



Preserving Yesterday's Heritage for Tomorrow.

Annual Performance Survey 2009

Please take a minute to complete this short survey!

The Town is dedicated to providing efficient and high quality services. This survey gives you an opportunity to provide anonymous feedback that will help us to better meet your needs and expectations.

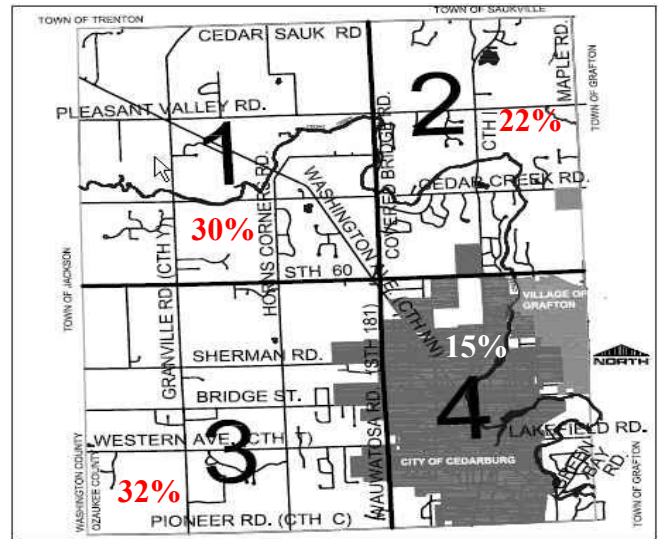
- 1.) What is your gender? Male 52%
Female 48%
- 2.) What is your age?
18-24 0% 25-34 4% 35-44 9%
45-54 21% 55-64 22% 65-74 28%
75+ 17%

- 3.) How many children under the age of 18 live in your home?
0 75% 1 9% 2 9% 3 1% 4+ 2%

- 4.) How do you receive info on Town issues?
Please check **all** that apply.

News Graphic 75% Journal Sentinel 36%
Town Newsletter 90% Town website 23%
Town e-Notify 27% Public meetings 12%
Word of mouth 43% Other 3%

- 5.) Circle the numbered area in which you live.



- 6.) How do you rate the following Town services? Please check one for each service listed.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>No Opinion</u>
Trash Collection	<u>70%</u>	<u>27%</u>	<u>2%</u>	<u>1%</u>	<u>0%</u>
Recycling	<u>56%</u>	<u>28%</u>	<u>7%</u>	<u>3%</u>	<u>6%</u>
Road Maintenance	<u>21%</u>	<u>56%</u>	<u>17%</u>	<u>4%</u>	<u>1%</u>
Ditch Maintenance	<u>18%</u>	<u>47%</u>	<u>20%</u>	<u>6%</u>	<u>10%</u>
Snow/Ice Removal	<u>36%</u>	<u>49%</u>	<u>12%</u>	<u>2%</u>	<u>2%</u>
Park Maintenance	<u>21%</u>	<u>38%</u>	<u>3%</u>	<u>1%</u>	<u>37%</u>
Brush Chipping	<u>20%</u>	<u>23%</u>	<u>5%</u>	<u>1%</u>	<u>51%</u>
Building Inspections	<u>16%</u>	<u>18%</u>	<u>2%</u>	<u>2%</u>	<u>62%</u>
Constable	<u>13%</u>	<u>14%</u>	<u>2%</u>	<u>1%</u>	<u>70%</u>
Elections	<u>49%</u>	<u>36%</u>	<u>3%</u>	<u>1%</u>	<u>11%</u>
Other Town Hall Services	<u>24%</u>	<u>31%</u>	<u>2%</u>	<u>1%</u>	<u>42%</u>

- 7.) How often do you use the following Town facilities? Please check one for each facility listed.

	<u>Once A Week</u>	<u>Once A Month</u>	<u>Once A Year</u>	<u>Never</u>
Recycling Center	<u>53%</u>	<u>34%</u>	<u>7%</u>	<u>4%</u>
Pleasant Valley Nature Park	<u>1%</u>	<u>7%</u>	<u>23%</u>	<u>69%</u>
Krohn Park	<u>0%</u>	<u>2%</u>	<u>10%</u>	<u>88%</u>
Creekside Park	<u>2%</u>	<u>4%</u>	<u>21%</u>	<u>73%</u>
Cedar Creek Farms Canoe Launch	<u>0%</u>	<u>3%</u>	<u>7%</u>	<u>91%</u>
Hamilton Park	<u>1%</u>	<u>2%</u>	<u>13%</u>	<u>84%</u>

- 8.) How do you rate the quality of information provided by the Town about its policies and services?
Excellent 28% Good 56% Fair 11% Poor 1% No Opinion 4%

Please Turn Over to Complete Page 2 - Return to Town Hall by July 1st

9.) How do you rate the Town's website in terms of user-friendliness?

Excellent _____ Good _____ Fair _____ Poor _____ No Opinion _____

10.) The Town has agreements with the City of Cedarburg to share the cost of several services. Approximately how often do you or your family use each shared service? Please check one for each service listed.

	<u>Once A Week</u>	<u>Once A Month</u>	<u>Once A Year</u>	<u>Never</u>
Cedarburg Library	_____	_____	_____	_____
Cedarburg Pool	_____	_____	_____	_____
Cedarburg Senior Center	_____	_____	_____	_____
Cedarburg Recreation Programs	_____	_____	_____	_____

11.) How do you rate each shared service? Please check one for each service listed.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>No Opinion</u>
Cedarburg Library	_____	_____	_____	_____	_____
Cedarburg Pool	_____	_____	_____	_____	_____
Cedarburg Senior Center	_____	_____	_____	_____	_____
Cedarburg Recreation Programs	_____	_____	_____	_____	_____
Ced. Fire & Emergency Medical	_____	_____	_____	_____	_____

12.) Some Town residents use services provided by communities other than the City of Cedarburg. Which community do you or your family most frequently use for each of the services listed below? Please check only one community for each service.

	<u>Library</u>	<u>Pool</u>	<u>Senior Center</u>	<u>Recreation Programs</u>
City of Cedarburg	_____	_____	_____	_____
Village of Grafton	_____	_____	_____	_____
City of Port Washington	_____	_____	_____	_____
City of Mequon	_____	_____	_____	_____
Village of Germantown	_____	_____	_____	_____
I don't use this service	_____	_____	_____	_____

13.) If the Town offers a government access channel on cable television and on the Internet, what kind of information and programming would you like to watch? Please check all that apply.

Town Board meetings _____ Town history _____ Town services & policies _____
 County Board meetings _____ Videos from NASA, Department of Defense, etc. _____
 Public Service Announcements _____ Educational videos _____ Other _____

14.) Overall, how would you rate the Town of Cedarburg as a place to live?

Excellent _____ Good _____ Fair _____ Poor _____ No Opinion _____

15.) Apart from its proximity to your place of employment, what was your primary reason for selecting the Town of Cedarburg as your residence? Please check only one answer below.

Quality of Life _____ Quality of Schools _____ Rate of Taxes _____
 Recreational Opportunities _____ Born/Raised here _____ Other _____

16.) Feel free to provide comments. _____

**Thank You for Completing the Survey!!! Please Return the Survey to Town Hall by July 1st
 Mail to 1293 Washington Ave. Cedarburg, WI 53012, fax to 377-0308
 or drop off at either Town Hall or the Recycling Center during normal business hours.**