

The background of the slide features a photograph of a large, multi-story brick building with a gabled roof. In the foreground, there is a stone pillar topped with a white sphere, which has a plaque with the letters 'M' and 'P' on it. To the right of the pillar, the word 'MOUNT' is partially visible on a stone wall. Two flagpoles are visible, one with the American flag and another with a yellow flag. The scene is set against a clear blue sky. A large, dark blue arrow-shaped graphic points from the top right towards the center of the slide.

2023 Village of Mount Prospect Community Survey GIS Maps

Presented to the Village of
Mount Prospect, Illinois

February 2024



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Interpreting the Maps

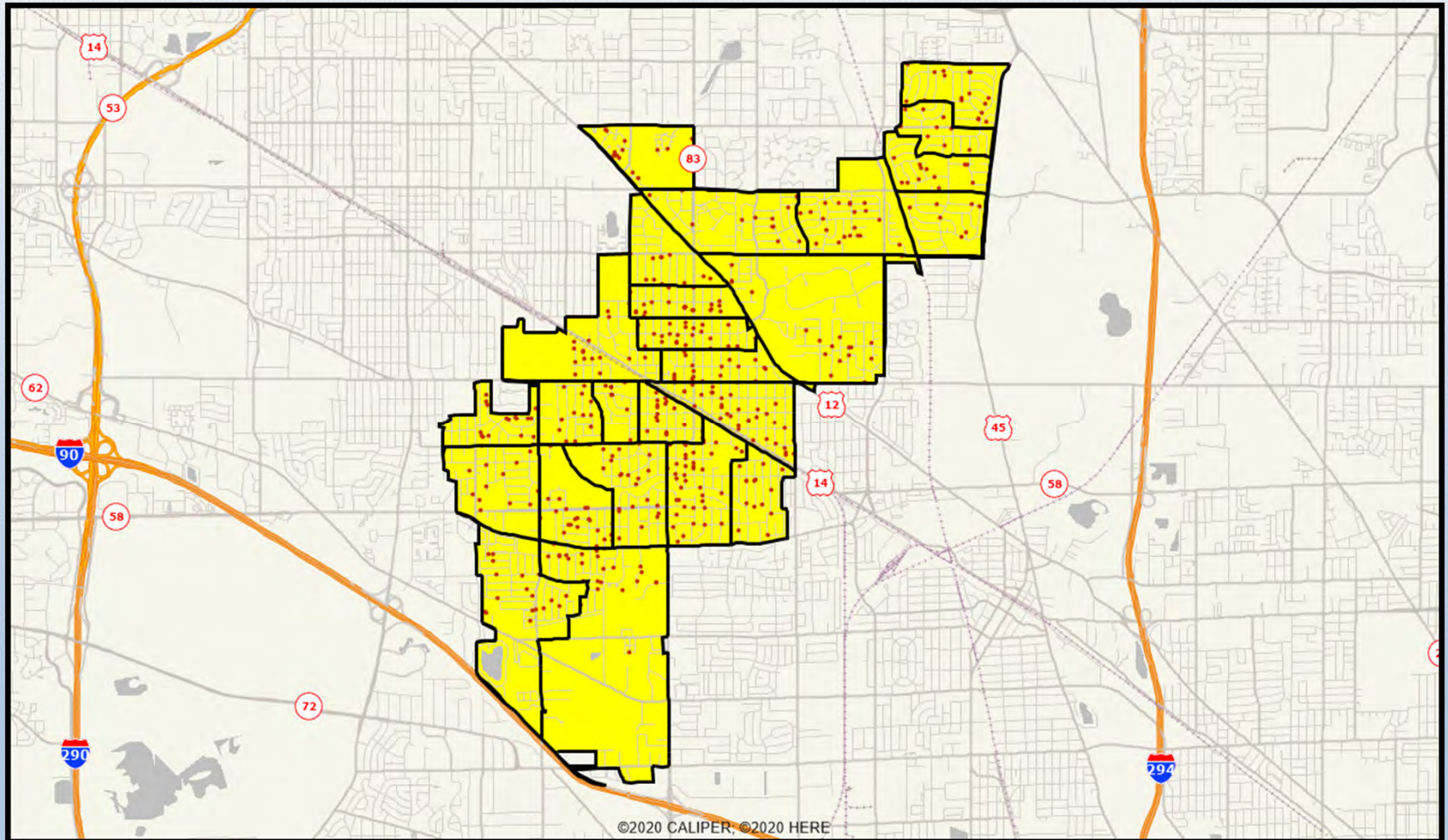
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

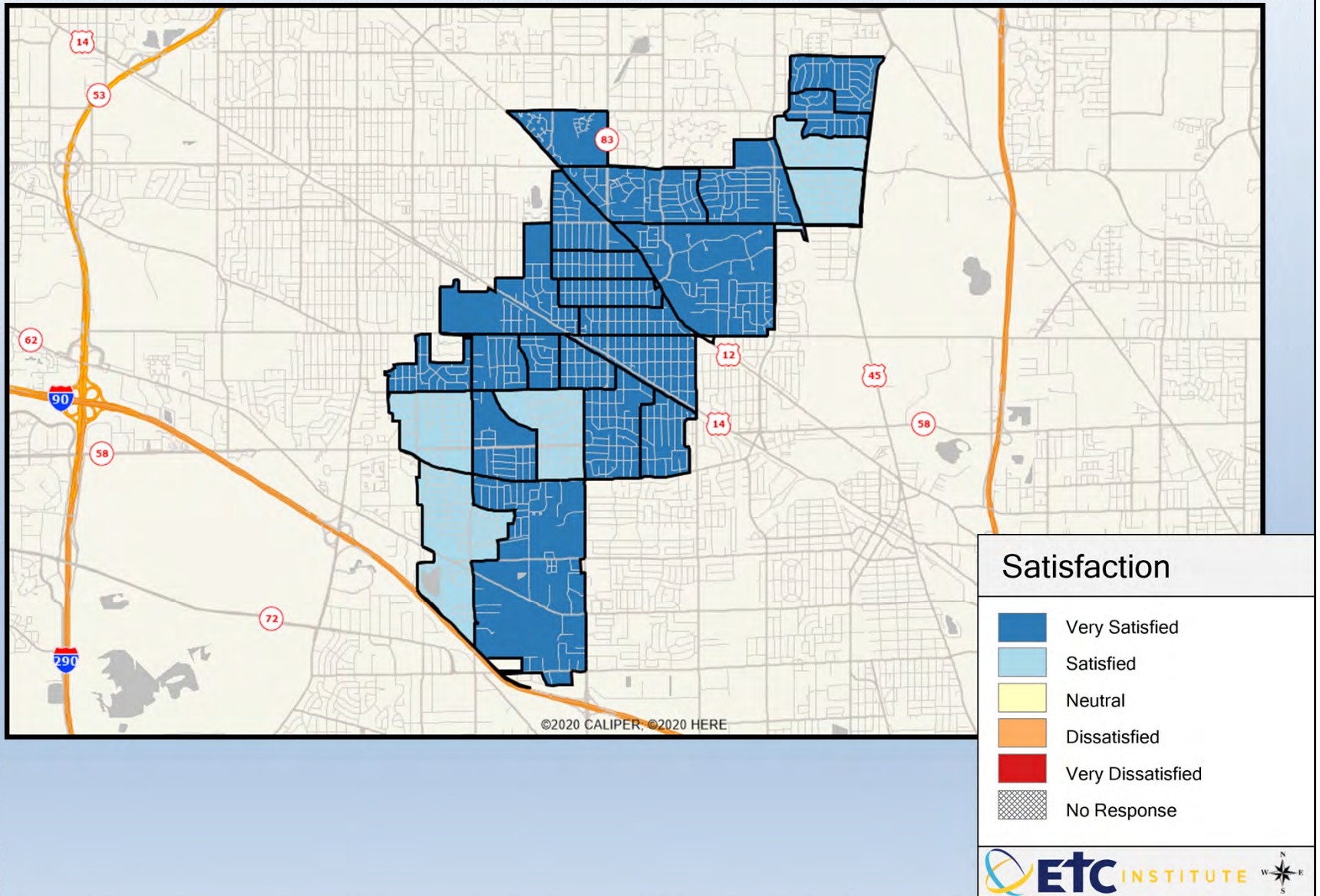
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the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

Location of Respondents

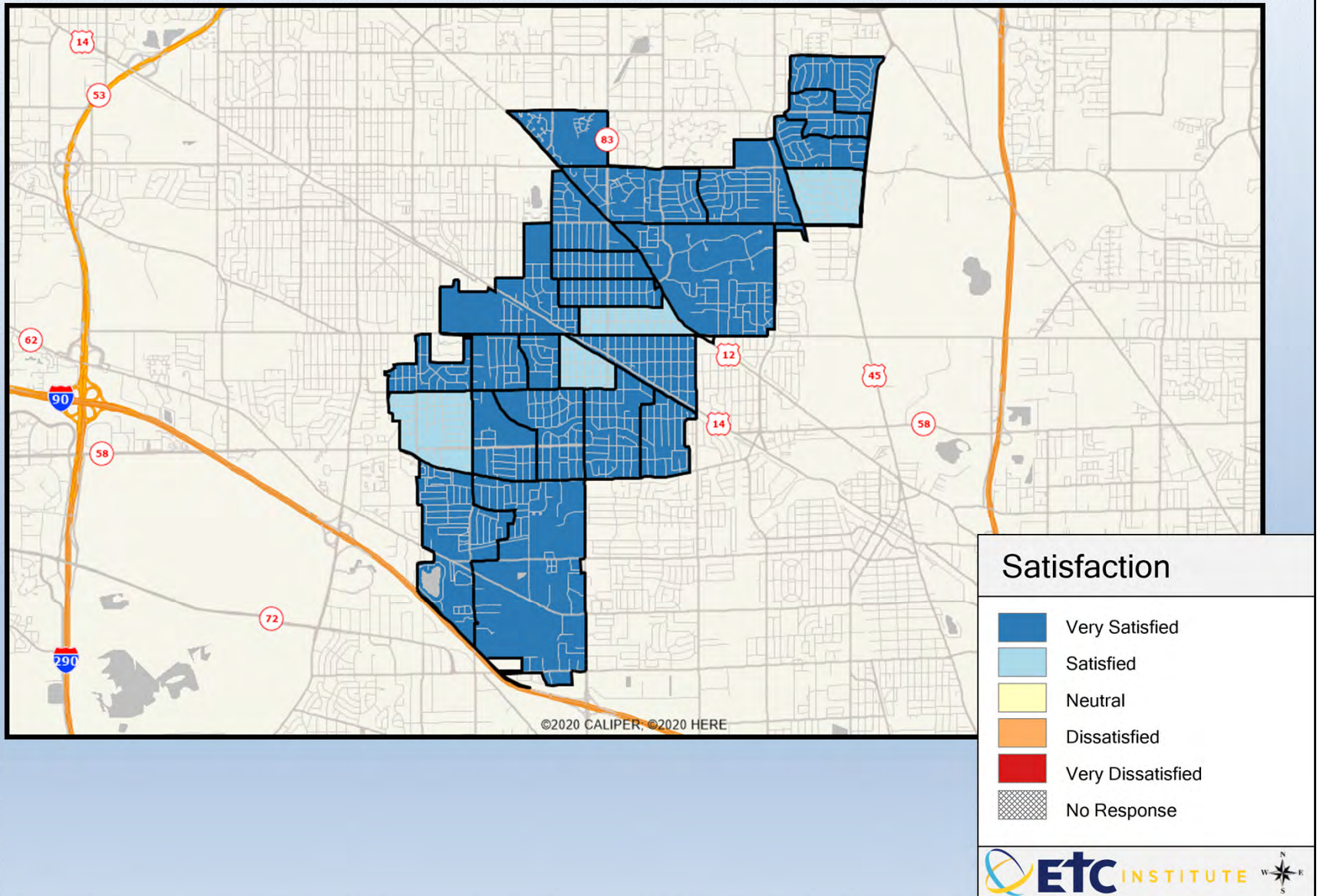
(Boundaries by Census Block Group)



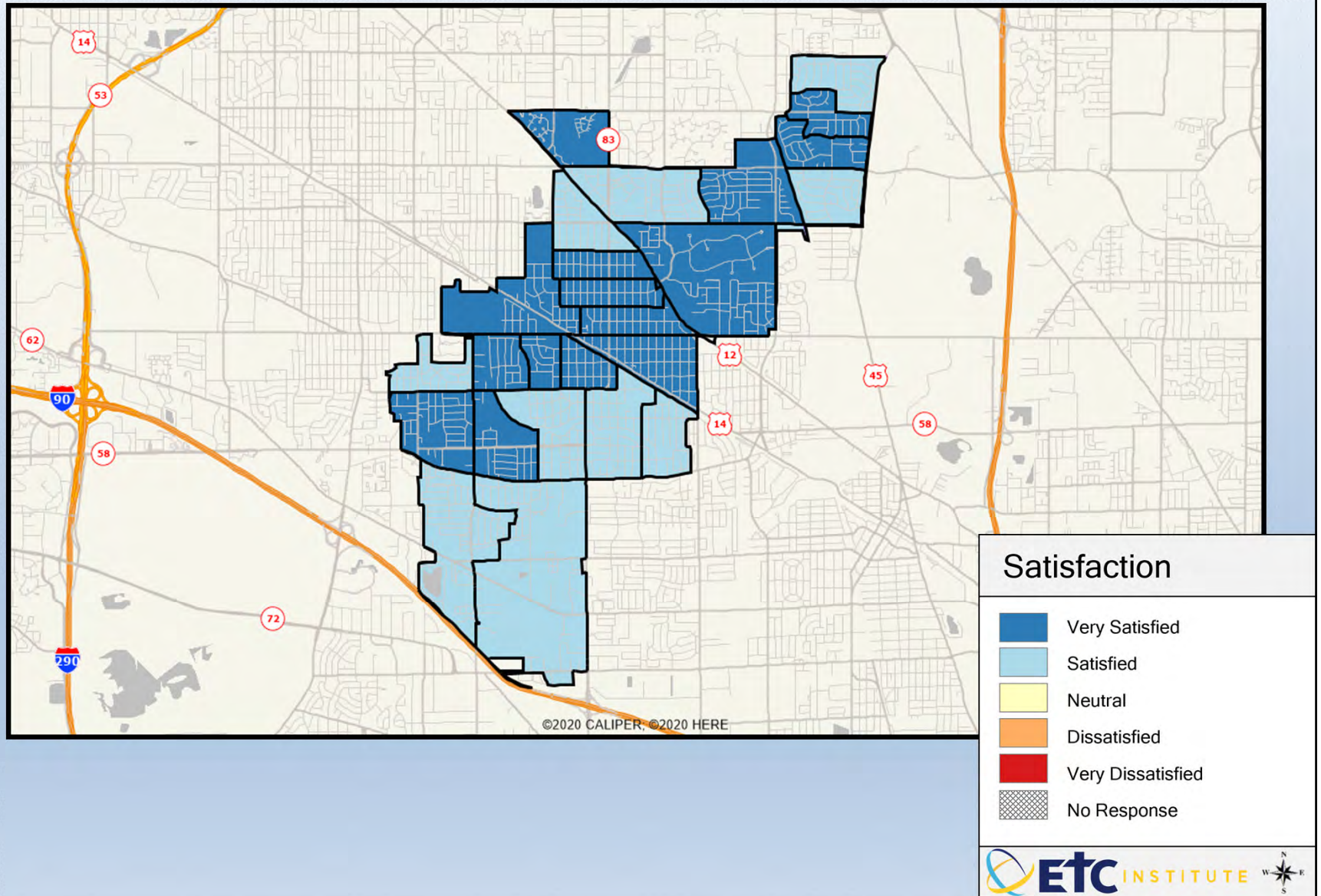
Q1-1. Overall quality of services provided by the Village



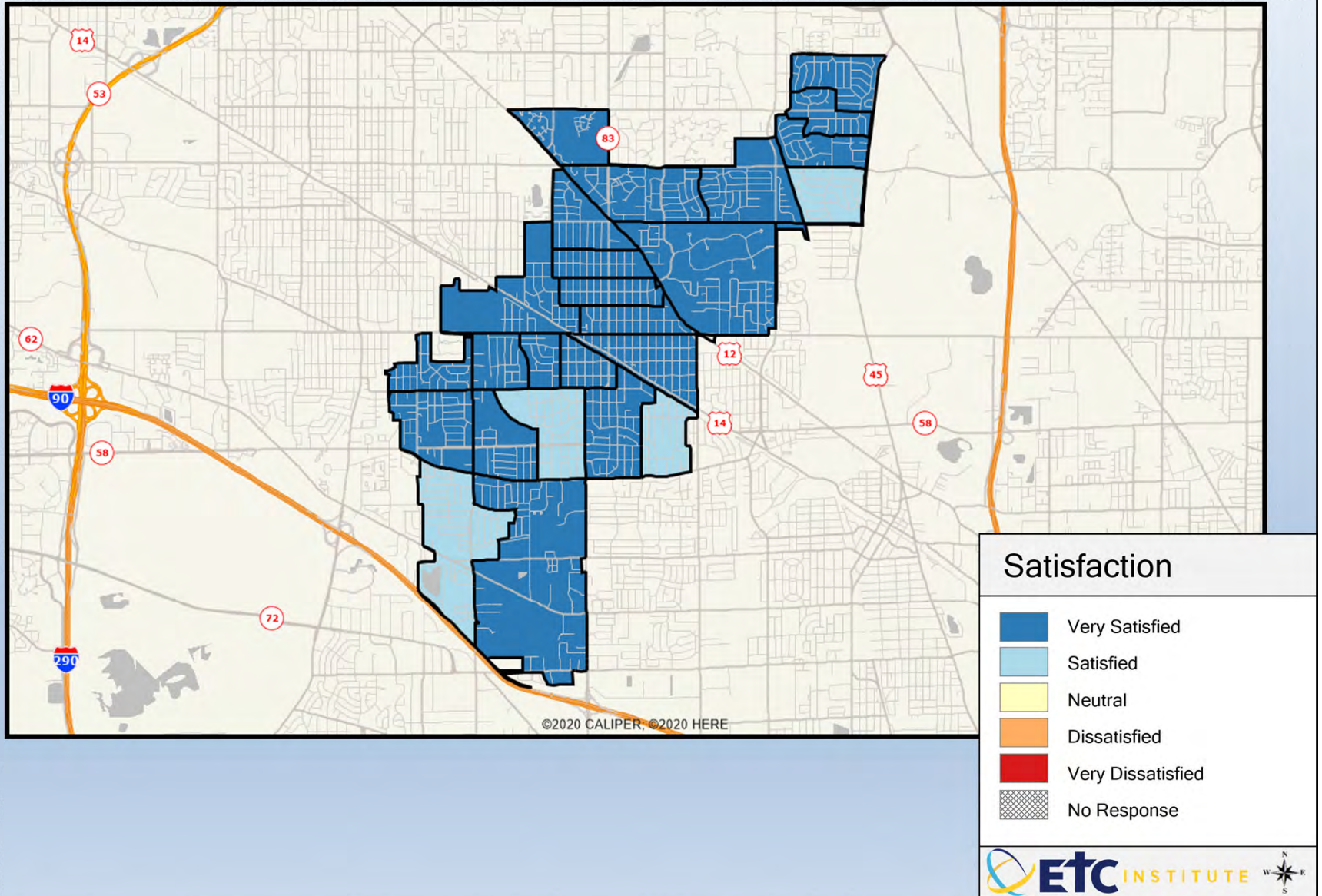
Q1-2. Overall quality of customer service you receive from Village employees



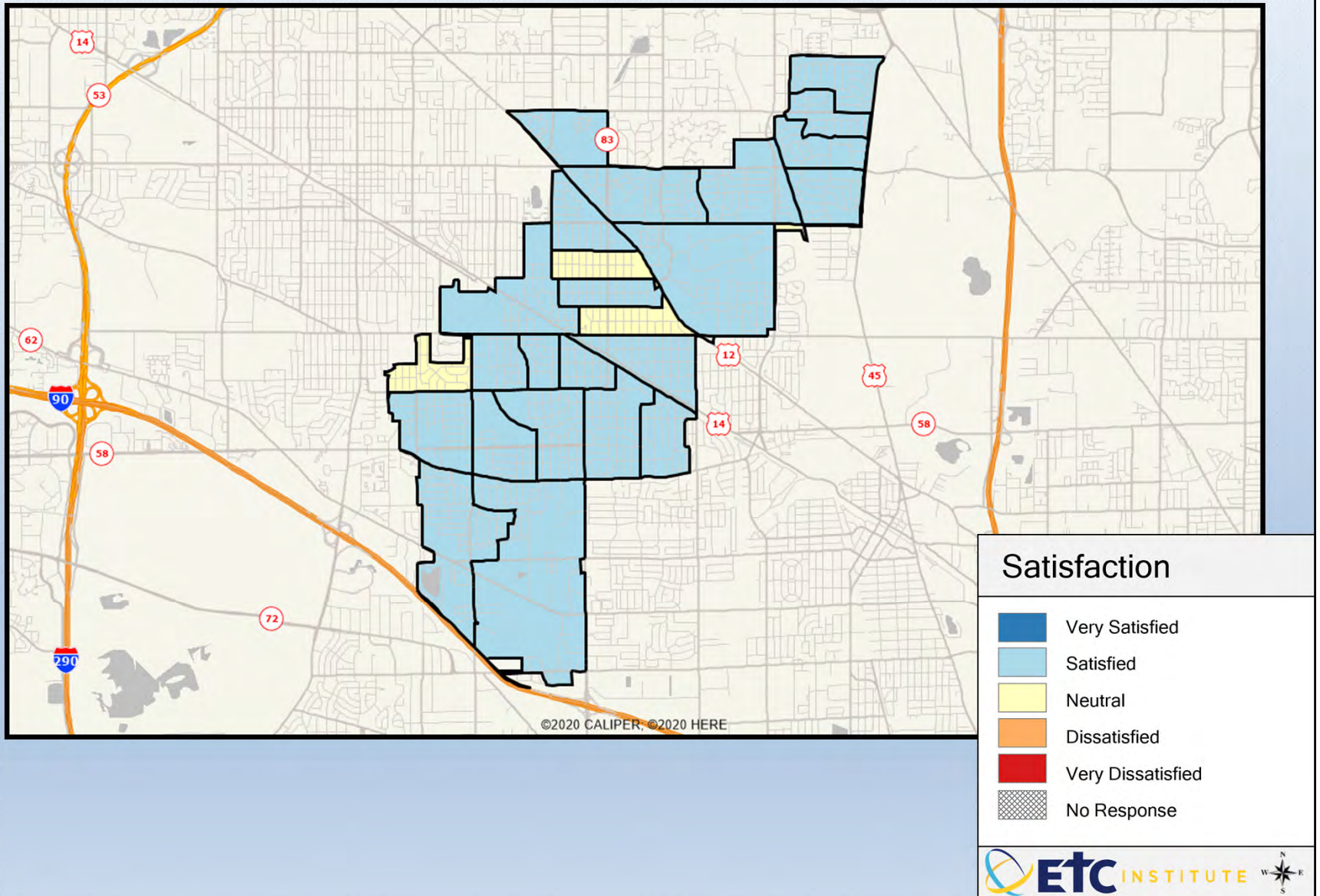
Q1-3. Overall maintenance of Village streets



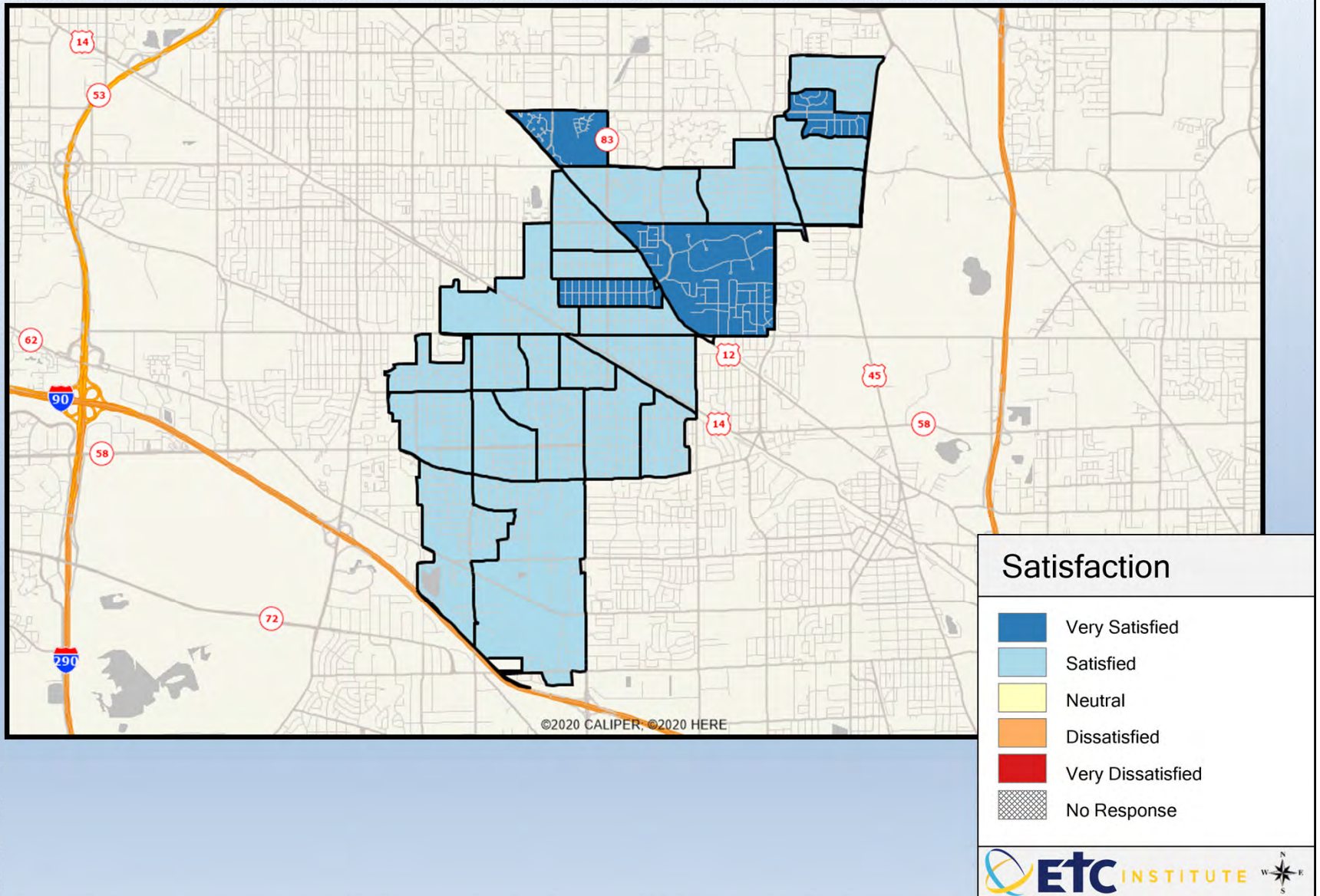
Q1-4. Overall maintenance of Village buildings and facilities



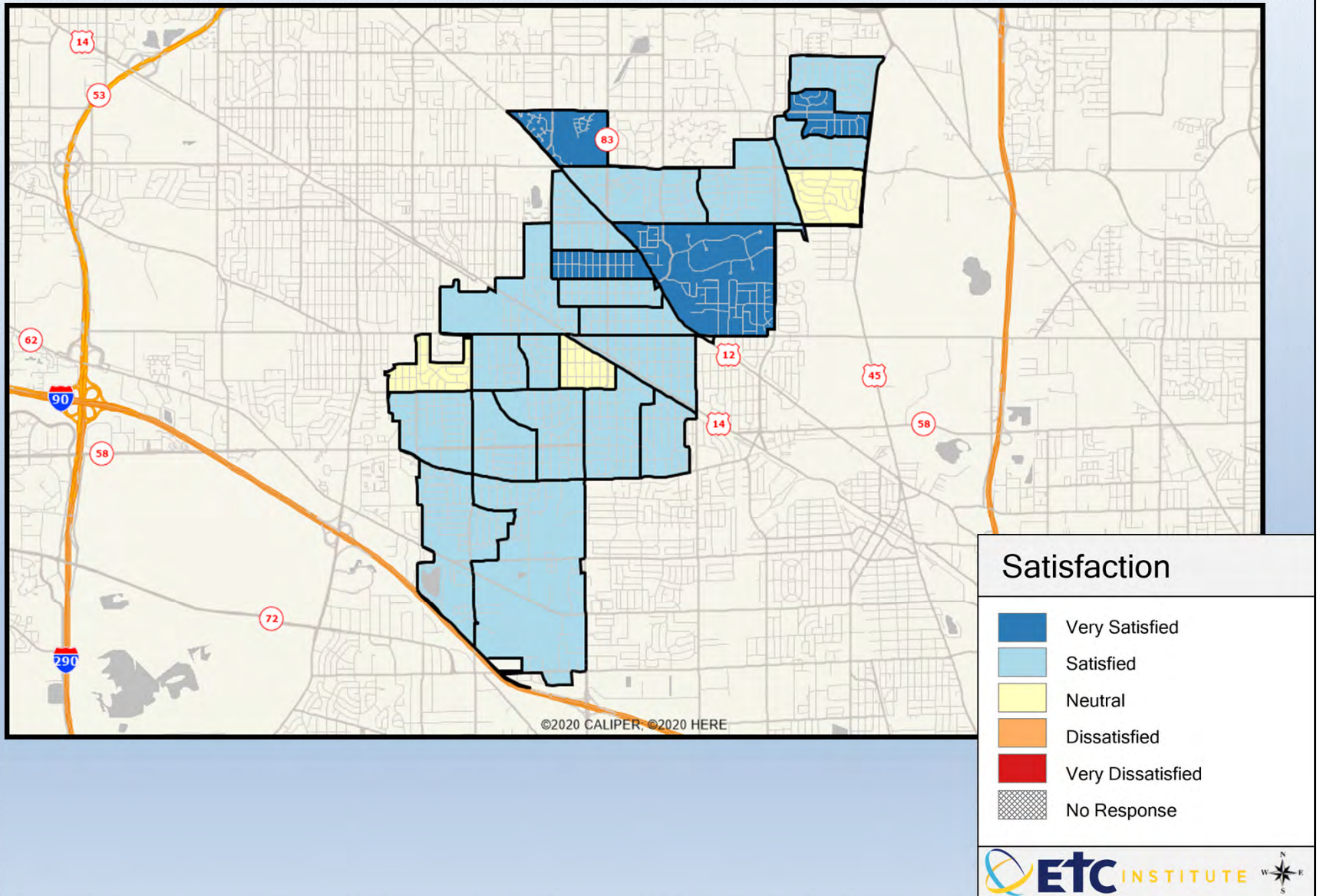
Q1-5. Overall flow of traffic and traffic management in the Village



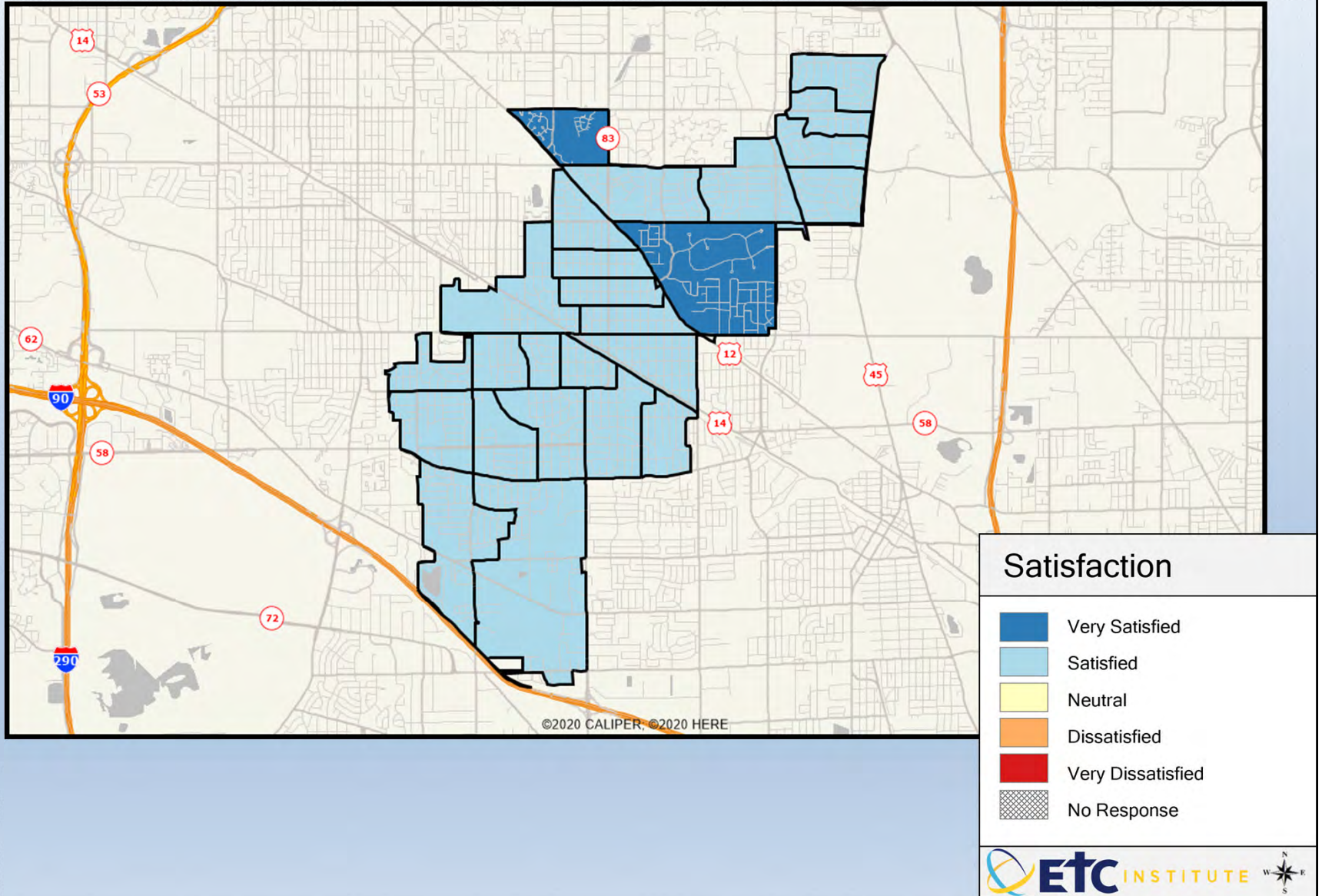
Q1-6. Overall effectiveness of Village communication with the public



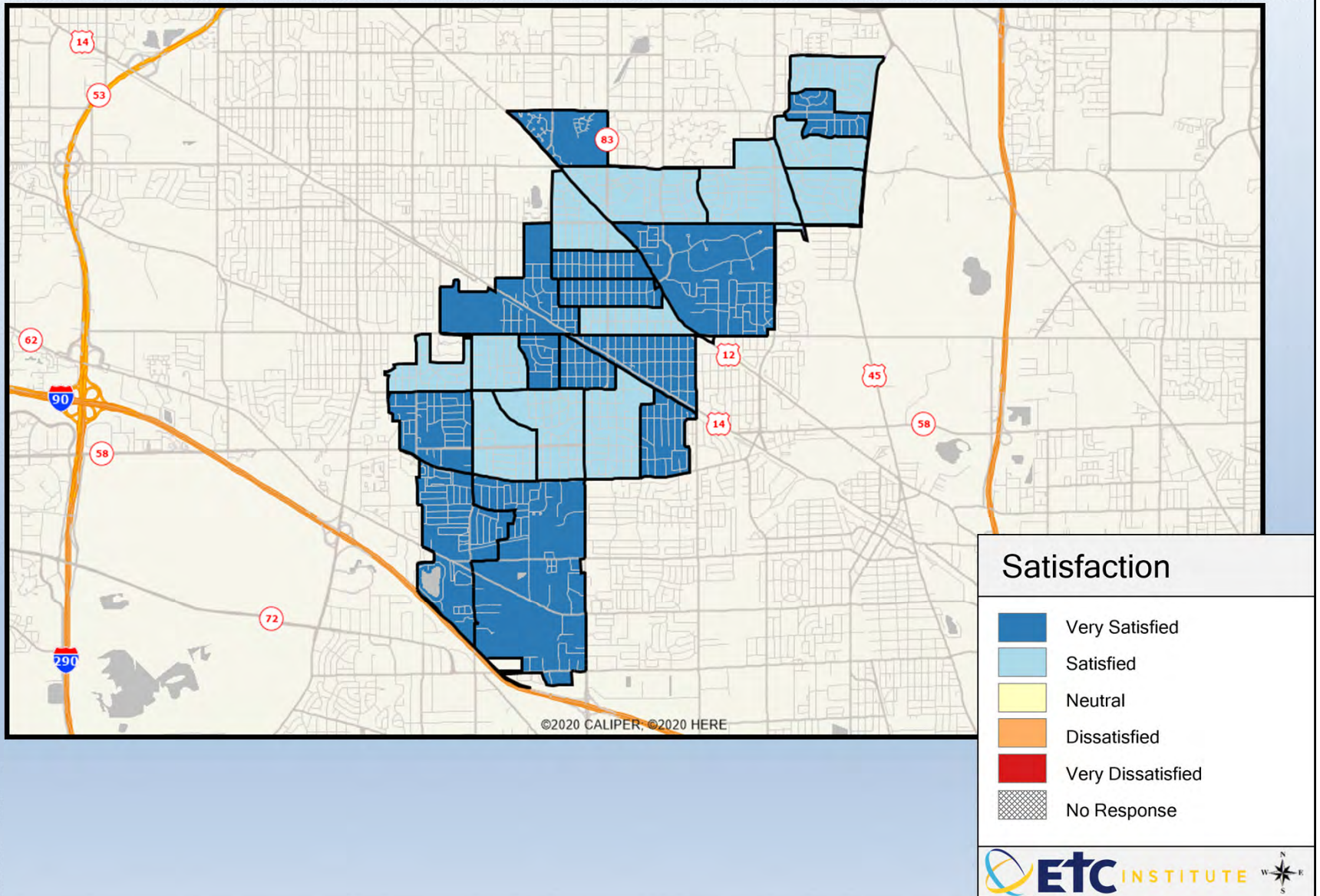
Q1-7. Overall enforcement of Village codes and ordinances



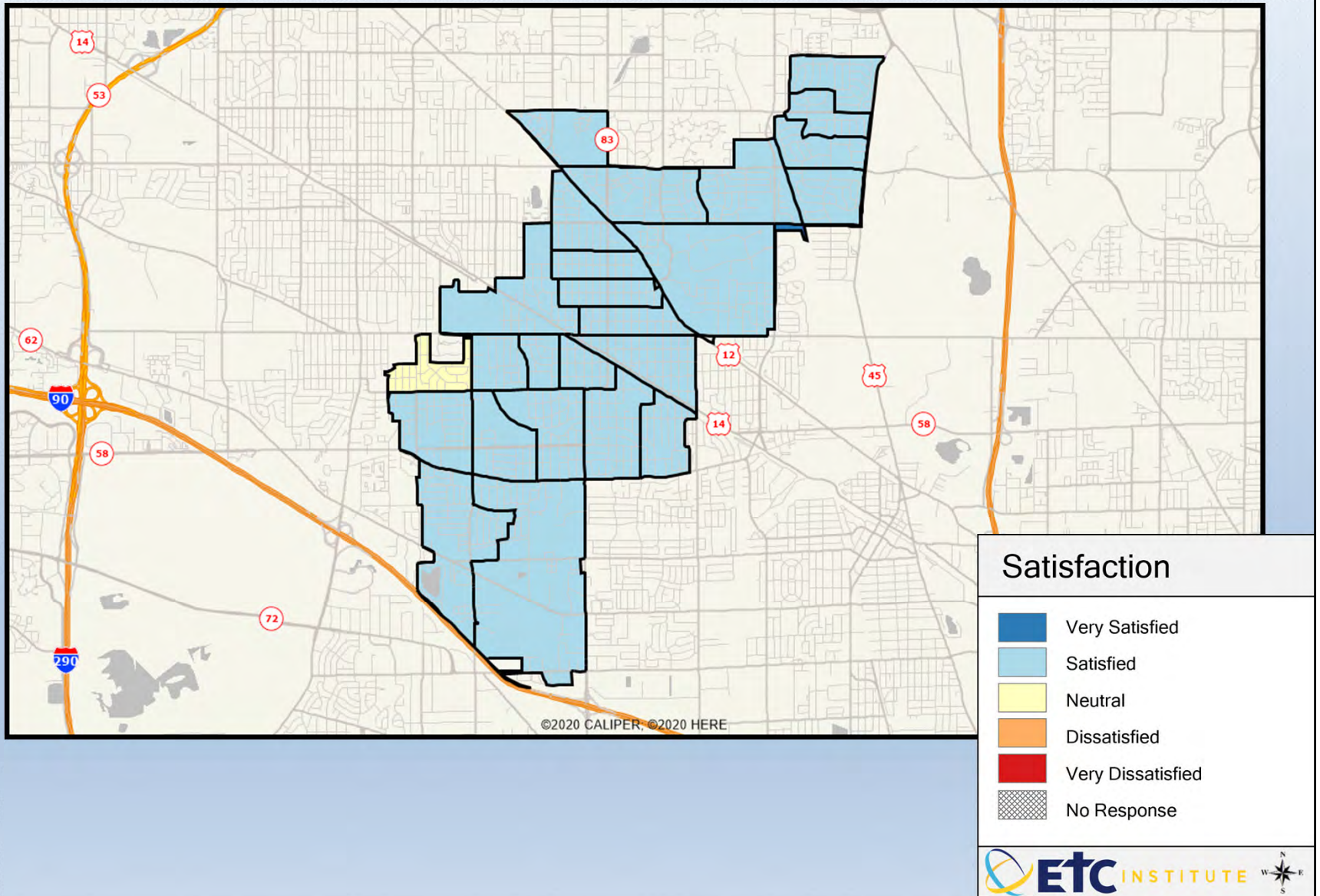
Q1-8. Overall management of Village finances



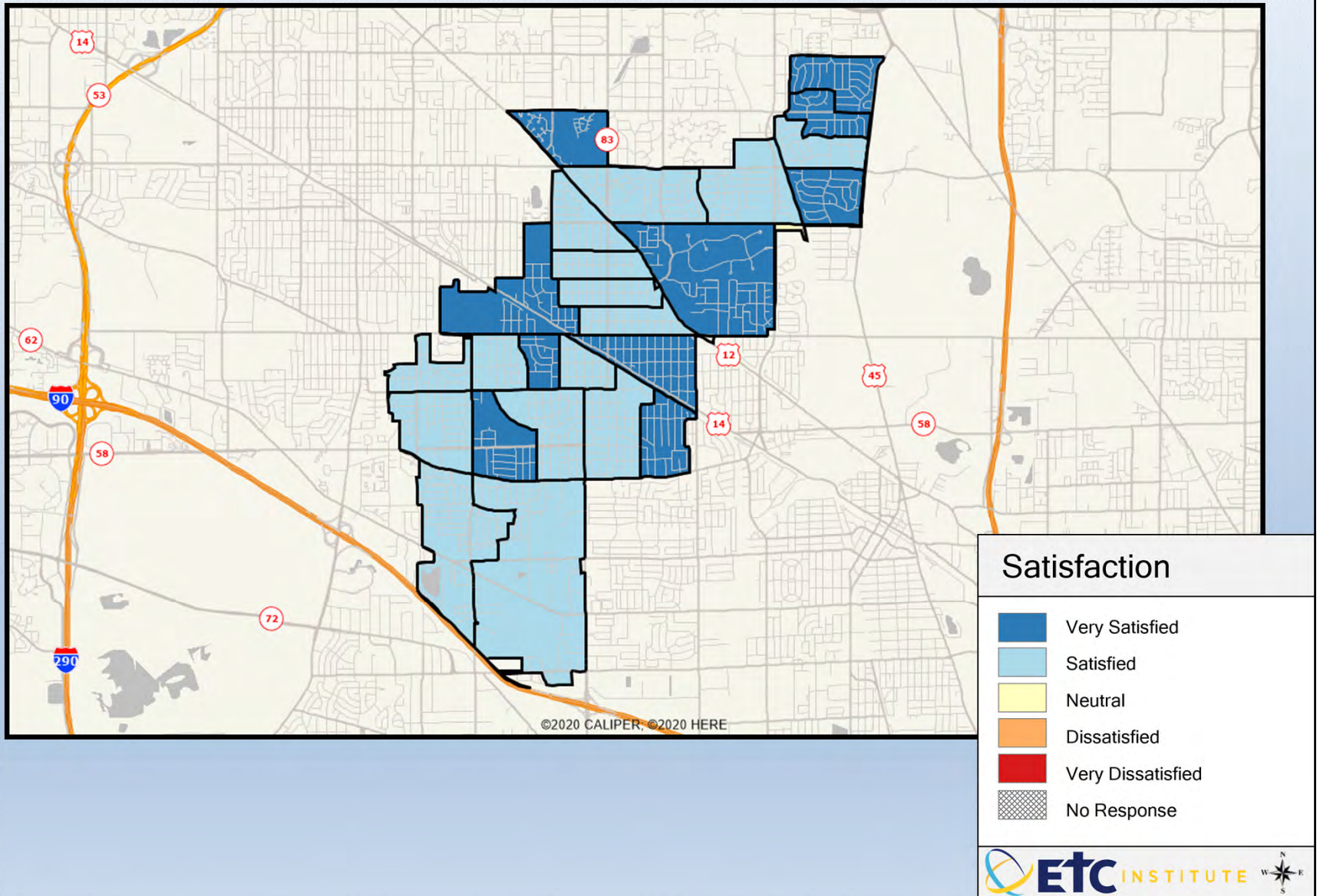
Q1-9. Overall efforts of the Village for emergency preparedness



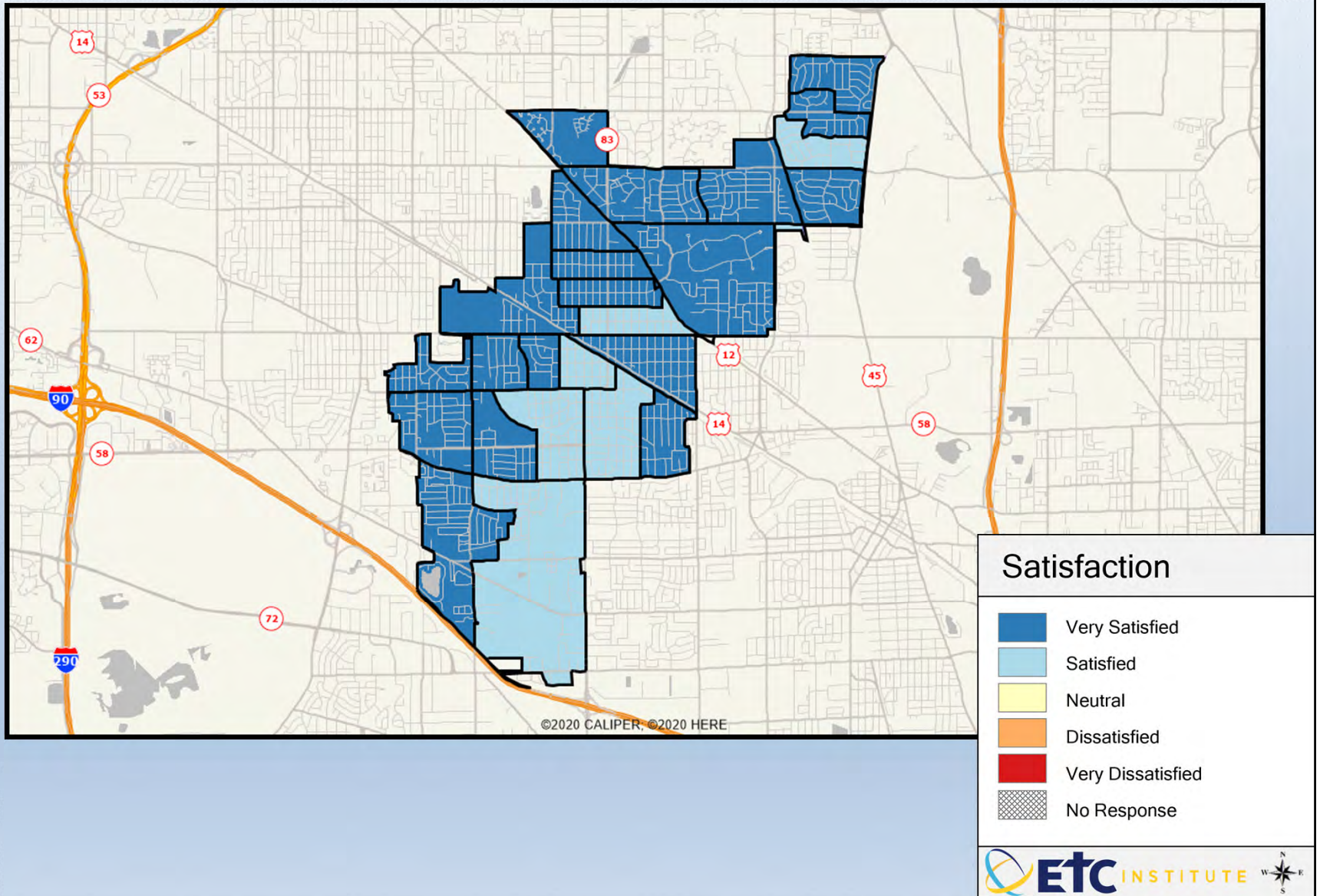
Q3-01. Overall value that you receive for your Village tax dollars and fees



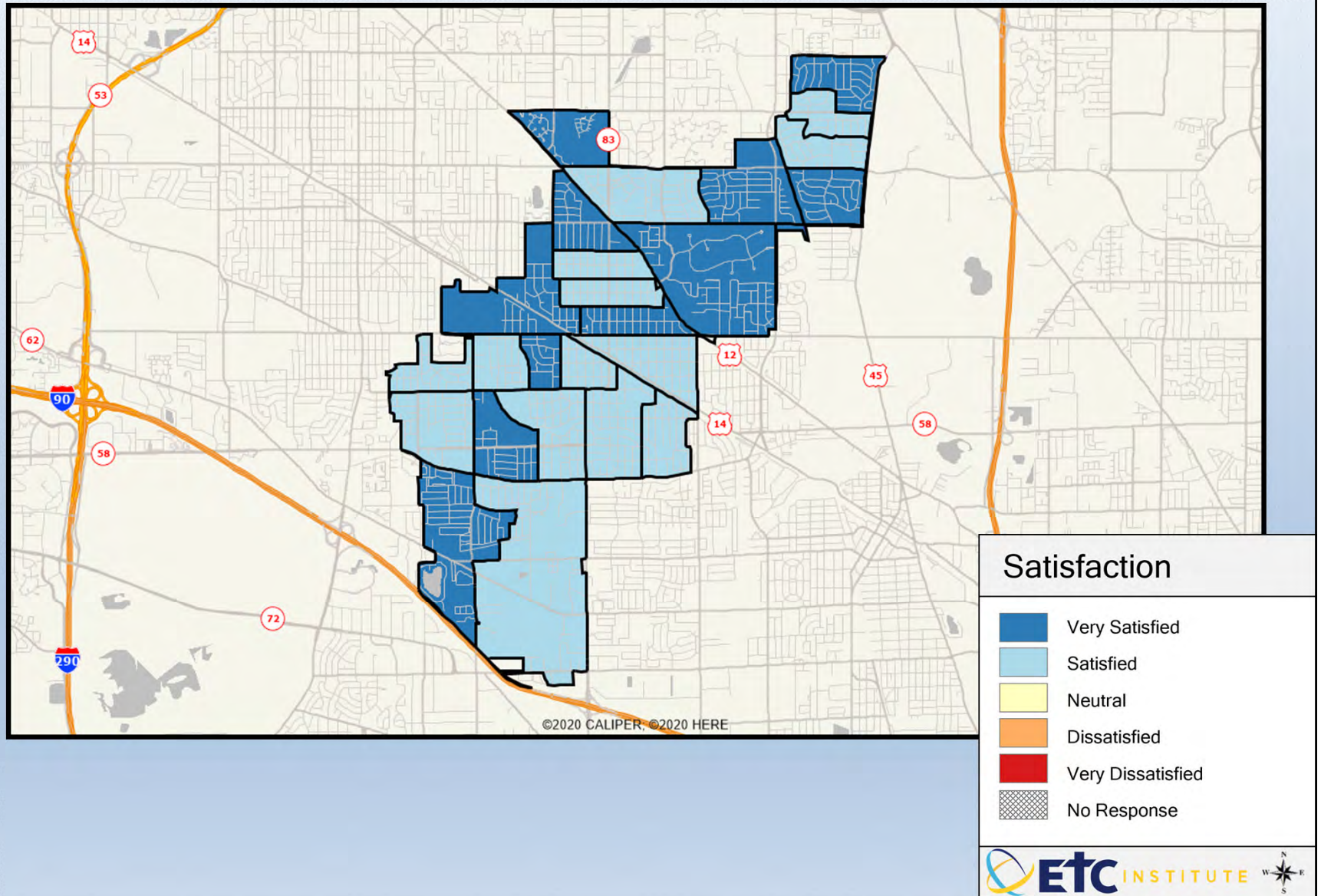
Q3-02. Overall image of the Village



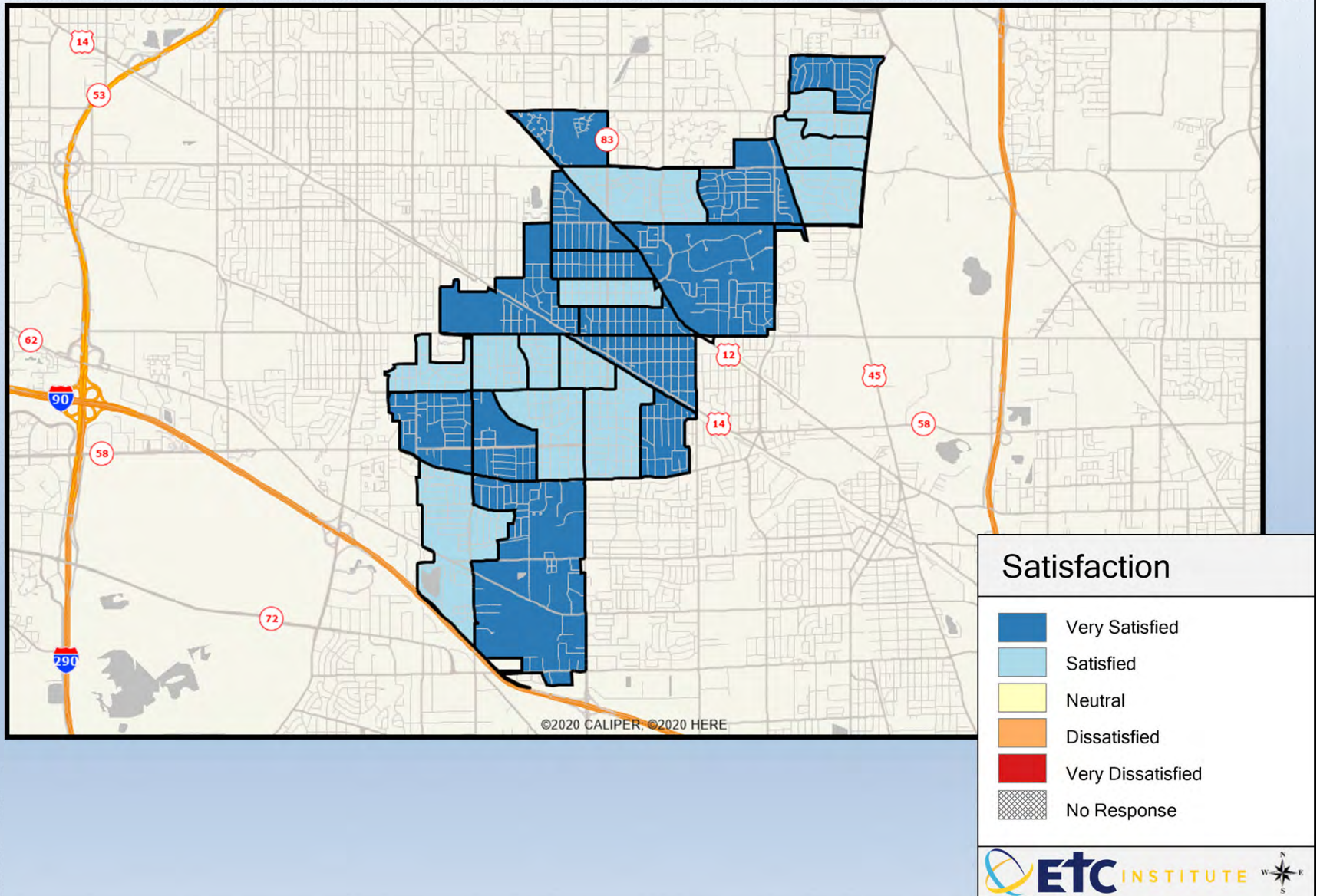
Q3-03. Overall quality of life in the Village



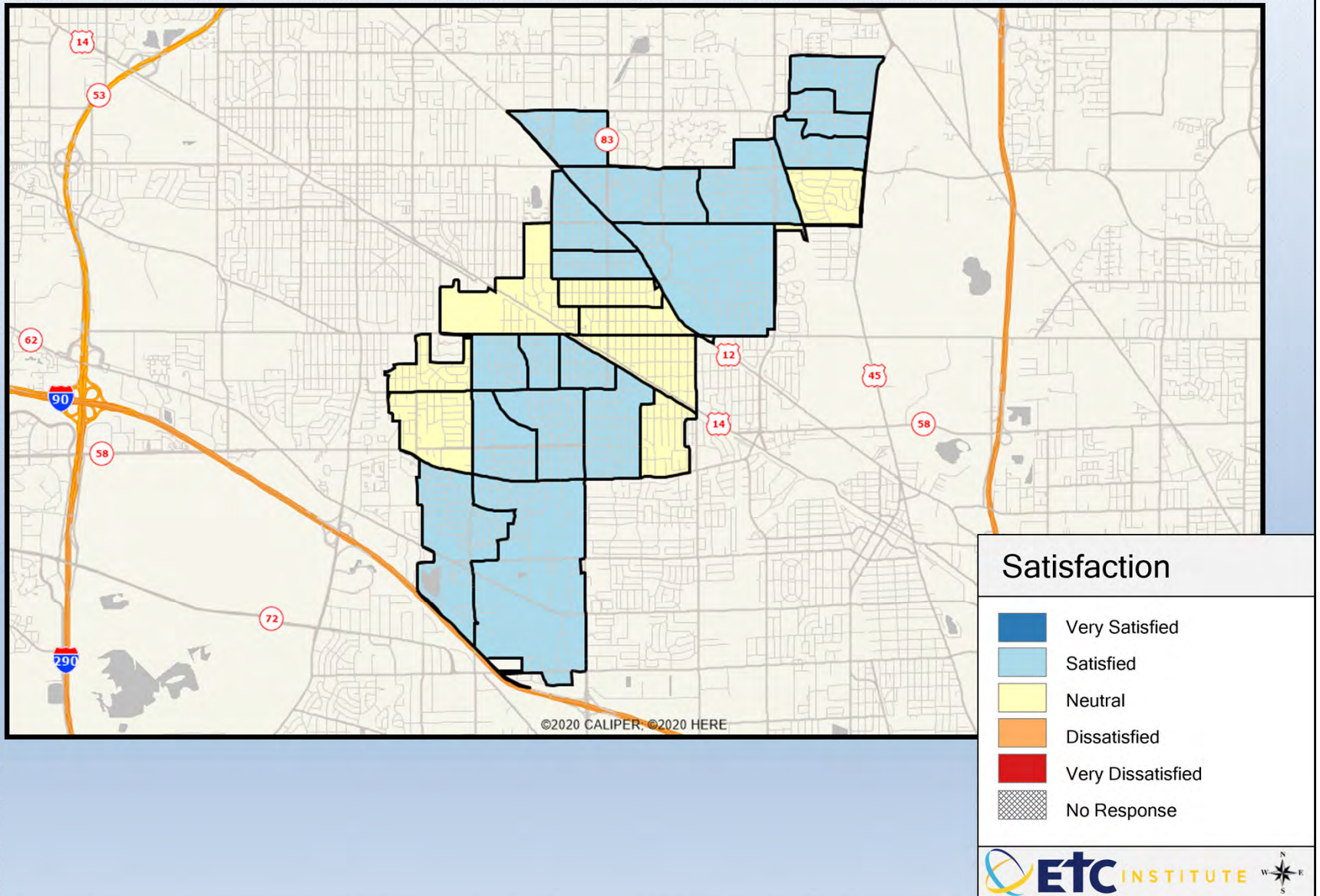
Q3-04. Overall feeling of safety in the Village



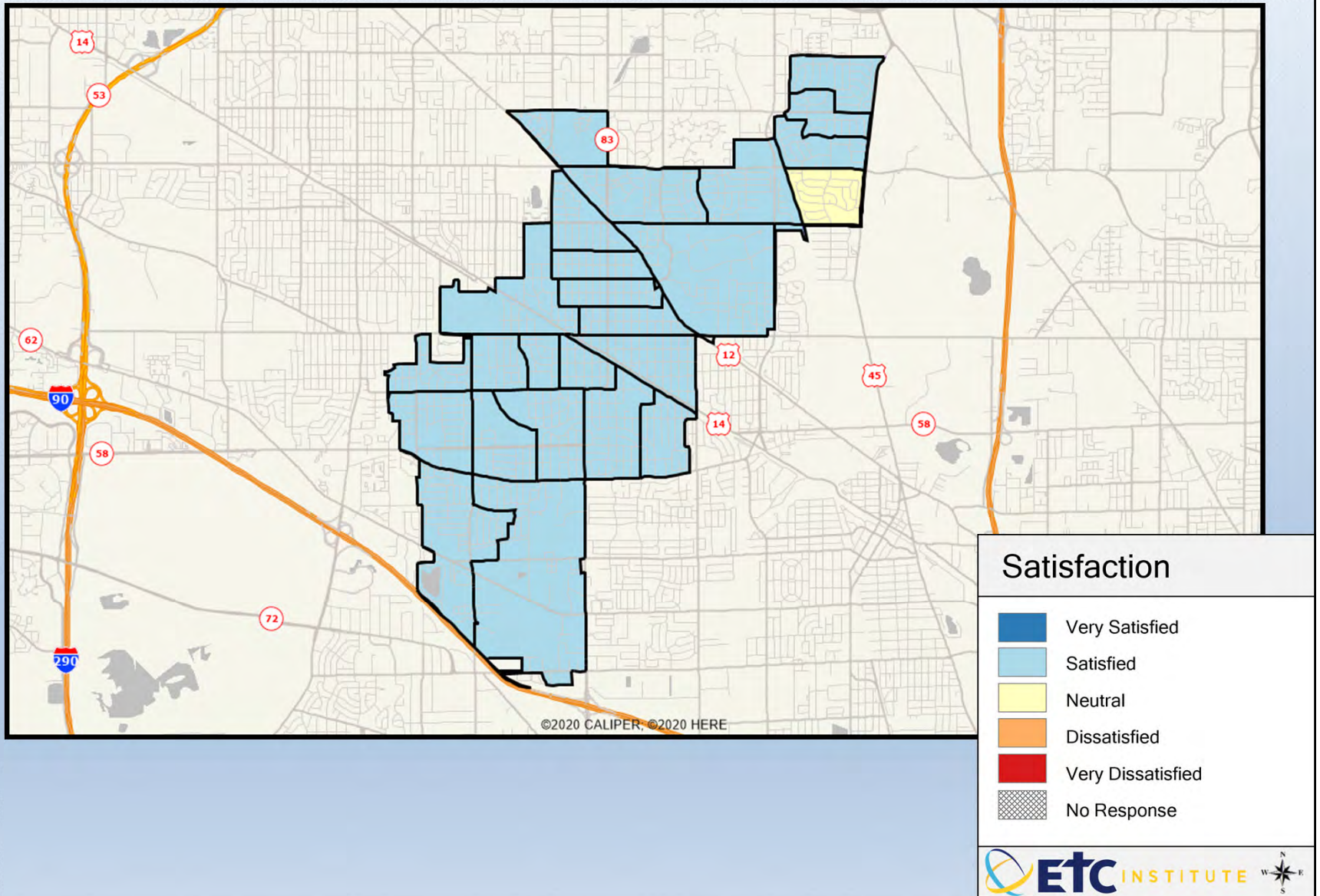
Q3-05. Overall feeling of safety in your neighborhood



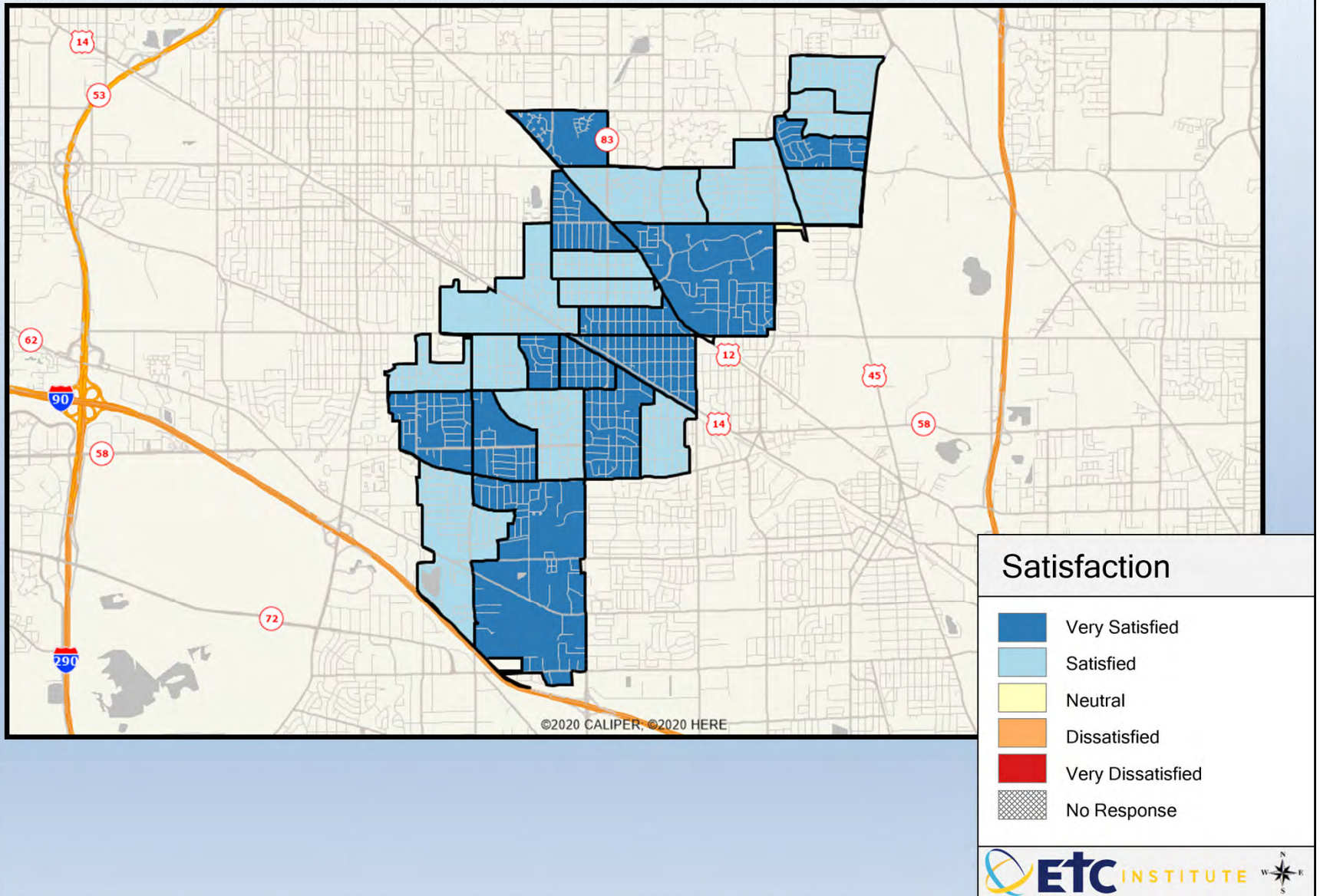
Q3-06. Quality of new development in the Village



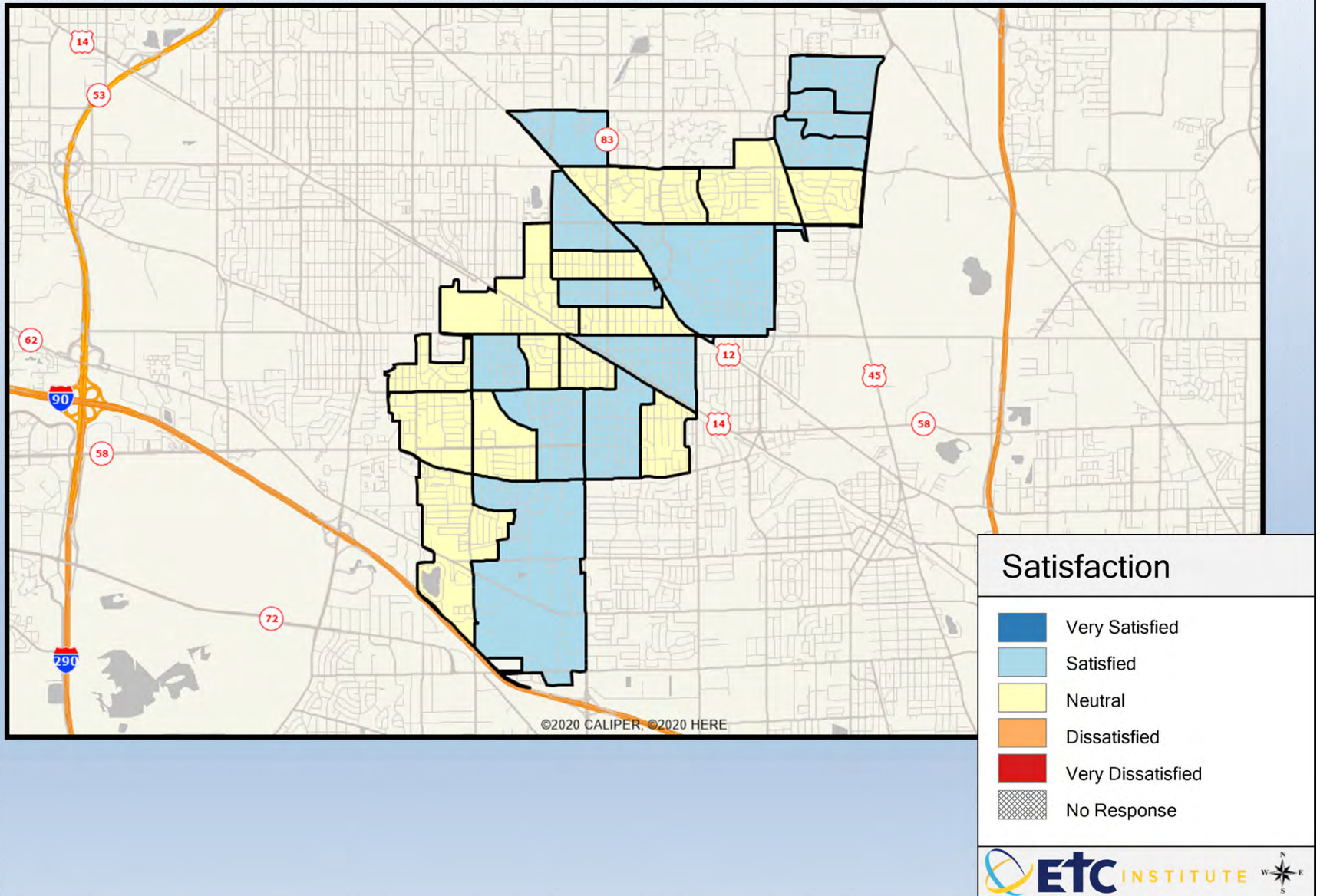
Q3-07. Overall maintenance of private property



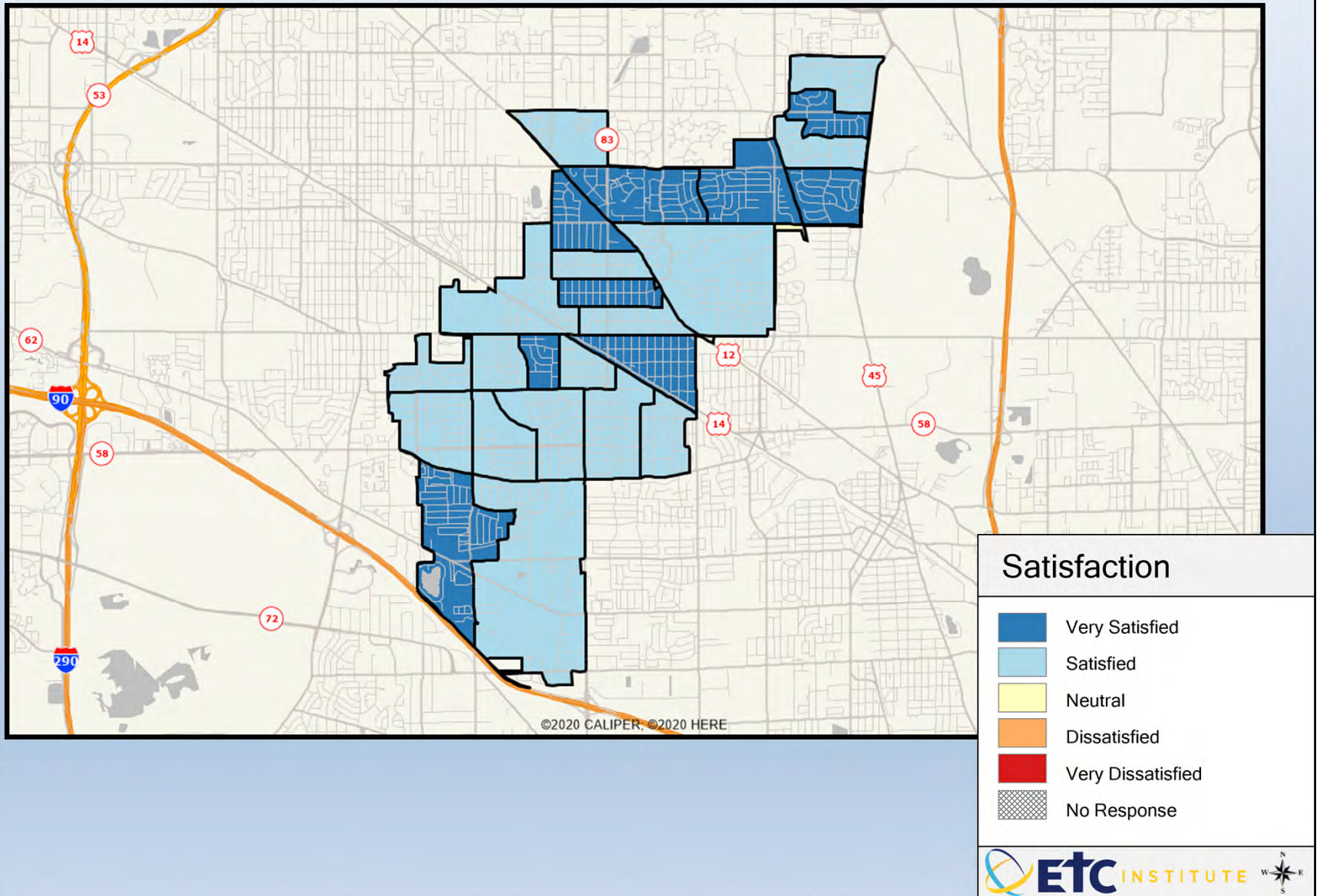
Q3-08. Overall maintenance of public property



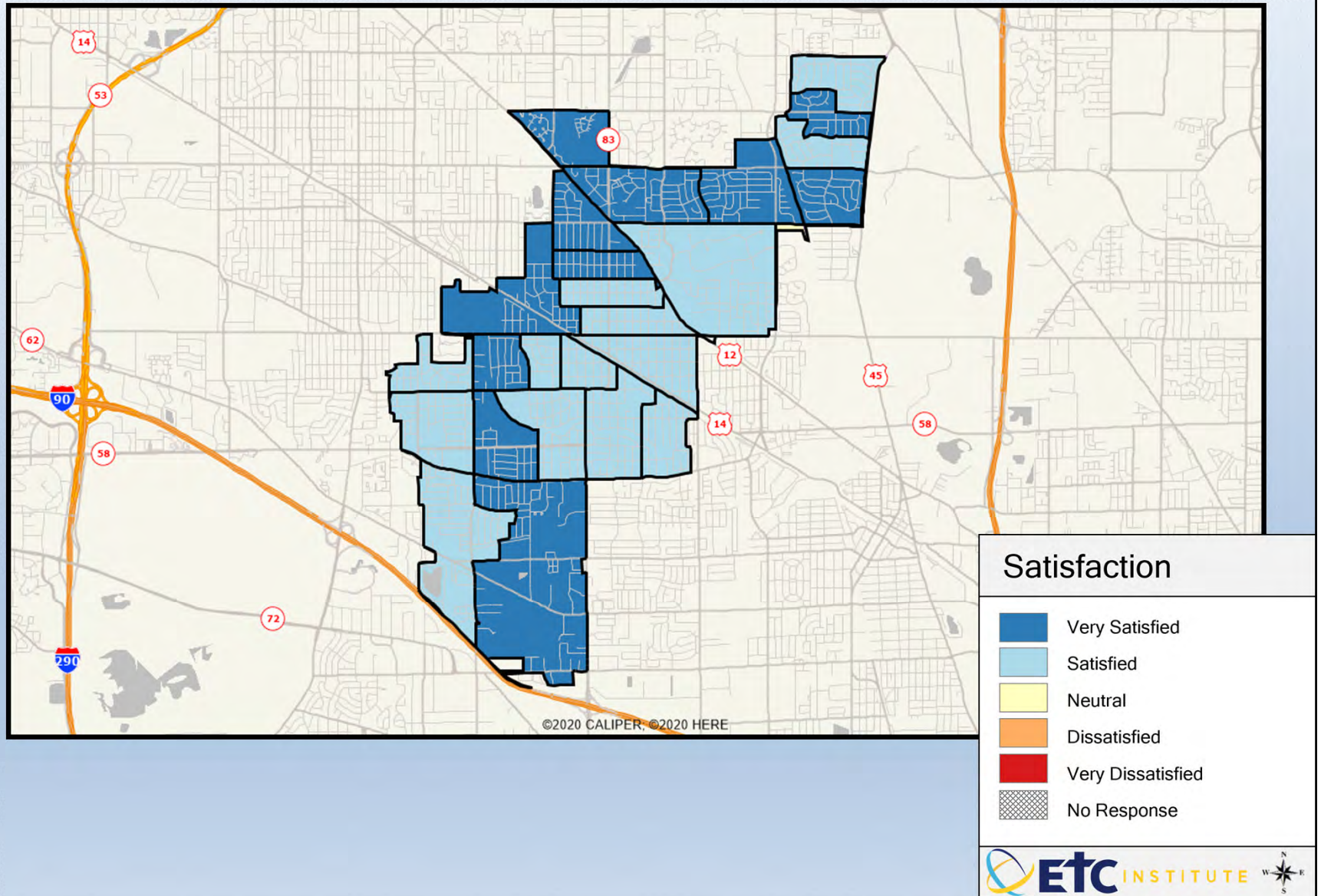
Q3-09. Availability of affordable housing



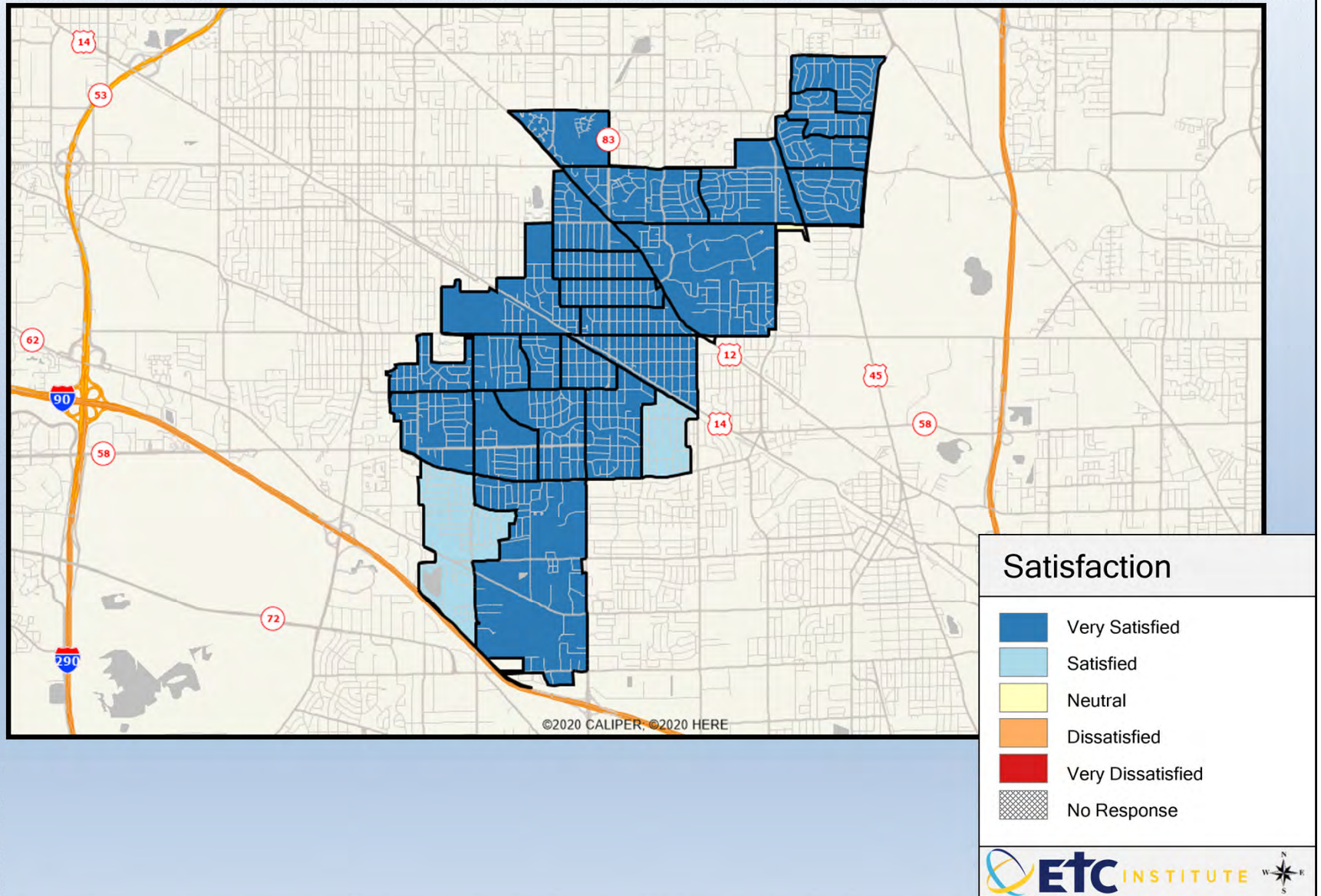
Q3-10. Overall quality of public schools



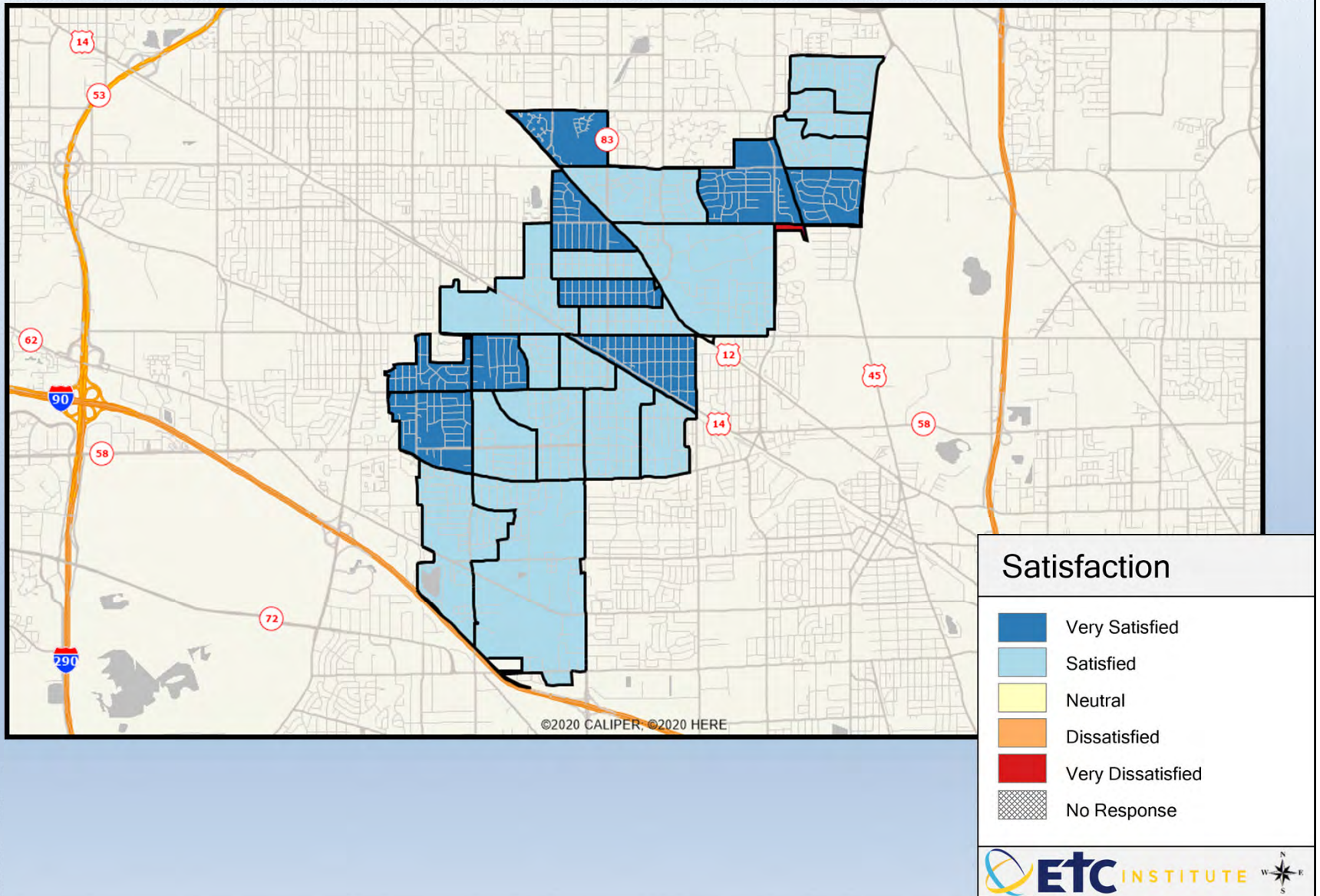
Q3-11. Overall quality of Park District services



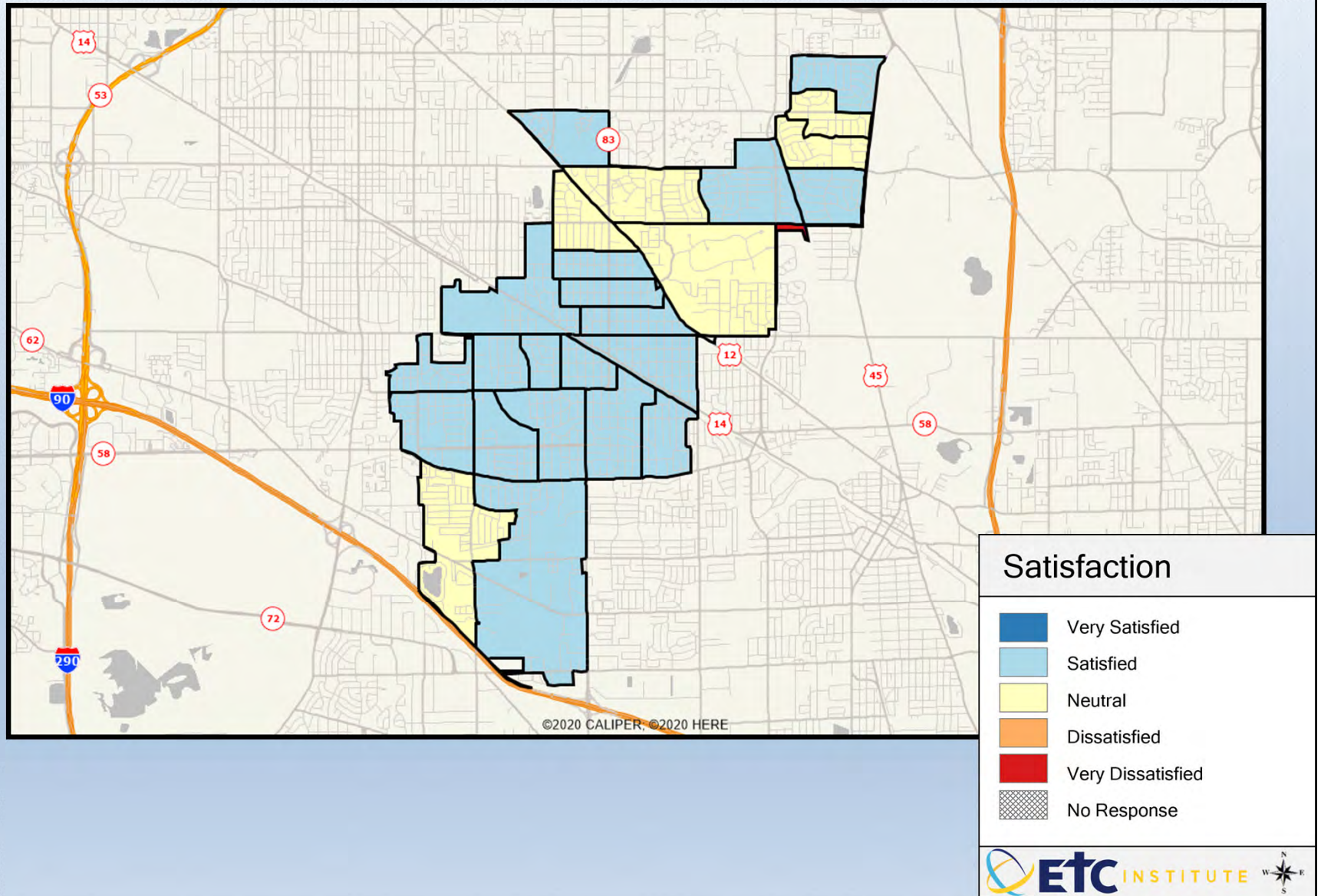
Q3-12. Overall quality of the Library services



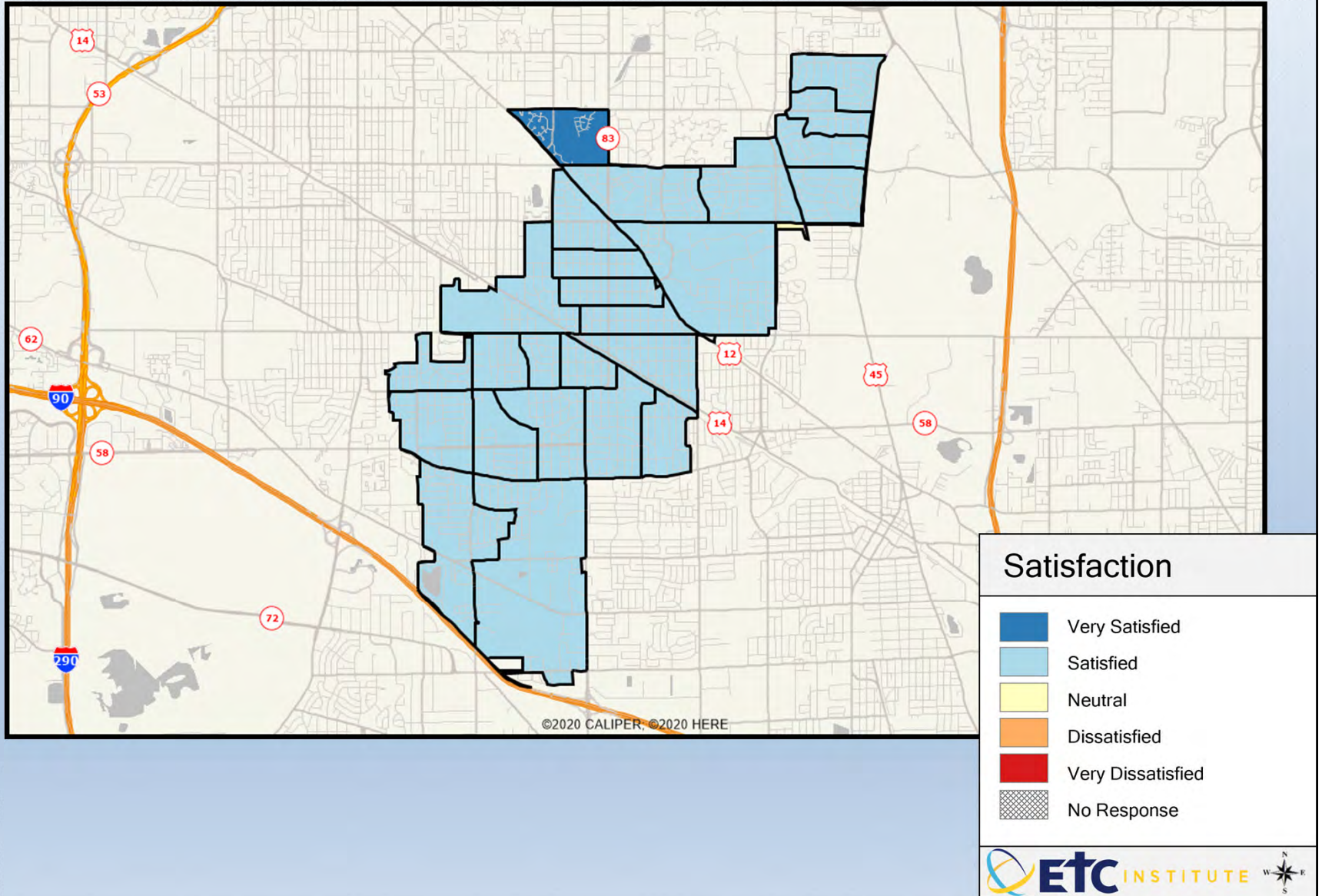
Q3-13. Ease of access of places you usually visit



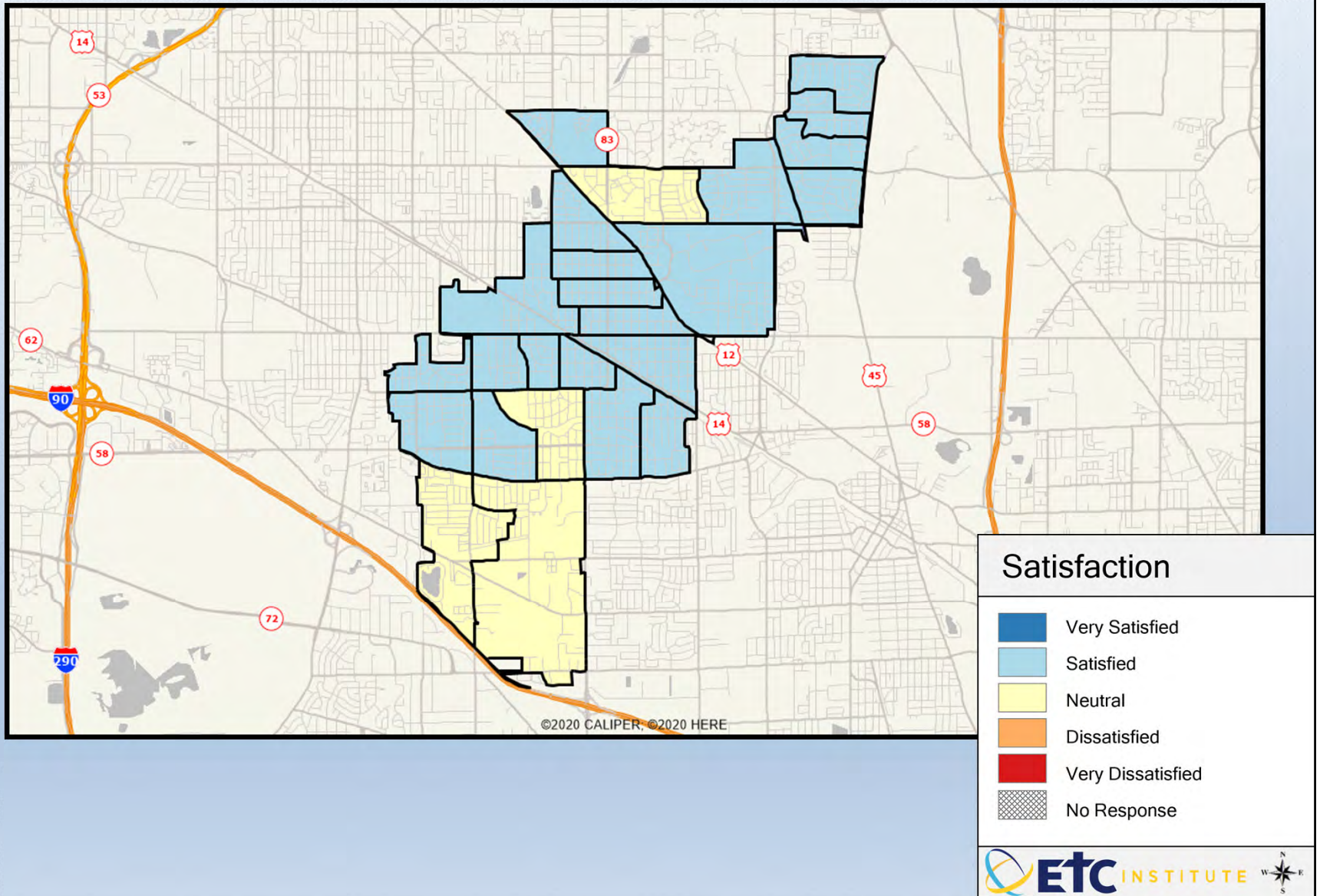
Q3-14. Availability of public transportation



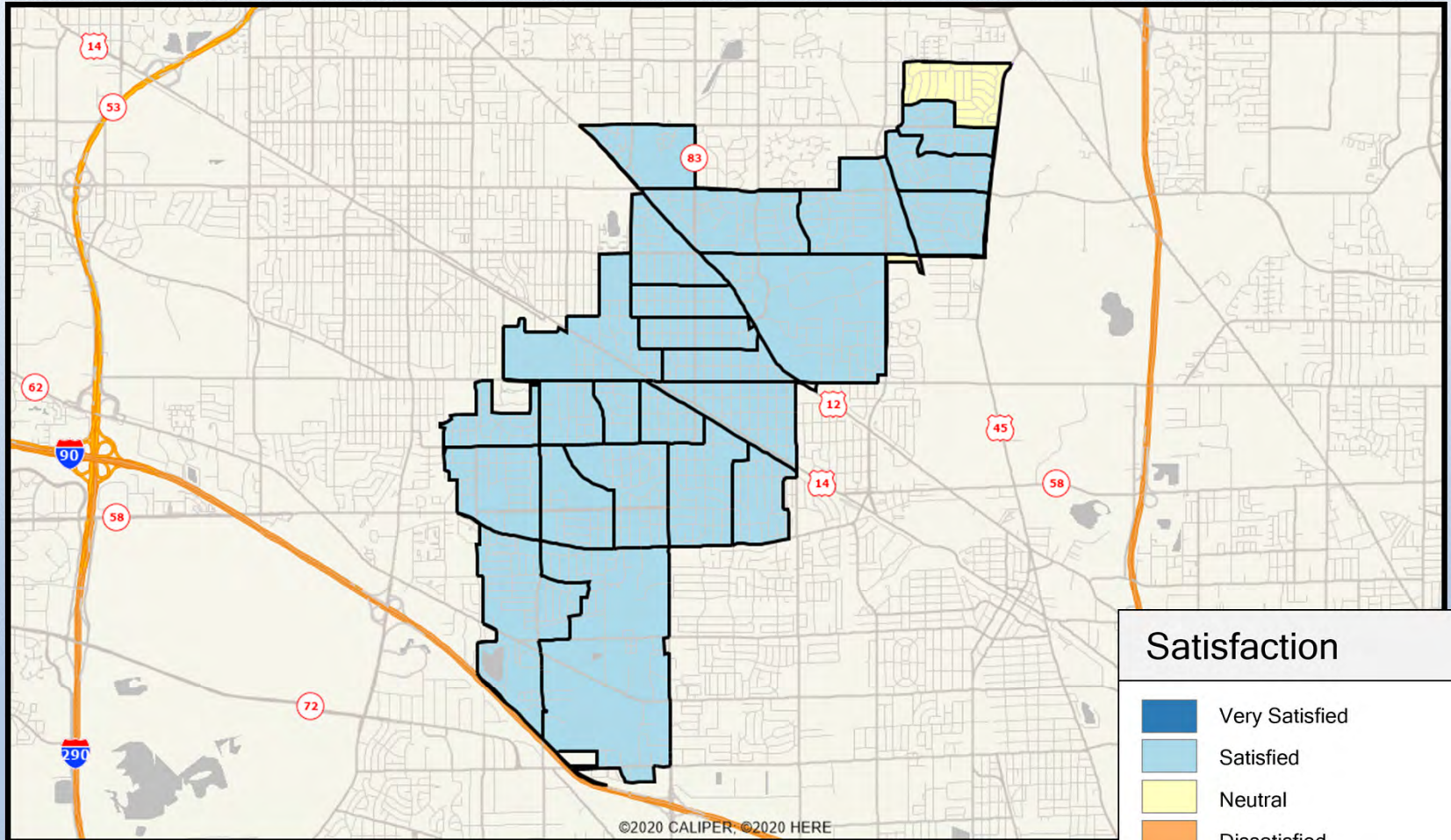
Q3-15. Sense of community



Q3-16. Access to quality shopping facilities




Q3-17. Access to restaurants

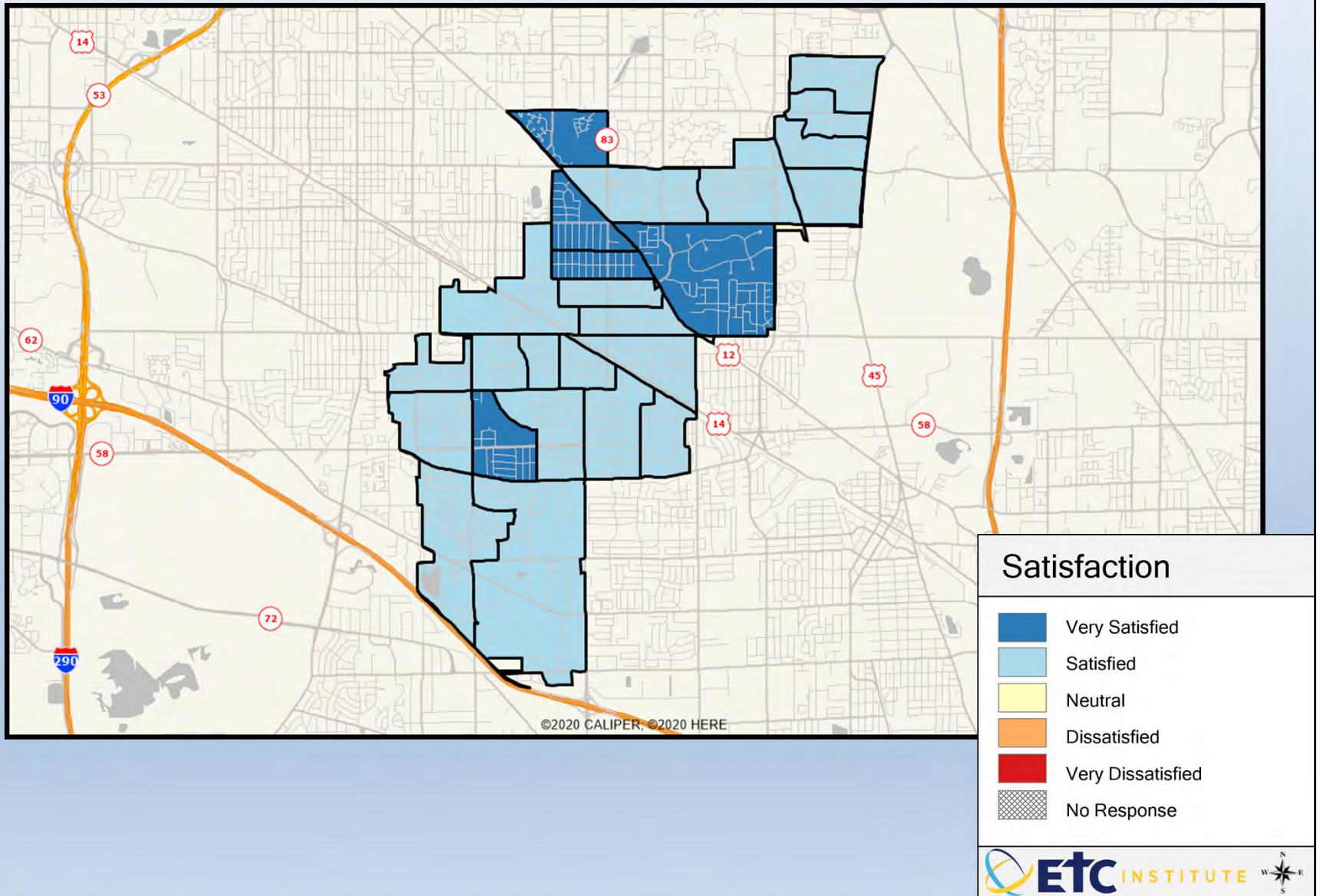


Satisfaction

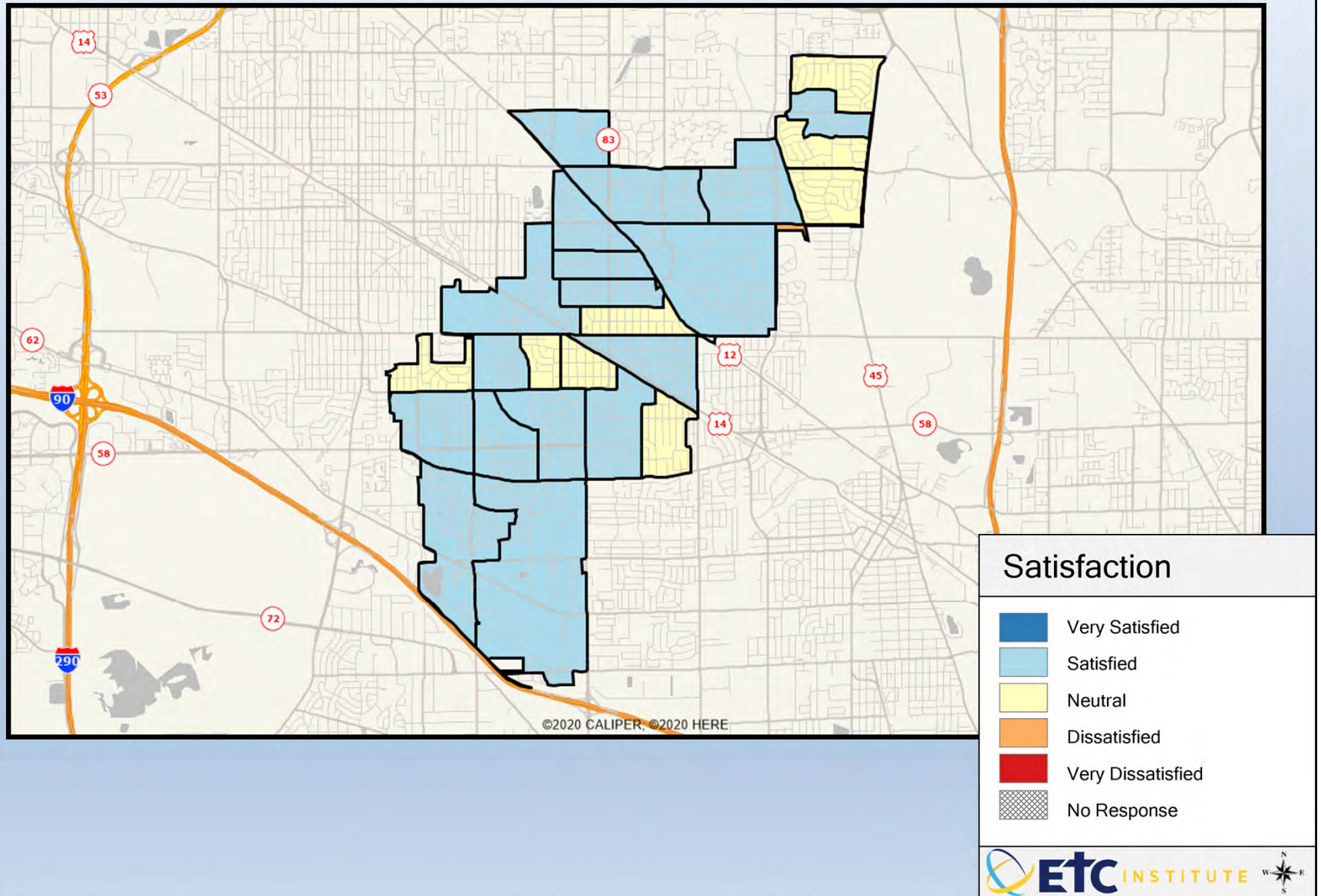
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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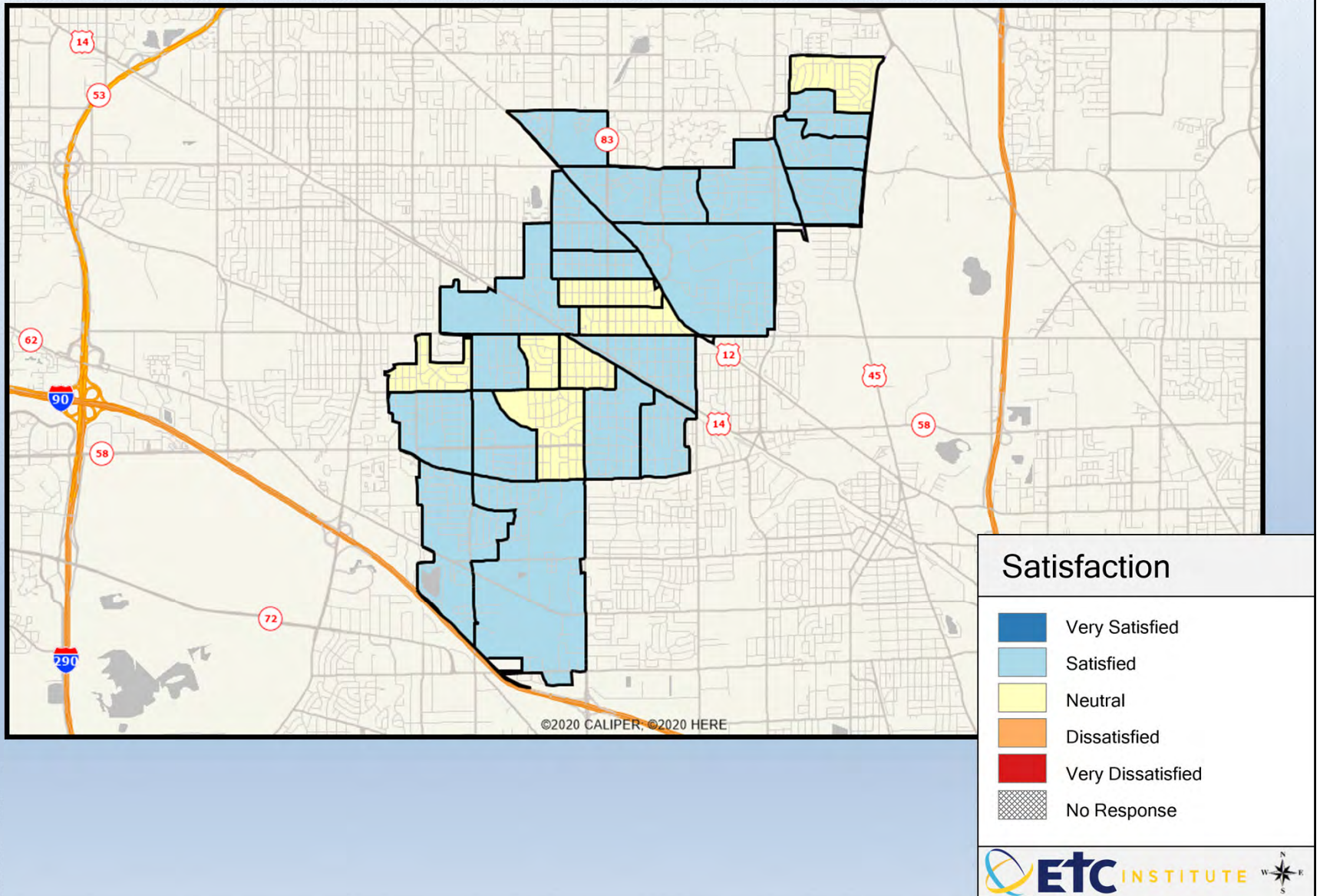
Q3-18. Quality of Village community events



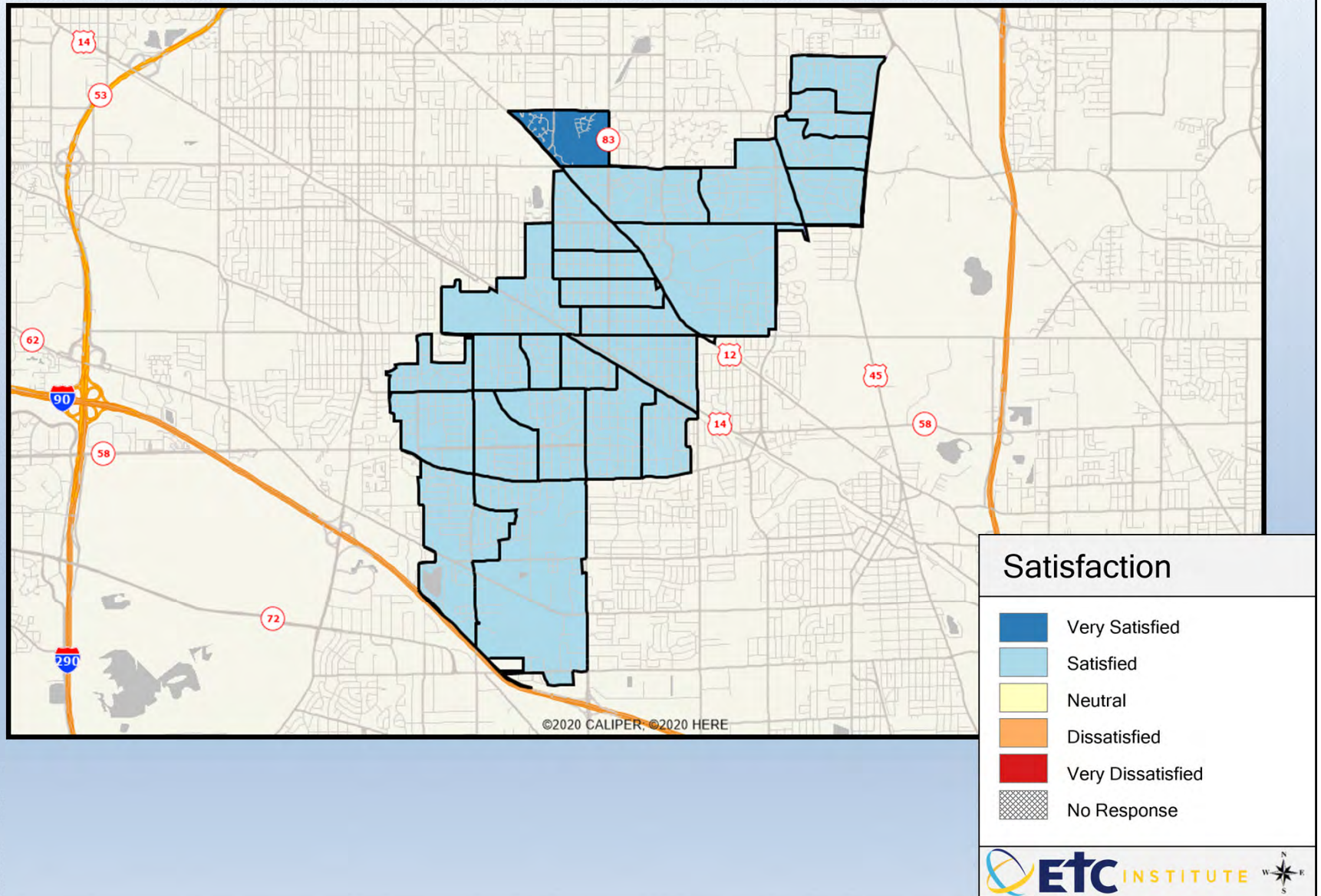
Q3-19. Overall feeling that the Village Board of Trustees represents you



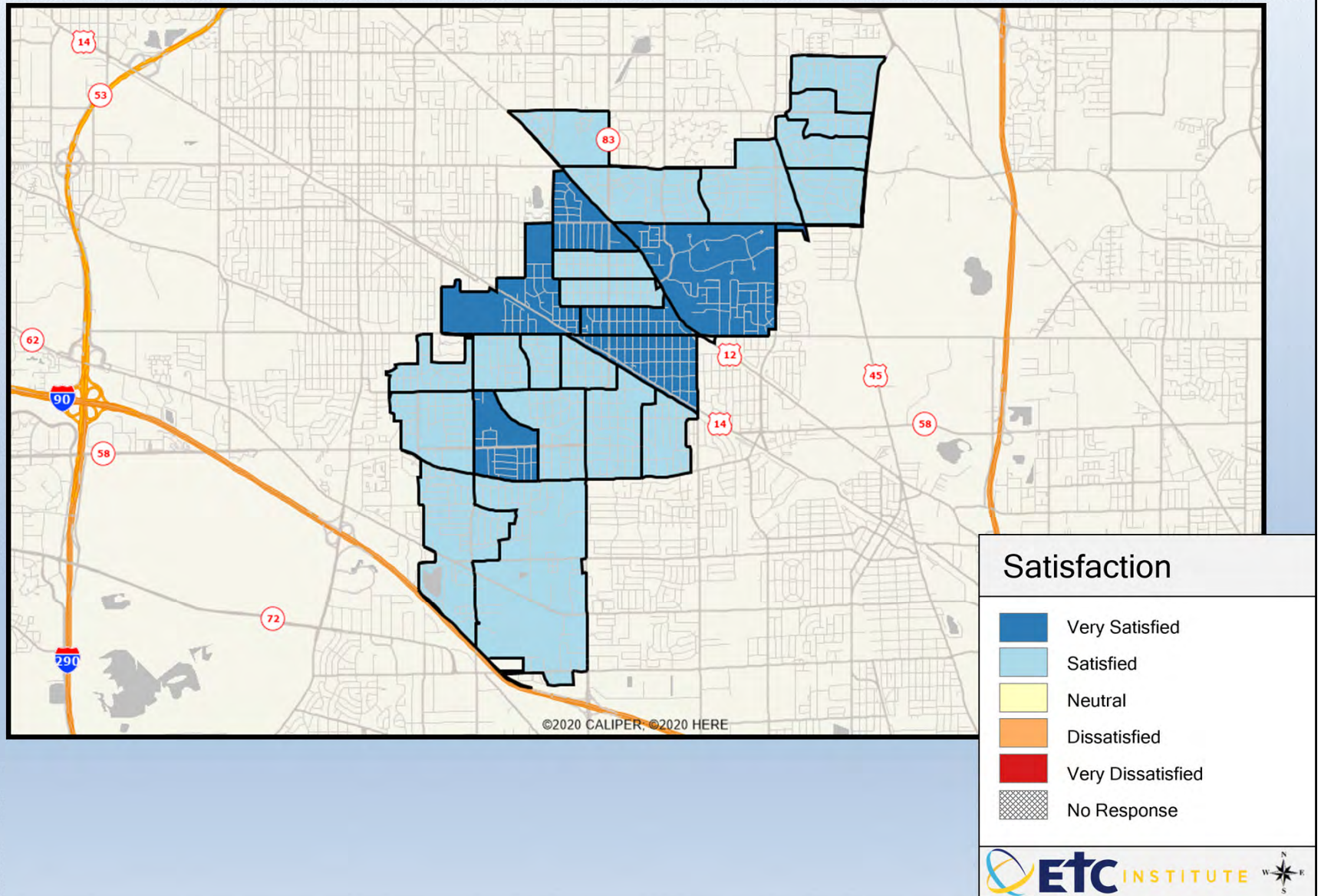
Q3-20. Citizen engagement through Village Boards and Commissions



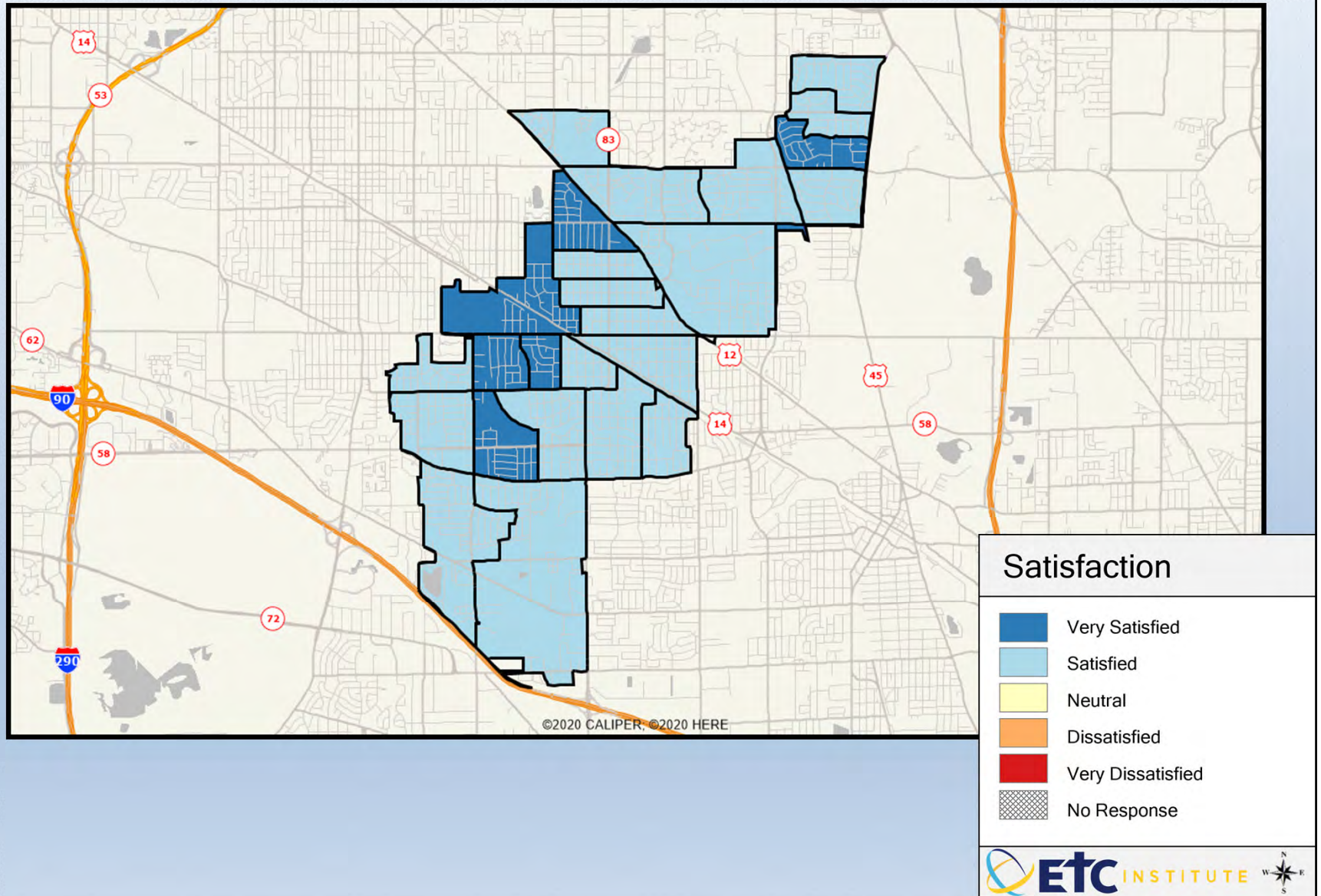
Q3-21. Feeling of welcome and acceptance toward people of diverse backgrounds within the Village



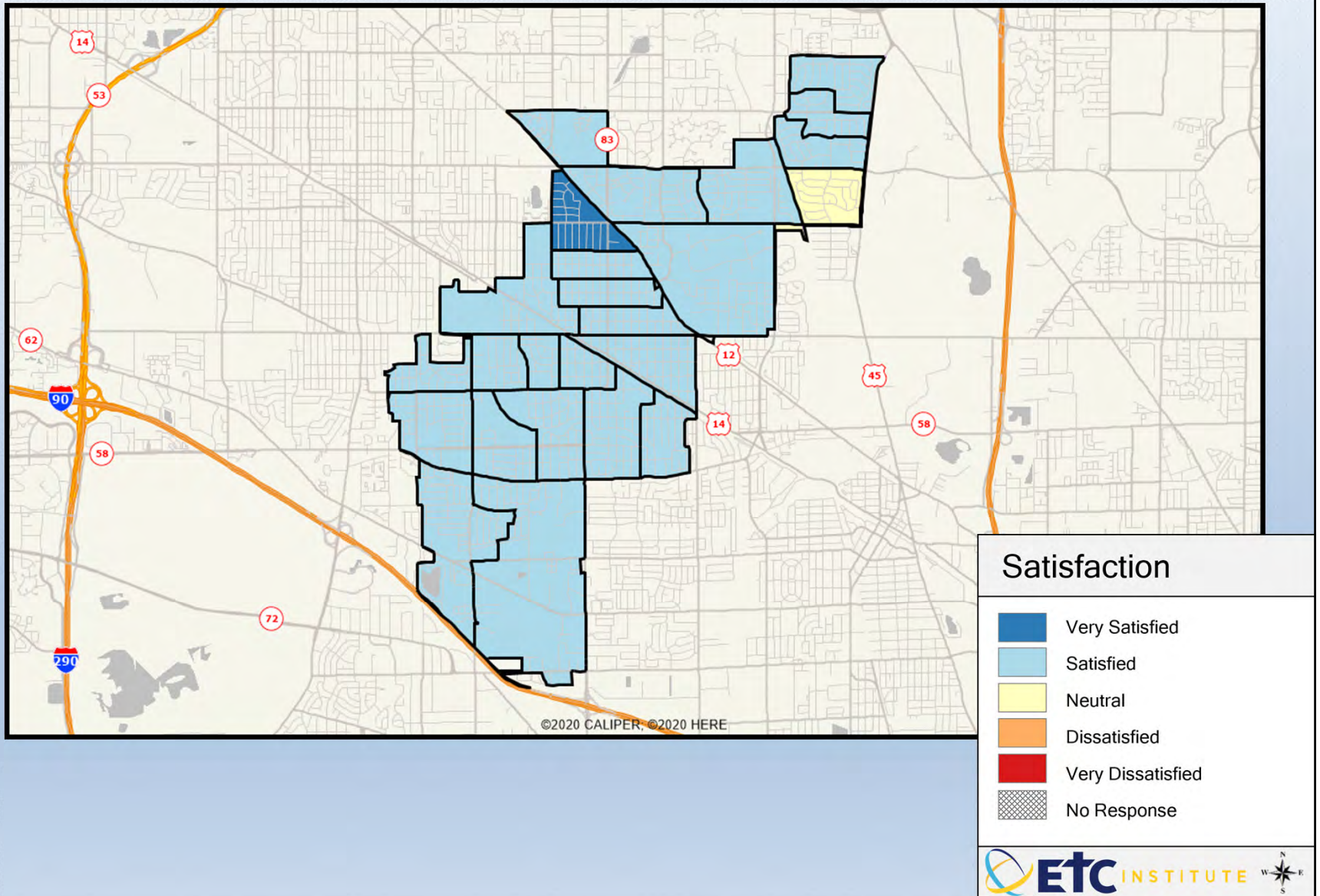
Q4-01. Condition of major Village Streets



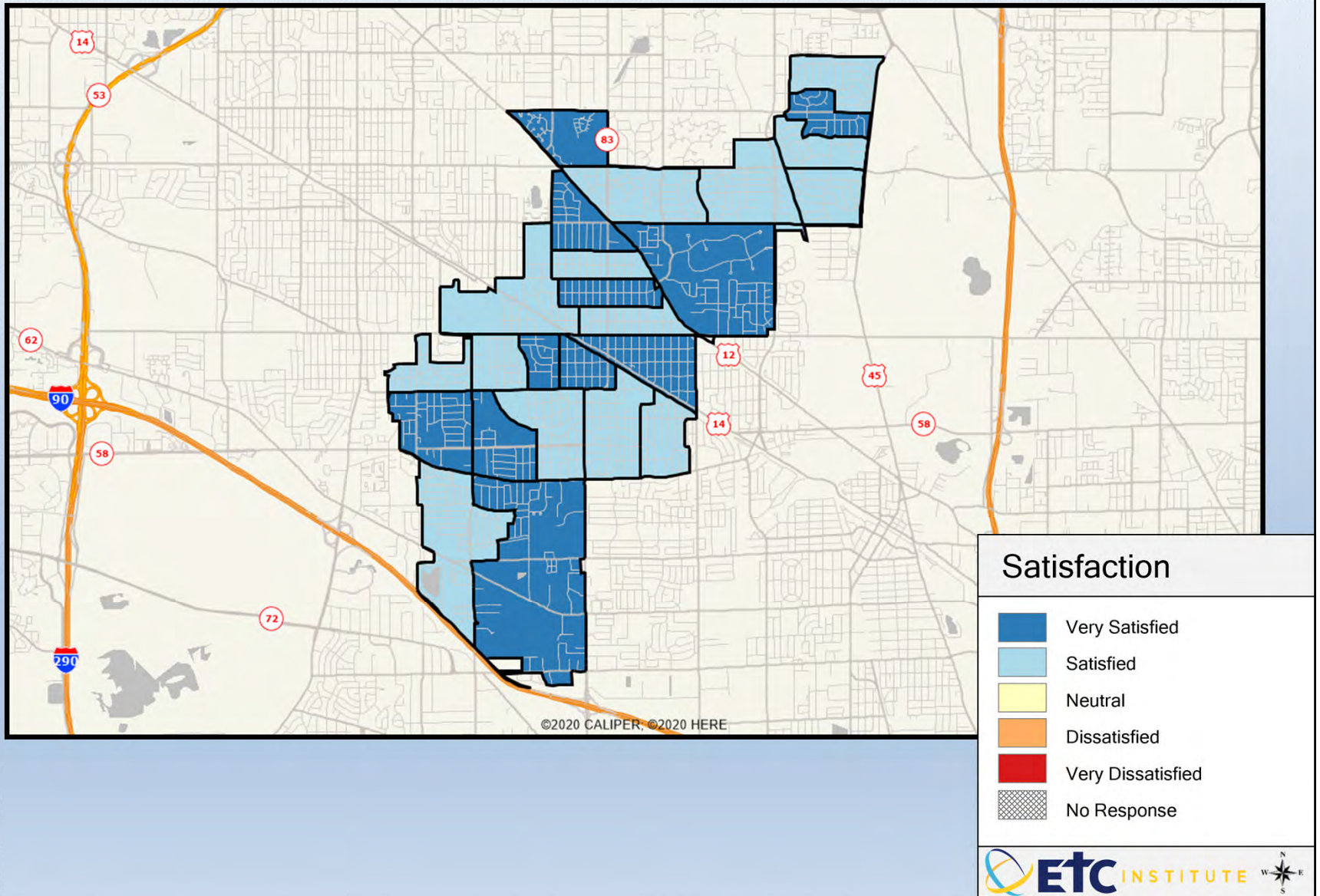
Q4-02. Conditions of streets in your neighborhood



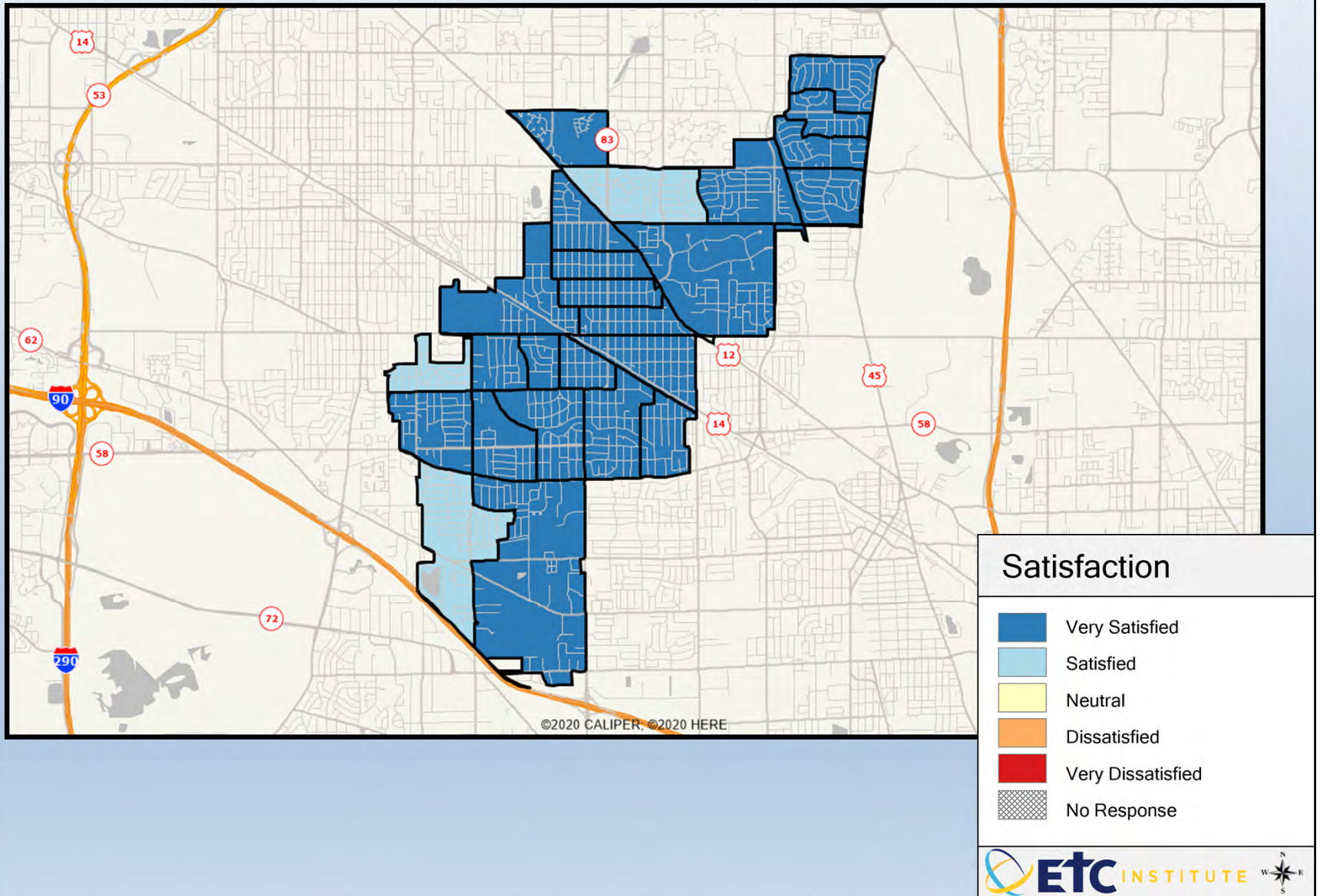
Q4-03. Condition of sidewalks in your neighborhood



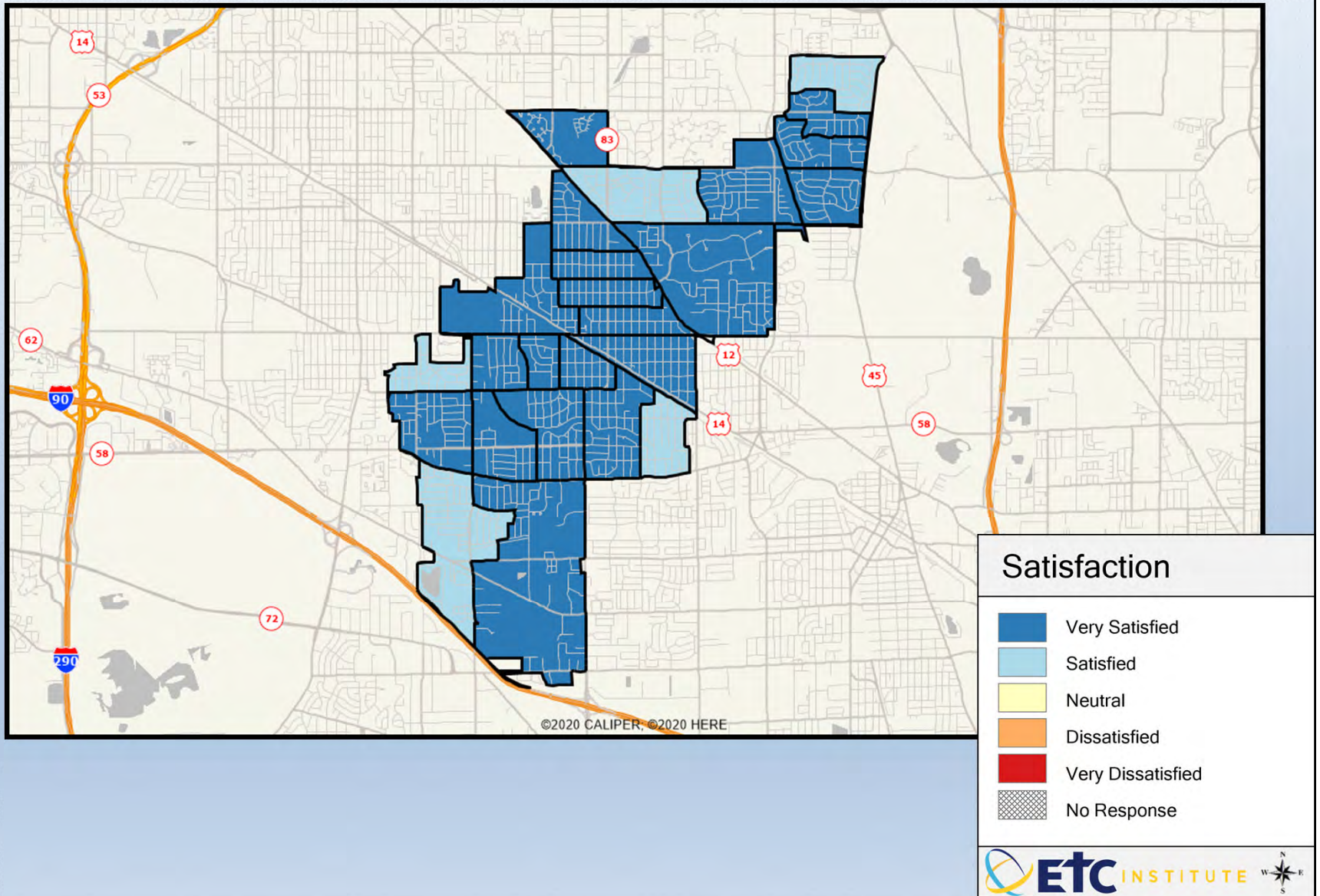
Q4-04. Maintenance of street signs and traffic signals



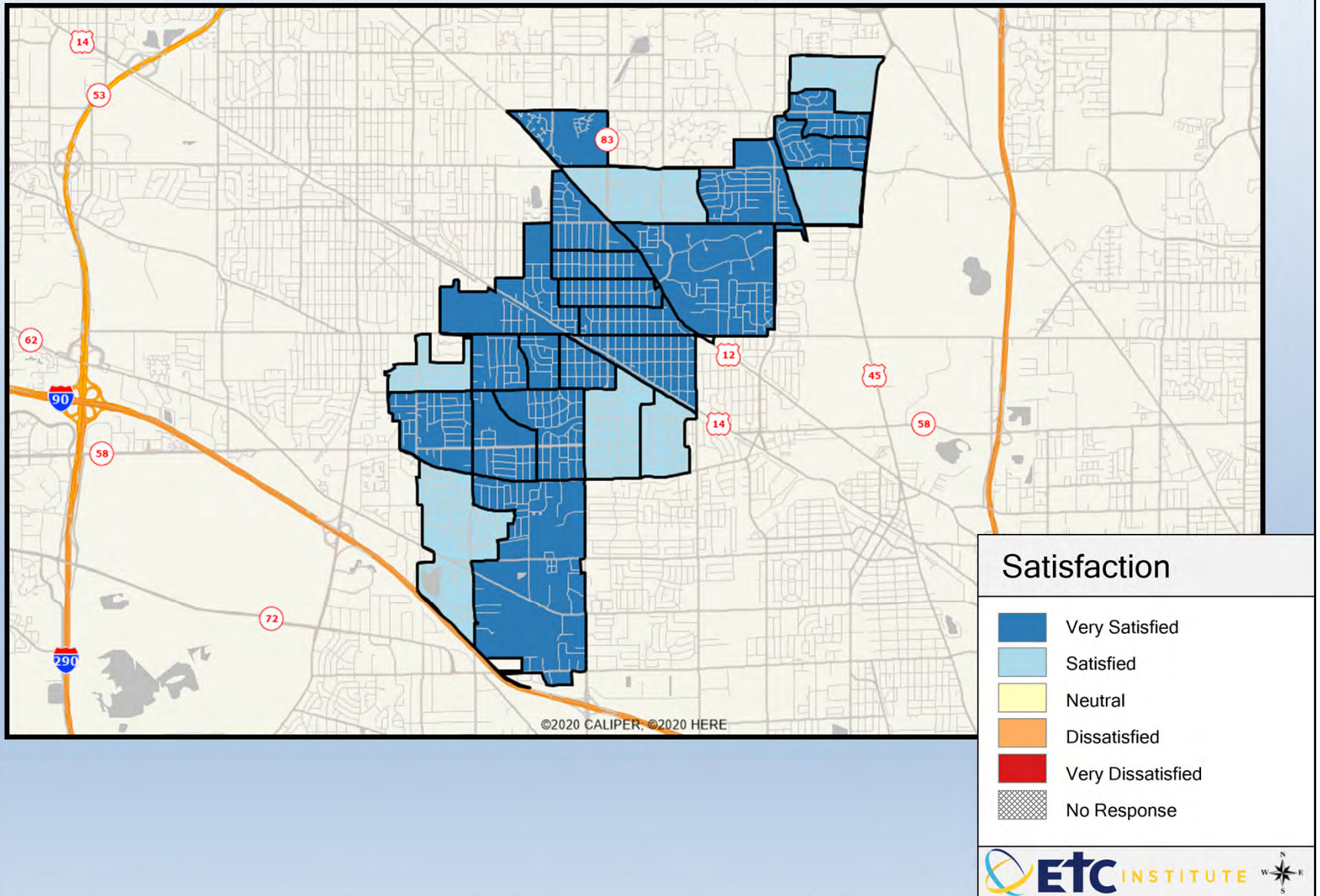
Q4-05. Snow removal on major Village streets



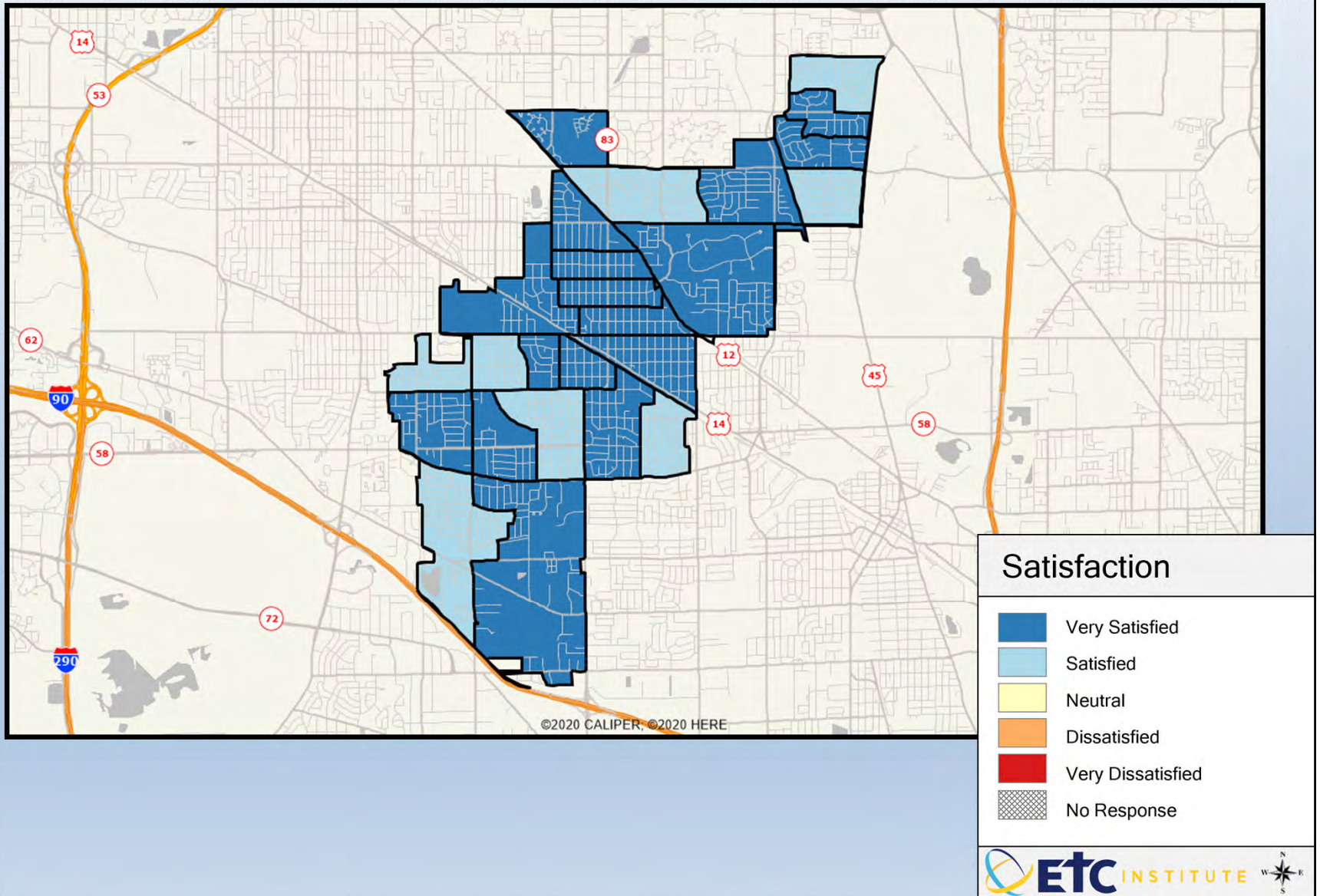
Q4-06. Snow removal on streets in your neighborhood



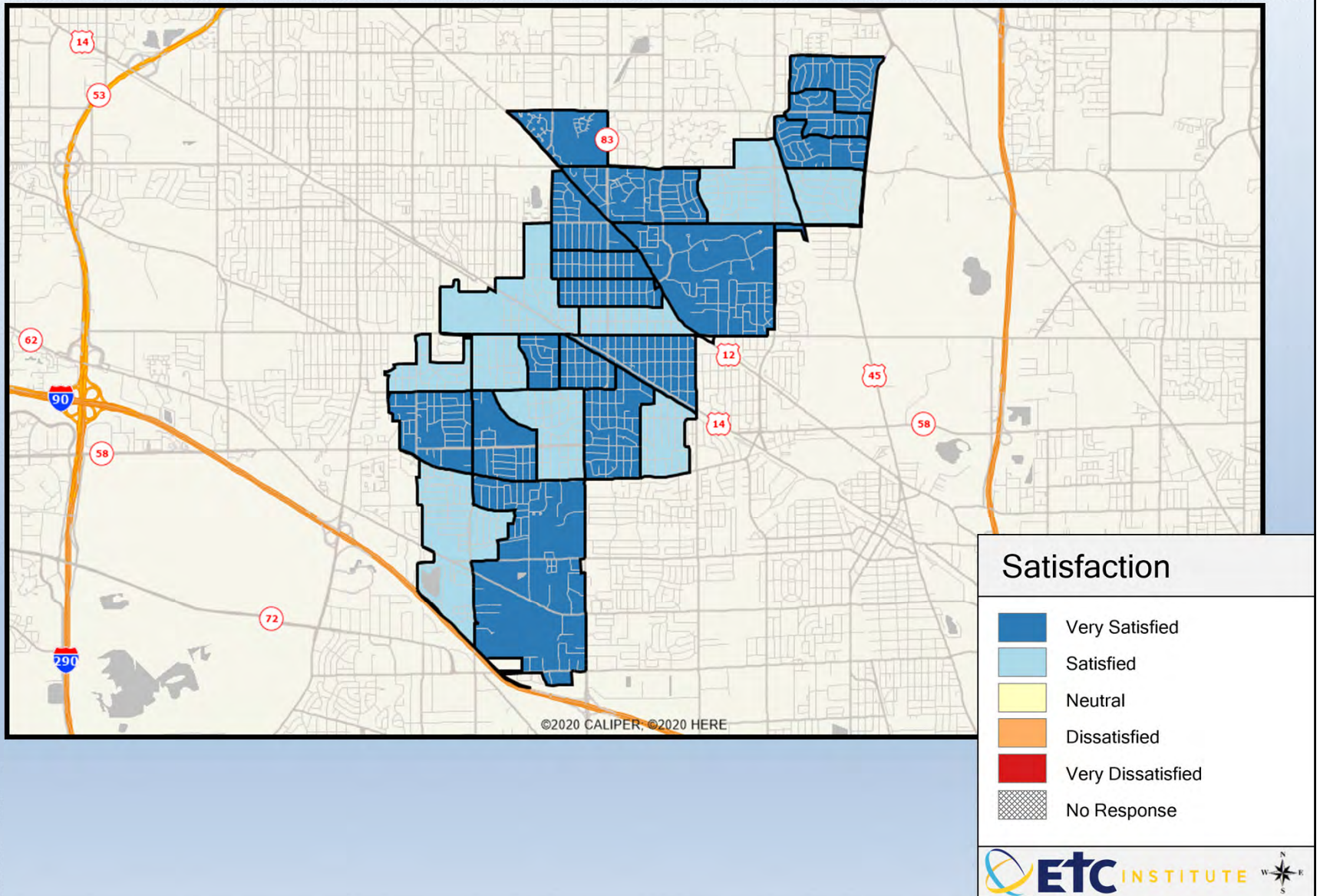
Q4-07. Maintenance of the Village's Downtown



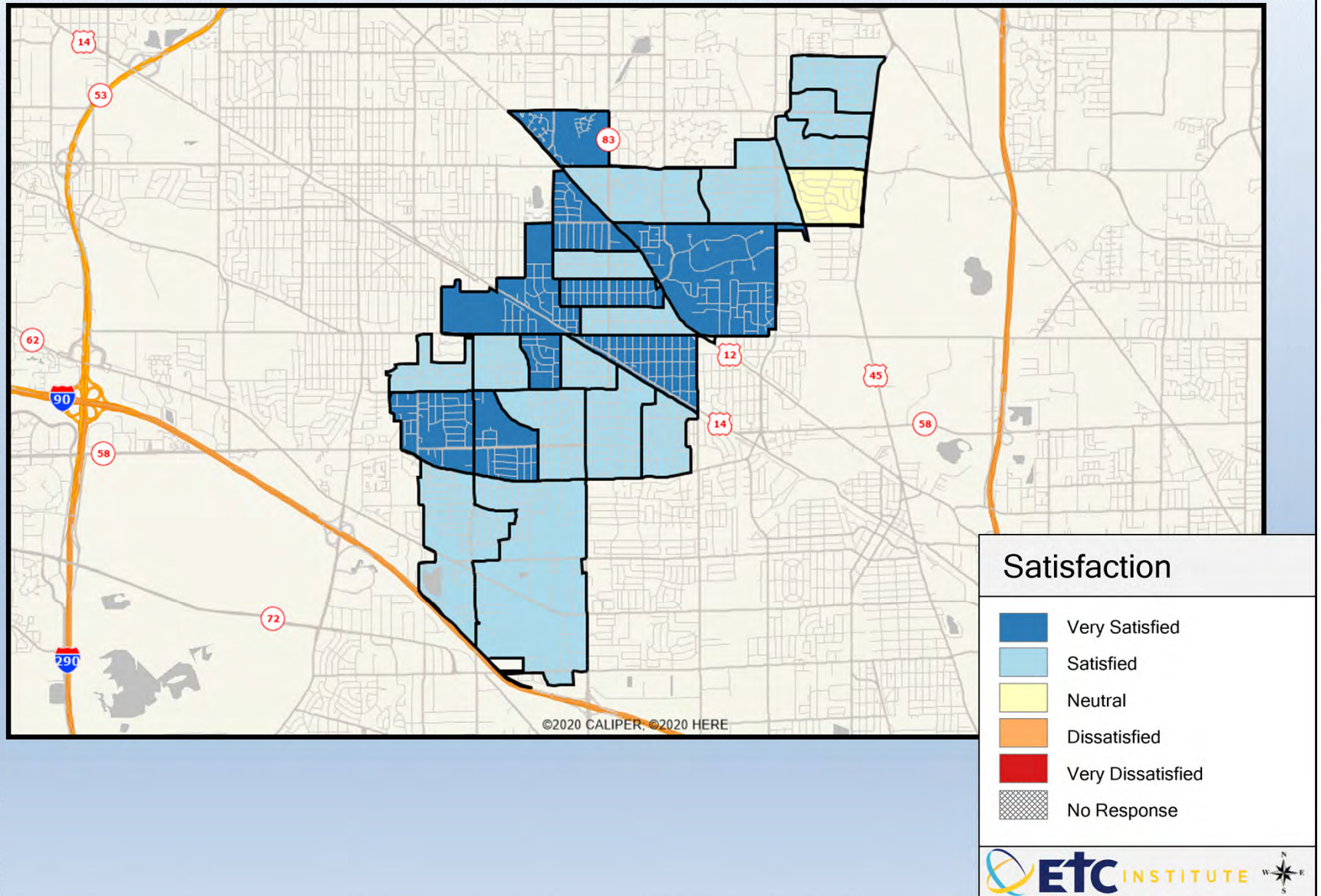
Q4-08. Mowing and tree trimming along streets and public areas



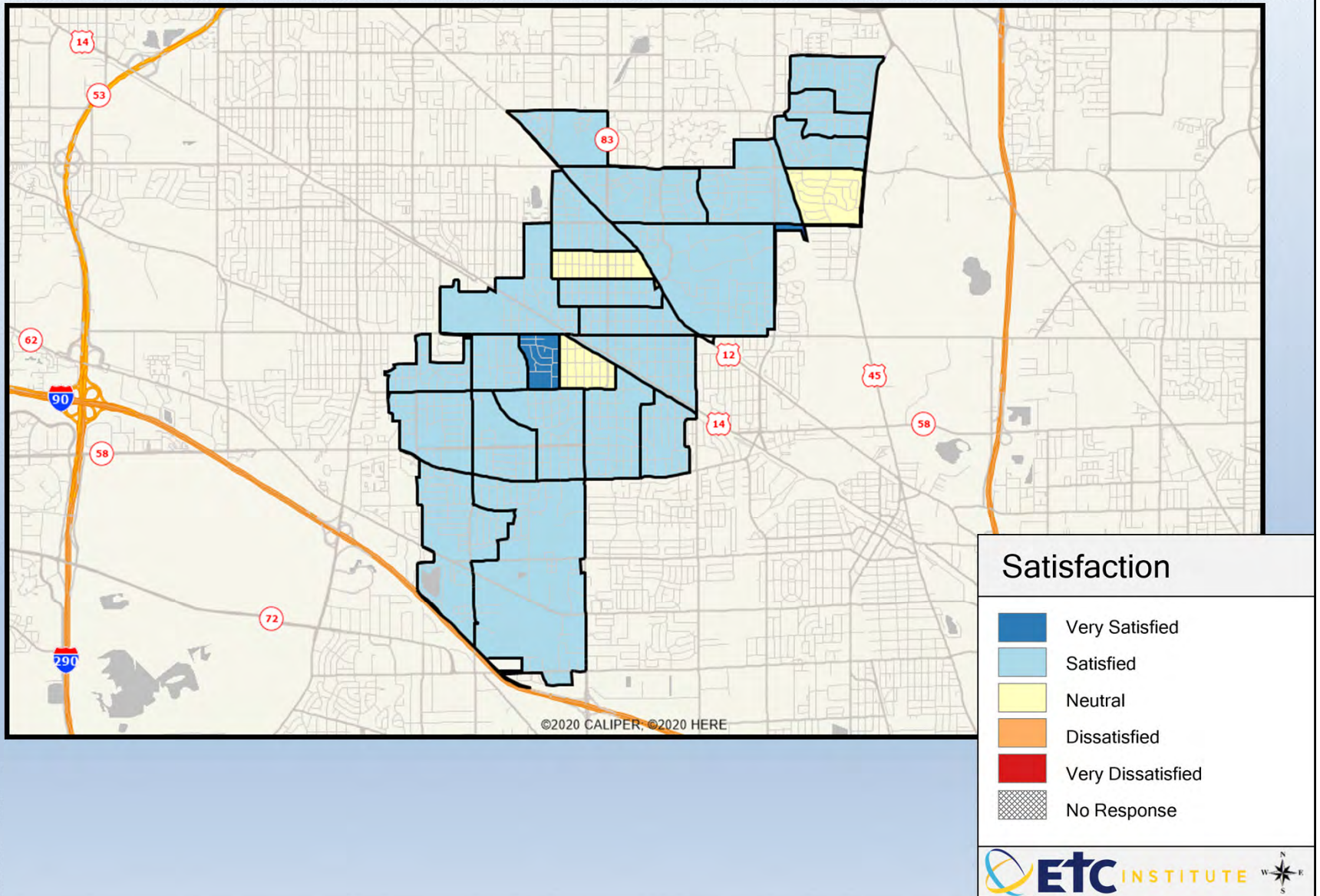
Q4-09. Maintenance of Village owned buildings



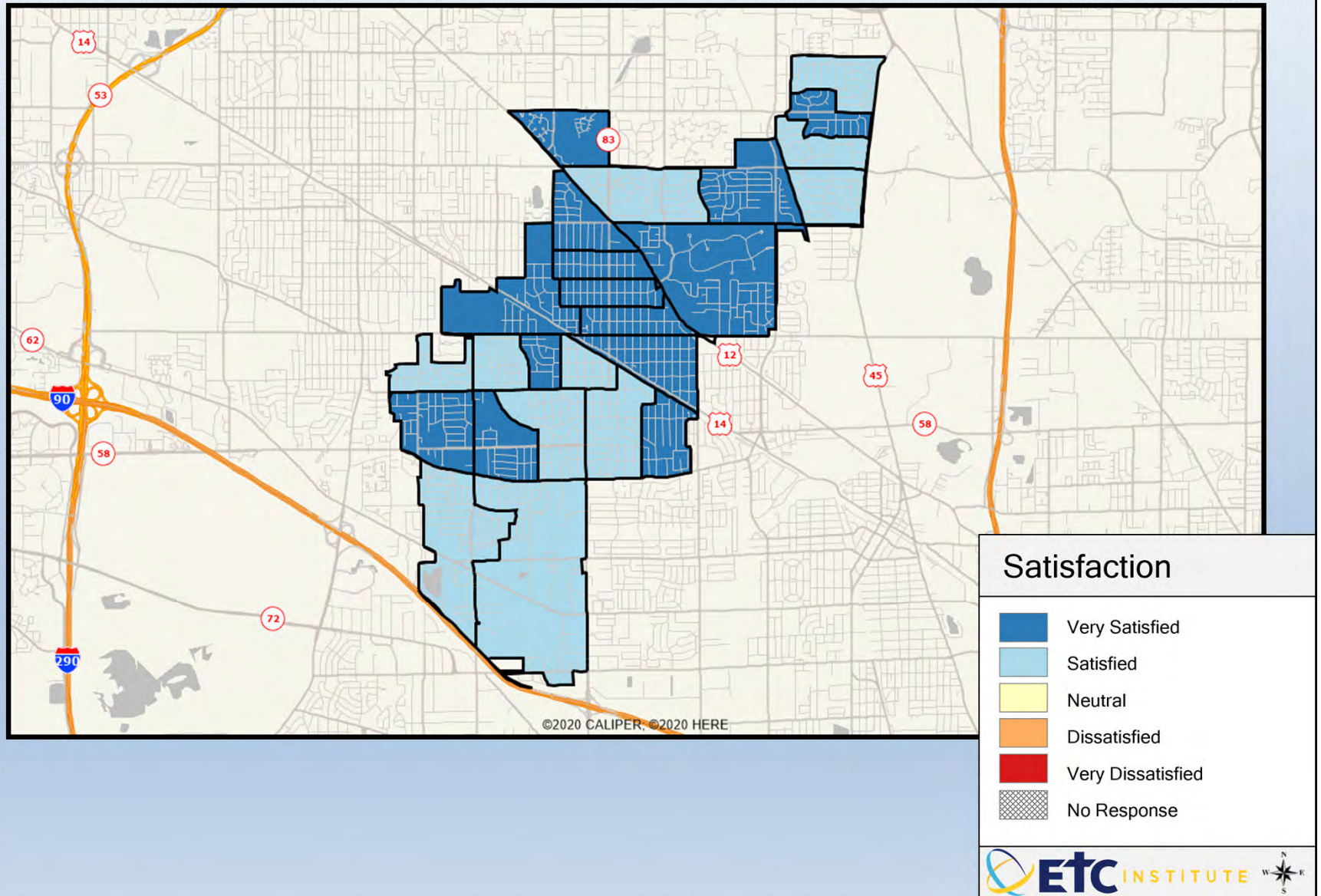
Q4-10. Adequacy of street lighting on major streets



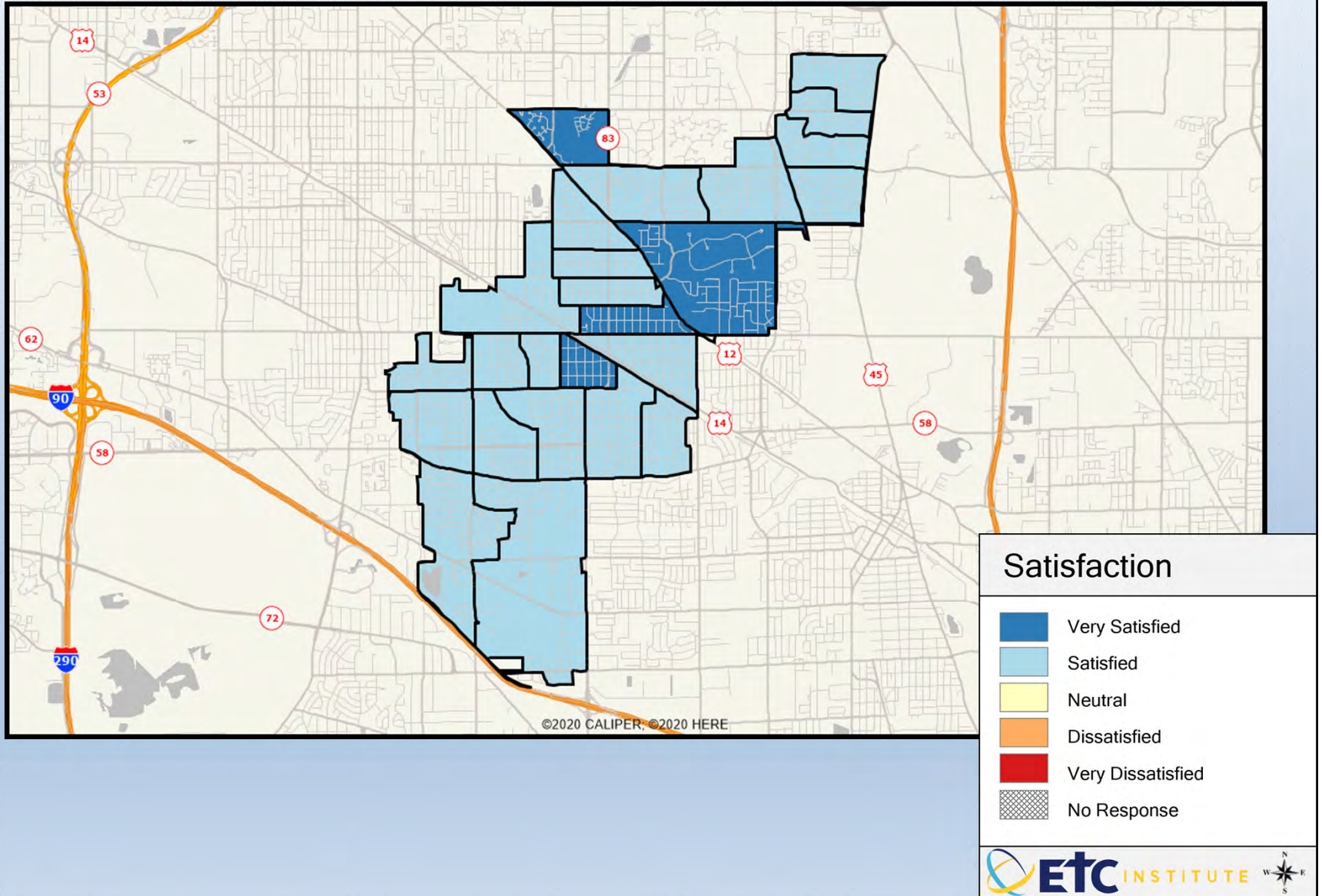
Q4-11. Adequacy of street lighting on neighborhood streets



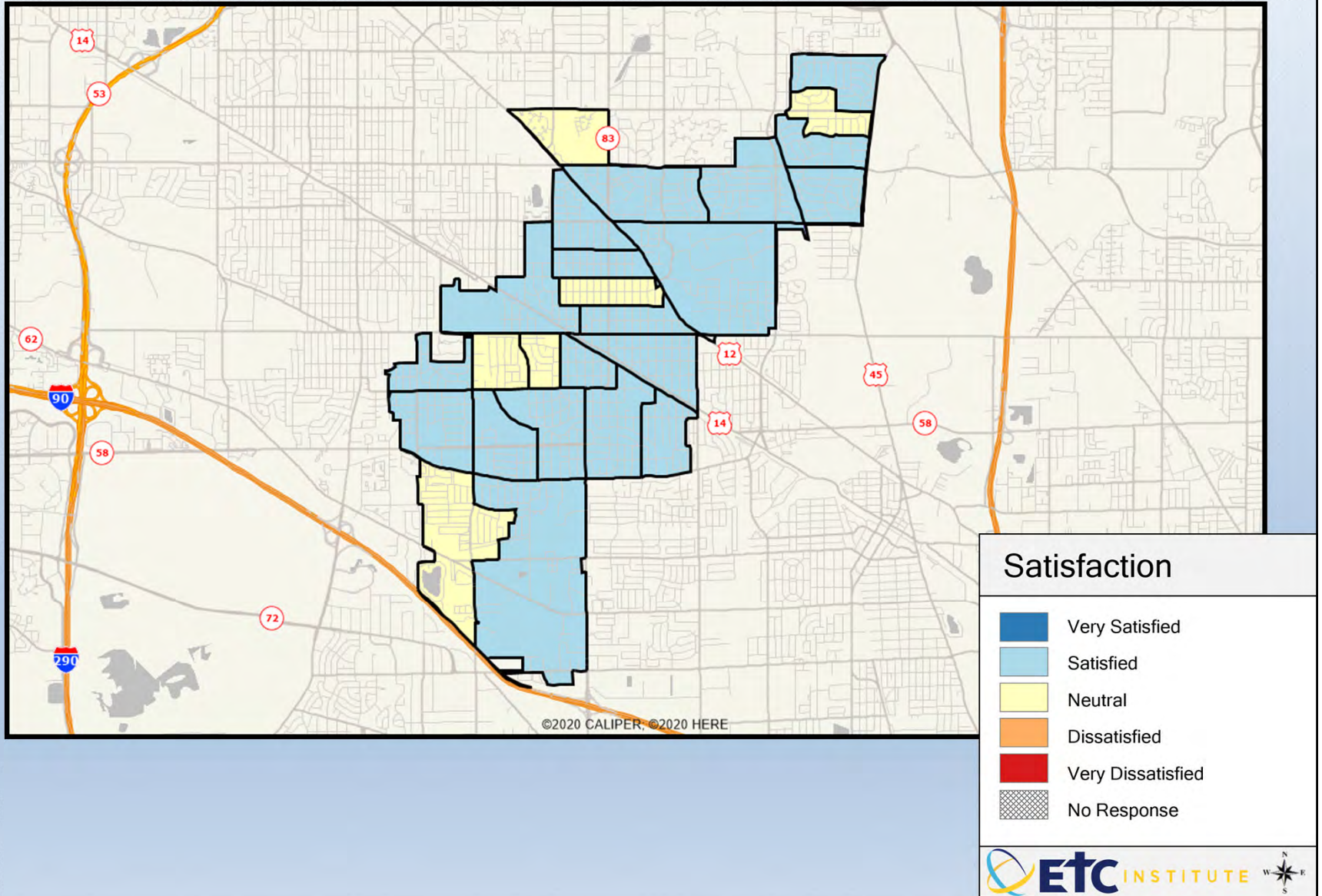
Q4-12. Overall cleanliness of streets and other public areas



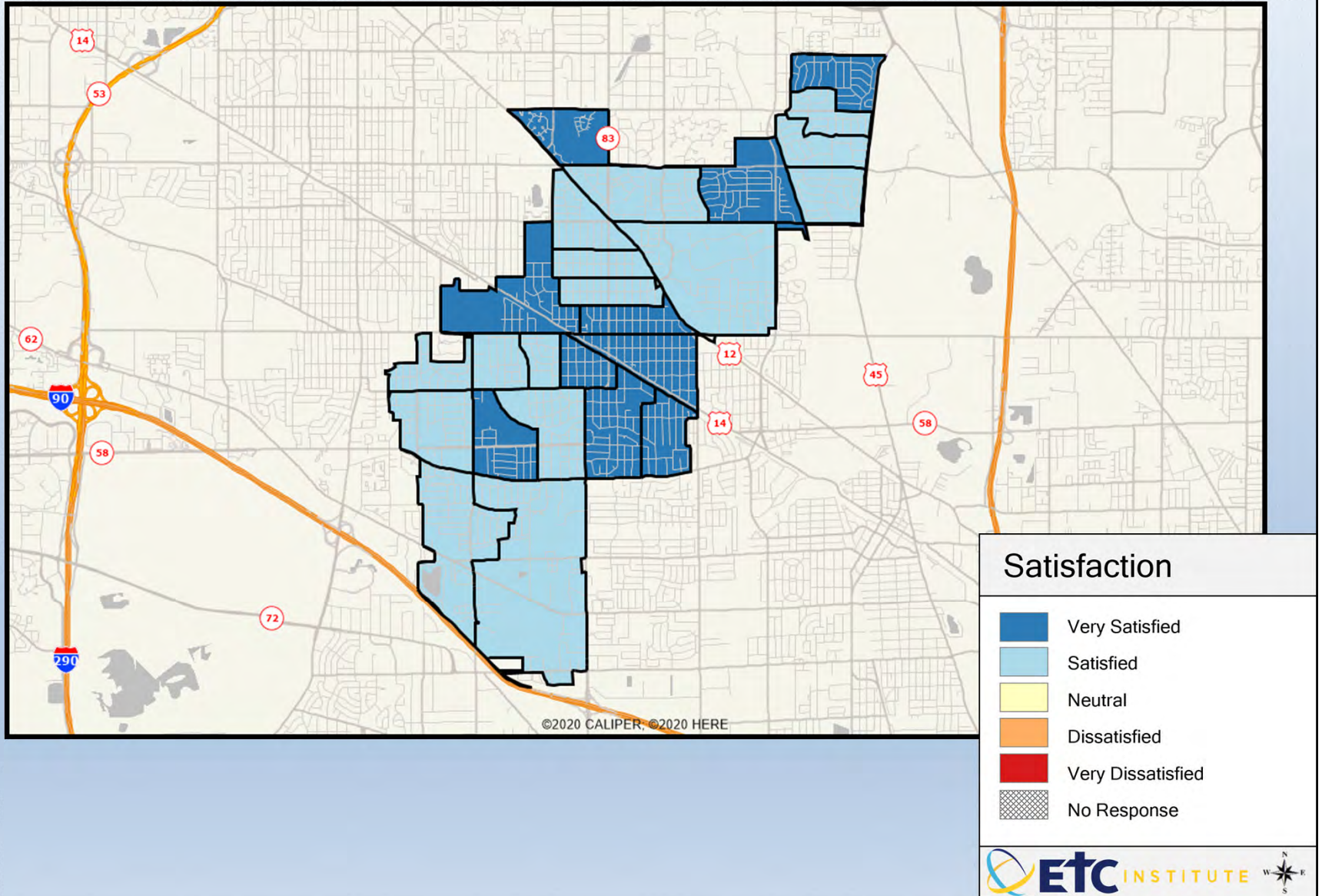
Q4-13. Quality of electrical service



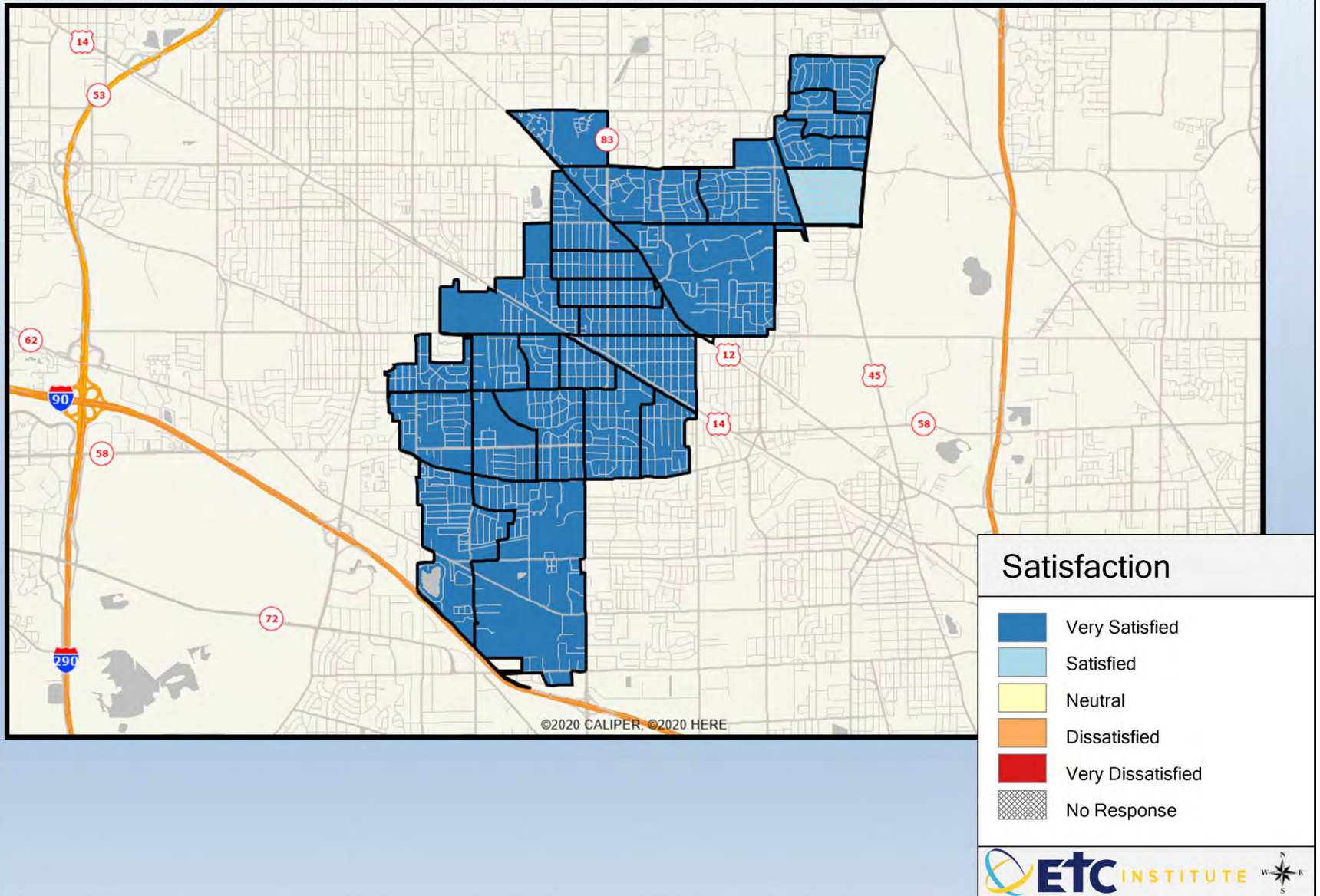
Q4-14. Quality of cable and Internet service



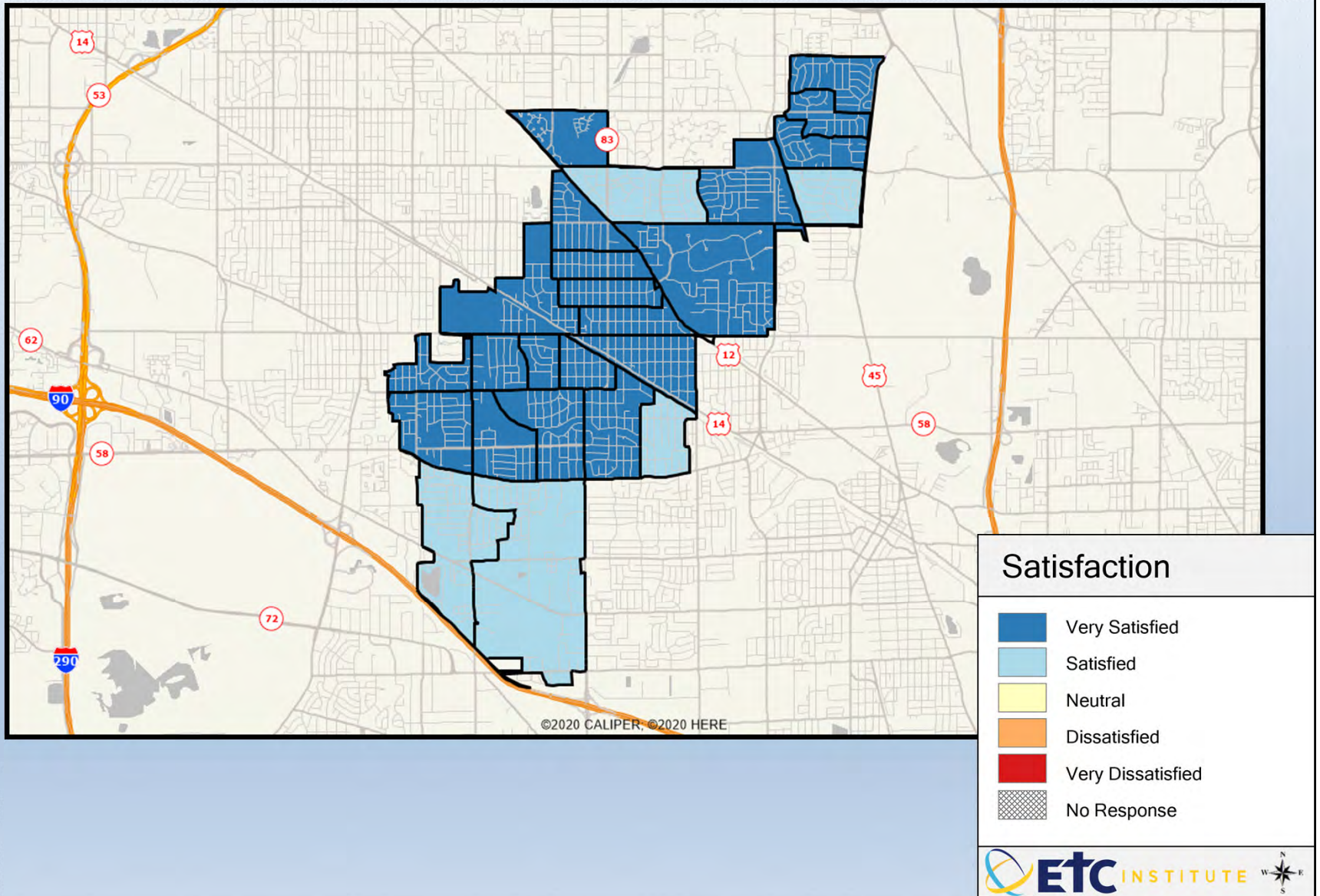
Q4-15. Quality of natural gas service



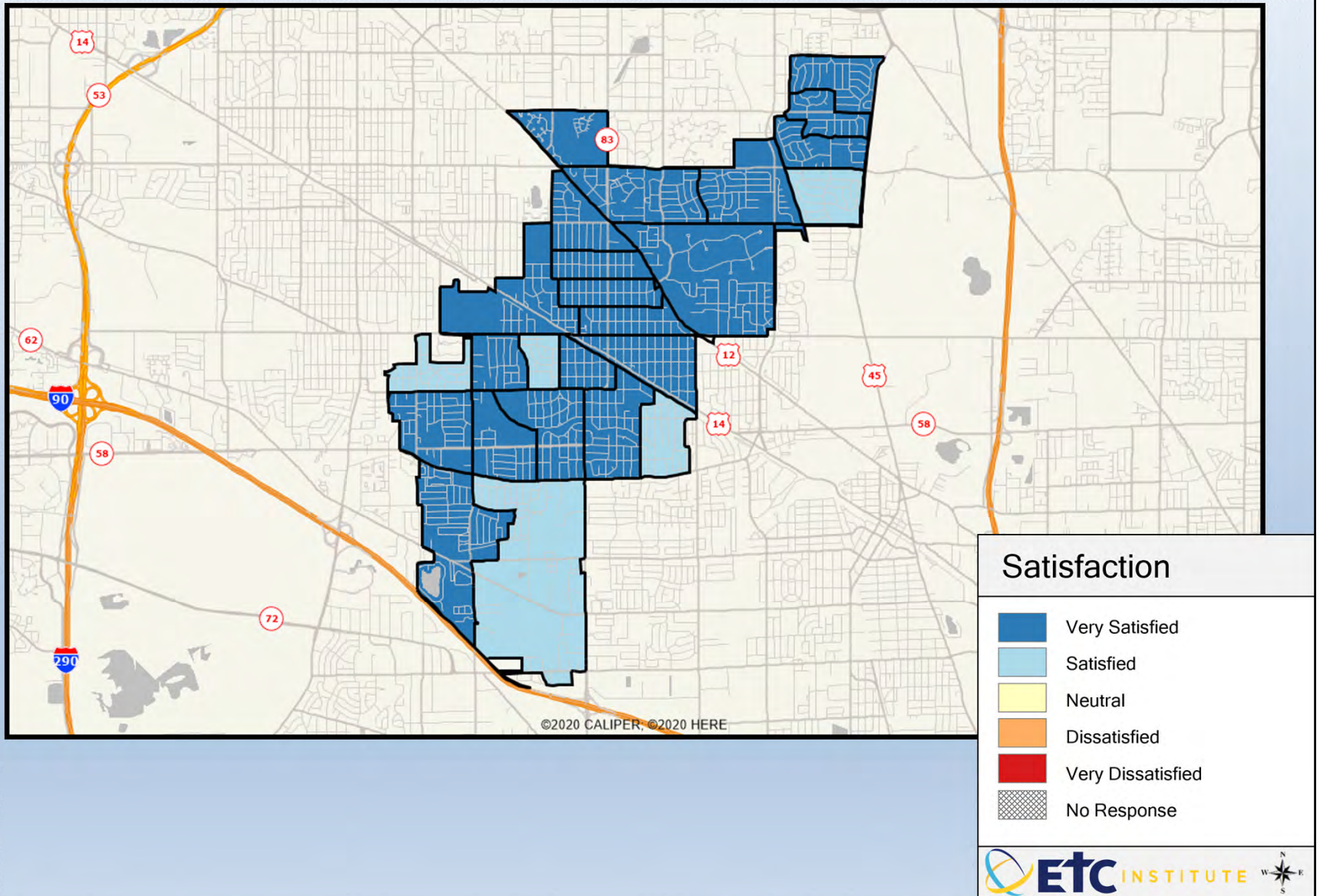
Q6-1. Quality of residential garbage collection service



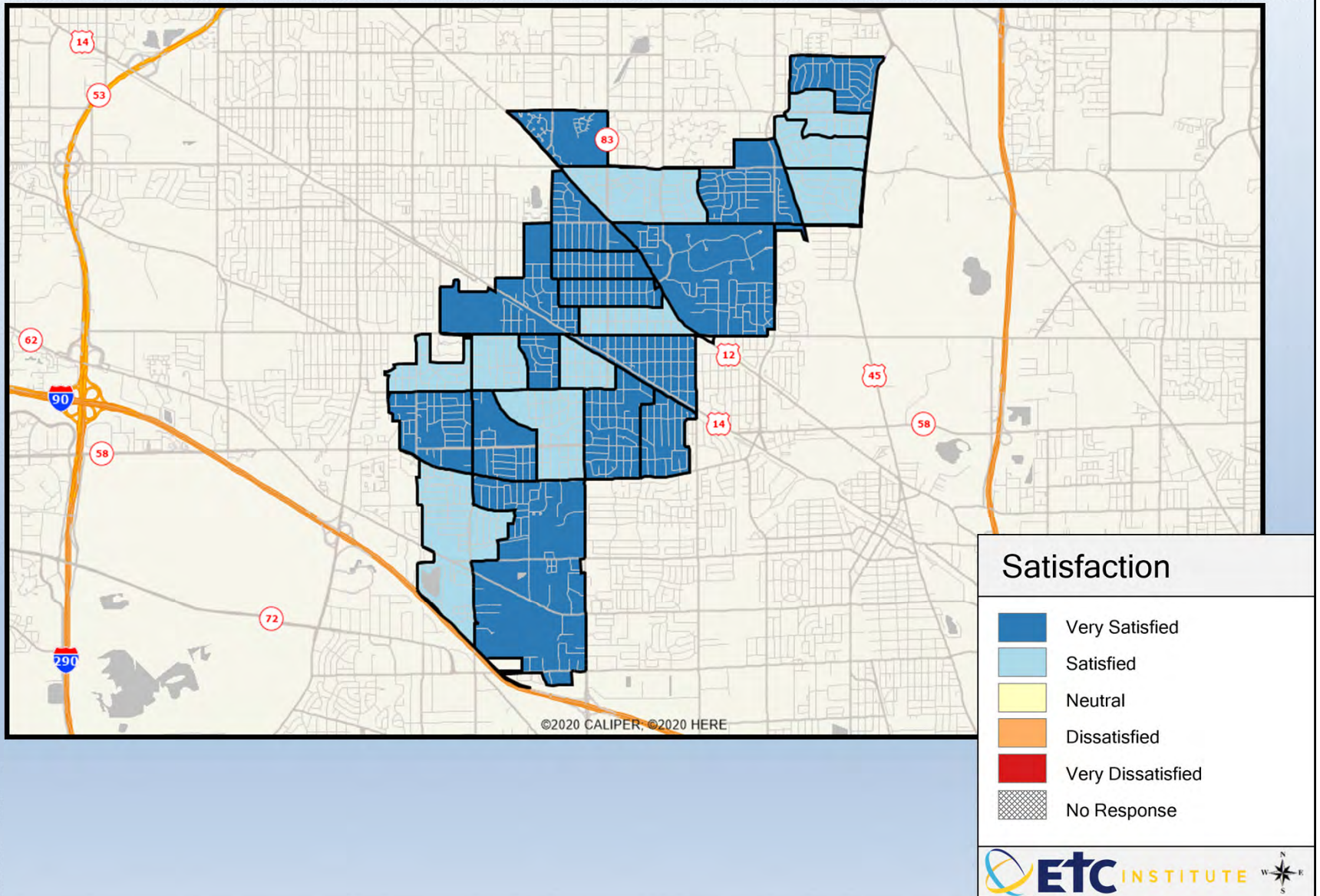
Q6-2. Quality of residential curbside recycling service



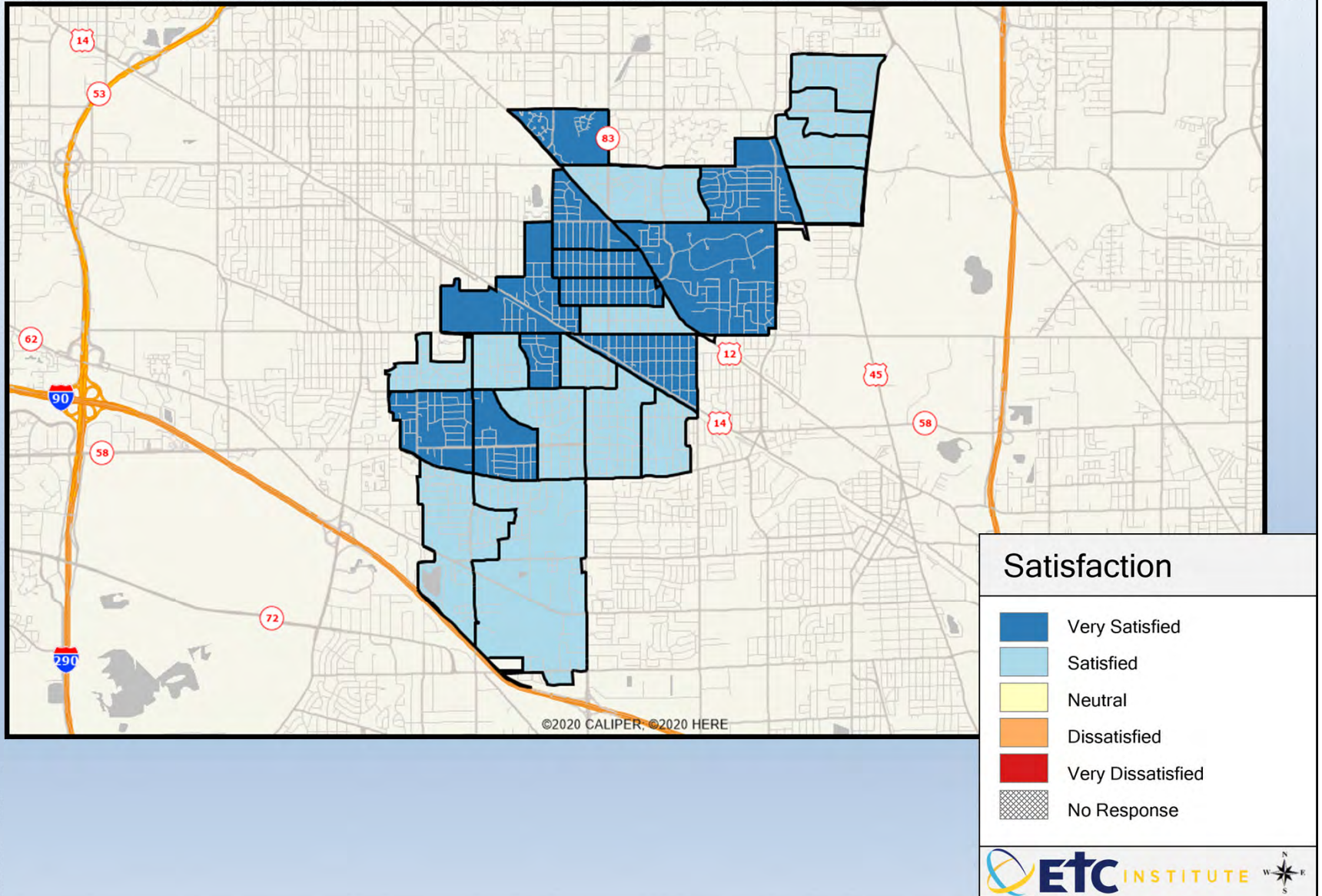
Q6-3. Quality of organics, yard waste and brush collection service



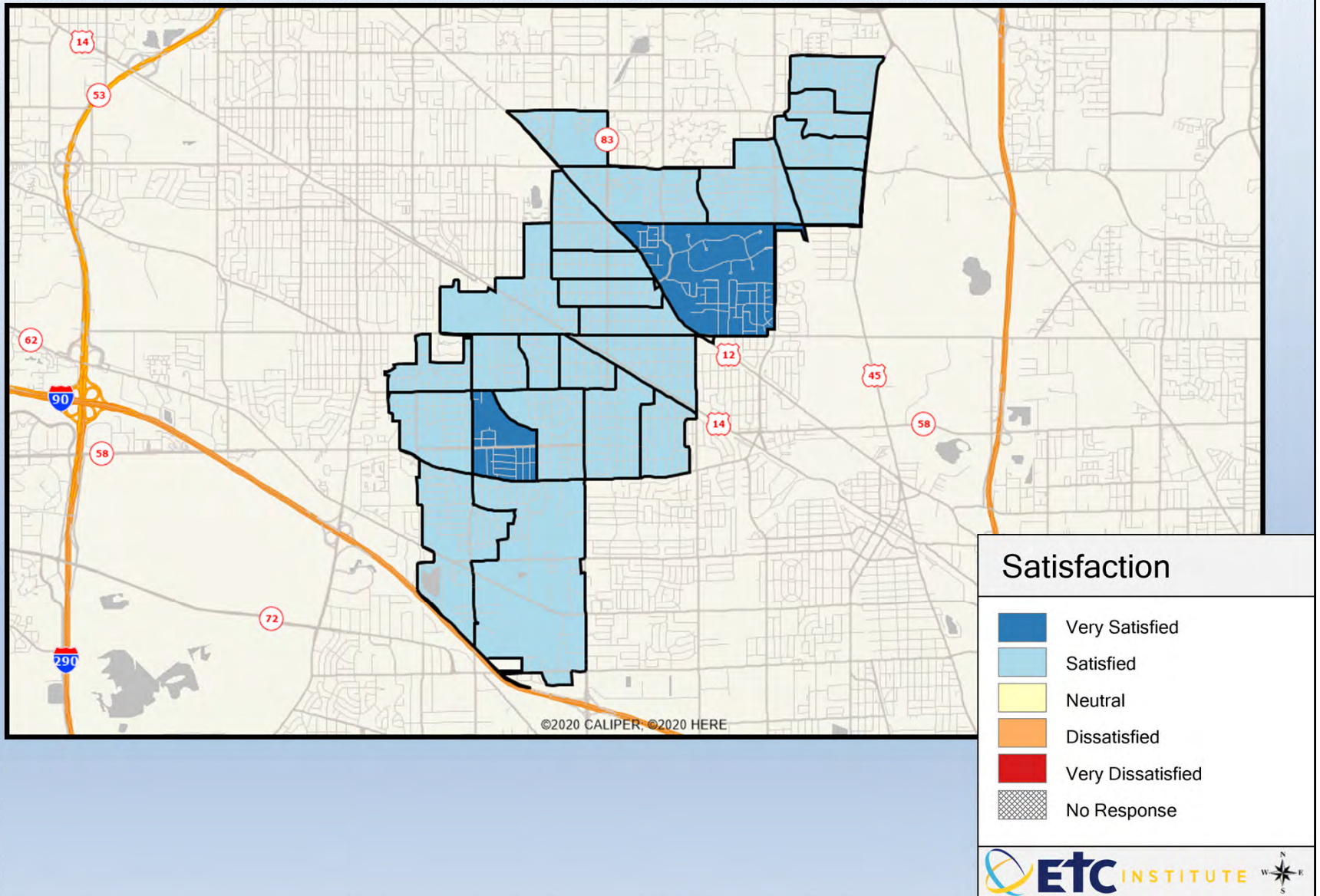
Q6-4. Quality of drinking water



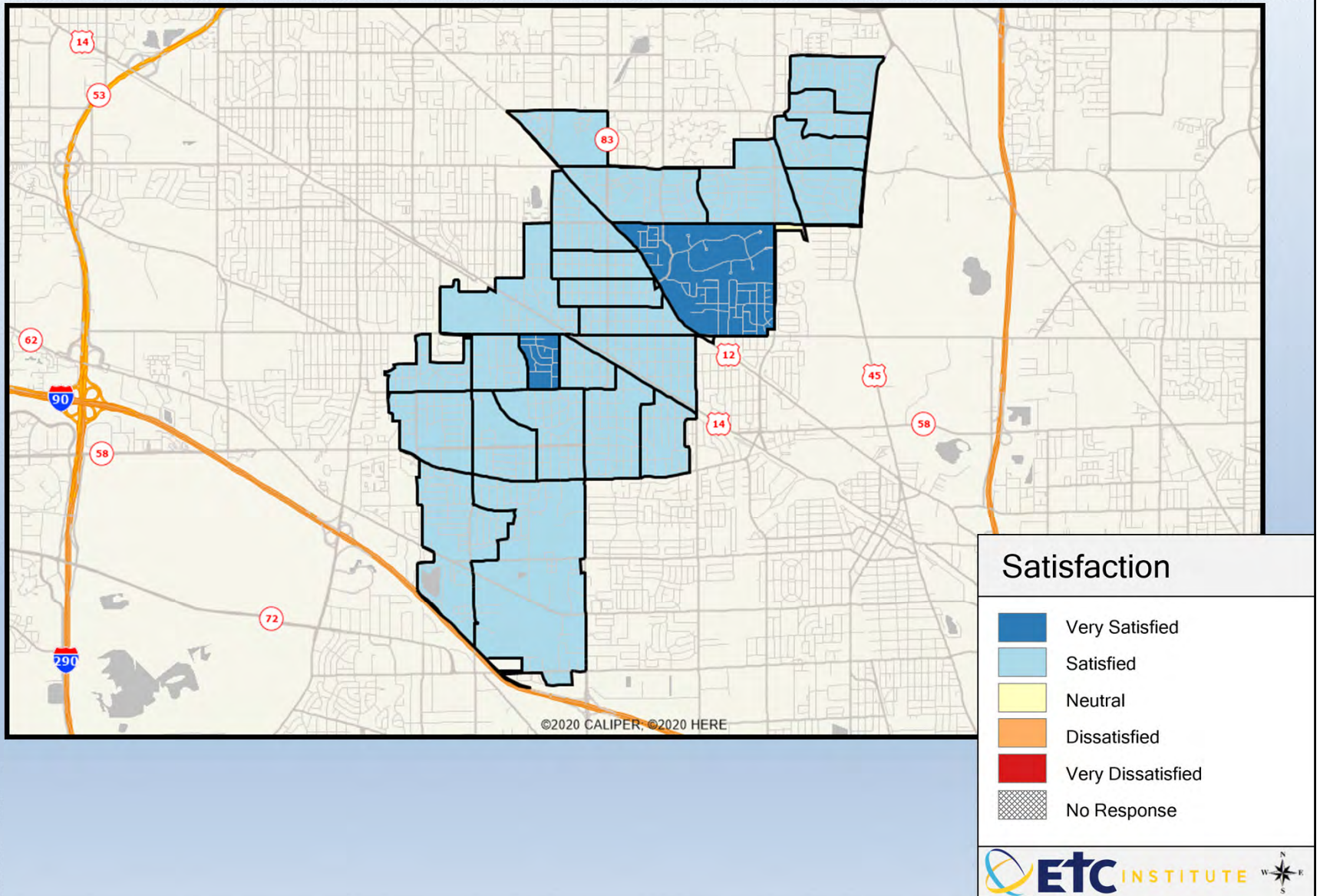
Q6-5. Quality of wastewater services



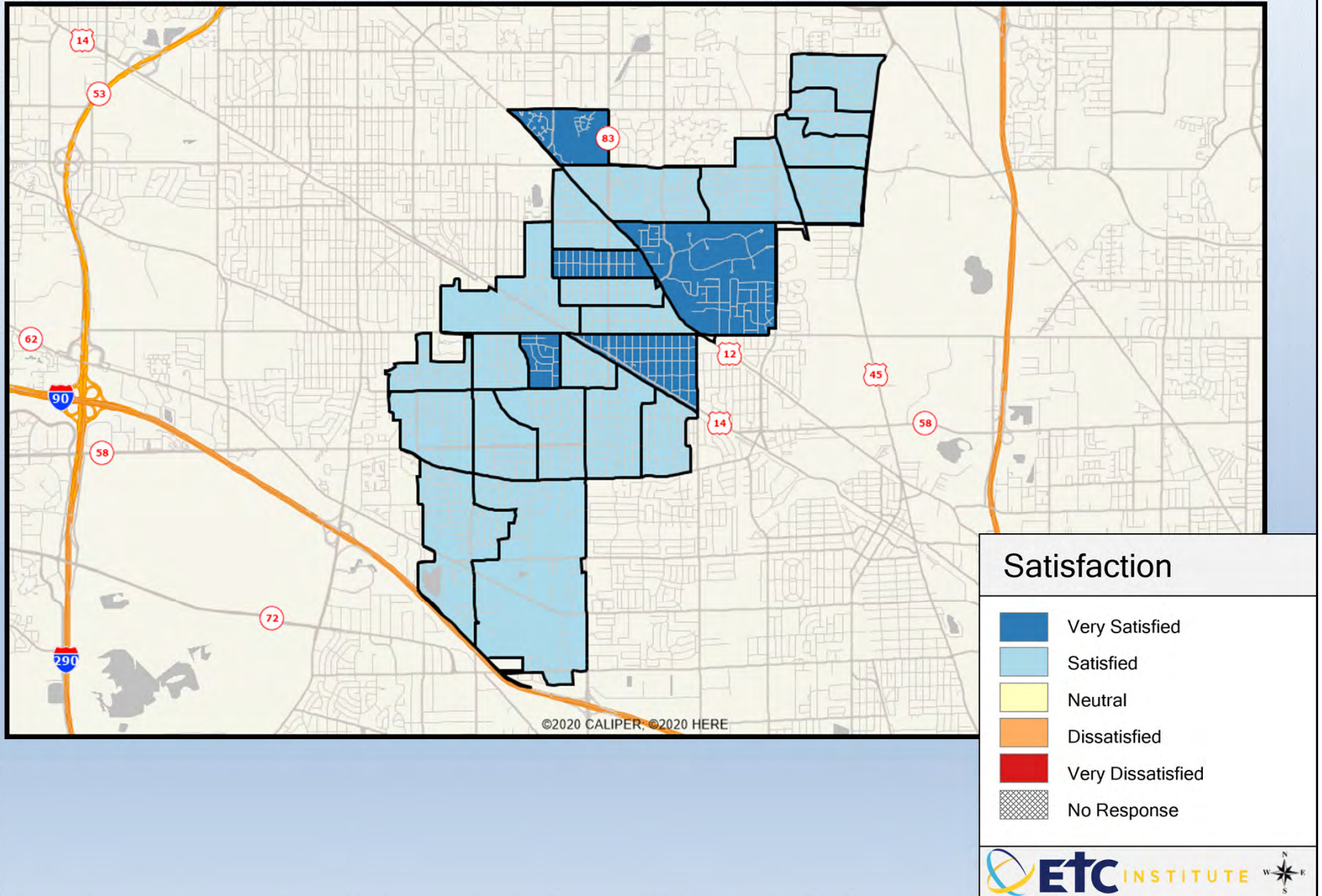
Q6-6. Quality of stormwater management and drainage infrastructure



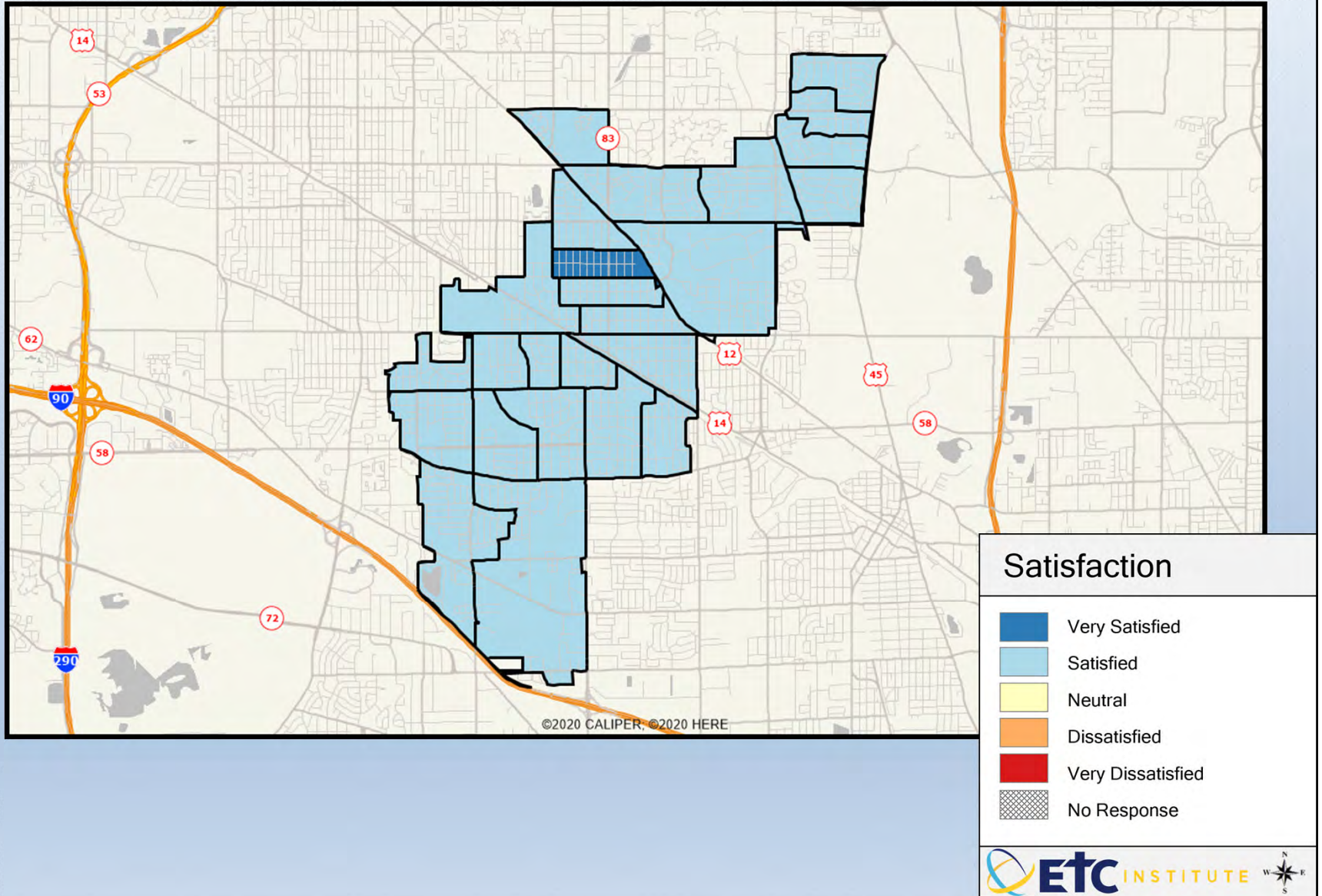
Q7-1. Property maintenance standards for private property



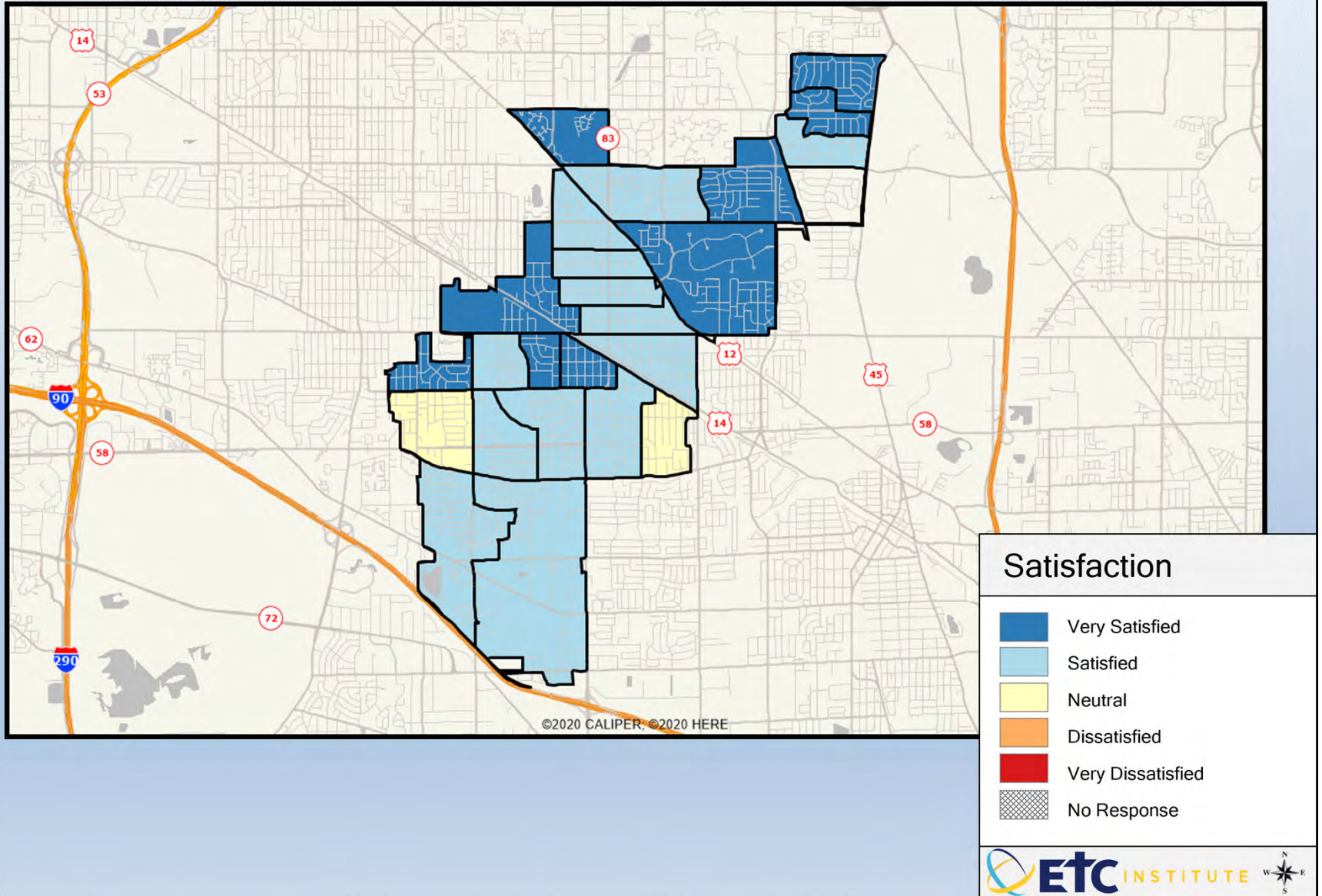
Q7-2. Sign regulation standards



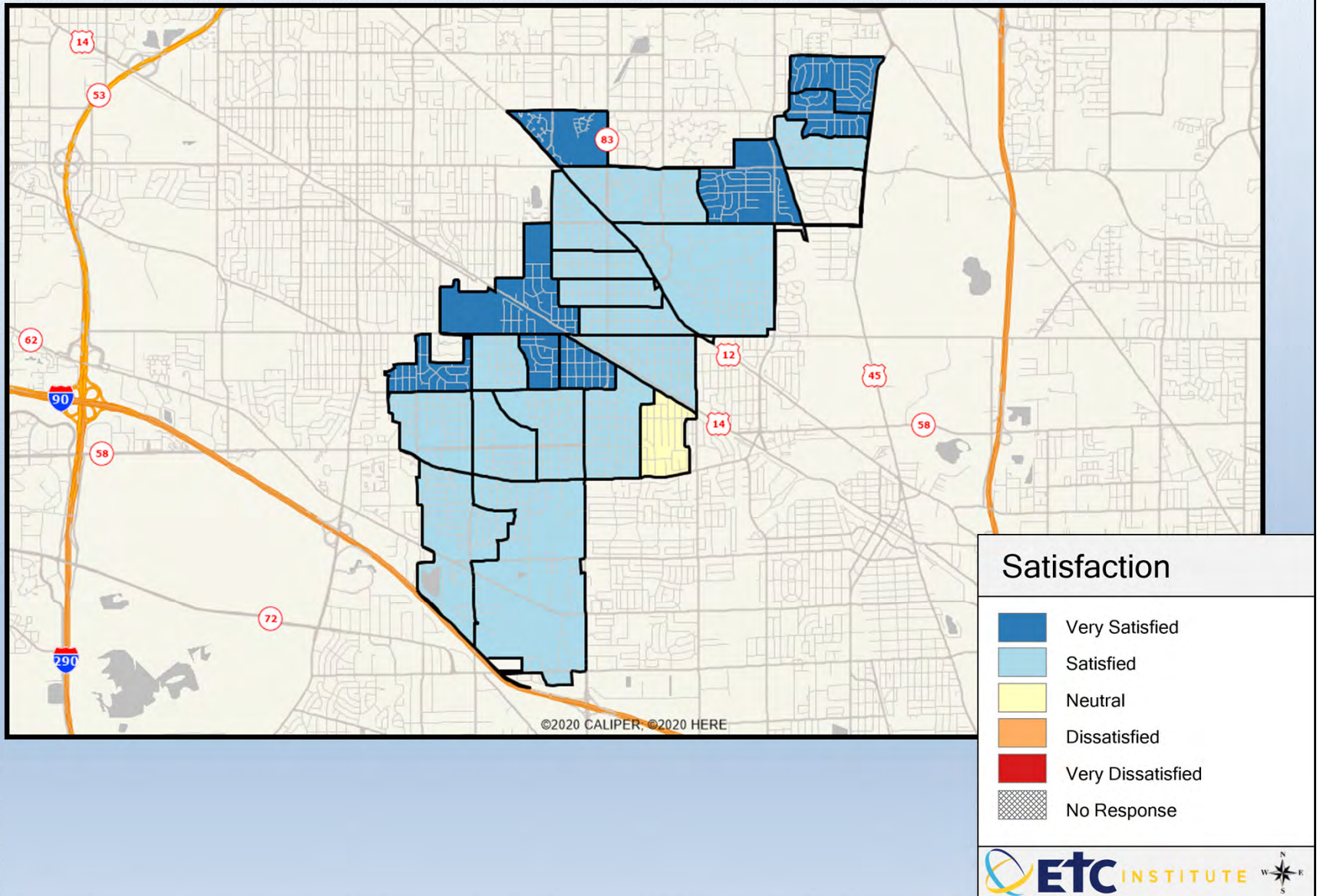
Q7-3. Appearance of commercial corridors



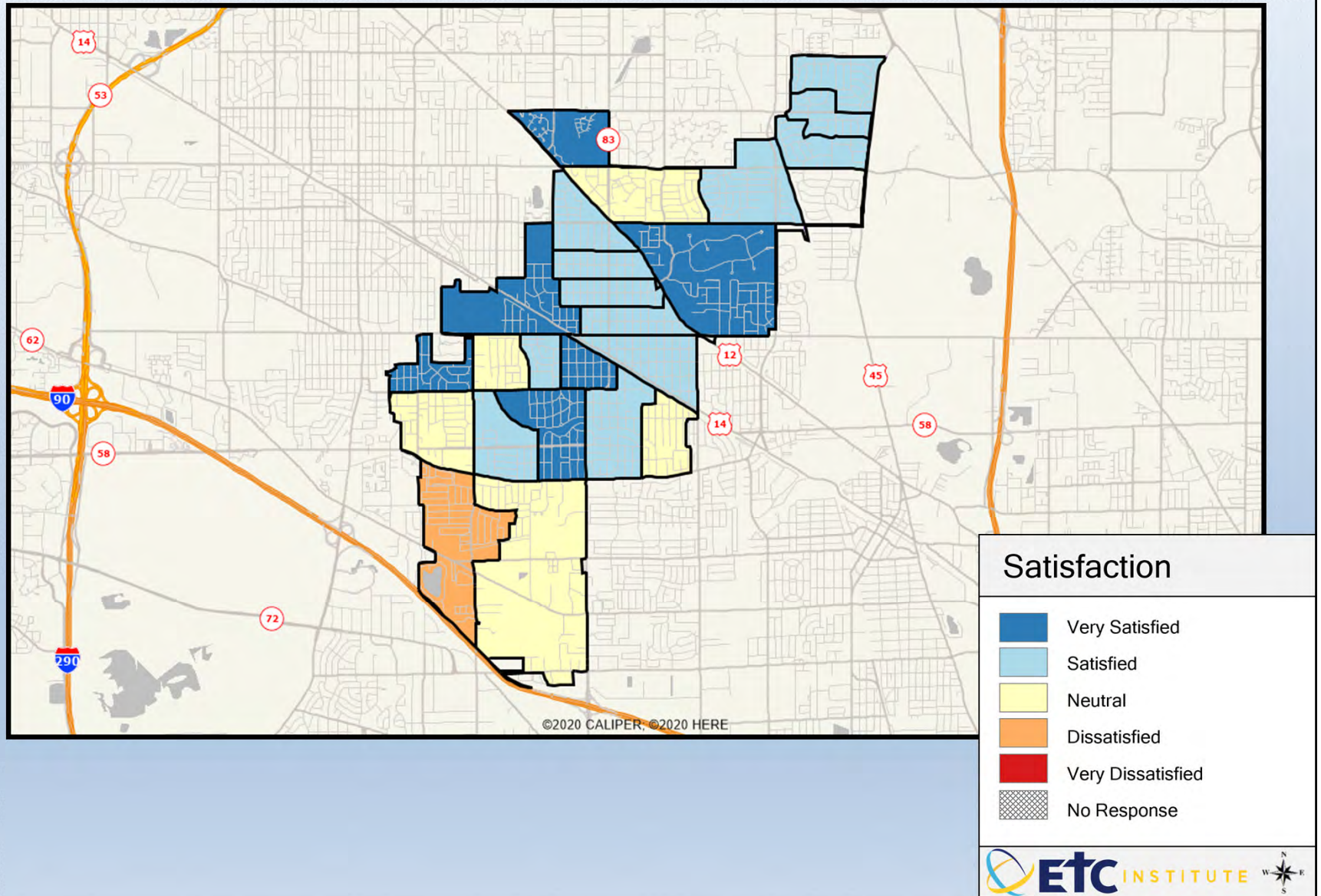
Q7-4. Building permit process



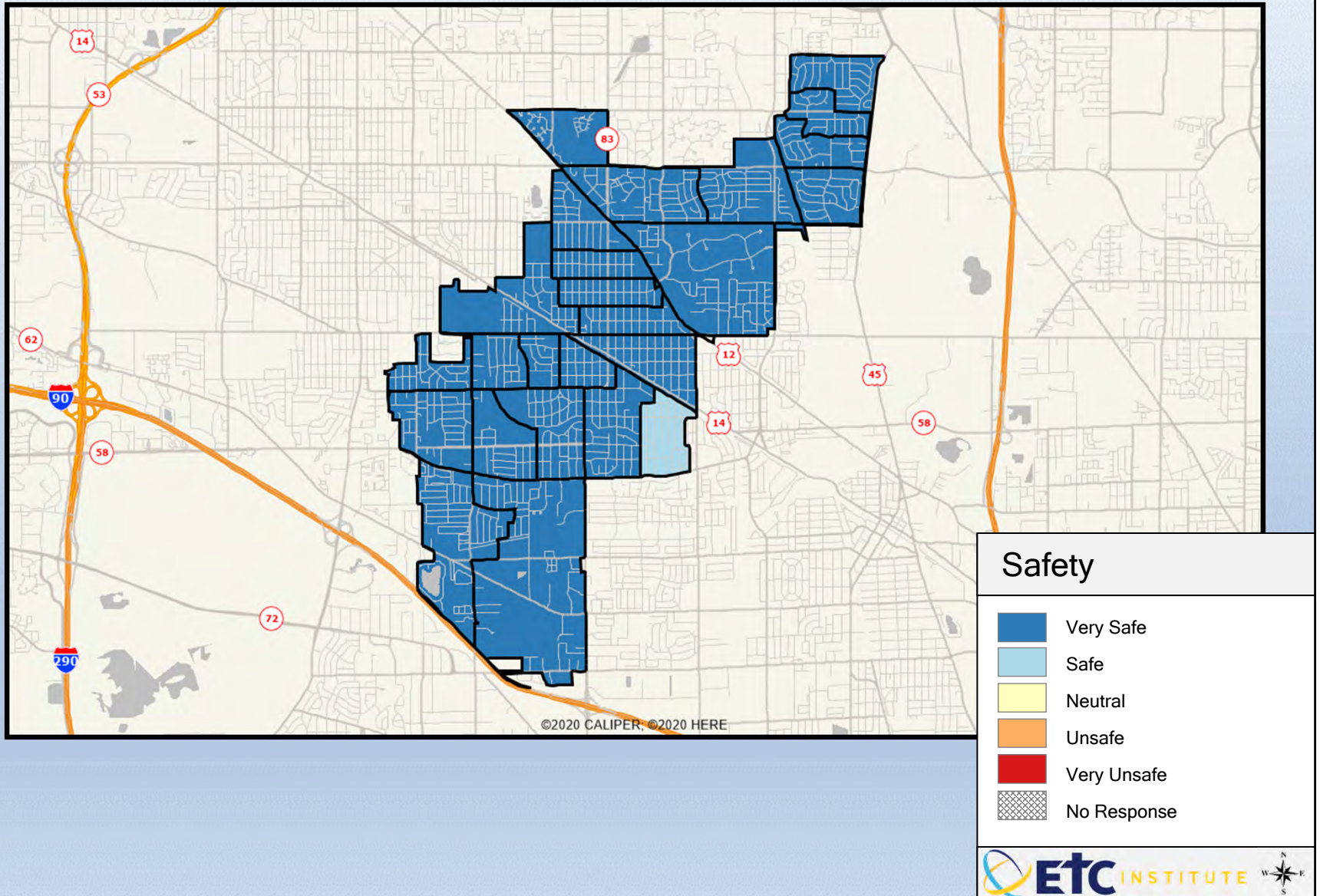
Q7-5. Inspection process



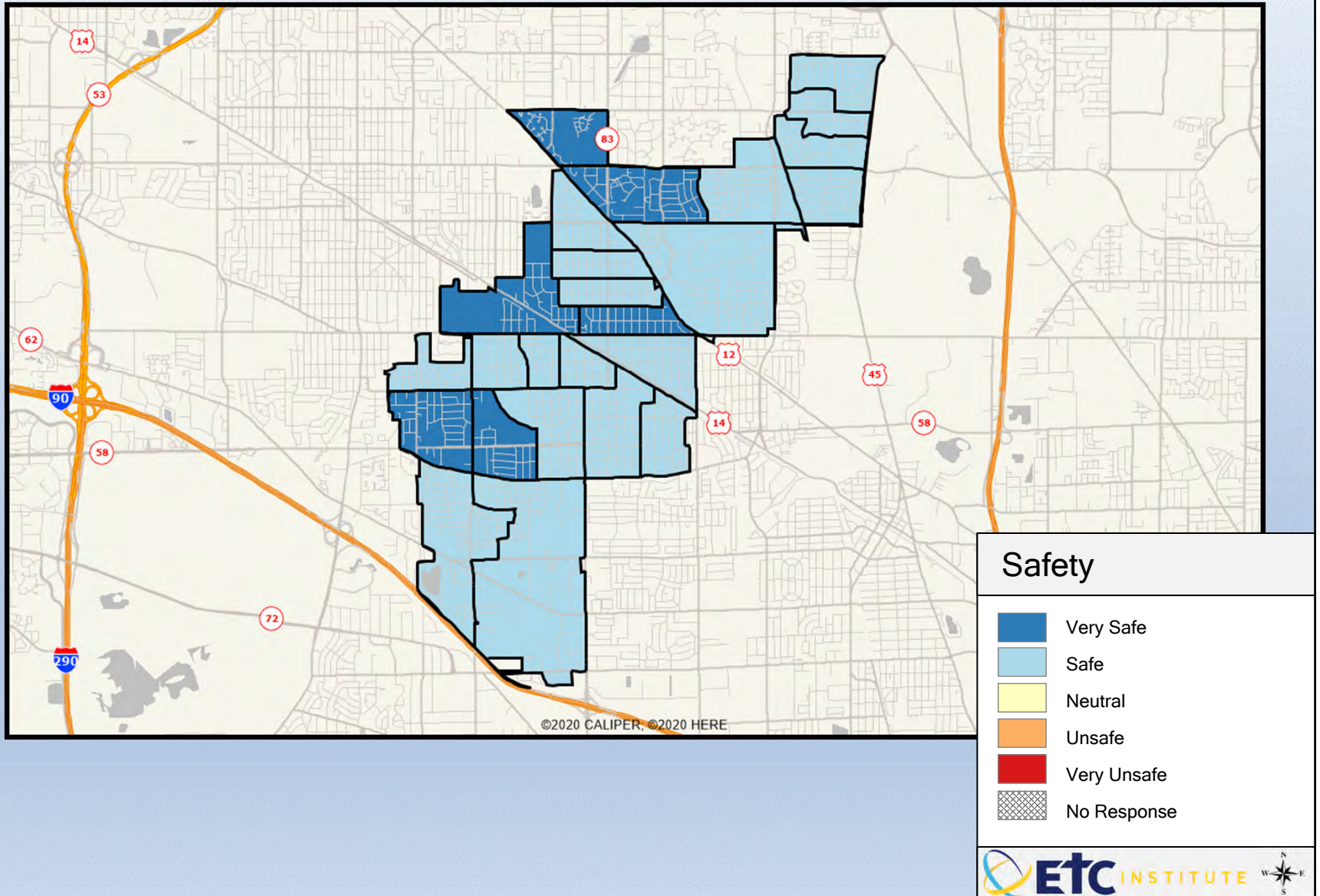
Q7-6. Conditional use permit process and variance process



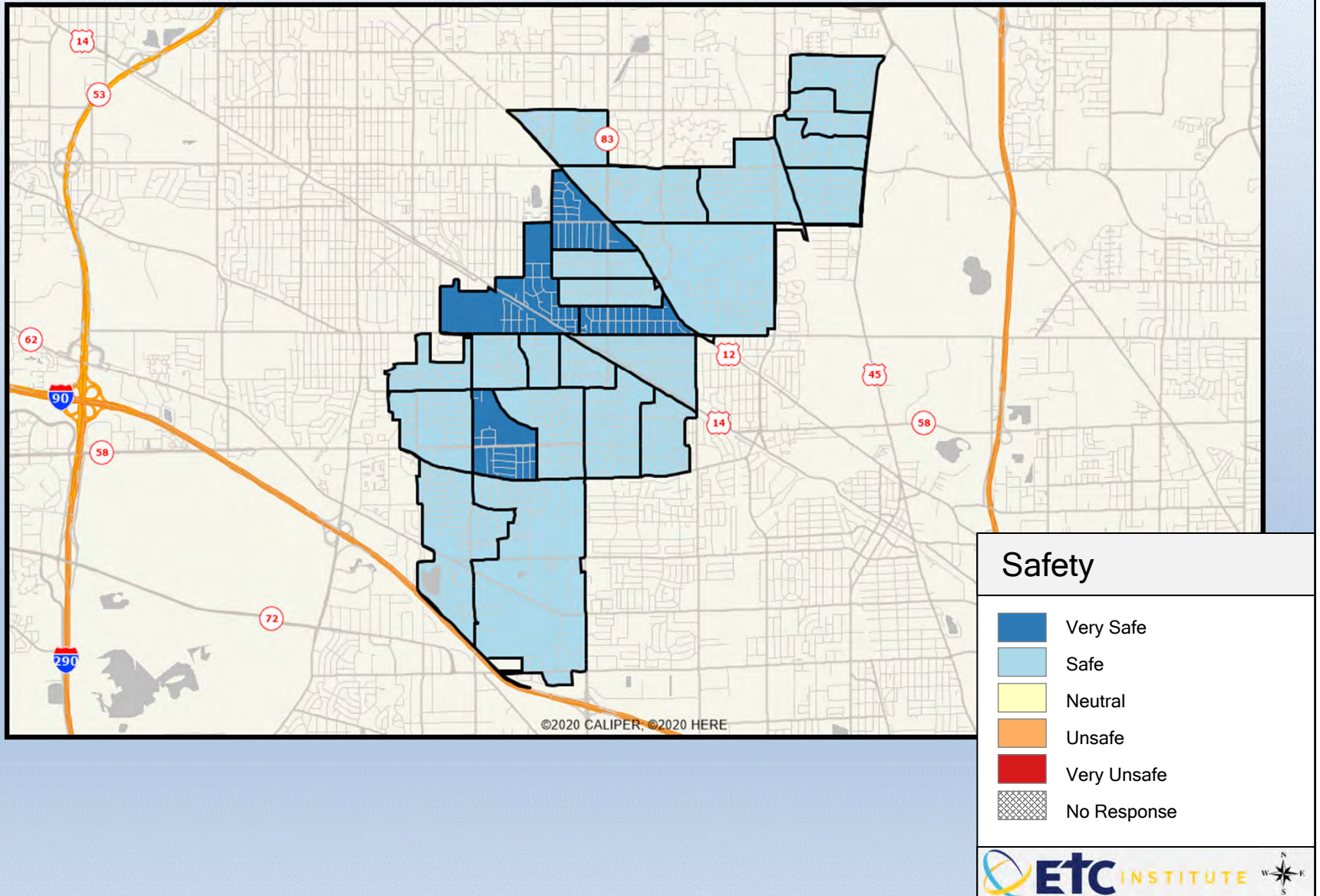
Q9-1. In your neighborhood during the day



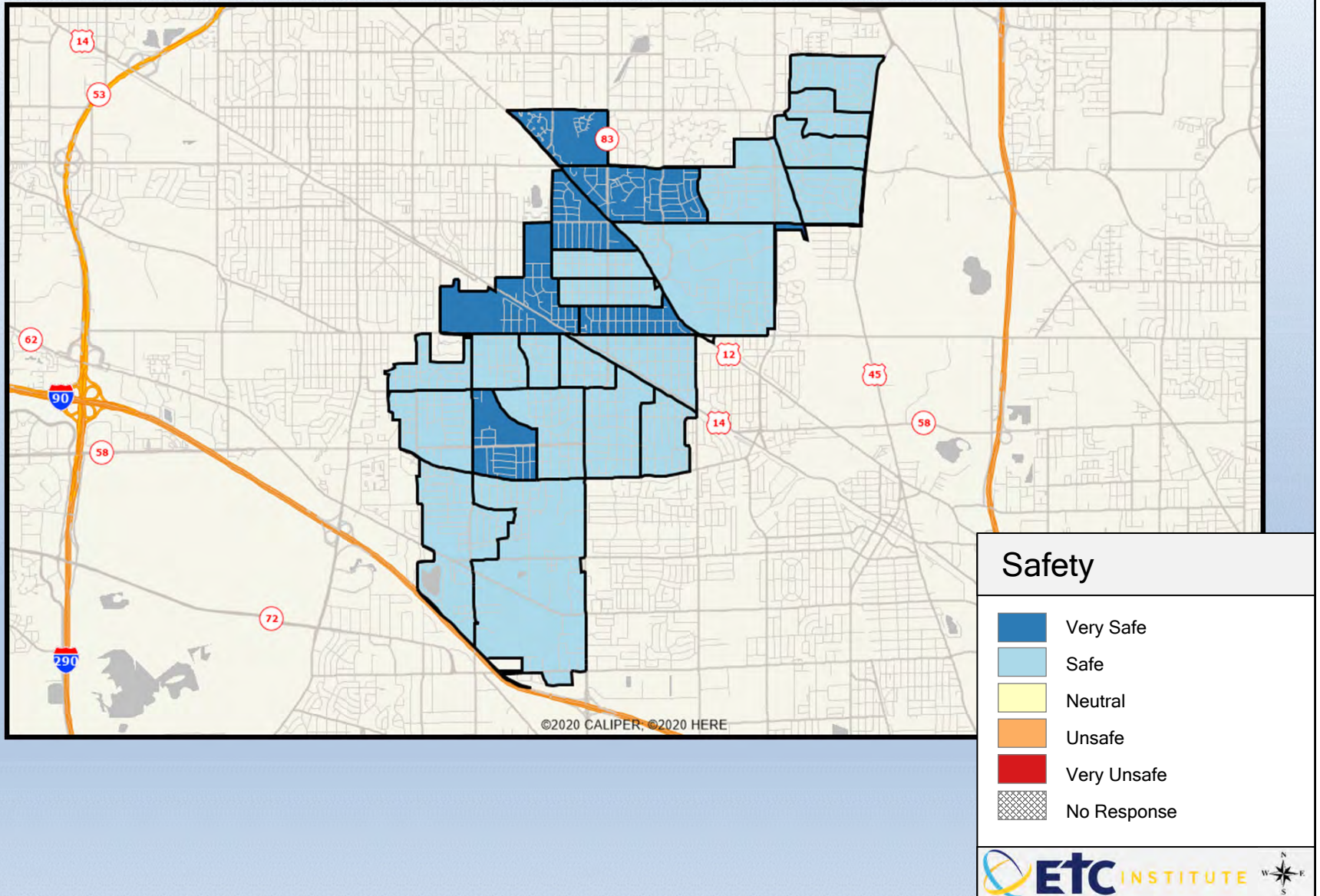
Q9-2. In your neighborhood at night



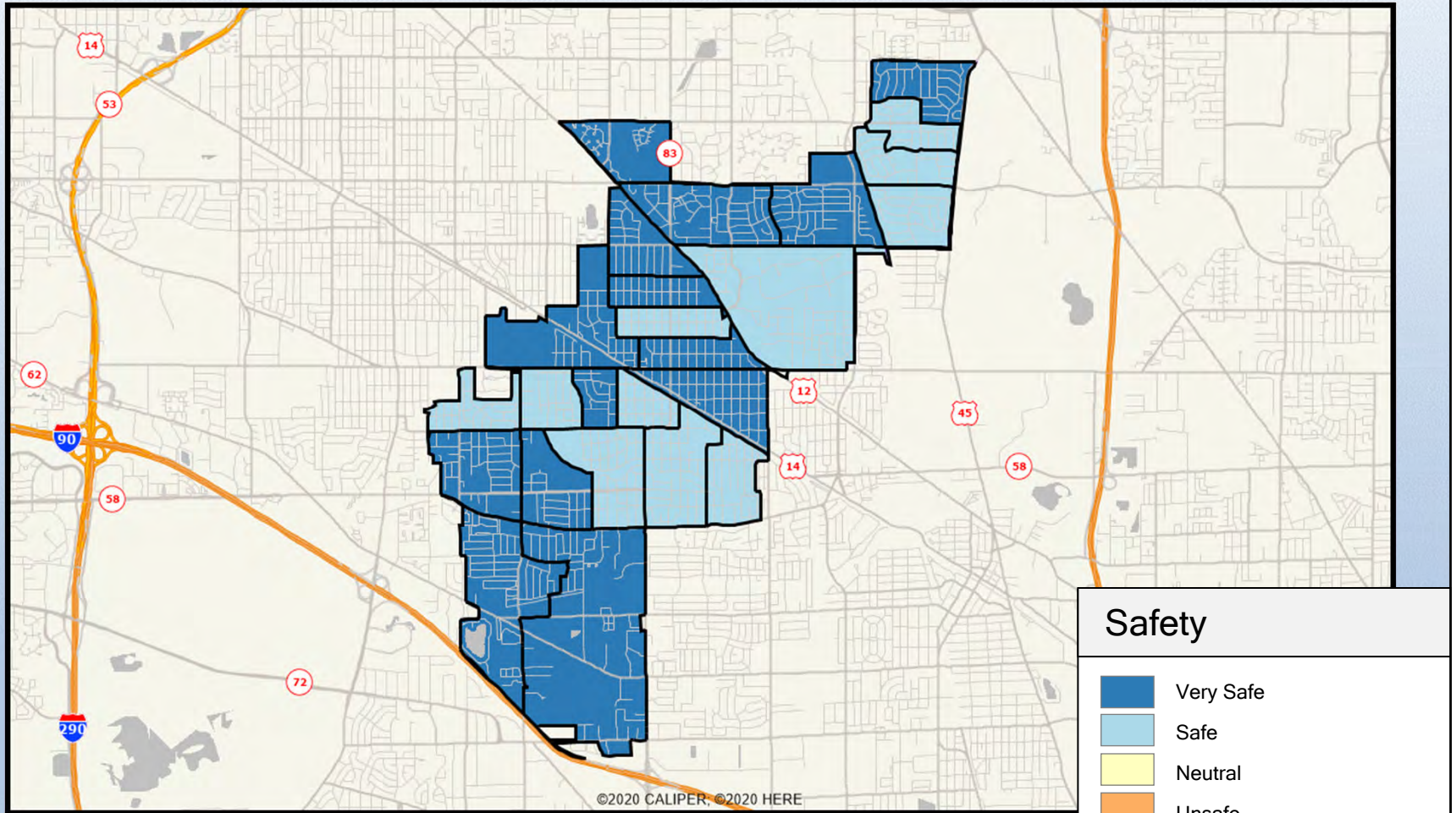
Q9-3. In parks, trails, and recreational areas in the Village



Q9-4. In commercial and retail areas



Q9-5. Overall in the Village

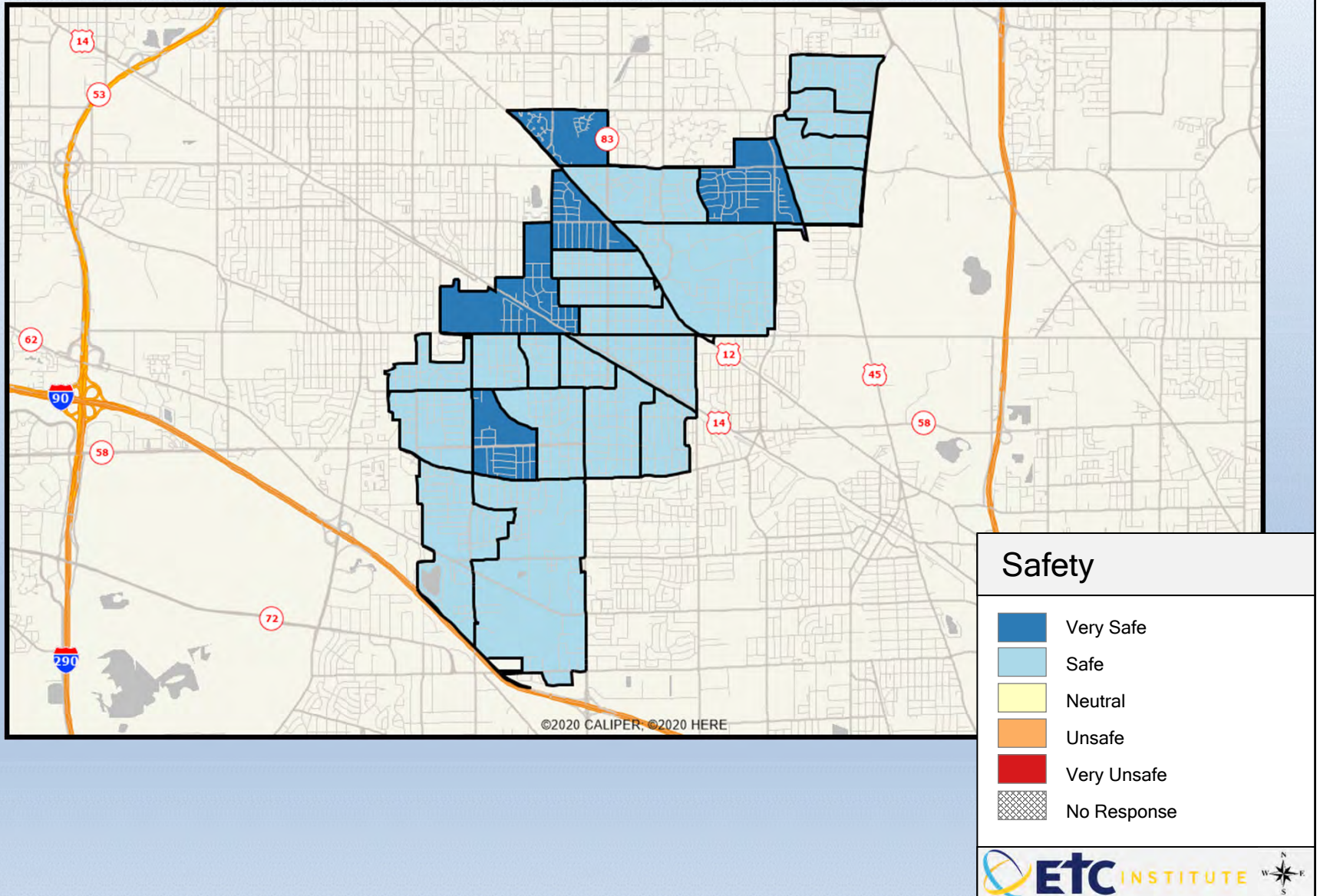


Safety

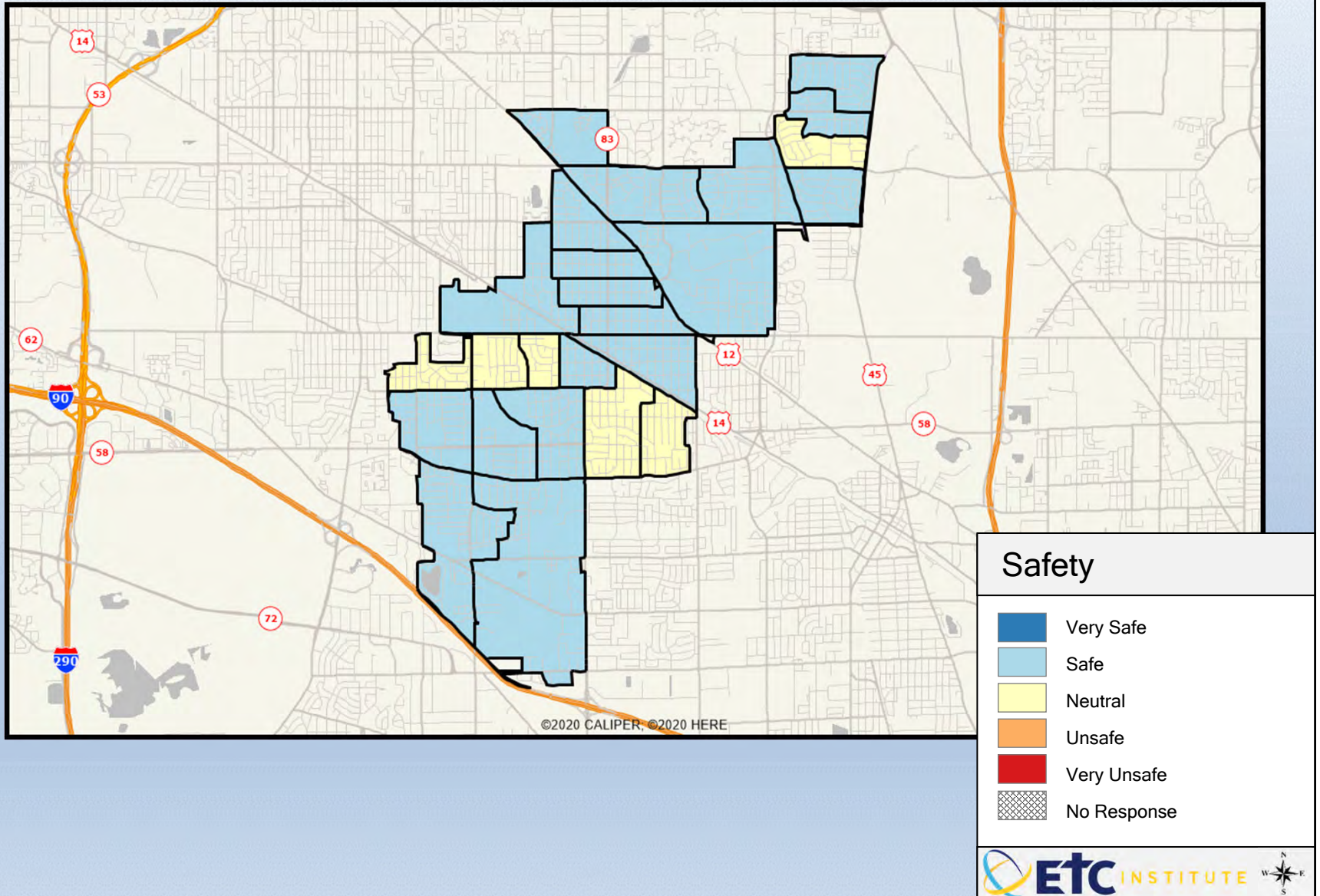
- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

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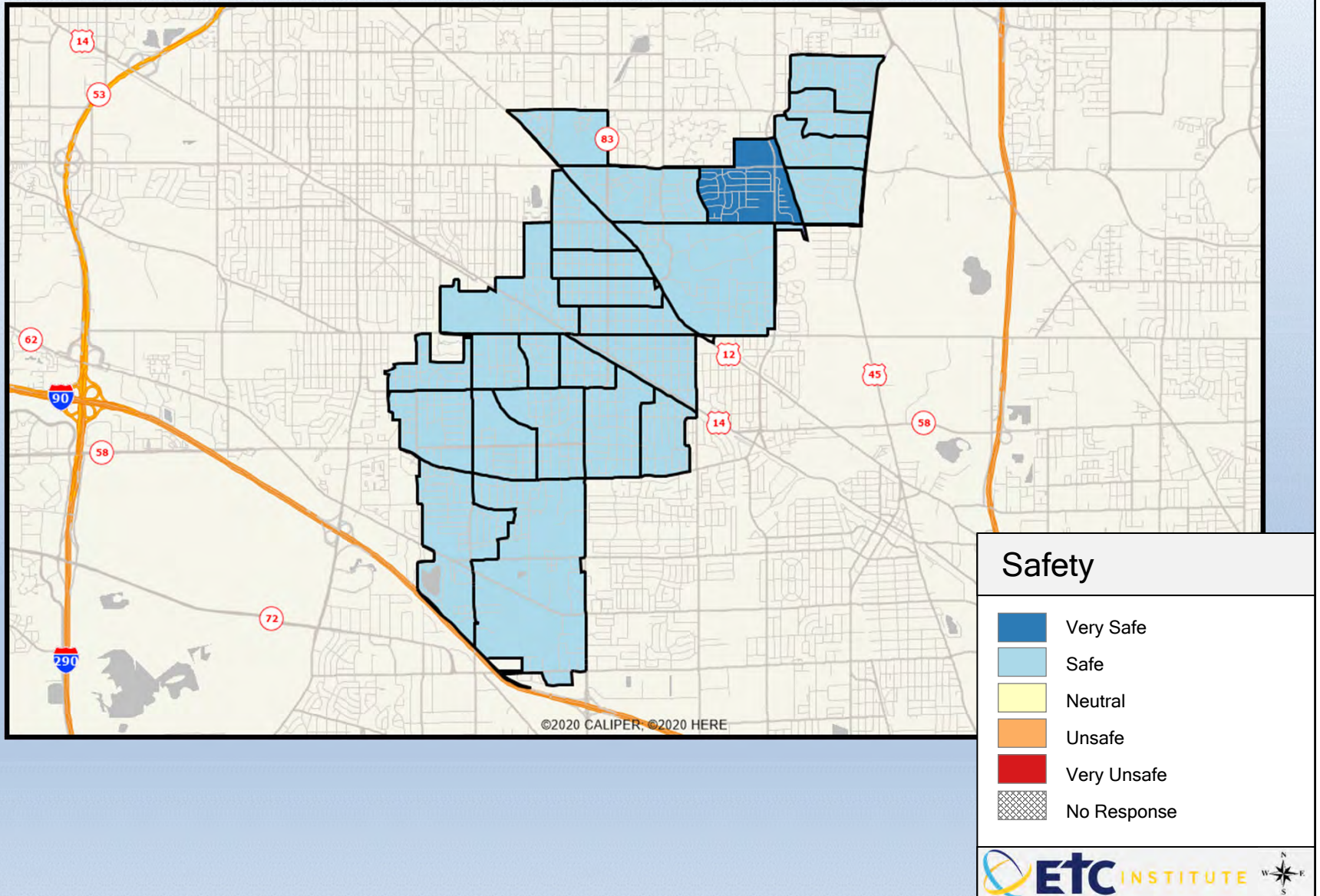
Q9-6. Downtown after dark



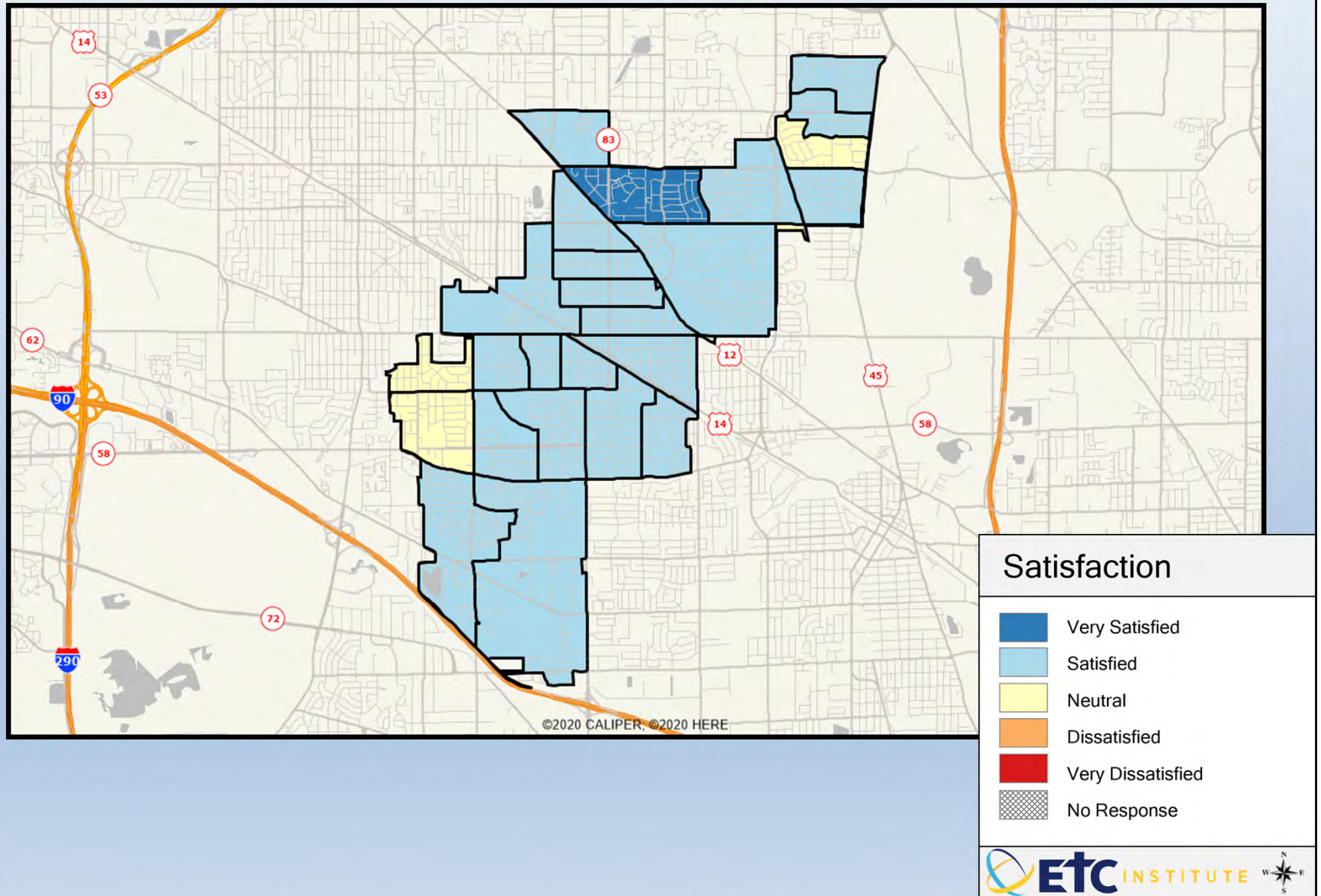
Q9-7. Traveling by bicycle in the Village



Q9-8. Shopping in the Village after dark



Q10-01. Visibility of police in neighborhoods

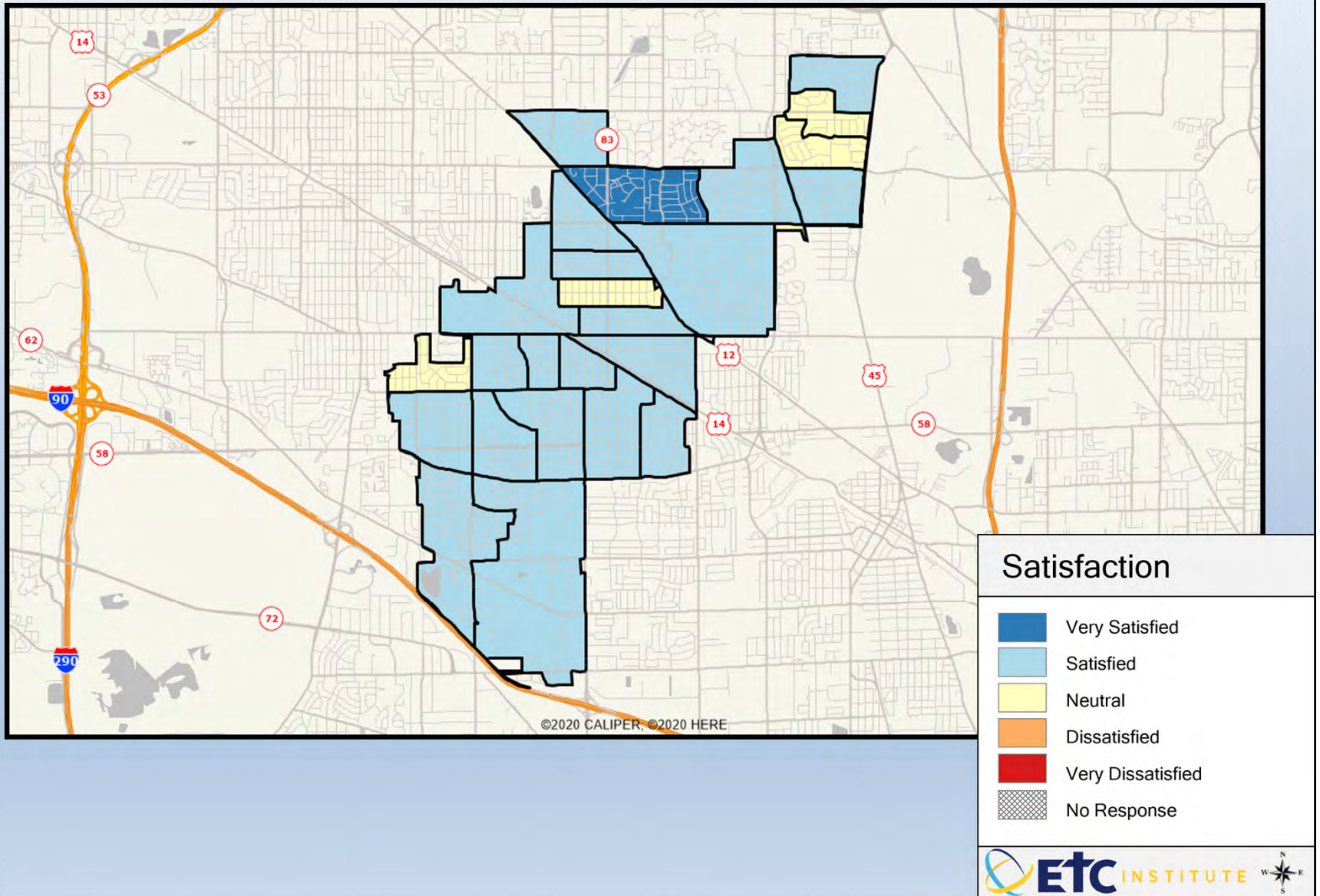


Satisfaction

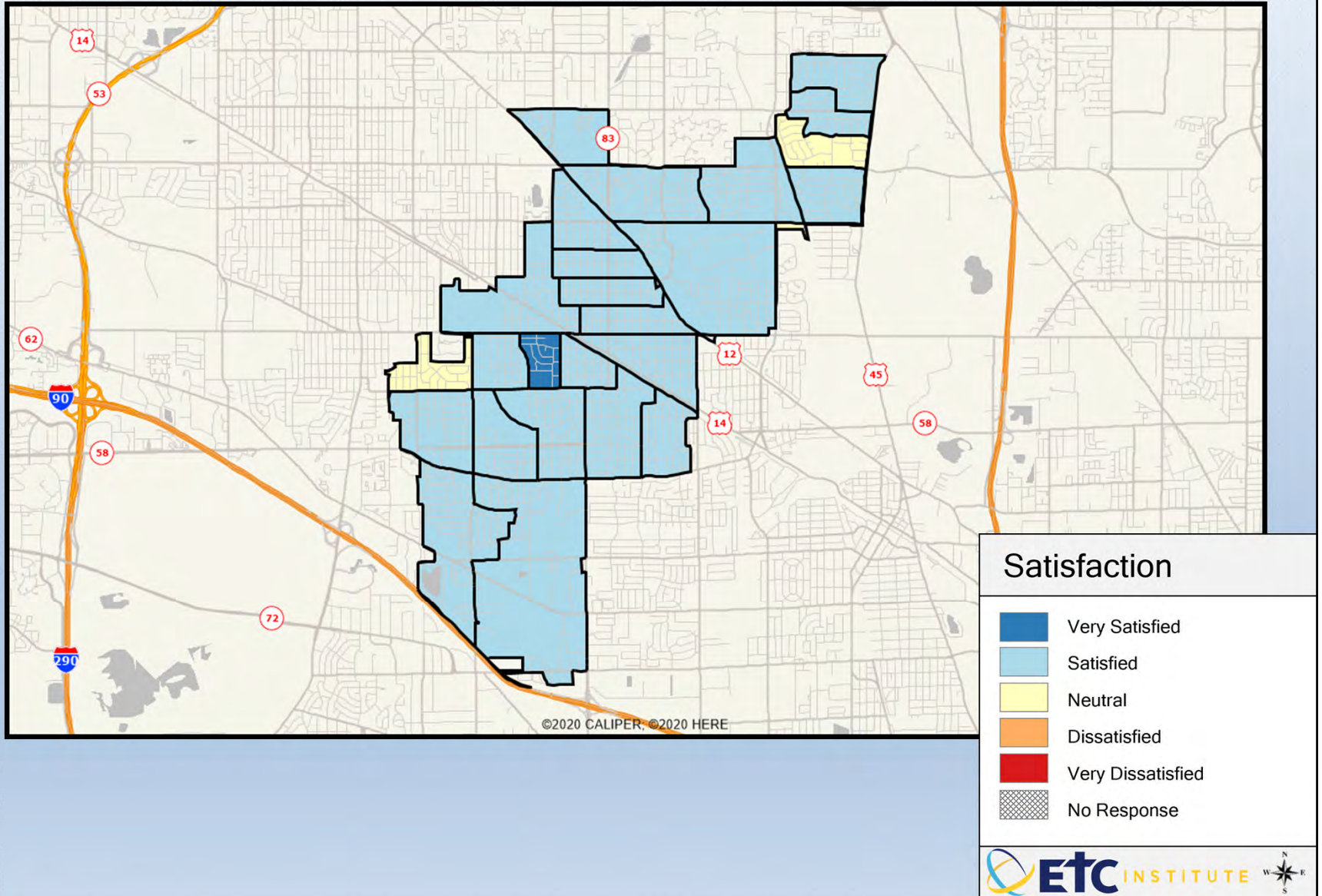
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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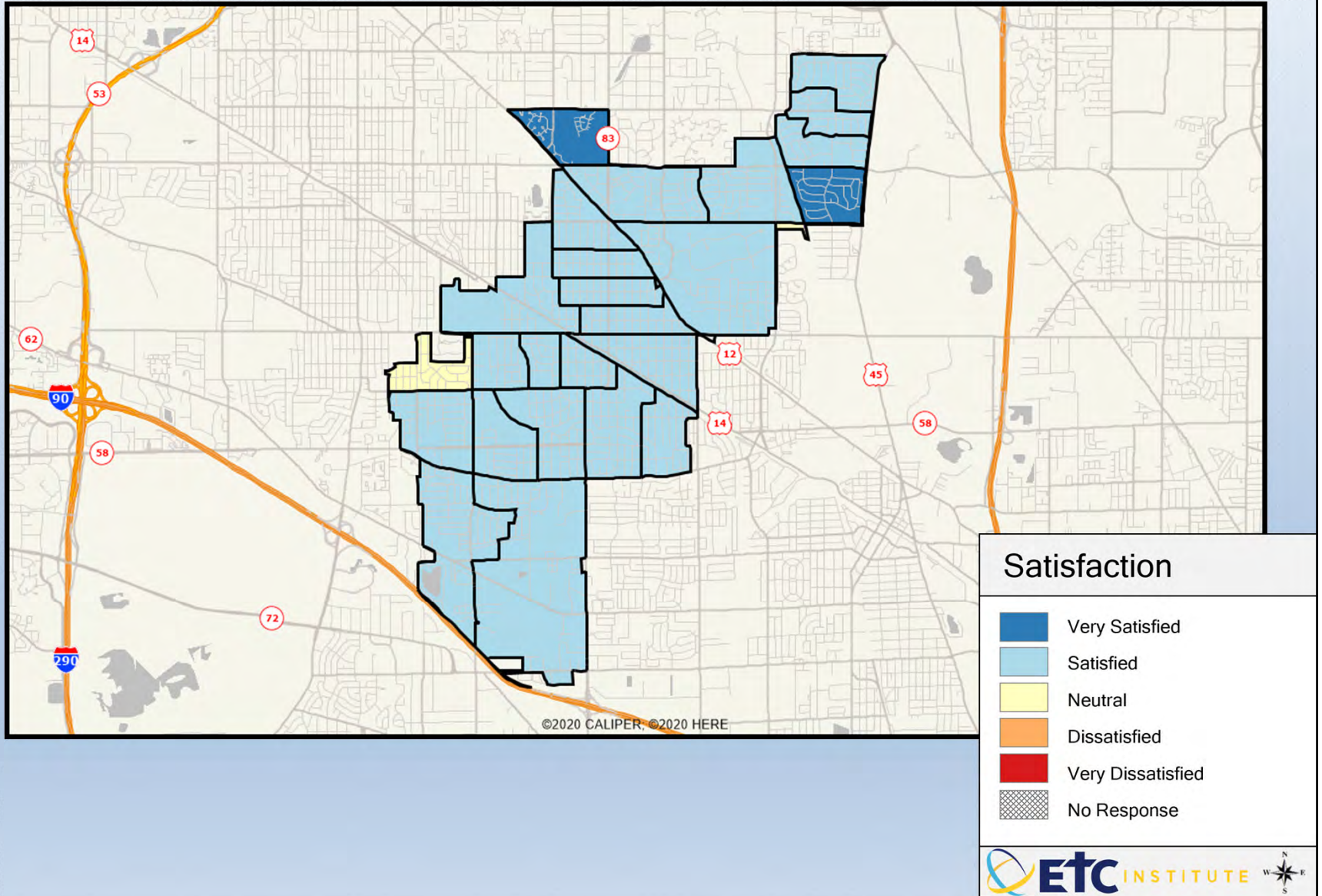
Q10-02. Visibility of police in retail and commercial areas



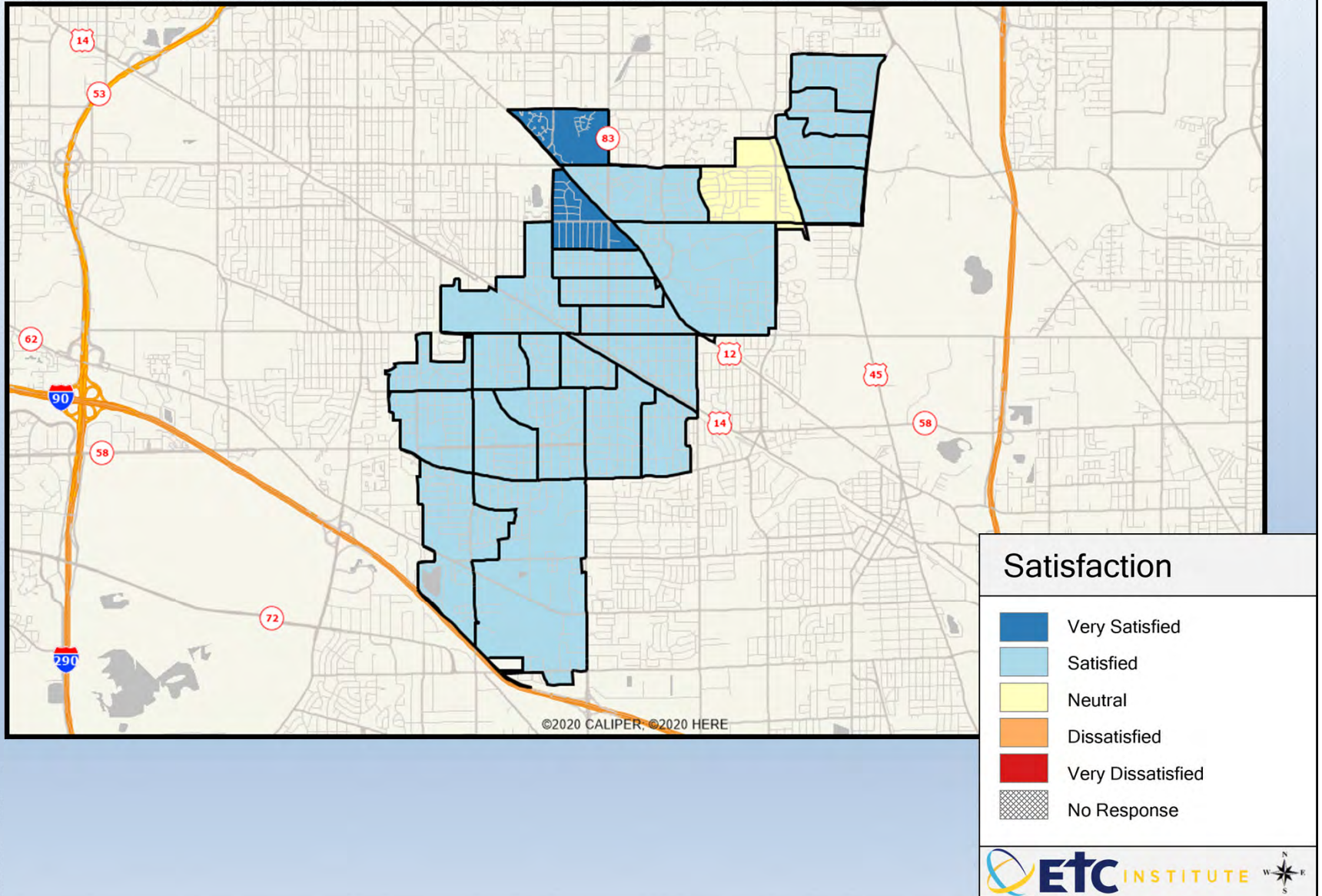
Q10-03. Efforts to prevent crime



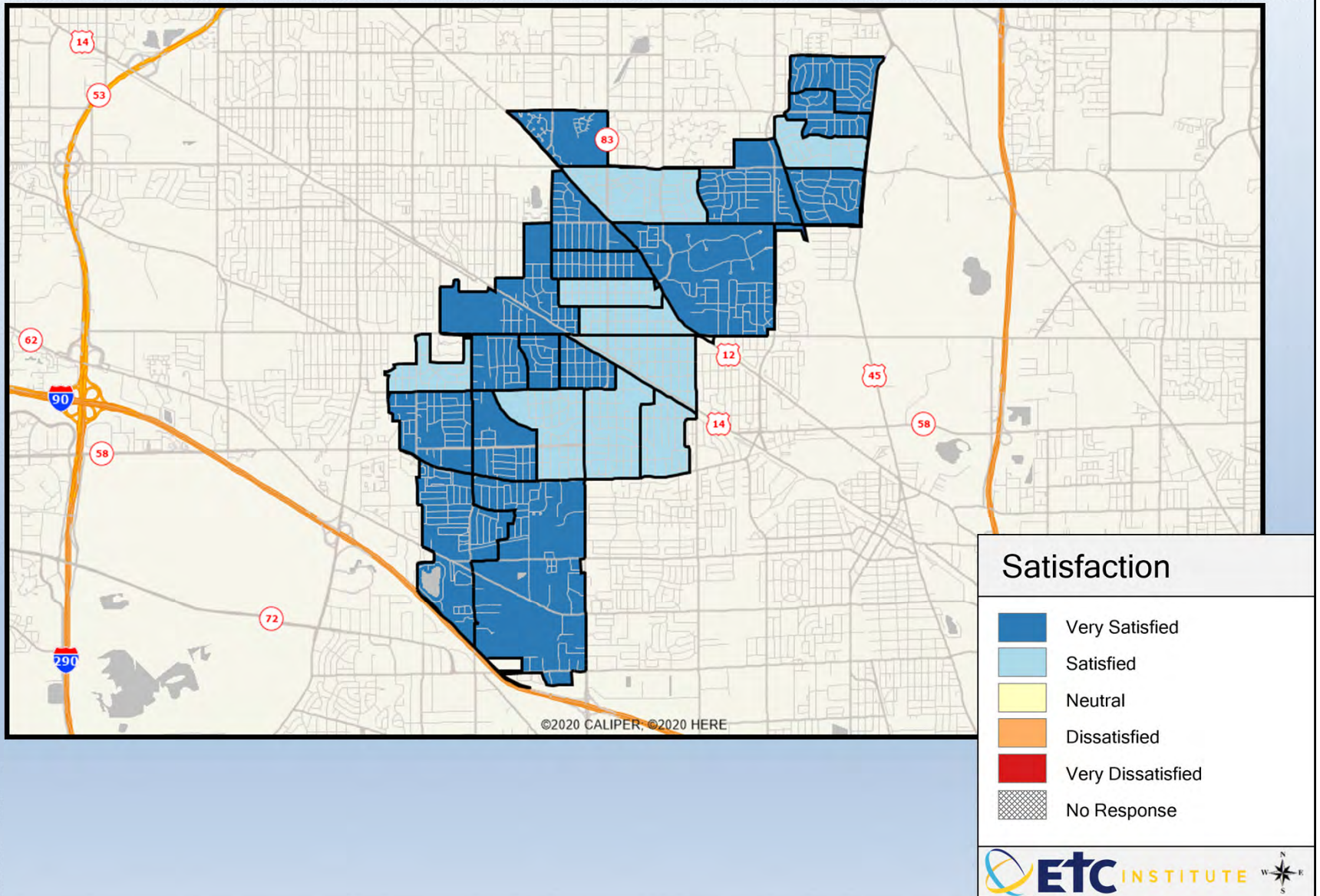
Q10-04. Enforcement of traffic laws



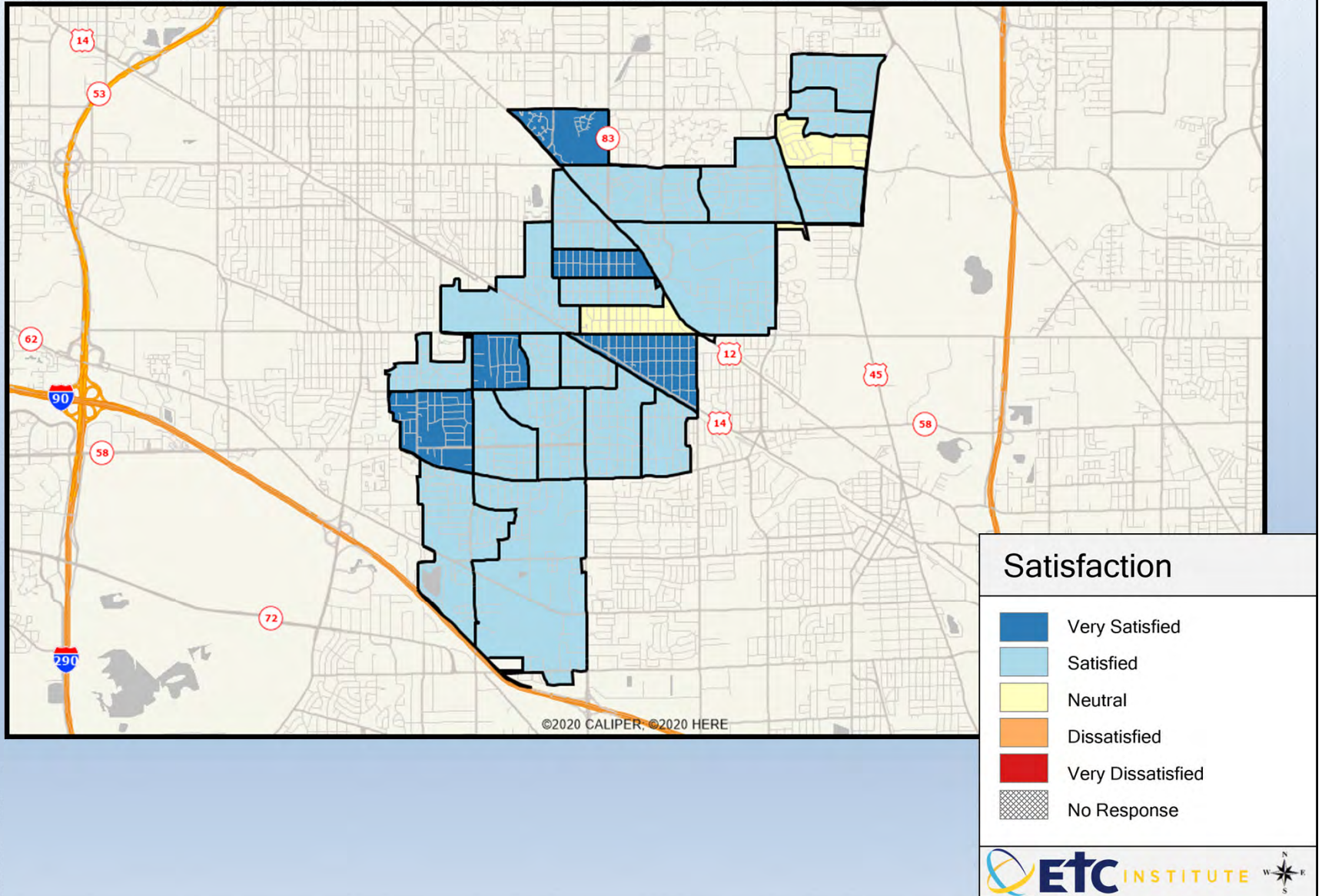
Q10-05. Enforcement of parking laws



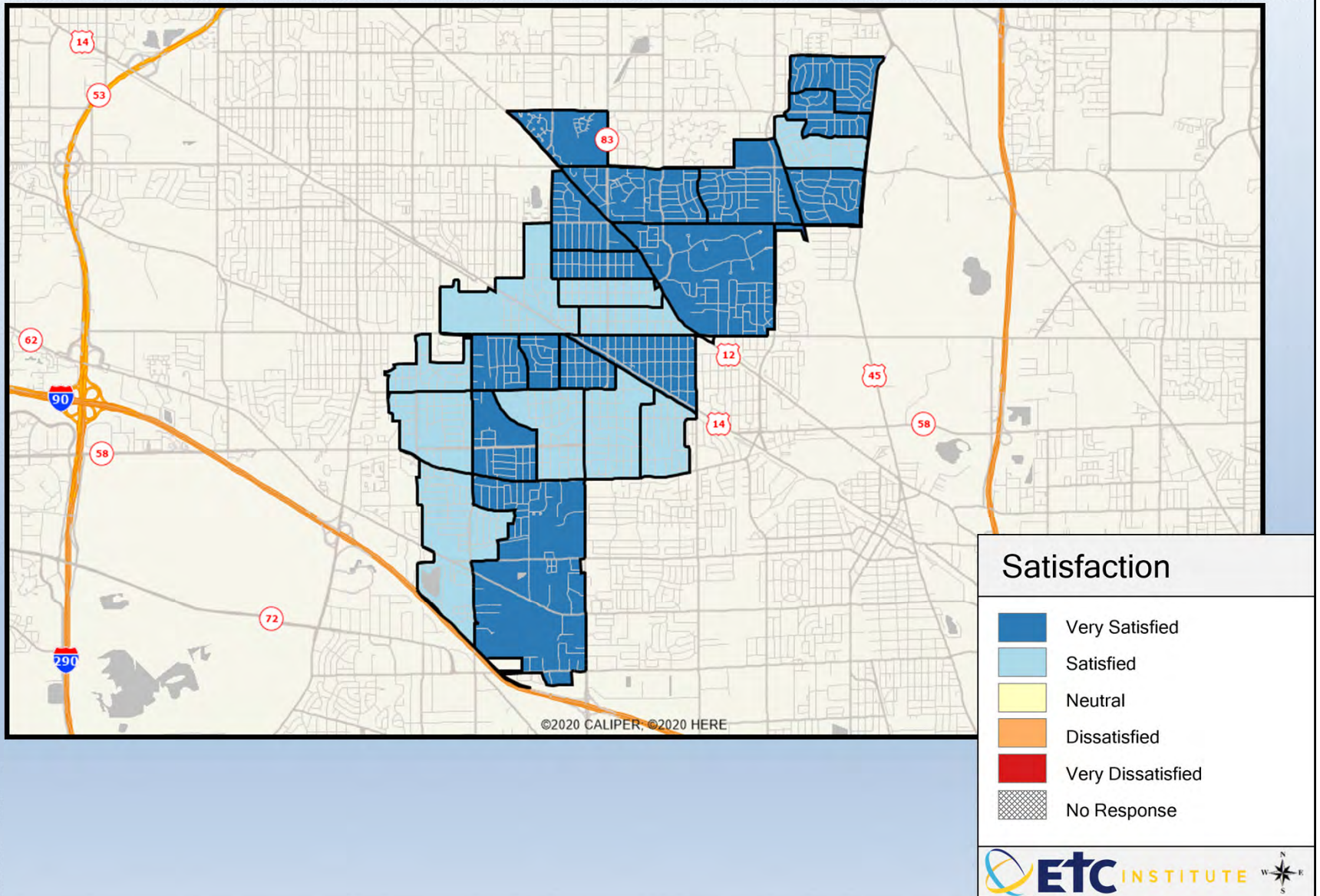
Q10-06. Overall quality of police response times



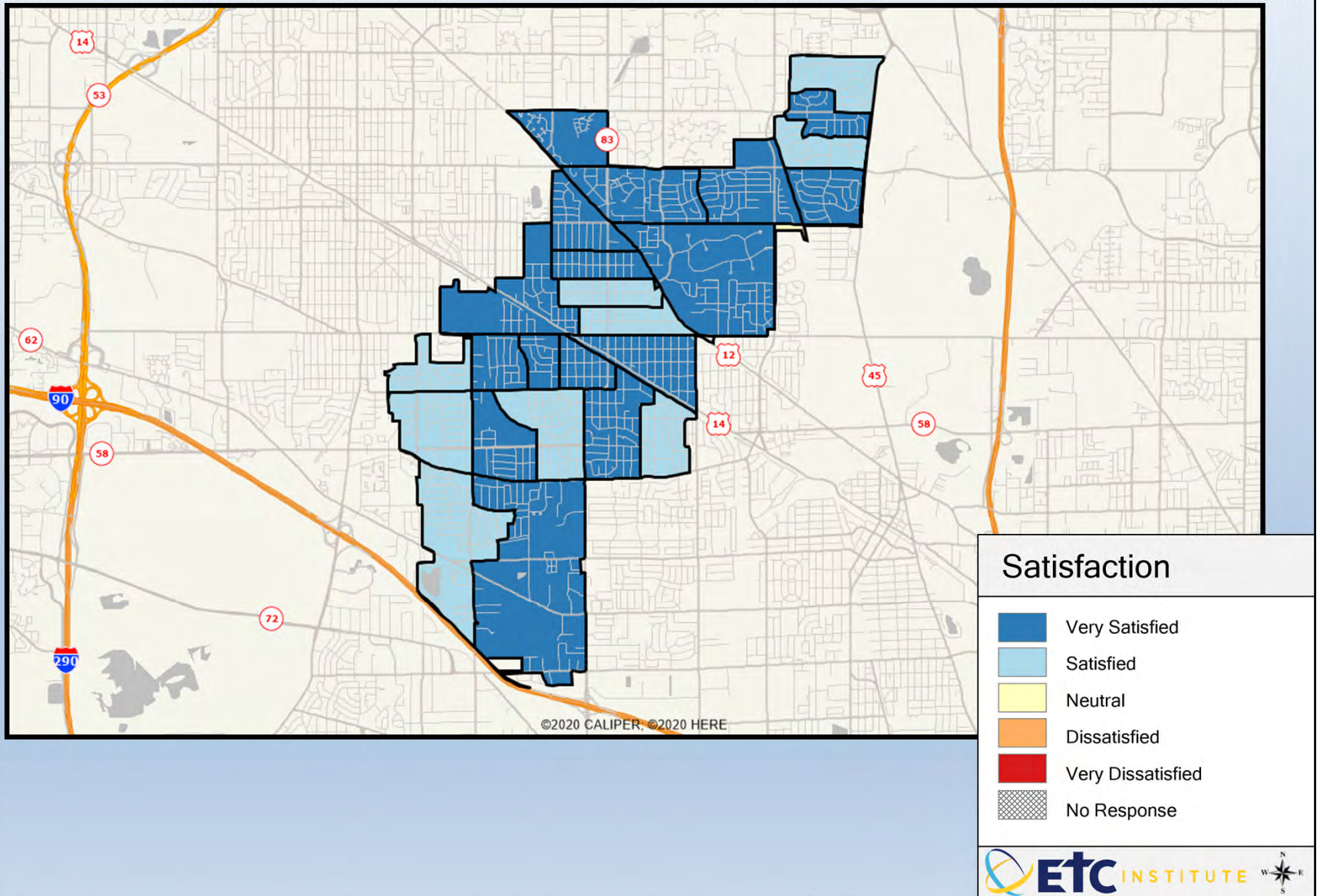
Q10-07. Police education programs



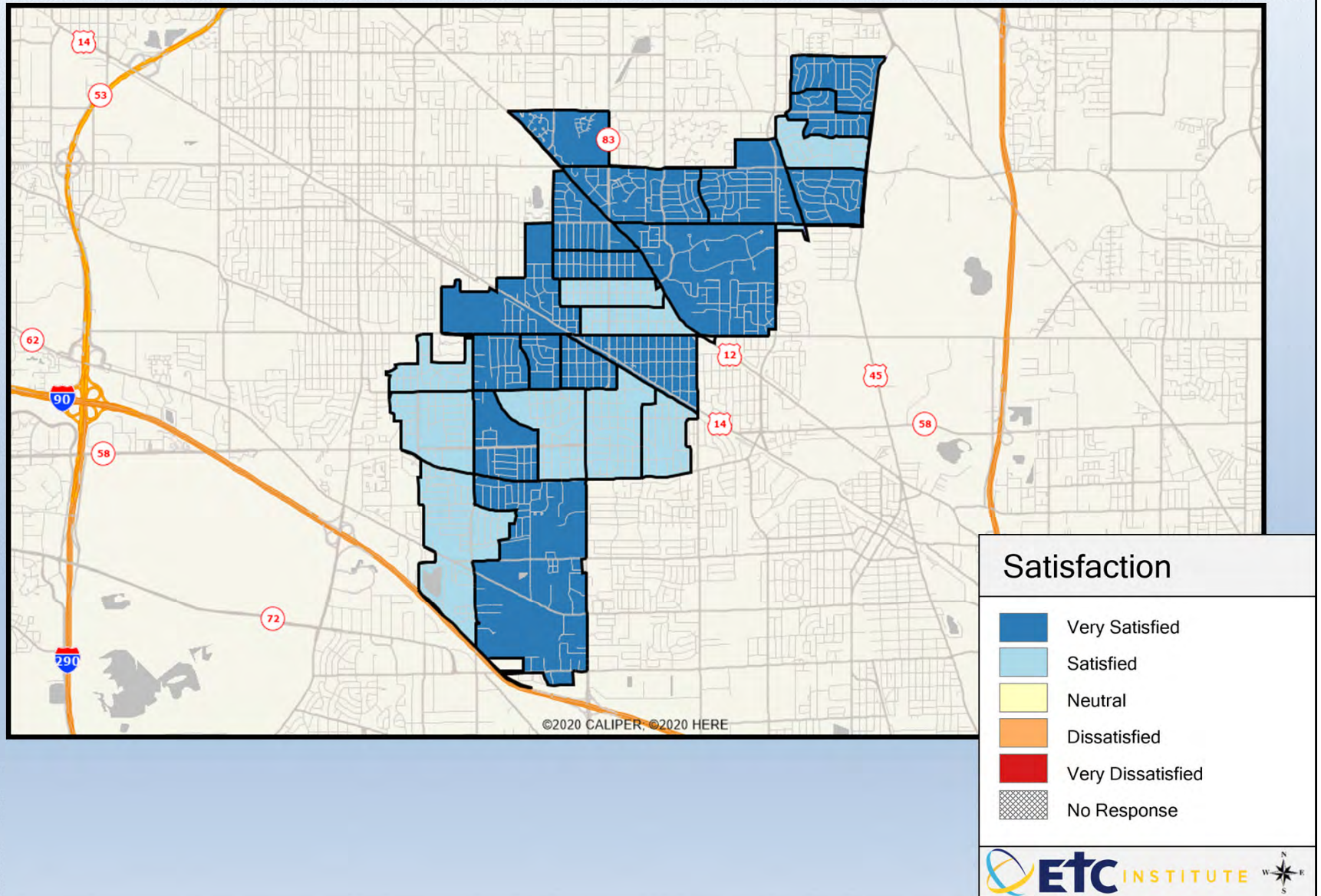
Q10-08. Overall professionalism of the police department



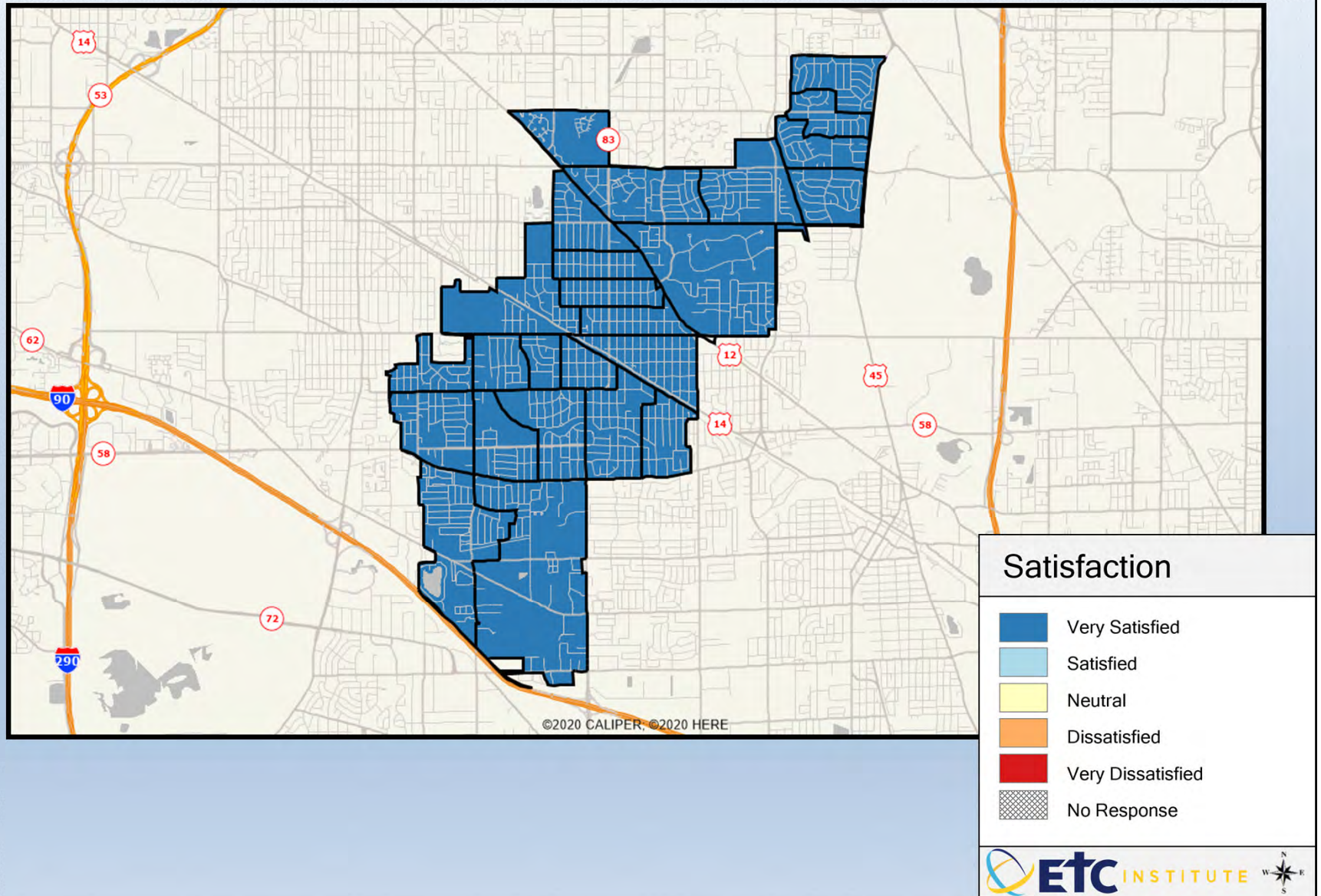
Q10-09. Overall quality of police protection



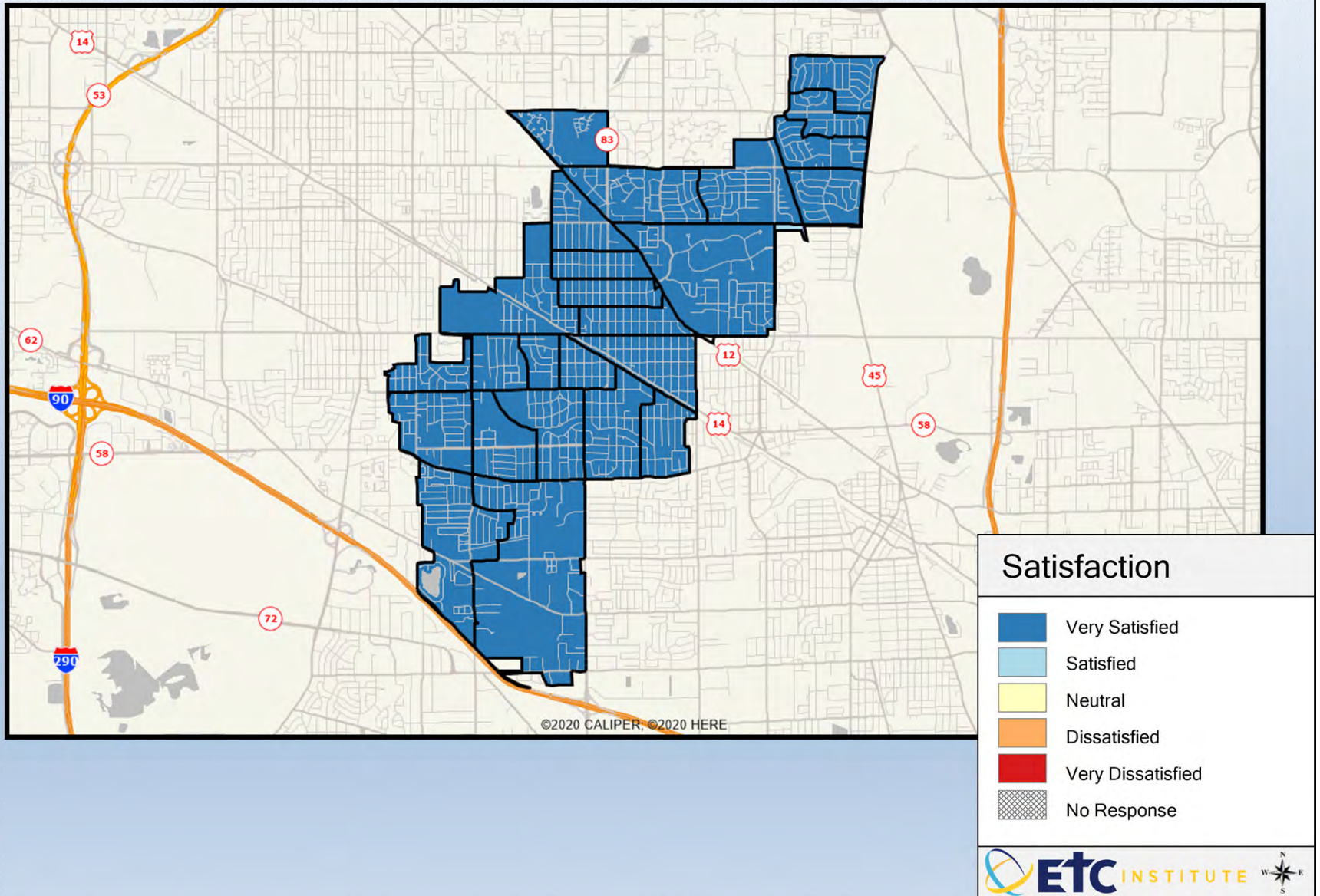
Q10-10. Friendliness of police department



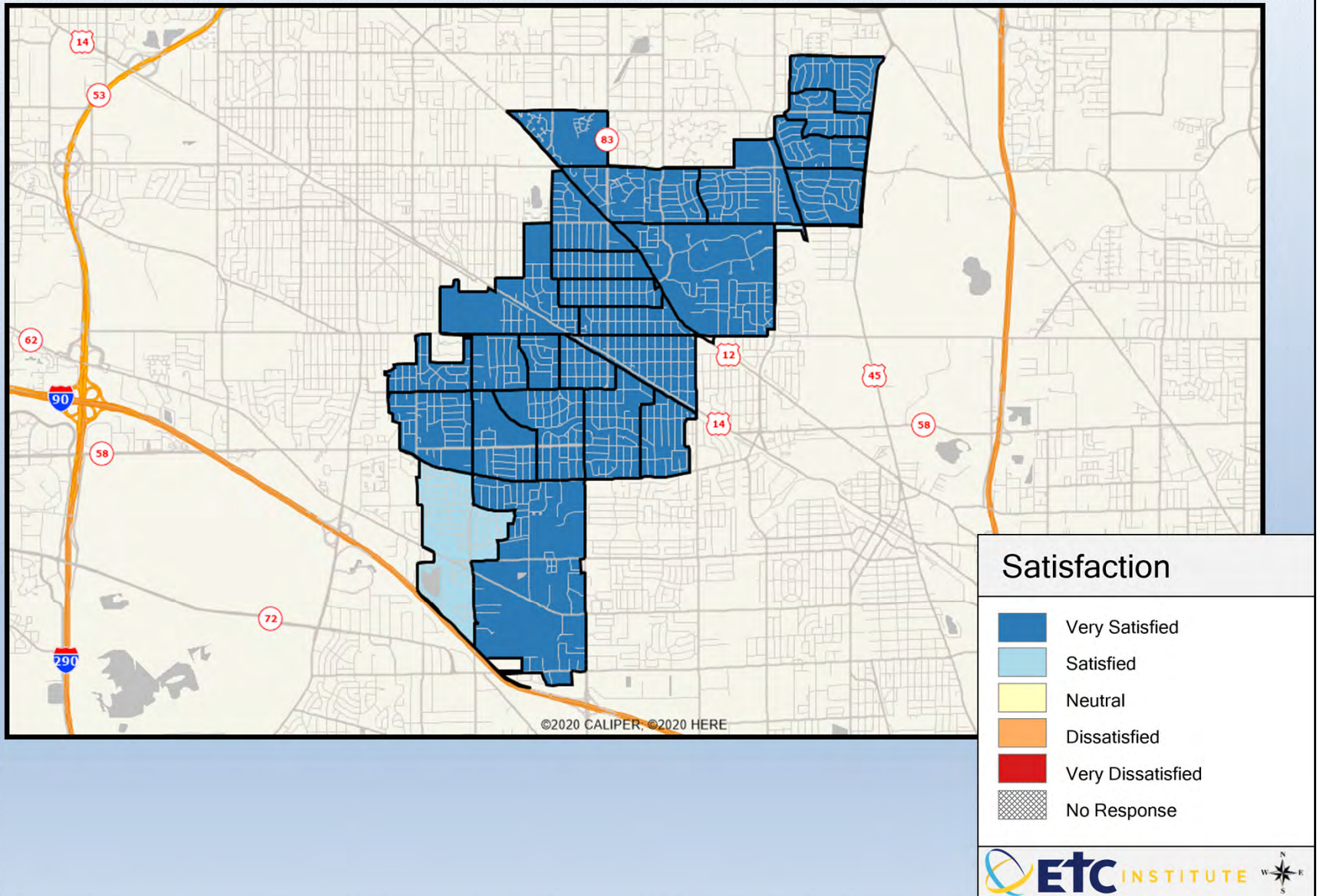
Q10-11. Overall quality of emergency medical services



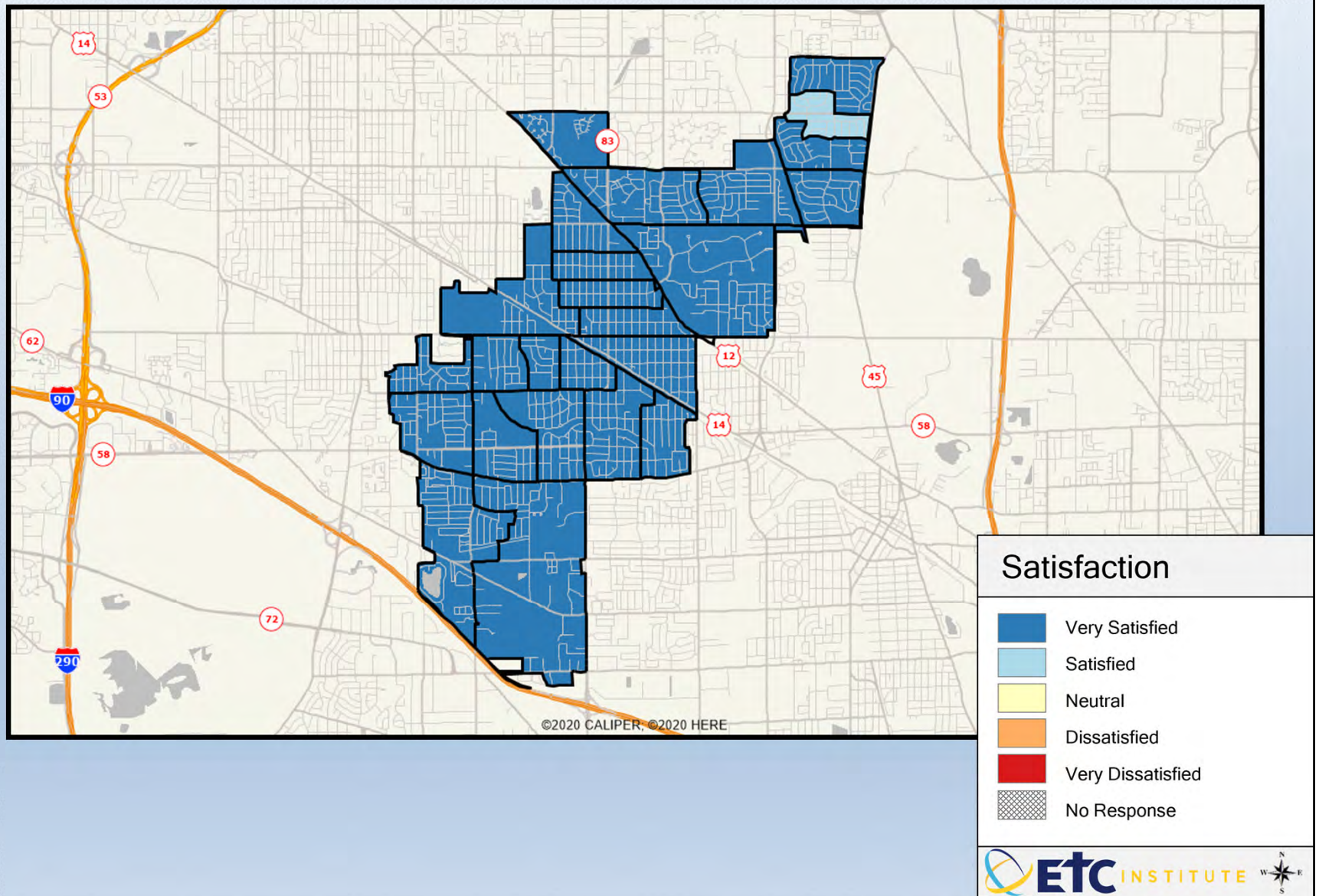
Q10-12. Overall quality of fire protection services



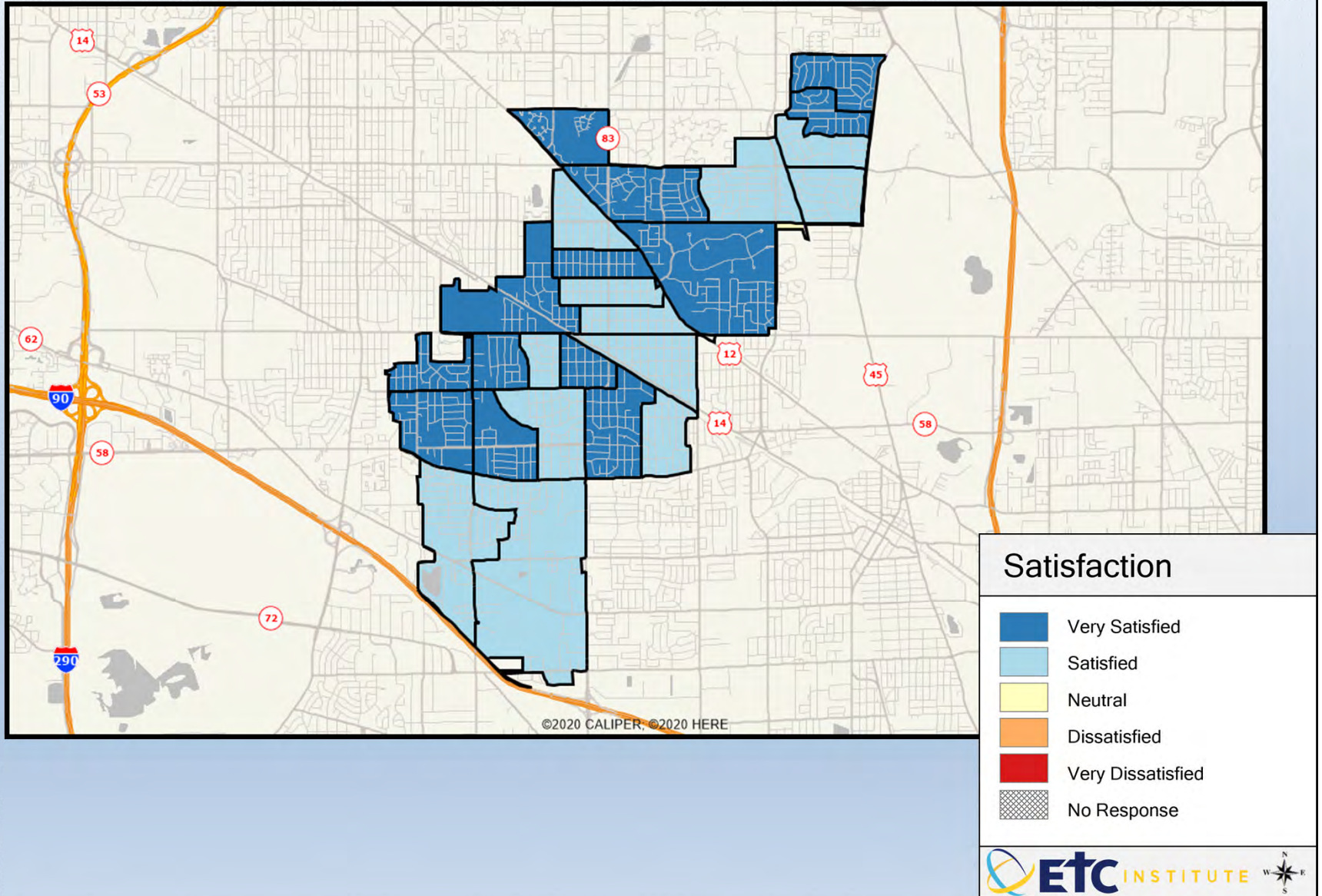
Q10-13. Overall professionalism of the fire department



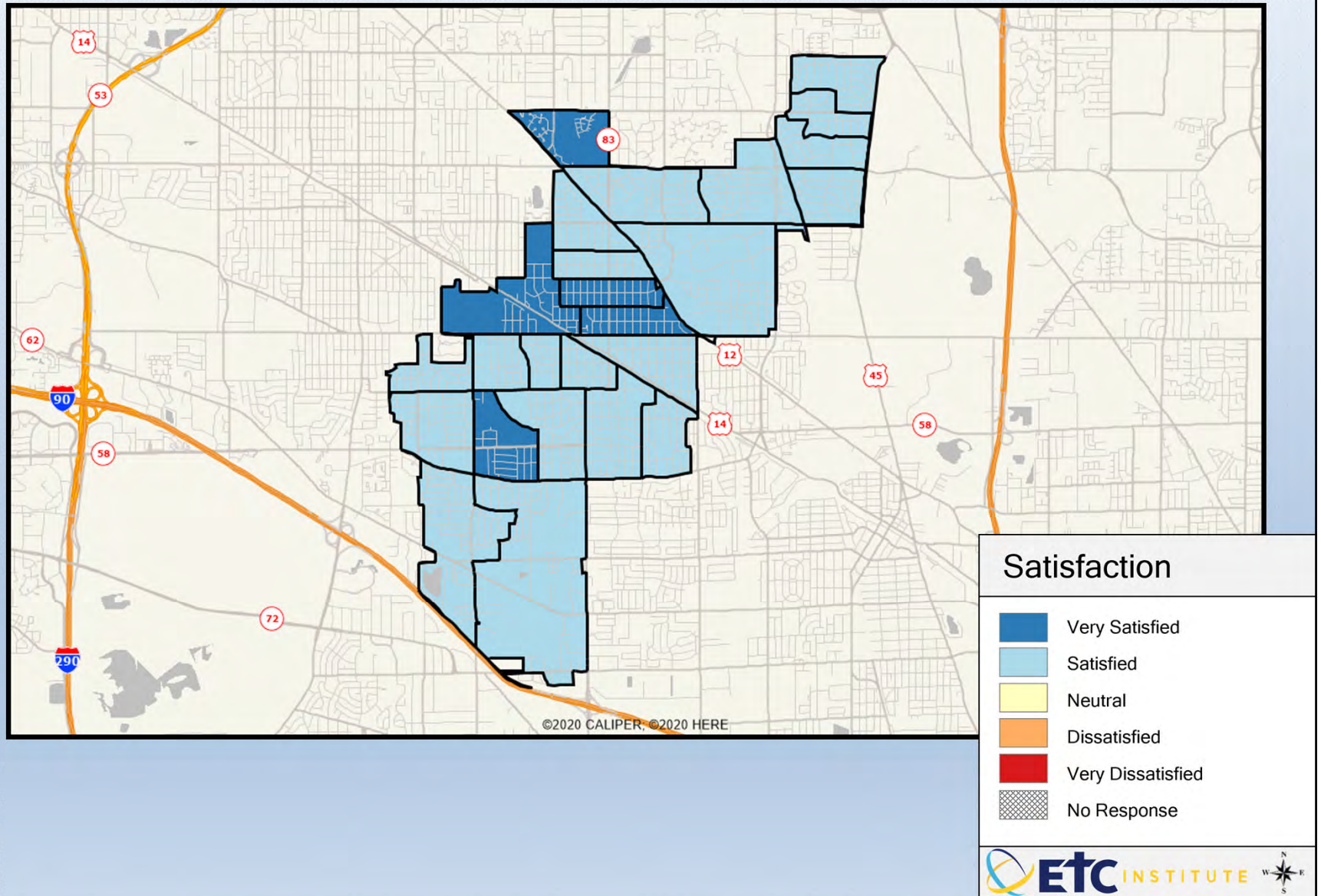
Q10-14. Friendliness of the fire department



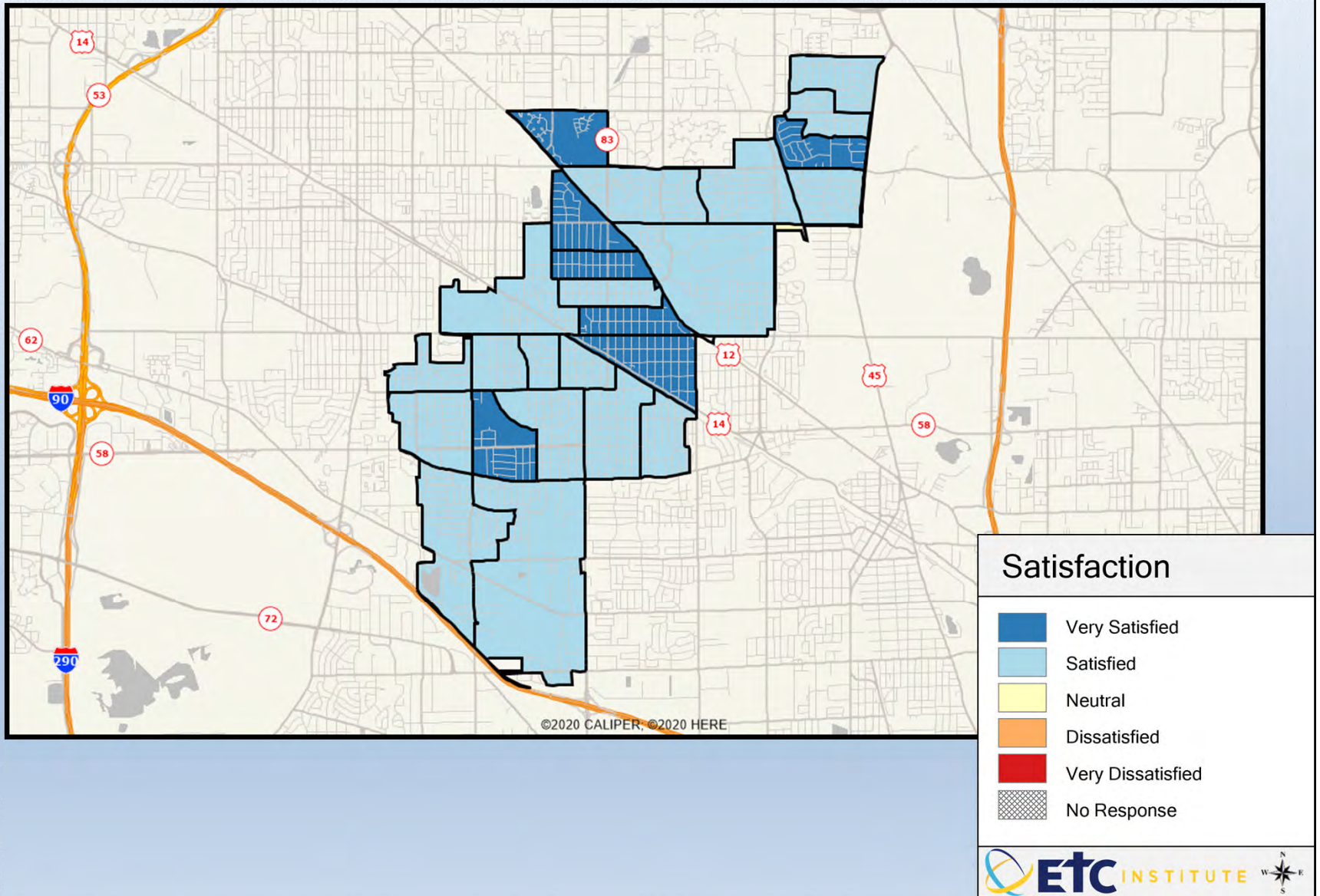
Q10-15. Fire Department and EMS education programs



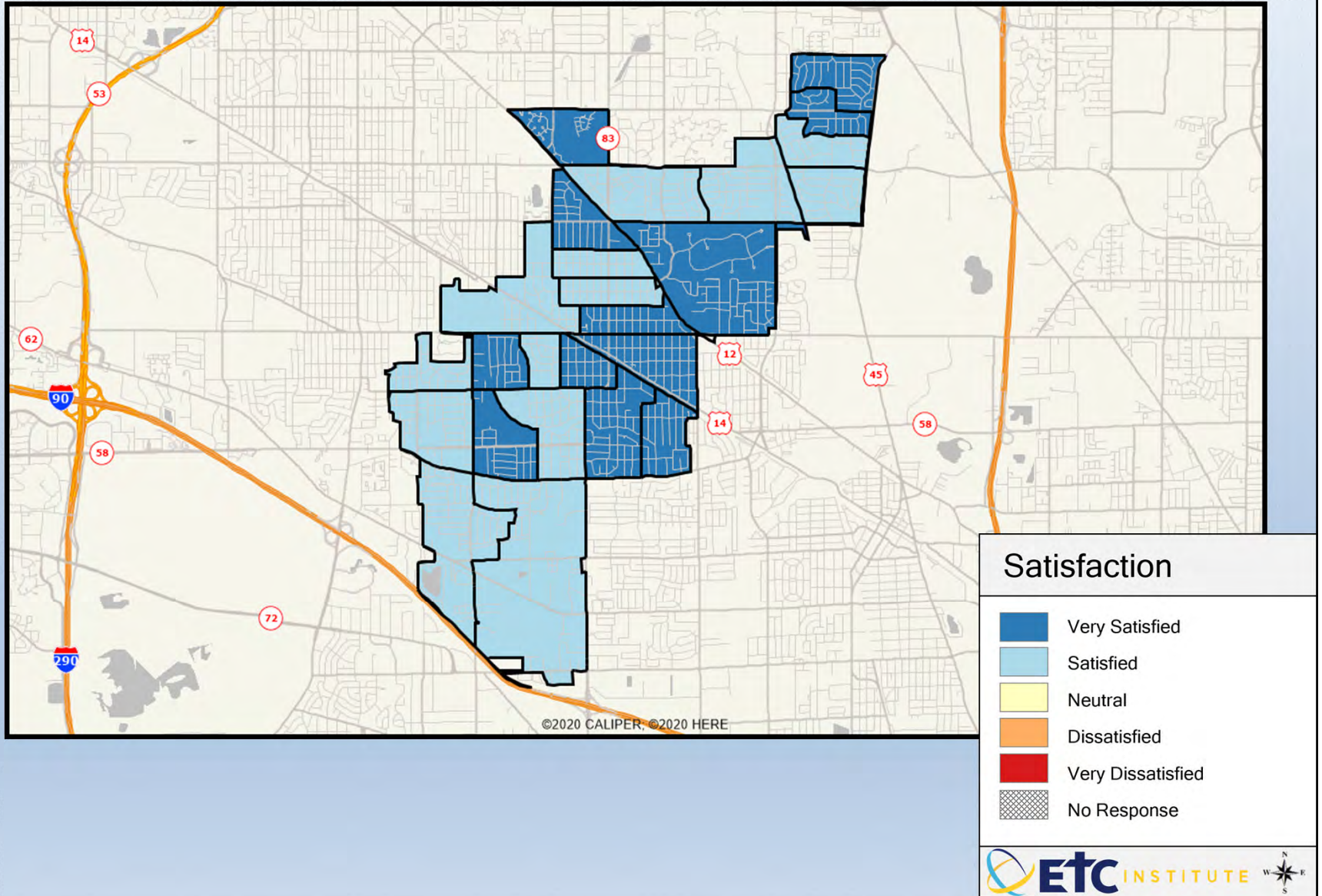
Q13-1. Accessibility of Village Human Services programs



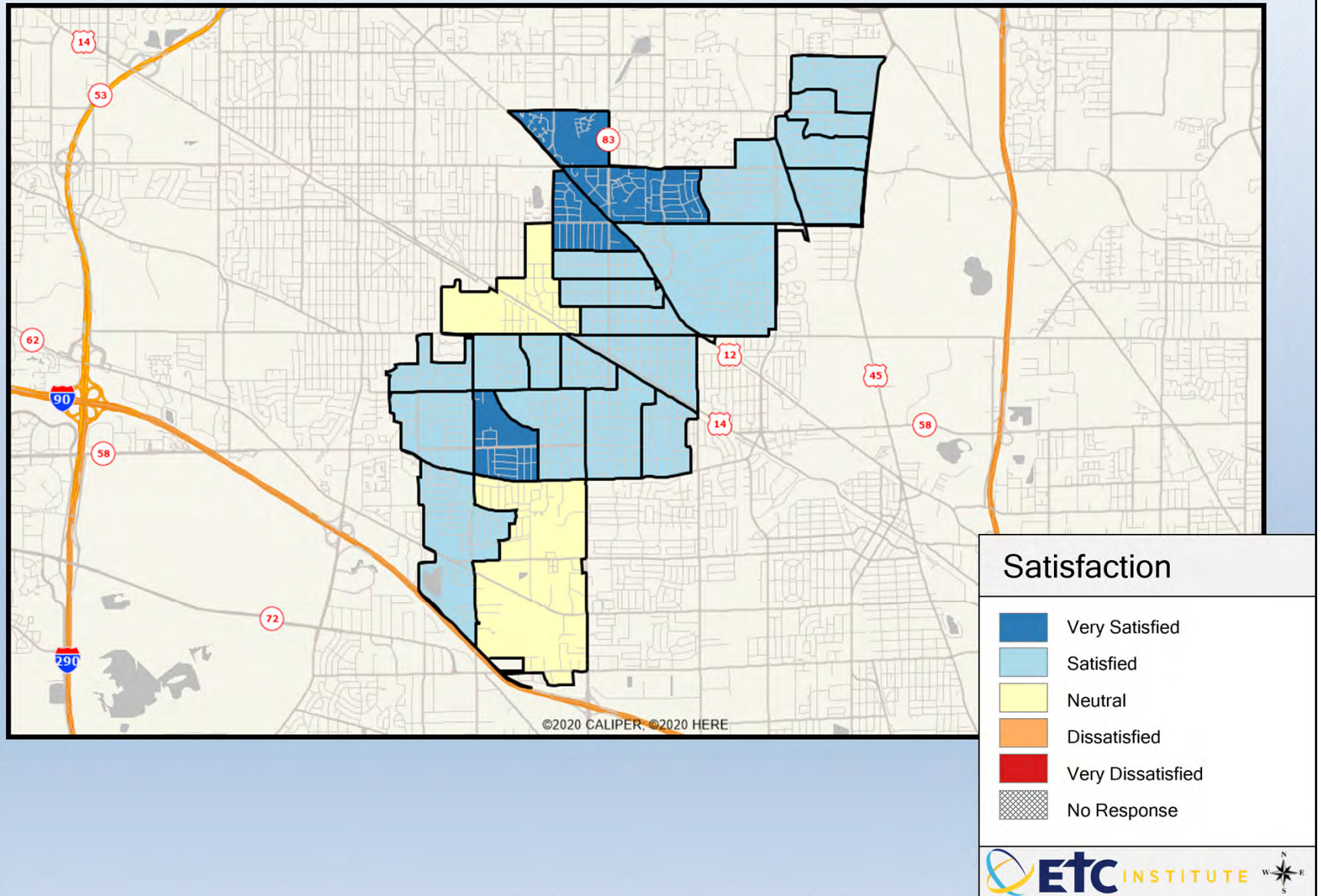
Q13-2. Village food pantry



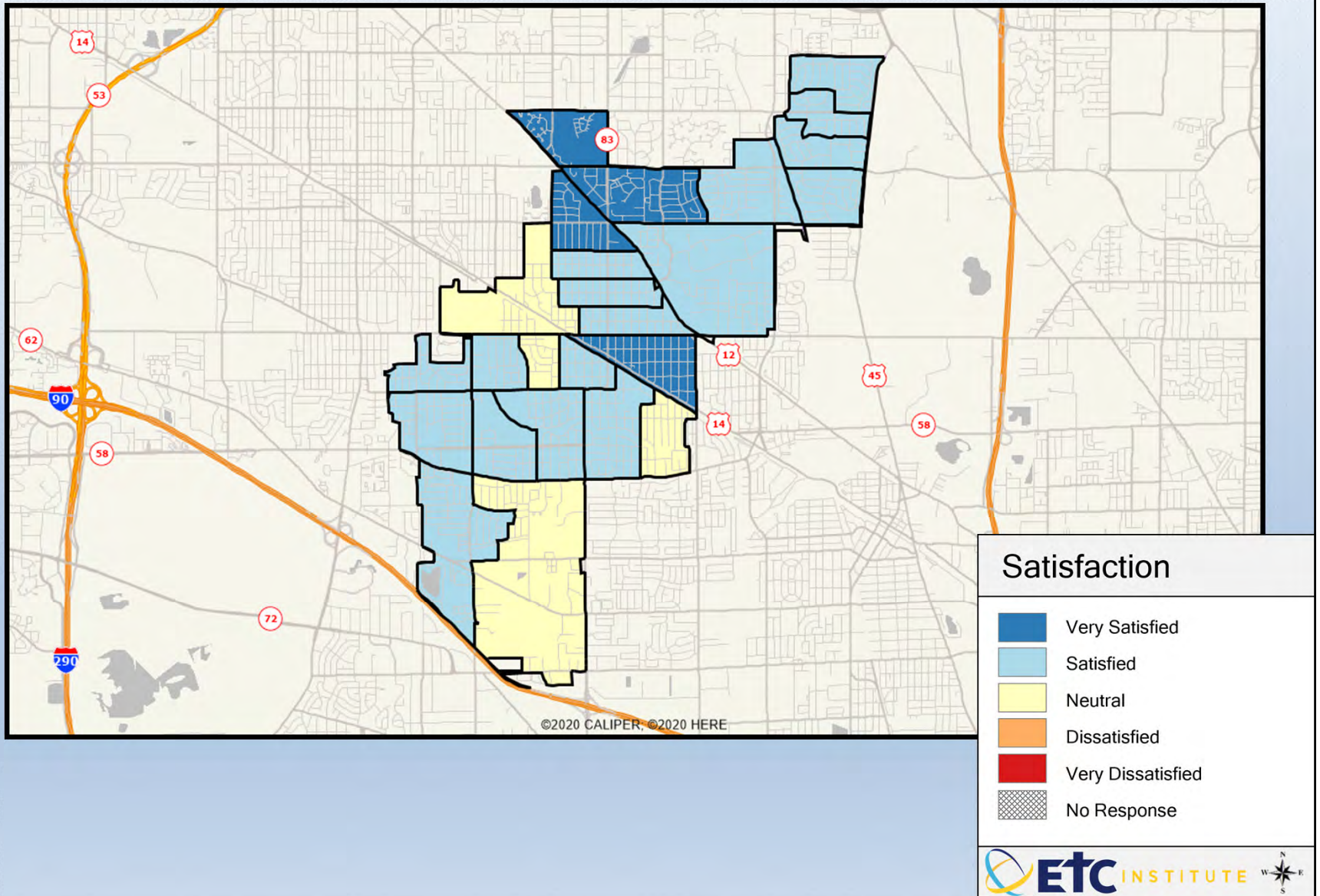
Q13-3. Medical lending closet



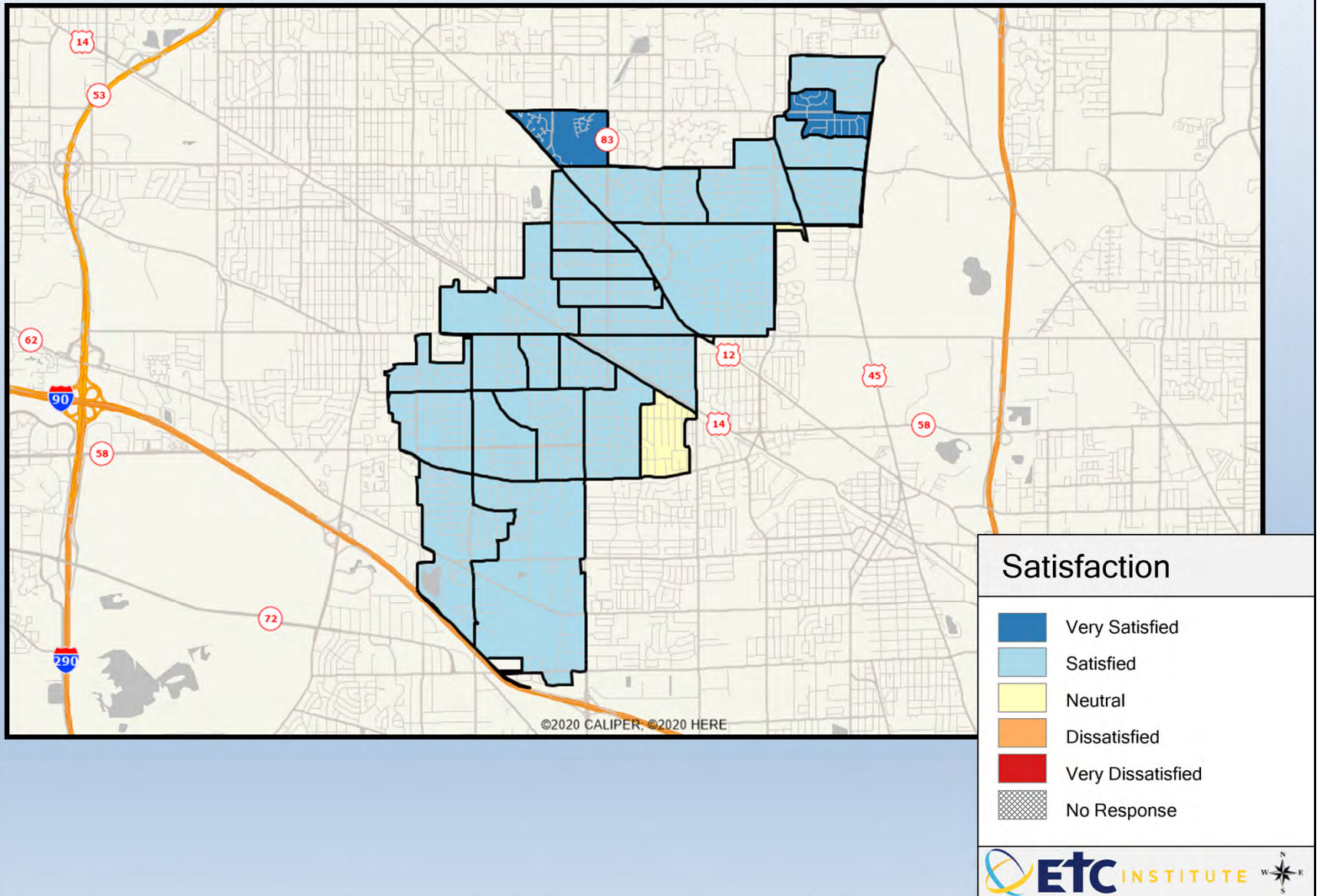
Q13-4. Overall quality of nursing services



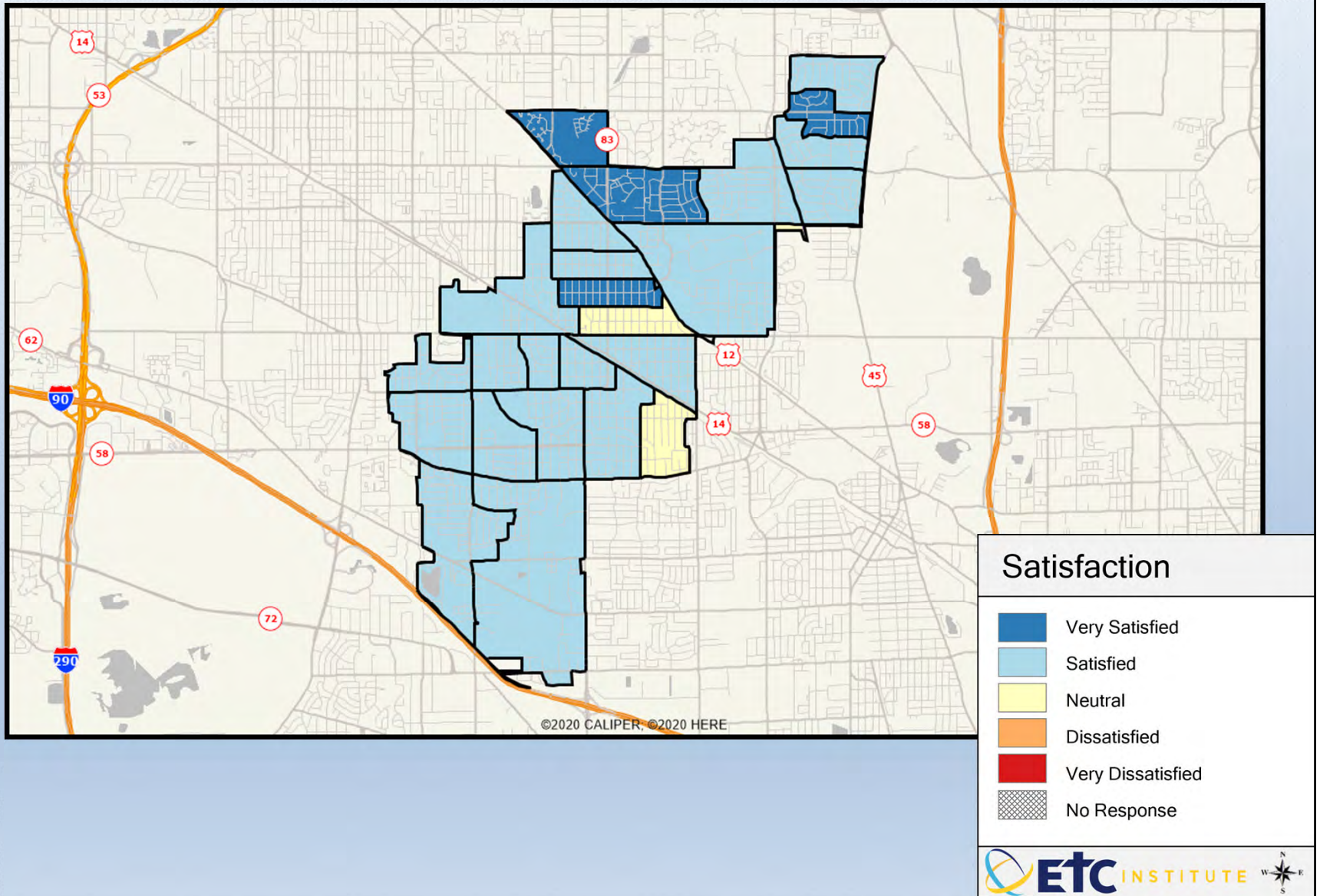
Q13-5. Public health nursing services meeting community needs



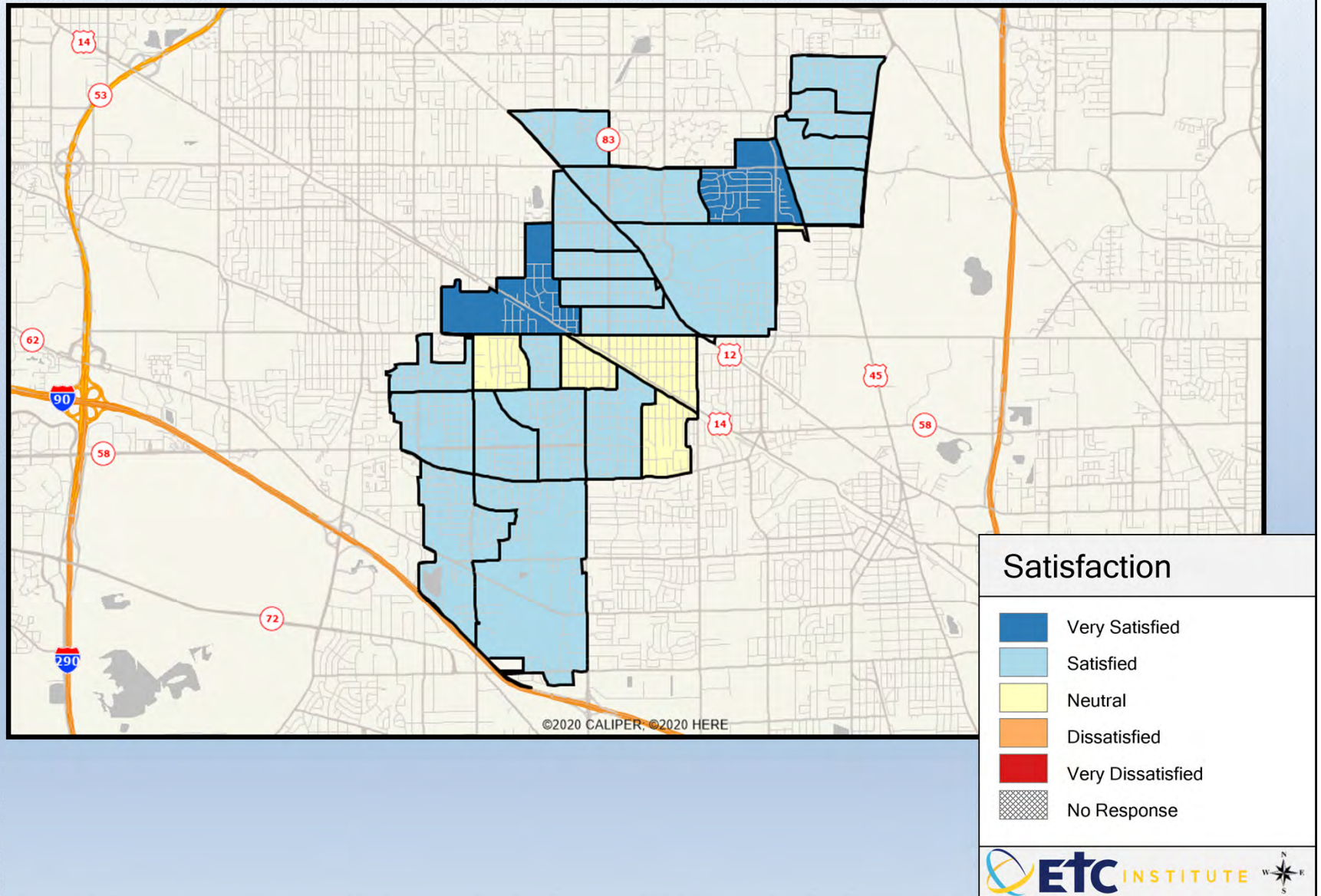
Q13-6. Overall quality of social services



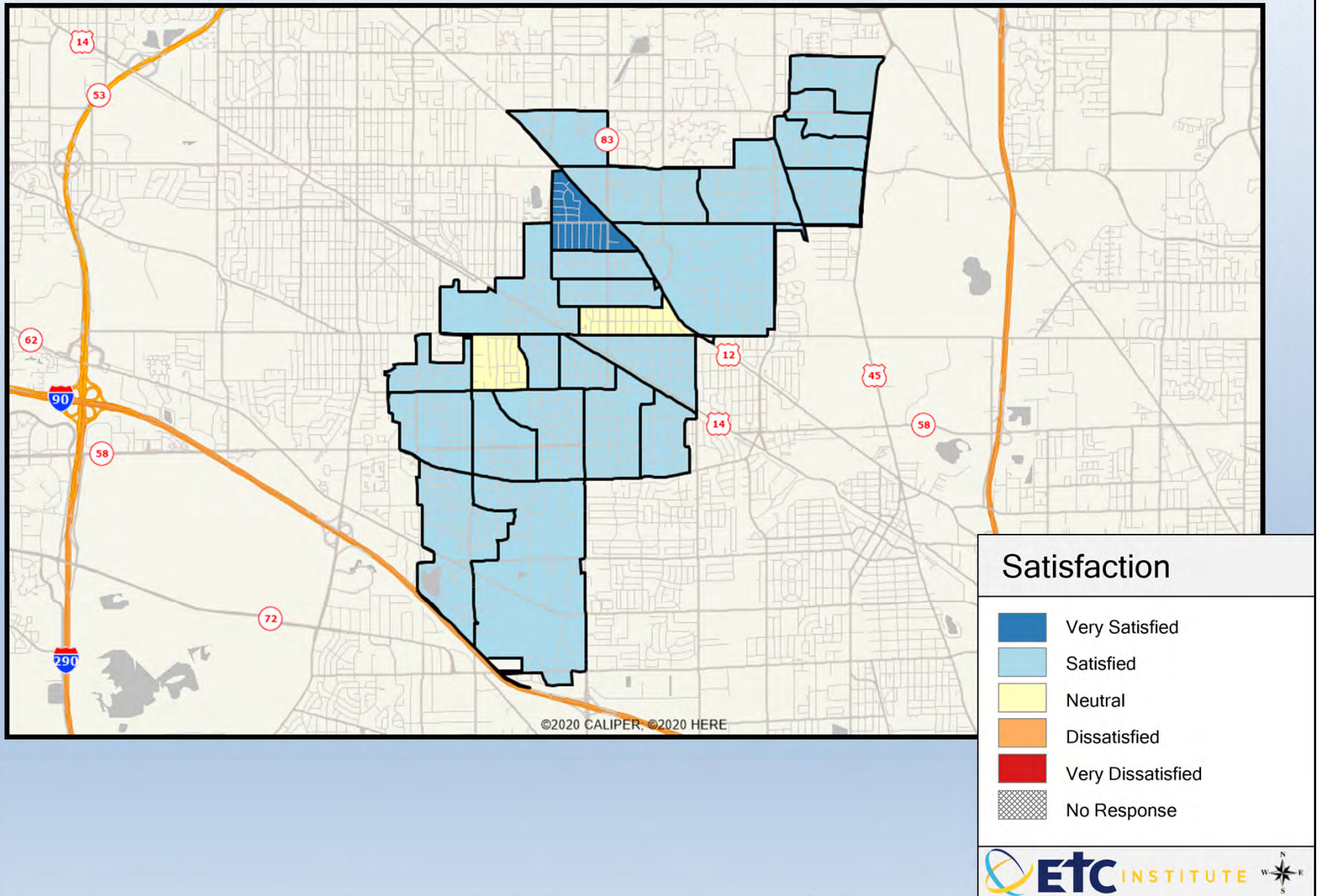
Q13-7. Social services meeting community needs



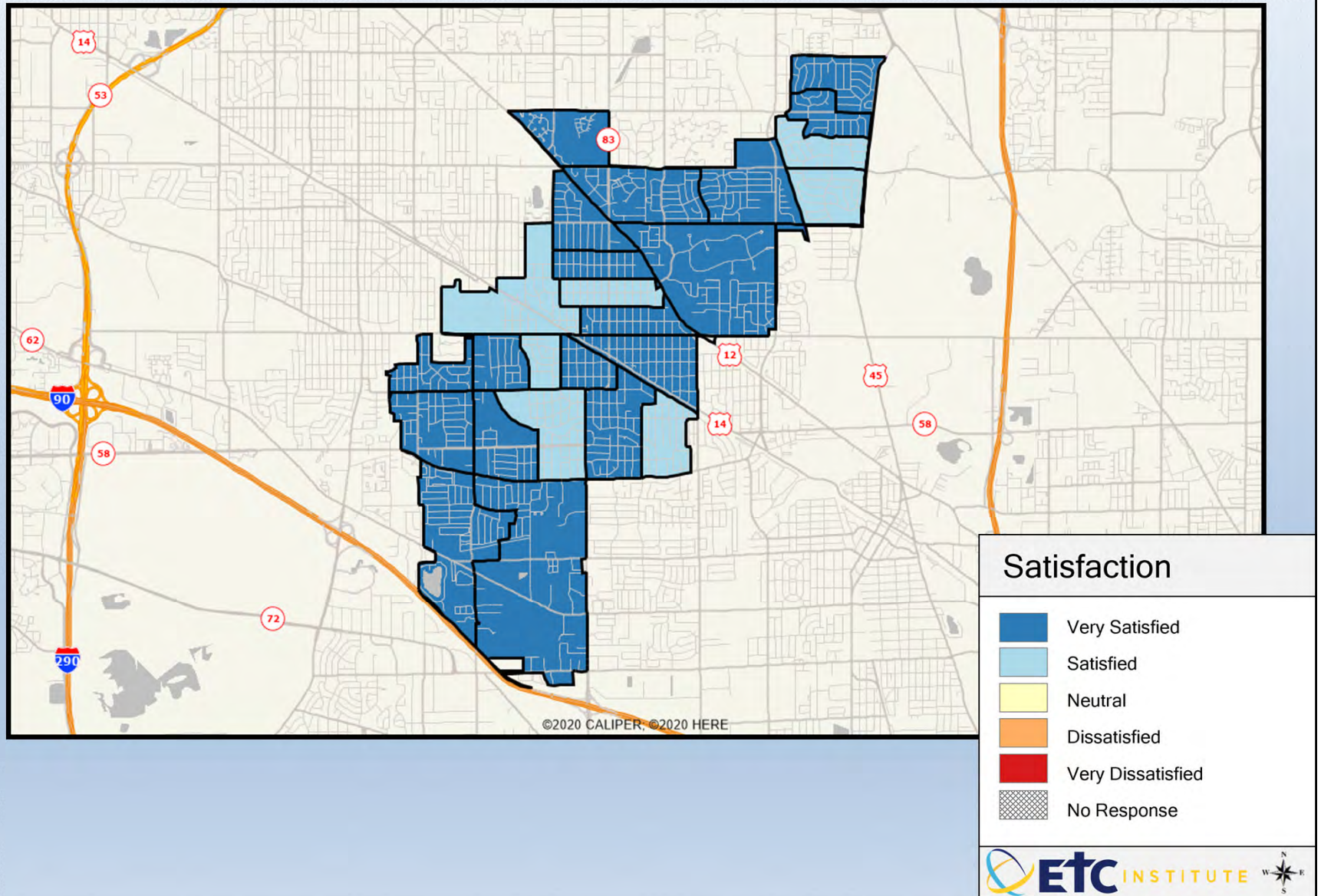
Q13-8. Overall quality of senior services



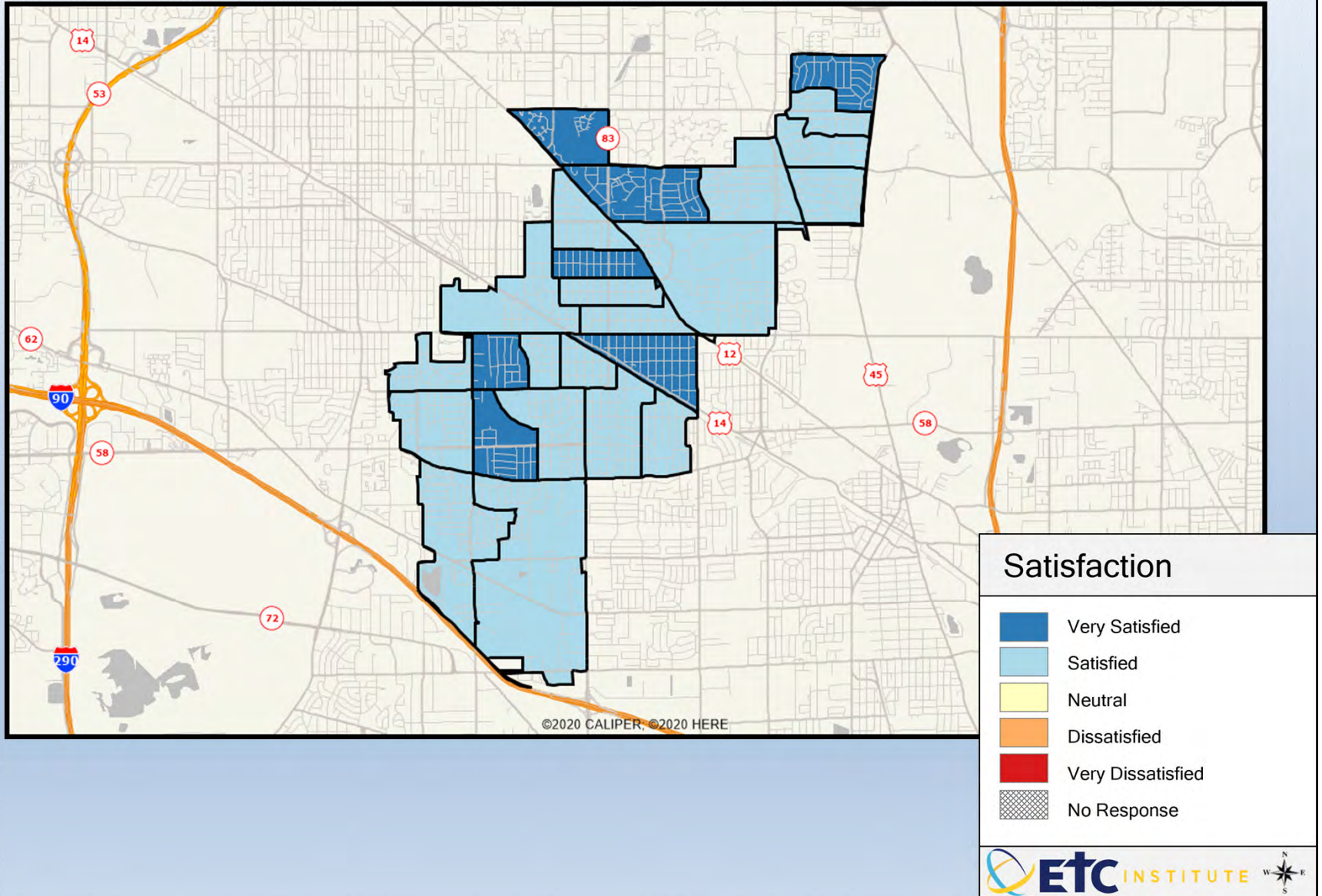
Q13-9. Quality of Human Services programming and events



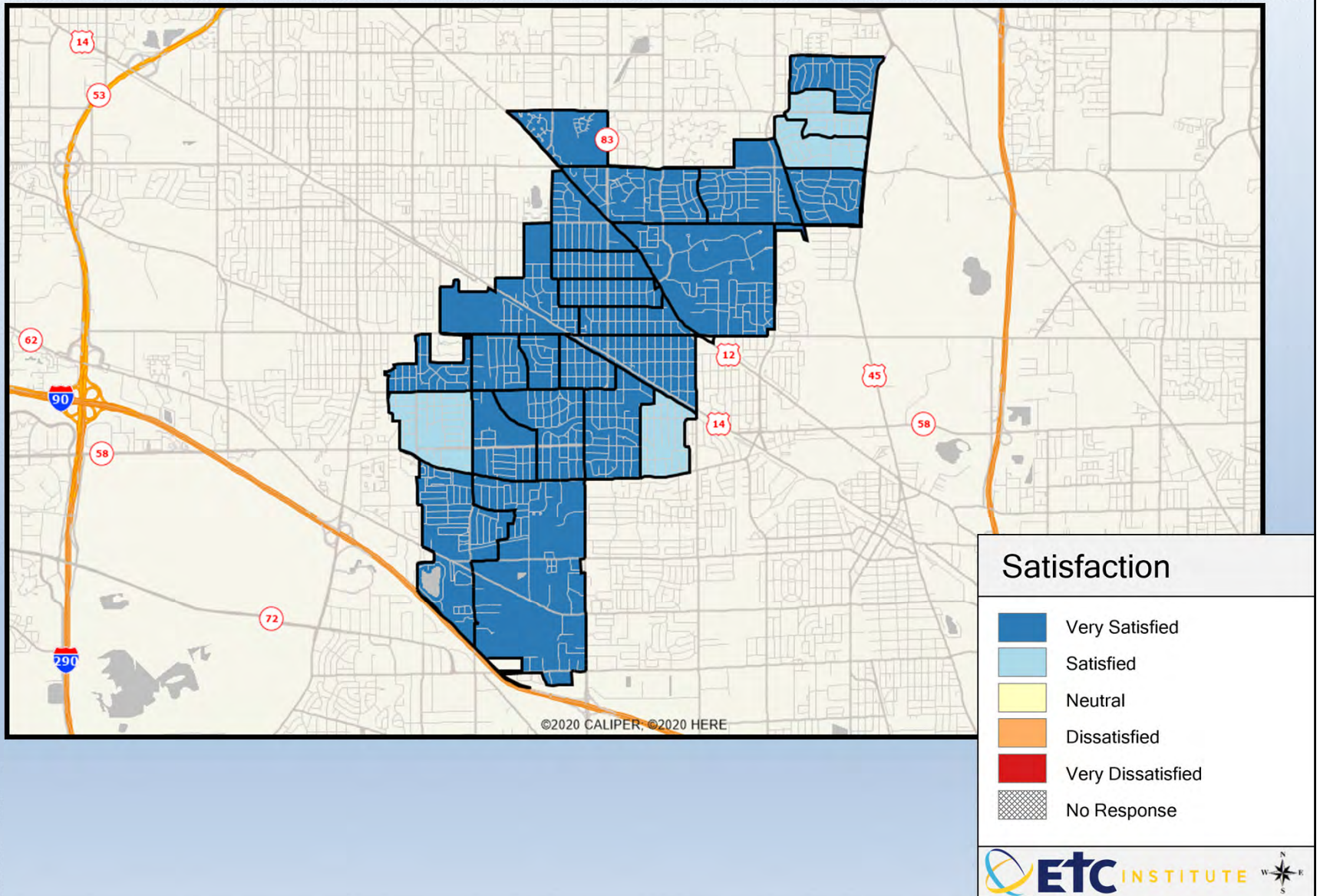
Q15-01. Availability of information on Village services and activities in a language of which I am fluent



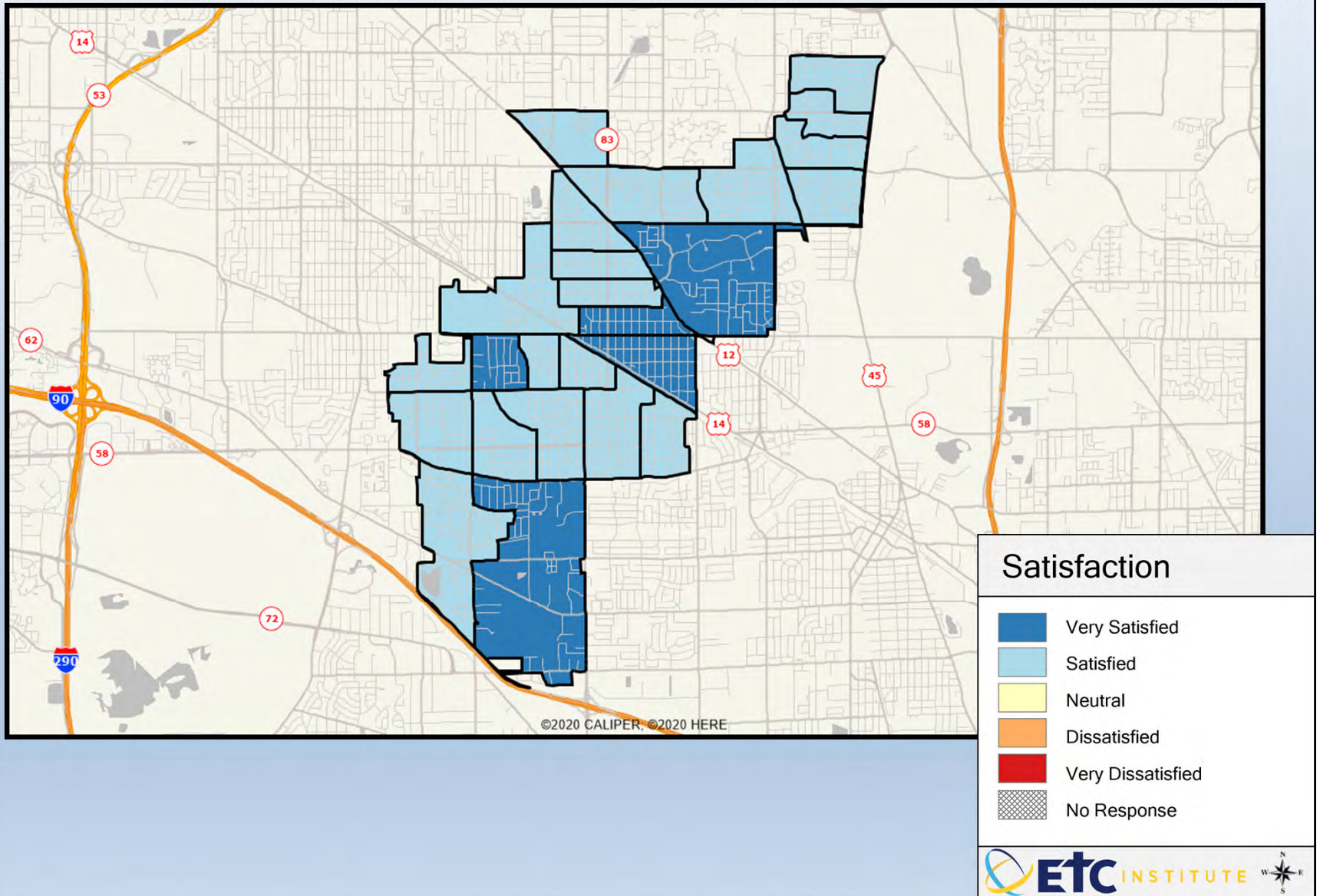
Q15-02. Timeliness of information provided by the Village



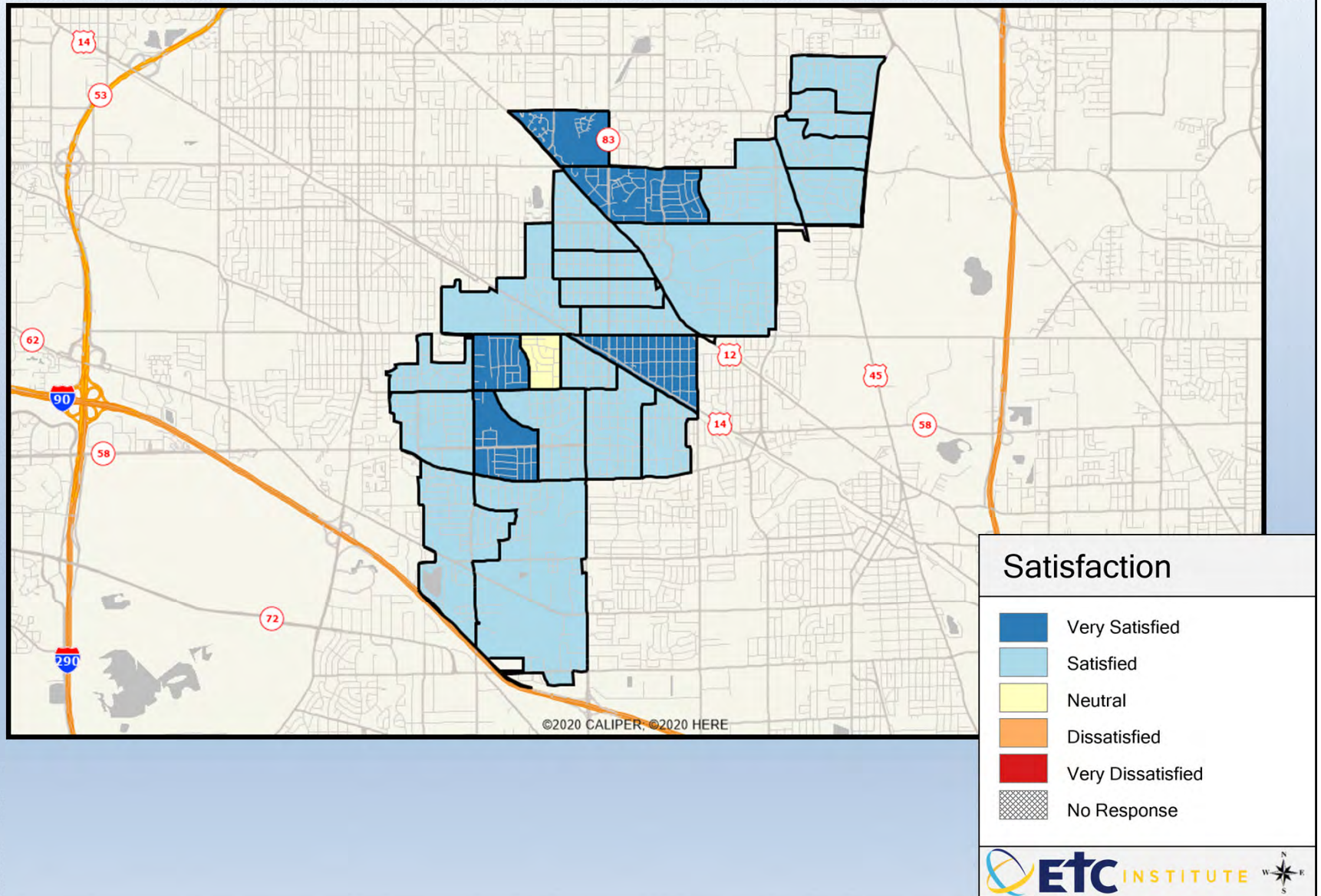
Q15-03. Quality of Village's print newsletter



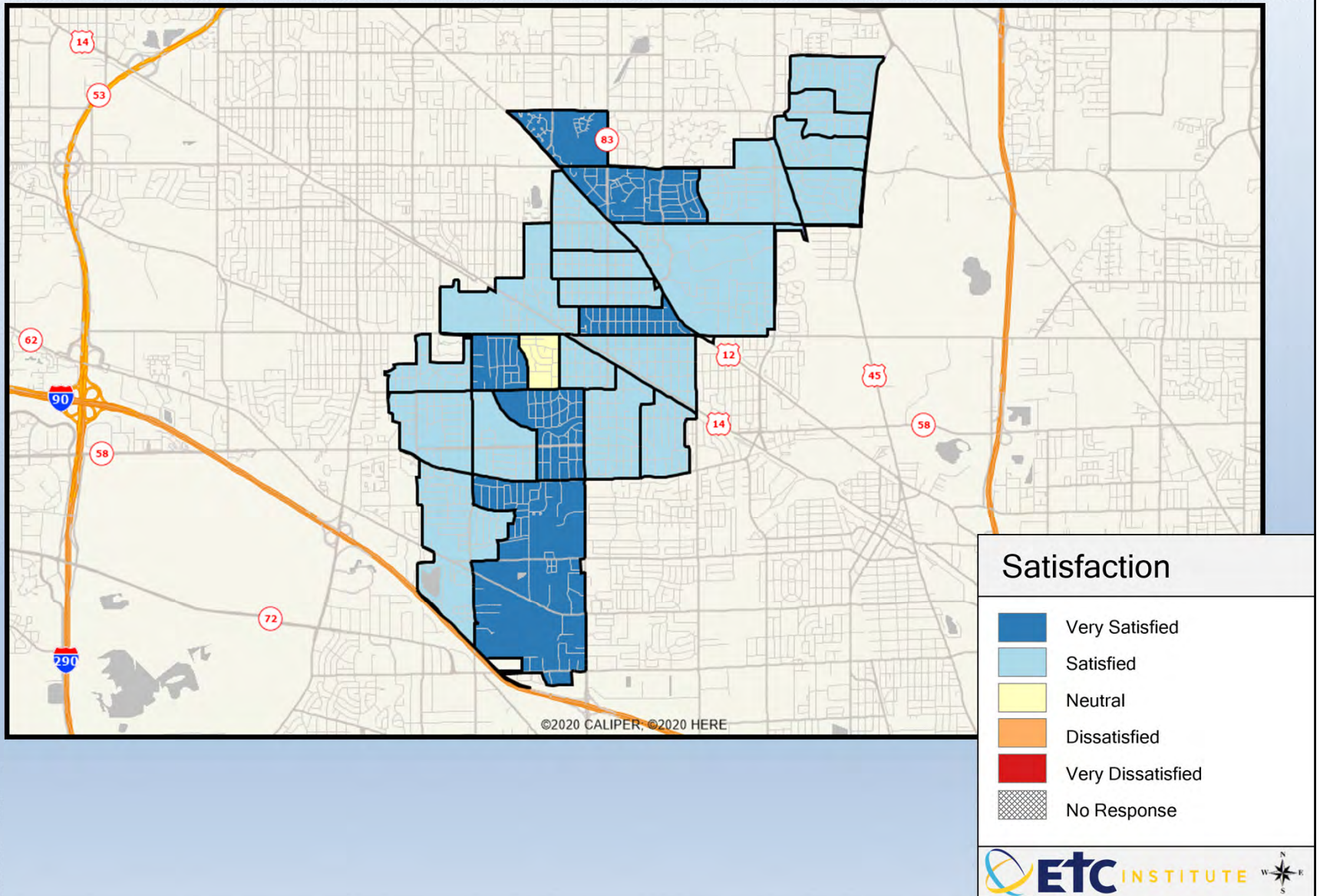
Q15-04. Quality of Village's website



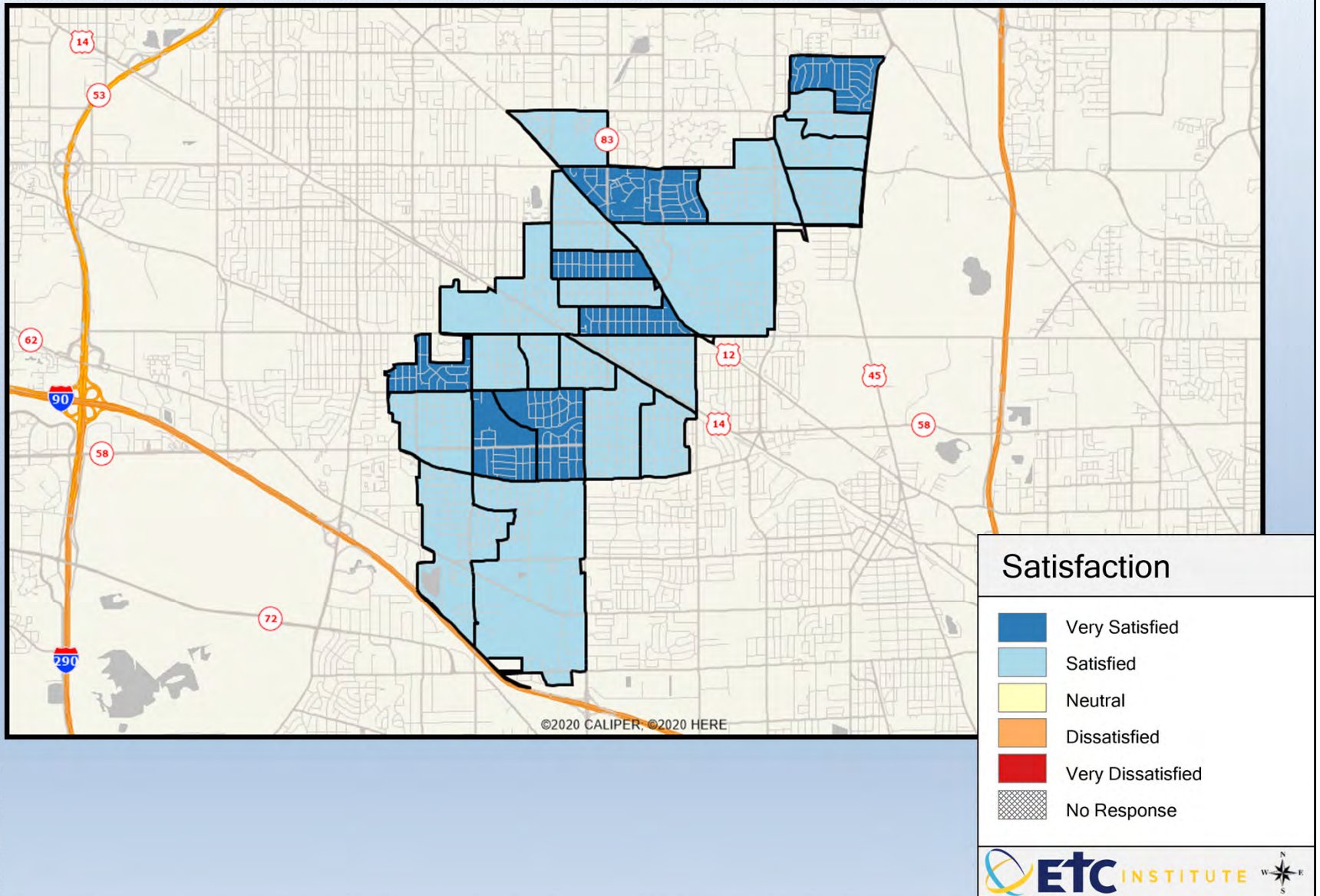
Q15-05. Quality of Village's social media



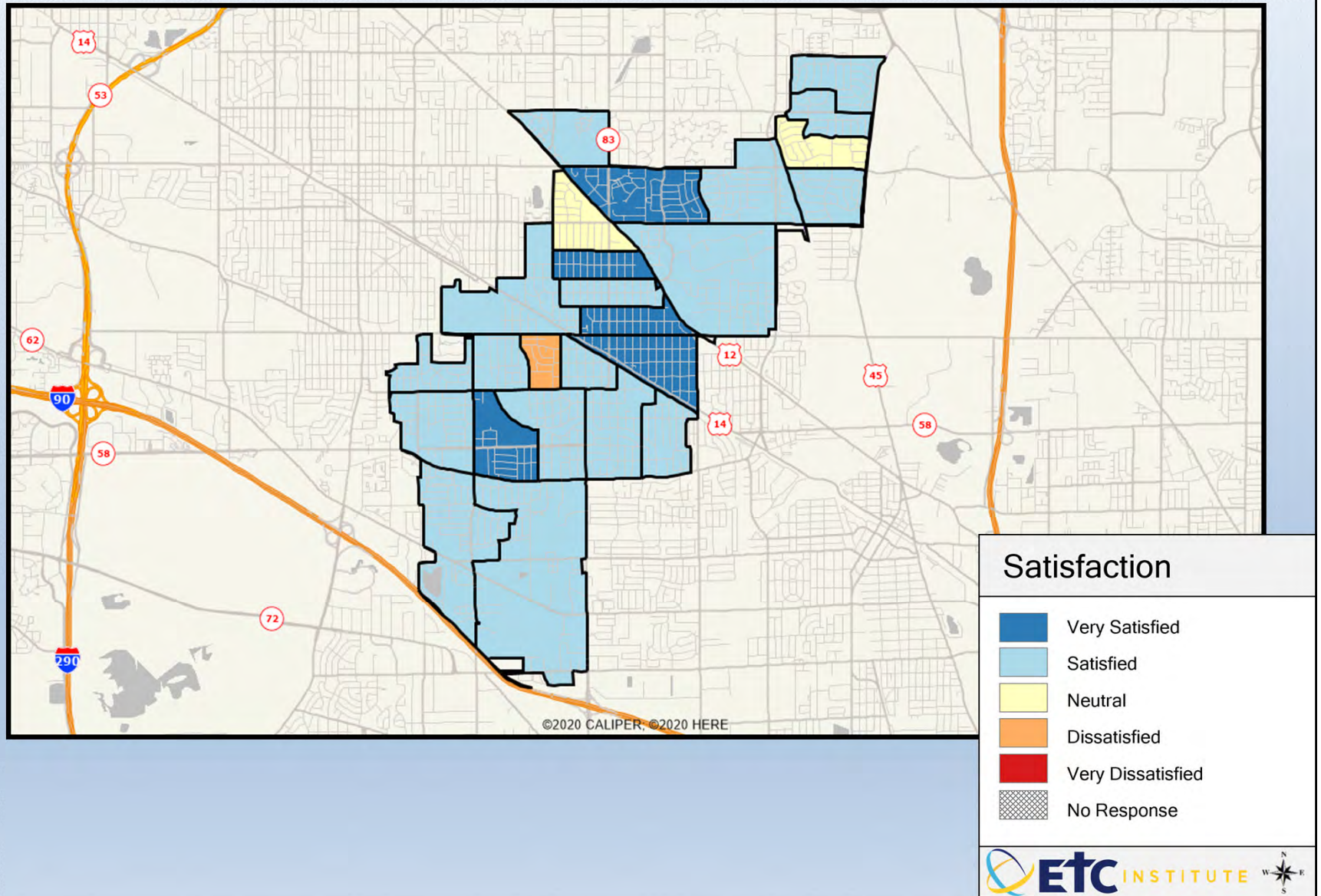
Q15-06. Quality of Village's Experience Mount Prospect website



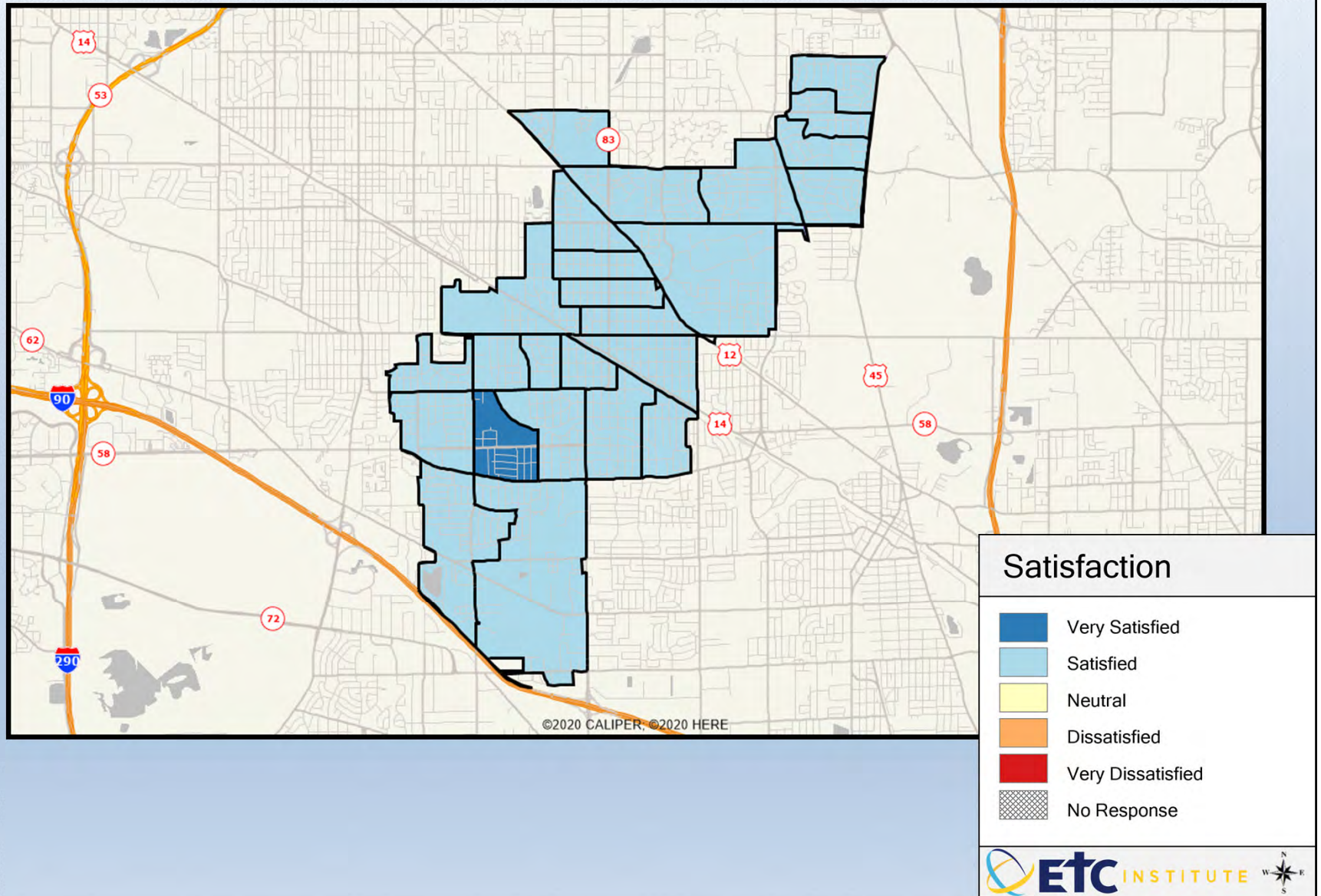
Q15-07. Quality of Village's e-mail E-Newsletter



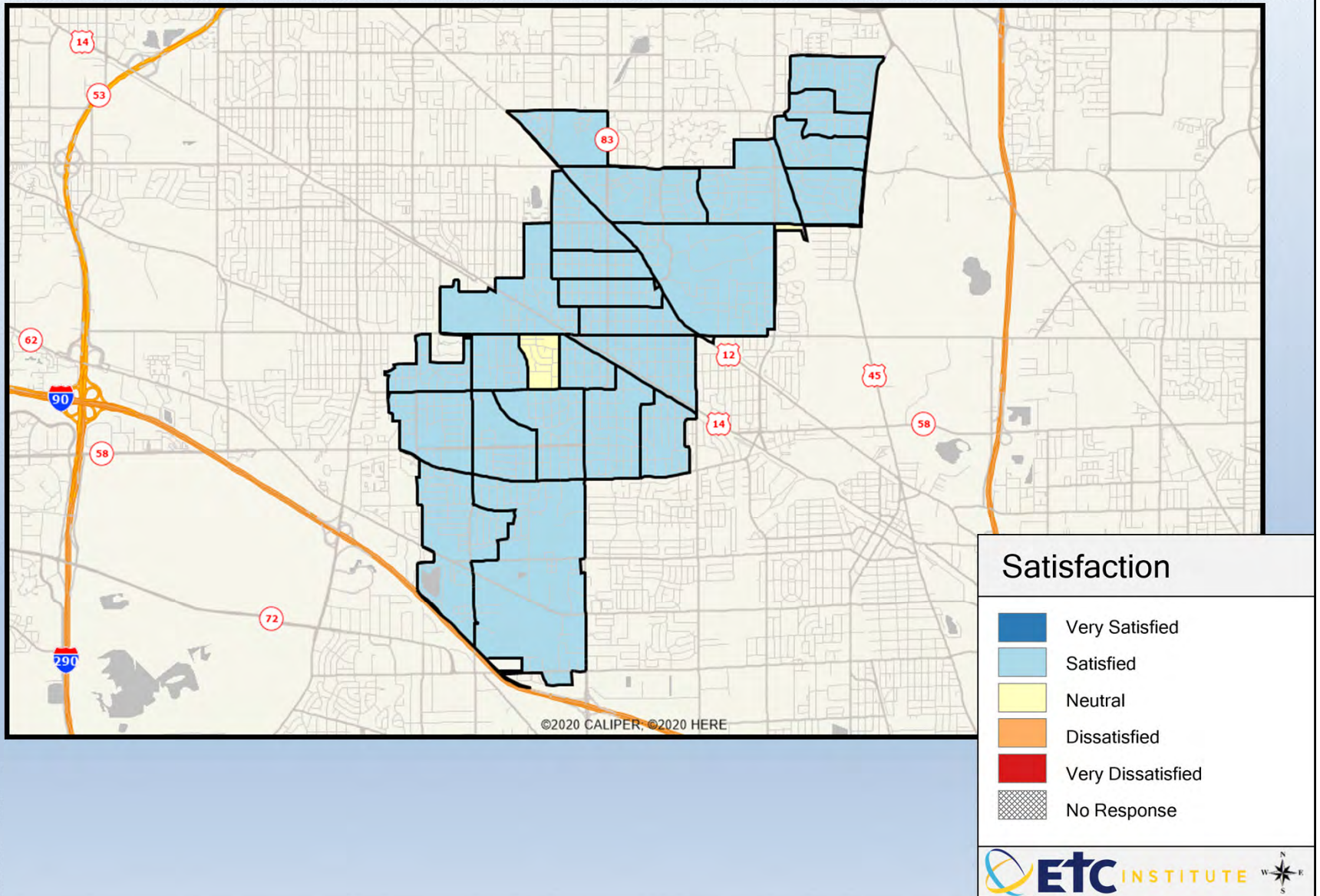
Q15-08. Quality of Mount Prospect Digital Communications (MPDC) programming



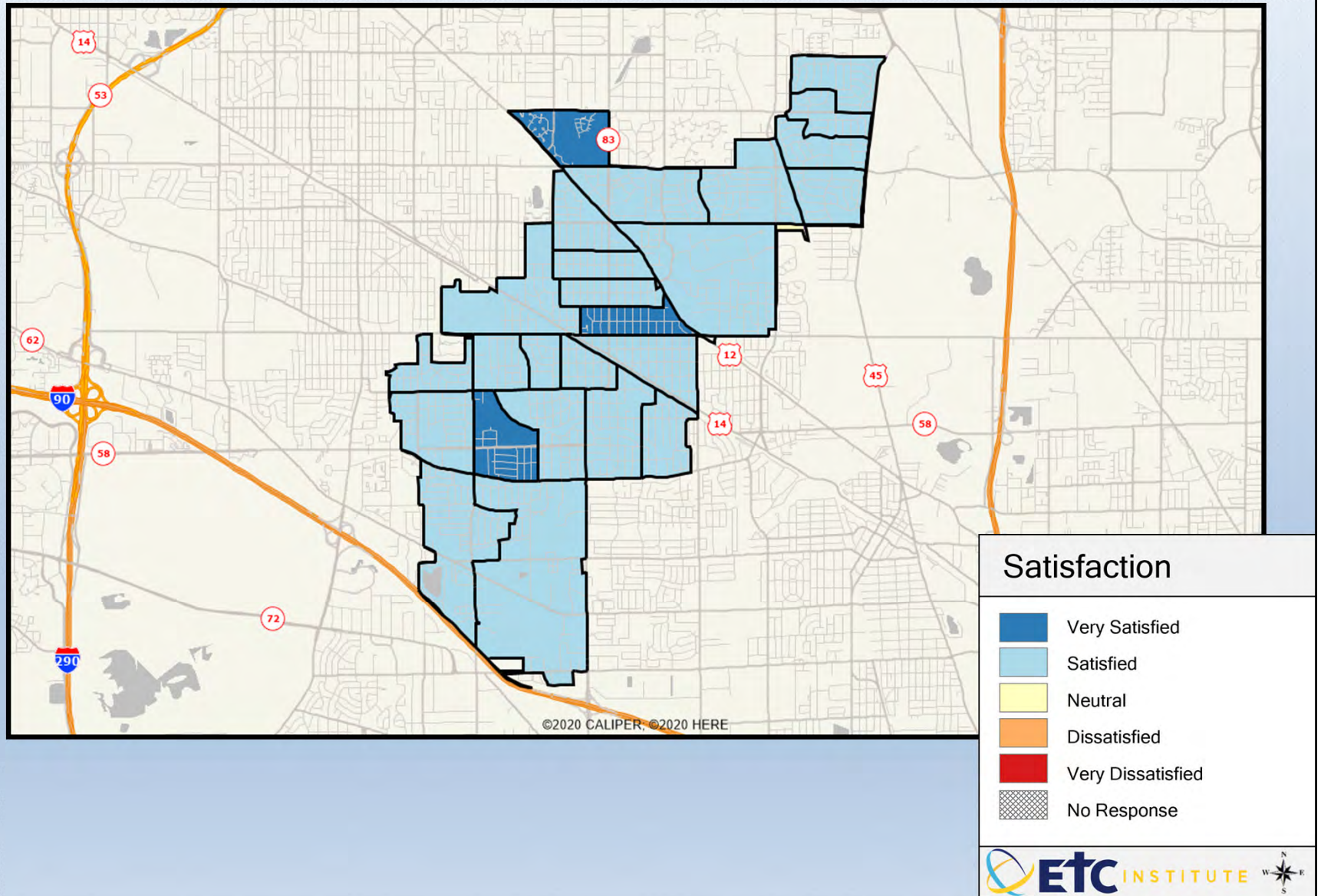
Q15-09. Overall usefulness of the Village's website calendar



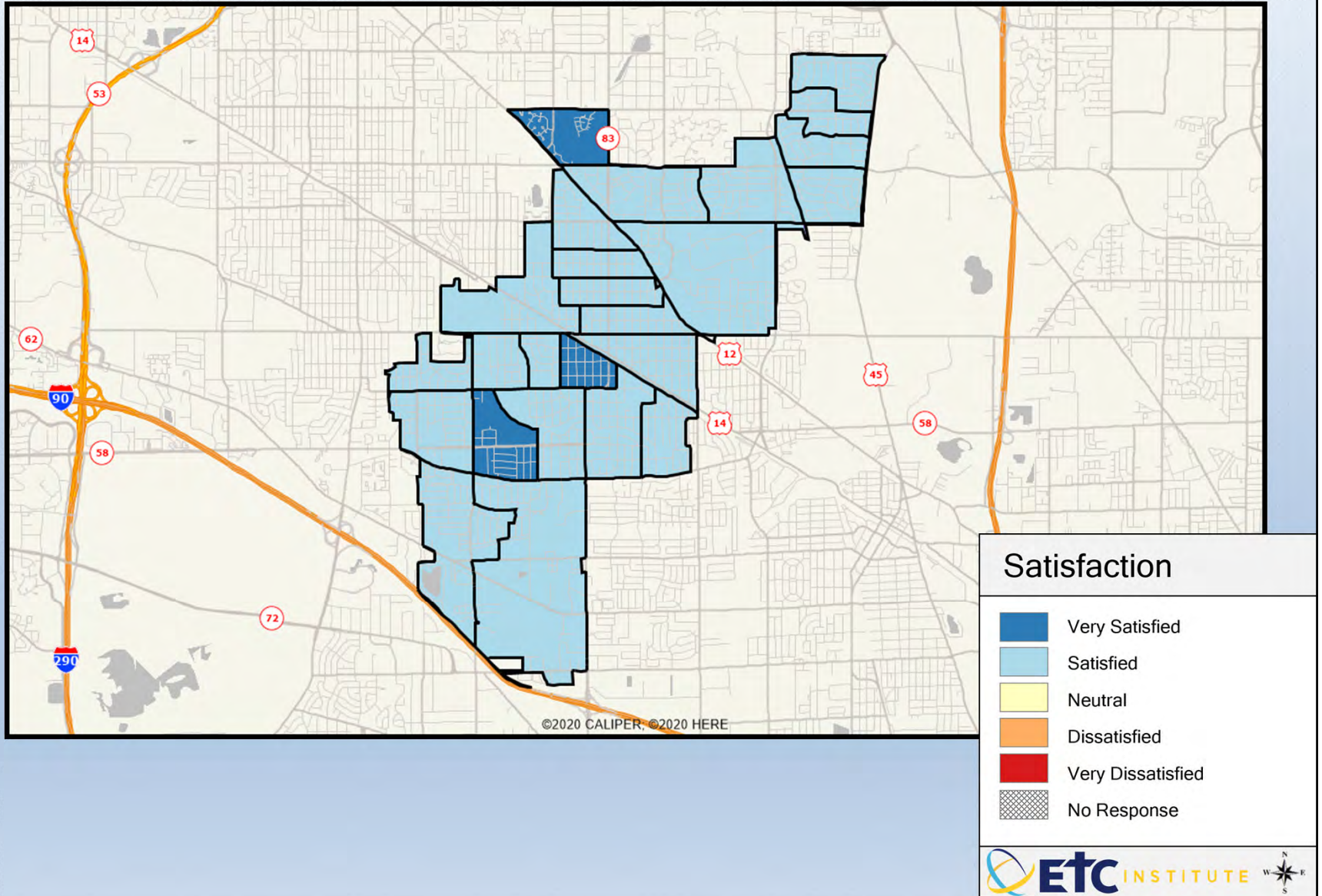
Q15-10. Transparency of Village information



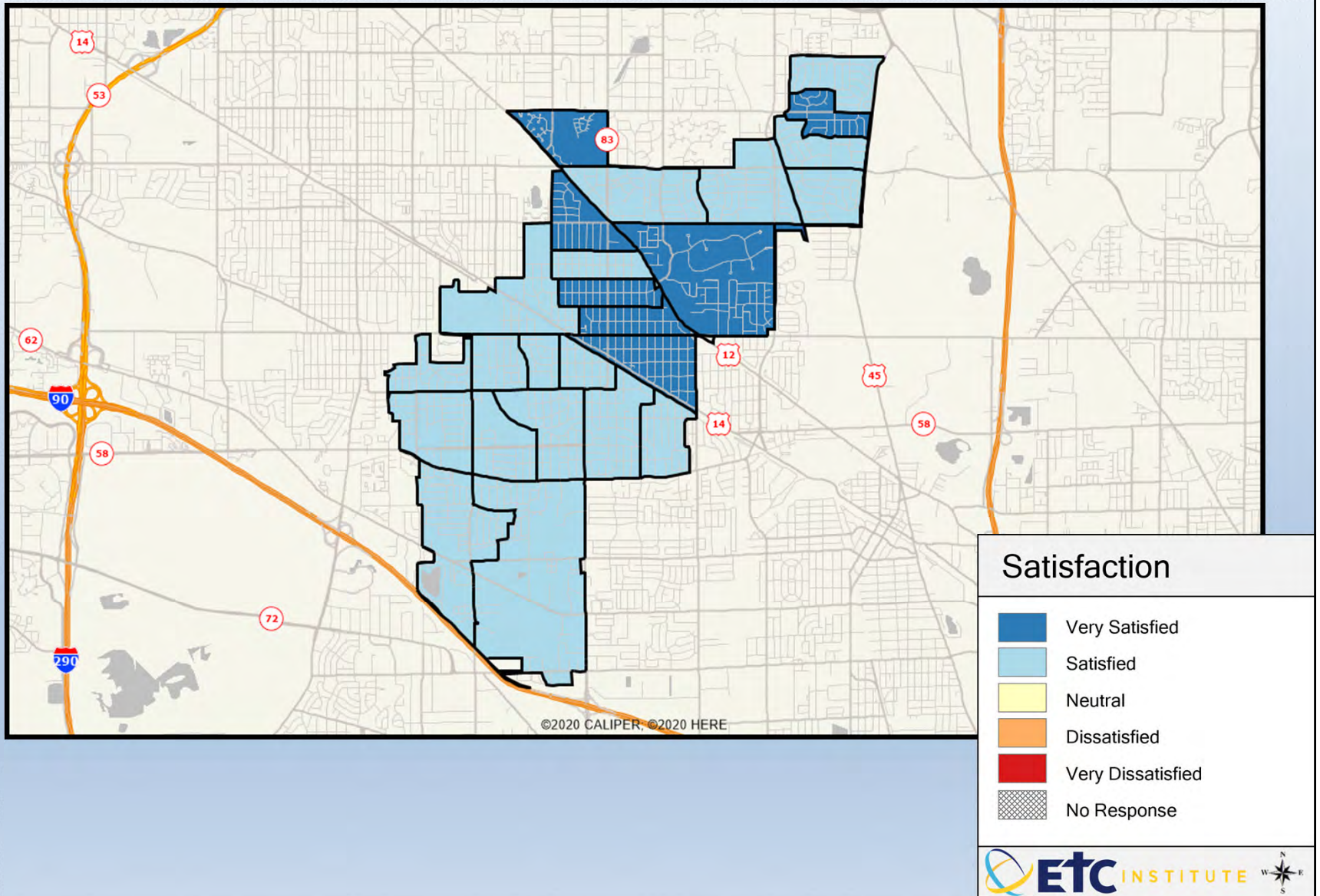
Q15-11. Clarity and understandability of Village bills



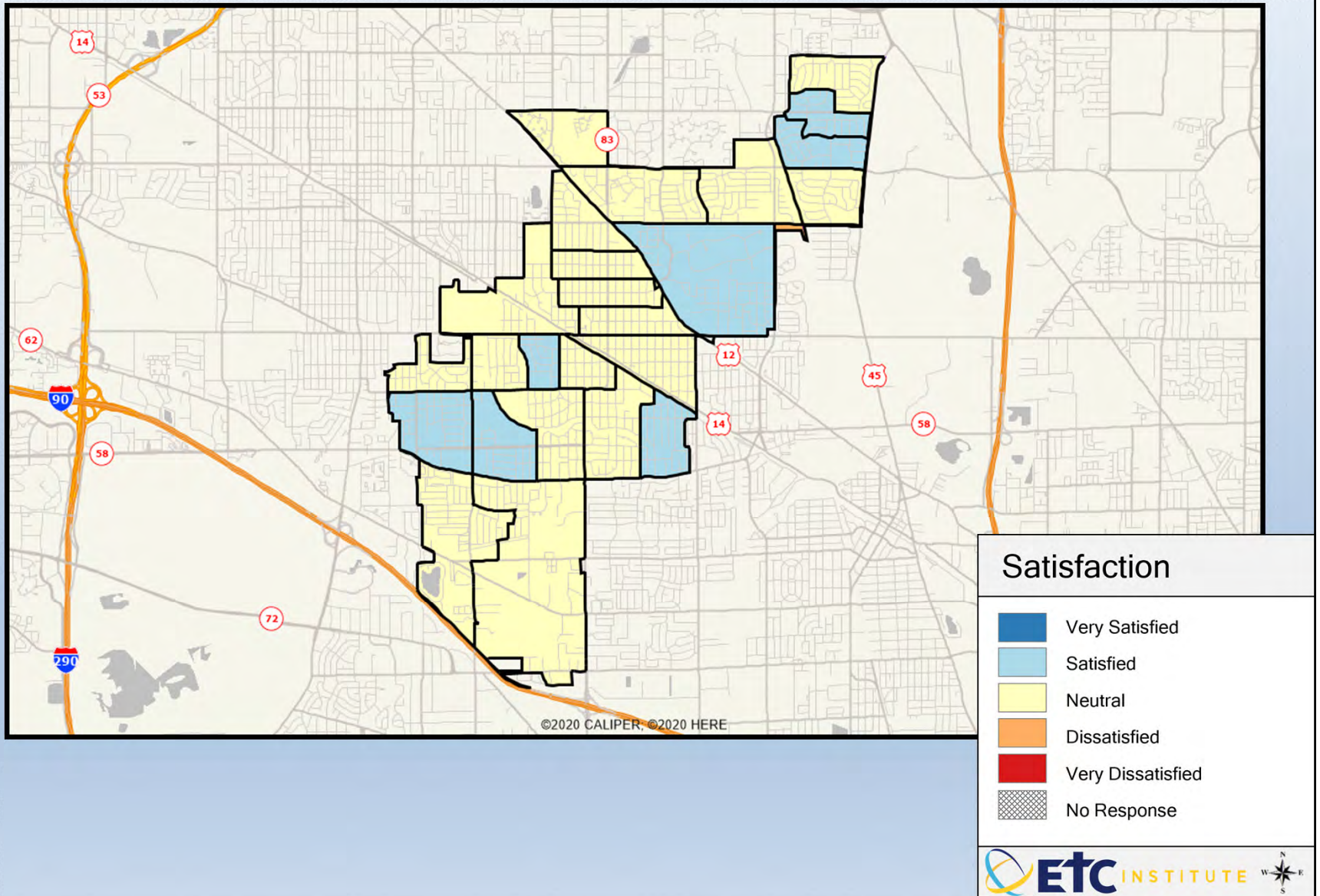
Q21-01. General appearance of Downtown



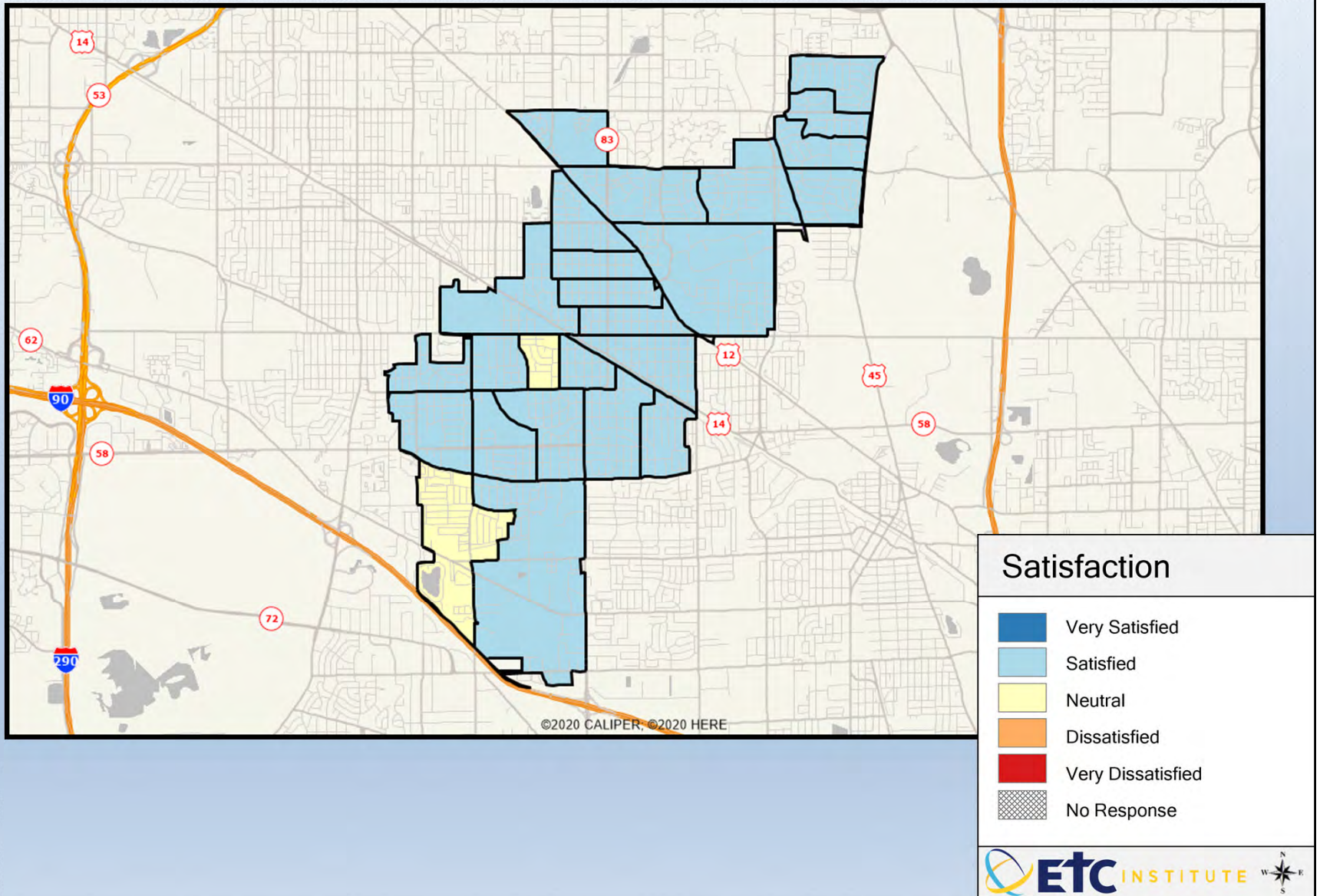
Q21-02. Convenience of the Village's Emerson and Maple Street parking decks



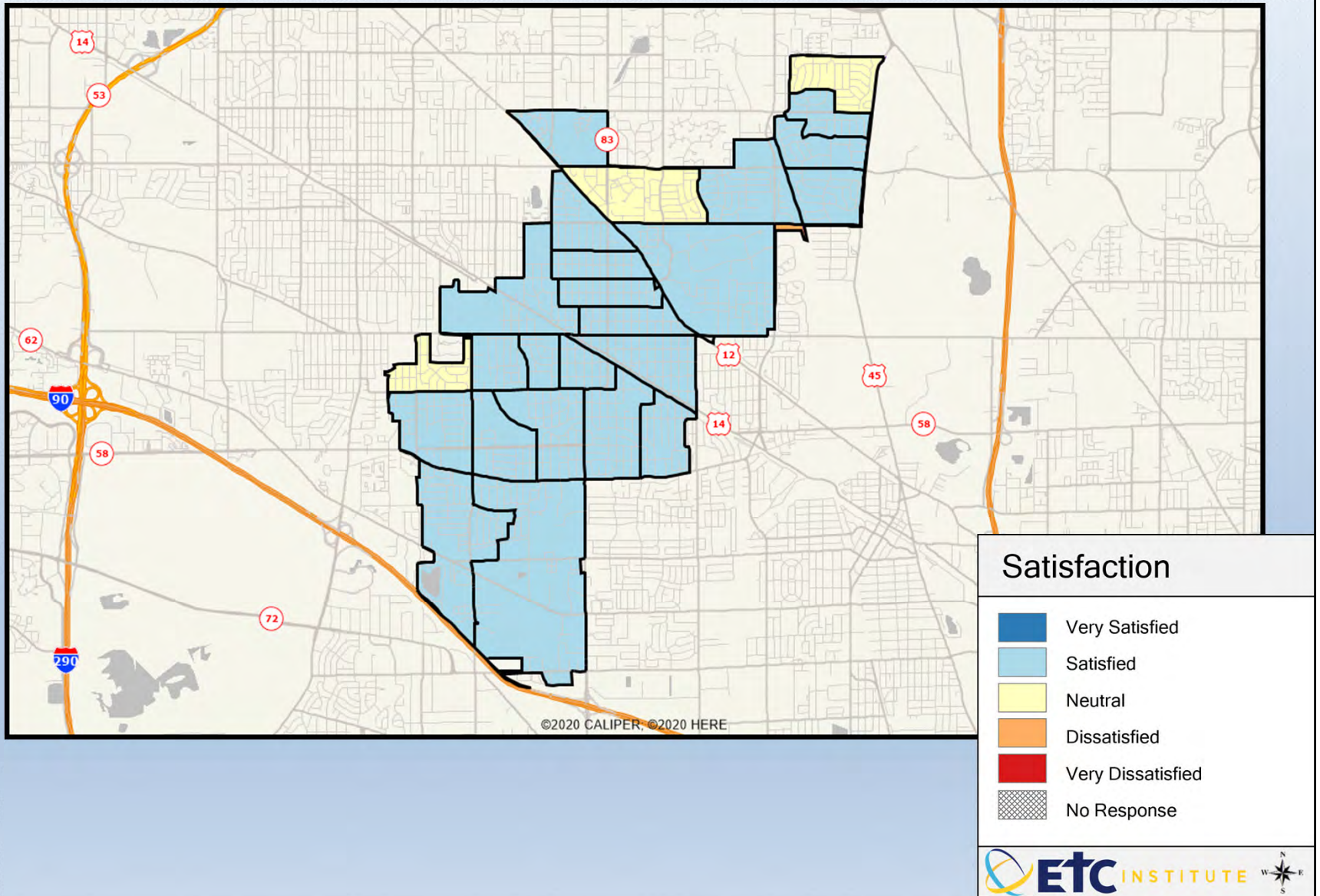
Q21-03. Types of downtown retail and entertainment establishments



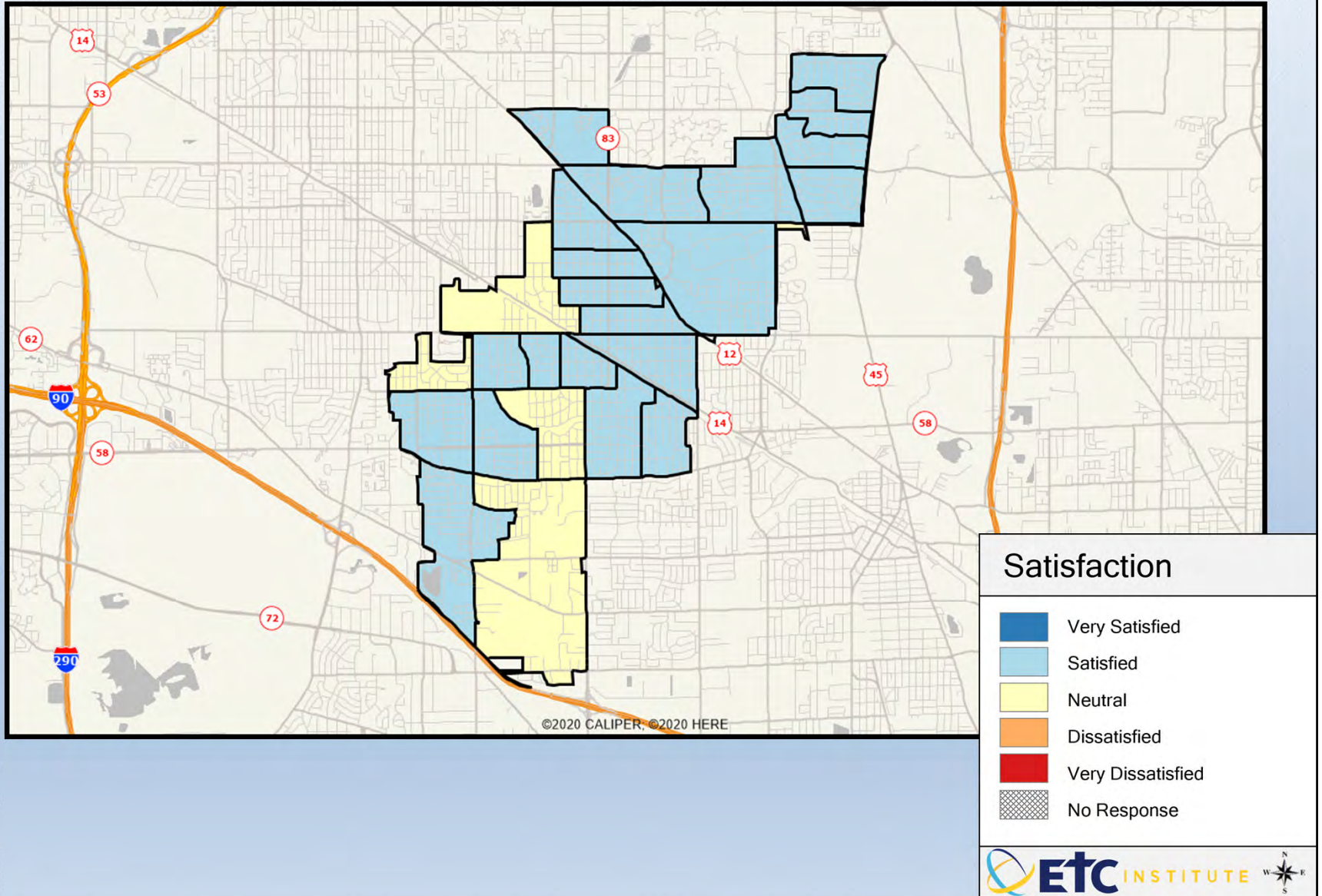
Q21-04. Hours downtown businesses are open



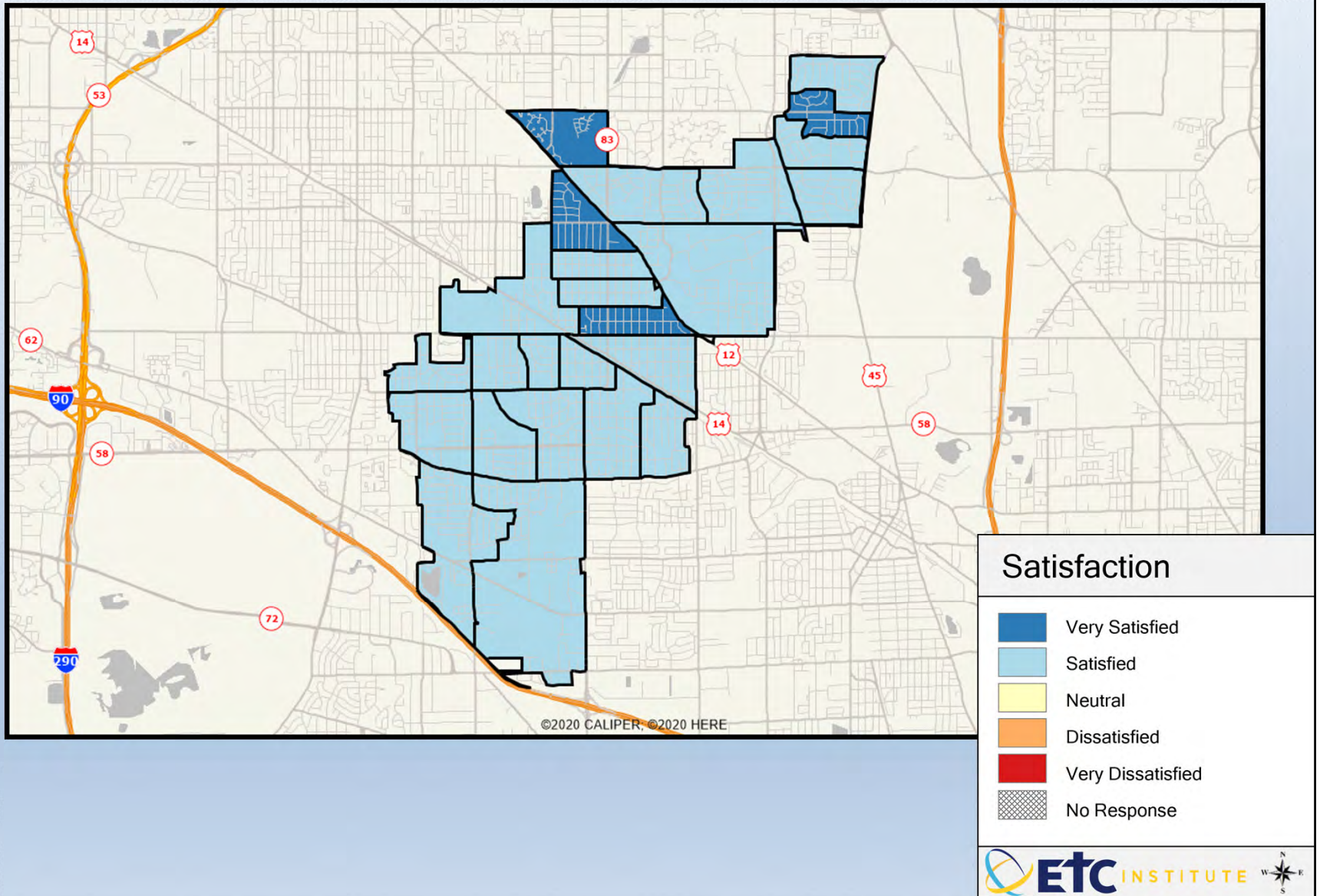
Q21-05. Availability and convenience of downtown parking



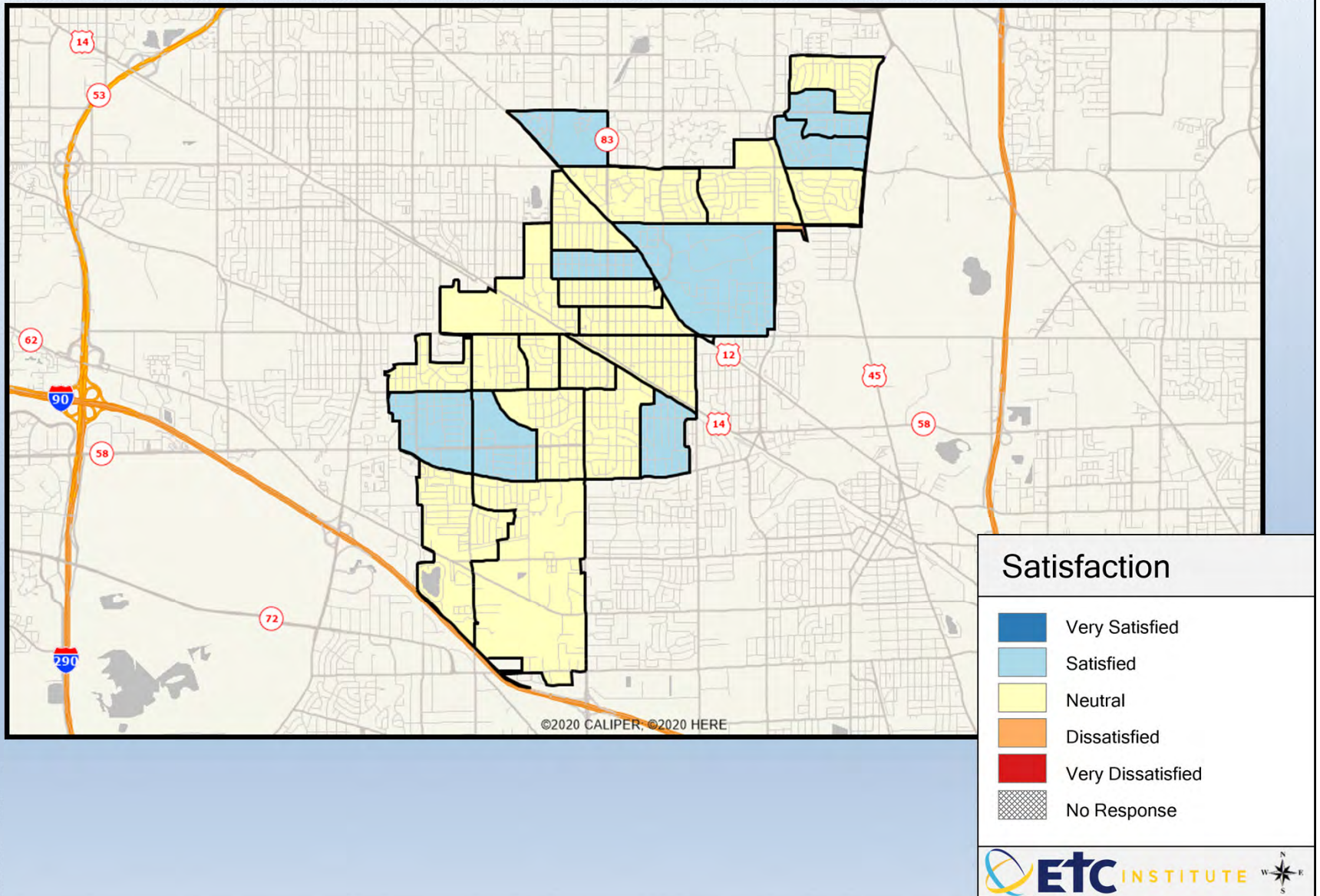
Q21-06. Adequacy of green space downtown



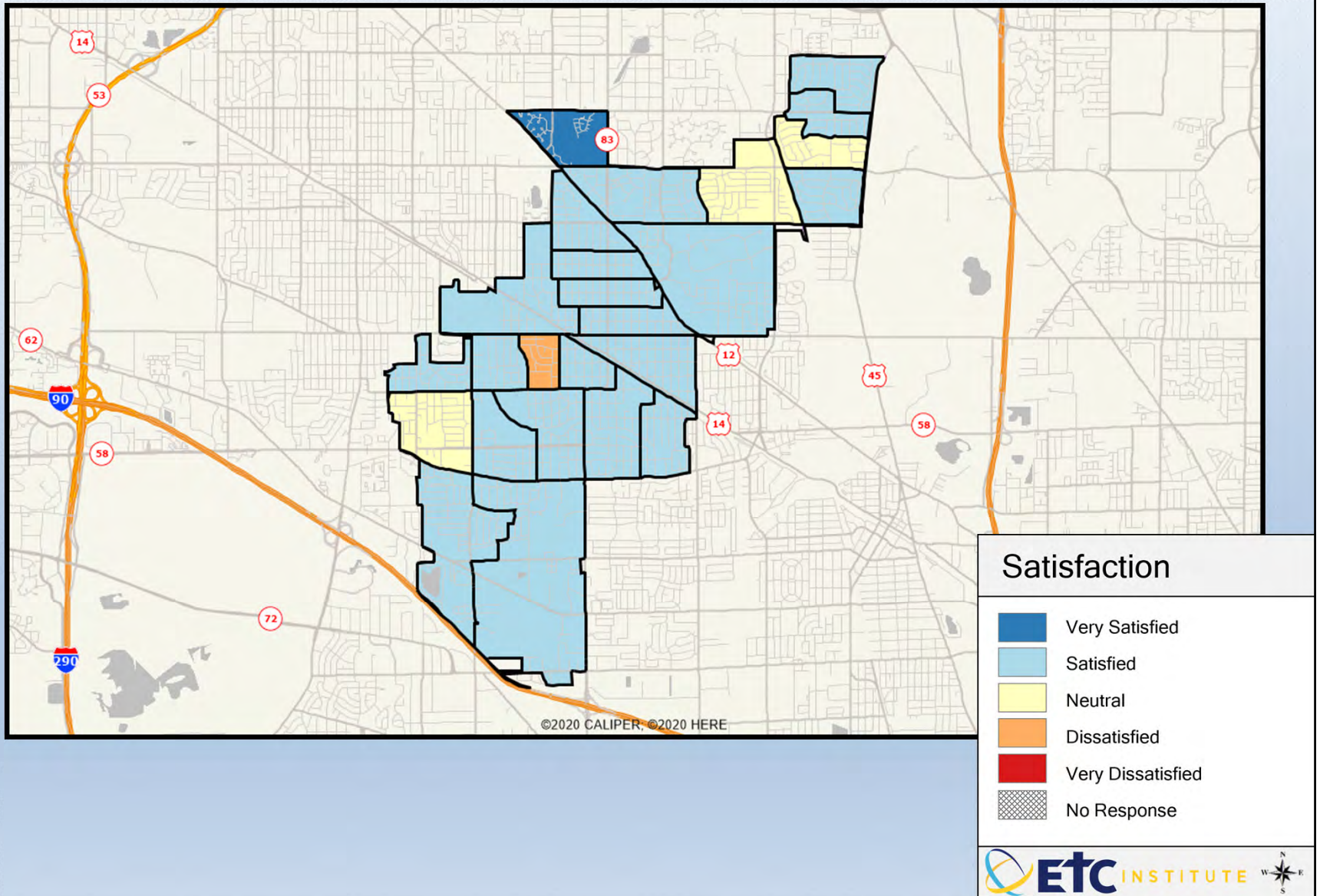
Q21-07. Overall downtown walkability



Q21-08. Variety of downtown restaurants



Q21-09. Availability of bicycle parking facilities downtown



Q21-10. Adequacy and condition of the Metra train station

