

Budget Survey Results

FY2022-2023



City of West Covina

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Overview

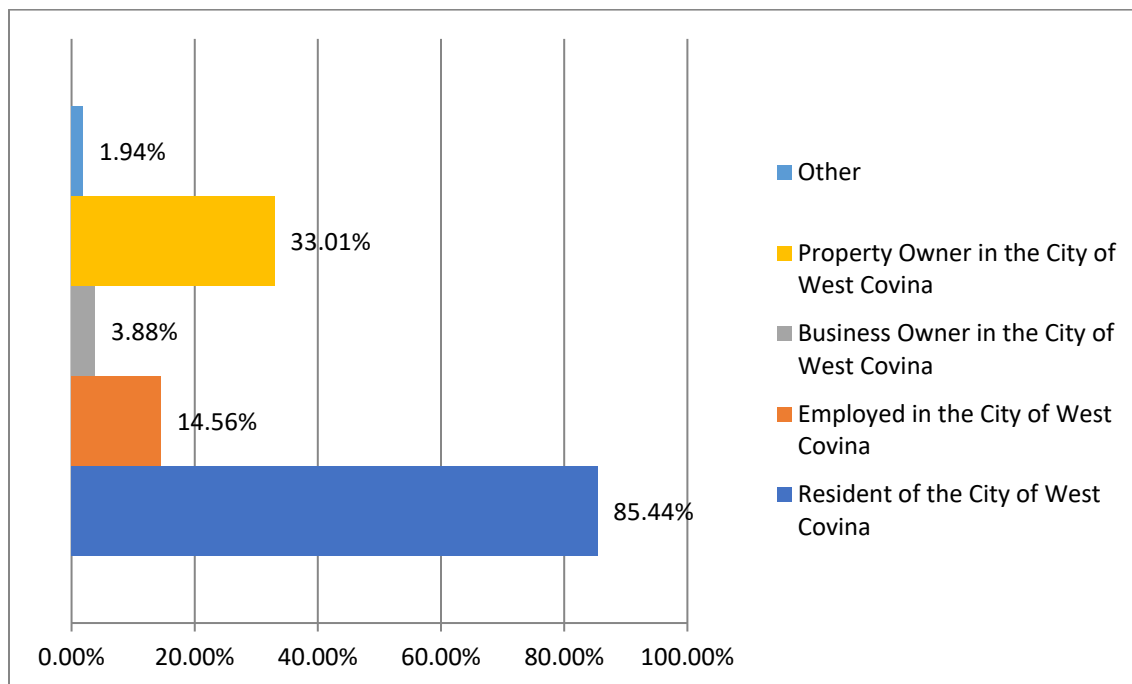
The City created and solicited a budget survey from March through April 2022. A total of 103 responses were received. This report is a summary of the results.

Respondents were asked their opinion on the following city services:

1. Community Services (Recreation programs, Senior programs and Special Events)
2. Economic Development and City Planning
3. Enhancing City Image (median landscaping, graffiti removal, public art)
4. Fire and Ambulance Services
5. Housing (Affordable Housing, Homeless Services)
6. Infrastructure (Street Improvements, Sidewalk Repair, Traffic Signals, sewer)
7. Parks
8. Police Services
9. Public Health (communicable disease prevention, emergency preparedness, environmental health)
10. Regulatory Services (building permits and inspections, code enforcement)

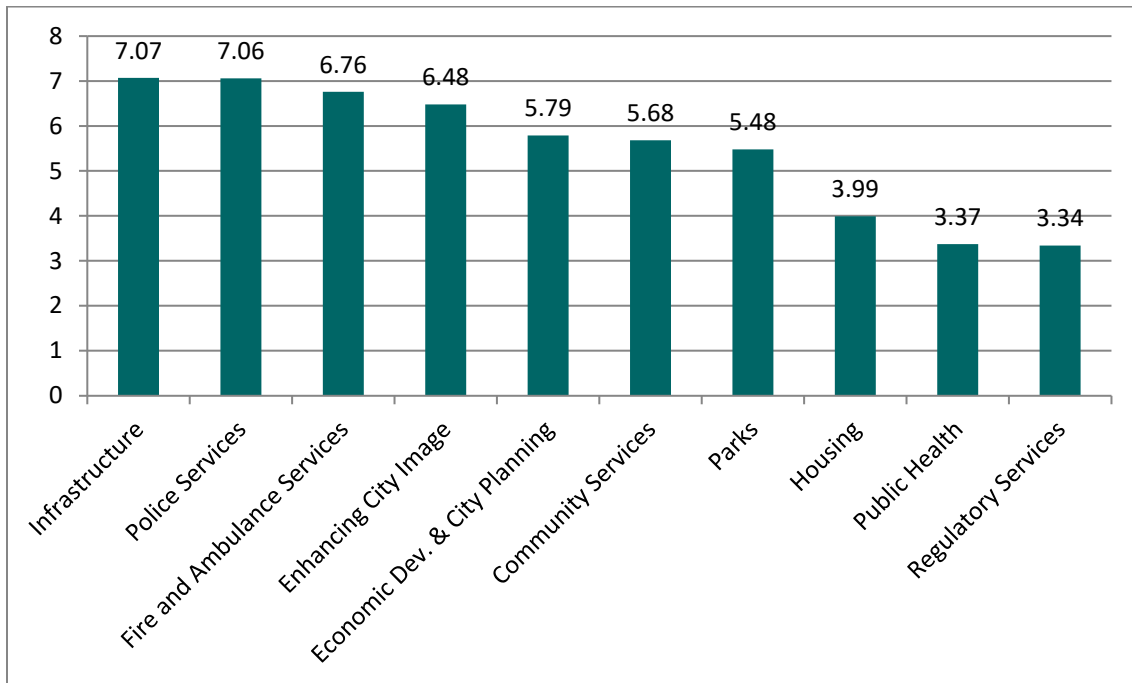
Question 1: Which of the following applies to you?

Most (over 85%) respondents were residents of West Covina.



Question 2: Please rank these City Services in order of most importance to you.

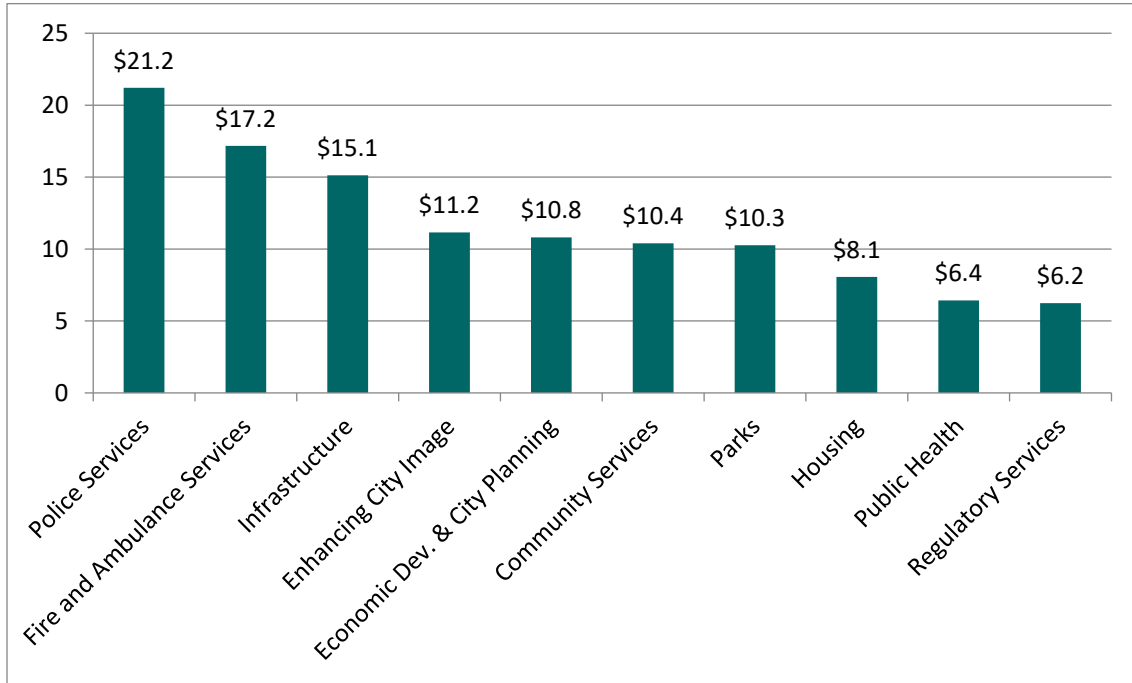
Respondents ranked Infrastructure the most important followed by Police and then Fire and Ambulance Services.



Rank of City Services

Question 3: If you are given \$100 to spend across ten general categories in the City budget, assign how many dollars you would budget to each category.

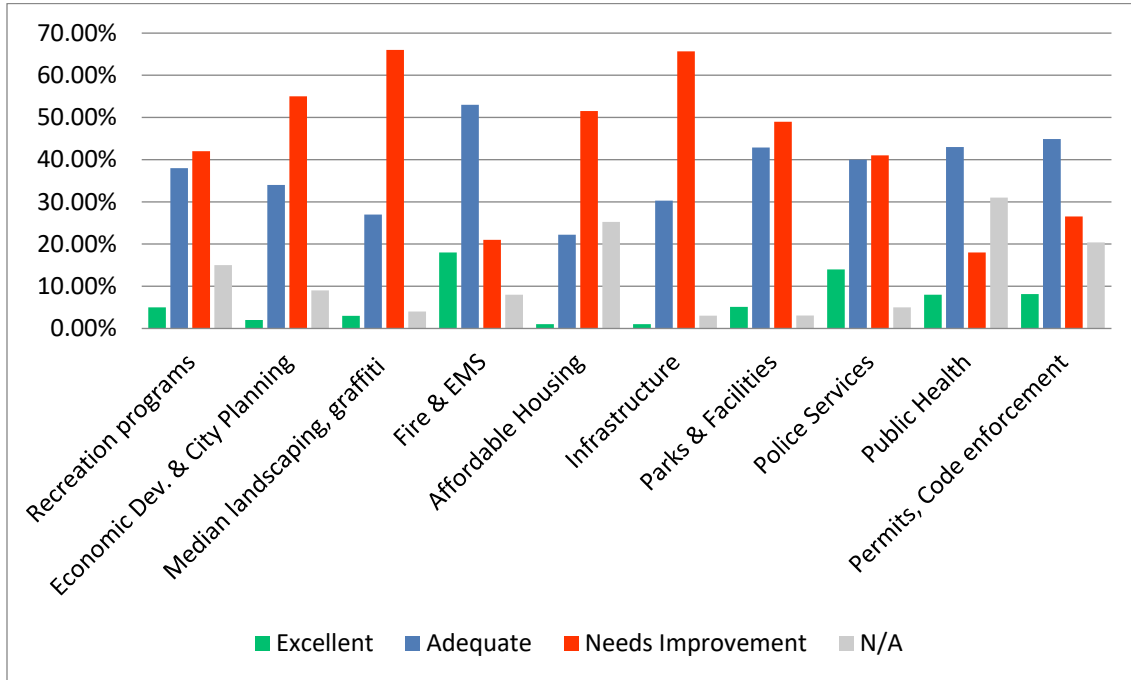
Most respondents assigned their dollars to Police followed by Fire and Ambulance Services, then Infrastructure.



Dollars assigned to services

Question 4: What are your feelings regarding the current state of the following services?

Infrastructure, median landscaping and graffiti removal were the services noted as needing the most improvement.



Current State of Services

Question 5: Please provide any additional comments, thoughts, or ideas you have about the City's Budget for the upcoming year in the comment section below:

1	There needs to be smaller, more convenient, & affordable public transportation. Trams and trolleys that can go all over the city more frequently and more efficiently. These big busses are empty because they are too infrequent and the stops are too far in between.
2	Provide better salaries to the employees. Other cities are paying more to their employees more. Make people actually want to work for the City of West Covina. Prioritize the well-being of the employees.
3	I just want West Covina to look nice, and to have protected bike lanes. The sooner we can get that, the better I think it would be for a lot of the people living here.
4	Eliminate Deficit Spending
5	Stop the deficit spending and quit playing budget games. Stay within your budget like we residents are expected to do.
6	We used to get update in a residential booklet, we don't get it anymore so I search on the website, Twitter has not been updated, app doesn't work anymore. Parks are terrible, we go to covina park for swim and nice walking pathway. Claremont has a bike path. West Covina needs to pay attention to helping our environment and make family friendly services. We sent out kids to baseball at walmerado and softball at covina, no swim team here or theatre.
7	Our parks need more soccer related sections, not only grass areas, but futsal and covered weather proof areas as well or even hard surface areas similar to tennis courts
8	Categories are grouped so that true ranking of spending cannot be properly addressed.
9	Provide opportunities for residents to start their own business and rise economically.
10	Please provide adequate funding that supports recreational programming around the new aquatic facility at Orangewood High School. There is no summer swim program. How does Baldwin Park afford a swimming program and West Covina cannot? The recreational programming the city funds are an embarrassment. Limit participation to residents only if needed and do not rely on the mall to program events for the city. No funding should be toward developing a public health department. The city is not in a position to fund such a department and the county provides services that the city can rely on. Cities of West Covina's size do not have their own public health department.
11	Discontinue the West Covina shuttle. It is a total waste of public funds. Extremely low ridership. All the vehicles do is add to the city's air pollution issues.
12	Super curious how this city plans to fund it's own health department since it's never once been explained and we seem to have a hard enough time funding BASIC city services. People who rely on services provided by la county are going to suffer. If this city cared about what the residents want they would've put this to a vote and not let a lone councilman push this through while under an emergency declaration.
13	NA
14	Stop the deficit spending. Control fire department overtime. Handle the basics, i.e., fix the street potholes.
15	I see that some parks are starting to get renovated so thank you. I appreciate more parks to get updated and safe and clean for our kids. Some recreation classes would be nice too. And making the city more pretty and clean is a must.
16	A great way to attract legitimate, big name stores and restaurants (which will then bring revenue and improve our city's economic situation) is to fix up the city's image by cleaning up the streets, removing graffiti and improving the landscape by adding more trees all around the cities and parks. The city also needs to hire more sanitation workers and

	invest more on its police and fire departments. This will make our residents feel safe about going out to our parks, jog or walk around our neighborhoods and actually patronize our local businesses. The city has done very little to improve optics and that is why our residents eat out and spend their money outside West Covina, and why the homeless think it's okay to litter our streets and make it their homes.
17	Loved the spring festival. Need more 3-5 year old activities. Keep Fire and Safety city ran. Would appreciate street parking permit requirements throughout city limits.
18	I believe that the city needs to give more funding to the youth sport programs. Care for the fields and restrooms better. Last year a tree fell on the snack bar at Cortez park and the city told the non-profit program to fix the facility themselves. A city tree fell and the program has to fix it themselves? HOW?! Also, the restroom is so far away from the football snack bar and poorly lit many parents feel very unsafe using those restrooms because transients living at the park. The field as well is very unsafe for the kids to play on as well. The field has so many holes and puddles the kids are constantly hurting themselves and again making parents feel unsafe. The council member show up for opening day take a few photos and turn down ALL requests from these youth sports.
19	Focus on providing better outlets for our youth. Promoting the city Recreational Programs as most residents do not know what what is available.
20	We spend way too much money on our private fire department. We should look into contracting with LA County Fire for our services. Much better coverage at a cheaper price.
21	Build a reserve to pay off city debt, unfounded liabilities.
22	We should enhance our farmers market, so more people in the community attend. Change it to an evening event with music and add more vendors. Our shopping centers need to be clean especially Stater bros and food for less shopping centers, they are being over run by homeless people and pan handlers.
23	City of West Covina is a beautiful city please do your best to allocate funds to keep it beautiful and safe. Invest in its streets, code enforcement, beautification projects like main streets such as Azusa and Vincent. Do not allow street vendors that don't pay for license and permit.
24	Against having our own Health Department
25	Residential support and programs (food Bank etc)
26	Spending too much on police while rest of city staffs are underpaid. No one wants to work in the city so only under qualified people are hired as a result while city councils say they have no money when the police are constantly increasing and hiring. Encounters with angry residents are common when they see the city generating revenue that is spent in stupid ways. The city is in brink of failure as many of the employees in city hall are dissatisfied with the work conditions and are constantly looking for ways out.
27	Police presence, road improvements, speeding, home improvements, and shopping center improvements need to be addressed.
28	Just police presence more. Too many people running reds and stop signs!
29	Fund our police and keep firefighters. Clean up streets on outside of city line not just focusing on inner city
30	Stop the median updates and get rid of homeless issues and trash
31	Time for change the city manager should not have a deficit. West covina is becoming embarrassing. Customer service when calling the City is a joke.
32	Overall, West Covina is very beautiful city. Keep it up.
33	Great
34	I am raising a child in this city. The things that matter most to me are having a funded police, infrastructure, and anything that helps make this a wonderful place to live in and visit (appearance, parks, stores).



35	Council needs to vote as a group and not let one person decide. Council needs to stop following what just ONE council member decides.
36	Please prioritize the Fire Department building. It needs a new modern upgraded look. Thank you.
37	Please consider no overnight park. Our city is starting to look like a middle class city which attracts a bad crowd of people. This will not only keep our streets clean from abandoned or non working vehicles but even we resident will get the most out of our street cleaning that tax payers pay for. If our neighboring cities like San Dimas and Walnut can do it, I'm sure we can and we will then just look as beautiful and clean as their cities. We also need to work on adding trees. If we cut trees because they are dead we should invest in replacing them and planting new ones. Trees keep our city looking green and beautiful.
38	Get rid of the homeless, buy them a one way greyhound ticket out of here. I'm tired of the BFMV, I'm tired of them pooping and peeing in front of my sidewalk, and the increase in crime because of them. Get them the fuck out.
39	The City spends a sizeable amount for 'dues' to be a part of the SGVCOG and there appears to be nothing tangible coming out of it now. Any information they share can be watched on their zoom committee and board meetings now. West Covina has no reason to be a part of the COG at this time.
40	The corner of Glendora and South Garvey (freeway wall). has so much graffiti. This part of the city looks filthy. Put video cameras. My friends started to call Roa part of West Covina. Ghetto Land. Please have someone clean this up.
41	Stop spending money on things we don't need like the health department. Invest in economic development for the city and hire more police officers. The city's dirt first and foremost is public safety. Public health is maintained by the county and state. We pay for it already, leave it be. Focus on what is important.
42	Kill the Health Department idea and hire a planning director
43	As a resident since 2005, who is recently retired and now lower income: 1. More affording housing especially rent control is needed. My rent increased almost 8% in 2022 alone and a total of 15% over past 7 years! 2. The past couple of years have been the worst for the Community Recreation and events-where is the newsletter? More events in addition to the Sprint Fair are needed to strengthen the community. 3. City Bankruptcy--embarrassing and poor management--hope this never happens again. 4. Appreciate the covid free testing especially in Shadow Oak Park, great staff there. 5. Appreciate the police's help when neighbors get noisy. Please act upon residents' recommendations! Thanks for your service & this survey!
44	Stop Wu and his partners from his close back door City "development" agreements at the cost of City.
45	keep our streets clean and safe and keep the homeless out
46	If Fire & Police threaten to leave let them, hire in entry and promote within. We are bleeding and shouldn't be since there are plenty of people that would want to work and are qualified to.
47	actually stay within budget.....
48	City needs to stop over spending. We need more police officers!!!!'
49	The budget is ridiculous and is not looking at what this city was before the people now in charge were able to mess everything up
50	The Wu majority needs to be unseated. All the 4-1 votes are very telling.
51	Please protect our businesses against lawlessness. Support our local businesses! Give them priority in all events.

52	We need more policing in West Covina it's becoming a crime infested city and no longer desirable to live in. The city also needs to work closer with small businesses to keep their doors open!
53	Public safety is my top priority .
54	Need to budget more money for more police and to forget the health department.
55	As previously stated, this city has no clear vision or a plan on how to address the biggest issues affecting our residents, like public safety, homelessness, our city finances, improving our parks, and just making families lives better who have to work hard to provide to their families. Projects are getting approved without community input or EIR reports. No thought process on how projects are going to affect residents with traffic and environmental concerns. Please start engaging residents and improve our quality of life in this city.
56	Increase funding in the Fire Department so that Fire can hire employee(s) (sworn) to coordinate the EOC and prepare the citizens in case of a disaster, hire full time employee(s) (sworn) to coordinate the training division, hire a full time education nurse to train the paramedics and monitor the County/State regulations/paperwork, etc.
57	Graffiti and gangs are becoming a problem in the city. Needs to be addressed. Gun violence is becoming a big problem on the south side of the city.
58	The City is doing a great job. Thank you
59	DO NO SPEND OUR MONEY ON A HEALTH DEPARTMENT THE RESIDENTS DONT WANT!!!! Fix streets, signs, park benches, restrooms, playgrounds!! If you can afford events you can afford to fix these things first! Stop spending money on what people want to show off and spend it on what the residents keep asking for. Trim all the City trees! Hire more homeless service officers so our parks are safe and neighborhoods are safe!
60	City Council requests should reflect a better knowledge of the budget status.
61	n/a
62	Use whatever funds you have to remove the drug addicted homeless transients out of the parking lots, bus stop benches, between bushes, parks, in front of and behind the business we are supposed to shop from. I leave West Covina to do all my shopping. Use whatever means you have to make West Covina a place I would feel safe walking the streets... I will not spend one cent in this city...