

2016 Community Needs Survey Village of Woodridge

Police Department

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

Yes 95.8% No 4.2%

2. Have you personally had contact with the Woodridge Police Department in the past five years? (If no, please go to question 6)

Yes 53.5% No 46.5%

3. With whom have you had contact?
(Questions 3 & 4, please check all that apply)

Dispatch	22.2%
Records	1.8%
Community Service Officer	6.3%
Police Officer	38.6%
Detective	2.4%
Crime Prevention Officer	1.4%
Other Contact	3.8%

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

Emergency Situation	7.9%
Non-emergency Situation	33.5%
Present in the Police Department	4.4%
Requested Services	5.7%
Traffic Violation	4.8%
Overnight Parking	9.7%
Other	9.3%

5. Please rate your contact with the Woodridge Police Department.

(If you have not had contact with the Police in a particular area, please leave blank)

Adequacy of Service Provided By

	Excellent	Good	Fair	Poor
Dispatch	61.5%	28.2%	8.3%	1.9%
Records	56.5%	34.8%	8.7%	0.0%
Community Service Unit	60.9%	27.5%	7.2%	4.3%
Police Officer	65.9%	25.6%	5.7%	2.8%
Detective	54.8%	32.3%	6.5%	6.5%
Crime Prevention Officer	53.8%	30.8%	7.7%	7.7%
Emergency Response Time	71.0%	19.4%	6.5%	3.2%
Non-emergency Response Time	62.4%	25.6%	10.5%	1.5%

6. What is your assessment of the Woodridge Police Department?

	Excellent	Good	Fair	Poor
Attitude & Behavior	51.3%	41.4%	5.3%	2.1%
Overall Performance	49.6%	44.7%	4.3%	1.5%

7. What is your overall satisfaction with the Woodridge Police Department?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
	44.9%	47.1%	2.2%	1.2%

General Government Services

Approximately \$0.03 of every property tax dollar you pay goes to the Village. The Village portion of the property tax pays for: Police, Public Works (street maintenance, snow removal, etc.), Finance and Community/Economic Development and Code Enforcement. The remaining \$0.97 goes to the Library, Township, County, Grade School and High School Districts, College of DuPage, Fire Protection District and Park District.

8. Do you feel you receive a fair level of service for the property tax dollars you pay to the Village of Woodridge?

Yes 80.3% No 19.7%

9. If the Village were to require an increase in services, please rank how you would prefer pay from 1 (least preferred) to 6 (most preferred).

	1	2	3	4	5	6
Property Tax	13.1%	5.5%	5.5%	5.5%	8.3%	62%
User Fees	38.9%	21.9%	18.2%	12.4%	5.3%	3.2%
Utility Tax	3.2%	10.1%	21.9%	22.8%	36.2%	5.8%
Amusement Tax	25.8%	35.7%	14.3%	15.2%	6.2%	2.8%
Sales Tax	8.1%	9.9%	19.1%	24.7%	29.5%	8.8%
Food & Beverage Tax	10.8%	16.8%	21.0%	19.4%	14.5%	17.5%

10. If the Village needed to fund facility improvements, rank how you would prefer to fund it from 1-least preferred to 6-most preferred

	1	2	3	4	5	6
Property Tax	15.9%	6.1%	5.4%	4.7%	5.9%	62.1%
User Fees	40.5%	27.4%	13.3%	11.2%	3.7%	3.7%
Utility Tax	2.6%	10.5%	26.0%	21.3%	34.0%	5.6%
Amusement Tax	23.4%	33.5%	16.6%	16.6%	7.0%	2.8%
Sales Tax	7.7%	9.4%	15.9%	29.0%	31.6%	6.3%
Food & Beverage Tax	8.8%	13.1%	22.7%	17.1%	17.8%	19.4%
Other	See Open-ended Response Report					

11. Have you or your family used the services offered at the Village Hall Front Desk?

Notary Services	4.2%
Subsidized Taxi Program	0.8%
Ventra Cards	0.2%
None of the Above	87.9%

12. How would you rate the Village Hall Front Desk service?

Excellent	Good	Fair	Poor
30.9%	48.6%	17.1%	3.4%

13. If you have had contact with staff at Village hall in the past year, how would you rate their Service?

Excellent	Good	Fair	Poor
36.0%	47.2%	13.2%	3.6%

If you rated service "Fair" or "Poor" please comment:

[See Open-ended Response Report](#)

Public Works Department

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

	Excellent	Good	Fair	Poor
Street Maintenance	20.9%	56.0%	18.8%	4.3%
Plowing	24.5%	48.5%	18.8%	8.2%
Street Cleaning	25.1%	52.4%	18.1%	4.5%
Street Lighting	22.8%	50.6%	19.1%	7.4%
Street Landscaping	26.8%	50.3%	18.6%	4.3%
Tree Trimming	23.4%	52.5%	19.5%	4.6%
Tree Removal	25.2%	50.5%	21.4%	3.0%
Tree Planting	23.8%	48.1%	19.7%	8.4%

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

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
43.5%	50.0%	4.9%	1.6%

16. Indicate your level of satisfaction with water service provided:

	Excellent	Good	Fair	Poor
Quality	49.0%	44.0%	6.2%	0.8%
Reliability	56.1%	39.9%	3.4%	0.6%

17. Are the sidewalks generally in good condition?

Yes	88.1%	No	11.9%
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18. How often does your household use the Woodridge Bikeway System?

	Frequently	Sometimes	Never	Not Familiar
Adults	23.1%	36.5%	31.6%	8.8%
Children	10.9%	23.5%	43.9%	21.7%

Community Development Department

19. If you applied for a permit, rate the quality of the instructions you received

	Excellent	Good	Fair	Poor
Deck	32.7%	49.1%	14.5%	3.6%
Pool	41.2%	41.2%	17.6%	0.0%
Shed	32.0%	52.0%	12.0%	4.0%
Home Impr.	36.9%	52.4%	8.3%	2.4%
Fence	31.3%	54.2%	8.3%	6.3%
Driveway	32.8%	50.8%	11.5%	4.9%

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

	Very Well	Well	Fair	Poor	Don't know
Landscaping	29.8%	54.2%	11.5%	0.2%	4.4%
Lighting	29.6%	56.2%	8.1%	1.9%	4.2%
Parking Lots	27.1%	55.0%	11.3%	2.5%	4.2%
Signs	29.3%	56.1%	10.0%	0.6%	4.0%
Overall	27.7%	58.0%	10.0%	0.8%	3.5%

For any areas you rated "Fair" or "Poor," please provide the name of the commercial area:

[See Open-ended Response Report](#)

21. Check any improvements you would like to see made to existing commercial developments and name the specific development.

Exterior Building Appearance	4.8%
Security	6.3%
Landscaping	5.9%
Accessibility	4.4%

[See Open-ended Response Report](#)

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

Very Well	Well	Fair	Poor	I Don't Know
16.8%	61.6%	18.8%	0.8%	2.0%

23. Are there any specific properties in town with which you have concerns?

[Internal Use Only](#)

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

Yes 5.4% No 94.6%

If yes, check all the reasons that apply:

Age 23.1%
 Health 19.2%
 Finances 53.8%
 Other [See Open-ended Response Report](#)

25. How well do you think the following regulatory ordinances are enforced?

	Very Well	Well	Fair	Poor	Don't Know
Fences	15.0%	40.9%	10.5%	2.5%	30.8%
Garbage	19.3%	42.8%	11.2%	2.8%	23.9%
Storage of Junk	14.4%	32.6%	15.0%	8.1%	29.9%
Vehicle Parking	20.3%	36.1%	17.3%	6.1%	20.3%
Weeds	13.8%	33.3%	19.5%	8.9%	24.4%
Other	See Open-ended Response Report				

Technology

26. In which of the following settings have you connected to the Internet (check all that apply)

	Frequently	Sometimes	Never
Café/Public Setting	10.6%	35.6%	53.9%
Work	52.5%	10.2%	37.3%
Home	88.5%	4.2%	7.3%
School	9.2%	8.0%	82.7%
Library	12.3%	31.9%	55.8%

27. On which devices have you connected to the Internet (check all that apply)

	Frequently	Sometimes	Never	Don't Know
Desktop Computer	60.0%	13.0%	4.5%	22.5%
Laptop	71.5%	12.2%	5.4%	10.9%
Tablet	55.3%	16.2%	6.3%	22.2%
Smartphone	71.1%	14.0%	4.4%	10.4%

Public Relations

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28. How well does the Village keep you informed on the following topics?

	Very Well	Well	Fair	Poor	Don't Know
Safety / Crime	23.4%	40.9%	20.7%	6.4%	8.5%
Development Activity	28.9%	43.5%	19.0%	10%	5.9%
Special Events	32.4%	44.9%	15.7%	2.1%	5.0%
Emergency Info	26.3%	45.0%	16.5%	4.2%	8.1%
Budget/Finance	18.1%	43.2%	21.7%	5.9%	11.0%

Public Projects (roads, stormwater)	22.7%	41.6%	22.7%	6.1%	6.9%
Village Board Activity	19.4%	40.9%	20.7%	8.2%	10.8%
Other	See Open-ended Response Report				

29. What information do you find most useful in the FOCUS, Woodridge's resident newsletter?
[See Open-ended Response Report](#)

30. Where/how often are you obtaining local news and information from the following sources:

	Always	Often	Sometimes	Seldom	Never
Village Website	11.1%	14.3%	31.7%	23.4%	19.5%
Channel 6	1.1%	4.1%	14.9%	16.9%	62.9%
FOCUS	15.5%	22.5%	25.6%	10.3%	26.1%
E-News	15.2%	15.0%	14.3%	13.4%	42.0%
Water Bill Briefs	25.2%	29.8%	27.9%	9.1%	8.0%

31. Prior to this survey had you visited the Village's website?

Yes 81.7% No 18.3%

If you had not, please identify why you had not.

Was unaware of Village website	3.4%
Haven't needed information	9.3%
Prefer to talk to Village employee	3.8%
Don't have Internet access	2.2%

32. How would you rate the Village website on the following?

	Excellent	Good	Fair	Poor
Quality of information	33.6%	60.4%	6.0%	0.0%
Ease of navigation	28.5%	60.8%	8.9%	1.8%

33. What improvement(s) to the website would you find useful?

[See Open-ended Response Report](#)

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

	Very Useful	Somewhat Useful	Useful	Not Useful	Don't Watch
	4.6%	8.5%	12.0%	2.3%	72.6%

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

Facebook	17.8%
Twitter	2.6%
RSS Feed	0.0%
Quarterly Focus Newsletter	47.7%
Weekly Electronic Newsletters	45.3%
Newspaper	23.2%
Water Billing Brief	54.1%
Community Notification System	39.4%
Other	See Open-ended Response Report

Quality of Life

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

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
45.3%	52.0%	2.5%	0.2%

37. How would you rate the quality of life in Woodridge today as compared to 10 years ago?

Much Better	Somewhat Better	About the Same	Somewhat Worse	Much Worse	Don't Know
10.7%	28.5%	35.6%	5.1%	0.8%	15.4%

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

Yes	88.7%	No	12.3
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39. Do you find it difficult to afford living in Woodridge?

Yes	23.8%	No	76.2%
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40. Are you familiar with the Park District childcare subsidy program offered by the Village?

Yes	25.3%	No	74.7%
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41. If you are using services provided by social service agencies, please list them below:
[See Open-ended Response Report](#)

42. What do you consider to be the major assets and advantages and disadvantages of living in Woodridge?
 (Ranked order shown below)

	Advantage	Disadvantage
Crime Rate	5	7
Distance to Employer	13	5
Diverse Population	11	8
Employment	16	4
Friendliness of Residents	3	15
Health Care Facilities	15	2
Housing Costs	10	3
Housing Quality	7	9
Location	1	16
Public Transportation	17	1

Recreational/Park Amenities	4	14
Religious Institution	14	13
Residential Neighborhoods	2	17
Schools	9	12
Shopping	6	6
Street Condition	8	10
Traffic Conditions	12	11

Other [See Open-ended Response Report](#)

43. What are your top three priorities for the Village in the next three years?

Other [See Open-ended Response Report](#)

44. What are the top challenges facing Woodridge?

Other [See Open-ended Response Report](#)

Household

45. Check the box that best describes your age.

Under 20	0%
20-29	2.3%
30-39	12.6%
40-49	15.4%
50-59	28.0%
60-69	24.4%
70 and over	17.3%

46. How many people currently live in your home?

One	19.5%
Two	41.4%
Three or more	39.1%

47. Please indicate the type of home in which you currently live and whether you own or rent.

Single-Family House	73.4%
Apartment	0.2%
Condominium	15.7%
Townhome	10.7%

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

Less than a year	4.6%
1-5 years	12.6%
6-10 years	10.5%
11-15 years	16.6%
16 years or more	55.8%

49. Please indicate the geographic area that most closely represents where you live:

- | | |
|--|-------|
| 1. Seven Bridges & Thornberry Woods | 5.7% |
| 2. North of 63 rd Street, East of Rt. 53 | 8.0% |
| 3. 63 rd Street to 75 th Street, East of Rt. 53 | 33.3% |
| 4. 75 th Street to 87 th Street, West of I-355, East of Rt. 53 | 30.4% |
| 5. 75 th Street to 87 th Street, East of I-355 | 11.8% |
| 6. South of 87 th Street & North of I-55 | 9.3% |
| 7. South of I-55 | 1.5% |



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