

# **FINANCE MEETING PFM PRESENTATION RESIDENT PRIORITY EVALUATION**

**November 6, 2013**

The Cumberland County Finance Meeting took place on Wednesday, November 6, 2013 at 1:30 p.m., Commissioners' Hearing Room, Courthouse, Carlisle, PA. Present were Commissioners Barbara Cross, Jim Hertzler and Gary Eichelberger; Larry Thomas, Chief Clerk; Joanne Burkhardt, Deputy Chief Clerk; Kirk Stoner, Planning; Dana Best, Tammy Bender, Ron Snow and Sherry Byers, Finance; Glenda Farner Strasbaugh; Bob Dagrosa, Controller's Office; John Lopp, Facilities Management; Mark Adams, IMTO; Silvia Herman, MH/IDD; Jonelle Darr, Library System; Gordon Mann, Edisa Rodrigues, PFM; Steve Marroni, Patriot News; Christen Crowley, The Sentinel; Matt Barcaro, Channel 8; Mary Jane Zeigler; Theresa Myers.

Gordon Mann and Edisa Rodrigues – PFM Representatives along with a teleconference with Executive Director William Saint Amour of Cobalt Community Research presented a slide-show of the Cobalt Community Research Resident Priority Evaluation (**see attached**).

The American Customer Satisfaction Index (ACSI) for Cumberland County is 61. Counties in State: 57; Counties in Surrounding States: 59; Counties Nationally: 57.

A survey was mailed out to 2,500 Cumberland County residents. There were valid responses sent back from 478 residents. An additional 951 responses were returned from residents that were not a part of the random sample.

The Surveys state the most important services of County Government are:

- 911 and Emergency Services Operations
- Criminal Prosecution
- Investigation of Child Abuse and Neglect Reports
- Maintenance of Bridges

The Surveys state the least valuable services to the County are:

- Technical Assistance to Farmers
- Property Mapping
- Property Assessment
- Alcohol and Drug Abuse Prevention

Residents feel that the County is a comfortable place to live, to start up a new business and to continue to live here through retirement. Residents would like to leave in place many of the County's existing services. But on another note, residents do not want to pay higher taxes to keep these services.

Suggested Changes to Services include:

- Reducing duplication of services provided by municipalities and the Commonwealth; build awareness of services offered.
- Provide: do not provide services duplicated by other levels of government; support Extension office and the services they provide; provide hours outside of 8-5, M-F.
- Taxes: consolidate services and spend less on social services, schools and jails; more funding through fees instead of taxes; retirees cannot afford rising taxes.

All of the results of the surveys will factor in regarding's PFM's recommendations in examining the County's finances.

Questions/Comments:

Commissioner Eichelberger was surprised that Cumberland County rated only 4 points higher than the average county in the satisfaction category. Part of this was because of the higher-income demographic which can factor into overall satisfaction.

Information from the surveys will be helpful when the Commissioners need to make future cost savings decisions.

The finance meeting ended at 2:20 p.m. The next Finance Meeting is scheduled for Wednesday, November 13, 2013. Items discussed will consist of Mandated and Non-Mandated services, employee compensation, criminal justice and public safety.

The Finance Meeting scheduled for Wednesday, November 20, 2013 will focus on prioritization and performance measures.

Laurie J. Mazarella  
Administrative Coordinator