CITY OF DELAFIELD COMMUNITY OPINION SURVEY 2003-2005							2005				2004				2003			
HOW ARE WE DOING? How would you rate the following facilities and services available to City of Delafield residents? Please circle the appropriate score for each of the following questions:	**Excellent**	**Good**	**Fair**	**Poor**	**Very Poor**	**No Opinion**	**Average**	**Rank**	**S.D.**	**Rank**	**Average**	**Rank**	**S.D.**	**Rank**	**Average**	**Rank**	**S.D.**	**Rank**
Refuse and Recycling Services	5	4	3	2	1	0	4.29	5	0.77	10	4.15	1	1.06	21	4.39	1	0.77	19
Snowplowing Services	5	4	3	2	1	0	4.21	8	0.79	14	4.14	2	0.97	22	4.32	2	0.86	18
Ice Control	5	4	3	2	1	0	4.07	12	0.77	10	3.91	4	1.15	19	4.09	4	1.03	15
Sewer Services (Please rate only if you are a sewer customer)	5	4	3	2	1	0	4.26	7	0.69	4	2.41	18	2.18	4	3.93	6	1.47	12
Municipal Water Services (Please rate only if you are a water customer)	5	4	3	2	1	0	4.04	14	1.09	22	0.25	21	0.94	23	0.79	20	1.50	10
Street and Road Maintenance (pavement repair, roadside cutting, tree trimming, shoulder maint.)	5	4	3	2	1	0	3.78	20	0.81	15	3.67	5	1.07	20	3.63	8	1.01	16
Park Maintenance	5	4	3	2	1	0	4.07	12	0.65	2	3.28	9	1.65	15	3.45	10	1.63	8
Park Equipment	5	4	3	2	1	0	3.99	17	0.69	4	2.99	11	1.76	12	3.03	14	1.85	5
Park and Recreation Programs	5	4	3	2	1	0	3.73	22	0.98	21	2.27	19	1.85	11	2.37	18	1.90	4
Weed Harvesting on Nagawicka Lake	5	4	3	2	1	0	3.10	23	1.13	23	1.57	20	1.72	13	1.92	19	1.78	6
Police Responsiveness (do you feel that police respond fast enough when called?)	5	4	3	2	1	0	4.11	10	0.77	10	2.74	14	2.10	5	3.27	13	1.98	3
Police Security (do you feel safe in your neighborhood?)	5	4	3	2	1	0	4.29	5	0.76	9	4.02	3	1.19	18	4.26	3	0.93	17
Police Professionalism (Is the Police Department response professional and courteous?)	5	4	3	2	1	0	4.34	4	0.78	13	3.48	7	1.88	9	3.97	5	1.54	9
Fire and Paramedic Responsiveness (do you feel that personnel respond fast enough when called?)	5	4	3	2	1	0	4.37	3	0.71	6	2.63	17	2.23	2	2.87	17	2.26	1
Fire and Paramedic Care (do you feel that the department provides the highest level of care?)	5	4	3	2	1	0	4.44	1	0.68	3	2.74	14	2.24	1	2.93	15	2.23	2
Fire and Paramedic Professionalism (Is the Fire Department response professional and courteous?)	5	4	3	2	1	0	4.44	1	0.63	1	2.92	13	2.21	3	2.89	16	2.26	1
Community Communications (cable tv broadcasts, newsletters, internet site)	5	4	3	2	1	0	3.74	21	0.93	20	3.20	10	1.55	17	3.45	11	1.34	13
Administrative Professionalism (Is the Administration Dept. service professional and courteous?)	5	4	3	2	1	0	4.03	15	0.83	16	3.46	8	1.69	14	3.60	9	1.49	11
Administrative Services (Bill processing, election administration, customer service, etc.)	5	4	3	2	1	0	4.10	11	0.75	8	3.60	6	1.56	16	3.79	7	1.27	14
Library programs, storyhours, summer reading for all, book discussions, educational classes	5	4	3	2	1	0	3.98	18	0.84	17	2.95	12	2.01	7	3.42	12	1.65	7
Knowledgable, friendly staff to help you find the information and materials you need	5	4	3	2	1	0	4.19	9	0.72	7	3.46	8	1.86	10				
Children's, teen, and adult books, books-on-tape & CD, AV and other materials available	5	4	3	2	1	0	3.83	19	0.90	19	2.70	15	1.93	8				
Assistance with computers/internet, interlibrary loan of books, homework, lifelong learning	5	4	3	2	1	0	4.02	16	0.84	17	2.68	16	2.09	6				

							2005				'2004				2003			
HOW IMPORTANT IS THE SERVICE? How would you rate the following facilities and services available to City of Delafield residents in terms of their importance to you? Please circle the appropriate score for each of the following questions:	**Extremely Important**	**Very Important**	**Average Importance**	**Could do with less service**	**Could do without**	**No Opinion**	**Average**	**Rank**	**S.D.**	**Rank**	**Average**	**Rank**	**S.D.**	**Rank**	**Average**	**Rank**	**S.D.**	**Rank**
Refuse and Recycling Services	5	4	3	2	1	0	4.24	10	0.83	12	4.22	3	1.14	18	4.23	8	0.99	16
Snowplowing Services	5	4	3	2	1	0	4.41	6	0.68	5	4.26	2	1.08	19	4.41	4	0.78	20
Ice Control	5	4	3	2	1	0	4.38	9	0.71	7	4.06	8	1.29	14	4.25	7	1.03	14
Sewer Services (sewer customers only please)	5	4	3	2	1	0	4.40	8	0.74	9	2.52	22	2.33	1	3.87	10	1.64	3
Municipal Water Services (Highway 83 and 94 water customers only please)	5	4	3	2	1	0	3.77	12	1.38	23	0.26	23	1.01	20	0.99	19	1.80	2
Street and Road Maintenance (pavement repair, roadside cutting, tree trimming, shoulder maint.)	5	4	3	2	1	0	3.91	11	0.82	11	3.75	10	1.25	16	3.92	9	0.91	18
Park Maintenance	5	4	3	2	1	0	3.49	16	0.81	10	3.25	14	1.44	10	3.46	13	1.10	11
Park Equipment	5	4	3	2	1	0	3.37	18	0.85	13	3.15	15	1.47	9	3.33	15	1.21	9
Park and Recreation Programs	5	4	3	2	1	0	3.27	21	0.91	16	2.93	20	1.48	8	3.04	17	1.38	5
Weed Harvesting on Nagawicka Lake	5	4	3	2	1	0	3.57	15	1.23	22	2.60	21	1.96	2	2.93	18	1.90	1
Police Responsiveness (do you feel that police respond fast enough when called?)	5	4	3	2	1	0	4.53	4	0.67	3	4.17	6	1.57	5	4.47	2	1.08	12
Police Security (do you feel safe in your neighborhood?)	5	4	3	2	1	0	4.54	3	0.67	3	4.44	1	1.16	17	4.54	1	0.84	19
Police Professionalism (Is the Police Department response professional and courteous?)	5	4	3	2	1	0	4.44	5	0.71	7	4.20	4	1.40	11	4.42	3	0.96	17
Fire and Paramedic Responsiveness (do you feel that personnel respond fast enough when called?)	5	4	3	2	1	0	4.57	1	0.65	2	4.19	5	1.62	4	4.41	4	1.30	7
Fire and Paramedic Care (do you feel that the department provides the highest level of care?)	5	4	3	2	1	0	4.55	2	0.63	1	4.15	7	1.63	3	4.34	5	1.34	6
Fire and Paramedic Professionalism (Is the Fire Department response professional and courteous?)	5	4	3	2	1	0	4.41	6	0.69	6	4.04	9	1.63	3	4.27	6	1.29	8
Community Communications (cable tv broadcasts, newsletters, internet site)	5	4	3	2	1	0	3.35	19	0.93	17	3.07	18	1.33	12	3.38	14	1.17	10
Administrative Professionalism (Is the Administration Dept. service professional and courteous?)	5	4	3	2	1	0	3.75	14	0.88	15	3.57	12	1.32	13	3.79	11	1.05	13
Administrative Services (Bill processing, election administration, customer service, etc.)	5	4	3	2	1	0	3.77	12	0.85	13	3.64	11	1.26	15	3.78	12	1.00	15
Library programs, storyhours, summer reading for all, book discussions, educational classes	5	4	3	2	1	0	3.30	20	1.15	20	3.09	17	1.53	7	3.30	16	1.43	4
Knowledgable, friendly staff to help you find the information and materials you need	5	4	3	2	1	0	3.48	17	1.12	18	3.28	13	1.55	6				
Children's, teen, and adult books, books-on-tape & CD, AV and other materials available	5	4	3	2	1	0	3.27	21	1.17	21	3.11	16	1.57	5				
Assistance with computers/internet, interlibrary loan of books, homework, lifelong learning	5	4	3	2	1	0	3.21	23	1.14	19	3.04	19	1.55	6				