

# Village of Mount Prospect Community Survey

## Findings Report

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2020

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

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

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

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# Village of Mount Prospect Community Survey Executive Summary Report

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## Overview and Methodology

ETC Institute administered a community survey for the Village of Mount Prospect during the fall of 2020. The survey was designed to gather resident input and produce feedback on Village programs and services. The information collected will be used to improve existing programs and services and give the Village a better foundation for long-range planning and investment decisions. The strategic approach the Village is taking will ensure the advancement of Village efforts to be a High Performance Organization with exceptional customer service. This community survey will help confirm the Village is focused in the right direction and performing effectively. This is the second community survey ETC Institute has administered for the Village of Mount Prospect; the first survey was conducted in 2016.

**Methodology.** A seven-page survey was mailed to a random sample of households throughout the Village of Mount Prospect. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those that preferred to fill out the survey online. Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation.

The goal was to receive at least 400 completed surveys. This goal was exceeded, with a total of 450 households completing a survey. The results for the random sample of 450 households have a 95% level of confidence with a precision of at least +/- 4.6%.

**Interpretation of “Don’t Know” Responses.** The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used Village services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflects the utilization and awareness of Village services, the percentage of “don’t know” responses has been included in the tabular data in Section 4 of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

### **This report contains the following:**

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey (Section 1)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 2)

- benchmarking data that show how the results for the Village of Mount Prospect compare to residents in other communities (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

## Overall Satisfaction with Village Services

The major categories of Village services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of village buildings and facilities (91%), overall quality of services provided by the Village (90%), overall quality of customer service received from Village employees (89%), and maintenance of Village streets (87%).

## Overall Feelings of Safety

Most residents (92%) *who had an opinion* felt either “very safe” or “safe” when rating their overall feeling of safety within the Village of Mount Prospect. Ninety-six percent (96%) of residents *who had an opinion* indicated they felt “very safe” or “safe” in their neighborhood during the day. Eighty-nine percent (89%) of residents *who had an opinion* indicated they felt “very safe” or “safe” in their neighborhood at night. Other situations where a majority of residents *who had opinion* indicated they felt either “very safe” or “safe” were: in commercial and retail areas (84%) and in the Village’s parks, trails, and recreational areas (82%).

## Satisfaction with Specific Village Services

- **Overall Community.** The highest levels of satisfaction with overall community services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall feeling of safety in neighborhoods (91%), the overall quality of Library services (91%), the overall feeling of safety in the village (91%), the overall maintenance of public property (89%), the ease of access of places respondents usually visit (87%), and the overall quality of life in the Village (87%).
- **Village Infrastructure.** The highest levels of satisfaction with Village infrastructure, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major Village streets (91%), the maintenance of street signs and traffic signals (90%), the cleanliness of streets and other public areas (89%), the maintenance of Village owned buildings (88%), mowing/trimming along streets and public areas (88%), and snow removal on neighborhood streets (88%).

- **Public Works.** The highest levels of satisfaction with public works services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of residential garbage collection services (94%), the overall quality of residential curbside recycling services (94%), and the overall quality of brush collection (93%).
- **Community Development.** The highest levels of satisfaction with community development services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: sign regulation standards (76%), the appearance of commercial corridors (73%), and the exterior maintenance standards for private property (68%).
- **Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: friendliness of the Fire Department (92%), overall professionalism of the Fire department (91%), overall quality of fire protection services (91%), overall quality of emergency medical services (90%), and the overall quality of police protection (87%).
- **Human Services.** The highest levels of satisfaction with human services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the accessibility of Village services (83%), Medical Lending Closet (77%), and the food pantry (71%).
- **Village Communication.** The highest levels of satisfaction with Village communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of the Village print newsletter (83%), the availability of information on Village services and activities (78%), and the timeliness of information (77%).
- **Downtown District.** The highest levels of satisfaction with the Village’s Downtown District, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the adequacy of the Metra train station (74%), the convenience of the Emerson Street parking deck (74%), and the general appearance of Downtown (73%).

## Other Findings

- **Community Priorities.** The items that were indicated to be of the highest priority, based upon the combined percentage of “very high priority” and “high priority” responses among residents *who had an opinion*, were: overall quality of life (93%), crime prevention (90%), a balanced Village budget (89%), and quality of services provided by the Village (89%). Crime prevention, a balanced budget, and flood prevention and storm water management were the three items that residents believe should receive the most emphasis over the next two years.

- The most frequently-mentioned sources that residents use to get information about Village issues, services, and events are: the Village newsletter (79%), the Village website (57%), word of mouth (48%), Village signs and banners (42%), and local newspapers (38%). The most preferred way to learn about Village issues, services, and events is through the Village Newsletter.
- Forty-seven percent (47%) of residents have visited the Village with a request for service or to pay a bill during the past year. Of those who have visited the Village, and *who had an opinion*, 91% were either “very satisfied” or “satisfied” with the politeness and courteousness of Village employees, 91% were either “very satisfied” or “satisfied” with the time it took for Village employees to respond to their request, and 88% were either “very satisfied” or “satisfied” that their call/inquiry was answered promptly and accurately.
- Only 33% of residents have contacted the Village with a request for service or to pay a bill, by phone or electronically, during the past year. Of those who have contacted the Village, and *who had an opinion*, 91% were either “very satisfied” or “satisfied” with Village employees helping them resolve their issue, 90% were either “very satisfied” or “satisfied” with the politeness and friendliness of Village employees, and 89% were either “very satisfied” or “satisfied” that their inquiry was answered promptly and accurately.
  - Eighty-one percent (81%) of respondents who contacted the Village during the past year used the phone, 10% used the website, and 9% used email.
  - Of those respondents who contacted the Village by phone and left a voicemail 86% received a call back.

## How the Village of Mount Prospect Compares to Other Communities Nationally

Satisfaction ratings for the Village of Mount Prospect **rated significantly higher (difference of 5% or more) than the U.S. average in all 49 areas** that were assessed. Listed below are the comparisons between the Village of Mount Prospect and the U.S. average:

Service	Mount Prospect	U.S.	Difference	Category
Quality of customer service	89%	42%	47%	Quality of Life
Maintenance of Village streets	87%	42%	45%	Quality of Life
Quality of services provided by the Village	90%	48%	42%	Quality of Life
Snow removal on streets in your neighborhood	88%	48%	40%	Village Infrastructure
Maintenance of the Village's Downtown	87%	48%	39%	Village Infrastructure
Conditions of streets in your neighborhood	83%	45%	38%	Village Infrastructure
Quality of brush collection	93%	57%	36%	Public Works
Condition of major Village streets	84%	48%	36%	Village Infrastructure
Availability of information on services/activities	78%	42%	36%	Communication
Mowing/tree trimming along streets & public areas	88%	52%	36%	Village Infrastructure
Condition of sidewalks in your neighborhood	71%	38%	33%	Village Infrastructure
Effectiveness of Village communication	78%	46%	32%	Quality of Life
Enforcement of parking laws	75%	43%	32%	Public Safety
Snow removal on major Village streets	91%	60%	31%	Village Infrastructure
Cleanliness of streets & other public areas	89%	59%	30%	Village Infrastructure
Value you receive for tax/fees	67%	37%	30%	Aspects of the Community
Street lighting on major streets	86%	57%	29%	Village Infrastructure
Timeliness of information	77%	49%	28%	Communication
Maintenance of Village buildings & facilities	91%	63%	28%	Quality of Life
Quality of yard waste service	93%	67%	26%	Public Works
Quality of residential curbside recycling service	94%	69%	25%	Public Works
Overall quality of public schools	81%	56%	25%	Aspects of the Community
Overall quality of police response times	87%	62%	25%	Public Safety
Overall feeling of safety in the Village	91%	66%	25%	Aspects of the Community
Maintenance of street signs & traffic signals	90%	68%	22%	Village Infrastructure
Efforts to prevent crime	77%	55%	22%	Public Safety
Quality of residential garbage collection service	94%	72%	22%	Public Works
Police education programs	73%	52%	21%	Public Safety
Quality of drinking water	85%	64%	21%	Public Works
Overall quality of Park District services	81%	61%	20%	Aspects of the Community
Citizen engagement	51%	31%	20%	Aspects of the Community
Emergency preparedness	83%	64%	19%	Quality of Life
Flow of traffic/management	70%	51%	19%	Quality of Life
Quality of wastewater services	85%	66%	19%	Public Works
Fire Department/EMS education programs	81%	62%	19%	Public Safety
Overall quality of police protection	87%	68%	19%	Public Safety
Overall image of the Village	79%	61%	18%	Aspects of the Community
Overall quality of the Library services	91%	75%	16%	Aspects of the Community
Enforcement of Village codes/ordinances	68%	53%	15%	Quality of Life
Quality of Village's website	74%	59%	15%	Communication
Availability of public transportation	57%	42%	15%	Aspects of the Community
Overall quality of life in the Village	87%	72%	15%	Aspects of the Community
Visibility of police in neighborhoods	71%	56%	15%	Public Safety
Enforcement of traffic laws	78%	65%	13%	Public Safety
Quality of stormwater management & drainage	66%	54%	12%	Public Works
Quality of Village's social media	64%	53%	11%	Communication
Visibility of police in retail/commercial areas	70%	60%	10%	Public Safety
Overall quality of fire protection services	91%	81%	10%	Public Safety
Overall quality of emergency medical services	90%	81%	9%	Public Safety

## How the Village of Mount Prospect Compares to Other Communities Regionally

Satisfaction ratings for the Village of Mount Prospect **rated above the Great Lakes regional average in all 49 areas** that were assessed. The Village rated significantly higher (difference of 5% or more) in 48 of these areas. Listed below are the comparisons between the Village of Mount Prospect and the Great Lakes regional average:

Service	Mount Prospect	Great Lakes Region	Difference	Category
Snow removal on streets in your neighborhood	88%	42%	46%	Village Infrastructure
Quality of customer service	89%	44%	45%	Quality of Life
Maintenance of Village streets	87%	45%	42%	Quality of Life
Conditions of streets in your neighborhood	83%	43%	40%	Village Infrastructure
Quality of services provided by the Village	90%	51%	39%	Quality of Life
Condition of sidewalks in your neighborhood	71%	35%	36%	Village Infrastructure
Quality of brush collection	93%	58%	35%	Public Works
Condition of major Village streets	84%	49%	35%	Village Infrastructure
Maintenance of the Village's Downtown	87%	53%	34%	Village Infrastructure
Enforcement of parking laws	75%	42%	33%	Public Safety
Maintenance of Village buildings & facilities	91%	58%	33%	Quality of Life
Snow removal on major Village streets	91%	59%	32%	Village Infrastructure
Mowing/tree trimming along streets & public areas	88%	58%	30%	Village Infrastructure
Quality of yard waste service	93%	63%	30%	Public Works
Effectiveness of Village communication	78%	49%	29%	Quality of Life
Street lighting on major streets	86%	58%	28%	Village Infrastructure
Availability of information on services/activities	78%	51%	27%	Communication
Value you receive for tax/fees	67%	41%	26%	Aspects of the Community
Cleanliness of streets & other public areas	89%	64%	25%	Village Infrastructure
Quality of residential garbage collection service	94%	69%	25%	Public Works
Police education programs	73%	48%	25%	Public Safety
Fire Department/EMS education programs	81%	56%	25%	Public Safety
Quality of drinking water	85%	60%	25%	Public Works
Emergency preparedness	83%	60%	23%	Quality of Life
Timeliness of information	77%	54%	23%	Communication
Overall quality of police protection	87%	65%	22%	Public Safety
Efforts to prevent crime	77%	56%	21%	Public Safety
Overall quality of public schools	81%	60%	21%	Aspects of the Community
Overall feeling of safety in the Village	91%	70%	21%	Aspects of the Community
Quality of wastewater services	85%	65%	20%	Public Works
Quality of residential curbside recycling service	94%	74%	20%	Public Works
Overall quality of police response times	87%	67%	20%	Public Safety
Visibility of police in neighborhoods	71%	51%	20%	Public Safety
Availability of public transportation	57%	39%	18%	Aspects of the Community
Flow of traffic/management	70%	52%	18%	Quality of Life
Enforcement of Village codes/ordinances	68%	51%	17%	Quality of Life
Enforcement of traffic laws	78%	61%	17%	Public Safety
Maintenance of street signs & traffic signals	90%	74%	16%	Village Infrastructure
Overall quality of life in the Village	87%	71%	16%	Aspects of the Community
Visibility of police in retail/commercial areas	70%	54%	16%	Public Safety
Overall image of the Village	79%	64%	15%	Aspects of the Community
Overall quality of the Library services	91%	76%	15%	Aspects of the Community
Quality of stormwater management & drainage	66%	52%	14%	Public Works
Quality of Village's website	74%	61%	13%	Communication
Overall quality of Park District services	81%	68%	13%	Aspects of the Community
Citizen engagement	51%	38%	13%	Aspects of the Community
Overall quality of emergency medical services	90%	77%	13%	Public Safety
Overall quality of fire protection services	91%	85%	6%	Public Safety
Quality of Village's social media	64%	62%	2%	Communication



## Trend Analysis

From 2016 to 2020, satisfaction ratings have **increased or stayed the same in 91 of the 106 areas** that were assessed. There have been significant increases (5% or more) in satisfaction in 70 of these areas. The 70 areas that have shown significant increases since 2016 are listed below and on the following page.

Service	2020	2016	Difference	Category
Quality of MPDC programming	65%	44%	21%	Communication
Value you receive for tax/fees	67%	48%	19%	Aspects of the Community
Traveling by bicycle in the Village	74%	58%	16%	Feeling of Safety
Quality of brush collection	93%	77%	16%	Public Works
Street lighting on neighborhood streets	73%	58%	15%	Village Infrastructure
Food pantry	71%	56%	15%	Human Services
Quality of yard waste service	93%	78%	15%	Public Works
Overall quality of social services	67%	53%	14%	Human Services
Inspection process	67%	53%	14%	Community Development
Clarity & understandability of Village bills	76%	63%	14%	Communication
Snow removal on streets in your neighborhood	88%	74%	14%	Village Infrastructure
Medical Lending Closet	77%	63%	14%	Human Services
Snow removal on major Village streets	91%	78%	13%	Village Infrastructure
Maintenance of Village streets	87%	75%	13%	Quality of Life
Overall quality of senior services	68%	55%	12%	Human Services
Flow of traffic/management	70%	58%	12%	Quality of Life
Condition of major Village streets	84%	73%	12%	Village Infrastructure
Building permit process	67%	55%	12%	Community Development
Management of Village finances	59%	48%	12%	Quality of Life
Overall maintenance of public property	89%	77%	11%	Aspects of the Community
Conditional use permit process and/or variance process	61%	50%	11%	Community Development
Citizen engagement	51%	40%	11%	Aspects of the Community
Sign regulation standards	76%	66%	10%	Community Development
Overall quality of nursing services	65%	55%	10%	Human Services
Street lighting on major streets	86%	76%	10%	Village Infrastructure
Effectiveness of Village communication	78%	68%	10%	Quality of Life
Mowing/tree trimming along streets & public areas	88%	78%	10%	Village Infrastructure
Quality of electrical service	81%	72%	10%	Village Infrastructure
Transparency of Village information	62%	52%	10%	Communication
Condition of sidewalks in your neighborhood	71%	61%	9%	Village Infrastructure
Efforts to prevent crime	77%	68%	9%	Public Safety
Overall maintenance of private property	77%	68%	9%	Aspects of the Community
Overall quality of police response times	87%	78%	9%	Public Safety
Conditions of streets in your neighborhood	83%	74%	9%	Village Infrastructure
Quality of wastewater services	85%	77%	9%	Public Works
Usefulness of the Village's Website Calendar	64%	55%	8%	Communication
Quality of customer service	89%	81%	8%	Quality of Life
Quality of natural gas service	86%	78%	8%	Village Infrastructure
Appearance of Commercial Corridors	73%	65%	8%	Community Development
In the Village's parks/trails/recreational areas	82%	74%	8%	Feeling of Safety
Quality of drinking water	85%	77%	8%	Public Works
Enforcement of Village codes/ordinances	68%	61%	7%	Quality of Life
Maintenance of street signs & traffic signals	90%	83%	7%	Village Infrastructure
Quality of residential curbside recycling service	94%	86%	7%	Public Works
Quality of residential garbage collection service	94%	87%	7%	Public Works
Quality of Village's e-mail E-Newsletter	72%	65%	7%	Communication
In your neighborhood at night	89%	82%	7%	Feeling of Safety
Visibility of police in retail/commercial areas	70%	63%	7%	Public Safety

## Trend Analysis (Cont.)

Service	2020	2016	Difference	Category
Emergency preparedness	83%	77%	6%	Quality of Life
Timeliness of information	77%	70%	6%	Communication
Enforcement of traffic laws	78%	71%	6%	Public Safety
Overall feeling of safety in the Village	91%	85%	6%	Aspects of the Community
Accessibility of Village services	83%	77%	6%	Human Services
Quality of Village's social media	64%	58%	6%	Communication
Ease of access of places you usually visit	87%	82%	6%	Aspects of the Community
Overall feeling of safety in your neighborhood	91%	86%	6%	Aspects of the Community
Enforcement of parking laws	75%	70%	5%	Public Safety
Visibility of police in neighborhoods	71%	65%	5%	Public Safety
Sense of community	71%	66%	5%	Aspects of the Community
Cleanliness of streets & other public areas	89%	84%	5%	Village Infrastructure
Quality of cable & internet service	63%	58%	5%	Village Infrastructure
Exterior maintenance standards for private property	68%	63%	5%	Community Development
Quality of Village's Experience Mount Prospect	70%	65%	5%	Communication
Friendliness of police department	86%	81%	5%	Public Safety
Quality of services provided by the Village	90%	86%	5%	Quality of Life
Overall quality of police protection	87%	82%	5%	Public Safety
Property maintenance standards	62%	57%	5%	Community Development
Shopping after dark	78%	74%	5%	Feeling of Safety
Overall quality of emergency medical services	90%	85%	5%	Public Safety
Overall professionalism of the police department	86%	81%	5%	Public Safety

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the Village identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each Village service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Village services over the next two years. If the Village wants to improve its overall satisfaction rating, the Village should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 2 of this report.

**Overall Priorities for the Village by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of Village services. This analysis was conducted to help set the overall priorities for the Village. Based on the results of this analysis, the major service that is recommended as the top priority for investment over the next two years in order to raise the Village's overall satisfaction rating is listed below:

- Management of Village finances (IS Rating=0. 2224)

The table on the following page shows the Importance-Satisfaction rating for all 9 quality of life categories of Village services that were rated.

2020 Importance-Satisfaction Rating						
Village of Mount Prospect						
Quality of Life						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Management of Village finances	55%	1	59%	9	0.2224	1
<b>High Priority (IS .10-.20)</b>						
Flow of traffic/management	35%	4	70%	7	0.1053	2
<b>Medium Priority (IS &lt;.10)</b>						
Emergency preparedness	31%	5	83%	5	0.0528	3
Effectiveness of Village communication	23%	6	78%	6	0.0504	4
Maintenance of Village streets	39%	2	87%	4	0.0485	5
Enforcement of Village codes/ordinances	15%	7	68%	8	0.0483	6
Quality of services provided by the Village	36%	3	90%	2	0.0342	7
Quality of customer service	10%	8	89%	3	0.0118	8
Maintenance of Village buildings & facilities	6%	9	91%	1	0.0055	9

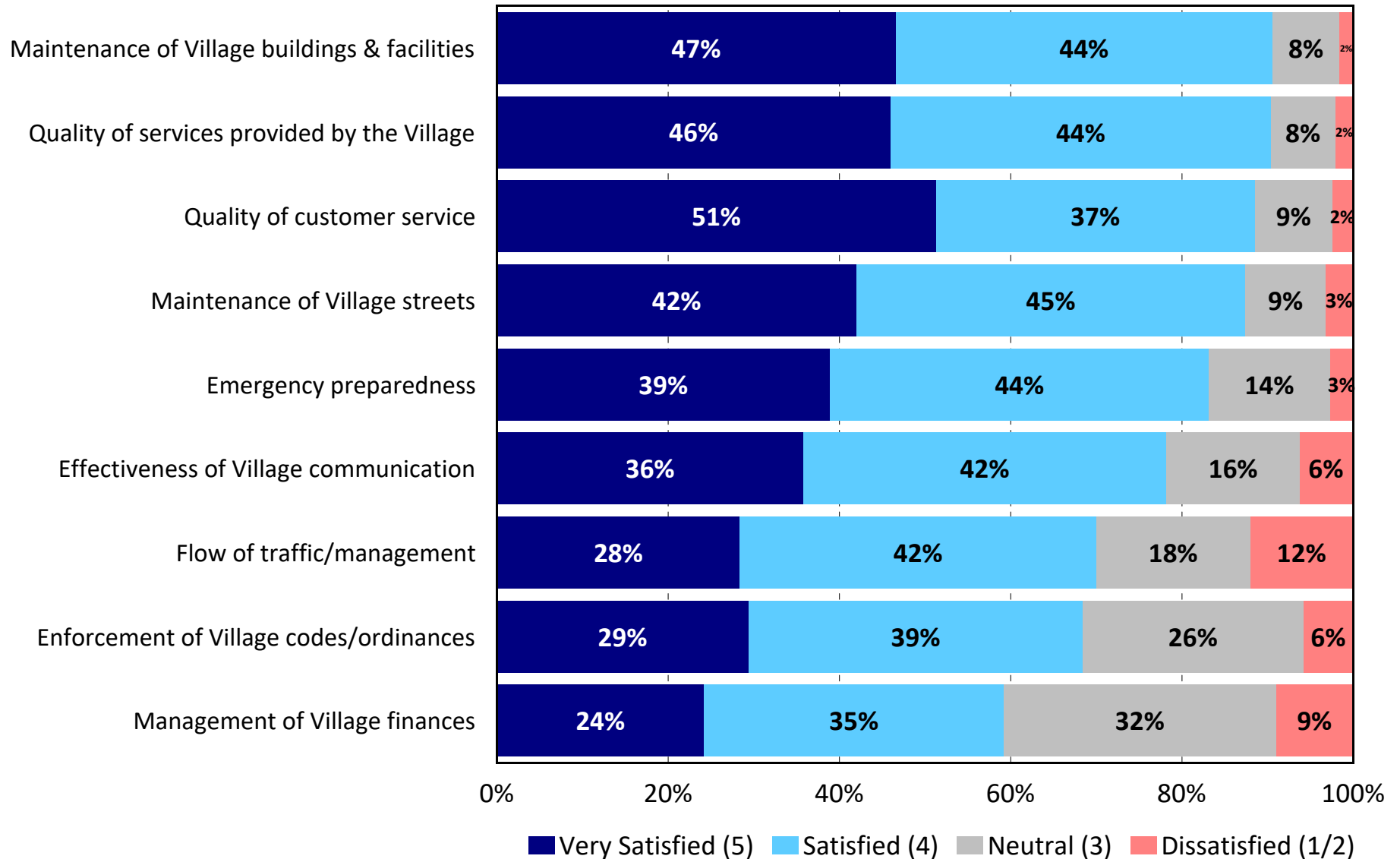
# **Section 1**

## ***Charts and Graphs***

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# Q1. Overall Satisfaction with Quality of Life Services in the Village

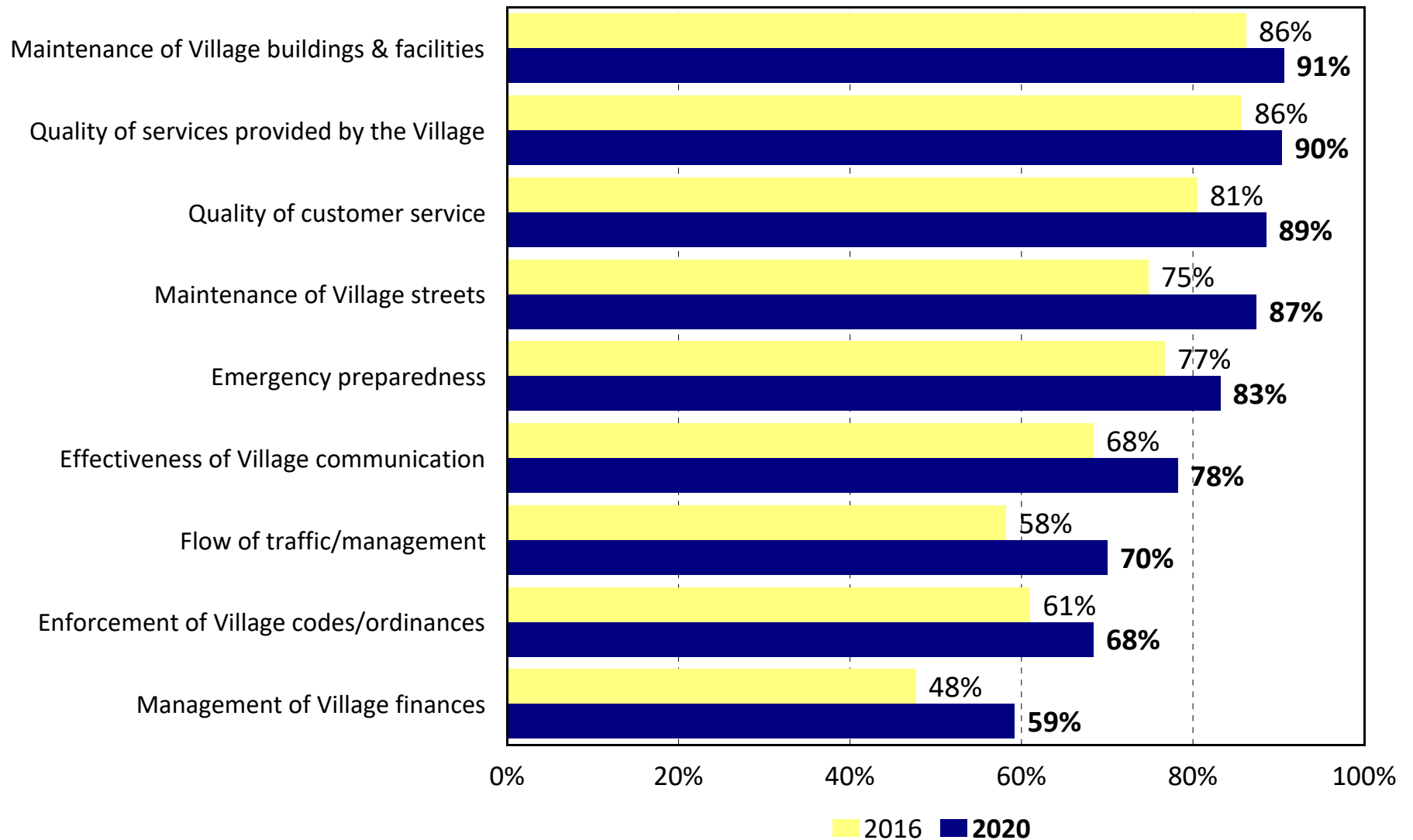
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# TRENDS: Overall Satisfaction with Quality of Life Services in the Village - 2016 vs. 2020

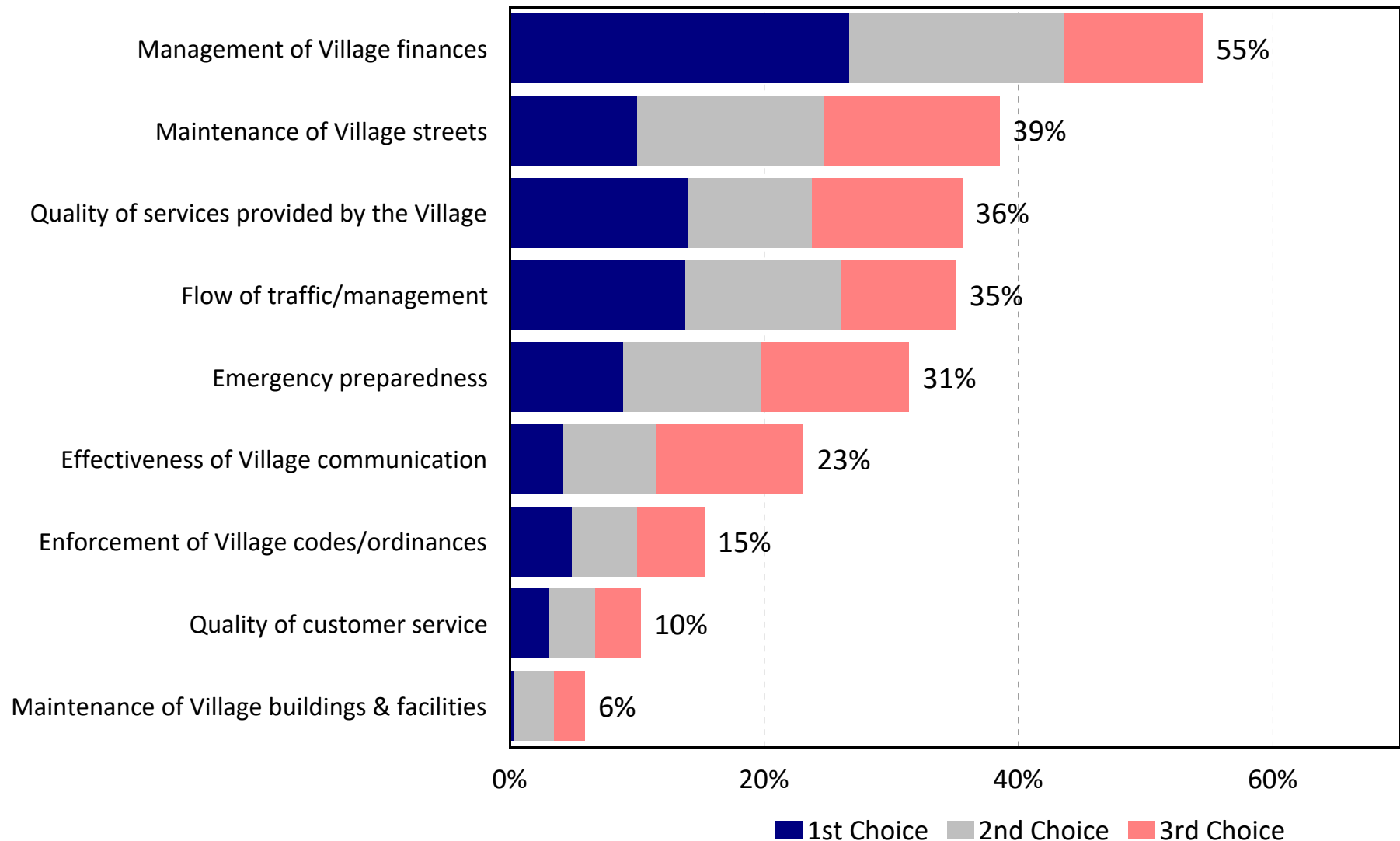
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

## Q2. Quality of Life Services That Should Receive the Most Emphasis Over the Next Two Years

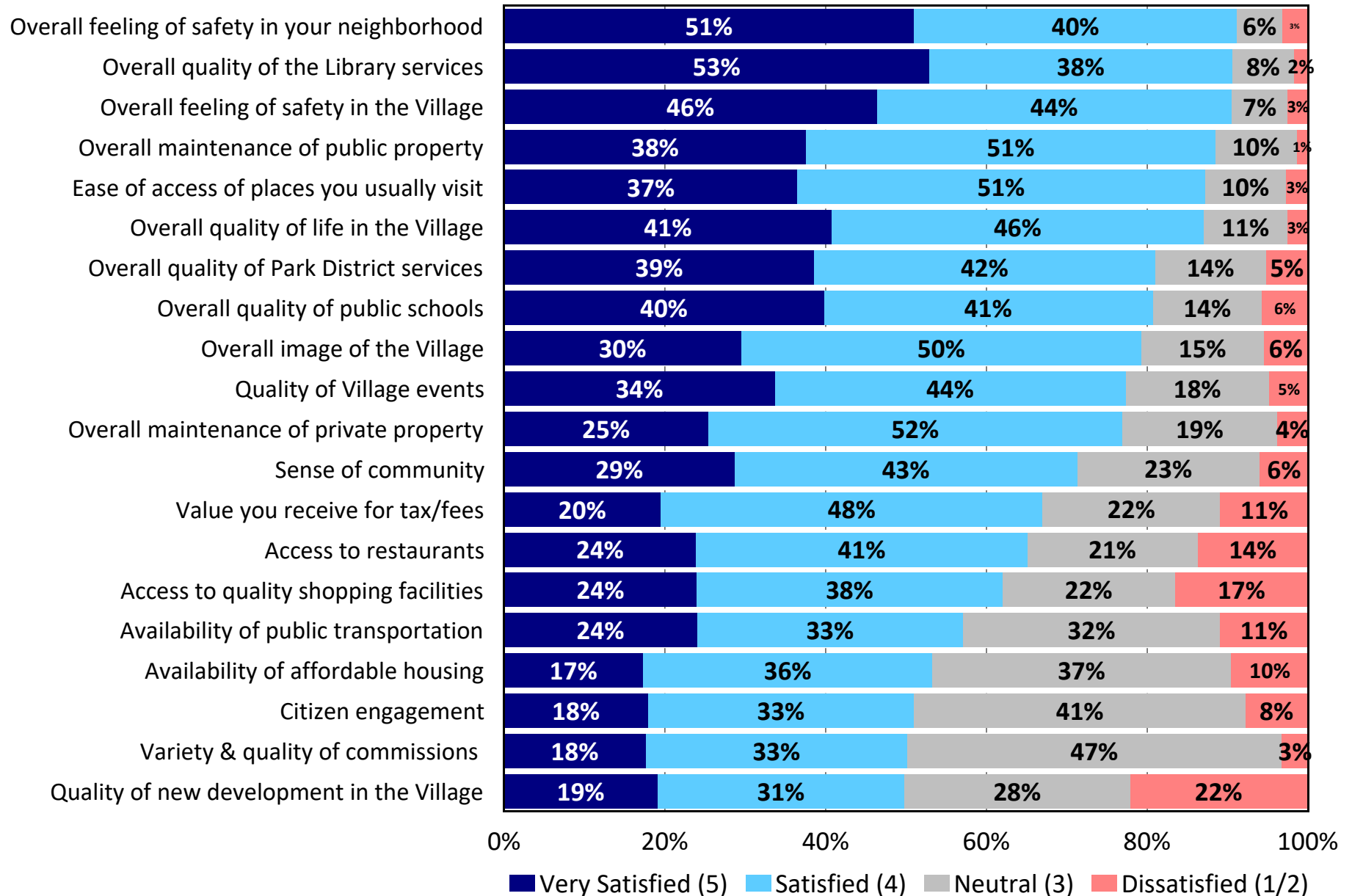
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

# Q3. Overall Satisfaction with Aspects of the Community

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

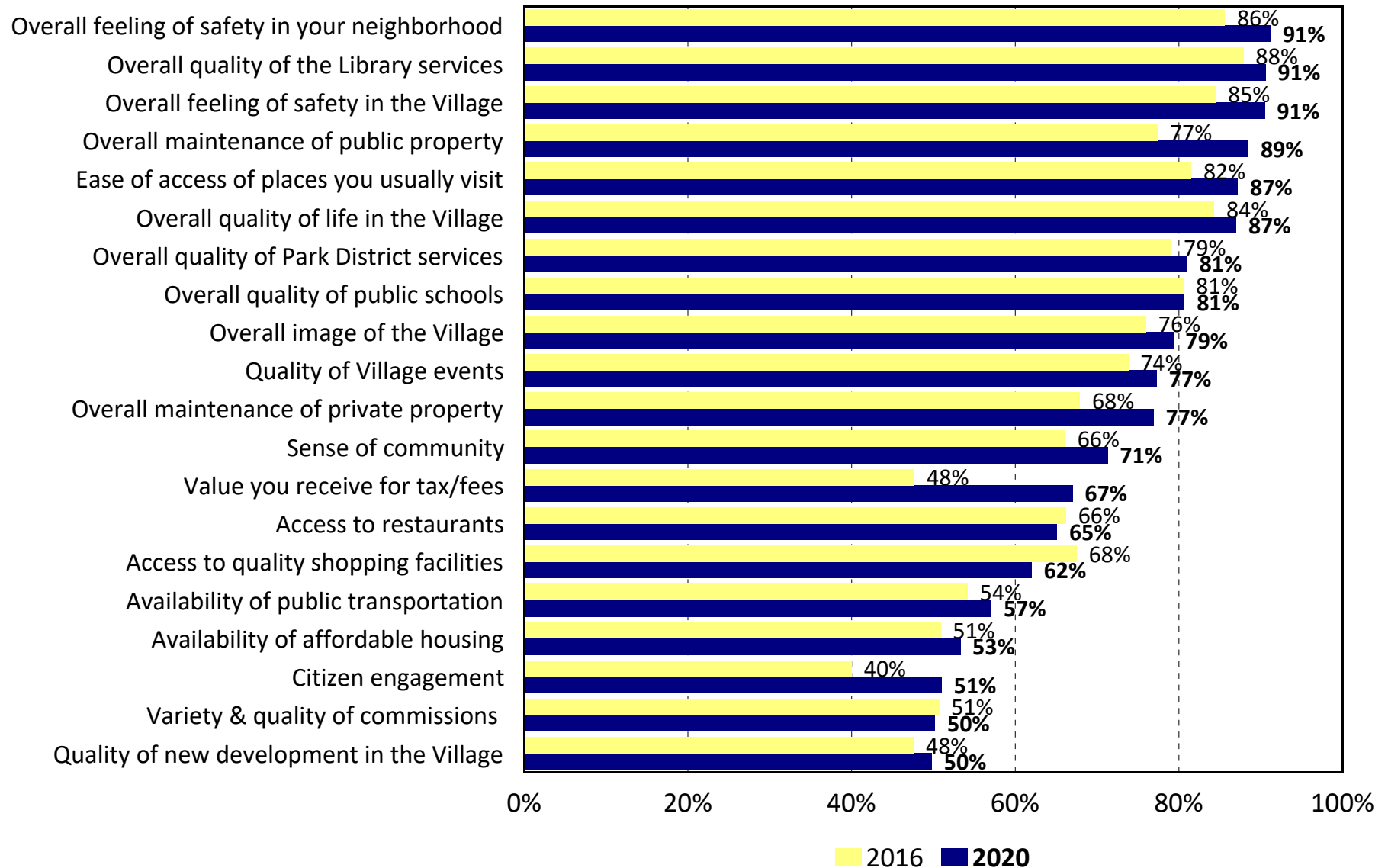


Source: ETC Institute (2020)



# TRENDS: Overall Satisfaction with Aspects of the Community 2016 vs. 2020

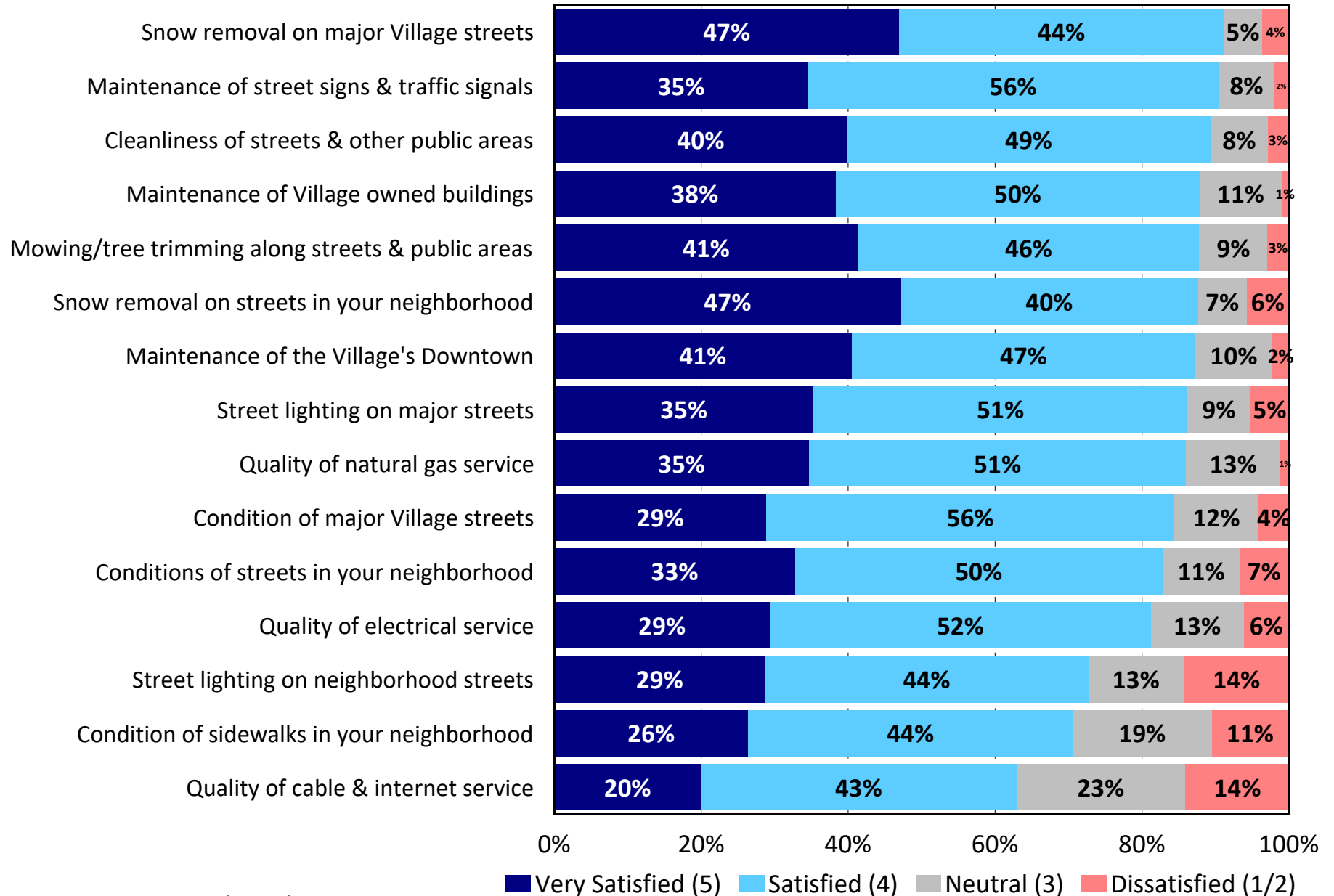
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# Q4. Overall Satisfaction with Village Infrastructure

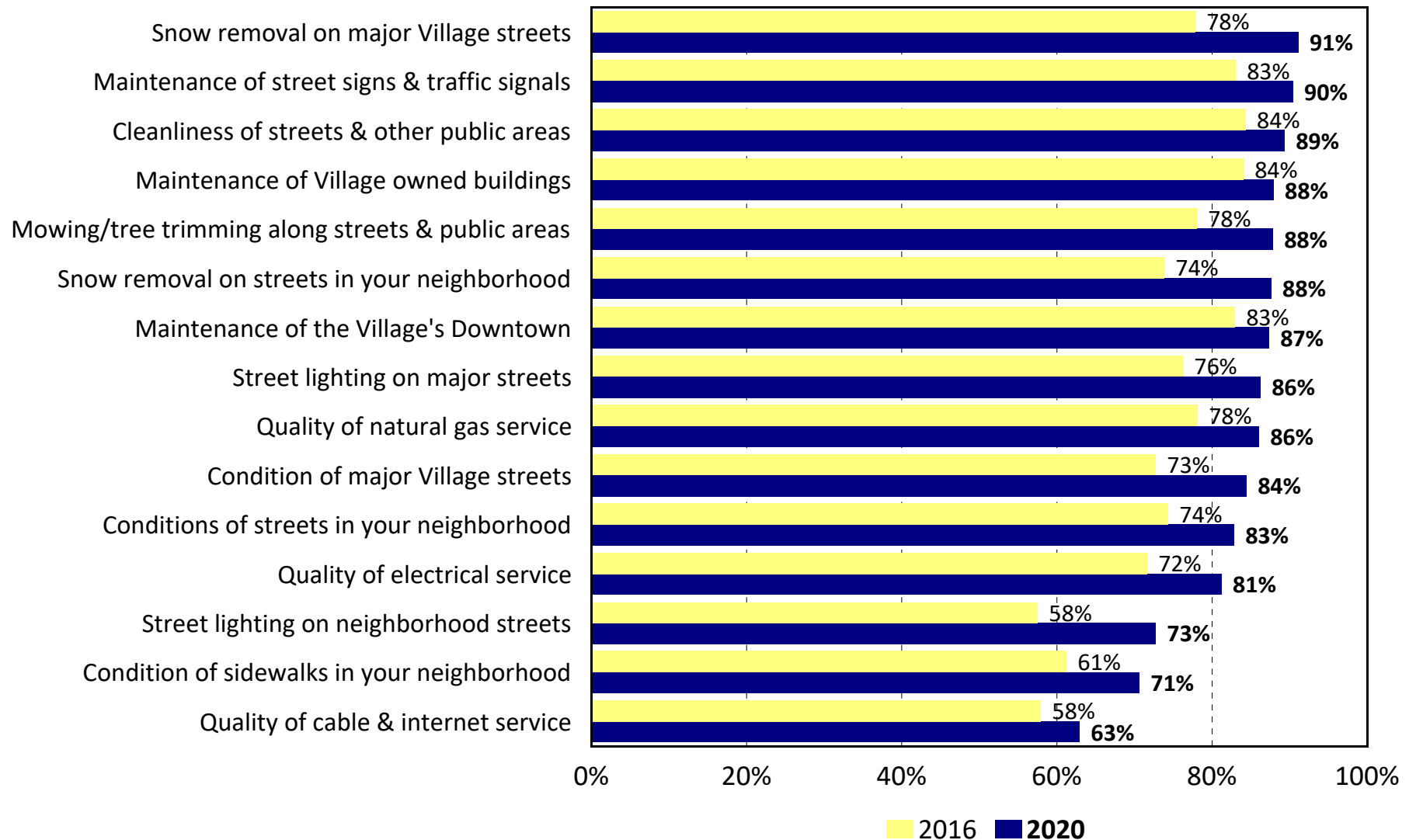
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# TRENDS: Overall Satisfaction with Village Infrastructure 2016 vs. 2020

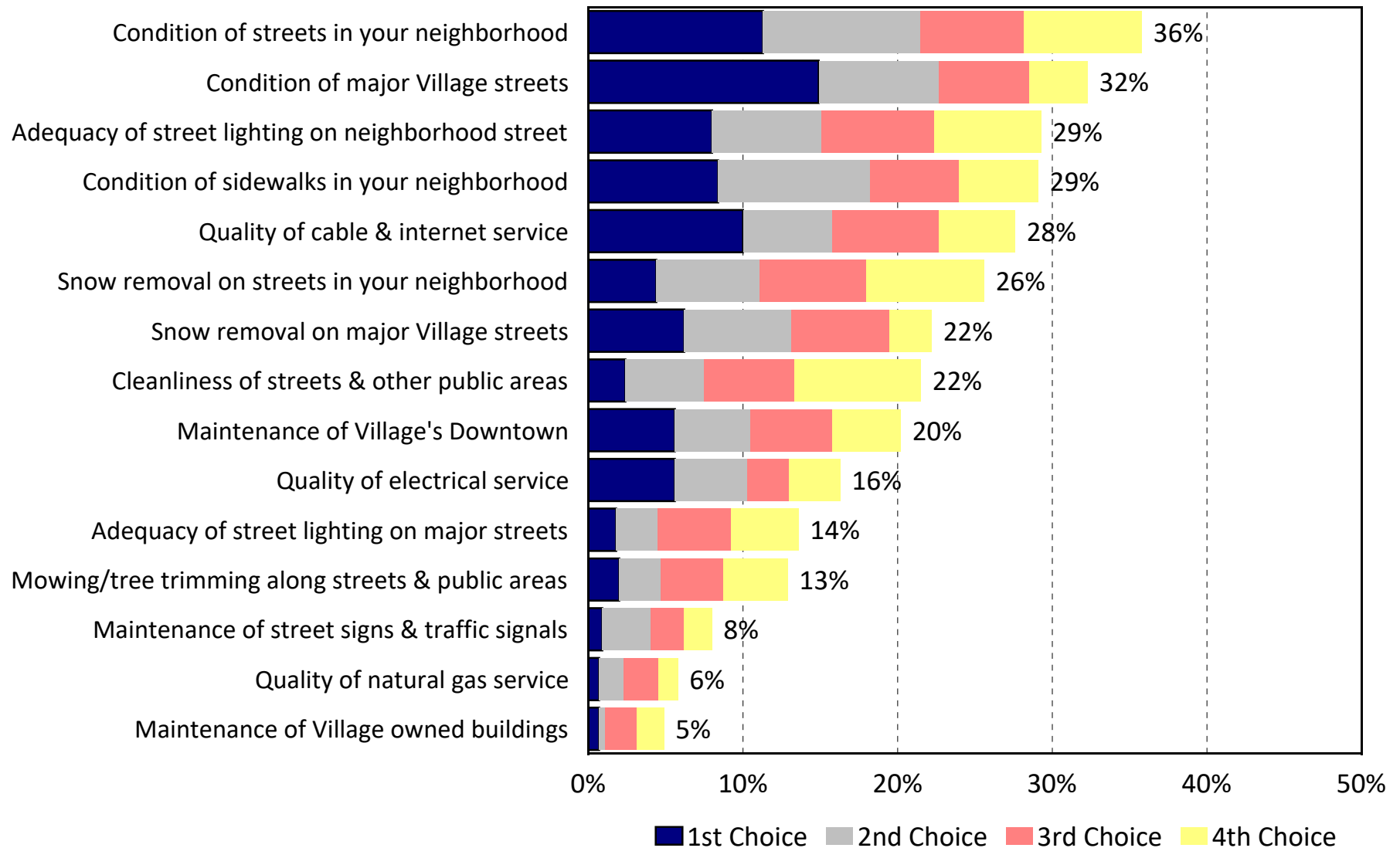
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# Q5. Aspects of Village Infrastructure That Should Receive the Most Emphasis Over the Next Two Years

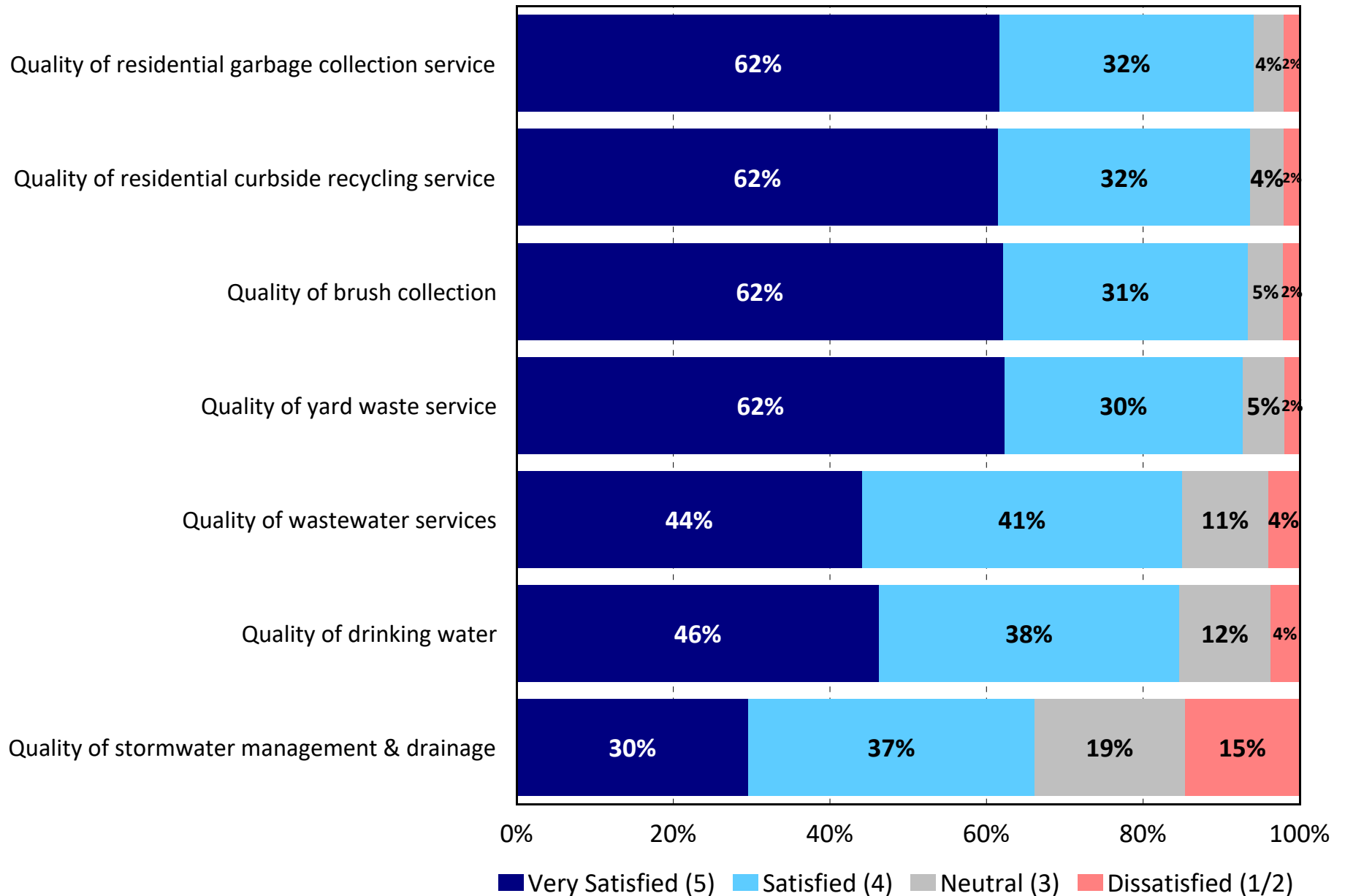
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2020)

# Q6. Overall Satisfaction with Public Works Services

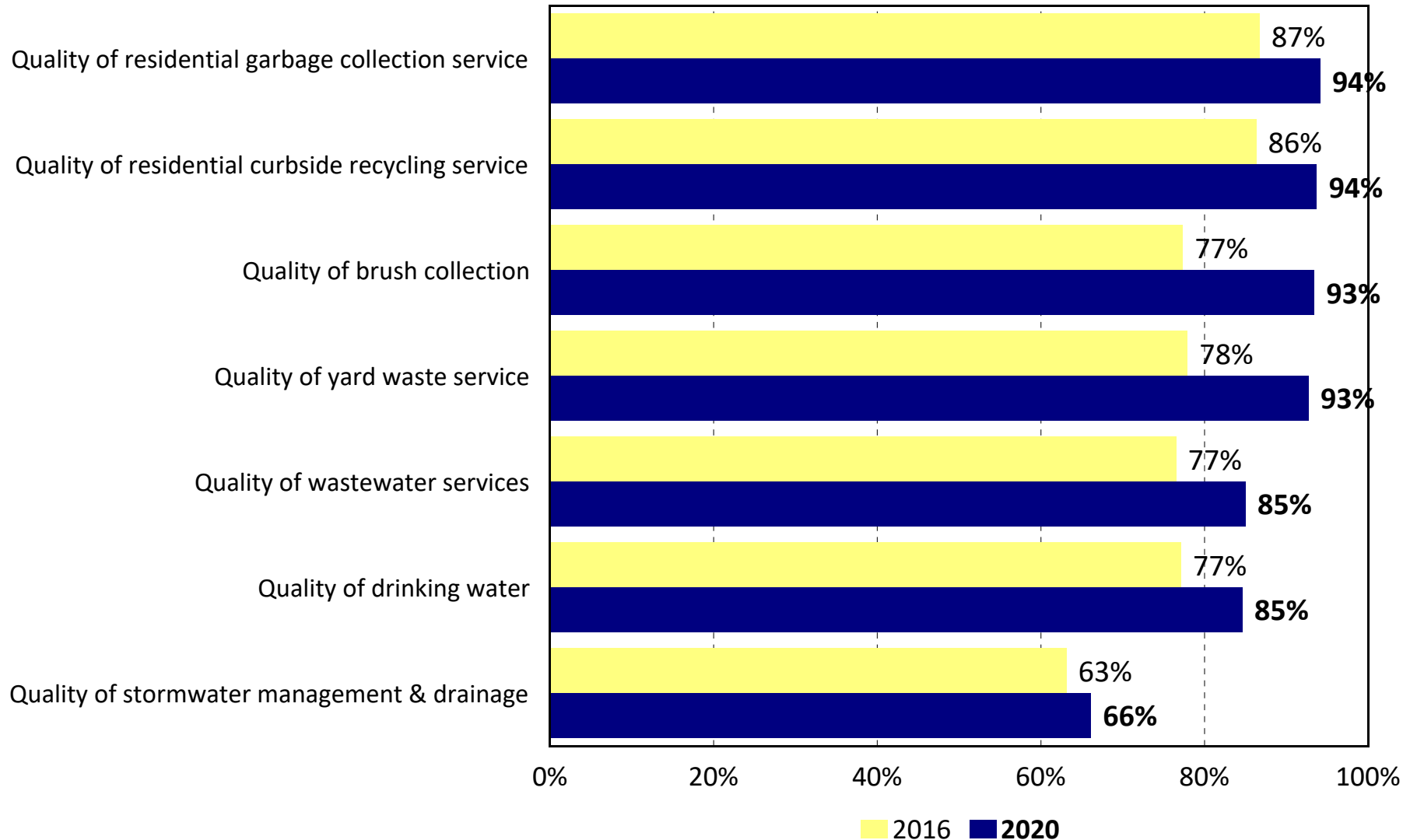
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# TRENDS: Overall Satisfaction with Public Works Services 2016 vs. 2020

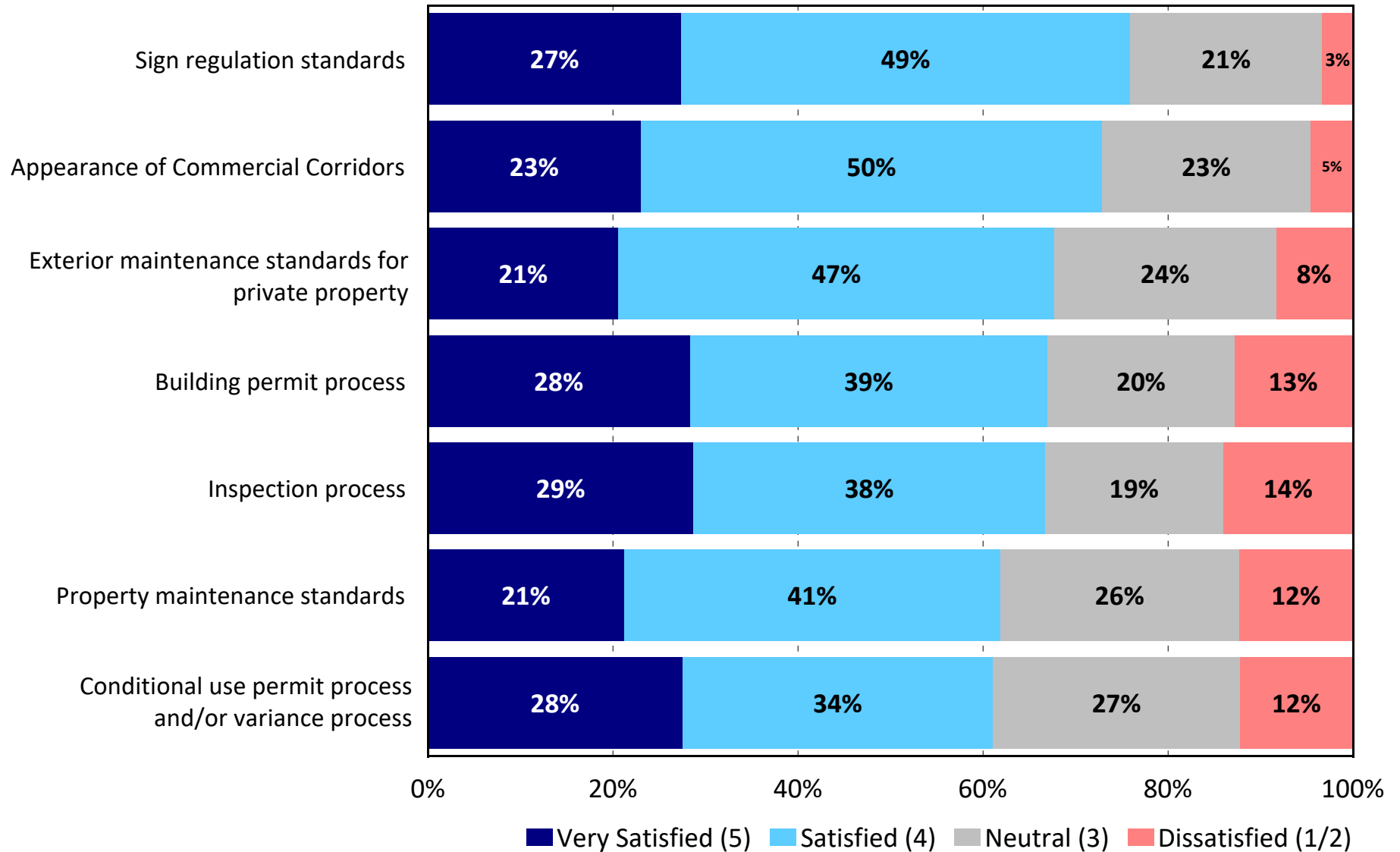
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# Q7. Overall Satisfaction with Community Development Services

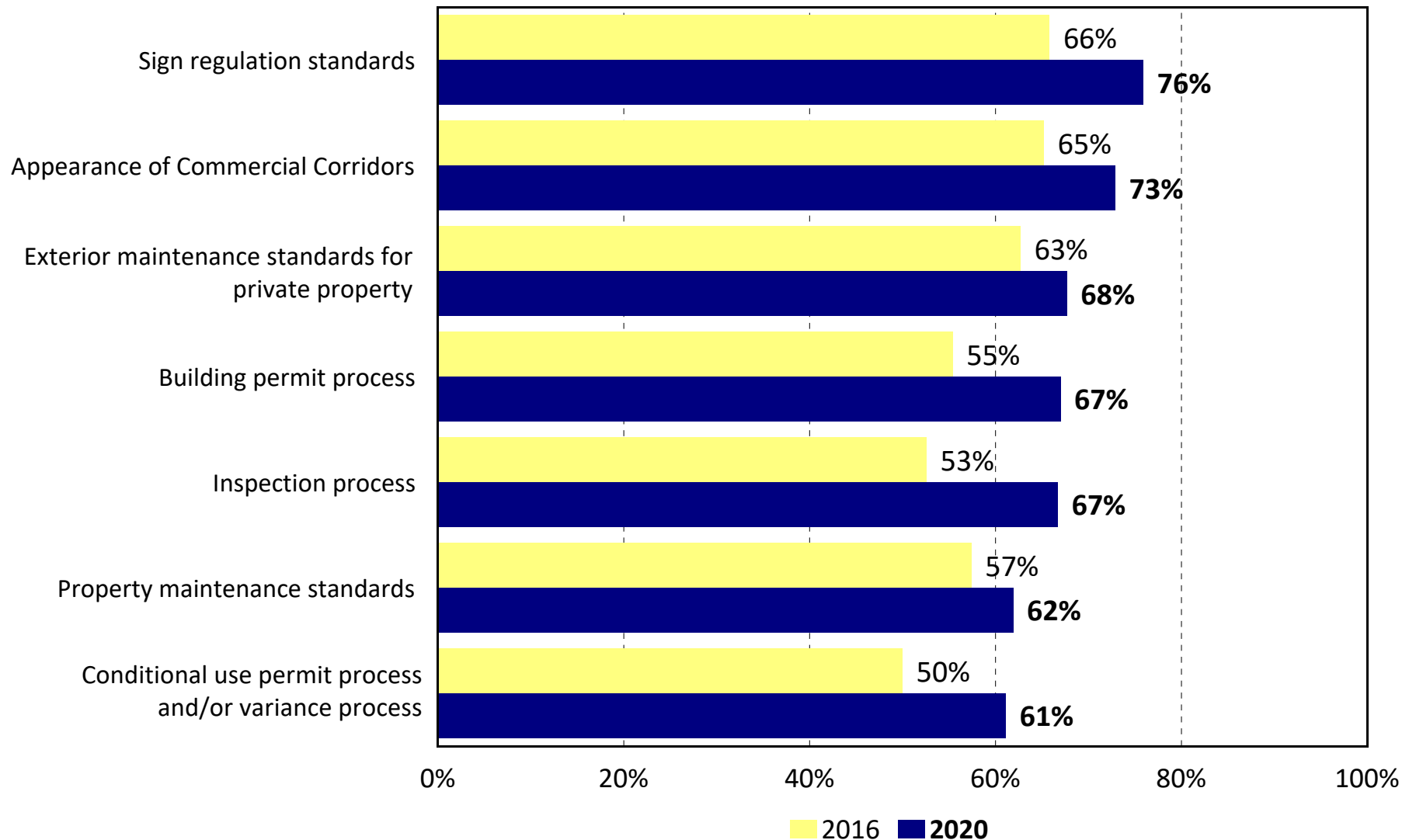
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# TRENDS: Overall Satisfaction with Community Development Services - 2016 vs. 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

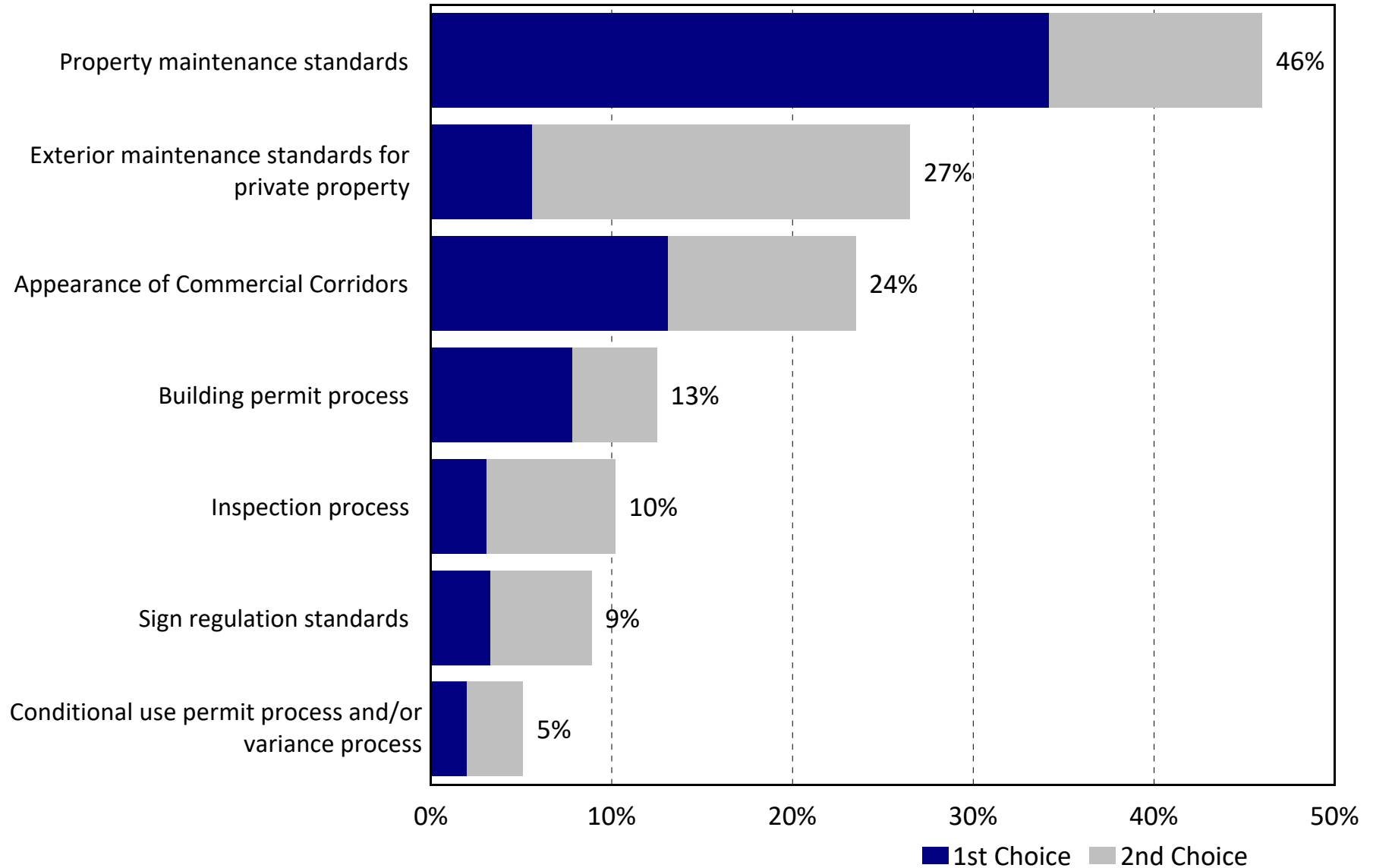


Source: ETC Institute (2020)



# Q8. Community Development Services That Should Receive the Most Emphasis Over the Next Two Years

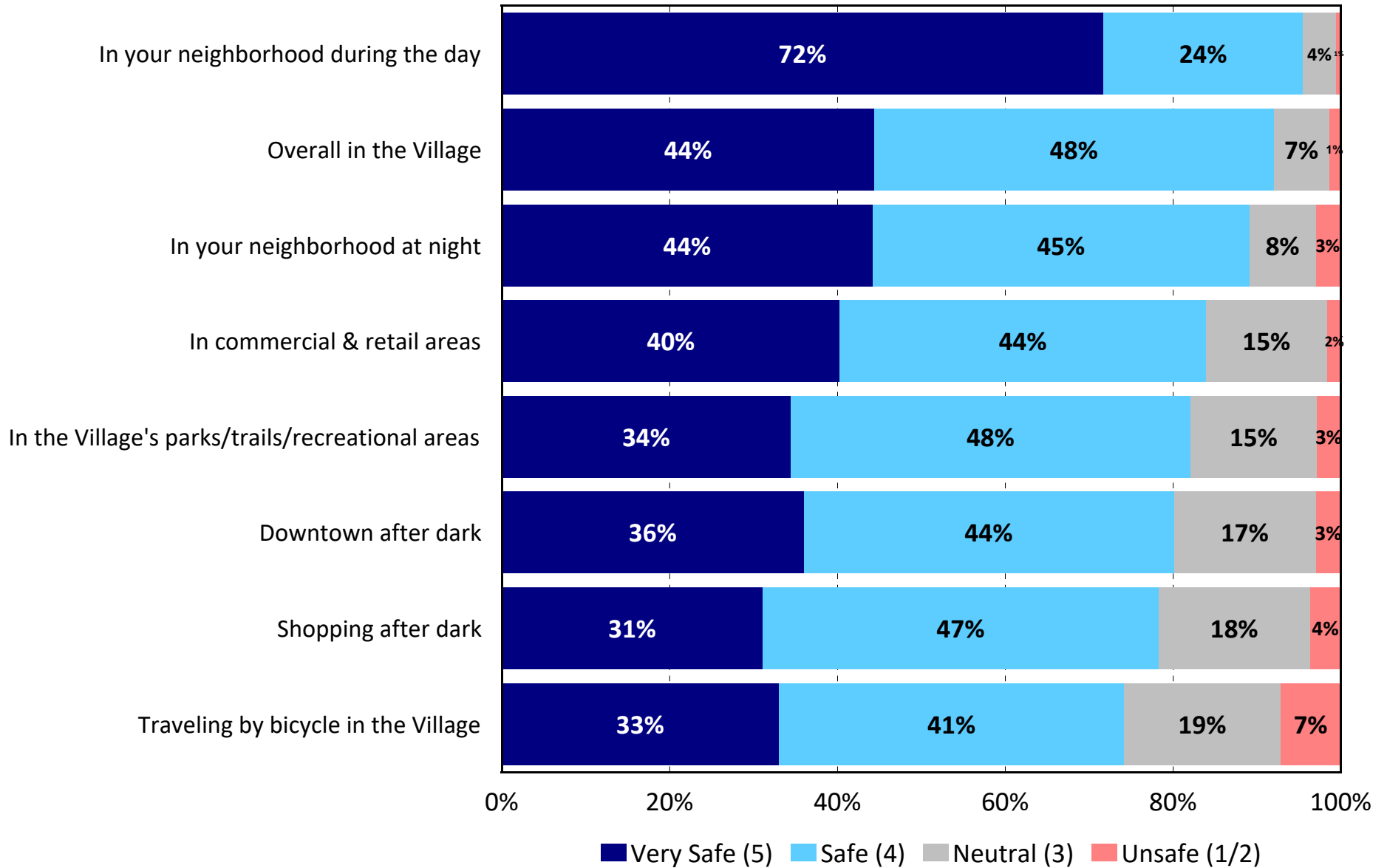
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020)

# Q9. Overall Feeling of Safety Within the Village

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

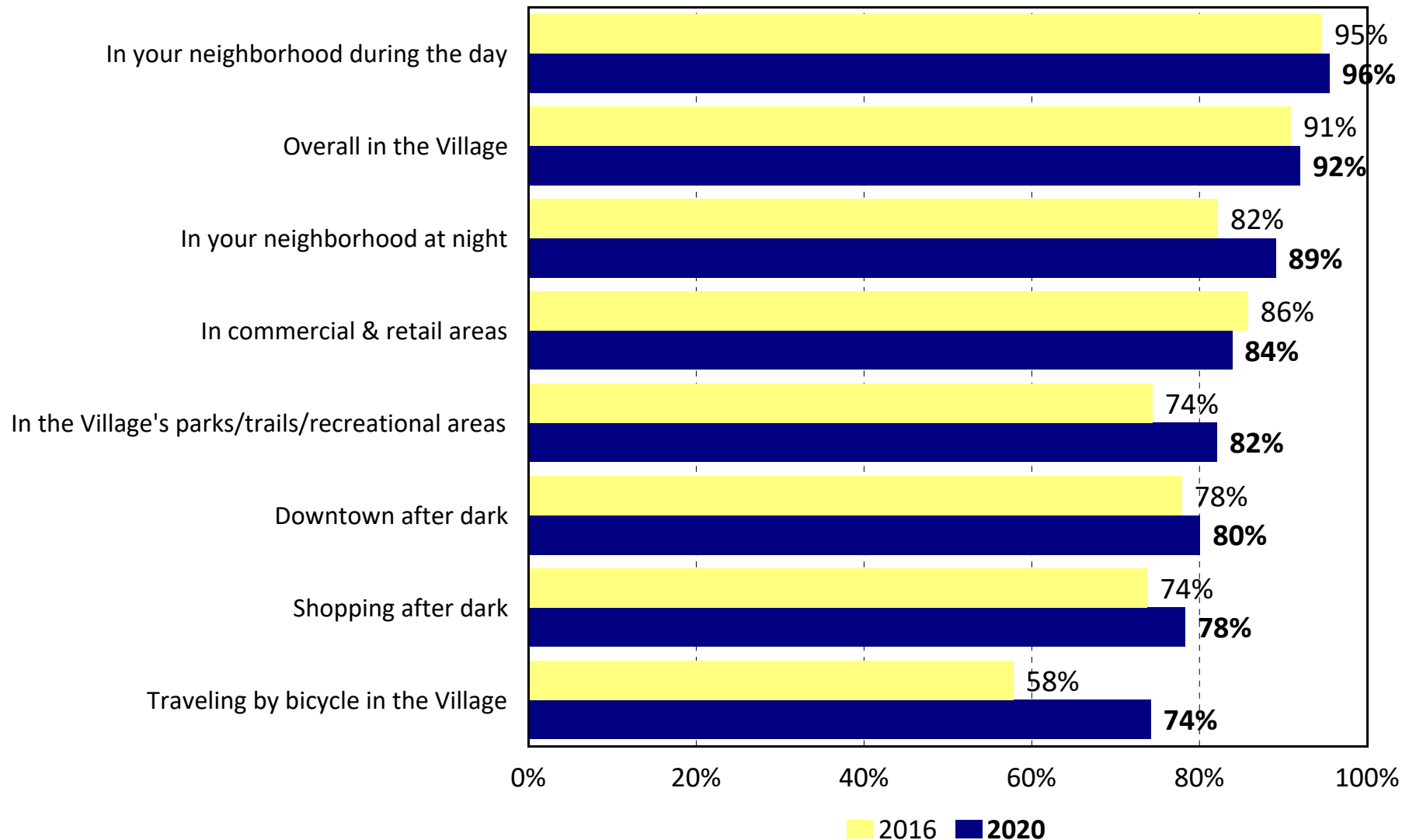


Source: ETC Institute (2020)

# TRENDS: Overall Feeling of Safety Within the Village

## 2016 vs. 2020

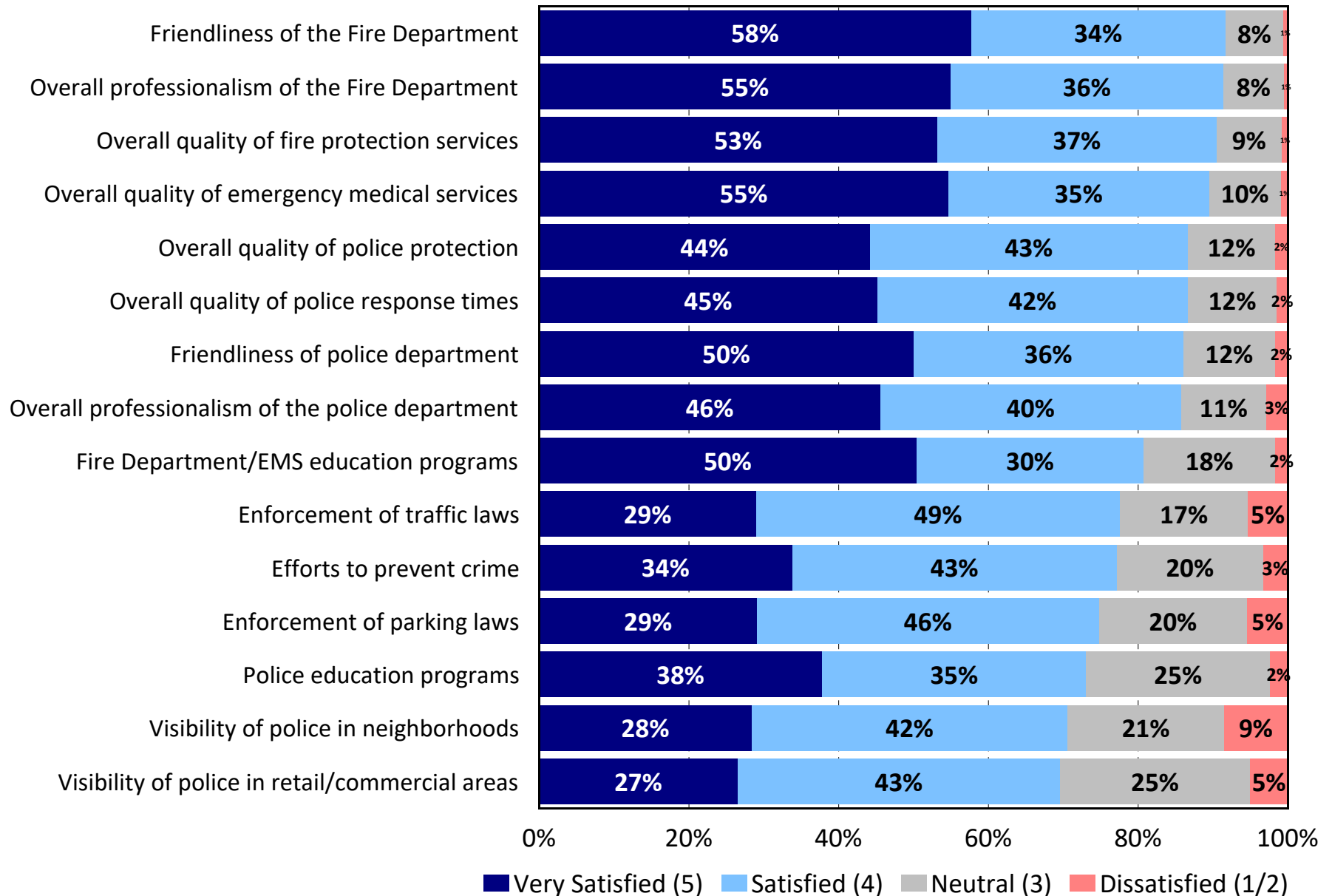
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# Q10. Overall Satisfaction with Public Safety Services

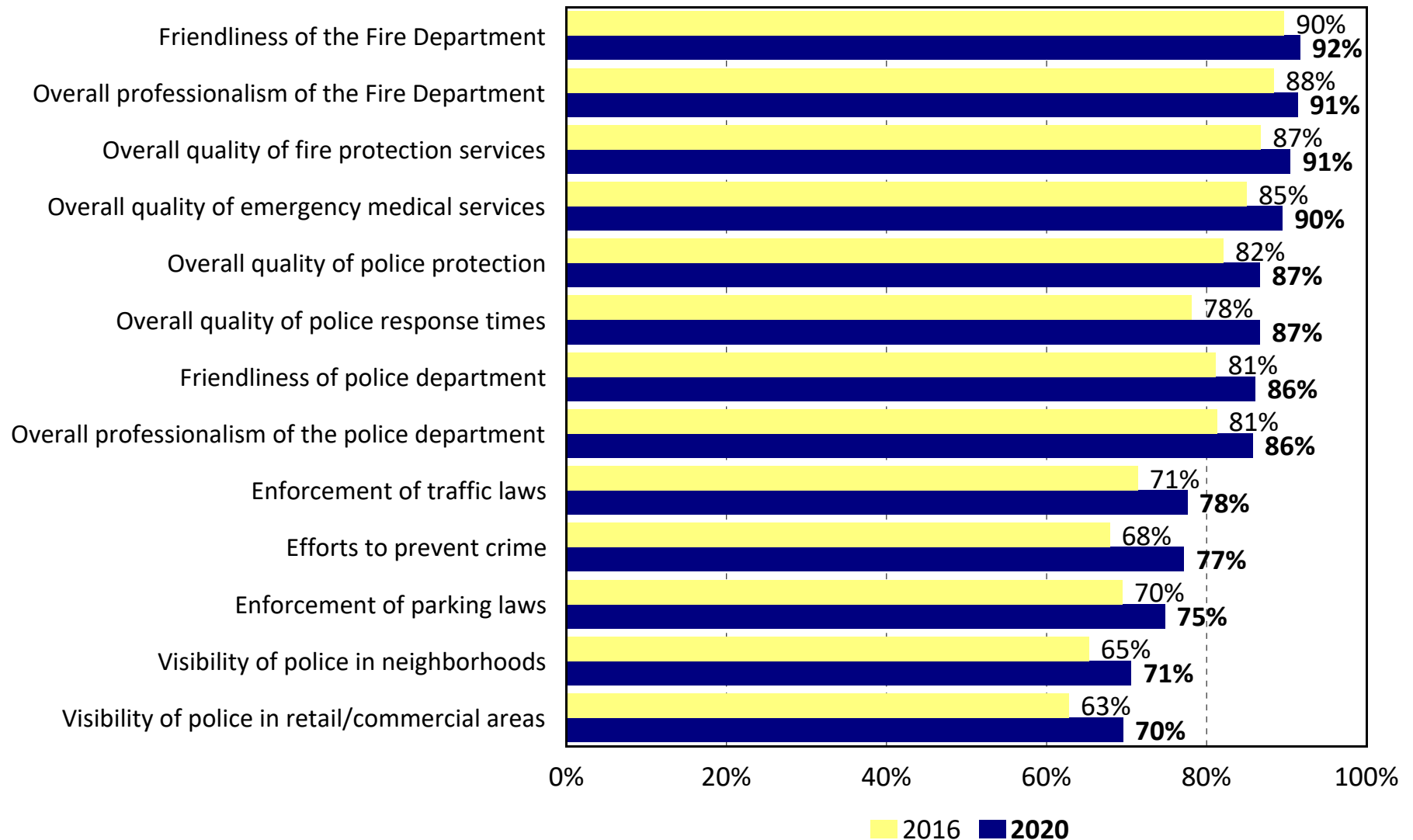
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# TRENDS: Overall Satisfaction with Public Safety Services 2016 vs. 2020

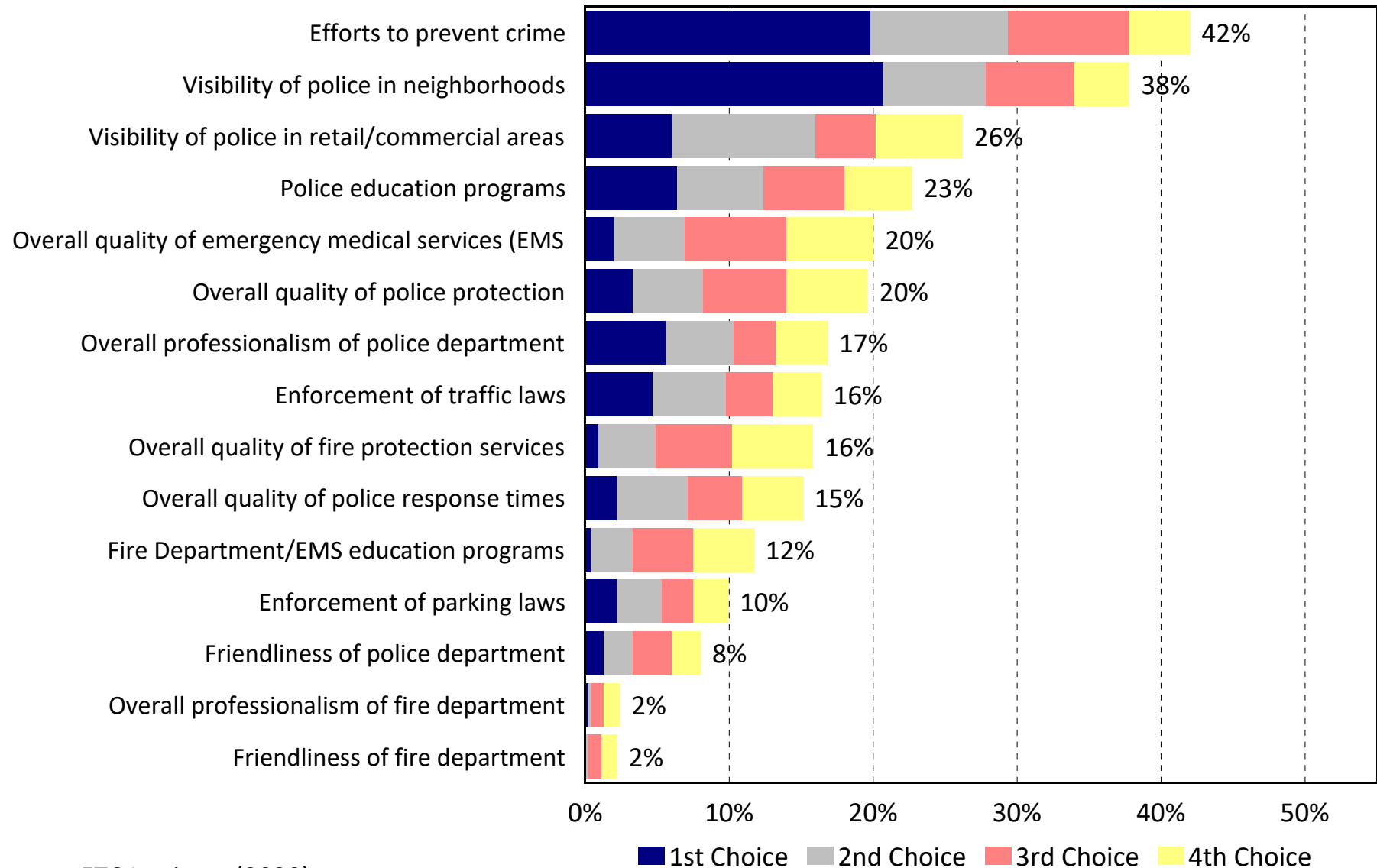
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# Q11. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

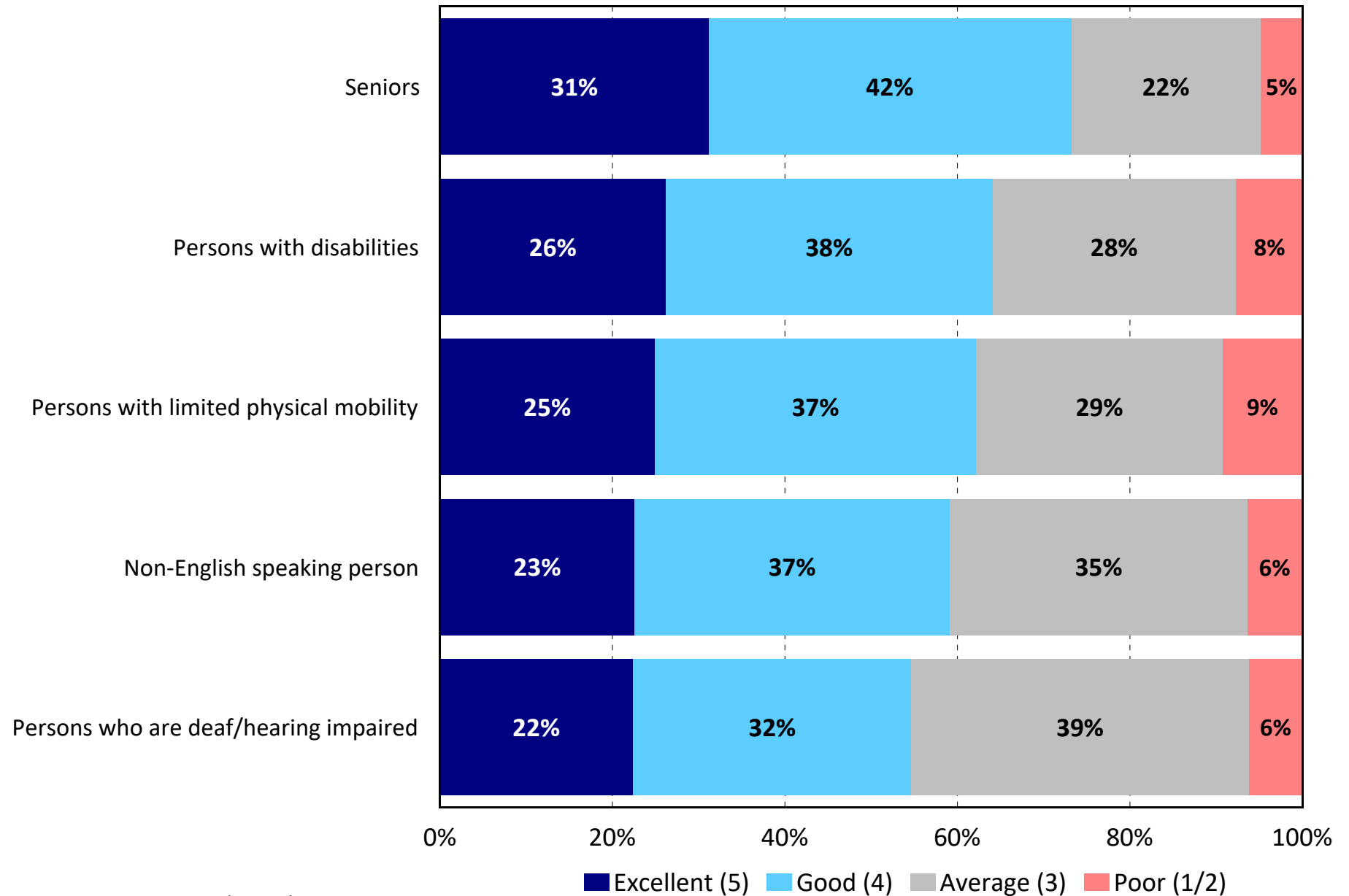
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2020)

# Q12. How Well the Village Serves the Following Populations

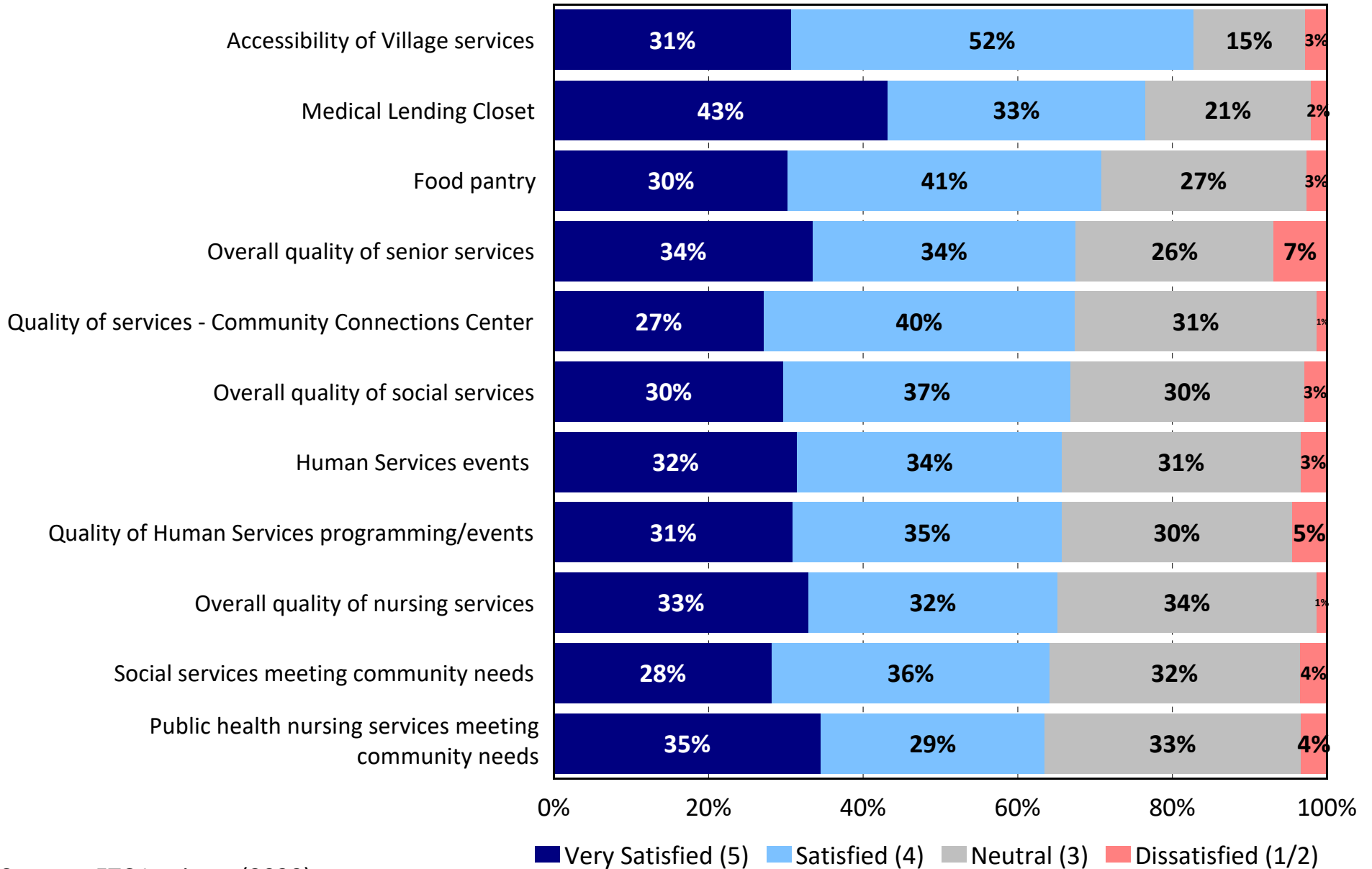
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# Q13. Overall Satisfaction with Human Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

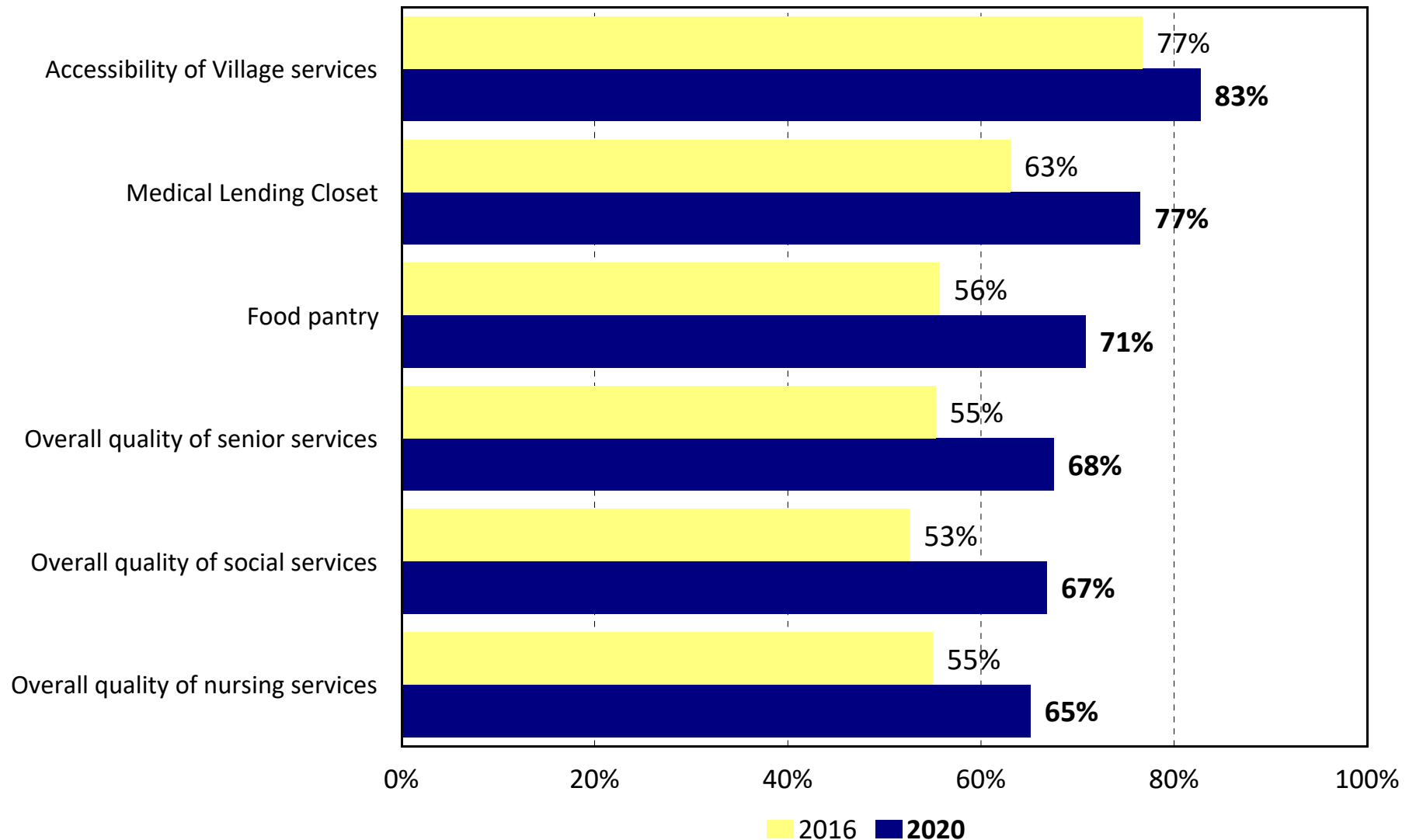


Source: ETC Institute (2020)



# TRENDS: Overall Satisfaction with Human Services 2016 vs. 2020

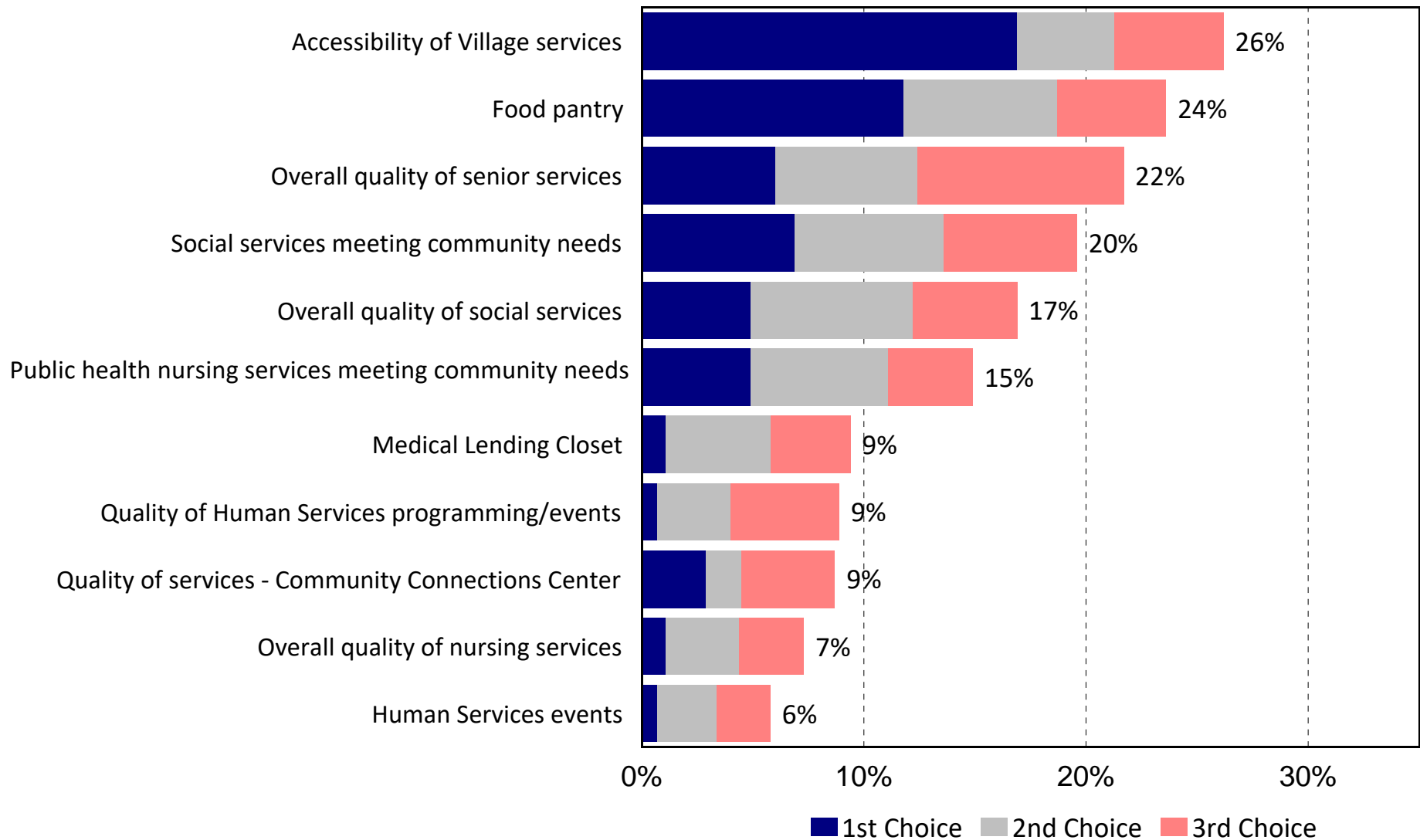
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# Q14. Human Services That Should Receive the Most Emphasis Over the Next Two Years

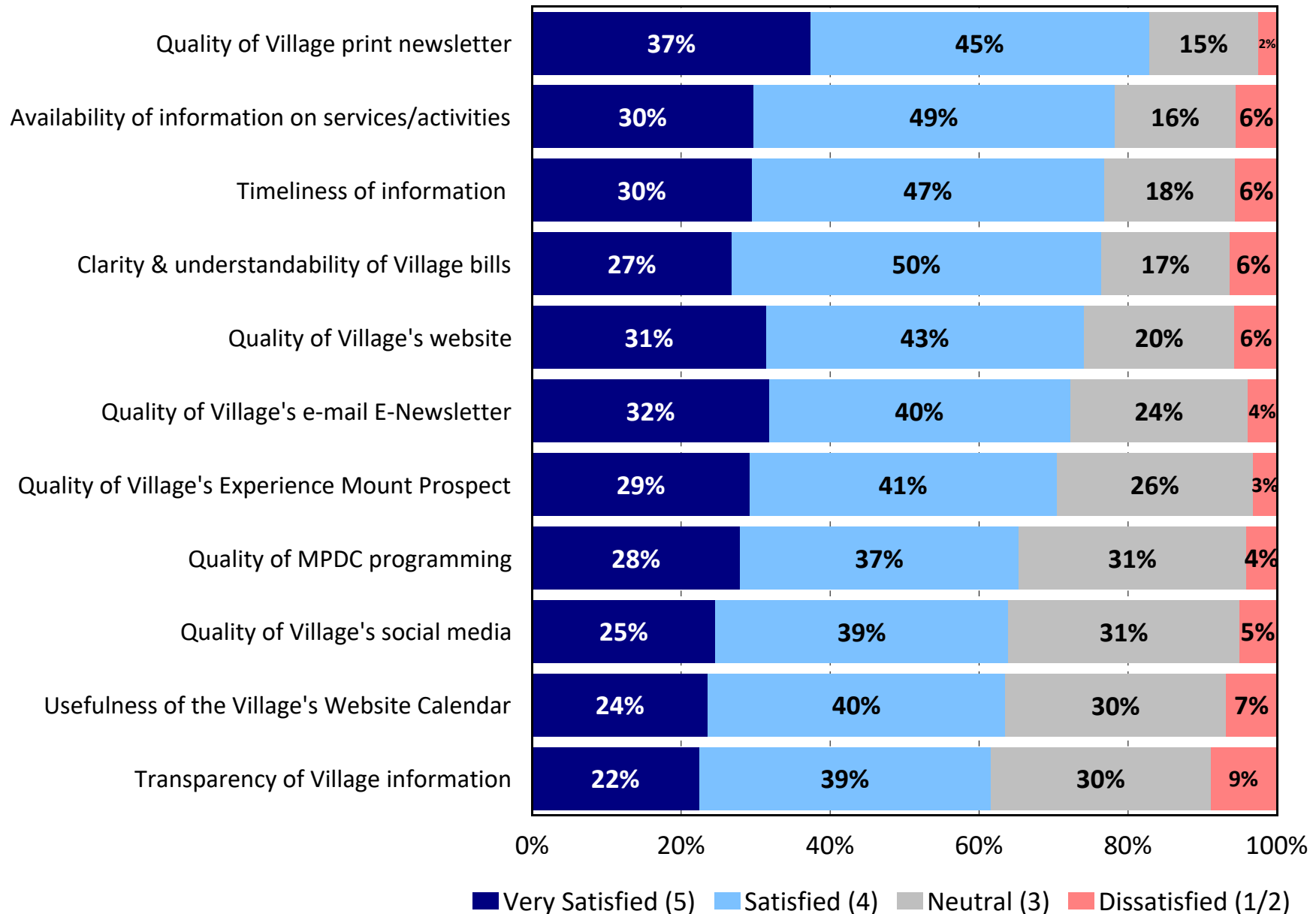
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

# Q15. Overall Satisfaction with Village Communication

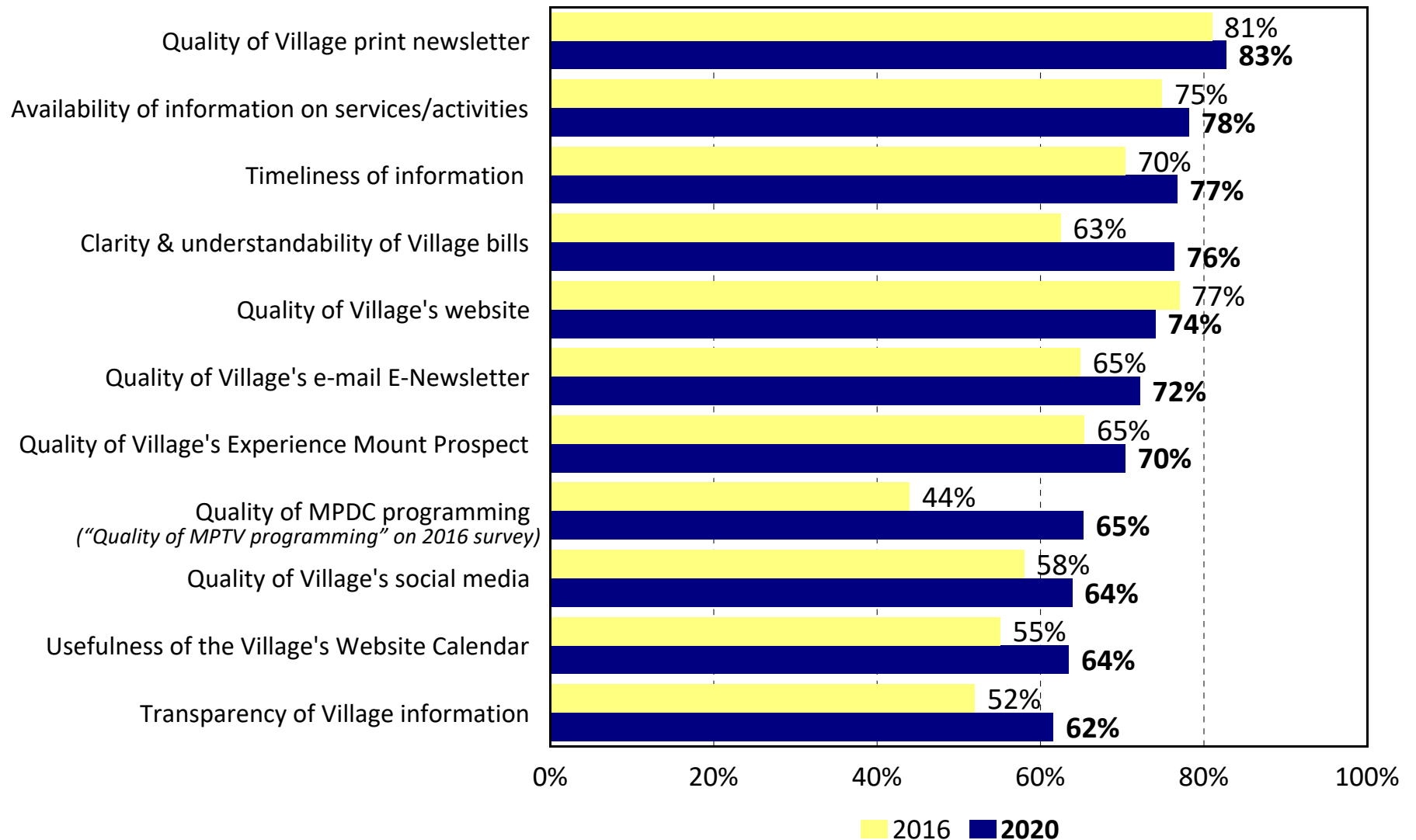
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# TRENDS: Overall Satisfaction with Village Communication 2016 vs. 2020

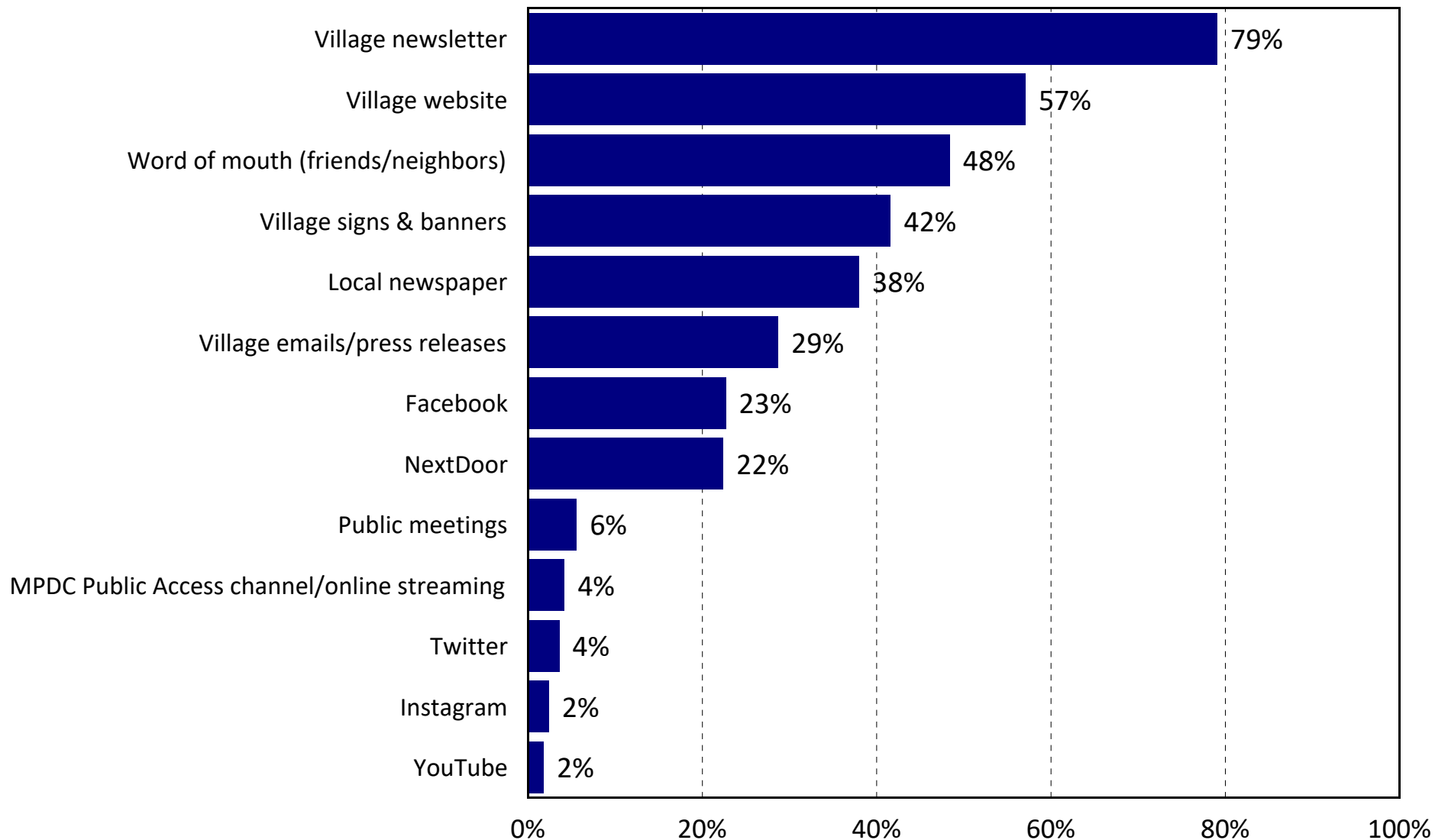
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# Q16. Primary Sources of Information About Village Issues, Services, and Events

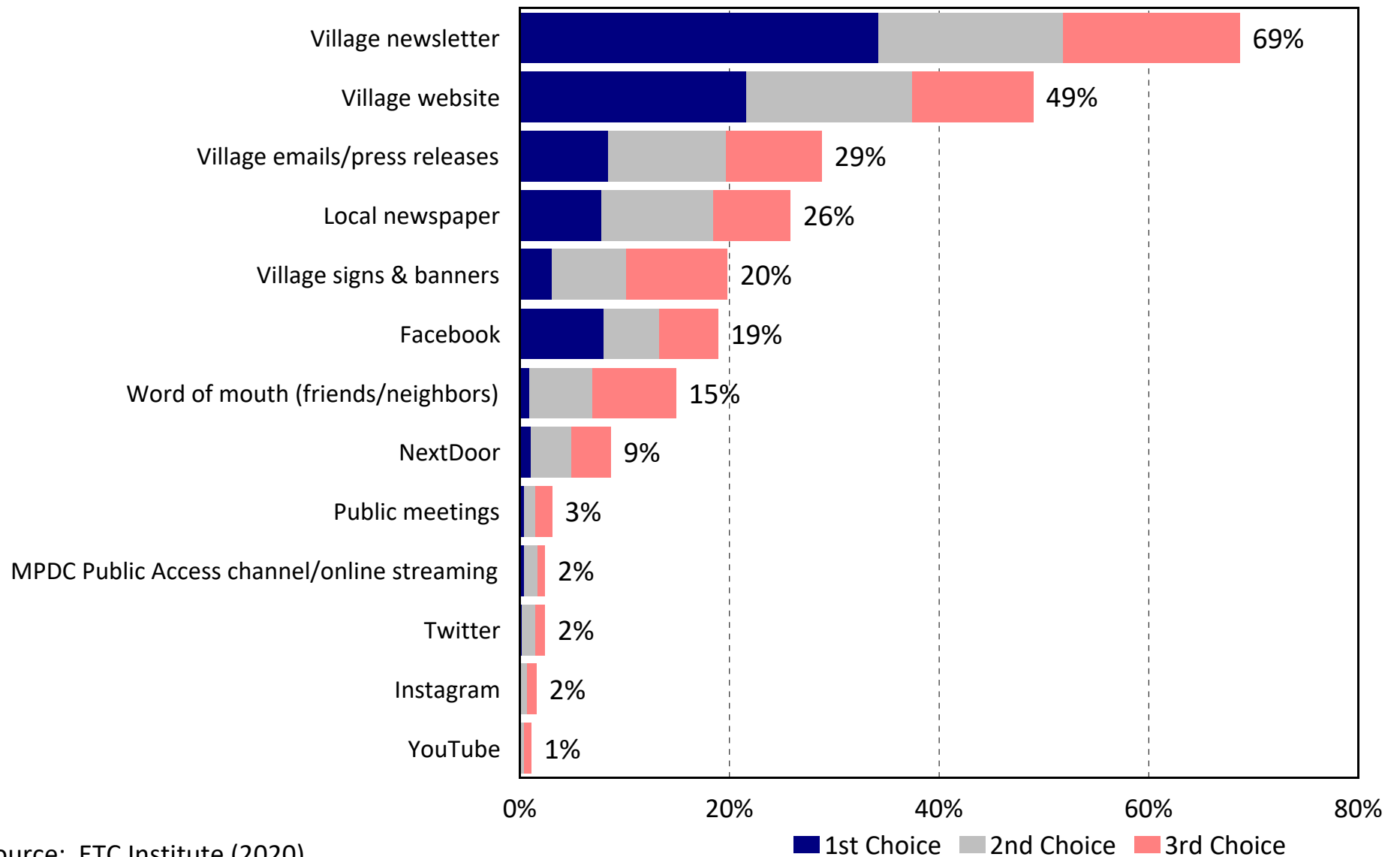
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

# Q17. Most Preferred Ways to Learn About Village Issues, Services, and Events

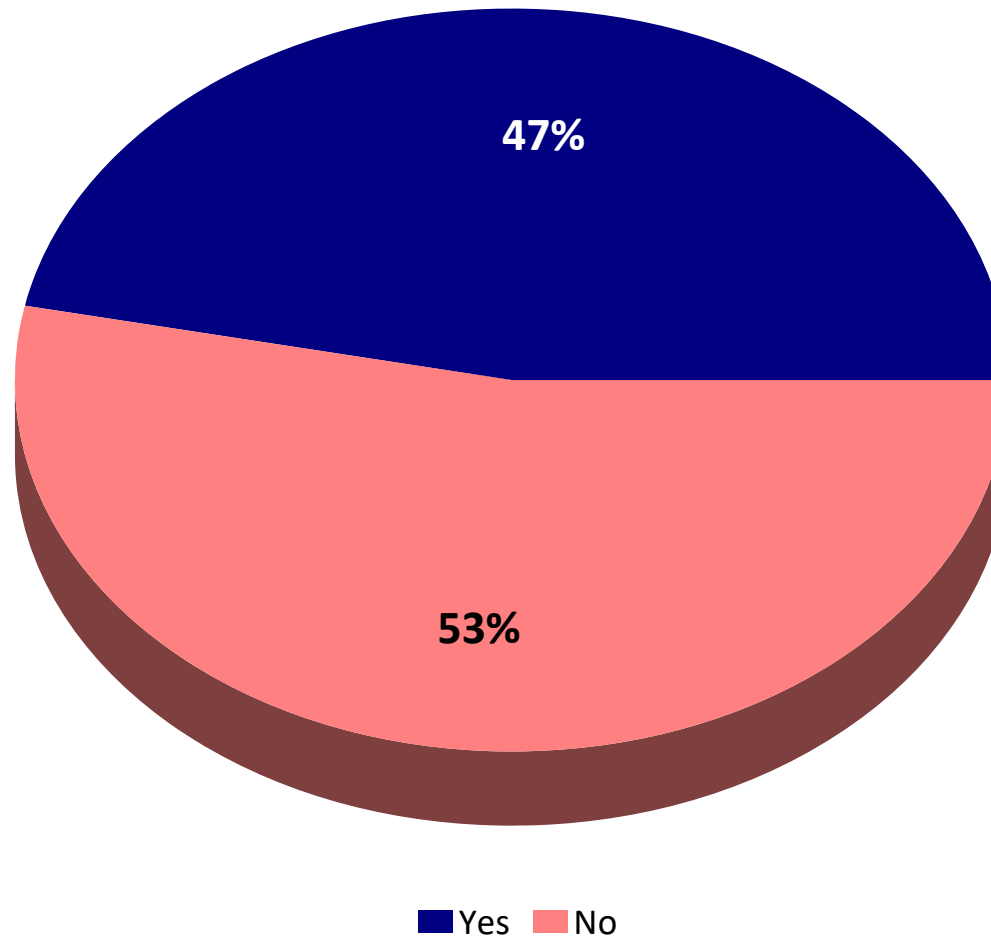
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

# Q18. Have you visited the Village with a request for service or to pay a bill during the past year?

by percentage of respondents

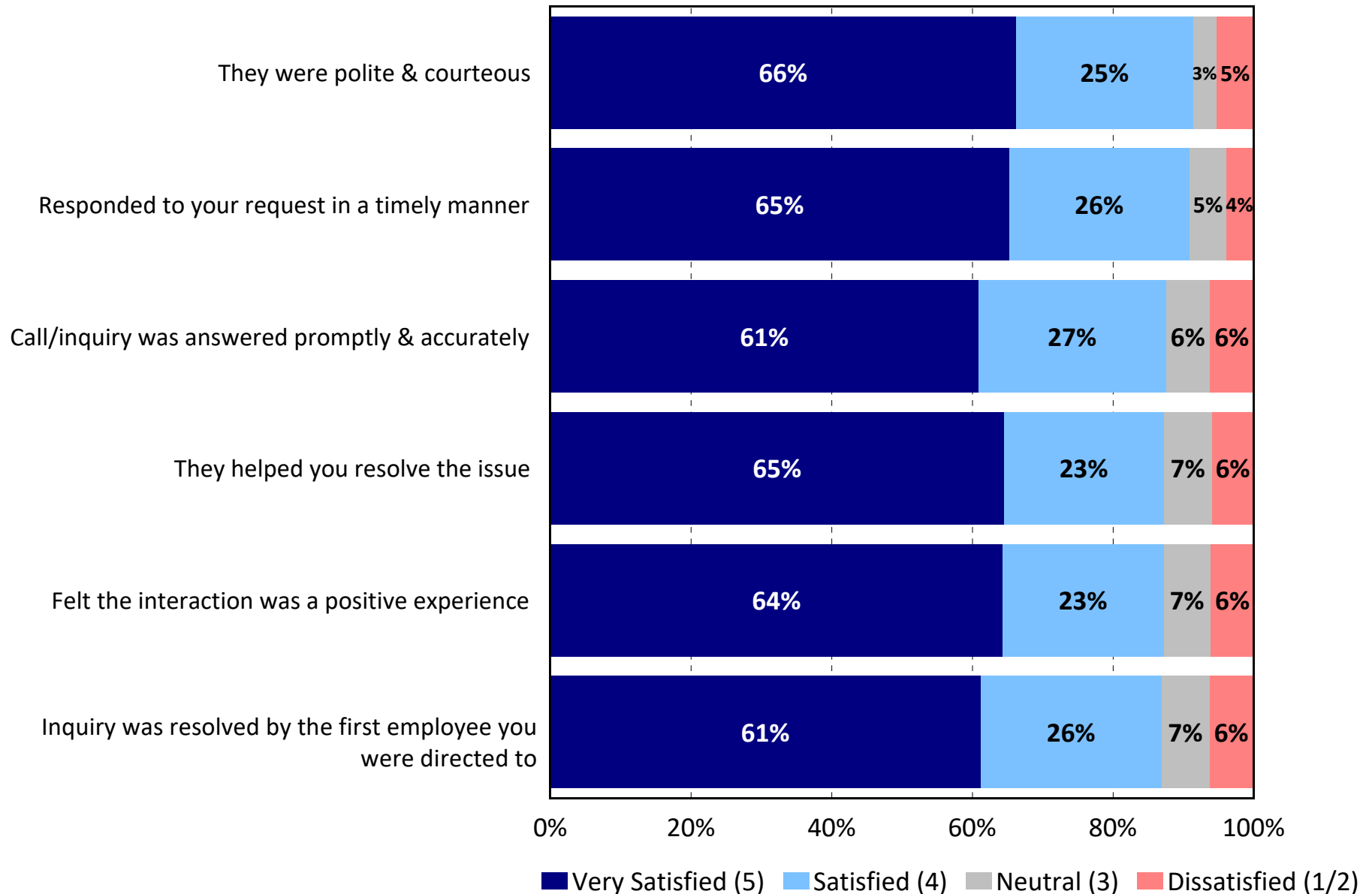


Source: ETC Institute (2020)

ETC Institute (2020)

# Q18a. Overall Satisfaction with Village Employees

by percentage of respondents who visited the Village in-person during the past year and rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

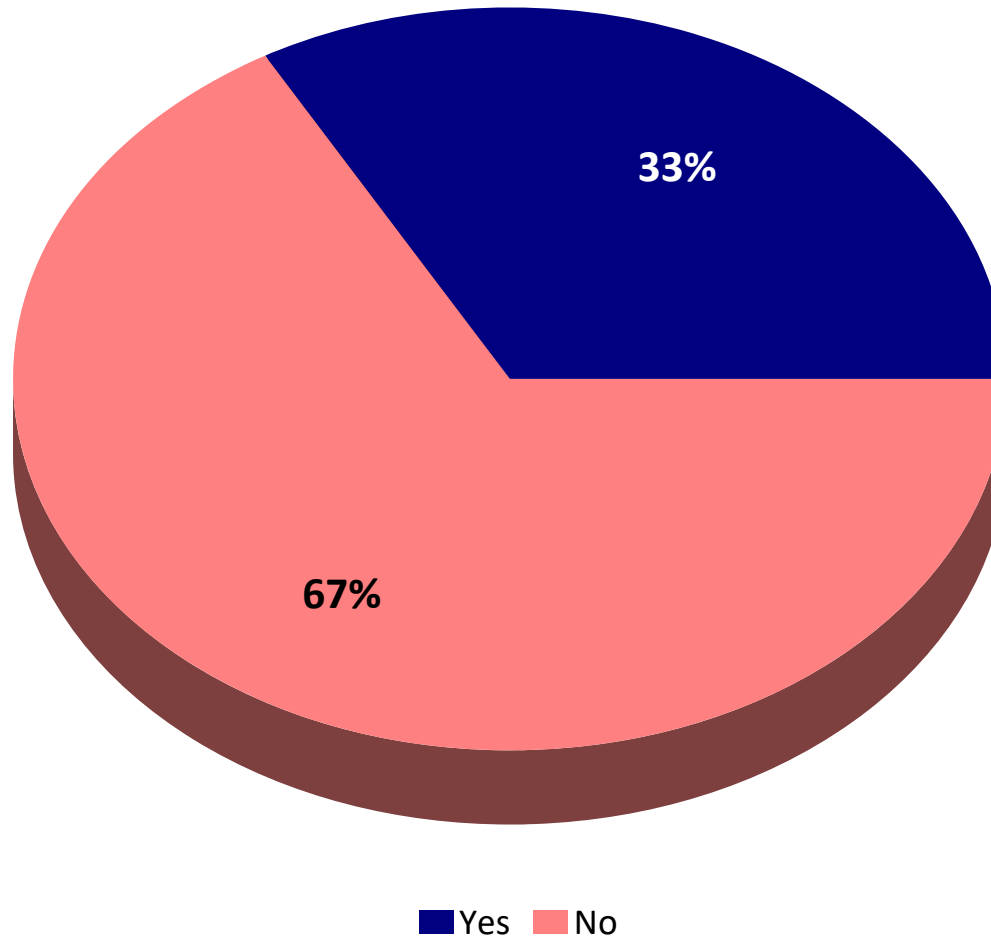


Source: ETC Institute (2020)



# Q19. Have you contacted the Village with a request for service or to pay a bill during the past year, via the telephone or electronically (email, website)?

by percentage of respondents

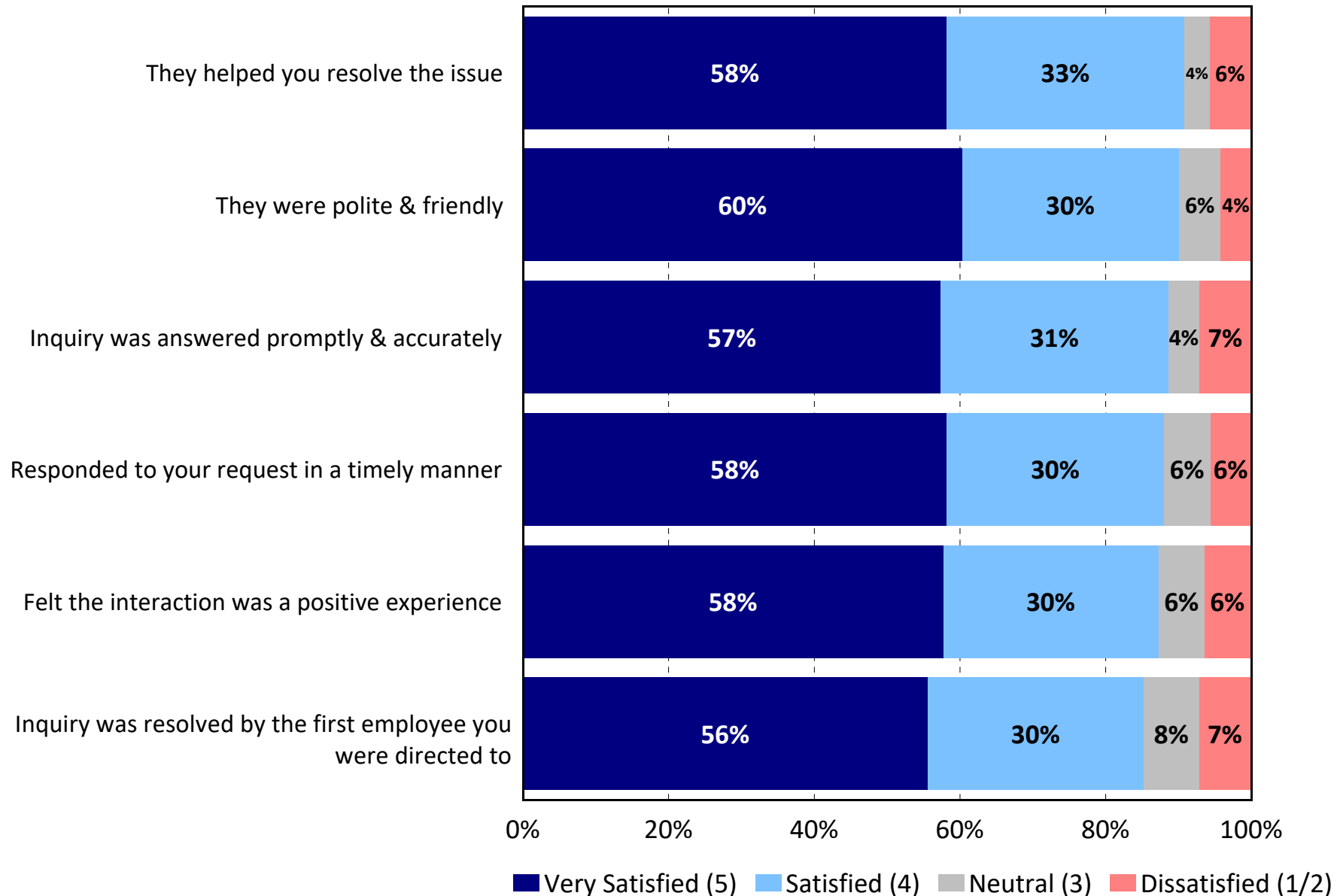


Source: ETC Institute (2020)

ETC Institute (2020)

# Q19a. Overall Satisfaction with Village Employees

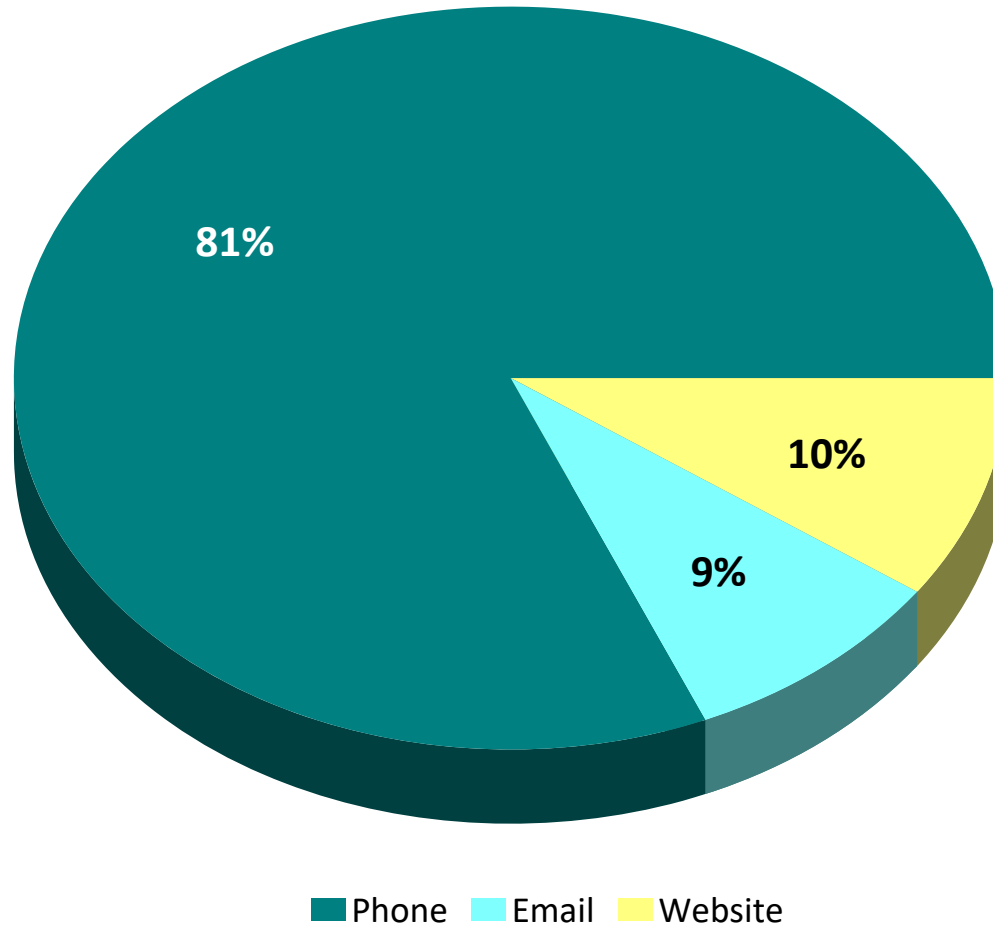
by percentage of respondents who contacted the Village via telephone or electronically during the past year and rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

## Q19b. How did you contact the Village?

by percentage of respondents who contacted the Village via telephone or electronically during the past year  
(excluding "not provided")

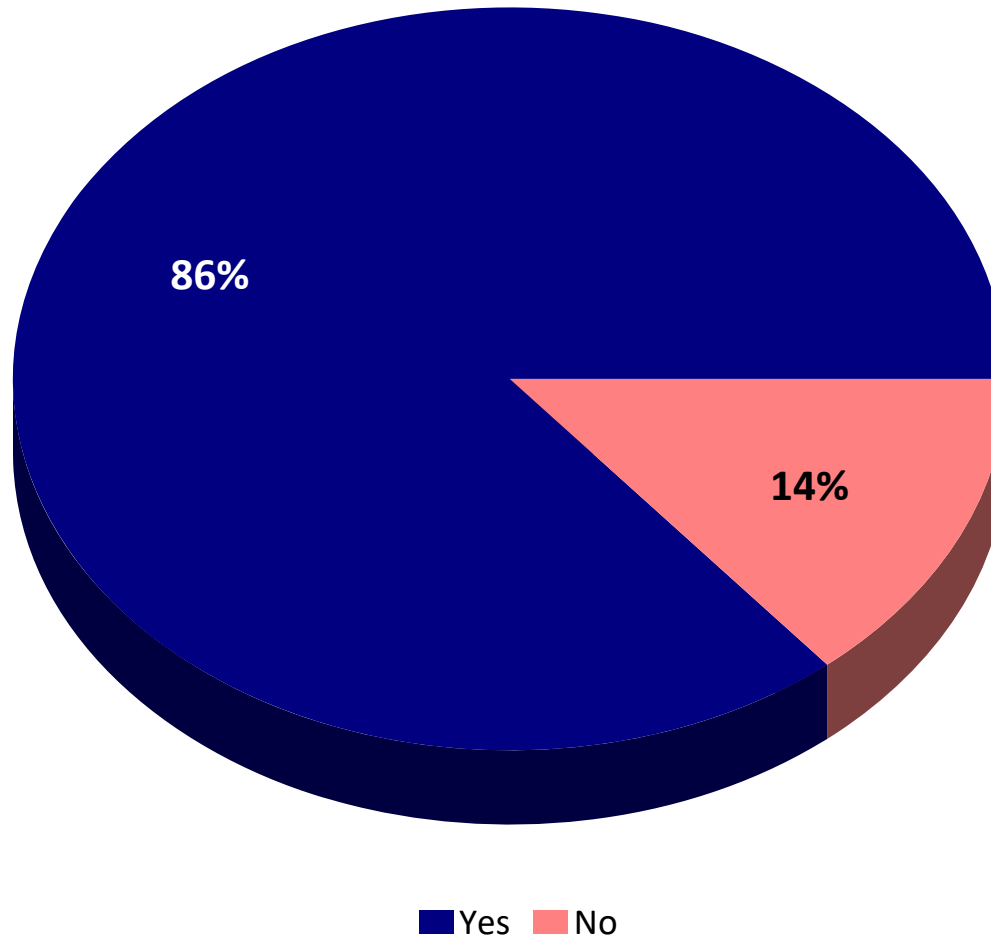


Source: ETC Institute (2020)

ETC Institute (2020)

## Q19c. If you left a voicemail message, did you get a call back?

by percentage of respondents who contacted the Village via telephone during the past year  
(excluding "not provided")

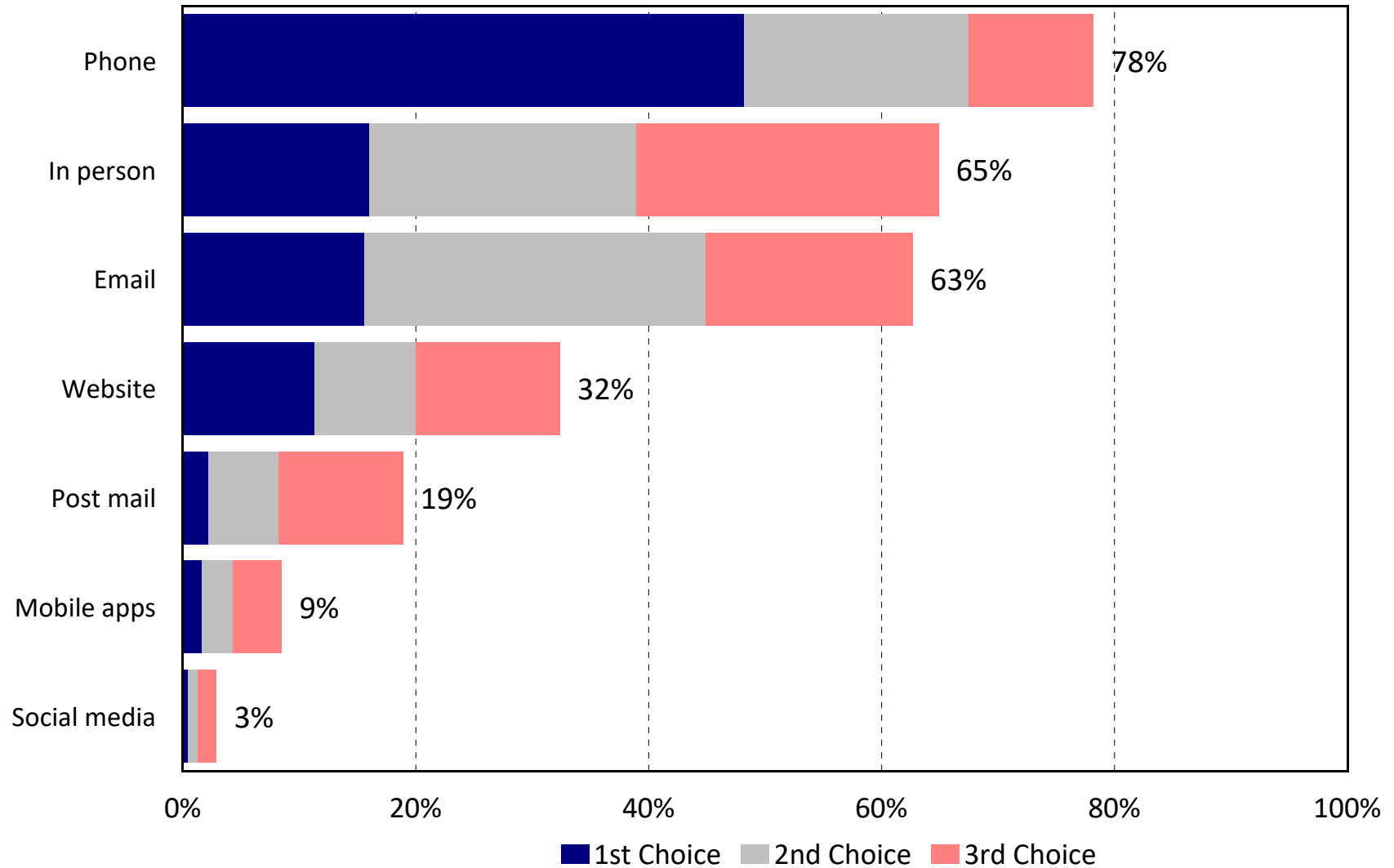


Source: ETC Institute (2020)

ETC Institute (2020)

# Q20. Most Preferred Ways of Contacting or Conducting Business With the Village

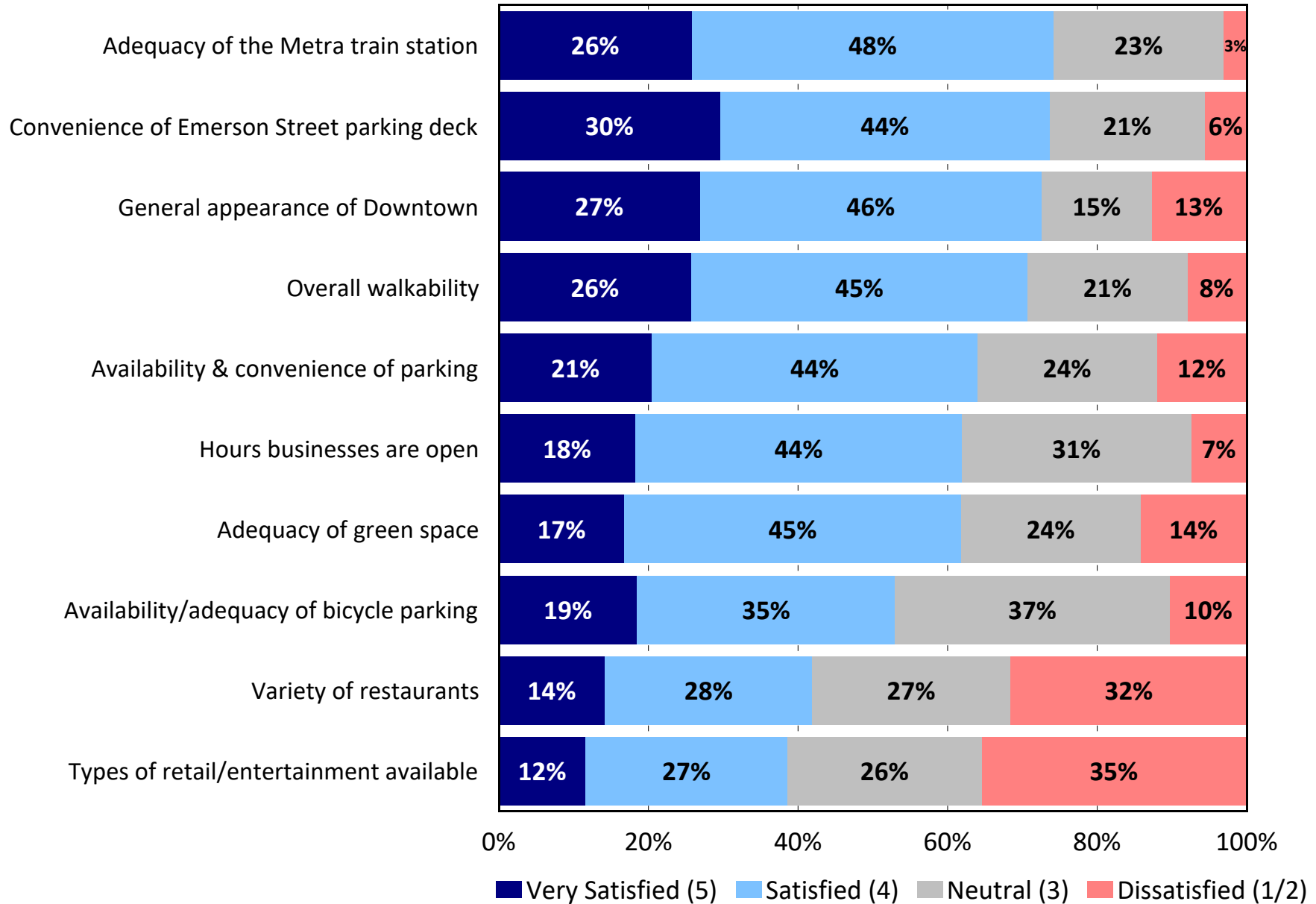
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

# Q21. Overall Satisfaction with the Downtown District

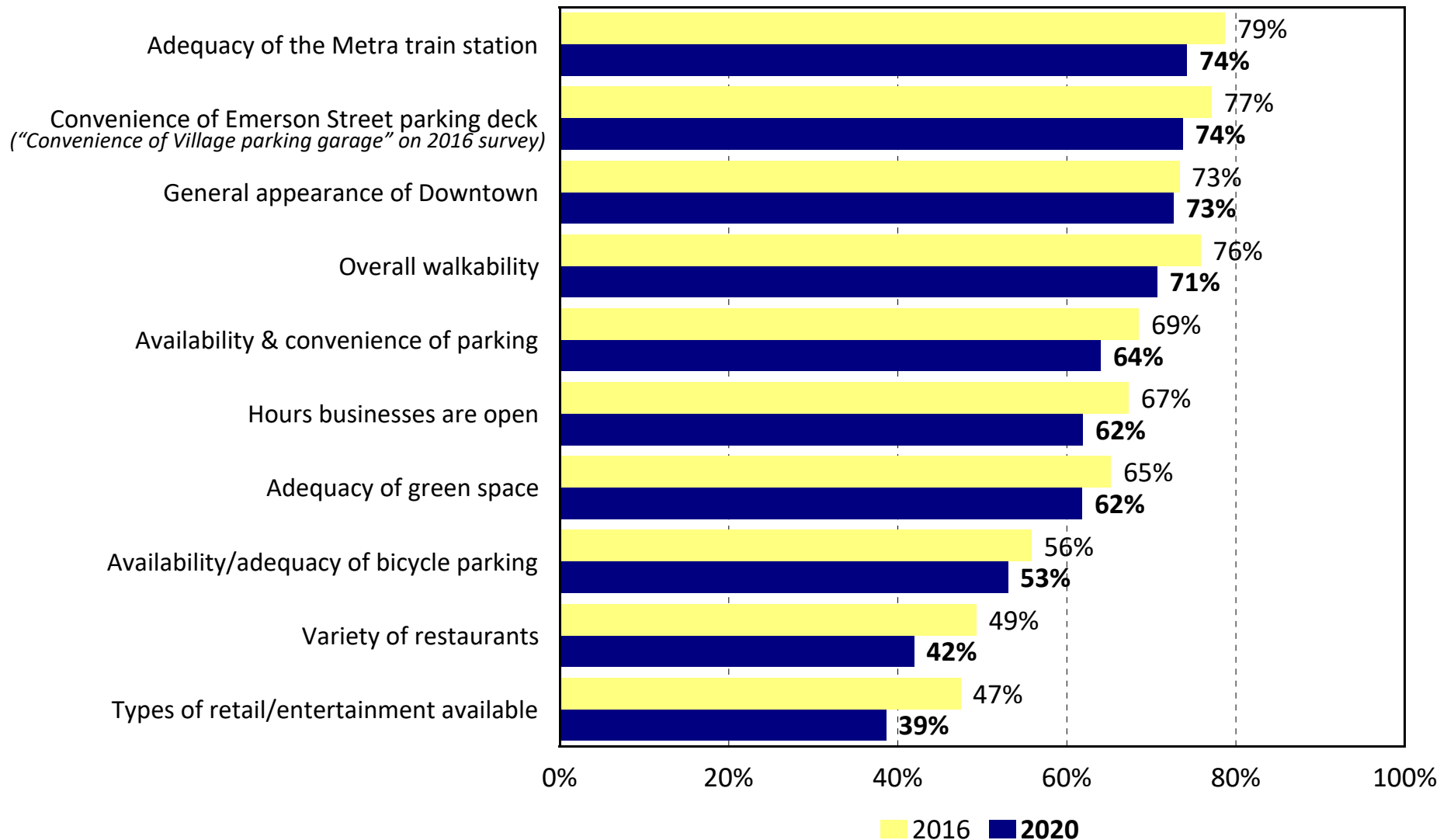
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# TRENDS: Overall Satisfaction with the Downtown District 2016 vs. 2020

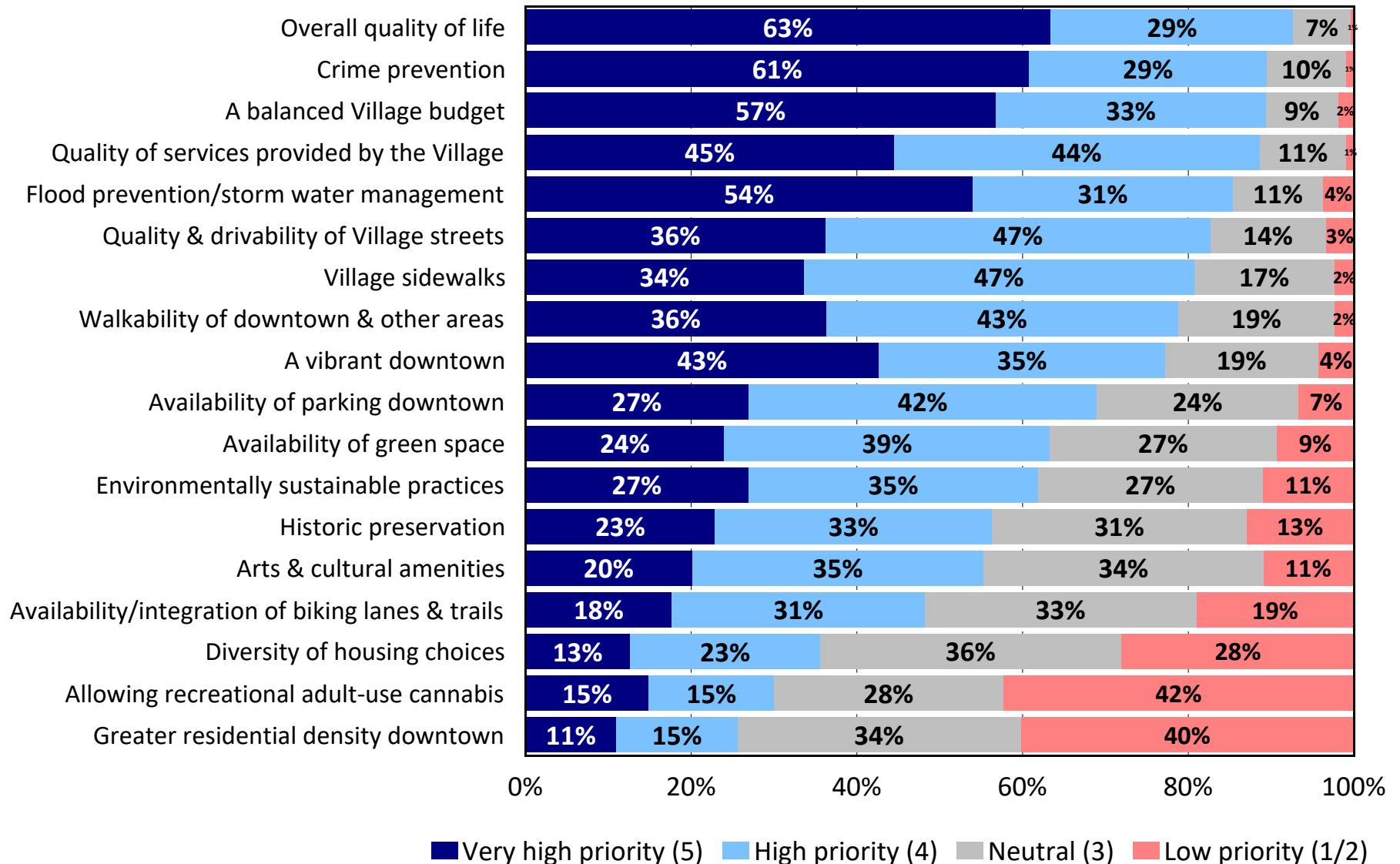
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# Q22. How Residents Rank the Importance of the Following Issues

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

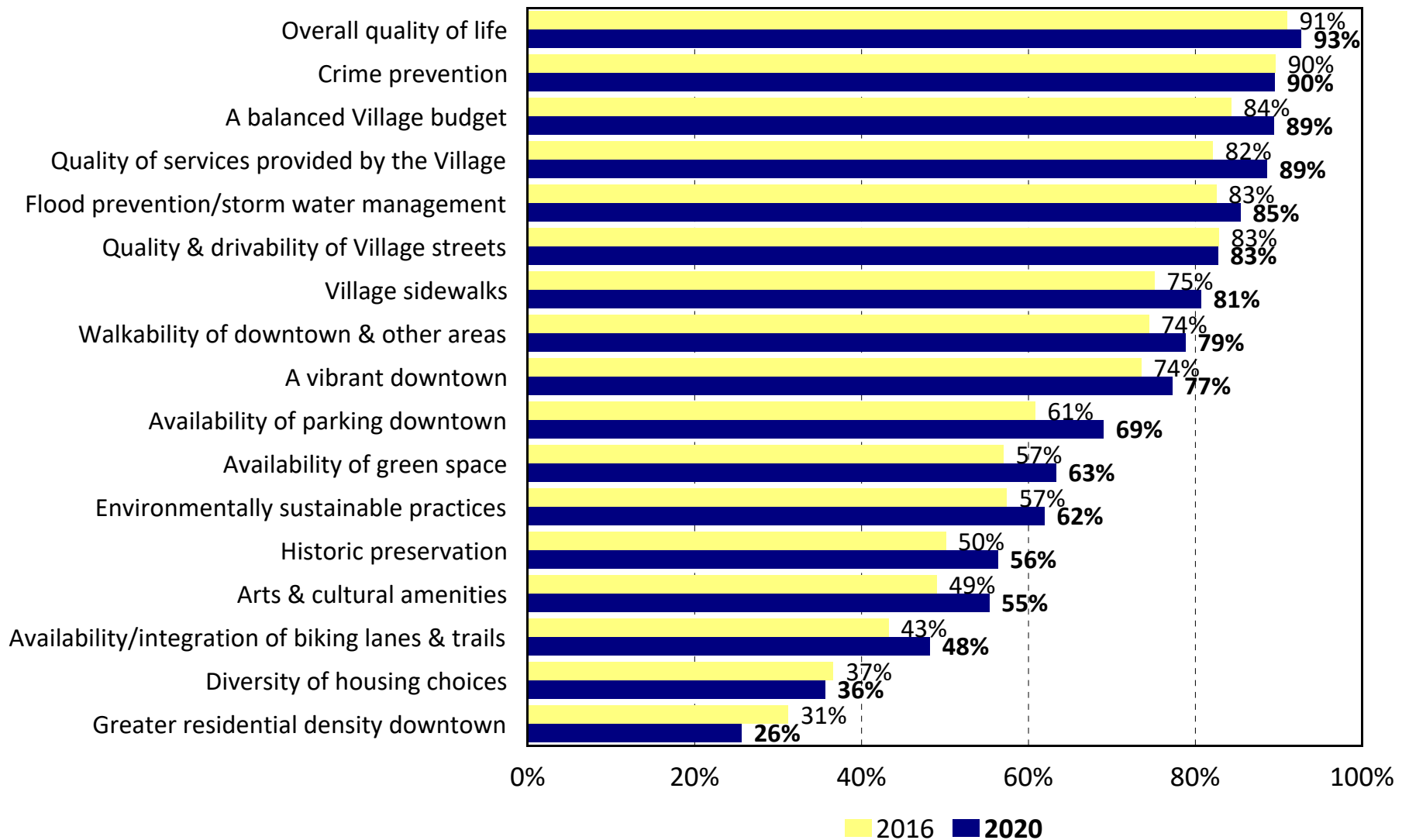


Source: ETC Institute (2020)



# TRENDS: How Residents Rank the Importance of the Following Issues - 2016 vs. 2020

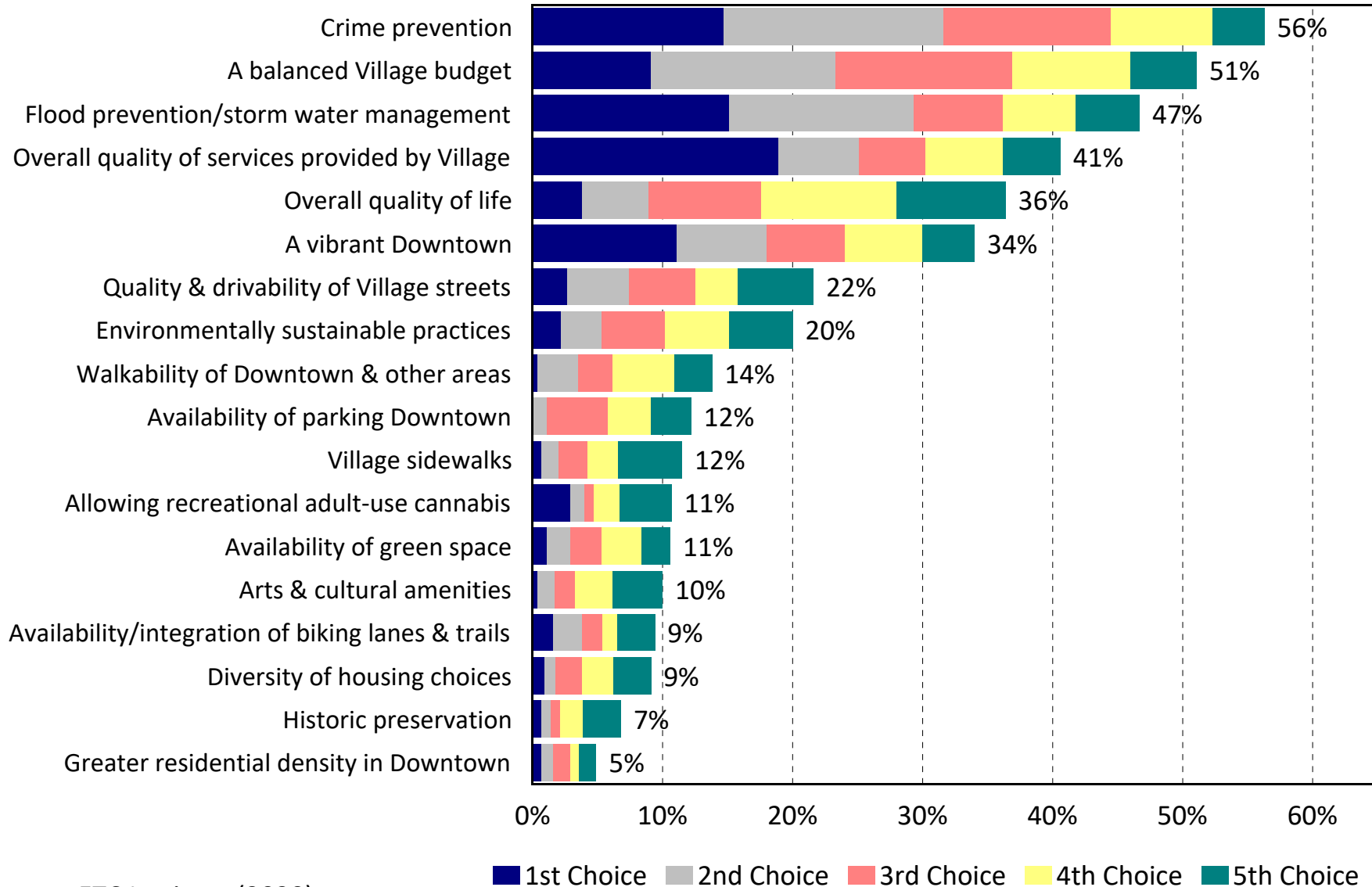
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

# Q23. Community Priorities That Should Receive the Most Emphasis Over the Next Two Years

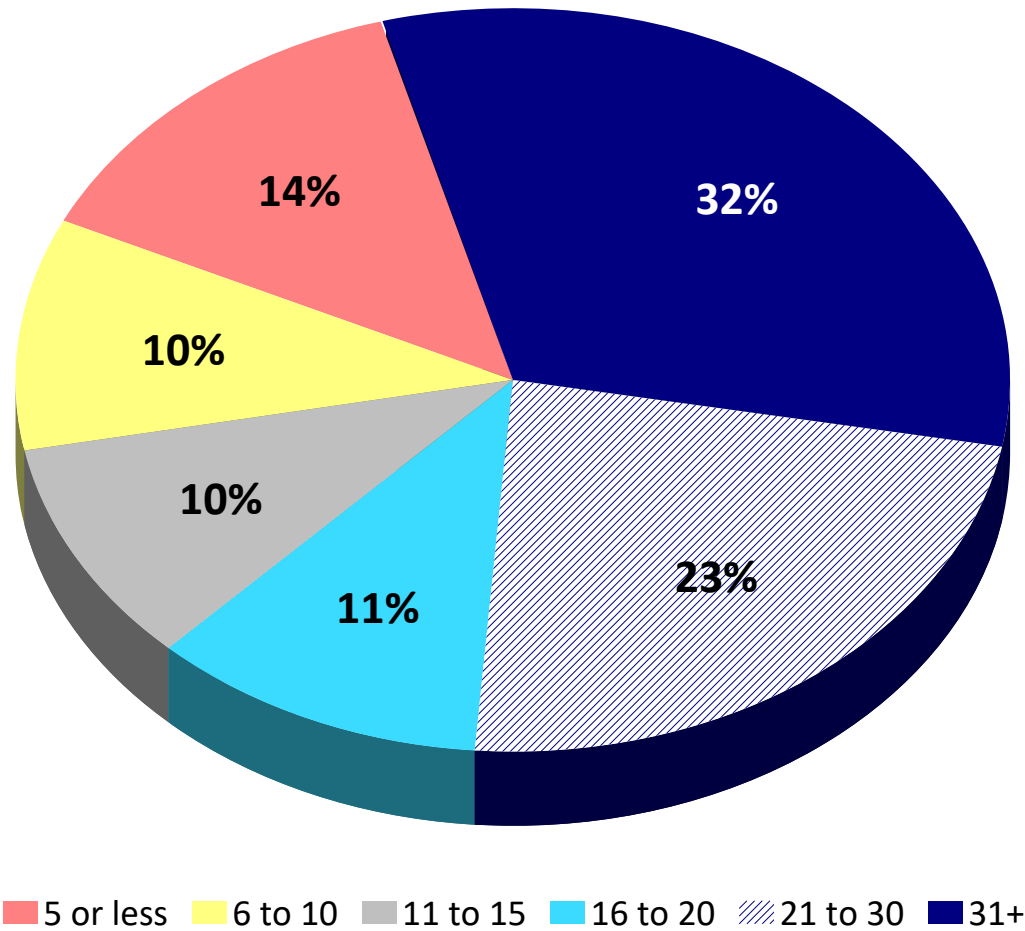
by percentage of respondents who selected the item as one of their top five choices



Source: ETC Institute (2020)

# Q24. Demographics: How many years have you lived in Mount Prospect?

by percentage of respondents (excluding "not provided")

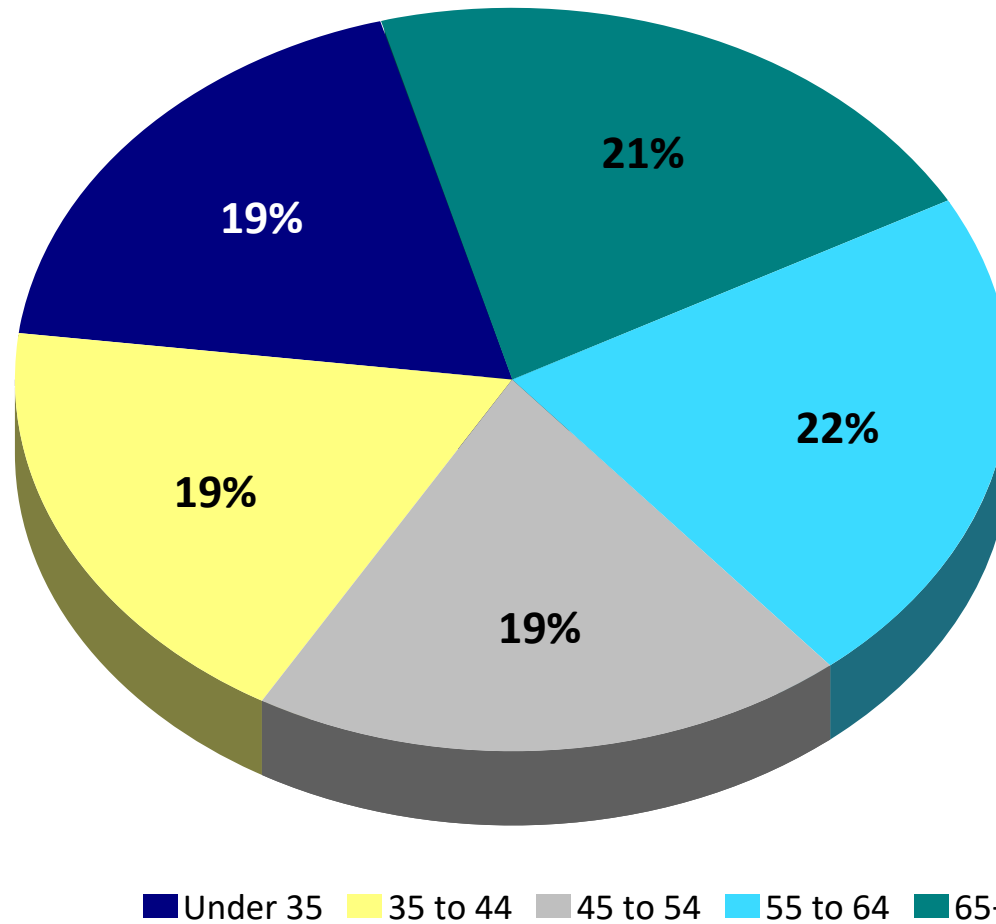


Source: ETC Institute (2020)

ETC Institute (2020)

## Q25. Demographics: Age of Respondent

by percentage of respondents (excluding "not provided")

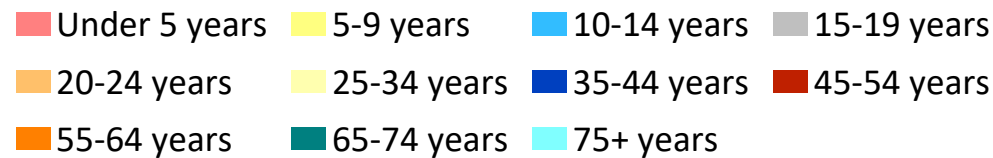
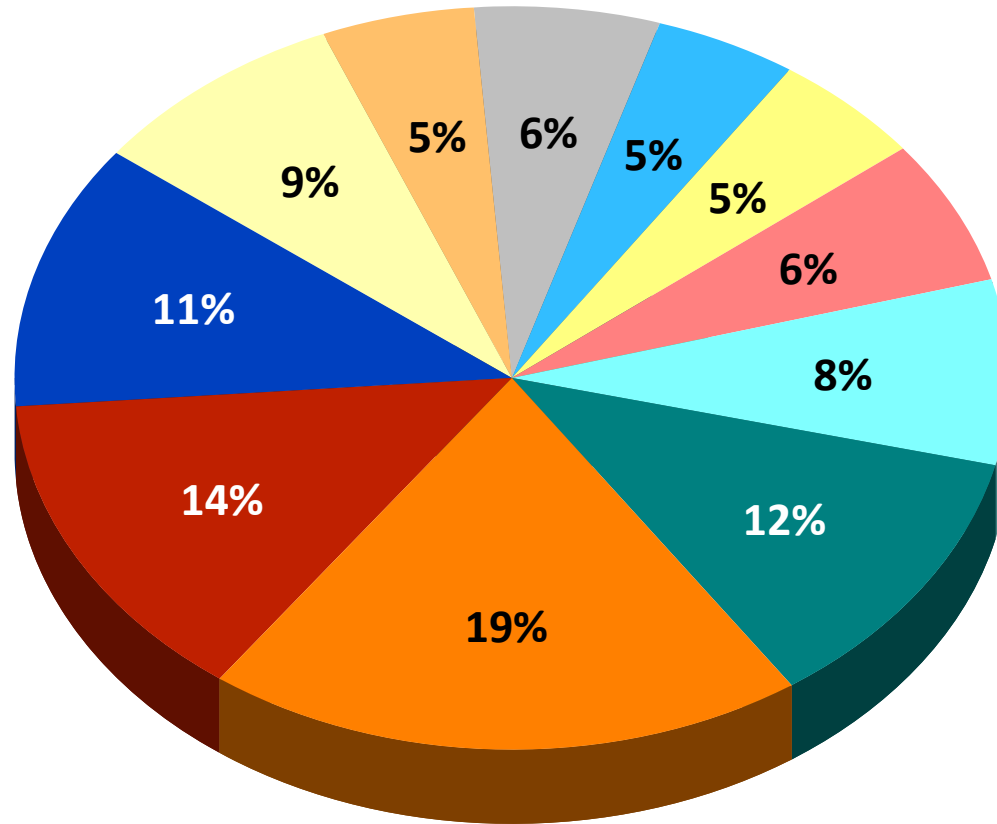


Source: ETC Institute (2020)

ETC Institute (2020)

## Q26. Demographics: Including yourself, how many people in your household are:

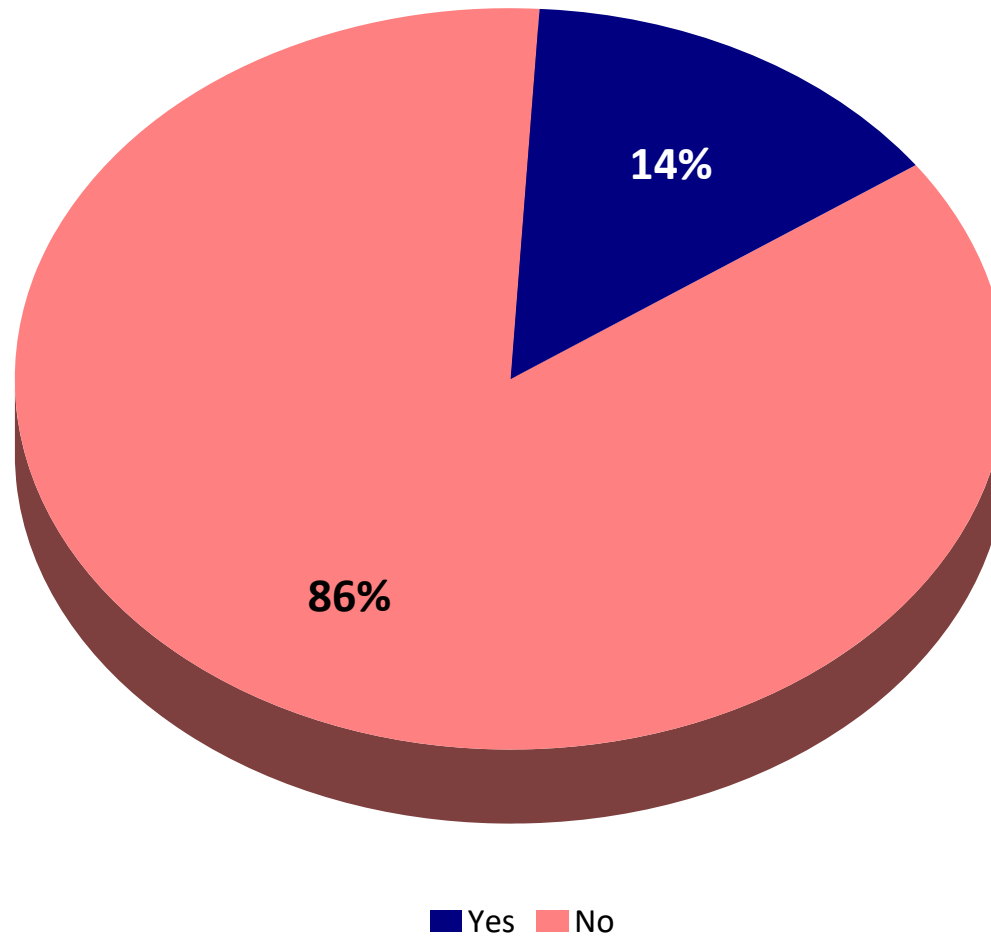
by percentage of persons in the household



Source: ETC Institute (2020)

## Q27. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

by percentage of respondents

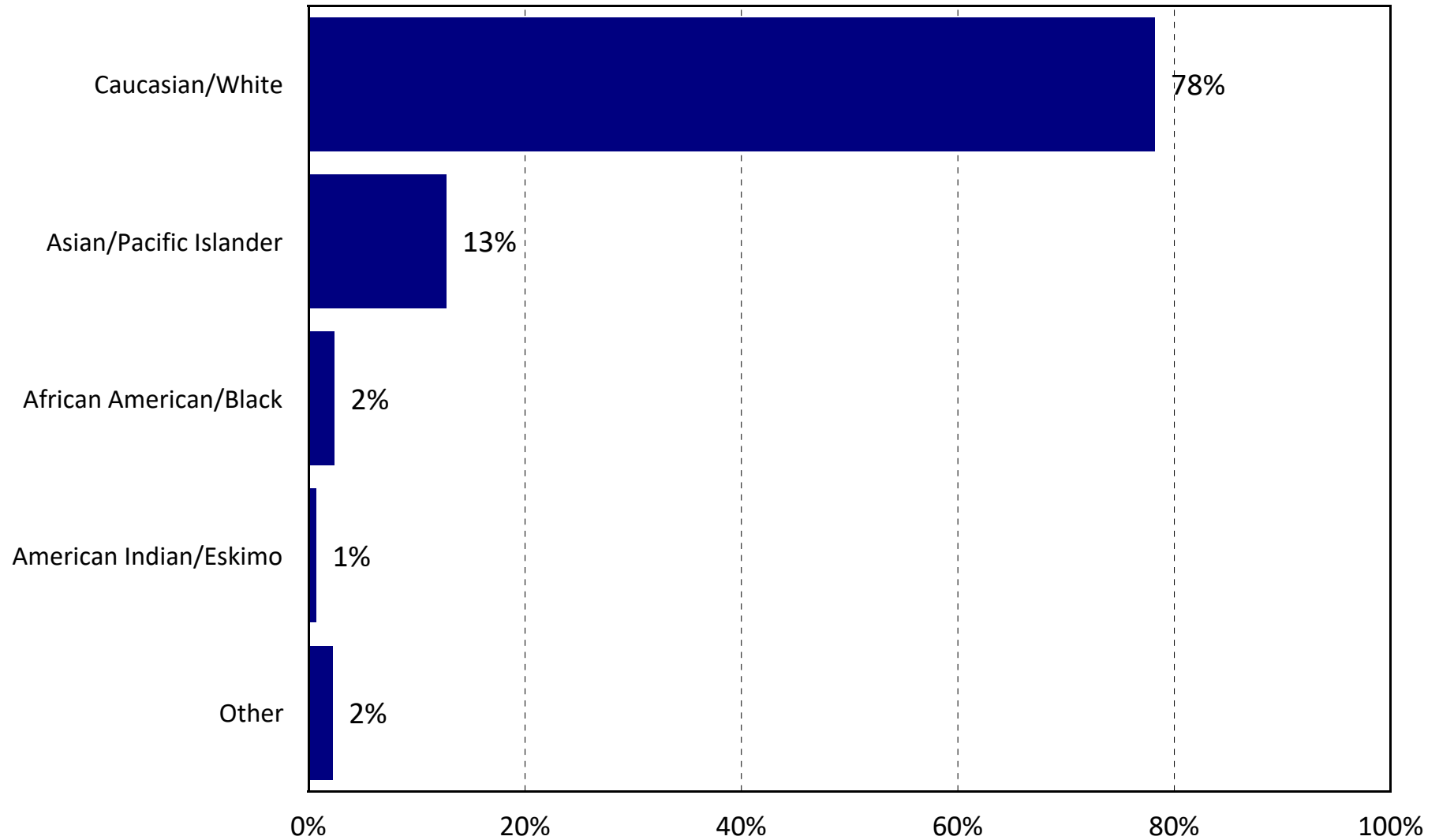


Source: ETC Institute (2020)

ETC Institute (2020)

# Q28. Demographics: Which of the following best describes your race/ethnicity?

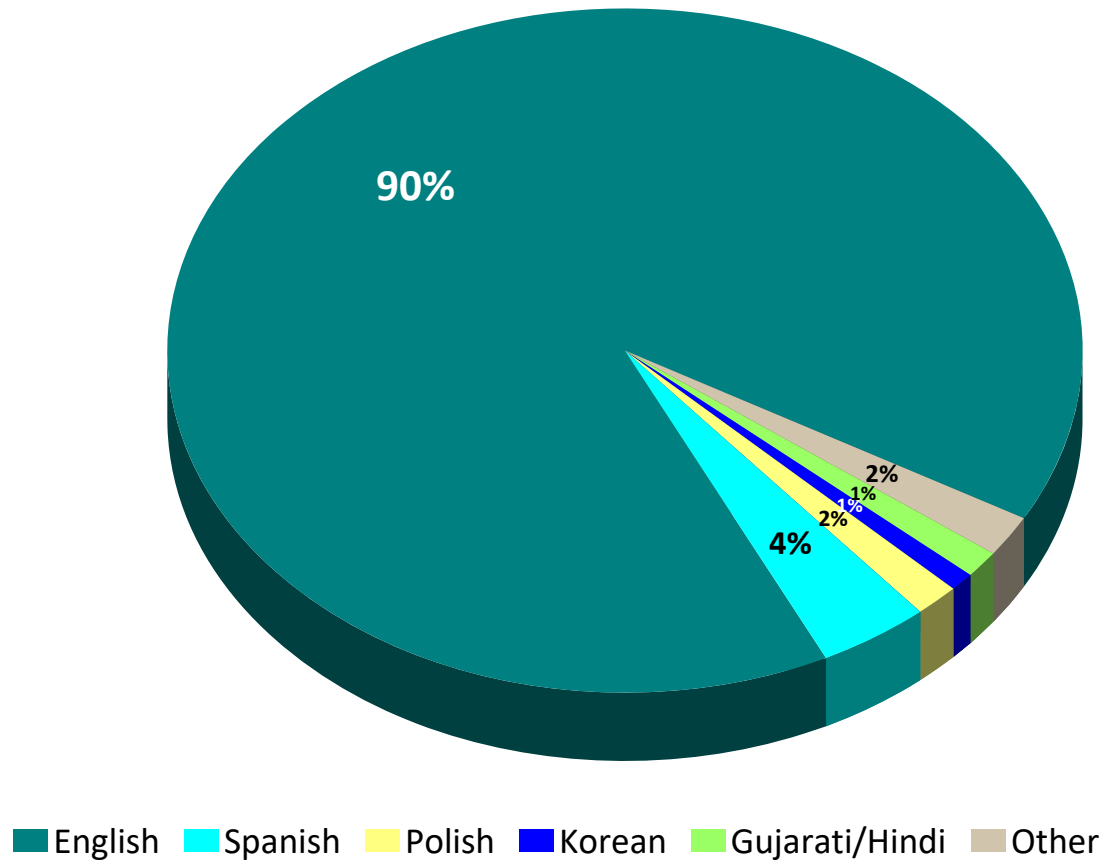
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

## Q29. Demographics: What is the primary language spoken in your home?

by percentage of respondents (excluding "not provided")



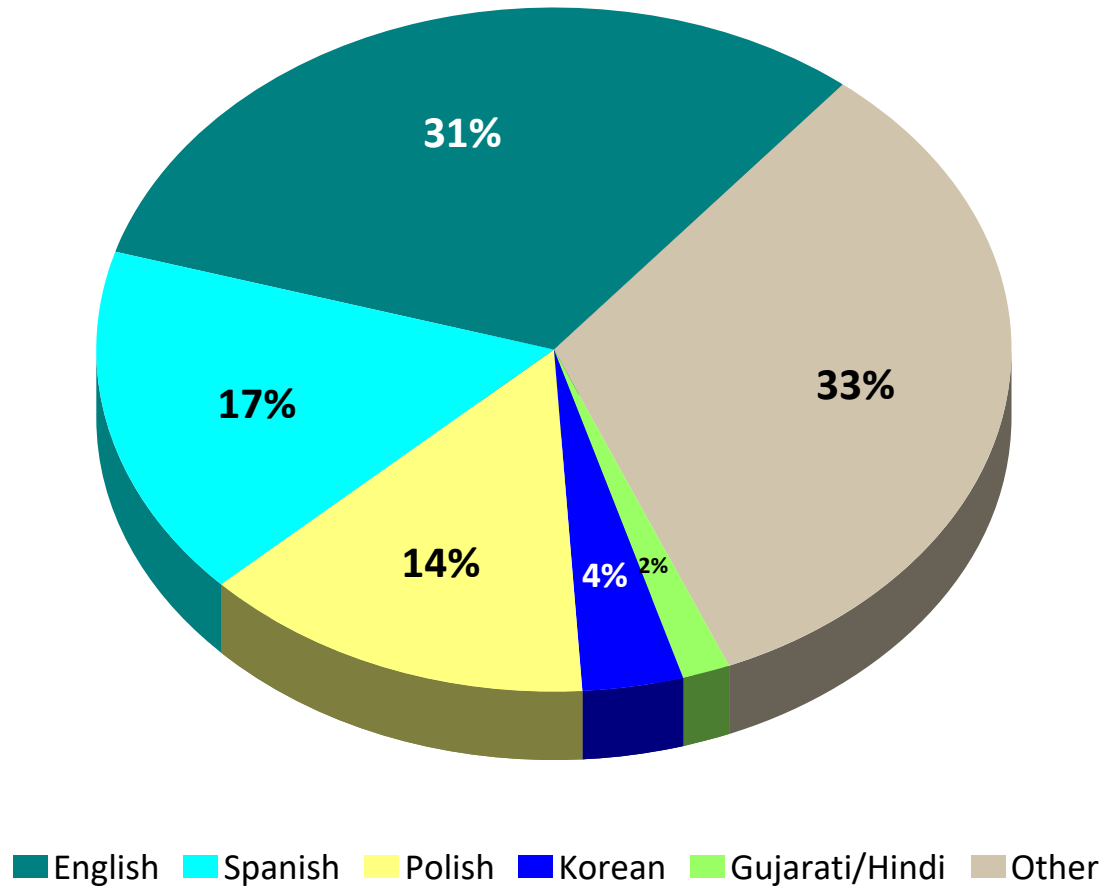
Source: ETC Institute (2020)

ETC Institute (2020)



# Q30. Demographics: What is the secondary language spoken in your home?

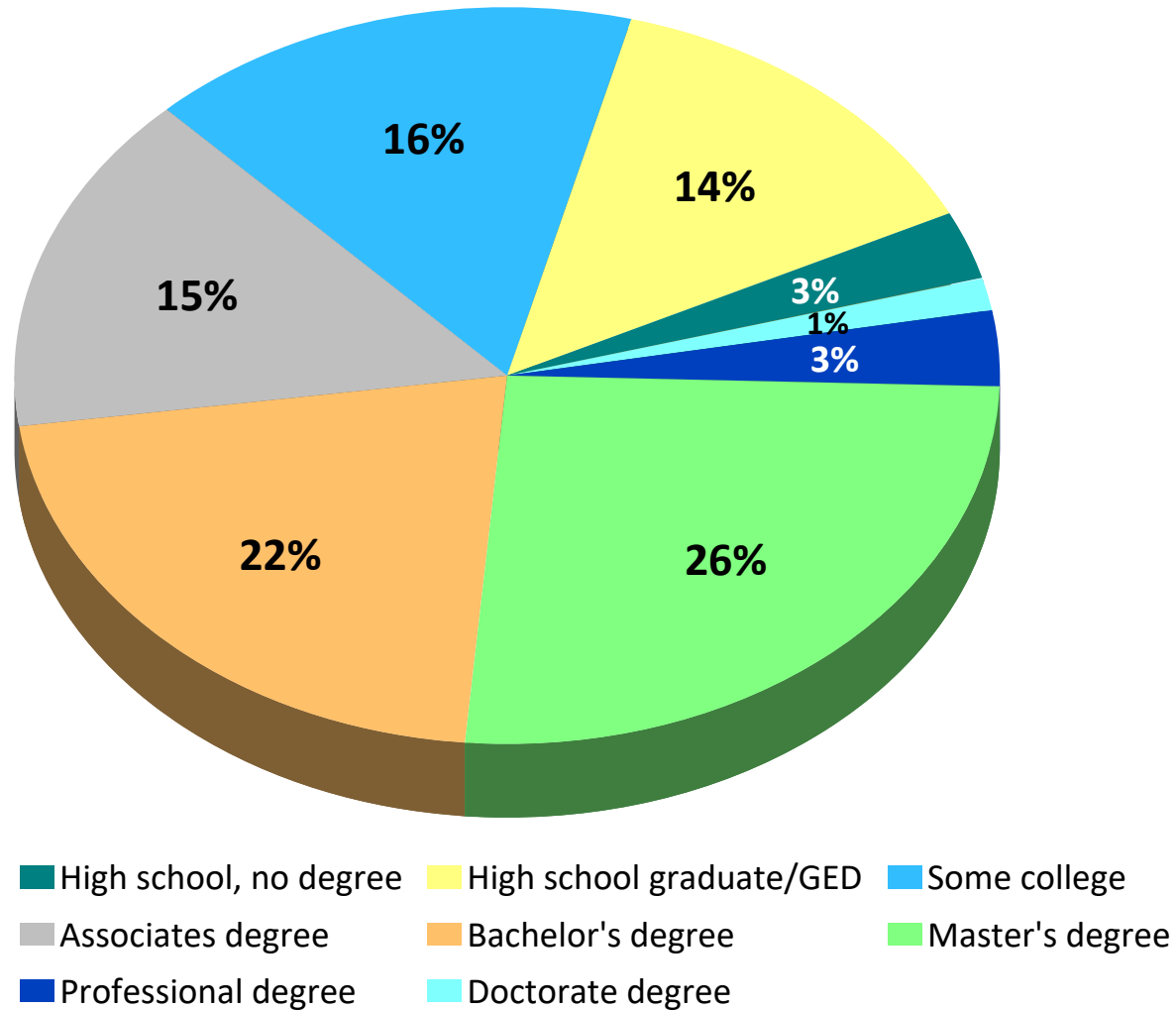
by percentage of respondents (excluding "no second language")



Source: ETC Institute (2020)

# Q31. Demographics: Highest Level of Education Obtained

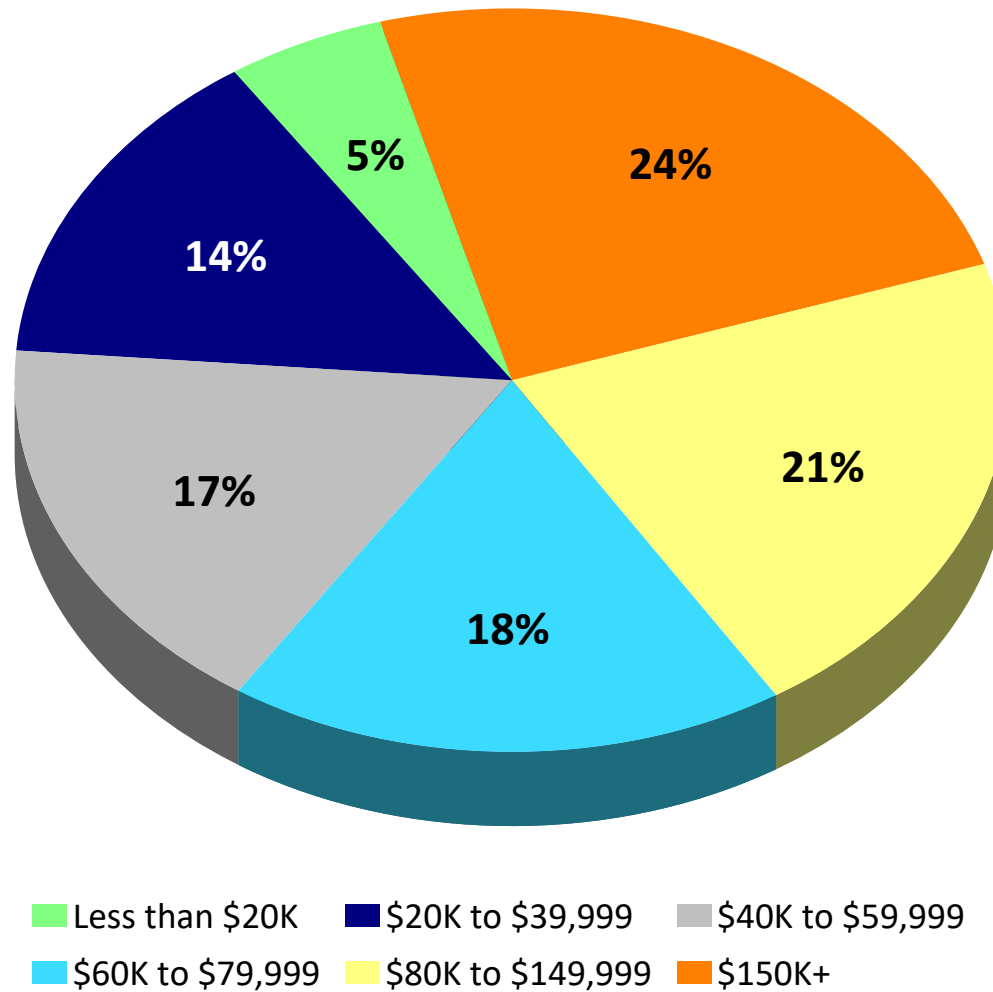
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020)

## Q32. Demographics: Annual Household Income

by percentage of respondents (excluding "not provided")

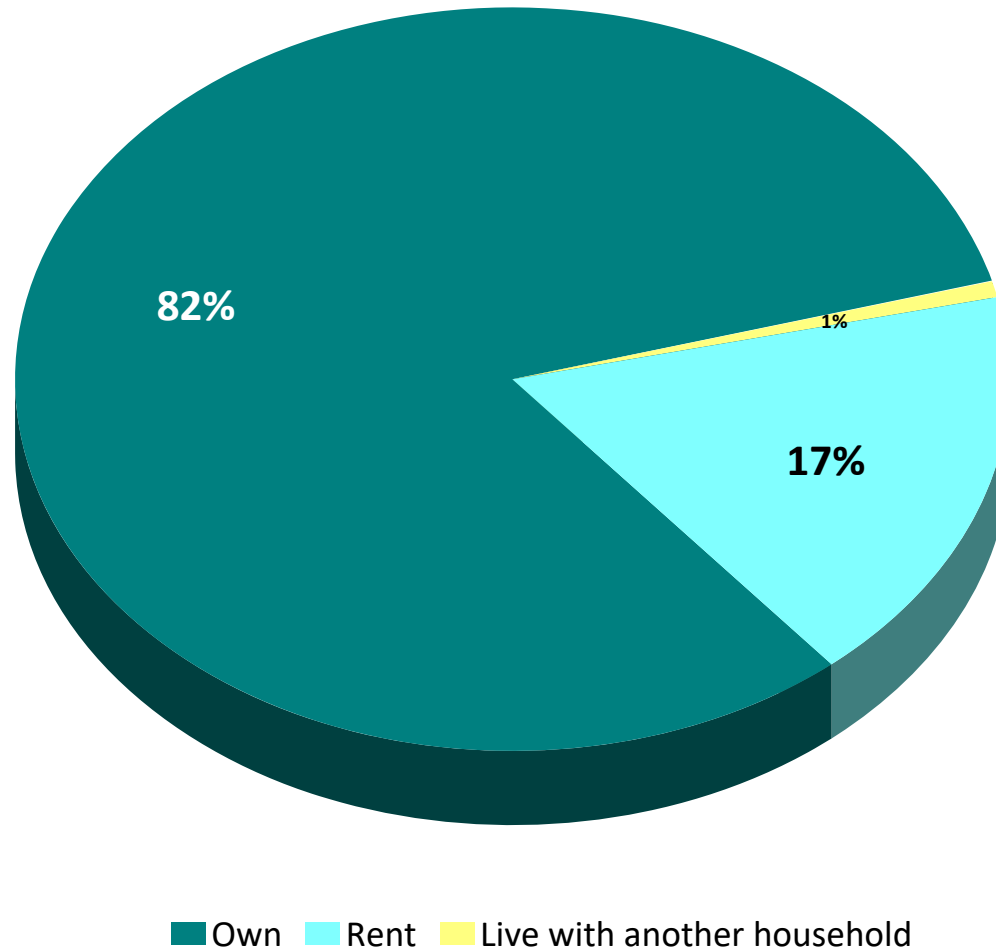


Source: ETC Institute (2020)

ETC Institute (2020)

# Q33. Demographics: Which of the following best describes where you reside?

by percentage of respondents (excluding "not provided")

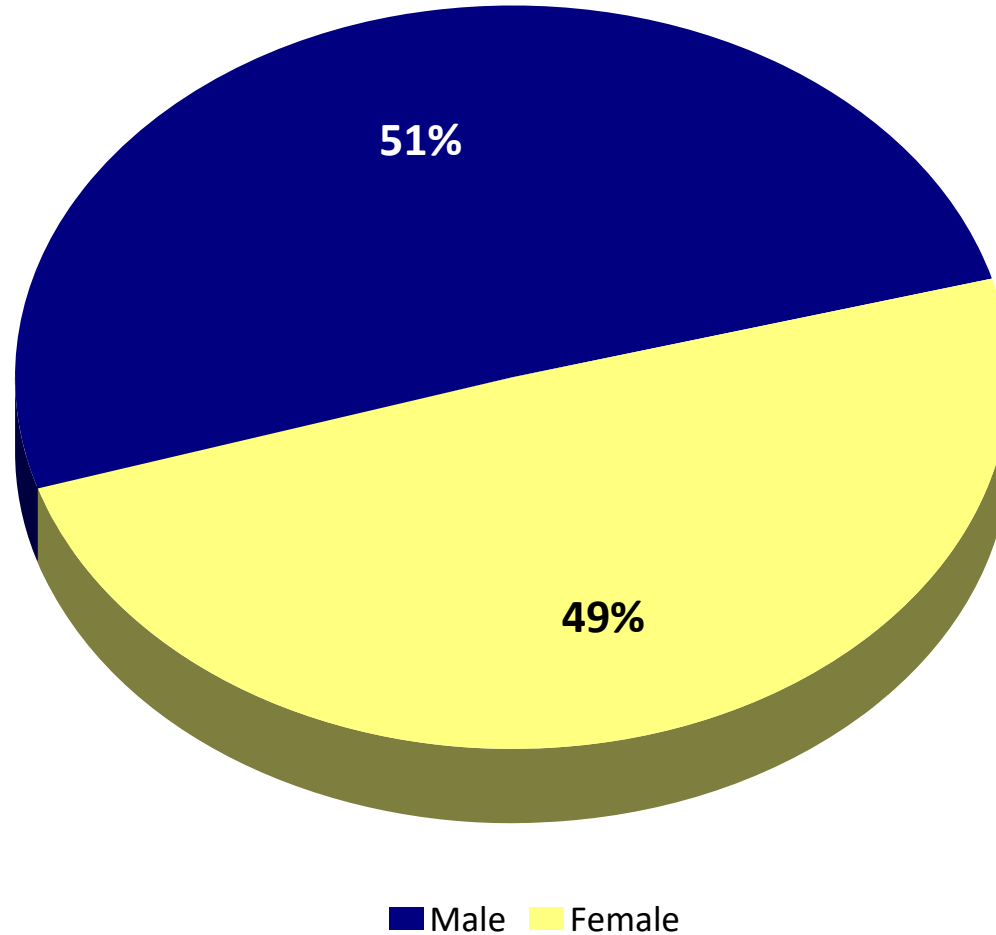


Source: ETC Institute (2020)

ETC Institute (2020)

## Q34. Demographics: Gender

by percentage of respondents



*Non-binary was selected by 0.2% of respondents*

Source: ETC Institute (2020)

ETC Institute (2020)

## **Section 2**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## Village of Mount Prospect, Illinois

### Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the Village to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the Village's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation:** Respondents were asked to identify the major categories of Village services they thought should receive the most emphasis over the next two years. Approximately fifty-five percent (54.5%) of respondents selected *management of Village finances* as one of the most important services for the Village to provide.

With regard to satisfaction, 59.2% of respondents surveyed rated the Village's overall performance in the *management of Village finances* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 54.5% was multiplied by 40.8% (1-0.592). This calculation yielded an I-S rating of 0.2224, which ranked first out of 9 major quality of life categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the Village to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The results for the Village of Mount Prospect are provided on the following pages.



## 2020 Importance-Satisfaction Rating Village of Mount Prospect Quality of Life

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Management of Village finances	55%	1	59%	9	0.2224	1
<b>High Priority (IS .10-.20)</b>						
Flow of traffic/managment	35%	4	70%	7	0.1053	2
<b>Medium Priority (IS &lt;.10)</b>						
Emergency preparedness	31%	5	83%	5	0.0528	3
Effectiveness of Village communication	23%	6	78%	6	0.0504	4
Maintenance of Village streets	39%	2	87%	4	0.0485	5
Enforcement of Village codes/ordinances	15%	7	68%	8	0.0483	6
Quality of services provided by the Village	36%	3	90%	2	0.0342	7
Quality of customer service	10%	8	89%	3	0.0118	8
Maintenance of Village buildings & facilities	6%	9	91%	1	0.0055	9

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2020 Importance-Satisfaction Rating Village of Mount Prospect Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Quality of cable & internet service	28%	5	63%	15	0.1024	1
<b>Medium Priority (IS &lt;.10)</b>						
Condition of sidewalks in your neighborhood	29%	4	71%	14	0.0856	2
Street lighting on neighborhood streets	29%	3	73%	13	0.0800	3
Conditions of streets in your neighborhood	36%	1	83%	11	0.0616	4
Condition of major Village streets	32%	2	84%	10	0.0504	5
Snow removal on streets in your neighborhood	26%	6	88%	6	0.0317	6
Quality of electrical service	16%	10	81%	12	0.0306	7
Maintenance of the Village's Downtown	20%	9	87%	7	0.0257	8
Cleanliness of streets & other public areas	22%	8	89%	3	0.0230	9
Snow removal on major Village streets	22%	7	91%	1	0.0198	10
Street lighting on major streets	14%	11	86%	8	0.0188	11
Mowing/tree trimming along streets & public areas	13%	12	88%	5	0.0157	12
Quality of natural gas service	6%	14	86%	9	0.0081	13
Maintenance of street signs & traffic signals	8%	13	90%	2	0.0077	14
Maintenance of Village owned buildings	5%	15	88%	4	0.0059	15

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2020 Importance-Satisfaction Rating Village of Mount Prospect Community Development Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Property maintenance standards	46%	1	62%	6	0.1753	1
<b>Medium Priority (IS &lt;.10)</b>						
Exterior maintenance standards for private property	27%	2	68%	3	0.0856	2
Appearance of Commercial Corridors	24%	3	73%	2	0.0637	3
Building permit process	13%	4	67%	4	0.0413	4
Inspection process	10%	5	67%	5	0.0340	5
Sign regulation standards	9%	6	76%	1	0.0214	6
Conditional use permit process and/or variance process	5%	7	61%	7	0.0198	7

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2020 Importance-Satisfaction Rating

### Village of Mount Prospect

### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Visibility of police in neighborhoods	38%	2	71%	14	0.1111	1
<b>Medium Priority (IS &lt;.10)</b>						
Efforts to prevent crime	42%	1	77%	11	0.0958	2
Visibility of police in retail/commercial areas	26%	3	70%	15	0.0796	3
Police education programs	23%	4	73%	13	0.0611	4
Enforcement of traffic laws	16%	8	78%	10	0.0367	5
Overall quality of police protection	20%	6	87%	5	0.0261	6
Enforcement of parking laws	10%	12	75%	12	0.0249	7
Overall professionalism of the police department	17%	7	86%	8	0.0239	8
Fire Department/EMS education programs	12%	11	81%	9	0.0225	9
Overall quality of emergency medical services	20%	5	90%	4	0.0210	10
Overall quality of police response times	15%	10	87%	6	0.0201	11
Overall quality of fire protection services	16%	9	91%	3	0.0150	12
Friendliness of police department	8%	13	86%	7	0.0111	13
Overall professionalism of the Fire Department	2%	14	91%	2	0.0021	14
Friendliness of the Fire Department	2%	15	92%	1	0.0018	15

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2020 Importance-Satisfaction Rating Village of Mount Prospect Human Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of senior services	22%	3	68%	4	0.0705	1
Social services meeting community needs	20%	4	64%	10	0.0704	2
Food pantry	24%	2	71%	3	0.0689	3
Overall quality of social services	17%	5	67%	6	0.0561	4
Public health nursing services meeting community needs	15%	6	64%	11	0.0544	5
Accessibility of Village services	26%	1	83%	1	0.0453	6
Quality of Human Services programming/events	9%	8	66%	8	0.0305	7
Quality of services - Community Connections Center	9%	9	67%	5	0.0284	8
Overall quality of nursing services	7%	10	65%	9	0.0255	9
Medical Lending Closet	9%	7	77%	2	0.0221	10
Human Services events	6%	11	66%	7	0.0199	11

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## **Section 3**

# ***Benchmarking Analysis***

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# Benchmarking Summary Report

## Village of Mount Prospect, Illinois

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### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Many participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of over 4,000 residents across the United States and (2) a regional survey administered by ETC Institute during the summer of 2019 to more than 350 residents living in communities in the Great Lakes Region of the United States. The Great Lakes Region includes the following states: Illinois, Ohio, Michigan, Indiana, and Pennsylvania.

### Interpreting the Charts

The charts on the following pages show how the overall results for Mount Prospect compare to the U.S. national and regional averages based on the results of the 2019 survey that was administered by ETC Institute to a random sample of over 4,000 residents across the United States, and the regional survey administered to more than 350 residents living in communities in the Great Lakes Region. The Village of Mount Prospect's results are shown in blue, the Great Lakes Region averages are shown in red, and the National averages are shown in yellow in the charts on the following pages.

# National Benchmarks

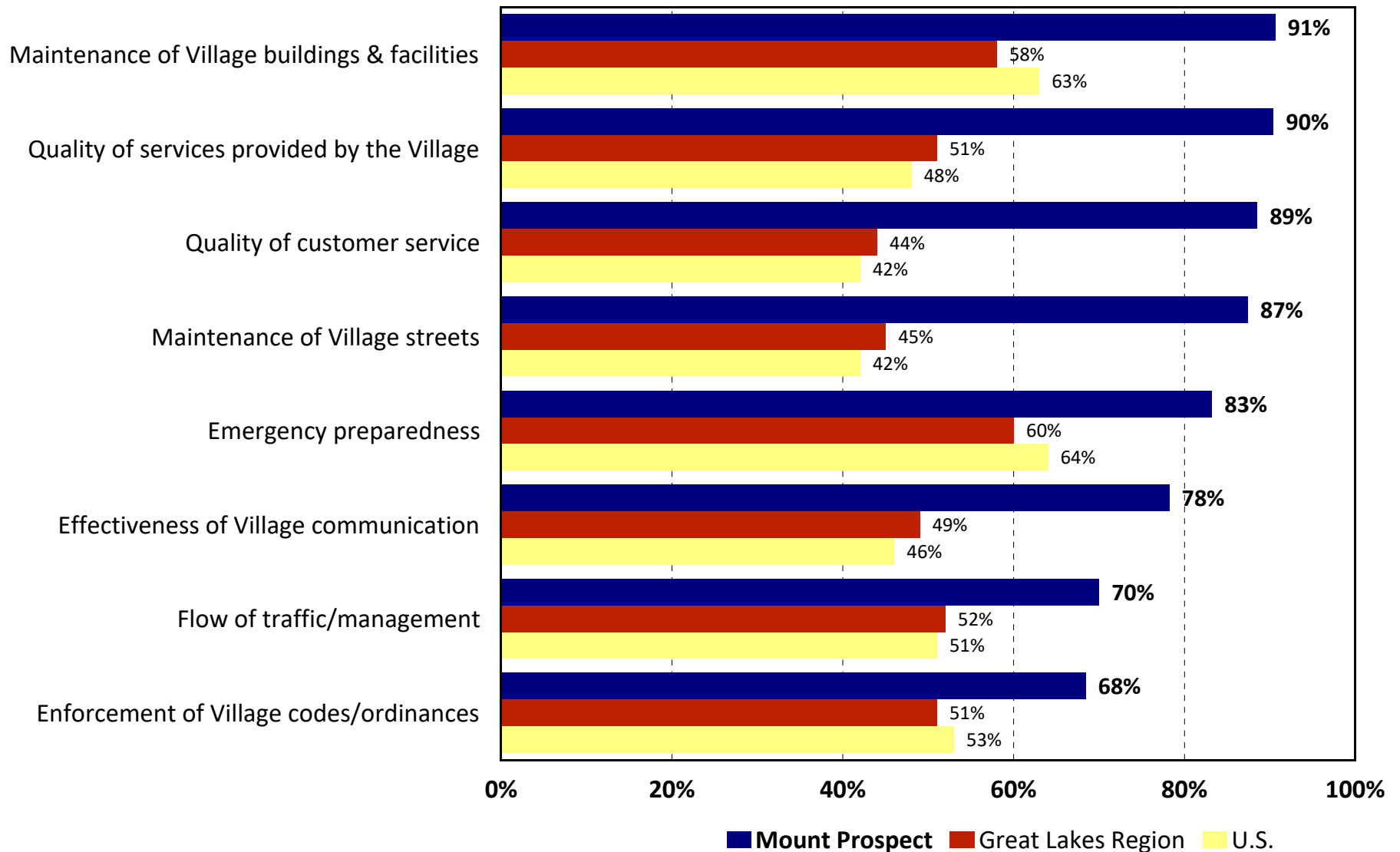
**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the Village of Mount Prospect, Illinois is not authorized without written consent from ETC Institute.**



# Overall Satisfaction with Quality of Life

## Mount Prospect vs. Great Lakes Region vs. the U.S.

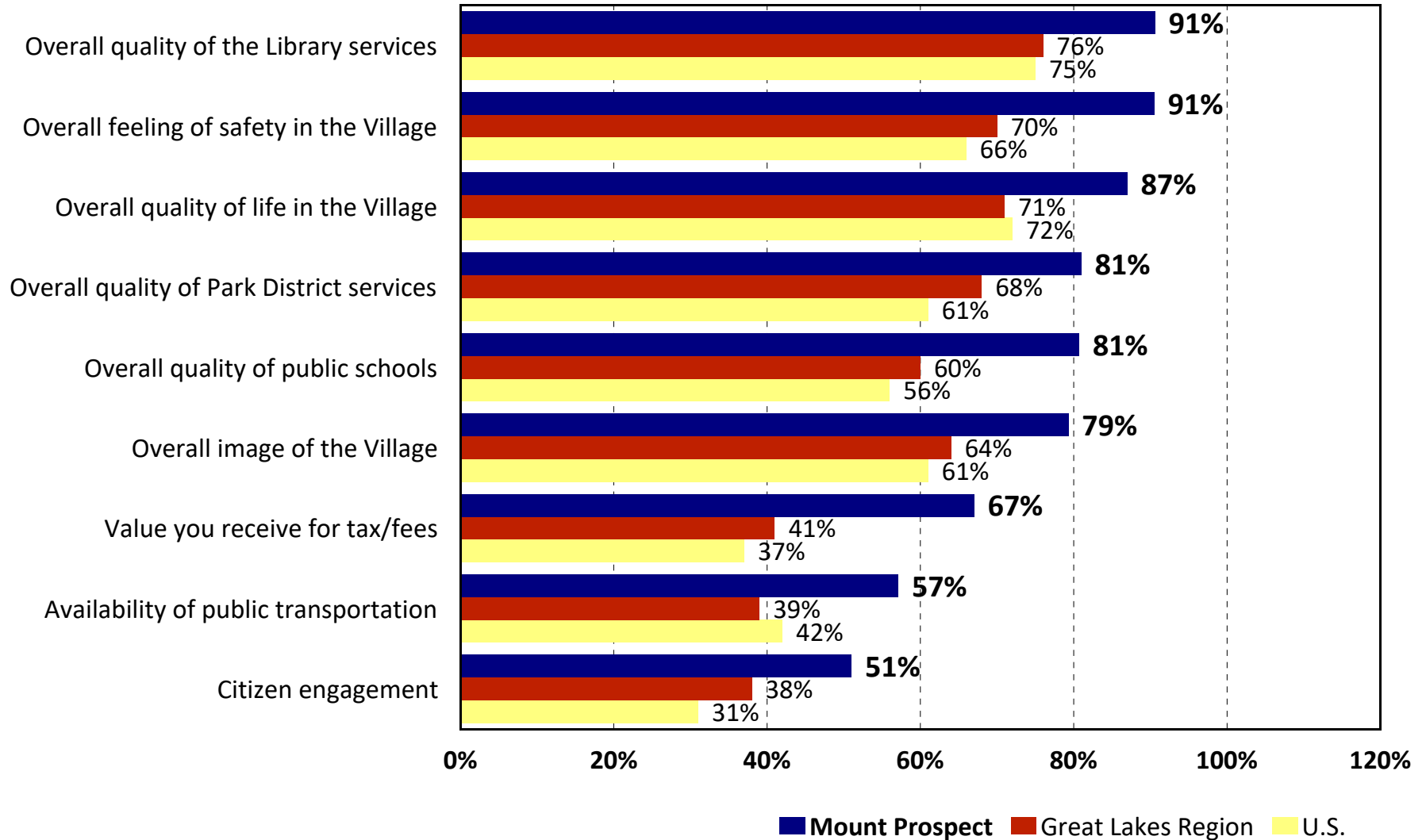
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2020 ETC Institute

# Overall Satisfaction with Aspects of the Community Mount Prospect vs. Great Lakes Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

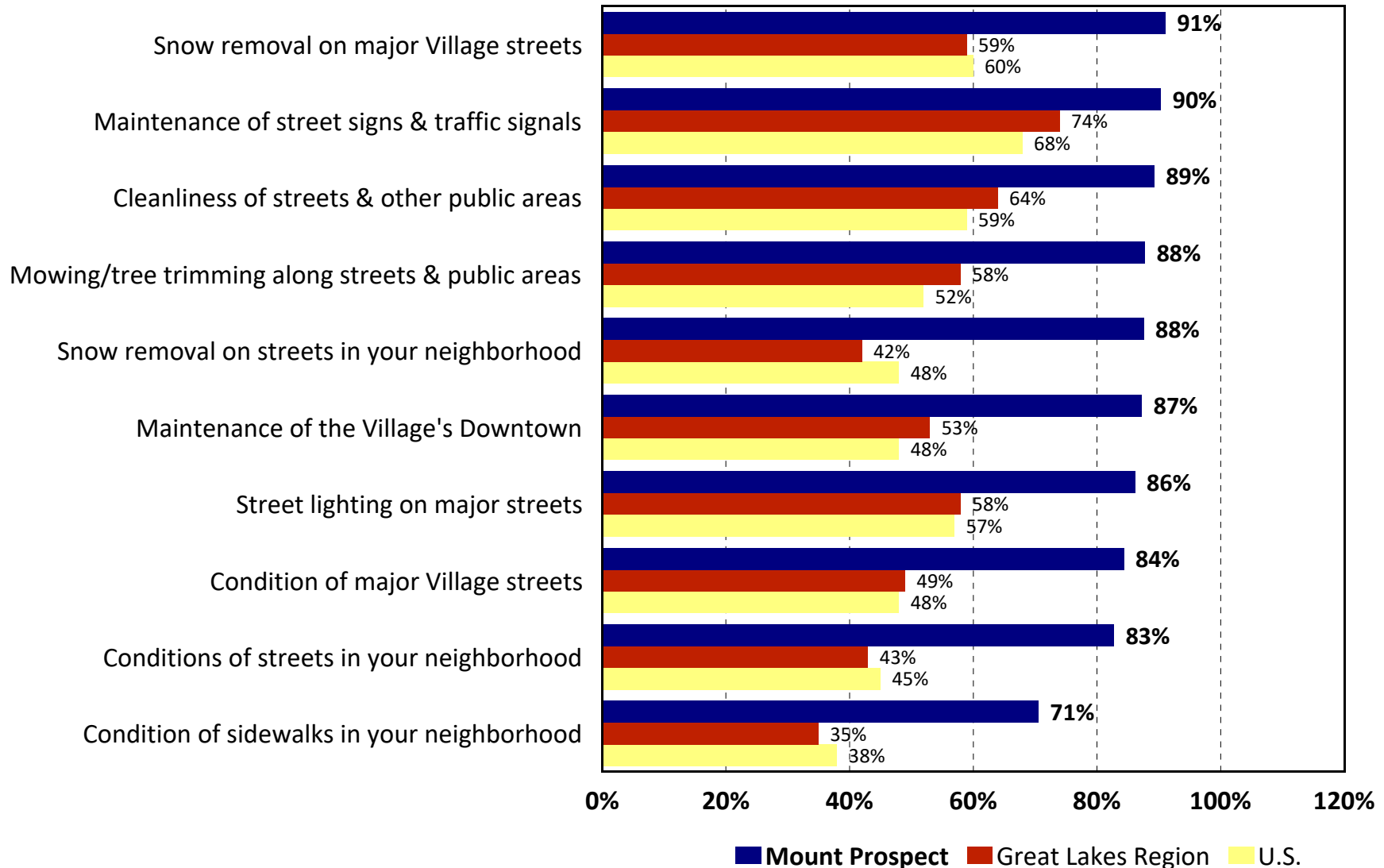


Source: 2020 ETC Institute

# Overall Satisfaction with Village Infrastructure

## Mount Prospect vs. Great Lakes Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

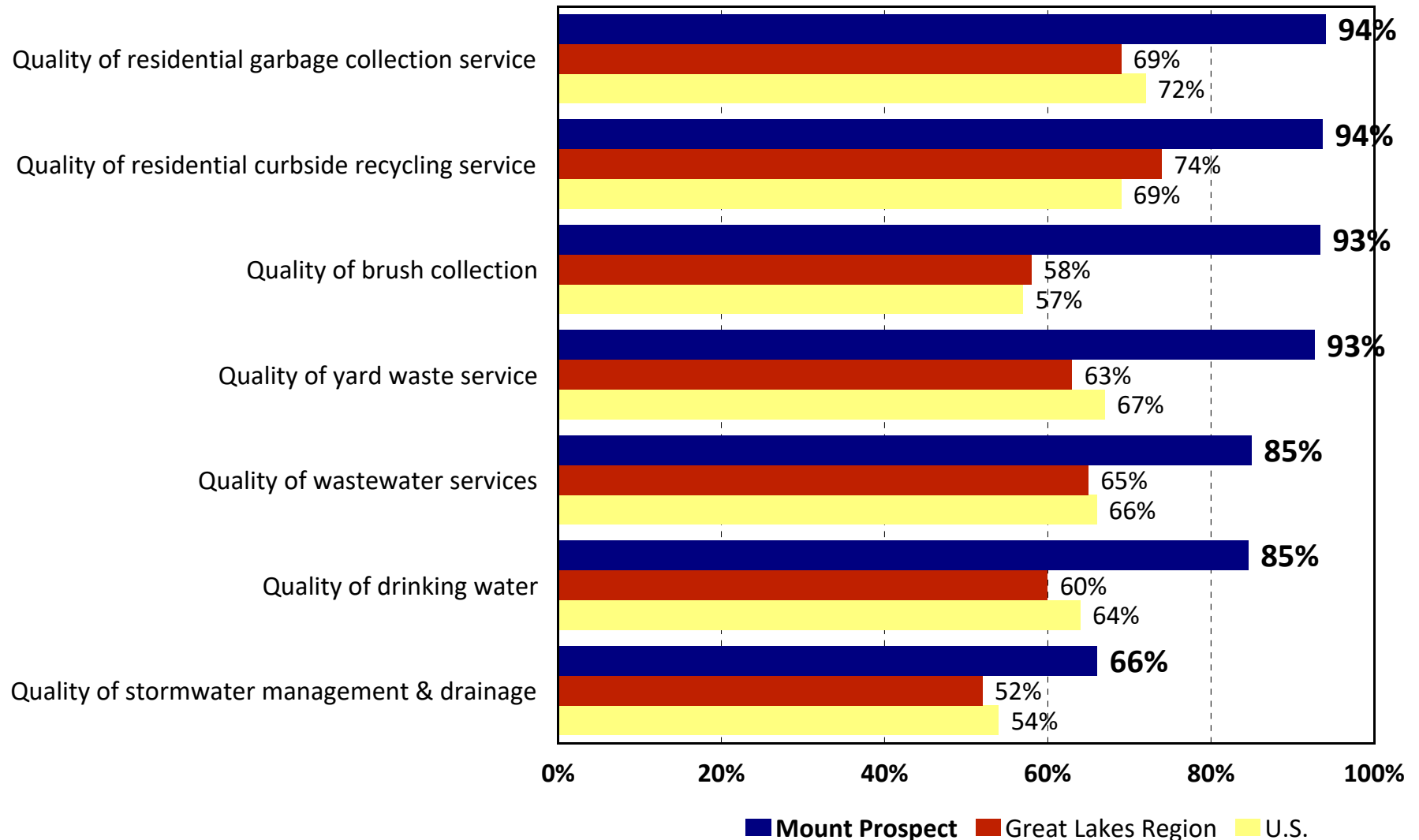


Source: 2020 ETC Institute

# Overall Satisfaction with Public Works Services

## Mount Prospect vs. Great Lakes Region vs. the U.S.

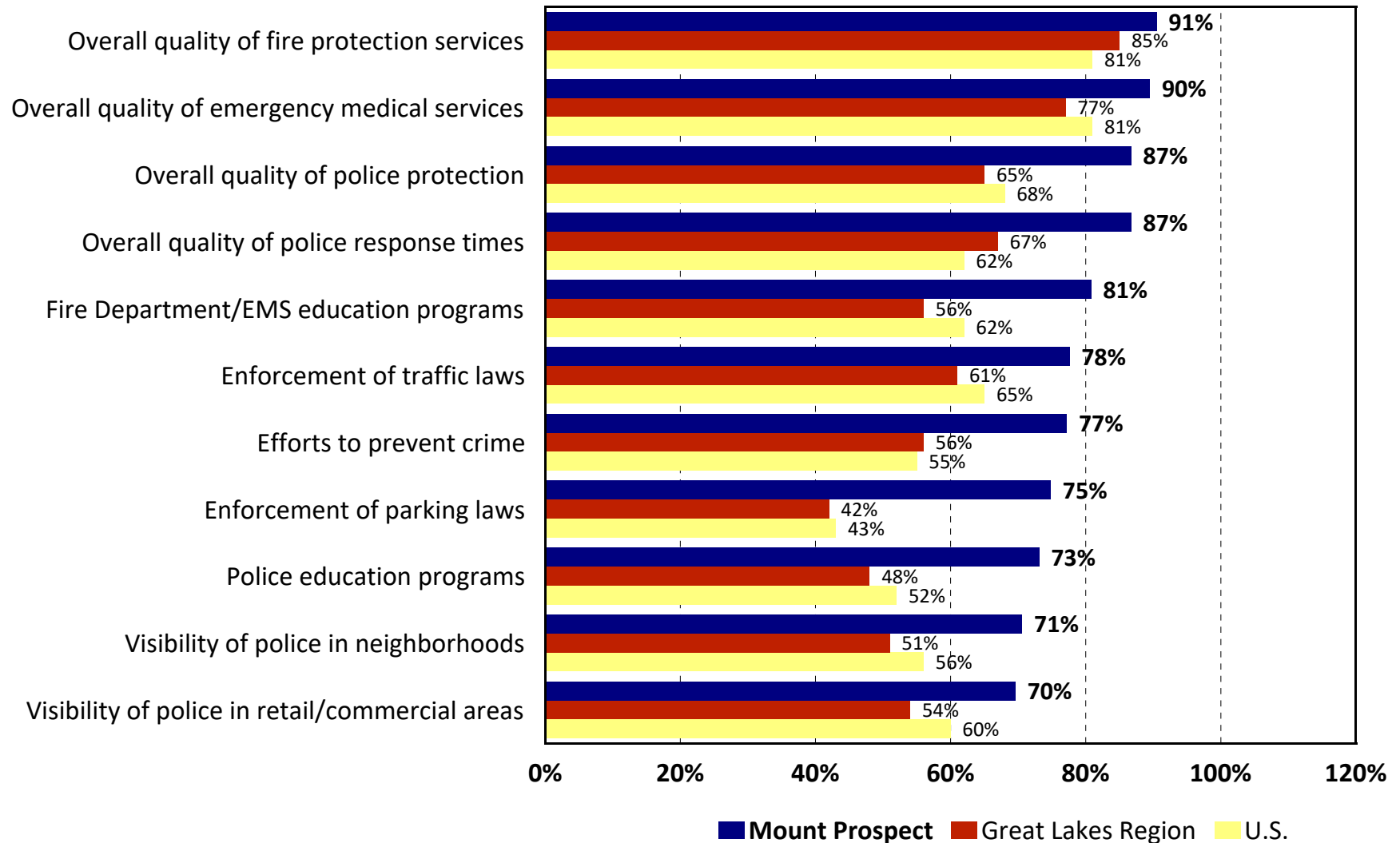
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2020 ETC Institute

# Overall Satisfaction with Public Safety Services Mount Prospect vs. Great Lakes Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

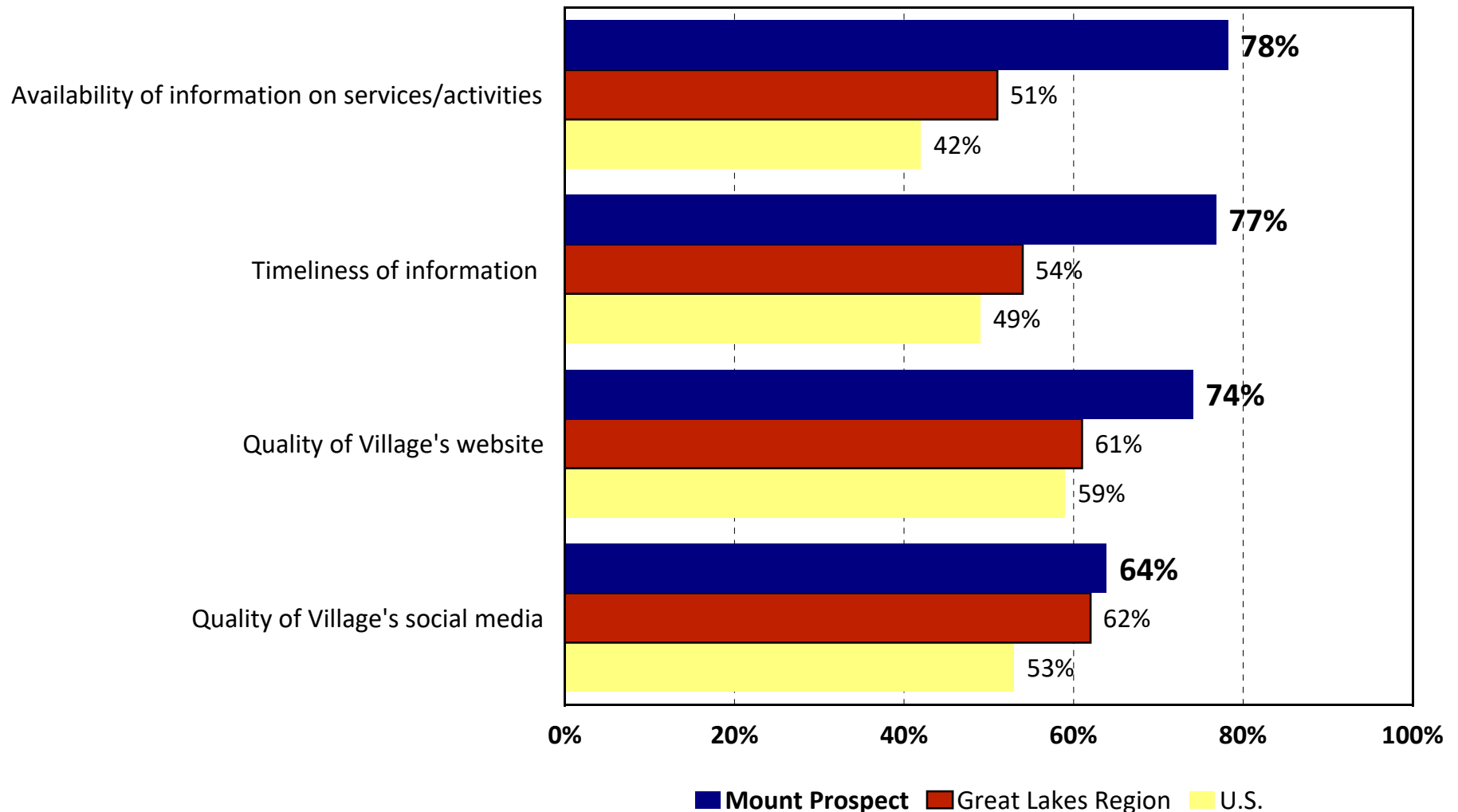


Source: 2020 ETC Institute

# Overall Satisfaction with Communication

## Mount Prospect vs. Great Lakes Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2020 ETC Institute

## **Section 4**

### ***Tabular Data***

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**Q1. Quality of Life. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the Village of Mount Prospect with regard to each of the following.**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of services provided by Village	44.9%	43.3%	7.3%	1.3%	0.7%	2.4%
Q1-2. Overall quality of customer service you receive from Village employees	48.7%	35.3%	8.7%	1.3%	0.9%	5.1%
Q1-3. Overall maintenance of Village streets	41.6%	44.9%	9.3%	2.7%	0.4%	1.1%
Q1-4. Overall maintenance of Village buildings & facilities	44.0%	41.6%	7.3%	1.3%	0.2%	5.6%
Q1-5. Overall flow of traffic & traffic management in Village	27.8%	40.7%	17.6%	9.8%	2.0%	2.2%
Q1-6. Overall effectiveness of Village communication with the public	34.7%	41.1%	15.1%	4.9%	1.1%	3.1%
Q1-7. Overall enforcement of Village codes & ordinances	27.1%	36.0%	23.8%	3.6%	1.8%	7.8%
Q1-8. Overall management of Village finances	20.4%	29.6%	26.9%	5.1%	2.4%	15.6%
Q1-9. Overall efforts of Village for emergency preparedness	32.0%	36.4%	11.6%	1.6%	0.7%	17.8%



**WITHOUT "DON'T KNOW"**

**Q1. Quality of Life. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the Village of Mount Prospect with regard to each of the following. (without "don't know")**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of services provided by Village	46.0%	44.4%	7.5%	1.4%	0.7%
Q1-2. Overall quality of customer service you receive from Village employees	51.3%	37.2%	9.1%	1.4%	0.9%
Q1-3. Overall maintenance of Village streets	42.0%	45.4%	9.4%	2.7%	0.4%
Q1-4. Overall maintenance of Village buildings & facilities	46.6%	44.0%	7.8%	1.4%	0.2%
Q1-5. Overall flow of traffic & traffic management in Village	28.4%	41.6%	18.0%	10.0%	2.0%
Q1-6. Overall effectiveness of Village communication with the public	35.8%	42.4%	15.6%	5.0%	1.1%
Q1-7. Overall enforcement of Village codes & ordinances	29.4%	39.0%	25.8%	3.9%	1.9%
Q1-8. Overall management of Village finances	24.2%	35.0%	31.8%	6.1%	2.9%
Q1-9. Overall efforts of Village for emergency preparedness	38.9%	44.3%	14.1%	1.9%	0.8%

**Q2. Which THREE of the quality of life services listed in Question 1 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by Village	63	14.0 %
Overall quality of customer service you receive from Village employees	14	3.1 %
Overall maintenance of Village streets	45	10.0 %
Overall maintenance of Village buildings & facilities	2	0.4 %
Overall flow of traffic & traffic management in Village	62	13.8 %
Overall effectiveness of Village communication with the public	19	4.2 %
Overall enforcement of Village codes & ordinances	22	4.9 %
Overall management of Village finances	120	26.7 %
Overall efforts of Village for emergency preparedness	40	8.9 %
None chosen	63	14.0 %
Total	450	100.0 %

**Q2. Which THREE of the quality of life services listed in Question 1 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by Village	44	9.8 %
Overall quality of customer service you receive from Village employees	16	3.6 %
Overall maintenance of Village streets	66	14.7 %
Overall maintenance of Village buildings & facilities	14	3.1 %
Overall flow of traffic & traffic management in Village	55	12.2 %
Overall effectiveness of Village communication with the public	33	7.3 %
Overall enforcement of Village codes & ordinances	23	5.1 %
Overall management of Village finances	76	16.9 %
Overall efforts of Village for emergency preparedness	49	10.9 %
None chosen	74	16.4 %
Total	450	100.0 %

**Q2. Which THREE of the quality of life services listed in Question 1 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by Village	53	11.8 %
Overall quality of customer service you receive from Village employees	16	3.6 %
Overall maintenance of Village streets	62	13.8 %
Overall maintenance of Village buildings & facilities	11	2.4 %
Overall flow of traffic & traffic management in Village	41	9.1 %
Overall effectiveness of Village communication with the public	52	11.6 %
Overall enforcement of Village codes & ordinances	24	5.3 %
Overall management of Village finances	49	10.9 %
Overall efforts of Village for emergency preparedness	52	11.6 %
None chosen	90	20.0 %
Total	450	100.0 %

**SUM OF TOP 3 CHOICES**

**Q2. Which THREE of the quality of life services listed in Question 1 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)**

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by Village	160	35.6 %
Overall quality of customer service you receive from Village employees	46	10.2 %
Overall maintenance of Village streets	173	38.4 %
Overall maintenance of Village buildings & facilities	27	6.0 %
Overall flow of traffic & traffic management in Village	158	35.1 %
Overall effectiveness of Village communication with the public	104	23.1 %
Overall enforcement of Village codes & ordinances	69	15.3 %
Overall management of Village finances	245	54.4 %
Overall efforts of Village for emergency preparedness	141	31.3 %
None chosen	63	14.0 %
Total	1186	

**Q3. Overall Community. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall value that you receive for your Village tax dollars & fees	18.2%	44.4%	20.7%	7.6%	2.7%	6.4%
Q3-2. Overall image of Village	28.9%	48.7%	14.9%	4.7%	0.7%	2.2%
Q3-3. Overall quality of life in Village	39.8%	45.1%	10.2%	1.8%	0.7%	2.4%
Q3-4. Overall feeling of safety in Village	45.6%	43.3%	6.9%	1.8%	0.7%	1.8%
Q3-5. Overall feeling of safety in your neighborhood	50.2%	39.6%	5.6%	2.0%	1.1%	1.6%
Q3-6. Quality of new development in Village	18.0%	28.9%	26.4%	15.1%	5.6%	6.0%
Q3-7. Overall maintenance of private property	24.0%	48.7%	18.2%	2.9%	0.7%	5.6%
Q3-8. Overall maintenance of public property	36.2%	49.1%	9.8%	0.7%	0.7%	3.6%
Q3-9. Availability of affordable housing	13.6%	28.2%	29.1%	5.8%	1.8%	21.6%
Q3-10. Overall quality of public schools	32.7%	33.6%	11.1%	2.4%	2.2%	18.0%
Q3-11. Overall quality of Park District services	36.0%	39.6%	12.9%	2.9%	2.0%	6.7%
Q3-12. Overall quality of Library services	48.9%	34.9%	7.1%	0.7%	0.9%	7.6%
Q3-13. Ease of access of places you usually visit	35.3%	49.1%	9.8%	1.8%	0.9%	3.1%
Q3-14. Availability of public transportation	18.0%	24.9%	24.0%	5.1%	3.1%	24.9%
Q3-15. Sense of community	27.6%	40.9%	21.8%	4.7%	1.1%	4.0%
Q3-16. Access to quality shopping facilities	23.3%	36.9%	20.9%	12.0%	4.0%	2.9%

**Q3. Overall Community. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-17. Access to restaurants	23.3%	40.2%	20.7%	9.3%	4.0%	2.4%
Q3-18. Quality of Village events (Block Party, Farmers Market)	30.9%	40.0%	16.4%	3.1%	1.3%	8.2%
Q3-19. Variety & quality of commissions (Sister Cities, Finance)	11.8%	21.8%	31.1%	1.1%	1.1%	33.1%
Q3-20. Citizen engagement through Village Boards & Commissions	13.1%	24.2%	30.2%	4.2%	1.3%	26.9%

**WITHOUT "DON'T KNOW"**

**Q3. Overall Community. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall value that you receive for your Village tax dollars & fees	19.5%	47.5%	22.1%	8.1%	2.9%
Q3-2. Overall image of Village	29.5%	49.8%	15.2%	4.8%	0.7%
Q3-3. Overall quality of life in Village	40.8%	46.2%	10.5%	1.8%	0.7%
Q3-4. Overall feeling of safety in Village	46.4%	44.1%	7.0%	1.8%	0.7%
Q3-5. Overall feeling of safety in your neighborhood	51.0%	40.2%	5.6%	2.0%	1.1%
Q3-6. Quality of new development in Village	19.1%	30.7%	28.1%	16.1%	5.9%
Q3-7. Overall maintenance of private property	25.4%	51.5%	19.3%	3.1%	0.7%
Q3-8. Overall maintenance of public property	37.6%	50.9%	10.1%	0.7%	0.7%
Q3-9. Availability of affordable housing	17.3%	36.0%	37.1%	7.4%	2.3%
Q3-10. Overall quality of public schools	39.8%	40.9%	13.6%	3.0%	2.7%
Q3-11. Overall quality of Park District services	38.6%	42.4%	13.8%	3.1%	2.1%
Q3-12. Overall quality of Library services	52.9%	37.7%	7.7%	0.7%	1.0%
Q3-13. Ease of access of places you usually visit	36.5%	50.7%	10.1%	1.8%	0.9%
Q3-14. Availability of public transportation	24.0%	33.1%	32.0%	6.8%	4.1%
Q3-15. Sense of community	28.7%	42.6%	22.7%	4.9%	1.2%
Q3-16. Access to quality shopping facilities	24.0%	38.0%	21.5%	12.4%	4.1%
Q3-17. Access to restaurants	23.9%	41.2%	21.2%	9.6%	4.1%
Q3-18. Quality of Village events (Block Party, Farmers Market)	33.7%	43.6%	17.9%	3.4%	1.5%
Q3-19. Variety & quality of commissions (Sister Cities, Finance)	17.6%	32.6%	46.5%	1.7%	1.7%
Q3-20. Citizen engagement through Village Boards & Commissions	17.9%	33.1%	41.3%	5.8%	1.8%

**Q4. Infrastructure. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following services.**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Condition of major Village streets	28.4%	54.7%	11.3%	2.2%	1.8%	1.6%
Q4-2. Condition of streets in your neighborhood	32.2%	49.1%	10.4%	4.4%	2.0%	1.8%
Q4-3. Condition of sidewalks in your neighborhood	25.8%	43.1%	18.4%	7.8%	2.4%	2.4%
Q4-4. Maintenance of street signs & traffic signals	33.8%	54.4%	7.6%	0.9%	0.9%	2.4%
Q4-5. Snow removal on major Village streets	45.8%	42.9%	5.1%	2.4%	1.1%	2.7%
Q4-6. Snow removal on streets in your neighborhood	45.8%	39.1%	6.4%	4.0%	1.6%	3.1%
Q4-7. Maintenance of Village's Downtown	38.2%	44.2%	9.8%	1.8%	0.4%	5.6%
Q4-8. Mowing & tree trimming along streets & other public areas	40.7%	45.6%	9.1%	2.0%	0.9%	1.8%
Q4-9. Maintenance of Village owned buildings	35.3%	45.8%	10.2%	0.4%	0.4%	7.8%
Q4-10. Adequacy of street lighting on major streets	34.7%	50.0%	8.4%	3.8%	1.3%	1.8%
Q4-11. Adequacy of street lighting on neighborhood streets	28.0%	42.9%	12.7%	10.0%	4.0%	2.4%
Q4-12. Overall cleanliness of streets & other public areas	39.1%	48.4%	7.8%	1.8%	0.9%	2.0%
Q4-13. Quality of electrical service	27.8%	48.9%	12.0%	4.4%	1.3%	5.6%
Q4-14. Quality of cable & internet service	19.1%	41.1%	22.0%	10.2%	3.3%	4.2%
Q4-15. Quality of natural gas service	32.9%	48.7%	12.2%	0.4%	0.7%	5.1%

**WITHOUT "DON'T KNOW"****Q4. Infrastructure. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following services. (without "don't know")**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Condition of major Village streets	28.9%	55.5%	11.5%	2.3%	1.8%
Q4-2. Condition of streets in your neighborhood	32.8%	50.0%	10.6%	4.5%	2.0%
Q4-3. Condition of sidewalks in your neighborhood	26.4%	44.2%	18.9%	8.0%	2.5%
Q4-4. Maintenance of street signs & traffic signals	34.6%	55.8%	7.7%	0.9%	0.9%
Q4-5. Snow removal on major Village streets	47.0%	44.1%	5.3%	2.5%	1.1%
Q4-6. Snow removal on streets in your neighborhood	47.2%	40.4%	6.7%	4.1%	1.6%
Q4-7. Maintenance of Village's Downtown	40.5%	46.8%	10.4%	1.9%	0.5%
Q4-8. Mowing & tree trimming along streets & other public areas	41.4%	46.4%	9.3%	2.0%	0.9%
Q4-9. Maintenance of Village owned buildings	38.3%	49.6%	11.1%	0.5%	0.5%
Q4-10. Adequacy of street lighting on major streets	35.3%	50.9%	8.6%	3.8%	1.4%
Q4-11. Adequacy of street lighting on neighborhood streets	28.7%	44.0%	13.0%	10.3%	4.1%
Q4-12. Overall cleanliness of streets & other public areas	39.9%	49.4%	7.9%	1.8%	0.9%
Q4-13. Quality of electrical service	29.4%	51.8%	12.7%	4.7%	1.4%
Q4-14. Quality of cable & internet service	20.0%	42.9%	23.0%	10.7%	3.5%
Q4-15. Quality of natural gas service	34.7%	51.3%	12.9%	0.5%	0.7%



**Q5. Which FOUR of the village infrastructure services listed in Question 4 do you think should receive the most emphasis from village leaders over the next TWO years?**

Q5. Top choice	Number	Percent
Condition of major Village streets	67	14.9 %
Condition of streets in your neighborhood	51	11.3 %
Condition of sidewalks in your neighborhood	38	8.4 %
Maintenance of street signs & traffic signals	4	0.9 %
Snow removal on major Village streets	28	6.2 %
Snow removal on streets in your neighborhood	20	4.4 %
Maintenance of Village's Downtown	25	5.6 %
Mowing & tree trimming along streets & other public areas	9	2.0 %
Maintenance of Village owned buildings	3	0.7 %
Adequacy of street lighting on major streets	8	1.8 %
Adequacy of street lighting on neighborhood streets	36	8.0 %
Overall cleanliness of streets & other public areas	11	2.4 %
Quality of electrical service	25	5.6 %
Quality of cable & internet service	45	10.0 %
Quality of natural gas service	3	0.7 %
None chosen	77	17.1 %
Total	450	100.0 %

**Q5. Which FOUR of the village infrastructure services listed in Question 4 do you think should receive the most emphasis from village leaders over the next TWO years?**

Q5. 2nd choice	Number	Percent
Condition of major Village streets	35	7.8 %
Condition of streets in your neighborhood	46	10.2 %
Condition of sidewalks in your neighborhood	44	9.8 %
Maintenance of street signs & traffic signals	14	3.1 %
Snow removal on major Village streets	31	6.9 %
Snow removal on streets in your neighborhood	30	6.7 %
Maintenance of Village's Downtown	22	4.9 %
Mowing & tree trimming along streets & other public areas	12	2.7 %
Maintenance of Village owned buildings	2	0.4 %
Adequacy of street lighting on major streets	12	2.7 %
Adequacy of street lighting on neighborhood streets	32	7.1 %
Overall cleanliness of streets & other public areas	23	5.1 %
Quality of electrical service	21	4.7 %
Quality of cable & internet service	26	5.8 %
Quality of natural gas service	7	1.6 %
None chosen	93	20.7 %
Total	450	100.0 %

**Q5. Which FOUR of the village infrastructure services listed in Question 4 do you think should receive the most emphasis from village leaders over the next TWO years?**

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major Village streets	26	5.8 %
Condition of streets in your neighborhood	30	6.7 %
Condition of sidewalks in your neighborhood	26	5.8 %
Maintenance of street signs & traffic signals	10	2.2 %
Snow removal on major Village streets	29	6.4 %
Snow removal on streets in your neighborhood	31	6.9 %
Maintenance of Village's Downtown	24	5.3 %
Mowing & tree trimming along streets & other public areas	18	4.0 %
Maintenance of Village owned buildings	9	2.0 %
Adequacy of street lighting on major streets	21	4.7 %
Adequacy of street lighting on neighborhood streets	33	7.3 %
Overall cleanliness of streets & other public areas	26	5.8 %
Quality of electrical service	12	2.7 %
Quality of cable & internet service	31	6.9 %
Quality of natural gas service	10	2.2 %
<u>None chosen</u>	<u>114</u>	<u>25.3 %</u>
Total	450	100.0 %

**Q5. Which FOUR of the village infrastructure services listed in Question 4 do you think should receive the most emphasis from village leaders over the next TWO years?**

<u>Q5. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major Village streets	17	3.8 %
Condition of streets in your neighborhood	34	7.6 %
Condition of sidewalks in your neighborhood	23	5.1 %
Maintenance of street signs & traffic signals	8	1.8 %
Snow removal on major Village streets	12	2.7 %
Snow removal on streets in your neighborhood	34	7.6 %
Maintenance of Village's Downtown	20	4.4 %
Mowing & tree trimming along streets & other public areas	19	4.2 %
Maintenance of Village owned buildings	8	1.8 %
Adequacy of street lighting on major streets	20	4.4 %
Adequacy of street lighting on neighborhood streets	31	6.9 %
Overall cleanliness of streets & other public areas	37	8.2 %
Quality of electrical service	15	3.3 %
Quality of cable & internet service	22	4.9 %
Quality of natural gas service	6	1.3 %
<u>None chosen</u>	<u>144</u>	<u>32.0 %</u>
Total	450	100.0 %

**SUM OF TOP 4 CHOICES****Q5. Which FOUR of the village infrastructure services listed in Question 4 do you think should receive the most emphasis from village leaders over the next TWO years? (top 4)**

<u>Q5. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major Village streets	145	32.2 %
Condition of streets in your neighborhood	161	35.8 %
Condition of sidewalks in your neighborhood	131	29.1 %
Maintenance of street signs & traffic signals	36	8.0 %
Snow removal on major Village streets	100	22.2 %
Snow removal on streets in your neighborhood	115	25.6 %
Maintenance of Village's Downtown	91	20.2 %
Mowing & tree trimming along streets & other public areas	58	12.9 %
Maintenance of Village owned buildings	22	4.9 %
Adequacy of street lighting on major streets	61	13.6 %
Adequacy of street lighting on neighborhood streets	132	29.3 %
Overall cleanliness of streets & other public areas	97	21.6 %
Quality of electrical service	73	16.2 %
Quality of cable & internet service	124	27.6 %
Quality of natural gas service	26	5.8 %
<u>None chosen</u>	<u>77</u>	<u>17.1 %</u>
Total	1449	

**Q6. Public Works. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by or in the Village.**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Quality of residential garbage collection service	60.4%	31.8%	3.8%	1.1%	0.9%	2.0%
Q6-2. Quality of residential curbside recycling service	60.2%	31.6%	4.2%	1.3%	0.7%	2.0%
Q6-3. Quality of yard waste service	58.7%	28.7%	5.1%	1.3%	0.4%	5.8%
Q6-4. Quality of brush collection	57.8%	29.1%	4.2%	1.6%	0.4%	6.9%
Q6-5. Quality of drinking water	44.0%	36.4%	11.1%	2.9%	0.7%	4.9%
Q6-6. Quality of wastewater services	40.0%	37.1%	10.0%	2.4%	1.1%	9.3%
Q6-7. Quality of stormwater management & drainage infrastructure	27.6%	34.0%	18.0%	8.0%	5.6%	6.9%

**WITHOUT "DON'T KNOW"**

**Q6. Public Works. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by or in the Village. (without "don't know")**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Quality of residential garbage collection service	61.7%	32.4%	3.9%	1.1%	0.9%
Q6-2. Quality of residential curbside recycling service	61.5%	32.2%	4.3%	1.4%	0.7%
Q6-3. Quality of yard waste service	62.3%	30.4%	5.4%	1.4%	0.5%
Q6-4. Quality of brush collection	62.1%	31.3%	4.5%	1.7%	0.5%
Q6-5. Quality of drinking water	46.3%	38.3%	11.7%	3.0%	0.7%
Q6-6. Quality of wastewater services	44.1%	40.9%	11.0%	2.7%	1.2%
Q6-7. Quality of stormwater management & drainage infrastructure	29.6%	36.5%	19.3%	8.6%	6.0%

**Q7(1-4). Community Development Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services.**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Property maintenance standards (unkept properties, grass, weed control, sign violations, etc.) for private property	19.6%	37.6%	23.8%	9.6%	1.8%	7.8%
Q7-2. Exterior maintenance standards for private property	18.9%	43.1%	22.0%	6.4%	1.1%	8.4%
Q7-3. Sign regulation standards	23.8%	42.0%	18.0%	2.0%	0.9%	13.3%
Q7-4. Appearance of commercial corridors	20.9%	45.3%	20.4%	3.8%	0.4%	9.1%

**WITHOUT "DON'T KNOW"**

**Q7(1-4). Community Development Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services. (without "don't know")**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Property maintenance standards (unkept properties, grass, weed control, sign violations, etc.) for private property	21.2%	40.7%	25.8%	10.4%	1.9%
Q7-2. Exterior maintenance standards for private property	20.6%	47.1%	24.0%	7.0%	1.2%
Q7-3. Sign regulation standards	27.4%	48.5%	20.8%	2.3%	1.0%
Q7-4. Appearance of commercial corridors	23.0%	49.9%	22.5%	4.2%	0.5%

**Q7(5-7). Community Development Services. If you have requested a building permit during the past 3 years, please answer questions below.**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-5. Building permit process	27.5%	37.6%	19.7%	7.3%	5.1%	2.8%
Q7-6. Inspection process	27.5%	36.5%	18.5%	7.3%	6.2%	3.9%
Q7-7. Conditional use permit process and/or variance process	20.2%	24.7%	19.7%	3.9%	5.1%	26.4%

**WITHOUT "DON'T KNOW"**

**Q7(5-7). Community Development Services. If you have requested a building permit during the past 3 years, please answer questions below. (without "don't know")**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-5. Building permit process	28.3%	38.7%	20.2%	7.5%	5.2%
Q7-6. Inspection process	28.7%	38.0%	19.3%	7.6%	6.4%
Q7-7. Conditional use permit process and/or variance process	27.5%	33.6%	26.7%	5.3%	6.9%

**Q8. Which TWO of the community development services listed in Question 7 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q8. Top choice	Number	Percent
Property maintenance standards (unkept properties, grass, weed control, sign violations, etc.) for private property	154	34.2 %
Exterior maintenance standards for private property	25	5.6 %
Sign regulation standards	15	3.3 %
Appearance of commercial corridors	59	13.1 %
Building permit process	35	7.8 %
Inspection process	14	3.1 %
Conditional use permit process and/or variance process	9	2.0 %
None chosen	139	30.9 %
Total	450	100.0 %

**Q8. Which TWO of the community development services listed in Question 7 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q8. 2nd choice	Number	Percent
Property maintenance standards (unkept properties, grass, weed control, sign violations, etc.) for private property	53	11.8 %
Exterior maintenance standards for private property	94	20.9 %
Sign regulation standards	25	5.6 %
Appearance of commercial corridors	47	10.4 %
Building permit process	21	4.7 %
Inspection process	32	7.1 %
Conditional use permit process and/or variance process	14	3.1 %
None chosen	164	36.4 %
Total	450	100.0 %

**SUM OF TOP 2 CHOICES**

**Q8. Which TWO of the community development services listed in Question 7 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 2)**

Q8. Sum of top 2 choices	Number	Percent
Property maintenance standards (unkept properties, grass, weed control, sign violations, etc.) for private property	207	46.0 %
Exterior maintenance standards for private property	119	26.4 %
Sign regulation standards	40	8.9 %
Appearance of commercial corridors	106	23.6 %
Building permit process	56	12.4 %
Inspection process	46	10.2 %
Conditional use permit process and/or variance process	23	5.1 %
None chosen	139	30.9 %
Total	736	

**Q9. Feeling of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

(N=450)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q9-1. In your neighborhood during the day	70.2%	23.3%	3.8%	0.0%	0.7%	2.0%
Q9-2. In your neighborhood at night	43.3%	44.0%	7.8%	1.8%	1.1%	2.0%
Q9-3. In parks, trails, & recreational areas within Village	31.6%	43.8%	13.8%	2.2%	0.4%	8.2%
Q9-4. In commercial & retail areas	38.4%	41.6%	13.8%	1.1%	0.4%	4.7%
Q9-5. Overall in Village	43.1%	46.2%	6.4%	1.1%	0.2%	2.9%
Q9-6. Downtown after dark	31.8%	38.9%	14.9%	2.2%	0.4%	11.8%
Q9-7. Traveling by bicycle in Village	25.3%	31.6%	14.2%	4.4%	1.1%	23.3%
Q9-8. Shopping after dark	28.0%	42.4%	16.2%	2.7%	0.7%	10.0%

**WITHOUT "DON'T KNOW"**

**Q9. Feeling of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")**

(N=450)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q9-1. In your neighborhood during the day	71.7%	23.8%	3.9%	0.0%	0.7%
Q9-2. In your neighborhood at night	44.2%	44.9%	7.9%	1.8%	1.1%
Q9-3. In parks, trails, & recreational areas within Village	34.4%	47.7%	15.0%	2.4%	0.5%
Q9-4. In commercial & retail areas	40.3%	43.6%	14.5%	1.2%	0.5%
Q9-5. Overall in Village	44.4%	47.6%	6.6%	1.1%	0.2%
Q9-6. Downtown after dark	36.0%	44.1%	16.9%	2.5%	0.5%
Q9-7. Traveling by bicycle in Village	33.0%	41.2%	18.6%	5.8%	1.4%
Q9-8. Shopping after dark	31.1%	47.2%	18.0%	3.0%	0.7%



**Q10. Public Safety Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Visibility of police in neighborhoods	27.6%	40.9%	20.2%	6.7%	1.6%	3.1%
Q10-2. Visibility of police in retail/commercial areas	24.9%	40.4%	23.8%	4.0%	0.7%	6.2%
Q10-3. Efforts to prevent crime	28.9%	37.1%	16.7%	2.0%	0.9%	14.4%
Q10-4. Enforcement of traffic laws	26.7%	44.7%	15.8%	3.6%	1.3%	8.0%
Q10-5. Enforcement of parking laws	26.2%	41.1%	17.8%	2.4%	2.4%	10.0%
Q10-6. Overall quality of police response times	34.9%	32.0%	9.1%	0.4%	0.7%	22.9%
Q10-7. Police education programs	24.0%	22.4%	15.6%	0.7%	0.9%	36.4%
Q10-8. Overall professionalism of police department	41.3%	36.4%	10.2%	2.0%	0.7%	9.3%
Q10-9. Overall quality of police protection	40.7%	39.1%	10.7%	0.9%	0.7%	8.0%
Q10-10. Friendliness of police department	44.7%	32.2%	10.9%	1.1%	0.4%	10.7%
Q10-11. Overall quality of emergency medical services (EMS)	40.4%	25.8%	7.1%	0.2%	0.4%	26.0%
Q10-12. Overall quality of fire protection services	40.9%	28.7%	6.7%	0.2%	0.4%	23.1%
Q10-13. Overall professionalism of fire department	44.0%	29.1%	6.4%	0.0%	0.4%	20.0%
Q10-14. Friendliness of fire department	46.4%	27.3%	6.2%	0.2%	0.2%	19.6%
Q10-15. Fire Department/EMS education programs	31.3%	18.9%	10.9%	0.7%	0.4%	37.8%

**WITHOUT "DON'T KNOW"**

**Q10. Public Safety Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Visibility of police in neighborhoods	28.4%	42.2%	20.9%	6.9%	1.6%
Q10-2. Visibility of police in retail/commercial areas	26.5%	43.1%	25.4%	4.3%	0.7%
Q10-3. Efforts to prevent crime	33.8%	43.4%	19.5%	2.3%	1.0%
Q10-4. Enforcement of traffic laws	29.0%	48.6%	17.1%	3.9%	1.4%
Q10-5. Enforcement of parking laws	29.1%	45.7%	19.8%	2.7%	2.7%
Q10-6. Overall quality of police response times	45.2%	41.5%	11.8%	0.6%	0.9%
Q10-7. Police education programs	37.8%	35.3%	24.5%	1.0%	1.4%
Q10-8. Overall professionalism of police department	45.6%	40.2%	11.3%	2.2%	0.7%
Q10-9. Overall quality of police protection	44.2%	42.5%	11.6%	1.0%	0.7%
Q10-10. Friendliness of police department	50.0%	36.1%	12.2%	1.2%	0.5%
Q10-11. Overall quality of emergency medical services (EMS)	54.7%	34.8%	9.6%	0.3%	0.6%
Q10-12. Overall quality of fire protection services	53.2%	37.3%	8.7%	0.3%	0.6%
Q10-13. Overall professionalism of fire department	55.0%	36.4%	8.1%	0.0%	0.6%
Q10-14. Friendliness of fire department	57.7%	34.0%	7.7%	0.3%	0.3%
Q10-15. Fire Department/EMS education programs	50.4%	30.4%	17.5%	1.1%	0.7%

**Q11. Which FOUR of the public safety services listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	93	20.7 %
Visibility of police in retail/commercial areas	27	6.0 %
Efforts to prevent crime	89	19.8 %
Enforcement of traffic laws	21	4.7 %
Enforcement of parking laws	10	2.2 %
Overall quality of police response times	10	2.2 %
Police education programs	29	6.4 %
Overall professionalism of police department	25	5.6 %
Overall quality of police protection	15	3.3 %
Friendliness of police department	6	1.3 %
Overall quality of emergency medical services (EMS)	9	2.0 %
Overall quality of fire protection services	4	0.9 %
Overall professionalism of fire department	1	0.2 %
Fire Department/EMS education programs	2	0.4 %
None chosen	109	24.2 %
Total	450	100.0 %

**Q11. Which FOUR of the public safety services listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	32	7.1 %
Visibility of police in retail/commercial areas	45	10.0 %
Efforts to prevent crime	43	9.6 %
Enforcement of traffic laws	23	5.1 %
Enforcement of parking laws	14	3.1 %
Overall quality of police response times	22	4.9 %
Police education programs	27	6.0 %
Overall professionalism of police department	21	4.7 %
Overall quality of police protection	22	4.9 %
Friendliness of police department	9	2.0 %
Overall quality of emergency medical services (EMS)	22	4.9 %
Overall quality of fire protection services	18	4.0 %
Overall professionalism of fire department	1	0.2 %
Friendliness of fire department	1	0.2 %
Fire Department/EMS education programs	13	2.9 %
None chosen	137	30.4 %
Total	450	100.0 %

**Q11. Which FOUR of the public safety services listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	28	6.2 %
Visibility of police in retail/commercial areas	19	4.2 %
Efforts to prevent crime	38	8.4 %
Enforcement of traffic laws	15	3.3 %
Enforcement of parking laws	10	2.2 %
Overall quality of police response times	17	3.8 %
Police education programs	25	5.6 %
Overall professionalism of police department	13	2.9 %
Overall quality of police protection	26	5.8 %
Friendliness of police department	12	2.7 %
Overall quality of emergency medical services (EMS)	32	7.1 %
Overall quality of fire protection services	24	5.3 %
Overall professionalism of fire department	4	0.9 %
Friendliness of fire department	4	0.9 %
Fire Department/EMS education programs	19	4.2 %
<u>None chosen</u>	<u>164</u>	<u>36.4 %</u>
Total	450	100.0 %

**Q11. Which FOUR of the public safety services listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q11. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	17	3.8 %
Visibility of police in retail/commercial areas	27	6.0 %
Efforts to prevent crime	19	4.2 %
Enforcement of traffic laws	15	3.3 %
Enforcement of parking laws	11	2.4 %
Overall quality of police response times	19	4.2 %
Police education programs	21	4.7 %
Overall professionalism of police department	16	3.6 %
Overall quality of police protection	25	5.6 %
Friendliness of police department	9	2.0 %
Overall quality of emergency medical services (EMS)	27	6.0 %
Overall quality of fire protection services	25	5.6 %
Overall professionalism of fire department	5	1.1 %
Friendliness of fire department	5	1.1 %
Fire Department/EMS education programs	19	4.2 %
<u>None chosen</u>	<u>190</u>	<u>42.2 %</u>
Total	450	100.0 %

**SUM OF TOP 4 CHOICES**

**Q11. Which FOUR of the public safety services listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 4)**

<u>Q11. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	170	37.8 %
Visibility of police in retail/commercial areas	118	26.2 %
Efforts to prevent crime	189	42.0 %
Enforcement of traffic laws	74	16.4 %
Enforcement of parking laws	45	10.0 %
Overall quality of police response times	68	15.1 %
Police education programs	102	22.7 %
Overall professionalism of police department	75	16.7 %
Overall quality of police protection	88	19.6 %
Friendliness of police department	36	8.0 %
Overall quality of emergency medical services (EMS)	90	20.0 %
Overall quality of fire protection services	71	15.8 %
Overall professionalism of fire department	11	2.4 %
Friendliness of fire department	10	2.2 %
Fire Department/EMS education programs	53	11.8 %
<u>None chosen</u>	<u>109</u>	<u>24.2 %</u>
Total	1309	

**Q12. Diversity. Using a scale from 1 to 5, where 5 is "Excellent" and 1 is "Very Poor," how well do you think the Village of Mount Prospect currently serves the following populations?**

(N=450)

	Excellent	Good	Average	Poor	Very poor	Don't know
Q12-1. Non-English speaking persons	10.4%	16.9%	16.0%	2.2%	0.7%	53.8%
Q12-2. Persons who are deaf or hearing impaired	8.0%	11.6%	14.0%	1.6%	0.7%	64.2%
Q12-3. Persons with limited physical mobility	12.0%	18.0%	13.8%	3.8%	0.7%	51.8%
Q12-4. Persons with disabilities	12.0%	17.3%	12.9%	2.9%	0.7%	54.2%
Q12-5. Seniors	21.8%	29.3%	15.3%	2.7%	0.7%	30.2%

**WITHOUT "DON'T KNOW"**

**Q12. Diversity. Using a scale from 1 to 5, where 5 is "Excellent" and 1 is "Very Poor," how well do you think the Village of Mount Prospect currently serves the following populations? (without "don't know")**

(N=450)

	Excellent	Good	Average	Poor	Very poor
Q12-1. Non-English speaking persons	22.6%	36.5%	34.6%	4.8%	1.4%
Q12-2. Persons who are deaf or hearing impaired	22.4%	32.3%	39.1%	4.3%	1.9%
Q12-3. Persons with limited physical mobility	24.9%	37.3%	28.6%	7.8%	1.4%
Q12-4. Persons with disabilities	26.2%	37.9%	28.2%	6.3%	1.5%
Q12-5. Seniors	31.2%	42.0%	22.0%	3.8%	1.0%

**Q13. Human Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services.**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Accessibility of Village services	24.0%	40.7%	11.3%	1.8%	0.4%	21.8%
Q13-2. Food pantry	12.4%	16.7%	10.9%	0.4%	0.7%	58.9%
Q13-3. Medical Lending Closet	18.4%	14.2%	9.1%	0.4%	0.4%	57.3%
Q13-4. Overall quality of nursing services	10.9%	10.7%	11.1%	0.0%	0.4%	66.9%
Q13-5. Public health nursing services meeting community needs	11.1%	9.3%	10.7%	0.7%	0.4%	67.8%
Q13-6. Overall quality of social services	11.6%	14.4%	11.8%	0.7%	0.4%	61.1%
Q13-7. Social services meeting community needs	10.7%	13.6%	12.2%	0.9%	0.4%	62.2%
Q13-8. Overall quality of senior services	15.1%	15.3%	11.6%	2.4%	0.7%	54.9%
Q13-9. Quality of Human Services programming & events	12.4%	14.0%	12.0%	1.1%	0.7%	59.8%
Q13-10. Human Services events (Ageless Grace, Conversations in English)	10.4%	11.3%	10.2%	0.7%	0.4%	66.9%
Q13-11. Overall quality of services provided at Community Connections Center	8.7%	12.9%	10.0%	0.0%	0.4%	68.0%

**WITHOUT "DON'T KNOW"**

**Q13. Human Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services. (without "don't know")**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Accessibility of Village services	30.7%	52.0%	14.5%	2.3%	0.6%
Q13-2. Food pantry	30.3%	40.5%	26.5%	1.1%	1.6%
Q13-3. Medical Lending Closet	43.2%	33.3%	21.4%	1.0%	1.0%
Q13-4. Overall quality of nursing services	32.9%	32.2%	33.6%	0.0%	1.3%
Q13-5. Public health nursing services meeting community needs	34.5%	29.0%	33.1%	2.1%	1.4%
Q13-6. Overall quality of social services	29.7%	37.1%	30.3%	1.7%	1.1%
Q13-7. Social services meeting community needs	28.2%	35.9%	32.4%	2.4%	1.2%
Q13-8. Overall quality of senior services	33.5%	34.0%	25.6%	5.4%	1.5%
Q13-9. Quality of Human Services programming & events	30.9%	34.8%	29.8%	2.8%	1.7%
Q13-10. Human Services events (Ageless Grace, Conversations in English)	31.5%	34.2%	30.9%	2.0%	1.3%
Q13-11. Overall quality of services provided at Community Connections Center	27.1%	40.3%	31.3%	0.0%	1.4%



**Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of Village services	76	16.9 %
Food pantry	53	11.8 %
Medical Lending Closet	5	1.1 %
Overall quality of nursing services	5	1.1 %
Public health nursing services meeting community needs	22	4.9 %
Overall quality of social services	22	4.9 %
Social services meeting community needs	31	6.9 %
Overall quality of senior services	27	6.0 %
Quality of Human Services programming & events	3	0.7 %
Human Services events (Ageless Grace, Conversations in English)	3	0.7 %
Overall quality of services provided at Community Connections Center	13	2.9 %
None chosen	190	42.2 %
Total	450	100.0 %

**Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of Village services	20	4.4 %
Food pantry	31	6.9 %
Medical Lending Closet	21	4.7 %
Overall quality of nursing services	15	3.3 %
Public health nursing services meeting community needs	28	6.2 %
Overall quality of social services	33	7.3 %
Social services meeting community needs	30	6.7 %
Overall quality of senior services	29	6.4 %
Quality of Human Services programming & events	15	3.3 %
Human Services events (Ageless Grace, Conversations in English)	12	2.7 %
Overall quality of services provided at Community Connections Center	7	1.6 %
None chosen	209	46.4 %
Total	450	100.0 %

**Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q14. 3rd choice	Number	Percent
Accessibility of Village services	22	4.9 %
Food pantry	22	4.9 %
Medical Lending Closet	16	3.6 %
Overall quality of nursing services	13	2.9 %
Public health nursing services meeting community needs	17	3.8 %
Overall quality of social services	21	4.7 %
Social services meeting community needs	27	6.0 %
Overall quality of senior services	42	9.3 %
Quality of Human Services programming & events	22	4.9 %
Human Services events (Ageless Grace, Conversations in English)	11	2.4 %
Overall quality of services provided at Community Connections Center	19	4.2 %
None chosen	218	48.4 %
Total	450	100.0 %

**SUM OF TOP 3 CHOICES**

**Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)**

Q14. Sum of top 3 choices	Number	Percent
Accessibility of Village services	118	26.2 %
Food pantry	106	23.6 %
Medical Lending Closet	42	9.3 %
Overall quality of nursing services	33	7.3 %
Public health nursing services meeting community needs	67	14.9 %
Overall quality of social services	76	16.9 %
Social services meeting community needs	88	19.6 %
Overall quality of senior services	98	21.8 %
Quality of Human Services programming & events	40	8.9 %
Human Services events (Ageless Grace, Conversations in English)	26	5.8 %
Overall quality of services provided at Community Connections Center	39	8.7 %
None chosen	190	42.2 %
Total	923	

**Q15. Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services.**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information on Village services & activities	26.7%	43.6%	14.7%	2.7%	2.2%	10.2%
Q15-2. Timeliness of information provided by Village	26.4%	42.4%	15.8%	2.7%	2.4%	10.2%
Q15-3. Quality of Village print newsletter	34.4%	41.8%	13.6%	0.9%	1.3%	8.0%
Q15-4. Quality of Village's website (www.mountprospect.org)	26.7%	36.2%	17.1%	3.1%	1.8%	15.1%
Q15-5. Quality of Village's social media (Facebook, Twitter)	13.3%	21.3%	16.9%	1.6%	1.1%	45.8%
Q15-6. Quality of Village's Experience Mount Prospect website (www.experiencemountprospect.org)	18.0%	25.3%	16.2%	0.9%	1.1%	38.4%
Q15-7. Quality of Village's email eNewsletter (Experience Mount Prospect)	18.0%	22.9%	13.6%	0.7%	1.6%	43.3%
Q15-8. Quality of Mount Prospect Digital Communications (MPDC) programming	13.6%	18.2%	14.9%	0.4%	1.6%	51.3%
Q15-9. Overall usefulness of Village's website calendar	15.6%	26.2%	19.6%	2.9%	1.6%	34.2%
Q15-10. Transparency of Village information	17.6%	30.7%	23.1%	4.7%	2.2%	21.8%
Q15-11. Clarity & understandability of Village bills	22.7%	42.0%	14.7%	3.1%	2.2%	15.3%

**WITHOUT "DON'T KNOW"****Q15. Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services. (without "don't know")**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information on Village services & activities	29.7%	48.5%	16.3%	3.0%	2.5%
Q15-2. Timeliness of information provided by Village	29.5%	47.3%	17.6%	3.0%	2.7%
Q15-3. Quality of Village print newsletter	37.4%	45.4%	14.7%	1.0%	1.4%
Q15-4. Quality of Village's website (www.mountprospect.org)	31.4%	42.7%	20.2%	3.7%	2.1%
Q15-5. Quality of Village's social media (Facebook, Twitter)	24.6%	39.3%	31.1%	2.9%	2.0%
Q15-6. Quality of Village's Experience Mount Prospect website (www.experiencemountprospect.org)	29.2%	41.2%	26.4%	1.4%	1.8%
Q15-7. Quality of Village's email eNewsletter (Experience Mount Prospect)	31.8%	40.4%	23.9%	1.2%	2.7%
Q15-8. Quality of Mount Prospect Digital Communications (MPDC) programming	27.9%	37.4%	30.6%	0.9%	3.2%
Q15-9. Overall usefulness of Village's website calendar	23.6%	39.9%	29.7%	4.4%	2.4%
Q15-10. Transparency of Village information	22.4%	39.2%	29.5%	6.0%	2.8%
Q15-11. Clarity & understandability of Village bills	26.8%	49.6%	17.3%	3.7%	2.6%

**Q16. Which of the following are your primary sources of information about Village issues, services, and events?**

Q16. What following are your primary sources of information about Village issues, services, & events	Number	Percent
Village website	257	57.1 %
Local newspaper	171	38.0 %
Facebook	102	22.7 %
Twitter	16	3.6 %
NextDoor	101	22.4 %
Village signs & banners	187	41.6 %
Instagram	11	2.4 %
MPDC Public Access channel/online streaming	19	4.2 %
YouTube	8	1.8 %
Word of mouth (friends/neighbors)	218	48.4 %
Village emails/press releases	129	28.7 %
Public meetings	25	5.6 %
Village newsletter	356	79.1 %
Other	6	1.3 %
Total	1606	

**Q16-14. Other**

Q16-14. Other	Number	Percent
Neighbors	1	16.7 %
MAIL	1	16.7 %
EMERGENCY VOICE MAIL NOTIFICATIONS	1	16.7 %
LIBRARY NEWSLETTER	1	16.7 %
PHONE AND US MAIL	1	16.7 %
FLYERS	1	16.7 %
Total	6	100.0 %

**Q17. Which THREE of the methods listed in Question 16 are your MOST PREFERRED ways to learn about Village issues, services, and events?**

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Village website	97	21.6 %
Local newspaper	35	7.8 %
Facebook	36	8.0 %
Twitter	1	0.2 %
NextDoor	5	1.1 %
Village signs & banners	14	3.1 %
MPDC Public Access channel/online streaming	2	0.4 %
Word of mouth (friends/neighbors)	4	0.9 %
Village emails/press releases	38	8.4 %
Public meetings	2	0.4 %
Village newsletter	154	34.2 %
Other	1	0.2 %
None chosen	61	13.6 %
Total	450	100.0 %

**Q17. Which THREE of the methods listed in Question 16 are your MOST PREFERRED ways to learn about Village issues, services, and events?**

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Village website	71	15.8 %
Local newspaper	48	10.7 %
Facebook	24	5.3 %
Twitter	6	1.3 %
NextDoor	17	3.8 %
Village signs & banners	32	7.1 %
Instagram	3	0.7 %
MPDC Public Access channel/online streaming	6	1.3 %
YouTube	2	0.4 %
Word of mouth (friends/neighbors)	27	6.0 %
Village emails/press releases	51	11.3 %
Public meetings	5	1.1 %
Village newsletter	79	17.6 %
Other	2	0.4 %
None chosen	77	17.1 %
Total	450	100.0 %

**Q17. Which THREE of the methods listed in Question 16 are your MOST PREFERRED ways to learn about Village issues, services, and events?**

<u>Q17. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Village website	52	11.6 %
Local newspaper	33	7.3 %
Facebook	25	5.6 %
Twitter	4	0.9 %
NextDoor	17	3.8 %
Village signs & banners	43	9.6 %
Instagram	4	0.9 %
MPDC Public Access channel/online streaming	3	0.7 %
YouTube	3	0.7 %
Word of mouth (friends/neighbors)	36	8.0 %
Village emails/press releases	41	9.1 %
Public meetings	7	1.6 %
Village newsletter	76	16.9 %
Other	3	0.7 %
<u>None chosen</u>	<u>103</u>	<u>22.9 %</u>
Total	450	100.0 %

**SUM OF TOP 3 CHOICES****Q17. Which THREE of the methods listed in Question 16 are your MOST PREFERRED ways to learn about Village issues, services, and events? (top 3)**

<u>Q17. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Village website	220	48.9 %
Local newspaper	116	25.8 %
Facebook	85	18.9 %
Twitter	11	2.4 %
NextDoor	39	8.7 %
Village signs & banners	89	19.8 %
Instagram	7	1.6 %
MPDC Public Access channel/online streaming	11	2.4 %
YouTube	5	1.1 %
Word of mouth (friends/neighbors)	67	14.9 %
Village emails/press releases	130	28.9 %
Public meetings	14	3.1 %
Village newsletter	309	68.7 %
Other	6	1.3 %
<u>None chosen</u>	<u>61</u>	<u>13.6 %</u>
Total	1170	

**Q18. In-Person Customer Service. Have you visited the Village with a request for service or to pay a bill during the past year?**

Q18. Have you visited Village with a request for service or to pay a bill during past year	Number	Percent
Yes	211	46.9 %
No	239	53.1 %
Total	450	100.0 %

**Q18a. Using a scale from 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Village employees you have contacted regarding the following.**

(N=211)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18a-1. They were polite & courteous	65.9%	25.1%	3.3%	2.4%	2.8%	0.5%
Q18a-2. They responded to your request in a timely manner	64.9%	25.6%	5.2%	2.4%	1.4%	0.5%
Q18a-3. They helped you resolve the issue	62.1%	21.8%	6.6%	4.7%	0.9%	3.8%
Q18a-4. Your call or inquiry was answered promptly & accurately	59.7%	26.1%	6.2%	4.3%	1.9%	1.9%
Q18a-5. Your inquiry was resolved by the first employee you were directed to	59.7%	25.1%	6.6%	3.3%	2.8%	2.4%
Q18a-6. You felt the interaction was a positive experience	64.0%	22.7%	6.6%	3.3%	2.8%	0.5%



**WITHOUT "DON'T KNOW"**

**Q18a. Using a scale from 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Village employees you have contacted regarding the following. (without "don't know")**

(N=211)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18a-1. They were polite & courteous	66.2%	25.2%	3.3%	2.4%	2.9%
Q18a-2. They responded to your request in a timely manner	65.2%	25.7%	5.2%	2.4%	1.4%
Q18a-3. They helped you resolve the issue	64.5%	22.7%	6.9%	4.9%	1.0%
Q18a-4. Your call or inquiry was answered promptly & accurately	60.9%	26.6%	6.3%	4.3%	1.9%
Q18a-5. Your inquiry was resolved by the first employee you were directed to	61.2%	25.7%	6.8%	3.4%	2.9%
Q18a-6. You felt the interaction was a positive experience	64.3%	22.9%	6.7%	3.3%	2.9%

**Q19. Telephone or Electronic Customer Service. Have you contacted the Village with a request for service or to pay a bill during the past year, via the telephone or electronically (email, website)?**

Q19. Have you contacted Village with a request for service or to pay a bill during past year via telephone or electronically

	Number	Percent
Yes	149	33.1 %
No	301	66.9 %
Total	450	100.0 %

**Q19a. Using a scale from 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Village employees you have contacted regarding the following.**

(N=149)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19a-1. They were polite & friendly	57.0%	28.2%	5.4%	1.3%	2.7%	5.4%
Q19a-2. They responded to your request in a timely manner	55.0%	28.2%	6.0%	3.4%	2.0%	5.4%
Q19a-3. They helped you resolve the issue	55.0%	30.9%	3.4%	2.7%	2.7%	5.4%
Q19a-4. Your inquiry was addressed promptly & accurately	54.4%	29.5%	4.0%	4.7%	2.0%	5.4%
Q19a-5. Your inquiry was resolved by the first employee you were directed to	53.0%	28.2%	7.4%	4.7%	2.0%	4.7%
Q19a-6. You felt the interaction was a positive experience	55.0%	28.2%	6.0%	3.4%	2.7%	4.7%

**WITHOUT "DON'T KNOW"**

**Q19a. Using a scale from 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Village employees you have contacted regarding the following. (without "don't know")**

(N=149)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19a-1. They were polite & friendly	60.3%	29.8%	5.7%	1.4%	2.8%
Q19a-2. They responded to your request in a timely manner	58.2%	29.8%	6.4%	3.5%	2.1%
Q19a-3. They helped you resolve the issue	58.2%	32.6%	3.5%	2.8%	2.8%
Q19a-4. Your inquiry was addressed promptly & accurately	57.4%	31.2%	4.3%	5.0%	2.1%
Q19a-5. Your inquiry was resolved by the first employee you were directed to	55.6%	29.6%	7.7%	4.9%	2.1%
Q19a-6. You felt the interaction was a positive experience	57.7%	29.6%	6.3%	3.5%	2.8%

**Q19b. How did you contact the Village?**

Q19b. How did you contact Village	Number	Percent
Phone	118	79.2 %
Email	13	8.7 %
Website	14	9.4 %
Not provided	4	2.7 %
Total	149	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q19b. How did you contact the Village? (without "not provided")**

Q19b. How did you contact Village	Number	Percent
Phone	118	81.4 %
Email	13	9.0 %
Website	14	9.7 %
Total	145	100.0 %

**Q19c. If you left a voicemail message, did you get a call back?**

Q19c. Did you get a call back if you left a voicemail message	Number	Percent
Yes	43	36.4 %
No	7	5.9 %
Not provided	68	57.6 %
Total	118	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q19c. If you left a voicemail message, did you get a call back? (without "not provided")**

Q19c. Did you get a call back if you left a voicemail message	Number	Percent
Yes	43	86.0 %
No	7	14.0 %
Total	50	100.0 %

**Q20. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village?**

Q20. Top choice	Number	Percent
Phone	217	48.2 %
Email	70	15.6 %
In person	72	16.0 %
Post mail	10	2.2 %
Social media	2	0.4 %
Website	51	11.3 %
Mobile apps	7	1.6 %
None chosen	21	4.7 %
Total	450	100.0 %

**Q20. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village?**

Q20. 2nd choice	Number	Percent
Phone	87	19.3 %
Email	132	29.3 %
In person	103	22.9 %
Post mail	27	6.0 %
Social media	4	0.9 %
Website	39	8.7 %
Mobile apps	12	2.7 %
None chosen	46	10.2 %
Total	450	100.0 %

**Q20. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village?**

Q20. 3rd choice	Number	Percent
Phone	48	10.7 %
Email	80	17.8 %
In person	117	26.0 %
Post mail	48	10.7 %
Social media	7	1.6 %
Website	56	12.4 %
Mobile apps	19	4.2 %
None chosen	75	16.7 %
Total	450	100.0 %

**SUM OF TOP 3 CHOICES**

**Q20. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village? (top 3)**

Q20. Sum of top 3 choices	Number	Percent
Phone	352	78.2 %
Email	282	62.7 %
In person	292	64.9 %
Post mail	85	18.9 %
Social media	13	2.9 %
Website	146	32.4 %
Mobile apps	38	8.4 %
None chosen	21	4.7 %
Total	1229	

**Q21. Downtown District. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of Downtown Mount Prospect.**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. General appearance of Downtown	26.0%	44.2%	14.2%	8.9%	3.3%	3.3%
Q21-2. Convenience of Village's Emerson Street parking deck	25.8%	38.4%	18.0%	2.4%	2.4%	12.9%
Q21-3. Types of retail & entertainment establishments available Downtown	11.1%	25.8%	24.9%	24.9%	8.9%	4.4%
Q21-4. Hours Downtown businesses are open	16.4%	39.1%	27.6%	4.7%	2.0%	10.2%
Q21-5. Availability & convenience of Downtown parking	19.3%	41.1%	22.7%	8.4%	2.9%	5.6%
Q21-6. Adequacy of green space Downtown	15.6%	41.6%	22.2%	10.2%	2.9%	7.6%
Q21-7. Overall Downtown walkability	24.0%	42.0%	20.0%	4.9%	2.4%	6.7%
Q21-8. Variety of Downtown restaurants	13.3%	26.0%	24.9%	21.8%	8.0%	6.0%
Q21-9. Availability/adequacy of bicycle parking facilities Downtown	11.6%	21.6%	22.9%	5.3%	1.1%	37.6%
Q21-10. Adequacy/condition of Metra train station	22.0%	41.3%	19.3%	1.3%	1.3%	14.7%

**WITHOUT "DON'T KNOW"**

**Q21. Downtown District. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of Downtown Mount Prospect. (without "don't know")**

(N=450)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. General appearance of Downtown	26.9%	45.7%	14.7%	9.2%	3.4%
Q21-2. Convenience of Village's Emerson Street parking deck	29.6%	44.1%	20.7%	2.8%	2.8%
Q21-3. Types of retail & entertainment establishments available Downtown	11.6%	27.0%	26.0%	26.0%	9.3%
Q21-4. Hours Downtown businesses are open	18.3%	43.6%	30.7%	5.2%	2.2%
Q21-5. Availability & convenience of Downtown parking	20.5%	43.5%	24.0%	8.9%	3.1%
Q21-6. Adequacy of green space Downtown	16.8%	45.0%	24.0%	11.1%	3.1%
Q21-7. Overall Downtown walkability	25.7%	45.0%	21.4%	5.2%	2.6%
Q21-8. Variety of Downtown restaurants	14.2%	27.7%	26.5%	23.2%	8.5%
Q21-9. Availability/adequacy of bicycle parking facilities Downtown	18.5%	34.5%	36.7%	8.5%	1.8%
Q21-10. Adequacy/condition of Metra train station	25.8%	48.4%	22.7%	1.6%	1.6%



**Q22. Community Priorities. On a scale of 1 to 5, where 5 means "Very High Priority" and 1 means "Very Low Priority," please rank the importance of the following issues.**

(N=450)

	Very high priority	High priority	Neutral	Low priority	Very low priority	Don't know
Q22-1. Overall quality of services provided by Village	43.6%	43.1%	10.2%	0.4%	0.4%	2.2%
Q22-2. Flood prevention & storm water management	52.0%	30.2%	10.4%	2.9%	0.7%	3.8%
Q22-3. Quality & drivability of Village streets	35.3%	45.3%	13.6%	2.7%	0.7%	2.4%
Q22-4. Availability & integration of biking lanes & trails	16.0%	27.6%	29.6%	12.0%	5.1%	9.8%
Q22-5. Crime prevention	59.3%	28.0%	9.3%	0.2%	0.7%	2.4%
Q22-6. A balanced Village budget	53.8%	30.9%	8.2%	1.6%	0.2%	5.3%
Q22-7. A vibrant Downtown	41.6%	33.6%	18.0%	3.3%	0.9%	2.7%
Q22-8. Availability of parking in Downtown near amenities	25.8%	40.4%	23.3%	5.1%	1.3%	4.0%
Q22-9. Greater residential density in Downtown	10.2%	13.6%	31.8%	21.3%	16.0%	7.1%
Q22-10. Diversity of housing choices	11.8%	21.6%	34.0%	14.9%	11.6%	6.2%
Q22-11. Environmentally sustainable practices	25.1%	32.7%	25.3%	7.6%	2.7%	6.7%
Q22-12. Arts & cultural amenities	18.9%	33.1%	31.8%	7.6%	2.7%	6.0%
Q22-13. Availability of green space	22.9%	37.6%	26.2%	6.2%	2.7%	4.4%
Q22-14. Historic preservation	21.8%	31.8%	29.3%	8.2%	4.0%	4.9%
Q22-15. Overall quality of life	61.6%	28.4%	6.7%	0.4%	0.0%	2.9%
Q22-16. Walkability of Downtown & other areas	34.9%	40.9%	18.2%	1.3%	0.9%	3.8%
Q22-17. Village sidewalks	32.4%	45.6%	16.4%	2.0%	0.2%	3.3%
Q22-18. Allowing recreational adult-use cannabis	14.0%	14.2%	26.0%	7.8%	32.0%	6.0%

**WITHOUT "DON'T KNOW"****Q22. Community Priorities. On a scale of 1 to 5, where 5 means "Very High Priority" and 1 means "Very Low Priority," please rank the importance of the following issues. (without "don't know")**

(N=450)

	Very high priority	High priority	Neutral	Low priority	Very low priority
Q22-1. Overall quality of services provided by Village	44.5%	44.1%	10.5%	0.5%	0.5%
Q22-2. Flood prevention & storm water management	54.0%	31.4%	10.9%	3.0%	0.7%
Q22-3. Quality & drivability of Village streets	36.2%	46.5%	13.9%	2.7%	0.7%
Q22-4. Availability & integration of biking lanes & trails	17.7%	30.5%	32.8%	13.3%	5.7%
Q22-5. Crime prevention	60.8%	28.7%	9.6%	0.2%	0.7%
Q22-6. A balanced Village budget	56.8%	32.6%	8.7%	1.6%	0.2%
Q22-7. A vibrant Downtown	42.7%	34.5%	18.5%	3.4%	0.9%
Q22-8. Availability of parking in Downtown near amenities	26.9%	42.1%	24.3%	5.3%	1.4%
Q22-9. Greater residential density in Downtown	11.0%	14.6%	34.2%	23.0%	17.2%
Q22-10. Diversity of housing choices	12.6%	23.0%	36.3%	15.9%	12.3%
Q22-11. Environmentally sustainable practices	26.9%	35.0%	27.1%	8.1%	2.9%
Q22-12. Arts & cultural amenities	20.1%	35.2%	33.8%	8.0%	2.8%
Q22-13. Availability of green space	24.0%	39.3%	27.4%	6.5%	2.8%
Q22-14. Historic preservation	22.9%	33.4%	30.8%	8.6%	4.2%
Q22-15. Overall quality of life	63.4%	29.3%	6.9%	0.5%	0.0%
Q22-16. Walkability of Downtown & other areas	36.3%	42.5%	18.9%	1.4%	0.9%
Q22-17. Village sidewalks	33.6%	47.1%	17.0%	2.1%	0.2%
Q22-18. Allowing recreational adult-use cannabis	14.9%	15.1%	27.7%	8.3%	34.0%

**Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q23. Top choice	Number	Percent
Overall quality of services provided by Village	85	18.9 %
Flood prevention & storm water management	68	15.1 %
Quality & drivability of Village streets	12	2.7 %
Availability & integration of biking lanes & trails	7	1.6 %
Crime prevention	66	14.7 %
A balanced Village budget	41	9.1 %
A vibrant Downtown	50	11.1 %
Greater residential density in Downtown	3	0.7 %
Diversity of housing choices	4	0.9 %
Environmentally sustainable practices	10	2.2 %
Arts & cultural amenities	2	0.4 %
Availability of green space	5	1.1 %
Historic preservation	3	0.7 %
Overall quality of life	17	3.8 %
Walkability of Downtown & other areas	2	0.4 %
Village sidewalks	3	0.7 %
Allowing recreational adult-use cannabis	13	2.9 %
None chosen	59	13.1 %
Total	450	100.0 %

**Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q23. 2nd choice	Number	Percent
Overall quality of services provided by Village	28	6.2 %
Flood prevention & storm water management	64	14.2 %
Quality & drivability of Village streets	21	4.7 %
Availability & integration of biking lanes & trails	10	2.2 %
Crime prevention	76	16.9 %
A balanced Village budget	64	14.2 %
A vibrant Downtown	31	6.9 %
Availability of parking in Downtown near amenities	5	1.1 %
Greater residential density in Downtown	4	0.9 %
Diversity of housing choices	4	0.9 %
Environmentally sustainable practices	14	3.1 %
Arts & cultural amenities	6	1.3 %
Availability of green space	8	1.8 %
Historic preservation	3	0.7 %
Overall quality of life	23	5.1 %
Walkability of Downtown & other areas	14	3.1 %
Village sidewalks	6	1.3 %
Allowing recreational adult-use cannabis	5	1.1 %
None chosen	64	14.2 %
Total	450	100.0 %

**Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q23. 3rd choice	Number	Percent
Overall quality of services provided by Village	23	5.1 %
Flood prevention & storm water management	31	6.9 %
Quality & drivability of Village streets	23	5.1 %
Availability & integration of biking lanes & trails	7	1.6 %
Crime prevention	58	12.9 %
A balanced Village budget	61	13.6 %
A vibrant Downtown	27	6.0 %
Availability of parking in Downtown near amenities	21	4.7 %
Greater residential density in Downtown	6	1.3 %
Diversity of housing choices	9	2.0 %
Environmentally sustainable practices	22	4.9 %
Arts & cultural amenities	7	1.6 %
Availability of green space	11	2.4 %
Historic preservation	3	0.7 %
Overall quality of life	39	8.7 %
Walkability of Downtown & other areas	12	2.7 %
Village sidewalks	10	2.2 %
Allowing recreational adult-use cannabis	3	0.7 %
None chosen	77	17.1 %
Total	450	100.0 %

**Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q23. 4th choice	Number	Percent
Overall quality of services provided by Village	27	6.0 %
Flood prevention & storm water management	25	5.6 %
Quality & drivability of Village streets	15	3.3 %
Availability & integration of biking lanes & trails	5	1.1 %
Crime prevention	35	7.8 %
A balanced Village budget	41	9.1 %
A vibrant Downtown	27	6.0 %
Availability of parking in Downtown near amenities	15	3.3 %
Greater residential density in Downtown	3	0.7 %
Diversity of housing choices	11	2.4 %
Environmentally sustainable practices	22	4.9 %
Arts & cultural amenities	13	2.9 %
Availability of green space	14	3.1 %
Historic preservation	8	1.8 %
Overall quality of life	47	10.4 %
Walkability of Downtown & other areas	21	4.7 %
Village sidewalks	11	2.4 %
Allowing recreational adult-use cannabis	9	2.0 %
None chosen	101	22.4 %
Total	450	100.0 %

**Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q23. 5th choice	Number	Percent
Overall quality of services provided by Village	20	4.4 %
Flood prevention & storm water management	22	4.9 %
Quality & drivability of Village streets	26	5.8 %
Availability & integration of biking lanes & trails	13	2.9 %
Crime prevention	18	4.0 %
A balanced Village budget	23	5.1 %
A vibrant Downtown	18	4.0 %
Availability of parking in Downtown near amenities	14	3.1 %
Greater residential density in Downtown	6	1.3 %
Diversity of housing choices	13	2.9 %
Environmentally sustainable practices	22	4.9 %
Arts & cultural amenities	17	3.8 %
Availability of green space	10	2.2 %
Historic preservation	13	2.9 %
Overall quality of life	38	8.4 %
Walkability of Downtown & other areas	13	2.9 %
Village sidewalks	22	4.9 %
Allowing recreational adult-use cannabis	18	4.0 %
None chosen	124	27.6 %
Total	450	100.0 %

**SUM OF TOP 5 CHOICES**

**Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 5)**

Q23. Sum of top 5 choices	Number	Percent
Overall quality of services provided by Village	183	40.7 %
Flood prevention & storm water management	210	46.7 %
Quality & drivability of Village streets	97	21.6 %
Availability & integration of biking lanes & trails	42	9.3 %
Crime prevention	253	56.2 %
A balanced Village budget	230	51.1 %
A vibrant Downtown	153	34.0 %
Availability of parking in Downtown near amenities	55	12.2 %
Greater residential density in Downtown	22	4.9 %
Diversity of housing choices	41	9.1 %
Environmentally sustainable practices	90	20.0 %
Arts & cultural amenities	45	10.0 %
Availability of green space	48	10.7 %
Historic preservation	30	6.7 %
Overall quality of life	164	36.4 %
Walkability of Downtown & other areas	62	13.8 %
Village sidewalks	52	11.6 %
Allowing recreational adult-use cannabis	48	10.7 %
None chosen	59	13.1 %
Total	1884	

**Q24. How many years have you lived in Mount Prospect?**

Q24. How many years have you lived in Mount Prospect	Number	Percent
0-5	62	13.8 %
6-10	44	9.8 %
11-15	44	9.8 %
16-20	49	10.9 %
21-30	104	23.1 %
31+	142	31.6 %
Not provided	5	1.1 %
Total	450	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q24. How many years have you lived in Mount Prospect? (without "not provided")**

Q24. How many years have you lived in Mount Prospect	Number	Percent
0-5	62	13.9 %
6-10	44	9.9 %
11-15	44	9.9 %
16-20	49	11.0 %
21-30	104	23.4 %
31+	142	31.9 %
Total	445	100.0 %

**Q25. What is your age?**

Q25. Your age	Number	Percent
18-34	81	18.0 %
35-44	80	17.8 %
45-54	83	18.4 %
55-64	94	20.9 %
65+	91	20.2 %
Not provided	21	4.7 %
Total	450	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q25. What is your age? (without "not provided")**

Q25. Your age	Number	Percent
18-34	81	18.9 %
35-44	80	18.6 %
45-54	83	19.3 %
55-64	94	21.9 %
65+	91	21.2 %
Total	429	100.0 %

**Q26. Including yourself, how many people in your household are...**

	Mean	Sum
number	2.7	1160
Under 5 years	0.2	74
5-9 years	0.1	59
10-14 years	0.1	54
15-19 years	0.2	68
20-24 years	0.1	57
25-34 years	0.2	100
35-44 years	0.3	133
45-54 years	0.4	161
55-64 years	0.5	225
65-74 years	0.3	138
75+ years	0.2	91

**Q27. Are you or other members of your household of Hispanic or Latino ancestry?**

<u>Q27. Are you of Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	65	14.4 %
No	385	85.6 %
Total	450	100.0 %

**Q28. Which of the following best describes your race/ethnicity?**

<u>Q28. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
African American/Black	11	2.4 %
American Indian/Eskimo	3	0.7 %
Caucasian/White	352	78.2 %
Asian/Pacific Islander	57	12.7 %
Other	10	2.2 %
Total	433	

**Q28-5. Other**

Q28-5. Other	Number	Percent
Hispanic	2	20.0 %
Mediterranean	1	10.0 %
Greek	1	10.0 %
South Asian	1	10.0 %
White Hispanic	1	10.0 %
INDIA	1	10.0 %
Latino	1	10.0 %
FILIPINO AND PUERTO RICAN	1	10.0 %
EUROPEAN-BALKAN	1	10.0 %
Total	10	100.0 %

**Q29. What is the primary language spoken in your home?**

Q29. What is the primary language spoken in your home	Number	Percent
English	402	89.3 %
Spanish	18	4.0 %
Polish	7	1.6 %
Korean	4	0.9 %
Gujarati/Hindi	6	1.3 %
Other	9	2.0 %
Not provided	4	0.9 %
Total	450	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q29. What is the primary language spoken in your home? (without "not provided")**

Q29. What is the primary language spoken in your home	Number	Percent
English	402	90.1 %
Spanish	18	4.0 %
Polish	7	1.6 %
Korean	4	0.9 %
Gujarati/Hindi	6	1.3 %
Other	9	2.0 %
Total	446	100.0 %

**Q29-6. Other**

Q29-6. Other	Number	Percent
MALAYALAM	3	33.3 %
Greek	2	22.2 %
Italian	2	22.2 %
CHINESE	1	11.1 %
Arabic	1	11.1 %
Total	9	100.0 %



**Q30. What is the secondary language spoken in your home?**

Q30. What is the secondary language spoken in your home	Number	Percent
English	36	8.0 %
Spanish	19	4.2 %
Polish	16	3.6 %
Korean	4	0.9 %
Gujarati/Hindi	2	0.4 %
Other	38	8.4 %
No second language	335	74.4 %
Total	450	100.0 %

**WITHOUT "NO SECOND LANGUAGE"****Q30. What is the secondary language spoken in your home? (without "no second language")**

Q30. What is the secondary language spoken in your home	Number	Percent
English	36	31.3 %
Spanish	19	16.5 %
Polish	16	13.9 %
Korean	4	3.5 %
Gujarati/Hindi	2	1.7 %
Other	38	33.0 %
Total	115	100.0 %

**Q30-6. Other**

Q30-6. Other	Number	Percent
German	8	21.6 %
Italian	4	10.8 %
Greek	4	10.8 %
Romanian	3	8.1 %
BULGARIAN	2	5.4 %
TAGALOG	2	5.4 %
Russian	1	2.7 %
Serbian	1	2.7 %
Urdu	1	2.7 %
MANDARIN	1	2.7 %
FILIPINO	1	2.7 %
KANNADA	1	2.7 %
Tagalog and Thai	1	2.7 %
Malayalam	1	2.7 %
Arabic	1	2.7 %
MAHALI	1	2.7 %
JAPANESE	1	2.7 %
SIGN LANGUAGE	1	2.7 %
Hindi	1	2.7 %
NORWEGIAN	1	2.7 %
Total	37	100.0 %

**Q31. Please check the highest level of education you have obtained.**

<u>Q31. Highest level of education you have obtained</u>	<u>Number</u>	<u>Percent</u>
High school, no degree	13	2.9 %
High school graduate or GED	61	13.6 %
Some college	71	15.8 %
Associate's degree	66	14.7 %
Bachelor's degree	95	21.1 %
Master's degree	114	25.3 %
Professional degree (JD, MD, DDC, etc.)	14	3.1 %
Doctorate degree (PhD, EdD, etc.)	6	1.3 %
Not provided	10	2.2 %
Total	450	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. Please check the highest level of education you have obtained. (without "not provided")**

<u>Q31. Highest level of education you have obtained</u>	<u>Number</u>	<u>Percent</u>
High school, no degree	13	3.0 %
High school graduate or GED	61	13.9 %
Some college	71	16.1 %
Associate's degree	66	15.0 %
Bachelor's degree	95	21.6 %
Master's degree	114	25.9 %
Professional degree (JD, MD, DDC, etc.)	14	3.2 %
Doctorate degree (PhD, EdD, etc.)	6	1.4 %
Total	440	100.0 %

**Q32. Which of the following best describes your household income?**

Q32. What best describes your household income	Number	Percent
Less than \$20K	20	4.4 %
\$20K to \$39,999	56	12.4 %
\$40K to \$59,999	66	14.7 %
\$60K to \$79,999	70	15.6 %
\$80K to \$149,999	82	18.2 %
\$150K+	94	20.9 %
Not provided	62	13.8 %
Total	450	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q32. Which of the following best describes your household income? (without "not provided")**

Q32. What best describes your household income	Number	Percent
Less than \$20K	20	5.2 %
\$20K to \$39,999	56	14.4 %
\$40K to \$59,999	66	17.0 %
\$60K to \$79,999	70	18.0 %
\$80K to \$149,999	82	21.1 %
\$150K+	94	24.2 %
Total	388	100.0 %

**Q33. Which of the following best describes where you reside?**

Q33. What best describes where you reside	Number	Percent
Own	367	81.6 %
Rent	78	17.3 %
Live with another household	3	0.7 %
Not provided	2	0.4 %
Total	450	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q33. Which of the following best describes where you reside? (without "not provided")**

Q33. What best describes where you reside	Number	Percent
Own	367	81.9 %
Rent	78	17.4 %
Live with another household	3	0.7 %
Total	448	100.0 %

**Q34. Your gender:**

Q34. Your gender	Number	Percent
Male	227	50.4 %
Female	222	49.3 %
Non-binary	1	0.2 %
Total	450	100.0 %

## **Section 5**

# ***Survey Instrument***

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Michael J. Cassady  
Village Manager

Phone: 847/818-5300  
Fax: 847/392-6022  
mcassady@mountprospect.org

## Village of Mount Prospect

OFFICE OF THE VILLAGE MANAGER  
50 South Emerson Mount Prospect, Illinois 60056  
www.mountprospect.org

November 2020

RE: Village of Mount Prospect Community Survey

Dear Stakeholder:

Each year since 2015, the Village Strategic Planning has been a priority for our organization and community, and we have made considerable progress the past 5 years. The threshold mission of our Village government is to Advance Our Community's Collective Quality of Life and Potential through Adaptive Leadership and Leading-Edge Service Delivery. This strategic approach to governing will ensure we advance our efforts to be a high performance organization with exceptional customer service. To measure how we are doing, we are again asking our customers to weigh in on our services and performance. The Village conducted this survey in 2016, and we will use the results of this year's survey as a comparison to measure our results.

We would like to hear about your experiences with Village services, programs and community outreach. It is my hope as Village Manager that each and every resident receives the highest level of customer service, that your needs are being met (if not exceeded) and that you come away with a positive experience. We need your help to confirm we are focused in the right direction and performing effectively.

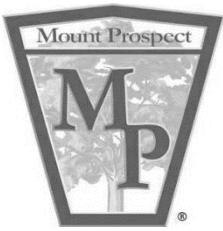
Enclosed you will find the Village's 2020 Community Survey. We've teamed up with ETC Institute, a consulting firm that specializes in community outreach, to assist us with conducting this Community Survey. We hope that you will take some time from your busy schedule to tell us how the Village is doing. We'd like to learn if the Village is providing the services that are most needed. We'd also like to hear from you about what kind of resources you would like to see in your home community. We can promise you that your voice will be heard.

It is expected that the Community Survey will take 15-20 minutes to complete and can be completed online at [www.mountprospect2020survey.org](http://www.mountprospect2020survey.org). If you do not have a chance to complete the Community Survey, you may receive a telephone call from ETC Institute offering you the opportunity to complete it by telephone. ETC Institute is the Village's official consultant conducting the Community Survey and will not ask you for any personal information, other than your address (to verify that only one response per household is submitted and to help aggregate responses geographically) and basic demographic questions. *Your responses will be kept confidential and the results will be reported in group form only.* We will publish the results of the survey online and will present the findings to the Village Board at the end of this year or early 2021.

If you have any questions regarding the Community Survey, please contact me at 847/818-5267. Your participation is greatly appreciated and we look forward to receiving your feedback. Your voice in the governing process will help keep Mount Prospect strong for years to come!

Sincerely,

Michael J. Cassady  
Village Manager



# 2020 Village of Mount Prospect Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the Village's on-going effort to involve citizens in long-range planning and investment decisions. When you are finished, please return your completed survey in the postage-paid envelope provided. You may also complete the survey online at [www.mountprospect2020survey.org](http://www.mountprospect2020survey.org). If you have questions, please call Doreen Jarosz at (847) 818-5300. Thank you!

1. **Quality of Life.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the Village of Mount Prospect with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the Village	5	4	3	2	1	9
2. Overall quality of customer service you receive from Village employees	5	4	3	2	1	9
3. Overall maintenance of Village streets	5	4	3	2	1	9
4. Overall maintenance of Village buildings and facilities	5	4	3	2	1	9
5. Overall flow of traffic and traffic management in the Village	5	4	3	2	1	9
6. Overall effectiveness of Village communication with the public	5	4	3	2	1	9
7. Overall enforcement of Village codes and ordinances	5	4	3	2	1	9
8. Overall management of Village finances	5	4	3	2	1	9
9. Overall efforts of the Village for emergency preparedness	5	4	3	2	1	9

2. Which THREE of the quality of life services listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

3. **Overall Community.** Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall value that you receive for your Village tax dollars and fees	5	4	3	2	1	9
02. Overall image of the Village	5	4	3	2	1	9
03. Overall quality of life in the Village	5	4	3	2	1	9
04. Overall feeling of safety in the Village	5	4	3	2	1	9
05. Overall feeling of safety in your neighborhood	5	4	3	2	1	9
06. Quality of new development in the Village	5	4	3	2	1	9
07. Overall maintenance of private property	5	4	3	2	1	9
08. Overall maintenance of public property	5	4	3	2	1	9
09. Availability of affordable housing	5	4	3	2	1	9
10. Overall quality of public schools*	5	4	3	2	1	9
11. Overall quality of Park District services*	5	4	3	2	1	9
12. Overall quality of the Library services*	5	4	3	2	1	9
13. Ease of access of places you usually visit	5	4	3	2	1	9
14. Availability of public transportation*	5	4	3	2	1	9
15. Sense of community	5	4	3	2	1	9
16. Access to quality shopping facilities	5	4	3	2	1	9
17. Access to restaurants	5	4	3	2	1	9
18. Quality of Village events (Block Party, Farmers Market*)	5	4	3	2	1	9
19. Variety and quality of commissions (Sister Cities, Finance)	5	4	3	2	1	9
20. Citizen engagement through Village Boards and Commissions	5	4	3	2	1	9

\*Services are not provided by the Village.

**4. Infrastructure.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major Village Streets	5	4	3	2	1	9
02. Conditions of streets in your neighborhood	5	4	3	2	1	9
03. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04. Maintenance of street signs and traffic signals	5	4	3	2	1	9
05. Snow removal on major Village streets	5	4	3	2	1	9
06. Snow removal on streets in your neighborhood	5	4	3	2	1	9
07. Maintenance of the Village's Downtown	5	4	3	2	1	9
08. Mowing and tree trimming along streets and other public areas	5	4	3	2	1	9
09. Maintenance of Village owned buildings	5	4	3	2	1	9
10. Adequacy of street lighting on major streets	5	4	3	2	1	9
11. Adequacy of street lighting on neighborhood streets	5	4	3	2	1	9
12. Overall cleanliness of streets and other public areas	5	4	3	2	1	9
13. Quality of electrical service*	5	4	3	2	1	9
14. Quality of cable and Internet service*	5	4	3	2	1	9
15. Quality of natural gas service*	5	4	3	2	1	9

**5. Which FOUR of the village infrastructure services listed above do you think should receive the most emphasis from village leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 4.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_

**6. Public Works.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by or in the Village.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of residential garbage collection service*	5	4	3	2	1	9
2. Quality of residential curbside recycling service	5	4	3	2	1	9
3. Quality of yard waste service	5	4	3	2	1	9
4. Quality of brush collection	5	4	3	2	1	9
5. Quality of drinking water*	5	4	3	2	1	9
6. Quality of wastewater services	5	4	3	2	1	9
7. Quality of stormwater management and drainage infrastructure	5	4	3	2	1	9

**7. Community Development Services.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Property maintenance standards (unkept properties, grass, weed control, sign violations, etc.) for private property	5	4	3	2	1	9
2. Exterior maintenance standards for private property	5	4	3	2	1	9
3. Sign regulation standards	5	4	3	2	1	9
4. Appearance of commercial corridors	5	4	3	2	1	9
<i>If you have requested a building permit during the past 3 years, please answer questions 5-7 below.</i>						
5. Building permit process	5	4	3	2	1	9
6. Inspection process	5	4	3	2	1	9
7. Conditional use permit process and/or variance process	5	4	3	2	1	9

**8. Which TWO of the community development services listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 7.]**

1st: \_\_\_\_ 2nd: \_\_\_\_



9. **Feeling of Safety.** On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In parks, trails, and recreational areas within the Village	5	4	3	2	1	9
4. In commercial and retail areas	5	4	3	2	1	9
5. Overall in the Village	5	4	3	2	1	9
6. Downtown after dark	5	4	3	2	1	9
7. Traveling by bicycle in the Village	5	4	3	2	1	9
8. Shopping after dark	5	4	3	2	1	9

- 9a. Please indicate specific places in the Village, if any, you do not feel safe.
- 

10. **Public Safety Services.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Visibility of police in neighborhoods	5	4	3	2	1	9
02. Visibility of police in retail/commercial areas	5	4	3	2	1	9
03. Efforts to prevent crime	5	4	3	2	1	9
04. Enforcement of traffic laws	5	4	3	2	1	9
05. Enforcement of parking laws	5	4	3	2	1	9
06. Overall quality of police response times	5	4	3	2	1	9
07. Police education programs	5	4	3	2	1	9
08. Overall professionalism of the police department	5	4	3	2	1	9
09. Overall quality of police protection	5	4	3	2	1	9
10. Friendliness of police department	5	4	3	2	1	9
11. Overall quality of emergency medical services (EMS)	5	4	3	2	1	9
12. Overall quality of fire protection services	5	4	3	2	1	9
13. Overall professionalism of the fire department	5	4	3	2	1	9
14. Friendliness of the fire department	5	4	3	2	1	9
15. Fire Department/EMS education programs	5	4	3	2	1	9

11. Which FOUR of the public safety services listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_

12. **Diversity.** Using a scale from 1 to 5, where 5 is "Excellent" and 1 is "Very Poor," how well do you think the Village of Mount Prospect currently serves the following populations?

Specialized Populations	Excellent	Good	Average	Poor	Very Poor	Don't Know
1. Non-English speaking persons	5	4	3	2	1	9
2. Persons who are deaf or hearing impaired	5	4	3	2	1	9
3. Persons with limited physical mobility	5	4	3	2	1	9
4. Persons with disabilities	5	4	3	2	1	9
5. Seniors	5	4	3	2	1	9

13. **Human Services.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Accessibility of Village services	5	4	3	2	1	9
02. Food pantry	5	4	3	2	1	9
03. Medical Lending Closet	5	4	3	2	1	9
04. Overall quality of nursing services	5	4	3	2	1	9
05. Public health nursing services meeting community needs	5	4	3	2	1	9
06. Overall quality of social services	5	4	3	2	1	9
07. Social services meeting community needs	5	4	3	2	1	9
08. Overall quality of senior services	5	4	3	2	1	9
09. Quality of Human Services programming and events	5	4	3	2	1	9
10. Human Services events (Ageless Grace, Conversations in English)	5	4	3	2	1	9
11. Overall quality of services provided at the Community Connections Center	5	4	3	2	1	9

14. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 13.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

15. **Communication.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Availability of information on Village services and activities	5	4	3	2	1	9
02. Timeliness of information provided by the Village	5	4	3	2	1	9
03. Quality of Village print newsletter	5	4	3	2	1	9
04. Quality of Village's website (www.mountprospect.org)	5	4	3	2	1	9
05. Quality of Village's social media (Facebook, Twitter)	5	4	3	2	1	9
06. Quality of Village's Experience Mount Prospect website (www.experiencemountprospect.org)	5	4	3	2	1	9
07. Quality of Village's e-mail E-Newsletter (Experience Mount Prospect)	5	4	3	2	1	9
08. Quality of Mount Prospect Digital Communications (MPDC) programming	5	4	3	2	1	9
09. Overall usefulness of the Village's website calendar	5	4	3	2	1	9
10. Transparency of Village information	5	4	3	2	1	9
11. Clarity and understandability of Village bills	5	4	3	2	1	9

16. Which of the following are your primary sources of information about Village issues, services, and events? [Check all that apply.]

- |                                    |  |
|------------------------------------|--|
| ____(01) Village website           | ____(08) MPDC Public Access channel/online streaming |
| ____(02) Local newspaper           | ____(09) YouTube                                     |
| ____(03) Facebook                  | ____(10) Word of mouth (friends/neighbors)           |
| ____(04) Twitter                   | ____(11) Village e-mails/press releases              |
| ____(05) Next Door                 | ____(12) Public meetings                             |
| ____(06) Village signs and banners | ____(13) Village Newsletter                          |
| ____(07) Instagram                 | ____(14) Other: _____                                |

17. Which THREE of the methods listed in Question 16 are your MOST PREFERRED ways to learn about Village issues, services, and events? [Write in your answers below using the numbers from the list in Question 16.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**18. In-Person Customer Service.** Have you visited the Village with a request for service or to pay a bill during the past year?

\_\_\_\_(1) Yes [Answer Q18a.]      \_\_\_\_ (2) No [Skip to Q19.]

**18a. Using a scale from 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the Village employees you have contacted regarding the following.**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. They were polite and courteous	5	4	3	2	1	9
2. They responded to your request in a timely manner	5	4	3	2	1	9
3. They helped you resolve the issue	5	4	3	2	1	9
4. Your call or inquiry was answered promptly and accurately	5	4	3	2	1	9
5. Your inquiry was resolved by the first employee you were directed to	5	4	3	2	1	9
6. You felt the interaction was a positive experience	5	4	3	2	1	9

**19. Telephone or Electronic Customer Service.** Have you contacted the Village with a request for service or to pay a bill during the past year, via the telephone or electronically (email, website)?

\_\_\_\_(1) Yes [Answer Q19a-c.]      \_\_\_\_ (2) No [Skip to Q20.]

**19a. Using a scale from 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the Village employees you have contacted regarding the following.**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. They were polite and friendly	5	4	3	2	1	9
2. They responded to your request in a timely manner	5	4	3	2	1	9
3. They helped you resolve the issue	5	4	3	2	1	9
4. Your inquiry was addressed promptly and accurately	5	4	3	2	1	9
5. Your inquiry was resolved by the first employee you were directed to	5	4	3	2	1	9
6. You felt the interaction was a positive experience	5	4	3	2	1	9

**19b. How did you contact the Village?**

\_\_\_\_(1) Phone      \_\_\_\_ (2) E-mail      \_\_\_\_ (3) Social Media      \_\_\_\_ (4) Website      \_\_\_\_ (5) Elected Official

**19c. If you left a voicemail message, did you get a call back?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**20. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village? [Write in your answers below using the numbers from the list below.]**

- 1. Phone                      3. In-person                      5. Social media                      7. Mobile Apps
- 2. E-mail                      4. Post mail                      6. Website

1st: \_\_\_\_                      2nd: \_\_\_\_                      3rd: \_\_\_\_

21. **Downtown District.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of Downtown Mount Prospect.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. General appearance of Downtown	5	4	3	2	1	9
02. Convenience of the Village's Emerson Street parking deck	5	4	3	2	1	9
03. Types of retail and entertainment establishments available downtown	5	4	3	2	1	9
04. Hours downtown businesses are open	5	4	3	2	1	9
05. Availability and convenience of downtown parking	5	4	3	2	1	9
06. Adequacy of green space downtown	5	4	3	2	1	9
07. Overall downtown walkability	5	4	3	2	1	9
08. Variety of downtown restaurants	5	4	3	2	1	9
09. Availability/adequacy of bicycle parking facilities downtown	5	4	3	2	1	9
10. Adequacy/condition of the Metra train station	5	4	3	2	1	9

22. **Community Priorities.** On a scale of 1 to 5, where 5 means "Very High Priority" and 1 means "Very Low Priority," please rank the importance of the following issues.

How important is...	Very High Priority	High Priority	Neutral	Low Priority	Very Low Priority	Don't Know
01. Overall quality of services provided by the Village	5	4	3	2	1	9
02. Flood prevention and storm water management	5	4	3	2	1	9
03. Quality and drivability of Village streets	5	4	3	2	1	9
04. Availability and integration of biking lanes and trails	5	4	3	2	1	9
05. Crime prevention	5	4	3	2	1	9
06. A balanced Village budget	5	4	3	2	1	9
07. A vibrant downtown	5	4	3	2	1	9
08. Availability of parking in downtown near amenities	5	4	3	2	1	9
09. Greater residential density in downtown	5	4	3	2	1	9
10. Diversity of housing choices	5	4	3	2	1	9
11. Environmentally sustainable practices	5	4	3	2	1	9
12. Arts and cultural amenities	5	4	3	2	1	9
13. Availability of green space	5	4	3	2	1	9
14. Historic preservation	5	4	3	2	1	9
15. Overall quality of life	5	4	3	2	1	9
16. Walkability of downtown and other areas	5	4	3	2	1	9
17. Village sidewalks	5	4	3	2	1	9
18. Allowing recreational adult-use cannabis	5	4	3	2	1	9

23. Which FIVE of the priorities listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 22.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ 4th: \_\_\_\_\_ 5th: \_\_\_\_\_

**Demographics**

24. How many years have you lived in Mount Prospect? \_\_\_\_\_ years

25. What is your age? \_\_\_\_\_ years

26. Counting yourself, how many people in your household are...

Under 5 years: \_\_\_\_\_ 15 - 19 years: \_\_\_\_\_ 35 - 44 years: \_\_\_\_\_ 65 - 74 years: \_\_\_\_\_  
 5 - 9 years: \_\_\_\_\_ 20 - 24 years: \_\_\_\_\_ 45 - 54 years: \_\_\_\_\_ 75+ years: \_\_\_\_\_  
 10 - 14 years: \_\_\_\_\_ 25 - 34 years: \_\_\_\_\_ 55 - 64 years: \_\_\_\_\_

**27. Are you or other members of your household of Hispanic or Latino ancestry?**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

**28. Which of the following best describes your race/ethnicity? [Check all that apply.]**

\_\_\_\_(1) African American/Black      \_\_\_\_ (3) Caucasian/White      \_\_\_\_ (5) Other: \_\_\_\_\_  
\_\_\_\_(2) American Indian/Eskimo      \_\_\_\_ (4) Asian/Pacific Islander

**29. What is the primary language spoken in your home?**

\_\_\_\_(1) English      \_\_\_\_ (3) Polish      \_\_\_\_ (5) Gujarati/Hindi  
\_\_\_\_(2) Spanish      \_\_\_\_ (4) Korean      \_\_\_\_ (6) Other: \_\_\_\_\_

**30. What is the secondary language spoken in your home?**

\_\_\_\_(1) English      \_\_\_\_ (3) Polish      \_\_\_\_ (5) Gujarati/Hindi  
\_\_\_\_(2) Spanish      \_\_\_\_ (4) Korean      \_\_\_\_ (6) Other: \_\_\_\_\_

**31. Please check the highest level of education you have obtained.**

\_\_\_\_(1) High School, no degree      \_\_\_\_ (5) Bachelor's Degree  
\_\_\_\_(2) High School graduate or GED      \_\_\_\_ (6) Master's Degree  
\_\_\_\_(3) Some college      \_\_\_\_ (7) Professional Degree (JD, MD, DDC, etc.)  
\_\_\_\_(4) Associate's Degree      \_\_\_\_ (8) Doctorate Degree (PhD, EdD, etc.)

**32. Which of the following best describes your household income?**

\_\_\_\_(1) Less than \$20,000      \_\_\_\_ (3) \$40,000 to \$59,999      \_\_\_\_ (5) \$80,000 to \$149,999  
\_\_\_\_(2) \$20,000 to \$39,999      \_\_\_\_ (4) \$60,000 to \$79,999      \_\_\_\_ (6) \$150,000 or more

**33. Which of the following best describes where you reside?**

\_\_\_\_(1) Own      \_\_\_\_ (2) Rent      \_\_\_\_ (3) Live with another household

**34. Your gender:**      \_\_\_\_ (1) Male      \_\_\_\_ (2) Female      \_\_\_\_ (3) Non-binary

**35. Use the space below to address any additional comments you wish to share with the Village.**

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**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the Village are having problems with Village services. If your address is not correct, please provide the correct information. Thank you.