

2008 Village of Glenview
Community Satisfaction Survey
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Public Opinion Laboratory

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2008 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 similar surveys during the same time of year in 2005 and 2006.

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 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 four-week field period from April 20 through May 20, 2008.

In all, 13,194 calls were made to 2875 telephone numbers, and 454 interviews were completed. Eliminating non-working numbers, non-residences, numbers with no eligible respondents available, and those out of geography, the cooperation rate was 56.5% and the response rate was 37.3% (see appendix A for detailed technical response rate report). Median completed interview length was 14 minutes. Compared to census figures, all segments of the population were adequately represented except young adults who were underrepresented. This demographic relies more on cell phone use only for personal telephone communication.

II. Executive Summary

A community telephone survey of 454 adult residents of Glenview, Illinois, was conducted in the Spring of 2008; similar surveys were conducted in 2005 and 2006 (see Appendix B for the questionnaire). 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 and 2006 questionnaire was retained. A cooperation rate of 56.5% was attained.

Results indicated that all segments of the community believe that Glenview is a good place to live, with 68% 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 (98%) 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 room for improvement. There were no statistically significant differences in interaction with departments when comparing results from the 2006 survey to the 2008 survey. Nevertheless, only one department (Fire) was rated “excellent” by more than half of their most recently contacted residents.

Concerning sources of Village information, almost all residents are aware of the *Village Report* newsletter and most are satisfied with its content. Glenview's website continues to grow in popularity with residents.

Overall, 84 percent of residents believe Glenview is doing a “good” or “very good” job of providing municipal services. Households with children were more critical (80% good or very good) compared with those with no children (87% good or very good).

III. Key Findings

- Glenview as a place to live...
 - > Similar to 2006, two out of three residents rated Glenview as a “very good” place to live.
 - > Glenview was consistently rated across surveys in 2006 and 2008 as a ‘good’ or ‘very good’ place to live.
 - > In contrast to the 2006 findings, households with children under 18 rated Glenview similar to those households without children at home.
- Village services...
 - > Consistent with 2006, residents considered emergency fire and medical services most important of all Village services; water quality and police services were high on the list as well.
 - > Most regulatory functions were typically rated less important. The building permit process and water billing were considered less important compared to other services.
 - > Importance ratings of village services remained consistent with previous years.
- Contact with the Village...
 - > Similar to the 2006 findings, one in ten residents had had contact with the Village within the past week. Slightly more than half of residents had contact with the Village within the past six months.
 - > Public Works, Development, and the Police Departments accounted for more than half of citizens’ most recent contacts.
 - > Variation was found among Village departments with regard to last impression made (i.e., quality of the interaction, not necessarily satisfaction with resolution of the issue): best – fire department, police department and finance; worst – development and capital projects departments.
 - > Contact with Glenview Police during the past year decreased for the past year (2008, 37%; 2006, 41%).
 - > Mean ratings of resident experience with the Village Manager’s Office improved this past year from 2006 ratings.

- Safety concerns...
 - > People still considered traffic congestion (34%) the most serious safety concern Glenview faces, but less than in 2006 (49%).
 - > Some residents indicated traffic congestion in combination with traffic offenders/speeding or poor road conditions as a safety issue.
 - > Feeling “very safe” or “safe’ in the neighborhood was consistent across 2006 and 2008.

- Sources of Village information...
 - > Nine out of ten residents felt they receive adequate information from the Village of Glenview (a slight increase from previous surveys).
 - > Residents’ visiting the Village web site continued to increase from previous years survey results.
 - > Half of residents indicated that their first preference for type of information received from the Village was about its programs and services. Second preference was for general non-Village specific information.

- Overall evaluation of Glenview’s job of providing services...
 - > Confidence in a Village official taking action if called about a neighborhood problem or complaint was consistent with the 2006 survey. Two out of three residents were confident a Village official would take action if called (2006, 68.4%; 2008, 68.5%).
 - > Some residents commented that confidence in taking action “...depends on what it would be for.”
 - > Almost four out of ten respondents rated the Village of Glenview’s overall job of providing services as “very good.” This is consistent with the previous survey.
 - > Suggestions for improvement by those rating overall provision of services “poor” or “very poor” included traffic concerns.

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 was unable to select among valid response categories, and “Declined to Respond,” for use when respondent choose 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

Respondent Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	172	37.9	37.9	37.9
	Female	282	62.1	62.1	100.0
	Total	454	100.0	100.0	

Respondent Age Group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 thru 24	31	6.8	7.0	7.0
	25 thru 34	89	19.6	20.2	27.3
	35 thru 44	152	33.5	34.5	61.8
	55 & older	168	37.0	38.2	100.0
	Total	440	96.9	100.0	
Missing	refused	14	3.1		
Total		454	100.0		

Marital or relationship status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	335	73.8	74.9	74.9
	Widowed	45	9.9	10.1	85.0
	Divorced	25	5.5	5.6	90.6
	Separated	3	.7	.7	91.3
	Never Married	37	8.1	8.3	99.6
	Unmarried Couple Or Living Together	2	.4	.4	100.0
	Total	447	98.5	100.0	
Missing	Refused	7	1.5		
Total		454	100.0		

Number of Adults in Household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	67	14.8	14.9	14.9
	2	259	57.0	57.6	72.4
	3	69	15.2	15.3	87.8
	4	40	8.8	8.9	96.7
	5	14	3.1	3.1	99.8
	6	1	.2	.2	100.0
	Total	450	99.1	100.0	
Missing	REFUSED	4	.9		
Total		454	100.0		

Number of Children (under 18) in household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 -No children in household	245	54.0	54.6	54.6
	1	72	15.9	16.0	70.6
	2	76	16.7	16.9	87.5
	3	39	8.6	8.7	96.2
	4	15	3.3	3.3	99.6
	5	2	.4	.4	100.0
	Total	449	98.9	100.0	
Missing	REFUSED	5	1.1		
Total		454	100.0		

Years Living in Glenview

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 Years Or Less	102	22.5	22.5	22.5
	6 To 10 Years	85	18.7	18.8	41.3
	11 To 20 Years	103	22.7	22.7	64.0
	More Than 20 Years	163	35.9	36.0	100.0
	Total	453	99.8	100.0	
Missing	Refused	1	.2		
Total		454	100.0		

Own or Rent Current Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Own Or In Process Of Buying	411	90.5	91.9	91.9
	Renting	31	6.8	6.9	98.9
	Other	5	1.1	1.1	100.0
	Total	447	98.5	100.0	
Missing	Do Not Know Or Not Sure	1	.2		
	Refused	6	1.3		
	Total	7	1.5		
Total		454	100.0		

2007 Household Income (in Dollars)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Over 250 Thousand	67	14.8	21.1	21.1
	100 To 250 Thousand	114	25.1	36.0	57.1
	80 To 100 Thousand	41	9.0	12.9	70.0
	56 To 80 Thousand	38	8.4	12.0	82.0
	49 To 56 Thousand	6	1.3	1.9	83.9
	42 To 49 Thousand	7	1.5	2.2	86.1
	35 To 42 Thousand	13	2.9	4.1	90.2
	28 To 35 Thousand	6	1.3	1.9	92.1
	21 To 28 Thousand	10	2.2	3.2	95.3
	14 To 21 Thousand	7	1.5	2.2	97.5
	Under 14 Thousand	8	1.8	2.5	100.0
	Total	317	69.8	100.0	
Missing	Refused	122	26.9		
	Do Not Know Or Not Sure	15	3.3		
	Total	137	30.2		
Total		454	100.0		

Highest Level of Formal Education Completed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some Graduate Level Or Graduate Degree	160	35.2	36.1	36.1
	Four Year College	168	37.0	37.9	74.0
	Some Four Year College	28	6.2	6.3	80.4
	Two Year College Or Trade School	36	7.9	8.1	88.5
	High School Graduate or GED	45	9.9	10.2	98.6
	Less Than High School	6	1.3	1.4	100.0
	Total	443	97.6	100.0	
Missing	Refused	10	2.2		
	Do Not Know Or Not Sure	1	.2		
	Total	11	2.4		
Total		454	100.0		

Regular Access to a Computer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	411	90.5	90.7	90.7
	No	42	9.3	9.3	100.0
	Total	453	99.8	100.0	
Missing	Refused	1	.2		
Total		454	100.0		

Type of Internet Connection at Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dial-Up Service	19	4.2	5.0	5.0
	DSL	161	35.5	42.0	47.0
	Cable	196	43.2	51.2	98.2
	Other	7	1.5	1.8	100.0
	Total	383	84.4	100.0	
Missing	Do Not Know Or Not Sure	16	3.5		
	None	40	8.8		
	Refused	4	.9		
	Not Asked (No Computer At Home)	11	2.4		
	Total	71	15.6		
Total		454	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;
- 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.

Glenview as a Place to Live

How do you rate the Village of Glenview as a place to live?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	311	68.5	68.5	68.5
	Good	120	26.4	26.4	94.9
	Fair	16	3.5	3.5	98.5
	Poor	4	.9	.9	99.3
	Very Poor	3	.7	.7	100.0
	Total	454	100.0	100.0	

Ratings by Sub-Groups (5=Very Good, 4=Good, 3=Fair, 2=Poor, 1= Very Poor)

Household With Children		Very Good	Good	Fair	Poor	Very Poor
	Mean (Average)	%	%	%	%	%
No	4.61	68.6%	26.1%	4.1%	.4%	.8%
Yes	4.62	69.1%	26.0%	2.9%	1.5%	.5%

How long have you lived in Glenview?		Very Good	Good	Fair	Poor	Very Poor
	Mean (Average)	%	%	%	%	%
5 Years Or Less	4.54	64.7%	29.4%	2.0%	2.9%	1.0%
6 To 10 Years	4.66	69.4%	27.1%	3.5%		
11 To 20 Years	4.58	68.0%	24.3%	6.8%		1.0%
More Than 20 Years	4.65	70.6%	25.8%	2.5%	.6%	.6%

Do you own or rent your current home		Very Good	Good	Fair	Poor	Very Poor
	Mean (Average)	%	%	%	%	%
Own Or In Process Of Buying	4.59	67.4%	27.0%	3.9%	1.0%	.7%
Renting	4.77	77.4%	22.6%			
Other	4.80	80.0%	20.0%			

Household Income		Very Good	Good	Fair	Poor	Very Poor
	Mean (Average)	%	%	%	%	%
Under \$56,000	4.56	64.9%	26.3%	8.8%		
\$56,000 to \$100,000	4.59	65.8%	30.4%	2.5%		1.3%
Over \$100,000	4.67	70.2%	27.1%	2.2%	.6%	

TOTAL SAMPLE		Very Good	Good	Fair	Poor	Very Poor
	Mean (Average)	%	%	%	%	%
2008	4.61	68.5%	26.4%	3.5%	.9%	.7%
2006	4.62	68.8%	26.5%	3.3%	.9%	.4%
2005 (Different scale)		94%		4%		2%

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.)

Importance of Program or Service	N	2008 % '9'	Mean	2006 Mean	2005 Mean
Emergency Fire Services	447	80.5	8.68	8.73	8.69
Emergency Medical Or Ambulance Services**	444	80.0	8.56	8.68	8.70
Water Quality	454	71.6	8.43	8.51	8.49
Police Services	451	71.0	8.39	8.45	8.48
Traffic Safety	454	54.2	8.02	8.05	8.05
Snow Removal	452	50.2	7.98	7.94	7.99
Storm Water Drainage or Flood Control	453	56.5	7.93	7.79	7.85
Street Maintenance	453	43.5	7.69	7.74	7.69
Public Health Inspections	425	35.5	7.07	7.00	7.38
Village Communication With Residents*	454	33.0	7.29	6.99	7.41
Sidewalk Maintenance	447	28.6	6.88	6.79	7.01
Parkway Tree Maintenance	452	22.6	6.86	6.67	6.97
Senior Citizen Services	434	30.2	6.73	6.65	7.03
Community Relations	451	22.6	6.70	6.62	6.87
Water Billing Services	438	20.1	6.23	6.26	6.64
Building Inspections**	433	25.6	6.53	6.24	6.80
Building Permit Process	428	19.6	6.03	5.87	6.35

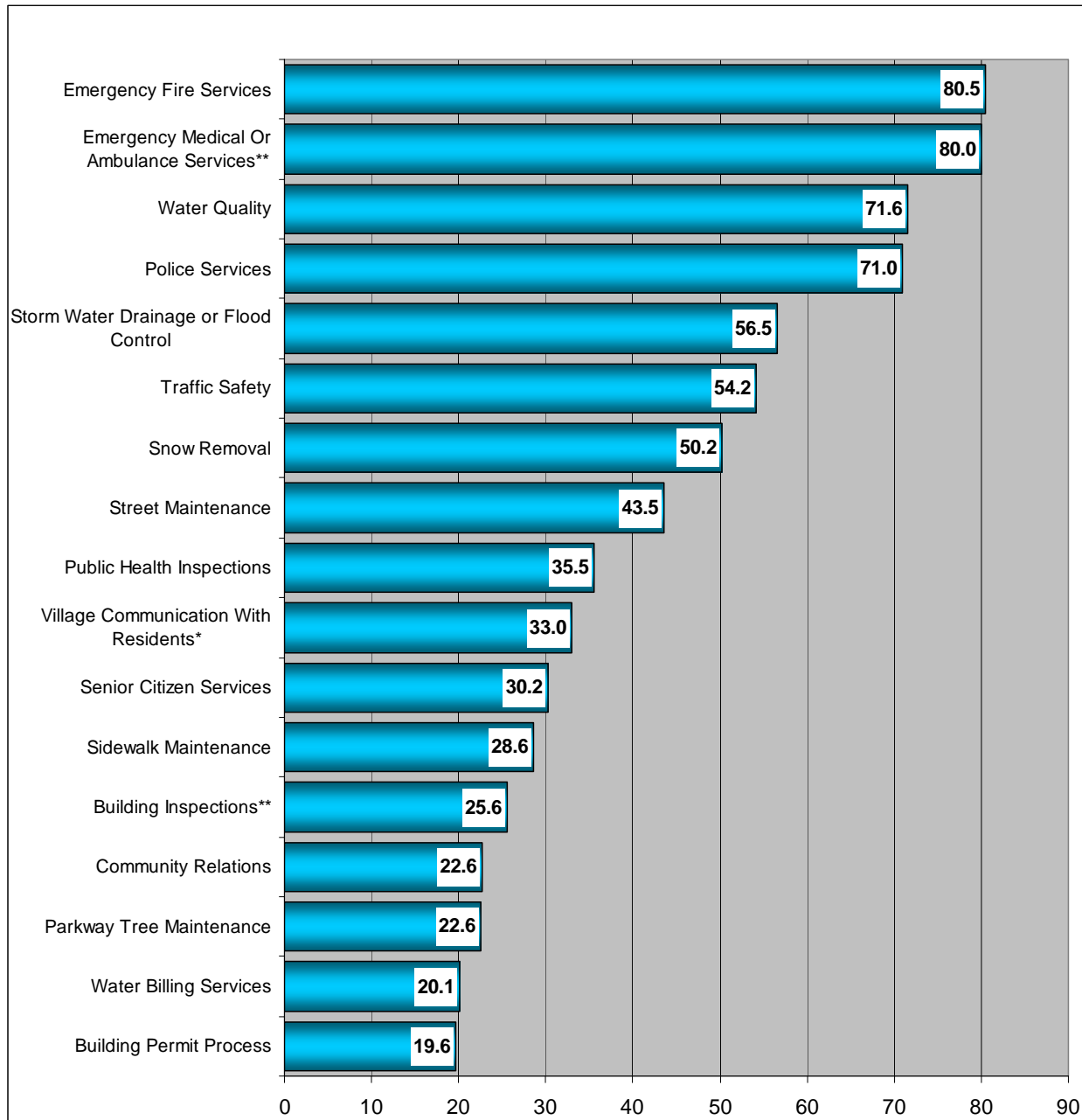
* Statistically significant difference between 2006 and 2008 (p<.05)

** Marginal statistically significant difference between 2006 and 2008 (p=.06)

Most Important: Emergency Services (Fire, Medical, or Ambulance)
Least Important = Building Permit Process

Importance of Village Programs and Services (continued)

Percentage of Respondents who Rated Each Service '9 – Very Important'



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	48	10.6	11.6	11.6
	One Week To One Month Ago	69	15.2	16.7	28.3
	One Month To Six Months Ago	100	22.0	24.2	52.4
	Six Months To One Year Ago	95	20.9	22.9	75.4
	More Than One Year Ago	102	22.5	24.6	100.0
	Total	414	91.2	100.0	
Missing	Do Not Know Or Not Sure	6	1.3		
	Never	33	7.3		
	Refused	1	.2		
	Total	40	8.8		
Total	454	100.0			

With which department did you have your last contact?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Public Works	97	21.4	24.0	24.0
	Development Department	83	18.3	20.5	44.6
	Other	75	16.5	18.6	63.1
	Police	63	13.9	15.6	78.7
	Finance Department	39	8.6	9.7	88.4
	Village Managers Office	24	5.3	5.9	94.3
	Fire Department	23	5.1	5.7	100.0
	Capital Projects	0	0		
	Total	404	89.0	100.0	
Missing	Not Asked - See Previous Question	40	8.8		
	Do Not Know Or Not Sure	10	2.2		
	Total	50	11.0		
Total	454	100.0			

How would you rate your last contact with the Village?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	197	43.4	47.8	47.8
	Good	150	33.0	36.4	84.2
	Fair	31	6.8	7.5	91.7
	Poor	18	4.0	4.4	96.1
	Very Poor	16	3.5	3.9	100.0
	Total	412	90.7	100.0	
Missing	Do Not Know Or Not Sure	2	.4		
	Unasked - did not answer item about last contact	40	8.8		
	Total	42	9.3		
Total	454	100.0			

Last Contact with the Village (continued)

Ratings by Sub-Groups (5=Very Good, 4=Good, 3=Fair, 2=Poor, 1= Very Poor) How would you rate your last contact with the Village?

Household With Children	Mean (Average)	Very Good %	Good %	Fair %	Poor %	Very poor %
No	4.30	52.80%	34.70%	4.60%	5.10%	2.80%
Yes	4.09	42.70%	38.00%	10.40%	3.60%	5.20%

How long have you lived in Glenview?	Mean (Average)	Very Good %	Good %	Fair %	Poor %	Very poor %
5 Years Or Less	4.16	47.60%	34.10%	9.80%	3.70%	4.90%
6 To 10 Years	4.30	53.20%	33.80%	6.50%	2.60%	3.90%
11 To 20 Years	4.13	45.40%	36.10%	8.20%	7.20%	3.10%
More Than 20 Years	4.21	46.80%	39.10%	6.40%	3.80%	3.80%

Do you own or rent your current home	Mean (Average)	Very Good %	Good %	Fair %	Poor %	Very poor %
Own Or In Process Of Buying	4.19	47.50%	36.10%	8.10%	4.40%	3.90%
Renting	4.26	52.60%	36.80%		5.30%	5.30%
Other	4.67	66.70%	33.30%			

Household Income	Mean (Average)	Very Good %	Good %	Fair %	Poor %	Very poor %
Under \$56,000	4.09	45.70%	37.00%	4.30%	6.50%	6.50%
\$56,000 to \$100,000	4.38	51.40%	37.50%	8.30%	2.80%	
Over \$100,000	4.11	43.30%	37.40%	10.50%	4.70%	4.10%

TOTAL SAMPLE:	Mean (Average)	Very Good %	Good %	Fair %	Poor %	Very poor %
2008	4.20	47.8%	36.4%	7.5%	4.4%	3.9%
2006	4.11	44.3%	35.1%	12.4%	4.2%	4.0%
2005 (Different scale)		78%		12%		6%

Police Department

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	169	37.2	37.3	37.3
	No	284	62.6	62.7	100.0
	Total	453	99.8	100.0	
Missing	Do Not Know Or Not Sure	1	.2		
Total		454	100.0		

Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	151	33.3	89.3	89.3
	No	18	4.0	10.7	100.0
	Total	169	37.2	100.0	
Missing	Unasked	285	62.8		
Total		454	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	153	33.7	90.5	90.5
	No	16	3.5	9.5	100.0
	Total	169	37.2	100.0	
Missing	Unasked	285	62.8		
Total		454	100.0		

Please rate your experience with the police department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9 - Excellent	82	18.1	48.5	48.5
	8	33	7.3	19.5	68.0
	7	20	4.4	11.8	79.9
	6	9	2.0	5.3	85.2
	5	8	1.8	4.7	89.9
	4	3	.7	1.8	91.7
	3	4	.9	2.4	94.1
	2	1	.2	.6	94.7
	1 - Not So Good	9	2.0	5.3	100.0
	Total	169	37.2	100.0	
	Missing	Unasked	285	62.8	
Total		454	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 With Children	N	Excellent %	Mean
No	72	50.0%	7.33
Yes	95	48.4%	7.67

How long have you lived in Glenview?	N	Excellent %	Mean %
5 Years Or Less	38	42.1%	7.55
6 To 10 Years	34	50.0%	7.62
11 To 20 Years	43	48.8%	7.14
More Than 20 Years	53	52.8%	7.77

Do you own or rent your current home	N	Excellent %	Mean
Own Or In Process Of Buying	164	48.8%	7.51
Renting	4	50.0%	8.50
Other	0		

Household Income	N	Excellent %	Mean
Under \$56,000	14	35.7%	6.64
\$56,000 to \$100,000	31	51.6%	8.13
Over \$100,000	75	49.3%	7.55

TOTAL SAMPLE:	N	Excellent %	Mean
2008	169	48.5	7.52
2006	185	54.6	7.71
2005	129	54	7.90

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

Fire Department

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	78	17.2	17.2	17.2
	No	376	82.8	82.8	100.0
	Total	454	100.0	100.0	

Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	75	16.5	96.2	96.2
	No	3	.7	3.8	100.0
	Total	78	17.2	100.0	
Missing	Unasked	376	82.8		
Total		454	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	75	16.5	97.4	97.4
	No	2	.4	2.6	100.0
	Total	77	17.0	100.0	
Missing	DO NOT KNOW OR NOT SURE	1	.2		
	Unasked	376	82.8		
Total		377	83.0		
Total		454	100.0		

Please rate your experience with the fire department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9 - Excellent	63	13.9	80.8	80.8
	8	11	2.4	14.1	94.9
	6	3	.7	3.8	98.7
	5	1	.2	1.3	100.0
	Total	78	17.2	100.0	
Missing	Unasked	376	82.8		
Total		454	100.0		

Public Works

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	139	30.6	30.6	30.6
	No	315	69.4	69.4	100.0
Total		454	100.0	100.0	

Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	114	25.1	82.6	82.6
	No	24	5.3	17.4	100.0
	Total	138	30.4	100.0	
Missing	Do Not Know Or Not Sure	1	.2		
	Unasked	315	69.4		
	Total	316	69.6		
Total		454	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	122	26.9	91.0	91.0
	No	12	2.6	9.0	100.0
	Total	134	29.5	100.0	
Missing	Do Not Know Or Not Sure	5	1.1		
	Unasked	315	69.4		
	Total	320	70.5		
Total		454	100.0		

Please rate your experience with the public works department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9 - Excellent	38	8.4	27.5	27.5
	8	32	7.0	23.2	50.7
	7	20	4.4	14.5	65.2
	6	14	3.1	10.1	75.4
	5	10	2.2	7.2	82.6
	4	7	1.5	5.1	87.7
	3	4	.9	2.9	90.6
	2	3	.7	2.2	92.8
	1 - Not So Good	10	2.2	7.2	100.0
	Total	138	30.4	100.0	
	Missing	Unasked	315	69.4	
Do Not Know Or Not Sure		1	.2		
Total		316	69.6		
Total		454	100.0		

Public Works 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 Public Works Department.

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

Household With Children	N	Excellent %	Mean
No	69	34.8%	6.81
Yes	67	19.4%	6.64

How long have you lived in Glenview?	N	Excellent %	Mean %
5 Years Or Less	22	22.7%	6.09
6 To 10 Years	18	33.3%	7.06
11 To 20 Years	36	22.2%	6.58
More Than 20 Years	62	30.6%	6.94

Household Income	N	Excellent %	Mean
Under \$56,000	13	38.5%	7.46
\$56,000 to \$100,000	22	27.3%	6.00
Over \$100,000	58	20.7%	6.64

TOTAL SAMPLE:	N	Excellent %	Mean
2008	128	27.5%	6.72
2006	115	43%	6.93
2005	92		6.66

Note: Cell size by Home Ownership was too small for analysis for Public Works.

Development Department

Have you had contact with the development department within the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	63	13.9	13.9	13.9
	No	391	86.1	86.1	100.0
	Total	454	100.0	100.0	

Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	10.6	77.4	77.4
	No	14	3.1	22.6	100.0
	Total	62	13.7	100.0	
Missing	Do Not Know Or Not Sure	1	.2		
	Unasked	391	86.1		
	Total	392	86.3		
Total		454	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	10.8	77.8	77.8
	No	14	3.1	22.2	100.0
	Total	63	13.9	100.0	
Missing		391	86.1		
Total		454	100.0		

Please rate your experience with the development department

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	9 - Excellent	9	2.0	14.8	14.8	
	8	14	3.1	23.0	37.7	
	7	9	2.0	14.8	52.5	
	6	8	1.8	13.1	65.6	
	5	5	1.1	8.2	73.8	
	4	1	.2	1.6	75.4	
	3	6	1.3	9.8	85.2	
	2	2	.4	3.3	88.5	
	1 - Not So Good	7	1.5	11.5	100.0	
	Total		61	13.4	100.0	
	Missing	Unasked	392	86.3		
Do Not Know Or Not Sure		1	.2			
Total		393	86.6			
Total		454	100.0			

Finance Department

Have you had contact with the finance department within the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	38	8.4	8.4	8.4
	No	416	91.6	91.6	100.0
	Total	454	100.0	100.0	

Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	35	7.7	92.1	92.1
	No	3	.7	7.9	100.0
	Total	38	8.4	100.0	
Missing	Unasked	416	91.6		
Total		454	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	37	8.1	97.4	97.4
	No	1	.2	2.6	100.0
	Total	38	8.4	100.0	
Missing	Unasked	416	91.6		
Total		454	100.0		

Please rate your experience with the finance department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9 - Excellent	5	1.1	13.2	13.2
	8	15	3.3	39.5	52.6
	7	11	2.4	28.9	81.6
	6	2	.4	5.3	86.8
	5	2	.4	5.3	92.1
	3	1	.2	2.6	94.7
	1 - Not So Good	2	.4	5.3	100.0
	Total	38	8.4	100.0	
Missing	Unasked	416	91.6		
Total		454	100.0		

Village Manager's Office

Have you had contact with the Village manager office within the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	10.8	10.8	10.8
	No	405	89.2	89.2	100.0
	Total	454	100.0	100.0	

Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	40	8.8	83.3	83.3
	No	8	1.8	16.7	100.0
	Total	48	10.6	100.0	
Missing	DO NOT KNOW OR NOT SURE	1	.2		
	Unasked	405	89.2		
	Total	406	89.4		
Total		454	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	9.3	87.5	87.5
	No	6	1.3	12.5	100.0
	Total	48	10.6	100.0	
Missing	Do Not Know Or Not Sure	1	.2		
	Unasked	405	89.2		
	Total	406	89.4		
Total		454	100.0		

Please rate your experience with the Village manager office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9 - Excellent	16	3.5	32.7	32.7
	8	13	2.9	26.5	59.2
	7	6	1.3	12.2	71.4
	6	4	.9	8.2	79.6
	5	1	.2	2.0	81.6
	4	1	.2	2.0	83.7
	3	1	.2	2.0	85.7
	2	2	.4	4.1	89.8
	1 - Not So Good	5	1.1	10.2	100.0
	Total	49	10.8	100.0	
Missing	Unasked	405	89.2		
Total		454	100.0		

Capital Projects Department*

Have you had contact with the capital projects department within the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	25	5.5	5.5	5.5
	No	429	94.5	94.5	100.0
	Total	454	100.0	100.0	

Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	17	3.7	70.8	70.8
	NO	7	1.5	29.2	100.0
	Total	24	5.3	100.0	
Missing	DO NOT KNOW OR NOT SURE	1	.2		
	Unasked	429	94.5		
	Total	430	94.7		
Total		454	100.0		

Was the person assisting you courteous and efficient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	22	4.8	88.0	88.0
	NO	3	.7	12.0	100.0
	Total	25	5.5	100.0	
Missing	Unasked	429	94.5		
	Total	454	100.0		

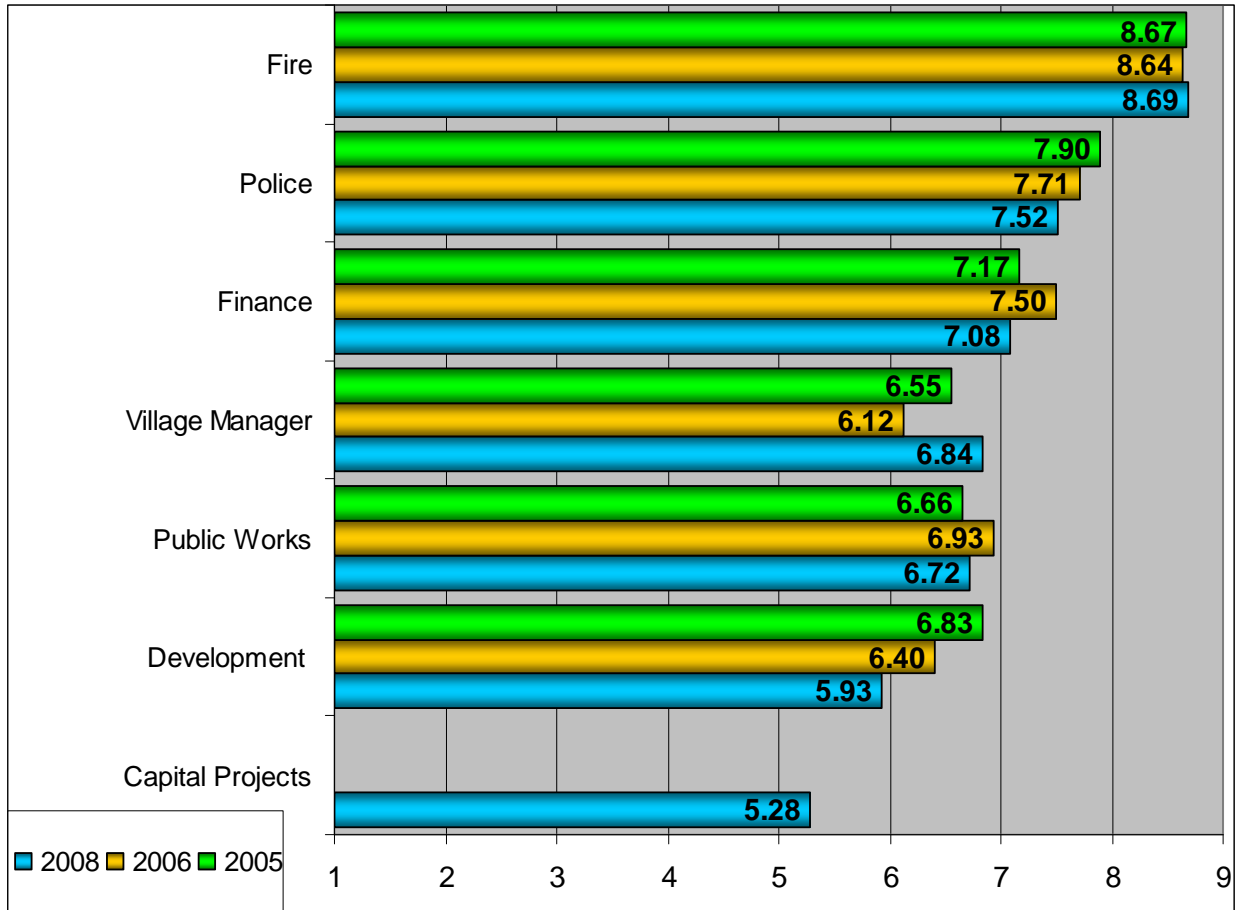
Please rate your experience with the capital projects department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9 - Excellent	5	1.1	20.0	20.0
	8	2	.4	8.0	28.0
	7	4	.9	16.0	44.0
	6	1	.2	4.0	48.0
	5	3	.7	12.0	60.0
	4	1	.2	4.0	64.0
	3	4	.9	16.0	80.0
	2	1	.2	4.0	84.0
	1 - Not So Good	4	.9	16.0	100.0
	Total	25	5.5	100.0	
Missing	Unasked	429	94.5		
Total		454	100.0		

*The Capital Projects Department was first included in the 2008 survey.

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...



	2008		2006		2005	
	N	Mean	N	Mean	N	Mean
Fire	78	8.69	81	8.64	56	8.67
Police	169	7.52	185	7.71	129	7.90
Finance	38	7.08	14	7.50	62	7.17
Village Manager	49	6.84	41	6.12	30	6.55
Public Works	138	6.72	115	6.93	92	6.66
Development	61	5.93	47	6.40	71	6.83
Capital Projects	25	5.28	N/A	N/A	N/A	N/A

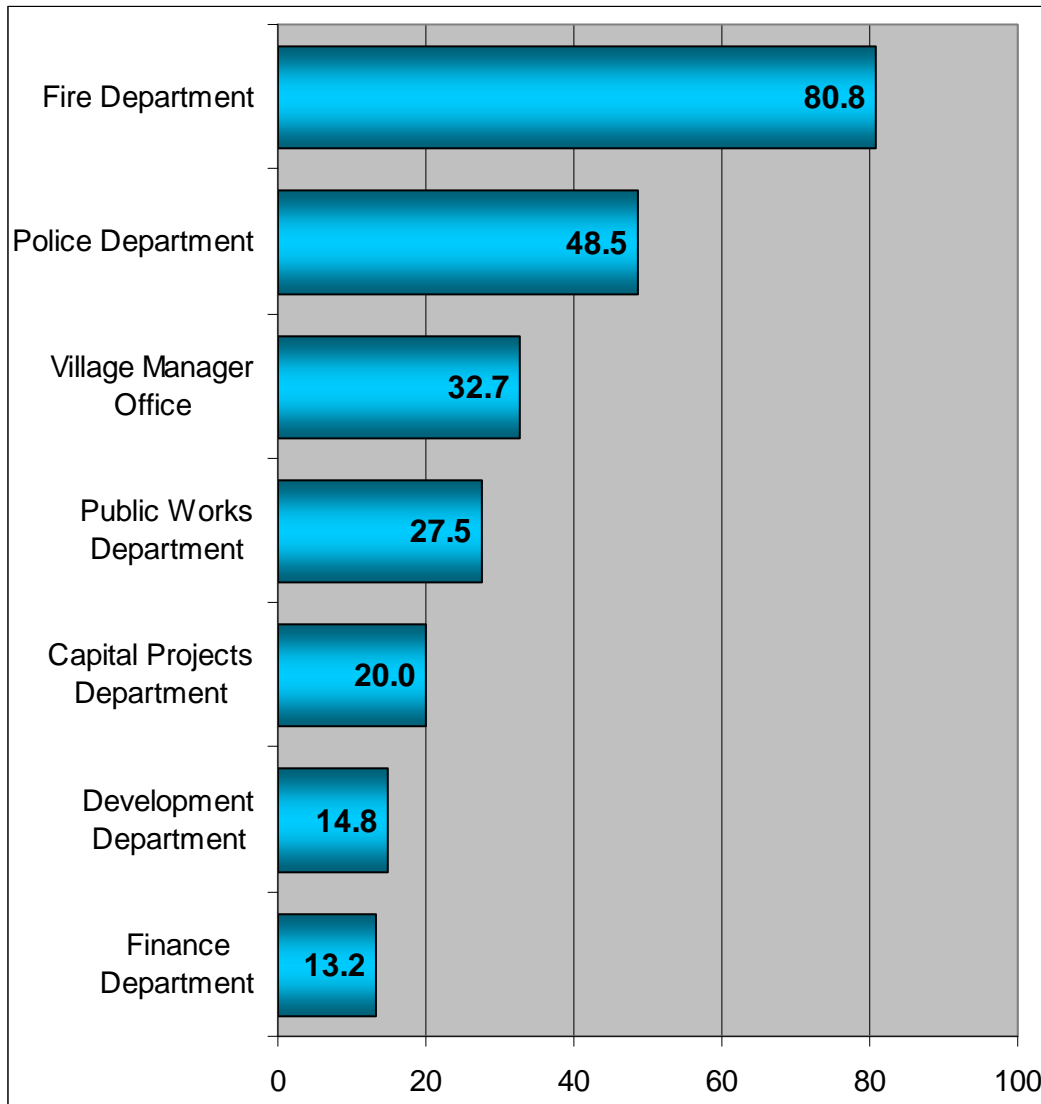
Note: Departments are listed in descending order of 2008 ratings.
The Capital Projects Department was first included in the 2008 survey.

Comparative Department Contact Ratings for 2008

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...

This table is a summary of ratings across departments. Results by department follow this page

Percentage of Respondents who Rated Contact ‘9 – Excellent’ by Department



Note: Ratings reflect quality of the interaction not necessarily satisfaction with resolution of the issue. Ratings provided only by those respondents who had contact with each department.

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, 21 still indicated “Don’t Know” or “Not Sure, as shown below.”

What is the most serious safety concern Glenview faces?

		2008 Frequency	2008 Percent	2008 Valid Percent	2008 Cumulative Percent	2006 Valid Percent	Difference (2008 – 2006)
Valid	Traffic Congestion	147	32.4	34.1	34.1	49.6	-15.5
	Other	95	20.9	22.0	56.1	7.6	14.4
	Speeding And Traffic Offenders	58	12.8	13.5	69.6	10.5	3.0
	Poor Road Conditions	53	11.7	12.3	81.9	2.6	9.7
	Crime In General	14	3.1	3.2	85.2	5.3	-2.1
	Burglaries	14	3.1	3.2	88.4	2.6	0.6
	Population Growth	14	3.1	3.2	91.6	5.7	-2.5
	Railroad Crossings	12	2.6	2.8	94.4	4.5	-1.7
	Unsupervised Teens	7	1.5	1.6	96.1	5.0	-3.4
	Vandalism	7	1.5	1.6	97.7	1.9	-0.3
	Drugs	6	1.3	1.4	99.1	2.4	-1.0
	Not Enough Police Presence	4	.9	.9	100.0	2.1	
	Total	431	94.9	100.0		100	
Missing	Do Not Know Or Not Sure	21	4.6				
	Refused	2	.4				
	Total	23	5.1				
Total	454	100.0					

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

- flooding
- sidewalk repair or lack of sidewalks
- no significant safety issue
- child or school safety/security issues
- gang activity
- water quality

Safety Concerns (continued)

How safe do you feel in your neighborhood?

		2008 Frequency	2008 Percent	2008 Cumulative Percent	2006 Percent	2006 Cumulative Percent	2005 Percent
Valid	Very Safe	302	66.5	66.5	67.7	67.7	61
	Safe	144	31.7	98.2	30.3	98.0	36
	Not Too Safe	4	.9	99.1	2.0	100	
	Not At All Safe	4	.9	100.0	0		3.0
	Total	454	100.0				

		Very Safe	Safe	Not Too Safe	Not At All Safe
Age Group	18 thru 24	83.3%	16.7%		
	25 thru 34	78.9%	21.1%		
	35 thru 44	56.2%	39.3%	2.2%	2.2%
	45 thru 54	65.8%	33.6%	.7%	
	55 thru 64	62.9%	32.3%	1.6%	3.2%
	65 thru 74	78.3%	21.7%		
	75 thru 84	64.4%	35.6%		
	85 and older	73.3%	26.7%		
Respondent Gender ^b	Male	73.8%	24.4%	.6%	1.2%
	Female	62.1%	36.2%	1.1%	.7%
Household With Kids	No	66.5%	32.2%	.4%	.8%
	Yes	67.2%	30.4%	1.5%	1.0%
Household Income ^a	Under \$56,000	66.7%	33.3%		
	\$56,000 to \$100,000	68.4%	30.4%		1.3%
	Over \$100,000	69.1%	28.2%	1.7%	1.1%
	Don't know/Not sure	66.7%	33.3%		
	Refused	61.5%	36.9%	.8%	.8%
How long have you lived in Glenview?	5 Years Or Less	75.5%	22.5%	1.0%	1.0%
	6 To 10 Years	70.6%	28.2%	1.2%	
	11 To 20 Years	58.3%	39.8%	1.0%	1.0%
	More than 20 Years	63.8%	34.4%	.6%	1.2%
Do you own or rent your current home?	Own Or In Process Of Buying	66.4%	31.6%	1.0%	1.0%
	Renting	67.7%	32.3%		
	Other	60.0%	40.0%		

^a In 2006, the reported feelings of safety by this group of 133 who chose not to report household income was significantly lower ($p < .05$) than other categories. However, in 2008, there was no significant differences based on income level.

^b In 2006, there was no significant differences in reported feelings of safety when comparing males to females. However, in 2008 females indicated, on average, lower reported feelings of safety than males ($p < .05$).

Communication with the Public

Has anyone in your household attended a presentation by a Village representative?*

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	178	39.2	39.5	39.5
	No	273	60.1	60.5	100.0
	Total	451	99.3	100.0	
Missing	Do Not Know Or Not Sure	3	.7		
Total		454	100.0		

Note: For 2008, the item was broadened to include any presentation by a Village representative. In 2006, this item asked if anyone in the household attended the Fire Department or Police Department Education programs.

Was the experience educational and interesting?

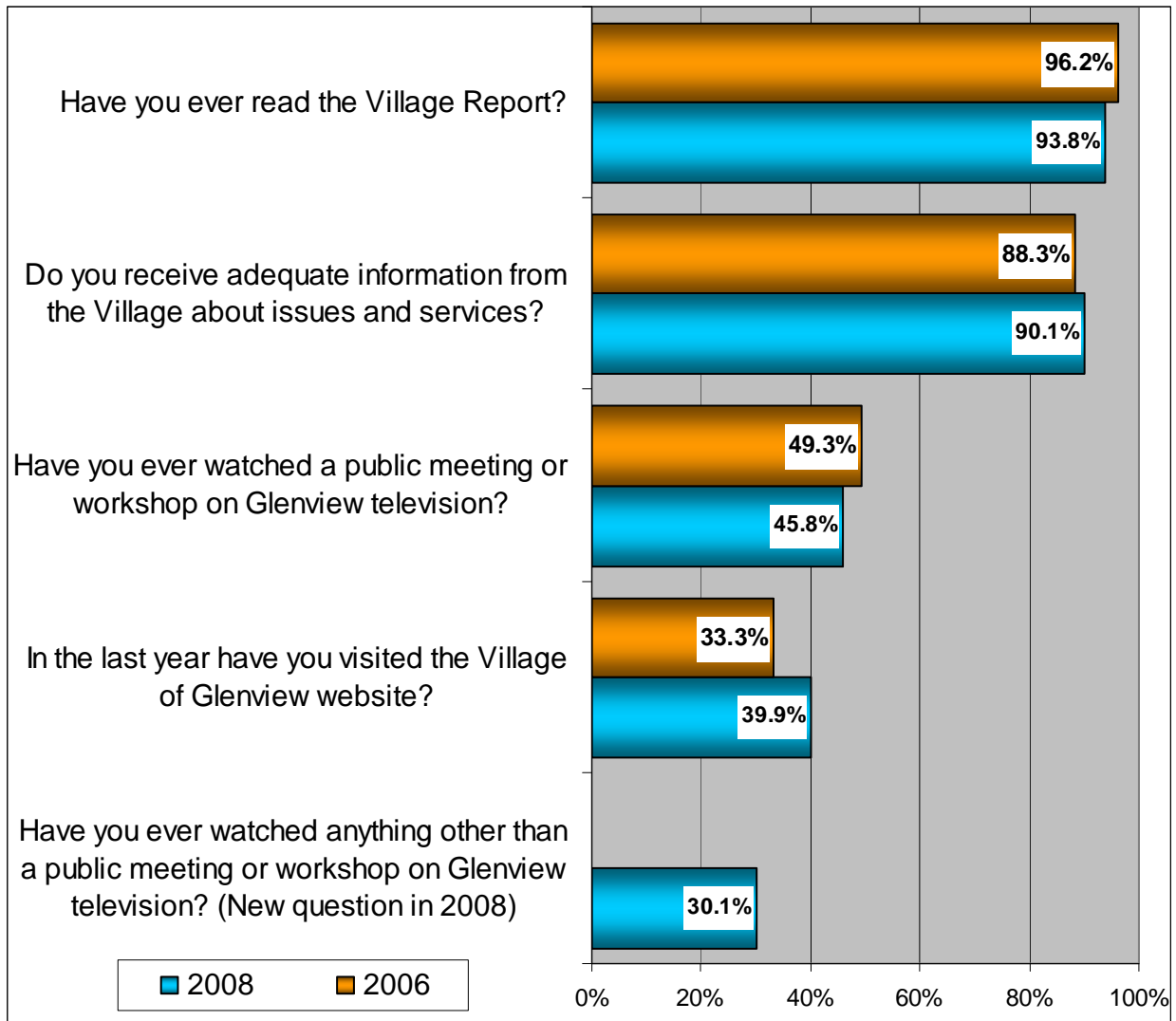
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	155	34.1	89.6	89.6
	No	18	4.0	10.4	100.0
	Total	173	38.1	100.0	
Missing	Do Not Know Or Not Sure	5	1.1		
	Unasked	276	60.8		
	Total	281	61.9		
Total		454	100.0		

Type of Program Residents Attended

Respondents were asked what type of meeting or presentation they had attended. These specific responses were categorized into broad groupings and the frequencies are presented below. Programs for children and schools, either specifically involving children or presenting information about child safety account for fifteen percent of programs attended (compared to 22% in 2005 and 15% in 2006). More than one third of programs attended were about zoning, capital development or infrastructure (exclusive of roads or sewers) (21%) or specifically about roads, traffic issues, or road planning (17%). Five percent of respondents did not recall what type of program or presentation by village representative was attended by a member of their household.

	Frequency	Percent
Zoning, Capital Development, Infrastructure (other than roads or sewers)	37	20.8
Roads, traffic issues, road planning	31	17.4
Children or Schools -educational programs, safety, or security	27	15.2
Others: various other presentations, meetings, rail safety, awards presentations	23	12.9
Police or Fire presentations (other than at schools or for children)	16	9.0
Neighborhood watch; Security and safety (other than children)	12	6.7
General Village meetings	10	5.6
Don't know/ do not recall specifics of presentation	9	5.1
Flooding, Sewers, or water control issues	8	4.5
Homeowner's meetings	5	2.8
Total	178	100.0

Sources of Village Information



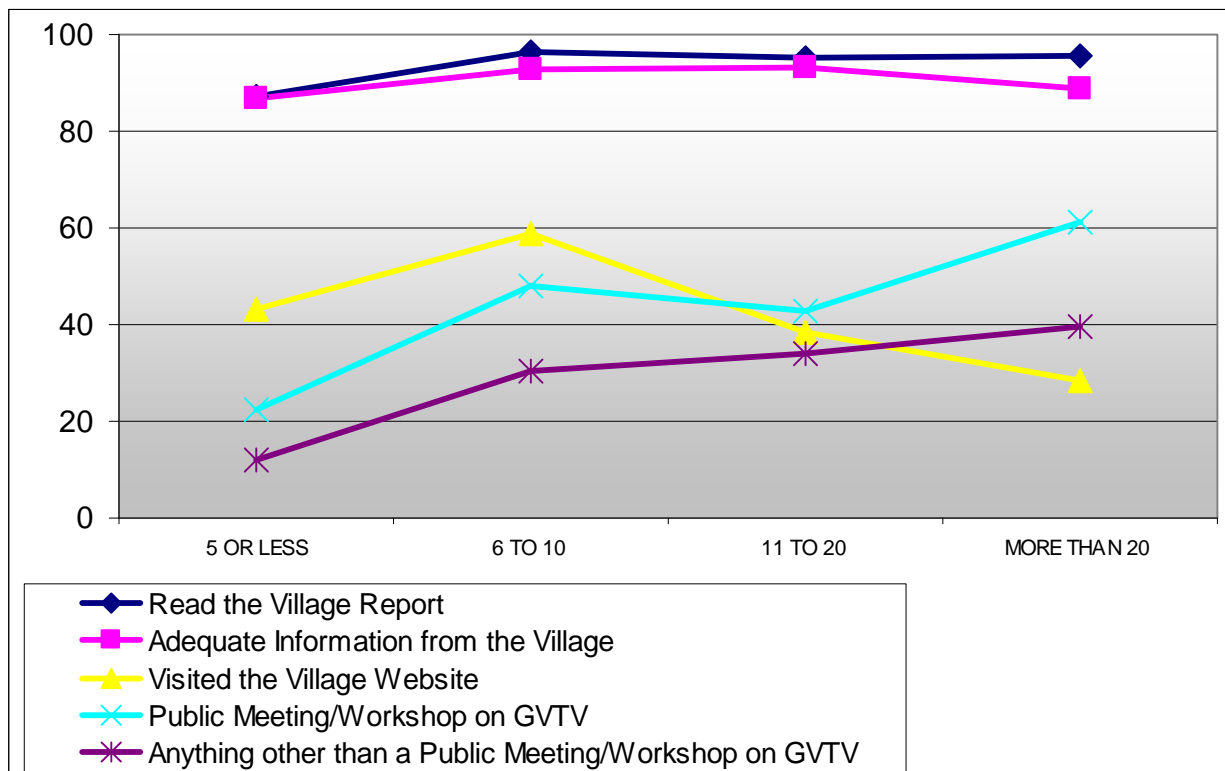
	2008 Yes	2008 No	2008 No Do Not Have Cable TV	2006 Yes
Have you ever read the Glenview Report?	93.8%	6.2%		96.2%
Do you receive adequate information from the Village about issues and services?	90.1%	9.9%		88.3%
In the last year, have you visited the Village of Glenview website?	39.9%	60.1%		33.3%
Have you ever watched a public meeting or workshop on Glenview television?	45.8%	49.8%	4.4%	49.3%
Have you ever watched anything other than a public meeting or workshop on Glenview television?	30.1%	69.0%	.9%	*Not Asked

Household Subgroups

The following charts and tables present the percentage of residents who (a) obtain information from the Glenview Report, (b) obtain adequate information from the Village, (c) visit the village website in the past year, (d) watch a public meeting or workshop on GVTV, or (e) watch something other than a public meeting or workshop on GVTV. Similar to the 2006 report, the information is presented in separate charts and tables for (a) years lived in Glenview and (b) whether there are children in the household (or not).

In general, years lived in Glenview is correlated with age (i.e. the longer one has lived in the Village, the older one tends to be). Older residents (over 60 years old) might tend to use computers and the internet less to obtain information than younger residents. This is illustrated by the chart below where it can be seen that as internet usage decreases, length of time lived in Glenview increases. Although, there was higher use of GVTV by those who have lived in the Village more than 20 years compared to those who have lived in Glenview 5 years or less.

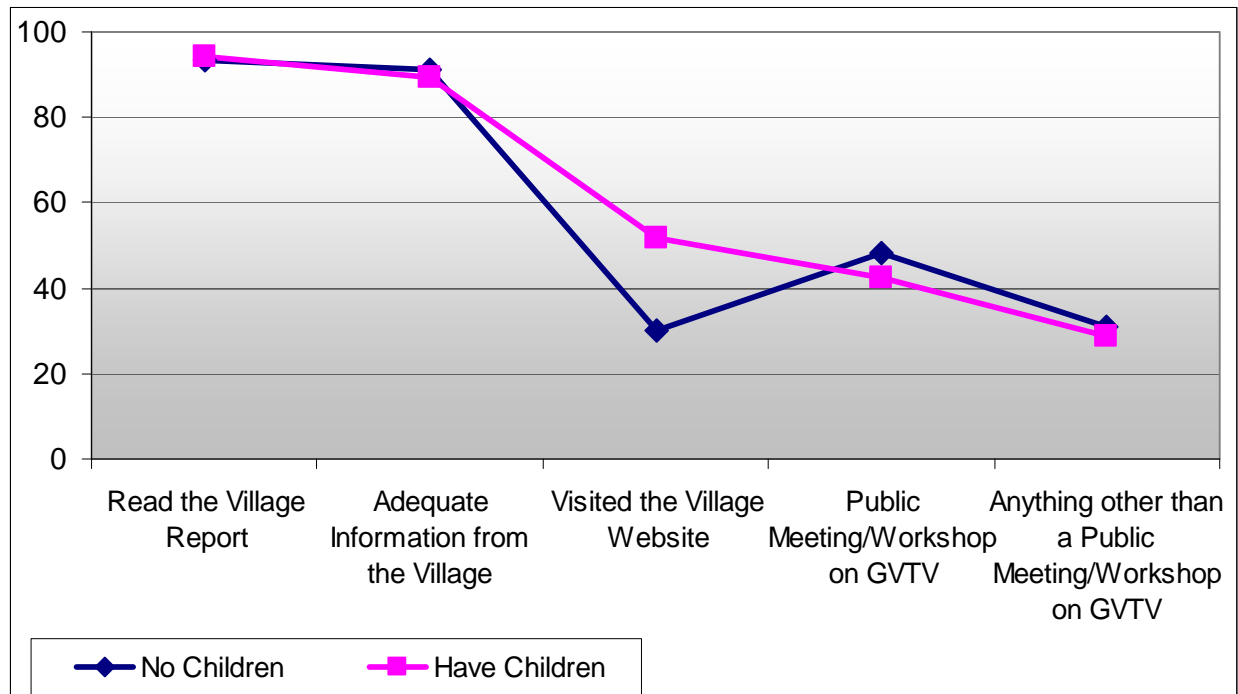
Percentage of Source of Information by Years Lived in Glenview



Percentage of Source by Years Lived in Glenview	5 Or Less	6 To 10	11 To 20	More Than 20
Read the Village Report	87.3	96.5	95.1	95.7
Adequate Information from the Village	86.9	92.9	93.1	88.9
Visited the Village Website	43.1	58.8	38.6	28.4
Public Meeting/Workshop on GVTV	22.5	48.2	42.7	61.3
Anything other than a Public Meeting/Workshop on GVTV	12.0	30.5	34.0	39.5

Households with or without children did not vary much, with the exception of visiting the Village website. Residents with children in the household were more likely to visit the Village website (52%) than those residents whose household does not contain children (30%).

Percentage of Source of Information by Children in the Household



Percentage who Indicated Yes by Children in the Household	No Children	Have Children
Have you ever read the Village Report?	93.5	94.1
Do you receive adequate information from the Village about issues and services?	91.2	89.2
In the last year, have you visited the Village of Glenview website?	30.0	51.7
Have you ever watched a public meeting or workshop on Glenview television?	48.2	42.6
Have you ever watched anything other than a public meeting or workshop on Glenview television?	30.9	28.9

Current Sources for Receiving Village Information

Residents were asked, “How do you currently receive information about the Village of Glenview?”

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.

Percentage of Residents who Receive Village Information by...

	2008	2006	2005
<i>The Glenview Report</i>	71.4	68.1	78%
Local Glenview Newspapers	39.0	40.0	50
Word of Mouth	9.9	9.5	20
Glenview Cable Channel 17	6.4	7.5	12
Glenview Website	10.6	8.4	10
<i>Chicago Tribune</i>	0.2	0.4	7
Bulletin boards around the Community	<1	1.1	5
<i>e-Glenview</i> (via e-mail)	4.4	3.8	5
Public Meetings	0.9	1.3	4
Mail	11.2	12.2	3

Nearly half (48.5%) of respondents obtain information about the village from multiple sources. In addition to the pre-established categories listed above, about 8% mentioned some other current source of receiving Village information.

Preferences for Receiving Village Information

Previous surveys simply asked which methods residents preferred to obtain Village information. As pointed out in the 2006 results, there was a need to know what information was preferred more than how the information was delivered. The 2008 survey addressed this issue by asking residents to choose their primary and secondary choice of information from the following three choices:

- Village programs and services information
- Policy and board news
- General non-village information

The type of information chosen as primary was not an option for the secondary type of information, thus encouraging the respondent to rank order their preferences. If a resident did not indicate a primary preferred type of information, they were not asked their secondary type.

The tables below present the primary and secondary preferences for information by residents. From these tables, half of residents' primary information preference was for program and services information. Slightly more than half of residents' secondary preference was for general non-Village information. The following page in this report more closely addresses the cross tabulation of the primary and secondary information preferences.

Primary Type of Information Residents Would Like To Receive From the Village

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Village programs and services information	222	48.9	50.1	50.1
	General non-village information	112	24.7	25.3	75.4
	Policy and board news	109	24.0	24.6	100.0
	Total	443	97.6	100.0	
Missing	Don't know or unsure	8	1.8		
	Refused to answer	3	.7		
	Total	11	2.4		
Total		454	100.0		

Secondary Type of Information You Would Like To Receive From the Village

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	General non-village information	240	52.9	54.7	54.7
	Village programs And Services Information	169	37.2	38.5	93.2
	Policy and board news	30	6.6	6.8	100.0
	Total	439	96.7	100.0	
Missing	Don't know or unsure	7	1.5		
	Unasked	7	1.5		
	Refused to answer	1	.2		
	Total	15	3.3		
Total		454	100.0		

By knowing the primary and secondary choice of respondents, the remaining choice was considered the 'implied tertiary' or third choice. Only those respondents who chose a primary and a secondary type of preferred information were included in this analysis.

Half of all respondents indicated that their preference order to be (a) Program and Services Information, (b) General Non-Village Information, and (c) Policy and Board News. The pattern of information preferences is statistically significantly different than by chance alone ($p < .01$) and indicates residents do have information type preferences. The table below presents all possible combinations respondents chose. It should be noted that *no respondents* indicated (primary) Programs and Services Information, (secondary) Policy and Board News, and (implied tertiary) General Non-Village Information.

Rank Order of Respondent Information Preferences

Primary	Secondary	Implied Tertiary	N	Percent
Village Programs & Services Information	General Non-Village Information	Policy & Board News	220	50.10%
Policy & Board News	Village Programs & Services Information	General Non-Village Information	88	20%
General Non-Village Information	Programs & Services Information	Policy & Board News	81	18.50%
General Non-Village Information	Policy & Board News	Programs & Services Information	30	6.80%
Policy & Board News	General Non-Village Information	Programs & Services Information	20	4.60%

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

Do you feel confident that a Village official will do something about a complaint?

		Frequency	Percent	Valid Percent	Cumulative Percent	2006 Valid Percent	2005 Valid Percent
Valid	Yes	311	68.5	74.6	74.6	75.2	72
	No	106	23.3	25.4	100.0	24.8	28
	Total	417	91.9	100.0			
Missing	Do Not Know Or Not Sure	36	7.9				
	Refused	1	.2				
	Total	37	8.1				
Total		454	100.0				

Additional comments provided by respondents to this question:

- Yes, but not entirely confident
- You never know, I did talk to this one man who did tell me when they planned to do the street, 2 years down the row, that's where it was left and there was nothing I could do, it didn't matter how many times I called or complained, I just ignored it. I felt bad for the old ladies who walked on the street.
- Well I hope so.
- We keep complaining to the police and the village, we have one major street in our development but the cars are always speeding. It was over a year ago, but they said they could not do anything so we just dropped it.
- That depends on the village's agenda.
- Sort of, I would not feel very confident, but I feel they would tend to it, if they knew the answer right away.
- so many people complain for you to call to complain, I don't feel confident that they will take a lead on the issue, the village acts like it's not our problem
- I would at least like it to be easy to learn who to contact about any specific inquiry
- One of my big concerns is how Cook County is affecting Glenview specifically how the Cook County Commissioners are attempting to pass laws that are unconstitutional on a state and federal level and continuing to raise taxes.
- Often times they do not have funds for infrastructure so you keep getting pushed back. We have needed water piping replaced on our street for the last 8 years, and they have never found the money for it.
- Need to do something about speeding offenders, village says they have police rotating through village, and monitoring traffic, but if you ask them to do something in your neighborhood, they blow you off
- It depends on whether they are sympathetic with your position and agree with you.
- It depends on what it would be for
- it's hard to say with out knowing the specific problem
- If my husband calls it always gets the attention, I am a female and they listen and they are courteous but that is as far as it goes. When my husband calls, the job gets done. I have no problem asserting myself so I try to make a phone call and get things done and if I do not get any results he calls and it happens.
- I would not complain because I have no reason to.
- I would hope so. I am not the type of person to hear myself talk, if I called there was a concern of mine or my family's.
- I think they would respond kindly to it, but with this traffic thing, it's all up to the neighbor's decision. So the city would need to make a decision on this. We are at a stalemate because no one can decide about this.
- I think in particular the development department I was not happy with, the other departments are efficient, and I did not like the responses of the development department. The person who handled the situation, I felt mishandled the situation.
- I probably would have a question with building permits, and that is one area I feel I will not receive satisfaction from. Is the zoning board and the building permits. Only because I've heard that from others.
- I never really had a complaint.
- I hope so.
- I do not know if they could solve all the problems, but I feel it would be listened to.
- I believe they will listen to me but I doubt anything will be done about it.
- I'm not sure if I would feel confident or not I had a concern with the fire department with a tree and I asked them for advice and they never got back to me; I called three times leaving messages.

Overall Evaluation of the Job of Providing Services (continued)

Additional comments provided by respondents to this question (continued):

- First of all the water conditions are horrible, the water here has never been drinkable, and the poor road conditions are terrible. Also, where I live, rent is being increased every year, and the contract says they do snow removal, and they don't even remove the snow, they just put it on the side. Nothing has been done.
- Depends on the issue, if it's a huge issue or something small you have different expectations.
- A woman who did not have a deaf child wanted people to slow down on the street, and no one would take the sign down.

Do you feel confident that a Village official will do something about a complaint?

		YES	NO
Household With Children	No	79.3%	20.7%
	Yes	69.1%	30.9%
How long have you lived in Glenview?	5 Years Or Less	79.6%	20.4%
	6 To 10 Years	78.5%	21.5%
	11 To 20 Years	66.3%	33.7%
	More Than 20 Years	74.4%	25.6%
Do you own or rent your current home?	Own Or In Process Of Buying	73.4%	26.6%
	Renting	86.2%	13.8%
	Other	80.0%	20.0%
Household Income	Under \$56,000	83.6%	16.4%
	\$56,000 to \$100,000	82.2%	17.8%
	Over \$100,000	69.3%	30.7%
	Don't know/Not sure	57.1%	42.9%
	Refused	75.0%	25.0%

Overall Evaluation of the Job of Providing Services (continued)

Overall, how do you think the Village of Glenview does regarding providing services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	172	37.9	37.9	37.9
	Good	226	49.8	49.8	87.7
	Fair	39	8.6	8.6	96.3
	Poor	15	3.3	3.3	99.6
	Very Poor	2	.4	.4	100.0
Total		454	100.0	100.0	

Ratings by Sub-Groups (5=Very Good, 4=Good, 3=Fair, 2=Poor, 1= Very Poor)

Household With Children	Mean (Average)	Very Good	Good	Fair	Poor	Very Poor
		%	%	%	%	%
No	4.23	41.6%	45.3%	8.6%	3.7%	0.8%
Yes	4.21	34.3%	54.9%	7.8%	2.9%	

How long have you lived in Glenview?	Mean (Average)	Very Good	Good	Fair	Poor	Very Poor
		%	%	%	%	%
5 Years Or Less	4.23	37.3%	52.0%	6.9%	3.9%	
6 To 10 Years	4.28	40.0%	50.6%	7.1%	2.4%	
11 To 20 Years	4.16	33.0%	53.4%	10.7%	1.9%	1.0%
More Than 20 Years	4.21	40.5%	46.0%	8.6%	4.3%	0.6%

Do you own or rent your current home	Mean (Average)	Very Good	Good	Fair	Poor	Very Poor
		%	%	%	%	%
Own Or In Process Of Buying	4.20	36.3%	51.6%	8.3%	3.4%	0.5%
Renting	4.45	54.8%	38.7%	3.2%	3.2%	
Other	4.40	60.0%	20.0%	20.0%		

Household Income	Mean (Average)	Very Good	Good	Fair	Poor	Very Poor
		%	%	%	%	%
Under \$56,000	4.40	50.9%	42.1%	3.5%	3.5%	
\$56,000 to \$100,000	4.18	31.6%	58.2%	7.6%	1.3%	1.3%
Over \$100,000	4.20	34.3%	54.7%	8.3%	2.8%	
Don't know/Not sure	3.53	26.7%	26.7%	26.7%	13.3%	6.7%
Refused	4.25	42.6%	43.4%	9.8%	4.1%	

TOTAL SAMPLE:	Mean (Average)	Very Good	Good	Fair	Poor	Very Poor
		%	%	%	%	%
2008	4.21		49.8%	8.6%	3.3%	0.4%
2006	4.19	38.3%	46.8%	11.4%	2.9%	0.7%
2005 (Different scale)		91%		6%		2%

Overall Evaluation of the Job of Providing Services (continued)

An open-ended follow-up question was asked of the 17 (3.7%) respondents who did not rate the village of Glenview at least "fair" at providing services: ***What can the Village do better?*** Verbatim responses follow.

- **Develop a sense of fiscal reasonability w/ your tax dollars & re-think building a new 30 million dollar village hall**
- **Increase control of traffic**
- **Listen to the voice of their people, and not spend too much money**
- **Listen to what the problems and actually act on them**
- **Nothing**
- **The issue with the traffic, the congestion. The building development and they have killed the economy of downtown Glenview. They have destroyed the existing village, and remade it into the glen, exclusive to the perimeters of the original village. The wealthier neighborhoods get more priorities and attention than the balance of the villa**
- **The village has a very poor library service, I wish it could be better, so far, my experience has not been very pleasant, they are not helpful and my neighbor got robbed some years ago, so it's not very safe. And a lot of houses get flooded, those are some problems. Those are some general concerns that I have.**
- **Their choices of how to spend money are way off base, wasted money on police station, and do not want to give money for library, city officials are living off taxpayers' money**
- **They can attend to attracting people my age to come live here.**
- **They could have a clean-up day where you put out things you want to get rid of. They could improve the streets and curbs. They could watch the cable people; make sure that their cable work is neatly done. They could also have a day where you could sweep your leaves into the streets in the fall.**
- **They need to fix my fence**
- **They should have better library programs for those who are unincorporated, don't waste public funds, police station is too big, improve teachers, run candidates for school board,**
- **They should revise services. Making them avail for all people.**
- **They should run the government like it's a business. They shouldn't be spending more than they take in. The customers or residents should be more important to them. They should look at the economic impact of the decisions that they make.**
- **Use more natural environmental programs**
- **Want storm sewers that work installed throughout the city & address the traffic problems better**

APPENDIX A: Response Rate Technical Summary

The American Association of Public Opinion Researchers (AAPOR) provides guidelines to the computation of response rates for surveys. Response rates actually have four major components (a) response rate, (b) cooperation rate, (c) refusal rate, and (d) contact rate. The response rate represents the percentage of respondents who completed the survey of the eligible respondents. The cooperation rate represents the proportion of households interviewed of all eligible households contacted. The refusal rate is the proportion of all cases in which a respondent refuses to do an interview of all potentially eligible cases. The contact rate measures the proportion of all cases in which a responsible person at a household was reached by the survey.

The response rate is 37.4% (AAPOR -Response Rate IV), which is consistent with the field period for this survey. The cooperation rate is 56.7% (AAPOR-Cooperation Rate IV), which is probably the best indicator on a survey that has a limited field period. The cooperation rate indicates that when we actually reached a household with a valid respondent, more than half were willing to complete the survey (Cooperation Rate 1, 54.9%). The Refusal rate is 21.3 (Refusal Rate I) and the contact rate is 62% (Contact Rate II).

Interview (Category 1)	
Complete	454
Partial	1
Eligible, non-interview (Category 2)	
a. Refusal and break-off	94
b. Refusal	254
c. Respondent never available	1
d. Telephone answering device (confirming household)	79
e. Language problem	24
Unknown eligibility, non-interview (Category 3)	
a. Always busy	72
b. No answer	310
c. Answering machine-don't know if household	317
d. Technical phone problems	31
Not eligible (Category 4)	
a. Fax/data line	169
b. Non-working/disconnect	551
c. Disconnected number	1
d. Non-residence	255
e. No eligible respondent	262
Total phone numbers used	2875
I=Complete Interviews (Category 1)	454
P=Partial Interviews (Category 1)	1
R=Refusal and break off (Category 2 a & b.)	348
NC=Non Contact (Category 2 c & d)	80
O=Other (Category 2 e)	24
e=estimated proportion of cases of unknown eligibility that are eligible; based on proportion of eligible households among all numbers for which a definitive determination of status was obtained (a very conservative estimate).	0.423
UH=Unknown household (Category 3 a, b, c, & d)	730
UO=Unknown other (None for this survey)	0

Response Rate 1	$I / (I+P) + (R+NC+O) + (UH+UO)$	0.277
Response Rate 2	$(I+P) / ((I+P) + (R+NC+O) + (UH+UO))$	0.278
Response Rate 3	$I / ((I+P) + (R+NC+O) + e(UH+UO))$	0.373
Response Rate 4	$(I+P) / ((I+P) + (R+NC+O) + e(UH+UO))$	0.374

Cooperation Rate 1	$I / (I+P+R+O)$	0.549
Cooperation Rate 2	$(I+P) / ((I+P)+R+O)$	0.550
Cooperation Rate 3	$I / ((I+P)+R)$	0.565
Cooperation Rate 4	$(I+P) / ((I+P)+R)$	0.567

Refusal Rate 1	$R / ((I+P)+(R+NC+O) + UH + UO)$	0.213
Refusal Rate 2	$R / ((I+P)+(R+NC+O) + e(UH + UO))$	0.286
Refusal Rate 3	$R / ((I+P)+(R+NC+O))$	0.384

Contact Rate 1	$(I+P)+R+O / (I+P)+R+O+NC+ (UH + UO)$	0.505
Contact Rate 2	$(I+P)+R+O / (I+P)+R+O+NC + e(UH+UO)$	0.680
Contact Rate 3	$(I+P)+R+O / (I+P)+R+O+NC$	0.912

APPENDIX B: Questionnaire Text

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.

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?

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?

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

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.

Question: 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

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

NOTE: The 16 different services are randomly presented for each respondent

Question: IMP1

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

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

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

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

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

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 or Flood Control?

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question: imp7

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

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

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

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

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

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

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

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

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

How would you rate ...Community relations?

INTERACTION BETWEEN THE VILLAGE & RESIDENTS; COMMUNITY MEETINGS;
ABILITY FOR RESIDENTS TO PROVIDE FEEDBACK; VILLAGE'S EFFORTS TO
LEARN WHAT RESIDENTS WANT/NEED; EXPLAINING PROGRAMS & SERVICES;
HELPING ANSWER QUESTIONS; WORKING COOPERATIVELY WITH RESIDENTS

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question: imp16

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?

RATE HOW IMPORTANT THE WAY THE VILLAGE PROVIDES WATER BILLING

ANSWER 1-9

77. DON'T KNOW / NOT SURE

99. REFUSED

Question: imp17

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 LIST IF NECESSARY

2008 LIST

- 20. Public Works
- 21. Police
- 22. Village Manager's office (VMO)
- 23. Fire Department
- 24. Finance Department
- 25. Development Department
- 26. OTHER

77. DON'T KNOW / NOT SURE

99. REFUSED

DEFINITIONS FOR RESPONDENTS: USE IF NECESSARY

- Public Works (MINOR STREET REPAIR, POTHOLES, SNOW PLOWING, STREET SWEEPING, WATER PROBLEMS, TREES, HYDRANTS)
- VMO (HUMAN RESOURCES, COMMUNICATIONS, GVTV, SENIOR SERVICES, ECONOMIC DEVELOPMENT)
- Finance (WATER BILLING, COMMUTER PARKING, VOTER REGISTRATION, SWITCHBOARD)
- Development (HEALTH, BUILDING & FIRE INSPECTIONS, BUILDING PERMITS, ZONING, COMMUNITY PLANNING)

•

2006 LIST

- 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

2006: IF (WHOCON <> 21) skp

2008: IF (WHOCON <> 26) 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 (Istcon>5) skp

THE FOLLOWING BLOCKS OF CITY SERVICES ARE RANDOMLY ASKED of RESPONDENTS

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

2006: Did the person provide you with sufficient information regarding your situation?

2008: Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

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

2006: Did the person provide you with sufficient information regarding your situation?

2008: Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

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?

2008: PUBLIC WORKS DEPT. IS RESPONSIBLE FOR MAINTAINING HIGH QUALITY & SAFETY OF GLENVIEW'S INFRASTRUCTURE & FACILITIES. IT HAS 5 DIVISIONS: STREETS, FORESTRY & GROUNDS, SEWERS, WATER, AND FLEET SERVICES.

1. YES

2. NO

7. DON'T KNOW / NOT SURE

9. REFUSED

Question: pubwrk2

2006: Did the person provide you with sufficient information regarding your situation?

2008: Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

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?

DEVELOPMENT (HEALTH, BUILDING, AND FIRE INSPECTIONS, BUILDING PERMITS)

1. YES

2. NO

7. DON'T KNOW / NOT SURE

9. REFUSED

Question: develop

2006: Did the person provide you with sufficient information regarding your situation?

2008: Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

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

IF (develop1 <>1) skip

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) skip

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) skip

Question: Finance

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

FINANCE (WATER BILLING, COMMUTER PARKING, VOTER REGISTRATION & SWITCH BOARD)

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

Question: Financ2

2006: Did the person provide you with sufficient information regarding your situation?

2008: Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

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

IF (financ1 <>1) skip

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) skip

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) skip

Question: village1

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

VMO (HUMAN RESOURCES, COMMUNICATIONS, GVTV, ECONOMIC DEVELOPMENT AND SENIOR SERVICES)

1. YES

2. NO

7. DON'T KNOW / NOT SURE

9. REFUSED

Question: village2

2006: Did the person provide you with sufficient information regarding your situation?

2008: Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

1. YES

2. NO

7. DON'T KNOW / NOT SURE

9. REFUSED

IF (village1 <>1) skip

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) skip

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) skip

Question: cappro1

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

CAPITAL PROJECTS (MAJOR ROAD & INFRASTRUCTURE PROJECTS-MAJOR CONSTRUCTION)

1. YES

2. NO

7. DON'T KNOW / NOT SURE

9. REFUSED

Question: cappro2

2006: Did the person provide you with sufficient information regarding your situation?

2008: Did the person provide you with sufficient information regarding your situation or connect you with someone who could help you?

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

IF (cappro1 <>1) skip

Question: cappro3

Was the person assisting you courteous and efficient?

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

IF (cappro1 <>1) skip

Question: cappro4

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 Capital Projects Department.

ANSWER 1-9

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

IF (cappro1 <>1) skip

Question: safe1

What is the most serious safety concern Glenview faces?

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

2006 LIST

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

2008 LIST

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

20. Crime (in general)
21. Unsupervised teens
22. Burglaries
23. Not enough police presence
24. Drugs
25. Population/Growth
26. Railroad crossings
27. Vandalism
28. Poor Road Conditions
29. Traffic congestion
30. Speeding/Traffic Offenders
31. Other
77. DON'T KNOW / NOT SURE
99. REFUSED

NOTE: the order of the list was changed in 2008 to minimize any possible order effects of having traffic or road related items at the beginning of the list.

Question: safe1a

ENTER OTHER MOST SERIOUS PUBLIC SAFETY CONCERN GLENVIEW FACES

D. DON'T KNOW

R. WON'T SAY/REFUSED

2006 IF (SAFE1 <> 21) skp

2008 IF (SAFE1 <> 31) 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

2006: Has anyone in your household attended the Fire Department or Police Department Education Programs?

2008: Has anyone in your household attended a public safety program by the police or fire department, a neighborhood meeting for a road projects, an event featuring a village employee or elected officials as a speaker, or any presentation by a representative of your Village?

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

Question: educ2 (2006)

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: educ2 (2006)

What type of program was it?

- D. DON'T KNOW
 - R. WON'T SAY/REFUSED
- PUBLIC SAFETY PROGRAM BY POLICE OR FIRE, A NEIGHBORHOOD MEETING FOR A ROAD PROJECTS, AN EVENT FEATURING A VILLAGE EMPLOYEE OR ELECTED OFFICIALS AS A SPEAKER, ETC

Question: educ3

2006: Were the personnel conducting the program well informed?

2008: Was the experience educational and interesting?

NOTE: the data from 2006 educ2 and 2008 educ3 were similar and aggregated across years into educ3

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

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) skp

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) skip

Question: INFORM4B

ENTER OTHER METHOD FROM WHICH THEY currently receive information ABOUT GLENVIEW

D. DON'T KNOW

R. WON'T SAY/REFUSED

Question: INFORM6

2006 :Have you or anyone in your household ever watched the Board of Trustee meetings on Glenview Cable TV?

2008 Have you ever watched a public meeting or workshop on Glenview television?

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

2008 Question: inform6b

Have you ever watched anything *other* than a public meeting or workshop on Glenview television?

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

2006 Question: INFORM5 2006

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

2006 Question: INFORM5C

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

D. DON'T KNOW

R. WON'T SAY/REFUSED

2006 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

2006 Question: INFORM5B

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

D. DON'T KNOW

R. WON'T SAY/REFUSED

2008 Question: INFORM5A

Is the primary type of information you would like to receive from the village

1. Information about village programs and services
2. Policy and board news,
3. General information that is not Village-specific

2008 Question: INFORM5B

What would be the secondary type of information you would like to receive?

<system only displays and the interviewer only reads the items not chosen in INFORM5A>

1. Information about village programs and services
2. Policy and board news,
3. General information that is not Village-specific

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'T SAY/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?

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) skip 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

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

2006 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 2007. 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