

City Staff Survey Results



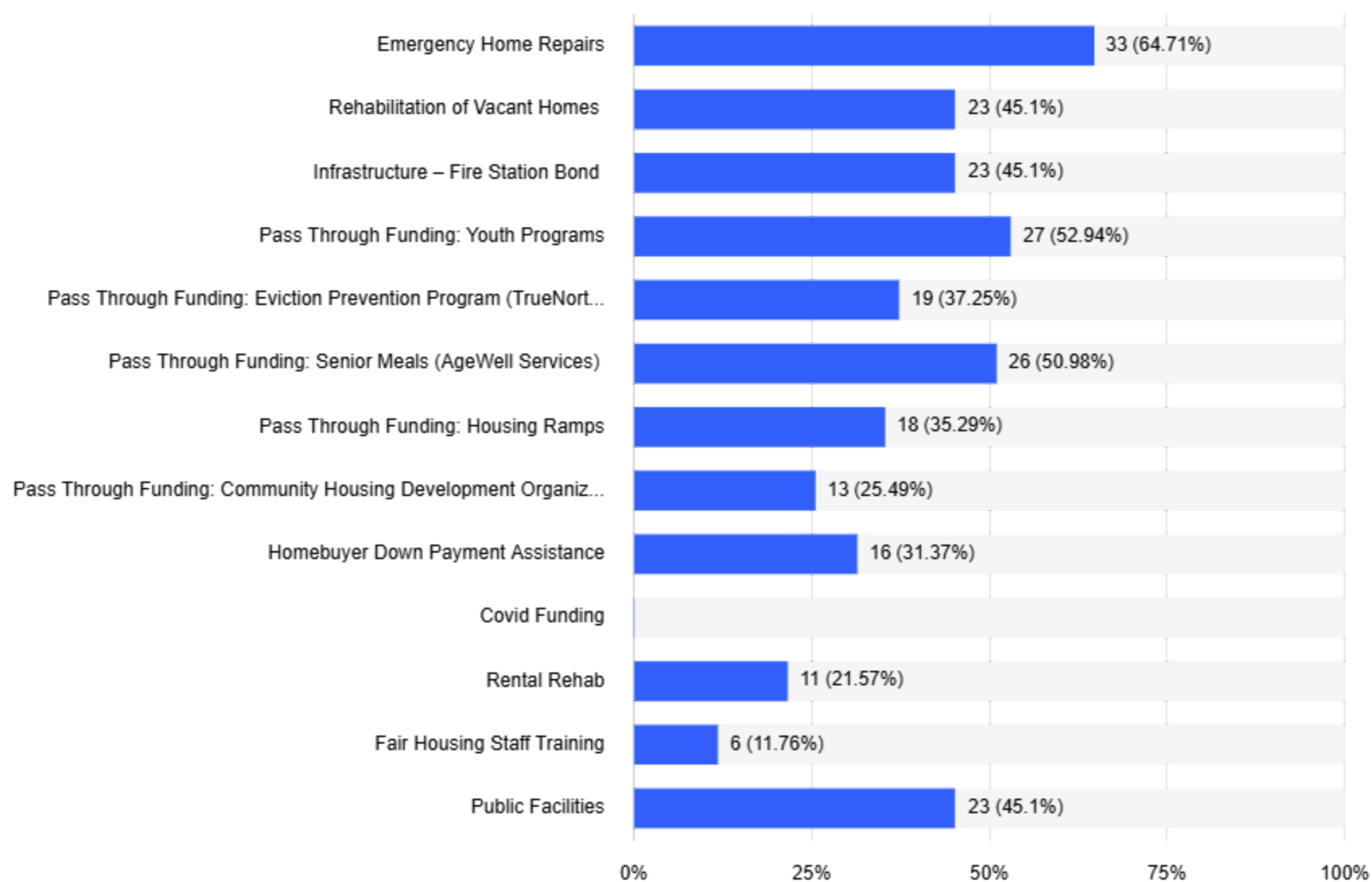
All Staff CNS Program Action Plan Survey

Total submissions: **65**

Date range: **Dec 01, 2025-Dec 14, 2025**

Total responses: **570**

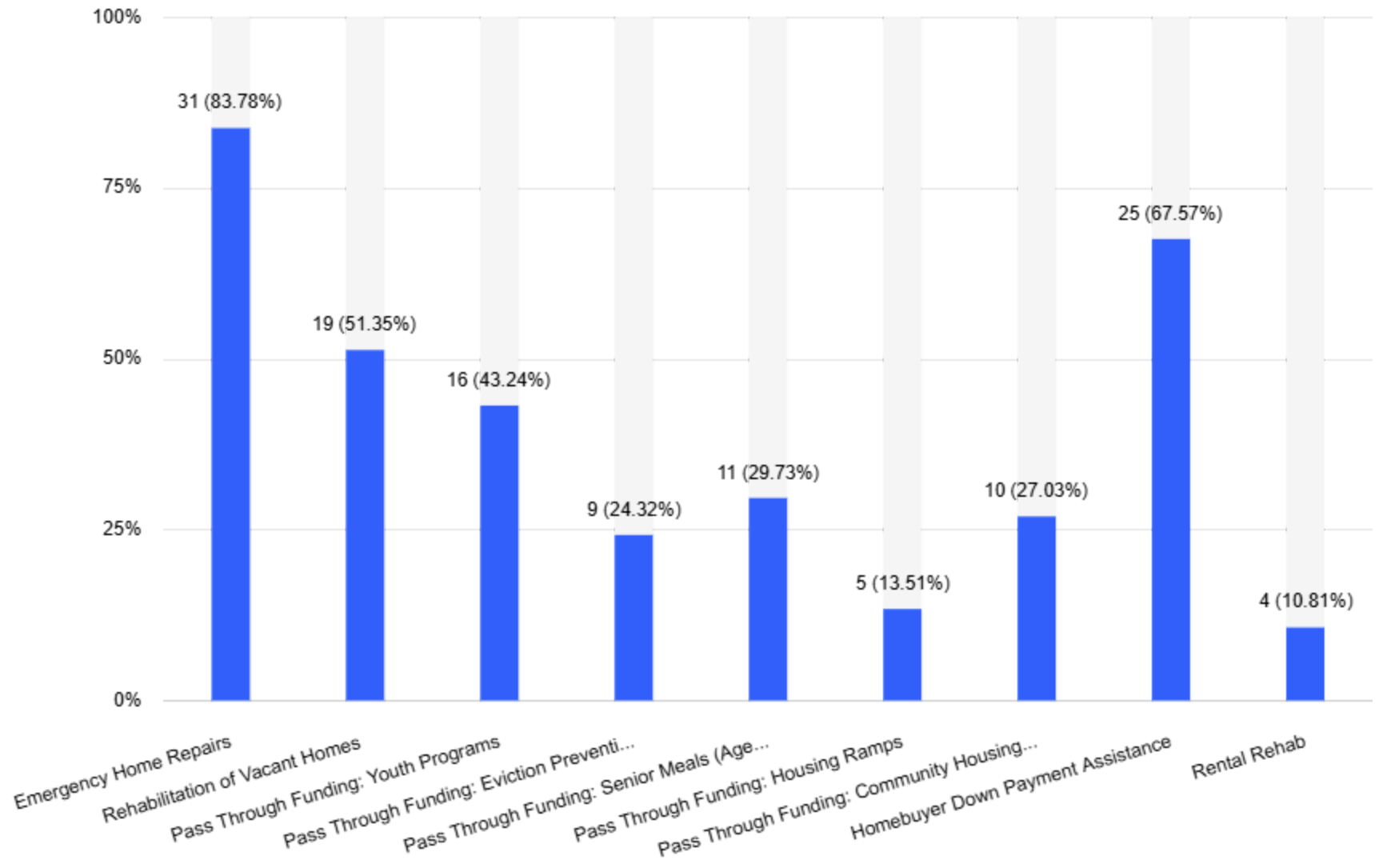
Select all options below that you believe are valuable to our community and should be continued or resumed:



Programs Staff Believe Are Valuable and Should Continue

Staff most strongly value **Emergency Home Repairs (64.71%)**, followed by **pass-through funding for youth programs (52.94%)** and **senior meals (50.98%)**, indicating broad support for programs that stabilize housing and support vulnerable populations. Infrastructure investment (Fire Station Bond) and vacant home rehabilitation also ranked highly, while Covid-related funding received no support, suggesting it is no longer seen as a current community priority.

Select the programs you were aware that CNS has administered over the past five years and have recommended to community members:



Programs Staff Were Aware Of and Have Recommended

Awareness and recommendation levels are highest for **Emergency Home Repairs (83.78%)** and **Homebuyer Down Payment Assistance (67.57%)**, showing these programs are both well-known and actively shared with residents. Several pass-through programs show lower recommendation rates despite being valued, pointing to gaps in visibility rather than perceived impact.

Have you personally observed or heard about a community need that is not currently being addressed by CNS programs?



Staff-Identified Community Needs

Staff most frequently cited unmet needs related to **housing stability and basic living conditions**, including home repairs beyond current income limits, mold and environmental hazard remediation, utility shutoff prevention, and seasonal services like snow removal and lawn care for seniors and residents with disabilities. Public safety and neighborhood conditions were also emphasized, with repeated calls for improved street and alley lighting, blight removal, security cameras, traffic calming tools, and increased staffing for the **Police Department** and **Fire Department**.

If yes, please briefly describe the need(s) you've seen or heard about.

1. Yard and snow cleanup for seniors
2. Ring camera program (or similar technology) to give residents free security cameras. This helps with peace of mind for residents and also helps the Police Department solve more crimes. More street lights. Helps with safety in our neighborhoods.
3. Environmental hazard remediation in housing, utility assistance, and programs for seniors specifically related to house repairs, snow removal, or yard clean-up
4. Better lights in the alleys.
5. Lighting of side streets and alleyways. Alternative/Safe Means of travel through neighborhoods.
6. Mold remediation
7. Utility shutoff, particularly water. Often it is due to leaks from plumbing issues. Help to fix the problem as well as payment assistance.
8. Junk vehicles and tires, vacant dump sites
9. Snow removal for seniors,
10. Solar powered speed signs in various locations across the City
11. Utility Payment Assistance Home Repairs for Low Income Residents (the current program doesn't always cover the needs - ie; we had an elderly resident that needed new windows) Legal assistance for renters with landlord issues

12. Lawn Mowing & Sidewalk Snow Removal for those that are elderly or disabled Repairs for plumbing, heating systems, and other basic needs (these can be very costly and hard to find assistance for)
13. Removal of blight in neighborhoods (graffiti and trash). Certain areas of downtown have rehabbed homes and look nice and one or two blocks over are vacant homes with broken windows, graffiti on buildings, and trash in the streets. Utility assistance during the colder months for Senior Citizens. Colder weather increases their heating bills and they struggle to pay the bill each month when on fixed incomes.
14. There are customers who don't income qualify for the emergency repair program. When an unexpected major repair is necessary (such as a collapsed sewer line) many people can't swing the "big ticket" expense.
15. Repairs to homes without insurance from fires or other events. Not rental homes.
16. This is a seasonal problem: snow removal for the elderly and people that are unable to remove snow from their sidewalks.
17. Fire Dept
18. HUDD Funding (or Section 8 funding) being utilized/made available for assistance purchasing a property or home.
19. Increased Staff for Fire and Police.
20. Street lighting, job creation, workforce training, affordable housing, more home repair programs to assist homeowners who fall outside of income limits, more youth activities and programs, home buying education.

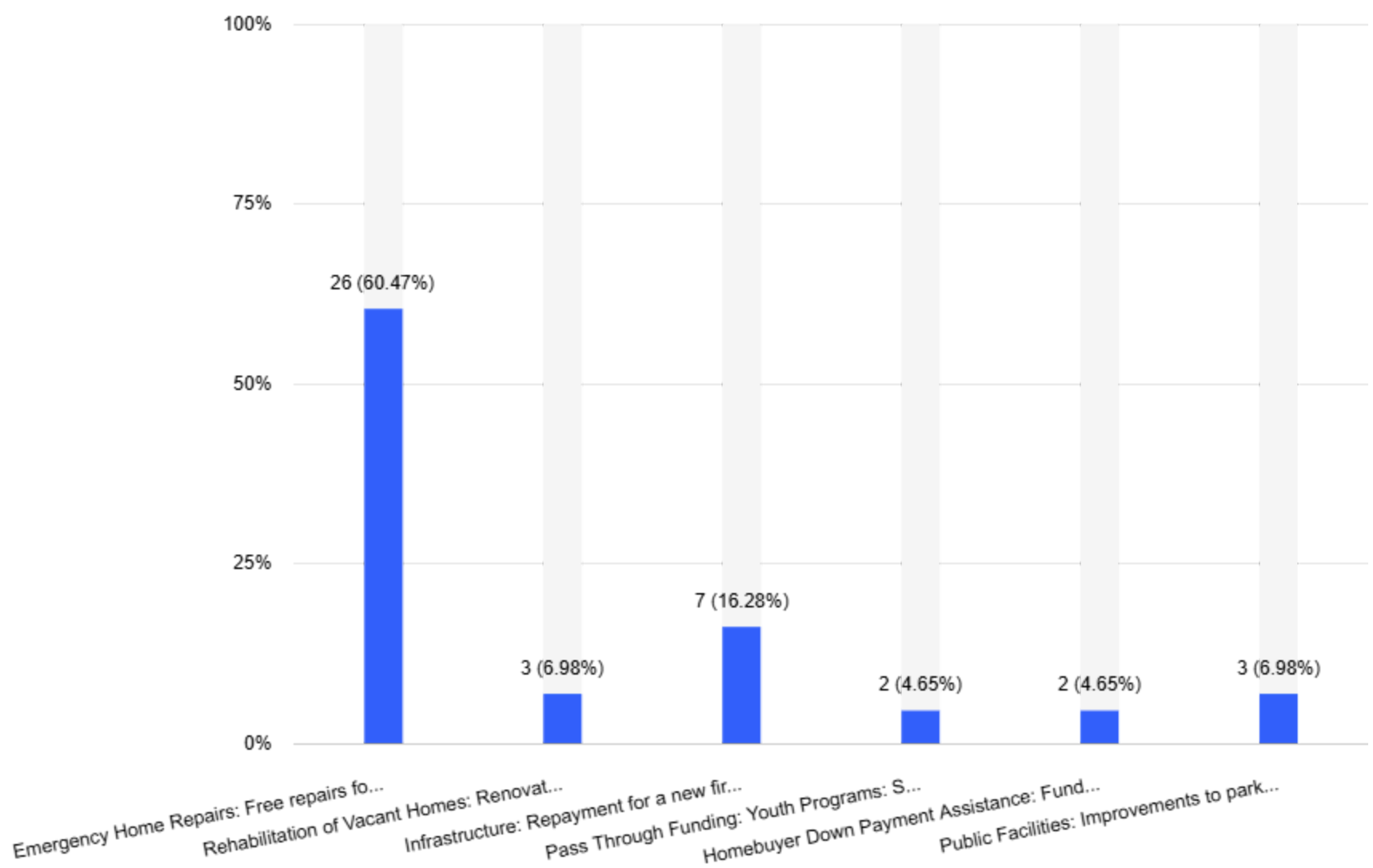
Suggested New Programs or Services for CNS to Explore

Staff proposed new programs that focus on **bridging financial and eligibility gaps**, including flexible financing for major home repairs, insurance-gap assistance after disasters, expanded weatherization, and senior-focused supports such as tax assistance, accessibility upgrades, and transportation services. Many suggestions also emphasized **neighborhood-level and systems-based solutions**, such as alley and street lighting, coordinated blight cleanup, snow removal initiatives, workforce and financial education, and closer collaboration with departments like the **Fire Department, Police Department**, the Water Department, the Housing Authority, and **MDOT**.

Do you have suggestions for new programs or services that CNS could explore to meet these needs?

1. Programs that teach people how to be good responsible adults, paying bills, budgeting, 401k saving for retirement etc. Funding for seniors who are struggling to pay their taxes once their home is paid for.
2. New police department building or putting money toward the remodel.
3. Putting more lights up in the alleys.
4. Potential city funded ride-sharing for citizens incapable or who require assistance getting to and from locations.
More support/acknowledgement of Community Driven Endeavors.
5. Senior and Disabled programs to help with home improvement or accessibility needs to keep them in their homes.
6. Gather a list of targets sites as they are identified, and when certain volume criteria are met hire junk removal companies to clean up targeted areas.
7. Roof repairs for out of city residents
8. Weatherization, upgrading windows, reinsulating homes, updating electrical wiring to be more compatible with today's fixtures, appliances, and accessories.
9. Look at speed date from police or mdot
10. Some residents may not 'income qualify' for EMERGENCY home repairs. There are some big-ticket repair items (such as a collapsed sewer line) that couldn't be anticipated to save towards in advance. Financing may not be offered/available from the contractor. Customers have asked for a doable solution such as being able to have the charge of the dig up (currently \$1,200 by the City) added to the water bill or some other outlet to make installment payments. Perhaps there is a way for CNS to collaborate with the water department. For customers that don't qualify for the 'no cost' repair program: * CNS pays the fee upfront for the sewer repair *The charge is added to the water bill *In addition to the monthly water bill, the cost of the sewer repair (in installments) can be added.
11. Fire Station Repair and Maintenance
12. A program to bridge the gap for someone who owns their home but does not have insurance or the means to repair after a major event.
13. Understanding that there is a finite amount of money and additional staffing likely wouldn't be attainable, expanding the current downtown footprint to the outlying neighborhoods could be a start. Snow removal "parties" in which staff from across the city "adopt" a neighborhood and address the snow in these areas.
14. Work with Housing Authority to change their rules to allow, if able.
15. Treat the funds like a SAFER grant. Let it fund 7 new FF positions for 5 years. Or pay off current debts in the FD budget so that the money is freed up for more positions.
16. Offering home buying education, linking to resources for workforce training and jobs, and creating an inner City community center offering different opportunities and experiences to youth in the community.

From your perspective, which existing CNS program has the greatest positive impact on residents?



Summary: Taken together, staff feedback shows strong alignment around **housing stability, senior support, public safety, and neighborhood conditions** as the most valuable and highest-priority areas for investment, with Emergency Home Repairs serving as the clearest anchor program. Staff consistently identified opportunities for **CNS** to increase impact by expanding eligibility, adding flexible payment or financing options, strengthening interdepartmental partnerships, and pairing direct assistance with education, workforce development, and proactive neighborhood-based services.