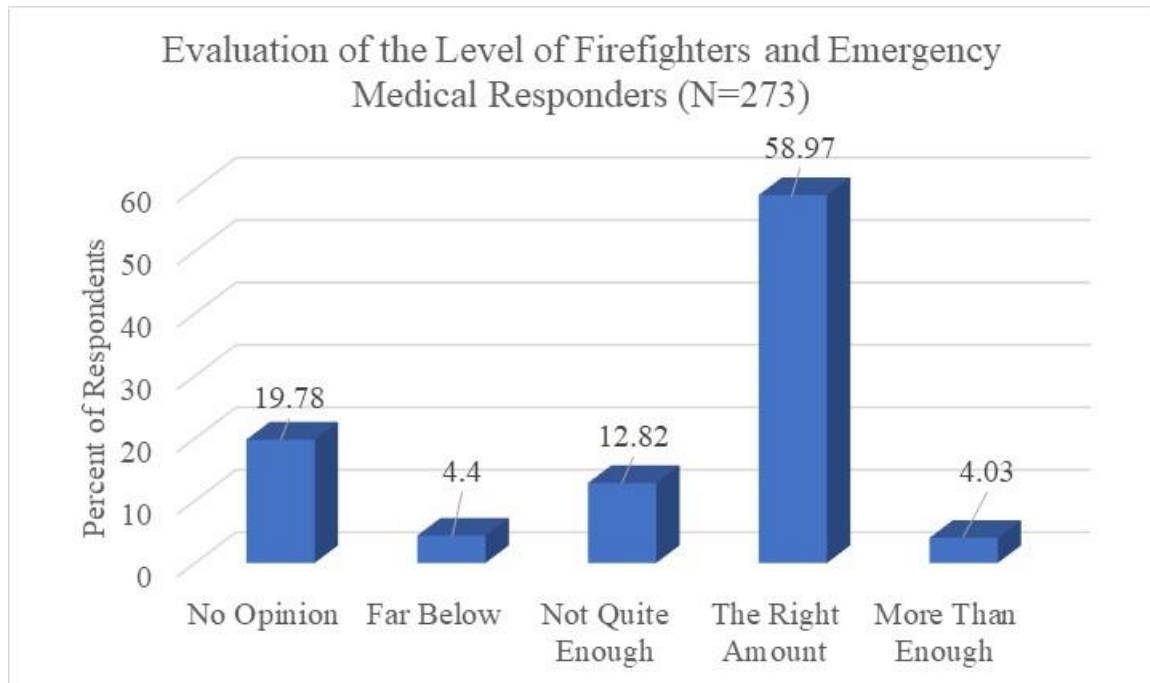
Overall, respondents expressed the greatest preference for the creation of a newsletter that could be mailed or emailed to residents regarding the Township's: events, news, notes, and outreach. The next most preferred options for communication were text message, Facebook, and an automated phone call. Some respondents selected Other and provided a range of possibilities in that category including: using the Township's website (with notifications), local news media, live-streaming all meetings, and public signage or flyers.

Question 7: Please indicate whether the Township of Kalamazoo provides enough of each of the following:

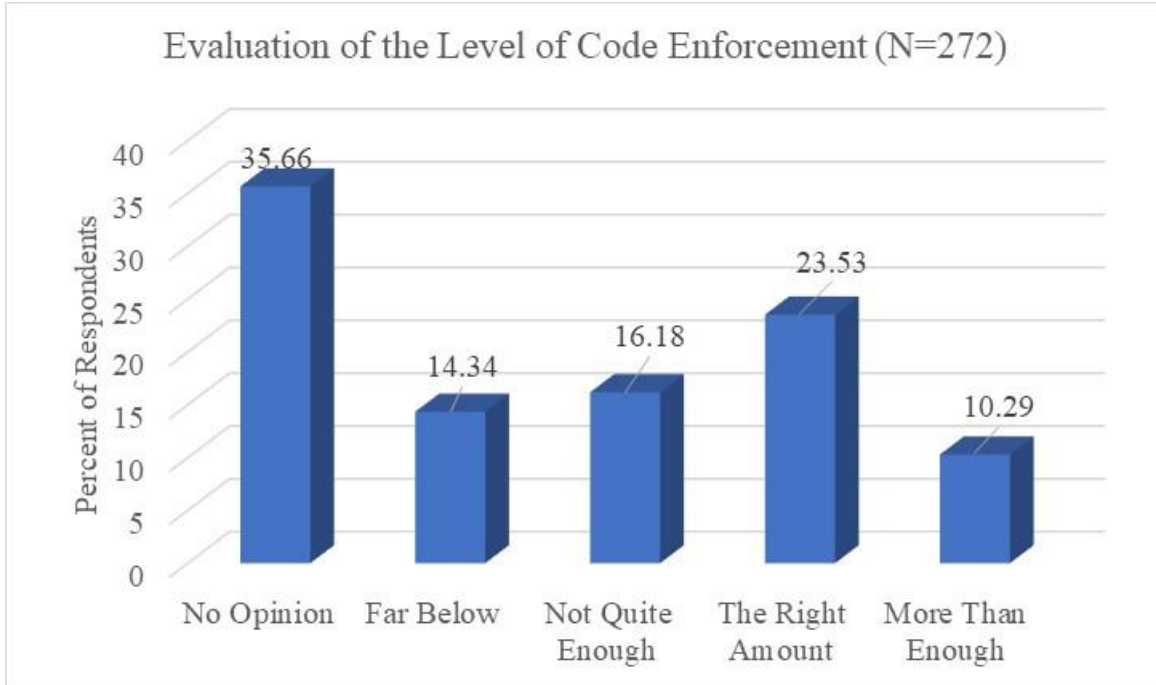
Police



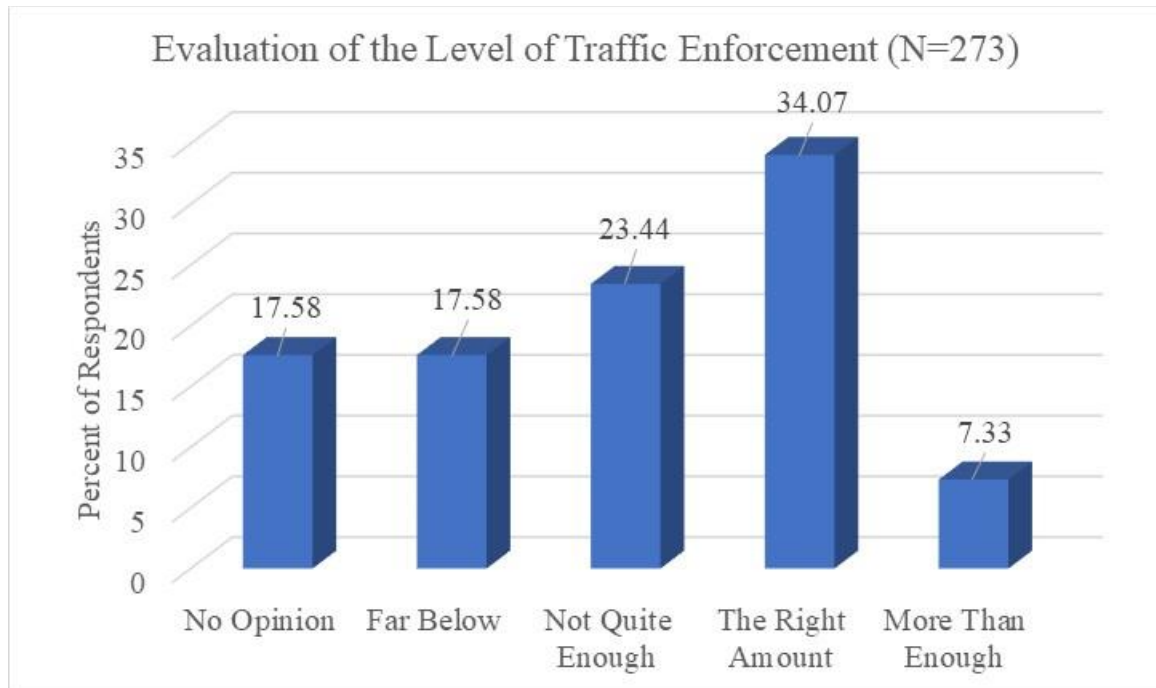
Firefighters and Emergency Medical Responders



Code enforcement

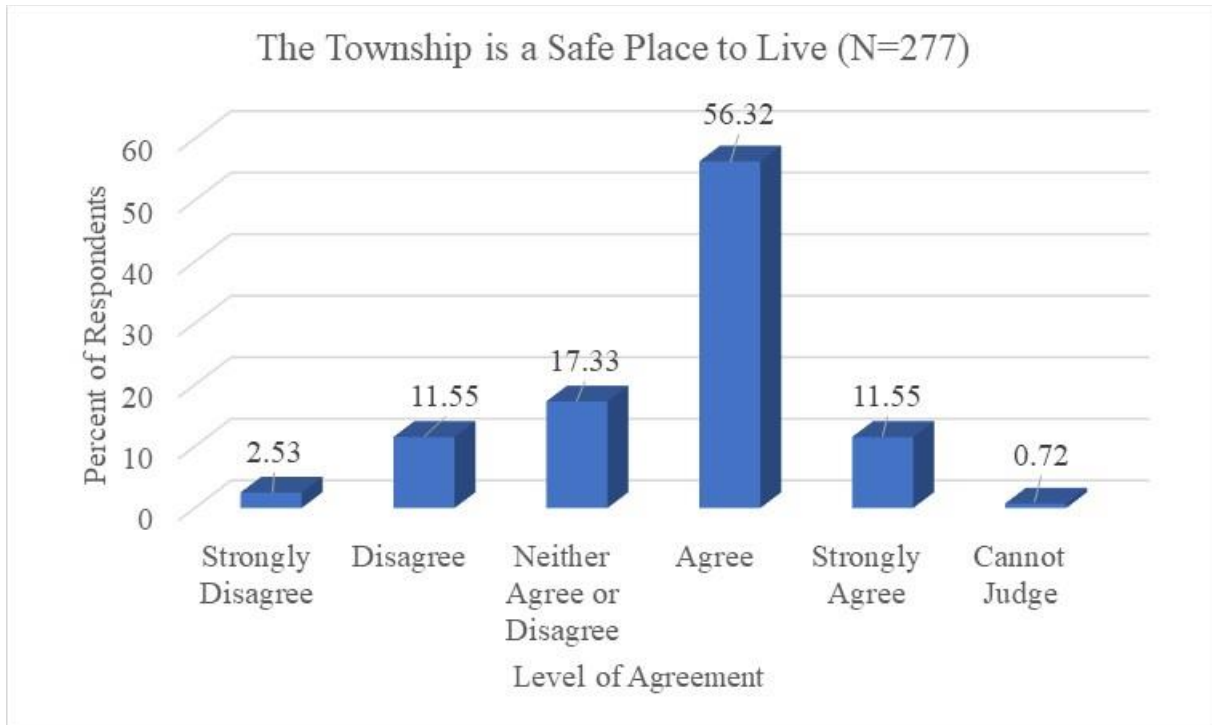


Traffic enforcement

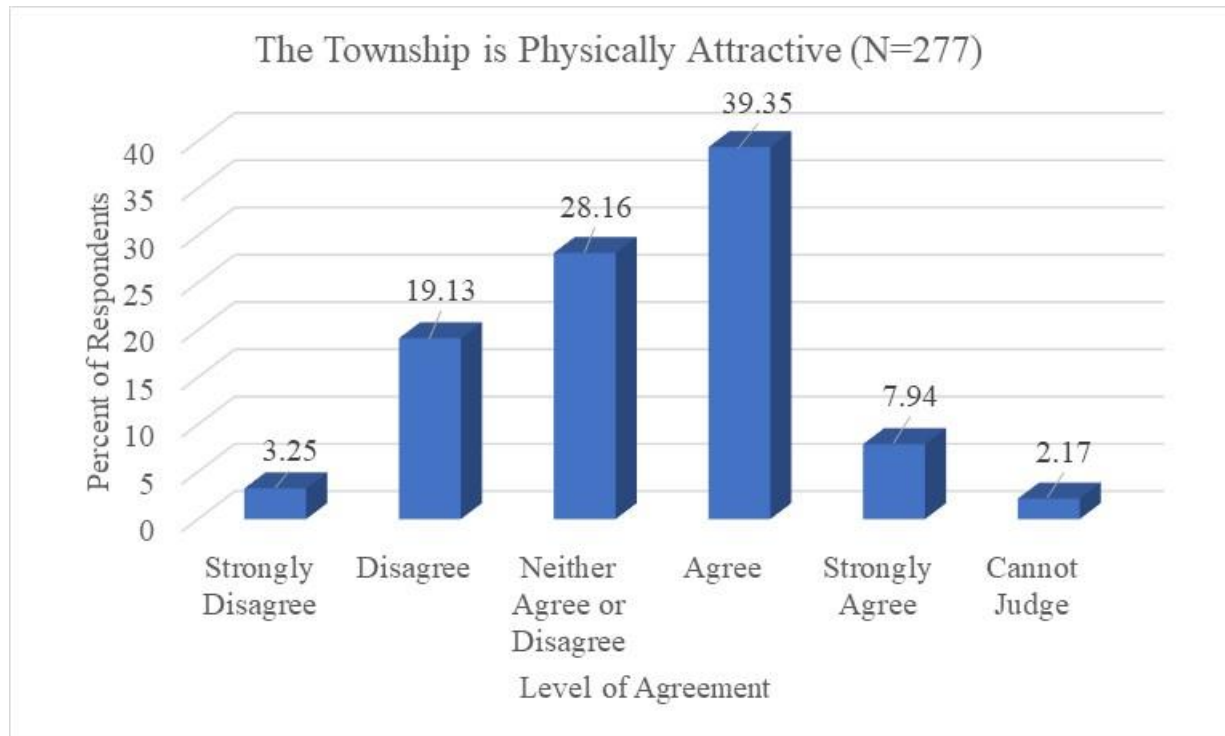


Question 8: In thinking about the Township, how much do you agree or disagree that your Township is:

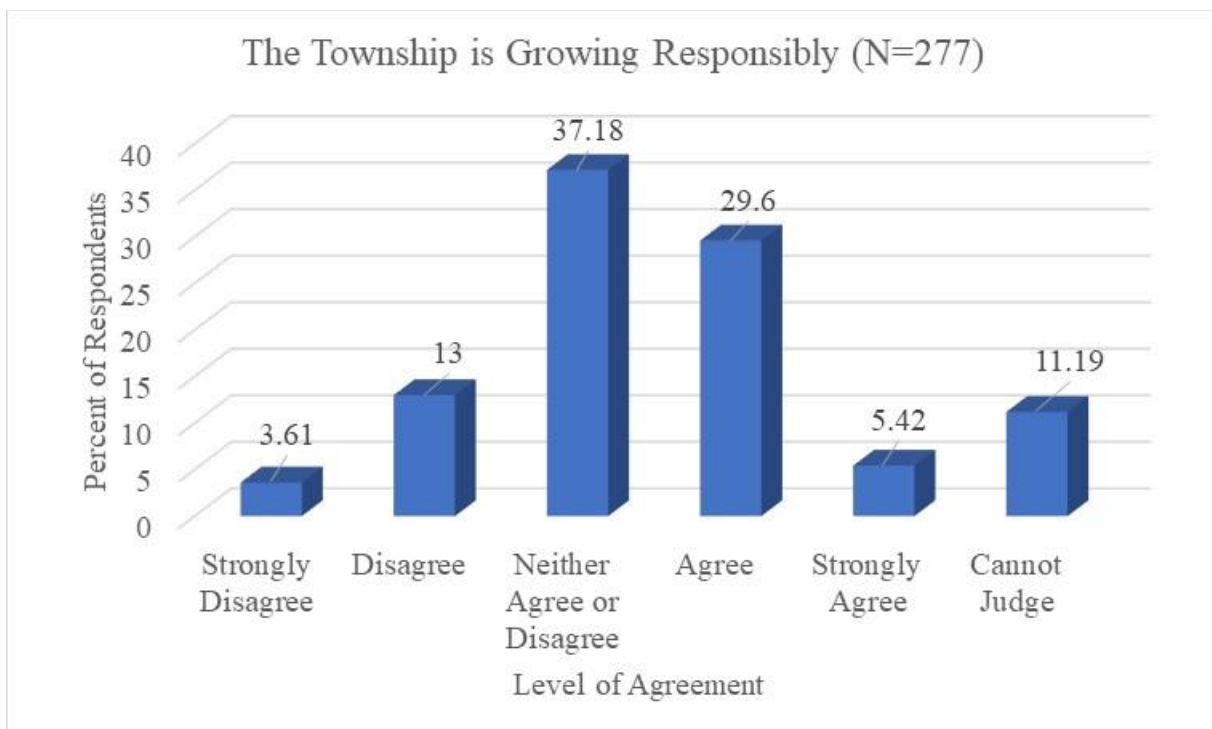
A safe place to live



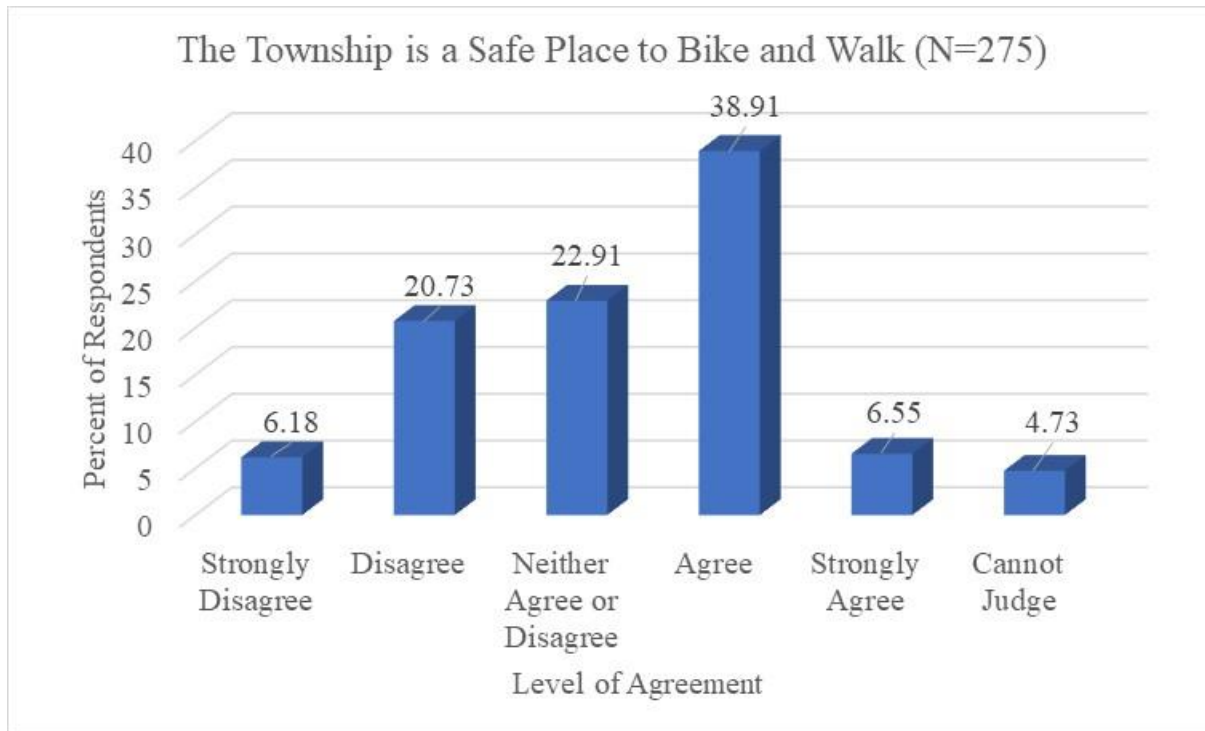
Physically attractive



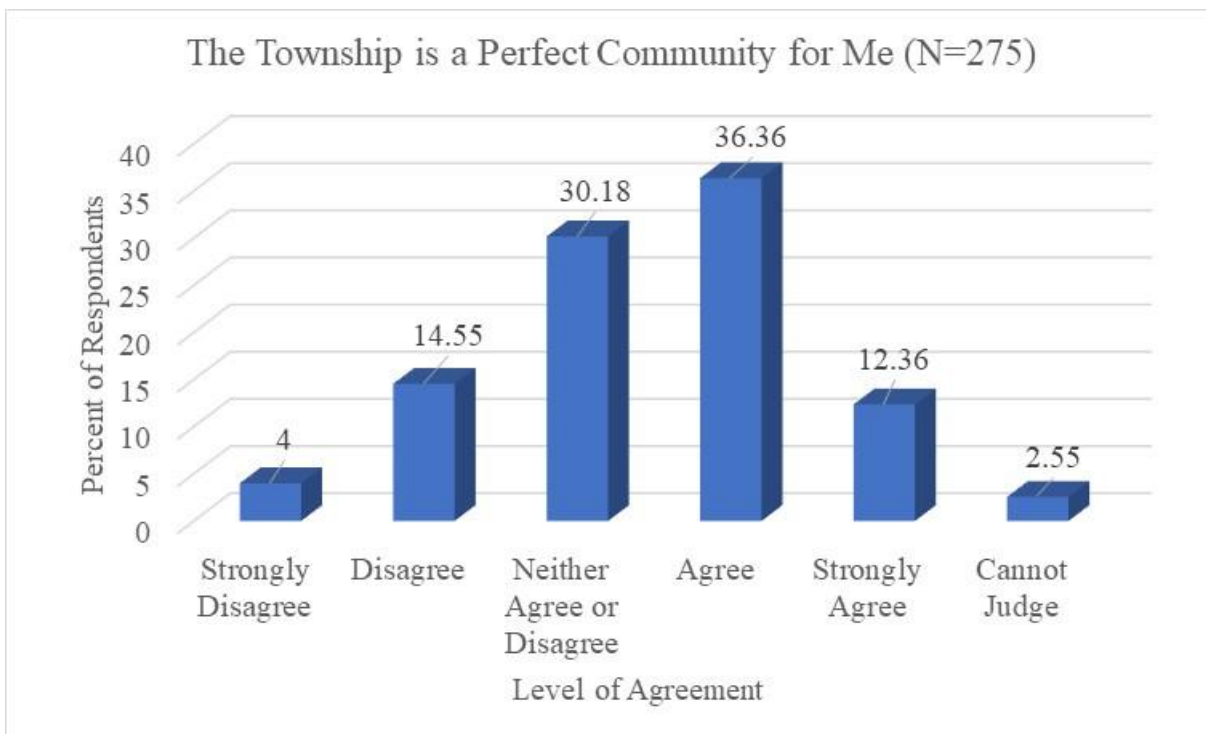
Growing responsibly



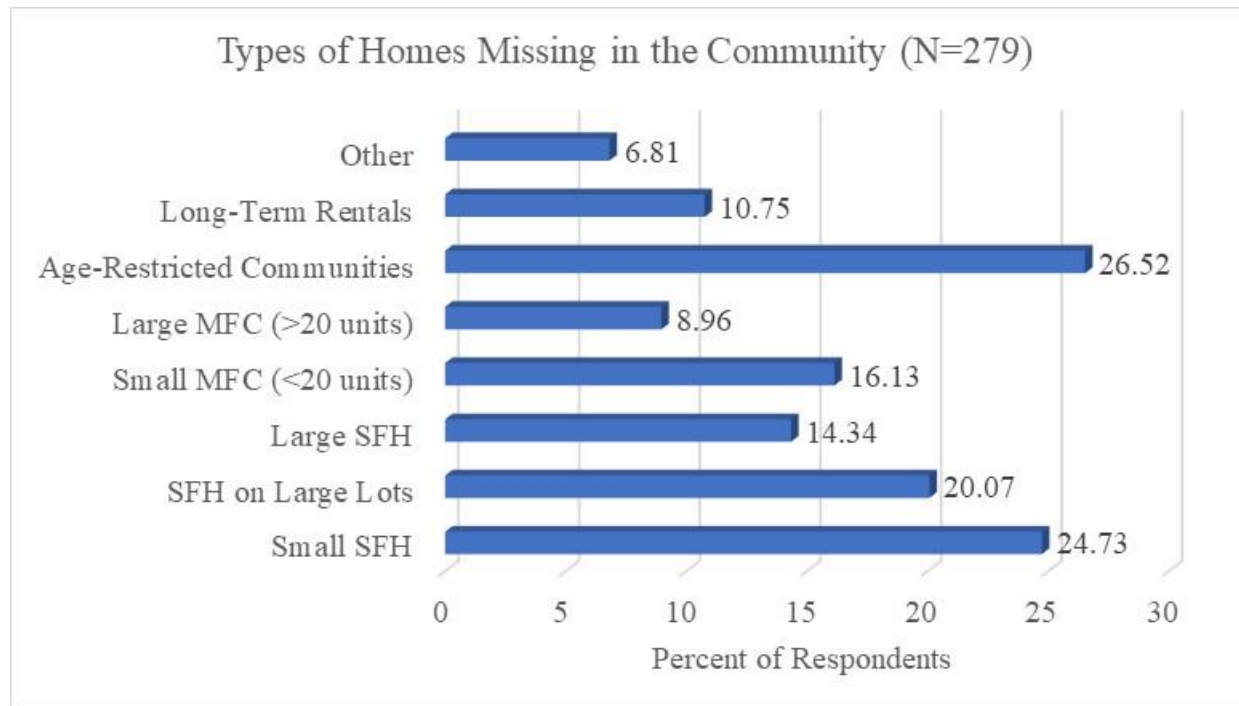
A safe place to bike and walk



A perfect community for me



Question 9: What specific types of homes or households do you think are missing in the community? (Select all that apply, if none apply leave blank)

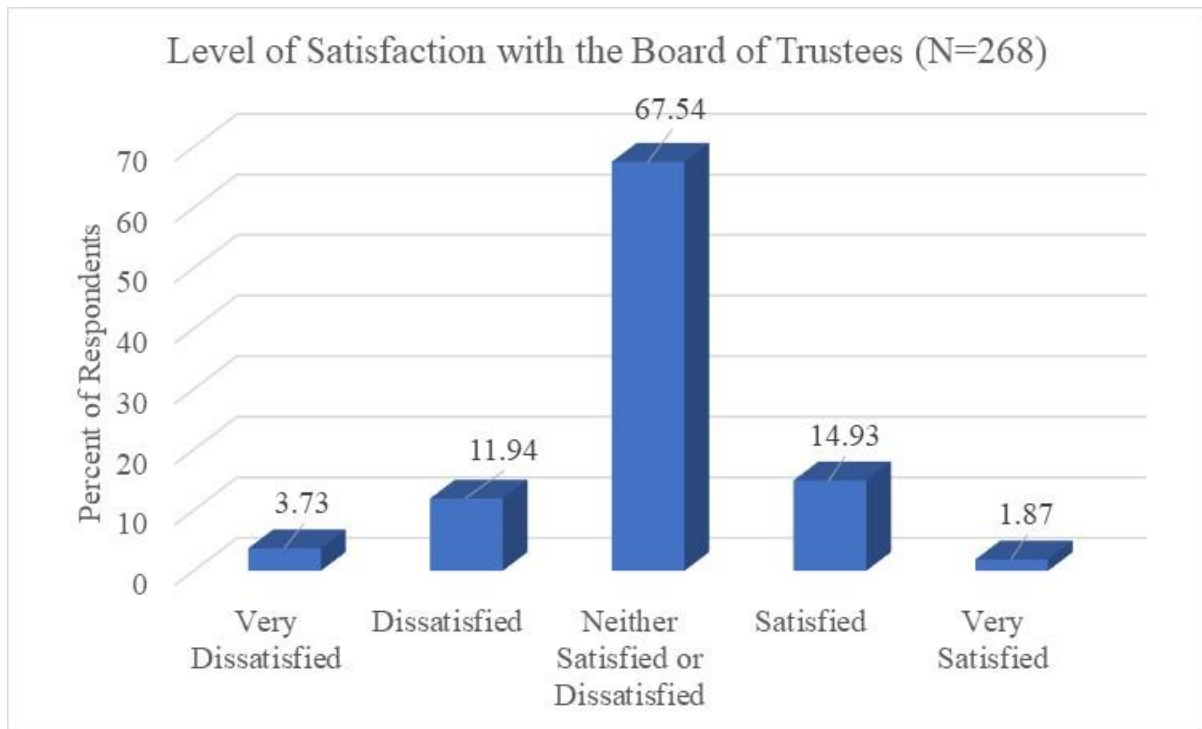


Note: SFH stands for Single-Family Home while MFC stands for Multi-Family Complex

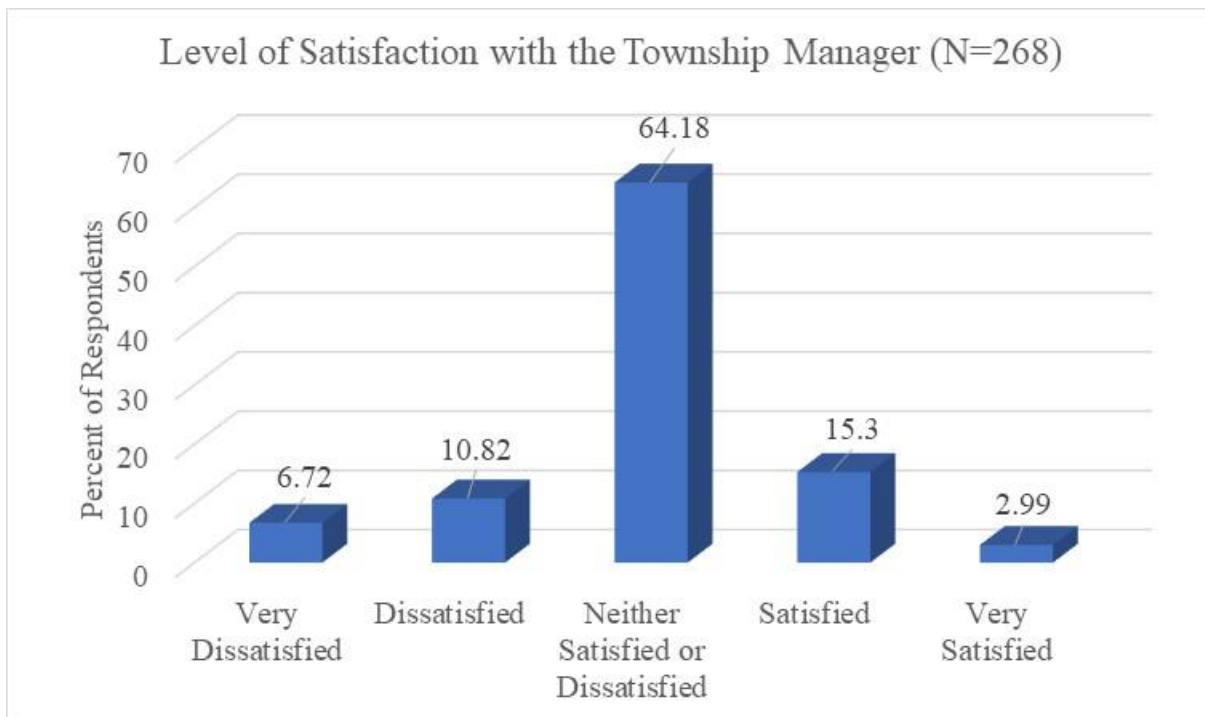
Overall, respondents noted age-restricted communities, small single-family homes, and small single-family homes on large lots as the types of homes or households most missing from the community currently. A small percentage of respondents selected Other from the options and provided a range of responses including: affordable housing, tiny homes, housing for those with special needs or disabilities, and housing for the homeless.

Question 10: Please rate your current level of satisfaction with each of the following

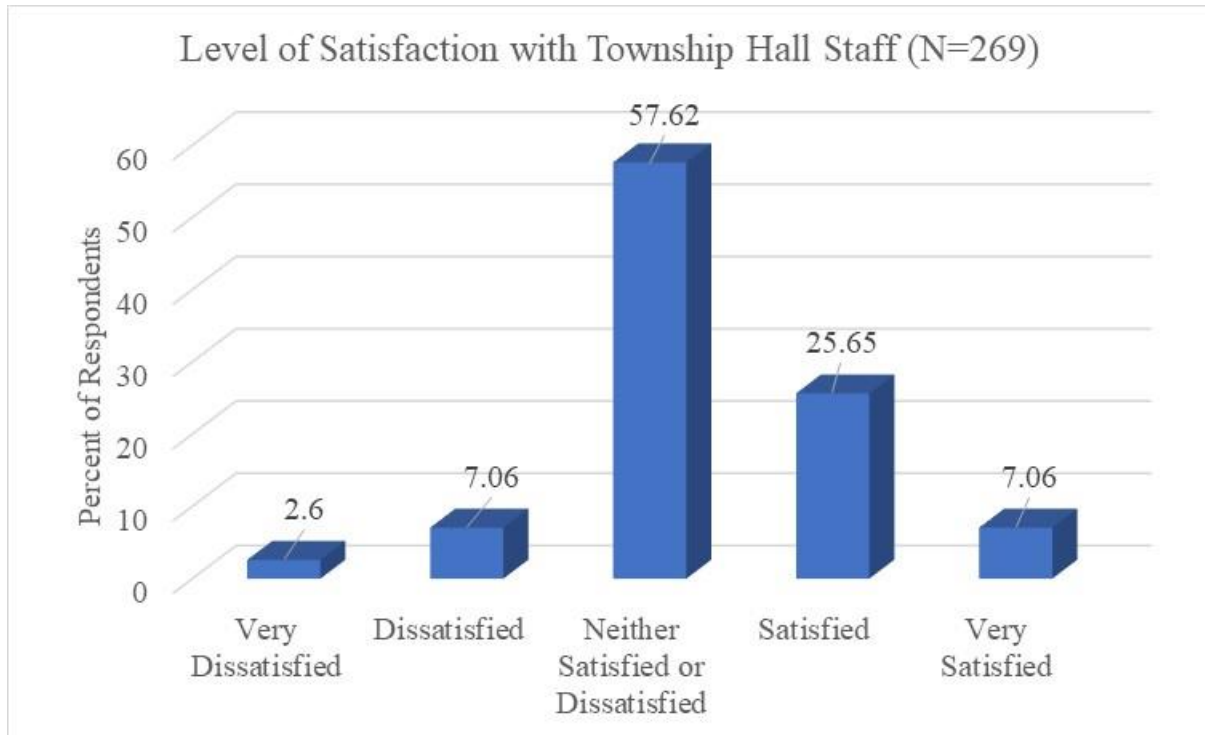
The Board of Trustees



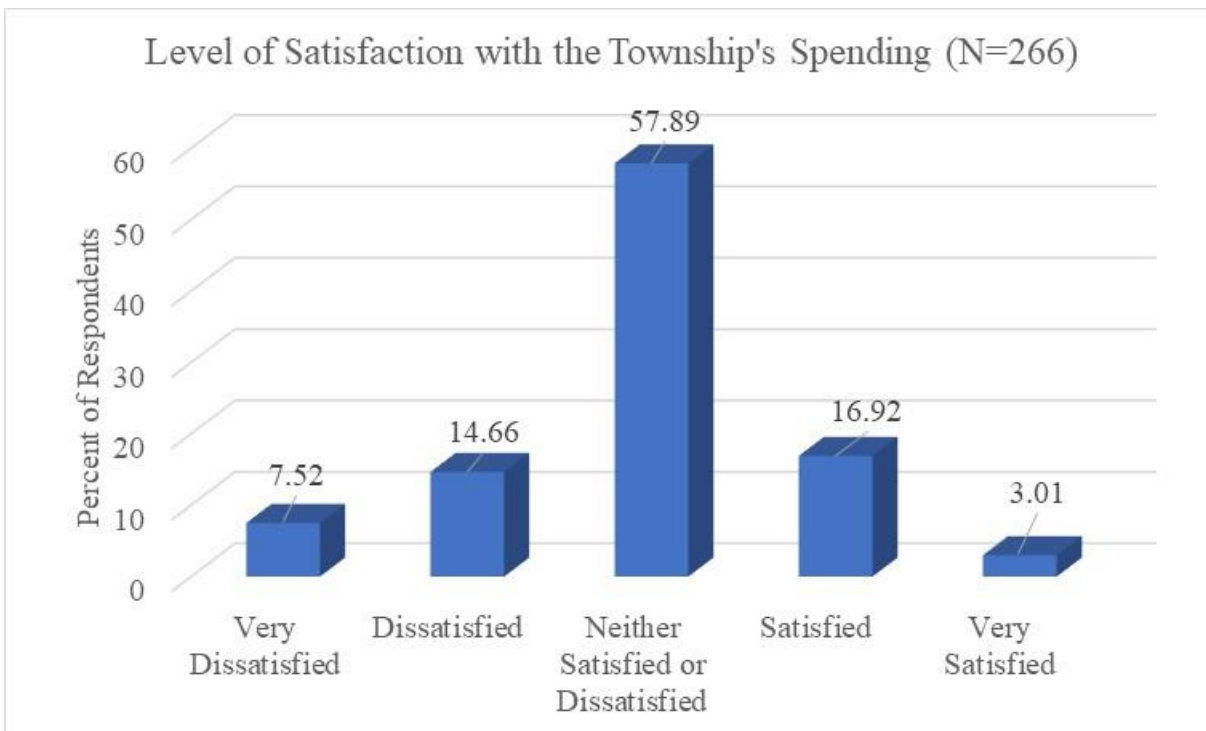
The Township Manager



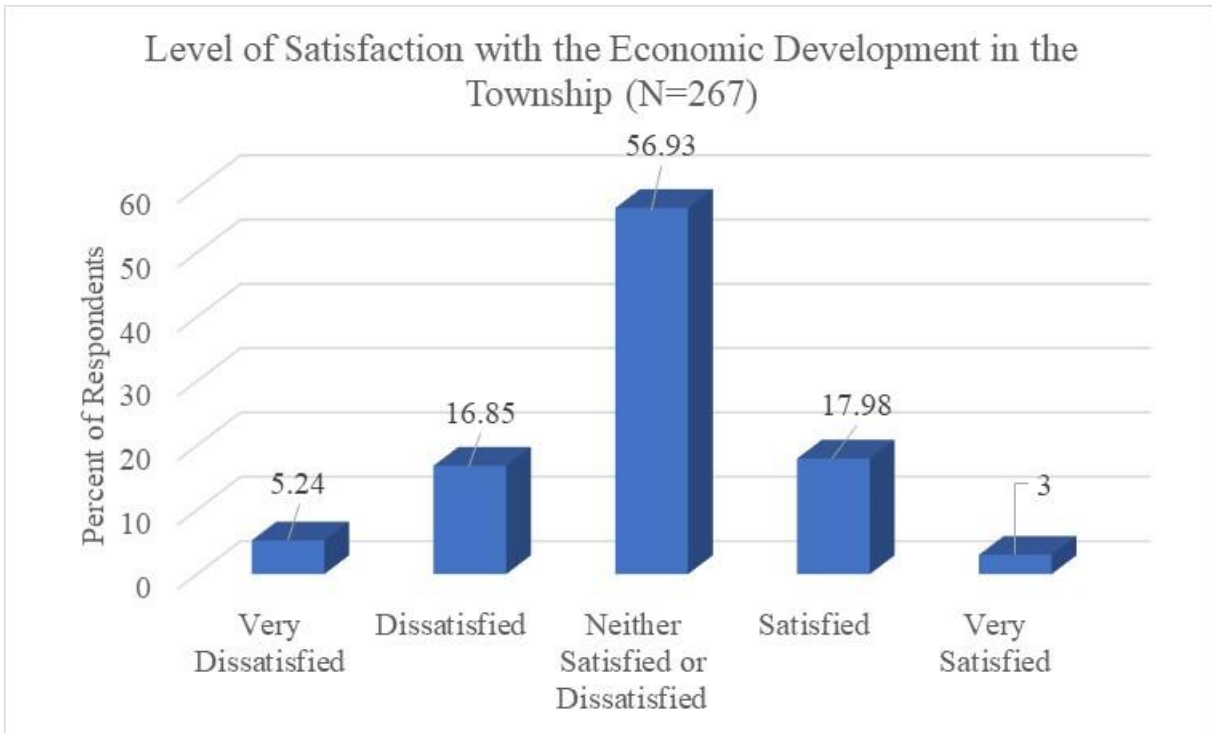
Township Hall Staff



The township's spending

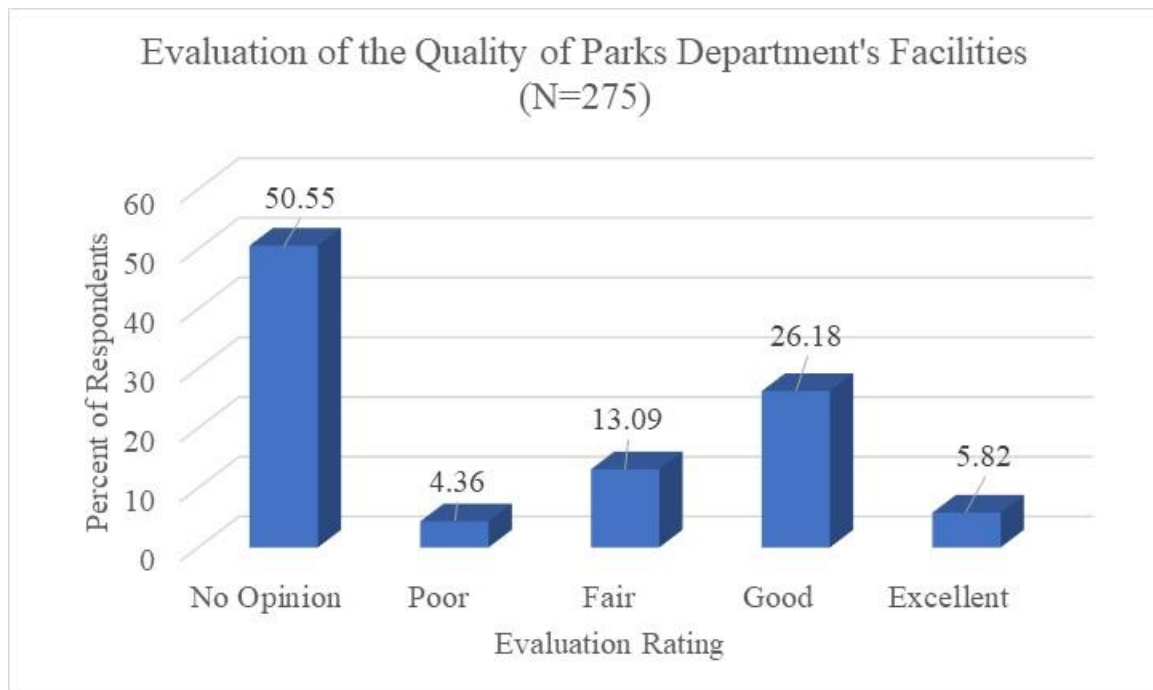


Economic development in the township

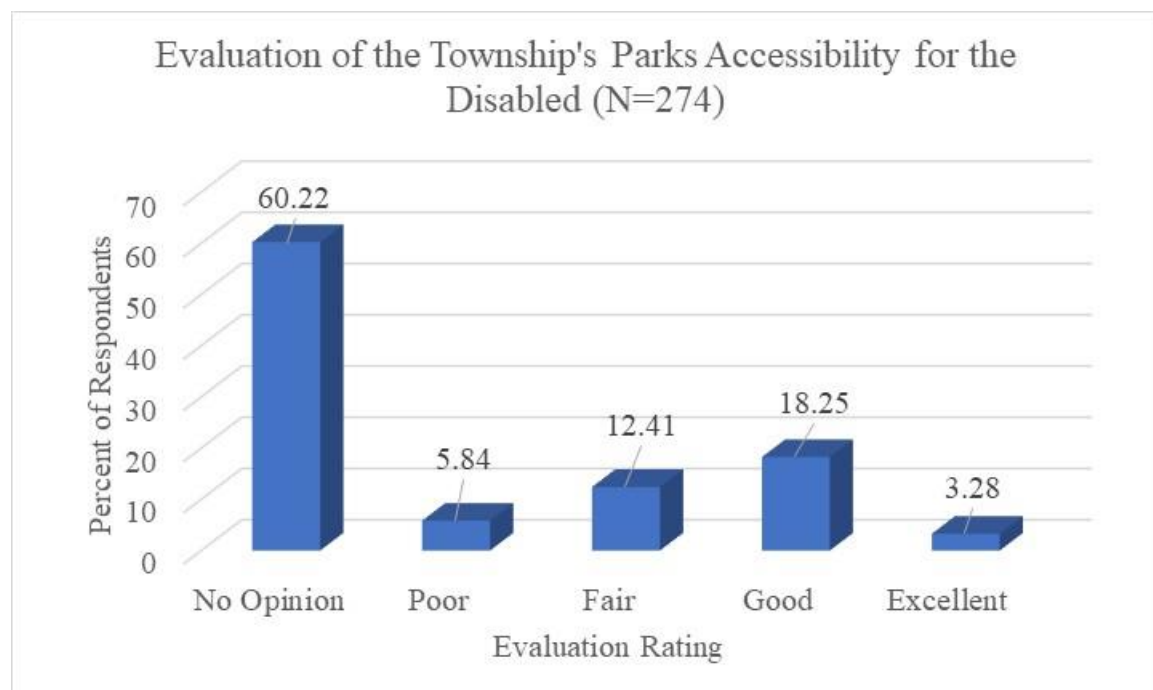


Question 11: The township's parks department oversees: Stroud Family Park, Rynbrandt Park, Jenks & Grand Pre Park, Lakewood Park, Academy Park, Grand Prairie Golf Course, Wilson Recreation Area. With these facilities in mind, please rate them on the following attributes:

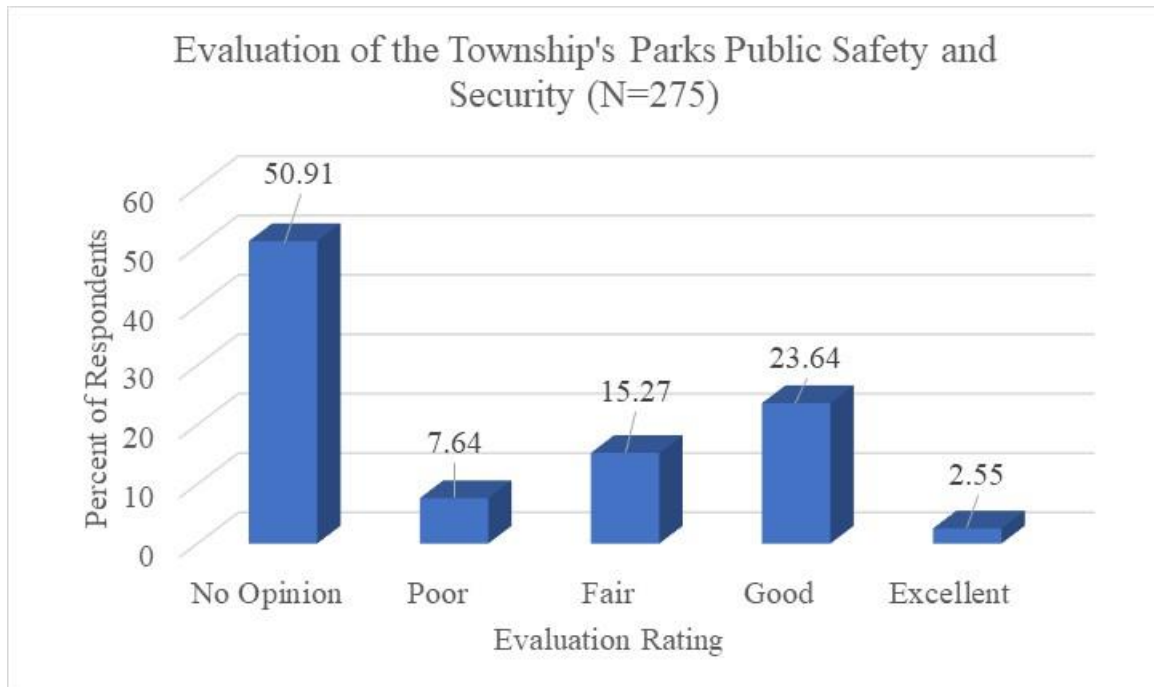
Quality of facilities



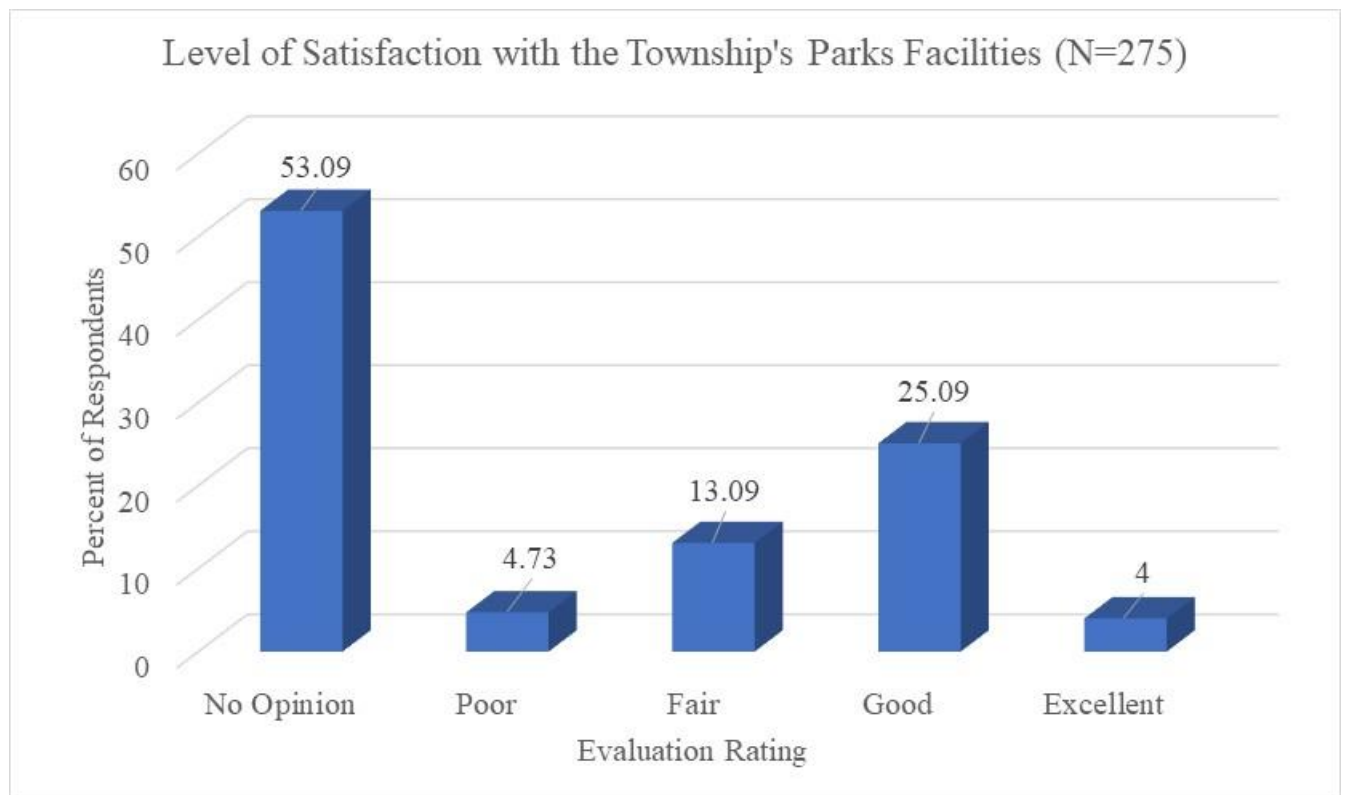
Access for the disabled



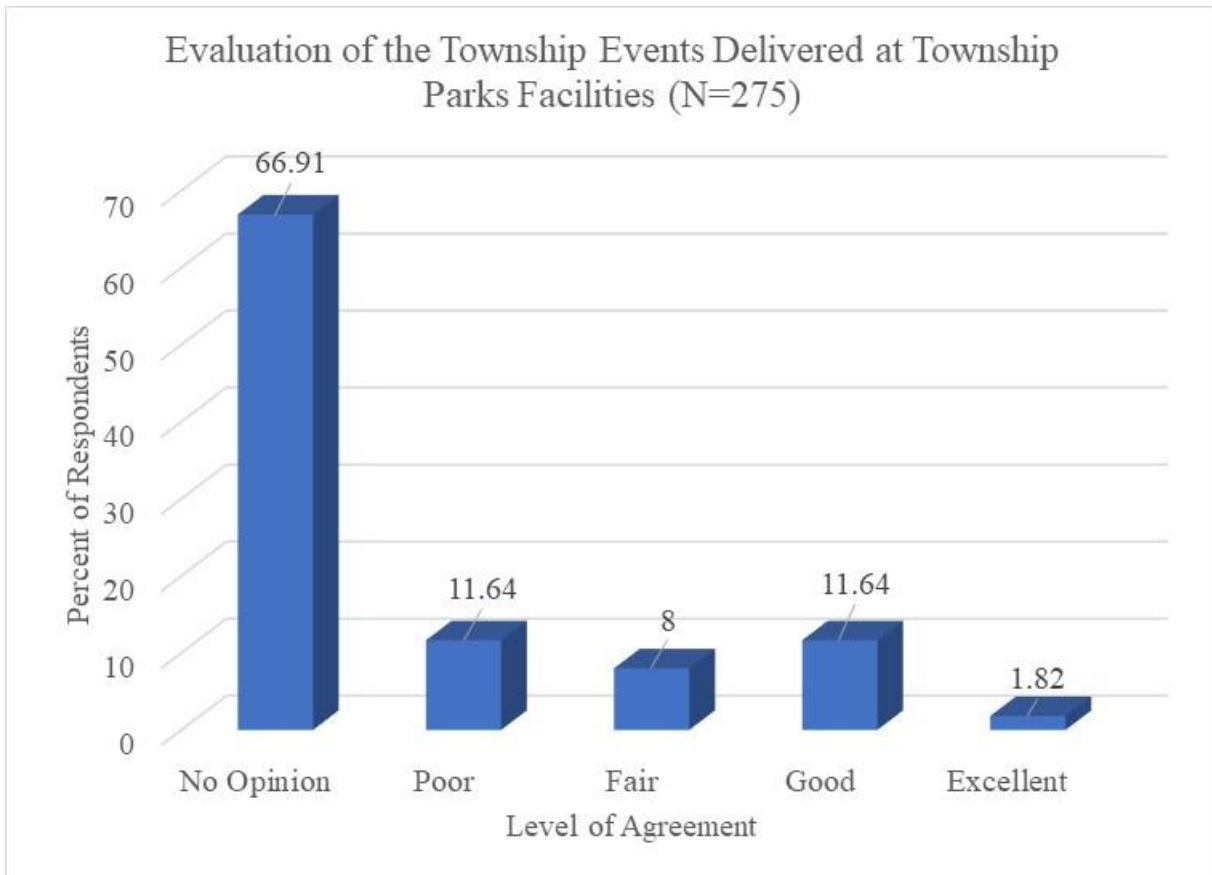
Public safety/security



Your level of satisfaction with these facilities



The township events delivered at these facilities



Write-in Responses and Comments (Mail Survey)

Question 23: We welcome any additional comments and suggestions. Please write them in the space below or enclose a note.

The comments provided at the end of the survey were varied and ranging. Prominent themes included township services, communication, and taxes/spending. Many respondents expressed desires for additional services (such as curbside leaf pick-up that does not involve bagging) or improved services (ex. greater traffic enforcement, more snow removal services, different road maintenance, etc...). One of the most frequent themes surrounded respondents not having enough information from the township regarding services, facilities, or events. Respondents overall expressed a desire for greater communication from the township. Related to the desire for greater communication, many respondents noted issues that are outside of the township's oversight (ex. frustrations over downtown Kalamazoo, speeding in areas not a part of the township, conditions around WMU's campus, and county parks' facilities). These comments provide some evidence that residents of the Township of Kalamazoo are not familiar with its boundaries and are unclear of where to voice concerns or frustrations. Greater communication from the township may alleviate these issues. Finally, another prominent theme had to do with taxes and spending. Many residents expressed frustrations with rising tax levels, had questions about where tax dollars were being spent, and some even questioned why the township should continue to operate separate from the City of Kalamazoo.

Unabridged written comments (responses were transcribed as written, any spelling or grammatical errors were found in the respondents' writings):

With exception to the parts of the Kal-Haven Connector & KRUT (managed by the county) parks & green space is lacking, as well as a sense of community
Bulk leaf pick up (curbside)- let us put our leaves on the street like other communities! (i.e. Parchment)
Thank you for seeking my opinion!
Property taxes have increased. Cannot deal with all the hero demand- we were assured if voted in 6% sales tax would not be asked for higher taxes.
I am tired of nonprofits. I don't feel they pull their weight. People who live or have another state as resident still pay for public services here.
Where is the option to reduce government size or payroll? There is no good answer provided. You've placed full responsibility for government overspending on the public. Funding this (outreach) is more important than the police? I have watched this neighborhood go downhill for almost 10 years. I worry about rats and other vermin due to my neighbor's trashy yard which has been that way for at least 5 years. The township is aware of the problem and has been "working" with him. Apparently his "rights" are more important than mine? My yard is well maintained.
Code enforcement needs some work. Code is becoming very lax where in-home businesses are allowed in subdivisions where parking and traffic is increasing and is a nuisance. Not against at-home businesses within reason. Auto detailing not good because of all the unlicensed vehicles.
Nowhere is it as safe as it was in 1945, but I love Kalamazoo!

My comments pertain to the eastside of the township. I am neither politically or socially active. There have been many changes in the years I've been here, and not all positive.
The township services, especially parks and recreation opportunities, are very poor. Our taxes are quite high, but I struggle to explain where those dollars go. The aesthetics of the township are uninviting and there is very little to brag about. Make the township a place where young, active families are drawn to! A community pool that is clean and safe is an example. We have lived here over 20 years and the best part of the township is Grand Prairie Golf Course. That alone is not enough!
Becoming very noisy. Very little nature trails. Places for kids to ride motor bikes not available.
Police/fire community is awesome but they deserve more employees to help out.
Keep law enforcement, fire, and emergency medical response as #1 priority. Cut other items. This is a poorly designed survey. In particular, there was no option when evaluating specific services to reducing a service nor was there an option for us to rank the priority of various services. In addition, the survey was asking for detailed responses on a granular level without providing appropriate background information. For example, expecting the typical township president to know who the trustees are reflects a government employee bias.
Reevaluate how property taxes are calculated as I seem to be paying a lot more than neighbors with similar homes! Give tickets to those who park on streets too close to intersection and to those who park on lawns.
Why? You won't listen anyways- your compassion is reserved for the criminals, homeless, and gender confused. So our city is in horrible condition- but go ahead and spend millions redirecting downtown traffic. ☹
I am unhappy about the guy who drives around in a township car to police garage sales. Haven't seen him in a while, but I witnessed him intimidating people holding sales- especially threatening to single women. It gave me a <u>really</u> bad view of the township. Hopefully he is no longer on the job- certainly there are more important concerns.
Often I chose no opinion since I did not have enough information. I liked the cannot judge option better. Thank you!
Highest taxes in the county. But residents wants come after trustees. Again no way to complain about the township's shortfalls, i.e. snowplowing, unsafe roads- high taxes.
This is what is wrong. YOU got payed to do a survey by the township. More wasted \$. Just like the stinky river. Pay somebody not once butt twice to tell us it stinks.
I would like to see enforcement of vehicles on lawns...and the overall BLIGHT that is all too common on lawns. There has to be a compromise with civil rights and the maintenance/ preservation of neighborhoods.
The prioritization of bike and walking trails seems much higher than needed. The management of the unhoused population makes walking and biking options that aren't for my family.
With all issues township never responds. Why can't we blow leaves curbside and have them picked up like other cities/counties/townships? Why no enclosed buildings at bus stops due to rain/snow? Can't use restaurant restrooms. Why not?

Porta potties for people in a hurry. Why won't township fix the nasty water? I keep getting lied to when I complain. White milky water, then dark brown water. Triple filtering my water just to drink it.
We live on a short dead-end street on the west side, which is VERY safe but reports of many car break-ins, mailbox robberies within a few blocks is very disturbing. There is little public green space in the township near us.
I grew up in the township. Lived in the city for about 15 years after college before buying a house in the township.
I really wish there were efforts surrounding the development of parks- either more parks or nicer parks. I feel the effort to consistently communicate with the residents of the township is lacking- I would like to see more.
I would love enhancements to the West Main park behind the fire station and Markin Glenn Park, by getting new playground equipment
More community activities
Our income is not your concern
Road planning is our biggest issue. We're glad to hear of roundabouts coming to Drake & H/Squires. We need change at Barney & Nichols and at Nichols & Ravine. 4-way stops aren't working, and people use center turn lane as a lane to run the Barney stop.
I believe affordable housing is the greatest challenge for the area. The financial burden of shelter is becoming unmanageable.
My overall concern lately has been safety, car break-ins in Westwood neighborhood, porch pirates, and delayed police response to a couple issues on our street. We would greatly support more police funding and presence.
Democrats and republicans need to work together on the township board so we don't have drawn-out embarrassing expensive controversies like w/ township manager + fire department
1) Best dog park is plot of privately owned land on Baker St. in Eastwood. What is its history + how is the township involved? More info please. 2) Too many dispensaries. 3) Sherine Miller is a horrible treasurer, and I hope someone better is in that role soon. 4) More focus on economic development on the eastside of the township is needed. Dollar Generals are a bad sign.
The traffic issues- speeding running red lights/stop signs aggressive + reckless driving, improper traffic circle use near campus leaves us nearly terrified to drive. Safety is a major concern- drug dealing, guns, break-ins all around are increasing x 2 yrs has us looking to move out of area.
They need to take care of the homeless
House on my street burned + nothing has been done with it. It has stood empty for ten months. Neighbors park cars + trucks on front lawn + nothing is done about it.

We have been pleased with the negotiated trash pickups, yardwaste pickup, bulk pickup, leaf pickup & recycling services - reasonably (not perfectly) reliable and reasonably priced while redirecting truck traffic on township roads
Too much spending on the police.
I love Kalamazoo. Will be better if have more activities for senior people
More code enforcement. Community awareness on storm drains, lots of debris being blown into street clogging catch basins. Better traffic control on Alamo Ave & Grand Prairie. High rate of speed, passing is common. Would like to see MTS and school buses adhere to posted speed limits.
I've waited years for the road at the end of my driveway to be fixed. When it rains or melting snow there is a pond at the end of my drive. Please come look: 2527 Cumberland st 49006. Thank you
We do not generally use the services of the community besides walking, & recycling, running. I have no idea who anyone is in question 10 and I can not remember any communications from Kalamazoo township that mattered to us. Thank you!
The township seems like it is spending far too much on the fire department. Is this a personal "fun project" for the supervisor. They want to build a fire station when the police station is falling apart.
They need to get the homeless help and get the meth out of here.
Income category should have no bearing on our opinion so left unanswered. Should amount of income have any type of bearing on opinions? What has it to do with opinions?
Where is "reduce unnecessary spending"? Tax less- spend less
Thank you for seeking our input.
Housing. Kalamazoo's wealth inequality is a travesty, a civic embarrassment
Patrick Cundiff does a great job serving community, and golfer
One major issue is the change of the speed limit on Nichols Rd. 45 mph is too fast for a rd with schools, bikes, pedestrians, fire station, churches. Very dangerous for everyone involved. Esp since not everyone obeys the speed limit posted. It is also residential, very difficult to even get out of our street. Traffic has also increased the past few years in the area. Poor decision.
Can't really comment on township parks- familiar only with Wilson Rec. Generally not opposed to request for increased mileage for DEMONSTRATED NEED- need to be educated of need (i.e. Township/police offices remodel/expand). I think this survey would have had more relevant if there had been a demographic question to denote which Kal township "neighborhood" (Westside, Eastside, Northside + would have given better measurable response of who responded + where concerns lie.
Please help the homeless
Please enforce codes for overgrown yards (my biggest complaint)- no mowing, and the sidewalks especially around Alamo need replacing there is about a 3-4 inch gap, someone is going to fall and reporting should be anonymous.

New affordable housing. I have a disability with a lot of expensive but can't save for a house because (1) No affordable (decent) housing. (2) because I earn too much to participate in programs to get a house because I earn too much and have a lot to spend on medical. this is with decent insurance. Affordable NEW housing. New starter homes.
Kal Twp needs to unlock the front- since that is where handicapped parking is located! ADA needs to be in place at the twp!
Need focus on affordable housing for lower and middle income. most township services seek to be on east side. NOT much for those living on the west
OUR TAXES ARE OVER PRICED. FIRE STATION WAS HANDLED ARE ON GOING WITH YET ANOTHER PILLAR OF THE COMMUNITY. AUDIT WEEDER WHERE DID THE MILLION DOLLAR FIRE STATION WE NEV[ER] HAD Built
We have too many leaves + sticks in this area not to allow burning on some level. Also we have no curbs so we do not have roadside leaf pickup. Bags are too expensive for our large yards
Very appreciative of re-paving work completed on Sage St- might stonebrooke ave be on the slate for 2024? Had our vehicle stolen this past summer- not conducive to feeling safe or helping one's peace of mind.
I used to feel safe walking, but now there are some pit bulls that occasional run loose, or I am approached by strangers
Its difficult to answer these questions when I never receive anything from TK even though I have lived here 25 yrs. That is very sad. The board of directors should go door to door to get to know us + like have a BBQ at one of the parks for the community. Everyone get to know each other.
Raise taxes on those who earn more (e.g., over 100,000) per yr. Do not have enough information about needs of community. Thank you for this survey. Many thanks to the helpful township staff! I appreciate the work you do for our community
I would like to see no parking on yards enforced. It makes the area look getto.
Northwood needs a lot more police presence + code enforcement
Code enforcement is very poor. Part time help is not enough, garbage in yards, junk cars. especially in lakewood. thank-you
Do not use any of the parks + recreation areas so I had no opinion on them
Item#3e- don't we have a 10 yr. millage to pay for this? f- please don't do anything stupid like city of kal did their downtown. g- don't we get billed for this separately as well as on our tax bill? #5b: don't care. Where are the questions related to administrative costs + efficiencies? How is the township responding to the increased presence of homeless people + pan handlers in the township?

<p>People running stop signs, motorcycles speeding down residential. Too many police cars sometimes at one spot. Spread them out. Too much attention to bikes- not very many bikes on the road. Too cold much of the year. Have police report pot holes to authorities as they make their rounds. Don't allow people to throw junk out in front of their houses by the road. If something is put out for free- have a sign that says free, don't require permits for garage sales. Police should use ordinary cars to watch for people running stop signs + motorcycles speeding- have a camera system to get plate readings. Have a site where homeowners can take downed branches i.e., (Battle Creek has such a site). Trim bushes at major intersection. Be sure stop signs in residential areas are not blocked by vegetation. Have township clear main side walks of snow- example along all rd. Require trash containers along road to be at least 3' back. Sometimes trash haulers actually sit them partially on the road.</p>
<p>Please improve the walkability of west main and drake. There are many commercial and residential buildings here but it isn't easy to walk between them</p>
<p>The section of marlane that is private is an awful road! Get that repaved! It is 3 families driveways! Public vehicles such as the USPS use that road! So do garbage trucks, firetrucks, etc. Take care of it!</p>
<p>Republic only through the city. NEVER BESTWAY. Roads are chipped when not necessary causes problems unnecessary. Let the city handle with county's work continuity, seamless infrastructure. We want trustees to recognize the waste and confusion caused by being separate from the city. PLEASE consider, a better use of our resources may include a consolidation of services with the City of Kalamazoo</p>
<p>Many of the streets are very dangerous due to poor driving habits. We need more enforcement</p>
<p>We moved into the township for the taxes being affordable compared to the city of kalamazoo. The taxes just keep going up + it's getting too much of a house payment. Please keep taxes down. Can't we allow our millages to expire?</p>
<p>Filling out this survey makes me realize how little I know what is going on. Better communication would be appreciated. Requests for increased taxes need explanation and justification. Not just for the increase but also that current funding is well stewarded.</p>
<p>I have lived in K Township + love the area</p>
<p>Provide land and incentives for low affordable mixed housing in the t/ship. Look for similar programs like kzoo city foundation for excellency, where are our township billionaires, approach them, we do benefit from kzoo promise, why cant t/ship all benefit from prop tax reduction etc. Thank you.</p>
<p>CONTINUE TO DO YOUR BEST AND COOPERATE WITH COUNTY + NEARBY TOWNSHIPS</p>
<p>We are very disappointed in the quality of snow removal on township roads. Plowing quality is poor and delayed, which leads to icy, dangerous roads. We would be willing to pay additional taxes to support this service.</p>
<p>Appreciate how well Grand Prairie Golf Course is maintained</p>

I think bike's on roadways is stupid. How many cars on roadways how many bikes
It's a good community. Perfect is not the right word. Thanks for all your work!
Don't think much of this has to do with me or neighborhood + don't know reason for this wasting time for you people
Hoping that the improvements on East Main will support it's neighbors. Some areas in the township need to be cleaned up. The homeless are an issue. I don't have an answer but it is a problem.
No bike lanes on busy roads like downtown please!! Kal Township needs to spend money efficiently rather than double their salaries & using excess funds to line their own pockets!- Disgusting!!
More parks, more bike lanes!
The code enforcement needs to do these job 3 house around my naborhold have junk, cars, trash you can see from street but nothing done to them he is (code) not very helpful and never helps would be nice to see homes with cars trash, junk cleaned up cant call never around to [answer?] and never comes when he dos says I cant see from street and still will do nothing he can see from street
We could cut unnecessary staff at township. No need for a township manager. If you have a supervisor. Have only 2 election days a year- no special elections. People who overdose and need narcan need to pay for it. Buses are almost always empty. I feel that kalamazoo township taxes are out of hand. Businesses are going to Oshtemo; which puts a larger strain on the homeowners to make up the tax base. I realize that Kalamazoo is a college town and rentals are needed, but I would rather have property owners voting on millages, as most of the student vote Yes for all of them and will probably not be in a few years (most student do not think of the cost to the taxpayer). *We are getting ready to retire and am not sure if we will be able to afford to live in our own home.
My concerns about road repairs are perhaps better directed to the city of kalamazoo, but negligence on their part is affecting township residents.
Speeding and not stopping at stop signs is a huge problem. It's unsafe to walk.
Downtown Kzoo looks shoddy & unkempt w/ the new bike path. It confuses traffic. I HATE going through downtown now. I travel through downtown Daily on my way to work in Battle Creek. Most people mess up on the left shifting lanes. I've had more neare side swipe to my car than ever before
Speeding on W. Main is insane! People easily going 20 mph over the limit many are daily offenders. I see them from my office and can hear them coming. Stop the ridiculous number of speeders on West Main! Lower the speed limit between Turwill and downtown, this should 30 mph because there are so many homes here! You know people drive 10 mph over the limit anyway! DO SOMETHING! Get more enforcement of ordinances so many homes with overgrown lawns/landscaping that they look vacant.

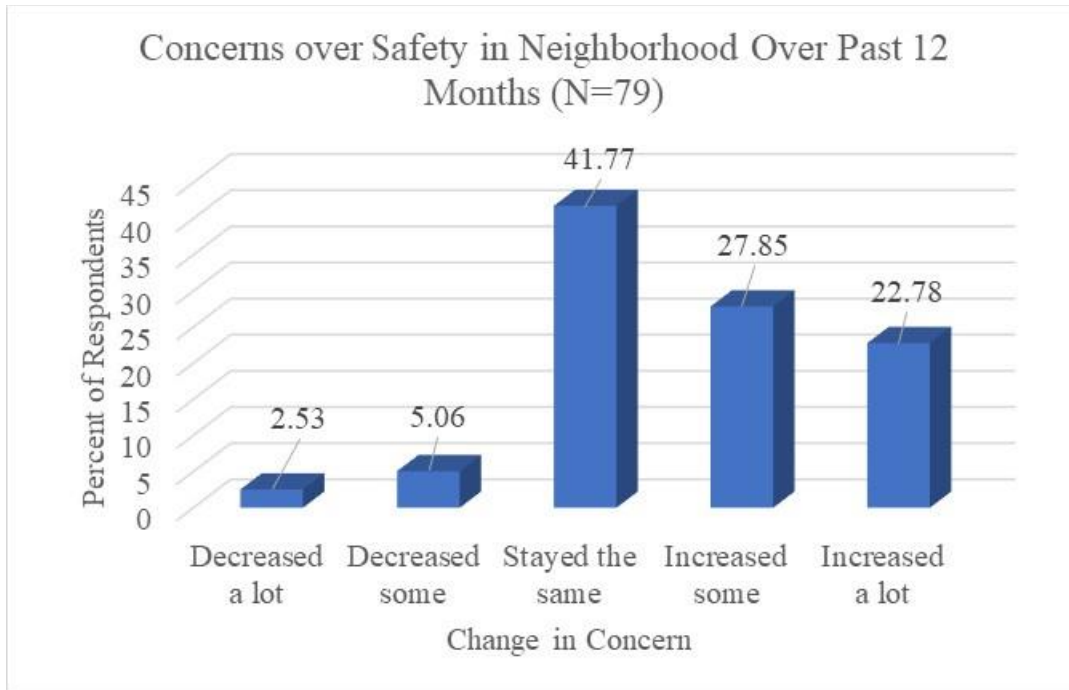
Since raising the speed limit in a school zone to 45 and then 0 enforcement on Nichols Road people traveling 65+ and no enforcement very disappointing- not happy at all. Road used to be patrolled regularly. It could be a large revenue producer for township- if you are looking to improve townships bottom line look not further!
We need a bike route on M43 that runs from Nichols to Downtown. (Please forward this idea to the county if that is their responsibility.)
A crosswalk and walkover bridge along Nichols is much needed. Either that or multiple stop lights. Traffic goes too fast and I do not feel safe walking or biking on that road.
Code enforcement & planning need more time out in the community, investigating complaints and more follow up on complaints. Seems like they subscribe to “one and done” philosophy.
Would like to be able to choose own garbage service. Stuck with having to pay for POOR service. If not for the township they would be fired on the SPOT.
I wish there was a way that the appearance of East Main Street businesses + homes could be improved as that part in Kalamazoo is. Is there a way the township can get involved or be proactive?
Very concerned about # of single family dwellings are actually being occupied by several college students which violates township ordinances to my knowledge; increased traffic and parking issues and look of yards etc.
(Q2d: Frequent skip days) (Q3d: thought owner paid?) (Q4: Most “improvements” are strictly benefiting employees of such places. ie “new paint in breakrooms”) (Q5: never looked at any of these) (Q7: not sure how I would quantify this. Look at response times and make informed decisions.) (Q8: the beggars on street corners is too much. Panhandling license might be the key) (Q10: no contact, no opinion) (Q11: Didn’t know they existed) I added notes where pertinent.
better snow removal times would be greatly appreciated. it makes it hard to get out when we get plowed 2 times a winter. Thank you!
Put restrooms + splash pad at Wilson park
When I moved to Kalamazoo in 1999 the city grew. Was safe and I loved and was proud to live here. Sadly, my house (once a home) was a place I loved! But for over three years I have not been allowed in my yard by my neighbor. I’m not allowed to take out the trash, get my mail. He’s damaged my property. Kalamazoo is where people exist, not live :-(
Ever since I can remember they talk about raising taxes for roads etc. Roads have been the worst they’ve ever been. Every penny needs to be accounted for. Make it Public. Top employees need to be paid as much as the bottom employee. Stop taking it out on home owners. Lower the taxes. Help the residents instead of nickel & dining them. Fix houses. Repair sidewalks & roads. These neighborhoods used to be beautiful. Now they are all rundown. Help Homeowners. Don’t Punish Them!

I'm interested to see if the business revitalization without current tenets will work out. It makes the neighborhood seem nicer, but its still an empty building. More bars/restaurants would be nice. Also LEAF COLLECTION would be nice if we could just put leaves to the curb.
-Focus on neighborhoods not economic development -Stop dividing us by means of demographics -Be accountable -MORE TRAFFIC ENFORCEMENT
Horrible budgeting process- spending w/o fiscal responsibility. The cost of this survey is excessive
Make leaf clean up like the city. Need better/safer sidewalks. Need more street sweeping too.
PD/FD corruption, slander + harassmet of residents are horrible, decades of disrespect, will take years to overcome. F*** THE FD. Quit wasting time harassing residents, slandering their careers and letting officials get away with false PD reports
Lack of enforcement of restrictions on Balkema. Gravel pit is driving us off Barney Rd, which is their objective. They're succeeding.
We need to invest in pedestrian/bicycling paths and parks. The increased speed limit on Nichols Rd, which is in a residential area is ridiculous and unsafe as is the lack of sage access on Nichols to the Kalamazoo Valley Trail. I don't have enough information about public safety resources to comment. The board seems dysfunctional and not focused on needed improvements in the community.
Snow removal from neighborhood streets.
The township should annex to/combine with the city of Kalamazoo. The ARG one economic unit. Make the one political unit.
Thanks for listing the township parks- was not aware of them. I am very disappointed with code enforcement. I have called + emailed several times about same to neighbors + no changes. Also disappointed with the increase of speed limits on roads. Makes it unsafe conditions for biking + walking.
Too much foot traffic on roads (EG, Nicholas Rd). Ppl do not use sidewalks- why not expand on roads for "multi-use" space instead of sidewalks?
Sr. + vet. could use help- tree trimming-gutter cleaning. Rid of wasps - sr are hurting + can't afford to hire it done. or too ill to climb ladders or too old
Tragic to take car lanes away for bikes
The way township is shaped is a joke. It's two separate areas with the city poking into areas. I think township of kalamazoo should merge with city of kalamazoo
Township should provide senior discount/reduced rate on property taxes. Offer other cost-savings also.
I honestly do not feel I interact (or perhaps the other way around) with township staff/facilities on a regular basis. Some of my answers are based on remote interactions rather than more recent ones. Thanks & best wishes!

Nowhere is safe anymore. I am a handicap. Getting taxed out of my home. Upside down on home. Along with inflation it is getting impossible to survive: not much to look forward. Government has failed missirably. Embarrassment. And water is disgusting. They should hand heads down.
Get our st. cleaned up. Currently have 2 junk yards on our street. Nasty junk cars all over 2 properties.
The chip seal on our roads in Valleywood is an extreme nuisance. Its been over a year and rocks and fragments are in our driveway, shoes, house, car tires, pets' paws. People cannot rollerblade in the neighborhood and its very unattractive, painful to walk on. Seems unnecessary- hasn't fixed cracks.
Resurfacing of roads in Valleywood is horrible! I constantly have little bits of road in my house. You cannot skateboard anymore. This is not the quality of road that was here when we moved here in 2003.
Township needs more for seniors- a community center would be great! So many seniors have very little social time with others as there is no activity centers except for a few churches offer something social- But what if they don't attend a church? Some have outlived family, others never had one. Many seniors feel very alone and don't know where they can go to socialize- a monthly meeting place or dance would be wonderful- a community center would be awesome! Appoint a place, let seniors guide you, and publish- you would be surprised!
Township needs to better enforce neighborhood ordinances! Eastwood looks trashy most of the time and this drives petty crime. Mail and packages are <u>not</u> safe, trash & noise & dog ordinances not enforced. I'd move if I could! Ordinance officer actually told me to contact homeowner instead of bothering him next time w/ trash complaint. What?! It's <u>HIS</u> job! Trash was being left on curb <u>ALL</u> the time and he couldn't do anything till I contacted him a 2 nd time and had to get aggressively assertive to get him to act.
Traffic pattern is terrible in North St/ Dartmouth neighborhood. Speeding and traffic sign violations make it unsafe to walk and bike. Car and property theft is extremely high in our community.
I live in Westwood- in the house my parents built and then added on to when I was born. I love our community.
We pay to much for administration of services! Need less overhead and more law enforcement! Roads that have been put in or redone in last 10 years are horrible!
Please consider providing more law enforcement. Don't let Kalamazoo become another danger zone like most of America. Prioritize funding for public safety, not salaries of people who don't even earn it. Also, let's focus on traffic safety and installing more traffic lights at the dangerous intersections, not traffic circles.
Police seem to have helped the level of theft recently. Grateful.
Although I have used 3 of the 4 parks, I was surprised that there were more. Lack of communication. This, also, is the reason for many "no opinion" marks. I know so little of the items in question in spite of 40 years of residency. Communication! Please!

Online Survey

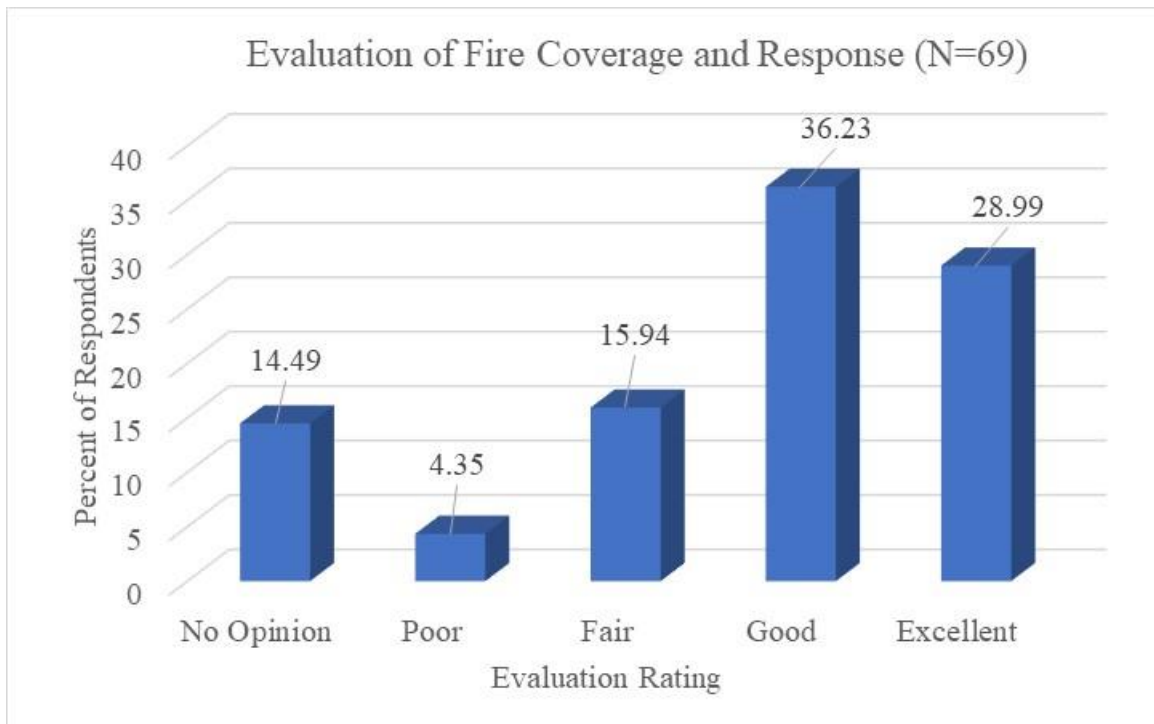
Question 1: Over the past 12 months, to what extent have your concerns regarding safety in your neighborhood increased, decreased, or stayed the same?



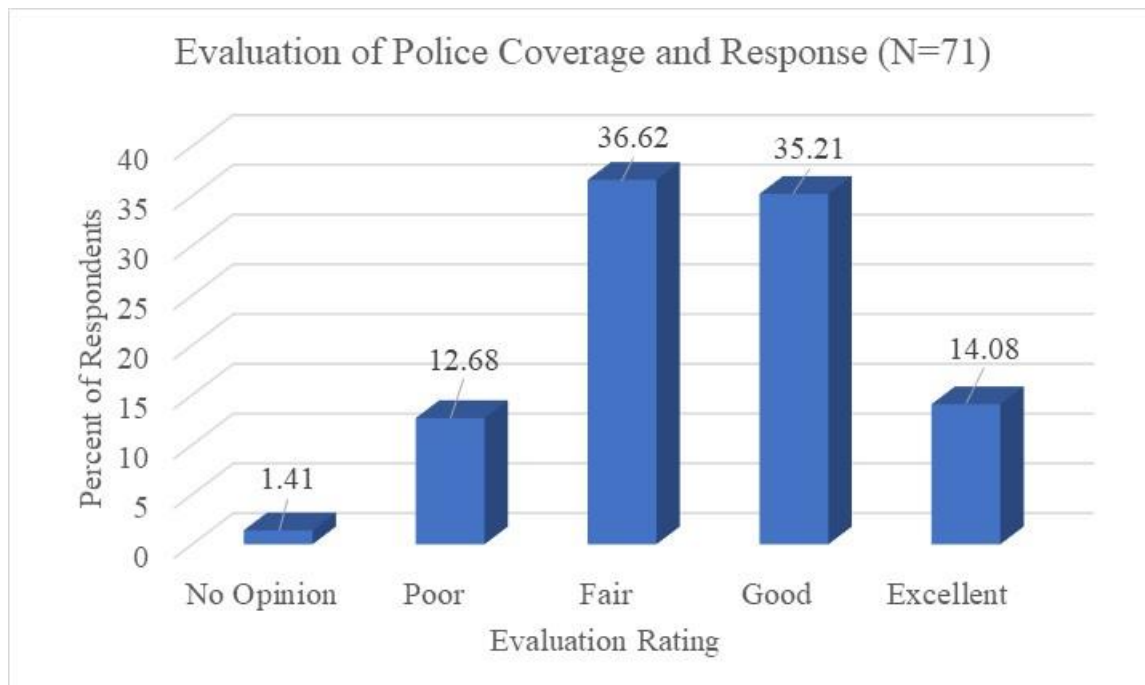
Respondents to the online survey expressed a greater degree of increasing concerns over neighborhood safety than did those who participated in the mail survey.

Question 2: Please rate each of the following as they pertain to the Township of Kalamazoo:

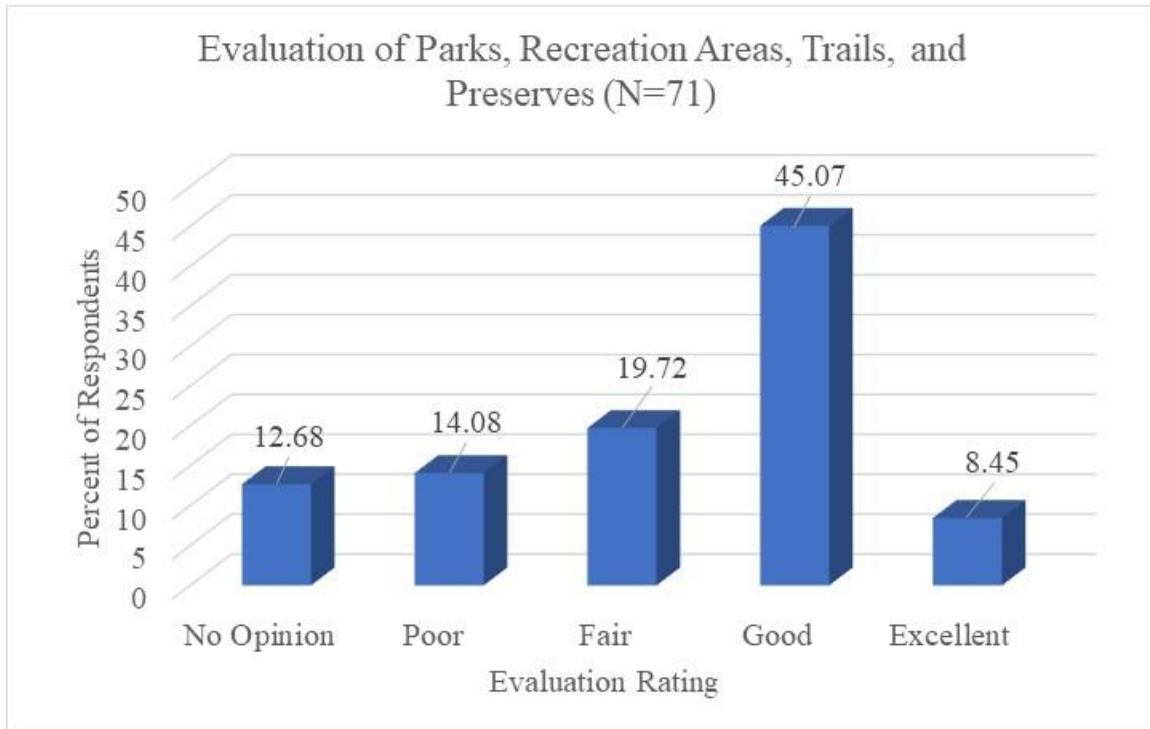
Fire coverage and response for the community



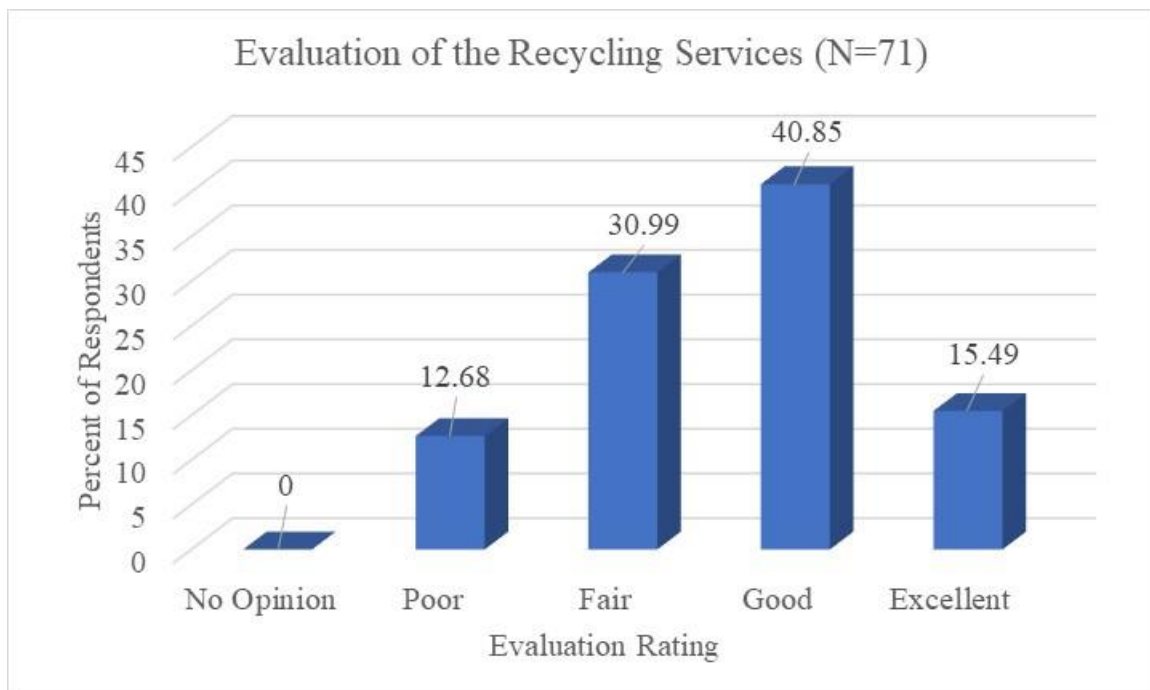
Police coverage and response for the community



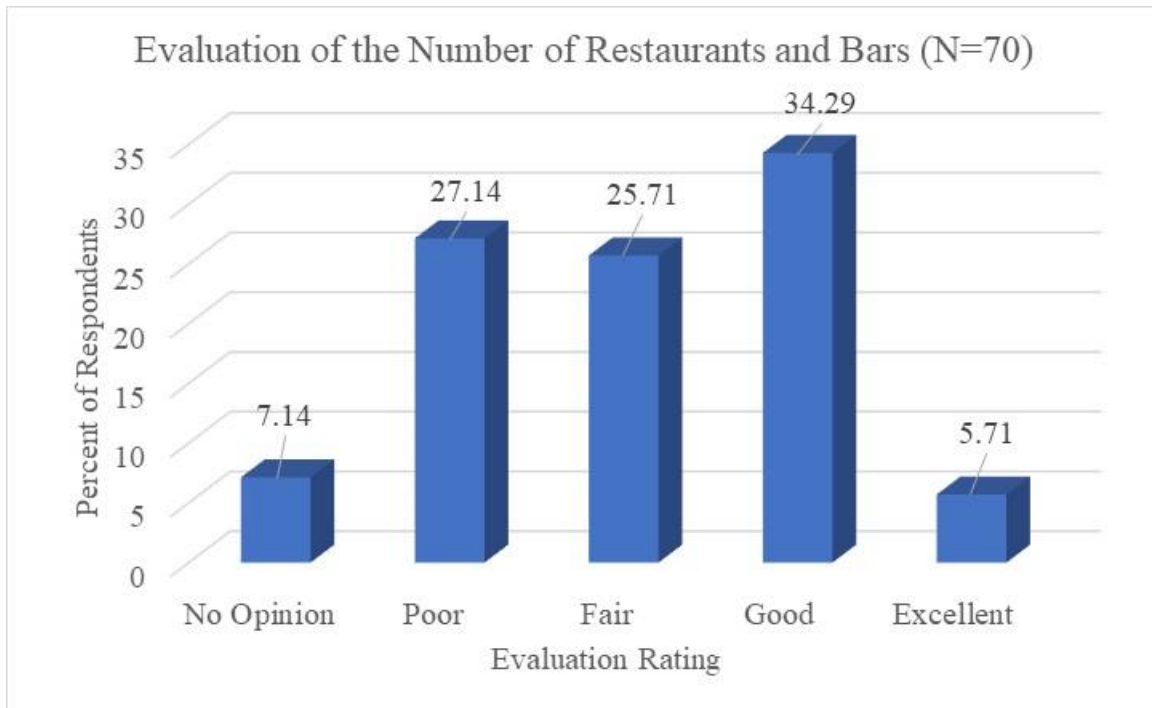
Parks, recreation areas, trails, and preserves



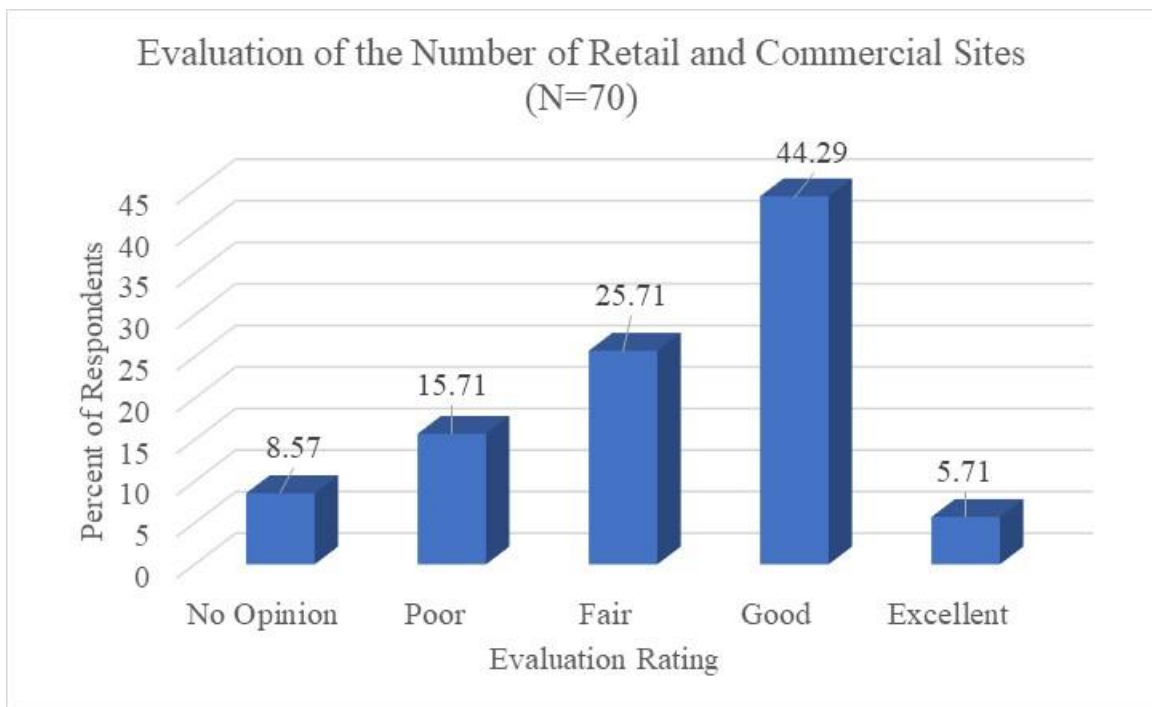
Recycling service



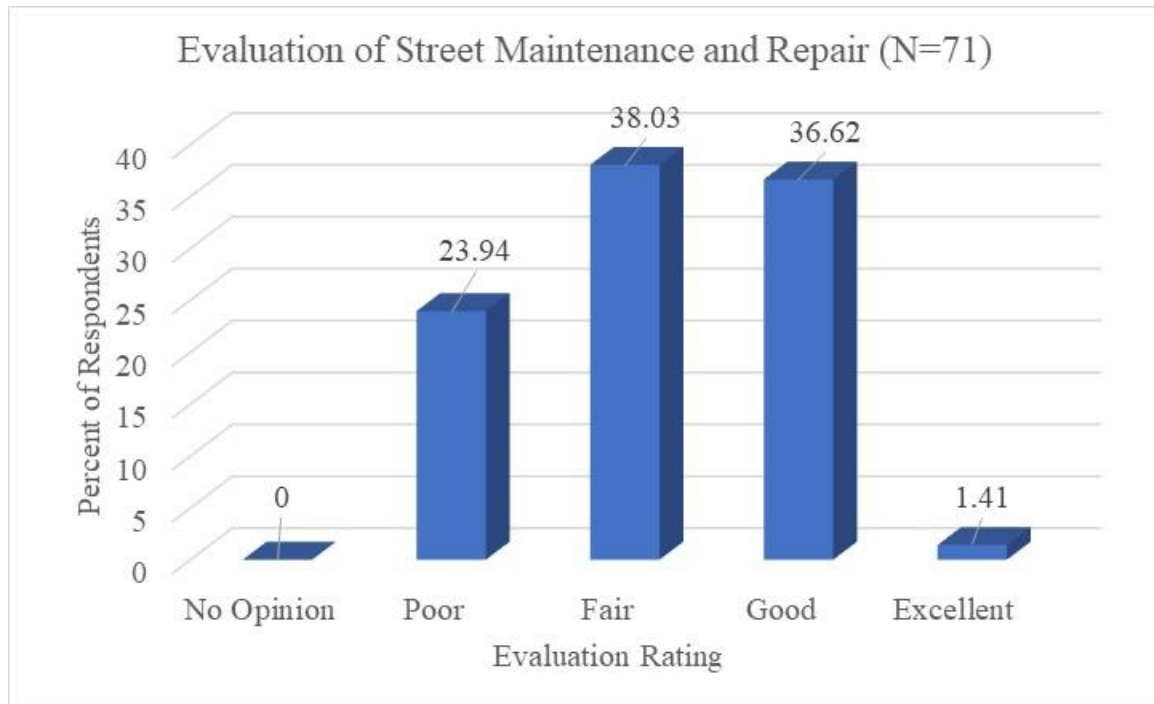
The number of restaurants and bars



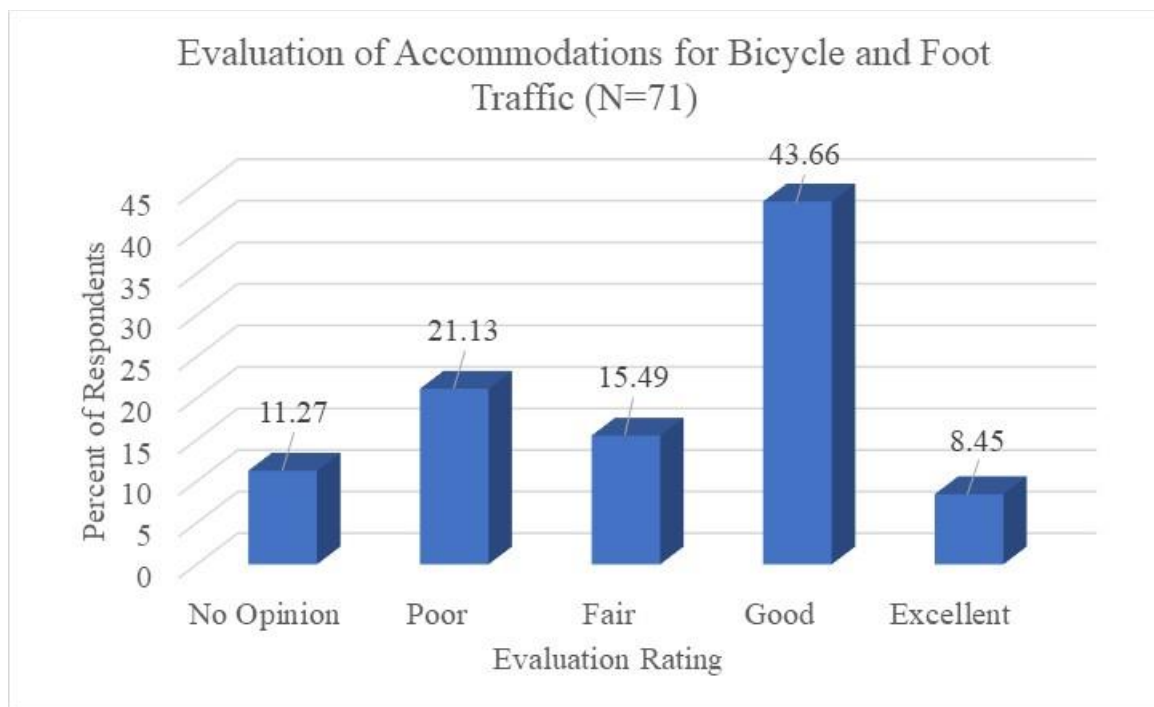
The number of retail and commercial sites



Street maintenance and repair

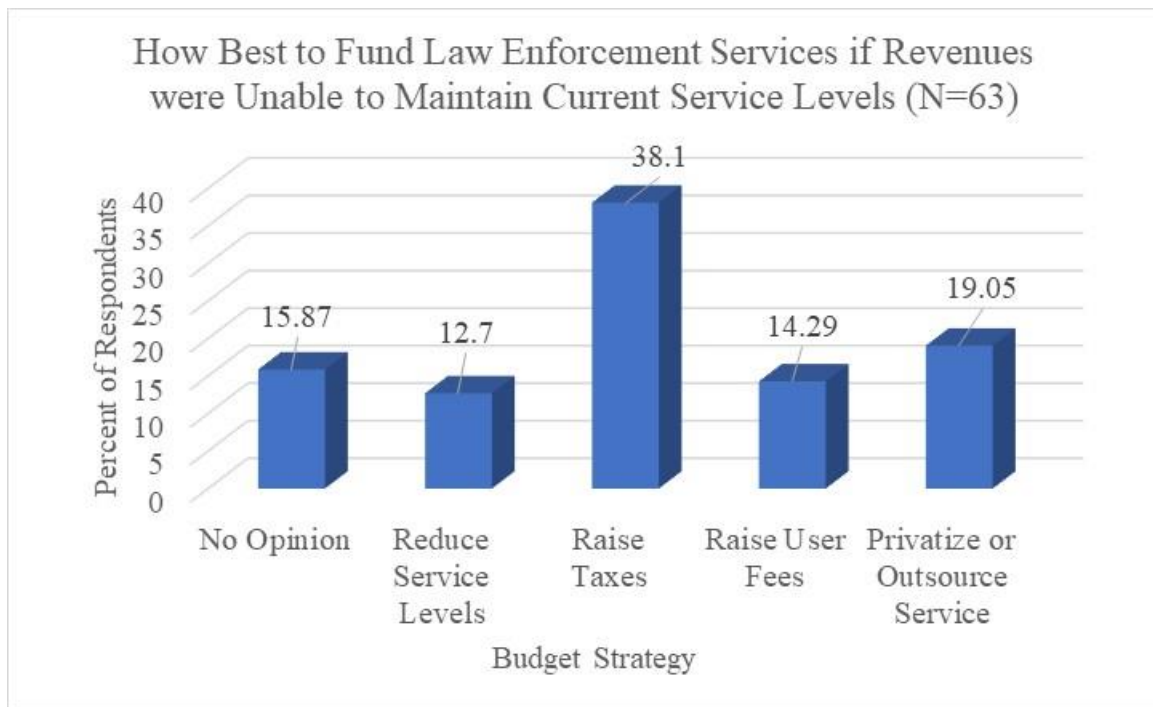


Accommodations for bicycle and foot traffic

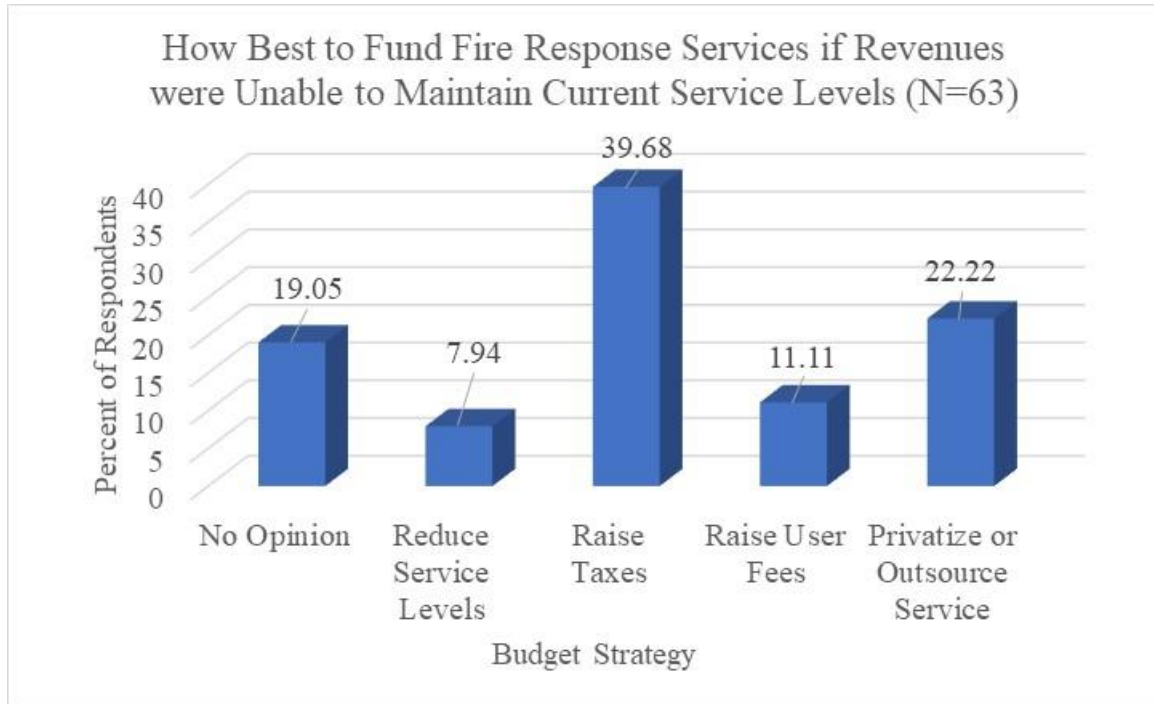


Question 3: The Township needs to live within its budget. In planning the budget, there is a need to establish priorities. Revenues (taxes, fees, etc...) to fund core Township services may not keep pace with the cost of providing such services. If revenues were not adequate to maintain Township services at current levels, please indicate the budgeting strategies or approaches you would support for each of the services listed below:

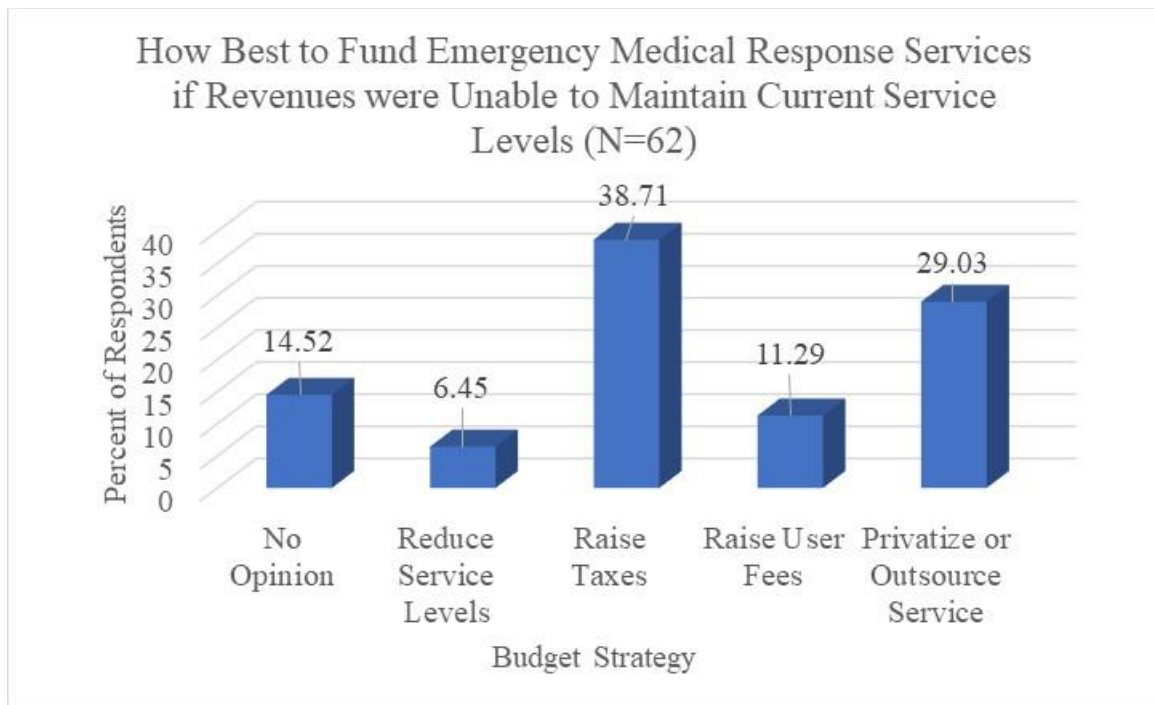
Law enforcement



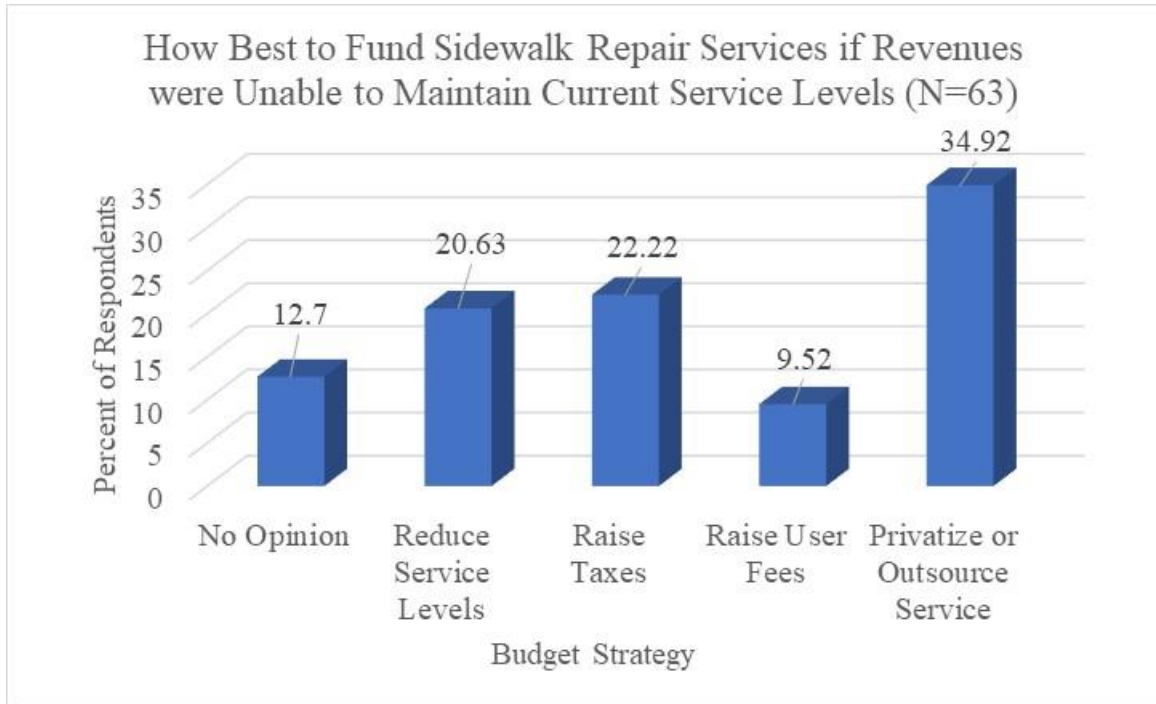
Fire response



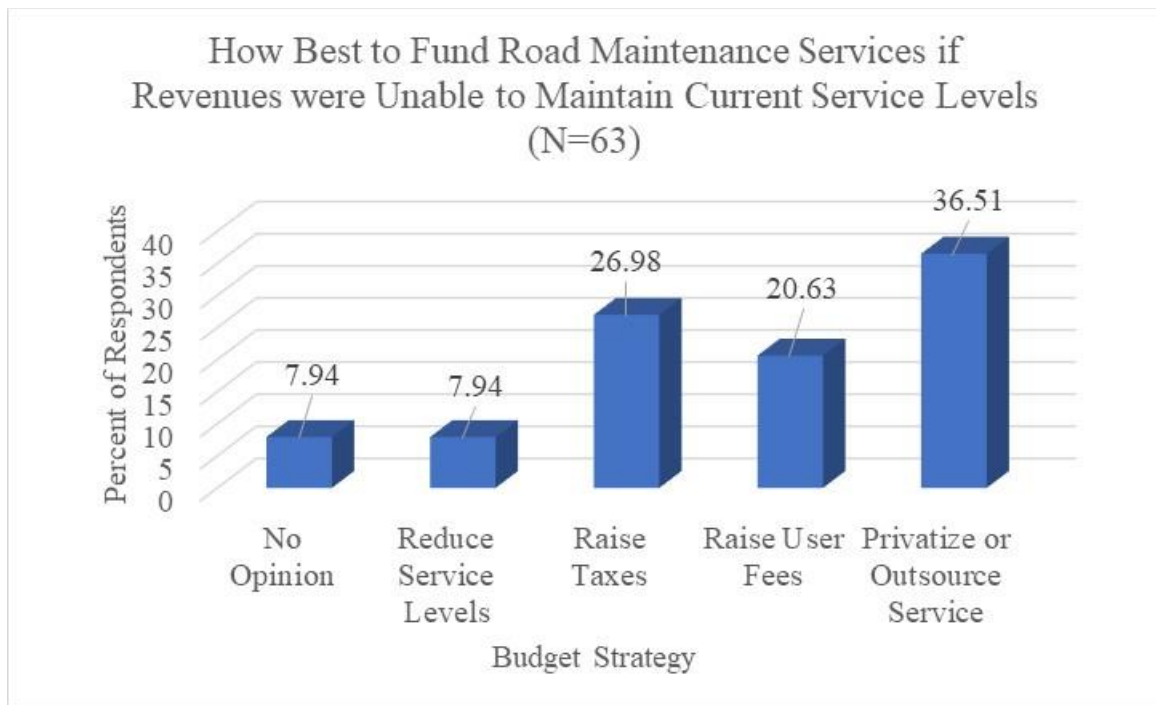
Emergency medical response



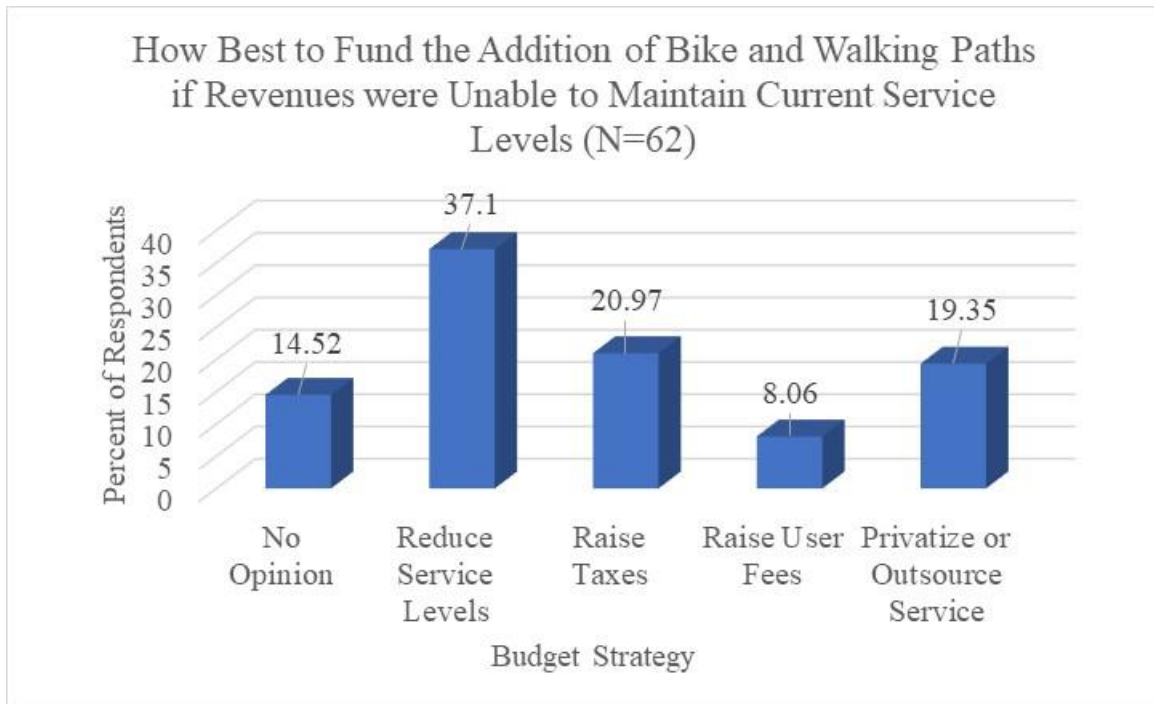
Sidewalk repair



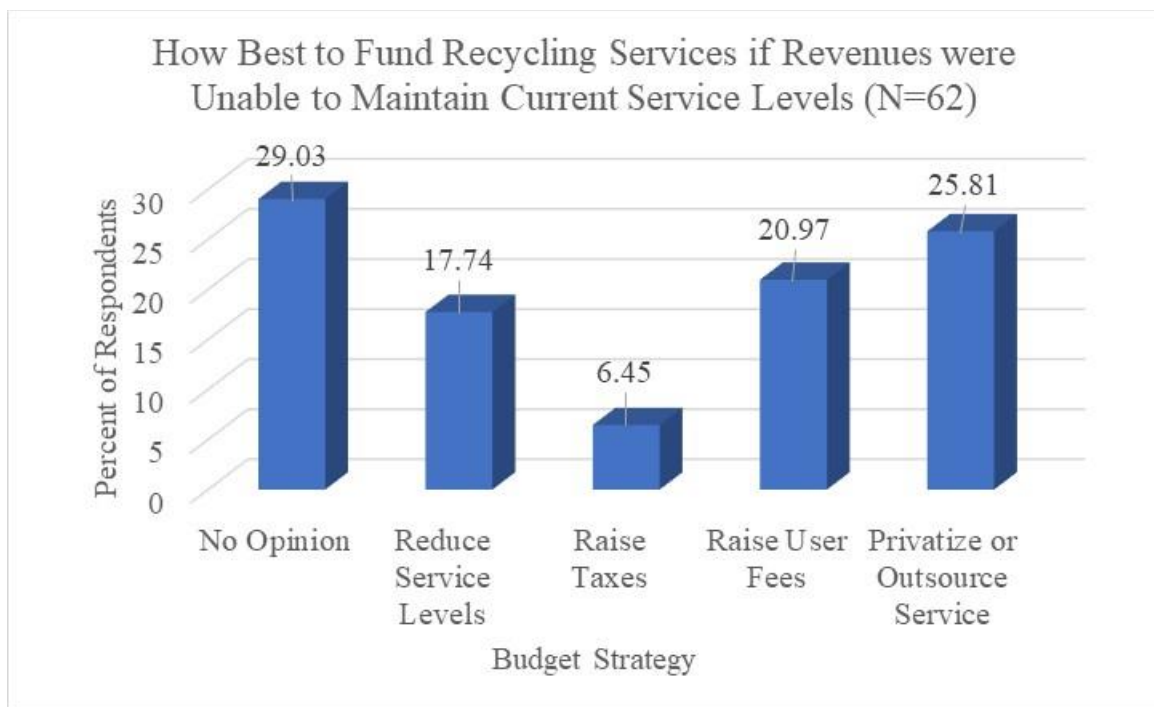
Road maintenance



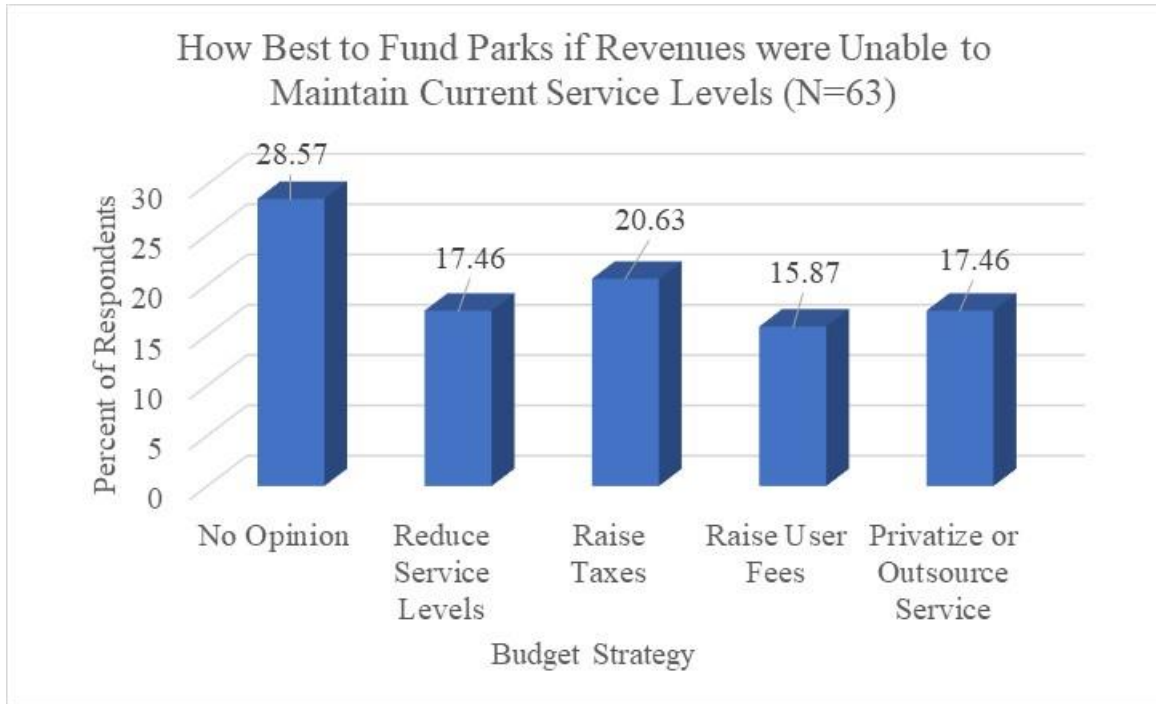
Add bike and walking paths



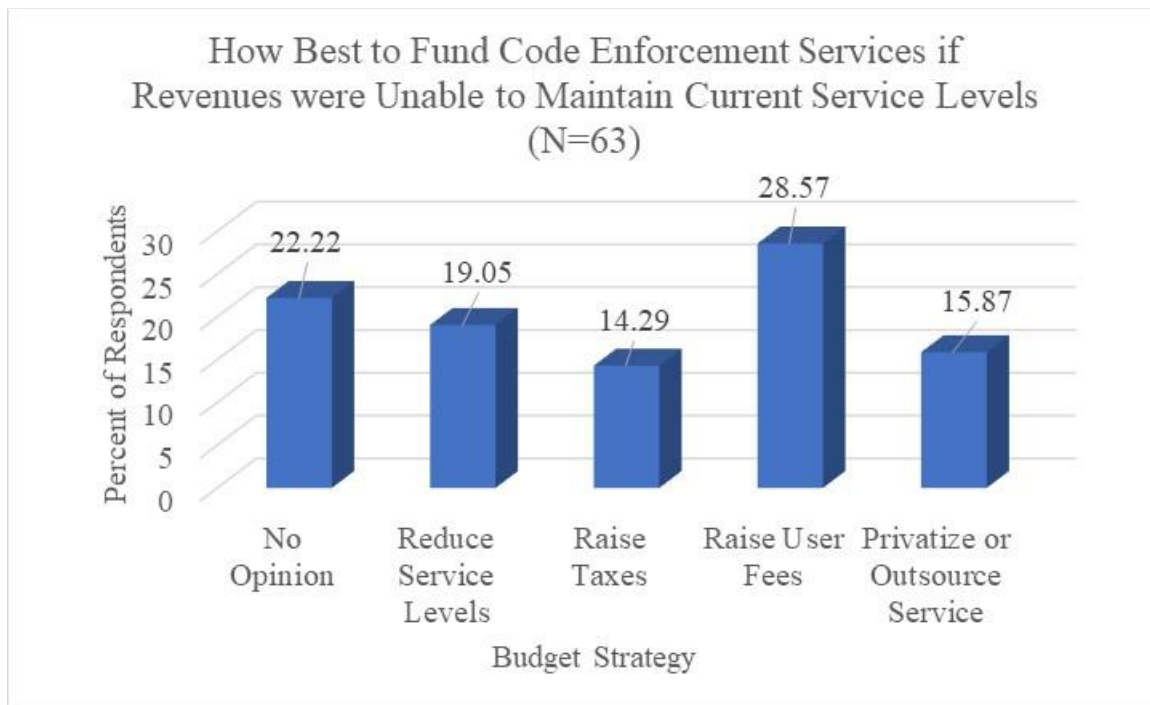
Recycling collection



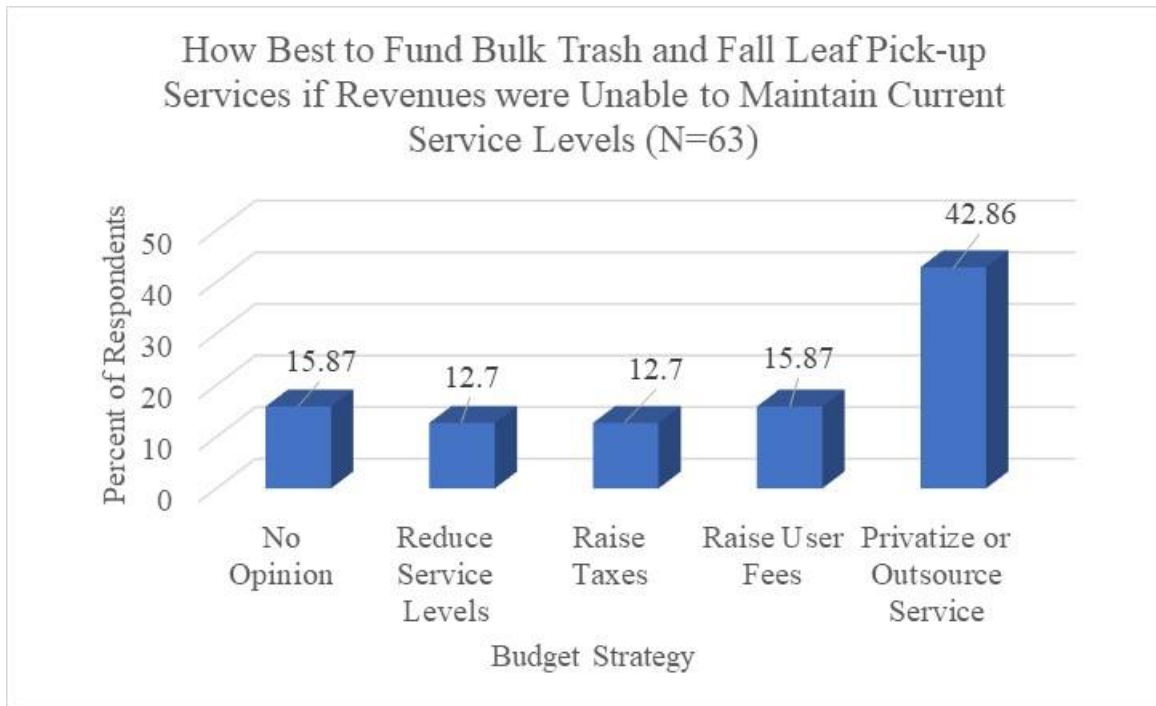
Parks



Code enforcement



Bulk trash and fall leaf pick up



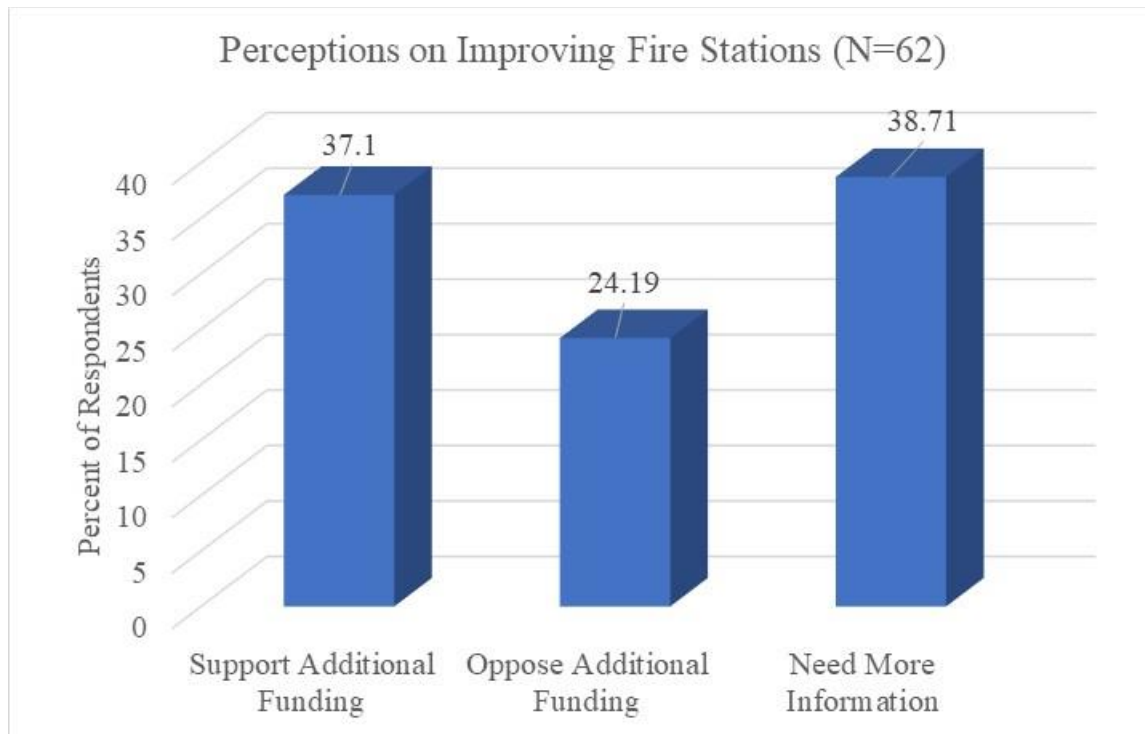
In Table 10 a comparison is presented examining the results from the online version of the community survey with the results of the mailed version of the community survey. The table presents the budgetary strategy most selected (the modal response) by respondents.

Table 10. Online Survey versus Mail Survey Budgetary Strategy Preferences		
Township Service	Most Supported Budget Strategy	
	Online Survey	Mail Survey
Law enforcement	Raise Taxes (38%)	Raise Taxes (49%)
Fire response	Raise Taxes (40%)	Raise Taxes (49%)
Emergency medical response	Raise Taxes (39%)	Raise Taxes (36%)
Sidewalk repair	Privatize/Outsource (35%)	Raise Taxes (27%)
Road maintenance	Privatize/Outsource (37%)	Raise Taxes (41%)
Add bike and walking paths	Reduce Service Levels (37%)	Reduce Service Levels (23%)
Recycling collection	Privatize/Outsource (26%)	Raise User Fees (23%)
Parks	Raise Taxes (21%)	Raise Taxes (25%)
Code enforcement	Raise User Fees (29%)	Raise Taxes (18%)
Bulk trash and fall leaf pick up	Privatize/Outsource (43%)	Privatize/Outsource (24%)

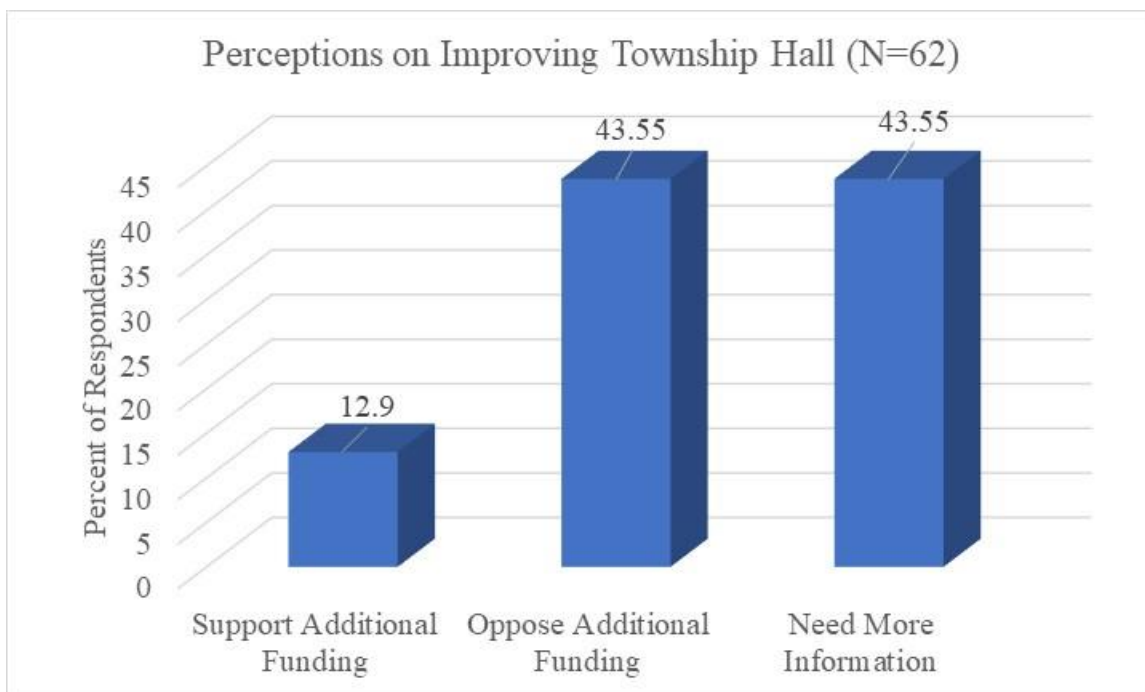
In comparing the most selected budgetary strategy for each of the services the township provides there was overall consistency in the modal response from respondents for 6 of the 10 services. For the services of: law enforcement, fire response, emergency medical response, and parks respondents supported the budget strategy of raising taxes to meet any budgetary shortfalls. The addition of bike and walking paths had a modal response of reducing service levels across both surveys. Finally, across both surveys respondents suggested that budgetary shortfalls related to bulk trash and fall leaf pick up be addressed by privatizing or outsourcing these services.

Question 4: In thinking about potential future improvements, please review the areas below and indicate if you would support a new millage or user fee to fund it.

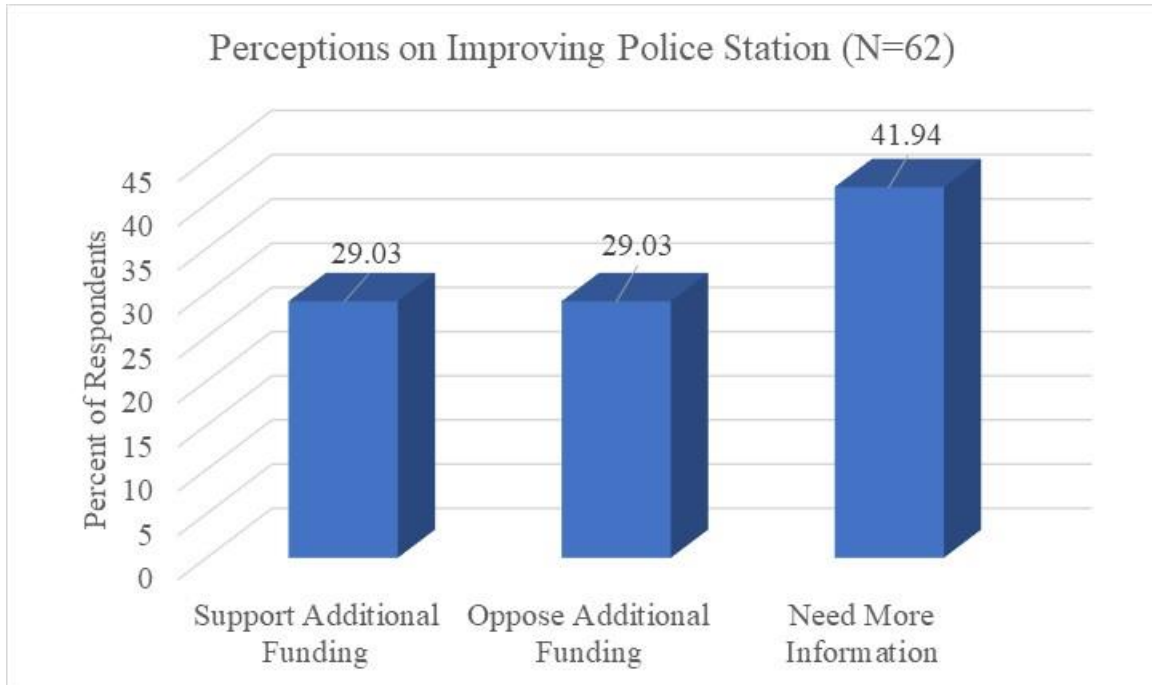
Improving fire stations



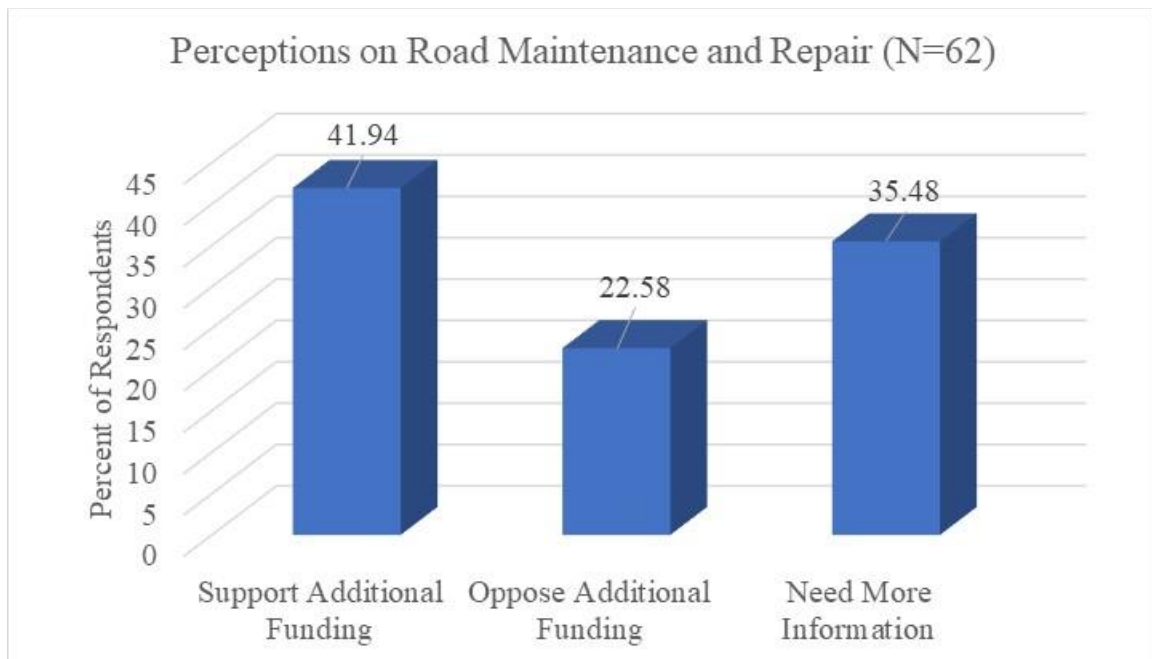
Improving township hall



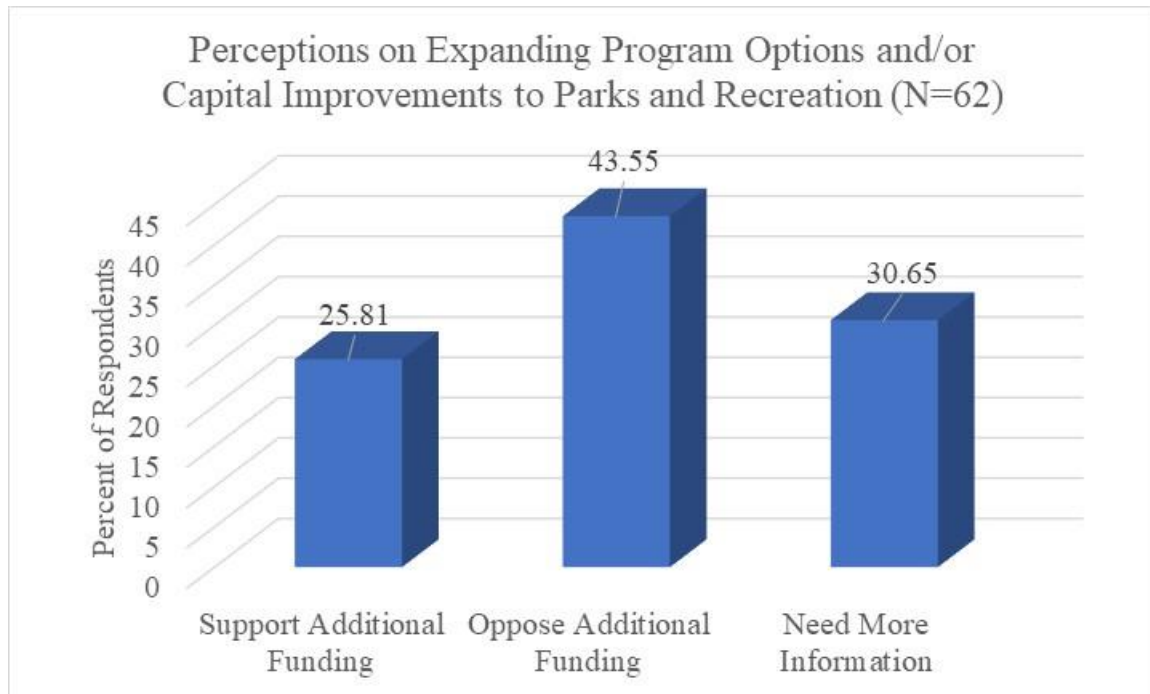
Improving police station



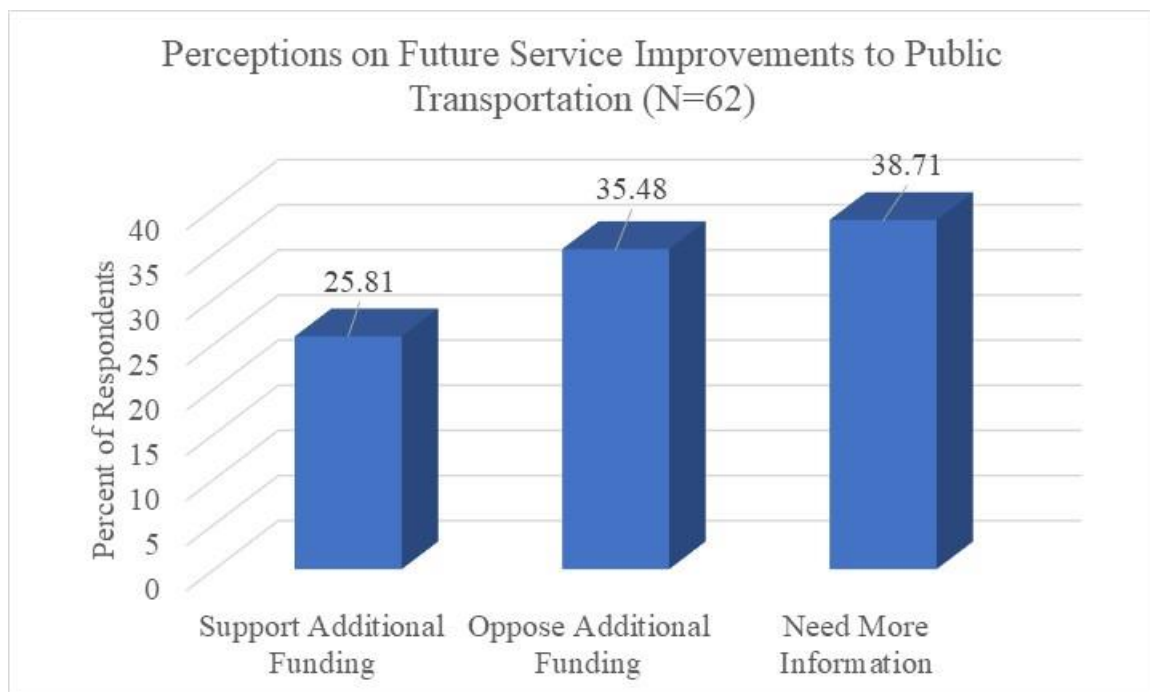
Road maintenance and repair



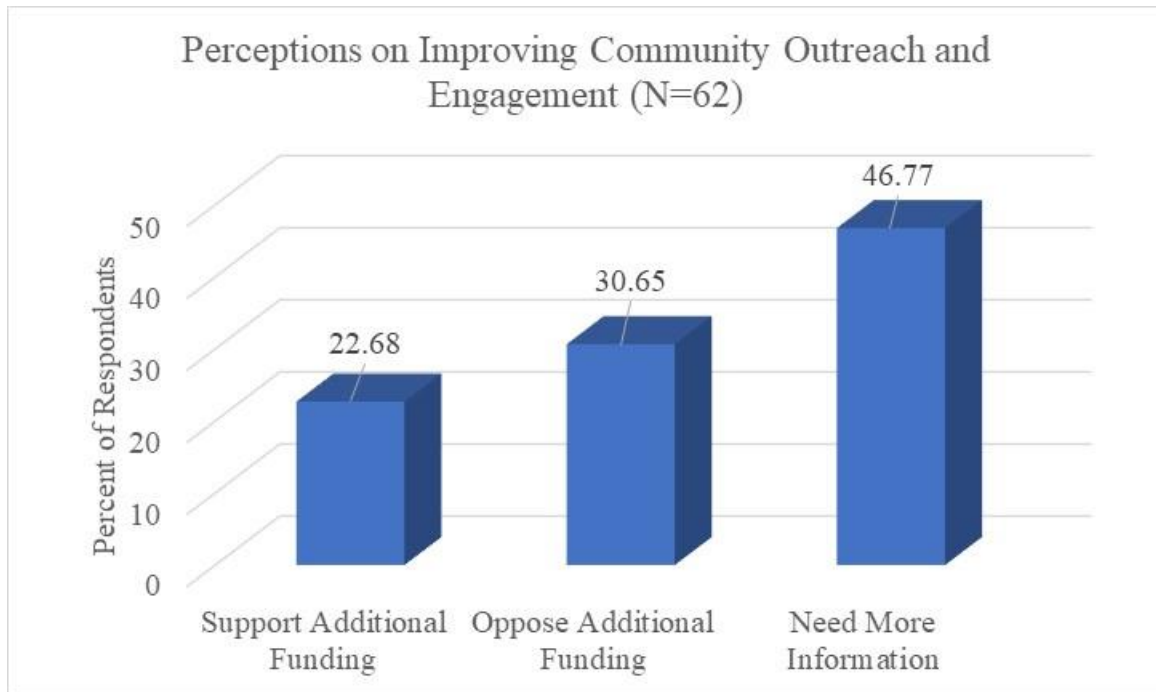
Parks and recreation (expanding program options and/or capital improvements)



Public transportation



Improving community outreach and engagement



In Table 11, a summary of the results related to potential future service improvements is provided. The modal response is highlighted in green.

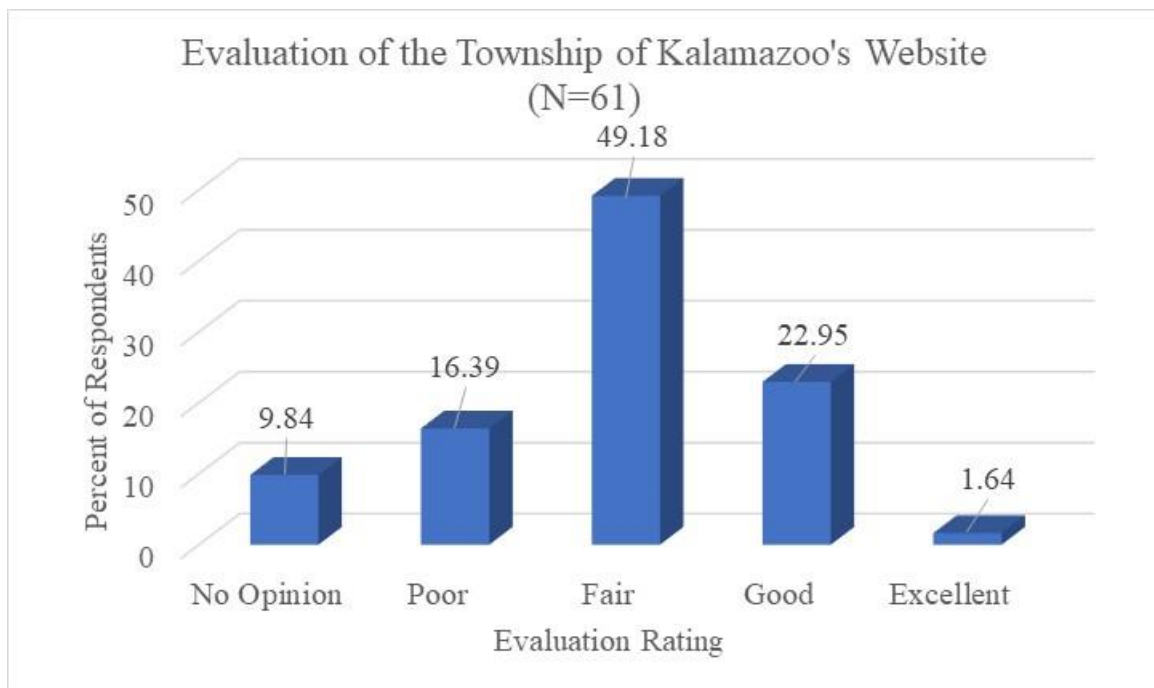
Table 11. Consideration of Future Options-Online Survey

Potential Service Improvements	Support Additional Funding	Oppose Additional Funding	Need More Information
Improve fire stations	37%	24%	39%
Improve township hall	13%	44%	44%
Improve police station	29%	29%	42%
Road maintenance and repair	42%	23%	36%
Parks and recreation	26%	44%	31%
Public transportation	26%	35%	39%
Improving community outreach and engagement	23%	31%	47%

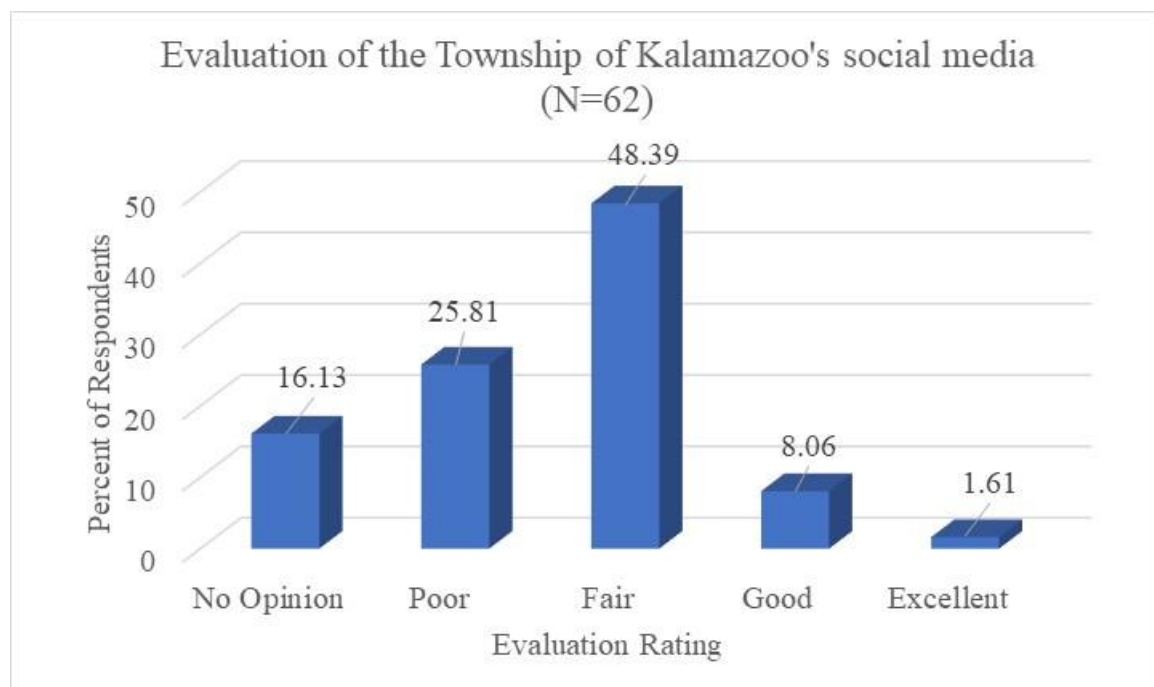
Overall respondents generally requested more information beyond what was provided in the survey. However, some exceptions were present; respondents noted support for additional funding for road maintenance and repair while also noting opposition to additional funding for improving township hall or parks and recreation.

Question 5: Please rate each of the following:

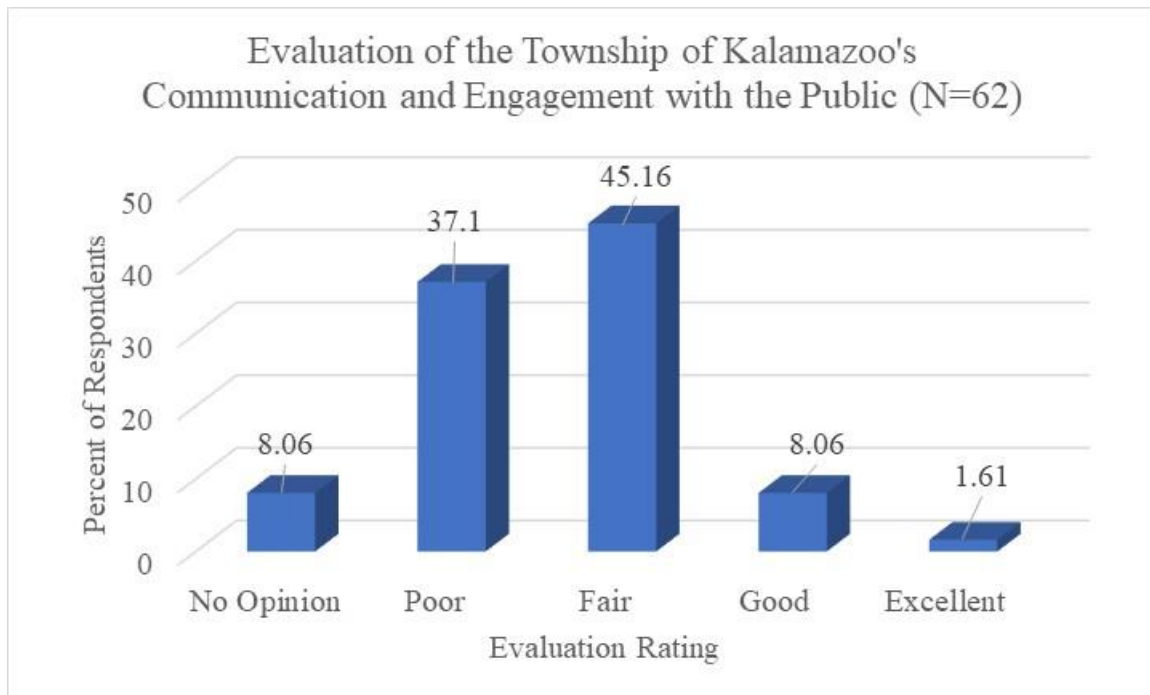
The Township of Kalamazoo's website



The Township of Kalamazoo's social media

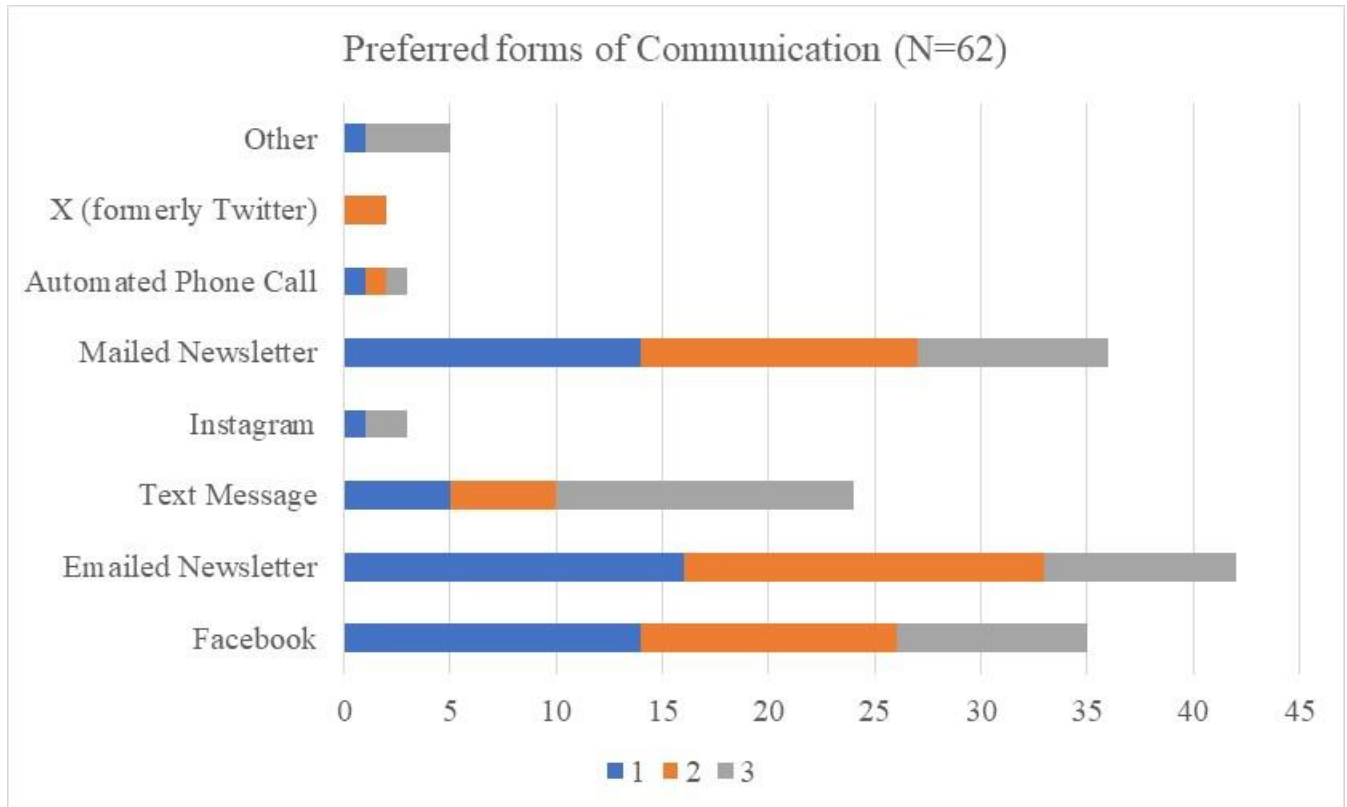


The Township of Kalamazoo's communication and engagement with the public



Question 5 measured respondent perceptions of the Township's electronic and internet presence. Across all items respondents on average rated the township as less than good. This result is similar to the mail version of the survey, but with a more pronounced majority of respondents indicating dissatisfaction with the Township's electronic and internet presence

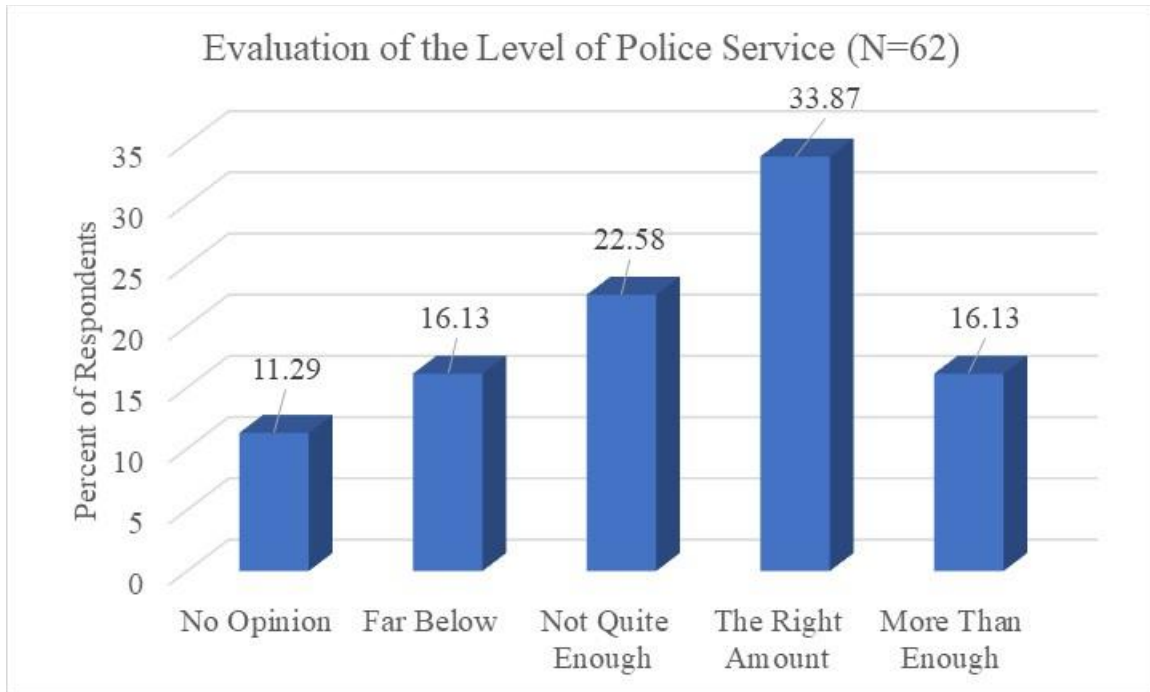
Question 6: In thinking about how the Township could best communicate with you regarding events, news, notes, and outreach, please select up to three (3) forms of communication that you would be most likely to use for this purpose by ranking them 1, 2, and 3 in the boxes provided. Please note that 1 should indicate the form of communication you would most prefer, 2 should indicate your next preference, and 3 should indicate the third-greatest preference.



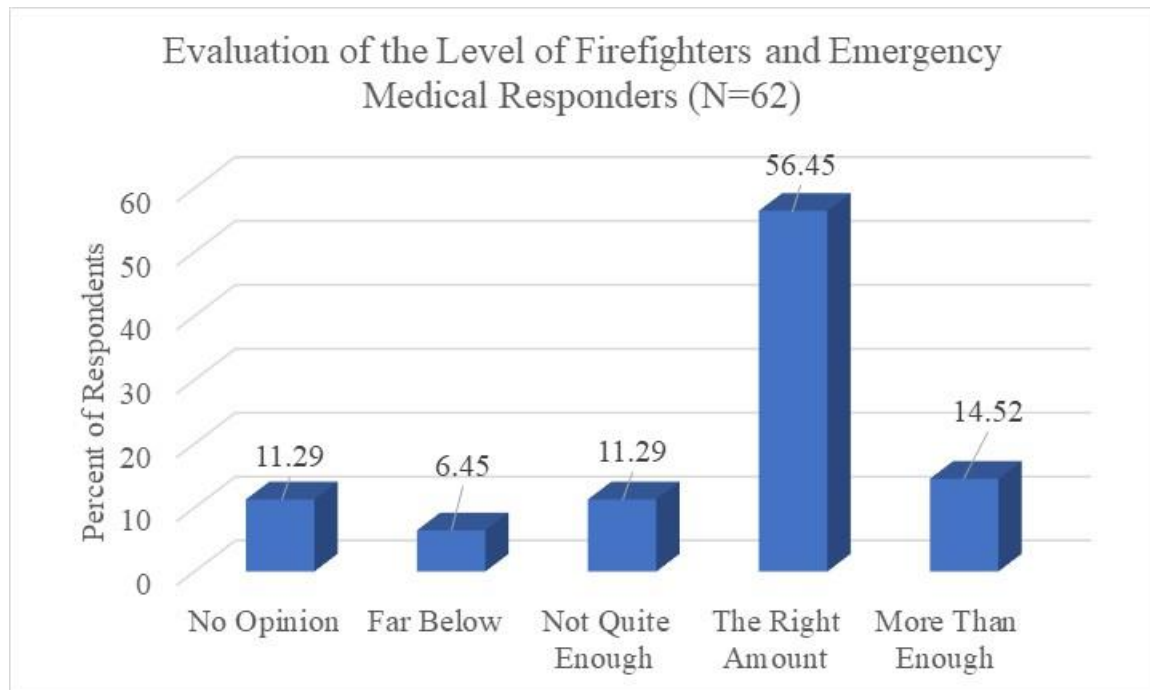
Overall, respondents expressed the greatest preference for the creation of a newsletter that could be mailed or emailed to residents regarding the Township's: events, news, notes, and outreach. The next most preferred options for communication were Facebook and text message. Few respondents selected Other, outside of mail-based services (postcards, local newspaper) regularly updated announcements on the website were the mentioned most.

Question 7: Please indicate whether the Township of Kalamazoo provides enough of each of the following:

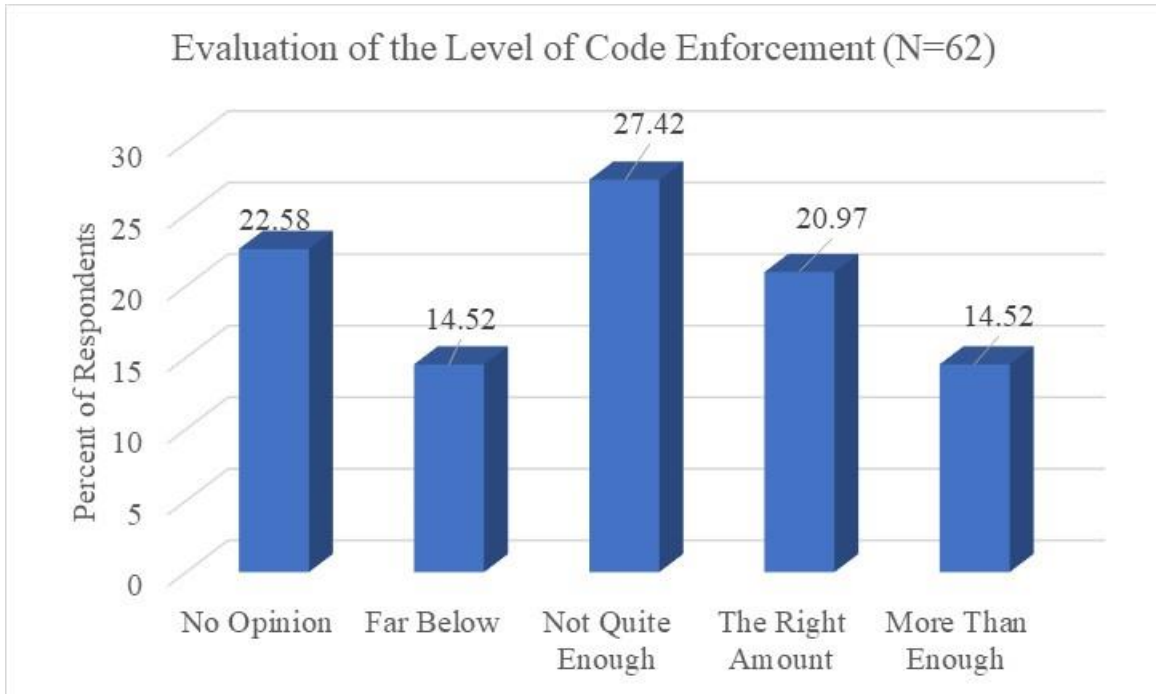
Police



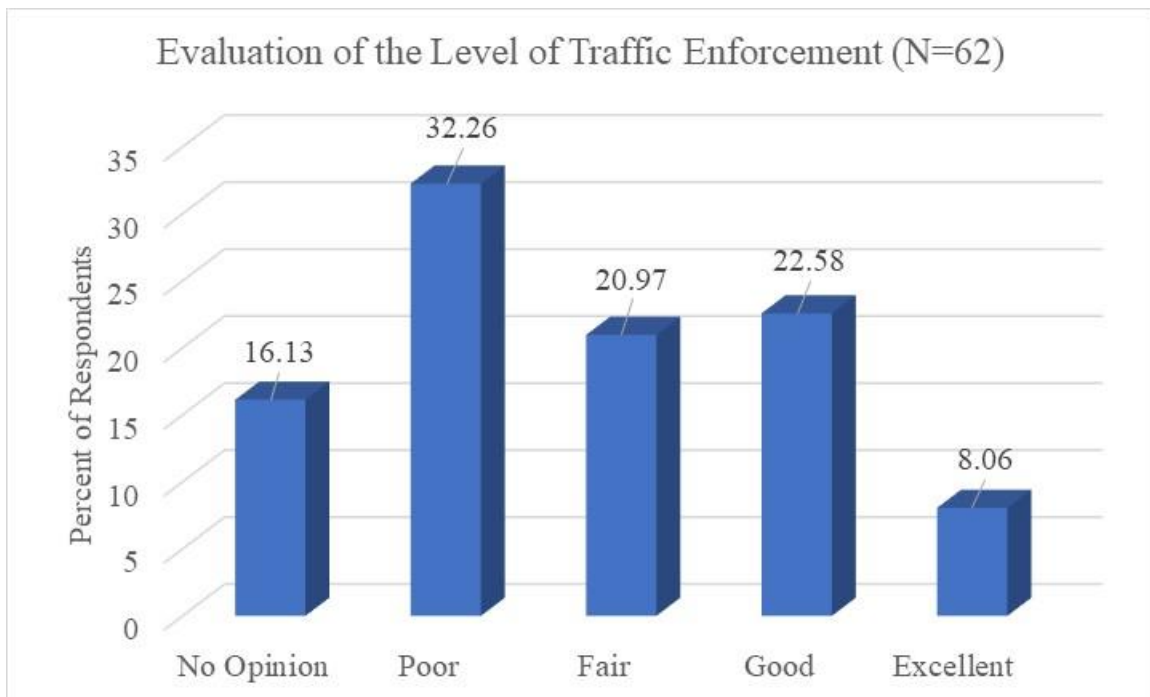
Firefighters and Emergency Medical Responders



Code enforcement

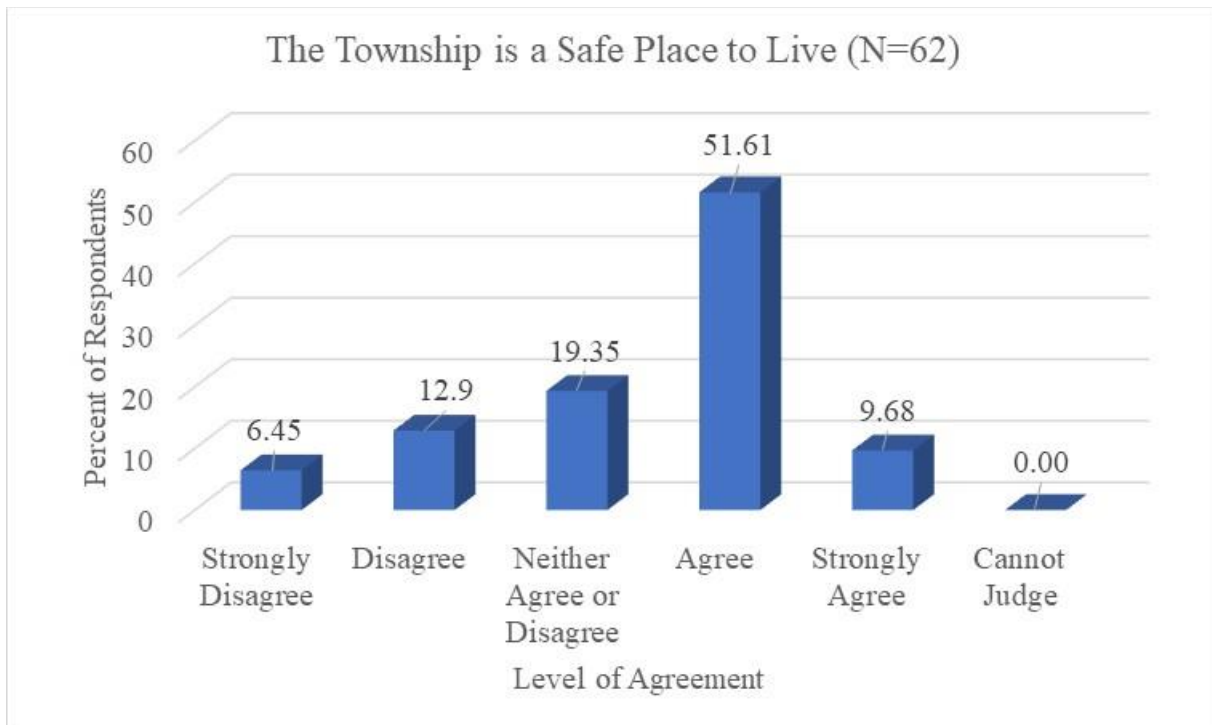


Traffic enforcement

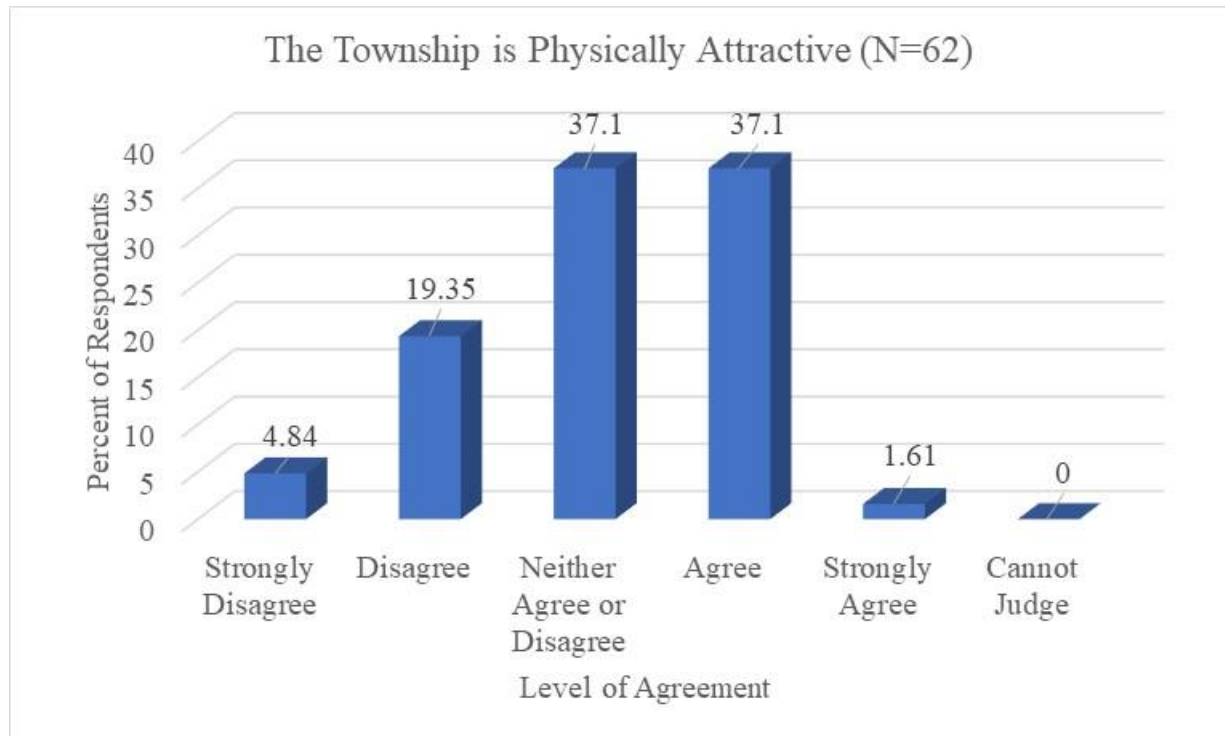


Question 8: In thinking about the Township, how much do you agree or disagree that your Township is:

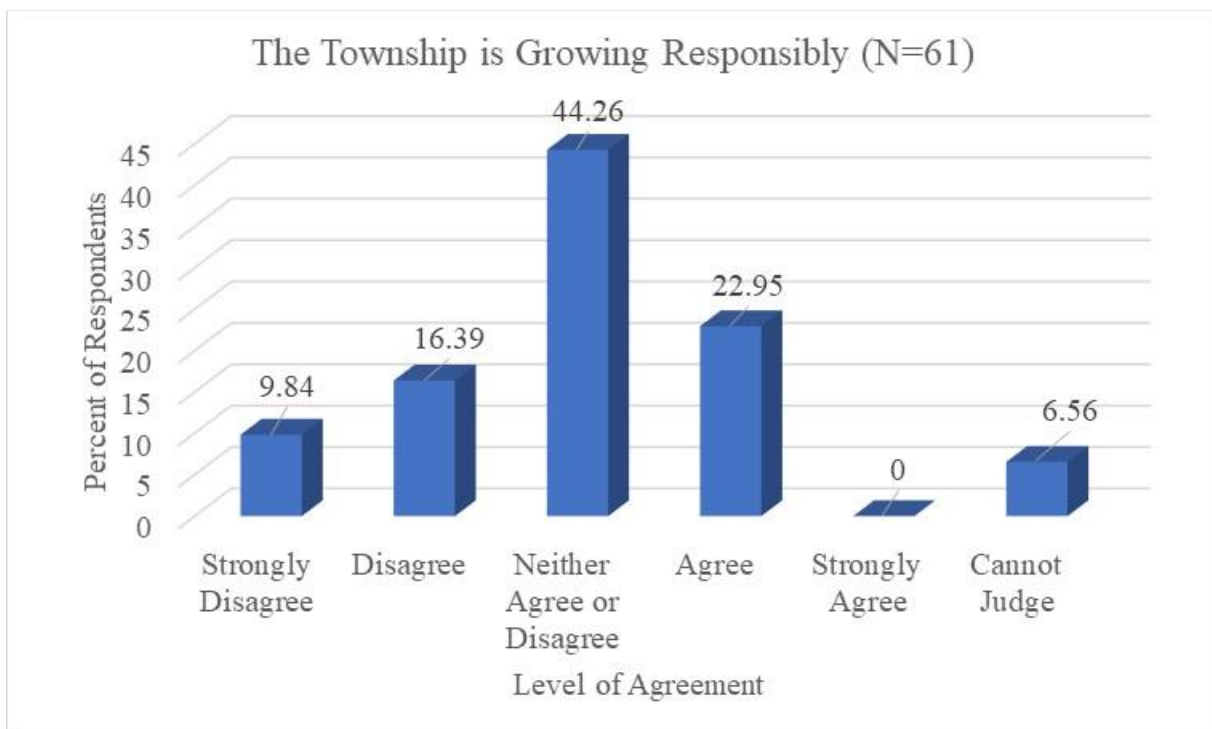
A safe place to live



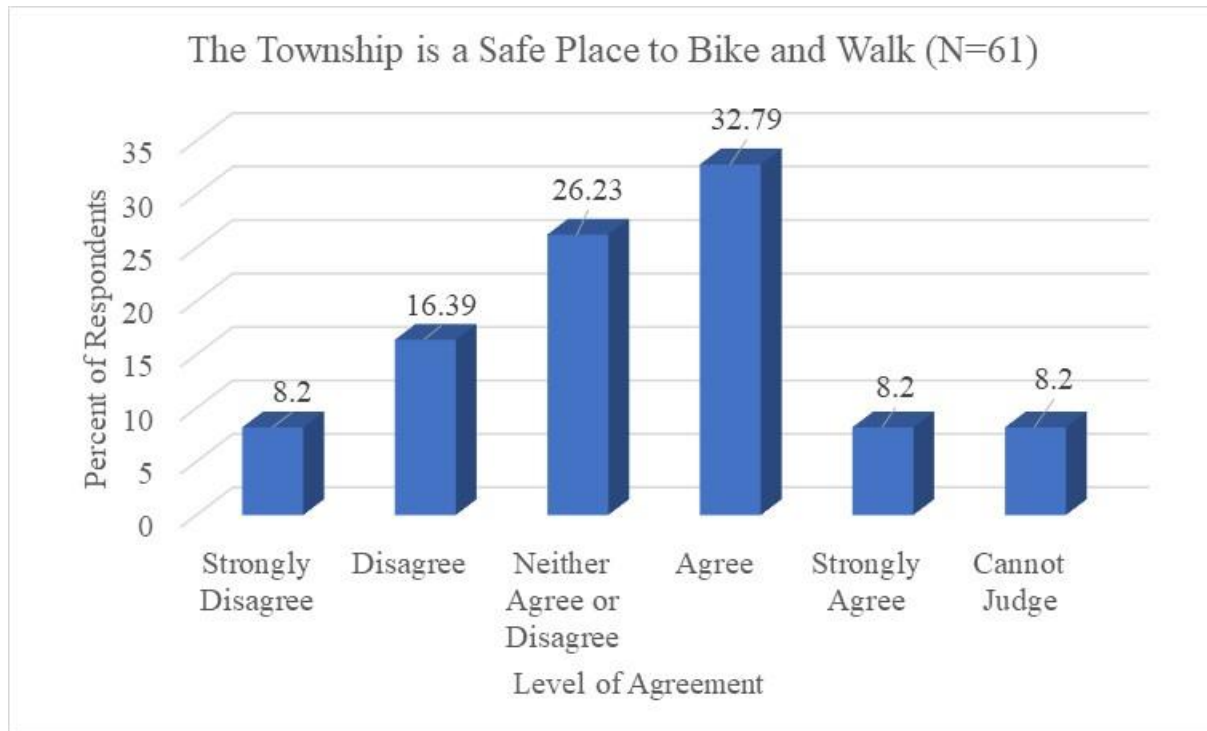
Physically attractive



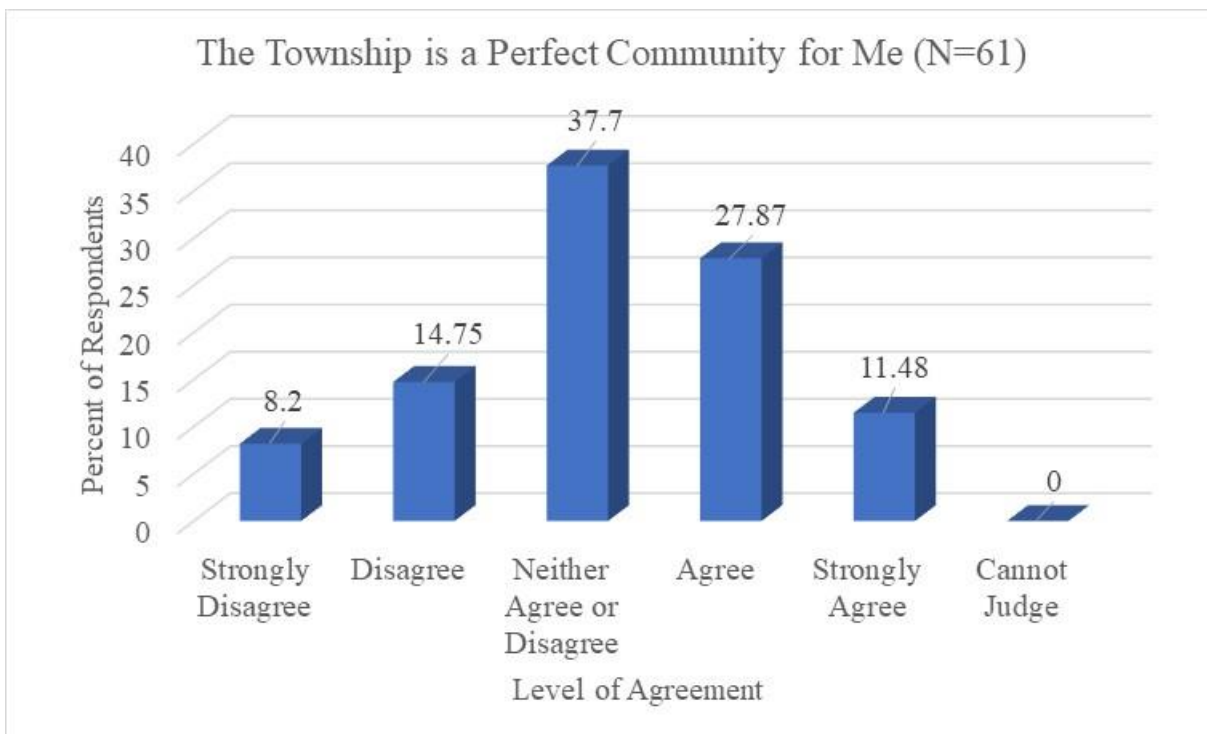
Growing responsibly



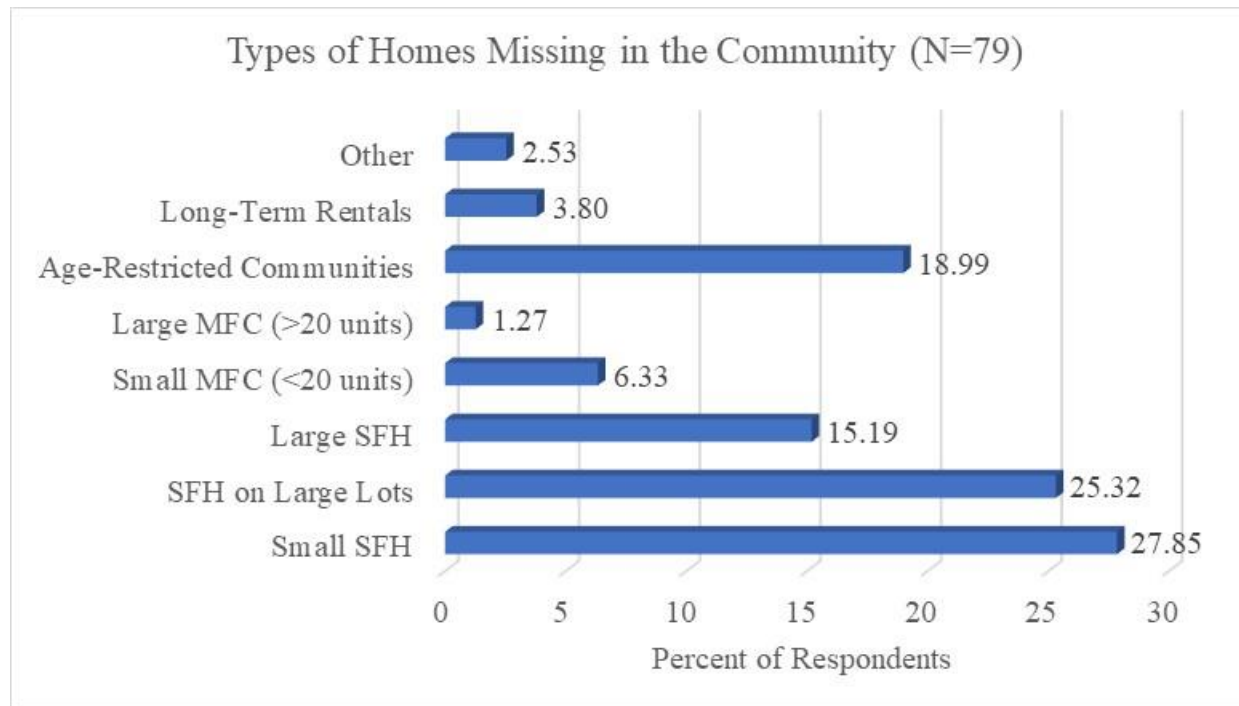
A safe place to bike and walk



A perfect community for me



Question 9: What specific types of homes or households do you think are missing in the community? (Select all that apply, if none apply leave blank)



Note: SFH stands for Single-Family Home while MFC stands for Multi-Family Complex

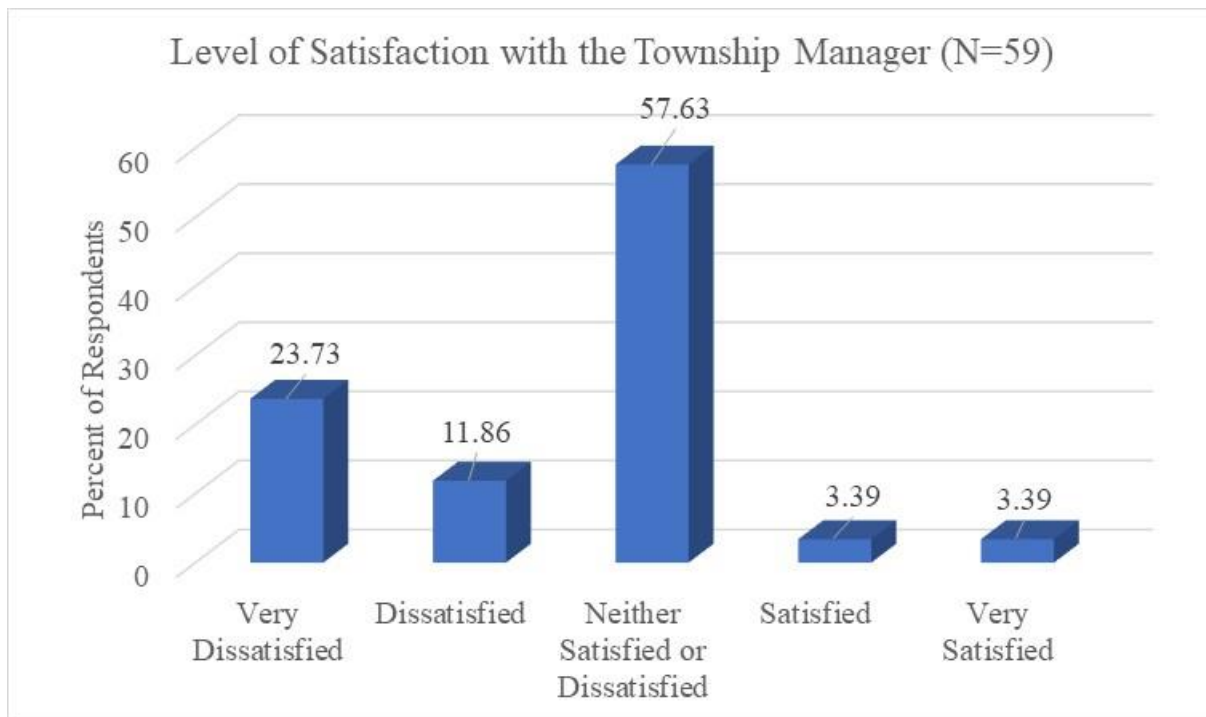
Overall, respondents noted small single family homes, small single family homes on large lots, and age-restricted as the types of homes or households most missing from the community currently. Only two respondents selected Other from the options, they noted affordable senior housing and planned unit developments of smaller homes designed to promote community and sustainability.

Question 10: Please rate your current level of satisfaction with each of the following

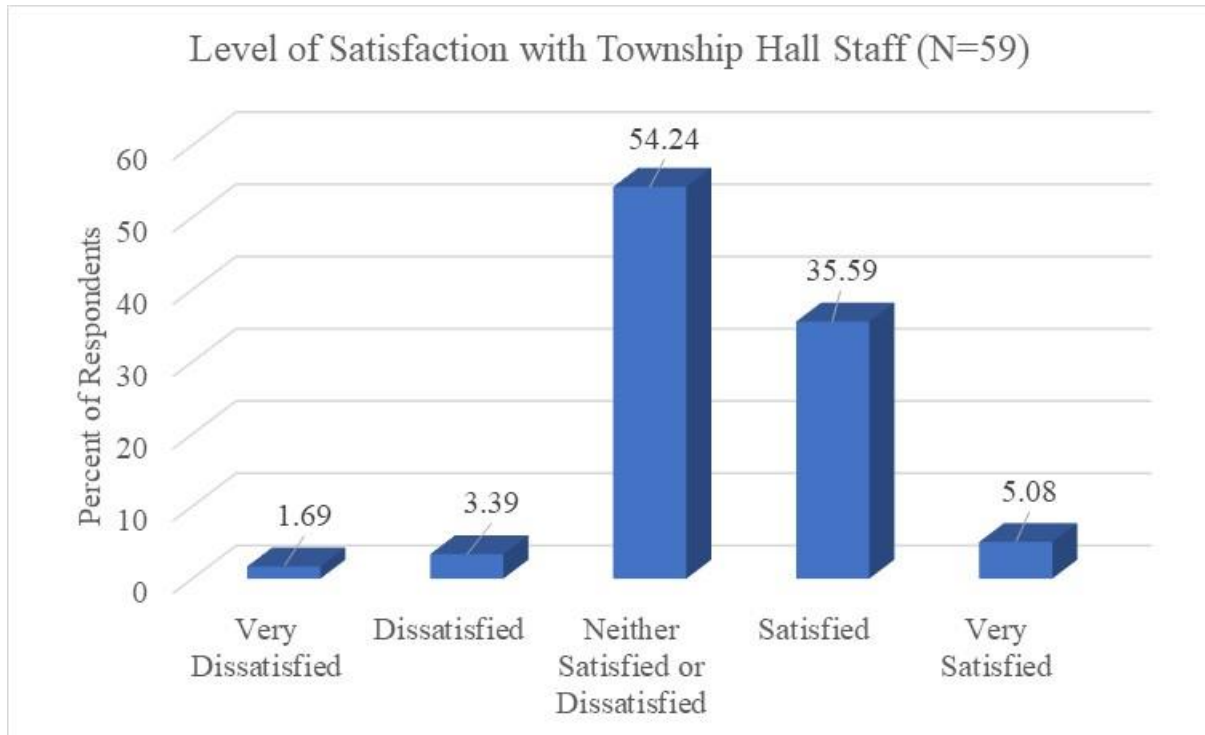
The Board of Trustees



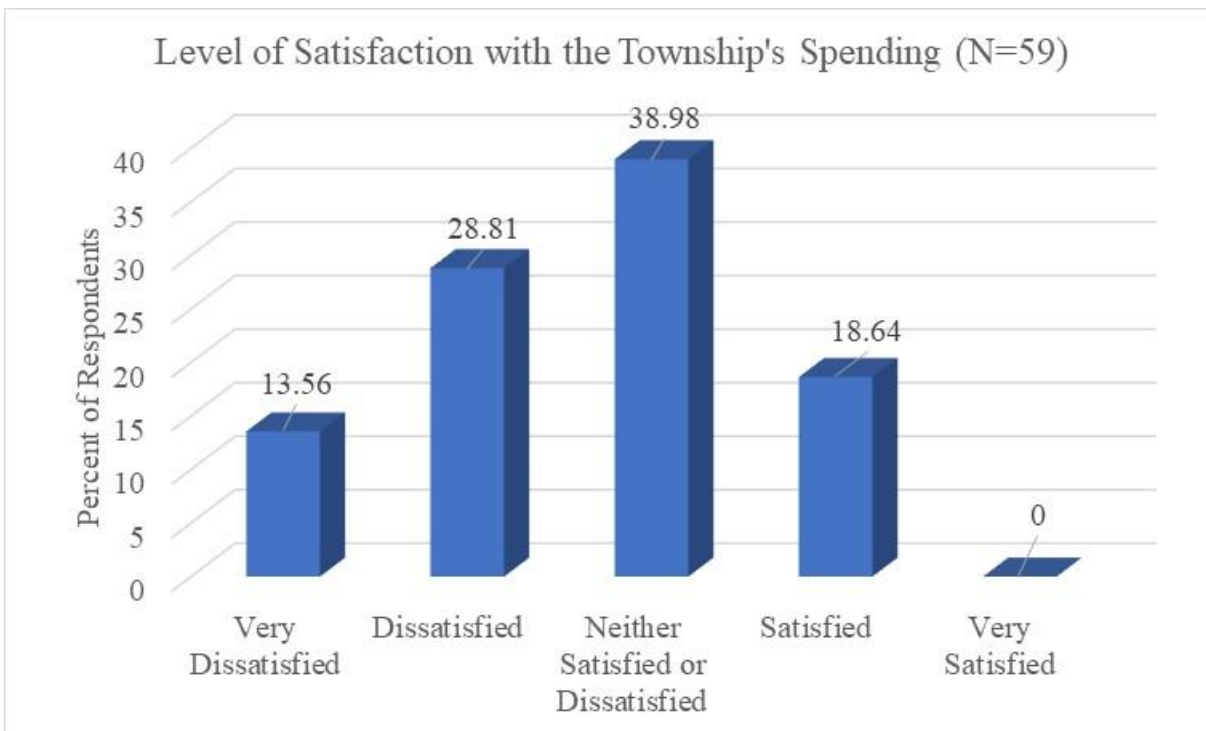
The Township Manager



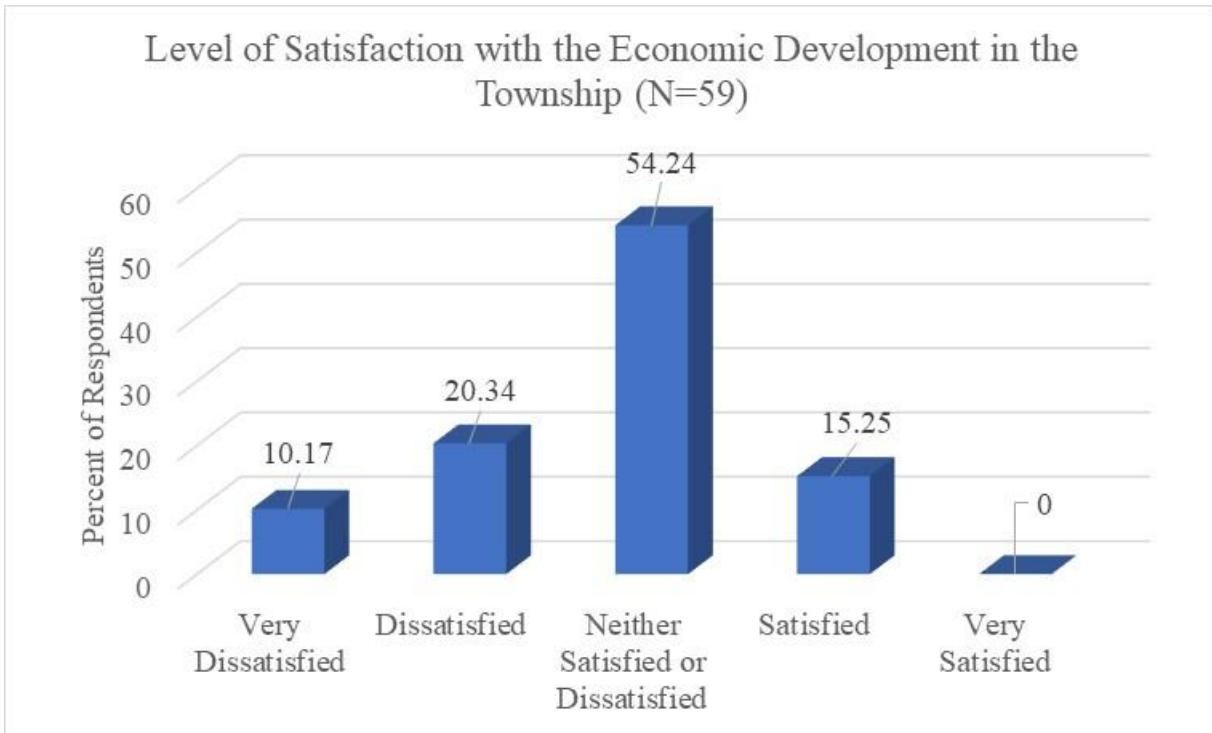
Township Hall Staff



The township's spending

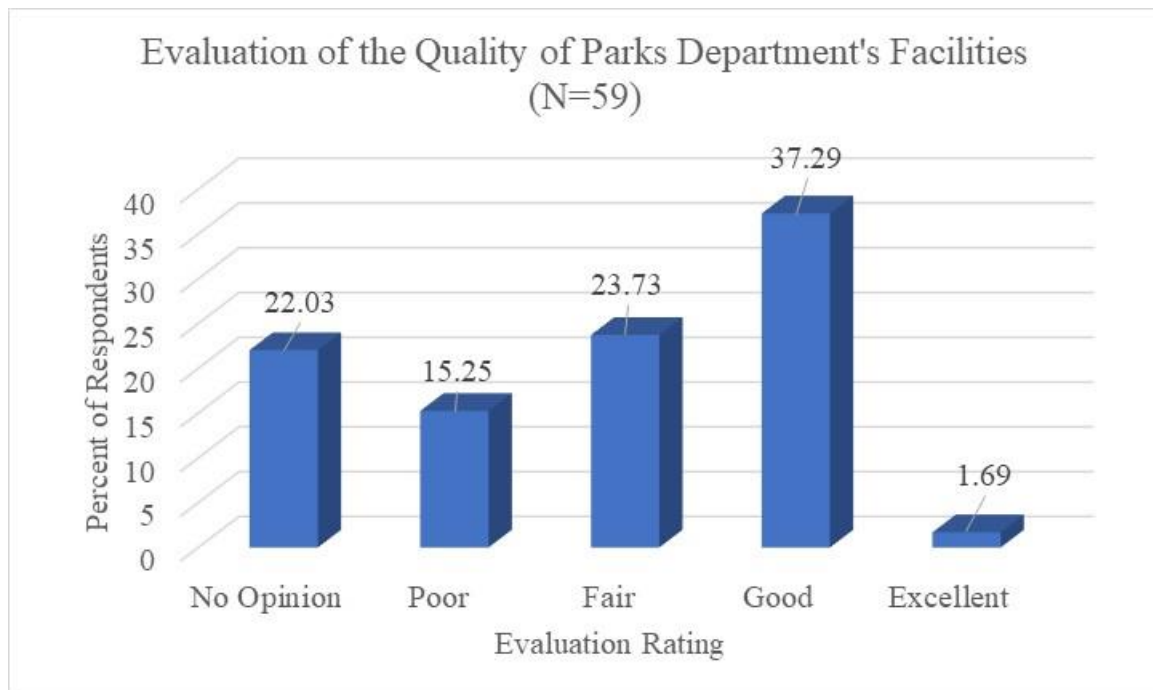


Economic development in the township

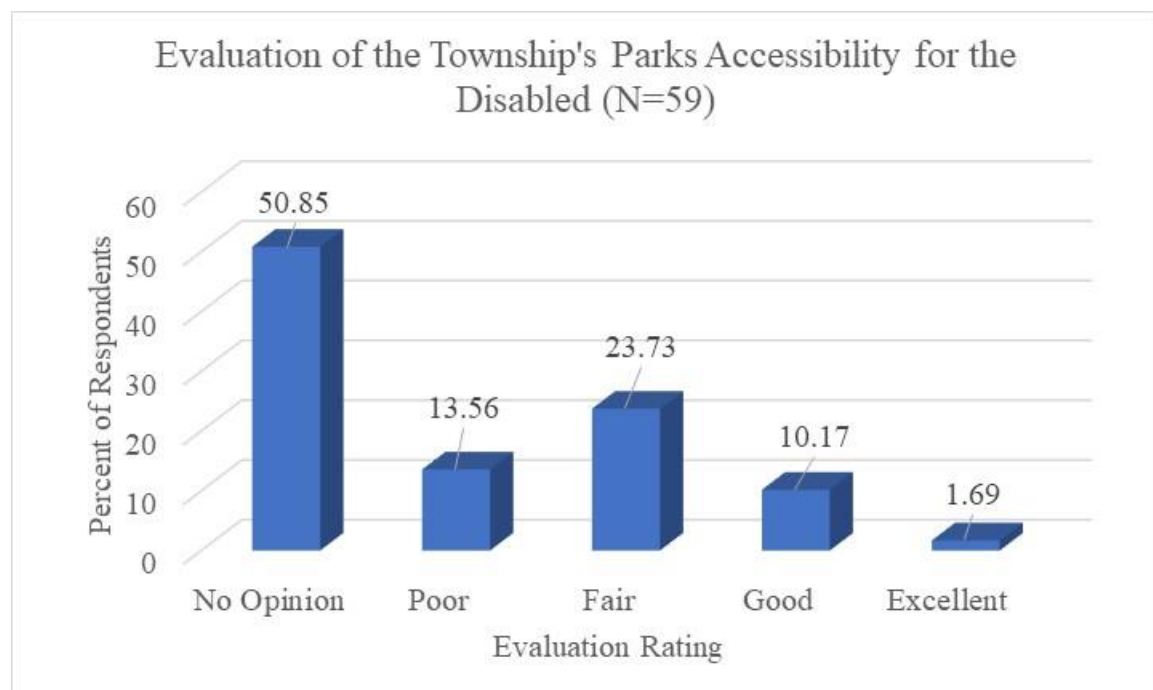


Question 11: The township's parks department oversees: Stroud Family Park, Rynbrandt Park, Jenks & Grand Pre Park, Lakewood Park, Academy Park, Grand Prairie Golf Course, Wilson Recreation Area. With these facilities in mind, please rate them on the following attributes:

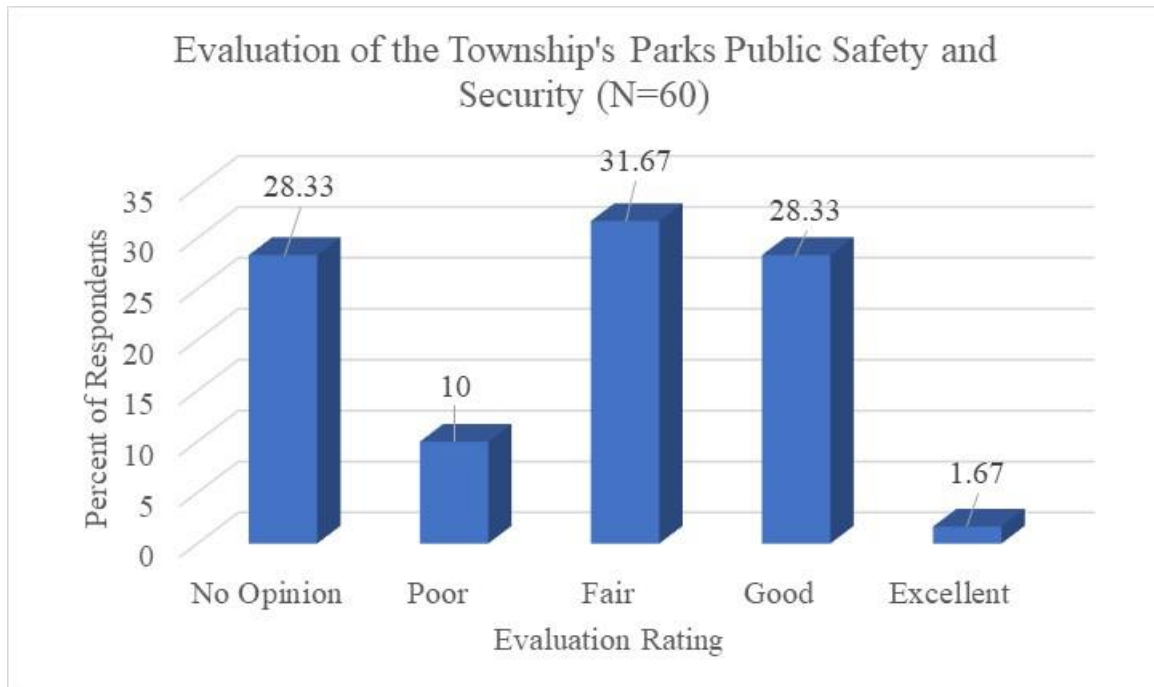
Quality of facilities



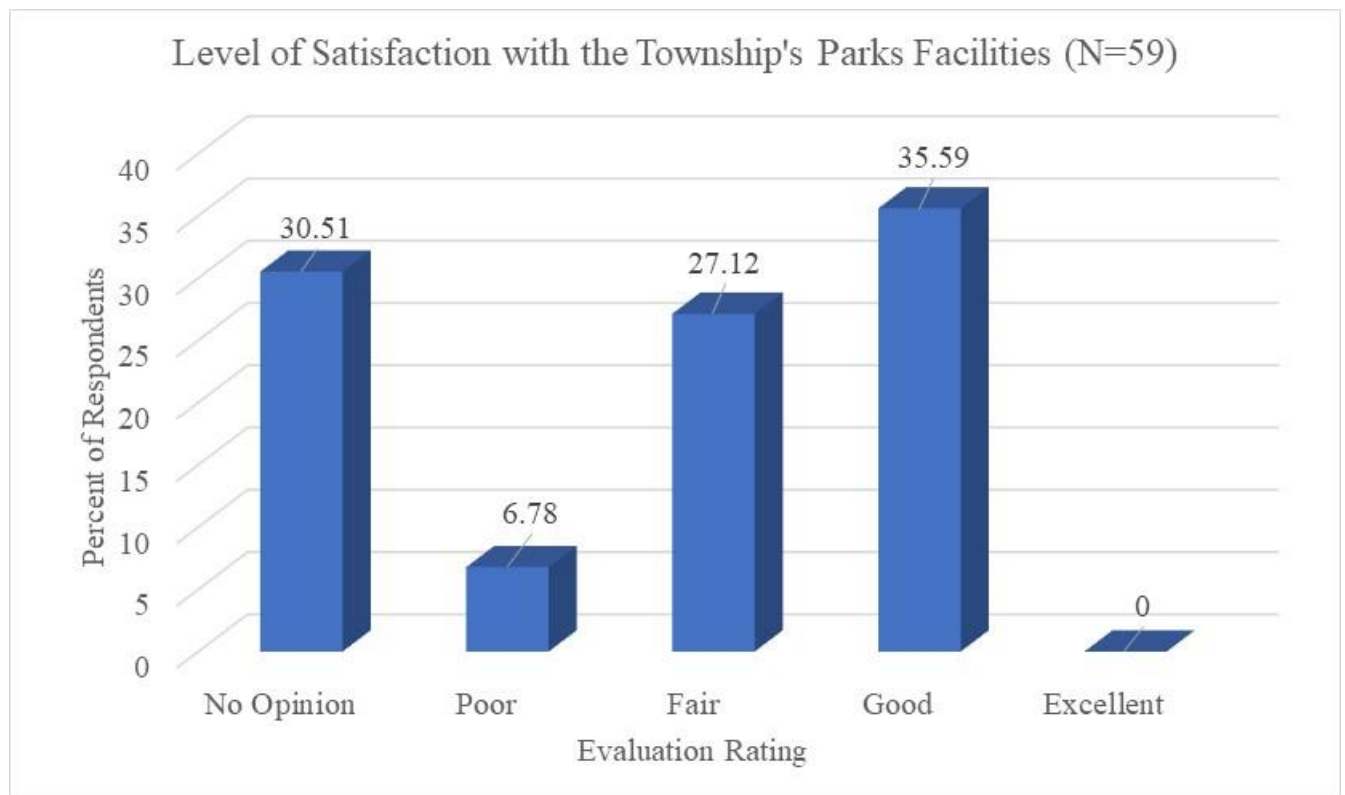
Access for the disabled



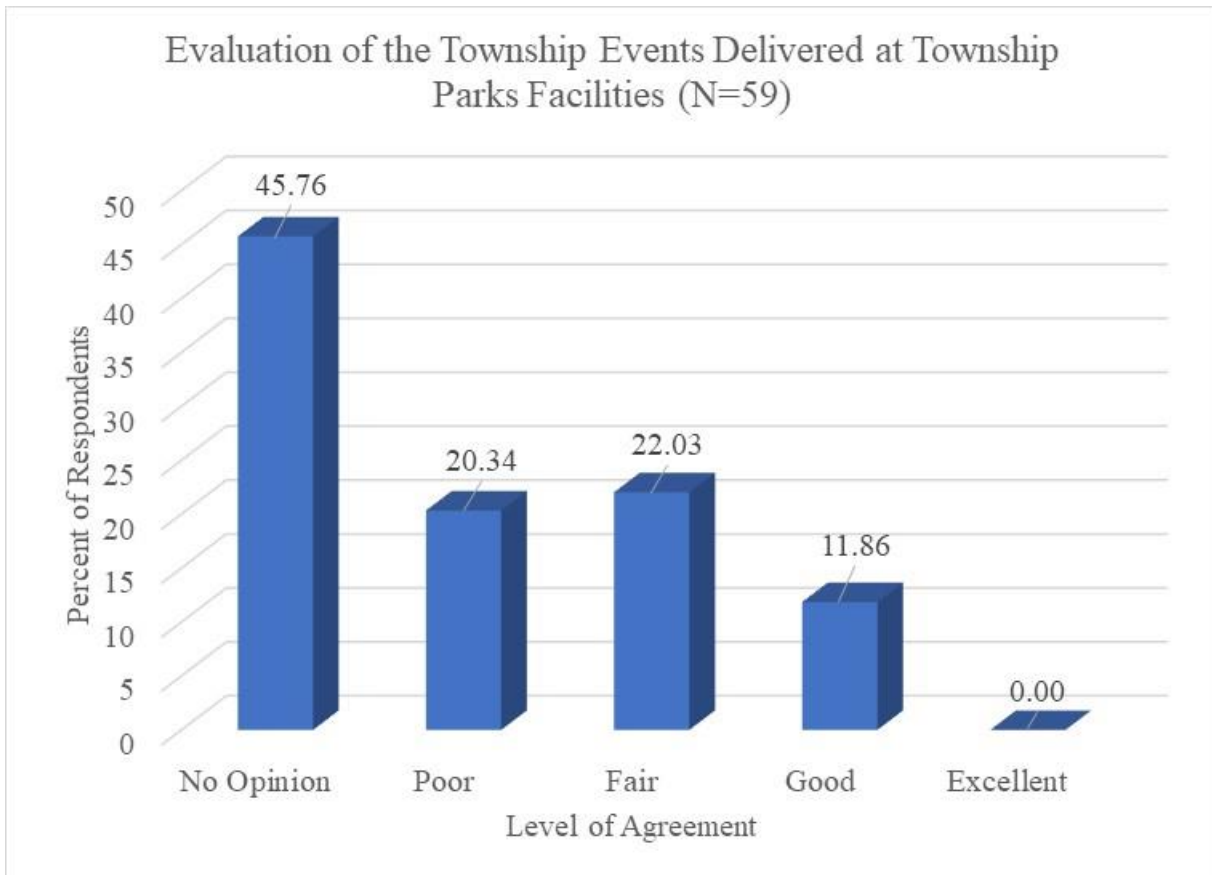
Public safety/security



Your level of satisfaction with these facilities



The township events delivered at these facilities



Question 25: We welcome any additional comments and suggestions. Please write them in the space provided.

Overall the comments provided at the end of the online survey were largely similar in the prominent themes that emerged. Prominent themes in the online survey also included township services, communication, and taxes/spending. Online respondents' desires for additional services tended to focus on police, code enforcement, and snow removal. As with the mail survey, one of the most frequent themes surrounded respondents not having enough information from the township regarding services, facilities, events, and status updates related to investigations of township employees. Respondents overall expressed a desire for greater communication from the township. Finally, as was observed with the mail surveys taxes and spending were also on the minds of online survey respondents. Questions about the necessity of the township operating independently of the city were raised as were questions regarding how tax revenues were being spent (this may also be related to the desire for greater communication).

Unabridged written comments (responses were transcribed as written, any spelling or grammatical errors were found in the respondents' writings):

Why not cut other expenses to give us better police and things we need?
Doing nothing about climate change, diversity, affordable living
The board and Supervisor Martin owe the Township residents an explanation as to the status of Dexter Mitchell and if he is still on paid admin leave.
Kalamazoo Township has been a great neighborhood to raise our family. Safety issues come and go in the area which seem to get addressed in a timely manner. I do wish we had more frequent yard garbage pickups to keep up with the neighborhood's yard maintenance.
We have gangs of people going through our neighborhoods every few weeks and breaking into cars. Makes me want to move.
Lay the ground work to merge services with the City of Kalamazoo and stop wasting all of our resources. I'm shocked at \$15,000 sign on bonuses for police to compete against the City. That not fiscal responsibly.
Most incompetent board I've ever seen. No manager for over 9 months.
Need more street lights in neighborhoods.
Please find ways to fully fund fire station replacements and fly staff the department. Our community deserves more highly trained firefighters on duty each day.
Please fix the snow plows they need to be out sooner. Roads are too icy and unsafe
I don't know what, besides recycling, the township provides for its residents. I'm often confused as to why we do not become part of the City of Kalamazoo. It seems like it would be more efficient to do so.
Noticed that frequency of communication from township has declined. When attempting to contact township via email regarding issues with recycling and garbage bins being damaged, we get no responses.

We appreciate the significant sidewalk improvements in recent years.
What we need in the Westwood neighborhood are snowplows during the winter. We seem to be forgotten about. Only twice last winter did we have a snowplow come through on my street. It was a mess and almost impassable. Why do we pay such high taxes if it doesn't benefit us in anyway.
Comstock township needs one of these questionnaires
If the code enforcement officer puts everything on the police why do we have one. Not enough police to do code violations on top of what the police need to do
Please, no more taxes. We struggle already yo pay property taxes and the county hits us with millages one right after another.
I don't feel like the Township is as visible as the City. Although I've lived here for 10 years I don't know very much about where our taxes go or what programs they have.
Quit Wasting our money. Do your homework to know what you are voting on. Quit voting yes on everything.
I love Kalamazoo Township and the west side specifically. Absolutely perfect location and the best part of Kalamazoo.
I am not sure of the details but apparently disfunction at township office needs improvement. Grumpy property tax lady is toxic. She always seems to be about to hiss and spit at people who ask questions.
WOULD LIKE TO SEE SPEED BUMPS ON SOLON ST. AND SLOWER SPEEDS, MAKE IT A ONE LANE, ROAD WITH SIDEWALKS. WAYYYYYYY TOO MANY SPEEDING CARS AND ITS GETTING OUT OF CONTROL
I am extremely disappointed in the lack of communication the township has provided regarding the status of Dexter Mitchell's employment. It appears they are trying to sweep this under the rug. He should be terminated and the township needs to consider if a manager is needed at all or at the very least part time if they can have functioned this long without him. The handling of this situation has been totally unacceptable.
I have never even HEARD of some of the parks you mentioned above. I would love to hear more about those types of places and events. More social media outreach would be great!
The Manager and several Board members should be gone!
Communication from the township is really lacking. I follow the Facebook page and check the website regularly but there's
get control of homeless
Burke acres area has turned into a mess full of section 8 housing and nothing is done to control the level of crime or nuisance. I have been threatened in and around my home, almost run down when walking my dogs, theres little to no police presence yet my taxes continue to rise

Appendix

Mail Survey:

2023 Township of Kalamazoo Community Survey

1) Over the past 12 months, to what extent have your concerns regarding safety in your neighborhood increased, decreased, or stayed the same?

- | | |
|---------------------------------------|---------------------------------------|
| <input type="radio"/> Decreased a lot | <input type="radio"/> Increased a lot |
| <input type="radio"/> Decreased some | <input type="radio"/> Increased some |
| <input type="radio"/> Stayed the same | |

2) Please rate each of the following as they pertain to the Township of Kalamazoo:

	Excellent	Good	Fair	Poor	No Opinion
a) Fire coverage and response for the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Police coverage and response for the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Parks, recreation areas, trails, and preserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Recycling service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) The number of restaurants and bars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) The number of retail and commercial sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Street maintenance/repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Accommodations for bicycle and foot traffic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3) The Township needs to live within its budget. In planning the budget, there is a need to establish priorities. Revenues (taxes, fees, etc...) to fund core Township services may not keep pace with the cost of providing such services. If revenues were not adequate to maintain Township services at current levels, please indicate the budgeting strategies or approaches you would support for each of the services listed below:

	Reduce Service Levels	Raise Taxes	Raise User Fees	Privatize or Outsource Service	No Opinion
a) Law enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Fire response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Emergency medical response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Sidewalk repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Road maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Add bike and walking paths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Recycling collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) Code enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j) Bulk trash and fall leaf pick up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(Please continue on the back)

Survey W Page 1 of 4

2023 Township of Kalamazoo Community Survey

- 4) In thinking about potential future service improvements, please review the areas below and indicate if you would support a new millage or user fee to fund it.

	Support Additional Funding	Oppose Additional Funding	Need More Information
a) Improving fire stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Improving township hall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Improving police station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Road maintenance and repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Parks and recreation (expanding program options and/or capital improvements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Public transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Improving community outreach and engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 5) Please rate each of the following:

	Excellent	Good	Fair	Poor	No Opinion
a) The Township of Kalamazoo's website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) The Township of Kalamazoo's social media.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) The Township of Kalamazoo's communication and engagement with the public.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 6) In thinking about how the Township could best communicate with you regarding events, news, notes, and outreach, please select up to three (3) forms of communication that you would be most likely to use for this purpose by ranking them 1, 2, and 3 in the boxes provided. Please note that 1 should indicate the form of communication you would most prefer, 2 should indicate your next preference, and 3 should indicate the third-greatest preference.

Facebook		Emailed Newsletter		Text Message
Instagram		Mailed Newsletter		Automated Phone Call
X (formerly Twitter)		Other (Please List):		

- 7) Please indicate whether the Township of Kalamazoo provides enough of each of the following:

	Far Below What is Needed	Not Quite Enough	The Right Amount	More Than Enough	No Opinion
a) Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Firefighters and Emergency Medical Responders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Code enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Traffic enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2023 Township of Kalamazoo Community Survey

8) In thinking about the Township, how much to you agree or disagree that your Township is:	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Cannot Judge
a) A safe place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Physically attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Growing responsibly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) A safe place to bike and walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) A perfect community for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9) What specific types of homes or households do you think are missing in the community? (Select all that apply, if none apply leave blank)

<input type="checkbox"/>	Small, single-family homes	<input type="checkbox"/>	Single-family homes on large lots	<input type="checkbox"/>	Large, single-family homes
<input type="checkbox"/>	Small, multi-family complexes of two stories with fewer than 20 units	<input type="checkbox"/>	Large, multi-family complexes of two stories with more than 20 units	<input type="checkbox"/>	Senior/age-restricted communities
<input type="checkbox"/>	Long-Term Rentals	<input type="checkbox"/>	Other (Please Specify):		

10) Please rate your current level of satisfaction with each of the following:	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
a) The Board of Trustees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) The Township Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Township Hall Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) The township's spending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Economic development in the township	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11) The township's parks department oversees: Stroud Family Park, Rynbrandt Park, Jenks & Grand ~~Pre Park~~, Lakewood Park, Academy Park, Grand Prairie Golf Course, Wilson Recreation Area.

With these facilities in mind, please rate them on the following attributes:

	Excellent	Good	Fair	Poor	No Opinion
a) Quality of facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Access for the disabled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Public safety/security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Your level of satisfaction with these facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) The township events delivered at these facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(Please continue on the back)

2023 Township of Kalamazoo Community Survey

Demographics: The following questions will help us be certain we have a representative sample.

- 12) Do you rent or own your household?
- ☐ Rent an apartment, condo, or duplex
 - ☐ Rent an entire home
 - ☐ Other, please explain: _____
 - ☐ Own a condo
 - ☐ Own a home
- 13) How long have you lived within the Township of Kalamazoo? _____ years and _____ months
- 14) How many children under the age of 18 live in your household? _____ children under 18
- 15) What is your age? _____ years
- 16) Which of the following best describes you?
- ☐ Male
 - ☐ Female
 - ☐ Neither of the options on the left (please specify): _____
- 17) Which of the following best describes your race?
- ☐ White
 - ☐ Black
 - ☐ Asian
 - ☐ American Indian, Alaska native, or Pacific Islander
 - ☐ Multiracial
 - ☐ Other (please specify): _____
- 18) Are you Hispanic or Latino? ☐ Yes ☐ No
- 19) Which of the following best describes your domestic status?
- ☐ Single / Never Married
 - ☐ With a partner, but not married
 - ☐ Married
 - ☐ Separated or Divorced
 - ☐ Widowed
- 20) Which of the following categories best describes your highest level of education?
- ☐ Some high school or less
 - ☐ Some college
 - ☐ Graduate degree
 - ☐ High school graduate
 - ☐ College graduate
- 21) Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard?
- ☐ Yes
 - ☐ No
- 22) Which category represents the total combined income of all members of this household during the past 12 months?
- ☐ Less than \$25,000
 - ☐ \$25,000-\$49,999
 - ☐ \$50,000-\$74,999
 - ☐ \$75,000-\$99,999
 - ☐ \$100,000 or more
- 23) We welcome any additional comments and suggestions. Please write them in the space below or enclose a note.
- _____
- _____
- _____

Please return the completed survey in the enclosed postage-paid envelope.
Thank you for your time and responses!

Survey W Page 4 of 4

Internet Survey:

Township of Kalamazoo Community Survey-2023

Q1 Western Michigan University Department of Sociology

Principal Investigator: Dr. Patrick Cundiff

Student Investigator: Jennifer Therrien

You are invited to participate in this research project titled "2023 Township of Kalamazoo Community Survey"

STUDY SUMMARY: This consent form is part of an informed consent process for a research study and it will provide information that will help you decide whether you want to take part in this study. Participation in this study is completely voluntary. You may choose to not answer any question. The survey focuses on your perceptions and opinions of the Township of Kalamazoo and the services it provides. If you take part in the research, you will be asked to complete a short survey. Your replies will be completely anonymous, so do not put your name anywhere on the survey. Your time in the study will take approximately 10-15 minutes. As this survey is anonymous and involves questions of a non-controversial nature, there are no risks if you choose to participate. Although there are no direct potential benefits of taking part your responses will be used to create a report designed to help the Township of Kalamazoo address the needs of its residents. Your alternative to taking part in the research study is not to take part in it.

The de-identified (anonymous) information collected for this research may be used by or distributed to investigators for other research without obtaining informed consent from you.

Should you have any questions prior to or during the study, you can contact Dr. Patrick Cundiff at Western Michigan University at 269-387-5293 or patrick.cundiff@wmich.edu. You may also contact the Chair of the Institutional Review Board at 269-387-8293 or the Vice President for Research at 269-387-8298.

This consent has been approved by the Western Michigan University Institutional Review Board (WMU IRB) on (10/09/2023). Participating in this survey online indicates your consent for use of the answers you supply.

- ☐ I agree to participate in this research study (1)
- ☐ I decline to participate in this research study (2)

Q2 Over the past 12 months, to what extent have your concerns regarding safety in your neighborhood increased, decreased, or stayed the same?

- ☐ Decreased a lot (1)
- ☐ Decreased some (2)
- ☐ Stayed the same (3)
- ☐ Increased some (4)
- ☐ Increased a lot (5)

Q3 Please rate each of the following as they pertain to the Township of Kalamazoo:

	Excellent (1)	Good (2)	Fair (3)	Poor (4)	No Opinion (5)
Fire coverage and response for the community (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police coverage and response for the community (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, recreation areas, trails, and preserves (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recycling service (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of restaurants and bars (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of retail and commercial sites (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street maintenance/repair (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accommodations for bicycle and foot traffic (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4 The Township needs to live within its budget. In planning the budget, there is a need to establish priorities. Revenues (taxes, fees, etc...) to fund core Township services may not keep pace with the cost of providing such services. If revenues were not adequate to maintain Township services at current levels, please indicate the budgeting strategies or approaches you would support for each of the services listed below:

	Reduce Service Levels (1)	Raise Taxes (2)	Raise User Fees (3)	Privatize or Outsource Service (4)	No Opinion (5)
Law enforcement (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire response (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency medical response (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalk repair (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road maintenance (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Add bike and walking paths (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recycling collection (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Code enforcement (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bulk trash and fall leaf pick up (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5 In thinking about potential future service improvements, please review the areas below and indicate if you would support a new millage or user fee to fund it.

	Support Additional Funding (1)	Oppose Additional Funding (2)	Need More Information (3)
Improving fire stations (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving township hall (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving police station (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road maintenance and repair (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks and recreation (expanding program options and/or capital improvements (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transportation (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving community outreach and engagement (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6 Please rate each of the following:

	Excellent (1)	Good (2)	Fair (3)	Poor (4)	No Opinion (5)
The Township of Kalamazoo's website (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Township of Kalamazoo's social media (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Township of Kalamazoo's communication and engagement with the public (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7 In thinking about how the Township could best communicate with you regarding events, news, notes, and outreach, please select up to three (3) forms of communication that you would be most likely to use for this purpose by ranking them in the boxes provided.

Most preferred form of communication	Second most preferred form of communication	Third most preferred form of communication
_____ Facebook (1)	_____ Facebook (1)	_____ Facebook (1)
_____ Instagram (2)	_____ Instagram (2)	_____ Instagram (2)
_____ X (formerly Twitter) (3)	_____ X (formerly Twitter) (3)	_____ X (formerly Twitter) (3)
_____ Emailed Newsletter (4)	_____ Emailed Newsletter (4)	_____ Emailed Newsletter (4)
_____ Mailed Newsletter (5)	_____ Mailed Newsletter (5)	_____ Mailed Newsletter (5)
_____ Text Message (6)	_____ Text Message (6)	_____ Text Message (6)
_____ Automated Phone Call (7)	_____ Automated Phone Call (7)	_____ Automated Phone Call (7)
_____ Other (8)	_____ Other (8)	_____ Other (8)

Q8 Please specify the other form(s) of communication you would prefer.

Q9 Please indicate whether the Township of Kalamazoo provides enough of each of the following

	Far Below What is Needed (1)	Not Quite Enough (2)	The Right Amount (3)	More Than Enough (4)	No Opinion (5)
Police (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Firefighters and Emergency Medical Responders (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Code Enforcement (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic Enforcement (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10 In thinking about the Township, how much to you agree or disagree that your Township is:

	Strongly Agree (1)	Agree (2)	Neither Agree nor Disagree (3)	Disagree (4)	Strongly Disagree (5)	Cannot Judge (6)
A safe place to live (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physically attractive (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Growing responsibly (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A safe place to bike and walk (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A perfect community for me (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 What specific types of homes or households do you think are missing in the community?
(Select all that apply, if none apply leave blank)

- ☐ Small, single-family homes (1)
- ☐ Single-family homes on large lots (2)
- ☐ Large, single-family homes (3)
- ☐ Small, multi-family complexes of two stories with fewer than 20 units (4)
- ☐ Large, multi-family complexes of two stories with more than 20 units (5)
- ☐ Senior/age-restricted communities (6)
- ☐ Long-term rentals (7)
- ☐ Other (8)

Q12 Please specify what types of homes or households are missing.

Q13 Please rate your current level of satisfaction with each of the following:

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Satisfied nor Dissatisfied (3)	Satisfied (4)	Very Satisfied (5)
The Board of Trustees (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Township Manager (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Township Hall Staff (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The township's spending (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic development in the township (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q14 The township's parks department oversees: Stroud Family Park, Rynbrandt Park, Jenks & Grand Pre Park, Lakewood Park, Academy Park, Grand Prairie Golf Course, Wilson Recreation Area. With these facilities in mind, please rate them on the following attributes:

	Excellent (1)	Good (2)	Fair (3)	Poor (4)	No Opinion (5)
Quality of facilities (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access for the disabled (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public safety/security (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your level of satisfaction with these facilities (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The township events delivered at these facilities (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q15 Demographics: The following questions will help us be certain we have a representative sample.

Q16 Do you rent or own your household?

- ☐ Rent an apartment, condo, or duplex (1)
- ☐ Rent an entire home (2)
- ☐ Own a condo (3)
- ☐ Own a home (4)
- ☐ Other (5)

Q17 Please specify your household.

Q18 How long have you lived within the Township of Kalamazoo?

- ☐ Years (1) _____
- ☐ Months (2) _____

Q19 How many children under the age of 18 live in your household?

Q20 What is your age? (in years)

Q21 Which of the following best describes you?

- ☐ Male (1)
 - ☐ Female (2)
 - ☐ Neither of the options above (3)
-

Q22 Please specify how you would describe your gender.

Q23 Which of the following best describes your race?

- ☐ White (1)
 - ☐ Black (2)
 - ☐ Asian (3)
 - ☐ American Indian, Alaska Native, or Pacific Islander (4)
 - ☐ Multiracial (5)
 - ☐ Other (6)
-

Q24 Please specify how you would describe your race.

Q25 Are you Hispanic or Latino?

- ☐ Yes (1)
 - ☐ No (2)
-

Q26 Which of the following best describes your domestic status?

- ☐ Single / Never Married (1)
 - ☐ With a partner, but not married (2)
 - ☐ Married (3)
 - ☐ Separated or Divorced (4)
 - ☐ Widowed (5)
-

Q27 Which of the following categories best describes your highest level of education?

- ☐ Some high school or less (1)
 - ☐ High school graduate (2)
 - ☐ Some college (3)
 - ☐ College graduate (4)
 - ☐ Graduate degree (5)
-

Q28 Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard?

☐ Yes (1)

☐ No (2)

Q29 Which category represents the total combined income of all members of this household during the past 12 months?

☐ Less than \$25,000 (1)

☐ \$25,000-\$49,999 (2)

☐ \$50,000-\$74,999 (3)

☐ \$75,000-\$99,999 (4)

☐ \$100,000 or more (5)

Q30 We welcome any additional comments and suggestions. Please write them in the space below or enclose a note.
