

Mean Score for Rated 2009 Community Needs Survey Questions

The rated items are on a four-point scale and can be interpreted as:
 1-1.75=excellent, 1.76-2.5=good, 2.51-3.25=fair, and 3.26-4=poor.

Police Department (#5)	2001	2002	2003	2004	2005	2006	2007	2008	2009
Adequacy of service provided by dispatcher	1.56	1.44	1.51	1.36	1.48	1.52	1.45	1.44	1.46
Overall agency performance	1.62	1.57	1.57	1.39	1.59	1.64	1.51	1.48	1.48
Adequacy of service provided by patrol officer	1.57	1.50	1.53	1.42	1.53	1.60	1.46	1.48	1.45
Police attitude and behavior	1.61	1.53	1.59	1.50	1.64	1.68	1.54	1.55	1.54
Response time	1.43	1.30	1.41	1.23	1.37	1.45	1.29	1.32	1.42
Overall satisfaction with the Police Department	N/A	N/A	1.60	1.58	1.63	1.66	1.60	1.58	1.59

Village Hall	2001	2002	2003	2004	2005	2006	2007	2008	2009
Rating the Front Desk Village Hall Service (#12)	1.81	1.84	1.84	1.80	1.75	1.74	1.70	1.69	1.67
Village Staff Service (#55)	N/A	1.80	1.83	1.78	1.80	1.79	1.78	2.22	1.74

Public Works (#13)	2001	2002	2003	2004	2005	2006	2007	2008	2009
Street Maintenance	N/A	N/A	1.88	1.89	1.94	1.84	1.86	1.87	1.87
Snow Plowing	N/A	N/A	2.02	1.98	2.04	1.96	2.00	1.95	2.04
Street Cleaning	N/A	N/A	2.00	1.98	2.06	1.97	2.00	2.00	2.01
Street Lighting	N/A	N/A	2.14	2.04	2.05	2.09	2.15	2.04	2.06
Streetscape	N/A	N/A	1.78	1.77	1.84	1.77	1.82	1.73	1.76
Woodridge Bikeway System (#21)	N/A	N/A	1.70	1.62	1.62	1.58	1.65	1.62	1.61
Water Service Provided (#17)	N/A	N/A	N/A	N/A	N/A	N/A	1.74	1.70	1.67

Building and Zoning	2001	2002	2003	2004	2005	2006	2007	2008	2009
Residential property (#26)	2.04	2.00	2.00	2.01	2.05	1.92	2.03	2.00	2.05
<u>Regulatory Ordinances (#27)</u>									
Fence	2.08	2.04	2.07	2.05	2.11	2.03	2.08	2.10	2.06
Garbage	2.05	1.94	1.94	1.94	2.03	2.02	2.01	2.00	1.98
Junk Storage	2.29	2.25	2.29	2.31	2.29	2.33	2.27	2.35	2.29
Vehicle Parking	2.21	2.17	2.23	2.16	2.17	2.22	2.19	2.22	2.18
Weeds	2.42	2.36	2.40	2.38	2.38	2.46	2.42	2.46	2.39
<u>Commercial Maintenance and Enforcement (#24)</u>									
Landscaping	N/A	N/A	1.77	1.79	1.81	1.76	1.77	1.68	1.73
Lighting	N/A	N/A	1.83	1.83	1.87	1.83	1.83	1.71	1.76
Parking Lots	N/A	N/A	1.87	1.87	1.91	1.87	1.88	1.78	1.84
Signs	N/A	N/A	1.82	1.86	1.84	1.91	1.83	1.72	1.75
Overall	N/A	N/A	1.81	1.82	1.86	1.83	1.80	1.72	1.76

Mean Score for Rated 2009 Community Needs Survey Questions

*The rated items are on a four-point scale and can be interpreted as:
1-1.75=excellent, 1.76-2.5=good, 2.51-3.25=fair, and 3.26-4=poor.*

Planning and Development (#28)	2001	2002	2003	2004	2005	2006	2007	2008	2009
<u>Quality of New Developments</u>									
Construction Materials	1.87	1.80	1.87	1.86	1.87	1.83	1.90	1.87	1.89
Appearance	1.81	1.75	1.80	1.80	1.82	1.74	1.84	1.78	1.83
Traffic Circulation	2.11	2.06	2.06	2.02	2.09	2.04	2.03	2.00	1.99
Parking	1.92	1.90	1.91	1.90	1.98	1.95	1.92	1.92	1.88
Signage	1.91	1.87	1.93	1.88	1.95	1.90	1.91	1.90	1.91
Access	1.96	1.89	1.93	1.88	1.93	1.90	1.94	1.87	1.88
Building Design	1.92	1.90	1.89	1.89	1.92	1.87	1.92	1.85	1.89
Cable Service/Computer/Electric	2001	2002	2003	2004	2005	2006	2007	2008	2009
Current satisfaction with Cable Service (#33)	2.29	2.23	2.15	2.16	2.11	2.21	2.27	2.28	2.29
Usefulness of WCTV (#37)	2.55	2.57	2.57	2.48	2.43	2.34	2.44	2.41	2.46
Quality of the Website (#43)	N/A	N/A	1.95	1.87	1.89	1.94	1.92	1.84	1.85
Satisfaction of ComEd Responsiveness (#67)	N/A	N/A	2.16	2.10	2.38	2.32	2.03	1.98	2.05
Satisfaction of NiCor Responsiveness (#67)	N/A	N/A	N/A	N/A	N/A	N/A	1.89	1.85	1.76
Satisfaction of AT&T Responsiveness (#67)	N/A	N/A	N/A	N/A	N/A	N/A	2.13	2.07	2.08
Satisfaction of Comcast Phone (#67)	N/A	N/A	N/A	N/A	N/A	N/A	2.18	2.23	2.24
Quality of Life	2001	2002	2003	2004	2005	2006	2007	2008	2009
Overall Quality of Life (#45)	1.61	1.59	1.59	1.62	1.60	1.58	1.62	1.55	1.56
Versus Ten Years Ago (#46)	2.30	2.25	2.23	2.20	2.22	2.24	2.26	2.53	2.31
Community Involvement (#59)	2001	2002	2003	2004	2005	2006	2007	2008	2009
<u>Overall Satisfaction with:</u>									
Jubilee	1.54	1.91	1.81	1.73	1.71	1.91	1.73	1.74	1.67
Woodridge Idol	N/A	N/A	N/A	N/A	N/A	1.89	2.13	2.22	2.06
All Village Garage Sale	1.91	2.02	1.82	1.87	1.84	1.77	1.88	1.79	1.77
Town Meeting	1.82	2.00	1.78	1.82	1.82	1.97	1.90	1.67	1.75
Neighborhood Dialogue	1.88	1.89	1.86	1.81	1.79	1.90	1.90	1.86	1.80
New Resident Packet	1.88	1.79	1.74	1.59	1.70	1.56	1.79	1.75	1.64
Gorilla Daze	1.58	1.67	1.60	2.14	1.73	2.00	1.83	1.61	N/A
WCTV	2.07	2.05	1.88	2.18	1.91	1.98	1.91	2.03	1.93
Cultural Fest	N/A	N/A	2.04	2.13	1.87	1.97	1.89	1.85	1.82
Fireworks Display	N/A	N/A	N/A	1.41	1.37	1.35	1.47	1.36	1.40
Home Improvement Day	N/A	N/A	N/A	1.95	1.76	1.80	1.90	1.77	1.86