

As you may know, the City of Manistee has hired a consulting firm, the Matrix Consulting Group, to conduct a City-wide Operational Service Assessment. This study has been initiated to help the City evaluate the efficiency and effectiveness of municipal operations. An important step in this study is to provide residents in the City an opportunity to provide their opinions about municipal services. This questionnaire asks a variety of questions about your attitudes toward your various municipal services in the City. Please take the time to complete the questionnaire so that your opinions can help shape the study. **ALL RESPONSES ARE ANONYMOUS.**

If you have any questions about completing the survey, please feel free to contact the study's project director, Alan Pennington, via e-mail at apennington@matrixcg.net

Please complete the survey no later than July 10, 2009. There will also be two citizen meetings (being held at 8:00 a.m. and 7:00 p.m. in Hardy Hall of the Ramsdell Theatre on Wednesday, July 22, 2009 for additional input. Please feel free to attend one of these sessions also.

For each of the services listed below, please tell select a response indicating whether the service is extremely important to you, very important, somewhat important, or not at all important.

Are you a City Resident? Yes _____ or No _____

	No Response	Very Important	Somewhat Important	Not At All Important
Maintaining local streets and roads	◇	◇	◇	◇
Providing police services	◇	◇	◇	◇
Preparing the City for emergencies	◇	◇	◇	◇
Providing Refuse services	◇	◇	◇	◇
Economic development to attract businesses and jobs to the area	◇	◇	◇	◇
Mitigate traffic congestion in City.	◇	◇	◇	◇
Managing growth and development (I.e., Planning, Zoning and Building services)	◇	◇	◇	◇
Providing a variety of parks & recreation facilities	◇	◇	◇	◇
Maintaining appearance of landscapes, facilities	◇	◇	◇	◇
Providing a variety of recreation programs	◇	◇	◇	◇
Quality property assessment services	◇	◇	◇	◇
Providing fire services	◇	◇	◇	◇
Management of City Finances	◇	◇	◇	◇
Providing water and sewer services	◇	◇	◇	◇
Provision of marina and boat ramp	◇	◇	◇	◇

For each of the services listed below, please select a response indicating how satisfied you are with the current service levels in the City of Manistee.

	No Response	Very Important	Somewhat Important	Not At All Important
Maintaining local streets and roads	◇	◇	◇	◇
Providing police services	◇	◇	◇	◇
Preparing the City for emergencies	◇	◇	◇	◇
Providing Refuse services	◇	◇	◇	◇
Economic development to attract businesses and jobs to the area	◇	◇	◇	◇
Mitigate traffic congestion in City.	◇	◇	◇	◇
Managing growth and development (I.e., Planning, Zoning and Building services)	◇	◇	◇	◇
Providing a variety of parks & recreation facilities	◇	◇	◇	◇
Maintaining appearance of landscapes, facilities	◇	◇	◇	◇
Providing a variety of recreation programs	◇	◇	◇	◇
Quality property assessment services	◇	◇	◇	◇
Providing fire services	◇	◇	◇	◇
Management of City Finances	◇	◇	◇	◇
Providing water and sewer services	◇	◇	◇	◇
Provision of marina and boat ramp	◇	◇	◇	◇

Please rate the following statements by selecting excellent, good, fair, poor or don't know.

	Excellent	Good	Fair	Poor	Don't Know
How would you rate how effectively City money is being used?	◇	◇	◇	◇	◇
Please rate the following categories of Manistee government performance:					
• The value of services for the taxes paid to the City of Manistee.	◇	◇	◇	◇	◇
• The overall direction that Manistee is taking.	◇	◇	◇	◇	◇
• The City of Manistee does a good job at welcoming citizen involvement.	◇	◇	◇	◇	◇
• The job the City of Manistee does at listening to its citizens.	◇	◇	◇	◇	◇

Are there services currently provided by the City of Manistee that you feel should be eliminated or reduced in frequency / service level? If so, please describe in the following section:

1. _____
2. _____
3. _____

Are there services that are not currently provided by the City of Manistee that you feel should be provided? If so, please describe in the following section:

1. _____
2. _____
3. _____

How should these additional services be funded? _____

Are there services that you feel should be provided through a cooperative effort with other governmental agencies (such as the County or neighboring municipalities) rather than solely by the City of Manistee?

1. _____
2. _____
3. _____

Are there services that you feel should be provided through a contract with a private firm rather than provided directly with City employees?

1. _____
2. _____
3. _____

Please take a moment to provide any additional comments or concerns regarding the quality, level or efficiency of City of Manistee services.

Thank you for participating in this important project. Your views are important and will be used to provide important feedback to the City and project team as part of this study.