

2018 Survey

Results = 1490 sent 344 returned = 23% returned (121 without comment/ 223 with comments)

How Satisfied are you with:	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Don't Know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Quality of police service	40%	N=137	38%	N=129	9%	N=29	4%	N=14	3%	N=11	6%	N=20	100%	N=340
Fire and emergency medical service	41%	N=141	32%	N=109	9%	N=30	0%	N=1	0%	N=1	18%	N=61	100%	N=343
Village water and wastewater service	29%	N=97	35%	N=118	20%	N=67	8%	N=28	4%	N=14	4%	N=10	100%	N=334
Communication with the public	29%	N=97	33%	N=112	29%	N=97	5%	N=18	3%	N=9	2%	N=7	100%	N=340
Preserve and protect environment	29%	N=97	36%	N=122	20%	N=69	5%	N=17	2%	N=7	8%	N=28	100%	N=340

Perception of the Village

Services provided by:	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Don't Know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Village of Paddock Lake	31%	N=102	49%	N=163	16%	N=52	3%	N=9	1%	N=3	1%	N=4	100%	N=333
Overall image of Paddock Lake	28%	N=94	41%	N=139	19%	N=63	10%	N=33	2%	N=7	1%	N=2	100%	N=338
Manage growth	23%	N=73	33%	N=106	23%	N=73	8%	N=26	3%	N=11	11%	N=35	100%	N=324
Value for your taxes	32%	N=103	46%	N=148	14%	N=46	3%	N=11	3%	N=9	1%	N=3	100%	N=320
Village government embrace change	19%	N=63	29%	N=95	28%	N=92	7%	N=22	5%	N=16	12%	N=40	100%	N=328

Parks and Recreation

How Satisfied are you with:	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Don't Know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Maintenance of parks	35%	N=118	42%	N=143	13%	N=43	4%	N=13	1%	N=3	6%	N=19	100%	N=339
Walking and bike routes	28%	N=95	42%	N=142	14%	N=47	4%	N=12	1%	N=5	11%	N=36	100%	N=337

Youth and teen programs	10%	N= 33	17%	N=59	24%	N= 81	7%	N= 25	5%	N= 17	37%	N= 127	100%	N=342
Special events	24%	N=79	40%	N= 132	22%	N=73	3%	N=11	2%	N=6	10%	N= 33	100%	N=334
Condition of boat landings	22%	N= 73	32%	N=104	20%	N=65	2%	N=7	1%	N=4	23%	N=76	100%	N=329
Maintenance of aquatic lake weeds	17%	N=56	27%	N= 87	22%	N= 73	9%	N= 28	7%	N=22	19%	N=62	100%	N=328

Public Works services:

How Satisfied are you with:	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Don't Know		Total	
Maintenance of street	27%	N=90	46%	N=156	16%	N=54	8%	N=27	2%	N=7	1%	N= 3	100%	N=337
Village buildings	27%	N= 90	45%	N= 151	14%	N= 47	1%	N=4	0%	N=1	13%	N=42	100%	N=335
Snow removal	38%	N= 129	44%	N=147	8%	N= 28	6%	N= 21	3%	N= 9	1%	N= 3	100%	N=337
Yard waste collection	45%	N=151	41%	N= 139	9%	N=29	2%	N=7	1%	N=3	2%	N= 6	100%	N=335
cleanliness	37%	N= 122	49%	N=162	11%	N=36	2%	N=5	1%	N=3	1%	N=3	100%	N=331
Adequacy of street lights	26%	N= 86	42%	N= 143	18%	N=59	10%	N=33	2%	N=8	2%	N=8	100%	N=337
Maintenance of village trees	25%	N=82	42%	N=138	20%	N=65	4%	N=14	2%	N=5	8%	N=27	100%	N=331
Trash collection	48%	N=164	39%	N=131	8%	N=27	2%	N=6	1%	N=5	2%	N=7	100%	N=340
Recycling service	50%	N=163	37%	N=123	7%	N=23	2%	N=5	2%	N=5	3%	N=10	100%	N=329

Administration

How Satisfied are you with:	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Don't Know		Total	
Customer service	44%	N=150	35%	N=121	13%	N=43	2%	N=6	2%	N=7	5%	N= 16	100%	N=343
Helpfulness of staff	48%	N= 158	32%	N= 105	10%	N= 33	2%	N=8	2%	N=8	5%	N=17	100%	N=329
Website info	23%	N= 78	32%	N=108	22%	N= 73	3%	N= 11	1%	N= 2	20%	N= 66	100%	N=338
Knowledge of staff	30%	N=100	35%	N= 114	19%	N=61	1%	N=3	2%	N=5	14%	N= 46	100%	N=329
Courtesy and professionalism	46%	N= 155	34%	N=112	10%	N=33	2%	N=6	2%	N=6	7%	N=22	100%	N=334

Accessibility of elected officials	24%	N= 78	26%	N= 86	19%	N=64	2%	N=8	3%	N=9	26%	N=85	100%	N=330
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Important things

How important is:	Very Important		Important		Neutral		Not Important		Not Important at all		Don't Know		Total	
Mosquito spraying	58%	N=185	26%	N=84	9%	N=30	2%	N=7	3%	N=10	1%	N= 3	100%	N=319
Promote Senior housing	25%	N= 84	32%	N= 107	24%	N= 81	9%	N=30	5%	N=17	6%	N=19	100%	N=338
Preserve Village history	26%	N= 86	35%	N=117	26%	N= 88	7%	N= 22	3%	N= 10	6%	N= 10	100%	N=333
Recruit commercial development	23%	N=75	34%	N= 111	25%	N=82	8%	N=28	8%	N=26	6%	N= 9	100%	N=331

YES OR NO

YES OR NO	YES		NO		TOTAL	
Mosquito spraying	89%	N=295	11%	N=37	100%	N=332
Golf Carts	78%	N= 255	22%	N=73	100%	N=328
Fire works	45%	N= 144	55%	N=177	100%	N= 321
Food pantry	64%	N=189	36%	N= 107	100%	N=296
Senior programs	66%	N=204	34%	N=104	100%	N=308
Community Library	53%	N=152	47%	N=133	100%	N=285

How many times per year do you go to the Community Library?

How many times per year do you go to the community library	Zero		1-3		4-6		7-10		10 or more	
	14%	N=46	45%	N=147	13%	N=42	6%	N=21	21%	N=68

Villages are faced with difficult choices. If you were a member of the Village Board of Trustees and had to consider budget changes, please rate the importance of managing the budget for each of the following areas:

	Essential		Very Important		Somewhat Important		Not at all Important		TOTAL
Crime prevention	77%	N=265	20%	N=68	2%	N=6	0%	N=0	339
Fire Protection	76%	N=262	19%	N=65	4%	N=15	1%	N=2	344
Preserve local	11%	N=35	22%	N=71	51%	N=168	17%	N=55	329

history									
Library Service	15%	N=51	28%	N=93	42%	N=140	14%	N=48	332
Trash Collection	61%	N=204	30%	N=101	8%	N=27	1%	N=2	334
Road Maintenance	61%	N=205	34%	N=114	4%	N=14	0%	N=1	334
Snow Removal	68%	N=229	27%	N=90	4%	N=15	0%	N=1	335
Parks & Recreation	23%	N=75	49%	N=164	26%	N=85	2%	N=8	332
Social Events	12%	N=40	27%	N=86	52%	N=167	9%	N=28	321
Environmental Sustainability	35%	N=115	37%	N=124	23%	N=78	5%	N=15	332

How do you get your information (multiple answers per survey)

Village Newsletter	234
Paddock Lake Report	162
West of the I	115
Kenosha News	109
Village Website	107
Word of mouth	145

Ages of people in household (multiple answers/or no answers at all)

Under 10	71
11-19	44
20-44	176
46-64	257
65+	170

Single most important thing to do in the next 5 years (the topic is listed with how many responded about that topic)

Water 7 Taxes 24 Safety 19 Growth 16 lower sewer bill 20 flooding 5
Sea weed 12 the lake 18 Property values 2 senior housing 4
Recreation center 2 ditch drainage 7 tree replacement 3 street lights 3
Improve the look of Hwy 50 businesses 25 Business growth 16 enforce law 9
Parks 6 quality of life 11 mosquito control 6 snow plowing 1
Control costs 1 seawall restoration 1 stocking the lake with fish 2
Racist sign at village hall 1 fiscal responsibility 1

COMMENTS: The cumulated comments were grouped together by subject (the subject is listed with the number of comments about that subject)

Property Maintenance 19
 Sewer bill 18
 Thank you/doing a good job 18
 Taxes 10
 Traffic enforcement 9
 Parking issues 6
 Garbage service 5
 Road improvements 5
 Crime 4
 Limit growth 4
 Creating youth programs 4
 Lake weeds 4
 The highway 50 businesses need to clean up 4
 Dogs (poop not being picked up) 3
 No low income housing 2
 More businesses needed 2
 More water patrol 2
 Fireworks and bike parade 2
 The following subjects had 1 (one) comment:
 Feels safe, make donations, need senior housing, plowing, community garage sale, the need of decorations along highway 50.

Sample of comments:

“I think overall the village does a good job of maintaining things and the staff at the town hall have always been helpful, friendly & courteous”

“Torn about mosquito spraying – love that we don’t have them but very concerned about environmental impact. Put a tarp over all my vegetables every Friday evening.”

“Your Grade = C-, improve Highway 50 business “street appeal”

“Water issues (well) is a huge problem in Paddock Lake. You could reach out to Master Gardeners (who have to get in several hours of volunteer work for their degree/training program) maybe hanging plants from lights or signs promoting the high school (one of the best in the area)”

“Fix the roads! Its like donner pass in Paddock Lake”

“Snow removal in Paddock Lake is outstanding”

“Would love to see opportunities for youth activities such as soccer, t-ball, etc upgrade park equipment, increase standards of individual property maintenance – lawn mowed requirements, junk in yards, general upkeep and appearance. We appreciate the ability to give feedback.”

“We love our Village! Thank you for striving to make our community the best it can be.”

“Trash day is always a nightmare. If you put your cans out the night before, the wind blows then over leaving trash blowing all over. Yet “garbage” goes anywhere between 6:30 am and 7am, not leaving

much time to get the can to the curb. While recycling doesn't go until 1pm, 2pm, 3pm and as late as 4pm."

Guest parking on the double lane road should be allowed with prior call in service. We pay a lot in taxes, village fees, etc to not be able to have guests over for a birthday or graduation party. This is our biggest complaint about living where we do."

"What about setting up an ice rink for the winter by the village building? Senior citizen tax breaks?"

"We feel that the Village of Paddock Lake is an excellent place to live. The village provides outstanding and important services. Roads and maintenance do an outstanding job year round! Police and fire services are excellent! Would be great to see more commercial development to ease taxes, however not too much commercial, nice to have small town atmosphere. Website is a great resource!! Would be great to see Village Board minutes posted more promptly, however not a priority item. Possible thing to consider: Annual "Village" garage sale day. Annual or semiannual "Shred event" for residents (perhaps surplus funds could be used for this- or charge a nominal fee per box of items shredded). We also would like to thank you for asking for input from residents. Love this Village!"

"We need more development residential and commercial to help offset and pay for sewage treatment plant; also it would be nice if you could send letters to the businesses along Highway 50 to clean up the store fronts, repair asphalt. Thanks for the opportunity to voice homeowner's concerns-Good Job."

"We love Paddock Lake. I do wish there was a bus program like PACE offered to help some residents with transportation. I would like to see some kind of enforcement (fines) of having residents/landlords responsible for cleaning up their property (garbage, grass length, debris). It only reflects on our community. Beautification of areas will only reflect positively on our visible strength that we care about Paddock Lake to be a welcoming community to all."