

FINAL - TOTAL RETURNED SURVEY'S 977

SECTION ONE: General Administration

1. For each of the following City services, please indicate your overall opinion of each service based on your experiences or observations during the past 12 months. Please circle the number corresponding to your choice.

		No Opinion	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
a.	Animal Control	456	49	71	252	85	457
b.	Building Inspections	527	29	47	226	51	353
c.	City Hall – Administration	230	19	55	426	184	684
d.	Fire	328	11	1	295	263	570
e.	Library	228	19	39	369	282	709
f.	Parks & Recreation	179	19	32	448	238	737
g.	Planning & Zoning	451	60	94	212	59	425
h.	Police	98	29	80	423	285	817
i.	Sanitary and Storm Sewers	168	46	103	434	141	724
j.	Senior Center	541	2	8	222	131	363
k.	Snow and Ice Removal	18	15	26	419	470	930
l.	Solid Waste Collection – Garbage	43	14	31	427	415	887
m.	Solid Waste Collection – Yard Waste	33	26	55	438	398	917
n.	Solid Waste Collection – Recycling	58	17	38	430	404	889
o.	Street Lighting	21	28	77	542	271	918
p.	Street Maintenance	16	202	228	340	177	947
q.	Street Sweeping	23	22	46	513	342	923
r.	Traffic Signals and Signs	27	47	87	535	246	915
s.	Water	44	46	59	560	225	890

2. For each of the following City departments that you have contacted in the past 12 months. Please indicate whether you were treated courteously, and whether your concern was resolved to your satisfaction. If you didn't contact a department, please leave that question blank. Please circle your response.

		Treated Courteously?		Concern Resolved			
		Yes	No	Yes	No	Don't Know	
a.	City Hall Administration	522	24	299	28	15	
b.	Building Department	193	21	86	24	25	
c.	Engineering & Public Works	237	19	128	29	19	
d.	Fire	142	5	59	2	13	
e.	Library	435	11	247	11	11	
f.	Parks & Recreation	261	10	126	14	12	
g.	Planning & Zoning	94	16	37	15	20	
h.	Police	373	44	224	44	27	
i.	Water	246	11	107	13	12	

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SECTION TWO: Parks & Recreation

3. From the list of information sources below, please mark the two that are your primary sources of information about Parks & Recreation services.

796	a.	Clawson Highlights	29	e.	Stand-up billboard signs
219	b.	The Daily Tribune	87	f.	City Website (www.cityofclawson.com)
398	c.	Royal Oak Mirror	218	g.	Work of mouth
77	d.	School Flyers	9	h.	Other Royal Oak Review

4. For each of the following activities, please indicate how often you or your family used the Clawson park system in the past 12 months.

		Number of Times Used in Past 12 Months					
		0	1-4	5-8	9-12	12+	
a.	Leisure (picnics, informal gatherings)	319	334	78	32	71	
b.	Fitness (jogging, bicycling, exercise)	354	159	83	45	138	
c.	Organized Sports (practices and games)	531	44	27	25	78	
d.	Recreational Sports ("pick-up" games)	571	63	19	14	14	
e.	Other Tennis		2			2	
f.	Other Children's play structure		3		1	1	
	Other 4th of July		12				
	Other Fall Festival		6				
	Other Walking dog					7	
	Other	453	116	23	14	33	

5. Overall, how would you rate the maintenance level of the City's parks?

220 a. Excellent **515** b. Good **94** c. Fair **10** d. Poor **97** e. Don't Know

6. Are you aware of the full-time Senior Adult Program held daily at the Hunter Community Center?

571 Yes **350** No

7. Check the type of programs and activities you would like to see offered at the Senior Center.

72	50+ Volleyball	84	Painting
53	50+ Softball	55	Cake Decorating
42	50+ Basketball	168	Travel
126	Card Tournaments	109	Personal Finance
73	Bowling Leagues	87	Investing
127	Cooking Classes	79	Woodworking
232	Computer Classes	141	Gardening
102	Surfing the Net	73	Sewing
92	Genealogy	146	Evening Programs
236	Health and Fitness		

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8. Are there additional programs you would like to see offered through Parks and Recreation?
Please list: _____

SECTION THREE: Police Services

9. Have you requested service from the Clawson Police in the past 12 months?

292 a. Yes **630** b. No (skip to question 11)

10. How satisfied were you with each of the following elements of the service?

		No Opinion	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
a.	Response time	31	20	23	98	135	276
b.	Professionalism of officers	21	24	24	89	156	293
c.	Officers' resolution of the problem	23	35	33	95	112	275
d.	Adequacy of follow-up information	75	32	24	68	76	200
e.	Overall service	16	23	37	104	131	295

11. Please indicate how safe you feel living in Clawson.

590 a. Very Safe **291** b. Somewhat Safe **32** c. Neutral
20 d. Somewhat Unsafe **9** e. Very Unsafe

12. What improvements would you like to see in the Clawson Police service?
Please list: _____

SECTION FOUR: Fire Services

13. Have you requested emergency service from the Clawson Fire Department in the past 12 months?

35 a. Yes **899** b. No (skip to question 15)

14. How satisfied were you with each of the following elements of the service?

		No Opinion	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
a.	Response time	16		2	11	26	39
b.	Professionalism	13	1	1	7	31	40
c.	Resolution of the problem	16			9	27	36
d.	Adequacy of follow-up information	20	1	1	8	19	29
e.	Overall service	14	1	1	11	27	40

15. Were you aware the Clawson Fire Department is entirely staffed by volunteers?

684 a. Yes **218** b. No (Call 248-435-4500 Ext. 171 for more information)

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I would like to be contacted about volunteer opportunities with the Clawson Fire Department.

Name: _____

Phone: _____

SECTION FIVE: Roadway Maintenance

16. Using the following scale, please rate the condition of the streets throughout the City.

		No Opinion	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Under Normal Weather Circumstances							
a.	Streets in your neighborhood	6	232	247	365	97	941
b.	Local roads (e.g. Elmwood Ave.)	20	321	311	256	53	941
c.	Cul-de-sacs	384	45	62	257	41	405
d.	Overall	14	221	336	274	49	880
During the following a Snow or Ice Storm							
a.	Streets in your neighborhood	8	42	65	556	264	927
b.	Local roads (e.g. Elmwood Ave.)	25	44	53	525	246	868
c.	Cul-de-sacs	376	21	26	258	101	406
d.	Overall	19	41	67	544	217	869

SECTION SIX: Library Services

17. Is the Library open when you want to use it? **696** a. Yes **87** b. No

If no, what operating hours do you suggest:

Monday - Friday _____ a.m. to _____ p.m.

Saturday _____ a.m. to _____ p.m.

Sunday _____ a.m. to _____ p.m.

	M-F		SAT		SUN
	1 7-10		1 7-7		2 0
	2 8-6		1 8-1		1 8-7
	5 8-8		2 8-5		1 8-8
	1 8-10		1 8-8		1 8-12
	2 9-5		1 8-10		1 8-10
	3 9-7		2 9-1		1 9-4
	8 9-8		3 9-3		1 9-7
	10 9-9		13 9-5		1 9-8
	4 9-10		1 9-7		1 9-9
	5 10-6		2 9-8		1 10-2
	2 10-7		7 9-9		1 10-3
	13 10-8		2 9-12		6 10-5
	8 10-9		1 10-1		1 10-6
	1 10-10		2 10-2		1 10-7
	4 11-7		7 10-3		1 11-5
	3 12-8		3 10-4		3 11-6

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1	5-8	6	10-5	2	12-3
		11	10-6	9	12-4
		1	10-7	15	12-5
		1	10-8	1	12 - 6
		2	10-10	1	2 - 8
		1	11-7		
		1	12 - 6	10 - 8	Mon - Thurs
		3	12-8	10 - 5	Fri
		1	1-7		

18. Please check the services you have used at the library:

a.	154	Audio Collection (music and/or spoken word	h.	8	WiFi
b.	469	Book Collection	i.	8	Book delivery to homebound
c.	265	DVD and video collections	j.	198	Reference service
d.	111	Periodical collection	k.	146	Reading and study areas
e.	149	Children's programs	l.	102	Online services
f.	66	Friends of the Library evening programs			
g.	126	Internet, word processing and educational computers			

19. How many times in the past 12 months have you personally attended an event or meeting at one of the public meeting rooms at the Library?

731 a. Never **67** b. One **41** c. Two **51** d. Three or more

SECTION SEVEN: Solid Waste Collection

20. Please indicate whether you agree or disagree with each of the following statements related to the City's solid waste collection program. Please circle your response.

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
a.	Overall, solid waste collection is timely and reliable	4	18	49	528	357	885
b.	Overall, residents are kept informed about solid waste collection services and schedules	6	58	117	508	260	768
	GARBAGE COLLECTION						
c.	The garbage collection regulations are easy to understand and remember	5	23	96	551	288	839
	RECYCLING COLLECTION						
d.	The curb side "bin" system is convenient	5	17	66	491	372	863
e.	The recycling collection regulations are easy to understand and remember	10	39	112	480	309	789
	YARD WASTE COLLECTION						
f.	The Compost "sticker" system is convenient	26	53	176	413	244	657
g.	The yard waste collection regulations are easy to understand and remember	17	59	249	474	248	722

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SECTION EIGHT: Water

The Clawson Water Department is very interested in receiving feedback regarding its services. Please check the following questions relating to water service in Clawson.

21. How would you rate your experience with office or field customer service personnel?

258 a. Excellent **256** b. Good **40** c. Fair **9** d. Poor **477** e. No Opinion

22. How would you rate the quality of water provided by the Clawson Water Department?

276 a. Excellent **522** b. Good **105** c. Fair **34** d. Poor **42** e. No Opinion

23. How would you rate your water pressure? **10** a. Too High **860** b. Satisfactory **84** c. Too Low

24. Is the information on your water bill presented in a manner that is easy to understand?

872 a. Yes **55** b. No

If No, suggested changes: _____

SECTION NINE: Public Information and On-Line Services

25. Of the information sources listed below, please mark the two that are your primary sources of information about City services.

222	a.	City of Clawson Website (www.clawson.com)
136	b.	Clawson information television (Comcast Cable Channel 60, WOW Channel 10)
769	c.	City of Clawson Highlights
276	d.	The Daily Tribune
234	e.	Work of mouth
62	f.	The Detroit News or Free Press
127	g.	City Council Meetings on Cable TV
3	h.	Other Attend city council meetings
38	i.	Other Mirror
9		Other Royal Oak Review
3		Other Oakland Press
1		Other School flyers
8		Other

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26. The City is preparing to redesign its web site to provide more on-line services. Of the on-line services listed below, please indicate how likely you would be to use each service if it were offered. Please circle your response.

		Don't Know	Unlikely	Very Unlikely	Likely	Very Likely
a.	On-line recreation program registration	146	191	52	244	145
b.	On-line parking ticket payment	166	224	72	174	126
c.	On-line water bill payment	101	207	78	180	219
d.	City Council meeting "Web casts"	146	290	87	179	66
e.	On-line service requests	150	168	52	266	124
f.	Other	174	86	18	33	31
g.	Other					

SECTION TEN: New Services and/or Facilities

27. As the City moves forward, additional services will be required in the coming years to support the needs of a changing population. If a vote were held today, please indicate whether or not you would support a bond referendum for each of the following potential projects.

		Don't Know	Not Support	Might Support	Would Support
a.	Expand Community Center	156	320	317	127
b.	Expand Library	119	221	297	229
c.	Expanded neighborhood parks	127	305	287	203
d.	Renovate City Hall	161	432	258	72

28. From the following list, please indicate how important are each of the activities or features in the City Park, Community Center, City Hall and Hunter.

		Don't know	Not Important	Might Support	Would Support
a.	Gymnasium for basketball, volleyball, etc.	151	177	270	221
b.	Teen recreation space / game room	130	170	300	248
c.	Tennis courts	125	201	278	199
d.	Dance room	174	304	227	114
e.	Multi-purpose space for classes/ meetings	126	152	354	192
f.	Computer lab	120	178	300	232
g.	Aerobics / fitness areas	113	135	333	249
h.	Weight room / cardio equipment	123	170	286	250
i.	Arts and crafts room	131	214	308	167
j.	Drop-in child care for facility users	154	201	264	236
k.	Indoor play area for children	142	184	271	233
l.	Quiet area for tutoring / study	145	204	278	192
m.	Large multi-purpose meeting room or banquet facility	140	230	295	162
n.	Concessions and food service	135	269	289	135
o.	Skate Park	138	268	253	159
p.	Other	127	57	27	37

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SECTION ELEVEN: Proposed Programs

29. Currently all property owners are responsible for the condition of sidewalks adjoining their property. The City of Clawson assesses the condition of sidewalks annually. Based on that survey, property owners are contacted if the sidewalks in front of their home or business need repair or replacement. Each property owner is assessed for repairs on their property tax bill. Currently the cost of replacement is \$85 per flag of sidewalk replaced. The City of Clawson is considering changing this policy. If the City were to assume responsibility for the repair and replacement of all sidewalks with an annual special assessment for all homeowners of \$25 per year or \$1.00 per lineal ft. for business properties would you support this program?

515 a. Yes **441** . No

30. Some citizens have requested City Hall offer evening hours. If City Hall were to remain open Thursday evenings until 7:00 PM would you find this service of benefit to you?

350 a. Yes **584** b. No

31. To accomplish number 30, due to the limited number of employees, hours would have to change on another day. Would you find it acceptable for City Hall to close at 1:00 PM on Friday to allow for evening hours?

556 a. Yes **355** b. No

32. Is there another item or issue you would like to see the City Council and/or Administration address? If so, please note it here:

SECTION TWELVE: Demographics

Your response to the following questions will be used for analysis purposes only. All information will be kept strictly confidential and will not be used to identify you in any way.

33. Your gender? **600** a. Female **396** b. Male

34. Your age range? **60** a. 18 to 29 **167** b. 30 to 39 **167** c. 40 to 49
 222 d. 50 to 59 **163** e. 60 to 69 **209** 70 and above

35. Do you own or rent your home? **890**. Own **70** b. Rent

36. What type of dwelling do you live in?

893 a. Single-family detached home **10** b. Town home
20 c. Duplex, Triplex, Quadplex **36** d. Condominium or apartment
e. Other

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37. Your annual household income:

- 92 a. \$0 to \$19,999 169 b. \$20,000 to \$39,999 173 c. \$40,000 to \$59,999
165 d. \$60,000 to \$79,999 252 e. \$80,000 and higher

38. How many children under the age of 18 live in your household? _____

- 618 None 104 One 89 Two 34 Three 8 Four

39. In which area of Clawson do you live?

- 180 a. North of 14 Mile Rd. between Main St. and Essex St.
481 b. North of 14 Mile Rd. between Main St. and Crooks Rd.
216 c. South of 14 Mile Rd. between Main St. and Crooks Rd.
68 d. South of 14 Mile Rd. between Main St. and Rochester Rd.

40. For each type of internet access listed below, please indicate how many functioning personal computers you have in your home.

Internet Access Type		Number of computers at home			
		0	1	2	3+
a.	No internet access	<u>255</u>	<u>91</u>	<u>14</u>	<u>5</u>
b.	Dial-up access (56 kbs or slower)	<u>180</u>	<u>99</u>	<u>17</u>	<u>4</u>
c.	Digital Subscriber line (DSL) access	<u>173</u>	<u>104</u>	<u>29</u>	<u>12</u>
d.	Cable modem access	<u>109</u>	<u>301</u>	<u>114</u>	<u>51</u>
e.	Wireless access	<u>152</u>	<u>105</u>	<u>45</u>	<u>27</u>

41. Please indicate which type(s) of television services you have in your home. Check all that apply.

- 110 a. Neither Cable TV nor satellite service 362 b. Analog Cable TV
405 c. Digital Cable TV 88 d. Satellite service (e.g., Direct TV or Dish Network)

42. Please feel free to attach another sheet to include any comments that you wish to share, or check here if you would like to be contacted by a City staff person.

_____ Extra sheet attached _____ Please contact me at (phone #) _____

**Thank you for your time!! Please return the survey in the self-addressed envelope to
 City of Clawson, 425 North Main St., Clawson, MI 48017.
 For more information, or to receive a copy of the survey results
 (which will be placed on the city's website),
 please contact Mickey Alderman (248) 589-0334.**

Please return your completed survey by March 1, 2007