

# Village of Mount Prospect 2016 Community Survey

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Findings  
Report

**Submitted to the Village of Mount Prospect:**

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**October 2016**





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# Village of Mount Prospect Community Survey Executive Summary Report

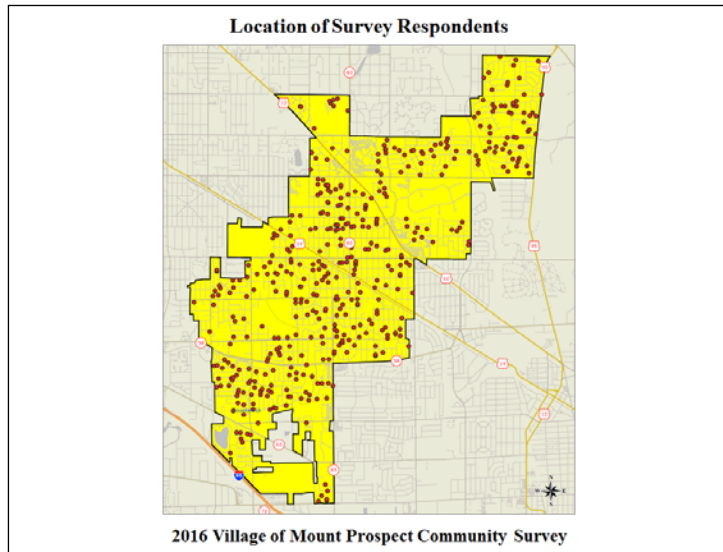
## Overview and Methodology

ETC Institute administered a community survey for the Village of Mount Prospect during the summer and fall of 2016. 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.

**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 phone. Those who indicated that they had not returned the survey by mail or completed it online were given the option of completing it by phone.

The goal was to receive at least 400 completed surveys. This goal was exceeded, with a total of 490 households completing a survey. The results for the random sample of 490 households have a 95% level of confidence with a precision of at least +/- 4.4%.

In order to understand how well services are being delivered in different areas of the Village, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the location of the survey respondents.



### 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 shows 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 (87%), overall quality of services provided by the Village (85%), overall quality of customer services received from Village employees (81%), and overall efforts of the Village for emergency preparedness (77%). For seven of the nine major categories of Village services that were rated, 60% or more of residents *who had an opinion* were “very satisfied” or “satisfied”.

## **Overall Feelings of Safety**

Most residents (91%) *who had an opinion* felt either “very safe” or “safe” when rating their overall feeling of safety within the Village of Mount Prospect. Ninety-four percent (94%) of residents *who had an opinion* indicated they felt “very safe” or “safe” in their neighborhood during the day. Eighty-six percent (86%) of residents *who had an opinion* indicated they felt “very safe” or “safe” in commercial and retail areas. The other situations where a majority of residents *who had opinion* indicated they felt either “very safe” or “safe” were: in neighborhoods at night (82%), downtown after dark (78%), in the Village’s parks, trails, and recreation areas (75%), shopping after dark (74%), and traveling by bicycle in the Village (58%).

## **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 quality of the library services (88%), the overall feeling of safety in neighborhoods (85%), the overall feeling of safety in the village (85%), the overall quality of life in the Village (85%), the ease of access of places respondents usually visit (81%), and the overall quality of public schools (80%).
- **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: the cleanliness of streets and other public areas (84%), the maintenance of Village owned buildings (84%), the maintenance of street signs and traffic signals (83%), the maintenance of the Village’s downtown (83%), and the quality of natural gas services (79%). Although these were the highest rated services, a majority of respondents indicated they were either “very satisfied” or “satisfied” with all 15 aspects of Village infrastructure that were rated.
- **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 (87%), the overall quality of residential curbside recycling services (87%), and the overall quality of yard waste service (78%). Although these were the highest rated services, a majority of respondents indicated they were either “very satisfied” or “satisfied” with all seven aspects of public works services.
- **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 (65%), the appearance of commercial corridors (65%), and the exterior maintenance standards for private property (63%).
- **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 (90%), overall professionalism of the Fire department (88%) overall quality of fire protection services (87%), overall quality of emergency medical services (85%), and the overall quality of police protection (82%). Over 60% of respondents indicated they were either “very satisfied” or “satisfied” with all 14 public safety services that were rated.
- **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 (77%), Medical Lending Closet (63%), and the food pantry (56%).

- **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 (81%), the quality of the Village’s website ([www.mountprospect.org](http://www.mountprospect.org)) (77%), and the availability of information on Village services and activities (75%).
- **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 (79%), the convenience of the Village parking garage (77%), and the overall walkability of the Downtown District (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 (91%), crime prevention (90%), a balanced Village budget (84%), and the quality and drivability of Village streets (83%). Crime prevention, having 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 of information that residents use to get information about Village issues, services, and events are: the Village newsletter (79%), Village website ([www.mountprospect.org](http://www.mountprospect.org)) (55%), word of mouth (46%), local newspapers (39%), and Village e-mails/press releases (19%). The most preferred way to learn about Village issues, services, and events is through the Village Newsletter.
- Fifty-four percent (54%) of residents have visited the Village with request for service or to pay a bill during the past year. Of those who have visited the Village, and *who had an opinion*, 90% were either “very satisfied” or “satisfied” with the politeness and courteousness of Village employees, 88% 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 the Village employee helped them resolve their issue.
- Only 27% of residents have contacted the Village with 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 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 87% were either “very satisfied” or “satisfied” that the Village employee helped them resolve their issue.



- Seventy-nine percent (79%) of respondents who contacted the Village during the past year used the phone, 10% used the website, 9% used email, and 2% contacted the Village through an elected official.
- Of those respondents who contacted the Village by phone and left a voicemail 73% received a call back.



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

Satisfaction ratings for The Village of Mount Prospect **rated above the U.S. average in 43 of the 51 areas** that were assessed. The Village of Mount Prospect rated significantly higher than the U.S. average (difference of 5% or more) in 33 of these areas. Listed below are the comparisons between the Village of Mount Prospect and the U.S. average where the Village of Mount Prospect rated higher than the U.S. average:

Service	Mount Prospect	U.S.	Difference	Category
Overall quality of Village services provided	85	56	29	Perceptions of the Village
Overall quality of customer service	81	55	26	General Services
Maintenance of Village streets	74	49	25	General Services
Snow/ice removal on neighborhood streets	74	51	23	Maintenance Services
In your neighborhood at night	82	62	20	Feeling of Safety
Availability of info about Village services/programs	75	55	20	Communication
Village communication with the public	68	50	18	General Services
Overall quality of public schools/ district	80	64	16	General Services
Cleanliness of public areas	84	68	16	Maintenance Services
Mowing and tree trimming along streets	78	63	15	Maintenance Services
Condition of neighborhood streets	74	59	15	Maintenance Services
Condition of major Village streets	73	58	15	Maintenance Services
In your Downtown area	78	64	14	Feeling of Safety
Maintenance of Downtown	83	69	14	Maintenance Services
Timeliness of info provided by government	70	56	14	Communication
Overall image of your community	76	63	13	Perceptions of the Village
Overall quality of life in the Village	85	73	12	Perceptions of the Village
Snow/ice removal on major streets	78	66	12	Maintenance Services
Adequacy of Village street lighting	76	64	12	Maintenance Services
Overall quality of trash services	87	76	11	General Services
Quality of the Village's website	77	66	11	Communication
Parks/recreation services	79	69	10	General Services
Emergency preparedness	77	67	10	General Services
In Village parks	75	65	10	Feeling of Safety
Recycling services	87	77	10	Waste Services
Overall quality of the library system	88	79	9	General Services
Police response time to emergencies	78	69	9	Public Safety Services
Overall feeling of safety in my community	85	76	9	Feeling of Safety
Quality of police protection	82	74	8	Public Safety Services
Crime prevention	68	61	7	Public Safety Services
In your neighborhood during the day	94	87	7	Feeling of Safety
Police safety education programs	67	62	5	Public Safety Services
Condition of sidewalks	61	56	5	Maintenance Services
Parking enforcement services	70	66	4	Public Safety Services
Condition of street signs & traffic signals	83	79	4	Maintenance Services
Yardwaste collection services	78	74	4	Waste Services
Enforcement of local traffic laws	72	69	3	Public Safety Services
Residential trash collection services	87	84	3	Waste Services
Enforcement of local codes and ordinances	61	59	2	General Services
Wastewater utility services	76	75	1	General Services
Value received for Village tax dollars/fees	48	47	1	Perceptions of the Village
Overall quality of emergency medical services	85	84	1	Public Safety Services
Visibility of police in neighborhoods	65	64	1	Public Safety Services



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

Satisfaction ratings for The Village of Mount Prospect **rated above the East Central regional average in 44 of the 51 areas** that were assessed. The Village of Mount Prospect rated significantly higher than the East Central regional average (difference of 5% or more) in 41 of these areas. Listed below are the comparisons between The Village of Mount Prospect and the East Central regional average where the Village of Mount Prospect rated higher than the East Central Regional average:

Service	Mount Prospect	East Central	Difference	Category
Overall quality of customer service	81	41	40	General Services
Overall quality of Village services provided	85	46	39	Perceptions of the Village
Village communication with the public	68	35	33	General Services
Maintenance of Village streets	74	44	30	General Services
In your neighborhood at night	82	54	28	Feeling of Safety
Overall image of your community	76	50	26	Perceptions of the Village
Mowing and tree trimming along streets	78	54	24	Maintenance Services
Overall quality of public schools/ district	80	57	23	General Services
Cleanliness of public areas	84	61	23	Maintenance Services
Adequacy of Village street lighting	76	53	23	Maintenance Services
Condition of neighborhood streets	74	52	22	Maintenance Services
Recycling services	87	66	21	Waste Services
Overall quality of life in the Village	85	65	20	Perceptions of the Village
Snow/ice removal on neighborhood streets	74	54	20	Maintenance Services
Condition of major Village streets	73	56	17	Maintenance Services
Timeliness of info provided by government	70	53	17	Communication
Overall quality of trash services	87	71	16	General Services
Availability of info about Village services/programs	75	59	16	Communication
Parks/recreation services	79	64	15	General Services
Police safety education programs	67	52	15	Public Safety Services
In Village parks	75	60	15	Feeling of Safety
Overall feeling of safety in my community	85	71	14	Feeling of Safety
Maintenance of Downtown	83	69	14	Maintenance Services
Quality of the Village's website	77	63	14	Communication
Emergency preparedness	77	64	13	General Services
Value received for Village tax dollars/fees	48	36	12	Perceptions of the Village
In your neighborhood during the day	94	82	12	Feeling of Safety
Snow/ice removal on major streets	78	66	12	Maintenance Services
Residential trash collection services	87	75	12	Waste Services
Yardwaste collection services	78	66	12	Waste Services
Quality of police protection	82	71	11	Public Safety Services
Police response time to emergencies	78	68	10	Public Safety Services
Condition of street signs & traffic signals	83	73	10	Maintenance Services
Wastewater utility services	76	67	9	General Services
Parking enforcement services	70	61	9	Public Safety Services
In your Downtown area	78	69	9	Feeling of Safety
Condition of sidewalks	61	53	8	Maintenance Services
Enforcing the exterior maintenance of commercial/business property	63	55	8	Communication
Overall quality of the library system	88	81	7	General Services
Overall quality of emergency medical services	85	79	6	Public Safety Services
Crime prevention	68	62	6	Public Safety Services
Enforcement of local codes and ordinances	61	59	2	General Services
Enforcement of local traffic laws	72	70	2	Public Safety Services
Wastewater services	76	75	1	Waste Services

## 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 services that are recommended as the top priorities for investment over the next two years in order to raise the Village’s overall satisfaction rating are listed below:

- Overall management of Village finances (IS Rating=0.2746)

The table below shows the importance-satisfaction rating for all 9 quality of life categories of Village services that were rated.

2016 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>						
Overall management of Village finances	53%	1	48%	9	0.2746	1
<b>High Priority (IS .10-.20)</b>						
Overall flow of traffic management in the village	42%	3	58%	8	0.1735	2
Overall maintenance of Village streets	44%	2	75%	5	0.1101	3
<b>Medium Priority (IS &lt;.10)</b>						
Overall effectiveness of Village communication with the public	24%	6	68%	6	0.0755	4
Overall enforcement of Village codes and ordinances	16%	7	61%	7	0.0612	5
Overall efforts of the Village for emergency preparedness	25%	5	77%	4	0.0578	6
Overall quality of services provided by the Village	35%	4	86%	2	0.0495	7
Overall quality of customer service you receive from Village employees	12%	8	81%	3	0.0228	8
Overall maintenance of Village buildings & facilities	8%	9	86%	1	0.0113	9

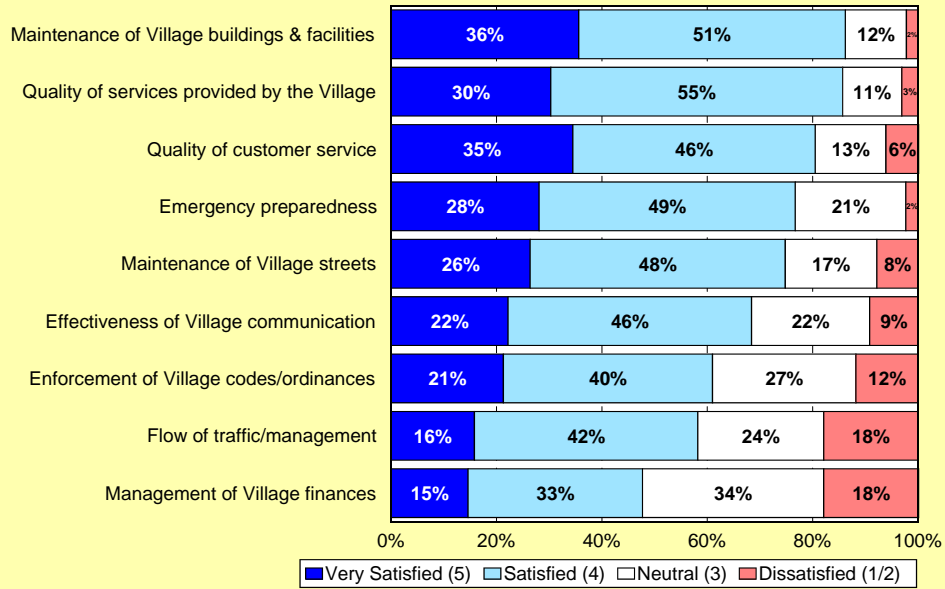
# Section 1

## *Charts and Graphs*

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

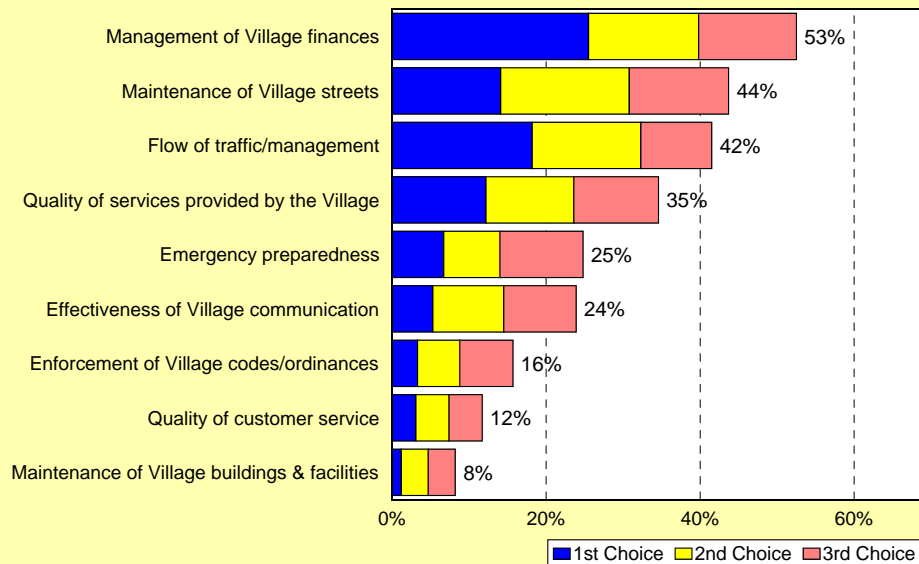
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

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

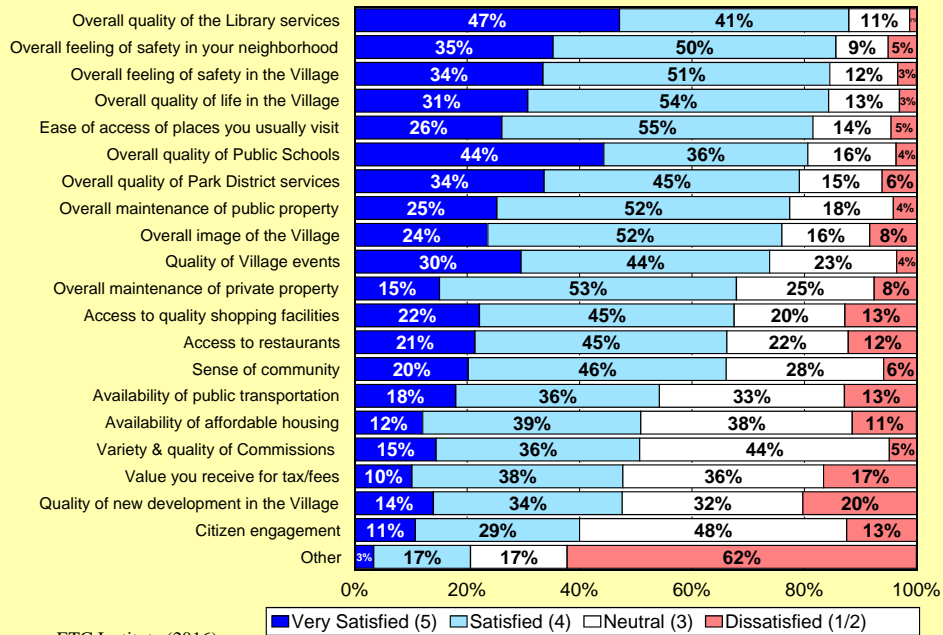
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q3. Overall Satisfaction with Aspects of the **Community**

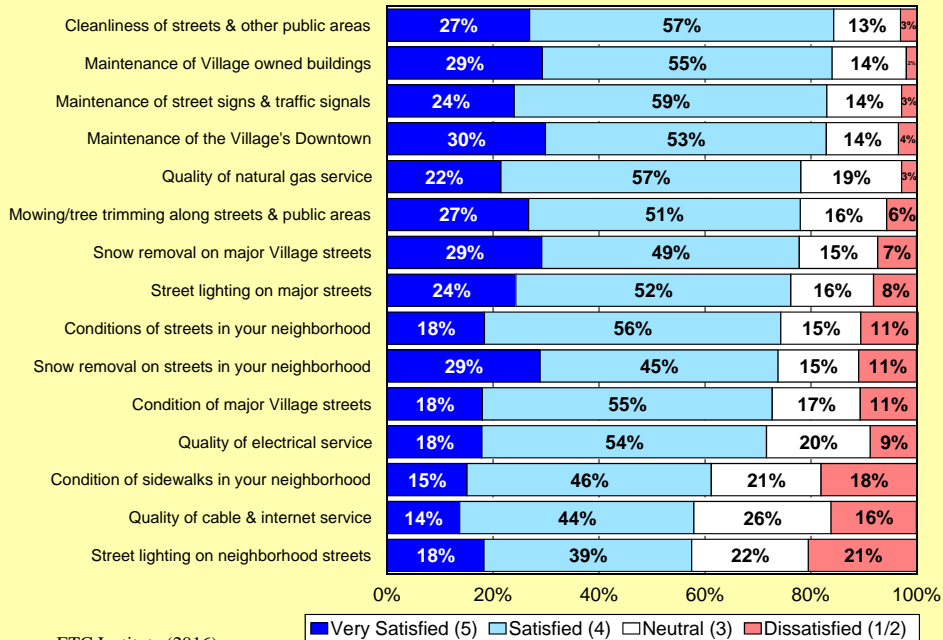
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q4. Overall Satisfaction with **Village Infrastructure**

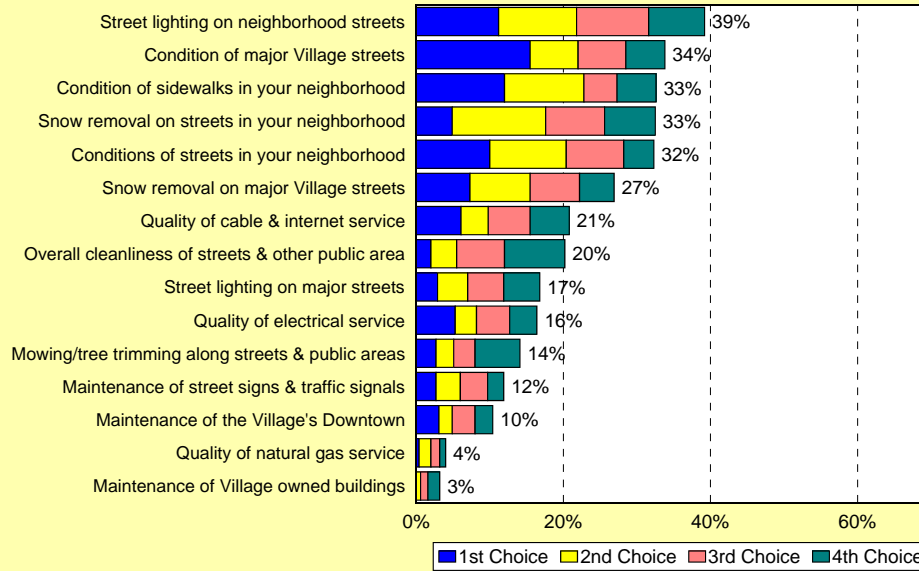
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

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

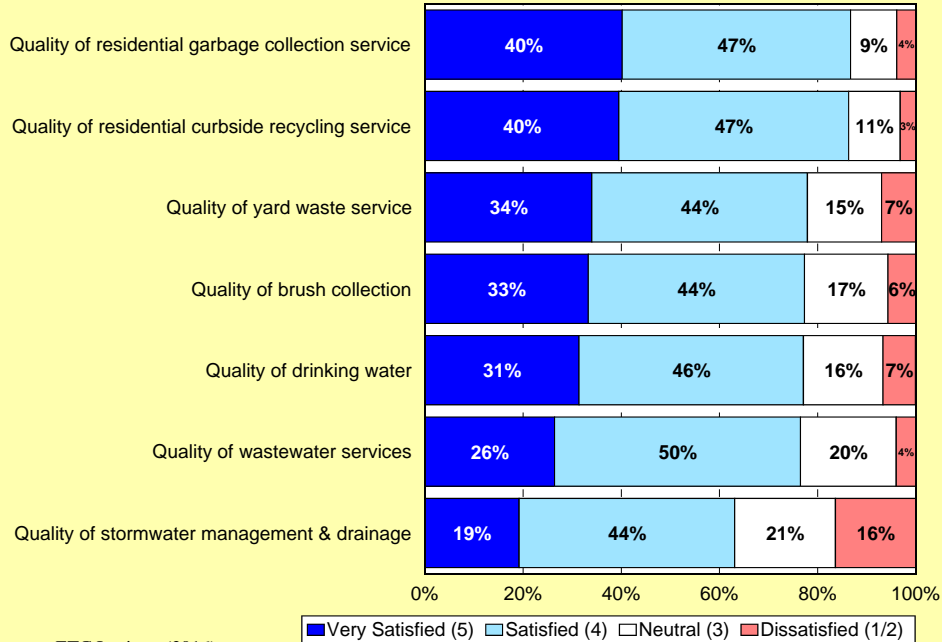
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2016)

### Q6. Overall Satisfaction with Public Works Services

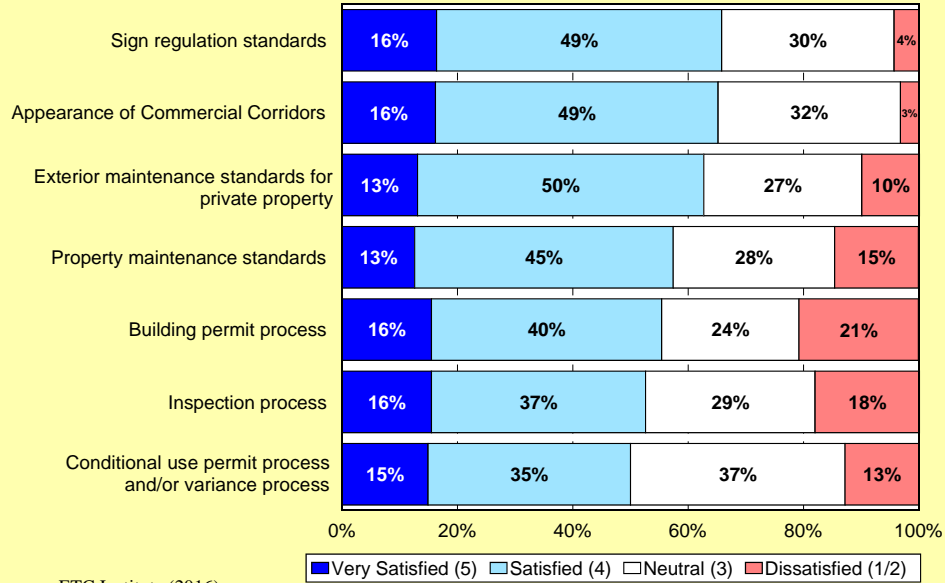
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

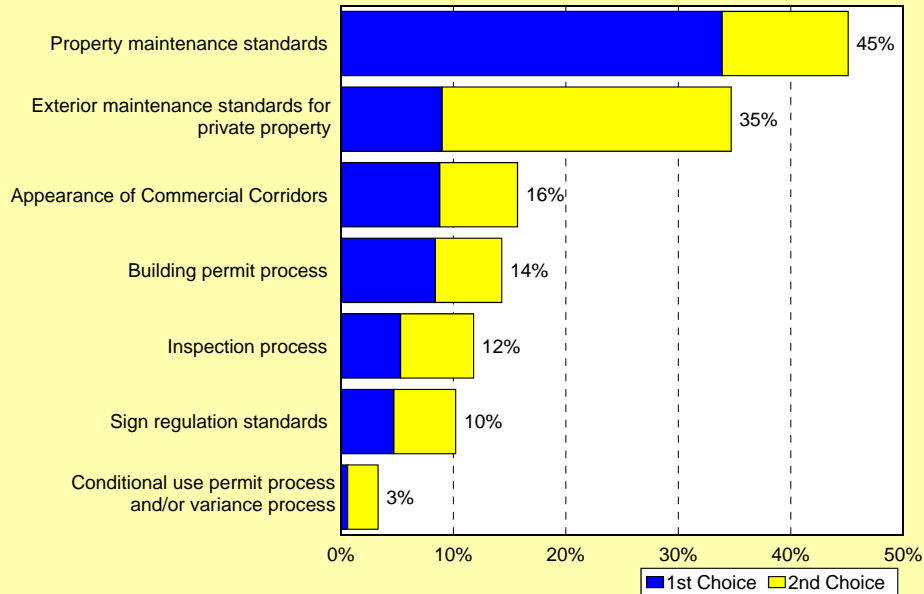
### Q7. Overall Satisfaction with Community Development Services

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



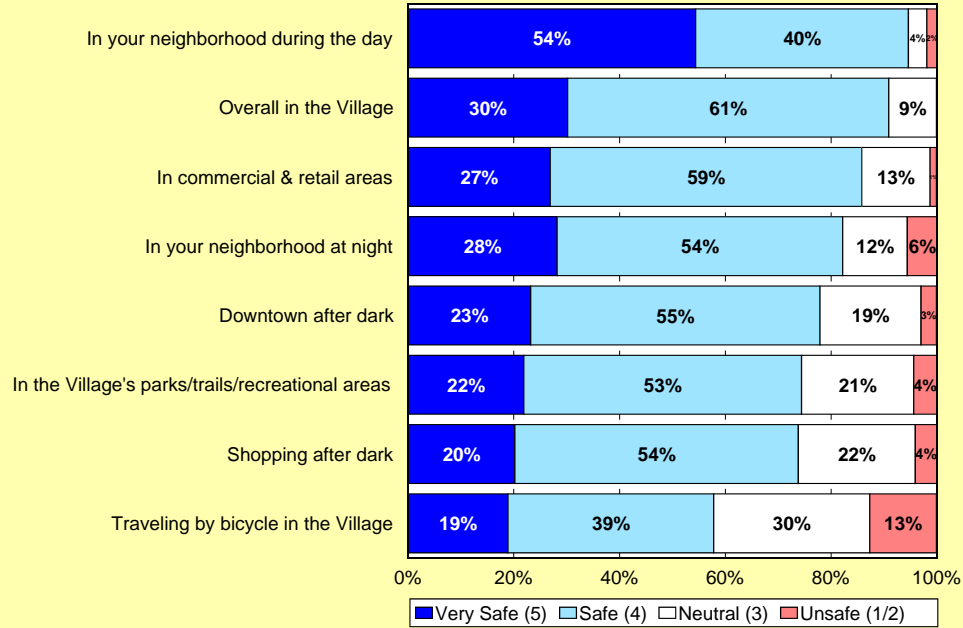
### Q8. Community Development Services That Should Receive the Most Emphasis Over the Next Two Years

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



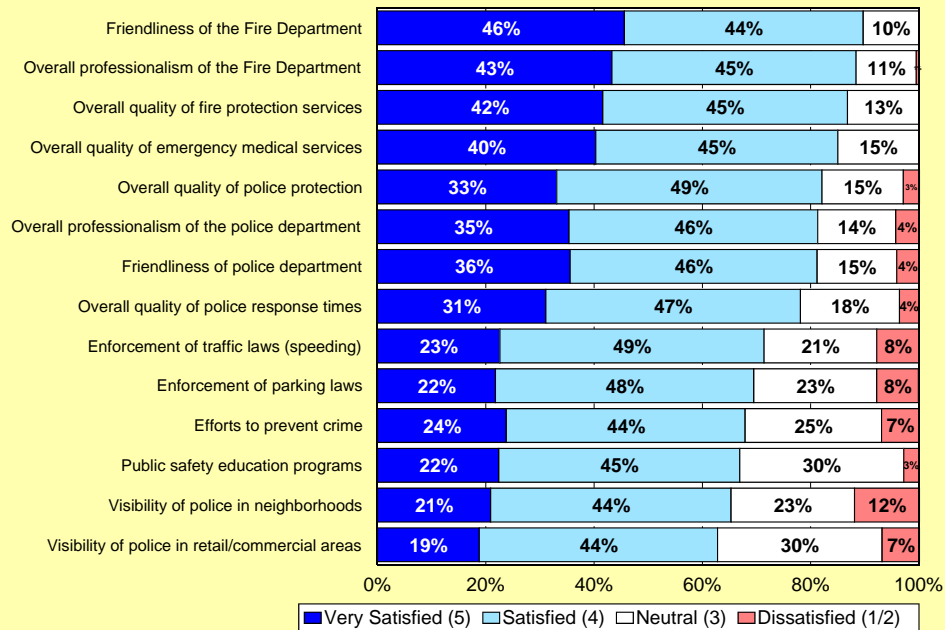
### Q9. Overall Feeling of Safety within the Village

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



### Q10. Overall Satisfaction with Public Safety Services

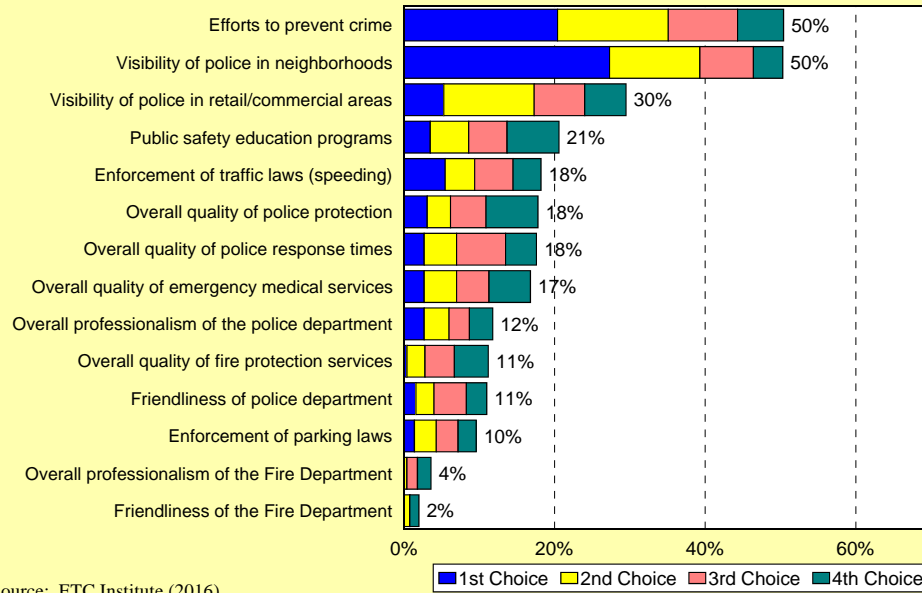
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)





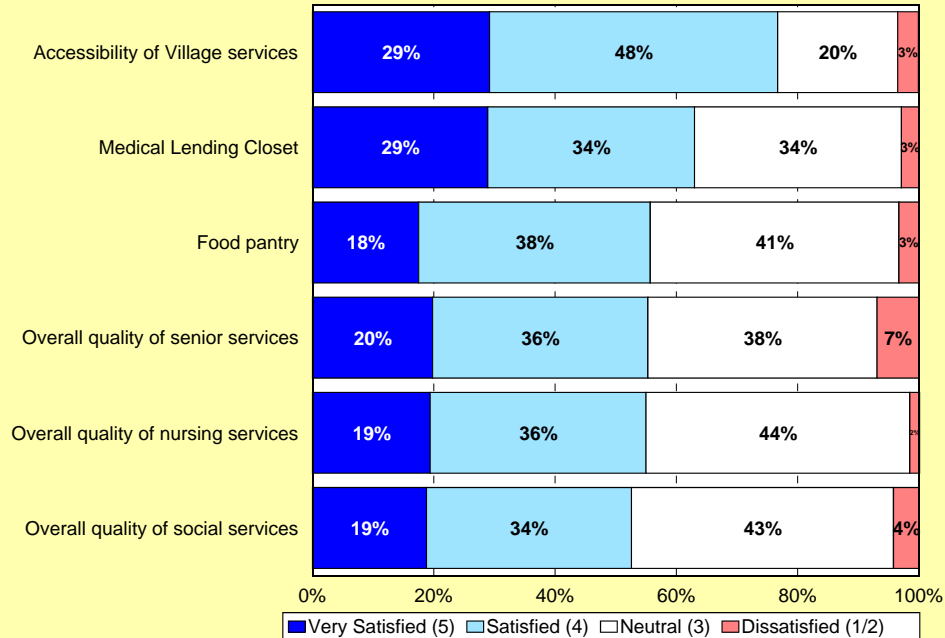
### Q11. **Public Safety** Services That Should Receive the Most Emphasis Over the Next Two Years

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



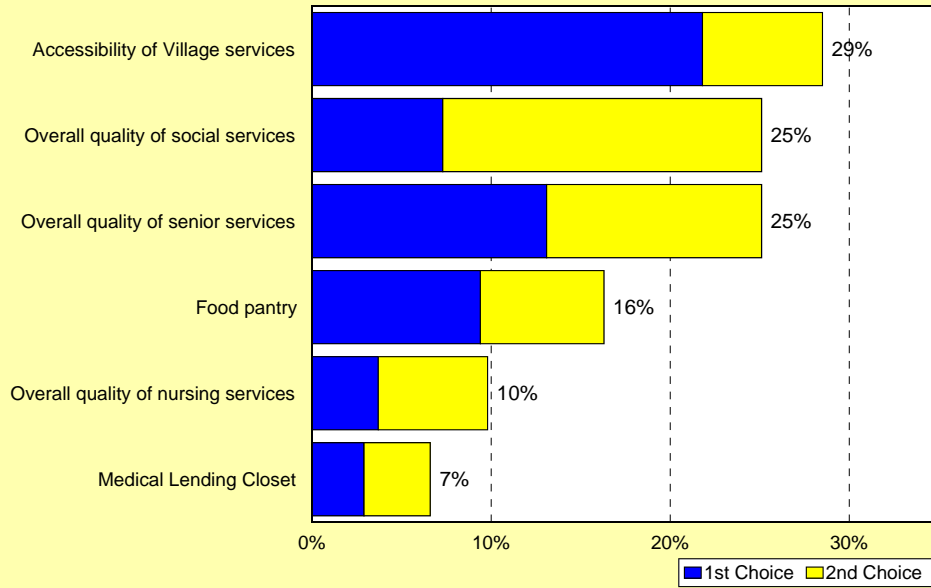
### Q12. Overall Satisfaction with **Human Services**

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



### Q13. Human Services That Should Receive the Most Emphasis Over the Next Two Years

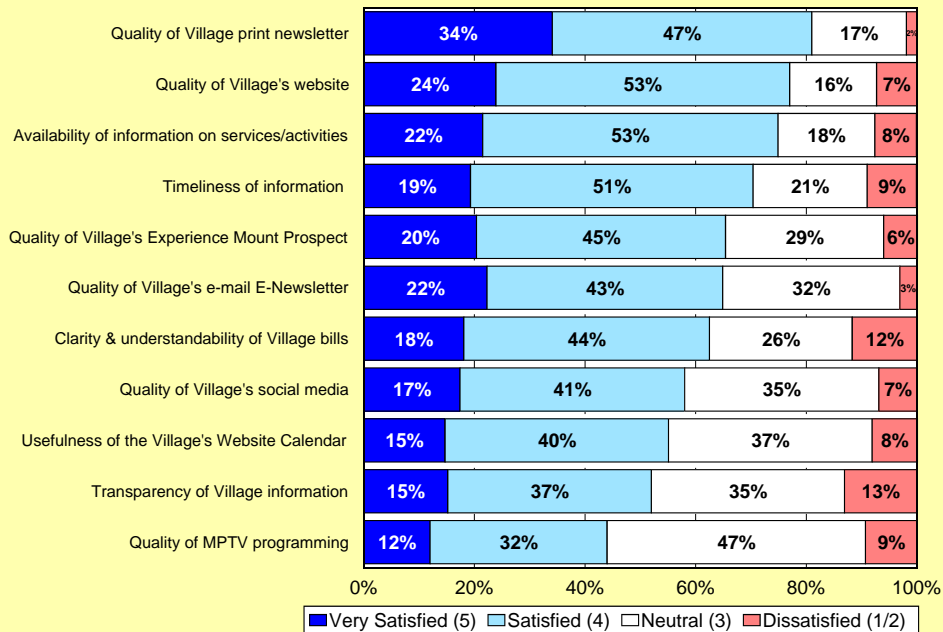
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2016)

### Q1. Overall Satisfaction with Village Communication

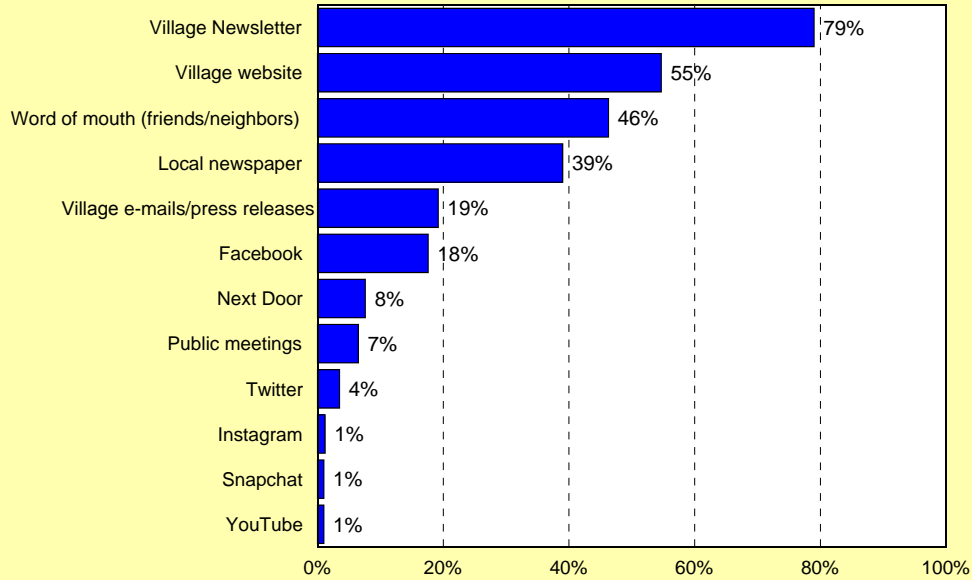
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q15. Primary Sources of Information About Village Issues, Services, and Events

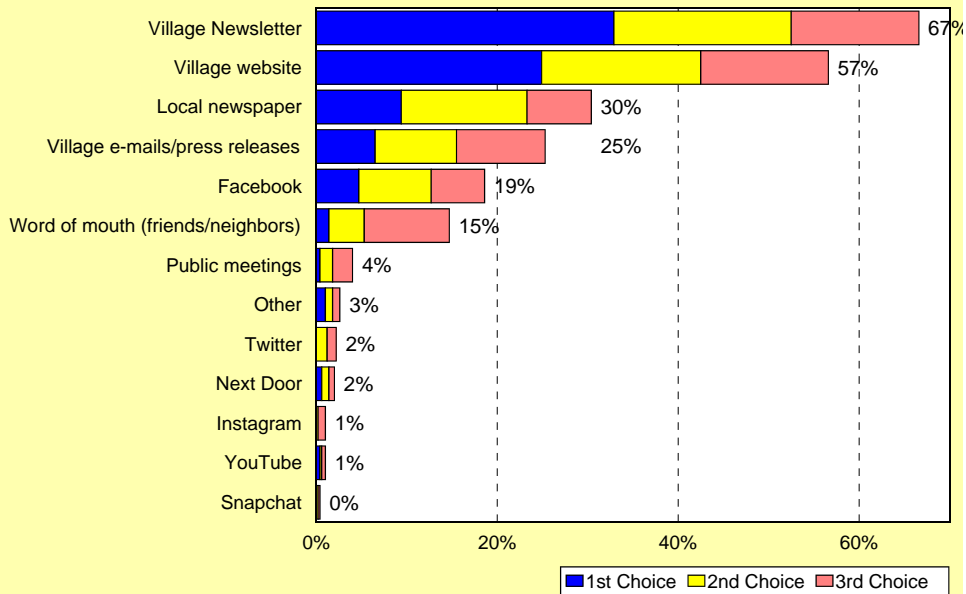
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2016)

### Q16. Most Preferred Ways to Learn About Village Issues, Services, and Events

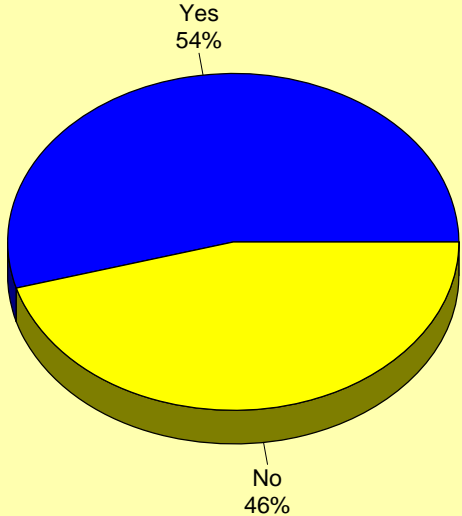
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q17. Have you visited the Village with a request for service or to pay a bill during the past year?

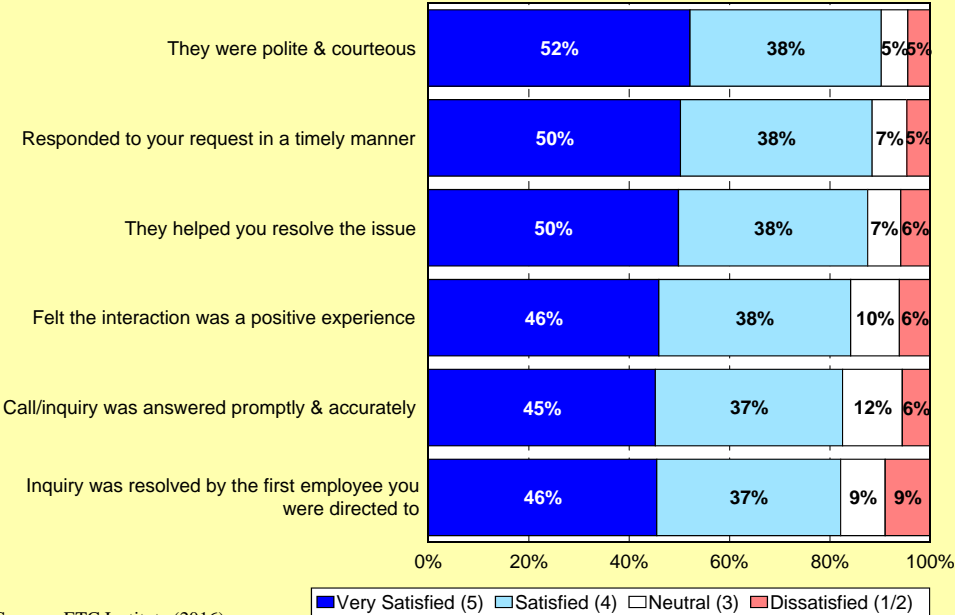
by percentage of respondents



Source: ETC Institute (2016)

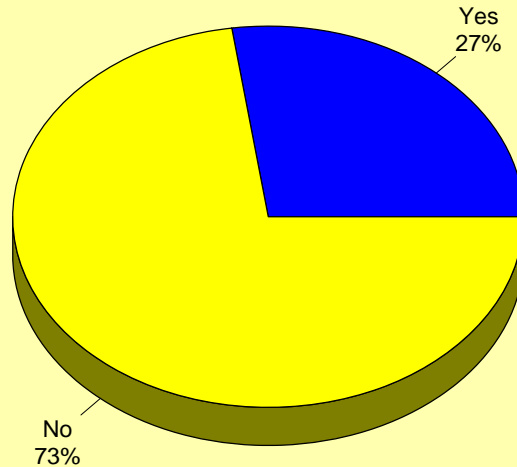
### Q17-1. Overall Satisfaction with Village Employees

by percentage of respondents who visited the Village 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 (2016)

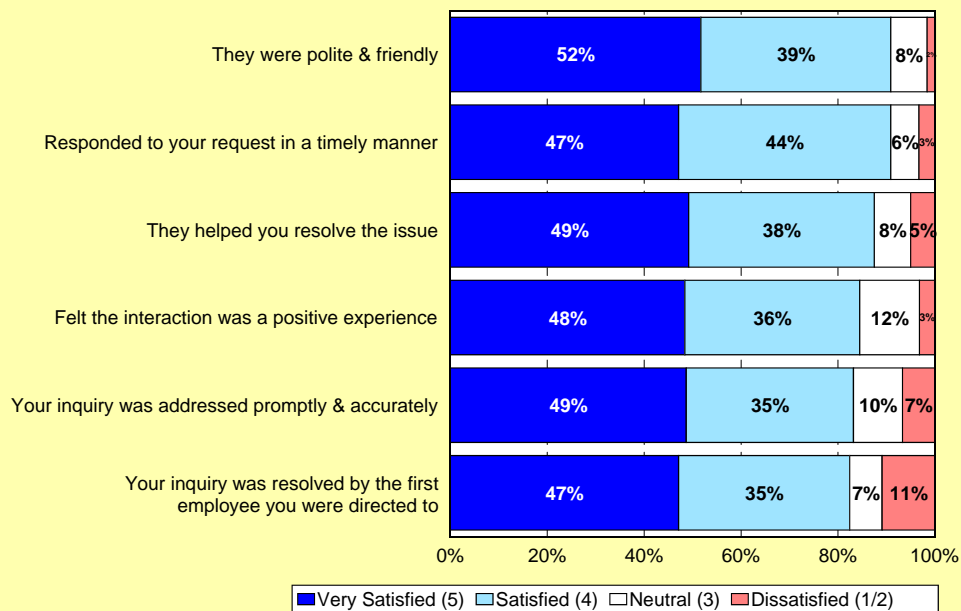
**Q18. Have you contacted the Village with a request for service or to pay a bill during the past year, via the telephone or electronically (email, website)?**  
by percentage of respondents



Source: ETC Institute (2016)

**Q18-1. Overall Satisfaction with Village Employees**

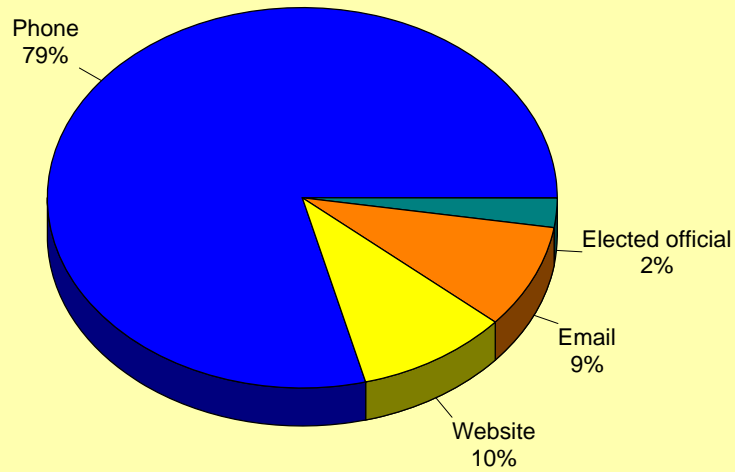
by percentage of respondents who contacted the Village within the past year via telephone or electronically and rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q18-2. How did you contact the Village?

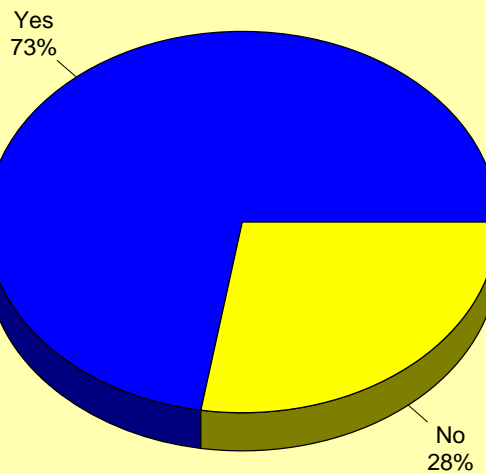
by percentage of respondents contacted the Village during the past year, via telephone or electronically



Source: ETC Institute (2016)

### Q18-3. If you left a voicemail message, did you get a call back?

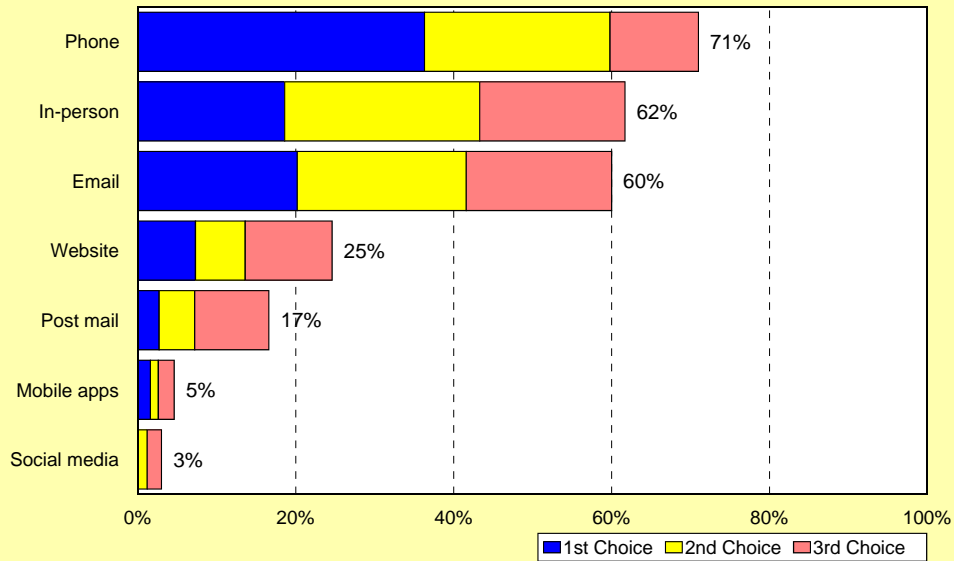
by percentage of respondents contacted the Village during the past year, via telephone or electronically



Source: ETC Institute (2016)

### Q19. Preferred Methods of Contacting or Conducting Business with the Village

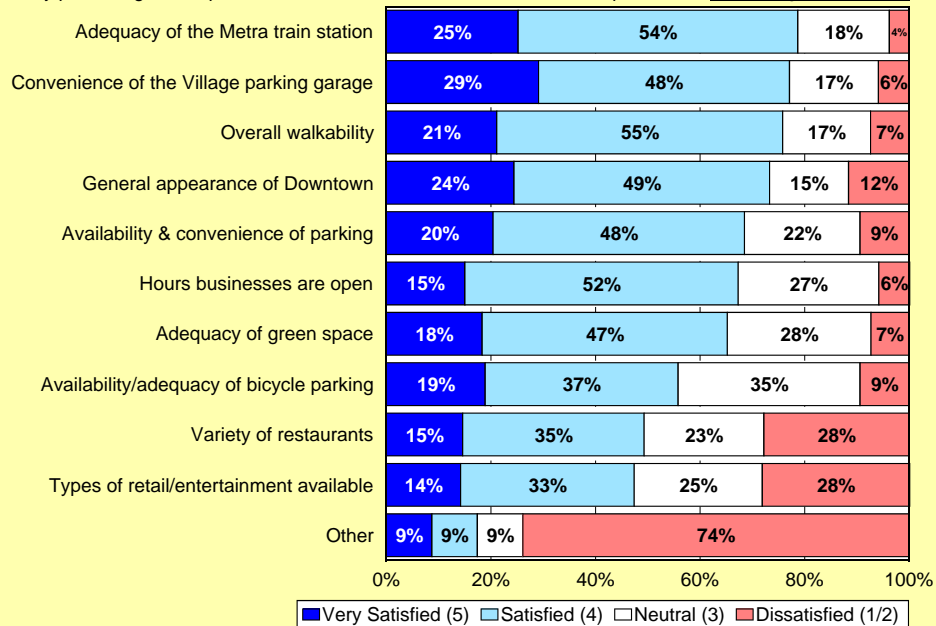
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q20. Overall Satisfaction with the Downtown District

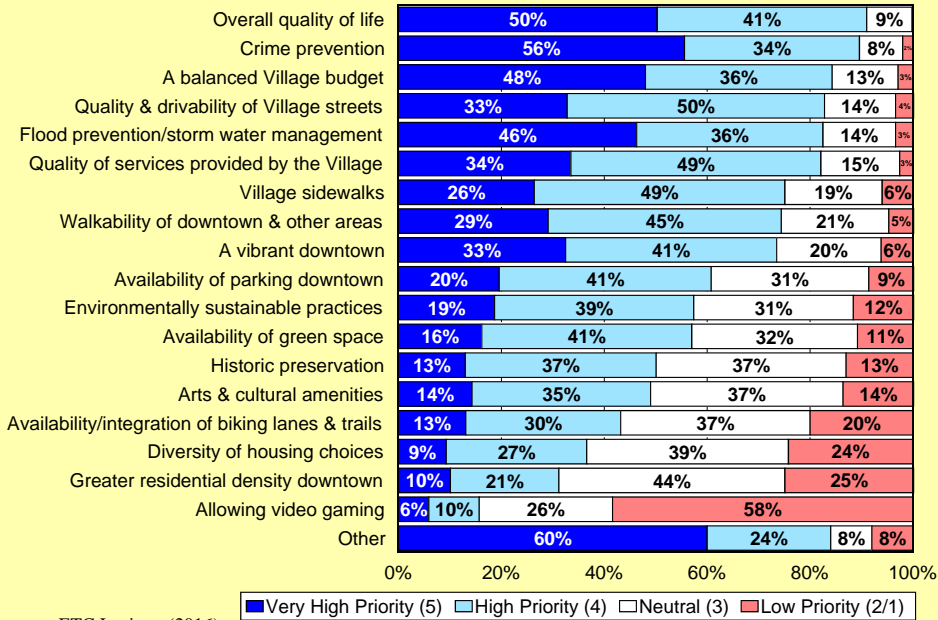
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q21. Overall Satisfaction with **Community Priorities**

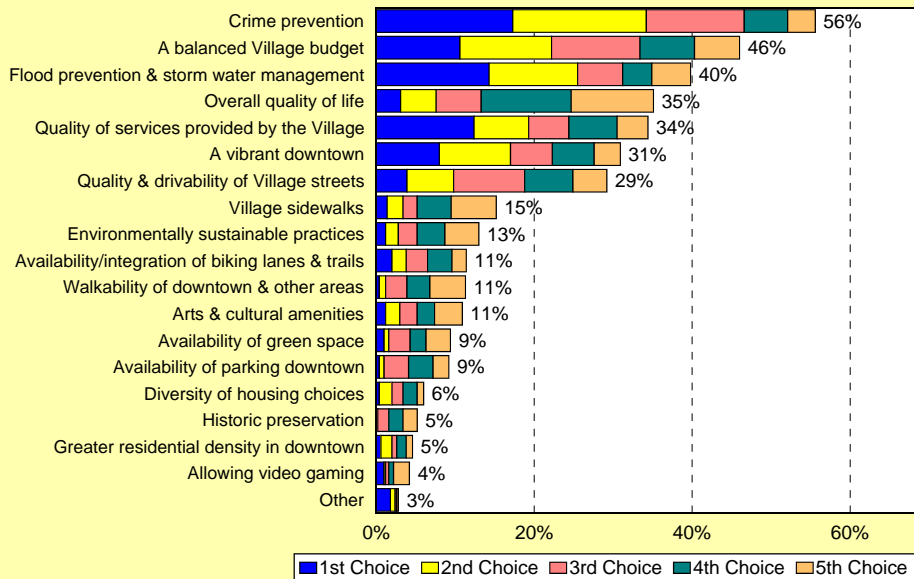
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q22. **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

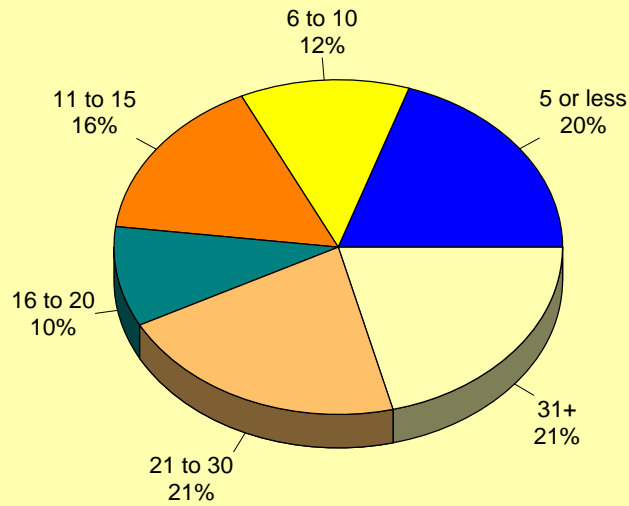


Source: ETC Institute (2016)



### Q23. How many years have you lived in Mount Prospect?

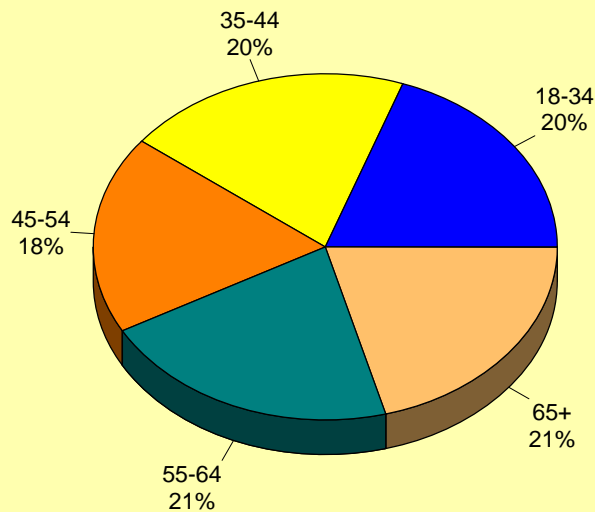
by percentage of respondents



Source: ETC Institute (2016)

### Q24. What is your age?

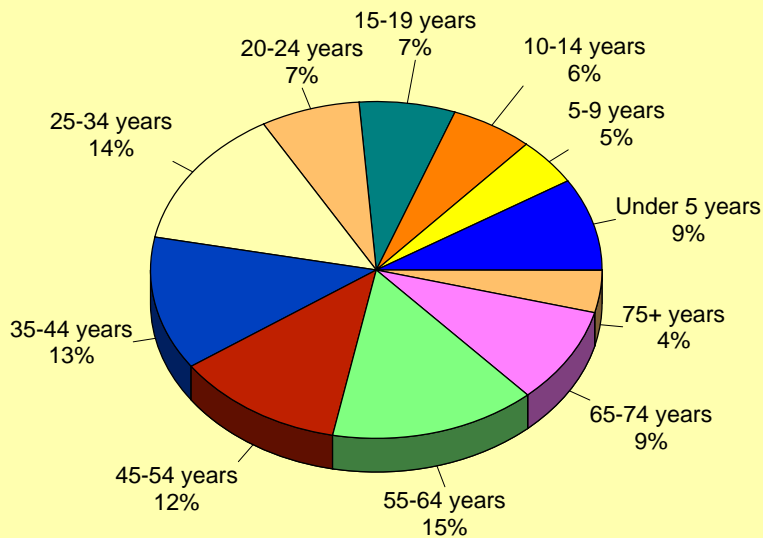
by percentage of respondents



Source: ETC Institute (2016)

### Q25. Counting yourself, how many people in your household are?

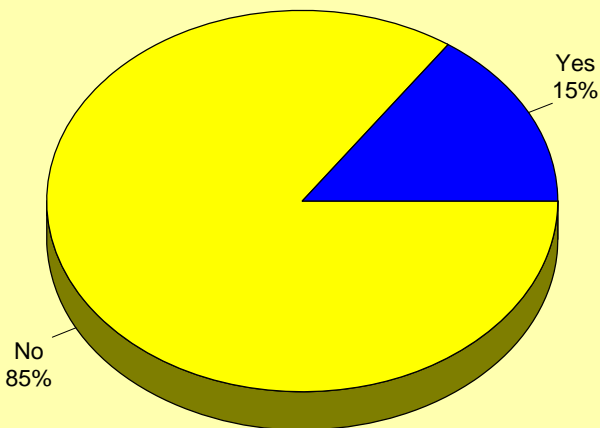
by percentage of respondents



Source: ETC Institute (2016)

### Q26. Are you or other members of your household of Hispanic or Latino Ancestry?

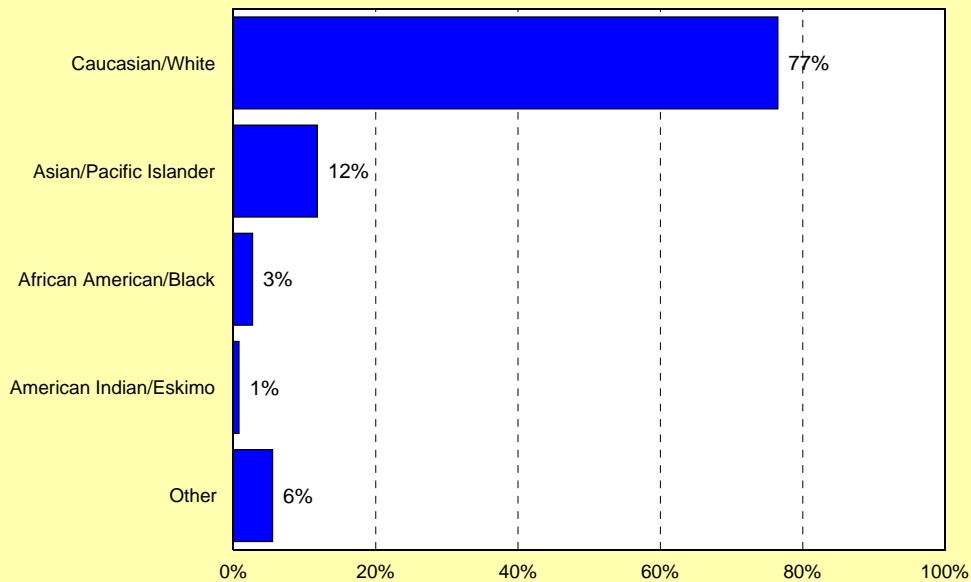
by percentage of respondents



Source: ETC Institute (2016)

### Q27. Which of the following best describes your race/ethnicity?

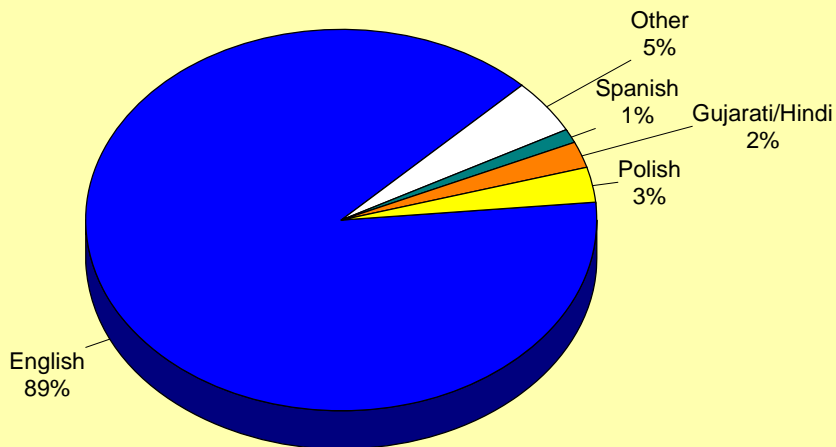
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2016)

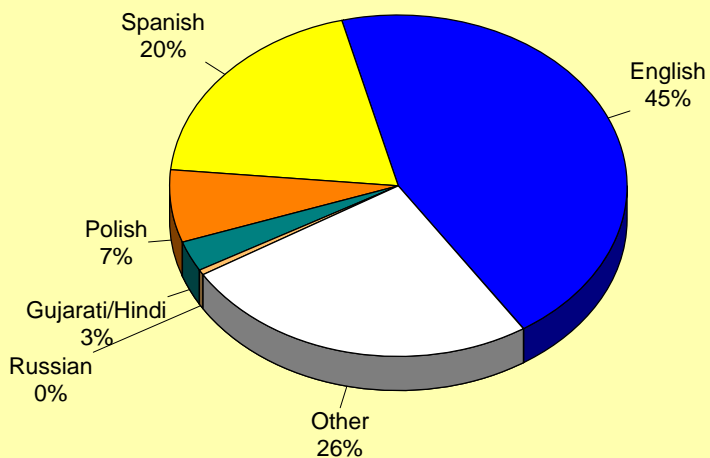
### Q28. What is the primary language spoken in your home?

by percentage of respondents



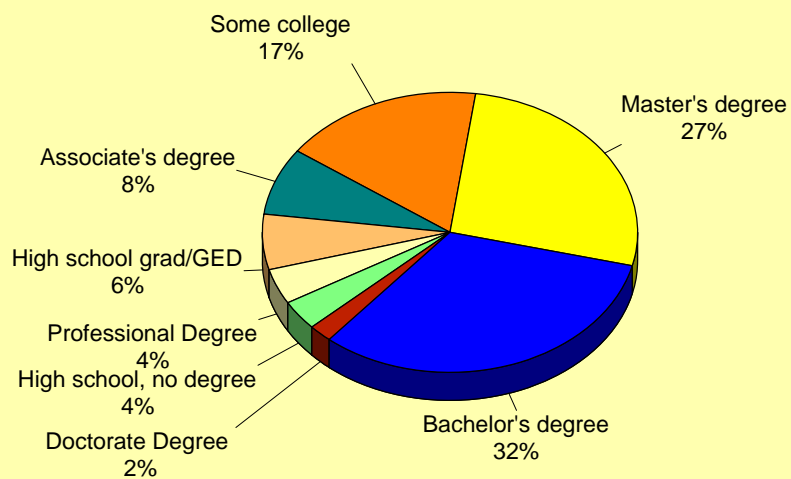
Source: ETC Institute (2016)

### Q28. What is the secondary language spoken in your home? by percentage of respondents



Source: ETC Institute (2016)

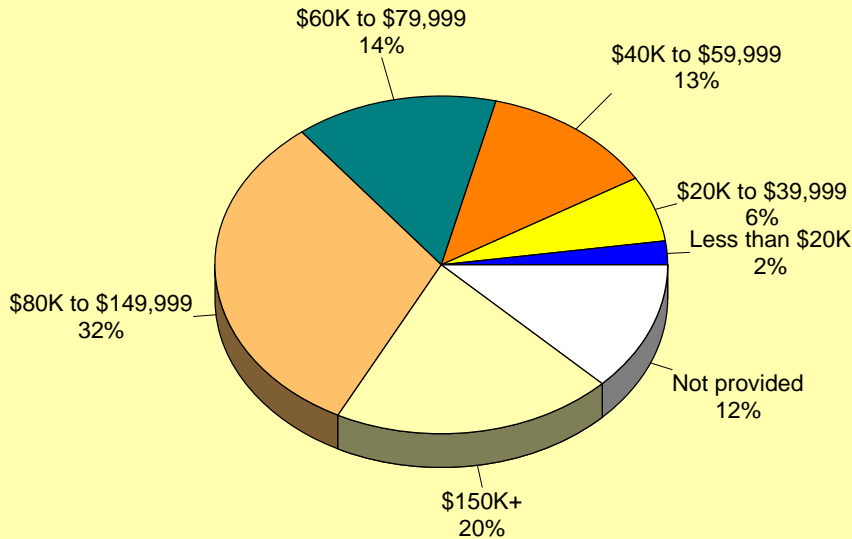
### Q30. Please indicate your level of education by percentage of respondents



Source: ETC Institute (2016)

### Q31. Which of the following best describes your household income?

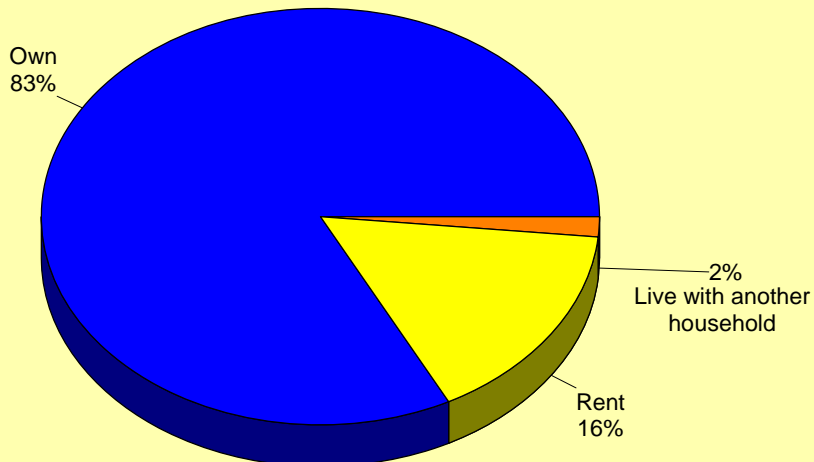
by percentage of respondents



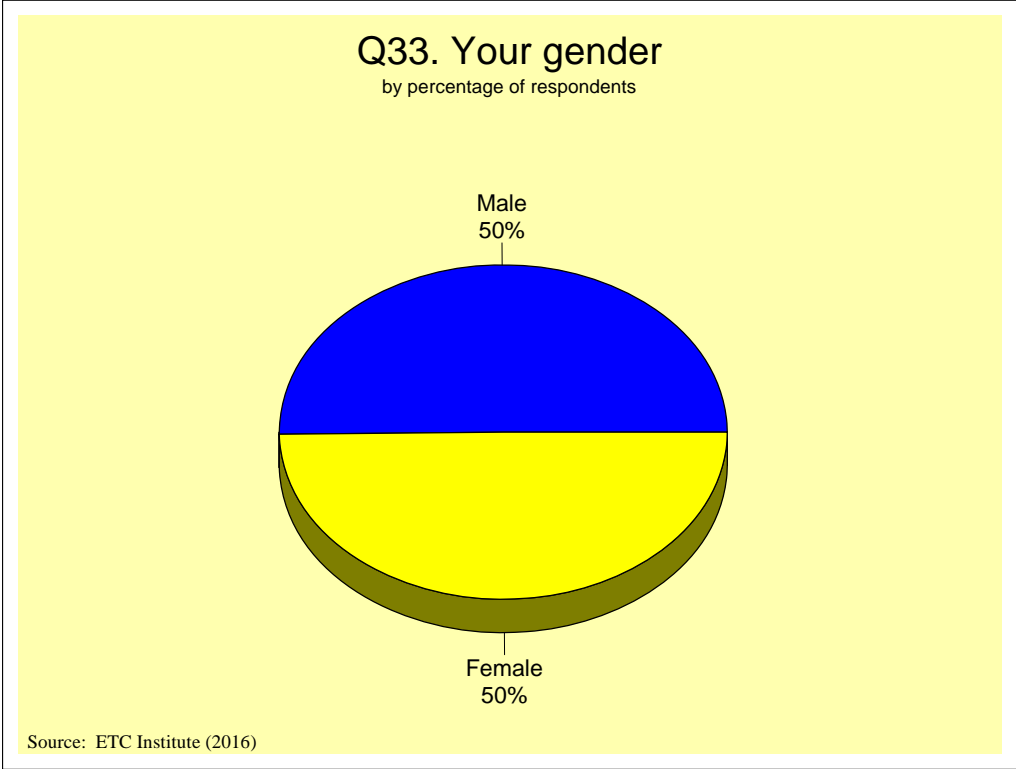
Source: ETC Institute (2016)

### Q32. Which of the following best describes where you reside?

by percentage of respondents



Source: ETC Institute (2016)



## **Section 2**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## Village of Mount Prospect, Illinois

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### Overview

Today, Village officials 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 City'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. Forty-two percent (53%) of respondents selected *overall management of Village finances* as one of the most important services for the Village to provide.

With regard to satisfaction, 48% of respondents surveyed rated the Village's overall performance in the *overall 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 for *overall management of Village finances* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 53% was multiplied by 48% (1-0.48). This calculation yielded an I-S rating of 0.3526 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.

## 2016 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>						
Overall management of Village finances	53%	1	48%	9	0.2746	1
<b>High Priority (IS .10-.20)</b>						
Overall flow of traffic management in the village	42%	3	58%	8	0.1735	2
Overall maintenance of Village streets	44%	2	75%	5	0.1101	3
<b>Medium Priority (IS &lt;.10)</b>						
Overall effectiveness of Village communication with the public	24%	6	68%	6	0.0755	4
Overall enforcement of Village codes and ordinances	16%	7	61%	7	0.0612	5
Overall efforts of the Village for emergency preparedness	25%	5	77%	4	0.0578	6
Overall quality of services provided by the Village	35%	4	86%	2	0.0495	7
Overall quality of customer service you receive from Village employees	12%	8	81%	3	0.0228	8
Overall maintenance of Village buildings & facilities	8%	9	86%	1	0.0113	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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## 2016 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>						
Adequacy of street lighting on neighborhood streets	39%	1	58%	15	0.1666	1
Condition of sidewalks in your neighborhood	33%	3	61%	13	0.1265	2
<b>Medium Priority (IS &lt;.10)</b>						
Condition of major Village streets	34%	2	73%	11	0.0923	3
Quality of cable & internet service	21%	7	58%	14	0.0876	4
Snow removal on streets in your neighborhood	33%	4	74%	10	0.0852	5
Conditions of streets in your neighborhood	32%	5	74%	9	0.0830	6
Snow removal on major Village streets	27%	6	78%	7	0.0597	7
Quality of electrical service	16%	10	72%	12	0.0466	8
Adequacy of street lighting on major streets	17%	9	76%	8	0.0400	9
Overall cleanliness of streets & other public areas	20%	8	84%	1	0.0317	10
Mowing & tree trimming along streets & other public areas	14%	11	78%	6	0.0310	11
Maintenance of street signs & traffic signals	12%	12	83%	3	0.0202	12
Maintenance of the Village's Downtown	10%	13	83%	4	0.0178	13
Quality of natural gas service	4%	14	78%	5	0.0088	14
Maintenance of Village owned buildings	3%	15	84%	2	0.0051	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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## 2016 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	45%	1	57%	4	0.1921	1
Exterior maintenance standards for private property	35%	2	63%	3	0.1294	2
<b>Medium Priority (IS &lt;.10)</b>						
Building permit process	14%	4	55%	5	0.0638	3
Inspection process	12%	5	53%	6	0.0559	4
Appearance of Commercial Corridors	16%	3	65%	2	0.0546	5
Sign regulation standards	10%	6	66%	1	0.0349	6
Conditional use permit process and/or variance process	3%	7	50%	7	0.0165	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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## 2016 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	50%	2	65%	13	0.1745	1
Efforts to prevent crime	50%	1	68%	11	0.1618	2
Visibility of police in retail/commercial areas	30%	3	63%	14	0.1097	3
<b>Medium Priority (IS &lt;.10)</b>						
Public safety education programs	21%	4	67%	12	0.0682	4
Enforcement of traffic laws (speeding)	18%	5	71%	9	0.0521	5
Overall quality of police response times	18%	7	78%	8	0.0385	6
Overall quality of police protection	18%	6	82%	5	0.0319	7
Enforcement of parking laws	10%	12	70%	10	0.0293	8
Overall quality of emergency medical services	17%	8	85%	4	0.0252	9
Overall professionalism of the police department	12%	9	81%	6	0.0221	10
Friendliness of police department	11%	11	81%	7	0.0207	11
Overall quality of fire protection services	11%	10	87%	3	0.0148	12
Overall professionalism of the Fire Department	4%	13	88%	2	0.0042	13
Friendliness of the Fire Department	2%	14	90%	1	0.0021	14

**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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## 2016 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>High Priority (IS .10-.20)</b>						
Overall quality of social services	25%	2	53%	6	0.1190	1
Overall quality of senior services	25%	3	55%	4	0.1122	2
<b>Medium Priority (IS &lt;.10)</b>						
Food pantry	16%	4	56%	3	0.0722	3
Accessibility of Village services	29%	1	77%	1	0.0664	4
Overall quality of nursing services	10%	5	55%	5	0.0441	5
Medical Lending Closet	7%	6	63%	2	0.0244	6

**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 230 cities in 43 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 2014 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 2014 to nearly 400 residents living in communities in the East Central Region of the United States. The East Central Region includes the following states: Illinois, Ohio, Michigan, and Indiana.

### Interpreting the Charts

The charts on the following pages show how the overall results for Mount Prospect compare to the a U.S. national and regional averages based on the results of the 2014 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 nearly 400 residents living in communities the East Central Region. The Village of Mount Prospect's results are shown in blue, the East Central Region averages are shown in red and the National averages are shown in yellow in the charts on the following pages.

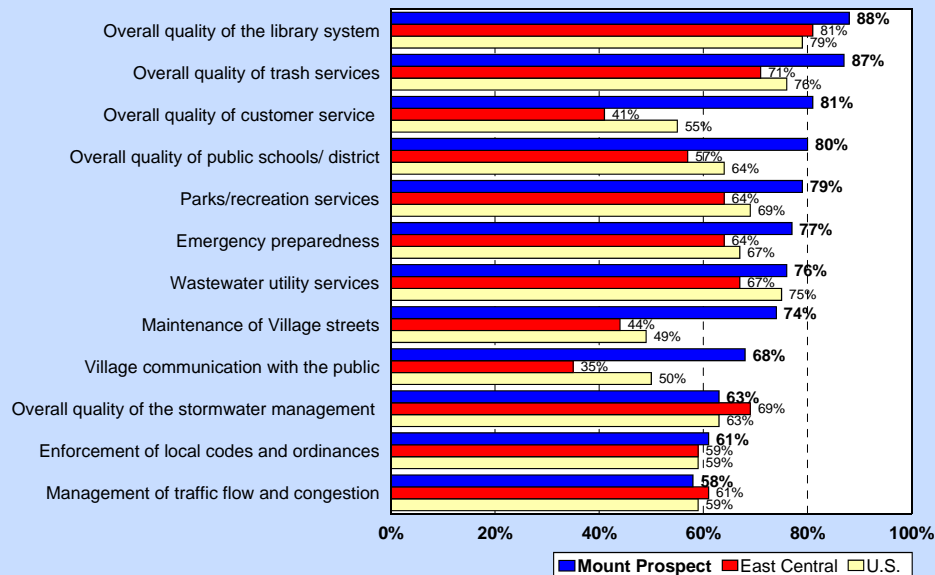


# National Benchmarks

**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 Various Village Services Mount Prospect vs. East Central Region vs. the U.S

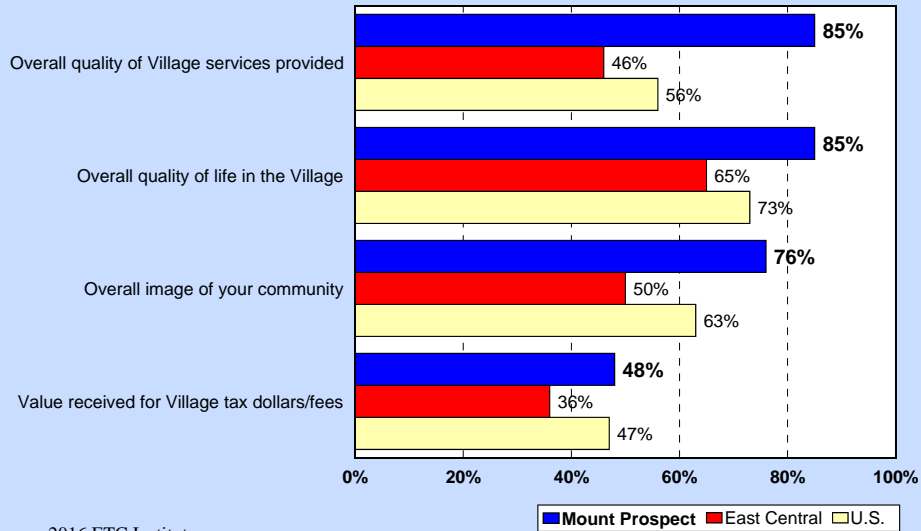
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

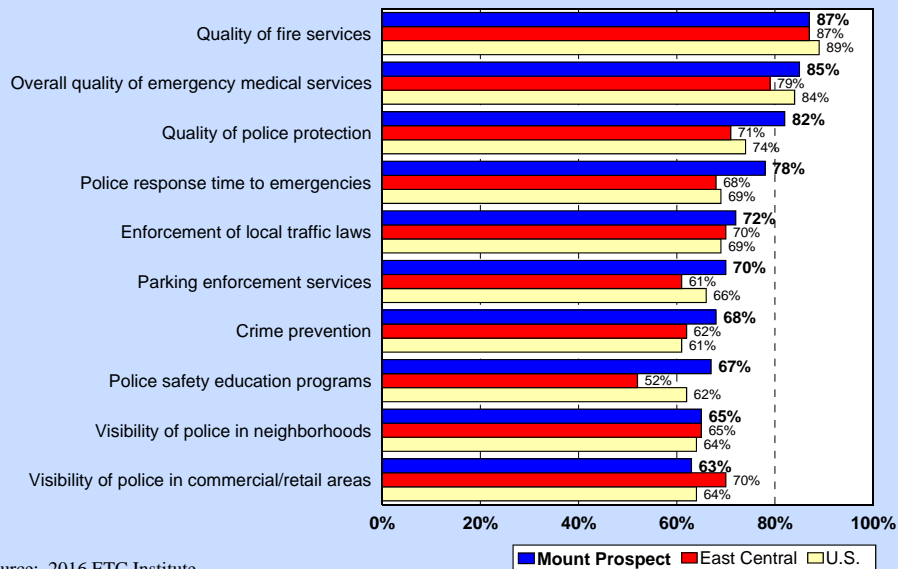
### Satisfaction with Issues that Influence Perceptions of the Village Mount Prospect vs. East Central Region vs. the U.S

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)



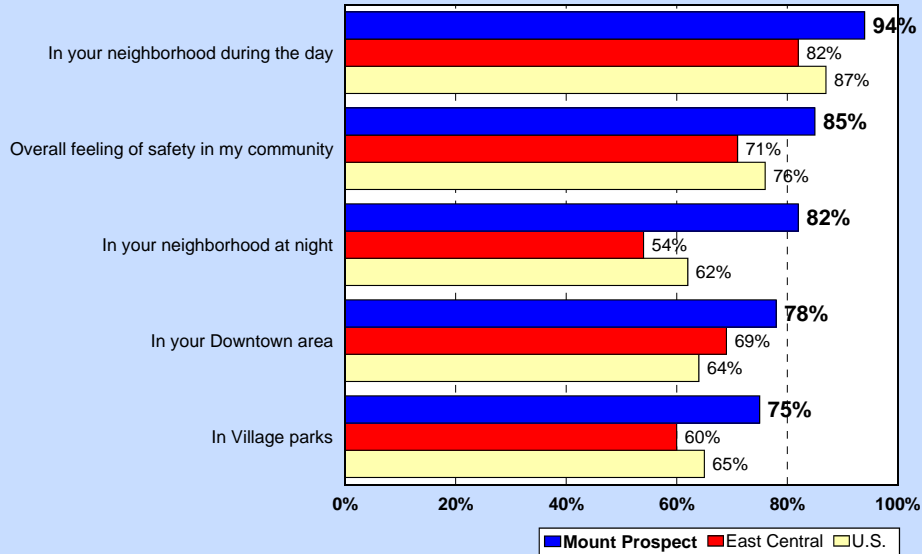
### Overall Satisfaction with Public Safety Services Mount Prospect vs. East Central Region vs. the U.S

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)



## How Safe Residents Feel in Their Community Mount Prospect vs. East Central Region vs. the U.S

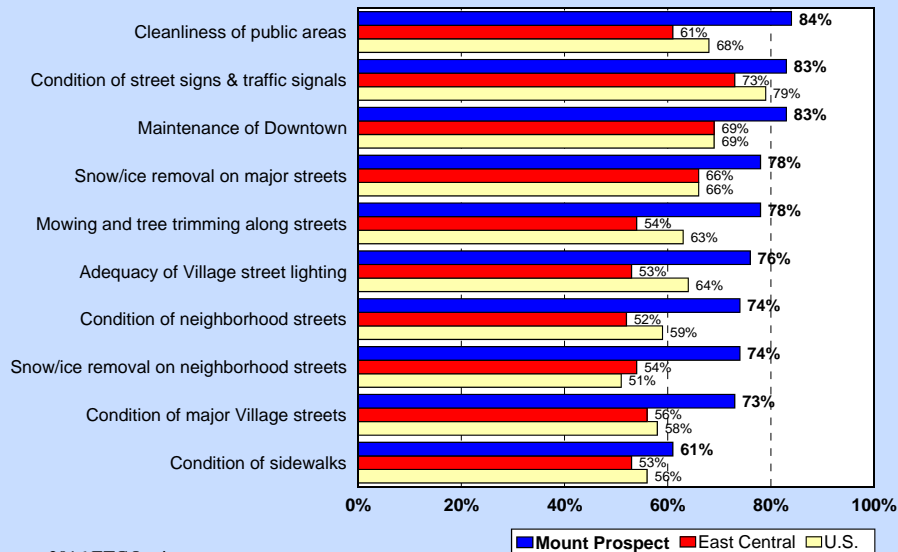
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Source: 2016 ETC Institute

## Overall Satisfaction with Maintenance Services Mount Prospect vs. East Central Region vs. the U.S

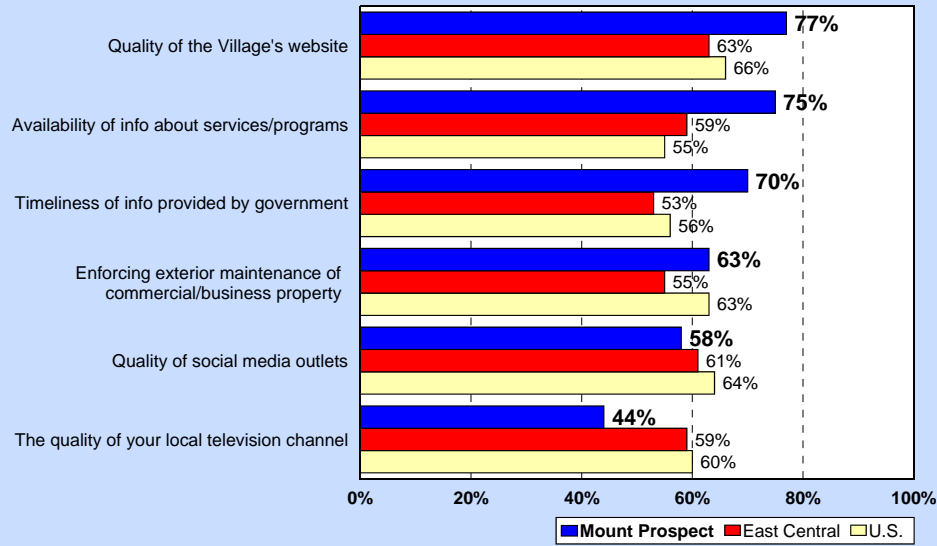
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

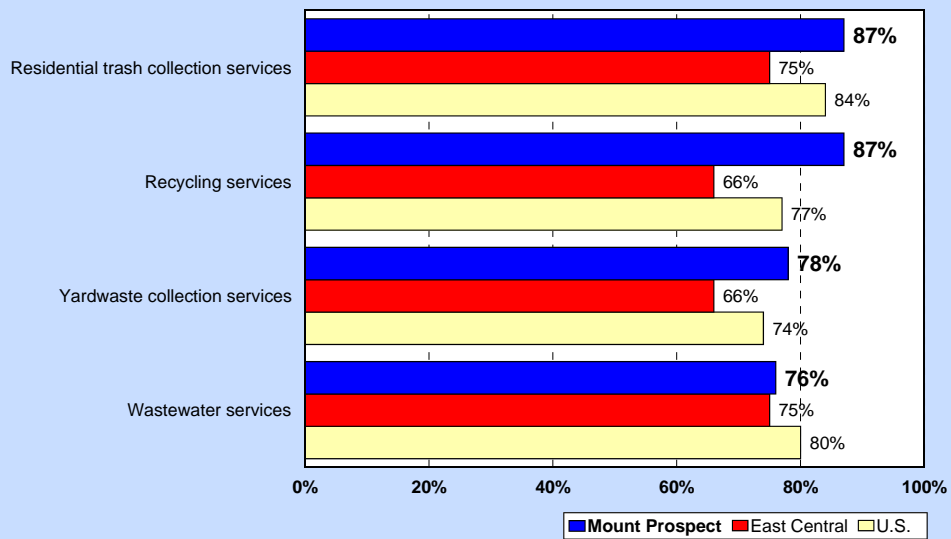
## Overall Satisfaction with Communication Mount Prospect vs. East Central Region vs. the U.S

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)



## Overall Satisfaction with Waste Services Mount Prospect vs. East Central 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)



# 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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Overall quality of services provided by the Village	29.8%	54.5%	11.0%	2.2%	0.8%	1.6%
Q1-2. Overall quality of customer service you receive from Village employees	33.1%	44.1%	12.9%	4.3%	1.6%	4.1%
Q1-3. Overall maintenance of Village streets	26.3%	48.2%	17.3%	6.5%	1.2%	0.4%
Q1-4. Overall maintenance of Village buildings & facilities	33.7%	48.0%	11.0%	1.8%	0.2%	5.3%
Q1-5. Overall flow of traffic & traffic management in the Village	15.5%	41.6%	23.5%	13.1%	4.5%	1.8%
Q1-6. Overall effectiveness of Village communication with the public	21.2%	44.1%	21.4%	5.9%	2.9%	4.5%
Q1-7. Overall enforcement of Village codes & ordinances	19.2%	35.7%	24.5%	7.6%	3.1%	10.0%
Q1-8. Overall management of Village finances	11.2%	25.5%	26.5%	10.4%	3.5%	22.9%
Q1-9. Overall efforts of the Village for emergency preparedness	22.4%	38.8%	16.7%	1.0%	0.8%	20.2%

**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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Overall quality of services provided by the Village	30.3%	55.4%	11.2%	2.3%	0.8%
Q1-2. Overall quality of customer service you receive from Village employees	34.5%	46.0%	13.4%	4.5%	1.7%
Q1-3. Overall maintenance of Village streets	26.4%	48.4%	17.4%	6.6%	1.2%
Q1-4. Overall maintenance of Village buildings & facilities	35.6%	50.6%	11.6%	1.9%	0.2%
Q1-5. Overall flow of traffic & traffic management in the Village	15.8%	42.4%	23.9%	13.3%	4.6%
Q1-6. Overall effectiveness of Village communication with the public	22.2%	46.2%	22.4%	6.2%	3.0%
Q1-7. Overall enforcement of Village codes & ordinances	21.3%	39.7%	27.2%	8.4%	3.4%
Q1-8. Overall management of Village finances	14.6%	33.1%	34.4%	13.5%	4.5%
Q1-9. Overall efforts of the Village for emergency preparedness	28.1%	48.6%	21.0%	1.3%	1.0%

**Q2. Which THREE of the Quality of Life services listed in Question 1 above 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 the Village	60	12.2 %
Overall quality of customer service you receive from Village employees	15	3.1 %
Overall maintenance of Village streets	69	14.1 %
Overall maintenance of Village buildings & facilities	6	1.2 %
Overall flow of traffic & traffic management in the Village	89	18.2 %
Overall effectiveness of Village communication with the public	26	5.3 %
Overall enforcement of Village codes & ordinances	16	3.3 %
Overall management of Village finances	125	25.5 %
Overall efforts of the Village for emergency preparedness	33	6.7 %
<u>None chosen</u>	<u>51</u>	<u>10.4 %</u>
Total	490	100.0 %

**Q2. Which THREE of the Quality of Life services listed in Question 1 above 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 the Village	56	11.4 %
Overall quality of customer service you receive from Village employees	21	4.3 %
Overall maintenance of Village streets	82	16.7 %
Overall maintenance of Village buildings & facilities	17	3.5 %
Overall flow of traffic & traffic management in the Village	69	14.1 %
Overall effectiveness of Village communication with the public	45	9.2 %
Overall enforcement of Village codes & ordinances	27	5.5 %
Overall management of Village finances	70	14.3 %
Overall efforts of the Village for emergency preparedness	36	7.3 %
<u>None chosen</u>	<u>67</u>	<u>13.7 %</u>
Total	490	100.0 %



**Q2. Which THREE of the Quality of Life services listed in Question 1 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q2. 3rd choice	Number	Percent
Overall quality of services provided by the Village	54	11.0 %
Overall quality of customer service you receive from Village employees	21	4.3 %
Overall maintenance of Village streets	63	12.9 %
Overall maintenance of Village buildings & facilities	17	3.5 %
Overall flow of traffic & traffic management in the Village	45	9.2 %
Overall effectiveness of Village communication with the public	46	9.4 %
Overall enforcement of Village codes & ordinances	34	6.9 %
Overall management of Village finances	62	12.7 %
Overall efforts of the Village for emergency preparedness	53	10.8 %
None chosen	95	19.4 %
Total	490	100.0 %

**Q2. Which THREE of the Quality of Life services listed in Question 1 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q2. Sum of top 3 choices	Number	Percent
Overall quality of services provided by the Village	170	34.7 %
Overall quality of customer service you receive from Village employees	57	11.6 %
Overall maintenance of Village streets	214	43.7 %
Overall maintenance of Village buildings & facilities	40	8.2 %
Overall flow of traffic & traffic management in the Village	203	41.4 %
Overall effectiveness of Village communication with the public	117	23.9 %
Overall enforcement of Village codes & ordinances	77	15.7 %
Overall management of Village finances	257	52.4 %
Overall efforts of the Village for emergency preparedness	122	24.9 %
None chosen	51	10.4 %
Total	1308	

**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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Overall value that you receive for your Village tax & fees	9.6%	35.1%	33.5%	12.0%	3.5%	6.3%
Q3-2. Overall image of the Village	23.5%	51.8%	15.5%	6.7%	1.6%	0.8%
Q3-3. Overall quality of life in the Village	30.4%	52.9%	12.4%	2.7%	0.4%	1.2%
Q3-4. Overall feeling of safety in the Village	33.3%	50.6%	12.0%	3.1%	0.2%	0.8%
Q3-5. Overall feeling of safety in your neighborhood	34.9%	49.8%	9.2%	3.9%	1.2%	1.0%
Q3-6. Quality of new development in the Village	13.1%	31.4%	30.0%	14.5%	4.5%	6.5%
Q3-7. Overall maintenance of private property	14.5%	50.6%	23.5%	6.1%	1.2%	4.1%
Q3-8. Overall maintenance of public property	24.7%	50.8%	18.0%	2.4%	1.6%	2.4%
Q3-9. Availability of affordable housing	10.2%	32.7%	31.6%	8.0%	1.6%	15.9%
Q3-10. Overall quality of Public Schools	38.6%	31.6%	13.7%	2.2%	1.0%	12.9%
Q3-11. Overall quality of Park District services	31.8%	42.9%	13.9%	4.7%	1.2%	5.5%
Q3-12. Overall quality of the Library services	45.5%	39.4%	10.4%	1.0%	0.2%	3.5%
Q3-13. Ease of access of places you usually visit	25.3%	53.5%	13.5%	3.3%	1.2%	3.3%
Q3-14. Availability of public transportation	14.7%	29.6%	26.9%	7.8%	2.9%	18.2%
Q3-15. Sense of community	19.6%	44.5%	27.1%	4.5%	1.2%	3.1%

**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
Q3-16. Access to quality shopping facilities	21.8%	44.7%	19.4%	9.4%	3.3%	1.4%
Q3-17. Access to restaurants	21.0%	44.1%	21.2%	9.0%	3.1%	1.6%
Q3-18. Quality of Village events (Block Party, Farmers Market)	26.9%	40.2%	20.6%	2.7%	0.6%	9.0%
Q3-19. Variety & quality of Commissions (Sister Cities, Centennial)	10.8%	26.9%	33.1%	3.1%	0.6%	25.5%
Q3-20. Citizen engagement through Village Boards & Commissions	8.0%	21.4%	34.9%	7.1%	2.0%	26.5%
Q3-21. Other	3.2%	16.1%	16.1%	25.8%	32.3%	6.5%

**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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Overall value that you receive for your Village tax & fees	10.2%	37.5%	35.7%	12.9%	3.7%
Q3-2. Overall image of the Village	23.7%	52.3%	15.6%	6.8%	1.6%
Q3-3. Overall quality of life in the Village	30.8%	53.5%	12.6%	2.7%	0.4%
Q3-4. Overall feeling of safety in the Village	33.5%	51.0%	12.1%	3.1%	0.2%
Q3-5. Overall feeling of safety in your neighborhood	35.3%	50.3%	9.3%	3.9%	1.2%
Q3-6. Quality of new development in the Village	14.0%	33.6%	32.1%	15.5%	4.8%
Q3-7. Overall maintenance of private property	15.1%	52.8%	24.5%	6.4%	1.3%
Q3-8. Overall maintenance of public property	25.3%	52.1%	18.4%	2.5%	1.7%
Q3-9. Availability of affordable housing	12.1%	38.8%	37.6%	9.5%	1.9%
Q3-10. Overall quality of Public Schools	44.3%	36.3%	15.7%	2.6%	1.2%
Q3-11. Overall quality of Park District services	33.7%	45.4%	14.7%	5.0%	1.3%
Q3-12. Overall quality of the Library services	47.1%	40.8%	10.8%	1.1%	0.2%
Q3-13. Ease of access of places you usually visit	26.2%	55.3%	13.9%	3.4%	1.3%
Q3-14. Availability of public transportation	18.0%	36.2%	32.9%	9.5%	3.5%
Q3-15. Sense of community	20.2%	45.9%	28.0%	4.6%	1.3%

**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")**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-16. Access to quality shopping facilities	22.2%	45.3%	19.7%	9.5%	3.3%
Q3-17. Access to restaurants	21.4%	44.8%	21.6%	9.1%	3.1%
Q3-18. Quality of Village events (Block Party, Farmers Market)	29.6%	44.2%	22.6%	2.9%	0.7%
Q3-19. Variety & quality of Commissions (Sister Cities, Centennial)	14.5%	36.2%	44.4%	4.1%	0.8%
Q3-20. Citizen engagement through Village Boards & Commissions	10.8%	29.2%	47.5%	9.7%	2.8%
Q3-21. Other	3.4%	17.2%	17.2%	27.6%	34.5%

**Q3. Other**

<u>Q3-21. Other</u>	<u>Number</u>	<u>Percent</u>
I feel MP is lagging behind on restaurants and night spots	1	3.2 %
Do something on the corner of Longquist and Busse	1	3.2 %
Overall availability of technology	1	3.2 %
Central Road Crosswalk; Downtown experience; Veteran memorial at LP	1	3.2 %
Finances	1	3.2 %
Spending is outrageous	1	3.2 %
Water & electric bills are too high	1	3.2 %
Quality of other services, such as places to hangout	1	3.2 %
Rent owner apartments	1	3.2 %
bring back Christmas parade; enforce zoning codes & regulations	1	3.2 %
Great hometown citizen	1	3.2 %
Kindergarten should be a full time	1	3.2 %
Take down crosswalks on Central, Weller, Busse & Clearwater park for safety reasons	1	3.2 %
buy out the owner of the building where Tokens & Tankards is	1	3.2 %
Too many open lots, too expensive for people to open businesses	1	3.2 %
Overnight parking	1	3.2 %
code on pets unclear and not enforced fairly	1	3.2 %
Community involvement	1	3.2 %
finish sidewalks between Elmhurst & Dempster	1	3.2 %
Need better call back info from public works	1	3.2 %
Enforcement person picks and chooses who and what to fine	1	3.2 %
Public buses	1	3.2 %
Downtown development	1	3.2 %
New construction when existing remains vacant	1	3.2 %
Traffic laws enforcement-speeding, running red lights, reckless driving	1	3.2 %
Willingness of officials to listen to community	1	3.2 %
Business development & foresight of village board	1	3.2 %
bike & walking paths	1	3.2 %
utilization of police for parking	1	3.2 %
lack of downtown development	1	3.2 %
restaurants in downtown	1	3.2 %
<b>Total</b>	<b>31</b>	<b>100.0 %</b>

**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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4-1. Condition of major Village streets	17.8%	53.9%	16.3%	9.4%	1.2%	1.4%
Q4-2. Conditions of streets in your neighborhood	18.2%	55.3%	14.9%	8.8%	1.8%	1.0%
Q4-3. Condition of sidewalks in your neighborhood	14.9%	45.3%	20.4%	13.5%	4.3%	1.6%
Q4-4. Maintenance of street signs & traffic signals	23.7%	58.2%	13.9%	1.6%	1.2%	1.4%
Q4-5. Snow removal on major Village streets	28.6%	47.6%	14.5%	4.7%	2.4%	2.2%
Q4-6. Snow removal on streets in your neighborhood	28.0%	43.5%	14.7%	8.0%	2.7%	3.3%
Q4-7. Maintenance of the Village's Downtown	28.8%	51.0%	13.1%	2.0%	1.4%	3.7%
Q4-8. Mowing & tree trimming along streets & other public areas	26.1%	50.2%	15.9%	4.9%	0.8%	2.0%
Q4-9. Maintenance of Village owned buildings	26.9%	50.2%	12.9%	1.2%	0.6%	8.2%
Q4-10. Adequacy of street lighting on major streets	23.9%	51.0%	15.3%	6.3%	1.8%	1.6%
Q4-11. Adequacy of street lighting on neighborhood streets	18.0%	38.6%	21.6%	15.7%	4.5%	1.6%
Q4-12. Overall cleanliness of streets & other public areas	26.5%	56.7%	12.4%	2.2%	0.8%	1.2%
Q4-13. Quality of electrical service	16.9%	50.8%	18.6%	5.9%	2.4%	5.3%
Q4-14. Quality of cable & internet service	12.7%	40.8%	23.9%	11.0%	3.9%	7.8%
Q4-15. Quality of natural gas service	19.6%	51.6%	17.3%	2.4%	0.2%	8.8%

**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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-1. Condition of major Village streets	18.0%	54.7%	16.6%	9.5%	1.2%
Q4-2. Conditions of streets in your neighborhood	18.4%	55.9%	15.1%	8.9%	1.9%
Q4-3. Condition of sidewalks in your neighborhood	15.1%	46.1%	20.7%	13.7%	4.4%
Q4-4. Maintenance of street signs & traffic signals	24.0%	59.0%	14.1%	1.7%	1.2%
Q4-5. Snow removal on major Village streets	29.2%	48.6%	14.8%	4.8%	2.5%
Q4-6. Snow removal on streets in your neighborhood	28.9%	44.9%	15.2%	8.2%	2.7%
Q4-7. Maintenance of the Village's Downtown	29.9%	53.0%	13.6%	2.1%	1.5%
Q4-8. Mowing & tree trimming along streets & other public areas	26.7%	51.3%	16.3%	5.0%	0.8%
Q4-9. Maintenance of Village owned buildings	29.3%	54.7%	14.0%	1.3%	0.7%
Q4-10. Adequacy of street lighting on major streets	24.3%	51.9%	15.6%	6.4%	1.9%
Q4-11. Adequacy of street lighting on neighborhood streets	18.3%	39.2%	22.0%	16.0%	4.6%
Q4-12. Overall cleanliness of streets & other public areas	26.9%	57.4%	12.6%	2.3%	0.8%
Q4-13. Quality of electrical service	17.9%	53.7%	19.6%	6.3%	2.6%
Q4-14. Quality of cable & internet service	13.7%	44.2%	25.9%	11.9%	4.2%
Q4-15. Quality of natural gas service	21.5%	56.6%	19.0%	2.7%	0.2%



**Q5. Which FOUR of the Village Infrastructure services listed in Question 4 above 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	76	15.5 %
Conditions of streets in your neighborhood	49	10.0 %
Condition of sidewalks in your neighborhood	59	12.0 %
Maintenance of street signs & traffic signals	13	2.7 %
Snow removal on major Village streets	36	7.3 %
Snow removal on streets in your neighborhood	24	4.9 %
Maintenance of the Village's Downtown	15	3.1 %
Mowing & tree trimming along streets & other public areas	13	2.7 %
Adequacy of street lighting on major streets	14	2.9 %
Adequacy of street lighting on neighborhood streets	55	11.2 %
Overall cleanliness of streets & other public areas	10	2.0 %
Quality of electrical service	26	5.3 %
Quality of cable & internet service	30	6.1 %
Quality of natural gas service	2	0.4 %
<u>None chosen</u>	<u>68</u>	<u>13.9 %</u>
Total	490	100.0 %

**Q5. Which FOUR of the Village Infrastructure services listed in Question 4 above 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	32	6.5 %
Conditions of streets in your neighborhood	51	10.4 %
Condition of sidewalks in your neighborhood	53	10.8 %
Maintenance of street signs & traffic signals	16	3.3 %
Snow removal on major Village streets	40	8.2 %
Snow removal on streets in your neighborhood	62	12.7 %
Maintenance of the Village's Downtown	9	1.8 %
Mowing & tree trimming along streets & other public areas	12	2.4 %
Maintenance of Village owned buildings	3	0.6 %
Adequacy of street lighting on major streets	20	4.1 %
Adequacy of street lighting on neighborhood streets	52	10.6 %
Overall cleanliness of streets & other public areas	17	3.5 %
Quality of electrical service	14	2.9 %
Quality of cable & internet service	18	3.7 %
Quality of natural gas service	8	1.6 %
<u>None chosen</u>	<u>83</u>	<u>16.9 %</u>
Total	490	100.0 %

**Q5. Which FOUR of the Village Infrastructure services listed in Question 4 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q5. 3rd choice	Number	Percent
Condition of major Village streets	32	6.5 %
Conditions of streets in your neighborhood	38	7.8 %
Condition of sidewalks in your neighborhood	22	4.5 %
Maintenance of street signs & traffic signals	18	3.7 %
Snow removal on major Village streets	33	6.7 %
Snow removal on streets in your neighborhood	39	8.0 %
Maintenance of the Village's Downtown	15	3.1 %
Mowing & tree trimming along streets & other public areas	14	2.9 %
Maintenance of Village owned buildings	5	1.0 %
Adequacy of street lighting on major streets	24	4.9 %
Adequacy of street lighting on neighborhood streets	48	9.8 %
Overall cleanliness of streets & other public areas	32	6.5 %
Quality of electrical service	22	4.5 %
Quality of cable & internet service	28	5.7 %
Quality of natural gas service	6	1.2 %
None chosen	114	23.3 %
Total	490	100.0 %

**Q5. Which FOUR of the Village Infrastructure services listed in Question 4 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q5. 4th choice	Number	Percent
Condition of major Village streets	26	5.3 %
Conditions of streets in your neighborhood	20	4.1 %
Condition of sidewalks in your neighborhood	26	5.3 %
Maintenance of street signs & traffic signals	11	2.2 %
Snow removal on major Village streets	23	4.7 %
Snow removal on streets in your neighborhood	34	6.9 %
Maintenance of the Village's Downtown	12	2.4 %
Mowing & tree trimming along streets & other public areas	30	6.1 %
Maintenance of Village owned buildings	8	1.6 %
Adequacy of street lighting on major streets	24	4.9 %
Adequacy of street lighting on neighborhood streets	37	7.6 %
Overall cleanliness of streets & other public areas	40	8.2 %
Quality of electrical service	18	3.7 %
Quality of cable & internet service	26	5.3 %
Quality of natural gas service	4	0.8 %
None chosen	151	30.8 %
Total	490	100.0 %

**Q5. Which FOUR of the Village Infrastructure services listed in Question 4 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

<u>Q5. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major Village streets	166	33.9 %
Conditions of streets in your neighborhood	158	32.2 %
Condition of sidewalks in your neighborhood	160	32.7 %
Maintenance of street signs & traffic signals	58	11.8 %
Snow removal on major Village streets	132	26.9 %
Snow removal on streets in your neighborhood	159	32.4 %
Maintenance of the Village's Downtown	51	10.4 %
Mowing & tree trimming along streets & other public areas	69	14.1 %
Maintenance of Village owned buildings	16	3.3 %
Adequacy of street lighting on major streets	82	16.7 %
Adequacy of street lighting on neighborhood streets	192	39.2 %
Overall cleanliness of streets & other public areas	99	20.2 %
Quality of electrical service	80	16.3 %
Quality of cable & internet service	102	20.8 %
Quality of natural gas service	20	4.1 %
<u>None chosen</u>	<u>68</u>	<u>13.9 %</u>
Total	1612	

**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 the Village:**

(N=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6-1. Quality of residential garbage collection service	39.4%	45.5%	9.2%	2.7%	1.2%	2.0%
Q6-2. Quality of residential curbside recycling service	37.8%	44.7%	10.0%	1.8%	1.2%	4.5%
Q6-3. Quality of yard waste service	30.8%	39.8%	13.7%	5.5%	0.8%	9.4%
Q6-4. Quality of brush collection	29.6%	39.2%	15.1%	4.5%	0.6%	11.0%
Q6-5. Quality of drinking water	30.0%	43.7%	15.5%	4.3%	2.0%	4.5%
Q6-6. Quality of wastewater services	22.9%	43.5%	16.9%	2.2%	1.2%	13.3%
Q6-7. Quality of stormwater management & drainage	17.8%	40.6%	19.0%	10.4%	4.7%	7.6%

**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 the Village: (without "don't know")**

(N=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6-1. Quality of residential garbage collection service	40.2%	46.5%	9.4%	2.7%	1.3%
Q6-2. Quality of residential curbside recycling service	39.5%	46.8%	10.5%	1.9%	1.3%
Q6-3. Quality of yard waste service	34.0%	43.9%	15.1%	6.1%	0.9%
Q6-4. Quality of brush collection	33.3%	44.0%	17.0%	5.0%	0.7%
Q6-5. Quality of drinking water	31.4%	45.7%	16.2%	4.5%	2.1%
Q6-6. Quality of wastewater services	26.4%	50.1%	19.5%	2.6%	1.4%
Q6-7. Quality of stormwater management & drainage	19.2%	43.9%	20.5%	11.3%	5.1%

**Q7. 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=490)

	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	11.6%	41.4%	25.9%	10.2%	3.3%	7.6%
Q7-2. Exterior maintenance standards for private property	12.0%	45.7%	25.3%	6.7%	2.4%	7.8%
Q7-3. Sign regulation standards	14.1%	42.4%	25.7%	2.9%	0.8%	14.1%
Q7-4. Appearance of Commercial Corridors	14.5%	43.7%	28.2%	2.2%	0.6%	10.8%
Q7-5. Building permit process	6.1%	15.7%	9.4%	4.9%	3.3%	60.6%
Q7-6. Inspection process	6.1%	14.7%	11.6%	3.5%	3.7%	60.4%
Q7-7. Conditional use permit process and/or variance process	4.5%	10.6%	11.2%	2.4%	1.4%	69.8%

**WITHOUT "DON'T KNOW"**

**Q7. 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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7-1. Property maintenance standards (unkept properties, grass, weed control, sign violations, etc.) for private property	12.6%	44.8%	28.0%	11.0%	3.5%
Q7-2. Exterior maintenance standards for private property	13.1%	49.6%	27.4%	7.3%	2.7%
Q7-3. Sign regulation standards	16.4%	49.4%	29.9%	3.3%	1.0%
Q7-4. Appearance of Commercial Corridors	16.2%	49.0%	31.6%	2.5%	0.7%
Q7-5. Building permit process	15.5%	39.9%	23.8%	12.4%	8.3%
Q7-6. Inspection process	15.5%	37.1%	29.4%	8.8%	9.3%
Q7-7. Conditional use permit process and/or variance process	14.9%	35.1%	37.2%	8.1%	4.7%

**Q8. Which TWO of the Community Development services listed in Question 7 above 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	166	33.9 %
Exterior maintenance standards for private property	44	9.0 %
Sign regulation standards	23	4.7 %
Appearance of Commercial Corridors	43	8.8 %
Building permit process	41	8.4 %
Inspection process	26	5.3 %
Conditional use permit process and/or variance process	3	0.6 %
None chosen	144	29.4 %
Total	490	100.0 %

**Q8. Which TWO of the Community Development services listed in Question 7 above 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	55	11.2 %
Exterior maintenance standards for private property	126	25.7 %
Sign regulation standards	27	5.5 %
Appearance of Commercial Corridors	34	6.9 %
Building permit process	29	5.9 %
Inspection process	32	6.5 %
Conditional use permit process and/or variance process	13	2.7 %
None chosen	174	35.5 %
Total	490	100.0 %



**Q8. Which TWO of the Community Development services listed in Question 7 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q8. Sum of top 2 choices	Number	Percent
Property maintenance standards (unkept properties, grass, weed control, sign violations, etc.) for private property	221	45.1 %
Exterior maintenance standards for private property	170	34.7 %
Sign regulation standards	50	10.2 %
Appearance of Commercial Corridors	77	15.7 %
Building permit process	70	14.3 %
Inspection process	58	11.8 %
Conditional use permit process and/or variance process	16	3.3 %
None chosen	144	29.4 %
Total	806	

**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=490)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q9-1. In your neighborhood during the day	53.5%	39.6%	3.5%	1.6%	0.2%	1.6%
Q9-2. In your neighborhood at night	27.8%	53.3%	12.0%	4.7%	0.8%	1.4%
Q9-3. In the Village's parks, trails, & recreational areas	20.4%	49.0%	19.8%	3.5%	0.6%	6.7%
Q9-4. In commercial & retail areas	26.3%	57.6%	12.7%	1.0%	0.2%	2.2%
Q9-5. Overall in the Village	29.8%	60.0%	8.6%	0.2%	0.2%	1.2%
Q9-6. Downtown after dark	21.0%	49.6%	17.3%	2.4%	0.2%	9.4%
Q9-7. Traveling by bicycle in the Village	14.7%	30.2%	22.9%	8.2%	1.6%	22.4%
Q9-8. Shopping after dark	19.0%	50.4%	20.8%	3.5%	0.4%	5.9%

**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=490)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q9-1. In your neighborhood during the day	54.4%	40.2%	3.5%	1.7%	0.2%
Q9-2. In your neighborhood at night	28.2%	54.0%	12.2%	4.8%	0.8%
Q9-3. In the Village's parks, trails, & recreational areas	21.9%	52.5%	21.2%	3.7%	0.7%
Q9-4. In commercial & retail areas	26.9%	58.9%	12.9%	1.0%	0.2%
Q9-5. Overall in the Village	30.2%	60.7%	8.7%	0.2%	0.2%
Q9-6. Downtown after dark	23.2%	54.7%	19.1%	2.7%	0.2%
Q9-7. Traveling by bicycle in the Village	18.9%	38.9%	29.5%	10.5%	2.1%
Q9-8. Shopping after dark	20.2%	53.6%	22.1%	3.7%	0.4%

**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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10-1. Visibility of police in neighborhoods	20.4%	43.3%	22.2%	10.4%	1.2%	2.4%
Q10-2. Visibility of police in retail/commercial areas	17.8%	41.6%	28.8%	5.9%	0.6%	5.3%
Q10-3. Efforts to prevent crime	20.6%	38.2%	21.8%	4.9%	1.0%	13.5%
Q10-4. Enforcement of traffic laws (speeding)	21.2%	45.9%	19.6%	5.3%	2.0%	5.9%
Q10-5. Enforcement of parking laws	19.8%	43.3%	20.6%	4.7%	2.2%	9.4%
Q10-6. Overall quality of police response times	24.7%	37.3%	14.5%	2.0%	0.8%	20.6%
Q10-7. Public safety education programs	16.1%	32.0%	21.8%	1.8%	0.2%	28.0%
Q10-8. Overall professionalism of the police department	31.6%	41.0%	12.9%	3.1%	0.8%	10.6%
Q10-9. Overall quality of police protection	29.8%	44.1%	13.5%	2.2%	0.4%	10.0%
Q10-10. Friendliness of police department	32.0%	41.0%	13.3%	3.3%	0.4%	10.0%
Q10-11. Overall quality of emergency medical services	30.2%	33.5%	11.0%	0.2%	0.0%	25.1%
Q10-12. Overall quality of fire protection services	33.1%	35.9%	10.2%	0.2%	0.0%	20.6%
Q10-13. Overall professionalism of the Fire Department	35.1%	36.5%	9.0%	0.4%	0.0%	19.0%
Q10-14. Friendliness of the Fire Department	37.1%	35.9%	8.2%	0.2%	0.0%	18.6%

**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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10-1. Visibility of police in neighborhoods	20.9%	44.4%	22.8%	10.7%	1.3%
Q10-2. Visibility of police in retail/commercial areas	18.8%	44.0%	30.4%	6.3%	0.6%
Q10-3. Efforts to prevent crime	23.8%	44.1%	25.2%	5.7%	1.2%
Q10-4. Enforcement of traffic laws (speeding)	22.6%	48.8%	20.8%	5.6%	2.2%
Q10-5. Enforcement of parking laws	21.8%	47.7%	22.7%	5.2%	2.5%
Q10-6. Overall quality of police response times	31.1%	47.0%	18.3%	2.6%	1.0%
Q10-7. Public safety education programs	22.4%	44.5%	30.3%	2.5%	0.3%
Q10-8. Overall professionalism of the police department	35.4%	45.9%	14.4%	3.4%	0.9%
Q10-9. Overall quality of police protection	33.1%	49.0%	15.0%	2.5%	0.5%
Q10-10. Friendliness of police department	35.6%	45.6%	14.7%	3.6%	0.5%
Q10-11. Overall quality of emergency medical services	40.3%	44.7%	14.7%	0.3%	0.0%
Q10-12. Overall quality of fire protection services	41.6%	45.2%	12.9%	0.3%	0.0%
Q10-13. Overall professionalism of the Fire Department	43.3%	45.1%	11.1%	0.5%	0.0%
Q10-14. Friendliness of the Fire Department	45.6%	44.1%	10.0%	0.3%	0.0%

**Q11. Which FOUR of the Public Safety services listed in Question 10 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q11. Top choice	Number	Percent
Visibility of police in neighborhoods	134	27.3 %
Visibility of police in retail/commercial areas	26	5.3 %
Efforts to prevent crime	100	20.4 %
Enforcement of traffic laws (speeding)	27	5.5 %
Enforcement of parking laws	7	1.4 %
Overall quality of police response times	13	2.7 %
Public safety education programs	17	3.5 %
Overall professionalism of the police department	13	2.7 %
Overall quality of police protection	15	3.1 %
Friendliness of police department	8	1.6 %
Overall quality of emergency medical services	13	2.7 %
Overall quality of fire protection services	2	0.4 %
None chosen	115	23.5 %
Total	490	100.0 %

**Q11. Which FOUR of the Public Safety services listed in Question 10 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q11. 2nd choice	Number	Percent
Visibility of police in neighborhoods	59	12.0 %
Visibility of police in retail/commercial areas	59	12.0 %
Efforts to prevent crime	72	14.7 %
Enforcement of traffic laws (speeding)	19	3.9 %
Enforcement of parking laws	14	2.9 %
Overall quality of police response times	21	4.3 %
Public safety education programs	25	5.1 %
Overall professionalism of the police department	16	3.3 %
Overall quality of police protection	15	3.1 %
Friendliness of police department	12	2.4 %
Overall quality of emergency medical services	21	4.3 %
Overall quality of fire protection services	12	2.4 %
Overall professionalism of the Fire Department	2	0.4 %
Friendliness of the Fire Department	4	0.8 %
None chosen	139	28.4 %
Total	490	100.0 %

**Q11. Which FOUR of the Public Safety services listed in Question 10 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q11. 3rd choice	Number	Percent
Visibility of police in neighborhoods	35	7.1 %
Visibility of police in retail/commercial areas	33	6.7 %
Efforts to prevent crime	45	9.2 %
Enforcement of traffic laws (speeding)	25	5.1 %
Enforcement of parking laws	14	2.9 %
Overall quality of police response times	32	6.5 %
Public safety education programs	25	5.1 %
Overall professionalism of the police department	13	2.7 %
Overall quality of police protection	23	4.7 %
Friendliness of police department	21	4.3 %
Overall quality of emergency medical services	21	4.3 %
Overall quality of fire protection services	19	3.9 %
Overall professionalism of the Fire Department	7	1.4 %
None chosen	177	36.1 %
Total	490	100.0 %

**Q11. Which FOUR of the Public Safety services listed in Question 10 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q11. 4th choice	Number	Percent
Visibility of police in neighborhoods	19	3.9 %
Visibility of police in retail/commercial areas	27	5.5 %
Efforts to prevent crime	30	6.1 %
Enforcement of traffic laws (speeding)	18	3.7 %
Enforcement of parking laws	12	2.4 %
Overall quality of police response times	20	4.1 %
Public safety education programs	34	6.9 %
Overall professionalism of the police department	15	3.1 %
Overall quality of police protection	34	6.9 %
Friendliness of police department	13	2.7 %
Overall quality of emergency medical services	27	5.5 %
Overall quality of fire protection services	22	4.5 %
Overall professionalism of the Fire Department	9	1.8 %
Friendliness of the Fire Department	6	1.2 %
None chosen	204	41.6 %
Total	490	100.0 %

**Q11. Which FOUR of the Public Safety services listed in Question 10 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

<u>Q11. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	247	50.4 %
Visibility of police in retail/commercial areas	145	29.6 %
Efforts to prevent crime	247	50.4 %
Enforcement of traffic laws (speeding)	89	18.2 %
Enforcement of parking laws	47	9.6 %
Overall quality of police response times	86	17.6 %
Public safety education programs	101	20.6 %
Overall professionalism of the police department	57	11.6 %
Overall quality of police protection	87	17.8 %
Friendliness of police department	54	11.0 %
Overall quality of emergency medical services	82	16.7 %
Overall quality of fire protection services	55	11.2 %
Overall professionalism of the Fire Department	18	3.7 %
Friendliness of the Fire Department	10	2.0 %
<u>None chosen</u>	<u>115</u>	<u>23.5 %</u>
Total	1440	



**Q12. 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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12-1. Accessibility of Village services	22.9%	37.1%	15.5%	2.2%	0.4%	21.8%
Q12-2. Food pantry	7.8%	16.9%	18.2%	1.2%	0.2%	55.7%
Q12-3. Medical Lending Closet	12.4%	14.7%	14.7%	1.0%	0.2%	56.9%
Q12-4. Overall quality of nursing services	7.6%	13.9%	16.9%	0.6%	0.0%	61.0%
Q12-5. Overall quality of social services	8.2%	14.7%	18.8%	1.8%	0.0%	56.5%
Q12-6. Overall quality of senior services	8.8%	15.7%	16.7%	2.4%	0.6%	55.7%

**WITHOUT "DON'T KNOW"**

**Q12. 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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12-1. Accessibility of Village services	29.2%	47.5%	19.8%	2.9%	0.5%
Q12-2. Food pantry	17.5%	38.2%	41.0%	2.8%	0.5%
Q12-3. Medical Lending Closet	28.9%	34.1%	34.1%	2.4%	0.5%
Q12-4. Overall quality of nursing services	19.4%	35.6%	43.5%	1.6%	0.0%
Q12-5. Overall quality of social services	18.8%	33.8%	43.2%	4.2%	0.0%
Q12-6. Overall quality of senior services	19.8%	35.5%	37.8%	5.5%	1.4%

**Q13. Which TWO of the services listed in Question 12 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q13. Top choice	Number	Percent
Accessibility of Village services	107	21.8 %
Food pantry	46	9.4 %
Medical Lending Closet	14	2.9 %
Overall quality of nursing services	18	3.7 %
Overall quality of social services	36	7.3 %
Overall quality of senior services	64	13.1 %
None chosen	205	41.8 %
Total	490	100.0 %

**Q13. Which TWO of the services listed in Question 12 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q13. 2nd choice	Number	Percent
Accessibility of Village services	33	6.7 %
Food pantry	34	6.9 %
Medical Lending Closet	18	3.7 %
Overall quality of nursing services	30	6.1 %
Overall quality of social services	87	17.8 %
Overall quality of senior services	59	12.0 %
None chosen	229	46.7 %
Total	490	100.0 %

**Q13. Which TWO of the services listed in Question 12 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? (top 2)**

Q13. Sum of top 2 choices	Number	Percent
Accessibility of Village services	140	28.6 %
Food pantry	80	16.3 %
Medical Lending Closet	32	6.5 %
Overall quality of nursing services	48	9.8 %
Overall quality of social services	123	25.1 %
Overall quality of senior services	123	25.1 %
None chosen	205	41.8 %
Total	751	

**Q14. 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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14-1. Availability of information on Village services & activities	19.8%	49.2%	16.1%	5.7%	1.2%	8.0%
Q14-2. Timeliness of information provided by the Village	17.6%	46.5%	18.8%	6.1%	2.0%	9.0%
Q14-3. Quality of Village print newsletter	32.0%	44.1%	16.1%	1.6%	0.2%	5.9%
Q14-4. Quality of Village's website (www.mountprospect.org)	20.8%	46.1%	13.7%	4.7%	1.6%	13.1%
Q14-5. Quality of Village's social media (Facebook, Twitter)	9.8%	22.9%	19.8%	3.7%	0.2%	43.7%
Q14-6. Quality of Village's Experience Mount Prospect (Shop, Dine, Enjoy) website (www.experiencemountprospect.org)	13.7%	30.2%	19.2%	3.7%	0.4%	32.9%
Q14-7. Quality of Village's e-mail E-Newsletter (Experience Mount Prospect)	13.3%	25.3%	19.0%	1.4%	0.4%	40.6%
Q14-8. Quality of MPTV programming	6.3%	16.9%	24.7%	3.3%	1.6%	47.1%
Q14-9. Overall usefulness of the Village's Website Calendar	9.2%	25.3%	23.1%	3.7%	1.4%	37.3%
Q14-10. Transparency of Village information	11.6%	28.2%	26.7%	7.6%	2.4%	23.5%
Q14-11. Clarity & understandability of Village bills	14.9%	36.5%	21.2%	7.6%	2.0%	17.8%

**WITHOUT "DON'T KNOW"****Q14. 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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14-1. Availability of information on Village services & activities	21.5%	53.4%	17.5%	6.2%	1.3%
Q14-2. Timeliness of information provided by the Village	19.3%	51.1%	20.6%	6.7%	2.2%
Q14-3. Quality of Village print newsletter	34.1%	46.9%	17.1%	1.7%	0.2%
Q14-4. Quality of Village's website (www.mountprospect.org)	23.9%	53.1%	15.7%	5.4%	1.9%
Q14-5. Quality of Village's social media (Facebook, Twitter)	17.4%	40.6%	35.1%	6.5%	0.4%
Q14-6. Quality of Village's Experience Mount Prospect (Shop, Dine, Enjoy) website (www.experiencemountprospect.org)	20.4%	45.0%	28.6%	5.5%	0.6%
Q14-7. Quality of Village's e-mail E-Newsletter (Experience Mount Prospect)	22.3%	42.6%	32.0%	2.4%	0.7%
Q14-8. Quality of MPTV programming	12.0%	32.0%	46.7%	6.2%	3.1%
Q14-9. Overall usefulness of the Village's Website Calendar	14.7%	40.4%	36.8%	5.9%	2.3%
Q14-10. Transparency of Village information	15.2%	36.8%	34.9%	9.9%	3.2%
Q14-11. Clarity & understandability of Village bills	18.1%	44.4%	25.8%	9.2%	2.5%

**Q15. Which of the following are your primary sources of information about Village issues, services, and events?**

Q15. Your primary sources of information about Village issues, services, & events	Number	Percent
Village website	268	54.7 %
Local newspaper	191	39.0 %
Facebook	86	17.6 %
Twitter	17	3.5 %
Next Door	37	7.6 %
Snapchat	5	1.0 %
Instagram	6	1.2 %
YouTube	5	1.0 %
Word of mouth (friends/neighbors)	227	46.3 %
City e-mails/press releases	94	19.2 %
Public meetings	32	6.5 %
Village Newsletter	387	79.0 %
Other	21	4.3 %
Total	1376	

**Q15. Other**

Q15. Other	Number	Percent
Mount Prospect neighbors group on Facebook public access channel showing village hearings and services	1	5.3 %
Mt Prospect Journal	1	5.3 %
Local school(Newspaper), phone call	1	5.3 %
phone text messages	1	5.3 %
MPPL	1	5.3 %
School newsletter	1	5.3 %
In person, meeting at my apartments	1	5.3 %
Local associations	1	5.3 %
Signage/banners	1	5.3 %
library event board	1	5.3 %
Outsiders who are interested	1	5.3 %
Signage at location	1	5.3 %
Village News	1	5.3 %
TV	1	5.3 %
Village trustees meetings on TV	1	5.3 %
Village library MPPE	1	5.3 %
Signage	1	5.3 %
Total	19	100.0 %

**Q16. Which THREE of the methods listed above in Question 15 are your MOST PREFERRED ways to learn about Village issues, services, and events?**

Q16. Top choice	Number	Percent
Village website	122	24.9 %
Local newspaper	46	9.4 %
Facebook	23	4.7 %
Next Door	3	0.6 %
YouTube	2	0.4 %
Word of mouth (friends/neighbors)	7	1.4 %
City e-mails/press releases	32	6.5 %
Public meetings	2	0.4 %
Village Newsletter	161	32.9 %
Other	5	1.0 %
None chosen	87	17.8 %
Total	490	100.0 %

**Q16. Which THREE of the methods listed above in Question 15 are your MOST PREFERRED ways to learn about Village issues, services, and events?**

Q16. 2nd choice	Number	Percent
Village website	86	17.6 %
Local newspaper	68	13.9 %
Facebook	39	8.0 %
Twitter	6	1.2 %
Next Door	4	0.8 %
Snapchat	1	0.2 %
Instagram	1	0.2 %
YouTube	1	0.2 %
Word of mouth (friends/neighbors)	19	3.9 %
City e-mails/press releases	44	9.0 %
Public meetings	7	1.4 %
Village Newsletter	96	19.6 %
Other	4	0.8 %
None chosen	114	23.3 %
Total	490	100.0 %

**Q16. Which THREE of the methods listed above in Question 15 are your MOST PREFERRED ways to learn about Village issues, services, and events?**

Q16. 3rd choice	Number	Percent
Village website	69	14.1 %
Local newspaper	35	7.1 %
Facebook	29	5.9 %
Twitter	5	1.0 %
Next Door	3	0.6 %
Snapchat	1	0.2 %
Instagram	4	0.8 %
YouTube	2	0.4 %
Word of mouth (friends/neighbors)	46	9.4 %
City e-mails/press releases	48	9.8 %
Public meetings	11	2.2 %
Village Newsletter	69	14.1 %
Other	4	0.8 %
None chosen	164	33.5 %
Total	490	100.0 %

**Q16. Which THREE of the methods listed above in Question 15 are your MOST PREFERRED ways to learn about Village issues, services, and events?**

Q16. Sum of top 3 choices	Number	Percent
Village website	277	56.5 %
Local newspaper	149	30.4 %
Facebook	91	18.6 %
Twitter	11	2.2 %
Next Door	10	2.0 %
Snapchat	2	0.4 %
Instagram	5	1.0 %
YouTube	5	1.0 %
Word of mouth (friends/neighbors)	72	14.7 %
City e-mails/press releases	124	25.3 %
Public meetings	20	4.1 %
Village Newsletter	326	66.5 %
Other	13	2.7 %
None chosen	87	17.8 %
Total	1192	

**Q17. IN-PERSON CUSTOMER SERVICE. Have you visited the Village with a request for service or to pay a bill during the past year?**

Q17. Have you visited the Village with a request for service or to pay a bill during past year	Number	Percent
Yes	266	54.3 %
No	224	45.7 %
Total	490	100.0 %

**Q17a. (If YES to Question 17) Using a 5-point scale 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=266)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17a-1. They were polite & courteous	51.9%	38.0%	5.3%	3.4%	1.1%	0.4%
Q17a-2. They responded to your request in a timely manner	48.9%	37.2%	6.8%	2.6%	1.9%	2.6%
Q17a-3. They helped you resolve the issue	48.1%	36.5%	6.4%	3.8%	1.9%	3.4%
Q17a-4. Your call or inquiry was answered promptly & accurately	42.9%	35.3%	11.3%	3.8%	1.5%	5.3%
Q17a-5. Your inquiry was resolved by the first employee you were directed to	44.0%	35.3%	8.6%	6.0%	2.6%	3.4%
Q17a-6. You felt the interaction was a positive experience	44.7%	37.2%	9.4%	3.0%	3.0%	2.6%



**WITHOUT "DON'T KNOW"**

**Q17a. (If YES to Question 17) Using a 5-point scale 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=266)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17a-1. They were polite & courteous	52.1%	38.1%	5.3%	3.4%	1.1%
Q17a-2. They responded to your request in a timely manner	50.2%	38.2%	6.9%	2.7%	1.9%
Q17a-3. They helped you resolve the issue	49.8%	37.7%	6.6%	3.9%	1.9%
Q17a-4. Your call or inquiry was answered promptly & accurately	45.2%	37.3%	11.9%	4.0%	1.6%
Q17a-5. Your inquiry was resolved by the first employee you were directed to	45.5%	36.6%	8.9%	6.2%	2.7%
Q17a-6. You felt the interaction was a positive experience	45.9%	38.2%	9.7%	3.1%	3.1%

**Q18. 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)?**

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

	Number	Percent
Yes	127	25.9 %
No	340	69.4 %
Not provided	23	4.7 %
Total	490	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q18. 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)? (without "not provided")**

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

	Number	Percent
Yes	127	27.2 %
No	340	72.8 %
Total	467	100.0 %

**Q18a. (If YES to Question 18) Using a 5-point scale where 5 means "Vvery Ssatisfied" and 1 means "Vvery Ddissatisfied," please rate your satisfaction with the Village employees you have contacted regarding the following:**

(N=127)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18a-1. They were polite & friendly	48.8%	37.0%	7.1%	1.6%	0.0%	5.5%
Q18a-2. They responded to your request in a timely manner	44.9%	41.7%	5.5%	3.1%	0.0%	4.7%
Q18a-3. They helped you resolve the issue	46.5%	36.2%	7.1%	3.9%	0.8%	5.5%
Q18a-4. Your inquiry was addressed promptly & accurately	45.7%	32.3%	9.4%	6.3%	0.0%	6.3%
Q18a-5. Your inquiry was resolved by the first employee you were directed to	44.1%	33.1%	6.3%	7.9%	2.4%	6.3%
Q18a-6. You felt the interaction was a positive experience	46.5%	34.6%	11.8%	2.4%	0.8%	3.9%

**WITHOUT "DON'T KNOW"**

**Q18a. (If YES to Question 18) Using a 5-point scale where 5 means "Vvery Ssatisfied" and 1 means "Vvery Ddissatisfied," please rate your satisfaction with the Village employees you have contacted regarding the following: (without "don't know")**

(N=127)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18a-1. They were polite & friendly	51.7%	39.2%	7.5%	1.7%	0.0%
Q18a-2. They responded to your request in a timely manner	47.1%	43.8%	5.8%	3.3%	0.0%
Q18a-3. They helped you resolve the issue	49.2%	38.3%	7.5%	4.2%	0.8%
Q18a-4. Your inquiry was addressed promptly & accurately	48.7%	34.5%	10.1%	6.7%	0.0%
Q18a-5. Your inquiry was resolved by the first employee you were directed to	47.1%	35.3%	6.7%	8.4%	2.5%
Q18a-6. You felt the interaction was a positive experience	48.4%	36.1%	12.3%	2.5%	0.8%

**Q18b. (If YES to Question 18) How did you contact the Village?**

Q18b. How did you contact the Village	Number	Percent
Phone	97	76.4 %
Email	11	8.7 %
Website	12	9.4 %
Elected official	3	2.4 %
Not provided	4	3.1 %
Total	127	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q18b. (If YES to Question 18) How did you contact the Village? (without "not provided")**

Q18b. How did you contact the Village	Number	Percent
Phone	97	78.9 %
Email	11	8.9 %
Website	12	9.8 %
Elected official	3	2.4 %
Total	123	100.0 %

**Q18c. (If YES to Question 18) If you left a voicemail message, did you get a call back?**

Q18c. Did you get a call back	Number	Percent
Yes	37	38.1 %
No	14	14.4 %
Not provided	46	47.4 %
Total	97	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q18c. (If YES to Question 18) If you left a voicemail message, did you get a call back? (without "not provided")**

Q18c. Did you get a call back	Number	Percent
Yes	37	72.5 %
No	14	27.5 %
Total	51	100.0 %

**Q19. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village?**

Q19. Top choice	Number	Percent
Phone	178	36.3 %
Email	99	20.2 %
In-person	91	18.6 %
Post mail	13	2.7 %
Website	36	7.3 %
Mobile apps	8	1.6 %
None chosen	65	13.3 %
Total	490	100.0 %

**Q19. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village?**

Q19. 2nd choice	Number	Percent
Phone	115	23.5 %
Email	105	21.4 %
In-person	121	24.7 %
Post mail	22	4.5 %
Social media	6	1.2 %
Website	31	6.3 %
Mobile apps	5	1.0 %
None chosen	85	17.3 %
Total	490	100.0 %

**Q19. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village?**

Q19. 3rd choice	Number	Percent
Phone	55	11.2 %
Email	90	18.4 %
In-person	90	18.4 %
Post mail	46	9.4 %
Social media	9	1.8 %
Website	54	11.0 %
Mobile apps	10	2.0 %
None chosen	136	27.8 %
Total	490	100.0 %

**Q19. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village?**

Q19. Sum of top 3 choices	Number	Percent
Phone	348	71.0 %
Email	294	60.0 %
In-person	302	61.6 %
Post mail	81	16.5 %
Social media	15	3.1 %
Website	121	24.7 %
Mobile apps	23	4.7 %
None chosen	65	13.3 %
Total	1249	

**Q20. 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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q20-1. General appearance of Downtown	23.7%	47.6%	14.7%	9.2%	2.0%	2.7%
Q20-2. Convenience of the Village parking garage	27.4%	45.2%	16.0%	4.5%	1.0%	5.9%
Q20-3. Types of retail & entertainment establishments available	13.7%	32.1%	23.7%	19.0%	8.2%	3.3%
Q20-4. Hours businesses are open	14.1%	49.3%	25.4%	4.3%	1.2%	5.7%
Q20-5. Availability & convenience of parking	19.6%	46.2%	21.3%	7.2%	1.8%	3.9%
Q20-6. Adequacy of green space	17.2%	44.0%	25.8%	5.1%	1.6%	6.3%
Q20-7. Overall walkability	20.2%	52.6%	16.2%	5.5%	1.6%	3.9%
Q20-8. Variety of restaurants	13.9%	33.1%	21.9%	17.4%	9.2%	4.5%
Q20-9. Availability & adequacy of bicycle parking facilities	12.7%	24.7%	23.3%	5.1%	1.2%	32.9%
Q20-10. Adequacy of the Metra train station	22.9%	48.7%	16.0%	3.1%	0.4%	9.0%
Q20-11. Other	8.3%	8.3%	8.3%	29.2%	41.7%	4.2%

**WITHOUT "DON'T KNOW"**

**Q20. 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=490)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20-1. General appearance of Downtown	24.4%	48.9%	15.1%	9.5%	2.1%
Q20-2. Convenience of the Village parking garage	29.1%	48.0%	17.0%	4.8%	1.1%
Q20-3. Types of retail & entertainment establishments available	14.2%	33.2%	24.5%	19.7%	8.5%
Q20-4. Hours businesses are open	15.0%	52.3%	26.9%	4.6%	1.3%
Q20-5. Availability & convenience of parking	20.4%	48.1%	22.1%	7.4%	1.9%
Q20-6. Adequacy of green space	18.3%	46.9%	27.5%	5.5%	1.7%
Q20-7. Overall walkability	21.1%	54.7%	16.8%	5.7%	1.7%
Q20-8. Variety of restaurants	14.6%	34.7%	22.9%	18.2%	9.6%
Q20-9. Availability & adequacy of bicycle parking facilities	18.9%	36.9%	34.8%	7.6%	1.8%
Q20-10. Adequacy of the Metra train station	25.2%	53.5%	17.5%	3.4%	0.4%
Q20-11. Other	8.7%	8.7%	8.7%	30.4%	43.5%



**Q20. Other**

<u>Q20-11. Other</u>	<u>Number</u>	<u>Percent</u>
Bars and restaurants in downtown	1	4.5 %
Nothing in Downtown MP	1	4.5 %
Lights	1	4.5 %
Our downtown is a mess and clearly was not planned well	1	4.5 %
A nice, big, purpose built sports bar that doesn't show soccer	1	4.5 %
Inadequate parking Metra Train station	1	4.5 %
Public Works Department	1	4.5 %
Pace	1	4.5 %
Parking by Metra	1	4.5 %
Street lights	1	4.5 %
Bike paths	1	4.5 %
Signage regulations	1	4.5 %
Food stores	1	4.5 %
Metra parking lots are always full	1	4.5 %
best choice in Mount Prospect is BlackFinn	1	4.5 %
Need more late night dining in downtown area	1	4.5 %
Tykables was a bad decision	1	4.5 %
Retail	1	4.5 %
retail or resale clothing stores are needed	1	4.5 %
hard to find parking at train station during weekdays	1	4.5 %
crossings & sidewalks	1	4.5 %
more places for teens to visit	1	4.5 %
Total	22	100.0 %

**Q21. 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=490)

	Very high priority	High priority	Neutral	Low priority	Very low priority	Don't know
Q21-1. Overall quality of services provided by the Village	31.7%	46.0%	14.5%	2.0%	0.4%	5.3%
Q21-2. Flood prevention & storm water management	42.3%	33.1%	12.9%	2.0%	1.0%	8.6%
Q21-3. Quality & drivability of Village streets	31.5%	48.1%	13.3%	2.5%	0.8%	3.9%
Q21-4. Availability & integration of biking lanes & trails	11.7%	26.8%	32.7%	12.1%	5.7%	11.0%
Q21-5. Crime prevention	52.6%	32.1%	8.0%	1.2%	0.6%	5.5%
Q21-6. A balanced Village budget	43.8%	33.1%	11.7%	1.6%	1.0%	8.8%
Q21-7. A vibrant downtown	31.1%	39.3%	19.4%	4.7%	1.2%	4.3%
Q21-8. Availability of parking in downtown near amenities	18.6%	39.1%	29.0%	5.9%	2.2%	5.1%
Q21-9. Greater residential density in downtown	9.0%	18.8%	39.3%	12.7%	9.6%	10.6%
Q21-10. Diversity of housing choices	8.4%	24.5%	35.2%	11.0%	10.6%	10.2%
Q21-11. Environmentally sustainable practices	17.0%	35.2%	28.2%	5.9%	4.7%	9.0%
Q21-12. Arts & cultural amenities	13.1%	31.7%	34.2%	8.4%	4.1%	8.6%
Q21-13. Availability of green space	15.1%	38.0%	30.1%	7.4%	2.7%	6.7%
Q21-14. Historic preservation	11.9%	33.7%	33.5%	8.2%	3.7%	9.0%
Q21-15. Overall quality of life	48.1%	38.9%	8.4%	0.0%	0.2%	4.5%
Q21-16. Walkability of downtown & other areas	27.6%	42.9%	19.8%	3.5%	1.0%	5.1%
Q21-17. Village sidewalks	25.2%	46.4%	18.0%	4.3%	1.4%	4.7%
Q21-18. Allowing video gaming	4.9%	8.2%	21.7%	14.7%	34.2%	16.4%
Q21-19. Other	57.7%	23.1%	7.7%	7.7%	0.0%	3.8%

**WITHOUT "DON'T KNOW"**

**Q21. 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=490)

	Very high priority	High priority	Neutral	Low priority	Very low priority
Q21-1. Overall quality of services provided by the Village	33.5%	48.6%	15.3%	2.2%	0.4%
Q21-2. Flood prevention & storm water management	46.3%	36.2%	14.1%	2.2%	1.1%
Q21-3. Quality & drivability of Village streets	32.8%	50.0%	13.8%	2.6%	0.9%
Q21-4. Availability & integration of biking lanes & trails	13.1%	30.1%	36.8%	13.6%	6.4%
Q21-5. Crime prevention	55.6%	34.0%	8.4%	1.3%	0.6%
Q21-6. A balanced Village budget	48.0%	36.3%	12.8%	1.8%	1.1%
Q21-7. A vibrant downtown	32.5%	41.0%	20.3%	4.9%	1.3%
Q21-8. Availability of parking in downtown near amenities	19.6%	41.2%	30.6%	6.3%	2.4%
Q21-9. Greater residential density in downtown	10.1%	21.1%	43.9%	14.2%	10.8%
Q21-10. Diversity of housing choices	9.3%	27.3%	39.2%	12.3%	11.8%
Q21-11. Environmentally sustainable practices	18.7%	38.7%	31.0%	6.5%	5.2%
Q21-12. Arts & cultural amenities	14.3%	34.7%	37.4%	9.2%	4.5%
Q21-13. Availability of green space	16.2%	40.8%	32.2%	7.9%	2.9%
Q21-14. Historic preservation	13.0%	37.1%	36.9%	9.0%	4.0%
Q21-15. Overall quality of life	50.3%	40.7%	8.8%	0.0%	0.2%
Q21-16. Walkability of downtown & other areas	29.1%	45.3%	20.9%	3.7%	1.1%
Q21-17. Village sidewalks	26.4%	48.7%	18.9%	4.5%	1.5%
Q21-18. Allowing video gaming	5.9%	9.8%	25.9%	17.6%	40.8%
Q21-19. Other	60.0%	24.0%	8.0%	8.0%	0.0%

**Q21. Other**

<u>Q21-19. Other</u>	<u>Number</u>	<u>Percent</u>
Remove overnight parking restrictions in non-winter months	1	4.2 %
Entertainment places-bowling, top golf, outdoor venues	1	4.2 %
Sidewalks	1	4.2 %
Keep living cost low	1	4.2 %
Community communication	1	4.2 %
Minimizing pension future impact, reducing waste management	1	4.2 %
no money go to development of green spaces	1	4.2 %
Allowing overnight street parking	1	4.2 %
Community involvement	1	4.2 %
Pay lower taxes	1	4.2 %
Downtown identity/development	1	4.2 %
Improve Rand & Rt 83 intersection	1	4.2 %
Lower taxes	1	4.2 %
schools	1	4.2 %
Tree replacement	1	4.2 %
Stop excessive pay for village manager	1	4.2 %
promote health living	1	4.2 %
more restaurants & shopping malls	1	4.2 %
preventing restaurants from closing	1	4.2 %
keep unethical businesses out	1	4.2 %
Get rid of beat up/old buildings by sub shops	1	4.2 %
village website resident friendly	1	4.2 %
clean up creek	1	4.2 %
responsive village board, mayor	1	4.2 %
Total	24	100.0 %

**Q22. Which FIVE of the Priorities listed above in Question 21 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q22. Top choice	Number	Percent
Overall quality of services provided by the Village	61	12.4 %
Flood prevention & storm water management	70	14.3 %
Quality & drivability of Village streets	19	3.9 %
Availability & integration of biking lanes & trails	10	2.0 %
Crime prevention	85	17.3 %
A balanced Village budget	52	10.6 %
A vibrant downtown	39	8.0 %
Availability of parking in downtown near amenities	2	0.4 %
Greater residential density in downtown	3	0.6 %
Diversity of housing choices	2	0.4 %
Environmentally sustainable practices	6	1.2 %
Arts & cultural amenities	6	1.2 %
Availability of green space	5	1.0 %
Historic preservation	1	0.2 %
Overall quality of life	15	3.1 %
Walkability of downtown & other areas	2	0.4 %
Village sidewalks	7	1.4 %
Allowing video gaming	5	1.0 %
Other	9	1.8 %
None chosen	91	18.6 %
Total	490	100.0 %

**Q22. Which FIVE of the Priorities listed above in Question 21 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q22. 2nd choice	Number	Percent
Overall quality of services provided by the Village	34	6.9 %
Flood prevention & storm water management	55	11.2 %
Quality & drivability of Village streets	29	5.9 %
Availability & integration of biking lanes & trails	9	1.8 %
Crime prevention	83	16.9 %
A balanced Village budget	57	11.6 %
A vibrant downtown	44	9.0 %
Availability of parking in downtown near amenities	3	0.6 %
Greater residential density in downtown	7	1.4 %
Diversity of housing choices	8	1.6 %
Environmentally sustainable practices	8	1.6 %
Arts & cultural amenities	9	1.8 %
Availability of green space	3	0.6 %
Overall quality of life	22	4.5 %
Walkability of downtown & other areas	4	0.8 %
Village sidewalks	10	2.0 %
Allowing video gaming	1	0.2 %
Other	3	0.6 %
None chosen	101	20.6 %
Total	490	100.0 %

**Q22. Which FIVE of the Priorities listed above in Question 21 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q22. 3rd choice	Number	Percent
Overall quality of services provided by the Village	25	5.1 %
Flood prevention & storm water management	28	5.7 %
Quality & drivability of Village streets	44	9.0 %
Availability & integration of biking lanes & trails	13	2.7 %
Crime prevention	61	12.4 %
A balanced Village budget	55	11.2 %
A vibrant downtown	26	5.3 %
Availability of parking in downtown near amenities	15	3.1 %
Greater residential density in downtown	3	0.6 %
Diversity of housing choices	7	1.4 %
Environmentally sustainable practices	12	2.4 %
Arts & cultural amenities	11	2.2 %
Availability of green space	13	2.7 %
Historic preservation	7	1.4 %
Overall quality of life	28	5.7 %
Walkability of downtown & other areas	13	2.7 %
Village sidewalks	9	1.8 %
Allowing video gaming	2	0.4 %
Other	1	0.2 %
None chosen	117	23.9 %
Total	490	100.0 %

**Q22. Which FIVE of the Priorities listed above in Question 21 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q22. 4th choice	Number	Percent
Overall quality of services provided by the Village	30	6.1 %
Flood prevention & storm water management	18	3.7 %
Quality & drivability of Village streets	30	6.1 %
Availability & integration of biking lanes & trails	15	3.1 %
Crime prevention	27	5.5 %
A balanced Village budget	34	6.9 %
A vibrant downtown	26	5.3 %
Availability of parking in downtown near amenities	15	3.1 %
Greater residential density in downtown	6	1.2 %
Diversity of housing choices	9	1.8 %
Environmentally sustainable practices	17	3.5 %
Arts & cultural amenities	11	2.2 %
Availability of green space	10	2.0 %
Historic preservation	9	1.8 %
Overall quality of life	56	11.4 %
Walkability of downtown & other areas	14	2.9 %
Village sidewalks	21	4.3 %
Allowing video gaming	3	0.6 %
None chosen	139	28.4 %
Total	490	100.0 %



**Q22. Which FIVE of the Priorities listed above in Question 21 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q22. 5th choice	Number	Percent
Overall quality of services provided by the Village	19	3.9 %
Flood prevention & storm water management	24	4.9 %
Quality & drivability of Village streets	21	4.3 %
Availability & integration of biking lanes & trails	9	1.8 %
Crime prevention	17	3.5 %
A balanced Village budget	28	5.7 %
A vibrant downtown	16	3.3 %
Availability of parking in downtown near amenities	10	2.0 %
Greater residential density in downtown	4	0.8 %
Diversity of housing choices	4	0.8 %
Environmentally sustainable practices	21	4.3 %
Arts & cultural amenities	17	3.5 %
Availability of green space	15	3.1 %
Historic preservation	9	1.8 %
Overall quality of life	51	10.4 %
Walkability of downtown & other areas	22	4.5 %
Village sidewalks	28	5.7 %
Allowing video gaming	10	2.0 %
Other	1	0.2 %
None chosen	164	33.5 %
Total	490	100.0 %

**Q22. Which FIVE of the Priorities listed above in Question 21 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?**

Q22. Sum of top 5 choices	Number	Percent
Overall quality of services provided by the Village	169	34.5 %
Flood prevention & storm water management	195	39.8 %
Quality & drivability of Village streets	143	29.2 %
Availability & integration of biking lanes & trails	56	11.4 %
Crime prevention	273	55.7 %
A balanced Village budget	226	46.1 %
A vibrant downtown	151	30.8 %
Availability of parking in downtown near amenities	45	9.2 %
Greater residential density in downtown	23	4.7 %
Diversity of housing choices	30	6.1 %
Environmentally sustainable practices	64	13.1 %
Arts & cultural amenities	54	11.0 %
Availability of green space	46	9.4 %
Historic preservation	26	5.3 %
Overall quality of life	172	35.1 %
Walkability of downtown & other areas	55	11.2 %
Village sidewalks	75	15.3 %
Allowing video gaming	21	4.3 %
Other	14	2.9 %
None chosen	91	18.6 %
Total	1929	

**Q23. How many years have you lived in Mount Prospect?**

Q23. How many years have you lived in Mount Prospect	Number	Percent
5 or less	97	20.0 %
6 to 10	58	12.0 %
11 to 15	78	16.1 %
16 to 20	46	9.5 %
21 to 30	103	21.2 %
31+	103	21.2 %
Total	485	100.0 %

**Q24. What is your age?**

Q24. Your age	Number	Percent
18-34	96	19.6 %
35-44	97	19.8 %
45-54	90	18.4 %
55-64	103	21.0 %
65+	102	20.8 %
Not provided	2	0.4 %
Total	490	100.0 %

**WITHOUT "NOT PROVIDED"****Q24. What is your age? (without "not provided")**

Q24. Your age	Number	Percent
18-34	96	19.7 %
35-44	97	19.9 %
45-54	90	18.4 %
55-64	103	21.1 %
65+	102	20.9 %
Total	488	100.0 %

**Q25. Counting yourself, how many people in your household are?**

	Mean	Sum
number	2.9	1398
Under 5 years	0.3	123
5-9 years	0.1	65
10-14 years	0.2	84
15-19 years	0.2	94
20-24 years	0.2	99
25-34 years	0.4	192
35-44 years	0.4	177
45-54 years	0.4	173
55-64 years	0.4	205
65-74 years	0.3	131
75+ years	0.1	55

**Q26. Are you or other members of your household of Hispanic or Latino ancestry?**

Q26. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	75	15.3 %
No	412	84.1 %
Not provided	3	0.6 %
Total	490	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q26. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")**

Q26. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	75	15.4 %
No	412	84.6 %
Total	487	100.0 %

**Q27. Which of the following best describes your race/ethnicity?**

<u>Q27. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
African American/Black	13	2.7 %
American Indian/Eskimo	4	0.8 %
Caucasian/White	375	76.5 %
Asian/Pacific Islander	58	11.8 %
Other	27	5.5 %
Total	477	

**Q27. Other**

<u>Q27. Other</u>	<u>Number</u>	<u>Percent</u>
Hispanic	19	70.4 %
Latino	3	11.1 %
Mexican	2	7.4 %
Cuban	1	3.7 %
Puerto Rican	1	3.7 %
Indian	1	3.7 %
Total	27	100.0 %

**Q28. What is the primary language spoken in your home?**

<u>Q28. Primary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	434	88.6 %
Spanish	6	1.2 %
Polish	14	2.9 %
Russian	2	0.4 %
Gujarati/Hindi	11	2.2 %
Other	23	4.7 %
Total	490	100.0 %

**Q28. Other**

<u>Q28. Other</u>	<u>Number</u>	<u>Percent</u>
Korean	7	30.4 %
Japanese	3	13.0 %
Turkish	2	8.7 %
Telugu	2	8.7 %
Greek	2	8.7 %
Tagalog	1	4.3 %
Urdu	1	4.3 %
Bosnian	1	4.3 %
Bulgarian	1	4.3 %
Romanian	1	4.3 %
Filipino	1	4.3 %
Ukranian	1	4.3 %
Total	23	100.0 %

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

<u>Q29. Secondary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	93	19.0 %
Spanish	41	8.4 %
Polish	14	2.9 %
Russian	1	0.2 %
Gujarati/Hindi	6	1.2 %
Other	53	10.8 %
Not provided	282	57.6 %
Total	490	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. What is the secondary language spoken in your home? (without "not provided")**

<u>Q29. Secondary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	93	44.7 %
Spanish	41	19.7 %
Polish	14	6.7 %
Russian	1	0.5 %
Gujarati/Hindi	6	2.9 %
Other	53	25.5 %
Total	208	100.0 %

**Q29. Other**

<u>Q29. Other</u>	<u>Number</u>	<u>Percent</u>
German	6	11.1 %
Korean	6	11.1 %
Italian	4	7.4 %
Chinese	4	7.4 %
Malayalam	4	7.4 %
Tagalog	4	7.4 %
Urdu	3	5.6 %
Filipino	3	5.6 %
Romanian	2	3.7 %
Japanese	2	3.7 %
Greek	2	3.7 %
Bulgarian	2	3.7 %
Serbian	1	1.9 %
Hindi	1	1.9 %
Bengali/Hindi	1	1.9 %
Hindi, Gujarati	1	1.9 %
Telugu	1	1.9 %
Patois (Jamaican)	1	1.9 %
Ukranian	1	1.9 %
Armenian	1	1.9 %
French	1	1.9 %
Visayan	1	1.9 %
Dutch	1	1.9 %
Tamil	1	1.9 %
Total	54	100.0 %

**Q30. Please indicate your level of education.**

<u>Q30. Your level of education</u>	<u>Number</u>	<u>Percent</u>
High school, no degree	17	3.5 %
High school graduate or GED	30	6.1 %
Some college	84	17.1 %
Associate's degree	38	7.8 %
Bachelor's degree	157	32.0 %
Master's degree	129	26.3 %
Professional Degree (JD, MD, DDC, etc.)	20	4.1 %
Doctorate Degree (PhD, EdD, etc.)	10	2.0 %
Not provided	5	1.0 %
Total	490	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. Please indicate your level of education. (without "not provided")**

Q30. Your level of education	Number	Percent
High school, no degree	17	3.5 %
High school graduate or GED	30	6.2 %
Some college	84	17.3 %
Associate's degree	38	7.8 %
Bachelor's degree	157	32.4 %
Master's degree	129	26.6 %
Professional Degree (JD, MD, DDC, etc.)	20	4.1 %
Doctorate Degree (PhD, EdD, etc.)	10	2.1 %
Total	485	100.0 %

**Q31. Which of the following best describes your household income?**

Q31. Your household income	Number	Percent
Less than \$20K	11	2.2 %
\$20K to \$39,999	31	6.3 %
\$40K to \$59,999	62	12.7 %
\$60K to \$79,999	70	14.3 %
\$80K to \$149,999	157	32.0 %
\$150K+	98	20.0 %
Not provided	61	12.4 %
Total	490	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. Which of the following best describes your household income? (without "not provided")**

Q31. Your household income	Number	Percent
Less than \$20K	11	2.6 %
\$20K to \$39,999	31	7.2 %
\$40K to \$59,999	62	14.5 %
\$60K to \$79,999	70	16.3 %
\$80K to \$149,999	157	36.6 %
\$150K+	98	22.8 %
Total	429	100.0 %



**Q32. Which of the following best describes where you reside?**

Q32. Where do you reside	Number	Percent
Own	397	81.0 %
Rent	77	15.7 %
Live with another household	7	1.4 %
Not provided	9	1.8 %
Total	490	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q32. Which of the following best describes where you reside? (without "not provided")**

Q32. Where do you reside	Number	Percent
Own	397	82.5 %
Rent	77	16.0 %
Live with another household	7	1.5 %
Total	481	100.0 %

**Q33. Your gender:**

Q33. Your gender	Number	Percent
Male	244	49.8 %
Female	242	49.4 %
Not provided	4	0.8 %
Total	490	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q33. Your gender: (without "not provided")**

Q33. Your gender	Number	Percent
Male	244	50.2 %
Female	242	49.8 %
Total	486	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

September 2016

RE: Village of Mount Prospect Community Survey

Dear Stakeholder:

During the past two years, the Village has made progress towards implementation of a Strategic Plan for our organization and community. 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 asking our customers to weigh in on our services and performance.

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 2016 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.mountprospect2016survey.org](http://www.mountprospect2016survey.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 the Community Survey 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.

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



# 2016 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.mountprospect2016survey.org](http://www.mountprospect2016survey.org). If you have questions, please call Marianthi Thanopoulos at (847) 818-5308. 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:**

Please rate the following:		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 the numbers below using the numbers from the list in Question 1 above.]**

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ ..... 3<sup>rd</sup>: \_\_\_\_\_

**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, Centennial)	5	4	3	2	1	9
20.	Citizen engagement through Village Boards and Commissions	5	4	3	2	1	9
21.	Other: _____	5	4	3	2	1	9

**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:

<i>How satisfied are you with:</i>		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 the numbers below using the numbers from the list in Question 4 above.]**

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_ 4<sup>th</sup>: \_\_\_\_\_

**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 the Village:

<i>How satisfied are you with:</i>		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	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:

<i>How satisfied are you with:</i>		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

If you have requested a building permit during the past 3 years, please answer questions 5-7 below:

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 the numbers below using the numbers from the list in Question 7 above.]**

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

**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:

Feeling of Safety	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 the Village's parks, trails, and recreational areas	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 (speeding)	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. Public safety 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	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

**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 the numbers below using the numbers from the list in Question 10 above.]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_ 4<sup>th</sup>: \_\_\_\_\_

**12. 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
1. Accessibility of Village services	5	4	3	2	1	9
2. Food pantry	5	4	3	2	1	9
3. Medical Lending Closet	5	4	3	2	1	9
4. Overall quality of nursing services	5	4	3	2	1	9
5. Overall quality of social services	5	4	3	2	1	9
6. Overall quality of senior services	5	4	3	2	1	9

**13. Which TWO of the services listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?** [Write in the numbers below using the numbers from the list in Question 12 above.]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

**14. 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:

<i>How satisfied are you with:</i>		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 (Shop, Dine, Enjoy) 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 MPTV 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

**15. Which of the following are your primary sources of information about Village issues, services, and events? (Check all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> (01) Village website | <input type="checkbox"/> (08) Tumblr                            |
| <input type="checkbox"/> (02) Local newspaper | <input type="checkbox"/> (09) YouTube                           |
| <input type="checkbox"/> (03) Facebook        | <input type="checkbox"/> (10) Word of mouth (friends/neighbors) |
| <input type="checkbox"/> (04) Twitter         | <input type="checkbox"/> (11) City e-mails/press releases       |
| <input type="checkbox"/> (05) Next Door       | <input type="checkbox"/> (12) Public meetings                   |
| <input type="checkbox"/> (06) Snapchat        | <input type="checkbox"/> (13) Village Newsletter                |
| <input type="checkbox"/> (07) Instagram       | <input type="checkbox"/> (14) Other: _____                      |

**16. Which THREE of the methods listed above in Question 15 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 15.]**

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

**17. 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 Q17-1.]  (2) No [Go to Q18.]

**17-1. [If YES to Q17.] Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the Village employees you have contacted regarding the following:**

<i>How would you rate the following:</i>		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

**18. 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 Q18-1 to Q18-3]      \_\_\_(2) No [Go to Q19.]

**18-1.** [If YES to Q18.] Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the Village employees you have contacted regarding the following:

<i>How would you rate the following:</i>		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

**18-2.** [If YES to Q18.] How did you contact the Village?

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

**18-3.** [If YES to Q18.] If you left a voicemail message, did you get a call back?

- \_\_\_(1) Yes
- \_\_\_(2) No

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

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

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

**20. 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:

<i>How satisfied are you with:</i>		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 parking garage	5	4	3	2	1	9
03.	Types of retail and entertainment establishments available	5	4	3	2	1	9
04.	Hours businesses are open	5	4	3	2	1	9
05.	Availability and convenience of parking	5	4	3	2	1	9
06.	Adequacy of green space	5	4	3	2	1	9
07.	Overall walkability	5	4	3	2	1	9
08.	Variety of restaurants	5	4	3	2	1	9
09.	Availability and adequacy of bicycle parking facilities	5	4	3	2	1	9
10.	Adequacy of the Metra train station	5	4	3	2	1	9
11.	Other: _____	5	4	3	2	1	9



**21. 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:

<i>How would you rate the following:</i>		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 video gaming	5	4	3	2	1	9
19.	Other: _____	5	4	3	2	1	9

**22. 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 the numbers below using the numbers from the list in Question 21 above.]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_ 4<sup>th</sup>: \_\_\_\_\_ 5<sup>th</sup>: \_\_\_\_\_

**DEMOGRAPHICS**

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

**24. What is your age? \_\_\_\_\_ years**

**25. 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 \_\_\_\_\_

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

\_\_\_\_\_ (1) Yes \_\_\_\_\_ (2) No

**27. Which of the following best describes your race/ethnicity?** (Check all that apply.)

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

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

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

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

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

**30. Please indicate your level of education.** (Please check the highest level of education you have obtained.)

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

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

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

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

- (1) Own
- (2) Rent
- (3) Live with another household

**33. Your gender:**  (1) Male  (2) Female

**Please list the top 3 things you would like to suggest to the Village for future consideration.**

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_

**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.