



NEWS GRAPHIC

OZAUKEE COUNTY'S NEWSPAPER SINCE 1883

Grafton scores well in village survey

Residents asked about village departments, services

By Steve Schuster
News Graphic Staff

Grafton — The village of Grafton has earned high marks on a 2012 community questionnaire rating village departments and services, according to results released Dec. 3 at a village finance committee meeting.

Police protection and library services were among those at the top of the list

receiving the highest scores in a survey question asking residents to rank overall village services.

“I’m pleased with the overall opinion that the community offers. The numeric value is certainly affirmation for what we strive to do everyday,” Grafton Police Chief Charles Wenten said.

Other officials agreed.

“We try our hardest to provide good services to the community,” John Hanson, Grafton’s library director, said.

On Tuesday, Ozaukee County native Andrew Galvin said he moved to the village of Grafton four years ago from Cedarburg and rates the quality of life in the village of Grafton as “excellent.”

“It’s a great place to raise a family and has everything you could ever want from great schools, parks, recreation and all of the new developments along Port Washington Road and Highway 60,” Galvin said.

Based on the results of the survey, the majority of residents agreed.

The village earned a 91 percent rating for its “excellent” quality of life for two consecutive years.

“The village board was pleased with the results of the 2012 community survey. It reflects that residents are pleased with the overall quality of life,” Village

See SURVEY, Page A9

Continued from Page A1

Administrator Darrell Hofland said in an interview Wednesday.

The questionnaire was developed to gain a better understanding of citizen's preferences and opinions, according to village documents.

A notice of the questionnaire was included with each utility customer's quarterly bill, and according to village documents only 6 percent (275 people) responded to the 2012 survey.

Village resident Carmen Chuppa said Tuesday that she was part of the remaining 94 percent of village residents who received the questionnaire but decided not to respond.

"I don't fill them out. If I need something, I just call them (village officials)," Chuppa said.

The majority of village residents who completed the survey indicated that the village of Grafton is doing a "good" job providing information to its residents about governmental activities (policies, meetings, services and ordinances).

But on the bottom of the list, street pavement and maintenance received the largest "poor" mark at 10 percent (27 residents).

This wasn't a surprise for officials.

"I was not surprised by this program receiving a relatively low satisfaction rating. The village board tries hard to stretch its dollars to repave streets that have a poor pavement surface," Hofland said.

Officials said they are receptive to constituent concerns.

"People are paying a lot of money for services. I don't care if even one person has a bad experience, I want to know about it," Trustee Jim Grant said at the meeting.

And despite the streets earning the highest "poor" rating, more than double (81 residents) rated the street pavement and maintenance services as "good."

The survey also rated the various ways in which residents obtain information about village activities. The village of Grafton's newsletter and Web site earned the highest grade, the News Graphic came in second place nearly tied. The Ozaukee Press came in third place and the Milwaukee Journal-Sentinel last with the highest "poor" ranking at more than 14 percent.

The village used social media engagement tools such as Facebook and more traditional mediums such as community message board signs and the village's Web site to promote the survey.

To date, the town of Grafton has not distributed a community-wide survey as the village has done for the past 12 years.

"At this point there are no plans to change, but there has been on-going discussions. The board appreciates residents' attendance and takes their comments into account," town of Grafton Clerk Amanda Schaefer said.

The village survey has been distributed to village residents dating back to 2000 and the next village survey is expected to be released in July 2013 and will be more comprehensive than in prior years, Hofland said.

"The (2013) survey will ask residents additional questions about development and satisfaction with other government services in relation to the related tax payment and questions about why residents chose to live in Grafton," Hofland said.

(Contact Steve Schuster at sschuster@conleynet.com or via Twitter www.twitter.com/steven-schuster)