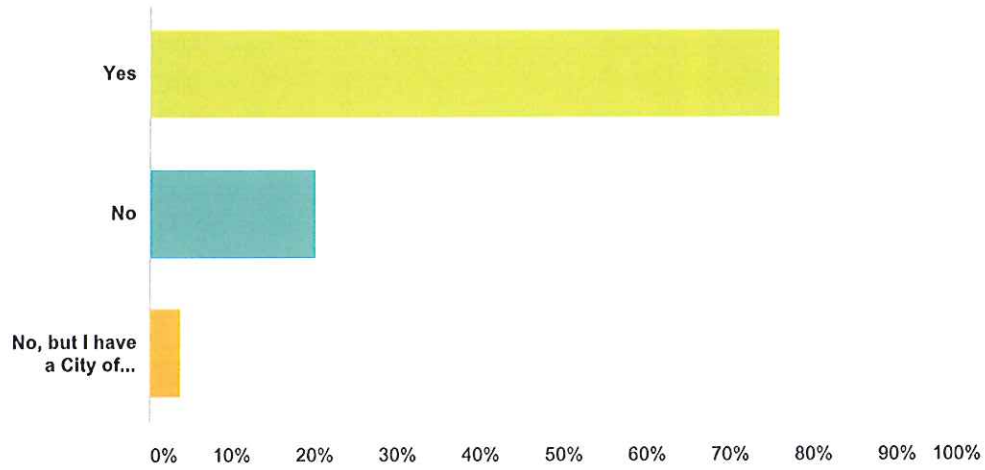


### Q1 Do you reside in the City of Appleton?

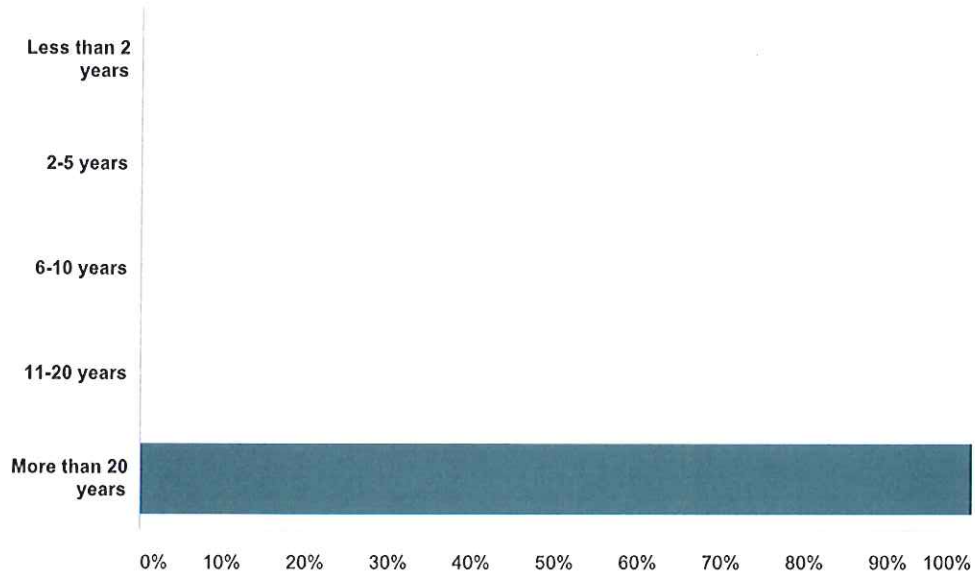
Answered: 288 Skipped: 0



Answer Choices	Responses	
Yes	76.04%	219
No	20.14%	58
No, but I have a City of Appleton address	3.82%	11
<b>Total</b>		<b>288</b>

### Q2 How many years have you lived in the City of Appleton?

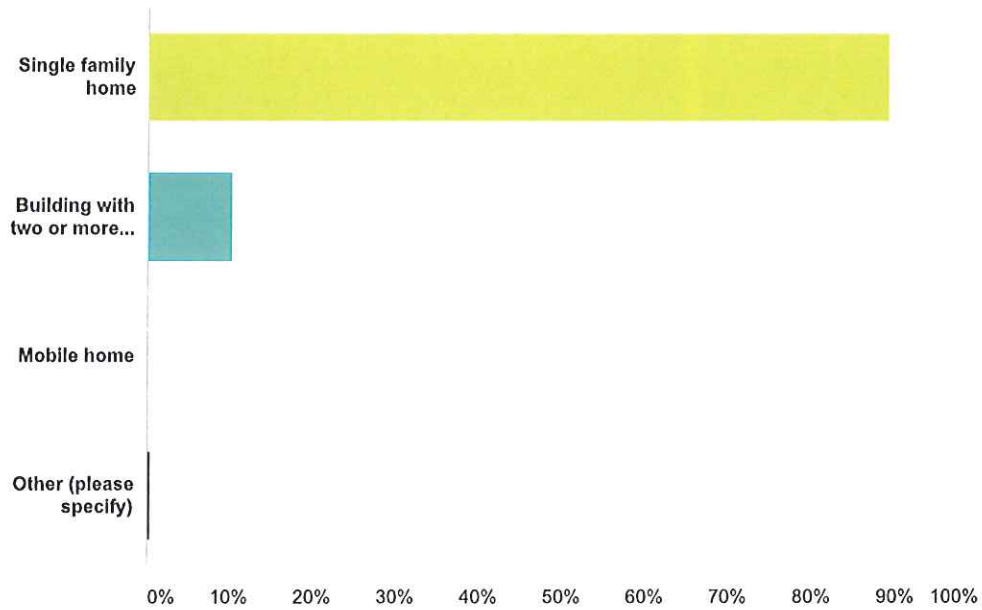
Answered: 1 Skipped: 287



Answer Choices	Responses	Count
Less than 2 years	0.00%	0
2-5 years	0.00%	0
6-10 years	0.00%	0
11-20 years	0.00%	0
More than 20 years	100.00%	1
<b>Total</b>		<b>1</b>

### Q3 Which best describes the building you live in?

Answered: 214 Skipped: 74

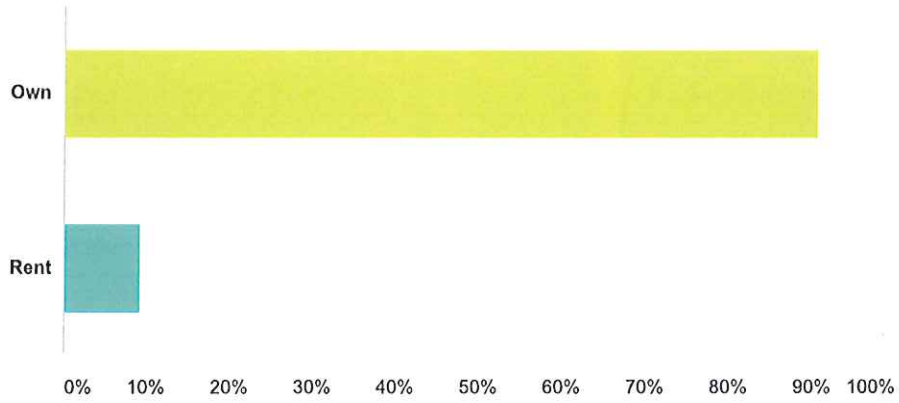


Answer Choices	Responses
Single family home	89.25% 191
Building with two or more apartments or condominiums	10.28% 22
Mobile home	0.00% 0
Other (please specify)	0.47% 1
<b>Total</b>	<b>214</b>

#	Other (please specify)	Date
1	Duplex	9/29/2014 2:23 PM

### Q4 Do you own or rent?

Answered: 216 Skipped: 72

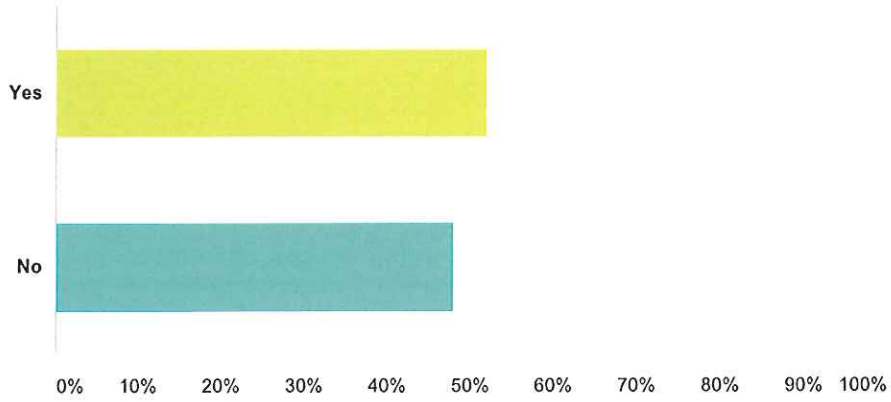


Answer Choices	Responses	
Own	90.74%	196
Rent	9.26%	20
<b>Total</b>		<b>216</b>

#	Other (please specify)	Date
	There are no responses.	

### Q5 Have you directly contacted the Department of Public Works to request assistance?

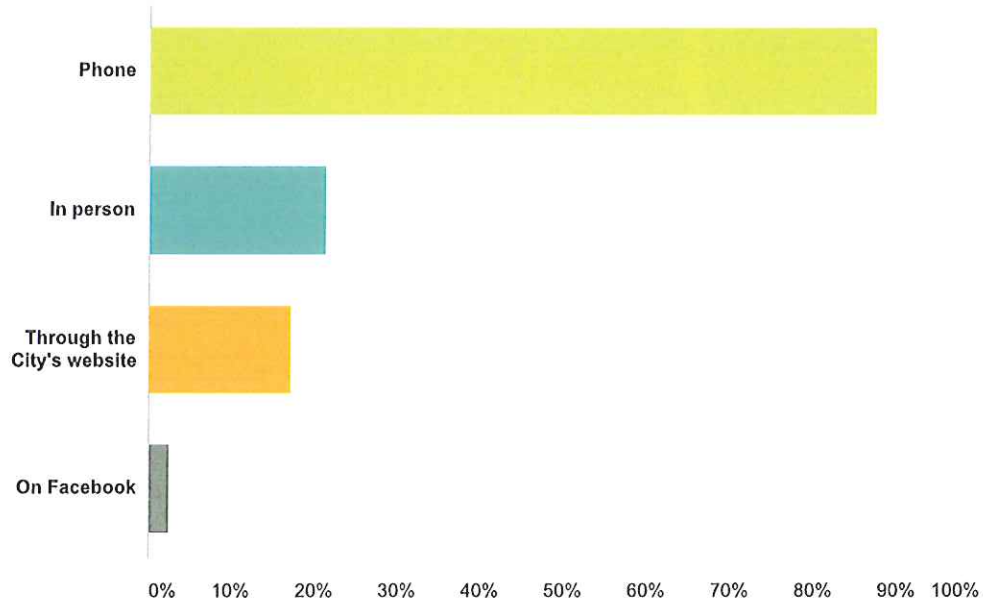
Answered: 242 Skipped: 46



Answer Choices	Responses	
Yes	52.07%	126
No	47.93%	116
<b>Total</b>		<b>242</b>

### Q6 If yes, how did you contact us? (Check all that apply.)

Answered: 122 Skipped: 166

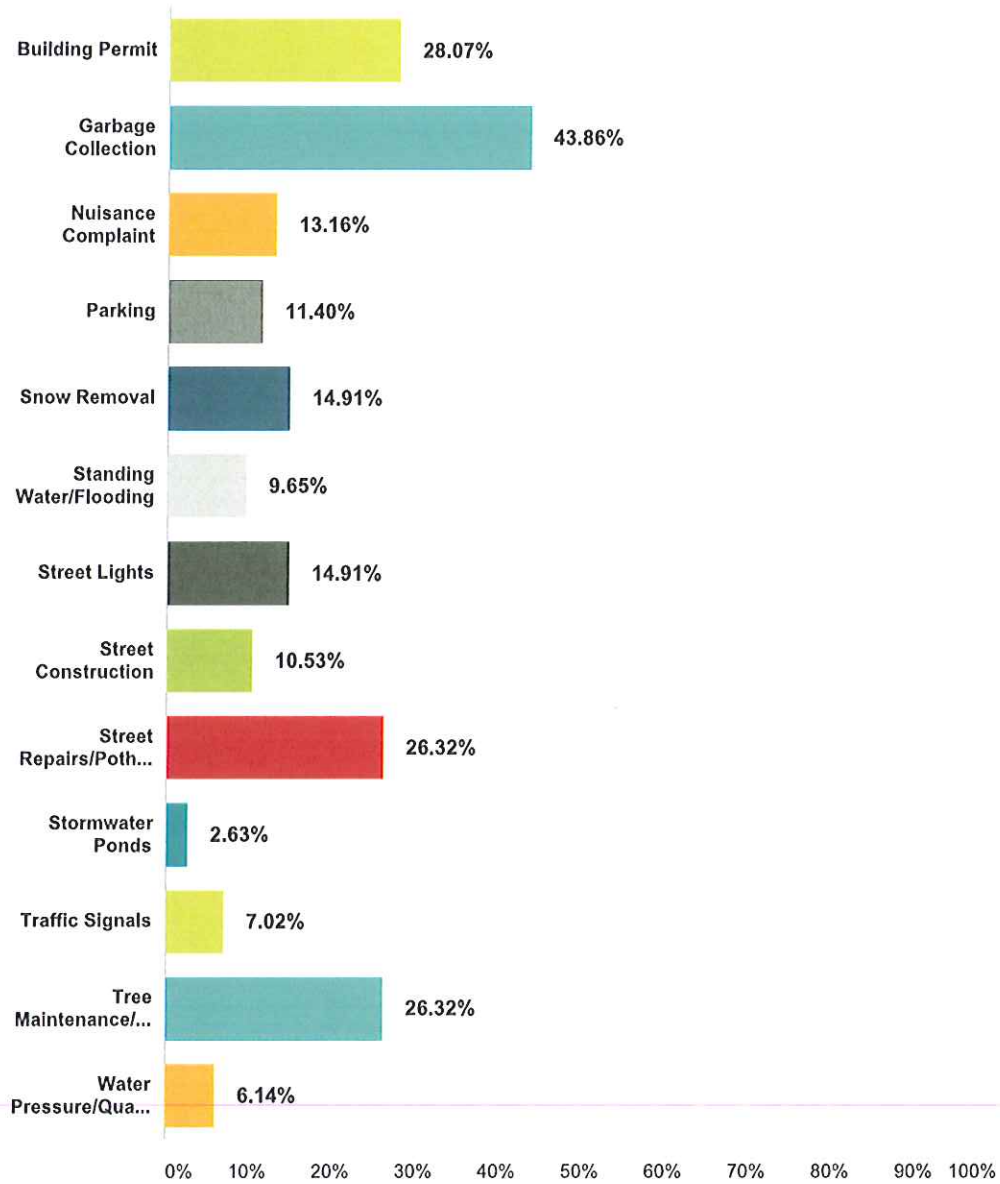


Answer Choices	Responses	Count
Phone	87.70%	107
In person	21.31%	26
Through the City's website	17.21%	21
On Facebook	2.46%	3
<b>Total Respondents: 122</b>		

#	Other (please specify)	Date
1	e-mail	10/16/2014 11:26 AM
2	email to Paula	10/7/2014 9:46 PM
3	email	10/6/2014 2:58 PM
4	via e-mail	10/1/2014 11:24 AM
5	I didn't contact you	9/26/2014 11:22 AM
6	email	9/25/2014 7:56 PM
7	email	9/25/2014 11:26 AM
8	email	9/25/2014 11:04 AM

### Q7 What did you contact us about? (Check all that apply.)

Answered: 114 Skipped: 174



Answer Choices	Responses	Count
Building Permit	28.07%	32
Garbage Collection	43.86%	50
Nuisance Complaint	13.16%	15
Parking	11.40%	13
Snow Removal	14.91%	17

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Standing Water/Flooding	9.65%	11
Street Lights	14.91%	17
Street Construction	10.53%	12
Street Repairs/Potholes	26.32%	30
Stormwater Ponds	2.63%	3
Traffic Signals	7.02%	8
Tree Maintenance/Removal	26.32%	30
Water Pressure/Quality	6.14%	7

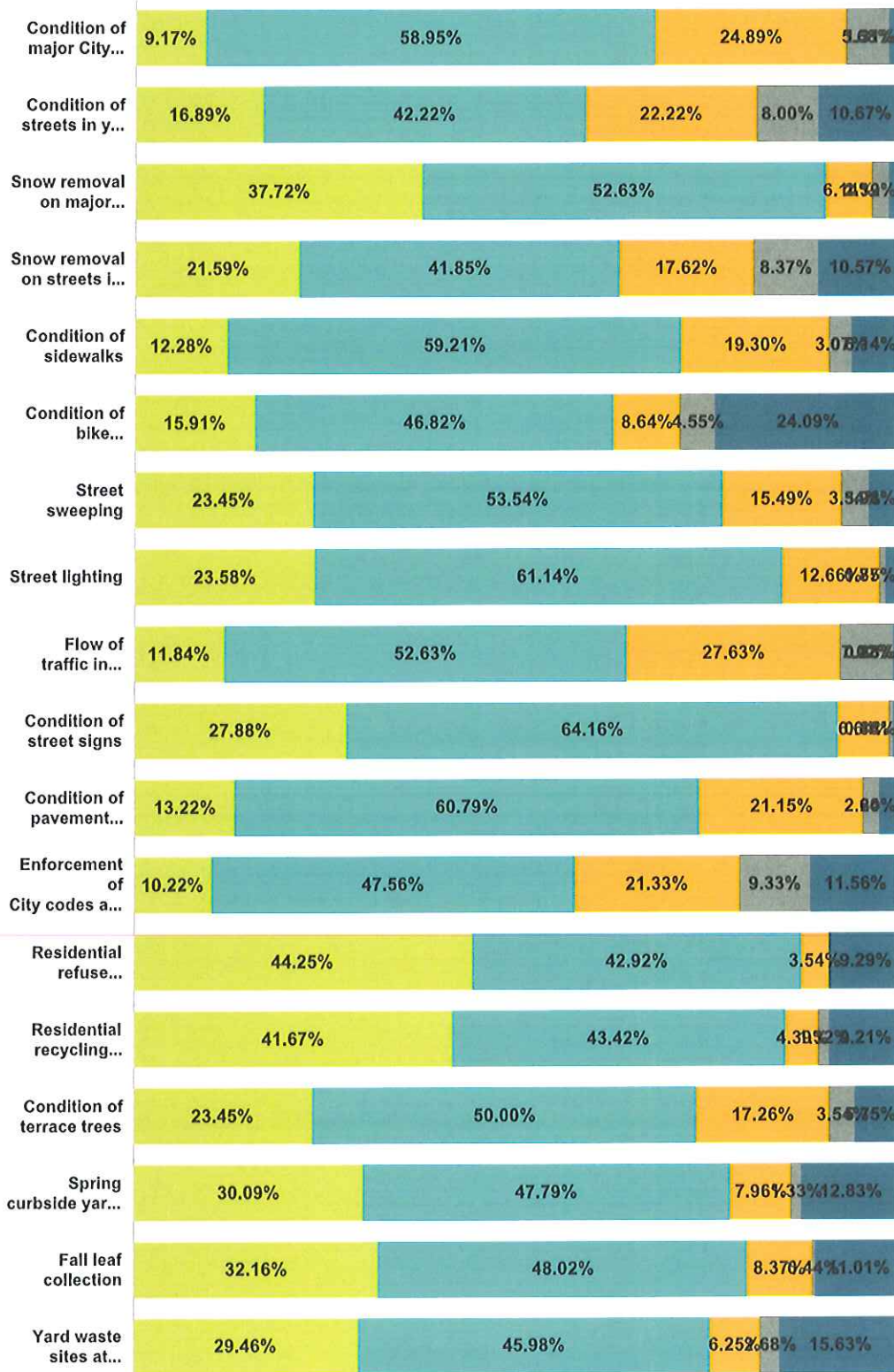
Total Respondents: 114

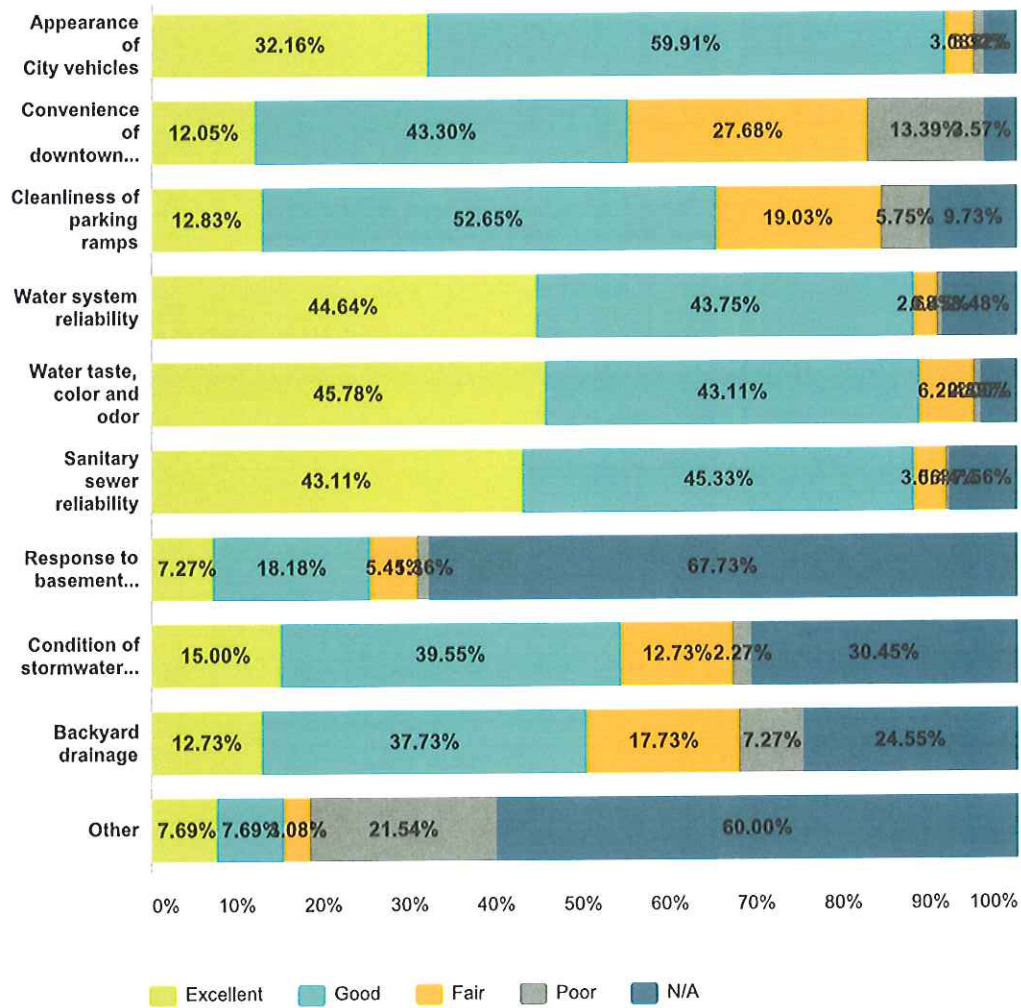
#	Other (please specify)	Date
1	Raising the water shut off at the curb	10/15/2014 6:09 PM
2	Availability of wood chips	10/13/2014 7:54 PM
3	Paying Water Bill	10/13/2014 5:04 PM
4	Sidewalk repair	10/7/2014 9:46 PM
5	Mailbox damage and snow removal	10/7/2014 10:21 AM
6	Leaf Collection	10/6/2014 3:25 PM
7	Sewer Backip	10/6/2014 2:35 PM
8	Dates when leaves can be raked into street	9/30/2014 5:01 PM
9	Excessive salt dumped at the end of our driveway	9/29/2014 8:15 AM
10	Property that belonged to the city but had a neighbor putting up NO TRESPASSING signs.	9/28/2014 11:06 PM
11	Sidewalk replacement work	9/26/2014 8:33 AM
12	Sidewalk repairs	9/26/2014 8:23 AM
13	Sidewalk repair	9/26/2014 8:22 AM
14	railroad crossing on Spencer	9/26/2014 6:44 AM
15	parking and nuisance items have been via the police	9/25/2014 7:56 PM
16	permit for appliance disposal	9/25/2014 4:34 PM
17	Side walk maintenance	9/25/2014 3:14 PM
18	talk to inspections	9/25/2014 1:44 PM
19	The side walk had sunk and was creating a trip hazard and ice build up.	9/25/2014 1:30 PM
20	Damage to my vehicle in the parking ramp-rust dripping from ceiling	9/25/2014 11:51 AM
21	open water main hole	9/25/2014 11:04 AM
22	A little bit of everythin	9/25/2014 10:42 AM
23	Bike lanes	9/25/2014 9:58 AM



### Q8 Please rate the quality of service provided by the Department of Public Works for each of the following services.

Answered: 232 Skipped: 56





	Excellent	Good	Fair	Poor	N/A	Total
Condition of major City streets	9.17%	58.95%	24.89%	5.68%	1.31%	229
Condition of streets in your neighborhood	16.89%	42.22%	22.22%	8.00%	10.67%	225
Snow removal on major streets	37.72%	52.63%	6.14%	2.19%	1.32%	228
Snow removal on streets in your neighborhood	21.59%	41.85%	17.62%	8.37%	10.57%	227
Condition of sidewalks	12.28%	59.21%	19.30%	3.07%	6.14%	228
Condition of bike lanes/routes	15.91%	46.82%	8.64%	4.55%	24.09%	220
Street sweeping	23.45%	53.54%	15.49%	3.54%	3.98%	226
Street lighting	23.58%	61.14%	12.66%	0.87%	1.75%	229
Flow of traffic in Appleton	11.84%	52.63%	27.63%	7.02%	0.88%	228

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Condition of street signs	27.88%	64.16%	6.64%	0.44%	0.88%	226
	63	145	15	1	2	
Condition of pavement marking	13.22%	60.79%	21.15%	2.20%	2.64%	227
	30	138	48	5	6	
Enforcement of City codes and nuisance complaints (weeds, junk, etc.)	10.22%	47.56%	21.33%	9.33%	11.56%	225
	23	107	48	21	26	
Residential refuse collection	44.25%	42.92%	3.54%	0.00%	9.29%	226
	100	97	8	0	21	
Residential recycling collection	41.67%	43.42%	4.39%	1.32%	9.21%	228
	95	99	10	3	21	
Condition of terrace trees	23.45%	50.00%	17.26%	3.54%	5.75%	226
	53	113	39	8	13	
Spring curbside yard waste collection	30.09%	47.79%	7.96%	1.33%	12.83%	226
	68	108	18	3	29	
Fall leaf collection	32.16%	48.02%	8.37%	0.44%	11.01%	227
	73	109	19	1	25	
Yard waste sites at Glendale and Whitman	29.46%	45.98%	6.25%	2.68%	15.63%	224
	66	103	14	6	35	
Appearance of City vehicles	32.16%	59.91%	3.08%	1.32%	3.52%	227
	73	136	7	3	8	
Convenience of downtown parking	12.05%	43.30%	27.68%	13.39%	3.57%	224
	27	97	62	30	8	
Cleanliness of parking ramps	12.83%	52.65%	19.03%	5.75%	9.73%	226
	29	119	43	13	22	
Water system reliability	44.64%	43.75%	2.68%	0.45%	8.48%	224
	100	98	6	1	19	
Water taste, color and odor	45.78%	43.11%	6.22%	0.89%	4.00%	225
	103	97	14	2	9	
Sanitary sewer reliability	43.11%	45.33%	3.56%	0.44%	7.56%	225
	97	102	8	1	17	
Response to basement back-ups and other sewer issues	7.27%	18.18%	5.45%	1.36%	67.73%	220
	16	40	12	3	149	
Condition of stormwater ponds	15.00%	39.55%	12.73%	2.27%	30.45%	220
	33	87	28	5	67	
Backyard drainage	12.73%	37.73%	17.73%	7.27%	24.55%	220
	28	83	39	16	54	
Other	7.69%	7.69%	3.08%	21.54%	60.00%	65
	5	5	2	14	39	

#	Add details below regarding your 'Other' rating	Date
1	Money from new Library should not be given out from public funds! If money is available it should go to maintaining safe roadways in Appleton. With tech savvy smartphones a brand new Library seems like a waste of money. Prudent spending should be a part of the City Budget!	10/20/2014 7:54 AM
2	I called to pay my water bill over the phone and was told I had to mail it or come in.	10/13/2014 5:04 PM
3	Town of Menasha Utilities customer	10/10/2014 5:52 PM
4	The attitude of the City workers I encountered seemed really positive!	10/6/2014 4:04 PM
5	Should be more lenient with expiration of dntrn pkg meters-have gotten ticket for being 4 min late	10/6/2014 3:17 PM

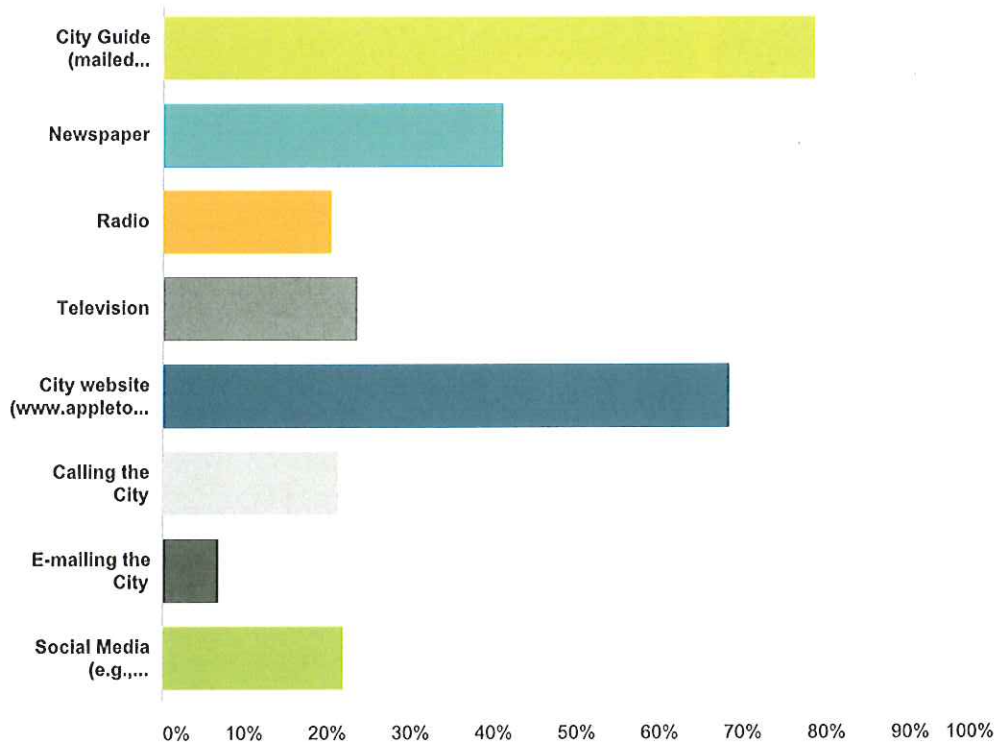
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6	invasive species	10/6/2014 2:58 PM
7	Expand Backyard Drainage Program	10/6/2014 2:35 PM
8	No credit card meters, too high price. tickets too high.	10/3/2014 9:10 AM
9	Thank you for doing a great job keeping our city clean!	9/30/2014 12:40 PM
10	Yard signs on Seymour Street need to be moved. Some are hidden by trees that have gotten bigger and the placement of some makes no sense. Also, speed limit signs on the Memorial and Oneida Street bridges and before you enter the bridges would be helpful. They go 40 to 50 over the bridges and it is NOT safe to ride in the bike lanes.	9/28/2014 11:06 PM
11	Don't plow enough and use way too much salt instead, terrible	9/28/2014 10:18 AM
12	I really appreciated it last winter when the street crews came to my neighborhood to remove the snow at intersections so I could see if it was safe to pull out.	9/26/2014 8:35 AM
13	downtown bike parking, should be more of it	9/26/2014 6:46 AM
14	did not know when they swapped out my recycling bin	9/25/2014 7:56 PM
15	Overall, I think the Dept. of Public Works does an excellent job.	9/25/2014 6:13 PM
16	Not a fan of the bike lanes. Wish we didn't have them.	9/25/2014 5:44 PM
17	More parking on streets needed not bike lanes	9/25/2014 3:54 PM
18	The reason for my poor rating of snow removal is because we you use way to much salt and de-iceing materials. I also gave a poor rating about the street lighting because we use way to much. Both practises are not sastainable, and not eviromently sound.	9/25/2014 3:14 PM
19	WE DO NOT NEED ANY MORE BIKE LANES - HARDLY ANYONE USES THEM AT ALL!!!!!!	9/25/2014 2:33 PM
20	communication of detour information	9/25/2014 12:18 PM
21	City parking ramp-when it rains, there is a rusty residue that drips on vehicles and it takes the finish off your paint.	9/25/2014 11:51 AM
22	Ease of use of website	9/25/2014 11:23 AM
23	curbs broken due to plowing	9/25/2014 11:04 AM

### Q9 Where do you get information about the City of Appleton? (Check all that apply.)

Answered: 229 Skipped: 59



Answer Choices	Responses	
City Guide (mailed twice/year)	78.60%	180
Newspaper	41.05%	94
Radio	20.52%	47
Television	23.58%	54
City website (www.appleton.org)	68.56%	157
Calling the City	21.40%	49
E-mailing the City	6.99%	16
Social Media (e.g., Facebook)	21.83%	50
<b>Total Respondents: 229</b>		

#	Other (please specify)	Date
1	Word of mouth	10/6/2014 4:04 PM
2	on-line newspaper	10/6/2014 3:06 PM
3	Eyes	9/30/2014 2:26 PM

# City of Appleton Department of Public Works Customer Survey

SurveyMonkey

4	Word of mouth	9/30/2014 12:40 PM
5	the website is horrible	9/25/2014 7:56 PM
6	Alderman	9/25/2014 3:14 PM
7	aldermen via Facebook/phone/personal contact, public library	9/25/2014 1:26 PM
8	employee	9/25/2014 10:33 AM

### Q10 What Public Works services would you like to learn more about?

Answered: 34 Skipped: 254

#	Responses	Date
1	The ones taking care of sidewalks, terrace trees	11/12/2014 2:44 PM
2	Compost availability	11/5/2014 7:57 AM
3	Compost site locations	10/22/2014 7:34 AM
4	why we need more storm sewers	10/14/2014 10:08 AM
5	How to request minor repairs for city streets	10/13/2014 7:54 PM
6	What does Public Works include? Not really sure. Sort of an unknown unless you need help and you are sent to that Department.	10/7/2014 10:29 AM
7	Use of city-owned vehicles for private transportation	10/6/2014 3:41 PM
8	Would like water dept to ck for more chemicals, especially fertilizer run-offs, that might not generally be specified but could still be in our water supply (fr the Fox R). Also, is there air quality cks around Appvion? Also, would prefer more stringent laws re: light pollution in city-way too much excess lighting at night w/closed businesses, gas st. and yard lights shining into houses.	10/6/2014 3:17 PM
9	How billing is determined	10/6/2014 3:10 PM
10	invasive species control	10/6/2014 2:58 PM
11	Tree Maintenance Removal	10/6/2014 2:37 PM
12	If residents can sign up for e alerts? Reminders by email for special trash collections or emergency reminders.	9/30/2014 11:22 AM
13	Traffic	9/29/2014 2:27 PM
14	I am ok.	9/28/2014 11:06 PM
15	When will we be able to recycle #5 & 7 plastic food containers with a base smaller than the opening - other communitles are becoming more progressive than us now.	9/27/2014 3:29 PM
16	Stormwater	9/27/2014 8:55 AM
17	Terrace tree maintenance	9/26/2014 8:59 PM
18	Street Projects	9/26/2014 1:58 PM
19	Street Department	9/26/2014 12:32 PM
20	None. All is good.	9/26/2014 12:00 PM
21	would be interesting to have camera follow a crew (sanitation, arborists, traffic, snow, etc) for a day and make a YouTube video from it, "Day in the Life of ..."	9/26/2014 2:50 AM
22	Recycling #5 and other pieces	9/25/2014 10:27 PM
23	clarify terrace liability/maintenance/tree options; find out why on earth the "smaller" recycling bins are not in practical terms any smaller than the "big" ones; when parking dt will be fixed (more of it, more accessible, better signage, and CREDIT CARDS); what to do when we run out of room for the snow in the "old dt" areas with small houses/driveways/yards - no place to put it; concern about water pipes bursting	9/25/2014 7:56 PM
24	None	9/25/2014 5:44 PM
25	N/A	9/25/2014 5:36 PM
26	None at this time	9/25/2014 4:34 PM
27	None	9/25/2014 3:14 PM

# City of Appleton Department of Public Works Customer Survey

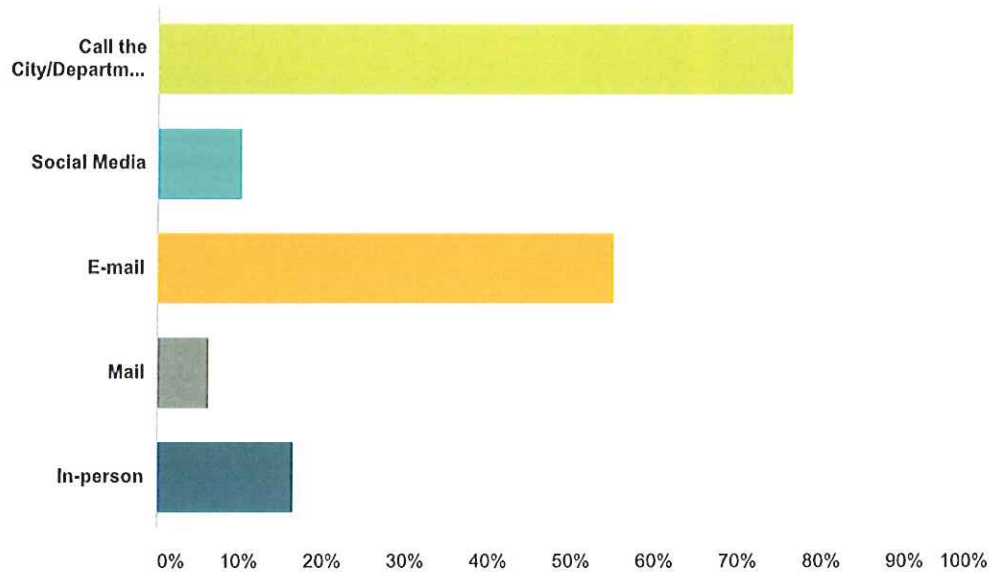
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28	none	9/25/2014 1:26 PM
29	I know it takes a long time to fix roads and I know the winter was terrible, making the roads so bad. Would be interesting to know what plans DPW has for future road work	9/25/2014 11:04 AM
30	Water	9/25/2014 10:42 AM
31	the new water meters	9/25/2014 10:39 AM
32	Water	9/25/2014 10:39 AM
33	Garbage pickup	9/25/2014 10:33 AM
34	Bike lanes	9/25/2014 9:58 AM



### Q11 How would you prefer to request service, or report code violations and other non-emergency issues? (Check all that apply.)

Answered: 223 Skipped: 65

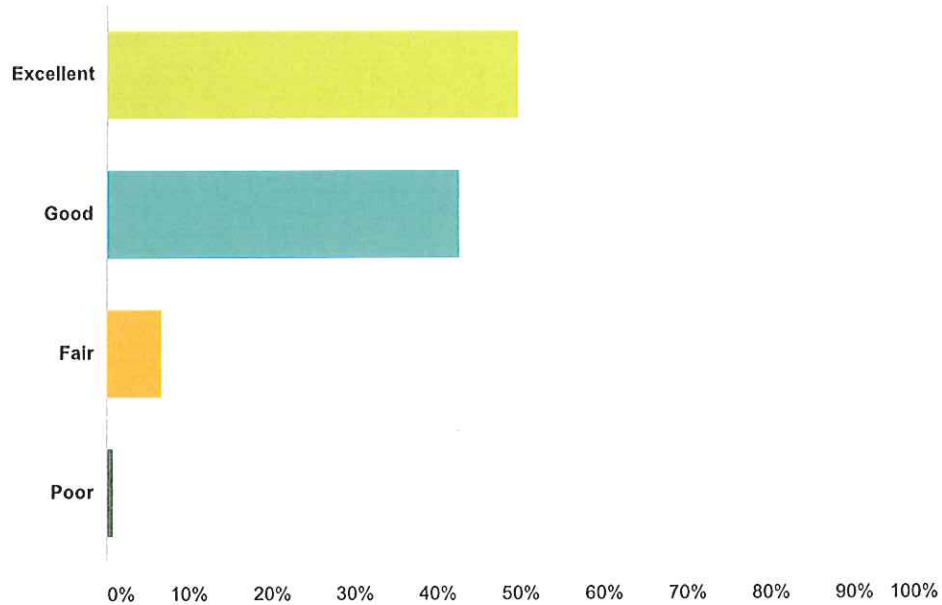


Answer Choices	Responses
Call the City/Department of Public Works	76.68% 171
Social Media	10.31% 23
E-mail	55.16% 123
Mail	6.28% 14
In-person	16.59% 37
<b>Total Respondents: 223</b>	

#	Other (please specify)	Date
1	text	10/20/2014 4:20 PM
2	website	9/26/2014 10:33 AM
3	I would like to talk to a real person when I call, not that machine press 1, press2	9/25/2014 3:14 PM
4	Maybe, if we see a DPW worker in our area, tell them the problem and have them go back to the right area to fix the problem?	9/25/2014 11:04 AM
5	website	9/25/2014 10:33 AM
6	Website	9/24/2014 6:23 PM

### Q12 In general, how would you rate the overall quality of life in the City of Appleton?

Answered: 225 Skipped: 63



Answer Choices	Responses	Count
Excellent	49.78%	112
Good	42.67%	96
Fair	6.67%	15
Poor	0.89%	2
<b>Total</b>		<b>225</b>

#	Comments:	Date
1	It's a beautiful city with a relative low crime rate located on a river!	10/20/2014 7:54 AM
2	Very nice City. keep adding walking and biking trails.	10/7/2014 10:24 AM
3	Would prefer no pkg meter fees in evening to promote downtown dining and entertainment	10/6/2014 3:17 PM
4	Much to be thankful for!	10/6/2014 3:02 PM
5	Not nearly the city it was 25 years ago. It was once a gem. Not so anymore.	10/6/2014 3:01 PM
6	We should have either one or the other waste site open 7 days a week, instead of just Friday - Monday.	9/30/2014 12:40 PM
7	Very liveable overall. City services are fine overall.	9/29/2014 7:58 PM
8	Wish ALL the alderman were as progressive as the mayor and SOME of them! Low taxes are not the be-all and end-all of life.	9/26/2014 8:22 AM
9	Great city - vibrant and dynamic.	9/25/2014 10:09 PM
10	Police, Fire, Street Sweepers, Sign Shop do a wonderful job	9/25/2014 11:04 AM



### Q13 Please provide additional comments/suggestions on how we can better serve you.

Answered: 55 Skipped: 233

#	Responses	Date
1	Yeah, Appleton !!	11/12/2014 2:44 PM
2	I prefer monthly billing for utility bill.	11/3/2014 10:29 AM
3	From my perspective you have been doing a good job. Keep up the good work.	11/3/2014 10:25 AM
4	Thanks for the chance to participate. Please continue this conversation with people. It is a good idea!	10/22/2014 7:30 AM
5	Fixing roads right the first time (Meade Street north of CTH OO is a great example. The rest of the services have been very good!	10/20/2014 7:54 AM
6	yard waste site should be open more days of the week.	10/16/2014 11:26 AM
7	I think the parking should be shut off when my payment runs out. I believe I am unfairly double charged until I come in and make the payment. if it would shut off, I would only be paying by cash on a daily basis. What you think of as a courtesy is a rip off.	10/15/2014 6:16 PM
8	Repair the roads! Why do they block so many streets during special events? Driving across town is a real challenge!	10/15/2014 6:12 PM
9	Keep reminders coming in the newspaper	10/14/2014 10:08 AM
10	I've had a couple times where my garbage was not emptied as part of the weekly garbage collection even though I had my container placed on the curb prior to collection, my lid wasn't up, etc. It was just skipped. I don't have enough to place it out on a weekly basis so when I do put it out, have it skipped is very frustrating! There are times it seems it a lot more practical to plow the snow on the streets as opposed to just laying down salt and creating a thick layer of oatmeal mush!	10/13/2014 7:54 PM
11	I never lived in a city that you can't pay your bill over the phone. This is not 1994. You all need to catch up with the times and upgrade your service to the rest of the world.	10/13/2014 5:04 PM
12	Would like to see the railroad crossings in Appleton repaired.	10/7/2014 10:24 AM
13	Weekly recycling Later leaf collection, many trees still with leaves	10/7/2014 10:21 AM
14	Please enforce the no bike/skateboard rule on College Avenue sidewalks.	10/6/2014 4:04 PM
15	Better code enforcement (more proactive versus reactive)	10/6/2014 3:45 PM
16	Yard waste site is a joke. If you don't want grass clippings in the garbage can, be reasonable on what you charge at the yard site. I can dispose of a huge tree for free but two bags of grass clippings cost \$8? Come on.	10/6/2014 3:01 PM
17	If you are going to help downtown businesses then we need to ease up on parking fees and fines. Too many cops at night downtown. green space next to the north entrance to the city center should be a parking lot to ease College Ave. parking. Thanks for asking	10/3/2014 9:10 AM
18	Yard waste drop off sites open additional days. Move date for leaves to be raked into street for pickup to start earlier in autumn. Traffic flow rated fair due to the installation of bike lanes in some locations. Much more auto traffic/flow is being disrupted than bike lane usage justifies. The daily number touted from the recent Mason St monitoring is a miniscule number of bicycles compared to the number of autos on that road. Ballard Rd north of Northland Ave is unbelievable location to reduce 4 lanes of heavy auto and truck traffic to 2 lanes.	9/30/2014 5:01 PM
19	One thing I would like to see is when they do road patching, that they bring a the ton roller and do "the job right" the first time, instead of these crappy, bumpy, patchy jobs.	9/30/2014 12:40 PM
20	Parking meter issues in soldiers square, mother pay terminals are a consistent problem especially for older people who can't read the box or cold weather malfunctions. Just have the spaces with meters, so odd to have so few spaces with the pay station. The soldiers ramp elevator has shut down issues.	9/30/2014 11:22 AM

21	Would like to see opposite hours for Glendale and Whitman so that there is always a yard waste site open.	9/29/2014 10:36 PM
22	I live in Maple Hills, and many street lights are obscured by branches. It would be nice if those were trimmed once in a while. Also, the stretch of Evergreen from Haymeadow to Hwy 47 cannot be redone with curb/gutter/sidewalk soon enough--an embarrassment to the city and its north side neighborhoods, both in appearance and lack of safety. The addition of retail establishment Kwik Trip has increased pedestrian and bike traffic. Let's not wait until someone gets killed. I think it would be wise to put an FAQ on your website about how to report a burned out streetlight bulb. People assume this is a city thing, but I learned that's not the case. FAQ would help residents and save city staff time in fielding calls. Plus, even if it's not the city's job, why not have a spot on the city website where residents can report burned out streetlights? That could even link on the back end to WE Energies. Residents don't care who does the work--they just want the work done. Overall, while there's always room for improvement, I think the city and its employees do a nice job in performing their services and responding to residents' questions and concerns.	9/29/2014 7:58 PM
23	Can the city put any more pressure on or collaborate with the railroads to get the crossings on major streets (Franklin and Division is HORRIBLE for one example) repaired ASAP? Even going slowly, it feels like chassis on my car is going to separate from the rest of the automobile...	9/29/2014 9:10 AM
24	Better recycling program. The plastics are too restrictive. I have lived in other cities that collect many more types of plastic. Also it would be great to have weekly recycling collection	9/28/2014 7:32 PM
25	1) The roads are in bad shape in some locations around town: potholes, cracks and uneven pavement. Why don't you use a more durable filler material: For example: When we contacted the city, the public works dept. fixed a big crack in our newly poured concrete section of road in front our house (that we had to pay ~\$10K for to replace the year before, when we built our house: in block of 800 W. Kamps). The light-colored material* that patch was made of actually has held up very well since it was poured several years ago. We wonder why you don't use that for other street repairs. (*At first we were disappointed that the broken concrete section/crack wasn't fixed with concrete.) Keep working on the sidewalk resurfacing. Last summer the dept. smoothed out lots of uneven sidewalks in our neighborhood. It is great for safer walking. Some areas were missed though -- on N. Locust Street between Brewster and Grant. 3) The street sweeper machine is too noisy. Especially, when its dumpster is parked on a block adjoining residential areas. Thank you.	9/28/2014 10:45 AM
26	the over salting as mentioned above. The truck is out with the plow up, such a waste. Wasting time and money removing snow piles from remote areas in spring. Street cleaning with the sweeper really does nothing, also a waste	9/28/2014 10:18 AM
27	Continue to do whatever we can to make Appleton a more bicycle friendly city. Bike lanes and paths need to connect places, and not dead end into busy roads. My experience indicates people are closer and care more about their neighbors and city if they get out more, and move at a slower pace than a car with the windows rolled up. Education is important. I'm willing to pay for retention of our current level of public services, which contributes to overall well being.	9/27/2014 3:29 PM
28	Better planning on street construction date/time i.e. Fremont St by Walden just when schools start? The E. Southriver St project why all summer street is done road still closed finish the guardrail and open the street..... We do not need a new library at a cost of 42million.	9/26/2014 1:39 PM
29	Give the city workers raises. They work hard.	9/26/2014 12:32 PM
30	Everything is good for me. Thanks!	9/26/2014 12:00 PM
31	I understand snow removal takes time after a storm but there are times that you street is never plowed or by the time it is it is so packed down that plowing doesn't help. 1500 block of south Clara street...is this on neighborhood streets all over? It is really bad sometimes...especially later in winter....you guys saving money on budgets?	9/26/2014 8:33 AM
32	Keep up the good work. More public education is needed regarded recycling - I often see neighbors' trash containers overflowing with recyclable items.	9/26/2014 8:23 AM
33	-	9/26/2014 8:22 AM
34	More bike corrals downtown and eliminating the need to pay for parking on nights and weekends.	9/26/2014 6:46 AM
35	Street-sweeping a luxury, too expensive. Have lived elsewhere and can say Appleton has the best-plowed streets in WI. In fact would be willing to save \$ by plowing less.	9/26/2014 2:50 AM
36	We live on the North side on Oneida street. The snow plows come past like every 20 min, even when there's no snow piling up. You can see sparks as the plows go by and no snow accumulating. When our side streets are not even done yet. Such a waste of time and money.	9/25/2014 10:46 PM
37	Adding more biking paths and creating a more pedestrian friendly city.	9/25/2014 10:27 PM

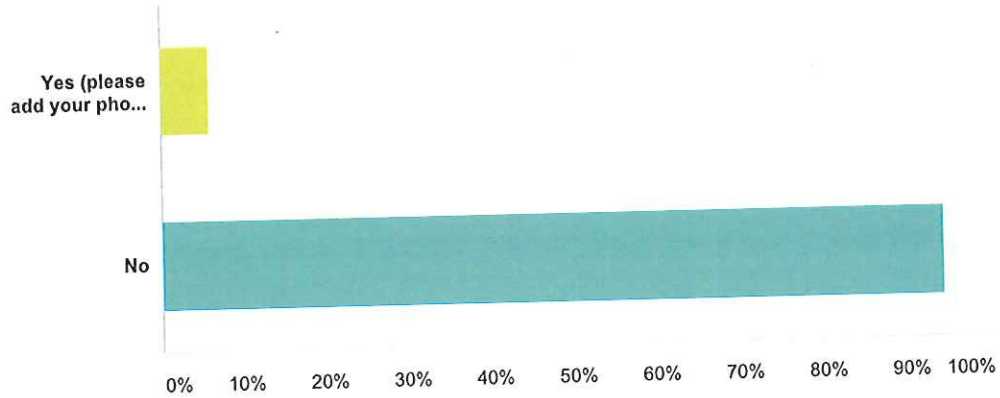
City of Appleton Department of Public Works Customer Survey

SurveyMonkey

38	Thank you for all you do for the community! Great PW employees. Great recycling site -- I go every year for mulch and topsoil. I like the huge recycling bins - encourages recycling as much as possible. Looking forward to new library on new site - conceptual building design is beautiful.	9/25/2014 10:09 PM
39	Fix the streets. They're terrible and a threat to safety.	9/25/2014 9:47 PM
40	We are considering moving out of Appleton. Taxes are too high.	9/25/2014 6:45 PM
41	My only complaint is snow removal. We've lived in the snow belt of MI where we got twice as much snow each winter as we do here, and their snow removal was twice as good. I'd rather see my tax dollars go toward better snow removal than bike lanes or cutting/trimming trees in the terraces.	9/25/2014 5:44 PM
42	Keep caring for neighborhoods!	9/25/2014 5:36 PM
43	I'm impressed, I think the City of Appleton provides residents with good service.	9/25/2014 4:34 PM
44	Keep up the good services	9/25/2014 3:55 PM
45	Get a real person to answer the phone. Stop the waste and excess use of city resources.	9/25/2014 3:14 PM
46	1. Who would we call to report a certain person always letting her dog poop in our yard? Please call and leave a message 920-731-3808. Thank you 2. Why do the Lawrence students need two traffic stopping signals on ONE block? Are they too good to go down to the cross walk and cross when the walk signal is given like everyone else has to in Appleton. That is ridiculous that they are given a free pass to go ahead and stop the traffic when ever they want. Most of the students now don't even pause, they just walk right out in the street, almost daring the drivers to hit them. They need to cross at the cross walks like every other tax paying city resident (Oh wait, they don't even pay taxes!!)	9/25/2014 2:33 PM
47	I think you do an excellent job overall. Rarely do I have any thing to complain about. I work backstage at the PAC and the folks who tour in often comment on how clean and beautiful our downtown is, and the fact the water tastes great right from the tap. Thanks for doing a great job!	9/25/2014 1:26 PM
48	Being proactive when code violations are seen, not waiting for someone to call it in.	9/25/2014 11:55 AM
49	Do a little better job at fixing sidewalk (especially for water drainage that may form ice "lakes" in the winter), potholes, broken pavement, and broken areas around manhole covers. ALSO, FIX THE BLOODY RR CROSSINGS! -----	9/25/2014 11:26 AM
50	Some of the traffic lights do not seem to be tripped by a lone moped rider. Is there anything we can do about that?	9/25/2014 11:23 AM
51	The Appleton.org website is not very user friendly. It is often difficult to find what I am looking for.	9/25/2014 11:23 AM
52	Street conditions all over the City are horrible. Potholes, etc. snow removal is scary when the trucks come through and people are snowblowing. My husband was snowblowing apron with back to corner, plow came through almost hitting him. City DPW Workers have NO RESPECT for residents. Will plow a car in just because they can - and I heard some laugh and talk about it. They think it's funny. HAVE RESPECT FOR THE PEOPLE AND PRIDE FOR A JOB WELL DONE	9/25/2014 11:04 AM
53	Do you really need a new library with all the new social media that can be used? Poor city tax payers!!	9/25/2014 11:04 AM
54	The roads and bike lanes need improving. Things are looking rough and it makes for a rough looking neighborhood look all the worse when road conditions are bad.Lots of potholes throughout the City.	9/25/2014 10:57 AM
55	I don't like the automated phone system when you call 832-5580.	9/25/2014 10:54 AM

### Q14 Would you like a representative from the Department of Public Works to follow up with you?

Answered: 225 Skipped: 63



Answer Choices	Responses	
Yes (please add your phone # and/or address below)	5.78%	13
No	94.22%	212
<b>Total</b>		<b>225</b>

#	Phone #/Address	Date
1	I would like to see neighborhood street signs for disabled/wheel chair present. Stop lines and lanes at intersections need annual painting.	10/22/2014 7:34 AM
2	Karen Ruffing 920-850-4283	10/15/2014 6:16 PM
3	920-205-4069	10/6/2014 2:58 PM
4	920-738-4725	10/6/2014 2:54 PM
5	920-716-1917	10/6/2014 2:51 PM
6	205-2589 230 W. Seymour St.	9/28/2014 11:06 PM
7	920-213-0965	9/26/2014 9:43 AM
8	1027 W. Oklahoma St.	9/25/2014 7:56 PM
9	920-731-3808	9/25/2014 2:33 PM
10	(920) 738-9548; 525 N. Bateman Appleton, WI 54911	9/25/2014 11:26 AM
11	920-915-8680	9/25/2014 11:23 AM