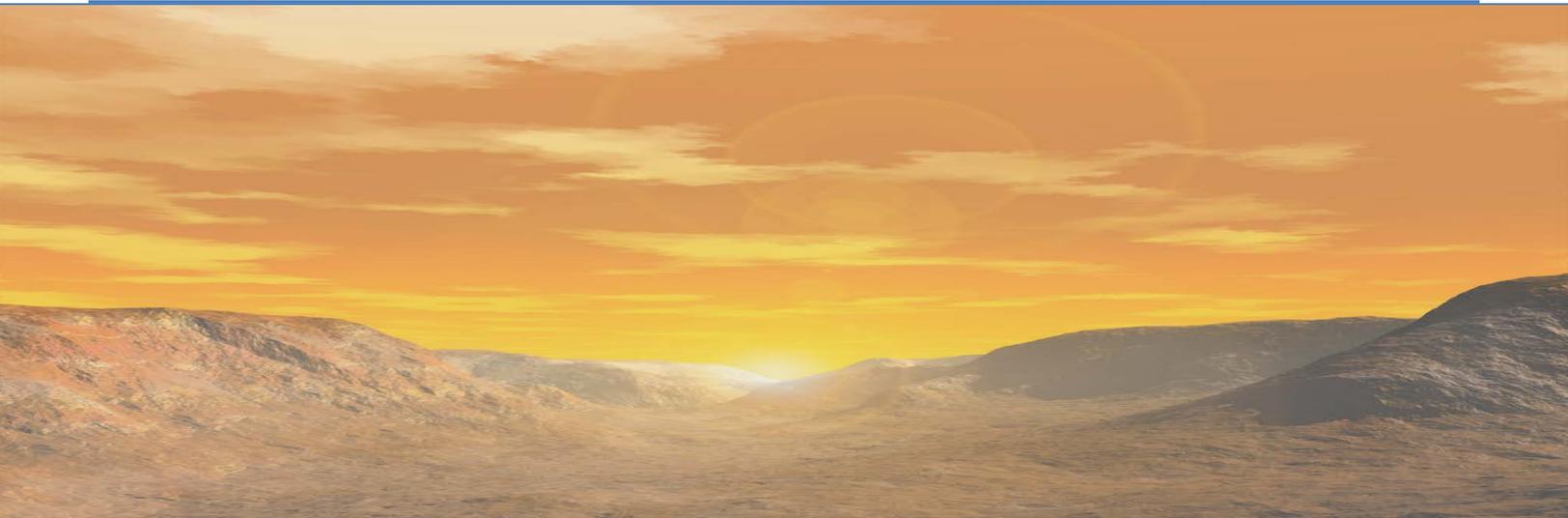


Yuma County



Resident Survey Comprehensive Report 2015



Yuma County Office of Management & Budget

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Executive Summary Report

Purpose and Methodology

A Residential Survey was administered to Yuma County residents during the months of July through August 2015. The purpose of the survey was to assess satisfaction with county services and gather input from residents regarding priorities for the community. This information will also provide guidance to Board members in decision making for the long-term financial plan.

The survey was made available online for all county residents to participate and was made available in English and Spanish. The survey covered the following five areas: community health and safety, customer satisfaction, stewardship, economic development, public awareness. The survey took approximately 20 minutes to complete. Residents were made aware of the survey by the following methods:

- Community outreach meetings conducted at the following locations at 5:00pm & 6:00pm
 - Thursday, August 6th , Somerton Library
 - Tuesday, August 11th, Main Library
 - Tuesday, August 18th, AWC Morris Board Room
 - Tuesday, August 25th, Foothills Library
 - Thursday, August 27th, San Luis Library
- Newspaper articles
- Posters were placed throughout county departments
- Flyers were handed out at schools and libraries
- Flyers were handed out at the Somerton housing unit
- Ads were posted on various social media
- Television and radio announcements
- Flyers were distributed at YCAT busses

This resulted in 641 respondents accessing the survey online, 291 of which completed the entire survey. In addition, a hand written note was submitted. The most effective methods were the postings on social media and the community outreach meetings.

Contents of the report

This report contains the following:

- an executive summary
- major findings
- charts depicting the results of the 2015 survey
- GIS map that shows respondents by zip code

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Major Findings

Community Health and Safety: It was determined that the Wellness Program has the highest priority to the residents (14%), followed by Teen Pregnancy Prevention (12%), Mental Health Evaluation (12%), and Chronic Disease Management (12%).

Familiarity with County Services: The Departments that residents were most familiar with were: Yuma County Sheriff's Office (69.8%), Yuma County Superior Courts (61.8%), and Yuma County Attorney's (56.3%). Residents were least familiar with the Yuma County Adult Probation (41.6%).

Department Effectiveness: Residents rated the following programs very highly in their contribution toward personal safety and effectiveness: Sheriff's Office (71.3%), Sheriff's deputy enforcing the law (62.3%).

Road Funding: It was found that, although residents find road improvements important, 42% are NOT willing to contribute more tax dollars if cuts were made to road funding.

Customer Satisfaction Results: Fifty-two percent believe that the current taxes they pay support the expected level of services provided by the county. When asked if they would accept lower level of services if it meant paying less taxes, sixty-five percent said no.

Stewardship of County Resources: Forty-five point five percent of residents agreed that the County should increase spending to improve the quality of county services and/or facilities.

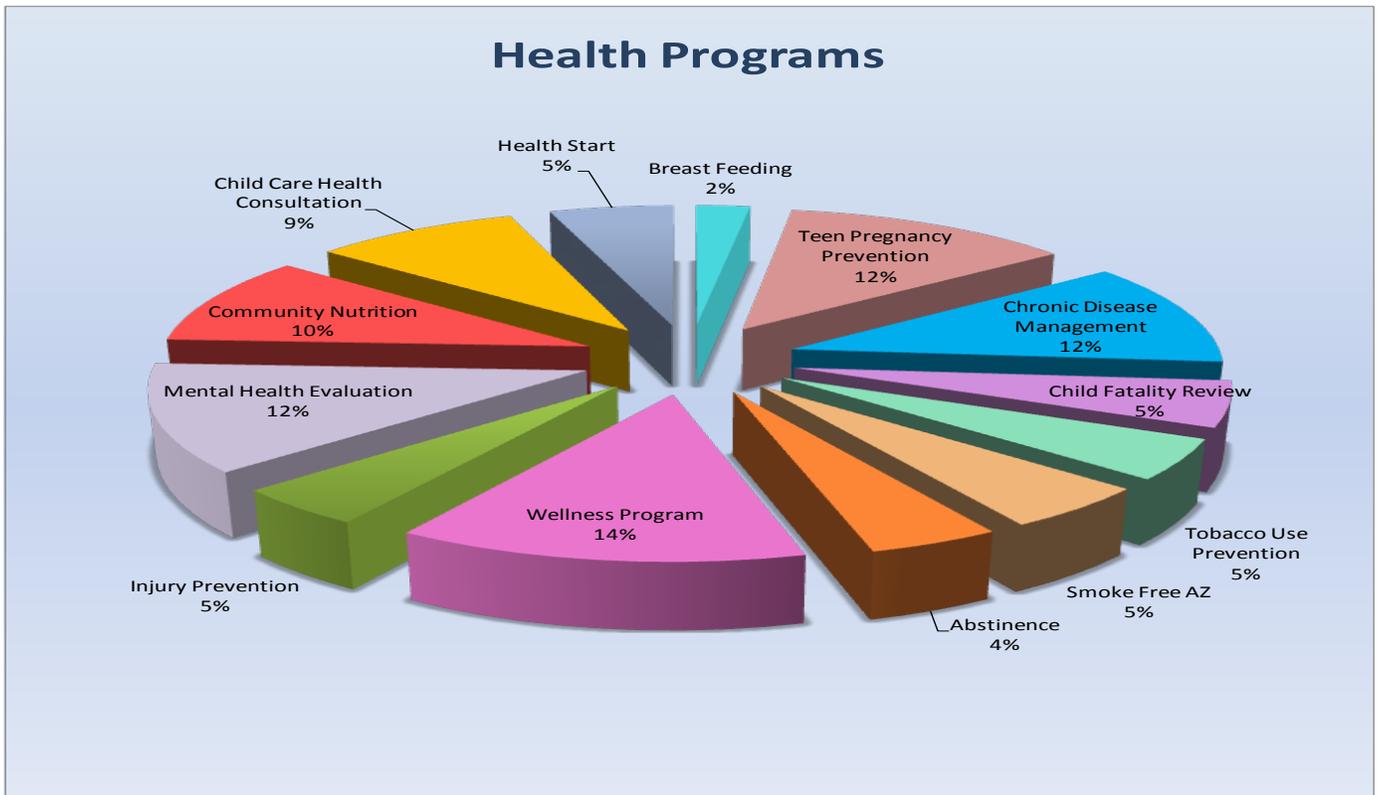
Economic Development: Eighty-eight point three percent believe that there should be a joint effort between Yuma County, local cities, and the private sector to expand the economic development opportunities.

Public Awareness and Participation: Ninety-two percent place a high value in having their County government keeping them informed through social and local media.

Community Health and Safety

The following is a list of Health Programs. Please rate these services in order of priority.

Answer Options	Breast Feeding	Teen Pregnancy Prevention	Chronic Disease Management	Child Fatality Review	Tobacco Use Prevention	Smoke Free AZ	Abstinence	Wellness Program	Injury Prevention	Mental Health Evaluation	Community Nutrition	Child Care Health Consultation	Health Start	Response Count
First Priority: Select a different program for each priority.	3	53	41	9	4	15	10	60	10	54	27	27	8	321
Second Priority: Select a different program for each priority.	5	46	40	11	16	7	21	52	11	44	30	24	14	321
Second Priority: Select a different program for each priority.	7	43	31	15	17	25	16	38	14	33	36	27	17	319
Second Priority: Select a different program for each priority.	9	27	39	17	17	18	9	29	26	34	33	29	30	317
Second Priority: Select a different program for each priority.	12	26	33	30	19	14	12	32	9	28	32	32	14	293



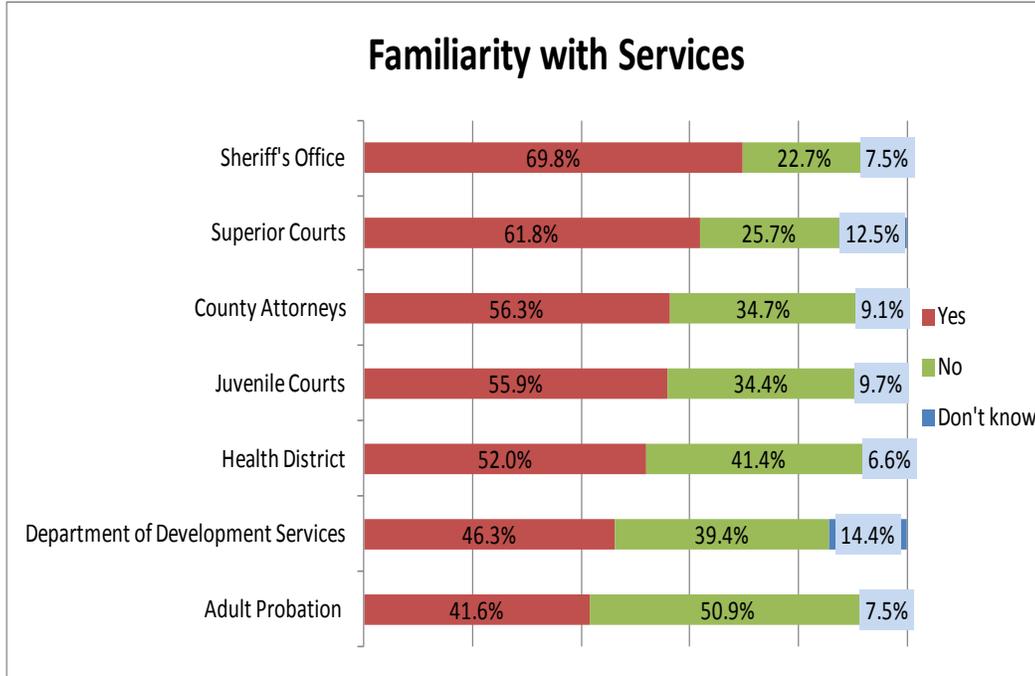
Community Health and Safety

Please answer the questions below in reference to county services and your tax dollars and rate the level of importance for each.

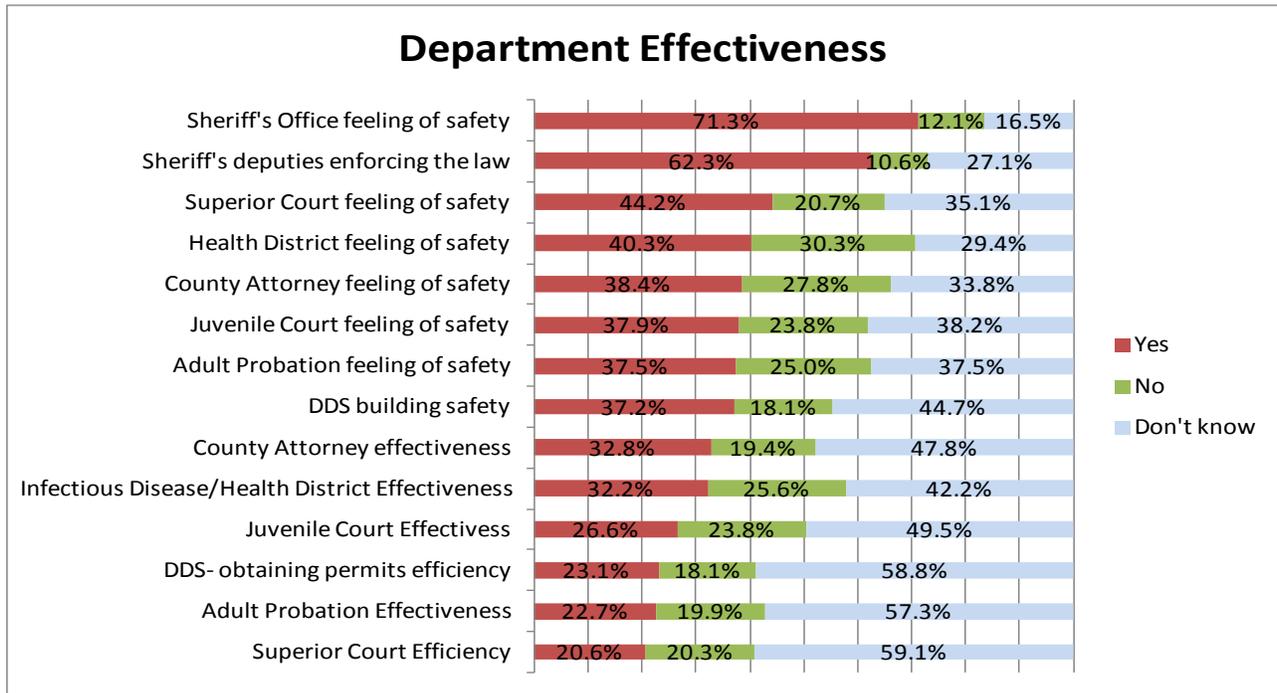
Answer Options	Don't know	Yes	No	Response Count	Very Important	Important	Not Important	Response Count
If the state makes additional or continues to make cuts to road funding, are you willing to contribute additional tax dollars for road improvements?	66	121	134	321	110	183	27	320
Are you familiar with the services that the Health District provides?	21	166	132	319	110	166	42	318
Do the services the Health District provide contribute to your feeling of safety?	94	129	97	320	91	167	61	319
Is the Yuma community protected from the spread of infectious diseases?	135	103	82	320	188	121	9	318
Are you familiar with the programs Adult Probation provides?	24	133	163	320	87	182	49	318
Do the programs that Adult Probation provides contribute to your feeling of safety in the community?	120	120	80	320	106	172	39	317
Is the probation system for convicted offenders operated effectively in Yuma County?	184	73	64	321	143	156	19	318
Are you familiar with the services the Sheriff's Office provides?	24	224	73	321	183	125	11	319
Do the services that the Sheriff's Office provide contribute to your feeling of safety in your community?	53	229	39	321	185	123	11	319
Are the Sheriff's deputies effective in enforcing the law in Yuma County?	87	200	34	321	192	122	5	319
Are you familiar with the services the County Attorney provides?	29	180	111	320	100	194	24	318
Do the services that the County Attorney provides contribute to your feeling of safety in the community?	108	123	89	320	109	180	29	318
Does the County Attorney's office do an effective job of prosecuting crimes?	153	105	62	320	145	164	9	318
Are you familiar with the services that the Superior Courts system provide?	40	197	82	319	132	176	9	317
Do the services that the Superior Courts system provide contribute to your feeling of safety in the community?	112	141	66	319	119	177	22	318
Are the Superior Courts in Yuma County handling the large volume of cases in a timely manner?	189	66	65	320	117	182	19	318
Are you familiar with the services that the Juvenile Courts system provide?	31	179	110	320	141	157	19	317
Do the programs and services that the Juvenile Courts system provide contribute to your feeling of safety in the community?	122	121	76	319	131	162	24	317
Is the Juvenile Justice system effective in dealing with the problem of young offenders and their families in Yuma County?	158	85	76	319	148	154	14	316
Are you familiar with the services that the Department of Development Services provides?	46	148	126	320	70	198	47	315
Do the services that Department of Development Services provide contribute to your feelings that buildings and properties are safe in the community?	143	119	58	320	84	179	52	315
Is obtaining plan reviews, land development permits and development information done efficiently and accurately?	188	74	58	320	85	186	44	315

Community Health and Safety

Familiarity with County Services: As shown in the graph below, these programs were rated on how familiar residents are with their services.

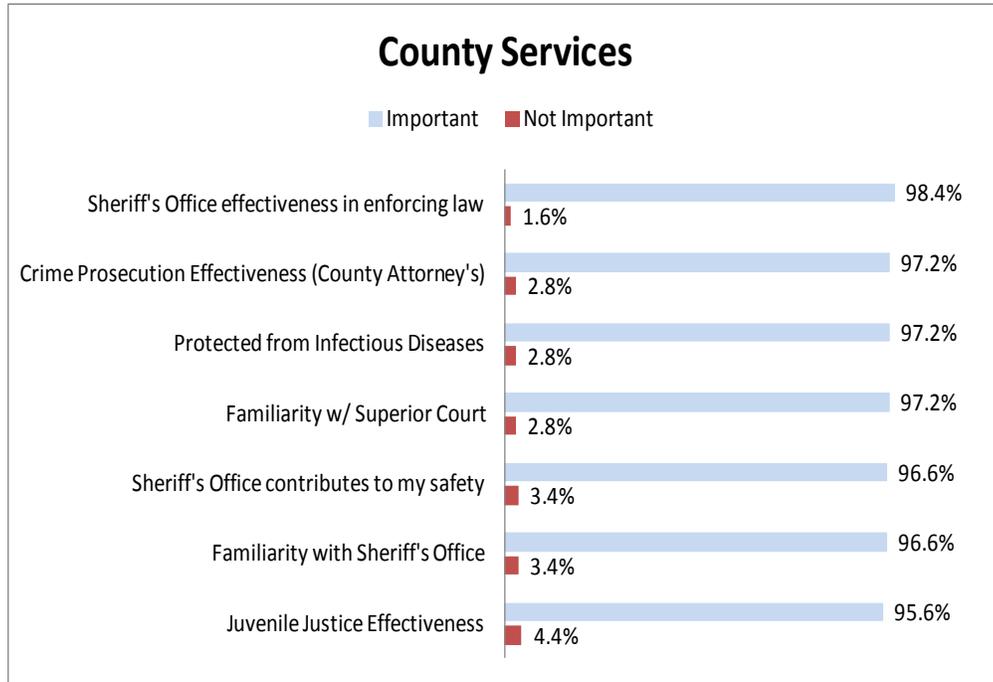


Department Effectiveness: Residents rated the following programs in regards to their effectiveness.

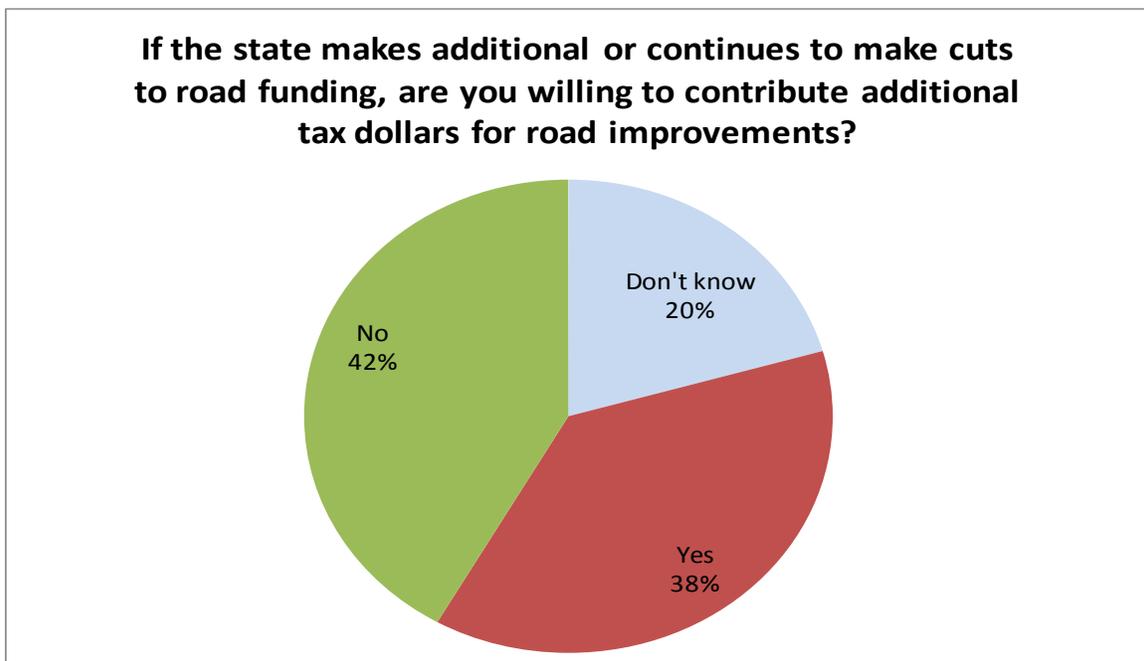


Community Health and Safety

County Services: The graph below shows the county services which residents awarded an importance rating of 95% or higher.



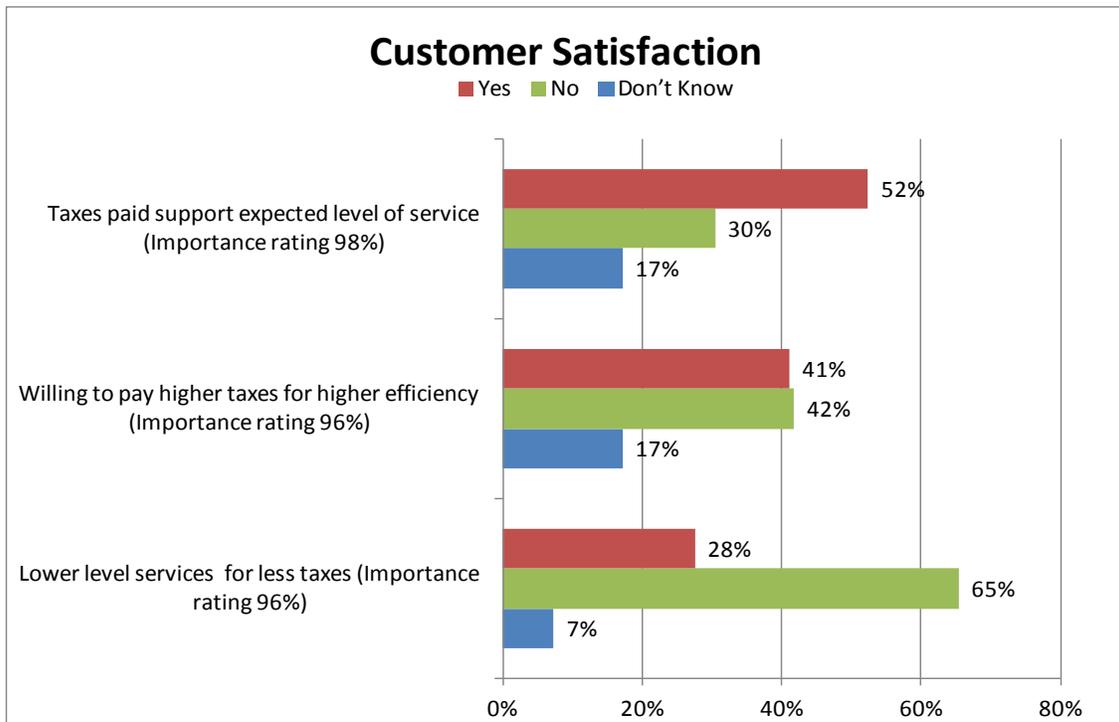
Road Funding: Residents were asked the following question in regards to road funding/improvements.



Customer Satisfaction

Please answer the questions below in reference to county services and your tax dollars and rate the level of importance for each.

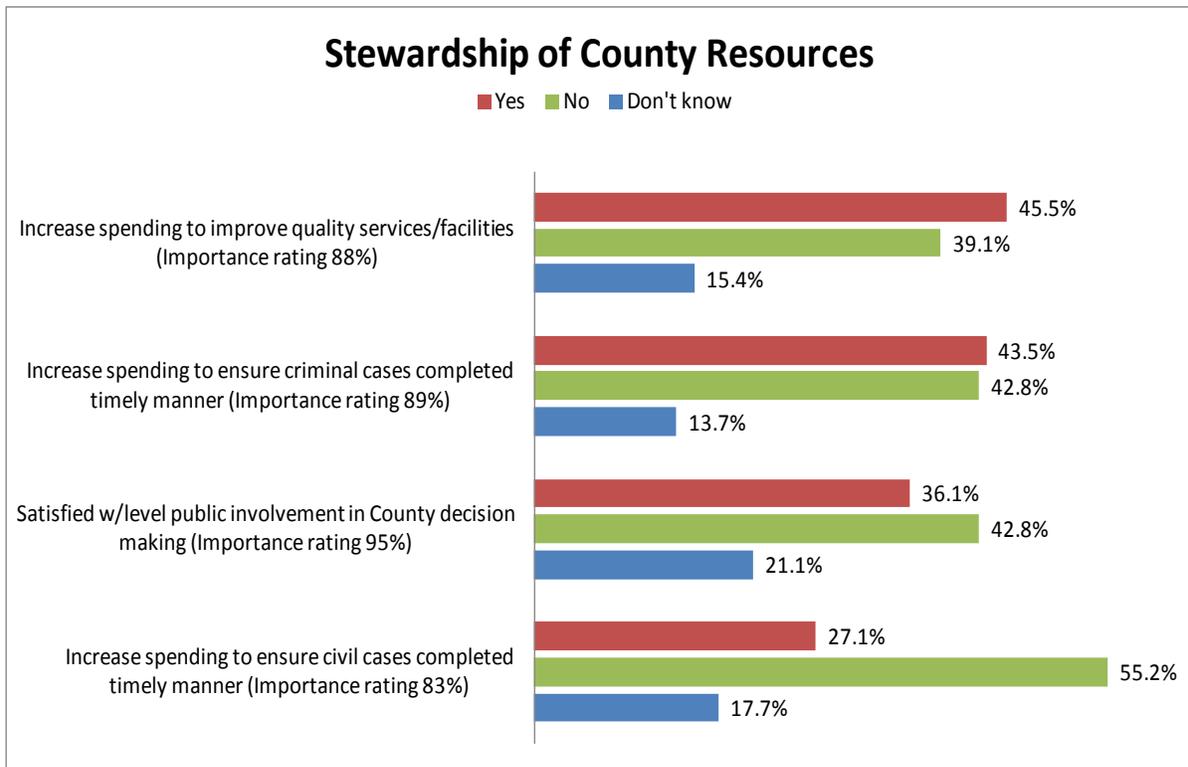
Answer Options	Don't know	Yes	No	Response Count	Very Important	Important	Not Important	Response Count
Do the current amount of taxes you pay support your expected level of service provided by the county (i.e. Law Enforcement, Health etc...)?	53	162	94	309	200	101	6	307
Would you accept a lower level of county service if it meant paying less taxes?	22	85	202	309	184	111	11	306
Would you pay additional taxes to make County services more efficient for the public?	53	127	129	309	178	116	12	306



Stewardship of County Resources

Please answer the questions below in reference to county services and your tax dollars and rate the level of importance for each.

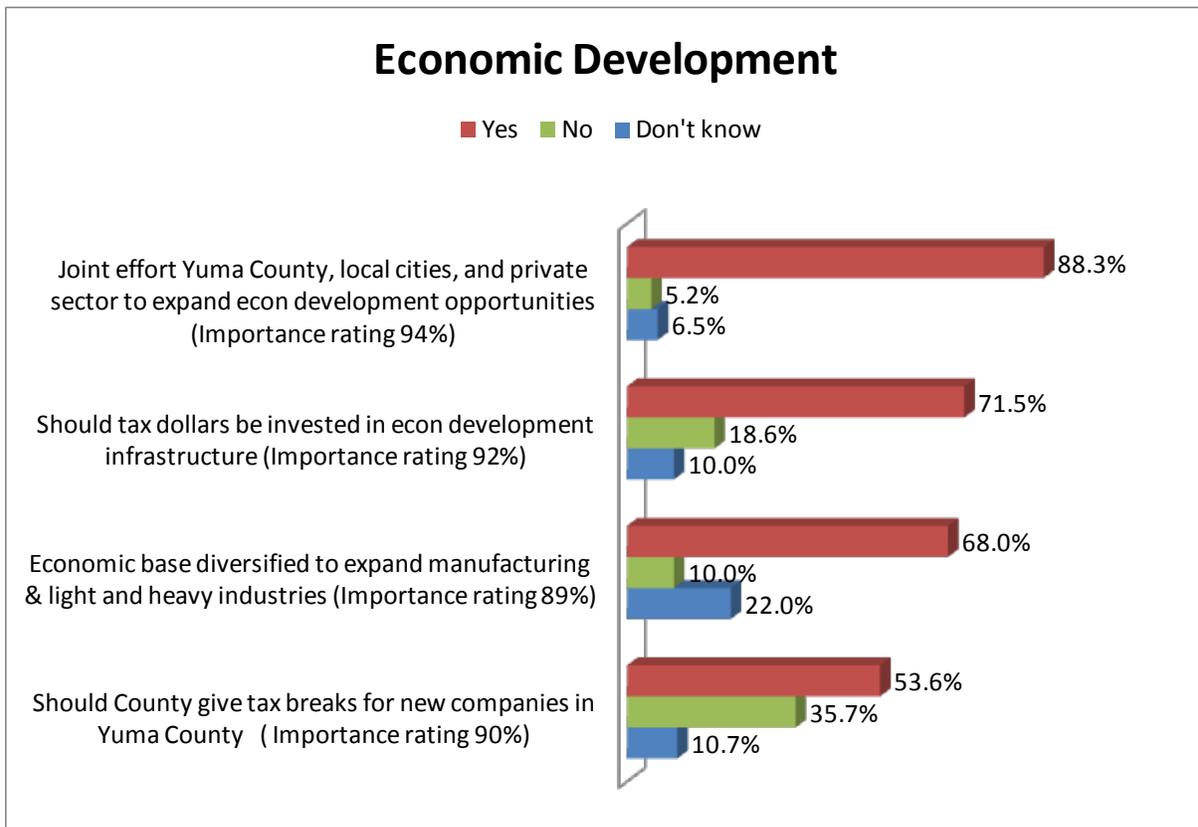
Answer Options	Don't know	Yes	No	Response Count	Very Important	Important	Not Important	Response Count
Should the County increase spending on ensuring that criminal cases are completed in a timely manner?	41	130	128	299	110	153	34	297
Should the County increase spending on ensuring that civil cases are completed in a timely manner?	53	81	165	299	81	165	52	298
Should the County increase spending to improve the quality of county services and/or facilities?	46	136	117	299	93	167	35	295
Are you satisfied with the level of public involvement in County decision making? How important is it?	63	108	128	299	164	116	16	296



Economic Development

Please answer the questions below in reference to county services and your tax dollars and rate the level of importance for each.

Answer Options	Don't know	Yes	No	Response Count	Very Important	Important	Not Important	Response Count
Should the County government give tax breaks to new companies locating in Yuma County?	31	156	104	291	121	137	28	286
Should your tax dollars be invested in infrastructure that supports economic development?	29	208	54	291	136	127	24	287
Should the economic base of the County be diversified to expand manufacturing and light and heavy industries?	64	198	29	291	127	128	31	286
Should there be a joint effort between Yuma County, local cities and the private sector to expand the economic development opportunities?	19	257	15	291	178	92	18	288



Public Awareness and Participation

Please answer the questions below in reference to county services and your tax dollars and rate the level of importance for each.

Answer Options	Don't know	Yes	No	Response Count	Very Important	Important	Not Important	Response Count
Is it valuable to you that your County government keeps you informed through social and local media?	2	268	21	291	182	85	21	288

