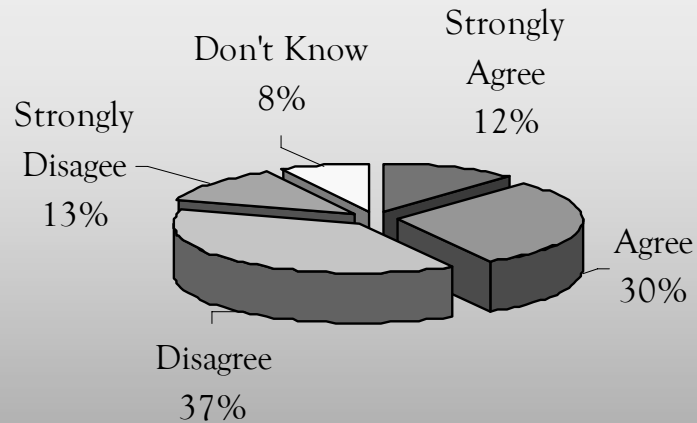


CITY OF NORTON SHORES

I would prefer to see services reduced rather than pay additional taxes.



COMMUNITY OPINION SURVEY REPORT

JANUARY, 2008

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INTRODUCTION

In November 2007, the City of Norton Shores issued opinion surveys to a random sample of registered voters in the City for the purpose of gathering public opinions regarding city taxes and services. Like many communities in the region, the City of Norton Shores has been finding a growing gap between services offered by the City and the financial resources available to support those services. The City sought to survey the community on the importance of particular services and community priorities with regard to services. This report presents the findings of that survey. It includes a summary of its findings in terms of the quantified data received, an analysis of the significance of the conclusions and the survey methodology. Provided in the appendices are a series of exhibits which document and support this report.

METHODOLOGY

Sample and Survey Instrument

The community opinion survey was completed using a written survey instrument mailed to a list of addresses drawn from voter registration records. Each of the 9,549 registered voters was assigned a random number using the Excel® RAND() function. The records were then sorted based on that random number and the 3,750 records with the lowest random numbers were selected for the sample. This resulted in a sample equivalent to about 39.2% of the total population of registered voters.

The total survey sample was 3,750 and a response rate of 19% (n=715) was achieved

The survey instrument (see Appendix 1) included a letter from Mayor Jerry Wiersma explaining the purpose of the survey. The format of the survey enabled respondents to provide confidential replies using a “check-the-box” format to expedite the completion of the form and to maximize the rate of response. This format also facilitates consistent scoring of the returned instruments. The survey was prepared with return postage provided.

Of the 3,750 citizens who were selected to receive surveys, 715 completed and returned them before the cut-off date, resulting in a response rate of 19% (n=715). This rate of return is considered adequate for reliable results with a 95% confidence level and a confidence interval of plus or minus 4%. The confidence interval improves with a greater marginal difference among responses. For example, with this sample if a particular response indicated 45%

believed “X” to be true, one could say that this represented the view of the entire city with a confidence interval of plus or minus 4%. However, if in this sample 95% of the respondents believed “X” to be true, the confidence interval narrows to about plus or minus 2%.

The total population represented by the survey was 1,650 persons (adults and children). This is about 7.4% of the City’s 2000 population of 22,527.¹ Since the sample was drawn from registered voters, it only included adults of voting age whom have made the effort to register to vote.

Some respondents returned the surveys but left some items blank, and other survey forms were returned slightly damaged. However, all surveys had at least some responses that could be scored, so none of the returns were considered invalid.

Write-In Comments

The survey instrument included three areas where respondents were encouraged to write in suggestions or comments. Items 15z, 16z and 17s sought services other than those listed, and asked the respondent to rate the service accordingly. Item 19 provided the opportunity to write in any other ideas or concerns regarding services and priorities of the City. A total of 40.4% (n=289) of the respondents took advantage of this space.

It must be understood that, while interesting, these comments cannot be regarded as anymore than a random commentary on any topic the 289 writers chose. An attempt to generalize these comments to the larger population would be meaningless.

Every effort was made to record the comments faithfully. Where spelling and grammar mistakes were obvious, corrections were made. However, due to occasionally illegible handwriting and/or damaged forms, there may have been some error in recording these written comments. A few of the surveys were returned with additional comments beyond these write-in blanks. These comments were not recorded, but the survey forms are preserved and available for review. Appendix 2 includes all write-in comments.²

A total of 289 respondents took the time to add comments in the write-in portion at the end of the survey.

¹ U.S. Census Bureau

² Note that in a couple instances it was necessary to edit out some inflammatory or defamatory language.

Data Entry and Measurement

As the surveys were gathered for data entry, each form was assigned a sequential number to aid in finding data and in cross-checking data. The data was recorded in a database using Microsoft Access®. This database program was used both for ease of entry and compatibility with other statistical or database programs for further manipulation, if desired. A standardized data entry convention was utilized which limited data entry by restricting acceptable entries to those required by the form.

Three scoring scales were used to report the data received: Nominal, ordinal and ratio scales. Some of the responses were scored on a nominal scale. A nominal scale merely counts responses by particular classification (e.g., resident or non-resident). This scale is useful to separate responses into working groups or to evaluate the overall sample to determine whether it represents the larger population. Items 1, 3, 4, 5, 6, 7, 8, 12, 13 and 14 were scored on a nominal scale.

An ordinal scale is more useful in gaining insight into respondent beliefs because it includes the characteristic of rank order. That is, one item is greater or lesser than another, or it has more or less of a particular quality, based on a commonly understood standard. An ordinal scale enables some greater judgment about the relative strength or weakness of particular responses (e.g., “greater than” “more important than” etc.). It does not, however, include a quantifiable or consistent interval between the various points in the scale. Items 10, 11, 15, 16, 17 and 18 were scored on an ordinal scale.

For the purposes of reporting the results of the survey, the ordinal scales used were converted to interval scales. This merely means that a numeric value was assigned to each response with an interval of “1” between each point on the scale. For example, in Question 18, “strongly agree” responses were assigned the number 4, “agree” responses were assigned the number 3, and so forth. This was done to enable the measurement of central tendency of all responses, which is accomplished by determining the arithmetic mean (or average) response for the item. However, it must be recognized that the assignment of value to the intervals of the scale does not automatically result in a true interval scale because each respondent will have his/her own interpretation of the interval. Nevertheless, in aggregate, this procedure does enable comparison of the items from one to the next.

A ratio scale can be used for questions 2 and 9, since in these questions, respondents were asked for specific numeric response (i.e., the numbers of adults and children in the household).

SAMPLE VALIDITY

The validity of a sample depends on two considerations: its accuracy and its precision. An accurate sample must first be unbiased. That is, the sample must either be a random selection of the larger population from which it is drawn or it must be carefully designed to properly balance all key parameters of interest to faithfully represent the larger population. In this survey, the total population from which the sample was drawn is the City's registered voters. The list of registered voters was used due to its availability and economy of use. Throughout this report the data is compared to the population of the community based on the assumption that, in general, the City's registered voters comprise a fair cross-section of the total population.

Systematic variance is essentially the inclusion of known or unknown influences that may cause scores to lean in one direction.

A random approach was used to assemble this sample due to its efficiency and the budgetary constraints of the assignment. A random sample is unbiased if each member of the population had an equal chance of falling into the sample and the selection of one member of the sample does not preclude the selection of another member. The sampling technique meets this test. Another element of the accuracy criteria is the absence of systematic variance in the sample. Systematic variance is essentially the inclusion of known or unknown influences that may cause scores to lean in one direction.³

One method of measuring systematic variance is to examine the degree to which the profile of the sample corresponds to that of the larger population. In this area, a random sample may have some limitations and clearly some of those limitations are present in this study. Based on the above summary description, it will be important to bear in mind the following probable systematic variations found in this survey relative to the larger population of the city.

- ◆ Respondents tend to be older than the general population, with 36.1% (n=258) reporting their age at 66 years or older, compared with 17.3% of the entire population and 23% of

³ Emory, C. William and Cooper, Donald R., *Business Research Methods*, 4th Edition, Richard D. Irwin, Inc., 1991

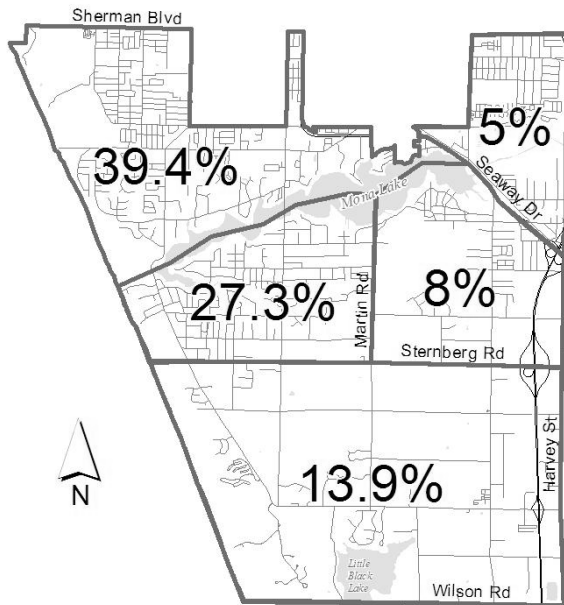
the entire population over the age of 18 in the 2000 Census. This “over-sampling” is common in many surveys conducted via mail.

To adjust for this, 162 randomly-selected responses from those aged 66 and older were selected out to bring the total number of responses in this age bracket in line with its representation in City’s entire population. The responses of these 162 surveys were not lost, however, as the frequency distribution provided beginning on page 23 reports the results of both the entire survey and this smaller, age-adjusted sample. It should be pointed out that, in most instances, there does not appear to be any significant difference between the responses of the entire sample and the age-adjusted sample. Finally, it should be understood that removing these surveys does not result in a perfectly age-balanced survey, but it does allow the City to analyze the results with the senior population represented in proportion with the 2000 census.

- ◆ Related to this, it is likely that retirees make up a greater share of the responses than their proportion of the general population.
- ◆ Homeowners are over-represented in the sample vis-à-vis their proportion in the general population. According to the 2000 Census 89.4% of households were owner-occupied, compared to 96% of primary survey respondents indicating that they own their home.
- ◆ At 21.6% (n=155) of the responses, households with children are somewhat under-represented, since households with children represented 32.4% of the population in the 2000 census.

For these reasons, the confidence interval may in fact be slightly higher than 4.7%, since the calculation of that figure assumes a completely representative sample. These variances need not undermine the validity of the sample process, however it will be important to keep them in mind as the City makes use of the survey results for policy decisions.

BACKGROUND INFORMATION

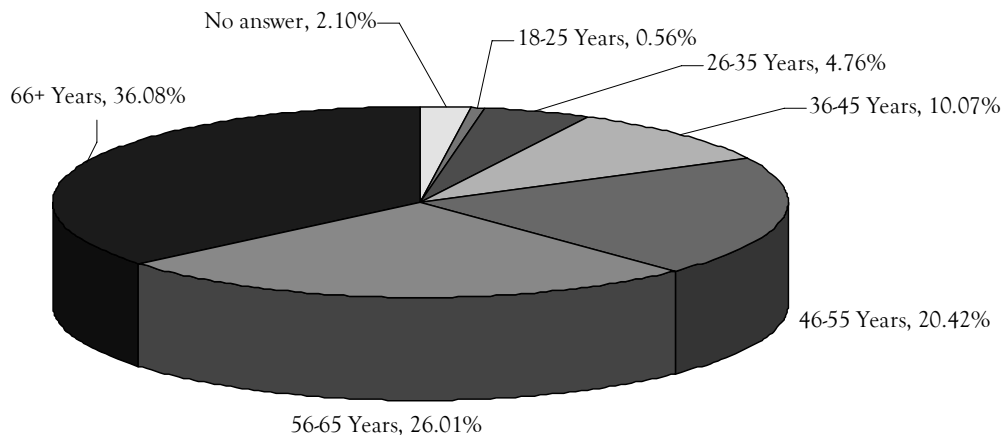


Map 1. A majority of respondents indicated that they live in the northwestern portion of the City

1. A plurality of respondents (39.4%, n=282) indicated that they live north of Mona Lake and west of Seaway Drive. 5% (n=36) indicated that they live north of Seaway Drive, 27.3% (n=195) indicated that they live south of Mona Lake, west of Martin Road and north of Sternberg Road. 8% (n=57) indicated that they live east of Martin Road, south of Mona Lake and Seaway Drive, and north of Sternberg Road. 13.9% (n=99) of respondents indicated that they live south of Sternberg Road.

2. Approximately sixty-five percent of respondents indicated that their household consisted of two adults, and 155 respondents indicated that one or more child (17 years of age or younger) lived in the household. This comprised about 21.6% (n=155) of those who provided an answer. It should be noted that 68% of all respondents [n=487] did not indicate how many children lived in their household, although it can be assumed that most of these respondents do not have children living in the household.

Figure 1. Age of Survey Respondents



3. As illustrated in Figure 1, a plurality of respondents (36.1% [n=258]) indicated that they were over the age of 66, compared with 17.3% of the City’s citizens reported as aged 65 or older in

2000.⁴ Additionally, more than 80% of respondents indicated they were 46 years of age or older. Only 0.5% [n=5] indicated that they were between the ages of 18 and 25.

4. Responses largely came from long-time residents, with the majority (54.7%, n=391) of respondents having lived in the City for 21 years or longer.
5. A majority of respondents (65.1%, n=467) indicated that they live on a house on less than one acre. 5.2% (n=37) indicated that they live on a rural homesite of two or more acres, 13.7% (n=98) indicated that they live in a house on one or two acres, 8.8% (n=63) indicated that they live in a condominium or townhome, 1.9% (n=14) indicated that they live in an apartment, and .8% (n=27) indicated that they live in a mobile home.
6. The vast majority (95.9%; n=686) of respondents live in owner-occupied homes. Approximately 2.9% (n=21) indicated that they rent their home. A similar majority (97%, n=691) indicated that they live in Norton Shores year-round.
7. Nearly one-half (48.7%; n=348) of the primary adult respondents were employed and 35.7% (n=255) of the “other adults” in the household were employed. Retirees accounted for about 45.5% (n=325) of the primary respondents.
8. The respondents’ places of employment are reflective of the suburban nature of the City. Of those who indicated that they were employed, 70% (n=245) of the primary adult respondents and 69.4% (n=177) of the “other adults” reported working outside of the City of Norton Shores. Furthermore, of all the respondents indicating employment (question 8a-d), 68.3% indicated that they work outside of the City.
9. Respondents travel an average of 9.7 miles to work, and averages ranged from 6.13 miles to 10.6 miles for the “other adults” who responded.

Retirees accounted for about 45.5% (n=325) of total respondents

PREFERENCES, OPINIONS & PERCEPTIONS

The balance of this report summarizes the key findings from the survey. The complete results of this survey are presented in the Frequency Distribution, located on Page 15.

⁴ 2000 U.S. Census

1. **Question 10** asked how respondents felt about the overall quality of the services offered by the City of Norton Shores compared to other west Michigan cities.

Of those who responded, a majority (66.86%, n=466) felt that the quality of services offered by Norton Shores were “about the same” as other west Michigan cities. 16% (n=112) felt that services were “superior”, 10.2% (n=71) felt that services were “inferior”, and 6.9% (n=48) had no opinion.

2. **Question 11** asked how respondents felt about the tax rate in the City of Norton Shores compared to other west Michigan cities.

Of those who responded, a plurality (41.04%, n=284) felt that the tax rate in Norton Shores were “about the same” as in other west Michigan cities. 34.4% (n=238) felt that the tax rate was higher, 11.4% (n=79) felt that the tax rate in Norton Shores were lower, and 13.2% (n=91) had no opinion.

3. **Question 12** asked for respondents’ perspectives as to what percent of their property taxes go to support services provided by Muskegon County.

Of those who responded, a plurality (39.24%, n=259) indicated that they did not know. 29% (n=192) thought that it was less than 25%; 24.1% (n=159) thought it was between 25% and 50%; 7.1% (n=47) thought it was between 51% and 75%, and 0.5% (n=3) thought more than 75% of their property taxes supported the services offered by Muskegon County. Note that the correct response would have been “less than 25%”.

4. **Question 13** asked for respondents’ perspectives as to what percent of their property taxes go to support public schools.

Of those who responded, a plurality (32.2%, n=213) thought it was between 26% and 50%. 17.4% (n=115) thought that it was less than 25%; 19.2% (n=127) thought it was between 51% and 75%, 3.9% (n=26) thought it was more than 75%, and 30% (n=201) indicated that they did not know. Note that the correct response would have been “51 - 75%”.

5. **Question 14** asked for respondents’ perspectives as to what percent of their property taxes go to support the City of Norton Shores. Of those who responded, a plurality (32.4%, n=215) thought it was less than 25%. 29.9% (n=198) thought that it was between 26% and 50%; 6.3% (n=42) thought it was between 51% and 75%; 1% (n=7) thought it was more than 75%, and 30.3% indicated that they did not know. Note that the correct response would have been “less than 25%.”

6. **Question 15** asked respondents to indicate how good of a job they feel the City is doing in a variety of areas. Figure 2, on page 10, illustrates and ranks the mean of responses to each of the areas listed on the survey form.

As Figure 2 illustrates, respondents felt that the city was doing the best job in the following areas:

- ◆ Fire protection
- ◆ Police protection
- ◆ Emergency medical response
- ◆ Branch library

7. **Question 16** was formatted in a similar fashion as Question 15, except that residents were asked to indicate how important were services offered by the City. The survey listed the same service areas and departments on Question 15. Figure 3, on page 10, illustrates the results.

Not surprisingly, the areas that were rated as being the most important are generally regarded as “essential” public safety and fiscally efficient city services:

- ◆ Police protection
- ◆ Fire protection
- ◆ Emergency medical response
- ◆ Water system maintenance
- ◆ Sewer system maintenance
- ◆ Snow removal
- ◆ Street repair and maintenance
- ◆ Street lighting
- ◆ Economic Development / Job creation

The areas that were rated as less important than the others were:

- ◆ City’s website
- ◆ Recreation program
- ◆ Bike lane maintenance
- ◆ Building department

Figure 2.
How Good a Job is the City Doing in the Following Areas

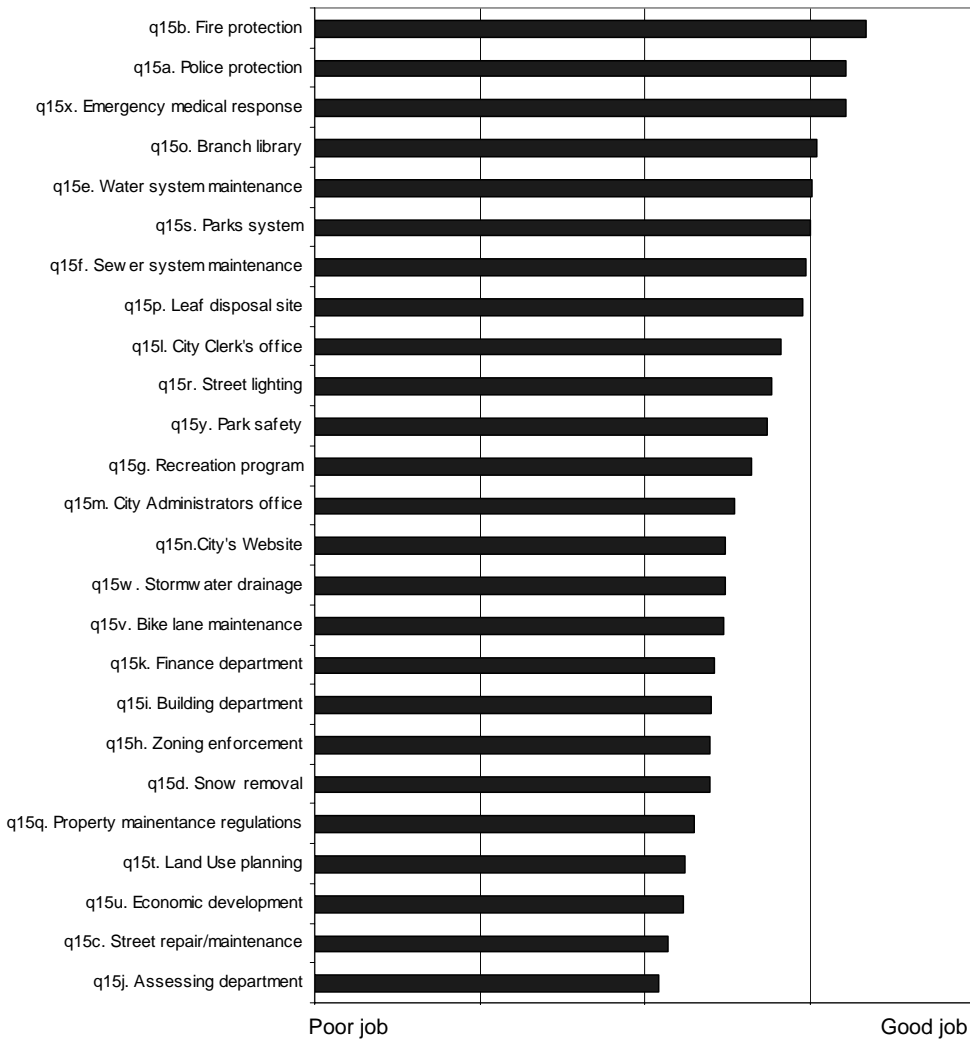
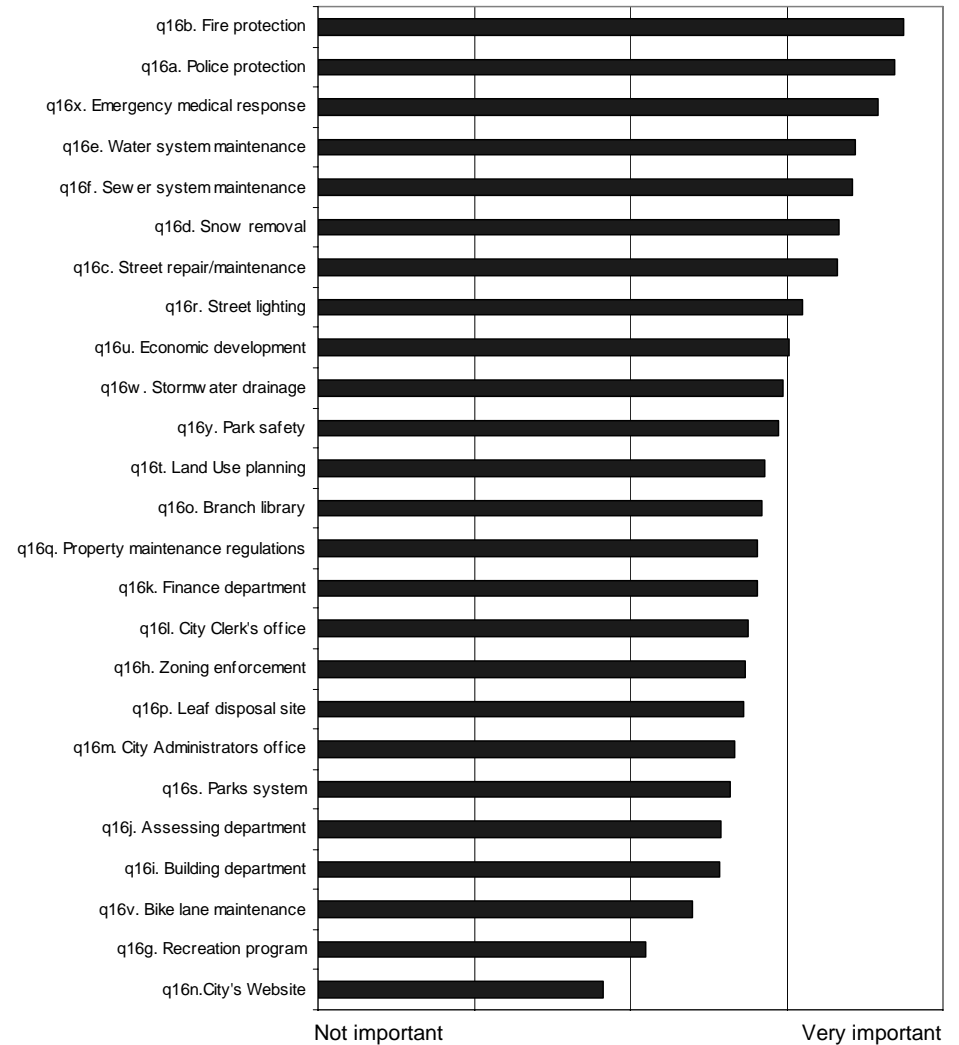


Figure 3.
Importance of services or departments in Norton Shores



Question 17 asked respondents which issues they felt were the most important to the City of Norton Shores. These questions were rated on a 1-5 scale, with 5 being “Very Important” and 1 being “Not Important.” The results of question 17 are presented in Figure 4.

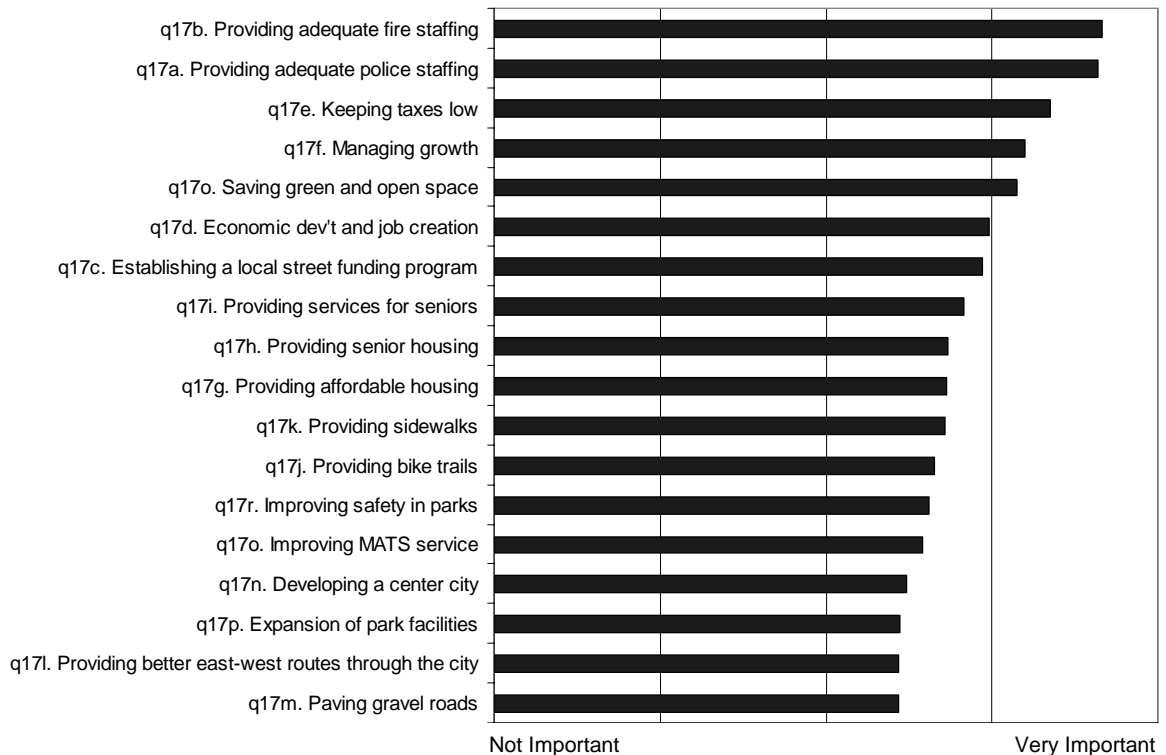
The issues in Norton Shores that were deemed to be the most important were:

- ◆ Providing adequate fire staffing
- ◆ Providing adequate police staffing
- ◆ Keeping taxes low
- ◆ Managing growth
- ◆ Saving green / open space
- ◆ Economic development / job creation

The issues in Norton Shores that were deemed to be the least important were:

- ◆ Paving gravel roads
- ◆ Providing better east/west connections through the City
- ◆ Expansion of park facilities
- ◆ Developing a “center city” for Norton Shores

Figure 4.
Importance of Issues in Norton Shores



Question 18 asked respondents to indicate whether they agreed or disagreed with various statements regarding taxes and services provided by City of Norton Shores. Answers were ranked on the following scale:

- 0 = Don't know
- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Agree
- 4 = Strongly Agree

Table 1 below lists the mean of responses to **question 18** and is sorted with the statements with the highest average response at the top. It should be noted that the mean of all the responses fell between 2 (disagree) and 3 (agree).

If we assume the “tipping point” between agreement and disagreement is an average score of 2.5, with opinions with an average score above 2.5 indicating agreement and opinions with an average score below 2.5 indicating disagreement, then questions 18h, 18i and 18a are statements with which the sample generally agreed.

Table 1. Statements in Question 18 with which Respondents Generally Agreed

Statement	Average
q18h. Currently, I am satisfied with how private waste collection is handled in the City of Norton Shores	3.08
q18i. The city should consider combining services with adjoining communities to provide services more efficiently	2.94
q18a. Norton Shores currently provides an adequate level of service	2.93

The remainder of statements in question 18 are those with which the sample generally disagreed.

Table 2. Statements in Question 18 with which Respondents Generally Disagreed

Statement	Average
q18b. I would prefer to see services reduced rather than pay additional taxes	2.44
q18c. The City should increase user fees and charges for the services it offers to maintain current levels of service	2.41

Table 2, cont'd. Statements in Question 18 with which Respondents Generally Disagreed

q18g. To improve staffing for fire protection, I would support a millage dedicated to fire protection as long as it doesn't cost more than \$100 a year	2.38
q18e. To provide better roads, I would support a millage dedicated to roads as long as it doesn't cost more than \$100 a year	2.38
q18f. To expand levels of police services, I would support a millage dedicated to police protection as long as it doesn't cost more than \$100 a year	2.35
q18d. To maintain current levels of service, I would support a local income tax rather than an increase in property taxes	2.18

CROSS-TABULATION

In any scientific survey, it is important to analyze the data in-depth and cross-tabulate certain points of data with others. This technique often results in important trends, opinions, and perceptions becoming apparent when they previously were not. This allows a more refined analysis of the data by examining responses among different categories of respondents. While cross-tabulating all data points in a survey such as this is beyond the scope of this analysis, a few key observations can shed light on issues that might have otherwise gone unnoticed. In the following analysis the percentage figures are based on those responses expressing an opinion, not the entire sample.

To further summarize this data, it may be helpful to focus on those responses with an opinion and to combine the “strongly agree” and “agree” responses and the “strongly disagree” and “disagree” responses. Therefore, in addition to the tables that provide the results of the complete cross-tabulation, tables with a simpler agree/disagree format are included for crosstabs 1, 2,3, 4 and 6.

1. Employment status vs. service reduction or additional taxes

The following cross-tabulation between questions 8a and 18b reflects the differences in perspective regarding a reduction in services, based on the employment status of the respondent between the population’s employment status and the preference to see city services reduced rather than paying additional taxes.

Among all employment groups, 41.6% indicated that they agreed (either “strongly agree” or “agree”), just over half (50.6%) indicated that they disagreed (either “strongly disagree or “disagree”), and 7.8 percent indicated that they did not know.

Of those who indicated employment at home, elsewhere in the City or outside of the City, 47.6%, 49.3% and 44.6% agreed, respectively. The unemployed, retirees and homemakers were slightly less likely to agree, with approximately 40% of the unemployed, 44.2% of retirees, and 33.3% of homemakers indicating that they agreed with the statement in Question 18b.

8A AND 18B	Number responding by employment status and percent they comprise of total in that status										
	No Answer	Don't know	Strongly disagree		Disagree		Agree		Strongly Agree		Total
No answer	5	2	1	10.0%	2	20.0%	6	60.0%	1	10.0%	17
Employed, work at home	1	3	4	19.0%	7	33.3%	8	38.1%	2	9.5%	25
Employed, work elsewhere in Norton Shores	3	6	7	10.1%	28	40.6%	22	31.9%	12	17.4%	78
Employed, work outside Norton Shores	9	23	28	13.1%	90	42.3%	68	31.9%	27	12.7%	245
Not currently employed	1	1	3	30.0%	3	30.0%	3	30.0%	1	10.0%	12
Retired	16	15	38	12.9%	126	42.9%	95	32.3%	35	11.9%	325
Homemaker	0	3	3	33.3%	3	33.3%	0	0.0%	3	33.3%	12
Student	0	0	1	100.0%		0.0%	0	0.0%	0	0.0%	1
Total	35	53	85	12.5%	259	38.1%	202	29.7%	81	11.9%	715

Summary	Agree	Disagree
No answer regarding employment	70.0%	30.0%
Employed, work at home	47.6%	52.4%
Employed, work elsewhere in NS	49.3%	50.7%
Employed, work outside NS	44.6%	55.4%
Not currently employed	40.0%	60.0%
Retired	44.2%	55.8%
Homemaker	33.3%	66.7%
Student	0.0%	100.0%

2. Employment status vs. support for additional taxes for road improvement

Question 18e sought to gauge support for a millage increase of no more than \$100 per year that would be dedicated to providing better roads in the city. Among the entire sample, responses were fairly evenly split between agreement (45.8%) and disagreement (46.7%).

Among those who indicated employment at home, elsewhere in the City, or outside of the City, 54.5%, 49.3% and 47.1% agreed with the statement, respectively. Among the unemployed, retirees and homemakers, 50%, 51.6% and 50% agreed respectively.

8A AND 18E	Number responding by employment status and percent they comprise of total in that status										
	No Answer	Don't know	Strongly disagree		Disagree		Agree		Strongly Agree		Total
No answer	4	1	5	41.7%	3	25.0%	2	16.7%	2	16.7%	17
Employed, work at home	1	2	4	18.2%	6	27.3%	11	50.0%	1	4.5%	25
Employed, work elsewhere in Norton Shores	1	4	14	19.2%	23	31.5%	30	41.1%	6	8.2%	78
Employed, work outside Norton Shores	4	14	48	21.1%	72	31.7%	85	37.4%	22	9.7%	245
Not currently employed			4	33.3%	2	16.7%	5	41.7%	1	8.3%	12
Retired	11	31	48	17.0%	89	31.4%	130	45.9%	16	5.7%	325
Homemaker	0	0	3	25.0%	3	25.0%	4	33.3%	2	16.7%	12
Student	0	0	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1
Total	21	52	126	18.2	198	28.5%	268	38.6%	50	7.2%	715

Summary	Agree	Disagree
No answer regarding employment	33.3%	66.7%
Employed, work at home	54.5%	45.5%
Employed, work elsewhere in NS	49.3%	50.7%
Employed, work outside NS	47.1%	52.9%
Not currently employed	50.0%	50.0%
Retired	51.6%	48.4%
Homemaker	50.0%	50.0%
Student	100.0%	0.0%

3. Employment status vs. support for additional taxes for police protection

Question 18f sought to gauge support for a millage increase of no more than \$100 per year that would be dedicated to expanding levels of police services. Among the entire sample, there was slightly less agreement (42.6%) than disagreement (50.5%).

Among those who indicated employment at home, elsewhere in the City, or outside of the City, 39.1%, 44.4% and 45.4% agreed with the statement, respectively. Among the unemployed, retirees and homemakers, 36.4%, 46.7% and 50% agreed respectively. In this case, the range between agreement and disagreement varied from as much as 21% and as little as 0% in each employment group.

8A AND 18F	Number responding by employment status and percent they comprise of total in that status										
	No Answer	Don't know	Strongly disagree		Disagree		Agree		Strongly Agree		Total
No answer	4	1	4	33.3%	2	16.7%	3	25.0%	3	25.0%	17
Employed, work at home	1	1	8	34.8%	6	26.1%	8	34.8%	1	4.3%	25
Employed, work elsewhere in Norton Shores	1	5	15	20.8%	25	34.7%	26	36.1%	6	8.3%	78
Employed, work outside Norton Shores	4	14	47	20.7%	77	33.9%	83	36.6%	20	8.8%	245
Not currently employed		1	4	36.4%	3	27.3%	4	36.4%		0.0%	12
Retired	12	26	39	13.6%	114	39.7%	115	40.1%	19	6.6%	325
Homemaker			2	16.7%	4	33.3%	3	25.0%	3	25.0%	12
Student	0	0	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1
Total	21	52	126	17.2%	198	33.3%	268	35.1%	50	7.5%	715

Summary	Agree	Disagree
No answer regarding employment	50.0%	50.0%
Employed, work at home	39.1%	60.9%
Employed, work elsewhere in NS	44.4%	55.6%
Employed, work outside NS	45.4%	54.6%
Not currently employed	36.4%	63.6%
Retired	46.7%	53.3%
Homemaker	50.0%	50.0%
Student	100.0%	0.0%

4. Employment status vs. support for additional taxes for fire protection

Question 18g sought to gauge support for a millage increase of no more than \$100 per year that would be dedicated to expanding levels of fire protection. Among the entire sample, responses were fairly evenly split between agreement (44.4%) and disagreement (47.9%).

Among those who indicated employment at home, elsewhere in the City, or outside of the City, 43.5%, 47.9% and 44.5% agreed with the statement, respectively. Among the unemployed, retirees and homemakers, 45.5%, 51.8% and 50% agreed respectively.

8A AND 18G	Number responding by employment status and percent they comprise of total in that status										
	No Answer	Don't know	Strongly disagree	Disagree	Agree	Strongly Agree	Total				
No answer	3	1	4	30.8%	4	30.8%	4	30.8%	1	7.7%	17
Employed, work at home		2	5	21.7%	8	34.8%	8	34.8%	2	8.7%	25
Employed, work elsewhere in Norton Shores	2	5	14	19.7%	23	32.4%	27	38.0%	7	9.9%	78
Employed, work outside Norton Shores	1	15	46	20.1%	81	35.4%	89	38.9%	13	5.7%	245
Not currently employed		1	4	36.4%	2	18.2%	3	27.3%	2	18.2%	12
Retired	11	30	40	14.1%	97	34.2%	127	44.7%	20	7.0%	325
Homemaker	0	0	2	16.7%	4	33.3%	3	25.0%	3	25.0%	12
Student	0	0		0.0%	0	0.0%	1	100.0%	0	0.0%	1
Total	17	54	115	16.5%	219	31.4%	262	37.5%	48	6.9%	715

Summary	Agree	Disagree
No answer regarding employment	38.5%	61.5%
Employed, work at home	43.5%	56.5%
Employed, work elsewhere in NS	47.9%	52.1%
Employed, work outside NS	44.5%	55.5%
Not currently employed	45.5%	54.5%
Retired	51.8%	48.2%
Homemaker	50.0%	50.0%
Student	100.0%	0.0%

5. Age range vs. understanding of level of City's taxation

Question 14 asked respondents what percentage of property tax went to support services provided by the city. In reality, less than 25% of a Norton Shores resident's property taxes support services provided by the city. Slightly more than one-third of all respondents with an opinion knew this.

In general, older respondents were more likely correct than other age groups. In the 26-35 and 36-45 age group, a plurality of respondents thought that 26-50% of their taxes supported services provided by the city. In the 46-55 and 56-65 age groups, a plurality thought that less than 25% of their taxes supported City services. The 66 and over age group, a plurality thought that the correct answer was 26-50%. It should be noted that over one-quarter of all respondents indicated that they did not know.

In addition, a large portion of respondents from all age ranges indicated that they did not know, which may suggest a need for

further community education regarding tax rates and services provided by the City.

Q3A AND 14	Number responding by age range and the percent they comprise of age range										
Age Range	No Answer	Don't know	More than 75%		51-75%		26-50%		Less than 25%		Total
No answer	5	3	0	0.0%	1	14.3%	3	42.9%	3	42.9%	15
18-25 Years	1	1	0	0.0%		0.0%	1	50.0%	1	50.0%	4
26-35 Years	1	11	0	0.0%	3	13.6%	13	59.1%	6	27.3%	34
36-45 Years	1	17	0	0.0%	5	9.3%	29	53.7%	20	37.0%	72
46-55 Years	9	38	2	2.0%	7	7.1%	40	40.4%	50	50.5%	146
56-65 Years	14	48	1	0.8%	11	8.9%	43	34.7%	69	55.6%	186
66+ Years	21	83	4	2.6%	15	9.7%	69	26.7%	66	42.9%	258
Total	52	201	7	1.1%	42	6.3%	198	29.9%	215	32.4%	715

6. Location of residence versus support for additional taxation for road improvement

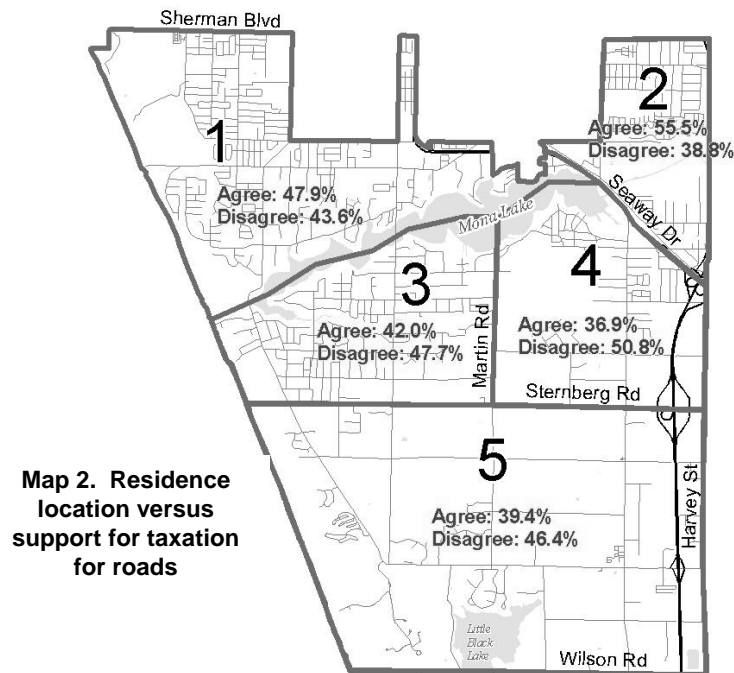
The cross-tabulation of question 1, which asked the respondent to indicate they area of the city in which they lived, and question 18e pertaining to support for a road millage was performed. Among the entire sample, responses to question 18e were fairly evenly split between agreement (45.8%) and disagreement (46.7%) with the statement in question 18e.

When the data is cross-tabulated with question 1, some patterns emerge. A majority (58.8%) of respondents living north of Seaway Drive (Section 2) agreed with the statement in question 18e, indicating that they would be willing to support a millage dedicated to roads as long as it doesn't cost more than \$100 a year.

Conversely, a majority of respondents living south of Seaway Drive and Mona Lake, east of Martin Road and north of Sternberg (Section 4) disagreed with the statement in question 18e. Also, residents in the two northernmost sections (1 & 2) of the City appeared to be more willing to support a millage dedicated to roads than were the residents living in sections 3, 4 and 5.

Q1 AND 18E	Number of respondents per region and percent they comprise of total in that region										
	No Answer	Don't know	Strongly disagree	Disagree		Agree		Strongly Agree	Total		
No answer	2	3	6	13.0%	13	28.3%	17	37.0%	5	10.9%	46
1 (North of Mona Lake, West of Seaway)	1	24	43	15.2%	80	28.4%	119	42.2%	15	5.3%	282
2 (North of Seaway)	1	1	7	19.4%	7	19.4%	16	44.4%	4	11.1%	36
3 (South of Mona Lake, West of Martin, North of Sternberg)	9	11	38	19.5%	55	28.2%	66	33.8%	16	8.2%	195
4 (South of Mona Lake and Seaway, East of Martin, North of Sternberg)	2	5	10	17.5%	19	33.3%	20	35.1%	1	1.8%	57
5 (South of Sternberg)	6	8	22	22.2%	24	24.2%	30	30.3%	9	9.1%	99
Total	21	52	126	18.2%	198	28.5%	268	38.6%	50	7.2%	715

Summary	Agree	Disagree
No answer regarding location	53.7%	46.3%
1 (North of Mona Lake, West of Seaway)	52.1%	47.9%
2 (North of Seaway)	58.8%	41.2%
3 (South of Mona Lake, West of Martin, North of Sternberg)	46.9%	53.1%
4 (South of Mona Lake and Seaway, East of Martin, North of Sternberg)	42.0%	58.0%
5 (South of Sternberg)	45.9%	54.1%



FREQUENCY DISTRIBUTION

The following pages present the “raw” input from the survey responses. The “count” column indicates the number (n) selecting a particular response. The “percent” column indicates the percentage of respondents who selected a particular answer. The “percent of those who responded” only reflects the useable responses to a particular survey element as a percent of total responses to that item. Blank or “no answer” responses are not included in the denominator.

The frequency distribution is divided into two columns. One column contains data from all 715 of the completed survey forms, and is the data on which the preceding analysis was based. The “age-adjusted” column contains the distribution of the 553 surveys that resulted when 162 randomly-selected surveys were not counted to achieve an accurate proportion of respondents over the age of 65. The calculations of each survey sample are consistent throughout the frequency distribution. This allows the reader to make a simple comparison between the entire survey sample and the age-balanced survey sample.

Entire Survey Sample (715 respondents)

1. In which of the numbered areas on the map of Norton Shores do you reside?

q1. In which of the numbered areas do you reside?	Count	Percent	Percent of those who responded
No answer	46	6.43%	~
1	282	39.44%	42.15%
2	36	5.03%	5.38%
3	195	27.27%	29.15%
4	57	7.97%	8.52%
5	99	13.85%	14.80%
Total	715	100.00%	100.00%

2. How many persons are in your household?

q2a. How many persons (adults) are in your household?	Count	Percent	Percent of those who responded
No answer	12	1.68%	~
1	163	22.80%	23.19%
2	463	64.76%	65.86%
3	51	7.13%	7.25%
4	22	3.08%	3.13%
5	3	0.42%	0.43%
6	1	0.14%	0.14%
	715	100.00%	100.00%

q2b. How many persons (children) are in your household?	Count	Percent	Percent of those who responded
No answer	487	68.11%	~
0	73	10.21%	32.02%
1	58	8.11%	25.44%
2	61	8.53%	26.75%
3	17	2.38%	7.46%
4	11	1.54%	4.82%
5	4	0.56%	1.75%
6	4	0.56%	1.75%
	715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q1. In what numbered area do you reside	Count	Percent	Percent of those who responded
No answer	38	6.87%	~
1	211	38.16%	40.97%
2	26	4.70%	5.05%
3	155	28.03%	30.10%
4	46	8.32%	8.93%
5	77	13.92%	14.95%
Total	553	100.00%	100.00%

q2a. How many adults are in your household?	Count	Percent	Percent of those who responded
No answer	11	1.99%	~
1	113	20.43%	20.85%
2	358	64.74%	66.05%
3	46	8.32%	8.49%
4	22	3.98%	4.06%
5	3	0.54%	0.55%
6	0	0.00%	0.00%
	553	100.00%	100.00%

q2b. How many children are in your household?	Count	Percent	Percent of those who responded
No answer	352	63.65%	~
0	50	9.04%	24.88%
1	58	10.49%	28.86%
2	59	10.67%	29.35%
3	16	2.89%	7.96%
4	10	1.81%	4.98%
5	4	0.72%	1.99%
6	4	0.72%	1.99%
	553	100.00%	100.00%

Entire Survey Sample (715 respondents)

3. What is your age range and that of any other adults in the household?

q3a. What is your age range?		Count	Percent	Percent of those who responded
No answer		15	2.10%	~
18-25 Years	1	4	0.56%	0.57%
26-35 Years	2	34	4.76%	4.86%
36-45 Years	3	72	10.07%	10.29%
46-55 Years	4	146	20.42%	20.86%
56-65 Years	5	186	26.01%	26.57%
66+ Years	6	258	36.08%	36.86%
Total		715	100.00%	100.00%

q3b. What is the age range of the other adult?		Count	Percent	Percent of those who responded
No answer		177	24.76%	~
18-25 Years	1	12	1.68%	2.23%
26-35 Years	2	32	4.48%	5.95%
36-45 Years	3	72	10.07%	13.38%
46-55 Years	4	126	17.62%	23.42%
56-65 Years	5	138	19.30%	25.65%
66+ Years	6	158	22.10%	29.37%
Total		715	100.00%	100.00%

q3c. What is the age range of the other adult?		Count	Percent	Percent of those who responded
No answer		642	89.79%	~
18-25 Years	1	46	6.43%	63.01%
26-35 Years	2	8	1.12%	10.96%
36-45 Years	3	5	0.70%	6.85%
46-55 Years	4	7	0.98%	9.59%
56-65 Years	5	2	0.28%	2.74%
66+ Years	6	5	0.70%	6.85%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q3a. What is your age range?		Count	Percent	Percent of those who responded
No answer		15	2.71%	~
18-25 Years	1	4	0.72%	0.74%
26-35 Years	2	34	6.15%	6.32%
36-45 Years	3	72	13.02%	13.38%
46-55 Years	4	146	26.40%	27.14%
56-65 Years	5	186	33.63%	34.57%
66+ Years	6	96	17.36%	17.84%
Total		553	100.00%	100.00%

q3b. What is the age range of the other adult?		Count	Percent	Percent of those who responded
No answer		127	22.97%	~
18-25 Years	1	11	1.99%	2.58%
26-35 Years	2	32	5.79%	7.51%
36-45 Years	3	67	12.12%	15.73%
46-55 Years	4	126	22.78%	29.58%
56-65 Years	5	118	21.34%	27.70%
66+ Years	6	72	13.02%	16.90%
Total		553	100.00%	100.00%

q3c. What is the age range of the other adult?		Count	Percent	Percent of those who responded
No answer		486	87.88%	~
18-25 Years	1	44	7.96%	65.67%
26-35 Years	2	8	1.45%	11.94%
36-45 Years	3	4	0.72%	5.97%
46-55 Years	4	4	0.72%	5.97%
56-65 Years	5	2	0.36%	2.99%
66+ Years	6	5	0.90%	7.46%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q3d. What is the age range of the other adult?		Count	Percent	Percent of those who responded
No answer		692	96.78%	~
18-25 Years	1	17	2.38%	73.91%
26-35 Years	2	3	0.42%	13.04%
36-45 Years	3	1	0.14%	4.35%
46-55 Years	4	0	0.00%	0.00%
56-65 Years	5	1	0.14%	4.35%
66+ Years	6	1	0.14%	4.35%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q3d. What is the age range of the other adult?		Count	Percent	Percent of those who responded
No answer		531	96.02%	~
18-25 Years	1	17	3.07%	77.27%
26-35 Years	2	2	0.36%	9.09%
36-45 Years	3	1	0.18%	4.55%
46-55 Years	4	0	0.00%	0.00%
56-65 Years	5	1	0.18%	4.55%
66+ Years	6	1	0.18%	4.55%
Total		553	100.00%	100.00%

4. How long have you lived in the city?

q4. How long have you lived in the City?		Count	Percent	Percent of those who responded
No answer		10	1.40%	~
0-5 Years	1	92	12.87%	13.05%
6-10 Years	2	72	10.07%	10.21%
11-15 Years	3	82	11.47%	11.63%
16-20 Years	4	68	9.51%	9.65%
21-30 Years	5	103	14.41%	14.61%
31+ Years	6	288	40.28%	40.85%
Total		715	100.00%	100.00%

q4. How long have you lived in Norton Shores?		Count	Percent	Percent of those who responded
No answer		9	1.63%	~
0-5 Years	1	82	14.83%	15.07%
6-10 Years	2	59	10.67%	10.85%
11-15 Years	3	69	12.48%	12.68%
16-20 Years	4	58	10.49%	10.66%
21-30 Years	5	88	15.91%	16.18%
31+ Years	6	188	34.00%	34.56%
Total		553	100.00%	100.00%

5. Which of the following best describes your Norton Shores residence?

q5. Which of the following best describes your residence?		Count	Percent	Percent of those who responded
No answer		9	1.26%	~
Rural Homesite of 2 or more acres	1	37	5.17%	5.24%
House on one or two acres	2	98	13.71%	13.88%
House on less than one acre	3	467	65.31%	66.15%
Condo/Townhome	4	63	8.81%	8.92%
Apartment	5	14	1.96%	1.98%
Mobile Home	6	27	3.78%	3.82%
Total		715	100.00%	100.00%

q5. Which best describes your residence?		Count	Percent	Percent of those who responded
No answer		8	1.45%	~
Rural Homesite of 2 or more acres	1	28	5.06%	5.14%
House on one or two acres	2	77	13.92%	14.13%
House on less than one acre	3	379	68.54%	69.54%
Condo/Townhome	4	33	5.97%	6.06%
Apartment	5	8	1.45%	1.47%
Mobile Home	6	20	3.62%	3.67%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

6. Do you own or rent your home?

q6. Do you own or rent your home?		Count	Percent	Percent of those who responded
No answer		8	1.12%	~
Own	1	686	95.94%	97.03%
Rent	2	21	2.94%	2.97%
Total		715	100.00%	100.00%

7. Do you live in Norton Shores year-round?

q7. Do you live in Norton Shores year round?		Count	Percent	Percent of those who responded
No answer		5	0.70%	~
Yes	1	691	96.64%	97.32%
No	2	19	2.66%	2.68%
Total		715	100.00%	100.00%

8. What is your employment status and that of any other adult in the household?

q8a. What is your employment status		Count	Percent	Percent of those who responded
No answer		17	2.38%	~
Employed, work at home	1	25	3.50%	3.58%
Employed, work elsewhere in NS	2	78	10.91%	11.17%
Employed, work outside NS	3	245	34.27%	35.10%
Not currently employed	4	12	1.68%	1.72%
Retired	5	325	45.45%	46.56%
Homemaker	6	12	1.68%	1.72%
Student	7	1	0.14%	0.14%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q6. Own or rent?		Count	Percent	Percent of those who responded
No answer		7	1.27%	~
Own	1	531	96.02%	97.25%
Rent	2	15	2.71%	2.75%
Total		553	100.00%	100.00%

q7. Do you live in Norton Shores year round?		Count	Percent	Percent of those who responded
No answer		5	0.90%	~
Yes	1	539	97.47%	98.36%
No	2	9	1.63%	1.64%
Total		553	100.00%	100.00%

q8a. What is your employment status		Count	Percent	Percent of those who responded
No answer		14	2.53%	~
Employed, work at home	1	24	4.34%	4.45%
Employed, work elsewhere in NS	2	73	13.20%	13.54%
Employed, work outside NS	3	240	43.40%	44.53%
Not currently employed	4	11	1.99%	2.04%
Retired	5	178	32.19%	33.02%
Homemaker	6	12	2.17%	2.23%
Student	7	1	0.18%	0.19%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q8b. What is the employment status of other adult		Count	Percent	Percent of those who responded
No answer		184	25.73%	~
Employed, work at home	1	13	1.82%	2.45%
Employed, work elsewhere in NS	2	65	9.09%	12.24%
Employed, work outside NS	3	177	24.76%	33.33%
Not currently employed	4	22	3.08%	4.14%
Retired	5	195	27.27%	36.72%
Homemaker	6	54	7.55%	10.17%
Student	7	5	0.70%	0.94%
Total		715	100.00%	100.00%

q8c. What is the employment status of other adult		Count	Percent	Percent of those who responded
No answer		646	90.35%	~
Employed, work at home	1	1	0.14%	1.45%
Employed, work elsewhere in NS	2	12	1.68%	17.39%
Employed, work outside NS	3	21	2.94%	30.43%
Not currently employed	4	7	0.98%	10.14%
Retired	5	6	0.84%	8.70%
Homemaker	6		0.00%	0.00%
Student	7	22	3.08%	31.88%
Total		715	100.00%	100.00%

q8d. What is the employment status of other adult		Count	Percent	Percent of those who responded
No answer		693	96.92%	~
Employed, work at home	1		0.00%	0.00%
Employed, work elsewhere in NS	2	3	0.42%	13.64%
Employed, work outside NS	3	6	0.84%	27.27%
Not currently employed	4	1	0.14%	4.55%
Retired	5	2	0.28%	9.09%
Homemaker	6		0.00%	0.00%
Student	7	10	1.40%	45.45%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q8b. What is the employment status of other adult		Count	Percent	Percent of those who responded
No answer		129	23.33%	~
Employed, work at home	1	12	2.17%	2.83%
Employed, work elsewhere in NS	2	60	10.85%	14.15%
Employed, work outside NS	3	169	30.56%	39.86%
Not currently employed	4	20	3.62%	4.72%
Retired	5	117	21.16%	27.59%
Homemaker	6	42	7.59%	9.91%
Student	7	4	0.72%	0.94%
Total		553	100.00%	100.00%

q8c. What is the employment status of other adult		Count	Percent	Percent of those who responded
No answer		488	88.25%	~
Employed, work at home	1	1	0.18%	1.54%
Employed, work elsewhere in NS	2	11	1.99%	16.92%
Employed, work outside NS	3	21	3.80%	32.31%
Not currently employed	4	4	0.72%	6.15%
Retired	5	6	1.08%	9.23%
Homemaker	6	0	0.00%	0.00%
Student	7	22	3.98%	33.85%
Total		553	100.00%	100.00%

q8d. What is the employment status of other adult		Count	Percent	Percent of those who responded
No answer		532	96.20%	~
Employed, work at home	1	0	0.00%	0.00%
Employed, work elsewhere in NS	2	3	0.54%	14.29%
Employed, work outside NS	3	5	0.90%	23.81%
Not currently employed	4	1	0.18%	4.76%
Retired	5	2	0.36%	9.52%
Homemaker	6	0	0.00%	0.00%
Student	7	10	1.81%	47.62%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

Age-adjusted Survey Sample (553 respondents)

9. About how far do you and another adult in the household travel one-way to work?

q9. Travel time to work:	Average	Number of Responses
q9a. Travel time to work:	9.72	433
q9b. Travel time to work (other adult)	10.58	304
q9c. Travel time to work (other adult)	9.8	40
q9d. Travel time to work (other adult)	6.125	16

q9. Travel time to work:	Average	Number of Responses
q9a. Travel time to work:	10.52	391
q9b. Travel time to work (other adult)	11.16	278
q9c. Travel time to work (other adult)	10.59	37
q9d. Travel time to work (other adult)	7.15	13

10. In our opinion, when compared with other West Michigan Cities, the overall quality of public service in general, in Norton Shores is:

q10 Quality of NS Services	Count	Percent	Percent of those who responded
No answer	18	2.52%	~
No Opinion	48	6.71%	6.89%
Inferior	71	9.93%	10.19%
About the same	466	65.17%	66.86%
Superior	112	15.66%	16.07%
Total	715	100.00%	100.00%

q10 Quality of NS Services	Count	Percent	Percent of those who responded
No answer	14	2.53%	~
No Opinion	31	5.61%	5.75%
Inferior	60	10.85%	11.13%
About the same	362	65.46%	67.16%
Superior	86	15.55%	15.96%
Total	553	100.00%	100.00%

11. In your opinion, when compared with other West Michigan cities, is the City of Norton Shores' tax rate:

q11 NS tax rate	Count	Percent	Percent of those who responded
No answer	23	3.22%	~
No Opinion	91	12.73%	13.15%
Lower	79	11.05%	11.42%
About the same	284	39.72%	41.04%
Higher	238	33.29%	34.39%
Total	715	100.00%	100.00%

q11 NS tax rate	Count	Percent	Percent of those who responded
No answer	16	2.89%	~
No Opinion	56	10.13%	10.43%
Lower	62	11.21%	11.55%
About the same	215	38.88%	40.04%
Higher	204	36.89%	37.99%
Total	553	100.00%	100.00%

Entire Survey Sample (715 respondents)

Age-adjusted Survey Sample (553 respondents)

12. Based on what you believe, what percentage of your property taxes goes to support services provided by Muskegon County?

q12 What percent supports the county		Count	Percent	Percent of those who responded
No answer		55	7.69%	--
Don't Know	0	259	36.22%	39.24%
More than 75%	1	3	0.42%	0.45%
51-75%	2	47	6.57%	7.12%
25-50%	3	159	22.24%	24.09%
Less than 25%	4	192	26.85%	29.09%
Total		715	100.00%	100.00%

q12 What percent supports the county		Count	Percent	Percent of those who responded
No answer		43	7.78%	--
Don't Know	0	188	34.00%	36.86%
More than 75%	1	3	0.54%	0.59%
51-75%	2	34	6.15%	6.67%
25-50%	3	127	22.97%	24.90%
Less than 25%	4	158	28.57%	30.98%
Total		553	100.00%	100.00%

13. Based on what you believe, what percentage of your property taxes does to support public schools?

q13. What percent supports the schools		Count	Percent	Percent of those who responded
No answer		53	7.41%	--
Don't Know	0	181	25.31%	27.34%
More than 75%	1	26	3.64%	3.93%
51-75%	2	127	17.76%	19.18%
25-50%	3	213	29.79%	32.18%
Less than 25%	4	115	16.08%	17.37%
Total		715	100.00%	100.00%

q13. What percent supports the schools		Count	Percent	Percent of those who responded
No answer		42	7.59%	--
Don't Know	0	129	23.33%	25.24%
More than 75%	1	21	3.80%	4.11%
51-75%	2	85	15.37%	16.63%
25-50%	3	174	31.46%	34.05%
Less than 25%	4	102	18.44%	19.96%
Total		553	100.00%	100.00%

14. Based on what you believe, what percentage of your property taxes goes to support services provided by the City of Norton Shores?

q14. What percent supports the city of Norton Shores		Count	Percent	Percent of those who responded
No answer		52	7.27%	--
Don't Know	0	201	28.11%	30.32%
More than 75%	1	7	0.98%	1.06%
51-75%	2	42	5.87%	6.33%
25-50%	3	198	27.69%	29.86%
Less than 25%	4	215	30.07%	32.43%
Total		715	100.00%	100.00%

q14. What percent supports the city of Norton Shores		Count	Percent	Percent of those who responded
No answer		42	7.59%	--
Don't Know	0	148	26.76%	28.96%
More than 75%	1	3	0.54%	0.59%
51-75%	2	33	5.97%	6.46%
25-50%	3	149	26.94%	29.16%
Less than 25%	4	178	32.19%	34.83%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

Age-adjusted Survey Sample (553 respondents)

15. Please rate how good a job the City of Norton Shores is doing in the following areas and/or departments

q15a. Police protection		Count	Percent	Percent of those who responded
		26	3.64%	~
Don't know / NA	0	28	3.92%	4.06%
Poor job	1	9	1.26%	1.31%
	2	16	2.24%	2.32%
	3	98	13.71%	14.22%
	4	233	32.59%	33.82%
Good job	5	305	42.66%	44.27%
Total		715	100.00%	100.00%

q15a. Police protection		Count	Percent	Percent of those who responded
		21	3.80%	~
Don't know / NA	0	22	3.98%	4.14%
Poor job	1	7	1.27%	1.32%
	2	15	2.71%	2.82%
	3	80	14.47%	15.04%
	4	186	33.63%	34.96%
Good job	5	222	40.14%	41.73%
Total		553	100.00%	100.00%

q15b. Fire protection		Count	Percent	Percent of those who responded
		25	3.50%	~
Don't know / NA	0	44	6.15%	6.38%
Poor job	1	5	0.70%	0.72%
	2	12	1.68%	1.74%
	3	75	10.49%	10.87%
	4	220	30.77%	31.88%
Good job	5	334	46.71%	48.41%
Total		715	100.00%	100.00%

q15b. Fire protection		Count	Percent	Percent of those who responded
		20	3.62%	~
Don't know / NA	0	37	6.69%	6.94%
Poor job	1	3	0.54%	0.56%
	2	11	1.99%	2.06%
	3	61	11.03%	11.44%
	4	174	31.46%	32.65%
Good job	5	247	44.67%	46.34%
Total		553	100.00%	100.00%

q15c. Street repair/maintenance		Count	Percent	Percent of those who responded
		25	3.50%	~
Don't know / NA	0	7	0.98%	1.01%
Poor job	1	71	9.93%	10.29%
	2	115	16.08%	16.67%
	3	240	33.57%	34.78%
	4	163	22.80%	23.62%
Good job	5	94	13.15%	13.62%
Total		715	100.00%	100.00%

q15c. Street repair/maintenance		Count	Percent	Percent of those who responded
		20	3.62%	~
Don't know / NA	0	6	1.08%	1.13%
Poor job	1	56	10.13%	10.51%
	2	96	17.36%	18.01%
	3	184	33.27%	34.52%
	4	127	22.97%	23.83%
Good job	5	64	11.57%	12.01%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q15d. Snow removal		Count	Percent	Percent of those who responded
		26	3.64%	~
Don't know / NA	0	17	2.38%	2.47%
Poor job	1	60	8.39%	8.71%
	2	93	13.01%	13.50%
	3	189	26.43%	27.43%
	4	185	25.87%	26.85%
Good job	5	145	20.28%	21.04%
Total		715	100.00%	100.00%

q15e. Water system maintenance		Count	Percent	Percent of those who responded
		26	3.64%	~
Don't know / NA	0	111	15.52%	16.11%
Poor job	1	11	1.54%	1.60%
	2	11	1.54%	1.60%
	3	143	20.00%	20.75%
	4	209	29.23%	30.33%
Good job	5	204	28.53%	29.61%
Total		715	100.00%	100.00%

q15f. Sewer system maintenance		Count	Percent	Percent of those who responded
		28	3.92%	~
Don't know / NA	0	115	16.08%	16.74%
Poor job	1	10	1.40%	1.46%
	2	13	1.82%	1.89%
	3	153	21.40%	22.27%
	4	202	28.25%	29.40%
Good job	5	194	27.13%	28.24%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q15d. Snow removal		Count	Percent	Percent of those who responded
		21	3.80%	~
Don't know / NA	0	10	1.81%	1.88%
Poor job	1	49	8.86%	9.21%
	2	77	13.92%	14.47%
	3	150	27.12%	28.20%
	4	146	26.40%	27.44%
Good job	5	100	18.08%	18.80%
Total		553	100.00%	100.00%

q15e. Water system maintenance		Count	Percent	Percent of those who responded
		20	3.62%	~
Don't know / NA	0	88	15.91%	16.51%
Poor job	1	8	1.45%	1.50%
	2	10	1.81%	1.88%
	3	119	21.52%	22.33%
	4	164	29.66%	30.77%
Good job	5	144	26.04%	27.02%
Total		553	100.00%	100.00%

q15f. Sewer system maintenance		Count	Percent	Percent of those who responded
		21	3.80%	~
Don't know / NA	0	92	16.64%	17.29%
Poor job	1	8	1.45%	1.50%
	2	11	1.99%	2.07%
	3	129	23.33%	24.25%
	4	158	28.57%	29.70%
Good job	5	134	24.23%	25.19%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q15g. Recreation program		Count	Percent	Percent of those who responded
		29	4.06%	~
Don't know / NA	0	215	30.07%	31.34%
Poor job	1	16	2.24%	2.33%
	2	44	6.15%	6.41%
	3	143	20.00%	20.85%
	4	157	21.96%	22.89%
Good job	5	111	15.52%	16.18%
Total		715	100.00%	100.00%

q15h. Zoning enforcement		Count	Percent	Percent of those who responded
		30	4.20%	~
Don't know / NA	0	250	34.97%	36.50%
Poor job	1	28	3.92%	4.09%
	2	57	7.97%	8.32%
	3	141	19.72%	20.58%
	4	135	18.88%	19.71%
Good job	5	74	10.35%	10.80%
Total		715	100.00%	100.00%

q15i. Building department		Count	Percent	Percent of those who responded
		36	5.03%	~
Don't know / NA	0	267	37.34%	39.32%
Poor job	1	23	3.22%	3.39%
	2	45	6.29%	6.63%
	3	157	21.96%	23.12%
	4	115	16.08%	16.94%
Good job	5	72	10.07%	10.60%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q15g. Recreation program		Count	Percent	Percent of those who responded
		23	4.16%	~
Don't know / NA	0	164	29.66%	30.94%
Poor job	1	14	2.53%	2.64%
	2	34	6.15%	6.42%
	3	117	21.16%	22.08%
	4	120	21.70%	22.64%
Good job	5	81	14.65%	15.28%
Total		553	100.00%	100.00%

q15h. Zoning enforcement		Count	Percent	Percent of those who responded
		24	4.34%	~
Don't know / NA	0	189	34.18%	35.73%
Poor job	1	23	4.16%	4.35%
	2	48	8.68%	9.07%
	3	113	20.43%	21.36%
	4	104	18.81%	19.66%
Good job	5	52	9.40%	9.83%
Total		553	100.00%	100.00%

q15i. Building department		Count	Percent	Percent of those who responded
		29	5.24%	~
Don't know / NA	0	192	34.72%	36.64%
Poor job	1	21	3.80%	4.01%
	2	40	7.23%	7.63%
	3	129	23.33%	24.62%
	4	90	16.27%	17.18%
Good job	5	52	9.40%	9.92%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q15j. Assessing department		Count	Percent	Percent of those who responded
		29	4.06%	~
Don't know / NA	0	229	32.03%	33.38%
Poor job	1	47	6.57%	6.85%
	2	69	9.65%	10.06%
	3	193	26.99%	28.13%
	4	94	13.15%	13.70%
Good job	5	54	7.55%	7.87%
Total		715	100.00%	100.00%

q15k. Finance department		Count	Percent	Percent of those who responded
		34	4.76%	~
Don't know / NA	0	280	39.16%	41.12%
Poor job	1	20	2.80%	2.94%
	2	44	6.15%	6.46%
	3	159	22.24%	23.35%
	4	104	14.55%	15.27%
Good job	5	74	10.35%	10.87%
Total		715	100.00%	100.00%

q15l. City Clerk's office		Count	Percent	Percent of those who responded
		32	4.48%	~
Don't know / NA	0	197	27.55%	28.84%
Poor job	1	4	0.56%	0.59%
	2	26	3.64%	3.81%
	3	149	20.84%	21.82%
	4	178	24.90%	26.06%
Good job	5	129	18.04%	18.89%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q15j. Assessing department		Count	Percent	Percent of those who responded
		23	4.16%	~
Don't know / NA	0	168	30.38%	31.70%
Poor job	1	41	7.41%	7.74%
	2	59	10.67%	11.13%
	3	145	26.22%	27.36%
	4	78	14.10%	14.72%
Good job	5	39	7.05%	7.36%
Total		553	100.00%	100.00%

q15k. Finance department		Count	Percent	Percent of those who responded
		25	4.52%	~
Don't know / NA	0	216	39.06%	40.91%
Poor job	1	17	3.07%	3.22%
	2	38	6.87%	7.20%
	3	123	22.24%	23.30%
	4	82	14.83%	15.53%
Good job	5	52	9.40%	9.85%
Total		553	100.00%	100.00%

q15l. City Clerk's office		Count	Percent	Percent of those who responded
		26	4.70%	~
Don't know / NA	0	153	27.67%	29.03%
Poor job	1	4	0.72%	0.76%
	2	23	4.16%	4.36%
	3	114	20.61%	21.63%
	4	142	25.68%	26.94%
Good job	5	91	16.46%	17.27%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q15m. City Administrators office		Count	Percent	Percent of those who responded
		32	4.48%	~
Don't know / NA	0	252	35.24%	36.90%
Poor job	1	20	2.80%	2.93%
	2	35	4.90%	5.12%
	3	156	21.82%	22.84%
	4	130	18.18%	19.03%
Good job	5	90	12.59%	13.18%
Total		715	100.00%	100.00%

q15n.City's Website		Count	Percent	Percent of those who responded
		41	5.73%	~
Don't know / NA	0	421	58.88%	62.46%
Poor job	1	14	1.96%	2.08%
	2	26	3.64%	3.86%
	3	87	12.17%	12.91%
	4	74	10.35%	10.98%
Good job	5	52	7.27%	7.72%
Total		715	100.00%	100.00%

q15o. Branch library		Count	Percent	Percent of those who responded
		26	3.64%	~
Don't know / NA	0	108	15.10%	15.67%
Poor job	1	6	0.84%	0.87%
	2	23	3.22%	3.34%
	3	132	18.46%	19.16%
	4	201	28.11%	29.17%
Good job	5	219	30.63%	31.79%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q15m. City Administrators office		Count	Percent	Percent of those who responded
		26	4.70%	~
Don't know / NA	0	193	34.90%	36.62%
Poor job	1	18	3.25%	3.42%
	2	29	5.24%	5.50%
	3	125	22.60%	23.72%
	4	97	17.54%	18.41%
Good job	5	65	11.75%	12.33%
Total		553	100.00%	100.00%

q15n.City's Website		Count	Percent	Percent of those who responded
		29	5.24%	~
Don't know / NA	0	314	56.78%	59.92%
Poor job	1	14	2.53%	2.67%
	2	23	4.16%	4.39%
	3	74	13.38%	14.12%
	4	59	10.67%	11.26%
Good job	5	40	7.23%	7.63%
Total		553	100.00%	100.00%

q15o. Branch library		Count	Percent	Percent of those who responded
		21	3.80%	~
Don't know / NA	0	78	14.10%	14.66%
Poor job	1	4	0.72%	0.75%
	2	22	3.98%	4.14%
	3	106	19.17%	19.92%
	4	153	27.67%	28.76%
Good job	5	169	30.56%	31.77%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q15p. Leaf disposal site		Count	Percent	Percent of those who responded
		26	3.64%	~
Don't know / NA	0	97	13.57%	14.08%
Poor job	1	21	2.94%	3.05%
	2	29	4.06%	4.21%
	3	129	18.04%	18.72%
	4	190	26.57%	27.58%
Good job	5	223	31.19%	32.37%
Total		715	100.00%	100.00%

q15q. Property maintenance regulations		Count	Percent	Percent of those who responded
		35	4.90%	~
Don't know / NA	0	173	24.20%	25.44%
Poor job	1	45	6.29%	6.62%
	2	57	7.97%	8.38%
	3	185	25.87%	27.21%
	4	142	19.86%	20.88%
Good job	5	78	10.91%	11.47%
Total		715	100.00%	100.00%

q15r. Street lighting		Count	Percent	Percent of those who responded
		28	3.92%	~
Don't know / NA	0	24	3.36%	3.49%
Poor job	1	14	1.96%	2.04%
	2	44	6.15%	6.40%
	3	189	26.43%	27.51%
	4	248	34.69%	36.10%
Good job	5	168	23.50%	24.45%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q15p. Leaf disposal site		Count	Percent	Percent of those who responded
		23	4.16%	~
Don't know / NA	0	70	12.66%	13.21%
Poor job	1	15	2.71%	2.83%
	2	21	3.80%	3.96%
	3	100	18.08%	18.87%
	4	153	27.67%	28.87%
Good job	5	171	30.92%	32.26%
Total		553	100.00%	100.00%

q15q. Property maintenance regulations		Count	Percent	Percent of those who responded
		25	4.52%	~
Don't know / NA	0	134	24.23%	25.38%
Poor job	1	40	7.23%	7.58%
	2	44	7.96%	8.33%
	3	147	26.58%	27.84%
	4	109	19.71%	20.64%
Good job	5	54	9.76%	10.23%
Total		553	100.00%	100.00%

q15r. Street lighting		Count	Percent	Percent of those who responded
		22	3.98%	~
Don't know / NA	0	12	2.17%	2.26%
Poor job	1	11	1.99%	2.07%
	2	40	7.23%	7.53%
	3	149	26.94%	28.06%
	4	199	35.99%	37.48%
Good job	5	120	21.70%	22.60%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q15s. Parks system		Count	Percent	Percent of those who responded
		31	4.34%	~
Don't know / NA	0	53	7.41%	7.75%
Poor job	1	3	0.42%	0.44%
	2	17	2.38%	2.49%
	3	165	23.08%	24.12%
	4	234	32.73%	34.21%
Good job	5	212	29.65%	30.99%
Total		715	100.00%	100.00%

q15t. Land Use planning		Count	Percent	Percent of those who responded
		34	4.76%	~
Don't know / NA	0	221	30.91%	32.45%
Poor job	1	43	6.01%	6.31%
	2	61	8.53%	8.96%
	3	171	23.92%	25.11%
	4	111	15.52%	16.30%
Good job	5	74	10.35%	10.87%
Total		715	100.00%	100.00%

q15u. Economic development		Count	Percent	Percent of those who responded
		37	5.17%	~
Don't know / NA	0	184	25.73%	27.14%
Poor job	1	44	6.15%	6.49%
	2	59	8.25%	8.70%
	3	193	26.99%	28.47%
	4	131	18.32%	19.32%
Good job	5	67	9.37%	9.88%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q15s. Parks system		Count	Percent	Percent of those who responded
		25	4.52%	~
Don't know / NA	0	37	6.69%	7.01%
Poor job	1	2	0.36%	0.38%
	2	14	2.53%	2.65%
	3	133	24.05%	25.19%
Good job	4	182	32.91%	34.47%
	5	160	28.93%	30.30%
Total		553	100.00%	100.00%

q15t. Land Use planning		Count	Percent	Percent of those who responded
		27	4.88%	~
Don't know / NA	0	171	30.92%	32.51%
Poor job	1	37	6.69%	7.03%
	2	46	8.32%	8.75%
	3	128	23.15%	24.33%
	4	89	16.09%	16.92%
Good job	5	55	9.95%	10.46%
Total		553	100.00%	100.00%

q15u. Economic development		Count	Percent	Percent of those who responded
		27	4.88%	~
Don't know / NA	0	140	25.32%	26.62%
Poor job	1	38	6.87%	7.22%
	2	49	8.86%	9.32%
	3	144	26.04%	27.38%
	4	111	20.07%	21.10%
Good job	5	44	7.96%	8.37%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q15v. Bike lane maintenance		Count	Percent	Percent of those who responded
		33	4.62%	~
Don't know / NA	0	145	20.28%	21.26%
Poor job	1	27	3.78%	3.96%
	2	59	8.25%	8.65%
	3	183	25.59%	26.83%
	4	165	23.08%	24.19%
Good job	5	103	14.41%	15.10%
Total		715	100.00%	100.00%

q15w. Stormwater drainage		Count	Percent	Percent of those who responded
		33	4.62%	~
Don't know / NA	0	159	22.24%	23.31%
Poor job	1	27	3.78%	3.96%
	2	47	6.57%	6.89%
	3	196	27.41%	28.74%
	4	151	21.12%	22.14%
Good job	5	102	14.27%	14.96%
Total		715	100.00%	100.00%

q15x. Emergency medical response		Count	Percent	Percent of those who responded
		32	4.48%	~
Don't know / NA	0	140	19.58%	20.50%
Poor job	1	6	0.84%	0.88%
	2	6	0.84%	0.88%
	3	94	13.15%	13.76%
	4	194	27.13%	28.40%
Good job	5	243	33.99%	35.58%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q15v. Bike lane maintenance		Count	Percent	Percent of those who responded
		26	4.70%	~
Don't know / NA	0	105	18.99%	19.92%
Poor job	1	24	4.34%	4.55%
	2	53	9.58%	10.06%
	3	143	25.86%	27.13%
	4	128	23.15%	24.29%
Good job	5	74	13.38%	14.04%
Total		553	100.00%	100.00%

q15w. Stormwater drainage		Count	Percent	Percent of those who responded
		26	4.70%	~
Don't know / NA	0	116	20.98%	22.01%
Poor job	1	23	4.16%	4.36%
	2	36	6.51%	6.83%
	3	163	29.48%	30.93%
	4	116	20.98%	22.01%
Good job	5	73	13.20%	13.85%
Total		553	100.00%	100.00%

q15x. Emergency medical response		Count	Percent	Percent of those who responded
		25	4.52%	~
Don't know / NA	0	116	20.98%	21.97%
Poor job	1	4	0.72%	0.76%
	2	6	1.08%	1.14%
	3	76	13.74%	14.39%
	4	150	27.12%	28.41%
Good job	5	176	31.83%	33.33%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q15y. Park safety		Count	Percent	Percent of those who responded
		31	4.34%	~
Don't know / NA	0	212	29.65%	30.99%
Poor job	1	13	1.82%	1.90%
	2	18	2.52%	2.63%
	3	158	22.10%	23.10%
	4	171	23.92%	25.00%
Good job	5	112	15.66%	16.37%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q15y. Park safety		Count	Percent	Percent of those who responded
		24	4.34%	~
Don't know / NA	0	159	28.75%	30.06%
Poor job	1	11	1.99%	2.08%
	2	14	2.53%	2.65%
	3	126	22.78%	23.82%
	4	133	24.05%	25.14%
Good job	5	86	15.55%	16.26%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

16. Please rate how important the following areas and/or departments are in the City of Norton Shores

q16a. Police protection		Count	Percent	Percent of those who responded
		23	3.22%	~
Don't know / NA	0	2	0.28%	0.29%
Not Important	1	3	0.42%	0.43%
	2	6	0.84%	0.87%
	3	35	4.90%	5.06%
	4	112	15.66%	16.18%
Very Important	5	534	74.69%	77.17%
Total		715	100.00%	100.00%

q16b. Fire protection		Count	Percent	Percent of those who responded
		26	3.64%	~
Don't know / NA	0	2	0.28%	0.29%
Not Important	1	2	0.28%	0.29%
	2	4	0.56%	0.58%
	3	28	3.92%	4.06%
	4	96	13.43%	13.93%
Very Important	5	557	77.90%	80.84%
Total		715	100.00%	100.00%

q16c. Street repair/maintenance		Count	Percent	Percent of those who responded
		25	3.50%	~
Don't know / NA	0	1	0.14%	0.14%
Not Important	1	5	0.70%	0.72%
	2	6	0.84%	0.87%
	3	94	13.15%	13.62%
	4	238	33.29%	34.49%
Very Important	5	346	48.39%	50.14%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q16a. Police protection		Count	Percent	Percent of those who responded
		19	3.44%	~
Don't know / NA	0	1	0.18%	0.19%
Not Important	1	2	0.36%	0.37%
	2	5	0.90%	0.94%
	3	29	5.24%	5.43%
	4	87	15.73%	16.29%
Very Important	5	410	74.14%	76.78%
Total		553	100.00%	100.00%

q16b. Fire protection		Count	Percent	Percent of those who responded
		21	3.80%	~
Don't know / NA	0	1	0.18%	0.19%
Not Important	1	2	0.36%	0.38%
	2	3	0.54%	0.56%
	3	25	4.52%	4.70%
	4	74	13.38%	13.91%
Very Important	5	427	77.22%	80.26%
Total		553	100.00%	100.00%

q16c. Street repair/maintenance		Count	Percent	Percent of those who responded
		21	3.80%	~
Don't know / NA	0	1	0.18%	0.19%
Not Important	1	4	0.72%	0.75%
	2	4	0.72%	0.75%
	3	74	13.38%	13.91%
	4	192	34.72%	36.09%
Very Important	5	257	46.47%	48.31%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q16d. Snow removal		Count	Percent	Percent of those who responded
		25	3.50%	~
Don't know / NA	0	4	0.56%	0.58%
Not Important	1	2	0.28%	0.29%
	2	8	1.12%	1.16%
	3	91	12.73%	13.19%
	4	242	33.85%	35.07%
Very Important	5	343	47.97%	49.71%
Total		715	100.00%	100.00%

q16e. Water system maintenance		Count	Percent	Percent of those who responded
		30	4.20%	~
Don't know / NA	0	32	4.48%	4.67%
Not Important	1	9	1.26%	1.31%
	2	2	0.28%	0.29%
	3	74	10.35%	10.80%
	4	179	25.03%	26.13%
Very Important	5	389	54.41%	56.79%
Total		715	100.00%	100.00%

q16f. Sewer system maintenance		Count	Percent	Percent of those who responded
		33	4.62%	~
Don't know / NA	0	29	4.06%	4.25%
Not Important	1	6	0.84%	0.88%
	2	2	0.28%	0.29%
	3	83	11.61%	12.17%
	4	185	25.87%	27.13%
Very Important	5	377	52.73%	55.28%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q16d. Snow removal		Count	Percent	Percent of those who responded
		20	3.62%	~
Don't know / NA	0	3	0.54%	0.56%
Not Important	1	2	0.36%	0.38%
	2	7	1.27%	1.31%
	3	71	12.84%	13.32%
	4	198	35.80%	37.15%
Very Important	5	252	45.57%	47.28%
Total		553	100.00%	100.00%

q16e. Water system maintenance		Count	Percent	Percent of those who responded
		25	4.52%	~
Don't know / NA	0	22	3.98%	4.17%
Not Important	1	7	1.27%	1.33%
	2	2	0.36%	0.38%
	3	64	11.57%	12.12%
	4	144	26.04%	27.27%
Very Important	5	289	52.26%	54.73%
Total		553	100.00%	100.00%

q16f. Sewer system maintenance		Count	Percent	Percent of those who responded
		26	4.70%	~
Don't know / NA	0	20	3.62%	3.80%
Not Important	1	4	0.72%	0.76%
	2	2	0.36%	0.38%
	3	73	13.20%	13.85%
	4	150	27.12%	28.46%
Very Important	5	278	50.27%	52.75%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q16g. Recreation program		Count	Percent	Percent of those who responded
		31	4.34%	~
Don't know / NA	0	41	5.73%	5.99%
Not Important	1	70	9.79%	10.23%
	2	101	14.13%	14.77%
	3	248	34.69%	36.26%
	4	143	20.00%	20.91%
Very Important	5	81	11.33%	11.84%
Total		715	100.00%	100.00%

q16h. Zoning enforcement		Count	Percent	Percent of those who responded
		33	4.62%	~
Don't know / NA	0	60	8.39%	8.80%
Not Important	1	21	2.94%	3.08%
	2	48	6.71%	7.04%
	3	182	25.45%	26.69%
	4	196	27.41%	28.74%
Very Important	5	175	24.48%	25.66%
Total		715	100.00%	100.00%

q16i. Building department		Count	Percent	Percent of those who responded
		34	4.76%	~
Don't know / NA	0	108	15.10%	15.86%
Not Important	1	21	2.94%	3.08%
	2	46	6.43%	6.75%
	3	215	30.07%	31.57%
	4	170	23.78%	24.96%
Very Important	5	121	16.92%	17.77%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q16g. Recreation program		Count	Percent	Percent of those who responded
		26	4.70%	~
Don't know / NA	0	25	4.52%	4.74%
Not Important	1	56	10.13%	10.63%
	2	86	15.55%	16.32%
	3	193	34.90%	36.62%
	4	117	21.16%	22.20%
Very Important	5	50	9.04%	9.49%
Total		553	100.00%	100.00%

q16h. Zoning enforcement		Count	Percent	Percent of those who responded
		26	4.70%	~
Don't know / NA	0	41	7.41%	7.78%
Not Important	1	18	3.25%	3.42%
	2	42	7.59%	7.97%
	3	150	27.12%	28.46%
	4	150	27.12%	28.46%
Very Important	5	126	22.78%	23.91%
Total		553	100.00%	100.00%

q16i. Building department		Count	Percent	Percent of those who responded
		27	4.88%	~
Don't know / NA	0	75	13.56%	14.26%
Not Important	1	17	3.07%	3.23%
	2	41	7.41%	7.79%
	3	175	31.65%	33.27%
	4	135	24.41%	25.67%
Very Important	5	83	15.01%	15.78%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q16j. Assessing department		Count	Percent	Percent of those who responded
		36	5.03%	~
Don't know / NA	0	85	11.89%	12.52%
Not Important	1	32	4.48%	4.71%
	2	41	5.73%	6.04%
	3	206	28.81%	30.34%
	4	180	25.17%	26.51%
Very Important	5	135	18.88%	19.88%
Total		715	100.00%	100.00%

q16k. Finance department		Count	Percent	Percent of those who responded
		34	4.76%	~
Don't know / NA	0	112	15.66%	16.45%
Not Important	1	16	2.24%	2.35%
	2	28	3.92%	4.11%
	3	183	25.59%	26.87%
	4	164	22.94%	24.08%
Very Important	5	178	24.90%	26.14%
Total		715	100.00%	100.00%

q16l. City Clerk's office		Count	Percent	Percent of those who responded
		34	4.76%	~
Don't know / NA	0	77	10.77%	11.31%
Not Important	1	17	2.38%	2.50%
	2	34	4.76%	4.99%
	3	197	27.55%	28.93%
	4	186	26.01%	27.31%
Very Important	5	170	23.78%	24.96%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q16j. Assessing department		Count	Percent	Percent of those who responded
		28	5.06%	~
Don't know / NA	0	55	9.95%	10.48%
Not Important	1	27	4.88%	5.14%
	2	33	5.97%	6.29%
	3	174	31.46%	33.14%
	4	144	26.04%	27.43%
Very Important	5	92	16.64%	17.52%
Total		553	100.00%	100.00%

q16k. Finance department		Count	Percent	Percent of those who responded
		25	4.52%	~
Don't know / NA	0	73	13.20%	13.83%
Not Important	1	14	2.53%	2.65%
	2	26	4.70%	4.92%
	3	158	28.57%	29.92%
	4	131	23.69%	24.81%
Very Important	5	126	22.78%	23.86%
Total		553	100.00%	100.00%

q16l. City Clerk's office		Count	Percent	Percent of those who responded
		27	4.88%	~
Don't know / NA	0	57	10.31%	10.84%
Not Important	1	15	2.71%	2.85%
	2	32	5.79%	6.08%
	3	167	30.20%	31.75%
	4	146	26.40%	27.76%
Very Important	5	109	19.71%	20.72%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q16m. City Administrators office		Count	Percent	Percent of those who responded
		37	5.17%	~
Don't know / NA	0	90	12.59%	13.27%
Not Important	1	25	3.50%	3.69%
	2	48	6.71%	7.08%
	3	188	26.29%	27.73%
	4	164	22.94%	24.19%
Very Important	5	163	22.80%	24.04%
Total		715	100.00%	100.00%

q16n.City's Website		Count	Percent	Percent of those who responded
		40	5.59%	~
Don't know / NA	0	179	25.03%	26.52%
Not Important	1	89	12.45%	13.19%
	2	99	13.85%	14.67%
	3	170	23.78%	25.19%
	4	86	12.03%	12.74%
Very Important	5	52	7.27%	7.70%
Total		715	100.00%	100.00%

q16o. Branch library		Count	Percent	Percent of those who responded
		33	4.62%	~
Don't know / NA	0	33	4.62%	4.84%
Not Important	1	25	3.50%	3.67%
	2	44	6.15%	6.45%
	3	173	24.20%	25.37%
	4	175	24.48%	25.66%
Very Important	5	232	32.45%	34.02%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q16m. City Administrators office		Count	Percent	Percent of those who responded
		29	5.24%	~
Don't know / NA	0	65	11.75%	12.40%
Not Important	1	20	3.62%	3.82%
	2	43	7.78%	8.21%
	3	160	28.93%	30.53%
	4	131	23.69%	25.00%
Very Important	5	105	18.99%	20.04%
Total		553	100.00%	100.00%

q16n.City's Website		Count	Percent	Percent of those who responded
		32	5.79%	~
Don't know / NA	0	105	18.99%	20.15%
Not Important	1	80	14.47%	15.36%
	2	86	15.55%	16.51%
	3	148	26.76%	28.41%
	4	71	12.84%	13.63%
Very Important	5	31	5.61%	5.95%
Total		553	100.00%	100.00%

q16o. Branch library		Count	Percent	Percent of those who responded
		25	4.52%	~
Don't know / NA	0	19	3.44%	3.60%
Not Important	1	22	3.98%	4.17%
	2	37	6.69%	7.01%
	3	146	26.40%	27.65%
	4	127	22.97%	24.05%
Very Important	5	177	32.01%	33.52%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q16p. Leaf disposal site		Count	Percent	Percent of those who responded
		33	4.62%	~
Don't know / NA	0	34	4.76%	4.99%
Not Important	1	42	5.87%	6.16%
	2	44	6.15%	6.45%
	3	183	25.59%	26.83%
	4	163	22.80%	23.90%
Very Important	5	216	30.21%	31.67%
Total		715	100.00%	100.00%

q16q. Property maintenance regulations		Count	Percent	Percent of those who responded
		40	5.59%	~
Don't know / NA	0	42	5.87%	6.22%
Not Important	1	17	2.38%	2.52%
	2	35	4.90%	5.19%
	3	182	25.45%	26.96%
	4	213	29.79%	31.56%
Very Important	5	186	26.01%	27.56%
Total		715	100.00%	100.00%

q16r. Street lighting		Count	Percent	Percent of those who responded
		35	4.90%	~
Don't know / NA	0	6	0.84%	0.88%
Not Important	1	8	1.12%	1.18%
	2	16	2.24%	2.35%
	3	142	19.86%	20.88%
	4	241	33.71%	35.44%
Very Important	5	267	37.34%	39.26%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q16p. Leaf disposal site		Count	Percent	Percent of those who responded
		26	4.70%	~
Don't know / NA	0	22	3.98%	4.17%
Not Important	1	36	6.51%	6.83%
	2	32	5.79%	6.07%
	3	153	27.67%	29.03%
	4	129	23.33%	24.48%
Very Important	5	155	28.03%	29.41%
Total		553	100.00%	100.00%

q16q. Property maintenance regulations		Count	Percent	Percent of those who responded
		31	5.61%	~
Don't know / NA	0	34	6.15%	6.51%
Not Important	1	14	2.53%	2.68%
	2	28	5.06%	5.36%
	3	152	27.49%	29.12%
	4	162	29.29%	31.03%
Very Important	5	132	23.87%	25.29%
Total		553	100.00%	100.00%

q16r. Street lighting		Count	Percent	Percent of those who responded
		28	5.06%	~
Don't know / NA	0	6	1.08%	1.14%
Not Important	1	6	1.08%	1.14%
	2	14	2.53%	2.67%
	3	121	21.88%	23.05%
	4	184	33.27%	35.05%
Very Important	5	194	35.08%	36.95%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q16s. Parks system		Count	Percent	Percent of those who responded
		37	5.17%	~
Don't know / NA	0	28	3.92%	4.13%
Not Important	1	26	3.64%	3.83%
	2	51	7.13%	7.52%
	3	209	29.23%	30.83%
	4	211	29.51%	31.12%
Very Important	5	153	21.40%	22.57%
Total		715	100.00%	100.00%

q16t. Land Use planning		Count	Percent	Percent of those who responded
		37	5.17%	~
Don't know / NA	0	77	10.77%	11.36%
Not Important	1	19	2.66%	2.80%
	2	32	4.48%	4.72%
	3	163	22.80%	24.04%
	4	188	26.29%	27.73%
Very Important	5	199	27.83%	29.35%
Total		715	100.00%	100.00%

q16u. Economic development		Count	Percent	Percent of those who responded
		38	5.31%	~
Don't know / NA	0	67	9.37%	9.90%
Not Important	1	18	2.52%	2.66%
	2	24	3.36%	3.55%
	3	130	18.18%	19.20%
	4	198	27.69%	29.25%
Very Important	5	240	33.57%	35.45%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q16s. Parks system		Count	Percent	Percent of those who responded
		28	5.06%	~
Don't know / NA	0	18	3.25%	3.43%
Not Important	1	20	3.62%	3.81%
	2	40	7.23%	7.62%
	3	166	30.02%	31.62%
	4	165	29.84%	31.43%
Very Important	5	116	20.98%	22.10%
Total		553	100.00%	100.00%

q16t. Land Use planning		Count	Percent	Percent of those who responded
		28	5.06%	~
Don't know / NA	0	57	10.31%	10.86%
Not Important	1	14	2.53%	2.67%
	2	23	4.16%	4.38%
	3	132	23.87%	25.14%
	4	152	27.49%	28.95%
Very Important	5	147	26.58%	28.00%
Total		553	100.00%	100.00%

q16u. Economic development		Count	Percent	Percent of those who responded
		28	5.06%	~
Don't know / NA	0	45	8.14%	8.57%
Not Important	1	14	2.53%	2.67%
	2	18	3.25%	3.43%
	3	106	19.17%	20.19%
	4	154	27.85%	29.33%
Very Important	5	188	34.00%	35.81%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q16v. Bike lane maintenance		Count	Percent	Percent of those who responded
		39	5.45%	~
Don't know / NA	0	48	6.71%	7.10%
Not Important	1	51	7.13%	7.54%
	2	69	9.65%	10.21%
	3	201	28.11%	29.73%
	4	192	26.85%	28.40%
Very Important	5	115	16.08%	17.01%
Total		715	100.00%	100.00%

q16w. Stormwater drainage		Count	Percent	Percent of those who responded
		40	5.59%	~
Don't know / NA	0	48	6.71%	7.11%
Not Important	1	11	1.54%	1.63%
	2	21	2.94%	3.11%
	3	159	22.24%	23.56%
	4	217	30.35%	32.15%
Very Important	5	219	30.63%	32.44%
Total		715	100.00%	100.00%

q16x. Emergency medical response		Count	Percent	Percent of those who responded
		37	5.17%	~
Don't know / NA	0	13	1.82%	1.92%
Not Important	1	4	0.56%	0.59%
	2	7	0.98%	1.03%
	3	54	7.55%	7.96%
	4	134	18.74%	19.76%
Very Important	5	466	65.17%	68.73%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q16v. Bike lane maintenance		Count	Percent	Percent of those who responded
		28	5.06%	~
Don't know / NA	0	30	5.42%	5.71%
Not Important	1	41	7.41%	7.81%
	2	59	10.67%	11.24%
	3	160	28.93%	30.48%
	4	154	27.85%	29.33%
Very Important	5	81	14.65%	15.43%
Total		553	100.00%	100.00%

q16w. Stormwater drainage		Count	Percent	Percent of those who responded
		32	5.79%	~
Don't know / NA	0	32	5.79%	6.14%
Not Important	1	8	1.45%	1.54%
	2	17	3.07%	3.26%
	3	135	24.41%	25.91%
	4	168	30.38%	32.25%
Very Important	5	161	29.11%	30.90%
Total		553	100.00%	100.00%

q16x. Emergency medical response		Count	Percent	Percent of those who responded
		28	5.06%	~
Don't know / NA	0	11	1.99%	2.10%
Not Important	1	4	0.72%	0.76%
	2	7	1.27%	1.33%
	3	45	8.14%	8.57%
	4	102	18.44%	19.43%
Very Important	5	356	64.38%	67.81%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q16y. Park safety		Count	Percent	Percent of those who responded
		39	5.45%	~
Don't know / NA	0	32	4.48%	4.73%
Not Important	1	16	2.24%	2.37%
	2	34	4.76%	5.03%
	3	158	22.10%	23.37%
	4	196	27.41%	28.99%
Very Important	5	240	33.57%	35.50%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q16y. Park safety		Count	Percent	Percent of those who responded
		30	5.42%	~
Don't know / NA	0	21	3.80%	4.02%
Not Important	1	14	2.53%	2.68%
	2	28	5.06%	5.35%
	3	127	22.97%	24.28%
	4	153	27.67%	29.25%
Very Important	5	180	32.55%	34.42%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

Age-adjusted Survey Sample (553 respondents)

17. In your opinion, how important are the following issues to the City of Norton Shores:

q17a. Providing adequate police staffing		Count	Percent	Percent of those who responded
No answer		30	4.20%	~
Not important	1	3	0.42%	0.44%
	2	8	1.12%	1.17%
	3	43	6.01%	6.28%
	4	138	19.30%	20.15%
Very important	5	493	68.95%	71.97%
Total		715	100.00%	100.00%

q17a. Providing adequate police staffing		Count	Percent	Percent of those who responded
No answer		24	4.34%	~
Not important	1	2	0.36%	0.38%
	2	7	1.27%	1.32%
	3	35	6.33%	6.62%
	4	114	20.61%	21.55%
Very important	5	371	67.09%	70.13%
Total		553	100.00%	100.00%

q17b. Providing adequate fire staffing		Count	Percent	Percent of those who responded
No answer		31	4.34%	~
Not important	1		0.00%	0.00%
	2	8	1.12%	1.17%
	3	36	5.03%	5.26%
	4	135	18.88%	19.74%
Very important	5	505	70.63%	73.83%
Total		715	100.00%	100.00%

q17b. Providing adequate fire staffing		Count	Percent	Percent of those who responded
No answer		25	4.52%	~
Not important	1		0.00%	0.00%
	2	7	1.27%	1.33%
	3	29	5.24%	5.49%
	4	107	19.35%	20.27%
Very important	5	385	69.62%	72.92%
Total		553	100.00%	100.00%

q17c. Establishing a local street funding program		Count	Percent	Percent of those who responded
No answer		404	56.50%	~
Not important	1	27	3.78%	8.68%
	2	29	4.06%	9.32%
	3	69	9.65%	22.19%
	4	103	14.41%	33.12%
Very important	5	83	11.61%	26.69%
Total		715	100.00%	100.00%

q17c. Establishing a local street funding program		Count	Percent	Percent of those who responded
No answer		294	53.16%	~
Not important	1	23	4.16%	8.88%
	2	23	4.16%	8.88%
	3	62	11.21%	23.94%
	4	86	15.55%	33.20%
Very important	5	65	11.75%	25.10%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q17d. Economic development and job creation		Count	Percent	Percent of those who responded
No answer		47	6.57%	~
Not important	1	26	3.64%	3.89%
	2	42	5.87%	6.29%
	3	168	23.50%	25.15%
	4	216	30.21%	32.34%
Very important	5	216	30.21%	32.34%
Total		715	100.00%	100.00%

q17e. Keeping taxes low		Count	Percent	Percent of those who responded
No answer		30	4.20%	~
Not important	1	16	2.24%	2.34%
	2	30	4.20%	4.38%
	3	106	14.83%	15.47%
	4	147	20.56%	21.46%
Very important	5	386	53.99%	56.35%
Total		715	100.00%	100.00%

q17f. Managing growth		Count	Percent	Percent of those who responded
No answer		42	5.87%	~
Not important	1	26	3.64%	3.86%
	2	18	2.52%	2.67%
	3	127	17.76%	18.87%
	4	235	32.87%	34.92%
Very important	5	267	37.34%	39.67%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q17d. Economic development and job creation		Count	Percent	Percent of those who responded
No answer		38	6.87%	~
Not important	1	19	3.44%	3.69%
	2	35	6.33%	6.80%
	3	128	23.15%	24.85%
	4	172	31.10%	33.40%
Very important	5	161	29.11%	31.26%
Total		553	100.00%	100.00%

q17e. Keeping taxes low		Count	Percent	Percent of those who responded
No answer		25	4.52%	~
Not important	1	14	2.53%	2.65%
	2	24	4.34%	4.55%
	3	88	15.91%	16.67%
	4	110	19.89%	20.83%
Very important	5	292	52.80%	55.30%
Total		553	100.00%	100.00%

q17f. Managing growth		Count	Percent	Percent of those who responded
No answer		36	6.51%	~
Not important	1	21	3.80%	4.06%
	2	16	2.89%	3.09%
	3	103	18.63%	19.92%
	4	178	32.19%	34.43%
Very important	5	199	35.99%	38.49%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q17g. Providing affordable housing		Count	Percent	Percent of those who responded
No answer		41	5.73%	~
Not important	1	83	11.61%	12.31%
	2	98	13.71%	14.54%
	3	198	27.69%	29.38%
	4	144	20.14%	21.36%
Very important	5	151	21.12%	22.40%
Total		715	100.00%	100.00%

q17h. Providing senior housing		Count	Percent	Percent of those who responded
No answer		38	5.31%	~
Not important	1	71	9.93%	10.49%
	2	85	11.89%	12.56%
	3	214	29.93%	31.61%
	4	154	21.54%	22.75%
Very important	5	153	21.40%	22.60%
Total		715	100.00%	100.00%

q17i. Providing services for seniors		Count	Percent	Percent of those who responded
No answer		43	6.01%	~
Not important	1	46	6.43%	6.85%
	2	70	9.79%	10.42%
	3	186	26.01%	27.68%
	4	195	27.27%	29.02%
Very important	5	175	24.48%	26.04%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q17g. Providing affordable housing		Count	Percent	Percent of those who responded
No answer		34	6.15%	~
Not important	1	67	12.12%	12.91%
	2	85	15.37%	16.38%
	3	148	26.76%	28.52%
	4	118	21.34%	22.74%
Very important	5	101	18.26%	19.46%
Total		553	100.00%	100.00%

q17h. Providing senior housing		Count	Percent	Percent of those who responded
No answer		31	5.61%	~
Not important	1	58	10.49%	11.11%
	2	69	12.48%	13.22%
	3	170	30.74%	32.57%
	4	122	22.06%	23.37%
Very important	5	103	18.63%	19.73%
Total		553	100.00%	100.00%

q17i. Providing services for seniors		Count	Percent	Percent of those who responded
No answer		33	5.97%	~
Not important	1	40	7.23%	7.69%
	2	60	10.85%	11.54%
	3	156	28.21%	30.00%
	4	145	26.22%	27.88%
Very important	5	119	21.52%	22.88%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q17j. Providing bike trails		Count	Percent	Percent of those who responded
No answer		38	5.31%	~
Not important	1	81	11.33%	11.96%
	2	100	13.99%	14.77%
	3	213	29.79%	31.46%
	4	160	22.38%	23.63%
Very important	5	123	17.20%	18.17%
Total		715	100.00%	100.00%

q17k. Providing sidewalks		Count	Percent	Percent of those who responded
No answer		43	6.01%	~
Not important	1	78	10.91%	11.61%
	2	106	14.83%	15.77%
	3	173	24.20%	25.74%
	4	174	24.34%	25.89%
Very important	5	141	19.72%	20.98%
Total		715	100.00%	100.00%

q17l. Providing better east-west routes through the city		Count	Percent	Percent of those who responded
No answer		41	5.73%	~
Not important	1	108	15.10%	16.02%
	2	136	19.02%	20.18%
	3	226	31.61%	33.53%
	4	131	18.32%	19.44%
Very important	5	73	10.21%	10.83%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q17j. Providing bike trails		Count	Percent	Percent of those who responded
No answer		30	5.42%	~
Not important	1	60	10.85%	11.47%
	2	80	14.47%	15.30%
	3	157	28.39%	30.02%
	4	133	24.05%	25.43%
Very important	5	93	16.82%	17.78%
Total		553	100.00%	100.00%

q17k. Providing sidewalks		Count	Percent	Percent of those who responded
No answer		33	5.97%	~
Not important	1	65	11.75%	12.50%
	2	83	15.01%	15.96%
	3	129	23.33%	24.81%
	4	139	25.14%	26.73%
Very important	5	104	18.81%	20.00%
Total		553	100.00%	100.00%

q17l. Providing better east-west routes through the city		Count	Percent	Percent of those who responded
No answer		32	5.79%	~
Not important	1	87	15.73%	16.70%
	2	113	20.43%	21.69%
	3	176	31.83%	33.78%
	4	99	17.90%	19.00%
Very important	5	46	8.32%	8.83%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q17m. Paving gravel roads		Count	Percent	Percent of those who responded
No answer		43	6.01%	~
Not important	1	110	15.38%	16.37%
	2	155	21.68%	23.07%
	3	201	28.11%	29.91%
	4	120	16.78%	17.86%
Very important	5	86	12.03%	12.80%
Total		715	100.00%	100.00%

q17n. Developing a center city		Count	Percent	Percent of those who responded
No answer		41	5.73%	~
Not important	1	179	25.03%	26.56%
	2	157	21.96%	23.29%
	3	190	26.57%	28.19%
	4	77	10.77%	11.42%
Very important	5	71	9.93%	10.53%
Total		715	100.00%	100.00%

q17o. Saving green and open space		Count	Percent	Percent of those who responded
No answer		34	4.76%	~
Not important	1	48	6.71%	7.05%
	2	44	6.15%	6.46%
	3	131	18.32%	19.24%
	4	190	26.57%	27.90%
Very important	5	268	37.48%	39.35%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q17m. Paving gravel roads		Count	Percent	Percent of those who responded
No answer		32	5.79%	~
Not important	1	93	16.82%	17.85%
	2	127	22.97%	24.38%
	3	160	28.93%	30.71%
	4	89	16.09%	17.08%
Very important	5	52	9.40%	9.98%
Total		553	100.00%	100.00%

q17n. Developing a center city		Count	Percent	Percent of those who responded
No answer		33	5.97%	~
Not important	1	137	24.77%	26.35%
	2	122	22.06%	23.46%
	3	149	26.94%	28.65%
	4	62	11.21%	11.92%
Very important	5	50	9.04%	9.62%
Total		553	100.00%	100.00%

q17o. Saving green and open space		Count	Percent	Percent of those who responded
No answer		28	5.06%	~
Not important	1	39	7.05%	7.43%
	2	37	6.69%	7.05%
	3	97	17.54%	18.48%
	4	150	27.12%	28.57%
Very important	5	202	36.53%	38.48%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

q17o. Improving MATS service		Count	Percent	Percent of those who responded
No answer		39	5.45%	~
Not important	1	117	16.36%	17.31%
	2	100	13.99%	14.79%
	3	235	32.87%	34.76%
	4	141	19.72%	20.86%
Very important	5	83	11.61%	12.28%
Total		715	100.00%	100.00%

q17p. Expansion of park facilities		Count	Percent	Percent of those who responded
No answer		40	5.59%	~
Not important	1	111	15.52%	16.44%
	2	123	17.20%	18.22%
	3	247	34.55%	36.59%
	4	125	17.48%	18.52%
Very important	5	69	9.65%	10.22%
Total		715	100.00%	100.00%

q17r. Improving safety in parks		Count	Percent	Percent of those who responded
No answer		45	6.29%	~
Not important	1	57	7.97%	8.51%
	2	90	12.59%	13.43%
	3	235	32.87%	35.07%
	4	163	22.80%	24.33%
Very important	5	125	17.48%	18.66%
Total		715	100.00%	100.00%

Age-adjusted Survey Sample (553 respondents)

q17o. Improving MATS service		Count	Percent	Percent of those who responded
No answer		31	5.61%	~
Not important	1	94	17.00%	18.01%
	2	88	15.91%	16.86%
	3	173	31.28%	33.14%
	4	106	19.17%	20.31%
Very important	5	61	11.03%	11.69%
Total		553	100.00%	100.00%

q17p. Expansion of park facilities		Count	Percent	Percent of those who responded
No answer		32	5.79%	~
Not important	1	90	16.27%	17.27%
	2	96	17.36%	18.43%
	3	189	34.18%	36.28%
	4	93	16.82%	17.85%
Very important	5	53	9.58%	10.17%
Total		553	100.00%	100.00%

q17r. Improving safety in parks		Count	Percent	Percent of those who responded
No answer		35	6.33%	~
Not important	1	42	7.59%	8.11%
	2	73	13.20%	14.09%
	3	186	33.63%	35.91%
	4	122	22.06%	23.55%
Very important	5	95	17.18%	18.34%
Total		553	100.00%	100.00%

Entire Survey Sample (715 respondents)

Age-adjusted Survey Sample (553 respondents)

18. Please indicate whether you agree or disagree with the following statements regarding City services and revenues.

q18a. Norton Shores currently provides an adequate level of service		Count	Percent	Percent of those who responded
No answer		25	3.50%	~
Don't know	0	40	5.59%	5.80%
Strongly Disagree	1	12	1.68%	1.74%
Disagree	2	74	10.35%	10.72%
Agree	3	514	71.89%	74.49%
Strongly Agree	4	50	6.99%	7.25%
Total		715	100%	100.00%
AVERAGE		2.93		

q18a. NS currently provides an adequate level of service		Count	Percent	Percent of those who responded
No answer		23	4.16%	~
Don't know	0	31	5.61%	5.85%
Strongly Disagree	1	10	1.81%	1.89%
Disagree	2	57	10.31%	10.75%
Agree	3	400	72.33%	75.47%
Strongly Agree	4	32	5.79%	6.04%
Total		553	100%	100.00%
AVERAGE		2.91		

q18b. I would prefer to see services reduced rather than pay additional taxes		Count	Percent	Percent of those who responded
No answer		35	4.90%	~
Don't know	0	53	7.41%	7.79%
Strongly Disagree	1	85	11.89%	12.50%
Disagree	2	259	36.22%	38.09%
Agree	3	202	28.25%	29.71%
Strongly Agree	4	81	11.33%	11.91%
Total		715	100%	100.00%
AVERAGE		2.44		

q18b. I would prefer to see services reduced rather than pay additional taxes		Count	Percent	Percent of those who responded
No answer		30	5.42%	~
Don't know	0	45	8.14%	8.60%
Strongly Disagree	1	65	11.75%	12.43%
Disagree	2	201	36.35%	38.43%
Agree	3	146	26.40%	27.92%
Strongly Agree	4	66	11.93%	12.62%
Total		553	100%	100.00%
AVERAGE		2.45		

q18c. The City should increase user fees and charges for the services it offers to maintain current levels of service		Count	Percent	Percent of those who responded
No answer		31	4.34%	~
Don't know	0	62	8.67%	9.06%
Strongly Disagree	1	82	11.47%	11.99%
Disagree	2	241	33.71%	35.23%
Agree	3	264	36.92%	38.60%
Strongly Agree	4	35	4.90%	5.12%
Total		715	100%	100.00%
AVERAGE		2.41		

q18c. The City should increase user fees and charges for the services it offers to maintain current levels of service		Count	Percent	Percent of those who responded
No answer		25	4.52%	~
Don't know	0	46	8.32%	8.71%
Strongly Disagree	1	65	11.75%	12.31%
Disagree	2	192	34.72%	36.36%
Agree	3	202	36.53%	38.26%
Strongly Agree	4	23	4.16%	4.36%
Total		553	100%	100.00%
AVERAGE		2.38		

Entire Survey Sample (715 respondents)

q18d. To maintain current levels of service, I would support a local income tax rather than an increase in property taxes		Count	Percent	Percent of those who responded
No answer		30	4.20%	-
Don't know	0	54	7.55%	7.88%
Strongly Disagree	1	200	27.97%	29.20%
Disagree	2	175	24.48%	25.55%
Agree	3	199	27.83%	29.05%
Strongly Agree	4	57	7.97%	8.32%
Total		715	100%	100.00%
AVERAGE		2.18		

q18e. To provide better roads, I would support a millage dedicated to roads as long as it doesn't cost more than \$100 a year		Count	Percent	Percent of those who responded
No answer		21	2.94%	-
Don't know	0	52	7.27%	7.49%
Strongly Disagree	1	126	17.62%	18.16%
Disagree	2	198	27.69%	28.53%
Agree	3	268	37.48%	38.62%
Strongly Agree	4	50	6.99%	7.20%
Total		715	100%	100.00%
AVERAGE		2.38		

q18f. To expand levels of police services, I would support a millage dedicated to police protection as long as it doesn't cost more than \$100 a year		Count	Percent	Percent of those who responded
No answer		22	3.08%	-
Don't know	0	48	6.71%	6.93%
Strongly Disagree	1	119	16.64%	17.17%
Disagree	2	231	32.31%	33.33%
Agree	3	243	33.99%	35.06%
Strongly Agree	4	52	7.27%	7.50%
Total		715	100%	100.00%
AVERAGE		2.35		

Age-adjusted Survey Sample (553 respondents)

q18d. To maintain current levels of service, I would support a local income tax rather than an increase in property taxes		Count	Percent	Percent of those who responded
No answer		26	4.70%	-
Don't know	0	34	6.15%	6.45%
Strongly Disagree	1	165	29.84%	31.31%
Disagree	2	131	23.69%	24.86%
Agree	3	152	27.49%	28.84%
Strongly Agree	4	45	8.14%	8.54%
Total		553	100%	100.00%
AVERAGE		2.16		

q18e. To provide better roads, I would support a millage dedicated to roads as long as it doesn't cost more than \$100 a year		Count	Percent	Percent of those who responded
No answer		16	2.89%	-
Don't know	0	36	6.51%	6.70%
Strongly Disagree	1	102	18.44%	18.99%
Disagree	2	157	28.39%	29.24%
Agree	3	200	36.17%	37.24%
Strongly Agree	4	42	7.59%	7.82%
Total		553	100%	100.00%
AVERAGE		2.36		

q18f. To expand levels of police services, I would support a millage dedicated to police protection as long as it doesn't cost more than \$100 a year		Count	Percent	Percent of those who responded
No answer		17	3.07%	-
Don't know	0	34	6.15%	6.34%
Strongly Disagree	1	103	18.63%	19.22%
Disagree	2	173	31.28%	32.28%
Agree	3	181	32.73%	33.77%
Strongly Agree	4	45	8.14%	8.40%
Total		553	100%	100.00%
AVERAGE		2.33		

Entire Survey Sample (715 respondents)

q18g. To improve staffing for fire protection, I would support a millage dedicated to fire protection as long as it doesn't cost more than \$100 a year		Count	Percent	Percent of those who responded
No answer		17	2.38%	-
Don't know	0	54	7.55%	7.74%
Strongly Disagree	1	115	16.08%	16.48%
Disagree	2	219	30.63%	31.38%
Agree	3	262	36.64%	37.54%
Strongly Agree	4	48	6.71%	6.88%
Total		715	100%	100.00%
AVERAGE		2.38		

q18h. Currently, I am satisfied with how private waste collection is handled in the City of Norton Shores		Count	Percent	Percent of those who responded
No answer		9	1.26%	-
Don't know	0	39	5.45%	5.52%
Strongly Disagree	1	50	6.99%	7.08%
Disagree	2	67	9.37%	9.49%
Agree	3	328	45.87%	46.46%
Strongly Agree	4	222	31.05%	31.44%
Total		715	100%	100.00%
AVERAGE		3.08		

q18i. The city should consider combining services with adjoining communities to provide services more efficiently		Count	Percent	Percent of those who responded
No answer		13	1.82%	-
Don't know	0	65	9.09%	9.26%
Strongly Disagree	1	60	8.39%	8.55%
Disagree	2	98	13.71%	13.96%
Agree	3	299	41.82%	42.59%
Strongly Agree	4	180	25.17%	25.64%
Total		715	100%	100.00%
AVERAGE		2.94		

Age-adjusted Survey Sample (553 respondents)

q18g. To improve staffing for fire protection, I would support a millage dedicated to fire protection as long as it doesn't cost more than \$100 a year		Count	Percent	Percent of those who responded
No answer		9	1.63%	-
Don't know	0	37	6.69%	6.80%
Strongly Disagree	1	97	17.54%	17.83%
Disagree	2	167	30.20%	30.70%
Agree	3	205	37.07%	37.68%
Strongly Agree	4	38	6.87%	6.99%
Total		553	100%	100.00%
AVERAGE		2.36		

q18h. Currently, I am satisfied with how private waste collection is handled in the City of Norton Shores		Count	Percent	Percent of those who responded
No answer		8	1.45%	-
Don't know	0	27	4.88%	4.95%
Strongly Disagree	1	43	7.78%	7.89%
Disagree	2	52	9.40%	9.54%
Agree	3	249	45.03%	45.69%
Strongly Agree	4	174	31.46%	31.93%
Total		553	100%	100.00%
AVERAGE		3.07		

q18i. The city should consider combining services with adjoining communities to provide services more efficiently		Count	Percent	Percent of those who responded
No answer		12	2.17%	-
Don't know	0	48	8.68%	8.87%
Strongly Disagree	1	51	9.22%	9.43%
Disagree	2	71	12.84%	13.12%
Agree	3	226	40.87%	41.77%
Strongly Agree	4	145	26.22%	26.80%
Total		553	100%	100.00%
AVERAGE		2.94		

APPENDIX 1

SURVEY INSTRUMENT & COVER LETTER

Insert PDF of Survey instrument and cover letter here

APPENDIX 2

WRITE-IN COMMENTS

Question 15z asked respondents to identify a department or service not listed, and how the respondent would rate how good a job the city is doing in that area.

In instances where a respondent wrote more than the 50 characters allowed by the survey database, the entry concludes with a “MORE” indicator and the reader is directed to the actual survey form to review the balance of the comment. These can be located by the survey identification number.

The “Score/Rating” is to be interpreted as follows:

Don't know / NA	0
Poor job	1
	2
	3
	4
Good job	5

Survey ID	Service or department	Score/Rating
23	signage	
24	Garbage- supposed to have city provide MORE	1
47	Animal/pet ordinance. Not always the MORE	1
54	environmental	1
76	Cutting down trees for electrical lines	1
85	Lake Safety	2
100	urban sprawl	1
106	Sign ordinance	1
191	traffic enforcement Forest Pk Rd is like a MORE	
204	News letter	5
242	Animal Control (cats) this park has a major MORE	Not provided
270	Sr activities	1
272	Tree trimming MORE	
303	Ross Park swimming beach	1
304	leaf collection	0
308	sidewalk snow removal	1
357	ordinance enforcement	1
393	city recycling	1
397	street engineering	1
429	Lawn care (residential) regulations	1
430	See write in section	
447	garbage & recycle	1
463	elec. Inspection	1
475	green spaces	1

525	enforcement of posted regulations	1
543	Leaf pick up	1
553	money management	1
555	Provide good education at low cost	1
563	Public Works	2
587	voting	5
596	Reduce taxes	5
618	prop taxes	1
694	Art fair	3

Question 16z asked respondents to identify a department or service not listed, and rate the importance that service or department.

In instances where a respondent wrote more than the 50 characters allowed by the survey database, the entry concludes with a “MORE” indicator and the reader is directed to the actual survey form to review the balance of the comment. These can be located by the survey identification number.

The “Score/Rating” is to be interpreted as follows:

Don't know / NA	0
Not Important	1
	2
	3
	4
Very Important	5

Survey ID	Service or department	Score/Rating
468	Stream and lake safety & watershed health	
272	Side street paving	
100	recycling	5
72	Reach city by phone not website	4
357	ordinance enforcement-state traffic law	5
204	news letter	5
513	Municipal leaf pick up	5
651	more jobs less taxes	5
525	Mona Lake safety	5
543	Leaf pick up	5
429	Lawn care (residential) regulations	5
592	Free online payment abilities	5
397	engineering	5
493	dredge channel	5
308	city ordinances and building codes available online	5
553	Better money management	5
210	add curbside leaf pickup	4

Question 17s asked respondents to identify an issue in Norton Shores not listed, and rate the importance that service or department.

In instances where a respondent wrote more than the 50 characters allowed by the survey database, the entry concludes with a “MORE” indicator and the reader is directed to the actual survey form to review the balance of the comment. These can be located by the survey identification number.

The “Score/Rating” is to be interpreted as follows:

Not Important	1
	2
	3
	4
	5
Very Important	

Survey ID	Service or department	Score/Rating
467	Tax breaks for new industry that gives jobs to others and really is not fair at all	
685	Speed limit signs	5
555	Reduce waste in schools	5
337	rec center	5
543	Providing leaf pick up, make us bag them	5
484	Property maintenance	5
357	ordinance enforcement	5
204	news letter	5
238	New plan for K-Mart store and large parking area	5
161	Neighborhood traffic safety	5
548	N.S. Post Office	5
513	Municipal leaf pick up	5
493	Mona Lake cleanup	5
201	Making lake michigan access and viewing available all by car	5
429	Maintaining house & lawn regulations	5
701	Leave garbage service alone	
553	Learn to manage funds	5
313	leaf site	5
592	Improving website	5
34	I think we have beautiful parks and an adequate amount- I think we need R-1 not R-3 zoning along the Lake Michigan Shoreline	

170	Garbage services see comment next page	5
447	garbage service	4
100	finding occupants for vacant buildings	5
582	Enforcing the traffic laws at stop signs and red lights	5
540	Current tax base too high	5
589	Curfew for youths	4
400	build city pool	5
473	accessibility	

Responses to open-ended **Question 19**, which asked the respondent to use the remaining space to write down their ideas and opinions about services and priorities in the City of Norton Shores. The Microsoft Access ® database allows a maximum of 255 characters to be entered into a text box, so where a respondent wrote more than 255 characters the entry concludes with a “MORE” indicator and the reader is directed to the actual survey form to review the balance of the comment. These can be located by the survey identification number.

Survey ID Response to Question 19

1	It sure would be nice if you trim Mt. Garfield 3 times each summer from grand Haven Rd to Henry St. As you do in the front of the Norton Shores City garage. Just a good thought.
2	Take advice from your own survey. Any tax increase or additional monies levied from an already stagnant economy is devastating!! Quit the pork programs and hold spending in check. No pay increases! A millage for anything is just another tax increase.
3	Save money by sending one man to do a one man job rather than two men with two vehicles. For instance, when painting water hydrants which didn't need paint.
4	Fix roads with current taxes. Contract with garbage services so one per area.
6	That the ordinances on number of animals allowed and junk cars & trucks in yards in the city were enforced!
7	The building Dept is the start of many jokes in the construction community. We need people that can handle commercial building problems. One of the comments that I heard was "I didn't know that you had to be a lawyer to work & build in Norton Shores" MORE
12	I support a zoned private waste collection system. I don't trucks going down my street three days a week.
14	Stricter zoning is needed in N Shores. The addition of a Mr. Quick at Grand Haven Rd & Wendover is a traffic hazard. Cars come fast up the hill and other drivers exiting the Mr Quick driveway plus cars entering G.H. Rd from Wendover -its too much MORE
16	We do enjoy living in Norton Shores. We would like the most to see regulations on homes and yards maintenance. People need to have pride in their neighborhood as well as nice roads, police etc. It is a complete package. Thank you for asking
21	I agree with a \$100.00 cap for a millage for fire protection, police services and better roads but not \$100.00 for each service!
24	If you combine the cities, it only makes things go up for the city such as our water bills.
25	I am 87 years the best I can answer, thank you
28	It absolutely makes sense to take serious steps towards consolidation of support services in the community. Fire/police/parks/city planners etc
33	As to garbage service- those trucks don't abuse streets near as much as school buses! Those routes need adjustment. For garbage take the 5 city sections and if Ames has the majority of customers in say, section 3, give him all of section 3. MORE
34	We would rather pay for the road maintenance through a bond issue-not an income

	tax
39	Improve how you use the resources we have. City employees need to approach their job with purpose and passion. Park rest rooms are very poorly maintained.
44	I enjoy Ross Park so much and have done a lot of walking there. You keep it up so well. It's the best park in the whole area, and it's free. And all ages use it! The library too, is a real asset and a pleasant place to visit.
46	I pay \$300 a month for 80/20 health Ins. Coverage, Raise employees Ins contribution to an amt other citizens pay & adj coverage. Quit mowing ditches in S. Norton Shores. Reduce staff & hold or reduce wages in the economic downturn.
47	An income tax is not a good idea in a community with an aging population. A greater percentage of retirees vs. working families here does not support an income tax. A property tax for city services spreads to cost over all stake holders (retirees, MORE
48	We need to attract business into N.S - Fill K-Mart Plaza
58	The question about taxes and whether to increase is posed as if we paid no other taxes. Yet we are in a very high-tax state & more and more people are being hit by alternative minimum tax in which MORE
59	Leave garbage alone!
60	Norton Shores would not need to spend as much on roads if there were not several waste disposal companies using them on any given day. Combining these services should be a high priority.
61	Why can't Norton Shores have some decent Christmas decorations? Every city around us does. You should be ashamed of the way you allowed some company to desecrate our trees! We need more salt on ALL intersections in MORE
64	Too many newer city pickup trucks running around town with 2 people in and nothing to do. We all have to cut back and the city should do the same. One good thing- Martin & Porter roads widened finally
66	Do not raise property taxes do not start income tax no millage for roads N.S. is an expensive city to live in-cut services if need be but NO NEW TAXES
72	Re 18i: Do you mean things like "free" heat and trash collection, zambonies on the sidewalks? Or do you mean shared vehicle repair on city trucks, merging of all the little political fiefdoms to remove MORE
73	We are concerned about the increasing cost of water and at the mercy of Muskegon Hts for our water supply.
78	NSPD -accreditation seems like an unnecessary use of time and money. NSFD- making medical runs to senior care centers-people are on staff. Some trucks seem like somebody personal ego trips- not necessary for this city DPW facilities and MORE
80	Private waste should be restricted to 1-2 trash collectors. Not 4 or 5. This is tearing up out roads.
81	The increased evaluation of our city since it was formed should pretty well cover the increased cost of services. The only tax increase we would support would be for increased services. Such as garbage pick up, etc.

86	Snow plow service- Snow plows to try to avoid driveways- as much as possible- especially after drive has been cleaned up.
88	Work with your yearly budget. No new taxes. Have an idea for a tax used by all of the people. Like people who live in trailers, apartments etc. Why did we need a 100 ft ladder fire truck, our tallest building is 50 ft.
89	Do not raise taxes! This is why we live here. If we wanted more services we would move. We have trouble finding roads that are bad! So where's the problem? You pose questions as if increased taxes are a given. I found that irritating.
93	Your job is to keep costs down, not invent more programs for me to pay for. CUT COSTS!!
96	Taxes way too high
98	H & I if it would lower costs and give us the same or better services. Go for it.
100	Instead of increasing taxes or reducing services, concentrate on efficiency and eliminating waste. Eliminate corporate tax abatements Hold corporate polluters 100% responsible for safeguards and clean-up.
104	e. Roads. Unless figures have changed since your meetings-this would not cure the maintenance issues. i. I would not want to partner with Muskegon Heights because of what appears to be major financial issues with the water MORE
106	Please- Maintain Norton Shores as a bedroom community.
107	Your people are rude! I've called to report illegal activity and was told there's nothing that can be done! People in different dept. need their attitudes adjusted. Every citizen should matter and be treated respectfully. Not just the wealthy!!!
108	1. There are generally two persons in a household, but allowed only one opinion on this survey. 2. Blight ordinances are not being enforced 3. Secondary roads, shoulders, have been neglected due to lack of money, but, its causing road erosion and MORE
110	Fix our roads Increase our taxes
111	Would like to have better bathrooms at Lake Harbor Park & more protection. Better signs for the parks water warnings when not swimable quality. (Sign too small at entrance)
112	You can't run a democracy without citizens who are educated about issues and we need to pay taxes to do good for all!!
115	Stop wasting money on new trucks, keep them longer. Street repair can be done with the people you have .Start running the city like a business, stop wasting money. If I ran my business like you run the city I'd be bankrupt too
116	Need sidewalks long Henry St to Mona Lake Bridge. Need better snow removal of neighborhoods. Cut some pay from non-union staff.

123	With the economy in Michigan we aren't getting raises, the cost of goods keeps going up, so why can't the city go without raises for a few years, increase their health insurance copay & reduce pension funding just like we're MORE
125	The city receives adequate funds. They choose to waste money on frivolous projects. Abusive cell phone spending. Let's see how much money we truly have after we cut out the fraud, waste & abuse of public funds. I call for an independent audit of our city
126	PLEASE keep the semis off our road! We've complained many times to police, but no change. The semis use our road instead of Sherman to Estes ST. They prefer Sherman>McCracken>Lindberg>Estes. They've broken the tube under Lindberg. The drainage sucks MORE
132	I am embarrassed to report that I have heard others state how trashy the K-Mart center appears. Why did you not accept the offer of Target Corp for a store 2 years ago??
135	The police need to monitor speeding on Roodmont Wendover Blvd & Highgate Rd are speedways & few people stop @ the stop sign on Wendover & Highgate. Dangerous intersection where an accident will surely happen.
136	<ol style="list-style-type: none"> 1. Snob city, greedy 2. Fire & police double taxed, rude 3. Poorly plowed streets in winter 4. Poor treatment of seniors 5. Poor treatment of handicapped 6. Does not give all seniors the lower rate on water bills, more greed MORE
140	I think our roads are in terrible shape- especially around the schools. Garbage and leaf removal is too high water rates are fine, but sewage rates are too high-make available low or no cost to residents to put sewage on separate lines.
143	Park all take home vehicles. Eliminate the assistant city manager's position. Increase insurance co-pays for employees in the non-union positions. City spending is out of control.
144	<p>My reason for answers to d-g. It is too much of an unknown what those taxes would be. Be more specific.</p> <p>H-you have no right to dictate to me where I buy my garbage service. If you went to 1 carrier he would be handed the whole service. MORE</p>
150	We live on a side street. Short street, we do not get plowed very often. Main streets are good, but we cannot get to main streets because we are not plowed. Many seniors on our street, we need to get plowed more. We see plows on streets that don't MORE
153	It would be interesting to explore scaled user fees and charges.
160	<p>Please don't start income tax</p> <p>Please leave waste man. Private</p> <p>Provide info for city meetings & votes</p>
162	Our roads are in horrible condition. They've been given a lick and a promise for too long. Someday I'd like to see a round-about on the corner of Seminole and Lake Harbor. Perfect spot!

163	I think money is tight but money is still wasted on useless programs. If the city had more income it would not tighten its purse strings.
165	We think the most important services offered by N.S. are: Police, fire, library, parks, and leaf disposal.
170	As long as we have to pay for garbage services. I feel that we should have a choice. I believe Ames does the best job. Our taxes are high-don't expand services. We'll just have to work with what monies we have. Just like this survey-why pay for MORE
172	The city needs to be more pro-active in protecting the remaining wetlands in our area and enforce building regulations in the areas. Overall I think Norton Shores is a wonderful place to live.
179	My main concern is to keep taxes low. Education high, police staffed and our community aware of any changes. This form is way too repetitive!
183	Please make only one day per week for trash pick up & tell trucks they must park off the road and they can park on the terrace. Accident prevention is more important than lawns!
184	I would like to see all private waste haulers pick up in Norton Shores the same day. It would eliminate garbage cans out in front of houses everyday of the week. There should be public access to the Whitey's Woods area. As it MORE
187	It will not help to increase manning if you don't improve quality. I have not spoken to one person who believes we have a quality police and fire department. Shoot for quality-not quantity. No more taxes
191	I feel the taxes (property) are more than adequate. To increase property taxes only encourages people to move to a cheaper tax based area. Example: Fruitport, Spring Lake, Whitehall, etc.
192	The big problem we have is the snow plowing. We live off of Henry and Eugene Ave. We understand that main roads need to be plowed first but there were a couple times that it took them almost 48 hours to get our road plowed.
193	I have a snow problem at corner of Getz and Lk Harbor. The plow gathers snow from Getz and turns on to Lk H then dumps the snow on fire hydrant and half circle entrance to my drive. I can't keep it plowed 3 or 4 times every day from Dec to Mar. MORE
194	The staff at city hall is helpful and friendly. We are disappointed with the Norton Shores library. The facility and furnishings are dated. There is little programming compared to surrounding libraries and it lacks variety.
197	I'd be more in favor of private sub-contract of services than combining with adjoining communities. The sole exception being snow removal.
200	reduce Min lot sizes for mobile home building & added property taxes (.5 acre - 100ft frontage)

201	I don't care who provides garbage service, but if it would result in savings to homeowners I would support any city intervention. I thought limiting the number of trucks on the road was a GOOD IDEA!
202	Motor homes and trailers restricted from nearby street or road.
207	FD- why when no matter how minor an emergency is-do 3 emergency vehicles arrive at the scene? Seems like a waste. Mutual Aid- is NS reimbursed by other cities to justify the expenses incurred?
210	We would like to see curbside leaf pickup provided by the city or through a contractor. We are supportive of the city looking to negotiate with a single trash hauler (despite the ridiculous vehement protests of our neighbors) We would support some MORE
214	If possible, cleaning services at the library should be improved. It used to be such a showcase, and has not been thoroughly cleaned in many years.
216	Reduce the administration levels. There are more chiefs than indians. Hire more workers to get the job done. Provide quarterly services evaluations and force the depts. to comply with these.
217	Stop tax grants to companies who had already started projects over \$13,000,000
218	I will strongly disagree with any additional taxes. Our property taxes are outrageous now-we cannot afford to live here if they go any higher.
221	Rental properties should be inspected and held to the same standard as homeowner properties. This should occur every time a property is rented and a fee charged to support it.
223	I have been satisfied with police and fire response as well as the public works department. Having a place to haul my leaves and brush has made my yard work a lot easier. The only complaint I have is the amount of broken glass and debris MORE
227	All citizens at one time or another use the services, roads, facilities, etc. With that a millage or raise in property taxes should be assessed to all. Look at taxing people who don't live in Norton Shores but work in Norton Shores. Like the city of MORE
230	Build stairway on back (north) side of Lake Harbor Park "Sugar Bowl" Incorporate all local municipalities into one city of Muskegon Trash collection should be tax funded city service
232	I believe that by raising taxes or creating new taxes of any kind at this time would further our economic woes. People would start to leave the area and look for more affordable taxation. I also believe because of the lack of business, it would MORE
233	Need to look at city employee health ins. And the benefits and perks of city employees & elec. Officials. I pay more taxes in Norton Shores than if my home were elsewhere.
238	1. It amazes me how short we are on funds when you consider the significant number of large new homes built south of Porter to Pontaluna in recent years and on Forest park! 2. Interesting how many roads are being built but MORE
242	This trailer park really really needs special attention by the city due to the very stray cats using property as a litter box. It is very sad that this park don't solve this problem. The city needs to get this fixed fast

243	Reduce staff at city hall- too much wasted time- reduce staff on voting- close some of the poll buildings they vote at. Must vote by mail-do not need so many workers-waste of money
248	Property taxes are too high and state equalized value has not gone down like other local communities. Why?
254	Bike path on Pontaluna is a mess w/glass, gravel, etc...Not a good image for bikers/campers, i.e. Tourists at Hoffmaster S.P.
255	All of us should have city sewer as long as all neighbors have it.
257	If funds are needed the fair way to increase revenue is to institute an income tax, so that home owners do not carry the whole load. MORE
259	Would like to see getting our own water filtration plant.
266	1. I see police on my street 2 times a year 2. Snow plow 24 hours+ after a storm 3. Recreation programs for kids are sub par I pay \$600 taxes(city) a year on 3BR ranch and receive very little for it MORE
270	Customers of Ames disposal were frightened into attending the meeting about garbage service. On my 2 block long street we have 3 diff. companies collecting on 3 diff. days & all come around 6-6:30am which is very annoying.
272	1. Boat launching site to Mona Lake in Norton Shores 2. As much assistance as possible to reduce pollution in & to Mona Lake 3. Maintenance of Mona Lake channel to Lk. Michigan - i.e. Dredging regulations requiring Lake frontage be free of weeds, MORE
278	I would love to see a bicycle trail system like Spring Lake, Grand Haven (North Ottawa county) Enhances property value, encourages physical fitness, etc.
279	We are landlords in NS & are very impressed with police, fire and EMT response time. Also, the city departments with which we deal are very friendly and cooperative. Especially when they know we are new to our venture MORE
281	When you have a law and it is brought to the attention of property owner, follow through to make sure it is completed!
282	Improve police/resident ratio to national standards. Why three fire vehicle response to a medical emergency. What a waste.
284	Snow plowing on roads besides main roads.
285	Your snow plowing at Fairway Farms Condos are very poor for the elderly people to get out for their doctor appointments and other important things in their lives. Called many times but we never get an answer for the city about improving this problem
286	No more taxes please.
287	If we can't burn leaves why do you allow people in a residential area to burn wood in a stove or fireplace. It stinks and makes breathing hard for seniors and most of the other citizens!! Please check on this
297	No new taxes!!
300	We are not willing to increase our taxes. The cost of living in the area is too high when compared to jobs and wages and getting worse not better.

301	18I-We don't need other cities' problems, we would be accepting cities near North Shores offering more services with no tax base 15C-Our city has done well with our roads if we can level off the MORE
303	Several years ago Ross Park had roped off areas for swimmers. Now boats are overtaking the beach. Leaving their dogs off to poop and disregarding small children in the water. This is really dangerous MORE
304	We should consolidate with adjoining cities & townships at once- it should have happened 50 years ago
307	You have enough revenue! Tome for the city to cut back and eliminate waste. We the citizens are NOT UNDERTAXED. Time to cut out the fat. Reduce some of your bloated payroll-cut back no new taxes! This survey is a waste of money you people need to cut back
308	Increase community relations instead of a you against us attitude. Deal with issues presented to you instead of just blowing them off. Respect the rights of private property from invasive and damaging city policies. New attitudes can do wonders for MORE
312	It is getting too expensive for us for garbage & leaf pick up each year (2 carts or garbage bags & leaf pick up)
316	The services are adequate and do not need improving. Assessments go up every year providing additional revenue. The city has to live within their income. The rest of us do.
317	I don't mind paying a millage to maintain roads and would vote for it. We need to tighten the belt everywhere else. My home is already assessed at far more than I could sell it for.
318	I think the city should check if it would be cheaper to get water from the city of Muskegon.
319	Given the economic situation of the state and local govts., Norton Shores is doing a commendable job. The city must be wise in its expenditures, but still do it's utmost in fire, police, schools and economic and job development.
320	Some city departments have an unusually high number of "supervision status" employees. Anything above front line workers. News paper articles of "basic service with no new employees" -however there is more "front line supervision" & MORE
322	Need recycling of green & brown glass. i.e. Wine bottles
324	The service to make residents maintain their house & property is terrible!! You pick and choose whose property needs clean up! Business-rental-private-the more money they have-the less they have to follow the rules! UGLY!!!!
328	Combining services with other communities will provide watered-down services for us, while we pay for usage of services in other communities. And, of course, people will pay based on property values so Norton Shores residents will pay MORE

329	The city should look to provide "necessary" services within its budget and cut "unnecessary" things if necessary. The city should also use more discretion when approving residential developments. They have only increased MORE
331	Three different garbage trucks come down our private road and it seems like this service could be changed. How about giving each garbage company a section and the city specify services MORE
337	Current waste collection is not very community friendly. Collection trucks are out almost every weekday in all neighborhoods. This is disruptive. Also, a rec center or youth center would be nice. It would give a place to congregate other than the mall.
338	Why does where you work have anything to do with a survey? Need to strongly look into combining services with other cities. Need less administrators to do same jobs!
346	I'm perfectly willing to pay more in taxes if needed to provide better service.
350	I am an eighty year old widow so I don't have a computer or website.
351	I would like to see the beach at Ross Park cleaned up and put to better use
352	A left turn traffic light should be installed at Sternberg & Gr Haven Rd for West bound Sternberg drivers.
355	Don't raise taxes they are high enough!
357	Volunteers are always willing to help. Just look at the hospitals! Certify residents to issue tickets for ordinance violations. You'll not only keep neighborhoods nice and peaceful but also make money off the violations. Just ask Monica Fox MORE
359	Is there a reason why Aue Road is NEVER plowed during the winter? Do my tax dollars count less than everyone else's? Maybe residents of Aue Road should pay less in taxes to make up for less service!
362	Snow removal very poor on some days and sometimes not removed at all causing lots of ice and slush resulting in dangerous driving. Also areas with poor water drainage leaving water over roads for long periods of time. MORE
363	It is unnecessary to send five trucks out for medical emergencies. In general, salaries & health/retirement benefits are too high for government & school employees. They are not in line with private sector. If cuts were made in those areas then MORE
368	18c-City serv. Rev.-Small fees should be charged for leaf disposal that's the only one I'm familiar with 18f-It would depend on what improvement were to be made on those
370	Too many tax breaks to new businesses
371	We would support a single waste collection company in order to protect our roads Bike lanes are very important for walkers and bikes since we don't have sidewalks
377	My dad passed away and my mom's in a nursing home. I think for older people they should get a discount on their house taxes
379	Our police, water and sewer are excellent. A \$100 increase in property taxes is unrealistic, \$25 is reasonable. At present, I think fire response is inefficient. A new income tax & small property tax increase would be more equitable

381	Fixed income puts a curb on a lot of service
383	Making a park or allowing new apartments or condos anywhere along Black Lake and adjoining watershed will ruin the whole ecology of the area. A resource we can hardly afford to abuse. Take note city planners!
384	I would support a \$100-\$150 increase in property taxes to improve roads and fire & police protection. But not a \$300 increase to provide all 3.
386	A few more "perks" for senior citizens- i.e. Help with leaf pick up-we pay hundreds of dollars to have them disposed of 2. To have the street plowed of snow before 5 pm. We may be on the end of the route (someone has to be) Thanks
391	Am very pleased with N.S. fire services, as well as police and emergency service responses.
392	Wish it was better publicized about the charge the fire dept makes for fire service because with full coverage and no deductible some insurance companies do not pay this fee. I think citizens of Norton Shores should be informed of this MORE
393	I would like to see a recycling area in Norton Shores. I currently do not recycle because I am disappointed our own area does not have a site to go to. I do not use household garbage service because we own a business and take it there.
394	As soon as the housing market improves we plan to leave N.S. due to the high taxes
396	I would go for tax income only if they stop "charging" for fire runs!! We have 4 waste collection trucks up & down our street on 1 day I'm put out about fire charging for fire runs!
397	We need an administration that is pro-active and involved, rather than sitting back and giving excuses for what does not get done
398	Due to the increase in home sales & retail development, there should be plenty of revenue to continue and improve city services. Your million dollar fire station was a waste of our tax money. Your fees for police, fire I find MORE
403	Find new revenue sources-fine trash in yard, junked cars, unmowed lawns, tax rental units. Fine waste haulers that litter our roads and streets Use prisoners for labor Use a reserve police force instead of unionized full time MORE
404	Reducing the number of trash removal companies makes sense-choose two- a locally based and a national company
405	What about re-evaluating benefits offered to city employees.
406	Assessment for street repairs (e.g. Hile Rd) are a very bad idea. The people who live there are not wealthy people. The roads are used just as much by those living in the more affluent subdivisions. Thus everyone should share in the cost.
407	I wish Muskegon County could trim all trees lining roads- just as Roosevelt City does-it would beautify and add to safety on roads.

408	An income tax imposition would be a terrible thing to implement. Should one be imposed I am sure many, like myself, would move out as soon as possible. Please look in the real estate for sale in the paper - a local income tax =\$21000 houses! MORE
411	Questions as an individual I might answer one way, when put together I'd vote differently. The South side of Sherman between Henry St and Seaway is the worst road in Muskegon County and should have been fixed MORE
421	Add maintenance of channel in/out of Mona Lake to services provided by Norton Shores
425	I feel badly that proposals for additional services funding do not get passed-Norton is a great place to live and should have the superior services that we enjoy-and should be willing to pay for them. We wish more residents would be willing to recycle.
426	I don't believe the city has any say about ambulances or waste. It's done by the citizens themselves.
427	I might consider a millage for police and/or fire, just not 3 millages at once. To pay for road improvements we should be getting more of our share of our gas taxes.
428	I am happy w/life in NS. I want to maintain what we have and will pay reasonable amounts to do that if necessary. I think we should consolidate where efficient and capable of maintaining our current standard of living.
429	I think the city should provide leaf pick up & trash service. The rate for water is too high. I'm tired of seeing 50% of neighborhood not cut their lawns or maintain them. One person has a dune buggy parked on their front lawn, another has a MORE
430	Would strongly suggest that a post office be considered for Norton Shores. 4 miles to drive to a post office is most inconvenient. 15w. Drain water does not get away properly in the area south of Seminole on Henry Street
434	If the city would have maintained the streets years ago, like the floods on Arbor and Furman off McCracken when we all complained and there was money available, we would not be in the shape we are now. We need better management MORE
435	Zoning. Insist home owners abide by laws-no cars etc. in yards, keep up homes. Help maintain Mona Lake-our greatest asset in Norton Shores.
440	Would like to see side roads repaired right the 1st time-not just quick patches. Storm drains (i.e. on Grand Haven Rd) need repair-too much water in road when it rains. Rental property upkeep very poor-ruins nice neighborhoods.
441	Why do we provide parks & recreation services when kids are already overbooked w/activities?
443	I cannot afford more taxes. I will sell my house and move first.
445	The more I think about this survey- I truly believe the city government does not care!
449	Lift the burning ban on larger parcels of land
453	I love living in Norton Shores. Great job making it a super community! Thank you!
454	In my opinion the fire department wastes too many tax dollars on recreational toys! Our fire stations look like RV stores, not fire barns. I can see a lot of tax savings there!

456	People are refusing to purchase homes in Norton Shores due to the trashy looking residences w/trailers. Motor homes, boats, etc. in the yards. We are tempted to move ourselves due to neighbors' mess. Take a look at N. Mkg. Can't we MORE
457	Having only lived in N.S. for 3 years in a new home in a new subdivision I have little knowledge of city services or departments as I do not use them.
458	Too new (3 months) to know about most of this
460	The East Broadway - Summit area needs cleaning up and road repair. The mobile home park on S. Getty near Norton is terrible & unsafe. Should be condemned (Crestview?) Summit to Cleveland, Bailey east.
463	I am in the building trades and constantly hear other contractors say how they avoid N.S. because their inspections dept/city is so difficult to work with. You need to use common sense or you'll never get as much growth as needed.
467	Tax breaks to minimum-wage paying businesses to spur "economic growth" is ridiculous-these businesses are making \$ off all of us. I built a business and never once asked for a handout. Police & fire are adequate and well staffed. That is the only MORE
468	Transportation expenses for suburban America (including the whole city of Norton Shores) are too high a percentage of total income. Especially for growing families. That is monies that in part could be used by governmental units MORE
469	We need to tighten our belts. Industry goes through austerity programs regularly, city gov't should do the same. The library meeting room is kept too cold in the summer, the senior citizens (who are the predominant users) wear sweaters, jackets MORE
470	The drivers in Muskegon & Ottawa Co. suck. They pull out in front of you & travel 50' and turn. They don't know what a stop sign is. A yield sign, they think means speed up. MORE
471	Question 18 e,f,g. Will only support if there are "sunset" provisions-i.e. expire each 3-4 years to be revoted upon again! If millage is for more than 3-4 years will not support!!
473	Better accessibility to Whitey's Woods part of the Park system
475	Economic Development- Restrict new commercial development and use incentives to get businesses to demolish/remodel existing retail space (too many empty strip malls etc.) Empty buildings are a sign of a struggling city not a thriving MORE
478	Snow plow Aue Rd more often. Put a sidewalk in between Aue and Randall on Henry St.
479	Question #17-Item C did not have a box
480	Snow removal in our area (Wind Flower Bay) is below average. It would be nice to have our own post office of Norton Shores,
482	Why do we have two leaf collection sites? Let the users take their leaves to Wood Road site, instead of using city trucks in moving the refuse to Wood road. Saving fuel & manpower. Perhaps keeping equipment in use longer, before replacing it. MORE

484	Living in Norton Shores reminds me of scenes from the back hills of Kentucky and West Virginia. All we need is a few bathtubs and toilet bowls in front yards for planters. Enforce property maintenance and find someone who knows what that means.
487	I would like to see all local governments work together or become one. There are too many little governments and we would get better services as one or two.
489	I fail to understand why you ask what I think when hard data is what you need. You need to stop wasting money on consultants, it's a scam. You need to stop giving tax breaks to any business that comes hat in hand, and you need to figure out MORE
492	Please leave our waste collection alone. Thank you, keep on doing a good job.
496	City income tax: to the general public it may seem more fair to tax all who work in Norton, I agree with Mike Huston the cost of tracking will out weigh any benefit believed to be received.
497	No more taxes, fees, etc. CUT EXPENSES!! There is a lot more fat than you either realize or are willing to admit!
499	The way in which you care for Mt. Garfield Rd is amateurish. Does anyone know how to build a gravel road and keep it up?
503	I think the issue of tax relief for new industries should be aired by the council or mayor publicly!
513	Municipal leaf pick up paid for by increasing property taxes.
515	I heard if you have an accident or emergency (fire/medical) there is a fee you have to pay in Norton Shores. I think this is wrong, if this is true. As our taxes should cover this. They are increased enough annually!516
516	Residents who are retired have controlled incomes; therefore, any higher taxes would be problematic for them (including me).
517	We have property with a creek flowing through which we used as garden and maintained as a park setting. I wish you could return the culvert on Henry-south of Eugene so that we could have our property drained and MORE
518	In the 1-6-06 Musk. Chron. Article about Nancy Crandal, it is stated that under her tenure "N.S. property tax base has more than tripled...&1 billion in state ..." How is this additional tax revenue being used? Can't it be used to increase police MORE
521	I don't think the govt. should be in business to make money. You have to tell us what you do with tax money, but you don't tell us what you do with profit you make in city businesses. Let the local population take care of running the businesses. MORE
522	People with garbage strewn around yard & everyone should take waste service to homes here with garbage and junk around. MORE
527	If per chance you should come upon extra money "puleeze" do not fund some project that becomes an onus on the city and taxpayers that you just can't drop in the future. Don't ask taxpayers to pay for something that only certain people look, MORE
528	I do not agree that residents off the south side of Pontaluna Rd must pay taxes to the Grand Haven school district. Send Norton Shores school children to N.S. schools.

533	The city has excellent employees and does a darn good job with what they have for the citizens. Save the trees and resources. This isn't Detroit, Chicago or GR, its unique Norton Shores. Save the blueberries we don't need 300,000-500,000 houses.
537	Remove city attorney. Use attorney on a needed basis only.
538	Leave Lake Harbor Park natural. DO NOT CEMENT!!
540	The property taxes are too high The water/sewer charges are double what I paid in N. Muskegon No, no city income tax should be considered. I would pay a millage rather than a tax
542	Instead of taking the approach of "raising taxes or millage dedicated to", make an intelligent decision to cut back and stream line your current expenses, just like the "family has to do" to maintain your current lifestyle. People are losing their MORE
543	I truly feel we should have leaf pick up. Maybe just three weeks in the spring and fall. Make us bag them but the yards are terrible because some people don't have trucks to get on the other side of town drive through our area. They are bad. MORE
545	We liked the idea of city garbage disposal please re-consider.
547	N Shores receives a monthly franchise fee of 2.96 from each Comcast cable customer. There are several thousand customers with Comcast cable-where is this money going? Would like to have one garbage disposal company bid for the work in Norton Shores.
548	I would like us to have a local post office. A city center would be great but might be impractical due to most people gravitating to the Lakes Mall area.
550	The exit southbound into N.S. on 31 by airline is both confusing, ugly & inefficient as a gateway into our community. Incentives to use and update older buildings should be given for businesses A straighter path from mall to Henry St?
553	The city administrators need to learn to manage funds. "Pet" projects need to stop. Also, what happened to increased revenue from all the new housing? Why in 11yrs has my state Eq. value exceeded the purchase price? MORE
555	1. The current 5 city system in the metropolitan Muskegon area seems like a big waste when they could be combined into one governing body. 2. The education system within the city should have more emphasis on basics until students actually MORE
556	We chose Norton Shores for many reasons, but mainly we are "safe". It bothers me at every election that "vote no-huge tax increase" always gets numbers. If we had more street crime would all be in trouble. I always vote yes to keep my family & MORE
558	I'm very frustrated that the city of Norton Shores utilizes a leaf disposal site versus curb side pick-up. Considering the taxes we pay, compared to other cities (N. Muskegon, Fruitport) where this service is offered. MORE
559	This is not the time nor the economy to ask for more money. Higher or additional taxes would only alienate the residents. As it stands, more and more residents are looking to move out of the area and even out of Michigan. MORE
560	This survey is well done. Adding an income tax does not make sense because of the cost to administer and collect. Keep up the good work

561	I've been very happy living here & believe that services are well handled. I work in GR & already have to pay their taxes.
563	Police could make plenty of money stopping speeders on Airport Rd alone. Let those people pay. As for fire dept. don't need big ladder truck when sm. One could do the same. Monies aren't being used wisely like school parking lot.
565	Quit building monument fire stations. Quit sending 30' fire trucks for lunch. They have a full fleet of pickup trucks.
566	1. Martin Rd leave site.-bags only, "why", why not let residents bring them any way they can, just like Wood Rd 2. Why are we hauling leaves to Coopersville? \$\$\$ they turn into black dirt. Can't we use them-(black dirt)?
568	This survey/opinion quest. Is an excellent idea. Can't always attend mtgs. Or write letters
571	The snow removal service is terrible. Last year the snow plow tore up my lawn on several occasions. They need to slow down and remain on the road. There is no reason for them to dig into my yard tearing up my grass & causing piles of dirt MORE
573	There are other ways to maintain our streets than raise taxes. For instance: Weight load limits. Double bottom trucks (semi) semi trucks running up & down streets like Lake Harbor and Pontaluna are the ones breaking down the roads.
574	Why does the fire department respond to a house call for aid with a truck that may cost 1/4 of a million dollars when a small truck with air & first aid would do? Grand Rapids woke up years ago.
575	No new taxes! Live within your means! Teachers get paid exceptionally well for the months they teach-homework for children should be reduced-it takes away from "family"-it's not school time-it's school intrusion-robbery of homes.
577	The continued increase in property assessments on my home is beginning to hurt me financially. My property taxes have become much too high.
582	If the traffic laws are enforced and the fines collected there should be adequate income to hire more police/firemen and other services. On a daily basis we all observe others ignoring stop signs and running red lights.
583	I feel that in this time of job losses, the city should not raise taxes or millage. The city should cut back somewhere to save money. My work hours have been cut by almost half. And as well as a lot of people around the city. Also, no raise in pay MORE
584	The city of N.S. has experienced 100's of high end homes in the last 10 years. Homes do not receive plowing or street services. Taxes from these homes create hundreds of thousands where does it go?
585	Change the city charter to increase the general operating millage. The current millage is unrealistic.
587	In light of Michigan job losses I believe we need to consider budget cuts in the administrative level rather than police & firemen levels. When I do not get a raise for 2008 I tighten my belt, I have no one to raise taxes on MORE

589	Re-surface the streets that badly need it. Getty St & E bound Sherman Blvd. from Henry St to Seaway. I can recall when city of Muskegon re-paved their two west bound lanes & you folks had a "hissy fit" because they wouldn't pave your side. MORE
590	Where does current tax money go? 300-400,000 + subdivisions
592	I think the city should look into more state and federal grants to cover costs of programs. They should take advantage of issuing bonds and increase fees for individuals who use the services. Take advantage of technology and limit tax breaks to companies.
594	With all the new business and all of the new expensive homes being built I believe the city of Norton Shores should have a surplus of tax money.
595	Would like to see common garbage pick up in city to avoid so many garbage trucks on the streets if it can be done for a reasonable price.
596	Taxes need to be reduced. Our city costs more than it should. We need to consolidate all services with local communities. Maybe privatize some services. We are like GM & others; we cannot afford the benefits that is costs for all city workers. MORE
597	We're tired of city and school leaders crying for more revenue. Leave the homeowners alone. Are we not taxed enough?
606	I choose not to complete the questionnaire as I am an unhappy resident of Norton Shores. In August of 2006 the city hired a contractor to clean out the city sewer line on Seminole Rd. My house was the only building on the street to incur MORE
607	The state of Michigan and city of Norton Shores must recognize that you can continue to increase fees & taxes on citizens left in the state of Michigan today-every business must redefine the way business is done to survive. Government must do the same.
608	Fiscal responsibility is key!! I just agreed to \$300 in taxes, but I want to know that the city is concentrating on its core responsibilities, and that waste and redundancy have been eliminated!
609	I don't like taxes, but an income tax seems to be the fairest way to spread the burden.
610	Sidewalks are missing-does this mean we would rather not support a healthy and physical lifestyle? Obesity up & high blood pressure! City center is missing-K-mart shopping center? Cool cities program-why aren't we participating?
615	As seniors we really can't afford up to \$100 more for protection etc. This should be taken into consideration.
617	Start cutting multi-tiered management etc. in hall/too much on top Stop running 2-3 fire stations on medicals-hire full time people MORE
618	Property taxes in Norton Shores must be reduced if you are considering a millage. Our taxes are higher than any surrounding area.
619	I'd like to know how much \$ goes where-and if there is duplication of services w/Norton Shores/Muskegon Co, etc. Many rural areas do well with less-perhaps there are places that can be cut in addition to finding new sources of revenue.
625	Enforce rules and regulations regardless of who you are.
627	Anytime you grant a tax abatement for a business or industry & that business doesn't

	hire as planned within 3 years, the abatement should be reverted to original tax rate.
628	The DPW needs to cut down on driving around the city all day. Too many cars and trucks just riding. Need to charge Roosevelt Park more for fire coverage. City needs to look into own water filtration plant.
629	To whom it may concern- I live on the east side of little black-just north of the leaf disposal area and as a traveling evangelist I spend a lot of time away from home. Though I am close to retirement at age 89 with all the traffic to the leaf MORE
630	I feel the city wastes a lot of money mowing the ditches & the banks, along the edges is efficient. I would like to see improvement & access to Little Black Lake on Wood Rd by the bridge. (boat launch)
634	I think a lot of the road problems are due to too many waste management trucks traveling our area. My neighborhood sees 3 different trucks traveling our roads each week-let's contract one company to do it all. (Preter Ames they are local!)
636	We will not support any tax increase in any way shape or form to the city, schools or county. Our taxes already pay for these services. Why should we pay twice for the same thing. If the city would stop the sprawl there would be less infrastructure to MOR
639	This is dated Nov. 1st-didn't receive until just before Thanksgiving. Need to stop digging up struts every time you turn around. I don't know how many times ours has been dug up & never properly repaired. Talking about Lake Harbor south of bridge.
641	For shared, unpredictable hazards, affecting life or property, taxes are appropriate. For individual services, user fees make sense.
642	Any increase in property taxes will just put up more for sale signs. Which will only lead to the continued decline in our property value. I commuted to G.R. for years and paid their income tax and never gave it a second thought. Anyone who says MORE
645	Everyone has their hand in my pocket! Where does it end? Maybe I should just sign my paycheck over to the Govt. & go on welfare.
646	I have not had much contact with many areas of Norton Shores Govt. services. Although a recent experience with the water department left me very frustrated and angry. It is clear that municipal workers are not customer service oriented MORE
647	I have no problem paying more for needed services. I have a hard time knowing what is needed. Police and fire protection seem good.
649	Taxes we pay are allocated for programs listed...cops, fire, school...why not base taxes on the number of family members? I don't have kids, but still pay the school taxes, does that seem fair? If you have five family members why not take 5x__%=total MORE
653	The city invested over \$1M over the years for off road drainage, county drains throughout the city. The current program does not provide funding for maintenance of those drains, which are very vital to keep the city dry and not have the MORE
654	City spending should be closely reviewed-too many city provided cars to employees-have pool units that can be checked out only when needed. DPW units replaced before really needed. (sweepers, mowers, trucks)

	Need to provide recycling MORE
655	The city needs new leadership that is void of corruption & special interests. We need more consistency & oversight in the current administration. We need to look at current spending at city hall. If more citizens were aware of what really happens MORE
658	What does city service have to do with branch library? Don't they have their own millage?
661	While I realize that costs have increased for the city, the city needs to realize that, for many of its residents, costs have already increased far beyond income increases. Our family, for example, has had no wage increases MORE
663	Why does it take 5 or 6 men to patch 12" to 24" holes in the road? 3 watching and shooting the BS. You go to store in a city truck with 3 men, enjoy the scenery drinking pop.
664	On the \$100 issues, a \$300 increase all at once would be hard on too many people.
666	Clean up yards.
667	I have an opinion on law enforcement, or I guess a question. Why is it that my kids have friends over and get parking tickets on Forest Park (west side of Lk Harbor) and people up the road can park along the road 24-7. Makes no sense to me. MORE
673	Website should be improved to show municipal code, updated with ordinances as passed. Branch library collection & services needs improvement. (Perhaps this will come with the new director) Consider extended evening & Sat hours for city hall to MORE
674	I just received my mortgage and escrow statement & was shocked at the level of property taxes I am paying. OUCH! It seems the 6% sales tax didn't help very long, did it?
685	We need speed limit signs on Sternberg Rd. off of Henry St. We have many children in the neighborhood who are used to living on a cul-de-sac. Now that the road has gone through cars are going 45-50 mph down the street.
687	Not irrigating median on Seaway Dr is a poor way to save a few dollars!
694	Thank Jerry - you are a pleasant surprise.
698	I would like to see the newsletter mailed to all registered voters.
706	The fire building on Pontaluna is excessive as is the extensive use of expensive 4 wheel drive vehicles used by fire officials. We need to consolidate cities & services; we have way too much government.
711	ILLEGIBLE
712	There should be a winding or wider bike path next to the airport property as it is by Hackley hospital. The airport could have lent approval or installed benches with advertising on the seats. The bike path should be away from cars/traffic. MORE
713	I think there should be a 20% cut in wages across the table staring Babet.

715	Feel strongly about developing a city center which would provide a location for annual events. i.e. concerts or festivals Saving green space & open spaces and preserving them through conservation w/public use. MORE
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