



TOWN of CEDARBURG

ANNUAL PERFORMANCE SURVEY 2013

Please take a minute to complete this brief 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. Please do not complete this survey if you already did one online.

1.) What is your gender? Male 53% Female 47%

5.) On the map below, circle the numbered area in which you live.

2.) What is your age?

18-24 0% 25-34 2% 35-44 13%
45-54 26% 55-64 24% 65-74 25% 75+ 11%

Area 1
37.32%

Area 2
21.28%

3.) How many children under the age of 18 live in your home?

0 71% 1 10% 2 11% 3 6% 4+ 2%

Area 3
29.74%

Area 4
11.66%

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

News Graphic 66% Journal Sentinel 30%
Town Newsletter 73% Town website 41%
Town e-Notify 71% Public meetings 9%
Word of mouth 37% CedarburgTV 2%

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

	Excellent	Good	Fair	Poor	No Opinion
Trash Collection	<u>65%</u>	<u>32%</u>	<u>2%</u>	<u>0%</u>	<u>1%</u>
Recycling	<u>45%</u>	<u>27%</u>	<u>9%</u>	<u>14%</u>	<u>5%</u>
Road Maintenance	<u>15%</u>	<u>45%</u>	<u>30%</u>	<u>8%</u>	<u>1%</u>
Ditch Maintenance	<u>14%</u>	<u>44%</u>	<u>23%</u>	<u>11%</u>	<u>8%</u>
Snow/Ice Removal	<u>31%</u>	<u>49%</u>	<u>10%</u>	<u>8%</u>	<u>1%</u>
Recreation	<u>18%</u>	<u>30%</u>	<u>8%</u>	<u>1%</u>	<u>42%</u>
Park Maintenance	<u>18%</u>	<u>35%</u>	<u>3%</u>	<u>1%</u>	<u>43%</u>
Brush Chipping	<u>14%</u>	<u>24%</u>	<u>12%</u>	<u>3%</u>	<u>48%</u>
Building Inspections	<u>14%</u>	<u>20%</u>	<u>7%</u>	<u>3%</u>	<u>56%</u>
Constable	<u>7%</u>	<u>14%</u>	<u>5%</u>	<u>4%</u>	<u>71%</u>
Elections	<u>46%</u>	<u>39%</u>	<u>6%</u>	<u>1%</u>	<u>7%</u>
Property Assessment	<u>8%</u>	<u>38%</u>	<u>28%</u>	<u>7%</u>	<u>19%</u>
Other Town Hall Services	<u>20%</u>	<u>40%</u>	<u>6%</u>	<u>2%</u>	<u>33%</u>

Comment: _____

7.) In your opinion, what are the top five most important services the Town provides? Please rank them in order of importance, with one (1) being the most important and five (5) being the least.

#1: Trash Collection

#2: Snow/Ice Removal

#3: Road Maintenance

#4: Recycling

#5: Elections

8.) Please rate the Town on the following:

	Excellent	Good	Fair	Poor	No Opinion
Quality of info provided on policies/services	<u>33%</u>	<u>49%</u>	<u>11%</u>	<u>3%</u>	<u>4%</u>
Town website (user friendliness)	<u>31%</u>	<u>42%</u>	<u>11%</u>	<u>3%</u>	<u>13%</u>
E-Notify (content & timeliness)	<u>45%</u>	<u>33%</u>	<u>5%</u>	<u>2%</u>	<u>16%</u>
Town Newsletter	<u>42%</u>	<u>47%</u>	<u>7%</u>	<u>1%</u>	<u>4%</u>
Recreation Opportunities	<u>18%</u>	<u>30%</u>	<u>12%</u>	<u>1%</u>	<u>39%</u>
Welcoming citizen involvement	<u>14%</u>	<u>31%</u>	<u>14%</u>	<u>6%</u>	<u>35%</u>

9.) Your property taxes go to several taxing jurisdictions besides the Town as broken down below. How do you rate the quality of services provided by each taxing jurisdiction? Please check only one for each.

	Excellent	Good	Fair	Poor	No Opinion
Town of Cedarburg (17%)	<u>38%</u>	<u>47%</u>	<u>10%</u>	<u>1%</u>	<u>5%</u>
Ozaukee County (14%)	<u>19%</u>	<u>53%</u>	<u>18%</u>	<u>3%</u>	<u>7%</u>
School District (54%)	<u>22%</u>	<u>40%</u>	<u>16%</u>	<u>4%</u>	<u>19%</u>
Technical School/MATC (14%)	<u>6%</u>	<u>22%</u>	<u>16%</u>	<u>25%</u>	<u>32%</u>

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

	Once A Week	Once A Month	Once A Year	Never
Recycling Center	<u>49%</u>	<u>31%</u>	<u>9%</u>	<u>11%</u>
Pleasant Valley Park & Trails	<u>1%</u>	<u>8%</u>	<u>21%</u>	<u>70%</u>
Krohn Park	<u>0%</u>	<u>2%</u>	<u>10%</u>	<u>88%</u>
Creekside Park	<u>1%</u>	<u>7%</u>	<u>22%</u>	<u>71%</u>
Cedar Creek Farms Canoe Launch	<u>0%</u>	<u>3%</u>	<u>6%</u>	<u>91%</u>
Hamilton Park	<u>0%</u>	<u>2%</u>	<u>11%</u>	<u>87%</u>
Orthopaedic Hospital of Wisconsin Fields (formerly Fields at Five Corners)	<u>4%</u>	<u>4%</u>	<u>3%</u>	<u>88%</u>

11.) Which statement below best describes how you recycle?

I bring my recyclables to the Town Recycling Center 75% I pay Veolia to collect my recyclables curbside 17%
 I recycle through other means, such as 8% I don't recycle 3%

12.) Hypothetically, would your family recycle the same or more if you could put recyclables into one container at the end of your driveway rather than sorting them at the Recycling Center? Yes 63% No 37%

13.) Have you watched CedarburgTV, the Town's government access channel, in the past twelve months?

Yes, I've watched CedarburgTV 28% No, I haven't watched CedarburgTV 72%
 If no, what would change your mind?: _____

14.) What kind of information/programming would you like to see on CedarburgTV? Please check all that apply.

Plan Commission meetings 49% Park & Recreation Committee meetings 30% Town history 60%
 Landmarks Commission meetings 29% Town services & policies 66% Other 8%

15.) How do you rate the speed of growth/development in the Town? Please check only one for each.

	Too Slow	About Right	Too Fast
New homes	<u>2%</u>	<u>79%</u>	<u>18%</u>
New businesses (retail, restaurants, office, etc.)	<u>31%</u>	<u>62%</u>	<u>7%</u>

16.) Ozaukee County Sheriff provides law enforcement in the Town. How safe do you feel in the following locations?

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
In your neighborhood:	<u>80%</u>	<u>19%</u>	<u>1%</u>	<u>0%</u>
In Town parks:	<u>64%</u>	<u>33%</u>	<u>3%</u>	<u>0%</u>
At Five Corners businesses:	<u>82%</u>	<u>18%</u>	<u>0%</u>	<u>0%</u>

If you feel unsafe, where & why?: _____

17.) How likely or unlikely are you to recommend living in the Town to someone who asks?

Very Likely 82% Somewhat Likely 13% Somewhat Unlikely 1% Unlikely 2% No Opinion 2%

18.) Comments are welcome. _____