

Report to  
City of Manistee  
2006 City Resident Research

Submitted by:

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## EXECUTIVE SUMMARY

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**Objective:** The purpose of this research is to assess City of Manistee residents' attitudes, opinions, and perceptions of value concerning city services. Residents were asked to rate the value of city services received, as well as the importance of various services and the city's effectiveness with regard to provision of each service. The results of the research can be used by city representatives in future service prioritization efforts.

**Methodology:** A telephone survey was conducted with a random sample of City of Manistee residents. A sample size of 385 is necessary for a 95% confidence level and a +/-5% margin of error; a total of 403 surveys was completed.

### **Key Findings:**

- Approximately one-third of respondents rated the overall value of city services received "Excellent" or "Above Average;" an additional 51% of respondents rated value "Average."
- With regard to specific services, 46% of respondents rated, individually, the value of Police and Department of Public Works Services "Excellent" or "Above Average;" an additional 38% and 36%, respectively, rated each service "Average." The majority of respondents (79%) rated the value of Fire and Rescue/EMS services "Excellent" or "Above Average."
- The majority of respondents (62%) indicated they would be willing to pay an additional ½ mill to maintain and improve city parks and beaches.
- Slightly less than one-half of respondents (49%) indicated they would be willing to pay an additional ½ mill to maintain and operate the Ramsdell Theatre. Approximately 41% of respondents indicated they would be willing to pay an additional ½ mill to allow the city to purchase property around Man Made Lake.
- Approximately 44% of respondents indicated they would be willing to pay an additional 1 mill to improve streets in the city; 38% of respondents indicated they would not be willing to pay and 18% indicated "Uncertain."
- With regard to potential cost savings, 46% of respondents believe the city should consider service reductions in the Police Department; 17% believe the city should consider service reductions in the Fire Department.
- The majority of respondents indicated they would *not* be willing to eliminate spring trash haul, brush collection/chipping, nor leaf collection (78%, 69%, and 57% respectively).

- The single largest group of respondents (48%) indicated they would *not* be willing to eliminate the ice skating rink at Sands Park, while 39% indicated they would be willing to eliminate this program and 13% indicated “Uncertain.”
- The single largest group of respondents (46%) rated City of Manistee parks “Average,” while 45% rated parks “Excellent” or “Above Average.”
- The majority of respondents (72%) indicated they would participate in curbside recycling if it was included in their monthly bill.
- The majority of respondents (77%) indicated they believe residents should pay for garbage disposal based on volume. Approximately 74% of this respondent group indicated they would still be in support of this system if the change resulted in a larger payment for their household. Approximately 11% of respondents indicated they believe residents should pay for garbage disposal based on the value of their home.
- The single largest group of respondents (47%) indicated they would not be willing to pay more on their water bill to improve city water quality through a treatment process, while 35% of respondents indicated they would be willing and 18% indicated “Uncertain.”
- The majority of respondents rated fire protection, water, rescue squad, snow removal, police protection, and street repair services “Very Important” (91%, 78%, 77%, 73%, 70%, and 63%, respectively).
- The single largest group of respondents rated traffic enforcement, street sweeping, bath house, and zoning enforcement services “Somewhat Important” (45%, 43%, 32%, and 31%, respectively).
- The single largest group of respondents rated the City of Manistee “Excellent” regarding provision of rescue squad and fire protection services (48% and 45%, respectively). In addition, the single largest group of respondents (33%) rated the City of Manistee “Above Average” regarding provision of snow removal services.
- The single largest group of respondents rated the City of Manistee “Average” regarding provision of zoning enforcement, traffic enforcement, street sweeping, water, bath house, street repair, and police protection services (62%, 49%, 46%, 42%, 42%, 41%, and 33%, respectively).
- The City of Manistee received the lowest provision effectiveness ratings on water, street repair and bath house services (combined “Below Average” and “Poor” ratings of 29%, 41% and 49%, respectively).

CITY OF MANISTEE  
2006 CITY RESIDENT RESEARCH

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1.0 OVERVIEW

1.1 Objective

The purpose of this research is to assess City of Manistee residents' attitudes, opinions, and perceptions of value concerning city services. Residents were asked to rate the value of city services received, as well as the importance of various services and the City's effectiveness with regard to provision of each service. The results of the research can be used by city representatives in future service prioritization efforts.

1.2 Methodology

A telephone survey was conducted with a random sample of City of Manistee residents. Sample size was determined by applying the total city population, 18 and over, to a sampling table for 95% confidence level and a +/- 5% confidence interval. A sample size of 385 is recommended; a total of 403 surveys was completed for a +/-4.48% margin of error. Surveys were conducted from March 30, 2006 to April 21, 2006.

A random sample of listed numbers was purchased from Survey Sampling, Inc. All calls placed were screened for city residency. Completion/refusal rates are as follows:

Refusal Rate	Screen Rate (Outside City of Manistee)	Total Number of Potential/ Actual Respondents*
35.1% (554)	38.6% (609)	1,578

\* Research Services made contact with a total of 1,578 potential/actual respondents. This number includes survey respondents, refusals, non-residents, and requests for call-backs. This number does *not* include answering machines/no answers, etc.

Survey data was collected via Computer-Assisted Telephone Interview (CATI) software, though survey calls were placed personally by survey research staff. Survey data was analyzed using SPSS for Windows. Analyses include descriptive statistics for each survey item and a series of cross-tabulations conducted with select items to assess significant interactions. Additional analyses include gap analysis. This report consists of: *Section 2.0: Survey Results, Appendix A: Cross-Tabulations, and Appendix B: Additional Comments*. The survey instrument is attached in *Appendix C*.

## 2.0 SURVEY RESULTS

### 2.1 Demographics

Respondents were asked to indicate how long they have lived in the City of Manistee. The following table displays results.

How long have you lived in the City of Manistee?		
	%	count
Less than 5 years	14.6%	59
5 - 10 years	20.8%	84
11 - 20 years	16.6%	67
21 - 30 years	7.7%	31
Over 30 years	40.2%	162

The single largest group of respondents (40%) indicated they have lived in the city for over 30 years. The next largest group (21%) indicated they have been city residents for 5 - 10 years. An additional 17% have been residents for 11 - 20 years, while 15% have been residents for less than 5 years. Approximately 8% of respondents have lived in the City of Manistee between 21 - 30 years.

Respondents were asked to indicate where they live based upon three defined geographies. The following table displays results.

Do you live:		
	%	Count
North of the river	25.0%	97
East of U.S. 31 (south of river)	22.7%	88
West of U.S. 31 (south of river)	52.3%	203

The majority of respondents (52%) indicated they live west of U.S. 31. One-quarter of all respondents reported living north of the river, while 23% reported living east of U.S. 31. Fifteen respondents indicated they "Do not know" where they live relative to the response categories provided.

Respondents were also asked to indicate: 1) if they own or rent, 2) age range, and 3) number of people living in their household. In addition, gender was recorded. The following tables display results.

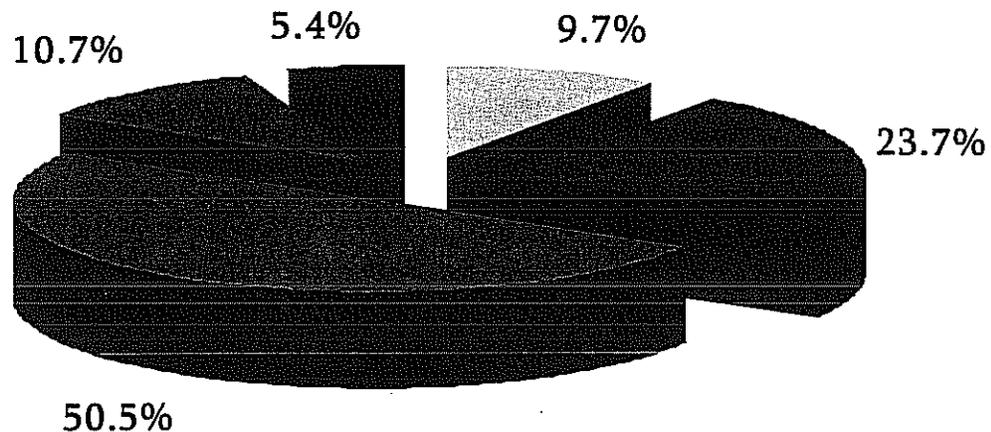
Do you own your principal residence or do you rent?		
	%	Count
Own	83.3%	334
Rent	16.7%	67
Please indicate your age range.		
	%	count
18 to 25	3.2%	13
26 to 35	10.4%	42
36 to 45	13.6%	55
46 to 55	21.1%	85
56 to 65	21.1%	85
66 or older	30.5%	123
How many people, including yourself, live in your household?		
	%	count
One	30.2%	121
Two	36.7%	147
Three	14.2%	57
Four	11.2%	45
Five	5.5%	22
Six	2.0%	8
Seven	0.0%	0
Eight or more	0.2%	1
Gender		
	%	count
Male	37.5%	151
Female	62.5%	252

## 2.2 City Services

The first series of questions asked respondents to consider the value of city services, overall and individually. *Question 3* asked respondents to rate the overall value of city services based on the City of Manistee’s operating tax. Table 1 and the chart below display results.

Table 1: The City of Manistee’s operating tax is 17.9 mills. This equates to \$900 annually on a home with a market value of \$100,000 or a taxable value of \$50,000. Given this information, how would you rate the overall value of the city services you receive?					
	Excellent	Above Average	Average	Below Average	Poor
%	9.7%	23.7%	50.5%	10.7%	5.4%
count	38	93	198	42	21

### Overall Value of City Services



Excellent
  Above Average
  Average
  Below Average
  Poor

The majority of respondents (51%) rated the overall value of city services “Average,” while approximately one-third of respondents rated the overall value “Above Average” or “Excellent.” An additional 16% rated overall value “Below Average” or “Poor.” Eleven respondents indicated they “Did not know” how to rate the overall value of city services.

With regard to individual services, respondents were asked to rate the value of Police, Fire and Rescue/EMS, and Department of Public Works services. Tables 2 through 4 and the following chart display results.

**Table 2: Currently the City of Manistee is provided with 24 hour a day/7 day a week Police Services. The annual cost of these services is \$1,112,000, or 22% of the city's operating budget. This equates to a cost of \$197 for a home with a market value of \$100,000. How would you rate the overall value of these services?**

	Excellent	Above Average	Average	Below Average	Poor
%	19.7%	26.4%	37.9%	7.7%	8.2%
count	77	103	148	30	32

Note: With regard to overall value of Police Services, 13 respondents indicated "Don't Know."

**Table 3: Currently the City of Manistee is provided with 24/7 Fire and Rescue/EMS Services. The annual cost of these services is \$684,000, or 14% of the city's operating budget. This equates to a cost of \$125 for a home with a market value of \$100,000. How would you rate the overall value of these services?**

	Excellent	Above Average	Average	Below Average	Poor
%	39.0%	39.7%	16.5%	3.3%	1.5%
count	154	157	65	13	6

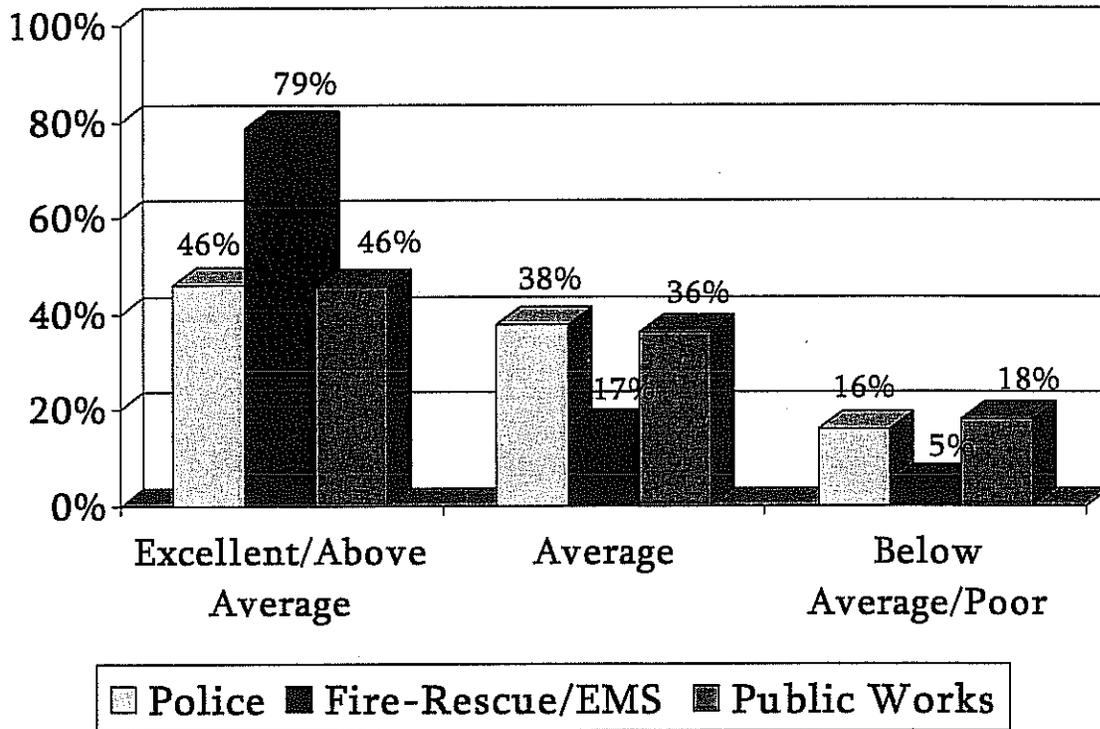
Note: With regard to overall value of Fire and Rescue/EMS Services, 8 respondents indicated "Don't Know."

**Table 4: Currently the City provides a full service Department of Public Works, with services including streets, snow plowing, and park maintenance. The annual cost of these services is \$949,354, or 19% of the city's operating budget. This equates to a cost of \$170 for a home with a market value of \$100,000. How would you rate the overall value of these services?**

	Excellent	Above Average	Average	Below Average	Poor
%	16.3%	29.3%	36.3%	12.0%	6.0%
count	65	117	145	48	24

Note: With regard to overall value of Department of Public Works services, 4 respondents indicated "Don't Know."

## Overall Value of Services



Fire and Rescue Services received the highest overall value ratings, followed by Police and DPW (combined "Excellent" and "Above Average" ratings of 79%, 46%, and 46%, respectively). With regard to both Police Services and DPW Services, the single largest group of respondents rated the value of service "Average" (38% and 36%, respectively).

### 2.3 Additional City Programs & Services

The next series of questions asked respondents to consider willingness to pay additional millage for a variety of services/programs. Tables 5 through 8 and the following chart display results.

**Table 5: The City of Manistee owns and operates the Ramsdell Theatre. Would you be willing to pay an additional ½ mill, which is approximately \$25 annually for a \$100,000 market value home, to maintain and operate the Ramsdell Theatre?**

	%	Count
Yes	49.1%	198
No	36.5%	147
Uncertain	14.4%	58

**Table 6: The City of Manistee leases property around Man Made Lake from Sand Products Corporation. Would you be willing to pay an additional ½ mill, which is approximately \$25 annually for a \$100,000 market value home, for the city to purchase the property from Sand Products Corporation?**

	%	Count
Yes	41.4%	167
No	39.5%	159
Uncertain	19.1%	77

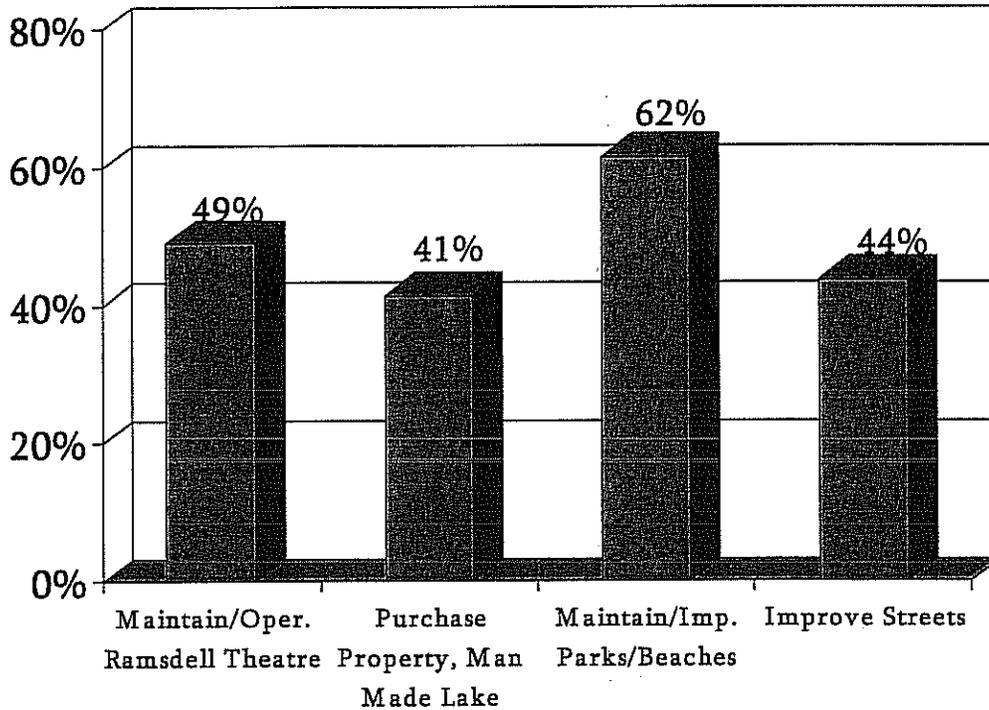
**Table 7: Would you be willing to pay an additional ½ mill, which is approximately \$25 annually for a \$100,000 market value home, to maintain and improve city parks and beaches?**

	%	Count
Yes	61.5%	248
No	27.0%	109
Uncertain	11.4%	46

**Table 8: Would you be willing to pay an additional 1 mill, which is approximately \$50 annually for a \$100,000 market value home, to improve streets in the city?**

	%	Count
Yes	43.7%	176
No	38.0%	153
Uncertain	18.4%	74

## "Yes" Willing to Pay More...



The majority of respondents (62%) indicated they would be willing to pay an additional ½ mill to maintain and improve city parks and beaches. The single largest group of respondents indicated they would be willing to pay an additional ½ mill for maintenance and operation of the Ramsdell Theatre and for the purchase of property from Sand Products Corporation (49% and 41%, respectively). Finally, 44% of respondents reported they would be willing to pay an additional 1 mill for improvement of streets in the City of Manistee.

Survey respondents were asked to consider several programs/services for potential service reduction or elimination. Tables 9 through 14 and the following charts display results.

Table 9: In your opinion, should the city consider potential cost savings in the Police Department through service reductions?		
	%	count
Yes	46.2%	186
No	40.2%	162
Uncertain	13.6%	55

Table 10: In your opinion, should the city consider potential cost savings in the Fire Department through service reductions?		
	%	count
Yes	17.1%	69
No	75.4%	304
Uncertain	7.4%	30

Table 11: City of Manistee spring trash haul costs approximately \$39,000 in landfill tipping fees, excluding city manpower. Would you be willing to eliminate this service?		
	%	count
Yes	17.6%	71
No	77.7%	313
Uncertain	4.7%	19

Table 12: The city maintains an ice skating rink at Sands Park in the winter for an estimated annual cost of \$20,000. Would you be willing to eliminate this program?		
	%	count
Yes	38.7%	156
No	48.1%	194
Uncertain	13.2%	53

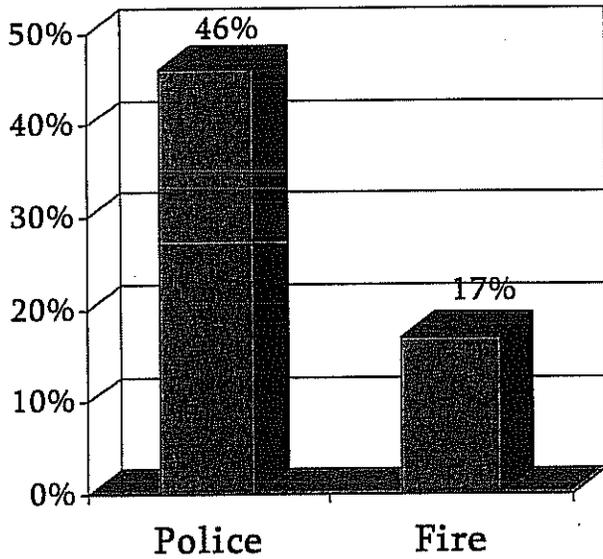
**Table 13: The city provides leaf collection in the fall for an estimated annual cost of \$45,000. Would you be willing to eliminate this service, thus requiring citizens to bag all yard waste for disposal?**

	%	Count
Yes	37.2%	150
No	56.8%	229
Uncertain	6.0%	24

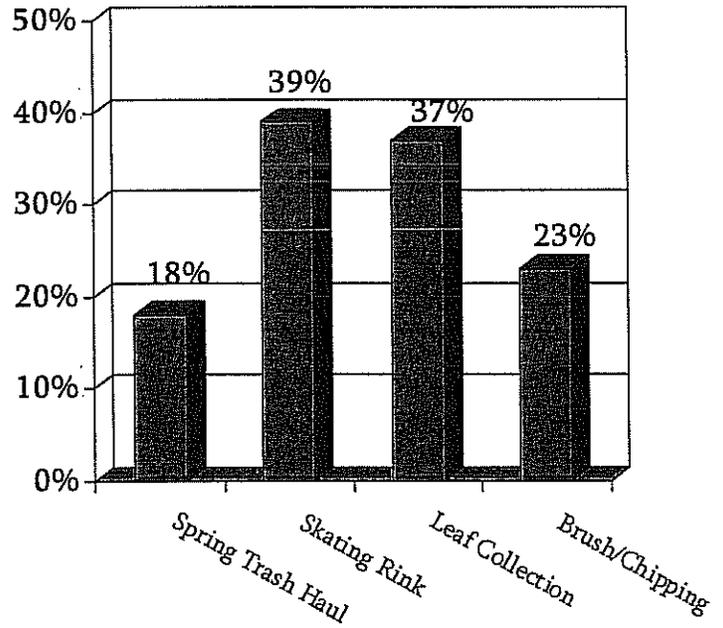
**Table 14: The city provides brush collection, and chipping services for an estimated annual cost of \$45,000. Would you be willing to eliminate these services, thus requiring citizens to contract for this service for all brush that does not fit into a yard waste bag?**

	%	Count
Yes	22.8%	92
No	69.0%	278
Uncertain	8.2%	33

**"Yes" Willing to Consider Service Reductions**



**"Yes" Willing to Eliminate Services**



Concerning potential cost savings through service reductions, approximately 46% of respondents believe they city should consider service reductions in the Police Department and 17% believe the city should consider reductions in the Fire Department.

With regard to service/program elimination, respondents most frequently reported willingness to eliminate the ice skating rink (39% "Yes") and leaf collection (37% "Yes"), followed by brush collection/chipping (23% "Yes") and spring trash haul (18% "Yes"). Concerning each of these services, the majority, or single largest group, of respondents indicated they are not in support of elimination.

Next, respondents were asked to rate the condition of city parks, to include beaches, ball diamonds, and playgrounds. Table 15 displays results.

Table 15: Overall, how would you rate the condition of City of Manistee parks, which include beaches, ball diamonds, and playgrounds?					
	Excellent	Above Average	Average	Below Average	Poor
%	12.6%	31.9%	45.7%	6.5%	3.3%
Count	50	127	182	26	13

The single largest group of respondents (46%) rated the condition of city parks "Average," while 45% of respondents rated the condition "Excellent" or "Above Average," and 10% assigned a "Below Average" or "Poor" rating. Respondents rating the condition of city parks "Below Average" or "Poor" were asked why they would assign this rating; comments most frequently referenced poor maintenance.

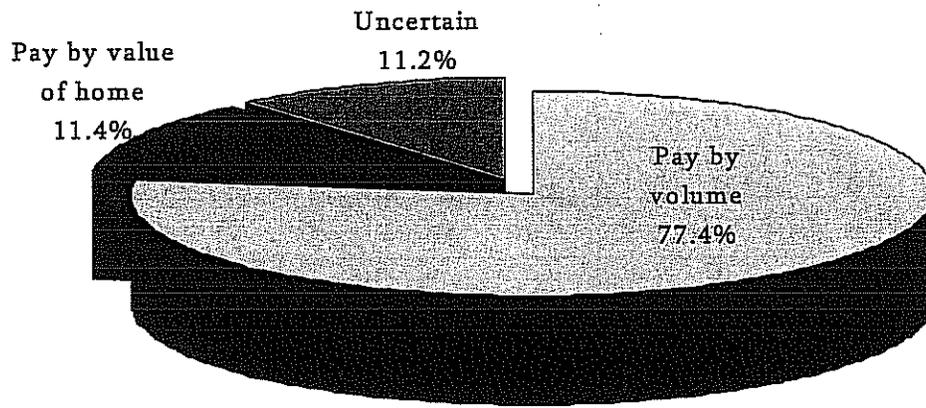
The next set of survey items addressed recycling and garbage disposal. The following tables and chart display results.

Table 16: If curbside recycling was included in your monthly garbage bill would you participate?		
	%	Count
Yes	71.6%	288
No	17.2%	69
Uncertain	11.2%	45

The majority of respondents (72%) reported they would participate in curbside recycling if it was included in their monthly garbage bill. An additional 17% of respondents indicated they would not participate and 11% indicated "Uncertain." Respondents indicating they would not participate were asked why; comments most frequently referenced lack of interest and/or belief in recycling.

**Table 17: Currently, City of Manistee residents' garbage disposal fee is based primarily upon home value. Do you believe residents should pay for garbage disposal based on the volume of garbage they generate or the value of their home?**

	%	Count
Pay by volume	77.4%	312
Pay by value of home (current system)	11.4%	46
Uncertain	11.2%	45



**Table 18: If this change resulted in a larger payment for your household would you still be in support of this new system?**

	%	count
Yes	73.7%	230
No	12.2%	38
Uncertain	14.1%	44

The majority of respondents (77%) indicated they believe residents should pay for garbage disposal based on volume, while 11% believe residents should pay based on the value of their home and 11% indicated "Uncertain." Residents indicating they believe payment should be based on volume were then asked if they would still be in support of this system if the change resulted in a larger payment for their household. Approximately 74% of this group of respondents indicated they would still be in support of this system.

The next survey item asked respondents to indicate their willingness to pay more to improve water quality through a water treatment process. Table 19 displays results.

Table 19: Would you be willing to pay more on your water bill to improve city water quality through a water treatment process?		
	%	Count
Yes	35.2%	142
No	46.9%	189
Uncertain	17.9%	72

The single largest group of respondents (47%) indicated they would not be willing to pay more on their water bill to improve city water quality, while 35% of respondents indicated they would be willing and 18% indicated "Uncertain."

## 2.4 Importance and Effectiveness Ratings

The next series of questions asked respondents to indicate the importance of several city services and then to rate the City of Manistee with regard to provision of these services. Table 20 displays results. The first column identifies ten city services for evaluation. The next five columns display percentages associated with each level of importance. The next five columns display percentages associated with effectiveness ratings. The last column displays the number of respondents indicating they did not know how to rate City of Manistee with regard to provision of the service in question.

**Table 20: Importance and Effectiveness Ratings**

	How <i>important</i> would you say this city service is to you?					How would you rate the City of Manistee on provision of this service?					
	Very Imp.	Somewhat Important	Und.	Somewhat Unimp.	Very Unimp.	Exc.	Above Average	Average	Below Average	Poor	Don't Know/NA
	% count	% count	% count	% count	% count	% count	% count	% Count	% count	% count	count
Rescue Squad	76.9% 310	13.9% 56	5.2% 21	2.5% 10	1.5% 6	47.7% 167	34.3% 120	17.4% 61	0.6% 2	0.0% 0	53
Fire Protection	91.1% 367	7.2% 29	1.0% 4	0.7% 3	0.0% 0	45.4% 167	37.2% 137	16.0% 59	0.5% 2	0.8% 3	34
Police Protection	69.9% 281	21.6% 87	4.0% 16	2.7% 11	1.7% 7	26.3% 103	26.6% 104	32.7% 128	10.7% 42	3.6% 14	11
Snow Removal	73.1% 294	21.4% 86	3.2% 13	2.0% 8	0.2% 1	29.3% 117	32.6% 130	30.3% 121	5.0% 20	2.8% 11	3
Street Sweeping	16.7% 67	43.1% 173	12.5% 50	17.5% 70	10.2% 41	17.2% 66	25.8% 99	45.7% 175	5.7% 22	5.5% 21	18
Street Repair	62.8% 252	31.2% 125	4.0% 16	1.5% 6	0.5% 2	5.3% 21	12.9% 51	40.9% 161	21.3% 84	19.5% 77	7
Zoning Enforcement	25.2% 101	30.7% 123	24.7% 99	12.5% 50	7.0% 28	6.3% 18	14.3% 41	61.9% 177	9.1% 26	8.4% 24	115
Water	77.6% 311	18.0% 72	3.7% 15	0.5% 2	0.2% 1	8.9% 35	19.9% 78	41.8% 164	16.3% 64	13.0% 51	9
Traffic Enforcement	39.2% 157	44.6% 179	7.2% 29	7.7% 31	1.2% 5	14.8% 58	23.4% 92	49.1% 193	7.6% 30	5.1% 20	8
Bath House	22.9% 92	32.4% 130	10.7% 43	14.0% 56	20.0% 80	1.7% 5	8.0% 24	41.5% 125	26.2% 79	22.6% 68	100

It should be noted that some respondents felt unable to assign ratings on provision of certain services (e.g., 115 respondents indicated they did not know how to rate City of Manistee on provision of zoning enforcement services).

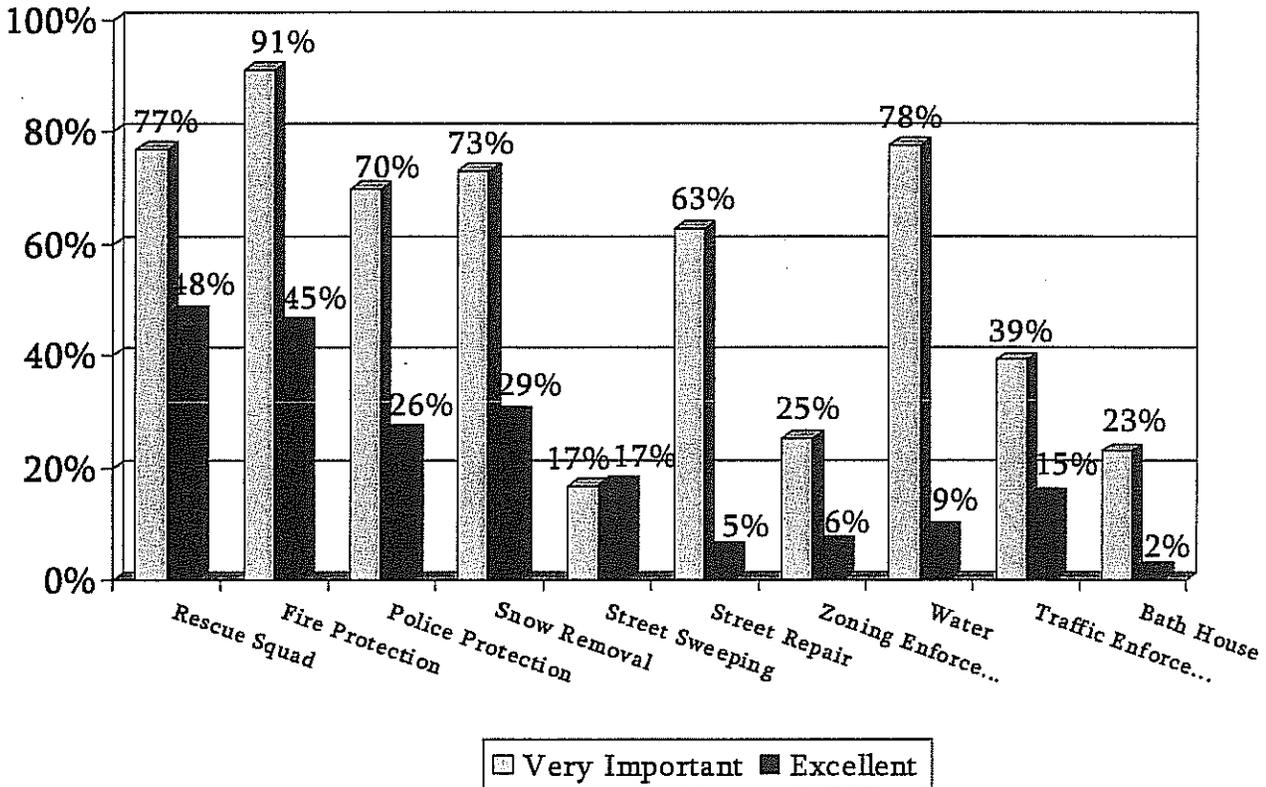
Percent of respondents rating each city service "Very Important," in descending order:

- Fire Protection (91.1%)
- Water (77.6%)
- Rescue Squad (76.9%)
- Snow Removal (73.1%)
- Police Protection (69.9%)
- Street Repair (62.8%)
- Traffic Enforcement (39.2%)
- Zoning Enforcement (25.2%)
- Bath House (22.9%)
- Street Sweeping (16.7%)

Percent of respondents rating City of Manistee "Excellent" on provision of each service, in descending order:

- Rescue Squad (47.7%)
- Fire Protection (45.4%)
- Snow Removal (29.3%)
- Police Protection (26.3%)
- Street Sweeping (17.2%)
- Traffic Enforcement (14.8%)
- Water (8.9%)
- Zoning Enforcement (6.3%)
- Street Repair (5.3%)
- Bath House (1.7%)

### "Very Important/Excellent" Ratings of City Services



### 2.4.1 Gap Analysis

As noted above, City of Manistee received the highest provision effectiveness rating on rescue squad service, which was the service rated third highest in terms of importance. The service with the greatest contrast between importance and provision effectiveness is street repair, followed by water. While street repair ranked sixth in terms of importance, it ranked ninth in terms of effective provision; water ranked second in terms of importance, and seventh in terms of effective provision. A gap analysis was conducted to examine discrepancies between service importance ratings and City of Manistee provision effectiveness ratings on each city service. Gap analysis rankings are as follows:

City Services	Mean	N
Street Repair	-1.92	394
Water	-1.79	392
Bath House	-1.17	301
Police Protection	-0.94	391
Snow Removal	-0.86	399
Traffic Enforcement	-0.80	393
Zoning Enforcement	-0.77	286
Fire Protection	-0.63	368
Rescue Squad	-0.40	350
Street Sweeping	0.01	383

A positive gap indicates the City of Manistee's provision effectiveness rating exceeds the service importance rating. Conversely, a negative gap indicates the importance rating exceeds the provision effectiveness rating. It should be noted that concern over service level is not recommended until a gap approaches -1.5 to -2 points; however, consideration of all gaps, including lesser gaps, is useful when prioritizing actions.

## APPENDIX A: CROSS-TABULATIONS

A series of cross-tabulation analyses was conducted for the purpose of further exploring the data. Chi-square analyses, which compare obtained frequencies with expected frequencies, identify significant findings. It should be noted that all references to “more likely” and “less likely” reference *statistical* likelihood in terms of what would be expected, not direct comparisons with other respondent groups. Following are the significant results of these analyses:

### Location of Residence

#### *North of the river - more likely to:*

- Rate City of Manistee “Excellent” on provision of Rescue Squad
- Rate City of Manistee “Above Average” or “Below Average” on provision of Street Repair
- Rate City of Manistee “Below Average” on provision of Water
- Rent principal residence
- Indicate lived in City of Manistee 5-10 years

#### *East of US31 (s. of the river) - more likely to:*

- Rate Value of Police Services “Excellent” or “Poor”
- Rate City of Manistee “Excellent” on provision of Rescue Squad
- Rate Fire Protection “Very Important”
- Rate City of Manistee “Excellent” or “Poor” on provision of Street Sweeping
- Rate City of Manistee “Poor” on provision of Street Repair
- Rate City of Manistee “Excellent,” “Above Average,” or “Average” on provision of Water
- Indicate lived in City of Manistee over 30 years

#### *West of US31 (s. of the river) - more likely to:*

- Rate Value of Police Services “Above Average”
- Rate City of Manistee “Above Average” on provision of Rescue Squad
- Rate Fire Protection “Somewhat Important”
- Rate City of Manistee “Above Average” on provision of Street Sweeping
- Rate City of Manistee “Above Average” or “Average” on provision of Street Repair
- Rate City of Manistee “Below Average” on provision of Water
- Own principal residence
- Indicate lived in City of Manistee 21 – 30 years

## Gender

### Male - More likely to:

- Rate Overall Value of Services “Below Average” or “Poor”
- Indicate “Yes” or “No” regarding willingness to pay additional ½ mill for maintenance/operation of Ramsdell Theatre
- Indicate “Yes” regarding willingness to pay additional ½ mill for purchase of property around Man Made Lake
- Indicate “Yes” regarding willingness to pay additional ½ mill for purchase of property around Man Made Lake
- Indicate “Yes” regarding whether or not City should consider potential cost savings through service reductions in Police Dept.
- Indicate “Yes” regarding willingness to eliminate brush collection/chipping services
- Rate Rescue Squad “Somewhat Important”
- Rate Fire Protection “Somewhat Important”
- Rate Police Protection “Somewhat Important” or “Somewhat Unimportant”
- Rate City of Manistee “Below Average” or “Poor” on provision of police protection
- Rate Snow Removal “Somewhat Important”
- Rate Street Sweeping “Very Unimportant”
- Rate Street Repair “Somewhat Important”
- Rate City of Manistee “Above Average” or “Poor” on provision of zoning enforcement
- Rate Traffic Enforcement “Somewhat Important” or “Somewhat Unimportant”

### *Female - More likely to:*

- Rate Overall Value of Services “Excellent,” “Above Average” or “Average”
- Indicate “Uncertain” regarding willingness to pay additional ½ mill for maintenance/operation of Ramsdell Theatre
- Indicate “No” or “Uncertain” regarding willingness to pay additional ½ mill for purchase of property around Man Made Lake
- Indicate “No” or “Uncertain” regarding whether or not City should consider potential cost savings through service reductions in Police Dept.
- Indicate “Uncertain” regarding willingness to eliminate brush collection/chipping services
- Rate Rescue Squad “Very Important”
- Rate Fire Protection “Very Important”
- Rate Police Protection “Very Important”
- Rate City of Manistee “Excellent,” “Above Average” or “Average” on provision of police protection
- Rate Snow Removal “Very Important”
- Rate Street Sweeping “Somewhat Important” or indicate “Undecided”
- Rate Street Repair “Very Important”
- Rate City of Manistee “Average” or “Below Average” on provision of zoning enforcement
- Rate Traffic Enforcement “Very Important”

## How long have you lived in the City of Manistee?

### *Less than 5 years - More likely to:*

- Rate Overall Value of Services “Below Average”
- Indicate “Yes” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “Yes” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Average” on provision of Rescue Squad
- Rate City of Manistee “Excellent” on provision of Street Repair
- Rate Traffic Enforcement “Very Important”
- Rent principal residence
- Live north of river

### *5 – 10 years - More likely to:*

- Rate Overall Value of Services “Below Average” or “Poor”
- Indicate “Yes” regarding willingness to eliminate spring trash haul
- Indicate “Yes” regarding willingness to eliminate brush collection/chipping services
- Rate overall condition of City of Manistee parks “Excellent”
- Indicate “Yes” regarding willingness to pay more on water bill to improve water quality
- Rate Rescue Squad “Somewhat Important” or indicate “Undecided”
- Rate City of Manistee “Above Average” or “Average” on provision of Rescue Squad
- Rate City of Manistee “Above Average” or “Below Average” on provision of Street Repair
- Rate City of Manistee “Below Average” or “Poor” on provision of Water
- Rate Traffic Enforcement “Somewhat Important,” or “Somewhat Unimportant”
- Live north of river

### *11 - 20 years - More likely to:*

- Rate Overall Value of Services “Average”
- Indicate “Yes” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “No” regarding willingness to eliminate spring trash haul
- Rate overall condition of City of Manistee parks “Above Average”
- Rate Rescue Squad “Very Important”
- Rate City of Manistee “Below Average” on provision of Street Repair
- Rate Traffic Enforcement “Very Important”

### *21 – 30 years - More likely to:*

- Live west of US 31 (s. of river)
- Indicate “Yes” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “No” regarding willingness to eliminate brush collection/chipping services
- Rate overall condition of City of Manistee parks “Below Average”
- Rate City of Manistee “Below Average” on provision of Street Repair
- Rate City of Manistee “Below Average” on provision of Water

*Over 30 years - More likely to:*

- Rate Overall Value of Services “Above Average” or “Average”
- Indicate “No” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “No” regarding willingness to eliminate spring trash haul
- Indicate “No” regarding willingness to eliminate brush collection/chipping services
- Rate overall condition of City of Manistee parks “Average”
- Indicate “No” regarding willingness to pay more on water bill to improve water quality
- Rate Rescue Squad “Very Important”
- Rate City of Manistee “Excellent” on provision of Rescue Squad
- Rate City of Manistee “Average,” or “Poor” on provision of Street Repair
- Rate City of Manistee “Above Average” or “Average” on provision of Water
- Indicate “Undecided” with regard to importance of Traffic Enforcement
- Own principal residence
- Live east of US 31 (s. of river)

## Age

### *26 to 35 years old – More likely to:*

- Lived in City of Manistee less than 5 years
- Indicate “Yes” regarding willingness to pay additional 1 mill to improve streets in City
- Indicate “Yes” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Average” on provision of Snow Removal
- Rate Zoning Enforcement “Somewhat Important”

### *36 to 45 years old – More likely to:*

- Lived in City of Manistee 5–10 or 11–20 years
- Indicate “Yes” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Rate Street Sweeping “Somewhat Unimportant”

### *46 to 55 years old – More likely to:*

- Lived in City of Manistee 11–20 years
- Indicate “No” regarding willingness to pay additional 1 mill to improve streets in City
- Indicate “Uncertain” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Above Average” on provision of Snow Removal
- Rate Zoning Enforcement “Very Important”
- Male

### *56 to 65 years old – More likely to:*

- Lived in City of Manistee over 30 years
- Rate Value of Police Services “Average”
- Indicate “No” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “No” regarding willingness to pay additional 1 mill to improve streets in City
- “Undecided” with regard to importance of Street Sweeping

### *66 years or older – More likely to:*

- Lived in City of Manistee over 30 years
- Rate Value of Police Services “Above Average”
- Indicate “No” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “No” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Excellent” on provision of Snow Removal
- Rate Street Sweeping “Very Important,” or “Somewhat Important”
- Rate Zoning Enforcement “Very Unimportant” or indicate “Undecided”
- Female

## Own vs. Rent

### *Own – More likely to:*

- Lived in City of Manistee over 30 years
- Live West of U.S. 31 (south of river)
- Indicate “No” regarding willingness to pay additional ½ mill for maintenance/operation of Ramsdell Theatre
- Indicate “No” regarding willingness to pay additional 1 mill to improve streets in City
- Indicate “No” regarding willingness to eliminate brush collection/chipping services
- Indicate “No” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Above Average” on provision of Street Repair
- Indicate age range 36 to 45, and 56 to 65
- Two people in household

### *Rent – More likely to:*

- Lived in City of Manistee less than 5 years
- Live North of the river
- Indicate “Uncertain” regarding willingness to pay additional ½ mill for maintenance/operation of Ramsdell Theatre
- Indicate “Yes” regarding willingness to pay additional 1 mill to improve streets in City
- Indicate “Uncertain” regarding willingness to eliminate brush collection/chipping services
- Indicate “Yes” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Excellent” on provision of Street Repair
- Rate City of Manistee “Excellent” on provision of Zoning Enforcement
- Indicate age range 18 to 25, and 26 to 35
- One person in household

How many people, including yourself, live in your household?

*One*

- Lived in City of Manistee over 30 years
- Rate Overall Value of Services "Average"
- Rate Value of Police Services "Excellent"
- Rate City of Manistee "Excellent" on provision of Snow Removal
- Indicate age range 56 to 65, or 66 and older
- Female

*Two*

- Lived in City of Manistee over 30 years
- Rate Overall Value of Services "Above Average"
- Rate Value of Police Services "Average"
- Rate City of Manistee "Above Average" on provision of Snow Removal
- Indicate age range 56 to 65, or 66 and older
- Male

*Three*

- Lived in City of Manistee 11 – 20 years, or 21 – 30 years
- Rate Overall Value of Services "Excellent"
- Rate City of Manistee "Average" on provision of Snow Removal
- Indicate age range 26 to 35, or 36 to 45
- Female

*Four*

- Lived in City of Manistee 5 – 10 years, or 11 – 20 years
- Rate Overall Value of Services "Below Average"
- Indicate age range 26 to 35, 36 to 45, or 46 to 55

*Five*

- Lived in City of Manistee less than 5 years
- Indicate age range 26 to 35

APPENDIX C: SURVEY INSTRUMENT

CITIZEN SERVICE SURVEY

1. How long have you lived in the City of Manistee?

Less than 5 Years                      5-10 Years                      11-20 Years                      21-30 Years                      Over 30 Years

DK/Refused (Do not read)

2. Do you live: North of the river    East of US31 (south of river)    West of US31 (south of river)    DK (Do not read)

*The first series of items ask you to consider the value of city services, overall and individually.*

3. The City of Manistee's operating tax is 17.9 mills. This equates to \$900 annually on a home with a market value of \$100,000 or a taxable value of \$50,000. Given this information, how would you rate the overall value of the city services you receive?

Excellent            Above Average                      Average                      Below Average                      Poor                      DK (Do not read)

4. Currently the City of Manistee is provided with 24 hour a day/7 day a week Police Services. The annual cost of these services is \$1,112,000, or 22% of the City's operating budget. This equates to a cost of \$197 for a home with a market value of \$100,000. How would you rate the overall value of these services?

Excellent            Above Average                      Average                      Below Average                      Poor                      DK (Do not read)

5. Currently the City of Manistee is provided 24/7 Fire and Rescue\EMS services. The annual cost of these services is \$684,000, or 14% of the City's operating budget. This equates to a cost of \$125 for a home with a market value of \$100,000. How would you rate the overall value of these services?

Excellent            Above Average                      Average                      Below Average                      Poor                      DK (Do not read)

6. Currently the City provides a full service Department of Public Works, with services including streets, snow plowing, and park maintenance. The annual cost of these services is \$949,354, or 19% of the City's operating budget. This equates to a cost of \$170 for a home with a market value of \$100,000. How would you rate the overall value of these services?

Excellent            Above Average                      Average                      Below Average                      Poor                      DK (Do not read)

*The following questions address additional city programs and services.*

7. The City of Manistee owns and operates the Ramsdell Theatre. Would you be willing to pay an additional 1/2 mill, which is approximately \$25 annually for a \$100,000 market value home, to maintain and operate the Ramsdell Theatre?

Yes                      No                      Uncertain

8. The City of Manistee leases property around Man Made Lake from Sand Products Corporation. Would you be willing to pay an additional 1/2 mill, which is approximately \$25 annually for a \$100,000 market value home, for the city to purchase the property from Sand Products Corporation?

Yes                      No                      Uncertain

9. Would you be willing to pay an additional 1/2 mill, which is approximately \$25 annually for a \$100,000 market value home, to maintain and improve City parks and beaches?

Yes                      No                      Uncertain

10. Would you be willing to pay an additional 1 mill, which is approximately \$50 annually for a \$100,000 market value home, to improve streets in the City?

Yes                      No                      Uncertain

11. In your opinion, should the City consider potential cost savings in the Police Department through service reductions?

Yes                      No                      Uncertain

12. In your opinion, should the City consider potential cost savings in the Fire Department through service reductions?

Yes                      No                      Uncertain

13. City of Manistee spring trash haul costs approximately \$39,000 in landfill tipping fees, excluding City manpower. Would you be willing to eliminate this service?

Yes                      No                      Uncertain

14. The City maintains an ice skating rink at Sands Park in the winter for an estimated annual cost of \$ 20,000. Would you be willing to eliminate this program?

Yes                      No                      Uncertain

15. The City provides leaf collection in the fall for an estimated annual cost of \$45,000. Would you be willing to eliminate this service, thus requiring citizens to bag all yard waste for disposal?

Yes                      No                      Uncertain

16. The City provides brush collection, and chipping services for an estimated annual cost of \$45,000. Would you be willing to eliminate these services, thus requiring citizens to contract for this service for all brush that does not fit into a yard waste bag?

Yes                      No                      Uncertain

17a. Overall, how would you rate the condition of City of Manistee parks, which include beaches, ball diamonds, and playgrounds?

Excellent              Above Average              Average              Below Average              Poor              DK (Do not read)  
(If Excellent, Above Average, Average, or DK go to Q18a)              (If Below Average or Poor, go to Q17b)

17b. Why?

18a. If curbside recycling was included in your monthly garbage bill would you participate?

Yes (Go to Q19a)              No (Go to Q18b)              Uncertain (Go to Q19a)

18b. Why would you choose not to participate?

19a. Currently, City of Manistee residents' garbage disposal fee is based primarily upon home value. Do you believe residents should pay for garbage disposal based on the volume of garbage they generate or the value of their home?

Pay by volume (Go to Q19b)              Pay by value of Home (current system) (Go to Q20)              Uncertain (Go to Q20)

19b. If this change resulted in a larger payment for your household would you still be in support of this new system?

Yes                      No                      Uncertain

20. Would you be willing to pay more on your water bill to improve City water quality through a water treatment process?

Yes                      No                      Uncertain

Now I will ask you to rate the importance of several city services. Then I will ask you to rate the City of Manistee with regard to provision of that service.

Regarding:	How <i>important</i> would you say this city service is to you?	How would you <i>rate</i> the City of Manistee on provision of this service?
21. Rescue Squad	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA (Do not read)
22. Fire Protection	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
23. Police Protection	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
24. Snow Removal	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
25. Street Sweeping	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
26. Street Repair	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
27. Zoning Enforcement	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
28. Water	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
29. Traffic Enforcement	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA

30. Bath House	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
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31. Regarding city services, what one suggestion would you make for improvement?

32. Do you own your principal residence or do you rent?    Own                      Rent

33. Please indicate your age range.

1. 18 to 25      2. 26 to 35      3. 36 to 45      4. 46 to 55      5. 56 to 65      6. 66 or older

34. How many people – INCLUDING YOURSELF – live in your household?

- |       |      |               |
|-------|------|---------------|
| One   | Four | Seven         |
| Two   | Five | Eight or More |
| Three | Six  |               |

Do Not Ask:

35. Gender:    Male                      Female

## APPENDIX B: ADDITIONAL COMMENTS

*The following data is of a qualitative nature; it is not representative of survey respondents and/or City of Manistee residents. All comments are reported verbatim, from respondents who chose to share additional thoughts/opinions on survey items.*

3. The City of Manistee's operating tax is 17.9 mills. This equates to \$900 annually on a home with a market value of \$100,000 or a taxable value of \$50,000. Given this information, how would you rate the overall value of the city services you receive?

- Getting less than the best especially when we're paying top dollar. Not getting top services.

4. Currently the City of Manistee is provided with 24 hour a day/7 day a week Police Services. The annual cost of these services is \$1,112,000, or 22% of the City's operating budget. This equates to a cost of \$197 for a home with a market value of \$100,000. How would you rate the overall value of these services?

- We seem to have too many police - I see them hanging around the beach all the time
- We seem to have more police than we need
- There are too many police, could do better for less money
- Tighten up services; operate more efficiently
- Have not really had any experience with Police or Fire & Rescue/EMS services, hard to rate
- Their morale is poor
- Do not need to spend as much on the police department since there is other coverage, such as State Police, etc.
- Coming from another town, seem to be a lot of police for size of the city
- The police dept. is overstaffed and reckless. When they're not sitting in the office, they spend too much time on their cell phones and speed through the streets.
- I think there are way too many policeman for such a small town

5. Currently the City of Manistee is provided 24/7 Fire and Rescue\EMS services. The annual cost of these services is \$684,000, or 14% of the City's operating budget. This equates to a cost of \$125 for a home with a market value of \$100,000. How would you rate the overall value of these services?

- Would it affect insurance costs?
- EMS services saved my life
- Have not really had any experience with Police or Fire & Rescue/EMS services, hard to rate
- Don't get what we should for the cost. We pay triple what Ludington pays. Do we need such a large department?

6. Currently the City provides a full service Department of Public Works, with services including streets, snow plowing, and park maintenance. The annual cost of these services is \$949,354, or 19% of the City's operating budget. This equates to a cost of \$170 for a home with a market value of \$100,000. How would you rate the overall value of these services?

- More could be done about park maintenance
- There are two parts to Manistee, Victorian Village and the city southeast of the highway. The city needs to maintain both parts, not just the Victorian side.
- The roads were horribly maintained this past winter as far as snow removal
- Seems like they go over and over the same areas, double work
- Don't appreciate trucks plowing bare (no snow) roads
- We pay top dollar and it should show in what we receive - it doesn't

7. The City of Manistee owns and operates the Ramsdell Theatre. Would you be willing to pay an additional 1/2 mill, which is approximately \$25 annually for a \$100,000 market value home, to maintain and operate the Ramsdell Theatre?

- Ramsdell should be a business like any other business
- Concern would be management - they need to work smarter
- Only good clean entertainment in the city
- Should be self-supporting

8. The City of Manistee leases property around Man Made Lake from Sand Products Corporation. Would you be willing to pay an additional ½ mill, which is approximately \$25 annually for a \$100,000 market value home, for the city to purchase the property from Sand Products Corporation?

- Do not build any more condos. It won't be long before we will not be able to see the lake and citizens will not be able to use the beaches.
- Foolish to develop housing on the brim of Lake Michigan
- Would hate to lose Man Made Lake, but I cannot afford more taxes
- I would need to know what the city is planning to do with the property if they purchase it
- I would need more information as to what they would do with the property, would not want condos built there
- Do not want to see the property sold to a developer
- If purchasing the property means it will stay as it is for the public, I would approve the purchase. I do not want condos put up there.

9. Would you be willing to pay an additional 1/2 mill, which is approximately \$25 annually for a \$100,000 market value home, to maintain and improve City parks and beaches?

- All for keeping parks maintenance but cannot afford more taxes; should be able to work within the current budgets
- Would depend on improvements

10. Would you be willing to pay an additional 1 mill, which is approximately \$50 annually for a \$100,000 market value home, to improve streets in the City?

- They should be able to improve city streets with the budget they have
- We already paid for city streets to be improved; should not have to increase taxes
- The streets need repair but think the money available should be enough
- First Street should be top priority for street repair
- Trim the fat

11. In your opinion, should the City consider potential cost savings in the Police Department through service reductions?

- Cut out some parts but not 24/7 service

12. In your opinion, should the City consider potential cost savings in the Fire Department through service reductions?

- Cut out some parts but not 24/7 service
- Fire department is the hardest working bunch of people, if anything, they should expand this service

13. City of Manistee spring trash haul costs approximately \$39,000 in landfill tipping fees, excluding City manpower. Would you be willing to eliminate this service?

- These are some of the nicest features of living in the city - help to keep the city looking nice and clean
- Believe that if spring clean up were eliminated yards would continually fill up with junk

14. The City maintains an ice skating rink at Sands Park in the winter for an estimated annual cost of \$20,000. Would you be willing to eliminate this program?

- Should keep the ice skating rink - not enough activities for young people now (2)
- Not that many people skate at the rink
- Just when they get the skating rink ready, the weather changes
- That is way too much for a skating rink, I want to keep it, but cost should go down
- They have not even had the ice skating rink open in the past two years
- The skating rink has been taken over by hoodlums

15. The City provides leaf collection in the fall for an estimated annual cost of \$45,000. Would you be willing to eliminate this service, thus requiring citizens to bag all yard waste for disposal?

- These are some of the nicest features of living in the city - help to keep the city looking nice and clean

16. The City provides brush collection, and chipping services for an estimated annual cost of \$45,000. Would you be willing to eliminate these services, thus requiring citizens to contract for this service for all brush that does not fit into a yard waste bag?

- These are some of the nicest features of living in the city - help to keep the city looking nice and clean
- This service helps keep the street clean and I hope we keep it
- I think this is an excellent service and hope to keep it. I have seen other counties that do not provide the service and their city looks terrible.

17a. Overall, how would you rate the condition of City of Manistee parks, which include beaches, ball diamonds, and playgrounds?

- Some of the parks need repair. I have been to many parks with my grandchildren - the swings need to be repaired, along with other things.

17b. Why? (If Below Average or Poor rating for City of Manistee parks)

*Maintenance (16)*

- Not maintained well
- Poor maintenance, poor facilities
- They aren't kept the way they used to be
- Maintained half-assed - need to learn to rake, pick up garbage. They leave the cuttings. Trim the yard!
- I don't think they are maintained properly, garbage is not even picked up
- Trash everywhere, they need to be cleaned, and the playground equipment is poor
- They are gross
- They don't pick up trash, the bathrooms at the park on River Street are dirty, the band shell is not maintained
- I don't think that they keep them up
- Played at the baseball parks for years - they are a joke. Not kept up properly. Not a priority in the city.
- They are not kept clean or maintained as far as routine maintenance of the facilities. Swings are broken or damaged and left un-repaired. It just doesn't seem like they're maintained or

kept up routinely. Trash accumulates and is not picked up and overflows.

- Do not appear to be taken care of - beaches, fountains, restrooms, etc.
- Not being taken care of, being neglected
- Not maintained, bleachers are unsafe; playground equipment is not taken care of. They rely on the schools to maintain the park - if it's a city park, the city should take care of it.
- Softball diamonds are not usable in the spring
- MRA is just terrible, soccer fields and nets are in bad condition. Some of the parks are taken care of, but it seems the kid's parks are not kept up.

*Beaches (9)*

- The beaches are not clean or kept up
- Sometimes the beaches are not watched carefully enough (dogs)
- Some of the beaches are not clean, there is a lot of garbage and trash
- Beaches are not clean enough for my taste

- Bathrooms at beaches are not well maintained, sand at beach is not kept clean, don't like to walk the beach because of this
- Beaches are not as nice as they used to be
- 5th Ave./First Street beaches are terrible
- This is where we are missing the boat, especially the beaches. We need to invest money in developing the beachfront as a tourist attraction.
- 5th Avenue beach is a crime - dug a boat channel thru the road. City caters to the people with money, condos, etc.

#### *Repair/Restoration (7)*

- The outbuildings are in dire need of repair and restoration and the restrooms are embarrassing. Improvements have not been made in recent memory - reflects poorly on the city when visitors arrive.
- I am concerned with parks specifically, money has not been spent for many years, so they are in very poor condition and it would take a lot of money to improve them now. They seem to be a low priority.
- Playground equipment is outdated - even new painting would help. The bathroom at 5th Avenue beach needs to be repaired.

#### 18a. If curbside recycling was included in your monthly garbage bill would you participate?

- Not if it costs more, if it doesn't add to the bill, ok
- I'm confused about this. I can't really answer because I already pay for curbside recycling on my monthly bill.

- Restroom facilities have been poor for years and haven't been updated - utilize manpower more efficiently
- A lot of playground equipment is old, no walkways to the beach or handicap accessibility, should be more for adults at the beaches
- The north side is in poor condition, as opposed to the south side.
- Equipment is outdated, not safe for children

#### *Miscellaneous (7)*

- No recreational facilities for seniors - parks are used for dog walking and messes are not picked up
- Too many workers and nothing gets done
- I am handicapped - city does nothing for that
- It has not been thought out - the best playgrounds are at the school. It is discouraging.
- 5th Avenue (poor)
- They don't spend the money wisely - need to find a cheaper way to upgrade parks
- Instead of reducing services, they could manage their time better. The foreman rides around in a new car all the time - they could cut some fat from the budget.

#### 18b. Why would you choose not to participate (in curbside recycling)?

##### *Do not believe in/do not want to recycle (30)*

- I don't recycle (11)
- Don't believe in recycling (6)
- Too much of a hassle/trouble (5)
- Do not believe in it - waste of money, they dump it the same as regular trash
- Because I don't believe they actually separate and recycle the garbage; they just throw it in the landfill anyway
- Because it's recycled once it hits the landfill
- They don't take care of the garbage anyway
- They wouldn't take of it properly
- Would not take full advantage of the recycling
- Just have never done it
- Don't understand recycling

##### *Do not want extra charge/cost (13)*

##### *I do my own recycling/take to Recycling Center (9)*

- I already do my own recycling (6)
- Does not cost anything to take items to recycling center (3)

##### *Not enough recyclables to support (11)*

- Not enough to recycle (6)
- We don't have very much to recycle, it wouldn't pay for us
- My daughter takes my papers and I hardly have any cans or bottles.
- Not much to recycle, I take papers to school paper drive
- Public bin is adequate

- They do not take everything, like cardboard. I have to go anyway so I take everything at once. I do not see a reason to add the additional cost to my bill.

*Miscellaneous (6)*

- Not here full time (2)

- Not a house owner anymore
- They have a new recycling facility to do just that
- I am handicapped
- Not a high priority with me – I have a 2 yr old who gets into everything

19a. Currently, City of Manistee residents' garbage disposal fee is based primarily upon home value. Do you believe residents should pay for garbage disposal based on the volume of garbage they generate or the value of their home?

- Everyone should pay the same fee, not based on volume or house value

20. Would you be willing to pay more on your water bill to improve City water quality through a water treatment process?

- The water is so horrible I had to install my own filtering system - I don't want to pay any more to the city
- The water bill is already higher than others in surrounding city's and townships
- The water quality is rotten, I live near a dip in the water main and it hasn't been flushed in years, if ever
- We should get better quality of water with the high price we pay now
- Would pay to have water improved but sewage charge is already too high, would not want that raised
- We have rusty water, but I'm paying top price. They should be able to improve city water quality with the money they charge now.
- I do not want to pay to have sewage in my water. I cannot water roses in my garden; they die because I pay for sewage in my water.
- We already have a water treatment plant and I pay an exorbitant rate for water already
- They charge too much now for an inferior product

23. Police Protection – How would you rate the City of Manistee on provision of this service?

- We are over-policed with all the different police departments in the city, i.e. city, state, tribe, etc.

26. Street Repair – How would you rate the City of Manistee on provision of this service?

- Biased as to which streets get repaired

27. Zoning Enforcement – How would you rate the City of Manistee on provision of this service?

- Depends on who benefits on the zoning enforcement
- The city managers should go away and new people with more open thinking should come in. They let in a casino but will not allow other businesses. Trying to keep it a tourist town -should be allowed to grow.
- The people are not given a voice in zoning

28. Water - How would you rate the City of Manistee on provision of this service?

- The water staff is excellent - the rate we pay is poor. I'm paying per month what I used to pay per quarter.
- Water quality depends on where you live
- I'm afraid to drink the water so I use a purifier

29. Traffic Enforcement – How would you rate the City of Manistee on provision of this service?

- They need to tune up what they give tickets for, focus more on speeders not parking violators
- The traffic around the bridges is always bad
- I live on a side street and people just fly with no regard for speed limit
- Traffic enforcement seems to be pretty good except for by the bridge, they need a traffic light

- I think too many police are writing tickets for stupid things. They nab people for little things, not really important things. Out by

MCC, traffic is a trap. Should not give a ticket to out of town guests for alternate parking.

30. Bath House - How would you rate the City of Manistee on provision of this service?

- I wish they would improve the 1st street bathhouse instead of the 5th street one.
- It improves the city's image if it is well maintained and clean
- They're building a new one and we can't go there - that's a sore spot for me. We used the bath house a lot.
- The bath house they have is old and run down and always filthy

31. Regarding city services, what one suggestion would you make for improvement?

None (57)

Street/Sidewalk Repair (57)

- Repair/Improve city streets (41)
- Repair/Improve city sidewalks (5)
- City streets need to be repaired, the street by Lincoln school is in very poor condition
- City needs to get their act together especially on street repair, in particular 8th and Vine. Snowplowing should not take two (one following the other). The second plow could be doing another area. A waste of workers.
- Sidewalks need repair - mine is over 100 years old and needs repair badly, cannot walk the sidewalks at night, too hazardous, side streets also are in need of repair, haven't been worked on in several years.
- Downtown sidewalks need to be more handicap/wheelchair accessible. Some streets do not even have sidewalks - need to be added.
- Improve 1<sup>st</sup> Street - way too bumpy. It's a main road and should be fixed. I had to ride in an ambulance on 1<sup>st</sup> Street and felt every bump.
- Streets repaired. And clean up general areas, such as River Walk
- Need to do more road repair in town, the side streets and truck routes need more attention
- Roads! They always repair the roads that don't need fixing, and they don't fix the ones that are bad. Rather than just doing the patching, just repave the bad roads.
- Streets seem to get repaired over and over again but are never good - 1st Street is badly neglected
- Make the sidewalks better for walking and the side streets are terrible, please fix them with our tax dollars
- Should eliminate fancy bricks on River Street - they have a problem every year in the spring repairing them. Would it be cheaper to just pull them and pave the street?

### Police Department (48)

#### Reduction of police (21)

- Too many police per capita (2)
- Reduce the police force (2)
- There needs to be more detailed information about where the money is spent. Spending too much for unnecessary policemen, too many.
- Cut the police force in half and make them work. They just sit in their parked cars and don't do anything.
- Lessen police services; we have so many police with the county, state and tribal
- Spend too much on police dept. - cut back
- Eliminate some of the policemen. There are too many police for such a small town.
- There are too many divisions of law enforcement: city, state, reservation, county. Cut down on number of police.
- We have excess law enforcement - needs to be in proportion to city size
- We have some services in excess, i.e. law enforcement, clean up services etc.
- Police department is too large, way more police than we need. If we cut back we could save a lot of money.

#### Miscellaneous - Police Department (27)

- We don't need more police in Manistee, just better police (2)
- Improve the police department (2)
- Control traffic in town (2)
- Better police protection
- Better trained city police
- More policeman
- Need at least one more patrol car out at night
- City police seem to be just parked talking to other police while people are blowing through stop signs, speeding, etc.
- Better response time from police
- Get rid of some of the cops
- Traffic violators are not stopped by police
- Get rid of young police, hire a more mature chief/crew
- Would like to see police do their job better
- Less money to police; more toward recreation
- Police department doesn't enforce speed limits
- Eighth Street has 25 mile-per-hour speed limit - kids zip down street above the limit. Police come out but do nothing. Every time I see the police, they are talking on their cell phones. Don't believe there is 24/7 police coverage.

- Disband the city police, include the Sheriff's Department, then the whole county would be paying for police
- I would like to see the police department downscaled - excess in that department
- There are too many police with too little to do. Don't need a sheriffs dept., state police and city police; too small of a town to require so many police.
- There are too many police in town - it's not unusual to see four or five police cars gathered together just waiting for a call
- There seem to be too many police; city, county, state, and tribal
- Get rid of the police department
- Too many police - they have the Sheriff's Department, city, state and tribal police all patrolling the same small area. Could save money by condensing these services.
- Reduce the number of police and cost of police department. Too much coverage for such a small town with such a low crime rate and not much serious crime.

- Enforce the tailgating laws
- Police need to stop riding around talking with each other and get to work - always see them just sitting there. Takes them two hours to get where they are needed.
- The police department needs to respect their own families so that I know that they will respect and protect mine
- Police need to stop pulling everyone over - we have more cops than Detroit. Bumper sticker reads "Come to Manistee for vacation, leave on probation!"
- Police Dept. has high volume but never seem to be around when needed. Cut back and give more help to fire/rescue - they work hard and are excellent.
- Police Dept. is not helping me with a commercial truck which parks across the street from my driveway - I can not get out. I have spoken to them several times and had no help.
- Fire police dept. and elect a new police force
- Don't run car off duty; don't leave car running with no one inside; don't warm up the car. I drive by City Hall and police are parked on both sides - eliminates parking for citizens.

### City Management-Employees/Budgeting (39)

- Manage summer employees more closely (2)
- Spend money wisely (2)
- Replace city manager, due to poor management and poor performance
- Reduce budget by getting rid of high end trucks the parks department uses; don't need air conditioning, carpeting, and cloth seats. Should have more "utility" type trucks.
- Better budget management - should use oil and gas fund instead of coming to the taxpayers
- City manager needs to take pay cut – don't cut city workers.
- Better workers
- City manager
- Get new counsel for new vision in the future
- Get rid of the mayor
- City employees should be accountable. Should be a way to tell if they are accomplishing their duties in an efficient manner.
- Reduce number of city workers on specific job - one guy shoveling and three watching
- City workers need to be accountable for their time, too much buddy system
- Better use of time and supervision of city employees
- Better management of city resources
- Change a lot of department heads, it's a waste of money because they do not do anything
- Better management of all city services
- Many people assigned to one project - should work more efficiently
- Fire everybody in charge and hire people who actually have brains
- They need to stop worrying about cutting services – they increase number of city employees and then want to cut city services. Worry about the people and the services they are providing. We've lost a fireman and a policeman and that's more important than another secretary or a plant manager. Improve the parks. That's important to the residents and to the tourists.
- See a lot of city workers standing around not doing their jobs - have more people than they need on a job
- I think that city committees have a true cross section of city people
- They need to look at city paid positions - determine which are really necessary. See people riding around in new city trucks all the time with nothing to do. Cut spending from current tax income - not services.
- Listen to the group of people they got together to lower tax rates; nobody will listen to them. Should also not hire a director for Ramsdell and city services.
- We need a better city services director
- Need better quality of leadership in the city
- Let the city expand - think beyond just letting the casino in. Get rid of people that "run" city - they make millions and only pay employees minimum wage. Too much poverty.
- The city needs new management. Right now it's too top heavy. Too many tax payer dollars are going to management, not services. They raise our rates to pay for management. The city used to be run by three people, now it's at least a dozen.
- The city needs to understand zero budgeting; each year the budget goes back to zero and they start from there. It's absolutely essential, if city is going to thrive and survive, to improve and increase services, while trimming away and lowering millage rate. I hear how hard it is for potential new home owners with current millage rate.
- City spends where they don't need to - funneling money into public works but not spending the properly (e.g. patching potholes, but not fixing the streets). Also there is a proposal to hire a building manager to tell the city how to manage their buildings - need someone to make sure work gets done.
- City workers waste too much money not working, and waste diesel fuel
- Be accountable for budgets and reduce waste
- The city could improve services if the city men didn't ride around doing nothing
- City Manager should ensure city workers stop driving around for 8 hours every day doing nothing...wasting gas, putting mileage on vehicles, causing wear and tear on city vehicles, etc... not doing any work. Need to put in an honest days work and stop wasting our money doing nothing all day.
- Would like to see supervisors following up on activities of city workers
- Monitor city employees better (not referring to police/fire departments)
- Some workers should be supervised more - seems to take too long to get work done, don't seem to understand what needs to be done

Don't know/Can't think of anything (36)

Water Quality (31)

- Improve water quality (18)
- Water quality needs to be improved; a band aid will not fix it, needs a complete overhaul
- Drinking water not fit for human consumption; overall quality is poor - rust, sediment, smell, etc.
- Major complaint with city services is the old water mains - full of rust. Warned us that they will start flushing the mains and when they do the water will turn completely red. My suggestion is to replace the mains - it's not healthy to have iron/rust flowing through.
- Keep water rates as low as possible
- Cost of water too high; water quality has declined
- Quality of water needs to be improved without adding extra taxes. Our family of four pays \$60 a month for water we cannot drink.
- Improve water quality without raising the bill
- Water system should be updated and upgraded
- Water quality is poor - yellow water from time to time on Fifth Street. The water is horrible.
- Water cost is too high and tastes funny
- Poor water quality, a very high price
- Need to improve taste and quality of water
- Need better quality water, cannot even use in humidifier. Will not drink it - turns yellow.

Parks, Beaches, Recreation (29)

Maintenance (10)

- Clean up parks/beaches - make them more presentable
- Focus on the parks - cleanliness and upkeep
- Maintain parks better
- Make beaches more public friendly - new bath house/concession stands at the public beaches
- 5<sup>th</sup> Avenue does not have handicap access
- Do better job with the parks
- 5<sup>th</sup> Avenue Park is not well maintained
- Parks improvement - cleaner and greener
- Would like to see park benches in more places through out the neighborhood
- Skating rink should enforce more protective gear, especially helmets

Beaches (7)

- Development of the beaches /parks
- Close beaches if they can't afford to have lifeguards - it is not safe
- Clean up the beaches - too much trash, maybe a volunteer effort. Clean out the beach house.
- Should be handicap access at beaches
- Update beaches
- Pay more attention to beachfront and docks
- Clean up the beaches

Bath House (8)

- Improve bath houses
- Bath houses need better maintenance
- Fix the 5<sup>th</sup> Avenue bath house for kids
- The bath house needs to be rebuilt
- Fix the bath house on 5<sup>th</sup> Avenue and have more recreation for youth
- New bath house at 1<sup>st</sup> Street beach, not 5<sup>th</sup> Avenue. Need more services (concessions, etc.)
- It would be nice if bath house wasn't locked during park activities and in nice weather
- Bath house should be kept clean/maintained if the city is to continue encouraging tourists to use beaches

River Walk (4)

- Maintain the river walk
- Do a better job with the river walk
- Definitely do a better job of maintaining the river walk (clean and power wash)
- Lower our taxes. Seriously, why does the city have the lights on the river walk in the winter? Nobody walks there in the winter.

### Garbage/Recycling/Snow and Brush Removal (20)

- Offer recycling (2)
- Curbside recycling
- Mandatory recycling would save money in the long term with landfill fees; recycling items in the garbage should be fined.
- Cut out the garbage millage - privatize, everyone pays by the bag. Eliminate spring trash pick and have everyone contract it out
- Coordinate various types of trash pick-up to reduce cost of manpower and maintenance
- Garbage pickup of large loads, such as tear down of garage, should not be put out for garbage - should have to contract for removal
- Would like to see recycling included in garbage pickup - it's the way of the future
- More recycling - the city doesn't encourage it and they should
- Recycling program and tree replacement
- Maintain refuse the way it is
- Trash pickup should be on a per use basis
- Brush pickup could go to once a month instead of once a week. Snow plowing on weekends could be cut down to main roads when there is very little snow
- Do a better job of removing snow
- Sidewalks need to be cleared better and more often in the winter
- Snow plowing - do a really bad job
- Snow removal - I am handicapped and they do a very, very bad job
- They stopped picking up branches, now one has to call the city and ask them to come and do the pick up
- Discontinue the fall trash pickup
- Need to eliminate the city trash haul- makes the city ugly and disreputable looking

### Taxes (13)

- Reduce/cut taxes (3)
- Things need to be looked at closely - tax rates are too high. New condos have brought in new revenue, without requiring a lot of city services. This should help keep taxes down.
- Need to lower taxes. - they are very, very high. Not saying services are poor, but we're over-serviced for amount of people living here.
- Taxes are too high - cut back on services to reduce taxes. Costs so much to live in this town - services should be excellent and are not. Businesses cannot survive due to taxes.
- Use a tax incentive to get new people to move into the city.
- Taxes are way too high - need to come down
- Taxes could be a lower - seem to be very high
- Taxes need to come down in the city and more benefits applied
- Find ways to reduce the tax/millage rate, even if it means cutting some services
- Try to bring the tax rate down while keeping the important services
- Could cut 2 mils from budget - give all dept. heads the same percentage to work with

### Zoning Laws (9)

- Zoning (2)
- No more condos (2)
- Better rules as to what kind of house can be built where
- Standards need to be established to maintain aesthetic appeal in the community
- Stick less money into condo development
- Don't need as many condominiums as we have with as many houses as we have for sale
- Renters in this town let the places run down - landlords are responsible for this - not the renters. Landlords are not held responsible for keeping places looking good. The rental properties are an embarrassment to the city.

### Communication with Citizens (6)

- Better communication with citizens so we understand what is going on
- Better communication with residents on who to call for various services
- More information; more communication with tax payers
- Communication from council to citizens needs to be improved
- More forums for community involvement so we can voice our opinions before minds are made up
- Need to listen to what residents want, let people vote on things. For example, City cut off 5th Ave, cut a channel so people couldn't go to the beach that way - it was done before anyone knew anything about it.

### Fire Department (8)

- Fire department should be volunteer (2)
- Get rid of the full time fire department
- Go to combination of full time/part time fire department.
- Reduce the fire department - need more workers and fewer supervisors

### Public Works Department (4)

- Hire a new public works supervisor
- Need more people for snowplowing – does not get done in a timely manner
- Need more people in public works to do the job - man power is too low to get the job done satisfactorily

### Miscellaneous

- Overall doing a good job (4)
- Better animal control (2)
- More shopping for local residents (2)
- All services are excellent
- Satisfied with current level of service
- I guess they are doing a fine job. They could make the water better.
- A lot of small things that don't amount to a hill of beans - nothing really important. Services not too bad - just keep what we have. Listen to things people talk about - don't brush them off.
- Better shopping - we have a nice downtown, but need something other than Kmart
- We need a Wal-Mart, and a better dining facility. Need more services for the locals so we can spend our money here in Manistee.
- Bring in more stores to increase employment opportunities
- More stores and restaurants - need more businesses so we don't have to go elsewhere to spend our money
- Ask for more volunteer involvement; raise public awareness
- Better safety for children crossing U.S. 31
- Cost of services with regard to workers health care needs adjustment
- Cut the maintenance department
- Need to improve city parks, need to get rid of full time fire dept and rescue squad - hospital is doing excellent job
- Do more investigating and let people know what true costs are going to be before starting a project - eliminate cost overruns
- It would take too long to list them all

- Man fire department with full time people
- Reduce number of paid positions in fire dept. - go to a volunteer system
- Look at the fire department and the possibility of making it volunteer

- Would like to see Department of Public Works do more - should take care of bigger projects and not waste time on little things

- More planning, with services such as grass, leaf and bag pick up and street repair - planning would get more done and save some money
- Get rid of dial a ride busses – too large. Get smaller busses and get some decent stores, not tourist shops.
- Have better information for newcomers, introduce new people. More diversity (race)
- Have a longer term outlook on projects
- I've been impressed with some of the city services. We do have water standing in the streets when it rains hard -don't know if it's because drains are not cleaned well or what.
- I live at Century Terrace. I was told it was for handicapped - it isn't. I live in the basement. My apartment was flooded when it rained. Also it is filthy, there are ants everywhere.
- The law enforcing pick up of animal defecation should be enforced - people should be fined for failure to obey this law
- Would like to see an effort put forth to look at current state, not how things were done in the past. But should save some historical sites.
- Would like to see tax break if old buildings are used instead of building new ones
- Increase speed limit on some of the city streets from 25 to 35 miles per hour. Stop trying to put a coal burner in. If they're going to spend money, spend money to clean up Lake Manistee.
- Maintain buildings, keep current staffing levels
- Lack of jobs, they are more interested in tourists, and we have too many cops
- Location of post office is bad, no parking

- Make sure city services don't overlap
- More activities for children
- More industry in town
- More things for teen age kids to do (arcade)
- Most services should be privatized to receive better service for less money
- Need to spend more time on the look of the city, need to repair old buildings, fix up and clean the streets, bring in more jobs, more community activities to make the town more friendly so we can draw more people.
- Prioritize according to tourist influx
- Purchase the property at Man Made so that the public has access
- The north side of the city doesn't get the same attention the south side of the city gets - the more affluent areas get better services
- They have not responded to my many requests to change a light bulb in a parking lot across the street - it is very hazardous because many senior citizens park there
- Need an indoor activity place for children, ages 2 to 12, in the winter
- Need more traffic lights in town, especially as you are coming south
- Need some people with people skills- when you call for something, you have to keep calling and calling. They keep losing the work orders or requests, and it's never "their fault."
- Should finish putting in the sewers on the other side of town - seems to have been forgotten
- Should have more for seniors and younger people. Doing a lot for tourists, forgetting about residents. Encourage industry to keep young people here.
- They should install more traffic lights in the city between 8th Street and the highway - way too congested in that area
- They want tourists here but the beaches are crap - please improve them, and the streets need to be improved
- Try to be more innovative with funding to help alleviate costs

#### Additional Comments:

- Taxes are too high here, it is driving people away
- Plan for expansion of the library; need a city swimming pool and tennis courts
- There were several accidents on highway 31 due to the lack of snow removal this past winter- also because black ice conditions were not attended to
- Idle city workers - one working and one or more watching
- Something must be done with the millage in Manistee, look at the number of homes on the market and the inability to sell them because of the millage. City employee benefit package and retirement is above and beyond the norm.
- Services tend to be localized depending on which neighborhood you live in
- Need better shopping and better restaurants - we don't have much of a choice, just a Kmart and a Big Boy
- Downtown merchants keep asking us to shop locally, but we don't really have a lot of options. That's why people go to Traverse City or Ludington to shop or eat out.
- The city should encourage recycling. It would greatly reduce the volume and the cost of the garbage going into our landfills. Why aren't all plastic bottles, like water bottles, recycled?
- They seem to spend a lot of money on snow removal and street cleaning and repair, but not much seems to actually get done. The quality of these services is very poor.
- The city has to find ways to lower our taxes. They have done some, but need to do more. Look around at other communities - ours seems higher.
- I would like to see more volunteer involvement in the ice skating rink - they didn't even get it going this year and probably still collected on it
- Doing the best they can with tax money
- I would appreciate it if the city would look elsewhere for funding and not depend on the tax payers all the time. Maybe the rental properties should start to pick up some of the slack, or the Ramsdell Theater could help with some funding. The water bill is way too high. With all the new condos going in, should think about water service to them.
- More efficient use of manpower, recycling should be put upfront

- Improve downtown area without urban sprawl
- Better supervision in the police department, look for better role models
- Thought city already owned property at the lake and leased it back to the Sand Products Corporation
- Too many police departments in city
- When calling 911 determine what is needed. You don't need to send three large vehicles and a helicopter for a simple ambulance call - save gas and labor.
- These survey questions are loaded - they will not get the results needed for this survey to do any good.
- We need a change from the top down - lower taxes or all the good homes will move out
- Too many condos popping up - soon there will be no view of the water, lowering appeal of the city
- Not enough emphasis on infrastructure; city vehicles often seen on apparently non-business errands; would like to see tax dollars used more efficiently.
- Should be some place that people can get water before it goes through the pipes
- I don't like the way they are making us pay for garbage disposal - it doesn't seem fair. Also it doesn't seem like the money from the casino is helping out the average Joes in anyway - general needs aren't being met.
- Services for what I pay are a bargain
- I would like to see the city redevelop a lot of its underutilized and contaminated properties
- Should be more public discussion on the garbage pickup issue
- 5<sup>th</sup> Avenue needs urgent repairs
- I think this survey provides a very nice service, I will look forward to seeing the results
- There are way too many police - you see them gathered around chatting. Also, they speed up and down the streets with no regard for young children. My neighbor followed them one time - they were flying down the road and were just heading to a restaurant.
- It seems like the police pick on younger drivers and out-of-towners to ticket
- I cannot retire unless I sell my home because the tax base is too high. The tax assessments in the community are unfair to people who have bought or built homes in last 10 years. Million dollar homes that have been there for many, many years pay fewer taxes than the lower tax base new home. Why does the person operating the dial-a-ride make over \$80,000 a year?
- Water quality and taste is very poor - most people have to buy bottled water
- They should rehire lifeguards for the beaches
- I like living in Manistee and I am not unhappy with things
- The public works department does an excellent job with the people they have, but there just aren't enough of them to get the job done well
- Parks need new, modern playground equipment
- I live on Vine Street and it has to be the worst maintained road in the city
- Need to stop building so many condos, need more industry, need to worry about the residents needs more than the tourists who are only around for a couple weeks.
- The biggest thing they can do is make sure Man Made Lake is bought and owned by the city. If the museum needs money it should get money also. Do not sell out to the developers. 5th Avenue was wonderful - the architecture is beautiful, keep it looking like northern Michigan. You can tell that some of the developers are building cheap and making money. Use 5th Avenue as a guideline.
- Parks for our kids need to be improved, especially open spaces, beaches and bath houses. Should have a program to sample water - it definitely needs improvement.
- Good streets are important but I think we could use the money elsewhere
- Don't get rid of the fire department - it's too valuable. Control police officers better - get a rein on their "above reproach" attitude.
- Believe we could receive the same fire protection with a volunteer fire department as we do with the full time department, but at a fraction of the cost
- Keep the fire department - it is very important
- Would like to see the city hold on to the property they own within the city and use it for parks and recreation; open space. Do not sell it.
- They have a habit of buying new things such as the river walk or a new school, and not keeping them up

- Why aren't our city fathers protecting our public rights? What has happened to the oil money?
- Zoning laws are too strict and no allowances are made for new businesses
- Glad they are doing a survey - it is a good thing to know how people feel about the services. I hope the results are published.
- Just frustrated about the overall condition of city; no working factories and no future for our young people
- Too much street sweeping
- The one place the city really needs to improve is water quality - it's very hard and nasty tasting
- Taxes are way too high, especially for a senior citizen living on social security
- I would like to have verification the city water we are drinking is healthy
- The water quality is poor, but I want to know what the plan is before I agree to pay more
- I chose to live in Manistee because of the city services, I do get what I pay for
- Overall they are doing a good job, it's just the taxes are way too high right now
- You people conducting the survey are doing a wonderful job. It's because of your professionalism that people are staying on the phone and taking the survey.
- We need more jobs to keep people here, more industry
- It costs a lot to have full-time fire department - this is one place to save money without sacrificing quality.
- Need to do something to help reduce cost; there are too many police cars and the city charges too much for the services we get
- Council needs to ask regular citizens for help setting up surveys - ask the people for questions that need to be asked. Zoning is a major problem and is ignored; need to cut back on police, too much overlap in protection services. Nothing ever stays the same, not even a rock - it either gets bigger or shrinks, and it is up to us to keep Manistee a wonderful city.
- Assessed value of homes is too high - it is a deterrent to people moving into the city
- This town is very Victorian, condos are not made to look that way - they look new. New businesses are not allowed to come in - a factory wanted to come in and was not allowed. They have their heads up the asses of tourists. Provide for the people that live here, that pay taxes and go to school here. Don't be so concerned about tourists. Tourists won't come when the gas is too high. Then what?
- The City of Manistee can spend over one million dollars on city hall and expanding the waste water treatment plant without a vote of the people. This indicates the tax rate is too high - if you have a slush fund, we are paying too much in taxes.
- There were several poorly phrased and unfair questions asked on this survey
- I am happy they are doing the survey and asking us for our input - I hope they will take the information they get here and do something productive with it.
- It would be nice if the facts and figures for this survey were published beforehand, so we could think about the value with the figures in front of us
- I believe residents should pay by volume for trash, but I'm afraid that lower income, lower value home residents will not put the trash out if they have to pay more
- There seems to be some frivolous spending, like bricks on the street downtown - they just get ripped up
- Terminated at Q 21a
- Terminated at Q 24b

### 3.0 CROSS-TABULATIONS

A series of cross-tabulation analyses was conducted for the purpose of further exploring the data. Chi-square analyses, which compare obtained frequencies with expected frequencies, identify significant findings. It should be noted that all references to “more likely” and “less likely” reference *statistical* likelihood in terms of what would be expected, not direct comparisons with other respondent groups. Following are the significant results of these analyses:

#### Location of Residence

##### *North of the river - more likely to:*

- Rate City of Manistee “Excellent” on provision of Rescue Squad
- Rate City of Manistee “Above Average” or “Below Average” on provision of Street Repair
- Rate City of Manistee “Below Average” on provision of Water
- Rent principal residence
- Indicate lived in City of Manistee 5-10 years

##### *East of US31 (s. of the river) - more likely to:*

- Rate Value of Police Services “Excellent” or “Poor”
- Rate City of Manistee “Excellent” on provision of Rescue Squad
- Rate Fire Protection “Very Important”
- Rate City of Manistee “Excellent” or “Poor” on provision of Street Sweeping
- Rate City of Manistee “Poor” on provision of Street Repair
- Rate City of Manistee “Excellent,” “Above Average,” or “Average” on provision of Water
- Indicate lived in City of Manistee over 30 years

##### *West of US31 (s. of the river) - more likely to:*

- Rate Value of Police Services “Above Average”
- Rate City of Manistee “Above Average” on provision of Rescue Squad
- Rate Fire Protection “Somewhat Important”
- Rate City of Manistee “Above Average” on provision of Street Sweeping
- Rate City of Manistee “Above Average” or “Average” on provision of Street Repair
- Rate City of Manistee “Below Average” on provision of Water
- Own principal residence
- Indicate lived in City of Manistee 21 – 30 years

## Gender

### Male - More likely to:

- Rate Overall Value of Services “Below Average” or “Poor”
- Indicate “Yes” or “No” regarding willingness to pay additional ½ mill for maintenance/operation of Ramsdell Theatre
- Indicate “Yes” regarding willingness to pay additional ½ mill for purchase of property around Man Made Lake
- Indicate “Yes” regarding willingness to pay additional ½ mill for purchase of property around Man Made Lake
- Indicate “Yes” regarding whether or not City should consider potential cost savings through service reductions in Police Dept.
- Indicate “Yes” regarding willingness to eliminate brush collection/chipping services
- Rate Rescue Squad “Somewhat Important”
- Rate Fire Protection “Somewhat Important”
- Rate Police Protection “Somewhat Important” or “Somewhat Unimportant”
- Rate City of Manistee “Below Average” or “Poor” on provision of police protection
- Rate Snow Removal “Somewhat Important”
- Rate Street Sweeping “Very Unimportant”
- Rate Street Repair “Somewhat Important”
- Rate City of Manistee “Above Average” or “Poor” on provision of zoning enforcement
- Rate Traffic Enforcement “Somewhat Important” or “Somewhat Unimportant”

### Female - More likely to:

- Rate Overall Value of Services “Excellent,” “Above Average” or “Average”
- Indicate “Uncertain” regarding willingness to pay additional ½ mill for maintenance/operation of Ramsdell Theatre
- Indicate “No” or “Uncertain” regarding willingness to pay additional ½ mill for purchase of property around Man Made Lake
- Indicate “No” or “Uncertain” regarding whether or not City should consider potential cost savings through service reductions in Police Dept.
- Indicate “Uncertain” regarding willingness to eliminate brush collection/chipping services
- Rate Rescue Squad “Very Important”
- Rate Fire Protection “Very Important”
- Rate Police Protection “Very Important”
- Rate City of Manistee “Excellent,” “Above Average” or “Average” on provision of police protection
- Rate Snow Removal “Very Important”
- Rate Street Sweeping “Somewhat Important” or indicate “Undecided”
- Rate Street Repair “Very Important”
- Rate City of Manistee “Average” or “Below Average” on provision of zoning enforcement
- Rate Traffic Enforcement “Very Important”

## How long have you lived in the City of Manistee?

### *Less than 5 years - More likely to:*

- Rate Overall Value of Services “Below Average”
- Indicate “Yes” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “Yes” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Average” on provision of Rescue Squad
- Rate City of Manistee “Excellent” on provision of Street Repair
- Rate Traffic Enforcement “Very Important”
- Rent principal residence
- Live north of river

### *5 – 10 years - More likely to:*

- Rate Overall Value of Services “Below Average” or “Poor”
- Indicate “Yes” regarding willingness to eliminate spring trash haul
- Indicate “Yes” regarding willingness to eliminate brush collection/chipping services
- Rate overall condition of City of Manistee parks “Excellent”
- Indicate “Yes” regarding willingness to pay more on water bill to improve water quality
- Rate Rescue Squad “Somewhat Important” or indicate “Undecided”
- Rate City of Manistee “Above Average” or “Average” on provision of Rescue Squad
- Rate City of Manistee “Above Average” or “Below Average” on provision of Street Repair
- Rate City of Manistee “Below Average” or “Poor” on provision of Water
- Rate Traffic Enforcement “Somewhat Important,” or “Somewhat Unimportant”
- Live north of river

### *11 - 20 years - More likely to:*

- Rate Overall Value of Services “Average”
- Indicate “Yes” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “No” regarding willingness to eliminate spring trash haul
- Rate overall condition of City of Manistee parks “Above Average”
- Rate Rescue Squad “Very Important”
- Rate City of Manistee “Below Average” on provision of Street Repair
- Rate Traffic Enforcement “Very Important”

### *21 – 30 years - More likely to:*

- Live west of US 31 (s. of river)
- Indicate “Yes” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “No” regarding willingness to eliminate brush collection/chipping services
- Rate overall condition of City of Manistee parks “Below Average”
- Rate City of Manistee “Below Average” on provision of Street Repair
- Rate City of Manistee “Below Average” on provision of Water

*Over 30 years - More likely to:*

- Rate Overall Value of Services “Above Average” or “Average”
- Indicate “No” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “No” regarding willingness to eliminate spring trash haul
- Indicate “No” regarding willingness to eliminate brush collection/chipping services
- Rate overall condition of City of Manistee parks “Average”
- Indicate “No” regarding willingness to pay more on water bill to improve water quality
- Rate Rescue Squad “Very Important”
- Rate City of Manistee “Excellent” on provision of Rescue Squad
- Rate City of Manistee “Average,” or “Poor” on provision of Street Repair
- Rate City of Manistee “Above Average” or “Average” on provision of Water
- Indicate “Undecided” with regard to importance of Traffic Enforcement
- Own principal residence
- Live east of US 31 (s. of river)

## Age

### *26 to 35 years old – More likely to:*

- Lived in City of Manistee less than 5 years
- Indicate “Yes” regarding willingness to pay additional 1 mill to improve streets in City
- Indicate “Yes” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Average” on provision of Snow Removal
- Rate Zoning Enforcement “Somewhat Important”

### *36 to 45 years old – More likely to:*

- Lived in City of Manistee 5–10 or 11–20 years
- Indicate “Yes” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Rate Street Sweeping “Somewhat Unimportant”

### *46 to 55 years old – More likely to:*

- Lived in City of Manistee 11–20 years
- Indicate “No” regarding willingness to pay additional 1 mill to improve streets in City
- Indicate “Uncertain” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Above Average” on provision of Snow Removal
- Rate Zoning Enforcement “Very Important”
- Male

### *56 to 65 years old – More likely to:*

- Lived in City of Manistee over 30 years
- Rate Value of Police Services “Average”
- Indicate “No” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “No” regarding willingness to pay additional 1 mill to improve streets in City
- “Undecided” with regard to importance of Street Sweeping

### *66 years or older – More likely to:*

- Lived in City of Manistee over 30 years
- Rate Value of Police Services “Above Average”
- Indicate “No” regarding willingness to pay additional ½ mill to maintain and improve City parks and beaches
- Indicate “No” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Excellent” on provision of Snow Removal
- Rate Street Sweeping “Very Important,” or “Somewhat Important”
- Rate Zoning Enforcement “Very Unimportant” or indicate “Undecided”
- Female

## Own vs. Rent

### *Own – More likely to:*

- Lived in City of Manistee over 30 years
- Live West of U.S. 31 (south of river)
- Indicate “No” regarding willingness to pay additional ½ mill for maintenance/operation of Ramsdell Theatre
- Indicate “No” regarding willingness to pay additional 1 mill to improve streets in City
- Indicate “No” regarding willingness to eliminate brush collection/chipping services
- Indicate “No” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Above Average” on provision of Street Repair
- Indicate age range 36 to 45, and 56 to 65
- Two people in household

### *Rent – More likely to:*

- Lived in City of Manistee less than 5 years
- Live North of the river
- Indicate “Uncertain” regarding willingness to pay additional ½ mill for maintenance/operation of Ramsdell Theatre
- Indicate “Yes” regarding willingness to pay additional 1 mill to improve streets in City
- Indicate “Uncertain” regarding willingness to eliminate brush collection/chipping services
- Indicate “Yes” regarding willingness to pay more on water bill to improve water quality
- Rate City of Manistee “Excellent” on provision of Street Repair
- Rate City of Manistee “Excellent” on provision of Zoning Enforcement
- Indicate age range 18 to 25, and 26 to 35
- One person in household

How many people, including yourself, live in your household?

*One*

- Lived in City of Manistee over 30 years
- Rate Overall Value of Services “Average”
- Rate Value of Police Services “Excellent”
- Rate City of Manistee “Excellent” on provision of Snow Removal
- Indicate age range 56 to 65, or 66 and older
- Female

*Two*

- Lived in City of Manistee over 30 years
- Rate Overall Value of Services “Above Average”
- Rate Value of Police Services “Average”
- Rate City of Manistee “Above Average” on provision of Snow Removal
- Indicate age range 56 to 65, or 66 and older
- Male

*Three*

- Lived in City of Manistee 11 – 20 years, or 21 – 30 years
- Rate Overall Value of Services “Excellent”
- Rate City of Manistee “Average” on provision of Snow Removal
- Indicate age range 26 to 35, or 36 to 45
- Female

*Four*

- Lived in City of Manistee 5 – 10 years, or 11 – 20 years
- Rate Overall Value of Services “Below Average”
- Indicate age range 26 to 35, 36 to 45, or 46 to 55

*Five*

- Lived in City of Manistee less than 5 years
- Indicate age range 26 to 35

#### 4.0 ADDITIONAL COMMENTS

3. The City of Manistee's operating tax is 17.9 mills. This equates to \$900 annually on a home with a market value of \$100,000 or a taxable value of \$50,000. Given this information, how would you rate the overall value of the city services you receive?

- Getting less than the best especially when we're paying top dollar. Not getting top services.

4. Currently the City of Manistee is provided with 24 hour a day/7 day a week Police Services. The annual cost of these services is \$1,112,000, or 22% of the City's operating budget. This equates to a cost of \$197 for a home with a market value of \$100,000. How would you rate the overall value of these services?

- We seem to have too many police - I see them hanging around the beach all the time
- We seem to have more police than we need
- There are too many police, could do better for less money
- Tighten up services; operate more efficiently
- Have not really had any experience with Police or Fire & Rescue/EMS services, hard to rate
- Their morale is poor
- Do not need to spend as much on the police department since there is other coverage, such as State Police, etc.
- Coming from another town, seem to be a lot of police for size of the city
- The police dept. is overstaffed and reckless. When they're not sitting in the office, they spend too much time on their cell phones and speed through the streets.
- I think there are way too many policeman for such a small town

5. Currently the City of Manistee is provided 24/7 Fire and Rescue\EMS services. The annual cost of these services is \$684,000, or 14% of the City's operating budget. This equates to a cost of \$125 for a home with a market value of \$100,000. How would you rate the overall value of these services?

- Would it affect insurance costs?
- EMS services saved my life
- Have not really had any experience with Police or Fire & Rescue/EMS services, hard to rate
- Don't get what we should for the cost. We pay triple what Ludington pays. Do we need such a large department?

6. Currently the City provides a full service Department of Public Works, with services including streets, snow plowing, and park maintenance. The annual cost of these services is \$949,354, or 19% of the City's operating budget. This equates to a cost of \$170 for a home with a market value of \$100,000. How would you rate the overall value of these services?

- More could be done about park maintenance
- There are two parts to Manistee, Victorian Village and the city southeast of the highway. The city needs to maintain both parts, not just the Victorian side.
- The roads were horribly maintained this past winter as far as snow removal
- Seems like they go over and over the same areas, double work
- Don't appreciate trucks plowing bare (no snow) roads
- We pay top dollar and it should show in what we receive - it doesn't

7. The City of Manistee owns and operates the Ramsdell Theatre. Would you be willing to pay an additional 1/2 mill, which is approximately \$25 annually for a \$100,000 market value home, to maintain and operate the Ramsdell Theatre?

- Ramsdell should be a business like any other business
- Concern would be management - they need to work smarter
- Only good clean entertainment in the city
- Should be self-supporting

15. The City provides leaf collection in the fall for an estimated annual cost of \$45,000. Would you be willing to eliminate this service, thus requiring citizens to bag all yard waste for disposal?

- These are some of the nicest features of living in the city - help to keep the city looking nice and clean

16. The City provides brush collection, and chipping services for an estimated annual cost of \$45,000. Would you be willing to eliminate these services, thus requiring citizens to contract for this service for all brush that does not fit into a yard waste bag?

- These are some of the nicest features of living in the city - help to keep the city looking nice and clean
- This service helps keep the street clean and I hope we keep it
- I think this is an excellent service and hope to keep it. I have seen other counties that do not provide the service and their city looks terrible.

17a. Overall, how would you rate the condition of City of Manistee parks, which include beaches, ball diamonds, and playgrounds?

- Some of the parks need repair. I have been to many parks with my grandchildren - the swings need to be repaired, along with other things.

17b. Why? (If Below Average or Poor rating for City of Manistee parks)

*Maintenance (16)*

- Not maintained well
- Poor maintenance, poor facilities
- They aren't kept the way they used to be
- Maintained half-assed - need to learn to rake, pick up garbage. They leave the cuttings. Trim the yard!
- I don't think they are maintained properly, garbage is not even picked up
- Trash everywhere, they need to be cleaned, and the playground equipment is poor
- They are gross
- They don't pick up trash, the bathrooms at the park on River Street are dirty, the band shell is not maintained
- I don't think that they keep them up
- Played at the baseball parks for years - they are a joke. Not kept up properly. Not a priority in the city.
- They are not kept clean or maintained as far as routine maintenance of the facilities. Swings are broken or damaged and left un-repaired. It just doesn't seem like they're maintained or kept up routinely. Trash accumulates and is not picked up and overflows.
- Do not appear to be taken care of - beaches, fountains, restrooms, etc.

- Not being taken care of, being neglected
- Not maintained, bleachers are unsafe; playground equipment is not taken care of. They rely on the schools to maintain the park - if it's a city park, the city should take care of it.
- Softball diamonds are not usable in the spring
- MRA is just terrible, soccer fields and nets are in bad condition. Some of the parks are taken care of, but it seems the kid's parks are not kept up.

*Beaches (9)*

- The beaches are not clean or kept up
- Sometimes the beaches are not watched carefully enough (dogs)
- Some of the beaches are not clean, there is a lot of garbage and trash
- Beaches are not clean enough for my taste
- Bathrooms at beaches are not well maintained, sand at beach is not kept clean, don't like to walk the beach because of this
- Beaches are not as nice as they used to be
- 5th Ave./First Street beaches are terrible
- This is where we are missing the boat, especially the beaches. We need to invest money in developing the beachfront as a tourist attraction.
- 5th Avenue beach is a crime - dug a boat channel thru the road. City caters to the people with money, condos, etc.

*Repair/Restoration (7)*

- The outbuildings are in dire need of repair and restoration and the restrooms are embarrassing. Improvements have not been made in recent memory - reflects poorly on the city when visitors arrive.
- I am concerned with parks specifically, money has not been spent for many years, so they are in very poor condition and it would take a lot of money to improve them now. They seem to be a low priority.
- Playground equipment is outdated - even new painting would help. The bathroom at 5th Avenue beach needs to be repaired.
- Restroom facilities have been poor for years and haven't been updated - utilize manpower more efficiently
- A lot of playground equipment is old, no walkways to the beach or handicap accessibility, should be more for adults at the beaches

- The north side is in poor condition, as opposed to the south side.
- Equipment is outdated, not safe for children

*Miscellaneous (7)*

- No recreational facilities for seniors - parks are used for dog walking and messes are not picked up
- Too many workers and nothing gets done
- I am handicapped - city does nothing for that
- It has not been thought out - the best playgrounds are at the school. It is discouraging.
- 5th Avenue (poor)
- They don't spend the money wisely - need to find a cheaper way to upgrade parks
- Instead of reducing services, they could manage their time better. The foreman rides around in a new car all the time - they could cut some fat from the budget.

**18a. If curbside recycling was included in your monthly garbage bill would you participate?**

- Not if it costs more, if it doesn't add to the bill, ok
- I'm confused about this. I can't really answer because I already pay for curbside recycling on my monthly bill.
- I live in a condo complex
- We already have a place to do our recycling
- We already recycle, bring our stuff to a recycling site

**18b. Why would you choose not to participate (in curbside recycling)?**

*Do not believe in/do not want to recycle (30)*

- I don't recycle (11)
- Don't believe in recycling (6)
- Too much of a hassle/trouble (5)
- Do not believe in it - waste of money, they dump it the same as regular trash
- Because I don't believe they actually separate and recycle the garbage; they just throw it in the landfill anyway
- Because it's recycled once it hits the landfill
- They don't take care of the garbage anyway
- They wouldn't take of it properly
- Would not take full advantage of the recycling
- Just have never done it
- Don't understand recycling

*Do not want extra charge/cost (13)*

*I do my own recycling/take to Recycling Center (9)*

- I already do my own recycling (6)
- Does not cost anything to take items to recycling center (3)

*Not enough recyclables to support (11)*

- Not enough to recycle (6)
- We don't have very much to recycle, it wouldn't pay for us
- My daughter takes my papers and I hardly have any cans or bottles.
- Not much to recycle, I take papers to school paper drive
- Public bin is adequate
- They do not take everything, like cardboard. I have to go anyway so I take everything at once. I do not see a reason to add the additional cost to my bill.

*Miscellaneous (6)*

- Not here full time (2)
- Not a house owner anymore
- They have a new recycling facility to do just that
- I am handicapped
- Not a high priority w/me - have a 2 yr old who gets into everything

19a. Currently, City of Manistee residents' garbage disposal fee is based primarily upon home value. Do you believe residents should pay for garbage disposal based on the volume of garbage they generate or the value of their home?

- Everyone should pay the same fee, not based on volume or house value

20. Would you be willing to pay more on your water bill to improve City water quality through a water treatment process?

- The water is so horrible I had to install my own filtering system - I don't want to pay any more to the city
- The water bill is already higher than others in surrounding city's and townships
- The water quality is rotten, I live near a dip in the water main and it hasn't been flushed in years, if ever
- We should get better quality of water with the high price we pay now
- Would pay to have water improved but sewage charge is already too high, would not want that raised
- We have rusty water, but I'm paying top price. They should be able to improve city water quality with the money they charge now.
- I do not want to pay to have sewage in my water. I cannot water roses in my garden; they die because I pay for sewage in my water.
- We already have a water treatment plant and I pay an exorbitant rate for water already
- They charge too much now for an inferior product

23. Police Protection – How would you rate the City of Manistee on provision of this service?

- We are over-policed with all the different police departments in the city, i.e. city, state, tribe, etc.

26. Street Repair – How would you rate the City of Manistee on provision of this service?

- Biased as to which streets get repaired

27. Zoning Enforcement – How would you rate the City of Manistee on provision of this service?

- Depends on who benefits on the zoning enforcement
- The city managers should go away and new people with more open thinking should come in. They let in a casino but will not allow other businesses. Trying to keep it a tourist town -should be allowed to grow.
- The people are not given a voice in zoning

28. Water - How would you rate the City of Manistee on provision of this service?

- The water staff is excellent - the rate we pay is poor. I'm paying per month what I used to pay per quarter.
- Water quality depends on where you live
- I'm afraid to drink the water so I use a purifier

29. Traffic Enforcement – How would you rate the City of Manistee on provision of this service?

- They need to tune up what they give tickets for, focus more on speeders not parking violators
- The traffic around the bridges is always bad
- I live on a side street and people just fly with no regard for speed limit
- Traffic enforcement seems to be pretty good except for by the bridge, they need a traffic light
- I think too many police are writing tickets for stupid things. They nab people for little things, not really important things. Out by MCC, traffic is a trap. Should not give a ticket to out of town guests for alternate parking.

30. Bath House - How would you rate the City of Manistee on provision of this service?

- I wish they would improve the 1st street bathhouse instead of the 5th street one.
- It improves the city's image if it is well maintained and clean
- They're building a new one and we can't go there - that's a sore spot for me. We used the bath house a lot.
- The bath house they have is old and run down and always filthy

31. Regarding city services, what one suggestion would you make for improvement?

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None (57)

Street/Sidewalk Repair (57)

- Repair/Improve city streets (41)
- Repair/Improve city sidewalks (5)
- City streets need to be repaired, the street by Lincoln school is in very poor condition
- City needs to get their act together especially on street repair, in particular 8th and Vine. Snowplowing should not take two (one following the other). The second plow could be doing another area. A waste of workers.
- Sidewalks need repair - mine is over 100 years old and needs repair badly, cannot walk the sidewalks at night, too hazardous, side streets also are in need of repair, haven't been worked on in several years.
- Downtown sidewalks need to be more handicap/wheelchair accessible. Some streets do not even have sidewalks - need to be added.
- Improve 1<sup>st</sup> Street - way too bumpy. It's a main road and should be fixed. I had to ride in an ambulance on 1<sup>st</sup> Street and felt every bump.
- Streets repaired. And clean up general areas, such as River Walk
- Need to do more road repair in town, the side streets and truck routes need more attention
- Roads! They always repair the roads that don't need fixing, and they don't fix the ones that are bad. Rather than just doing the patching, just repave the bad roads.
- Streets seem to get repaired over and over again but are never good - 1st Street is badly neglected
- Make the sidewalks better for walking and the side streets are terrible, please fix them with our tax dollars
- Should eliminate fancy bricks on River Street - they have a problem every year in the spring repairing them. Would it be cheaper to just pull them and pave the street?

### Police Department (48)

#### Reduction of police (21)

- Too many police per capita (2)
- Reduce the police force (2)
- There needs to be more detailed information about where the money is spent. Spending too much for unnecessary policemen, too many.
- Cut the police force in half and make them work. They just sit in their parked cars and don't do anything.
- Lessen police services; we have so many police with the county, state and tribal
- Spend too much on police dept. - cut back
- Eliminate some of the policemen. There are too many police for such a small town.
- There are too many divisions of law enforcement: city, state, reservation, county. Cut down on number of police.
- We have excess law enforcement - needs to be in proportion to city size
- We have some services in excess, i.e. law enforcement, clean up services etc.
- Police department is too large, way more police than we need. If we cut back we could save a lot of money.

#### Miscellaneous - Police Department (27)

- We don't need more police in Manistee, just better police (2)
- Improve the police department (2)
- Control traffic in town (2)
- Better police protection
- Better trained city police
- More policeman
- Need at least one more patrol car out at night
- City police seem to be just parked talking to other police while people are blowing through stop signs, speeding, etc.
- Better response time from police
- Get rid of some of the cops like Jeffrey Peffley
- Traffic violators are not stopped by police
- Get rid of the young police chief and his young officers. Hire a more mature chief/crew.
- Would like to see police do their job better
- Less money to police; more toward recreation
- Police department doesn't enforce speed limits
- Eighth Street has 25 mile-per-hour speed limit - kids zip down street above the limit. Police come out but do nothing. Every time I see the police, they are talking on their cell phones. Don't believe there is 24/7 police coverage.

- Disband the city police, include the Sheriff's Department, then the whole county would be paying for police
- I would like to see the police department downscaled - excess in that department
- There are too many police with too little to do. Don't need a sheriffs dept., state police and city police; too small of a town to require so many police.
- There are too many police in town - it's not unusual to see four or five police cars gathered together just waiting for a call
- There seem to be too many police; city, county, state, and tribal
- Get rid of the police department
- Too many police - they have the Sheriff's Department, city, state and tribal police all patrolling the same small area. Could save money by condensing these services.
- Reduce the number of police and cost of police department. Too much coverage for such a small town with such a low crime rate and not much serious crime.

- Enforce the tailgating laws
- Police need to stop riding around talking with each other and get to work - always see them just sitting there. Takes them two hours to get where they are needed.
- The police department needs to respect their own families so that I know that they will respect and protect mine
- Police need to stop pulling everyone over - we have more cops than Detroit. Bumper sticker reads "Come to Manistee for vacation, leave on probation!"
- Police Dept. has high volume but never seem to be around when needed. Cut back and give more help to fire/rescue - they work hard and are excellent.
- Police Dept. is not helping me with a commercial truck which parks across the street from my driveway - I can not get out. I have spoken to them several times and had no help.
- Fire police dept. and elect a new police force
- Don't run car off duty; don't leave car running with no one inside; don't warm up the car. I drive by City Hall and police are parked on both sides - eliminates parking for citizens.

### City Management-Employees/Budgeting (39)

- Manage summer employees more closely (2)
- Spend money wisely (2)
- Replace city manager, due to poor management and poor performance
- Reduce budget by getting rid of high end trucks the parks department uses; don't need air conditioning, carpeting, and cloth seats. Should have more "utility" type trucks.
- Better budget management - should use oil and gas fund instead of coming to the taxpayers
- City manager needs to take pay cut – don't cut city workers.
- Better workers
- City manager
- Get new counsel for new vision in the future
- Get rid of Chip Goodspeed
- City employees should be accountable. Should be a way to tell if they are accomplishing their duties in an efficient manner.
- Reduce number of city workers on specific job - one guy shoveling and three watching
- City workers need to be accountable for their time, too much buddy system
- Better use of time and supervision of city employees
- Better management of city resources
- Change a lot of department heads, it's a waste of money because they do not do anything
- Better management of all city services
- Many people assigned to one project - should work more efficiently
- Fire everybody in charge and hire people who actually have brains
- They need to stop worrying about cutting services – they increase number of city employees and then want to cut city services. Worry about the people and the services they are providing. We've lost a fireman and a policeman and that's more important than another secretary or a plant manager. Improve the parks. That's important to the residents and to the tourists.
- See a lot of city workers standing around not doing their jobs - have more people than they need on a job
- I think that city committees have a true cross section of city people
- They need to look at city paid positions - determine which are really necessary. See people riding around in new city trucks all the time with nothing to do. Cut spending from current tax income - not services.
- Listen to the group of people they got together to lower tax rates; nobody will listen to them. Should also not hire a director for Ramsdell and city services.
- We need a better city services director
- Need better quality of leadership in the city
- Let the city expand - think beyond just letting the casino in. Get rid of people that "run" city - they make millions and only pay employees minimum wage. Too much poverty.
- The city needs new management. Right now it's too top heavy. Too many tax payer dollars are going to management, not services. They raise our rates to pay for management. The city used to be run by three people, now it's at least a dozen.
- The city needs to understand zero budgeting; each year the budget goes back to zero and they start from there. It's absolutely essential, if city is going to thrive and survive, to improve and increase services, while trimming away and lowering millage rate. I hear how hard it is for potential new home owners with current millage rate.
- City spends where they don't need to - funneling money into public works but not spending the properly (e.g. patching potholes, but not fixing the streets). Also there is a proposal to hire a building manager to tell the city how to manage their buildings - need someone to make sure work gets done.
- City workers waste too much money not working, and waste diesel fuel
- Be accountable for budgets and reduce waste
- The city could improve services if the city men didn't ride around doing nothing
- City Manager should ensure city workers stop driving around for 8 hours every day doing nothing...wasting gas, putting mileage on vehicles, causing wear and tear on city vehicles, etc... not doing any work. Need to put in an honest days work and stop wasting our money doing nothing all day.
- Would like to see supervisors following up on activities of city workers
- Monitor city employees better (not referring to police/fire departments)
- Some workers should be supervised more - seems to take too long to get work done, don't seem to understand what needs to be done

Don't know/Can't think of anything (36)

Water Quality (31)

- Improve water quality (18)
- Water quality needs to be improved; a band aid will not fix it, needs a complete overhaul
- Drinking water not fit for human consumption; overall quality is poor - rust, sediment, smell, etc.
- Major complaint with city services is the old water mains - full of rust. Warned us that they will start flushing the mains and when they do the water will turn completely red. My suggestion is to replace the mains - it's not healthy to have iron/rust flowing through.
- Keep water rates as low as possible
- Cost of water too high; water quality has declined
- Quality of water needs to be improved without adding extra taxes. Our family of four pays \$60 a month for water we cannot drink.
- Improve water quality without raising the bill
- Water system should be updated and upgraded
- Water quality is poor - yellow water from time to time on Fifth Street. The water is horrible.
- Water cost is too high and tastes funny
- Poor water quality, a very high price
- Need to improve taste and quality of water
- Need better quality water, cannot even use in humidifier. Will not drink it - turns yellow.

Parks, Beaches, Recreation (29)

Maintenance (10)

- Clean up parks/beaches - make them more presentable
- Focus on the parks - cleanliness and upkeep
- Maintain parks better
- Make beaches more public friendly - new bath house/concession stands at the public beaches
- 5<sup>th</sup> Avenue does not have handicap access
- Do better job with the parks
- 5<sup>th</sup> Avenue Park is not well maintained
- Parks improvement - cleaner and greener
- Would like to see park benches in more places through out the neighborhood
- Skating rink should enforce more protective gear, especially helmets

Beaches (7)

- Development of the beaches /parks
- Close beaches if they can't afford to have lifeguards - it is not safe
- Clean up the beaches - too much trash, maybe a volunteer effort. Clean out the beach house.
- Should be handicap access at beaches
- Update beaches
- Pay more attention to beachfront and docks
- Clean up the beaches

Bath House (8)

- Improve bath houses
- Bath houses need better maintenance
- Fix the 5<sup>th</sup> Avenue bath house for kids
- The bath house needs to be rebuilt
- Fix the bath house on 5<sup>th</sup> Avenue and have more recreation for youth
- New bath house at 1<sup>st</sup> Street beach, not 5<sup>th</sup> Avenue. Need more services (concessions, etc.)
- It would be nice if bath house wasn't locked during park activities and in nice weather
- Bath house should be kept clean/maintained if the city is to continue encouraging tourists to use beaches

River Walk (4)

- Maintain the river walk
- Do a better job with the river walk
- Definitely do a better job of maintaining the river walk (clean and power wash)
- Lower our taxes. Seriously, why does the city have the lights on the river walk in the winter? Nobody walks there in the winter.

### Garbage/Recycling/Snow and Brush Removal (20)

- Offer recycling (2)
- Curbside recycling
- Mandatory recycling would save money in the long term with landfill fees; recycling items in the garbage should be fined.
- Cut out the garbage millage - privatize, everyone pays by the bag. Eliminate spring trash pick and have everyone contract it out
- Coordinate various types of trash pick-up to reduce cost of manpower and maintenance
- Garbage pickup of large loads, such as tear down of garage, should not be put out for garbage - should have to contract for removal
- Would like to see recycling included in garbage pickup - it's the way of the future
- More recycling - the city doesn't encourage it and they should
- Recycling program and tree replacement
- Maintain refuse the way it is
- Trash pickup should be on a per use basis
- Brush pickup could go to once a month instead of once a week. Snow plowing on weekends could be cut down to main roads when there is very little snow
- Do a better job of removing snow
- Sidewalks need to be cleared better and more often in the winter
- Snow plowing - do a really bad job
- Snow removal - I am handicapped and they do a very, very bad job
- They stopped picking up branches, now one has to call the city and ask them to come and do the pick up
- Discontinue the fall trash pickup
- Need to eliminate the city trash haul- makes the city ugly and disreputable looking

### Taxes (13)

- Reduce/cut taxes (3)
- Things need to be looked at closely - tax rates are too high. New condos have brought in new revenue, without requiring a lot of city services. This should help keep taxes down.
- Need to lower taxes. - they are very, very high. Not saying services are poor, but we're over-serviced for amount of people living here.
- Taxes are too high - cut back on services to reduce taxes. Costs so much to live in this town - services should be excellent and are not. Businesses cannot survive due to taxes.
- Use a tax incentive to get new people to move into the city.
- Taxes are way too high - need to come down
- Taxes could be a lower - seem to be very high
- Taxes need to come down in the city and more benefits applied
- Find ways to reduce the tax/millage rate, even if it means cutting some services
- Try to bring the tax rate down while keeping the important services
- Could cut 2 mils from budget - give all dept. heads the same percentage to work with

### Zoning Laws (9)

- Zoning (2)
- No more condos (2)
- Better rules as to what kind of house can be built where
- Standards need to be established to maintain aesthetic appeal in the community
- Stick less money into condo development
- Don't need as many condominiums as we have with as many houses as we have for sale
- Renters in this town let the places run down - landlords are responsible for this - not the renters. Landlords are not held responsible for keeping places looking good. The rental properties are an embarrassment to the city.

### Communication with Citizens (6)

- Better communication with citizens so we understand what is going on
- Better communication with residents on who to call for various services
- More information; more communication with tax payers
- Communication from council to citizens needs to be improved
- More forums for community involvement so we can voice our opinions before minds are made up
- Need to listen to what residents want, let people vote on things. For example, City cut off 5th Ave, cut a channel so people couldn't go to the beach that way - it was done before anyone knew anything about it.

### Fire Department (8)

- Fire department should be volunteer (2)
- Get rid of the full time fire department
- Go to combination of full time/part time fire department.
- Reduce the fire department - need more workers and fewer supervisors
- Man fire department with full time people
- Reduce number of paid positions in fire dept. - go to a volunteer system
- Look at the fire department and the possibility of making it volunteer

### Public Works Department (4)

- Hire a new public works supervisor
- Need more people for snowplowing – does not get done in a timely manner
- Need more people in public works to do the job - man power is too low to get the job done satisfactorily
- Would like to see Department of Public Works do more - should take care of bigger projects and not waste time on little things

### Miscellaneous

- Overall doing a good job (4)
- Better animal control (2)
- More shopping for local residents (2)
- All services are excellent
- Satisfied with current level of service
- I guess they are doing a fine job. They could make the water better.
- A lot of small things that don't amount to a hill of beans - nothing really important. Services not too bad - just keep what we have. Listen to things people talk about - don't brush them off.
- Better shopping - we have a nice downtown, but need something other than Kmart
- We need a Wal-Mart, and a better dining facility. Need more services for the locals so we can spend our money here in Manistee.
- Bring in more stores to increase employment opportunities
- More stores and restaurants - need more businesses so we don't have to go elsewhere to spend our money
- Ask for more volunteer involvement; raise public awareness
- Better safety for children crossing U.S. 31
- Cost of services with regard to workers health care needs adjustment
- Cut the maintenance department
- Need to improve city parks, need to get rid of full time fire dept and rescue squad - hospital is doing excellent job
- Do more investigating and let people know what true costs are going to be before starting a project - eliminate cost overruns
- It would take too long to list them all
- More planning, with services such as grass, leaf and bag pick up and street repair - planning would get more done and save some money
- Get rid of dial a ride busses – too large. Get smaller busses and get some decent stores, not tourist shops.
- Have better information for newcomers, introduce new people. More diversity (race)
- Have a longer term outlook on projects
- I've been impressed with some of the city services. We do have water standing in the streets when it rains hard -don't know if it's because drains are not cleaned well or what.
- I live at Century Terrace. I was told it was for handicapped - it isn't. I live in the basement. My apartment was flooded when it rained. Also it is filthy, there are ants everywhere.
- The law enforcing pick up of animal defecation should be enforced - people should be fined for failure to obey this law
- Would like to see an effort put forth to look at current state, not how things were done in the past. But should save some historical sites.
- Would like to see tax break if old buildings are used instead of building new ones
- Increase speed limit on some of the city streets from 25 to 35 miles per hour. Stop trying to put a coal burner in. If they're going to spend money, spend money to clean up Lake Manistee.
- Maintain buildings, keep current staffing levels
- Lack of jobs, they are more interested in tourists, and we have too many cops
- Location of post office is bad, no parking

- Make sure city services don't overlap
- More activities for children
- More industry in town
- More things for teen age kids to do (arcade)
- Most services should be privatized to receive better service for less money
- Need to spend more time on the look of the city, need to repair old buildings, fix up and clean the streets, bring in more jobs, more community activities to make the town more friendly so we can draw more people.
- Prioritize according to tourist influx
- Purchase the property at Man Made so that the public has access
- The north side of the city doesn't get the same attention the south side of the city gets - the more affluent areas get better services
- They have not responded to my many requests to change a light bulb in a parking lot across the street - it is very hazardous because many senior citizens park there
- Need an indoor activity place for children, ages 2 to 12, in the winter
- Need more traffic lights in town, especially as you are coming south
- Need some people with people skill- when you call for something, you have to keep calling and calling. They keep losing the work orders or requests, and it's never "their fault."
- Should finish putting in the sewers on the other side of town - seems to have been forgotten
- Should have more for seniors and younger people. Doing a lot for tourists, forgetting about residents. Encourage industry to keep young people here.
- They should install more traffic lights in the city between 8th Street and the highway - way too congested in that area
- They want tourists here but the beaches are crap - please improve them, and the streets need to be improved
- Try to be more innovative with funding to help alleviate costs

#### Additional Comments:

- Taxes are too high here, it is driving people away
- Plan for expansion of the library; need a city swimming pool and tennis courts
- There were several accidents on highway 31 due to the lack of snow removal this past winter- also because black ice conditions were not attended to
- Idle city workers - one working and one or more watching
- Something must be done with the millage in Manistee, look at the number of homes on the market and the inability to sell them because of the millage. City employee benefit package and retirement is above and beyond the norm.
- The lady in charge of equalization is poor
- Services tend to be localized depending on which neighborhood you live in
- Need better shopping and better restaurants - we don't have much of a choice, just a Kmart and a Big Boy
- Downtown merchants keep asking us to shop locally, but we don't really have a lot of options. That's why people go to Traverse City or Ludington to shop or eat out.
- The city should encourage recycling. It would greatly reduce the volume and the cost of the garbage going into our landfills. Why aren't all plastic bottles, like water bottles, recycled?
- They seem to spend a lot of money on snow removal and street cleaning and repair, but not much seems to actually get done. The quality of these services is very poor.
- The city has to find ways to lower our taxes. They have done some, but need to do more. Look around at other communities - ours seems higher.
- I would like to see more volunteer involvement in the ice skating rink - they didn't even get it going this year and probably still collected on it
- Doing the best they can with tax money
- I would appreciate it if the city would look elsewhere for funding and not depend on the tax payers all the time. Maybe the rental properties should start to pick up some of the slack, or the Ramsdell Theater could help with some funding. The water bill is way too high. With all the new condos going in, should think about water service to them.

- More efficient use of manpower, recycling should be put upfront
- Improve downtown area without urban sprawl
- Better supervision in the police department, look for better role models
- Thought city already owned property at the lake and leased it back to the Sand Products Corporation
- Too many police departments in city
- When calling 911 determine what is needed. You don't need to send three large vehicles and a helicopter for a simple ambulance call - save gas and labor.
- These survey questions are loaded - they will not get the results needed for this survey to do any good.
- We need a change from the top down - lower taxes or all the good homes will move out
- Too many condos popping up - soon there will be no view of the water, lowering appeal of the city
- Not enough emphasis on infrastructure; city vehicles often seen on apparently non-business errands; would like to see tax dollars used more efficiently.
- Should be some place that people can get water before it goes through the pipes
- I don't like the way they are making us pay for garbage disposal - it doesn't seem fair. Also it doesn't seem like the money from the casino is helping out the average Joes in anyway - general needs aren't being met.
- Services for what I pay are a bargain
- I would like to see the city redevelop a lot of its underutilized and contaminated properties
- Should be more public discussion on the garbage pickup issue
- 5<sup>th</sup> Avenue needs urgent repairs
- I think this survey provides a very nice service, I will look forward to seeing the results
- There are way too many police - you see them gathered around chatting. Also, they speed up and down the streets with no regard for young children. My neighbor followed them one time - they were flying down the road and were just heading to a restaurant.
- It seems like the police pick on younger drivers and out-of-towners to ticket
- I cannot retire unless I sell my home because the tax base is too high. The tax assessments in the community are unfair to people who have bought or built homes in last 10 years. Million dollar homes that have been there for many, many years pay fewer taxes than the lower tax base new home. Why does the person operating the dial-a-ride make over \$80,000 a year?
- Water quality and taste is very poor - most people have to buy bottled water
- They should rehire lifeguards for the beaches
- I like living in Manistee and I am not unhappy with things
- The public works department does an excellent job with the people they have, but there just aren't enough of them to get the job done well
- Parks need new, modern playground equipment
- I think that Chip Goodspeed should not be mayor
- I live on Vine Street and it has to be the worst maintained road in the city
- Need to stop building so many condos, need more industry, need to worry about the residents needs more than the tourists who are only around for a couple weeks.
- The biggest thing they can do is make sure Man Made Lake is bought and owned by the city. If the museum needs money it should get money also. Do not sell out to the developers. 5th Avenue was wonderful - the architecture is beautiful, keep it looking like northern Michigan. You can tell that some of the developers are building cheap and making money. Use 5th Avenue as a guideline.
- Parks for our kids need to be improved, especially open spaces, beaches and bath houses. Should have a program to sample water - it definitely needs improvement.
- Good streets are important but I think we could use the money elsewhere
- Don't get rid of the fire department - it's too valuable. Control police officers better - get a rein on their "above reproach" attitude.
- Believe we could receive the same fire protection with a volunteer fire department as we do with the full time department, but at a fraction of the cost
- Keep the fire department - it is very important

- Would like to see the city hold on to the property they own within the city and use it for parks and recreation; open space. Do not sell it.
- They have a habit of buying new things such as the river walk or a new school, and not keeping them up
- Why aren't our city fathers protecting our public rights? What has happened to the oil money?
- Zoning laws are too strict and no allowances are made for new businesses
- Glad they are doing a survey - it is a good thing to know how people feel about the services. I hope the results are published.
- Just frustrated about the overall condition of city; no working factories and no future for our young people
- Too much street sweeping
- The one place the city really needs to improve is water quality - it's very hard and nasty tasting
- Taxes are way too high, especially for a senior citizen living on social security
- I would like to have verification the city water we are drinking is healthy
- The water is quality is poor, but I want to know what the plan is before I agree to pay more
- I chose to live in Manistee because of the city services, I do get what I pay for
- Overall they are doing a good job, it's just the taxes are way too high right now
- You people conducting the survey are doing a wonderful job. It's because of your professionalism that people are staying on the phone and taking the survey.
- We need more jobs to keep people here, more industry
- It costs a lot to have full-time fire department - this is one place to save money without sacrificing quality.
- Need to do something to help reduce cost; there are too many police cars and the city charges too much for the services we get
- Council needs to ask regular citizens for help setting up surveys - ask the people for questions that need to be asked. Zoning is a major problem and is ignored; need to cut back on police, too much overlap in protection services. Nothing ever stays the same, not even a rock - it either gets bigger or shrinks, and it is up to us to keep Manistee a wonderful city.
- Assessed value of homes is too high - it is a deterrent to people moving into the city
- This town is very Victorian, condos are not made to look that way - they look new. New businesses are not allowed to come in - a factory wanted to come in and was not allowed. They have their heads up the asses of tourists. Provide for the people that live here, that pay taxes and go to school here. Don't be so concerned about tourists. Tourists won't come when the gas is too high. Then what?
- The City of Manistee can spend over one million dollars on city hall and expanding the waste water treatment plant without a vote of the people. This indicates the tax rate is too high - if you have a slush fund, we are paying too much in taxes.
- There were several poorly phrased and unfair questions asked on this survey
- I am happy they are doing the survey and asking us for our input - I hope they will take the information they get here and do something productive with it.
- It would be nice if the facts and figures for this survey were published beforehand, so we could think about the value with the figures in front of us
- I believe residents should pay by volume for trash, but I'm afraid that lower income, lower value home residents will not put the trash out if they have to pay more
- There seems to be some frivolous spending, like bricks on the street downtown - they just get ripped up
- Terminated at Q 21a
- Terminated at Q 24b

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APPENDIX A: SURVEY INSTRUMENT

CITIZEN SERVICE SURVEY

1. How long have you lived in the City of Manistee?

Less than 5 Years                      5-10 Years                      11-20 Years                      21-30 Years                      Over 30 Years  
DK/Refused (Do not read)

2. Do you live: North of the river    East of US31 (south of river)    West of US31 (south of river)    DK (Do not read)

*The first series of items ask you to consider the value of city services, overall and individually.*

3. The City of Manistee's operating tax is 17.9 mills. This equates to \$900 annually on a home with a market value of \$100,000 or a taxable value of \$50,000. Given this information, how would you rate the overall value of the city services you receive?

Excellent            Above Average                      Average                      Below Average                      Poor                      DK (Do not read)

4. Currently the City of Manistee is provided with 24 hour a day/7 day a week Police Services. The annual cost of these services is \$1,112,000, or 22% of the City's operating budget. This equates to a cost of \$197 for a home with a market value of \$100,000. How would you rate the overall value of these services?

Excellent            Above Average                      Average                      Below Average                      Poor                      DK (Do not read)

5. Currently the City of Manistee is provided 24/7 Fire and Rescue\EMS services. The annual cost of these services is \$684,000, or 14% of the City's operating budget. This equates to a cost of \$125 for a home with a market value of \$100,000. How would you rate the overall value of these services?

Excellent            Above Average                      Average                      Below Average                      Poor                      DK (Do not read)

6. Currently the City provides a full service Department of Public Works, with services including streets, snow plowing, and park maintenance. The annual cost of these services is \$949,354, or 19% of the City's operating budget. This equates to a cost of \$170 for a home with a market value of \$100,000. How would you rate the overall value of these services?

Excellent            Above Average                      Average                      Below Average                      Poor                      DK (Do not read)

*The following questions address additional city programs and services.*

7. The City of Manistee owns and operates the Ramsdell Theatre. Would you be willing to pay an additional 1/2 mill, which is approximately \$25 annually for a \$100,000 market value home, to maintain and operate the Ramsdell Theatre?

Yes                      No                      Uncertain

8. The City of Manistee leases property around Man Made Lake from Sand Products Corporation. Would you be willing to pay an additional 1/2 mill, which is approximately \$25 annually for a \$100,000 market value home, for the city to purchase the property from Sand Products Corporation?

Yes                      No                      Uncertain

9. Would you be willing to pay an additional 1/2 mill, which is approximately \$25 annually for a \$100,000 market value home, to maintain and improve City parks and beaches?

Yes                      No                      Uncertain

10. Would you be willing to pay an additional 1 mill, which is approximately \$50 annually for a \$100,000 market value home, to improve streets in the City?

Yes                      No                      Uncertain

11. In your opinion, should the City consider potential cost savings in the Police Department through service reductions?

Yes                      No                      Uncertain

12. In your opinion, should the City consider potential cost savings in the Fire Department through service reductions?

Yes                      No                      Uncertain

13. City of Manistee spring trash haul costs approximately \$39,000 in landfill tipping fees, excluding City manpower. Would you be willing to eliminate this service?

Yes                      No                      Uncertain

14. The City maintains an ice skating rink at Sands Park in the winter for an estimated annual cost of \$ 20,000. Would you be willing to eliminate this program?

Yes                      No                      Uncertain

15. The City provides leaf collection in the fall for an estimated annual cost of \$45,000. Would you be willing to eliminate this service, thus requiring citizens to bag all yard waste for disposal?

Yes                      No                      Uncertain

16. The City provides brush collection, and chipping services for an estimated annual cost of \$45,000. Would you be willing to eliminate these services, thus requiring citizens to contract for this service for all brush that does not fit into a yard waste bag?

Yes                      No                      Uncertain

17a. Overall, how would you rate the condition of City of Manistee parks, which include beaches, ball diamonds, and playgrounds?

Excellent              Above Average              Average              Below Average              Poor              DK (Do not read)  
(If Excellent, Above Average, Average, or DK go to Q18a)              (If Below Average or Poor, go to Q17b)

17b. Why?

18a. If curbside recycling was included in your monthly garbage bill would you participate?

Yes (Go to Q19a)              No (Go to Q18b)              Uncertain (Go to Q19a)

18b. Why would you choose not to participate?

19a. Currently, City of Manistee residents' garbage disposal fee is based primarily upon home value. Do you believe residents should pay for garbage disposal based on the volume of garbage they generate or the value of their home?

Pay by volume (Go to Q19b)              Pay by value of Home (current system) (Go to Q20)              Uncertain (Go to Q20)

19b. If this change resulted in a larger payment for your household would you still be in support of this new system?

Yes                      No                      Uncertain

20. Would you be willing to pay more on your water bill to improve City water quality through a water treatment process?

Yes                      No                      Uncertain

Now I will ask you to rate the importance of several city services. Then I will ask you to rate the City of Manistee with regard to provision of that service.

Regarding:	How <i>important</i> would you say this city service is to you?	How would you <i>rate</i> the City of Manistee on provision of this service?
21. Rescue Squad	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA (Do not read)
22. Fire Protection	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
23. Police Protection	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
24. Snow Removal	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
25. Street Sweeping	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
26. Street Repair	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
27. Zoning Enforcement	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
28. Water	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
29. Traffic Enforcement	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA

30. Bath House	5. Very Important 4. Somewhat Important 3. Undecided 2. Somewhat Unimportant 1. Very Unimportant	5. Excellent 4. Above Average 3. Average 2. Below Average 1. Poor 9. DK/NA
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31. Regarding city services, what one suggestion would you make for improvement?

32. Do you own your principal residence or do you rent?    Own                      Rent

33. Please indicate your age range.

1. 18 to 25      2. 26 to 35      3. 36 to 45      4. 46 to 55      5. 56 to 65      6. 66 or older

34. How many people – INCLUDING YOURSELF – live in your household?

One	Four	Seven
Two	Five	Eight or More
Three	Six	

Do Not Ask:

35. Gender:    Male                      Female