

Allegan County Strategic Planning Cycle

How will we know when we have arrived?

4. Evaluate
Bi-Weekly Administrative
Reports

Where are we now?

1. Analyze
BOC – Key Issues
Mandates
National Community
Survey
Employee Engagement
Survey

How are we going to get there?

3. Implement
Carry out projects using the
Allegan County Project
Management System

Where are we going?

2. Design (Define, Ideate,
Select)
Strategic Planning Process
Strategic Plan, Budget,
Capital Improvement Plan,
Operational plans

S T A T E O F M I C H I G A N

BOARD OF COMMISSIONERS OF THE COUNTY OF ALLEGAN

MULTI AGENCY COLLABORATIVE COUNCIL—AUTHORIZE CITIZEN SURVEY

WHEREAS, national survey tools are available and they align within the County's strategy of engaging and educating citizenry through collecting feedback; and

WHEREAS, the Multi Agency Collaborative Council (MACC), specifically its Executive Team has reviewed survey options and recommended the County use the National Citizen Survey to obtain residents' perspective and input for benchmarking.

THEREFORE BE IT RESOLVED the Allegan County Board of Commissioners (Board) authorizes the County Administrator to negotiate and sign contract documents, purchasing the services of the National Research Center, Inc., 2955 Valmont Rd, Suite 300, Boulder, CO 80301; and

BE IT FURTHER RESOLVED that the Board appropriates \$17,435 for this project contingent upon collection of the following contributing agencies

- Allegan County Community Mental Health \$2,000
- Community Action on Agency \$2,000
- Allegan Area Educational Services Agency \$1,000
- United Way \$500; and

BE IT FINALLY RESOLVED that the Executive Director of Finance is authorized to make necessary budget adjustments within existing operational budgeted funds and revenue collections to complete this project.

Moved by Commissioner Dugan, seconded by Commissioner Cain to approve the resolution as presented. Motion carried by roll call vote. Yeas: Kapenga, Storey, DeYoung, Dugan and Cain. Nays: Thiele and Jessup.

ATTEST, A TRUE COPY



_____, Clerk-Register

APPROVED: September 12, 2019

cc: Admin. - Finance - Human Resources

S T A T E O F M I C H I G A N

BOARD OF COMMISSIONERS OF THE COUNTY OF ALLEGAN

MULTI AGENCY COLLABORATIVE COUNCIL—RELEASE CITIZEN SURVEY

WHEREAS, on September 12, 2019, the Allegan County Board of Commissioners (Board) authorized the County Administrator to negotiate and sign contract documents, purchasing the services of the National Research Center, Inc., 2955 Valmont Rd, Suite 300, Boulder, CO 80301; and

WHEREAS, a workgroup consisting of the individuals listed below developed the final draft citizen survey with the National Research Center:

Jim Storey, Board of Commissioners Chairperson

Frank Baker, Sheriff

Dan Wedge, Executive Director of Services

Angelique Joynes, Health Officer

Sherry Owens, Director Senior and Veterans

Brandy Gildea, Parks Manager

Mark Witte, Director ACCMH (funding)

Lisa Evans, Allegan County Community Action (funding)

Patrick Moran, United Way (funding)

Amanda Telgenhof, United Way

Laurie Schmitt, Allegan Area Educational Service Agency (funding)

Michael Kiella, Community Representative.

THEREFORE BE IT RESOLVED the Board approves the release of the survey; as presented.

Moved by Commissioner Kapenga, seconded by Commissioner Dugan to approve the resolution as presented. Motion carried by voice vote. Yeas: Kapenga, Storey, DeYoung and Dugan. Nays: Thiele and Jessup. Excused: Cain.

ATTEST, A TRUE COPY



_____, Clerk-Register

APPROVED: October 24, 2019

cc: Admin. - Finance - Human Resources

Allegan County 2019 Community Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Allegan County:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Allegan County as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Allegan County as a place to raise children	1	2	3	4	5
Allegan County as a place to work	1	2	3	4	5
Allegan County as a place to visit	1	2	3	4	5
Allegan County as a place to retire.....	1	2	3	4	5
The overall quality of life in Allegan County.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Allegan County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Allegan County	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Allegan County.....	1	2	3	4	5
Overall "built environment" of Allegan County (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Allegan County.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Allegan County	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Allegan County	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Allegan County to someone who asks	1	2	3	4	5
Remain in Allegan County for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Allegan County's downtown/commercial areas during the day	1	2	3	4	5	6
In your neighborhood at night	1	2	3	4	5	6
In Allegan County's downtown/commercial areas at night.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Allegan County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Allegan County	1	2	3	4	5
Ease of travel by public transportation in Allegan County.....	1	2	3	4	5
Ease of travel by bicycle in Allegan County	1	2	3	4	5
Ease of walking in Allegan County	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Allegan County	1	2	3	4	5
Overall appearance of Allegan County	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care and addiction treatment	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Allegan County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Allegan County	1	2	3	4	5
Overall quality of business and service establishments in Allegan County	1	2	3	4	5
Vibrant downtown/commercial areas	1	2	3	4	5
Overall quality of new development in Allegan County	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Allegan County	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Allegan County (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Allegan County	1	2
Reported a crime to law enforcement in Allegan County	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted Allegan County (in-person, phone, email or web) for help or information	1	2
Contacted Allegan County elected officials (in-person, phone, email or web) to express your opinion	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Allegan County?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Allegan County recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or County park	1	2	3	4
Used Allegan County public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in Allegan County	1	2	3	4
Attended a County-sponsored event	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Allegan County.....	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting	1	2	3	4

Allegan County 2019 Community Survey

10. Please rate the quality of each of the following services provided in your community, keeping in mind that services may not be provided by Allegan County government:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sheriff services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and fire education	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street lighting	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing	1	2	3	4	5
County parks	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services.....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts	1	2	3	4	5
Allegan County open space.....	1	2	3	4	5
Overall customer service by Allegan County employees (Sheriff, receptionists, planners, etc.).....	1	2	3	4	5
Internet/broadband services	1	2	3	4	5
Mental health and addiction services	1	2	3	4	5
Allegan County Public Health (e.g. well/septic permits, immunizations)	1	2	3	4	5
Supportive services for seniors.....	1	2	3	4	5
Recreational programs for youth (under age 18).....	1	2	3	4	5
Recreational programs for adults (ages 18-59)	1	2	3	4	5
Recreational programs for older adults (ages 60 and older).....	1	2	3	4	5

11. Based on your understanding of the services provided by each of the following entities, how would you rate the quality of the services provided by:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Your local government (City or Township).....	1	2	3	4	5
Allegan County	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate the following categories of Allegan County government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Allegan County.....	1	2	3	4	5
The overall direction that Allegan County is taking	1	2	3	4	5
The job Allegan County government does at welcoming resident involvement	1	2	3	4	5
Overall confidence in Allegan County government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Allegan County community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Allegan County	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Allegan County.....	1	2	3	4
Overall “built environment” of Allegan County (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Allegan County.....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Allegan County	1	2	3	4
Sense of community	1	2	3	4

14. In 1965, Allegan County voters established a tax limitation of 5.7 mills for County services. Due to State tax formulas, in 2019 the limitation has been reduced to 4.54 mills. Please indicate whether you would support or oppose restoring the tax limitation to 5.7 mills if the County were to use the additional funds to maintain or expand public services and reduce public debt? (The additional yearly cost to taxpayers would be up to \$57.97 for a home with market value of \$100,000).

- Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know

15. If you support restoring the tax limitation to 5.7 mills, please indicate how you would prioritize the use of the additional funds:

	<i>High priority</i>	<i>Medium priority</i>	<i>Low priority</i>	<i>Don't know</i>
Improve public safety (add Deputies)	1	2	3	4
Restore/expand bus transportation.....	1	2	3	4
Maintain service levels at the County medical care facility for older adults (Dumont complex)	1	2	3	4
Reduce public employee pension debt	1	2	3	4

16. How much of a problem, if at all, do you think these issues are in Allegan County?

	<i>Major problem</i>	<i>Moderate problem</i>	<i>Minor problem</i>	<i>Not a problem</i>	<i>Don't know</i>
Animal problems (animals running at large, barking dogs)	1	2	3	4	5
Traffic problems (e.g., residential speeding, aggressive drivers).....	1	2	3	4	5
School safety (e.g., bullying, fighting, or weapons)	1	2	3	4	5
Child abuse and child sexual assault.....	1	2	3	4	5
Domestic violence (adult)	1	2	3	4	5
Sexual assault/rape (adult)	1	2	3	4	5
Elder abuse and financial crimes against the elderly	1	2	3	4	5
Driving under the influence (i.e., alcohol or drugs).....	1	2	3	4	5
Underage drinking	1	2	3	4	5
Drug abuse (e.g., manufacture, sale, or use of illegal/prescription drugs)	1	2	3	4	5

17. Please rate each of the following aspects of child care in Allegan County:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
High quality, affordable infant care	1	2	3	4	5
High quality, affordable toddler/preschool care	1	2	3	4	5
Child care that meets my regular scheduling needs	1	2	3	4	5
Child care that meets my irregular scheduling needs (e.g., during school breaks or evenings/weekends).....	1	2	3	4	5
Resources to support families with young children (prenatal-5 years old)	1	2	3	4	5

18. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the County government and its activities, events and services:

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
County communications via U.S. mail	1	2	3
Local newspapers.....	1	2	3
County website (allegancounty.org).....	1	2	3
County email notifications.....	1	2	3
Social media (e.g., Facebook, Twitter)	1	2	3
Talking with County officials or County staff, or attending public meetings	1	2	3
Word of mouth.....	1	2	3

Allegan County 2019 Community Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	Never	Rarely	Sometimes	Usually	Always
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in Allegan County.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day.....	1	2	3	4	5
Participate in moderate or vigorous physical activity.....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.).....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Allegan County?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Allegan County?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300/month \$1,000 to \$1,499/month
 \$300 to \$599/month \$1,500 to \$2,499/month
 \$600 to \$999/month \$2,500 or more/month

D10. Please indicate how many people in each age range live in your household:

D10a. Number of children age 0-5: _____

D10b. Number of children age 6-17: _____

D10c. Number of adults age 18 or older: _____

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$62,000 to \$99,999
 \$25,000 to \$37,499 \$100,000 to \$149,999
 \$37,500 to \$49,999 \$150,000 or more
 \$50,000 to \$61,999

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-59 years
 25-34 years 60-64 years
 35-44 years 65-74 years
 45-54 years 75 years or older

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

D18. What is the highest grade of school or year of college that you have completed?

- Grade school
 High school degree or GED
 Some college/Associate's degree
 Bachelor's degree
 Post-bachelor's degree/Graduate degree

Thank you for completing this survey. Please return the completed survey to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502