



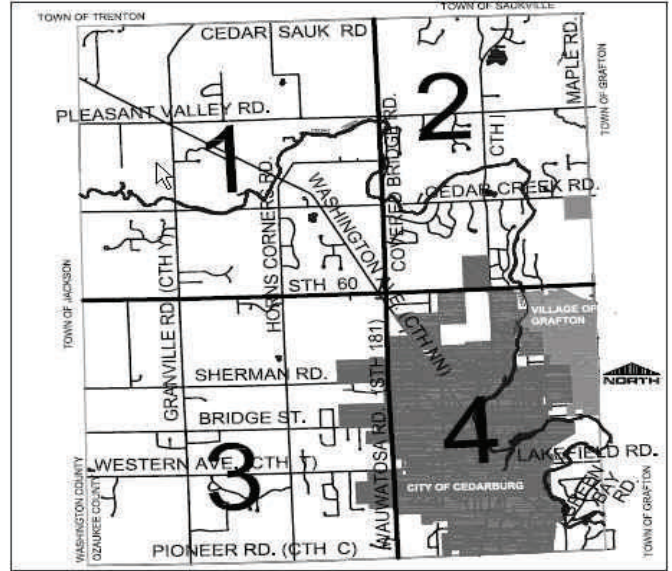
*Preserving Yesterday's Heritage for Tomorrow.*

# Annual Performance Survey 2011

259 Respondents

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 **57%** Female **43%**
- 2.) What is your age? 18-24 **0%** 25-34 **2%**  
35-44 **11%** 45-54 **20%** 55-64 **27%**  
65-74 **21%** 75+ **20%**
- 3.) How many children under the age of 18 live in your home? 0 = **78%** 1 = **7%** 2 = **10%** 3 = **3%** 4+ = **2%**
- 4.) How do you receive info on Town issues? Please check all that apply.  
News Graphic **72%** Journal Sentinel **32%**  
Town Newsletter **91%** Town website **25%**  
Town e-Notify **30%** Public meetings **10%**  
Word of mouth **40%** Other **2%**
- 5.) On the map to the right, circle the numbered area in which you live. 1 = **35%** 2 = **23%** 3 = **29%** 4 = **13%**



- 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	68%	28%	4%	0%	0%
Recycling	54%	31%	5%	5%	5%
Road Maintenance	18%	50%	24%	7%	2%
Ditch Maintenance	14%	46%	23%	8%	10%
Snow/Ice Removal	35%	48%	11%	4%	3%
Recreation	19%	23%	6%	2%	50%
Park Maintenance	14%	34%	4%	1%	47%
Brush Chipping	14%	23%	6%	4%	54%
Building Inspections	13%	21%	1%	1%	65%
Constable	8%	16%	2%	1%	73%
Elections	45%	41%	2%	0%	12%
Other Town Hall Services	17%	31%	2%	0%	51%

- 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	51%	35%	7%	8%
Pleasant Valley Nature Park	1%	4%	24%	71%
Krohn Park	0%	1%	8%	90%
Creekside Park	1%	5%	16%	78%
Cedar Creek Farms Canoe Launch	0%	2%	10%	89%
Hamilton Park	1%	2%	9%	88%

- 8.) How do you rate the quality of information provided by the Town about its policies and services?

Excellent **27%** Good **60%** Fair **8%** Poor **2%** No Opinion **4%**

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

Excellent 10%      Good 39%      Fair 5%      Poor 1%      No Opinion 45%

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 84%  
I pay Veolia to collect my recyclables curbside 10%  
I recycle through other means, such as 5% - Most Responses: recycle at work  
I don't recycle 1%

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

Close the Recycling Center and collect recyclables curbside with the new automated refuse truck 12%  
Close the Recycling Center and contract with a private company for curbside collection 2%  
Continue to operate the Recycling Center & allow residents to individually contract for private collection 66%  
Close the Recycling Center and require residents to individually contract for private collection 0%  
Pick the collection method that is least expensive 19%

12.) In 2009, 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 watched CedarburgTV in the past twelve months? Yes, I've watched CedarburgTV 26% No, I haven't watched CedarburgTV 74%

If No, please explain why: Most Responses: don't have cable/lack of interest

13.) What kind of information and programming would you like to watch on CedarburgTV? Please check all that apply.

Plan Commission meetings 31%      Town history 36%  
County Board meetings 32%      Videos by NASA, Department of Defense, etc. 10%  
Public Service Announcements 37%      Educational videos 18%  
Town services & policies 37%      Other 5% - Most Responses: school events/local sports

14.) This is the second year the Town is offering user fee/sponsor-funded recreational programming. What programs should the Town provide in addition to youth baseball/softball, flag football, deep water fitness, and pickleball?

Adult softball/cabbage ball 7%      Youth golf instruction 14%      Youth tennis instruction 10%  
Youth lacrosse 5%      Youth basketball 9%      Other(s) 10% Most Responses: archery & volleyball

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

Excellent 67%      Good 31%      Fair 2%      Poor 0%      No Opinion 0%

16.) Would you subscribe to receive Town news through Facebook or Twitter? Please check only one.

Yes - both Facebook & Twitter 2%      No - neither Facebook or Twitter 85%  
Yes - Facebook only 13%      Yes - Twitter only 0%

17.) Feel free to provide comments. See the attachment for a list of all comments by topic.

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**Thanks to everyone that completed the survey!**