

Village of Glenview 2015 Citizen Survey

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Findings
Report

Submitted to Glenview, Illinois by:

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Village of Glenview 2015 Citizen Survey

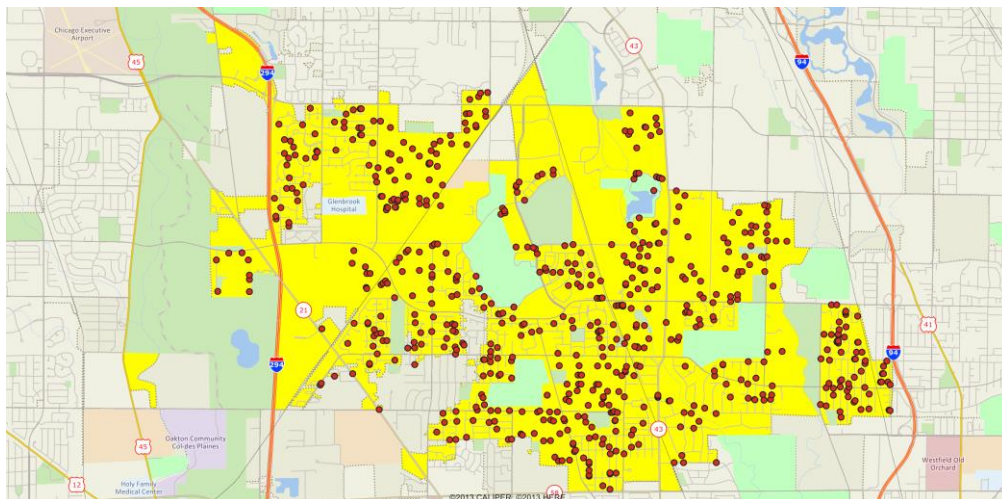
Executive Summary Report

Overview and Methodology

Overview. During April and May of 2015, ETC Institute administered a citizen survey for the Village of Glenview, Illinois. The purpose of the survey was to gather input from citizens as part of the Village's ongoing effort to involve citizens in long-range planning and budget decisions.

Methodology. A seven-page survey was mailed to a random sample of 2,500 households throughout the Village of Glenview. The mailed survey included a postage paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those that preferred to fill out the survey online. Approximately 14 days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey by mail or completed it online were given the option of completing it by phone.

The goal was to receive at least 500 completed surveys. This goal was far exceeded, with a total of 678 households completing a survey. The results for the random sample of 678 households have a 95% level of confidence with a precision of at least +/- 3.8%. There were no statistically significant differences in the results of the survey based on the method of administration (mail, phone, online). To ensure that households throughout the Village were well represented, ETC Institute geocoded the home address of respondents to the survey. The map below shows the physical distribution of survey respondents based on the locations of their homes.



Interpretation of “Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used Village services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflects the utilization and awareness of Village services, the percentage of “don’t know” responses has been included in the tabular data in Section 4 of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey (Section 1)
- benchmarking data that shows how the results for the Village of Glenview compare to other U.S. communities (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Major Findings

Ratings of the Village

- Nearly all (97%) residents surveyed, who had an opinion, rated the Village of Glenview as an excellent or good place to live, 2% were neutral, and less than 1% rated the Village as below average. Ninety-seven percent (97%) of residents surveyed, who had an opinion, rated the Village as an excellent or good place to raise children, 2% were neutral, and less than 1% rated the Village as below average; 92% rated the overall quality of life in the Village as excellent or good, 7% were neutral, and only 1% rated the Village as below average.

Perceptions of the Village

- Most residents have a very positive perception of the Village of Glenview. Ninety-nine percent (99%) of residents surveyed, who had an opinion, gave a rating of “satisfied” or “neutral” (rating of 3, 4 or 5 on a 5-point scale) with the overall image and reputation of Glenview. Other areas that received a very high rating of “satisfied” or “neutral” included: quality of hospitals and medical services (99%), quality of parks and recreation services (99%), feeling of safety in the community (98%), quality of schools (98%), and quality of the library (97%).

Village Leadership – President and Board of Trustees

- Ninety-three percent (93%) of residents surveyed, who had an opinion, gave a rating of “satisfied” or “neutral” (rating of 3, 4, or 5 on a 5-point scale) with the ease of access to the Village President and Board. Ninety percent (90%) of residents surveyed, who had an opinion, gave a rating of “satisfied” or “neutral” (rating of 3, 4 or 5 on a 5-point scale) to the overall responsiveness to their needs by the Village President and Board.

Village Leadership – Village Commissioners

- Ninety-one percent (91%) of residents surveyed, who had an opinion, gave a rating of “satisfied” or “neutral” (rating of 3, 4, or 5 on a 5-point scale) with the ease of access to the Commissioners. Ninety percent (90%) of residents surveyed, who had an opinion, gave a rating of “satisfied” or “neutral” (rating of 3, 4 or 5 on a 5-point scale) to the overall responsiveness to their needs by the Commissioners.

Village Leadership - Staff

- Ninety-four percent (94%) of residents surveyed, who had an opinion, gave a rating of “satisfied” or “neutral” (rating of 3, 4, or 5 on a 5-point scale) with the ease of access to Village Staff. Ninety-three percent (93%) of residents surveyed, who had an opinion, gave a rating of “satisfied” or “neutral” (rating of 3, 4 or 5 on a 5-point scale) to the overall responsiveness to their needs by Village staff.

Communication

- The aspects of communication that residents, who had an opinion, gave the highest levels of “satisfaction” and “neutral” ratings (rating of 3, 4, or 5 on a 5-point scale) were: the quality of the Village newsletter (98%), the quality of the Village’s weekly e-newsletter (96%), the quality of the Village’s website (95%), and the availability of information on services and programs (94%).

Police Services

- The police services that residents, who had an opinion, gave the highest levels of “satisfaction” and “neutral” ratings (rating of 3, 4, or 5 on a 5-point scale) were: police response time (97%), efforts to prevent crime (96%), police safety education programs (96%), and visibility of police in neighborhoods (94%).
- Based on the sum of their top two choices, the police services that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) efforts to prevent crime and (2) visibility of police in neighborhoods.

Fire and Emergency Medical Services

- For each of the five fire and emergency medical services that were rated, residents, who had an opinion, gave a “satisfaction” and “neutral” rating (rating of 3, 4, or 5 on a 5-point scale) of 99%: the overall quality of fire protection (99%), the overall quality of emergency response times (99%), and the overall quality of emergency medical services (99%), the overall quality of 911 services (99%), and the overall quality of fire safety/education programs (99%).
- Based on the sum of their top two choices, the fire and emergency medical services that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) the overall quality of emergency medical services and (2) the overall quality of emergency response time.

Maintenance Services

- The maintenance services that residents, who had an opinion, gave the highest levels of “satisfaction” and “neutral” ratings (rating of 3, 4, or 5 on a 5-point scale) were: the overall cleanliness of streets/public areas (97%), maintenance of traffic signals (97%), the maintenance of Village-owned buildings (97%), and maintenance of street signs (96%).
- Based on the sum of their top two choices, the maintenance services that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) the maintenance of Village streets and (2) plowing of Village streets.

Utility Services

- For each of the four utility services that were rated, residents, who had an opinion, gave a “satisfaction” and “neutral” rating (rating of 3, 4, or 5 on a 5-point scale) of 95% or higher: residential garbage collection service (98%), drinking water (98%), residential recycling service (97%), and sanitation sewer services (95%).
- Based on the sum of their top two choices, the utility services that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) drinking water and (2) sanitation sewer services.

Train Stations – Downtown Station

- Ninety-eight percent (98%) of residents surveyed, who had an opinion, gave a rating of “satisfied” or “neutral” (rating of 3, 4 or 5 on a 5-point scale) with the building maintenance at the Downtown Station, and 91% gave a rating of “satisfied” or “neutral” with the permit parking availability.

Train Stations – The Glen of North Glenview

- Ninety-eight percent (98%) of residents surveyed, who had an opinion, gave a rating of “satisfied” or “neutral” (rating of 3, 4 or 5 on a 5-point scale) with the building maintenance at the Glen of North Glenview Station; 96% gave a rating of “satisfied” or “neutral” with the permit parking availability, and 93% gave a rating of “satisfied” or “neutral” with the daily fee parking availability.

Community Priorities

- The aspects of the community that received the highest levels of priority, based upon the combined percentage of “very high priority” and “high priority” responses among residents, who had an opinion, were: overall quality of life (85%), crime prevention (85%), overall quality of services provided by the Village (84%), a balanced Village budget (83%), Village streets (82%), and flood prevention (81%).
- Based on the sum of their top two choices, the community priorities that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) flood prevention, (2) crime prevention, and (3) a balanced Village budget.

Other Findings

- Ninety-eight percent (98%) of resident, who have an opinion, gave a “satisfied” or “neutral” rating to the business license process.
- Seventy-six percent (76%) of residents feel they get a “great deal of information” or “quite a bit of information” from the Village newsletter, and 72% feel they get a “great deal of information” or “quite a bit of information” from local news outlets.
- Forty-one percent (41%) of residents have contacted the Village with a question, problem, or complaint in the past year. Of the 41% of residents that have contacted the Village in the past year, 74% contacted the Village by phone, 31% in person, and 21% by e-mail.
- Of the 41% of residents that have contacted the Village in the past year, 88% felt it was very easy or easy to contact the person they needed to reach.

How Glenview Compares to Other Communities

Glenview rated **above the East Central Region average in 38 of the 41 areas** that were assessed. Glenview rated significantly higher than the East Central Region average (4% or more above) in 36 of these areas. The areas in which Glenview rated more than 15% above the East Central Region average are listed below:

- Overall image of the Village (+42%)
- Overall quality of Village services provided (+36%)
- Overall quality of schools (+34%)
- Glenview as a place to live (+34%)
- Overall value received for Village tax dollars and fees (+33%)
- Glenview as a place to raise children (+31%)
- Parks and recreation services (+29%)
- Overall quality of life in the Village (+27%)
- Cleanliness of street and public areas (+26%)
- Mowing and trimming along streets and public areas (+26%)
- Recycling services (+25%)
- Village staff responded to your request in a timely manner (+25%)
- Appearance of the Village (+21%)
- Police safety education programs (+19%)
- Glenview as a place to visit (+19%)
- Access to public transportation (+18%)
- Residential trash collection services (+18%)
- Fire education programs in the community (+16%)

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the Village identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each Village service and the level of satisfaction with each service.

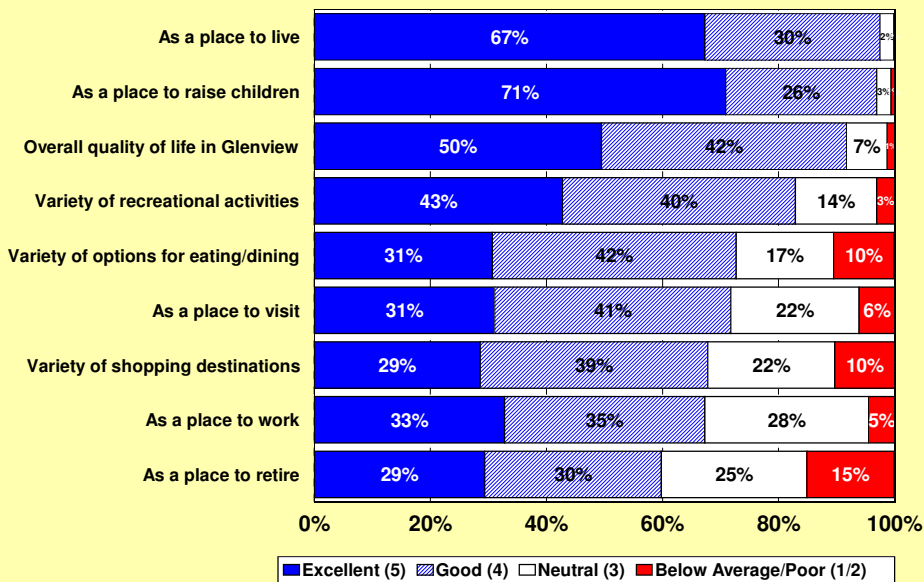
By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Village services over the next two years. If the Village wants to improve its overall satisfaction rating, the Village should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

- **Priorities within Departments/Specific Areas:** This level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department/area over the next two years are listed below:
 - **Police Services:** visibility of police in neighborhoods and efforts to prevent crime
 - **Fire and Emergency Medical Services:** overall quality of emergency medical services
 - **Maintenance:** maintenance of Village streets and plowing of Village streets
 - **Utility Services:** Sanitation sewer services

Section 1:
Charts and Graphs

Q1. Quality of Life in the Village of Glenview

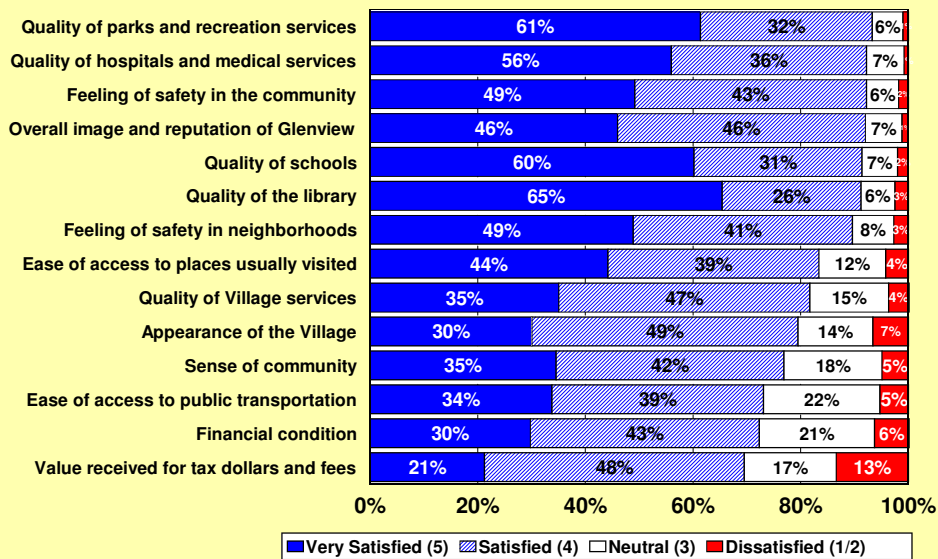
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q2. Overall Perceptions and Characteristics of the Village of Glenview

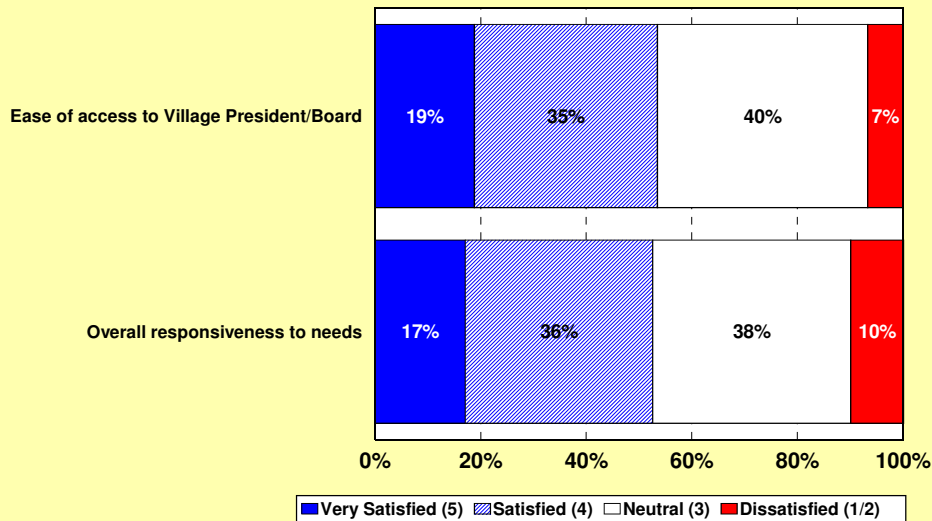
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q3. Overall Satisfaction With Village Leadership - Village President and Board of Trustees

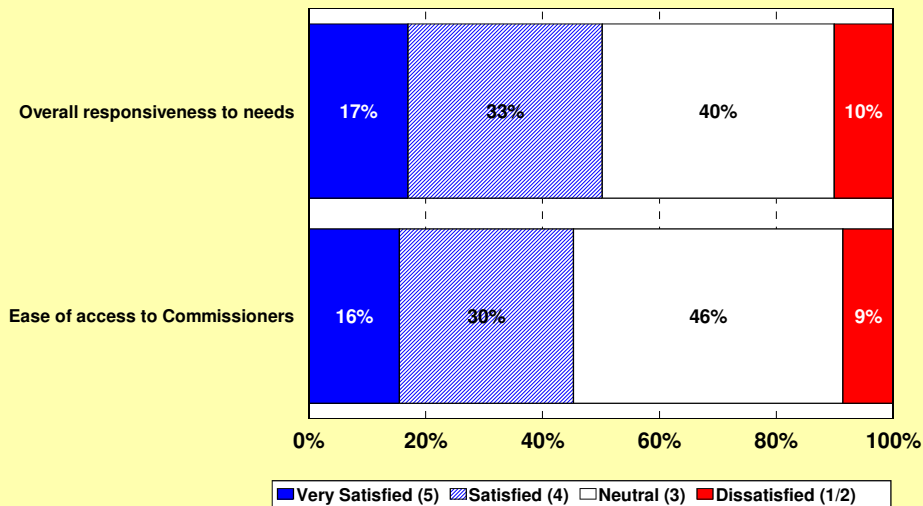
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q3. Overall Satisfaction With Village Leadership - Village Commissioners

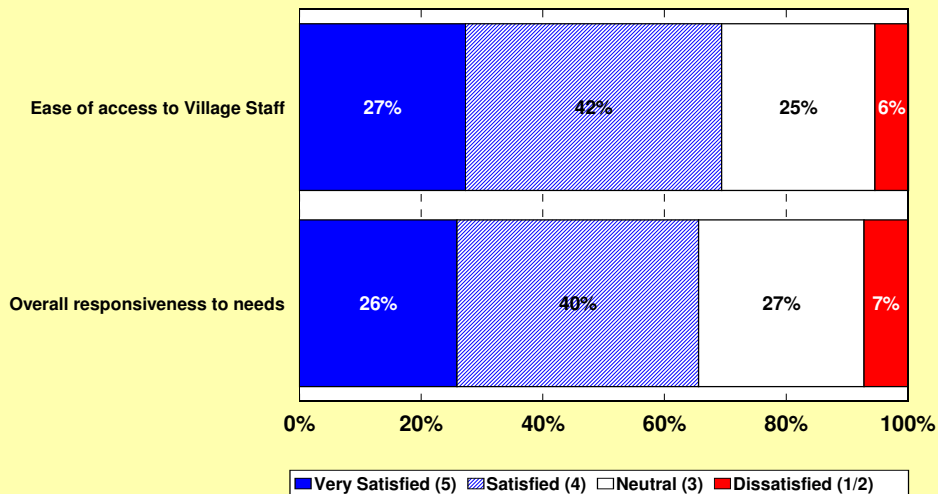
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q3. Overall Satisfaction With Village Leadership - Village Staff

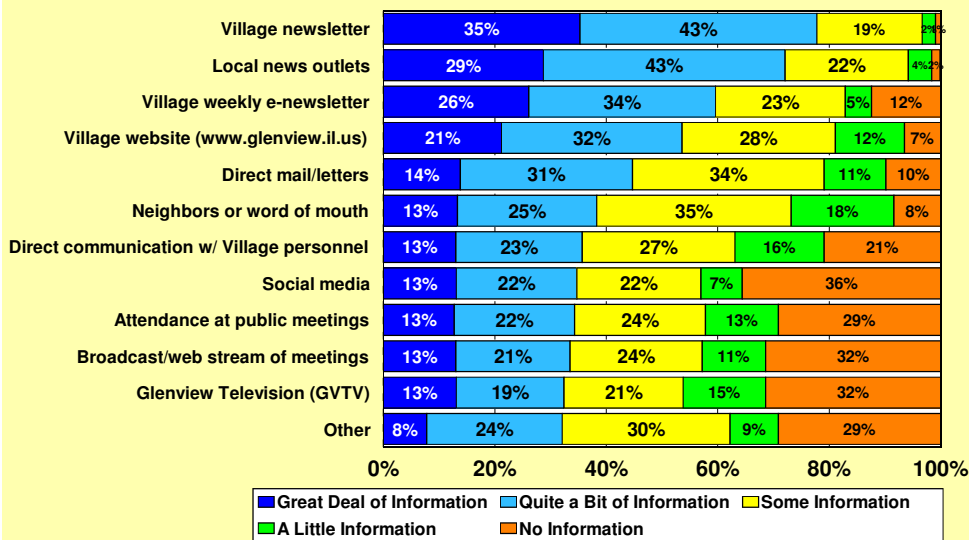
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q4. Please rate how much information you obtain about Village government, services, activities, events and local issues from the following sources

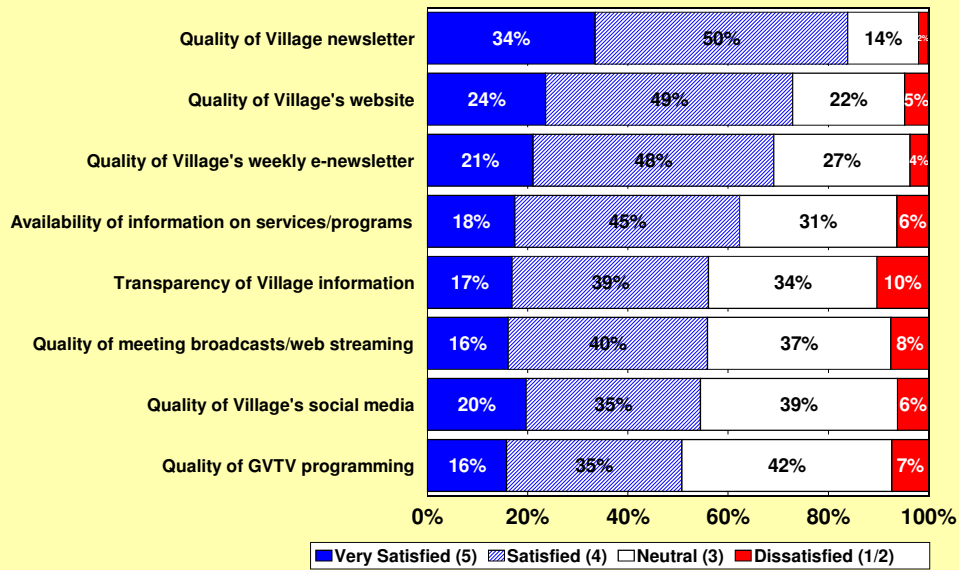
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q5. Satisfaction with Quality of Village Communications

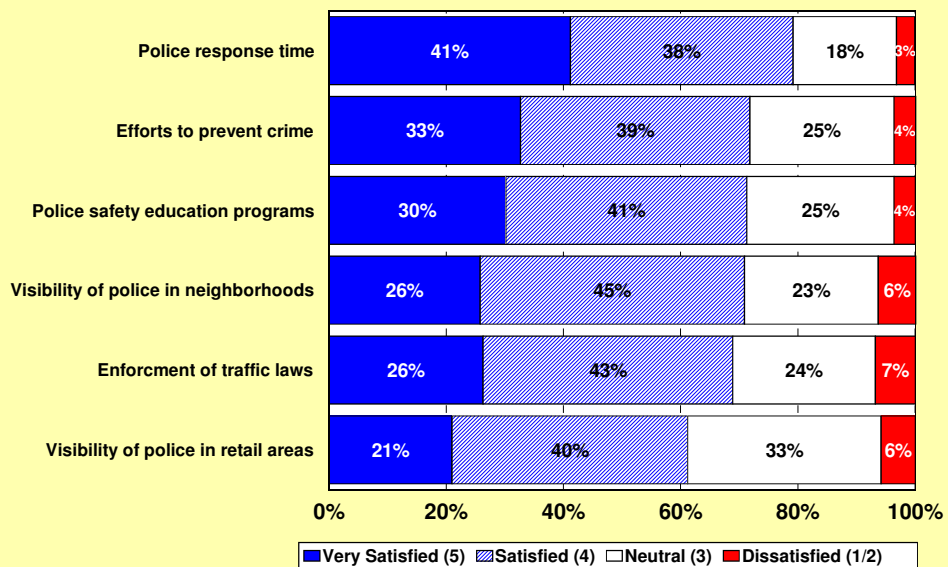
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q6. Satisfaction with Police Services

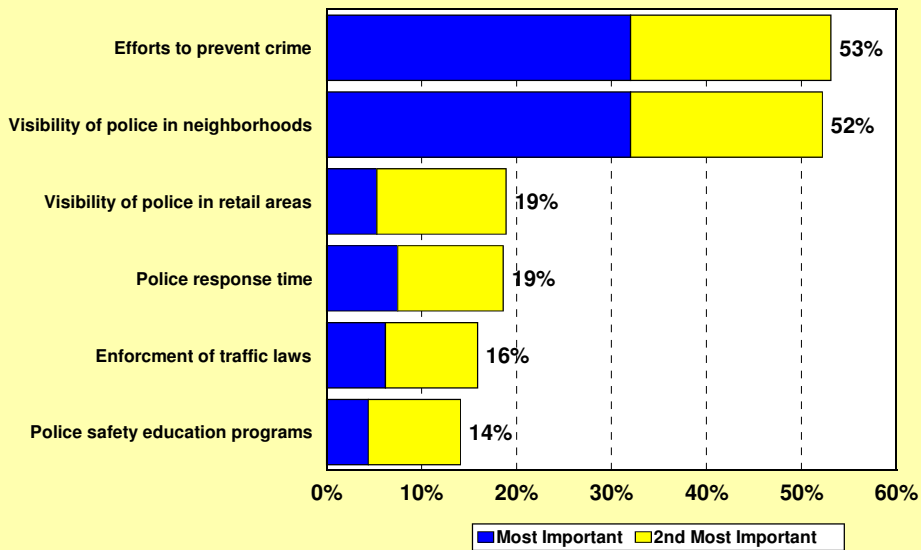
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q6a. Police Services That Should Receive the Most Emphasis Over the Next Two Years

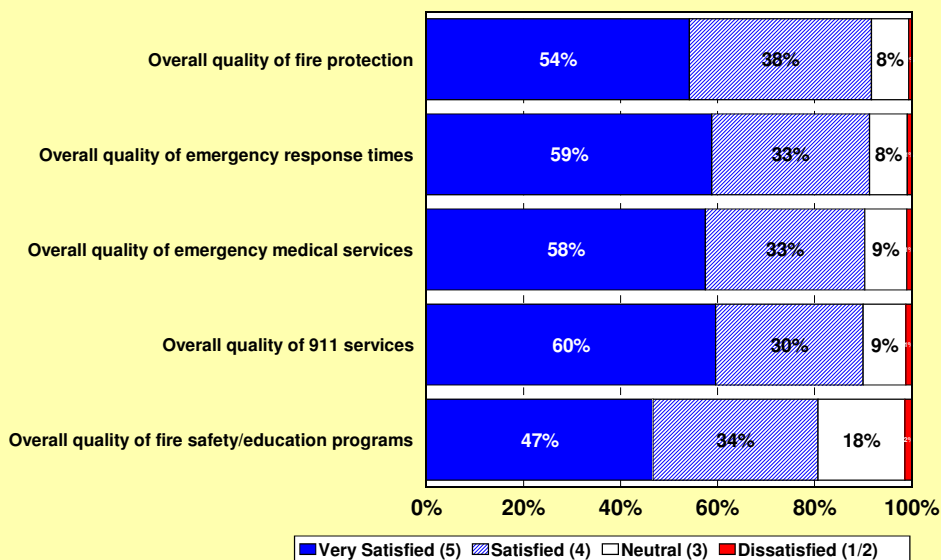
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2015 - Village of Glenview, IL)

Q7. Satisfaction with Fire and Emergency Medical Services

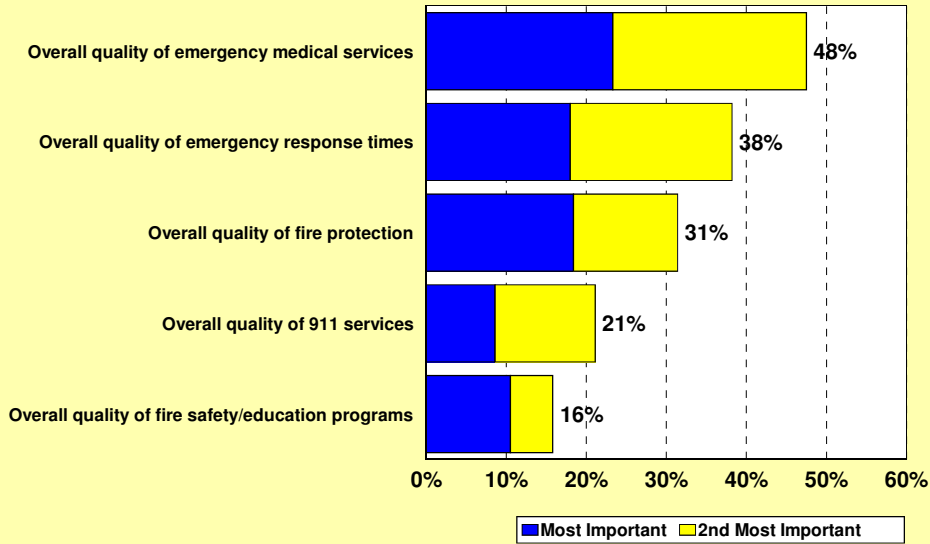
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q7a. Fire and Emergency Medical Services That Should Receive the Most Emphasis Over the Next Two Years

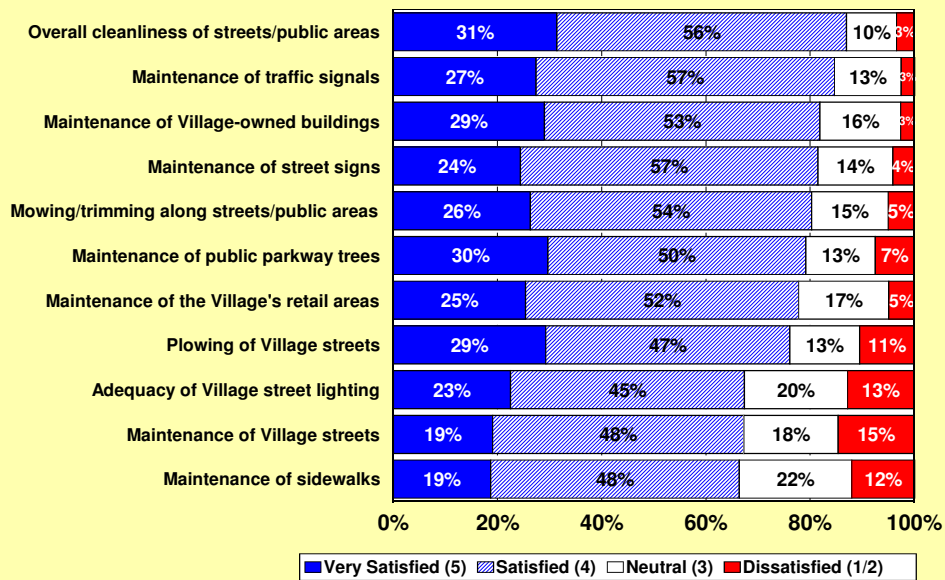
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2015 - Village of Glenview, IL)

Q8. Satisfaction with Maintenance

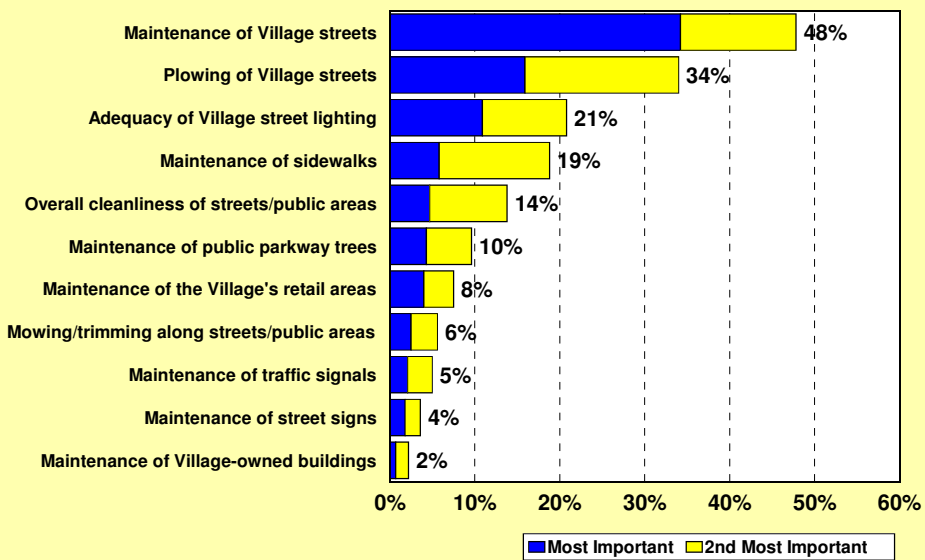
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q8a. Maintenance Areas That Should Receive the Most Emphasis Over the Next Two Years

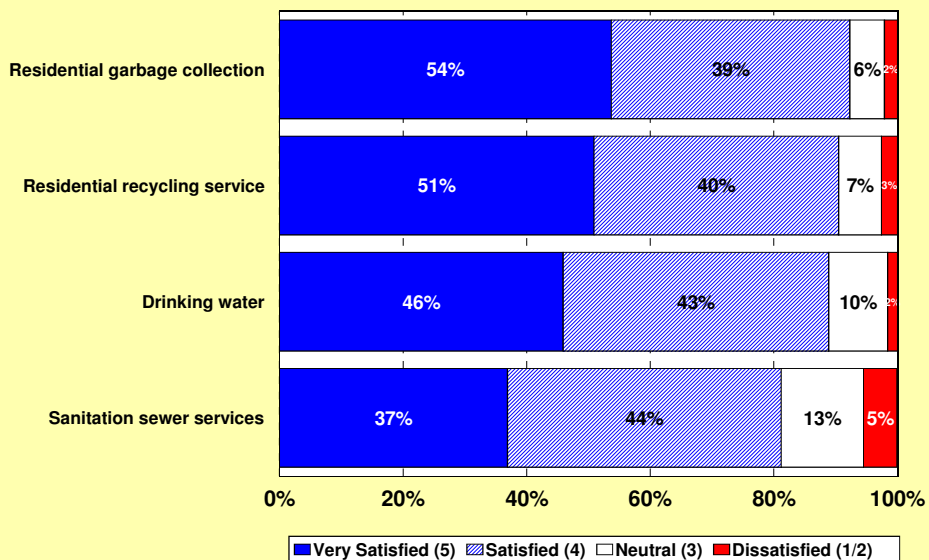
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2015 - Village of Glenview, IL)

Q9. Satisfaction with Utility Services

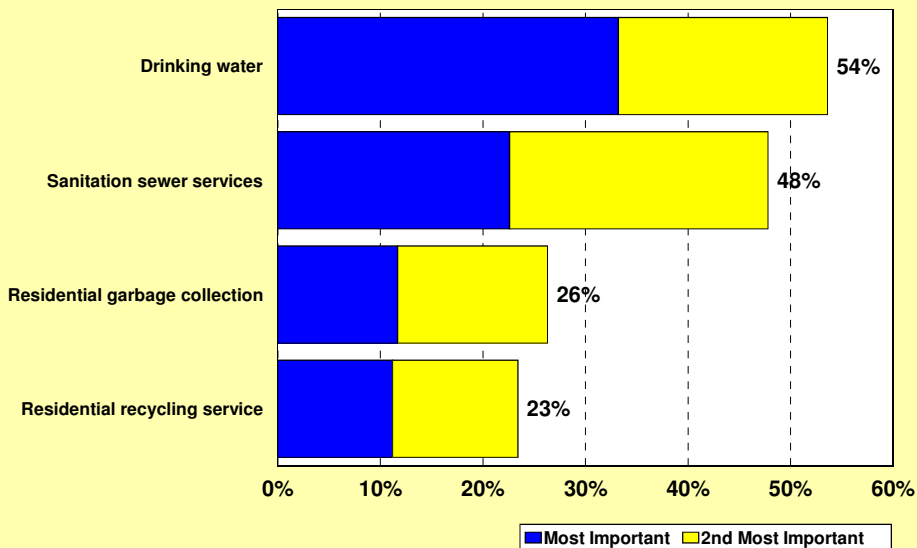
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q9a. Utility Services That Should Receive the Most Emphasis Over the Next Two Years

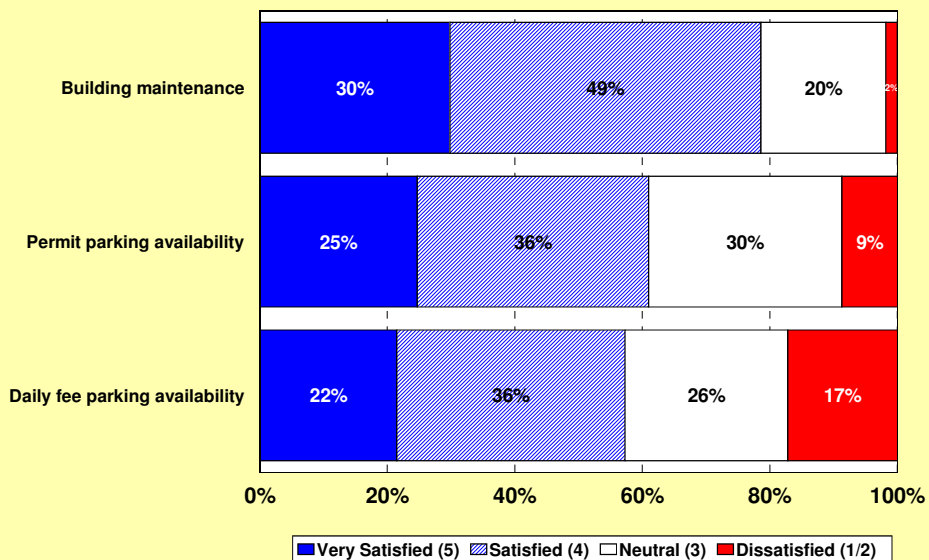
by percentage of respondents who selected the item as one of their top two choices



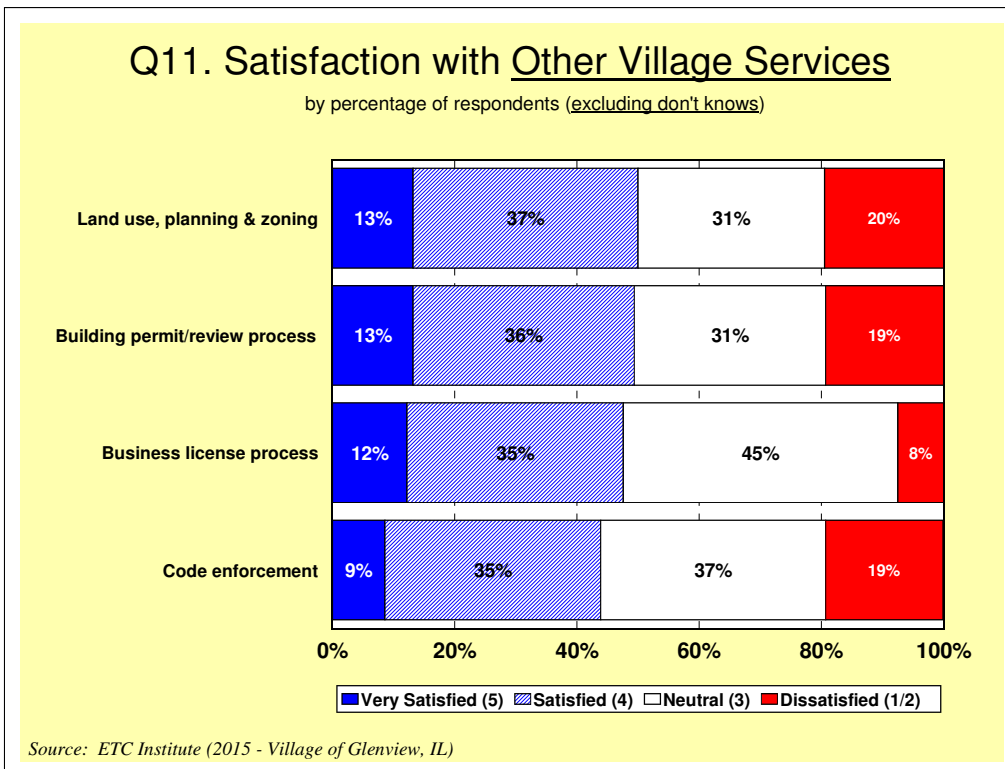
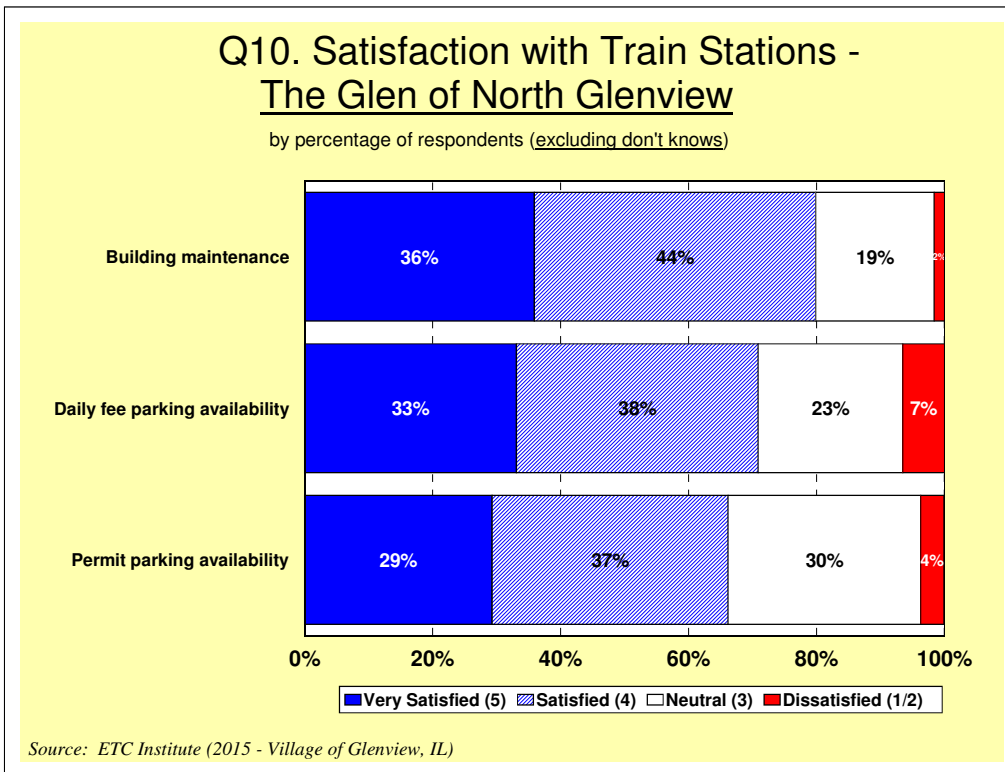
Source: ETC Institute (2015 - Village of Glenview, IL)

Q10. Satisfaction with Train Stations - Downtown Station

by percentage of respondents (excluding don't knows)

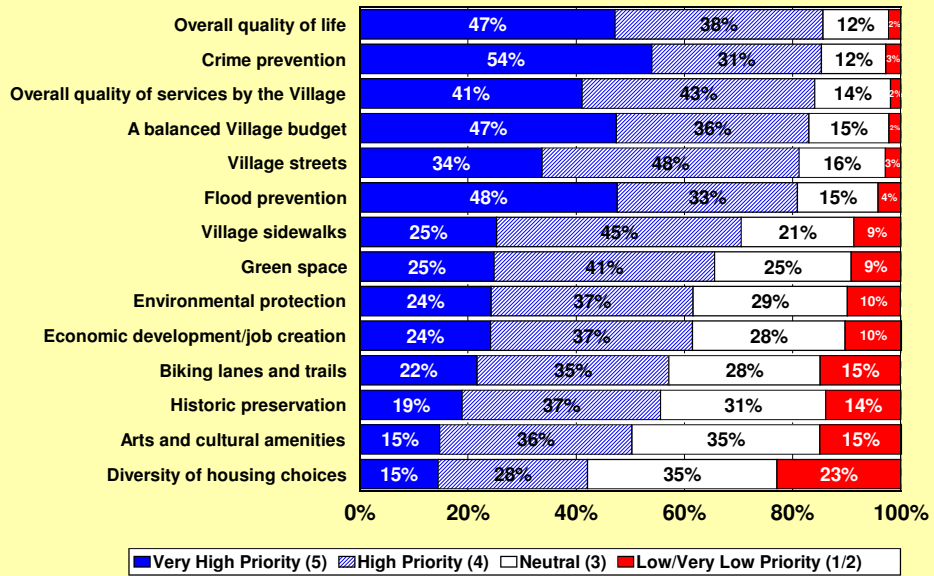


Source: ETC Institute (2015 - Village of Glenview, IL)



Q12. How Village Residents Rank Community Priorities

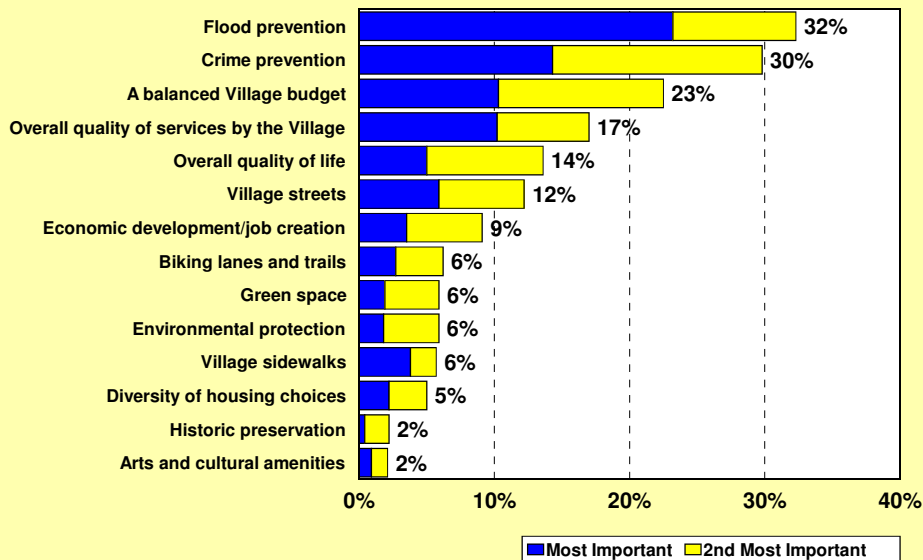
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q12a. Community Priorities That Should Receive the Most Emphasis Over the Next Two Years

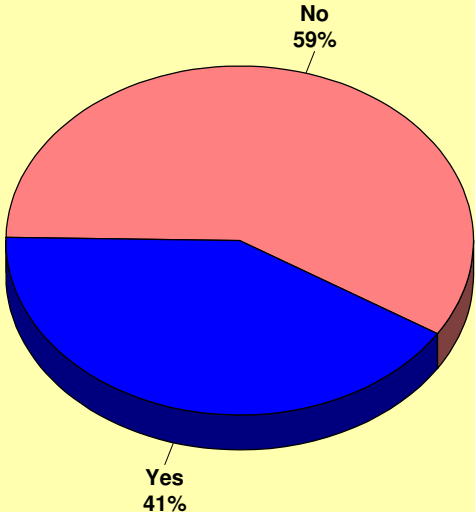
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2015 - Village of Glenview, IL)

Q13. Have you called or visited the Village with a question, problem, or complaint during the past year?

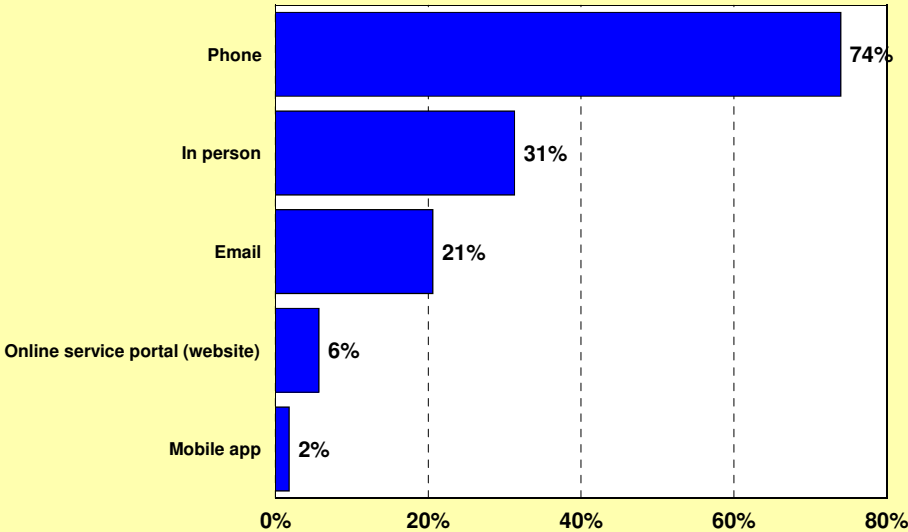
by percentage of respondents



Source: ETC Institute (2015 - Village of Glenview, IL)

Q13a. How did you communicate with the person you contacted?

by percentage of respondents who had contacted the Village during the past year
(multiple selections could be made)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q13b. How easy was it to contact the person you needed to reach?

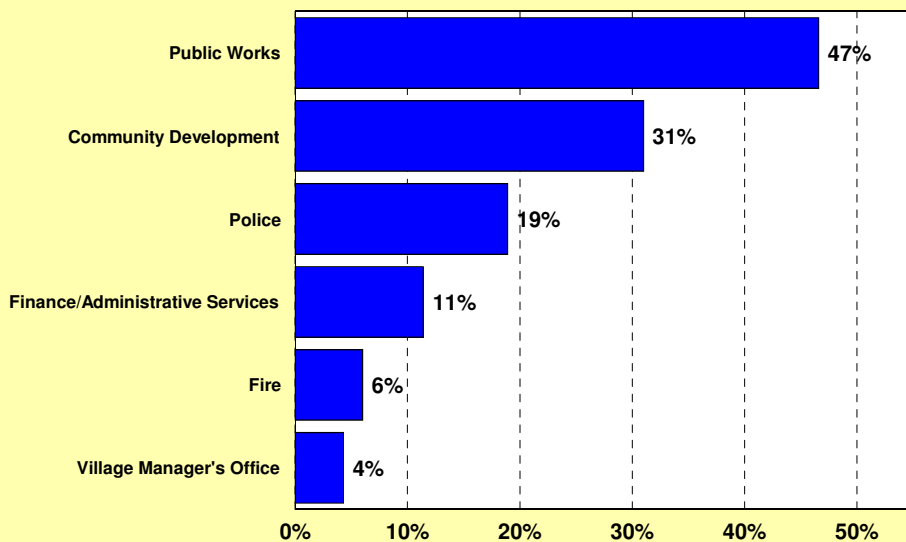
by percentage of respondents who had contacted the Village during the past year



Source: ETC Institute (2015 - Village of Glenview, IL)

Q13c. What department did you contact?

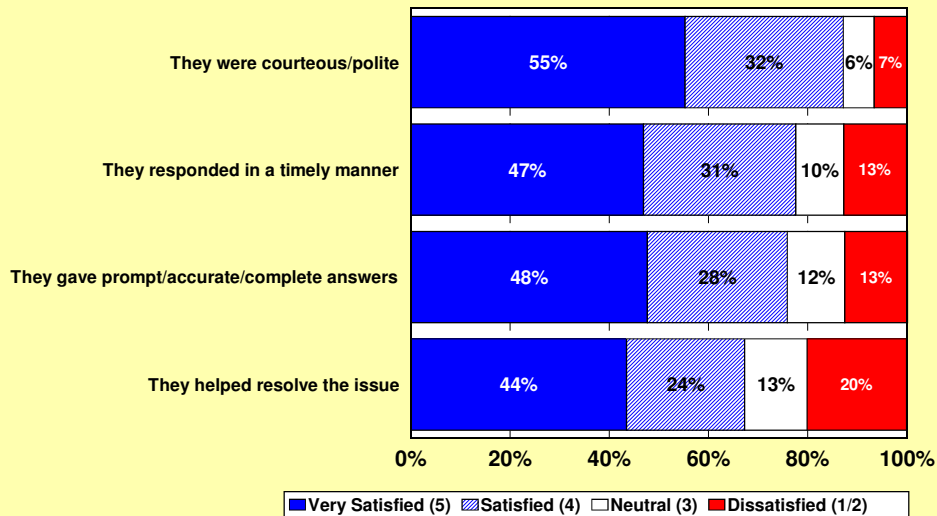
by percentage of respondents who had contacted the Village during the past year
(multiple selections could be made)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q13d. Satisfaction with Quality of Customer Service from Village Employees

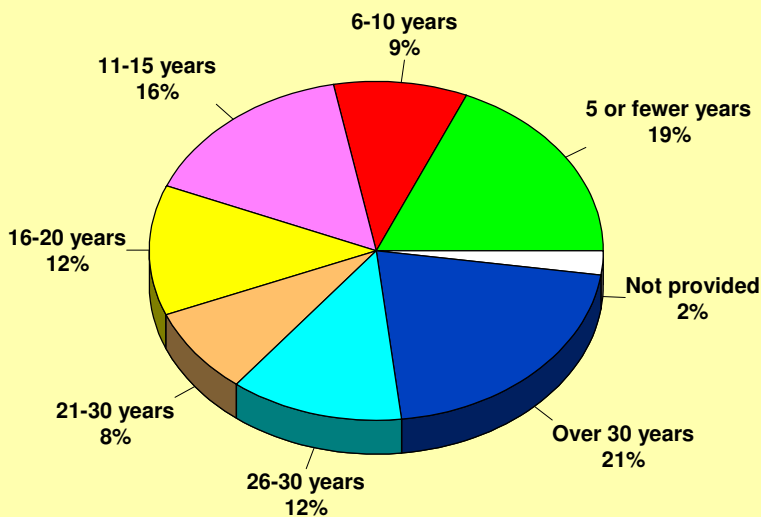
by percentage of respondents who had contacted the Village during the past year
(excluding don't knows)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q15. Demographics: Number of Years Lived in the Village of Glenview

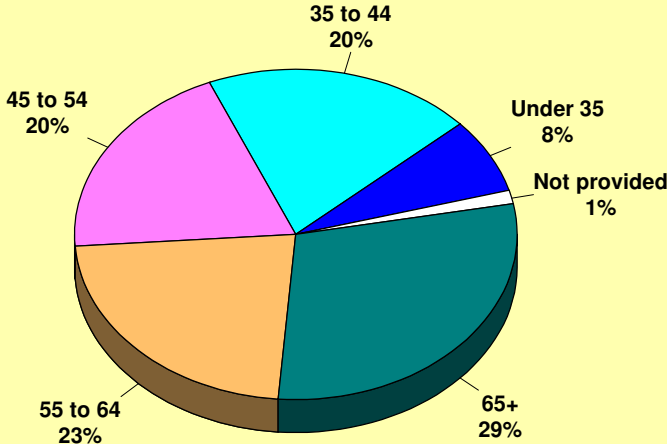
by percentage of respondents



Source: ETC Institute (2015 - Village of Glenview, IL)

Q16. Demographics: Age of Respondents

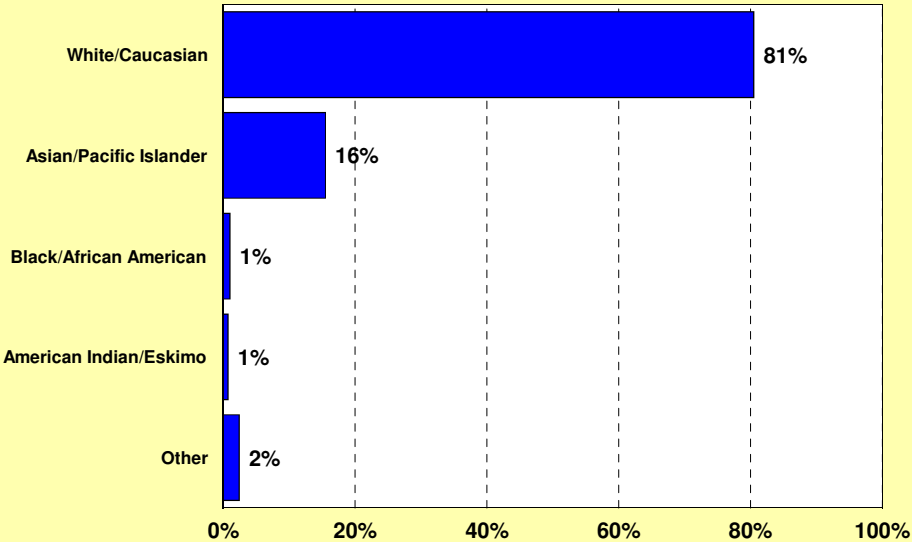
by percentage of respondents



Source: ETC Institute (2015 - Village of Glenview, IL)

Q17. Demographics: Race/Ethnicity

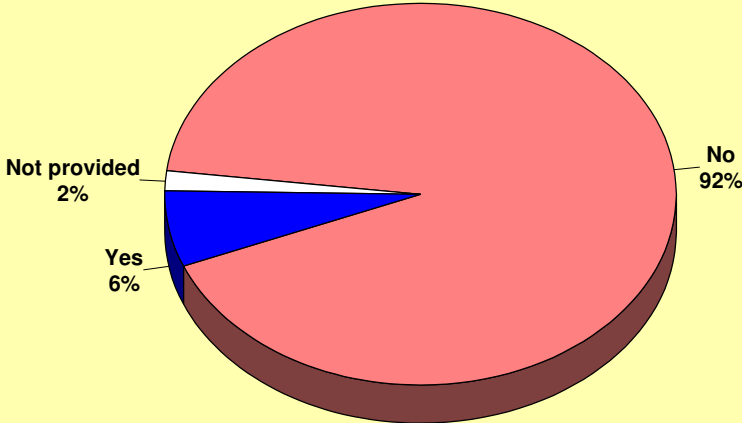
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2015 - Village of Glenview, IL)

Q18. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

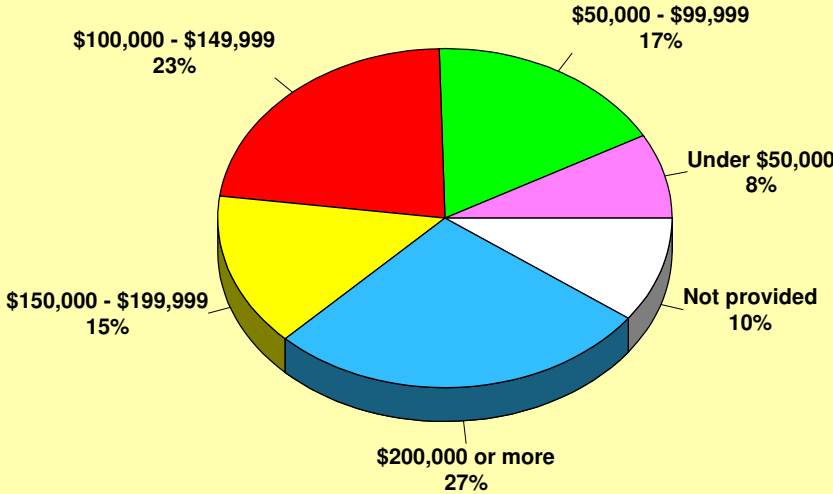
by percentage of respondents



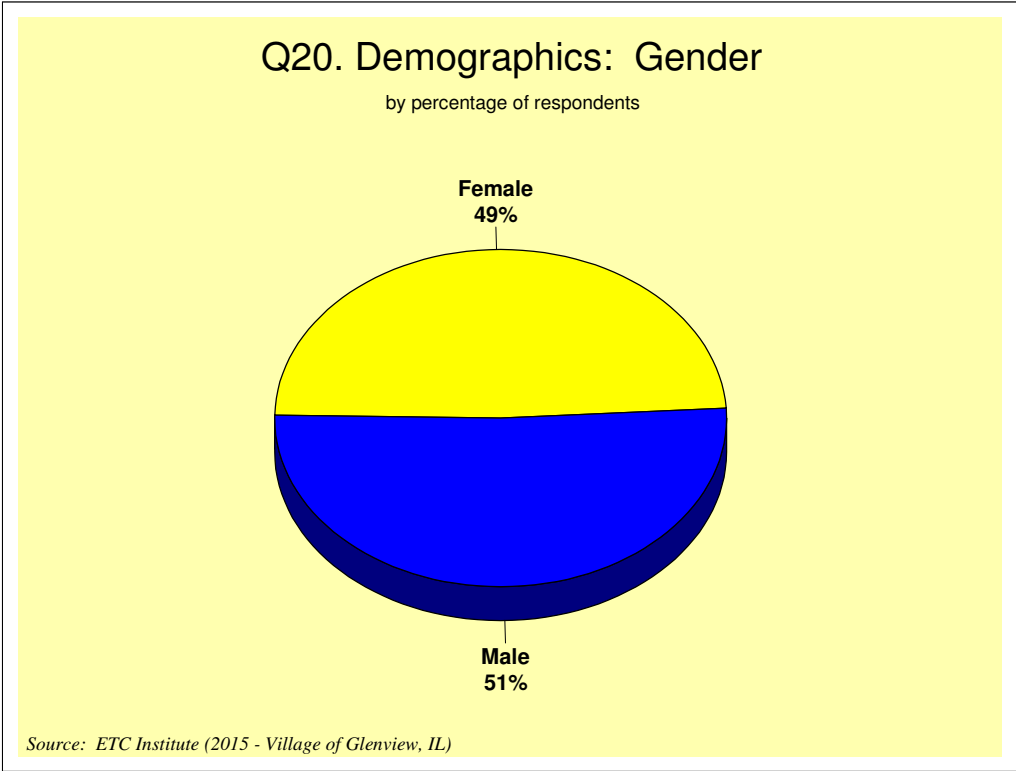
Source: ETC Institute (2015 - Village of Glenview, IL)

Q19. Demographics: Annual Household Income

by percentage of respondents



Source: ETC Institute (2015 - Village of Glenview, IL)



Section 2:
Benchmarking Analysis

Benchmarking Summary Report

Glenview, Illinois

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities in 43 states. Many participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2014 to a random sample of over 4,000 residents across the United States and (2) a regional survey administered by ETC Institute during the summer of 2014 to nearly 400 residents living in communities in the East Central Region of the United States. The East Central Region includes the following states: Illinois, Ohio, Michigan, and Indiana.

Interpreting the Charts

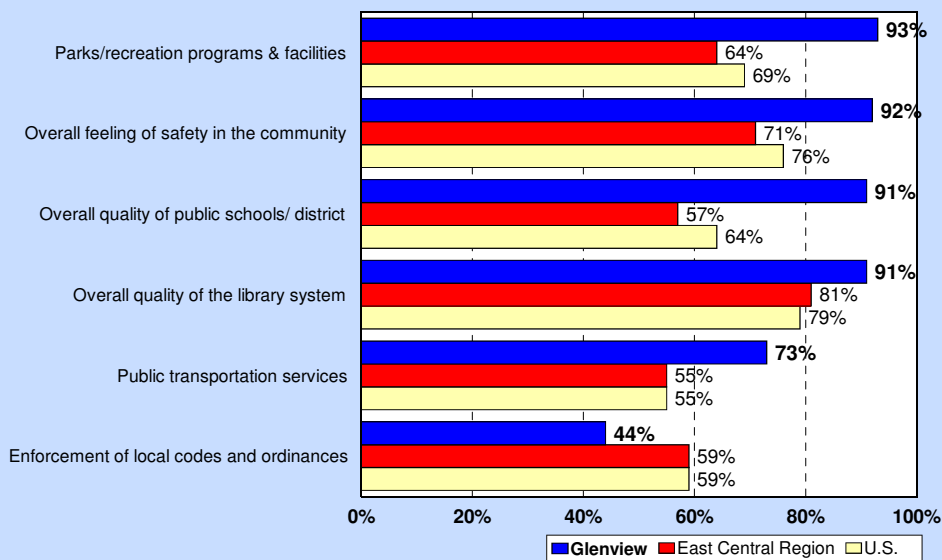
The charts on the following pages show how the overall results for Glenview compare to the a U.S. national and regional averages based on the results of the 2014 survey that was administered by ETC Institute to a random sample of over 4,000 residents across the United States, and the regional survey administered to nearly 400 residents living in communities the East Central Region. The City of Glenview's results are shown in blue, the East Central Region averages are shown in red and the National averages are shown in yellow in the charts on the following pages.

National Benchmarks

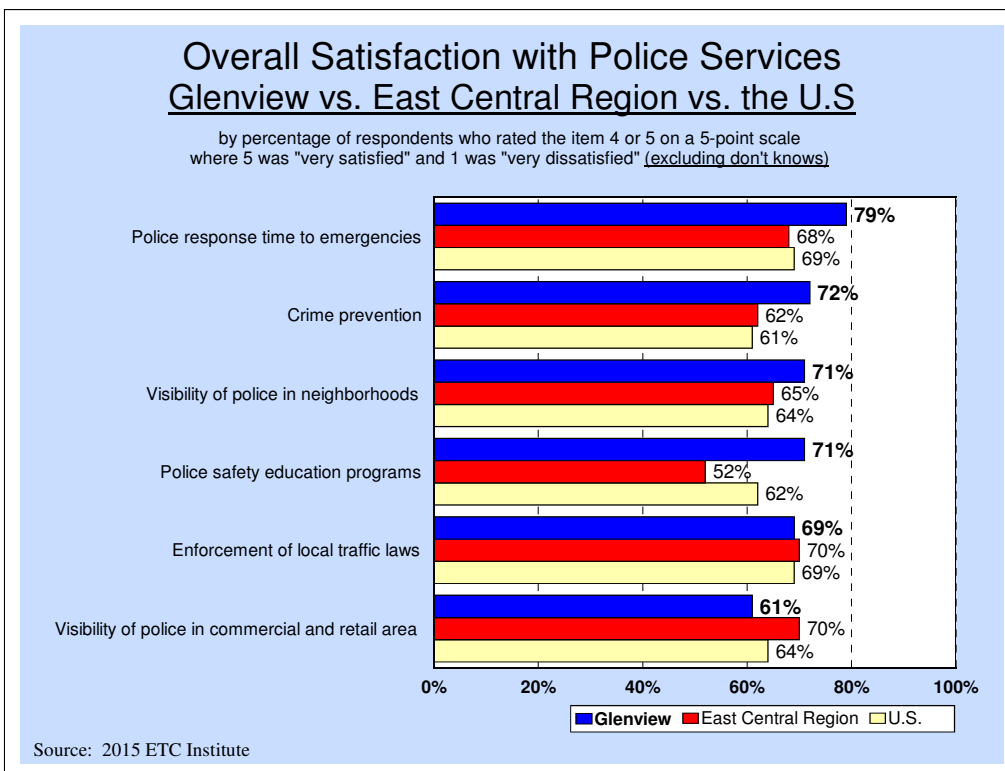
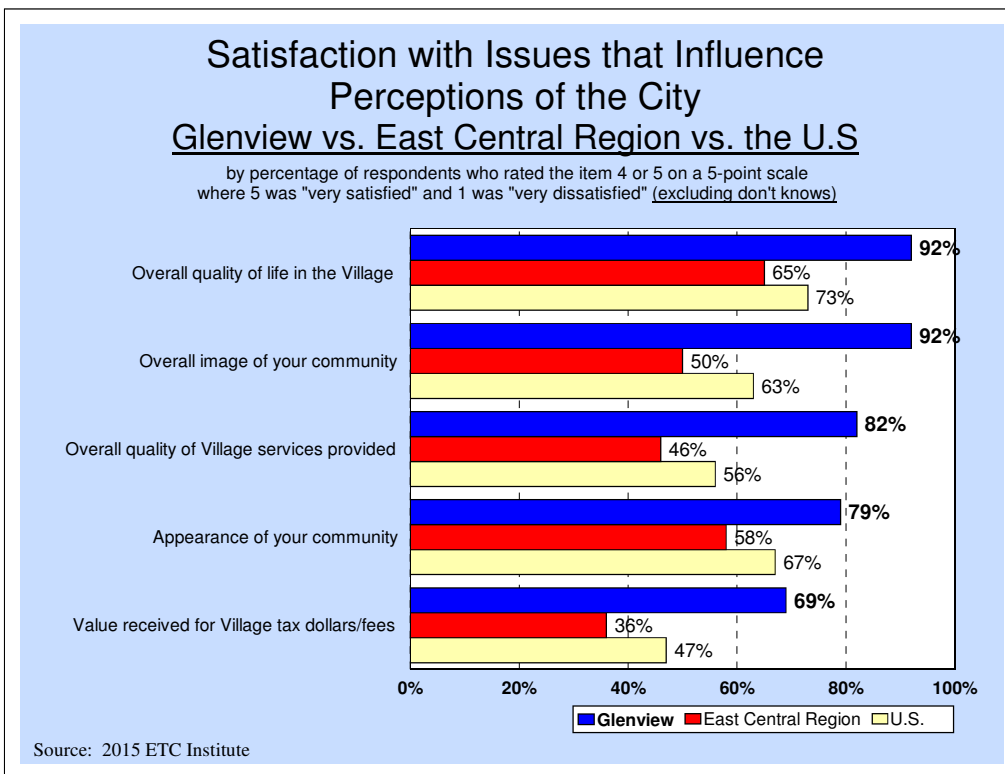
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the Village of Glenview, Illinois is not authorized without written consent from ETC Institute.

Overall Satisfaction with Various City Services Glenview vs. East Central Region vs. the U.S

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

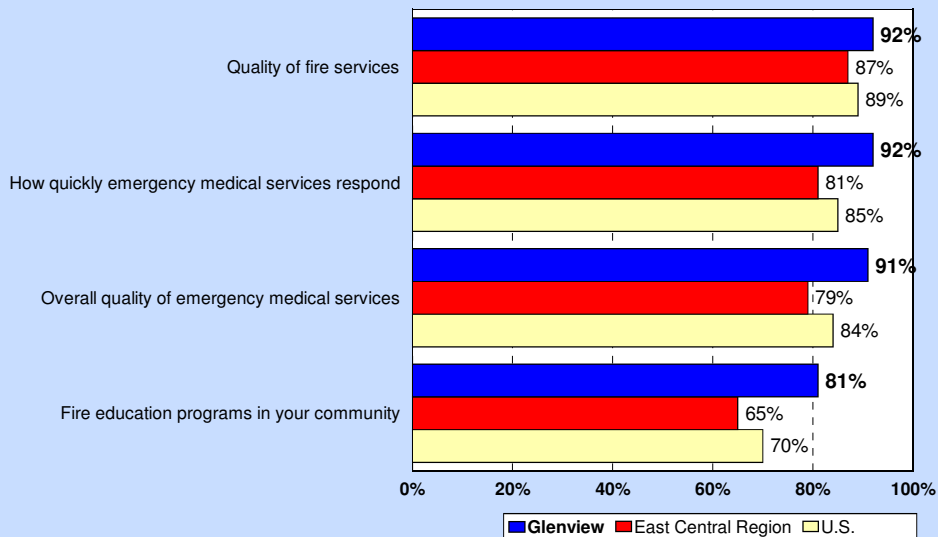


Source: 2015 ETC Institute



Overall Satisfaction with Fire and Ambulance Services Glenview vs. East Central Region vs. the U.S

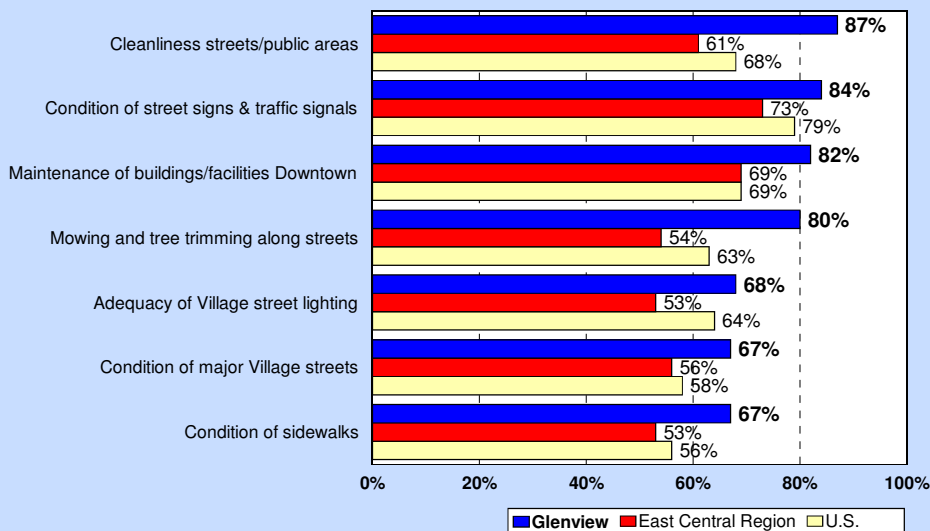
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



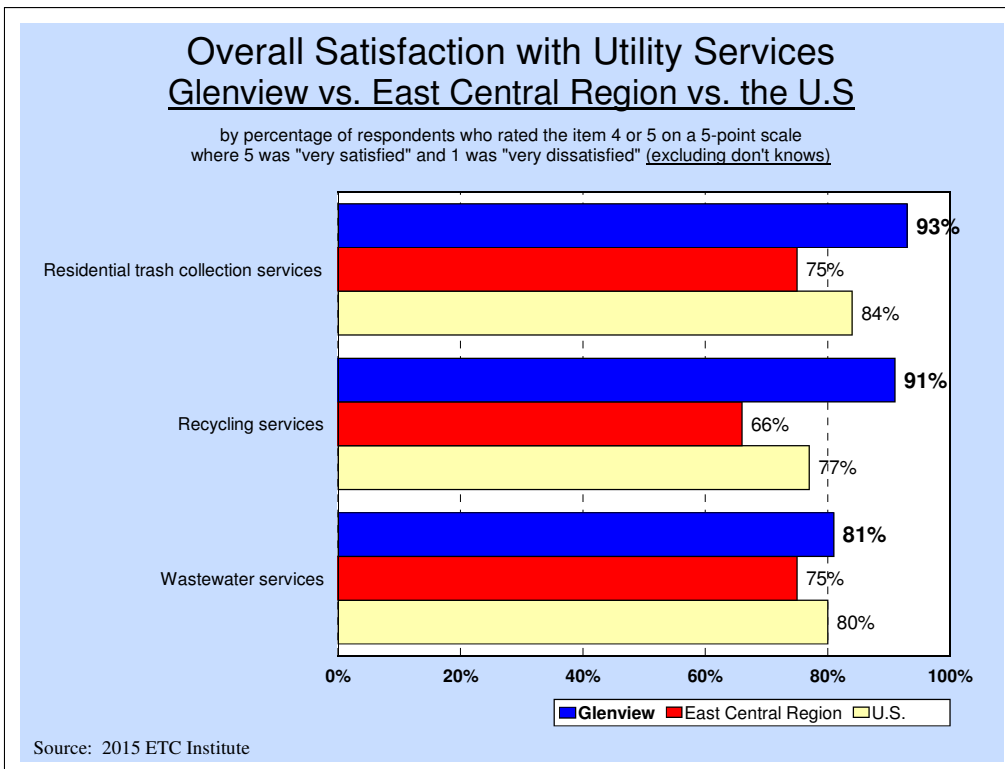
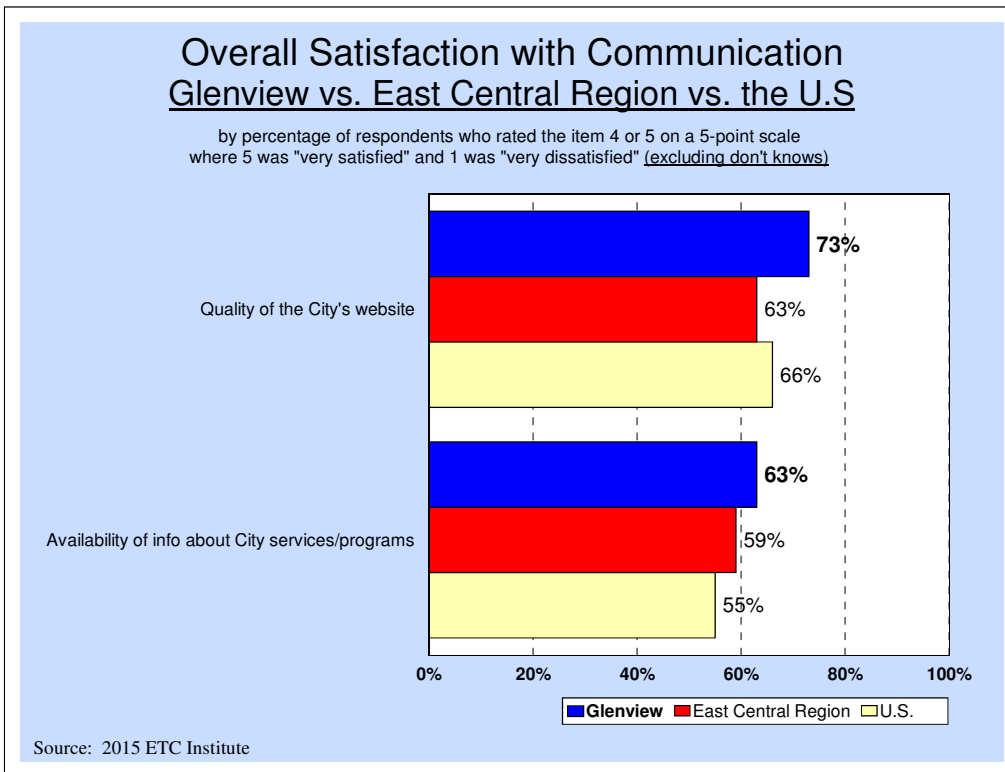
Source: 2015 ETC Institute

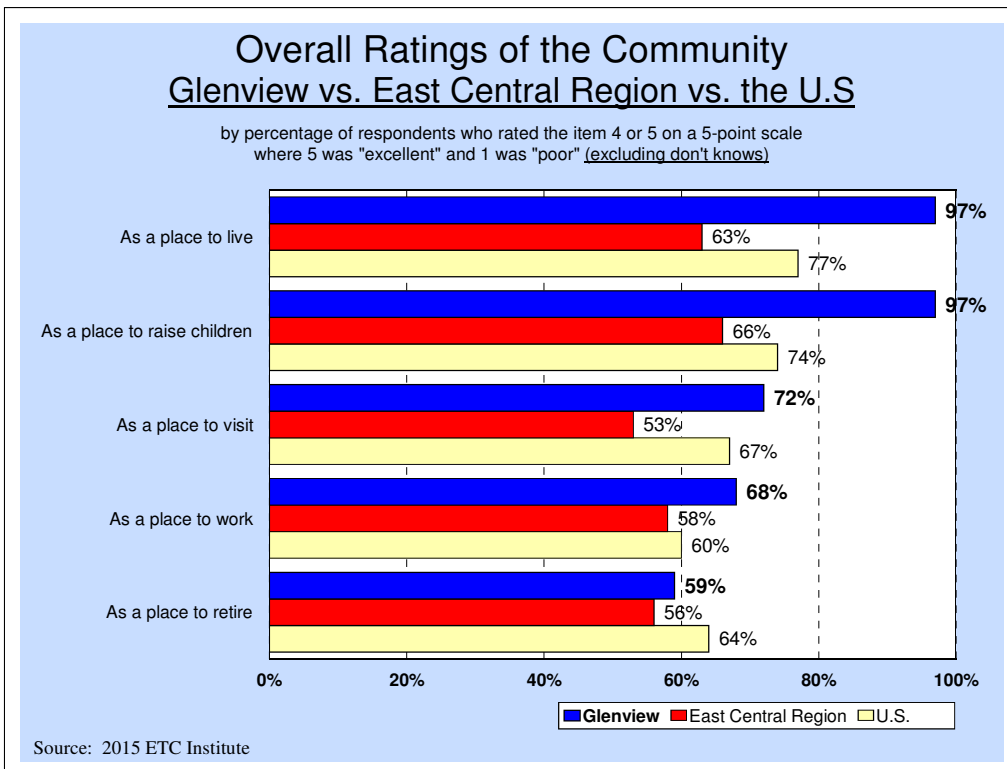
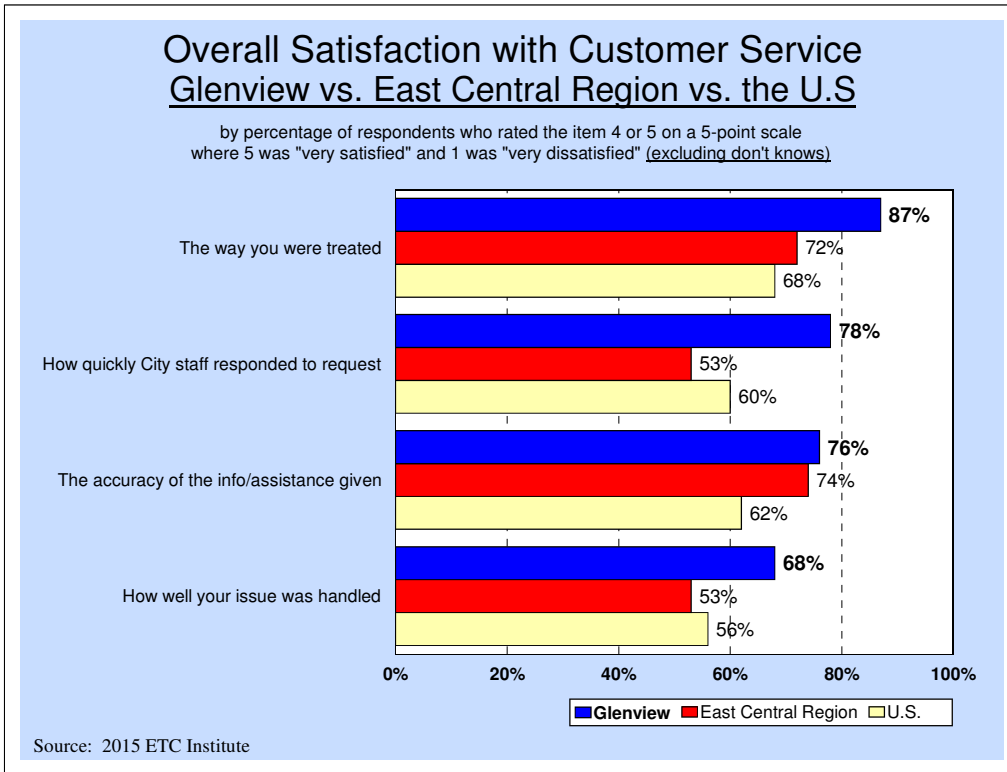
Overall Satisfaction with City Maintenance Glenview vs. East Central Region vs. the U.S

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



Source: 2015 ETC Institute





Section 3:
Importance-Satisfaction
Analysis

Importance-Satisfaction Analysis

Glenview, Illinois

Overview

Today, Village officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first and second most important services for the Village to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the Village's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the maintenance services they thought should receive the most emphasis over the next two years. Twenty-one percent (21%) selected *the adequacy of Village street lighting* as one of the most important services for the Village to emphasize over the next two years.

With regard to satisfaction, 67.4% of the residents surveyed rated the Village's overall performance in *the adequacy of Village street lighting* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied") excluding "Don't know" responses. The I-S rating for *the adequacy of Village street lighting* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 21% was multiplied by 32.6% (1-0.674). This calculation yielded an I-S rating of 0.0685, which was ranked second out of ten major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the Village to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for Glenview are provided on the following pages.

Importance-Satisfaction Rating

Village of Glenview, Illinois

Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Visibility of police in neighborhoods	52%	2	71%	4	0.1513	1
Efforts to prevent crime	53%	1	72%	2	0.1495	2
Medium Priority (IS <.10)						
Visibility of police in retail areas	19%	3	61%	6	0.0737	3
Enforcement of traffic laws	16%	5	69%	5	0.0498	4
Police safety education programs	14%	6	71%	3	0.0402	5
Police response time	19%	4	79%	1	0.0395	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Village of Glenview, Illinois

Fire and Emergency Medical Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Overall quality of emergency medical services	48%	1	90%	3	0.0466	1
Overall quality of emergency response times	38%	2	91%	2	0.0331	2
Overall quality of fire safety/education programs	16%	5	81%	5	0.0309	3
Overall quality of fire protection	31%	3	92%	1	0.0257	4
Overall quality of 911 services	21%	4	90%	4	0.0210	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Village of Glenview, Illinois

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Maintenance of Village streets	48%	1	67%	10	0.1570	1
Medium Priority (IS <.10)						
Plowing of Village streets	34%	2	76%	8	0.0813	2
Adequacy of Village street lighting	21%	3	67%	9	0.0685	3
Maintenance of sidewalks	19%	4	66%	11	0.0638	4
Maintenance of public parkway trees	10%	6	79%	6	0.0208	5
Overall cleanliness of streets/public areas	14%	5	87%	1	0.0182	6
Maintenance of the Village's retail areas	8%	7	78%	7	0.0178	7
Mowing/trimming along streets/public areas	6%	8	80%	5	0.0118	8
Maintenance of traffic signals	5%	9	85%	2	0.0077	9
Maintenance of street signs	4%	10	82%	4	0.0074	10
Maintenance of Village-owned buildings	2%	11	82%	3	0.0036	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Village of Glenview, Illinois

Utility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
Sanitation sewer services	48%	2	81%	4	0.0902	1
Drinking water	54%	1	89%	3	0.0599	2
Residential recycling service	23%	4	91%	2	0.0219	3
Residential garbage collection	26%	3	92%	1	0.0200	4

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Section 4:
Tabular Data

Q1. QUALITY OF LIFE. Please rate each of the following aspects of the quality of life in Glenview on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor," with regard to each of the following:

(N=678)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. Glenview as a place to live	67.1%	30.1%	2.4%	0.1%	0.0%	0.3%
B. Glenview as a place to raise children	68.0%	24.9%	2.4%	0.4%	0.1%	4.1%
C. Glenview as a place to work	20.1%	21.1%	17.3%	2.4%	0.4%	38.8%
D. Glenview as a place to visit	28.7%	37.5%	20.4%	4.1%	1.5%	7.8%
E. Glenview as a place to retire	25.4%	26.3%	21.7%	9.4%	3.5%	13.7%
F. Variety of recreational activities	41.4%	38.8%	13.6%	2.2%	0.7%	3.2%
G. Variety of shopping destinations	28.3%	38.8%	21.7%	7.4%	2.8%	1.0%
H. Variety of options for eating/dining	30.4%	41.6%	16.7%	8.4%	1.9%	1.0%
I. Overall quality of life in Glenview	49.3%	42.0%	6.9%	1.0%	0.3%	0.4%

WITHOUT DON'T KNOW

Q1. QUALITY OF LIFE. Please rate each of the following aspects of the quality of life in Glenview on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor," with regard to each of the following:(Without "Don't Know")

(N=678)

	Excellent	Good	Neutral	Below Average	Poor
A. Glenview as a place to live	67.3%	30.2%	2.4%	0.1%	0.0%
B. Glenview as a place to raise children	70.9%	26.0%	2.5%	0.5%	0.2%
C. Glenview as a place to work	32.8%	34.5%	28.2%	3.9%	0.7%
D. Glenview as a place to visit	31.1%	40.7%	22.1%	4.5%	1.6%
E. Glenview as a place to retire	29.4%	30.4%	25.1%	10.9%	4.1%
F. Variety of recreational activities	42.8%	40.1%	14.0%	2.3%	0.8%
G. Variety of shopping destinations	28.6%	39.2%	21.9%	7.5%	2.8%
H. Variety of options for eating/dining	30.7%	42.0%	16.8%	8.5%	1.9%
I. Overall quality of life in Glenview	49.5%	42.2%	7.0%	1.0%	0.3%

Q2. PERCEPTIONS/CHARACTERISTICS. Several items that may influence your perception of the Village of Glenview are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following:

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The value received for your Village tax dollars and fees	20.5%	46.5%	16.5%	11.5%	1.5%	3.4%
B. Appearance of the Village	29.6%	48.7%	13.7%	5.9%	0.6%	1.5%
C. Quality of Village services	34.1%	45.3%	14.2%	2.7%	1.0%	2.8%
D. Quality of schools	55.2%	28.6%	6.0%	1.5%	0.3%	8.4%
E. Quality of hospitals and medical services	52.9%	34.2%	6.6%	0.4%	0.3%	5.5%
F. Quality of parks and recreation services	60.5%	31.4%	5.6%	0.9%	0.1%	1.5%
G. Quality of the library	62.4%	24.6%	6.0%	1.6%	0.7%	4.6%
H. Ease of access to places you usually visit	42.5%	37.6%	11.9%	3.2%	0.7%	4.0%
I. Ease of access to public transportation	29.8%	34.7%	19.1%	3.8%	0.9%	11.7%
J. Financial condition	26.3%	37.5%	18.9%	4.6%	1.0%	11.8%
K. Sense of community	33.1%	40.5%	17.4%	4.0%	0.6%	4.4%
L. Feeling of safety in your neighborhood	48.1%	40.0%	7.5%	2.1%	0.6%	1.8%
M. Feeling of safety in your community	48.2%	42.2%	5.9%	1.5%	0.3%	1.9%
N. Overall image and reputation of Glenview	44.7%	44.7%	6.6%	0.7%	0.3%	2.9%

WITHOUT DON'T KNOW

Q2. PERCEPTIONS/CHARACTERISTICS. Several items that may influence your perception of the Village of Glenview are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following:(Without "Don't Know")

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. The value received for your Village tax dollars and fees	21.3%	48.2%	17.1%	11.9%	1.5%
B. Appearance of the Village	30.1%	49.4%	13.9%	6.0%	0.6%
C. Quality of Village services	35.1%	46.6%	14.6%	2.7%	1.1%
D. Quality of schools	60.2%	31.2%	6.6%	1.6%	0.3%
E. Quality of hospitals and medical services	56.0%	36.2%	7.0%	0.5%	0.3%
F. Quality of parks and recreation services	61.4%	31.9%	5.7%	0.9%	0.1%
G. Quality of the library	65.4%	25.8%	6.3%	1.7%	0.8%
H. Ease of access to places you usually visit	44.2%	39.2%	12.4%	3.4%	0.8%
I. Ease of access to public transportation	33.8%	39.3%	21.6%	4.3%	1.0%
J. Financial condition	29.8%	42.5%	21.4%	5.2%	1.2%
K. Sense of community	34.6%	42.3%	18.2%	4.2%	0.6%
L. Feeling of safety in your neighborhood	48.9%	40.7%	7.7%	2.1%	0.6%
M. Feeling of safety in your community	49.2%	43.0%	6.0%	1.5%	0.3%
N. Overall image and reputation of Glenview	46.0%	46.0%	6.8%	0.8%	0.3%

Q3. VILLAGE LEADERSHIP. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following:

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Ease of access to the Village President & Board	10.3%	19.0%	21.8%	3.2%	0.4%	45.1%
B. Overall responsiveness to your needs	9.9%	20.5%	21.7%	4.7%	1.0%	42.2%
C. Ease of access to Commissioners	8.0%	15.3%	23.7%	3.1%	1.3%	48.5%
D. Overall responsiveness to your needs	9.3%	18.2%	21.7%	4.1%	1.3%	45.3%
E. Ease of access to the Village Staff	20.8%	32.0%	19.2%	3.1%	1.0%	23.9%
F. Overall responsiveness to your needs	20.1%	30.9%	21.1%	4.1%	1.5%	22.3%

WITHOUT DON'T KNOW

Q3. VILLAGE LEADERSHIP. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following:(Without "Don't Know")

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Ease of access to the Village President & Board	18.8%	34.7%	39.8%	5.9%	0.8%
B. Overall responsiveness to your needs	17.1%	35.5%	37.5%	8.2%	1.8%
C. Ease of access to Commissioners	15.5%	29.8%	46.1%	6.0%	2.6%
D. Overall responsiveness to your needs	17.0%	33.2%	39.7%	7.6%	2.4%
E. Ease of access to the Village Staff	27.3%	42.1%	25.2%	4.1%	1.4%
F. Overall responsiveness to your needs	25.9%	39.7%	27.2%	5.3%	1.9%

Q4. VILLAGE INFORMATION SOURCES. Please rate each information source based on how much information you obtain about Village government, services, activities, events and local issues on a scale of 1 to 5 where 5 means you receive a "Great Deal of Information" from that source and 1 means you receive "No Information" from that source:

(N=678)

	Great Deal of Information	Quite a Bit of Information	Some Information	A Little Information	No Information	Don't Know
A. Local news outlets (Glenview Announcements, Glenview Lantern, Glenview Journal, etc.)	27.4%	41.4%	21.1%	4.0%	1.5%	4.6%
B. Village newsletter (Village of Glenview Report)	33.0%	39.8%	17.7%	2.2%	0.9%	6.3%
C. Village weekly e-newsletter (E-Glenview)	15.5%	19.9%	13.9%	2.8%	7.4%	40.6%
D. Village website (www.glenview.il.us)	13.9%	21.3%	18.0%	8.1%	4.3%	34.4%
E. Social media (Village Facebook, Twitter)	5.5%	9.0%	9.3%	3.1%	14.9%	58.2%
F. Attendance at Village Board, Commission, and other public meetings	5.8%	9.7%	10.6%	5.9%	13.1%	54.9%
G. Broadcast or web stream of Village Board and Plan Commission meetings	5.9%	9.3%	10.8%	5.2%	14.3%	54.6%
H. Glenview Television (GVTV) (cable channel 6 or 17, AT&T U-Verse, Channel 99 PEG)	6.5%	9.6%	10.6%	7.4%	15.6%	50.3%
I. Neighbors or word of mouth	10.5%	19.6%	27.4%	14.5%	6.6%	21.4%
J. Direct communication with Village personnel	8.9%	15.5%	18.8%	10.9%	14.3%	31.6%
K. Direct mail/letters	10.5%	23.5%	26.1%	8.4%	7.5%	24.0%
L. Other	1.2%	3.8%	4.7%	1.4%	4.6%	84.3%

WITHOUT DON'T KNOW

Q4. VILLAGE INFORMATION SOURCES. Please rate each information source based on how much information you obtain about Village government, services, activities, events and local issues on a scale of 1 to 5 where 5 means you receive a "Great Deal of Information" from that source and 1 means you receive "No Information" from that source:(Without "Don't Know")

(N=678)

	Great Deal of Information	Quite a Bit of Information	Some Information	A Little Information	No Information
A. Local news outlets (Glenview Announcements, Glenview Lantern, Glenview Journal, etc.)	28.7%	43.4%	22.1%	4.2%	1.5%
B. Village newsletter (Village of Glenview Report)	35.3%	42.5%	18.9%	2.4%	0.9%
C. Village weekly e-newsletter (E-Glenview)	26.1%	33.5%	23.3%	4.7%	12.4%
D. Village website (www.glenview.il.us)	21.2%	32.4%	27.5%	12.4%	6.5%
E. Social media (Village Facebook, Twitter)	13.1%	21.6%	22.3%	7.4%	35.7%
F. Attendance at Village Board, Commission, and other public meetings	12.7%	21.6%	23.5%	13.1%	29.1%
G. Broadcast or web stream of Village Board and Plan Commission meetings	13.0%	20.5%	23.7%	11.4%	31.5%
H. Glenview Television (GVTV) (cable channel 6 or 17, AT&T U-Verse, Channel 99 PEG)	13.1%	19.3%	21.4%	14.8%	31.5%
I. Neighbors or word of mouth	13.3%	25.0%	34.9%	18.4%	8.4%
J. Direct communication with Village personnel	13.0%	22.7%	27.4%	16.0%	21.0%
K. Direct mail/letters	13.8%	30.9%	34.4%	11.1%	9.9%
L. Other	7.8%	24.3%	30.1%	8.7%	29.1%

O5. QUALITY OF VILLAGE COMMUNICATIONS. Please rate your satisfaction on a scale of 1 to 5 with the following Village communications, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Quality of Village newsletter (Village of Glenview Report)	31.2%	46.8%	13.1%	1.3%	0.4%	7.1%
B. Quality of Village's website (www.glenview.il.us)	15.3%	32.0%	14.5%	2.7%	0.4%	35.1%
C. Quality of Village's social media (Facebook, Twitter)	5.2%	9.1%	10.3%	0.7%	0.9%	73.7%
D. Quality of Village's weekly e-newsletter (E-Glenview)	8.7%	19.8%	11.2%	0.9%	0.6%	58.8%
E. Quality of GVTV programming	5.5%	12.1%	14.5%	1.0%	1.5%	65.5%
F. Quality of Village Board and Plan Commission meeting broadcasts or web streaming	6.0%	14.9%	13.7%	1.0%	1.8%	62.5%
G. Availability of information on Village services and programs	12.2%	31.4%	22.0%	2.8%	1.6%	29.9%
H. Transparency of Village information	12.1%	28.1%	24.1%	5.5%	1.9%	28.4%

WITHOUT DON'T KNOW

Q5. QUALITY OF VILLAGE COMMUNICATIONS. Please rate your satisfaction on a scale of 1 to 5 with the following Village communications, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Quality of Village newsletter (Village of Glenview Report)	33.5%	50.4%	14.1%	1.4%	0.5%
B. Quality of Village's website (www.glenview.il.us)	23.6%	49.3%	22.3%	4.1%	0.7%
C. Quality of Village's social media (Facebook, Twitter)	19.7%	34.8%	39.3%	2.8%	3.4%
D. Quality of Village's weekly e-newsletter (E-Glenview)	21.1%	48.0%	27.2%	2.2%	1.4%
E. Quality of GVTV programming	15.8%	35.0%	41.9%	3.0%	4.3%
F. Quality of Village Board and Plan Commission meeting broadcasts or web streaming	16.1%	39.8%	36.6%	2.8%	4.7%
G. Availability of information on Village services and programs	17.5%	44.8%	31.4%	4.0%	2.3%
H. Transparency of Village information	16.9%	39.2%	33.6%	7.6%	2.7%

Q6. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following police services provided by the Village of Glenview:

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Visibility of police in neighborhoods	25.1%	43.8%	22.1%	4.7%	1.5%	2.8%
B. Visibility of police in retail areas	19.2%	36.7%	30.1%	4.3%	1.0%	8.7%
C. Police response time	28.9%	26.7%	12.4%	1.8%	0.4%	29.8%
D. Efforts to prevent crime	24.9%	29.8%	18.7%	2.1%	0.7%	23.7%
E. Police safety education programs	18.5%	25.1%	15.4%	1.5%	0.7%	38.8%
F. Enforcement of traffic laws	22.3%	36.1%	20.6%	3.8%	1.9%	15.2%

WITHOUT DON'T KNOW

Q6. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following police services provided by the Village of Glenview:(Without "Don't Know")

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Visibility of police in neighborhoods	25.8%	45.1%	22.8%	4.9%	1.5%
B. Visibility of police in retail areas	21.0%	40.2%	33.0%	4.7%	1.1%
C. Police response time	41.2%	38.0%	17.6%	2.5%	0.6%
D. Efforts to prevent crime	32.7%	39.1%	24.6%	2.7%	1.0%
E. Police safety education programs	30.2%	41.1%	25.1%	2.4%	1.2%
F. Enforcement of traffic laws	26.3%	42.6%	24.3%	4.5%	2.3%

Q6a. Which TWO of the POLICE SERVICES items listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q6a. Most Emphasis	Number	Percent
Visibility of police in neighborhoods	217	32.0 %
Visibility of police in retail areas	36	5.3 %
Police response time	51	7.5 %
Efforts to prevent crime	217	32.0 %
Police safety education programs	30	4.4 %
Enforcement of traffic laws	42	6.2 %
None chosen	85	12.5 %
Total	678	100.0 %

Q6a. Which TWO of the POLICE SERVICES items listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q6a. 2nd Emphasis	Number	Percent
Visibility of police in neighborhoods	137	20.2 %
Visibility of police in retail areas	92	13.6 %
Police response time	75	11.1 %
Efforts to prevent crime	143	21.1 %
Police safety education programs	66	9.7 %
Enforcement of traffic laws	66	9.7 %
None chosen	99	14.6 %
Total	678	100.0 %

Q6a. Sum of the TWO POLICE SERVICES items listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q6a. Sum of Top 2 Choices	Number	Percent
Efforts to prevent crime	360	53.1 %
Visibility of police in neighborhoods	354	52.2 %
Visibility of police in retail areas	128	18.9 %
Police response time	126	18.6 %
Enforcement of traffic laws	108	15.9 %
Police safety education programs	96	14.2 %
None chosen	85	12.5 %
Total	1257	

Q7. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following fire and emergency medical services provided by the Village of Glenview:

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of fire protection	41.8%	28.9%	5.9%	0.0%	0.4%	23.0%
B. Overall quality of emergency medical services	42.3%	24.1%	6.4%	0.4%	0.3%	26.5%
C. Overall quality of fire safety and education programs	27.8%	20.3%	10.7%	0.6%	0.3%	40.4%
D. Overall quality of emergency response times	39.1%	21.6%	5.2%	0.4%	0.1%	33.6%
E. Overall quality of 911 services	38.9%	19.8%	5.8%	0.3%	0.4%	34.8%

WITHOUT DON'T KNOW

Q7. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following fire and emergency medical services provided by the Village of Glenview:(Without "Don't Know")

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of fire protection	54.2%	37.5%	7.7%	0.0%	0.6%
B. Overall quality of emergency medical services	57.5%	32.8%	8.7%	0.6%	0.4%
C. Overall quality of fire safety and education programs	46.7%	34.0%	17.9%	1.0%	0.5%
D. Overall quality of emergency response times	58.8%	32.5%	7.8%	0.7%	0.2%
E. Overall quality of 911 services	59.6%	30.4%	8.8%	0.5%	0.7%

Q7a. Which TWO of the FIRE AND EMERGENCY MEDICAL SERVICES items listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q7a. Most Emphasis	Number	Percent
Overall quality of fire protection	125	18.4 %
Overall quality of emergency medical services	158	23.3 %
Overall quality of fire safety and education programs	71	10.5 %
Overall quality of emergency response times	122	18.0 %
Overall quality of 911 services	58	8.6 %
None chosen	144	21.2 %
Total	678	100.0 %

Q7a. Which TWO of the FIRE AND EMERGENCY MEDICAL SERVICES items listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q7a. 2nd Emphasis	Number	Percent
Overall quality of fire protection	88	13.0 %
Overall quality of emergency medical services	164	24.2 %
Overall quality of fire safety and education programs	36	5.3 %
Overall quality of emergency response times	137	20.2 %
Overall quality of 911 services	85	12.5 %
None chosen	168	24.8 %
Total	678	100.0 %

Q7a. Sum of the TWO FIRE AND EMERGENCY MEDICAL SERVICES items listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q7a. Sum of Top 2 Choices	Number	Percent
Overall quality of emergency medical services	322	47.5 %
Overall quality of emergency response times	259	38.2 %
Overall quality of fire protection	213	31.4 %
None chosen	144	21.2 %
Overall quality of 911 services	143	21.1 %
Overall quality of fire safety and education programs	107	15.8 %
Total	1188	

Q8. MAINTENANCE. Pertaining to areas maintained by the Village of Glenview, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of Village streets	18.9%	47.6%	17.8%	11.1%	3.4%	1.2%
B. Maintenance of sidewalks	18.0%	46.0%	20.8%	8.6%	3.1%	3.5%
C. Maintenance of street signs	23.9%	56.0%	14.2%	3.1%	0.9%	1.9%
D. Maintenance of traffic signals	26.8%	56.2%	12.5%	1.9%	0.6%	1.9%
E. Maintenance of the Village's retail areas	24.6%	50.9%	16.8%	3.4%	1.3%	2.9%
F. Maintenance of public parkway trees	28.8%	47.9%	12.8%	5.8%	1.5%	3.2%
G. Maintenance of Village-owned buildings	26.7%	48.7%	14.3%	1.6%	0.7%	8.0%
H. Snow removal on Village streets	28.8%	45.9%	13.1%	8.0%	2.4%	1.9%
I. Mowing/trimming along streets and public areas	25.6%	52.4%	14.3%	3.7%	1.2%	2.8%
J. Overall cleanliness of streets and public areas	31.0%	54.9%	9.4%	2.1%	1.3%	1.3%
K. Adequacy of Village street lighting	22.0%	43.9%	19.4%	9.3%	3.1%	2.4%

WITHOUT DON'T KNOW

Q8. MAINTENANCE. Pertaining to areas maintained by the Village of Glenview, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:(Without "Don't Know")

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Maintenance of Village streets	19.1%	48.2%	18.1%	11.2%	3.4%
B. Maintenance of sidewalks	18.7%	47.7%	21.6%	8.9%	3.2%
C. Maintenance of street signs	24.4%	57.1%	14.4%	3.2%	0.9%
D. Maintenance of traffic signals	27.4%	57.3%	12.8%	2.0%	0.6%
E. Maintenance of the Village's retail areas	25.4%	52.4%	17.3%	3.5%	1.4%
F. Maintenance of public parkway trees	29.7%	49.5%	13.3%	5.9%	1.5%
G. Maintenance of Village-owned buildings	29.0%	52.9%	15.5%	1.8%	0.8%
H. Snow removal on Village streets	29.3%	46.8%	13.4%	8.1%	2.4%
I. Mowing/trimming along streets and public areas	26.3%	54.0%	14.7%	3.8%	1.2%
J. Overall cleanliness of streets and public areas	31.4%	55.6%	9.6%	2.1%	1.3%
K. Adequacy of Village street lighting	22.5%	44.9%	19.8%	9.5%	3.2%

Q8a. Which TWO of the areas of MAINTENANCE listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q8a. Most Emphasis	Number	Percent
Maintenance of Village streets	232	34.2 %
Maintenance of sidewalks	39	5.8 %
Maintenance of street signs	12	1.8 %
Maintenance of traffic signals	14	2.1 %
Maintenance of the Village's retail areas	27	4.0 %
Maintenance of public parkway trees	29	4.3 %
Maintenance of Village-owned buildings	5	0.7 %
Snow removal on Village streets	108	15.9 %
Mowing/trimming along streets and public areas	17	2.5 %
Overall cleanliness of streets and public areas	32	4.7 %
Adequacy of Village street lighting	74	10.9 %
None chosen	89	13.1 %
Total	678	100.0 %

Q8a. Which TWO of the areas of MAINTENANCE listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q8a. 2nd Emphasis	Number	Percent
Maintenance of Village streets	92	13.6 %
Maintenance of sidewalks	88	13.0 %
Maintenance of street signs	12	1.8 %
Maintenance of traffic signals	20	2.9 %
Maintenance of the Village's retail areas	24	3.5 %
Maintenance of public parkway trees	36	5.3 %
Maintenance of Village-owned buildings	10	1.5 %
Snow removal on Village streets	123	18.1 %
Mowing/trimming along streets and public areas	21	3.1 %
Overall cleanliness of streets and public areas	62	9.1 %
Adequacy of Village street lighting	67	9.9 %
None chosen	123	18.1 %
Total	678	100.0 %

Q8a. Sum of the TWO areas of MAINTENANCE listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

<u>Q8a. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Village streets	324	47.8 %
Snow removal on Village streets	231	34.1 %
Adequacy of Village street lighting	141	20.8 %
Maintenance of sidewalks	127	18.7 %
Overall cleanliness of streets and public areas	94	13.9 %
None chosen	89	13.1 %
Maintenance of public parkway trees	65	9.6 %
Maintenance of the Village's retail areas	51	7.5 %
Mowing/trimming along streets and public areas	38	5.6 %
Maintenance of traffic signals	34	5.0 %
Maintenance of street signs	24	3.5 %
Maintenance of Village-owned buildings	15	2.2 %
Total	1233	

Q9. UTILITY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Residential garbage collection service	51.9%	37.3%	5.5%	1.5%	0.6%	3.2%
B. Residential recycling service	49.0%	38.1%	6.6%	1.5%	1.0%	3.8%
C. Sanitation sewer services	33.2%	39.8%	11.9%	2.8%	2.1%	10.2%
D. Drinking water	44.3%	41.5%	9.2%	0.7%	0.7%	3.5%

WITHOUT DON'T KNOW

Q9. UTILITY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:(Without "Don't Know")

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Residential garbage collection service	53.7%	38.6%	5.6%	1.5%	0.6%
B. Residential recycling service	50.9%	39.6%	6.9%	1.5%	1.1%
C. Sanitation sewer services	36.9%	44.3%	13.3%	3.1%	2.3%
D. Drinking water	45.9%	43.0%	9.5%	0.8%	0.8%

Q9a. Which TWO of the UTILITY SERVICES listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q9a. Most Emphasis	Number	Percent
Residential garbage collection service	79	11.7 %
Residential recycling service	76	11.2 %
Sanitation sewer services	153	22.6 %
Drinking water	225	33.2 %
None chosen	145	21.4 %
Total	678	100.0 %

Q9a. Which TWO of the UTILITY SERVICES listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q9a. 2nd Emphasis	Number	Percent
Residential garbage collection service	99	14.6 %
Residential recycling service	83	12.2 %
Sanitation sewer services	171	25.2 %
Drinking water	138	20.4 %
None chosen	187	27.6 %
Total	678	100.0 %

Q9a. Sum of the TWO UTILITY SERVICES listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q9a. Sum of Top 2 Choices	Number	Percent
Drinking water	363	53.5 %
Sanitation sewer services	324	47.8 %
Residential garbage collection service	178	26.3 %
Residential recycling service	159	23.5 %
None chosen	145	21.4 %
Total	1169	

Q10. TRAIN STATIONS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Daily fee parking availability	11.1%	18.4%	13.1%	5.6%	3.2%	48.5%
B. Permit parking availability	10.9%	16.1%	13.4%	3.1%	0.7%	55.7%
C. Building maintenance	19.8%	32.3%	13.0%	0.7%	0.4%	33.8%
D. Daily fee parking availability	15.8%	18.0%	10.8%	2.2%	0.9%	52.4%
E. Permit parking availability	10.8%	13.6%	11.1%	1.0%	0.3%	63.3%
F. Building maintenance	19.5%	23.9%	10.0%	0.6%	0.3%	45.7%

WITHOUT DON'T KNOW

Q10. TRAIN STATIONS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:(Without "Don't Know")

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Daily fee parking availability	21.5%	35.8%	25.5%	10.9%	6.3%
B. Permit parking availability	24.7%	36.3%	30.3%	7.0%	1.7%
C. Building maintenance	29.8%	48.8%	19.6%	1.1%	0.7%
D. Daily fee parking availability	33.1%	37.8%	22.6%	4.6%	1.9%
E. Permit parking availability	29.3%	36.9%	30.1%	2.8%	0.8%
F. Building maintenance	35.9%	44.0%	18.5%	1.1%	0.5%

Q11. OTHER VILLAGE SERVICES. Please rate your satisfaction with each of the following services provided by the Village of Glenview on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Business license process	2.7%	7.7%	9.7%	0.9%	0.7%	78.3%
B. Code enforcement (unkempt properties, grass & weed control, sign violations, etc.)	4.3%	17.6%	18.3%	6.9%	2.7%	50.3%
C. Building permit/review process	6.3%	17.4%	15.0%	6.3%	2.9%	51.9%
D. Land use, planning & zoning	7.1%	19.8%	16.4%	6.5%	4.0%	46.3%

WITHOUT DON'T KNOW

Q11. OTHER VILLAGE SERVICES. Please rate your satisfaction with each of the following services provided by the Village of Glenview on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (Without "Don't Know")

(N=678)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Business license process	12.2%	35.4%	44.9%	4.1%	3.4%
B. Code enforcement (unkempt properties, grass & weed control, sign violations, etc.)	8.6%	35.3%	36.8%	13.9%	5.3%
C. Building permit/review process	13.2%	36.2%	31.3%	13.2%	6.1%
D. Land use, planning & zoning	13.2%	36.8%	30.5%	12.1%	7.4%

Q12. COMMUNITY PRIORITIES. Using a scale of 1 to 5, where 5 means "Very High Priority" and 1 means "Very Low Priority," rank the importance of the following issues:

(N=678)

	Very High Priority	High Priority	Neutral	Low Priority	Very Low Priority	Don't Know
A. Overall quality of services provided by the Village	38.8%	40.5%	13.2%	1.5%	0.3%	5.8%
B. Flood prevention	45.4%	31.8%	14.2%	1.9%	2.1%	4.6%
C. Village streets	32.7%	46.0%	15.4%	2.2%	0.6%	3.1%
D. Biking lanes and trails	20.4%	33.2%	26.3%	9.7%	4.1%	6.2%
E. Crime prevention	51.7%	30.0%	11.4%	1.9%	0.7%	4.3%
F. A balanced Village budget	43.9%	32.9%	13.7%	1.3%	0.7%	7.4%
G. Economic development/job creation (offices, medical facilities, banks, etc.)	22.3%	34.4%	26.0%	7.7%	1.9%	7.7%
H. Diversity of housing choices	13.6%	25.9%	32.8%	14.1%	7.4%	6.2%
I. Environmental protection	23.0%	35.3%	27.0%	6.6%	2.7%	5.3%
J. Arts and cultural amenities	14.0%	33.7%	32.9%	10.8%	3.5%	5.0%
K. Green space	24.0%	39.5%	24.4%	6.4%	2.5%	3.3%
L. Historic preservation	18.0%	35.1%	29.1%	9.8%	3.6%	4.4%
M. Overall quality of life	45.9%	37.4%	11.8%	1.6%	0.6%	2.7%
N. Village sidewalks	24.7%	44.1%	20.3%	5.9%	2.5%	2.5%

WITHOUT DON'T KNOW

Q12. COMMUNITY PRIORITIES. Using a scale of 1 to 5, where 5 means "Very High Priority" and 1 means "Very Low Priority," rank the importance of the following issues:(Without "Don't Know")

(N=678)

	Very High Priority	High Priority	Neutral	Low Priority	Very Low Priority
A. Overall quality of services provided by the Village	41.1%	43.0%	14.0%	1.6%	0.3%
B. Flood prevention	47.6%	33.3%	14.9%	2.0%	2.2%
C. Village streets	33.7%	47.5%	15.9%	2.3%	0.6%
D. Biking lanes and trails	21.7%	35.4%	28.0%	10.4%	4.4%
E. Crime prevention	54.0%	31.3%	11.9%	2.0%	0.8%
F. A balanced Village budget	47.4%	35.6%	14.8%	1.4%	0.8%
G. Economic development/job creation (offices, medical facilities, banks, etc.)	24.2%	37.3%	28.2%	8.3%	2.1%
H. Diversity of housing choices	14.5%	27.6%	35.0%	15.0%	7.9%
I. Environmental protection	24.3%	37.3%	28.5%	7.0%	2.8%
J. Arts and cultural amenities	14.8%	35.5%	34.7%	11.4%	3.7%
K. Green space	24.8%	40.8%	25.2%	6.6%	2.6%
L. Historic preservation	18.9%	36.7%	30.5%	10.2%	3.7%
M. Overall quality of life	47.2%	38.4%	12.1%	1.7%	0.6%
N. Village sidewalks	25.3%	45.2%	20.8%	6.1%	2.6%

Q12a. Which TWO of the PRIORITIES listed above do you think should receive the most emphasis from Village leaders over the next TWO Years?

<u>Q12a. Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by the Village	69	10.2 %
Flood prevention	157	23.2 %
Village streets	40	5.9 %
Biking lanes and trails	18	2.7 %
Crime prevention	97	14.3 %
A balanced Village budget	70	10.3 %
Economic development/job creation (offices, medical facilities, banks, etc.)	24	3.5 %
Diversity of housing choices	15	2.2 %
Environmental protection	12	1.8 %
Arts and cultural amenities	6	0.9 %
Green space	13	1.9 %
Historic preservation	3	0.4 %
Overall quality of life	34	5.0 %
Village sidewalks	26	3.8 %
None chosen	94	13.9 %
Total	678	100.0 %

Q12a. Which TWO of the PRIORITIES listed above do you think should receive the most emphasis from Village leaders over the next TWO Years?

<u>Q12a. 2nd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by the Village	46	6.8 %
Flood prevention	62	9.1 %
Village streets	43	6.3 %
Biking lanes and trails	24	3.5 %
Crime prevention	105	15.5 %
A balanced Village budget	83	12.2 %
Economic development/job creation (offices, medical facilities, banks, etc.)	38	5.6 %
Diversity of housing choices	19	2.8 %
Environmental protection	28	4.1 %
Arts and cultural amenities	8	1.2 %
Green space	27	4.0 %
Historic preservation	12	1.8 %
Overall quality of life	58	8.6 %
Village sidewalks	13	1.9 %
None chosen	112	16.5 %
Total	678	100.0 %

Q12a. Sum of the TWO PRIORITIES listed above do you think should receive the most emphasis from Village leaders over the next TWO Years?

Q12a. Sum of Top 2 Choices	Number	Percent
Flood prevention	219	32.3 %
Crime prevention	202	29.8 %
A balanced Village budget	153	22.6 %
Overall quality of services provided by the Village	115	17.0 %
None chosen	94	13.9 %
Overall quality of life	92	13.6 %
Village streets	83	12.2 %
Economic development/job creation (offices, medical facilities, banks, etc.)	62	9.1 %
Biking lanes and trails	42	6.2 %
Environmental protection	40	5.9 %
Green space	40	5.9 %
Village sidewalks	39	5.8 %
Diversity of housing choices	34	5.0 %
Historic preservation	15	2.2 %
Arts and cultural amenities	14	2.1 %
Total	1244	

Q13. Have you called or visited the Village with a question, problem, or complaint during the past year?

Q13. Have you called or visited the Village with a question?	Number	Percent
Yes	281	41.4 %
No	397	58.6 %
Total	678	100.0 %

Q13a. How did you communicate with the person you contacted?

Q13a. How did you communicate with the person you contacted?	Number	Percent
Phone	208	74.0 %
Email	58	20.6 %
Online service portal (website)	16	5.7 %
Mobile app	5	1.8 %
In person	88	31.3 %
None chosen	2	0.7 %
Total	377	

Q13b. How easy was it to contact the person you needed to reach?

Q13b. How easy was it to contact the person you needed to reach?	Number	Percent
Very easy	151	53.7 %
Somewhat easy	95	33.8 %
Difficult	24	8.5 %
Very difficult	9	3.2 %
Don't know	2	0.7 %
Total	281	100.0 %

Q13c. What department did you contact?

Q13c. What department did you contact?	Number	Percent
Finance/Administrative Services (general inquiries, police record requests, finances, water billing)	32	11.4 %
Community Development (building permits, development plans, zoning & variances, flood prevention)	87	31.0 %
Fire (fire prevention, emergency medical services, etc.)	17	6.0 %
Police (crime prevention, traffic enforcement, etc.)	53	18.9 %
Public Works (snow removal, tree trimming, tree planting, street maintenance, etc.)	131	46.6 %
Village Manager's Office (FOIA requests)	12	4.3 %
Other	32	11.4 %
None chosen	3	1.1 %
Total	367	

Q13d. For each of the items below, please rate your satisfaction with the quality of customer service you've received from Village employees on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=281)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. They were courteous and polite	53.7%	31.0%	6.0%	2.5%	3.9%	2.8%
B. They gave prompt, accurate, and complete answers to questions	47.0%	27.8%	11.4%	7.1%	5.3%	1.4%
C. They responded to your request in a timely manner	46.3%	30.2%	9.6%	6.0%	6.4%	1.4%
D. They helped you resolve the issue	41.8%	22.9%	12.1%	7.1%	12.1%	3.9%

WITHOUT DON'T KNOW

Q13d. For each of the items below, please rate your satisfaction with the quality of customer service you've received from Village employees on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (Without "Don't Know")

(N=281)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. They were courteous and polite	55.3%	31.9%	6.2%	2.6%	4.0%
B. They gave prompt, accurate, and complete answers to questions	47.7%	28.2%	11.6%	7.2%	5.4%
C. They responded to your request in a timely manner	46.9%	30.7%	9.7%	6.1%	6.5%
D. They helped you resolve the issue	43.5%	23.8%	12.6%	7.4%	12.6%

Q15. Approximately how many years have you lived in the Village of Glenview?

Q15. How many years have you lived in the Village of Glenview?	Number	Percent
5 or fewer years	126	18.6 %
6-10 years	63	9.3 %
11-15 years	108	15.9 %
16-20 years	83	12.2 %
21-25 years	57	8.4 %
26-30 years	83	12.2 %
Over 30 years	143	21.1 %
Not provided	15	2.2 %
Total	678	100.0 %

Q16. What is your age?

Q16. What is your age?	Number	Percent
Under 35	51	7.5 %
35 to 44	133	19.6 %
45 to 54	134	19.8 %
55 to 64	154	22.7 %
65+	197	29.1 %
Not provided	9	1.3 %
Total	678	100.0 %

Q17. Which of the following best describes your race/ethnicity? (Check all that apply.)

Q17. Which of the following best describes your race/ethnicity?	Number	Percent
White/Caucasian	546	80.5 %
Black/African American	7	1.0 %
Asian/Pacific Islander	105	15.5 %
American Indian/Eskimo	5	0.7 %
Other	16	2.4 %
Not provided	17	2.5 %
Total	696	

Q18. Are you or other members of your household of Hispanic or Latino ancestry?

Q18. Are you or other members of your household of Hispanic or Latino ancestry?	Number	Percent
Yes	43	6.3 %
No	624	92.0 %
Not provided	11	1.6 %
Total	678	100.0 %

Q19. Would you say your total annual household income is:

Q19. Would you say your total annual household income is:	Number	Percent
Under \$50,000	54	8.0 %
\$50,000 - \$99,999	118	17.4 %
\$100,000 - \$149,999	153	22.6 %
\$150,000 - \$199,999	99	14.6 %
\$200,000 or more	186	27.4 %
Not provided	68	10.0 %
Total	678	100.0 %

Q20. Your gender:

Q20. Your gender:	Number	Percent
Male	347	51.2 %
Female	331	48.8 %
Total	678	100.0 %

Section 5:
Survey Instrument



The Village of Glenview

Village of Glenview 2015 Citizen Survey

April 2015

Dear Village of Glenview Resident:

The Village wants to hear from you to help shape the future of Glenview.

Your household has been randomly selected to participate in the 2015 Village of Glenview Citizen Survey. Please have one person in the household provide your views on how your Village is performing and weigh in on issues facing your community.

Please fill out the enclosed survey, which is estimated to take about 10 minutes. Your participation is important. Citizen input is crucial to guide our decision-making process.

Your responses will be kept confidential, and the results will be reported in group form only.

You can return the survey in the enclosed postage paid envelope to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. You also have the option to complete the survey online at www.glenview2015citizensurvey.org.

If you have any questions, please contact Becky Suhajda at (847) 904-4102 or by email to bsuhajda@glenview.il.us.

Thank you in advance for your time and participation.

Sincerely,

Jim Patterson
Village President



2015 Village of Glenview Community Survey

Welcome to the Village of Glenview's Community Survey for 2015. Your input is an important part of the Village's ongoing effort to involve citizens in long-range planning and budget decisions. Please take a few minutes to complete this survey. If you have questions about this survey, please contact Becky Suhajda at the Village of Glenview at (847) 904-4102.

1. QUALITY OF LIFE. Please rate each of the following aspects of the quality of life in Glenview on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor," with regard to each of the following:

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. Glenview as a place to live.....	5	4	3	2	1	9
B. Glenview as a place to raise children	5	4	3	2	1	9
C. Glenview as a place to work	5	4	3	2	1	9
D. Glenview as a place to visit.....	5	4	3	2	1	9
E. Glenview as a place to retire	5	4	3	2	1	9
F. Variety of recreational activities.....	5	4	3	2	1	9
G. Variety of shopping destinations.....	5	4	3	2	1	9
H. Variety of options for eating/dining.....	5	4	3	2	1	9
I. Overall quality of life in Glenview.....	5	4	3	2	1	9

2. PERCEPTIONS/CHARACTERISTICS. Several items that may influence your perception of the Village of Glenview are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The value received for your Village tax dollars and fees.....	5	4	3	2	1	9
B. Appearance of the Village.....	5	4	3	2	1	9
C. Quality of Village services.....	5	4	3	2	1	9
D. Quality of schools	5	4	3	2	1	9
E. Quality of hospitals and medical services	5	4	3	2	1	9
F. Quality of parks and recreation services	5	4	3	2	1	9
G. Quality of the library.....	5	4	3	2	1	9
H. Ease of access to places you usually visit	5	4	3	2	1	9
I. Ease of access to public transportation.....	5	4	3	2	1	9
J. Financial condition.....	5	4	3	2	1	9
K. Sense of community	5	4	3	2	1	9
L. Feeling of safety in your neighborhood.....	5	4	3	2	1	9
M. Feeling of safety in your community	5	4	3	2	1	9
N. Overall image and reputation of Glenview	5	4	3	2	1	9

3. VILLAGE LEADERSHIP. Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with regard to each of the following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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Village President and Board of Trustees

- | | | | | | | |
|---|---|---|---|---|---|---|
| A. Ease of access to the Village President & Board | 5 | 4 | 3 | 2 | 1 | 9 |
| B. Overall responsiveness to your needs..... | 5 | 4 | 3 | 2 | 1 | 9 |

Village Boards and Commissions

- | | | | | | | |
|--|---|---|---|---|---|---|
| C. Ease of access to Commissioners | 5 | 4 | 3 | 2 | 1 | 9 |
| D. Overall responsiveness to your needs..... | 5 | 4 | 3 | 2 | 1 | 9 |

Village Staff

- | | | | | | | |
|--|---|---|---|---|---|---|
| E. Ease of access to the Village Staff | 5 | 4 | 3 | 2 | 1 | 9 |
| F. Overall responsiveness to your needs..... | 5 | 4 | 3 | 2 | 1 | 9 |

4. VILLAGE INFORMATION SOURCES. Please rate each information source based on how much information you obtain about Village government, services, activities, events and local issues on a scale of 1 to 5 where 5 means you receive a great deal of information from that source and 1 means you receive no information from that source:

	Great Deal of Information	Quite a Bit of Information	Some Information	A Little Information	No Information	Don't Know
--	------------------------------	-------------------------------	---------------------	-------------------------	-------------------	---------------

- | | | | | | | |
|--|---|---|---|---|---|---|
| A. Local news outlets (<i>Glenview Announcements, Glenview Lantern, Glenview Journal, etc.</i>)..... | 5 | 4 | 3 | 2 | 1 | 9 |
| B. Village newsletter (Village of Glenview Report) | 5 | 4 | 3 | 2 | 1 | 9 |
| C. Village weekly e-newsletter (E-Glenview)..... | 5 | 4 | 3 | 2 | 1 | 9 |
| D. Village website (www.glenview.il.us)..... | 5 | 4 | 3 | 2 | 1 | 9 |
| E. Social media (Village Facebook, Twitter) | 5 | 4 | 3 | 2 | 1 | 9 |
| F. Attendance at Village Board, Commission, and other public meetings..... | 5 | 4 | 3 | 2 | 1 | 9 |
| G. Broadcast or web stream of Village Board and Plan Commission meetings..... | 5 | 4 | 3 | 2 | 1 | 9 |
| H. Glenview Television (GVTV) (cable channel 6 or 17, AT&T U-Verse, Channel 99 PEG) | 5 | 4 | 3 | 2 | 1 | 9 |
| I. Neighbors or word of mouth | 5 | 4 | 3 | 2 | 1 | 9 |
| J. Direct communication with Village personnel | 5 | 4 | 3 | 2 | 1 | 9 |
| K. Direct mail/letters..... | 5 | 4 | 3 | 2 | 1 | 9 |
| L. Other: _____ | 5 | 4 | 3 | 2 | 1 | 9 |

5. QUALITY OF VILLAGE COMMUNICATIONS. Please rate your satisfaction on a scale of 1 to 5 with the following Village communications, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Quality of Village newsletter (Village of Glenview Report)	5	4	3	2	1	9
B. Quality of Village’s website (www.glenview.il.us)	5	4	3	2	1	9
C. Quality of Village’s social media (Facebook, Twitter)	5	4	3	2	1	9
D. Quality of Village’s weekly e-newsletter (E-Glenview) ..	5	4	3	2	1	9
E. Quality of GVTV programming	5	4	3	2	1	9
F. Quality of Village Board and Plan Commission meeting broadcasts or web streaming.....	5	4	3	2	1	9
G. Availability of information on Village services and programs.....	5	4	3	2	1	9
H. Transparency of Village information	5	4	3	2	1	9

6. POLICE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following police services provided by the Village of Glenview:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Visibility of police in neighborhoods	5	4	3	2	1	9
B. Visibility of police in retail areas.....	5	4	3	2	1	9
C. Police response time	5	4	3	2	1	9
D. Efforts to prevent crime	5	4	3	2	1	9
E. Police safety education programs	5	4	3	2	1	9
F. Enforcement of traffic laws	5	4	3	2	1	9

6a. Which TWO of the POLICE SERVICES items listed above do you think should receive the most emphasis from Village leaders over the next TWO Years? [Write in the corresponding letters from Question 6.]

1st _____ 2nd _____

7. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following fire and emergency medical services provided by the Village of Glenview:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of fire protection	5	4	3	2	1	9
B. Overall quality of emergency medical services	5	4	3	2	1	9
C. Overall quality of fire safety and education programs.	5	4	3	2	1	9
D. Overall quality of emergency response times.....	5	4	3	2	1	9
E. Overall quality of 911 services.....	5	4	3	2	1	9

7a. Which TWO of the FIRE AND EMERGENCY MEDICAL SERVICES items listed above do you think should receive the most emphasis from Village leaders over the next TWO Years? [Write in the corresponding letters from Question 7.]

1st _____ 2nd _____

8. MAINTENANCE. Pertaining to areas maintained by the Village of Glenview, please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of Village streets.....	5	4	3	2	1	9
B. Maintenance of sidewalks.....	5	4	3	2	1	9
C. Maintenance of street signs.....	5	4	3	2	1	9
D. Maintenance of traffic signals.....	5	4	3	2	1	9
E. Maintenance of the Village’s retail areas.....	5	4	3	2	1	9
F. Maintenance of public parkway trees.....	5	4	3	2	1	9
G. Maintenance of Village-owned buildings.....	5	4	3	2	1	9
H. Plowing of Village streets.....	5	4	3	2	1	9
I. Mowing/trimming along streets and public areas.....	5	4	3	2	1	9
J. Overall cleanliness of streets and public areas.....	5	4	3	2	1	9
K. Adequacy of Village street lighting.....	5	4	3	2	1	9

8a. Which TWO of the areas of MAINTENANCE listed above do you think should receive the most emphasis from Village leaders over the next TWO Years? [Write in the corresponding letters from question 8.]

1st _____ 2nd _____

9. UTILITY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Residential garbage collection service.....	5	4	3	2	1	9
B. Residential recycling service.....	5	4	3	2	1	9
C. Sanitation sewer services.....	5	4	3	2	1	9
D. Drinking water.....	5	4	3	2	1	9

9a. Which TWO of the UTILITY SERVICES listed above do you think should receive the most emphasis from Village leaders over the next TWO Years? [Write in the corresponding letters from question 9.]

1st _____ 2nd _____

10. TRAIN STATIONS. Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
<u>Downtown Station</u>						
A. Daily fee parking availability.....	5	4	3	2	1	9
B. Permit parking availability.....	5	4	3	2	1	9
C. Building maintenance.....	5	4	3	2	1	9
<u>The Glen of North Glenview</u>						
D. Daily fee parking availability.....	5	4	3	2	1	9
E. Permit parking availability.....	5	4	3	2	1	9
F. Building maintenance.....	5	4	3	2	1	9

11. OTHER VILLAGE SERVICES. Please rate your satisfaction with each of the following services provided by the Village of Glenview on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied”:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Business license process	5	4	3	2	1	9
B. Code enforcement (unkept properties, grass & weed control, sign violations, etc.)	5	4	3	2	1	9
C. Building permit/review process.....	5	4	3	2	1	9
D. Land use, planning & zoning.....	5	4	3	2	1	9

12. COMMUNITY PRIORITIES. Using a scale of 1 to 5, where 5 means “Very High Priority” and 1 means “Very Low Priority,” rank the importance of the following issues:

	Very High Priority	High Priority	Neutral	Low Priority	Very Low Priority	Don't Know
A. Overall quality of services provided by the Village	5	4	3	2	1	9
B. Flood prevention	5	4	3	2	1	9
C. Village streets	5	4	3	2	1	9
D. Biking lanes and trails	5	4	3	2	1	9
E. Crime prevention	5	4	3	2	1	9
F. A balanced Village budget	5	4	3	2	1	9
G. Economic development/job creation (offices, medical facilities, banks, etc.).....	5	4	3	2	1	9
H. Diversity of housing choices	5	4	3	2	1	9
I. Environmental protection	5	4	3	2	1	9
J. Arts and cultural amenities.....	5	4	3	2	1	9
K. Green space	5	4	3	2	1	9
L. Historic preservation	5	4	3	2	1	9
M. Overall quality of life.....	5	4	3	2	1	9
N. Village sidewalks.....	5	4	3	2	1	9

12a. Which TWO of the PRIORITIES listed above do you think should receive the most emphasis from Village leaders over the next TWO Years? [Write in the corresponding letters from question 12.]

1st ____ 2nd ____

13. Have you called or visited the Village with a question, problem, or complaint during the past year?

- ____(1) Yes [please answer questions 13a-13d]
- ____(2) No [go to Question 14]

13a. [Only complete if “YES” to 13] How did you communicate with the person you contacted?

- ____(1) Phone
- ____(2) E-mail
- ____(3) Online service portal (website)
- ____(4) Mobile App
- ____(5) In Person

13b. [Only complete if “YES” to 13] How easy was it to contact the person you needed to reach?

- ____(1) Very easy
- ____(2) Somewhat easy
- ____(3) Difficult
- ____(4) Very difficult

13c. [Only complete if "YES" to 13] What department did you contact?

- (1) Finance/Administrative Services (general inquiries, police record requests, finances, water billing)
- (2) Community Development (building permits, development plans, zoning & variances, flood prevention)
- (3) Fire (fire prevention, emergency medical services, etc.)
- (4) Police (crime prevention, traffic enforcement, etc.)
- (5) Public Works (snow removal, tree trimming, tree planting, street maintenance, etc.)
- (6) Village Manager's Office (FOIA requests)
- (7) Other: _____

13d. [Only complete if "YES" to 13] For each of the items below, please rate your satisfaction with the quality of customer service you've received from Village employees on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. They were courteous and polite.....	5	4	3	2	1	9
B. They gave prompt, accurate, and complete answers to questions.....	5	4	3	2	1	9
C. They responded to your request in a timely manner.....	5	4	3	2	1	9
D. They helped you resolve the issue	5	4	3	2	1	9

14. What do you feel are the biggest issues facing the Village of Glenview, and why? [Write your answer in the space provided below.]

DEMOGRAPHICS: All of the responses to this survey are completely anonymous and will be reported in group/aggregate form only.

15. Approximately how many years have you lived in the Village of Glenview? _____ years

16. What is your age? _____ years

17. Which of the following best describes your race/ethnicity? (check all that apply)

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

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

- (1) Yes
- (2) No

19. Would you say your total annual household income is:

- (1) under \$50,000
- (2) \$50,000 to \$99,999
- (3) \$100,000 to \$149,999
- (4) \$150,000 to \$199,999
- (5) \$200,000 or more

20. Your gender: ____ (1) Male ____ (2) Female

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage-Paid Envelope Addressed to:

ETC Institute
725 W Frontier Ln
Olathe, KS 66061-7203

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the Village are having problems with Village services. If your address is not correct, please provide the correct information.