



2019 Citizen Survey

Help Us Serve the West Allis Community

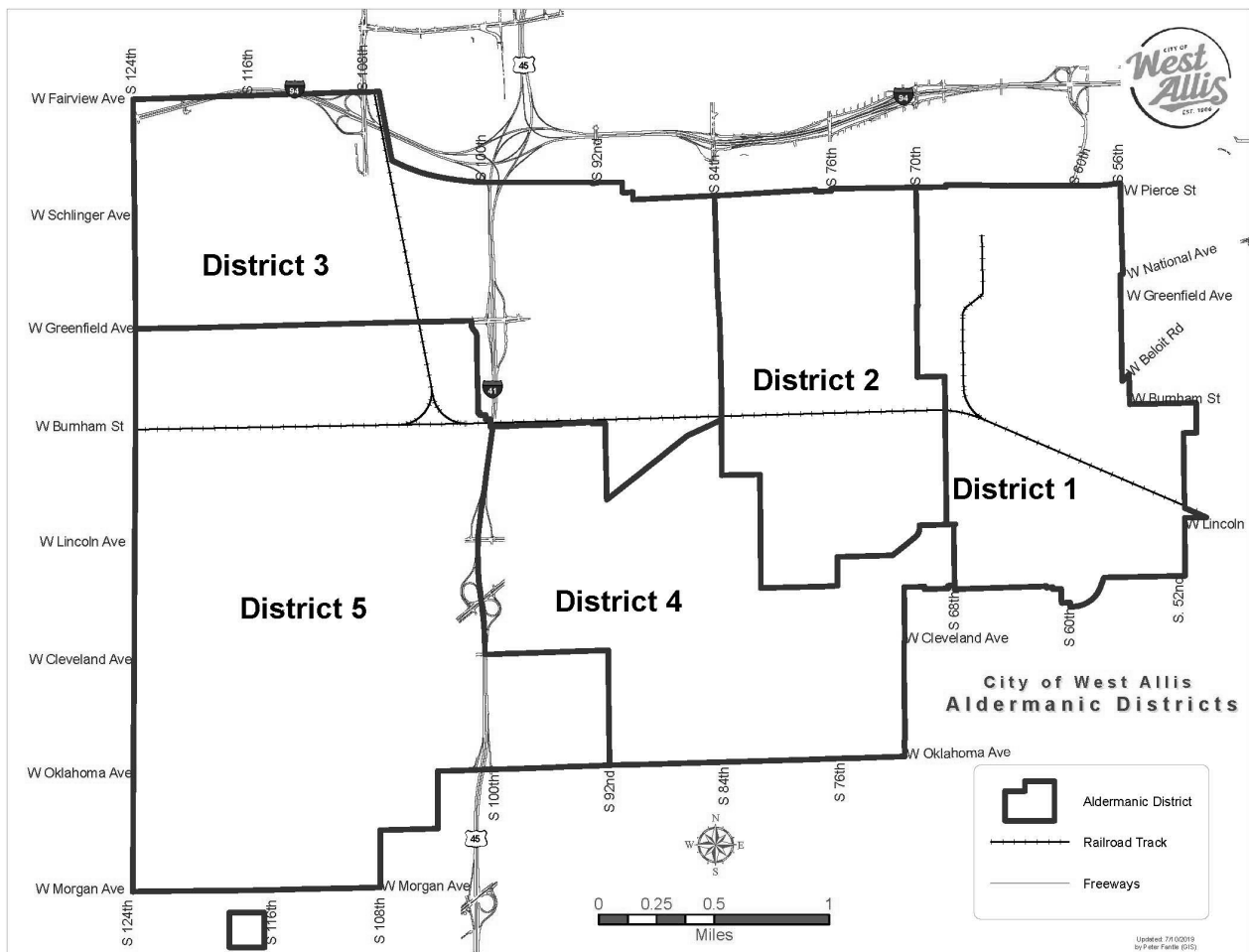
The City of West Allis is in its third year of implementing its Five Year Strategic Plan. This plan was adopted by the West Allis Common Council in 2016 and outlines 5 key goals the City plans to achieve by 2021:

- Goal 1: Brand/Image/Destination
- Goal 2: Quality of Life
- Goal 3: Citizen Engagement
- Goal 4: Economic Vitality and Sustainability
- Goal 5: Excellence in Government

As we approach the year 2021, we are seeking resident feedback to ensure the goals outlined in the plan are meeting the needs of residents and to help us guide future decision making. Please answer all questions thoughtfully. Thank you for your time and assistance in shaping the future of West Allis.

1. Approximately how many years have you lived in West Allis?

- Less than 1
- 1 - 4
- 5 - 9
- 10 - 14
- 15 - 19
- 20+



2. Using the map above, please select what district you live in in West Allis.

- District 1
- District 2
- District 3
- District 4
- District 5

3. Do you own or rent your current residence?

- Own
- Rent

4. What is your age?

- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65+

5. How do you describe your gender?

- Male
- Female
- Third gender/non-binary
- Prefer to self-describe
- Prefer not to say

6. Do you consider yourself a member of the Lesbian, Gay, Bisexual, and/or Transgender (LGBTQA) community?

- Yes
- No
- No, but I identify as an ally
- Prefer not to say

7. What is your approximate average household income?

- \$0-\$24,999
- \$25,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$124,999
- \$125,000-\$149,999
- \$150,000-\$174,999
- \$175,000-\$199,999
- \$200,000 and up

8. What is the highest level of school you have completed or the highest degree you have received?

- Less than high school degree
- High school degree or equivalent (e.g., GED)
- Some college but no degree
- Associate degree
- Bachelor degree
- Graduate degree

9. Access to Technology - Please answer the following:

	Yes	No
Do you have access to the internet at home?	<input type="radio"/>	<input type="radio"/>
Do you have a computer or tablet in your home?	<input type="radio"/>	<input type="radio"/>
Do you own a smartphone?	<input type="radio"/>	<input type="radio"/>
In the past 12 months, have you accessed the internet at West Allis Public Library?	<input type="radio"/>	<input type="radio"/>

10. Which of the following best describes your race?

- White or Caucasian
- Black or African American
- Hispanic or Latino
- Asian or Asian American
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander
- Another race

11. Is English your first language?

- Yes
- No

12. How many children under the age of 18 currently reside in your household?

- 0
- 1
- 2
- 3
- 4
- 5 or more

13. Please rate City of West Allis with regard to each of the following.

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
As a place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place to raise children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place to retire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place to visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a city moving in a positive direction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place you are proud to call home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As an inclusive, welcoming community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Major categories of services provided by the City of West Allis are listed below. Please rate your level of satisfaction with each item.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Quality of police, fire and ambulance service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall efforts by city government in your area to ensure the community is prepared for emergencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall maintenance of city streets, sidewalks and infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall effectiveness of communication by city government in your area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Overall flow of traffic and congestion management on streets in the City of West Allis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of drainage system in rainfall events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of water utility services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of trash and recycling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of parks and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall ease of accessing elected officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of customer service provided by city government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcement of local codes and ordinances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall ease of accessing City services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of opening a business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of permitting/licensing for residential projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of permitting/licensing for commercial projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

15. Which THREE of the major categories of city services from the list in Question 14, do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?

- Quality of police, fire and ambulance service
- Overall efforts by city government in your area to ensure the community is prepared for emergencies
- Overall maintenance of city streets, sidewalks and infrastructure
- Overall effectiveness of communication by city government in your area
- Overall flow of traffic and congestion management on streets in the City of West Allis
- Overall quality of drainage system in rainfall events
- Overall quality of water utility services
- Overall quality of trash and recycling services
- Overall quality of parks and facilities
- Overall ease of accessing elected officials
- Overall quality of customer service provided by city government
- Enforcement of local codes and ordinances
- Overall ease of accessing City services
- Overall quality of economic and community development
- Ease of opening a business
- Ease of permitting/licensing for residential projects
- Ease of permitting/licensing for commercial projects
- Additional Comments

16. Please provide additional information about why you selected the three choices you did in question 15. If you selected option #5, "flow of traffic and congestion management," as one of the top three items in question 15, are there specific locations where traffic congestion is a concern?

17. Please rate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Overall value that you receive for your city tax dollars and fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall image of the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of city government services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of life in your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well your community is planning growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance of your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership of elected officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership by City department leaders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The City's ability to adapt to the community's changing demographics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

18. In 2017, the City of West Allis Common Council adopted our Five Year Strategic Plan. How strongly do you feel the City is meeting the following five key Strategic Goals?

	Meeting Expectations	Not Meeting Expectations	Don't Know/No Opinion
Image/Brand/Destination: The City of West Allis will become the "preferred municipality in the Milwaukee Metropolitan area, the state, and the country" for visitors, residents and businesses through focused rebranding, marketing and promotion actions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Meeting Expectations

Not Meeting Expectations

Don't Know/No Opinion

Quality of Life: The City of West Allis will promote the quality of life for residents by ensuring a safe and healthy community. (Public Safety, Health, Private and Public Infrastructure, Aesthetics, Sense of Community)



Citizen Engagement: The City of West Allis will increase citizen engagement to facilitate a sense of community, belonging, and ownership for citizens.



Economic Vitality and Sustainability: The City of West Allis will protect the organization's fiscal well-being through long term planning and fiscal analysis. Further, proactive and well planned development and redevelopment opportunities will be promoted and maintained.



Excellence in Government: The City of West Allis will continually review the best methods for effective and efficient service delivery by utilizing continuous improvement and LEAN operation techniques. Innovation and service excellence is expected and employees will be held accountable and rewarded for such.



19. Public Safety Services: Please rate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Overall quality of city police protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility of police in neighborhoods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility of police in commercial and retail areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How quickly police respond to emergencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efforts by city government to prevent crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcement of city traffic laws	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police safety awareness education programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking enforcement services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of fire services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How quickly fire services personnel respond	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire education programs in your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire inspection programs in your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of ambulance/emergency medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How quickly ambulance/EMS personnel respond	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. From the list of items in Question 19, which THREE of the major categories of public safety services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?

- Overall quality of city police protection
- Visibility of police in neighborhoods
- Visibility of police in commercial and retail areas
- How quickly police respond to emergencies
- Efforts by city government to prevent crime
- Enforcement of city traffic laws
- Police safety awareness education programs
- Parking enforcement services
- Overall quality of fire services
- How quickly fire services personnel respond
- Fire education programs in your community
- Fire inspection programs in your community
- Overall quality of ambulance/emergency medical services
- How quickly ambulance/EMS personnel respond
- Other (please specify)

21. Please rate how safe you feel in the following situations.

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Walking in your neighborhood during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking in your neighborhood after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking on city trails/in city parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall feeling of safety in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Public Works, Engineering, and Utility Services: Please rate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Condition of major streets in West Allis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Condition of sidewalks in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of streets in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of sidewalks in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of street drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of street signs and traffic signals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility of streets, sidewalks, and buildings for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-street bicycle infrastructure (bike lanes, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of pavement markings on streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of landscaping or streetscaping in medians along streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequacy of street lighting in West Allis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mowing/tree trimming along streets and other public areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow/ice control and removal along streets and other public areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of streets and other public areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity and quality of trees and landscaping in public areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Curbside recycling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yardwaste collection services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bulky item pick up/removal services (old furniture, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of trash collection services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Water service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water pressure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smell of tap water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronics Recycling Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of storm drains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of water/sewer line break repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation at Morgan Ave. Drop Off Site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation at McGeogh Ave. Drop Off Site (City Dump)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. From the list of items in Questions 22, which THREE of the major categories of Public Works Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?

- Condition of major streets in West Allis
- Condition of sidewalks in the city
- Condition of streets in your neighborhood
- Condition of sidewalks in your neighborhood
- Condition of street drainage
- Condition of street signs and traffic signals
- Accessibility of streets, sidewalks, and buildings for people with disabilities
- On-street bicycle infrastructure (bike lanes, etc)
- Condition of pavement markings on streets
- Condition of landscaping or streetscaping in medians along streets
- Adequacy of street lighting in West Allis
- Mowing/tree trimming along streets and other public areas
- Snow/ice control and removal along streets and other public areas
- Cleanliness of streets and other public areas
- Quantity and quality of trees and landscaping in public areas
- Curbside recycling services
- Yardwaste collection services

- Bulky item pick up/removal services (old furniture, etc.)
- Quality of trash collection services
- Water service
- Taste of tap water
- Water pressure
- Smell of tap water
- Electronics Recycling Services
- Condition of storm drains
- Timeliness of water/sewer line break repairs
- Hours of operation at Morgan Ave. Drop Off Site
- Hours of operation at McGeogh Ave. Drop Off Site (City Dump)
- Other (please specify)

24. Parks and Playgrounds: Please rate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Maintenance of city parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of facilities at city parks (i.e., picnic shelters, playgrounds)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility of parks for the disabled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of meeting space/public gathering spaces in your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of WiFi in city parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of walking/biking trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of pools/splash pads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of outdoor athletic fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

25. From the list of items in Question 24, which THREE of the major categories of Parks and Playgrounds do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?

- Maintenance of city parks
- Quality of facilities at city parks (i.e., picnic shelters, playgrounds)
- Number of parks
- Accessibility of parks for the disabled
- Availability of meeting space/public gathering spaces in your community
- Number of walking/biking trails
- Number of pools/splash pads
- Quality of outdoor athletic fields
- Other (please specify)

26. Code Enforcement & Property Maintenance: Please rate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Enforcing the clean up of junk and debris on private property in your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcing the mowing and cutting of weeds and grass on private property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcing the removal of snow and ice on private property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcing the exterior maintenance of residential property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcing the exterior maintenance of residential accessory buildings (garages, sheds, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcing the exterior maintenance of commercial/business property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcing sign regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcement of yard parking regulations in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City efforts to remove abandoned or inoperative vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall appearance of your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

27. From the list of items in Question 26, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?

- Enforcing the clean up of junk and debris on private property in your community
- Enforcing the mowing and cutting of weeds and grass on private property
- Enforcing the exterior maintenance of residential property
- Enforcing the exterior maintenance of residential accessory buildings (garages, sheds, etc)
- Enforcing the exterior maintenance of commercial/business property
- Enforcing sign regulations
- Enforcement of yard parking regulations in your neighborhood
- City efforts to remove abandoned or inoperative vehicles
- Overall appearance of your neighborhood
- Other (please specify)

28. City Communications: Please rate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Availability of information about city governmental services and activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of information provided by your city government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efforts by city government to keep you informed about local issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of information provided by your city cable television channel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the city website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The level of public involvement in local decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of social media outlets (Facebook, Twitter, Instagram, YouTube, NextDoor, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to engage/provide input into decisions made by the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

29. From which of the following sources do you currently get information about the City of West Allis?

Check all that apply.

- Local newspapers
- City website – www.westalliswi.gov
- Radio
- City of West Allis E-newsletter
- West Allis Government Access Cable Channel
- TV news channels
- Utility bill
- City Facebook pages
- Twitter
- YouTube
- City of West Allis print newsletter
- Friends
- Instagram
- Neighborhood Association
- Community Bulletin boards
- Print brochures, flyers
- NextDoor
- Other (please specify)

30. Health & Senior Services: Please rate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Rodent control education/services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of lead abatement and intervention information/education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of vaccination services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of pre-and-post natal education services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to receive birth and death certificates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weights and measures services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile food vendor licensing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restaurant and food service establishment inspections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of services provided to the elderly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programming at West Allis Senior Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
West Allis Senior Center Senior Dining Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental services for school children (flouride treatments and dental health education)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of West Allis Senior Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partnerships with community, regional, and state entities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

31. From the list of items in Question 30 which THREE of the major categories of Health and Senior Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?

- Rodent control education/services
- Quality of lead abatement and intervention information/education
- Availability of vaccination services
- Quality of pre-and-post natal education services
- Ability to receive birth and death certificates
- Weights and measures services
- Mobile food vendor licensing
- Restaurant and food service establishment inspections
- Quality of services provided to the elderly
- Programming at West Allis Senior Center
- West Allis Senior Center Senior Dining Program
- Dental services for school children (flouride treatments)
- Maintenance of West Allis Senior Center
- Partnerships with community, regional, and state entities
- Other (please specify)

32. Library Services: Please rate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Maintenance of West Allis Public Library facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of children's programming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of teen/adolescent programming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of adult programming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security/sense of safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer and Internet access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to new or current materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of materials in collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to materials in languages other than English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of social media outlets (Facebook, Twitter, Instagram)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of print communications (newsletter, brochures, flyers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community outreach efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

33. From the list of items in Question 32, which THREE of the major categories of Library Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?

- Maintenance of West Allis Public Library facility
- Access to parking
- Quality of children's programming
- Quality of teen/adolescent programming
- Quality of adult programming
- Security/sense of safety
- Computer and Internet access
- Access to new or current materials
- Variety of materials in collection
- Access to materials in languages other than English
- Friendliness of staff
- Quality of social media outlets (Facebook, Twitter, Instagram)
- Quality of print communications (newsletter, brochures, flyers)
- Community outreach efforts
- Other (please specify)

34. For each category of services below, tell us if you think the effort (money) put in by the City should be increased, decreased (less effort/money) or stay about the same. If you aren't sure or don't have an opinion, choose that category. (Also, because the City must balance its budget and cannot afford to expand all services, if you think the effort should be increased for a service, you will be asked in Question 35 if the increase should be funded by reducing effort in another service category or if you would pay more to fund the increase.)

	Increased	Stay the same	Decreased	Don't know/no opinion
Road resurfacing and reconstruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tree planting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalk replacements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pothole repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow removal/plowing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public lighting/electrical maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Increased	Stay the same	Decreased	Don't know/no opinion
Trash/recycling collection and processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic signals - repair/upgrades/maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public works facility maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Park maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public works community education and outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green initiatives/sustainable environmental practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency response by police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police presence in neighborhoods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police community outreach and engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency response by fire department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire department community outreach and engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Property maintenance inspections/code enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commercial development/redevelopment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attracting and retaining businesses to the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Investment in downtown West Allis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing online services to residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General communications and outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Center programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Department programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Increased	Stay the same	Decreased	Don't know/no opinion
Library programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library facility maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City hall facility maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Center facility maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. Because of limited funding and the impact of tax increases on residents of the City, we'd like to know: For each service where you thought an increase is needed in question 34, do you think that service should be funded by reducing another service or by paying more for that service? [NOTE: Only respond for items you noted should be "Increased" in Question 34).

	Pay more	Decrease another service	Don't know/no opinion
Road resurfacing and reconstruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tree planting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalk replacements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pothole repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow removal/plowing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public lighting/electrical maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trash/recycling collection and processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic signals - repair/upgrades/maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public works facility maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Park maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public works community education and outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green initiatives/sustainable environmental practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency response by police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police presence in neighborhoods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police community outreach and engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Pay more	Decrease another service	Don't know/no opinion
Emergency response by fire department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire department community outreach and engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Property maintenance inspections/code enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commercial development/redevelopment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attracting and retaining businesses to the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing online services to residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General communications and outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Center programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Department programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library facility maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City hall facility maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Center facility maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

36. Overall, how satisfied are you with the quality of City services you receive in relation to the property tax amount you pay annually?

Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not at All Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. What do you believe to be the five most important budget priorities for West Allis to consider in the next 3, 5, and 10 years (select five for each column)?

	Most important in 3 years	Most important in 5 years	Most important in 10 years
Delivering public safety services (police and fire services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Furthering redevelopment projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having enough housing options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having opportunities for living-wage jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining/improving roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining/improving sewer and water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining a vibrant downtown	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing entertainment/arts/cultural opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing online city services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing park/recreational/outdoor opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing access to community health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting new business growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

38. What type of businesses would you like to see the City of West Allis make efforts to attract/retain?

Select all that apply.

- Businesses which provide the most increase to the tax base regardless of type
- Arts & entertainment venues
- Mixed-use developments (including residential and commercial spaces)
- Restaurants
- Office space
- Manufacturing facilities
- Lodging/hotels
- Large chains/retail
- Independent shops/retail
- Other (please specify)

39. Please share any other feedback, suggestions, or concerns that may help us shape future decision making about the City of West Allis.