



Gallatin County

Citizens Satisfaction Survey May/June 2005

By Universal Survey Research, LLC
100 River Street, P.O. Box 1670
Big Timber, MT 9011
Tel: 406-932-5757
Fax: 406-932-5985

Gallatin County Citizen Satisfaction Survey

Instructions: Several statements are listed below. After reading each one, please give two responses. First, rate how satisfied you are with the item. Second, rate how important the item is to you.

Mark your ratings in the circles beside each item, choosing only one circle and filling it in completely - ●. Remember to rate both the Satisfaction and Importance for all statements.

	Satisfaction Scale					Importance Scale				
	Very Satisfied	Satisfied	N/A ?	Un-satisfied	Very Un-satisfied	Very Important	Important	N/A ?	Not Important	Very Un-Important
1. County attorney service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Sheriff services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. 9-1-1 dispatching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. County jail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Juvenile probation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. District court judges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Clerk of District Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Public health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Health inspectors, for restaurants, motels, hospitals, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Public assistance and welfare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Subdivision review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Noxious weed control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Septic systems review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Planning and zoning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Parks and open spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. County extension agent services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. County road maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. County building maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. County fairground	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Property tax offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Maintenance of land records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Accessibility of land records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Motor vehicle registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Election services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Superintendent of schools offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For the following issues, please fill in the circle that best describes your agreement/disagreement with the issue; then rate how important each one is to you.

	Agreement Scale					Importance Scale				
	Strongly Agree	Agree	N/A ?	Dis-Agree	Strongly Disagree	Very Important	Important	N/A ?	Not Important	Very Un-Important
26. There should be county-wide zoning regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. The county should adopt zoning to regulate sexually oriented businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. The county should encourage economic development by providing tax breaks for businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. The county should be involved in preserving open space lands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. The county should be involved in preserving agricultural lands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. The county should keep impact fees for the protection of roads on new housing development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. The county should start a building permit program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(Please continue on the reverse side)

	<u>Agreement Scale</u>					<u>Importance Scale</u>				
	Strongly Agree	Agree	N/A ?	Dis-Agree	Strongly Disagree	Very Important	Important	N/A ?	Not Important	Very Un-Important
33. The commissioners effectively communicate information about county business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. County employees that I have had contact with during the last 12 months, have been helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. To the extent that they can, the county is effectively managing growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. The county has an effective plan to deal with growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. The county provides enough mental health programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. The county is effectively addressing environmental issues (i.e. air/water quality)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. The county provides enough programs/services for senior citizens ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. As far as I know, the county commissioner meetings are open to the public and allow public participation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. The county web site provides the public with important information about county business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. The county government communicates/coordinates well with the city of Bozeman	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. The services provided by the county are "user friendly"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. For the most part, the commissioners are not overly influenced by "special interests"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. The county enforces laws "on the books"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. My issues with Gallatin County are dealt with in a reasonable amount of time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. The "Code of the West" book is an effective way to communicate to individuals who have relocated to Gallatin County.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. As far as I know, Gallatin County effectively uses existing technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. Having a county administrator/manager is a good idea	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. The Commission is adequately working on road and transportation issues in Gallatin County	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. The Commission should look into public transit in the Bozeman-Belgrade area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As far as I know, the commissioners do a good job:										
52. Managing budgets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. With providing alcohol and drug abuse programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. Considering privatization of appropriate county services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55. Making "common sense" decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56. Eliminating duplication of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57. Focusing on priorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58. Making county government efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On a scale from one to ten, (one being the lowest and ten being the highest)

	Low Satisfaction					High Satisfaction				
	1	2	3	4	5	6	7	8	9	10
59. How satisfied are you with Gallatin County government?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60. My gender is (mark one)	<input type="radio"/> Male		<input type="radio"/> Female							
61. My age is (mark one)	<input type="radio"/> Under 21		<input type="radio"/> 21-39		<input type="radio"/> 40-60		<input type="radio"/> Over 60			
62. My e-mail address is:	_____									
63. My zip code is:	_____									
64. Gallatin County government could be improved if...	_____									

Gallatin County Citizens Satisfaction Survey Results 2005

Rank Ordered by Satisfaction	Satisfaction	Importance	Gap
24. Election services	95%	98%	-3%
7. Clerk of District Court	94%	95%	-1%
16. County extension agent services	93%	78%	15%
21. Maintenance of land records	92%	94%	-2%
3. 9-1-1 dispatching	91%	99%	-8%
22. Accessibility of land records	90%	90%	0%
18. County building maintenance	89%	90%	-1%
8. Public health services	87%	94%	-7%
20. Property tax offices	87%	86%	1%
2. Sheriff services	85%	99%	-14%
6. District court judges	84%	98%	-14%
19. County fairground	81%	75%	6%
23. Motor vehicle registration	81%	93%	-12%
25. Superintendent of schools offices	81%	88%	-7%
9. Health inspectors for restaurants, motels, hospitals, etc	78%	96%	-18%
1. County attorney service	74%	95%	-21%
13. Septic systems review	69%	94%	-25%
10. Public assistance and welfare	67%	87%	-20%
17. County road maintenance	64%	98%	-34%
15. Parks and open spaces	62%	89%	-27%
5. Juvenile probation	54%	94%	-40%
12. Noxious weed control	47%	96%	-49%
11. Subdivision review	38%	95%	-57%
14. Planning and zoning	38%	95%	-57%
4. County jail	33%	93%	-60%
OVERALL AVERAGE	74%	92%	-18%

NUMBER SURVEYED: 314

Gallatin County Citizens Satisfaction Survey Results 2005

Rank Ordered by Importance	Satisfaction	Importance	Gap
2. Sheriff services	85%	99%	-14%
3. 9-1-1 dispatching	91%	99%	-8%
6. District court judges	84%	98%	-14%
17. County road maintenance	64%	98%	-34%
24. Election services	95%	98%	-3%
9. Health inspectors for restaurants, motels, hospitals, etc	78%	96%	-18%
12. Noxious weed control	47%	96%	-49%
1. County attorney service	74%	95%	-21%
7. Clerk of District Court	94%	95%	-1%
11. Subdivision review	38%	95%	-57%
14. Planning and zoning	38%	95%	-57%
5. Juvenile probation	54%	94%	-40%
8. Public health services	87%	94%	-7%
13. Septic systems review	69%	94%	-25%
21. Maintenance of land records	92%	94%	-2%
4. County jail	33%	93%	-60%
23. Motor vehicle registration	81%	93%	-12%
18. County building maintenance	89%	90%	-1%
22. Accessibility of land records	90%	90%	0%
15. Parks and open spaces	62%	89%	-27%
25. Superintendent of schools offices	81%	88%	-7%
10. Public assistance and welfare	67%	87%	-20%
20. Property tax offices	87%	86%	1%
16. County extension agent services	93%	78%	15%
19. County fairground	81%	75%	6%
OVERALL AVERAGE	74%	92%	-18%

Gallatin County Citizens Satisfaction Survey Results 2005

Rank Ordered by Gap	Satisfaction	Importance	Gap
16. County extension agent services	93%	78%	15%
19. County fairground	81%	75%	6%
20. Property tax offices	87%	86%	1%
22. Accessibility of land records	90%	90%	0%
7. Clerk of District Court	94%	95%	-1%
18. County building maintenance	89%	90%	-1%
21. Maintenance of land records	92%	94%	-2%
24. Election services	95%	98%	-3%
8. Public health services	87%	94%	-7%
25. Superintendent of schools offices	81%	88%	-7%
3. 9-1-1 dispatching	91%	99%	-8%
23. Motor vehicle registration	81%	93%	-12%
2. Sheriff services	85%	99%	-14%
6. District court judges	84%	98%	-14%
9. Health inspectors for restaurants, motels, hospitals, etc	78%	96%	-18%
10. Public assistance and welfare	67%	87%	-20%
1. County attorney service	74%	95%	-21%
13. Septic systems review	69%	94%	-25%
15. Parks and open spaces	62%	89%	-27%
17. County road maintenance	64%	98%	-34%
5. Juvenile probation	54%	94%	-40%
12. Noxious weed control	47%	96%	-49%
11. Subdivision review	38%	95%	-57%
14. Planning and zoning	38%	95%	-57%
4. County jail	33%	93%	-60%
OVERALL AVERAGE	74%	92%	-18%

NUMBER SURVEYED: 314

Gallatin County Citizens Satisfaction Survey Results

2005

Planning Table		Satisfaction	Importance	Gap
MUST FIX (Gap less than -20)	4. County jail	33%	93%	-60%
	11. Subdivision review	38%	95%	-57%
	14. Planning and zoning	38%	95%	-57%
	12. Noxious weed control	47%	96%	-49%
	5. Juvenile probation	54%	94%	-40%
	17. County road maintenance	64%	98%	-34%
	15. Parks and open spaces	62%	89%	-27%
	13. Septic systems review	69%	94%	-25%
	1. County attorney service	74%	95%	-21%
OPPORTUNITIES (Gap -20 to -5.001)	10. Public assistance and welfare	67%	87%	-20%
	9. Health inspectors for restaurants, motels, hospitals, etc	78%	96%	-18%
	2. Sheriff services	85%	99%	-14%
	6. District court judges	84%	98%	-14%
	23. Motor vehicle registration	81%	93%	-12%
	3. 9-1-1 dispatching	91%	99%	-8%
	8. Public health services	87%	94%	-7%
	25. Superintendent of schools offices	81%	88%	-7%
MAINTAINERS & STRENGTHS (Gap -5 to 4.999)	24. Election services	95%	98%	-3%
	21. Maintenance of land records	92%	94%	-2%
	7. Clerk of District Court	94%	95%	-1%
	18. County building maintenance	89%	90%	-1%
	22. Accessibility of land records	90%	90%	0%
	20. Property tax offices	87%	86%	1%
EXCEEDS EXPECTATIONS (Gap of 5 and above or 100% Exec)	19. County fairground	81%	75%	6%
	16. County extension agent services	93%	78%	15%
OVERALL AVERAGE		74%	92%	-18%

NUMBER SURVEYED: 314

Must Fixes: These are a Major Priority.

Opportunities: These are a Second Priority.

Maintainers and Strengths: These are things in which you do a good job.

Exceeds Expectations: These are things in which you excel.

Gallatin County Citizens Satisfaction Survey Results 2005

Rank Ordered by Agreement	Agreement	Importance	Gap
40. Co comm mtgs open to public/allow public participation	76%	87%	-11%
29. Co should be involved in preserving open space lands	73%	79%	-6%
30. Co should be involved in preserving agricultural lands	72%	78%	-6%
31. Co keep impact fees protection of roads/new housing devlpmt	70%	75%	-5%
26. There should be county-wide zoning regulations	69%	86%	-17%
51. Comm should look into public transit in the Boz/Belgrde	68%	67%	1%
34. Co employees (last 12 months) have been helpful	67%	80%	-13%
27. Co should adopt zoning to regulate sexually oriented bus	66%	67%	-1%
32. Co should start a building permit program	56%	65%	-9%
49. Having a county administrator/manager is a good idea	56%	59%	-3%
28. Co encourage economic devlpmt with tax breaks for business	54%	75%	-21%
48. Gallatin Co effectively uses existing technologies	49%	71%	-22%
52. Comm do a good job Managing Budgets	48%	85%	-37%
43. The services provided by the county are 'user friendly'	45%	77%	-32%
38. Co effectively address envrmnt issues(air/water quality)	43%	84%	-41%
55. Comm do a good job making 'common sense' decisions	43%	86%	-43%
46. Issues w/Gal Co are dealt w/in reasonable amt of time	42%	69%	-27%
53. Comm do a good job providing alcohol/drug abuse programs	40%	71%	-31%
39. Co provides enough programs/services for senior citizens	38%	66%	-28%
35. The county is effectively managing growth	37%	91%	-54%
45. County enforces laws 'On the books'	36%	71%	-35%
50. Comm is adequately working road/transprt issues in Gal Co	36%	87%	-51%
57. Comm do a good job focusing on priorities	36%	83%	-47%
58. Comm do a good job making county government efficient	36%	85%	-49%
47. 'Code of the West' book is effective way to communicate	35%	43%	-8%
33. Comm effectively communicate info about Co business	33%	81%	-48%
56. Comm do a good job eliminating duplication of services	32%	74%	-42%
54. Comm do a good job privatization of Co services	26%	56%	-30%
41. Co website provides public imprtnt info about Co business	25%	54%	-29%
42. Co govnmnt communicates/coordinates with the city of Boz	20%	69%	-49%
44. Commissioners not overly influenced by 'special interest	19%	84%	-65%
37. Co provides enough mental health programs	17%	61%	-44%
36. Co has an effective plan to deal with growth	16%	84%	-68%
OVERALL AVERAGE	45%	74%	-29%

Gallatin County Citizens Satisfaction Survey Results

2005

Rank Ordered by Importance	Agreement	Importance	Gap
35. The county is effectively managing growth	37%	91%	-54%
40. Co comm mtgs open to public/allow public participation	76%	87%	-11%
50. Comm is adequately working road/transprt issues in Gal Co	36%	87%	-51%
26. There should be county-wide zoning regulations	69%	86%	-17%
55. Comm do a good job making 'common sense' decisions	43%	86%	-43%
52. Comm do a good job Managing Budgets	48%	85%	-37%
58. Comm do a good job making county government efficient	36%	85%	-49%
36. Co has an effective plan to deal with growth	16%	84%	-68%
38. Co effectively address envrmt issues(air/water quality)	43%	84%	-41%
44. Commissioners not overly influenced by 'special interest	19%	84%	-65%
57. Comm do a good job focusing on priorities	36%	83%	-47%
33. Comm effectively communicate info about Co business	33%	81%	-48%
34. Co employees (last 12 months) have been helpful	67%	80%	-13%
29. Co should be involved in preserving open space lands	73%	79%	-6%
30. Co should be involved in preserving agricultural lands	72%	78%	-6%
43. The services provided by the county are 'user friendly'	45%	77%	-32%
28. Co encourage economic devlpmt with tax breaks for business	54%	75%	-21%
31. Co keep impact fees protection of roads/new housing devlpmt	70%	75%	-5%
56. Comm do a good job eliminating duplication of services	32%	74%	-42%
45. County enforces laws 'On the books'	36%	71%	-35%
48. Gallatin Co effectively uses existing technologies	49%	71%	-22%
53. Comm do a good job providing alcohol/drug abuse programs	40%	71%	-31%
42. Co govnmnt communicates/coordinates with the city of Boz	20%	69%	-49%
46. Issues w/Gal Co are dealt w/in reasonable amnt of time	42%	69%	-27%
27. Co should adopt zoning to regulate sexually oriented bus	66%	67%	-1%
51. Comm should look into public transit in the Boz/Belgrde	68%	67%	1%
39. Co provides enough programs/services for senior citizens	38%	66%	-28%
32. Co should start a building permit program	56%	65%	-9%
37. Co provides enough mental health programs	17%	61%	-44%
49. Having a county administrator/manager is a good idea	56%	59%	-3%
54. Comm do a good job privatization of Co services	26%	56%	-30%
41. Co website provides public imprtnt info about Co business	25%	54%	-29%
47. 'Code of the West' book is effective way to communicate	35%	43%	-8%
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Gallatin County Citizens Satisfaction Survey Results 2005

Rank Ordered by Gap	Agreement	Importance	Gap
51. Comm should look into public transit in the Boz/Belgrde	68%	67%	1%
27. Co should adopt zoning to regulate sexually oriented bus	66%	67%	-1%
49. Having a county administrator/manager is a good idea	56%	59%	-3%
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OVERALL AVERAGE	45%	74%	-29%

NUMBER SURVEYED: 314

Gallatin County Citizens Satisfaction Survey Results 2005

Planning Table		Agreement	Importance	Gap
MUST FIX (Gap less than -20)	36. Co has an effective plan to deal with growth	16%	84%	-68%
	44. Commissioners not overly influenced by 'special interest	19%	84%	-65%
	35. The county is effectively managing growth	37%	91%	-54%
	50. Comm is adequately working road/transprt issues in Gal Co	36%	87%	-51%
	42. Co govnmnt communicates/coordinates with the city of Boz	20%	69%	-49%
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NUMBER SURVEYED: 314

Must Fixes: These are a Major Priority.

Opportunities: These are a Second Priority.

Maintainers and Strengths: These are things in which you do a good job.

Exceeds Expectations: These are things in which you excel. -- Table Continued

Gallatin County Citizens Satisfaction Survey Results 2005

Planning Table		Agreement	Importance	Gap
OPPORTUNITIES (Gap -20 to -5.001)	26. There should be county-wide zoning regulations	69%	86%	-17%
	34. Co employees (last 12 months) have been helpful	67%	80%	-13%
	40. Co comm mtgs open to public/allow public participation	76%	87%	-11%
	32. Co should start a building permit program	56%	65%	-9%
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	29. Co should be involved in preserving open space lands	73%	79%	-6%
	30. Co should be involved in preserving agricultural lands	72%	78%	-6%
MAINTAINERS & STRENGTHS (Gap -5 to 4.999)	31. Co keep impact fees protection of roads/new housing devlpmt	70%	75%	-5%
	49. Having a county administrator/manager is a good idea	56%	59%	-3%
	27. Co should adopt zoning to regulate sexually oriented bus	66%	67%	-1%
	51. Comm should look into public transit in the Boz/Belgrde	68%	67%	1%
OVERALL AVERAGE		45%	74%	-29%

NUMBER SURVEYED: 314

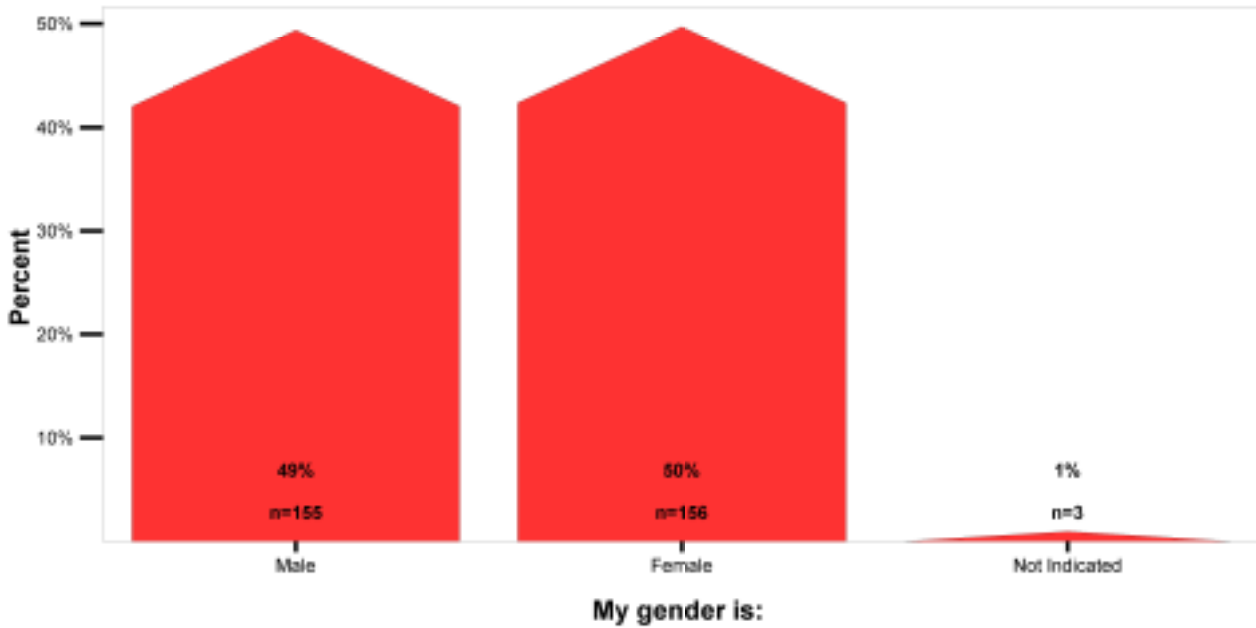
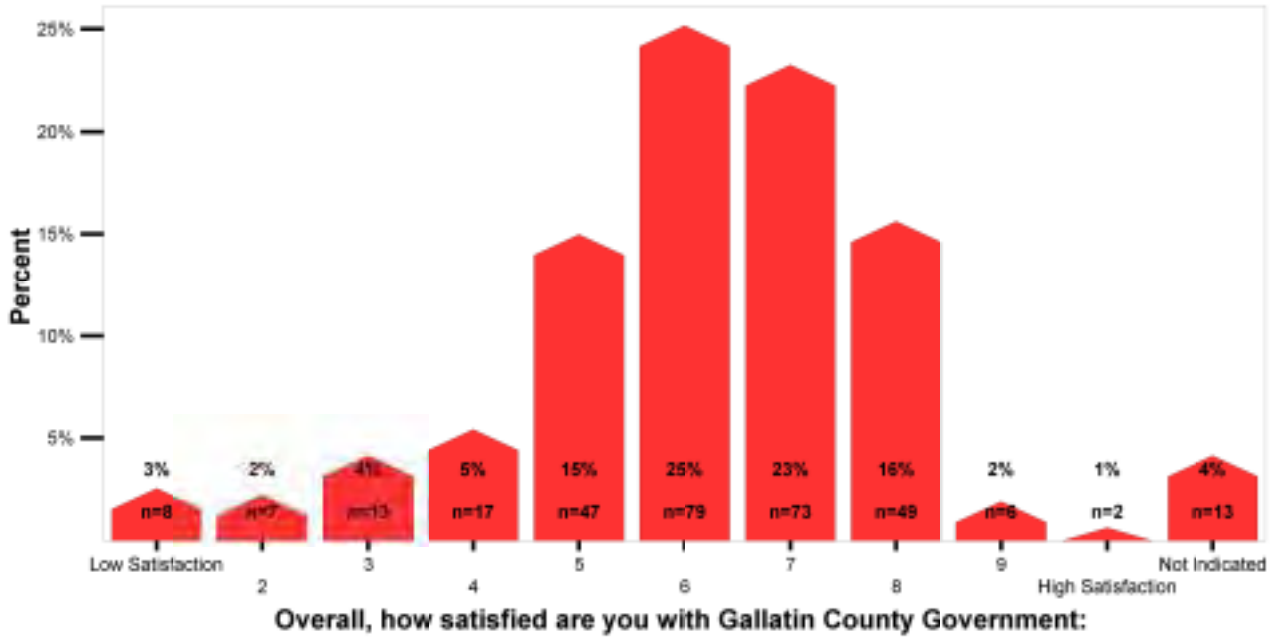
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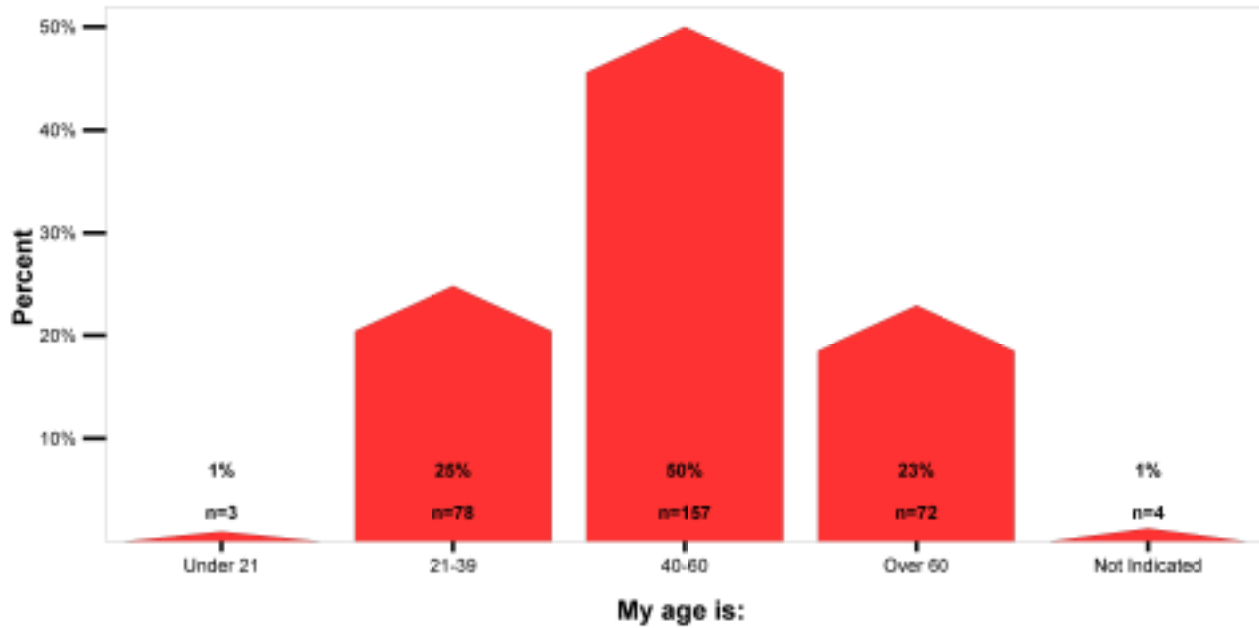
Exceeds Expectations: These are things in which you excel.

Gallatin County Citizens Satisfaction Survey Results 2005



NUMBER SURVEYED: 314

Gallatin County Citizens Satisfaction Survey Results 2005



NUMBER SURVEYED: 314

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Comment Overview Rank Order

Number of comments = 244 (78%)

1. Growth and Development	N=55
2. City/County Government	N=40
3. Officials/Employees	N=27
4. Road Improvement	N=16
5. Law Enforcement	N=16
6. Taxes	N=14
7. Health/Family Services	N=10
8. School Funding	N=5
9. Recreation	N=3
10. Gambling	N=2
11. Public Transportation	N=2
12. Outside Contracting	N=2
Misc/General comments	N=52
Total Comments	N=244

Gallatin County

Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Growth & Development:

- Limit growth and resist attempts to turn Bozeman into a shopping mecca. We simply do not have the roads to deal with the increased traffic.
- Promote less sprawl and destruction of farmland for subdivisions with gigantic homes.
- More analyzing the decisions that affect Gallatin County's environment. Land development will play out in the long term (10-20 years after the decision is made). Also, more concern is needed in regard to preserving natural areas within and surrounding Gallatin County. I feel the area is becoming over developed.
- Provide Belgrade with a safer environment for families. Develop trails and sidewalks in the older subdivisions and less "strip mall businesses.
- Open lands only helps the farmers.
- Focus on urban sprawl and resource impact and make it easier to do business in Gallatin County.
- Limit growth. The endless subdivisions will ruin this valley, and I've been here since 1958. The atmosphere is changing too--so different. No more "small town". I was privileged to live here in the "best of times".
- Look ahead further concerning roads/growth issues.
- Regulate growth with extreme care.
- Take planning and zoning more seriously and don't always cave in to the developers. Developers have way too much influence over the political process in Gallatin County.
- Think ahead 30-40 years, not 10.
- Focus on future planning.
- Stop promoting and/or subsidizing the socialization of land.
- Less beholden to developers and money interests.
- County growth were better managed.
- Ban sexually oriented businesses.
- The valley is growing and growing. It is difficult for Government and residents (long time) to adjust to growth and changes, but it is inevitable. So all must adjust. Perhaps more time and thought needs to be spent on doing some futuristic thinking and planning. However, I realize that people/government only have so many hours in the day.
- Slow down housing and building, covering our cropland with cement and blacktop. Land which is needed for food.
- Commit to planning and zoning.
- Get rid of all the people who have moved here in the last 10 years.
- Attention to zoning and development. This will change the valley more than anything else.
- More focus on growth control.
- Quit getting into subdivision lawsuits!
- Forget all the environmentalists that have moved into Montana (Gallatin County) to save us from ourselves!
- Deal with growth. Stop truck traffic on 191 please.
- Commissioners work with individual department leaders at the job site to promote efficiency.
- Zoning in place to manage growth. Manage road construction more efficiently.
- Manage sprawl better and encourage less car traffic.

Gallatin County

Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Growth & Development: - continued

- Need to stop urban/suburban sprawl. We need better planning and more open space or we will become anywhere USA.
- Stop subdivision growth on agricultural land.
- Do not give anymore open space bonds. This is just helping to give certain individuals money to buy land elsewhere. This benefit's the individual not the County residents. Too much favoritism there. Spending policies that can be followed need to be set.
- Plan better for future growth, more than 5-10 years instead of 1-5 on road design and construction.
- Straighten out 4-Corners zoning issues.
- Belgrade City Aquifer at risk due to neighboring subdivision.
- Regulate commercial/industrial growth and development.
- I am not happy with the constant building which is gobbling up beautiful farmland with expensive homes and nothing for the lower income people who are hard working and raising families.
- Major businesses are encouraged to locate in the area through economic incentives.
- Quit giving developers waivers when the current zoning regulations don't suit them.
- Public property remains public property.
- Open space is a joke!
- Simplify the subdivision review process.
- Charge developers and real estate agents more.
- Planners to actively help neighborhood zoning districts to form.
- The open space money went to an area that is beautiful and needs preservation. The East Gallatin properties were a good idea; Horseshoe Hills' properties are dry wastelands with no scenic or open space value
- Subdivision regulations are time consuming and nit-picky. We do not need a building permit program that follows suit.
- Stop some of the subdivision man-made lakes while we're fighting conditions.
- Get with the times--you cannot go backwards. Focus on the future 10, 20, 30 years from now.
- More open space.
- Better planning, we are behind the "eight ball" when it comes to planning for the rapid growth that we are seeing now and predicted for the future.
- Slow down the INVASION and costly growth. Those who promote growth should pay for the increases in infrastructure and the overall tax bite.
- Put a weekly ad in the Bozeman Chronicle devoted to subdivision notices, review, issues.
- Quality of life is always the firsts priority--that is to keep Gallatin County an agricultural county with recreation respectful of nature, shunning the money generating ideals of those who would capitalize on our beauty until it has been fully exploited and no longer beautiful.
- I'm concerned that the county is not doing enough to manage our rapid growth. It seems to me the subdivision and businesses are springing up everywhere with little regard for overall, long-term consequences, lack of planning/zoning, future vision, etc. Would like to discuss this more.
- Manage growth proactively instead of reactively.
- More efforts were placed on preserving the rural community and less emphasis placed on supporting subdivisions.

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

City/County Governments:

- Take lessons from Jefferson or Broadwater County Government.
- Gallatin County Government seems to work in better harmony with Bozeman's City Government.
- Some unnecessary beaurocratic agencies/employees were eliminated
- Everyone needs to get along and work together more.
- The County Government needs to do their own work, not hire it out. Do not have favorites
- All lines of communication need to be continually kept open.
- Focus on better serving the needs of the citizens through more compensation between the County offices and less politics.
- More common sense.
- Minimize temporary, short-term solutions. Look at the long-term effects of today's decisions.
- Work on gaining a better perspective. Look at the bigger picture.
- Change to a 5 Commissioner system. The Commissioners need to listen to the County Attorney and follow the laws in Montana.
- Form an oversight committee constructed of citizens and not bureaucrats.
- Need to work more closely with City Government as the County grows and eliminate hostility and duplication of jurisdiction and services.
- Consolidate Bozeman and Belgrade for certain services
- Wipe out all the Republicans.
- Represent Gallatin County, not Bozeman and Big Sky.
- Better communication with the State and City on driver license renewals and renewing vehicle licenses. So more outreach in outlying communities like they use to.
- What County Extension Agent services?
- The County needs to stay out of the permit department, city permits are enough!
- The County Commissioners need to meet occasionally in different parts of the County (West Yellowstone, Manhattan, Big Sky, etc.) giving residents an opportunity to observe and participate.
- Gallatin County needs to take care of their internal mismanagements, especially the whole CAO mess. We don't need a CAO, that's what we elected and pay County Commissioners for.
- People who were born in this County need to be in control, not an import from some big city or liberal state deciding what happens to my home. I was born and raised here and they messed it up.
- Commissioners make competent decisions up front instead of putting off for later and usually more expensive solutions.
- Commissioners use the recommendations of the boards to speed up their time.
- Coordinate with other elected bodies, Bozeman City Commission, Bozeman School Board in establishing PRIORITIES--a new high school, a new jail, open space, a library, story mansion. I know that not all of this is County business, BUT these bodies need to do more to coordinate demands on taxpayers and set clear priorities. The City/County can't have it all and yet there is no sense that anyone is establish priorities. Governments are just going after all of it.

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

City/County Governments: continued

- Have a Government that will not interfere with people's property rights by regulating them out of their investments through changing regulations midstream. Get honest judges in the city courts and make all courts be "courts of record". have more Commissioners for more realistic and unbiased votes and get a County Attorney who will prosecute all crimes regardless of cost.
- Less consultants hired, be more decisive.
- The City of Bozeman should be incorporated into the County before the County is the megalopolis it's bound to be.
- County Government is not allowed to grow faster than inflation
- Legal system does not rescind voted measures that special interests don't like and leave law making to the legislature.
- Regarding Statement 44, when developers and Realtors finance a candidate's election almost exclusively, it's obvious what that candidate's position will be.
- Disband the "old boy" network
- If there were better communication and coordination with outlying communities. If County spending were more in line with revenues generated in each community. There is more to Gallatin County than Bozeman and Belgrade.
- The County needs to focus on priorities and listen well to the opinions of the people.
- Stronger integration of county and city services and policies when considering budgetary items, such as the new library, major increases in water/sewer costs, road improvement, fire protection/911, etc. County residents benefit without proportionately sharing the cost while city residents' tax burden continues to skyrocket with no end insight and little effective means/ways to voice opposition to expenditures.
- The County Commissioners should work in consensus with the City of Bozeman Commissioners.
- Commissioners should hold their hearings when working people can attend, i.e. after 5:30pm.
- Give responsibilities to private entities and stop seeking to promote more government (tax payer funded) to solve societies ills.
- Stay open minded and work together democratically. Stay small.
- Quit running the County like out-of-staters want it to become. They left there a reason, let's not change Montana into another reason.

Gallatin County

Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Government Officials/Employees:

- Decrease elected officials and hire more professional (similar to the City Government). Our County Attorney's office is ineffective. The Public Health office has been wonderful to work with.
- If employees were pleasant and helpful and held to a performance standard.
- How about asking your boss (the public) if we can afford to give you a raise, instead of taking it. I can't do that where I work!
- Government officials need to quit trying to suit themselves and start listening to the people
- Keep the conflict between the 3 Commissioners to a minimum. With Jennifer gone, that seems to be happening.
- Local office employees/managers are reminded that they work for the county taxpayers and are not "Queen for a Day".
- Elected officials have to learn to manage their budgets and staff effectively. Seminars are offered but some don't bother to attend. Voters have little idea of the capabilities of elected officials other than selected media bites. There should be an evaluation process for elected officials as well as hire employees, they both receive paychecks from the county coffers.
- Jennifer Smith should have never been allowed to hold office. She did more harm to the County than several other things combined.
- Leave Skinner and get rid of the others.
- If Mary Lambert and Sheriff Caskell left their offices. They are both on self-serving agendas that are not in the best interest of the citizens of this County.
- Need the right elected officials.
- The Commissioners and the Sheriff should have no political affiliation.
- Two of the three County Commissioners are partly owned by special interests.
- The County Auditor should be required to be a CPA. They should be required to audit all debts annually. Working closely with the external Auditors would provide ongoing oversight and help to lower audit fees for external Auditors.
- The county employees at the Department of Motor Vehicles need to know their jobs and the laws better. They need to be more polite, helpful and courteous--better customer skills.
- Add staff, perhaps another deputy at the County Attorney's office. Currently dealing with the County Attorney's office is good but very slow.
- Reduce the Commissioners' pay and use the; money toward paying a Manager.
- Full time Administrator-Commissioners to just set policy.
- Commissioner Murdock is opinionated and does not listen to issues outside Bozeman City. I was extremely shocked at his attitude for an elected official. Mr. Lambert does not appear to provide effective, consistent approaches to his duties.
- The "good ole boy" mentality makes for narrow minded ideas!
- Staff at the City Court need to be more efficient.
- My only experience is with the motor vehicles department--not at all "user friendly" or helpful. It's really bad when you can't talk to much less get any information on the phone. Need a temp office in outlying areas twice a month.

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Government Officials/Employees: continued

- I called to report a sick (probably rabid) skunk and was told we don't handle that, call an exterminator--very poor!! What do we pay you for? Only call I made in 30 years. Thanks a lot!
- The folks at the Motor Vehicle Department need upgraded and expanded offices.
- People like Kerry White should not be on the Planning Board. Avoid the right/left representation that is detrimental
- Figure out a way to live on \$10.00 per hour or less.
- Replace the County Attorney!

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Road Improvements:

- Subdivision road improvements should be paid for solely by the developers.
- City and County should plan for the roads and building. Make County zoning and building codes for the County.
- 19th Street is a disaster! We are terrified to drive that road.
- Stucky Road needs paving. It's a health hazard!
- County road maintenance, most of the county roads are not maintained. They aren't plowed in the winter or graded in the summer. Winter plowing is paid for monthly and is suppose to be done by a contracted local business. In the summer the roads are so bumpy you can hardly drive them! We are talking about roads driven everyday to get to homes!
- Need to tend more to necessary things such as street maintenance.
- Pave more county roads.
- Focus on effective road and traffic management. Having foresight does not appear to be happening within the government, i.e. N. 19th bottleneck near Target and the new stoplight at S. 19th and Babcock. Let's get it right the first time.
- Build more roads and fast!
- Improve rural gravel county roads.
- Roads need repair.
- If the County did a better job designing the road construction. Medians are such a hassle and cause too many problems.
- The Big Sky Spur Road needs to be fixed, preferably the road being redone to accommodate the current traffic needs.
- Have the County Government officials drive the crowded roads at 7:45am and 5:00 to 6:00pm for a few weeks.
- The County needs to resolve the foolishness of who owns the road to the Gallatin County Post Office and pave it.
- County needs to take better care of county roads and private roads too.

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Law Enforcement:

- Get priorities straight--we have needed a jail for some time now.
- The 911 and emergency services need budgets that allow for proper upgrades, staffing and meeting government compliance laws. I'm still dumbfounded the 911 levy didn't pass.
- Need to tend more to necessary things such as a new jail and more law enforcement instead of the SAE mansion, 100 acre parks and a library, which are all a waste of money.
- Focus on alternate means to handle minor criminal offenders rather than placing an overload on an unnecessary large jail system.
- Realize that 34Ks and Willow Creek are actually in Gallatin County. There are no Sheriff services when needed.
- Consult with Sheriff Arpalo on the jail issue.
- Pay our Sheriffs better.
- Enforce speed limits
- Legalize marijuana. That would solve the overcrowding jail problem.
- Get police and sheriffs who want to "serve and protect", not "abuse and destroy" and that have the common sense to know the difference.
- A larger jail that can incarcerate the dead beats of this County. At least 300 beds are needed at this time.
- We are in need of a new jail.
- 911 service needs improvement.
- A new jail should be top priority.
- The Commission to put all new revenues toward construction of the new jail
- Whoever built a jail that couldn't last 20 years?

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Taxes:

- Only let land owners vote on things that raise property taxes and lower my taxes!! I was born in Gallatin County, please don't tax me out.
- School funding and increased property taxes make it difficult to own a home.
- Lower taxes, lower county budget.
- Pressure the legislation to make sure all businesses are accountable for local, county and state taxes.
- Need a sales tax and a luxury tax--7%.
- Less taxes.
- Control tax increases so older people can afford to stay in their homes. (Remember, we all haven't moved here from California).
- Give senior citizens a break on property taxes.
- Lower property taxes. It is a financial burden to property owners.
- I am a Gallatin County resident of 20 years, age 78, living on a fixed income owning property with my husband. Our property tax has tripled in those years and do not qualify for any relief in taxes.
- More tax dollars were provided to improve/expand services and education.
- Stop wasting tax dollars and lower tax rates.
- Focus on reducing property taxes and keep taxes based on the purchase price of the home.
- We need a bigger tax base.

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Health/Family Services Issues:

- Attention to mental health
- Not enough public health services or public assistance (drug/alcohol abuse help, social services for child welfare, senior citizens care, etc.) neutron (West Yellowstone, yes we are in Gallatin County)
- I am unaware of any mental health programs offered in West Yellowstone (Gallatin County). This is a big need for a small community.
- We need family services; family counseling, alcohol counseling, child abuse counseling, anger management in our local area; in West Yellowstone, Gallatin County. Our children are being neglected and abused by the Gallatin County neglecting to properly investigate and follow-up on child welfare calls.
- We need an alcohol/drug treatment center instead of a new jail and a better place for mental health treatment.
- Attention to human services. Many are in need of substance treatment and ;mental health services.
- Need to take mental health and drug and alcohol more seriously.
- Social Services have been cut by State and County.
- More assistance for the mentally ill and the homeless.
- The Government needs to face up to what Gallatin County needs like a homeless shelter, halfway house, etc. A booming City is not going to get away without these close by. You can't have a beautiful, rich city with only perfect people.

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

School Funding:

- Schools received adequate funding.
- I'm hearing more and more that a County Superintendent of Schools is not a necessary expense. I'm told other states don't have them. Perhaps it's passé' and time to rethink that position.
- Decide on a new high school. Either build another one in another part of the County or fix up the old one and build a new middle school.
- The Superintendent of schools has no control over our school policies, curriculum, teaching ethics, etc. There needs to be a better governing body that makes educated guidelines for all Montana or County schools to follow, more than just the local school board. Who do they answer to?
- Schools need help.

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Recreational:

- More bike and foot paths, particularly along roads like Durston that are dangerously narrow. More bicycle access will allow more people to bicycle as opposed to driving their cars.
- Belgrade needs more parks.
- Fix the fairgrounds. We've had over 50 years of mud.

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Gambling and Casinos:

- Slow down or reverse the proliferation of gambling and casinos
- The County needs to realize that citizens do not want more sexually oriented businesses or gambling (gaming) establishments.

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Public Transportation:

- Attention to public transportation
- Public transportation would be very helpful.

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

Outside Contractors/Private Sector:

- Bring in more competition for cable TV, wireless phone service providers, DSL providers, more high tech competitors
- County Yard by 5:00! 4 guys leaning on a shovel and one working! Hire the work jut to the private sector and get an honest days work for an honest days wages and get the work DONE!

Gallatin County

Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

General / Miscellaneous Comments:

- There is always something that can be improved on.
- Everyone getting involved--I'm talking to myself. Do more.
- Limit the number of dogs a person can own.
- Citizens on fixed incomes are totally ignored.
- Government could be improved if more people were too busy to read polls.
- Eliminate stalemates; quit focusing on non-essential matters.
- Check the rural areas for septic systems. Far too many have none.
- Have building inspectors fine builders who allow trash to blow around the area. Establish efforts to clean waterways of debris and trash.
- Have a more complete building inspection in the County outside the "doughnut area".
- I would have to do a lot more research before giving recommendations. At this point I know little of the County Government.
- Positive publicity concerning the County. Less mudslinging by newspapers, TV and radio.
- Concentrate on important things.
- More services were better funded and better information about the availability of services were advertised.
- Local ordinances are more restrictive than county ordinances. The County should back local ordinances or codes, i.e. the high density Spanish Peaks Condos in Big Sky.
- I receive Health Inspections annually for my businesses and am tired of the quality of inspectors doing the job; threats, unreasonable requests for favors and/or products from my business along with having to listen for long periods of time about her personal issues while I'm trying to operate my business, all with a threat looming of not getting a passing inspection!
- Recorded permits of past land records, permits, etc. are not accurate and seem unprofessionally documented!
- When I have used the County website, I have been unable to pull up zoning regulations. The server does not respond correctly.
- I have no clue, we are growing too fast to keep up.
- Government needs to lay down some laws that would protect homeowners from having renters in their neighborhoods that lower their property taxes.
- Minimize watering green grass. Do a study on future water supplies.
- More citizens need to be actively involved.
- Enforce the law on removal of junk vehicles and other "junk" from private property.
- Better public participation and a better local paper.
- Develop a better approach on how to deal with water use and waste removal.
- Let housewives manage the budget.
- Leave all special interest at the door. That includes strongly held religious convictions. Do not mix church and state!
- County Government needs to have more input with the people.
- Small problems are more aggressively attacked before becoming a crisis.
- Give Lowe's the OK. Where is Walmart's \$500,000.00? Why Gallatin River Ranch and not Day Ranches?

Gallatin County

Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

General / Miscellaneous Comments: continued

- I have had minimum (if any) personal contact with most of the people or officers listed here. Most of my opinion comes from how these offices perform as reported in the news or the TV stations.
- More common sense was used instead of idle bureaucracy. Side note: Since I was married and had a last name change, I thought I was being helpful by telling the property tax office. They said I had to pay to complete forms with this information. Hey, I thought I was doing the favor by offering this information to keep their records up to date. Any other company would appreciate this. I wonder how many of these records are not correct because of this. It seems silly.
- Need to have some commercial building requirements for Belgrade as Bozeman.
- Quit paying late fees, lunches, frivolous items that do add up!
- Allow only one well per household. Watch pumping ground water for irrigation--no ponds! Let people with small acres sell a small piece for 1 house. Do not allow people to let tall grasses be a hazard in the fall. Control weeds.
- Focus on the whole County, not just Bozeman. We get very poor service in the 59752 (Three Forks) end of the County.
- I really can't give much feedback. Except for voting, paying my property taxes and registering my vehicles, I have really had no dealings with the County and have never spoken to or even seen any Commissioners.
- More concern about the past and less about the future.
- I am proud to be able to live in this American and Gallatin County but am unable to answer all these questions as am not faced with many of the ordinary problems and only hope my funds last me through my lifetime without burdening my children with late life expenses.
- In statements 1-25 my dissatisfaction is not with the personnel, it is based on the lack of funding they receive. An example would be in the area of election services. A 30-45 minute wait to vote is unacceptable. This wait was due to understaffing which I would guess is due to under funding.
- Laws regarding the control of noxious weeds, etc. were enforced.
- I do not have enough experience with County issues.
- Provide more of a presence in the "other" areas of Gallatin County (Three Forks, Manhattan, etc.)
- Forget party times. Use common sense.
- Sorry, so many of my comments are ambiguous but I don't have a need for many of the services. But so far, it all seems fine. Good Luck.
- Things need to be done in a timely manner and issues need to be thoroughly discussed and not immediately discarded.
- Auto license renewal procedure needs updating and streamlining.
- I am very new to the area and have had little interaction with County Government. Give me 6 months to 1 year and I will have more experience to base my opinions.
- More community involvement.
- The Weed Board needs more money and enforcement power.
- Listen to the people and more people who manage on less income, we really know how to save!

Gallatin County Citizens Satisfaction Survey Comments

May/June 2005

Gallatin County Government could be improved if...

General / Miscellaneous Comments: continued

- Don't concentrate solely on one or two items, such as the county jail and look at the overall health of the county.
- High rises - higher density - public transportation, etc. We will lose our service class if they can't pay rent--look around.
- Do the best job possible at all levels within existing funding a constraints.

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Gallatin County Citizen Satisfaction Survey - 2005

Question 11, Question 14 and Question 15 by Zip Codes

Non-Published Data.

Belgrade	Satisfaction	Importance	Gap
11. Subdivision review	28	90	-62
14. Planning and zoning	33	93	-60
15. Parks and open spaces	51	89	-38

Number Surveyed: 51

Bozeman	Satisfaction	Importance	Gap
11. Subdivision review	42	94	-52
14. Planning and zoning	42	94	-52
15. Parks and open spaces	65	89	-24

Number Surveyed: 185

Manhattan/Churchill	Satisfaction	Importance	Gap
11. Subdivision review	33	100	-67
14. Planning and zoning	35	100	-65
15. Parks and open spaces	73	100	-27

Number Surveyed: 21

Bozeman Canyon	Satisfaction	Importance	Gap
11. Subdivision review	41	100	-59
14. Planning and zoning	32	100	-68
15. Parks and open spaces	61	88	-27

Number Surveyed: 29

Three Forks	Satisfaction	Importance	Gap
11. Subdivision review	30	89	-59
14. Planning and zoning	27	90	-63
15. Parks and open spaces	55	80	-25

Number Surveyed: 13

All data is shown in percent.

Non Bozeman Area	Satisfaction	Importance	Gap
11. Subdivision review	32	94	-62
14. Planning and zoning	33	96	-63
15. Parks and open spaces	58	90	-32

Number Surveyed: 114

Gallatin County Citizen Satisfaction Survey - 2005

Question 11, Question 14 and Question 15 by Zip Codes

Non-Published Data.

All data is shown in percent.