



Village of Mount Prospect **Press Release**

Village of Mount Prospect Receives High Marks in 2023 Community Survey

DATE: April 12, 2024
CONTACT: Kylie Cerk, Director of Marketing and Public Relations
kcerk@mountprospect.org, 847-818-5201

Results from a recently completed 2023 Community Survey indicate high marks for the Village of Mount Prospect, noting residents have a very positive perception of the Village and experience high levels of satisfaction with Village services. The results also show the Village trending in a positive direction when compared to the 2020 and 2016 survey results.

The Village's positive perception is evident as 91% of respondents are satisfied with the overall quality of Village services and 89% are satisfied with the overall quality of life in Mount Prospect. Other services that hold a 90% satisfaction rate or higher include:

- **Public Safety/Feelings of Safety:** overall feeling of safety in your neighborhood during the day and overall in the Village; friendliness and professionalism of the Fire Department; quality of both fire protection and emergency medical services
- **Public Works Services/Village Infrastructure:** maintenance of Village buildings, facilities, and the Downtown; quality of residential garbage collection and curbside recycling; cleanliness of public areas; snow removal on major Village streets; maintenance of street signs and traffic signals
- **Quality of Life:** quality of Village customer service; quality of Library services

Mount Prospect rated significantly higher (5% or more) than the U.S. average in all 52 survey categories. The Village also rated above the regional average in all 52 survey categories, 51 of which were rated significantly higher (5% or more).

The Village of Mount Prospect takes great pride in the services it provides to the community and the manner of which they are delivered. The Village was rated at 91% for quality of customer service and quality of services offered (as noted above), which is significantly higher compared to the national and regional percentages below:

- Satisfaction with Overall Quality of Village Services rated 42% above the U.S. average and 39% above the regional average
- Satisfaction with Customer Service from Village Employees rated 52% above the U.S. average and 49% above the regional average

When compared against itself, ratings show the Village of Mount Prospect is moving in the right direction. Satisfaction ratings have increased or stayed the same in 83 of 102 areas since 2016, and satisfaction ratings have increased or stayed the same in 68 of 112 areas since 2020.

“We place a high value on testing and measuring our effectiveness as an organization,” said Village Manager Michael Cassady. “The positive results we see in this survey are due to the total commitment of our team to providing exceptional customer services to our community. We are grateful for our residents who participated in this survey. Their time and effort will ensure the Village of Mount Prospect values and performance are aligned with our stakeholders,” stated Cassady.

The Village of Mount Prospect utilizes the services of ETC Institute of Kansas City, MO, to conduct the community surveys. This is the third survey administered, with the first one taking place in 2016 and the second in 2020. Results from the 2023 survey, which was administered from November 2023 - January 2024, were presented to the Village Board at the April 9, 2024, Committee of the Whole meeting.

The Community Survey consists of seven pages with questions ranging from overall quality of life to specific department services. The survey also gives residents the opportunity to share their opinion on community priorities –helping to identify areas of focus for the Village in the coming years. These priorities are calculated through an Importance-Satisfaction Analysis that examines the level of satisfaction and perceived importance residents place on each Village service.

The analysis showed three top areas of importance: flow of traffic and traffic management; management of Village finances, and crime prevention. According to ETC, it is common among the communities they survey to see these categories identified as “High Priority” for residents.

ETC Institute is a national market research organization and has surveyed more than 900 communities since 2010. Utilizing the expertise of ETC Institute assures equity in representation across the entire Village as well as statistically relevant survey results.

Complete survey results are available on the Village website at www.mountprospect.org/communitysurvey.

####