

# Village of Mount Prospect Community Survey

## GIS Maps

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2020

**Submitted to the Village of Mount Prospect, IL**

by:  
ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**January 2021**



**ETC**  
I N S T I T U T E

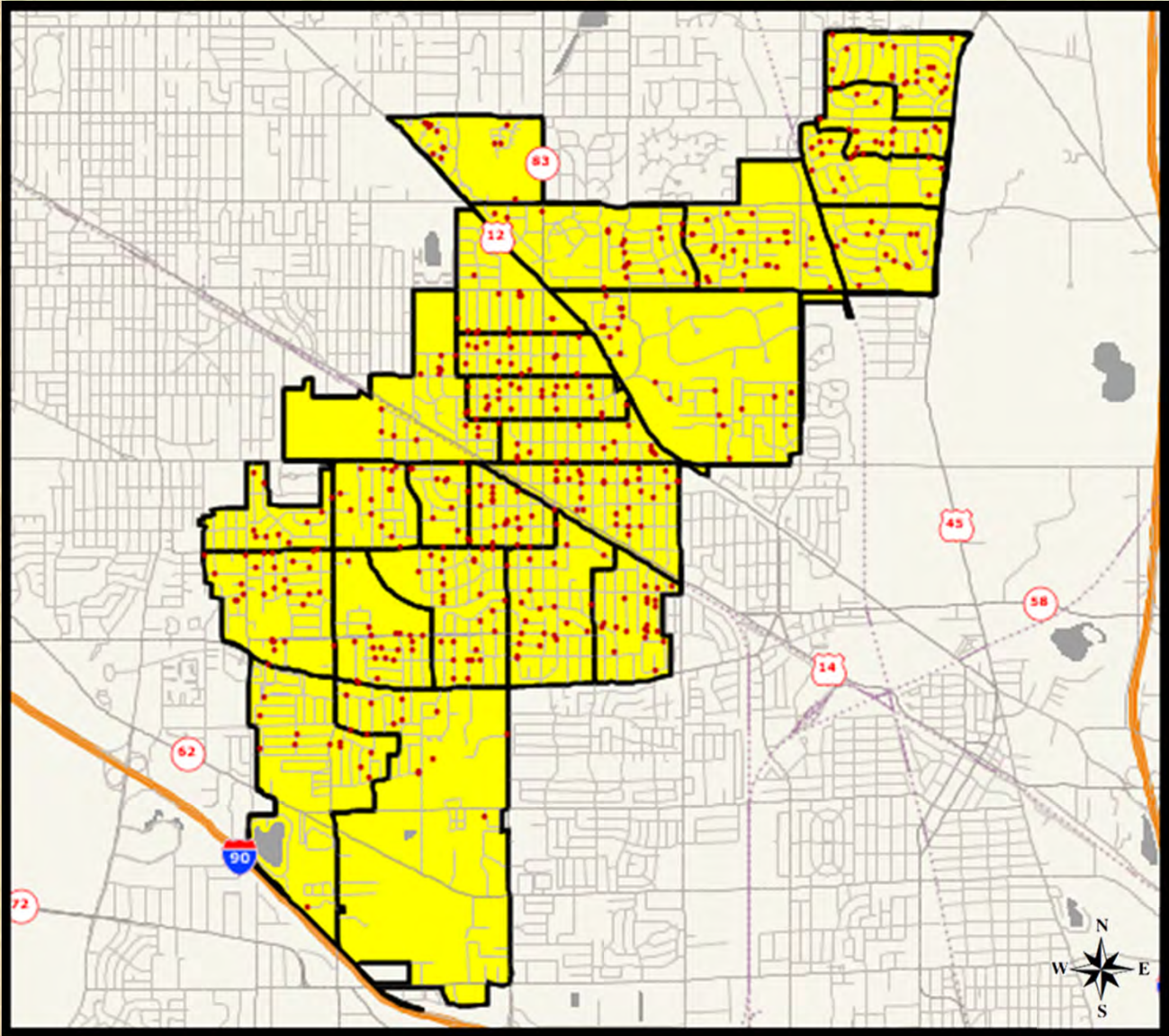
## Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

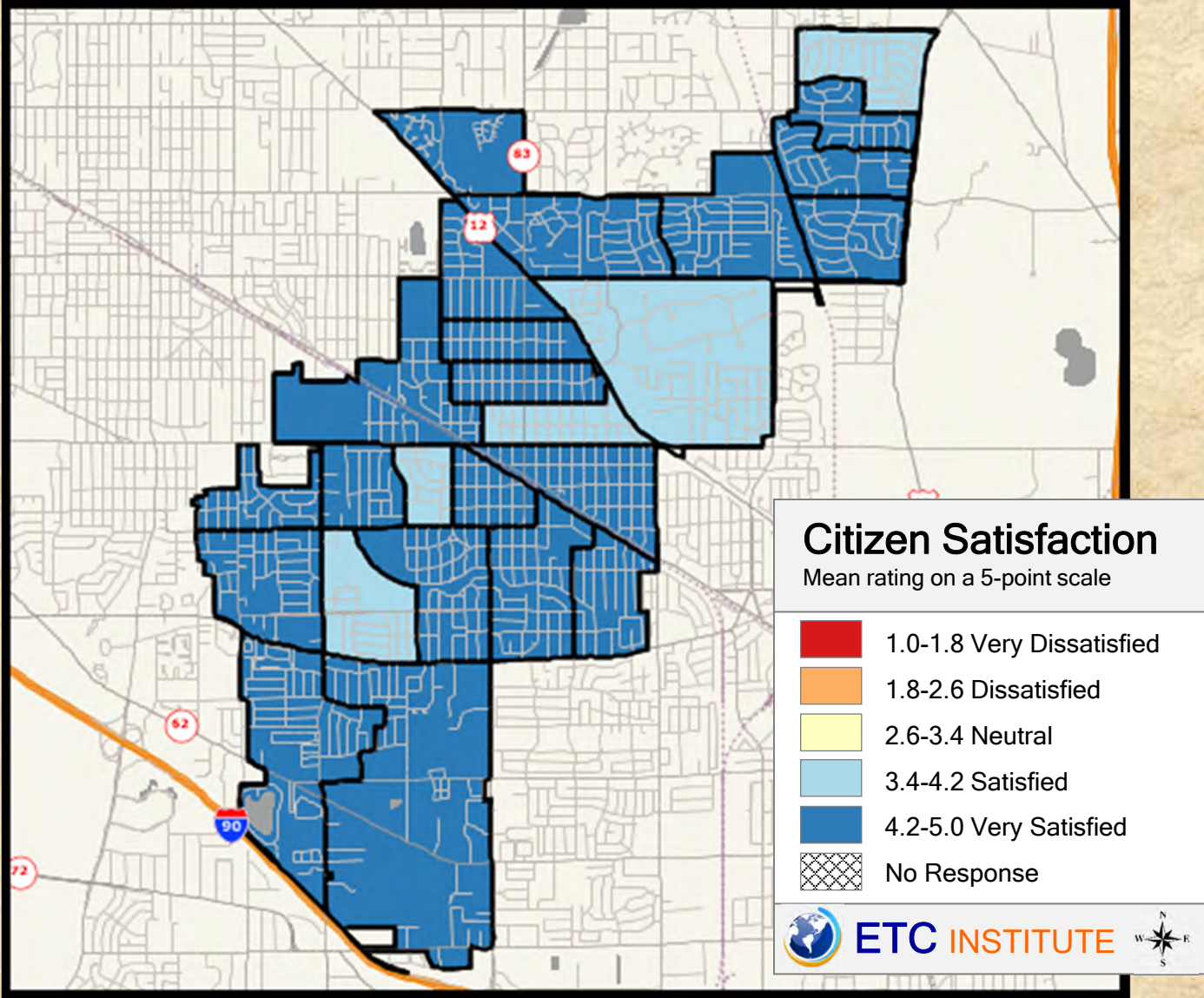
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

# Location of Survey Respondents



2020 Village of Mount Prospect Community Survey

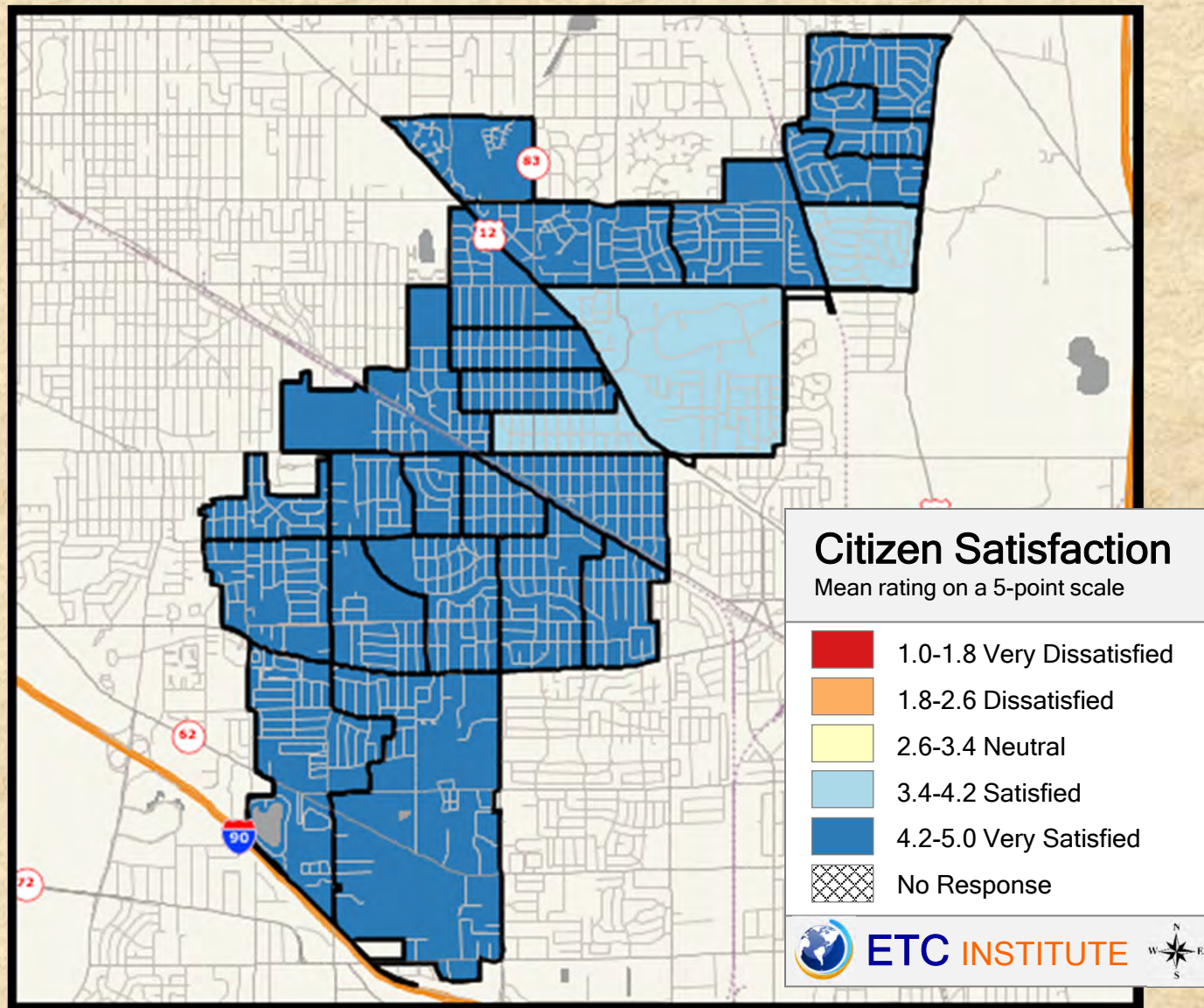
# Q1.1 Satisfaction with: Overall quality of services provided by the Village



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

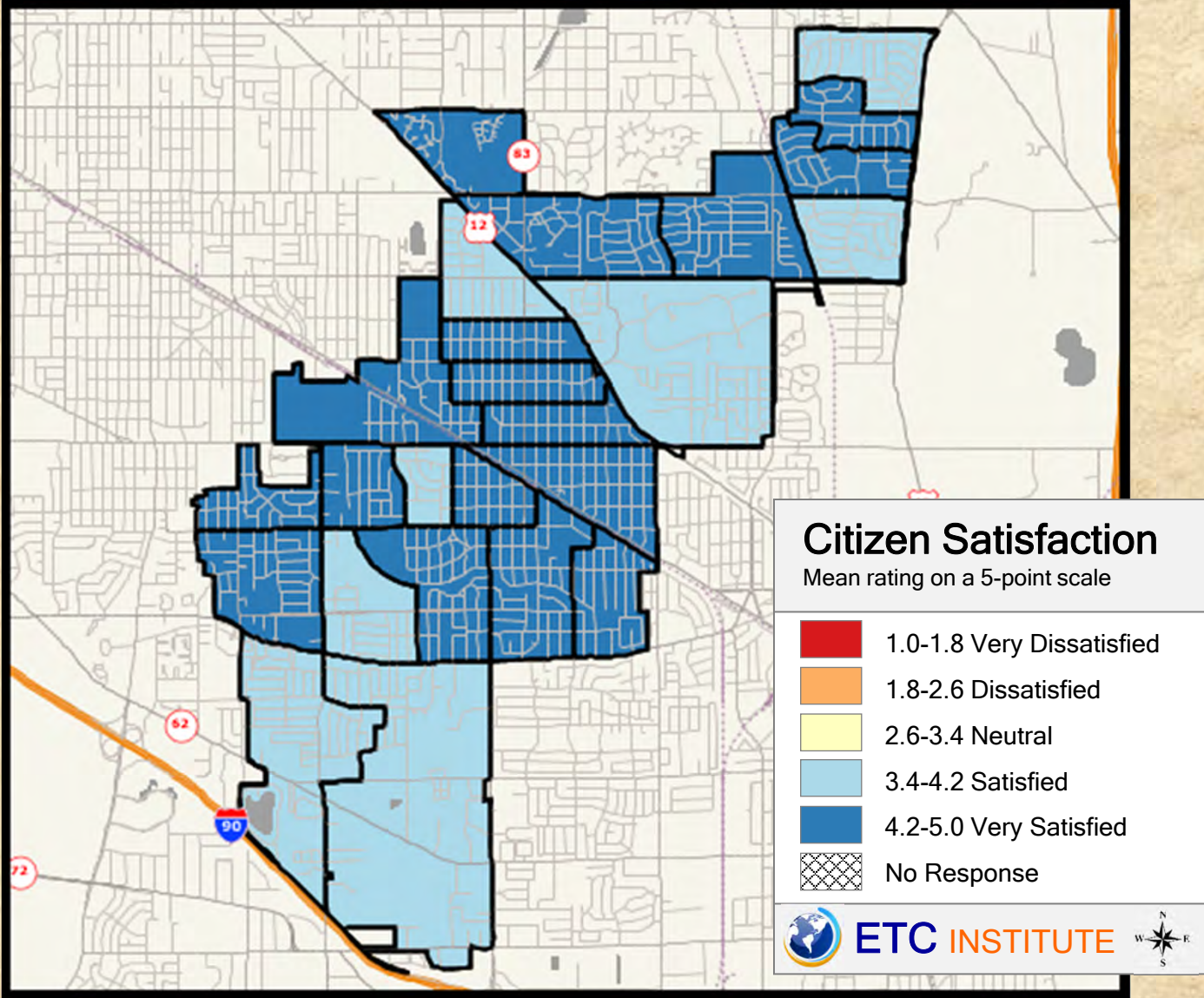
## Q1.2 Satisfaction with: Overall quality of customer service you receive from Village employees



### 2020 Village of Mount Prospect Community Survey

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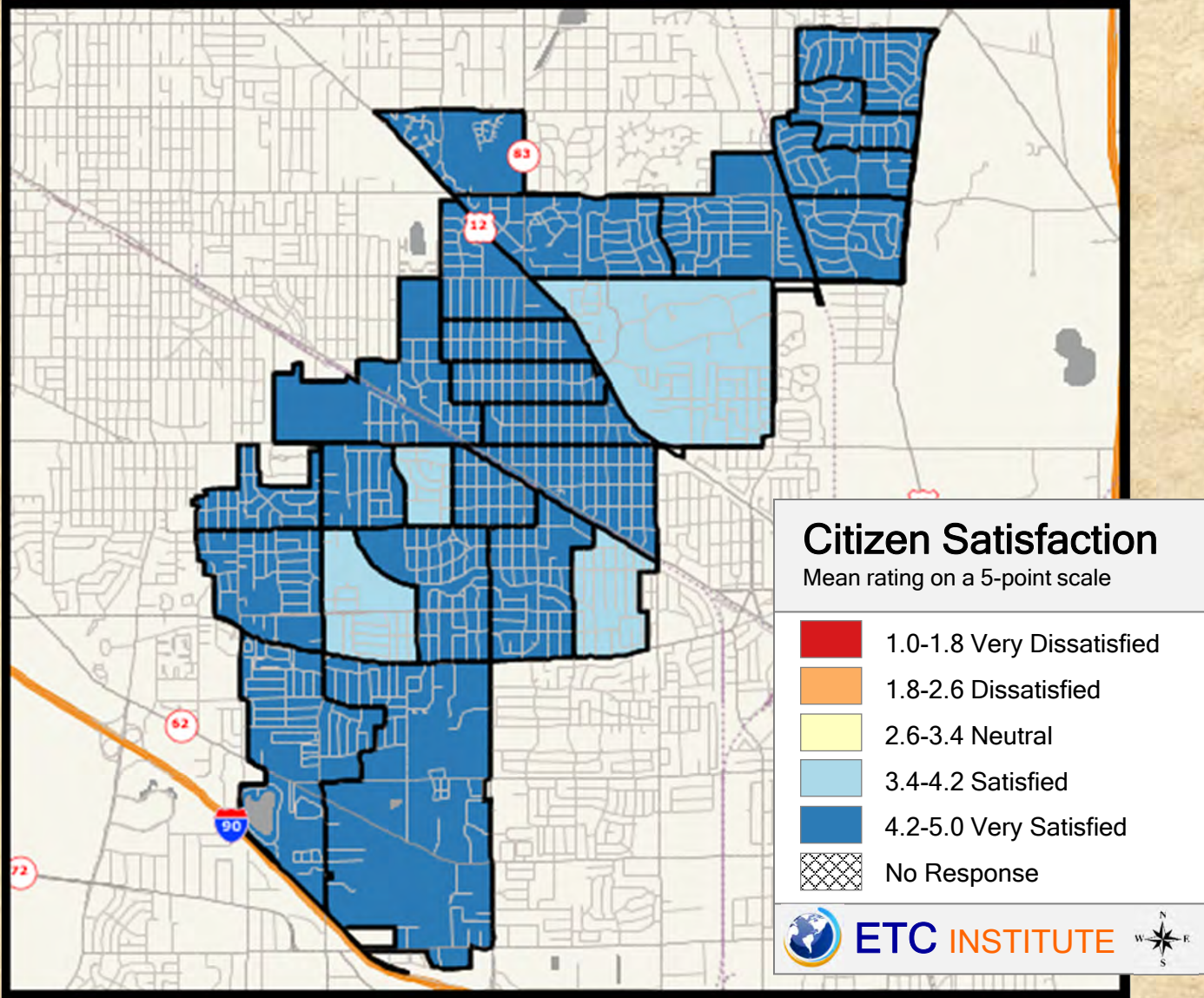
# Q1.3 Satisfaction with: Overall maintenance of Village streets



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

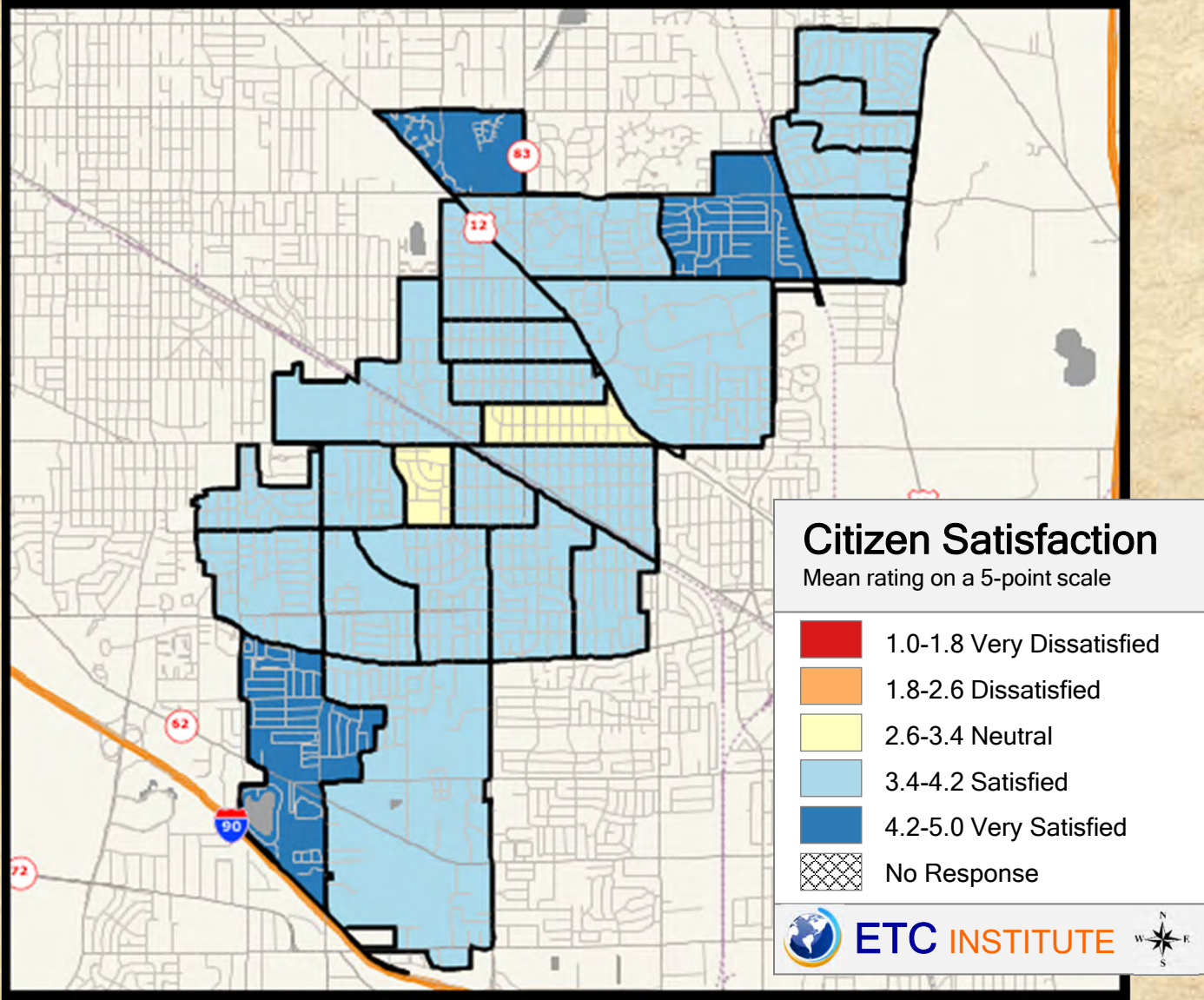
# Q1.4 Satisfaction with: Overall maintenance of Village buildings and facilities



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q1.5 Satisfaction with: Overall flow of traffic and traffic management in the Village

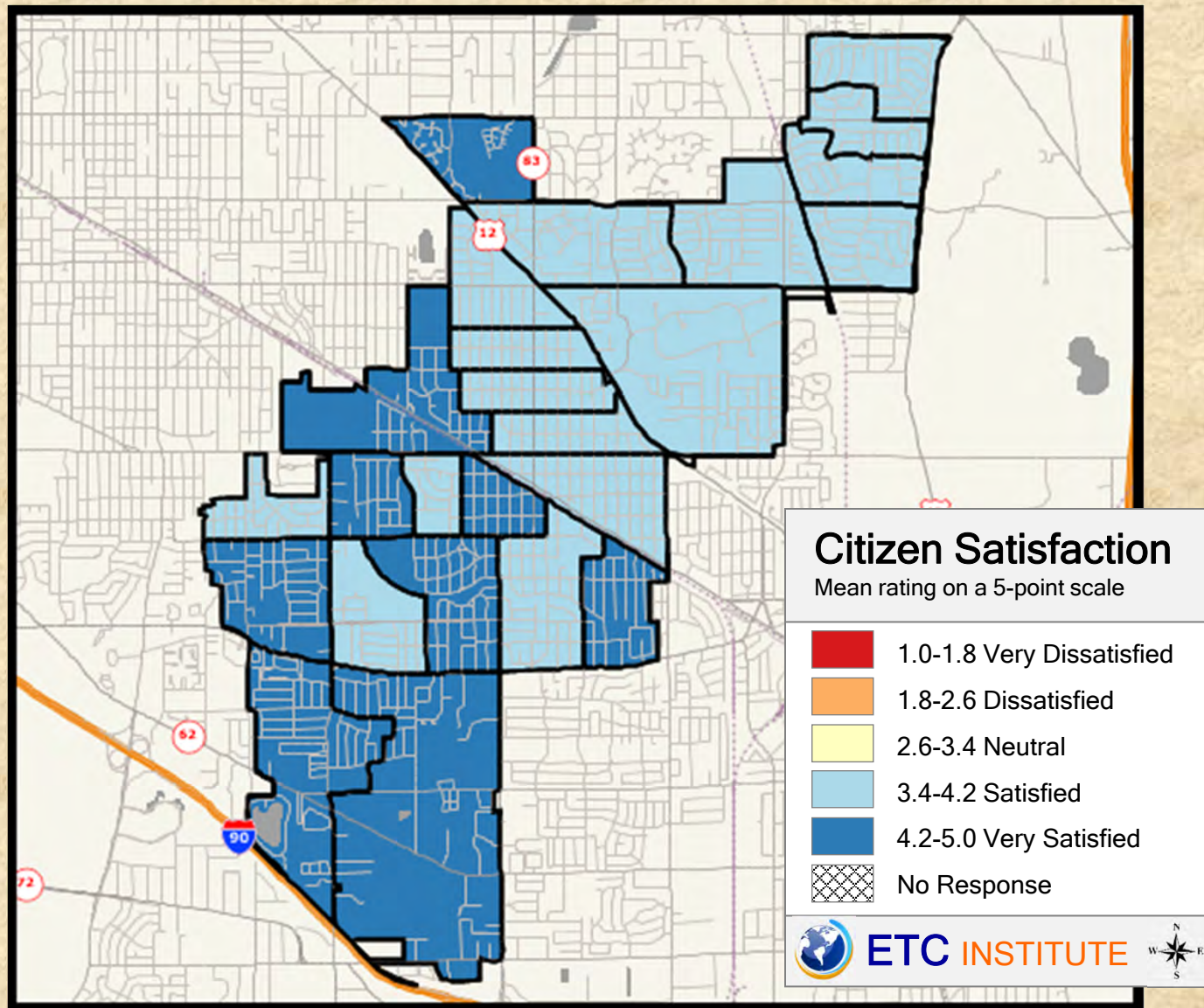


## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



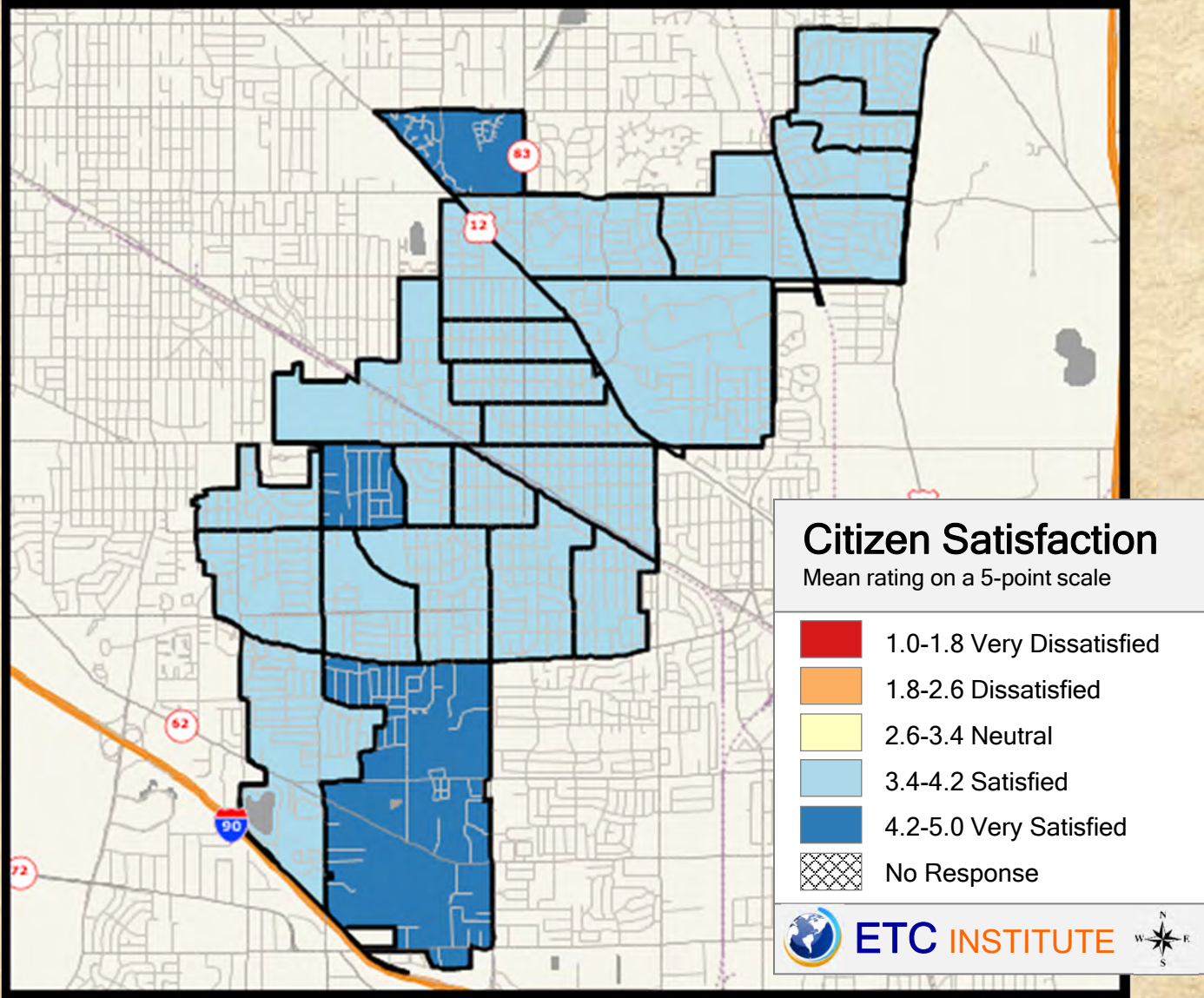
## Q1.6 Satisfaction with: Overall effectiveness of Village communication with the public



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

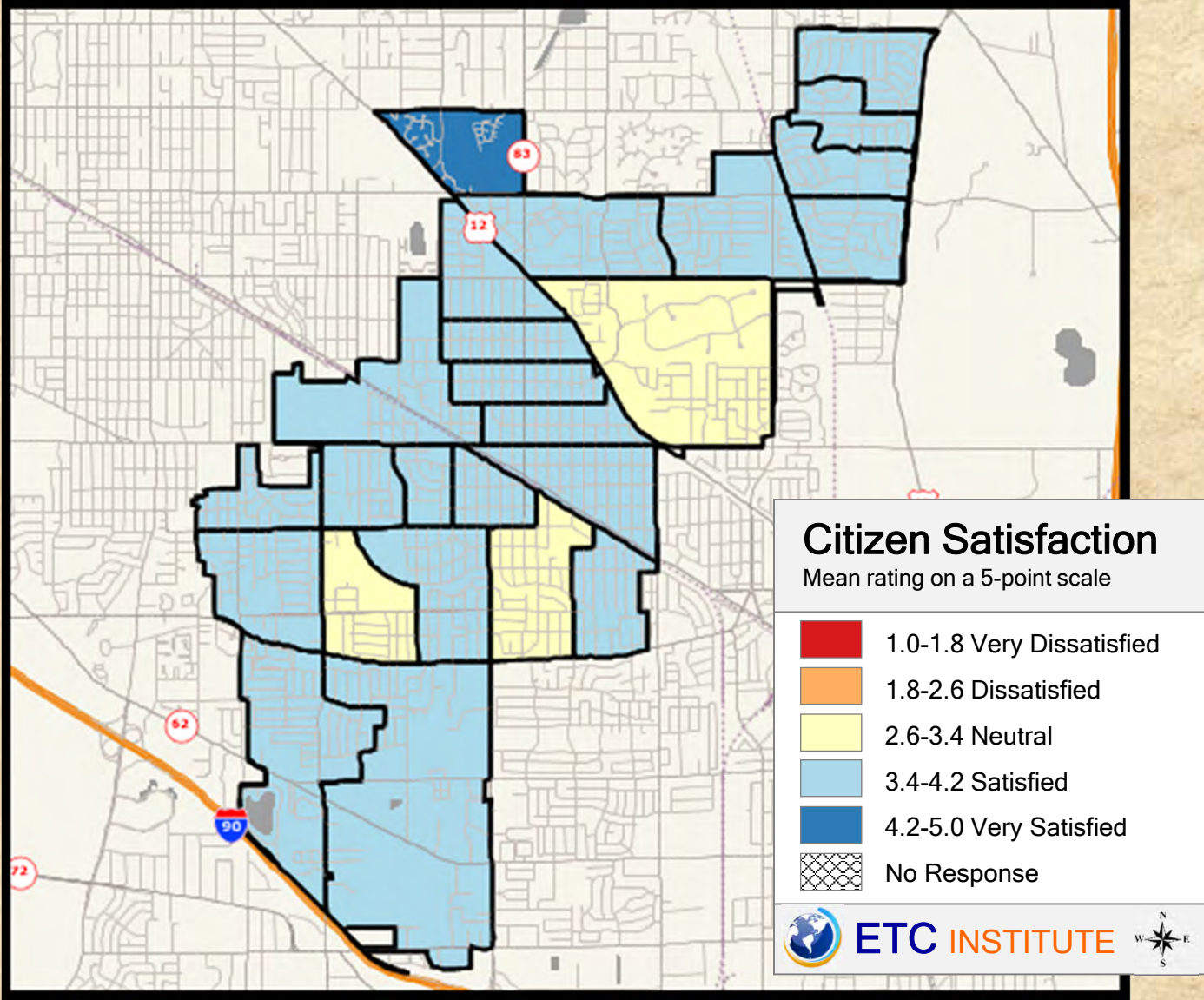
# Q1.7 Satisfaction with: Overall enforcement of Village codes and ordinances



## 2020 Village of Mount Prospect Community Survey

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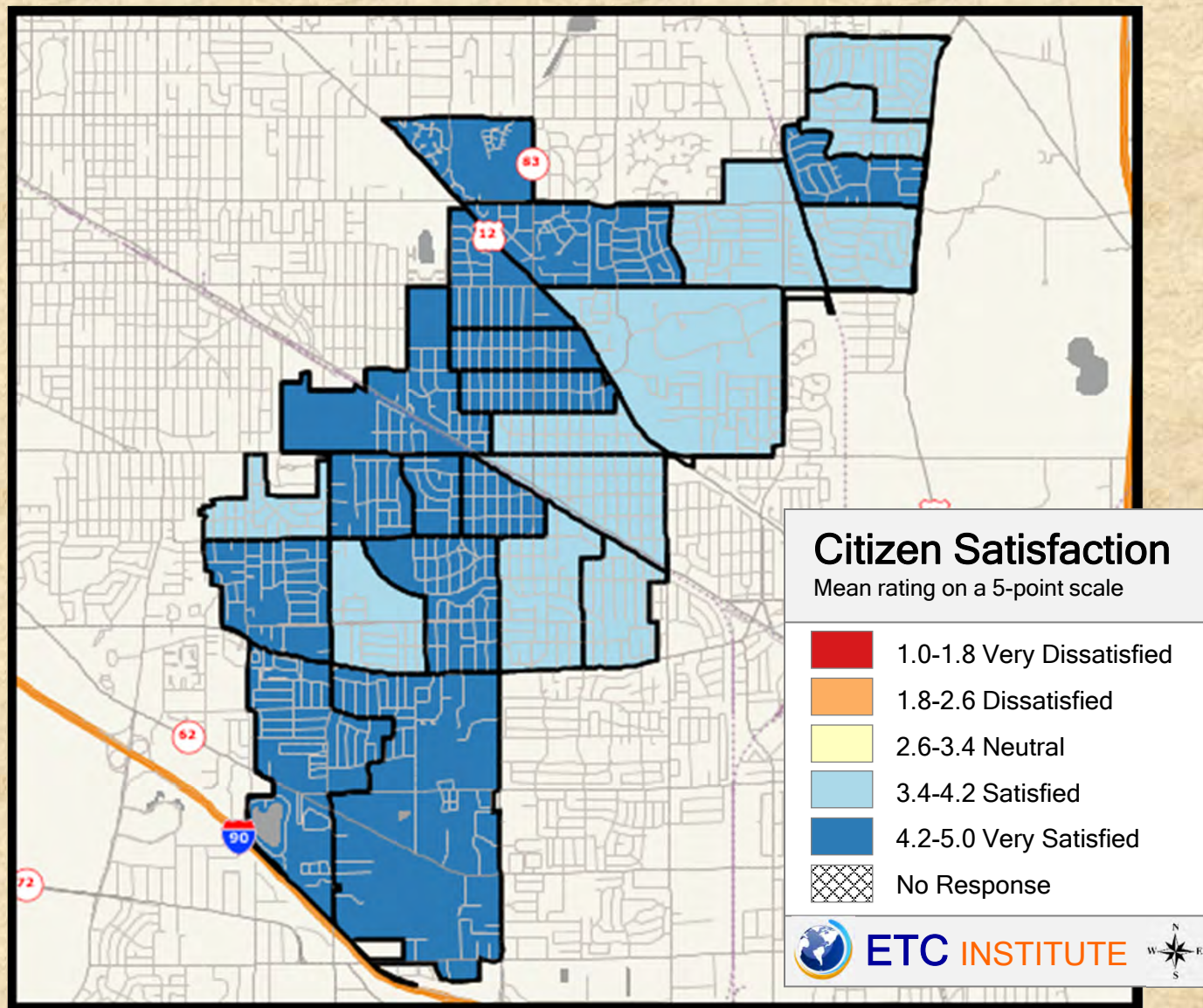
# Q1.8 Satisfaction with: Overall management of Village finances



## 2020 Village of Mount Prospect Community Survey

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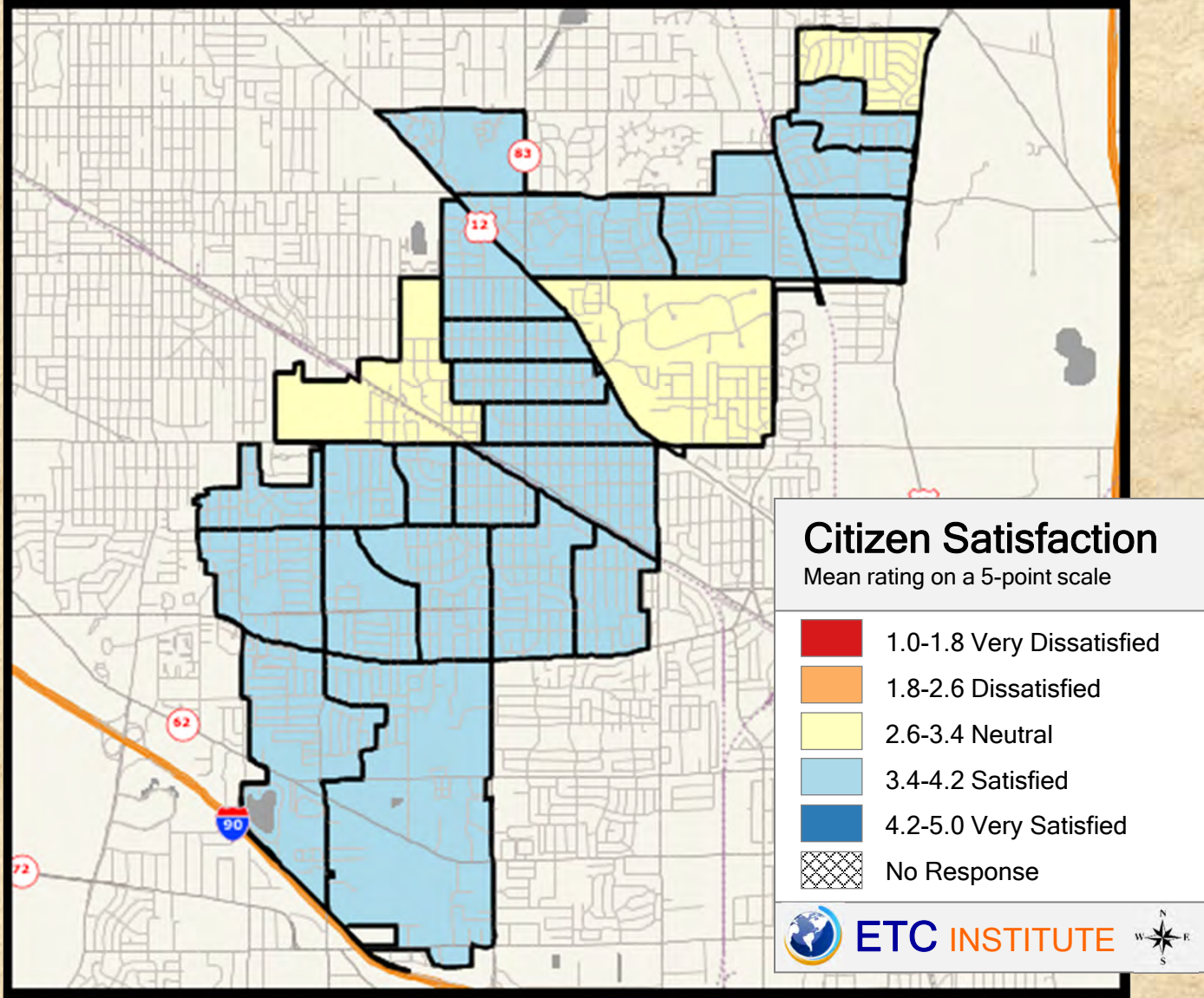
# Q1.9 Satisfaction with: Overall efforts of the Village for emergency preparedness



## 2020 Village of Mount Prospect Community Survey

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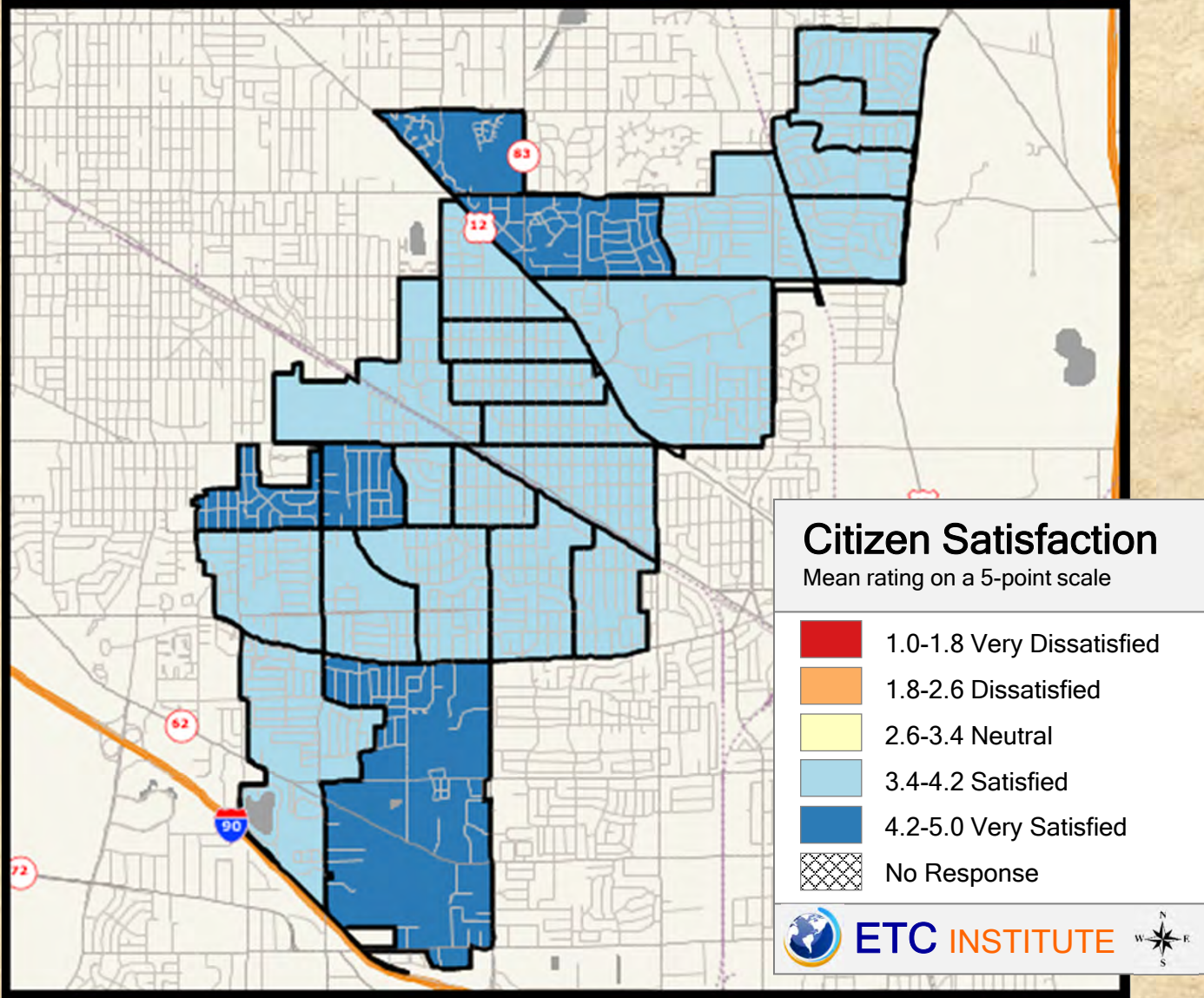
### Q3.1 Satisfaction with: Overall value that you receive for your Village tax dollars and fees



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

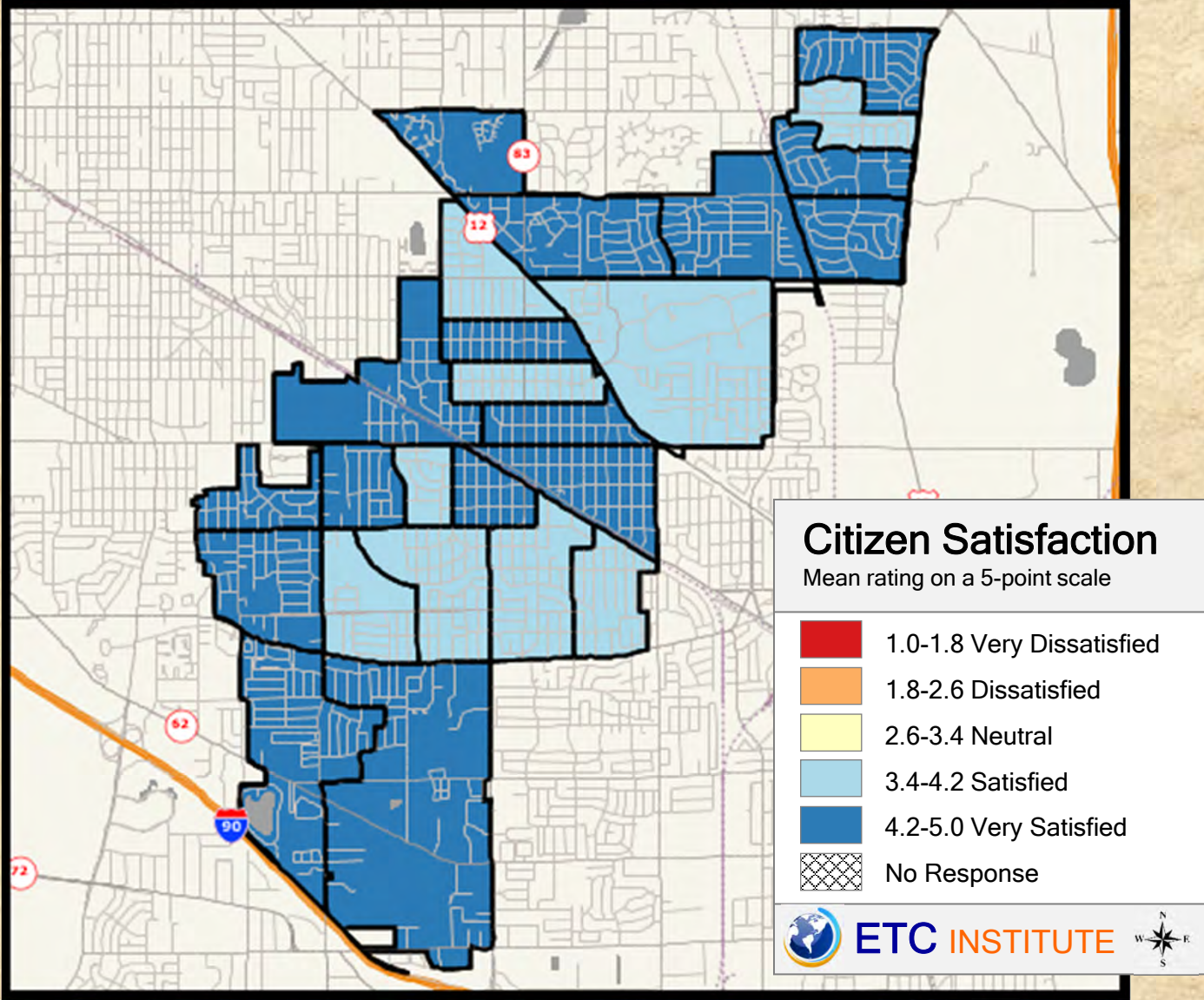
### Q3.2 Satisfaction with: Overall image of the Village



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

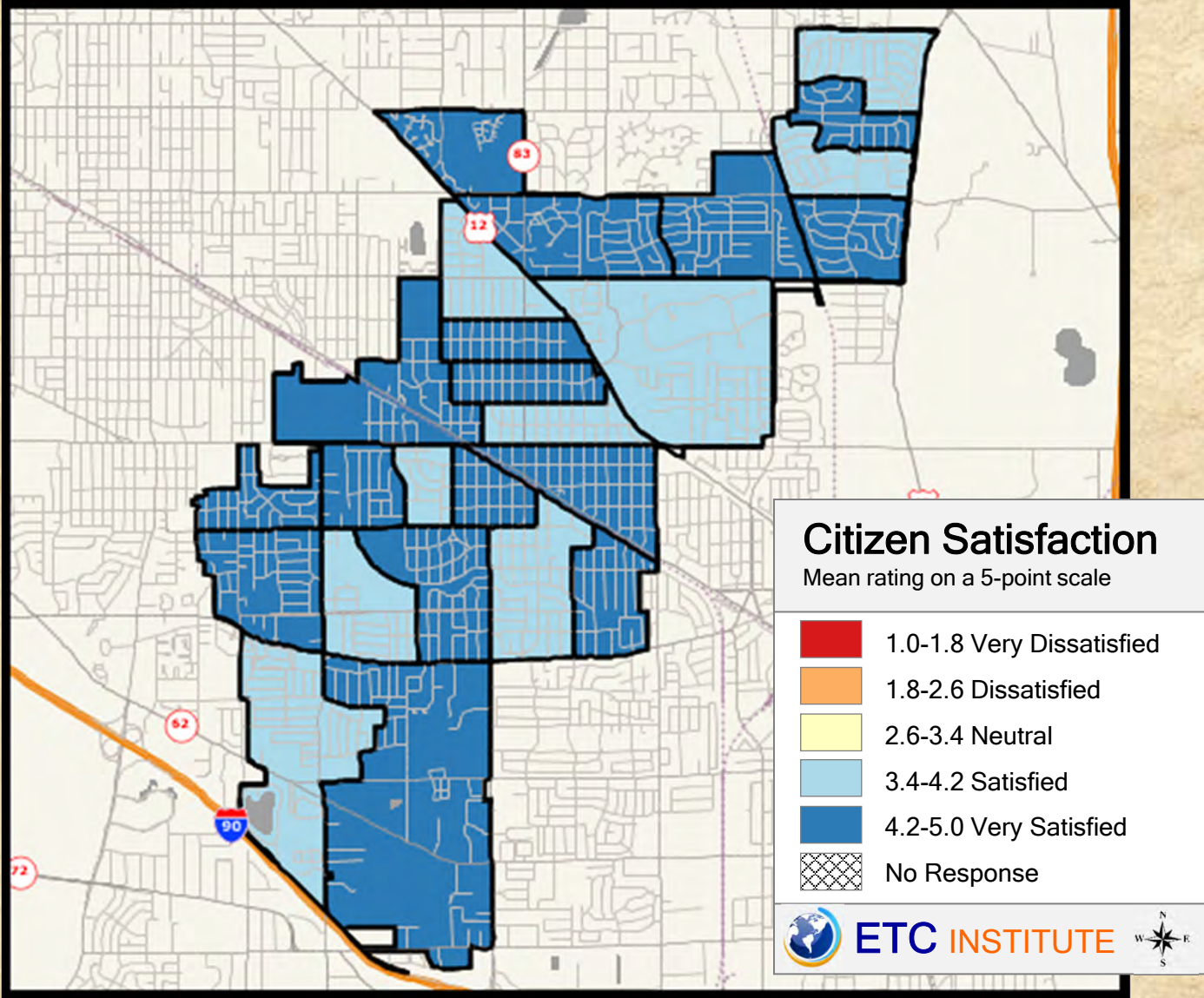
### Q3.3 Satisfaction with: Overall quality of life in the Village



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

### Q3.4 Satisfaction with: Overall feeling of safety in the Village

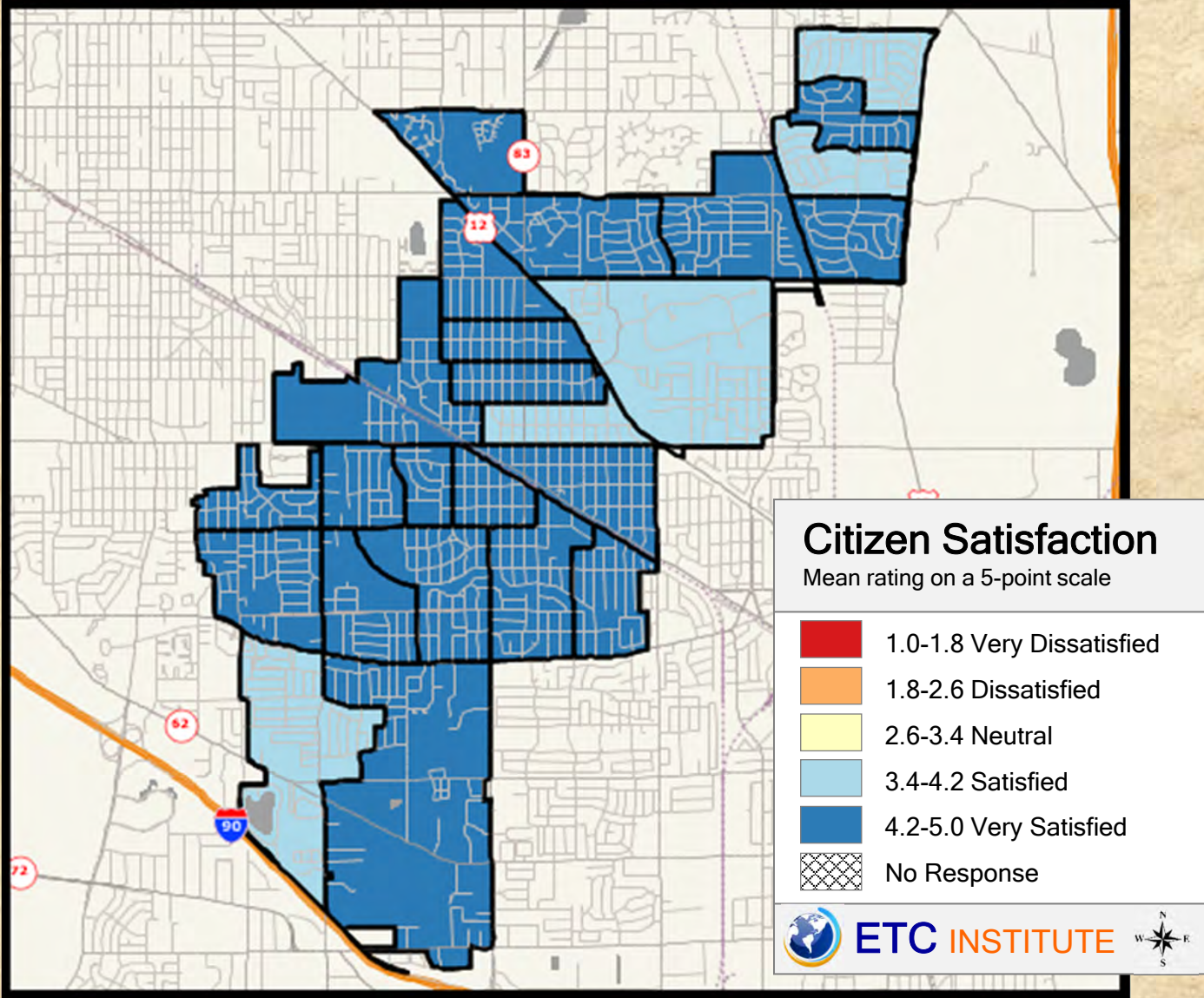


### 2020 Village of Mount Prospect Community Survey

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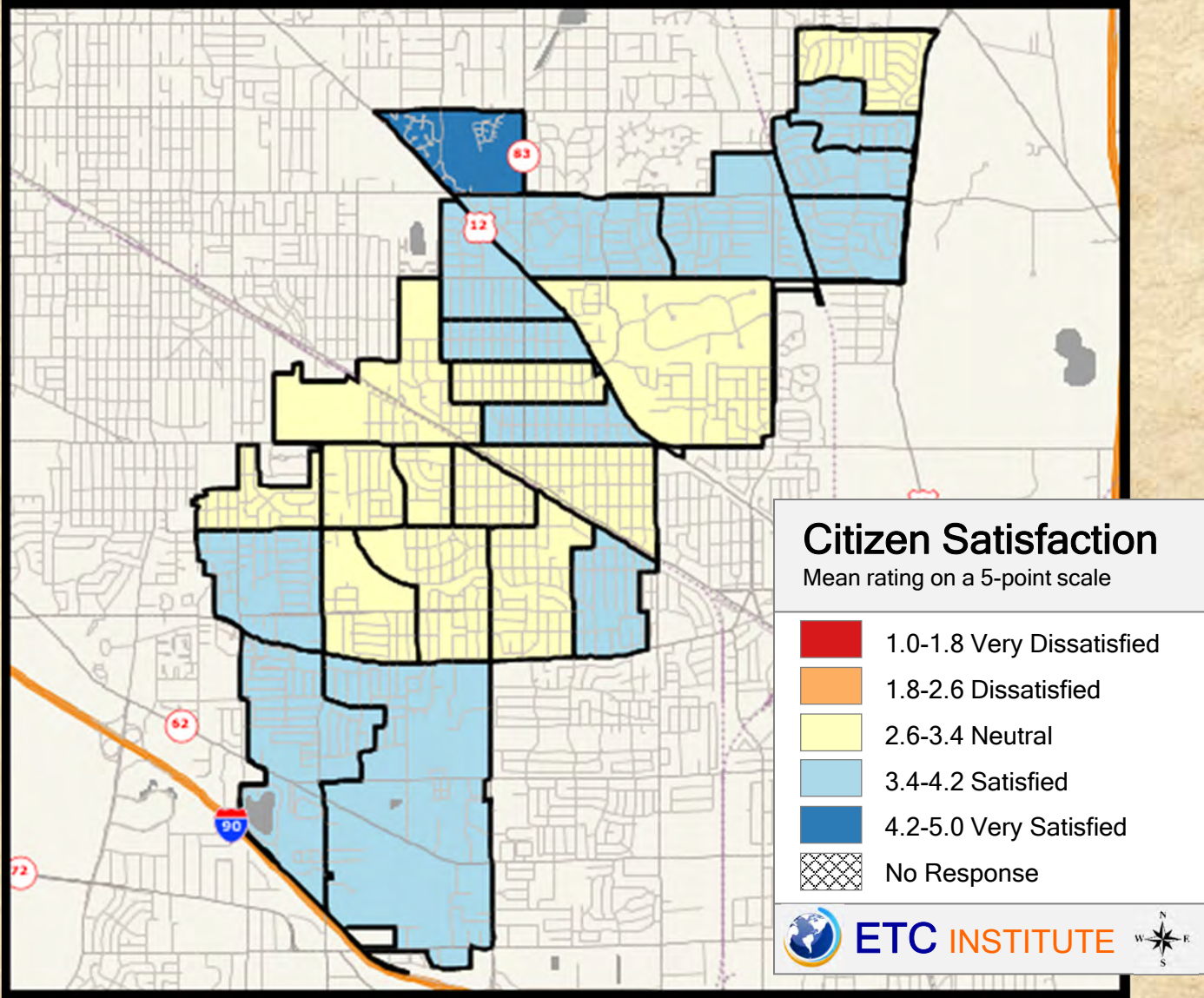
### Q3.5 Satisfaction with: Overall feeling of safety in your neighborhood



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

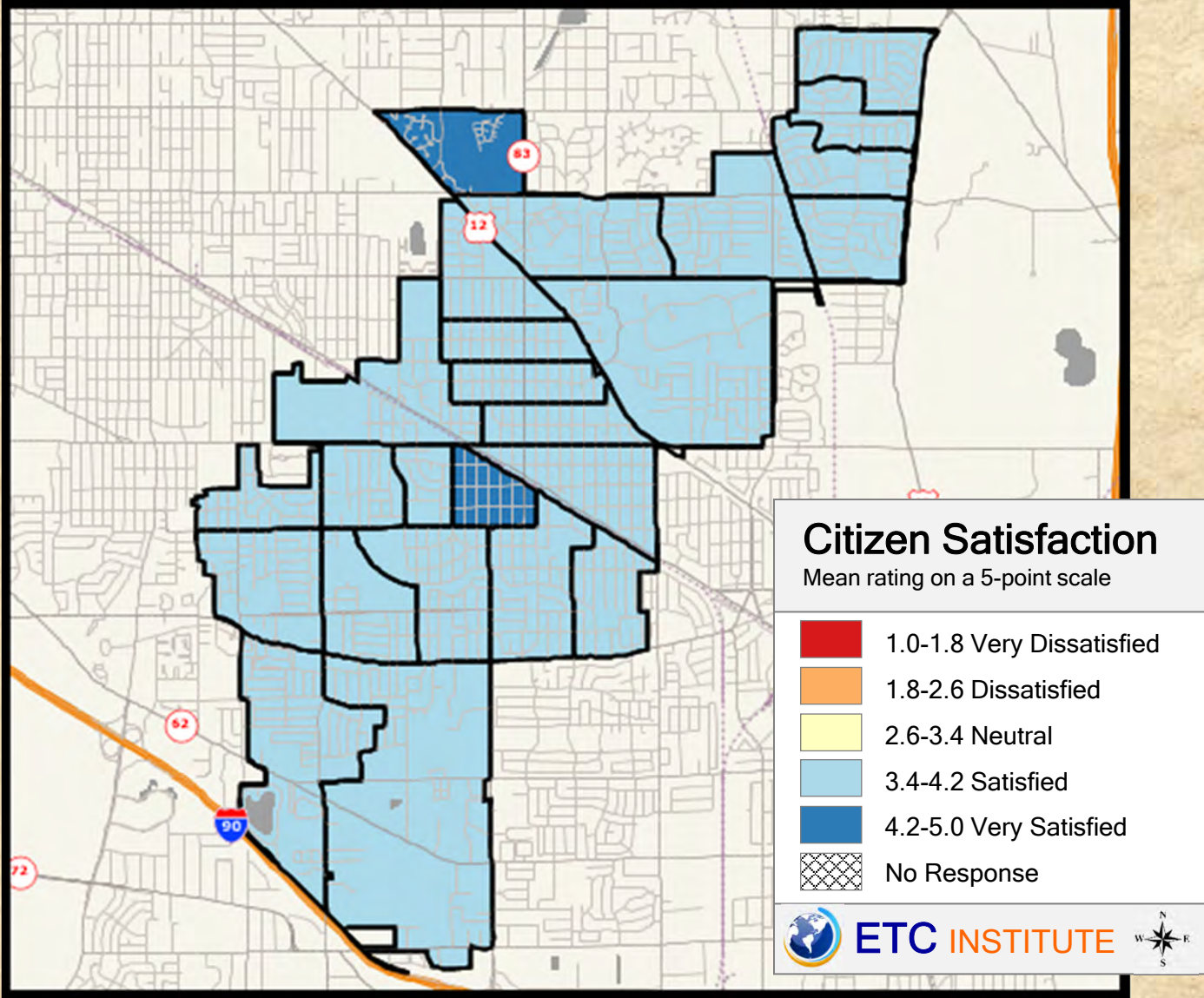
### Q3.6 Satisfaction with: Quality of new development in the Village



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

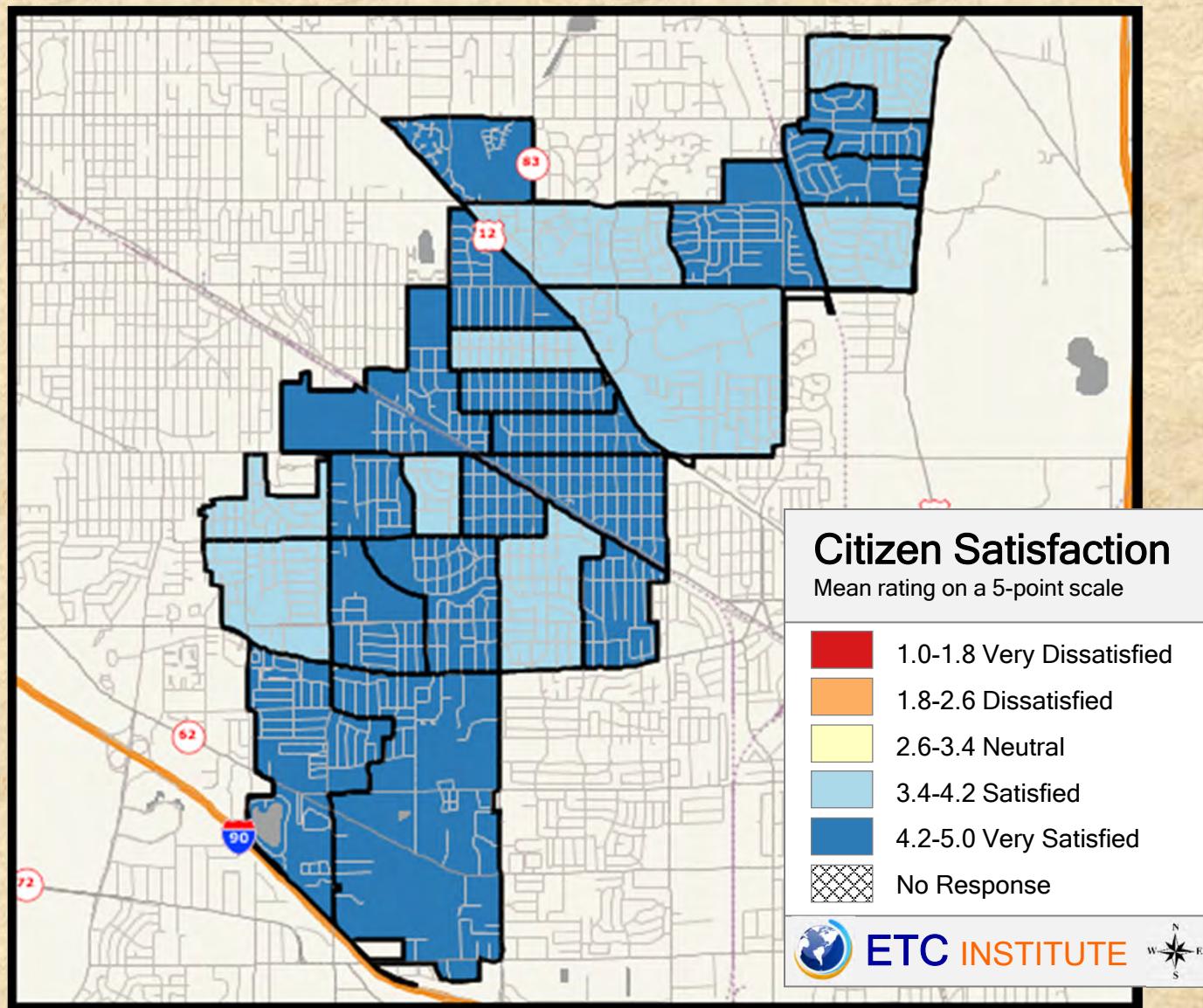
### Q3.7 Satisfaction with: Overall maintenance of private property



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

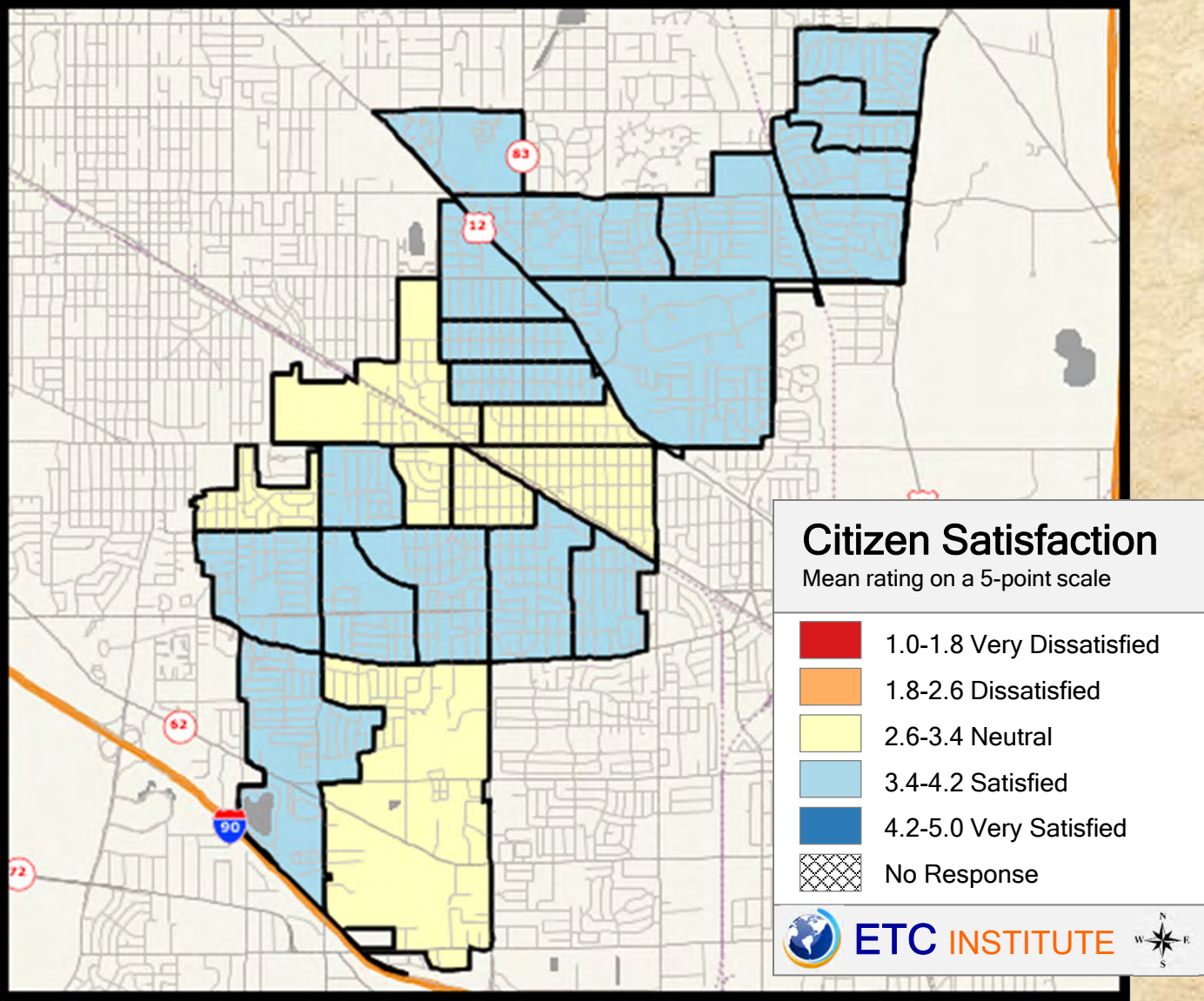
### Q3.8 Satisfaction with: Overall maintenance of public property



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

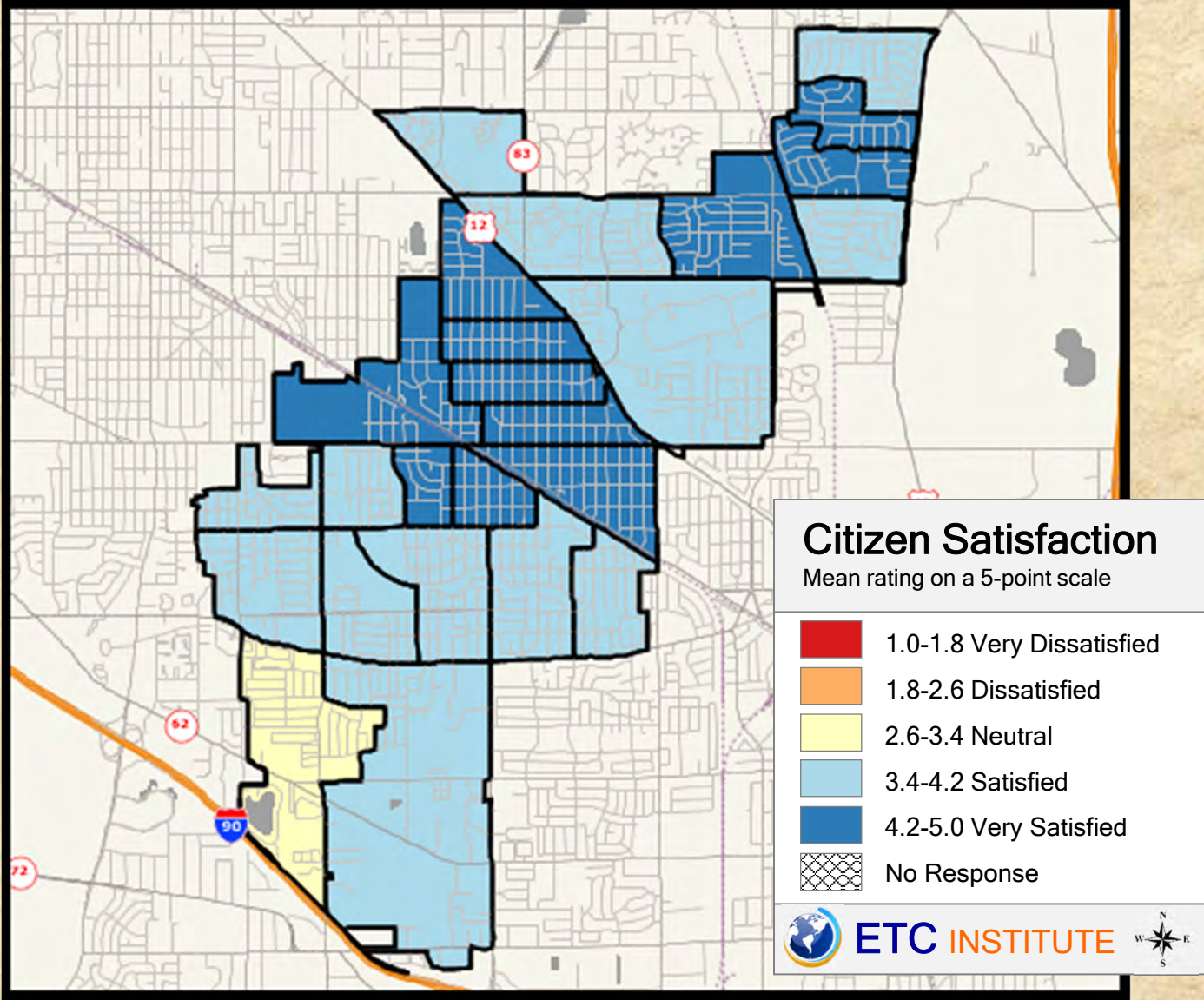
### Q3.9 Satisfaction with: Availability of affordable housing



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

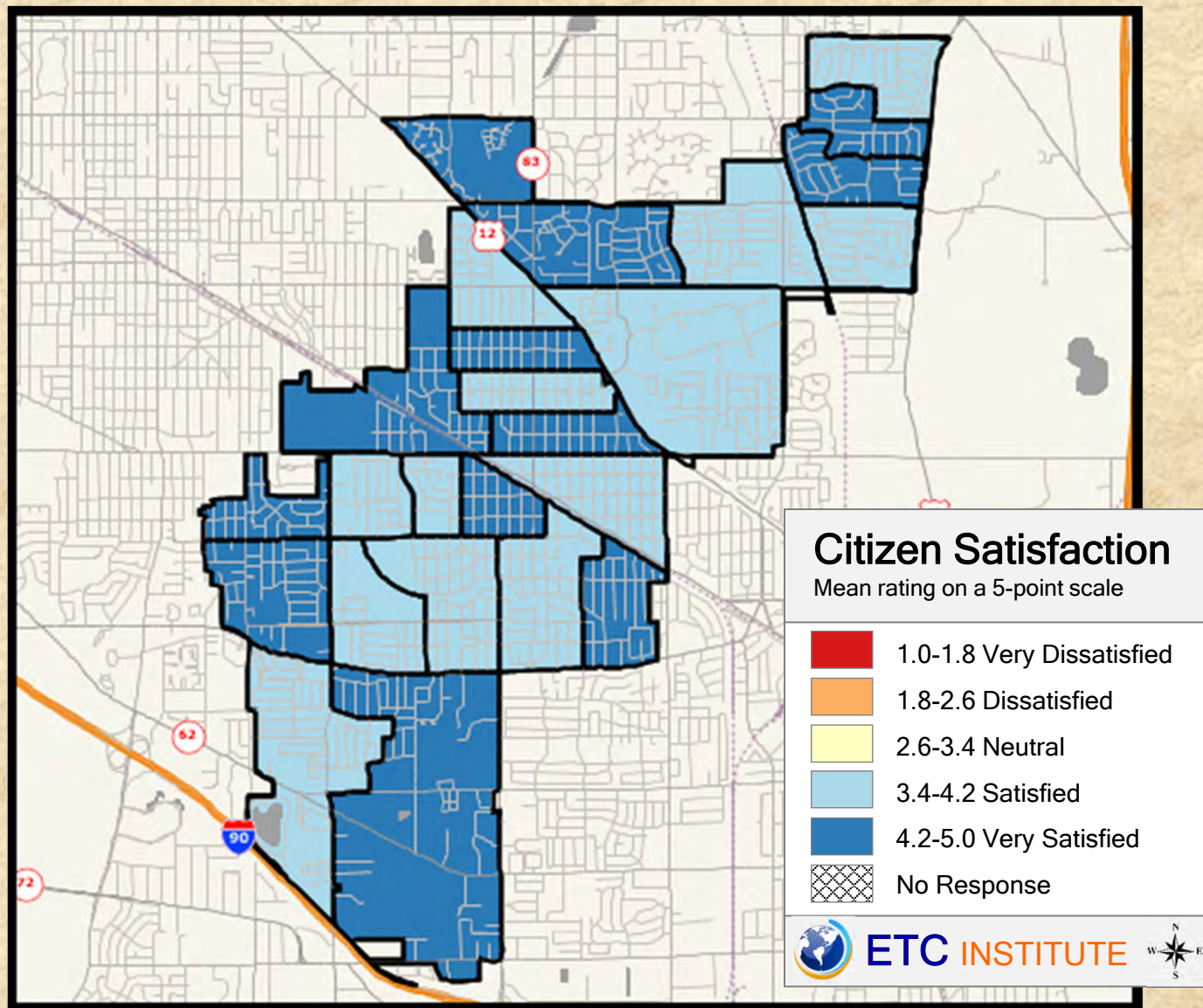
### Q3.10 Satisfaction with: Overall quality of public schools



### 2020 Village of Mount Prospect Community Survey

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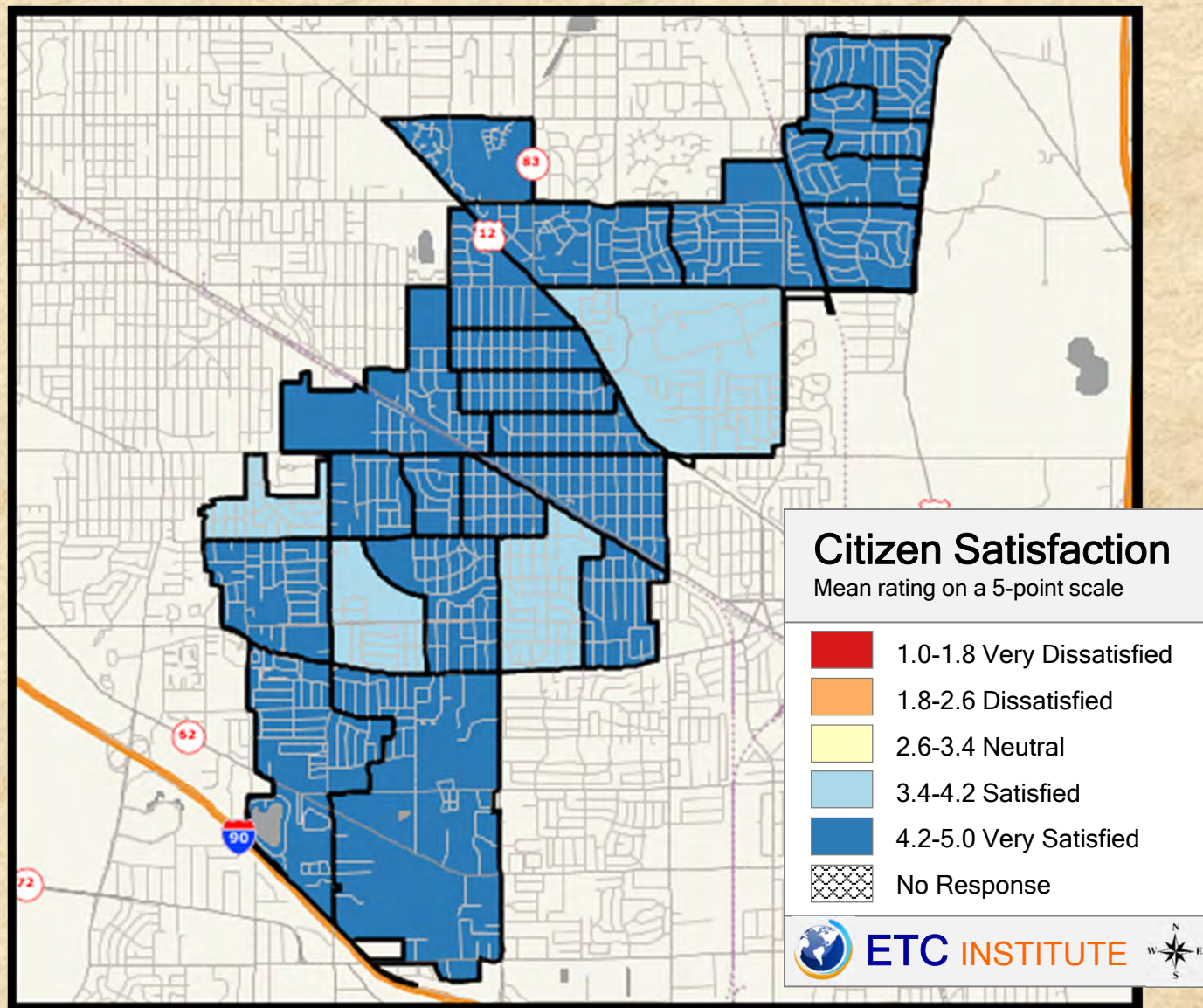
### Q3.11 Satisfaction with: Overall quality of Park District services



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

### Q3.12 Satisfaction with: Overall quality of the Library services

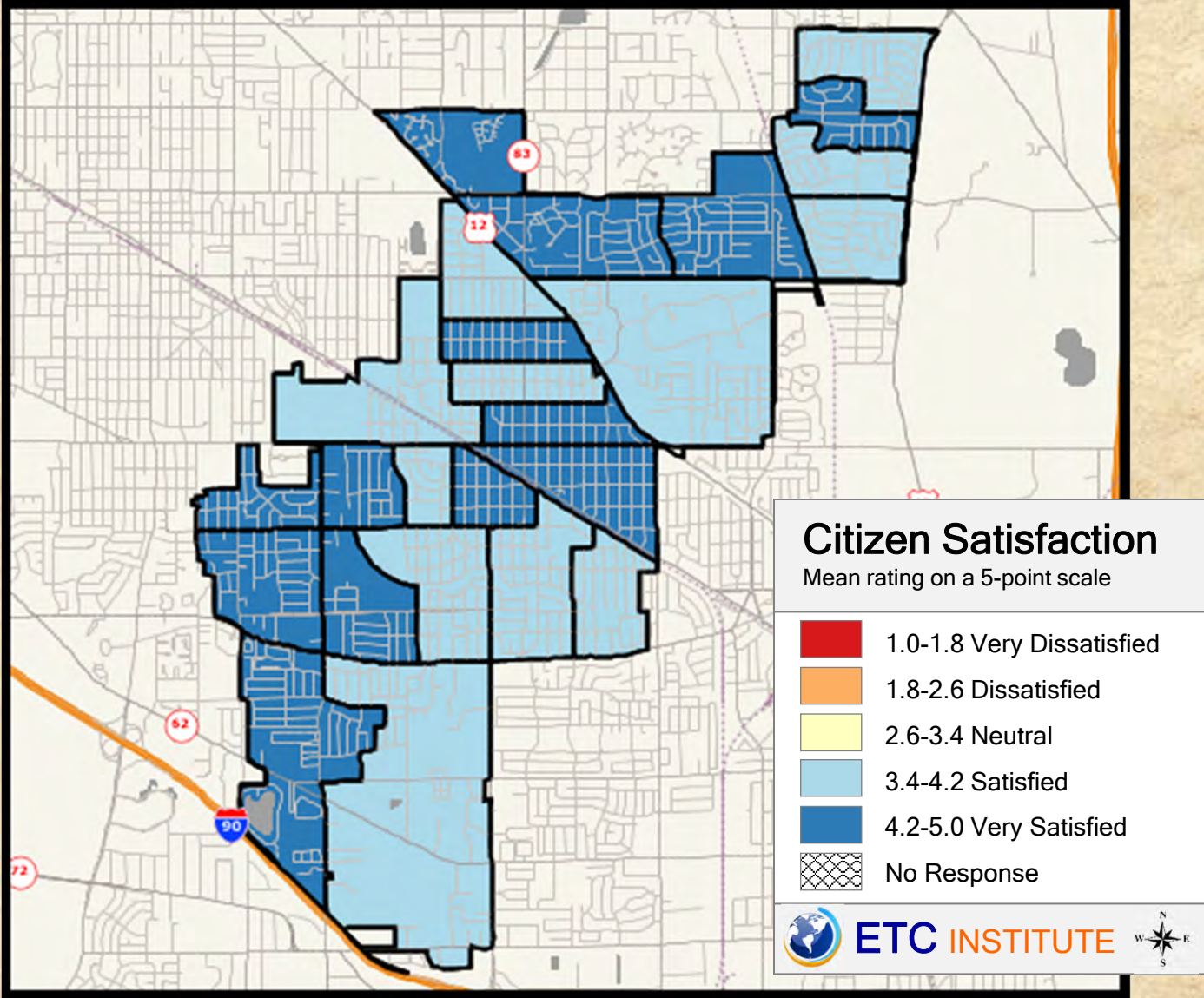


### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



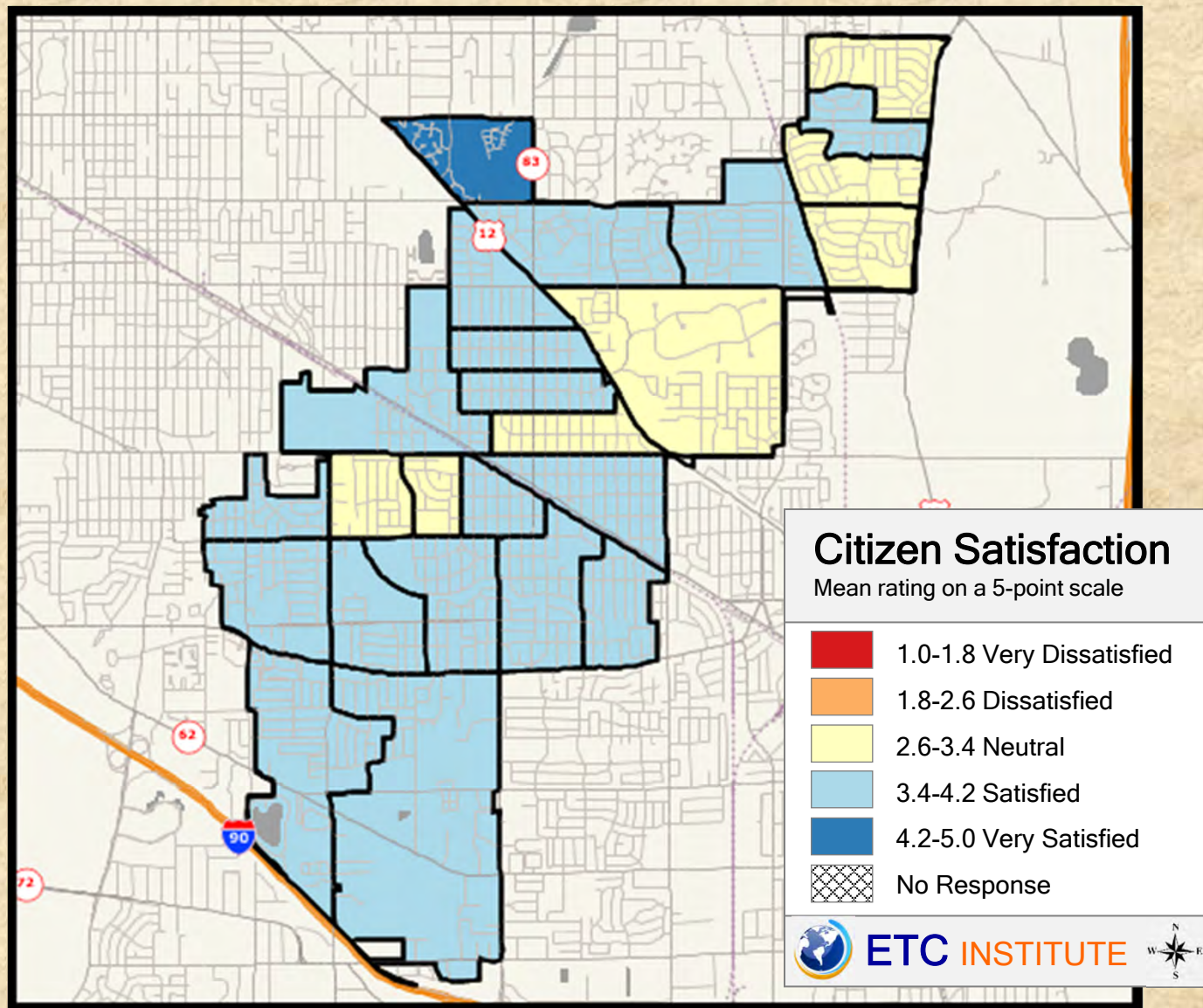
### Q3.13 Satisfaction with: Ease of access of places you usually visit



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

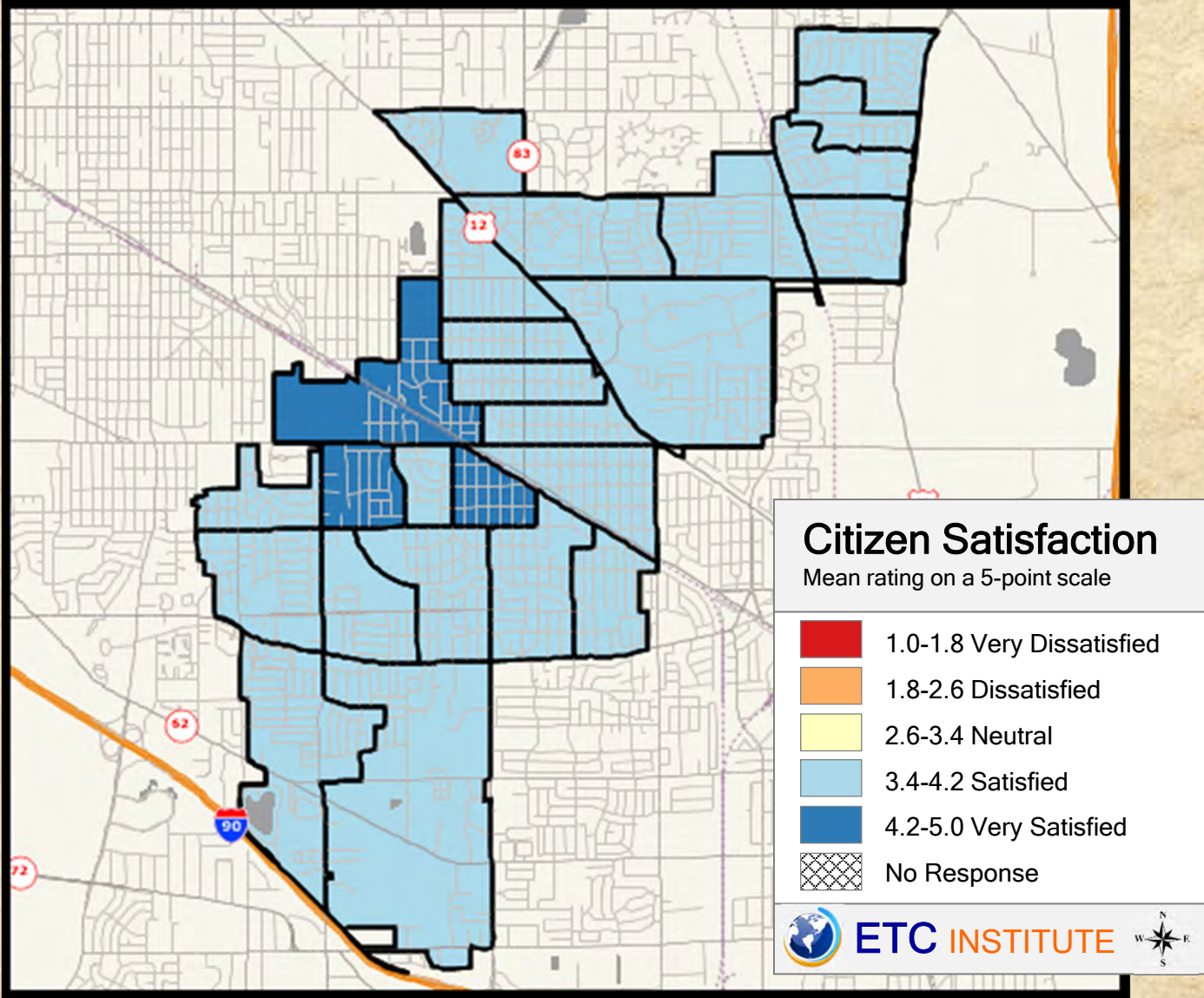
### Q3.14 Satisfaction with: Availability of public transportation



### 2020 Village of Mount Prospect Community Survey

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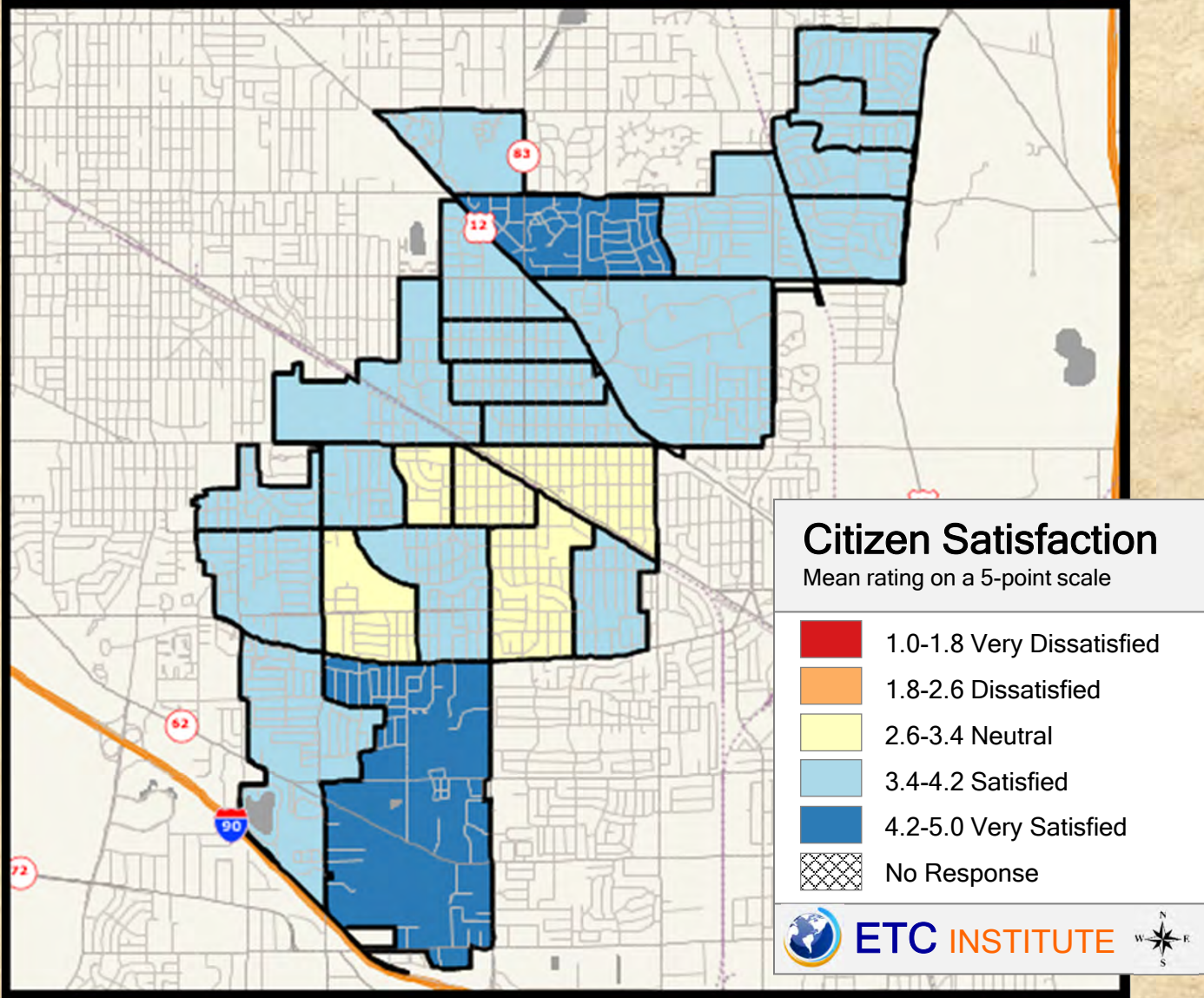
### Q3.15 Satisfaction with: Sense of community



### 2020 Village of Mount Prospect Community Survey

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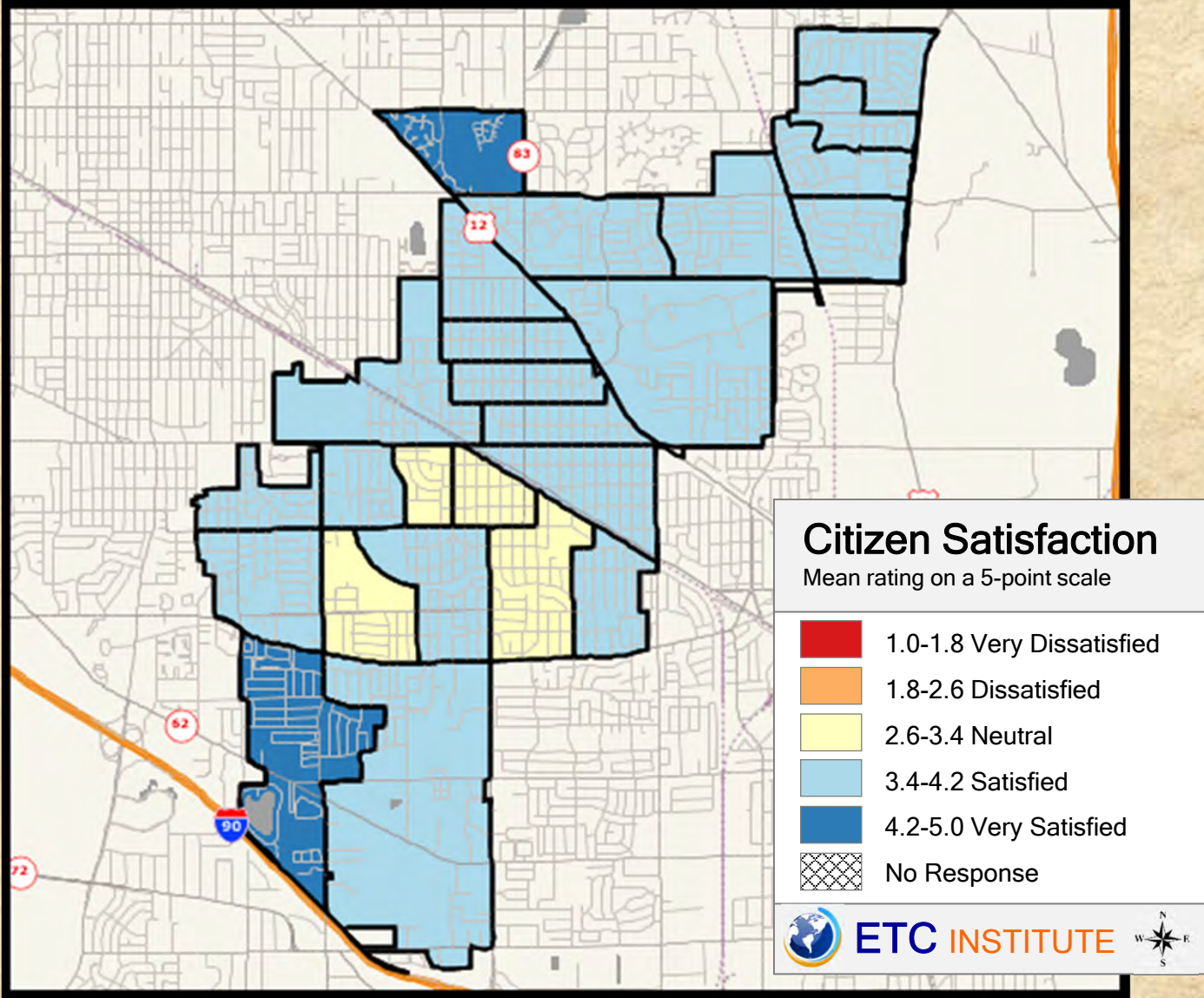
### Q3.16 Satisfaction with: Access to quality shopping facilities



### 2020 Village of Mount Prospect Community Survey

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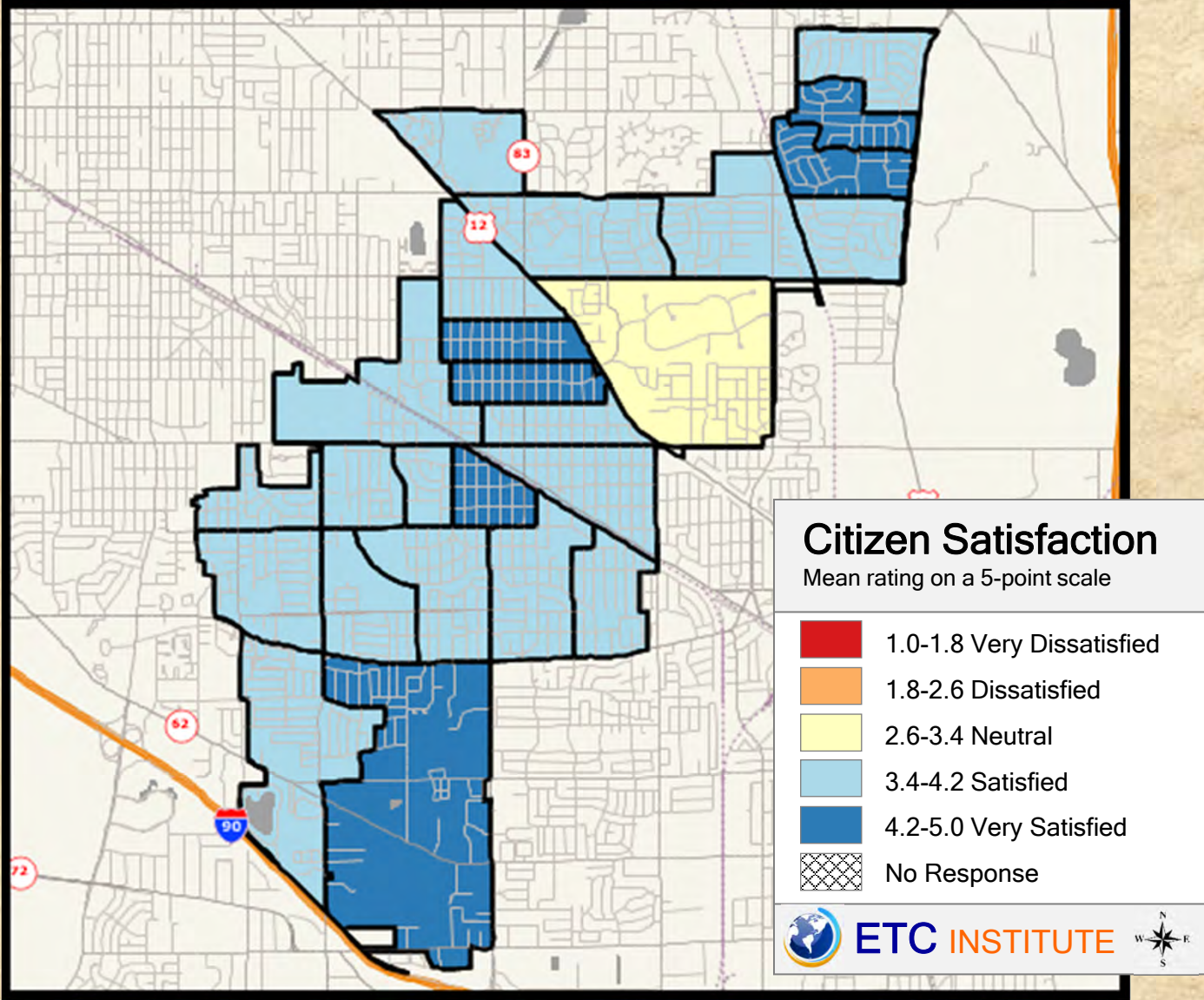
### Q3.17 Satisfaction with: Access to restaurants



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

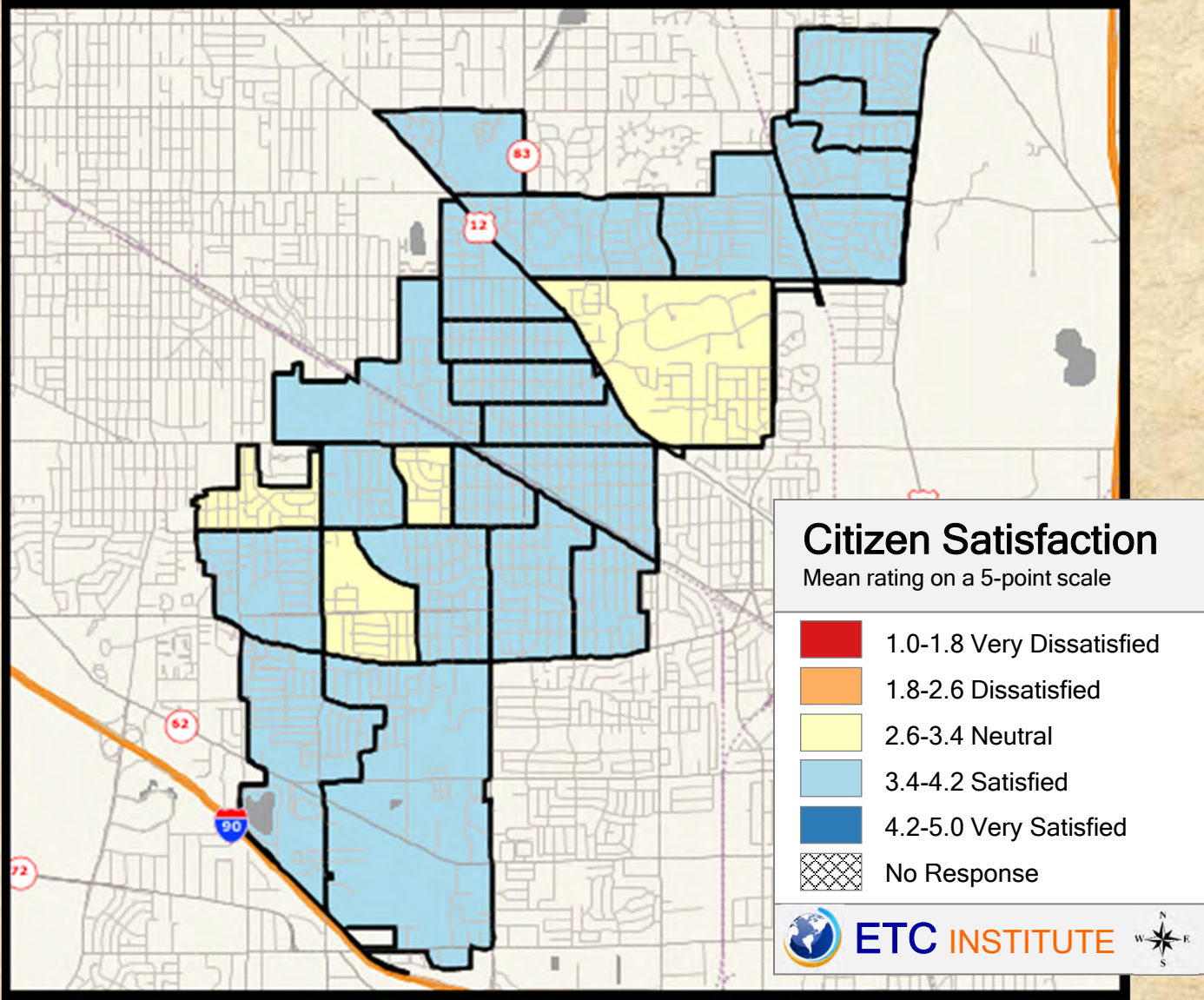
# Q3.18 Satisfaction with: Quality of Village events (Block Party, Farmers Market)



## 2020 Village of Mount Prospect Community Survey

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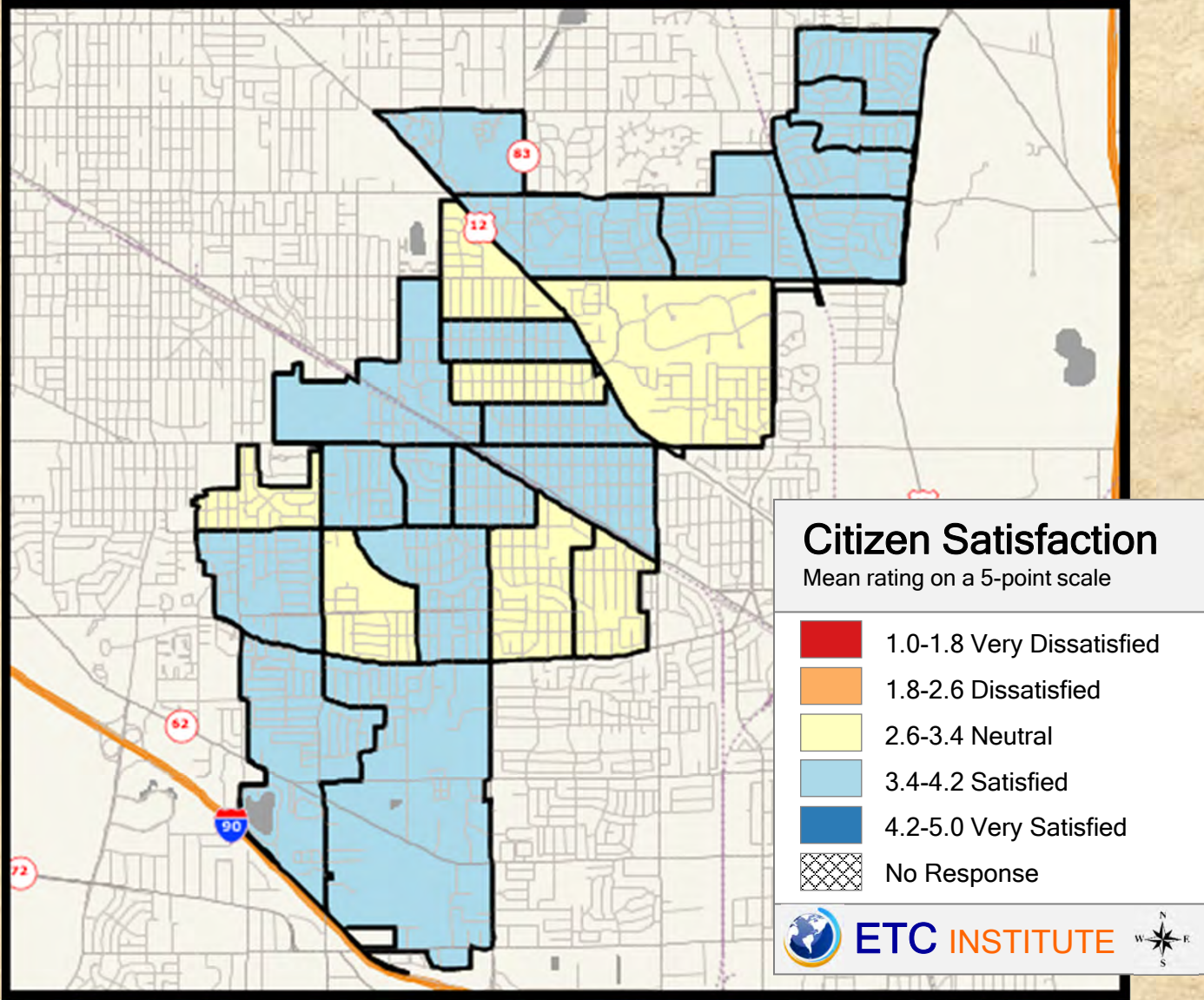
### Q3.19 Satisfaction with: Variety and quality of commissions (Sister Cities, Finance)



### 2020 Village of Mount Prospect Community Survey

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### Q3.20 Satisfaction with: Citizen engagement through Village Boards and Commissions

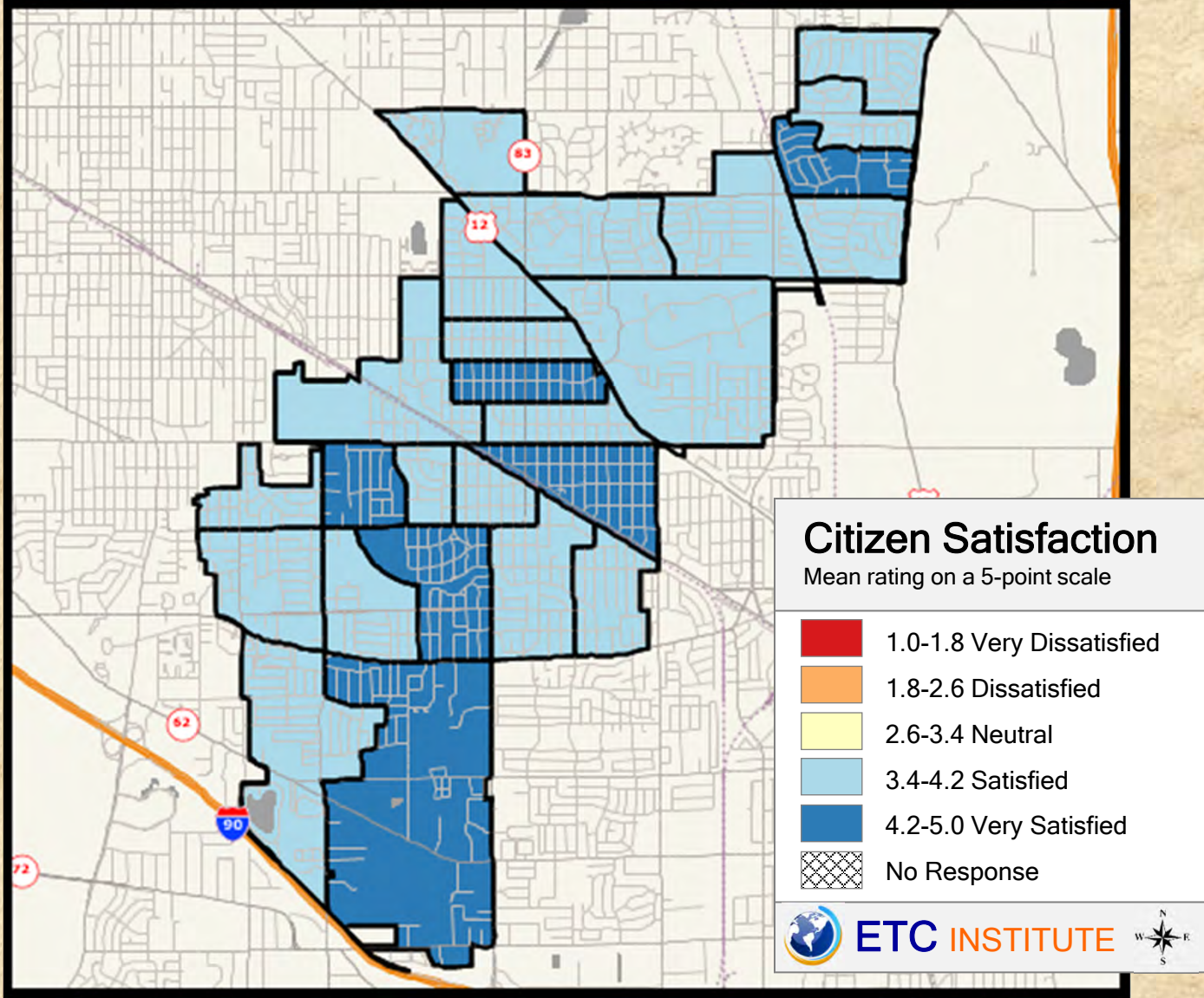


### 2020 Village of Mount Prospect Community Survey

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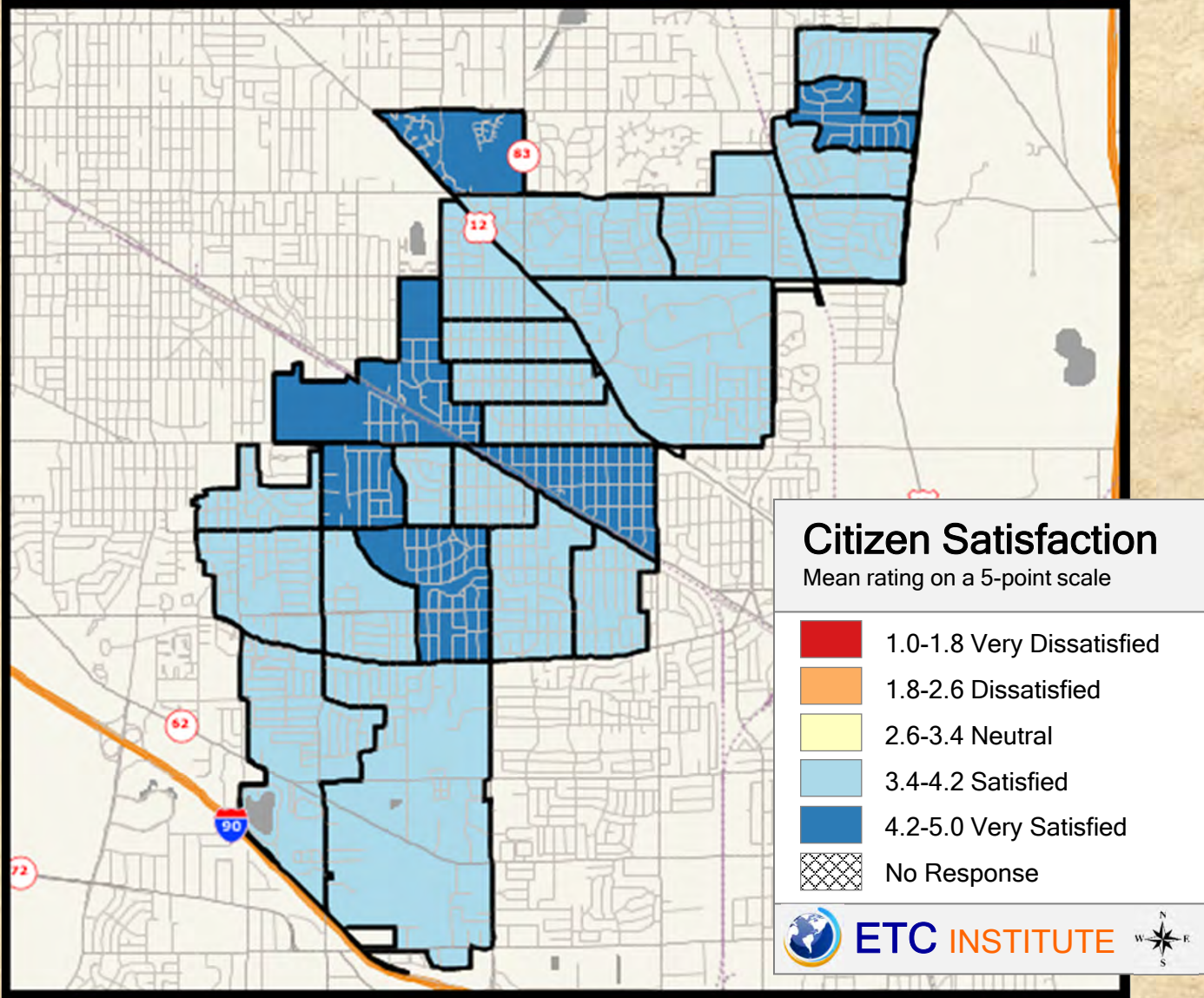
# Q4.1 Satisfaction with: Condition of major Village streets



## 2020 Village of Mount Prospect Community Survey

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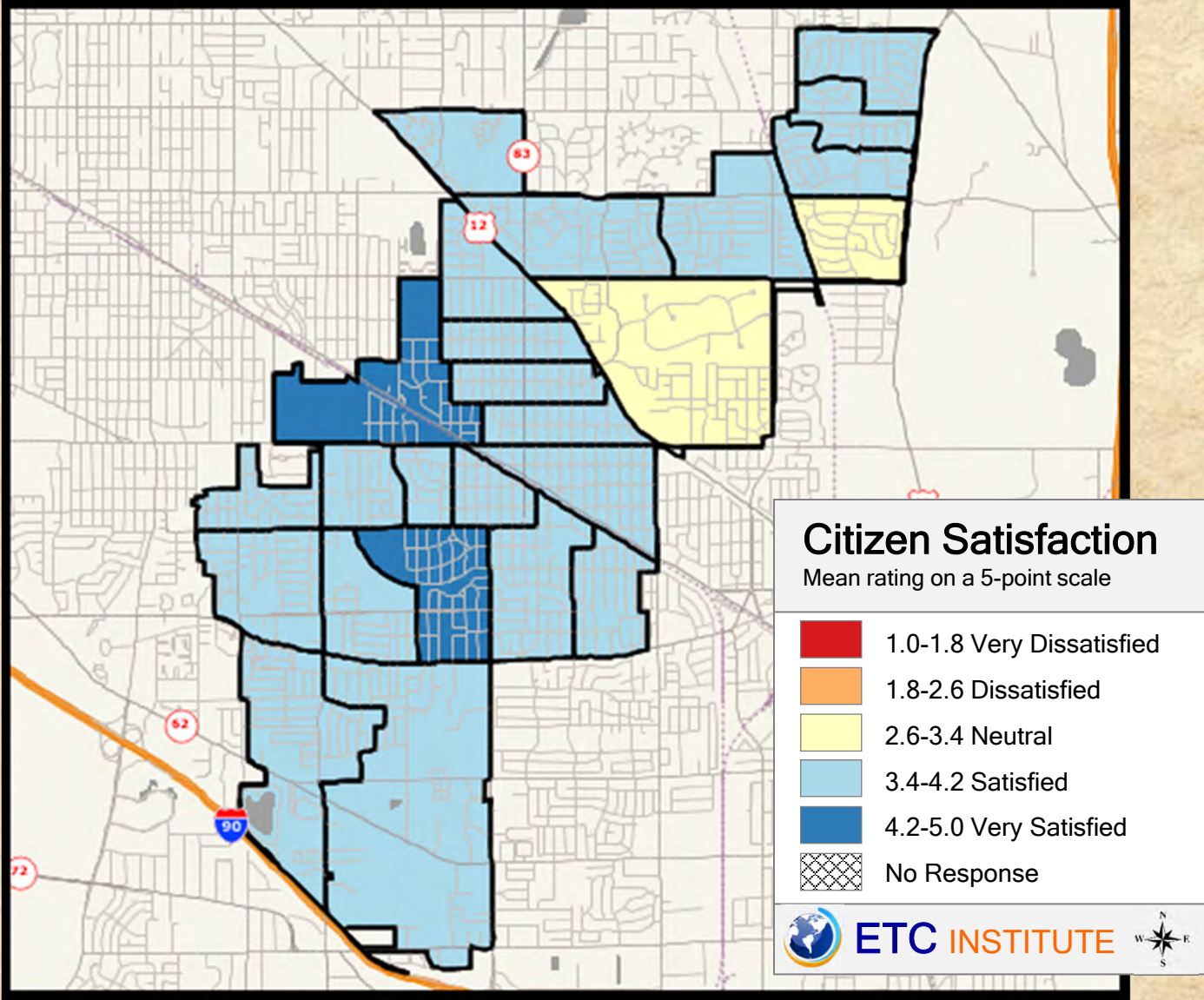
# Q4.2 Satisfaction with: Conditions of streets in your neighborhood



## 2020 Village of Mount Prospect Community Survey

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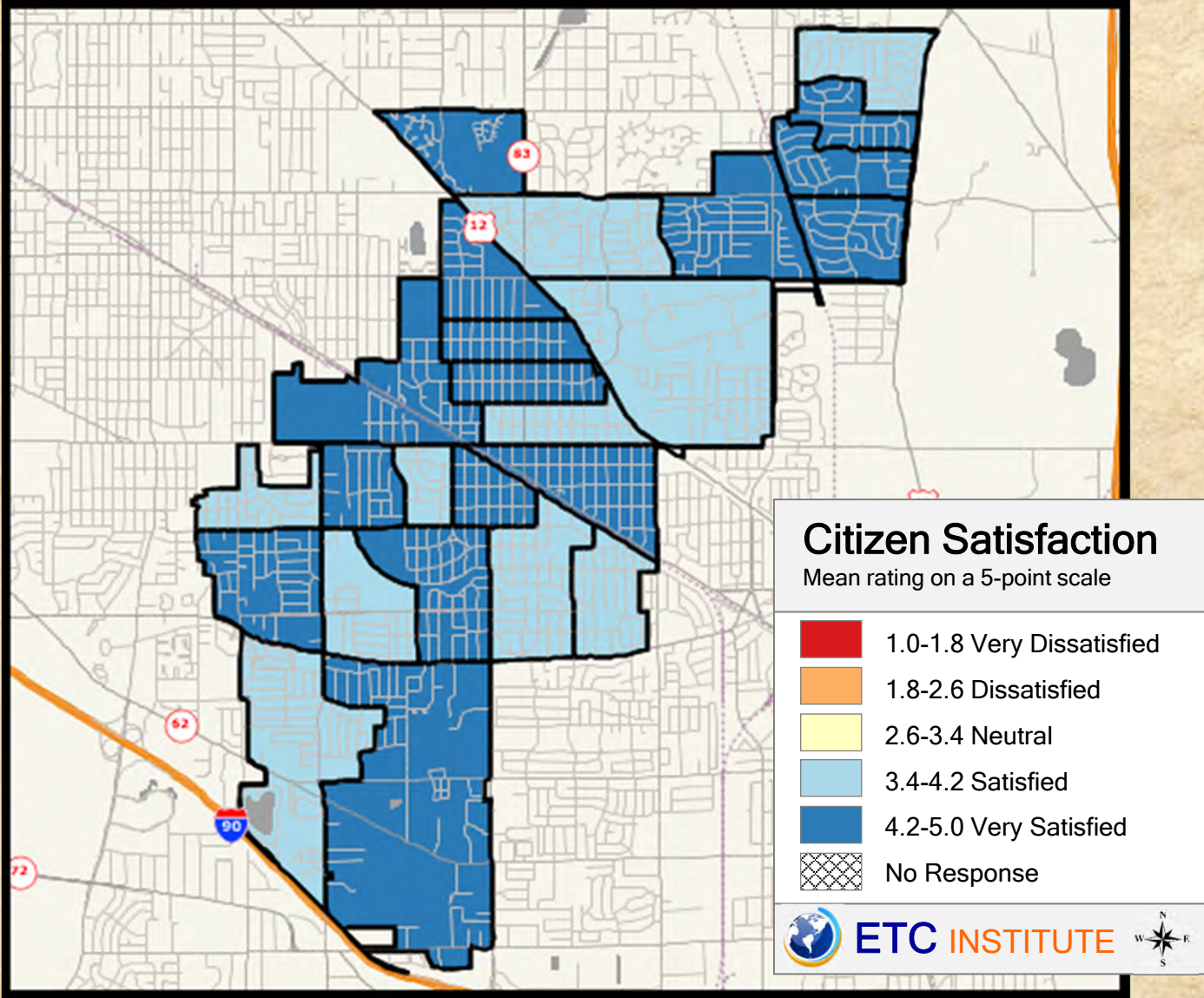
### Q4.3 Satisfaction with: Condition of sidewalks in your neighborhood



### 2020 Village of Mount Prospect Community Survey

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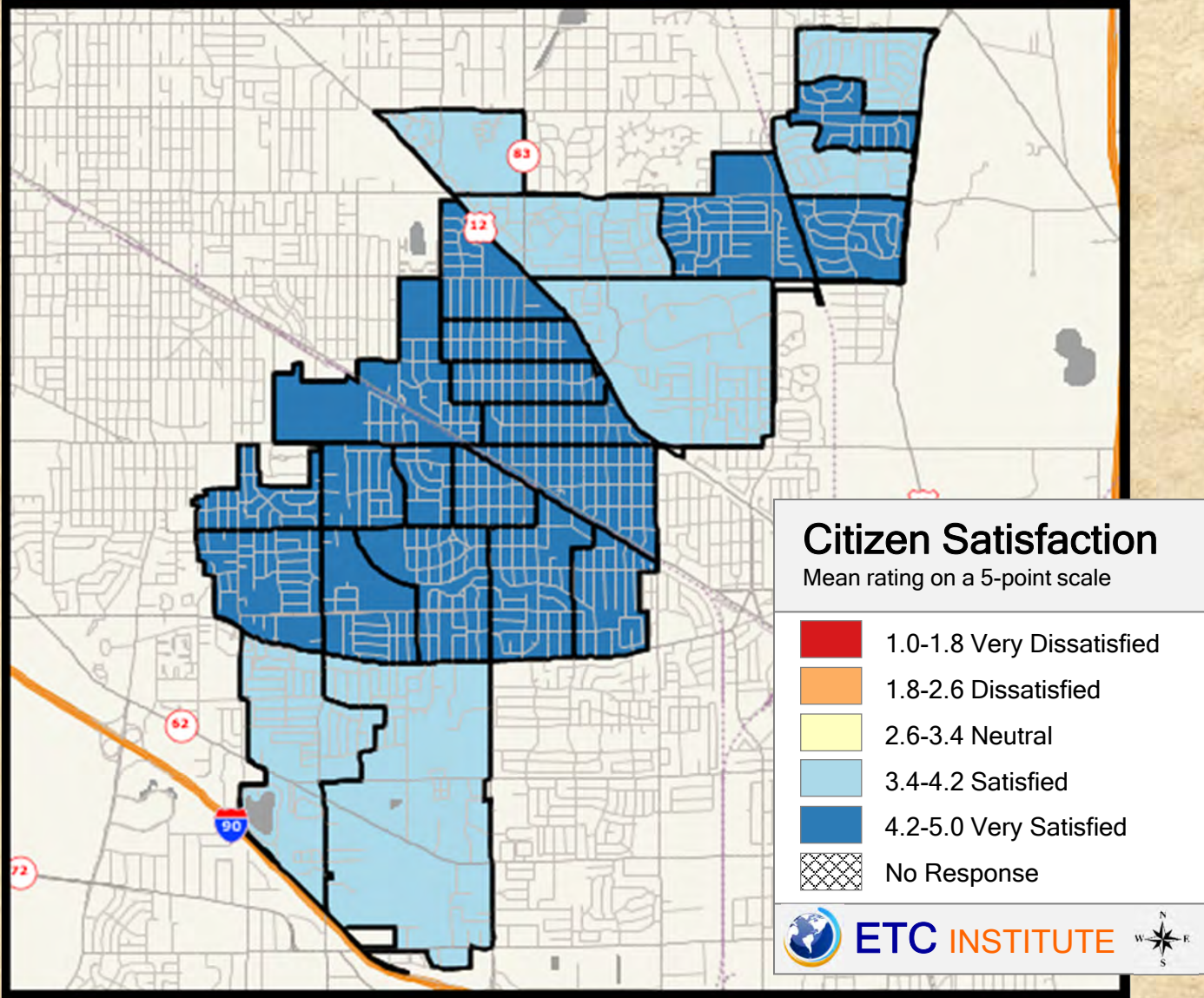
# Q4.4 Satisfaction with: Maintenance of street signs and traffic signals



## 2020 Village of Mount Prospect Community Survey

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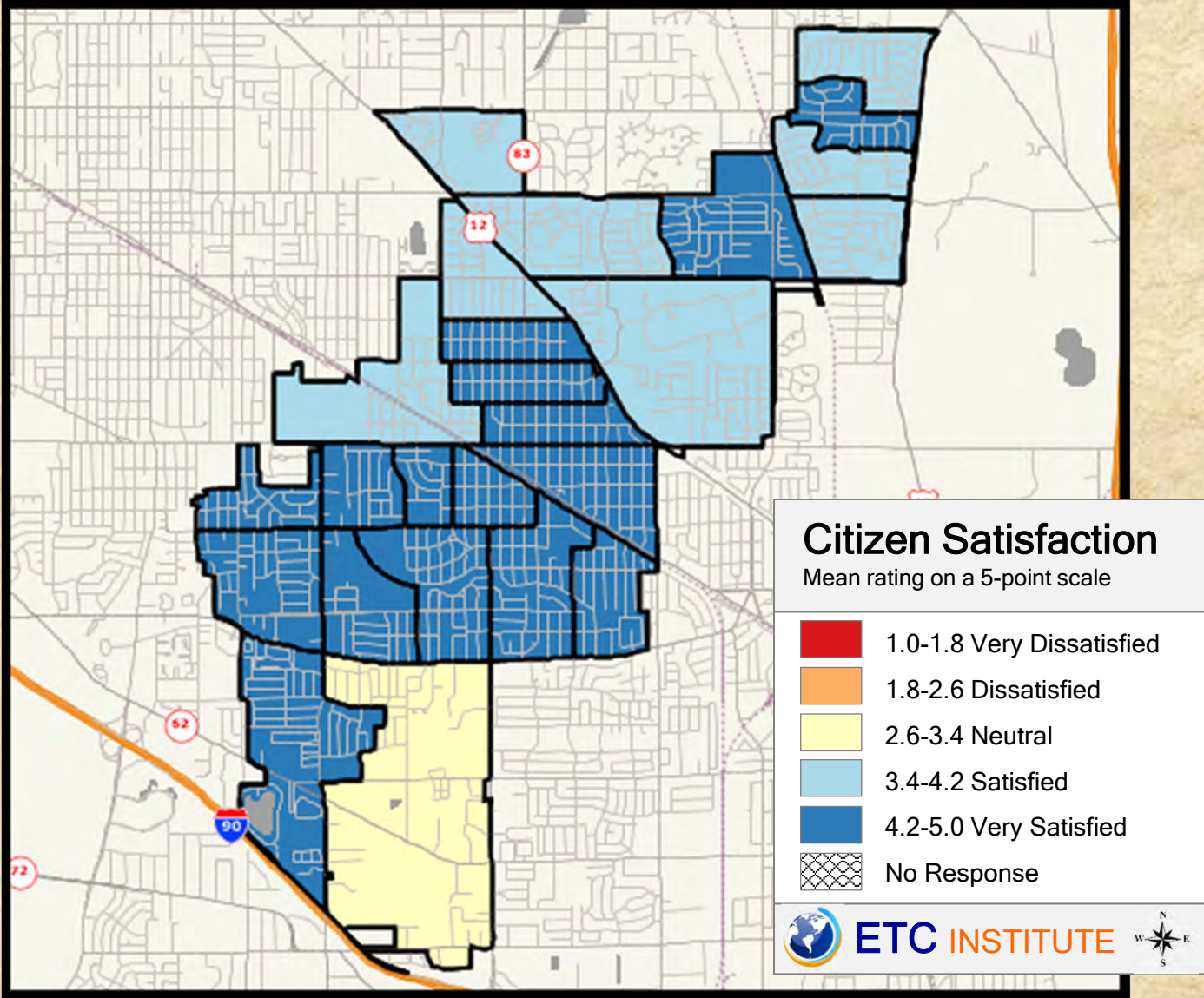
# Q4.5 Satisfaction with: Snow removal on major Village streets



## 2020 Village of Mount Prospect Community Survey

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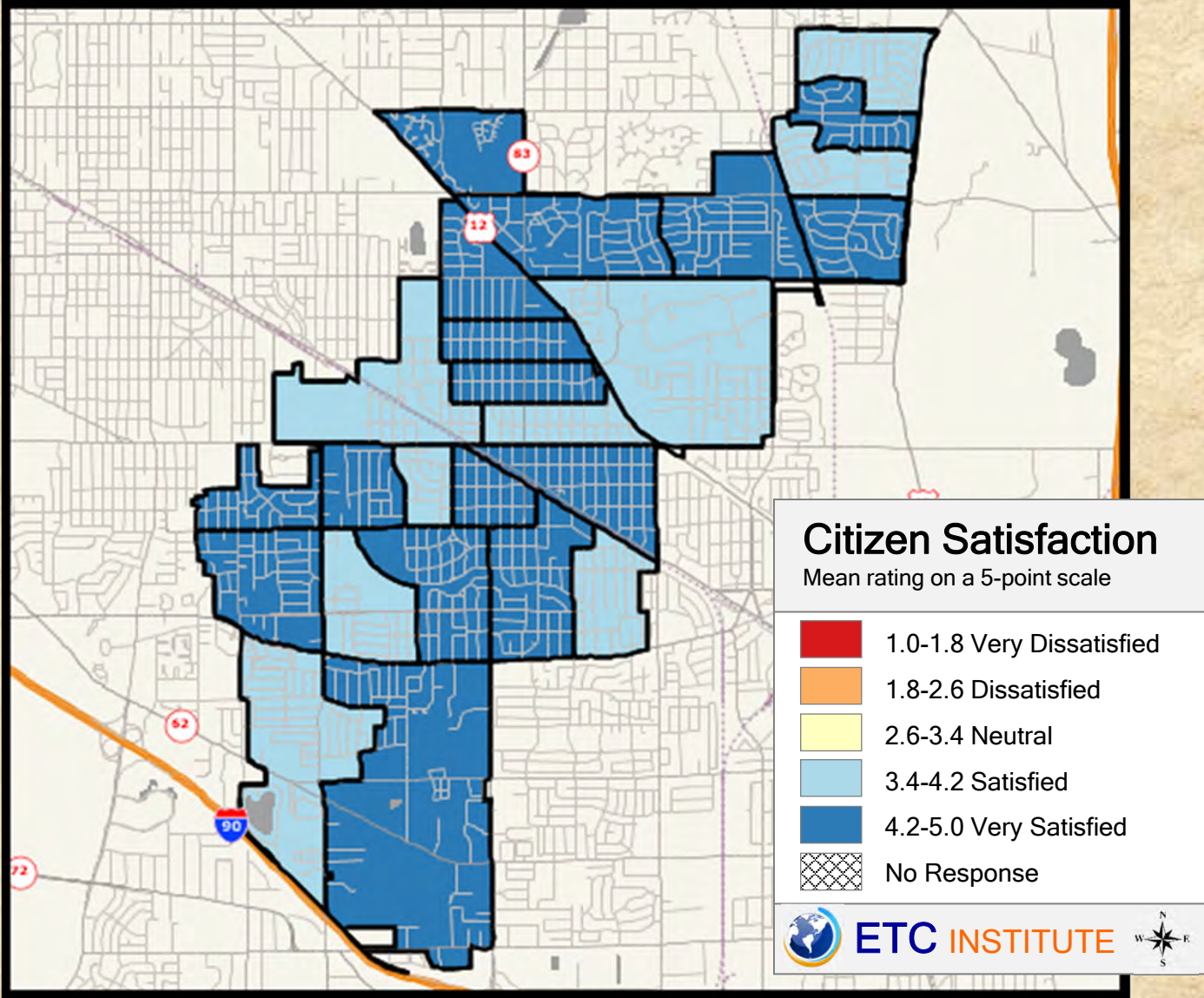
# Q4.6 Satisfaction with: Snow removal on streets in your neighborhood



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

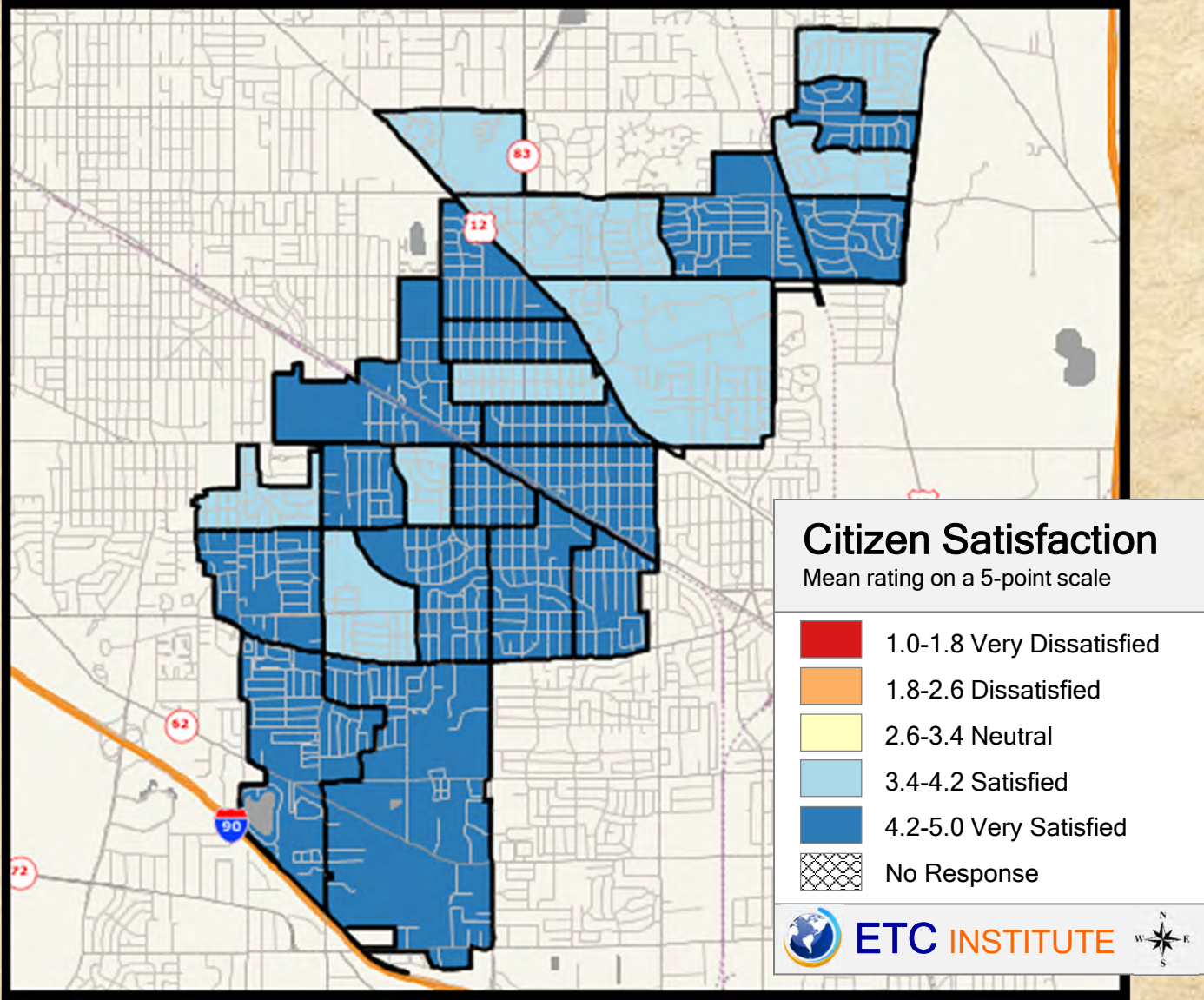
# Q4.7 Satisfaction with: Maintenance of the Village's Downtown



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

### Q4.8 Satisfaction with: Mowing and tree trimming along streets and other public areas

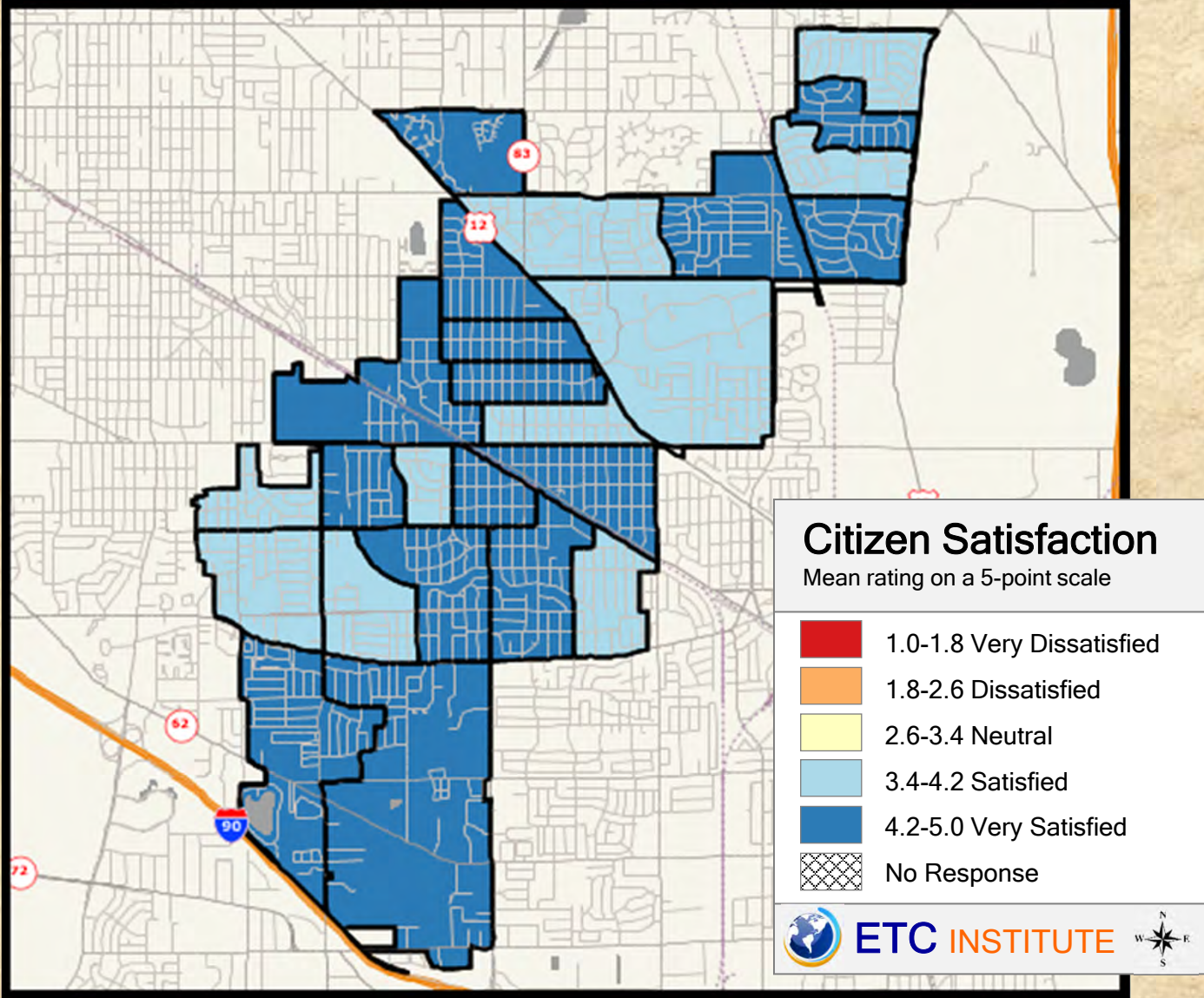


### 2020 Village of Mount Prospect Community Survey

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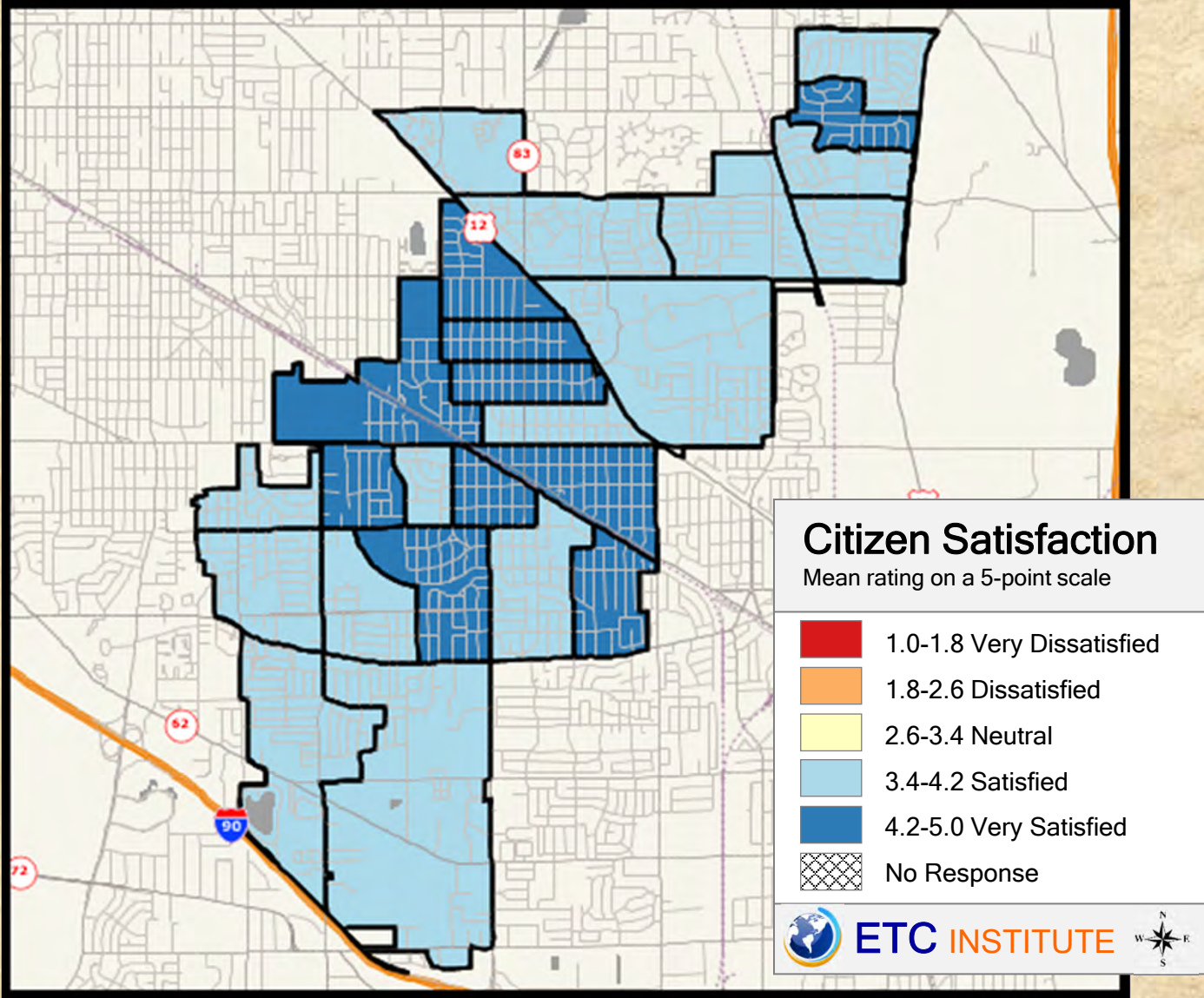
# Q4.9 Satisfaction with: Maintenance of Village owned buildings



## 2020 Village of Mount Prospect Community Survey

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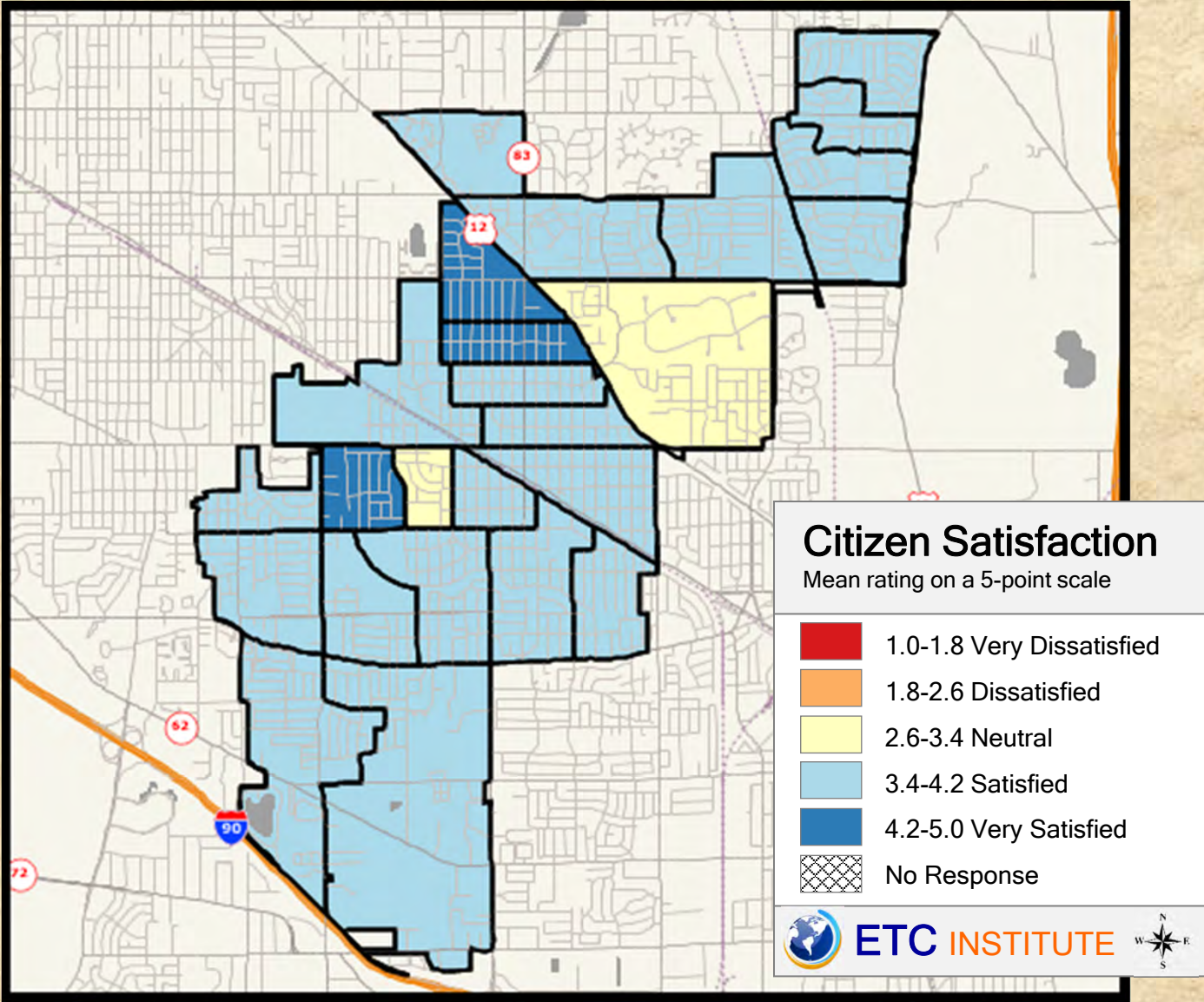
# Q4.10 Satisfaction with: Adequacy of street lighting on major streets



## 2020 Village of Mount Prospect Community Survey

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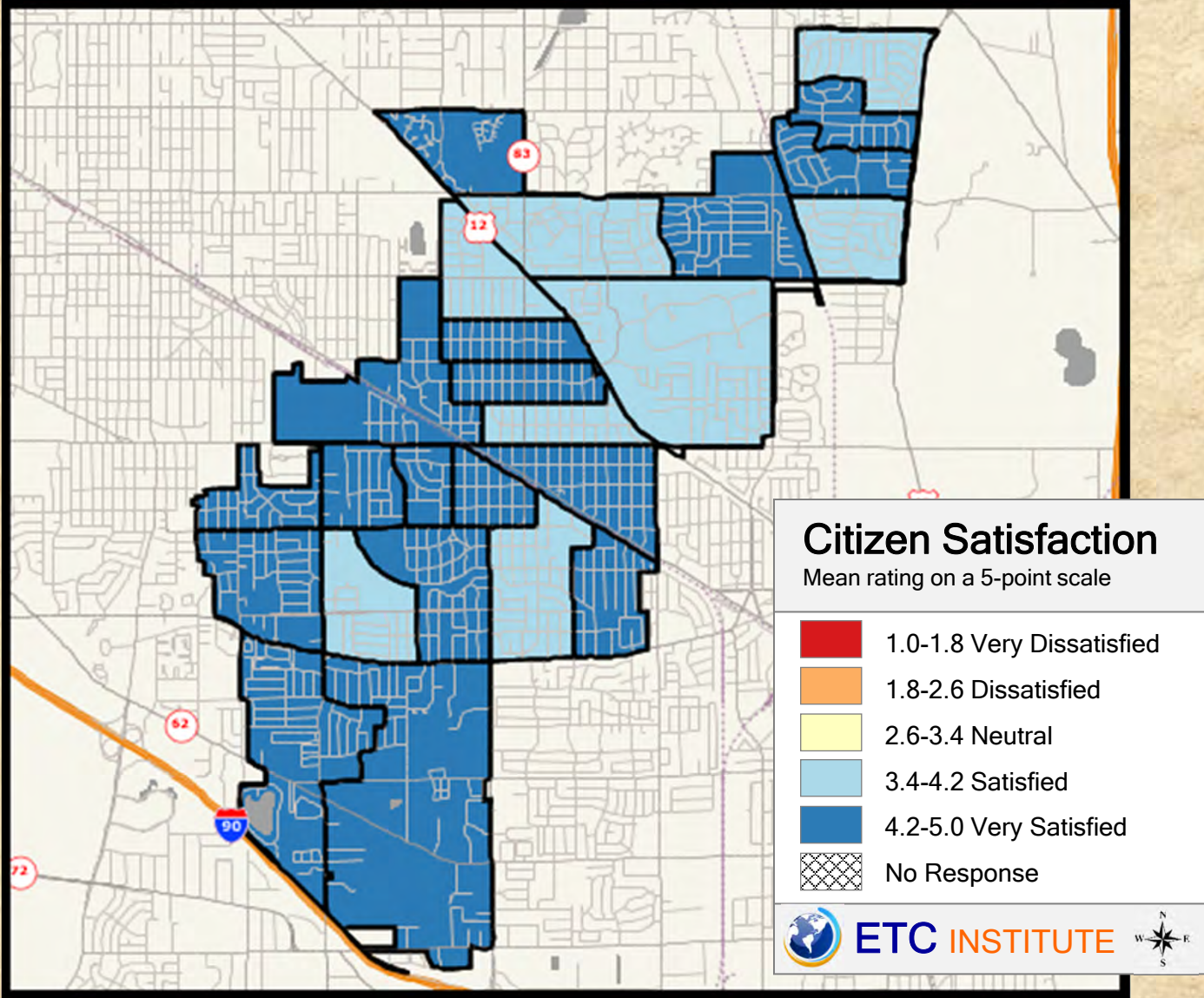
# Q4.11 Satisfaction with: Adequacy of street lighting on neighborhood streets



## 2020 Village of Mount Prospect Community Survey

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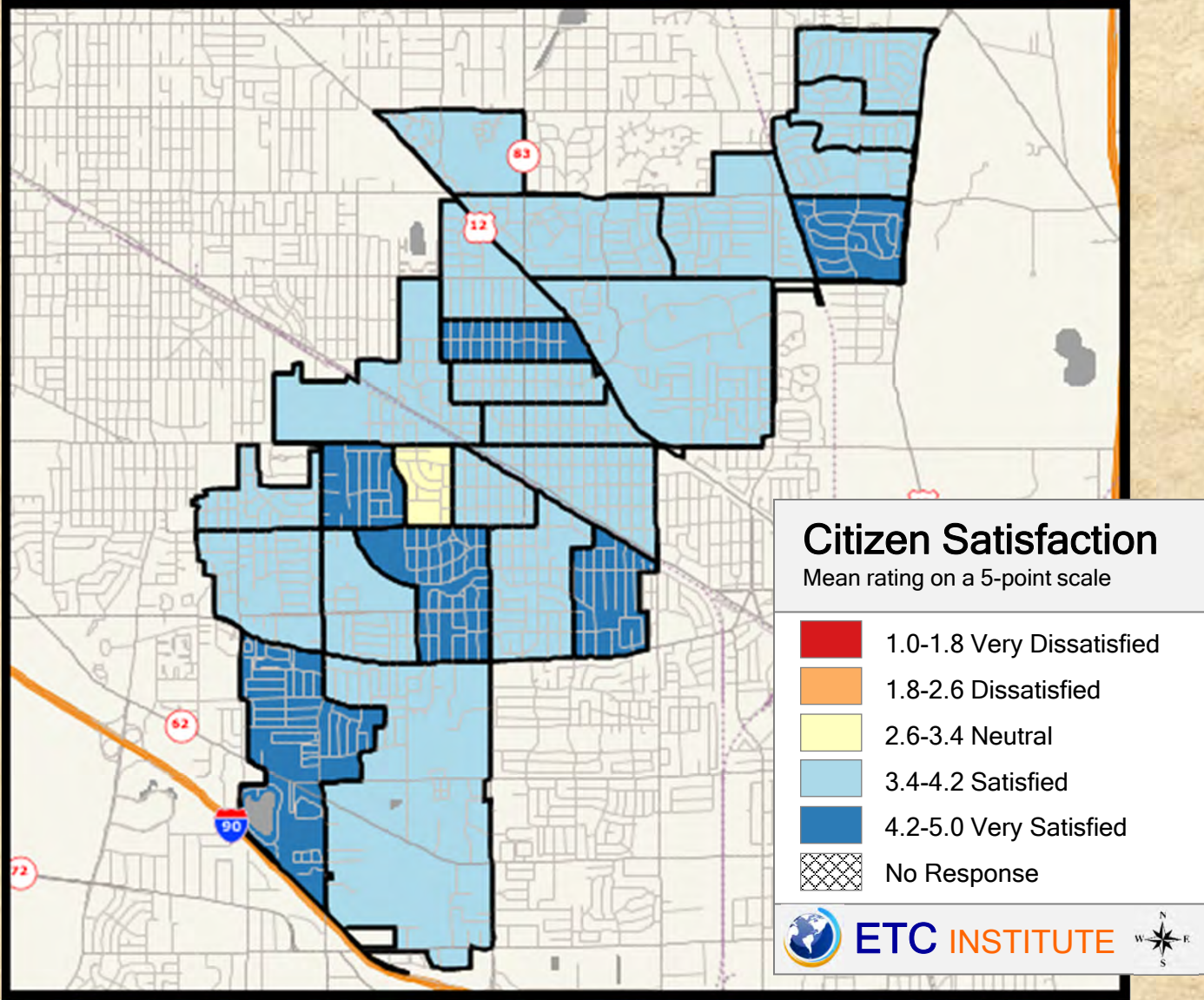
# Q4.12 Satisfaction with: Overall cleanliness of streets and other public areas



## 2020 Village of Mount Prospect Community Survey

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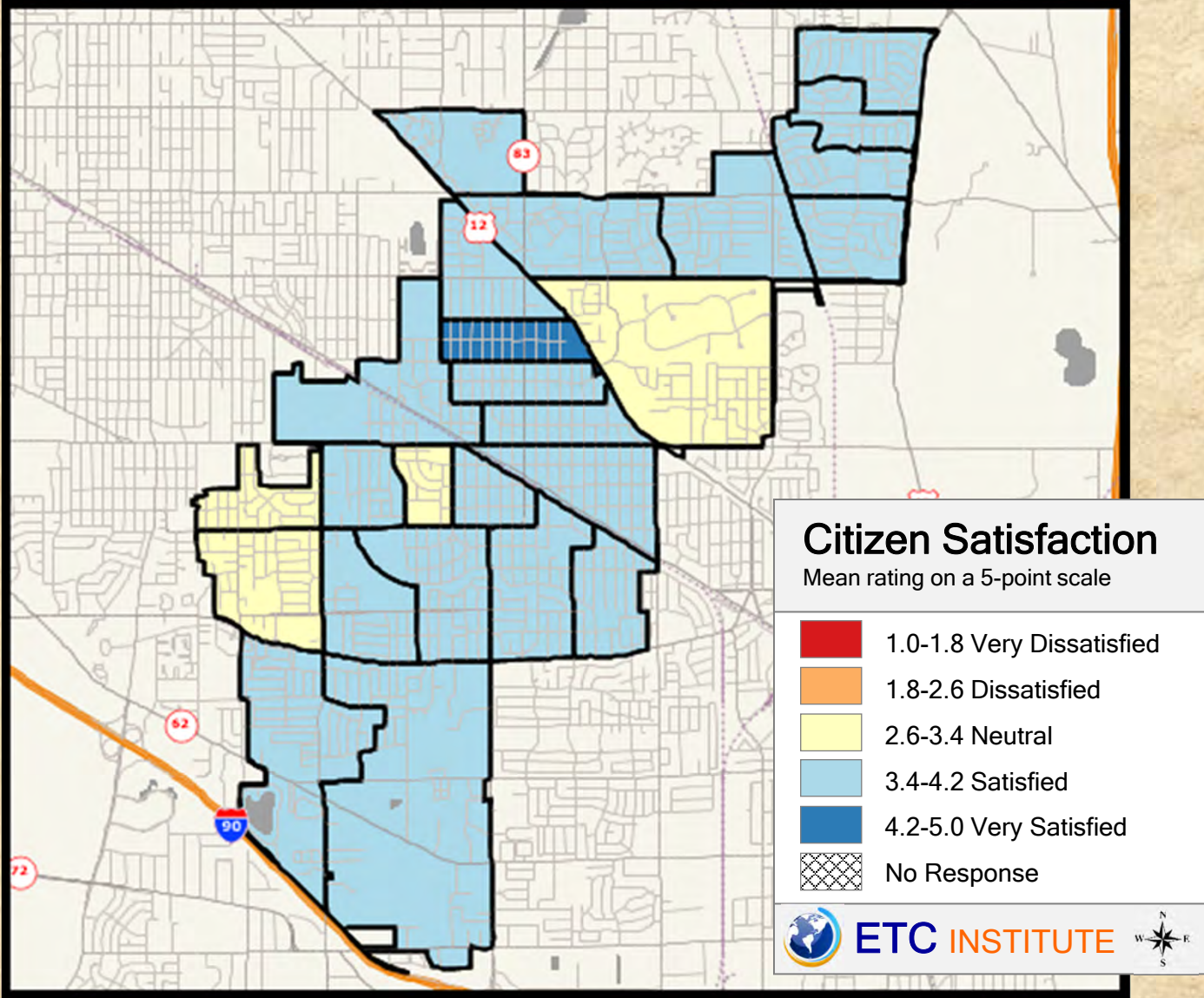
# Q4.13 Satisfaction with: Quality of electrical service



## 2020 Village of Mount Prospect Community Survey

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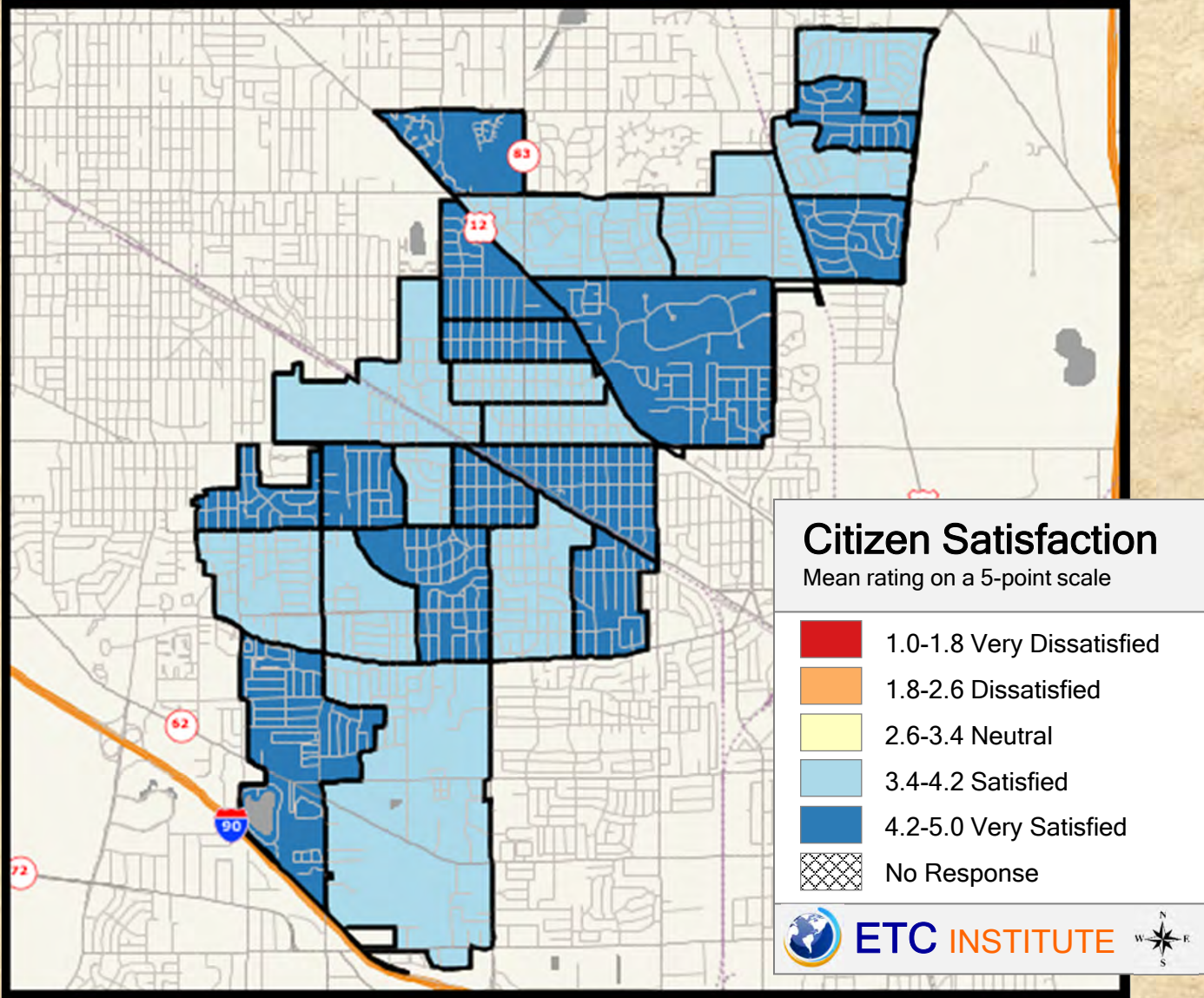
# Q4.14 Satisfaction with: Quality of cable and Internet service



## 2020 Village of Mount Prospect Community Survey

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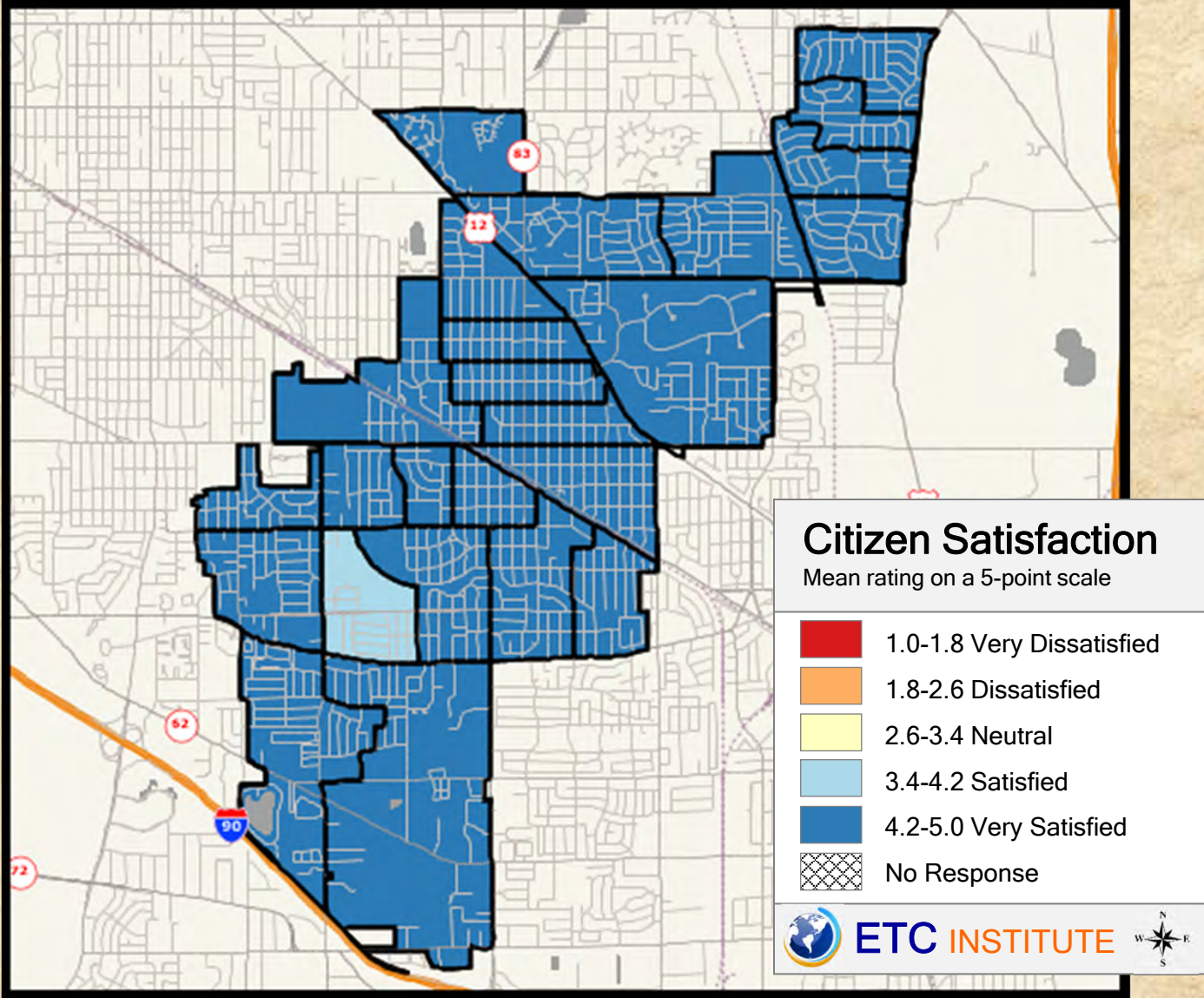
# Q4.15 Satisfaction with: Quality of natural gas service



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q6.1 Satisfaction with: Quality of residential garbage collection service

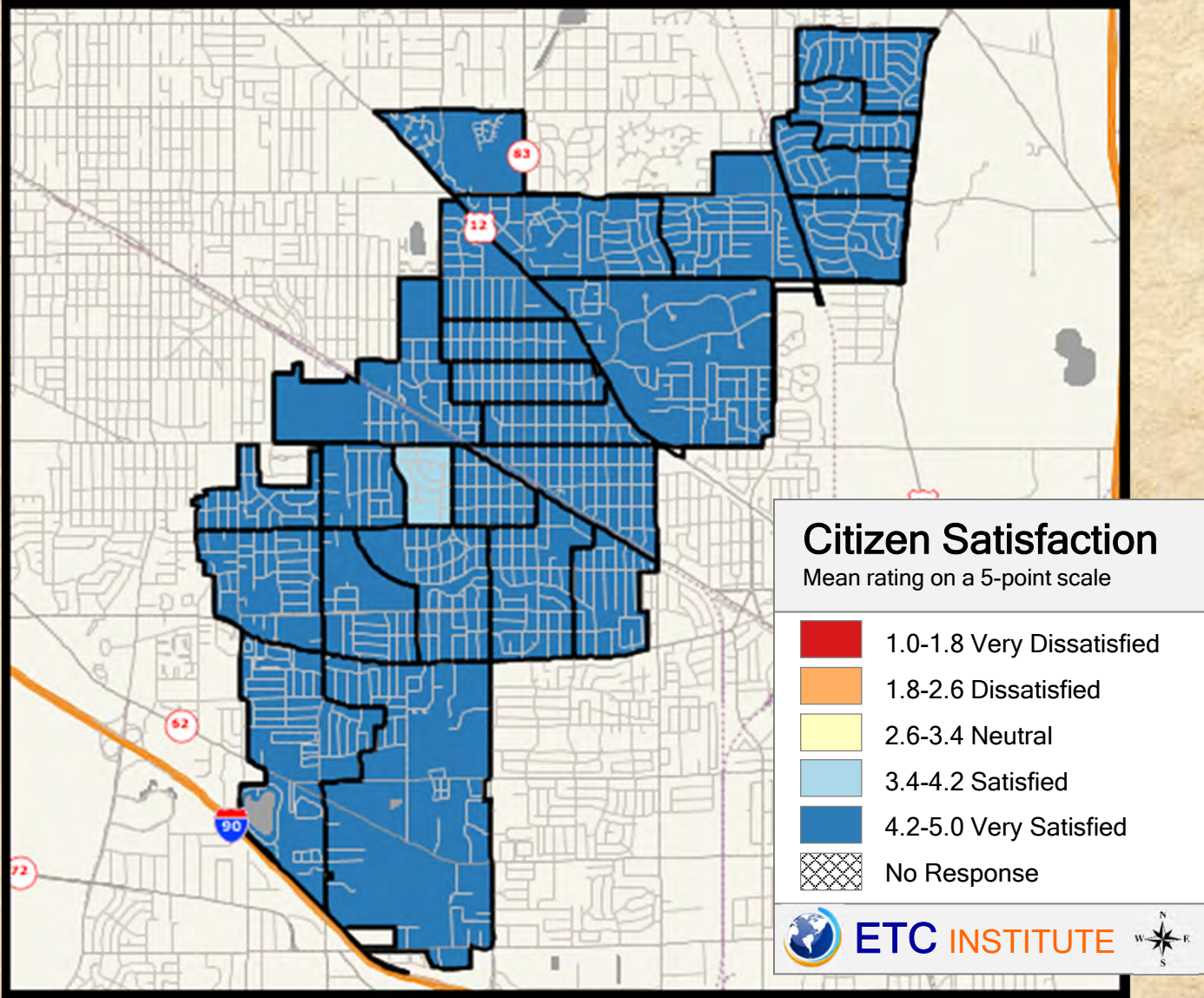


## 2020 Village of Mount Prospect Community Survey

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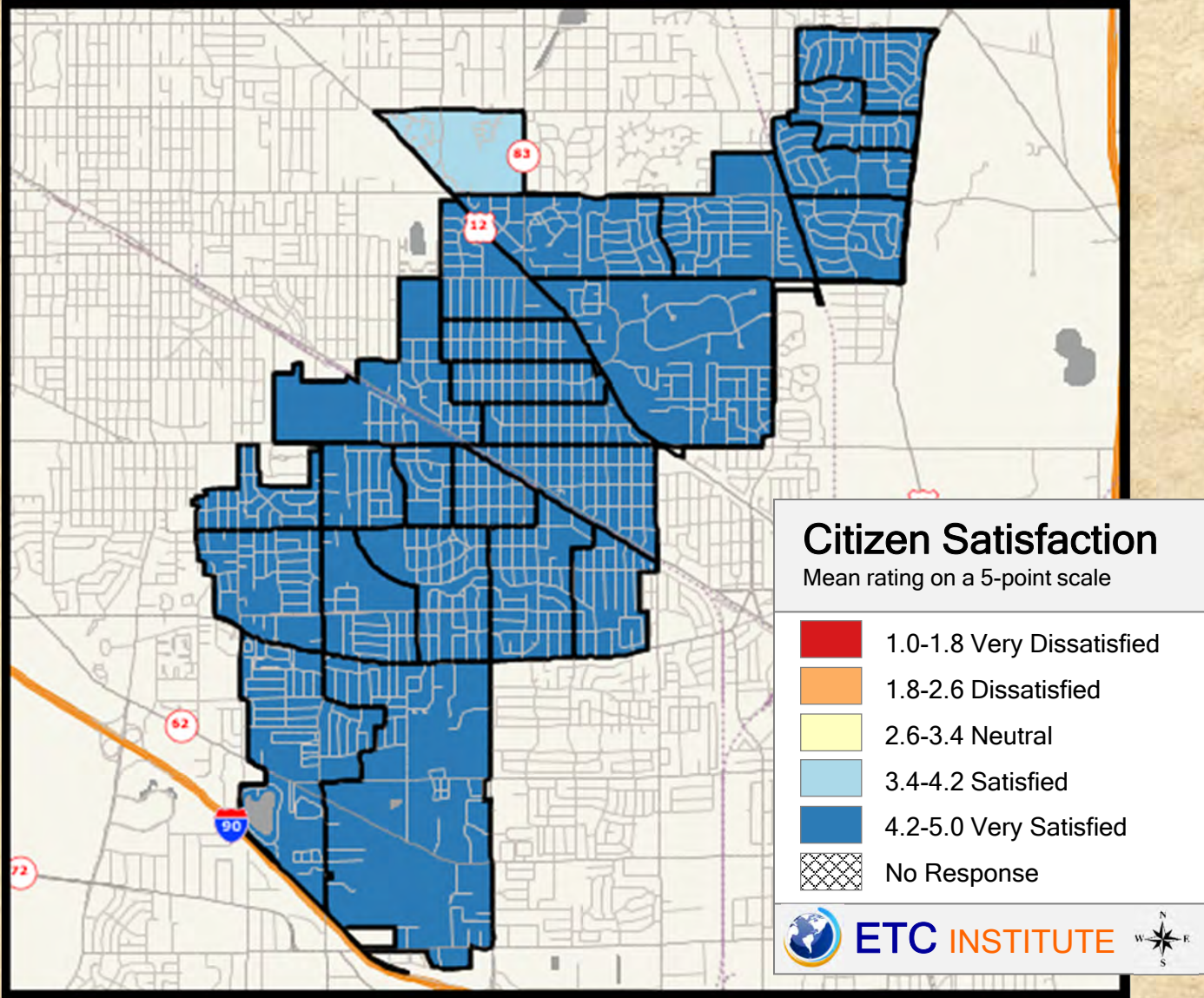
# Q6.2 Satisfaction with: Quality of residential curbside recycling service



## 2020 Village of Mount Prospect Community Survey

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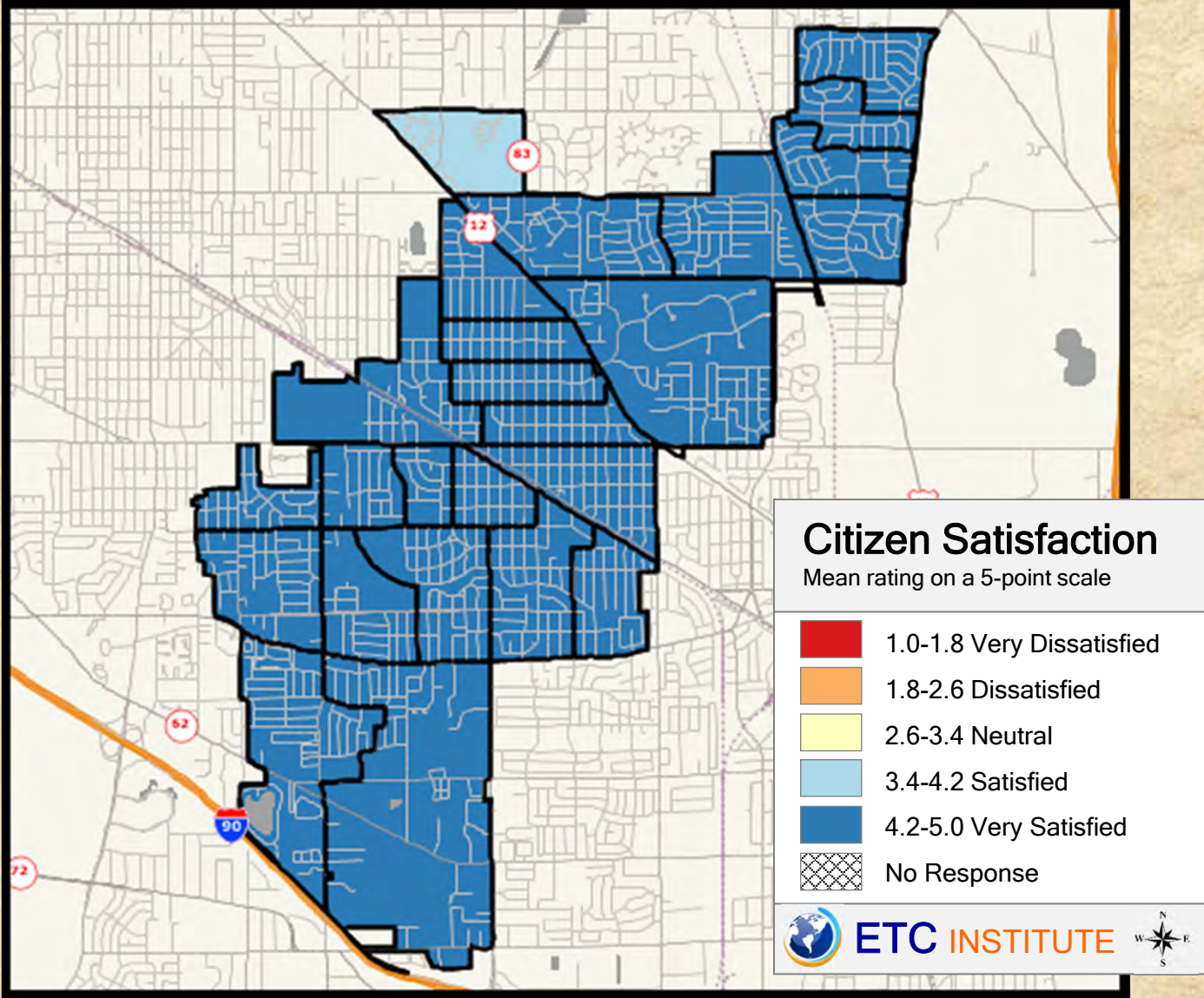
### Q6.3 Satisfaction with: Quality of yard waste service



### 2020 Village of Mount Prospect Community Survey

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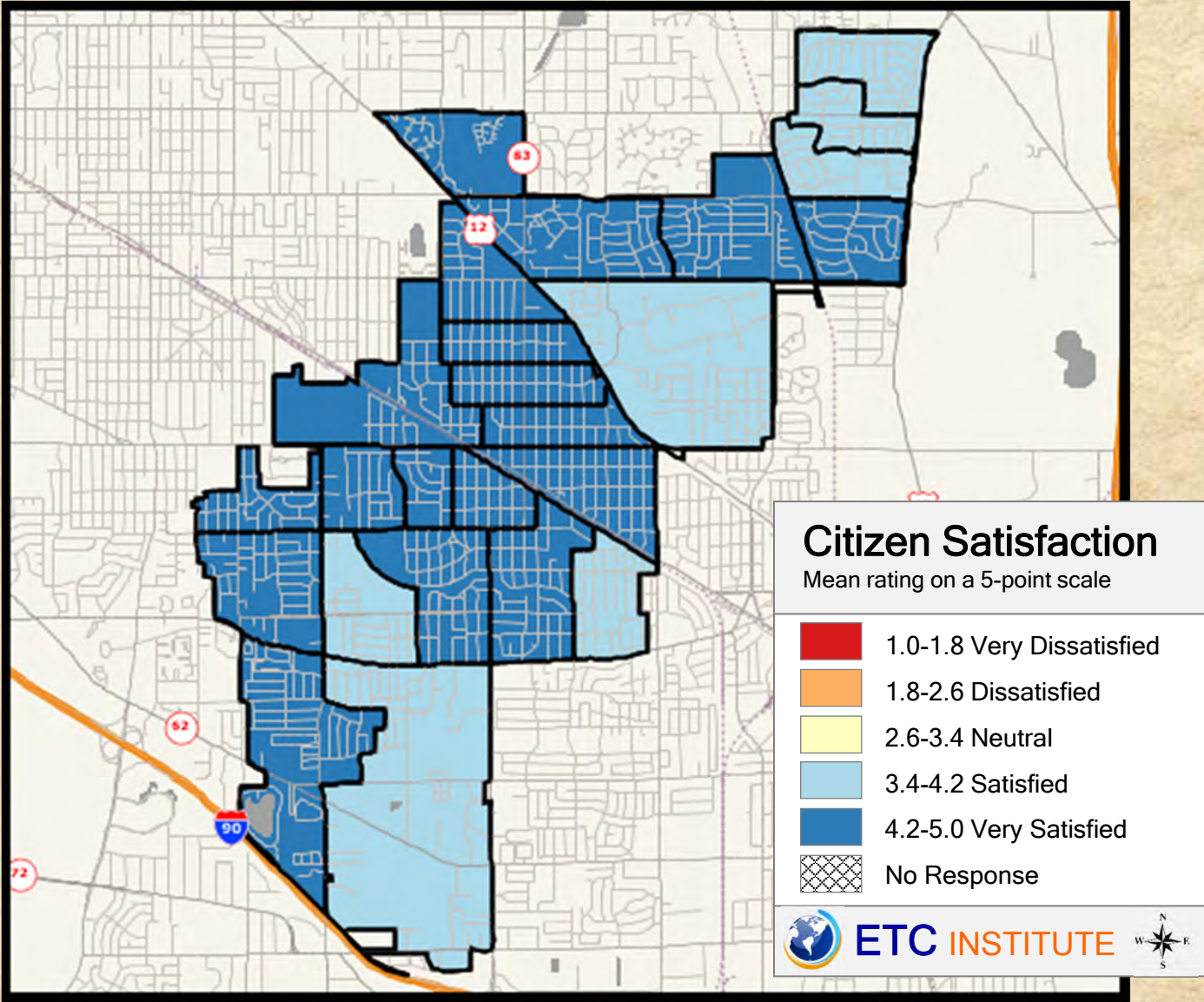
# Q6.4 Satisfaction with: Quality of brush collection



## 2020 Village of Mount Prospect Community Survey

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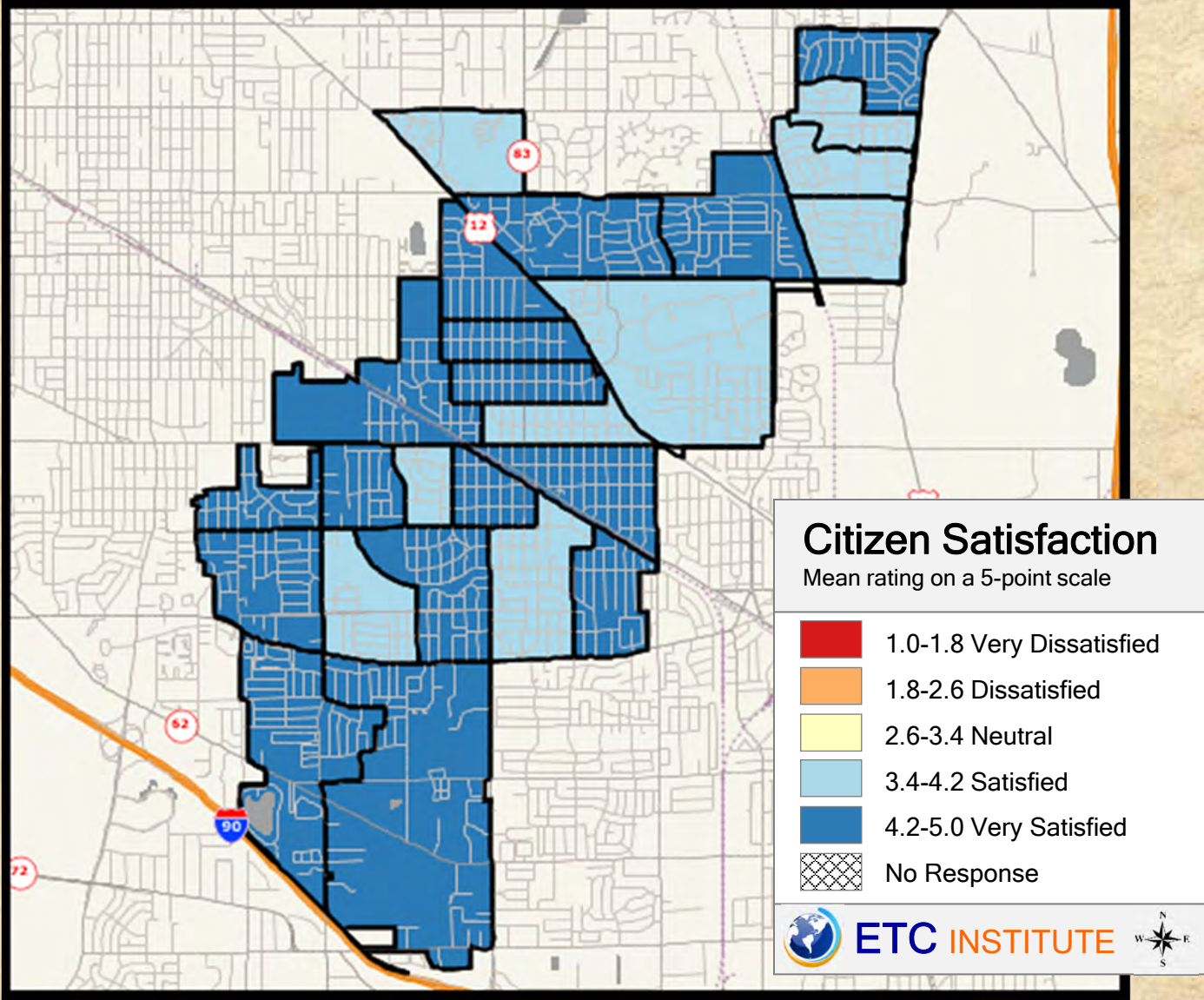
# Q6.5 Satisfaction with: Quality of drinking water



## 2020 Village of Mount Prospect Community Survey

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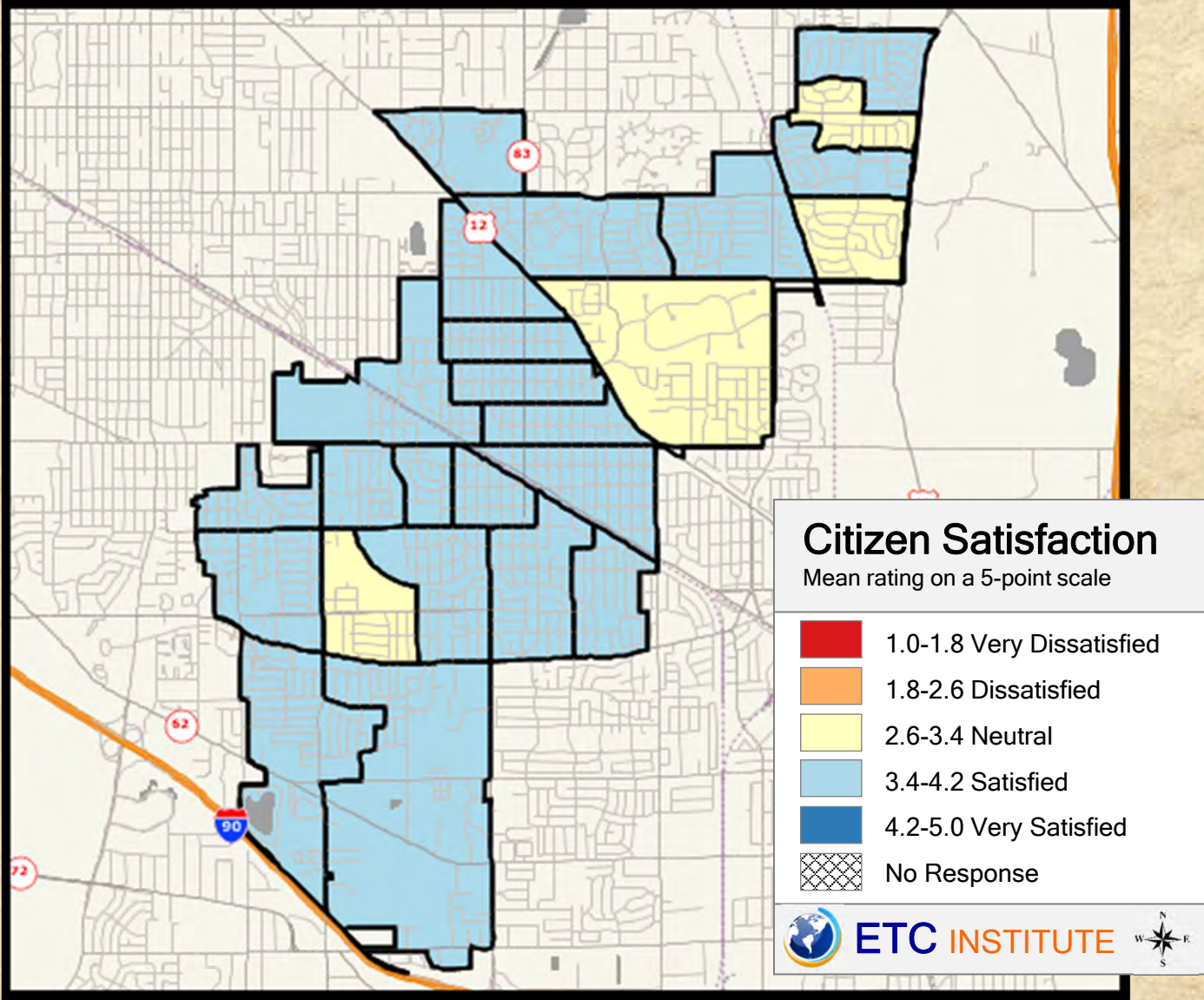
# Q6.6 Satisfaction with: Quality of wastewater services



## 2020 Village of Mount Prospect Community Survey

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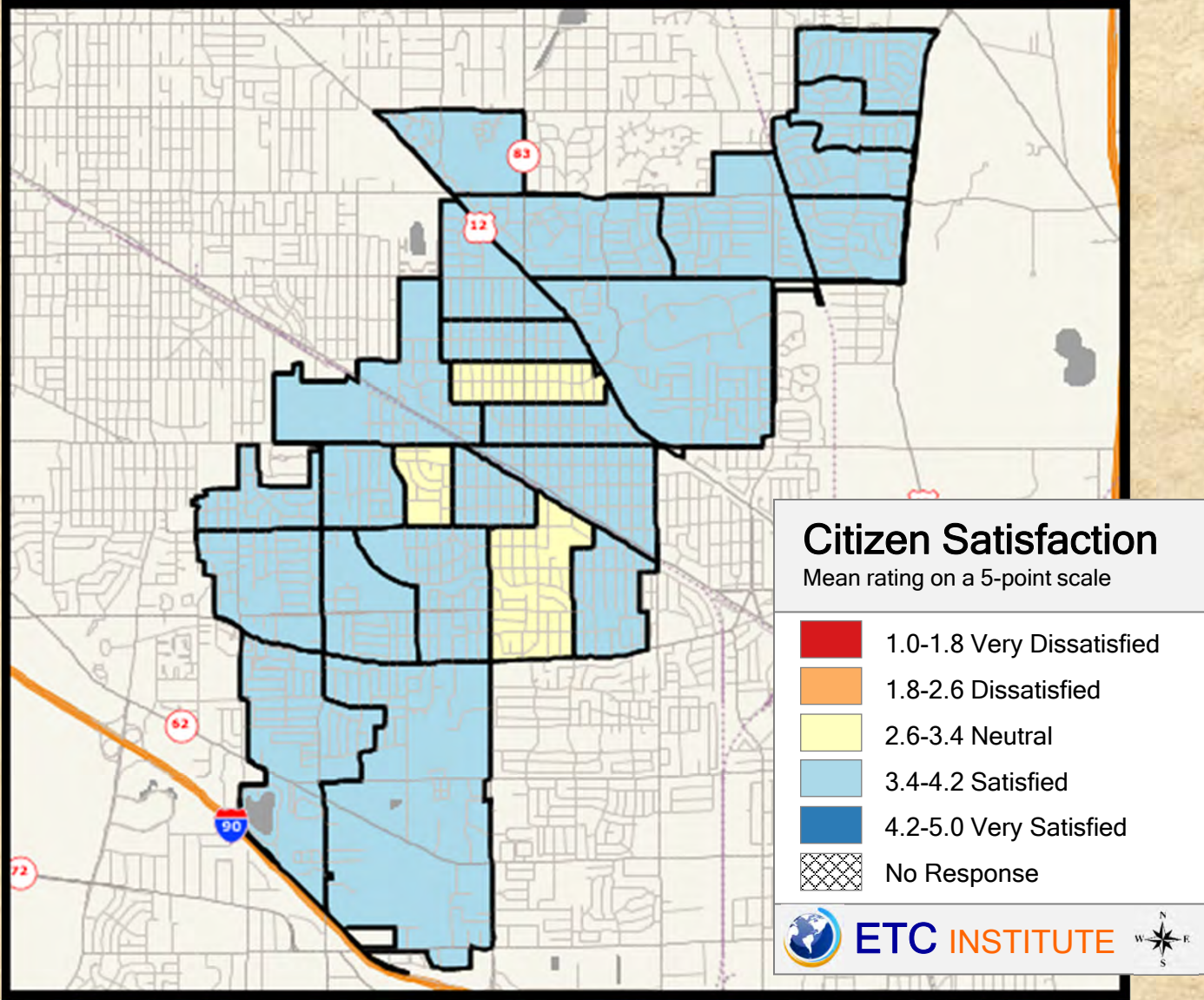
# Q6.7 Satisfaction with: Quality of stormwater management and drainage infrastructure



## 2020 Village of Mount Prospect Community Survey

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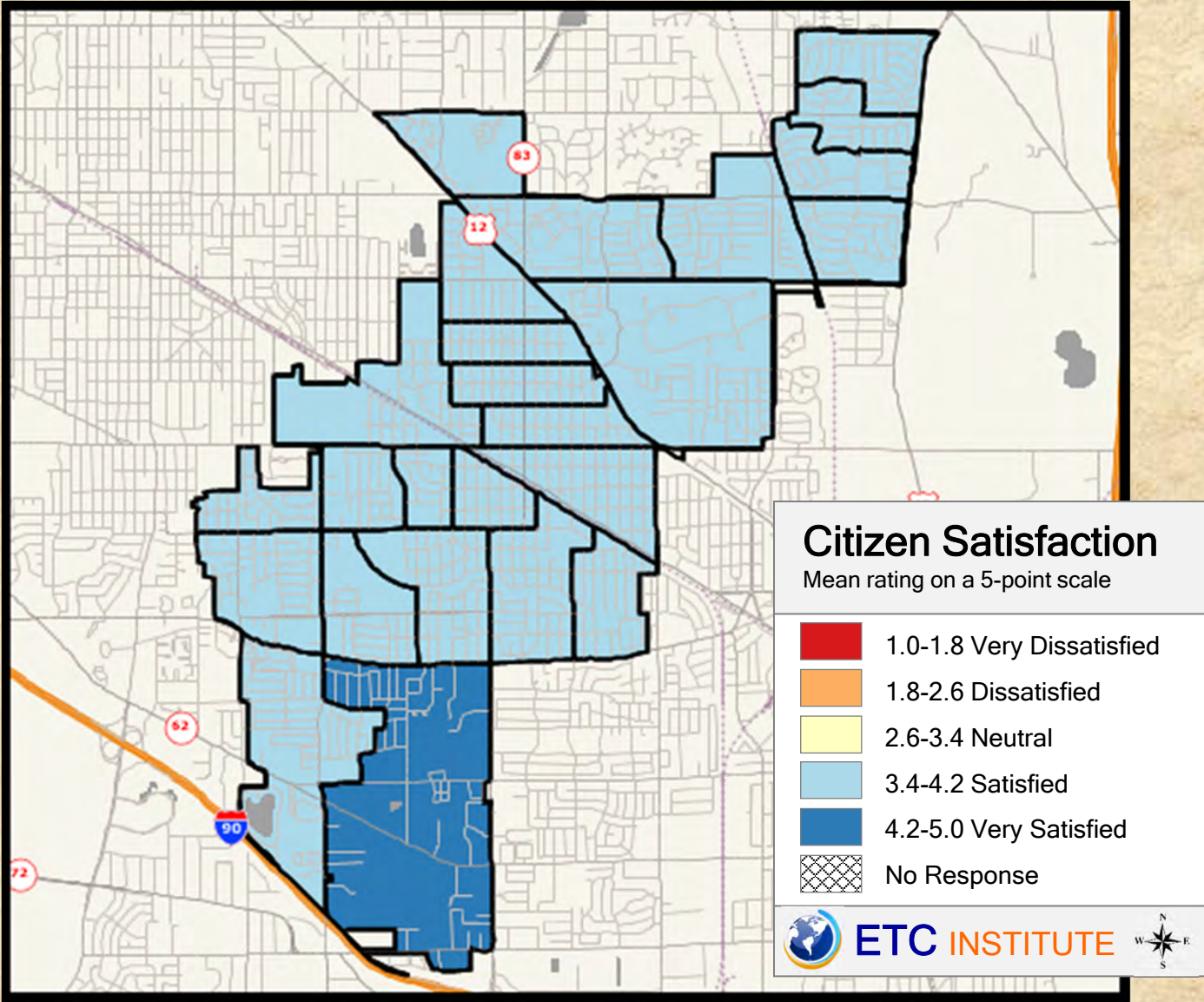
# Q7.1 Satisfaction with: Property maintenance standards (unkept properties, grass, weed control, sign violations, etc.) for private property



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q7.2 Satisfaction with: Exterior maintenance standards for private property

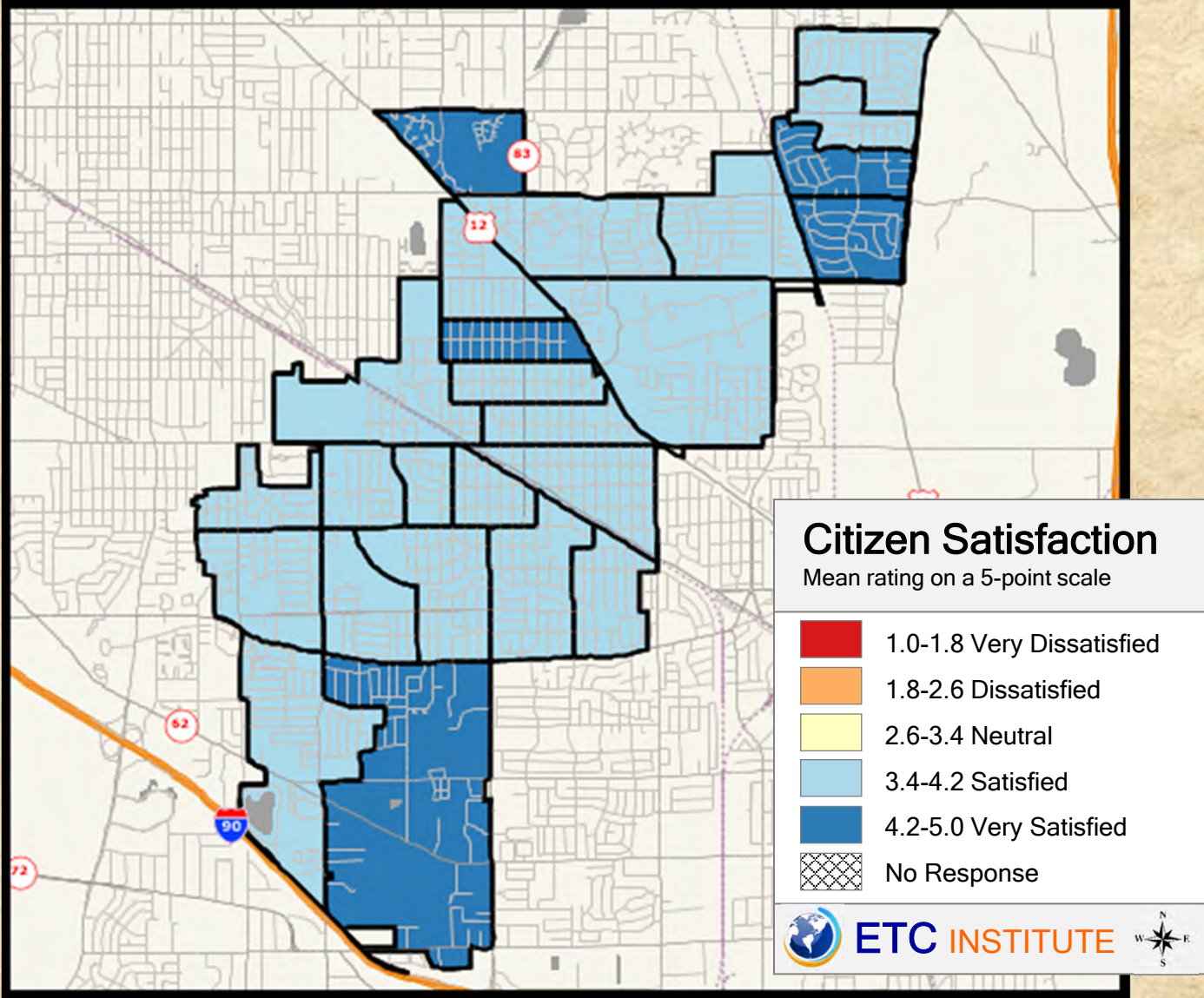


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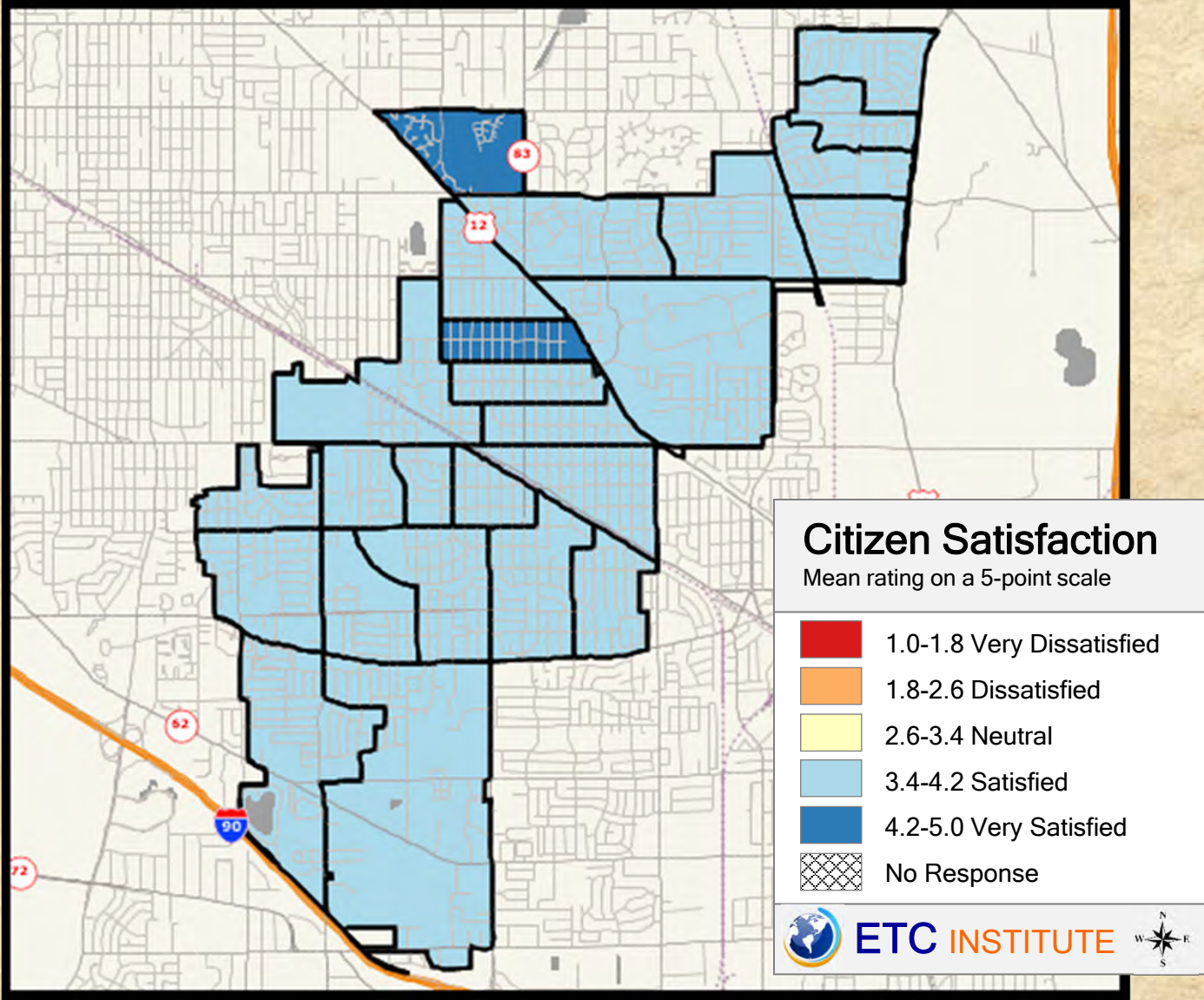
### Q7.3 Satisfaction with: Sign regulation standards



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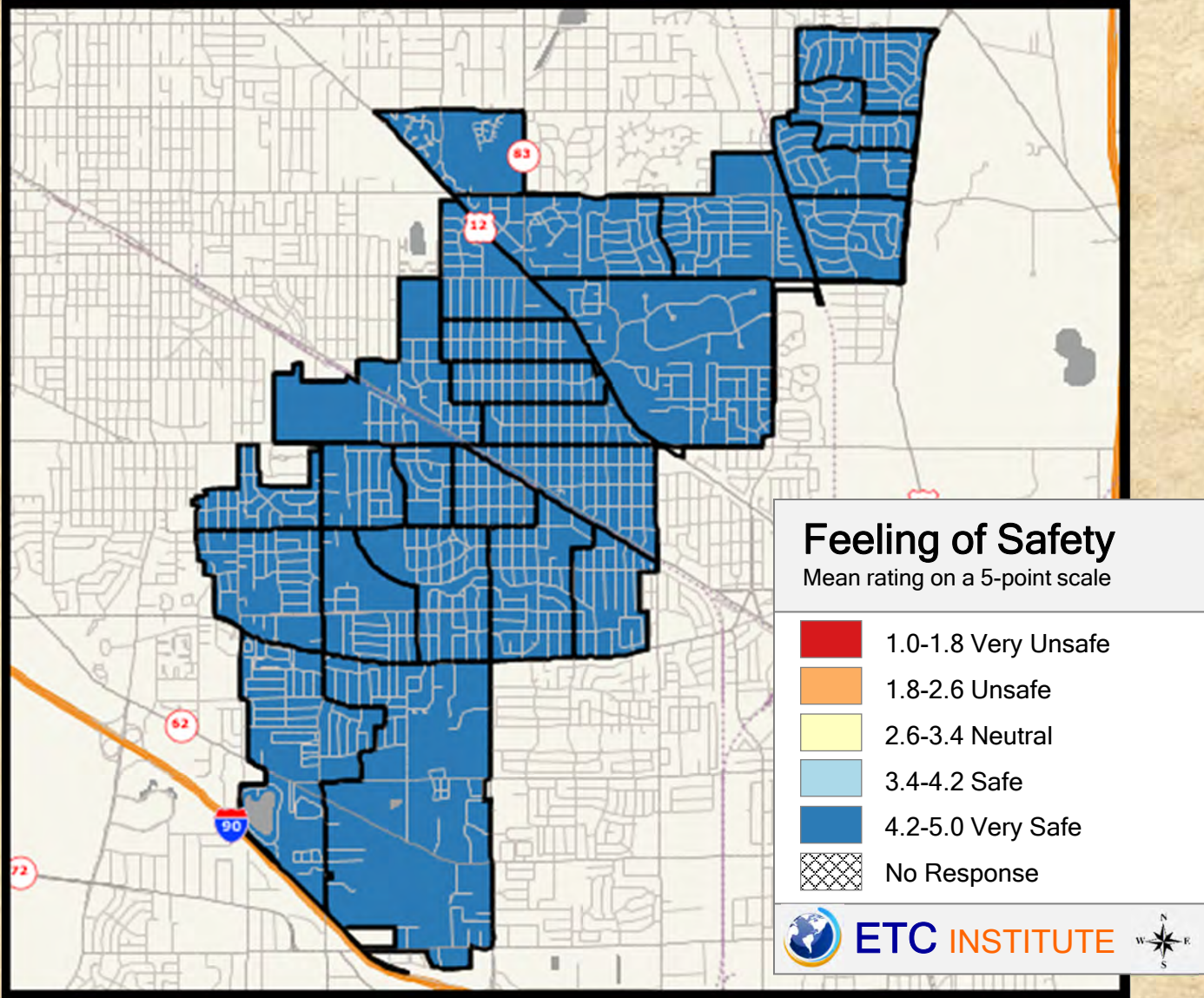
# Q7.4 Satisfaction with: Appearance of commercial corridors



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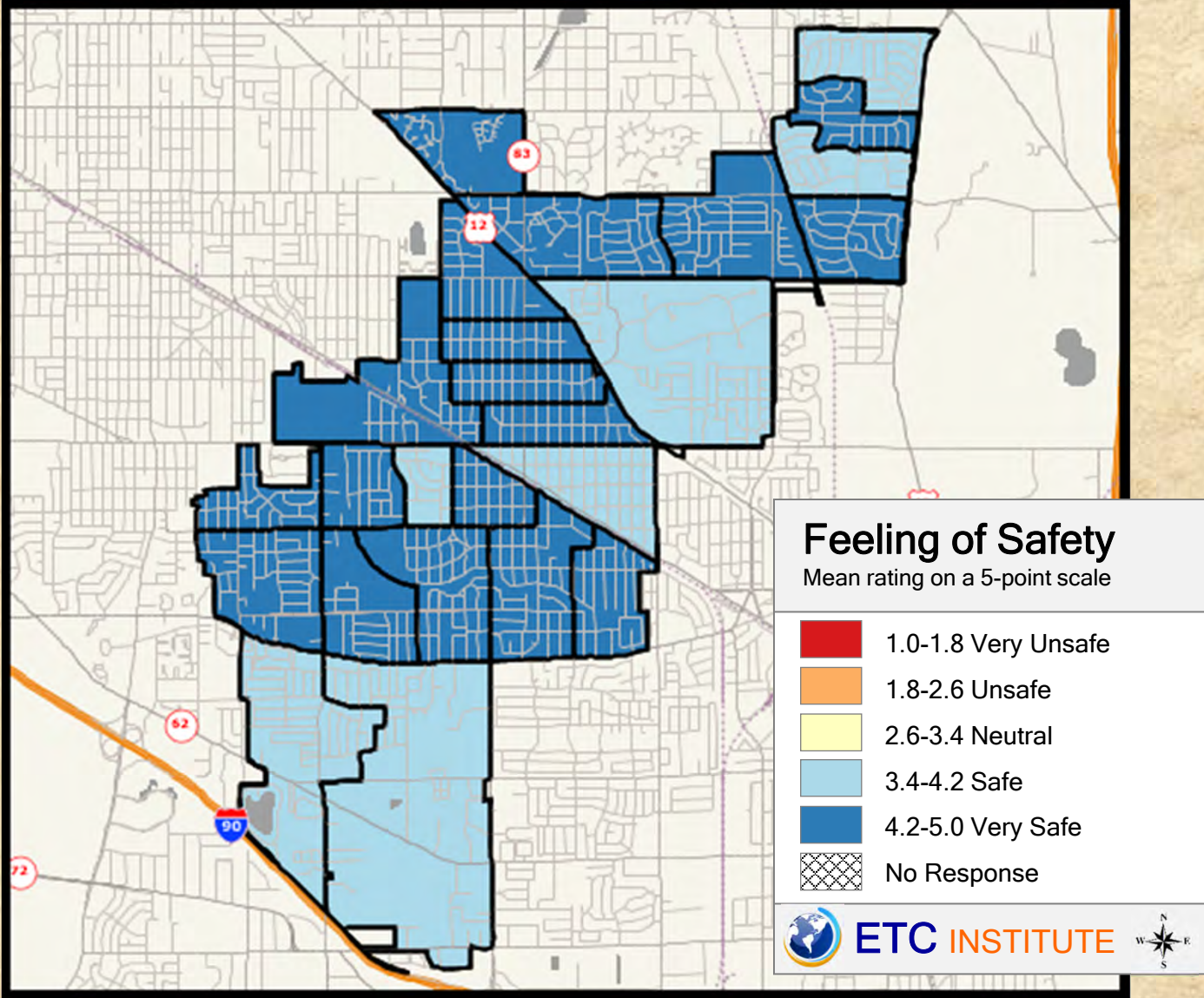
# Q9.1 Feeling of safety: In your neighborhood during the day



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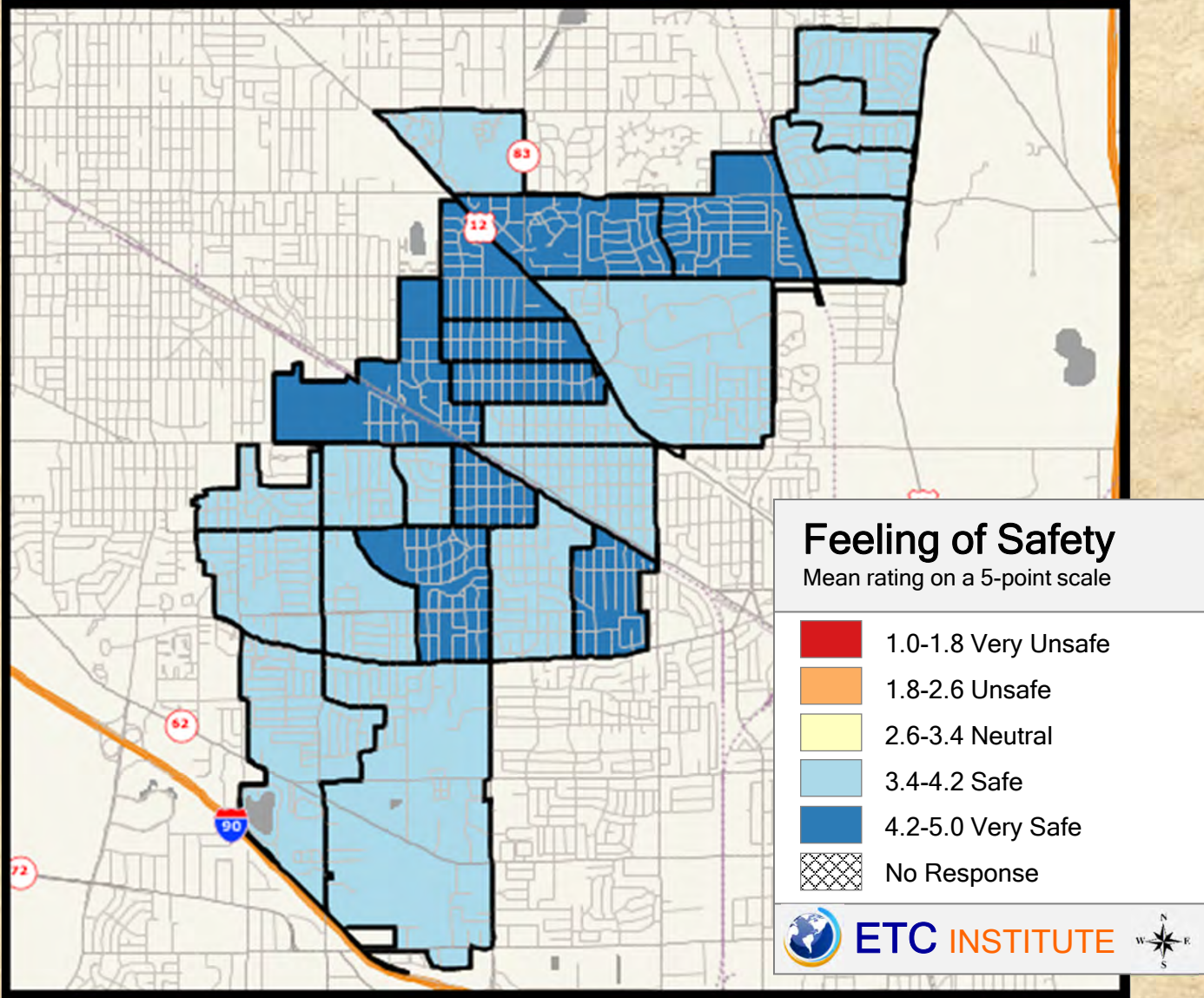
# Q9.2 Feeling of safety: In your neighborhood at night



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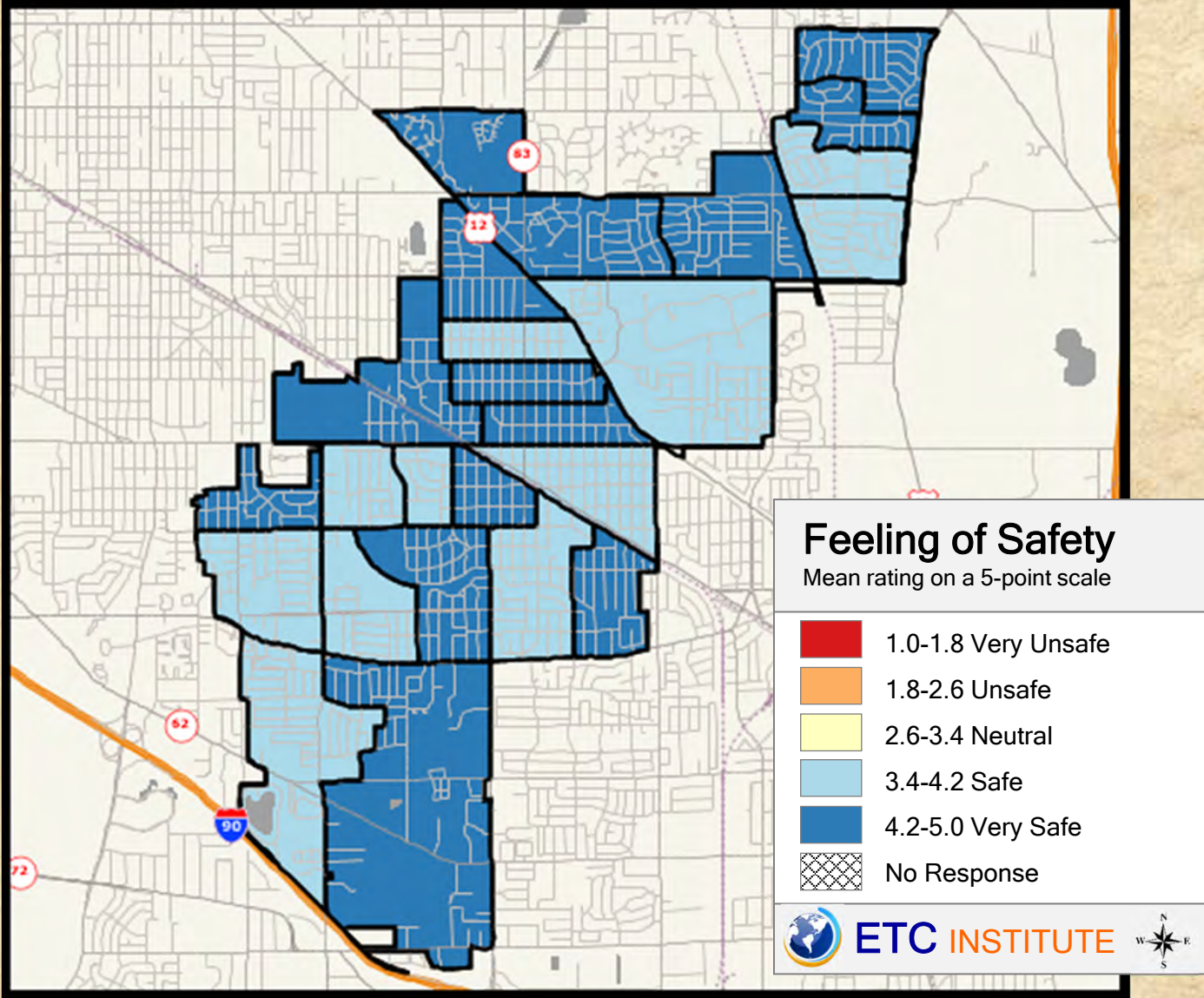
# Q9.3 Feeling of safety: In parks, trails, and recreational areas within the Village



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

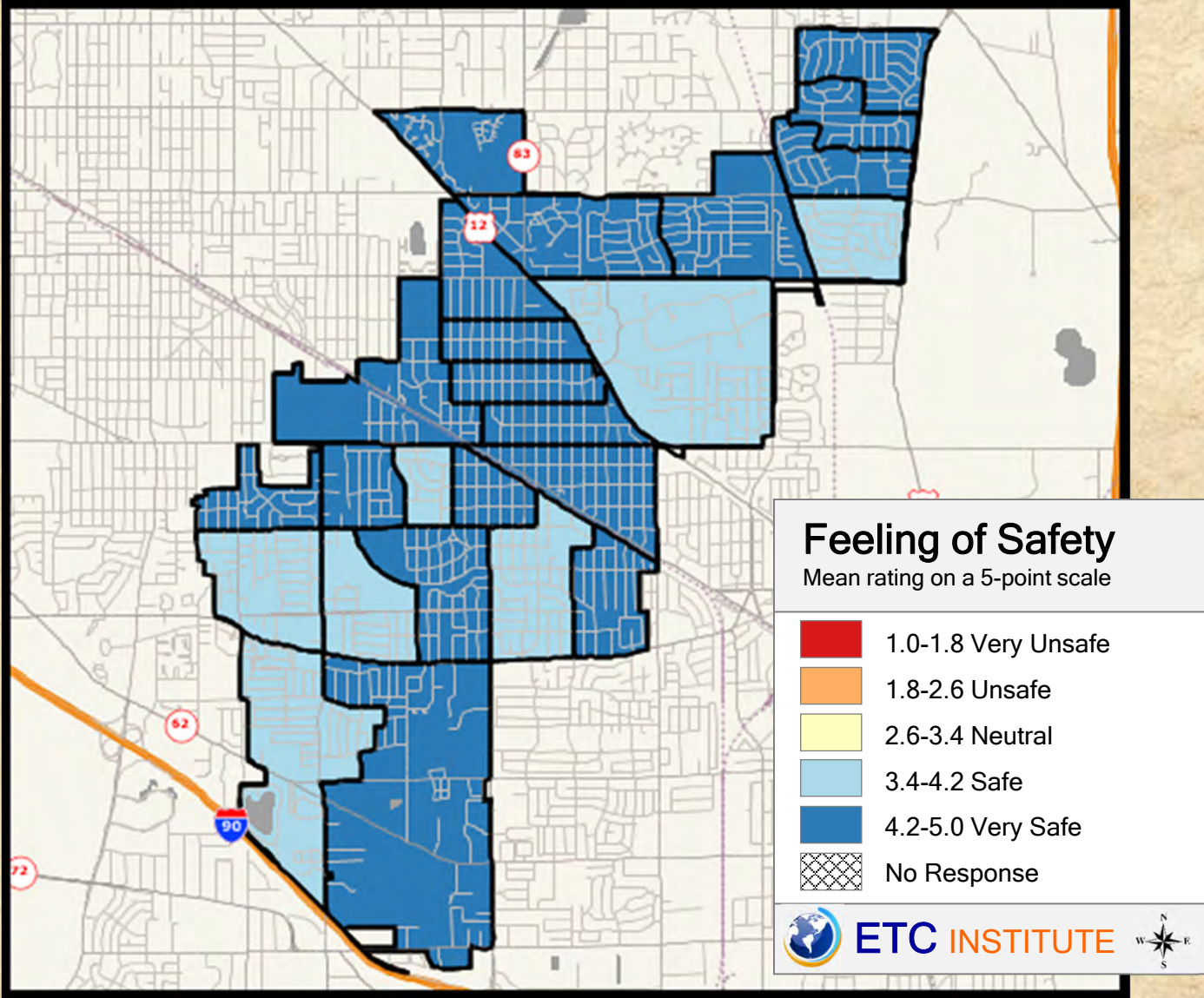
### Q9.4 Feeling of safety: In commercial and retail areas



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

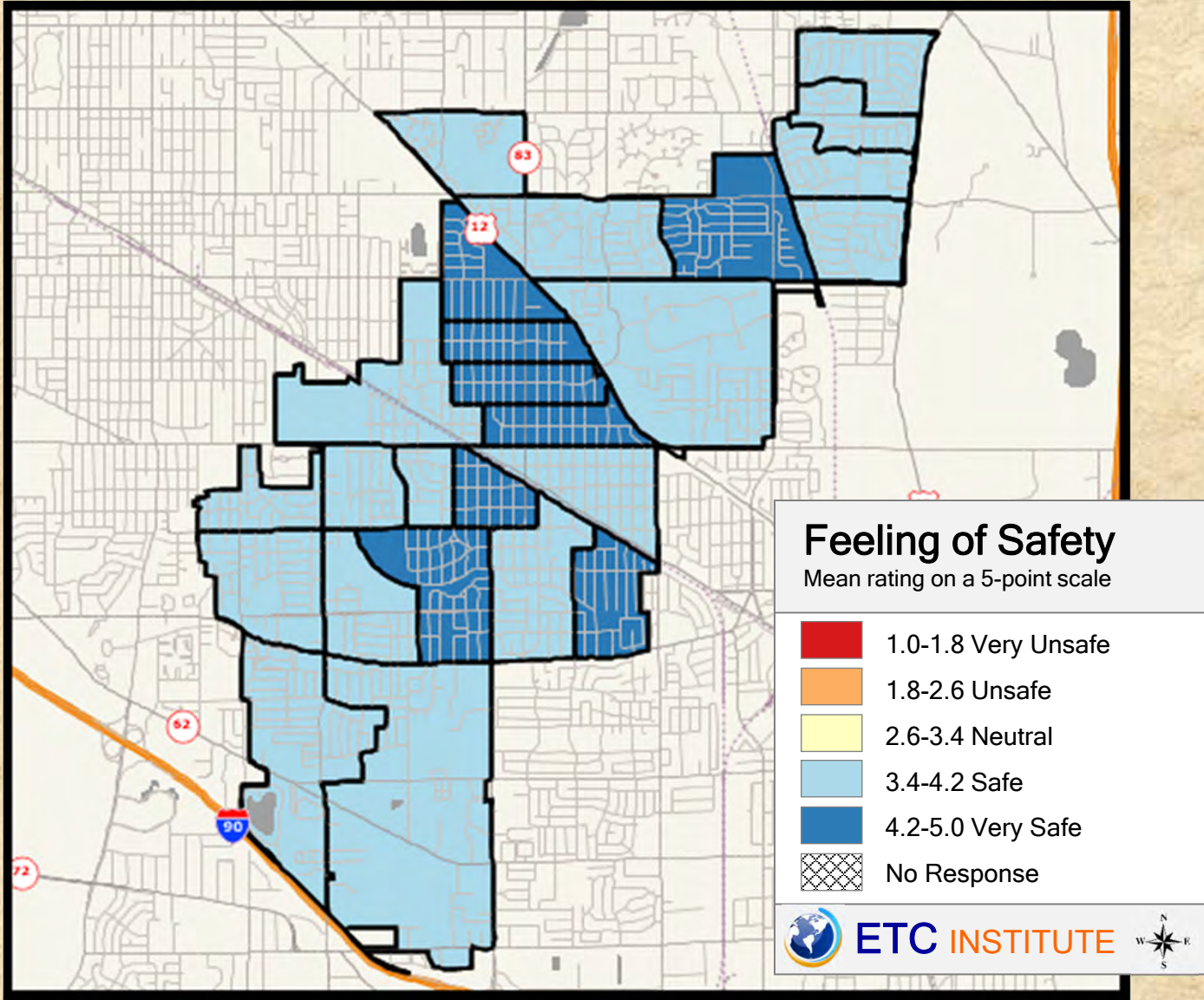
# Q9.5 Feeling of safety: Overall in the Village



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q9.6 Feeling of safety: Downtown after dark

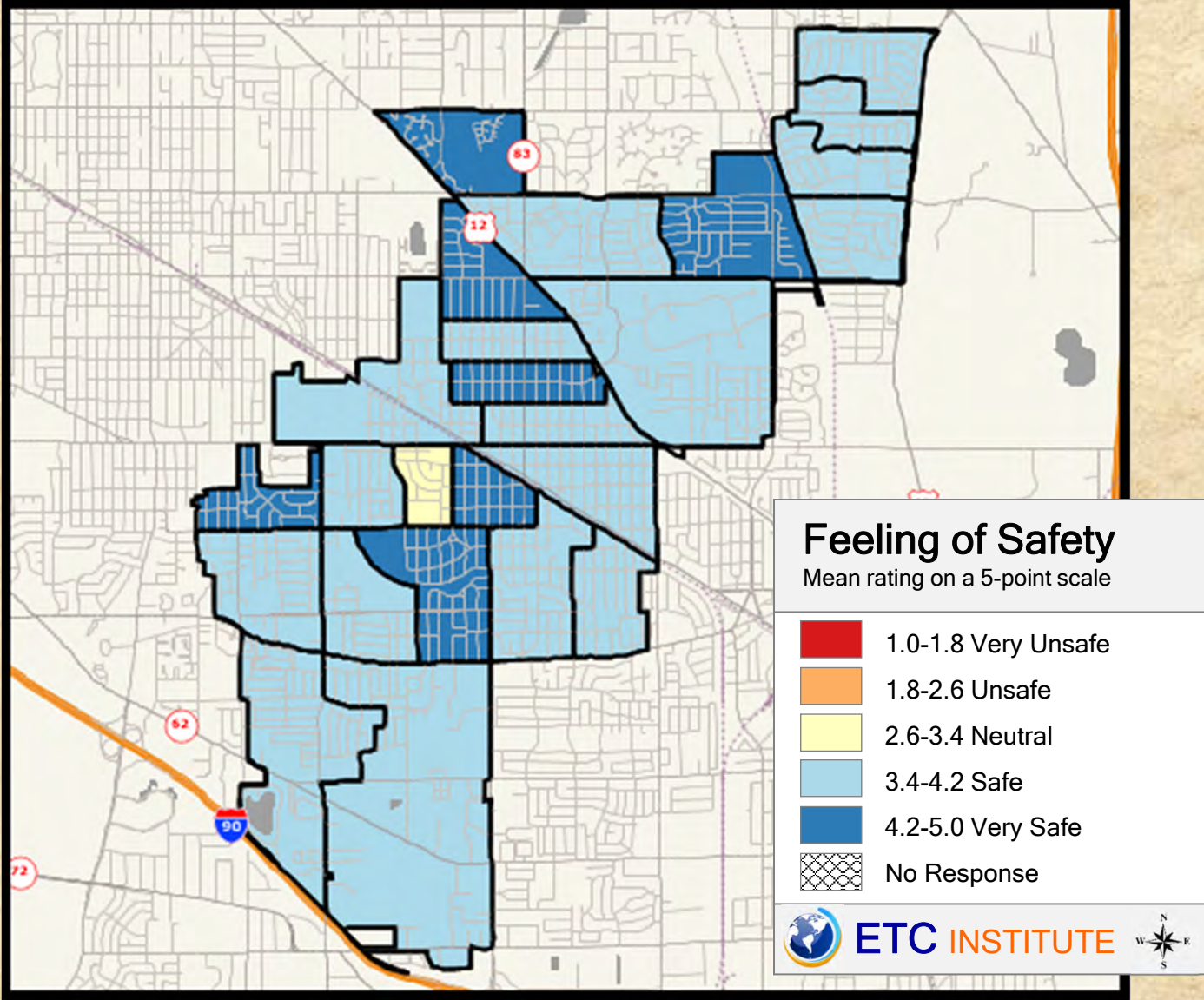


## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



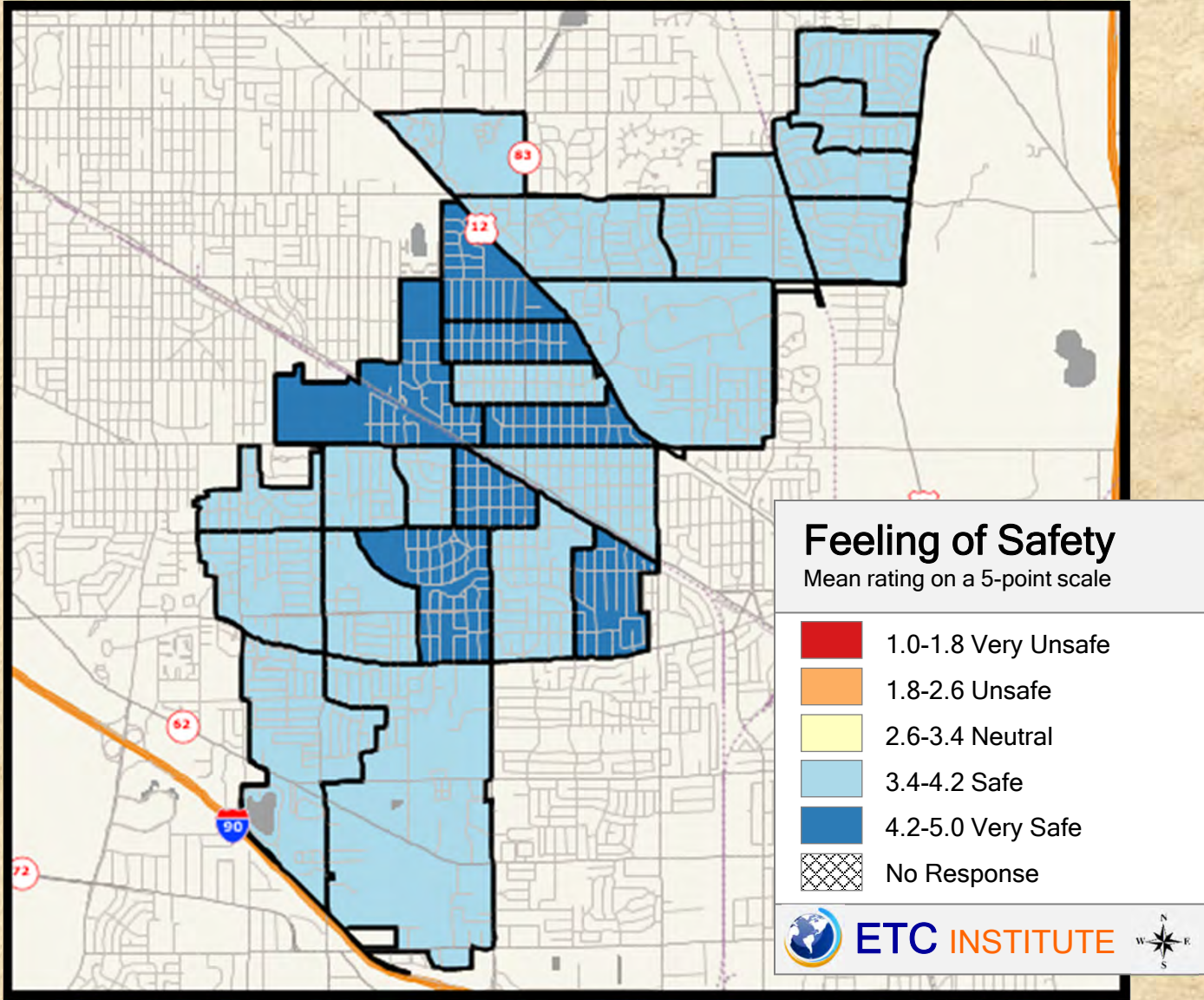
# Q9.7 Feeling of safety: Traveling by bicycle in the Village



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

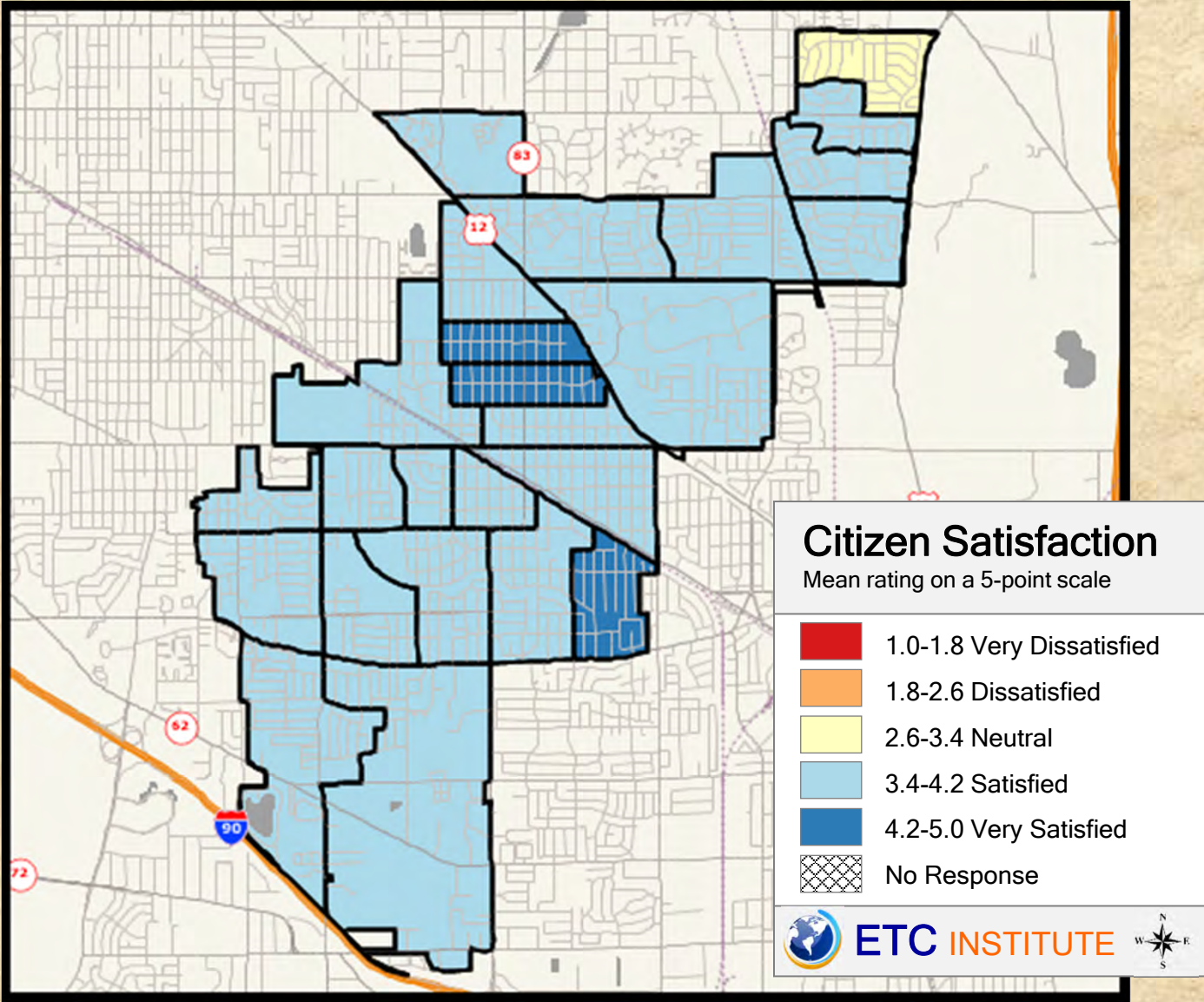
# Q9.8 Feeling of safety: Shopping after dark



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

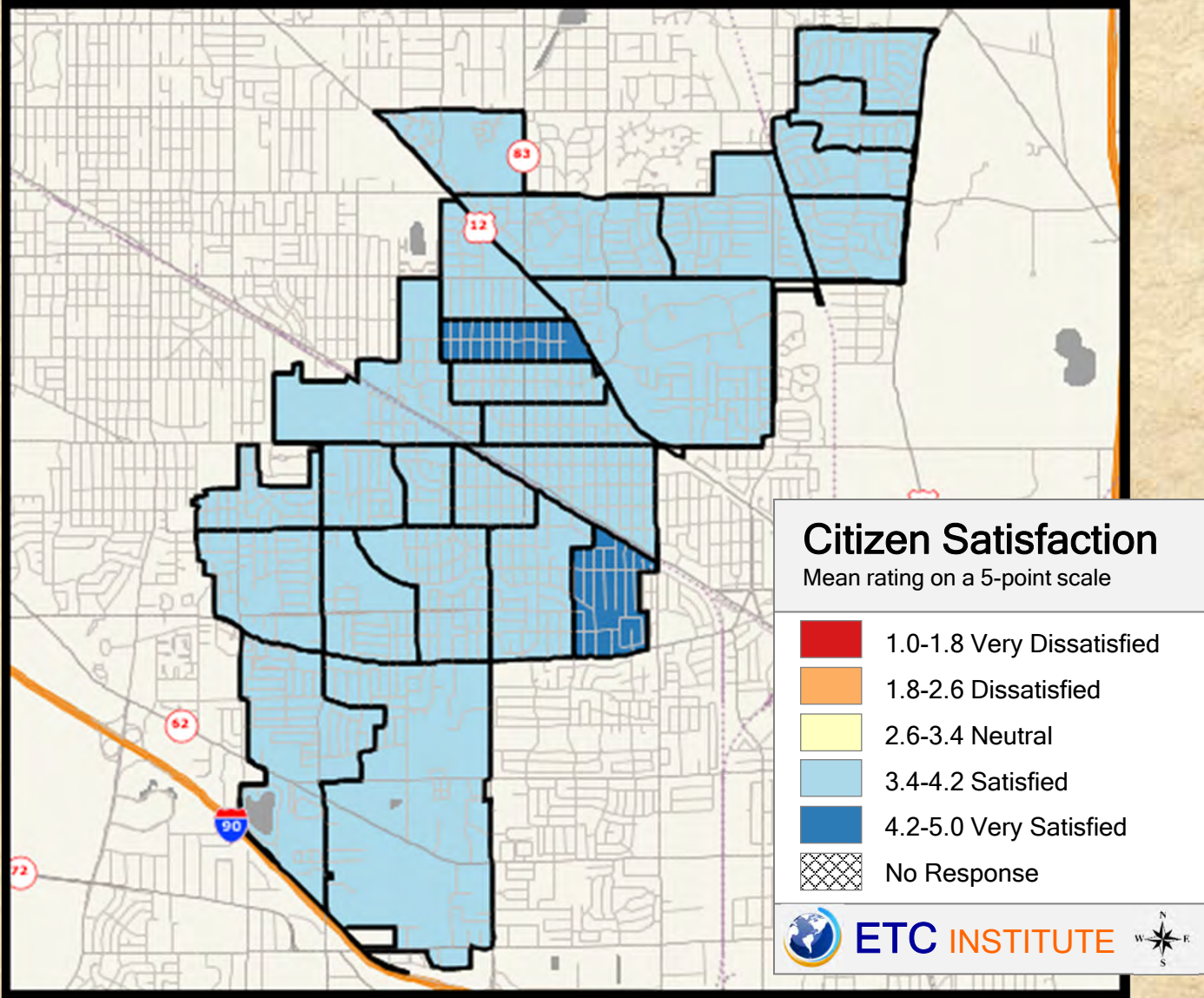
# Q10.1 Satisfaction with: Visibility of police in neighborhoods



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

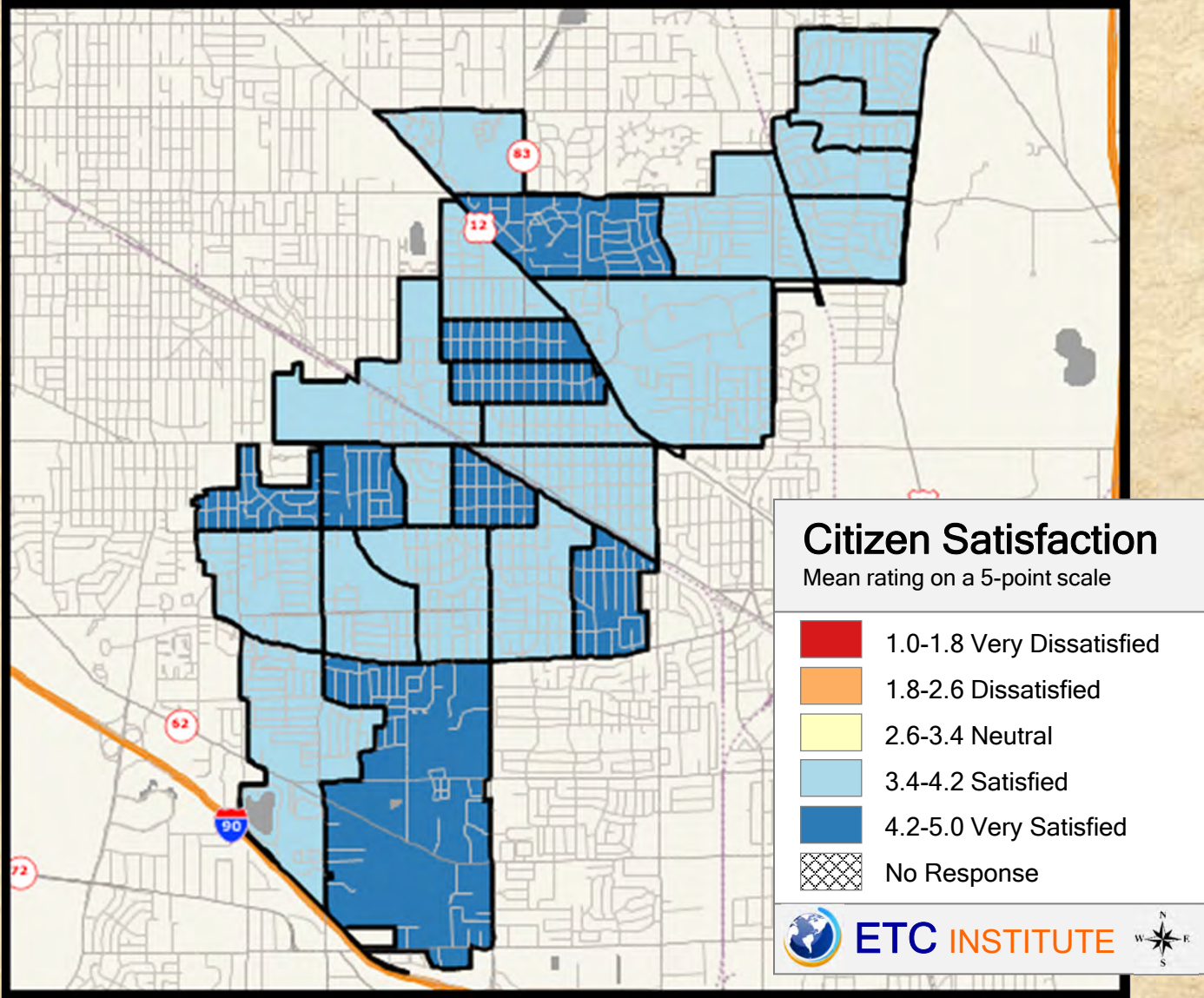
# Q10.2 Satisfaction with: Visibility of police in retail/commercial areas



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

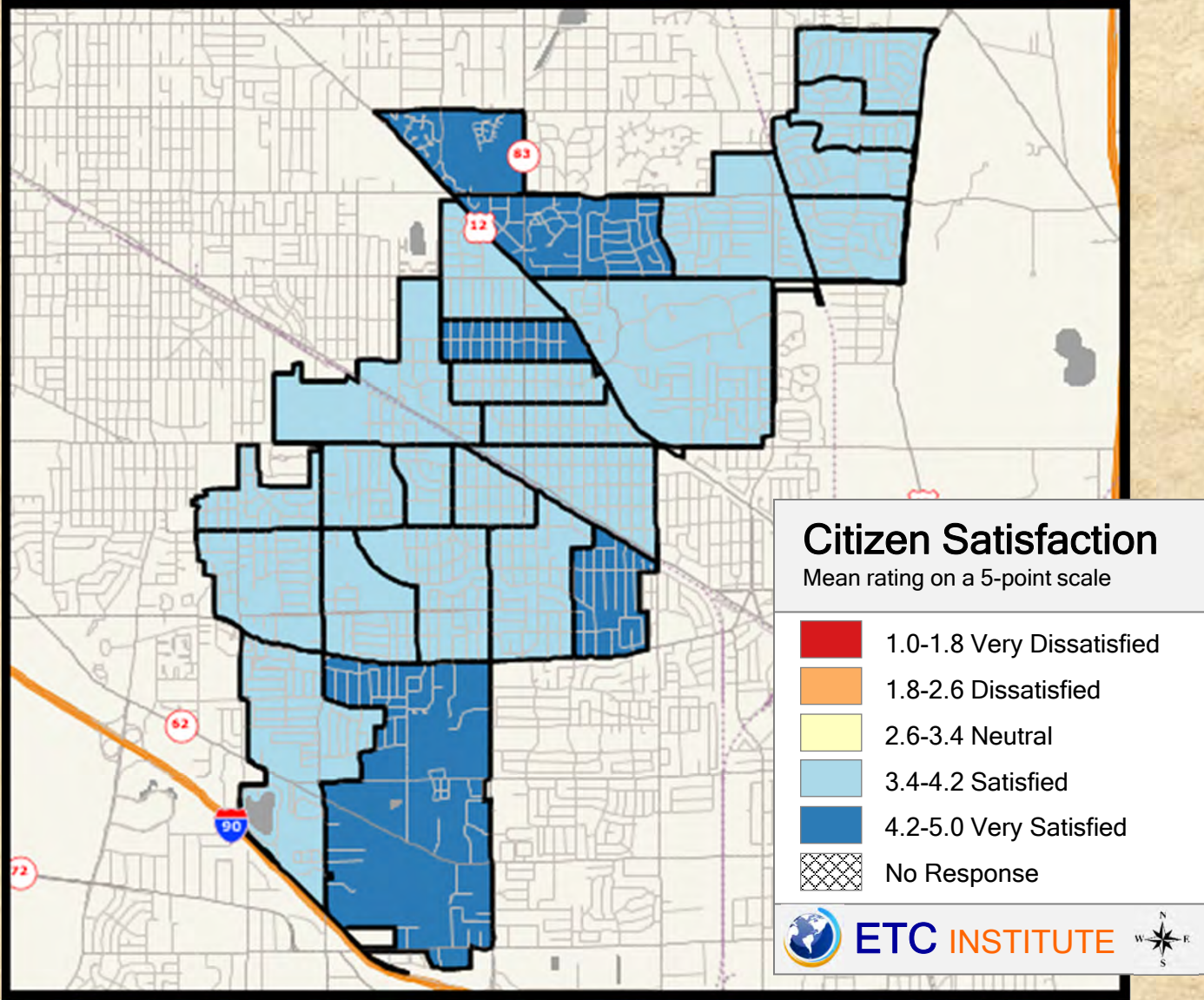
### Q10.3 Satisfaction with: Efforts to prevent crime



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

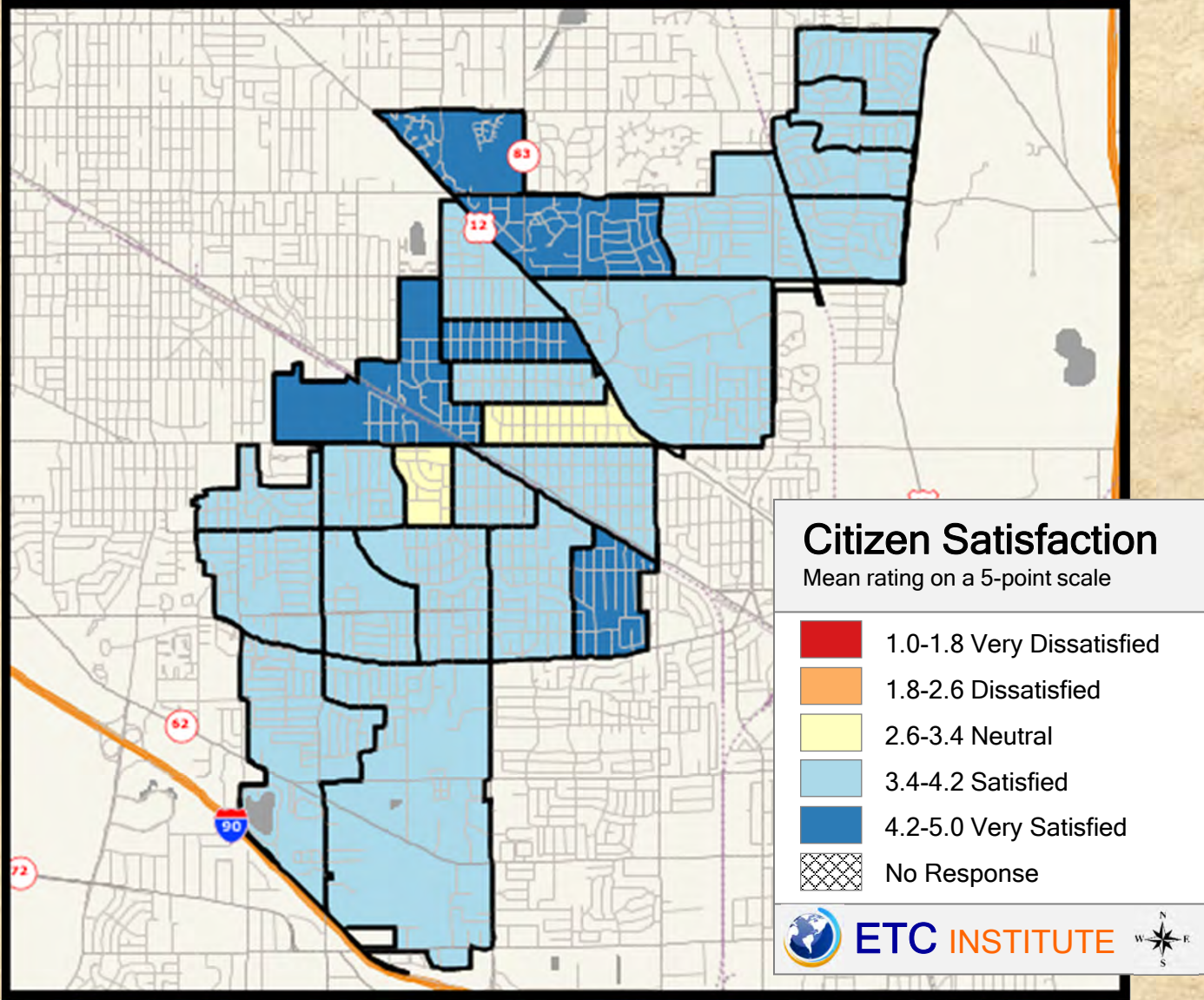
# Q10.4 Satisfaction with: Enforcement of traffic laws



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

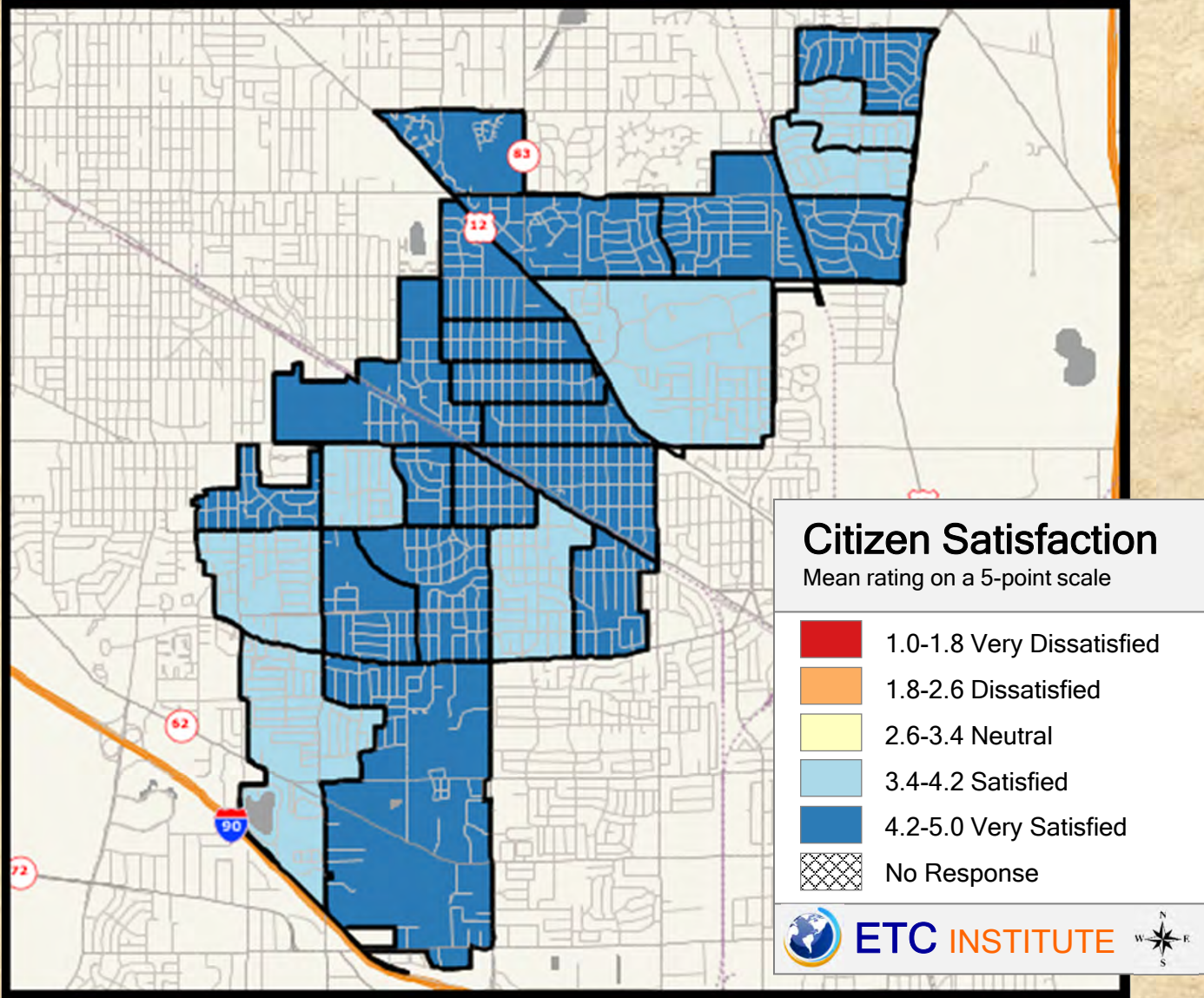
# Q10.5 Satisfaction with: Enforcement of parking laws



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q10.6 Satisfaction with: Overall quality of police response times

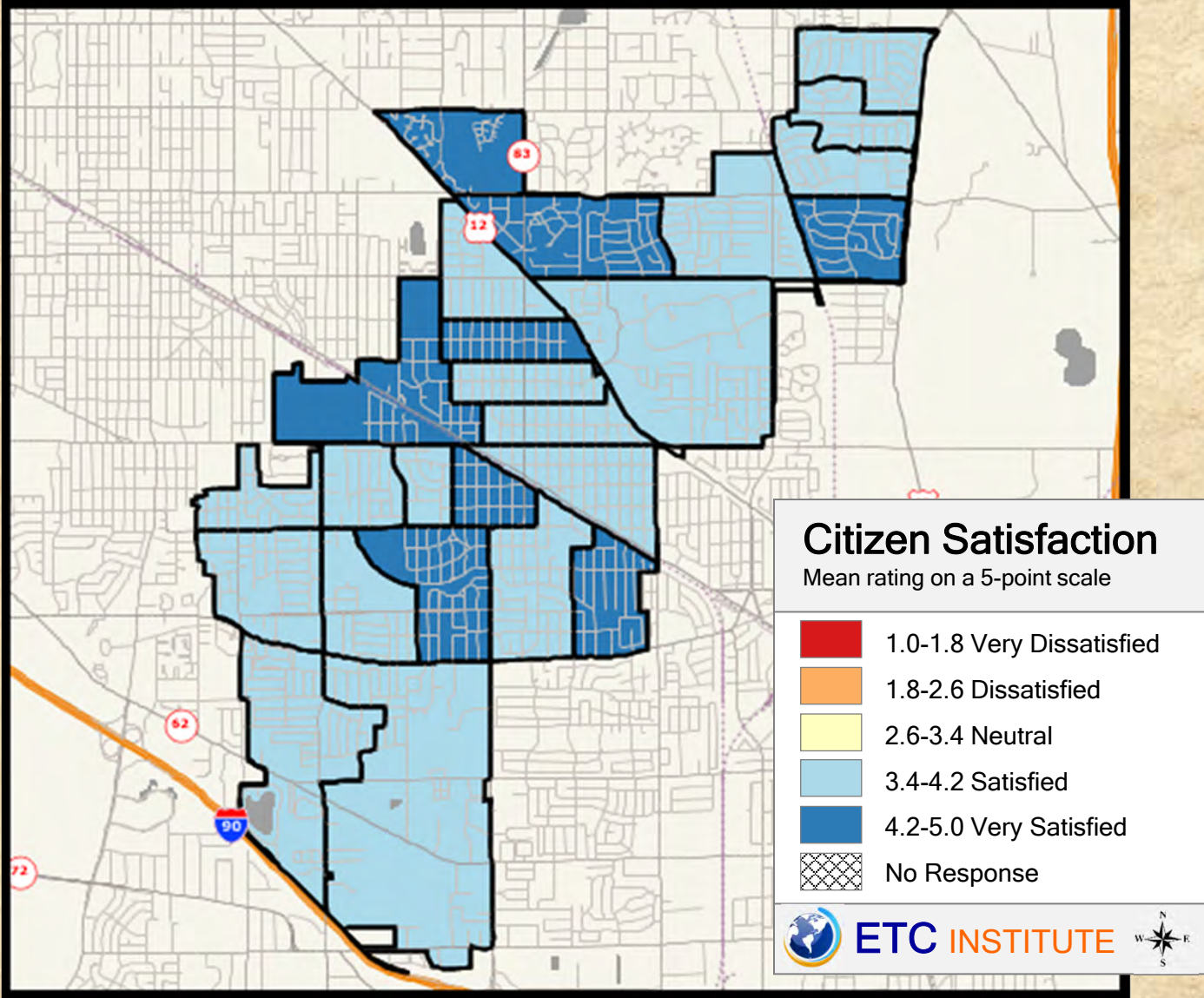


## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



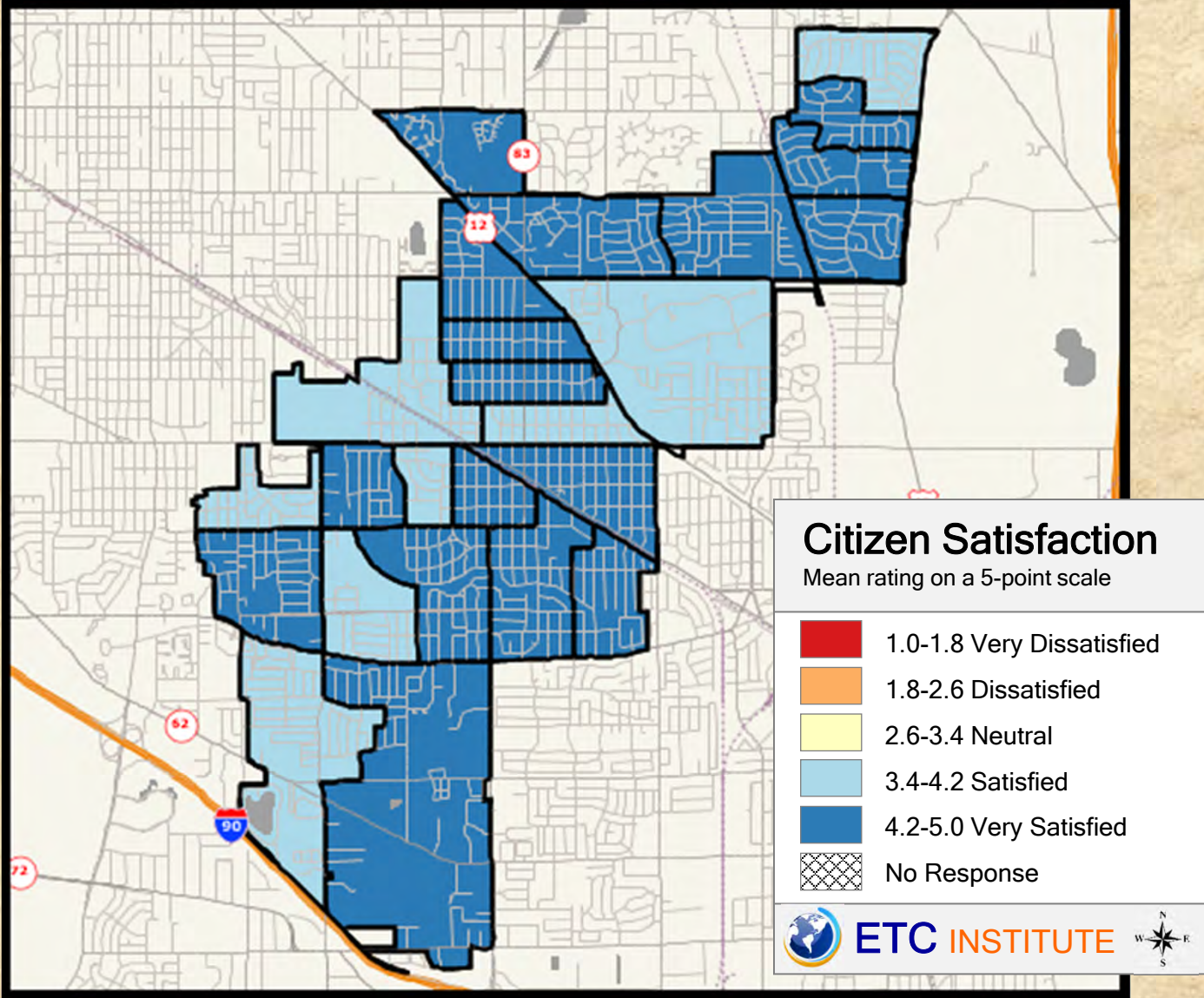
# Q10.7 Satisfaction with: Police education programs



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

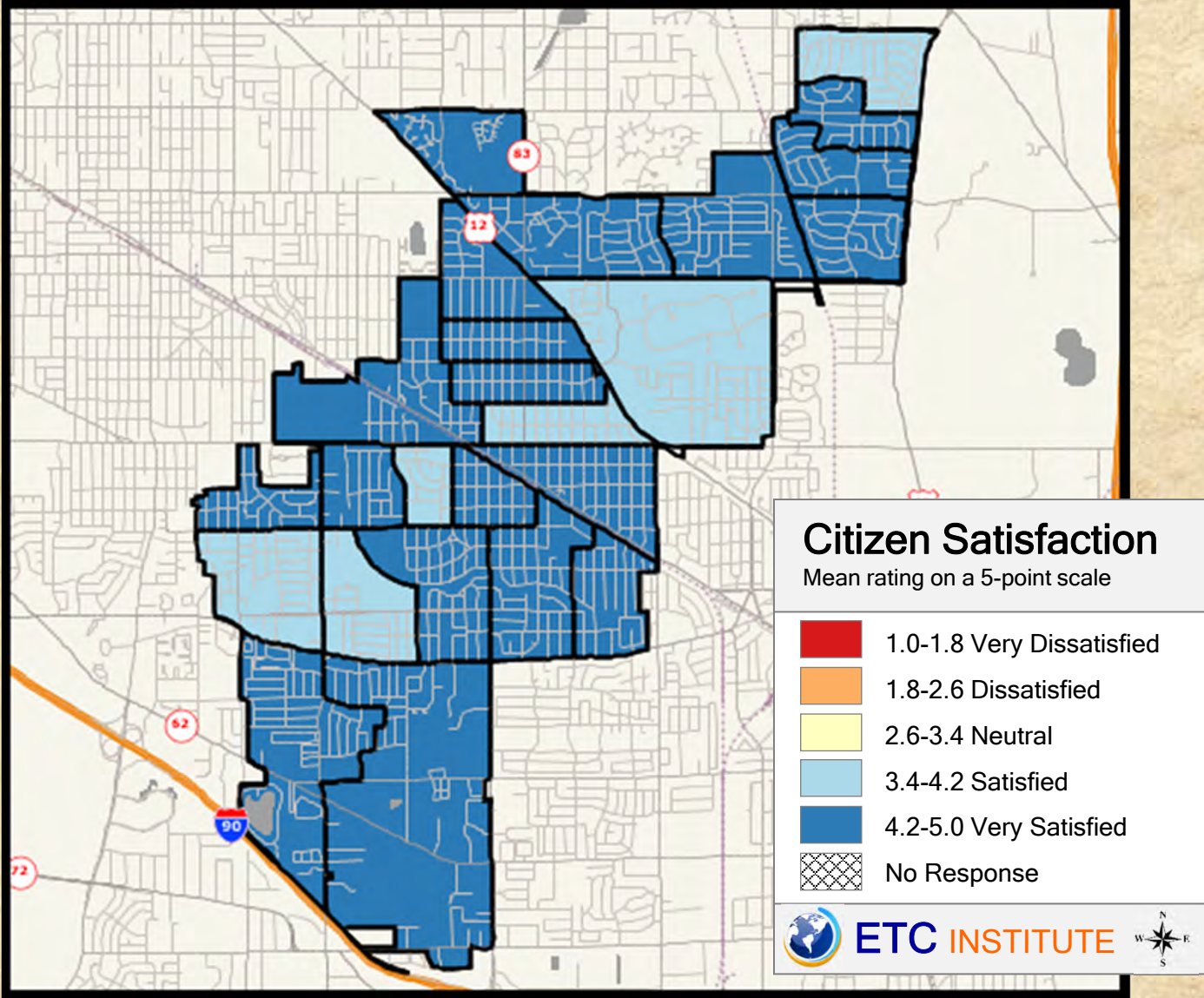
# Q10.8 Satisfaction with: Overall professionalism of the police department



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

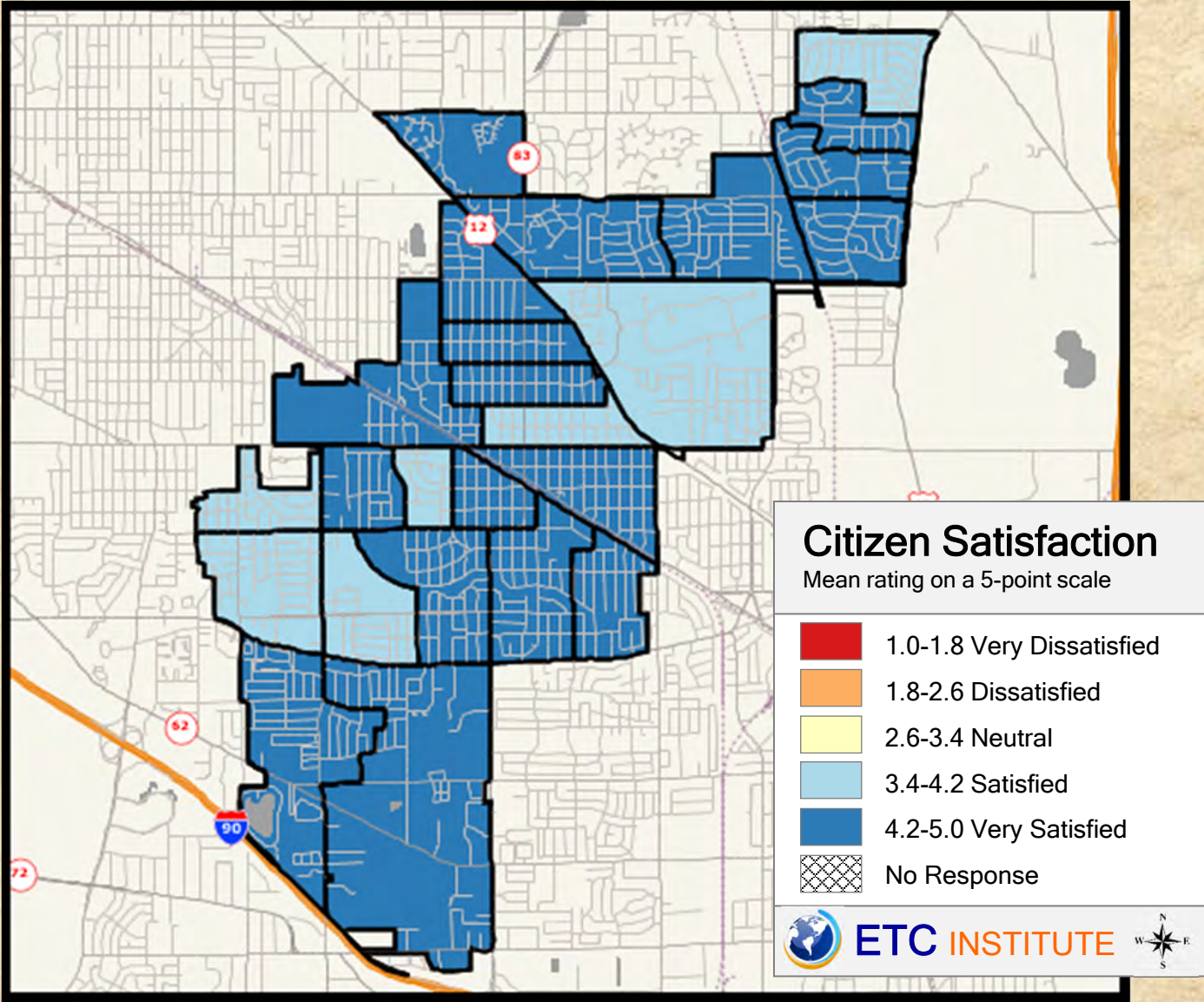
# Q10.9 Satisfaction with: Overall quality of police protection



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

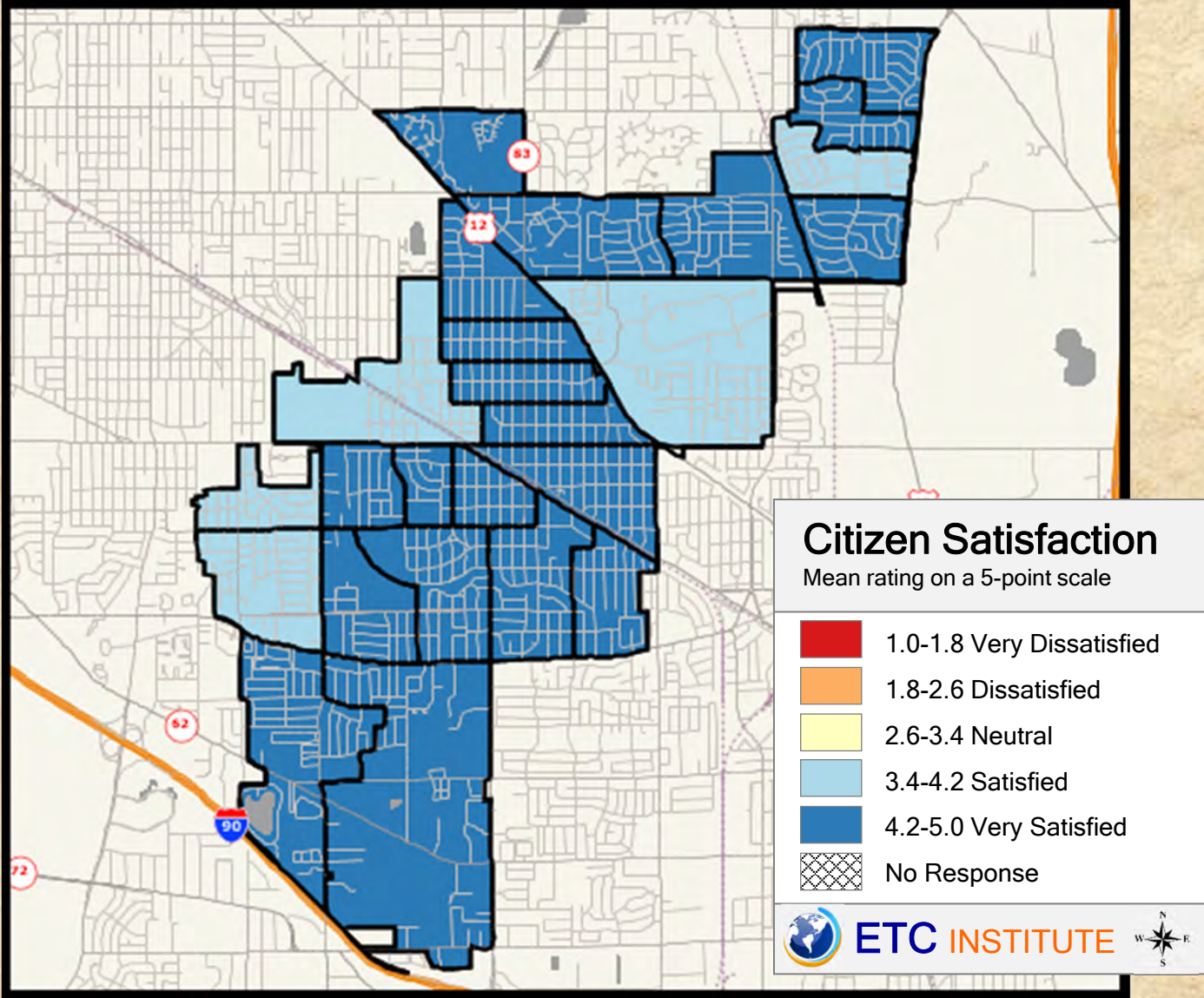
# Q10.10 Satisfaction with: Friendliness of police department



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

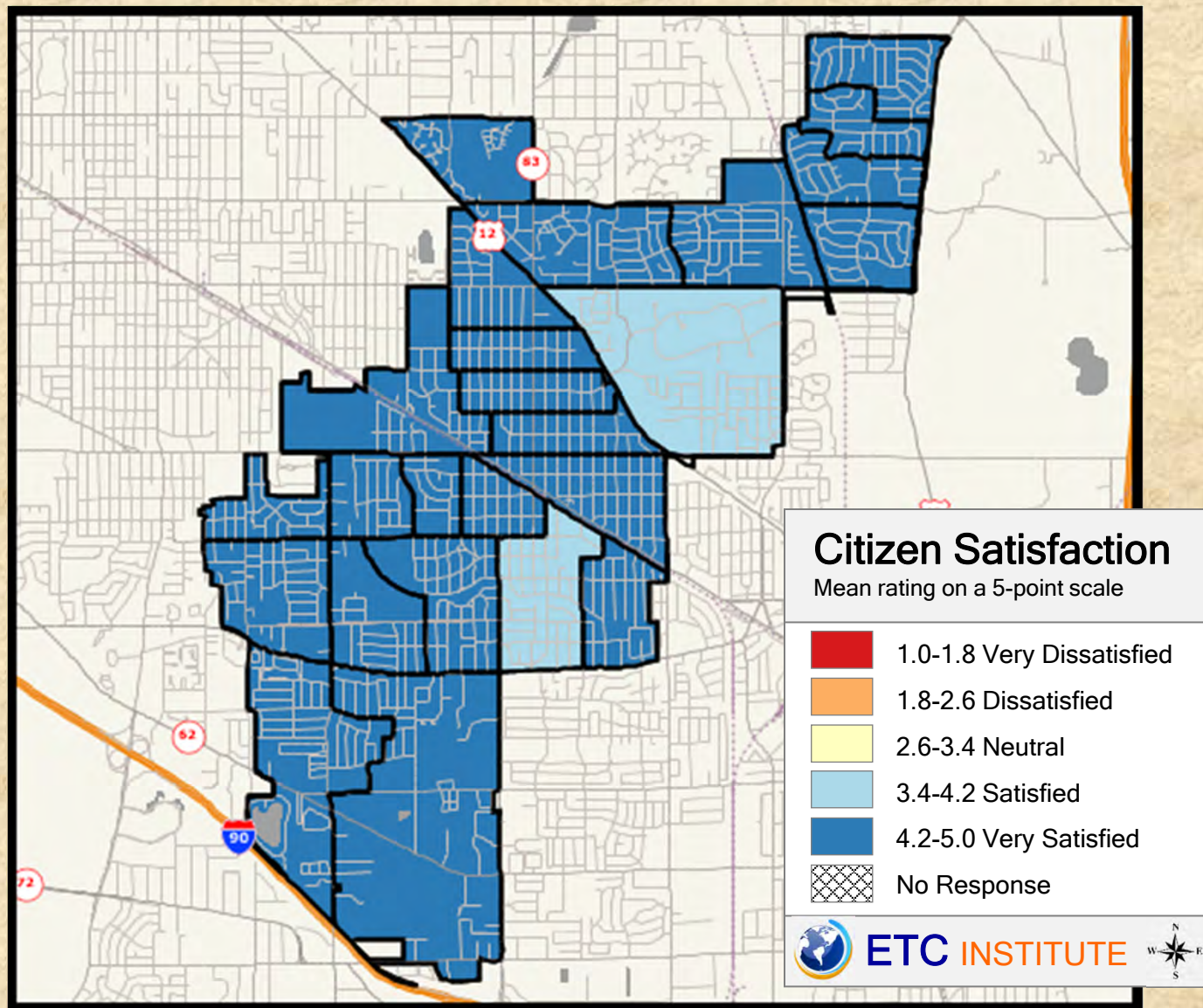
# Q10.11 Satisfaction with: Overall quality of emergency medical services



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

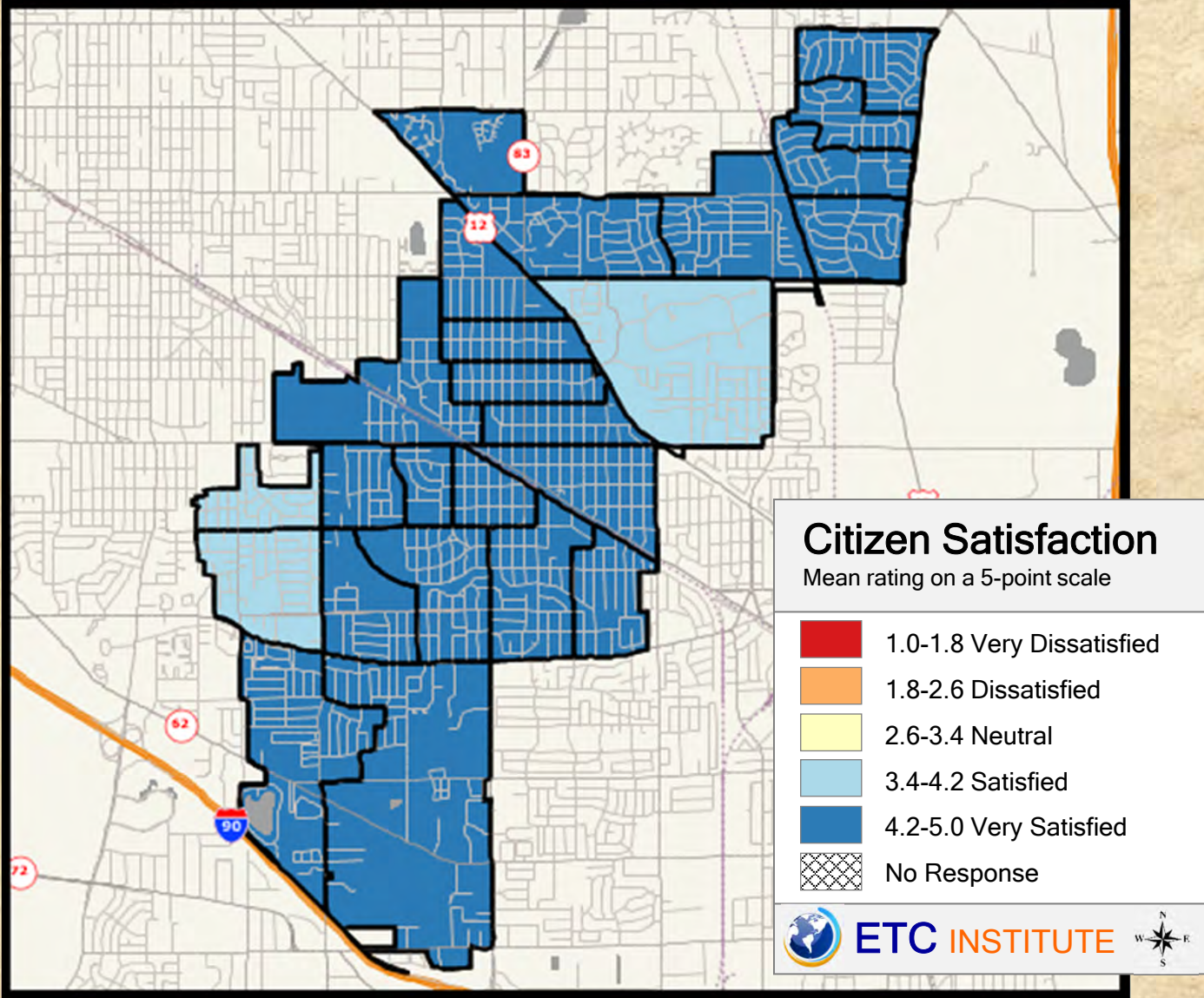
# Q10.12 Satisfaction with: Overall quality of fire protection services



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

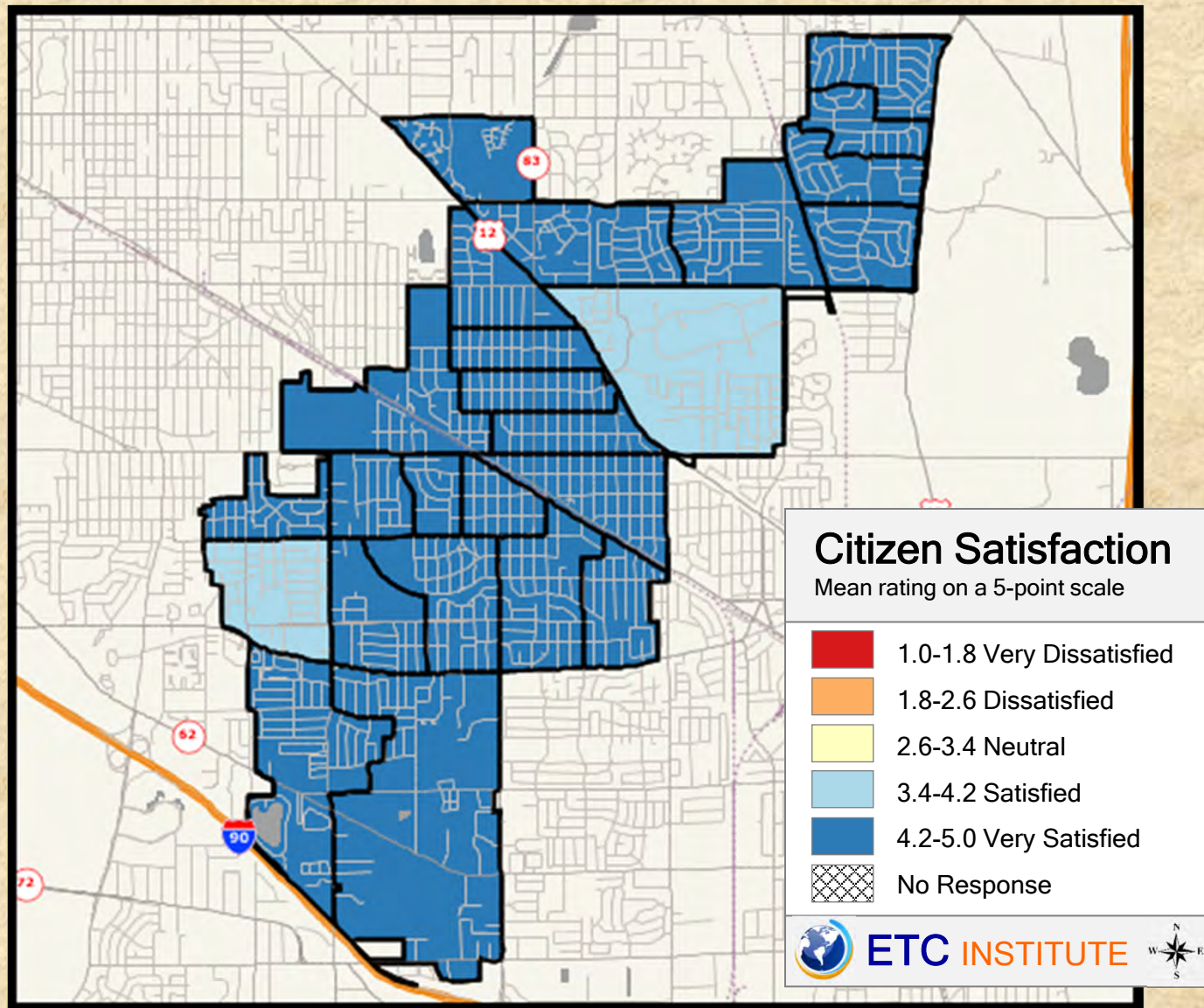
# Q10.13 Satisfaction with: Overall professionalism of the fire department



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q10.14 Satisfaction with: Friendliness of the fire department

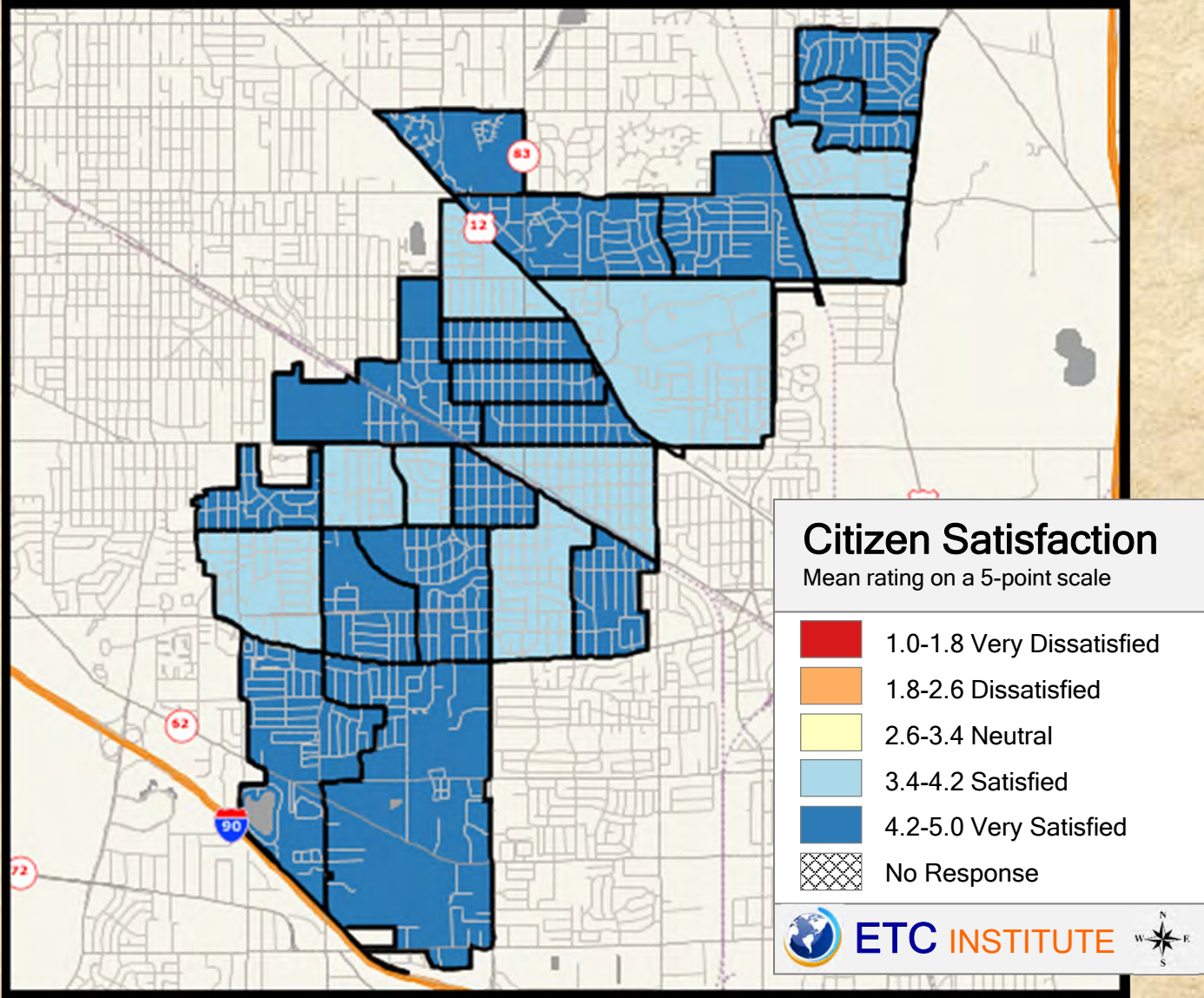


### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



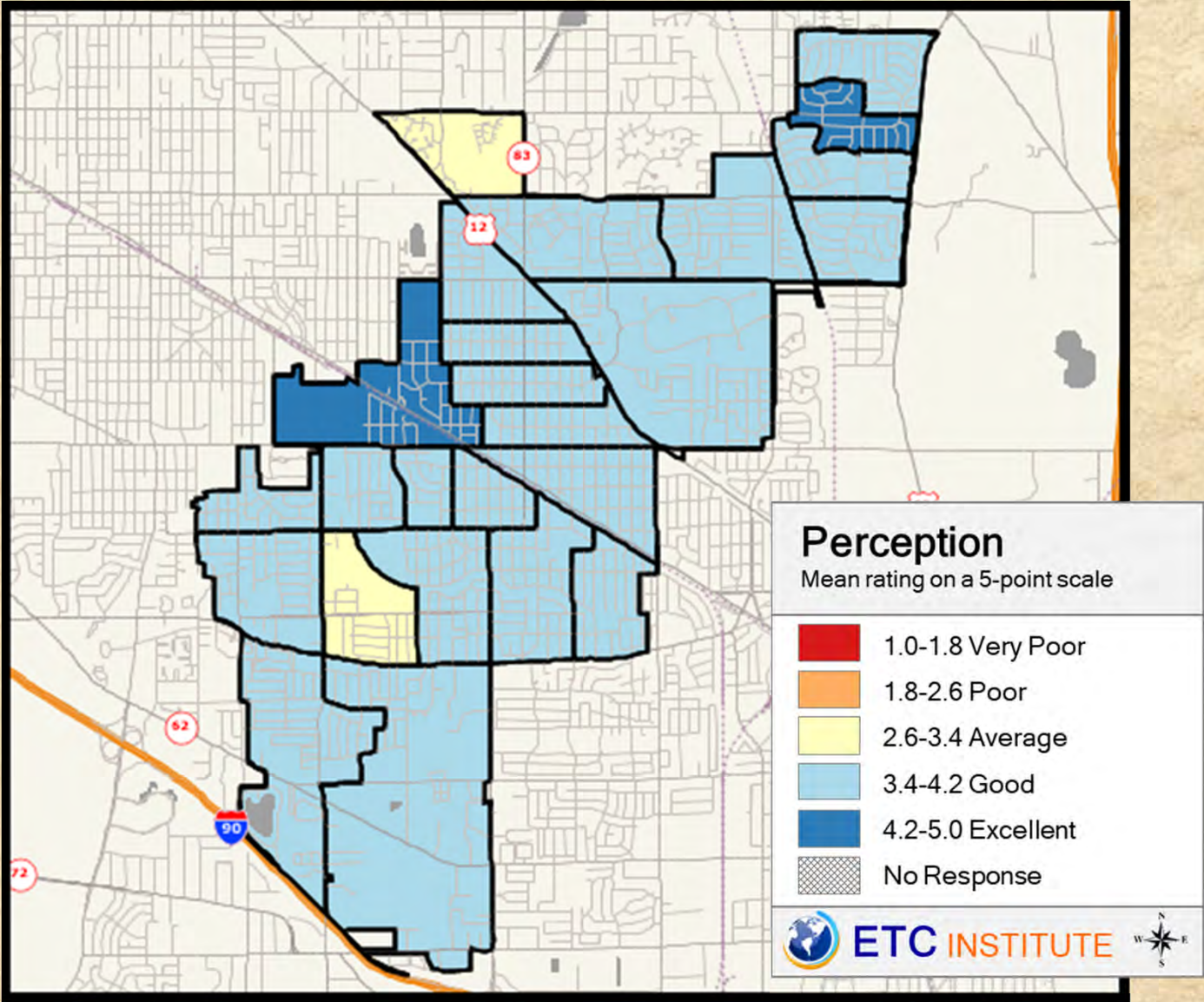
# Q10.15 Satisfaction with: Fire Department/EMS education programs



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

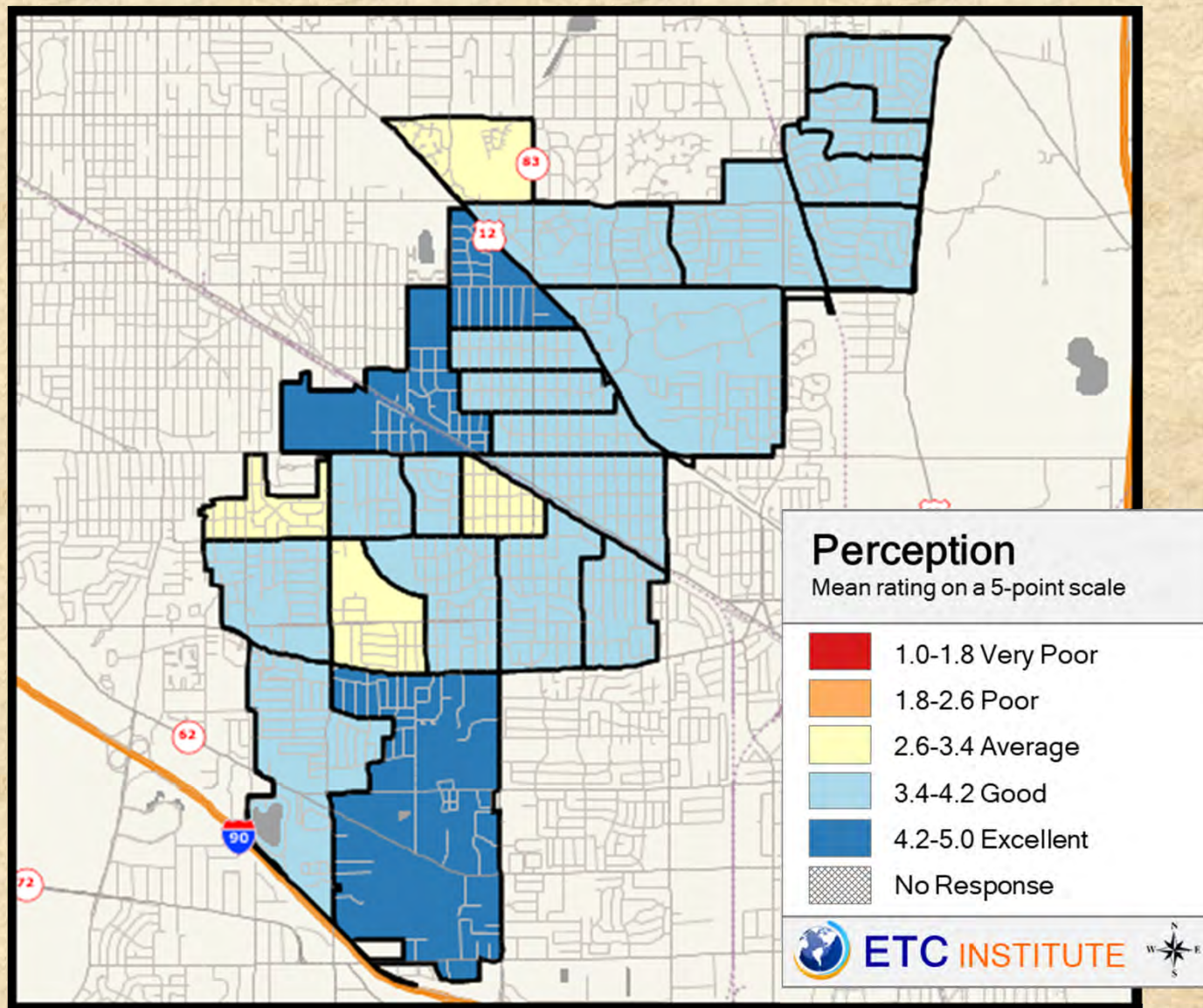
# Q12.1 Perception: How well the Village serves non-English speaking persons



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

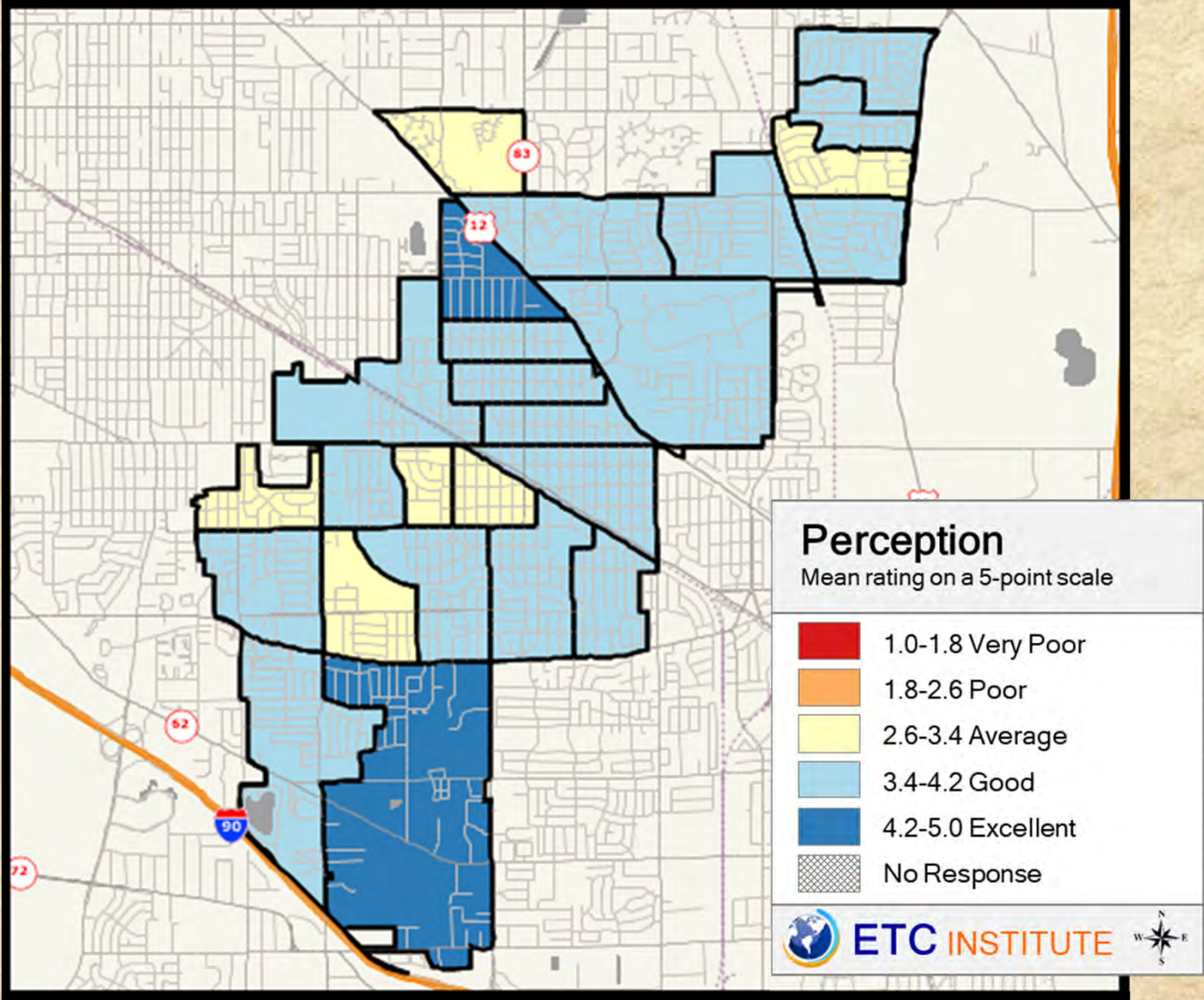
## Q12.2 Perception of: How well the Village serves persons who are deaf or hearing impaired



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

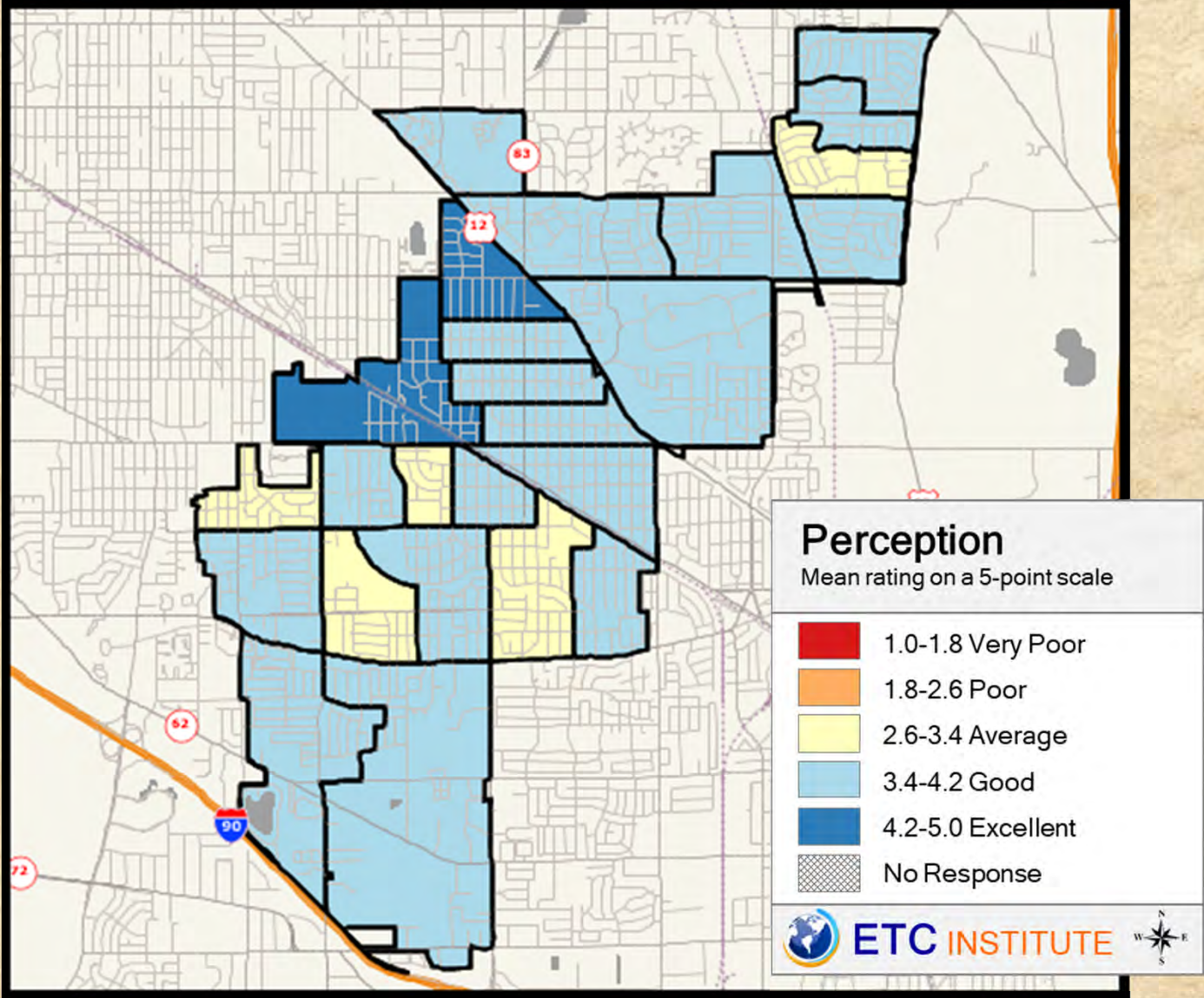
### Q12.3 Perception of: How well the Village serves persons with limited physical mobility



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

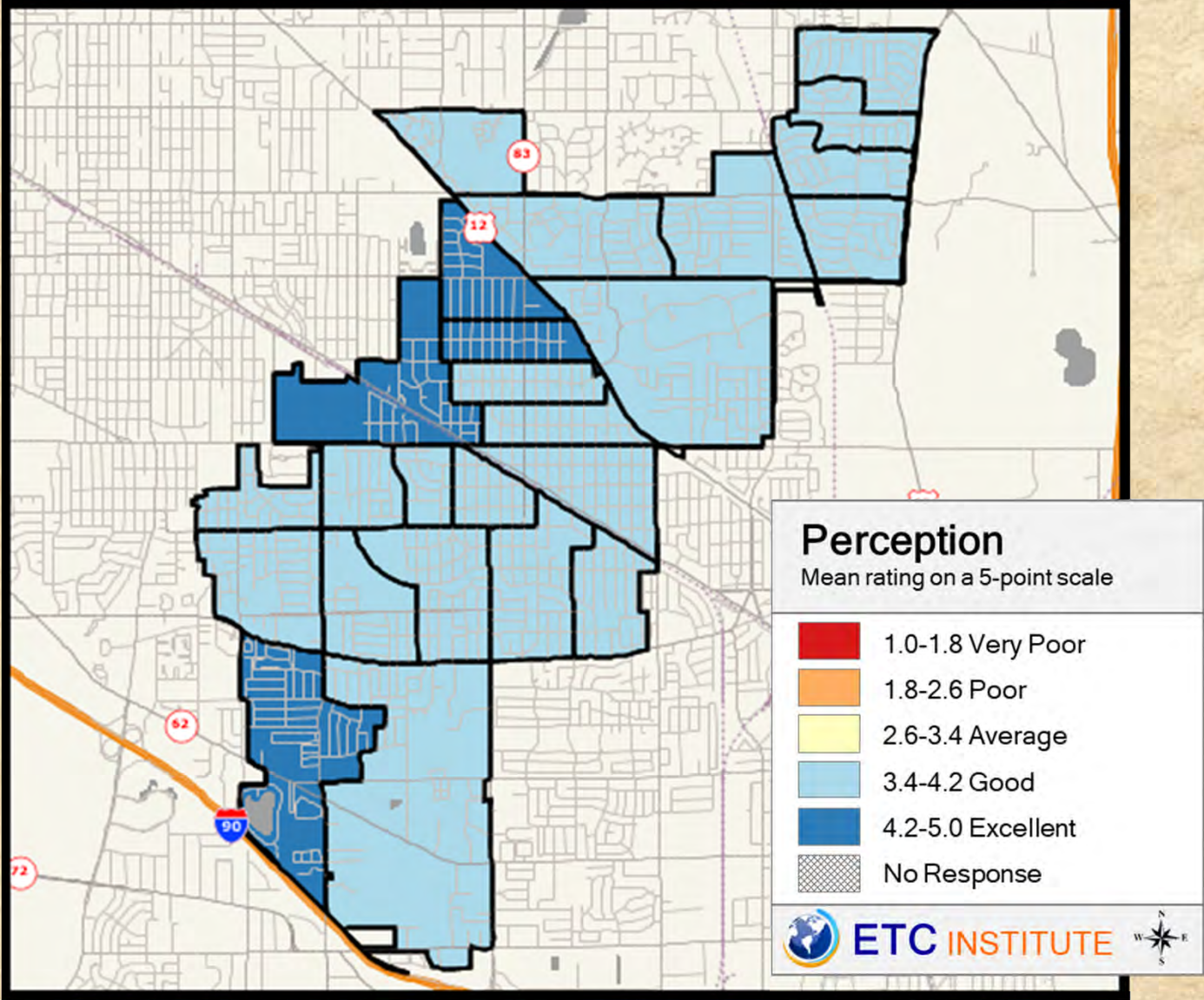
# Q12.4 Perception of: How well the Village serves persons with disabilities



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

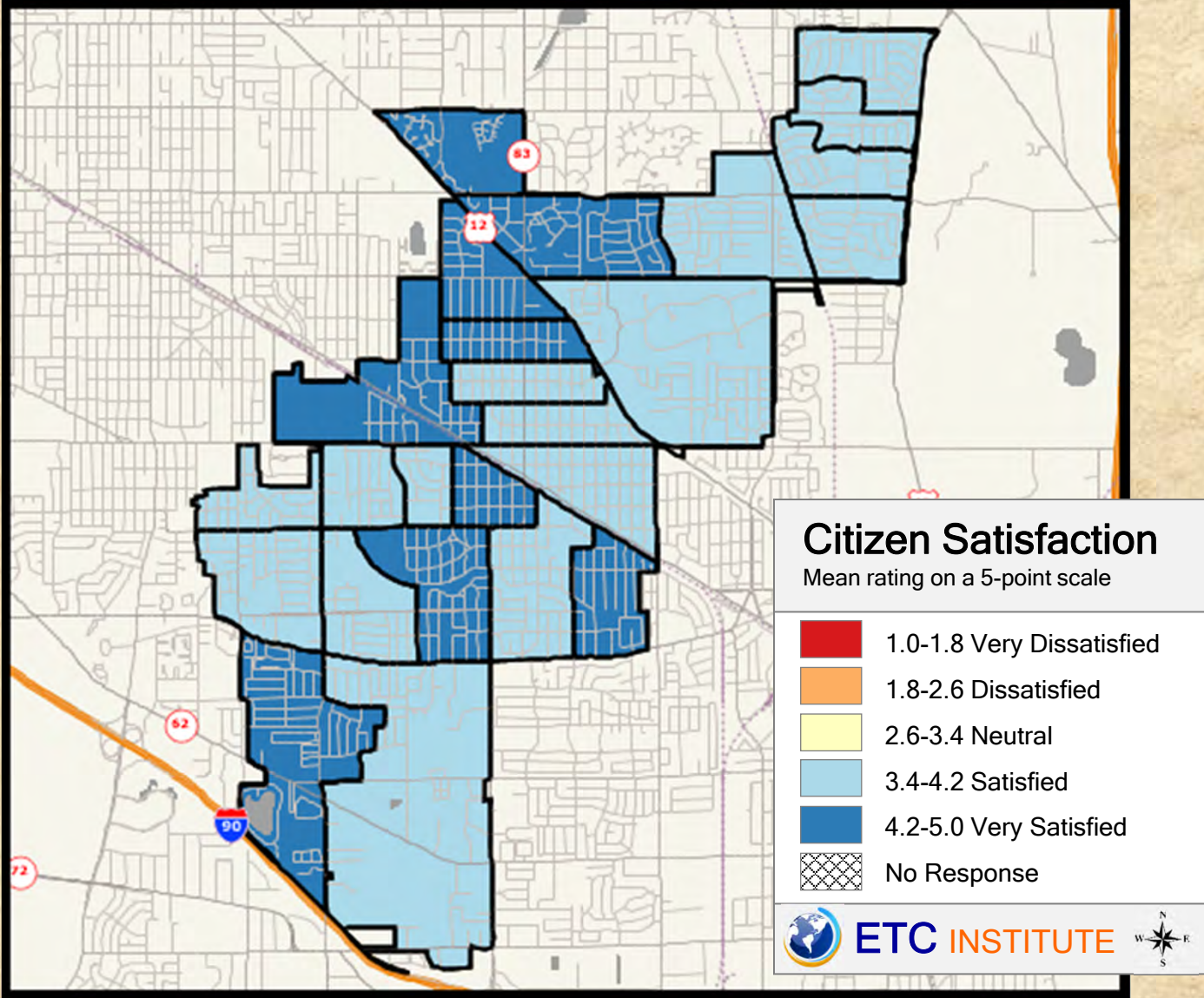
# Q12.5 Perception of: How well the Village serves seniors



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

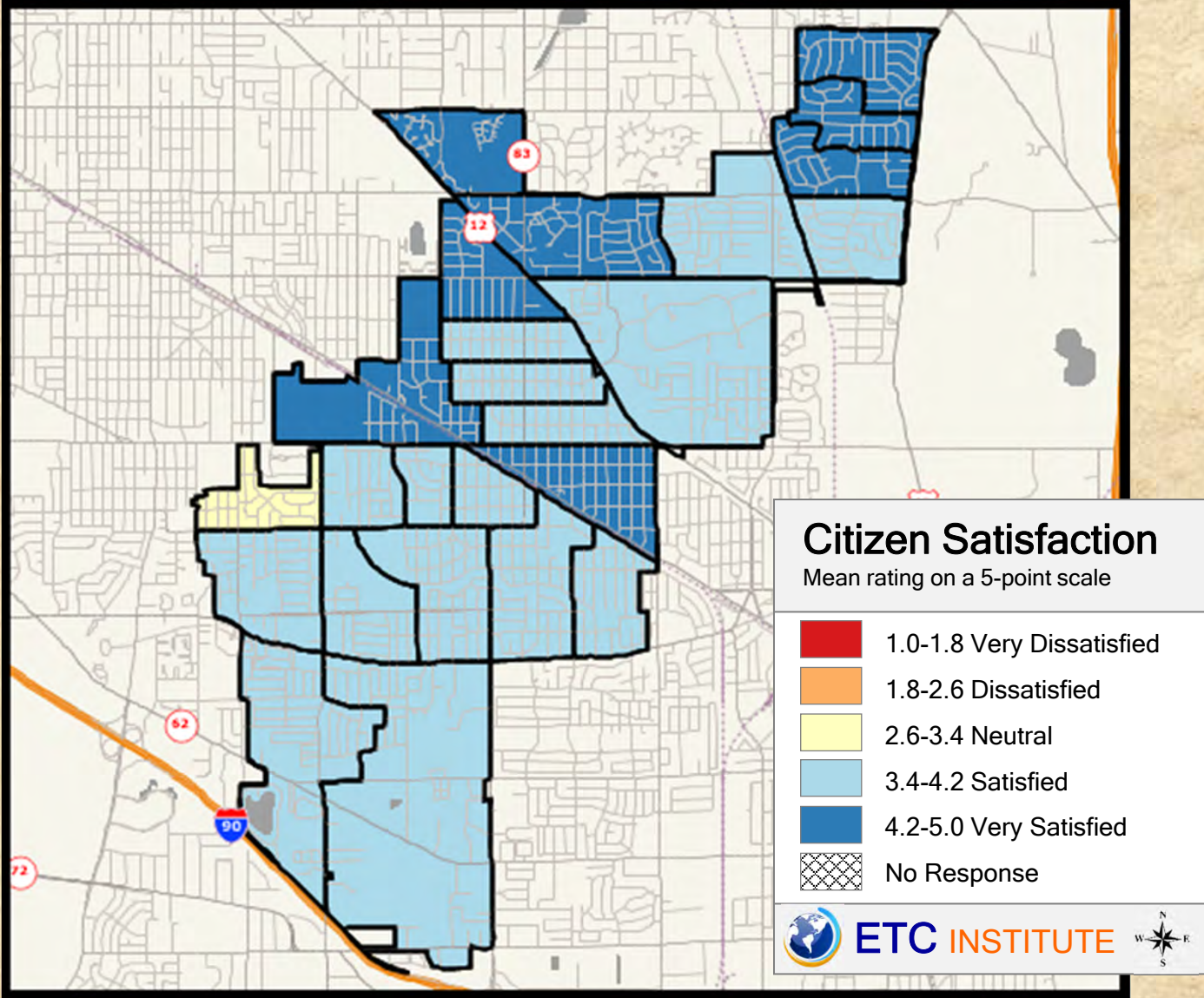
# Q13.1 Satisfaction with: Accessibility of Village services



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

### Q13.2 Satisfaction with: Food pantry

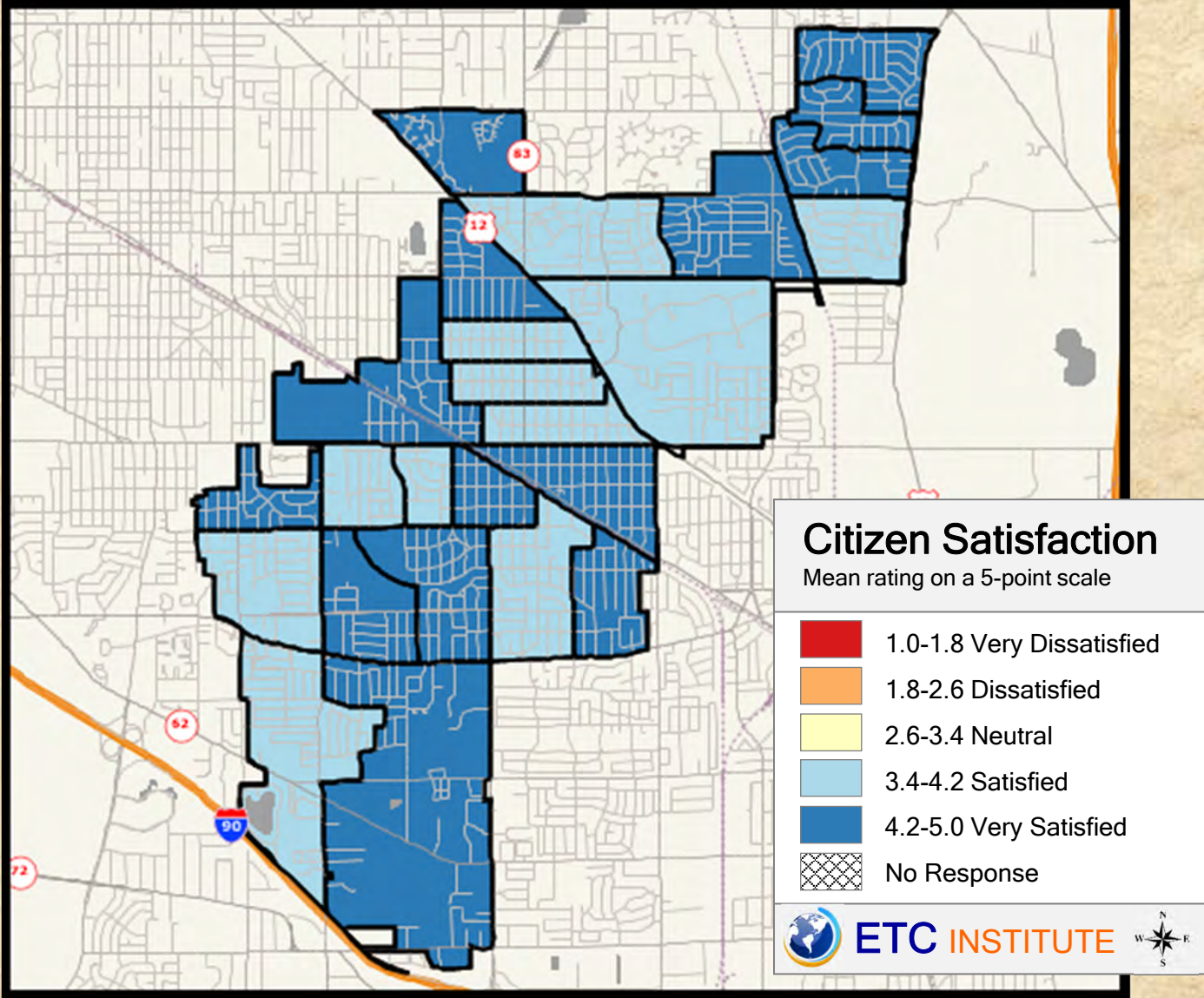


### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



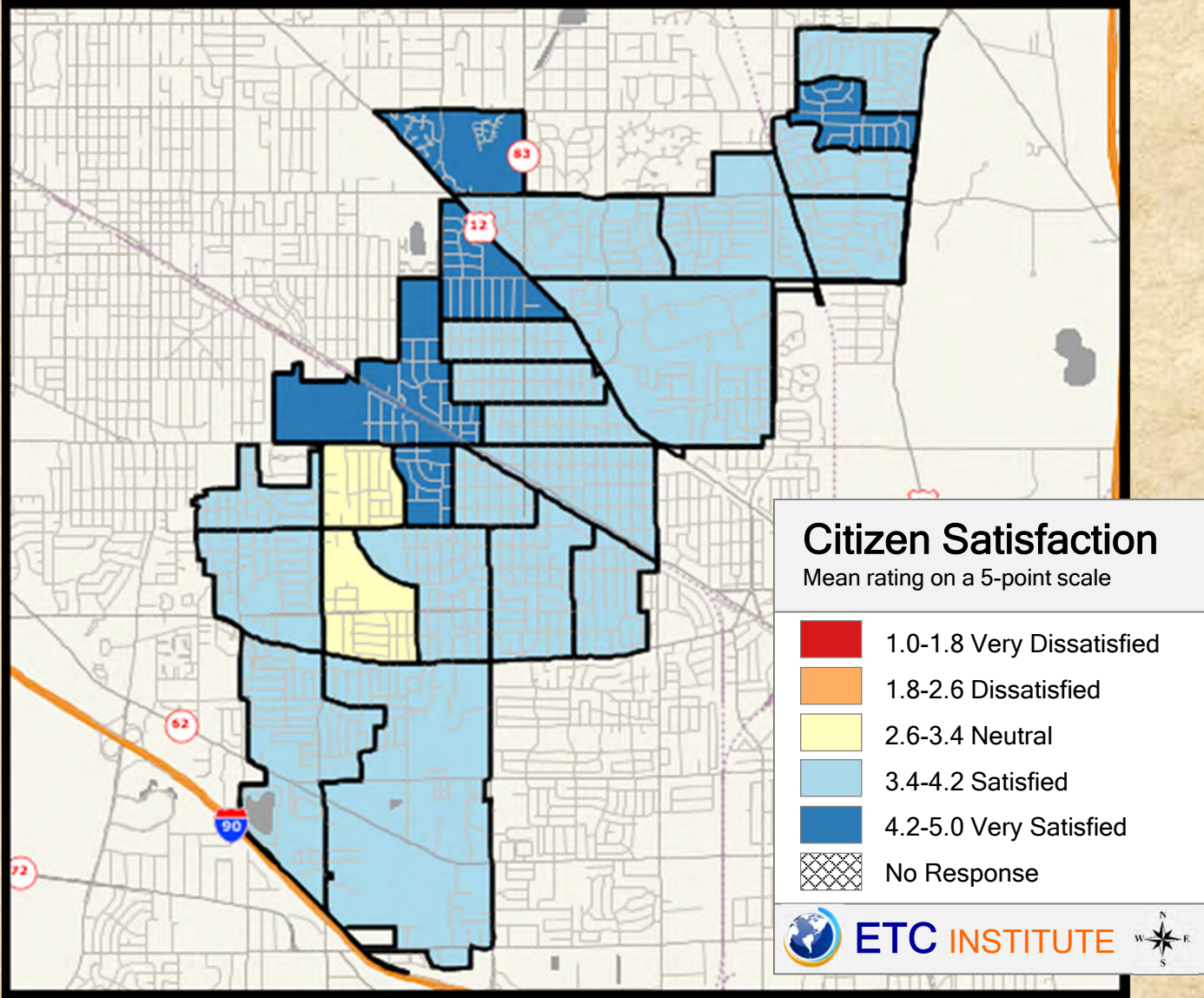
### Q13.3 Satisfaction with: Medical Lending Closet



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

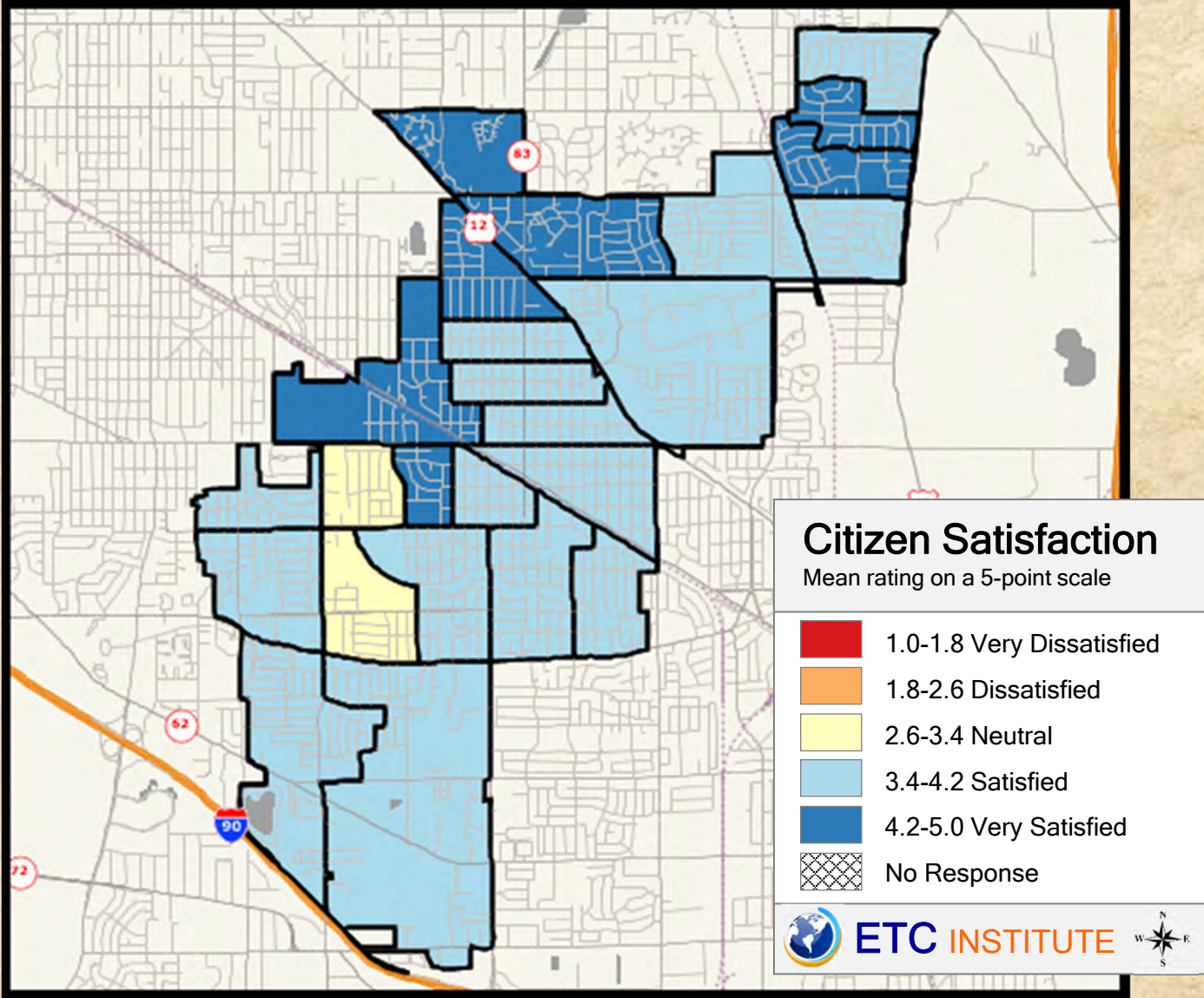
# Q13.4 Satisfaction with: Overall quality of nursing services



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

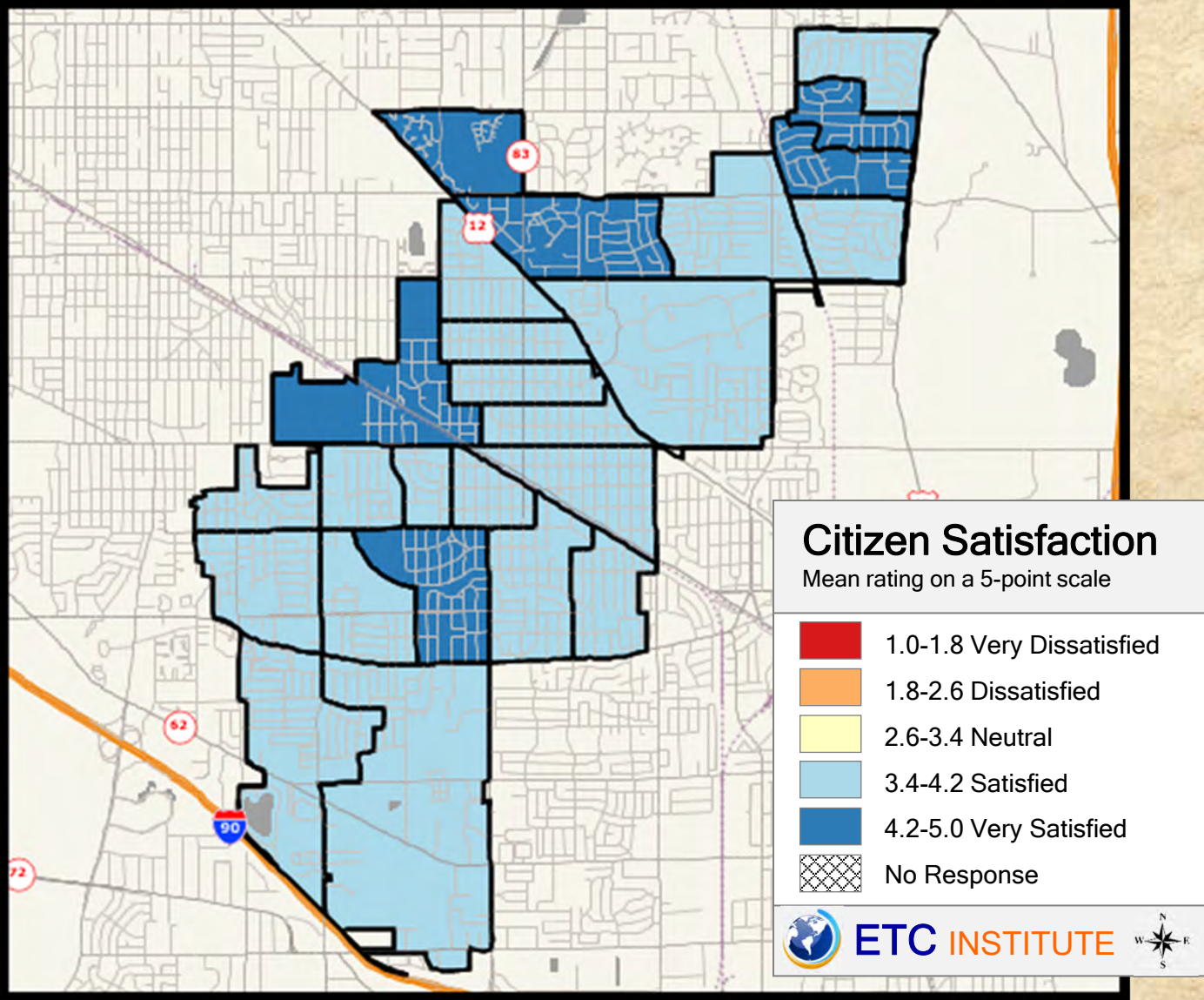
# Q13.5 Satisfaction with: Public health nursing services meeting community needs



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

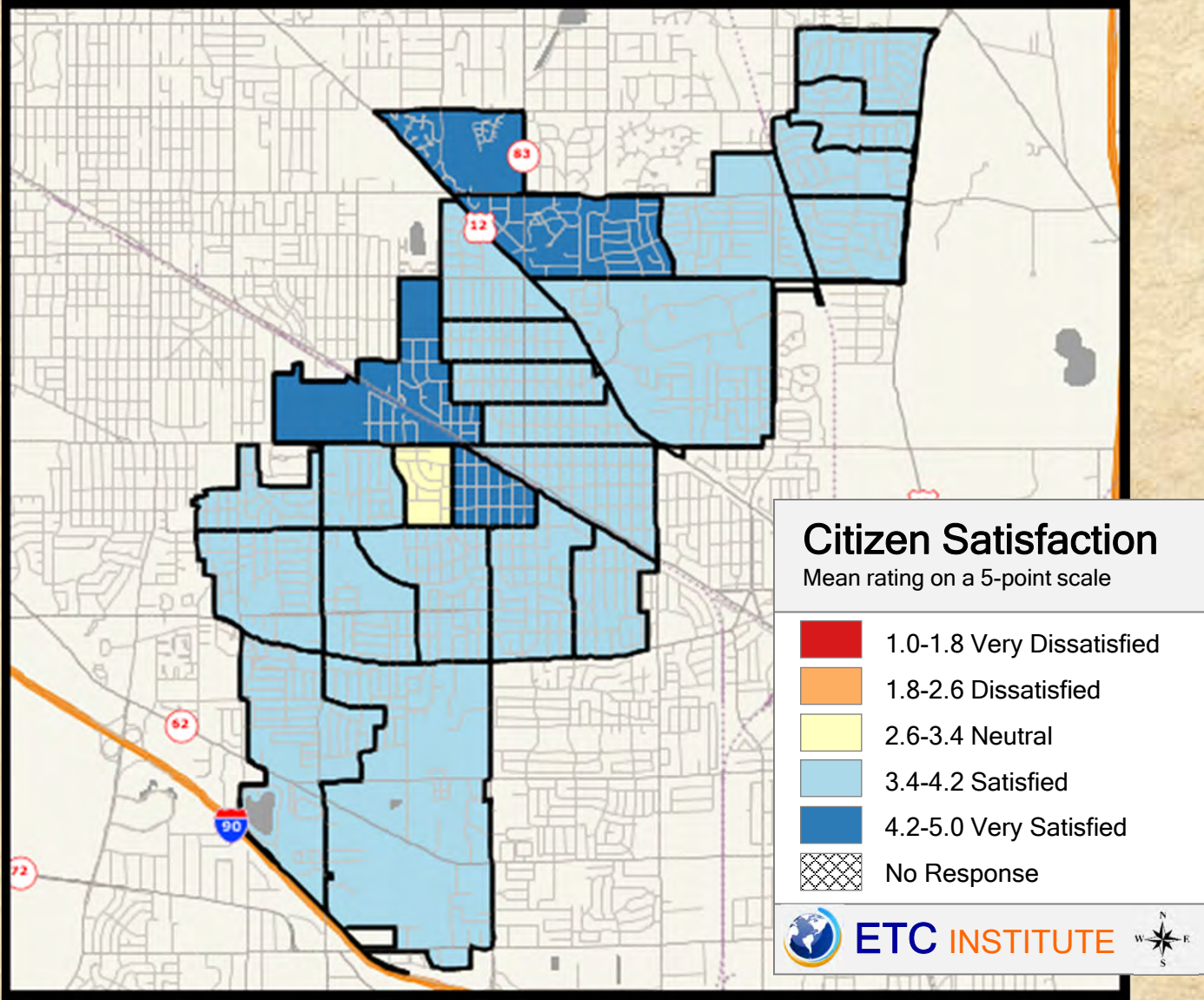
# Q13.6 Satisfaction with: Overall quality of social services



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

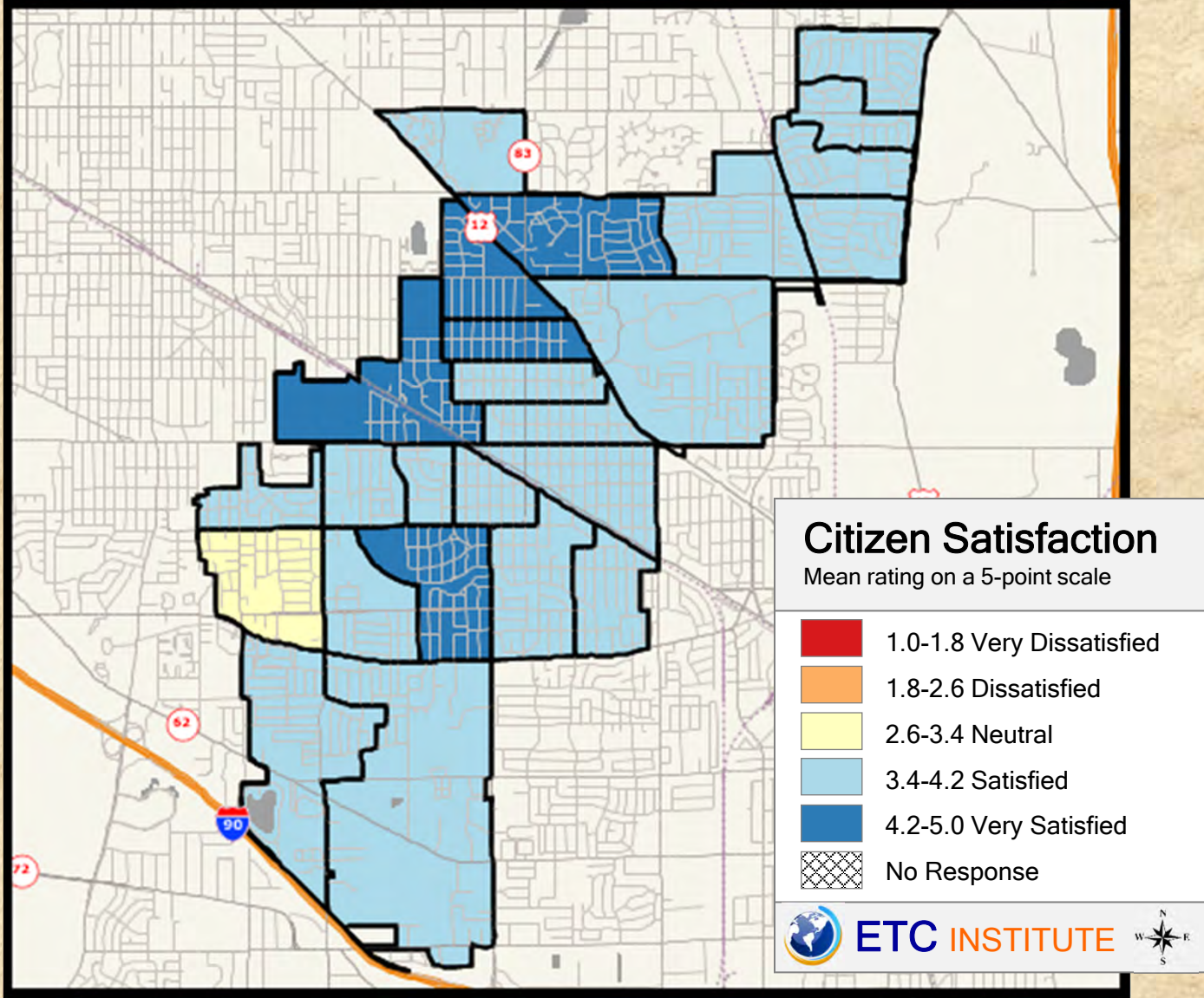
# Q13.7 Satisfaction with: Social services meeting community needs



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

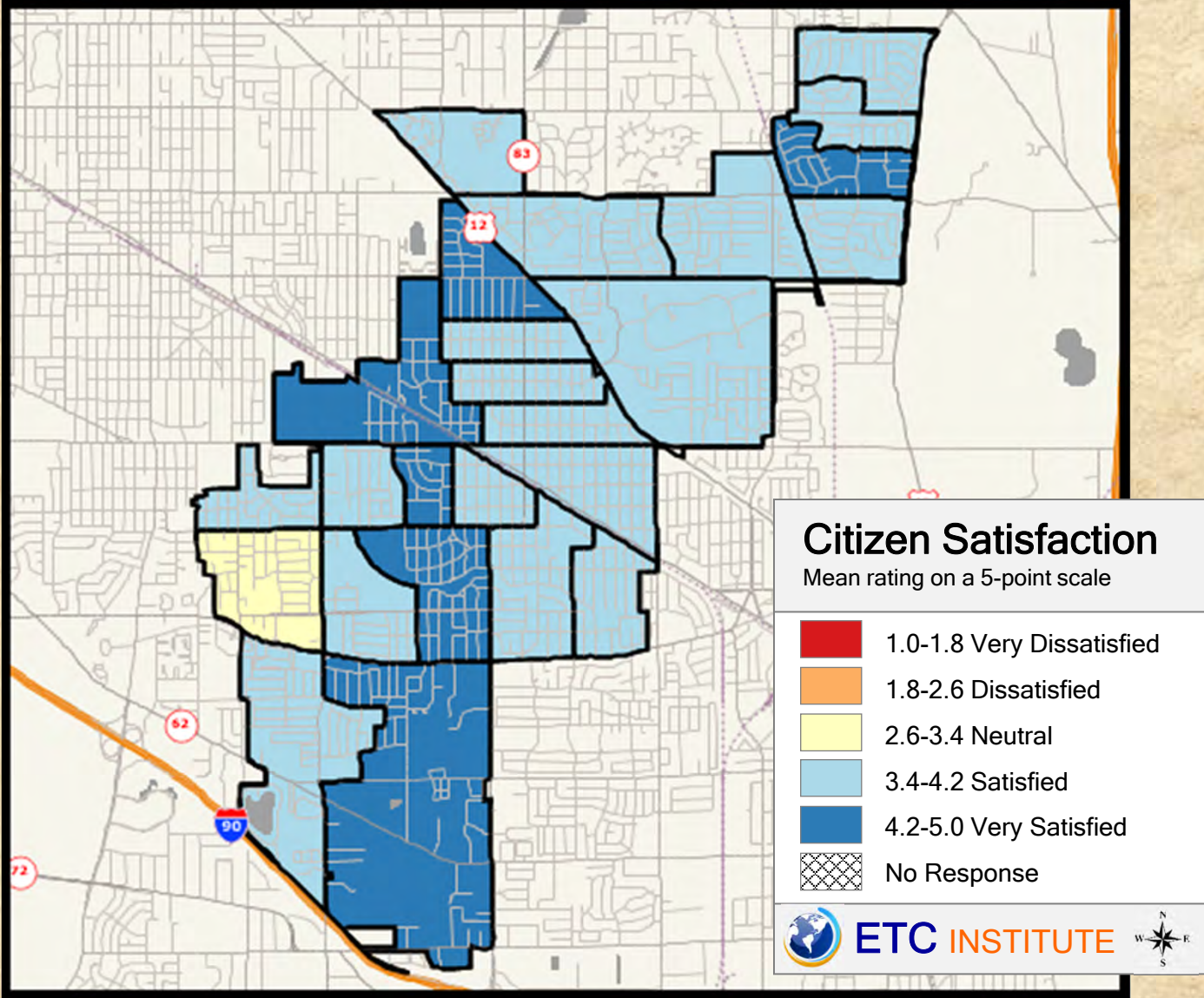
# Q13.8 Satisfaction with: Overall quality of senior services



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

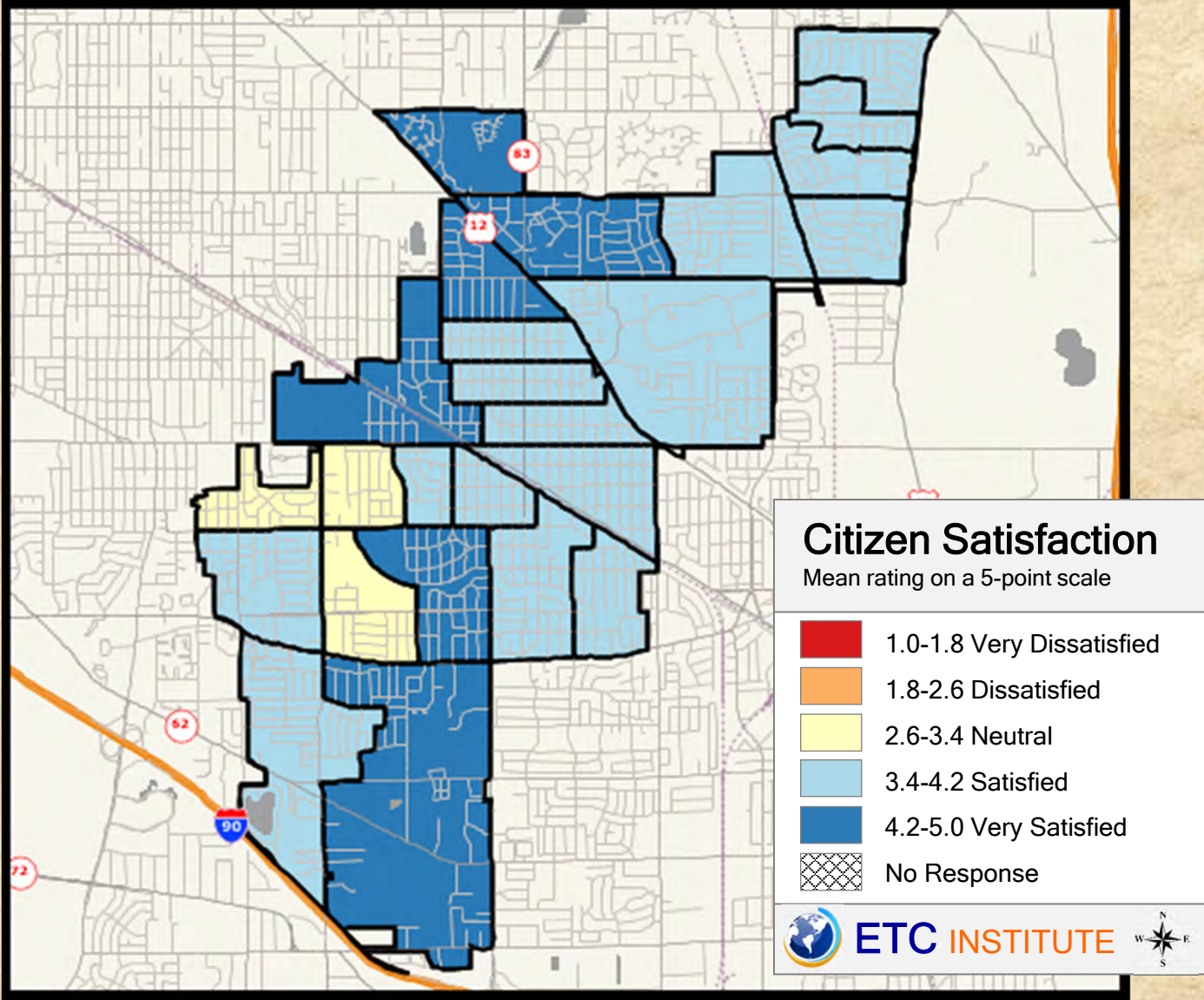
# Q13.9 Satisfaction with: Quality of Human Services programming and events



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q13.10 Satisfaction with: Human Services events (Ageless Grace, Conversations in English)

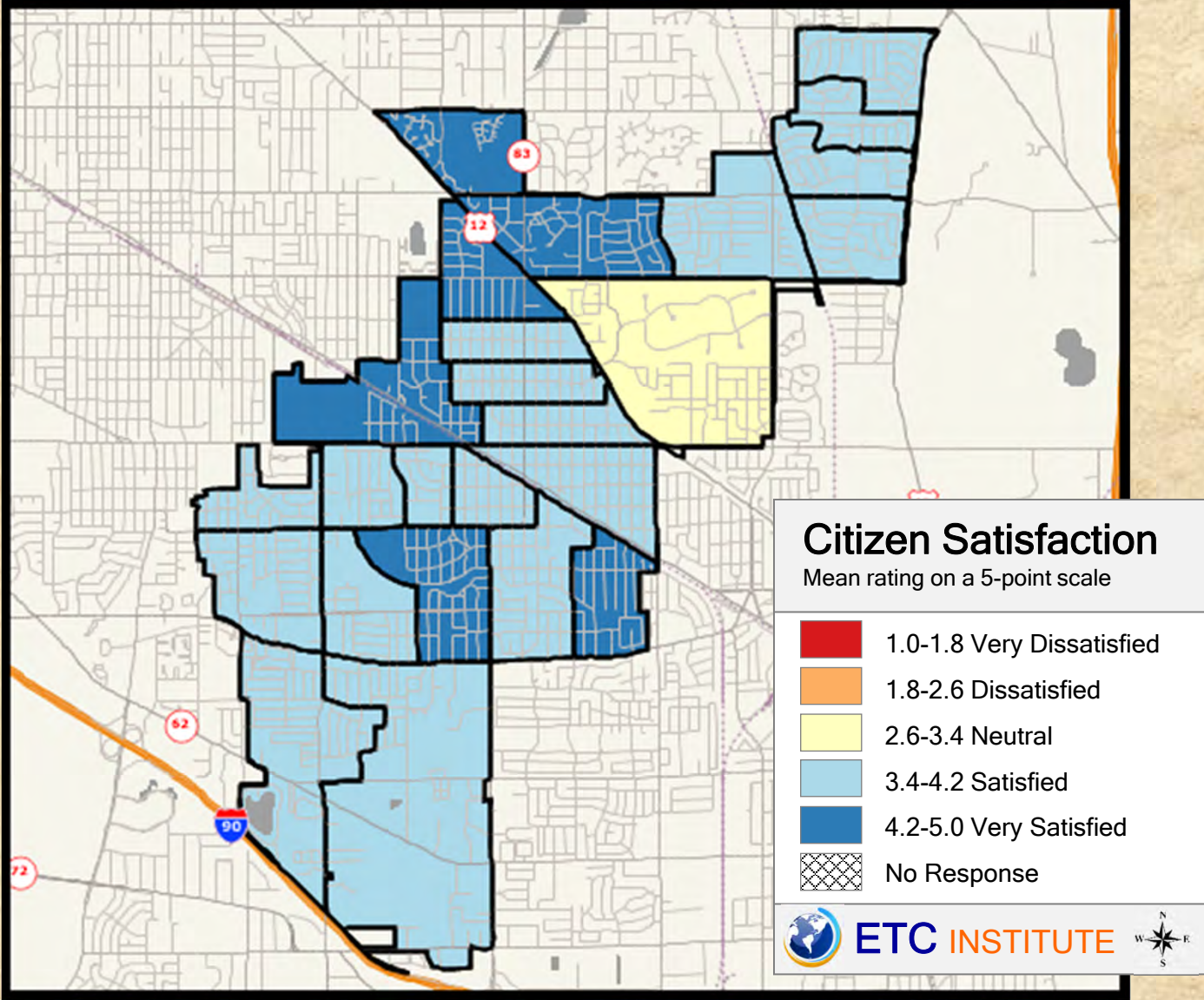


## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



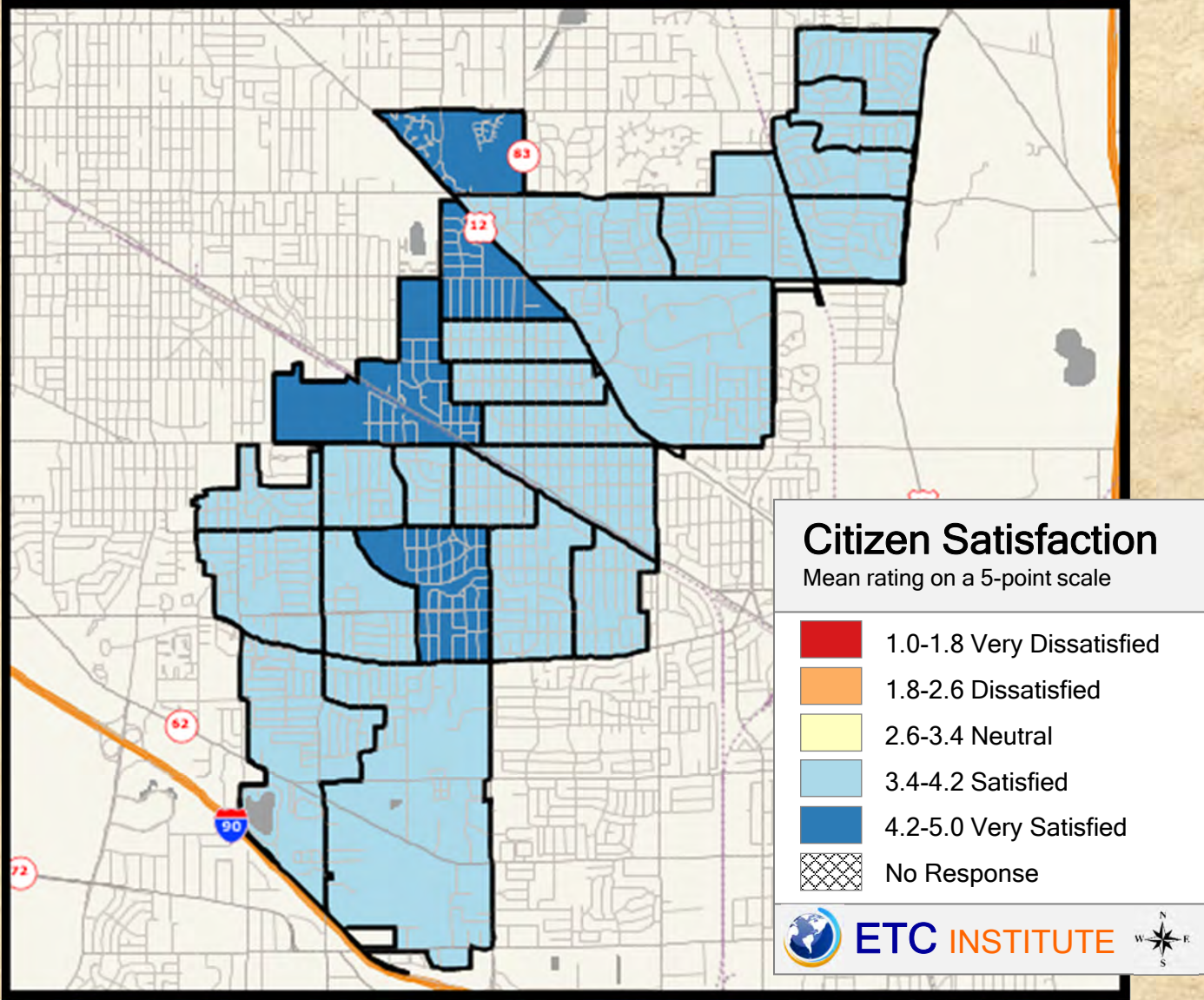
# Q13.11 Satisfaction with: Overall quality of services provided at the Community Connections Center



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

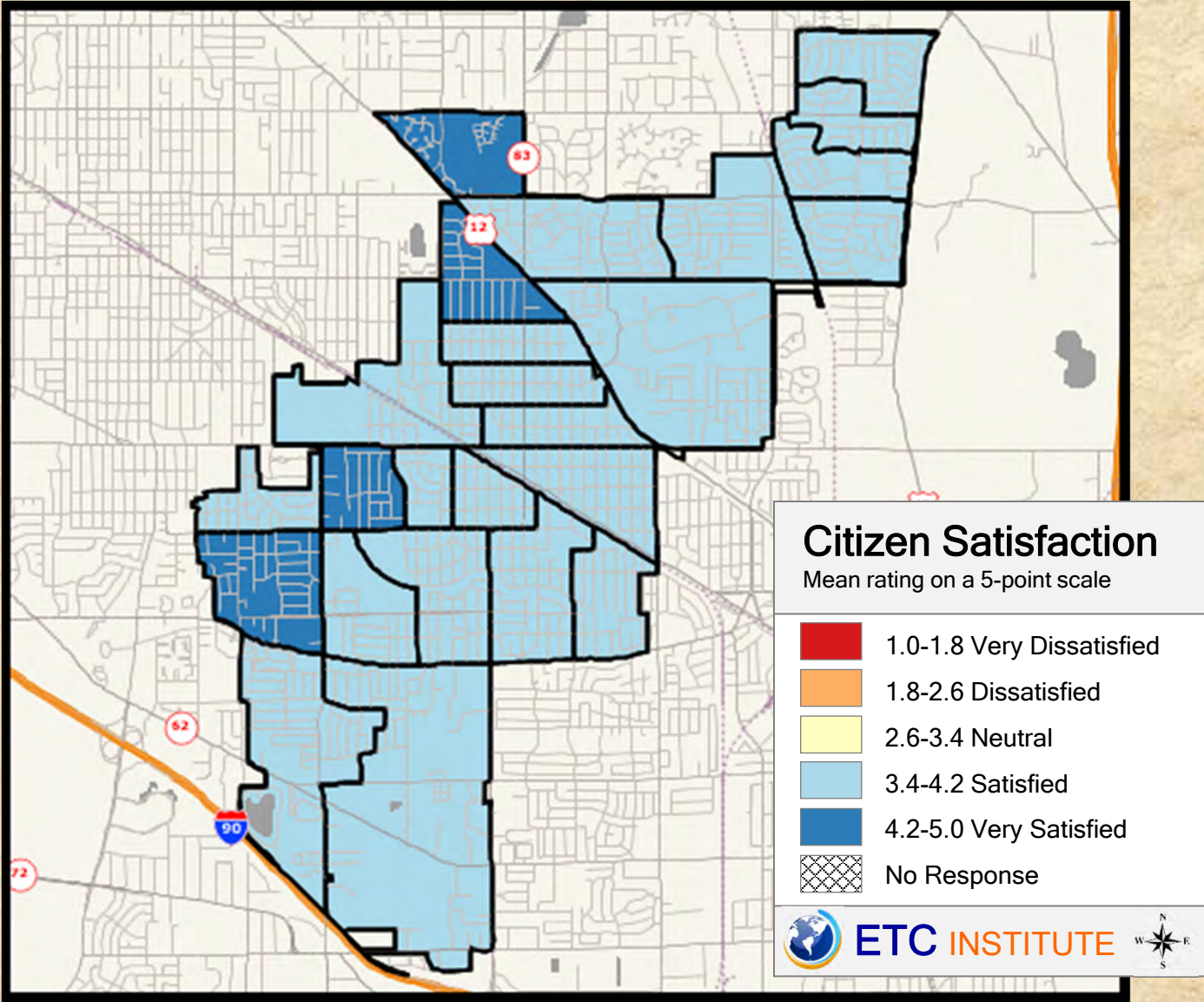
# Q15.1 Satisfaction with: Availability of information on Village services and activities



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

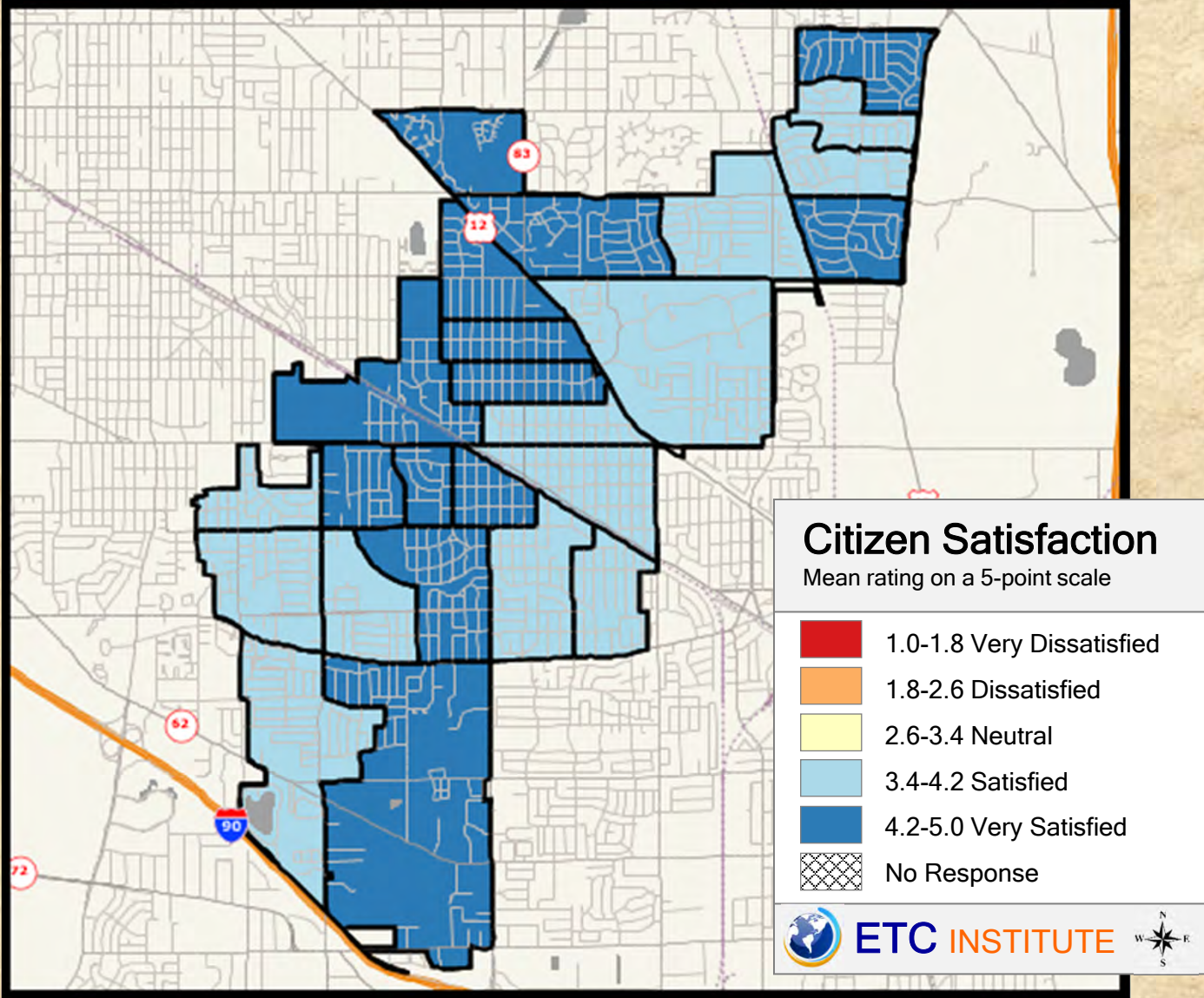
# Q15.2 Satisfaction with: Timeliness of information provided by the Village



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

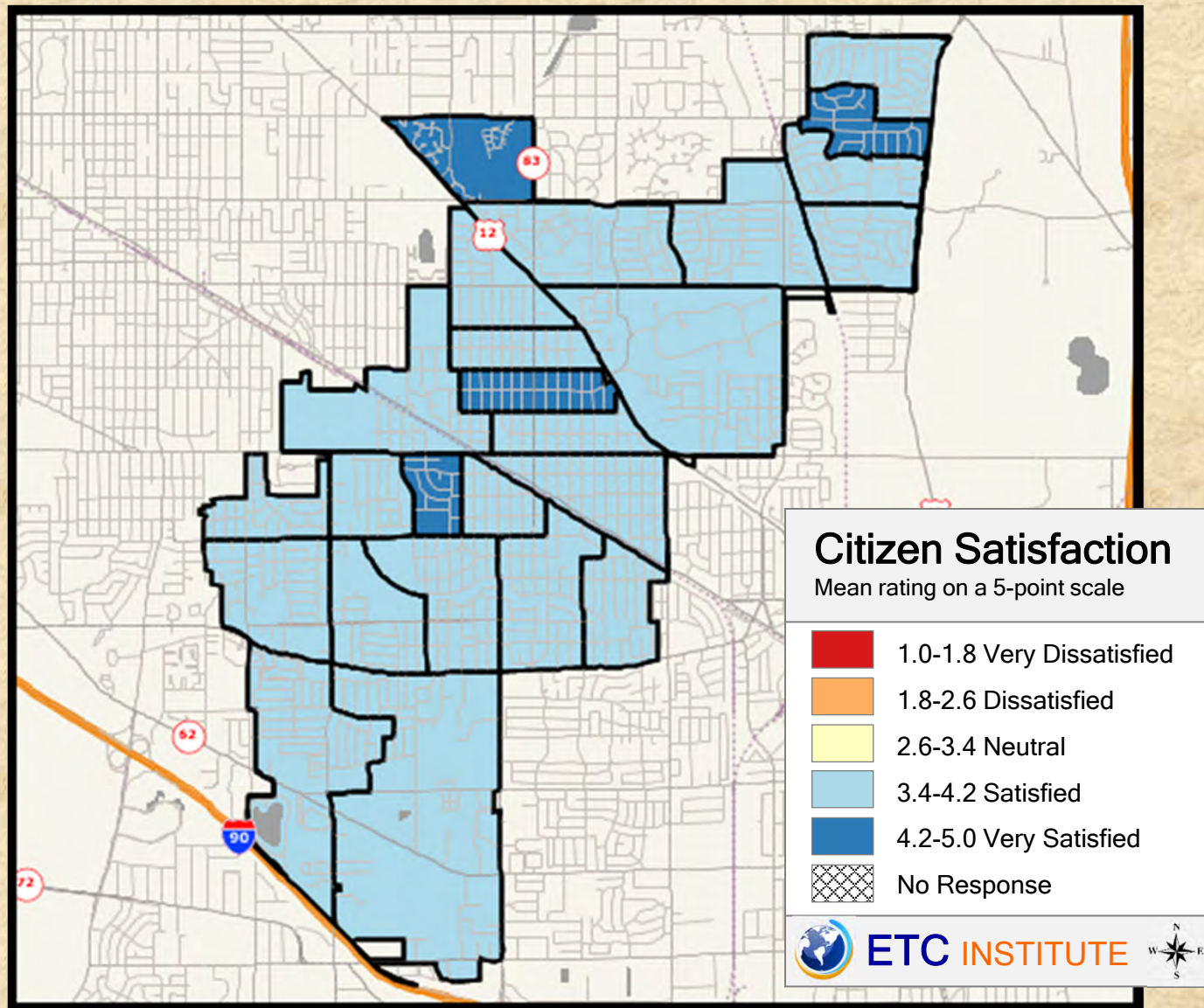
# Q15.3 Satisfaction with: Quality of Village print newsletter



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

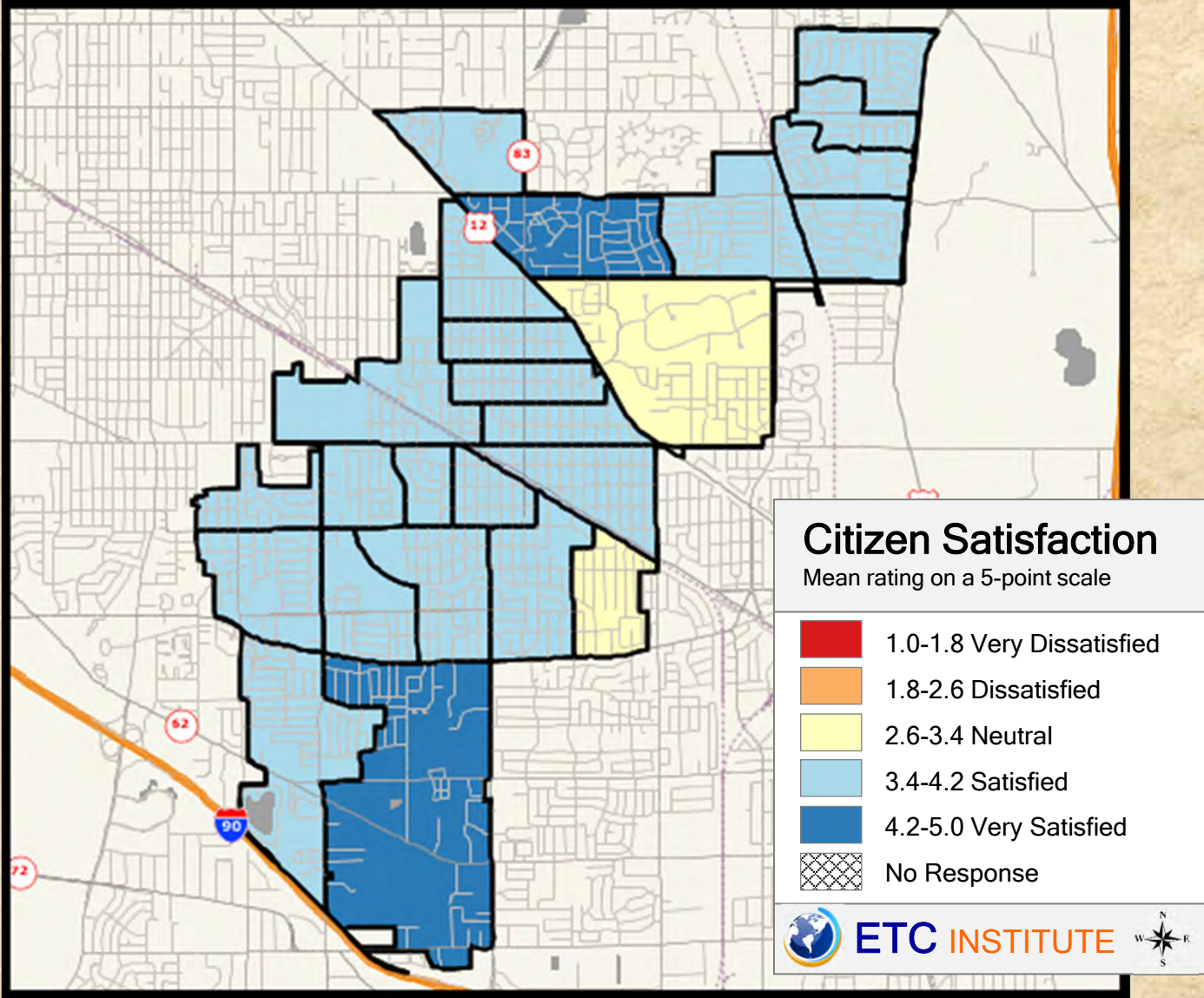
# Q15.4 Satisfaction with: Quality of Village's website (www.mountprospect.org)



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

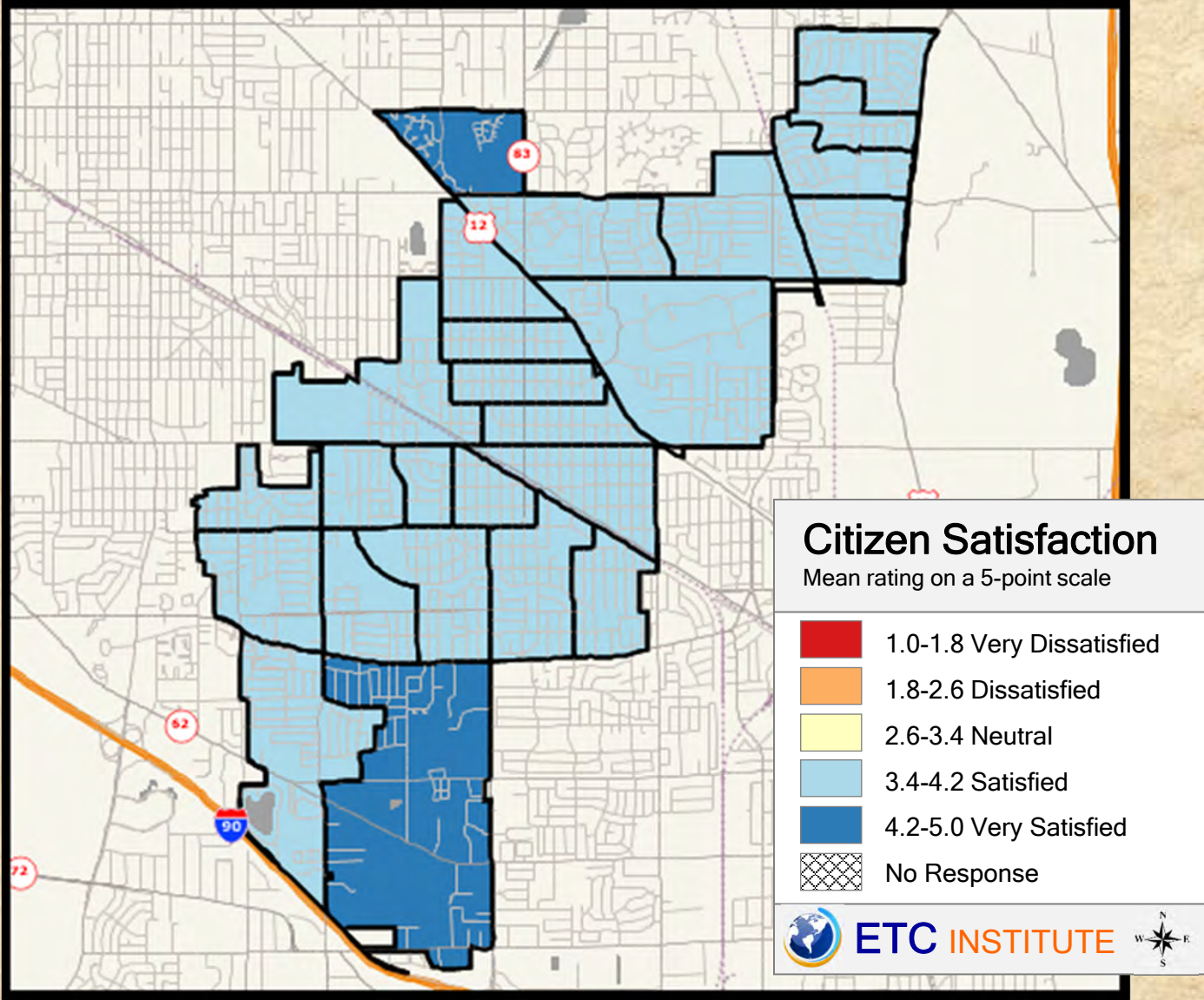
# Q15.5 Satisfaction with: Quality of Village's social media (Facebook, Twitter)



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

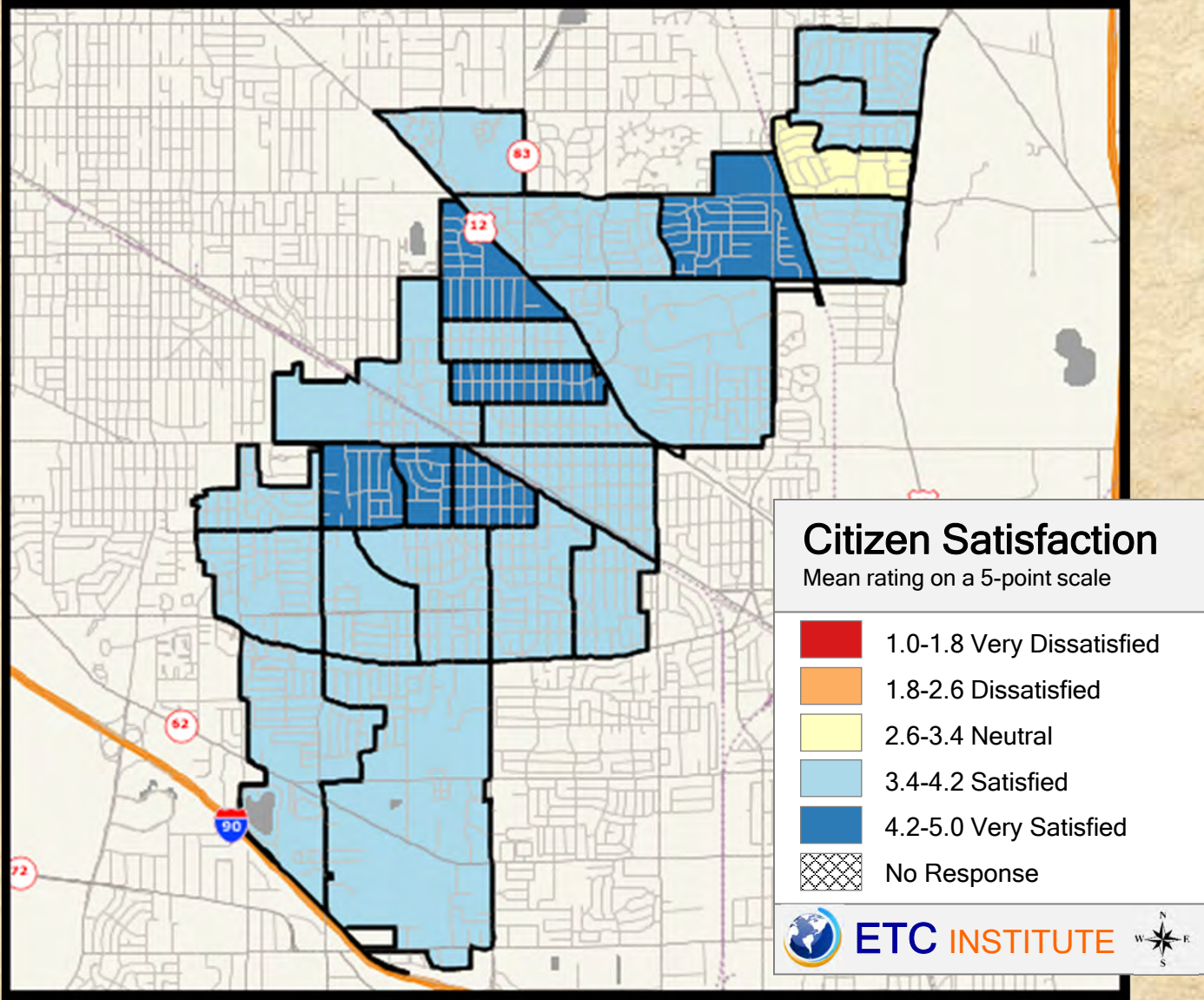
# Q15.6 Satisfaction with: Quality of Village's Experience Mount Prospect website ([www.experiencemountprospect.org](http://www.experiencemountprospect.org))



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q15.7 Satisfaction with: Quality of Village's e-mail E-Newsletter (Experience Mount Prospect)

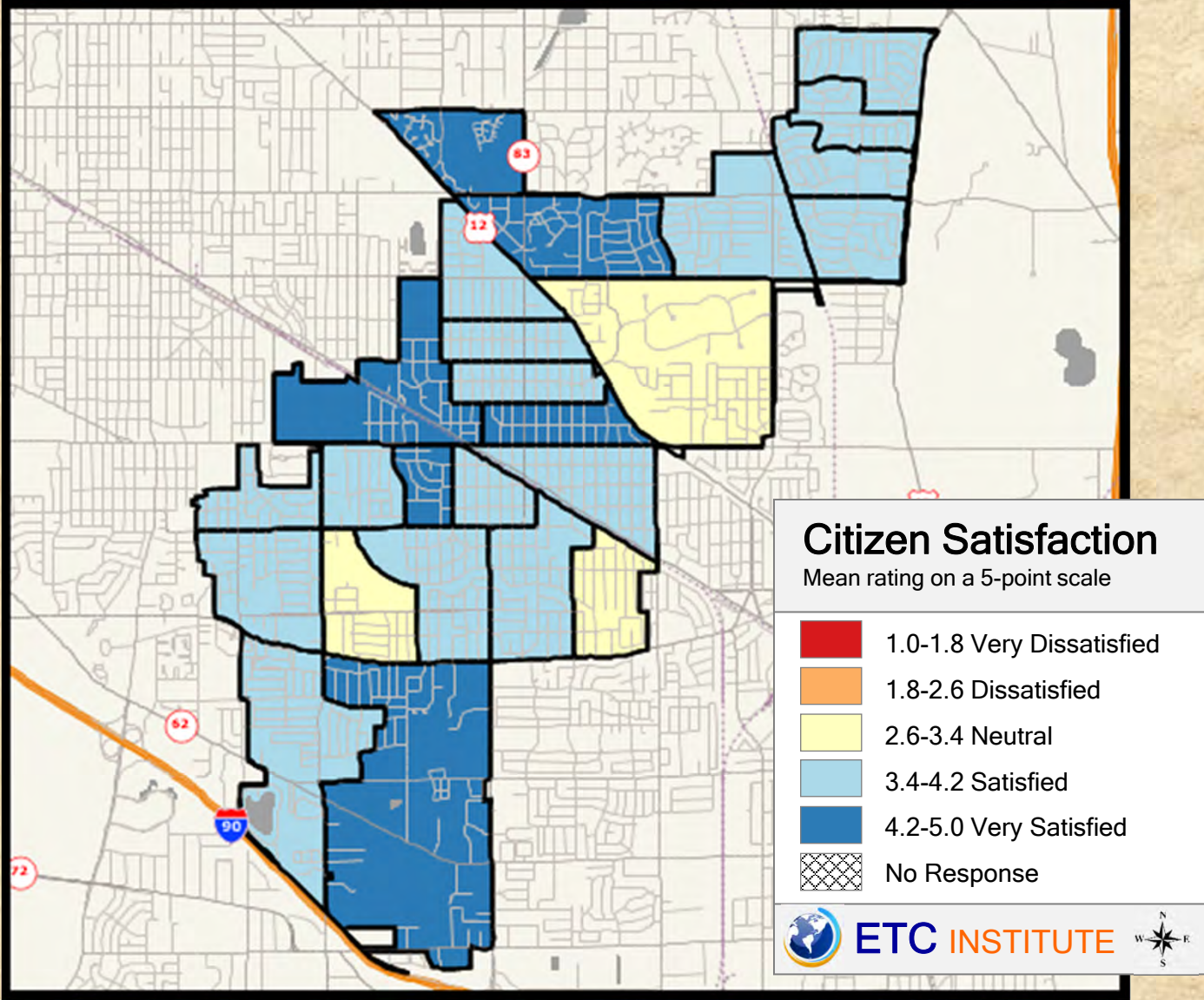


## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



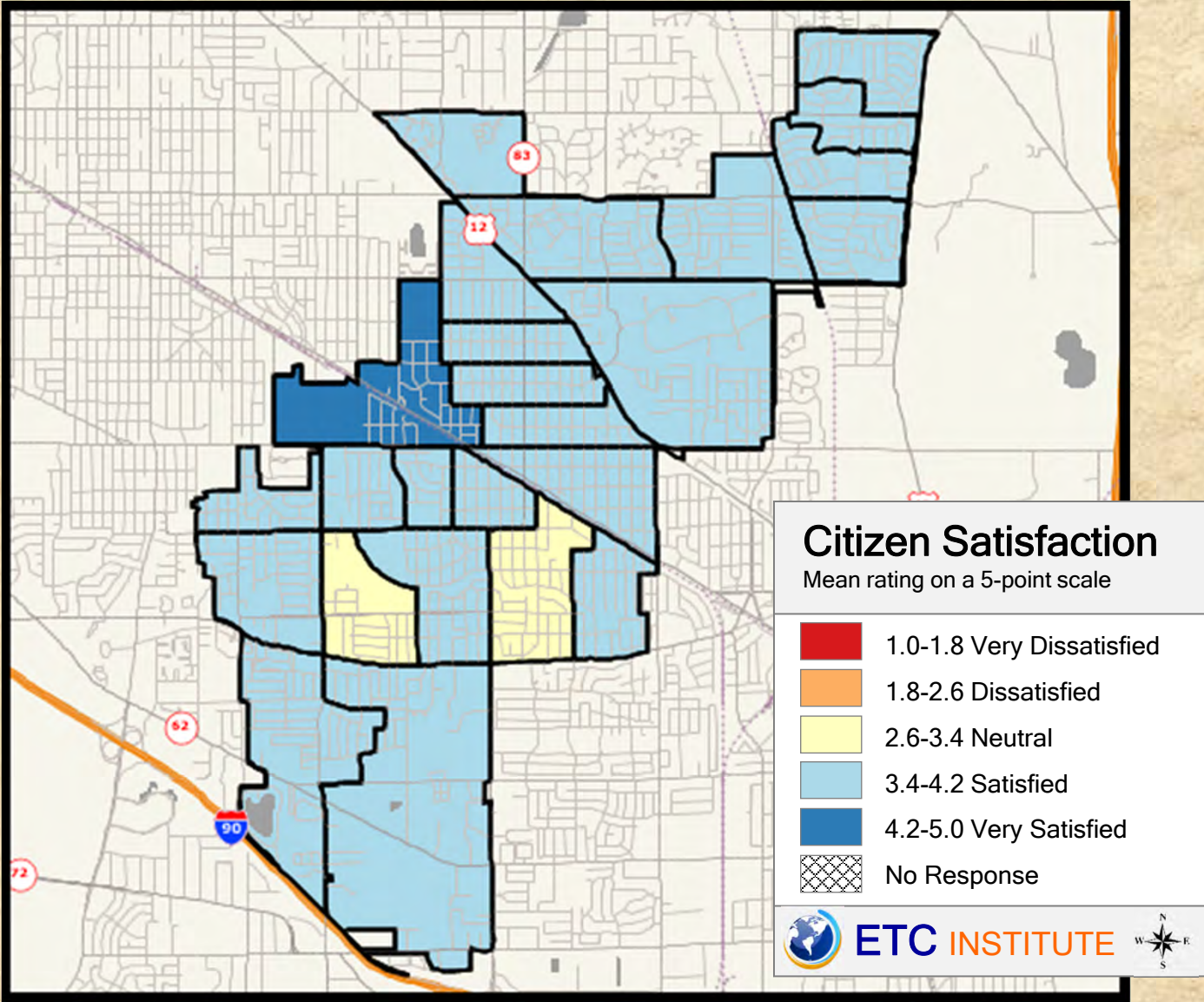
# Q15.8 Satisfaction with: Quality of Mount Prospect Digital Communications (MPDC) programming



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

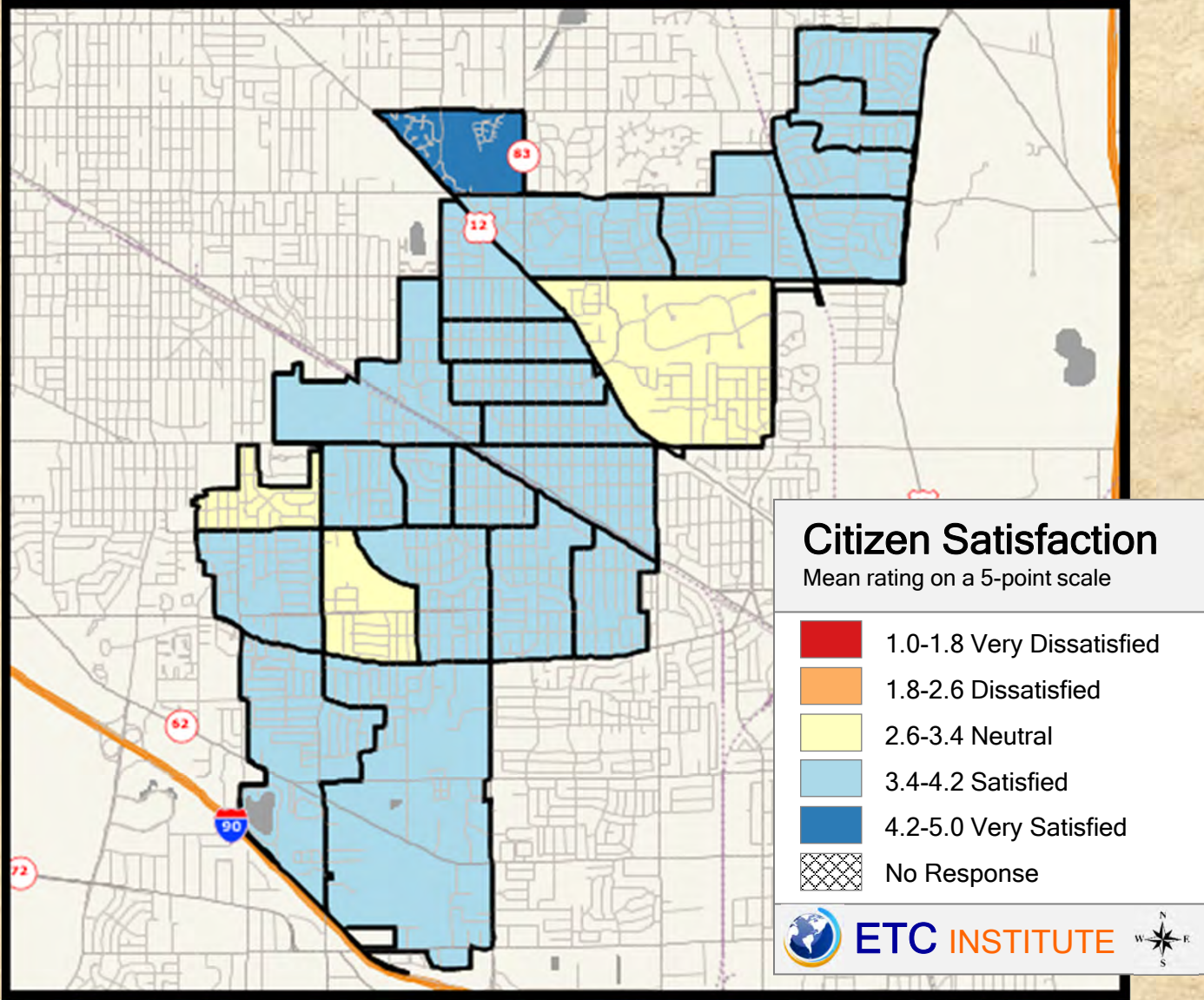
# Q15.9 Satisfaction with: Overall usefulness of the Village's Website Calendar



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

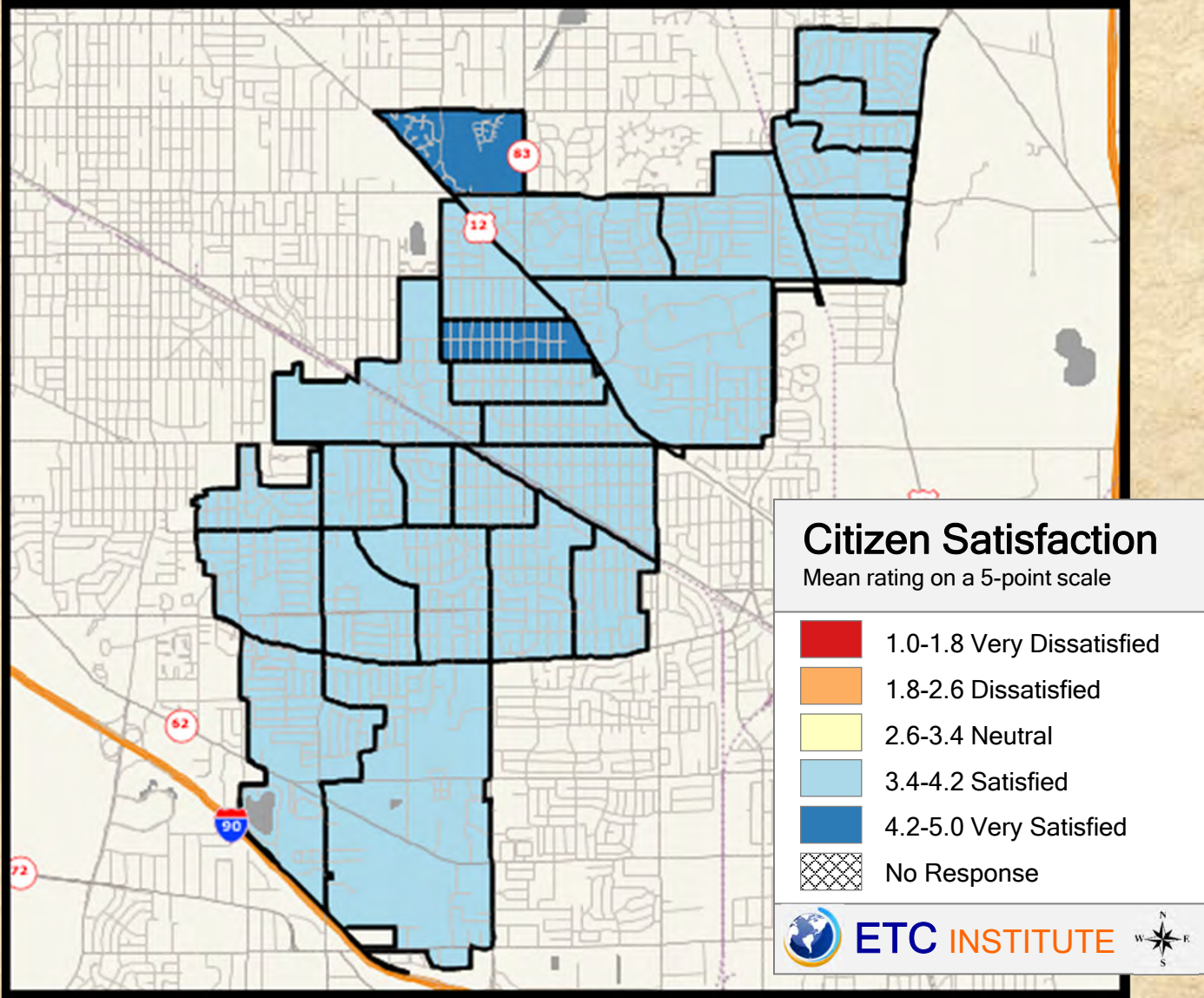
# Q15.10 Satisfaction with: Transparency of Village information



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

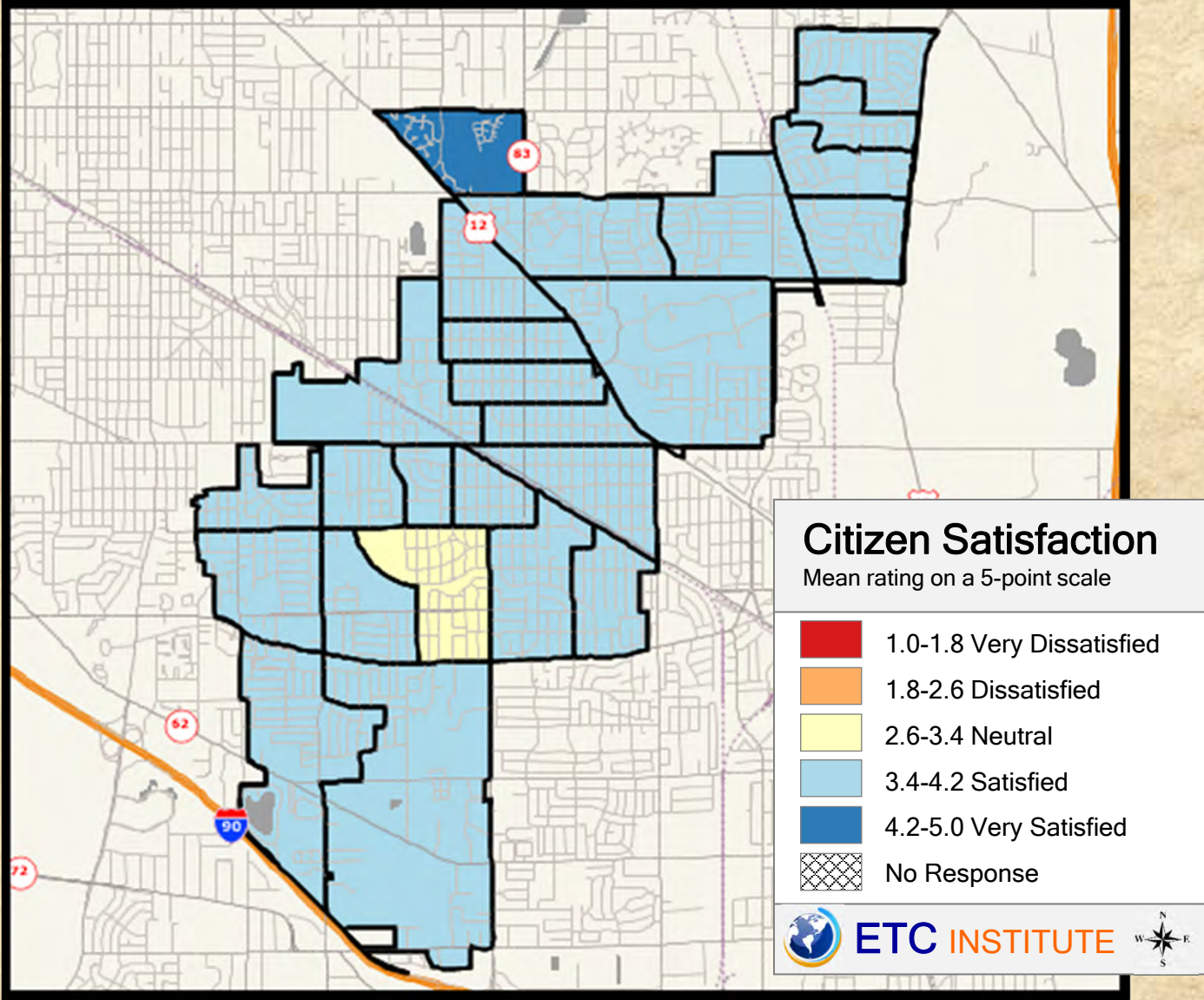
# Q15.11 Satisfaction with: Clarity and understandability of Village bills



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

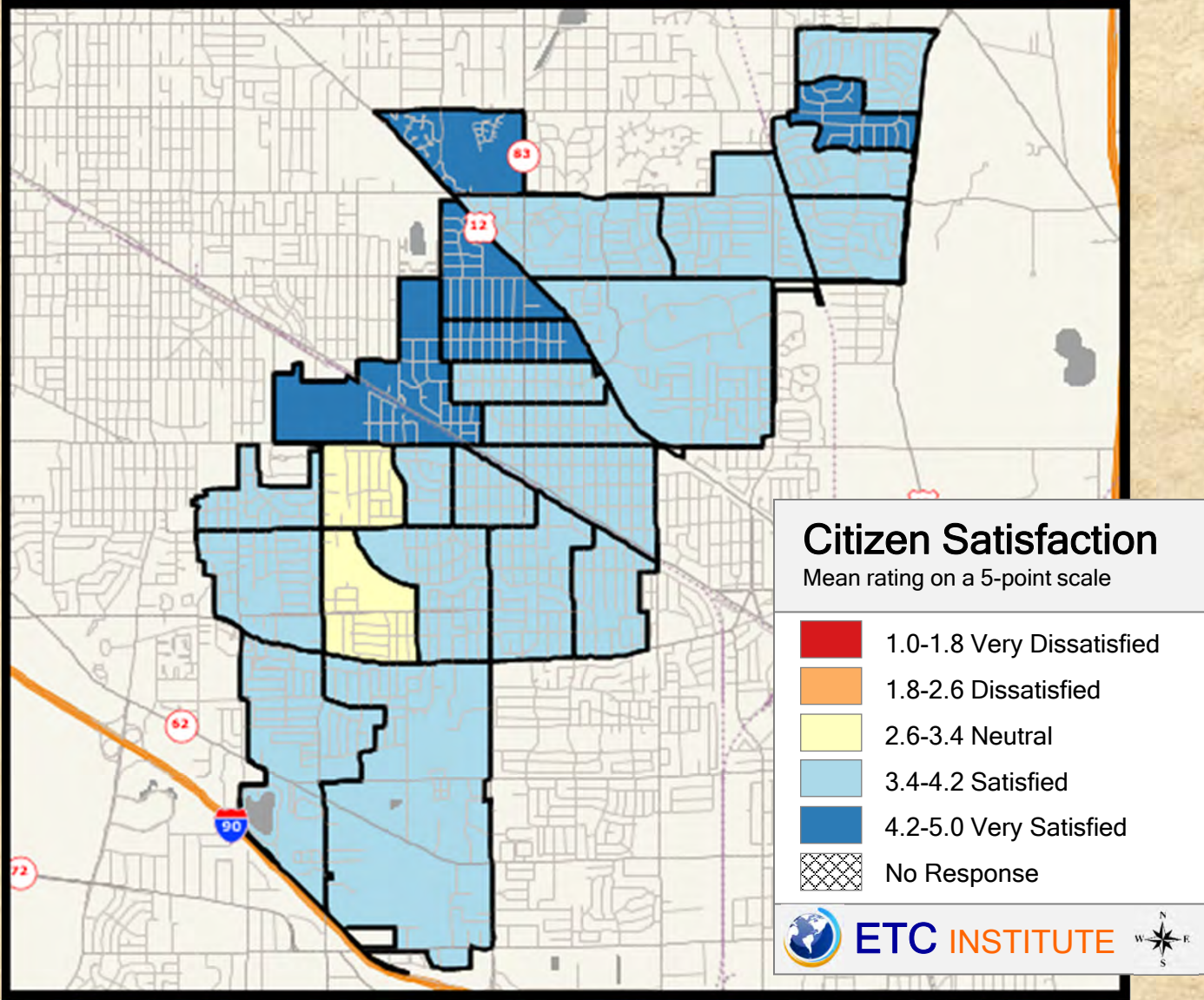
# Q21.1 Satisfaction with: General appearance of Downtown



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

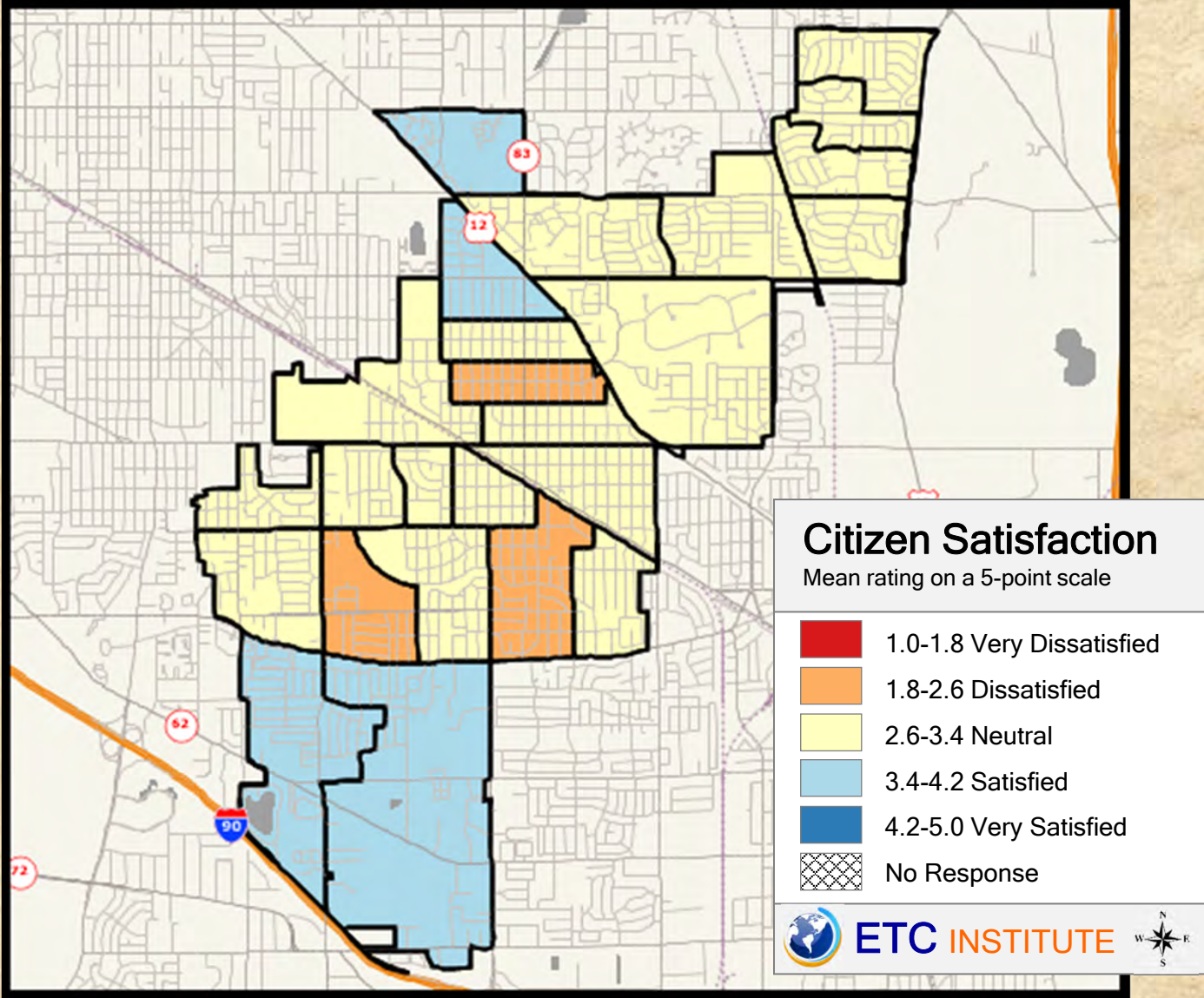
# Q21.2 Satisfaction with: Convenience of the Village's Emerson Street parking deck



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

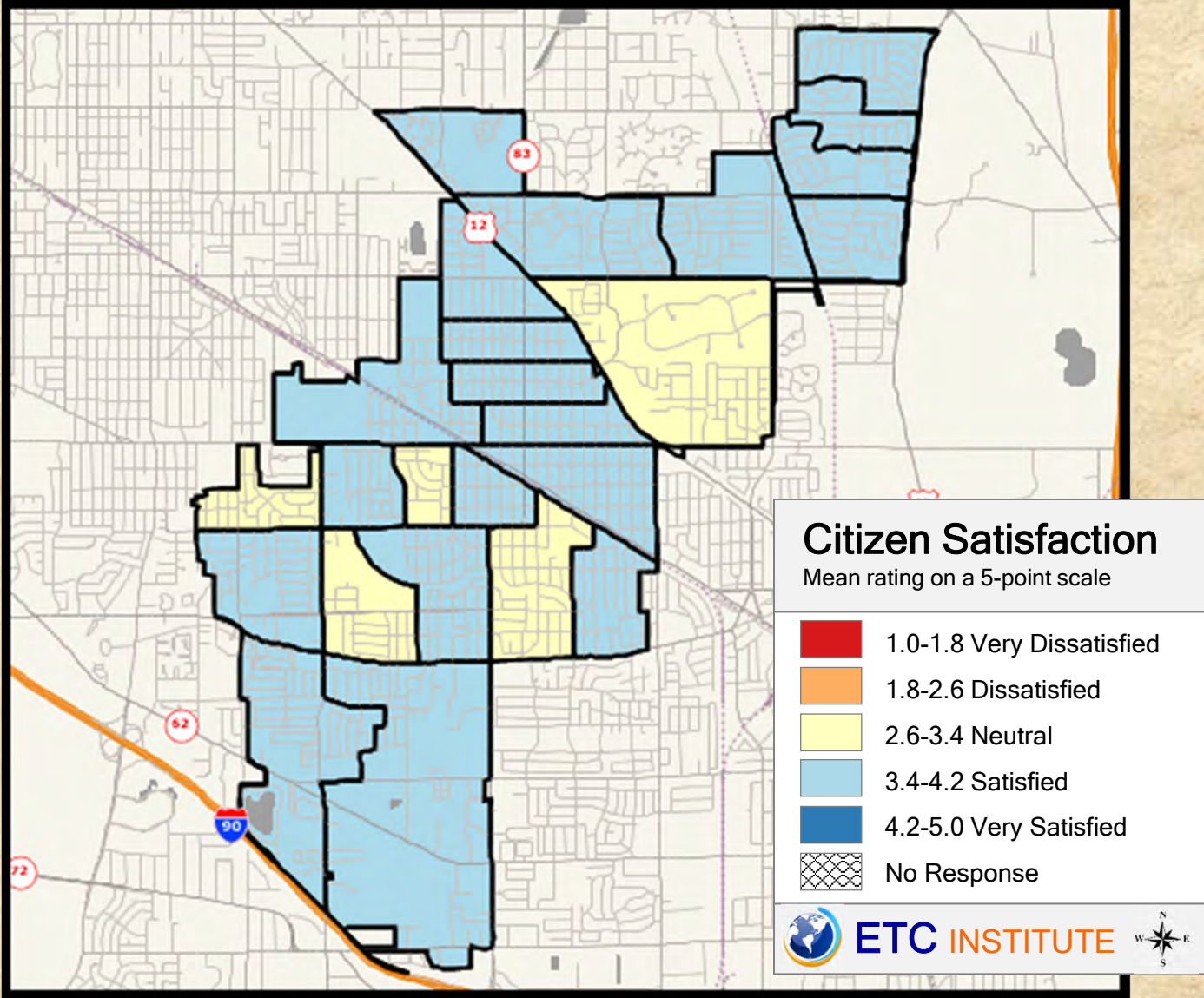
# Q21.3 Satisfaction with: Types of retail and entertainment establishments available downtown



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q21.4 Satisfaction with: Hours downtown businesses are open

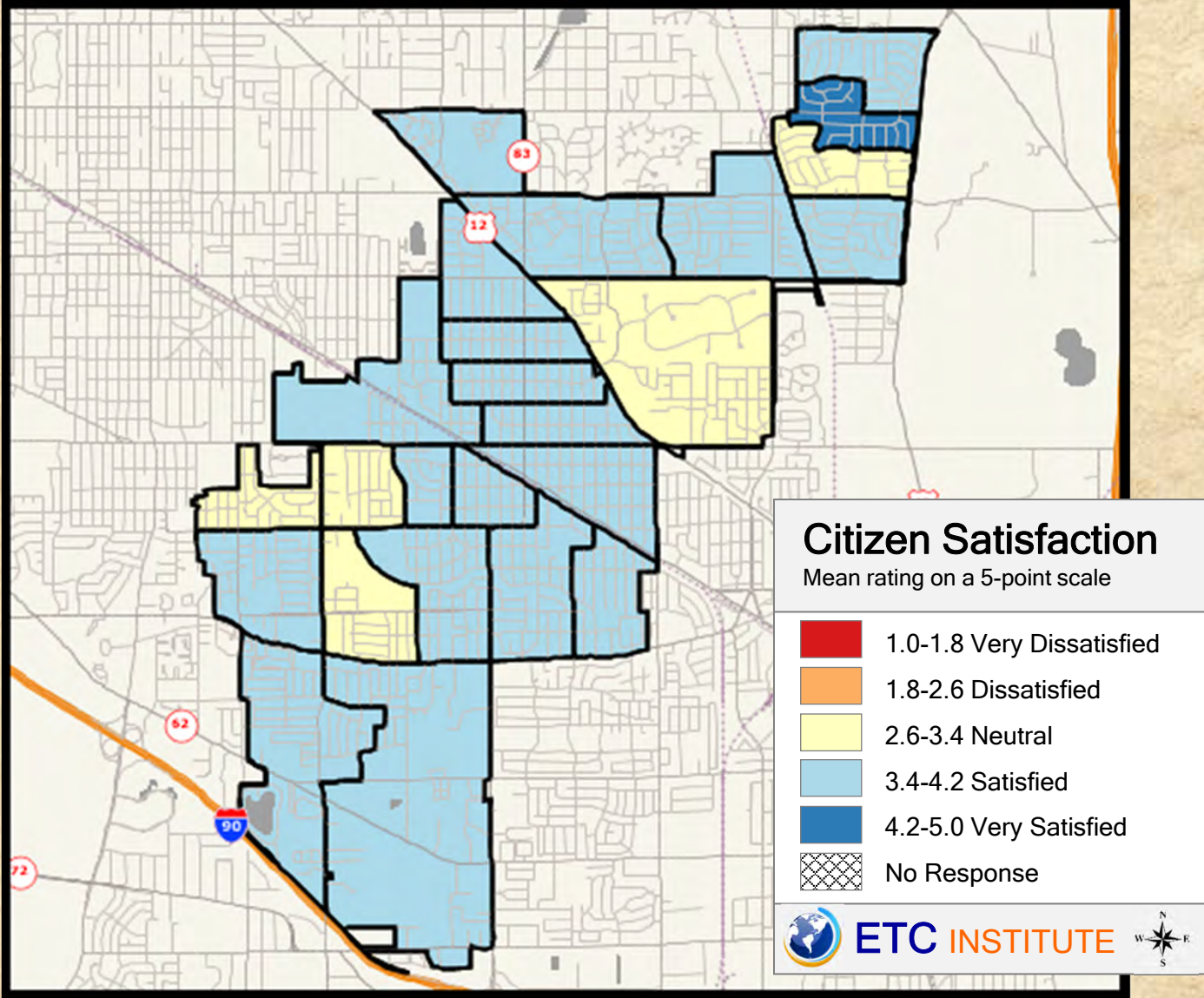


## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



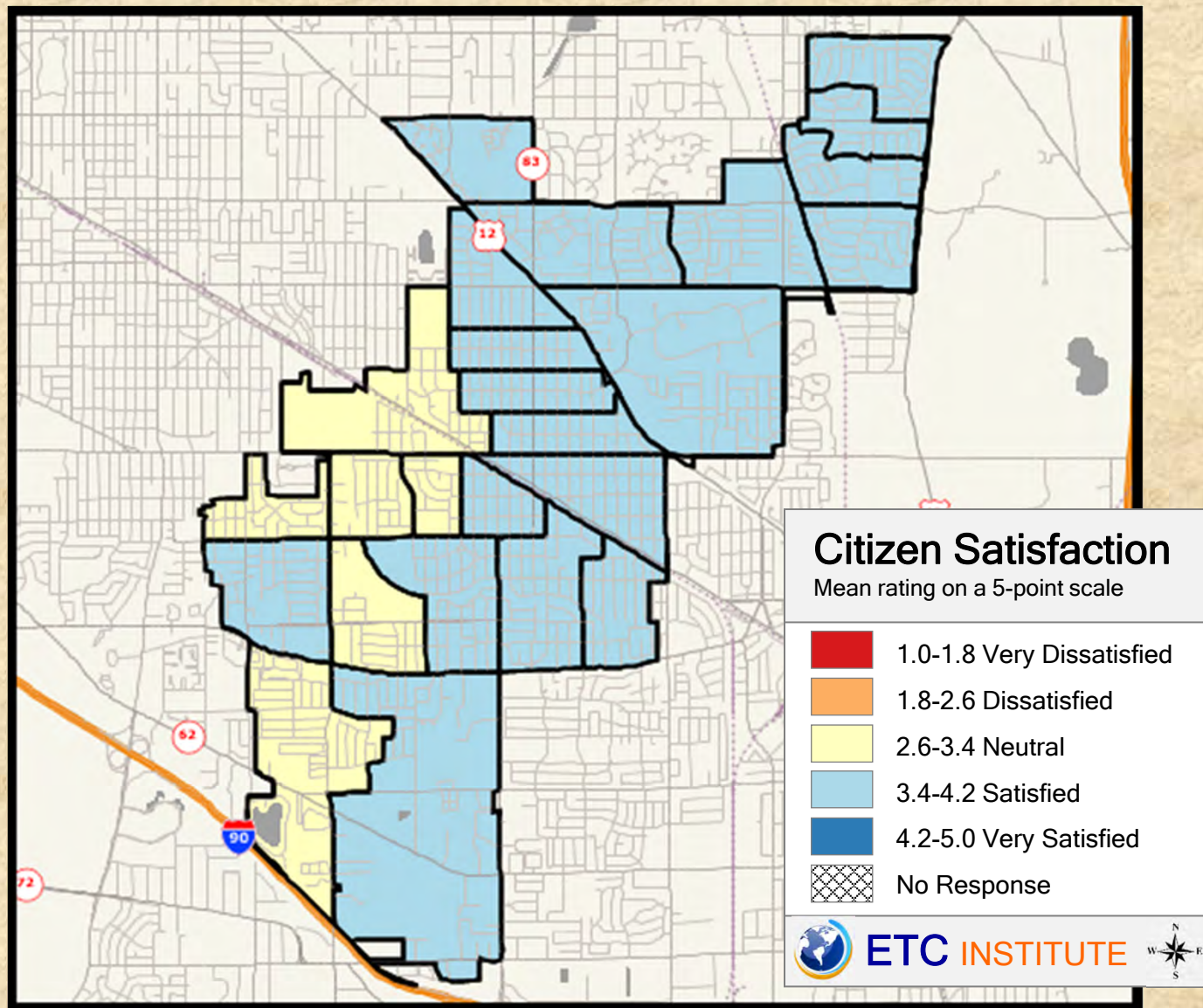
# Q21.5 Satisfaction with: Availability and convenience of downtown parking



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

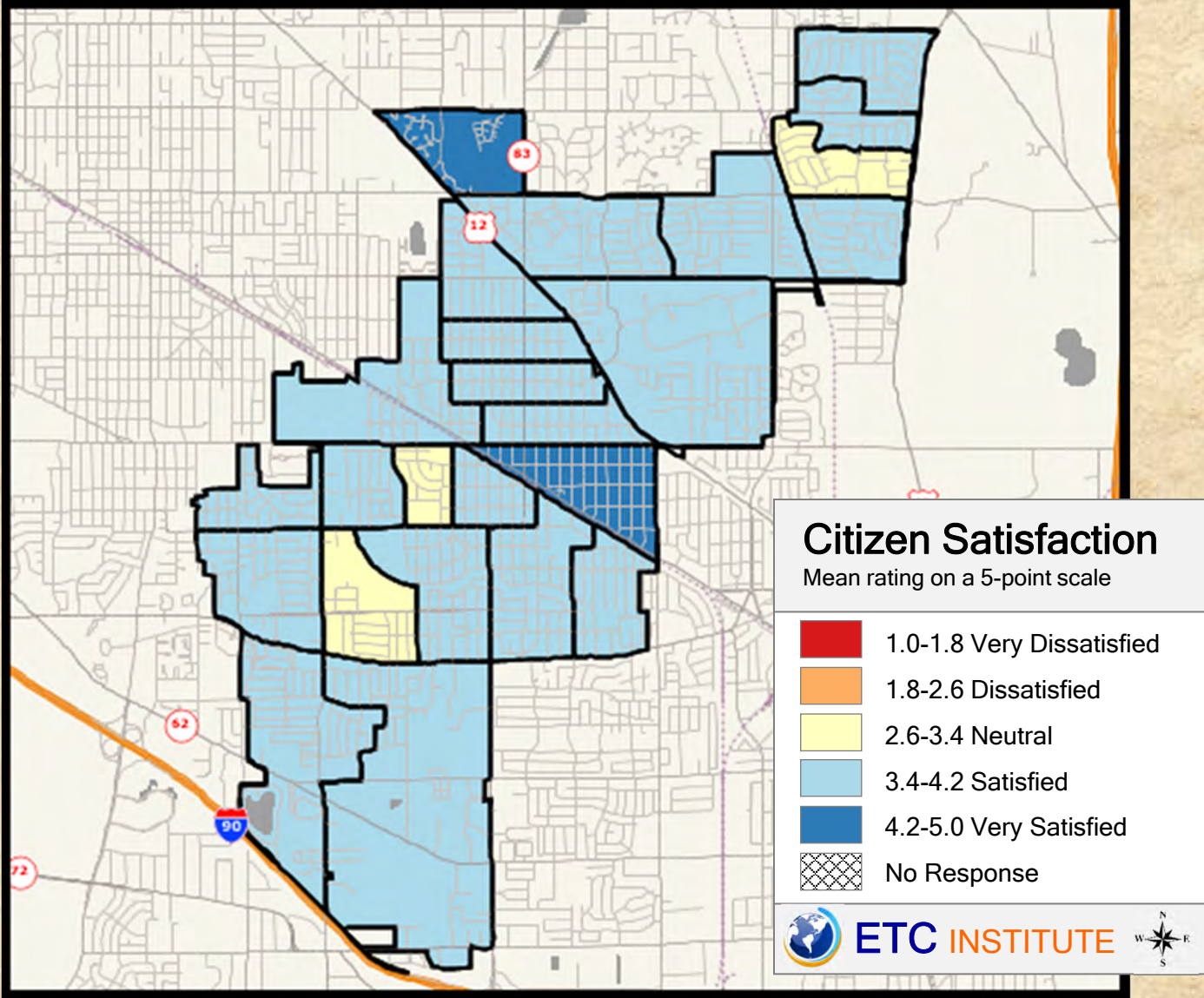
## Q21.6 Satisfaction with: Adequacy of green space downtown



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

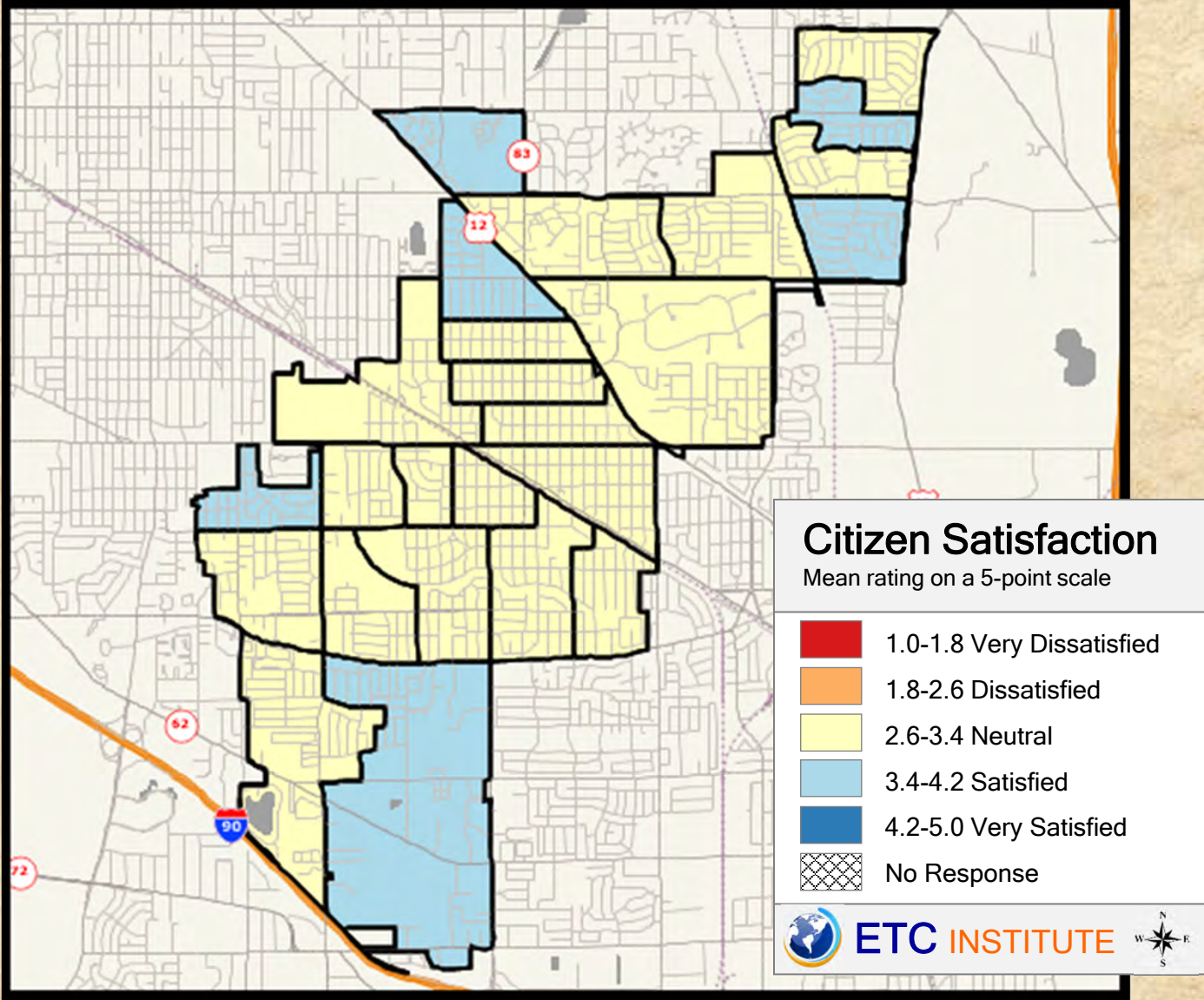
# Q21.7 Satisfaction with: Overall downtown walkability



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

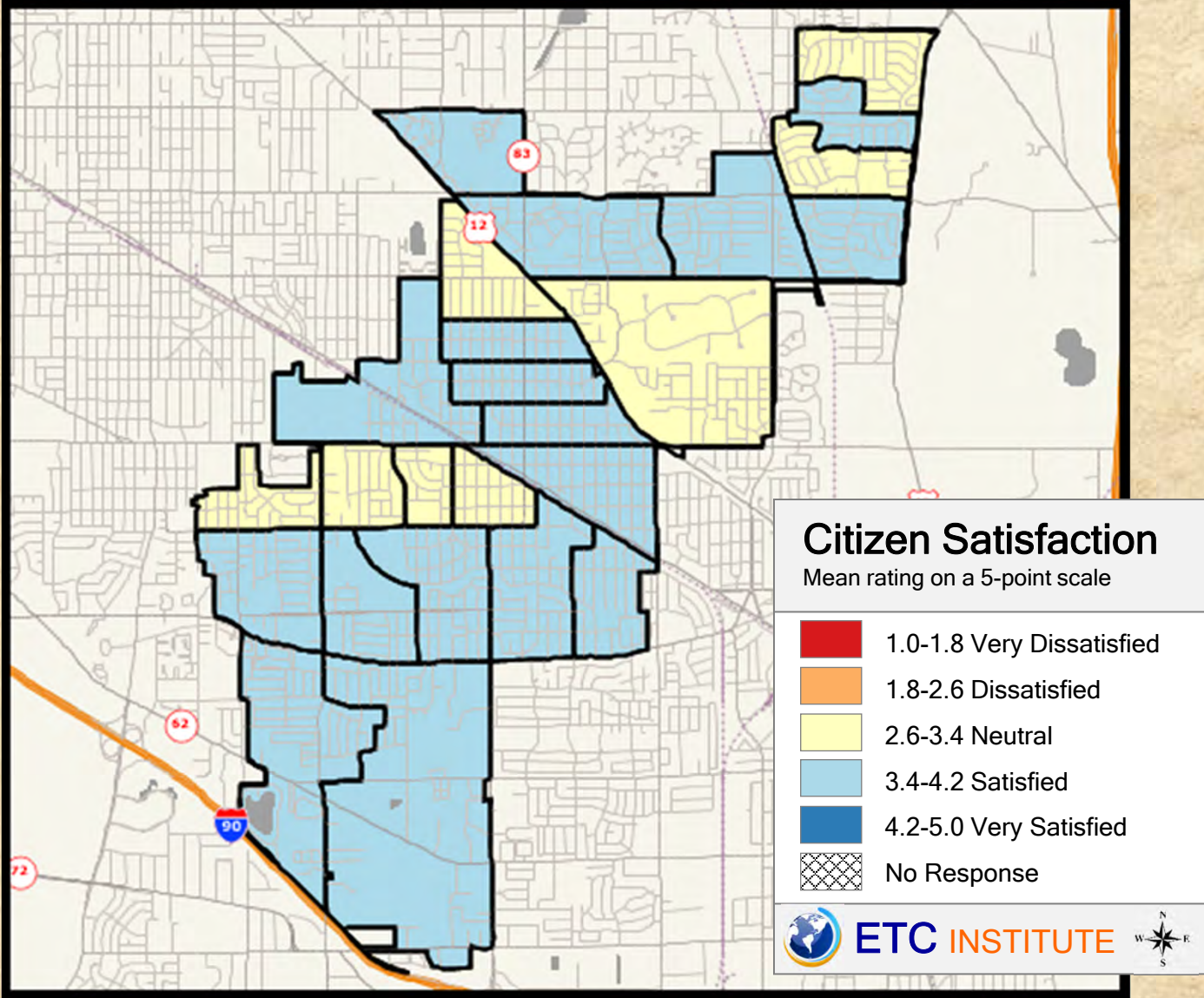
# Q21.8 Satisfaction with: Variety of downtown restaurants



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

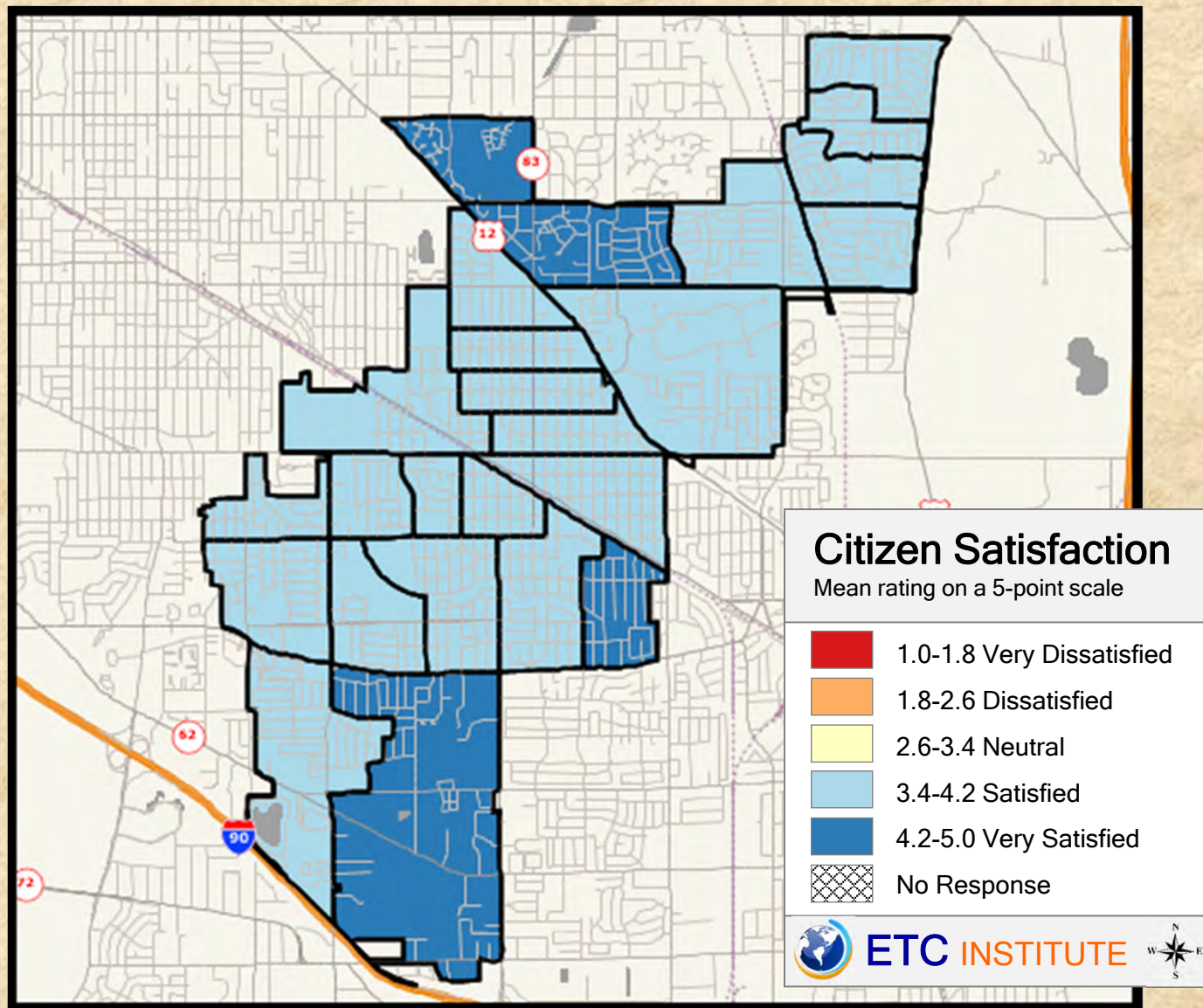
# Q21.9 Satisfaction with: Availability and adequacy of bicycle parking facilities downtown



## 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q21.10 Satisfaction with: Adequacy of the Metra train station



### 2020 Village of Mount Prospect Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)