



STAFF REPORT No. 23-7-56

PADDOCK LAKE VILLAGE BOARD

STAFF REPORT NO: 2023-7-56

MEETING DATE: July 12, 2023

AGENDA TITLE: Resident survey

LEAD DEPARTMENT: Administration

Subject: Deliver tabulated results of the 2023 resident survey to Village Board.

Background and Overview: 2013 was the first year the Village used a resident survey to solicit responses from Village residents, this first survey resulted in a 26% response rate. A second resident survey was conducted in 2018 with a response rate of 23%. The most recent (2023) survey resulted in a 31% response rate.

The purpose of the survey was to gather residents opinion with respect to an array of services, functions, specific questions and quality of life issues in the Village. The resident survey is used by the Village Board and staff to assist with guiding future village actions and the survey further functions as a report card for Village operations.

In January of 2023, 1,275 surveys were sent to residents, the mailing packages contained a cover letter describing the purpose of the survey, the survey and postage-paid return envelope.

Present Situation: In addition to numeric data shown in the attached survey analysis, respondents provided additional written comments, these written comments are not included in the attached survey summary, but can be reviewed by contacting the Village Administrator.

Action Requested: No Village Board action is requested.

Attachments:

- Survey Summary
- Survey tabulated data

Prepared By;
Tim Popanda, Village Administrator
Staff Report 23-7-56, 6/28/023.

SURVEY SUMMARY

The Village of Paddock Lake Resident Survey provides residents the opportunity to rate the quality of life in the Village, as well as services delivered and their satisfaction with village government. The survey also permits residents the ability to provide feedback to the government about what is working well and what is not, and to share their priorities for community planning and resource allocation.

The Village Resident Survey was administered by mailing all village property owners a survey questionnaire. Of the 1,275 households receiving the survey, 399 completed surveys were returned to the Village, for a response rate of **31%**. Typical response rates to resident surveys of this type generally range from 15% to 25%.

The base line survey was conducted in 2013. The 2023 survey is the third iteration which provides valuable data on the perception of the quality of Village service and how residents view how their community has changed over time.

Highest Ratings

Highlights for Village services rated “Very Satisfied” or “Satisfied” by a majority of residents including the quality of police services (83%), overall safety (94%), solid waste services (86%), as a place to live (90%) reported Very Satisfied or Satisfied, and overall quality of life in Paddock Lake (82%).

Overall Ratings

The 2023 Resident Survey revealed that 82% of Paddock Lake residents rank the overall quality of life in Paddock Lake as Very Satisfied or Satisfied, with 92% of respondents willing to recommend the Village to others as a place to live. More residents felt safe in their neighborhood (81%) than not (9%); 82% of respondents feel on road golf carts should continue, 74% of respondents favored the Village recruiting and promoting retail development.

However, 77% respondents opposed lowering the speed limits on Village roads from 25 mph to 15 mph. 80% opposed modifying “No Wake” hours and 75% of residents objected to allowing on road ATV’s

Top Concerns

According to the results of the 2023 Resident Survey, the top three concerns of residents were the quality and condition of Village roads, street lighting in neighborhoods and overall appearance of residential properties. Other issues that residents listed as areas for improvement included, enforcement of traffic safety laws, quality of drinking water (private water wells) and overall enforcement of codes and ordinances.

Public Safety

When it came to public safety, police services were rated the highest (Very Satisfied or Satisfied), followed by fire and life safety services. Traffic enforcement, fire and EMS services response time were rated the lowest of the public safety services. Overall Village residents believed the Village offered satisfactory emergency services. These public safety ratings improved since the 2018 Resident Survey.

Street, Roads, and Pedestrian Facilities

41% of respondents reported being “Dissatisfied or Very Dissatisfied” with the condition of village roads and pedestrian facilities, while 49% respondents reported being “Very Satisfied or Satisfied” with conditions of roads and pedestrian facilities.

Parks and Lakes

71% of respondents reported being “Very Satisfied or Satisfied” with conditions of Village Parks, this rating has improved since the 2018 Resident Survey. Additionally, 65% respondents reported an improvement in the condition of the lake as it relates to beaches, boat landings and aquatic weeds, this 2023 rating increased from 48% approval rating in the 2018 Survey.

Village Services

When asked to rate the quality of the services provided by the Village, most residents who responded rated solid waste, recycling, and yard waste collection the highest in satisfaction.

Quality of Life

Service delivery is a key function of any local government and enhances resident quality of life. Residents expressed their satisfaction with the importance of a variety of village services, including solid waste, recycling, yard waste collection and police protection. Over three-quarters of residents report the overall quality of services in Paddock Lake as “Very Satisfied or Satisfied”. This was an increase over the results of the 2018 survey.

Specific Questions (Yes or No)

Question	Yes	No	Question	Yes	No
Continue road golf cart use	325	72	Lowering speed from 25 mph to 15 mph	93	307
Allowing on road ATV's	169	215	Modify boat wake times	78	309
Continue weekly mosquito spray	339	52	Allow temp storage sheds	212	159
Increase in taxes to support services	129	267	Would you recommend the Village to others	350	30
Donating surplus funds to food banks	177	218	Develop and construct a park pavilion	260	101
Continue to recruit development	290	102			

2023 Paddock Lake Resident Survey

Please take a few minutes to complete this survey. Your input is an important part of the Village on-going effort to identify and respond to resident concerns. If you have any questions, please contact the Village at 262-843-2713.

1. Major categories of services provided by the Village are listed below. Please rate each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied”

	How Satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01	Overall quality of police protection 399 responded	5 182	4 152	3 44	2 10	1 3	9 8
02	Overall quality of fire and life safety 399 responded	5 166	4 145	3 46	2 6	1 3	9 33
03	Response time for fire services 396 responded	5-104	4-86	3-72	2-4	1-0	9-130
04	Response time for EMS services 390 responded	5-106	4-87	3-59	2-15	1-0	9-123
05	Overall quality of EMS 394 responded	5-138	4-86	3-61	2-8	1-2	9-99
06	Overall maintenance of Village roads 397 responded	5 69	4 151	3 88	2 60	1 27	9 2
07	Overall ease of travel within Paddock Lake 398 responded	5 106	4 182	3 69	2 32	1 8	9 1
08	Overall quality of pedestrian facilities 398 responded	5 67	4 137	3 125	2 49	1 6	9 14
09	Overall quality of water and sewer utilities 397 responded	5 85	4 148	3 101	2 37	1 16	9 10
10	Overall enforcement of codes and ordinances 392 responded	5 65	4 127	3 105	2 37	1 39	9 19
11	Overall quality of parks and recreation 399 responded	5 106	4 188	3 59	2 31	1 11	9 8
12	Overall quality of community library services and programs 395 responded	5 110	4 140	3 84	2 11	1 3	9 47
13	Availability of affordable housing 392 responded	5 54	4 114	3 119	2 24	1 8	9 73

2. Which Three of the items listed in Question 1 do you think should receive the most emphasis from the Village leaders over the next Two years? (Write in your answers below using the numbers from the list above or circle “None”)

1st: **06** - 2nd: **10** 3rd: **09** NONE

3. Several items that may influence your perception of Paddock Lake are listed below. Please rate each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

	How Satisfied are you with....	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01	Overall quality of services provided by Village 398 responded	5 112	4 187	3 71	2 15	1 6	9 7
02	Overall appearance of Paddock Lake 397 responded	5 68	4 154	3 97	2 66	1 12	9 0
03	Overall management of development and growth 393 responded	5 61	4 148	3 110	2 53	1 12	9 9
04	Overall image of Paddock Lake 397 responded	5 70	4 172	3 105	2 39	1 10	9 1
05	Overall quality of life in Paddock Lake 391 responded	5 114	4 204	3 64	2 6	1 2	9 1
06	Overall quality of life in your neighborhood 396 responded	5 131	4 184	3 50	2 25	1 5	9 1
07	Overall value you receive for your LOCAL property taxes 388 responded	5 53	4 148	3 115	2 53	1 18	9 1

4. Public Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

	How safe do you feel....	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	N/A
01	When walking alone in your neighborhood during the day 398 responded	5 229	4 147	3 16	2 5	1 0	9 1
02	When walking alone in your neighborhood at night 394 responded	5 106	4 169	3 72	2 29	1 7	9 12
03	In the business district 393 responded	5 124	4 173	3 63	2 12	1 4	9 17
04	In Paddock Lake overall 395 responded	5 132	4 208	3 50	2 4	1 1	9 0
05	When visiting Village Parks 396 responded	5 120	4 193	3 58	2 8	1 1	9 16

4 a. If you feel "Unsafe" or "Very Unsafe" in any of the situations listed above, what are the reasons you feel unsafe?

5. Law Enforcement/Criminal Justice. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how you feel regarding the following aspects of law enforcement and court/justice system.

	How Satisfied are you with....	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01	Overall police relationship with our community 394 responded	5 154	4 161	3 61	2 10	1 3	9 5
02	Animal control services 385 responded	5 55	4 118	3 101	2 23	1 9	9 79
03	Enforcement of traffic safety laws 397 responded	5 89	4 141	3 72	2 49	1 28	9 18
04	Local Court System 392 responded	5 59	4 76	3 110	2 9	1 7	9 131
05	Enforcement of truancy laws 384 responded	5 41	4 59	3 99	2 19	1 6	9 160

6. Please answer the following questions by circling either "Yes" or "No"

	Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income?	YES	NO
01	Are you able to find housing you can afford in Paddock Lake 365 responded	Yes 306	No 59
02	Do you have major home repairs that impact your quality of life? 371 responded	Yes 76	No 295

7. Maintenance, for each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	How Satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01	Condition of streets in Village 394 responded	5 46	4 156	3 86	2 83	1 26	9 0
02	Conditions of sidewalks 394 responded	5 48	4 138	3 83	2 36	1 19	9 70
03	Condition of parks 389 responded	5 81	4 194	3 77	2 22	1 10	9 5
04	Condition of lake and beaches 393 responded	5 67	4 187	3 84	2 35	1 9	9 11
05	Condition of Village Hall 397 responded	5 113	4 198	3 66	2 6	1 3	9 11
06	Street lighting in your neighborhood 394 responded	5 74	4 138	3 82	2 65	1 23	9 12
07	Snow and Ice removal and treatment 393 responded	5 117	4 180	3 47	2 29	1 17	9 3

8. Which THREE items from the above list do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (Write in your answers below using the numbers from the list above.) 1st: 01 2nd: 02 3rd: 06

9. Solid Waste and Utility Services, please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	How Satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01	Solid waste collection services 392 responded	5 173	4 172	3 35	2 6	1 0	9 6
02	Curbside recycling services 393 responded	5 189	4 174	3 20	2 3	1 2	9 5
03	Yard waste collection services 394 responded	5 152	4 163	3 47	2 10	1 6	9 16
04	Brush collection services 393 responded	5 155	4 156	3 48	2 10	1 6	9 18
05	Quality of drinking water 391 responded	5 73	4 113	3 75	2 46	1 21	9 63
06	Overall management of drainage 396 responded	5 71	4 143	3 91	2 52	1 31	9 8
07	Sanitary sewer services 393 responded	5 96	4 183	3 75	2 18	1 13	9 8

10. During the past year, have you or other household members contacted employees of the Village of Paddock Lake or visited the website to seek services.

174 YES 173 NO

11. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with Village government department you contacted.

	How satisfied are you....	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01	How easy the Village gov. was to contact 394 responded	5 153	4 139	3 55	2 7	1 6	9 34
02	Courtesy of Village employees 396 responded	5 194	4 120	3 43	2 7	1 5	9 27
03	Accuracy of information provided 396 responded	5 145	4 145	3 55	2 12	1 6	9 33
04	Timeliness of Village employee's response 394 response	5 143	4 126	3 59	2 8	1 14	9 44
05	The resolution of your issue/concern 396 responded	5 126	4 129	3 53	2 23	1 13	9 52

12. Overall Ratings of the Community. Using a scale of 1 to 5, where 5 means “Excellent” and 1 means “Poor,” please rate the community regarding the following.

	How would you rate the Community	Excellent	Good	Neutral	Below Average	Poor	N/A
01	As a place to live 393 responded	5 182	4 177	3 30	2 4	1 4	9 1
02	As a place to work 392 responded	5 69	4 97	3 86	2 21	1 4	9 115
03	As a place to play 392 responded	5 121	4 178	3 66	2 17	1 4	9 6
04	As a place to raise children 391 responded	5 141	4 160	3 51	2 10	1 4	9 25
05	As a place to retire 391 responded	5 141	4 128	3 64	2 27	1 18	9 13
06	As a community that is moving in the right direction 394 responded	5 92	4 173	3 89	2 30	1 9	9 1
07	As a community that values diversity of residents. 393 responded	5 82	4 133	3 120	2 19	1 18	9 21

12. Should the Village continue to allow on road golf cart use? YES 325 NO 72
13. Should the Village consider allowing on road ATV'S? YES 169 NO 215
14. Should the Village continue with weekly mosquito spraying? Yes 339 NO 52
15. Would you favor an increase in your property taxes, if it were needed to maintain existing Village services such as yard waste and brush collection services? YES 129 NO 267
16. Should the Village consider donating surplus budget funds to area food banks, Sharing Center or other aid organizations? YES 177 NO 218
17. Should the Village continue to promote and recruit retail development? YES 290 NO 102
18. Should the Village Board of Trustees consider lowering the speed limits on Village roads from 25 MPH to 15 MPH? YES 93 NO 307
19. Should the Lake, “NO WAKE” times be modified? YES 78 NO 309
20. Should the Village allow temporary storage sheds? YES 212 NO 159
21. How do you obtain news and information about Village activities?
Website 157 Newsletters 245 Westofthei.com 151 Kenosha News 80 Word of mouth 204
22. Would you recommend Paddock Lake to others? YES 350 NO 30
23. Should the Village develop and construct a park system pavilion? YES 260 NO 101
24. Comments: _____
- _____
- _____

This concludes the survey. Thank you for your time! Please return your completed survey in the enclosed postage-paid envelope to: Village of Paddock Lake, 6969-236th Ave; Salem, WI. 53168