

VILLAGE OF GRAFTON 2014 COMMUNITY QUESTIONNAIRE

EXECUTIVE SUMMARY

A questionnaire was developed to gain an understanding of the views and preferences of the citizens of Grafton.

A notice of the questionnaire was included with each Utility customers' quarterly bill. In addition, community message board signs, the Village's website and Facebook were used to promote the community survey. The response rate was 231 or 5 percent. Assuming randomness of the responses, the results are projected to be 95% certain with +/-7% margin of error.

The 2014 survey was an abbreviated survey (in comparison to prior surveys) with the intent to obtain information about citizen satisfaction with the Village, Village services, and property taxation.

Please note that the five rating response categories are Excellent, Good, Average, Fair and Poor. ([Actual results](#))

The following are the results of the survey response from citizens to the 2014 questionnaire:

QUALITY OF LIFE

General

- 93% indicated that the quality of life was “**Good**” or “**Excellent**” (slightly higher than 91% in 2011 - 2013).
- With a score of 0 being “Poor” and a score of 5 being “Excellent”, the average rating for Grafton’s quality of life as 4.1 or slightly higher than “Good” rating (approximately the same as in 2010 - 2013).

In response to the question of the identifying the **key factors which contribute to the quality of life** in Grafton, the following were most often identified:

1. Low Crime Rate
2. Quality of Schools
3. Park System

COMMUNICATION

General

- 60% indicated that the Village is “**Good**” or “**Excellent**” at being effective in providing information to its residents about Village government activities. This is down slightly from the 2013 survey which had a 62% response.

With a score of 0 being “Poor” and a score of 5 being “Excellent”, the average responded rated the **effectiveness of providing information** to its residents

about Village government activities as 3.2 (approximately the same as 2011 – 2013 survey).

Usefulness of Informational Sources

With a score of 0 being “Poor” and a score of 5 being “Excellent, the **top five sources**:

1. Village web site – 3.6
2. Ozaukee Press – 3.1
3. News Graphic – 3.1
4. Semi-annual Recreation booklets - 3.0
5. Facebook – 3.0

For the second consecutive year, the Village web site was identified as the number one source of information. Facebook was identified for the first time as one of the top five informational sources in the survey results.

SERVICE

Village Departments

Based upon services received, the Village department which received the **most ratings of “Good” or “Excellent”** at 90 percent was the Library.

With a score of 0 being “Poor” and a score of 5 being “Excellent”, the **top five departments** as ranked by respondents: (same five departments as the 2010 - 2013 surveys)

1. Library – 4.2
2. Fire Department – 4.2
3. Police Department – 4.0
4. Public Works Department - 3.8
5. Parks and Recreation Department – 3.8

Services/Programs

Based upon services received, the Village service/program which received the **most ratings of “Good” or “Excellent”** at 90 percent was Fire Protection.

With a score of 0 being “Poor” and a score of 5 being “Excellent”, the **top five services** as ranked by respondents:

1. Police Protection - 4.2
2. Fire Protection - 4.2
3. Emergency Medical Services – 4.2
4. Lime Kiln Park - 4.2
5. Garbage Pick-up – 4.2

PROPERTY TAXES

Based upon current level of services received, the tax district which received the **most ratings of “Good” or “Excellent”** at 59 percent was the Village of Grafton.

With a score of 0 being “Poor” and a score of 5 being “Excellent, the tax districts are ranked from **highest rating to lowest rating** for current level of services provided in proportion to property taxes paid:

1. Village of Grafton – 3.2
2. Cedarburg School District – 3.1
3. Grafton School District – 3.1
4. Ozaukee County – 3.0
5. Milwaukee Area Technical College – 2.2

PLACE TO LIVE

Based upon survey responses, the top three reasons **why residents chose Grafton** as a place to live:

1. Quality of School
2. Low Crime Rate
3. Suburban Community Atmosphere