

Village of Glenview Community Survey

Findings Report

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2019

Submitted to the Village of Glenview, IL

by:

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November 2019





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2019 Village of Glenview Community Survey Executive Summary Report

Overview and Methodology

Overview. Between August and October of 2019, ETC Institute administered a community survey for the Village of Glenview. 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 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 who preferred to fill out the survey online. Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation..

The goal was to receive at least 500 completed surveys. This goal was met, with a total of 512 households completing a survey. The results for the random sample of 512 households have a 95% level of confidence with a precision of at least +/- 4.3%. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online). To ensure that households throughout the Village were well represented, ETC Institute geocoded the home address of respondents to the survey.

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, including comparisons to the 2015 results (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%) of the residents surveyed, who had an opinion, rated the Village of Glenview as an excellent or good place to live, 2% were neutral, and 1% rated the Village as below average or poor. Ninety-four percent (94%) rated the overall quality of life in the Village as excellent or good, 5% were neutral, and only 1% rated the Village as below average or poor.

Perceptions and Characteristics of the Village

- Most residents have a very positive perception of the Village of Glenview. Ninety-four percent (94%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the quality of parks and recreation services. Other areas that received a rating of “very satisfied” or “satisfied” included: quality of the library (93%), quality of hospitals and medical services (92%), feeling of safety in the community (91%), overall image and reputation of Glenview (91%), and quality of schools (91%).

Village Leadership – President and Board of Trustees

- Fifty-three percent (53%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the ease of access to the Village President and Board. Forty-five percent (45%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 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

- Forty-four percent (44%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the ease of access to the Commissioners. Forty-three percent (43%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) to the overall responsiveness to their needs by the Commissioners.

Village Leadership - Staff

- Sixty-nine percent (69%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the ease of access to Village Staff. Sixty-four percent (64%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 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 “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) were: the quality of the Village newsletter (79%), the quality of the Village’s website (66%), the quality of the Village’s weekly e-newsletter (65%), and the availability of information on services and programs (59%).

Police Services

- The police services that residents, who had an opinion, gave the highest levels of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) were: police response time (83%), efforts to prevent crime (73%), visibility of police in neighborhoods (71%), and police safety education programs (68%).
- 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

- Four of the five fire and emergency medical services were given a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) by more than 90% of residents who had an opinion. These ratings included: overall quality of emergency medical services (95%), overall quality of fire protection (94%), overall quality of 911 services (94%), and overall quality of emergency response times (93%).
- 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 times.

Maintenance Services

- The maintenance services that residents, who had an opinion, gave the highest levels of “very satisfied” or “satisfied” ratings (rating of 4 or 5 on a 5-point scale) were: the overall cleanliness of streets/public areas (86%), maintenance of Village-owned buildings (83%), maintenance of traffic signals (83%), and maintenance of street signs (80%).
- 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

- The utility services that residents, who had an opinion, gave the highest levels of “very satisfied” or “satisfied” ratings (rating of 4 or 5 on a 5-point scale) were: residential garbage collection (93%) and residential recycling services (89%).
- 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

- Seventy-nine percent (79%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with building maintenance at the Downtown Station, and 59% gave a rating of “very satisfied” or “satisfied” with permit parking availability.

Train Stations – The Glen of North Glenview

- Ninety-nine percent (79%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with building maintenance at the Glen of North Glenview Station, and 73% gave a rating of “very satisfied” or “satisfied” with 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: crime prevention (90%), overall quality of life (89%), overall quality of services provided by the Village (86%), a balanced Village budget (83%), 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) crime prevention, (2) traffic congestion, and (3) a balanced Village budget.

Other Findings

- Seventy-six percent (76%) of residents, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) to weather related services; 16% were “neutral” and 8% were “dissatisfied” or “very dissatisfied.”
- 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 70% feel they get a “great deal of information” or “quite a bit of information” from local news outlets.
- Forty-three percent (43%) of residents have contacted the Village with a question, problem, or complaint in the past year. Of the 43% of residents who have contacted the Village in the past year, 55% contacted the Village by phone, 23% in person, and 14% by e-mail.
- Of the 43% of residents that have contacted the Village in the past year, 86% felt the Village employee they contacted was courteous and polite.

How Glenview Compares to Other Communities

The Village of Glenview rated above the Great Lakes regional average in 40 of the 43 areas that were assessed. Glenview rated significantly higher than the Great Lakes regional average (4% or more above) in all 40 of these areas. The areas in which Glenview rated at least 15% above the Great Lakes regional average are listed below:

Service	Glenview	Great Lakes Region	Difference	Category
Quality of schools	91%	56%	35%	Perceptions and Characteristics
Quality of parks and recreation services	94%	61%	33%	Perceptions and Characteristics
Quality of Village services	80%	48%	32%	Perceptions and Characteristics
Overall image and reputation of Glenview	91%	61%	30%	Perceptions and Characteristics
As a place to raise children	98%	70%	28%	Quality of Life
Ease of access to public transportation	70%	42%	28%	Perceptions and Characteristics
As a place to live	97%	71%	26%	Quality of Life
Feeling of safety in the community	91%	66%	25%	Perceptions and Characteristics
Maintenance of Village-owned buildings	83%	58%	25%	Maintenance
Overall quality of fire safety/education programs	80%	56%	24%	Fire & Emergency Medical Services
Residential garbage collection	93%	69%	24%	Utility Services
Value received for tax dollars and fees	60%	37%	23%	Perceptions and Characteristics
Overall quality of life in Glenview	94%	72%	22%	Quality of Life
Overall cleanliness of streets/public areas	86%	64%	22%	Maintenance
Police safety education programs	68%	48%	20%	Police Services
Visibility of police in neighborhoods	71%	51%	20%	Police Services
Overall quality of emergency response times	93%	73%	20%	Fire & Emergency Medical Services
They were courteous/polite	86%	66%	20%	Customer Service
Mowing/trimming along streets/public areas	77%	58%	19%	Maintenance
Quality of the library	93%	75%	18%	Perceptions and Characteristics
Overall quality of emergency medical services	95%	77%	18%	Fire & Emergency Medical Services
Plowing of Village streets	77%	59%	18%	Maintenance
They gave prompt/accurate/complete answers	75%	58%	17%	Customer Service
Efforts to prevent crime	73%	56%	17%	Police Services
Maintenance of Village streets	66%	49%	17%	Maintenance
They helped resolve the issue	70%	53%	17%	Customer Service
Appearance of the Village	80%	64%	16%	Perceptions and Characteristics
Maintenance of sidewalks	63%	47%	16%	Maintenance
Police response time	83%	67%	16%	Police Services
Sanitation sewer services	84%	69%	15%	Utility Services
Residential recycling service	89%	74%	15%	Utility Services

The Village of Glenview **rated above the U.S. average in 40 of the 43 areas** that were assessed. Glenview rated significantly higher than the U.S. average (4% or more above) in 39 of these areas. The areas in which Glenview rated at least 15% above the U.S. average are listed below:

Service	Glenview	U.S.	Difference	Category
Quality of schools	91%	56%	35%	Perceptions and Characteristics
Quality of parks and recreation services	94%	61%	33%	Perceptions and Characteristics
Quality of Village services	80%	48%	32%	Perceptions and Characteristics
Overall image and reputation of Glenview	91%	61%	30%	Perceptions and Characteristics
Ease of access to public transportation	70%	42%	28%	Perceptions and Characteristics
Overall cleanliness of streets/public areas	86%	59%	27%	Maintenance
Feeling of safety in the community	91%	66%	25%	Perceptions and Characteristics
Mowing/trimming along streets/public areas	77%	52%	25%	Maintenance
Overall quality of life in Glenview	94%	71%	23%	Quality of Life
Value received for tax dollars and fees	60%	37%	23%	Perceptions and Characteristics
As a place to raise children	98%	76%	22%	Quality of Life
Residential garbage collection	93%	72%	21%	Utility Services
Police response time	83%	62%	21%	Police Services
They helped resolve the issue	70%	49%	21%	Customer Service
As a place to live	97%	77%	20%	Quality of Life
Residential recycling service	89%	69%	20%	Utility Services
Maintenance of sidewalks	63%	43%	20%	Maintenance
Maintenance of Village-owned buildings	83%	63%	20%	Maintenance
Overall quality of fire safety/education programs	80%	62%	18%	Fire & Emergency Medical Services
Quality of the library	93%	75%	18%	Perceptions and Characteristics
Efforts to prevent crime	73%	55%	18%	Police Services
Maintenance of Village streets	66%	48%	18%	Maintenance
They gave prompt/accurate/complete answers	75%	58%	17%	Customer Service
Availability of information on services/programs	59%	42%	17%	Communication
Plowing of Village streets	77%	60%	17%	Maintenance
Sanitation sewer services	84%	68%	16%	Utility Services
Appearance of the Village	80%	64%	16%	Perceptions and Characteristics
Police safety education programs	68%	52%	16%	Police Services
They responded in a timely manner	73%	57%	16%	Customer Service
They were courteous/polite	86%	70%	16%	Customer Service
Visibility of police in neighborhoods	71%	56%	15%	Police Services

Investment Priorities

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

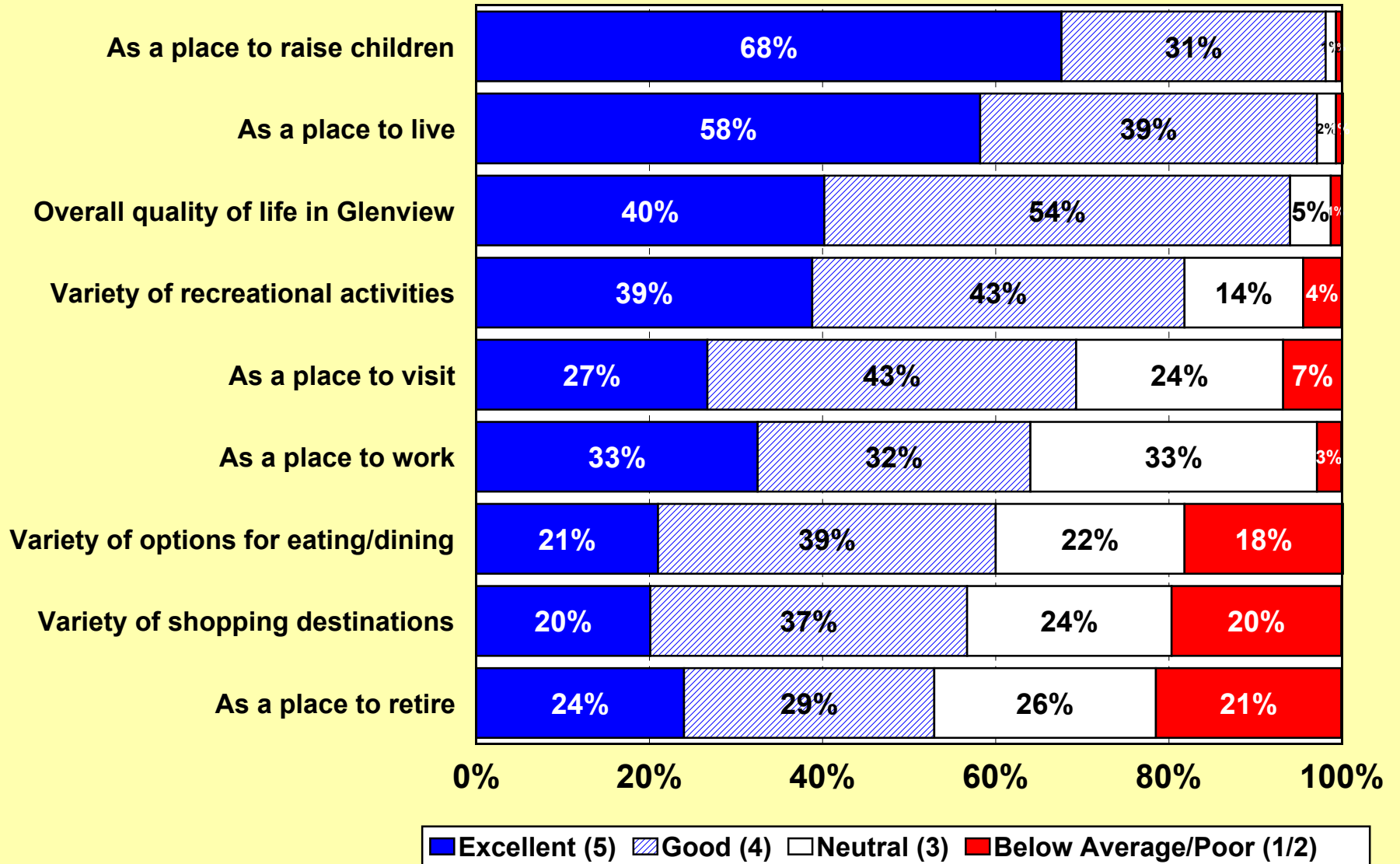
By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Village services over the next two years. If the Village wants to improve its overall satisfaction rating, the Village should prioritize investments 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:** none of the fire and emergency medical service categories was a high priority
 - **Maintenance:** maintenance of Village streets
 - **Utility Services:** none of the utility service categories was a high priority

Section 1:
Charts and Graphs

Q1. Quality of Life in the Village of Glenview

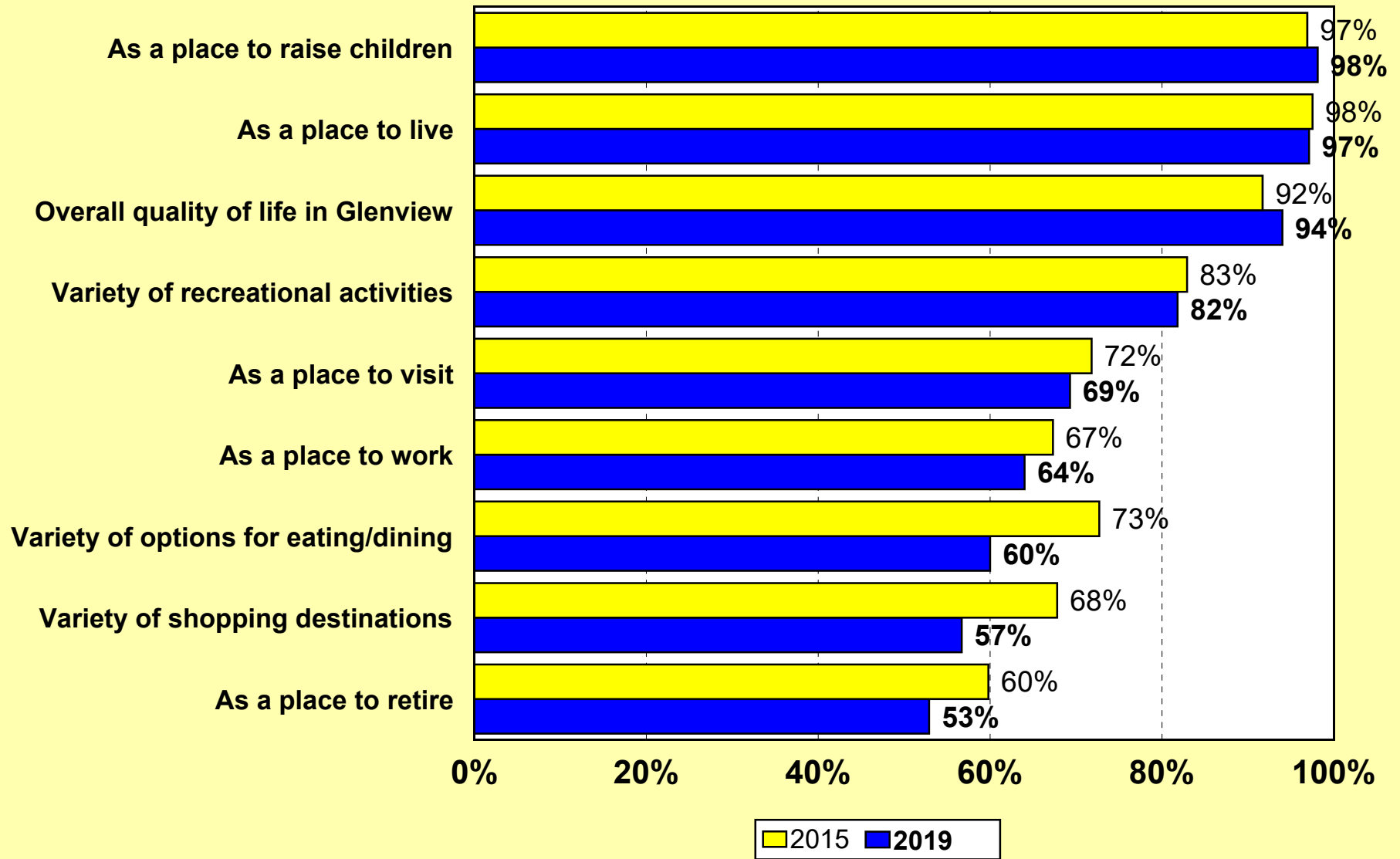
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Quality of Life in the Village of Glenview 2015 vs. 2019

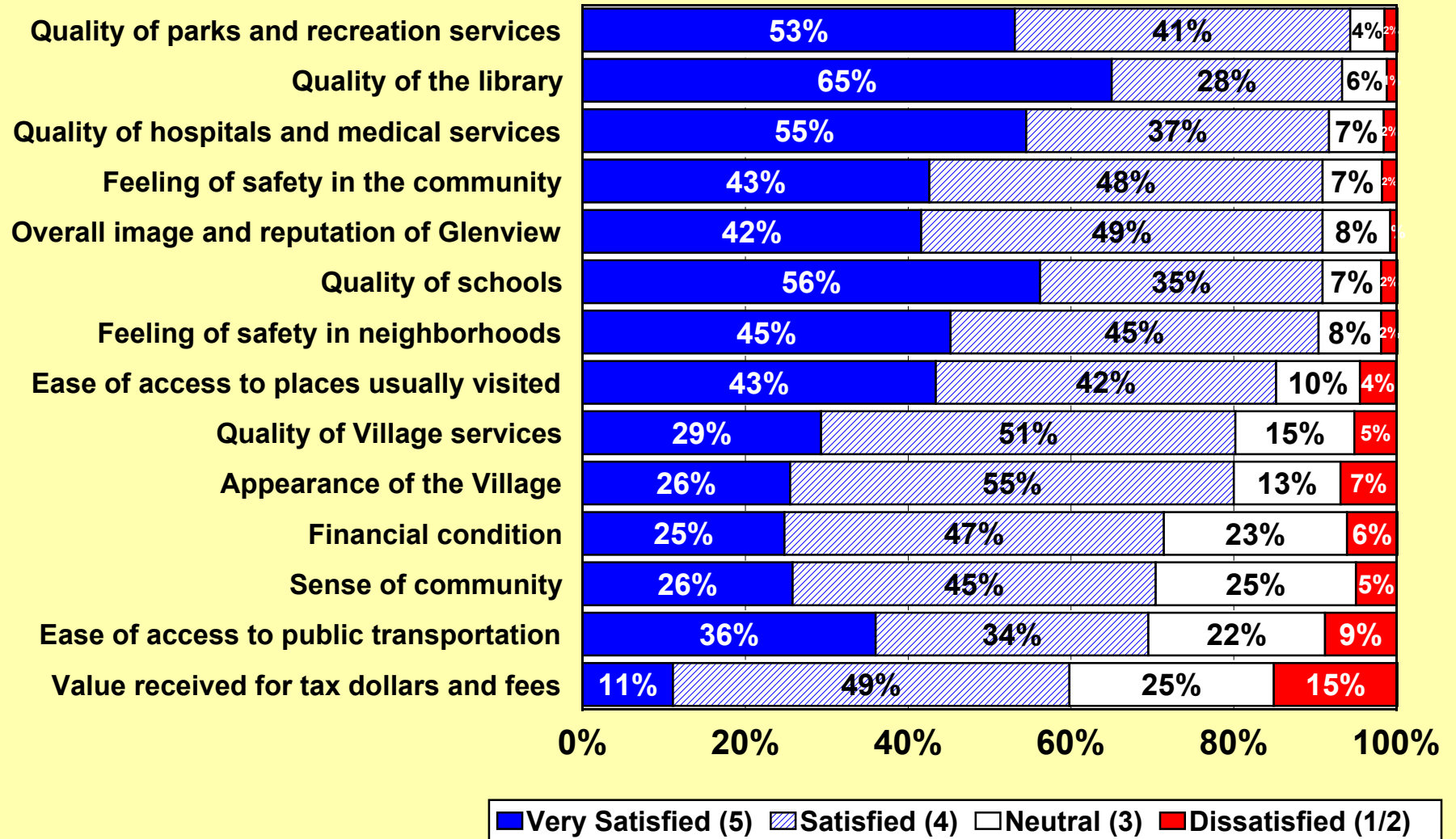
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

Q2. Overall Perceptions and Characteristics of the Village of Glenview

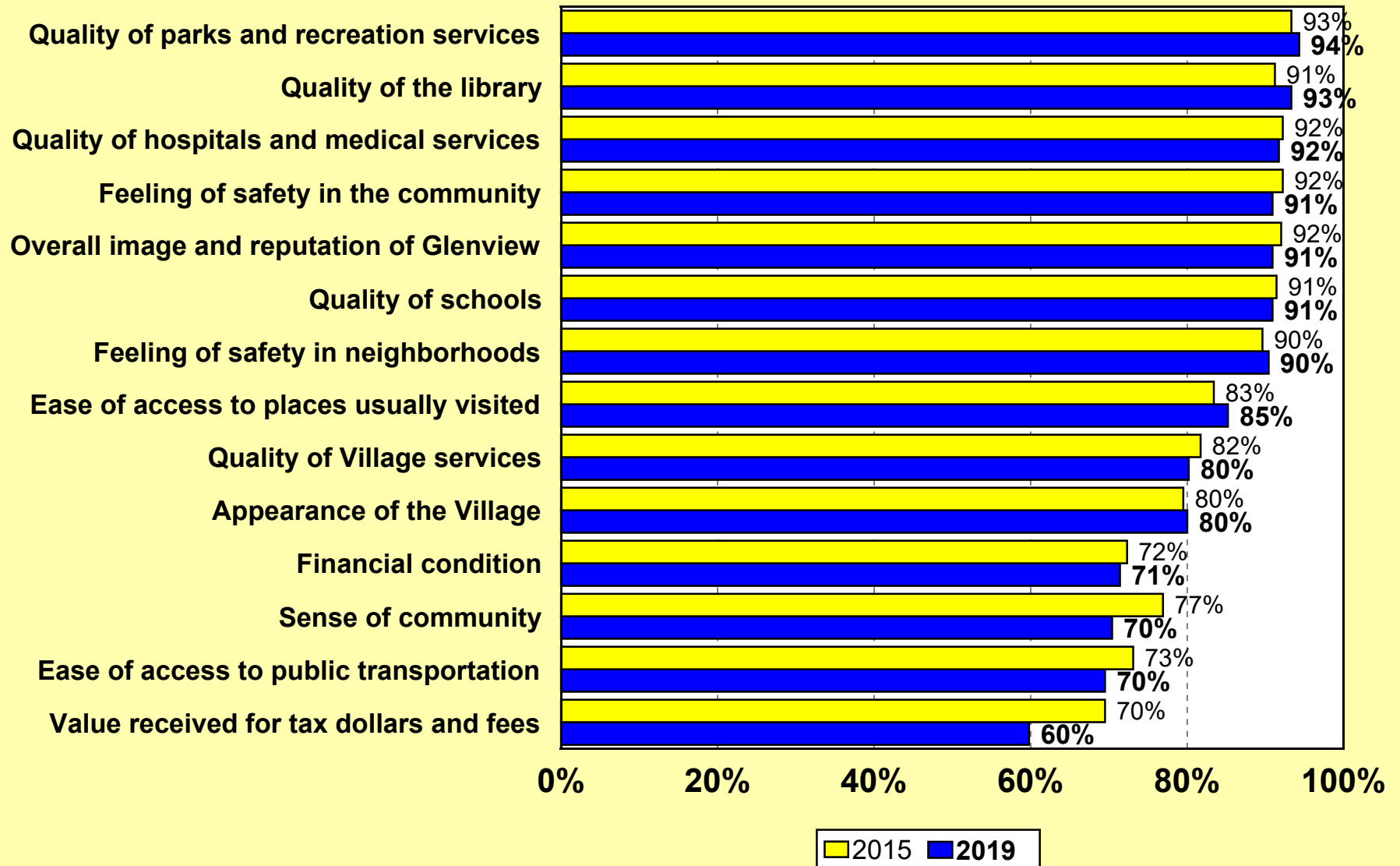
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Overall Perceptions and Characteristics of the Village of Glenview - 2015 vs. 2019

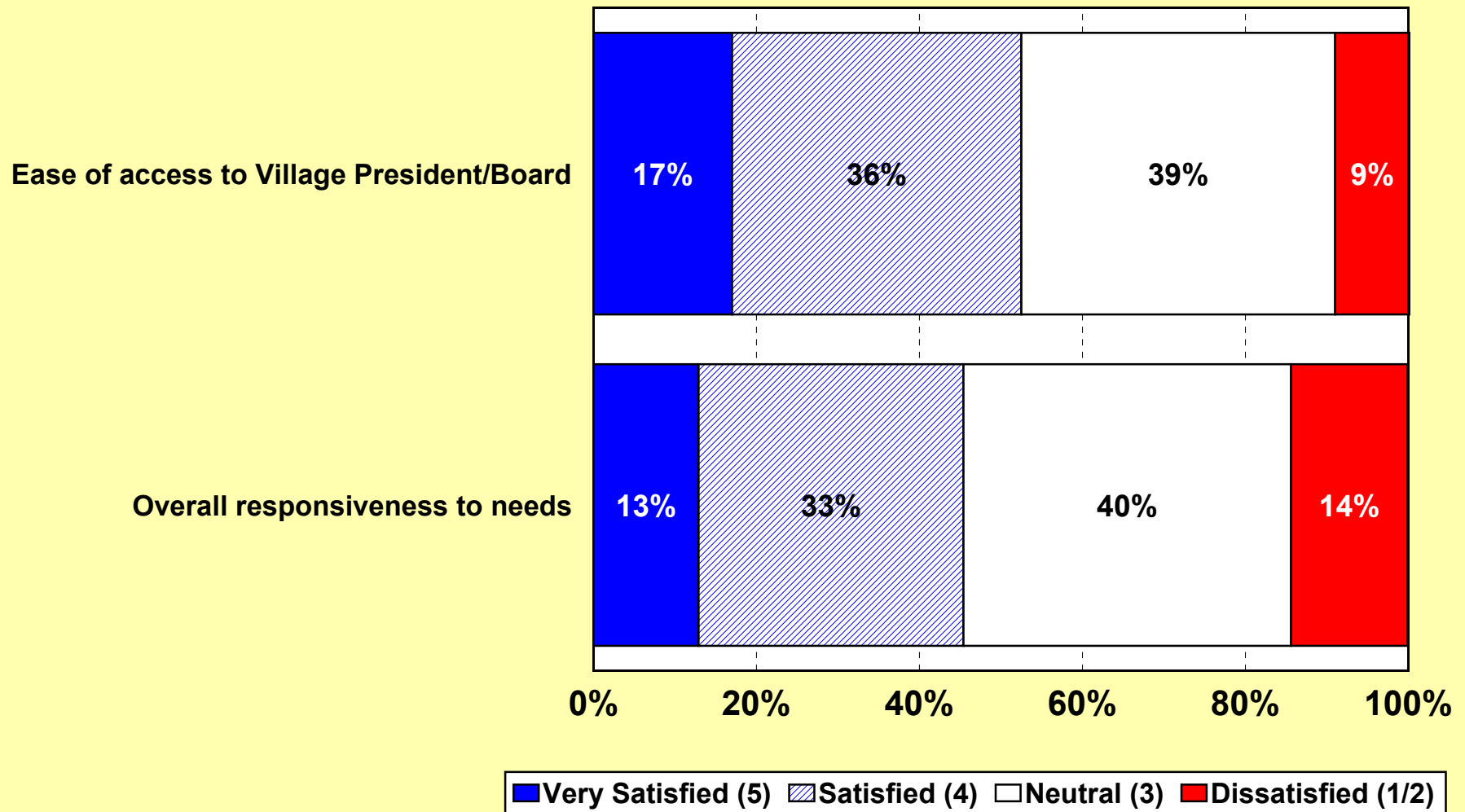
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

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

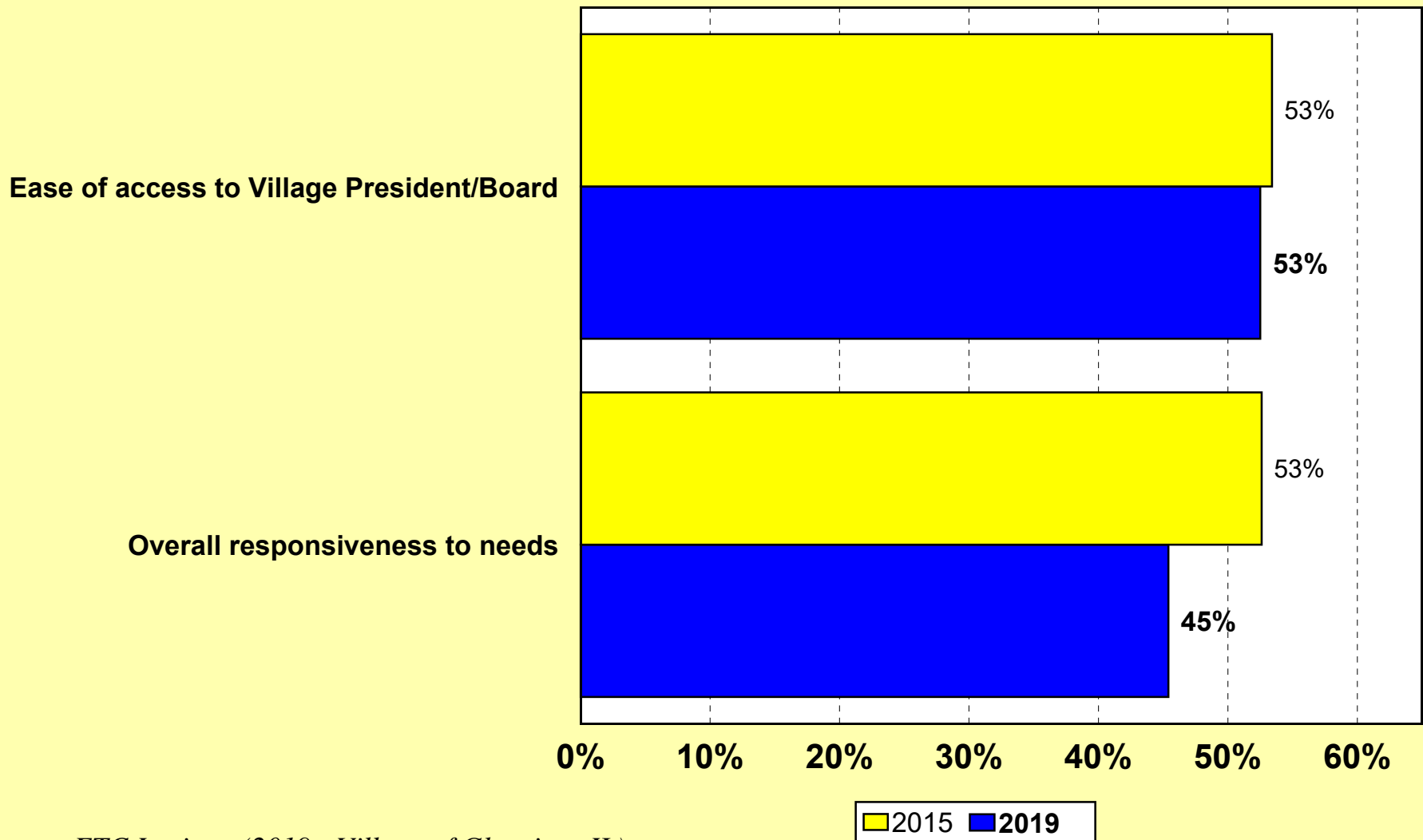
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Overall Satisfaction With Village Leadership - Village President and Board of Trustees 2015 vs. 2019

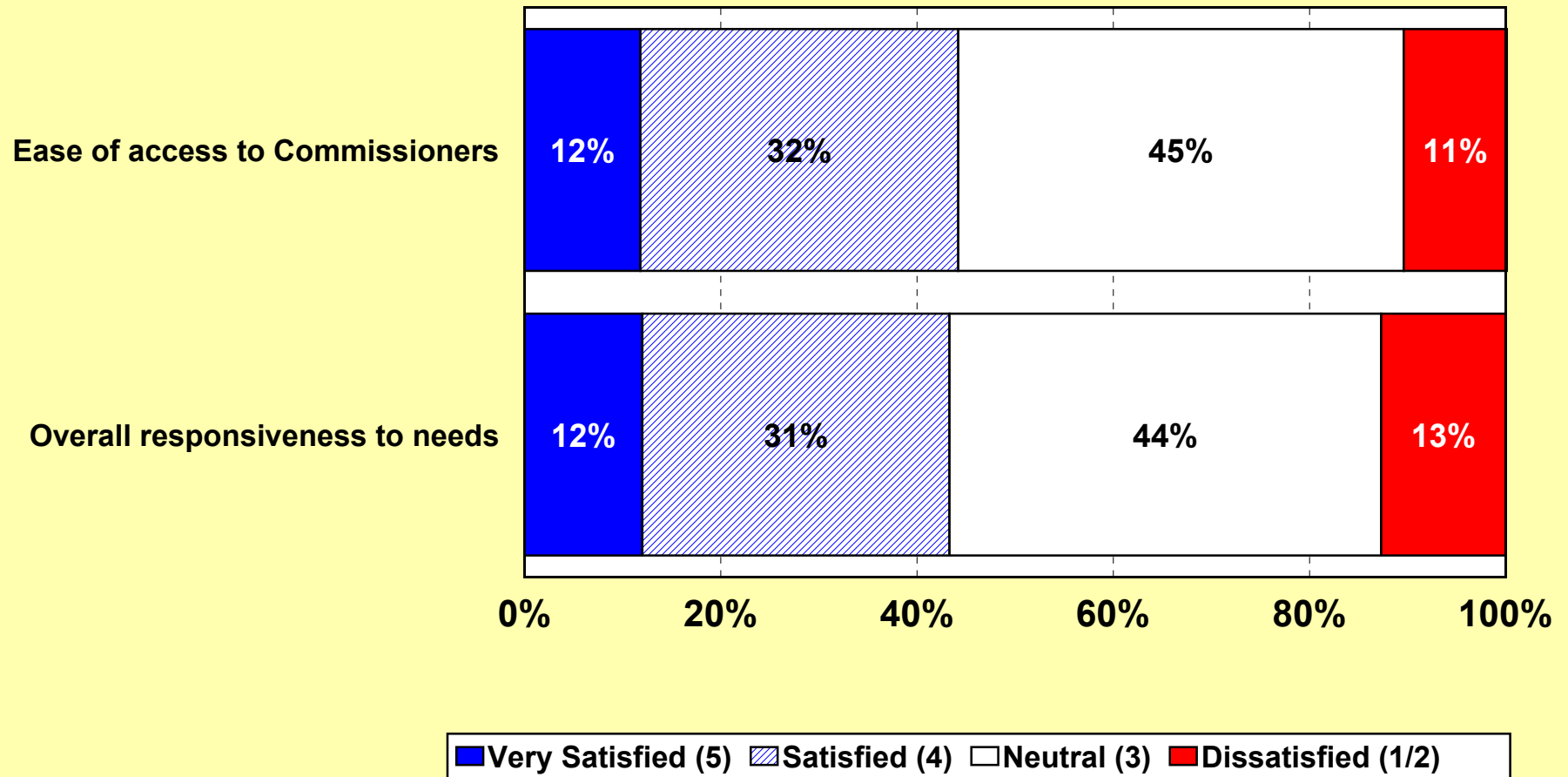
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

Q3. Overall Satisfaction With Village Leadership - Village Commissioners

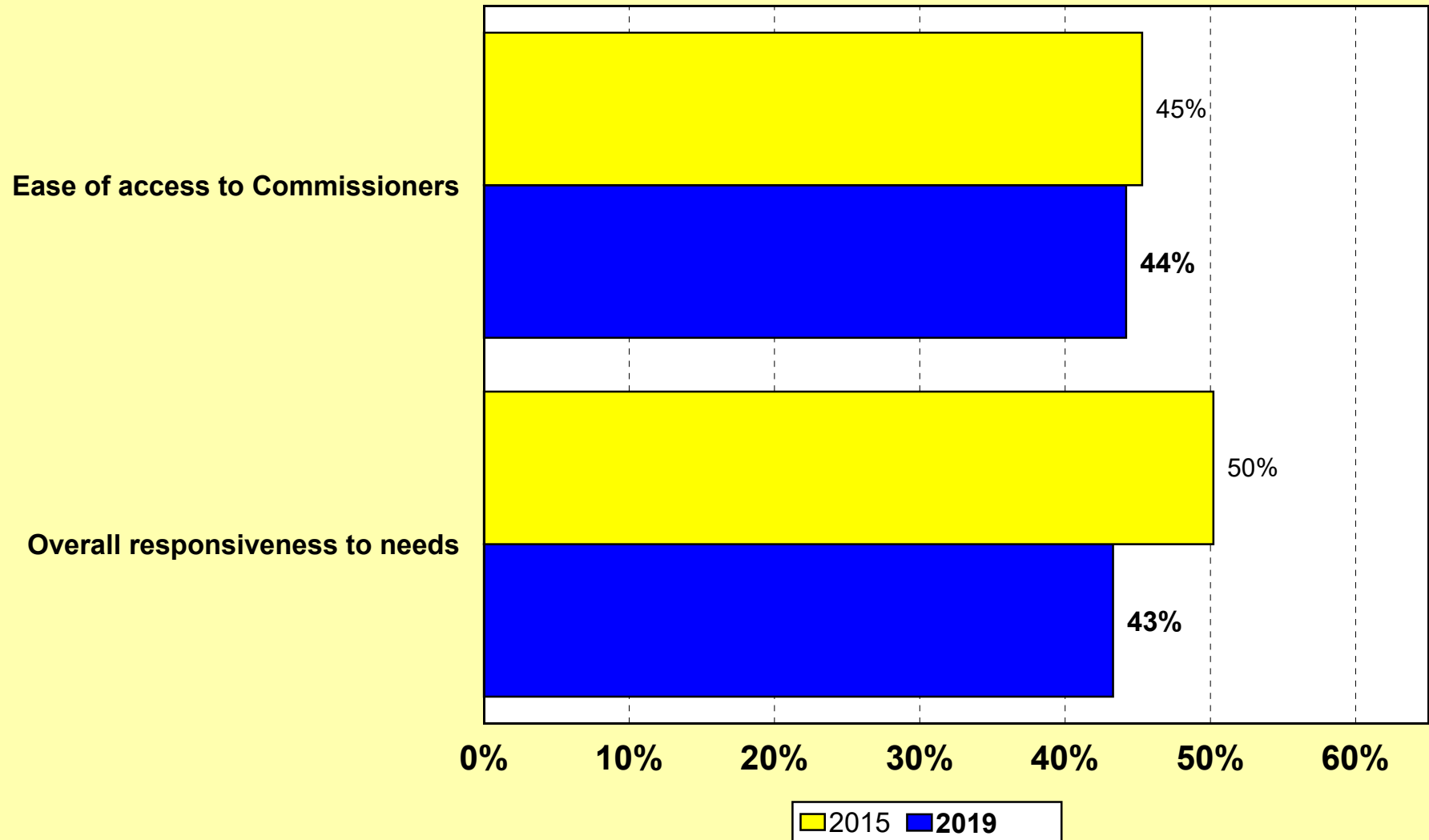
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Overall Satisfaction With Village Leadership - Village Commissioners - 2015 vs. 2019

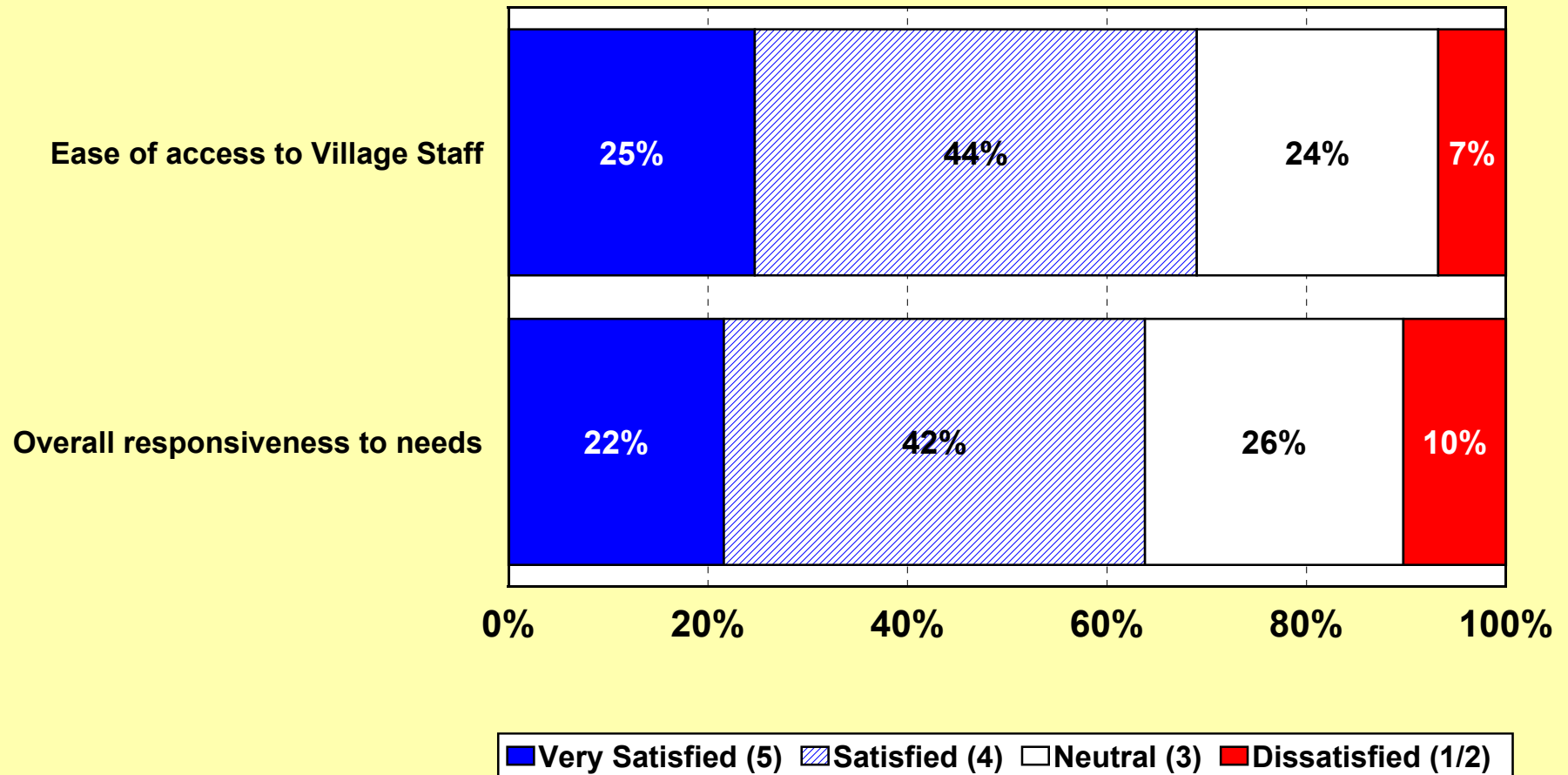
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

Q3. Overall Satisfaction With Village Leadership - Village Staff

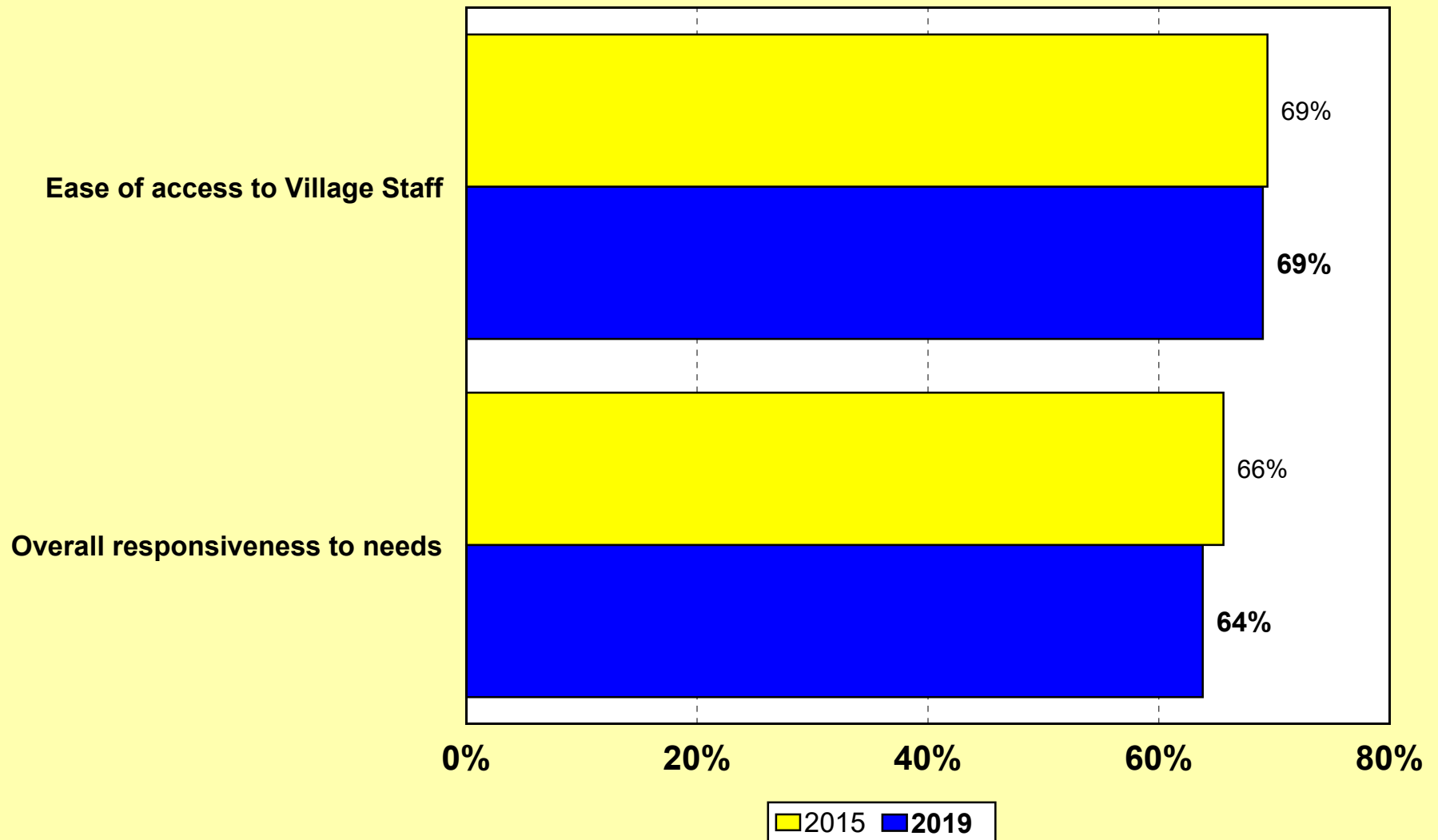
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Overall Satisfaction With Village Leadership - Village Staff - 2015 vs. 2019

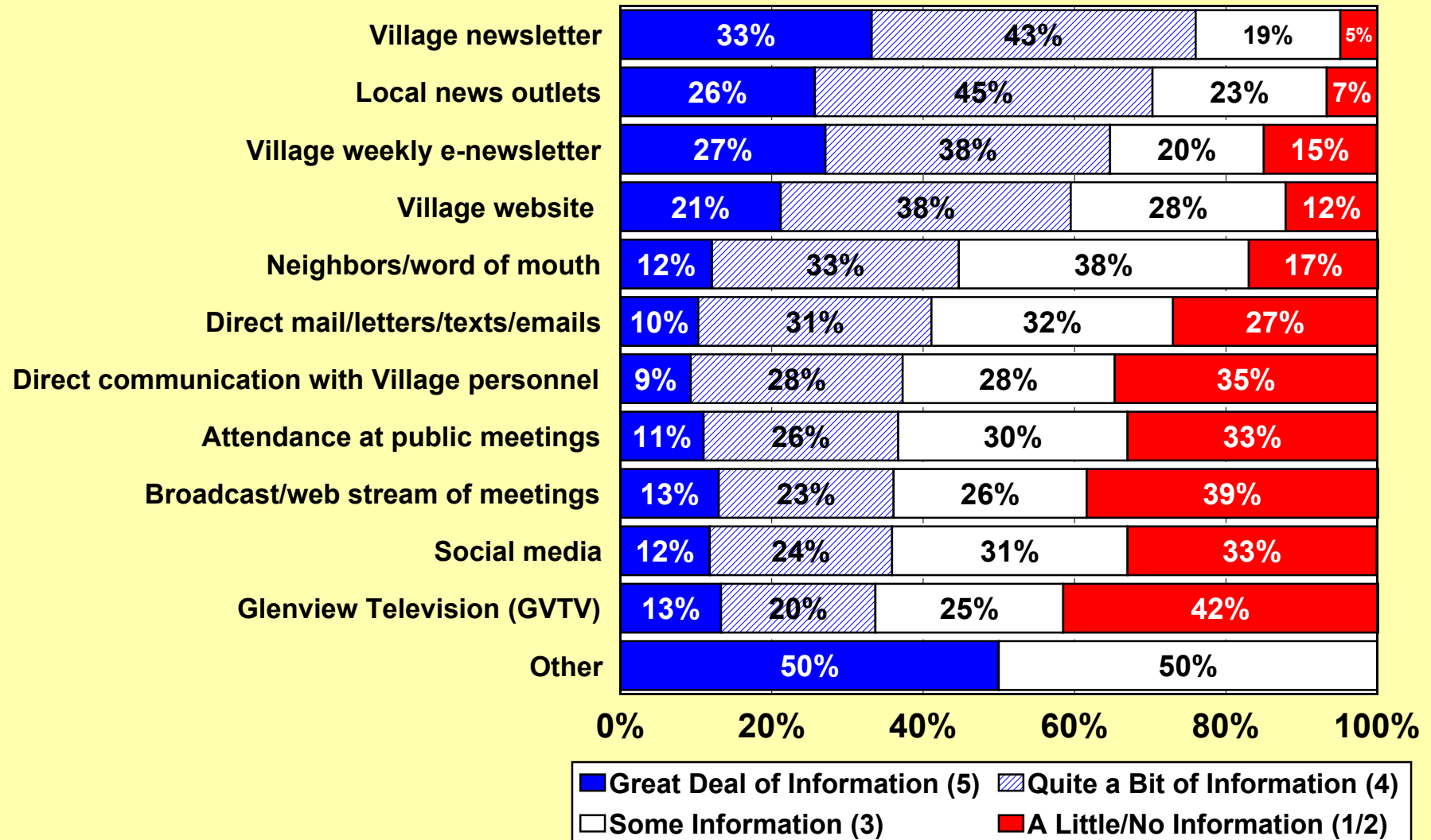
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - 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

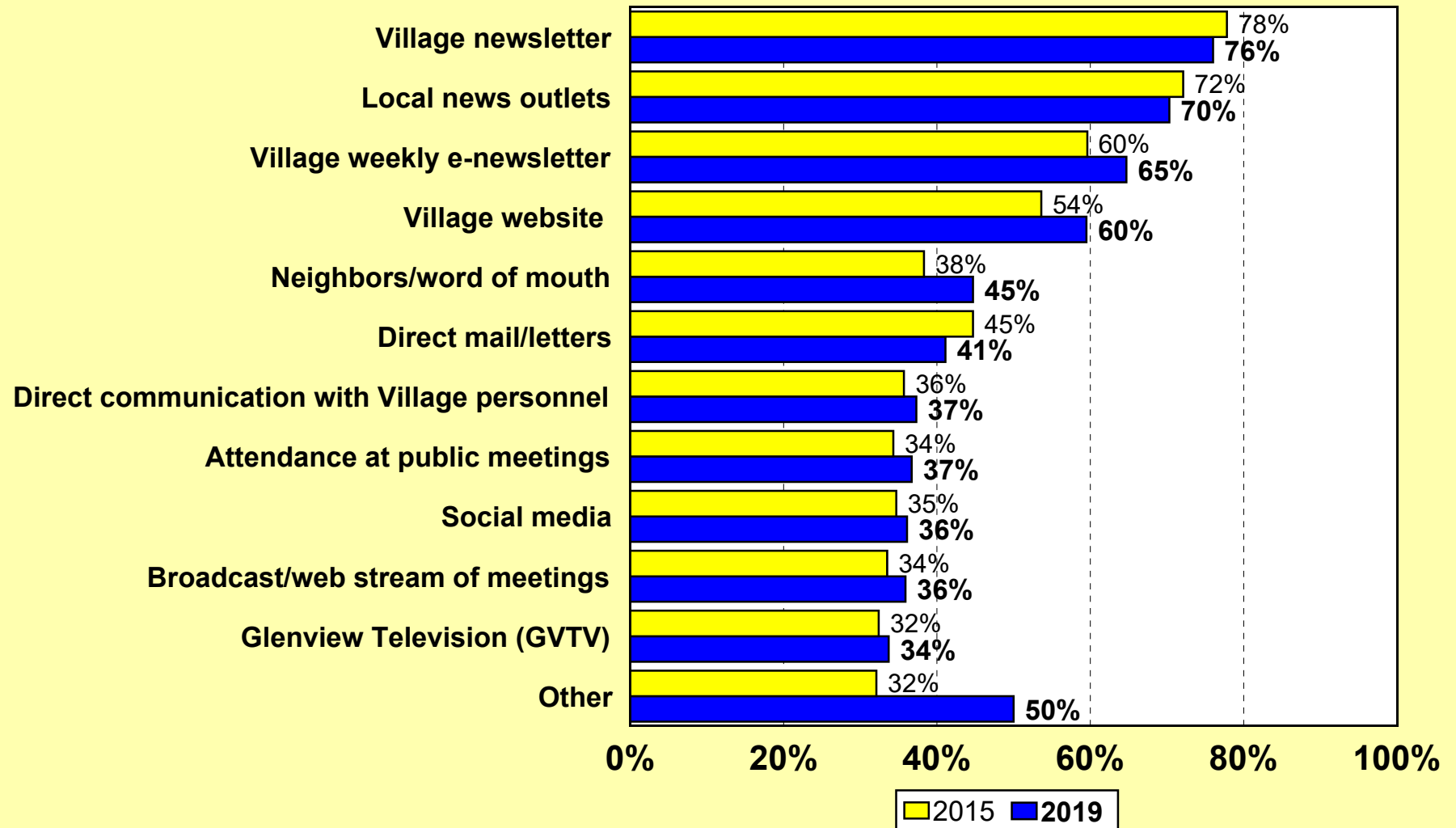
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Please rate how much information you obtain about Village government, services, activities, events and local issues from the following sources - 2015 vs. 2019

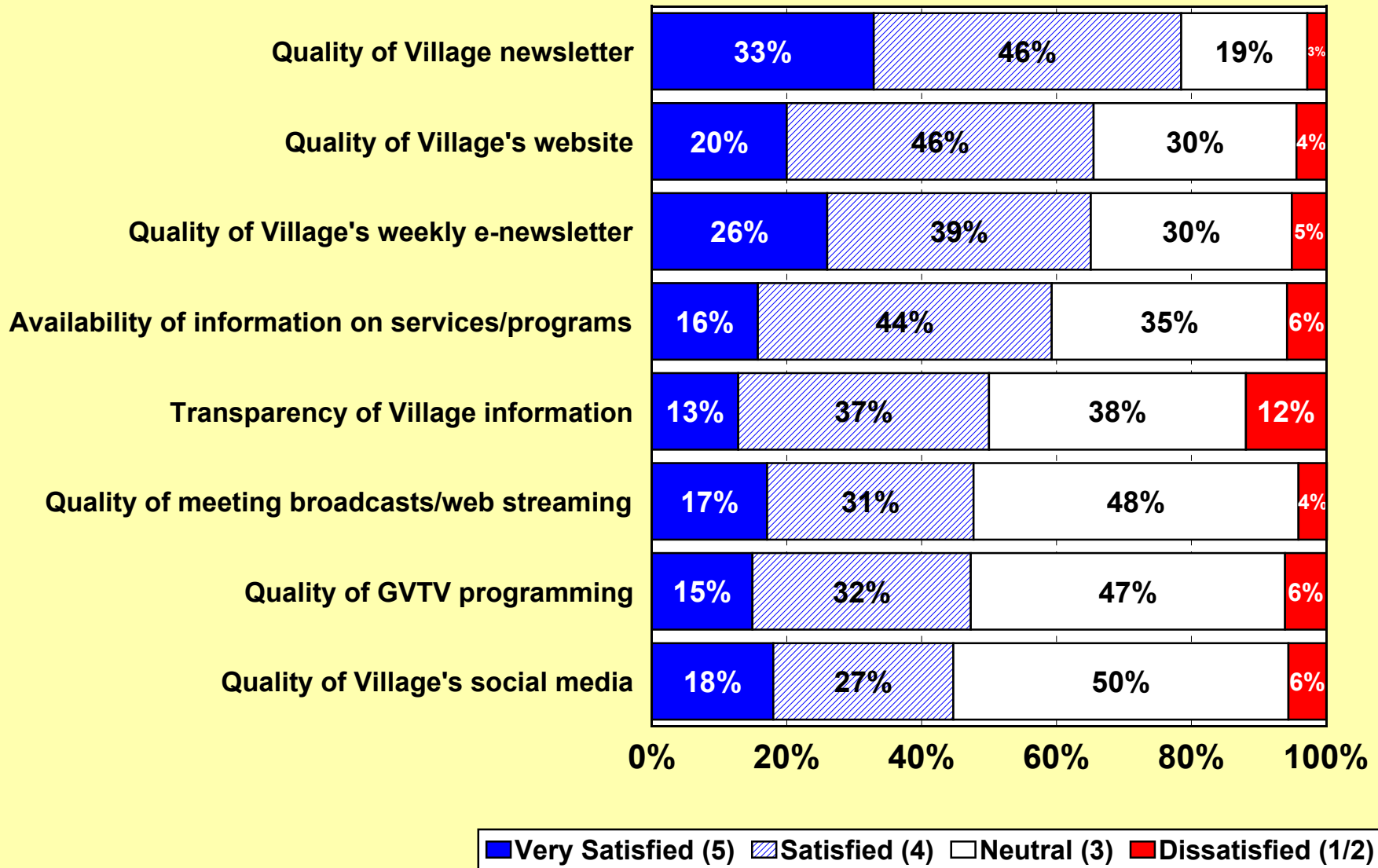
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

Q5. Satisfaction with Quality of Village Communication

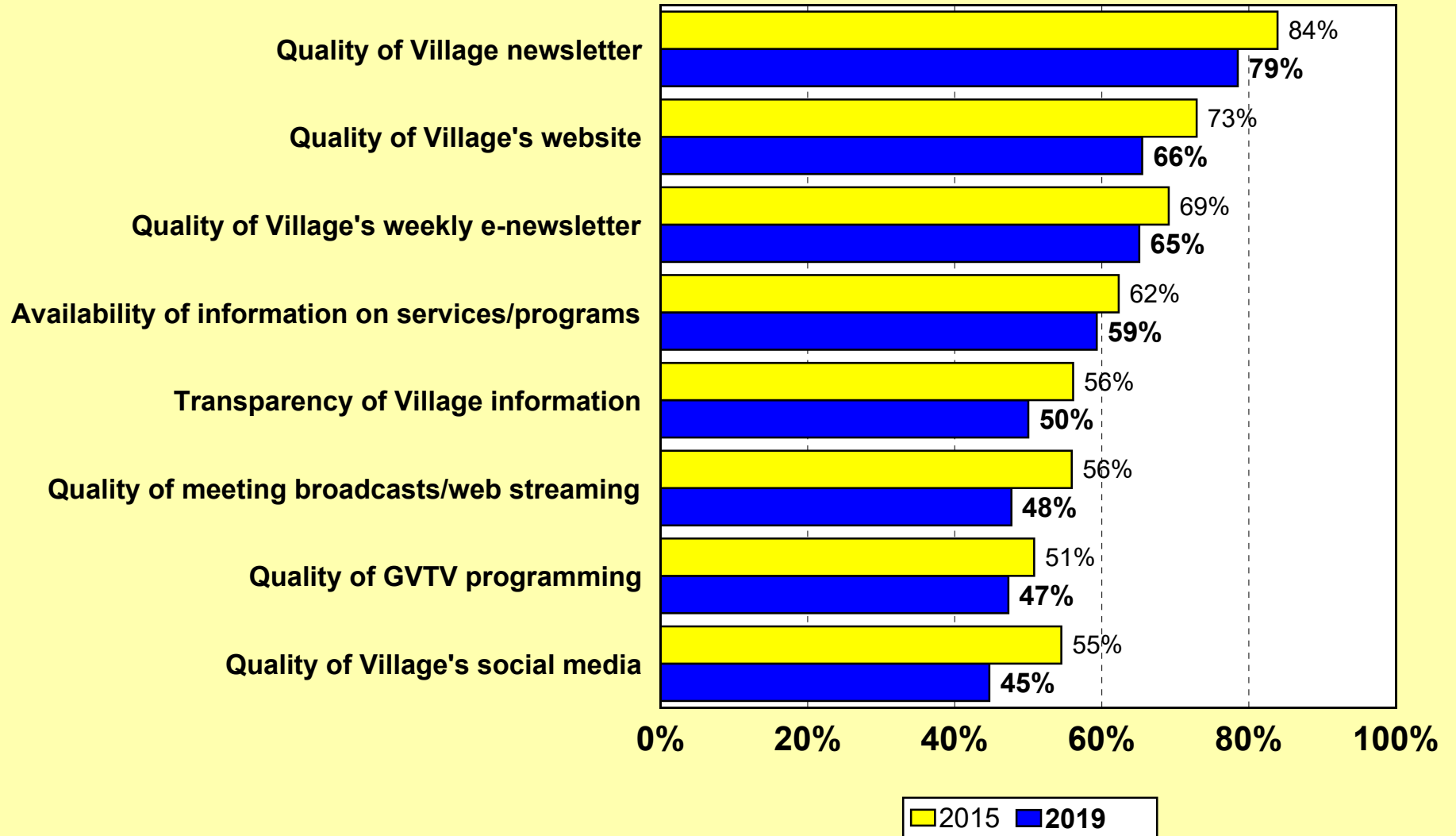
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Satisfaction with Quality of Village Communication - 2015 vs. 2019

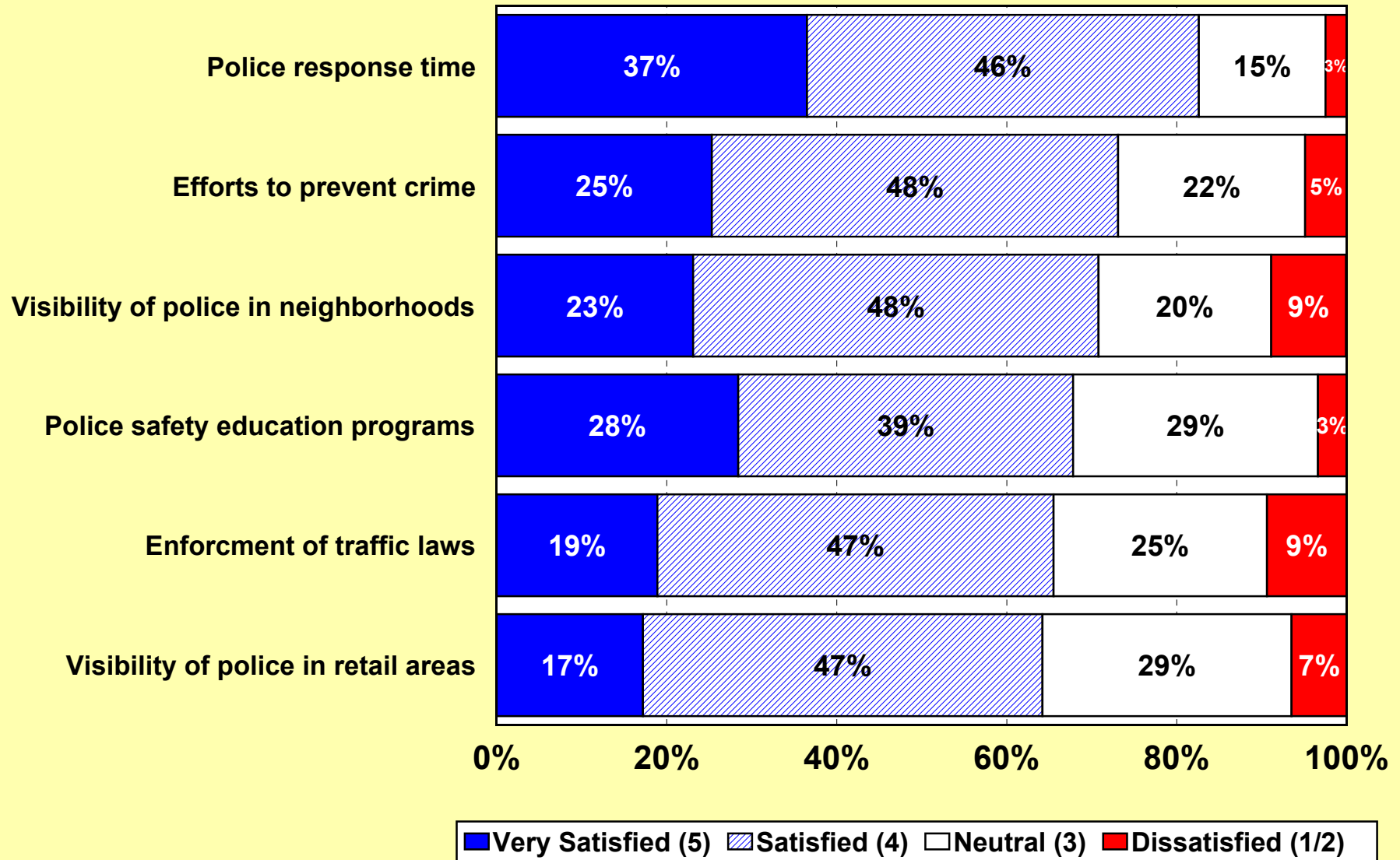
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

Q6. Satisfaction with Police Services

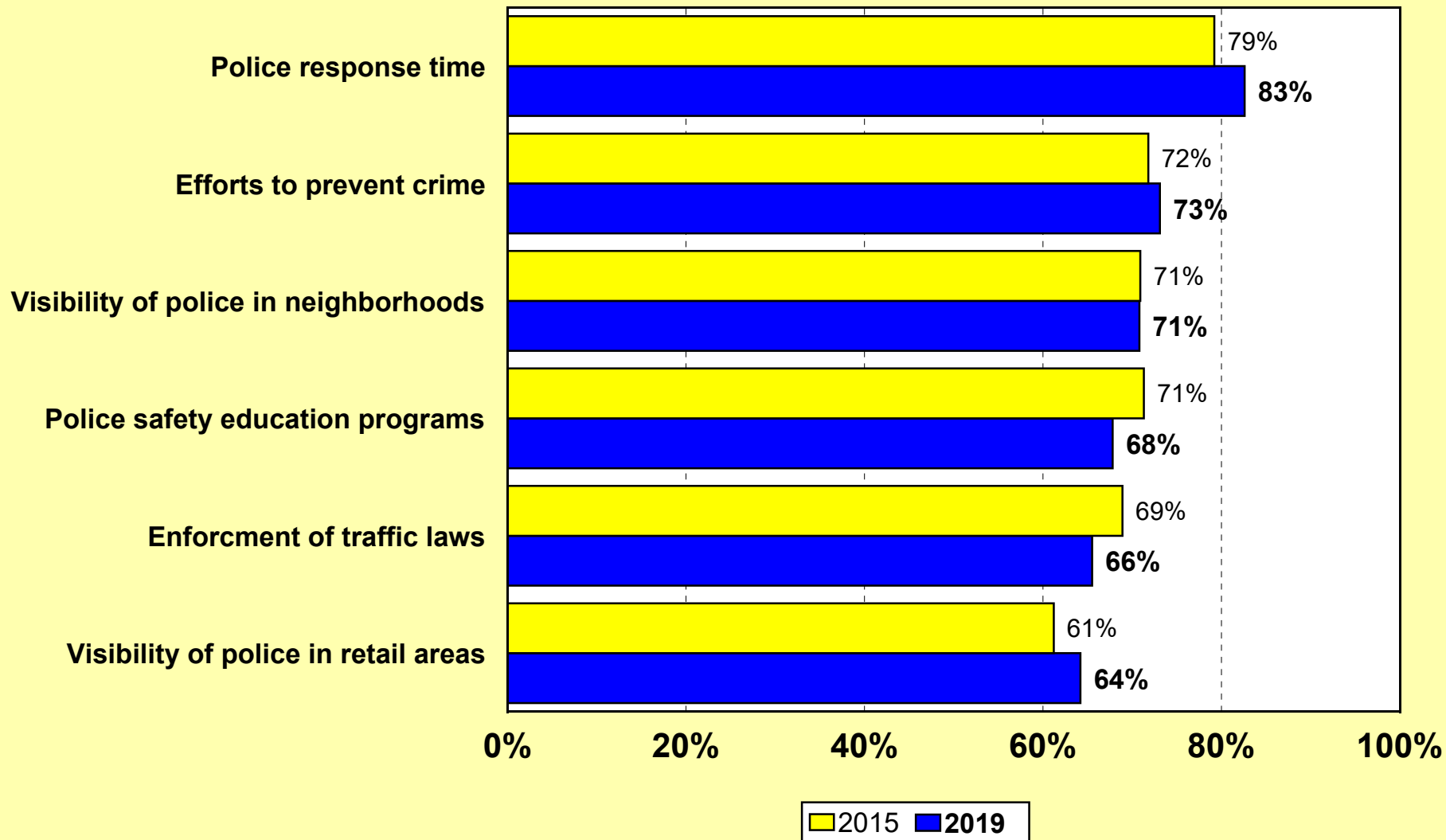
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Satisfaction with Police Services 2015 vs. 2019

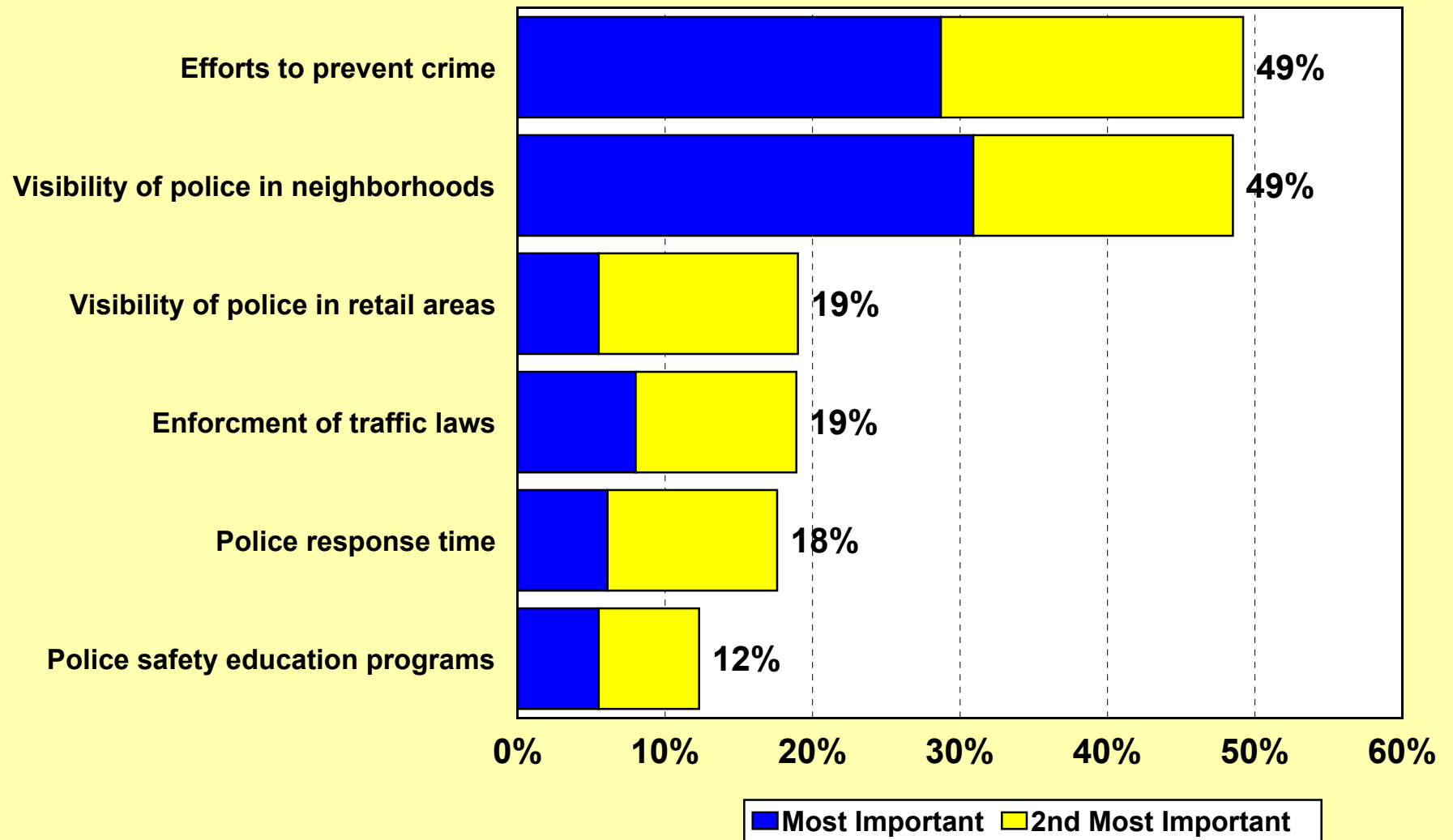
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

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

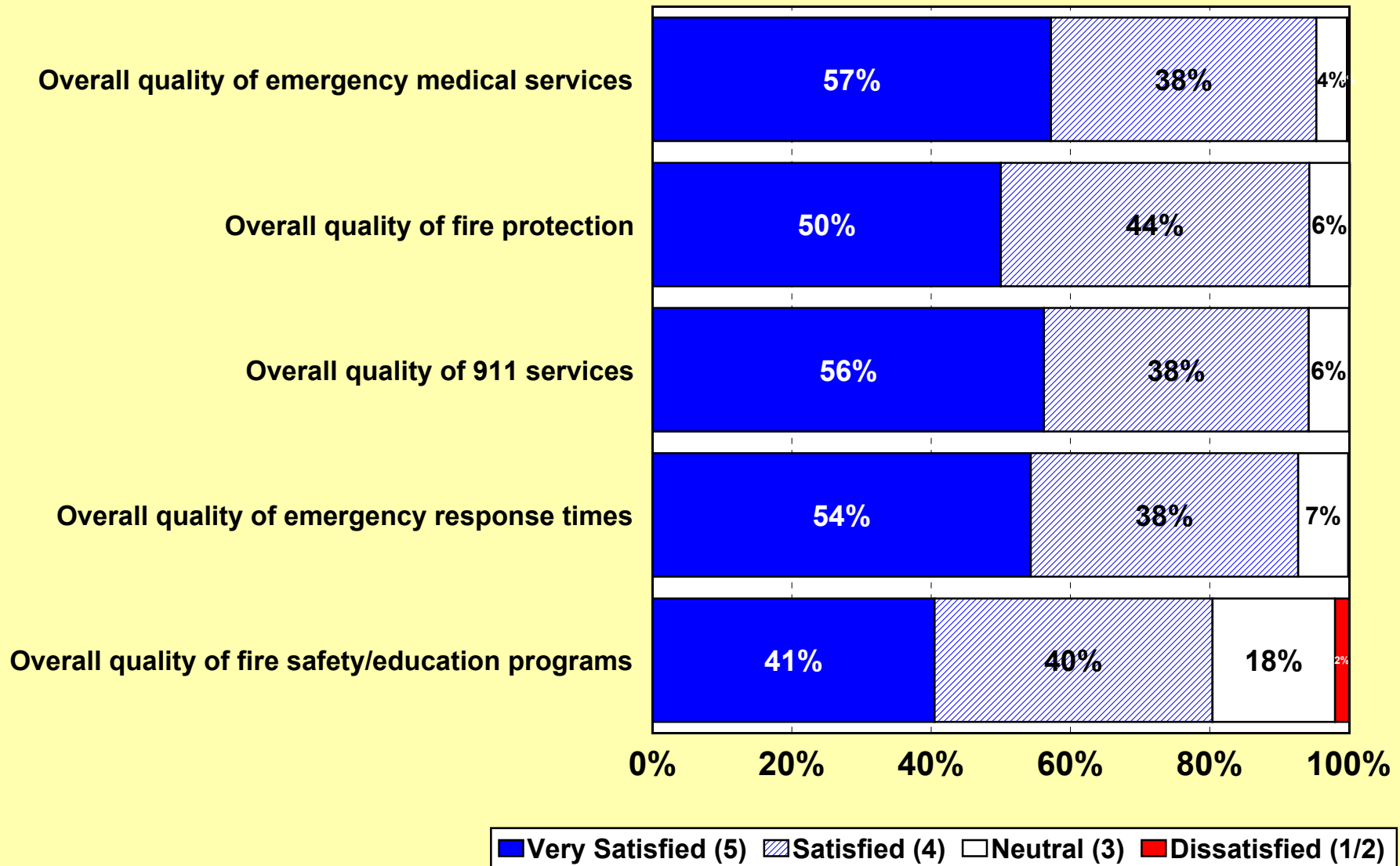
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019 - Village of Glenview, IL)

Q7. Satisfaction with Fire and Emergency Medical Services

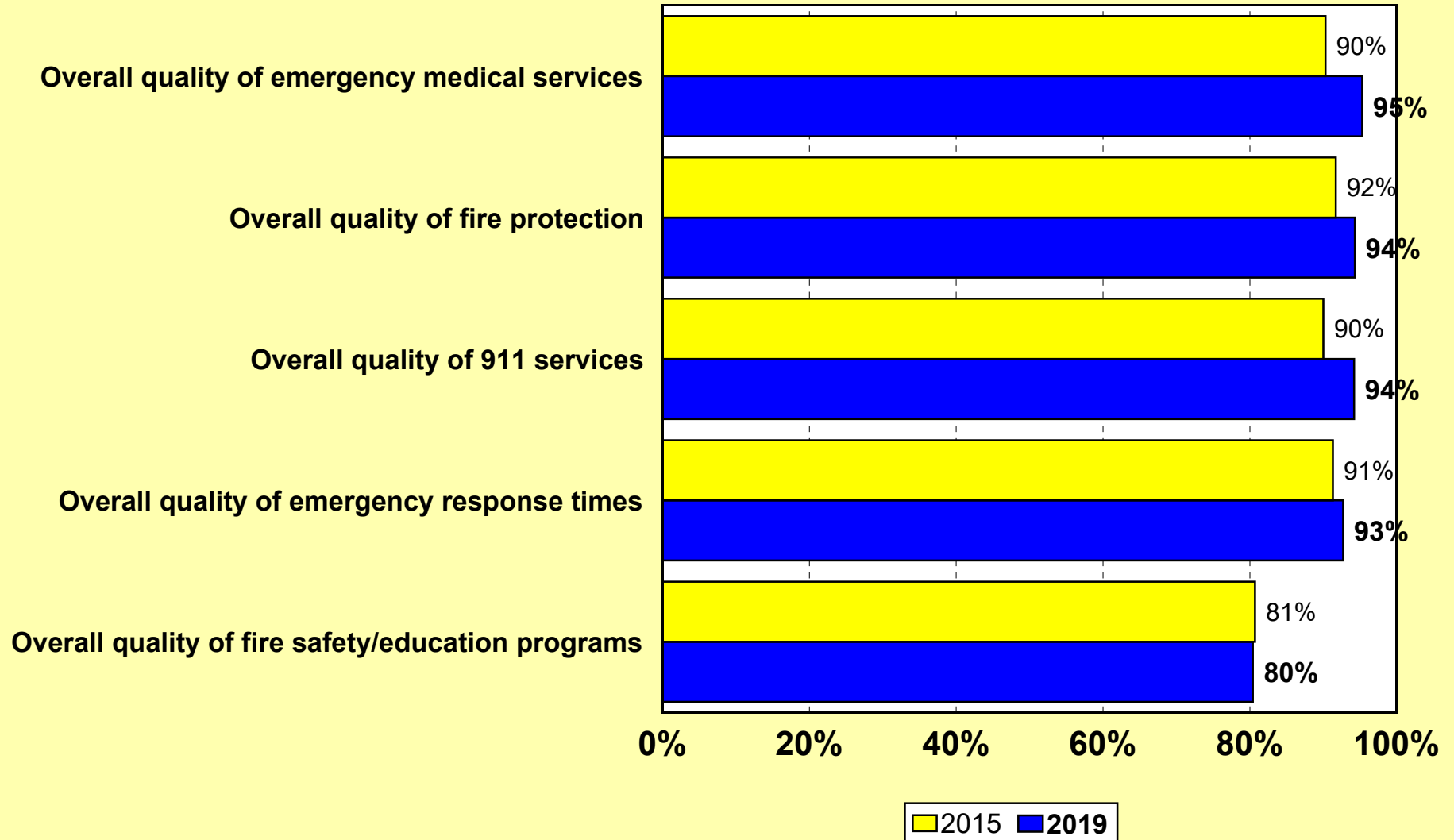
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Satisfaction with Fire and Emergency Medical Services - 2015 vs. 2019

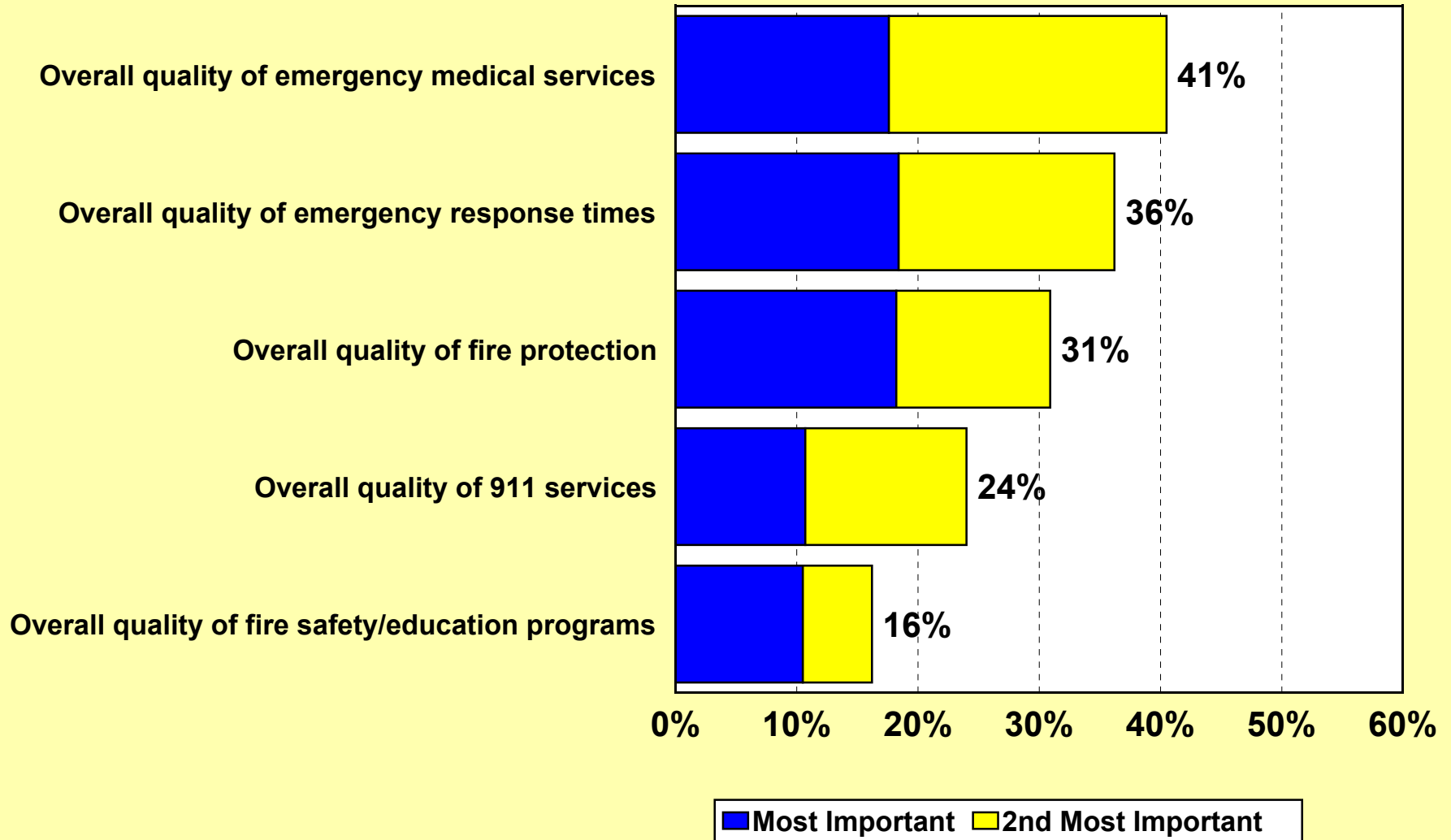
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

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

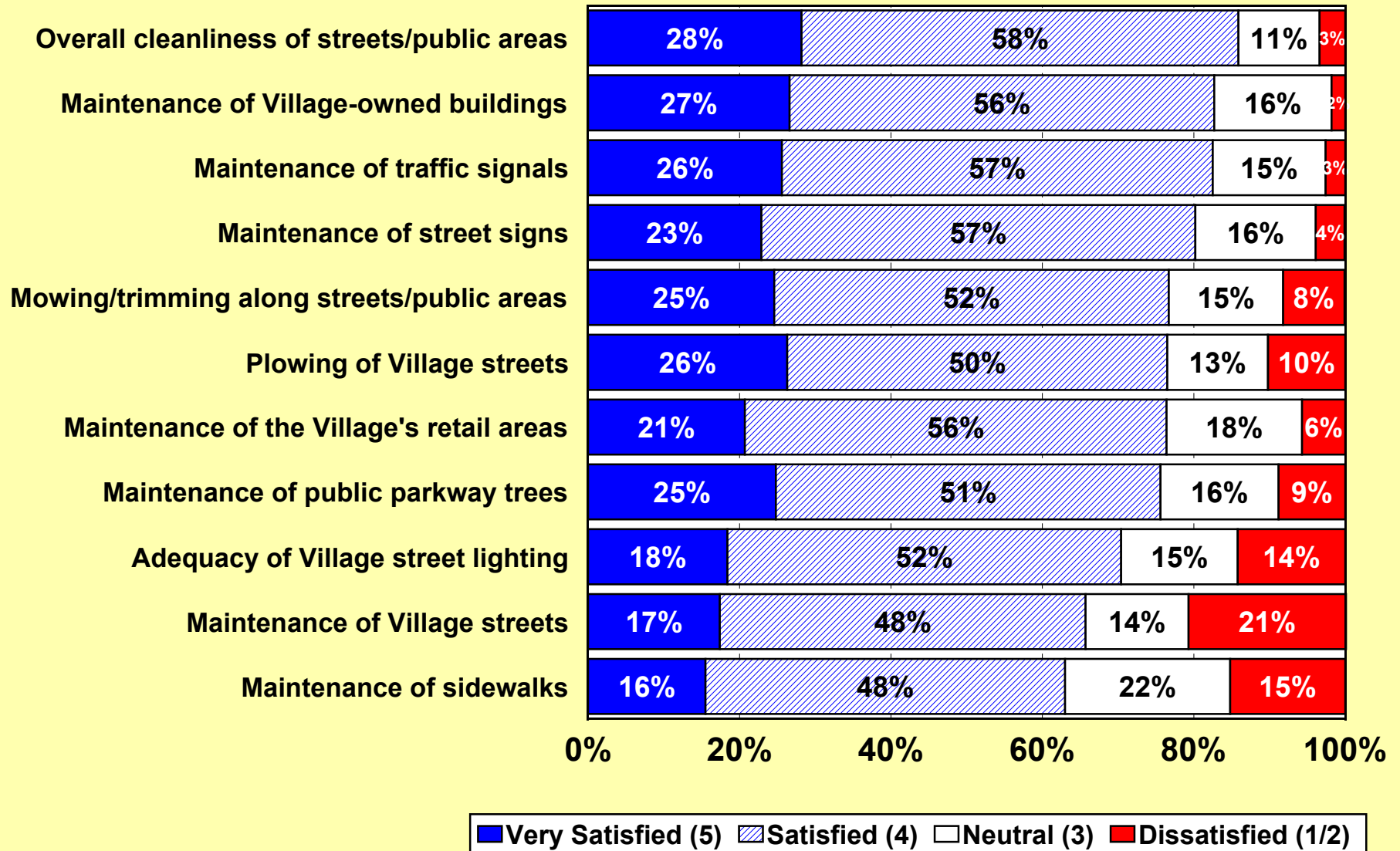
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019 - Village of Glenview, IL)

Q8. Satisfaction with Maintenance

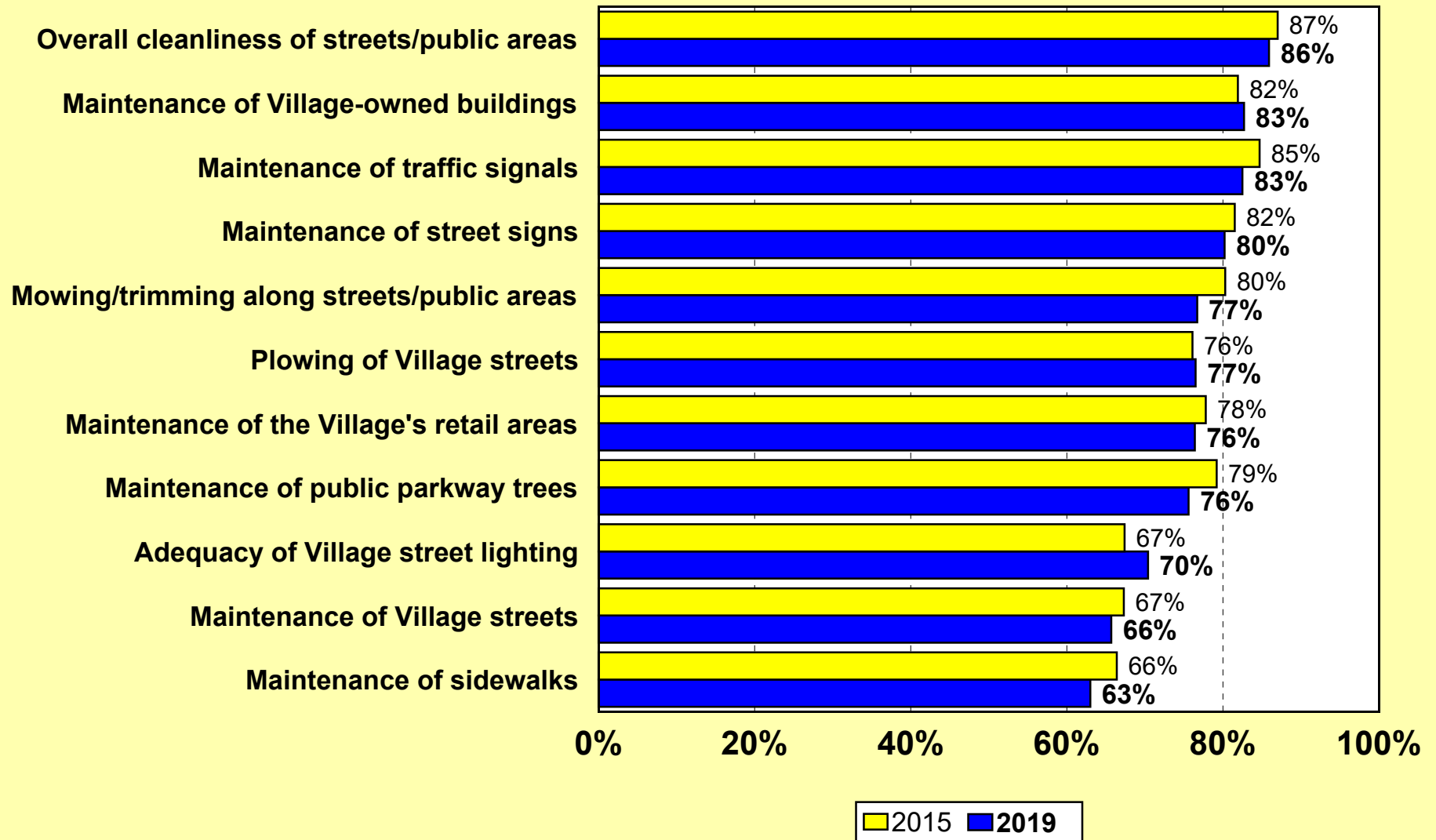
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Satisfaction with Maintenance 2015 vs. 2019

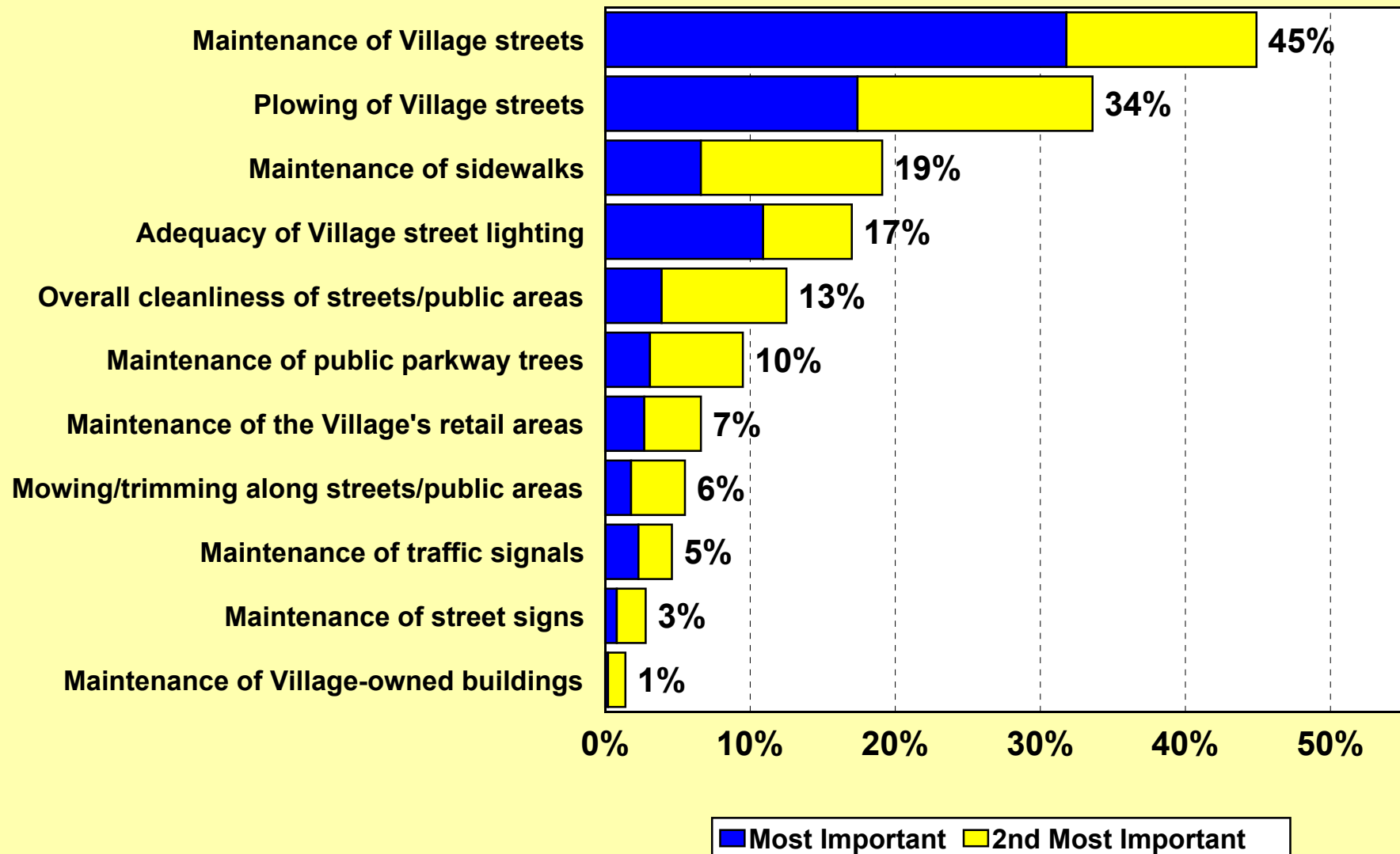
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

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

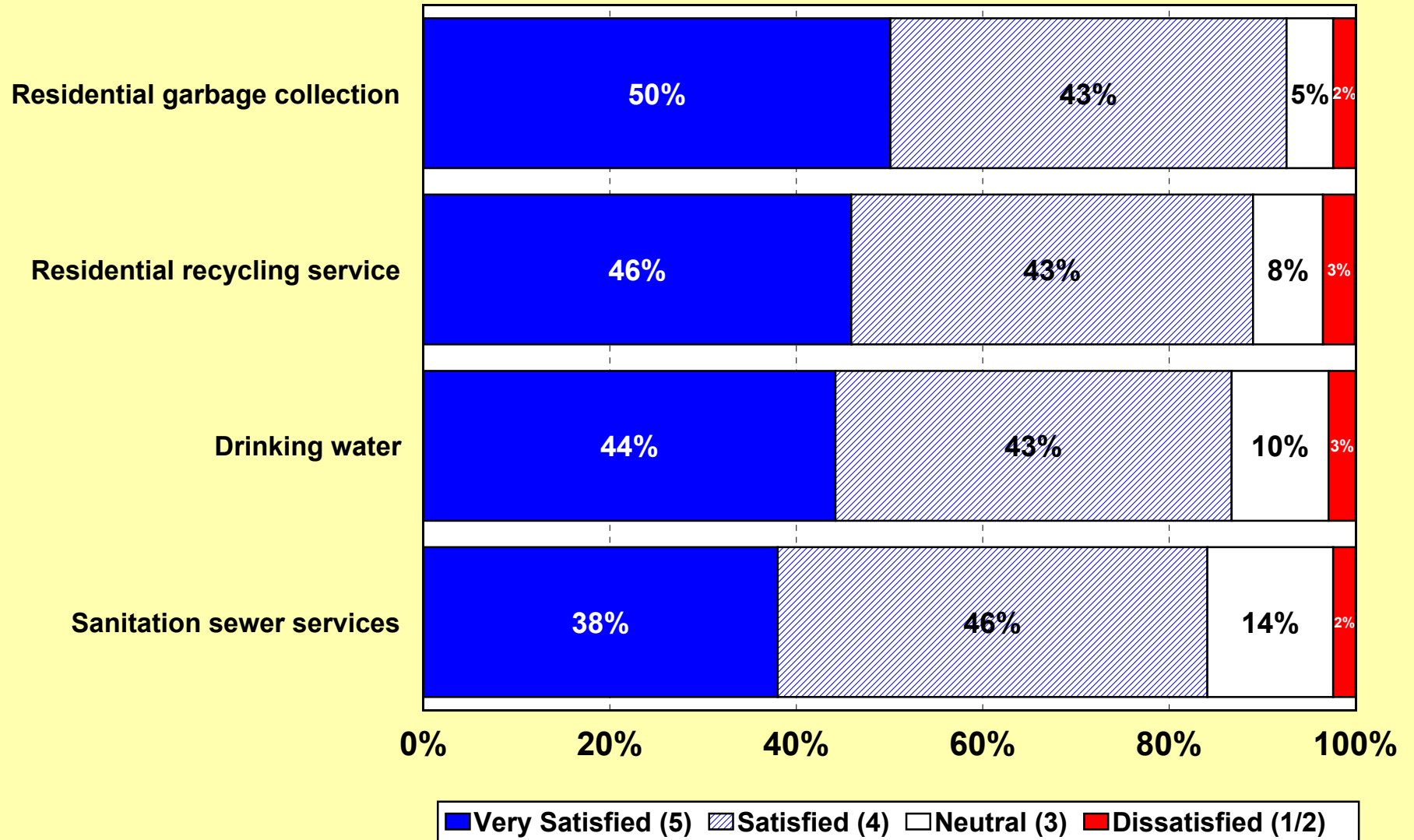
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019 - Village of Glenview, IL)

Q9. Satisfaction with Utility Services

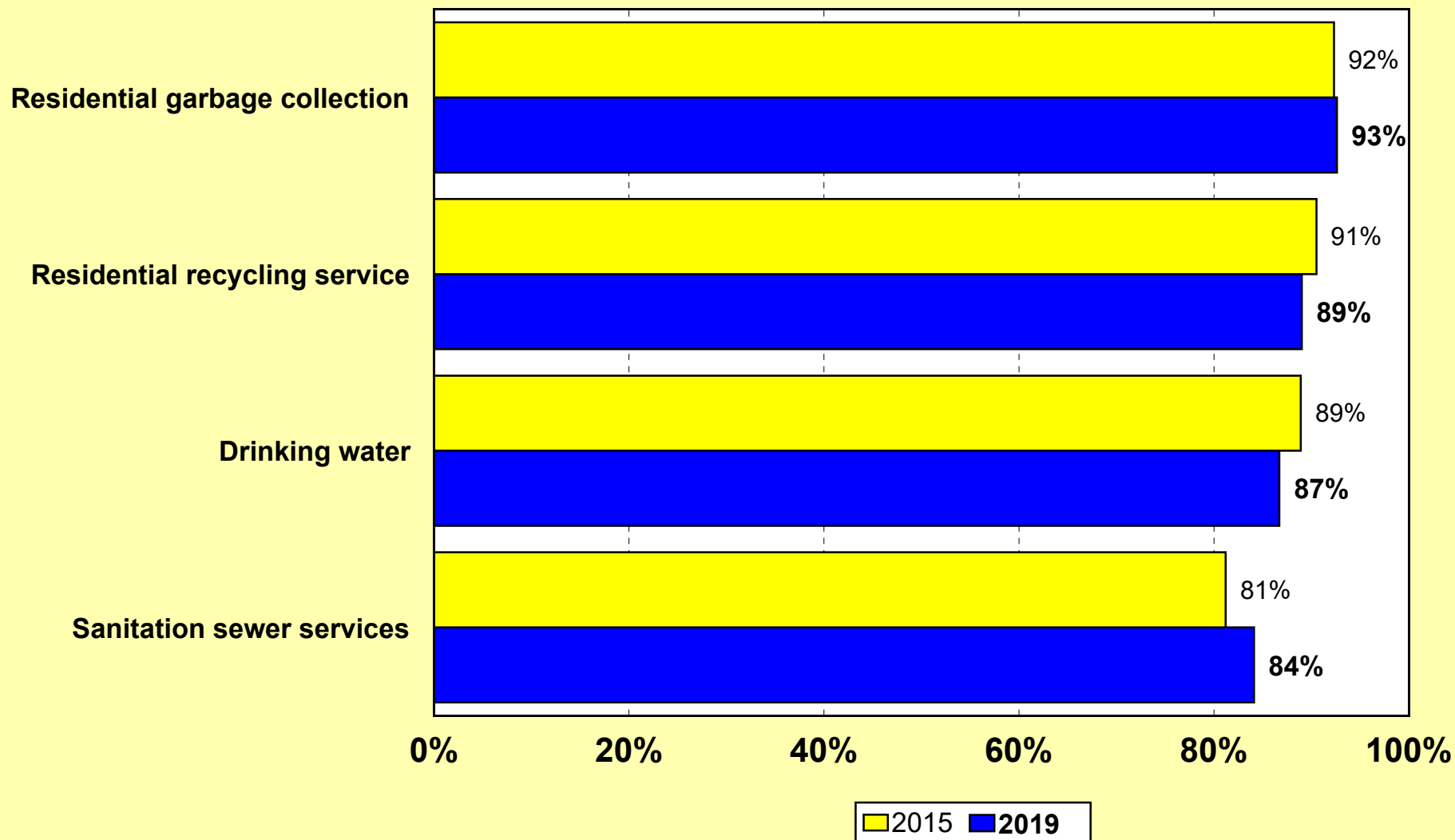
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Satisfaction with Utility Services 2015 vs. 2019

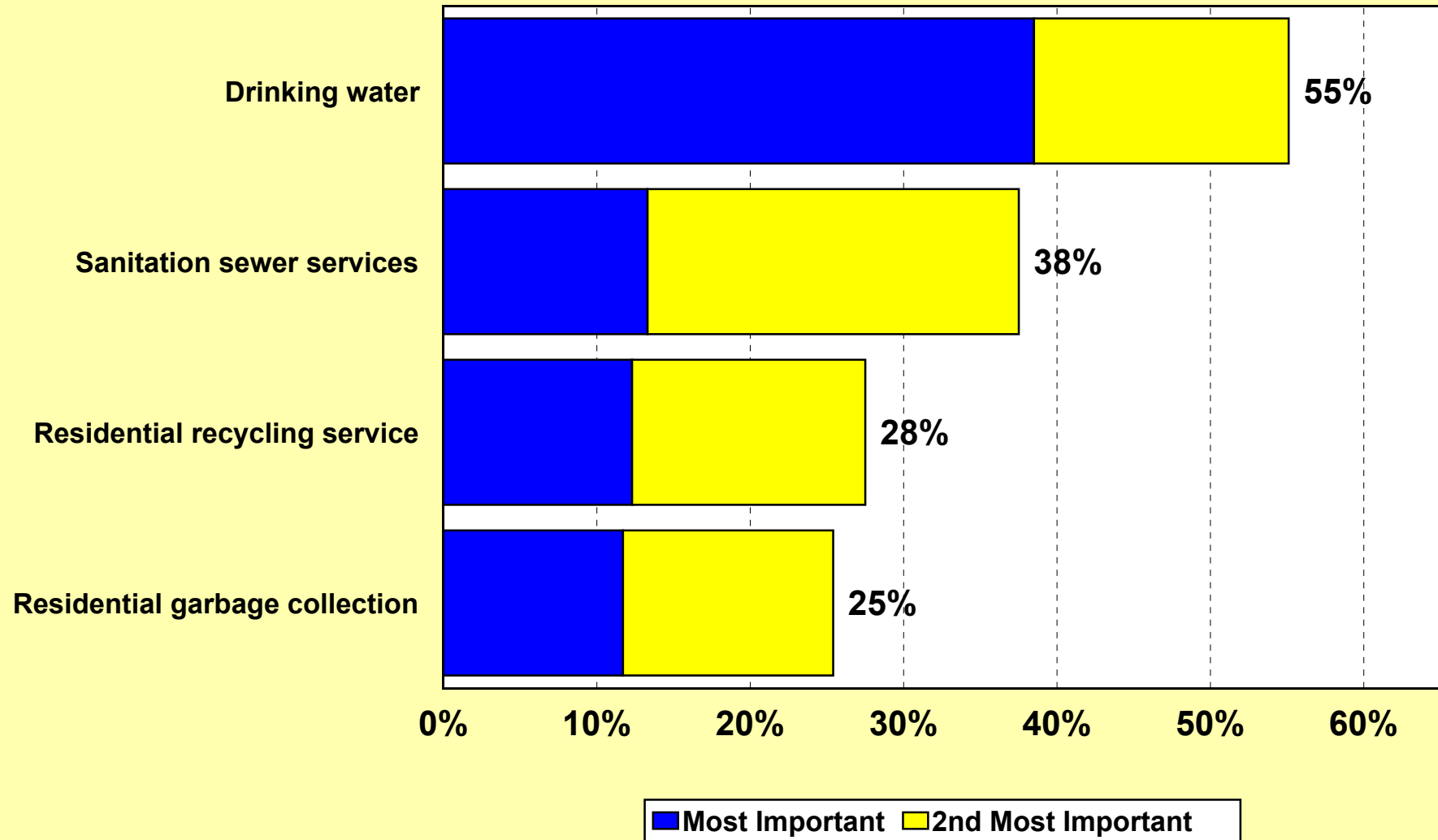
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

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

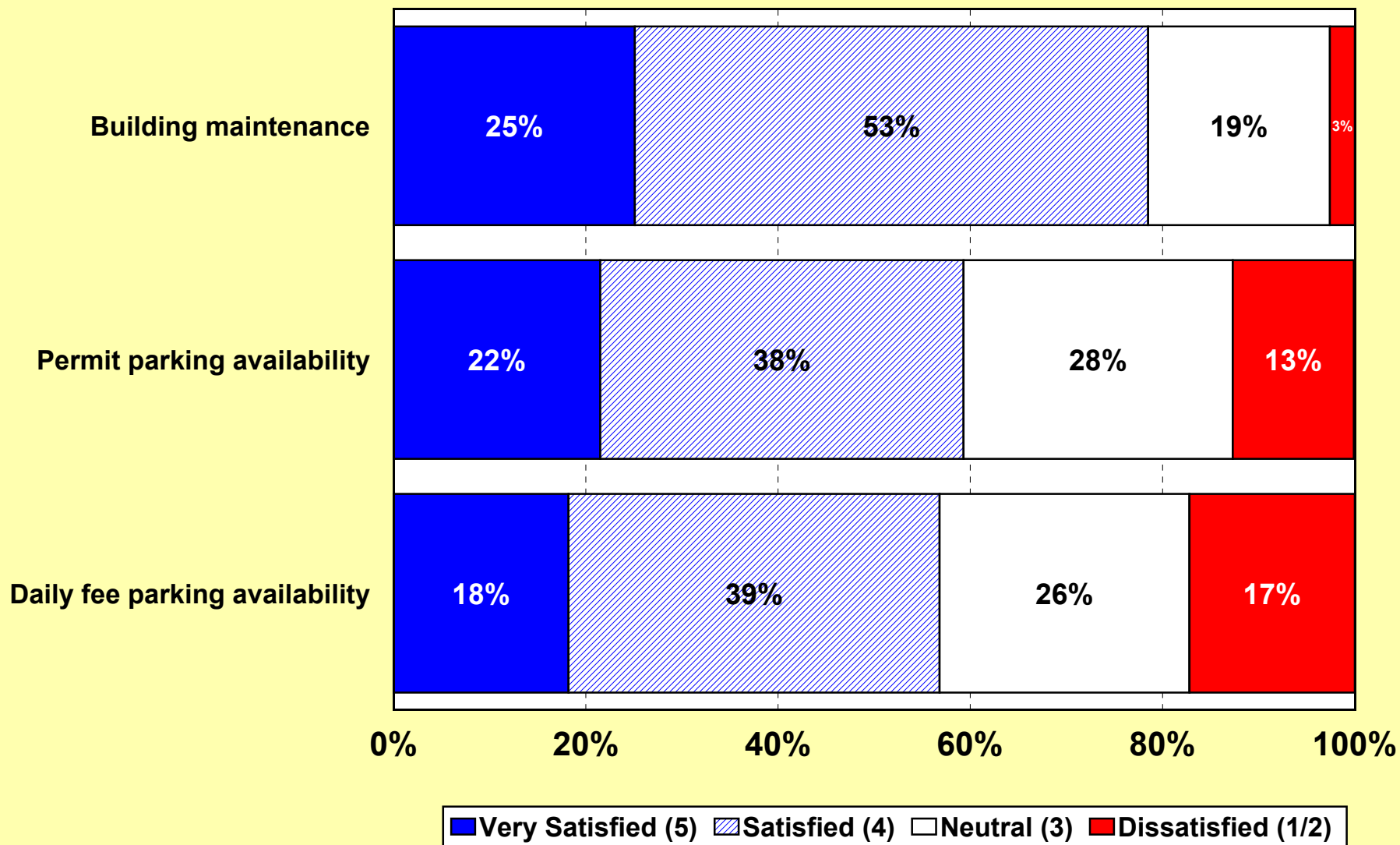
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019 - Village of Glenview, IL)

Q10. Satisfaction with Train Stations - Downtown Station

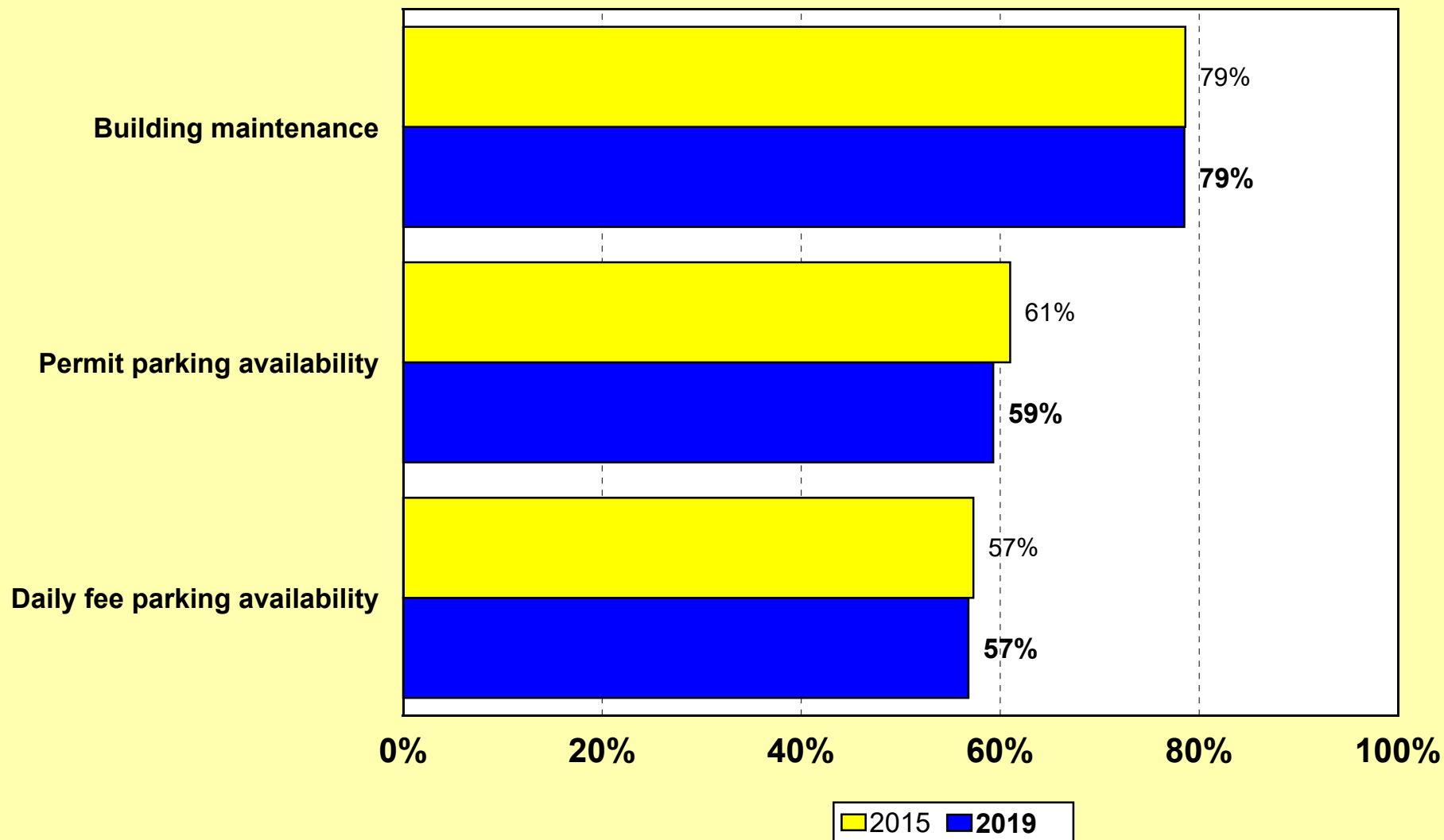
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Satisfaction with Train Stations - Downtown Station - 2015 vs. 2019

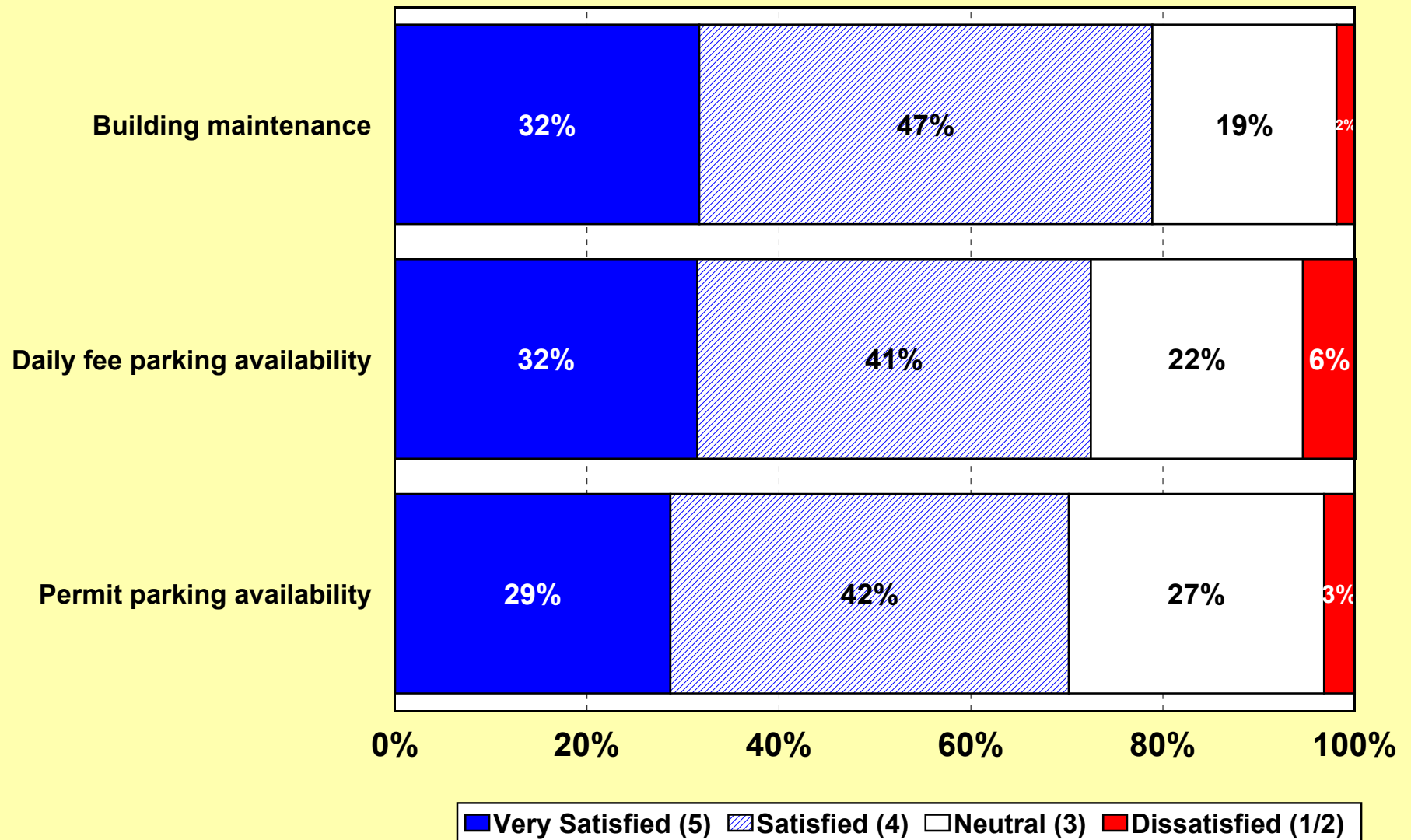
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

Q10. Satisfaction with Train Stations - The Glen of North Glenview

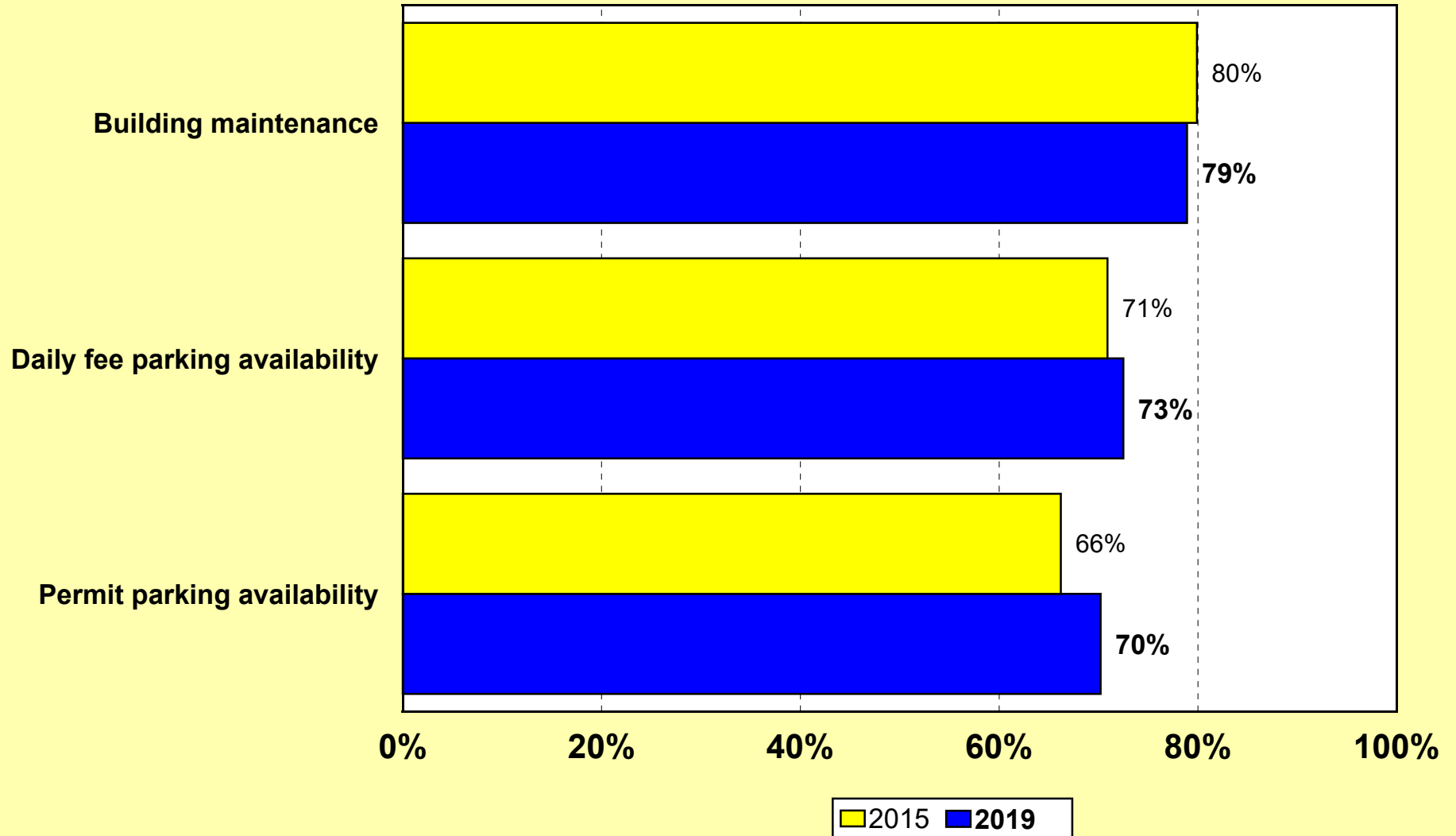
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Satisfaction with Train Stations - The Glen of North Glenview - 2015 vs. 2019

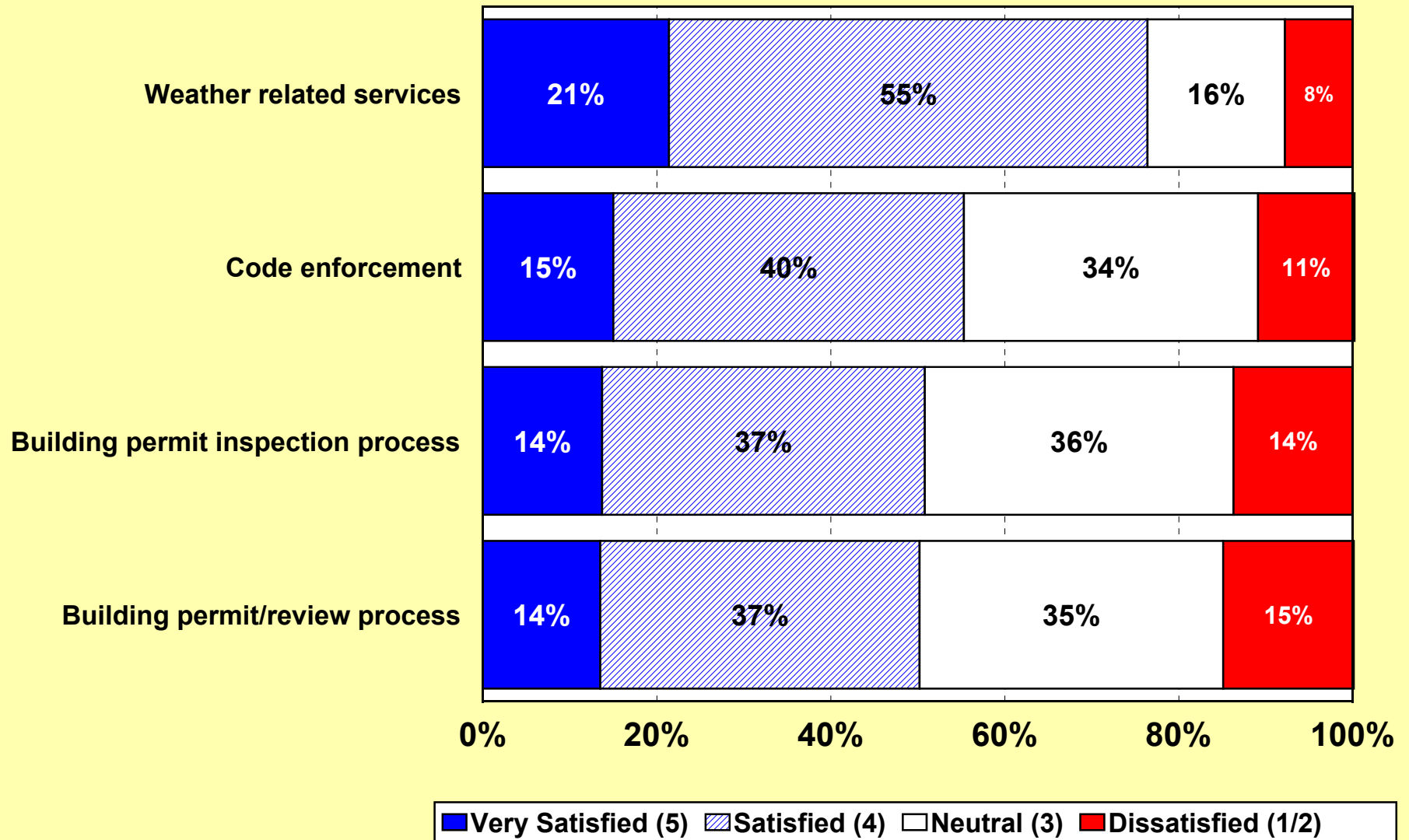
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

Q11. Satisfaction with Other Village Services

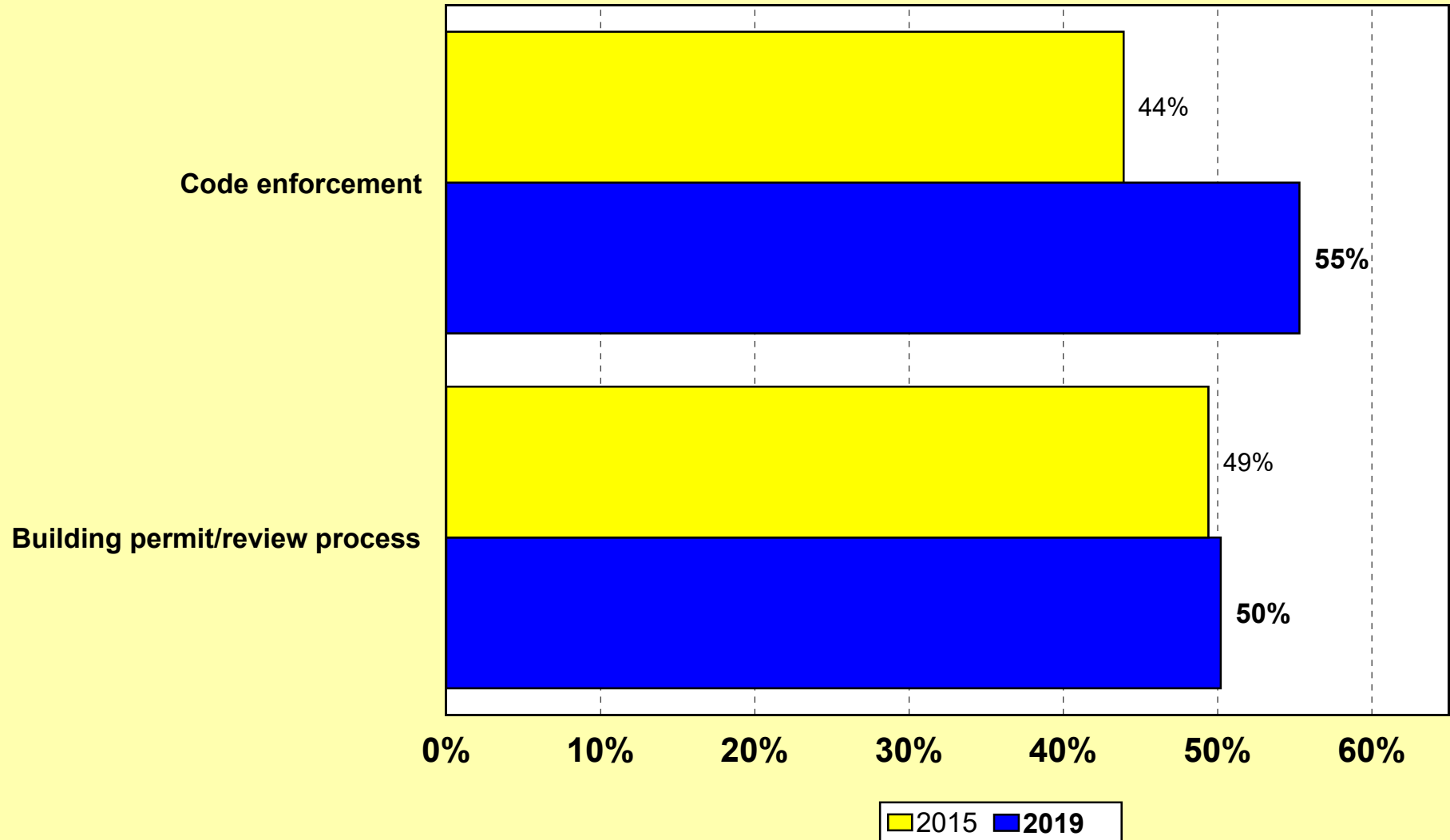
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Satisfaction with Other Village Services 2015 vs. 2019

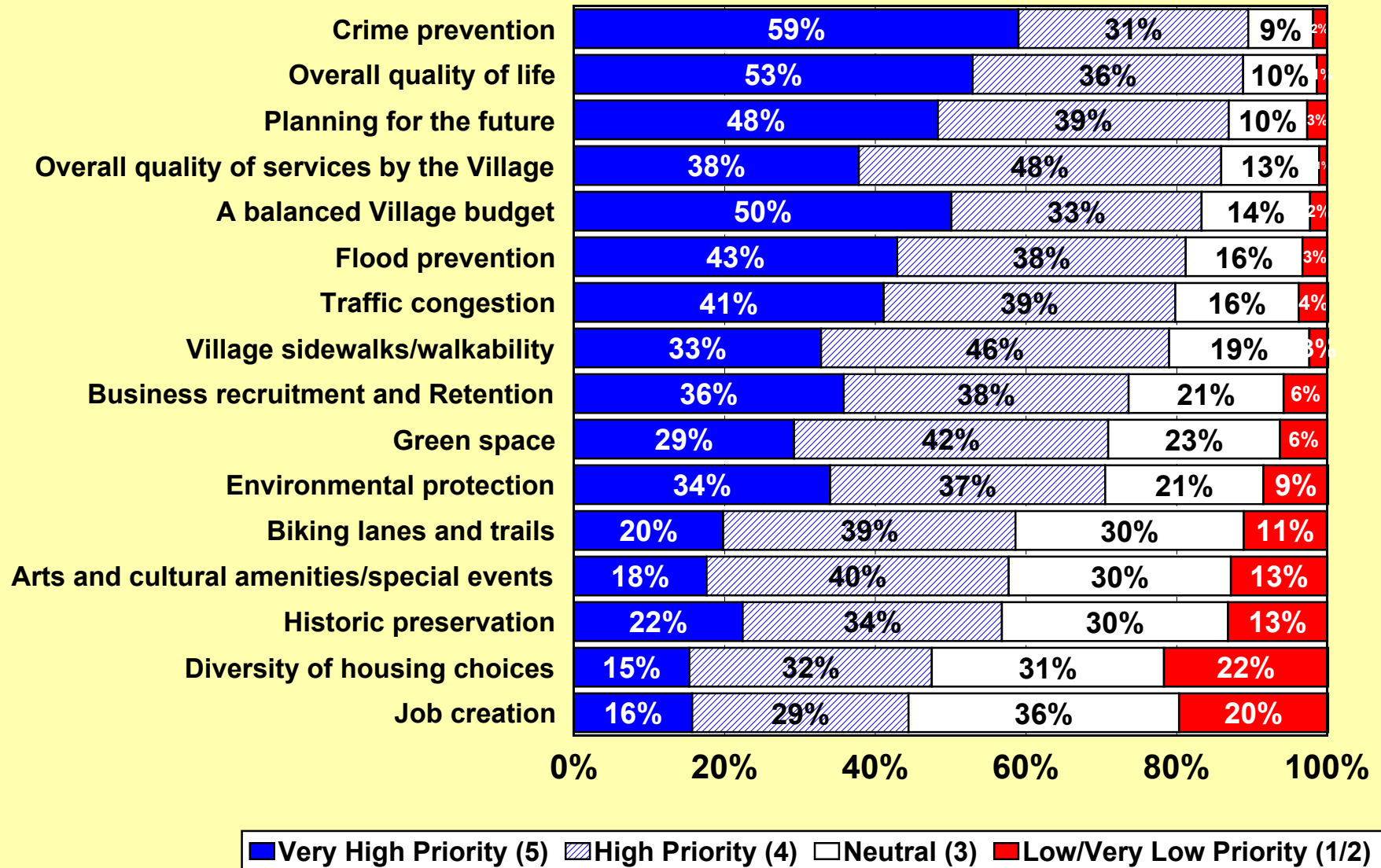
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

Q12. How Village Residents Rank Community Priorities

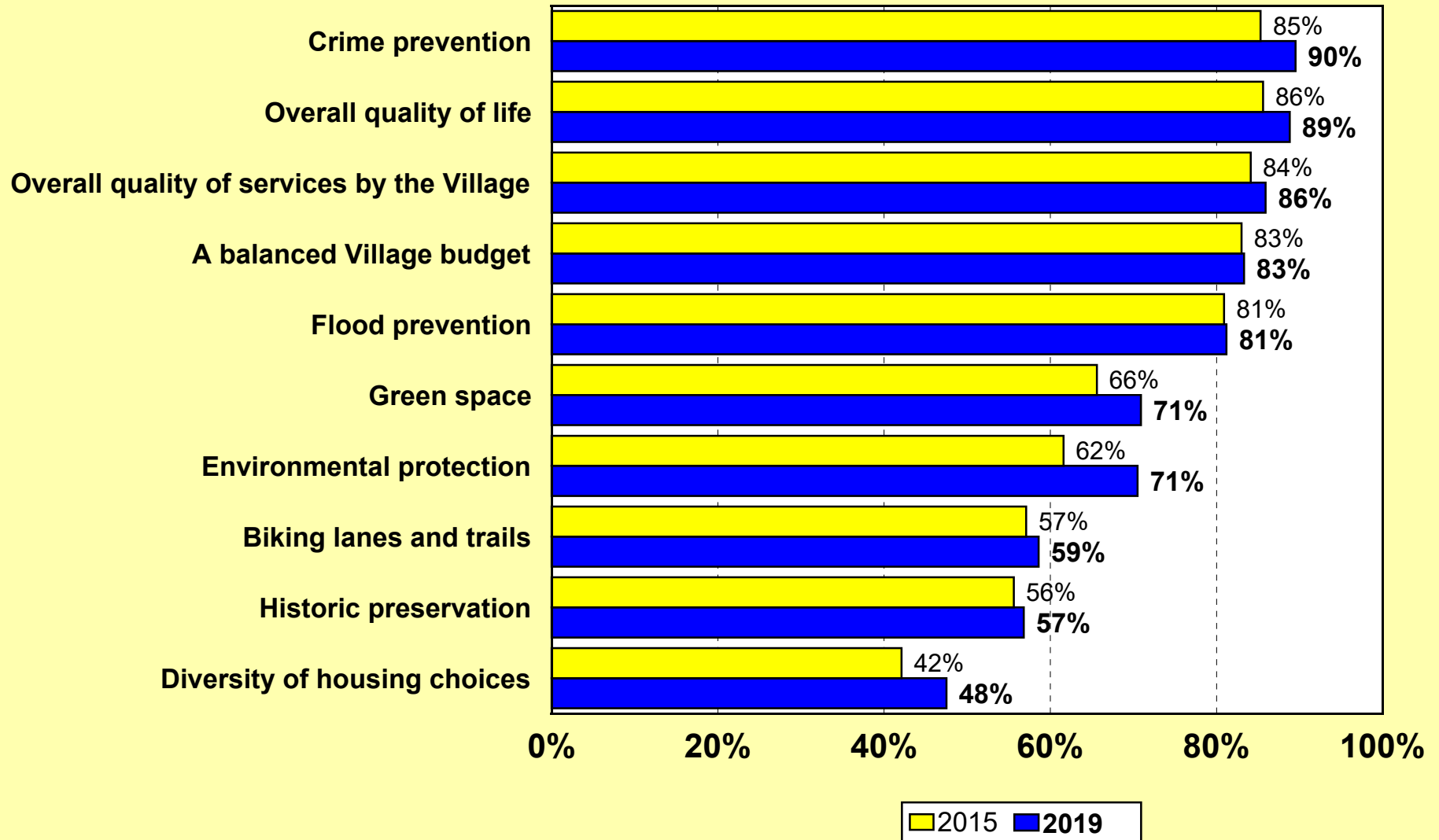
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: How Village Residents Rank Community Priorities 2015 vs. 2019

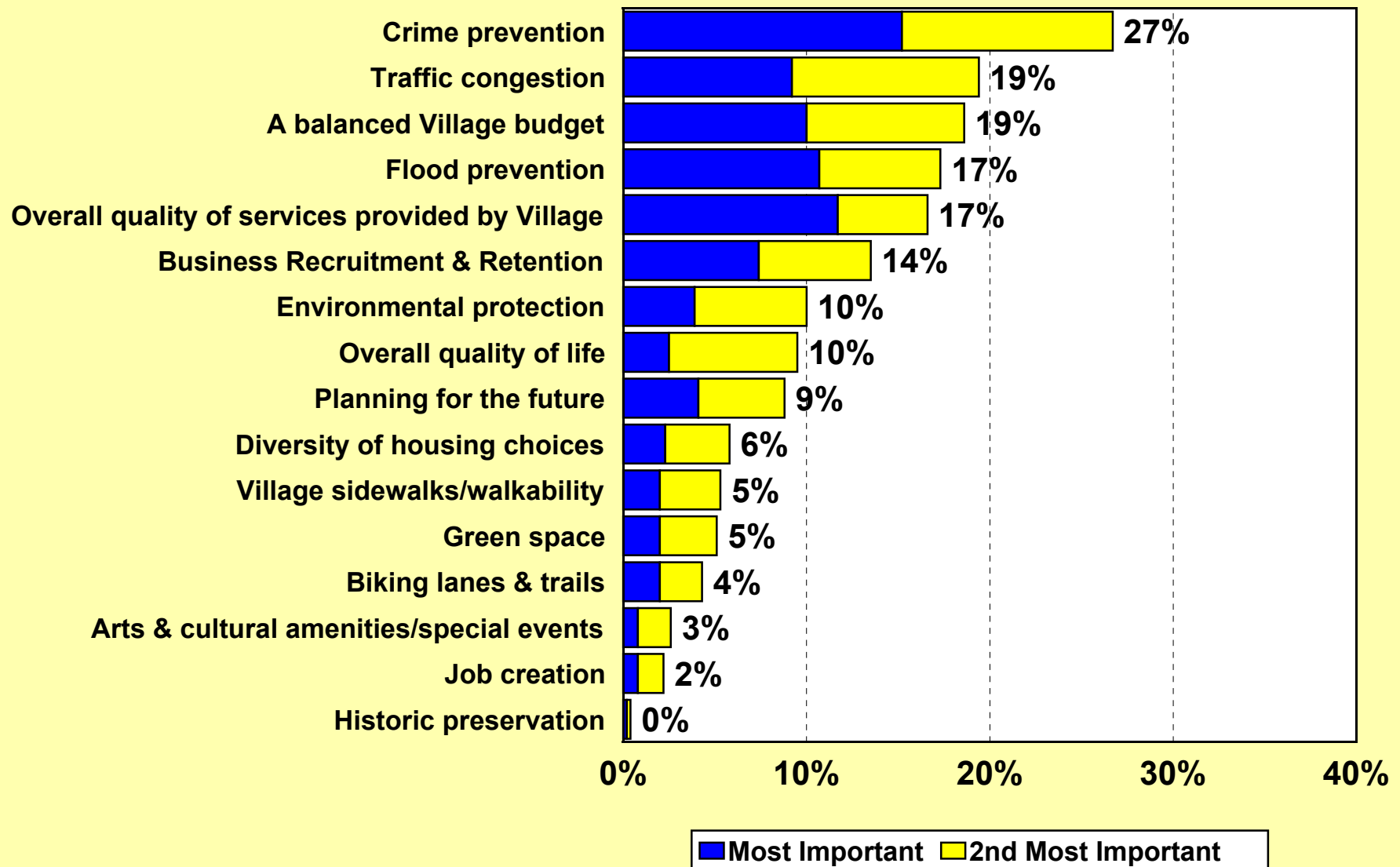
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

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

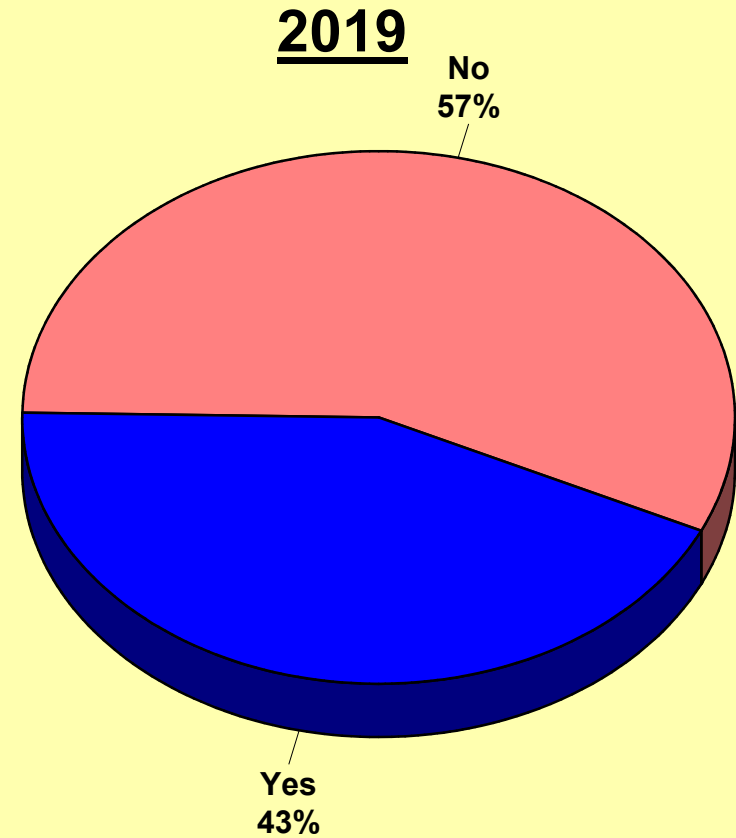
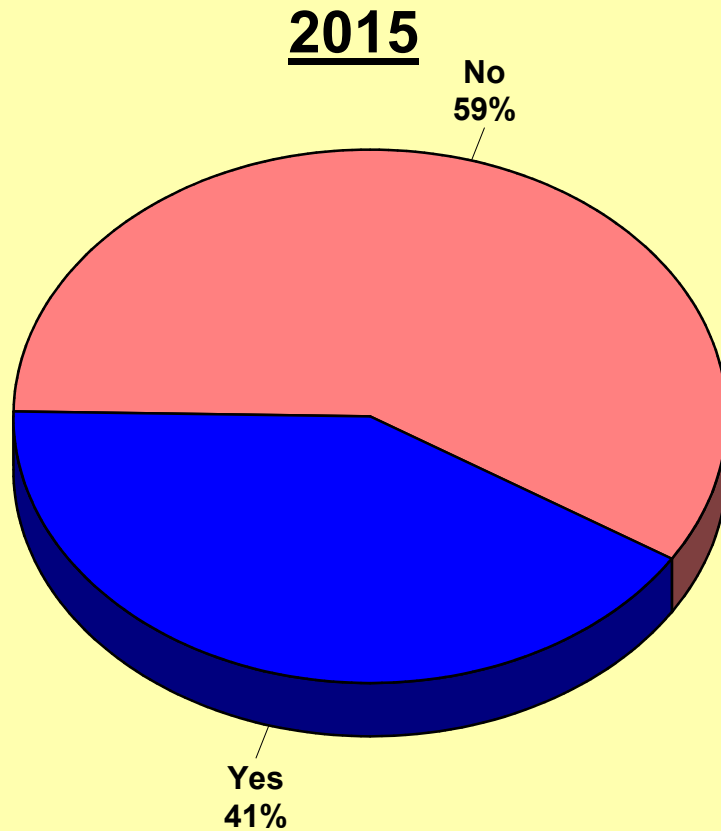
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019 - Village of Glenview, IL)

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

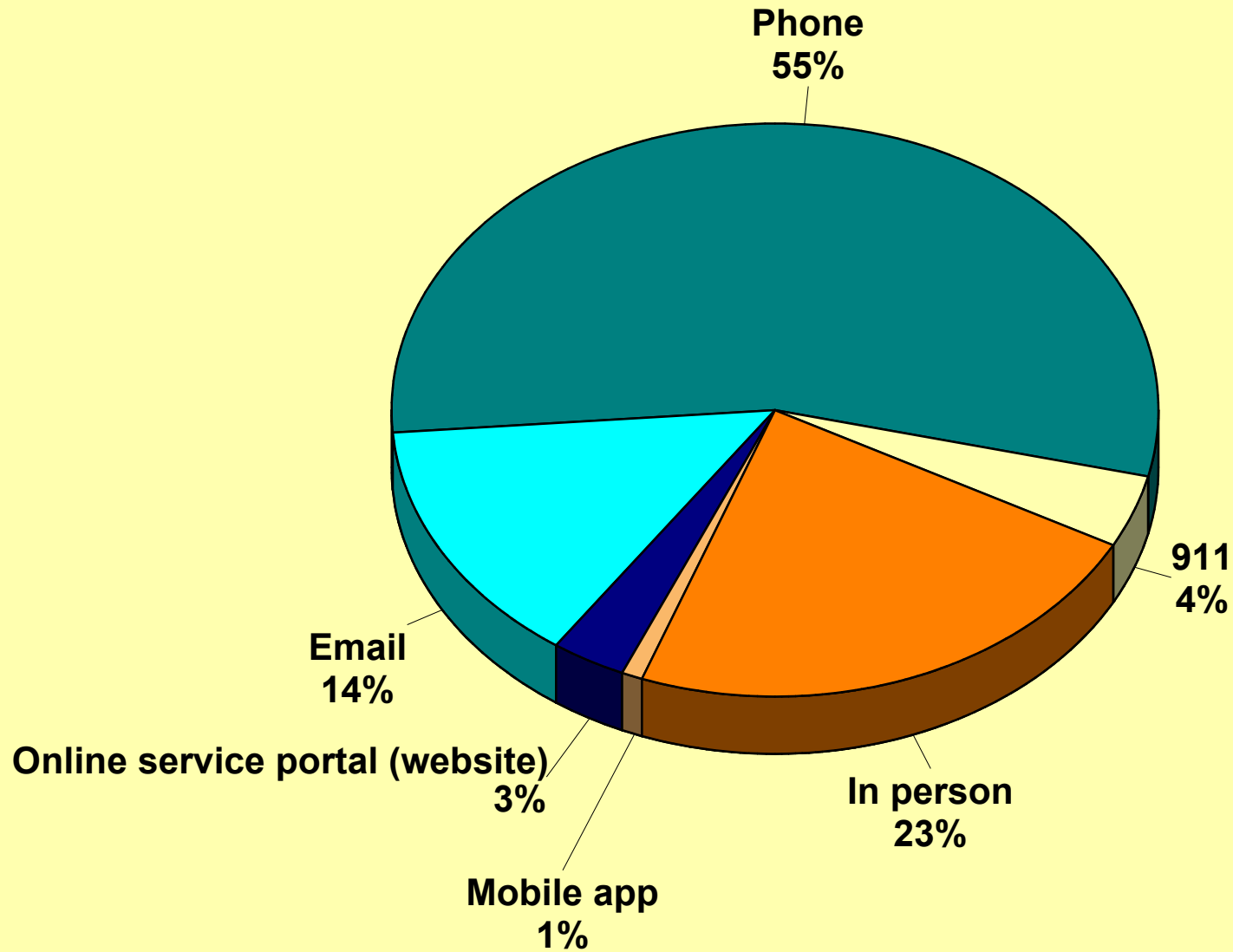
2015 vs. 2019
by percentage of respondents



Source: ETC Institute (2019 - Village of Glenview, IL)

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

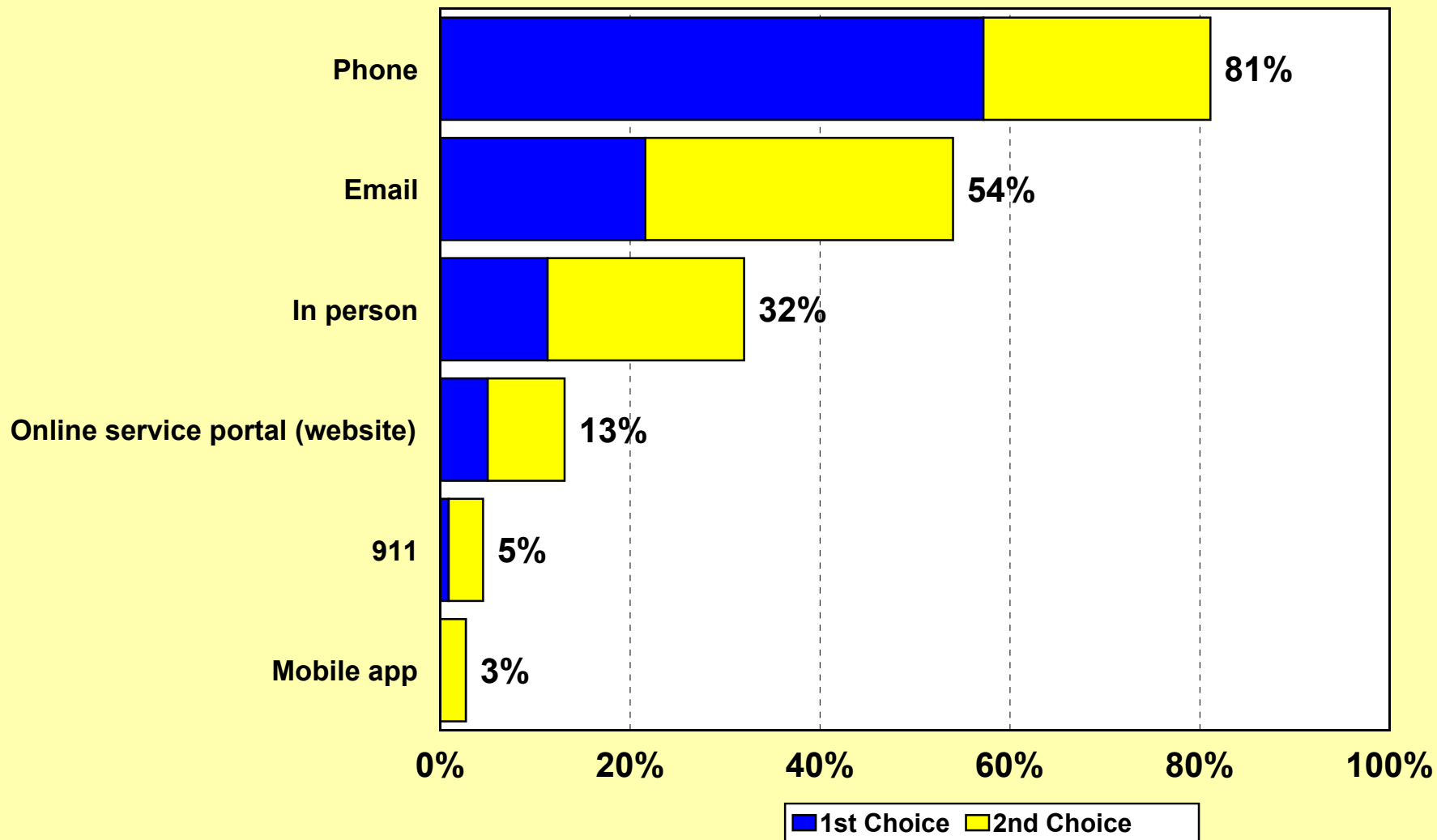
by percentage of respondents who had contacted the Village during the past year (excluding “not provided”)



Source: ETC Institute (2019 - Village of Glenview, IL)

Q13b. Which two methods are your most preferred ways to communicate with the Village?

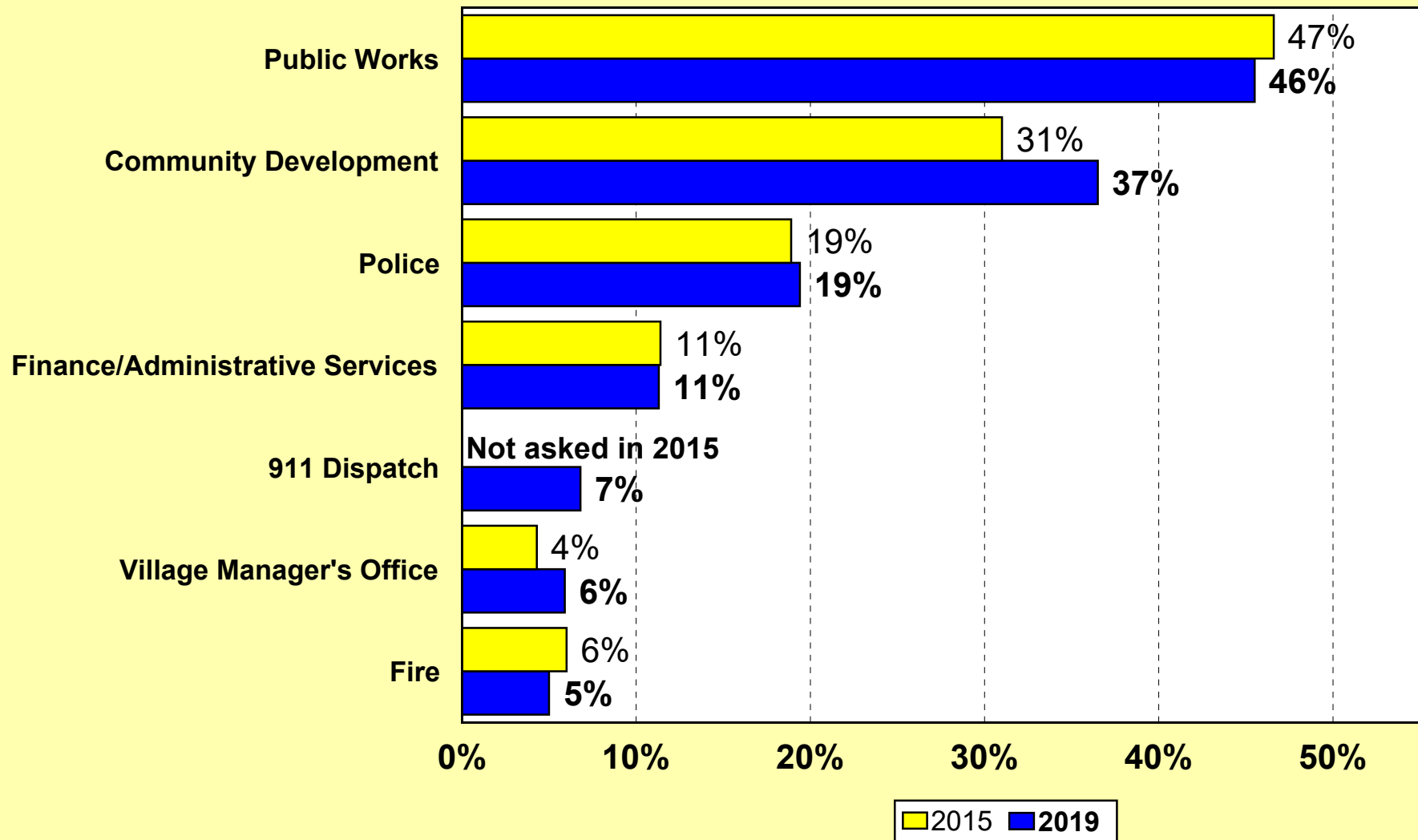
by percentage of respondents who contacted the Village in the past year and selected the item as one of their top two choices



Source: ETC Institute (2019 - Village of Glenview, IL)

Q13c. TRENDS: What department responded to your question or concern? 2015 vs. 2019

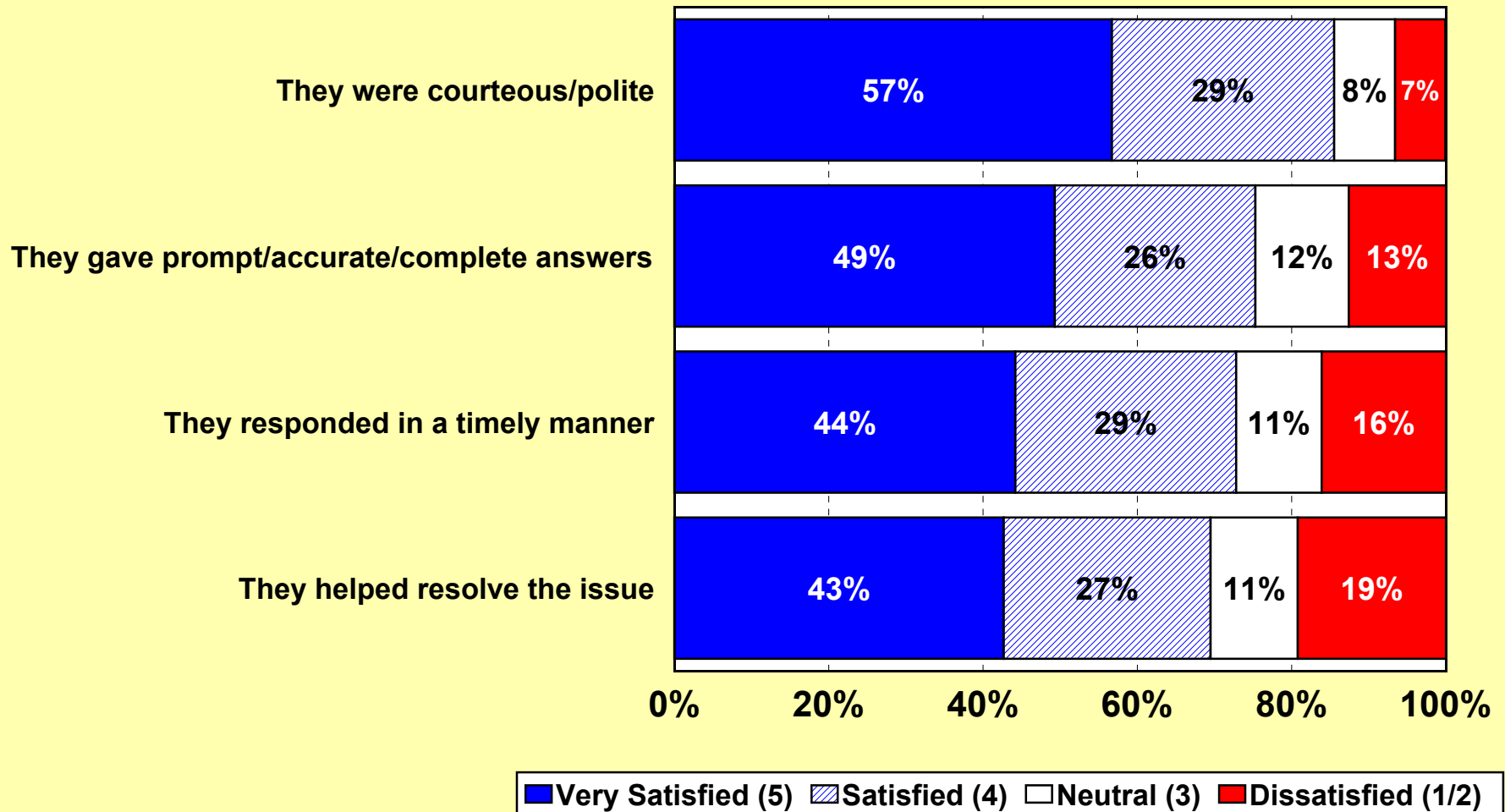
by percentage of respondents who had contacted the Village during the past year
(multiple selections could be made)



Source: ETC Institute (2019 - Village of Glenview, IL)

Q13d. Satisfaction with Quality of Customer Service from Village Employees

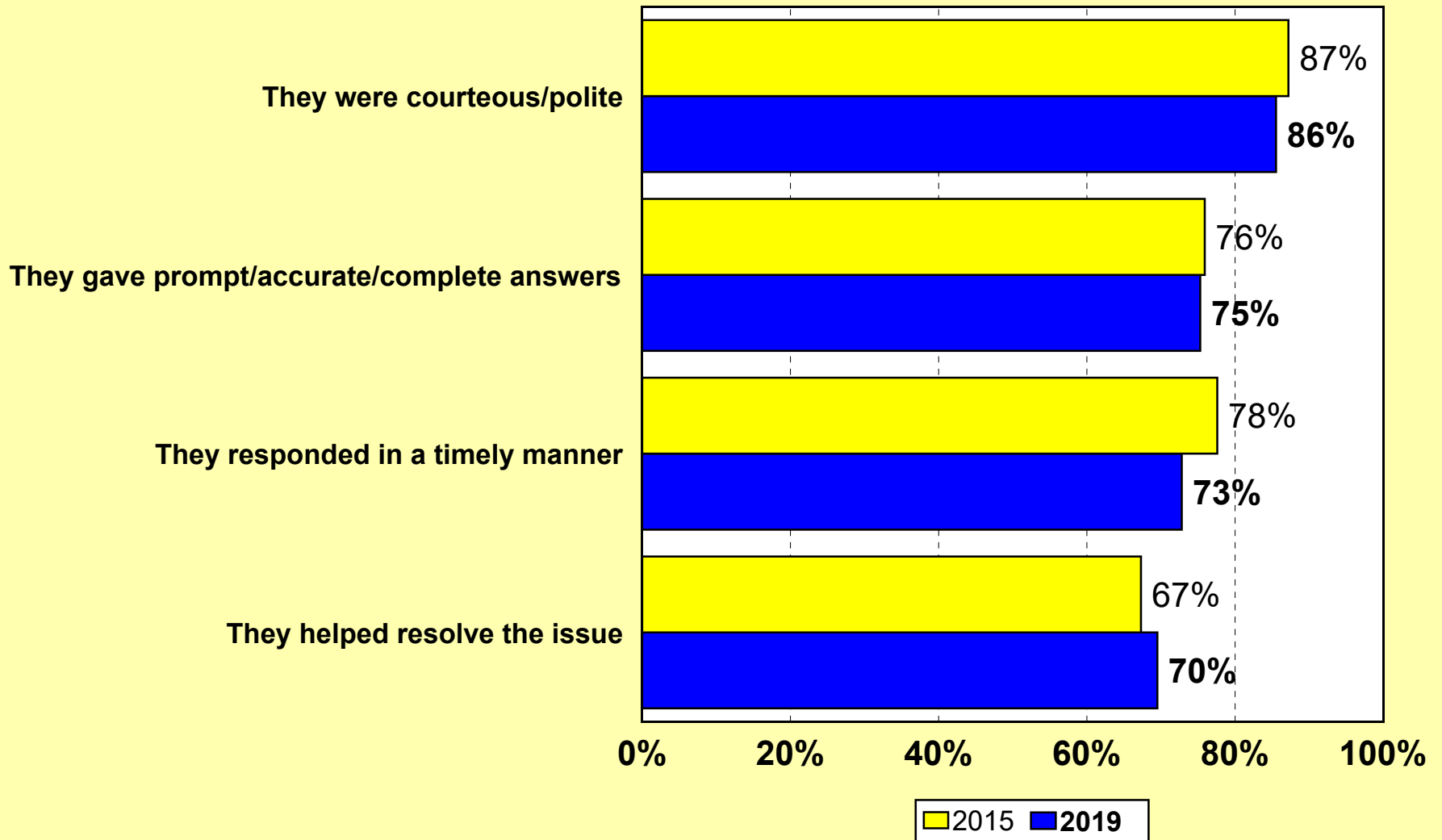
by percentage of respondents who had contacted the Village during the past year
(excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

TRENDS: Satisfaction with Quality of Customer Service from Village Employees - 2015 vs. 2019

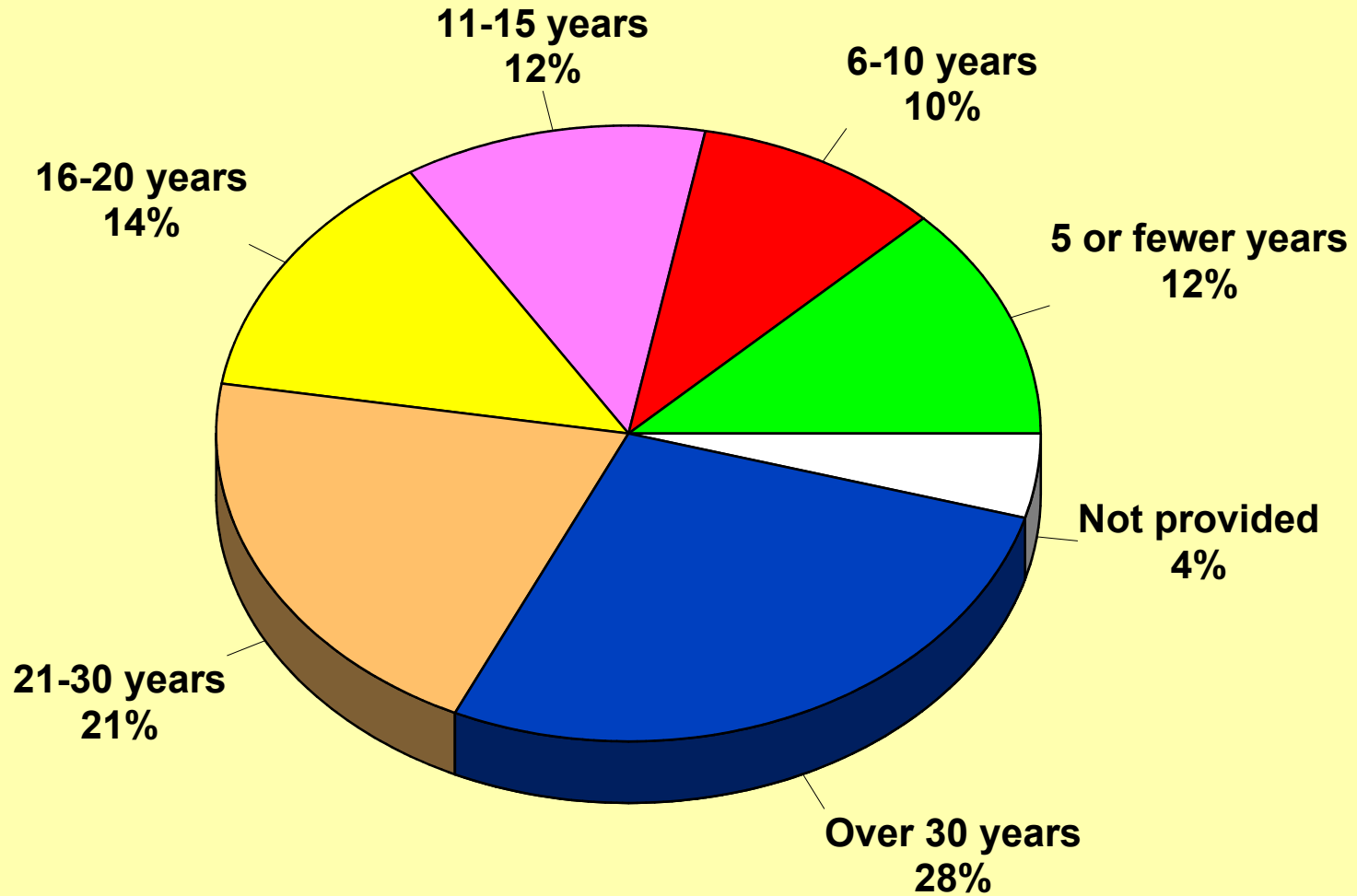
by percentage of respondents who had contacted the Village during the past year and rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019 - Village of Glenview, IL)

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

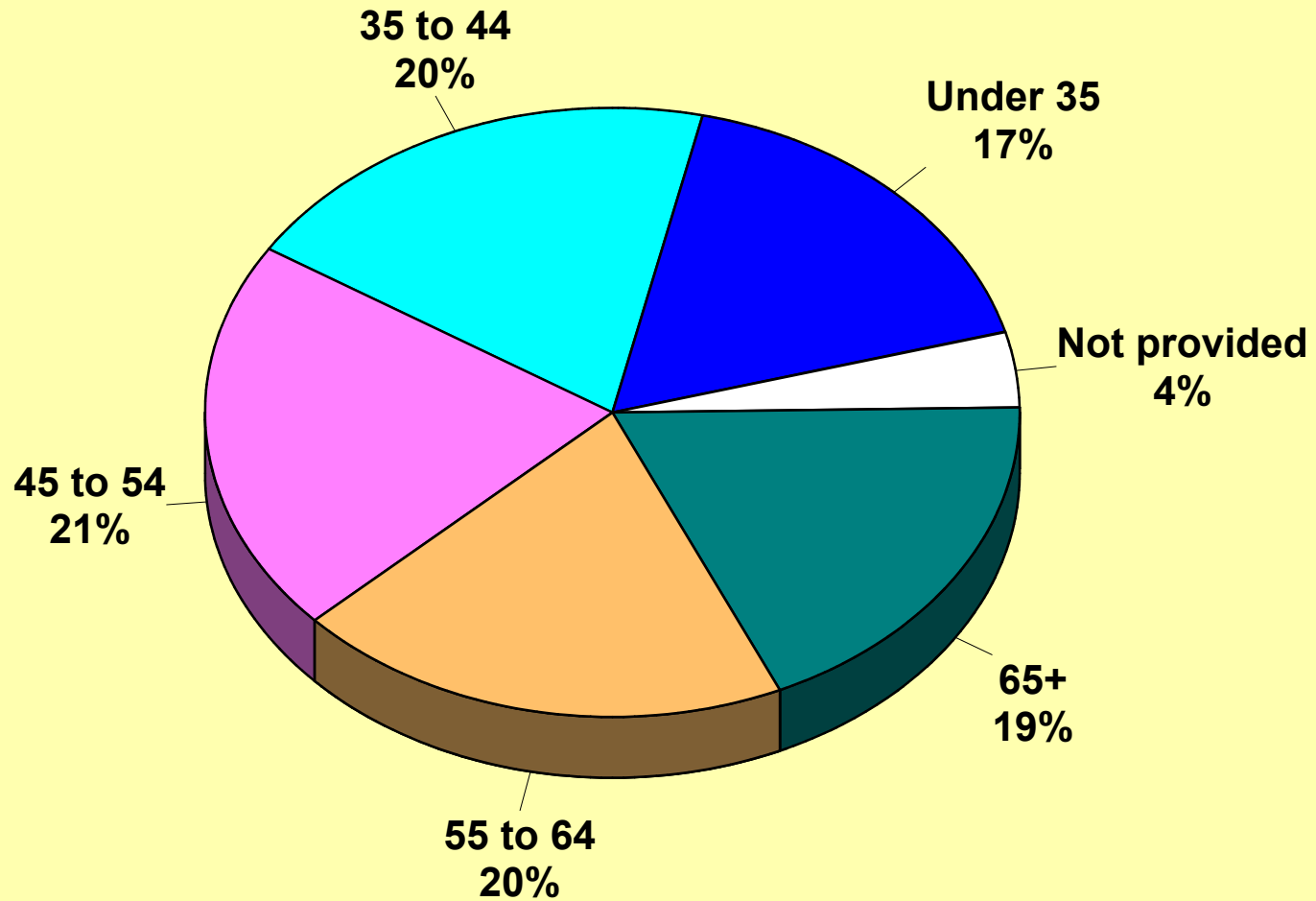
by percentage of respondents



Source: ETC Institute (2019 - Village of Glenview, IL)

Q16. Demographics: Age of Respondents

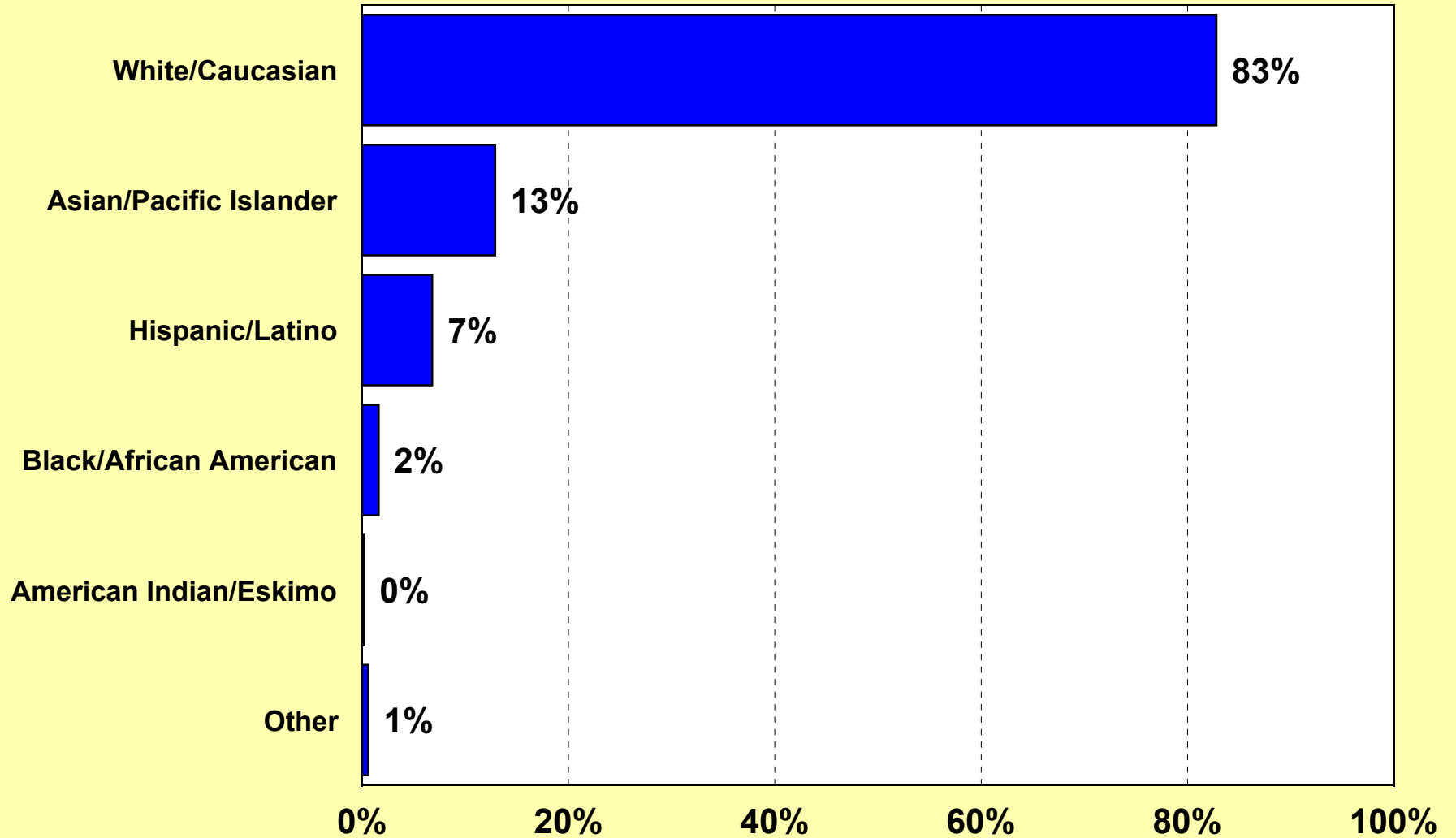
by percentage of respondents



Source: ETC Institute (2019 - Village of Glenview, IL)

Q17. Demographics: Race/Ethnicity

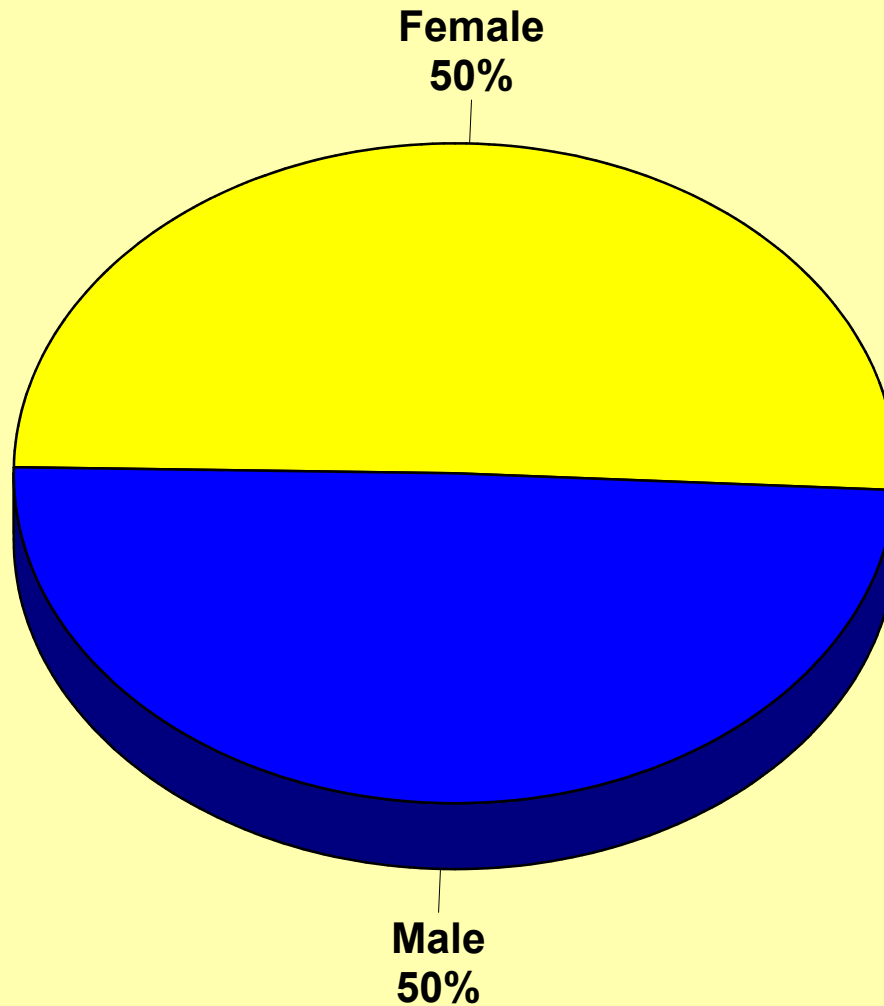
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2019 - Village of Glenview, IL)

Q18. Demographics: Gender

by percentage of respondents (excluding “not provided”)



Source: ETC Institute (2019 - Village of Glenview, IL)

Section 2:
Benchmarking Analysis

Benchmarking Summary Report

Village of 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 2019 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 2019 to nearly 400 residents living in communities in the Great Lakes Region of the United States. The Great Lakes Region includes the states of Illinois, Ohio, Michigan, Indiana and Pennsylvania.

Interpreting the Charts

The charts on the following pages show how the overall results for Glenview compare to the U.S. national and regional averages based on the results of the 2019 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 Great Lakes Region. The City of Glenview's results are shown in blue, the Great Lakes regional averages are shown in red, and the National averages are shown in yellow in the charts on the following pages.

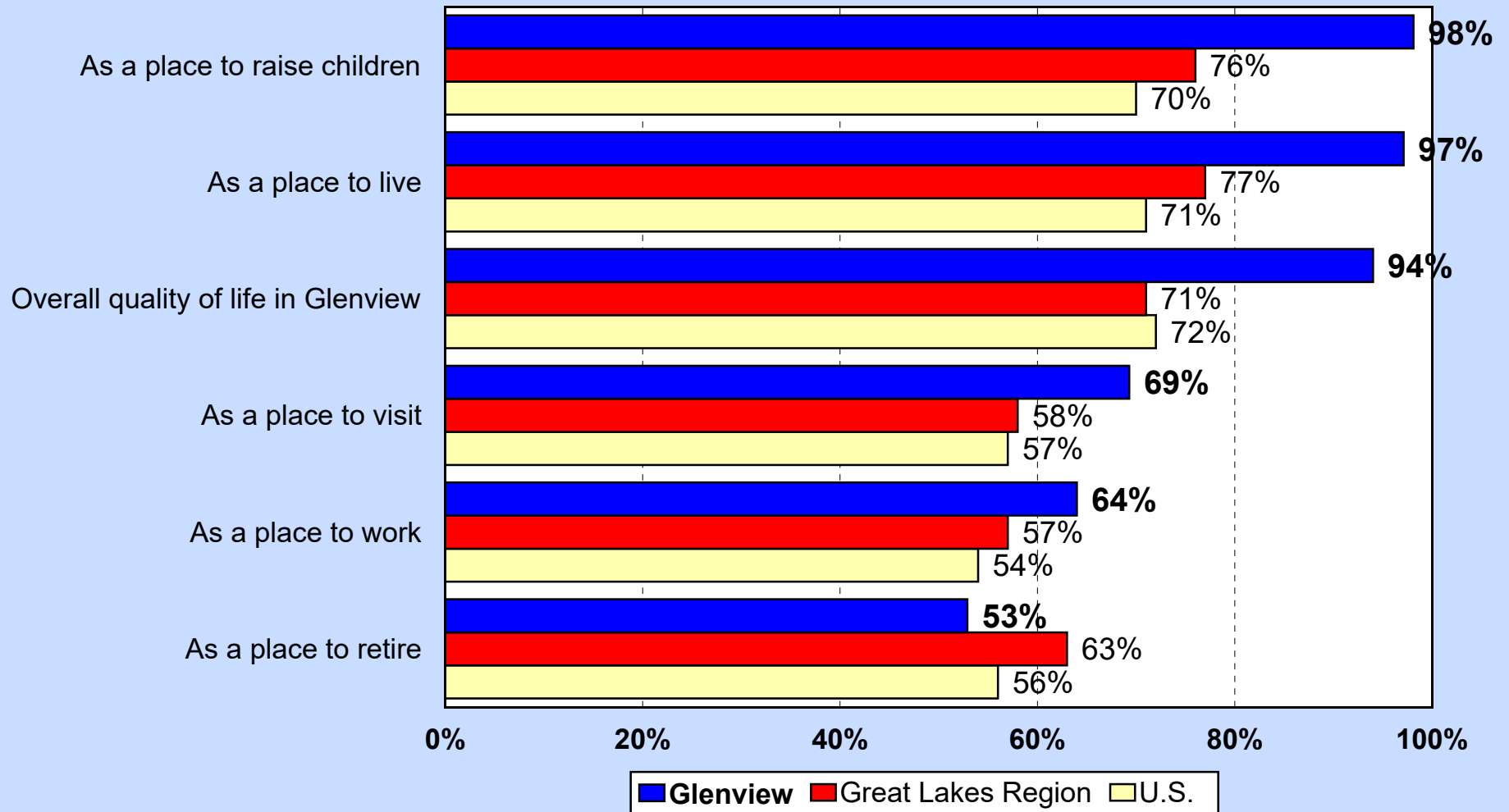
National Benchmarks

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.

Satisfaction with Quality of Life

Glenview vs. Great Lakes Region vs. the U.S.

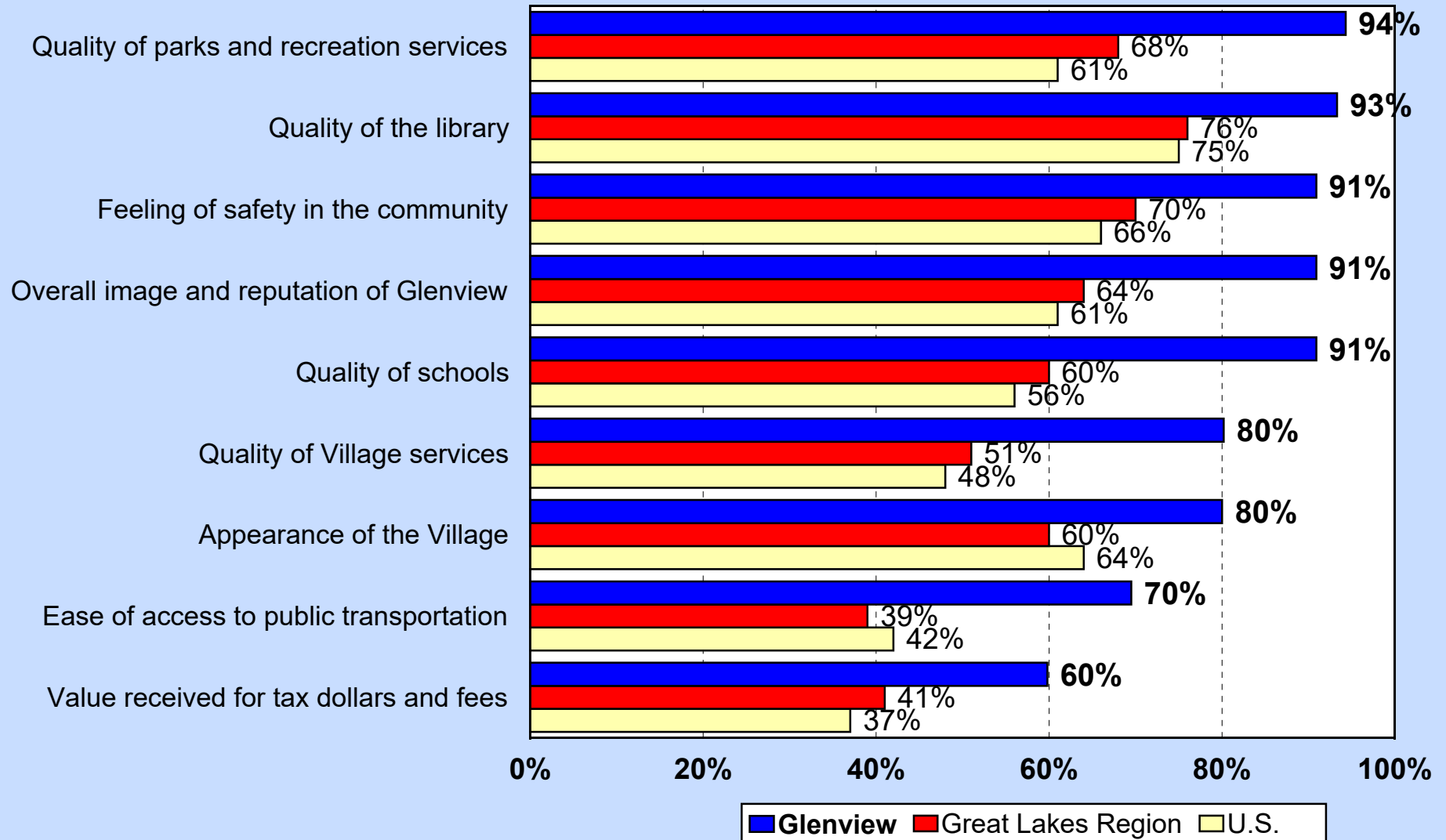
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

Perceptions and Characteristics of the Community Glenview vs. Great Lakes Region vs. the U.S.

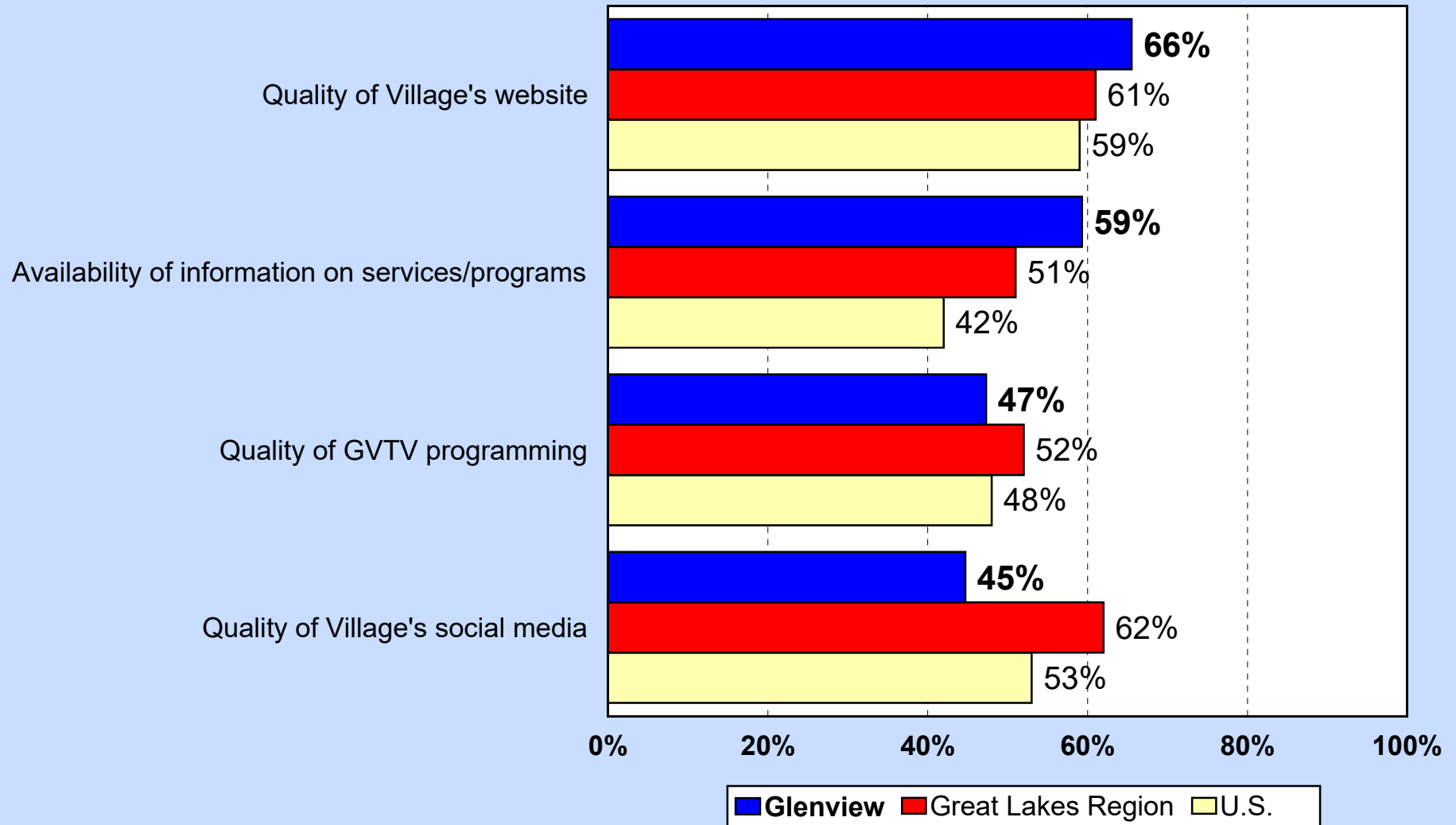
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

Satisfaction with Communication Glenview vs. Great Lakes 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)

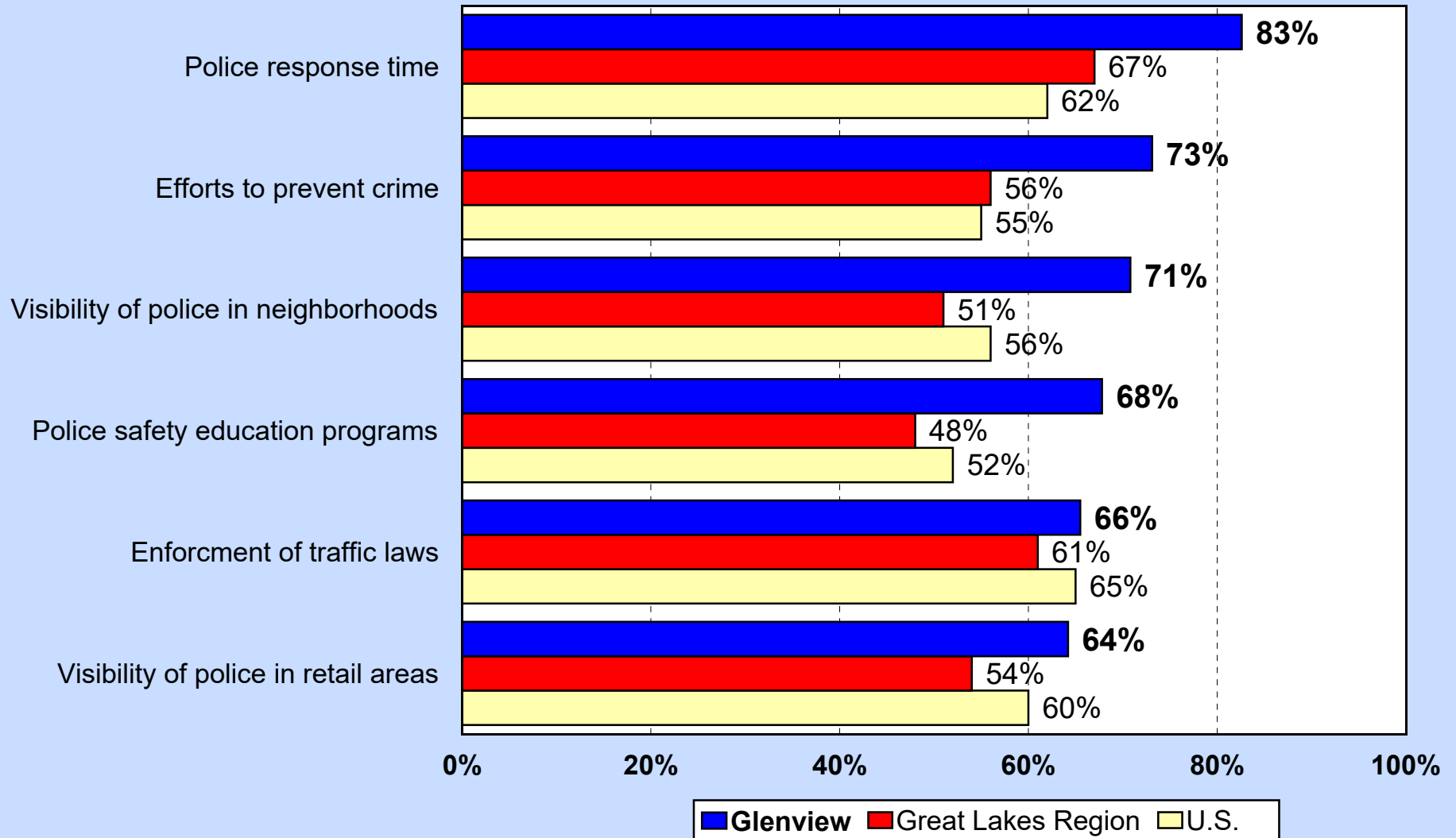


Source: 2019 ETC Institute

Satisfaction with Police Services

Glenview vs. Great Lakes Region vs. the U.S.

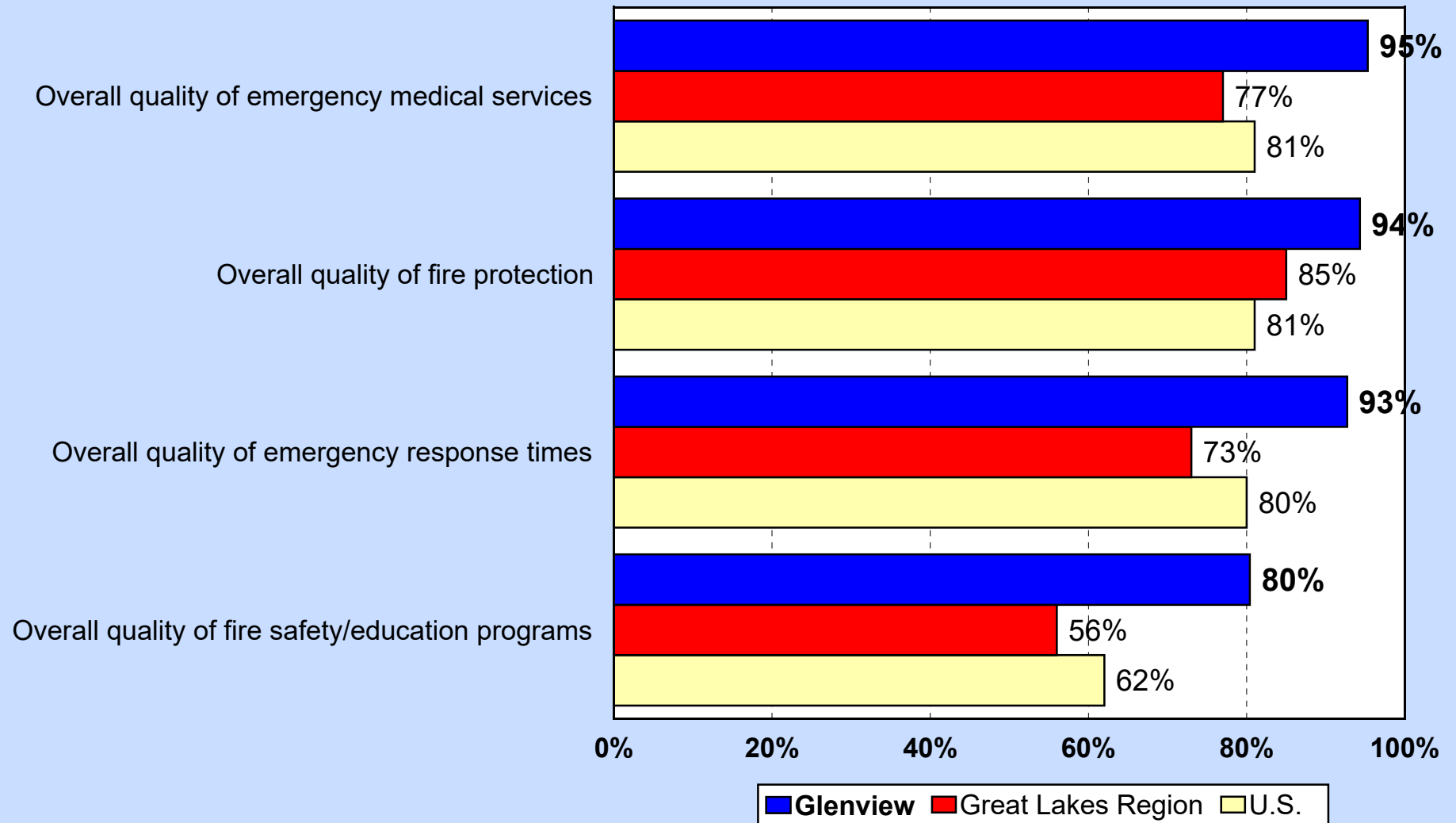
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

Satisfaction with Fire and Emergency Medical Services Glenview vs. Great Lakes 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)

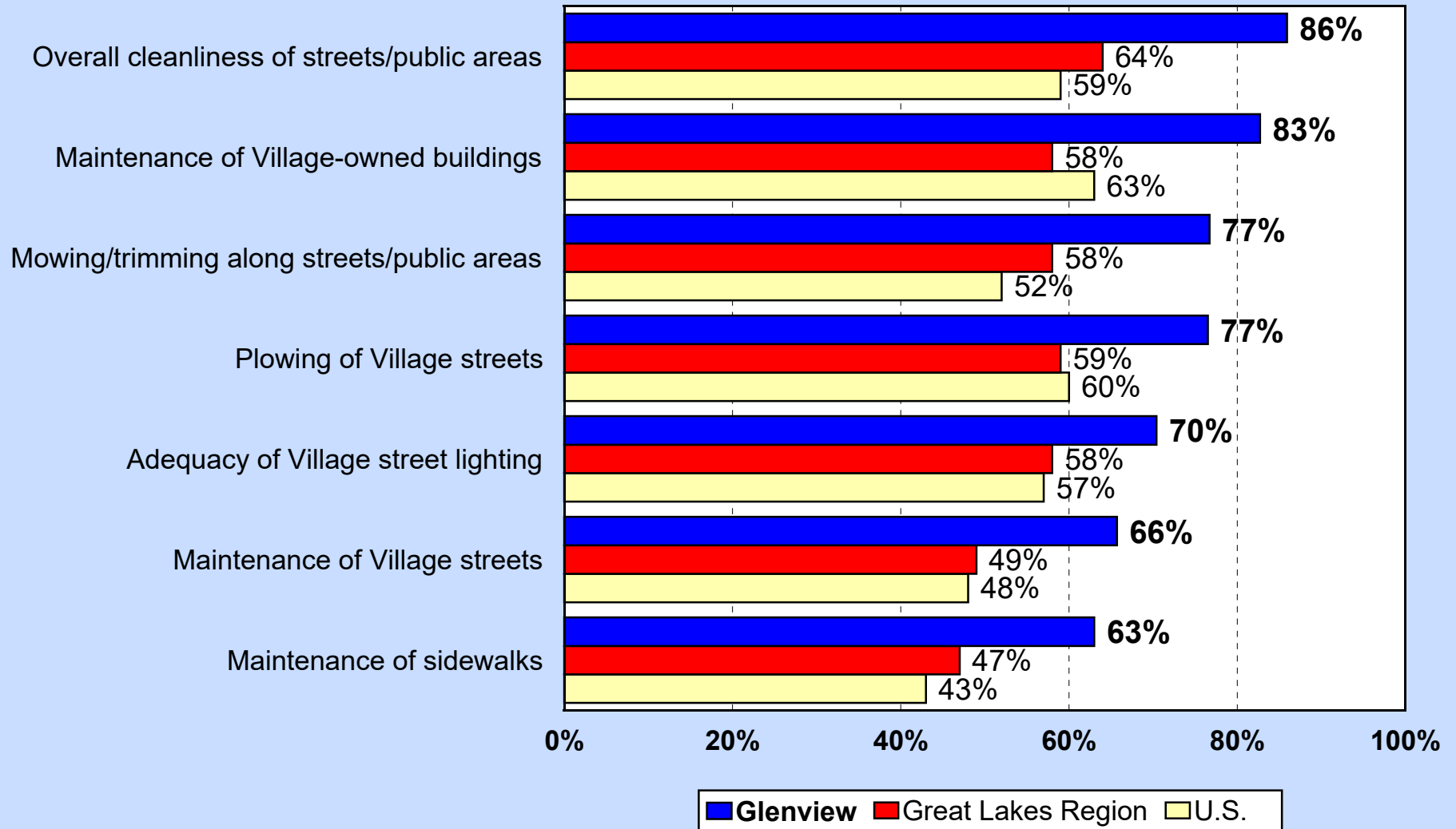


Source: 2019 ETC Institute

Satisfaction with Maintenance

Glenview vs. Great Lakes 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)

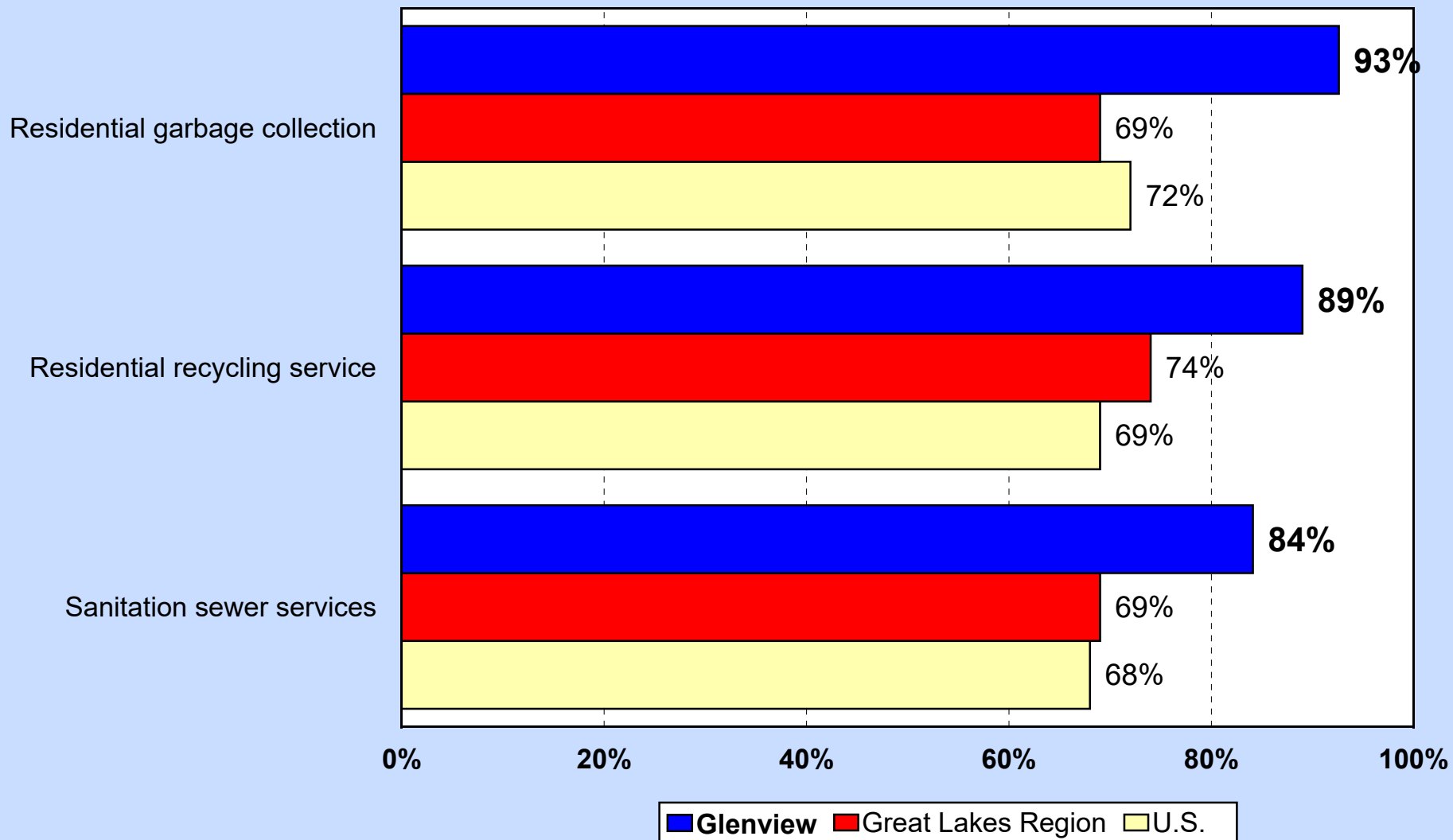


Source: 2019 ETC Institute

Satisfaction with Utility Services

Glenview vs. Great Lakes 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)

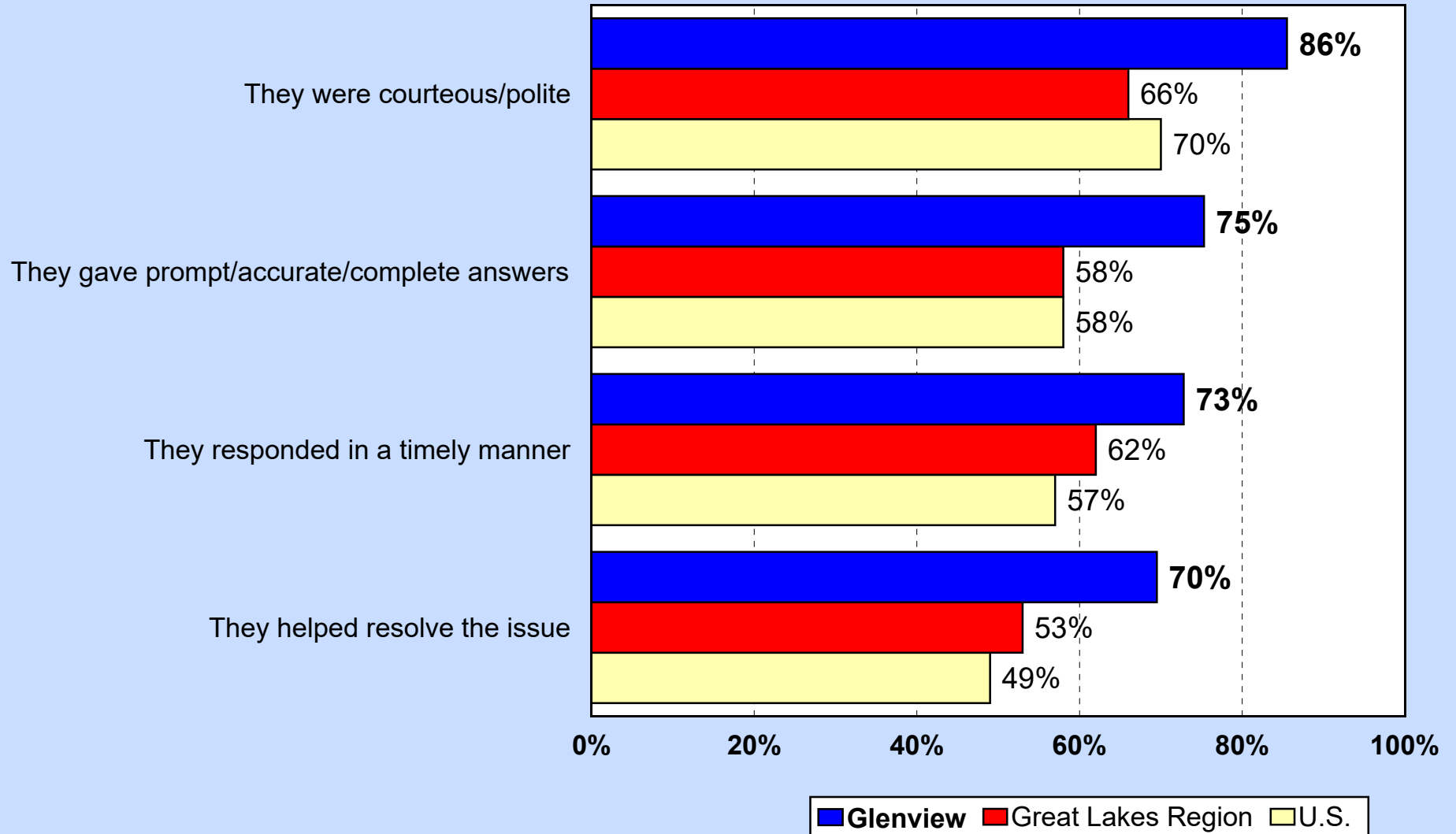


Source: 2019 ETC Institute

Satisfaction with Customer Service

Glenview vs. Great Lakes 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: 2019 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 police services they thought should receive the most emphasis over the next two years. Nearly half of the residents surveyed (48.5%) selected *visibility of police in neighborhoods* as one of the most important services for the Village to emphasize over the next two years.

With regard to satisfaction, 70.8% of the residents surveyed rated *visibility of police in neighborhoods* 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 *visibility of police in neighborhoods* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 48.5% was multiplied by 29.2% (1-0.708). This calculation yielded an I-S rating of 0.1416, which was ranked first out of six police 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 the Village of 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	49%	2	71%	3	0.1416	1
Efforts to prevent crime	49%	1	73%	2	0.1323	2
Medium Priority (IS <.10)						
Visibility of police in retail areas	19%	3	64%	6	0.0680	3
Enforcement of traffic laws	19%	4	66%	5	0.0652	4
Police safety education programs	12%	6	68%	4	0.0396	5
Police response time	18%	5	83%	1	0.0306	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 fire safety/education programs	16%	5	80%	5	0.0318	1
Overall quality of emergency response times	36%	2	93%	4	0.0264	2
Overall quality of emergency medical services	41%	1	95%	1	0.0190	3
Overall quality of fire protection	31%	3	94%	2	0.0176	4
Overall quality of 911 services	24%	4	94%	3	0.0139	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	45%	1	66%	10	0.1540	1
Medium Priority (IS <.10)						
Plowing of Village streets	34%	2	77%	6	0.0790	2
Maintenance of sidewalks	19%	3	63%	11	0.0707	3
Adequacy of Village street lighting	17%	4	70%	9	0.0503	4
Maintenance of public parkway trees	10%	6	76%	8	0.0232	5
Overall cleanliness of streets/public areas	13%	5	86%	1	0.0176	6
Maintenance of the Village's retail areas	7%	7	76%	7	0.0156	7
Mowing/trimming along streets/public areas	6%	8	77%	5	0.0128	8
Maintenance of traffic signals	5%	9	83%	3	0.0081	9
Maintenance of street signs	3%	10	80%	4	0.0055	10
Maintenance of Village-owned buildings	1%	11	83%	2	0.0024	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.

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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>						
Drinking water	55%	1	87%	3	0.0733	1
Sanitation sewer services	38%	2	84%	4	0.0596	2
Residential recycling service	28%	3	89%	2	0.0303	3
Residential garbage collection	25%	4	93%	1	0.0188	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.

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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=512)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. Glenview as a place to live	57.8%	38.7%	2.1%	0.6%	0.2%	0.6%
Q1-2. Glenview as a place to raise children	64.1%	28.9%	1.2%	0.4%	0.2%	5.3%
Q1-3. Glenview as a place to work	20.1%	19.5%	20.5%	1.4%	0.4%	38.1%
Q1-4. Glenview as a place to visit	24.4%	39.1%	21.9%	4.7%	1.6%	8.4%
Q1-5. Glenview as a place to retire	20.1%	24.2%	21.5%	10.7%	7.2%	16.2%
Q1-6. Variety of recreational activities	38.1%	42.2%	13.5%	3.5%	0.8%	2.0%
Q1-7. Variety of shopping destinations	19.9%	36.3%	23.4%	15.6%	3.9%	0.8%
Q1-8. Variety of options for eating/dining	20.7%	38.5%	21.5%	14.3%	3.7%	1.4%
Q1-9. Overall quality of life in Glenview	39.8%	53.3%	4.7%	1.0%	0.2%	1.0%

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=512)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. Glenview as a place to live	58.2%	38.9%	2.2%	0.6%	0.2%
Q1-2. Glenview as a place to raise children	67.6%	30.5%	1.2%	0.4%	0.2%
Q1-3. Glenview as a place to work	32.5%	31.5%	33.1%	2.2%	0.6%
Q1-4. Glenview as a place to visit	26.7%	42.6%	23.9%	5.1%	1.7%
Q1-5. Glenview as a place to retire	24.0%	28.9%	25.6%	12.8%	8.6%
Q1-6. Variety of recreational activities	38.8%	43.0%	13.7%	3.6%	0.8%
Q1-7. Variety of shopping destinations	20.1%	36.6%	23.6%	15.7%	3.9%
Q1-8. Variety of options for eating/dining	21.0%	39.0%	21.8%	14.5%	3.8%
Q1-9. Overall quality of life in Glenview	40.2%	53.8%	4.7%	1.0%	0.2%

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. The value received for your Village tax & fees	10.5%	46.3%	23.8%	10.9%	3.5%	4.9%
Q2-2. Appearance of Village	25.2%	53.7%	12.9%	5.9%	1.0%	1.4%
Q2-3. Quality of Village services	28.5%	49.6%	14.3%	4.5%	0.6%	2.5%
Q2-4. Quality of schools	50.6%	31.3%	6.4%	1.0%	0.8%	10.0%
Q2-5. Quality of hospitals & medical services	52.3%	35.7%	6.4%	1.4%	0.2%	3.9%
Q2-6. Quality of parks & recreation services	52.1%	40.4%	4.1%	1.4%	0.2%	1.8%
Q2-7. Quality of library	62.7%	27.3%	5.3%	1.0%	0.2%	3.5%
Q2-8. Ease of access to places you usually visit	42.0%	40.4%	10.0%	3.9%	0.4%	3.3%
Q2-9. Ease of access to public transportation	30.5%	28.3%	18.4%	7.0%	0.4%	15.4%
Q2-10. Financial condition	21.3%	40.0%	19.3%	4.1%	1.2%	14.1%
Q2-11. Sense of community	25.4%	43.9%	24.2%	3.9%	1.0%	1.6%
Q2-12. Feeling of safety in your neighborhood	44.9%	44.9%	7.6%	1.2%	0.8%	0.6%
Q2-13. Feeling of safety in your community	42.2%	47.9%	7.2%	1.4%	0.4%	1.0%
Q2-14. Overall image & reputation of Glenview	41.0%	48.6%	8.2%	0.6%	0.2%	1.4%

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. The value received for your Village tax & fees	11.1%	48.7%	25.1%	11.5%	3.7%
Q2-2. Appearance of Village	25.5%	54.5%	13.1%	5.9%	1.0%
Q2-3. Quality of Village services	29.3%	50.9%	14.6%	4.6%	0.6%
Q2-4. Quality of schools	56.2%	34.7%	7.2%	1.1%	0.9%
Q2-5. Quality of hospitals & medical services	54.5%	37.2%	6.7%	1.4%	0.2%
Q2-6. Quality of parks & recreation services	53.1%	41.2%	4.2%	1.4%	0.2%
Q2-7. Quality of library	65.0%	28.3%	5.5%	1.0%	0.2%
Q2-8. Ease of access to places you usually visit	43.4%	41.8%	10.3%	4.0%	0.4%
Q2-9. Ease of access to public transportation	36.0%	33.5%	21.7%	8.3%	0.5%
Q2-10. Financial condition	24.8%	46.6%	22.5%	4.8%	1.4%
Q2-11. Sense of community	25.8%	44.6%	24.6%	4.0%	1.0%
Q2-12. Feeling of safety in your neighborhood	45.2%	45.2%	7.7%	1.2%	0.8%
Q2-13. Feeling of safety in your community	42.6%	48.3%	7.3%	1.4%	0.4%
Q2-14. Overall image & reputation of Glenview	41.6%	49.3%	8.3%	0.6%	0.2%

Q3a. Village President and Board of Trustees: 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3a-1. Ease of access to Village President & Board	8.8%	18.4%	19.9%	3.5%	1.2%	48.2%
Q3a-2. Overall responsiveness of Village President & Board to your needs	7.2%	18.2%	22.5%	5.3%	2.7%	44.1%

WITHOUT "DON'T KNOW"

Q3a. Village President and Board of Trustees: 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3a-1. Ease of access to Village President & Board	17.0%	35.5%	38.5%	6.8%	2.3%
Q3a-2. Overall responsiveness of Village President & Board to your needs	12.9%	32.5%	40.2%	9.4%	4.9%

Q3b. Village Boards and Commissions: 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3b-1. Ease of access to Commissioners	5.5%	15.0%	21.1%	3.9%	1.0%	53.5%
Q3b-2. Overall responsiveness of Village Boards & Commissions to your needs	6.1%	15.8%	22.3%	4.3%	2.1%	49.4%

WITHOUT "DON'T KNOW"

Q3b. Village Boards and Commissions: 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3b-1. Ease of access to Commissioners	11.8%	32.4%	45.4%	8.4%	2.1%
Q3b-2. Overall responsiveness of Village Boards & Commissions to your needs	12.0%	31.3%	44.0%	8.5%	4.2%

Q3c. Village Staff: 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3c-1. Ease of access to Village Staff	18.6%	33.2%	18.2%	4.1%	1.0%	25.0%
Q3c-2. Overall responsiveness of Village Staff to your needs	16.0%	31.3%	19.1%	6.4%	1.2%	26.0%

WITHOUT "DON'T KNOW"

Q3c. Village Staff: 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3c-1. Ease of access to Village Staff	24.7%	44.3%	24.2%	5.5%	1.3%
Q3c-2. Overall responsiveness of Village Staff to your needs	21.6%	42.2%	25.9%	8.7%	1.6%

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=512)

	Great deal of information	Quite a bit of information	Some information	A little information	No information	Don't know
Q4-1. Local news outlets (Glenview Announcements, Glenview Lantern, Glenview Journal, etc.)]	24.6%	42.8%	22.1%	4.7%	1.8%	4.1%
Q4-2. Village newsletter (Village of Glenview Report)	31.8%	41.0%	18.4%	3.9%	0.8%	4.1%
Q4-3. Village weekly e-newsletter (E-Glenview)	15.6%	21.7%	11.7%	2.5%	6.1%	42.4%
Q4-4. Village website (www.glenview.il.us)	15.0%	27.1%	20.1%	5.5%	3.1%	29.1%
Q4-5. Social media (Village Facebook, Twitter)	5.3%	10.7%	13.9%	5.5%	9.2%	55.5%
Q4-6. Attendance at Village Board, Commission, & other public meetings	4.7%	10.9%	12.9%	4.7%	9.4%	57.4%
Q4-7. Broadcast or web stream of Village Board & Plan Commission meetings	5.3%	9.4%	10.4%	3.1%	12.5%	59.4%
Q4-8. Glenview Television (GVTV) (cable channel 6 or 17, AT&T U-Verse, Channel 99 PEG)	5.9%	9.0%	10.9%	5.1%	13.3%	55.9%
Q4-9. Neighbors or word of mouth	10.4%	27.9%	32.8%	10.5%	4.1%	14.3%
Q4-10. Direct communication with Village personnel	5.9%	17.6%	17.6%	8.2%	13.7%	37.1%
Q4-11. Direct mail/letters/texts/emails	7.2%	21.7%	22.5%	9.0%	10.0%	29.7%
Q4-12. Other	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%

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=512)

	Great deal of information	Quite a bit of information	Some information	A little information	No information
Q4-1. Local news outlets (Glenview Announcements, Glenview Lantern, Glenview Journal, etc.)]	25.7%	44.6%	23.0%	4.9%	1.8%
Q4-2. Village newsletter (Village of Glenview Report)	33.2%	42.8%	19.1%	4.1%	0.8%
Q4-3. Village weekly e-newsletter (E-Glenview)	27.1%	37.6%	20.3%	4.4%	10.5%
Q4-4. Village website (www.glenview.il.us)	21.2%	38.3%	28.4%	7.7%	4.4%
Q4-5. Social media (Village Facebook, Twitter)	11.8%	24.1%	31.1%	12.3%	20.6%
Q4-6. Attendance at Village Board, Commission, & other public meetings	11.0%	25.7%	30.3%	11.0%	22.0%
Q4-7. Broadcast or web stream of Village Board & Plan Commission meetings	13.0%	23.1%	25.5%	7.7%	30.8%
Q4-8. Glenview Television (GVTV) (cable channel 6 or 17, AT&T U-Verse, Channel 99 PEG)	13.3%	20.4%	24.8%	11.5%	30.1%
Q4-9. Neighbors or word of mouth	12.1%	32.6%	38.3%	12.3%	4.8%
Q4-10. Direct communication with Village personnel	9.3%	28.0%	28.0%	13.0%	21.7%
Q4-11. Direct mail/letters/texts/emails	10.3%	30.8%	31.9%	12.8%	14.2%
Q4-12. Other	50.0%	0.0%	50.0%	0.0%	0.0%

Q4-12. Other

Q4-12. Other	Number	Percent
NEXTDOOR	1	50.0 %
PHONE	1	50.0 %
Total	2	100.0 %

Q5. 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Village newsletter (Village of Glenview Report)	29.9%	41.4%	17.0%	2.3%	0.2%	9.2%
Q5-2. Village's website (www.glenview.il.us)	13.5%	30.7%	20.3%	2.3%	0.6%	32.6%
Q5-3. Village's social media (Facebook, Twitter)	5.7%	8.4%	15.6%	1.8%	0.0%	68.6%
Q5-4. Village's weekly e-newsletter (E-Glenview)	10.9%	16.4%	12.5%	1.6%	0.6%	58.0%
Q5-5. GVTV programming	4.3%	9.4%	13.5%	1.2%	0.6%	71.1%
Q5-6. Village Board & Plan Commission meeting broadcasts or web streaming	5.7%	10.2%	16.0%	0.8%	0.6%	66.8%
Q5-7. Availability of information on Village services & programs	10.5%	29.3%	23.4%	2.1%	1.8%	32.8%
Q5-8. Transparency of Village information	9.0%	26.2%	26.8%	4.3%	4.1%	29.7%

WITHOUT "DON'T KNOW"

Q5. 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Village newsletter (Village of Glenview Report)	32.9%	45.6%	18.7%	2.6%	0.2%
Q5-2. Village's website (www.glenview.il.us)	20.0%	45.5%	30.1%	3.5%	0.9%
Q5-3. Village's social media (Facebook, Twitter)	18.0%	26.7%	49.7%	5.6%	0.0%
Q5-4. Village's weekly e-newsletter (E-Glenview)	26.0%	39.1%	29.8%	3.7%	1.4%
Q5-5. GVTV programming	14.9%	32.4%	46.6%	4.1%	2.0%
Q5-6. Village Board & Plan Commission meeting broadcasts or web streaming	17.1%	30.6%	48.2%	2.4%	1.8%
Q5-7. Availability of information on Village services & programs	15.7%	43.6%	34.9%	3.2%	2.6%
Q5-8. Transparency of Village information	12.8%	37.2%	38.1%	6.1%	5.8%

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Visibility of police in neighborhoods	22.5%	46.3%	19.7%	6.3%	2.3%	2.9%
Q6-2. Visibility of police in retail areas	15.4%	42.2%	26.4%	4.5%	1.4%	10.2%
Q6-3. Police response time	25.4%	32.0%	10.4%	0.8%	1.0%	30.5%
Q6-4. Efforts to prevent crime	19.1%	36.1%	16.6%	2.7%	1.0%	24.4%
Q6-5. Police safety education programs	16.2%	22.5%	16.4%	1.4%	0.6%	43.0%
Q6-6. Enforcement of traffic laws	16.8%	41.4%	22.3%	5.3%	3.1%	11.1%

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Visibility of police in neighborhoods	23.1%	47.7%	20.3%	6.4%	2.4%
Q6-2. Visibility of police in retail areas	17.2%	47.0%	29.3%	5.0%	1.5%
Q6-3. Police response time	36.5%	46.1%	14.9%	1.1%	1.4%
Q6-4. Efforts to prevent crime	25.3%	47.8%	22.0%	3.6%	1.3%
Q6-5. Police safety education programs	28.4%	39.4%	28.8%	2.4%	1.0%
Q6-6. Enforcement of traffic laws	18.9%	46.6%	25.1%	5.9%	3.5%

Q6a. Which TWO of the POLICE SERVICES items listed in Question 6 do you think should receive the most emphasis from Village leaders over the next TWO Years?

Q6a. Top choice	Number	Percent
Visibility of police in neighborhoods	158	30.9 %
Visibility of police in retail areas	28	5.5 %
Police response time	31	6.1 %
Efforts to prevent crime	147	28.7 %
Police safety education programs	28	5.5 %
Enforcement of traffic laws	41	8.0 %
None chosen	79	15.4 %
Total	512	100.0 %

Q6a. Which TWO of the POLICE SERVICES items listed in Question 6 do you think should receive the most emphasis from Village leaders over the next TWO Years?

Q6a. 2nd choice	Number	Percent
Visibility of police in neighborhoods	90	17.6 %
Visibility of police in retail areas	69	13.5 %
Police response time	59	11.5 %
Efforts to prevent crime	105	20.5 %
Police safety education programs	35	6.8 %
Enforcement of traffic laws	56	10.9 %
None chosen	98	19.1 %
Total	512	100.0 %

SUM OF TOP 2 CHOICES

Q6a. Which TWO of the POLICE SERVICES items listed in Question 6 do you think should receive the most emphasis from Village leaders over the next TWO Years? (top 2)

Q6a. Sum of top 2 choices	Number	Percent
Visibility of police in neighborhoods	248	48.4 %
Visibility of police in retail areas	97	18.9 %
Police response time	90	17.6 %
Efforts to prevent crime	252	49.2 %
Police safety education programs	63	12.3 %
Enforcement of traffic laws	97	18.9 %
None chosen	79	15.4 %
Total	926	

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall fire protection	39.1%	34.6%	4.5%	0.0%	0.0%	21.9%
Q7-2. Overall emergency medical services	43.4%	28.9%	3.3%	0.2%	0.0%	24.2%
Q7-3. Fire safety & education programs	23.8%	23.4%	10.4%	0.8%	0.4%	41.2%
Q7-4. Emergency response times	36.7%	26.0%	4.9%	0.0%	0.0%	32.4%
Q7-5. 911 services	36.1%	24.4%	3.7%	0.0%	0.0%	35.7%

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall fire protection	50.0%	44.3%	5.8%	0.0%	0.0%
Q7-2. Overall emergency medical services	57.2%	38.1%	4.4%	0.3%	0.0%
Q7-3. Fire safety & education programs	40.5%	39.9%	17.6%	1.3%	0.7%
Q7-4. Emergency response times	54.3%	38.4%	7.2%	0.0%	0.0%
Q7-5. 911 services	56.2%	38.0%	5.8%	0.0%	0.0%

Q7a. Which TWO of the FIRE AND EMERGENCY MEDICAL SERVICES items listed in Question 7 do you think should receive the most emphasis from Village leaders over the next TWO Years?

<u>Q7a. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall fire protection	93	18.2 %
Overall emergency medical services	90	17.6 %
Fire safety & education programs	54	10.5 %
Emergency response times	94	18.4 %
911 services	55	10.7 %
None chosen	126	24.6 %
Total	512	100.0 %

Q7a. Which TWO of the FIRE AND EMERGENCY MEDICAL SERVICES items listed in Question 7 do you think should receive the most emphasis from Village leaders over the next TWO Years?

<u>Q7a. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall fire protection	65	12.7 %
Overall emergency medical services	117	22.9 %
Fire safety & education programs	29	5.7 %
Emergency response times	91	17.8 %
911 services	68	13.3 %
None chosen	142	27.7 %
Total	512	100.0 %

SUM OF TOP 2 CHOICES

Q7a. Which TWO of the FIRE AND EMERGENCY MEDICAL SERVICES items listed in Question 7 do you think should receive the most emphasis from Village leaders over the next TWO Years? (top 2)

<u>Q7a. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Overall fire protection	158	30.9 %
Overall emergency medical services	207	40.4 %
Fire safety & education programs	83	16.2 %
Emergency response times	185	36.1 %
911 services	123	24.0 %
None chosen	126	24.6 %
Total	882	

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Maintenance of Village streets	17.0%	47.3%	13.3%	15.6%	4.7%	2.1%
Q8-2. Maintenance of sidewalks	14.8%	45.5%	20.9%	12.1%	2.5%	4.1%
Q8-3. Maintenance of street signs	22.3%	55.7%	15.4%	2.9%	0.8%	2.9%
Q8-4. Maintenance of traffic signals	24.8%	55.3%	14.5%	1.8%	0.8%	2.9%
Q8-5. Maintenance of Village's retail areas	19.9%	53.5%	17.2%	4.1%	1.4%	3.9%
Q8-6. Maintenance of public parkway trees	24.2%	49.6%	15.2%	6.4%	2.1%	2.3%
Q8-7. Mowing/trimming along streets & public areas	23.6%	50.0%	14.5%	6.4%	1.4%	4.1%
Q8-8. Maintenance of Village owned buildings	23.4%	49.4%	13.7%	1.0%	0.6%	11.9%
Q8-9. Plowing of Village streets	25.6%	48.8%	12.9%	7.4%	2.5%	2.7%
Q8-10. Overall cleanliness of streets & public areas	27.7%	56.8%	10.5%	2.1%	1.2%	1.6%
Q8-11. Adequacy of Village street lighting	18.0%	50.8%	15.0%	10.4%	3.5%	2.3%

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Maintenance of Village streets	17.4%	48.3%	13.6%	16.0%	4.8%
Q8-2. Maintenance of sidewalks	15.5%	47.5%	21.8%	12.6%	2.6%
Q8-3. Maintenance of street signs	22.9%	57.3%	15.9%	3.0%	0.8%
Q8-4. Maintenance of traffic signals	25.6%	56.9%	14.9%	1.8%	0.8%
Q8-5. Maintenance of Village's retail areas	20.7%	55.7%	17.9%	4.3%	1.4%
Q8-6. Maintenance of public parkway trees	24.8%	50.8%	15.6%	6.6%	2.2%
Q8-7. Mowing/trimming along streets & public areas	24.6%	52.1%	15.1%	6.7%	1.4%
Q8-8. Maintenance of Village owned buildings	26.6%	56.1%	15.5%	1.1%	0.7%
Q8-9. Plowing of Village streets	26.3%	50.2%	13.3%	7.6%	2.6%
Q8-10. Overall cleanliness of streets & public areas	28.2%	57.7%	10.7%	2.2%	1.2%
Q8-11. Adequacy of Village street lighting	18.4%	52.0%	15.4%	10.6%	3.6%

Q8a. Which TWO of the areas of MAINTENANCE listed in Question 8 do you think should receive the most emphasis from Village leaders over the next TWO Years?

<u>Q8a. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Village streets	163	31.8 %
Maintenance of sidewalks	34	6.6 %
Maintenance of street signs	4	0.8 %
Maintenance of traffic signals	12	2.3 %
Maintenance of Village's retail areas	14	2.7 %
Maintenance of public parkway trees	16	3.1 %
Mowing/trimming along streets & public areas	9	1.8 %
Maintenance of Village owned buildings	1	0.2 %
Plowing of Village streets	89	17.4 %
Overall cleanliness of streets & public areas	20	3.9 %
Adequacy of Village street lighting	56	10.9 %
None chosen	94	18.4 %
Total	512	100.0 %

Q8a. Which TWO of the areas of MAINTENANCE listed in Question 8 do you think should receive the most emphasis from Village leaders over the next TWO Years?

<u>Q8a. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Village streets	67	13.1 %
Maintenance of sidewalks	64	12.5 %
Maintenance of street signs	10	2.0 %
Maintenance of traffic signals	12	2.3 %
Maintenance of Village's retail areas	20	3.9 %
Maintenance of public parkway trees	33	6.4 %
Mowing/trimming along streets & public areas	19	3.7 %
Maintenance of Village owned buildings	6	1.2 %
Plowing of Village streets	83	16.2 %
Overall cleanliness of streets & public areas	44	8.6 %
Adequacy of Village street lighting	31	6.1 %
None chosen	123	24.0 %
Total	512	100.0 %

SUM OF TOP 2 CHOICES**Q8a. Which TWO of the areas of MAINTENANCE listed in Question 8 do you think should receive the most emphasis from Village leaders over the next TWO Years? (top 2)**

Q8a. Sum of top 2 choices	Number	Percent
Maintenance of Village streets	230	44.9 %
Maintenance of sidewalks	98	19.1 %
Maintenance of street signs	14	2.7 %
Maintenance of traffic signals	24	4.7 %
Maintenance of Village's retail areas	34	6.6 %
Maintenance of public parkway trees	49	9.6 %
Mowing/trimming along streets & public areas	28	5.5 %
Maintenance of Village owned buildings	7	1.4 %
Plowing of Village streets	172	33.6 %
Overall cleanliness of streets & public areas	64	12.5 %
Adequacy of Village street lighting	87	17.0 %
None chosen	94	18.4 %
Total	901	

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Residential garbage collection service	48.8%	41.4%	4.9%	2.0%	0.4%	2.5%
Q9-2. Residential recycling service	44.1%	41.4%	7.2%	2.5%	0.8%	3.9%
Q9-3. Sanitation sewer services	33.6%	40.8%	11.9%	2.0%	0.2%	11.5%
Q9-4. Drinking water	41.4%	39.8%	9.8%	2.7%	0.0%	6.3%

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Residential garbage collection service	50.1%	42.5%	5.0%	2.0%	0.4%
Q9-2. Residential recycling service	45.9%	43.1%	7.5%	2.6%	0.8%
Q9-3. Sanitation sewer services	38.0%	46.1%	13.5%	2.2%	0.2%
Q9-4. Drinking water	44.2%	42.5%	10.4%	2.9%	0.0%

Q9a. Which TWO of the UTILITY SERVICES listed in Question 9 do you think should receive the most emphasis from Village leaders over the next TWO Years?

Q9a. Top choice	Number	Percent
Residential garbage collection service	60	11.7 %
Residential recycling service	63	12.3 %
Sanitation sewer services	68	13.3 %
Drinking water	197	38.5 %
None chosen	124	24.2 %
Total	512	100.0 %

Q9a. Which TWO of the UTILITY SERVICES listed in Question 9 do you think should receive the most emphasis from Village leaders over the next TWO Years?

Q9a. 2nd choice	Number	Percent
Residential garbage collection service	70	13.7 %
Residential recycling service	78	15.2 %
Sanitation sewer services	124	24.2 %
Drinking water	85	16.6 %
None chosen	155	30.3 %
Total	512	100.0 %

SUM OF TOP 2 CHOICES

Q9a. Which TWO of the UTILITY SERVICES listed in Question 9 do you think should receive the most emphasis from Village leaders over the next TWO Years? (top 2)

Q9a. Sum of top 2 choices	Number	Percent
Residential garbage collection service	130	25.4 %
Residential recycling service	141	27.5 %
Sanitation sewer services	192	37.5 %
Drinking water	282	55.1 %
None chosen	124	24.2 %
Total	869	

Q10a. Downtown Station: 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10a-1. Daily fee parking availability	10.2%	21.5%	14.5%	6.1%	3.5%	44.3%
Q10a-2. Permit parking availability	10.4%	18.2%	13.5%	4.3%	1.8%	52.0%
Q10a-3. Building maintenance	17.2%	36.5%	12.9%	1.4%	0.4%	31.6%

WITHOUT "DON'T KNOW"

Q10a. Downtown Station: 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10a-1. Daily fee parking availability	18.2%	38.6%	26.0%	10.9%	6.3%
Q10a-2. Permit parking availability	21.5%	37.8%	28.0%	8.9%	3.7%
Q10a-3. Building maintenance	25.1%	53.4%	18.9%	2.0%	0.6%

Q10b. The Glen of North 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10b-1. Daily fee parking availability	13.7%	17.8%	9.6%	1.4%	1.0%	56.6%
Q10b-2. Permit parking availability	10.5%	15.2%	9.8%	1.0%	0.2%	63.3%
Q10b-3. Building maintenance	16.4%	24.4%	10.0%	0.4%	0.6%	48.2%

WITHOUT "DON'T KNOW"

Q10b. The Glen of North 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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10b-1. Daily fee parking availability	31.5%	41.0%	22.1%	3.2%	2.3%
Q10b-2. Permit parking availability	28.7%	41.5%	26.6%	2.7%	0.5%
Q10b-3. Building maintenance	31.7%	47.2%	19.2%	0.8%	1.1%

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Weather related services (fallen trees/branches, flooded streets, snow plowing, etc.)	19.9%	51.2%	14.6%	5.9%	1.4%	7.0%
Q11-2. Code enforcement (unkempt properties, grass & weed control, sign violations, etc.)	11.7%	31.4%	26.4%	7.2%	1.4%	21.9%
Q11-3. Building permit/review process	8.6%	23.4%	22.3%	6.4%	3.1%	36.1%
Q11-4. Building permit inspection process	8.4%	22.7%	21.7%	5.3%	3.1%	38.9%

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=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Weather related services (fallen trees/branches, flooded streets, snow plowing, etc.)	21.4%	55.0%	15.8%	6.3%	1.5%
Q11-2. Code enforcement (unkempt properties, grass & weed control, sign violations, etc.)	15.0%	40.3%	33.8%	9.3%	1.8%
Q11-3. Building permit/review process	13.5%	36.7%	34.9%	10.1%	4.9%
Q11-4. Building permit inspection process	13.7%	37.1%	35.5%	8.6%	5.1%

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

(N=512)

	Very high priority	High priority	Neutral	Low priority	Very low priority	Don't know
Q12-1. Overall quality of services provided by Village	35.7%	45.5%	12.3%	1.0%	0.0%	5.5%
Q12-2. Flood prevention	40.0%	35.7%	14.5%	2.3%	0.8%	6.6%
Q12-3. Biking lanes & trails	18.6%	36.3%	28.3%	7.6%	2.7%	6.4%
Q12-4. Village sidewalks/walkability	31.1%	43.8%	17.6%	1.8%	0.6%	5.3%
Q12-5. Crime prevention	56.3%	29.1%	8.2%	1.4%	0.4%	4.7%
Q12-6. Traffic congestion	39.3%	36.9%	15.6%	3.3%	0.4%	4.5%
Q12-7. A balanced Village budget	46.3%	30.7%	13.3%	1.8%	0.4%	7.6%
Q12-8. Job creation	13.7%	25.0%	31.3%	11.7%	5.5%	12.9%
Q12-9. Business Recruitment & Retention (new retail & commercial businesses, offices, medical facilities, banks, etc.)	32.6%	34.4%	18.8%	3.7%	1.6%	9.0%
Q12-10. Diversity of housing choices	14.3%	30.1%	28.7%	10.5%	9.8%	6.6%
Q12-11. Environmental protection	31.6%	34.0%	19.5%	5.3%	2.7%	6.8%
Q12-12. Arts & cultural amenities/special events	16.6%	37.9%	27.9%	8.2%	3.9%	5.5%
Q12-13. Green space	27.7%	39.6%	21.7%	4.5%	1.6%	4.9%
Q12-14. Historic preservation	21.1%	32.4%	28.3%	8.8%	3.7%	5.7%
Q12-15. Overall quality of life	50.6%	34.4%	9.4%	0.6%	0.8%	4.3%
Q12-16. Planning for the future	45.5%	36.3%	9.8%	1.8%	0.8%	5.9%

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," please rank the importance of the following issues: (without "don't know")

(N=512)

	Very high priority	High priority	Neutral	Low priority	Very low priority
Q12-1. Overall quality of services provided by Village	37.8%	48.1%	13.0%	1.0%	0.0%
Q12-2. Flood prevention	42.9%	38.3%	15.5%	2.5%	0.8%
Q12-3. Biking lanes & trails	19.8%	38.8%	30.3%	8.1%	2.9%
Q12-4. Village sidewalks/walkability	32.8%	46.2%	18.6%	1.9%	0.6%
Q12-5. Crime prevention	59.0%	30.5%	8.6%	1.4%	0.4%
Q12-6. Traffic congestion	41.1%	38.7%	16.4%	3.5%	0.4%
Q12-7. A balanced Village budget	50.1%	33.2%	14.4%	1.9%	0.4%
Q12-8. Job creation	15.7%	28.7%	35.9%	13.5%	6.3%
Q12-9. Business Recruitment & Retention (new retail & commercial businesses, offices, medical facilities, banks, etc.)	35.8%	37.8%	20.6%	4.1%	1.7%
Q12-10. Diversity of housing choices	15.3%	32.2%	30.8%	11.3%	10.5%
Q12-11. Environmental protection	34.0%	36.5%	21.0%	5.7%	2.9%
Q12-12. Arts & cultural amenities/ special events	17.6%	40.1%	29.5%	8.7%	4.1%
Q12-13. Green space	29.2%	41.7%	22.8%	4.7%	1.6%
Q12-14. Historic preservation	22.4%	34.4%	30.0%	9.3%	3.9%
Q12-15. Overall quality of life	52.9%	35.9%	9.8%	0.6%	0.8%
Q12-16. Planning for the future	48.3%	38.6%	10.4%	1.9%	0.8%

Q12a. Which TWO of the COMMUNITY PRIORITIES listed in Question 12 do you think should receive the most emphasis from Village leaders over the next TWO Years?

<u>Q12a. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by Village	60	11.7 %
Flood prevention	55	10.7 %
Biking lanes & trails	10	2.0 %
Village sidewalks/walkability	10	2.0 %
Crime prevention	78	15.2 %
Traffic congestion	47	9.2 %
A balanced Village budget	51	10.0 %
Job creation	4	0.8 %
Business Recruitment & Retention (new retail & commercial businesses, offices, medical facilities, banks, etc.)	38	7.4 %
Diversity of housing choices	12	2.3 %
Environmental protection	20	3.9 %
Arts & cultural amenities/special events	4	0.8 %
Green space	10	2.0 %
Historic preservation	1	0.2 %
Overall quality of life	13	2.5 %
Planning for the future	21	4.1 %
None chosen	78	15.2 %
Total	512	100.0 %

Q12a. Which TWO of the COMMUNITY PRIORITIES listed in Question 12 do you think should receive the most emphasis from Village leaders over the next TWO Years?

<u>Q12a. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by Village	25	4.9 %
Flood prevention	34	6.6 %
Biking lanes & trails	12	2.3 %
Village sidewalks/walkability	17	3.3 %
Crime prevention	59	11.5 %
Traffic congestion	52	10.2 %
A balanced Village budget	44	8.6 %
Job creation	7	1.4 %
Business Recruitment & Retention (new retail & commercial businesses, offices, medical facilities, banks, etc.)	31	6.1 %
Diversity of housing choices	18	3.5 %
Environmental protection	31	6.1 %
Arts & cultural amenities/special events	9	1.8 %
Green space	16	3.1 %
Historic preservation	1	0.2 %
Overall quality of life	36	7.0 %
Planning for the future	24	4.7 %
None chosen	96	18.8 %
Total	512	100.0 %

SUM OF TOP 2 CHOICES

Q12a. Which TWO of the COMMUNITY PRIORITIES listed in Question 12 do you think should receive the most emphasis from Village leaders over the next TWO Years? (top 2)

Q12a. Sum of top 2 choices	Number	Percent
Overall quality of services provided by Village	85	16.6 %
Flood prevention	89	17.4 %
Biking lanes & trails	22	4.3 %
Village sidewalks/walkability	27	5.3 %
Crime prevention	137	26.8 %
Traffic congestion	99	19.3 %
A balanced Village budget	95	18.6 %
Job creation	11	2.1 %
Business Recruitment & Retention (new retail & commercial businesses, offices, medical facilities, banks, etc.)	69	13.5 %
Diversity of housing choices	30	5.9 %
Environmental protection	51	10.0 %
Arts & cultural amenities/special events	13	2.5 %
Green space	26	5.1 %
Historic preservation	2	0.4 %
Overall quality of life	49	9.6 %
Planning for the future	45	8.8 %
None chosen	78	15.2 %
Total	928	

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

Q13. Have you called or visited Village during past year	Number	Percent
Yes	222	43.4 %
No	290	56.6 %
Total	512	100.0 %

Q13a. (If "YES" to Question 13) How did you communicate with the person you contacted?

Q13a. How did you communicate with the person you contacted	Number	Percent
Phone	120	54.1 %
Email	31	14.0 %
Online service portal (website)	7	3.2 %
Mobile app	2	0.9 %
In person	50	22.5 %
911	9	4.1 %
Not provided	3	1.4 %
Total	222	100.0 %

WITHOUT "NOT PROVIDED"

Q13a. (If "YES" to Question 13) How did you communicate with the person you contacted? (without "not provided")

Q13a. How did you communicate with the person you contacted	Number	Percent
Phone	120	54.8 %
Email	31	14.2 %
Online service portal (website)	7	3.2 %
Mobile app	2	0.9 %
In person	50	22.8 %
911	9	4.1 %
Total	219	100.0 %

Q13b. (If "YES" to Question 13) Which TWO methods listed in Question 13a are your most preferred ways to communicate with the Village?

Q13b. Top choice	Number	Percent
Phone	127	57.2 %
Email	48	21.6 %
Online service portal (website)	11	5.0 %
In person	25	11.3 %
911	2	0.9 %
None chosen	9	4.1 %
Total	222	100.0 %

Q13b. (If "YES" to Question 13) Which TWO methods listed in Question 13a are your most preferred ways to communicate with the Village?

Q13b. 2nd choice	Number	Percent
Phone	53	23.9 %
Email	72	32.4 %
Online service portal (website)	18	8.1 %
Mobile app	6	2.7 %
In person	46	20.7 %
911	8	3.6 %
None chosen	19	8.6 %
Total	222	100.0 %

SUM OF TOP 2 CHOICES

Q13b. (If "YES" to Question 13) Which TWO methods listed in Question 13a are your most preferred ways to communicate with the Village? (top 2)

Q13b. Sum of top 2 choices	Number	Percent
Phone	180	81.1 %
Email	120	54.1 %
Online service portal (website)	29	13.1 %
Mobile app	6	2.7 %
In person	71	32.0 %
911	10	4.5 %
None chosen	9	4.1 %
Total	425	

Q13c. (If "YES" to Question 13) What department responded to your question or concern?

Q13c. What department responded to your question or concern	Number	Percent
Finance/Administrative Services (general inquiries, police record requests, finances, water billing)	25	11.3 %
Community Development (engineering, building permits, development plans, zoning & variances, flood prevention)	81	36.5 %
911 Dispatch	15	6.8 %
Fire (fire prevention, emergency medical services, etc.)	11	5.0 %
Police (crime prevention, traffic enforcement, etc.)	43	19.4 %
Public Works (snow removal, tree trimming, tree planting, street maintenance, etc.)	101	45.5 %
Village Manager's Office (FOIA requests)	13	5.9 %
Other	14	6.3 %
Total	303	

Q13c-8. Other

Q13c-8. Other	Number	Percent
Buiding & Zoning	1	7.1 %
Sharing services	1	7.1 %
Animal control	1	7.1 %
COMMUTER PARKING	1	7.1 %
Neighbor, complaint about violations	1	7.1 %
TRUSTEES	1	7.1 %
City Hall recycling	1	7.1 %
Main village phone number	1	7.1 %
REPORT VIOLATION OF RESTAURANT HEALTH MANAGEMENT DEPT	1	7.1 %
GLENVIEW WATER	1	7.1 %
ANIMAL REMOVAL	1	7.1 %
RESOLUTION CTR	1	7.1 %
BUSINESS LICENSE	1	7.1 %
NON EMERGENCY ANIMAL CONTROL	1	7.1 %
Total	14	100.0 %

Q13d. (If "YES" to Question 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:"

(N=222)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13d-1. They were courteous & polite	55.0%	27.9%	7.7%	3.6%	2.7%	3.2%
Q13d-2. They gave prompt, accurate, & complete answers to questions	47.7%	25.2%	11.7%	8.1%	4.1%	3.2%
Q13d-3. They responded to your request in a timely manner	43.2%	27.9%	10.8%	9.0%	6.8%	2.3%
Q13d-4. They helped you resolve the issue	41.0%	25.7%	10.8%	7.2%	11.3%	4.1%

WITHOUT "DON'T KNOW"

Q13d. (If "YES" to Question 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:" (without "don't know")

(N=222)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13d-1. They were courteous & polite	56.7%	28.8%	7.9%	3.7%	2.8%
Q13d-2. They gave prompt, accurate, & complete answers to questions	49.3%	26.0%	12.1%	8.4%	4.2%
Q13d-3. They responded to your request in a timely manner	44.2%	28.6%	11.1%	9.2%	6.9%
Q13d-4. They helped you resolve the issue	42.7%	26.8%	11.3%	7.5%	11.7%

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

Q15. How many years have you lived in Village of Glenview	Number	Percent
0-5	63	12.3 %
6-10	50	9.8 %
11-15	60	11.7 %
16-20	70	13.7 %
21-30	106	20.7 %
31+	141	27.5 %
Not provided	22	4.3 %
Total	512	100.0 %

WITHOUT "NOT PROVIDED"

Q15. Approximately how many years have you lived in the Village of Glenview? (without "not provided")

Q15. How many years have you lived in Village of Glenview	Number	Percent
0-5	63	12.9 %
6-10	50	10.2 %
11-15	60	12.2 %
16-20	70	14.3 %
21-30	106	21.6 %
31+	141	28.8 %
Total	490	100.0 %

Q16. What is your age?

Q16. Your age	Number	Percent
18-34	89	17.4 %
35-44	100	19.5 %
45-54	107	20.9 %
55-64	101	19.7 %
65+	95	18.6 %
Not provided	20	3.9 %
Total	512	100.0 %

WITHOUT "NOT PROVIDED"

Q16. What is your age? (without "not provided")

Q16. Your age	Number	Percent
18-34	89	18.1 %
35-44	100	20.3 %
45-54	107	21.7 %
55-64	101	20.5 %
65+	95	19.3 %
Total	492	100.0 %

Q17. Which of the following best describes your race/ethnicity?

<u>Q17. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
White/Caucasian	424	82.8 %
Black/African American	8	1.6 %
Asian/Pacific Islander	66	12.9 %
American Indian/Eskimo	1	0.2 %
Hispanic/Latino	35	6.8 %
Other	3	0.6 %
Total	537	

Q17-6. Other

<u>Q17-6. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	3	100.0 %
Total	3	100.0 %

Q18. Your gender:

<u>Q18. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	249	48.6 %
Female	254	49.6 %
Not provided	9	1.8 %
Total	512	100.0 %

WITHOUT "NOT PROVIDED"

Q18. Your gender: (without "not provided")

<u>Q18. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	249	49.5 %
Female	254	50.5 %
Total	503	100.0 %

Section 5:
Survey Instrument



The Village of Glenview

Village of Glenview 2019 Citizen Survey

August 2019

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 2019 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.glenviewsurvey.org.

If you have any questions, please contact Zhanna Badasyan (847) 904-4137 or by email to zbadasyan@glenview.il.us.

Thank you in advance for your time and participation.

Sincerely,

Jim Patterson
Village President



2019 Village of Glenview Community Survey

Welcome to the Village of Glenview’s Community Survey for 2019. 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 Zhanna Badasyan at the Village of Glenview at (847) 904-4137.

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
1. Glenview as a place to live.....	5	4	3	2	1	9
2. Glenview as a place to raise children.....	5	4	3	2	1	9
3. Glenview as a place to work.....	5	4	3	2	1	9
4. Glenview as a place to visit.....	5	4	3	2	1	9
5. Glenview as a place to retire.....	5	4	3	2	1	9
6. Variety of recreational activities.....	5	4	3	2	1	9
7. Variety of shopping destinations.....	5	4	3	2	1	9
8. Variety of options for eating/dining.....	5	4	3	2	1	9
9. 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
01. The value received for your Village tax dollars and fees.....	5	4	3	2	1	9
02. Appearance of the Village.....	5	4	3	2	1	9
03. Quality of Village services.....	5	4	3	2	1	9
04. Quality of schools.....	5	4	3	2	1	9
05. Quality of hospitals and medical services.....	5	4	3	2	1	9
06. Quality of parks and recreation services.....	5	4	3	2	1	9
07. Quality of the library.....	5	4	3	2	1	9
08. Ease of access to places you usually visit.....	5	4	3	2	1	9
09. Ease of access to public transportation.....	5	4	3	2	1	9
10. Financial condition.....	5	4	3	2	1	9
11. Sense of community.....	5	4	3	2	1	9
12. Feeling of safety in your neighborhood.....	5	4	3	2	1	9
13. Feeling of safety in your community.....	5	4	3	2	1	9
14. 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

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

Village Boards and Commissions

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

Village Staff

- | | | | | | | |
|---|---|---|---|---|---|---|
| 5. Ease of access to the Village Staff..... | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. 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
--	------------------------------	-------------------------------	---------------------	-------------------------	-------------------	---------------

- | | | | | | | |
|---|---|---|---|---|---|---|
| 01. Local news outlets (<i>Glenview Announcements, Glenview Lantern, Glenview Journal, etc.</i>)..... | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Village newsletter (Village of Glenview Report).... | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Village weekly e-newsletter (E-Glenview)..... | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Village website (www.glenview.il.us)..... | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Social media (Village Facebook, Twitter) | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Attendance at Village Board, Commission,
and other public meetings | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Broadcast or web stream of Village Board and
Plan Commission meetings | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Glenview Television (GVTV) (cable channel 6 or 17,
AT&T U-Verse, Channel 99 PEG) | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Neighbors or word of mouth..... | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Direct communication with Village personnel .. | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Direct mail/letters/texts/emails..... | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. Other: _____ | 5 | 4 | 3 | 2 | 1 | 9 |

5. 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
1. Village newsletter (Village of Glenview Report)	5	4	3	2	1	9
2. Village’s website (www.glenview.il.us).....	5	4	3	2	1	9
3. Village’s social media (Facebook, Twitter).....	5	4	3	2	1	9
4. Village’s weekly e-newsletter (E-Glenview).....	5	4	3	2	1	9
5. GVTV programming	5	4	3	2	1	9
6. Village Board and Plan Commission meeting broadcasts or web streaming	5	4	3	2	1	9
7. Availability of information on Village services and programs	5	4	3	2	1	9
8. 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
1. Visibility of police in neighborhoods.....	5	4	3	2	1	9
2. Visibility of police in retail areas	5	4	3	2	1	9
3. Police response time	5	4	3	2	1	9
4. Efforts to prevent crime.....	5	4	3	2	1	9
5. Police safety education programs.....	5	4	3	2	1	9
6. 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 numbers 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
1. Overall fire protection	5	4	3	2	1	9
2. Overall emergency medical services.....	5	4	3	2	1	9
3. Fire safety and education programs	5	4	3	2	1	9
4. Emergency response times.....	5	4	3	2	1	9
5. 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 numbers 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
01. Maintenance of Village streets.....	5	4	3	2	1	9
02. Maintenance of sidewalks.....	5	4	3	2	1	9
03. Maintenance of street signs	5	4	3	2	1	9
04. Maintenance of traffic signals	5	4	3	2	1	9
05. Maintenance of the Village’s retail areas	5	4	3	2	1	9
06. Maintenance of public parkway trees	5	4	3	2	1	9
07. Mowing/trimming along streets and public areas.....	5	4	3	2	1	9
08. Maintenance of Village-owned buildings	5	4	3	2	1	9
09. Plowing of Village streets	5	4	3	2	1	9
10. Overall cleanliness of streets and public areas.....	5	4	3	2	1	9
11. 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 numbers 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
1. Residential garbage collection service	5	4	3	2	1	9
2. Residential recycling service	5	4	3	2	1	9
3. Sanitation sewer services	5	4	3	2	1	9
4. 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 numbers 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
--	----------------	-----------	---------	--------------	-------------------	------------

Downtown Station

1. Daily fee parking availability	5	4	3	2	1	9
2. Permit parking availability	5	4	3	2	1	9
3. Building maintenance.....	5	4	3	2	1	9

The Glen of North Glenview

4. Daily fee parking availability	5	4	3	2	1	9
5. Permit parking availability	5	4	3	2	1	9
6. 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
1. Weather related services (fallen trees/branches, flooded streets, snow plowing, etc.)	5	4	3	2	1	9
2. Code enforcement (unkempt properties, grass & weed control, sign violations, etc.)	5	4	3	2	1	9
3. Building permit/review process	5	4	3	2	1	9
4. Building permit inspection process	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
01. Overall quality of services provided by the Village	5	4	3	2	1	9
02. Flood prevention	5	4	3	2	1	9
03. Biking lanes and trails	5	4	3	2	1	9
04. Village sidewalks/walkability	5	4	3	2	1	9
05. Crime prevention	5	4	3	2	1	9
06. Traffic congestion	5	4	3	2	1	9
07. A balanced Village budget	5	4	3	2	1	9
08. Job creation	5	4	3	2	1	9
09. Business Recruitment and Retention (new retail & commercial businesses, offices, medical facilities, banks, etc.)	5	4	3	2	1	9
10. Diversity of housing choices	5	4	3	2	1	9
11. Environmental protection	5	4	3	2	1	9
12. Arts and cultural amenities/Special events	5	4	3	2	1	9
13. Green space	5	4	3	2	1	9
14. Historic preservation	5	4	3	2	1	9
15. Overall quality of life	5	4	3	2	1	9
16. Planning for the future	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 numbers 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 | ____(4) Mobile App |
| ____(2) E-mail | ____(5) In Person |
| ____(3) Online service portal (website) | ____(6) 911 |

13b. Which TWO methods listed above in Q13a are your most preferred ways to communicate with the Village? [Write in the corresponding numbers from question 13a.]

1st ____ 2nd ____

13c. [Only complete if "YES" to 13] **What department responded to your question or concern?** [Check all that apply]

- | | |
|---|--|
| <input type="checkbox"/> (1) Finance/Administrative Services (general inquiries, police record requests, finances, water billing) | <input type="checkbox"/> (4) Fire (fire prevention, emergency medical services, etc.) |
| <input type="checkbox"/> (2) Community Development (engineering, building permits, development plans, zoning & variances, flood prevention) | <input type="checkbox"/> (5) Police (crime prevention, traffic enforcement, etc.) |
| <input type="checkbox"/> (3) 911 Dispatch | <input type="checkbox"/> (6) Public Works (snow removal, tree trimming, tree planting, street maintenance, etc.) |
| | <input type="checkbox"/> (7) Village Manager's Office (FOIA requests) |
| | <input type="checkbox"/> (8) 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
1. They were courteous and polite	5	4	3	2	1	9
2. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3. They responded to your request in a timely manner.....	5	4	3	2	1	9
4. They helped you resolve the issue.....	5	4	3	2	1	9

14. Use the space below to provide any additional comments you would like to share with the Village.

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)

- | | |
|---|---|
| <input type="checkbox"/> (1) White/Caucasian | <input type="checkbox"/> (4) American Indian/Eskimo |
| <input type="checkbox"/> (2) Black/African American | <input type="checkbox"/> (5) Hispanic/Latino |
| <input type="checkbox"/> (3) Asian/Pacific Islander | <input type="checkbox"/> (6) Other: _____ |

18. 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 Circle
 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.