

Annual Performance Survey - 2008: Summary of Results

The Town of Cedarburg is dedicated to providing efficient and high-quality services. In order to meet resident needs and expectation, the *Annual Performance Survey - 2008* was created to provide an opportunity for anonymous feedback on our performance.

In July 2008, the Town of Cedarburg distributed the *Annual Performance Survey - 2008* in the spring/summer newsletter to all Town property owners. Overall, this year's survey brought in positive results. Although only 187 households completed and returned their surveys (a response rate of about 9%), the value of the feedback is substantial. Demographically speaking, the majority of respondents were over the age of 55 (62%) with no children remaining in their households (70%).

Most respondents had a favorable view of all Town services. The table below provides a breakdown of ratings for each service.

Town Provided Services	% Rated as Either Excellent or Good	% Rated as Either Fair or Poor	No Opinion
Trash Collection	97%	3%	0%
Recycling	86%	8%	6%
Road Maintenance	78%	21%	1%
Snow/Ice Removal	88%	11%	1%
Brush Chipping	40%	9%	51%
Building Inspections	37%	5%	59%
Constable	28%	2%	70%
Elections	82%	5%	13%
Other Town Hall Services	59%	6%	36%

By reviewing this table, we can assert that most respondents had very positive opinions about each Town service, with the exception of a few – notably brush chipping, the Town Constable, and building inspections, which all received more responses of ‘no opinion’ than any other option. It is assumed that the respondents did not regularly use these services, and therefore could not provide a rating.

In regards to Town parks, very few respondents stated that they used these facilities regularly and did not rate their adequacy. Instead, respondents overwhelmingly used the ‘no opinion’ option. Each park had an average of 88% of respondents stating that they have never used the park. While all of the Town’s parks are considered ‘passive’

nature parks, many respondents expressed interest in parks with a more ‘active’ use, such as athletic fields and playground equipment.

Town facilities were also rated primarily in the ‘excellent’ and ‘good’ categories. The table below showcases some of these results.

Town Facilities	% Rated Facility as Either Excellent or Good	% Rated Facility as either Fair or Poor	No Opinion
Town Hall	93%	3%	4%
Recycling Center	89%	4%	6%
Fire Station #2	63%	1%	36%

The Town shares a few of its services with the City of Cedarburg. Overall, the Cedarburg Library is the most used service that the Town and City provide cooperatively, with 22% using it weekly. The least used service is the Cedarburg Senior Center (3% use weekly). The lack of use of these services by respondents stands out. Eighty-three percent have never used the Senior Center, 65% have never used the recreation programs, 57% have never used the pool, and 24% have never used the library.

In addition to asking our residents how often they used these services, we also asked them to rate each service’s quality. The table below documents the responses.

Shared Service Programs	% Rated Service as Either Excellent or Good	% Rated Service as Either Fair or Poor	No Opinion
Library	62%	16%	23%
Pool	51%	3%	46%
Senior Center	22%	5%	74%
Recreation Programs	26%	8%	56%
Fire & Emergency	42%	1%	57%



Preserving Yesterday's Heritage for Tomorrow.

Annual Performance Survey 2008

187 Respondents/2,100 Surveys Sent (9% Response Rate)

Please take a few minutes to complete this brief survey. The Town of Cedarburg 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%

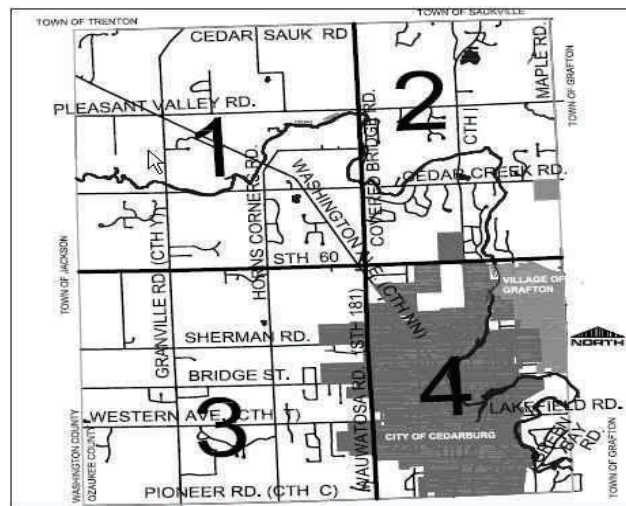
2.) What is your age?

18-24 0% 25-34 5% 35-44 14%
45-54 20% 55-64 28% 65-74 25%
75+ 9%

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

1 10% 2 14% 3 4%
4 + 2% None 70%

4.) Circle the numbered area below in which you live.



Area #1 33% Area #2 26% Area #3 31% Area #4 10%

5.) 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	72%	26%	1%	1%	0%
Recycling	64%	21%	5%	3%	6%
Road Maintenance	20%	58%	18%	4%	1%
Snow/Ice Removal	37%	51%	9%	2%	1%
Brush Chipping	17%	23%	6%	3%	51%
Building Inspections	14%	22%	3%	2%	59%
Constable	9%	19%	1%	1%	70%
Elections	37%	45%	3%	2%	13%
Other Town Hall Services	22%	37%	4%	1%	36%

6.) How often do you use the following Town parks? Please check one for each park listed.

	<u>Once A Week</u>	<u>Once A Month</u>	<u>Once A Year</u>	<u>Never</u>
Pleasant Valley Nature Park	1%	5%	22%	72%
Krohn Park	0%	1%	4%	95%
Creekside Canoe Launch	1%	2%	8%	90%
Cedar Creek Farms Canoe Launch	1%	1%	6%	92%
Hamilton Park	1%	1%	9%	88%

Annual Performance Survey 2008 cont.

7.) How do you rate the condition/adequacy of the following Town facilities? Please check one for each facility listed.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>No Opinion</u>
Town Hall	71%	22%	3%	1%	4%
Town Recycling Center	56%	33%	4%	1%	6%
Fire Station #2	51%	12%	1%	1%	36%
Pleasant Valley Nature Park	12%	21%	1%	1%	65%
Krohn Park	3%	7%	1%	1%	89%
Creekside Canoe Launch	3%	10%	3%	1%	83%
Cedar Creek Farms Canoe Launch	3%	10%	2%	1%	85%
Hamilton Park	4%	12%	2%	1%	81%

8.) 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 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	22%	29%	26%	24%
Cedarburg Pool	12%	13%	19%	57%
Cedarburg Senior Center	3%	3%	11%	83%
Cedarburg Recreation Programs	9%	9%	17%	65%
Ced. Fire & Emergency Medical	1%	1%	19%	80%

9.) 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	31%	31%	12%	4%	23%
Cedarburg Pool	31%	20%	2%	1%	46%
Cedarburg Senior Center	7%	15%	4%	1%	74%
Cedarburg Recreation Programs	13%	23%	8%	0%	56%
Ced. Fire & Emergency Medical	30%	12%	1%	0%	57%

10.) Would you watch a Town-controlled government access channel on cable television for little or no cost to the Town for the purpose of providing information on Town meetings, events, and history?

Yes, I'd watch a Town government access channel 50% No, I wouldn't watch such a channel 50%

11.) Feel free to provide comments below.
