



## Office of the Mayor

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### **An Introduction to the 2009 Resident Satisfaction Survey Mayor Dave Cieslewicz**

We can use agency benchmarks in *Madison Measures* and our new *Neighborhood Indicators* program to gauge how well the City of Madison is providing services to our residents. These two packages provide us with a valuable perspective through various performance data, trends and numeric indicators. But, sometimes you only know you're doing a good job when you ask people how they feel about the services you're providing.

Because of this, the City has partnered with the UW's Survey Center to conduct three annual resident satisfaction surveys. This is the second year we have summarized the results of such a survey. Similar to last year, this summary will be included with my 2011 budget recommendations to the Common Council.

The objective of the survey is to determine the level of satisfaction and sense of importance that Madison residents have toward various City services. This information can be used to guide resource allocations and seek service improvements.

The results summarized here are from the second deployment of our survey in the fall of 2009. Comparing these two years will give us a better idea of where we have made progress and where we may still need to make improvements.

## Summary of 2009 Resident Satisfaction Survey Results

### Overview

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The City of Madison's annual resident satisfaction survey is mailed to 1,000 randomly selected households. Fifty are sent to each of our 20 aldermanic districts. A representative sample is built using a random selection of addresses from Madison Gas & Electric (MGE). This list includes both homeowners and renters.

This survey is the second of three annual surveys conducted on the City's behalf by the University of Wisconsin's Survey Center.

The 2009 survey was deployed in two waves of mailings – one on September 11 and the second on October 9.

A sample of the 2009 survey instrument follows this summary. The survey featured five general questions relating to:

- Overall quality of life;
- Satisfaction with 16 City services;
- Importance of the same 16 City services;
- Overall service quality; and
- Additional comments (open ended).

The 16 City services featured included:

- Police Services
- Fire Services
- Bus Service
- Garbage Collection
- Recycling Collection
- Leaf & Brush Collection
- Snowplowing
- Street Condition
- Park Maintenance
- Traffic Enforcement
- Drinking Water
- Land Use and Planning
- Libraries
- City Website
- Lake Quality
- Public Health Services

### High Return Rate

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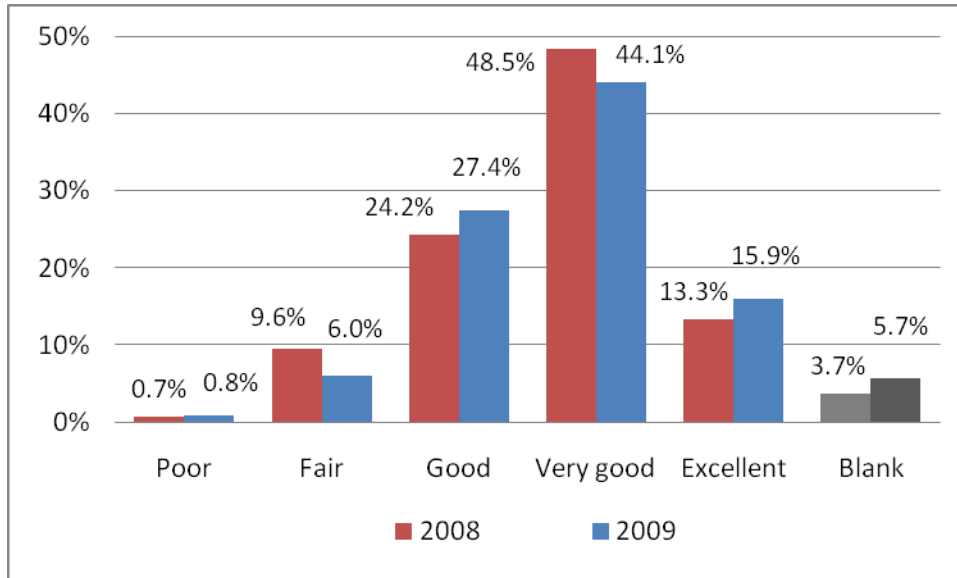
Of 1,000 mailings, 383 completed surveys were returned. For these types of surveys, a response rate of 30% is desired and 20% is not atypical. A response rate of 38% is quite high and a strong indication for how well engaged Madison residents are in local affairs and services.

As a general rule of thumb, a survey needs at least 300 responses to be statistically significant or considered valid. With over 380 responses, we can put some faith into these numbers as an accurate representation of residents' attitudes.

## Overall Quality of Life

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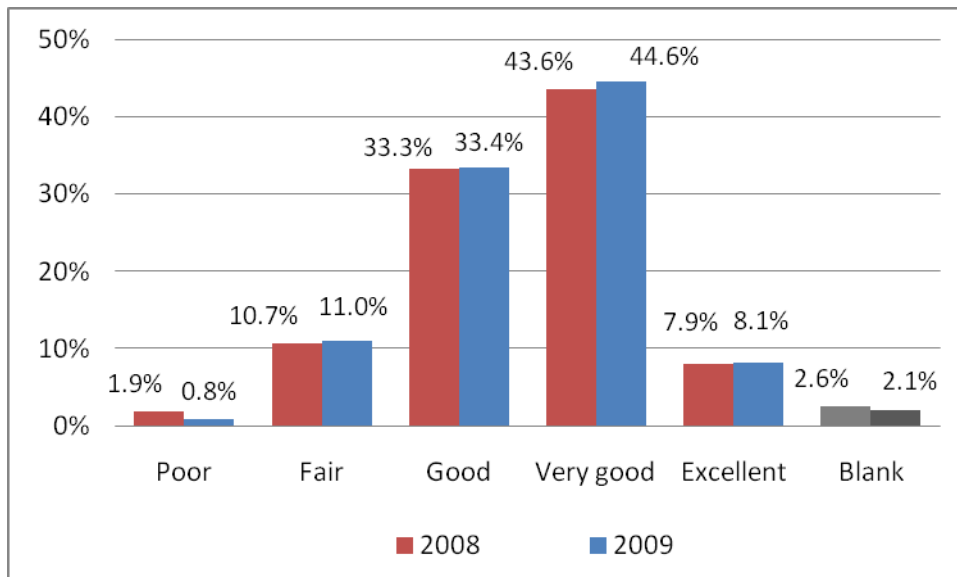
Survey recipients were asked about their impression of the overall quality of life of Madison residents. About 93% of valid responses (i.e., not blank) indicated that overall quality of life in Madison is “Good” or better. This number is up slightly from 2008 when 89% of valid responses were “Good” or better.



## Overall Quality of Services

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Survey recipients were also asked about their impression of the overall quality of services delivered by the City of Madison. About 88% of valid (i.e., not blank) responses indicated that Overall Quality of Services is “Good” or better. In 2008, this number was 87%.



## **Resident Satisfaction**

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Satisfaction with City services was divided into seven categories:

1. Extremely dissatisfied
2. Very dissatisfied
3. Somewhat dissatisfied
4. In-between
5. Somewhat satisfied
6. Very satisfied
7. Extremely satisfied

At least half of our respondents said they were “Somewhat Satisfied” or better with all but five services. They were:

- Bus Service (46.9%);
- Land Use & Planning (46.9%);
- City Website (45.3%);
- Public Health Services (38.1%); and
- Lake Quality (24.1%).

Many of these lower rankings could be driven by large numbers of “Don’t Know” responses. Specifically, 30% of valid responses regarding Bus Service, 16% for Land Use & Planning, 43% for City Website, and 43% for Public Health were in the “Don’t Know” category.

Further, responses of “Somewhat Satisfied” or better in the upper forties are still very positive. The worst satisfaction level resulted in the area where the City has the least direct control due to municipal boundaries and runoff from neighboring communities – Lake Quality.

The highest level of satisfaction was Garbage Collection with 73.8% of respondents “Very Satisfied” or better. The lowest level was Lake Quality at 35.2% “Very Dissatisfied” or worse. These results are similar to 2008.

Importance that residents place on various City services was broken into five categories. They are:

1. Not at all important
2. Slightly important
3. Somewhat important
4. Very important
5. Extremely important

Fire and Police Services were rated as the most important. Fire came in at 96.3% at “Very Important” or “Extremely Important”, and Police was at 96.2% as “Very Important” or “Extremely Important”. These results are similar to 2008.

Similar to 2008, the City website was the only service with less than 50% at “Very Important” or “Extremely Important”. This may be the result of relatively few people using the City website to conduct business as evidenced by a large number of “Don’t Know” responses.

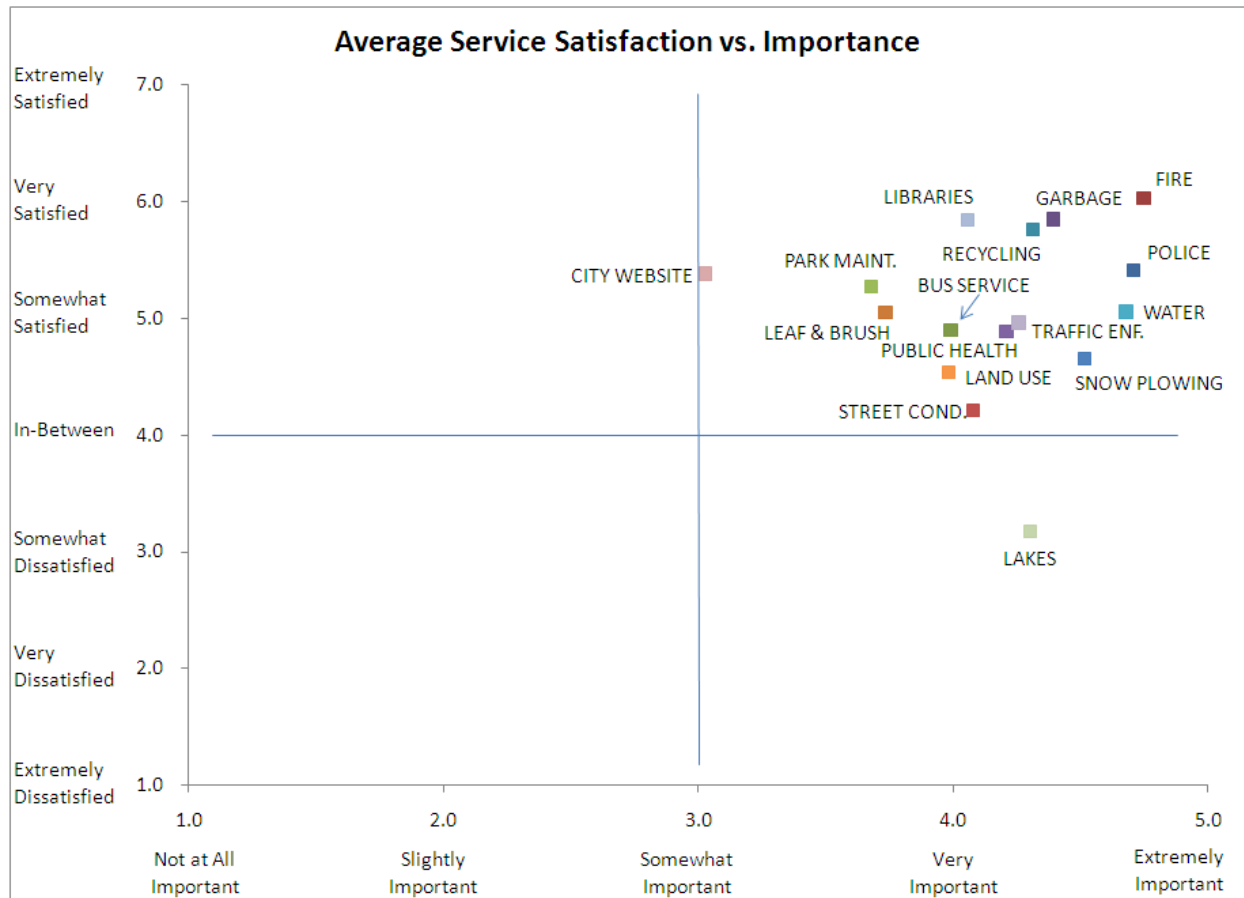
## **Satisfaction versus Importance**

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A common tool used to summarize survey results is to plot customer satisfaction against customer opinions about the importance of a particular service. Any organization strives to provide services that are both satisfactory and important to its customers. In the case of the City of Madison, these customers are city residents.

In such a scatter chart, it is best to have responses falling above the level of “Somewhat Important” and above “In-Between” satisfaction levels. Services with low satisfaction and low importance levels may be targeted for improvement, but they may come after higher priority services.

The following is a scatter chart of the average responses of satisfaction and importance from the 2009 survey.



According to this summary of average responses, the City is doing a satisfactory job of providing all of the services subject to the survey and all of these services are seen as important. One exception stands out, which is Lake Quality. It is deemed by residents to be important, but the lakes are not widely held to be in good condition.

Following this summary and sample of the survey instrument is a breakout of the satisfaction and importance levels for each of the services featured in the survey. It includes a comparison of 2009 results to 2008. Also included is a verbatim tabulation of open-ended responses.

### Comparing 2009 Results to 2008

With results from the second year of our survey in hand, we can begin to see where we have made some progress and identify areas where additional work may be needed. Comparing 2009 results to 2008 offers the following highlights:

- For the second year, Garbage Collection ranked the highest in customer satisfaction.
- Police Services saw the greatest increase in satisfaction levels gaining over nine percentage points from 2008 to 2009.

- Park Maintenance saw the greatest decrease in satisfaction levels losing almost seven percentage points from 2008 to 2009.
- Lake Quality remains the lowest ranked in terms of satisfaction.
- Street Condition saw the greatest decrease in importance levels losing four percentage points from 2008 to 2009, but satisfaction with Street Condition is the second lowest of services subject to the survey.
- Public safety services provided by our Police and Fire Departments remain the most important services subject to the survey.
- Traffic Enforcement saw the greatest increase in importance levels gaining just over 14 percentage points from 2008 to 2009.
- Public Health Services, which were added to the survey this year, had a strong response in terms of importance, but a lot of respondents did not rank their satisfaction with services. This is likely due to relatively few respondents having first-hand experience with the Madison Dane County Public Health Department.

# City of Madison Quality of Services Survey

1. Overall, how would you rate the quality of life for people living in the City of Madison?

- Poor
- Fair
- Good
- Very good
- Excellent

2. Next, please rate how satisfied you are with the following services provided by the City of Madison.

For each of the services listed below, please check the circle to show if you are extremely dissatisfied, very dissatisfied, somewhat dissatisfied, in-between, somewhat satisfied, very satisfied, or extremely satisfied with the service.

	Extremely dissatisfied ▼	Very dissatisfied ▼	Somewhat dissatisfied ▼	In- between ▼	Somewhat satisfied ▼	Very satisfied ▼	Extremely satisfied ▼	Don't know ▼
a. Police service.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Fire service.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Metro Transit bus service.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Garbage collection.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Recycling collection.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Leaf and brush collection.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Snow plowing.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Condition of street pavement and asphalt.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Park maintenance.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Traffic safety and enforcement.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Drinking water quality.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Land use and planning.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Libraries.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. City website.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Lake quality.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Public health services.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. Next, please rate how important you find the following services provided by the City of Madison.**

For each of the services listed below, please check the circle to show if you find it not at all important, slightly important, somewhat important, very important, or extremely important.

	Not at all important ▼	Slightly important ▼	Somewhat important ▼	Very important ▼	Extremely important ▼	Don't know ▼
a. Police service .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Fire service .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Metro Transit bus service .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Garbage collection .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Recycling collection .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Leaf and brush collection .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Snow plowing .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Condition of street pavement and asphalt.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Park maintenance .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Traffic safety and enforcement.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Drinking water quality .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Land use and planning .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Libraries .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. City website .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Lake quality .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Public health services .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. Overall, how would you rate the services provided by the City of Madison?**

- Poor
- Fair
- Good
- Very good
- Excellent

**5. Please use this space to provide additional comments.**

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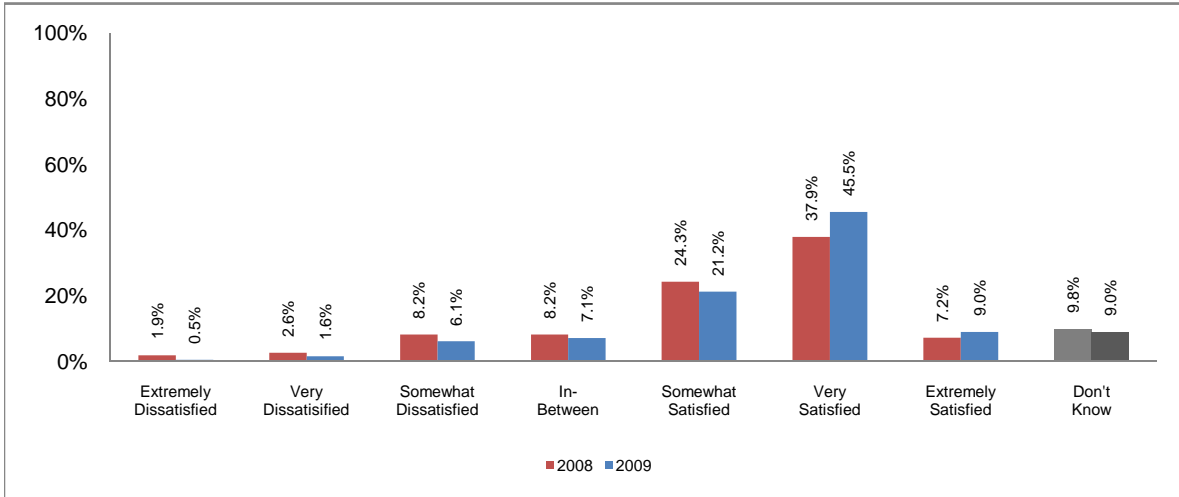
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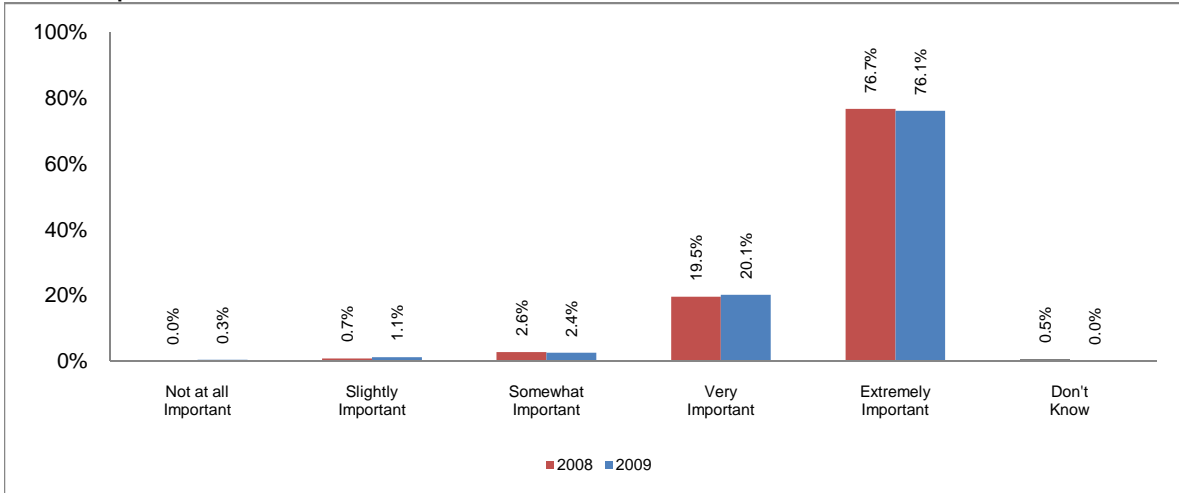
## Police Service

In 2009, almost 55% of respondents indicated they were "Very Satisfied" or better with Police Service. This is up from 2008, when just over 45% of respondents indicated they were "Very Satisfied" or better. Public safety services were rated as the most important City services. Over 96% felt that Police Service was "Very Important" or "Extremely Important". Police Services saw the greatest increase in satisfaction levels gaining over nine percentage points from 2008 to 2009.

### Service Satisfaction



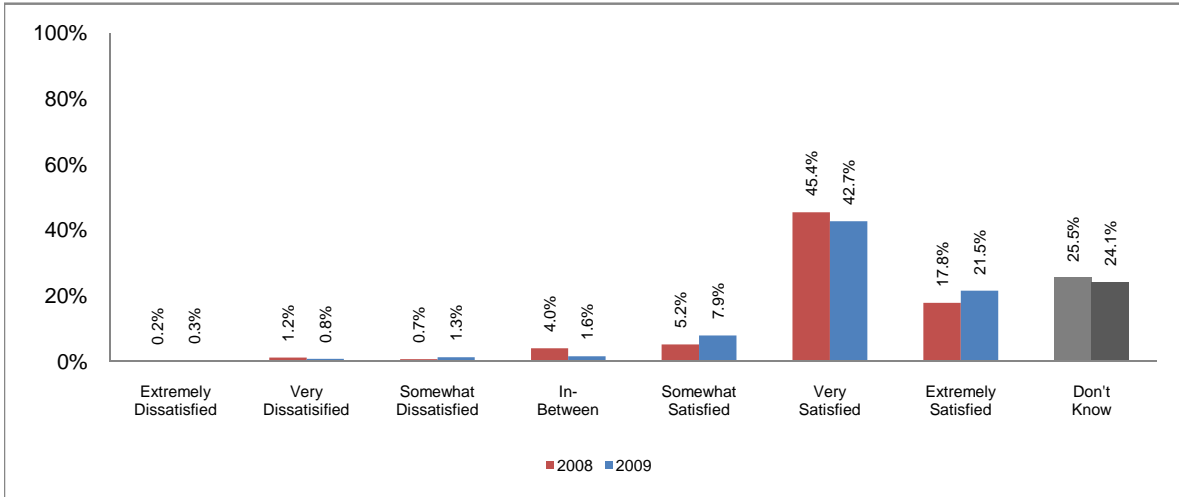
### Service Importance



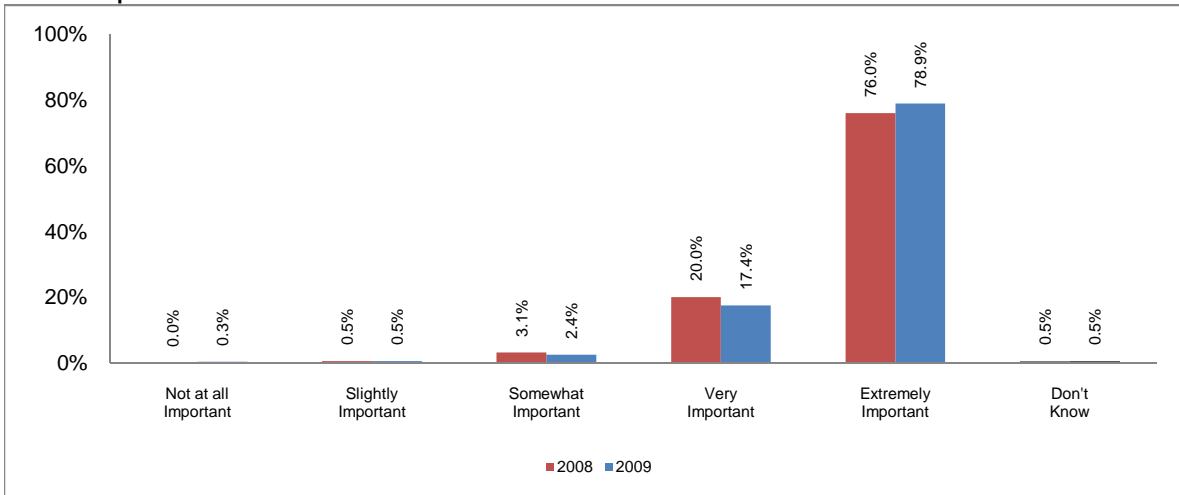
## Fire Service

In 2009, over 64% of respondents indicated they were "Very Satisfied" or better with Fire Service. This is up slightly from 2008, when just over 63% of respondents indicated they were "Very Satisfied" or better. Public safety services were rated as the most important City services. Over 96% felt that Fire Service was "Very Important" or "Extremely Important".

### Service Satisfaction



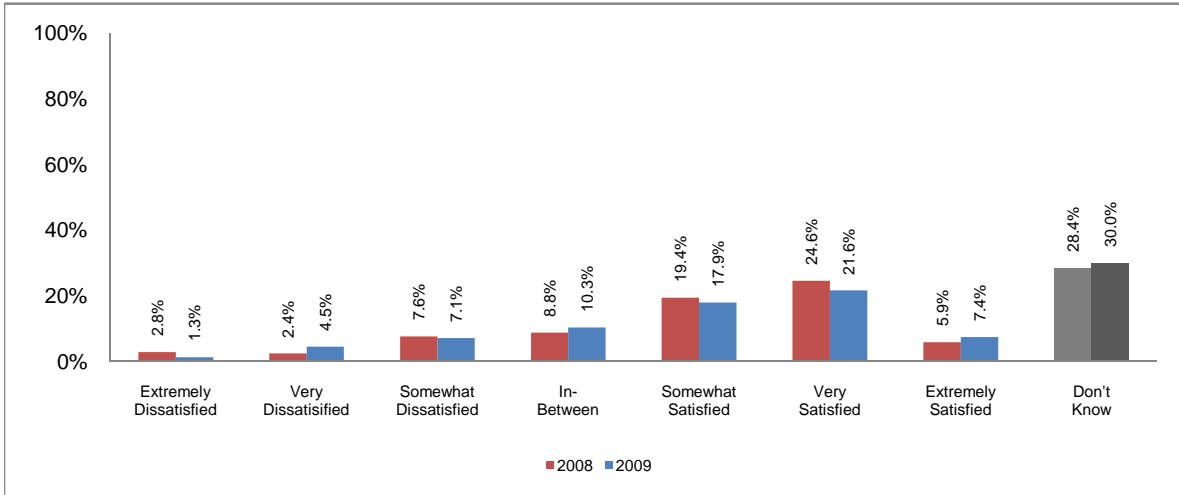
### Service Importance



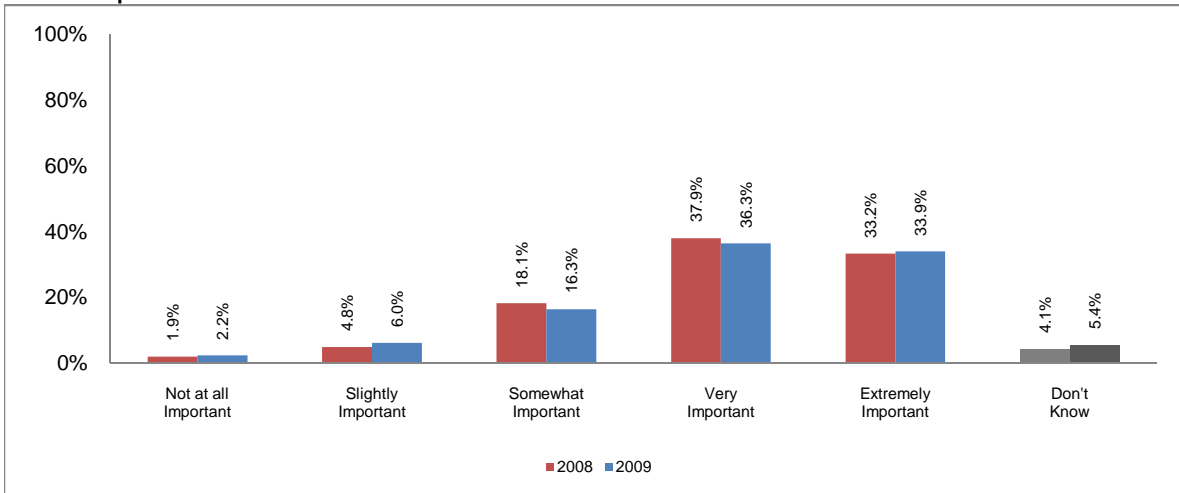
## Bus Service

Exactly 29% of respondents indicated they were "Very Satisfied" or better with Bus Service. This is down from 2008, when over 30% of respondents indicated they were "Very Satisfied" or better. Over 70% felt that Bus service was "Very Important" or "Extremely Important". Satisfaction results may be influenced by a relatively number of "Don't Know" responses.

### Service Satisfaction



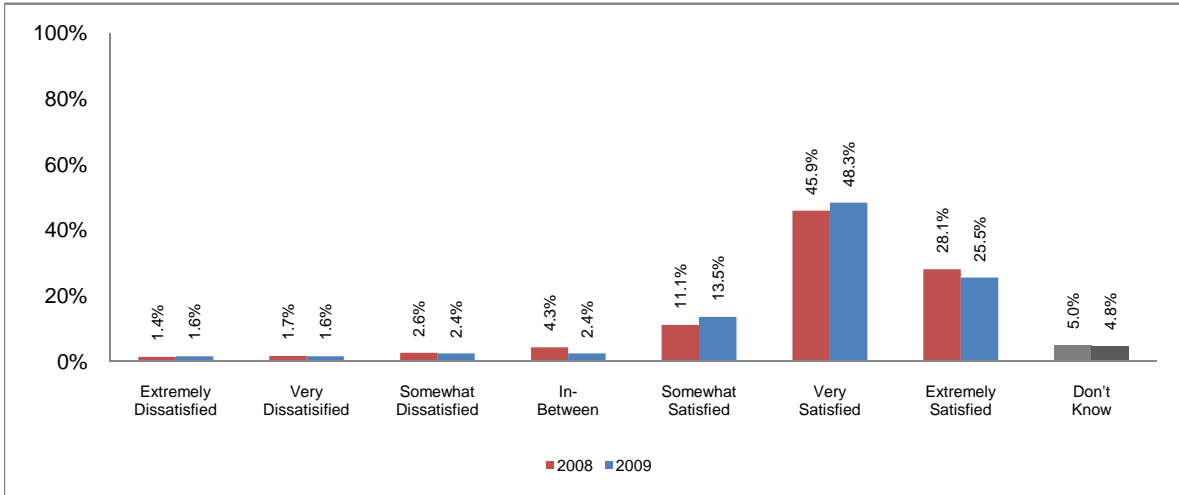
### Service Importance



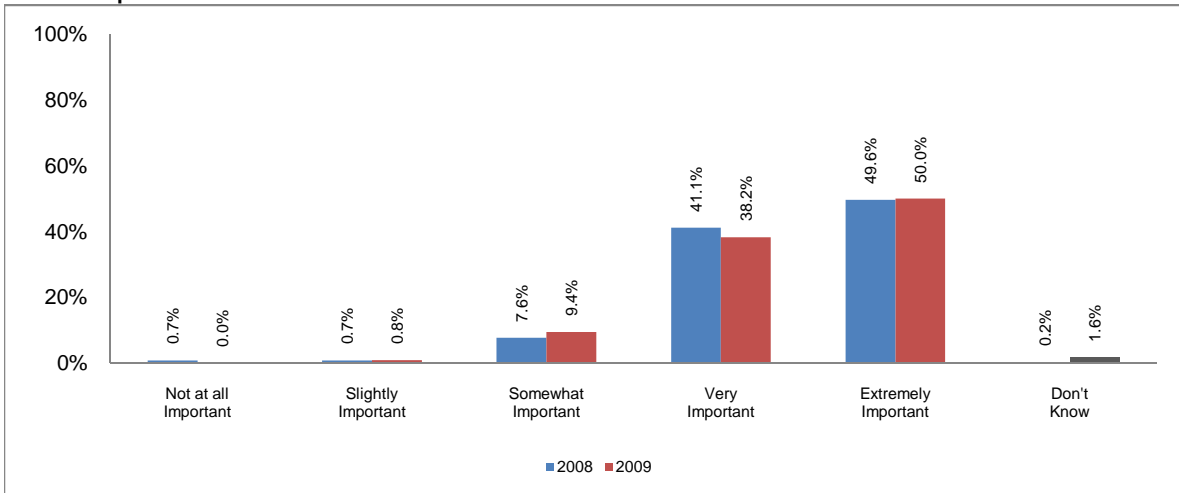
## Garbage Collection

For the second year, Garbage Collection ranked the highest in customer satisfaction. In 2009, almost 74% of respondents indicated they were "Very Satisfied" or better with Garbage Collection. In 2008, exactly 74% of respondents indicated they were "Very Satisfied" or better. Just over 88% felt that Garbage Collection was "Very Important" or "Extremely Important".

### Service Satisfaction



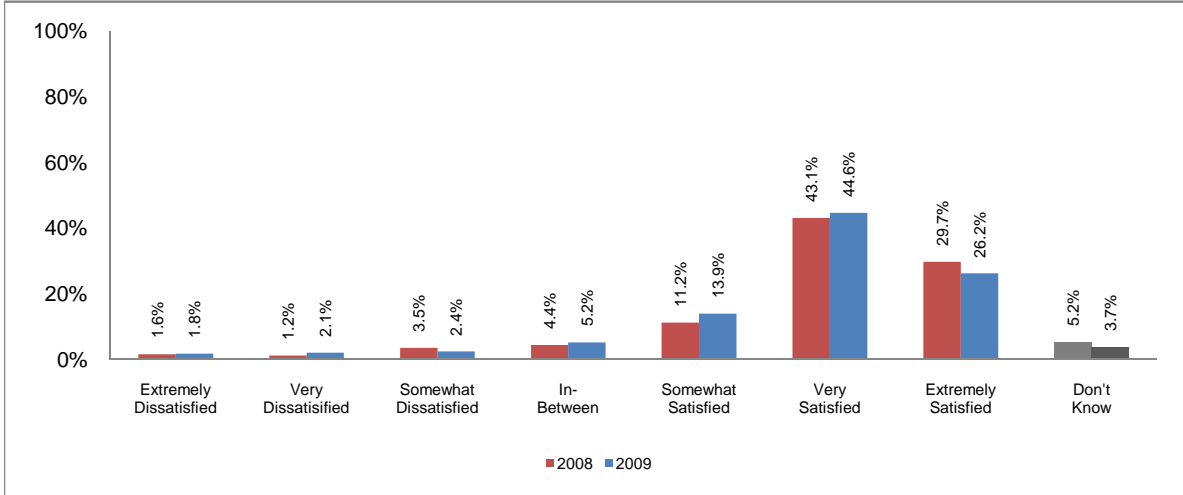
### Service Importance



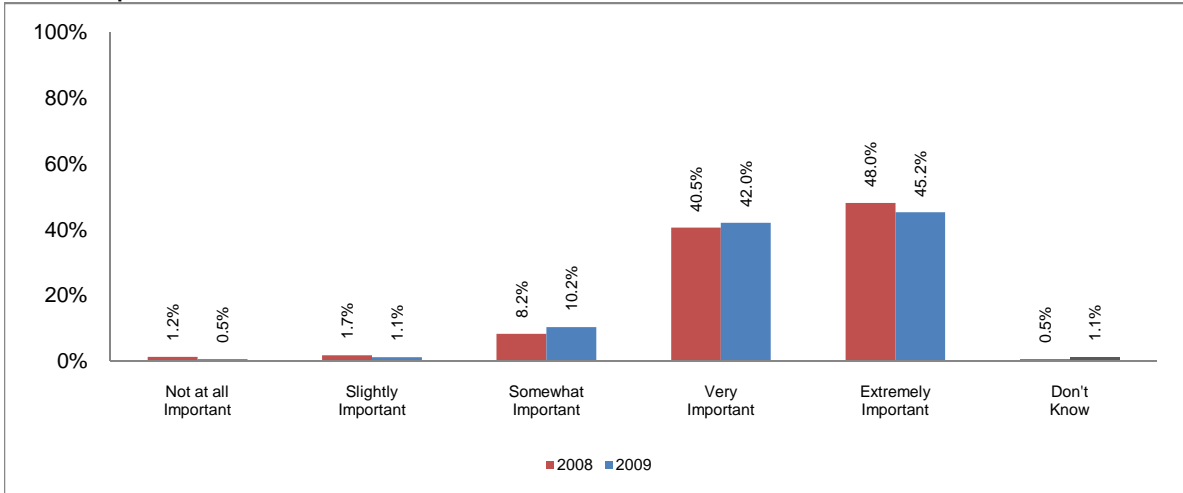
## Recycling Collection

Recycling Collection ranked as the second highest in customer satisfaction. In 2009, almost 71% of respondents indicated they were "Very Satisfied" or better with Recycling Collection. This is down slightly from 2008, when almost 73% of respondents indicated they were "Very Satisfied" or better. Over 87% felt that Recycling Collection was "Very Important" or "Extremely Important".

### Service Satisfaction



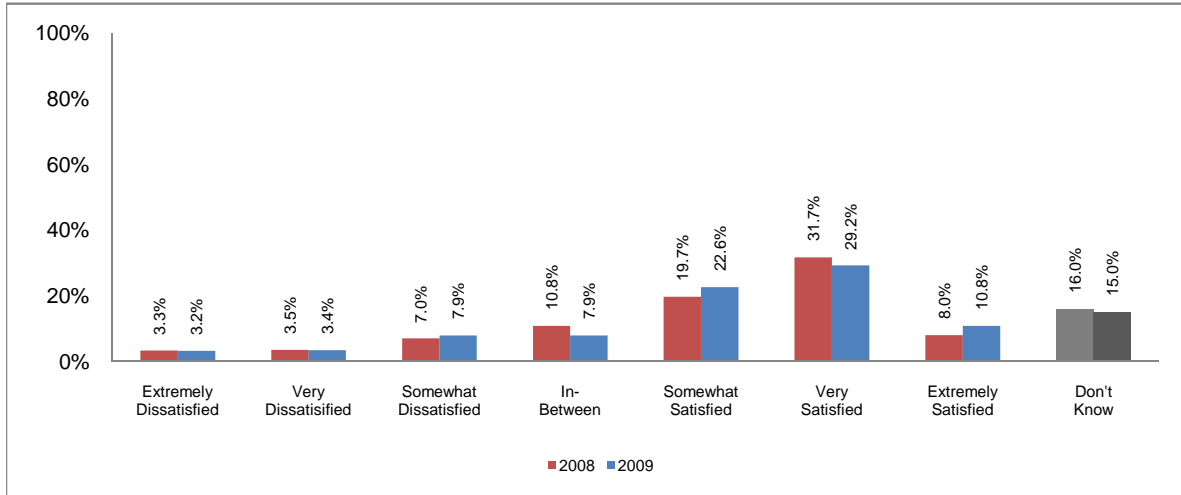
### Service Importance



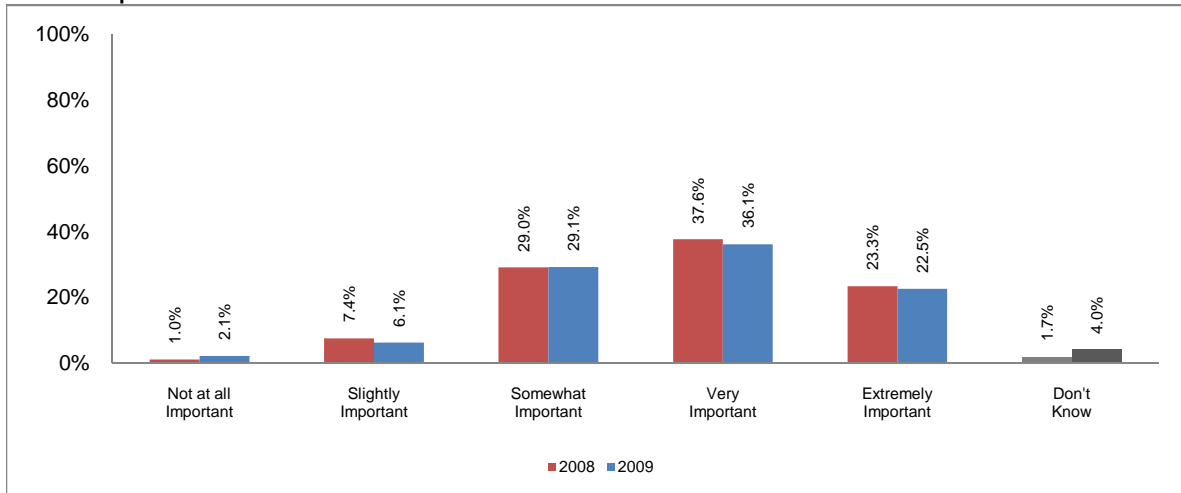
## Leaf and Brush Collection

In 2009, exactly 40% of respondents indicated they were "Very Satisfied" or better with Leaf and Brush Collection. This is up slightly from 2008, when almost 40% of respondents indicated they were "Very Satisfied" or better. Almost 59% felt that Leaf and Brush Collection was "Very Important" or "Extremely Important".

### Service Satisfaction



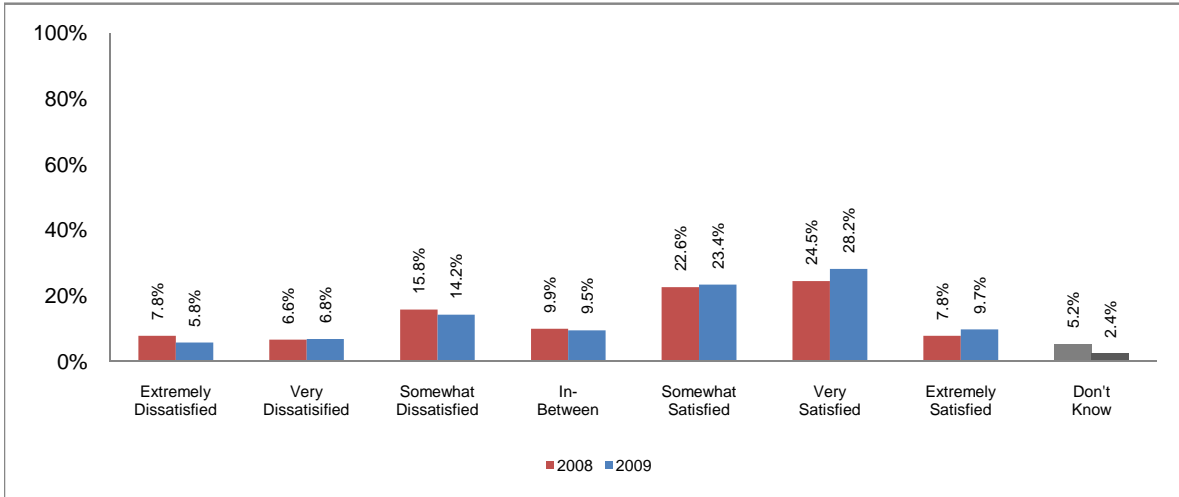
### Service Importance



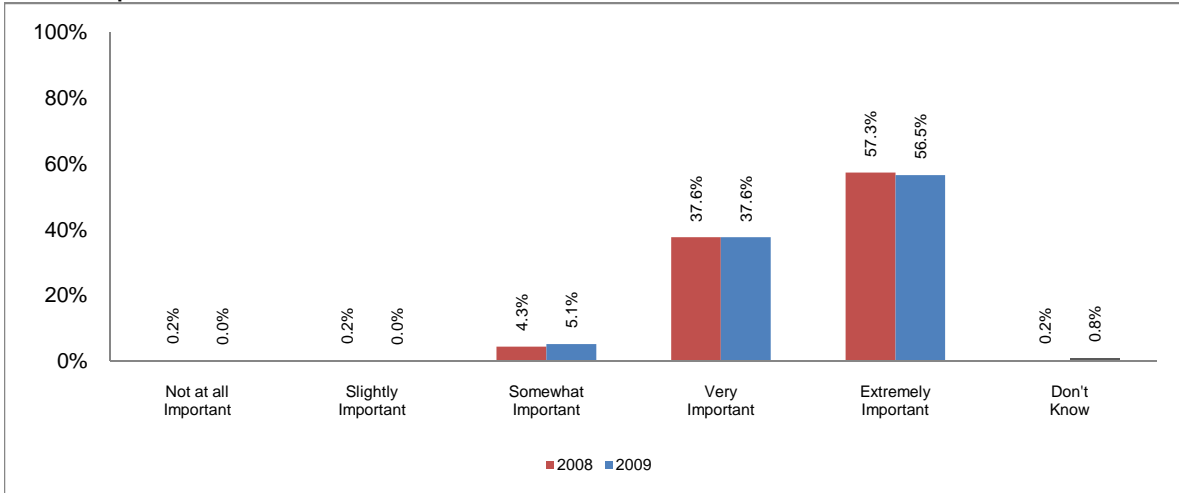
## Snowplowing

In 2009, almost 38% of respondents indicated they were "Very Satisfied" or better with Snowplowing. This is up from 2008, when over 32% of respondents indicated they were "Very Satisfied" or better. Over 94% felt that Snowplowing was "Very Important" or "Extremely Important".

### Service Satisfaction



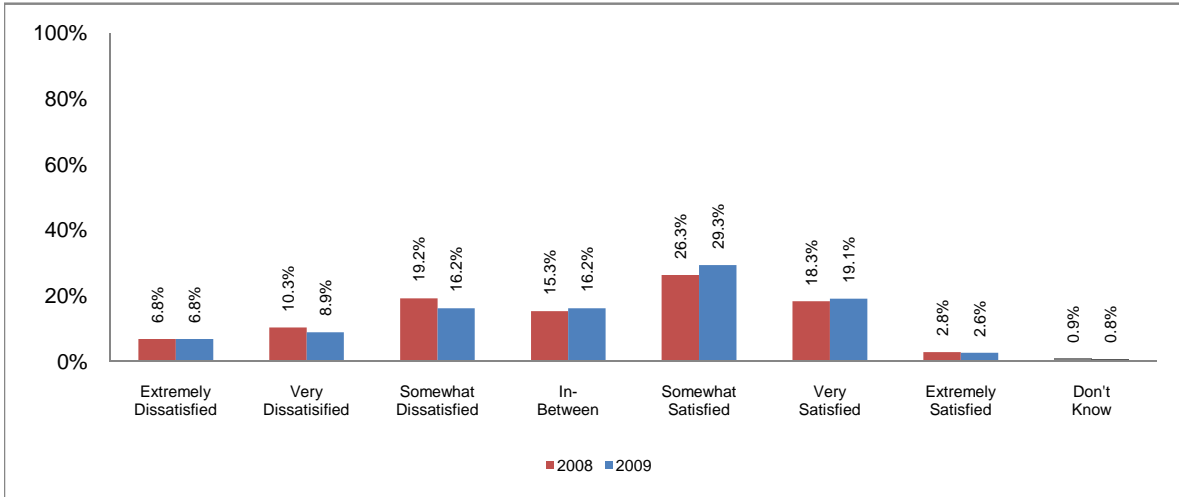
### Service Importance



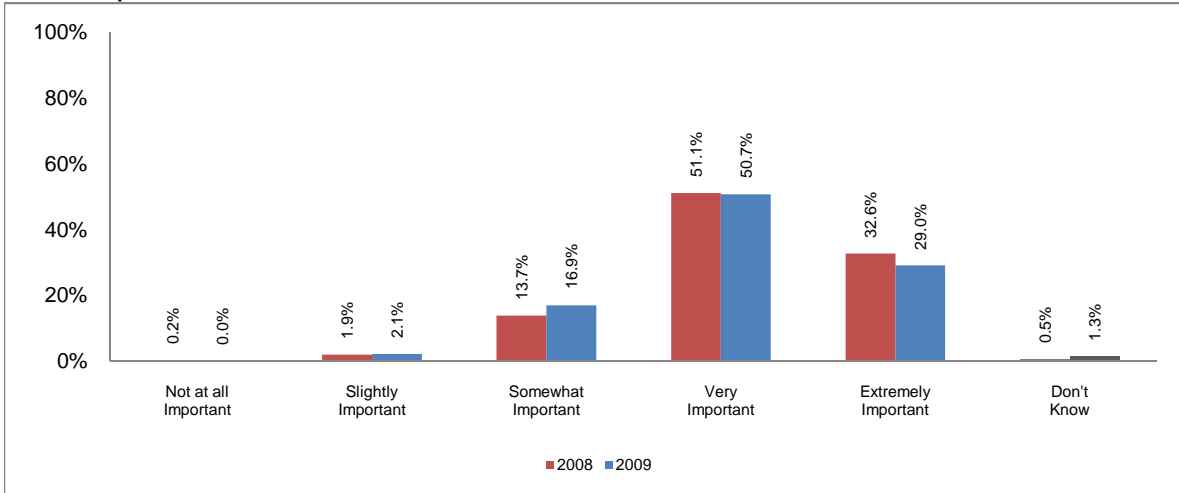
## Street Condition

In 2009, almost 22% of respondents indicated they were "Very Satisfied" or better with Street Condition. This is up from 2008, when just over 21% of respondents indicated they were "Very Satisfied" or better. Almost 80% felt that Street Condition was "Very Important" or "Extremely Important". Street Condition had the second lowest satisfaction level with almost 16% "Very Dissatisfied" or worse. Street Condition also saw the greatest decrease in importance levels losing four percentage points from 2008 to 2009.

### Service Satisfaction



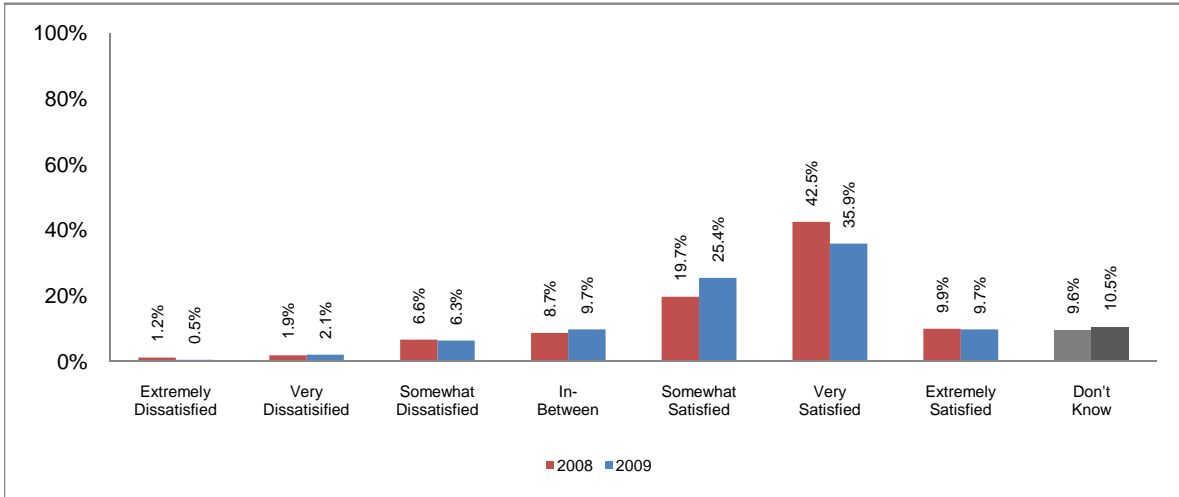
### Service Importance



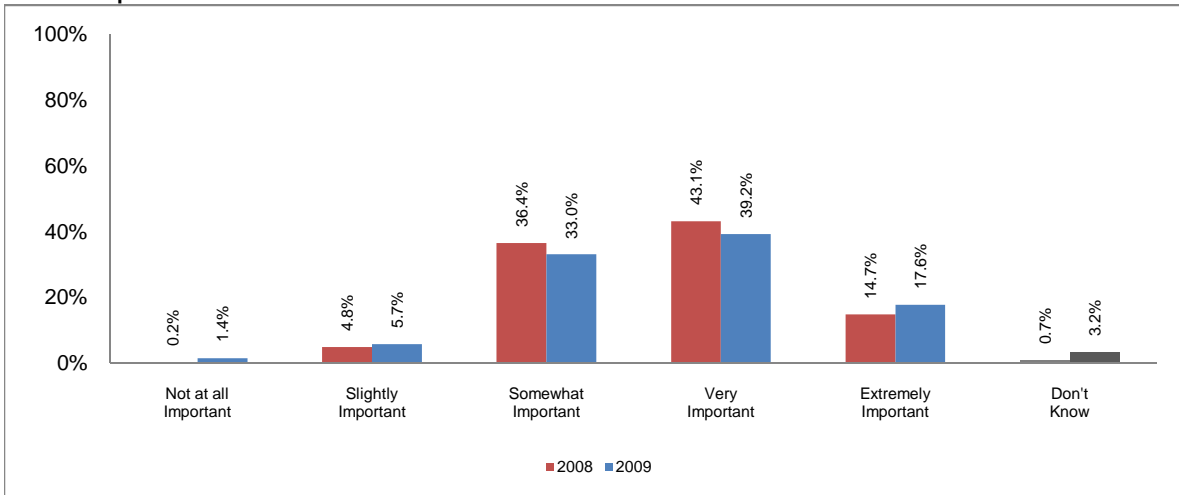
## Park Maintenance

In 2009, almost 46% of respondents indicated they were "Very Satisfied" or better with Park Maintenance. This is down from 2008, when over 52% of respondents indicated they were "Very Satisfied" or better. Almost 57% felt that Park Maintenance was "Very Important" or "Extremely Important". Park Maintenance saw the greatest decrease in satisfaction levels losing almost seven percentage points from 2008 to 2009.

### Service Satisfaction



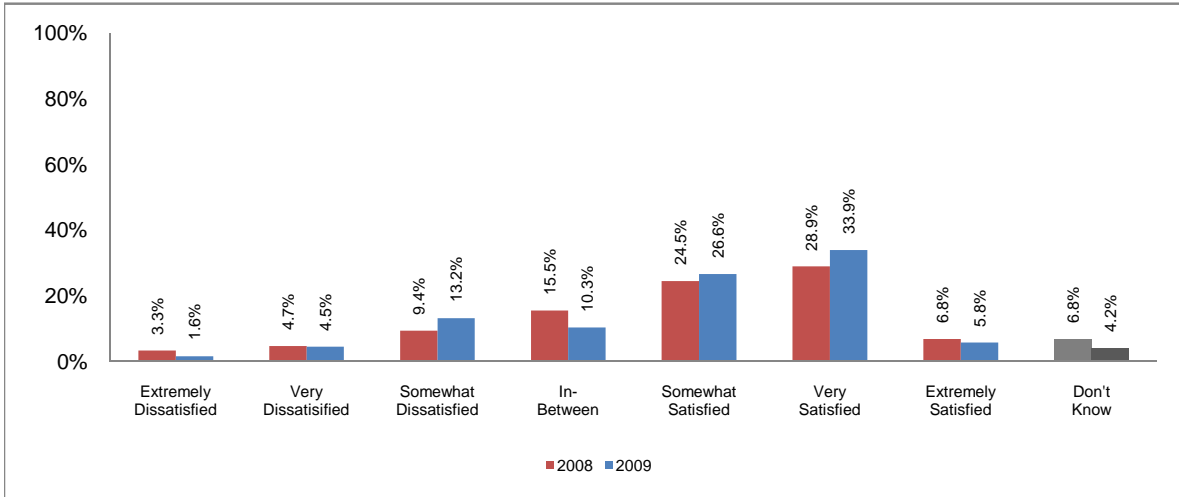
### Service Importance



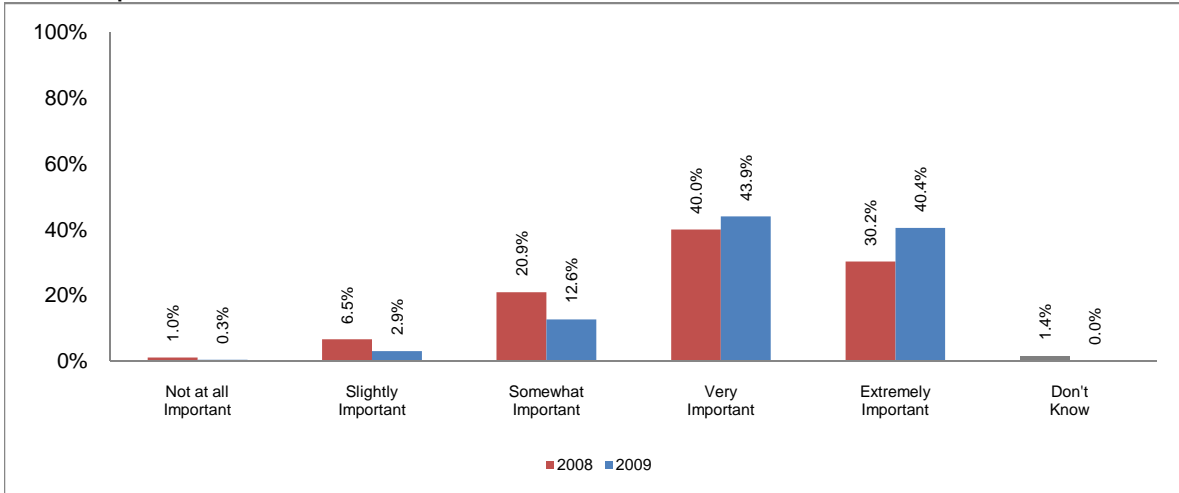
## Traffic Enforcement

In 2009, almost 40% of respondents indicated they were "Very Satisfied" or better with Traffic Enforcement. This is up from 2008, when almost 36% of respondents indicated they were "Very Satisfied" or better. Over 84% felt that Traffic Enforcement was "Very Important" or "Extremely Important", which is up from the 2008 level of just over 70%. Traffic Enforcement saw the greatest increase in importance levels gaining just over 14 percentage points from 2008 to 2009.

### Service Satisfaction



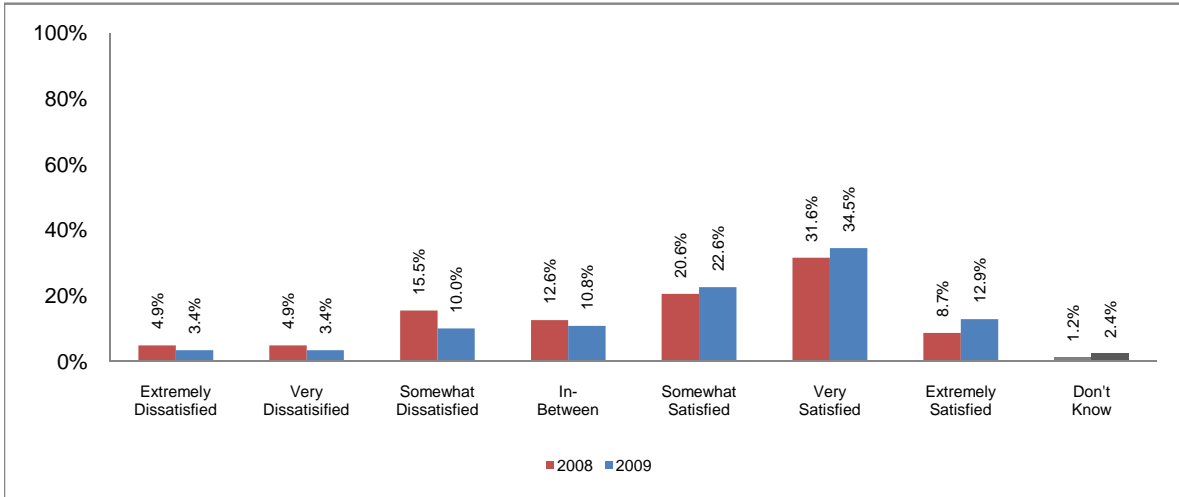
### Service Importance



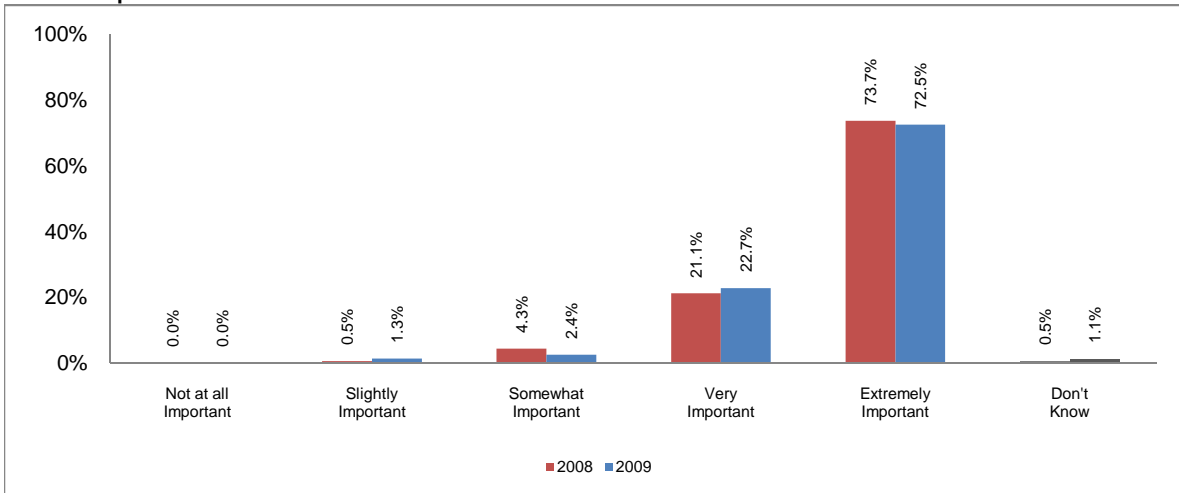
## Drinking Water Quality

In 2009, over 47% of respondents indicated they were "Very Satisfied" or better with Drinking Water Quality. This is up from 2008, when just over 40% of respondents indicated they were "Very Satisfied" or better. Over 95% felt that Drinking Water Quality was "Very Important" or "Extremely Important". Drinking Water Quality ranked second in terms of importance with about one percentage point behind public safety services.

### Service Satisfaction



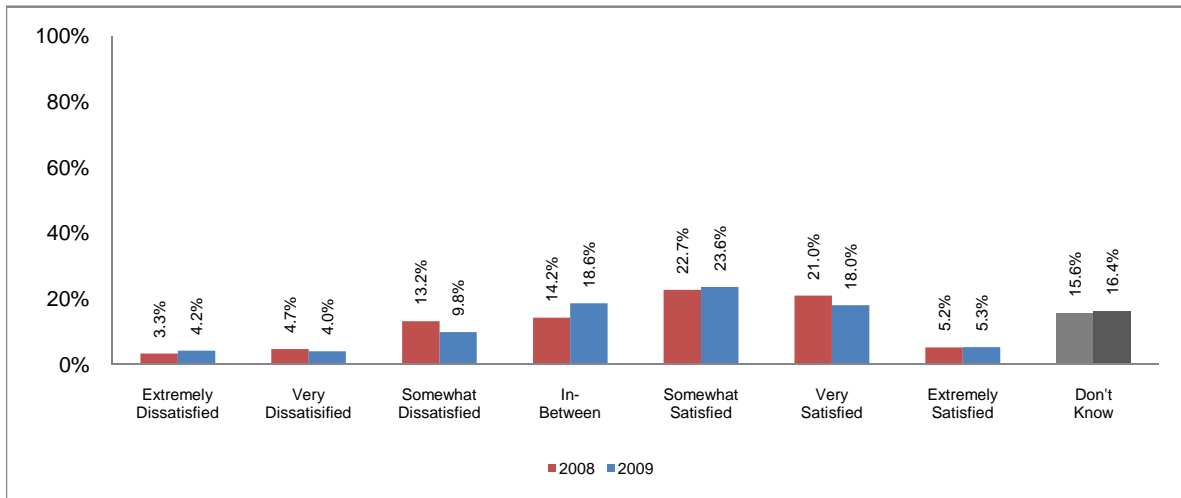
### Service Importance



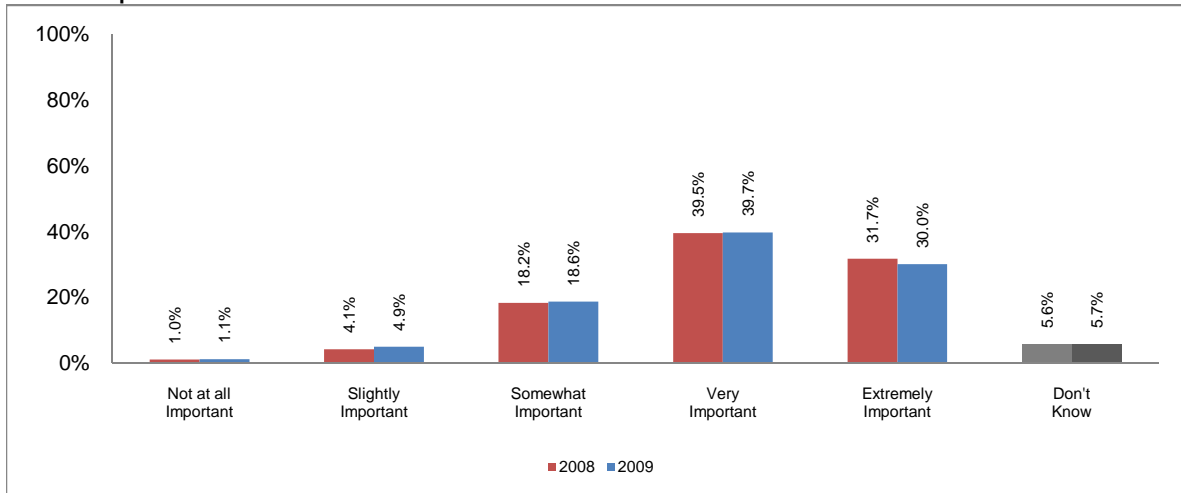
## Land Use and Planning

In 2009, over 23% of respondents indicated they were "Very Satisfied" or better with Land Use and Planning. This is down from 2008, when just over 26% of respondents indicated they were "Very Satisfied" or better. Almost 70% felt that Land Use and Planning was "Very Important" or "Extremely Important".

### Service Satisfaction



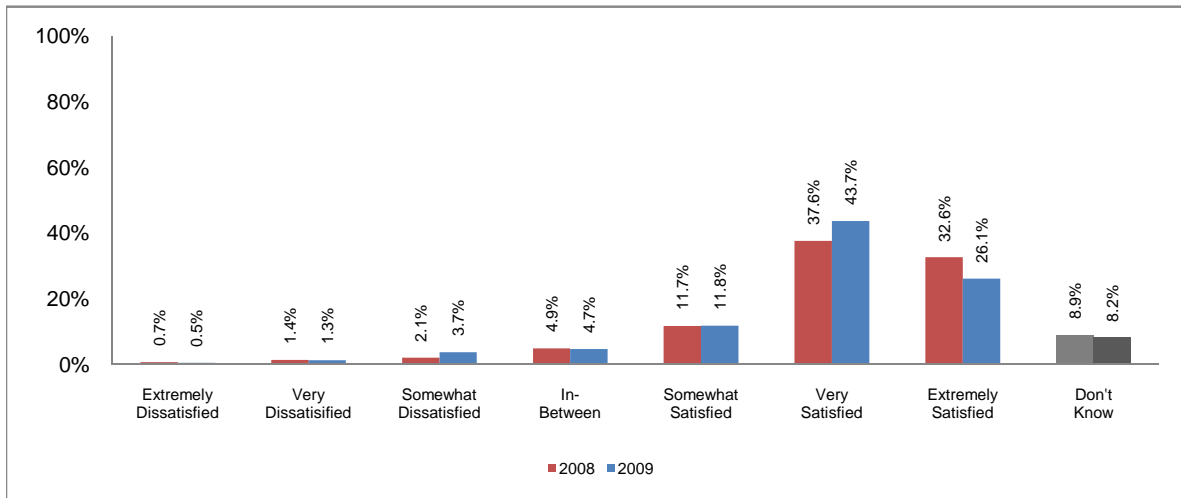
### Service Importance



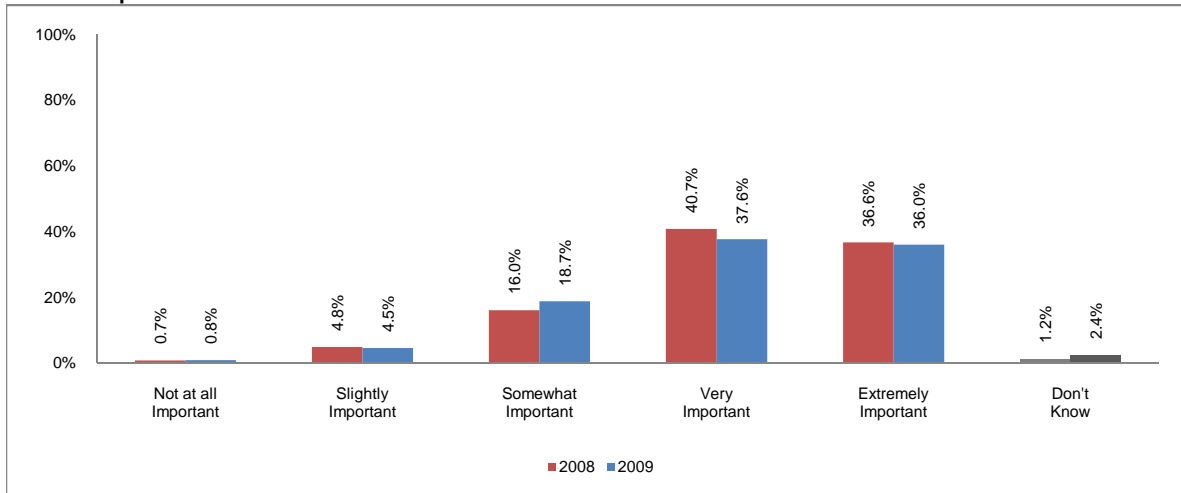
## Libraries

Almost 70% of respondents indicated they were "Very Satisfied" or better with Libraries. This is down slightly from 2008, when just over 70% of respondents indicated they were "Very Satisfied" or better with Libraries. Almost 74% felt that Libraries were "Very Important" or "Extremely Important".

### Service Satisfaction



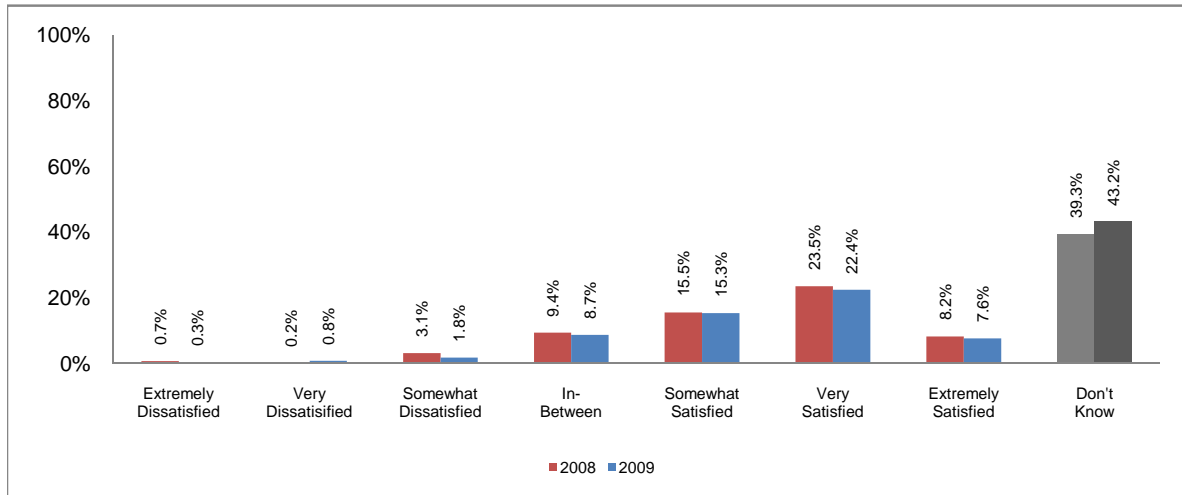
### Service Importance



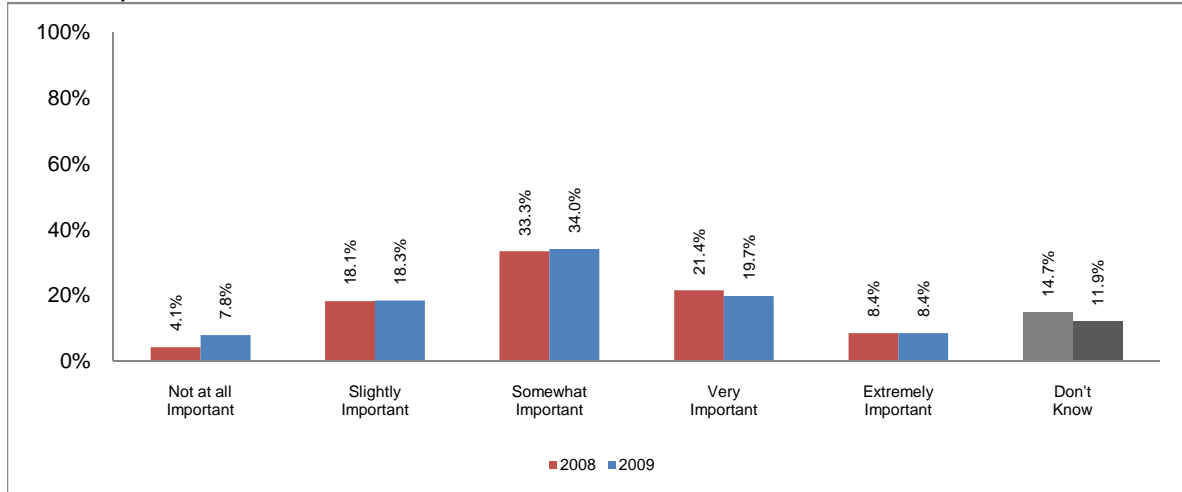
## City Website

Exactly 30% of respondents indicated they were "Very Satisfied" or better with the City Website. This is down from 2008, when almost 32% of respondents indicated they were "Very Satisfied" or better. Of services subject to the survey, the City Website ranked the lowest in terms of importance with over 28% of respondents feeling that the City Website was "Very Important" or "Extremely Important". Relatively low rankings for satisfaction and importance and a large number of "Don't Know" responses suggests there may still be a large number of residents who do not use the City Website to conduct business or obtain information.

### Service Satisfaction



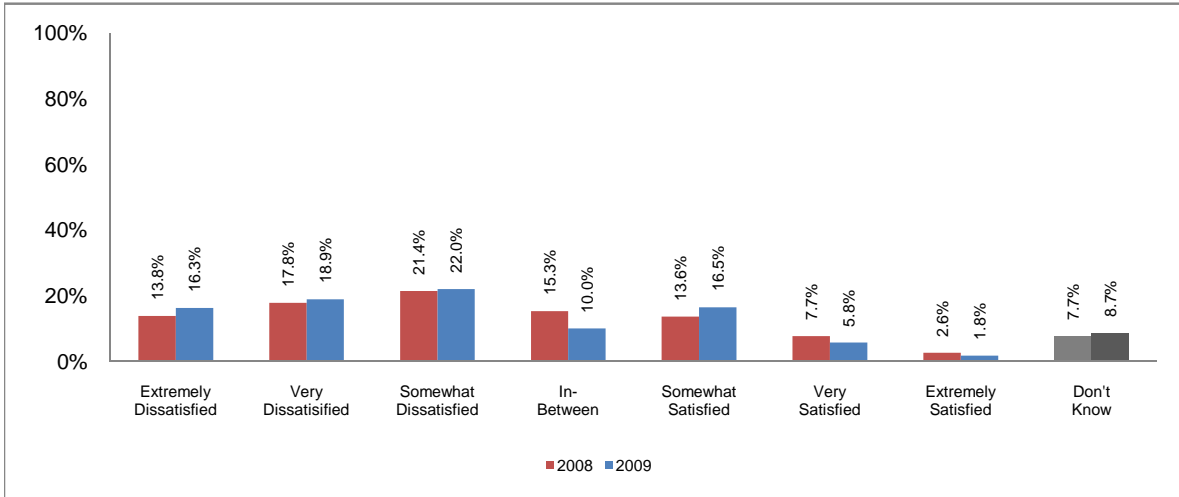
### Service Importance



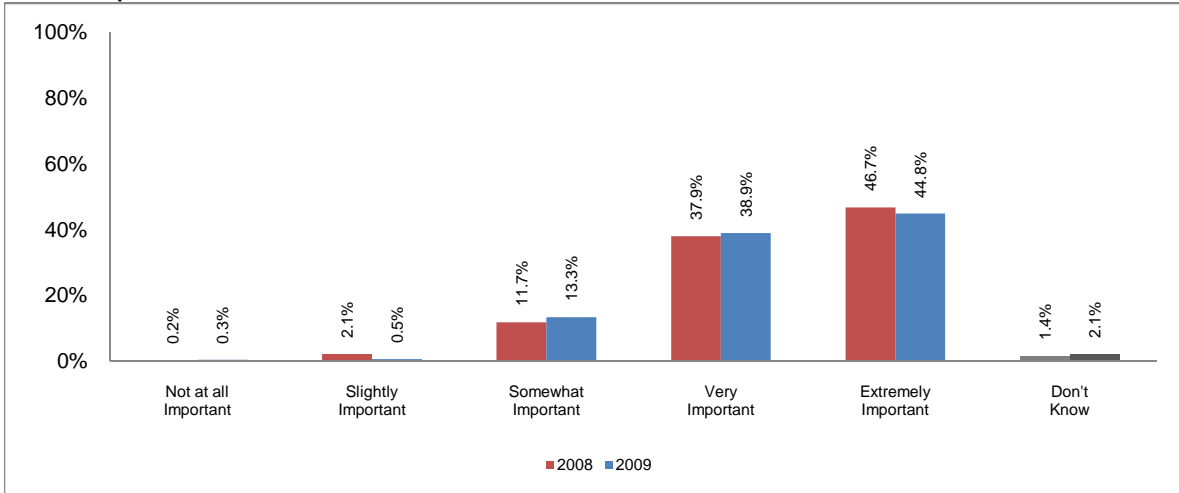
## Lake Quality

In 2009, almost 8% of respondents indicated they were "Very Satisfied" or better with Lake Quality. This is down from 2008, when just over 10% of respondents indicated they were "Very Satisfied" or better. Almost 84% felt that Lake Quality was "Very Important" or "Extremely Important". Of the services surveyed, Lake Quality had the lowest satisfaction level with over 35% "Very Dissatisfied" or worse. Unfortunately, this is a service where the City has the least direct control due to municipal boundaries and runoff from neighboring communities.

### Service Satisfaction



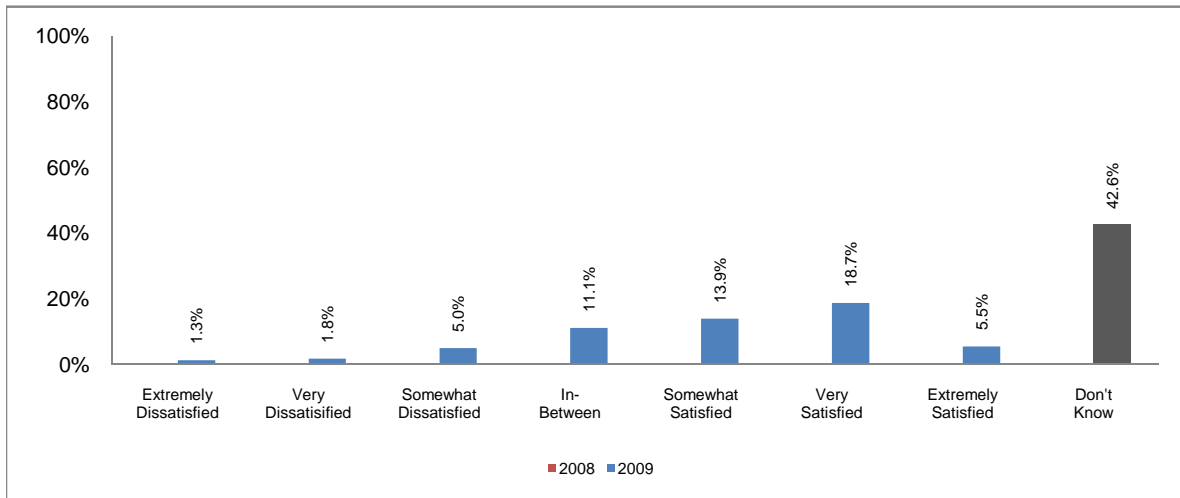
### Service Importance



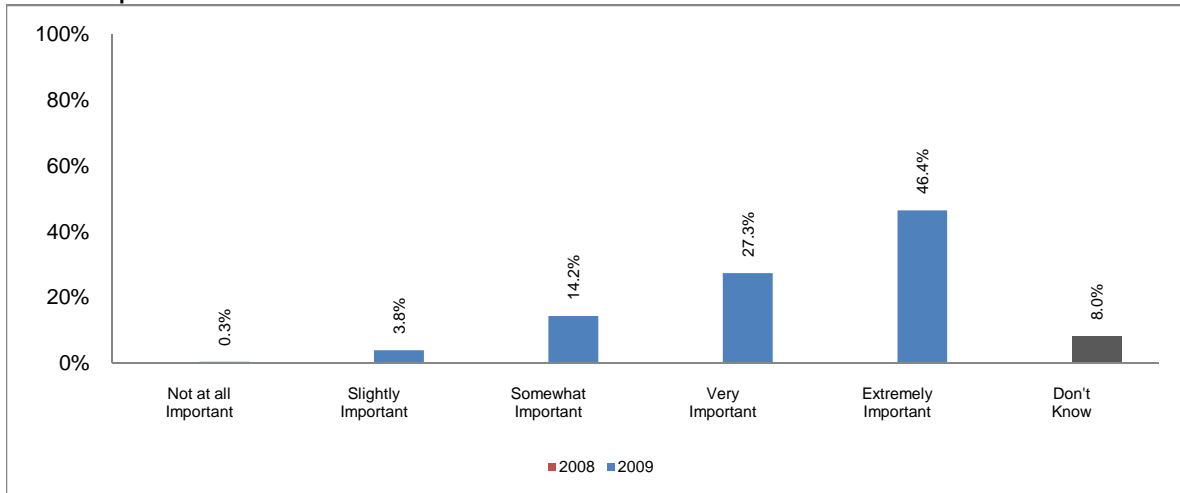
## Public Health

In 2009, over 24% of respondents indicated they were "Very Satisfied" or better with Public Health Services. Almost 74% felt that Public Health Services were "Very Important" or "Extremely Important". A large number of "Don't Know" satisfaction responses (almost 43%) likely indicates an unfamiliarity with or lack of subscription to public health services among survey respondents. Public Health Services were added to the survey in 2009. So, there is no previous year for comparison purposes.

### Service Satisfaction



### Service Importance



## Open-Ended Responses from the City of Madison Resident Satisfaction Survey, 2009

The following is a verbatim transcription of open-ended responses from the 2009 Resident Satisfaction Survey. To aid summarization and comprehension, the following edits have been made: To ensure privacy of respondents, information that may reveal their identity has been omitted. To aid legibility, some misspellings, unconventional spellings and typos have been corrected. Comments that are not directly related to City services have been omitted.

Category	Open-Ended Response
Community Services	Madison helps people a lot; I'm very pleased with Madison I really enjoy being here
Community Services	Need to provide more assistance to homeless & in breaking down racial barriers. The racial tensions in Madison are extreme compared to other places I've lived - Including Boston; Ft. Lauderdale & San Diego!
Community Services	Social services seem to be getting cut recently; and I think those are the most needed.
Community Services	What about people living in the streets? What about more places for them to go; and not be out in the cold; they don't have that many places for people to go to get warm; and children; there was a homeless man who died last year the church steps. Because shelters were over crowded.
Drinking Water	The water is very hard. I constantly have to change my shower head & sinks because of it.
Drinking Water	Compared to the other services we pay for; some necessary; some voluntary; our water/sewer bill is minimal. The drinking water is so [ <u>'so'</u> underlined] important; that I feel a solution could be something like the following: One or two years of a large in pouring of money from a much larger one, one or two times, to get equipment or whatever is necessary to improve our water quality for years come. It would be worth it. I know the inequity of poor and rich. I know we couldn't hurt a local company by asking those who cannot pay out of pocket to give up Charter movies or give buying CD's DVD's for awhile. But surely the money could be gotten from all someway.
Drinking Water	Water is hard. Otherwise; we are very satisfied
Environment	Do not use weed killer on park or school lawns.
Environment	I am satisfied with the course of improvements in our lake quality over the last few years. I am extremely distressed about the pending plan to remove trees and force a steam underground in the upland-Hillcrest area sewer project. It is detrimental to our wildlife habitat & is a very poor land use & planning move
Environment	I think recycling should come more often & should be required. We only get one Planet.
Lake Quality	I don't know of another city that has lakes like this right in our back yards. Yet, they are in such poor condition it's turning away swimmers & fishermen because of the weeds and slime. What a stench & mess for the lake property owners; also. It's really shameful! [R wrote in all upper case]
Lake Quality	I wish the lakes could be used for safe swimming!

Lake Quality	More should be done to reduce lawn fertilizing & the runoff into lakes. We used to have cleaner lakes. We can turn them around; but it needs to be an educational & if need be controlled use of lawn fertilizers. I know this will be bad news for the lawn service companies - but they are overdosing the city. They need to explore other options.
Lake Quality	The lakes around Madison are just awful! The algae is so Bad that they needs to be cleaned right! away. It is really building up badly and also is very disappointing to the views from people outside our city. I also see it pretty bad for swimmers which was never the case 20-30 years ago. Something needs to be done right away to clear the lakes up. Very; very Bad and dirty.
Lake Quality	We need our lakes back!
Lake Quality	Quality of lake water & shorelines need more volunteers/ clean up How many races/run/walks are there for charities-..! How many events benefit our lakes?
Land Use & Planning	The Zoning Board of Appeals does an EXCELLENT job!
Leaf & Brush Collection	1.) Brush collection is confusing & time consuming. 2) Dropping off leaves and/or Brush at collection locations is a real problem. Employer no longer help load materials in compactor trucks. They say that some employee was injured; so they can no longer help. WOW!
Leaf & Brush Collection	I always wish that there could be an extension to the leaf collection in the fall. Many in my neighborhood have maple trees which don't drop until late November [R drew a sad face]
Leaf & Brush Collection	Need to do something about leaf & brush collection. they never seem to come in the summer for brush
Metro Transit Bus Service	Bus safety is a concern at times
Metro Transit Bus Service	Buses (particularly 70, 71, 72) are very crowded during peak; and very and very infrequent during mid-day off peak. Many in morning peak are SRO with Middleton passengers; before they reach Madison. Mid day busses are less than once per hour.
Metro Transit Bus Service	I Don't like the way the buses runs on weekend; I feel they do need to run like weekday - It takes longer to get where you have to go; and wait extra time for a bus. I would love it if the bus run early and same time like on weekend. (very useful).
Metro Transit Bus Service	Metro Bus - Other than the key rush hour times (8am/5pm) the buses I see very [very underlined once] empty. Is this cost effective or could smaller buses or even discount taxi compare be more cost effective. Also; the buses going down State St. should stop! There is no reason why the majority of people cannot walk a couple of blocks to catch a bus - It would even be good exercise. Shutting off State St. to all traffic would certainly give me more incentive to dine at State Street restaurants!
Metro Transit Bus Service	The service that I would like to see most improvement on is public transportation. - making Madison greener. Not only do these services need to be accessible; but greener; as well as where is a need for campaigning about the quality and availability of these services. Thank you for asking for my input!
Miscellaneous	All very good Thank you for all [R wrote in large letters]
Miscellaneous	Find a way to control noise pollution in the city. It's horrible. [r wrote all caps]
Miscellaneous	If I could leave I would! [R underlined 'would' 3 times; and wrote the '!' very large]

Miscellaneous	if you compare services to other cities we Are way Ahead Thanks
Miscellaneous	It is tangentially a municipal problem but intercity transportation is nonexistent. we lived in Europe for 19 years and traveled extensively not only in Italy but throughout Europe & eastern Europe _ here we're prisoners -
Miscellaneous	It would be helpful to have more land available for private vegetable gardens. There are several places that are now used; but how about including part of greenways? Parks? boulevards?
Miscellaneous	'No comment!'
Miscellaneous	R wrote 'none as of now'
Miscellaneous	services are fine. I'm much more concerned about Madison public schools.
Miscellaneous	The city of Madison has become a overpriced; mediocre place to live. Governed by a clan of arrogant, politically correct fascist socialists. The people working in government have the attitude that the people are here to serve the government employee. Government service should be that service!! Political and public employment has become away to get over on the taxpayers and we are SICK OF IT.
Miscellaneous	The reason for marking these as I have; there is a great need of improvement of the quality of work that is handled by those who carry out these services and they should work together better than they are when it's possible.
Multiple Topics	- Drinking water tastes like chlorine - I appreciate the sewer/waste water services - good job! - Library hours are so very limited!! What about getting volunteer staff for the extra hours? I wish the city helped engage college students more - to let them
Multiple Topics	I am generally highly satisfied with city services; but the snow plowing here is much worse than in New England (where I'm from). Also; the lake quality has gone down in the last 2 years so that swimming seems inadvisable. However; great bus service; great libraries; great garbage & recycling - overall a wonderful city!
Multiple Topics	I have a problem with parking and traffic especially during mornings between 7am-9:30am and 3pm to 6pm. It's so much road construction and it is causing major problem. I know this road repair has and needs to be done but I think the city shouldn't have waited until it got that bad and let all the roads got to this terrible condition all at one time. The road should of been taking care of when the problem was first notice. Other than that I love my beautiful; clean and safe city. Thank you for wanting to know my opinion!
Multiple Topics	Please don't plow driveways in with snow. Plow side streets faster. - continue with bus roundabouts for revenue.
Multiple Topics	[R drew a bullet point] think it is silly for street sweepers to come through neighborhoods on same day as garbage collection as bins force the sweeper to miss major portion of gutters. [R drew a bullet point] am very concerned about [R drew a vertical arrow] violent crimes & behaviors that are socially unacceptable. We used to live in Chicago area and all those problems have dramatically changed our city. [R drew a bullet point] do not understand why city tree planting crews so many people and why they work so slowly

Multiple Topics	[R wrote in all caps.] snow plowing [R drew a box around 'snow plowing'] has deteriorated to deplorable with use of sub-contracting - they're late; [R double underlined 'late'] do an awful [R underlined 'awful'] job; and are arrogant and go past with such a rumble it would wake up the dead! traffic enforcement [R drew a box around 'traffic enforcement'] is a laugh; esp. on the beltline - between erratic driving; speeders; and drunks on the beltline; I take extraordinary measures to avoid it lake quality [R drew a box around 'lake quality'] - an embarrassment [R double underlined 'embarrassment'] and a danger [R double underlined danger]
Multiple Topics	1) Am a Madison native- maternal side of family goes back to 1800s. Sad to see all the tall ugly bldgs (i.e.; Nolen Shore; courthouse) that block the Capitol's view. City Council needs ['needs' underlined] once to step on developers & put the height limit law in effect-period. 2) I learned to swim in Lake Monona 46 yrs ago-we need to quit using lakes as a dumping ground 3) Many ['Many' underlined once] red light runners & speeders - esp. West on Hwy BB near new police station. The city could make a mint ['mint' underlined] with better traffic control 4) Water dept. of no help with orange residue in my H2O; 'if neighbors don't have it - can't help'
Multiple Topics	1. Condition of many city streets has declined dramatically in recent years. Very unsafe for kids on bikes or even people walking/jogging. Lots of broken pavement and potholes for cars. 2. Can't Madison Metro do something to improve security on buses and more specifically at the west & south transfer points? Hire private security like the malls; or something innovative. 3. Plowing on main roads has been good; but some side roads don't get attention immediately and then become like luge runs. 4. Thanks for doing this survey. City is doing a great job given the difficult budget times.'
Multiple Topics	2 huge mistakes: the extravagant new downtown library the loss of the Badger bus depot. What were thinking!?!? for the future : We need rapid rail with a downtown [downtown underlined 4 times] terminal. A terminal at the airport serves the professional classes & does not encourage people to leave their cars behind.
Multiple Topics	a. Would like more attention paid to City subsidized housing on Britta Ave. Lots of crime! & please demolish Highlander.[illegible mark] g. We think Axel Avenue may be the very last street plowed in Madison! d & e Would like recycling weekly & trash bi-weekly. l. You should allow buildings above 5 stories to decrease sprawl. n. I like mayor Dave's blog.
Multiple Topics	As a lifelong Madison Resident; 54 years; I feel the 2 most important priorities are cleaning up the lakes and crime.
Multiple Topics	City services should be prioritized and then provided equally for all neighborhoods. Leaf collection creates a terrible mess on our streets as half of the leaves remain on the street. What happened to people with rakes? Traffic enforcement Safety Teams should not be used for increased revenue as they are now and Bicyclists should be held to the same standards as motorists.

Multiple Topics	City website is important & transparency & public notice [Illegible word due to spelling; looks like 'tool']. Keep it current and accessible & easy to navigate. Parks should be maintained in cost effective way both in short and long-term considerations. Street conditions are important to prevent unnecessary wear to vehicles and people need to learn to be patient w/ inconvenience of maintenance challenges. Email has proven to be best tool to send notices to city about need road repairs; storm drain repairs. Trash & recycling collection has been given good level of priority but would like to see public education on non-curbside collection options available as well - drop off sites; mat'ls recyclable. > just website
Multiple Topics	Clean up the Beaches! Removing Ambulance from Monroe St Station is an unacceptable reduction in service
Multiple Topics	Could improve citizen involvement in beautifying the city (parks?) Would try to organize as much public health in schools as possible would like Public health to include follow-up with new mothers after birth of a child (screen for depression; help w/nursing check mode of sleeping...)
Multiple Topics	Developers have too much power Police are not as honest as they should be our lakes are surrounded by private owners and too filthy to use. The few beaches are unusable The Roads are a mess. University-Northport Dr etc.
Multiple Topics	Do not need to build a new library. Take care of lakes The new benches around the Capitol are great. Farmers market around Capitol Super Trees are beautiful
Multiple Topics	Don't cut bus service! Provide more recycling services.
Multiple Topics	Examples of dissatisfaction: A. 3x last year I had to call for brush pickup for our entire street. B. My car needed 2 alignments due to poor road ways this year. C. Algae in lakes is disgusting so golf courses should follow same fertilizing guidelines as homeowners.
Multiple Topics	Find the City to be too Bureaucratic & Heavy handed. Mayor is not Responsive to Citizens needs & Demands Neighborhood Zoning Enforcement is too Restrictive & Petty & inconsistent over City proper
Multiple Topics	Haven't needed the use of police or fire depts; yet. Don't use the libraries or the parks either. Nor public health services. Bus service is problematic. Usually see empty or near empty buses running. Land use & planning - spending too much taxpayer money on unnecessary building i.i.c.; overture center; library; Edgewater; etc. More emphasis be placed on helping low income citizens find a job & become more self-sufficient. Don't need an RTA either; what a waste!
Multiple Topics	I am dismayed that now police officers are running yellow & red lights! Overall Madison is an excellent place to live. In the past I have needed to use many low income services; and Madison helped me feel safe when I have very little financial resources. Also; many great events; &entertainment options; great libraries; BIKE PATHS! greenspace new garbage & recycling collection is great Stop with the roundabouts; Please!
Multiple Topics	I do not want a new library - refurbish the current one in the future AFTER ['AFTER' underlined twice] is able to afford to do it. Also; NO ['NO' underlined once] to the Edgewater project. The city needs to eliminate 20percent of its administrative staff to save money during the current economy. Also; FIX ['FIX' underlined twice] the crime problems starting in Meadowood.

Multiple Topics	We have had difficulty taking out planes & creating ruts in the traffic roundabouts at (our) intersection. The recycling effort is good and should be expanded. I think more could be done to educate people about not using fertilizers; containing rain runoff; and disposing of leaves off the streets. I also feel some cities efforts of discourage geese should be emulated. I appreciate the excellent police fire services.
Multiple Topics	I pay \$6000 in taxes (or more). I have to haul leaves/garden waste to a collection site? And I have to get ticketed for not shoveling my sidewalk during a blizzard; when the streets are impassable for 2 days?
Multiple Topics	I really believe that the bad times were in right now we have no business building a new library. Need to find a better way for school taxes. We've lived here fifty three years and we'll probably have to move before long. We pay more in taxes every year and get less for our money
Multiple Topics	I see our biggest pressing issue as a city as cleaning up our lakes and overall land management Our lakes are a vital part of the community but are not at their potential Very disappointed on mayor's approach to bus service - raising rates ; cutting routes. This is both eco-friendly and allows low income people to get to work (as well as many others). Not progressive at all. [at all underlined once] also should partner more & help support our public schools.
Multiple Topics	I seem to have trouble knowing when leaf & brush collection will take place. Seems irregular. Can't we collect garbage every 2 weeks & save money? I worry about our having nearly no safety net for the mentally ill.
Multiple Topics	I think the \$ spent on 'Beautifying' Madison and the millions grossly overspent on the colossal misuse of such \$ for the Bridge over E Wash @ Darbo is unacceptable. Here - the city; county; state gov'ts have to take all these budget cuts; layoffs job loss; The roads do need some serious attention - and I don't mean shovels- full of warm blacktop/asphalt granules - I mean really [R underlined 'really'] fixed.
Multiple Topics	I think the city needs to focus more on critical services (police; fire) & less on a new; expensive library. Also need to use incentives like TIF wisely; not for private development that won't help all citizens. Water quality is a time bomb. Needs close attention. Lake quality is a disaster. Affects reputation & attractiveness of city. Transit sys. needs real overhaul.
Multiple Topics	I wish police officers were given more/better training on dealing with people who have serious mental health problems. I wish Metro Transit could provide service to more areas of town and more frequent service to make it more useful. I wish the lakes were healthier. I've lived here since 2001 and don't plan on leaving any time soon.
Multiple Topics	I'd like to see consolidation of some services with local communities to see of there would be any savings. Place recycling containers in parks. Mow the grass less frequently and only when needed.
Multiple Topics	Lake quality- they're are 1000's [ R wrote above '1000's 'or more? old lakes; not pristine'] - What can the city do? to stop the process ? S0 - new library is good idea. Could do more to be vocal- & visual supporter of schools ['schools underlined once].
Multiple Topics	Layer of asphalt as maintenance for street in my neighborhood is terrible. It contains glass and kids are getting bad cuts when they fall. It also does not look good. - Do not think roundabouts are safe. - Do not agree with rail system. - Am very unhappy about decision to place tall power lines along Beltline.

Multiple Topics	Leaf & brush collection should use same pick-up container strategy as used with garbage and recycling. A third container for yard waste would greatly improve convenience for residents. Tailgating is absolutely rampant among Madison drivers; traffic enforcement needs to address this.
Multiple Topics	Life in Madison used to be better; especially in Westmorland. We lost our pharmacy; post office; bakery; pizzeria; hairdresser; ATM machine; store; even the mailbox. The library is bigger; but I liked the old one better; much warmer atmosphere. On the positive side Madison still has nice parks & farmer markets. It is pleasant and not too much traffic & lots of cultural things to do. Madison is good but I miss the local businesses.
Multiple Topics	Life is good in Madison [smiley face] Metro- schedules are too complex Snow removal - just salt intersections & main streets no need to salt neighborhoods Lakes - kill the carp Health care- I would pay to be able to see government doctor/nurse but I make too much \$ and have insurance.
Multiple Topics	Loose animal control issues? How about garbage pickup along bike paths; streams etc- gang control & juvenile services??
Multiple Topics	Madison needs to invest in neighborhood libraries; not a new Downtown Library. Property taxes should be lowered.
Multiple Topics	My water is often [often underlined once] inexplicably brown. Yuck. I'd like to see air quality regulations tightened. I'd like better prioritizing.
Multiple Topics	Our drinking water quality is inconsistent- sometimes it is discolored or smells strongly of chlorine. Snow plowing improved last year; but it would help greatly if more cars were ticketed & towed so the plows could do their jobs. We have no parking signs for certain days during the spring/summer/fall for street cleaning- why not just make this year-round so the narrow east side streets could be properly plowed. Also; the plows run too late during snowfalls to do much good. Last; often miss leaf collection in the fall because the trees on our lose their leaves late in the season.
Multiple Topics	Our Subdivision in Blackhawk has a response time for police & fire that is longer than the required maximum; I believe. Naturally I am not happy about that / Not using salt on the roads is very dangerous and many peers discuss this regularly in the winter / We are extremely unhappy with the landscaping of public areas such as streets; sidewalks; parks; medians; roadside areas; shopping centers - Why plant grass which will not be watered enough just to let it turn brown? Why plant tiny bushes surrounded by rock mulch which collects debris and is terrible in appearance after only a short time? I'm not a fan of prairie grass or groundcover; but both require less water + maintenance in the long term than grass seed which gets mown a few times; gets infested w/weeds + looks ugly the rest of the time. We hope Madison gives itself a landscaping face lift It's one of the most wonderful cities I've seen but also the ugliest. It's physical appearance does match its rich offerings. Most of the roads + common areas are frankly eyesores. Thanks for Reading

Multiple Topics	Overall I feel the police dept does a good job; however; my husband personally experienced on horrible encounter that was clearly a case of racial harassment - that should NEVER happen! Metro buses work great for middle & HS transport & I'm grateful for this service; but I can't use the buses to efficiently get to work (it's 4 miles to drive; but the fastest bus route is >1 hour)! Street pavement always is in disrepair for too long - this is hard on cars & creates more dangerous situation for bicyclists & others; lakes are not primarily a city responsibility; but it's good to see partnership and resources shared between DNR; county and city. Our libraries are ok; but they should look at Middleton as a model for many improvements: friendlier staff; fewer fines; open more hours; much better access to internet; better layout; etcetera [ <u>'etcetera'</u> underlined once]
Multiple Topics	Overall services of city of Madison are very good. main concerns: public safety (too many shootings & vandalism) street repair (sawmill rd re-do is a mess & look poor) lake quality is poor trolley cars & trains are unnecessary [R wrote in all caps]
Multiple Topics	Overall we love living in the city and are proud Madisonians. Property taxes are high; but the services are good and worthwhile. If I think about the downers that lower the overall rating; I think about smelly lakes that are un-swimmable; our side street that is the last to get plowed and gets 2 inches of ice-build up by the end of winter; and a low priority for the quality of tap water.
Multiple Topics	Parking enforcement in Madison is over the top; especially near campus. We are college students & have to plan our schedules around street sweeps days & every two hours. This completely unnecessary. I believe the city can get money in other ways than taking \$15-30 from college students who don't move their cars in time. Also; Madison is terrible at snow removal issues & changes that can be made. Thank you!
Multiple Topics	Police - My experience has been fine; but the Brittney Zimmerman incident greatly reduced my feeling secure on our police/emergency services. CONDITION OF STREETS: They are generally fine but FAR [R triple underlined 'FAR'] too much construction during summer months. Traffic safety - Fine; but WE NEED A HELMET LAW and to boost awareness of bikes. Libraries - They are great; and very important - keep 'em running and staffed.
Multiple Topics	Police - need more funding land use - zoning laws are questionable; too many tax\$ spent buying land
Multiple Topics	Question1 was difficult to answer-'people' is a big category.- we love it here but there are people struggling here too. - we wish recycling collection would include #5 plastic in general - bags - love the new wheeled garbage & recycle 'cans' - the snow removal folks did a great job - this year & deserve good pay & benefits [R wrote in all caps]
Multiple Topics	Re= Land use & planning. Too many condo's & hi-rise developments are being built; that are not only needed when public health services & park maintenance (restrooms are locked). a park open to all so open those 'hi-priced' condo's to the homeless & then they will be occupied for a worthy citizen. Mayor Dave likes a roof over his head (everyone) does so taxpayer be utilized to help the needy versus land developers. Bus transportation is needed for people to get to work versus driving yet closing the streets for 'Bike/Sporting' events is a tremendous inconvenience not only to the working people & not fair to those w/o make paycheck & work on SUNDAYS.

Multiple Topics	Shouldn't spend \$37M on a downtown library; in challenging economic times or otherwise. Have 1-2 additional TEST trams. They will pay for themselves in tickets saved. Too much speeding; running red lights; etc; not safe. Do away with the entire Metro Transit bus service and subsidize taxi's instead. Accomplish the same objective for less public dollars. Kudos on improving the quality of our lakes.
Multiple Topics	Since I live in a condo; many of these services are provided by our association; therefore does not apply to me. I don't use bus services; websites etc. [R wrote in all caps]
Multiple Topics	Snow plowing - A disgrace! I'm from the Northeast and the poor snow plowing in Madison would get people fired if it happened there. Condition of streets - Bad job on creates problems on. Land use planning - Great job w/ the gaping hole @ University and Segoe! What genius allowed that eyesore to happen? Lake quality - The lakes are Vile.
Multiple Topics	Snow removal is a joke. Leaf collection could be more organized (schedule) Garbage has not been collected on occasion Curb is crumbling (mother sprained ankle on curb) Streets are not well maintained (Lots of pot holes + bumps)
Multiple Topics	Something really should be done about the quality of the lake. It is very unfortunate to live in an area with so much water recreation ; and to not feel comfortable swimming here. Parking enforcement is quite excessive; they need to relax a little. I do not deny the need for their service.
Multiple Topics	Stop micromanaging the private sector. Improve basic city services. City council should stay on tasks to run this city and manage Madison's budget. Libraries should be local not a huge expensive downtown library. We could make a deal with university for Madison residents to use UW libraries. Currently most tables in downtown library are occupied by on what appears to be homeless; crowding out people who want to use its services.
Multiple Topics	Street conditions are bad! Snowplowing could be more timely
Multiple Topics	The city needs to focus on services now - no new library; no new TIF \$ for hotels - do a better job on water quality; bus service; snow plowing * I hope the city is not paying for this survey.
Multiple Topics	The city of Madison does an excellent job w/fire service; garbage collection; and recycling!!! Snow plowing can definitely be improved. I've been in cities w/more snow but better snow plowing service. In general; Madison does a very good job with public services!!! Thank you!
Multiple Topics	the condition of roads are very poor The lake water is disgusting The loss of business to Middleton; Sun Prairie; etc is disturbing Snow plowing on residential streets is a joke
Multiple Topics	The lakes make Madison. the more polluted they are the less Madison becomes attractive. smell; sludge; bacteria count; it's disgusting and lake property owners [R wrote 'taxes' above 'owners'] can't be the only way to fix (pay for) it. Everyone in this city is responsible for our lakes and all should be paying for its upkeep. The stuff thrown in streets & ending up in lakes is sad / gangs & violence in Madison is out of control. You've done nothing too long now our quality of life; esp. downtown has been ruined/ homelessness in Madison is costing the city millions in ambulance & police calls.

Multiple Topics	The Lakes need overhaul. Wingra is better. Less Runoff. More Rain Gardens for residents near Lakes with runoff!!! Buses like #2; #6; #5; that go across town should run more often during peak hours; to promote busing; not driving. Police should be on foot more often for their health + talking to residents. Places like 'Union Corners' should get more attention. Not the 'big' Edgewater Projects.' Stronger neighborhoods will help this City! The Main library should have longer open hours and promote jobs by having employers and educators visit about programs for people; to learn and work more.
Multiple Topics	The snow plows push too much snow into people's driveways. They should not put any [ <u>any</u> ] snow in driveways. Police need to understand the mentally ill and minorities better to work better with them. Bus service should be cheaper and more convenient to get places (trips too long) recycling should be picked up w/ly and nothing [ <u>nothing</u> ] should have additional charges. Leaf collection should continue through the summer. Corner by HS should have traffic light. No one knows when it is their turn. Corner Park and Regent should have no turn left 3-6 pm enforced! Snow should not be put in middle of road on regent by Washington
Multiple Topics	The snowplowing is terrible! Instead of plowing where there are no driveways they pile the snow in our driveway. A Lot of major roads are not timely plowed and are icy. The roads have many potholes; debris and are not permanently fixed only given a band aid to temporarily fix it. Madison is too concerned with being bigger than what it is and is not concerned w/ the roads or having more family friendly activities/places/things to do. There are smaller larger cities in Wi w/more family activities. It's a city only concerned w/the UW & Badgers and not the quality of life of families. It is great for college students but not Families.
Multiple Topics	We are very supportive of high speed rail plans and hope the city's public transit system will support it fully. We also think it's important to allocate park funds to maintain services such as pond clearance for ice skating and hockey.
Multiple Topics	We had problems w/ Snow plows destroying property & curbs & never being adequately repaired. Also; the black top coating used in place of re-paving looks horrible; ruined our carpeting as it gets tracked inside & almost immediately comes up. Not [ <u>R</u> ] worth the expense & is an eyesore.
Multiple Topics	We have deep concern over the state of the lakes. We feel there needs to be extreme measures taken to prevent continued damage; such as making lawn chemicals illegal; at the very least for homes within 1 mile (or more!) of any lakeshore or waterway. The other two biggies for us are more bike paths (great improvements lately-thanks!) and better bus service. In other words; more alternative transport options. Let's be less car-centric!
Multiple Topics	While I feel the city of Madison provides excellent services; there is always more that can be done. If there was a way to pay slightly more in local taxes for better services; such as more snow plowing of secondary streets; I would personally support that. ALL services are important; and appreciated. Also please be aware; in the roads/street pavement/asphalt (and extending to snow plowing) areas -BIKE LANE MAINTENANCE is extremely important to some in Madison. An even MORE bike-friendly city is possible. Thank you!

Multiple Topics	Who is going to pay to replant 14 trees? How can the city even replace 40-50 yr old trees? Who is going to pay the extra costs of cooling? How about Madison [illegible word] [illegible word] progressive [illegible word] with conserving energy?? Combating global warming?? Hmmm. Our neighborhood streets & our street; Maple Ave. was torn up prior to the others slated for this project and was last to complete; week of Oct 5. The city removed '14' Trees on maple Ave. Ea. time I inquired why tree removal; I received a different answer. The Isthmus news listed reason determined: power lines. Why didn't the City plan to remove power lines and poles & run underground like Fitchburg & so many other cities throughout the country? Not only did we have to pay emotionally with disrupt; noise & dust for over 3 mo's.; But now \$3,000.00 'our share' of this disaster!
Multiple Topics	Would like to see running red lights & speeding on Lakeside a priority. Continue support of programs installing new smoke detectors for elderly & needy (the ones with the 10 year battery) at no charge. Keep up the good work.
Multiple Topics	Yahara Station light rail! Pay us back for the Manganese. R drew a 'happy face'
Multiple Topics	You didn't ask about Madison schools or public housing. Police not responding to anything less than 2000.00 is a issue. Police not enforcing speeding & running red lights; gives people the impression it is okay. Crime is going up. Too high taxes in this city need to spend more on public safety & less on having police send four to six cars to nonissues like recently in Riendahl Park.
Multiple Topics	Police do not adequately enforce speeding in residential neighborhoods; or pedestrian rights in crosswalks. I have asked police a couple of times to place speed monitors or speed traps on my street but did not even have my calls returned. Monroe St. is dangerous for pedestrians! Traffic control in Madison is terrible! The city needs to face the fact that we now have bigger - city traffic problems. For example: Allowing parking on major arteries like Regent St; a great need for at least 1-2 more traffic lights on Monroe St. so pedestrians can cross safely (anywhere we now have 'red flags' in town need lights and crosswalks! The traffic at the inter-section of Regent - Speedway - Highland requires a 4-way stop light!! [R underlined 'light'] [R drew an arrow to the left page margin] Most towns much smaller than Madison have been accepting all [R underlined 'all'] plastics for recycling for many years. How can 'progressive' Madison not provide this? Leaf & yard waste collection should happen at least [R underlined 'least'] 4-6 times a year. [In right page margin R wrote] Thank you! [R underlined 'Thank you'] We have a great city - let's make it better and use tax money well.
Multiple Topics	Crime; homeless on street
Park Maintenance	Continue to maintain outdoor hockey Rinks.
Park Maintenance	Of course this is a great city to live in but the fiscal pressure is taking its toll on the Parks Dept and other things. It is important to catch things before they break.
Park Maintenance	Please mow the Parks - Westmorland park looks Awful! Longer grass = more mosquitoes
Park Maintenance	I wish the Golf Courses could get some help with better drainage. Yahara Hills is my home away from home and I can be slogging through water four days after a rain. Bunkers hold standing water for weeks.

Park Maintenance	I wish the Golf Courses could get some help with better drainage. Yahara Hills is my home away from home and I can be slogging through water four days after a rain. Bunkers hold standing water for weeks.
Parking	There is an unfair and unequal enforcement of parking regulations. Our neighborhood; College Park is checked every (night) for alternate side parking in the winter. If you do not move your car every 48 hours even with a parking sticker (I pay \$21 for this) you get a \$20 ticket. Suggestions: Eliminate alternate side parking in winter (or at least shorten period to Dec1 to March1. Or require movement of cars every 48 hours so streets can be cleaned. I know there is 48 hour enforcement on Bluff St. as I walk my dog there daily and cars sit for weeks at a time unmoved. My opinions of parking enforcement in general is it has become a revenue source rather than law enforcement.
Parking	I believe parking is enforced too strongly
Parking	More public parking -- less fines in parking
Planning & Land Use	Better use of land -[R drew a arrow here] no more High Rises!
Planning & Land Use	City planning & building inspection has failed the citizens & taxpayers. TIF is a legalized theft by developers and the city has allowed substandard construction with mold being found in many buildings built in only the past 15-20 years. When help was sought from the city planning dept [R wrote in all caps]
Planning & Land Use	It seems that too much money is spent on down-town development while parts of the city deteriorate
Public Health	I was a teacher for 36 years. Many children often came to school when they were sick- particularly w/contagious colds. But there is not much one can do about it because many times the parents both worked & would have no place to leave a child - so they came to school & spread colds & sore throats.
Public Health	Public Health Merger = County has been disastrous- has reduced quality of public safety. The mayor & Co Exec seem to have written off Public Health!
Public Safety	Allied Drive & South West Side neighborhood is becoming unsafe due to unemployment and poverty level. We need more security prevention of physical attacks to make this neighborhood safe.
Public Safety	Police need to take classes and learn how to deal with battered abused women!
Public Safety	I can't rate the fire service. Fortunately I haven't needed their service.
Public Safety	I have a friend whose car got stolen and it took the police 2hrs. to show up. It takes two hours to get to Chicago..... [R underlined 'Chicago' 3 times.]
Public Safety	I just hope if I ever need to call 911; the police come before it's too late.
Public Safety	I think we still need to add more police to enforce drugs in neighborhoods
Public Safety	I wish there were more ['more' underlined] police officers occasionally patrolling the neighborhood on foot; especially around West High School
Public Safety	Need more restraint on noises made by stupid UW undergrads.
Public Safety	Police; Fire; and public safety are # 1.
Public Safety	Referring to Question #1 - lower because crime affecting quality of life on my SW side of the City.
Public Safety	Very relieved more police officers were hired. Please stay on top of crime; learn from the Milwaukee experience.

Public Safety	While the Police Department does a very good job, there needs to be significantly more effort at stopping petty crime such as graffiti; muggings; shop lifting; etc. Ignoring these crimes only begins an unstoppable descent into a crime ridden city like Chicago; south side.
Quality of Life	A lovely city. Unique; Vibrant; Progressive. An outstanding city.
Quality of Life	After living in Madison for approximately 16 years I am still very pleased to be living in Madison.
Quality of Life	I am a person mid 30 age as is my husband. We've lived in Madison for just over 11 years now. We both were born and grew up in northwest Ohio very close to Ft. Wayne; Indiana. We are regularly able to go back to visit friends and relatives. It allows us to appreciate what a clean ; friendly city Madison really is !! This city is well kept and it really shows. We love it here!
Quality of Life	I am generally pleased to live in Madison & enjoy its services Thank you to each & every employee.
Quality of Life	Madison is a good City to Live in.
Quality of Life	Madison is a great place to work & live [large letters and underlined once]
Recycling Collection	More items could be recycled. Need smaller trash & recycle containers. I am too old to push these bins around in winter & I am sure others feed same way. I don't generate that much trash-
Recycling Collection	need larger recycling bins allow plastic bags to be recycled
Snow Plowing	Businesses need to be held more accountable for snow removal/ice removal in public walkways.
Snow Plowing	Considering the ramifications of plowing and salting it cannot be compromised. Yes I want to be 'green' but not at the cost of safety.
Snow Plowing	I love Madison and the council generally does a good job. But the snow plowing is a disgrace! Having lived in suburban Chicago for 12 years; I know that it is possible to do a much better job. The economic loss to the city caused by people being unable to leave their homes for 24 hours or more after a snowfall must be huge. This alone is a reason to fire the mayor and council; despite their otherwise good work.
Snow Plowing	It often takes 24 hours after a snowstorm to get our street plowed. Even the main roads are clear; we have to miss work because we cannot drive out of our neighborhood. We must walk 1 mile to the nearest bus stop; and take 2 buses to get downtown. Which is why we never do it. At least expand the route system as the city expands. Trash/recycle pick up should make sure the lid of the empty cans are closed when it is raining/snowing. Find a way to stop plowing snow into people's driveways
Snow Plowing	Snow plowing in the area I live is very dissatisfying. They don't do it; if they do they do it late in the night putting huge snow dams on my drive way. By the time I get up it get very hard & difficult to clean.
Snow Plowing	Very unhappy that side streets on West Side are not snow plowed unless there is a 'significant' snow storm - Also that they plow in the ends of driveways. I know they are doing their best; but it gets very frustrating when I need to get to work early mornings only to find the end of the driveway filled with packed [R underlined 'packed'] snow that is very difficult for even my snow plow to get through & end up needing to shovel which is getting much harder as we older.
Street Condition	Trees near traffic signs should be trimmed regularly.

Survey Administration	I know the realities of limited resources make it difficult to do all that is expected of the city. I appreciate this survey as a chance for citizens to help prioritize and improve those services.
Survey Administration	I'm not a good candidate for this kind of survey. I'm 83; retired and living in an apartment with my wife. So; for the most part 'all I know is what I read in the papers.' I don't take the buses or swim in the lake; although I do [ <u>'do'</u> underlined] drive; so I experience the potholes and snow plowing.
Survey Administration	Moved here from out of state & live in independent living apt & am Confined so Make a poor participant in your survey.
Survey Administration	SAVE A TREE DON'T send out surveys!
Survey Administration	Thank you for soliciting our opinion- We hope you put it (the results) to good use!
Survey Administration	We recently moved here from DC & so far are very impressed. Thank you for caring enough to send out a survey.
Taxation	Although I understand the nature of public goods; our property taxes have grown to the point that we don't know if we'll be able to stay in our home after retirement. I would certainly welcome an a political public discussion of alternative taxing methods.
Taxation	DON'T RAISE TAXES
Taxation	I think it is unfair to raise your taxes when one replaces rotten windows. To me that is maintenance work. No wonder older and low income people let their houses go for they not only have to pay to have the work done but then pay additional taxes from then on.
Taxation	Our city taxes are high enough to expect 'best quality' of all above city services. In addition we support the UW and tax free gov't buildings; services.
Taxation	taxes are high
Taxation	Taxes too high Don't tax any [ <u>R double underlined 'any'</u> ] retirement communities
Taxation	We support higher taxes in order to provide necessary services.
Traffic Safety & Enforcement	Bike paths are great; but need less ambiguous traffic rules [ <u>less ambiguous traffic rules'</u> underlined] for both cars + bikes where they cross traffic. There have been accidents. It can be life or death. I'm more interested in the bike paths than the 'asphalt + pavement.'
Traffic Safety & Enforcement	City drivers (except for police & fire) should not drive while on cell phones or texting.
Traffic Safety & Enforcement	I would be very happy to see serious attention given to pedestrian safety. On my daily walk to work; between near St Mary's hospital and campus; I frequently see or am personally involved in a near miss with a car. Stop signs and speed limits are regularly disregarded and crosswalks make little to no difference in safety walking across the street. It's often quite scary.
Traffic Safety & Enforcement	The crime and high speed chases need to be addressed. Pedestrians need to be educated that you can't just step off the curb in front of vehicles. What do you think will happen to the pedestrian if they do that in the winter when there is snow and ice on the road. Bikers need to also be made aware of rules also A stop sign along a Bike path means they stop NOT ME.
Traffic Safety & Enforcement	Traffic speed control; more needs to be done