

2011 Community Needs Survey

Village of Woodridge

Police Department

1. Do you feel safe and secure in your neighborhood?
Yes **92.5%** No **7.5%**
2. Have you personally had contact with the Woodridge Police Department in the past five years?
Yes **56.8%** No **43.2%**

3. With whom have you had contact?

Dispatch	28.3%
Records	2.1%
Community Service Officer	8.3%
Police Officer	44.7%
Community Resource Center	2.4%
Crime Prevention Officer	2.4%
Other: See Open Ended Response Report	

4. What contact have you had with the Woodridge Police Department?

Emergency Situation	11.0%
Non-emergency Situation	40.9%
Present in the Police Department	8.8%
Requested Services	11.2%
Traffic Violation	6.1%
Other: See Open Ended Response Report	

5. Please mark a response to each of the following aspects regarding your contact with the Woodridge Police Department.

Adequacy of Service Provided By:

	Excellent	Good	Fair	Poor
Dispatch	58.0%	36.9%	2.5%	2.5%
Patrol Officer	58.3%	32.6%	5.7%	3.4%
Attitude & Behavior	58.7%	31.7%	6.3%	3.2%
Overall Performance	52.2%	38.0%	6.0%	3.8%

Response Time:

	Excellent	Good	Fair	Poor
Emergency	67.5%	26.0%	5.2%	1.3%
Non-emergency	51.7%	37.9%	5.7%	4.6%

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

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
44.6%	50.6%	3.5%	1.3%

7. Are you aware of the citizen involvement programs offered by the Woodridge Police Department?
Yes **40.8%** No **59.2%**

8. Please check all programs of which you are aware.

Neighborhood Watch	50.3%
Child Safety Seat Checks	42.1%
Community Resource Center	30.7%
After School Program	15.2%
Summer Camp Program	14.1%

Finance Department

Approximately \$0.03 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.), Finance and Community/Economic Development and Code Enforcement. 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.

9. Do you feel you receive a fair level of service for the property tax dollars you pay to the Village of Woodridge?
Yes **76.1%** No **23.9%**

10. If the Village were to require an increase in services, how would you prefer to pay?

Property Tax	User Fees	Utility Tax	Amusement Tax	Sales Tax
14.4%	55.2%	.6%	13.6%	16.1%

11. How do you conduct your routine Village business?

	In Person	Direct Debit	Drop Box	Website
Mail	38.0%	12.3%	23.5%	16.7%

 Other: [See Open Ended Response Report](#)

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

Excellent	Good	Fair	Poor
37.4%	54.1%	7.2%	1.4%

Public Works Department

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

	Excellent	Good	Fair	Poor
Street Maintenance	25.2%	57.6%	15.8%	1.4%
Plowing	25.1%	46.7%	19.6%	8.6%
Street Cleaning	22.2%	56.5%	17.7%	3.7%
Street Lighting	22.7%	50.3%	20.4%	6.6%
Street Landscaping	29.7%	52.5%	16.7%	1.1%

14. How satisfied are you with the level of service provided as it relates to:

	Too Much	About Right	Not Enough
Tree Trimming	3.9%	70.9%	25.2%
Tree Planting	3.7%	78.7%	17.6%

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
	39.4%	53.1%	5.3%	2.2%

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

Yes	9.9%	No	90.1%
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Source of the Backup:

Service Line	55.6%	Sewer Main	44.4%
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17. Indicate your level of satisfaction with water:

	Excellent	Good	Fair	Poor
Quality	44.2%	47.8%	6.6%	1.4%
Reliability	56.5%	39.3%	3.4%	.8%

18. Are the sidewalks generally in good condition?

Yes	89.0%	No	11.0%
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19. How often does your household use the Woodridge Bikeway System?

	Frequently	Sometimes	Never	Not Familiar
Adults	22.7%	45.2%	26.3%	5.8%
Children	14.5%	30.9%	40.6%	14.1%

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

	Adults	Children
Bicycling	44.9%	21.9%
Running/Jogging	18.4%	5.8%
Walking	60.8%	17.3%
Commuting	4.7%	1.1%
Other:	See Open Ended Response Report	

21. Rate your satisfaction with the Woodridge Bikeway System:

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
39.2%	57.1%	2.6%	1.1%

Community Development Department

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

Deck	Pool	Shed	Home Improvement	Fence	Driveway
12.1%	.8%	6.6%	15.9%	14.2%	11.0%

Other: [See Open Ended Response Report](#)

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

Yes	93.2%	No	6.8%
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24. How well are the commercial areas of the Village maintained in the following areas?

	Very Well	Well	Fair	Poor
Landscaping	32.5%	55.3%	11.1%	1.1%
Lighting	30.2%	59.2%	8.9%	1.7%
Parking Lots	27.0%	60.8%	9.9%	2.3%
Signs	30.1%	59.4%	9.9%	.6%
Overall	29.5%	60.1%	10.1%	.3%

If "Fair" or "Poor," name of the commercial area: [See Open Ended Response Report](#)

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

Exterior Building Appearance	7.7%
Security	4.7%
Environmental Appearance	9.1%
Accessibility	3.3%

Name: [See Open Ended Response Report](#)

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

Very Well	Well	Fair	Poor
15.3%	62.9%	19.0%	2.8%

27. Are there any specific properties in town that you have concerns with?

Name: **For Internal Purposes Only**

28. Are you having a difficult time maintaining your property?

Yes **8.8%** No **91.2%**

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

	Very Well	Well	Fair	Poor
Fences	16.3%	61.5%	18.3%	4.0%
Garbage	20.4%	61.2%	14.3%	4.1%
Storage of Junk	11.9%	55.8%	19.0%	13.4%
Vehicle Parking	15.1%	56.3%	18.3%	10.3%
Weeds	7.8%	48.8%	30.5%	12.9%

Other: **See Open Ended Response Report**

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

	Excellent	Good	Fair	Poor
Construction Materials	18.0%	76.3%	5.1%	0.7%
Appearance	22.7%	72.3%	4.3%	0.7%
Traffic Circulation	17.8%	69.8%	11.1%	1.3%
Parking	18.1%	73.9%	7.4%	0.7%
Signage	18.2%	72.7%	8.1%	1.0%
Access	18.8%	74.1%	6.5%	0.7%
Building Design	17.9%	74.5%	6.6%	1.0%

Other: **See Open Ended Response Report**

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

Apartments	1.1%
Condominiums	8.1%
Townhomes	16.2%
Single-Family Homes	48.5%
Senior Housing	45.1%

Other: **See Open Ended Response Report**

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

Retail	46.0%
Medical Facilities	29.2%
Light Industrial	17.5%
Restaurants	52.1%
Theatres	10.9%

Office	16.2%
Services	15.0%
Hotels	27.3%
Manufacturing	18.7%
Banquet Facilities	13.1%

Other: **See Open Ended Response Report**

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

See Open Ended Response Report

Television & Internet Services

34. Please mark your cable service provider.

Comcast	AT&T	None
74.2%	8.6%	17.2%

35. Do you currently have satellite television service?

Yes **19.8%** No **80.2%**

36. Do you have:

	Home	Work	Neither
Access to the Internet?	89.1%	42.3%	5.3%
A high-speed connection? (DSL, Cable, T1, Satellite)	84.4%	39.0%	8.1%

Community Involvement

37. Please indicate the number of hours you volunteer per month.

1-4 hours	14.8%
5-8 hours	9.5%
9 or more hours	8.7%
None	67.0%

Please describe your volunteer activities.

See Open Ended Response Report

38. If you have time to volunteer, please indicate the types of volunteer activities that would interest you.

See Open Ended Response Report

39. For each of the following programs that you participated in, please rank your level of satisfaction.

	Very Satisfied	Satisfied	Not Satisfied
Woodridge Jubilee	35.9%	56.4%	7.7%
All-Village Garage Sale	20.9%	74.4%	4.7%

Town Meeting	24.3%	71.4%	4.2%
Neighborhood Dialogue	15.3%	74.6%	10.2%
New Resident Packet	33.8%	60.8%	5.4%
Cultural Fest	19.1%	75.0%	5.9%
Fireworks Display	52.0%	44.7%	3.4%

46. What improvements to the website would you find useful?

See Open Ended Response Report

Is there a need for the website to be provided in a different format?

See Open Ended Response Report

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

Yes 35.3% No 64.7%

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

Very Useful	Somewhat Useful	Useful	Not Useful
8.5%	51.7%	32.2%	7.6%

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

Community Events (Jubilee/Fireworks)	31.1%
Park District Events (Sports)	25.2%
Interviews (Various Topics/People)	17.1%
School Events (Sports/Concerts/Plays)	23.0%
Municipal Programs (Current Issues)	28.6%
Library Events (Lectures)	28.3%
Informational Postings (Text)	23.5%
Government Meetings	21.0%

Public Relations

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

Yes 82.9% No 17.1%

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

See Open Ended Response Report

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

Excellent	Good	Fair	Poor
41.3%	50.7%	5.6%	2.3%

43. Where and how often are you obtaining local news and information from the following sources:

	Always	Often	Sometimes	Seldom	Never
Woodridge Weekly	16.0%	14.0%	17.2%	16.4%	36.4%
Village Website	8.6%	9.3%	44.4%	16.3%	21.4%
Channel 6	2.0%	7.8%	22.1%	20.5%	47.5%
FOCUS	19.1%	25.7%	27.6%	11.7%	16.0%
E-News	16.5%	12.7%	14.8%	11.4%	44.5%
Water Billing Briefs	23.8%	28.7%	29.6%	7.8%	10.1%

44. Have you visited the Village's website at www.vil.woodridge.il.us?

Yes 68.3% No 31.7%

45. How would you rate the Village website on the following?

	Excellent	Good	Fair	Poor
Quality of information	28.9%	63.2%	7.1%	0.8%
Easy to navigate	25.0%	55.7%	15.4%	3.9%

Utilities

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

None	15.1%
1-4 Times	70.2%
5-8 Times	11.1%
More than 8	3.7%

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

0- 1 Times	43.2%
2-3 Times	49.3%
4 or More	7.5%

Quality of Life

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

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
43.1%	55.5%	1.4%	0.0%

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

Much Better	Somewhat Better	About the Same	Somewhat Worse	Much Worse
18.1%	34.7%	38.6%	7.9%	0.7%

54. 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 **81.2%** No **18.8%**

55. Do you find it difficult to afford living in Woodridge?

Yes **29.4%** No **70.6%**

56. Where would you prefer to get your information about Woodridge?

Facebook	8.5%
Twitter	1.1%
RSS Feeds	1.1%
Breaking E-mail Newsletters	38.4%
Printed Publication	59.1%
Other	4.5%
Other: See Open Ended Response Report	

57. What do you consider to be the major assets and advantages of living in Woodridge?

Diverse Population	27.3%
Employment Opportunities	3.4%
Friendliness of Residents	49.4%
Health Care Facilities	7.7%
Housing Affordability	35.5%
Housing Quality	30.4%
Location	83.8%
Recreational Amenities	34.1%
Religious Institutions	17.0%
Residential Neighborhoods	48.6%
Schools	36.1%
Shopping	32.4%
Other: See Open Ended Response Report	

58. What are the major disadvantages of living in Woodridge?

Crime/Drug Abuse	18.5%
Distance to Employer	17.6%
Distance to Shopping	13.1%
Housing Conditions	6.3%
Housing Costs	14.8%
Insufficient Recreation	7.1%
Lack of Employment	15.9%
Lack of Health Care Facilities	12.8%
Lack of Public Transportation	22.4%
Poor Schools	5.7%
Population Diversity	6.8%
Street Conditions	5.1%
Traffic Problems	6.0%
Unattractive Environment	4.5%
Other: See Open Ended Response Report	

59. From the following list of services, please rank from 1-5 your top 5 priorities.

Attract New Businesses and Retain Existing Ones	55.6%
Building Permit Services	4.0%
Community Involvement/Special Events	17.8%
Community Resource Center	8.6%
Crime Prevention	59.6%
D.A.R.E	7.2%
Drinking Water Supply	29.8%
Drug/Gang Suppression	43.6%
Financial Reporting	5.7%
Forestry	7.4%
GIS (Geographic Information System)	0.6%
Long Range Planning	15.5%
Mowing	2.9%
Patrol	24.6%
Pothole Patching	13.8%
Property Maintenance/Code Enforcement	20.1%
Records	0.6%
Resident Communication	8.9%
Resident Services	4.3%
Review Development Proposals	3.4%
Road Maintenance	30.9%
Sanitary Sewer	13.5%
Sidewalk Repairs	8.3%
Snow Plowing	39.3%
Storm Water Management	8.6%
Strategic Management	4.9%
Street Landscaping	5.4%
Street Lighting	13.8%
Street Signage	2.3%
Street Sweeping	4.0%
Traffic Enforcement	9.7%

Household

60. Check the box that best describes your age.

Under 20	0.0%
20-29	3.0%
30-39	11.3%
40-49	18.4%
50-59	31.8%
60-69	22.6%
70 and over	13.1%

61. How many people currently live in your home?

One	13.4%
Two	40.9%
Three or more	45.7%

62. Please indicate the cities where you and your spouse work:

[See Open Ended Response Report](#)

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

Single-Family House	90.0%
Apartment	2.7%
Condominium	2.4%
Townhome	5.0%

64. Do you own or rent your home?

	Own	Rent
Single-Family House	98.7%	1.3%
Apartment	0%	100%
Condominium	100%	0%
Townhome	94.1%	5.9%

65. How long have you been a resident of Woodridge?

Less than a year	1.2%
1-5 years	12.1%
6-10 years	17.9%
11-15 years	14.7%
16 or more years	54.1%

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



1. Seven Bridges & Thornberry Woods	9.2%
2. North of 63 rd St., East of Rt. 53	16.9%
3. 63 rd St. to 75 th St.	24.6%
4. 75 th St. to 87 th St., West of I-355, East of Rt. 53	29.3%
5. 75 th St. to 87 th St., East of I-355	12.7%
6. South of 87 th St. & North of I-55	7.4%
7. South of I-55	0.0%