

Whitefish Bay 2005 Citizen Survey Results

1. Please tell us your opinion of the following quality of life measures for you and others living in the Village of Whitefish Bay today. How would you rate the following?

	Excellent	Good	Average	Fair	Poor	Total #
a. Overall quality of life in Whitefish Bay	63.6%	34.0%	1.8%	0.2%	0.2%	811
b. Overall appearance	44.7%	48.6%	5.9%	0.6%	0.1%	812
c. Quality of your neighborhood	52.2%	41.8%	4.7%	1.0%	0.4%	807
d. Village as a place to raise children	73.1%	24.3%	2.2%	0.4%	0.0%	789
e. As a place for teens	42.4%	42.8%	10.9%	2.7%	1.1%	731
f. As a place for young adults without children	29.9%	41.4%	21.5%	5.8%	1.5%	730
g. As a place to live when retired	29.5%	39.3%	17.8%	9.5%	4.0%	777
h. Person-to-person friendliness and courtesy	37.6%	45.6%	14.0%	2.0%	0.7%	805
i. Acceptance of differences in race, religion, ethnicity, etc.	19.0%	37.5%	27.4%	11.0%	5.1%	800
j. Opportunities to serve through community organizations	33.2%	46.7%	16.9%	2.7%	0.5%	780
k. Value of investment in Whitefish Bay homes	61.9%	33.4%	3.3%	1.0%	0.4%	811

2. If you have had personal contact with a Village employee in the past two years, how would you rate the employee in your most recent contact?

	Excellent	Good	Average	Fair	Poor	No Contact	Total #
a. Knowledge	40.4%	42.2%	10.3%	2.1%	2.7%	2.2%	715
b. Courtesy	44.7%	33.9%	10.5%	4.5%	4.3%	2.1%	714
c. Timeliness of response	41.9%	35.3%	12.2%	3.4%	5.0%	2.2%	697
d. Satisfactory resolution of issue	38.2%	35.6%	11.6%	5.1%	6.9%	2.5%	680
e. Overall impression	39.4%	36.0%	12.8%	4.8%	4.9%	2.1%	713

3. An objective of the Village Board is to assure quality, cost-effective municipal services to its residents while, at the same time, controlling the tax levy. In your vision of Whitefish Bay's future, how important to you is the Village's investment of tax dollars in the following services?

	Very Important	Important	Neutral	Not Important	Very Unimportant	Total #
a. Quality public safety services	63.9%	30.8%	4.6%	0.6%	0.1%	809
b. Quality public streets and utility service	52.8%	42.3%	4.6%	0.0%	0.2%	810
c. Quality control of stormwater runoff	44.0%	41.2%	13.3%	1.0%	0.5%	809
d. Quality public health services	18.2%	34.1%	34.9%	9.7%	3.1%	807
e. Quality garbage and yard waste collection services	45.9%	45.5%	8.0%	0.4%	0.2%	814
f. Quality library books, print, media, and programming	30.7%	40.7%	21.4%	5.8%	1.4%	810
g. Variety of recreation programming	15.6%	42.1%	30.1%	10.2%	2.0%	803
h. Community events such as the 4 th of July and the Pumpkin Festival celebrations	22.9%	42.6%	23.0%	8.6%	2.8%	816
i. Pedestrian safety	46.9%	38.6%	13.1%	1.1%	0.4%	817
j. Chemical free weed control	25.8%	27.8%	25.6%	12.6%	8.3%	810
k. Effective official/citizen communication	26.5%	51.2%	19.4%	2.3%	0.6%	811
l. Housing options for senior citizens	16.3%	31.4%	35.9%	11.6%	4.9%	800
m. Preservation of neighborhood character & existing houses	45.5%	38.0%	12.1%	3.3%	1.1%	813
n. Shared services with other communities/entities	25.7%	43.3%	26.2%	3.6%	1.1%	808
o. A vibrant business district	38.6%	46.6%	11.9%	2.1%	0.9%	814
p. Public gathering spaces on Silver Spring Drive	18.2%	29.1%	33.3%	14.7%	4.7%	811
q. Well-maintained commercial property	44.5%	45.6%	7.6%	1.6%	0.6%	815
r. Well-maintained residential property	55.4%	38.1%	5.3%	0.6%	0.6%	819

4. Please check the box that comes closest to your opinion today regarding safety in Whitefish Bay.

	Very Safe	Somewhat Safe	Neutral	Somewhat Unsafe	Very Unsafe	Total #
a. I feel safe in Whitefish Bay.	78.5%	20.8%	0.4%	0.1%	0.2%	818
b. I feel safe biking throughout the Village.	56.3%	27.8%	12.6%	2.7%	0.5%	744
c. I feel safe in my home.	80.9%	17.7%	0.6%	0.6%	0.1%	812
d. I feel safe walking at crosswalks with the new “Yield to Pedestrian” signs on Silver Spring Drive.	29.9%	41.5%	10.4%	13.1%	5.2%	810
e. I feel safe crossing at other intersections throughout the Village.	34.4%	40.8%	10.9%	10.5%	3.5%	809
f. I feel safe from crime walking alone at night in my neighborhood.	37.4%	44.0%	9.0%	8.2%	1.4%	804
g. I feel safe driving in Whitefish Bay.	71.6%	23.1%	3.3%	1.7%	0.2%	810

5. How would you rate the present quality of each of the following Village services now?

	Excellent	Good	Average	Fair	Poor	Total #
a. Emergency medical service (ambulance)	60.5%	34.5%	4.7%	0.3%	0.0%	617
b. Fire department response to fire calls	63.8%	31.4%	4.8%	0.0%	0.0%	621
c. Police department visibility and presence	49.2%	39.5%	9.5%	1.1%	0.6%	787
d. Police response to emergency calls	56.3%	37.4%	5.7%	0.5%	0.2%	615
e. Response to noise complaints	28.9%	48.4%	17.3%	3.6%	1.9%	533
f. Enforcement of traffic laws	29.8%	42.3%	19.5%	5.7%	2.8%	719
g. Garbage and recycling collection	63.3%	28.4%	5.8%	1.5%	1.0%	809
h. Yard waste and leaf collection	53.3%	36.3%	8.0%	1.5%	0.9%	809
i. Cleanliness of streets	44.4%	42.2%	10.2%	2.0%	1.2%	811
j. Street surfaces	12.6%	25.5%	29.8%	15.5%	16.6%	812
k. Snow removal: Main streets	46.4%	42.2%	9.3%	1.8%	0.4%	797
l. Snow removal: Side streets and residential streets	30.7%	47.1%	15.8%	4.7%	1.7%	787
m. Building inspections before selling a home	14.9%	49.4%	31.5%	1.8%	2.4%	498
n. Library books, magazines, and newspapers	33.9%	45.3%	17.1%	3.0%	0.7%	731
o. Library videos/DVDs and books in audio format	27.4%	42.0%	23.6%	5.4%	1.6%	683
p. Library internet access	32.3%	46.6%	18.4%	2.0%	0.7%	603
q. Library programming for children	38.3%	41.5%	17.2%	2.4%	0.6%	545
r. Village park facilities (Klode, Buckley, Cahill)	39.7%	46.4%	12.4%	1.3%	0.3%	783
s. Public trees, plantings, and green spaces	44.1%	41.8%	11.9%	1.9%	0.4%	801
t. Providing multi-purpose green space	26.7%	44.6%	20.9%	5.8%	2.0%	745
u. Recreation programs	27.1%	50.2%	20.8%	1.4%	0.6%	713
v. Community events	38.7%	45.1%	15.3%	0.7%	0.3%	754
w. Response to neighborhood appearance complaints	18.2%	43.6%	29.5%	4.4%	4.4%	505
x. Responsiveness of Village Hall staff	30.3%	43.0%	19.7%	5.0%	2.0%	700
y. Responsiveness of Elected officials	18.5%	37.0%	30.1%	8.6%	5.7%	594
z. Decision outcomes of Village Board	7.8%	32.9%	34.3%	15.5%	9.5%	665
aa. Decision outcomes of appointed Boards and Commissions	9.6%	32.4%	35.6%	15.1%	7.3%	615
bb. Services to seniors	12.5%	39.3%	36.9%	7.0%	4.3%	583
cc. Services to youth	24.3%	43.5%	24.8%	5.3%	2.1%	584

6. Which statement best describes your view of paying for Village services thru property taxes?

<input type="checkbox"/> I favor the current level of services and the taxes necessary to support them	72.2%	
<input type="checkbox"/> I favor an increased level of services and higher taxes	4.7%	
<input type="checkbox"/> I favor a reduced level of services and lower taxes	19.6%	
<input type="checkbox"/> No opinion	3.5%	
Total Responses	771	100.0%

7. An **average \$300,000 home** in Whitefish Bay **pays \$1,811 in taxes for Village operations** as shown below.
 This is approximately 22% of a resident's total tax bill of \$8,181 which also includes taxes for the Whitefish Bay School District, MATC, MMSD, and Milwaukee County.

In proportion to current levels of service, do you believe current levels of taxation for the following are:

	Cost per year	OK	Low	High	No opinion	Total #
a. Fire and Emergency Medical Services	\$ 278	78.5%	2.8%	9.3%	9.4%	755
b. Library Operations	\$ 106	59.6%	6.8%	23.1%	10.5%	753
c. Parks/Forestry	\$ 51	69.7%	16.2%	5.1%	9.0%	746
d. Police	\$ 453	70.0%	1.5%	21.0%	7.6%	754
e. Public Health	\$ 24	64.7%	9.0%	12.6%	13.8%	747
f. Public Works/Streets	\$ 259	65.1%	14.3%	14.4%	6.1%	748
g. Waste Collection	\$ 92	83.4%	5.4%	5.3%	5.8%	753
g. General Services	\$ 141	63.1%	0.7%	20.5%	15.7%	743
h. Other Village Expenses	\$ 87	64.5%	0.9%	11.7%	22.9%	737
i. Debt Service	\$ 320	44.5%	1.1%	37.4%	17.0%	741

8. Please check the ONE BOX that most closely represents your opinion about how to pay for the following village services.

	User Fees Only	Taxes Only	Fees and Taxes	Total #
a. Garbage and recycling	10.2%	70.1%	19.7%	783
b. Fire Inspections (of commercial property)	67.0%	18.1%	14.9%	786
c. Fire Suppression (putting out fires)	6.4%	71.6%	22.0%	791
d. Emergency Medical Services (ambulance/paramedics)	17.1%	43.7%	39.2%	785
e. Stormwater system maintenance	4.5%	78.5%	17.1%	780
f. Street construction/reconstruction	4.3%	69.9%	25.8%	784
g. Sidewalk construction/reconstruction	11.4%	47.4%	41.2%	787

9. How often do you use these news and information sources to find out about the Village of Whitefish Bay?

	Often	Sometimes	Rarely	Total #
a. Village newsletter "Bay Leaves"	79.1%	16.3%	4.6%	810
b. Village website: www.wfbvillage.org/	7.8%	23.9%	68.2%	765
c. North Shore Herald	45.4%	17.8%	36.8%	796
d. Milwaukee Journal-Sentinel	39.7%	30.4%	29.8%	795
e. Television	24.1%	23.6%	52.2%	787
f. Radio	16.9%	20.2%	62.9%	776
g. School announcements	24.4%	16.2%	59.4%	741
h. Word of mouth	33.9%	51.8%	14.2%	793

10. Would you be in favor of the Village delivering the newsletter/other information by e-mail instead of regular mail to save costs?

Yes	No	Total #
55.9%	44.1%	794

11. What is your age?

Uunder 18	18-34	35-49	50-64	65 or older	Total #
0	55	261	262	237	815

12. Are you male or female?

Male	Female
309	477

13. How do you choose to identify yourself?

White	African American	Hispanic	Asian	American Indian	Other
774	4	1	4	4	4

14. How long have you lived in Whitefish Bay?

Less than 1 year	1 to 5 years	6 to 10 years	11 to 20 years	Over 20 years
26	114	110	179	385

15. In what area of Whitefish Bay do you live? [Please enter number from map printed in newsletter.]

1	2	3
258	226	327

16. Which of the following do you live in now?

Single family home	Condo	Duplex or town house	Multi-family rental	Other
773	23	14	6	0

17. Including you, how many people live in your house or apartment? [Please write number in box.]

1	146
2	329
3	127
4	142
5	59
6	7

18. How many in your house or apartment are children under 18? [Please write number in box.]

0	495
1	110
2	134
3	50
4	5
5	1
6	2