

2011 Woodridge Community Needs Survey

Police Department

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

	Yes	No	Don't Know
2011	92.5	7.5	NA
2010	96.5	3.5	NA
2009	95.2	4.8	NA
2008	95.4	4.6	NA
2007	93.7	6.3	NA
2006	97.0	3.0	NA
2005	95.4	4.6	NA
2004	96.0	4.0	NA
2003	97.2	2.8	NA
2002	95.1	4.9	NA

2. Have you personally had contact with the Woodridge Police Department in the past five years?

	Yes	No	Don't Know
2011	56.8	43.2	NA
2010	57.5	42.5	NA
2009	60.3	39.7	NA
2008	55.2	44.8	NA
2007	55.9	44.1	NA
2006	53.3	46.7	NA
2005	57.8	42.2	NA
2004	64.5	35.5	NA
2003	57.9	42.1	NA
2002	62.9	37.1	NA

3. With whom have you had contact?

	Dispatch	Records	CSO	Police Officer	Resource Center	Crime Prevention Officer	Other
2011	28.3	2.1	8.3	44.7	2.4	2.4	NA
2010	29.6	2.3	11.8	44.8	2.3	1.7	3.2
2009	31.4	3.8	11.1	42.5	3.1	5.2	5.4
2008	28.6	2.7	10.2	42.2	3.2	NA	2.9
2007	25.1	3.3	10.3	40.8	1.6	NA	3.1
2006	25.1	2.4	8.8	37.3	1.3	NA	1.1
2005	24.7	3.6	11.9	40.9	1.3	NA	NA
2004	31.1	2.6	10.4	47.3	1.8	NA	2.9
2003	26.4	2.3	11.7	43.8	2.3	NA	2.1

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

	Emergency	Non-emergency	In the PD	Requested Services	Traffic Violation	Other
2011	11.0	40.9	8.8	11.2	6.1	NA
2010	11.2	42.5	8.3	13.5	6.6	7.5
2009	14.4	44.3	9.0	11.8	6.1	6.6
2008	14.7	40.4	5.6	11.5	5.3	NA
2007	12.2	38.3	8.7	12.9	5.9	NA
2006	12.8	34.9	7.5	12.5	3.7	NA
2005	10.8	38.2	7.0	15.5	5.2	NA
2004	16.4	46.0	7.6	13.6	8.1	5.7
2003	13.0	40.7	7.3	11.1	4.8	5.9
2002	15.1	38.8	6.1	12.6	6.3	7.5

5. Aspects regarding your contact with the Woodridge Police Department.

Adequacy of Service Provided by Dispatcher

	Excellent	Good	(Combined)	Fair	Poor
2011	58.0	36.9	94.9	2.5	2.5
2010	61.7	31.2	92.9	5.2	1.9
2009	63.4	30.4	93.8	3.1	3.1
2008	63.4	30.7	94.1	4.6	1.3
2007	66.0	26.4	92.4	4.4	3.1
2006	58.3	33.8	92.1	5.8	2.2
2005	61.3	31.8	93.1	4.6	2.3
2004	70.5	24.3	94.8	4.0	1.2
2003	56.0	38.5	94.5	3.8	1.6
2002	60.7	35.6	96.3	2.7	0.9

Highest score in nine years!

Adequacy of Service Provided by Patrol Officer

	Excellent	Good	(Combined)	Fair	Poor
2011	58.3	32.6	90.9	5.7	3.4
2010	58.4	31.8	90.2	7.5	2.3
2009	62.1	33.3	95.4	1.5	3.0
2008	62.3	30.2	92.5	4.9	2.5
2007	65.7	26.0	91.7	4.7	3.6
2006	58.1	28.7	86.8	8.1	5.1
2005	58.7	31.4	90.1	7.6	2.3
2004	67.2	25.4	92.6	5.6	1.7
2003	59.0	32.0	91.0	6.0	3.0
2002	60.3	32.1	92.4	4.9	2.7

Police Attitude and Behavior

	Excellent	Good	(Combined)	Fair	Poor	Don't Know
2011	58.7	31.7	90.4	6.3	3.2	NA
2010	57.5	31.7	89.2	6.5	4.3	NA
2009	60.5	27.7	88.2	8.8	2.9	NA
2008	60.2	29.5	89.7	5.1	5.1	NA
2007	61.5	26.6	88.1	8.3	3.6	NA
2006	56.2	27.2	83.4	9.3	7.4	NA
2005	59.3	24.4	83.7	9.1	7.2	NA
2004	64.3	25.2	89.5	7.1	3.3	NA
2003	58.6	29.1	87.7	7.5	4.8	NA
2002	60.7	29.8	90.5	5.2	4.4	NA

Highest score in nine years!

Overall Agency Performance

	Excellent	Good	(Combined)	Fair	Poor	Don't Know
2011	52.2	38.0	90.2	6.0	3.8	NA
2010	53.9	37.1	91.0	7.9	1.1	NA
2009	57.4	39.5	96.9	1.3	1.8	NA
2008	58.0	35.6	93.6	6.3	0.0	NA
2007	61.1	30	91.1	6.1	2.8	NA
2006	51.6	36.6	88.2	7.8	3.9	NA
2005	53.2	37.6	90.8	6.3	2.9	NA
2004	65.1	30.8	95.9	4.1	0.0	NA
2003	54.4	35.3	89.7	8.8	1.4	NA
2002	53.8	38.3	92.1	5.0	2.9	NA

Response Time: Emergency

	Excellent	Good	(Combined)	Fair	Poor
2011	67.5	26.0	93.5	5.2	1.3
2010	73.2	22.5	95.7	2.8	1.4
2009	63.0	33.3	96.3	2.8	0.9
2008	74.7	18.4	93.1	6.9	0.0
2007	74.1	22.4	96.5	3.5	0.0
2006	62.0	33.8	95.8	1.4	2.8
2005	71.4	22.2	93.6	4.8	1.6
2004	80.5	17.5	98.0	2.5	0.0
2003	76.5	19.1	95.6	2.6	1.7
2002	76.5	19.1	95.6	2.6	1.7

Response Time: Non-emergency

	Excellent	Good	(Combined)	Fair	Poor
2011	51.7	37.9	89.6	5.7	4.6
2010	54.4	35.7	90.1	5.3	4.7
2009	56.9	35.9	92.8	6.2	1.0
2008	53.0	38.3	91.3	5.4	3.4
2007	56.1	39.3	95.4	2.9	1.7
2006	39.7	48.9	88.6	7.1	4.3
2005	50.5	40.1	90.6	6.8	2.6
2004	56.9	37.0	93.9	5.5	0.6
2003	49.2	41.5	90.7	6.2	3.1
2002	49.3	44.1	93.4	4.8	1.8

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

	Very Satisfied	Satisfied	(Combined)	Dissatisfied	Very Dissatisfied
2011	44.6	50.6	95.2	3.5	1.3
2010	53.4	41.5	94.9	3.6	1.6
2009	44.4	53.0	97.4	1.4	1.1
2008	46.6	49.8	96.4	2.3	1.3
2007	45.3	51.3	96.6	2.0	1.4
2006	40.8	53.7	94.5	3.7	1.7
2005	42.7	53.3	96.0	2.4	1.6
2004	45.1	52.2	97.3	2.4	0.3
2003	46.2	49.7	95.9	1.8	2.3
2002	42.7	52.7	95.4	2.5	2.1

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

	Yes	No
2011	40.8	59.2
2010	51.9	48.1
2009	49.9	50.1
2008	51.9	48.1
2007	45.7	54.3
2006	43.9	56.1
2005	50.3	49.7
2004	43.2	56.8
2003	37.9	62.1
2002	34.6	65.4

8. Please mark the programs you are aware of:

	Citizen's Police Academy	Neighborhood Watch	Child Safety Seat Checks	Junior Police Academy	Community Resource Center	Community Emergency Response Team	After School Program	Summer Camp Program
2011	NA	50.3	42.1	NA	30.7	NA	15.2	14.1
2010	NA	59.2	47.4	NA	37.4	14.9	21.0	17.8
2009	26.7	50.9	38.4	NA	29.5	13.7	NA	NA
2008	30.5	44.7	36.9	NA	31.6	NA	NA	NA
2007	27.2	44.6	34.7	NA	31.7	NA	NA	NA
2006	25.9	40.0	33.9	NA	28.8	NA	NA	NA
2005	35.1	45.4	34.6	NA	32.6	NA	NA	NA
2004	25.1	36.3	NA	9.7	33.4	NA	NA	NA
2003	21.8	32.7	NA	10.5	30.4	NA	NA	NA
2002	20.3	32.3	NA	11.3	NA	NA	NA	NA

Finance Department

9. Do you feel you receive a fair level of service for the property tax dollars you pay?

	Yes	No	Don't Know
2011	76.1	23.9	NA
2010	70.7	15.2	14.0
2009	70.9	14.0	15.0
2008	66.6	13.6	16.6
2007	63.2	16.3	20.5
2006	59.7	13.1	24.5
2005	66.5	13.3	18.0
2004	67.1	9.7	19.6
2003	62.9	13.4	21.2
2002	66.0	12.2	21.8

Highest score in 10 years!

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	Real Estate	Sales Tax	Amusement Tax
2011	14.4	55.2	.6	NA	16.1	13.6
2010	11.7	55.9	3.0	NA	16.8	12.6
2009	10.2	53.8	3.9	NA	13.6	18.4
2008	10.8	59.3	2.0	NA	10.8	17.2
2007	10.3	53.6	1.3	NA	19.1	15.7
2006	9.9	52.5	2.1	NA	11.2	17.3
2005	8.4	51.2	2.9	NA	15.1	22.4
2004	9.2	52.9	1.1	NA	23.0	13.7
2003	13.6	53.6	2.8	5.3	24.7	NA
2002	14.5	6.7	54.3	22.5	1.9	NA

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

	Mail	In person	Direct Debit	Drop Box	Website	Other
2011	38.0	12.3	23.5	16.7	21.9	NA
2010	41.7	11.5	17.8	17.0	19.0	7.5
2009	47.9	14.4	14.6	20.3	15.6	4.5
2008	52.4	14.4	18.7	19.3	NA	5.6
2007	51.9	13.4	18.5	15.3	NA	1.6
2006	62.7	12.0	14.7	14.9	NA	4.3
2005	60.9	14.4	16.0	17.1	NA	NA
2004	55.4	16.9	12.7	10.0	NA	5.0
2003	59.5	15.6	11.9	10.0	NA	3.0
2002	70.4	19.3	8.2	NA	NA	2.3

12. Rate the customer service in the Village Hall in servicing these matters.

	Excellent	Good	(Combined)	Fair	Poor	Don't Know
2011	37.4	54.1	91.5	7.2	1.4	NA
2010	46.9	44.1	91.0	7.5	1.4	NA
2009	42.4	48.9	91.3	7.6	1.1	NA
2008	39.8	51.6	91.4	8.6	0.0	NA
2007	39.1	52.0	91.1	8.5	0.4	NA
2006	39.7	48.2	87.9	10.6	1.5	NA
2005	33.1	59.7	92.8	6.1	1.1	NA
2004	33.5	55.8	89.3	7.6	3.1	NA
2003	20.1	38.8	58.9	5.5	2.1	31.9
2002	17.2	39.4	56.6	5.4	1.0	37.1

Public Works Department

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

Street Maintenance

	Excellent	Good	(Combined)	Fair	Poor	Don't Know
2011	25.2	57.6	82.8	15.8	1.4	NA
2010	29.0	57.6	86.6	11.6	1.8	NA
2009	30.4	54.8	85.2	12.6	2.2	NA
2008	29.0	57.4	86.4	11.7	1.9	NA
2007	27.4	60.3	87.7	11.4	1.0	NA
2006	29.1	58.2	87.3	11.9	0.8	NA
2005	21.9	64.2	86.1	11.8	2.1	NA
2004	27.2	60.7	87.9	8.4	3.7	NA
2003	27.4	59.5	86.9	10.9	2.1	NA
2002	28.8	58.2	87.0	8.8	4.1	NA

Plowing

	Excellent	Good	(Combined)	Fair	Poor	Don't Know
2009	25.1	46.7	71.8	19.6	8.6	NA
2010	30.6	49.2	79.8	16.2	3.9	NA
2009	25.8	49.4	75.2	19.9	4.9	NA
2008	32.0	47.0	79.0	15.0	6.0	NA
2007	27.9	49.9	77.8	16.6	5.6	NA
2006	29.0	51.4	80.4	13.8	5.8	NA
2005	24.6	52.2	76.8	17.5	5.7	NA
2004	26.5	52.7	79.2	17.4	3.5	NA
2003	26.0	52.5	78.5	15.5	6.0	NA
2002	25.6	47.5	73.1	20.5	6.3	NA

Street Cleaning

	Excellent	Good	(Combined)	Fair	Poor	Don't Know
2011	22.2	56.5	78.7	17.7	3.7	NA
2010	27.4	54.1	81.5	16.1	2.4	NA
2009	25.8	51.4	77.2	19.3	3.5	NA
2008	25.0	54.4	79.4	16.5	4.1	NA
2007	21.8	58.9	80.7	16.4	2.9	NA
2006	28.8	48.8	77.6	19.1	3.3	NA
2005	20.0	58.4	78.4	17.2	4.4	NA
2004	23.2	58.2	81.4	13.3	3.9	NA
2003	24.4	55.6	80.0	15.7	4.3	NA
2002	27.0	54.2	81.2	14.8	3.9	NA

Street Lighting

	Excellent	Good	(Combined)	Fair	Poor	Don't Know
2011	22.7	50.3	73.0	20.4	6.6	NA
2010	26	52.4	78.4	17.7	3.9	NA
2009	23.0	54.0	77.0	17.1	5.9	NA
2008	26.4	49.6	76.0	17.7	6.3	NA
2007	20.7	51.3	72.0	20.0	8.0	NA
2006	25.7	48.3	74.0	17.1	8.8	NA
2005	22.2	55.8	78.0	16.2	5.7	NA
2004	22.2	55.1	77.3	16.4	5.0	NA
2003	21.8	50.2	72.0	19.8	8.2	NA
2002	22.9	50.6	73.5	19.8	6.7	NA

Streetscape

	Excellent	Good	(Combined)	Fair	Poor	Don't Know
2011	29.7	52.5	82.2	16.7	1.1	NA
2010	37.6	48.5	86.1	12.4	1.5	NA
2009	36.8	52.1	88.9	9.8	1.3	NA
2008	38.8	50.7	89.5	9.4	1.1	NA
2007	34.1	51.1	85.2	13.1	1.7	NA
2006	35.7	52.1	87.8	11.6	0.6	NA
2005	34.2	51.0	85.2	11.6	3.2	NA
2004	35.5	55.1	90.6	9.1	1.9	NA
2003	NA	NA	NA	NA	NA	NA

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

	Too Much	About Right	Not Enough
2011	3.9	70.9	25.2
	Yes	No	
2010	82.7	17.3	

Tree Planting

	Too Much	About Right	Not Enough
2011	3.7	78.7	17.6

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

	Very Satisfied	Satisfied	Combined	Dissatisfied	Very Dissatisfied	Don't Know
2011	39.4	53.1	92.5	5.3	2.2	NA
2010	35.9	58.7	94.6	3.9	1.5	NA
2009	31.8	60.4	92.2	5.5	2.2	NA
2008	28.6	65.0	93.6	5.6	0.8	NA
2007	25.5	66.2	91.7	6.6	1.7	NA

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

	Yes	No	Don't Know
2011	9.9	90.1	NA
2010	6.2	93.8	NA
2009	10.8	89.2	NA
2008	8.1	91.9	NA
2007	11.7	88.3	NA
2006	13.1	86.9	NA
2005	11.9	88.1	NA
2004	11.0	89.0	NA
2003	14.0	80.3	4.6
2002	11.5	85.1	3.4
2001	14.0	82.7	1.3
2000	11.2	85.4	2.7

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

	Service Line	Sewer Main
2011	55.6	44.4
2010	36.4	59.1
2009	65.1	34.9
2008	55.6	44.4
2007	62.8	37.2
2006	69.2	30.8

17. Indicate your level of satisfaction with water:

Quality

	Excellent	Good	Fair	Poor
2011	44.2	47.8	6.6	1.4
2010	48.1	50.1	1.5	0.3

Reliability

	Excellent	Good	Fair	Poor
2011	56.5	39.3	3.4	0.8
2010	57.5	40.3	1.8	0.3

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

	Yes	No	Don't Know
2011	89.0	11.0	N/A
2010	93.3	6.7	N/A
2009	87.3	8.3	4.4
2008	85.8	6.4	5.9
2007	87.6	7.4	5.0
2006	82.4	5.6	10.1
2005	89.6	4.3	6.1
2004	90.5	4.2	5.3
2003	83.7	8.3	8.1
2002	88.5	6.1	5.4

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

ADULT UTILIZATION

	Frequently	Sometimes	(Combined)	Never	Not Familiar
2011	22.7	45.2	67.9	26.3	5.8
2010	19.6	46.4	66.0	29.2	4.8
2009	25.9	42.2	68.1	27.8	4.1
2008	22.1	38.5	60.6	34.2	5.2
2007	19.1	39.6	58.7	36.2	5.1
2006	22.3	36.3	58.6	37.1	4.4
2005	21.1	41.0	62.1	33.4	4.6
2004	23.3	39.6	62.9	32.6	4.5
2003	20.1	32.0	52.1	43.0	5.0
2002	NA	NA	NA	NA	NA

CHILD UTILIZATION

	Frequently	Sometimes	(Combined)	Never	Not Familiar
2011	14.5	30.9	45.4	40.6	14.1
2010	14.0	34.7	48.7	42.3	9.0
2009	20.4	35.7	56.1	34.3	9.6
2008	15.8	39.4	55.2	37.6	7.2
2007	15.3	36.0	51.3	38.9	9.8
2006	15.6	33.5	49.1	46.2	4.7
2005	16.9	37.4	54.3	40.9	4.7
2004	16.5	38.1	54.6	39.0	6.5
2003	17.4	33.0	50.4	44.3	5.3
2002	NA	NA	NA	NA	NA

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

ADULT UTILIZATION

	Bicycling	Running/Jogging	Walking	Commuting	Rollerblading	Skateboarding
2011	44.9	18.4	60.8	4.7	N/A	N/A
2010	44.0	17.0	55.7	N/A	3.2	0.9
2009	46.7	17.5	53.1	N/A	5.0	0.5
2008	43.6	15.8	53.5	N/A	2.1	0.3
2007	37.1	15.7	50.2	N/A	2.1	0.5
2006	40.3	13.6	46.4	N/A	3.5	0.0
2005	44.0	17.8	49.2	N/A	4.5	0.4
2004	41.3	16.2	46.2	N/A	6.0	1.0
2003	37.3	17.0	39.8	N/A	4.8	0.4
2002	NA	NA	NA	N/A	NA	NA

CHILD UTILIZATION

	Bicycling	Running/Jogging	Walking	Commuting	Rollerblading	Skateboarding
2011	21.9	5.8	17.3	1.1	N/A	N/A
2010	23.6	6.0	18.4	N/A	4.6	3.4
2009	24.8	5.4	18.2	N/A	3.8	2.6
2008	25.9	5.3	18.4	N/A	3.2	3.2
2007	23.2	5.6	21.8	N/A	4.2	4.2
2006	23.5	5.1	12.5	N/A	3.7	2.4
2005	23.8	5.6	16.0	N/A	5.4	3.8
2004	27.2	5.2	14.1	N/A	9.1	4.4
2003	24.7	5.7	13.8	N/A	7.3	3.4
2002	NA	NA	NA	N/A	NA	NA

21. Rate your satisfaction with the Woodridge Bikeway System.

	Very Satisfied	Satisfied	(Combined)	Dissatisfied	Very Dissatisfied
2011	39.2	57.1	96.3	2.6	1.1
2010	46.1	52.3	98.4	1.6	0.0
2009	42.4	55.3	97.7	1.3	1.0
2008	43.4	53.1	96.5	1.9	1.6
2007	39.8	56.7	96.5	2.1	1.4
2006	43.5	54.9	98.4	1.6	NA
2005	42.6	54.2	96.8	2.3	1.0
2004	43.5	52.9	96.4	1.8	1.8
2003	37.9	56.2	94.1	3.9	2.0
2002	NA	NA	NA	NA	NA

Community Development

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

	Deck	Swimming Pool	Shed	Home Improvement	Fence	Driveway
2011	12.1	0.8	6.6	15.9	14.2	11.0
2010	14.1	2.6	4.6	14.7	15.2	12.1
2009	12.7	4.5	3.5	14.6	9.9	13.0
2008	11.5	2.1	5.3	12.6	11.2	10.7
2007	12.2	3.5	5.6	13.6	9.2	8.7
2006	13.9	2.4	5.3	13.6	11.2	7.7
2005	11.9	3.4	5.4	9.7	10.6	11.5
2004	14.1	3.7	4.9	11.0	8.6	8.1
2003	13.9	3.4	4.4	7.1	7.8	8.0
2002	11.5	3.8	3.8	13.4	8.0	NA

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
2011	93.2	6.8	NA
2010	95.5	4.5	NA
2009	69.9	3.1	27.0
2008	90.9	9.1	NA
2007	93.4	6.6	NA
2006	89.9	10.1	NA
2005	91.4	8.6	NA
2004	91.6	8.4	NA
2003	93.1	6.9	NA
2002	85.1	14.9	NA

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

Landscaping

	Very Well	Well	(Combined)	Fair	Poor
2011	32.5	55.3	87.8	11.1	1.1
2010	40.6	49.1	89.7	9.1	1.3
2009	37.3	53.7	91.0	7.7	1.3
2008	42.0	49.7	91.7	6.9	1.4
2007	33.9	56.3	90.2	8.5	1.3
2006	34.1	55.9	90.0	9.4	0.6
2005	34.6	52.6	87.2	10.3	2.4
2004	33.6	55.2	88.8	10.1	1.1
2003	35.3	53.9	89.2	9.2	1.6
2002	44.8	47.0	91.8	7.5	0.8

Lighting

	Very Well	Well	(Combined)	Fair	Poor
2011	30.2	59.2	89.4	8.9	1.7
2010	34.7	57.4	92.1	6.9	0.9
2009	34.5	56.7	91.2	7.0	1.8
2008	36.9	56.8	93.7	4.3	2.0
2007	29.6	59.0	88.6	9.9	1.5
2006	30.2	58.9	89.1	8.3	2.7
2005	31.1	53.7	84.8	12.8	2.4
2004	30.2	58.4	88.6	10.0	1.4
2003	29.2	60.2	89.4	9.3	1.4
2002	34.1	52.9	87.0	9.9	3.0

Parking Lots

	Very Well	Well	(Combined)	Fair	Poor
2011	27.0	60.8	87.8	9.9	2.3
2010	31.8	58.2	90.0	7.4	2.6
2009	29.7	58.5	88.2	10.0	1.8
2008	34.4	55.5	89.9	7.5	2.6
2007	26.9	60.0	86.9	11.0	2.1
2006	29.0	57.9	86.9	10.7	2.4
2005	27.8	55.4	83.2	14.4	2.4
2004	27.9	58.9	86.8	11.5	1.7
2003	27.3	60.4	87.7	10.5	1.8
2002	31.5	54.3	85.8	12.7	2.0

Signs

	Very Well	Well	(Combined)	Fair	Poor
2011	30.1	59.4	89.5	9.9	0.6
2010	33.9	59.5	93.4	6.0	0.6
2009	33.2	59.0	92.2	7.0	0.8
2008	36.8	55.9	92.7	5.2	2.0
2007	27.1	64.1	91.2	7.8	1.0
2006	27.9	57.1	85.0	11.5	3.5
2005	28.8	59.3	88.1	11.0	1.0
2004	27.2	61.6	88.8	9.5	1.7
2003	28.1	61.9	90.0	9.5	0.5
2002	34.8	55.8	90.6	8.4	1.0

Overall

	Very Well	Well	(Combined)	Fair	Poor
2011	29.5	60.1	89.6	10.1	0.3
2010	33.5	59.8	93.3	6.0	0.6
2009	31.8	60.5	92.3	7.1	0.5
2008	36.1	57.1	93.2	5.3	1.5
2007	29.1	61.9	91.0	8.5	0.5
2006	29.4	58.8	88.2	11.0	0.9
2005	27.0	61.4	88.4	11.0	1.0
2004	27.4	63.1	90.5	9.2	0.3
2003	27.7	63.7	91.4	8.1	0.5
2002	33.0	58.4	91.4	8.2	0.4

25. Check any improvements you would like to see to existing commercial developments.

	Exterior Building Appearance	Security	Environmental Appearance	Accessibility
2011	7.7	4.7	9.1	3.3
2010	6.6	2.6	6.0	2.0
2009	6.6	4.7	6.8	4.2
2008	10.4	5.1	10.7	4.0
2007	9.4	7.3	11.7	2.6
2006	12.0	6.1	14.7	5.9
2005	11.7	7.4	12.4	4.9
2004	8.1	5.2	7.0	2.6
2003	7.8	6.5	11.5	5.7
2002	11.5	9.4	13.2	5.2

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

	Very Well	Well	(Combined)	Fair	Poor	Don't Know
2011	15.3	62.9	78.2	19.0	2.8	NA
2010	19.5	59.3	78.8	19.8	1.5	NA
2009	17.3	62.4	79.7	18.8	1.5	NA
2008	22.0	57.6	79.6	18.4	2.0	NA
2007	18.8	61.1	79.9	18.3	1.8	NA
2006	20.6	67.0	87.6	12.2	0.3	NA
2005	17.5	61.7	79.2	19.4	1.5	NA
2004	20.2	60.7	80.9	16.8	2.3	NA
2003	19.3	62.3	81.6	18.5	0.9	NA
2002	18.6	63.9	82.5	16.2	1.4	NA

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

See open ended response report.

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

	Yes	No
2011	8.8	91.2
2010	4.6	95.4

29. How well are the following regulatory ordinances enforced?

Fences

	Very Well	Well	(Combined)	Fair	Poor	Don't Know
2011	16.3	61.5	77.8	18.3	4.0	NA
2010	23.2	56.8	80.0	14.9	5.0	NA
2009	18.7	60.2	78.9	17.3	3.7	NA
2008	17.2	61.6	78.8	15.1	6.1	NA
2007	16.2	63.0	79.2	17.2	3.6	NA
2006	18.4	64.3	82.7	13.3	3.9	NA
2005	17.6	58.5	76.1	19.4	4.5	NA
2004	19.0	62.0	81.0	14.1	4.9	NA
2003	17.8	62.0	79.8	16.2	4.0	NA
2003	17.8	62.0	79.8	16.2	4.0	NA
2002	22.8	56.6	79.4	14.3	6.3	NA

Garbage

	Very Well	Well	(Combined)	Fair	Poor	Don't Know
2011	20.4	61.2	81.6	14.3	4.1	NA
2010	28.4	56.5	84.9	11.4	3.7	NA
2009	23.1	58.4	81.5	15.9	2.7	NA
2008	21.4	63.1	84.5	10.0	5.5	NA
2007	19.7	61.8	81.5	16.4	2.1	NA
2006	22.4	56.5	78.9	17.4	3.7	NA
2005	21.4	59.2	80.6	14.2	5.1	NA
2004	25.2	58.3	83.5	13.9	2.6	NA
2003	24.0	61.2	85.2	11.9	2.8	NA
2002	25.8	59.7	85.5	9.6	4.9	NA

Storage of Junk

	Very Well	Well	(Combined)	Fair	Poor	Don't Know
2011	11.9	55.8	67.7	19.0	13.4	NA
2010	15.5	49.8	65.3	24.3	10.4	NA
2009	18.1	45.4	63.5	26.3	10.2	NA
2008	14.5	48.8	63.3	23.5	13.1	NA
2007	16.4	49.1	65.5	25.3	9.3	NA
2006	17.5	43.3	60.8	27.6	11.6	NA
2005	15.3	51.8	67.1	21.5	11.5	NA
2004	17.2	47.2	64.4	23.2	12.4	NA
2003	13.0	55.7	68.7	20.6	10.7	NA
2002	19.1	48.2	67.3	21.6	11.1	NA

Highest score in 8 years!

Vehicle Parking

	Very Well	Well	(Combined)	Fair	Poor	Don't Know
2011	15.1	56.3	71.4	18.3	10.3	NA
2010	20.8	49.3	70.1	15.3	14.6	NA
2009	21.7	48.7	70.4	19.7	10.0	NA
2008	17.1	55.2	72.3	16.5	11.1	NA
2007	18.2	52.2	70.4	22.1	7.5	NA
2006	20.7	50.2	70.9	15.7	13.4	NA
2005	22.0	50.0	72.0	17.0	11.0	NA
2004	22.0	49.5	71.5	19.0	9.5	NA
2003	19.1	51.4	70.5	16.5	12.9	NA
2002	23.5	47.0	70.5	18.9	10.6	NA

Weeds

	Very Well	Well	(Combined)	Fair	Poor	Don't Know
2011	7.8	48.8	56.6	30.5	12.9	NA
2010	13.8	45.8	59.6	23.6	16.7	NA
2009	15.5	44.9	60.4	24.8	14.9	NA
2008	12.5	43.4	55.9	29.3	14.8	NA
2007	13.9	43.5	57.4	29.3	13.3	NA
2006	11.3	45.4	56.7	28.9	14.4	NA
2005	13.2	48.5	61.7	25.1	13.2	NA
2004	14.3	46.8	61.1	25.3	13.7	NA
2003	13.2	46.6	59.8	26.7	13.5	NA
2002	15.8	46.0	61.8	25.3	13.0	NA

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

Construction Materials

	Excellent	Good	(Combined)	Fair	Poor
2011	18.0	76.3	94.3	5.1	.07
2010	19.5	73.6	93.1	6.5	0.3
2009	18.1	75.0	93.1	6.3	0.6
2008	20.3	73.2	93.5	5.8	0.7
2007	19.9	71.3	91.2	7.9	0.9
2006	21.5	74.5	96.0	4.0	0.0
2005	19.3	74.5	93.8	5.6	0.6
2004	22.4	70.4	92.8	5.9	1.3
2003	20.7	72.4	93.1	5.8	1.1
2002	25.3	70.1	95.4	3.9	0.7

Highest score in eight years!

Appearance

	Excellent	Good	(Combined)	Fair	Poor
2011	22.7	72.3	95.0	4.3	0.7
2010	25.2	69.2	94.4	5.6	0.0
2009	24.2	69.9	94.1	5.0	0.9
2008	26.5	69.3	95.8	4.2	0.0
2007	23.5	69.8	93.3	6.4	0.3
2006	29.4	67.6	97.0	3.0	0.0
2005	24.7	69.6	94.3	5.2	0.5
2004	27.7	66.2	93.9	4.2	1.9
2003	27.5	66.1	93.6	5.4	1.0
2002	30.7	64.4	95.1	4.0	0.9

Traffic Circulation

	Excellent	Good	(Combined)	Fair	Poor
2011	17.8	69.8	87.6	11.1	1.3
2010	16.7	68.9	85.6	12.7	1.7
2009	17.0	68.8	85.8	12.5	1.8
2008	16.9	69.5	86.4	10.7	2.9
2007	15.1	68.5	83.6	14.5	2.0
2006	16.0	67.2	83.2	13.0	3.8
2005	14.3	65.7	80.0	16.8	3.3
2004	19.7	62.6	82.3	14.2	3.5
2003	15.9	66.9	82.8	12.8	4.4
2002	18.9	61.7	80.6	14.3	5.1

Highest score in eight years!

Parking

	Excellent	Good	(Combined)	Fair	Poor
2011	18.1	73.9	92.0	7.4	0.7
2010	18.9	72.0	90.9	7.8	1.4
2009	19.3	74.1	93.4	6.0	0.6
2008	19.2	72.3	91.5	6.2	2.3
2007	18.6	71.3	89.9	9.7	0.3
2006	19.6	68.4	88.0	9.5	2.5
2005	16.4	71.3	87.7	10.0	2.2
2004	23.0	66.6	89.6	8.5	2.0
2003	20.6	69.5	90.1	8.6	1.3
2002	23.0	67.3	90.3	7.0	2.7

Signage

	Excellent	Good	(Combined)	Fair	Poor
2011	18.2	72.7	90.9	8.1	1.0
2010	18.0	72.9	90.9	8.1	1.0
2009	18.6	73.1	91.7	7.4	0.9
2008	19.3	72.5	91.8	6.9	1.3
2007	19.5	71.0	90.5	8.9	0.6
2006	21.4	69.0	90.4	8.2	1.4
2005	17.4	72.3	89.7	8.7	1.7
2004	22.0	68.8	90.8	8.6	0.7
2003	17.4	73.3	90.7	8.4	0.8
2002	24.0	66.4	90.4	8.2	1.4

Access

	Excellent	Good	(Combined)	Fair	Poor
2011	18.8	74.1	92.9	6.5	0.7
2010	17.7	75.5	93.2	6.8	0.0
2009	19.2	74.3	93.5	5.9	0.6
2008	21.2	71.7	92.9	6.2	1.0
2007	17.8	71.6	89.4	9.2	1.4
2006	20.4	70.5	90.9	8.1	1.1
2005	18.9	70.7	89.6	9.3	1.1
2004	22.3	68.3	90.6	8.7	0.7
2003	19.1	70.2	89.3	9.4	1.3
2002	23.2	66.1	89.3	9.3	1.4

Building Design

	Excellent	Good	(Combined)	Fair	Poor
2011	17.9	74.5	92.4	6.6	1.0
2010	19.9	74.0	93.9	5.5	0.7
2009	19.1	73.3	92.4	6.7	0.9
2008	22.8	69.7	92.5	6.8	0.7
2007	19.5	70.2	89.7	9.1	1.2
2006	22.6	68.9	91.5	7.4	1.1
2005	19.9	69.3	89.2	9.8	0.9
2004	22.6	67.1	89.7	8.9	1.4
2003	21.2	69.6	90.8	8.1	1.1
2002	24.5	64.4	88.9	7.7	3.4

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

	Apartments	Condos	Townhomes	Single Family Homes	Senior Housing	Other
2011	1.1	5.1	16.2	48.5	45.1	NA
2010	0.9	6.6	17.0	45.7	39.9	8.0
2009	1.4	5.9	16.3	45.3	34.2	7.1
2008	1.9	4.8	21.4	32.9	41.4	NA
2007	0.9	5.2	15.3	48.6	32.6	NA
2006	1.3	8.0	17.3	49.9	28.5	NA
2005	0.9	4.6	13.7	54.6	25.2	NA
2004	0.3	3.9	13.6	58.7	23.5	0.3
2003	1.3	5.0	15.9	54.7	27.3	0.4
2002	1.7	4.2	17.6	56.2	28.1	1.3

Highest score in ten years!

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

	Retail	Medical Facilities	Light Industrial	Restaurants	Theatres	Office	Services	Hotels	Manufacturing	Banquet Facilities
2011	46.0	29.2	17.5	52.1	10.9	16.2	15.0	27.3	18.7	13.1
2010	47.1	26.7	19.8	53.7	NA	19.0	21.0	19.5	12.9	NA
2009	35.4	25.7	13.7	40.8	NA	12.5	9.7	15.6	7.8	NA
2008	32.1	18.2	9.1	45.7	NA	15.2	9.6	15.5	8.3	NA
2007	37.3	20.4	9.9	48.1	NA	12.4	9.9	17.6	8.7	NA
2006	33.6	17.6	8.8	46.1	NA	11.7	8.3	14.4	8.3	NA
2005	36.6	17.8	10.6	48.8	NA	13.3	7.0	18.2	7.4	NA
2004	32.4	16.4	11.0	46.0	NA	12.3	8.1	14.1	6.0	NA
2003	32.1	22.2	11.1	41.1	NA	14.3	9.4	17.4	10.3	NA
2002	27.0	24.7	11.5	46.3	NA	14.7	7.6	16.1	9.0	NA

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 and Internet Services

34. Please mark your cable service provider.

	Comcast	AT&T	None
2011	74.2	8.6	17.2
2010	80.0	7.4	12.6
2009	76.5	4.5	19.1

35. Do you currently have satellite television service?

	Yes	No
2011	19.8	80.2
2010	20.8	79.2
2009	22.1	77.9
2008	18.4	81.6
2007	17.6	82.4
2006	19.2	80.8

36. Do you have access to the Internet?

	Home	Work	Neither
2011	89.1	42.3	5.3
2010	88.2	49.7	2.9
2009	84.0	43.4	5.7
2008	83.7	48.7	7.5
2007	83.1	50.0	8.9
2006	82.7	52.3	6.9
2005	80.0	53.9	9.9
2004	82.0	55.1	9.7
2003	80.5	53.5	10.3
2002	NA	NA	8.1

Do you have a high speed connection?

	Home	Work	Neither
2011	84.4	42.3	5.3
2010	85.3	44.8	4.9
2009	78.5	37.7	8.3
2008	73.3	43.6	13.4
2007	69.5	43.2	15.5
2006	62.1	39.7	18.1
2005	52.6	44.0	23.4
2004	41.5	39.2	27.7
2003	36.5	35.4	34.0

Community Involvement

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

	1-4 Hours	5-8 Hours	9 or More	None
2011	14.8	9.5	8.7	67.0
2010	19.5	7.2	10.2	63.2
2009	18.1	5.2	7.4	69.2
2008	17.1	7.9	9.5	65.5
2007	16.8	8.9	7.9	66.4
2006	15.5	8.5	10.1	65.8
2005	12.0	7.5	10.7	69.8
2004	16.1	5.8	10.6	67.5
2003	15.3	7.5	9.0	68.3
2002	14.8	6.5	9.3	69.3

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 you participated in, rank your level of satisfaction.

EVENT	Very Satisfied	Satisfied	(Combined)	Not Satisfied
<i>Woodridge Jubilee</i>				
2011	35.9	56.4	92.3	7.7
2010	38.7	54.0	92.7	7.4
2009	41.0	50.9	91.9	8.1
2008	33.6	59.1	92.7	7.4
2007	35.9	54.9	90.8	9.2
2006	22.0	65.1	87.1	12.8
<i>All-Village Garage Sale</i>				
2011	20.9	74.4	98.9	4.7
2010	23.4	70.1	93.5	6.5
2009	30.8	61.5	92.3	7.7
2008	28.3	64.2	92.5	7.5
2007	21.2	69.2	90.4	9.6
2006	25.8	71.0	96.8	3.2
<i>Town Meeting</i>				
2011	24.3	71.4	95.7	4.2
2010	25.7	64.3	90.0	10.0
2009	33.9	57.1	91.0	8.9
2008	42.1	49.1	91.2	8.8
2007	20.5	69.2	89.7	10.3
2006	24.3	54.1	78.4	21.6
<i>Neighborhood Dialogue</i>				
2011	15.3	74.6	89.9	10.2
2010	35.8	52.2	88.0	11.9
2009	34.1	51.2	85.3	14.6
2008	31.4	51.4	82.8	17.1
2007	20.0	70.0	90.0	10.0
2006	35.0	40.0	75.0	25.0
<i>New Resident Packet</i>				
2011	33.8	60.8	94.6	5.4
2010	41.8	55.2	97.0	3.0
2009	45.5	45.5	91.0	9.1
2008	33.3	58.3	91.6	8.3
2007	32.7	57.1	89.8	10.2
2006	53.7	36.6	90.3	9.8
<i>Cultural Fest</i>				
2011	19.1	75.0	94.1	5.9
2010	24.7	61.8	86.5	13.5
2009	31.3	55.2	86.5	13.4
2008	27.7	59.6	87.3	12.8
2007	22.7	65.9	88.6	11.4
2006	22.2	58.3	80.5	19.4
<i>Fireworks Display</i>				
2011	52.0	44.7	96.7	3.4
2010	43.9	52.0	95.9	4.0
2009	61.0	37.7	98.7	1.4
2008	68.2	27.9	96.1	3.9
2007	56.5	40.5	97.0	3.0
2006	66.0	33.0	99.0	0.8

Public Relations

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

	Yes	No	Don't Know
2011	82.9	17.1	NA
2010	86.6	13.4	NA
2009	70.7	14.1	15.2
2008	82.0	18.0	NA
2007	77.2	22.8	NA
2006	79.5	16.3	NA
2005	66.1	16.4	10.8
2004	64.8	17.0	11.7
2003	64.8	17.6	13.4
2002	63.1	17.0	15.3

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 last year, how would you rate their service?

	Excellent	Good	(Combined)	Fair	Poor
2011	41.3	50.7	92.0	5.6	2.3
2010	48.8	42.4	91.2	6.8	2.0
2009	37.5	53.0	90.5	7.1	2.4
2008	30.8	59.5	90.3	9.3	0.4
2007	33.7	55.8	89.5	9.6	0.8
2006	32.8	56.9	89.7	8.7	1.5
2005	30.3	60.9	91.2	7.7	1.1
2004	33.8	56.4	90.2	8.1	1.7
2003	34.3	52.1	86.4	10.4	3.2
2002	31.7	58.3	90.0	8.5	1.6

Highest score in ten years!

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

The Woodridge Weekly

	Always	Often	Sometimes	Seldom	Never
2011	16.0	14.0	17.2	16.4	36.4
2010	13.1	17.6	19.0	14.0	36.2
2009	5.2	13.7	20.7	19.3	41.1
2008	16.5	12.5	14.3	10.8	45.9
2007	17.6	14.2	11.1	12.1	44.9
2006	14.4	13.4	17.6	12.0	42.6
2005	14.5	19.2	16.2	10.3	39.8
	Weekly	Monthly	6 Times a Year	Once a Year	Never
2004	46.0	7.2	7.6	4.7	34.4
2003	49.9	10.2	7.2	5.0	27.7
2002	35.4	12.0	7.5	7.3	33.1

The Village's Website

	Always	Often	Sometimes	Seldom	Never
2011	8.6	9.3	44.4	16.3	21.4
2010	11.0	16.0	37.6	15.6	19.8
2009	8.0	11.3	34.3	20.8	25.5
2008	3.8	14.8	29.3	20.2	31.9
2007	4.2	8.3	33.2	19.0	35.3
2006	6.3	6.7	32.7	18.1	36.2
2005	7.8	10.8	25.0	17.9	38.5
	Weekly	Monthly	6 Times a Year	Once a Year	Never
2004	14.2	14.2	15.9	14.7	34.4
2003	11.9	10.0	16.2	15.0	46.9

Channel 6 WCTV

	Always	Often	Sometimes	Seldom	Never
2011	2.0	7.8	22.1	20.5	47.5
2010	5.1	9.8	26.5	18.4	40.2
2009	5.6	10.2	31.3	18.0	34.9
2008	1.8	16.2	28.5	15.5	37.9
2007	3.6	14.3	32.2	15.0	34.9
2006	6.7	12.2	38.1	10.7	32.2
2005	6.4	15.5	33.9	13.3	30.9
	Weekly	Monthly	6 Times a Year	Once a Year	Never
2004	22.4	22.4	19.2	2.9	33.1
2003	21.2	23.3	15.3	7.3	33.0

Focus

	Always	Often	Sometimes	Seldom	Never
2011	19.1	25.7	27.6	11.7	16.0
2010	21.5	23.9	30.0	7.3	17.4
2009	18.9	21.6	26.8	10.0	22.7
2008	16.0	27.2	26.5	8.6	21.6
2007	14.1	22.2	27.8	9.5	26.5
2006	14.6	20.9	27.6	10.2	26.8
2005	15.5	25.8	26.5	10.3	21.9
	Weekly	Monthly	6 Times a Year	Once a Year	Never
2004	4.9	26.0	32.4	11.3	25.5
2003	5.8	25.6	28.9	12.0	27.7

E-News

	Always	Often	Sometimes	Seldom	Never
2011	16.5	12.7	14.8	11.4	44.5
2010	25.5	11.6	11.6	9.7	41.7
2009	23.0	8.9	12.5	16.9	38.7
2008	10.9	15.3	12.1	10.1	51.6
2007	15.2	9.0	11.6	12.3	52.0
2006	17.0	7.0	10.5	10.0	55.5
2005	14.4	11.4	11.8	10.0	52.4

Waterbilling Briefs

	Always	Often	Sometimes	Seldom	Never
2011	23.8	28.7	29.6	7.8	10.1
2010	30.5	24.6	29.8	9.1	6.0
2009	26.8	24.7	30.1	9.3	9.0
2008	20.5	24.7	27.9	10.4	16.6
2007	20.7	21.1	29.3	12.6	16.3
2006	20.7	21.1	29.3	12.6	16.3
2005	21.2	30.1	29.8	7.5	11.4
	Weekly	Monthly	6 Times a Year	Once a Year	Never
2004	7.1	26.1	30.3	12.2	24.4
2003	7.7	31.0	25.3	12.7	23.3

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

	Yes	No
2011	68.3	31.7
2010	75.7	24.3
2009	60.1	39.9
2008	59.0	41.0
2007	53.9	46.1
2006	54.9	45.1
2005	51.7	48.3
2004	49.5	50.5
2003	40.8	59.2
2002	31.4	68.6

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

Quality of Information

	Excellent	Good	(Combined)	Fair	Poor
2011	28.9	63.2	92.1	7.1	0.8
2010	31.8	61.2	93.0	6.2	0.8
2009	24.3	68.1	92.4	6.0	1.7
2008	26.2	64.3	90.5	9.0	0.5
2007	18.9	71.2	90.1	8.6	1.4
2006	21.5	65.6	87.1	10.3	2.6
2005	22.7	67.6	90.3	8.0	1.8
2004	25.8	63.2	89.0	9.5	1.6
2003	20.2	66.2	86.4	12.1	1.5

How would you rate the ease of navigation of the website?

	Excellent	Good	(Combined)	Fair	Poor
2011	25.0	55.7	80.7	15.4	3.9
2010	32.4	54.6	87.0	11.8	1.3
2009	19.0	63.3	82.3	13.0	4.3
2008	24.0	62.7	86.7	11.8	1.5
2007	16.8	68.7	85.5	13.1	1.4
2006	21.2	61.4	82.6	14.3	3.2
2005	24.3	59.2	83.5	14.2	2.3
2004	27.0	60.0	87.0	11.9	1.1
2003	NA	NA	NA	NA	NA

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

See open ended response report.

47. If you have cable television, do you turn to Woodridge Community TV (WCTV) for local information?

	Yes	No
2011	35.3	64.7
2010	41.1	58.9
2009	48.9	51.1
2008	61.5	38.5
2007	62.0	38.0
2006	70.1	29.9
2005	68.9	31.1
2004	66.7	33.3
2003	61.6	38.4
2002	67.8	32.2

48. If you watch WCTV, do you find the information useful?

	Very Useful	Useful	(Combined)	Somewhat Useful	Not Useful	Don't Know
2011	8.5	32.2	40.7	51.7	32.2	NA
2010	5.1	35.8	40.9	46.0	13.1	NA
2009	10.4	37.0	47.4	48.7	3.9	NA
2008	11.2	39.1	50.3	46.7	3.0	NA
2007	15.3	28.7	44.0	3.5	52.5	NA
2006	15.6	36.5	52.1	1.6	46.4	NA
2005	13.7	32.6	46.3	3.1	50.7	NA
2004	15.7	27.7	43.4	7.3	49.2	NA
2003	11.0	28.6	39.6	7.8	52.7	NA
2002	11.6	26.6	38.2	6.9	54.8	NA

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

	Community Events (Jubilee/Fireworks)	Park District Events (Sports)	Interviews (Various Topics & People)	School Events	Municipal Programs	Library Events	Informational Postings	Government Meetings
2011	31.1	25.2	17.1	23.0	28.6	28.3	23.5	21.0
2010	35.3	21.8	18.7	19.5	31.6	23.9	33.9	NA
2009	29.0	24.3	15.6	20.8	24.8	21.5	26.2	NA
2008	25.7	20.9	16.6	22.5	27.3	18.7	27.8	NA
2007	30.0	25.4	17.8	21.8	26.8	23.7	30.0	NA
2006	28.3	19.5	17.9	20.8	25.1	19.7	25.6	NA
2005	29.2	19.8	16.6	20.0	26.5	14.6	32.6	NA
2004	29.0	21.7	15.4	20.9	27.4	18.3	29.5	NA
2003	29.4	21.8	19.5	27.3	29.8	22.6	NA	NA
2002	28.1	21.2	15.9	24.1	27.3	18.5	NA	NA

Utilities

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

	None	1-4 Times	5-8 Times	More than 8
2011	15.1	70.2	11.1	3.7
2010	10.3	73.9	12.4	3.3
2009	7.8	76.9	10.3	5.0
2008	13.7	72.1	10.4	3.8
2007	17.6	71.1	7.7	3.6
2006	15.1	70.4	9.4	5.1
2005	15.8	68.4	9.3	6.5
2004	18.0	71.4	8.2	2.4
2003	8.6	71.2	12.8	7.4

51. How often does the interruption last over an hour?

	0-1 Times	2-3 Times	4 or More
2011	43.2	49.3	7.5
2010	50.8	41.3	7.9
2009	39.3	52.4	8.3
2008	59.5	34.5	6.0
2007	63.7	33.1	3.1
2006	57.6	38.3	4.0
2005	50.4	38.5	11.1
2004	54.5	38.6	6.9
2003	50.8	37.9	11.2

Quality of Life

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

	Very Satisfied	Satisfied	(Combined)	Dissatisfied	Very Dissatisfied	Don't Know/ No opinion
2011	43.1	55.5	98.6	1.4	0.0	NA
2010	45.7	53.0	98.7	1.2	0.0	NA
2009	45.9	52.8	98.7	1.0	0.3	0.0
2008	45.7	47.3	93.0	2.1	0.3	0.5
2007	39.0	53.1	92.1	2.3	0.2	0.5
2006	42.7	51.5	94.2	1.6	0.3	0.5
2005	40.2	52.6	92.8	2.5	0.0	0.7
2004	38.6	56.7	95.3	0.8	0.5	0.5
2003	42.8	51.8	94.6	1.9	0.6	0.6
2002	42.1	53.2	95.3	1.7	0.4	1.0
2001	40.2	54.4	94.6	1.5	0.6	0.4
2000	31.6	62.5	94.1	2.3	0.5	1.4
1999	32.8	59.2	92.0	2.7	NA	0.6
1998	28.2	65.1	93.3	4.0	0.8	0.4
1997	22.6	72.0	94.6	3.2	0.2	0.2
1996	25.5	70.9	96.4	2.3	0.8	0.5

Consistent three-year high!

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

	Much Better	Somewhat Better	(Combined)	About the Same	Somewhat Worse	Much Worse	Don't Know/ No Opinion
2011	18.1	34.7	52.8	38.6	7.9	0.7	NA
2010	15.2	38.9	54.1	40.7	5.2	0.0	NA
2009	19.7	38.4	58.1	34.5	6.5	1.0	NA
2008	14.7	33.2	47.9	21.1	5.6	8.8	12.3
2007	15.5	29.1	44.6	19.0	6.6	0.5	23.2
2006	16.0	26.4	42.4	20.3	5.3	0.5	26.4
2005	17.3	25.6	42.9	18.9	6.1	0.4	26.7
2004	17.5	27.7	45.2	20.4	3.9	1.0	25.3
2003	15.3	29.4	44.7	19.1	4.8	0.8	27.0
2002	17.2	25.0	42.2	20.8	5.9	0.6	27.3
2001	13.6	27.2	40.8	18.6	4.8	1.7	29.8
2000	16.7	25.4	42.1	18.5	7.3	0.9	28.8
1999	18.1	27.5	45.6	15.5	6.1	NA	0.8
1998	12.6	23.2	35.8	24.4	10.5	1.3	24.8
1997	10.8	21.6	32.4	18.2	13.3	1.5	32.9
1996	12.2	26.8	39.0	15.3	11.5	2.3	31.9

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

	Yes	No	Don't know
2011	81.2	18.8	NA
2010	82.6	17.4	NA
2009	85.0	15.0	NA
2008	83.4	16.6	NA
2007	77.5	22.5	NA
2006	72.7	27.3	NA
2005	80.1	19.9	NA
2004	80.5	19.5	NA
2003	80.2	19.8	NA
2002	76.5	23.5	NA
2001	83.3	16.7	NA
2000	67.7	22.0	NA
1999	67.9	22.1	NA
1998	62.9	20.8	NA
1997	42.8	17.4	35.1
1996	49.3	17.8	32.9

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

	Yes	No
2011	29.4	70.6
2010	27.5	72.5

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

	Facebook	Twitter	RSS Feeds	Breaking E-News	Printed Publication	Other
2011	8.5	1.1	1.1	38.4	59.1	4.5
2010	6.9	0.3	1.1	56.3	NA	19.5

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

	2011	Rank	2010	Rank	2009	Rank	2008	Rank
Diverse Population	27.3	9	27.0	9	21.7	9	22.2	9
Employment Opportunities	3.4	12	3.4	12	3.3	12	4.0	12
Friendliness of Residents	49.4	2	53.2	2	45.8	3	47.1	3
Health Care Facilities	7.7	11	10.6	11	8.7	11	9.1	11
Housing Affordability	35.5	5	37.6	5	43.9	4	43.3	4
Housing Quality	30.4	8	31.3	8	32.8	8	34.8	8
Location	83.8	1	85.1	1	82.1	1	86.9	1
Recreational Amenities	34.1	6	36.5	6	34.7	7	35.3	7
Religious Institutions	17.0	10	19.0	10	16.5	10	19.0	10
Residential Neighborhoods	48.6	3	47.1	3	51.7	2	54.5	2
Schools	36.1	4	41.4	4	37.5	5	42.0	5
Shopping	32.4	7	35.9	7	38.9	6	36.4	6

	2007	Rank	2006	Rank	2005	Rank	2004	Rank
Diverse Population	17.1	9	20.0	8	18.9	9	17.2	8
Employment Opportunities	2.3	12	2.7	11	5.4	12	3.9	11
Friendliness of Residents	40.8	4	46.4	3	44.3	4	45.2	3
Health Care Facilities	6.8	11	6.4	10	8.1	11	7.6	10
Housing Affordability	46.5	3	41.1	4	49.9	3	42.0	4
Housing Quality	36.4	6	33.9	6	39.3	6	42.0	4
Location	85.0	1	86.1	1	85.2	1	82.8	1
Recreational Amenities	32.6	8	34.9	5	34.4	7	31.3	7
Religious Institutions	14.3	10	18.9	9	18.2	10	14.6	9
Residential Neighborhoods	52.3	2	49.1	2	53.0	2	51.2	2
Schools	38.0	5	34.9	5	42.2	5	41.3	5
Shopping	36.2	7	32.0	7	33.3	8	37.1	6

	2003	Rank	2002	Rank	2001	Rank	2000	Rank
Diverse Population	24.5	9	18.0	9	17.3	10	16.5	10
Employment Opportunities	5.7	12	5.4	12	6.0	12	0.9	12
Friendliness of Residents	44.2	5	40.3	5	45.6	4	40.7	4
Health Care Facilities	9.2	11	7.1	11	6.5	11	4.8	11
Housing Affordability	54.1	3	52.8	2	54.0	3	57.2	2
Housing Quality	38.6	7	34.6	7	34.3	7	30.9	7
Location	86.4	1	85.9	1	83.6	1	82.2	1
Recreational Amenities	30.0	8	28.3	8	28.5	8	24.9	8
Religious Institutions	22.2	10	14.7	10	18.6	9	18.1	9
Residential Neighborhoods	56.4	2	48.9	3	55.9	2	49.9	3
Schools	45.3	4	41.7	4	44.5	5	39.1	5
Shopping	39.2	6	35.0	6	38.0	6	33.2	6

Note: Top five responses ranked are highlighted in blue. The top five responses since 1998 have consistently been Location, Schools, Housing Affordability, Residential Neighborhoods, and Friendliness of Residents.

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

	2011	Rank	2010	Rank	2009	Rank	2008	Rank
Crime/Drug Abuse	17.6	2	13.5	5	14.6	3	17.1	2
Distance to Employer	13.1	5	17.0	2	14.6	4	15.0	4
Distance to shopping	6.3	9	9.8	6	6.4	9	9.4	8
Housing Conditions	14.8	4	8.3	8	5.9	11	7.2	9
Housing Costs	7.1	7	15.2	4	8.3	8	11.8	6
Lack of Employment	15.9	3	16.7	3	17.7	2	16.0	3
Lack of Health Care Facilities	12.8	6	8.6	7	13.4	5	12.6	5
Lack of Public Transportation	22.4	1	23.0	1	21.5	1	25.9	1
Poor Schools	5.7	11	4.0	12	5.9	10	5.3	10
Population Diversity	6.8	8	6.0	10	10.6	6	9.9	7
Street Conditions	5.1	12	3.4	13	3.3	13	5.1	11
Traffic Problems	6.0	10	8.0	9	9.7	7	12.6	5
Unattractive Environment	4.5	13	4.6	11	4.0	12	3.5	12

	2007	Rank	2006	Rank	2005	Rank	2004	Rank
Crime/Drug Abuse	20.0	2	19.2	3	18.0	2	22.2	2
Distance to Employer	13.1	6	20.3	2	16.2	3	16.7	3
Distance to shopping	8.2	9	11.5	9	10.3	8	12.8	6
Housing Conditions	4.5	12	6.9	11	5.2	11	5.5	9
Housing Costs	9.9	8	12.0	7	9.2	9	11.0	8
Lack of Employment	15.3	4	16.3	4	15.7	4	15.1	4
Lack of Health Care Facilities	15.5	3	14.4	5	15.3	5	14.4	5
Lack of Public Transportation	22.5	1	24.0	1	25.2	1	25.1	1
Poor Schools	5.6	10	8.3	10	5.8	10	5.5	9
Population Diversity	12.2	7	11.7	8	10.6	7	12.3	7
Street Conditions	3.1	13	3.7	12	4.9	12	3.9	10
Traffic Problems	14.8	5	13.9	6	15.1	6	12.3	7
Unattractive Environment	4.9	11	2.7	13	3.8	13	3.9	10

	2003	Rank	2002	Rank	2001	Rank	2000	Rank
Crime/Drug Abuse	15.1	5	19.9	2	21.6	2	24.5	2
Distance to Employer	20.1	2	15.3	6	17.3	9	19.5	4
Distance to shopping	9.0	8	7.8	8	6.5	9	9.4	8
Housing Conditions	4.8	11	5.4	11	5.8	5	7.1	9
Housing Costs	8.4	9	7.3	9	5.4	11	7.6	9
Lack of Employment	19.5	3	15.5	4	17.3	4	16.7	6
Lack of Health Care Facilities	14.5	6	16.3	3	13.8	6	20.1	3
Lack of Public Transportation	28.9	1	25.8	1	23.5	1	24.5	1
Poor Schools	5.5	10	5.5	10	3.7	12	5.0	11
Population Diversity	10.9	7	13.6	7	10.6	7	11.4	7
Street Conditions	4.0	12	5.2	12	6.9	8	3.4	13
Traffic Problems	15.9	4	15.3	5	17.5	3	18.8	5
Unattractive Environment	2.5	13	3.8	13	3.5	13	4.3	12

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

	2011	Top 5 Rank	2010	Top 5 Rank
Attract New Businesses and Retain Existing Ones	55.60%	2	55.7	1
Building Permit Services	4.00%		2	
Community Involvement/Special Events	17.80%		14.1	
Community Resource Center	8.60%		6	
Community Service Officers	NA		4.6	
Crime Prevention	59.60%	1	53.7	2
D.A.R.E	7.20%		8.9	
Drinking Water Supply	29.80%		28.7	5
Drug/Gang Suppression	43.60%	3	39.4	4
Financial Reporting	5.70%		5.5	
Forestry	7.40%		8	
GIS (Geographic Information System)	0.60%		0.6	
Long Range Planning	15.50%		23.3	
Mowing	2.90%		2.6	
Patrol	24.60%		NA	
Pothole Patching	13.80%		13.8	
Property Maintenance/Code Enforcement	20.10%		27.3	
Records	0.60%		1.1	
Resident Communication	8.90%		12.1	
Resident Services	4.30%		2.6	
Review Development Proposals	3.40%		3.7	
Road Maintenance	30.90%	5	17.8	
Sanitary Sewer	13.50%		13.5	
Sidewalk Repairs	8.30%		6.6	
Snow Plowing	39.30%	4	40.2	3
Storm Water Management	8.60%		13.8	
Strategic Management	4.90%		5.2	
Street Landscaping	5.40%		9.8	
Street Lighting	13.80%		13.2	
Street Signage	2.30%		3.2	

Household

60. Check the box that best describes your age.

	Under 20	20-29	30-39	40-49	50-59	60-69	70 and Over
2011	0.0	3.0	11.3	18.4	31.8	22.6	13.1
2010	0.0	2.2	13.2	20.1	27.3	28.5	8.8
2009	0.0	1.8	14.0	23.6	32.2	17.7	10.6
2008	0.0	3.1	15.4	25.6	25.3	20.8	9.8
2007	0.2	3.5	15.6	24.4	26.7	17.8	11.9
2006	0.0	3.6	13.6	26.9	31.4	15.6	8.9
2005	0.0	3.3	20.1	25.1	27.9	13.8	9.8
2004	0.0	3.0	17.9	29.7	26.4	13.7	9.3
2003	0.0	5.7	19.0	30.5	24.8	12.2	7.8

61. How many people currently live in your home?

	One	Two	Three or More
2011	13.4	40.9	45.7
2010	14.8	42.8	42.5
2009	14.1	36.4	49.5
2008	12.4	37.2	50.4
2007	13.1	36.2	50.8
2006	15.6	36.9	47.5
2005	14.7	35.7	49.7
2004	13.2	34.3	52.5
2003	14.5	35.3	50.2
2002	15.5	34.7	49.8

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.

	Single Family Home	Apartment	Condo	Townhome
2011	90.0	2.7	2.4	5.0
2010	85.6	0.0	6.6	7.8
2009	85.8	1.8	4.7	7.8
2008	85.6	2.8	5.9	5.6
2007	86.7	1.0	6.4	5.9
2006	82.5	3.0	8.3	6.1
2005	86.9	1.6	5.8	5.6
2004	86.3	3.0	3.6	7.1
2003	81.6	4.5	6.1	7.8
2002	80.9	2.8	8.8	7.5

Do you own or rent your home

Own

	Single Family Home	Apartment	Condo	Townhome
2011	98.7	0	100	94.1

Rent

	Single Family Home	Apartment	Condo	Townhome
2011	1.3	100	0	5.9

	Own	Rent
2010	98.4	1.6
2009	96.6	3.4
2008	95.5	4.5
2007	97.5	2.5

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

	Less than a Year	1-5 Years	6-10 Years	11-15 Years	16 Years or More
2011	1.2	12.1	17.9	14.7	54.1
2010	1.9	13.1	17.5	10.6	56.9
2009	0.5	16.1	20.3	15.6	47.5
2008	2.5	19.0	19.6	13.7	45.1
2007	3.7	17.8	19.0	12.1	47.4
2006	2.8	20.8	18.3	15.5	42.7
2005	2.3	27.2	15.8	14.2	40.5
2004	6.0	21.8	14.4	17.7	40.1
2003	3.5	26.0	18.2	16.3	36.0
2002	4.1	27.6	17.8	14.1	36.3

65. Please indicate the geographical area that most closely represents where you live.

	Area (1)	Area (2)	Area (3)	Area (4)	Area (5)	Area (6)	Area (7)
	Seven Bridges & Thornberry Woods	North of 63rd St., East of Rt. 53	63rd St. to 75th St.	75th St. to 87th St., West of I-355, East of Rt. 53	75th St. to 87th St. East of I-355	South of 87th St. & North of I-55	South of I-55
2011	9.2	16.9	24.6	29.3	12.7	7.4	0.0
2010	4.1	18.0	25.3	34.2	8.5	9.8	0.0
	Seven Bridges & Thornberry Woods	North of 63rd St., East of Rt. 53	63rd to 75th	75th to 83rd West of I-355, East of Rt. 53	75th to 83rd East of I-355 or 83rd to 87th West of I-355	87th Street and South	South of I-55
2009	6.0	14.4	25.3	24.8	19.1	10.4	0.0
2008	6.8	13.4	27.6	18.2	25.3	8.5	0.3
	Seven Bridges	North of 63rd Street	63rd to 75th	75th to 83rd West of 355	75th to 83rd East of I-355 83rd to 87th, West of I-355	87th Street and South	NA
2007	6.0	14.3	24.6	28.9	16.3	9.8	
2006	6.1	13.6	28.9	21.1	17.8	12.5	
2005	3.8	12.2	28.9	25.8	18.3	11.0	
2004	8.5	14.8	26.5	20.8	22.4	7.1	
2003	5.0	12.7	30.1	26.9	18.6	6.8	
2002	5.9	14.5	30.9	29.3	15.2	4.2	
2001	6.3	15.1	32.5	31.8	9.9	4.3	
2000	6.4	9.4	32.0	25.2	16.9	4.8	

Rate of Response and Commentary

Year	Sent	Returned	Rate	% Point Increase
2011	1200	374	31.2%	7.6%
2010	1200	348	29.0%	-6.3%
2009	1200	424	35.3%	4.2%
2008	1200	374	31.2%	-4.3%
2007	1200	426	35.5%	4.3%
2006	1200	375	31.3%	-5.8%
2005	1200	445	37.1%	5.2%
2004	1200	383	31.9%	-7.8%
2003	1200	476	39.7%	-3.9%
2002	1200	523	43.6%	5.0%
2001	1200	463	38.6%	2.2%
2000	1200	437	36.4%	-3.3%
1999	1200	476	39.7%	0.1%
1998	1200	475	39.6%	5.7%
1997	1200	407	33.9%	0.7%
1996	1200	399	33.3%	7.9%
1995	1200	304	25.3%	-7.4%
1994	900	295	32.8%	-8.6%
1993	900	372	41.3%	NA
Average		415	35.1%	

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