

East Lansing Community Survey Results

September 2008

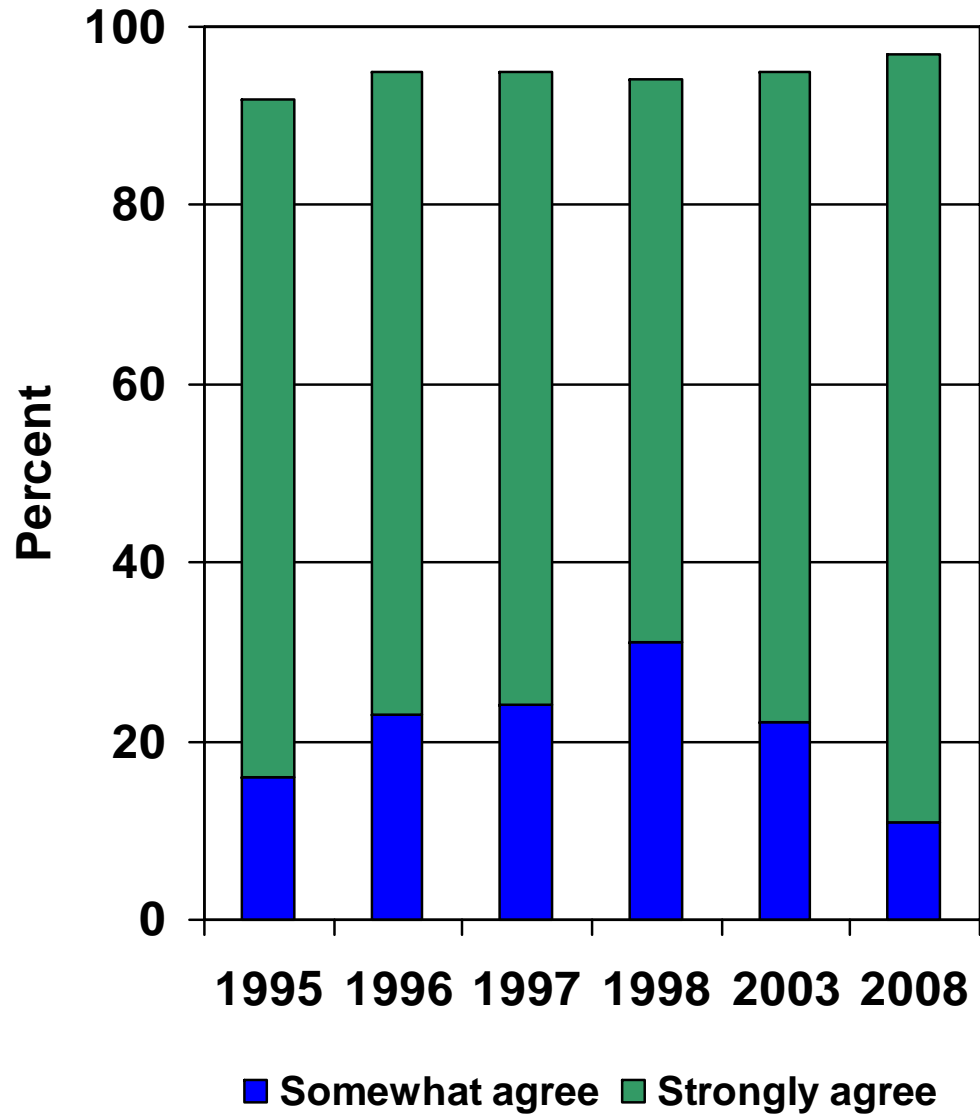
Highlights from the 2008 Survey

Of the residents surveyed:

- 68 percent have lived in East Lansing for over 10 years.
- 84 percent are homeowners.
- only 25 percent have school-aged children living in their household.
- 27 percent have an undergraduate degree
- 44 percent have a graduate or professional degree.

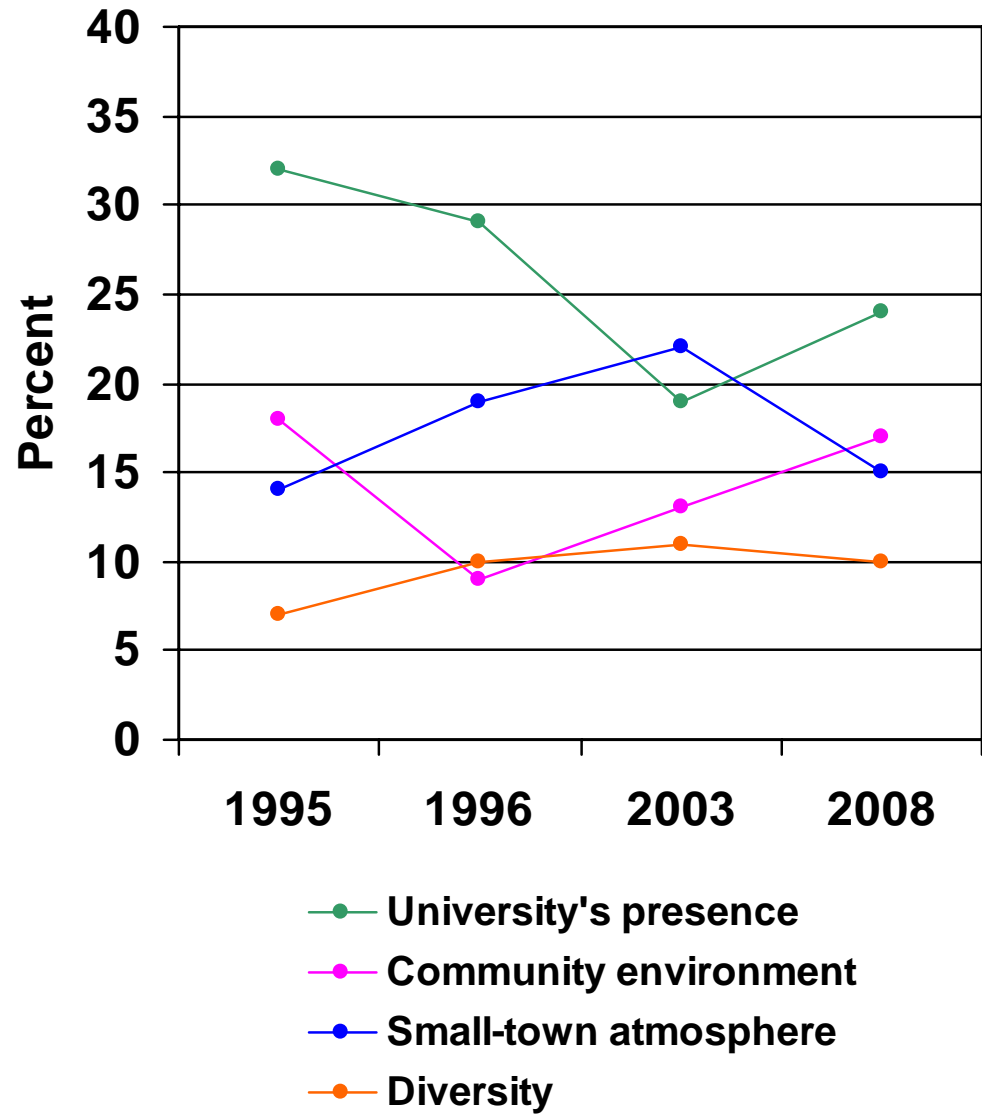
Question 1

The overwhelming majority of residents agree that East Lansing is a good place in which to live.



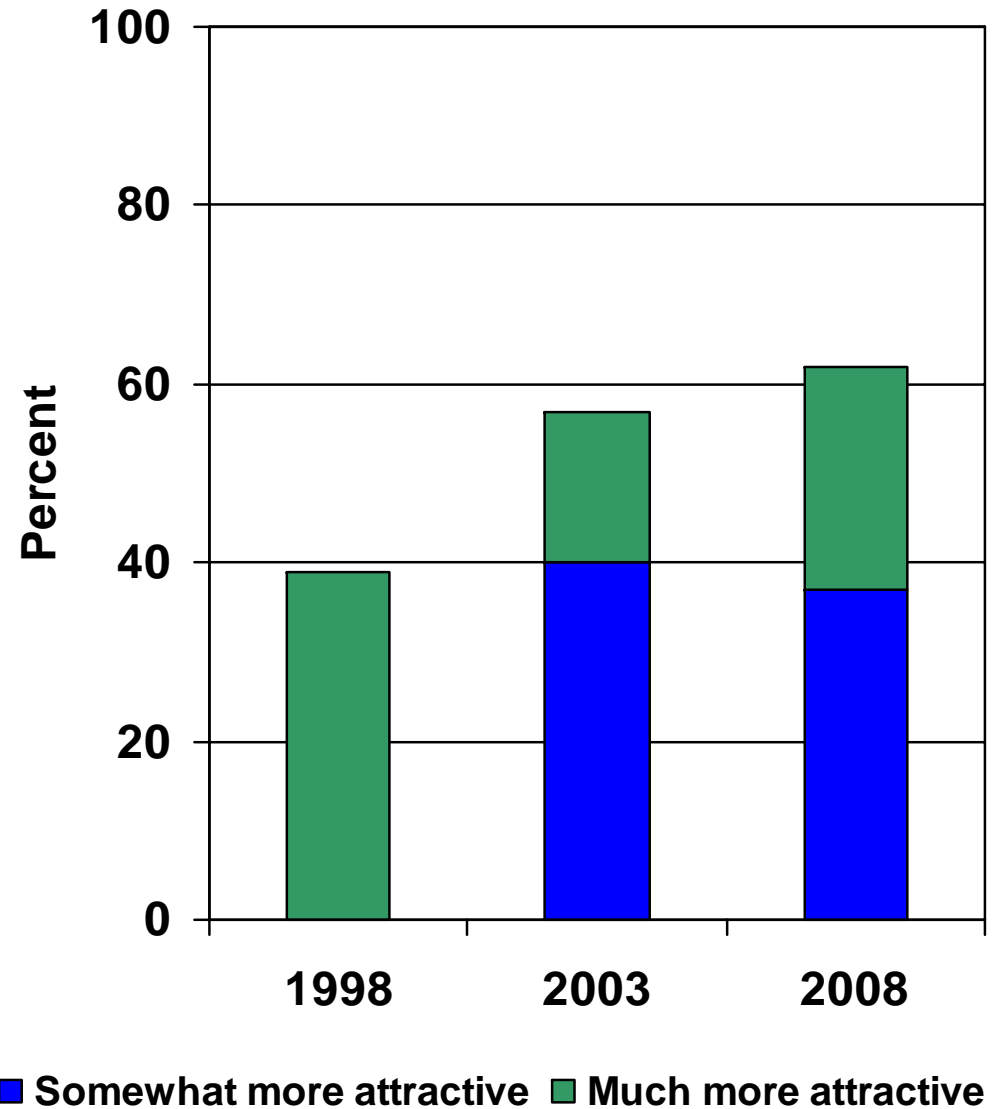
Question 2

Residents like these features or characteristics the most about East Lansing:



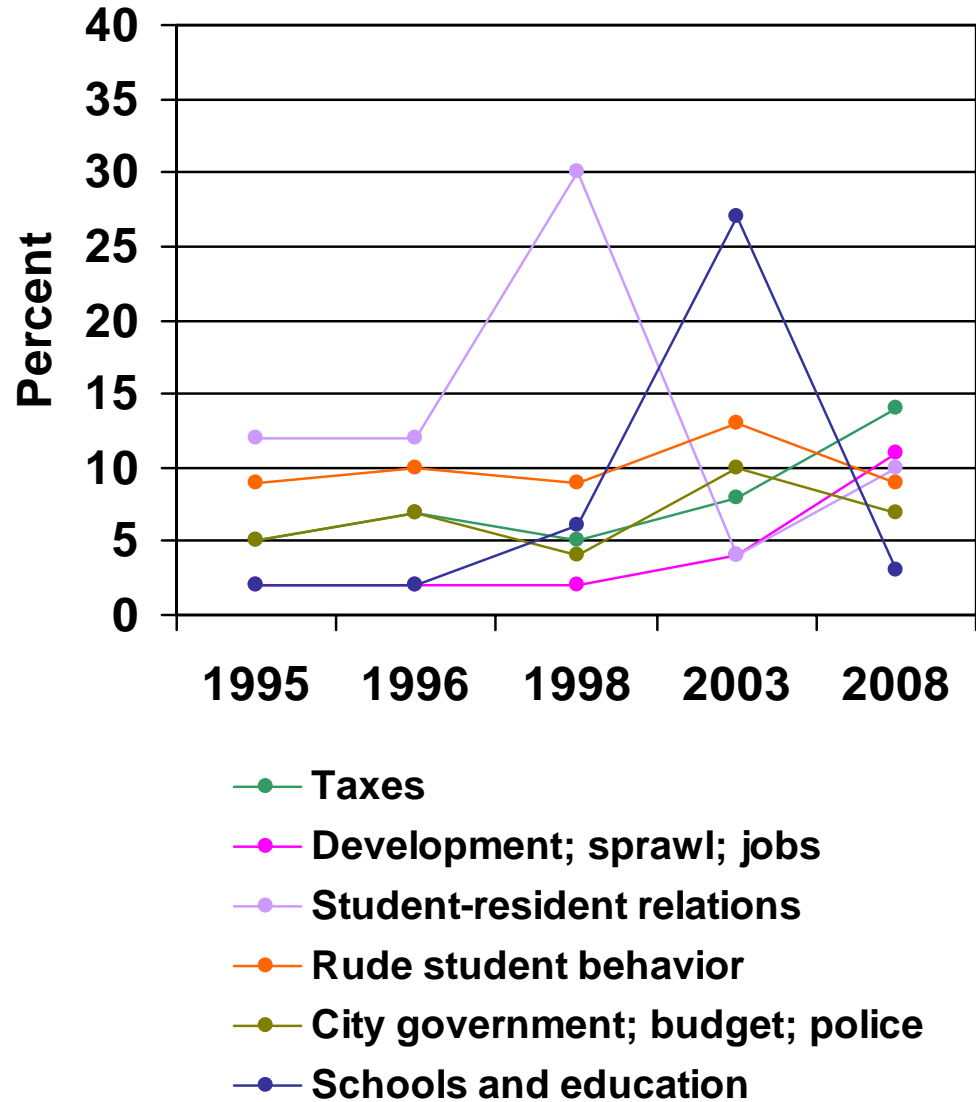
Question 3

Residents find East Lansing to be more attractive over the past several years.



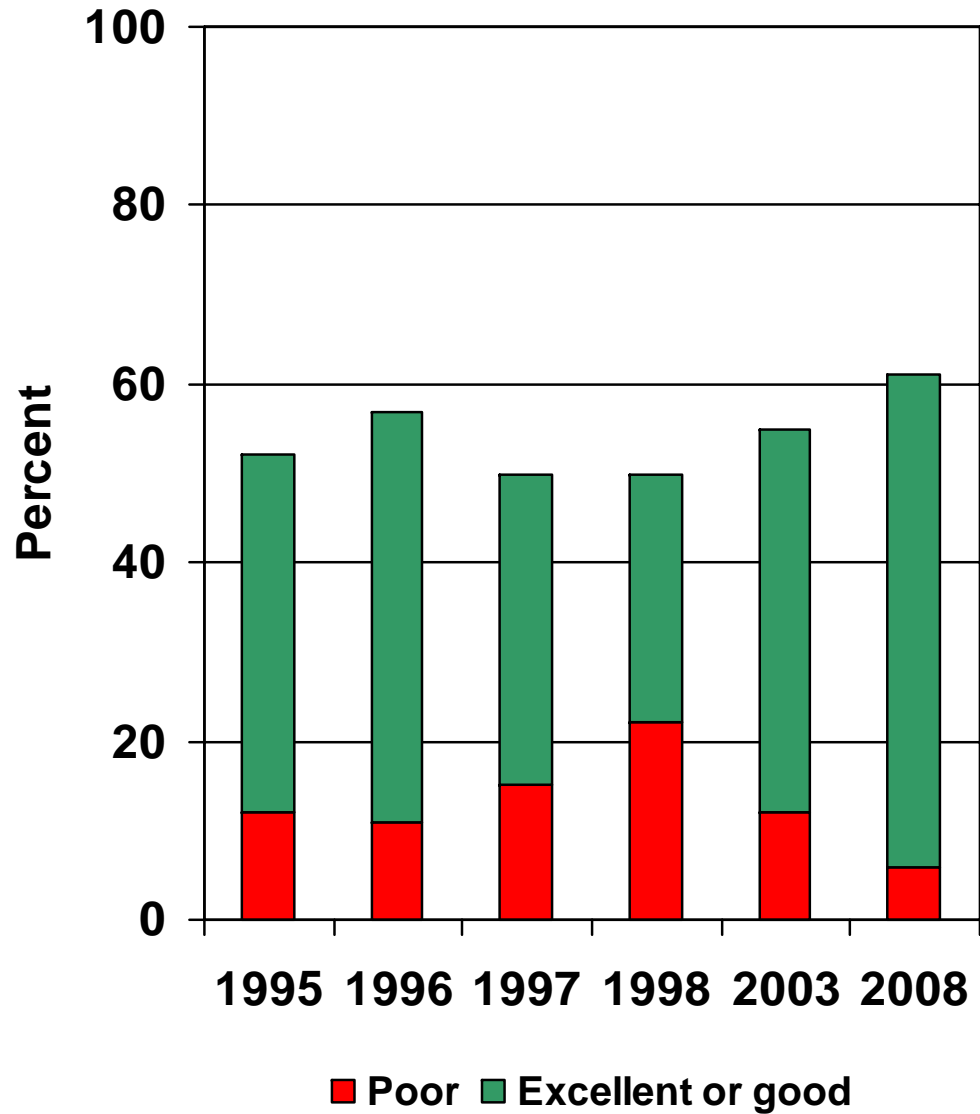
Question 4

Residents identify few challenges facing East Lansing:



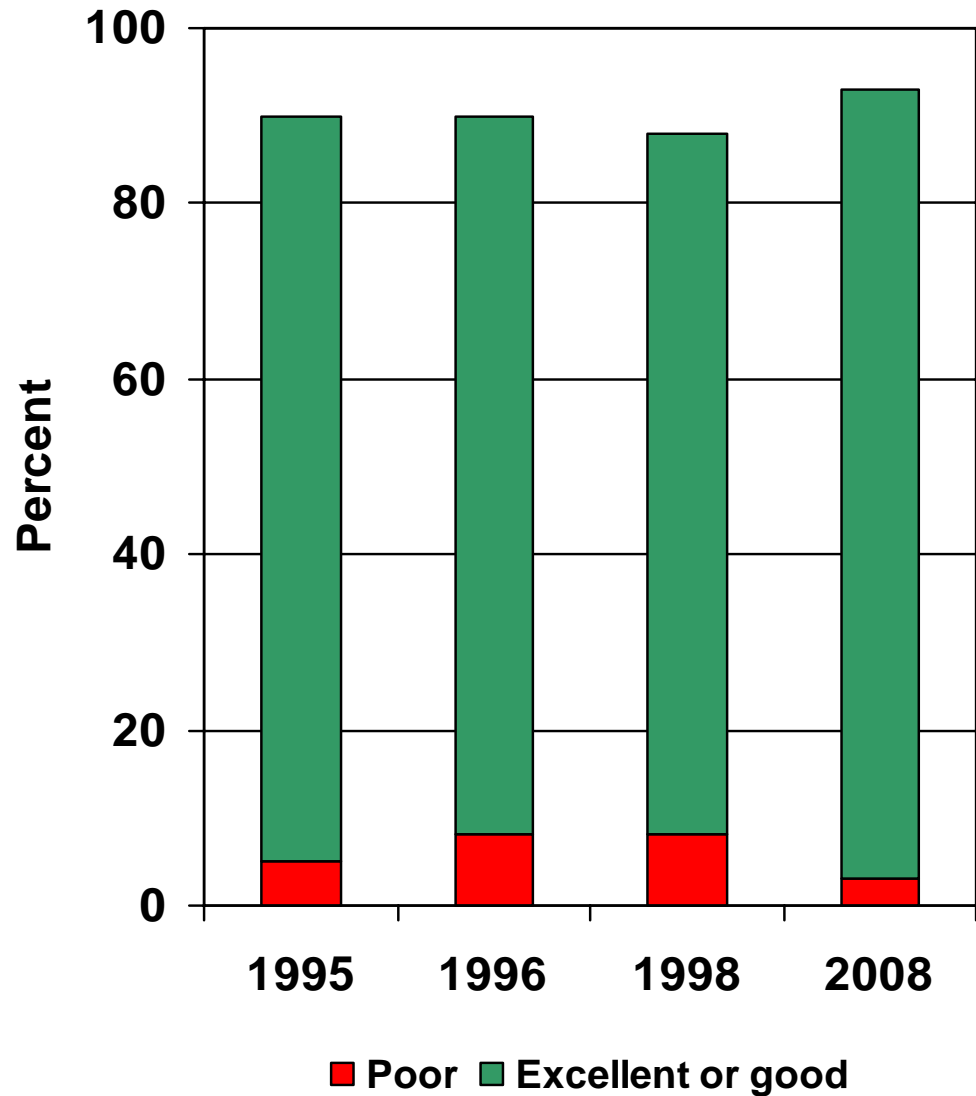
Question 5

Student -
Community
relations have
seen steady
improvement:



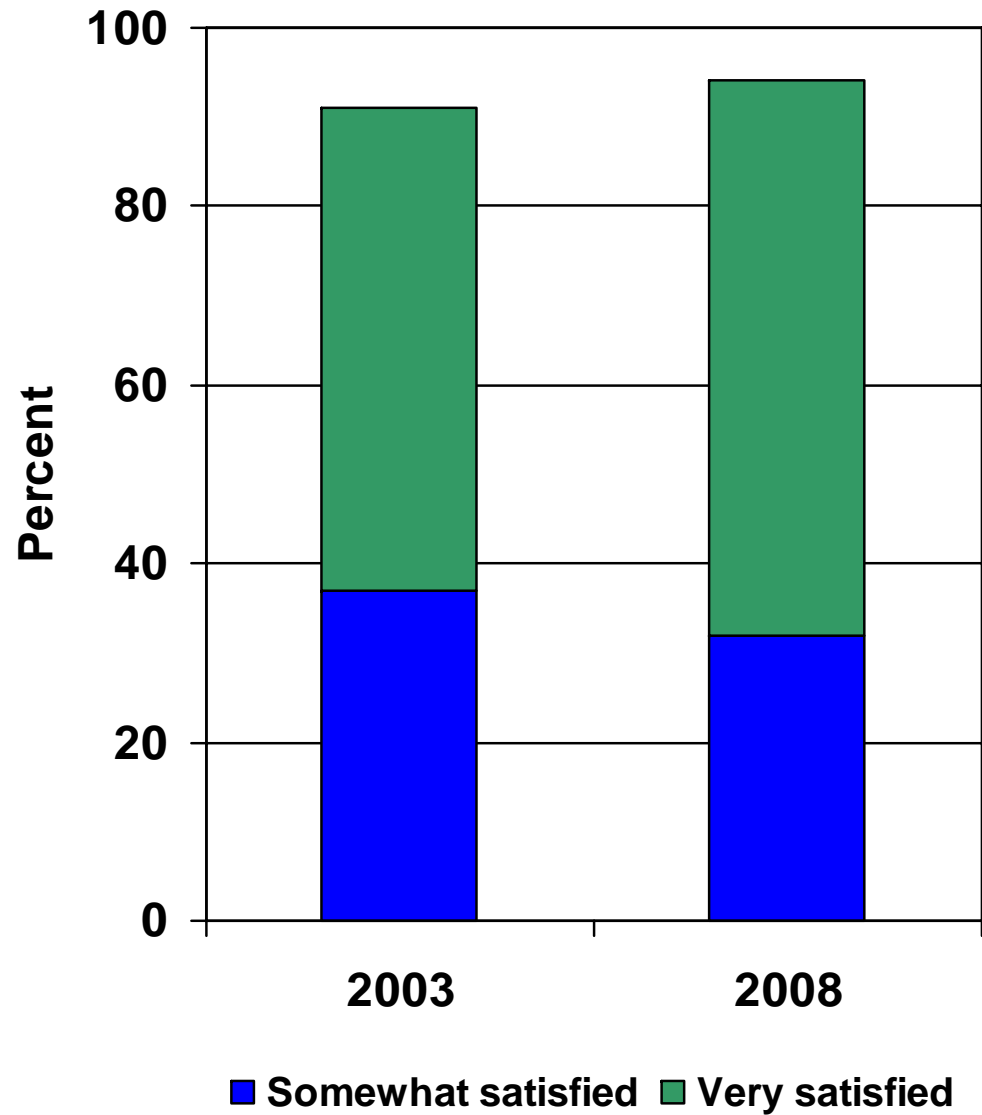
Question 6

The vast majority of residents think their neighborhood is a good place in which to live and raise children.



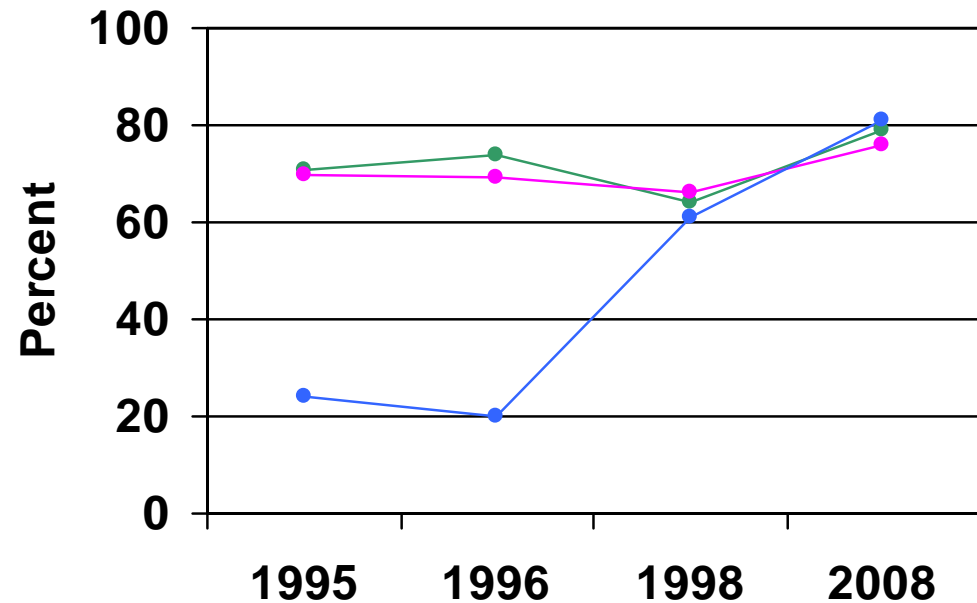
Question 12

Overall satisfaction with City services is high.



Questions 13, 15 & 17

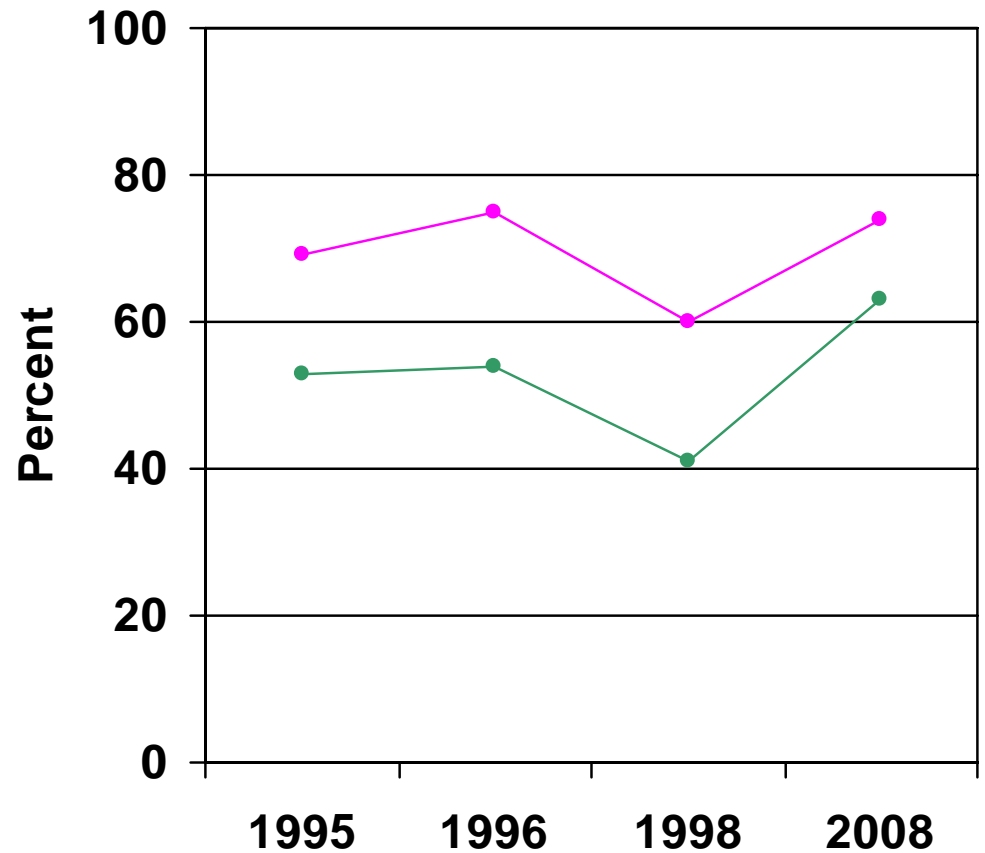
Most residents agree with the following statements about City government:



- Before City government makes a decision on important issues, it takes citizens' comments into consideration.
- Residents have ample opportunities to meet with City government and participate in discussions of issues that affect them.
- I trust City government to do what they say they will do.

Questions 14 & 16

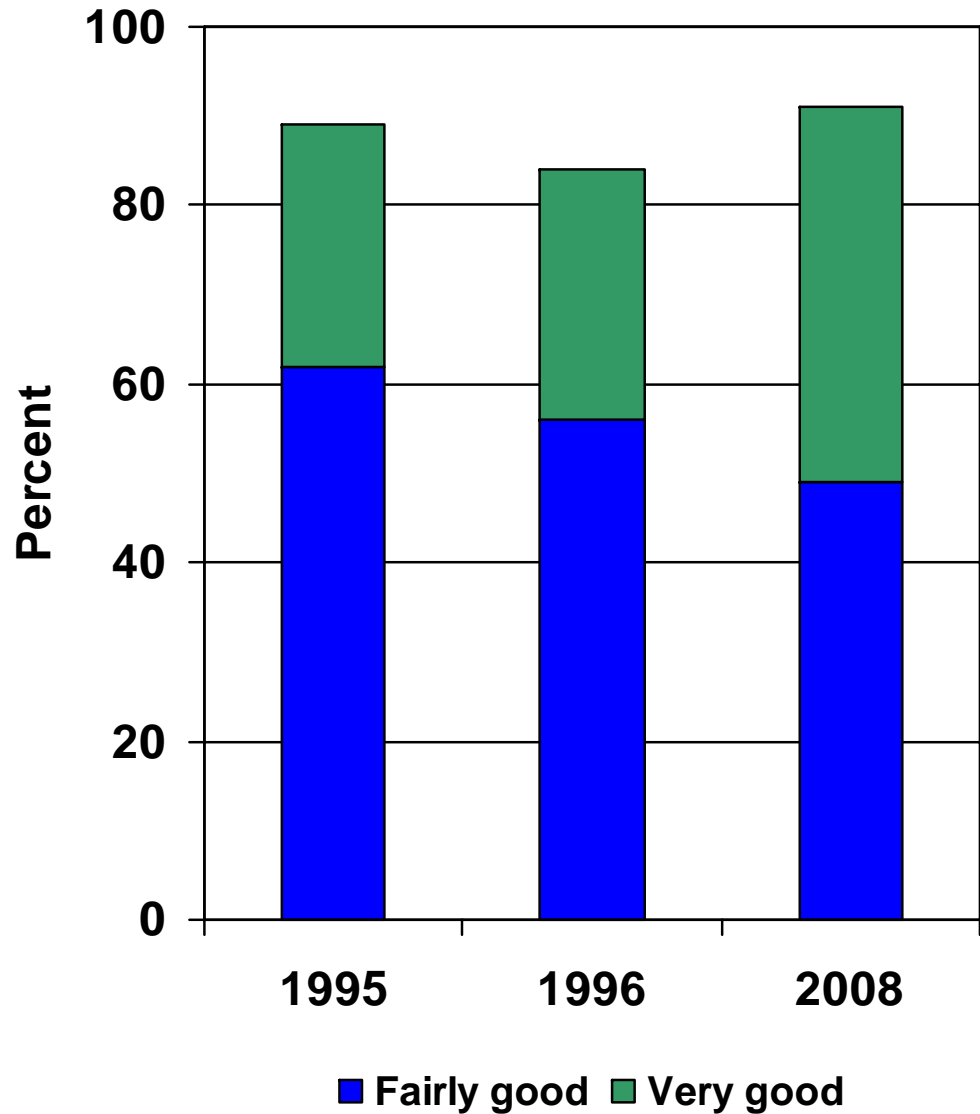
Most residents disagree with the following statements about City government:



- The City government wastes a lot of money I pay in taxes.
- People like me do not really have any way to affect City policies.

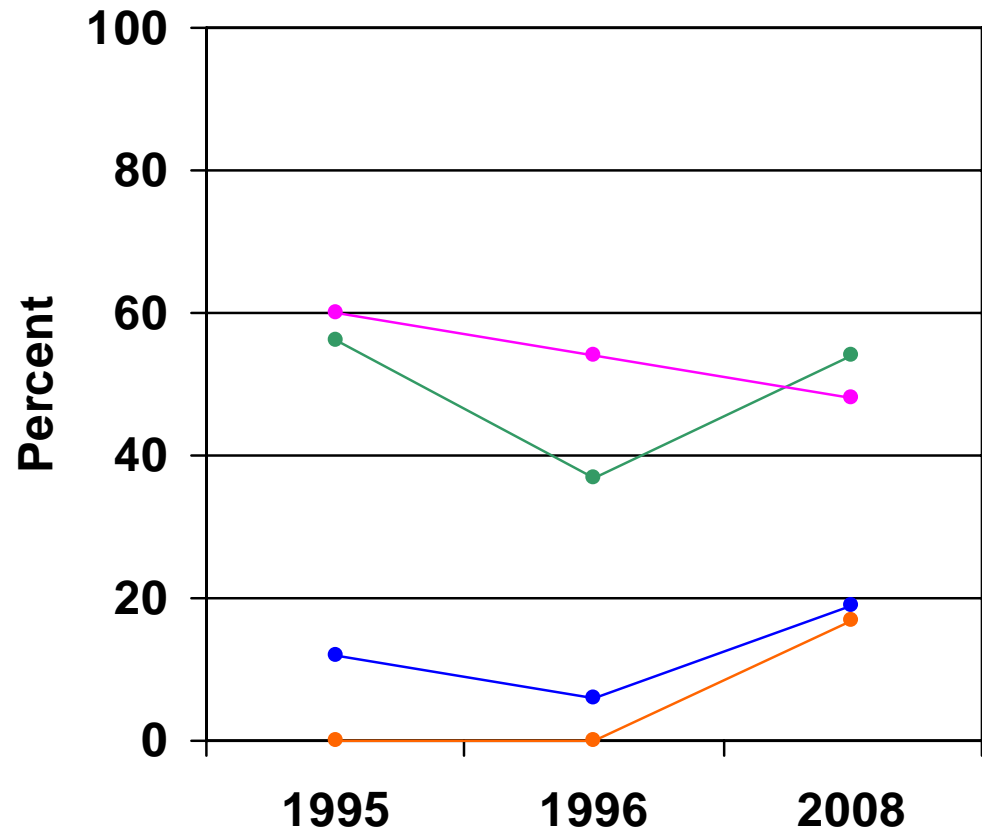
Question 18

Most residents think the City does a good job keeping them informed of important issues and current events.



Question 19

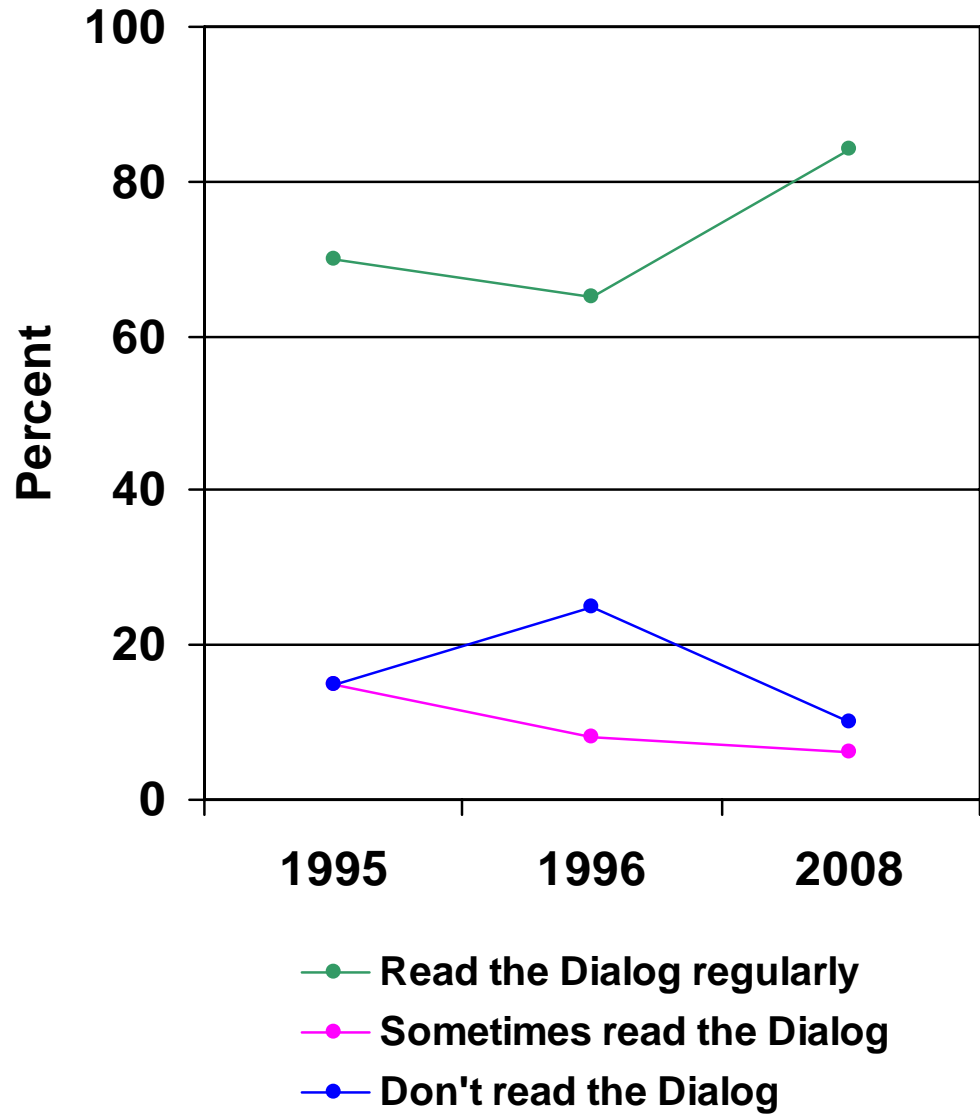
Residents get most of their information about City issues from the following media outlets:



- The Dialog or other mailed publications
- The Lansing State Journal
- Local TV news
- The City's Web site

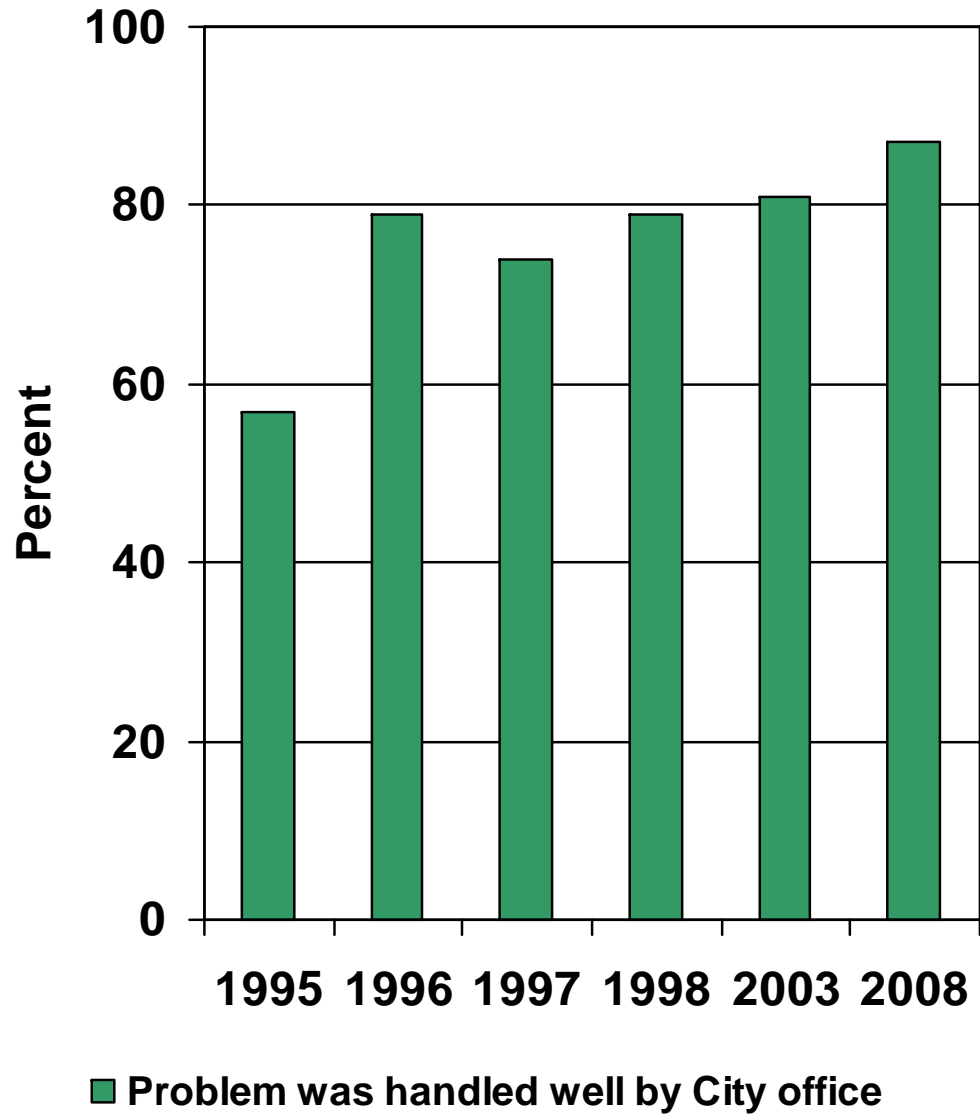
Question 20

Most residents read the Dialog newsletter to learn about City government and community news.



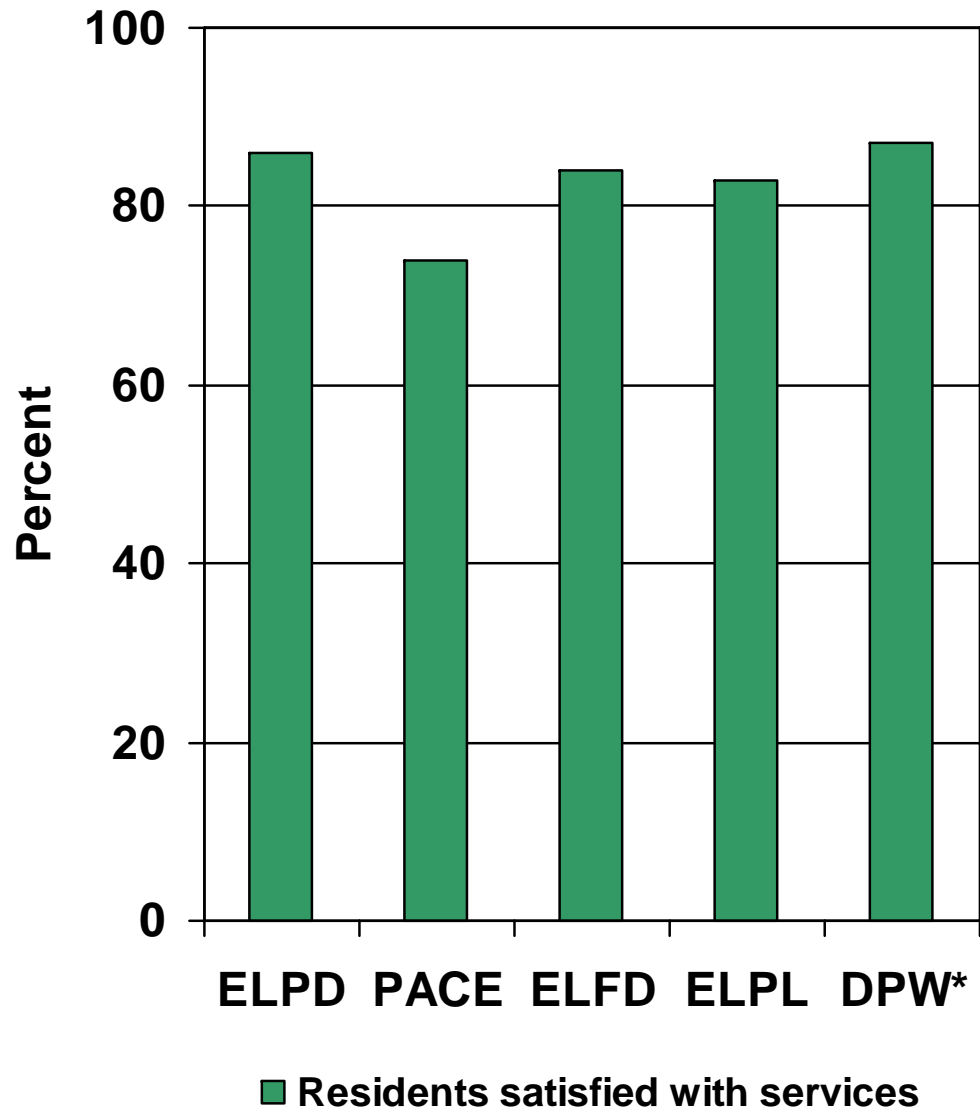
Question 24

Satisfaction with customer service has continued to improve and gets high ratings.



Questions 26 & 28-30

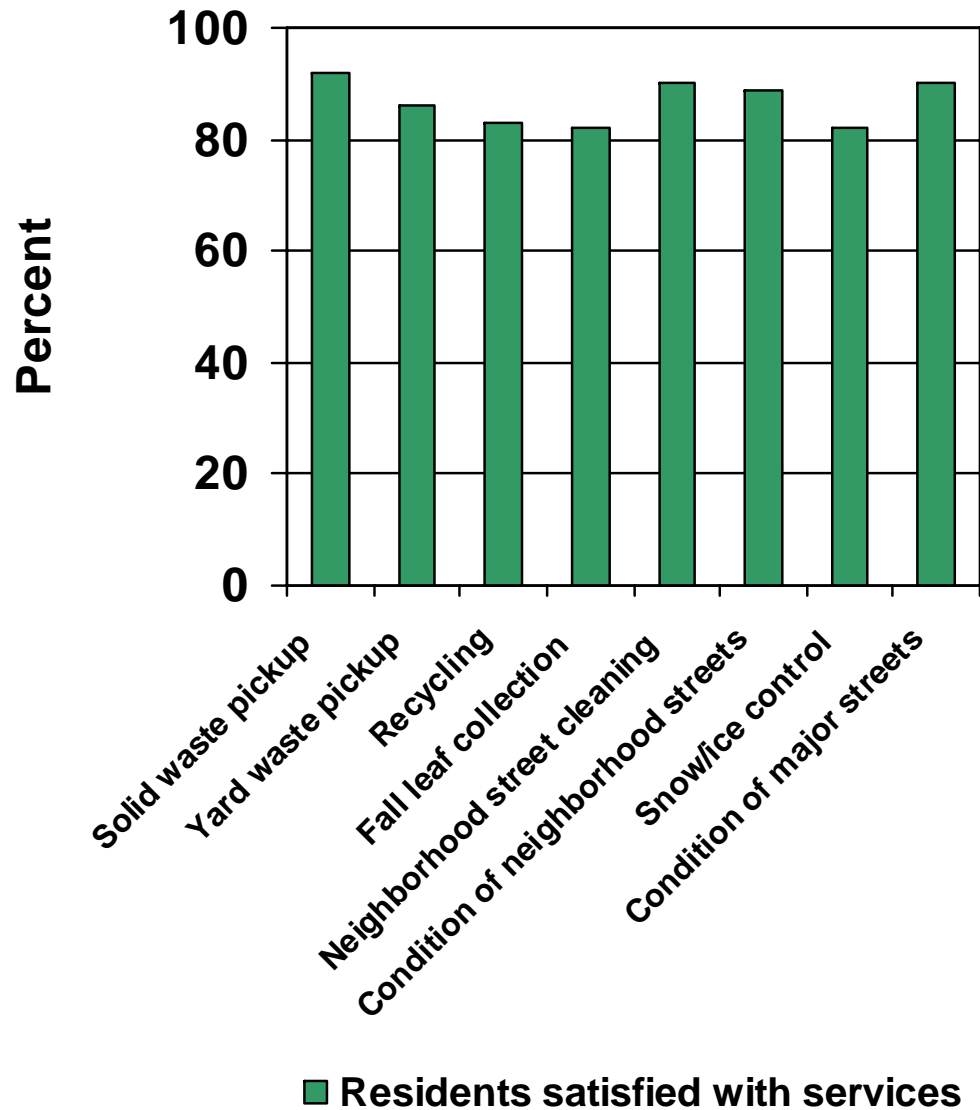
In 2008,
residents
expressed
satisfaction
with the
services from
the following
departments:



*Figure is an average of the data from Questions 33-40.

Questions 33-40

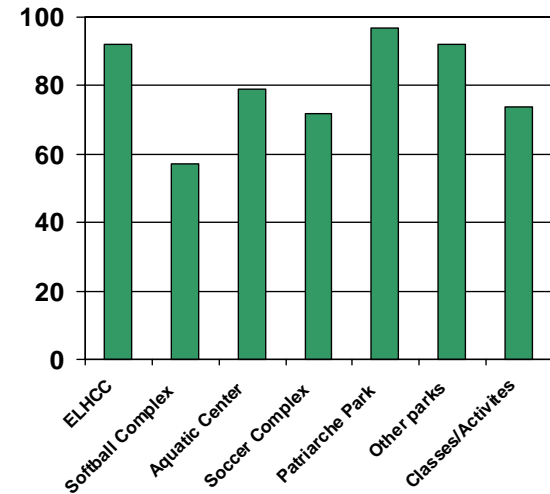
In 2008, residents expressed satisfaction with these services from DPW.



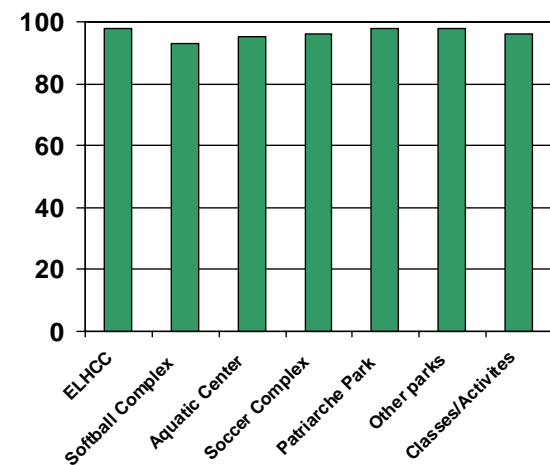
Questions 41-47

In 2008, residents who used the programs and facilities provided by the Department of Parks, Recreation and Arts were satisfied with the overall quality of these services.

Percentage of Residents Who Use the Program or Facility

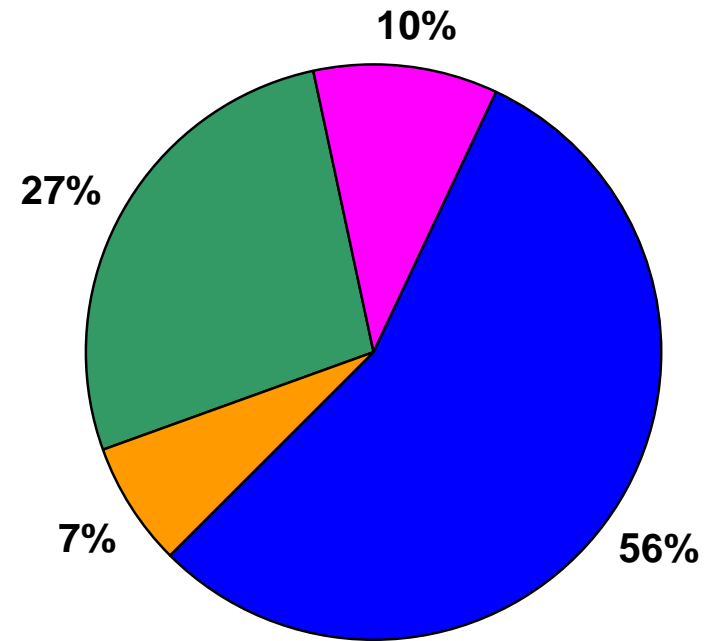


Percentage of Above Residents Satisfied With the Overall Quality of the Program or Facility



Question 48

Residents would prefer that the City address any budget challenges accordingly:



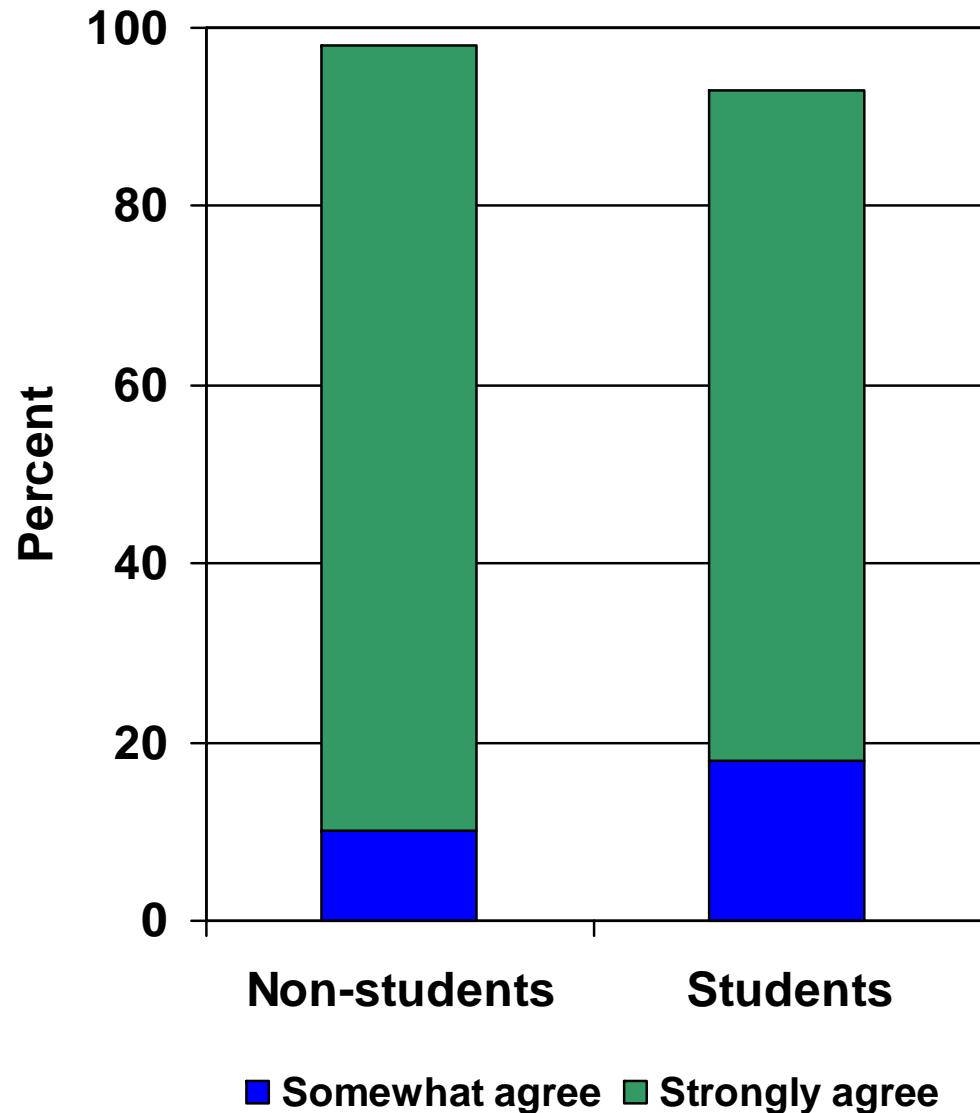
- Reduce or eliminate services
- Raise taxes
- A mix of tax increases and service cutbacks
- Other

East Lansing Community Survey Results

Non-Student Answers
compared with
Student Answers

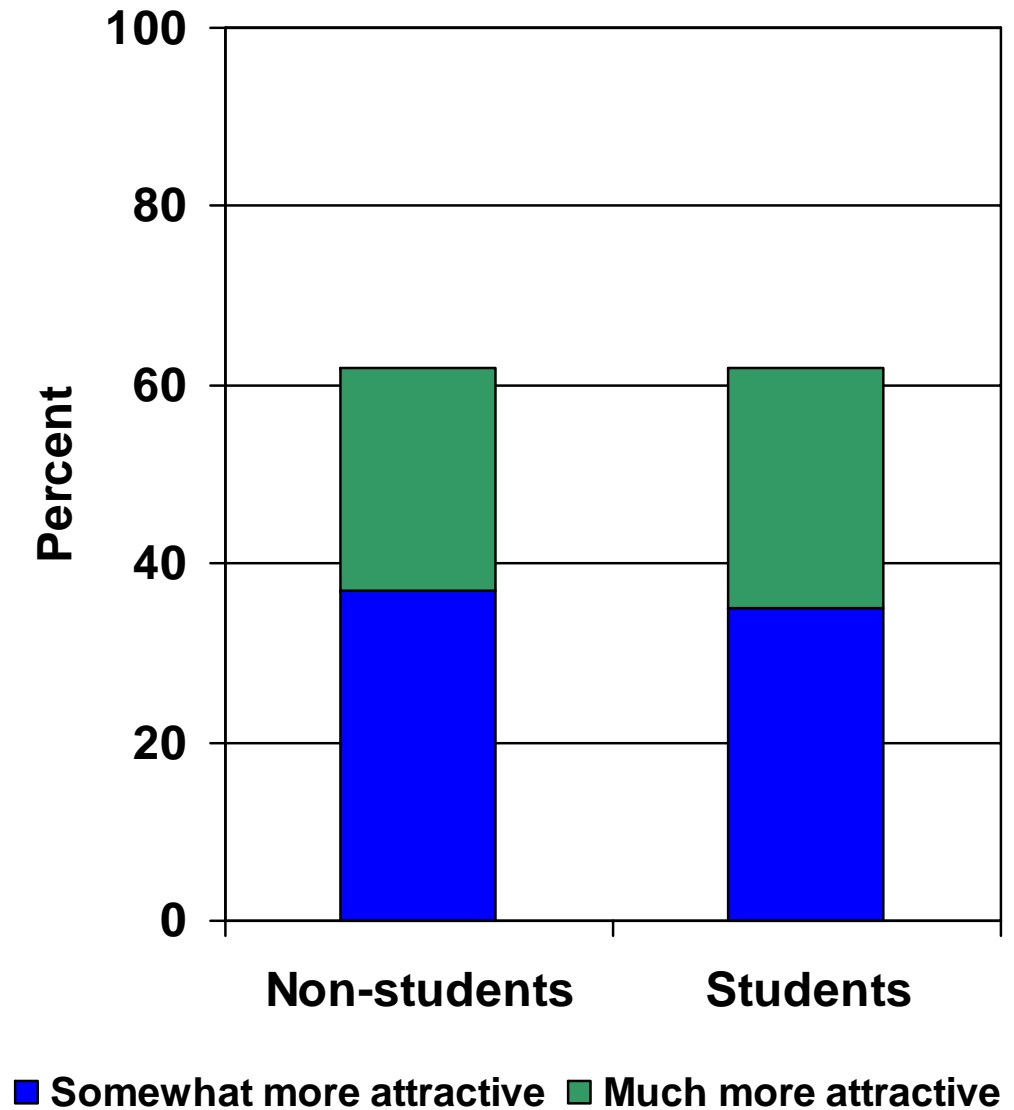
Question 1

In 2008, both student and non-student residents agree that East Lansing is a good place to live.



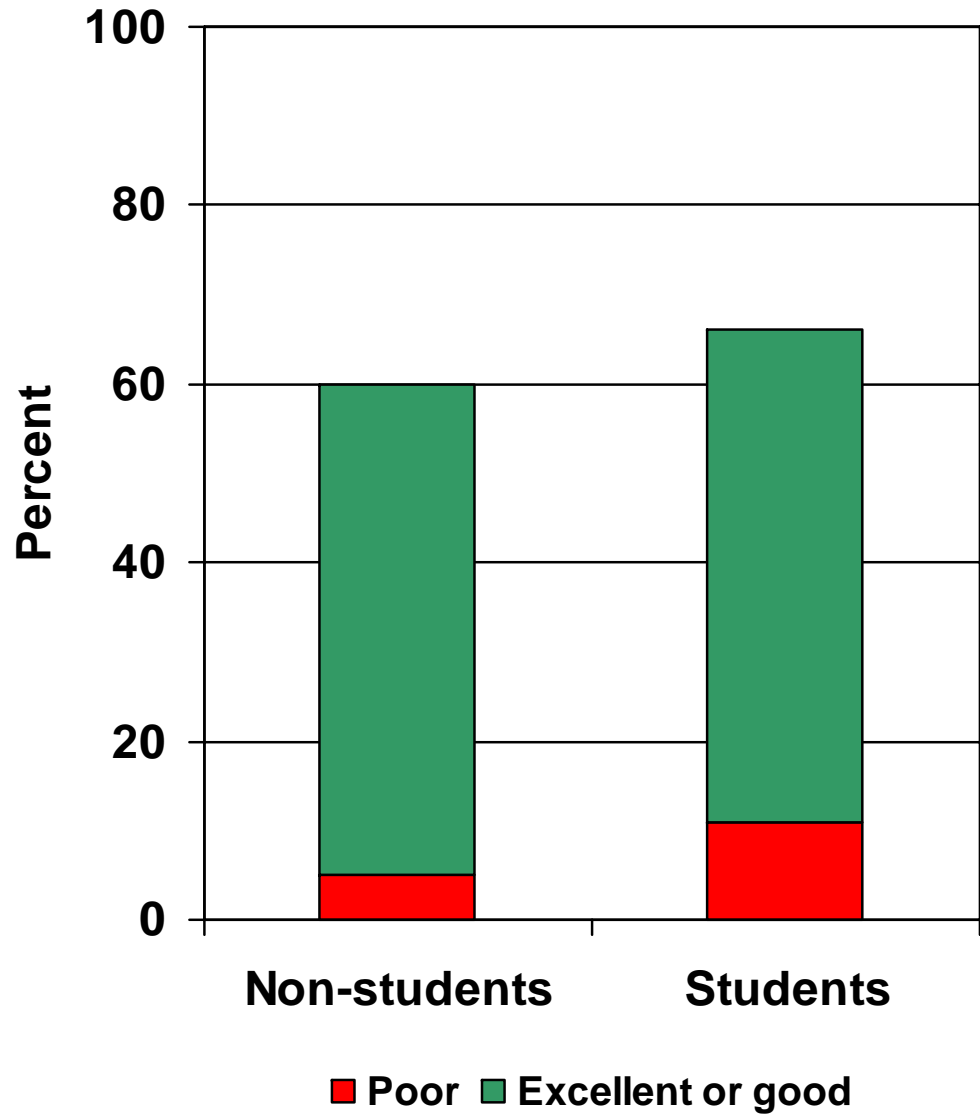
Question 3

In 2008, both student and non-student residents agree that East Lansing has become more attractive over the past several years.



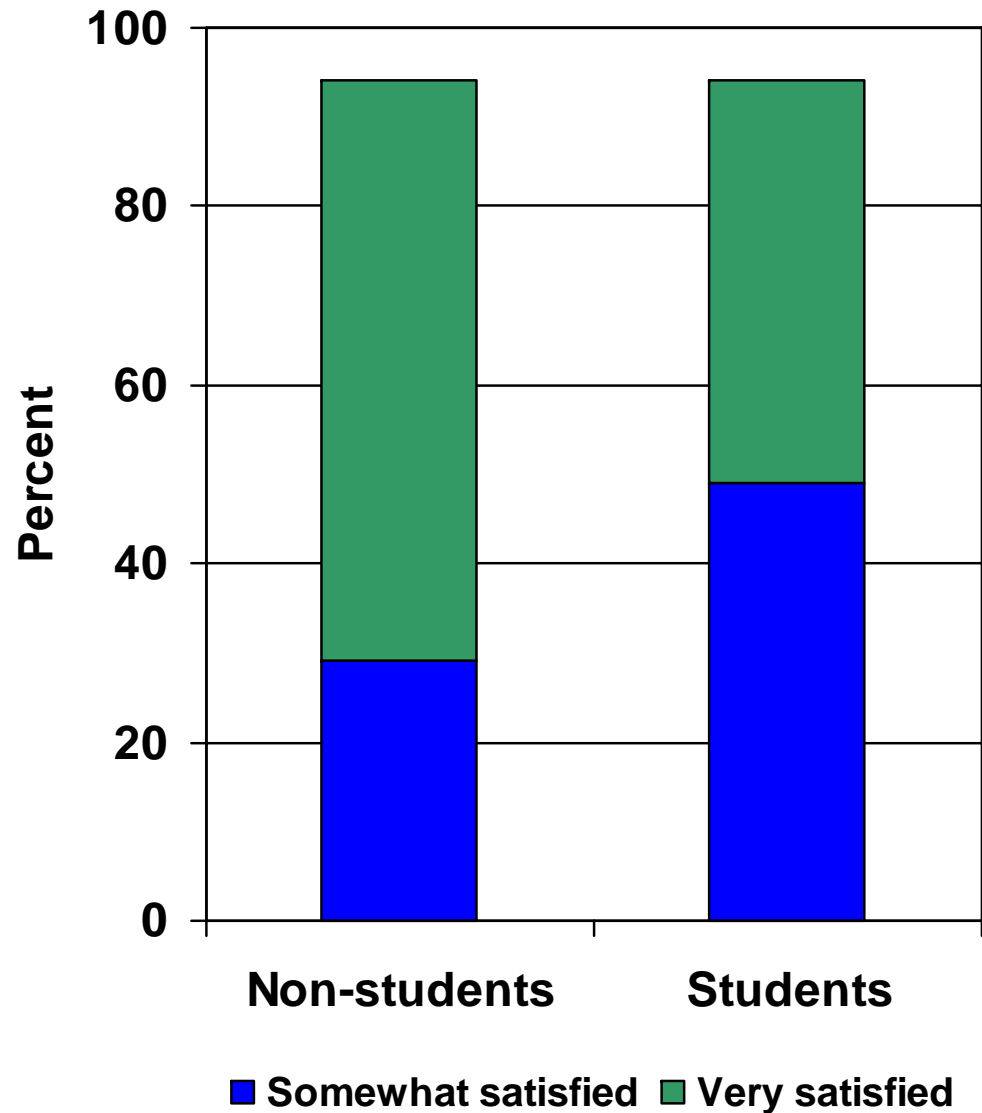
Question 5

In 2008, both student and non-student residents agree that student - community relations have improved.



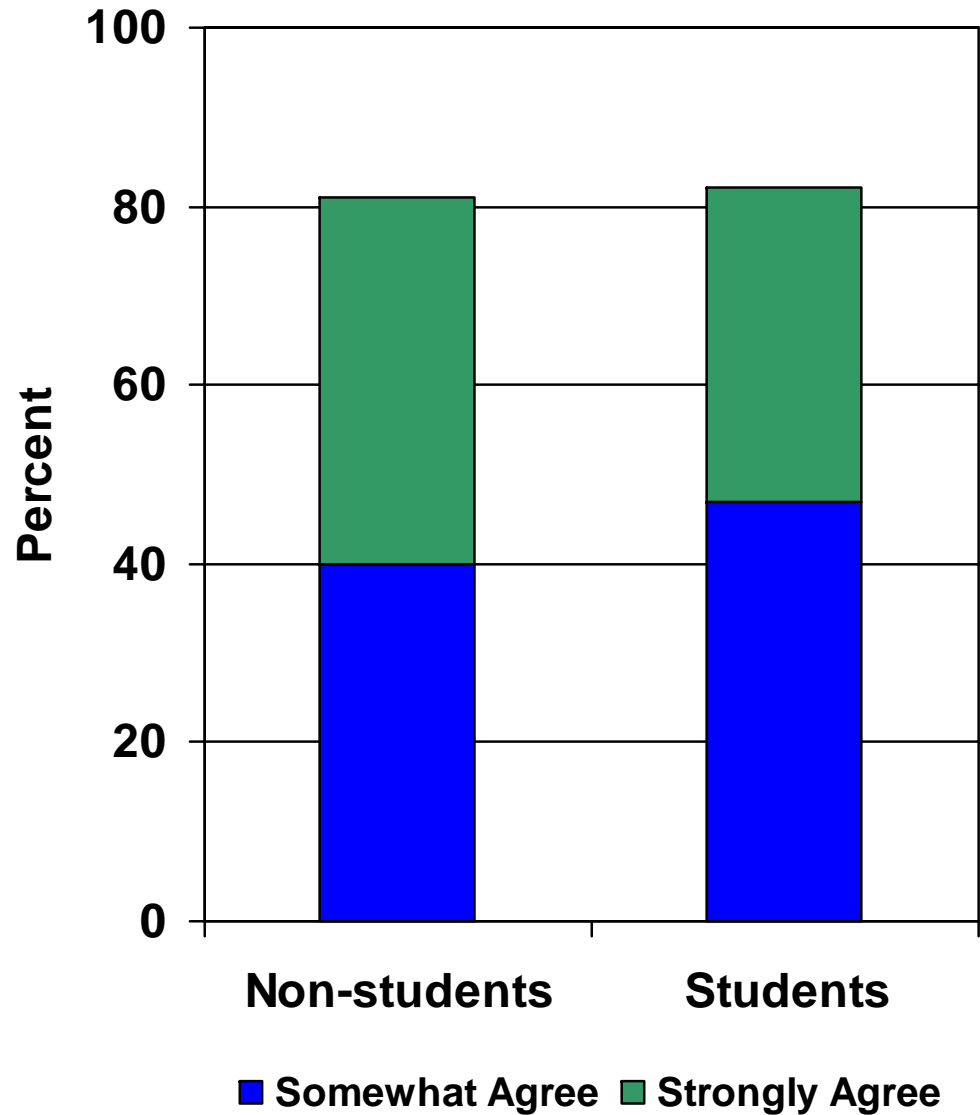
Question 12

In 2008, both student and non-student residents are satisfied with City services.



Question 17

In 2008, both student and non-student residents agree that the City will do what they say they will do.



Community Survey Results

You can view the community survey results
on the City's Web site:

www.cityofeastlansing.com