

Woodridge's 2009 Community Needs Survey

For each question, indicate your response by placing an "X" in the appropriate box.

POLICE DEPARTMENT

1. *Do you feel safe and secure in your neighborhood?

Yes **95.2%** No **4.8%**

2. *Have you personally had contact with the Woodridge Police Department in the past five years? (If No, please go to question 6.)

Yes **60.3%** No **39.7%**

3. With whom have you had contact?

Dispatch	31.4%
Records	3.8%
Community Service Officer	11.1%
Police Officer	42.5%
Community Resource Center	3.1%
Crime Prevention Officer	5.2%
Other	5.4%

4. What contact have you had with the Woodridge Police Department? (Please check all that apply.)

Emergency Situation	14.4%
Non-emergency Situation	44.3%
Present in the Police Department	9.0%
Requested Services	11.8%
Traffic Violation	6.1%
Other	6.6%

5. *Please mark a response to each of the following aspects regarding your contact with the Woodridge Police Department. (If you have not had contact with the Police in a particular area, please leave blank.)

<i>Adequacy of Service:</i>	Excellent	Good	Fair	Poor
Provided by Dispatch	63.4%	30.4%	3.1%	3.1%
Provided by Patrol Officer	62.1%	33.3%	1.5%	3.0%
Police Attitude & Behavior	60.5%	27.7%	8.8%	2.9%
Overall Performance	57.4%	39.5%	1.3%	1.8%

<i>Response Time:</i>	Excellent	Good	Fair	Poor
Emergency:	63.0%	33.3%	2.8%	.9%
Non-emergency:	56.9%	35.9%	6.2%	1.0%

6. *What is your overall satisfaction with Woodridge Police Department employees?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
44.4%	53.0%	1.4%	1.1%

7. *Are you aware of the citizen involvement programs offered by the Woodridge Police Department?

Yes **49.9%** No **50.1%**

8. Please mark the programs you are aware of:

Citizen's Police Academy	26.7%
Neighborhood Watch	50.9%
Child Safety Seat Checks	38.4%
Community Resource Center	29.5%
Community Emergency Response Team (CERT)	13.7%

FINANCE DEPARTMENT

9. Approximately three cents of every property tax dollar you pay goes to the Village. The Village portion of the property tax pays for the following services: Police, Public Works (street maintenance, snow removal, etc.), Building and Zoning, Finance and Planning & Economic Development. The remaining \$0.97 of your property tax goes to the Woodridge Public Library, Township, County, High School and Grade School Districts, College of DuPage, Fire Protection District and Woodridge Park District.

*Do you feel you receive a fair level of service for the property tax dollars you pay to the Village of Woodridge?

Yes **70.9%** No **14.0%** Don't Know **15.0%**

10. *If the Village were to require an increase in services, how would you prefer to pay? (Please choose one.)

Property Tax	User Fees	Utility Tax	Amusement Tax	Sales Tax
10.2%	53.8%	3.9%	18.4%	13.6%

11. How do you conduct your routine Village business? (example: payment of water bills)

Mail **47.9%** In Person **14.4%** Direct Debit **14.6%**
Drop Box **20.3%** Website **15.6%** Other **4.5%**

12. *How would you rate the Front Desk service at Village Hall?

Excellent	Good	Fair	Poor
42.4%	48.9%	7.6%	NA
	1.1%	Don't Know/ No Opinion	

PUBLIC WORKS DEPARTMENT

13. *How do you rate the quality of the following Village Services?

	Excellent	Good	Fair	Poor
Street Maintenance	30.4%	54.8%	12.6%	2.2%
Plowing	25.8%	49.4%	19.9%	4.9%
Street Cleaning	25.8%	51.4%	19.3%	3.5%
Street Lighting	23.0%	54.0%	17.1%	5.9%
Streetscape (flowers in medians, banners, entry signage, parkway trees)	36.8%	52.1%	9.8%	1.3%

14. *The Village currently provides parkway tree trimming services on a five-year rotational basis. Do you consider this amount:

	Excessive	Adequate	Insufficient
	1.2%	83.0%	15.8%

15. *Indicate your level of satisfaction with the garbage collection company.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
	31.8%	60.4%	5.5%	2.2%	NA

16. *During the past twelve months, have you experienced a sanitary sewer backup at your residence?

	Yes	No
	10.8%	89.2%

If "yes", please indicate the source of the backup:

	Service Line	Sewer Main
	65.1%	34.9%

17. *Indicate your level of satisfaction with water service provided:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
	36.6%	60.9%	1.8%	0.8%	NA

18. *Are the sidewalks in the community generally in good condition?

	Yes	No	Don't Know/ No Opinion
	87.3%	8.3%	4.4%

19. *How often does your household use the Woodridge Bikeway System?

	Frequently	Sometimes	Never	Not familiar
Adults	25.9%	42.4%	27.8%	4.1%
Children	20.4%	35.7%	34.3%	9.6%

20. How is the Bikeway System used by members in your household?

	Adults	Children
Bicycling	46.7%	24.8%
Running/jogging	17.5%	5.4%
Walking	53.1%	18.2%
Rollerblading	5.0%	3.8%
Skateboarding	0.5%	2.6%
Other :	_____	

21. *Rate your satisfaction with the Woodridge Bikeway System?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
	42.4%	55.3%	1.3%	1.0%	NA

BUILDING AND ZONING DEPARTMENT

22. Have you applied for a permit to construct any of the following?

	Deck	Swimming Pool	Shed
	12.7%	4.5%	3.5%
	Home Improvement	Fence	
	14.6%	9.9%	
	Driveway	Other	_____
	13.0%		

23. *If you did apply for a permit, were adequate instructions and information given to you to successfully obtain a permit and complete the project?

	Yes	No	Don't Know/No Opinion
	69.9%	3.1%	27.0%

24. *How well are the commercial areas of the Village maintained in the following areas?

	Very Well	Well	Fair	Poor	Don't Know
Landscaping	37.3%	53.7%	7.7%	1.3%	NA
Lighting	34.5%	56.7%	7.0%	1.8%	NA
Parking Lot	29.7%	58.5%	10.0%	1.8%	NA
Signs	33.2%	59.0%	7.0%	0.8%	NA
Overall	31.8%	60.5%	7.1%	0.5%	NA

If you indicated "Fair" or "Poor", please provide the name of the commercial area: _____

25. Check any improvements you would like to see made to existing commercial developments and name the specific development:

Exterior Building Appearance	6.6%
Security	4.7%
Environmental Appearance	6.8%
Accessibility	4.2%

26. *How well is residential property maintained in the Village?

	Very well	Well	Fair	Poor	Don't Know/No Opinion
	17.3%	62.4%	18.8%	1.5%	NA

27. *How well do you think the following regulatory ordinances are enforced?

	Very Well	Well	Fair	Poor	Don't Know
Fences	18.7%	60.2%	17.3%	3.7%	NA
Garbage	23.1%	58.4%	15.9%	2.7%	NA
Storage of Junk	18.1%	45.4%	26.3%	10.2%	NA
Vehicle Parking	21.7%	48.7%	19.7%	10.0%	NA
Weeds	15.5%	44.9%	24.8%	14.9%	NA
Other:	_____				

PLANNING AND DEVELOPMENT

28. *How would you rate the quality of new developments in Woodridge?

	Excellent	Good	Fair	Poor
Construction Materials	18.1%	75.0%	6.3%	0.6%
Appearance	24.2%	69.9%	5.0%	0.9%
Traffic Circulation	17.0%	68.8%	12.5%	1.8%
Parking	19.3%	74.1%	6.0%	0.6%
Signage	18.6%	73.1%	7.4%	0.9%
Access	19.2%	74.3%	5.9%	0.6%
Building Design	19.1%	73.3%	6.7%	0.9%

Comments: _____

29. What type of residential development would you like to see added to the community?

Apartments	1.4%	Townhomes	16.3%
Condominiums	5.9%	Single-Family Homes	45.3%
Senior Housing	34.2%	Other	7.1%

30. What type of non-residential development would you like to see added to the Woodridge business community?

Retail	35.4%	Office	12.5%
Medical Facilities	25.7%	Services	9.7%
Light Industrial	13.7%	Hotels	15.6%
Restaurants	40.8%	Manufacturing	7.8%
Theatres	5.7%	Banquet Facilities	6.4%

Please list specific stores, restaurants, or businesses you would like to see. _____

31. Name the stores you regularly shop at that are located outside of Woodridge. Why do you shop at these stores?

CABLE SERVICES

32. *Please mark your cable service provider.

Comcast **76.5%** AT&T **4.5%** None **19.1%**
(If none, go to question 39.)

33. *Rate your level of satisfaction with your current cable television service.

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
9.5%	60.3%	21.5%	8.6%	NA

34. *How many times in the last 12 months have you experienced a loss of cable service?

None	Once	Twice	Three or more	Don't know
19.1%	16.1%	27.6%	37.2%	NA

35. *Do you feel the cable rates are appropriate for the level of service you receive?

Yes **17.8%** No **76.1%**

36. *If you have cable television, do you turn to Woodridge Community TV (WCTV) for local information? This is the local government channel. (Channel Number 6 Comcast, 99 AT&T.)

Yes **48.9%** No **51.1%**

37. *If you watch our local government channel, WCTV, do you find the information useful?

Very Useful	10.4%	Useful	37.0%
Somewhat Useful	48.7%	Not Useful	3.9%
No Opinion	NA		

38. What type of Village programming would you like to see more of on WCTV?

Community Events (Jubilee & Fireworks)	29.0%
Park District Events (Sports)	24.3%
Interviews (Various Topics & People)	15.6%
School Events (Sports, Concerts & Plays)	20.8%
Municipal Programs (Current Issues)	24.8%
Library Events (Lectures)	21.5%
Informational postings (Text)	26.2%

SATELLITE AND COMPUTER

39. *Do you currently have satellite television service?

Yes **22.1%** No **77.9%**

40. Do you have access to the Internet?

	Home	Work	Neither
Do you have access to the Internet?	84.0%	43.4%	5.7%
Do you have a high-speed connection? (DSL, cable modem, T1, satellite)	78.5%	37.7%	8.3%

41. *Do you pay your water bills through the Village website?

Yes **11.6%** No **88.4%**

42. *Have you visited the Village's Website at www.vil.woodridge.il.us?

Yes **60.1%** No **39.9%**

43. *How would you rate the Village Website on the following?

	Excellent	Good	Fair	Poor
Quality of information	24.3%	68.1%	6.0%	1.7%
Easy to navigate	19.0%	63.3%	13.0%	4.3%

44. What improvement(s) to the website would you find the most useful? _____

QUALITY OF LIFE

45. *How satisfied are you with the overall quality of life in Woodridge?

Very Satisfied	45.9%
Satisfied	52.8%
Dissatisfied	1.0%
Very Dissatisfied	0.3%
Don't Know/No Opinion	NA

46. *How would you rate the quality of life in Woodridge today as compared to 10 years ago?

Much Better	19.7%
Somewhat Better	38.4%
About the Same	34.5%
Somewhat Worse	6.5%
Much Worse	1.0%
Don't Know/No Opinion	NA

47. *Do you think Woodridge does a good job of promoting the positive aspects of the community to both residents and those living outside the community?

Yes **85.0%** No **15.0%**

48. What do you consider to be the major assets and advantages of living in Woodridge? (Select as many as apply.)

Location	82.1%	Housing Affordability	43.9%
Schools	37.5%	Residential Neighborhoods	51.7%
Shopping	38.9%	Friendliness of Residents	45.8%
Housing Quality	32.8%	Recreational Amenities	34.7%
Diverse Population	21.7%	Religious Institutions	16.5%
Health Facilities	8.7%	Employment Opportunities	3.3%

Other _____

49. What are the major disadvantages of living in Woodridge? (Select as many as apply.)

Crime/Drug Abuse	14.6%
Lack of Employment	17.7%
Traffic Problems	9.7%
Lack of Health Care Facilities	13.4%
Population Diversity	10.6%
Street Conditions	3.3%
Distance to Employer	14.6%
Housing Conditions	5.9%
Lack of Public Transportation	21.5%
Housing Costs	8.3%
Distance to Shopping	6.4%
Poor Schools	5.9%
Unattractive Environment	4.0%
Other _____	

50. What additional resident services are needed?

Road Resurfacing/Construction	15.8%
Street Lights	20.5%
Increased Code Compliance	15.1%
Other	10.4%

51. For which of the responses to Question 50 would you be willing to increase taxes?

Road Resurfacing/Construction	11.8%
Street Lights	13.0%
Increased Code Compliance	5.9%
Other	17.2%

PUBLIC RELATIONS

52. *Do you feel informed about what is going on in Woodridge?

Yes **70.7%** No **14.1%** No Opinion **15.2%**

53. What information do you find most useful in the FOCUS, Woodridge's resident newsletter?

54. *If you have had contact with Village staff during the past year, how would you rate their service?

Excellent	37.5%	Good	53.0%
Fair	7.1%	Poor	2.4%

55. *Where and how often are you obtaining local news and information from the following:

	Always	Often	Sometimes	Seldom	Never
The Woodridge Weekly in					
The Reporter	5.2%	13.7%	20.7%	19.3%	41.1%
Village Website	8.0%	11.3%	34.3%	20.8%	25.5%
Channel 6	5.6%	10.2%	31.3%	18.0%	34.9%
Focus	18.9%	21.6%	26.8%	10.0%	22.7%
E-news	23.0%	8.9%	12.5%	16.9%	38.7%
Water-billing	26.8%	24.7%	30.1%	9.3%	9.0%
Briefs					

COMMUNITY INVOLVEMENT

56. *Please indicate the number of hours you volunteer per month.

1 - 4 hours	18.1%
5 - 8 hours	5.2%
9 or more hours	7.4%
None	69.2%

Please describe your volunteer activities:

57. Please indicate the type of volunteer activities that would interest you.

Cable TV	3.8%	Park District	14.9%
School	12.0%	Library	13.7%
Civic Groups	6.6%	Police	9.9%
Resource Center	6.6%	Not-For-Profit	19.1%
Youth Activities	8.5%	None	19.8%
Other _____			

58. *For each of the following programs that you participated in, please rank your level of satisfaction. (Please answer only if you participated.)

	Very Satisfied	Satisfied	Not satisfied
Jubilee	41.0%	50.9%	8.1%
Woodridge Idol	14.3%	65.7%	20.0%
All-Village Garage Sale	30.8%	61.5%	7.7%
Town Meeting	33.9%	57.1%	8.9%
Neighborhood Dialogue	34.1%	51.2%	14.6%
New Resident Packet	45.5%	45.5%	9.1%
Cultural Fest	31.3%	55.2%	13.4%
Fireworks Display	61.0%	37.7%	1.4%
"Home Improvement Fair" at Home Depot	23.3%	67.4%	9.3%
WCTV Programming	17.9%	71.4%	10.7%

HOUSEHOLD

59. *Check the box that best describes your age.

Under 20	0.0%	20-29	1.8%	30-39	14.0%
40-49	23.6%	50-59	32.2%	60-69	17.7%
70 and over	10.6%				

60. *How many people currently live in your home?

One	14.1%	Two	36.4%	Three or more	49.5%
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61. Please indicate the cities where you and your spouse work:

Respondent: _____

Spouse: _____

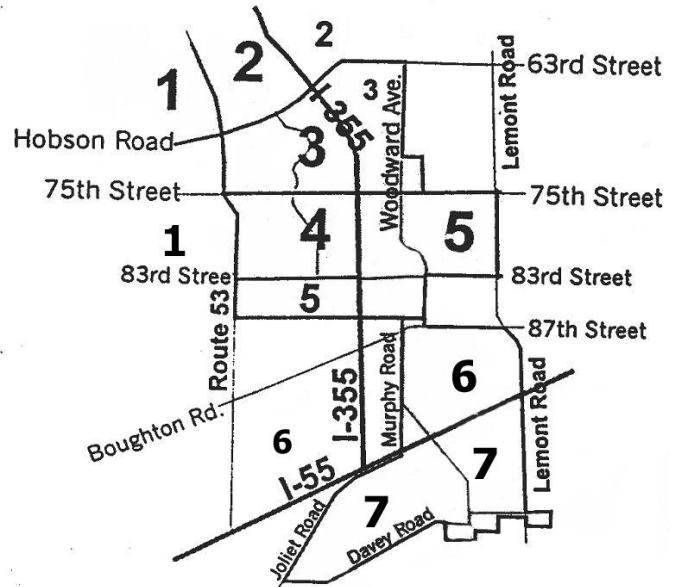
62. *Please indicate the type of home in which you currently live and whether you own or rent.

	Own	Rent
Single-Family House	87.6%	30.8%
Apartment	0.3%	46.2%
Condominium	4.6%	6.3%
Townhome	7.6%	15.4%

63. *How long have you been a resident of Woodridge?

Less than a year	0.5%
1-5 years	16.1%
6-10 years	20.3%
11-15 years	15.6%
16 years or more	47.5%

64. *Please indicate the geographic area that most closely represents where you live:



- | | |
|--|--------------|
| (1) Seven Bridges & Thornberry Woods | 6.0% |
| (2) North of 63 rd Street, East of Rt. 53 | 14.4% |
| (3) 63 rd to 75 th Street | 25.3% |
| (4) 75 th to 83 rd Street West of I-355, East of I-53 | 24.8% |
| (5) 75 th to 83 rd East of I-355 or 83 rd to 87 th West of I-355 | 19.1% |
| (6) 87 th Street and South | 10.4% |
| (7) South of I-55 | 0.0% |

UTILITIES

65. *How often have you experienced an electric service interruption in the last 12 months?

None	7.8%	1 - 4 Times	76.9%
5 - 8 Times	10.3%	More than 8	5.0%

If you have experienced a service interruption, how often does the loss in electrical service last over an hour?

0 - 1 Times	39.3%	2 - 3 Times	52.4%	4 or more	8.3%
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66. *Please rate your satisfaction with the following utility companies.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Com Ed	16.5%	66.5%	12.9%	4.1%
NiCor	27.8%	68.7%	3.0%	0.5%
AT&T	15.1%	66.3%	14.0%	4.7%
Comcast Phone	13.7%	58.9%	17.1%	10.3%

FIRE PROTECTION DISTRICTS

67. *Please indicate the fire protection district in which you currently live.

(1) Lisle-Woodridge Fire Protection District	66.8%
(2) Darien-Woodridge Fire Protection District	20.0%
(3) Lemont Fire Protection District	0.3%
(4) Don't Know	0.0%

68. *Have you personally had contact with your Fire Protection District in the past five years? (If No, please go to question 71.)

Yes **25.6%** No **74.4%**

69. With whom have you had contact?

Fire	8.3%
Medical	13.9%
Rescue (vehicle accident)	1.4%
Fire Prevention	2.1%
Public Education	4.2%

70. *Please mark a response to each of the following aspects regarding your contact with your Fire Protection District. (If you have not had contact in a particular area, please leave blank.)

	Excellent	Good	Fair	Poor
<i>Adequacy of Service:</i>				
Provided by Fire	79.3%	19.0%	0.0%	1.7%
Provided by Medical	79.5%	19.2%	1.3%	0.0%
Attitude and Behavior	73.9%	19.3%	5.7%	1.1%
Overall Performance	77.1%	20.5%	2.4%	0.0%

	Excellent	Good	Fair	Poor
<i>Response Time:</i>				
Emergency:	79.3%	18.3%	1.2%	1.2%
Non-emergency:	62.5%	37.5%	0.0%	0.0%

71. *What is your overall satisfaction with your Fire Protection District employees?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
	57.9%	41.6%	0.5%	0.0%	0.0%