

Budget Survey Results

FY2023-2024



City of West Covina

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Overview

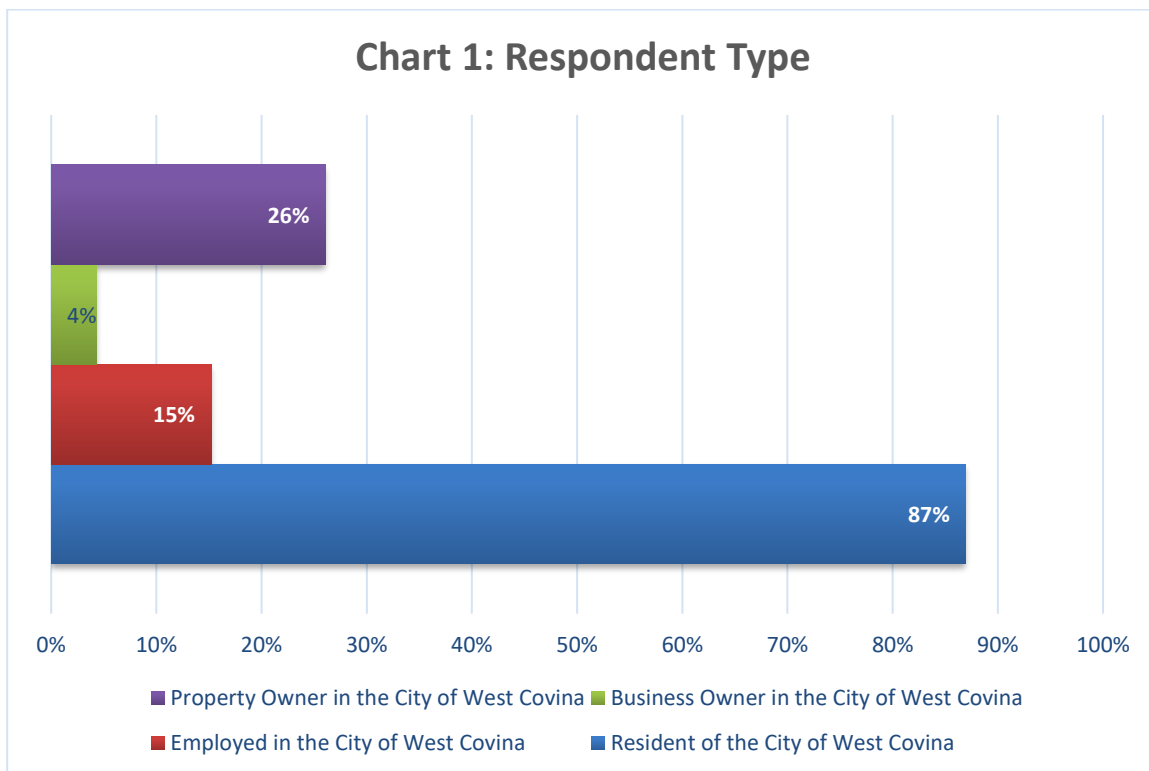
The City created and solicited a budget survey from December 2022 through February 2023. A total of 46 responses were received. This report is a summary of the results.

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)

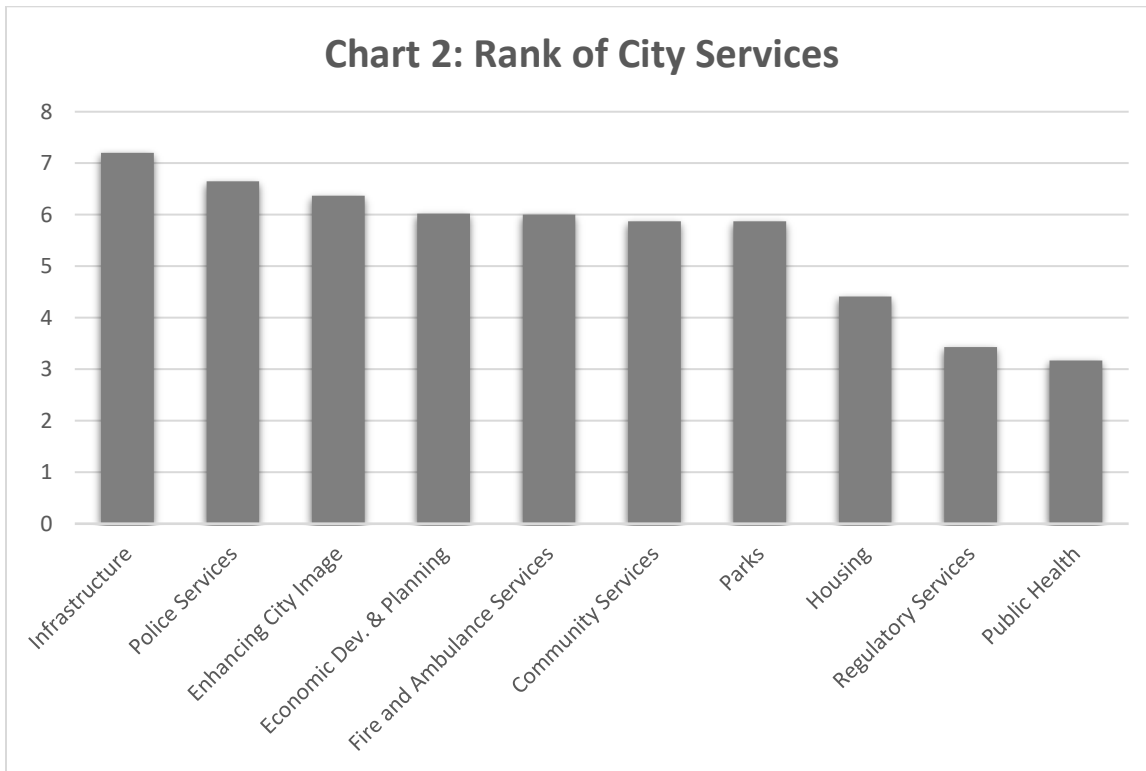
Question 1: Which of the following applies to you?

Most (87%) respondents were **residents** of West Covina.



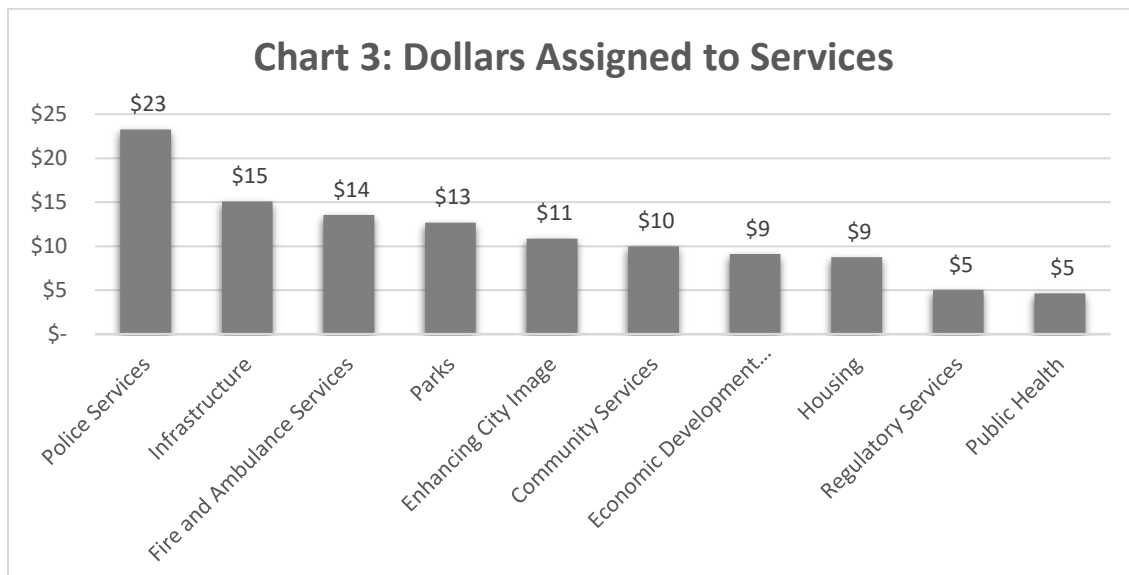
Question 2: Please rank these City Services in order of most importance to you.

Respondents ranked **Infrastructure** the most important followed by **Police** and then **Enhancing City Image**.



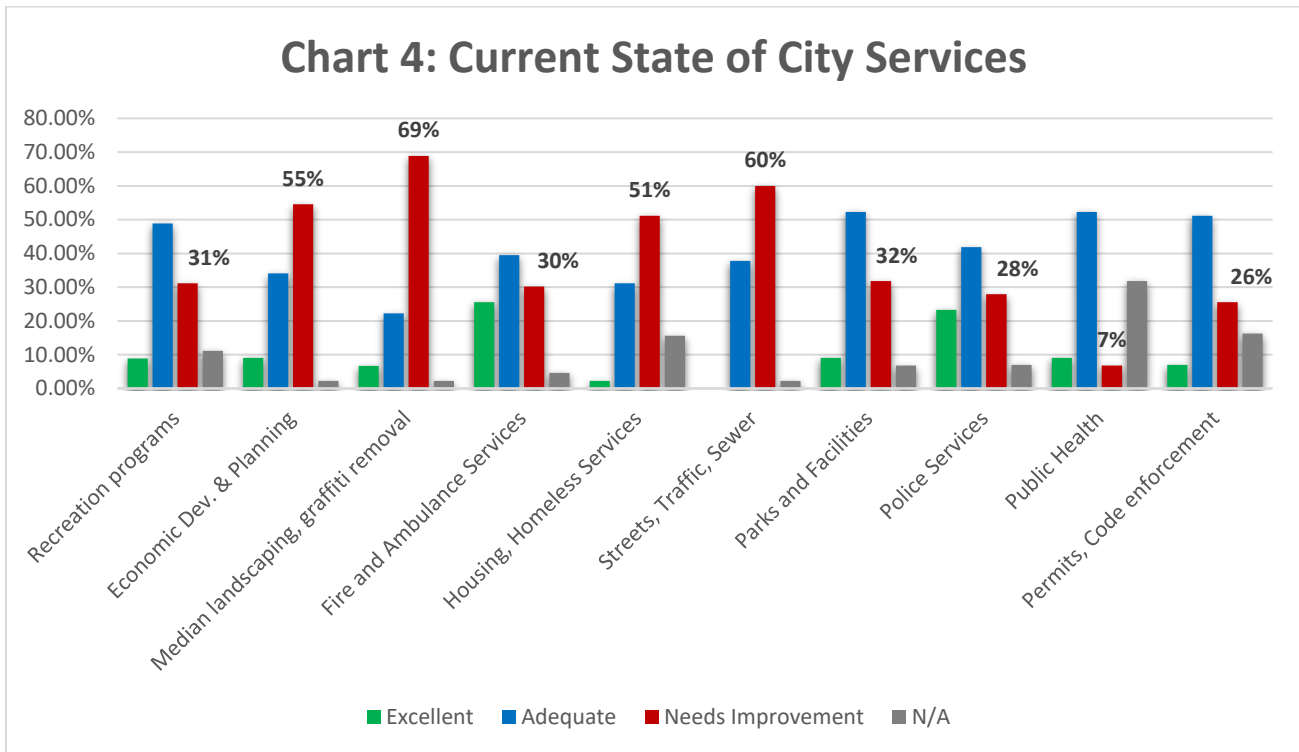
Question 3: If you are given \$100 to spend across ten general categories in the City budget, assign how many dollars you would budget to each category.

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



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

Median Landscaping, Graffiti Removal, Public Art; Streets, Sidewalks, Traffic Signals, Sewer; and Economic Development and City Planning were the services noted as needing the most improvement.



Comments submitted regarding city services:

1. Fire and Ambulance Service needs improvement. Constantly not having properly working pieces of apparatus.
2. More communication on plans that are hopefully in progress. Would love to have updates on the Library that has been left in the dark. There's no clear word with the public.
3. No health department
4. Traffic signals needs to be upgraded to include pedestrian countdown timers and synced
5. We do not need a health department. Stop wasting money
6. The police department is short so man officers that you rarely see a police care over in the South side of the city.
7. Our entire city needs improvement. Our infrastructure is horrible, roads or streets look horrible, we don't have police officers patrolling our streets. Everything in this city is done half-ass and we outsource everything. We are paying more property taxes for less services by our city.
8. The city parks especially the dog park.
9. The city needs to remove all the homeless people off the streets and parks. The graffiti has increased throughout the city. A graffiti crew needs to be created to drive around the city and remove all graffiti from buildings, walls & parks etc. West Covina has trash all over the city streets. I have lived most of my life in West Covina and I am very disappointed on how it looks now. The city is full of homeless, trash, street vendors, graffiti etc.
10. Sidewalks and areas around Bus Stops need clean up and sanitizing more frequently -especially on Azusa Ave and the Eastland Shopping Center.
11. Homeless and mental health require improvement
12. The city needs to make code enforcement a top priority. Too many abandoned cars on the street and overgrown or neglected yard and houses. Makes the city look poor, especially compared to surrounding cities such as La Verne.
13. Too many topics are tied together. Median Maintenance is a completely different answer than clearing graffiti.



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. Gingrich park is dilapidated and covered in graffiti. Homeless frequent the area and it has been neglected for far too long. It is not a safe place to bring kids and needs to be renovated. Much of the parks in the rest of the city have been updated and Gingrich has not. It should be a priority in the budget so those living in the surrounding area also have a nice park to bring their kids.
2. Many of the parks are outdated, dilapidated, and covered in graffiti.
3. Fire Department fleet needs severe attention. Fire Department vehicles are constantly out of service and vehicles from other city's / fire departments are being borrowed to provide service to the community. Not having properly maintained and working apparatus is a disservice to the residents and community.
4. Gingrich park on Woodgate dr. Is long overdue for a new basketball outdoor court. Removal of old asphalt floor and replaced with cement floor.
5. I hope the city continues on the trajectory of cleaning up the city, such as tree trimming, bush cutting and clean out, such as on Azusa, Amar, Nogales, medians of roads, landscaping, streets repair throughout the city. I hope they continue to improve park equipment. I hope the city finally addresses Gingrich Park basketball and changes the asphalt to cement, provide soccer nets and new baseball field. I hope the city would provide paint, so volunteers can paint all the walls throughout the city of West Covina. I think a well maintain city speaks volumes to the residents. It encourages them to add positively to their home and the community at large, which will enhance the safety of the community, in turn help the police department.
6. City needs more sidewalks in the residential neighborhoods. It is extremely hard to walk my dog over people's lawn and then forced to walk on streets with traffic.
7. West Covina needs more participation from our Residents. Suggestions, Community Meetings should be held on a Saturday or Sunday. In addition, encourage involvement from our young people, young families, college students and young professionals.
8. City Finance Director does an excellent job
9. The budget needs to spell out expenses for health department, sportsplex, code enforcement, and list all contracts/revenue of outside vendors such as Transtech, Athens and Charter
10. The City's partnership with LACADA has dramatically improved WCPD's homelessness outreach services. Ensuring continual funding for LACADA services, or equivalent, should be prioritized in all future budgets.
11. I hope the city reviews these surveys and takes in what the public is stating here.
12. Please communicate the outcomes of the budget via social media through graphics and easy-to-understand language
13. give employees a raise
14. Please prioritize upgrading traffic signals with sync technology and pedestrian countdown timer. Sidewalk repairs should be addressed too



15. I think the city trying to create their own health department is absolutely ridiculous and a total waste of time and money that could definitely be utilized elsewhere. This city will never be able to offer all of the services LA County does and those who rely on those services will suffer. The four people who made this irresponsible, snap decision (because they were upset about having to wear a mask during a global pandemic) probably don't need to rely on county services themselves. I can't wait to see what a health dept being run by an engineering firm looks like.
16. Cancel the development of a health department.
17. This city needs many more police officers and we do NOT need our own health department!
18. We need more police officers. We need a City Council that will be more proactive with our transient problems. We DO NOT need a Health Dept in WC! We need to lease the sportsplex to people that know how to run such a facility.
19. Get rid of the health department idea and start taking care of our city like has been done in the past. I have owned property here since 1977 and a very disappointed with regard to how the city has crumbled in the past 10 years.
20. We need to prioritize public safety and hire more police officers. My family is not safe. I hardly see police officers patrolling our streets. What would have been nice to see on this survey is the Vision for this city. What is the vision? Where are you wanting us to go? This explains why this city is in such disarray, no one knows what to do or what the priorities are because we are all over the place. It's sad how this city is being ran and unfortunately, we the residents have to deal with the consequences of lack of leadership.
21. Stop new construction. The strain on our water, gas and electricity is overwhelming.
22. Create a crew to remove graffiti and trash. City can use community service volunteers (offenders) from the courts to clean up the city.
23. E Workman Ave between Azusa Ave and Citrus is in dire need for improvement/replacement -- not just sporadic filling of potholes, etc. Total and Complete Replacement is desperately needed.
24. Be fiscally responsive but avoid being penny wise and pound-foolish good luck. Honest and integrity make your parents proud
25. As a resident of West Covina, infrastructure and a city's image are extremely important. Maintaining our streets, sidewalk, and landscaping make people want to move to the city. The city needs to enhance its code enforcement to maintain a respectable image compared to surrounding cities.
26. Sidewalks non-existent on Lark Ellen Ave between Maple grove and Pass & Covina. This major avenue is dangerous to walk on w/inches 'tween car & folks.
27. Stop spending on a worthless health department. Stop trying to run a sports department. That alone will free up \$2,000,000 a year.
28. The City does not need a health department. There should be other priorities such as economic development and housing.

