



Preserving Yesterday's Heritage for Tomorrow.

Annual Performance Survey 2010

Total responses: 270

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.

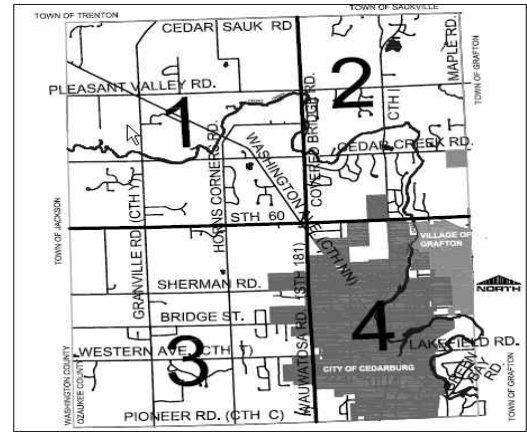
1.) What is your gender? Male: 55.4%
Female: 44.6%

2.) What is your age?
18-24: 0% 25-34: 2% 35-44: 15% 45-54: 23%
55-64: 19% 65-74: 23% 75+: 16%

3.) How many children under the age of 18 live in your home?
0: 68% 1: 9% 2: 14% 3: 4% 4+: 3%

4.) How do you receive info on Town issues?
Please check all that apply.
News Graphic: 72% Journal Sentinel: 34%
Town Newsletter: 91% Town website: 17%
Town e-Notify: 24% Public meetings: 9%
Word of mouth: 43% Other: 3%

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



Area 1: 31% Area 2: 19%
Area 3: 33% Area 4: 17%

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	69.3%	27.4%	1.5%	1.1%	0.7%
Recycling	53.7%	28.9%	7.4%	6.3%	3.7%
Road Maintenance	18.5%	43.7%	28.5%	8.2%	0.7%
Ditch Maintenance	14.1%	41.9%	23.7%	9.6%	10.4%
Snow/Ice Removal	38.9%	45.6%	10.7%	2.2%	1.9%
Park Maintenance	14.1%	37.4%	4.4%	0.4%	43.7%
Brush Chipping	11.5%	23.7%	7.0%	3.7%	54.1%
Building Inspections	13%	18.2%	5.9%	1.1%	61.9%
Constable	13.3%	14.1%	4.8%	1.9%	65.9%
Elections	39.3%	44.4%	3.3%	2.6%	10.4%
Other Town Hall Services	18.5%	31.1%	4.4%	1.9%	44.1%

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	48%	39%	6%	7%
Pleasant Valley Nature Park	0%	5%	22%	72%
Krohn Park	1%	1%	10%	88%
Creekside Park	0%	4%	18%	77%
Cedar Creek Farms Canoe Launch	0%	1%	7%	91%
Hamilton Park	1%	1%	10%	88%

8.) How do you rate the quality of information provided by the Town about its policies and services?
Excellent: 21.3% Good: 53.7% Fair: 14.9% Poor: 7.8% No Opinion: 3%

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: 8.5% Good: 32.6% Fair: 9.3% Poor: 1.5% No Opinion: 48.1%

10.) The Town operates a recycling center that is funded in part by your property taxes. Please check only one statement below that best describes how you currently do most of your recycling.

I bring my recyclables to the Town Recycling Center: 83%

I pay Veolia to collect my recyclables curbside: 12%

I recycle through other means: 4%

I don't recycle: 0.4%

11.) Check only one option below that you support the most. The Town should

Collect recyclables curbside and close the recycling center: 14.8%

Contract with a company to collect recyclables curbside and close the recycling center: 8.1%

Continue to operate a recycling center and allow residents to contract for private curbside collection: 71.5%

Other: 5.6% (**Most indicating "other" wanted most cost-effective option**).

12.) Last year, the Town created a government access channel (CedarburgTV) on cable television and on the Internet with the help of a Town resident. This channel is broadcast on Time Warner Channel 25, AT&T Channel 99, and online at www.cedarburgtv.com. Have you ever watched CedarburgTV?

Yes, I've watched CedarburgTV: 21.5%

No, I haven't watched CedarburgTV yet: 78.5%

13.) What kind of information and programming would you like to watch on the Town's government access channel - CedarburgTV? Please check all that apply.

Town Board meetings: 57%

Town history: 39%

County Board meetings: 25%

Videos by NASA, Department of Defense, etc.: 11%

Public Service Announcements: 38%

Educational videos: 14%

Town services & policies: 41%

Other: 6%

14.) This is the first year the Town is offering user fee/sponsor funded recreational programming. What programs should the Town provide in addition to youth baseball/softball and flag football?

Water aerobics: 7%

Adult softball: 11%

Youth golf instruction: 17%

Youth lacrosse: 5%

Youth basketball: 13%

Youth tennis instruction: 14%

Other(s): 23%

No answer: 48%

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

Excellent: 57%

Good: 38%

Fair: 3%

Poor: 0%

No Opinion: 2%

16.) 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: 44%

Quality of Schools: 5%

Recreational Opportunities: 0%

Born/Raised here: 16%

Rate of Taxes: 6%

Other: 30% (**Most indicating "other" checked more than one line.**)

17.) 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