

2015 Performance Survey

This is the second year of the annual performance survey. For the first time this year, we mailed out a copy of the performance survey with the new city newsletter this fall. There were no changes in timing of the survey (both surveys were open throughout the month of October). The more years we have of the survey results the better we are for getting a more accurate baseline to compare to.

SUMMARY AND ANALYSIS OF RESULTS

Overall Respondents

The overall number of respondents for the survey is down from last year, but the percentages overall are fairly consistent despite the reduction in survey respondents.

2014- 138

2015- 83

Q1. Please rate the feeling of safety in the community?

2015 Ratings

70.1% of Respondents rated the community as “Safe”, 96% of Respondents rated the community as either “Safe” or “Somewhat Safe”.

Comparison to previous year:

Last year, we asked the question slightly differently instead of “Safe” and “Somewhat Safe” we asked “Very Safe” and “Somewhat Safe”. Last year 87% of respondents rated the community as “Very Safe” or “Somewhat Safe”. Overall, the feeling of safety in the community went up by 9%.

Q2. Please rate the quality of the following services:

	Rating Average		Excellent or Good	
	2015	2014	2015	2014
Fire	3.43	3.50	93%	93%
Road Conditions	2.21	2.41	41%	51%
Snowplowing	2.79	2.92	72%	78%
Water	2.70	2.54	66%	56%
Sewer	3.11	3.09	84%	84%
Parks	2.91	2.82	73%	68%
Communications	2.83	2.67	70%	67%
Staff	2.88	2.78	76%	68%
All Services	2.83	2.82	76%	77%
Average	2.86	2.84	72%	71%

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Fire Protection:

The average weighted rating of fire protection was 3.43 compared to 3.5 from last year. 93% of respondents in both years rated fire protection as “Excellent” or “Good”. Fire protection rated higher than all other services.

Although, a slight decrease the reduction is marginal.

Road Conditions/ Quality of City Roads:

The average weighted rating of road conditions was 2.2 compared to 2.41 from last year. 41% of respondents in 2015 rated road conditions as “Excellent” or “Good”, compared to 51% in 2014. Road conditions for the second year rated lower than all other services.

The continued reduction in road conditions is interesting for two reasons, 1. We used our investment in road conditions as an example of how we allocated resources based on survey results, this could possibly be residents saying we should be allocating more funds? 2. We put quite a bit of money into the roads this past year, to see continued lower ratings is a disappointment.

Snowplowing:

The average weighted rating of snowplowing was 2.79 compared to 2.92 from last year. 72% of respondents in 2015 rated snowplowing as “Excellent” or “Good”, compared to 78% in 2014.

Snowplowing was lower than last year’s rating, this is also interesting because it does not correlate with the amount of snowfall. Below is the snowfall for each season.

2013-2014 Winter Snowfall 68 inches

2014-2015 Winter Snowfall 45 inches

Water:

The average weighted rating of water was 2.70 compared to 2.54 from last year. 66% of respondents in 2015 rated water as “Excellent” or “Good”, compared to 56% in 2014.

Our water rating is up from last year, which was expected. We had significant service interruptions for both the annexation project and main street directly prior to the last survey.

Sewer:

The average weighted rating of sewer was 3.11 compared to 3.09 from last year. 84% of respondents in both 2015 and 2014 rated sewer as “Excellent” or “Good”.

Consistency in ratings for sewer are to be expected unless there is a major failure.

Parks:

The average weighted rating of parks was 2.91 compared to 2.82 from last year. 83% of respondents in 2015 rated parks as “Excellent” or “Good”, compared to 68% in 2014.

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Parks increased from last year, this could possibly correlate with the hiring of the additional part-time seasonal position to help with consistent mowing and maintenance of the parks.

Communications:

The average weighted rating of communications was 2.83 compared to 2.67 from last year. 70% of respondents in 2015 rated communications as “Excellent” or “Good”, compared to 63% in 2014.

Communications increased this year, we have added the newsletter and the listserv is beginning its second full year.

Staff:

The average weighted rating of overall city staff was 2.88 compared to 2.78 from last year. 76% of respondents in 2015 rated city staff as “Excellent” or “Good”, compared to 68% in 2014.

Staff rating is higher than last year, I believe some of this is due to a change in the respondents taking the survey. Many of the respondents in 2014 mentioned the annexation project, whereas many of the respondents in 2015 lived in other areas of the town. Workload in 2014 was significantly higher and we did not have any part-time positions.

All Services:

The average weighted rating of overall all services was 2.83 compared to 2.82 from last year. 76% of respondents in 2015 rated overall all services as “Excellent” or “Good”, compared to 77% in 2014.

This is fairly consistent and hopefully will continue to be in the future.

Q3. Which of the following forms of communication do you currently receive?

	2015	2014
Mailings	23%	14%
Website	23%	22%
Facebook	9%	17%
Listserv	23%	25%
Waterbill	22%	22%
	100%	100%

There has been an increase in individuals who receive direct mailings, mailing the survey out probably reached more of these individuals we missed last year.

Q4. From the choices above what is your preferred method of communication with the City (all that apply).

	2015	2014
Mailings	22.0%	16.0%
Website	6.5%	10.0%
Facebook	6.5%	12.0%

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Listserv	53.0%	51.0%
Waterbill	9.0%	7.0%
Other	3.0%	4.0%
	100.0%	100.0%

The listserv (emails) continue to be the preferred method of communication, but there was a significant increase in mailings (see previous comment about mailing the survey out and reaching more individuals).

Q5. Additional Comments, Feedback or Suggestions?

Please review the full survey, there are items I think we should consider adding to the survey for services next year. For example, building inspection services and storm sewer services. There are also several questions that residents asked via the survey. Not sure how to communicate back with residents with answers but this should be reviewed. Comments and feedback are significantly less negative than last year.

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FULL SURVEY RESULTS

	Safe	Somewhat Safe	Neither Safe nor unsafe	Unsafe	Response Count	Rating Average
Q1. Please rate the feeling of safety in the community.	54	20	2	1	77	3.65

Q2. Please rate the quality of the following services:	Excellent	Good	Fair	Poor	Response Count	Rating Average
Fire Protection	42	33	5	1	81	3.43
Road Conditions/ Quality of Roads	2	32	29	19	82	2.21
Snowplowing on City Streets (not Highway 60 or County Roads)	10	46	18	4	78	2.79
Dependability and Quality of the City's Water Services	14	40	17	11	82	2.70
Dependability and Quality of the City's Sanitary Services	22	47	13	0	82	3.11
Quality of City Parks	16	43	21	1	81	2.91
Quality of City Communications	17	40	17	7	81	2.83
Overall quality of City Staff	15	46	13	6	80	2.88
Overall quality of All Services	6	56	20	0	82	2.83
Average	148	386	155	50	739	2.86

Q3. Which of the following forms of communication do you currently receive?

	Responses	Percentage
Mailings	45	23%
Website	45	23%
Facebook	18	9%
Listserv	45	23%
Waterbill	44	22%
Total	197	100%

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Q4. From the choices above what is your preferred method of communication with the City (all that apply).

Mailings	17	22%
Website	5	6.5%
Facebook	5	6.5%
Listserv	41	53%
Waterbill	7	9%
Other	2	3%

Q5. Additional Comments, Feedback or Suggestions?

We are newly annexed (Duck Lake- Krason Drive). The drive to our 8 homes was paved and is good, but the road (nuthatch) is still gravel- Why? The section between Hwy 44/187 and Krason could be paved to save problems to our cars. Also, we need more support from our city employees. They tend to ask as if we are enemies instead of constituents to be supported.

City administration staff is challenging to work/communicate with.

They need to communicate better with resident about the thing they do in the city.

Was disappointed there was no fire engine for the kids to see at the harvest festival at All Saints. It was there last year and was looking forward to seeing it again.

Need a bigger firehall so the fire dept can grow with the community And we need a police chief that will earn the money we pay him bunde is robbing the tax payers money

Blade get down to road. Other cities is closer, why? Car & truck park on street all-day long. Fifth and fourth street. How can city plow? Fire truck garage go by? Police should check it out.

Start a food shelf.

The City of Madison Lake is very inconsistent when dealing with similar problems with different individuals. With one person they will bend over backward to accommodate them, in other instances they will take actions that are detrimental to that individual. It seems that the city administrator/ mayor/Council often let person likes or dislikes get in the way of making fair decisions for all. The city administrator needs to get used to the idea that she is at the helm of a retirement community, not a large metropolitan area. The policies and fees charged for development in the city has gotten to the point where retirees can no longer afford to build their retirement home in Madison Lake. When you examine the four page document that sets forth the fees charged to the citizens in Madison Lake the reason becomes apparent. As to the complaining that I have heard from city employees regarding wages I say if they are not happy here let them look for a job that makes them happy.

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We are at Duck Lake.enjoying the improvements. Just wondering thought we were to get curb and gutter?? Only on one small area of the road.

Is there a possibility to staff the compost site for at least some limited hours? Like 1-4 on Saturdays? I feel like that wouldn't cost much money. That is a service we very much appreciated as city residents and it's been a real pain to figure out what to do with our compost. We would hate to simply throw it in the trash.

City inspector does not do his job he will not inspect and follow through when thing do not meet code.

Lower Taxes, fees, water and sewer rates

One issue that has becoming a larger problem over the past few months is the number of very young people driving golf carts through town. We live near an alley which golf carts use quite a bit and they go through it very quickly. We have stopped a few with very young drivers and asked them to slow down. We are concerned they will hit our children or any of the neighborhood kids.

The city staff including the police, fire and city maintenance all work very hard to keep this a neat and clean place to live! I do think there could be some improvements in the some of the city streets and that includes water runoff on Spruce Street during heavy rains.

No restrooms (parks)

Maybe this is a new thing, but I've lived here for almost seven years and this is the first newsletter I've gotten.

the service web site could use some work as I was not able to cncel an appointment for water shut off and schedule a new appt but is nice to this type of service is available.

Take down billboards (ugly) improve sidewalk between church and Casey's north side of 60

We are year round part-time members of the community (and have been for a number of years). We've noticed all the infrastructure work being done recently (streets, water, etc); and most greatly see the clean up and appearance of a number of properties in town over the past 2 years. The whole town is feeling renewed rather than run down and dying. As a person who pays non-homestead property taxes (effectively twice what residents pay) it is appreciated to see my tax dollars at work to make a year round vibrant community and not just a seasonal tourist one.

Remove information from lighted sign when event has passed.

Overall good

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The City needs to reduce hook-up and building permit fees to encourage more home starts on the vacant lots. A new home on a vacant lot results in about \$1,000.00 of city tax revenue and \$1,000.00 on utility payments maintaining roads and plowing streets on miles of vacant lots is a terrible expense of taxpayers money. Water and Sewer rates are too high and discourage new home building.

Clean yard's - yard's mowed. If we want to attract people to our city, it has to be clean
The main street in Madison Lake looks great - nice job. NOW - IT HAS TO BE KEPT THAT WAY.

Great place to live!

Certainly when you have change (new council) you try to find the positive in this change and hope the motives will positively impact the community. It is very disappointing to see our elected officials (specificity the A Team) be so discounted with: basic knowledge of city operations, projects, and financial responsibilities. To have a member of the council throw her hands in the air and say, "I don't know anything about this" is a totally irresponsible. At the very least, this member should be submitting her letter of resignation at the Oct 5 city council meeting. My biggest concern is this group will gut the cities reverses that took years to build and leave the city in a negative reserve position, which will certainly impact taxes in the future. I wish more citizens would get involved to see the group that is in office and strive to be a part of the election process in 2016.

Still, there seems to be a struggle with city and lake residents in regards to regulations and expectations. Many lake residents don't have a cabin to belong to two cities. Exceptions in regards to trash pick up, dog licenses etc needed to be evaluated. Some plowing for winter is not necessary due to no permanent housing. This is just opening up the possibility of crime and damage to property.

The water is orange or brown too often. This was supposed to stop after the new well was utilized. This high a level of contaminants can not be healthy. And it's just gross!!

Shouldn't charge \$25 for a late water bill. Who does that?? County roads are horrendous in the winter. I can't get to work because my road and county roads aren't plowed until 8am or so - I work at 6am!

Quality of city workers, Police and Fire is good. Office staff are poor. they are rude and when they say they will get back to me with more info or an answer to my question they never do! Most of the time I feel like I am talking to the wall!

God bless are police, they have a tough job

Any plans to address streets that do not currently have storm sewer access?
