

## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Kalamazoo. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts at Polco’s National Research Center.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 398 residents of the City of Kalamazoo collected from March 23, 2021 to May 11, 2021. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2021 survey was 14%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Kalamazoo.

### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Kalamazoo’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Kalamazoo residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Kalamazoo’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Kalamazoo’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2021 ratings compare to other communities’ ratings from the past five years.



## Trends over time

Trend data for Kalamazoo represent important comparison data and should be examined for improvements or declines\*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2019 and 2021 surveys, the change is statistically significant.

\* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

## Methods

### Selecting survey recipients

All households within the City of Kalamazoo were eligible to participate in the survey. A list of all households within the zip codes serving Kalamazoo was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Kalamazoo households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Kalamazoo boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the four quadrants. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

### Conducting the survey

The 3,000 randomly selected households received mailings beginning on March 23, 2021 and the survey remained open for seven weeks. For 1,500 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 6% of the 3,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,833 households that received the invitations to participate, 398 completed the survey, providing an overall response rate of 14%. The response rate was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Kalamazoo survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (398 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Kalamazoo. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on April 27, 2021. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

## Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Kalamazoo. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

**NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.**

		Unweighted	Weighted	Target*
Age	18-34	15%	52%	52%
	35-54	27%	24%	24%
	55+	58%	24%	24%
Area	NE	19%	23%	23%
	NW	25%	35%	35%
	SE	22%	22%	22%
	SW	33%	20%	21%
Hispanic origin	No, not Spanish, Hispanic, or Latino	96%	94%	94%
	Spanish, Hispanic, or Latino	4%	6%	6%
Housing tenure	Own	73%	45%	45%
	Rent	27%	55%	55%
Housing type	Attached	34%	47%	47%
	Detached	66%	53%	53%
Race & Hispanic origin	Not white alone	19%	31%	31%
	White alone, not Hispanic or Latino	81%	69%	69%
Sex	Female	62%	51%	51%
	Male	38%	49%	49%
Sex/age	Female 18-34	8%	25%	25%
	Female 35-54	16%	12%	12%
	Female 55+	38%	13%	13%
	Male 18-34	7%	27%	27%
	Male 35-54	11%	12%	12%
	Male 55+	20%	10%	10%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## Contact

The City of Kalamazoo funded this research. Please contact Neal Conway of the City of Kalamazoo at [conwayn@kalamazoo.org](mailto:conwayn@kalamazoo.org) if you have any questions about the survey.

## Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

\* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2017 American Community Survey

## Highlights

### **Residents value their quality of life in Kalamazoo.**

About 7 in 10 residents positively rated their overall quality of life in Kalamazoo, and 8 in 10 gave excellent or good marks to the city as a place to live. A similar high number of respondents would recommend living in Kalamazoo and reported they were likely to remain in the county for the next five years. All ratings were on par with the national averages and did not see a significant change from the 2019 survey.

### **Community members rate local government services below the nation, creating an opportunity for improvement in Kalamazoo.**

Residents rated many of the services provided by the City of Kalamazoo lower than the national benchmark. Items relating to government trust performed poorly in the community, with fewer than 5 in 10 respondents giving excellent or good ratings. In particular, being honest, being open and transparent to the public, informing residents about issues facing the community, treating all residents fairly, and treating residents with respect were positively rated by less than 45% of residents; all of these fell below the national benchmarks. The overall quality of services provided by the city and the overall customer service by Kalamazoo employees also performed lower than the national benchmarks, with positive ratings of 52% and 61%, respectively. All governance items received similar ratings to previous survey years.

### **Residents value feeling safe in their community, but identify it as a significant area for growth in Kalamazoo.**

About 86% of residents identified the overall feeling of safety in Kalamazoo as an area of community livability to focus on in the next two years, likely a result of the overwhelmingly low marks residents gave safety services in the city. Less than half of the community members positively rated the overall feeling of safety in the city, scoring it much lower than the national benchmark. In addition, less than 70% of residents gave excellent or good ratings to the feeling of safety from violent crime and property crime in Kalamazoo, both of which were lower than the national averages. Fire services (80%), ambulance or emergency services (74%), fire prevention and education (61%), police/sheriff services (51%), emergency preparedness (45%), and crime prevention (33%) all received marks that were either lower or much lower than the national benchmarks. All of the aforementioned items except police/sheriff services received similar marks to Kalamazoo's 2017 and 2019 surveys.

Kalamazoo asked an additional question to gauge whether residents agree or disagree that various city amenities and services are offered to community members equally, regardless of their race, ethnicity, or cultural background. Two items in that question were law enforcement services and code enforcement services. About 58% of respondents indicated they either strongly agree or somewhat agree that law enforcement services are equally available to all members of the community, while 51% felt similarly about code enforcement services.

### **Kalamazoo's utilities are a top priority in the community and are an area for improvement.**

When asked which areas of community livability the City of Kalamazoo should focus on in the next two years, residents indicated that utilities were the most important focus area, with 90% rating this as essential or very important. In addition to acknowledging the importance of focusing on utilities in the coming years, residents identified room for growth in utility services throughout the city. About 41% of respondents rated the overall quality of the utility infrastructure in Kalamazoo as excellent or good, scoring it much lower than the national benchmark. Sewer services (64%), stormwater management (46%), drinking water (37%), and affordable high-speed internet (36%) all received similarly low marks and fell either lower or much lower than the national benchmarks. Garbage collection, power utility, and utility billing all performed slightly better, with at least 55% of respondents rating the items as excellent or good, and all were on par with the national averages. All utilities ratings were similar to the previous survey iterations.

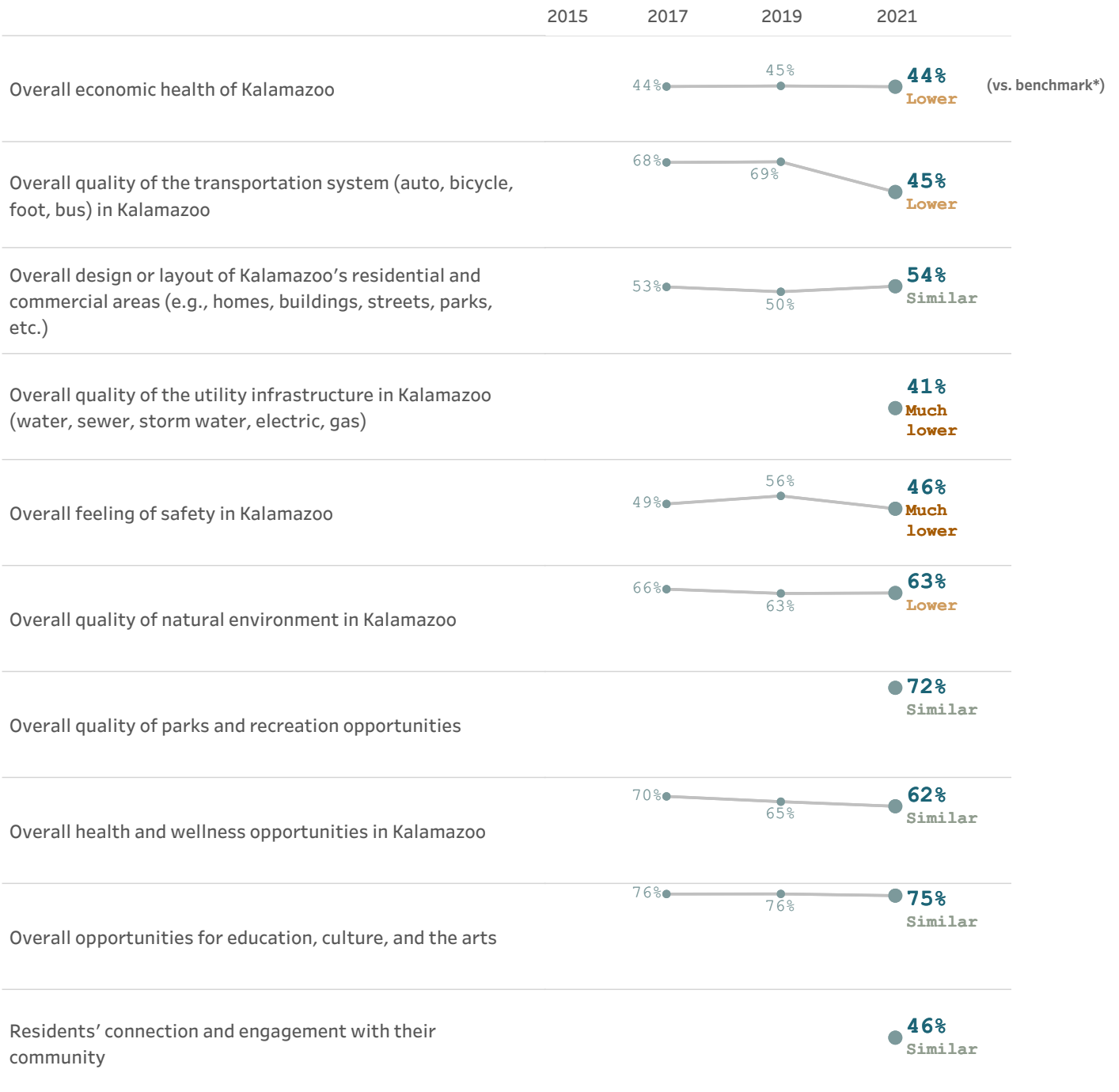
Further, when asked to rate the level of information residents receive about services in their community, 60% of respondents indicated they receive the right amount of information about city services like trash or street cleaning. Conversely, 57% of community members said they do not receive enough information about street and utility construction projects.

## Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

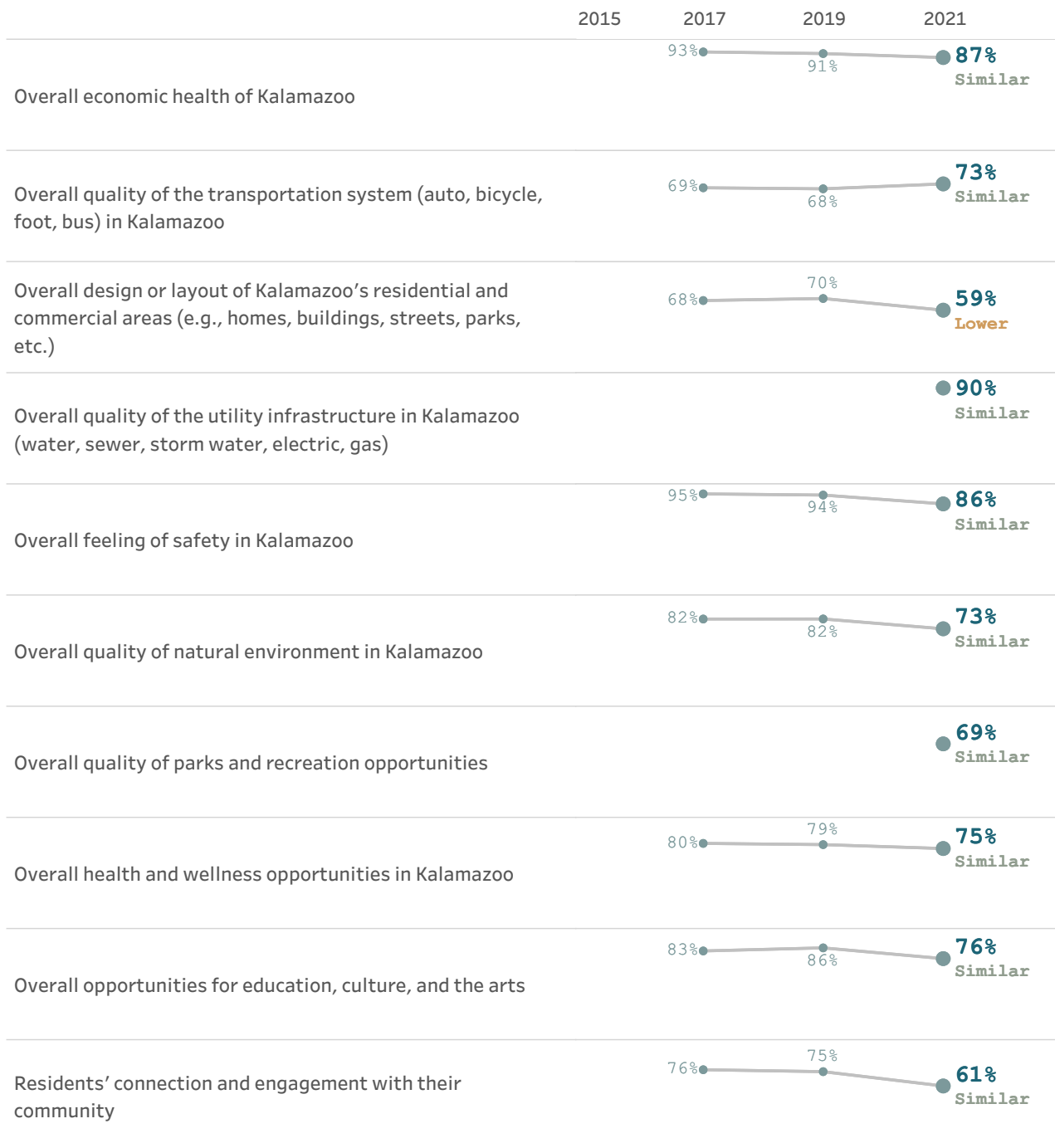
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Kalamazoo as a whole.  
(% excellent or good)



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

(% essential or very important)



Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 50% or more of respondents were considered of “higher quality” and those with ratings lower than 50% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 74% or more of respondents. Services were rated as “less important” if they received a rating of less than 74%. This classification uses the median ratings for quality and importance to divide the services in half.

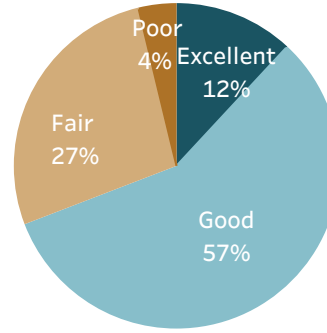
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



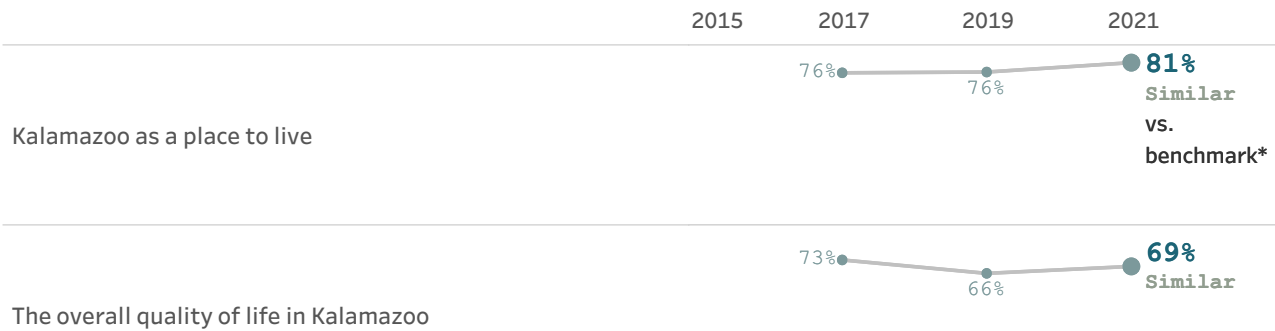
## Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

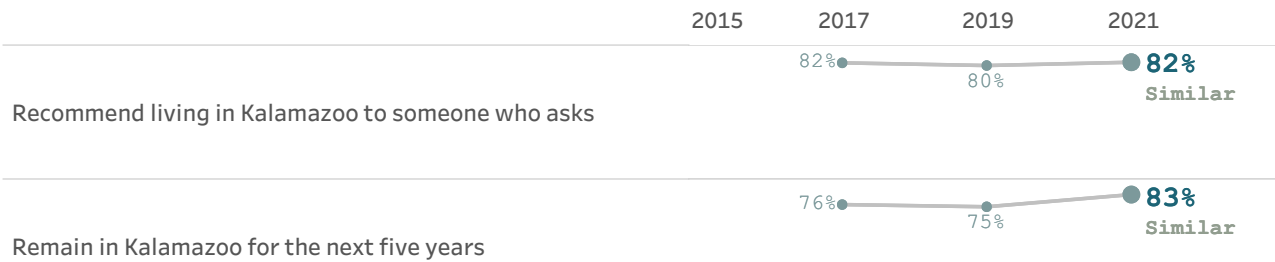
The overall quality of life in Kalamazoo, 2021



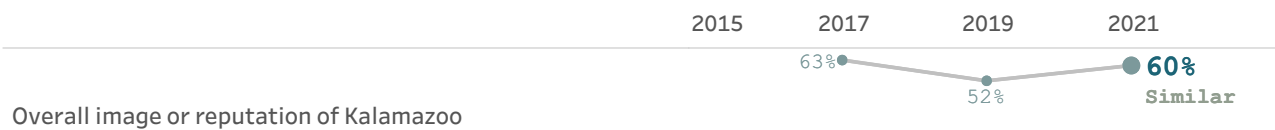
Please rate each of the following aspects of quality of life in Kalamazoo. (% excellent or good)



Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)



Please rate each of the following in the Kalamazoo community. (% excellent or good)

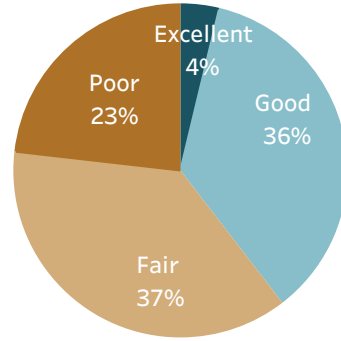


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

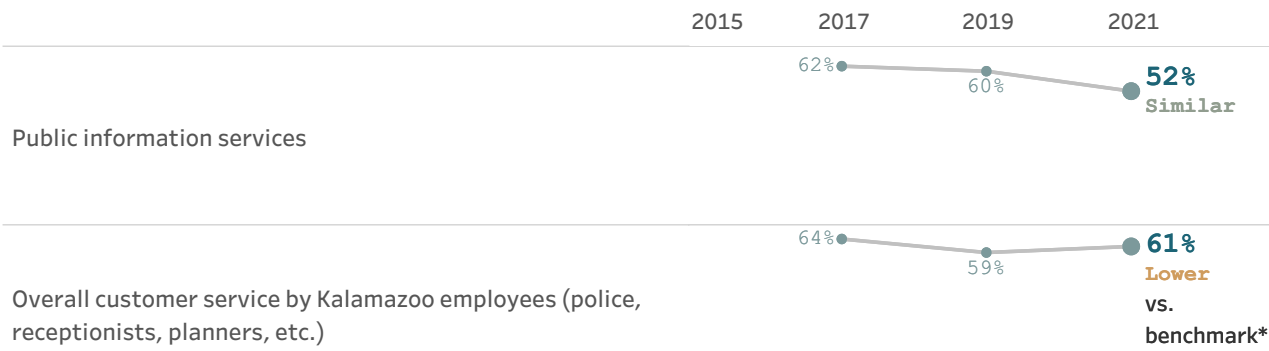
## Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

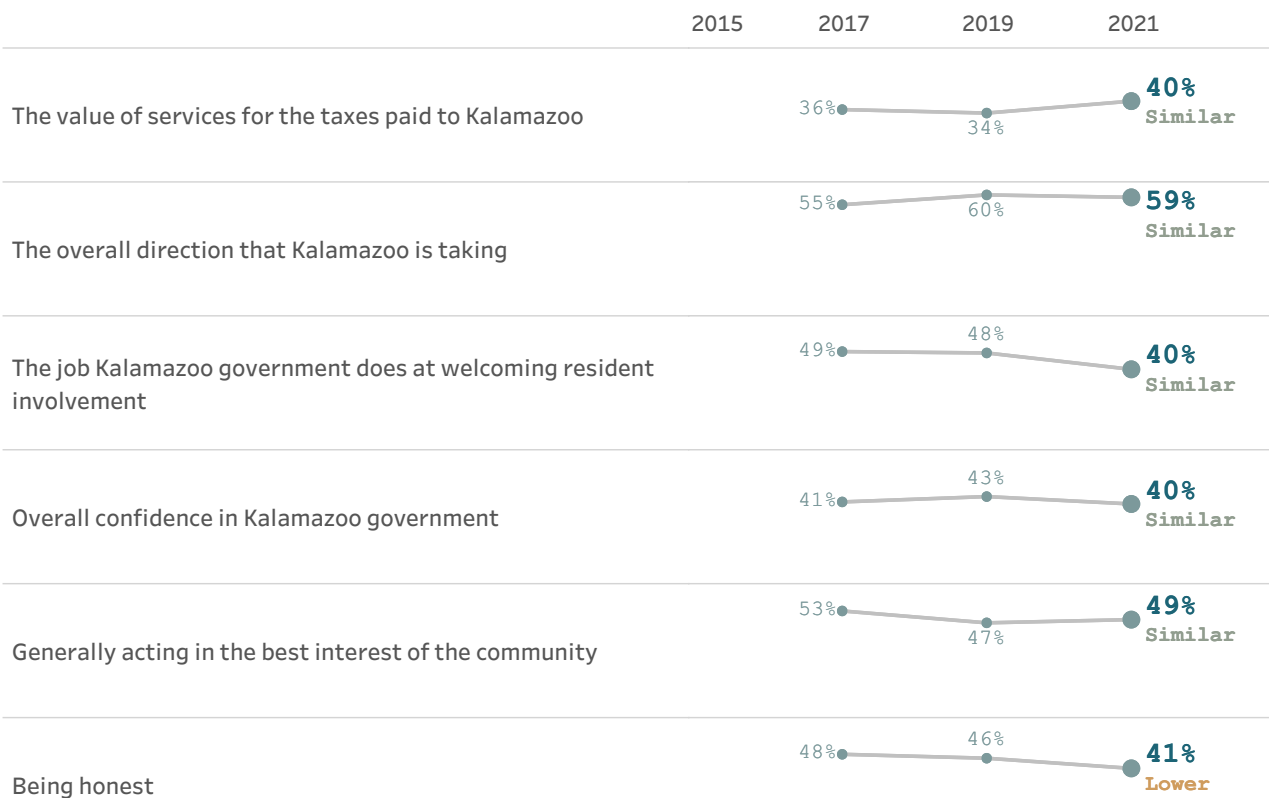
Overall confidence in Kalamazoo government, 2021



Please rate the quality of each of the following services in Kalamazoo. (% excellent or good)



Please rate the following categories of Kalamazoo government performance. (% excellent or good)



Being open and transparent to the public

35%  
Lower

Informing residents about issues facing the community

38%  
Lower

Treating all residents fairly

48% 40% 31%  
Lower

Treating residents with respect

40%  
Lower

Overall, how would you rate the quality of the services provided by each of the following?  
(% excellent or good)

2015 2017 2019 2021  
59% 59% 52%  
Lower

The City of Kalamazoo

The Federal Government

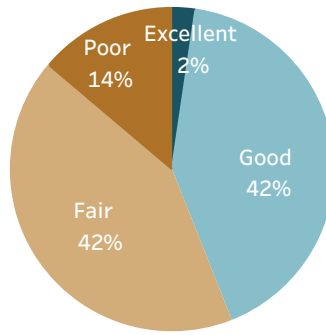
31% 28% 29%  
Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

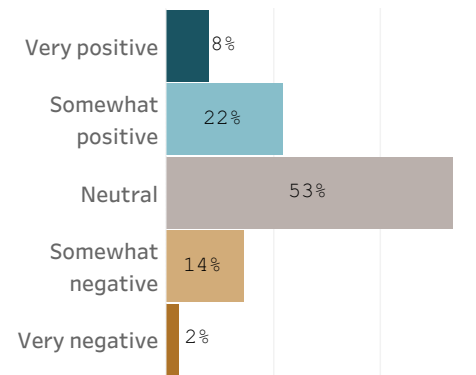
## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

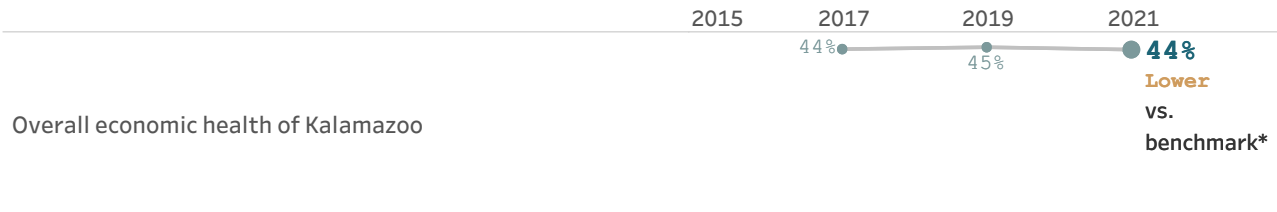
Overall economic health of Kalamazoo, 2021



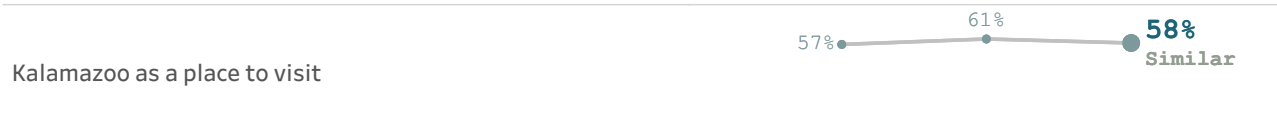
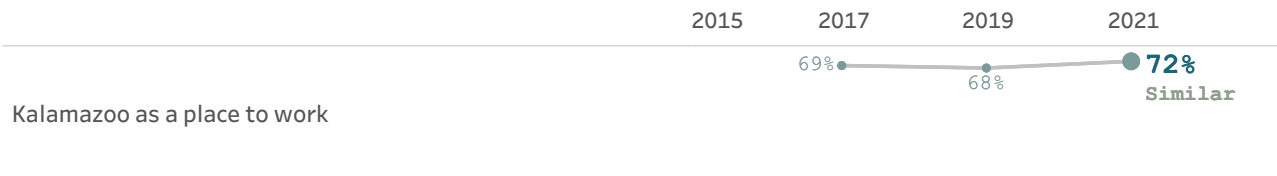
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



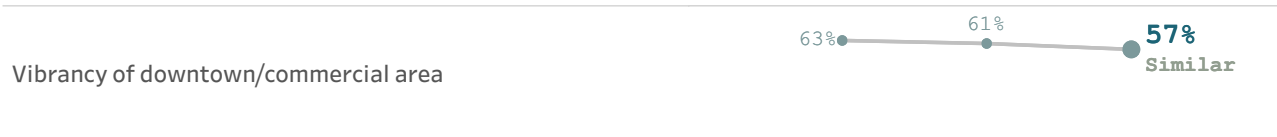
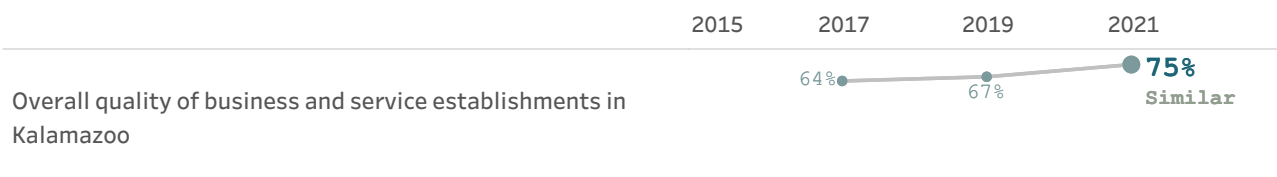
Please rate each of the following characteristics as they relate to Kalamazoo as a whole. (% excellent or good)

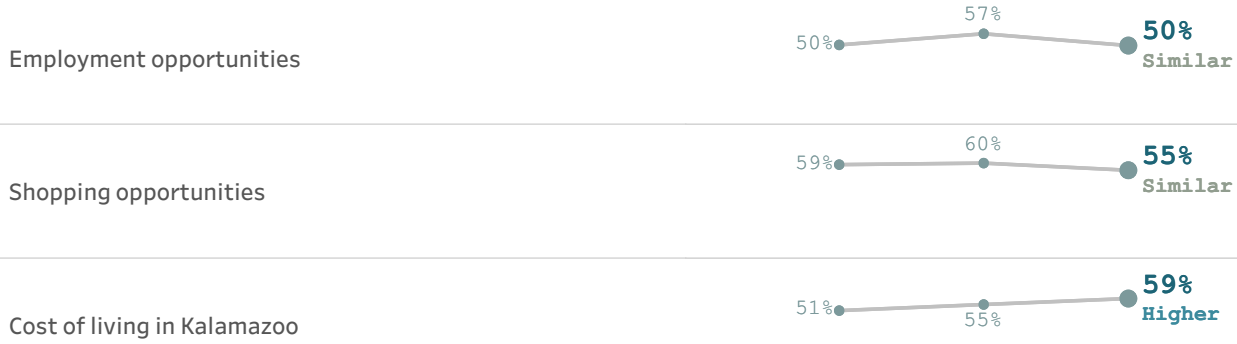


Please rate each of the following aspects of quality of life in Kalamazoo. (% excellent or good)

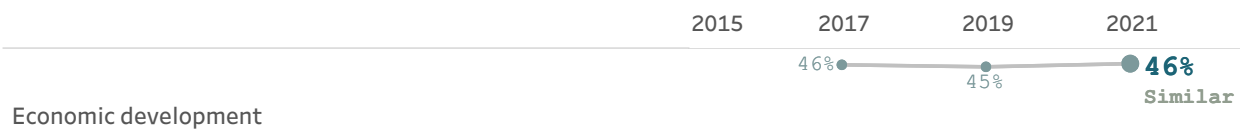


Please rate each of the following in the Kalamazoo community. (% excellent or good)

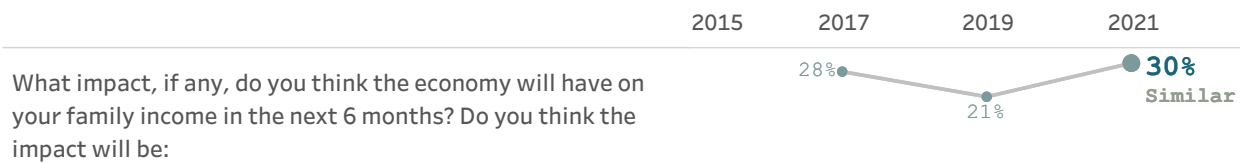




**Please rate the quality of each of the following services in Kalamazoo.**  
 (% excellent or good)



**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 or somewhat positive)

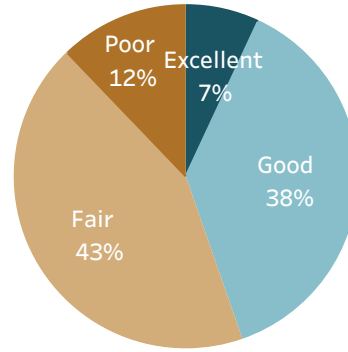


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

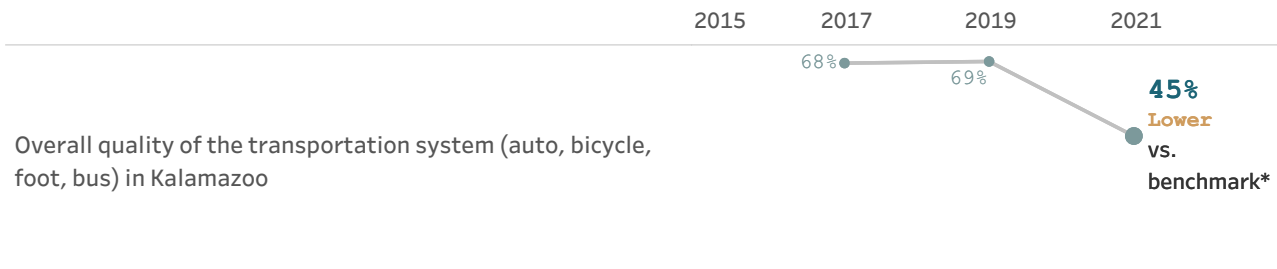
## Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

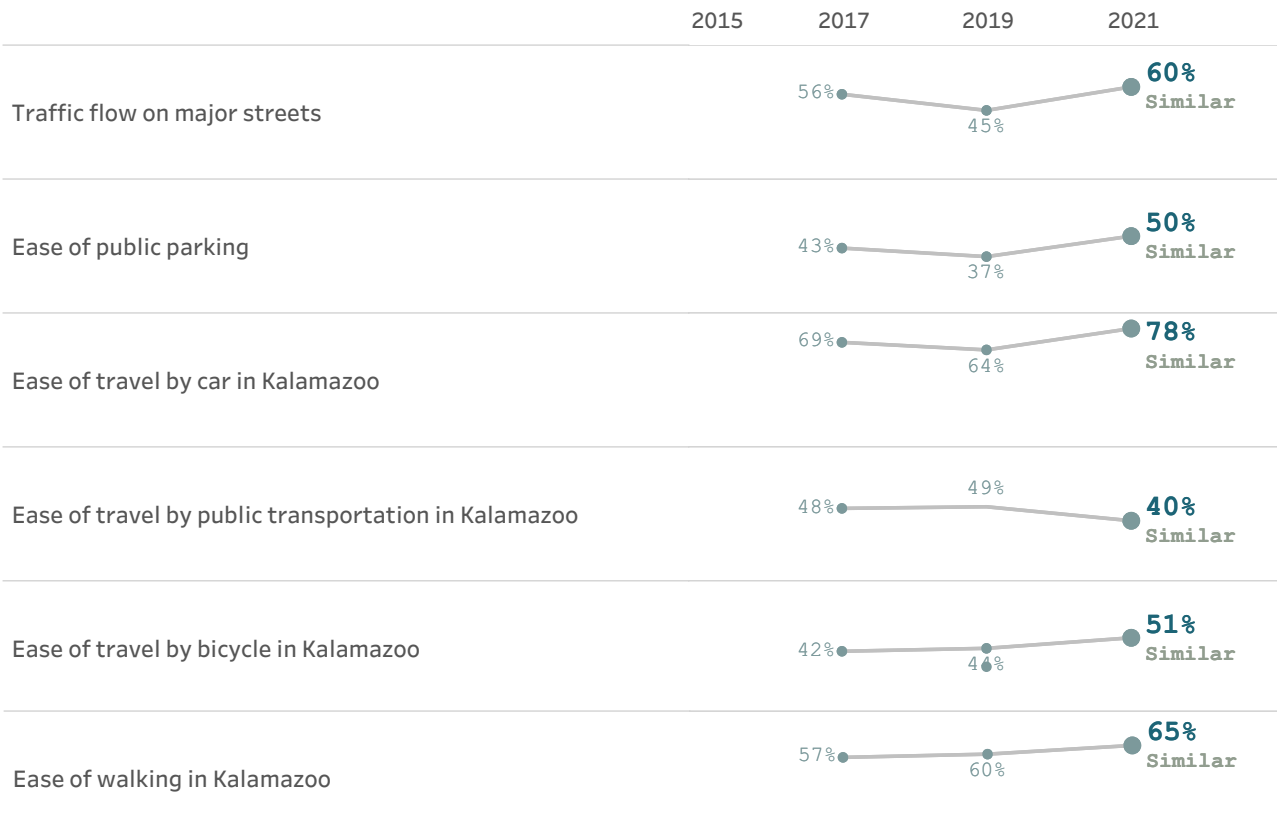
Overall quality of the transportation system in Kalamazoo, 2021



Please rate each of the following characteristics as they relate to Kalamazoo as a whole. (% excellent or good)

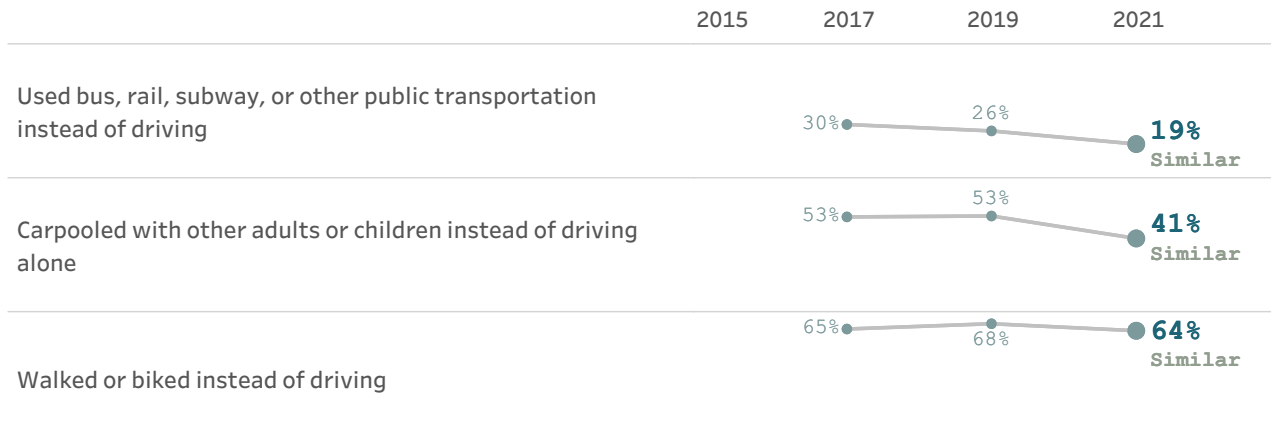


Please also rate each of the following in the Kalamazoo community. (% excellent or good)



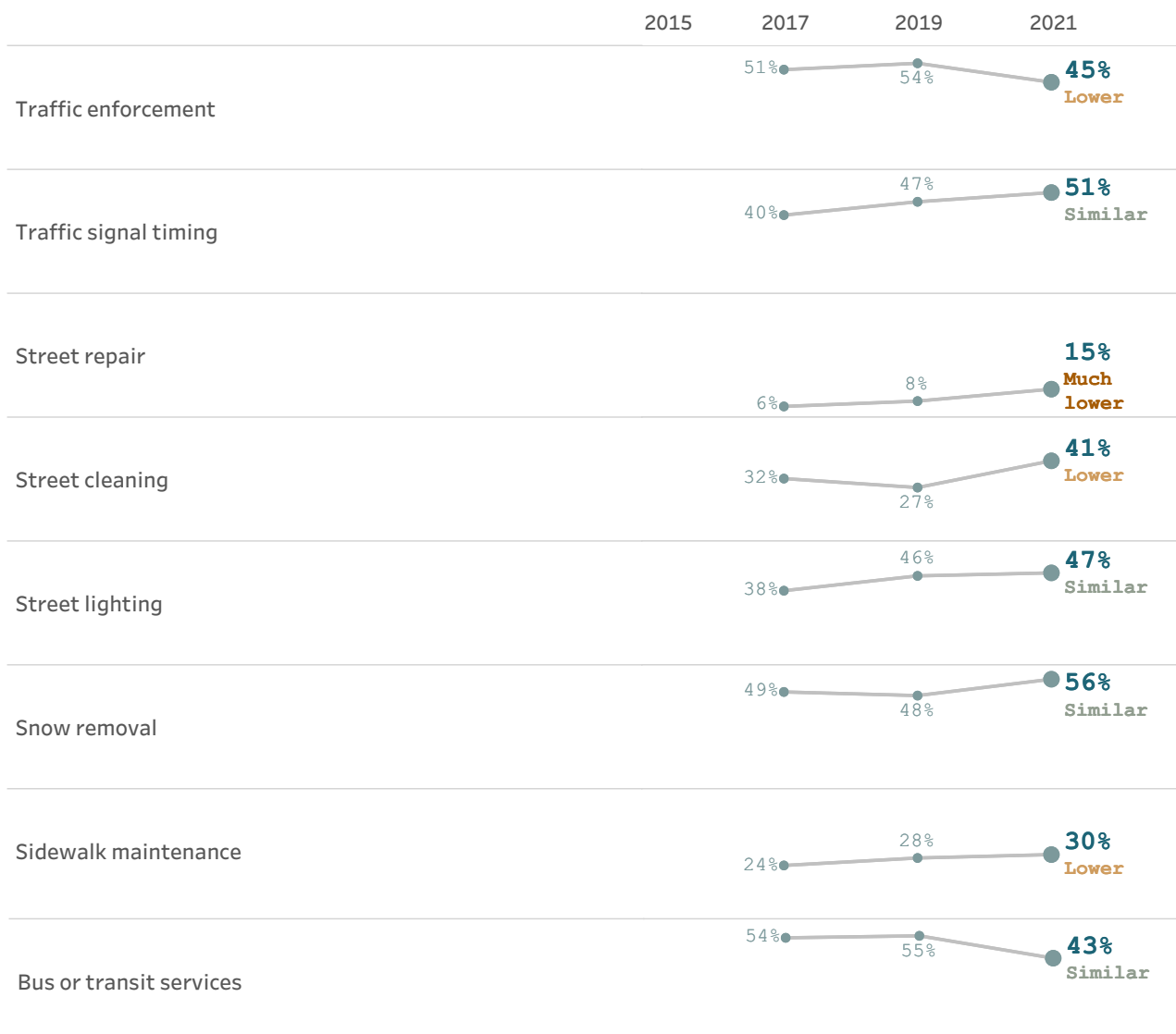
**Please indicate whether or not you have done each of the following in the last 12 months.**

(% yes)



**Please rate the quality of each of the following services in Kalamazoo.**

(% excellent or good)



Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

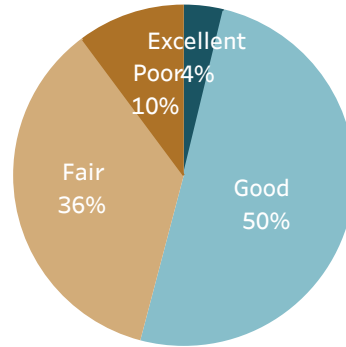
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



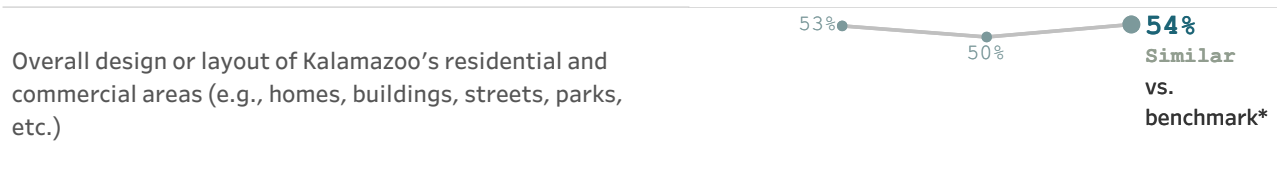
Overall design or layout of Kalamazoo's residential and commercial areas, 2021

## Community design

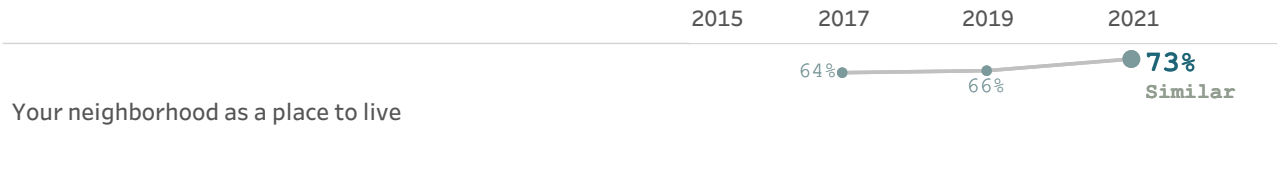
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



Please rate each of the following characteristics as they relate to Kalamazoo as a whole.  
(% excellent or good)

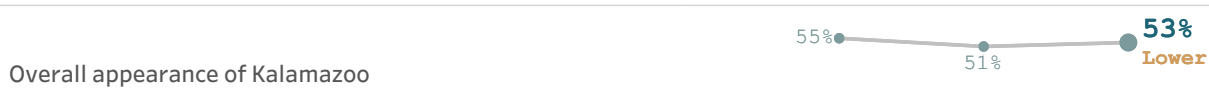


Please rate each of the following aspects of quality of life in Kalamazoo.  
(% excellent or good)

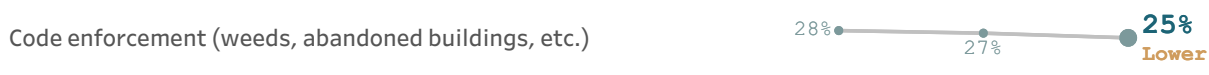
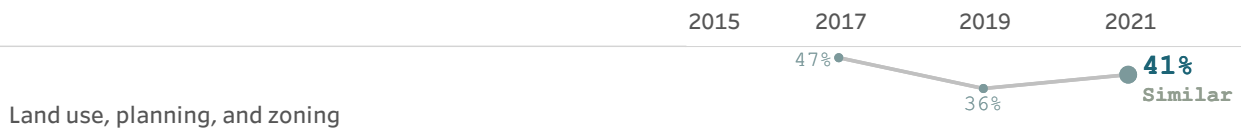


Please also rate each of the following in the Kalamazoo community.  
(% excellent or good)





**Please rate the quality of each of the following services in Kalamazoo.**  
 (% excellent or good)

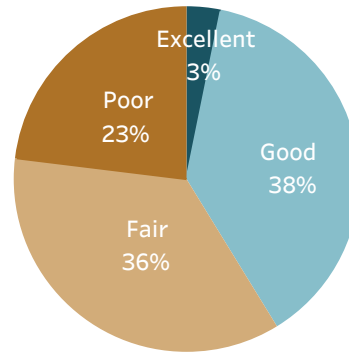


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

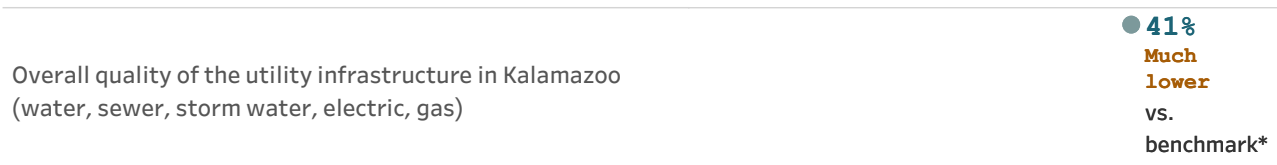
## Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Kalamazoo, 2021



Please rate each of the following characteristics as they relate to Kalamazoo as a whole. (% excellent or good)



Please rate the quality of each of the following services in Kalamazoo. (% excellent or good)

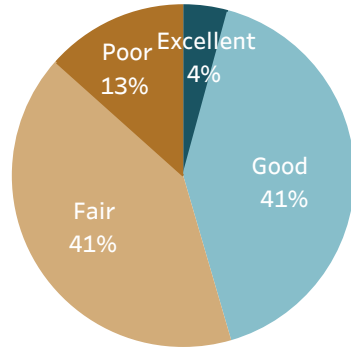


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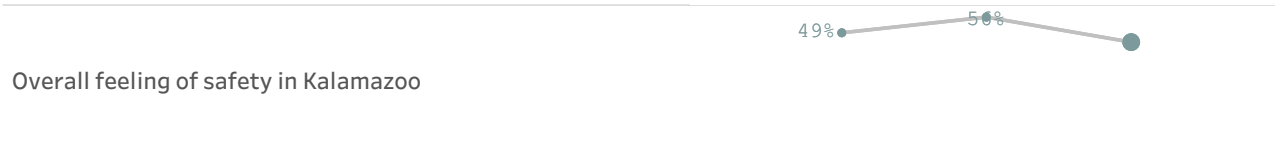
## Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Kalamazoo, 2021



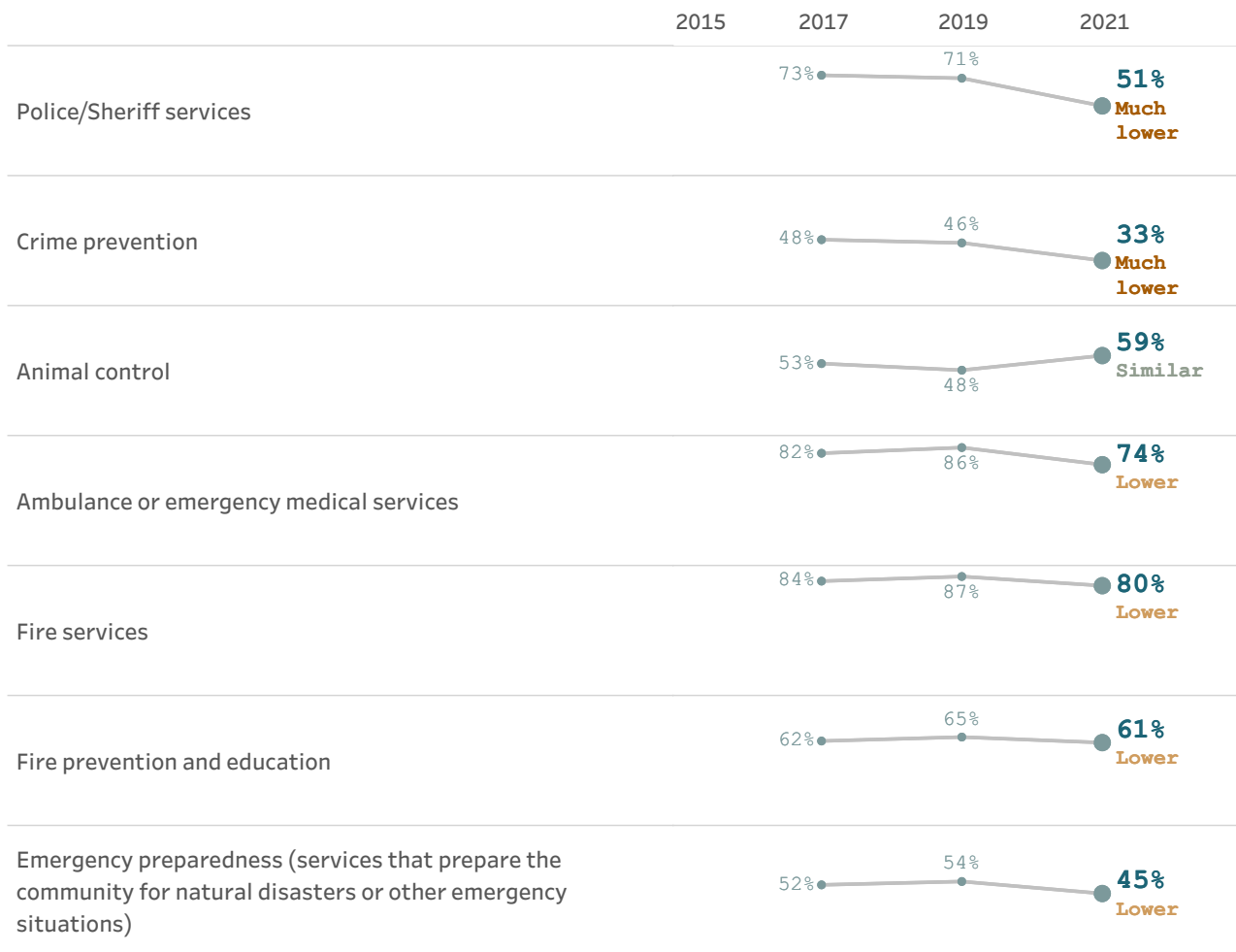
Please rate each of the following characteristics as they relate to Kalamazoo as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)

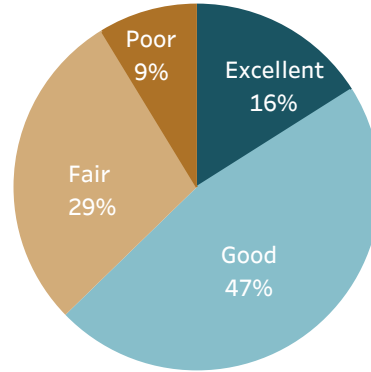


**Please rate the quality of each of the following services in Kalamazoo.**  
 (% excellent or good)



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

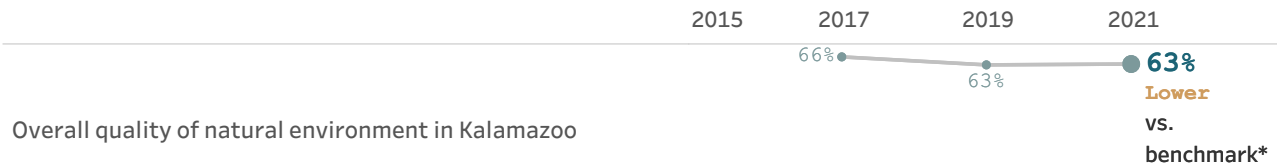
Overall quality of natural environment in Kalamazoo, 2021



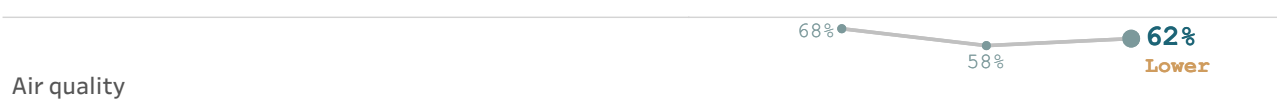
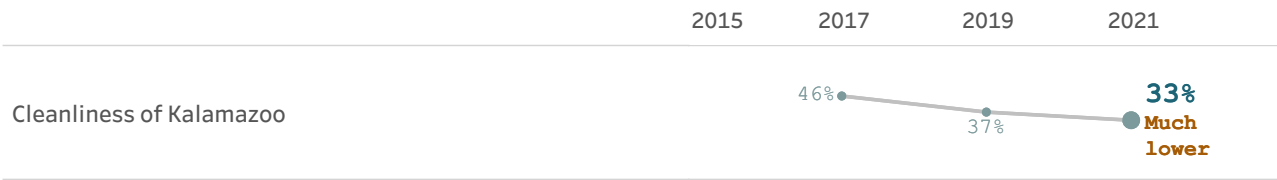
## Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

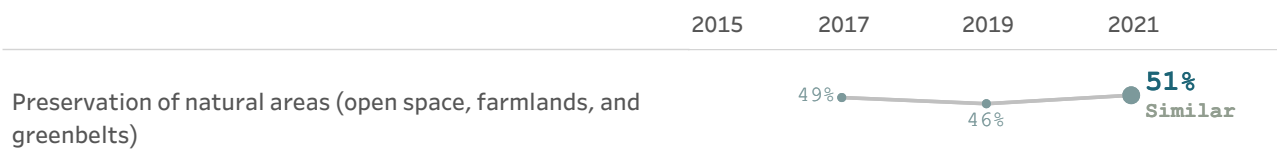
Please rate each of the following characteristics as they relate to Kalamazoo as a whole.  
(% excellent or good)

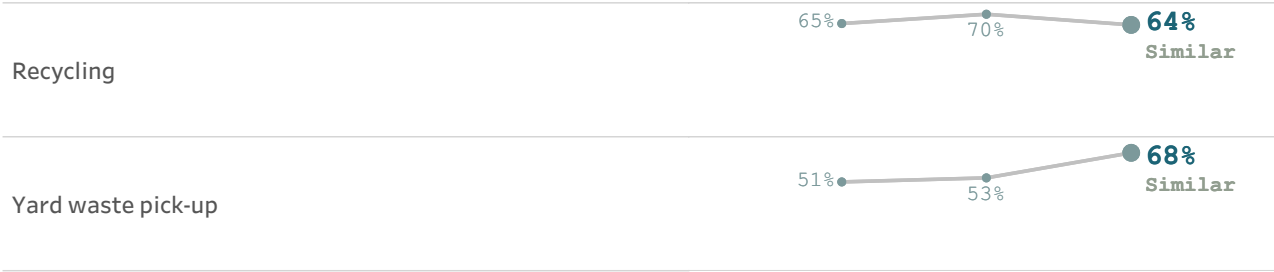


Please also rate each of the following in the Kalamazoo community.  
(% excellent or good)



Please rate the quality of each of the following services in Kalamazoo.  
(% excellent or good)





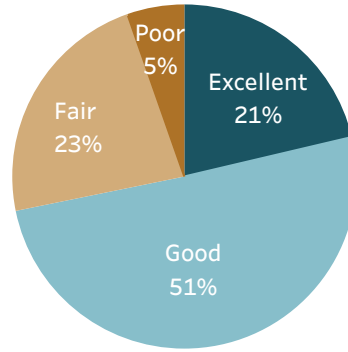
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

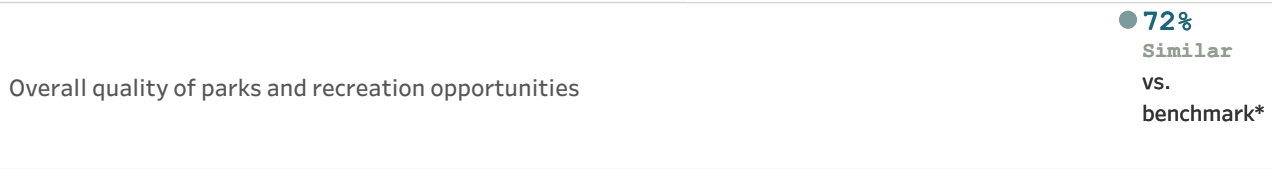
## Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

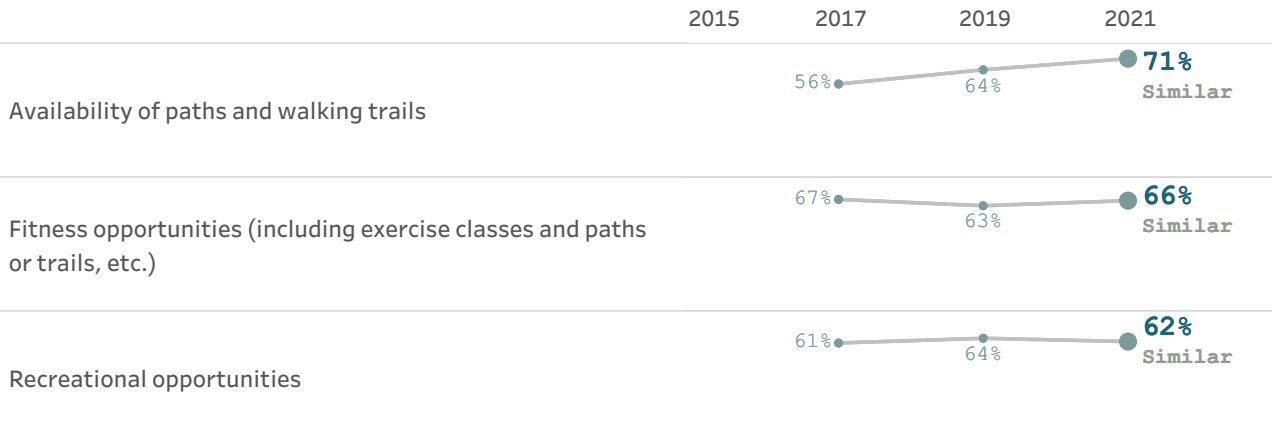
- National Recreation and Park Association



Please rate each of the following characteristics as they relate to Kalamazoo as a whole. (% excellent or good)



Please also rate each of the following in the Kalamazoo community. (% excellent or good)



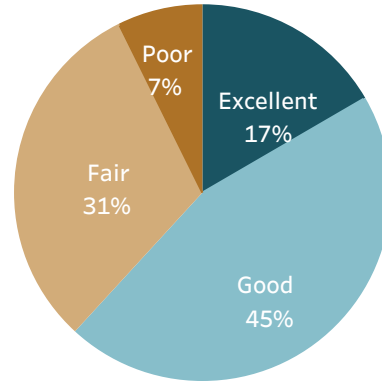
Please rate the quality of each of the following services in Kalamazoo. (% excellent or good)



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



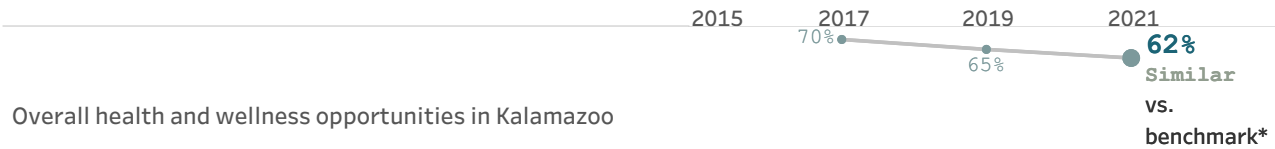
Overall health and wellness opportunities in Kalamazoo, 2021



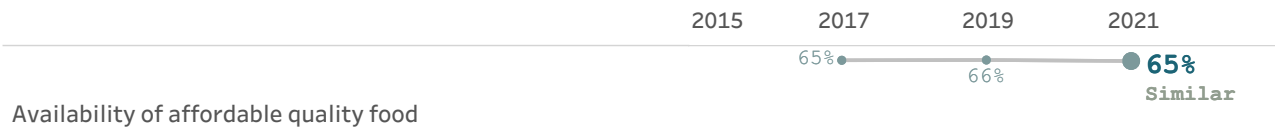
## Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

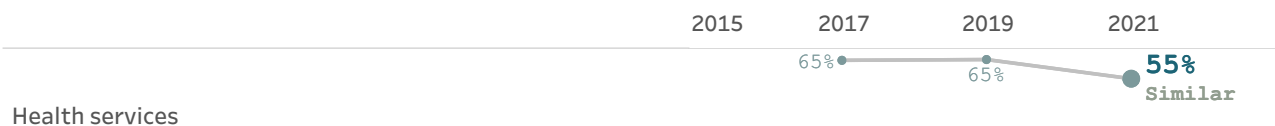
Please rate each of the following characteristics as they relate to Kalamazoo as a whole.  
(% excellent or good)



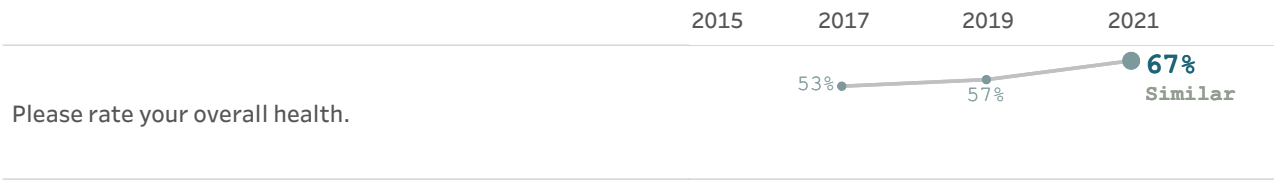
Please also rate each of the following in the Kalamazoo community.  
(% excellent or good)



Please rate the quality of each of the following services in Kalamazoo.  
(% excellent or good)



Please rate your overall health.  
(% excellent or very good)

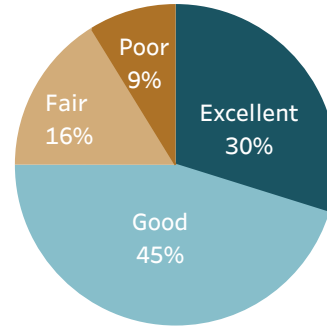


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

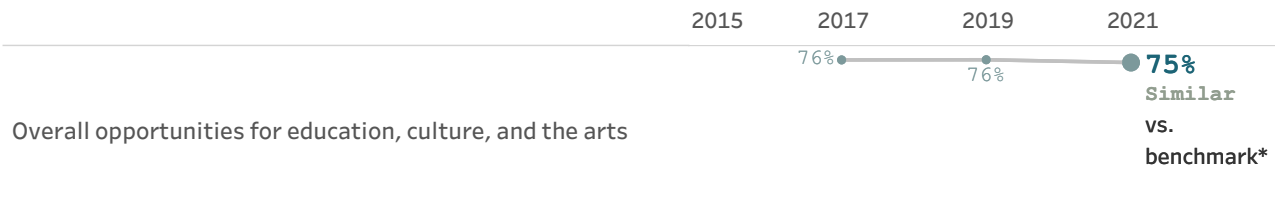
## Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

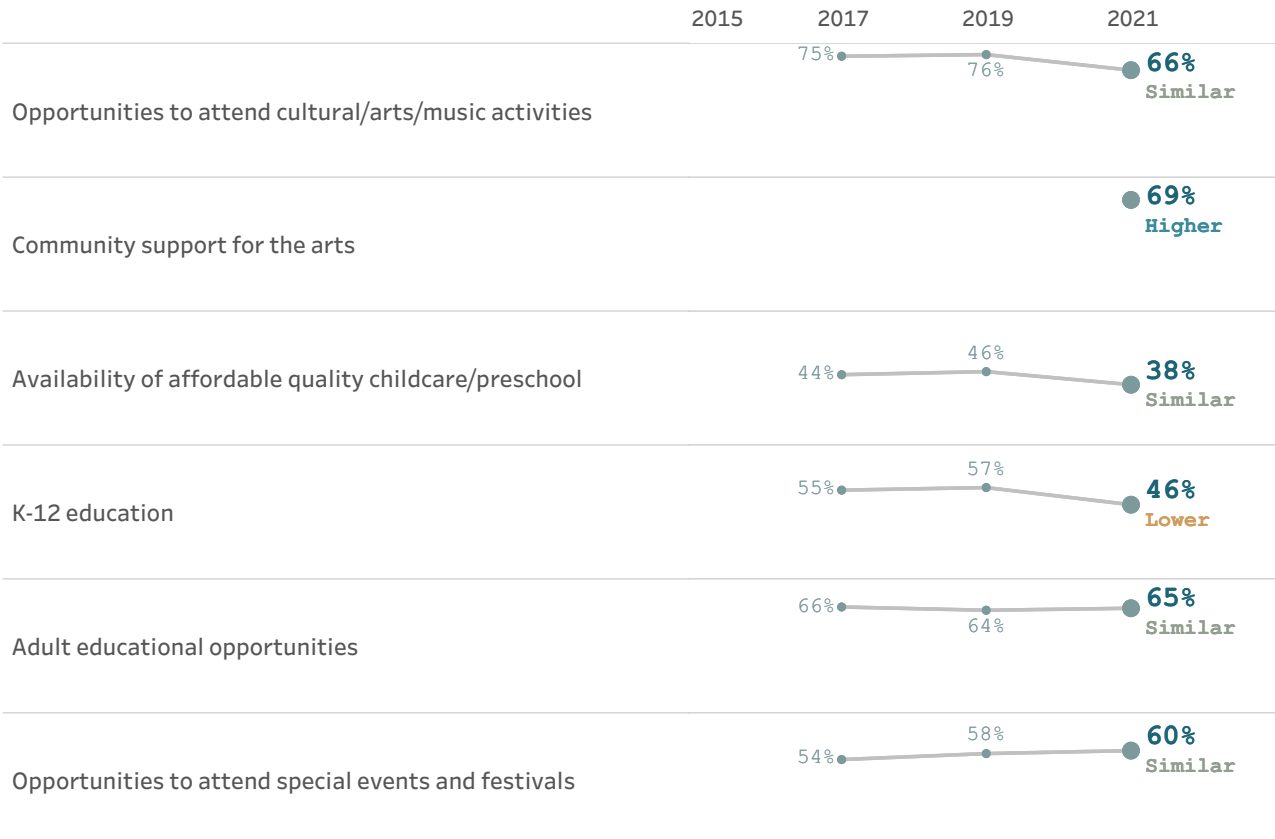
Overall opportunities for education, culture and the arts, 2021



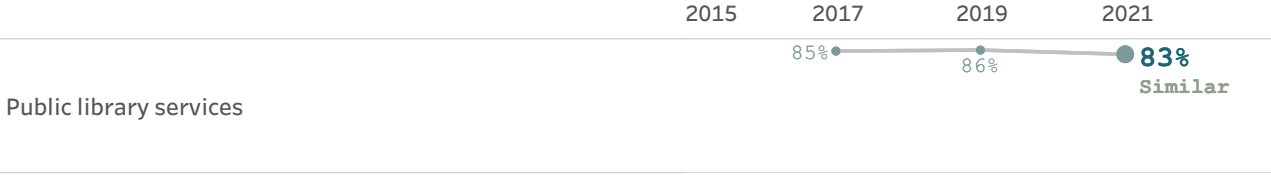
Please rate each of the following characteristics as they relate to Kalamazoo as a whole.  
(% excellent or good)



Please also rate each of the following in the Kalamazoo community.  
(% excellent or good)



Please rate the quality of each of the following services in Kalamazoo.  
(% excellent or good)

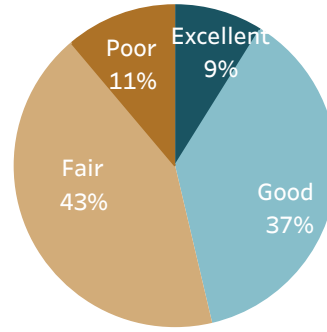


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

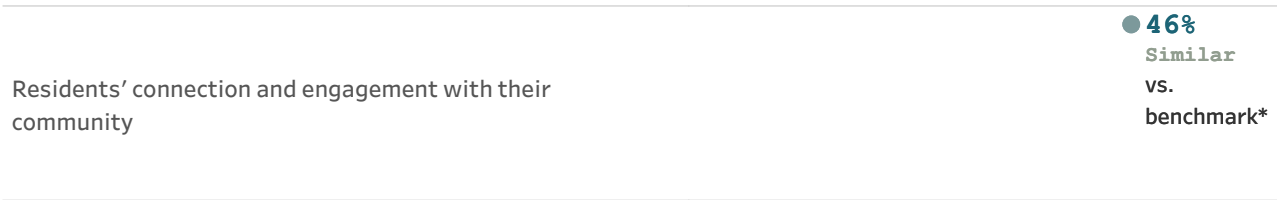
Residents' connection and engagement with their community, 2021

## Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



Please rate each of the following characteristics as they relate to Kalamazoo as a whole.  
(% excellent or good)



Please rate each of the following aspects of quality of life in Kalamazoo.  
(% excellent or good)



**Please rate the job you feel the Kalamazoo community does at each of the following.**  
 (% excellent or good)



**Please also rate each of the following in the Kalamazoo community.**  
 (% excellent or good)

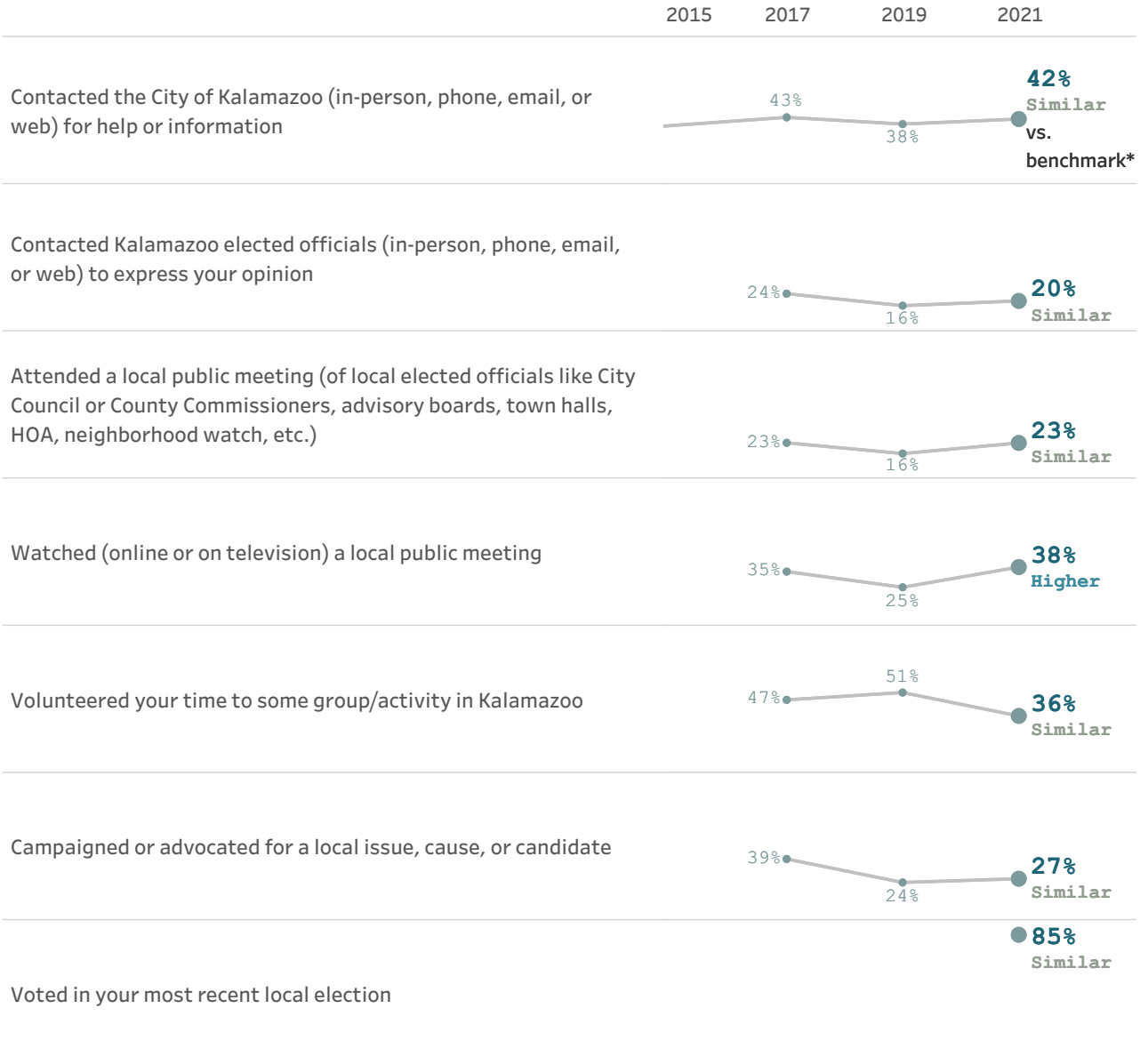


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

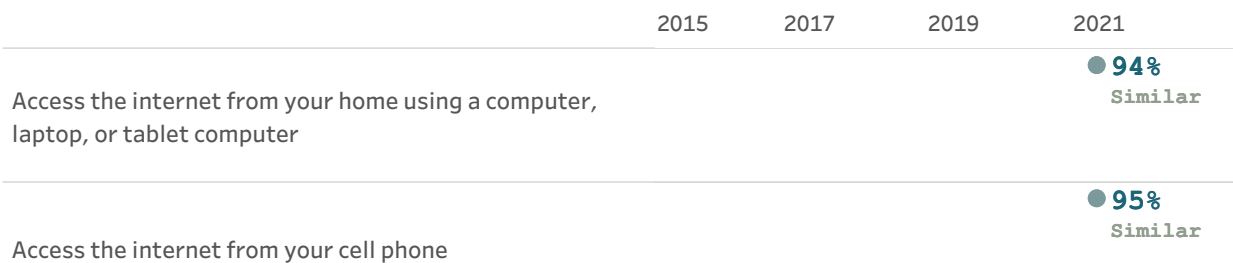
## Residents' participation levels

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

(% yes)



In general, how many times do you:  
(% a few times a week or more)



---

Visit social media sites such as Facebook, Twitter, Nextdoor, etc.

● **79%**  
Similar

---

Use or check email

● **95%**  
Similar

---

Share your opinions online

● **31%**  
Similar

---

Shop online

● **42%**  
Lower




























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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## Custom questions

Below are the complete set of responses to each custom question on the survey.

Thinking about the amenities and services offered by the City of Kalamazoo, please indicate to what extent you agree or disagree that each of the following is offered to community members equally, regardless of their race, ethnicity or cultural background:	Law enforcement services	Strongly agree		24%
		Somewhat agree		34%
		Somewhat disagree		19%
		Strongly disagree		24%
	Code enforcement services	Strongly agree		19%
		Somewhat agree		32%
		Somewhat disagree		25%
		Strongly disagree		24%
	Small business assistance / economic development services	Strongly agree		17%
		Somewhat agree		40%
		Somewhat disagree		28%
		Strongly disagree		14%
	Parks and recreation opportunities (i.e., recreation programs and classes, facility usage, etc.)	Strongly agree		25%
		Somewhat agree		56%
		Somewhat disagree		10%
		Strongly disagree		9%
Community outreach	Strongly agree		25%	
	Somewhat agree		49%	
	Somewhat disagree		18%	
	Strongly disagree		8%	
Other programs or services	Strongly agree		19%	
	Somewhat agree		55%	
	Somewhat disagree		16%	
	Strongly disagree		11%	
Please select the statement that best describes your level of familiarity with the Kalamazoo Foundation for Excellence.	I have NOT heard of the Foundation for Excellen..		38%	
	I have heard of the Kalamazoo Foundation ..		57%	
	I have had first-hand experience with the Kal..		4%	

Please rate the level of information you receive about each of the following from the City of Kalamazoo.	Educational and recreational classes, programs, and activities	Too much information	2%
		The right amount of information	45%
Not enough information	47%		
Not applicable	6%		
General City events and programs	Too much information	0%	
	The right amount of information	41%	
	Not enough information	54%	
	Not applicable	5%	
Parks, trails and rental facilities locations / availability	Too much information	1%	
	The right amount of information	37%	
	Not enough information	54%	
	Not applicable	9%	
City services (e.g., trash, permits, street cleaning, etc.)	Too much information	2%	
	The right amount of information	60%	
	Not enough information	31%	
	Not applicable	7%	
Street and utility construction projects	Too much information	2%	
	The right amount of information	34%	
	Not enough information	57%	
	Not applicable	7%	

## National benchmark tables

This table contains the comparisons of Kalamazoo’s results to those from other communities. The first column shows the comparison of Kalamazoo’s rating to the benchmark. Kalamazoo’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Kalamazoo residents is statistically similar to or different than the benchmark. The second column is Kalamazoo’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Kalamazoo’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Kalamazoo’s result -- that is what percent of surveyed communities had a lower rating than Kalamazoo.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Kalamazoo.</b>	Kalamazoo as a place to live	Similar	81%	282	363	21
	Your neighborhood as a place to live	Similar	73%	266	304	12
	Kalamazoo as a place to raise children	Lower	66%	287	363	20
	Kalamazoo as a place to work	Similar	72%	144	348	53
	Kalamazoo as a place to visit	Similar	58%	199	292	32
	Kalamazoo as a place to retire	Lower	47%	296	350	14
	The overall quality of life in Kalamazoo	Similar	69%	326	400	19
	Sense of community	Similar	52%	240	303	21
<b>Please rate each of the following characteristics as they relate to Kalamazoo as a whole.</b>	Overall economic health of Kalamazoo	Lower	44%	233	277	15
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Lower	45%	248	279	11
	Overall design or layout of Kalamazoo’s residential and commercial ar..	Similar	54%	210	272	21
	Overall quality of the utility infrastructure in Kalamazoo (water, sewe..	Much lower	41%	67	68	2
	Overall feeling of safety in Kalamazoo	Much lower	46%	324	346	6
	Overall quality of natural environment in Kalamazoo	Lower	63%	246	282	13
	Overall quality of parks and recreation opportunities	Similar	72%	54	69	16
	Overall health and wellness opportunities in Kalamazoo	Similar	62%	195	274	27
	Overall opportunities for education, culture, and the arts	Similar	75%	101	273	58
	Residents’ connection and engagement with their community	Similar	46%	48	68	21
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Kalamazoo to someone who asks	Similar	82%	208	289	28
	Remain in Kalamazoo for the next five years	Similar	83%	172	282	37
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	84%	287	332	12
	In Kalamazoo’s downtown/commercial area during the day	Similar	79%	267	311	12

<b>Please rate how safe or unsafe you feel:</b>	From property crime	Lower	55%	73	79	7
	From violent crime	Lower	67%	73	79	7
	From fire, flood, or other natural disaster	Similar	80%	43	68	26
<b>Please rate the job you feel the Kalamazoo community does at each of the following.</b>	Making all residents feel welcome	Lower	57%	63	68	6
	Attracting people from diverse backgrounds	Similar	57%	33	68	36
	Valuing/respecting residents from diverse backgrounds	Similar	56%	56	68	13
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Lower	33%	66	68	3
<b>Please rate each of the following in the Kalamazoo community.</b>	Overall quality of business and service establishments in Kalamazoo	Similar	75%	108	280	58
	Variety of business and service establishments in Kalamazoo	Similar	66%	35	67	33
	Vibrancy of downtown/commercial area	Similar	57%	96	258	55
	Employment opportunities	Similar	50%	115	305	62
	Shopping opportunities	Similar	55%	142	293	51
	Cost of living in Kalamazoo	Higher	59%	33	275	84
	Overall image or reputation of Kalamazoo	Similar	60%	253	341	23
<b>Please also rate each of the following in the Kalamazoo community.</b>	Traffic flow on major streets	Similar	60%	90	319	71
	Ease of public parking	Similar	50%	165	244	27
	Ease of travel by car in Kalamazoo	Similar	78%	89	305	71
	Ease of travel by public transportation in Kalamazoo	Similar	40%	119	249	44
	Ease of travel by bicycle in Kalamazoo	Similar	51%	181	306	40
	Ease of walking in Kalamazoo	Similar	65%	192	306	37
	Well-planned residential growth	Similar	38%	51	70	20
	Well-planned commercial growth	Similar	42%	35	70	36
	Well-designed neighborhoods	Lower	41%	62	70	9
	Preservation of the historical or cultural character of the community	Similar	58%	43	65	23
	Public places where people want to spend time	Lower	51%	226	267	14
	Variety of housing options	Lower	35%	237	283	16
	Availability of affordable quality housing	Similar	28%	215	302	29
	Overall quality of new development in Kalamazoo	Similar	51%	177	293	39
	Overall appearance of Kalamazoo	Lower	53%	268	335	17
	Cleanliness of Kalamazoo	Much lower	33%	298	307	3
	Water resources (beaches, lakes, ponds, riverways, etc.)	Lower	42%	53	64	12

<b>Please also rate each of the following in the Kalamazoo community.</b>	Air quality	Lower	62%	232	259	10
	Availability of paths and walking trails	Similar	71%	139	303	54
	Fitness opportunities (including exercise classes and paths or trails, et..	Similar	66%	176	263	30
	Recreational opportunities	Similar	62%	215	292	26
	Availability of affordable quality food	Similar	65%	191	258	23
	Availability of affordable quality health care	Similar	50%	205	272	23
	Availability of preventive health services	Similar	62%	170	253	28
	Availability of affordable quality mental health care	Similar	42%	156	250	32
	Opportunities to attend cultural/arts/music activities	Similar	66%	88	291	68
	Community support for the arts	Higher	69%	15	68	54
	Availability of affordable quality childcare/preschool	Similar	38%	204	268	22
	K-12 education	Lower	46%	222	268	16
	Adult educational opportunities	Similar	65%	109	258	50
	Sense of civic/community pride	Similar	57%	50	68	19
	Neighborliness of residents in Kalamazoo	Similar	45%	238	269	11
	Opportunities to participate in social events and activities	Similar	60%	171	273	35
	Opportunities to attend special events and festivals	Similar	60%	201	281	27
	Opportunities to volunteer	Similar	74%	129	273	49
	Opportunities to participate in community matters	Similar	62%	183	278	32
	Openness and acceptance of the community toward people of diverse ..	Similar	51%	237	299	21
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Kalamazoo (in-person, phone, email, or web) for ..	Similar	42%	217	328	28
	Contacted Kalamazoo elected officials (in-person, phone, email, or we..	Similar	20%	82	267	62
	Attended a local public meeting (of local elected officials like City Coun..	Similar	23%	93	270	60
	Watched (online or on television) a local public meeting	Higher	38%	22	245	90
	Volunteered your time to some group/activity in Kalamazoo	Similar	36%	131	274	48
	Campaigned or advocated for a local issue, cause, or candidate	Similar	27%	64	256	69
	Voted in your most recent local election	Similar	85%	18	68	51
	Used bus, rail, subway, or other public transportation instead of driving	Similar	19%	97	232	52
	Carpooled with other adults or children instead of driving alone	Similar	41%	136	261	42
	Walked or biked instead of driving	Similar	64%	85	267	61
<b>Please rate the quality of each of the following</b>	Public information services	Similar	52%	257	283	9

Please rate the quality of each of the following services in Kalamazoo.

Economic development	Similar	46%	207	283	26
Traffic enforcement	Lower	45%	323	344	6
Traffic signal timing	Similar	51%	162	270	37
Street repair	Much lower	15%	313	331	5
Street cleaning	Lower	41%	262	294	11
Street lighting	Similar	47%	280	324	12
Snow removal	Similar	56%	177	255	27
Sidewalk maintenance	Lower	30%	273	296	8
Bus or transit services	Similar	43%	140	242	35
Land use, planning, and zoning	Similar	41%	206	294	30
Code enforcement (weeds, abandoned buildings, etc.)	Lower	25%	321	348	7
Affordable high-speed internet access	Lower	36%	60	65	6
Garbage collection	Similar	75%	280	322	11
Drinking water	Much lower	37%	283	289	3
Sewer services	Lower	64%	257	293	13
Storm water management (storm drainage, dams, levees, etc.)	Lower	46%	286	320	9
Power (electric and/or gas) utility	Similar	65%	182	202	10
Utility billing	Similar	55%	223	245	8
Police/Sheriff services	Much lower	51%	380	390	3
Crime prevention	Much lower	33%	330	345	4
Animal control	Similar	59%	227	308	25
Ambulance or emergency medical services	Lower	74%	300	310	3
Fire services	Lower	80%	321	338	5
Fire prevention and education	Lower	61%	268	283	6
Emergency preparedness (services that prepare the community for na..	Lower	45%	255	283	10
Preservation of natural areas (open space, farmlands, and greenbelts)	Similar	51%	193	262	24
Kalamazoo open space	Similar	49%	213	253	14
Recycling	Similar	64%	271	328	15
Yard waste pick-up	Similar	68%	212	268	19
City parks	Lower	61%	278	303	8
Recreation programs or classes	Lower	52%	262	300	13





























<b>Please rate the quality of each of the following services in Kalamazoo.</b>	Recreation centers or facilities	Lower	49%	240	275	12
	Health services	Similar	55%	173	238	22
	Public library services	Similar	83%	163	302	46
	Overall customer service by Kalamazoo employees (police, receptionis..	Lower	61%	317	359	11
<b>Please rate the following categories of Kalamazoo government performance.</b>	The value of services for the taxes paid to Kalamazoo	Similar	40%	281	364	21
	The overall direction that Kalamazoo is taking	Similar	59%	189	314	38
	The job Kalamazoo government does at welcoming resident involveme..	Similar	40%	244	316	19
	Overall confidence in Kalamazoo government	Similar	40%	233	276	15
	Generally acting in the best interest of the community	Similar	49%	205	280	26
	Being honest	Lower	41%	231	272	14
	Being open and transparent to the public	Lower	35%	62	69	8
	Informing residents about issues facing the community	Lower	38%	66	74	9
	Treating all residents fairly	Lower	31%	263	276	5
	Treating residents with respect	Lower	40%	66	68	3
<b>Overall, how would you rate the quality of the services provided by each ..</b>	The City of Kalamazoo	Lower	52%	335	368	9
	The Federal Government	Similar	29%	238	261	8
<b>Please rate how important, if at all, you think it is for the Kalamazoo community to focus on each of the following in the coming two years.</b>	Overall economic health of Kalamazoo	Similar	87%	194	254	20
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Similar	73%	174	254	27
	Overall design or layout of Kalamazoo's residential and commercial ar..	Much lower	59%	253	254	1
	Overall quality of the utility infrastructure in Kalamazoo (water, sewe..	Similar	90%	28	68	41
	Overall feeling of safety in Kalamazoo	Similar	86%	198	254	19
	Overall quality of natural environment in Kalamazoo	Similar	73%	200	254	18
	Overall quality of parks and recreation opportunities	Lower	69%	66	68	3
	Overall health and wellness opportunities in Kalamazoo	Similar	75%	96	253	53
	Overall opportunities for education, culture, and the arts	Similar	76%	157	254	33
Residents' connection and engagement with their community	Lower	61%	246	255	3	
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop, or table..	Similar	94%	40	68	29
	Access the internet from your cell phone	Similar	95%	15	68	54
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Similar	79%	38	68	31
	Use or check email	Similar	95%	49	68	20
	Share your opinions online	Similar	31%	43	68	26
































<b>In general, how many times do you:</b>	Shop online	Lower	42%	60	68	9
	Please rate your overall health.	Similar	67%	130	262	45
	What impact, if any, do you think the economy will have on your family..	Similar	30%	131	265	45

































































## Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

<b>Please rate each of the following aspects of quality of life in Kalamazoo.</b>	Kalamazoo as a place to live	Excellent		19%
		Good		62%
		Fair		17%
		Poor		2%
	Your neighborhood as a place to live	Excellent		27%
		Good		46%
		Fair		20%
		Poor		8%
	Kalamazoo as a place to raise children	Excellent		21%
		Good		44%
		Fair		26%
		Poor		8%
	Kalamazoo as a place to work	Excellent		16%
		Good		56%
		Fair		23%
		Poor		5%
	Kalamazoo as a place to visit	Excellent		13%
		Good		45%
		Fair		30%
		Poor		12%
	Kalamazoo as a place to retire	Excellent		12%
		Good		35%
		Fair		35%
		Poor		18%
	The overall quality of life in Kalamazoo	Excellent		12%
		Good		57%
		Fair		27%
		Poor		4%

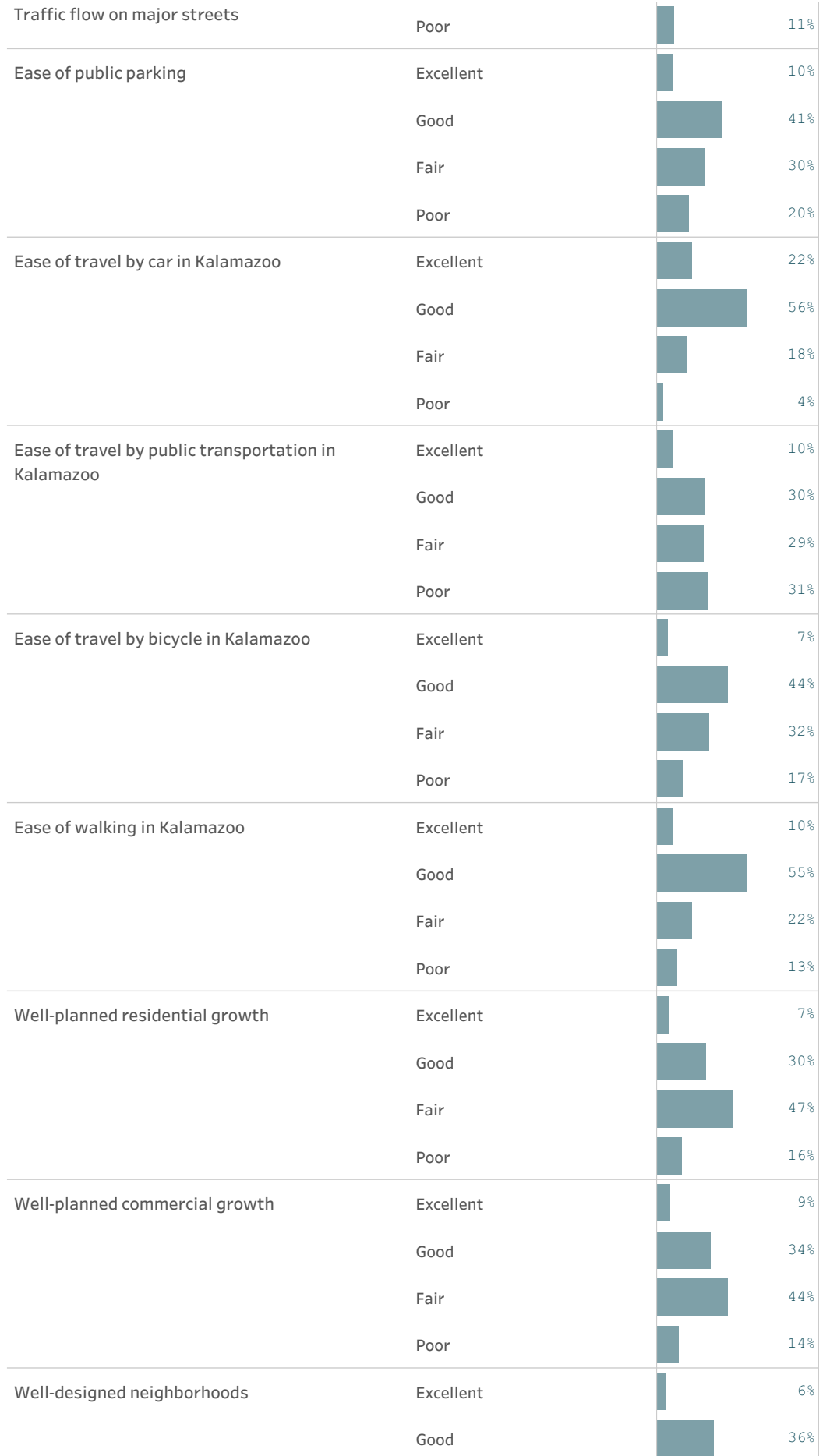
<b>Please rate each of the following aspects of quality of life in Kalamazoo.</b>	Sense of community	Excellent		12%
		Good		40%
		Fair		36%
		Poor		12%
<b>Please rate each of the following characteristics as they relate to Kalamazoo as a whole.</b>	Overall economic health of Kalamazoo	Excellent		2%
		Good		42%
		Fair		42%
		Poor		14%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Kalamazoo	Excellent		7%
		Good		38%
		Fair		43%
		Poor		12%
	Overall design or layout of Kalamazoo's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		4%
		Good		50%
		Fair		36%
		Poor		10%
Overall quality of the utility infrastructure in Kalamazoo (water, sewer, storm water, electric, gas)	Excellent		3%	
	Good		38%	
	Fair		36%	
	Poor		23%	
Overall feeling of safety in Kalamazoo	Excellent		4%	
	Good		41%	
	Fair		41%	
	Poor		13%	
Overall quality of natural environment in Kalamazoo	Excellent		16%	
	Good		47%	
	Fair		29%	
	Poor		9%	
Overall quality of parks and recreation opportunities	Excellent		21%	
	Good		51%	
	Fair		23%	

<b>Please rate each of the following characteristics as they relate to Kalamazoo as a whole.</b>	Overall quality of parks and recreation opportunities	Poor		5%	
	Overall health and wellness opportunities in Kalamazoo	Excellent		17%	
		Good		45%	
		Fair		31%	
		Poor		7%	
	Overall opportunities for education, culture, and the arts	Excellent		30%	
		Good		45%	
		Fair		16%	
		Poor		9%	
	Residents' connection and engagement with their community	Excellent		9%	
		Good		37%	
		Fair		43%	
		Poor		11%	
	<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Kalamazoo to someone who asks	Very likely		34%
			Somewhat likely		48%
			Somewhat unlikely		12%
Very unlikely				6%	
Remain in Kalamazoo for the next five years		Very likely		51%	
		Somewhat likely		32%	
		Somewhat unlikely		9%	
		Very unlikely		8%	
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		62%	
		Somewhat safe		22%	
		Neither safe nor unsafe		7%	
		Somewhat unsafe		6%	
		Very unsafe		3%	
	In Kalamazoo's downtown/commercial area during the day	Very safe		39%	
		Somewhat safe		40%	
		Neither safe nor unsafe		10%	
		Somewhat unsafe		8%	
		Very unsafe		3%	

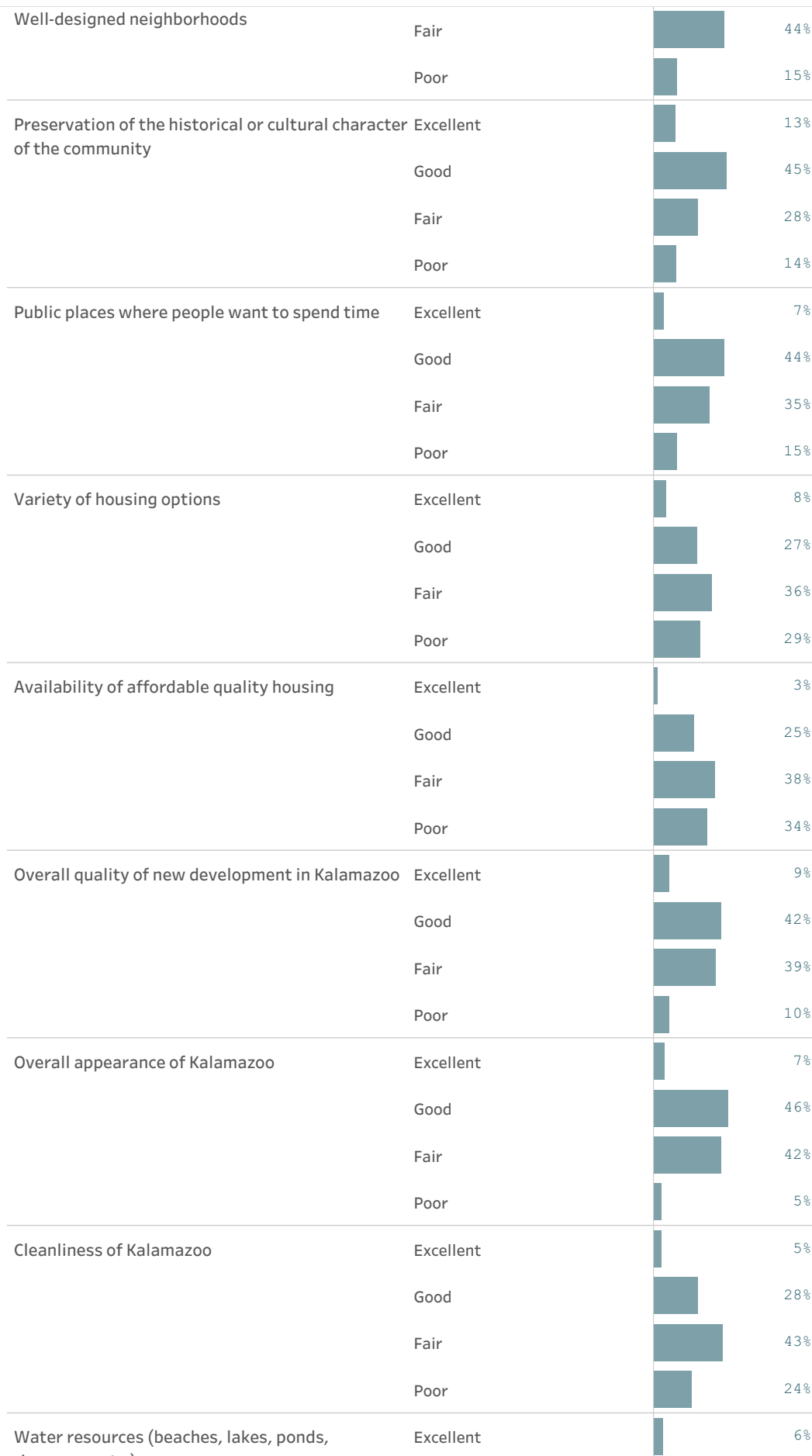
<b>Please rate how safe or unsafe you feel:</b>	From property crime	Very safe		15%
		Somewhat safe		40%
		Neither safe nor unsafe		18%
		Somewhat unsafe		16%
		Very unsafe		11%
	From violent crime	Very safe		23%
		Somewhat safe		43%
		Neither safe nor unsafe		14%
		Somewhat unsafe		13%
		Very unsafe		6%
	From fire, flood, or other natural disaster	Very safe		43%
		Somewhat safe		38%
		Neither safe nor unsafe		13%
		Somewhat unsafe		4%
		Very unsafe		2%
<b>Please rate the job you feel the Kalamazoo community does at each of the following.</b>	Making all residents feel welcome	Excellent		9%
		Good		48%
		Fair		31%
		Poor		11%
	Attracting people from diverse backgrounds	Excellent		16%
		Good		41%
		Fair		34%
		Poor		9%
	Valuing/respecting residents from diverse backgrounds	Excellent		11%
		Good		46%
		Fair		27%
		Poor		16%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		4%
		Good		29%
		Fair		36%
		Poor		31%

<b>Please rate each of the following in the Kalamazoo community.</b>	Overall quality of business and service establishments in Kalamazoo	Excellent		13%
		Good		62%
		Fair		22%
		Poor		4%
	Variety of business and service establishments in Kalamazoo	Excellent		12%
		Good		54%
		Fair		27%
		Poor		7%
	Vibrancy of downtown/commercial area	Excellent		16%
		Good		41%
		Fair		35%
		Poor		8%
	Employment opportunities	Excellent		8%
		Good		42%
		Fair		40%
		Poor		10%
	Shopping opportunities	Excellent		16%
		Good		40%
		Fair		35%
		Poor		10%
	Cost of living in Kalamazoo	Excellent		20%
		Good		39%
		Fair		27%
		Poor		14%
	Overall image or reputation of Kalamazoo	Excellent		9%
		Good		51%
		Fair		33%
		Poor		7%
<b>Please also rate each of the following in the Kalamazoo community.</b>	Traffic flow on major streets	Excellent		10%
		Good		50%
		Fair		28%

Please also rate each of the following in the Kalamazoo community.



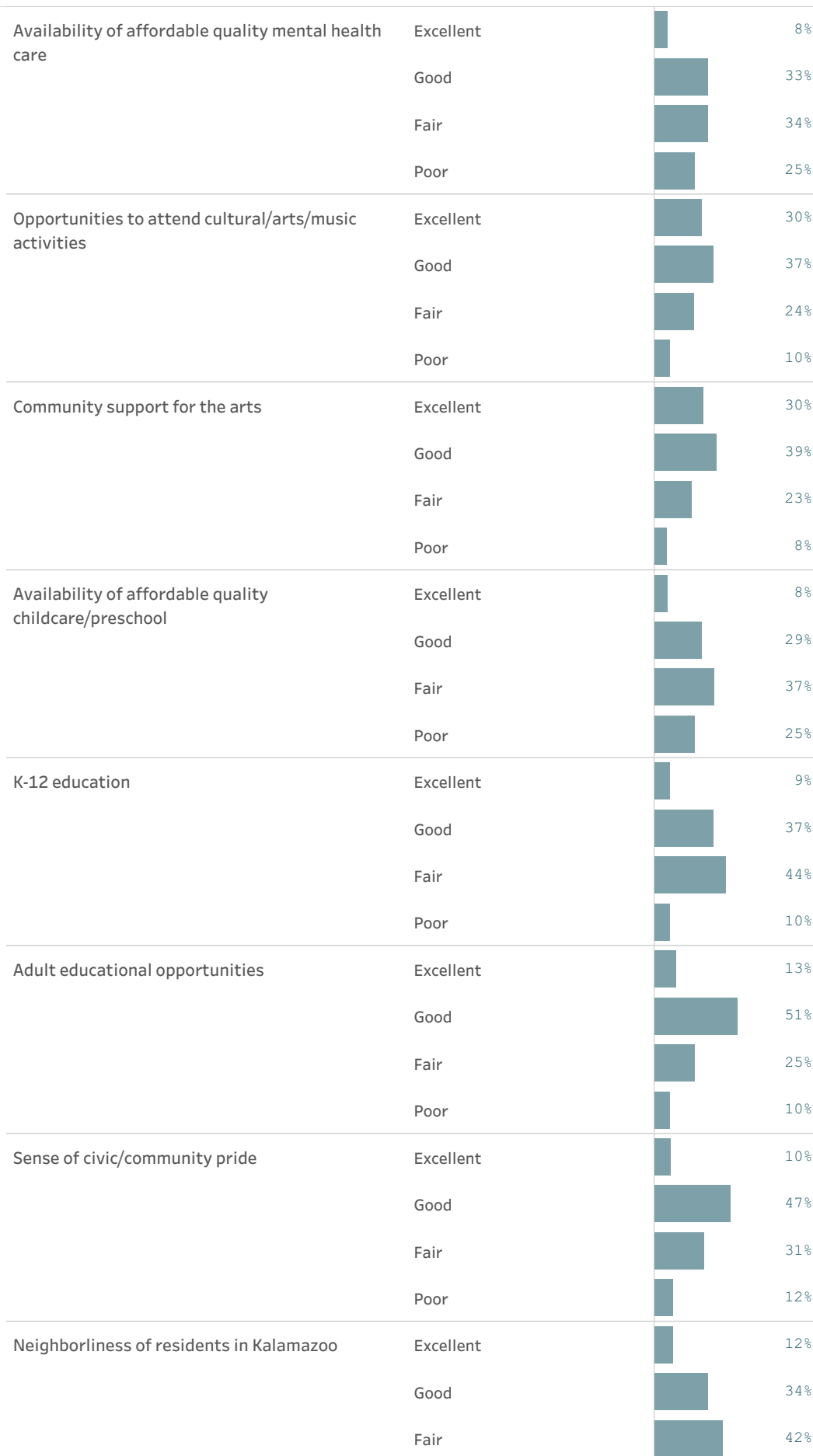
Please also rate each of the following in the Kalamazoo community.

































































Please also rate each of the following in the Kalamazoo community.				
Water resources (beaches, lakes, ponds, riverways, etc.)	Good		36%	
	Fair		36%	
	Poor		22%	
Air quality	Excellent		10%	
	Good		52%	
	Fair		30%	
	Poor		8%	
Availability of paths and walking trails	Excellent		19%	
	Good		52%	
	Fair		27%	
	Poor		2%	
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		17%	
	Good		49%	
	Fair		29%	
	Poor		5%	
Recreational opportunities	Excellent		13%	
	Good		49%	
	Fair		26%	
	Poor		12%	
Availability of affordable quality food	Excellent		11%	
	Good		54%	
	Fair		27%	
	Poor		8%	
Availability of affordable quality health care	Excellent		13%	
	Good		37%	
	Fair		34%	
	Poor		16%	
Availability of preventive health services	Excellent		15%	
	Good		47%	
	Fair		22%	
	Poor		16%	



**Please also rate each of the following in the Kalamazoo community.**

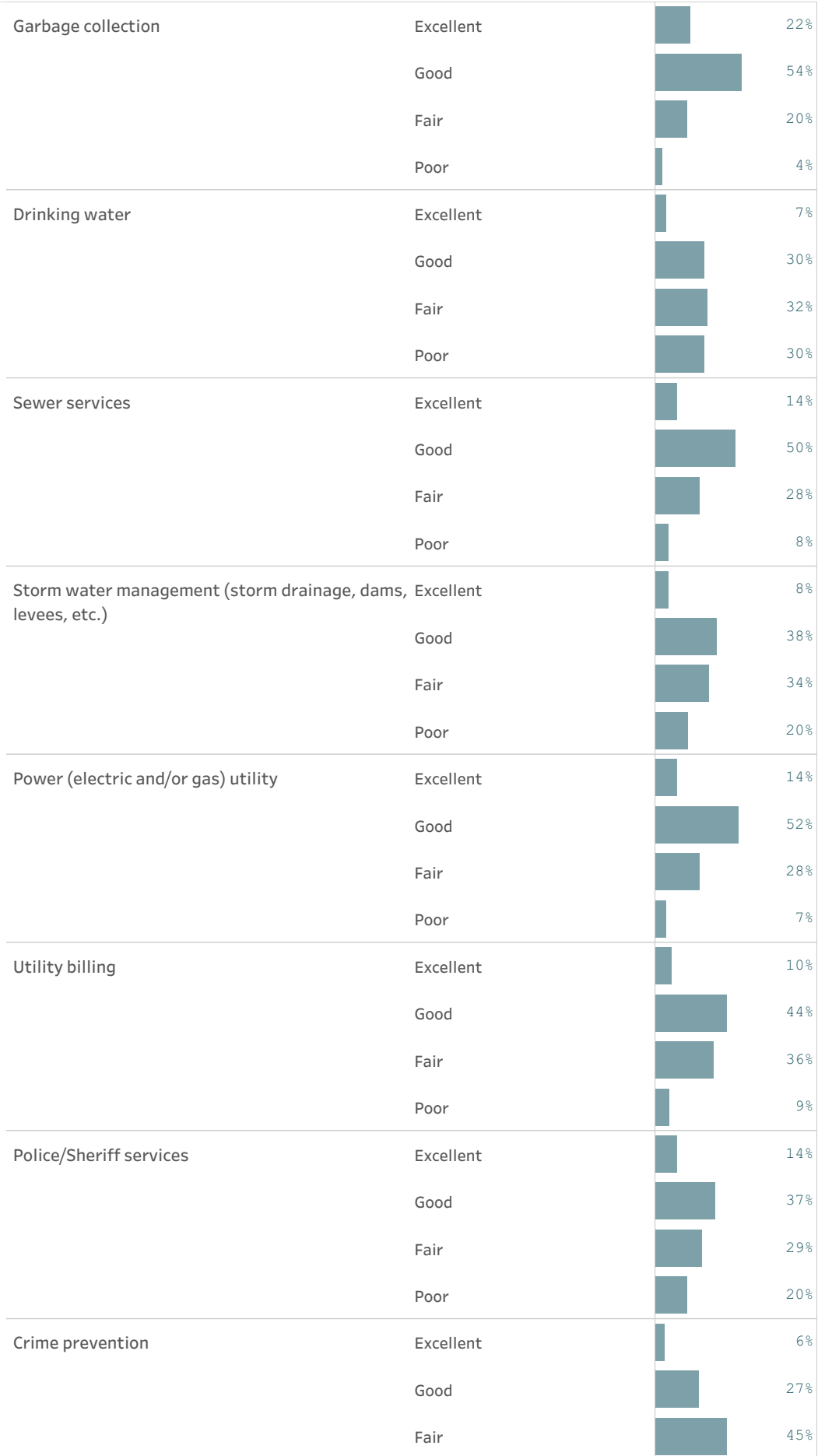


<b>Please also rate each of the following in the Kalamazoo community.</b>	Neighborliness of residents in Kalamazoo	Poor		12%
	Opportunities to participate in social events and activities	Excellent		11%
		Good		48%
		Fair		31%
		Poor		9%
	Opportunities to attend special events and festivals	Excellent		15%
		Good		44%
		Fair		30%
		Poor		10%
	Opportunities to volunteer	Excellent		20%
		Good		55%
		Fair		20%
		Poor		6%
	Opportunities to participate in community matters	Excellent		13%
		Good		49%
		Fair		27%
		Poor		11%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		10%
		Good		41%
		Fair		36%
Poor			13%	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Kalamazoo (in-person, phone, email, or web) for help or information	No		58%
		Yes		42%
	Contacted Kalamazoo elected officials (in-person, phone, email, or web) to express your opinion	No		80%
		Yes		20%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HO..	No		77%
		Yes		23%
	Watched (online or on television) a local public meeting	No		62%
		Yes		38%
	Volunteered your time to some group/activity in Kalamazoo	No		64%
		Yes		36%
































<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Campaigned or advocated for a local issue, cause, or candidate	No		73%	
		Yes		27%	
	Voted in your most recent local election	No		15%	
		Yes		85%	
	Used bus, rail, subway, or other public transportation instead of driving	No		81%	
		Yes		19%	
	Carpooled with other adults or children instead of driving alone	No		59%	
		Yes		41%	
	Walked or biked instead of driving	No		36%	
		Yes		64%	
	<b>Please rate the quality of each of the following services in Kalamazoo.</b>	Public information services	Excellent		7%
			Good		45%
Fair				40%	
Poor				8%	
Economic development		Excellent		4%	
		Good		43%	
		Fair		38%	
		Poor		15%	
Traffic enforcement		Excellent		6%	
		Good		38%	
		Fair		34%	
		Poor		21%	
Traffic signal timing		Excellent		7%	
		Good		44%	
		Fair		34%	
		Poor		15%	
Street repair	Excellent		2%		
	Good		13%		
	Fair		37%		
	Poor		48%		
Street cleaning	Excellent		11%		
































Please rate the quality of each of the following services in Kalamazoo.			
Street cleaning	Good		30%
	Fair		34%
	Poor		25%
Street lighting	Excellent		8%
	Good		39%
	Fair		33%
	Poor		20%
Snow removal	Excellent		14%
	Good		42%
	Fair		30%
	Poor		14%
Sidewalk maintenance	Excellent		5%
	Good		25%
	Fair		42%
	Poor		28%
Bus or transit services	Excellent		10%
	Good		33%
	Fair		38%
	Poor		18%
Land use, planning, and zoning	Excellent		5%
	Good		36%
	Fair		39%
	Poor		20%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		5%
	Good		20%
	Fair		40%
	Poor		35%
Affordable high-speed internet access	Excellent		9%
	Good		27%
	Fair		27%
	Poor		37%

Please rate the quality of each of the following services in Kalamazoo.


































Please rate the quality of each of the following services in Kalamazoo.


























Crime prevention	Poor		22%
Animal control	Excellent		9%
	Good		50%
	Fair		33%
	Poor		9%
Ambulance or emergency medical services	Excellent		23%
	Good		51%
	Fair		20%
	Poor		7%
Fire services	Excellent		24%
	Good		56%
	Fair		15%
	Poor		5%
Fire prevention and education	Excellent		11%
	Good		49%
	Fair		29%
	Poor		10%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		14%
	Good		31%
	Fair		31%
	Poor		23%
Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent		13%
	Good		37%
	Fair		38%
	Poor		11%
Kalamazoo open space	Excellent		8%
	Good		41%
	Fair		38%
	Poor		13%
Recycling	Excellent		19%
	Good		45%

Please rate the quality of each of the following services in Kalamazoo.				
Recycling	Fair		28%	
	Poor		8%	
Yard waste pick-up	Excellent		17%	
	Good		50%	
	Fair		23%	
	Poor		10%	
City parks	Excellent		13%	
	Good		49%	
	Fair		33%	
	Poor		5%	
Recreation programs or classes	Excellent		11%	
	Good		41%	
	Fair		35%	
	Poor		13%	
Recreation centers or facilities	Excellent		10%	
	Good		38%	
	Fair		38%	
	Poor		13%	
Health services	Excellent		14%	
	Good		41%	
	Fair		38%	
	Poor		7%	
Public library services	Excellent		40%	
	Good		43%	
	Fair		15%	
	Poor		3%	
Overall customer service by Kalamazoo employees (police, receptionists, planners, etc.)	Excellent		11%	
	Good		50%	
	Fair		29%	
	Poor		10%	
<b>Please rate the following categories of Kalamazoo government</b>	The value of services for the taxes paid to Kalamazoo	Excellent		5%

**Please rate the following categories of Kalamazoo government performance.**

The value of services for the taxes paid to Kalamazoo	Good		35%
	Fair		44%
	Poor		16%
The overall direction that Kalamazoo is taking	Excellent		9%
	Good		50%
	Fair		26%
	Poor		15%
The job Kalamazoo government does at welcoming resident involvement	Excellent		9%
	Good		31%
	Fair		43%
	Poor		18%
Overall confidence in Kalamazoo government	Excellent		4%
	Good		36%
	Fair		37%
	Poor		23%
Generally acting in the best interest of the community	Excellent		8%
	Good		40%
	Fair		34%
	Poor		18%
Being honest	Excellent		7%
	Good		34%
	Fair		37%
	Poor		22%
Being open and transparent to the public	Excellent		5%
	Good		30%
	Fair		43%
	Poor		21%
Informing residents about issues facing the community	Excellent		5%
	Good		33%
	Fair		38%
	Poor		24%


































<b>Please rate the following categories of Kalamazoo government performance.</b>	Treating all residents fairly	Excellent		4%
		Good		27%
		Fair		39%
		Poor		29%
	Treating residents with respect	Excellent		5%
		Good		34%
		Fair		42%
		Poor		18%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Kalamazoo	Excellent		6%
		Good		46%
		Fair		39%
		Poor		9%
	The Federal Government	Excellent		3%
		Good		26%
		Fair		45%
		Poor		26%
<b>Please rate how important, if at all, you think it is for the Kalamazoo community to focus on each of the following in the coming two years.</b>	Overall economic health of Kalamazoo	Essential		43%
		Very important		45%
		Somewhat important		12%
		Not at all important		1%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Kalamazoo	Essential		28%
		Very important		45%
		Somewhat important		23%
		Not at all important		4%
	Overall design or layout of Kalamazoo's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		17%
		Very important		42%
		Somewhat important		35%
		Not at all important		6%
	Overall quality of the utility infrastructure in Kalamazoo (water, sewer, storm water, electric, gas)	Essential		46%
		Very important		44%
		Somewhat important		10%





<b>Please rate how important, if at all, you think it is for the Kalamazoo community to focus on each of the following in the coming two years.</b>	Kalamazoo (water, sewer, storm water, electric, gas)	Not at all important		0%
	Overall feeling of safety in Kalamazoo	Essential		50%
		Very important		36%
		Somewhat important		14%
		Not at all important		1%
	Overall quality of natural environment in Kalamazoo	Essential		35%
		Very important		38%
		Somewhat important		27%
		Not at all important		0%
	Overall quality of parks and recreation opportunities	Essential		26%
		Very important		43%
		Somewhat important		29%
		Not at all important		2%
	Overall health and wellness opportunities in Kalamazoo	Essential		33%
		Very important		42%
		Somewhat important		23%
		Not at all important		2%
	Overall opportunities for education, culture, and the arts	Essential		34%
		Very important		43%
Somewhat important			19%	
Not at all important			4%	
Residents' connection and engagement with their community	Essential		24%	
	Very important		37%	
	Somewhat important		34%	
	Not at all important		5%	
<b>Thinking about the amenities and services offered by the City of Kalamazoo, please indicate to what extent you agree or disagree that each of the following is offered to community members equally, regardless of their race, ethnicity or cultural background:</b>	Law enforcement services	Strongly agree		24%
		Somewhat agree		34%
		Somewhat disagree		19%
		Strongly disagree		24%
	Code enforcement services	Strongly agree		19%
		Somewhat agree		32%

<b>Thinking about the amenities and services offered by the City of Kalamazoo, please indicate to what extent you agree or disagree that each of the following is offered to community members equally, regardless of their race, ethnicity or cultural background:</b>	Code enforcement services	Somewhat disagree		25%
		Strongly disagree		24%
	Small business assistance / economic development services	Strongly agree		17%
		Somewhat agree		40%
		Somewhat disagree		28%
		Strongly disagree		14%
	Parks and recreation opportunities (i.e., recreation programs and classes, facility usage, etc.)	Strongly agree		25%
		Somewhat agree		56%
		Somewhat disagree		10%
		Strongly disagree		9%
	Community outreach	Strongly agree		25%
		Somewhat agree		49%
		Somewhat disagree		18%
		Strongly disagree		8%
	Other programs or services	Strongly agree		19%
		Somewhat agree		55%
Somewhat disagree			16%	
Strongly disagree			11%	
Please select the statement that best describes your level of familiarity with the Kalamazoo Foundation for Excellence.	I have NOT heard of the Foundation for Excellence.		38%	
	I have heard of the Kalamazoo Foundation for Excellence, but ..		57%	
	I have had first-hand experience with the Kalamazoo Foundatio..		4%	
Did you or someone in your household participate in the 2020 census?	No		30%	
	Yes		70%	
<b>Please rate the level of information you receive about each of the following from the City of Kalamazoo.</b>	Educational and recreational classes, programs, and activities	Too much information		2%
		The right amount of information		45%
		Not enough information		47%
		Not applicable		6%
	General City events and programs	Too much information		0%
		The right amount of information		41%
		Not enough information		54%
		Not applicable		5%

Please rate the level of information you receive about each of the following from the City of Kalamazoo.			
Parks, trails and rental facilities locations / availability	Too much information		1%
	The right amount of information		37%
	Not enough information		54%
	Not applicable		9%
City services (e.g., trash, permits, street cleaning, etc.)	Too much information		2%
	The right amount of information		60%
	Not enough information		31%
	Not applicable		7%
Street and utility construction projects	Too much information		2%
	The right amount of information		34%
	Not enough information		57%
	Not applicable		7%
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day	84%
		Once a day	3%
		A few times a week	7%
		Every few weeks	1%
		Less often or never	5%
		Access the internet from your cell phone	Several times a day
Once a day	3%		
A few times a week	3%		
Every few weeks	0%		
Less often or never	5%		
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Several times a day		57%
	Once a day	13%	
	A few times a week	9%	
	Every few weeks	4%	
	Less often or never	17%	
	Use or check email	Several times a day	76%
Once a day		14%	
A few times a week		5%	
Every few weeks		1%	

<b>In general, how many times do you:</b>	Use or check email	Less often or never		4%
	Share your opinions online	Several times a day		10%
		Once a day		7%
		A few times a week		15%
		Every few weeks		18%
		Less often or never		51%
Shop online	Several times a day		8%	
	Once a day		5%	
	A few times a week		29%	
	Every few weeks		42%	
	Less often or never		16%	
Please rate your overall health.	Excellent		17%	
	Very good		50%	
	Good		25%	
	Fair		7%	
	Poor		1%	
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		8%	
	Somewhat positive		22%	
	Neutral		53%	
	Somewhat negative		14%	
	Very negative		2%	
How many years have you lived in Kalamazoo?	Less than 2 years		9%	
	2-5 years		20%	
	6-10 years		16%	
	11-20 years		11%	
	More than 20 years		44%	
Which best describes the building you live in?	One family house detached from any other houses		52%	
	Building with two or more homes (duplex, townhome, apa..		46%	
	Mobile home		0%	
	Other		2%	
Do you rent or own your home?	Rent		55%	

Do you rent or own your home?	Own		45%
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 \$500		10%
	\$500 to \$999		53%
	\$1,000 to \$1,499		23%
	\$1,500 to \$1,999		6%
	\$2,000 to \$2,499		4%
	\$2,500 to \$2,999		1%
	\$3,000 to \$3,499		2%
	\$3,500 or more		1%
Do any children 17 or under live in your household?	No		77%
	Yes		23%
Are you or any other members of your household aged 65 or older?	No		82%
	Yes		18%
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		24%
	\$25,000 to \$49,999		24%
	\$50,000 to \$74,999		25%
	\$75,000 to \$99,999		11%
	\$100,000 to \$149,999		11%
	\$150,000 or more		6%
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		2%
	Asian, Asian Indian, or Pacific Islander		9%
	Black or African American		12%
	White		78%
	Other		5%
In which category is your age?	18-24 years		11%
	25-34 years		41%
	35-44 years		11%
	45-54 years		13%
	55-64 years		7%
	65-74 years		10%

In which category is your age?	75 years or older		6%
What is your gender?	Female		49%
	Male		48%
	Identify in another way		3%

## Comparison of Responses by Respondent Characteristics

Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In "Statistical significance", you will find a tool to help determine the threshold values for statistically significant differences between groups.

		NE	NW	ES	SW
<b>Please rate each of the following aspects of quality of life in Kalamazoo.</b>	Kalamazoo as a place to live	75%	78%	85%	89%
	Your neighborhood as a place to live	51%	80%	73%	82%
	Kalamazoo as a place to raise children	55%	60%	71%	82%
	Kalamazoo as a place to work	69%	75%	70%	72%
	Kalamazoo as a place to visit	53%	60%	56%	62%
	Kalamazoo as a place to retire	41%	47%	42%	57%
	The overall quality of life in Kalamazoo	59%	70%	67%	82%
	Sense of community	55%	58%	34%	58%
<b>Please rate each of the following characteristics as they relate to Kalamazoo as a whole.</b>	Overall economic health of Kalamazoo	45%	40%	44%	49%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Kalamazoo	51%	34%	60%	39%
	Overall design or layout of Kalamazoo's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	56%	49%	54%	59%
	Overall quality of the utility infrastructure in Kalamazoo (water, sewer, storm water, electric, gas)	46%	46%	32%	39%
	Overall feeling of safety in Kalamazoo	43%	30%	54%	68%
	Overall quality of natural environment in Kalamazoo	55%	61%	61%	76%
	Overall quality of parks and recreation opportunities	79%	66%	74%	71%
	Overall health and wellness opportunities in Kalamazoo	67%	58%	55%	70%
	Overall opportunities for education, culture, and the arts	78%	71%	70%	84%
	Residents' connection and engagement with their community	59%	45%	32%	46%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Kalamazoo to someone who asks	78%	80%	83%	88%
	Remain in Kalamazoo for the next five years	75%	82%	91%	86%



<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	70%	87%	92%	84%
	In Kalamazoo's downtown/commercial area during the day	70%	78%	83%	86%
	From property crime	52%	47%	54%	71%
	From violent crime	63%	66%	67%	75%
	From fire, flood, or other natural disaster	76%	84%	80%	78%
<b>Please rate the job you feel the Kalamazoo community does at each of the following.</b>	Making all residents feel welcome	47%	61%	47%	74%
	Attracting people from diverse backgrounds	61%	54%	54%	63%
	Valuing/respecting residents from diverse backgrounds	36%	72%	46%	61%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	27%	42%	22%	38%
<b>Please rate each of the following in the Kalamazoo community.</b>	Overall quality of business and service establishments in Kalamazoo	75%	71%	73%	82%
	Variety of business and service establishments in Kalamazoo	69%	57%	71%	74%
	Vibrancy of downtown/commercial area	56%	55%	53%	64%
	Employment opportunities	59%	39%	52%	56%
	Shopping opportunities	55%	53%	60%	54%
	Cost of living in Kalamazoo	57%	54%	57%	73%
	Overall image or reputation of Kalamazoo	47%	55%	59%	84%
<b>Please also rate each of the following in the Kalamazoo community.</b>	Traffic flow on major streets	62%	60%	49%	70%
	Ease of public parking	56%	49%	37%	62%
	Ease of travel by car in Kalamazoo	67%	83%	80%	76%
	Ease of travel by public transportation in Kalamazoo	49%	31%	44%	36%
	Ease of travel by bicycle in Kalamazoo	63%	49%	54%	38%
	Ease of walking in Kalamazoo	74%	66%	65%	53%
	Well-planned residential growth	48%	36%	18%	49%
	Well-planned commercial growth	43%	32%	43%	55%
	Well-designed neighborhoods	34%	33%	40%	66%
	Preservation of the historical or cultural character of the community	57%	56%	51%	71%
	Public places where people want to spend time	55%	44%	49%	59%

**Please also rate each of the following in the Kalamazoo community.**

Variety of housing options	33%	36%	27%	44%
Availability of affordable quality housing	27%	24%	24%	41%
Overall quality of new development in Kalamazoo	67%	41%	49%	54%
Overall appearance of Kalamazoo	42%	56%	55%	59%
Cleanliness of Kalamazoo	28%	27%	30%	49%
Water resources (beaches, lakes, ponds, riverways, etc.)	48%	41%	37%	41%
Air quality	49%	58%	65%	78%
Availability of paths and walking trails	68%	73%	64%	77%
Fitness opportunities (including exercise classes and paths or trails, etc.)	60%	68%	61%	74%
Recreational opportunities	62%	56%	61%	73%
Availability of affordable quality food	65%	65%	66%	65%
Availability of affordable quality health care	52%	45%	55%	48%
Availability of preventive health services	69%	55%	63%	63%
Availability of affordable quality mental health care	56%	32%	46%	35%
Opportunities to attend cultural/arts/music activities	70%	62%	65%	70%
Community support for the arts	69%	69%	64%	73%
Availability of affordable quality childcare/preschool	46%	45%	28%	24%
K-12 education	44%	48%	47%	44%
Adult educational opportunities	67%	63%	69%	61%
Sense of civic/community pride	59%	58%	46%	65%
Neighborliness of residents in Kalamazoo	39%	47%	38%	57%
Opportunities to participate in social events and activities	61%	59%	56%	62%
Opportunities to attend special events and festivals	63%	59%	52%	63%
Opportunities to volunteer	77%	74%	70%	77%
Opportunities to participate in community matters	71%	64%	52%	58%
Openness and acceptance of the community toward people of diverse backgrounds	36%	67%	45%	45%
Contacted the City of Kalamazoo (in-person, phone, email, or web) for help or information	50%	33%	46%	42%

**Please indicate whether or not you have done each of the**

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted Kalamazoo elected officials (in-person, phone, email, or web) to express your opinion	30%	21%	9%	17%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town h..	33%	24%	13%	21%
	Watched (online or on television) a local public meeting	57%	30%	33%	35%
	Volunteered your time to some group/activity in Kalamazoo	48%	38%	27%	32%
	Campaigned or advocated for a local issue, cause, or candidate	41%	24%	22%	20%
	Voted in your most recent local election	90%	77%	88%	88%
	Used bus, rail, subway, or other public transportation instead of driving	27%	27%	8%	7%
	Carpooled with other adults or children instead of driving alone	34%	47%	34%	46%
	Walked or biked instead of driving	70%	70%	47%	65%
<b>Please rate the quality of each of the following services in Kalamazoo.</b>	Public information services	47%	47%	55%	63%
	Economic development	55%	36%	39%	59%
	Traffic enforcement	53%	36%	46%	46%
	Traffic signal timing	52%	50%	47%	58%
	Street repair	19%	11%	11%	18%
	Street cleaning	36%	30%	54%	49%
	Street lighting	49%	38%	53%	51%
	Snow removal	60%	42%	66%	63%
	Sidewalk maintenance	36%	21%	32%	34%
	Bus or transit services	51%	34%	60%	27%
	Land use, planning, and zoning	39%	39%	37%	50%
	Code enforcement (weeds, abandoned buildings, etc.)	30%	25%	22%	26%
	Affordable high-speed internet access	33%	40%	28%	42%
	Garbage collection	81%	65%	84%	77%
	Drinking water	46%	35%	28%	42%
	Sewer services	75%	47%	65%	76%
Storm water management (storm drainage, dams, levees, etc.)	52%	37%	51%	48%	
Power (electric and/or gas) utility	70%	48%	73%	79%	

<b>Please rate the quality of each of the following services in Kalamazoo.</b>	Utility billing	48%	49%	64%	61%
	Police/Sheriff services	45%	49%	62%	48%
	Crime prevention	25%	27%	43%	40%
	Animal control	54%	43%	74%	67%
	Ambulance or emergency medical services	67%	70%	87%	73%
	Fire services	88%	70%	85%	82%
	Fire prevention and education	73%	56%	54%	61%
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	44%	41%	43%	55%
	Preservation of natural areas (open space, farmlands, and greenbelts)	41%	48%	55%	58%
	Kalamazoo open space	40%	47%	49%	58%
	Recycling	65%	53%	74%	70%
	Yard waste pick-up	70%	67%	61%	73%
	City parks	63%	50%	61%	76%
	Recreation programs or classes	68%	33%	50%	65%
	Recreation centers or facilities	68%	30%	43%	59%
	Health services	57%	54%	57%	52%
	Public library services	85%	76%	90%	82%
	Overall customer service by Kalamazoo employees (police, receptionists, planners, etc.)	57%	53%	70%	68%
	<b>Please rate the following categories of Kalamazoo government performance.</b>	The value of services for the taxes paid to Kalamazoo	40%	27%	43%
The overall direction that Kalamazoo is taking		55%	52%	59%	72%
The job Kalamazoo government does at welcoming resident involvement		49%	41%	31%	35%
Overall confidence in Kalamazoo government		40%	40%	26%	51%
Generally acting in the best interest of the community		44%	44%	44%	65%
Being honest		43%	39%	33%	50%
Being open and transparent to the public		33%	35%	36%	38%
Informing residents about issues facing the community		38%	32%	35%	50%
Treating all residents fairly		34%	29%	26%	37%

<b>categories of Kalamazoo government performance.</b>	Treating residents with respect	35%	35%	37%	55%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Kalamazoo	43%	52%	57%	56%
	The Federal Government	29%	24%	31%	34%
<b>Please rate how important, if at all, you think it is for the Kalamazoo community to focus on each of the following in the coming two years.</b>	Overall economic health of Kalamazoo	88%	90%	83%	85%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Kalamazoo	82%	80%	52%	72%
	Overall design or layout of Kalamazoo's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	55%	70%	40%	66%
	Overall quality of the utility infrastructure in Kalamazoo (water, sewer, storm water, electric, gas)	78%	95%	86%	100%
	Overall feeling of safety in Kalamazoo	81%	85%	94%	83%
	Overall quality of natural environment in Kalamazoo	72%	74%	63%	82%
	Overall quality of parks and recreation opportunities	65%	74%	60%	75%
	Overall health and wellness opportunities in Kalamazoo	74%	80%	67%	78%
	Overall opportunities for education, culture, and the arts	78%	78%	65%	83%
	Residents' connection and engagement with their community	65%	61%	58%	61%
<b>Thinking about the amenities and services offered by the City of Kalamazoo, please indicate to what extent you agree or disagree that each of the following is offered to community members equally, regardless of their race, ethnicity or cultural background:</b>	Law enforcement services	48%	62%	71%	43%
	Code enforcement services	41%	51%	60%	55%
	Small business assistance / economic development services	57%	66%	53%	42%
	Parks and recreation opportunities (i.e., recreation programs and classes, facility usage, etc.)	85%	79%	78%	82%
	Community outreach	76%	74%	74%	70%
	Other programs or services	75%	76%	72%	66%
<b>Please rate the level of information you receive about each of the following from the City of Kalamazoo.</b>	Educational and recreational classes, programs, and activities	48%	42%	53%	47%
	General City events and programs	46%	37%	46%	38%
	Parks, trails and rental facilities locations / availability	34%	40%	31%	44%
	City services (e.g., trash, permits, street cleaning, etc.)	69%	58%	61%	58%
	Street and utility construction projects	41%	35%	29%	40%
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop, or tablet computer	95%	92%	94%	99%
	Access the internet from your cell phone	96%	95%	91%	97%
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	77%	82%	74%	83%

<b>In general, how many times do you:</b>	Use or check email	97%	95%	92%	100%
	Share your opinions online	33%	20%	40%	39%
	Shop online	40%	38%	48%	48%
	Please rate your overall health.	74%	65%	66%	66%
	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 wi..	25%	26%	23%	49%

## Statistical significance thresholds

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes).

### Area

	NE	NW	SE	SW
NE		15%	15%	14%
NW	15%		14%	13%
SE	15%	14%		13%
SW	14%	13%	13%	

## Full trends

This table contains the trends over time for the City of Kalamazoo. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2019 and 2021 surveys is greater than seven percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2008	2010	2017	2019	2021
<b>Please rate each of the following aspects of quality of life in Kalamazoo.</b>	Kalamazoo as a place to live			76%	76%	81%
	Your neighborhood as a place to live			64%	66%	73%
	Kalamazoo as a place to raise children			68%	60%	66%
	Kalamazoo as a place to work			69%	68%	72%
	Kalamazoo as a place to visit			57%	61%	58%
	Kalamazoo as a place to retire			40%	45%	47%
	The overall quality of life in Kalamazoo			73%	66%	69%
	Sense of community			58%	51%	52%
<b>Please rate each of the following characteristics as they relate to Kalamazoo as a whole.</b>	Overall economic health of Kalamazoo			44%	45%	44%
	Overall quality of the transportation system (auto, bicycle, foot, bu..			68%	69%	45%
	Overall design or layout of Kalamazoo's residential and commercial..			53%	50%	54%
	Overall quality of the utility infrastructure in Kalamazoo (water, se..					41%
	Overall feeling of safety in Kalamazoo			49%	56%	46%
	Overall quality of natural environment in Kalamazoo			66%	63%	63%
	Overall quality of parks and recreation opportunities					72%
	Overall health and wellness opportunities in Kalamazoo			70%	65%	62%
	Overall opportunities for education, culture, and the arts			76%	76%	75%
	Residents' connection and engagement with their community					46%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Kalamazoo to someone who asks			82%	80%	82%
	Remain in Kalamazoo for the next five years			76%	75%	83%
<b>Please rate how safe or unsafe you</b>	In your neighborhood during the day			84%	91%	84%



<b>Please rate how safe or unsafe you feel:</b>	In Kalamazoo's downtown/commercial area during the day	78% 75% 79%
	From property crime	55%
	From violent crime	67%
	From fire, flood, or other natural disaster	80%
<b>Please rate the job you feel the Kalamazoo community does at each of the following.</b>	Making all residents feel welcome	57%
	Attracting people from diverse backgrounds	57%
	Valuing/respecting residents from diverse backgrounds	56%
	Taking care of vulnerable residents (elderly, disabled, homeless, et..	33%
<b>Please rate each of the following in the Kalamazoo community.</b>	Overall quality of business and service establishments in Kalamazoo	64% 67% 75%
	Variety of business and service establishments in Kalamazoo	66%
	Vibrancy of downtown/commercial area	63% 61% 57%
	Employment opportunities	50% 57% 50%
	Shopping opportunities	59% 60% 55%
	Cost of living in Kalamazoo	51% 55% 59%
	Overall image or reputation of Kalamazoo	63% 52% 60%
<b>Please also rate each of the following in the Kalamazoo community.</b>	Traffic flow on major streets	56% 45% 60%
	Ease of public parking	43% 37% 50%
	Ease of travel by car in Kalamazoo	69% 64% 78%
	Ease of travel by public transportation in Kalamazoo	48% 49% 40%
	Ease of travel by bicycle in Kalamazoo	42% 44% 51%
	Ease of walking in Kalamazoo	57% 60% 65%
	Well-planned residential growth	38%
	Well-planned commercial growth	42%
	Well-designed neighborhoods	41%
	Preservation of the historical or cultural character of the community	58%
	Public places where people want to spend time	62% 51% 51%
	Variety of housing options	43% 37% 35%
	Availability of affordable quality housing	45% 32% 28%

**Please also rate each of the following in the Kalamazoo community.**

Overall quality of new development in Kalamazoo	57%	67%	51%
Overall appearance of Kalamazoo	55%	51%	53%
Cleanliness of Kalamazoo	46%	37%	33%
Water resources (beaches, lakes, ponds, riverways, etc.)			42%
Air quality	68%	58%	62%
Availability of paths and walking trails	56%	64%	71%
Fitness opportunities (including exercise classes and paths or trail..	67%	63%	66%
Recreational opportunities	61%	64%	62%
Availability of affordable quality food	65%	66%	65%
Availability of affordable quality health care	59%	51%	50%
Availability of preventive health services	58%	61%	62%
Availability of affordable quality mental health care	48%	47%	42%
Opportunities to attend cultural/arts/music activities	75%	76%	66%
Community support for the arts			69%
Availability of affordable quality childcare/preschool	44%	46%	38%
K-12 education	55%	57%	46%
Adult educational opportunities	66%	64%	65%
Sense of civic/community pride			57%
Neighborliness of residents in Kalamazoo	47%	51%	45%
Opportunities to participate in social events and activities	67%	69%	60%
Opportunities to attend special events and festivals	54%	58%	60%
Opportunities to volunteer	71%	78%	74%
Opportunities to participate in community matters	62%	67%	62%
Openness and acceptance of the community toward people of diver..	57%	54%	51%

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

Contacted the City of Kalamazoo (in-person, phone, email, or web) f..	23%	24%	43%	38%	42%
Contacted Kalamazoo elected officials (in-person, phone, email, or ..	24%	16%	20%		
Attended a local public meeting (of local elected officials like City C..	23%	16%	23%		
Watched (online or on television) a local public meeting	35%	25%	38%		

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Volunteered your time to some group/activity in Kalamazoo	47%	51%	36%		
	Campaigned or advocated for a local issue, cause, or candidate	39%	24%	27%		
	Voted in your most recent local election			85%		
	Used bus, rail, subway, or other public transportation instead of dr..	30%	26%	19%		
	Carpooled with other adults or children instead of driving alone	53%	53%	41%		
	Walked or biked instead of driving	65%	68%	64%		
	<b>Please rate the quality of each of the following services in Kalamazoo.</b>	Public information services	62%	60%	52%	
Economic development		46%	45%	46%		
Traffic enforcement		51%	54%	45%		
Traffic signal timing		40%	47%	51%		
Street repair		6%	8%	15%		
Street cleaning		32%	27%	41%		
Street lighting		38%	46%	47%		
Snow removal		49%	48%	56%		
Sidewalk maintenance		24%	28%	30%		
Bus or transit services		54%	55%	43%		
Land use, planning, and zoning		47%	36%	41%		
Code enforcement (weeds, abandoned buildings, etc.)		28%	27%	25%		
Affordable high-speed internet access				36%		
Garbage collection		69%	69%	75%		
Drinking water		42%	42%	50%	34%	37%
Sewer services		64%	53%	64%		
Storm water management (storm drainage, dams, levees, etc.)		46%	41%	46%		
Power (electric and/or gas) utility		64%	65%	65%		
Utility billing		57%	63%	55%		
Police/Sheriff services		73%	71%	51%		
Crime prevention		48%	46%	33%		
Animal control		53%	48%	59%		

<b>Please rate the quality of each of the following services in Kalamazoo.</b>	Ambulance or emergency medical services	82%	86%	74%		
	Fire services	84%	87%	80%		
	Fire prevention and education	62%	65%	61%		
	Emergency preparedness (services that prepare the community for..	52%	54%	45%		
	Preservation of natural areas (open space, farmlands, and greenbe..	49%	46%	51%		
	Kalamazoo open space	48%	47%	49%		
	Recycling	65%	70%	64%		
	Yard waste pick-up	51%	53%	68%		
	City parks	59%	70%	61%		
	Recreation programs or classes	54%	60%	52%		
	Recreation centers or facilities	45%	56%	49%		
	Health services	65%	65%	55%		
	Public library services	85%	86%	83%		
	Overall customer service by Kalamazoo employees (police, receptio..	64%	59%	61%		
<b>Please rate the following categories of Kalamazoo government performance.</b>	The value of services for the taxes paid to Kalamazoo	36%	34%	40%		
	The overall direction that Kalamazoo is taking	55%	60%	59%		
	The job Kalamazoo government does at welcoming resident involve..	49%	48%	40%		
	Overall confidence in Kalamazoo government	41%	43%	40%		
	Generally acting in the best interest of the community	53%	47%	49%		
	Being honest	48%	46%	41%		
	Being open and transparent to the public			35%		
	Informing residents about issues facing the community			38%		
	Treating all residents fairly	48%	40%	31%		
	Treating residents with respect			40%		
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Kalamazoo	51%	51%	59%	59%	52%
	The Federal Government	31%	28%	29%		
<b>Please rate how important, if at all, you think it is for the Kalamazoo community to focus on each of the following in the coming</b>	Overall economic health of Kalamazoo	93%	91%	87%		
	Overall quality of the transportation system (auto, bicycle, foot, bu..	69%	68%	73%		

<p><b>Please rate how important, if at all, you think it is for the Kalamazoo community to focus on each of the following in the coming two years.</b></p>	Overall design or layout of Kalamazoo’s residential and commercial..	68% 70% 59%
	Overall quality of the utility infrastructure in Kalamazoo (water, se..	90%
	Overall feeling of safety in Kalamazoo	95% 94% 86%
	Overall quality of natural environment in Kalamazoo	82% 82% 73%
	Overall quality of parks and recreation opportunities	69%
	Overall health and wellness opportunities in Kalamazoo	80% 79% 75%
	Overall opportunities for education, culture, and the arts	83% 86% 76%
	Residents’ connection and engagement with their community	76% 75% 61%
<p><b>In general, how many times do you:</b></p>	Access the internet from your home using a computer, laptop, or ta..	94%
	Access the internet from your cell phone	95%
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	79%
	Use or check email	95%
	Share your opinions online	31%
	Shop online	42%
	Please rate your overall health.	53% 57% 67%
	What impact, if any, do you think the economy will have on your fa..	28% 21% 30%

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Kalamazoo conducted a survey of 3,000 residents. Survey invitations were mailed to randomly selected households and data were collected from March 23, 2021 to May 11, 2021. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Kalamazoo. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on April 27, 2021. The survey remained open for two weeks and there were 321 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Kalamazoo. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

































\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	29%	52%	52%
	35-54	40%	24%	24%
	55+	31%	24%	24%
Area	NE	27%	23%	23%
	NW	20%	35%	35%
	SE	26%	22%	22%
	SW	27%	21%	21%
Hispanic origin	No, not Spanish, Hispanic, or Latino	97%	94%	94%
	Yes, I consider myself to be Spanish, Hispa..	3%	6%	6%
Housing tenure	Own	78%	45%	45%
	Rent	22%	55%	55%
Housing type	Attached	19%	47%	47%
	Detached	81%	53%	53%
Race & Hispanic origin	Not white alone	15%	31%	31%
	White alone, not Hispanic or Latino	85%	69%	69%
Sex	Female	70%	51%	51%
	Male	30%	49%	49%
Sex/age	Female 18-34	21%	25%	25%
	Female 35-54	27%	12%	12%
	Female 55+	22%	13%	13%
	Male 18-34	8%	27%	27%
	Male 35-54	14%	12%	12%
	Male 55+	8%	10%	10%

































## Open participation survey results

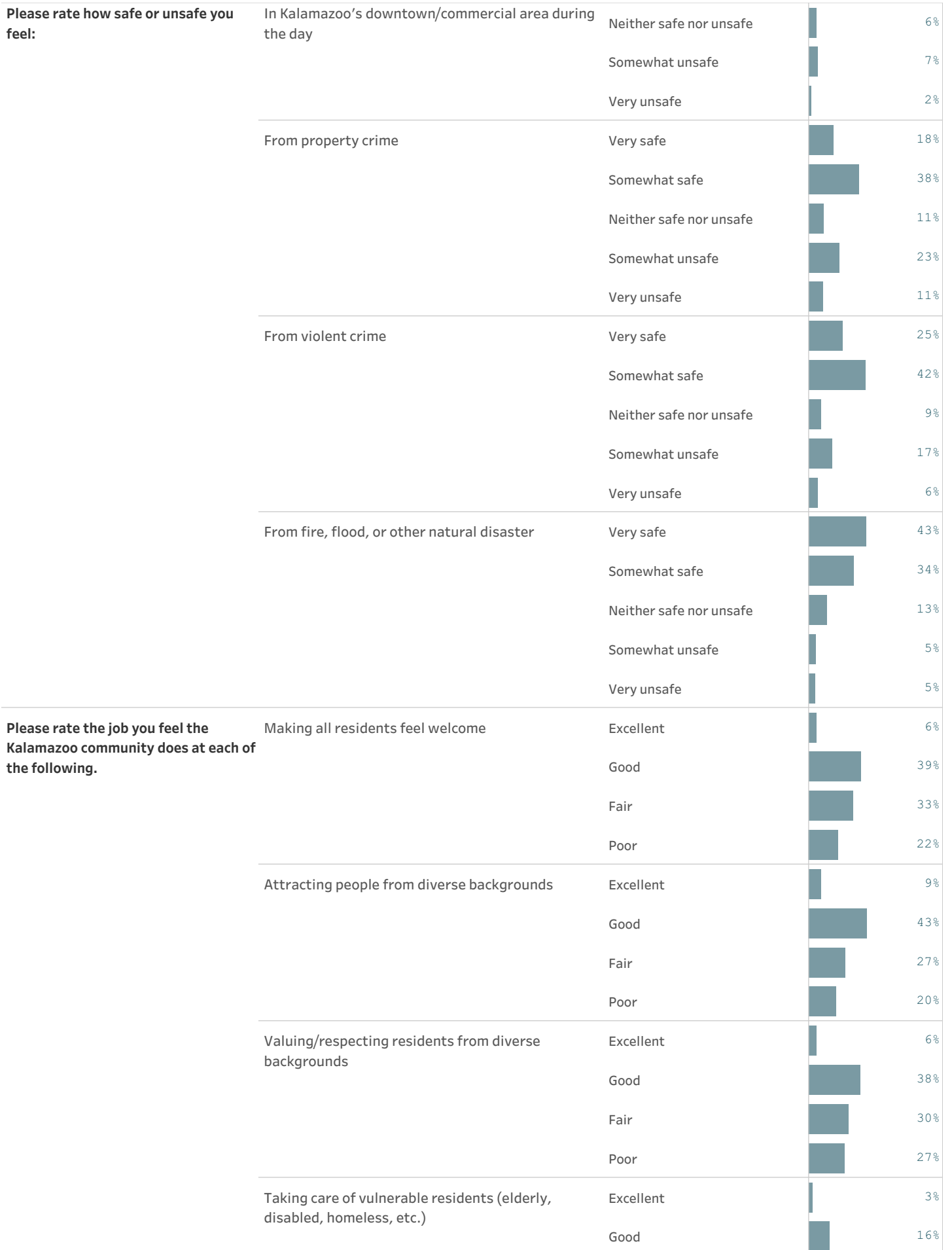
This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

































		Using the map above as a reference, please indicate in which quadrant in Kalamazoo that you reside.		
		NW Quadrant		22%
		NE Quadrant		34%
		SW Quadrant		21%
		SE Quadrant		20%
		Not applicable		2%
<b>Please rate each of the following aspects of quality of life in Kalamazoo.</b>	Kalamazoo as a place to live	Excellent		15%
		Good		62%
		Fair		18%
		Poor		4%
		Your neighborhood as a place to live		
		Excellent		22%
		Good		52%
		Fair		19%
		Poor		7%
		Kalamazoo as a place to raise children		
		Excellent		18%
		Good		48%
		Fair		23%
		Poor		10%
		Kalamazoo as a place to work		
		Excellent		18%
		Good		49%
		Fair		23%
		Poor		10%
		Kalamazoo as a place to visit		
		Excellent		21%
		Good		43%
		Fair		25%
		Poor		11%
		Kalamazoo as a place to retire		
		Excellent		17%
		Good		34%
		Fair		18%

<b>Please rate each of the following aspects of quality of life in Kalamazoo.</b>	Kalamazoo as a place to retire	Poor		31%
	The overall quality of life in Kalamazoo	Excellent		11%
		Good		51%
		Fair		32%
		Poor		6%
Sense of community	Excellent		13%	
	Good		40%	
	Fair		32%	
	Poor		15%	
<b>Please rate each of the following characteristics as they relate to Kalamazoo as a whole.</b>	Overall economic health of Kalamazoo	Excellent		5%
		Good		26%
		Fair		41%
		Poor		28%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Kalamazoo	Excellent		6%
		Good		25%
		Fair		35%
		Poor		34%
	Overall design or layout of Kalamazoo's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		3%
		Good		37%
Fair			41%	
Poor			19%	
Overall quality of the utility infrastructure in Kalamazoo (water, sewer, storm water, electric, gas)	Excellent		3%	
	Good		32%	
	Fair		32%	
	Poor		32%	
Overall feeling of safety in Kalamazoo	Excellent		3%	
	Good		30%	
	Fair		45%	
	Poor		23%	
Overall quality of natural environment in Kalamazoo	Excellent		10%	
	Good		47%	
	Fair		26%	













<b>Please rate each of the following characteristics as they relate to Kalamazoo as a whole.</b>	Overall quality of natural environment in Kalamazoo	Poor		18%
	Overall quality of parks and recreation opportunities	Excellent		18%
		Good		44%
		Fair		26%
		Poor		12%
	Overall health and wellness opportunities in Kalamazoo	Excellent		11%
		Good		52%
		Fair		27%
		Poor		10%
	Overall opportunities for education, culture, and the arts	Excellent		21%
		Good		51%
		Fair		24%
		Poor		5%
	Residents' connection and engagement with their community	Excellent		6%
		Good		39%
		Fair		33%
Poor			22%	
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Kalamazoo to someone who asks	Very likely		41%
		Somewhat likely		39%
		Somewhat unlikely		10%
		Very unlikely		11%
	Remain in Kalamazoo for the next five years	Very likely		50%
		Somewhat likely		31%
		Somewhat unlikely		11%
		Very unlikely		8%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		55%
		Somewhat safe		29%
		Neither safe nor unsafe		7%
		Somewhat unsafe		6%
		Very unsafe		2%
	In Kalamazoo's downtown/commercial area during the day	Very safe		50%
		Somewhat safe		36%

































<b>Please rate the job you feel the Kalamazoo community does at each of the following.</b>	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Fair		30%
		Poor		51%
<b>Please rate each of the following in the Kalamazoo community.</b>	Overall quality of business and service establishments in Kalamazoo	Excellent		10%
		Good		63%
		Fair		22%
		Poor		5%
	Variety of business and service establishments in Kalamazoo	Excellent		12%
		Good		50%
		Fair		28%
		Poor		10%
	Vibrancy of downtown/commercial area	Excellent		15%
		Good		40%
		Fair		30%
		Poor		15%
	Employment opportunities	Excellent		11%
		Good		36%
		Fair		38%
		Poor		15%
	Shopping opportunities	Excellent		12%
		Good		43%
		Fair		33%
		Poor		13%
	Cost of living in Kalamazoo	Excellent		21%
		Good		35%
		Fair		23%
		Poor		21%
	Overall image or reputation of Kalamazoo	Excellent		8%
		Good		52%
		Fair		23%
		Poor		17%
<b>Please also rate each of the following in the Kalamazoo community.</b>	Traffic flow on major streets	Excellent		9%
		Good		40%

Please also rate each of the following in the Kalamazoo community.

Traffic flow on major streets	Fair		32%
	Poor		18%
Ease of public parking	Excellent		7%
	Good		37%
	Fair		26%
	Poor		30%
Ease of travel by car in Kalamazoo	Excellent		14%
	Good		57%
	Fair		22%
	Poor		7%
Ease of travel by public transportation in Kalamazoo	Excellent		4%
	Good		16%
	Fair		42%
	Poor		37%
Ease of travel by bicycle in Kalamazoo	Excellent		7%
	Good		26%
	Fair		29%
	Poor		38%
Ease of walking in Kalamazoo	Excellent		13%
	Good		40%
	Fair		28%
	Poor		20%
Well-planned residential growth	Excellent		2%
	Good		29%
	Fair		30%
	Poor		38%
Well-planned commercial growth	Excellent		4%
	Good		32%
	Fair		32%
	Poor		32%
Well-designed neighborhoods	Excellent		1%
	Good		42%

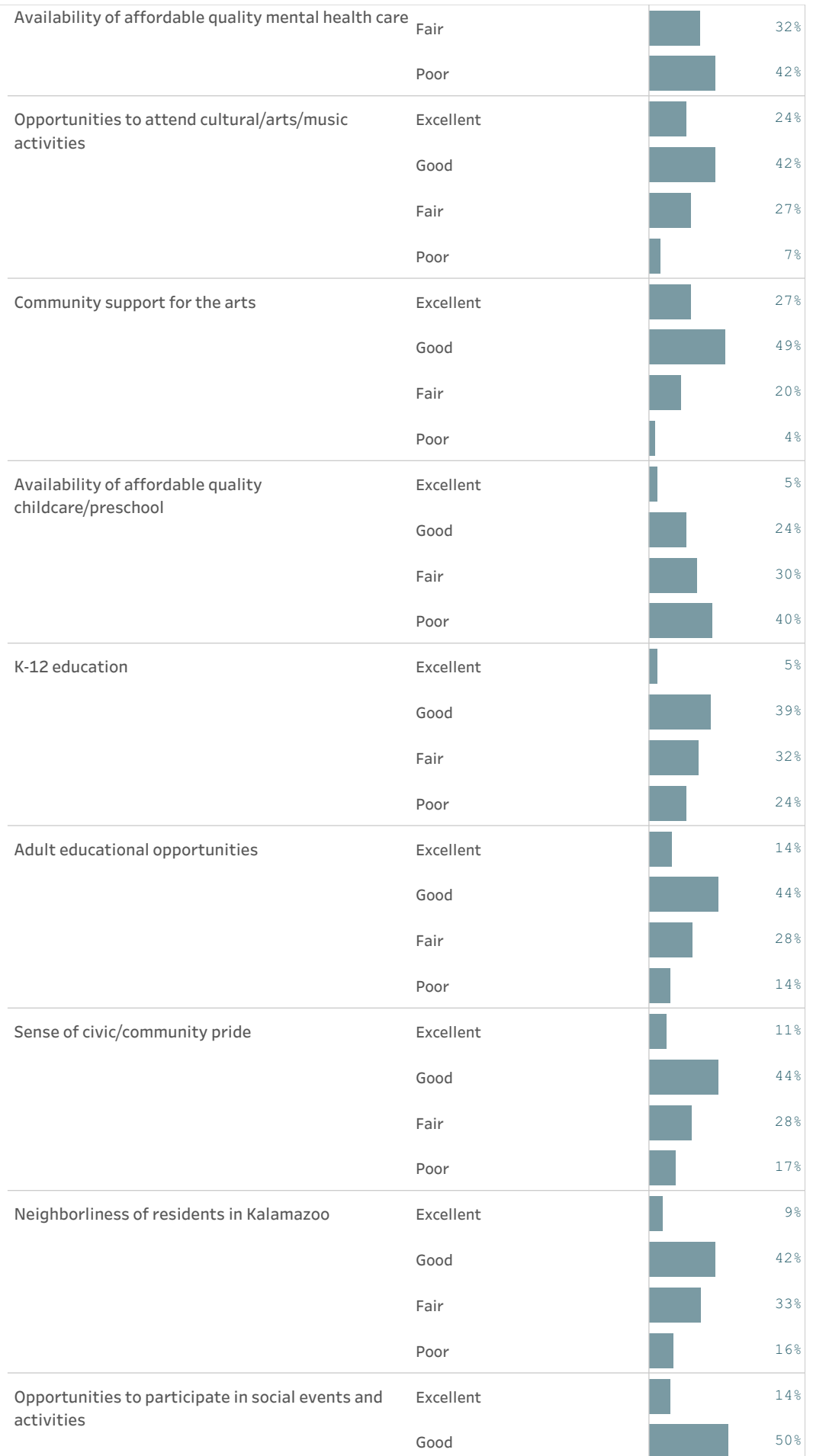
**Please also rate each of the following in the Kalamazoo community.**

































Well-designed neighborhoods	Fair		31%
	Poor		26%
Preservation of the historical or cultural character of the community	Excellent		9%
	Good		43%
	Fair		37%
	Poor		11%
Public places where people want to spend time	Excellent		7%
	Good		43%
	Fair		33%
	Poor		17%
Variety of housing options	Excellent		4%
	Good		23%
	Fair		43%
	Poor		30%
Availability of affordable quality housing	Excellent		4%
	Good		17%
	Fair		24%
	Poor		54%
Overall quality of new development in Kalamazoo	Excellent		5%
	Good		34%
	Fair		44%
	Poor		17%
Overall appearance of Kalamazoo	Excellent		5%
	Good		50%
	Fair		30%
	Poor		15%
Cleanliness of Kalamazoo	Excellent		2%
	Good		34%
	Fair		41%
	Poor		23%
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		5%
	Good		39%

**Please also rate each of the following in the Kalamazoo community.**

































Water resources (beaches, lakes, ponds, riverways, etc.)	Fair		30%
	Poor		26%
Air quality	Excellent		9%
	Good		54%
	Fair		26%
	Poor		11%
Availability of paths and walking trails	Excellent		21%
	Good		54%
	Fair		15%
	Poor		10%
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		16%
	Good		54%
	Fair		24%
	Poor		6%
Recreational opportunities	Excellent		17%
	Good		46%
	Fair		26%
	Poor		12%
Availability of affordable quality food	Excellent		15%
	Good		50%
	Fair		25%
	Poor		11%
Availability of affordable quality health care	Excellent		14%
	Good		35%
	Fair		30%
	Poor		21%
Availability of preventive health services	Excellent		15%
	Good		39%
	Fair		31%
	Poor		14%
Availability of affordable quality mental health care	Excellent		7%
	Good		19%

Please also rate each of the following in the Kalamazoo community.



<b>Please also rate each of the following in the Kalamazoo community.</b>	Opportunities to participate in social events and activities	Fair		28%
		Poor		7%
	Opportunities to attend special events and festivals	Excellent		16%
		Good		46%
		Fair		26%
		Poor		11%
	Opportunities to volunteer	Excellent		25%
		Good		50%
		Fair		21%
		Poor		4%
	Opportunities to participate in community matters	Excellent		16%
		Good		44%
		Fair		28%
		Poor		11%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		5%
		Good		41%
		Fair		35%
		Poor		19%
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Kalamazoo (in-person, phone, email, or web) for help or information	No		40%
		Yes		60%
	Contacted Kalamazoo elected officials (in-person, phone, email, or web) to express your opinion	No		53%
		Yes		47%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		61%
		Yes		39%
	Watched (online or on television) a local public meeting	No		32%
		Yes		68%
	Volunteered your time to some group/activity in Kalamazoo	No		35%
		Yes		65%
	Campaigned or advocated for a local issue, cause, or candidate	No		39%
		Yes		61%
	Voted in your most recent local election	No		8%
		Yes		92%



<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Used bus, rail, subway, or other public transportation instead of driving	No		76%
		Yes		24%
	Carpooled with other adults or children instead of driving alone	No		48%
		Yes		52%
	Walked or biked instead of driving	No		27%
		Yes		73%
<b>Please rate the quality of each of the following services in Kalamazoo.</b>	Public information services	Excellent		5%
		Good		46%
		Fair		35%
		Poor		14%
	Economic development	Excellent		6%
		Good		31%
		Fair		41%
		Poor		22%
	Traffic enforcement	Excellent		5%
		Good		27%
		Fair		37%
		Poor		31%
	Traffic signal timing	Excellent		5%
		Good		37%
		Fair		36%
		Poor		23%
Street repair	Excellent		0%	
	Good		17%	
	Fair		30%	
	Poor		53%	
Street cleaning	Excellent		6%	
	Good		33%	
	Fair		38%	
	Poor		24%	
Street lighting	Excellent		4%	
	Good		39%	

Please rate the quality of each of the following services in Kalamazoo.






























Street lighting	Fair		40%
	Poor		17%
Snow removal	Excellent		9%
	Good		44%
	Fair		29%
	Poor		18%
Sidewalk maintenance	Excellent		1%
	Good		29%
	Fair		35%
	Poor		36%
Bus or transit services	Excellent		8%
	Good		28%
	Fair		34%
	Poor		30%
Land use, planning, and zoning	Excellent		2%
	Good		21%
	Fair		43%
	Poor		33%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		5%
	Good		21%
	Fair		36%
	Poor		37%
Affordable high-speed internet access	Excellent		6%
	Good		28%
	Fair		30%
	Poor		36%
Garbage collection	Excellent		19%
	Good		48%
	Fair		23%
	Poor		10%
Drinking water	Excellent		6%
	Good		23%

























Please rate the quality of each of the following services in Kalamazoo.

































Drinking water	Fair		36%
	Poor		36%
Sewer services	Excellent		7%
	Good		51%
	Fair		32%
	Poor		10%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		5%
	Good		38%
	Fair		27%
	Poor		30%
Power (electric and/or gas) utility	Excellent		10%
	Good		52%
	Fair		28%
	Poor		11%
Utility billing	Excellent		8%
	Good		45%
	Fair		29%
	Poor		18%
Police/Sheriff services	Excellent		9%
	Good		25%
	Fair		32%
	Poor		34%
Crime prevention	Excellent		4%
	Good		22%
	Fair		31%
	Poor		43%
Animal control	Excellent		13%
	Good		43%
	Fair		26%
	Poor		18%
Ambulance or emergency medical services	Excellent		22%
	Good		51%

Please rate the quality of each of the following services in Kalamazoo.

Ambulance or emergency medical services	Fair		23%
	Poor		4%
Fire services	Excellent		29%
	Good		54%
	Fair		17%
	Poor		0%
Fire prevention and education	Excellent		17%
	Good		40%
	Fair		28%
	Poor		15%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		11%
	Good		28%
	Fair		38%
	Poor		24%
Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent		9%
	Good		47%
	Fair		25%
	Poor		18%
Kalamazoo open space	Excellent		7%
	Good		46%
	Fair		35%
	Poor		12%
Recycling	Excellent		17%
	Good		38%
	Fair		24%
	Poor		21%
Yard waste pick-up	Excellent		17%
	Good		49%
	Fair		20%
	Poor		15%
City parks	Excellent		13%
	Good		44%

<b>Please rate the quality of each of the following services in Kalamazoo.</b>	City parks	Fair		34%
		Poor		8%
	Recreation programs or classes	Excellent		13%
		Good		52%
		Fair		21%
		Poor		13%
	Recreation centers or facilities	Excellent		13%
		Good		37%
		Fair		30%
		Poor		20%
	Health services	Excellent		13%
		Good		44%
		Fair		27%
		Poor		16%
	Public library services	Excellent		49%
		Good		43%
Fair			7%	
Poor			1%	
Overall customer service by Kalamazoo employees (police, receptionists, planners, etc.)	Excellent		15%	
	Good		42%	
	Fair		25%	
	Poor		17%	
<b>Please rate the following categories of Kalamazoo government performance.</b>	The value of services for the taxes paid to Kalamazoo	Excellent		3%
		Good		39%
		Fair		29%
		Poor		29%
	The overall direction that Kalamazoo is taking	Excellent		6%
		Good		50%
		Fair		25%
		Poor		18%
	The job Kalamazoo government does at welcoming resident involvement	Excellent		3%
		Good		41%

<b>Please rate the following categories of Kalamazoo government performance.</b>	The job Kalamazoo government does at welcoming resident involvement	Fair		32%
		Poor		24%
Overall confidence in Kalamazoo government	Overall confidence in Kalamazoo government	Excellent		2%
		Good		38%
		Fair		33%
		Poor		27%
Generally acting in the best interest of the community	Generally acting in the best interest of the community	Excellent		5%
		Good		32%
		Fair		33%
		Poor		30%
Being honest	Being honest	Excellent		2%
		Good		30%
		Fair		32%
		Poor		36%
Being open and transparent to the public	Being open and transparent to the public	Excellent		1%
		Good		29%
		Fair		34%
		Poor		36%
Informing residents about issues facing the community	Informing residents about issues facing the community	Excellent		3%
		Good		26%
		Fair		31%
		Poor		40%
Treating all residents fairly	Treating all residents fairly	Excellent		4%
		Good		24%
		Fair		23%
		Poor		49%
Treating residents with respect	Treating residents with respect	Excellent		5%
		Good		32%
		Fair		31%
		Poor		32%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Kalamazoo	Excellent		3%
		Good		48%




























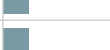




<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Kalamazoo	Fair		32%
		Poor		17%
	The Federal Government	Excellent		3%
		Good		29%
		Fair		41%
	Poor		26%	
<b>Please rate how important, if at all, you think it is for the Kalamazoo community to focus on each of the following in the coming two years.</b>	Overall economic health of Kalamazoo	Essential		50%
		Very important		33%
		Somewhat important		15%
		Not at all important		2%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Kalamazoo	Essential		45%
		Very important		31%
		Somewhat important		21%
		Not at all important		4%
	Overall design or layout of Kalamazoo's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		25%
		Very important		34%
		Somewhat important		33%
		Not at all important		8%
	Overall quality of the utility infrastructure in Kalamazoo (water, sewer, storm water, electric, gas)	Essential		63%
Very important			28%	
Somewhat important			8%	
Not at all important			1%	
Overall feeling of safety in Kalamazoo	Essential		50%	
	Very important		35%	
	Somewhat important		14%	
	Not at all important		1%	
Overall quality of natural environment in Kalamazoo	Essential		42%	
	Very important		37%	
	Somewhat important		19%	
	Not at all important		3%	
Overall quality of parks and recreation opportunities	Essential		25%	
	Very important		47%	

<b>Please rate how important, if at all, you think it is for the Kalamazoo community to focus on each of the following in the coming two years.</b>	Overall quality of parks and recreation opportunities	Somewhat important		24%
		Not at all important		4%
	Overall health and wellness opportunities in Kalamazoo	Essential		36%
		Very important		39%
		Somewhat important		20%
		Not at all important		4%
	Overall opportunities for education, culture, and the arts	Essential		41%
		Very important		36%
Somewhat important			19%	
Not at all important			4%	
Residents' connection and engagement with their community	Essential		28%	
	Very important		48%	
	Somewhat important		22%	
	Not at all important		2%	
<b>Thinking about the amenities and services offered by the City of Kalamazoo, please indicate to what extent you agree or disagree that each of the following is offered to community members equally, regardless of their race, ethnicity or cultural background:</b>	Law enforcement services	Strongly agree		20%
		Somewhat agree		17%
		Somewhat disagree		26%
		Strongly disagree		37%
	Code enforcement services	Strongly agree		12%
		Somewhat agree		27%
		Somewhat disagree		26%
		Strongly disagree		35%
	Small business assistance / economic development services	Strongly agree		20%
		Somewhat agree		38%
		Somewhat disagree		18%
		Strongly disagree		25%
	Parks and recreation opportunities (i.e., recreation programs and classes, facility usage, etc.)	Strongly agree		30%
		Somewhat agree		42%
		Somewhat disagree		14%
		Strongly disagree		13%
Community outreach	Strongly agree		23%	
	Somewhat agree		37%	



Thinking about the amenities and services offered by the City of Kalamazoo, please indicate to what extent you agree or disagree that each of the following is offered to community members equally, regardless of their race, ethnicity or cultural background:	Community outreach	Somewhat disagree		24%
		Strongly disagree		15%
	Other programs or services	Strongly agree		19%
		Somewhat agree		48%
		Somewhat disagree		11%
		Strongly disagree		21%
Please select the statement that best describes your level of familiarity with the Kalamazoo Foundation for Excellence.	I have NOT heard of the Foundation for Excellence.		25%	
	I have heard of the Kalamazoo Foundation for Excellence, but ..		61%	
	I have had first-hand experience with the Kalamazoo Foundatio..		14%	
Did you or someone in your household participate in the 2020 census?	No		4%	
	Yes		96%	
Please rate the level of information you receive about each of the following from the City of Kalamazoo.	Educational and recreational classes, programs, and activities	Too much information		4%
		The right amount of information		37%
		Not enough information		54%
		Not applicable		4%
	General City events and programs	Too much information		4%
		The right amount of information		36%
		Not enough information		60%
		Not applicable		0%
	Parks, trails and rental facilities locations / availability	Too much information		4%
		The right amount of information		29%
		Not enough information		61%
		Not applicable		5%
	City services (e.g., trash, permits, street cleaning, etc.)	Too much information		3%
		The right amount of information		49%
		Not enough information		47%
		Not applicable		1%
Street and utility construction projects	Too much information		2%	
	The right amount of information		31%	
	Not enough information		65%	
	Not applicable		2%	
In general, how many times do you:	Access the internet from your home using a computer, laptop, tablet, computer	Several times a day		94%

<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop, or tablet computer	Once a day	2%
		A few times a week	1%
		Every few weeks	2%
		Less often or never	1%
Access the internet from your cell phone	Several times a day	94%	
	Once a day	1%	
	A few times a week	3%	
	Every few weeks	0%	
	Less often or never	2%	
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Several times a day	84%	
	Once a day	10%	
	A few times a week	3%	
	Every few weeks	0%	
	Less often or never	2%	
Use or check email	Several times a day	82%	
	Once a day	15%	
	A few times a week	2%	
	Every few weeks	1%	
Share your opinions online	Several times a day	26%	
	Once a day	11%	
	A few times a week	20%	
	Every few weeks	16%	
	Less often or never	27%	
Shop online	Several times a day	8%	
	Once a day	11%	
	A few times a week	38%	
	Every few weeks	37%	
	Less often or never	7%	
Please rate your overall health.	Excellent	18%	
	Very good	44%	
	Good	24%	
	Fair	12%	

Please rate your overall health.	Poor		2%
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		12%
	Somewhat positive		25%
	Neutral		38%
	Somewhat negative		19%
	Very negative		7%
How many years have you lived in Kalamazoo?	Less than 2 years		4%
	2-5 years		24%
	6-10 years		20%
	11-20 years		19%
	More than 20 years		33%
Which best describes the building you live in?	One family house detached from any other houses		52%
	Building with two or more homes (duplex, townhome, apa..		46%
	Mobile home		0%
	Other		2%
Do you rent or own your home?	Rent		55%
	Own		45%
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 \$500		10%
	\$500 to \$999		51%
	\$1,000 to \$1,499		22%
	\$1,500 to \$1,999		12%
	\$2,000 to \$2,499		2%
	\$2,500 to \$2,999		1%
	\$3,000 to \$3,499		1%
	\$3,500 or more		1%
Do any children 17 or under live in your household?	No		79%
	Yes		21%
Are you or any other members of your household aged 65 or older?	No		88%
	Yes		12%
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		12%
	\$25,000 to \$49,999		32%
	\$50,000 to \$74,999		21%

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.)	\$75,000 to \$99,999	17%
	\$100,000 to \$149,999	11%
	\$150,000 or more	8%
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino	100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native	6%
	Asian, Asian Indian, or Pacific Islander	2%
	Black or African American	13%
	White	83%
	Other	8%
In which category is your age?	18-24 years	14%
	25-34 years	40%
	35-44 years	15%
	45-54 years	9%
	55-64 years	12%
	65-74 years	7%
	75 years or older	4%
What is your gender?	Female	46%
	Male	45%
	Identify in another way	9%
How did you hear about this survey?	The City's website	5%
	The City's social media (Facebook, Twitter, Instagram,...	53%
	Received an email from the City	6%
	In a City newsletter or utility bill	1%
	Received a postcard or letter from the City	0%
	Nextdoor	1%
	In my Facebook feed	35%
	Saw it on a video of a public meeting or at a meeting I atten..	0%
	Saw it in a newspaper article or ad (hard copy or online)	2%
	Heard about it from a family member, friend or neighborhood	10%
	Heard about it from a business or social organization in my co..	6%
	Polco social media post	0%
	Other	3%