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An Introduction to the 2010 Resident Satisfaction Survey Mayor Dave Cieslewicz

We can use agency benchmarks in *Madison Measures* and our *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 third year we have summarized the results of such a survey. Similar to previous years, this summary will be included with my 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 2010. Comparing these three years will give us a better idea of where we have made progress and where we may still need to make improvements.

Summary of 2010 Resident Satisfaction Survey Results

Overview

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 third annual survey conducted on the City's behalf by the University of Wisconsin's Survey Center.

The survey was deployed in two waves of mailings – one on September 27 and the second on October 27, 2010.

A sample of the 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

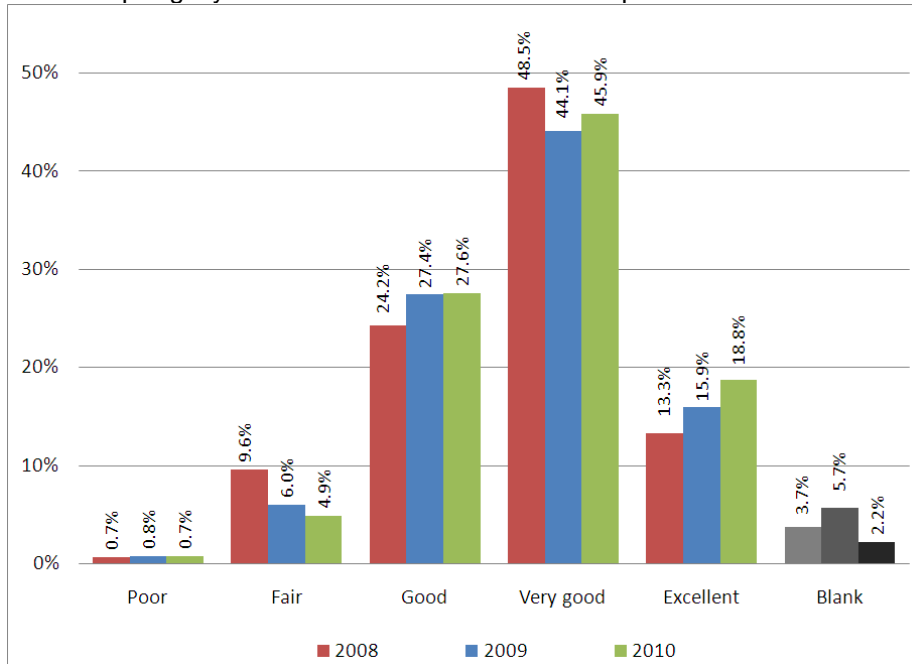
High Return Rate

Of 1,000 mailings, 410 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 41% 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 400 responses, we can put some faith into these numbers as an accurate representation of residents' attitudes.

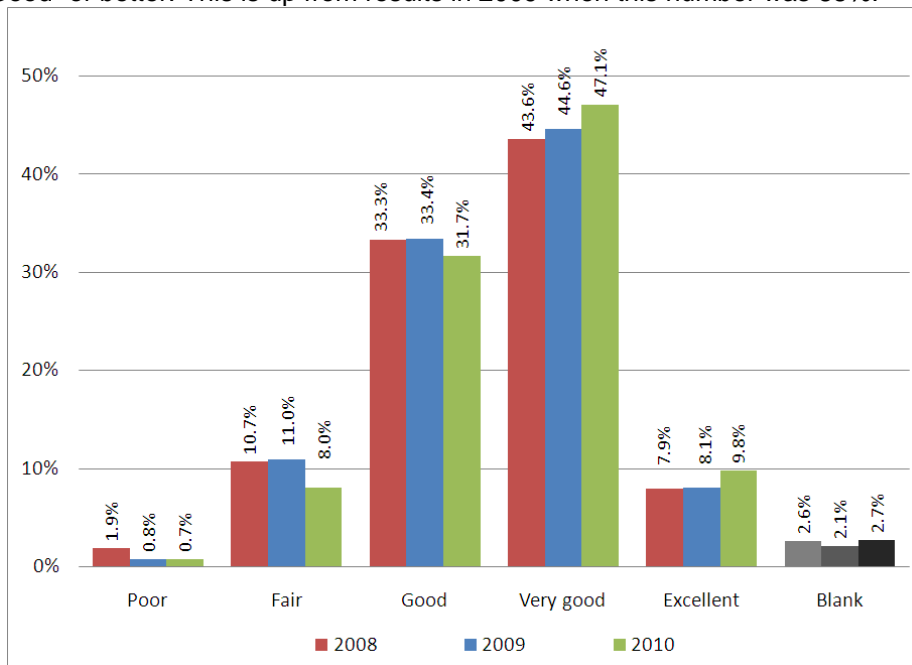
Overall Quality of Life

Survey recipients were asked about their impression of the overall quality of life of Madison residents. About 94% 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 2009 when 93% of valid responses were “Good” or better.



Overall Quality of Services

Survey recipients were also asked about their impression of the overall quality of services delivered by the City of Madison. About 91% of valid (i.e., not blank) responses indicated that Overall Quality of Services is “Good” or better. This is up from results in 2009 when this number was 88%.



Resident Satisfaction and Service Importance

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 two services. They were:

- City Website (48.8%); and
- Lake Quality (30.3%).

Lower rankings for City Website could be driven by large numbers of “Don’t Know” responses. Specifically, over 35% of valid responses were in the “Don’t Know” category. However, 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 over 74% of respondents “Very Satisfied” or better. The lowest level was Lake Quality with just over 25% “Very Dissatisfied” or worse. These results are similar to 2009 and 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

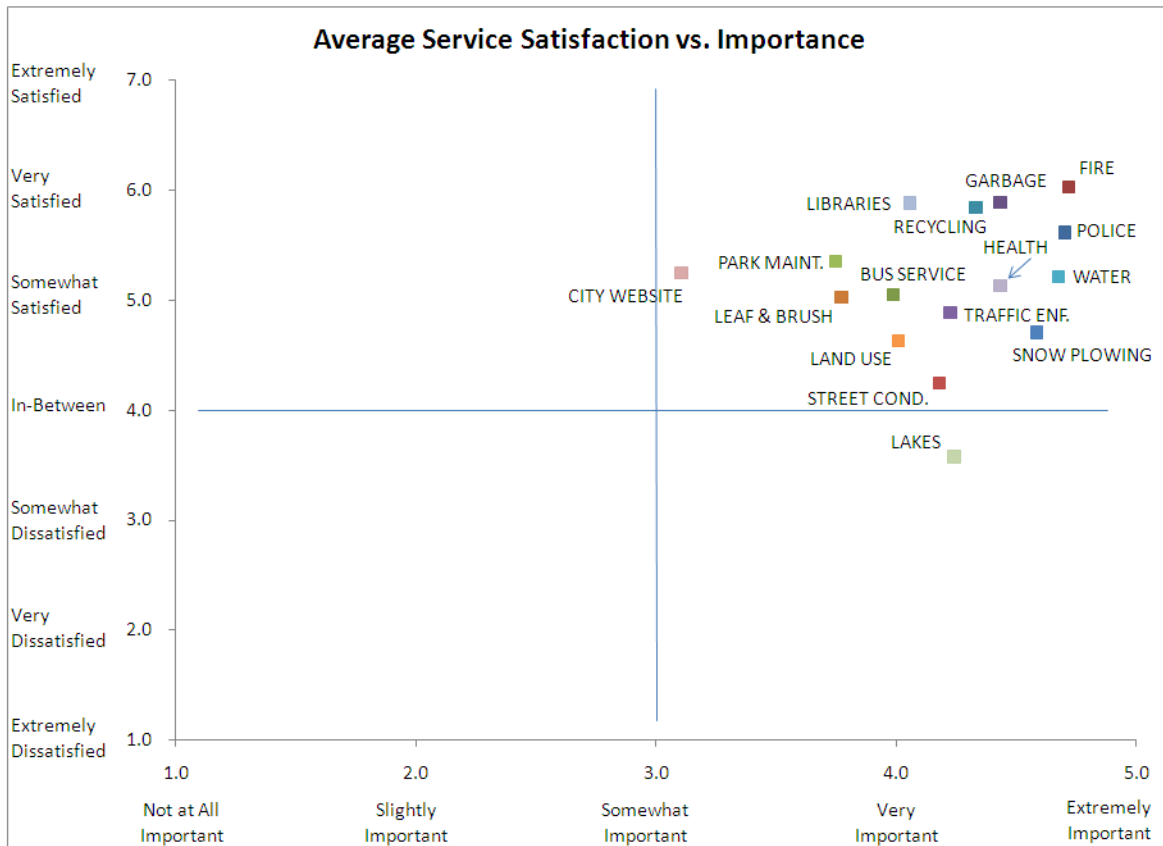
Snowplowing and public safety were rated as the most important services. Snowplowing came in with 96.8% feeling this service was “Very Important” or “Extremely Important”. Fire Services was 96.5%, and Police Services was 96.2%.

Satisfaction versus Importance

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 2010 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 2010 results to 2009. Also included is a verbatim tabulation of open-ended responses.

Comparing 2010 Results to Previous Years

With results from the third 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 2010 results to previous years offers the following highlights:

- For the third year in a row, Garbage Collection ranked the highest in customer satisfaction. For the third year in a row, Recycling Collection ranked second.
- Police Services saw the greatest two-year increase in satisfaction levels gaining over nine percentage points from 2008 to 2009 and seven percentage points from 2009 to 2010.
- Park Maintenance recovered from the loss of satisfaction levels from 2008 to 2009. Gains in 2010 may be the result of aggressive maintenance scheduling and conversion of park rangers to permanent status.

- Leaf and Brush Collection lost two percentage points in satisfaction, which is a greater reduction than any other service. This reduction may be the result of the elimination of the pick-up schedule. However, it is not certain how this change may have impacted the effectiveness of the program.
- Lake Quality remains the lowest ranked in terms of satisfaction, but it gained five percentage points from 2009 to 2010 with 13% responding they were “Very Satisfied” or better. This may reflect improved lake quality resulting from the rainfall levels and other climactic factors during 2010.
- Public Health Services, gained more than any other agency in terms of satisfaction and importance. This may be due to fewer respondents offering “Don’t Know” for satisfaction with these services. In 2009, almost 43% responded with “Don’t Know”. In 2010, that rate was nearly cut in half to 22%.
- From 2009 to 2010, Snowplowing surpassed both Fire Service and Police Service in importance. Losing almost two percentage points, Snowplowing saw the second greatest decline in satisfaction levels.
- Similar to 2008 and 2009, the City website was the only service with “Very Important” and “Extremely Important” ratings totaling less than 50%. For 2010, these responses totaled 30.8%. 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.

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.....	<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	<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?

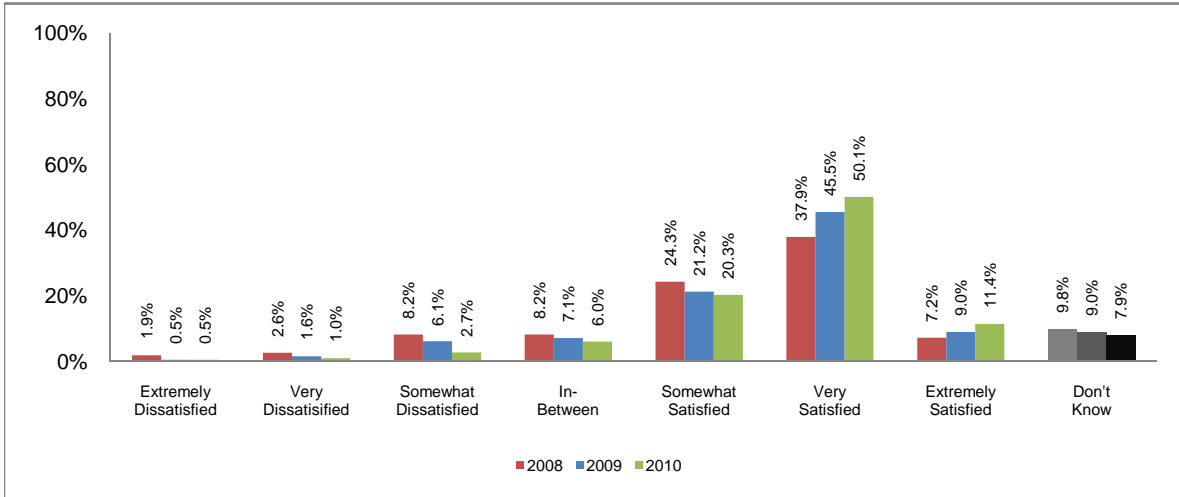
- Poor
- Fair
- Good
- Very good
- Excellent

5. Please use this space to provide additional comments.

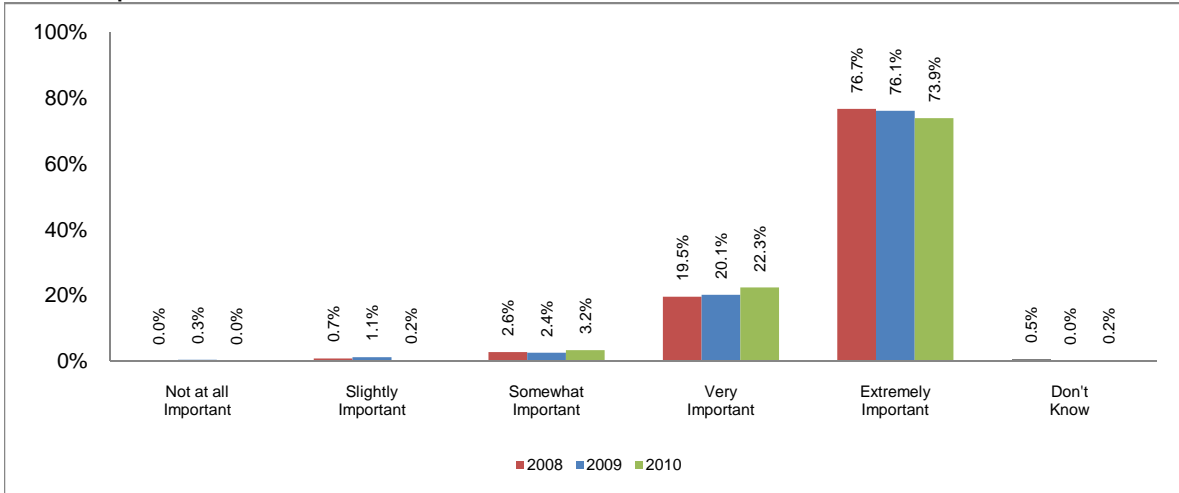
Police Service

In 2010, exactly 61.5% of respondents indicated they were "Very Satisfied" or better with Police Service. This is up from 2009, when almost 55% of respondents indicated they were "Very Satisfied" or better. Public safety services and snowplowing were rated as the most important City services in 2010. Police Service ranked third in importance in 2010. Just over 96% felt that Police Service was "Very Important" or "Extremely Important". Police Services saw the second greatest increase in satisfaction levels gaining seven percentage points from 2009 to 2010.

Service Satisfaction



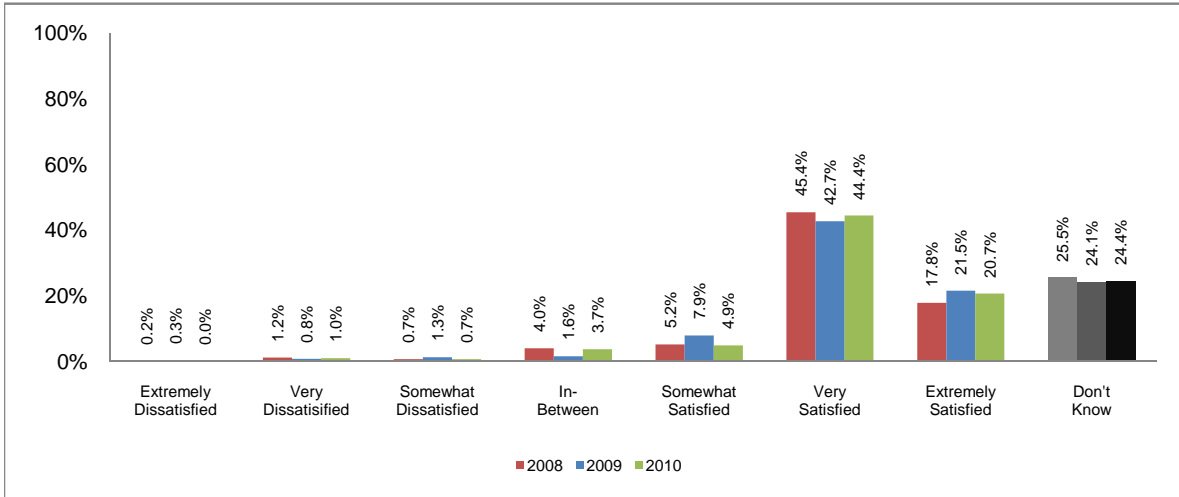
Service Importance



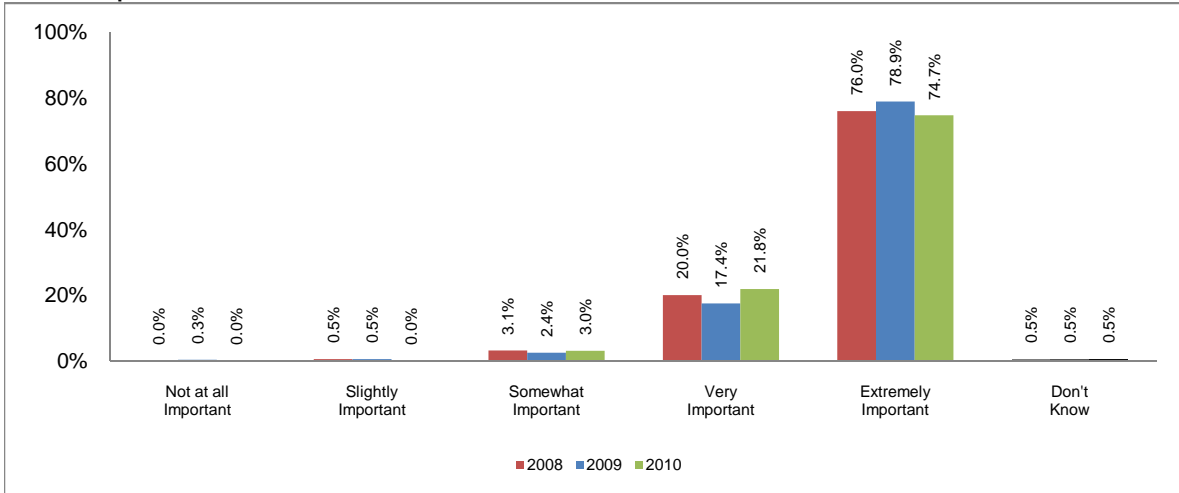
Fire Service

In 2010, just over 65% of respondents indicated they were "Very Satisfied" or better with Fire Service. This is up slightly from 2009, when over 64% of respondents indicated they were "Very Satisfied" or better. Public safety services and snowplowing were rated as the most important City services in 2010. Fire services ranked second in importance in 2010 with exactly 96.5% feeling that Fire Service was "Very Important" or "Extremely Important".

Service Satisfaction



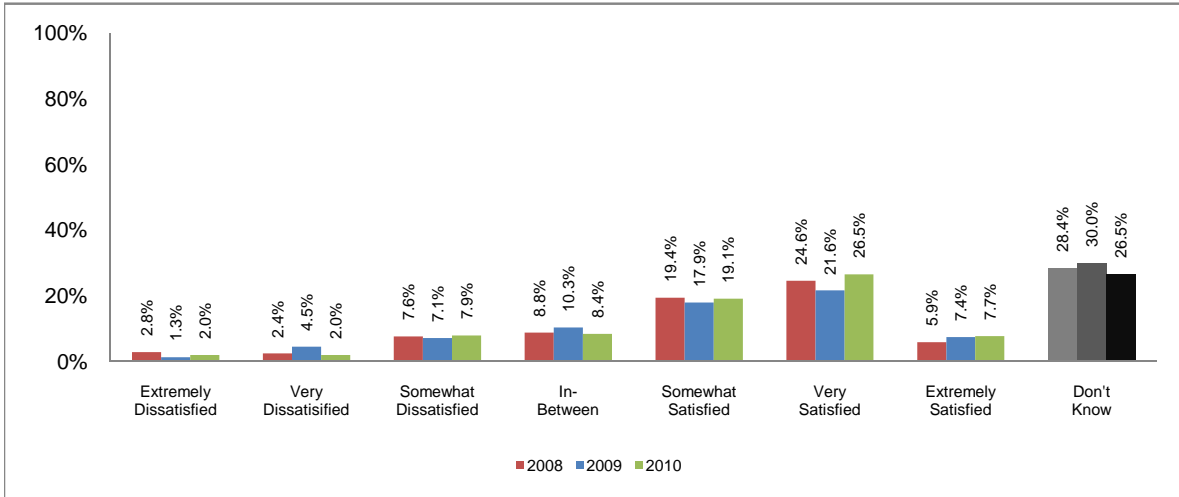
Service Importance



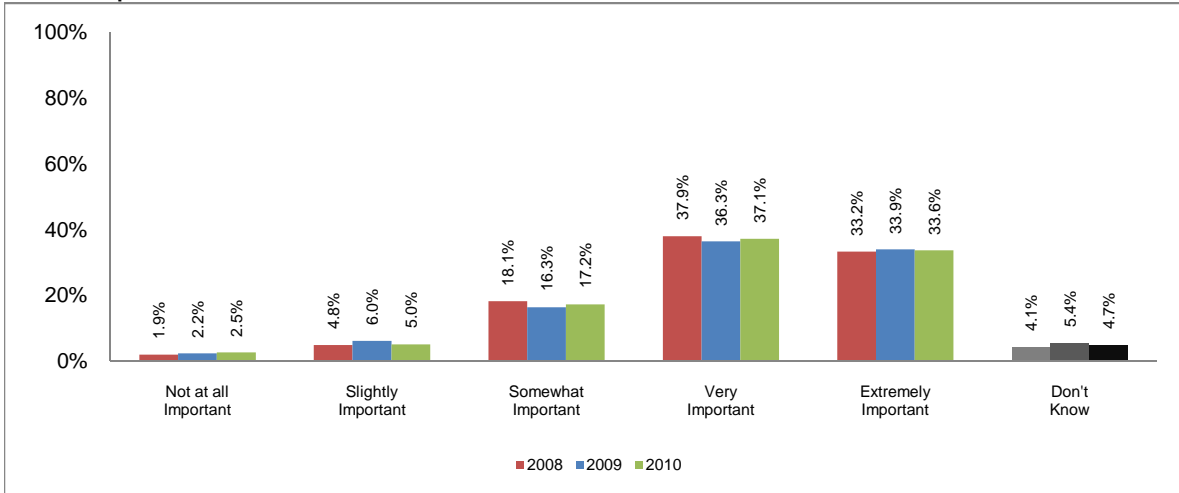
Bus Service

In 2010, just over 34% of respondents indicated they were "Very Satisfied" or better with Bus Service. This is up from 2009, when exactly 29% of respondents indicated they were "Very Satisfied" or better. Almost 71% 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



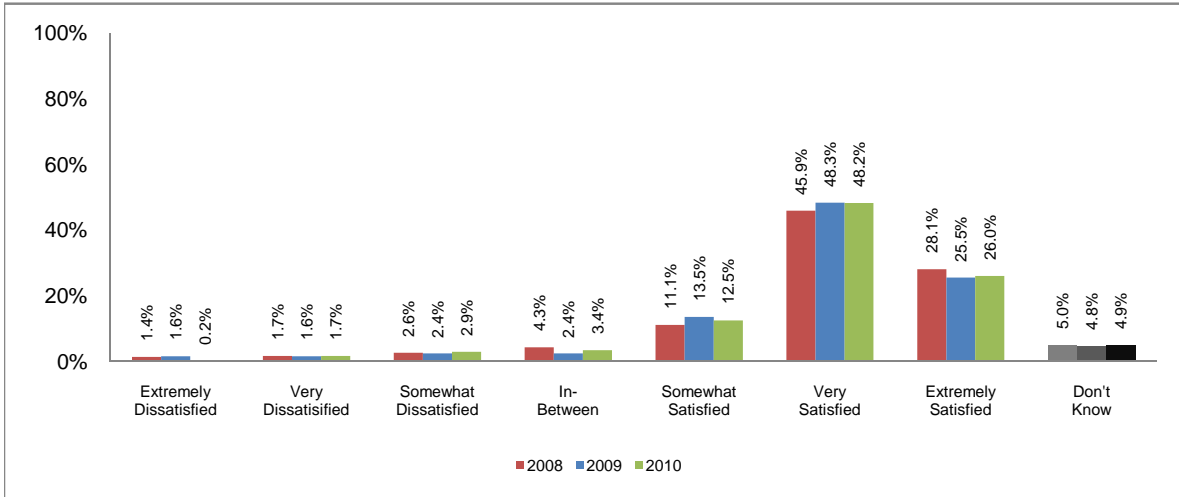
Service Importance



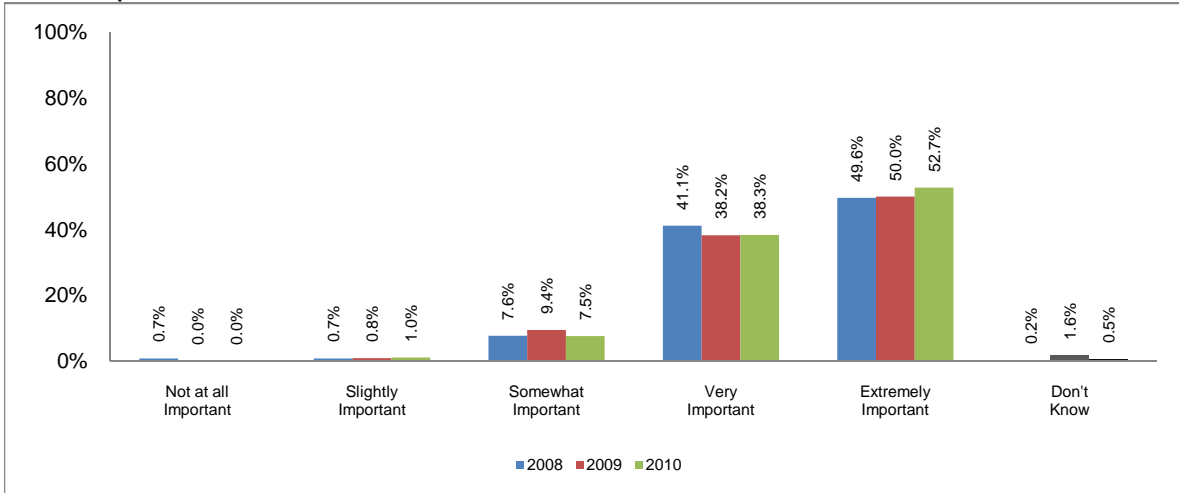
Garbage Collection

For the third year in a row, Garbage Collection ranked the highest in customer satisfaction. In 2010, just over 74% of respondents indicated they were "Very Satisfied" or better with Garbage Collection. In 2009, almost 74% of respondents indicated they were "Very Satisfied" or better. Exactly 91% felt that Garbage Collection was "Very Important" or "Extremely Important".

Service Satisfaction



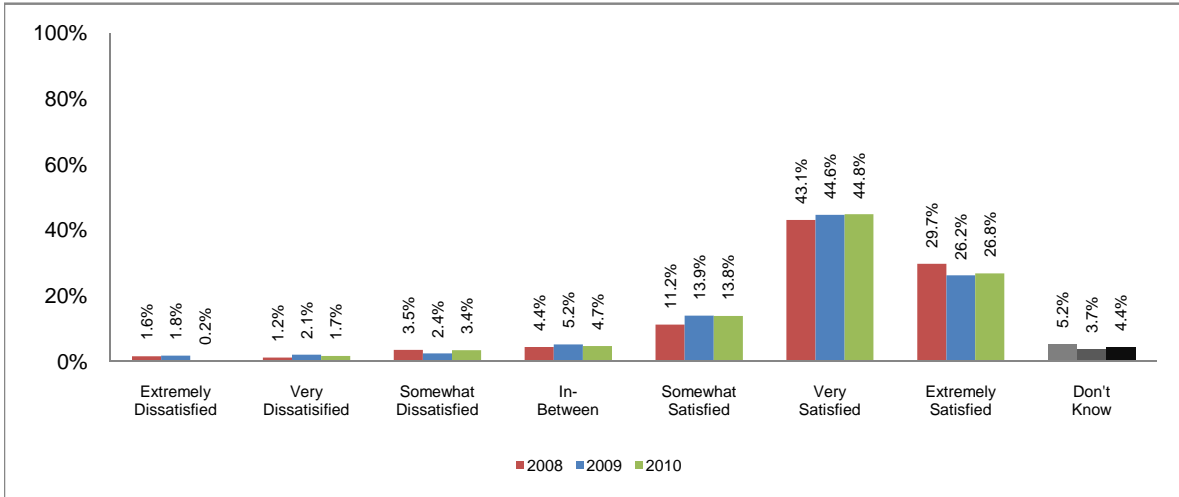
Service Importance



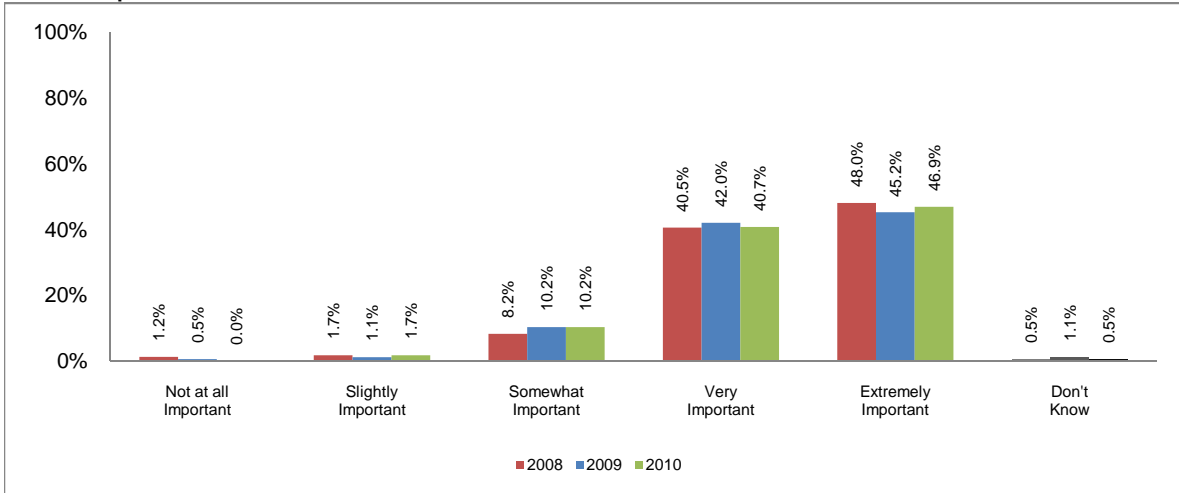
Recycling Collection

For the third year in a row, Recycling Collection ranked as the second highest in customer satisfaction. In 2010, almost 72% of respondents indicated they were "Very Satisfied" or better with Recycling Collection. This is up slightly from 2009, when almost 71% of respondents indicated they were "Very Satisfied" or better. Almost 88% felt that Recycling Collection was "Very Important" or "Extremely Important".

Service Satisfaction



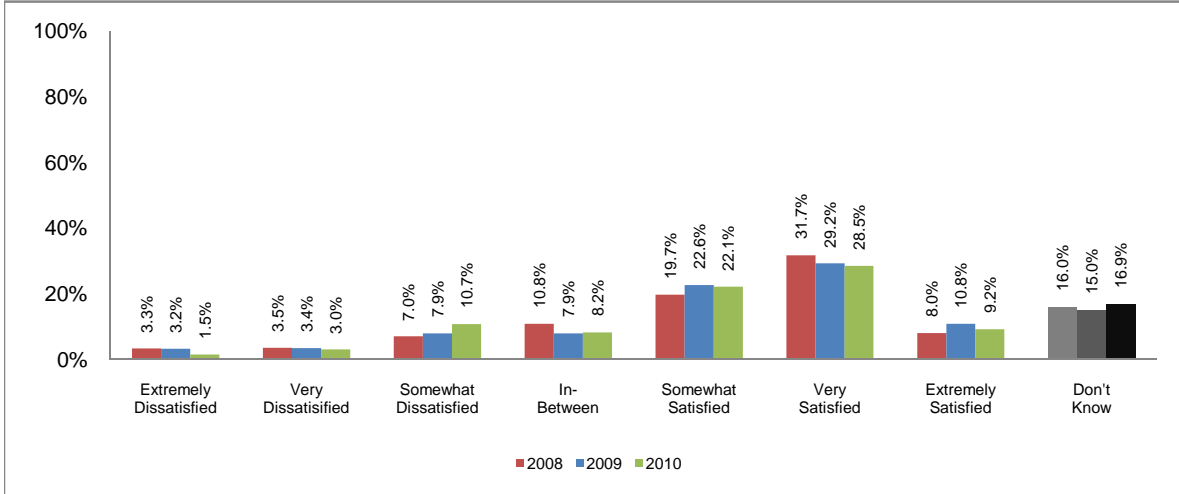
Service Importance



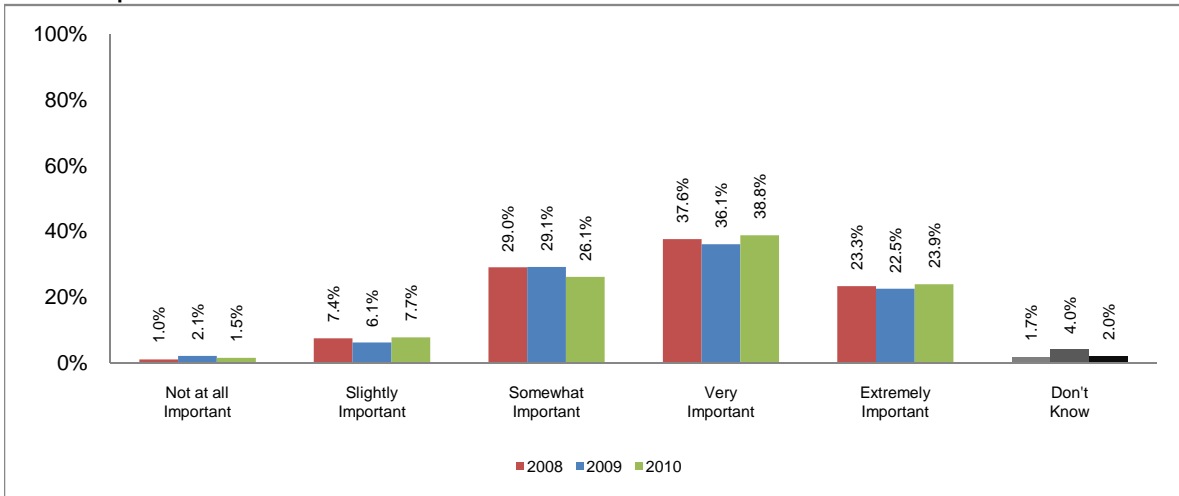
Leaf and Brush Collection

In 2010, almost 38% of respondents indicated they were "Very Satisfied" or better with Leaf and Brush Collection. This is down from 2009, when exactly 40% of respondents indicated they were "Very Satisfied" or better. Losing over two percentage points from 2009 to 2010, this was the greatest decline in satisfaction levels. Almost 63% felt that Leaf and Brush Collection was "Very Important" or "Extremely Important". The decline in satisfaction may be the result of the elimination of the pick-up schedule and a change in residents' perceptions or expectations. It is not certain how this change may have impacted the effectiveness of the program. City crews made leaf pick up routes through the city six times compared to four or five in previous years, but collection of leaves and brush decreased by 3,100 tons to 20,100 tons from 2009 to 2010.

Service Satisfaction



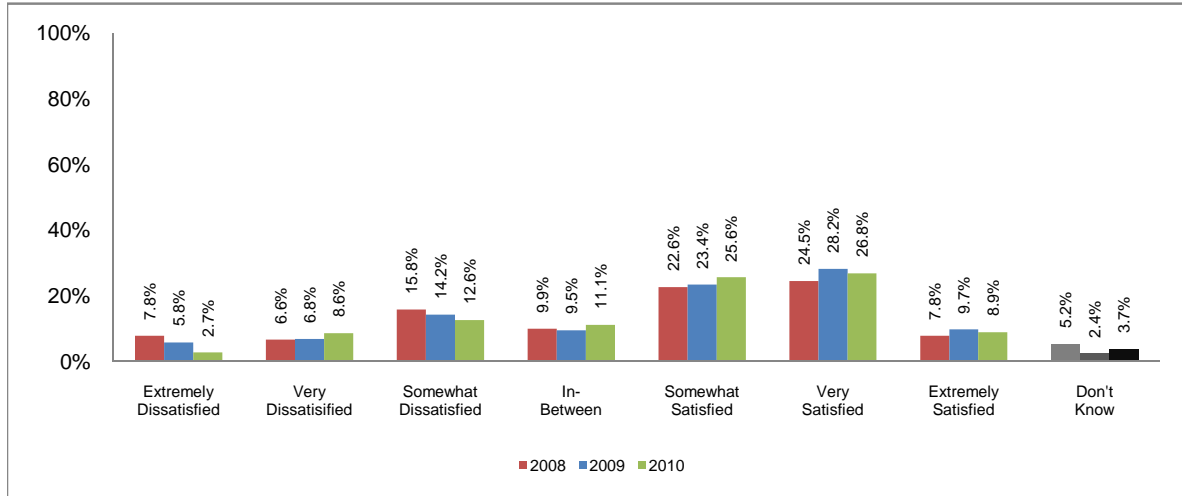
Service Importance



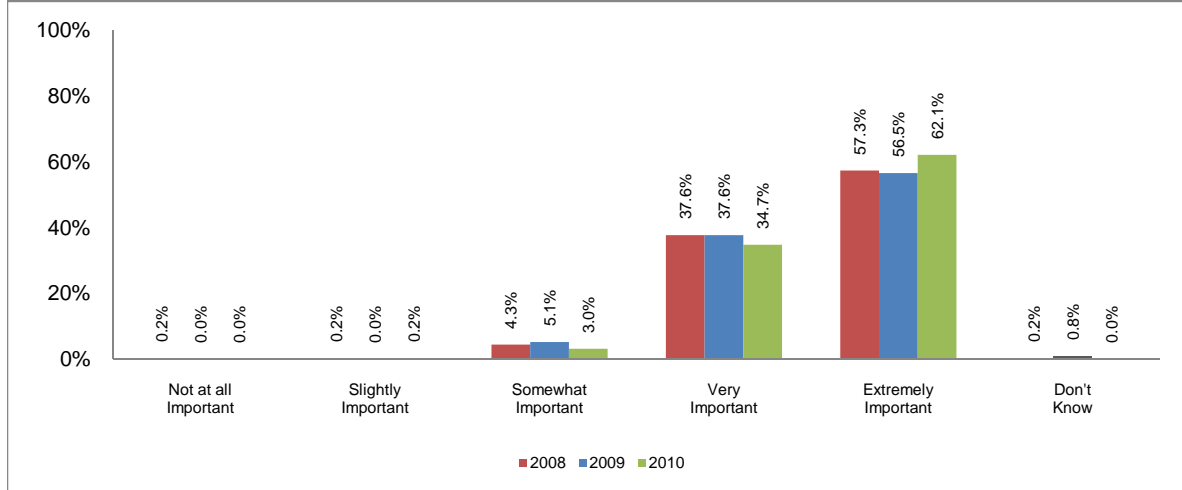
Snowplowing

In 2010, almost 36% of respondents indicated they were "Very Satisfied" or better with Snowplowing. This is down from 2009, when almost 38% of respondents indicated they were "Very Satisfied" or better. This was the second greatest decline in satisfaction losing just over two percentage points from 2009 to 2010. Snowplowing had the third lowest satisfaction level with over 11% "Very Dissatisfied" or worse. Snowplowing ranked the highest in importance in 2010 with almost 97% feeling that Snowplowing was "Very Important" or "Extremely Important". The reason for these results is likely the first major snowstorm of the 2009-10 season when a record 14.1" of snow fell on December 8 and 9.

Service Satisfaction



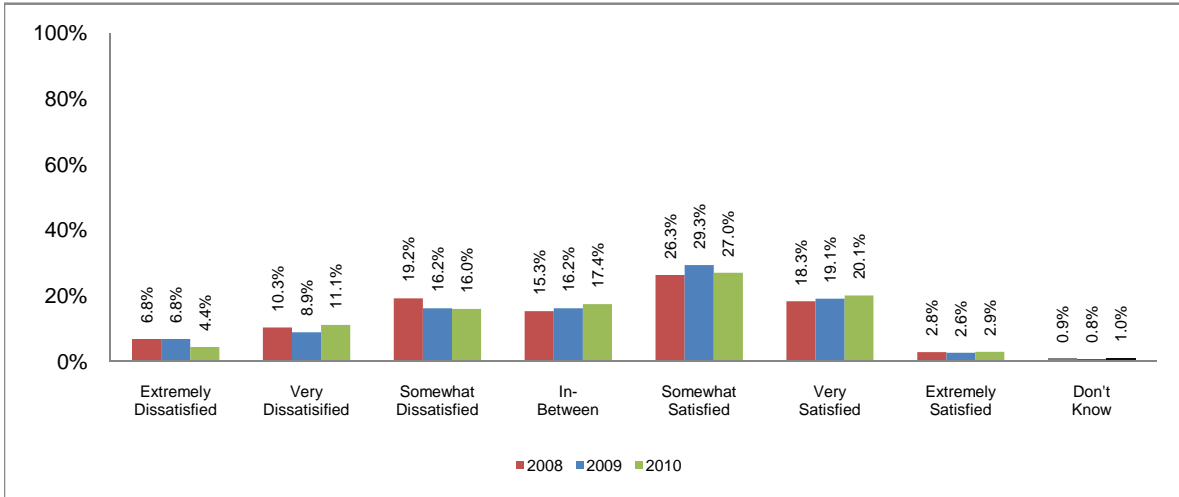
Service Importance



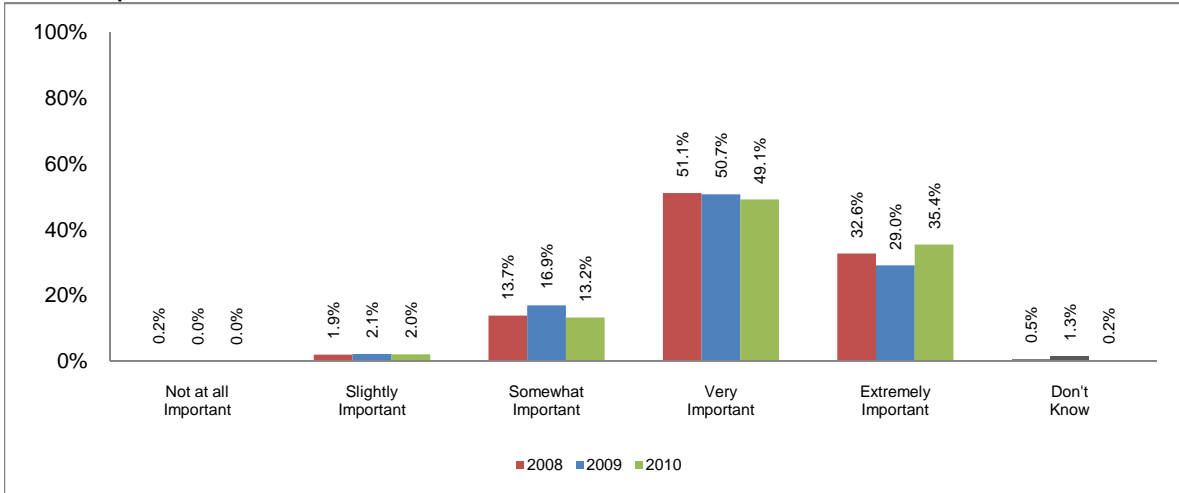
Street Condition

In 2010, exactly 23% of respondents indicated they were "Very Satisfied" or better with Street Condition. This is up slightly from 2009, when almost 22% of respondents indicated they were "Very Satisfied" or better. Street Condition had the second lowest satisfaction level with exactly 15.5% "Very Dissatisfied" or worse. Exactly 84.5% felt that Street Condition was "Very Important" or "Extremely Important".

Service Satisfaction



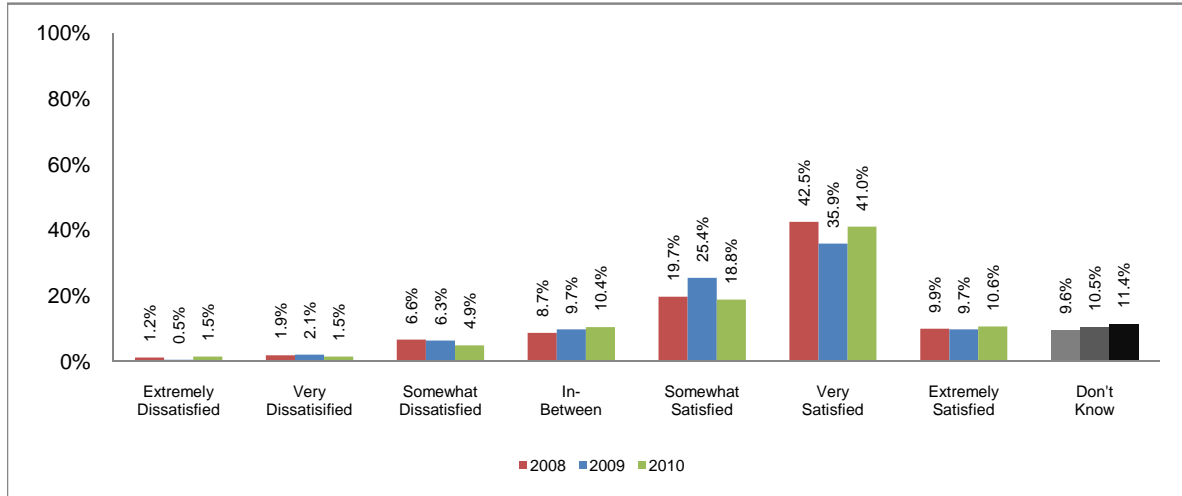
Service Importance



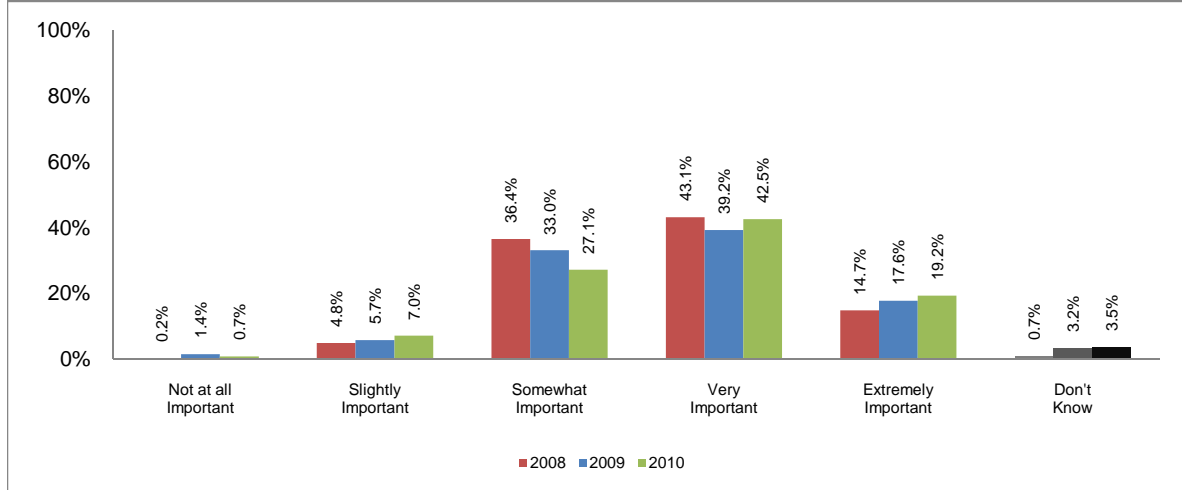
Park Maintenance

In 2010, almost 52% of respondents indicated they were "Very Satisfied" or better with Park Maintenance. This is drastically up from 2009, when almost 46% of respondents indicated they were "Very Satisfied" or better. Almost 62% felt that Park Maintenance was "Very Important" or "Extremely Important". The increase in satisfaction levels may be the result of more active management of staff schedules to pick up trash at shelters and, perhaps more significantly, the conversion of park ranger staff to permanent status. Responsibilities of park rangers include reporting maintenance issues and addressing basic needs themselves during weekend hours.

Service Satisfaction



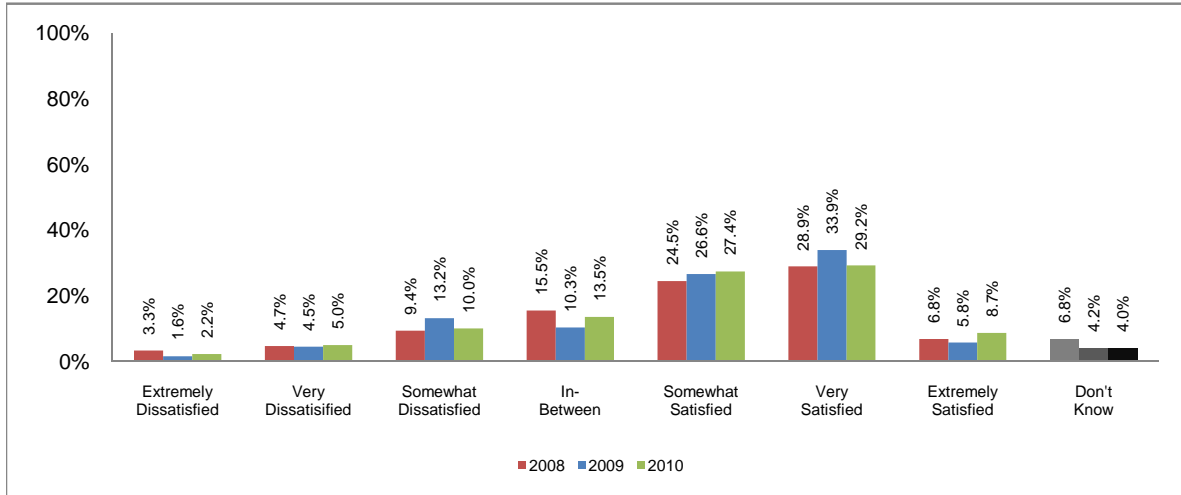
Service Importance



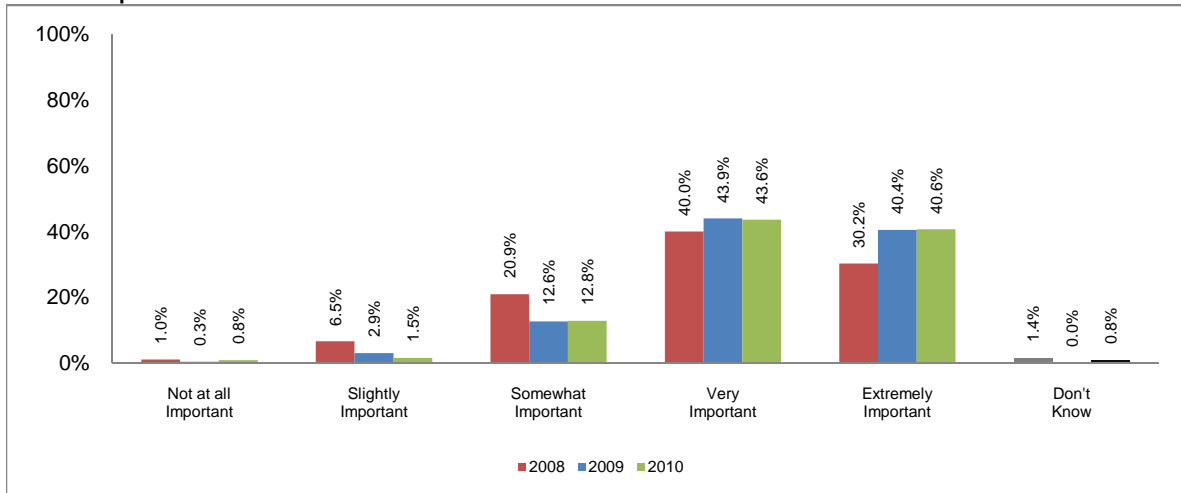
Traffic Enforcement

In 2010, almost 38% of respondents indicated they were "Very Satisfied" or better with Traffic Enforcement. This is down from 2009, when almost 40% of respondents indicated they were "Very Satisfied" or better. Just over 84% felt that Traffic Enforcement was "Very Important" or "Extremely Important".

Service Satisfaction



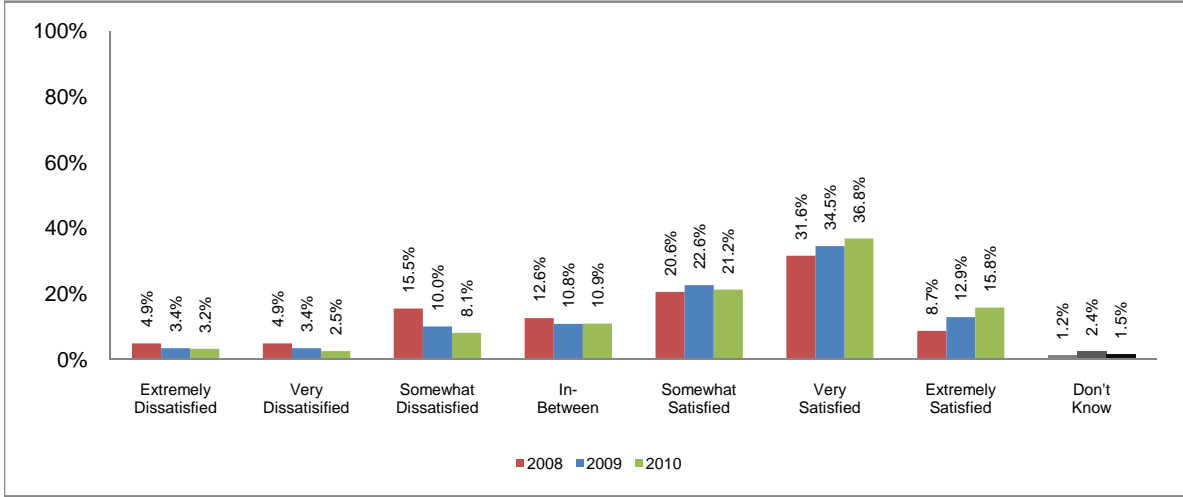
Service Importance



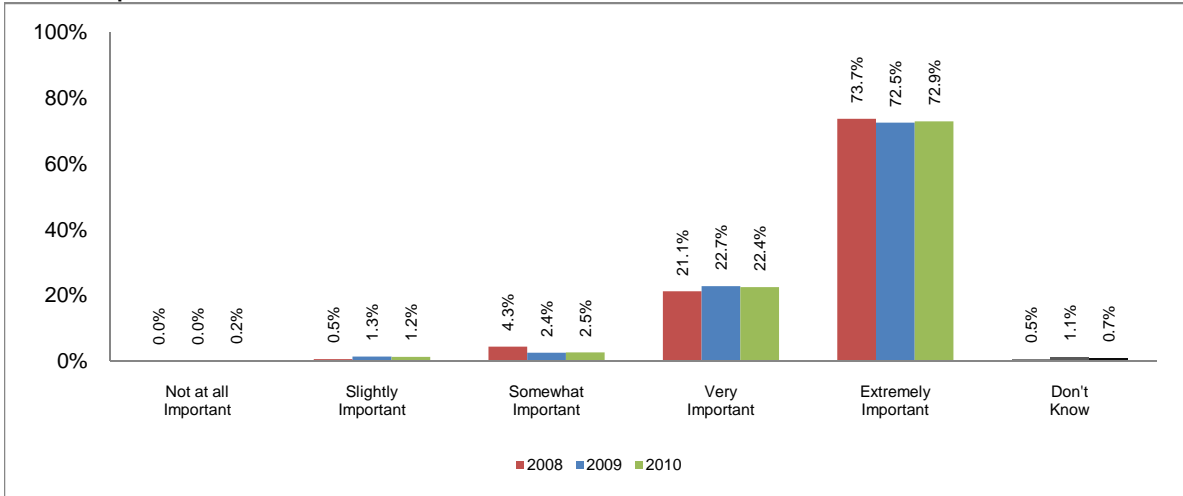
Drinking Water Quality

In 2010, almost 53% of respondents indicated they were "Very Satisfied" or better with Drinking Water Quality. This is up from 2009, when over 47% of respondents indicated they were "Very Satisfied" or better. Over 95% felt that Drinking Water Quality was "Very Important" or "Extremely Important".

Service Satisfaction



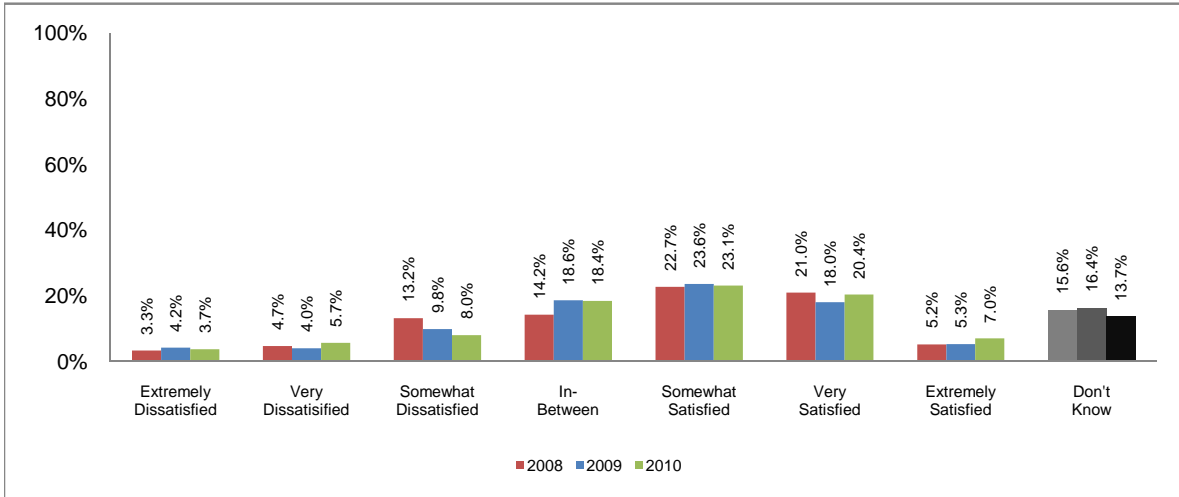
Service Importance



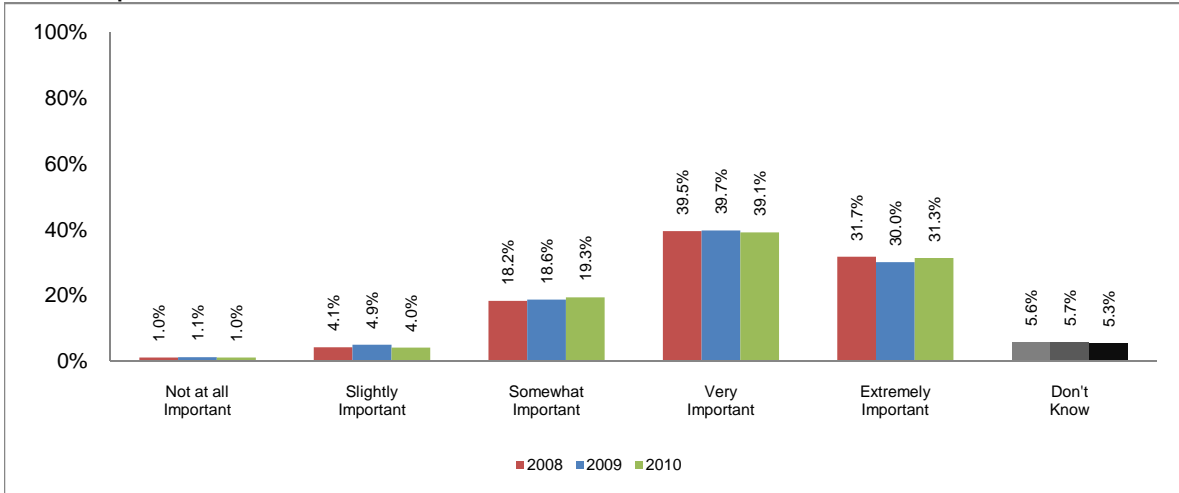
Land Use and Planning

In 2010, over 27% of respondents indicated they were "Very Satisfied" or better with Land Use and Planning. This is down from 2009, when just over 23% of respondents indicated they were "Very Satisfied" or better. Over 70% felt that Land Use and Planning was "Very Important" or "Extremely Important". Relatively low satisfaction ratings may be the result of a lack of familiarity with land use and planning issues or infrequent use of City services in these areas.

Service Satisfaction



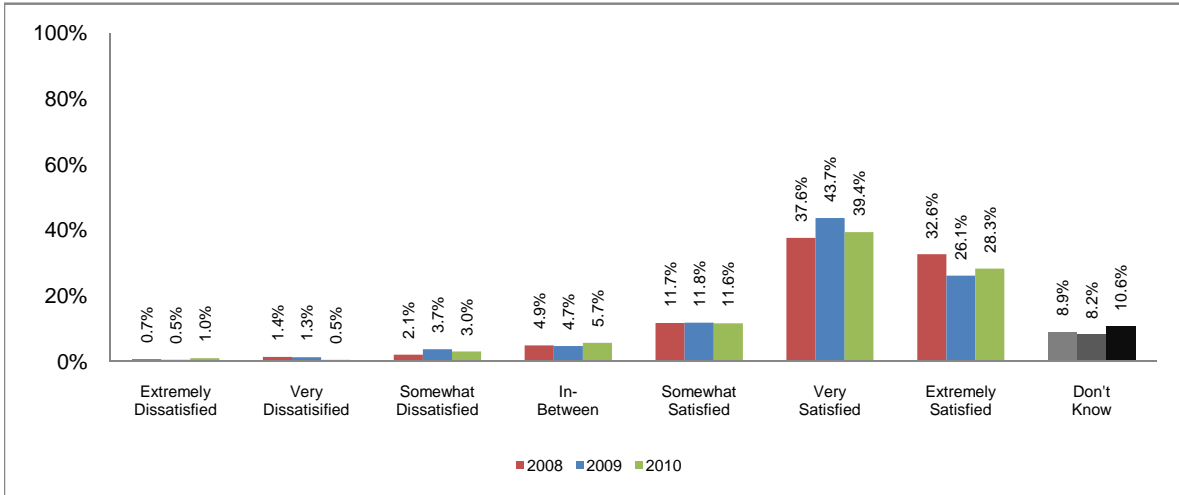
Service Importance



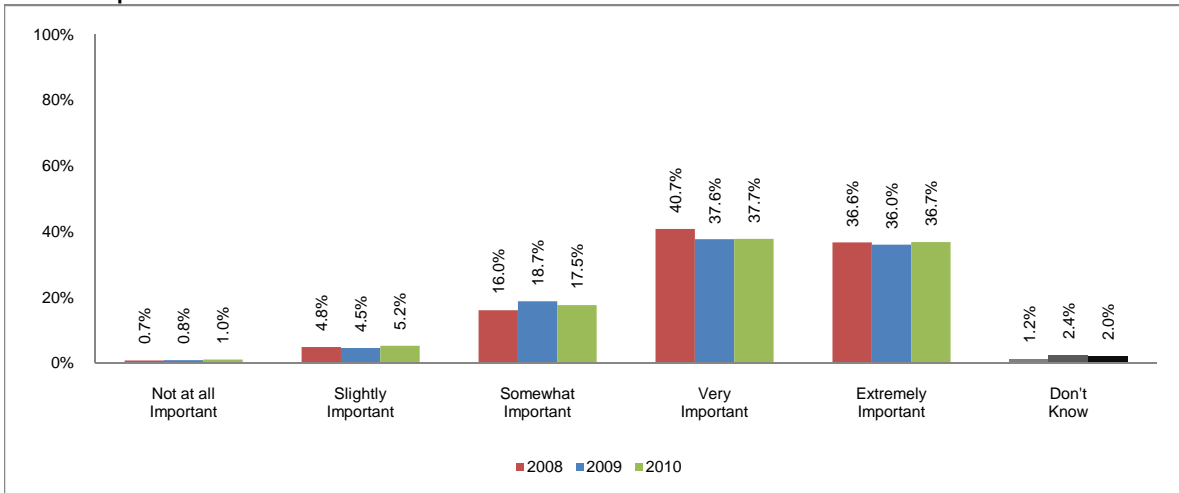
Libraries

Libraries ranked the third highest in customer satisfaction. In 2010, almost 68% of respondents indicated they were "Very Satisfied" or better with Libraries. This is down slightly from 2009, when almost 70% of respondents indicated they were "Very Satisfied" or better with Libraries. Over 74% felt that Libraries were "Very Important" or "Extremely Important".

Service Satisfaction



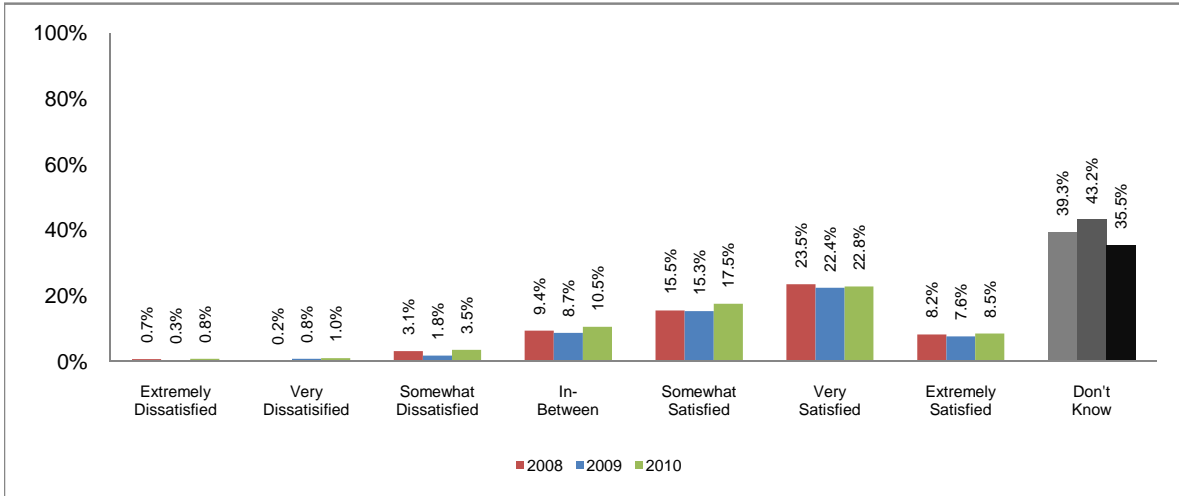
Service Importance



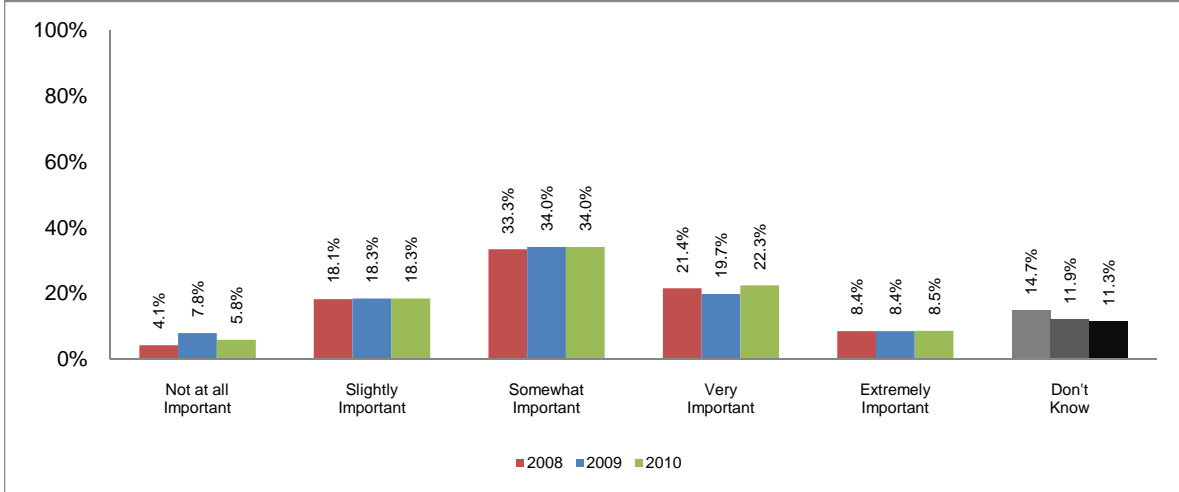
City Website

In 2010, over 31% of respondents indicated they were "Very Satisfied" or better with the City Website. This is up slightly from 2009, when exactly 30% 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 almost 31% 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



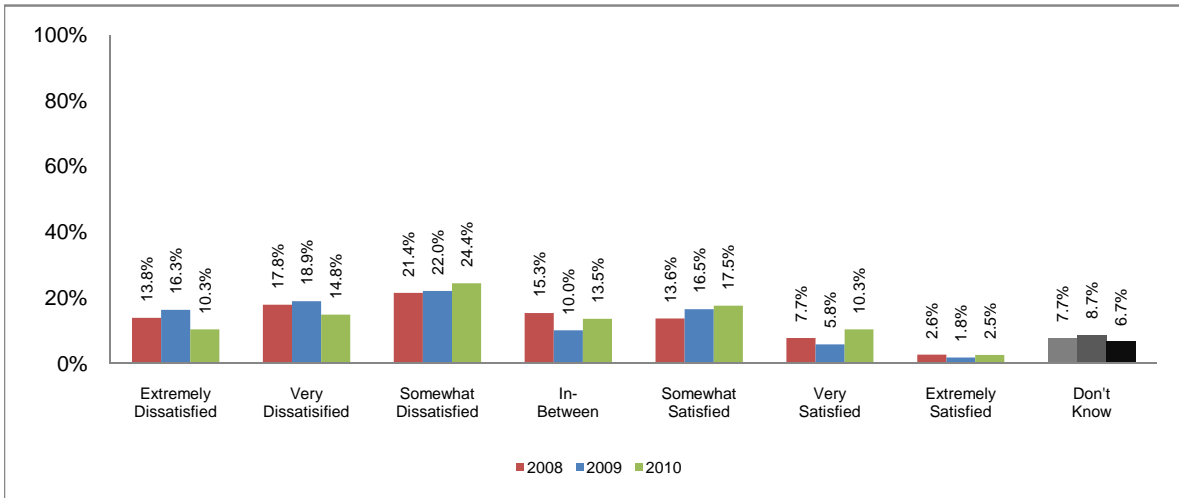
Service Importance



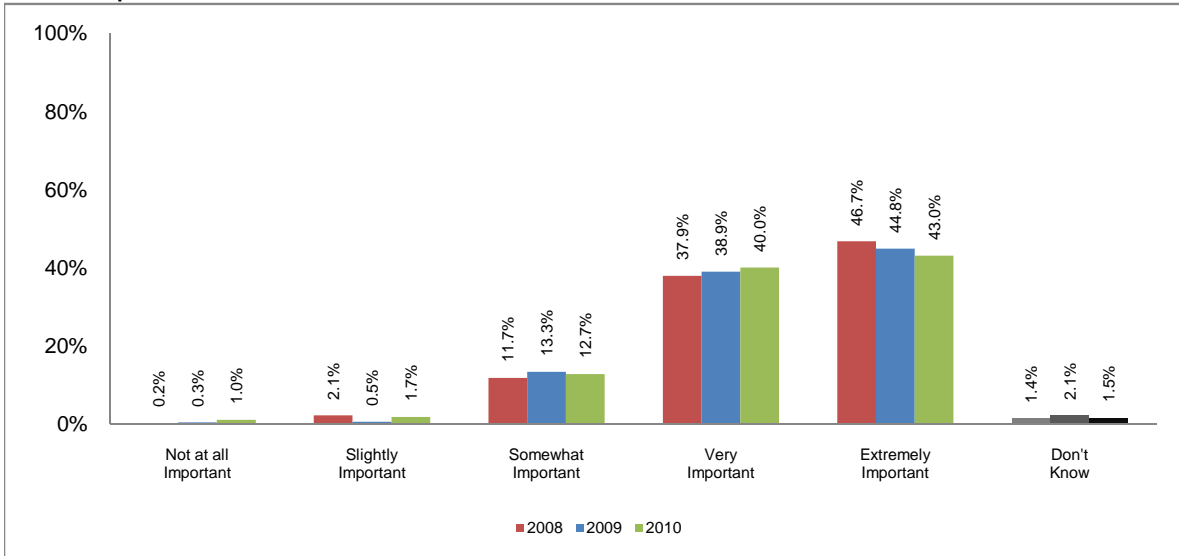
Lake Quality

In 2010, almost 13% of respondents indicated they were "Very Satisfied" or better with Lake Quality. This is up drastically from 2009, when almost 8% of respondents indicated they were "Very Satisfied" or better. Exactly 83% felt that Lake Quality was "Very Important" or "Extremely Important". Lake Quality had the lowest satisfaction level with just over 25% "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. The satisfaction improvement from 2009 to 2010 may be the result of the natural variation in lake water quality due to year to year differences in the timing, duration, and intensity of rainfall events. While not a large change, Lake Quality had the greatest loss in importance levels with a reduction of nearly one percentage point from 2009 to 2010.

Service Satisfaction



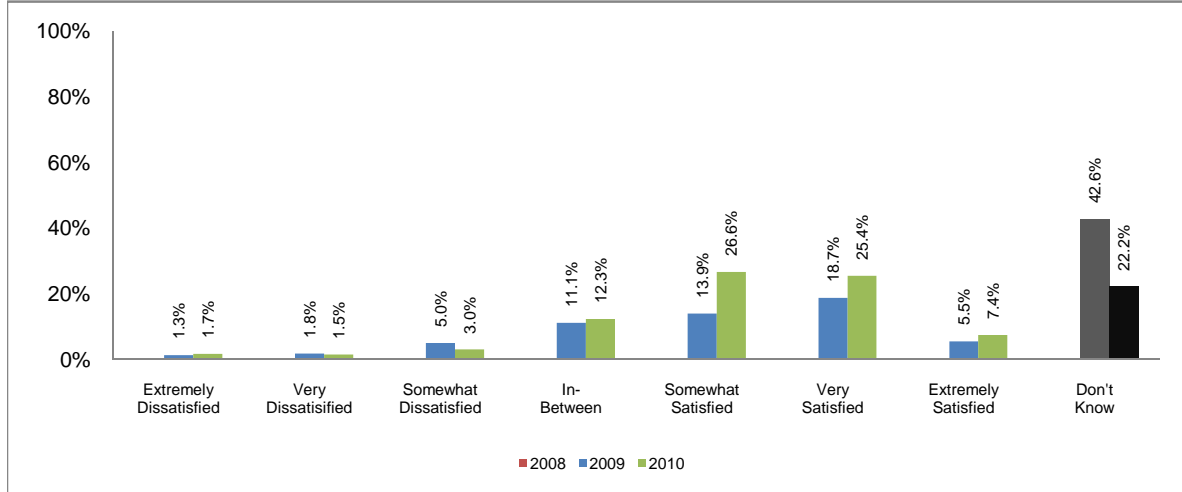
Service Importance



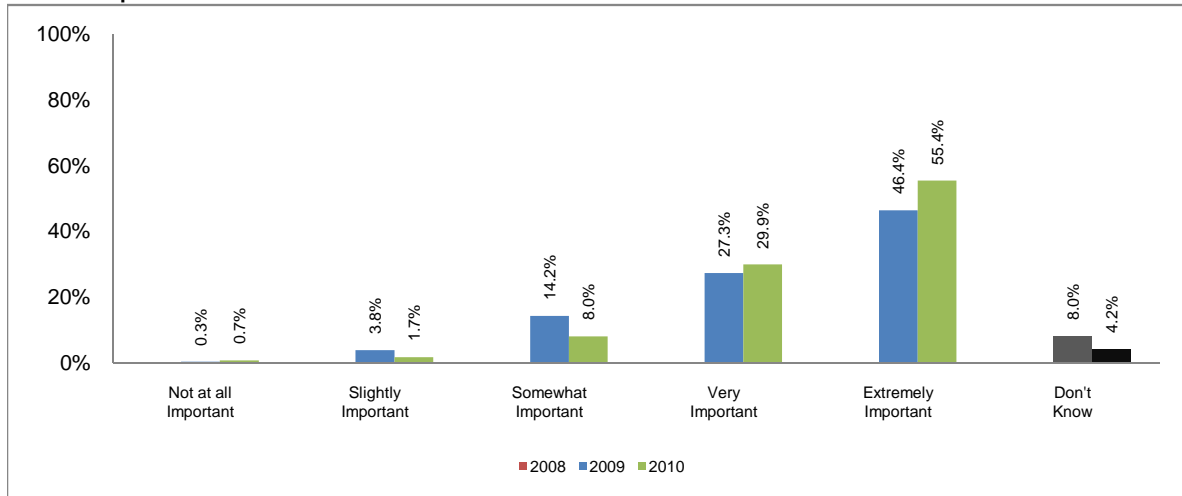
Public Health

In 2010, almost 33% of respondents indicated they were "Very Satisfied" or better with Public Health Services. This is up drastically from 2009 when over 24% of respondents indicated similarly. Public Health saw the greatest increase in satisfaction levels gaining almost nine percentage points from 2009 to 2010. Over 85% felt that Public Health Services were "Very Important" or "Extremely Important". Public Health also gained the most in importance levels with an increase of almost 12 percentage points from 2009 to 2010. A large number of "Don't Know" satisfaction responses and large fluctuation of responses likely indicates either/or an unfamiliarity with or lack of subscription to public health services among survey respondents and possible sampling issue. Public Health Services were added to the survey in 2009.

Service Satisfaction



Service Importance



Open-Ended Responses from the City of Madison Resident Satisfaction Survey, 2010

The following is a verbatim transcription of open-ended responses from the 2010 Resident Satisfaction Survey. To aid summarization and comprehension, the following edits have been made: (1) To ensure privacy of respondents, information that may reveal their identity has been omitted. (2) To aid legibility, some misspellings, unconventional spellings and typos have been corrected. (3) Comments that are not directly related to City services have been omitted.

Category	Open-Ended Response
City Website	The Madison city website specifically the area for job opportunities needs work...or just more opportunities.
City Website	Don't use
Common Council	Elected alder people should represent the ideas of the majority of their constituency and not their own personal ideas.
Common Council	Stop the personal in-fighting of alderpersons on the city council.
Community Services	I wish the city would invest more in human services/ community services which I would rate as extremely important. I am sad to see it wasn't included on your survey though not surprised since mayor Dave seems more concerned about votes & support from rich Madisonians than in taking care of all [the word 'all' is underlined three times] residents.
Cycling	We really appreciate and enjoy the bike paths around the city.
Cycling	We would appreciate having more bike-friendly conditions by Highland + University Ave. Since many health sciences students live around the Univ. Ave. area, it would be great to make this area safer for bikers. Specifically, the road on Highland has a very narrow right margin that is cracked up - making biking on the right side a little dangerous. Having a bike lane on Highland Ave (the section by Best Western, leading up to Forest Labs) would help make this area safer for drivers and bikers. Thanks!
Drinking Water Quality	It might just be my apartment, as I haven't tried it in other places, but while the drinking water, and by that I mean water out of the tap in my kitchen, is probably safe, it tastes pretty horrible, and I've got to make sure to smell something else when drinking it so I don't taste it as much.
Drinking Water Quality	Water quality on UW is very poor. Hard water + green lime deposits on water faucets, drinking fountains, etc, need to be cleaned up
Economic Development	I feel that Madison does a poor job in enticing businesses to locate here. This should be an ongoing, outreaching activity to help stimulate our local economy.
General Comment	A less liberal approach to city matters. Stick to the basics.
General Comment	Given the varying needs of citizens of Madison, I think they city does the best it can. Thank you for your service.
General Comment	Great job given how rapidly the city has grown and changed
General Comment	In my opinion, all services in Madison are currently excellent.
General Comment	More public announcements of services/events would promote city services

General Comment	None at this time.
General Comment	Thank you for dedicating these services to the city of Madison.
General Comment	Thanks for caring about our opinions.
General Comment	The progress of this city is hobbled by too much extraneous ideological debate - primarily from the Progressive faction. They need to stick to City business, and not use their position to advance their personal pet issues.
Housing	I continue to be disappointed by the lack of attention to poverty and homelessness in Madison by government officials and the citizenry. There is a significant population of poor and needing people, who too often get swept under the rug because they are not the attractive part of Madison. I would like to see the city acknowledge this as a problem, and face it head-on, rather than further a fanciful utopia where poverty & homelessness remain invisible because blind eyes are constantly turned on it.
Housing	I would like to see more rent control, especially in these economic times. Student housing downtown is getting excessively expensive, even the slum housing in this location is getting unreasonably high. Some protection is necessary for students accruing loans very fast and leading our future economy in turmoil because loans are being spent on overpriced housing. This money could someday be put towards housing/mortgages, but instead we are paying excessively now and ruining our future monetarily
Housing	Many residents have unmet needs - we need more affordable housing.
Housing	Some of the housing is too expensive.
Land Use and Planning	The city is laying up too many private non sell supporting projects + becoming burdens!
Land Use and Planning	The planning of Madison needs to be reevaluated. We need to rework our city to become a neighborhood based society, like larger cities, like NYC. We need to have better integrated business and residential districts that allow people to live off their neighborhood businesses. The public transportation system needs to be drastically improved, a la Minneapolis-St Paul and needs to be connected to large cities like Chicago, Milwaukee, & MSP via rail. Allowing high density for middle income families, students, and working people, downtown needs to [be] focused on and the integrations of our student population with our 'real people'. Also, Madison should become more metropolitan and allow larger buildings. I love the Capitol, but sustainability trumps the view.
Land Use and Planning	Too much money spent on creating planning documents -- not needed, just collect dust!
Library	I use the library actively and support maintaining funding and building a new main library.
Library	More Resources to <u>LIBRARY</u> [word 'library' underlined]
Metro Transit Bus Service	I don't like to see empty buses all the way out on the far west side by Super Target. I know there is a need for the bus but maybe we can figure out a better plan.
Metro Transit Bus Service	Re-vamping Madison Metro Services. Its services are not effective to meet reasonable to go to work because if you miss a bus (delay) next one does not come before half hour. So that we can eliminate excessive car uses.

Metro Transit Bus Service	The bus routes should be more staggered. If I happen to miss the bus by a minute because I'm stuck on the wrong side of the road, I shouldn't have to wait 15 minutes and then have my choice of 3 different busses going to the same stop. They should show up every five minutes or so, instead. I also think a carpooling initiative should be enforced to cut down on congestion. Well more than half the cars driving around campus only have one person in them, and they were obviously all going to the same place.
Metro Transit Bus Service	The bus service needs a lot of improvement. Some of the routes and transfer points make no sense. For example there isn't a route straight down Midvale Ave from Nakoma to University Ave. This is a major street, but the bus route does to the transfer point. I have a ten minute drive to work at the University. During rush hour the bus runs every 15 minutes, every half hour the rest of the day and not at all on weekends. The bus would take me 3 times as long to get to work because of the winding route.
Metro Transit Bus Service	Transit drivers need more time on their runs
Multiple Topics	1) Limit late night hours of Madison Metro or reduce the number of buses running at that time. I leave on a bus route and don't see a lot people riding the bus after 11 pm. 2) Speed enforcement without advertising it to the media. MPH signage on the beltline to let drivers know they're speeding – like mobile police miles per hour trailers. 3) More adolescent centers/activities.
Multiple Topics	1) Please consider shifting recycling to weekly & garbage to bi-weekly 2) Consider reducing late night & weekend bus routes. Most have 1 or no passengers when they pass our house. Gas & other costs are wasted. 3) Consider more ORGANIZED leaf and brush collection 4) Library - consider minimal Sunday hours 5) Many streets are so bumpy that bike commuting is a challenge. Thanks for your consideration
Multiple Topics	1) Stop taxpayer investment in commuter rail and the high speed train and invest that in bus service and condition of streets, Police & Fire, snow plowing. There are more important priorities that should be improved and maintain above the 2 trains. 2) Also, the yard waste drop off sites need to allow the home owner to bring more than 1 load a day. What if a tree is blown over by the wind? To take care of that brush may be 2-3 loads. The city allows brush out to the curb 2-3 weeks where the homeowner can clean it up in 1 or 2 days. 3) I see streets being torn up and redone in areas that really don't need it yet other streets have never been paved -- look at the Hawthorne neighborhood -- no curbs gutters or pavement.
Multiple Topics	The taxes suck, especially when I see garbage & recyclable trucks making multiple trips up and down my street. Buses are nice for city transportation, but unfortunately they are hauling few passengers, another waste of money.
Multiple Topics	<ul style="list-style-type: none"> • Traffic safety needs another question for biking safety. • Libraries need to be welcoming places for learning- not places where you get intimidated & harassed like downtown scene outside doors. • Libraries should have many more books available for immediate use • The city website needs to be much more clearly navigable with comprehensive info about EVERYTHING - i.e., complete name change rules, etc

Multiple Topics	<ul style="list-style-type: none"> • Would like to see light rail added to the mix of public transit options. • Less sprawl would be wonderful • More green space, bike lanes, etc. • New downtown library & expanded satellite locations
Multiple Topics	<ol style="list-style-type: none"> 1. 91 percent of people in jail are blacks + minorities when they're not the only ones that may commit a crime. 2. Metro service is pretty good 3. Lake water seems dirty because of goose manure but overall the lake isn't clean as it should be especially if people swim + fish in the lakes.
Multiple Topics	<ol style="list-style-type: none"> A) I hope you'll proceed with your composting plans. B) Consider cost-sharing home compost containers too. C) How about mulch piles at our local park? D) You have to repair Midvale Blvd where it intersects with the Beltline. E) What about community garden space at Odana Golf course along the curb at Odana Rd. Golfers don't use that space. <p>Thank you!</p>
Multiple Topics	After last year Big Snow Storm they decide they need a plan for snow removal- How many years has it snowed in Madison - poor management- same with Water Dept
Multiple Topics	<ul style="list-style-type: none"> • Bus transportation drivers' contracts should not allow salaries to exceed \$80,000/yr. • Cleaning up our lakes should be a higher priority.
Multiple Topics	City is too liberal People need to help Themselves CAN'T SLEEP = WORK HARDER DON'T HAVE ANY MONEY = GET A JOB (U HAVE A JOB = THEN GET ANOTHER JOB!!!)
Multiple Topics	<ul style="list-style-type: none"> • Clean up the lakes so they can be swam in. • Keep the shore along James Madison Park clean of brush & goose droppings. • Idea to connect path long James Madison to Union Terrace is excellent! Hope it passes!! • Madison is beautiful & well planned.
Multiple Topics	Don't let the city grow taller than the capital! The views are amazing + shouldn't be changed. Madison is unique + wonderful thanks to the people who run it. Keep up the work + keep Madison as safe + great as it is.
Multiple Topics	Eff'n parking tickets/street cleaners/etc... screw off parking enforcement! Use your energies to solve real crimes and keep our city safe. [R drew a box around 'use your energies to solve real crimes and keep our city safe.']
Multiple Topics	Get the Edgewater Hotel built! Cut the tree branches so you can see signs & walk on the side walk. Thank you
Multiple Topics	Given the economic times, the city needs to concentrate on basic services that support across the board income citizens. Reaching out to community groups to support non essential services to volunteer for maintenance of parks, libraries and cleanup of common areas will stretch the dollars. Over the past several years, with the snow removal from city sidewalks, churches have been neglecting their responsibilities to remove snow + ice from sidewalks in front of their churches. Walking to bus stops in front of churches the past several years has been dangerous. The city needs to enforce snow/ice removal that churches are responsible for.
Multiple Topics	Madison lakes are gross - we need to make them more important. Madison is generally safe and quiet.

Multiple Topics	However, the city fails to provide certain services that are normally provided. This spring it stopped its leaf & brush collection before all leaves fell. We have oak trees. Last August, the water main at 3100 Lake Mendota ruptured flooding our [next two words illegible]. The water utility said it would pay damages yet when a claim was submitted, the city refused. The city has not repaired the street damage either.
Multiple Topics	I am concerned about racial disparities in police targets - closed-door drug activity vs. street activity, for example. I believe we could be doing much more to address non-point pollution in the lakes. There are far more closings now than when we moved here 20 years ago - at least it seems that way to us.
Multiple Topics	I feel strongly that all of the 'traffic calming devices' have made our streets more difficult to navigate, more dangerous to drivers + more costly to maintain + plow. This city has become extremely unfriendly to drivers with all the impediments to traffic that have been implemented along with bike only streets, biker boxes + priority given to plowing bike paths before streets. We don't seem to deploy sufficient resources and early enough to clear our streets during major snowstorms.
Multiple Topics	I get frustrated living on the Southwest side, because I feel that city planners are not keeping up with the growth. Roads are not fixed, because they border another city. The only public swimming pool is 40 minutes away from our house.
Multiple Topics	I hope the website becomes more convenient to use. Also, the metro service should have more routes.
Multiple Topics	I live on the bus stop. It stops in front of my driveway - I get litter from their customers and they are always on my lawn. When I shovel early the plows come + throw heavy ice back - so I shovel again!! - So expect me to shovel for the Madison metro - is UNFAIR + ridiculous - I already suffer from their patrons. I am a 70 year old woman and don't need the hassle. I was born + raised in Madison - is not the same quality of life.
Multiple Topics	I value the quality of life we have here in Madison - the high quality of life. I - and people I know feel our taxes are being spent wisely. We would pay more to maintain our high services.
Multiple Topics	I wish the roads were much cleaner after snow -- by storm or just an inch. The roads still get slippery. Brush collection (as opposed to drop off) would be great. A weekly recycling pickup would also be nice. I think new businesses have a hard time opening or getting approved here- which is a detriment to the city.
Multiple Topics	I would like to know when leaf pick-up is. All residential streets should have the 2 day residential parking allowance, not just some
Multiple Topics	I would like to see more regular/systematic brush collection. Also, I think that the city should make more widespread use of cameras in public areas that are problematic/crime-prone- e.g., corner of Commercial & North streets.
Multiple Topics	Instead of multimillion dollar subsidies to rich developers and taking money from schools, Madison should improve services by hiring low income people for city service jobs! Also, there must be a stronger effort to clean up the lakes!

Multiple Topics	It is unacceptable [word 'unacceptable' is underlined] for human waste/sewers to overflow and contaminate lakes during periods of heavy rain. Please spend whatever funds are necessary to prevent this. Madison needs all the parks it can get. It is unacceptable [word 'unacceptable' is underlined] for this city to consider selling parkland off due to budget shortages. Overall, Madison is a very nice place to live. Please remove fluoride from our drinking water. Coal plants need to be phased out rapidly and replaced with clean, renewable energy. Thank you!
Multiple Topics	Keep up dealing with the growth & demographic changes affecting our city. Keep downtown safe & deal with issues on State Street, - both the number of homeless and the growth of vehicular traffic. Get the police walking & biking rather than driving down State Street.
Multiple Topics	Lake quality for public use is more important than swimming pools. People are not going to use high-speed rail until the price of gas is comparable to Europe. It's a waste of money. We have enough bike lanes now, and I'm a biker! All these red areas with bike designs just antagonizes non-bikers.
Multiple Topics	Lakes qualities suck!- although that is not specifically 'our' fault. Madison Metro needs more than just #29 commuter bus line from the north side, + one that goes INTO campus not just past it. I am a 25 yr veteran of using Madcity buses for work (+ some weekend stuff). And why Are MMSD students allowed to be such jerks on city buses?? =>Route 27 is hideous. #29 DOES NOT WORK for many of us on campus.
Multiple Topics	Land use and planning I believe is not properly handled for a growing city. Projects such as the Edgewater revitalization is important and has taken too long. Allowing one person to stifle the Erdmann's project for the old Irish Waters property is disgraceful. We need better future thought - not trains and an RTA to support trains.
Multiple Topics	Land use our current high quality of life owes much to the diligence of city professional staff and input of citizens, including citizen committees. Efforts to curtail participation of city staff and citizens will lower the quality of life in our city. Parks we should not sell lakefront parkland to pay for park maintenance. Public access to lakes is a key to our high quality of life.
Multiple Topics	Leaf + brush collection seems infrequent on our street same removal is nonexistent, apparently because the street is deemed too insignificant to notice. Instead of asphaltting/black topping our street, they throw gravel down, which is annoying. The bus system is marvelous - extensive + frequent. So too with the library system. We love being able to return books lent out of one library to another. Garbage + recycling is great. All in all, Madison is a superior city in which to live.
Multiple Topics	Madison is an enjoyable place to live. I know that it's difficult to coordinate and maintain all of the services voted on this form, especially in these 'difficult economic times'. While there is certainly room for improvement, I am generally happy with the quality of services the city provides and the responsiveness attention paid to making improvements when needed. ex. North side planning & road-work, pothole reporting system, increased police presence for (re-paving) gangs, etc.
Multiple Topics	Many streets are in poor condition: Buckeye Rd, Femrite drive at Broadway. Many side streets are not very well plowed after a snowstorm but main streets are kept clear. Leaf & brush collection should be more often as grass dies underneath brush before it is picked up. Lake quality is poor = too many weeds & algae

Multiple Topics	Metro services, as good as it is, is too slow. For me, it also starts too late in the day (I have to be to work by 6am). As for the slow part, to get from my home on Raymond Rd. to MATC's Commercial Ave. campus would take more than an hour. How about some express routes from the transfer points to the Square? (Do that & hold the commuter trains for now.) Monroe St. needs to be more bicycle friendly too narrow & awful (inbound) pavement. How about a bike lane? (Not everyone wants to take the path.) Overall, I love this city. Good luck with the lakes, though.
Multiple Topics	Mix of the way stop lights operate late at night seems dangerous. Some flash red both directions some are red one way & yellow the other. Snowplows close driveways unnecessarily & dump street snow on my sidewalk.
Multiple Topics	<ul style="list-style-type: none"> • More coordinated effort to clean up lakes • Fine homeowners for leaves raked into street • Cameras @ stoplights. I've had so many close calls on my bike from people running red/yellow lights • More accurate way to predict leaf collection needed
Multiple Topics	Most of these categories don't or haven't affected me and it was hard to answer - yes I want a clean, beautiful City and lakes. I drive and want the roads kept up, etc. Overall I've been taking all for granted and not complaining.
Multiple Topics	My streets and the enforcement, with the roundabout, is awful. Does not control traffic and my street is not cared for. The snow plowing is good but hard for the driver (roundabouts) Bike routes disappear for the car traffic lanes.
Multiple Topics	Need to do more road improvements, and better snow plowing, and less bike paths, and red boxes.
Multiple Topics	Need to have a ban on texting and talking on cell phones while driving- hands free driving. Too much thug-mentality downtown. No bus runs from west side to downtown on Saturday and Sunday such as the #15 does during the week, like to see buses run until midnight. Poor, poor water quality. Enforce speeding, failing to stop at red lights and yield to in school zones
Multiple Topics	Need to improve snow plowing, tree trimming. Slow down the speeders make drunk driving penalties tougher -- three charges - lose drivers license + go to jail for at least 10 months spend tax dollars for these programs- not Edgewater or train depot, Overture Center. All waste of our tax \$
Multiple Topics	Not sure why some streets are re-paved when they don't seem to need it, while other areas are in terrible shape I'm tired of people going thru red lights - Need to pass laws forbidding texting or talking on cell phones while driving There has to be better, easier ways for people with mental health issues to get treatment/care (esp. Alcoholics, drug abusers) and people in crisis.
Multiple Topics	Overall no complaints. City services are the best I've seen. Only small complaint is enforcement of traffic safety. I see more red light violators and illegal lane changes here than any other city I've lived in. However, overall crime is very low comparatively and I'm very thankful of that.

Multiple Topics	Overall, the City of Madison does a good job of providing service to its tax payers. I see the following as a problem for the city to better manage <ol style="list-style-type: none"> 1. Increasing traffic 2. Increasing population 3. Decreasing safety in neighborhoods 4. Education of its citizens
Multiple Topics	Police have been unhelpful in an assault case on myself. Too much pollution and there are far too many cars on the street in the campus areas because there is not enough parking which affects snow removal.
Multiple Topics	Roads are terrible on the north side of Madison where I live. I blew out a tire and wrecked the wheel rim on my car. The lakes smell terrible in the summer.
Multiple Topics	Slow growth is better for city congestion, smog, crime on the rise.
Multiple Topics	Snow plowing on our street is terrible - ruins cars also leaf collection should require everyone to bag & collectors should empty bags right into trash truck. That would eliminate all the leaves left but that ridiculous machine they use to pick the leaves off the street.
Multiple Topics	Stop discriminating based on race and sex for Police/Fire. We miss better qualified candidates in the name of diversity The Civic Center was a financial bust, Overture is the same and yet my street goes unplowed for days. I couldn't make it to work because I couldn't get out of my driveway and I live in town.
Multiple Topics	The city drop site on the east side is very nice. If you enforce traffic, bike traffic should also be enforced. Coming home to your garbage tipped is frustrating. More care from the drivers when setting the can down would be appreciated.
Multiple Topics	The city of Madison is not friendly to business. Madison spends too much money of bike paths, islands on Madison streets, and roundabouts or mini-roundabouts
Multiple Topics	The condition of the streets in winter is un-acceptable. Need more street repairs to avoid potholes - other safety issues very concerned about decisions in public safety. We lived here 30+ years, & many of our neighborhoods
Multiple Topics	The Lakes have changed over the years You can't Swim in them much. There's too much chemicals in them. For the amount of construction in Madison the material should be better quality for the amount of taxes that keep going up. Fishing in Madison isn't very good either. I like the new buses they look better. Otherwise I've lived here all my life and I still think Madison is the best. I think they should freeze taxes though. Thank you.
Multiple Topics	The lakes Mendota, Monona, Waubesa are in very poor condition and it would be next-to-IMPOSSIBLE for the lakes to get better without draining & dredging \$\$\$ [R underlined \$\$\$ twice]. The Bus System is in poor condition and is the means of 'Last Resort' for personal commuting. On the positive side, I enjoy Madison Parks & Libraries.
Multiple Topics	The traffic enforcement for speeders on our side streets and main thoroughfares needs definite improvement. Snow plowing and maintaining the sand barrels to be sure they have sand is very important with our winters. This is Wisconsin!! [R drew a happy face using the '!!' as the eyes] Snow removal needs top priority. By the way -- this was the second survey from what your letter indicated -- but I never received the first.

Multiple Topics	Two things are happening that have me very concerned. 1. Traffic safety. I am not perfect at stopping on yellow. It is often a judgment call - icy conditions? Tailed too closely? It is the serious, red-light running that is frightening. I witness it almost every day I am out driving. How to solve it!!? 2. I am very disturbed by houses must be set back, but business areas, apartments etc can be up to or almost to sidewalk. Also, buildings too. Where is the green space? The gardens? The Trees? Far too little for Madison! Some of our streets are becoming canyons! The University isn't any better.
Multiple Topics	We are very fortunate to live in such a wonderful community with excellent city services and the continual desire to improve. It seems the leadership in Madison is enlightened and outstanding -- certainly our police department is an excellent role needed with well-trained, well educated officers.
Multiple Topics	We live on a low traffic court. We understand that we are low on the snow plowing priorities. We also know that the thick snow pack that we have to drive over every winter is unpleasant. University Ave is in terrible shape and I drive it every day to get to my job in Middleton.
Multiple Topics	We love & use the dog parks, bike paths every day, even in the winter. Clean up the lakes. Take care of the drinking water. Stop the sprawl. And bring on the trains.
Multiple Topics	We pay a ton in taxes, but feel that the necessary items (police, snow, refuse collection) are almost an afterthought. Costs go up city services go down. I don't feel the city is accommodating towards business. The city' website is cumbersome and difficult to navigate.
Multiple Topics	We'd like more environmentally friendly policies -- e.g. minimal/no use of pesticides in park maintenance, more bike paths, more extensive & frequent bus service.
Multiple Topics	We must have the highest assessed value + highest property tax rate in the nation -- I have a 1000 ft. 50's ranch, with no [R drew a square around 'no'] updating + no garage + my property tax is \$3100. That is ridiculous. We should have totally excellent service for that amount. 5 police cars, one huge fire engine + 1 EMT/Ambulance came to a home in the area because a man has a heart attack. Overkill [R underlined 'Overkill' twice]
Multiple Topics	Would appreciate smoother bike lanes and more extensive recycling
Multiple Topics	You guys should really know that website is really important because some time people put their info just to let their family see, but some now other people had the info so it good that you guys should help out with the website, Also the fire service is so extremely important
Multiple Topics	[Regarding Q1 regarding overall quality of life] It should be excellent for the high taxes we pay. Now we'll support the overture -- us lower middle class who can't afford a \$60 ticket; will now be subsidizing it. Unbelievable! Let the wealthy take care of Overture
Multiple Topics	[In response to importance of Police Services, Fire Services and Libraries, R wrote:] Overkill
Parking	Overzealous parking enforcement.
Parking	Parking enforcement down town is too aggressive. Some parking enforcement officers are very rude when engaging with them in person.

Parks	<ul style="list-style-type: none"> • Pocket part at S. Brearily give great lake access to citizens & is much used, we are concerned about safely of steps. • We question the wisdom of recent city land purchases - E Wash car lots, Union Corners, etc. • Fruit trees on city property = bad idea. City needs to clean up dropped fruit. • Street cleaners fail to clean large swaths of dead ends by lake = useless.
Parks	Too much \$
Public Health	Thank you for asking. I would include pollution from factories and idling trucks under 'public health.'
Public Safety	I have had not much help from the Police Dept while living on Madison's West side and the persons in Fitchburg who were stalking, trashing, and stealing from me. I moved to Madison's East side, and they still followed me by stealing from me, and I am adding up what has been stolen. I am worried about calling the police, because will I get the help I need
Public Health	Gets little attention
Public Safety	Not <u>happy</u> with <u>the increase</u> in <u>Crime</u> .
Public Safety	Thank you for all you do to make Madison such a safe place to live.
Public Safety	Thankfully we haven't required much from the Madison Police. Every time we have required anything of the Police, they have given every indication that their priority is to do as little as possible as quickly as possible. Most other city services we have consumed have been okay, but the Police department is either tremendously understaffed or tremendously lazy.
Public Safety	The only encounter with the police dept. within the last year was a yellow light violation which I contested in court - the problem I had was the officer totally lying about the whole situation in court. I guess he had a quota to meet. I am not a liar. The judge said he didn't believe an officer would lie. I no longer have any faith in this city's police force or judicial system - what a farce of justice!
Quality of Life	The quality of life in the city of Madison has declined significantly in the past ten years. A major problem has been greed in the form of development, facilitated by our leaders in Madison Development has been a drain on our resources. Consequently, quality of life has declined across the board.
Quality of Life	Depending on the area in Madison, some communities obviously - looked more well kept then others. We can strive to make ALL <u><ALL></u> of Madison looking well developed and family friendly
Quality of Life	I have lived in Madison all my life, Madison is a modern city. I like it here a lot!
Quality of Life	I know in the overall situation people in the City of Madison are living very good.
Quality of Life	Depends on who you are & where you live & income; color of skin; etc.
Quality of Life	[Regarding response to Q1 for overall quality of life] Compared to larger East and West Coast cities that I am most familiar with. Don't have comparison for city of this size
Quality of Life	Madison is a great place to live!
Quality of Life	We love Madison and feel good about how the city is working. We're fortunate to be living here - it's a beautiful spot on our Earth!

Refuse & Recycling	<ul style="list-style-type: none"> • Recycling collection every week • Water needs better filtration for toxicants and metals and less chlorine • The lakes are overgrown with algae in the summer and not healthy to swim in. • Recycle more plastic numbers !!
Refuse & Recycling	Brush + leaf collection sparse + not often done.
Refuse & Recycling	For us, the recycling program has reduced our trash so much. You could pick it up every other week, similar to recycling schedule.
Refuse & Recycling	I believe the method to pick up leaves is quite antiquated. They leave more mess in their wake than the piles of leaves themselves. It also makes no sense to clean the streets + then pick up leaves as is sometimes done. Some of the roadsides along main roads are not kept up + look messy. Does not help the looks of Madison which for the most part is a pretty city.
Refuse & Recycling	I find the people collecting garbage carless - drop containers - leave them tipped over - reckless - impatient (on my street... obviously I don't know every [<u>word 'every'</u> driver].)
Refuse & Recycling	I like the city composting idea. Would like to see more recycling - I wish we could have lawn waste pickup
Refuse & Recycling	Leaves & brush sit for months at a time in front of our house. By the time the crews come to collect the brush, it has turned into compost.
Refuse & Recycling	Madison should spend more time cleaning up garbage around our streets.
Refuse & Recycling	Pick up recycling every week
Refuse & Recycling	Recycle shredded paper when homes have a huge amount to shred. Would be nice if some kind of recycle bags were produced (such as the plastic bags) to place shred paper in. Some homes do not have paper bags to use. Loose shredded paper files all over when the truck dumps from the recycle bin to truck.
Refuse & Recycling	Should have compost available. Thank You
Refuse & Recycling	The city should acquire vacuum trucks for leave pickup. It would mean fewer vehicles & personnel than present system and the streets & curb lines would be clean!
Refuse & Recycling	The recycling bins need to be larger than the garbage bins, or recyclables need to be picked up weekly. If done right, households should have more recyclables than garbage.
Refuse & Recycling	We live on a private road -- There is no reason we should not have trash, garbage collection (condo development)
Refuse & Recycling	We mulch all of our yard refuse. For major trimmings, we haul all brush in ourselves.
Refuse & Recycling	Would like to see compost collection along with garbage & recycling.
Refuse & Recycling	You want to keep leaves out of lakes. Get the vacuum system. After they sweep up leafs there is a mess in the streets. And it would be less labor cost also. One truck -- not two or three as now. With only 1 or 2 men
Refuse & Recycling	(I) live in a condo

Sewer Utility	Our basement floods b/c we have no sewer- The city doesn't care- We pay taxes & should have a sewer on our street- Grafton Road
Sidewalk Condition	After replacing a square of sidewalk on my property, the crew damaged my new driveway. A lady named 'Brenda' promised to have it fixed - a year & a half later it still has not been done.
Snow Plowing	For snow plowing the bike paths are not as important as the major streets
Snow Plowing	I'm pretty disappointed with the snow plowing. The trucks Start too late and don't use enough sand to keep streets safe.
Snow Plowing	Snow and ice can become life threatening if not attended to in a timely manner.
Snow Plowing	Snow plowing is a disgrace!
Snow Plowing	Snowplow operations seem to delight in piling up snow on driveways which has just been cleared. Why does this happen?
Snow Plowing	The lack of real enforcement during snow emergencies is astonishing considering the size of Madison + its climate. In Minneapolis you are towed - no questions asked. People learn fast. Plows get through + when they're done everyone can park. Madison's system is pathetic.
Snow Plowing	Would like snow plowing to be more careful of people's terrace, could scoop driveways if out shoveling. Thanks for the Services
Snow Plowing	You need more snowplows, but obviously that's a \$ issue!
Street Condition	Fix the roads! Gammon is the worst!
Street Condition	Highway, street, + road planning do not seem up to speed with the growth of the city. Poor planning. People of Madison seem very bias and arrogant about their city.
Street Condition	The only thing I can think of that disappoints me is when I see street replacement on streets that aren't that bad + we have to wait (while they keep patching) for Packers + Northport to be redone.
Survey Administration	#1 [regarding overall quality of life]. Could not answer #1 because it asked about 'people living in Madison', not me. People's experiences here vary a lot!
Survey Administration	As a property tax payer who supports our schools, how come there are no questions regarding the quality + importance of schools in the community?
Taxation	<ul style="list-style-type: none"> • My ratings reflected knowledge of budget constraints • I believe the public is not fully aware of financial issues affecting services & public relations has poorly addressed this - budgeting is often portrayed as politically motivated, which may be true, but the complainers seem to be in denial that where there is lack of funds, there will be lack of services. • Thank-you for eliciting feedback!
Taxation	I DO NOT want Madison to begin charging for services which ARE NOW FREE of charge.
Taxation	I see you are getting us ready for a huge increase in property tax.
Taxation	I think good city services are crucial to the quality of living in Madison and am willing to pay higher taxes for them -
Taxation	I think if some sort of credit could be given for seniors who have paid property taxes their whole lives.
Taxation	Quit wasting tax \$ on Convention Center and Overture Center. Make them long lasting and durable not artsy and Stylish
Taxation	Overall - we are pleased with City Services and we would like to see Real Estate Taxes go only [R 'underlined only'] for the city services. Thank you for letting us participate in this survey!

Taxation	Property tax WAY too high relative to other communities. City wastes money on 'feel good' projects
Taxation	Seeing a lot of city employee sitting around like 5 of them and one using a shovel. Seems like a huge waste. This went on for an entire week in our neighborhood. This isn't an exaggeration. Just plain waste of our taxpayers' dollars. It frustrating when you work hard for an income. Seeing government waste
Taxation	Too expensive. Too many levels of bureaucracy. Too many committees involved land use decisions. Over-time pay to bus drivers is an insult to those that use Metro and taxpayer subsidy
Taxation	And now the Overture!! The taxpayer gets again. Too many fire + police employees too many new buildings; too much of everything.
Taxation	Paying for Monona Terrace + Overture [R indicated "Extremely Dissatisfied"]
Traffic Safety & Enforcement	Being that our street is right next to Middleton it is very [word 'very' is underlined] rare when we see a Madison police car and yet the traffic flies [word 'flies' is underlined] by my home in the morning & evening commute times with No worries about being ticketed. It would be nice if from time to time an officer sat at the bottom of Longmeadow Road hill by my Driveway to give out traffic tickets for speeding.
Traffic Safety & Enforcement	Good job the City of Madison. Can city of Madison construct the road between Packers Ave and Northport Dr on north side can please help to construct that. Can you help to put lights on Stoughton Rd between Woodman's and all the way to beltline? This will help drives to see night time. Thank you again.
Traffic Safety & Enforcement	Just a few areas of concern: <ul style="list-style-type: none"> • Pedestrian crossing @ busy intersections (perhaps a pedestrian light for pedestrians only -- not for cars who turn into the crosswalk) Monroe @ Glenway, Farley @ University, Glenway @ Speedway • Pedestrian crossing in front of west H.S. @ Virginia Terrace is hazardous -- a median might be helpful • Sidewalk not present from Regent to on Franklin St. (hazardous for pedestrians -- especially in winter).
Traffic Safety & Enforcement	The ever on-going traffic problem of drivers ignoring yellow + red lights. + drunk drivers + gangs.
Traffic Safety & Enforcement	Traffic safety & enforcement ['enforcement' underlined] should extend to bikers & pedestrians as much as drivers.
Traffic Safety & Enforcement	TRAFIC ENFORCEMENT IS PITIFUL. NO ENFORCMENT OF PEDESTRIAN RIGHTS. Crossing in crosswalk is Russian Roulette! Bike lane from University - Shorewood - Middleton is a disgrace. Path ends abruptly in Shorewood, No directions, No path. FIX it!!
Traffic Safety & Enforcement	We need more traffic enforcement in the city. People speed all the time, many run red lights. They are aggressive, inattentive, and rude. You might as well forget posting speed limits as not many obey them. I have had many incidents of people on cell phones or texting who have almost caused accidents. They are unaware of their erratic actions and they [R 'underlined they'] don't [R 'underlined don't] care [R 'under lined care'].
Traffic Safety & Enforcement	I am not at all satisfied that so many motorists speed; run red lights and fail to use indicator lights; all without any apparent reason not to