

City of Appleton Department of Public Works Customer Survey

At the City of Appleton Public Works Department, we are continually reviewing our processes to determine how we can best serve our community. Your input on the following survey is extremely important, and will help determine where we focus our time and energy in the future.

This survey should take no more than 5 minutes to complete. Your responses will remain confidential unless you choose to disclose your name. A compiled summary of all responses will be shared with our internal management team to use as we plan the years ahead. No individually identifiable data will be shared with the team. Thank you in advance for your insights to help us better improve our service to you and our community.

1. Do you reside in the City of Appleton?

- Yes
- No
- No, but I have a City of Appleton address

2. How many years have you lived in the City of Appleton?

- Less than 2 years
- 2-5 years
- 6-10 years
- 11-20 years
- More than 20 years

3. Which best describes the building you live in?

- Single family home
- Building with two or more apartments or condominiums
- Mobile home
- Other (please specify):

4. Do you own or rent?

- Own
- Rent
- Other (please specify):

5. Have you directly contacted the Department of Public Works to request assistance?

- Yes
- No

6. If yes, how did you contact us? (Check all that apply.)

- Phone
- In person
- Through the City's website
- On Facebook

Other (please specify):

7. What did you contact us about? (Check all that apply.)

- Building Permit
- Garbage Collection
- Nuisance Complaint
- Parking
- Snow Removal
- Standing Water/Flooding
- Street Lights
- Street Construction
- Street Repairs/Potholes
- Stormwater Ponds
- Traffic Signals
- Tree Maintenance/Removal
- Water Pressure/Quality

Other (please specify):

8. Please rate the quality of service provided by the Department of Public Works for each of the following services.

	Excellent	Good	Fair	Poor	N/A
Condition of major City streets	<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"/>
Snow removal on major streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow removal on streets in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of sidewalks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of bike lanes/routes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street sweeping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flow of traffic in Appleton	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of street signs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of pavement marking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcement of City codes and nuisance complaints (weeds, junk, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential refuse collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential recycling collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of terrace trees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spring curbside yard waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fall leaf collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yard waste sites at Glendale and Whitman	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance of City vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Excellent	Good	Fair	Poor	N/A
Convenience of downtown parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of parking ramps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water system reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water taste, color and odor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sanitary sewer reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response to basement back-ups and other sewer issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of stormwater ponds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Backyard drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Add details below regarding your 'Other' rating

9. Where do you get information about the City of Appleton? (Check all that apply.)

- City Guide (mailed twice/year)
- Newspaper
- Radio
- Television
- City website (www.appleton.org)
- Calling the City
- E-mailing the City
- Social Media (e.g., Facebook)

Other (please specify):

10. What Public Works services would you like to learn more about?

11. How would you prefer to request service, or report code violations and other non-emergency issues? (Check all that apply.)

- Call the City/Department of Public Works
- Social Media
- E-mail
- Mail
- In-person

Other (please specify):

12. In general, how would you rate the overall quality of life in the City of Appleton?

- Excellent
- Good
- Fair
- Poor

Comments:

13. Please provide additional comments/suggestions on how we can better serve you.

14. Would you like a representative from the Department of Public Works to follow up with you?

- Yes (please add your phone # and/or address below)
- No

Phone #/Address:

**Thank you for helping the Department of Public Works
continuously improve to better serve our community.**

To return the survey by mail, please return to this address:

City of Appleton
Department of Public Works
100 N. Appleton St.
Appleton, WI 54911