



The Village of
Glenview

2006 Village of Glenview
Community Satisfaction Survey



Prepared by
Public Opinion Laboratory
of
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2006 Village of Glenview Community Satisfaction Survey

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2006 VILLAGE OF GLENVIEW COMMUNITY SATISFACTION SURVEY

I. Introduction

The Village of Glenview, Illinois, is a community of approximately 45,000 residents located in Chicago's northern suburbs. The Public Opinion Laboratory of Northern Illinois University was commissioned by the Village to conduct and report on a telephone survey of its residents to measure satisfaction and expectations regarding Village programs and services. The Village conducted a similar survey a year ago in the Spring of 2005.

The specific population of interest was defined as noninstitutionalized, English-speaking adult residents (age 18 and over) living in a household with a "landline" telephone within Glenview's municipal limits. Most recent census figures estimate this population to be about 33,000 adults living in 15,500 households. A sample of 450 respondents was targeted in order to provide at least 95% confidence that actual Village population status will be within 4.4 percent of survey results. This is the level of precision for most community surveys. Random digit dial (RDD) methodology, enhanced with listed numbers, was employed within Glenview geography, insuring that every household with a landline telephone in the Village has a non-zero probability of being called. Household telephone numbers were drawn and dialed randomly from this sample frame during a three-week field period from May 4 through May 25, 2006.

In all, 8768 calls were made to 2150 telephone numbers, and 452 interviews were completed. Eliminating non-working numbers, non-residences, numbers with no eligible respondents available, and those out of geography, the response rate was 50 percent. Median completed interview length was 12 minutes. Compared to census figures, all segments of the population were adequately represented except young adults who were underrepresented. This demographic relies more exclusively on cell phone use for personal communication.

II. Executive Summary

A community telephone survey of 452 adult residents of Glenview, Illinois, was conducted in the Spring of 2006; a similar survey was conducted in 2005. Stated objectives were to measure the level of satisfaction regarding Village services and programs, as well as to begin measuring any changes and trends in satisfaction with services over time. For this reason, much of the 2005 survey instrument was retained. A response rate of approximately 50 percent was attained.

Results indicated that all segments of the community believe that Glenview is a good place to live, with two-thirds rating it “very good.” Residents placed a high value on the importance of public safety, and believe this goal is being achieved, with nearly all residents feeling “safe” or “very safe” in their neighborhoods. Residents reported the number-one threat to safety in Glenview is traffic congestion.

Many residents stay in frequent contact with Village departments, and while interactions tend to be rated favorably, there is considerable room for improvement. Experience with some departments (e.g., Public Works) did show improvement from 2005. Nevertheless, only three departments were rated “very good” by more than half of their most recently contacted residents.

Concerning sources of Village information, almost all residents are aware of the *Glenview Report* newsletter and most are satisfied with its content. Glenview’s website is growing rapidly in popularity, especially among families with children. Several residents indicated greater use could be made of cable channel 17 as an outlet for information.

Overall, 85 percent of residents believe Glenview is doing a “good” or “very good” job of providing municipal services. Families with children were more critical. A common theme for improvement was simply listening better and being forthright.

III. Key Findings

- Glenview as a place to live...
 - > Two out of three residents rated Glenview as a “very good” place to live.
 - > As was the case in 2005, only one in 20 rated Glenview less than a “good” place to live.
 - > Families with children under 18 were somewhat more critical of Glenview as a place to live than families without children at home.

- Village services...
 - > Residents considered emergency fire and medical services most important of all Village services; water quality was high on the list as well.
 - > Most regulatory functions were found at the bottom of the list, and the building permit process was considered least important of all.
 - > Services rated most important a year ago were rated every bit as important or more so this year; those rated least important in 2005 were rated even lower this year.

- Contact with the Village...
 - > One in ten residents had contact with the Village within the past week, and one in six within the past month.
 - > Public Works, Building/Zoning, and the Police Departments accounted for nearly half of citizens’ most recent contacts.
 - > Variation was found among Village departments with regard to last impression made (i.e., quality of the interface, not necessarily satisfaction with resolution of the issue): best - fire department and commuter parking; worst - health inspections, code enforcement, and community planning.
 - > Almost half of all households had contact with Glenview Police during the past year, and contrary to many communities, the lower the level of household income, the *more* positive the contact was rated.
 - > Mean ratings of resident experience with Public Works and Finance improved this past year from 2005 ratings.

- Safety concerns...
 - > By a wide margin, more people considered traffic congestion the most serious safety concern Glenview faces, as was the case a year ago.
 - > Very few residents reported not feeling safe in their neighborhood; six percent more respondents than a year ago reported feeling “very safe.”
 - > Attendance at fire/police safety awareness programs grew about 8 percent this past year.

- Sources of Village information...
 - > Nearly nine out of ten residents felt they receive adequate information from the Village of Glenview.
 - > The Village website was visited by about 10 percent more families than a year ago, especially families with children.
 - > Board of Trustee meetings on cable TV were viewed primarily by long-term residents. Yet many others (17.5%) indicate a preference for receiving Village information on local channel 17, especially residents south of East Lake Street.

- Overall evaluation of Glenview’s job of providing services...
 - > Two out of three respondents felt confident a Village official would take action if called about a neighborhood problem or complaint, down a bit from last year.
 - > Greater confidence in taking action was expressed by families without children or with no more than two adults in the household.
 - > Almost four out of ten respondents rated the Village of Glenview’s overall job of providing services as “very good.”
 - > Again, families with children were considerably more critical.
 - > Of those rating overall provision of services “poor” or “very poor,” a common admonition was listening to residents and being honest with them.

IV. Respondent Profile

Explanation of Terms Used in Presenting Data

Cases are referred to as either “valid” or “missing.” All respondents selecting a defined response category or range are “valid” cases as opposed to “missing” cases. “Missing” cases are either user defined or “system” defined. For this data set, there are two consistent user-defined missing case designators - “Don’t Know/Not Sure,” assigned when respondent is unable to select among valid response categories, and “Declined to Respond,” for use when respondent chooses not to provide a valid response. Missing cases designated “system” occur when respondents were never presented with the opportunity to respond because the item does not apply. Here is an example. Respondents were asked, “Do you have access to a computer?” Only those responding “yes” are asked the follow-up question, “What type of internet connection do you have?” All others are considered system-defined missing cases.

Summary tables for categorical items include a raw “frequency” count, and a “percent” of all cases equivalent. Two other columns display the “valid” percent and “cumulative” percent. “Valid percent” is simply the percent of all “valid” cases as defined above. “Valid percent” typically is the most useful comparative statistic. “Cumulative percent” is the sum of the valid percent for that category and those listed above it. “Cumulative percent” has meaning only to the extent item categories have an ordinal relationship, such as levels of income.

Finally, some tables comparing subgroups refer to differences having statistical significance. The conventional $p < .05$ level is used throughout this report as the threshold of “significance.” This means that a difference between or among subgroups as large as observed has less than a 5 percent chance of random occurrence, and thus can be attributed to the subgrouping variable. Tests of significance take into consideration not only the absolute size of subgroup differences, but also the number and distribution of cases in the subgroups.

IV. Respondent Profile

Gender of Respondent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	200	44.2	44.2	44.2
	Female	252	55.8	55.8	100.0
	Total	452	100.0	100.0	

Age of Respondent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-34	28	6.2	6.4	6.4
	35-44	79	17.5	18.1	24.5
	45-54	121	26.8	27.7	52.2
	55+	209	46.2	47.8	100.0
	Total	437	96.7	100.0	
Missing	Declined to Respond	15	3.3		
Total		452	100.0		

Marital status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	336	74.3	75.5	75.5
	Widowed	43	9.5	9.7	85.2
	Divorced	34	7.5	7.6	92.8
	Separated	2	.4	.4	93.3
	Never Married	29	6.4	6.5	99.8
	Cohabiting Unmarried Couple	1	.2	.2	100.0
	Total	445	98.5	100.0	
Missing	Declined to Respond	7	1.5		
Total		452	100.0		

Number of adults in household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	69	15.3	15.5	15.5
	2	270	59.7	60.5	76.0
	3	62	13.7	13.9	89.9
	4	33	7.3	7.4	97.3
	5	10	2.2	2.2	99.6
	6	2	.4	.4	100.0
	Total	446	98.7	100.0	
Missing	Declined to Respond	6	1.3		
Total		452	100.0		

Number of children (under 18) in household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	274	60.6	61.3	61.3
	1	59	13.1	13.2	74.5
	2	78	17.3	17.4	91.9
	3	27	6.0	6.0	98.0
	4	6	1.3	1.3	99.3
	5	2	.4	.4	99.8
	7	1	.2	.2	100.0
	Total	447	98.9	100.0	
Missing	Declined to Respond	5	1.1		
Total		452	100.0		

Years living in Glenview

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 years or less	84	18.6	18.6	18.6
	6 to 10 years	82	18.1	18.2	36.8
	11 to 20 years	108	23.9	23.9	60.8
	More than 20 years	177	39.2	39.2	100.0
	Total	451	99.8	100.0	
Missing	Declined to Respond	1	.2		
Total		452	100.0		

Do you own or rent your current home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Own or in process of buying	419	92.7	93.3	93.3
	Renting	26	5.8	5.8	99.1
	Other	4	.9	.9	100.0
	Total	449	99.3	100.0	
Missing	Declined to Respond	3	.7		
Total		452	100.0		

Do you live north or south of East Lake Street?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	North	187	41.4	42.2	42.2
	South	256	56.6	57.8	100.0
	Total	443	98.0	100.0	
Missing	Don't Know/Not Sure	6	1.3		
	Declined to Respond	3	.7		
	Total	9	2.0		
Total		452	100.0		

2005 Household income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Over \$250,000	45	10.0	14.3	14.3
	\$100,000 to \$250,000	128	28.3	40.8	55.1
	\$80,000 to \$100,000	51	11.3	16.2	71.3
	\$56,000 to \$80,000	29	6.4	9.2	80.6
	\$49,000 to \$56,000	18	4.0	5.7	86.3
	\$42,000 to \$49,000	13	2.9	4.1	90.4
	\$35,000 to \$42,000	7	1.5	2.2	92.7
	\$28,000 to \$35,000	10	2.2	3.2	95.9
	\$21,000 to \$28,000	5	1.1	1.6	97.5
	\$14,000 to \$21,000	7	1.5	2.2	99.7
	Under \$14,000	1	.2	.3	100.0
	Total	314	69.5	100.0	
Missing	Declined to Respond	133	29.4		
	Don't Know/Not Sure	5	1.1		
	Total	138	30.5		
Total		452	100.0		

Do you have regular access to a computer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	418	92.5	92.5	92.5
	No	34	7.5	7.5	100.0
	Total	452	100.0	100.0	

What type of internet connection do you have at home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dial-up service	85	18.8	22.0	22.0
	DSL	146	32.3	37.7	59.7
	Cable	154	34.1	39.8	99.5
	Other	2	.4	.5	100.0
	Total	387	85.6	100.0	
Missing	Don't Know/Not sure	17	3.8		
	Declined to Respond	3	.7		
	System	45	10.0		
	Total	65	14.4		
Total		452	100.0		

What is the highest level of formal education you have completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Grad-level study beyond bachelor's degree	165	36.5	36.8	36.8
	Four-year college graduate (bachelor's degree)	161	35.6	35.9	72.8
	Four-year college program - did not graduate	57	12.6	12.7	85.5
	Two-year college, trade/voc certificate	30	6.6	6.7	92.2
	High school diploma/GED	32	7.1	7.1	99.3
	Less than high school diploma	3	.7	.7	100.0
	Total	448	99.1	100.0	
Missing	Declined to Respond	3	.7		
	Don't Know/Not Sure	1	.2		
	Total	4	.9		
Total		452	100.0		

V. Detailed Findings

Explanation of Subgroup Analyses: Household vs. Respondent-Specific Factors

For questions asked of the entire sample, subgroup breakdowns are routinely presented in this section and compared for the following demographics which are characteristic of the *household* as the unit of analysis:

- presence of children (under age 18) in the household;
- years lived in Glenview;
- homeownership status;
- north or south of East Lake Street;
- household income.

In addition, where significant, results for households with more than two adults are presented and compared to 1-and-2 adult households.

Additional subgroup comparisons were analyzed, but not routinely presented, for the following demographics, more characteristic of the *respondent* than the household:

- respondent age;
- respondent gender;
- respondent level of education;
- respondent marital status.

Note that no statistically significant differences were found for any of these respondent-specific factors.

Glenview as a Place to Live

Overall, how do you rate the Village of Glenview as a place to live?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	311	68.8	68.8	68.8
	Good	120	26.5	26.5	95.4
	Fair	15	3.3	3.3	98.7
	Poor	4	.9	.9	99.6
	Very Poor	2	.4	.4	100.0
	Total	452	100.0	100.0	

Household Subgroup	Mean (5=VG)	Very Good%	Good%	Fair%	Poor or Very Poor%
Children ^a : No	4.67	71.9%	24.1%	3.6%	0.4%
Yes	4.55	64.2	30.1	2.9	2.9

Yrs in Glenview:					
5 or less	4.67	71.4	25.0	2.4	1.2
6 to 10	4.59	62.2	35.4	1.2	1.2
11 to 20	4.67	72.2	23.1	3.7	0.9
Over 20	4.59	68.4	25.4	4.5	1.7

Homeowner?:Own	4.62	68.7	26.7	3.1	1.5
Rent	4.58	65.4	26.9	7.7	0.0

North of E. Lake:	4.65	70.1	26.7	2.1	1.0
South of E. Lake:	4.59	67.2	27.0	4.3	1.2

Household Income:					
Under \$56,000	4.69	73.8	21.3	4.9	0.0
\$56,000 - \$100,000	4.53	60.0	35.0	2.5	2.5
Over \$100,000	4.65	72.3	22.0	4.6	1.2

TOTAL SAMPLE:					
2006	4.62	68.8	26.5	3.3	1.3
2005 (different scale)		-----94%-----		4	2

^a Significant subgroup differences (p<.05)

Importance of Village Programs and Services

Using 9-point scale where 9 means very important down to 1 meaning not at all important, how would you rate...?

(Note: Programs and services were presented to respondents in random order, but are listed here in descending order of mean importance.)

Importance of Program/Service	2006			2005
	N	% '9'	Mean	Mean
Emergency fire services	451	83.8	8.73	8.69
Emergency medical ambulance services	450	81.2	8.68	8.70
Water quality	448	74.1	8.51	8.49
Police Services	450	70.4	8.45	8.48
Traffic safety	451	54.4	8.05	8.05
Snow removal	447	51.8	7.94	7.99
Storm water drainage/ flood control	446	51.3	7.79	7.85
Street maintenance	450	41.6	7.74	7.69
Public health inspections	425	30.1	7.00	7.38
Village communication with residents	450	28.1	6.99	7.41
Sidewalk maintenance	447	26.1	6.79	7.01
Parkway tree maintenance	451	19.5	6.67	6.97
Senior citizen services	439	25.9	6.65	7.03
Community relations	446	19.2	6.62	6.87
Water billing services	436	21.0	6.26	6.64
Building inspections	433	19.5	6.24	6.80
Building permit process	428	17.5	5.87	6.35

Last Contact with the Village

When was the last time you had contact with the Village?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Past Week	46	10.2	10.4	10.4
	One week to one month ago	73	16.2	16.6	27.0
	One month to six months ago	107	23.7	24.3	51.2
	Six months to one year ago	83	18.4	18.8	70.1
	More than one year ago	99	21.9	22.4	92.5
	Never	33	7.3	7.5	100.0
	Total	441	97.6	100.0	
Missing	Don'y Know/Not Sure	10	2.2		
	Declined to Comment	1	.2		
	Total	11	2.4		
Total		452	100.0		

With which department did you have your most recent contact?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Public Works	87	19.2	21.8	21.8
	Police	68	15.0	17.0	38.8
	Village Manager's Office	36	8.0	9.0	47.9
	Fire Department	20	4.4	5.0	52.9
	Water Billing	40	8.8	10.0	62.9
	Commuter Parking	7	1.5	1.8	64.7
	Switchboard	1	.2	.3	64.9
	Building & Zoning	63	13.9	15.8	80.7
	Code Enforcement	12	2.7	3.0	83.7
	Health Inspections	4	.9	1.0	84.7
	Community Planning	18	4.0	4.5	89.2
	Other	43	9.5	10.8	100.0
	Total	399	88.3	100.0	
Missing	Don't Know/Not Sure	9	2.0		
	System	44	9.7		
	Total	53	11.7		
Total		452	100.0		

Last Contact with the Village
(continued)

How would you rate your last contact with the Village?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	178	39.4	44.2	44.2
	Good	142	31.4	35.2	79.4
	Fair	50	11.1	12.4	91.8
	Poor	17	3.8	4.2	96.0
	Very Poor	16	3.5	4.0	100.0
	Total	403	89.2	100.0	
Missing	Don't Know/Not Sure	2	.4		
	System	47	10.4		
	Total	49	10.8		
Total		452	100.0		

Household Subgroup	Mean (5=VG)	Very Good%	Good%	Fair%	Poor or Very Poor%
Children: No	4.15%	46.0%	35.9%	10.1%	8.0%
Yes	4.07	42.0	34.6	14.8	8.7

Yrs in Glenview:					
5 or less	4.31	52.9	32.9	10.0	4.3
6 to 10	3.88	32.0	40.0	17.3	10.6
11 to 20	4.15	48.9	27.7	14.9	8.5
Over 20	4.12	43.6	38.7	9.2	8.6

Homeowner?: Own	4.09	43.4	35.3	12.6	8.7
Rent	4.61	66.7	27.8	5.6	0.0

North of E. Lake:	4.14	46.6	32.9	11.8	8.7
South of E. Lake:	4.10	42.3	37.2	12.8	7.6

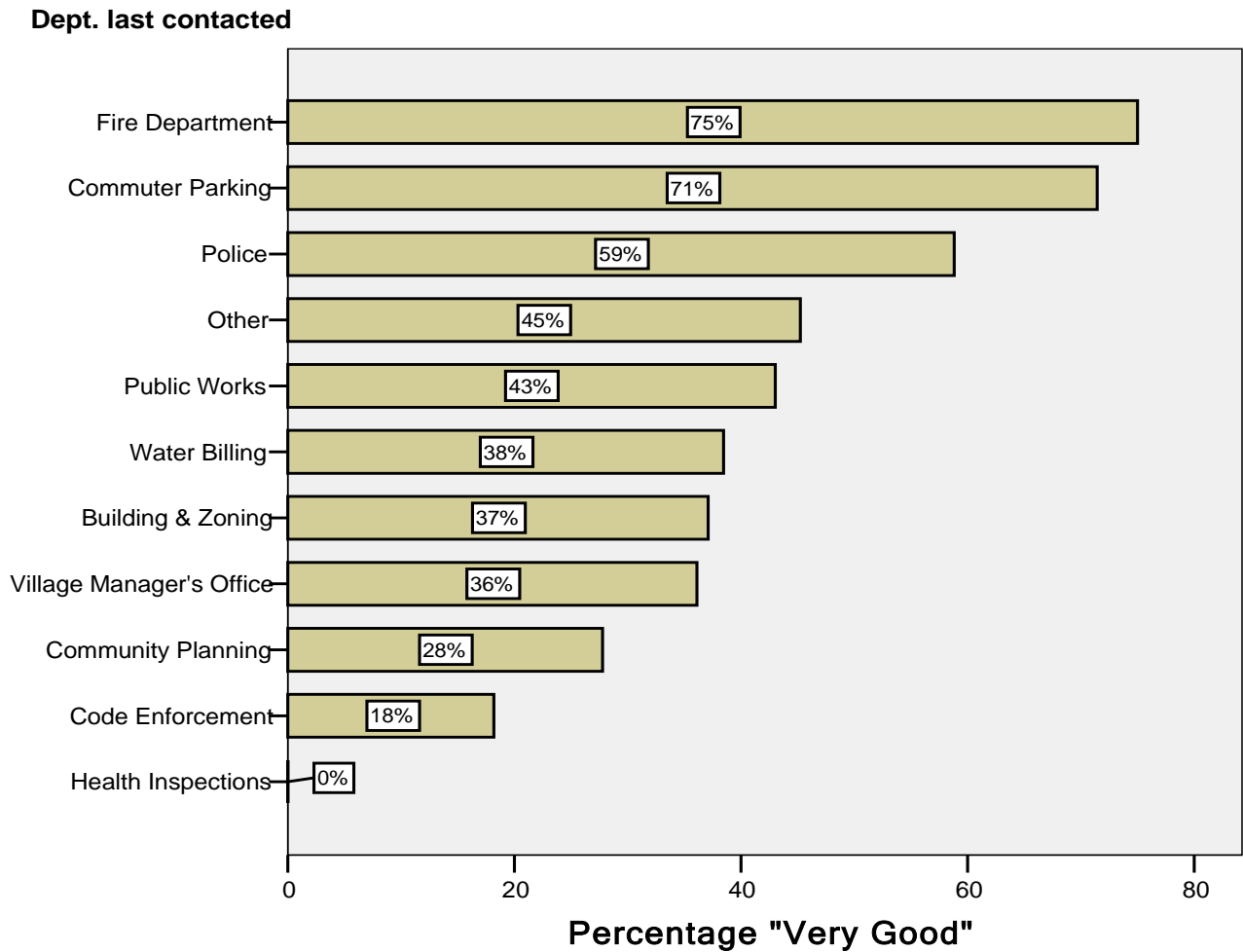
Household Income:					
Under \$56,000	4.20	45.5	36.4	10.9	7.3
\$56,000 - \$100,000	4.13	48.6	29.2	13.9	8.4
Over \$100,000	4.07	42.8	34.0	15.1	8.2

TOTAL SAMPLE:					
2006	4.11	44.2	35.2	12.4	8.2
2005 (different scale)		-----78%-----		12	6

Significant subgroup differences (p<.05): None.

Last Contact with the Village
(continued)

How would you rate your last contact with the Village?



Note: Ratings reflect quality of the interface, not necessarily satisfaction with resolution of the issue.

Police Department

Have you had any contact with the police department within the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	185	40.9	41.0	41.0
	No	266	58.8	59.0	100.0
	Total	451	99.8	100.0	
Missing	Don't Know/Not Sure	1	.2		
Total		452	100.0		

Did the person provide you with sufficient information regarding your situation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	163	36.1	90.1	90.1
	No	18	4.0	9.9	100.0
	Total	181	40.0	100.0	
Missing	Don't Know/Not Sure	4	.9		
	System	267	59.1		
	Total	271	60.0		
Total		452	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	168	37.2	92.3	92.3
	No	14	3.1	7.7	100.0
	Total	182	40.3	100.0	
Missing	Don't Know/Not Sure	3	.7		
	System	267	59.1		
	Total	270	59.7		
Total		452	100.0		

Police Department
(continued)

Using 9-point scale where 9 means "Excellent, couldn't have been better" down to 1 meaning "Not so good," please rate your experience with the Police Department.

(Note: This question asked only to those who have had contact with the department within the past year.)

Household Subgroup	N	% '9'	Mean	Sig. (p<.05) Difference?
Children: No	92	64.1	7.87	
Yes	92	44.6	7.54	no

Years in Glenview: 5 or less	26	57.7	8.35	
6 to 10	35	45.7	7.69	
11 to 20	50	40.0	7.20	no
Over 20	74	67.6	7.85	

Homeownership: Own	175	54.3	7.67	
Rent	8	62.5	8.50	no

North of E. Lake St.	66	56.1	7.82	
South of E. Lake St.	114	51.8	7.60	no

Household income:				
Under \$56,000	18	66.7	8.61	
\$56,000 to \$100,000	36	69.4	7.97	yes
Over \$100,000	85	38.8	7.11	

TOTAL SAMPLE: 2006	185	54.6	7.71	
2005	129	54	7.90	no

Fire Department

Have you had any contact with the Fire Department within the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	81	17.9	18.0	18.0
	No	370	81.9	82.0	100.0
	Total	451	99.8	100.0	
Missing	Don't Know/Not Sure	1	.2		
Total		452	100.0		

Did the person provide you with sufficient information regarding your situation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	77	17.0	97.5	97.5
	No	2	.4	2.5	100.0
	Total	79	17.5	100.0	
Missing	Don't Know/Not Sure	2	.4		
	System	371	82.1		
	Total	373	82.5		
Total		452	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	80	17.7	98.8	98.8
	No	1	.2	1.2	100.0
	Total	81	17.9	100.0	
Missing	System	371	82.1		
Total		452	100.0		

Note: Size of subgroups having recent experience with Glenview departments other than Police are too small for separate meaningful analyses.

Public Works

Have you had any contact with the Public Works Department within the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	115	25.4	25.5	25.5
	No	336	74.3	74.5	100.0
	Total	451	99.8	100.0	
Missing	Don't Know/Not Sure	1	.2		
Total		452	100.0		

Did the person provide you with sufficient information regarding your situation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	94	20.8	82.5	82.5
	No	20	4.4	17.5	100.0
	Total	114	25.2	100.0	
Missing	Don't Know/Not Sure	1	.2		
	System	337	74.6		
	Total	338	74.8		
Total		452	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	99	21.9	87.6	87.6
	No	14	3.1	12.4	100.0
	Total	113	25.0	100.0	
Missing	Don't Know/Not Sure	2	.4		
	System	337	74.6		
	Total	339	75.0		
Total		452	100.0		

Development Department

Have you had any contact with the Development Department within the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	10.6	10.7	10.7
	No	400	88.5	89.3	100.0
	Total	448	99.1	100.0	
Missing	Don't Know/Not Sure	4	.9		
Total		452	100.0		

Did the person provide you with sufficient information regarding your situation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	38	8.4	80.9	80.9
	No	9	2.0	19.1	100.0
	Total	47	10.4	100.0	
Missing	Don't Know/Not Sure	1	.2		
	System	404	89.4		
	Total	405	89.6		
Total		452	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	9.3	89.4	89.4
	No	5	1.1	10.6	100.0
	Total	47	10.4	100.0	
Missing	Don't Know/Not Sure	1	.2		
	System	404	89.4		
	Total	405	89.6		
Total		452	100.0		

Finance Department

Have you had any contact with the Finance Department within the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	3.1	3.1	3.1
	No	436	96.5	96.9	100.0
	Total	450	99.6	100.0	
Missing	Don't Know/Not Sure	2	.4		
Total		452	100.0		

Did the person provide you with sufficient information regarding your situation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	2.7	85.7	85.7
	No	2	.4	14.3	100.0
	Total	14	3.1	100.0	
Missing	System	438	96.9		
Total		452	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	3.1	100.0	100.0
Missing	System	438	96.9		
Total		452	100.0		

Village Manager's Office

Have you had any contact with the Village Manager's Office within the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	41	9.1	9.1	9.1
	No	408	90.3	90.9	100.0
	Total	449	99.3	100.0	
Missing	Don't Know/Not Sure	3	.7		
Total		452	100.0		

Did the person provide you with sufficient information regarding your situation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	28	6.2	68.3	68.3
	No	13	2.9	31.7	100.0
	Total	41	9.1	100.0	
Missing	System	411	90.9		
Total		452	100.0		

Note: In the case of the Village Manager's Office, "sufficient information" by nature often is incomplete because it is only a first stop – or referral – for the caller to the appropriate Village department. As a consequence, compared to other departments, a lower percentage of affirmative responses (68.3%) can be expected.

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	33	7.3	82.5	82.5
	No	7	1.5	17.5	100.0
	Total	40	8.8	100.0	
Missing	Don't Know/Not Sure	1	.2		
	System	411	90.9		
	Total	412	91.2		
Total		452	100.0		

Ratings of Experience With Village Departments

Using a 9-point scale where 9 means "Excellent, couldn't have been better," down to 1 meaning, "Not so good," please rate your experience with . . .

Department	2006		2005	
	N	Mean	N	Mean
Fire	81	8.64	56	8.67
Police	185	7.71	129	7.90
Finance	14	7.50	62	7.17
Public Works	115	6.93	92	6.66
Development	47	6.40	71	6.83
Village Manager	41	6.12	30	6.55

Note: Departments are listed in descending order of 2006 ratings.

Safety Concerns

Note: For the first safety question, interviewers were instructed to record open-ended responses into the pre-established categories listed below, and not to read the list unless the first response was “Don’t Know/Not Sure.” Even after the list was read in those instances, 31 still indicated “Don’t Know” or “Not Sure, as shown below.”

What is the most serious safety concern Glenview faces?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Traffic congestion	208	46.0	49.6	49.6
	Traffic offenders/speeding	44	9.7	10.5	60.1
	Crime (in General)	22	4.9	5.3	65.4
	Unsupervised teens/gangs	21	4.6	5.0	70.4
	Burglaries	11	2.4	2.6	73.0
	Insufficient police presence	9	2.0	2.1	75.2
	Drugs	10	2.2	2.4	77.6
	Poor road conditions	11	2.4	2.6	80.2
	Population/Growth	24	5.3	5.7	85.9
	Railroad crossings	19	4.2	4.5	90.5
	Vandalism	8	1.8	1.9	92.4
	Other	32	7.1	7.6	100.0
Total		419	92.7	100.0	
Missing	Don't Know/Not Sure	31	6.9		
	Declined to Respond	2	.4		
	Total	33	7.3		
Total		452	100.0		

Among those indicating “other,” no one response category predominated. “Other” responses included...

- air traffic
- bird flu
- mercury in the water
- atomic bomb
- terrorism
- tear-downs replace by large homes
- the bar on Glenview Road
- pedestrian safety, especially children.

Safety Concerns
(continued)

How safe do you feel in your neighborhood? Do you feel very safe, safe, not too safe, or not safe at all?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very safe	306	67.7	67.7	67.7
	Safe	137	30.3	30.3	98.0
	Not too safe	9	2.0	2.0	100.0
	Total	452	100.0	100.0	

Note: Not a single respondent indicated "not safe at all."

Household Subgroup	Percent Very Safe	Percent Safe
Children: No	71.2%	27.4%
Yes	62.4	34.7

Yrs in Glenview:		
5 or less	77.4	21.4
6 to 10	68.3	30.5
11 to 20	69.4	28.7
Over 20	61.6	35.6

Homeowner?:Own	68.0	29.8
Rent	69.2	30.8

North of E. Lake:	70.6	26.2
South of E. Lake:	65.6	33.2

Household Income:		
Under \$56,000	72.1	27.9
\$56,000 - \$100,000	71.3	28.8
Over \$100,000	71.7	27.2
Declined to Respond ^a	58.6	36.1

TOTAL SAMPLE:		
2006 ^b	67.7	30.3
2005	61	36

^aReported feelings of safety by this group of 133 who chose not to report household income was significantly lower (p<.05) than other categories.

^b p<.05 that sampling error exceeds 4.4%.

Public Safety Education Programs

Has anyone in your household attended the Fire Department or Police Department Education Programs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	102	22.6	22.7	22.7
	No	348	77.0	77.3	100.0
	Total	450	99.6	100.0	
Missing	Don't Know/Not Sure	2	.4		
Total		452	100.0		

Did you find the experience to be interesting and educational?

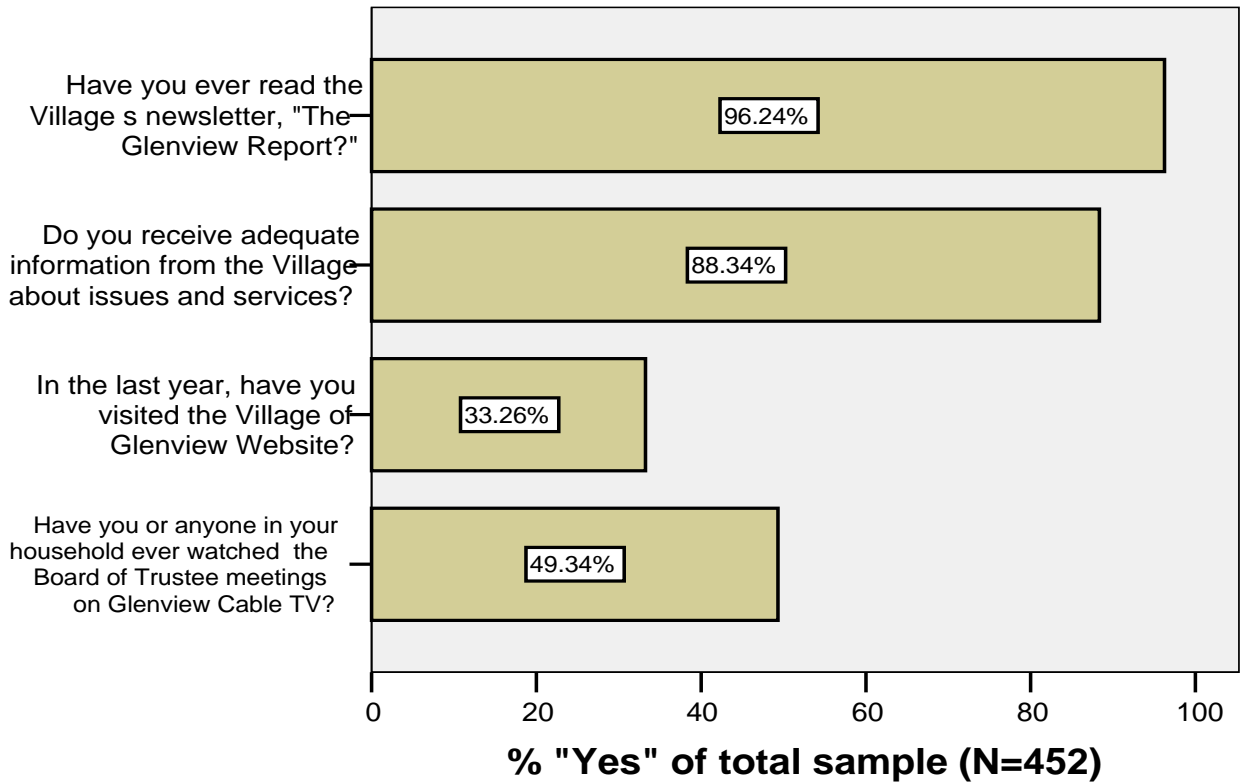
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	93	20.6	97.9	97.9
	No	2	.4	2.1	100.0
	Total	95	21.0	100.0	
Missing	Don't Know/Not Sure	7	1.5		
	System	350	77.4		
	Total	357	79.0		
Total		452	100.0		

Were the personnel conducting the program well informed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	91	20.1	98.9	98.9
	No	1	.2	1.1	100.0
	Total	92	20.4	100.0	
Missing	Don't Know/Not Sure	10	2.2		
	System	350	77.4		
	Total	360	79.6		
Total		452	100.0		

Note: With 15 percent reporting attendance at fire/police education programs in 2005, the increase to 22.6 percent indicates about 7 or 8 percent attended these sessions for the first time this past year.

Sources of Village Information



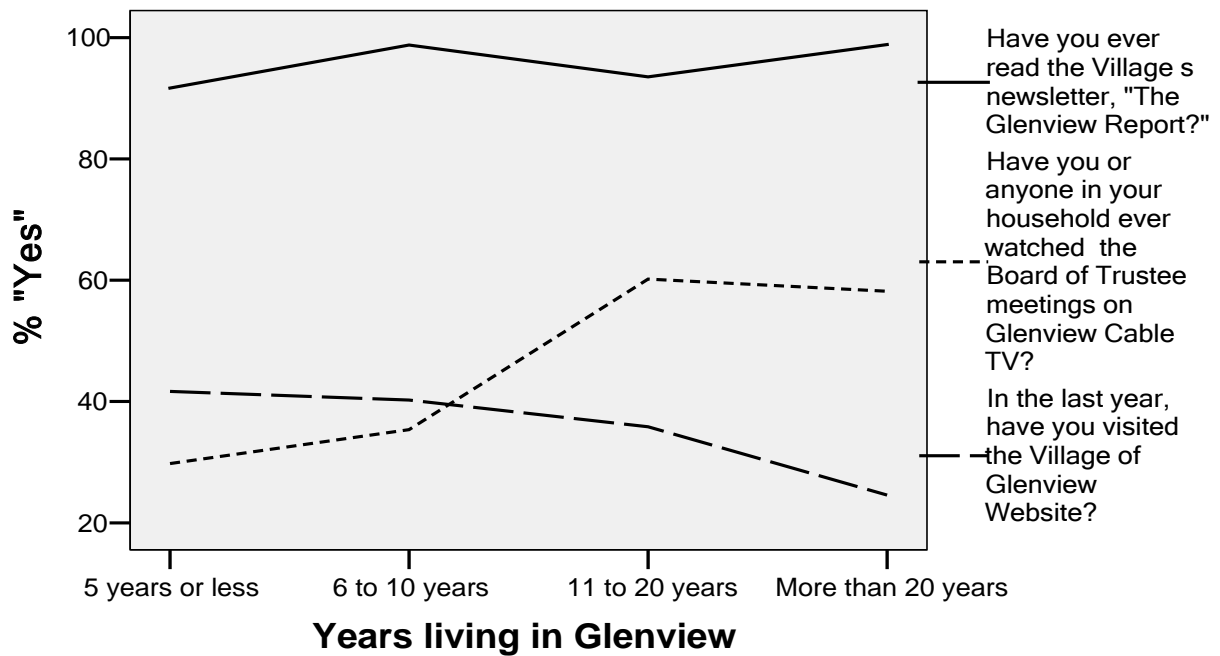
Household Subgroups

There were few differences among subgroups of Glenview respondents with regard to sources of Village information and its adequacy. Differences that did exist were age-related characteristics -- specifically, years lived in Glenview and presence of children in the household. Proportionately twice as many families with children (49.7%) reported visiting the Glenview website than families without children at home (23.2%).

In terms of resident seniority, substantial differences in choice of media were observed between short and long-term residents. Whereas the newsletter is a ubiquitous medium reaching all segments of the community, electronic media are not, as seen in the following graph.

Sources of Village Information
(Continued)

Sources of Village Information by Years Lived in Glenview



Board of Trustee meetings are viewed primarily by the more senior residents. However, messages conveyed on the Glenview website are more likely to be received by newer families to the community.

The on-line audience definitely is growing. In 2006, 33 percent of all respondents reported visiting the Glenview website, compared to 23 percent in 2005. That represents a 43 percent audience growth.

Awareness of these sources, of course, does not necessarily mean they are the current or preferred mode of receiving Village information. The following questions address these subjects more directly.

Current Sources and Preferences for Receiving Village Information

(1) How do you currently receive information about the Village of Glenview?

(2) How would you prefer that the Village of Glenview provide information to residents?

Note: Interviewers were instructed to record open-ended responses into the pre-established categories listed below, and not to read the list unless the first response was "Don't Know/Not Sure." Many respondents mentioned multiple sources.

Information Source	Percent Currently Receive		Percent Preferred Source	
	2006	2005	2006	2005
<i>Village Monthly</i> Newsletter	68.1%	78%	62.8%	68%
Local Glenview Newspapers	40.0	50	21.7	31
Word of Mouth	9.5	20	4.6	3
Glenview Cable Channel 17	7.5	12	17.5	10
Glenview Website	8.4	10	10.8	10
<i>Chicago</i> <i>Tribune</i>	0.4	7	1.5	4
Bulletin boards in grocery stores	1.1	5	2.0	5
<i>e-Glenview</i> (via e-mail)	3.8	5	8.6	9
Public Meetings	1.3	4	2.9	6
Mail	12.2	3	15.9	7

Current Sources and Preferences for Receiving Village Information

(continued)

In addition to the pre-established categories listed above, about 10 percent mentioned some other current source of receiving Village information. About the same number mentioned some other preference for having the Village provide information to residents.

One current source mentioned by several respondents was a private website called *The Glenview Watch*. The most frequent “other” preference stated was satisfaction with the way things are now. Also mentioned were the following preferences:

- a periodic “news program”
- handouts at the train station
- *The Glenview Watch*
- More news in the newsletter
- just honest answers to residents’ questions.

Reliable subgroup differences could be studied only for the most preferred sources, including the newsletter, local newspapers, cable channel 17, and the website. No significant preferential differences were found among subgroups endorsing *The Village Monthly* newsletter, although Glenview’s newest residents (i.e., 5 years or less) were slightly less likely to indicate this preference than longer-term residents. Interestingly, the only other subgroup differences found were those living south of East Lake Street were twice as likely as the north side to prefer receiving their information from local Glenview newspapers and cable TV.

Overall Evaluation of the Job of Providing Services by Village of Glenview Staff

If you were to call the Village of Glenview with a complaint or neighborhood problem, do you feel confident a that Village official would do something about it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	309	68.4	75.2	75.2
	No	102	22.6	24.8	100.0
	Total	411	90.9	100.0	
Missing	Don't Know/Not Sure	40	8.8		
	Declined to Respond	1	.2		
	Total	41	9.1		
Total		452	100.0		

Household Subgroup		Percent Responding "Yes"	Percent Responding "No"	Signif. (p<.05) Difference?
Children:	No	79.2%	20.8%	
	Yes	69.2	30.8	yes
Adults:	1 or 2	78.3	21.7	
	3 or more	66.0	34.0	yes
Yrs in Glenview:	5 or less	79.7	20.3	
	6 to 10	77.6	22.4	
	11 to 20	64.6	35.4	yes
	Over 20	78.7	21.3	
Homeowner?:	Own	74.3	25.7	
	Rent	84.6	15.4	no
North of E. Lake:		78.9	21.1	
South of E. Lake:		71.6	28.4	no
Household Income:	Under \$56,000	79.3	20.7	
	\$56,000 - \$100,000	79.5	20.5	no
	Over \$100,000	71.5	28.5	
TOTAL SAMPLE:				
	2006	75.2	24.8	no
	2005	72	28	

Overall Evaluation of the Job of Providing Services by Village of Glenview Staff
(continued)

Overall, how good a job do you feel the Village of Glenview is doing providing services to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	172	38.1	38.3	38.3
	Good	210	46.5	46.8	85.1
	Fair	51	11.3	11.4	96.4
	Poor	13	2.9	2.9	99.3
	Very Poor	3	.7	.7	100.0
	Total	449	99.3	100.0	
Missing	Don't Know/Not Sure	3	.7		
Total		452	100.0		

Household Subgroup		Mean (5=VG)	Very Good%	Good%	Fair%	Poor or Very Poor%
Children ^a :	No	4.28	45.2%	42.6%	8.1%	4.0%
	Yes	4.05	27.9	52.9	16.3	2.9
Adults ^a :	1 or 2	4.24	39.3	48.5	9.5	2.7
	3 or more	4.06	36.4	41.1	15.9	6.6
Yrs in Glenview:						
	5 or less	4.31	39.8	53.0	6.0	1.2
	6 to 10	4.15	31.7	52.4	14.6	1.2
	11 to 20	4.15	39.8	40.7	14.8	4.6
	Over 20	4.18	40.0	44.6	10.3	4.0
Homeowner?:						
	Own	4.18	37.5	47.1	11.5	3.8
	Rent	4.42	50.0	42.3	7.7	0.0
North of E. Lake ^a :						
		4.29	43.8	45.4	8.1	2.7
South of E. Lake ^a :						
		4.10	33.3	48.2	14.1	4.3
Household Income:						
	Under \$56,000	4.34	44.3	47.5	6.6	1.6
	\$56,000 - \$100,000	4.18	40.0	42.5	13.8	3.8
	Over \$100,000	4.15	37.2	46.5	11.0	5.3
TOTAL SAMPLE:						
	2006	4.19	38.3	46.8	11.4	3.6
	2005 (different scale)		-----91%-----		6	2

^a Significant subgroup differences (p<.05)

Overall Evaluation of the Job of Providing Services by Village of Glenview Staff
(continued)

An open-ended follow-up question was asked of the 19 (4.2%) respondents who did not rate the village of Glenview at least “fair” at providing services: *What can the Village do better?* Verbatim responses follow.

- I would like the village to be more responsive and more thoughtful about what needs to be addressed. Listen to what the residents want.
- I would like the Village to be honest.
- I think that goes along with giving us the proper information.
- Listen to the residents of Glenview a little more and don't do things without the approval of the residents of the town. We pay good taxes. They should be more concerned about the people and their problems and not always try to help outsiders.
- I would like Village to act more intelligently. If a person has a complaint, respond to the complaint. I had a specific complaint and felt like I was abused -- flood damage due to neglect of condo. I want someone to take responsibility.
- Their finance department can certainly be improved. We waste a lot of money on consulting fees. By the time they make up their mind on mutual trustee agreements we have wasted hundreds of thousands of dollars. We have consultants who tell us what to do.
- Fix the traffic. Stop spending all their money on their own buildings, ie, the ridiculous size of the fire and police department, as well as the waste in the park district which is also overbuilt, and then our fees went higher. They overuse consultants.
- Be responsive to flooding problems.
- Don't advertise that you should get someone to take you home if you're drunk, because if you get a ride, the night commander will stop cars and arrest kids who have had a drink who are passengers, even though they called a ride to get them home.

Overall Evaluation of the Job of Providing Services by Village of Glenview Staff

(continued)

What can the Village do better?

- I think what bothers me the most is that they put more commercial property in here when it was more residential. The gas station is an eyesore and not attractive. When we moved here it was a lot of farmland and I think they should be more selective.
- I would like to see taxes reduced. They could go through the legal process of getting the permits like any normal community. Taxes are too high for people who can't afford luxuries that are only affordable to the rich.
- Stop tearing town small homes and building these great big gigantic homes and getting our property taxes raised. They just care about big homes because they can't get any business into town. All the businesses they get are small.
- It would be nice if I went to a public meeting and the officials looked interested. We've gone to several meetings and I was appalled at how they viewed concerns, especially the women.
- Follow its own laws, not negotiate deals under the table to the detriment of Village residents in favor of businesses.
- Maintain and repair the streets in downtown Glenview. Repair infrastructure in downtown Glenview. They can also listen to what the residents are saying when making changes to Glenview rather than following their own agenda.
- Take care of problems with their residents. We have a water problem for our block. Village came up with a proposal to put in sewer lines. They got very greedy and would not take care of our water problem unless we put in sewer lines.

Overall Evaluation of the Job of Providing Services by Village of Glenview Staff

(continued)

What can the Village do better?

- The village board has control over financing the new library. They can do better with getting us a new library. The village controls the money even though the library board makes the decisions. I am very much in favor of a new library.
- They could maintain the roads. We're in a neighborhood where houses sell for \$1-3 million and the roads are like a plow field. Power goes out often & streets flood often.
- They could re-develop downtown Glenview -- or sell it to me.

APPENDIX
Survey Instrument

Question startit

INTERVIEWER: ENTER 1 TO CONTINUE.

NAME OF SURVEY: Village of Glenview Community Satisfaction Study

Question intro1

Good evening (afternoon). My name is (first and last), and I'm calling from Northern Illinois University. We are not selling anything or asking for donations. We are doing a study of residents' satisfaction with the Village of Glenview and various services they provide.. This is your opportunity to let the Village know your opinion about their services. INTERVIEWER: ENTER 1 TO CONTINUE.

Question LIVE

Do you live in the Village of Glenview?

1. YES
2. NO
7. DON'T KNOW / NOT SURE
9. REFUSED

Question NOTINV

Thank you for your time this evening/day. We are currently speaking only to Village of Glenview Community residents for this survey..

PRESS 1 TO DISPOSITION AS OUT OF GEOGRAPHY

IF (LIVE <> 2) skp

Question intro3b

In order to ensure we talk with all kinds of people we don't always interview the person who answered the phone.

Today [this evening] I need to first ask to speak with the youngest man in your household over 18 who is home at this time.

Could he please come to the phone?

INT: IF MALE RESPONDENT IS UNAVAILABLE, THEN ASK:

Then I next have to ask to speak to the oldest adult woman who is at home now. Would that be you or could you ask her to come to the phone?

ENTER 1 TO CONTINUE.

Question intro4

INTERVIEWER CODE WITHOUT READING:

PLEASE INDICATE IF YOU ARE SPEAKING TO:

1. A MAN WHO ANSWERED PHONE
2. A MAN WHO CAME TO THE PHONE
3. A WOMAN WHO ANSWERED PHONE
4. A WOMAN WHO CAME TO THE PHONE

Question intro5 intro5

Good evening (afternoon). My name is (first and last), and I'm calling from Northern Illinois University. We are not selling anything or asking for donations. We are doing a study of residents' satisfaction with the Village of Glenview and various services they provide.. This is your opportunity to let the Village know your opinion about their services.

INTERVIEWER: ENTER 1 TO CONTINUE.

Question intro6 intro6

Before we begin let me assure you that all of your responses are confidential. You do not have to answer any questions you don't want.

INTERVIEWER: ENTER 1 TO CONTINUE.

Question gensat gensat

Overall, how do you rate the Village of Glenview as a place to live?

Would you say very good, good, fair, poor, or very poor?

1. VERY GOOD
2. GOOD
3. FAIR
4. POOR
5. VERY POOR
7. DON'T KNOW / NOT SURE
9. REFUSED

Question impin

I am going to read some of the programs and services the Village of Glenview provides to its residents. Using a 9 point scale where 9 means very important down to 1 meaning not at all important. Please tell me how important each one is to you...

INTERVIEWER: PRESS 1 TO CONTINUE

C: the 16 different services are randomly ordered for each respondent

Question IMP1

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important.

How would you rate

Emergency Fire Services?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp2

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Emergency Medical/Ambulance Services?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp3

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Police Services?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp4

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Water Quality?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp5

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Traffic Safety?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp6

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Storm Water Drainage/Flood Control?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp7

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Snow removal?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp8

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Street Maintenance?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp9

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Village communication with residents? READ IF NECESSARY: KEEPING RESIDENTS INFORMED ABOUT EVENTS, STREET CLOSURES AND OTHER IMPORTANT INFORMATION

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question IMP10

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Public Health Inspections?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp11

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Sidewalk Maintenance?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp12

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Senior Citizen Services?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp13

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Parkway tree maintenance?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp14

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Building Inspections?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp15

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Community relations?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp16

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Water Billing Services?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question imp17

INTERVIEWER READ IF NECESSARY:

Using a 9 point scale where 9 means very important down to 1 meaning not at all important. How would you rate ... Building permit process?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question Istcon

When was the last time you had contact with the Village?

ONLY READ RESPONSES IF NECESSARY

1. PAST WEEK
2. ONE WEEK TO ONE MONTH AGO
3. ONE MONTH TO SIX MONTHS AGO
4. SIX MONTHS TO ONE YEAR AGO
5. MORE THAN ONE YEAR AGO

- 7. DON'T KNOW / NOT SURE
- 8. NEVER
- 9. REFUSED

Question WHOCON

What department was it with which you had contact?

ASK FOR ONLY THE MOST RECENT ONE DEPARTMENT READ IF NECESSARY

- 10. Public Works
- 11. Police
- 12. Village Manager's office
- 13. Fire Department
- 14. Water Billing
- 15. Commuter Parking
- 16. Switch Board
- 17. Building Inspection
- 18. Code Enforcement
- 19. Health Inspections
- 20. Community Planning
- 21. OTHER
- 77. DON'T KNOW / NOT SURE
- 99. REFUSED

Question othcon

ENTER OTHER CONTACT WITH THE VILLAGE

- D. DON'T KNOW
- R. WON'T SAY/REFUSED

IF (WHOCON <> 21) skp

Question ratecon

How would you rate your last contact with the Village? Would you say it was very good, good, fair, poor, or very poor?

- 1. VERY GOOD
- 2. GOOD
- 3. FAIR
- 4. POOR
- 5. VERY POOR
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

IF (lstcon >5) skp

THE FOLLOWING BLOCKS OF CITY SERVICES ARE RANDOMLY DISPLAYED

Question police1

Have you had any contact with the police department within the past year?

- 1. YES
- 2. NO
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

Question police2

Did the person provide you with sufficient information regarding your situation?

- 1. YES
- 2. NO
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

IF (police1 <>1) skp

Question police3

Was the person assisting you courteous and efficient?

1. YES
2. NO
7. DON'T KNOW / NOT SURE
9. REFUSED

IF (police1 <>1) skp

Question POLICE4

Using a 9 point scale where 9 means "Excellent, couldn't have been better" down to 1 meaning "Not so good" Please rate your experience with the police department.

ANSWER 1-9

77. DON'T KNOW / NOT SURE
99. REFUSED

IF (police1 <>1) skp

Question Fire1

Have you had any contact with the fire department within the past year?

1. YES
2. NO
7. DON'T KNOW / NOT SURE
9. REFUSED

Question fire2

Did the person provide you with sufficient information regarding your situation?

1. YES
2. NO
7. DON'T KNOW / NOT SURE
9. REFUSED

IF (fire1 <>1) skp

Question fire3

Was the person assisting you courteous and efficient?

1. YES
2. NO
7. DON'T KNOW / NOT SURE
9. REFUSED

IF (fire1 <>1) skp

Question fire4

Using a 9 point scale where 9 means "Excellent, couldn't have been better" down to 1 meaning "Not so good" Please rate your experience with the fire department.

ANSWER 1-9

77. DON'T KNOW / NOT SURE
99. REFUSED

IF (fire1 <>1) skp

Question pubwrk1

Have you had any contact with the public works department within the past year?

1. YES
2. NO
7. DON'T KNOW / NOT SURE
9. REFUSED

Question pubwrk2

Did the person provide you with sufficient information regarding your situation?

1. YES
 2. NO
 7. DON'T KNOW / NOT SURE
 9. REFUSED
- IF (pubwrk1 <>1) skp

Question pubwrk3

Was the person assisting you courteous and efficient?

1. YES
 2. NO
 7. DON'T KNOW / NOT SURE
 9. REFUSED
- IF (pubwrk1 <>1) skp

Question pubwrk4

Using a 9 point scale where 9 means "Excellent, couldn't have been better" down to 1 meaning "Not so good" Please rate your experience with the public works department.

ANSWER 1-9

77. DON'T KNOW / NOT SURE
 99. REFUSED
- IF (pubwrk1 <>1) skp

Question develop1

Have you had any contact with the Development Department within the past year?

1. YES
2. NO
7. DON'T KNOW / NOT SURE
9. REFUSED

Question develop2

Did the person provide you with sufficient information regarding your situation?

1. YES
 2. NO
 7. DON'T KNOW / NOT SURE
 9. REFUSED
- IF (develop1 <>1) skp

Question develop3

Was the person assisting you courteous and efficient?

1. YES
 2. NO
 7. DON'T KNOW / NOT SURE
 9. REFUSED
- IF (develop1 <>1) skp

Question develop4

Using a 9 point scale where 9 means "Excellent, couldn't have been better" down to 1 meaning "Not so good" Please rate your experience with the Development Department.

ANSWER 1-9

77. DON'T KNOW / NOT SURE
 99. REFUSED
- IF (develop1 <>1) skp

Question Financ1

Have you had any contact with the Finance department within the past year?

1. YES

- 2. NO
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

Question Financ2

Did the person provide you with sufficient information regarding your situation?

- 1. YES
- 2. NO
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

IF (financ1 <>1) skp

Question Financ3

Was the person assisting you courteous and efficient?

- 1. YES
- 2. NO
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

IF (financ1 <>1) skp

Question Financ4

Using a 9 point scale where 9 means "Excellent, couldn't have been better" down to 1 meaning "Not so good" Please rate your experience with the Finance Department.

ANSWER 1-9

- 77. DON'T KNOW / NOT SURE
- 99. REFUSED

IF (financ1 <>1) skp

Question village1

Have you had any contact with the village manager's office within the past year?

- 1. YES
- 2. NO
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

Question village2

Did the person provide you with sufficient information regarding your situation?

- 1. YES
- 2. NO
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

IF (village1 <>1) skp

Question village3

Was the person assisting you courteous and efficient?

- 1. YES
- 2. NO
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

IF (village1 <>1) skp

Question village4

Using a 9 point scale where 9 means "Excellent, couldn't have been better" down to 1 meaning "Not so good" Please rate your experience with the village manager's office.

ANSWER 1-9

- 77. DON'T KNOW / NOT SURE

99. REFUSED
IF (village1 <>1) skp

Question safe1

What is the most serious safety concern Glenview faces?

ONLY READ LIST IF R SAYS 'DON'T KNOW'

10. Traffic congestion
11. Speeding/Traffic Offenders
12. Crime (in general)
13. Unsupervised teens
14. Burglaries
15. Not enough police presence
16. Drugs
17. Poor Road Conditions
18. Population/Growth
19. Railroad crossings
20. Vandalism
21. Other
77. DON'T KNOW / NOT SURE
99. REFUSED

Question safe1a

ENTER OTHER MOST SERIOUS PUBLIC SAFETY CONCERN GLENVIEW FACES

D. DON'T KNOW

R. WON'T SAY/REFUSED

IF (SAFE1 <> 21) skp

Question SAFE2 How safe do you feel in your neighborhood? Do you feel it is very safe, safe, or not too safe, or not at all safe?

1. VERY SAFE
2. SAFE
3. NOT TOO SAFE
4. NOT AT ALL SAFE
7. DON'T KNOW / NOT SURE
9. REFUSED

Question EDUC1

Has anyone in your household attended the Fire Department or Police Department Education Programs?

1. YES
2. NO
7. DON'T KNOW / NOT SURE
9. REFUSED

Question educ2

Did you find the experience to be interesting and educational?

1. YES
 2. NO
 7. DON'T KNOW / NOT SURE
 9. REFUSED
- IF (educ1 <> 1) skp

Question educ3 educ3

Were the personnel conducting the program well informed?

1. YES

- 2. NO
 - 7. DON'T KNOW / NOT SURE
 - 9. REFUSED
- IF (educ1 <> 1) skip

Question inform1

Have you ever read the Village's newsletter the Glenview Report?

- 1. YES
- 2. NO
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

Question inform2

Do you receive adequate information from the Village about issues and services?

- 1. YES
- 2. NO
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

Question INFORM2A

How could Glenview improve the adequacy of information you receive?

- D. DON'T KNOW
- R. WON'T SAY/REFUSED

IF (inform2 <> 2) skip

Question INFORM3

In the last year, have you visited the Village of Glenview Website?

IF R ASKS FOR THE URL: WWW.GLENVIEW.IL.US

- 1. YES
- 2. NO
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

Question INFORM4

How do you currently receive information about the Village of Glenview?

ONLY READ LIST IF R SAYS 'DON'T KNOW'

- 10. The Village Monthly Newsletter
- 11. Local Glenview Newspapers
- 12. Word of mouth
- 13. Glenview Cable Television (GVTV) Ch. 17
- 14. Glenview Website
- 15. Chicago Tribune
- 16. Community Bulletin boards in grocery stores
- 17. E- Glenview (via email)
- 18. Public Meetings
- 19. Mail
- 20. Other
- 21. MORE THAN ONE OF THESE (ONLY IF VOLUNTEERED)
- 77. DON'T KNOW / NOT SURE
- 99. REFUSED

Question INFORM4A

ENTER OTHER METHOD FROM WHICH THEY currently receive information ABOUT GLENVIEW

- D. DON'T KNOW .
- R. WON'T SAY/REFUSED

IF (INFORM4 <> 20) skip

Question INFORM4C

MULTIPLE CURRENT METHODS FOR RECEIVING INFORMATION ABOUT VILLAGE OF GLENVIEW

CHECK ALL THAT APPLY

10. The Village Monthly Newsletter
11. Local Glenview Newspapers
12. Word of mouth
13. Glenview Cable Television (GVTV) Ch. 17
14. Glenview Website
15. Chicago Tribune
16. Community Bulletin boards in grocery stores
17. E- Glenview (via email)
18. Public Meetings
19. Mail
20. Other

THIS SCREEN ONLY - USE MOUSE TO SELECT ALL THAT APPLY
IF (INFORM4 <> 21) skp

Question INFORM4B

ENTER OTHER METHOD FROM WHICH THEY currently receive information ABOUT GLENVIEW

D. DON'T KNOW

R. WON'TSAY/REFUSED

Question INFORM6

Have you or anyone in your household ever watched the Board of Trustee meetings on Glenview Calbe TV?

1. YES
2. NO
3. NO, DO NOT HAVE CABLE TV (IF VOLUNTEERED)
7. DON'T KNOW / NOT SURE
9. REFUSED

Question INFORM5

How would you prefer that the Village of Glenview provide information to residents?

ONLY READ LIST IF R SAYS 'DON'T KNOW'

10. The Village Monthly Newsletter
11. Local Glenview Newspapers
12. Word of mouth
13. Glenview Cable Television (GVTV) Ch. 17
14. Glenview Website
15. Chicago Tribune
16. Community Bulletin boards in grocery stores
17. E- Glenview (via email)
18. Public Meetings
19. Mail
20. Other
21. MORE THAN ONE OF THESE (ONLY IF VOLUNTEERED)
77. DON'T KNOW / NOT SURE
99. REFUSED

Question INFORM5C

ENTER OTHER PREFERRED METHOD FOR THE VILLAGE OF GLENVIEW TO PROVIDE INFORMATION TO RESIDENTS

D. DON'T KNOW

R. WON'TSAY/REFUSED

Question INFORM5a

PREFERENCES FOR VILLAGE OF GLENVIEW PROVIDING INFORMATION TO RESIDENTS

CHECK ALL THAT APPLY

10. The Village Monthly Newsletter
11. Local Glenview Newspapers
12. Word of mouth
13. Glenview Cable Television (GVTV) Ch. 17
14. Glenview Website
15. Chicago Tribune
16. Community Bulletin boards in grocery stores
17. E- Glenview (via email)
18. Public Meetings
19. Mail
20. Other

THIS SCREEN ONLY - USE MOUSE TO SELECT ALL THAT APPLY

Question INFORM5B

ENTER OTHER PREFERRED METHOD FOR THE VILLAGE OF GLENVIEW TO PROVIDE INFORMATION TO RESIDENTS

D. DON'T KNOW

R. WON'TSAY/REFUSED

Question confid1

If you were to call the Village of Glenview with a complaint or neighborhood problem, do you feel confident that a Village official will do something about it?

1. YES
2. NO
7. DON'T KNOW / NOT SURE
9. REFUSED

Question genser

Overall do you think the Village of Glenview is doing a very good, good, fair, poor, or very poor job of providing services to you?

1. VERY GOOD
2. GOOD
3. FAIR
4. POOR
5. VERY POOR
7. DON'T KNOW / NOT SURE
9. REFUSED

Question gensera

What can the Village do better?

D. DON'T KNOW

R. WON'TSAY/REFUSED

IF (genser < 4) skp

Question demo1

We have a few more questions to be sure we have heard from many different people.

First, in what year were you born?

ENTER 00 IF 1900 OR EARLIER. 1987 IS MOST RECENT YEAR ACCEPTED ANSWER |

ENTER TWO DIGIT YEAR, EX: 51 for 1951

99. REFUSED

Question demo2

Are you currently married, widowed, divorced, separated, or have you never been married?

1. MARRIED
2. WIDOWED
3. DIVORCED
4. SEPARATED
5. NEVER MARRIED
6. MEMBER OF AN UNMARRIED COUPLE/LIVING TOGETHER
7. DON'T KNOW / NOT SURE
9. REFUSED

Question DEMO3A

How many members of your household, including yourself, are 18 years of age or older?

ENTER THE NUMBER OF ADULTS RANGE: MINIMUM OF 1 TO A MAXIMUM OF 18

77. DON'T KNOW/ NOT SURE
99. REFUSED

Question demo3e

How many children under the age of 18 live in your household?

ENTER THE NUMBER OF CHILDREN UNDER 18 RANGE: MINIMUM OF 1 TO A MAXIMUM OF 18

77. DON'T KNOW/ NOT SURE
88. NONE
99. REFUSED

Question DEMO4A

Do you have more than one telephone number for your house?

Please do NOT include business phones, cell phones and dedicated faxes and modems.

1. YES
 2. NO
 7. DON'T KNOW/ NOT SURE
 9. REFUSED
- IF (ANS > 1) skp comp1

Question DEMO4B

Excluding business, fax, modem or cell phones, how many different telephone numbers reach this household?

ENTER NUMBER: RANGE 1-7

9. REFUSED

Question COMP1

Do you have regular access to a computer?

1. YES
2. NO
7. DON'T KNOW / NOT SURE
9. REFUSED

if (ans > 1) SKP EDUCAT

Question comp2

Is it a computer at home, at work, or both?

1. HOME
2. WORK
3. BOTH
4. OTHER (ONLY IF VOLUNTEERED)
7. DON'T KNOW / NOT SURE
9. REFUSED

Question COMP3A

What type of internet connection do you have at work?

Would you say it is...

READ RESPONSE OPTIONS

1. dial-up service,
2. DSL,
3. cable,
4. or some other type of connection?

NOT THE TYPE OF COMPUTER, BUT MORE IMPORTANTLY HOW THEIR COMPUTER AT WORK IS CONNECTED TO THE INTERNET
DO NOT READ THESE LAST TWO OPTIONS

7. DON'T KNOW / NOT SURE
9. REFUSED

if (COMP2 <>2) SKP

Question COMP3B

What type of internet connection do you have at home?

Would you say it is...

READ RESPONSE OPTIONS

1. dial-up service,
2. DSL,
3. cable,
4. or some other type of connection?

NOT THE TYPE OF COMPUTER, BUT MORE IMPORTANTLY HOW THEIR COMPUTER AT HOME IS CONNECTED TO THE INTERNET
DO NOT READ THESE LAST TWO OPTIONS

7. DON'T KNOW / NOT SURE
9. REFUSED

if (COMP2 = 2) SKP

Question COMP4

ENTER OTHER TYPE OF INTERNET CONNECTION

NOT THE TYPE OF COMPUTER, BUT MORE IMPORTANTLY HOW THEIR COMPUTER IS CONNECTED TO THE INTERNET

- D. DON'T KNOW
- R. WON'T SAY/REFUSED

Question educat

What is the highest level of formal education you have completed?

INTERVIEWER: READ OPTIONS 1 - 6

1. Less than high school degree,
2. High school graduate or GED,
3. Graduated from 2-year college or trade/vocational school,
4. Some 4-year college
5. Graduated from 4-year college
6. or some graduate-level study or degree beyond bachelors?
7. DON'T KNOW / NOT SURE
9. REFUSED

Question HOME1

Do you own or rent your current home?

1. OWN OR IN THE PROCESS OF BUYING A HOUSE
2. RENTING
3. OTHER
7. DON'T KNOW / NOT SURE
9. REFUSED

Question REGION

Do you live north or south of East Lake Street?

1. NORTH
2. SOUTH
7. DON'T KNOW / NOT SURE
9. REFUSED

Question lived

Have you lived in Glenview for 5 years or less, 6 to 10 years, 11 to 20 years, or more than 20 years"

1. 5 OR LESS
2. 6 TO 10 YEARS
3. 11 TO 20 YEARS
4. OR MORE THAN 20 YEARS
7. DON'T KNOW / NOT SURE
9. REFUSED

Question INCOME

Now, please consider all sources of income before taxes for everyone living with you in 2005. Please stop me when I get to your annual household income level.

11. Under \$14,000
12. \$14,000-\$21,000
13. \$21,000-\$28,000
14. \$28,000-\$35,000
15. \$35,000-\$42,000
16. \$42,000-\$49,000
17. \$49,000-\$56,000
18. \$56,000-\$80,000
19. \$80,000-\$100,000
20. \$100,000-\$250,000
21. Over \$250,000
77. DON'T KNOW / NOT SURE
99. REFUSED

Question eos

Thank you for your participation in the Village of Glenview Community Satisfaction Survey. This information will be used to improve the quality of services in your community.
PRESS 1 TO COMPLETE THE SURVEY

Question INTS

ENTER INTERVIEWER COMMENTS THAT ARE IMPORTANT TO THE DATA QUALITY OF THIS SURVEY
N. NONE