

2023 Village of Glencoe Community Survey
Findings Report

Presented to the Village of Glencoe, Illinois

April 2023

ETC INSTITUTE

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Executive Summary

2023 Village of Glencoe Community Survey
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Purpose

During March and April of 2023, ETC Institute administered a community survey for the Village of Glencoe. The purpose of the survey was to gather input from residents as part of the Village's ongoing effort to involve citizens in long-range planning and budget decisions. This is the third community survey ETC Institute has administered for the Village of Glencoe; previous surveys were conducted in 2015 and 2019.

Methodology

A seven-page survey was mailed to all households in the Village of Glencoe. 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 complete the survey online. Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by text message to encourage participation.

The goal was to receive at least 400 completed surveys. This goal was far exceeded, with a total of 542 households completing a survey. The results for the sample of 542 households have a 95% level of confidence with a precision of at least +/- 4.2%.

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 survey results (Section 1)
- benchmarking data that show how the results for the Village of Glencoe 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)

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Major Findings

Quality of life in the Village. Nearly all (99%) of the residents surveyed, who had an opinion, rated the Village of Glencoe as an excellent or good place to live; 98% rated the overall quality of life in the Village as excellent or good, and 98% rated the Village as an excellent or good place to raise children.

Perceptions and Characteristics of the Village. Most residents have a very positive perception of the Village of Glencoe. Ninety-eight percent (98%) 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 feeling of safety in Glencoe. Other areas that received ratings of "very satisfied" or "satisfied" included: access to green space (98%), overall image and reputation of Glencoe (97%), appearance of the Village (95%), walkability to downtown and other amenities (95%), quality of parks and recreation services (94%), quality of schools (94%), and quality of the library (94%).

Village Services. Ninety-seven percent (97%) of the 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 overall quality of Village services; 87% were satisfied with the responsiveness of Village staff, and 87% were satisfied with the ease of access to Village staff.

Look, Feel and Maintenance of the Village. Ninety-seven percent (97%) 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 overall cleanliness of streets and public areas in Glencoe. Other areas that received ratings of "very satisfied" or "satisfied" included: maintenance of the Village's downtown (96%), snow plowing of Village streets (96%), maintenance of Village streets (93%), and mowing/trimming along streets and public areas (91%).

Based on the sum of their top three choices, the maintenance services that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) maintenance of Village streets, (2) maintenance of the Village's downtown, and (3) maintenance of sidewalks.

Building Permits and Construction in the Village. Sixty-seven percent (67%) 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 permitted residential construction work days and hours. Other areas that received ratings of "very satisfied" or "satisfied" included: process to submit building permit application (66%), permitted residential landscape work days/hours (66%), and electronic permit submission process (64%).

Garbage, Recycling and Special Collection Services. Ninety-two percent (92%) 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 garbage collection service; 91% were "very satisfied" or "satisfied" with recycling collection service; 90% were "very satisfied" or "satisfied" with Village annual spring cleanup day, and 89% were "very satisfied" or "satisfied" with curbside leaf collection.

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Utility Services. Ninety-six percent (96%) 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 overall quality of water utility services; 92% were "very satisfied" or "satisfied" with the ease of paying their water bill, and 91% were "very satisfied" or "satisfied" with the taste of drinking (tap) water.

Glencoe Golf Club. Forty-two percent (42%) of residents surveyed, who provided a response, indicated they play golf. Of those who play golf, 47% who responded indicated they use the Glencoe Golf Club most frequently; 29% use a private club, and 23% use another public golf course.

Of the 42% who play golf, 50% who provided a response indicated they played 11 times or more last season; 18% played 6 to 10 times, and 32% played golf 1 to 5 times last season. Of the 42% who play golf, nearly two-thirds (64%) indicated they would use the club's public driving range more often if it was a full-service driving range.

More than half (57%) of the respondents, who had an opinion, indicated they would visit the Glencoe Golf Club the same amount if residents of Cook County were offered a discounted rate; 36% would visit more, and 7% indicated they would visit less.

Public Safety Services. Ninety-seven percent (97%) 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 emergency medical services. For the other public safety services that were rated, residents who had an opinion gave a rating of "very satisfied" or "satisfied" (rating of 4 or 5 on a 5-point scale) with: quality of fire protection services (97%), quality of fire emergency response times (97%), quality of EMS emergency response times (96%), and quality of police response times (95%).

Based on the sum of their top three choices, the public safety services that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) efforts to prevent serious crimes, (2) visibility of Public Safety in neighborhoods, and (3) efforts to prevent lesser crimes.

Of the residents who used 911 service, 99% who had an opinion gave a rating of "very satisfied" or "satisfied" (rating of 4 or 5 on a 5-point scale) with emergency service response time, and 72% were "very satisfied" or "satisfied" with the speed with which their call was answered.

Village Communications. Eighty-nine percent (89%) 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 overall effectiveness of communication. Other areas that received ratings of "very satisfied" or "satisfied" included: quality of the Village's e-mail newsletter (Village eNews) (89%), availability of information about programs and services (89%), and the Village's website (87%).

When asked about their preferred sources of information about Village activities and services, the sources residents indicated they preferred most included: Inside Glencoe Newsletter (68%), the Village weekly eNews (65%), and the Village website (52%).

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Customer Service. More than half (52%) of the residents surveyed indicated they had called or visited the Village with a question, problem, or complaint during the past year. Of those, 91% who had an opinion indicated it was "very easy" or "somewhat easy" to contact the person they needed to reach.

Of the 52% of residents who indicated they had contacted the Village during the past year, 54% did so by phone, 31% in person, and 16% by e-mail.

When asked about their level of agreement with various aspects of customer service, residents indicated they "strongly agreed" or "agreed" with the following: Village employees were courteous and polite (98%), employees gave prompt, accurate, and complete answers to questions (92%), and employees responded in a timely manner (90%).

Community Priorities. When residents were asked to rank various priorities in the community, the areas that were deemed "very high" or "high" priorities included: overall quality of life (95%), crime prevention (95%), quality of services provided (94%), a balanced Village budget (87%), and flood prevention and stormwater management (87%).

Other Findings

- Ninety-seven percent (97%) of residents surveyed, who had an opinion, indicated protection of water, ravines and trees was "very important" or "important" (rating of 4 or 5 on a 5-point scale) when it comes to environmental sustainability. Other environmental initiatives that residents who had an opinion felt were "very important" or "important" included: recycling, waste management, and composting (90%), reduction of single-use plastics (85%), installation of rain gardens, etc. (84%), and resource conservation (water, energy) (83%).

- Residents were asked their level of agreement with various statements regarding diversity, equity and inclusion in the Village. Most respondents (94%), who had an opinion, "strongly agree" or "agree" that they feel welcomed in Glencoe. Other statements in which residents "strongly agree" or "agree" include: the Village as a government is welcoming and inclusive (85%), the Village as a government treats all individuals equally (84%), and the Glencoe community recognizes and respects diverse people (74%).

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Trends

From 2019 to 2023, satisfaction ratings improved or stayed the same in 102 of the 115 areas that were assessed. Listed in the table below are the areas that showed significant improvement (increase of 5% or more) since 2019.

Service	2019	2023	Difference	Category
Village's social media	59%	80%	21%	Communications
Village Board meeting web streaming	50%	71%	21%	Communications
Interactive Village maps (GIS)	55%	71%	16%	Communications
Glencoe as a place to work	50%	65%	15%	Quality of Life
Presence of historic structures	60%	74%	14%	Perceptions & Characteristics
Effectiveness of historic preservation regulations *("Strength of historic preservation regulations" on 2019 survey)*	50%	63%	13%	Building Permits & Construction
Village Board and committee/commission calendars/agendas/minutes	62%	75%	13%	Communications
Ease of completing regulatory processes	38%	49%	11%	Building Permits & Construction
The inquiry was resolved by first employee	69%	79%	10%	Customer Service
Variety of shopping opportunities	35%	45%	10%	Quality of Life
Process to submit building permit application	56%	66%	10%	Building Permits & Construction
Time to obtain building permit after applying	50%	60%	10%	Building Permits & Construction
Curbside leaf collection	79%	89%	10%	Garbage, Recycling & Special Collection
Overall effectiveness of communication	79%	89%	10%	Communications
Availability of info about programs/services	79%	89%	10%	Communications
Annual budget documents	62%	72%	10%	Communications
Smart911	71%	80%	9%	Communications
Level of public involvement in decision making	58%	67%	9%	Communications
Adequacy of street lighting in residential areas	66%	75%	9%	Look, Feel & Maintenance of Village
Snow plowing of sidewalks	71%	79%	8%	Look, Feel & Maintenance of Village
Quality of information and/or instructions given	89%	97%	8%	911 Services
Village's weekly e-mail newsletter (Village eNews)	81%	89%	8%	Communications
Village's website	79%	87%	8%	Communications
They gave prompt/accurate/complete answers	85%	92%	7%	Customer Service
Variety of options for eating/dining	37%	44%	7%	Quality of Life
Sense of community	76%	83%	7%	Perceptions & Characteristics
Snow plowing of Village streets	89%	96%	7%	Look, Feel & Maintenance of Village
Quality of storm water management near home	64%	71%	7%	Utility Services
Emergency service response time	92%	99%	7%	911 Services
Overall quality of 911 services	90%	97%	7%	911 Services
Transparency/accountability of Village actions	73%	79%	6%	Village Services
They responded in a timely manner	84%	90%	6%	Customer Service
Overall Village financial condition	80%	86%	6%	Village Services
Responsiveness of Village Board of Trustees	56%	62%	6%	Village Services
Maintenance of sidewalks	81%	87%	6%	Look, Feel & Maintenance of Village
Mowing/trimming of private lawns/trees/shrubs	64%	70%	6%	Look, Feel & Maintenance of Village
Special collections (by bulk item collection)	78%	84%	6%	Garbage, Recycling & Special Collection
Timeliness of information provided	79%	85%	6%	Communications
Value received for Village tax dollars and fees	73%	78%	5%	Village Services
Maintenance of Village streets	88%	93%	5%	Look, Feel & Maintenance of Village
Mowing/trimming along streets and public areas	86%	91%	5%	Look, Feel & Maintenance of Village
Maintenance of unique architectural character	75%	80%	5%	Look, Feel & Maintenance of Village
Regulation of residential construction traffic	49%	54%	5%	Building Permits & Construction
Combined food scrap/yard waste collection	73%	78%	5%	Garbage, Recycling & Special Collection
Vibrancy of downtown	65%	70%	5%	Perceptions & Characteristics
Speed with which your call was answered	92%	97%	5%	911 Services

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How the Village of Glencoe Compares to Communities in the Plains Region

The Village of Glencoe **rated significantly higher than the Plains regional average (5% or more above) in all 53 areas that were assessed.** The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma. A table comparing Glencoe to the Plains Region is shown below.

Service	Glencoe	Plains Region	Difference	Category
Maintenance of the Village's downtown	96%	42%	54%	Look, Feel & Maintenance of Community
Ease of access to public transportation	91%	38%	53%	Perceptions/Characteristics of Community
Village's website	87%	34%	53%	Communication
Quality of public safety education programs	86%	34%	52%	Public Safety Services
Maintenance of Village streets	93%	42%	51%	Look, Feel & Maintenance of Community
Overall quality of water utility services	96%	45%	51%	Utility Services
Overall effectiveness of communication	89%	38%	51%	Communication
As a place to live	99%	50%	49%	Quality of Life
Availability of info about programs/services	89%	40%	49%	Communication
Maintenance of sidewalks	87%	40%	47%	Look, Feel & Maintenance of Community
Image and reputation of the community	97%	51%	46%	Perceptions/Characteristics of Community
Quality of schools	94%	48%	46%	Perceptions/Characteristics of Community
Value received for Village tax dollars and fees	78%	33%	45%	Village Services
Timeliness of information provided	85%	40%	45%	Communication
Curbside leaf collection	89%	45%	44%	Garbage, Recycling & Special Collection
Overall quality of Village services	97%	53%	44%	Village Services
Overall cleanliness of streets and public areas	97%	53%	44%	Look, Feel & Maintenance of Community
Special collections (by bulk item collection)	84%	41%	43%	Garbage, Recycling & Special Collection
Recycling collection service	91%	49%	42%	Garbage, Recycling & Special Collection
Village's social media	80%	38%	42%	Communication
Quality of parks and recreation services	94%	53%	41%	Perceptions/Characteristics of Community
As a place to raise children	98%	58%	40%	Quality of Life
Sanitary sewer (waste water) services	86%	46%	40%	Utility Services
As a place to visit	85%	46%	39%	Quality of Life
Quality of police response times	95%	56%	39%	Public Safety Services
Appearance of the community	95%	57%	38%	Perceptions/Characteristics of Community
Quality of police services	95%	58%	37%	Public Safety Services
Specialized item recycling drop-off	70%	33%	37%	Garbage, Recycling & Special Collection
Village Board meeting web streaming	71%	34%	37%	Communication
Mowing/trimming along streets and public areas	91%	56%	35%	Look, Feel & Maintenance of Community
Visibility of Public Safety in retail areas	84%	50%	34%	Public Safety Services
Level of public involvement in decision making	67%	34%	33%	Communication
Snow plowing of Village streets	96%	63%	33%	Look, Feel & Maintenance of Community
Feeling of safety in the community	98%	66%	32%	Perceptions/Characteristics of Community
Enforcement of residential property maintenance	72%	40%	32%	Look, Feel & Maintenance of Community
Taste of drinking (tap) water	91%	60%	31%	Utility Services
Visibility of Public Safety in neighborhoods	92%	61%	31%	Public Safety Services
Garbage collection service	92%	62%	30%	Garbage, Recycling & Special Collection
Availability/integration of biking lanes/trails	71%	41%	30%	Perceptions/Characteristics of Community
Quality of the library	94%	64%	30%	Perceptions/Characteristics of Community
Quality of emergency medical services	97%	68%	29%	Public Safety Services
Quality of fire emergency response times	97%	68%	29%	Public Safety Services
Quality of EMS emergency response times	96%	67%	29%	Public Safety Services
Accessibility of streets/sidewalks/bldgs for people with disabilities	80%	52%	28%	Look, Feel & Maintenance of Community
Water pressure	88%	62%	26%	Utility Services
Mowing/trimming of private lawns/trees/shrubs	70%	44%	26%	Look, Feel & Maintenance of Community
Quality of storm water management near home	71%	48%	23%	Utility Services
Quality of fire protection services	97%	77%	20%	Public Safety Services
Adequacy of street lighting in residential areas	75%	57%	18%	Look, Feel & Maintenance of Community
Enforcement of traffic laws	75%	57%	18%	Public Safety Services
As a place to work	65%	53%	12%	Quality of Life
As a place to retire	58%	46%	12%	Quality of Life
Inclusion of diverse populations	45%	38%	7%	Perceptions/Characteristics of Community

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How the Village of Glencoe Compares to the National Average

The Village of Glencoe **rated significantly higher than the National average (5% or more above) in 52 of the 53 areas that were assessed.** The comparisons between Glencoe and the National average are listed below.

Service	Glencoe	U.S.	Difference	Category
Ease of access to public transportation	91%	38%	53%	Perceptions/Characteristics of Community
Overall effectiveness of communication	89%	38%	51%	Communication
As a place to live	99%	50%	49%	Quality of Life
Quality of schools	94%	47%	47%	Perceptions/Characteristics of Community
Maintenance of the Village's downtown	96%	49%	47%	Look, Feel & Maintenance of Community
Quality of public safety education programs	86%	39%	47%	Public Safety Services
Overall quality of Village services	97%	51%	46%	Village Services
Value received for Village tax dollars and fees	78%	34%	44%	Village Services
Village's website	87%	43%	44%	Communication
Quality of parks and recreation services	94%	51%	43%	Perceptions/Characteristics of Community
Maintenance of Village streets	93%	51%	42%	Look, Feel & Maintenance of Community
Image and reputation of the community	97%	55%	42%	Perceptions/Characteristics of Community
Overall cleanliness of streets and public areas	97%	55%	42%	Look, Feel & Maintenance of Community
Overall quality of water utility services	96%	54%	42%	Utility Services
Availability of info about programs/services	89%	48%	41%	Communication
Timeliness of information provided	85%	44%	41%	Communication
Village's social media	80%	40%	40%	Communication
Quality of police services	95%	55%	40%	Public Safety Services
Maintenance of sidewalks	87%	48%	39%	Look, Feel & Maintenance of Community
Appearance of the community	95%	56%	39%	Perceptions/Characteristics of Community
Special collections (by bulk item collection)	84%	47%	37%	Garbage, Recycling & Special Collection
Quality of police response times	95%	58%	37%	Public Safety Services
Visibility of Public Safety in neighborhoods	92%	55%	37%	Public Safety Services
As a place to raise children	98%	62%	36%	Quality of Life
Snow plowing of Village streets	96%	60%	36%	Look, Feel & Maintenance of Community
Mowing/trimming along streets and public areas	91%	57%	34%	Look, Feel & Maintenance of Community
Recycling collection service	91%	57%	34%	Garbage, Recycling & Special Collection
Curbside leaf collection	89%	55%	34%	Garbage, Recycling & Special Collection
Level of public involvement in decision making	67%	34%	33%	Communication
Visibility of Public Safety in retail areas	84%	52%	32%	Public Safety Services
Taste of drinking (tap) water	91%	60%	31%	Utility Services
Sanitary sewer (waste water) services	86%	55%	31%	Utility Services
Feeling of safety in the community	98%	68%	30%	Perceptions/Characteristics of Community
Village Board meeting web streaming	71%	42%	29%	Communication
Availability/integration of biking lanes/trails	71%	43%	28%	Perceptions/Characteristics of Community
Specialized item recycling drop-off	70%	42%	28%	Garbage, Recycling & Special Collection
Quality of the library	94%	66%	28%	Perceptions/Characteristics of Community
As a place to visit	85%	58%	27%	Quality of Life
Accessibility of streets/sidewalks/bldgs for people with disabilities	80%	53%	27%	Look, Feel & Maintenance of Community
Enforcement of residential property maintenance	72%	45%	27%	Look, Feel & Maintenance of Community
Quality of EMS emergency response times	96%	70%	26%	Public Safety Services
Quality of emergency medical services	97%	72%	25%	Public Safety Services
Quality of fire emergency response times	97%	73%	24%	Public Safety Services
Enforcement of traffic laws	75%	51%	24%	Public Safety Services
Garbage collection service	92%	69%	23%	Garbage, Recycling & Special Collection
Mowing/trimming of private lawns/trees/shrubs	70%	47%	23%	Look, Feel & Maintenance of Community
Water pressure	88%	67%	21%	Utility Services
Quality of storm water management near home	71%	51%	20%	Utility Services
Quality of fire protection services	97%	78%	19%	Public Safety Services
Adequacy of street lighting in residential areas	75%	60%	15%	Look, Feel & Maintenance of Community
As a place to work	65%	58%	7%	Quality of Life
As a place to retire	58%	52%	6%	Quality of Life
Inclusion of diverse populations	45%	47%	-2%	Perceptions/Characteristics of Community

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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 Section 3 of this report.

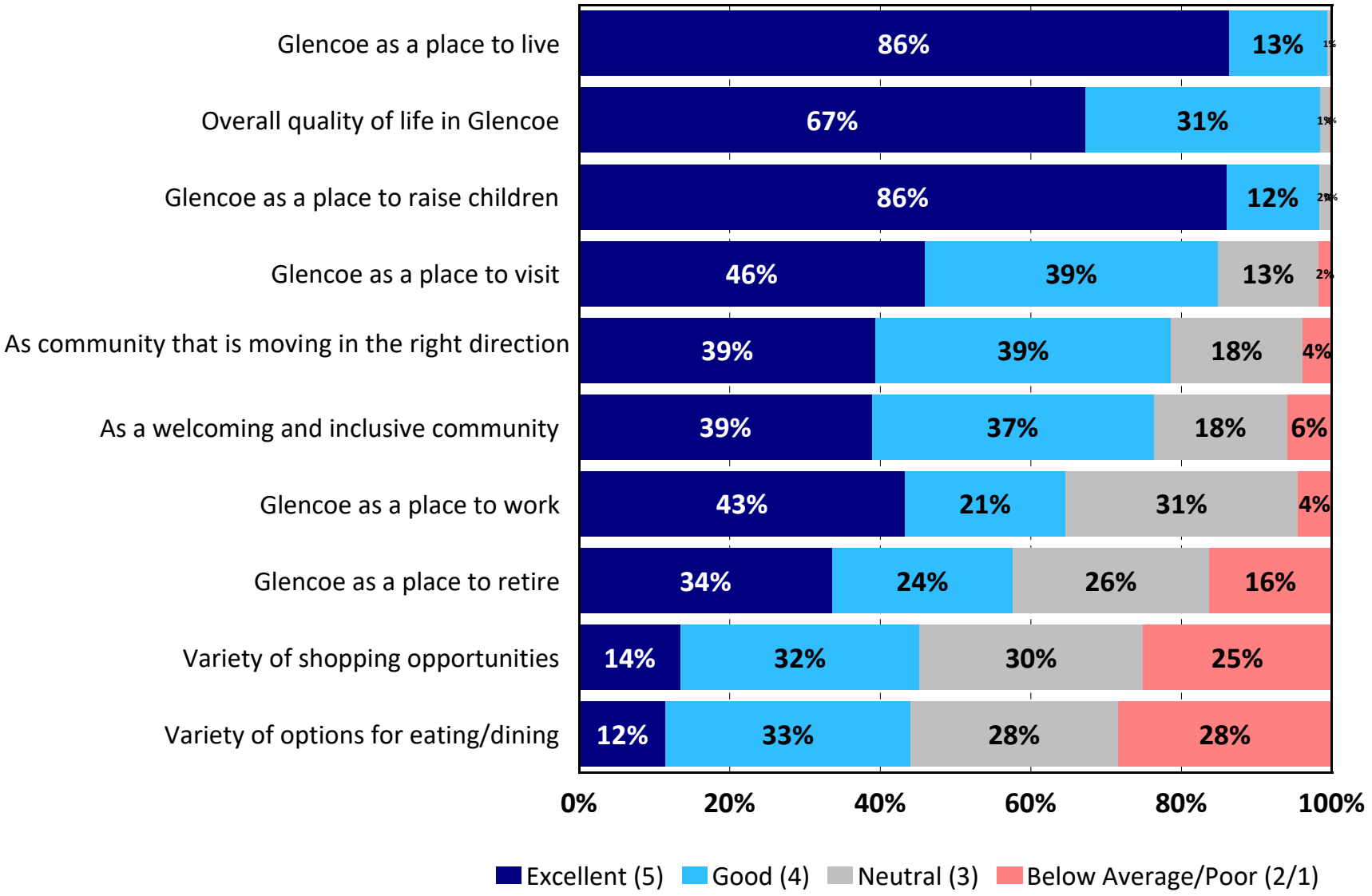
Priorities within Departments/Specific Areas: This level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department/area over the next two years are listed below:

- **Look, Feel and Maintenance**: None of the areas assessed were rated as a high priority, but continued emphasis should be placed on adequacy of street lighting in residential areas.
- **Public Safety Services**: None of the areas assessed were rated as a high priority, but continued emphasis should be placed on efforts to prevent serious crimes.

1 Charts and Graphs

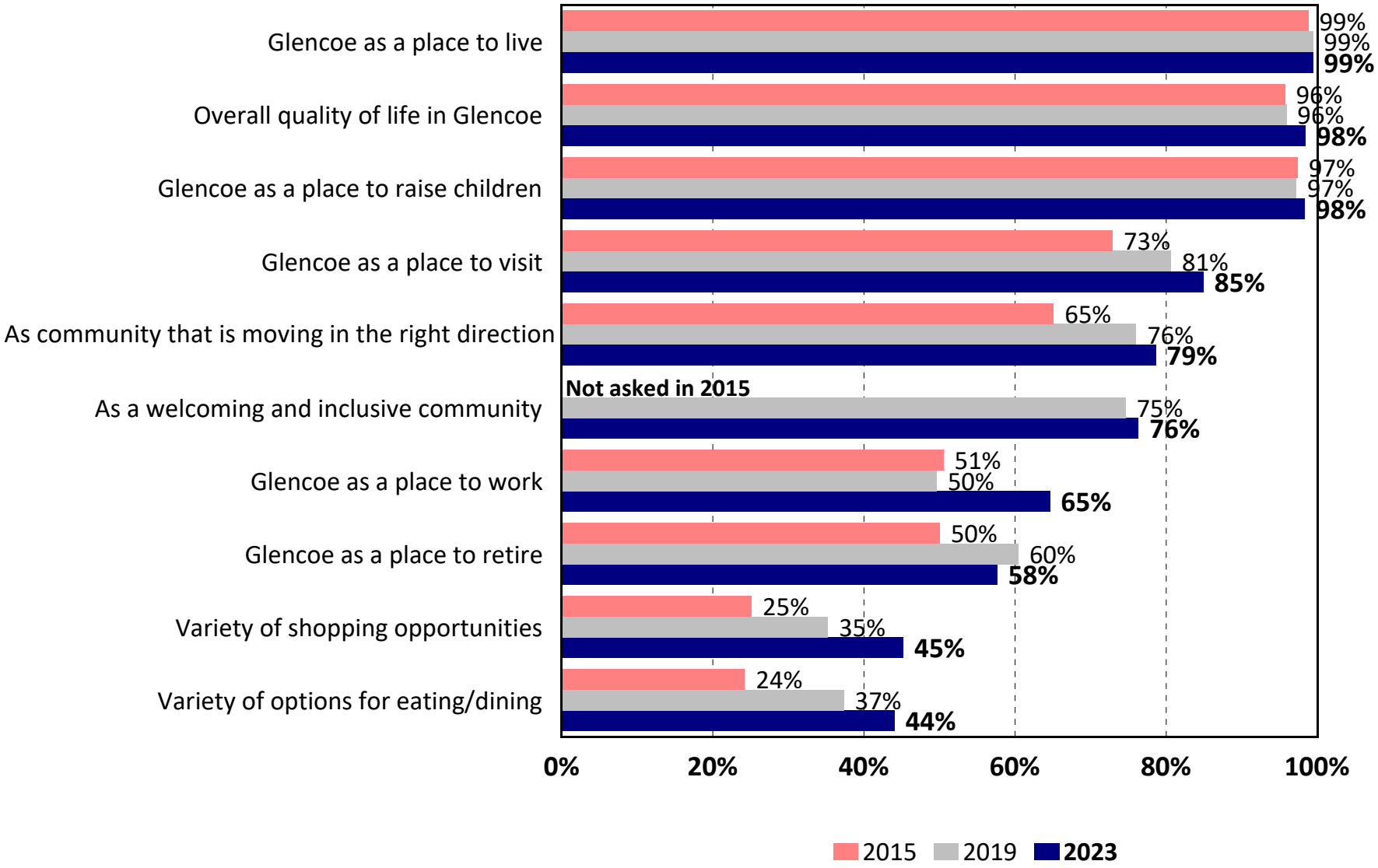
Q1. Quality of Life in the Village of Glencoe

by percentage of respondents (excluding "don't know")



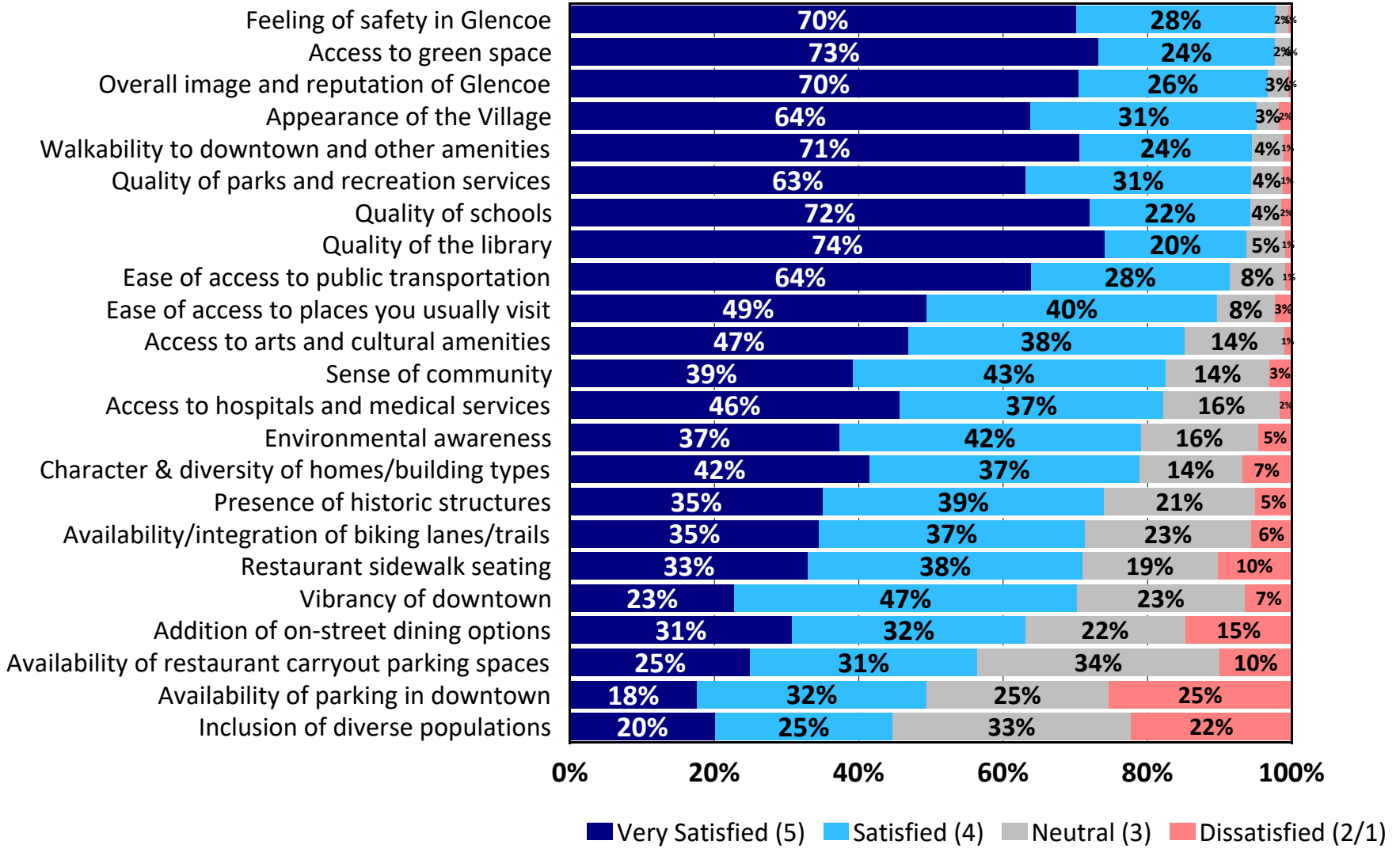
TRENDS: Quality of Life in the Village of Glencoe 2015 to 2023

by percentage of respondents who rated the item as "excellent" or "good" (excluding "don't know")



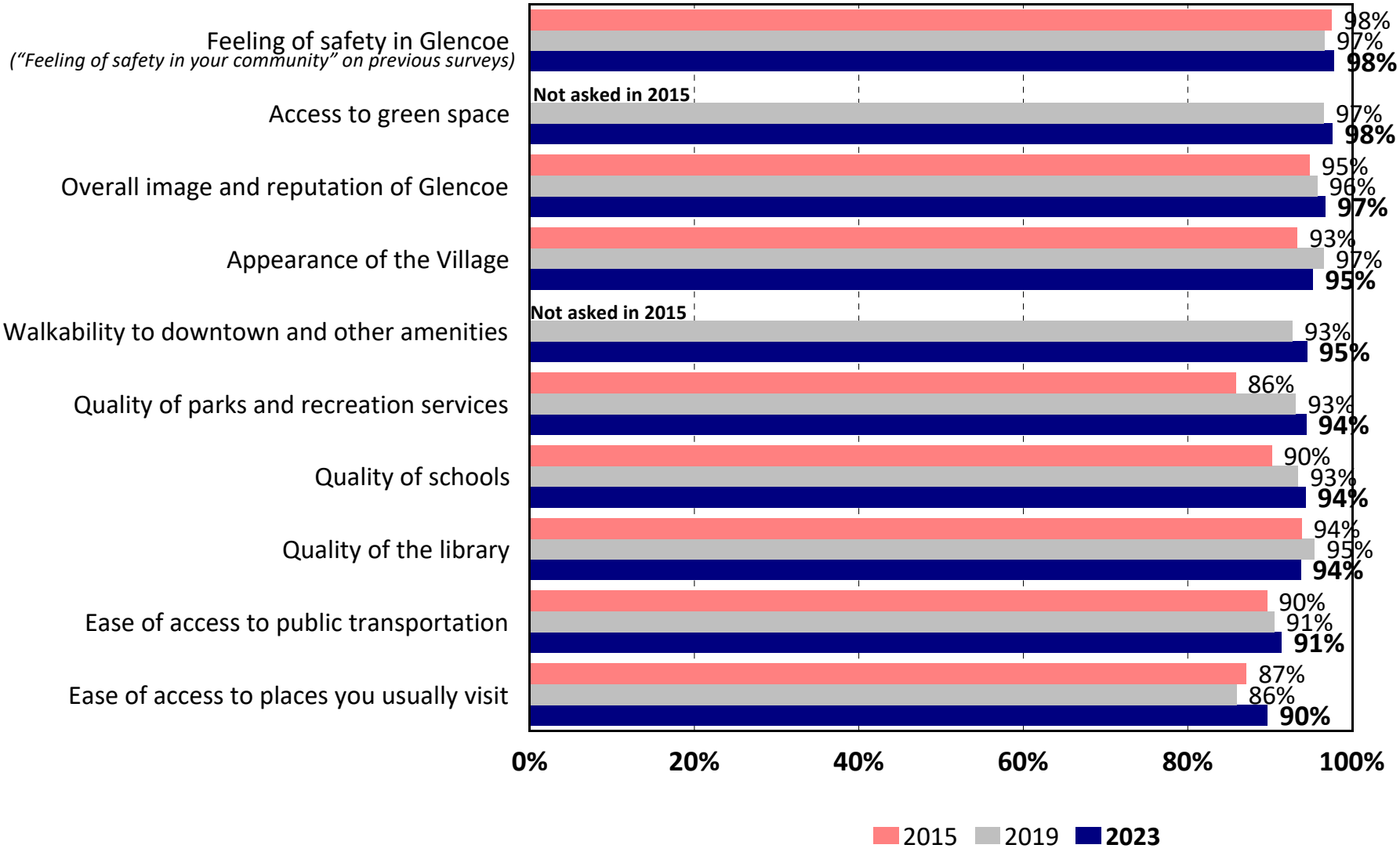
Q2. Overall Perceptions and Characteristics of the Village of Glencoe

by percentage of respondents (excluding "don't know")



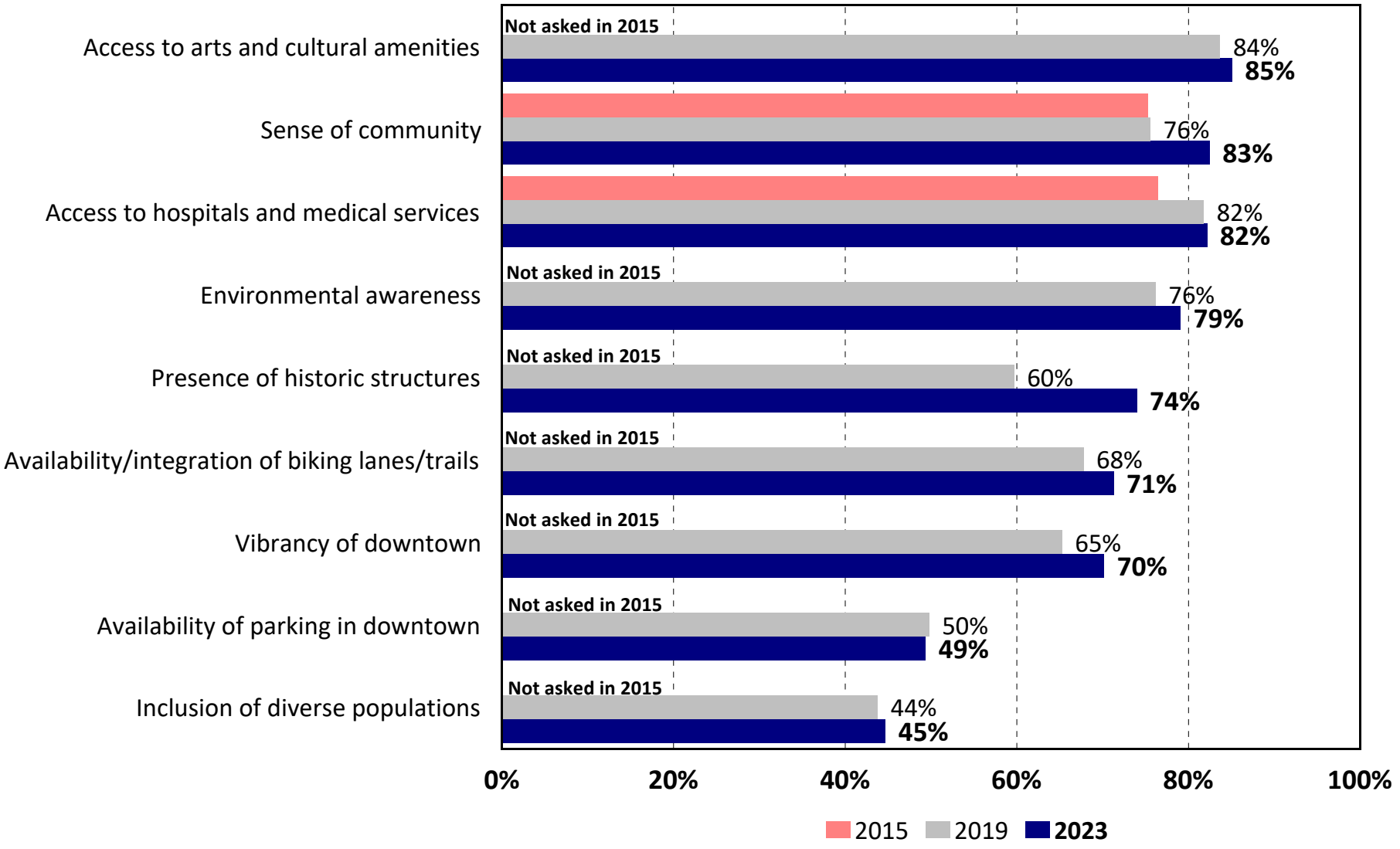
TRENDS: Overall Perceptions and Characteristics of the Village of Glencoe - 2015 to 2023

by percentage of respondents who were “very satisfied” or “satisfied” (excluding “don't know”)



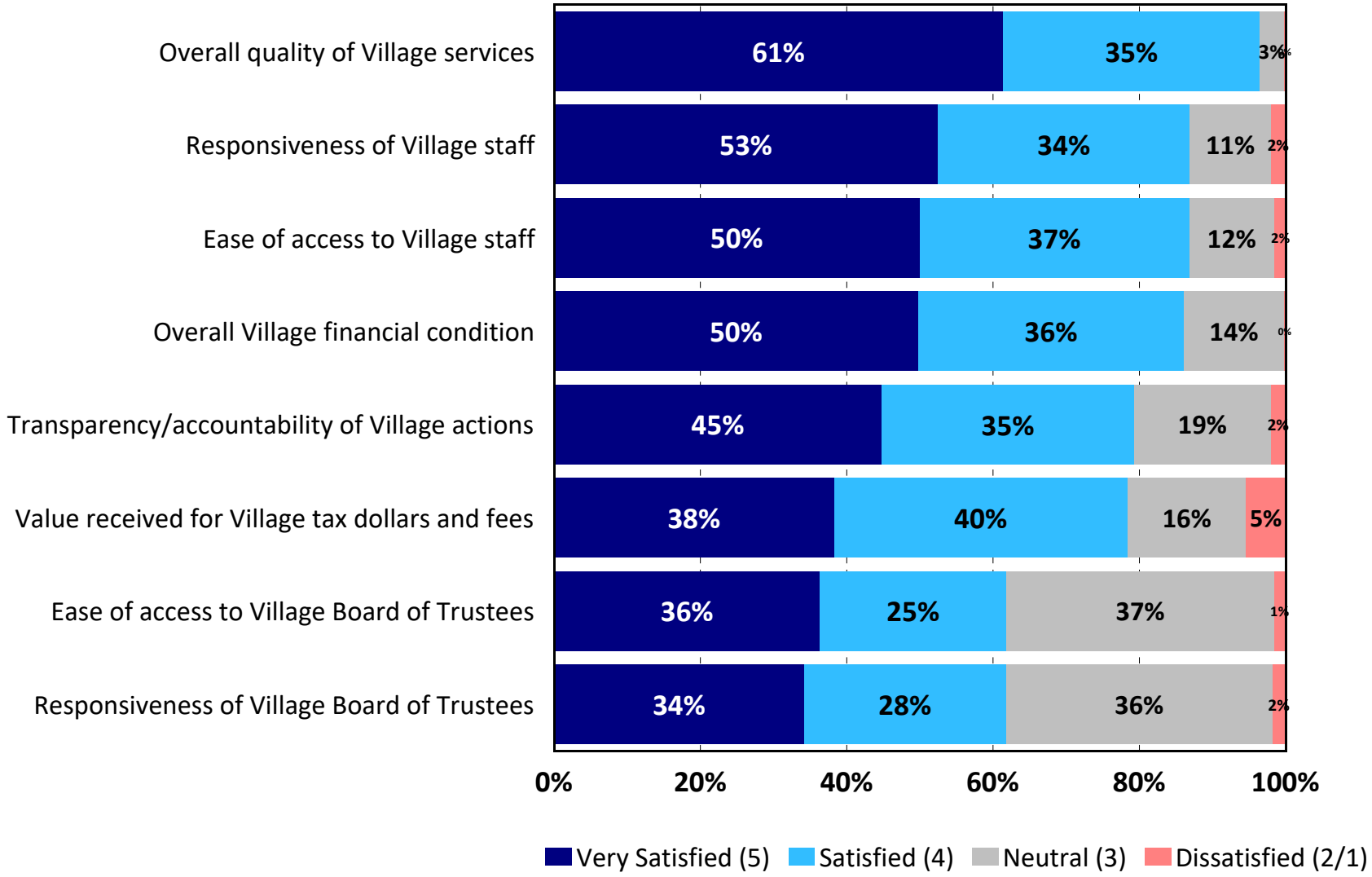
TRENDS: (cont.) Overall Perceptions and Characteristics of the Village of Glencoe - 2015 to 2023

by percentage of respondents who were “very satisfied” or “satisfied” (excluding “don't know”)



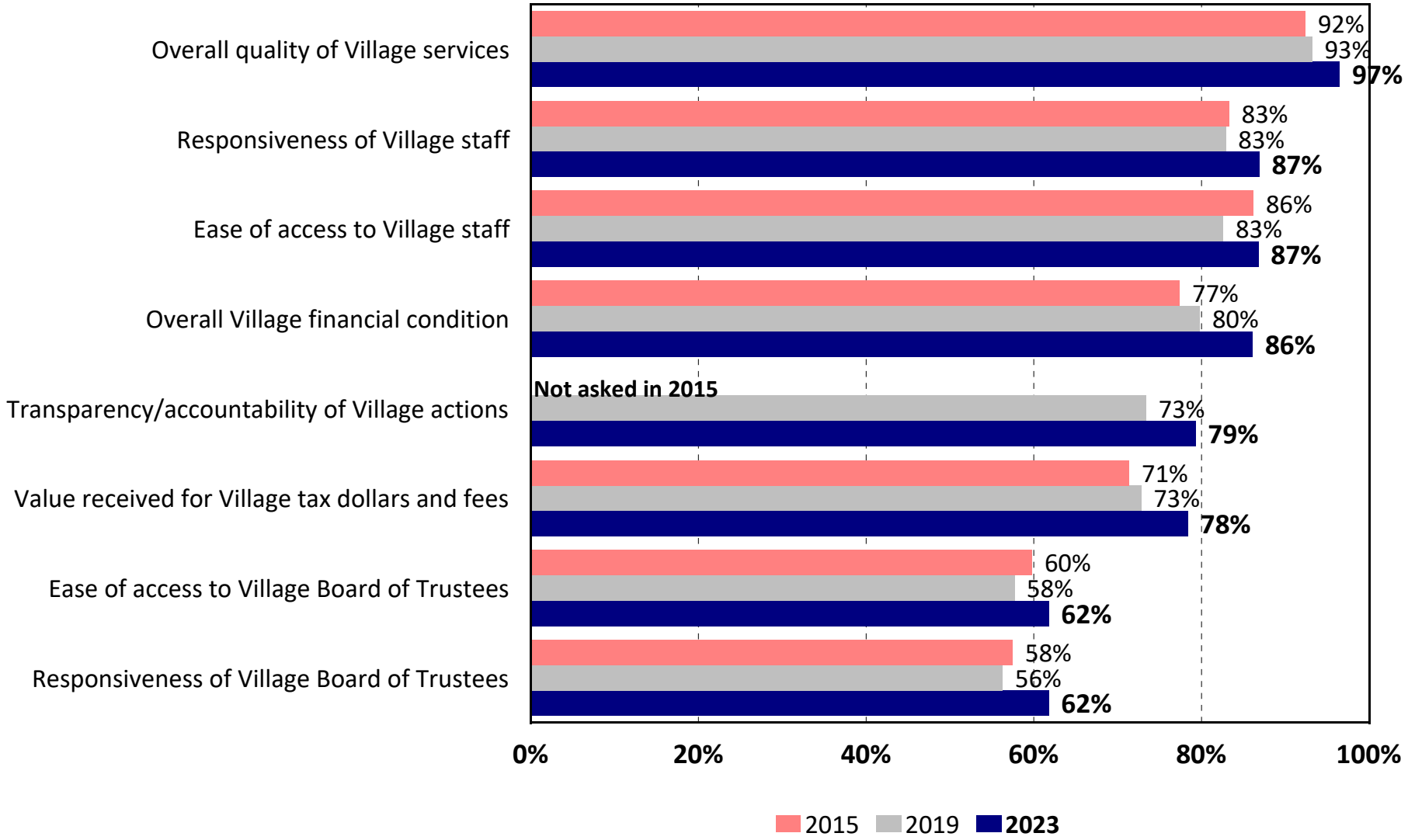
Q3. Overall Satisfaction With Village Services

by percentage of respondents (excluding "don't know")



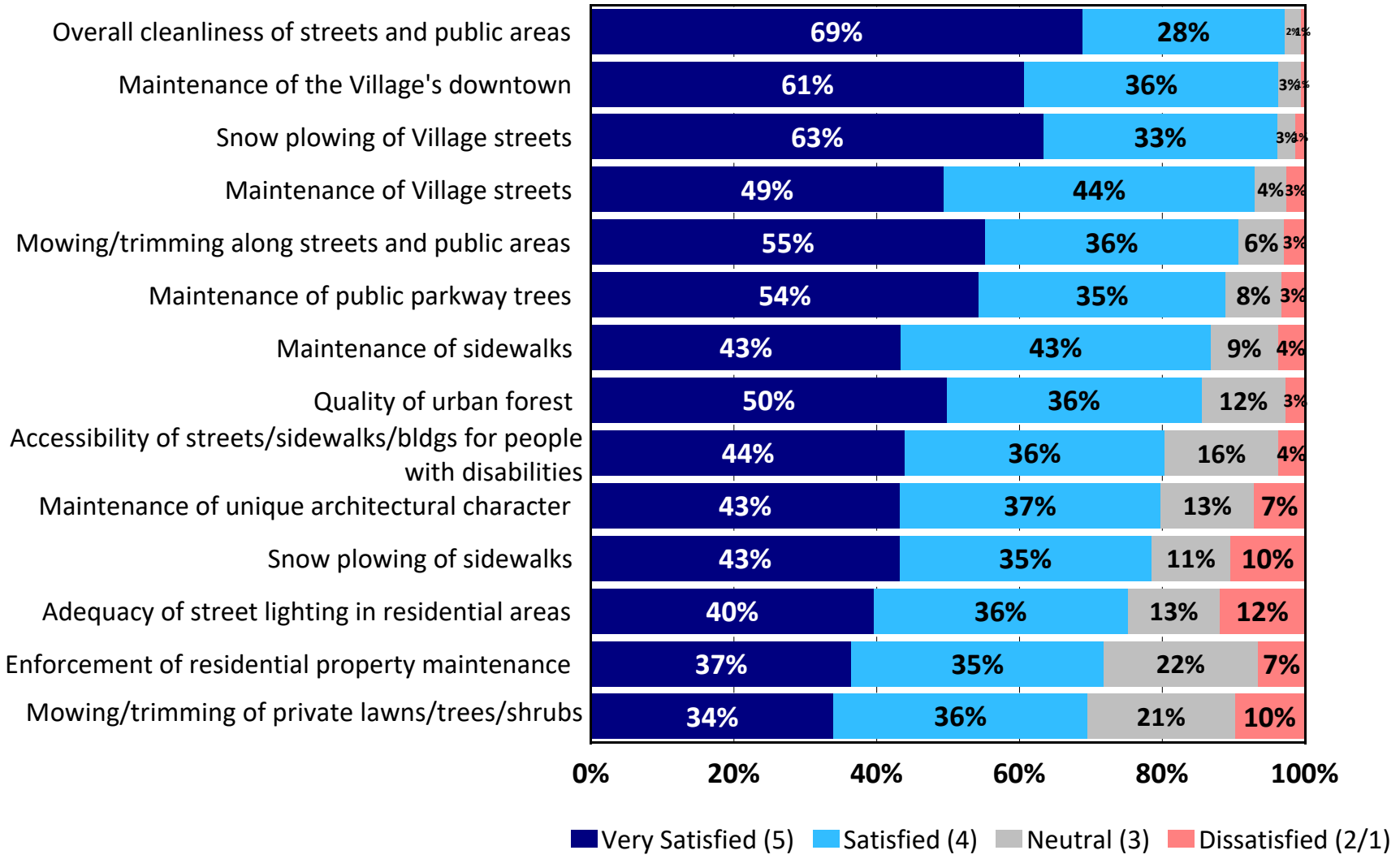
TRENDS: Overall Satisfaction With Village Services 2015 to 2023

by percentage of respondents who were “very satisfied” or “satisfied” (excluding “don't know”)



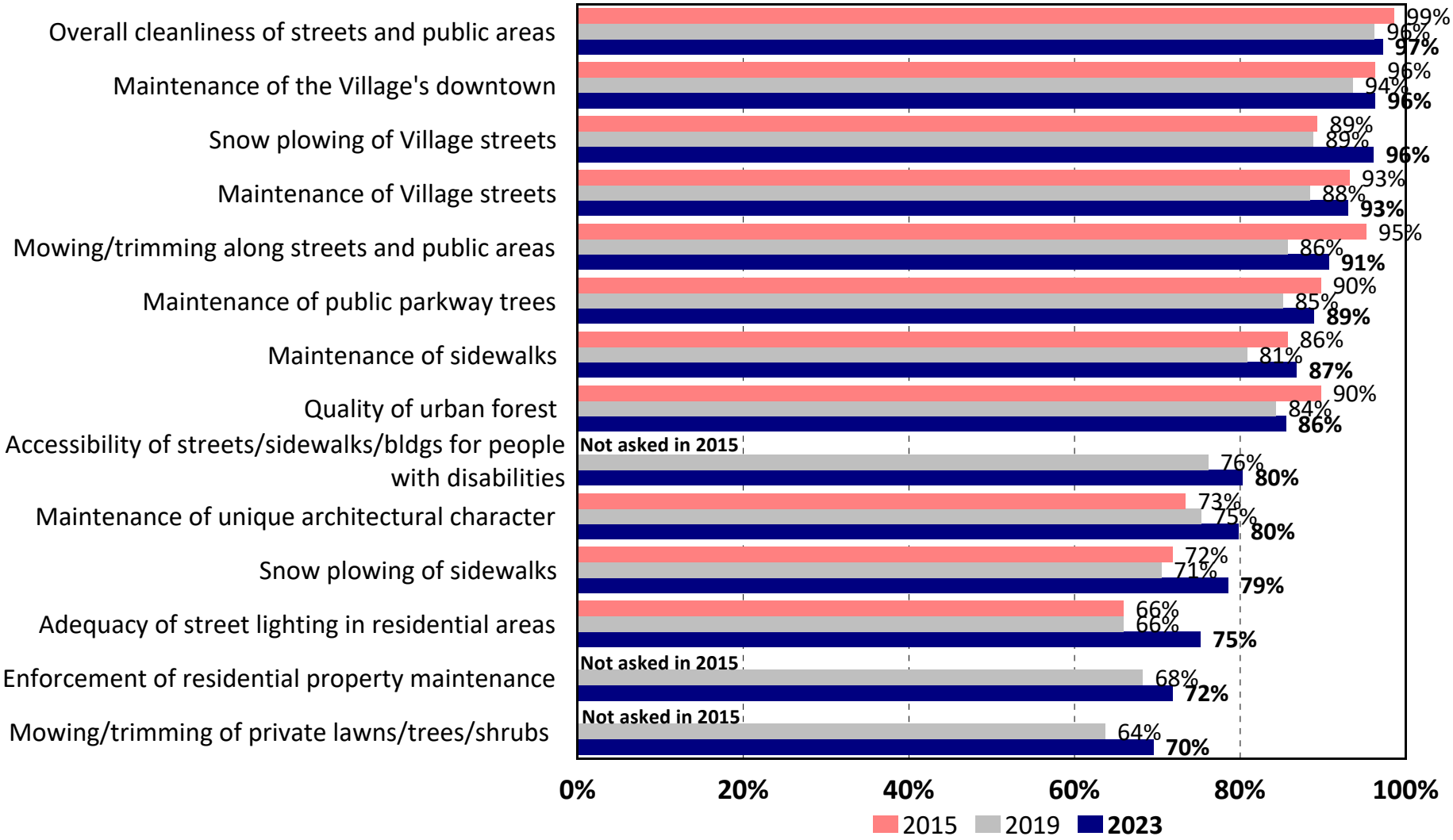
Q4. Look, Feel and Maintenance of the Village

by percentage of respondents (excluding "don't know")



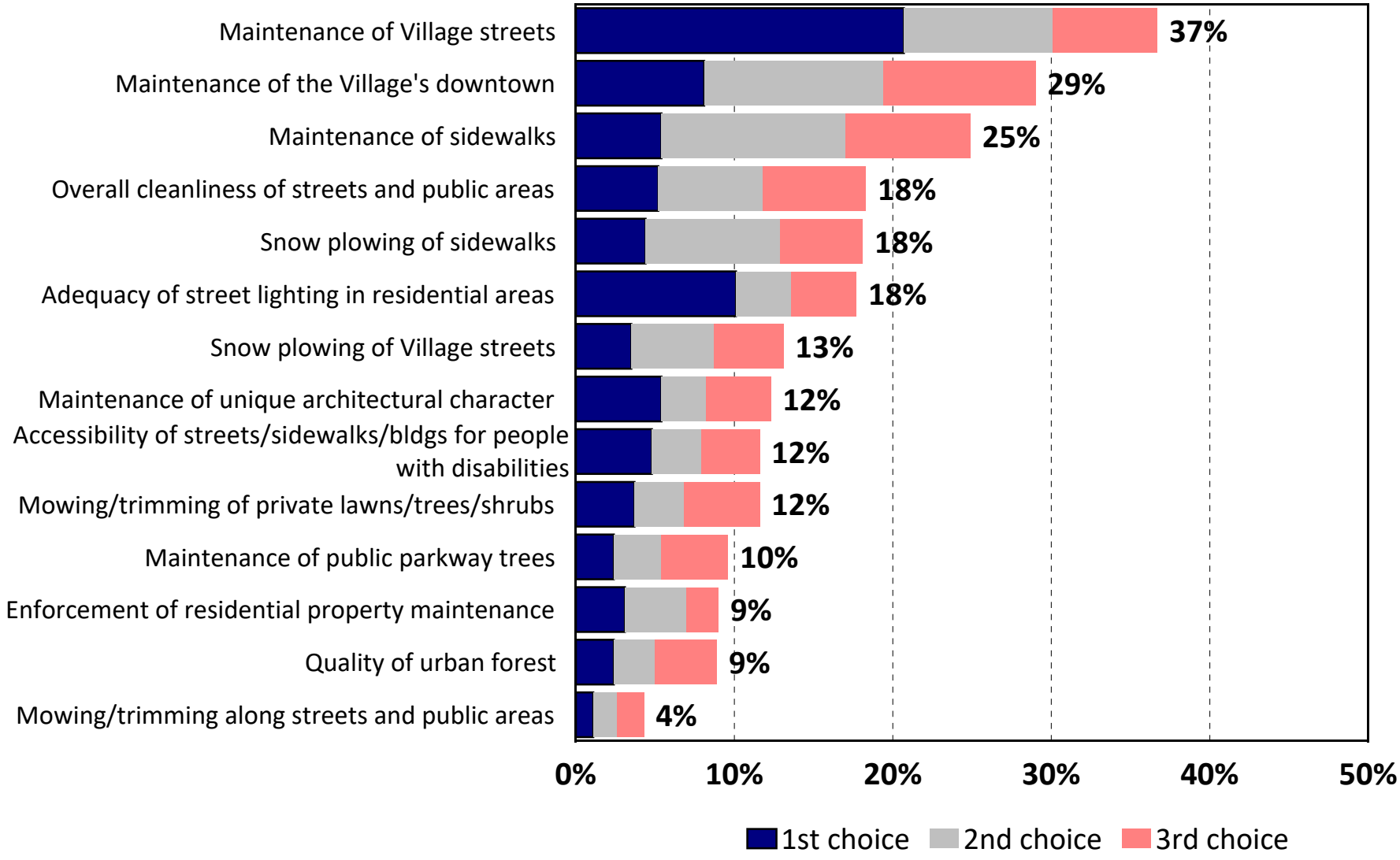
TRENDS: Look, Feel and Maintenance of the Village 2015 to 2023

by percentage of respondents who were “very satisfied” or “satisfied” (excluding “don't know”)



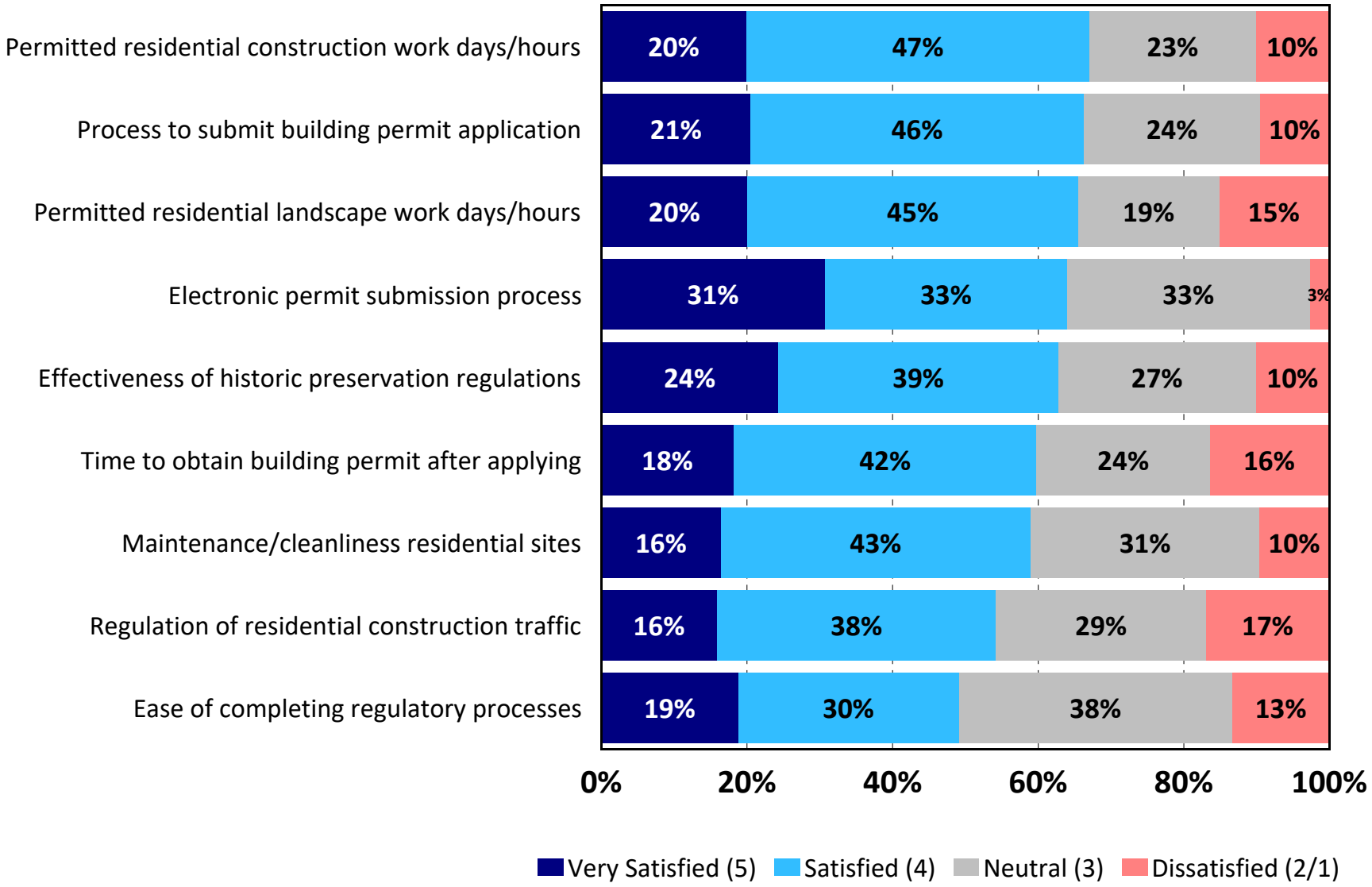
Q5. Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

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



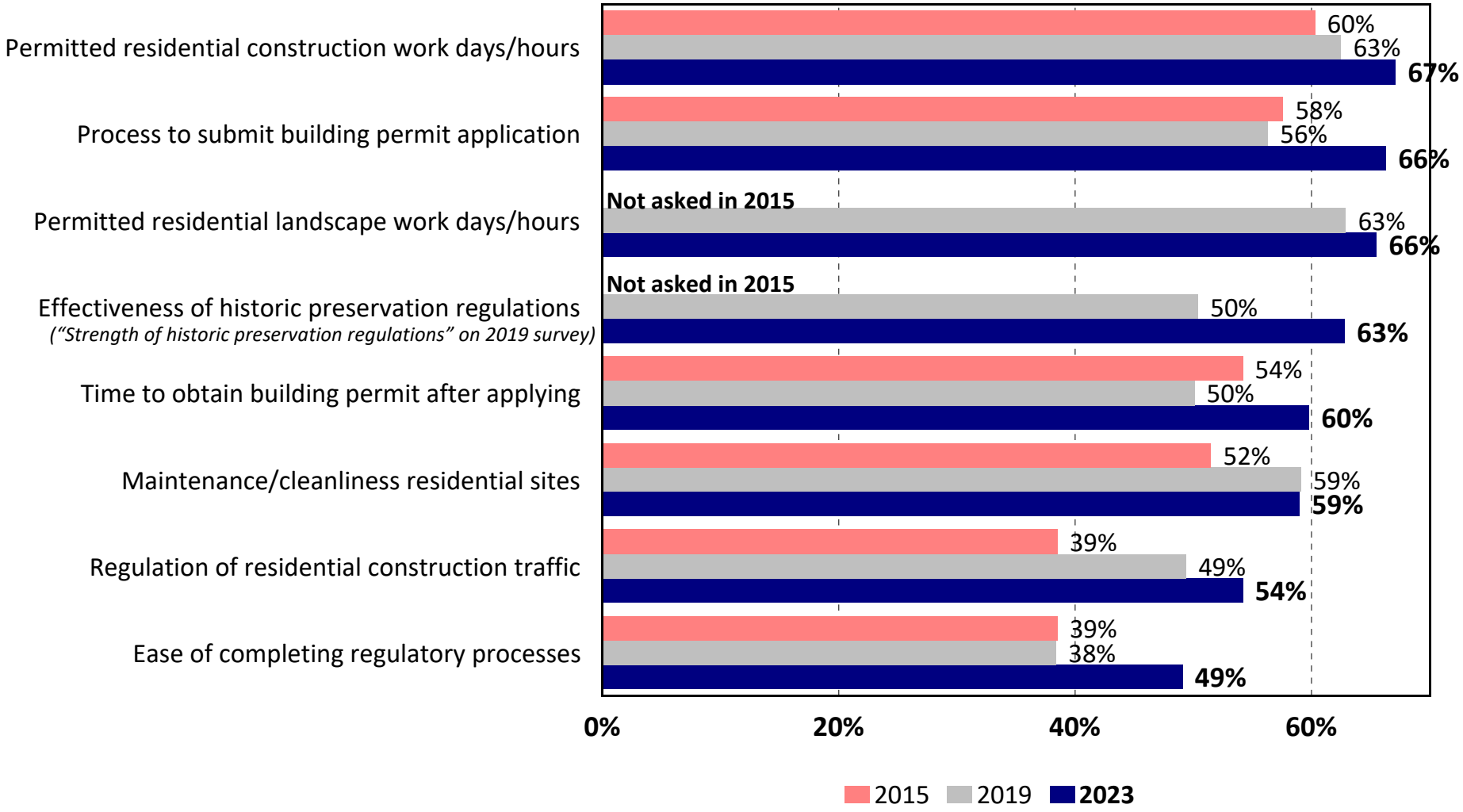
Q6. Satisfaction with Building Permits and Construction

by percentage of respondents (excluding "don't know")



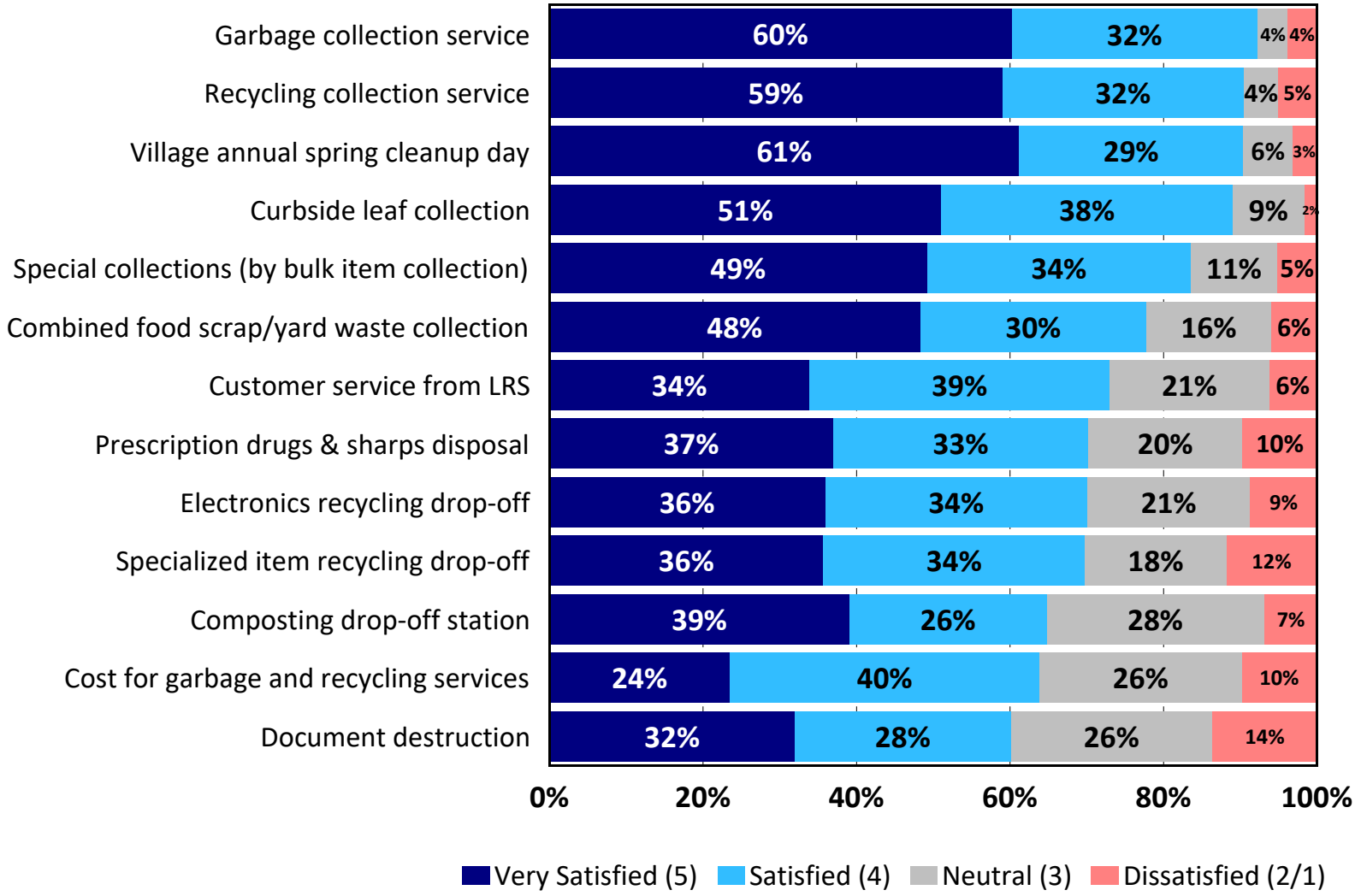
TRENDS: Satisfaction with Building Permits and Construction - 2015 to 2023

by percentage of respondents who were "very satisfied" or "satisfied" (excluding "don't know")



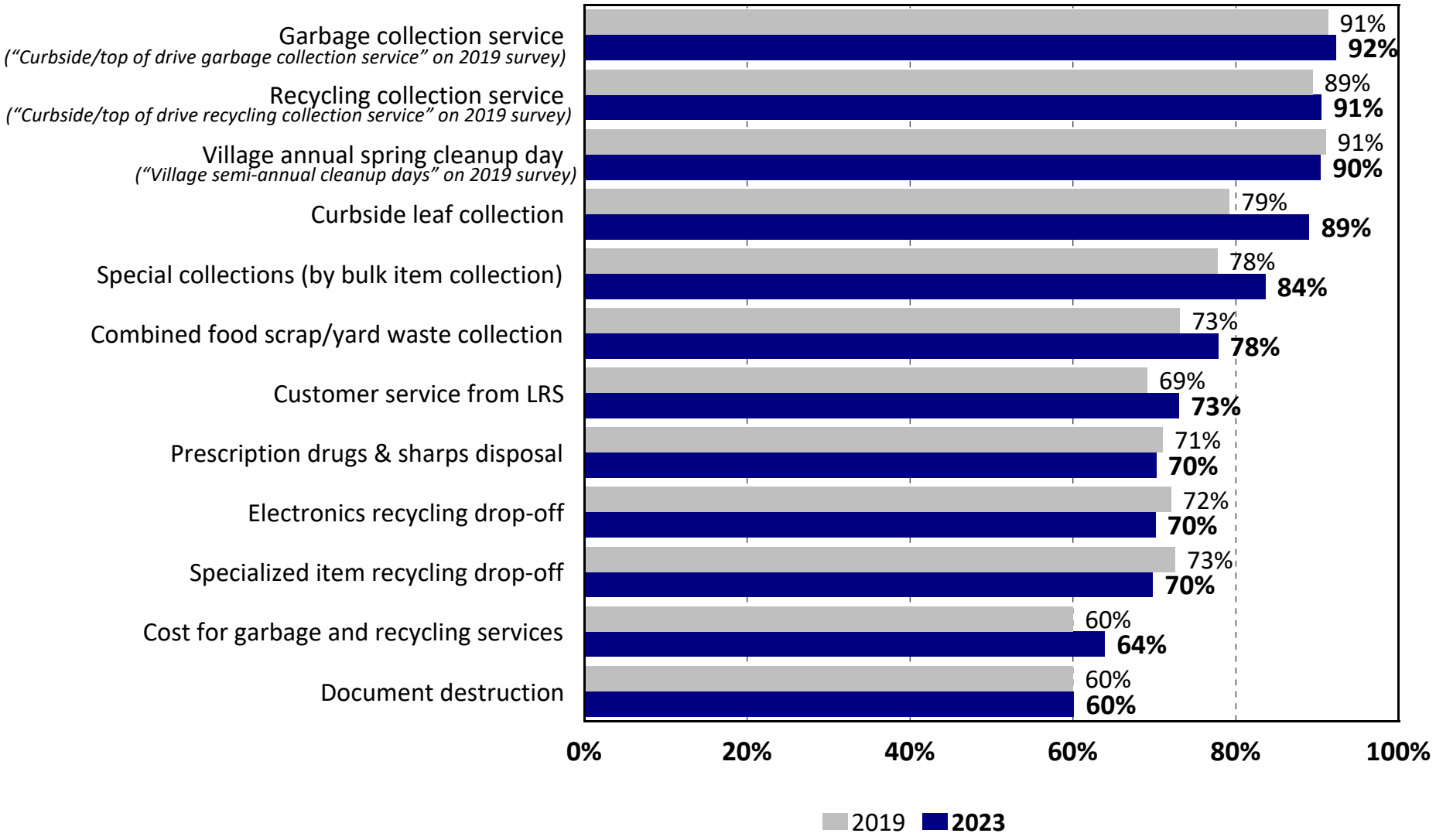
Q7. Satisfaction with Garbage, Recycling and Special Collection Services

by percentage of respondents (excluding "don't know")



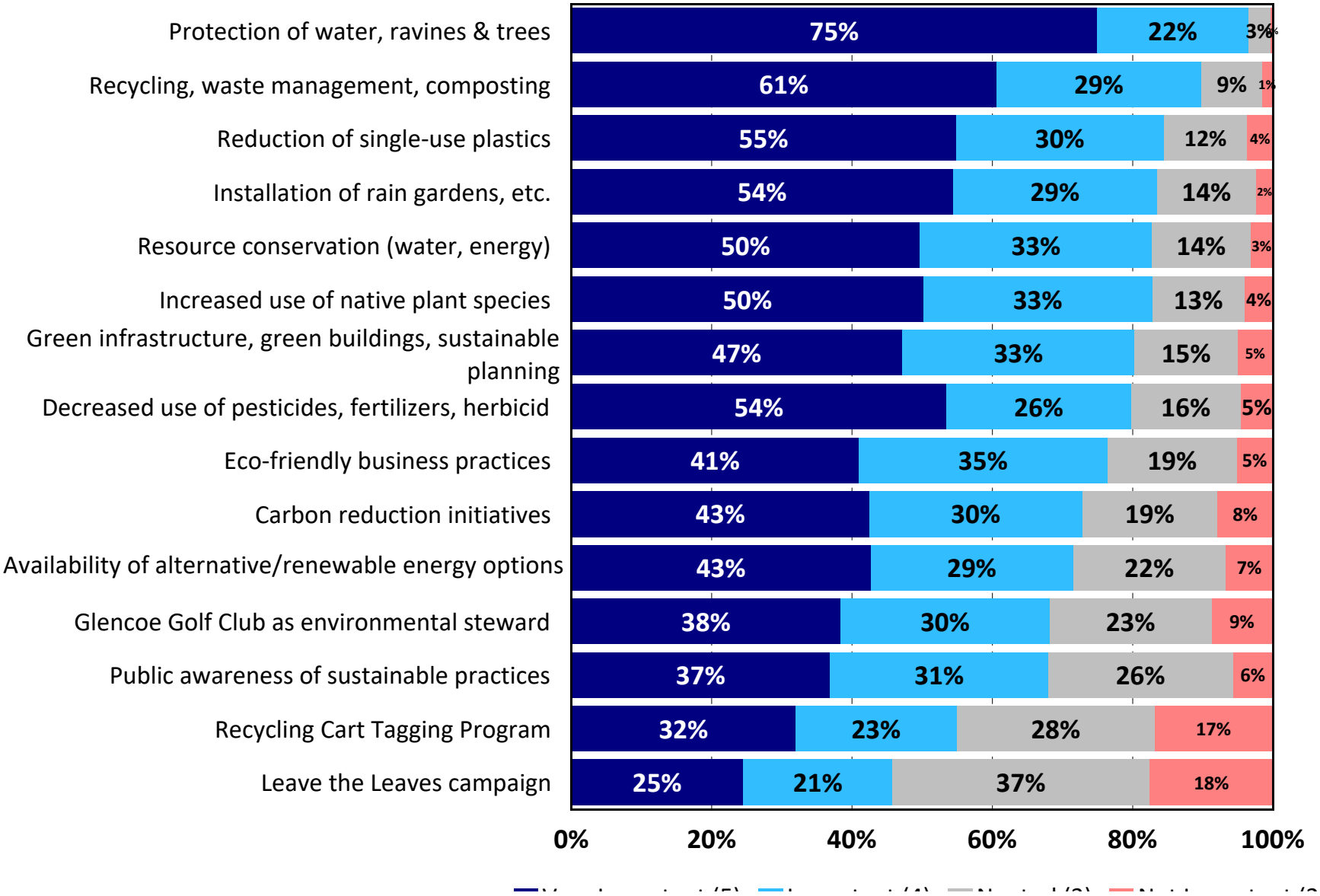
TRENDS: Satisfaction with Garbage, Recycling and Special Collection Services - 2019 vs. 2023

by percentage of respondents who were “very satisfied” or “satisfied” (excluding “don't know”)



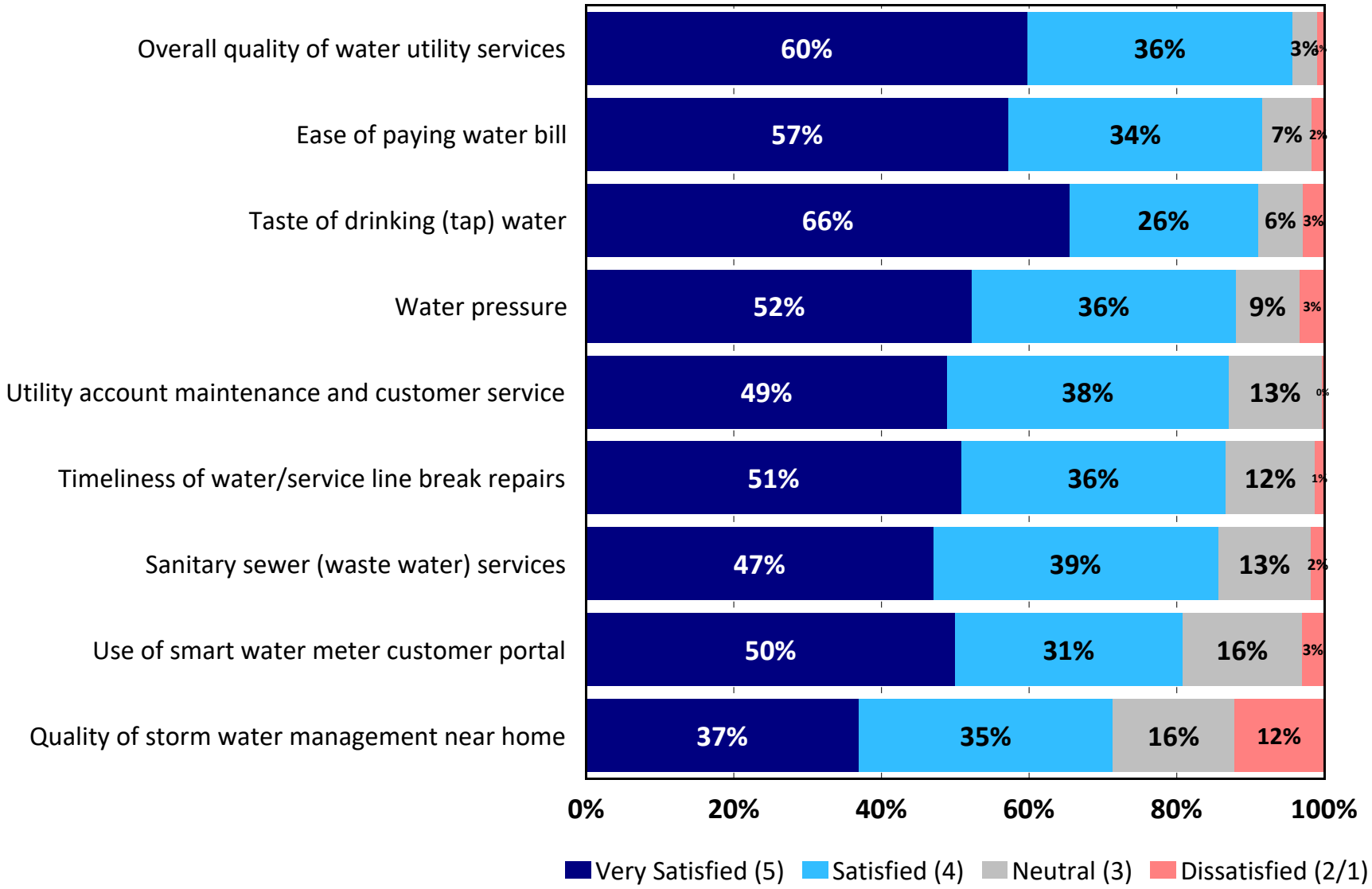
Q8. Importance of Environmental Sustainability

by percentage of respondents (excluding "don't know")



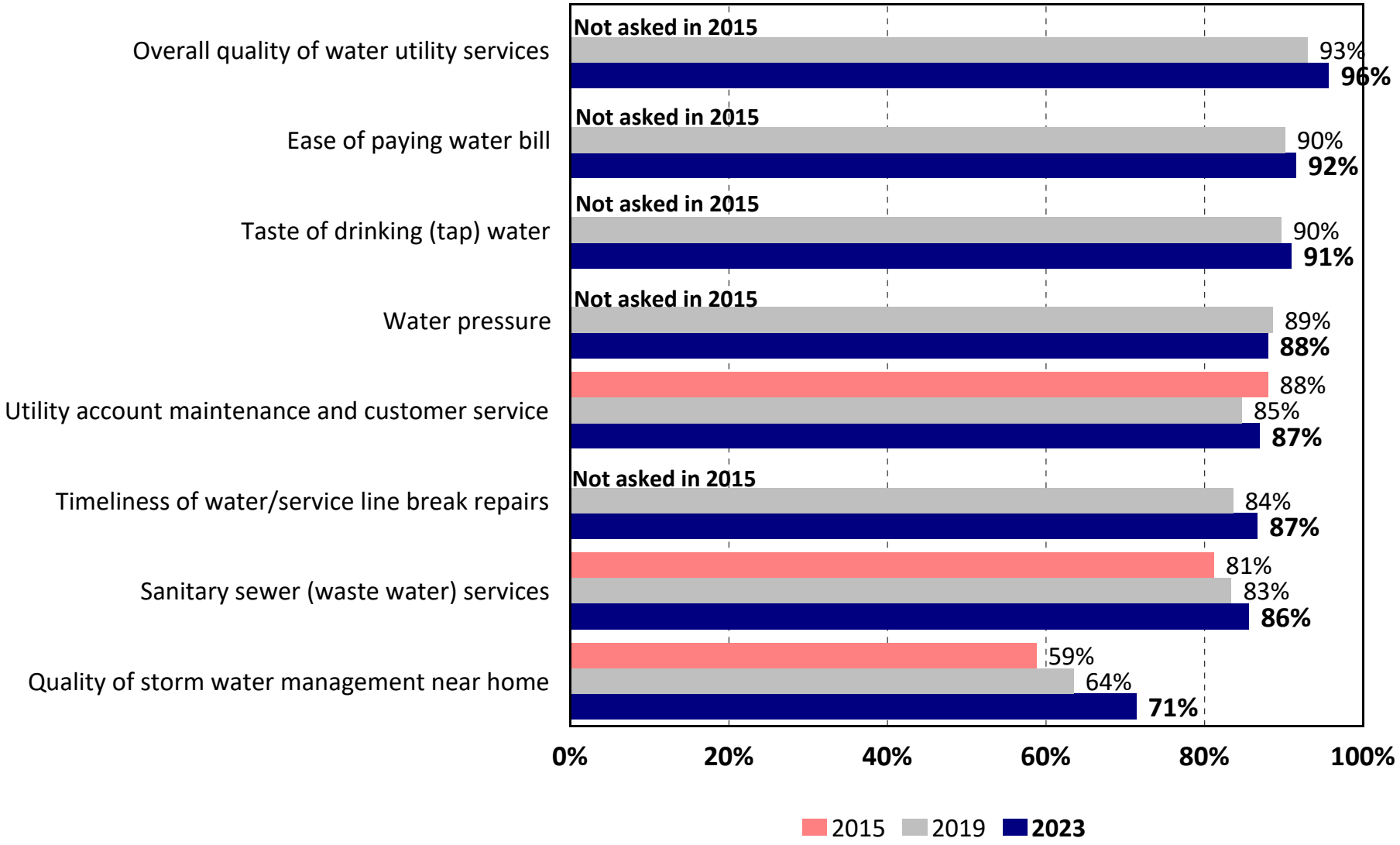
Q9. Satisfaction with Utility Services

by percentage of respondents (excluding "don't know")



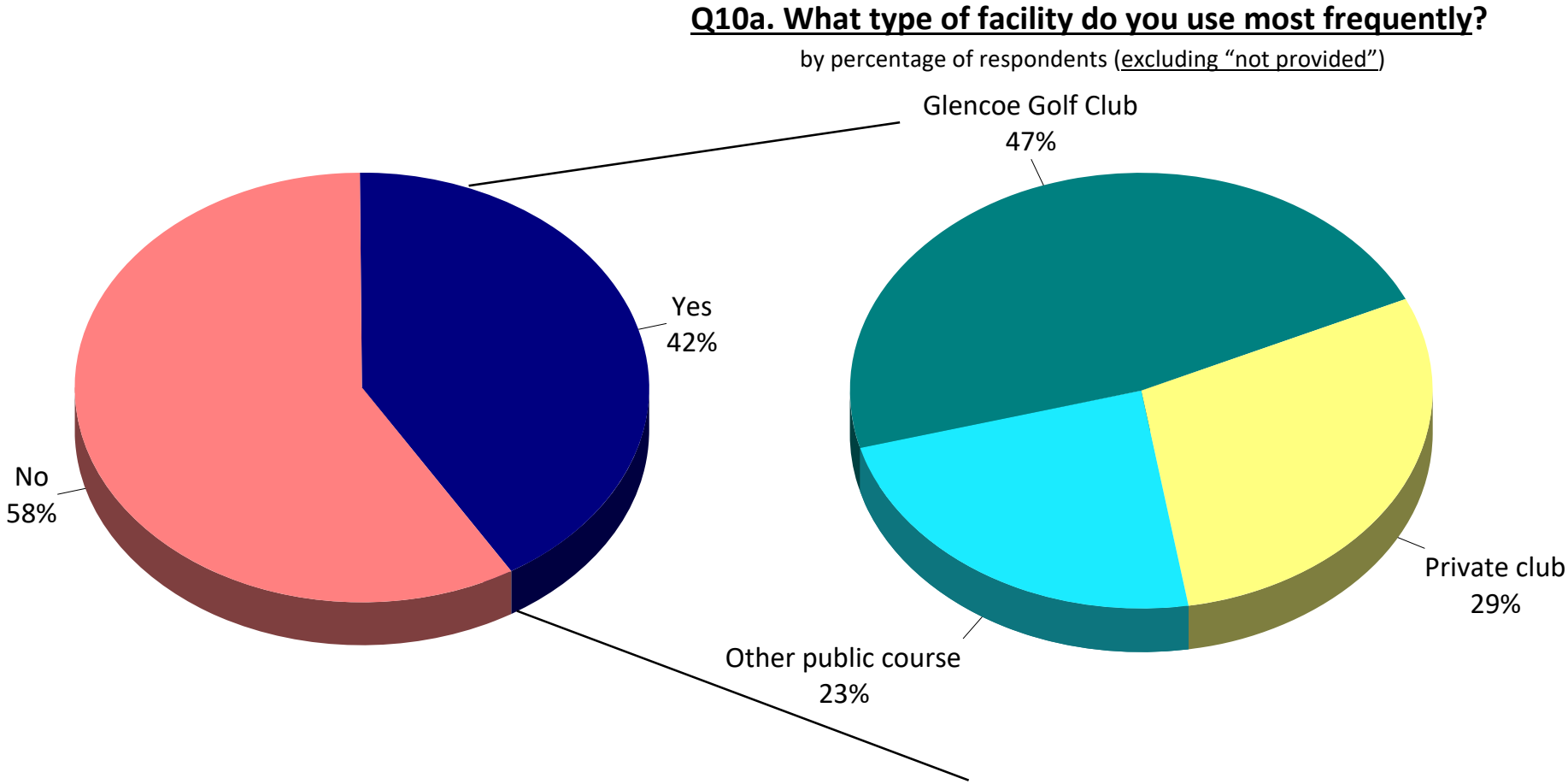
TRENDS: Satisfaction with Utility Services 2015 to 2023

by percentage of respondents who were “very satisfied" or “satisfied" (excluding “don't know”)



Q10. Do you play golf?

by percentage of respondents (excluding "not provided")

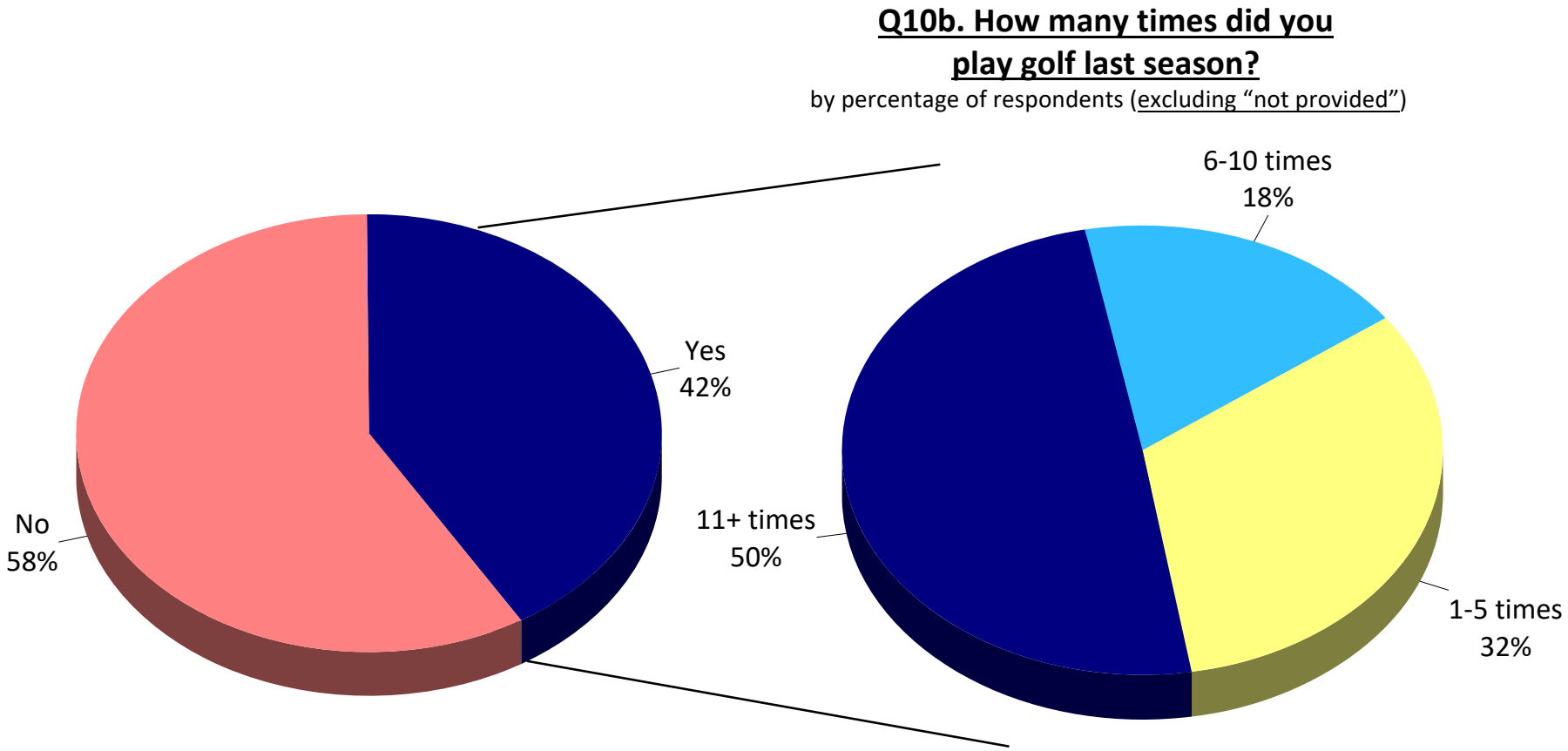


Q10a. What type of facility do you use most frequently?

by percentage of respondents (excluding "not provided")

Q10. Do you play golf?

by percentage of respondents (excluding "not provided")

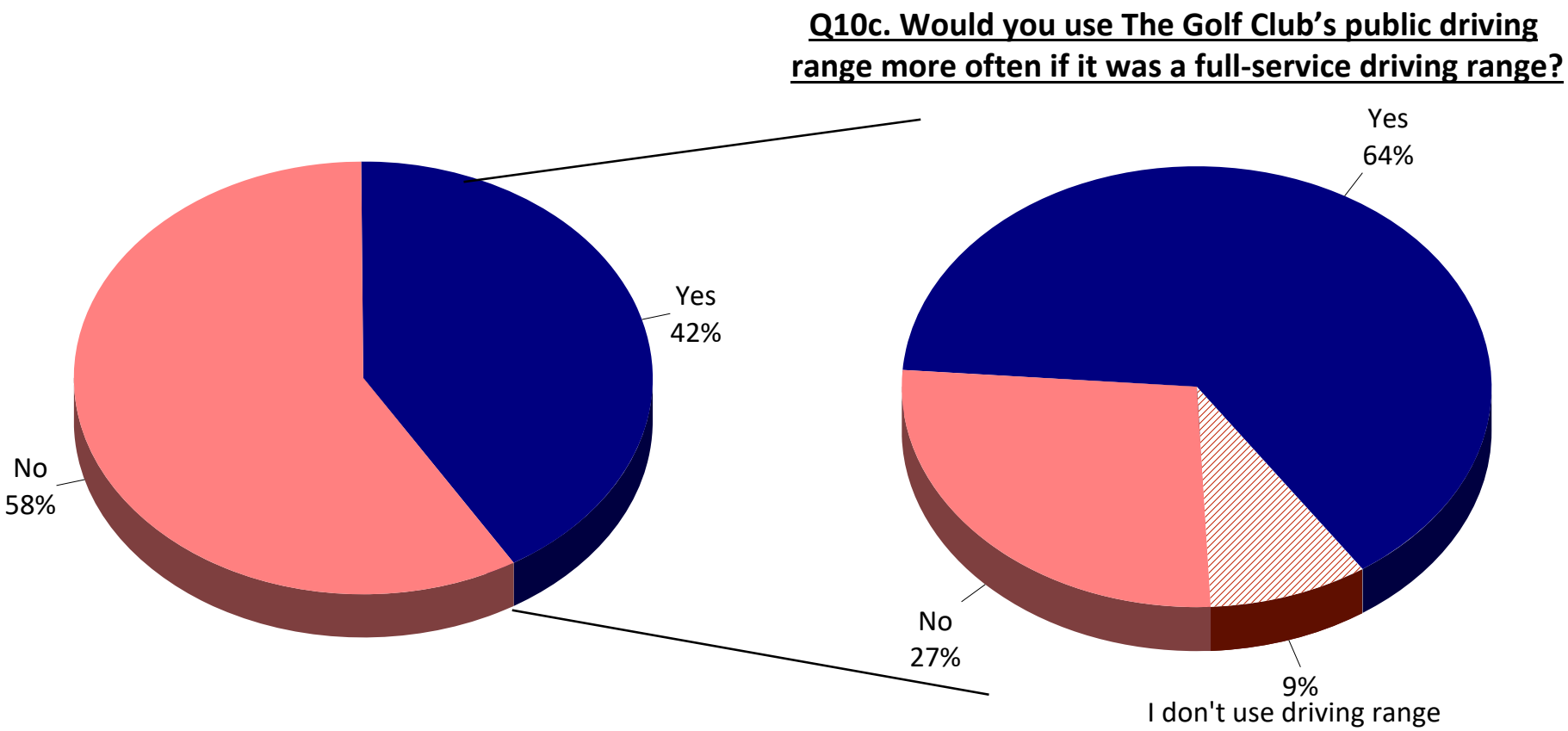


Q10b. How many times did you play golf last season?

by percentage of respondents (excluding "not provided")

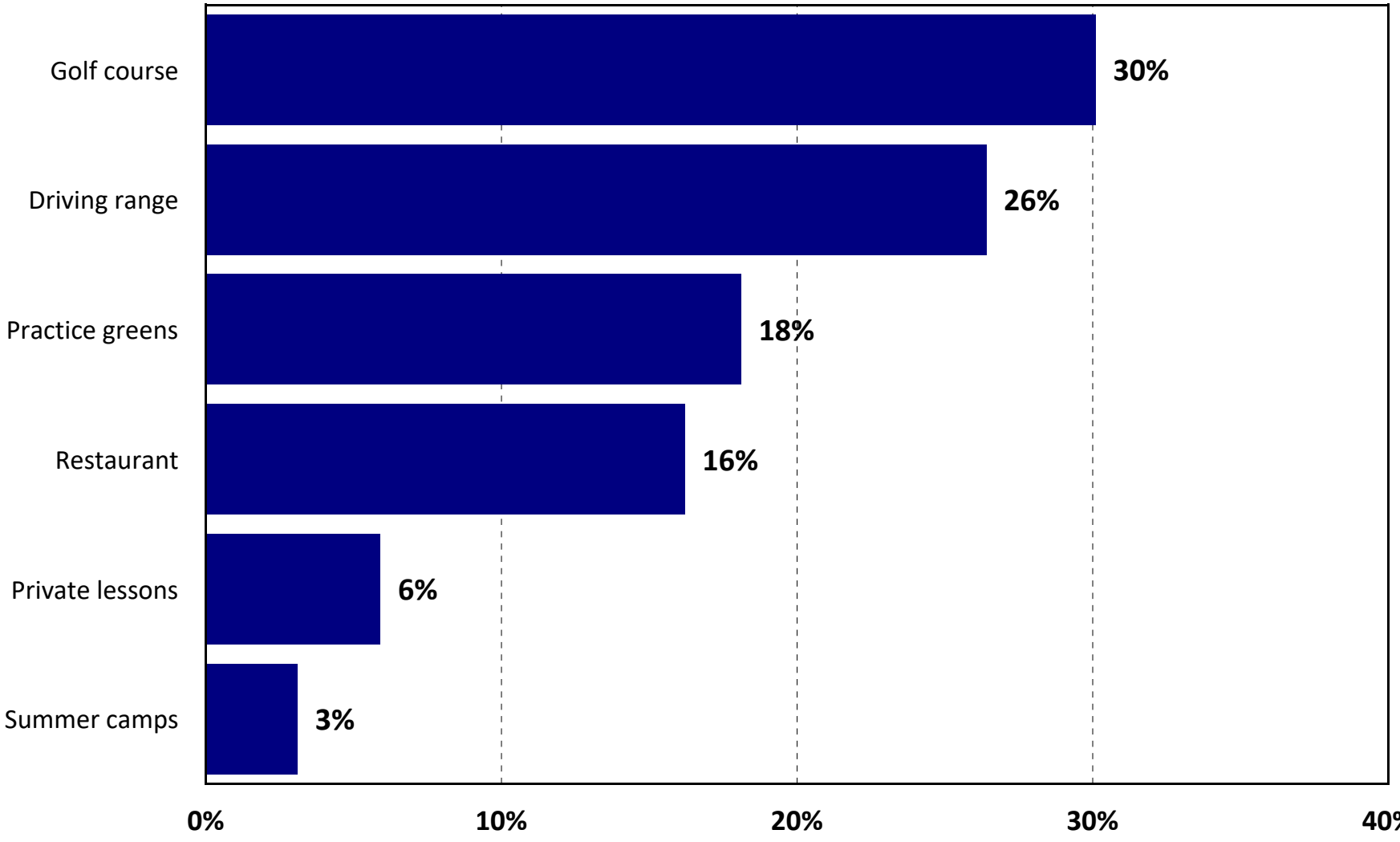
Q10. Do you play golf?

by percentage of respondents (excluding "not provided")



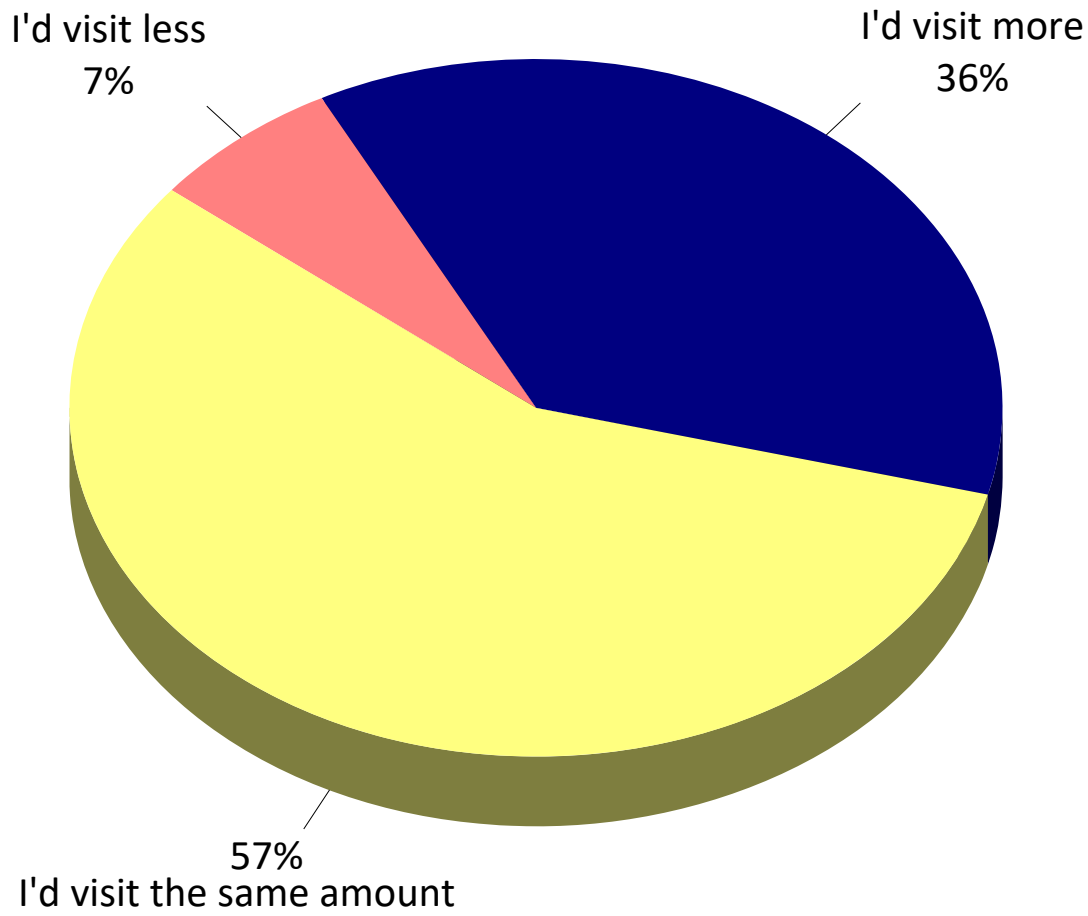
Q11. Have you used any of these Glencoe Golf Club amenities within the last year?

by percentage of respondents (multiple selections could be made)



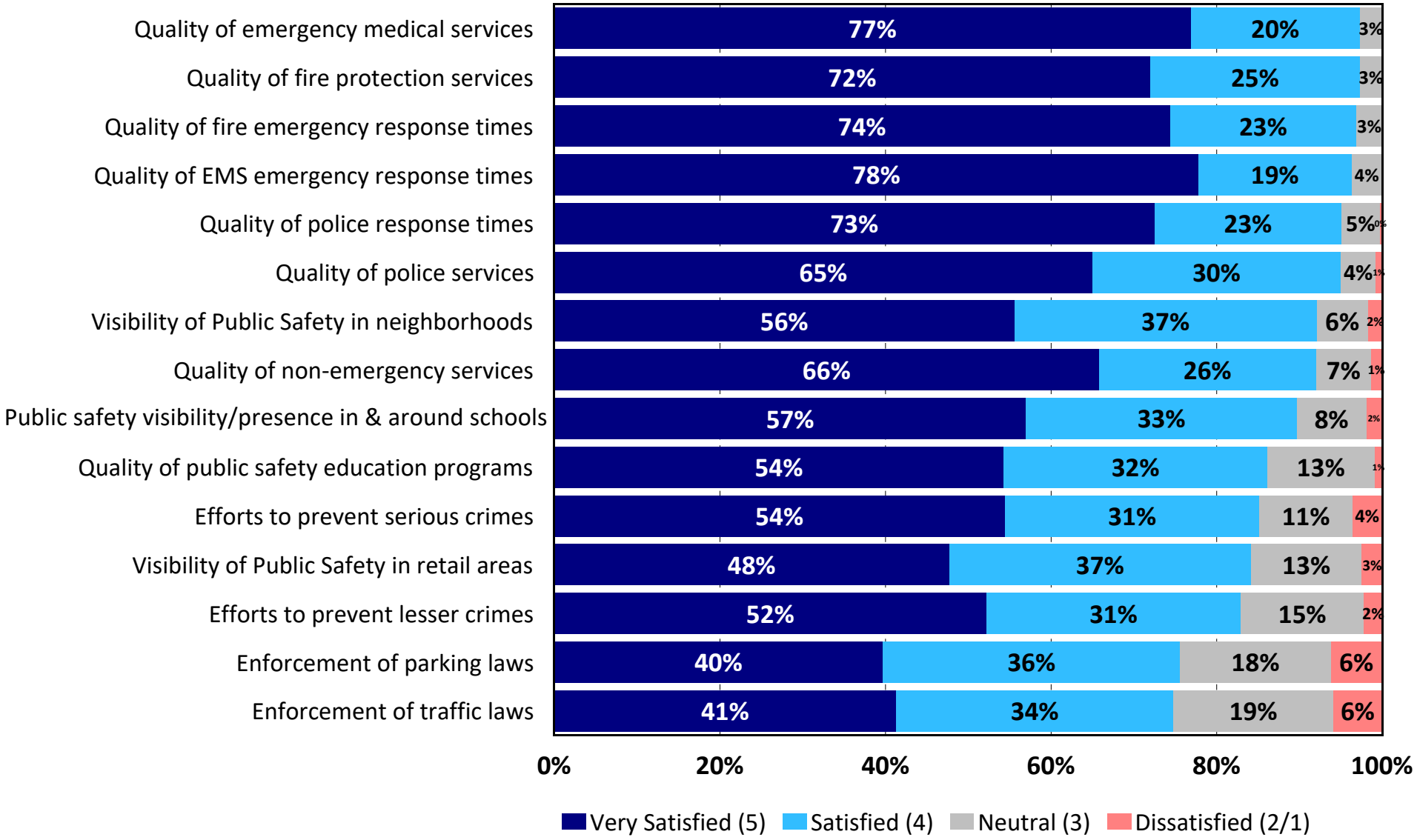
Q12. Would you visit the Glencoe Golf Club more often, the same, or less if residents of Cook County were offered a discounted rate?

by percentage of respondents (excluding "not provided")



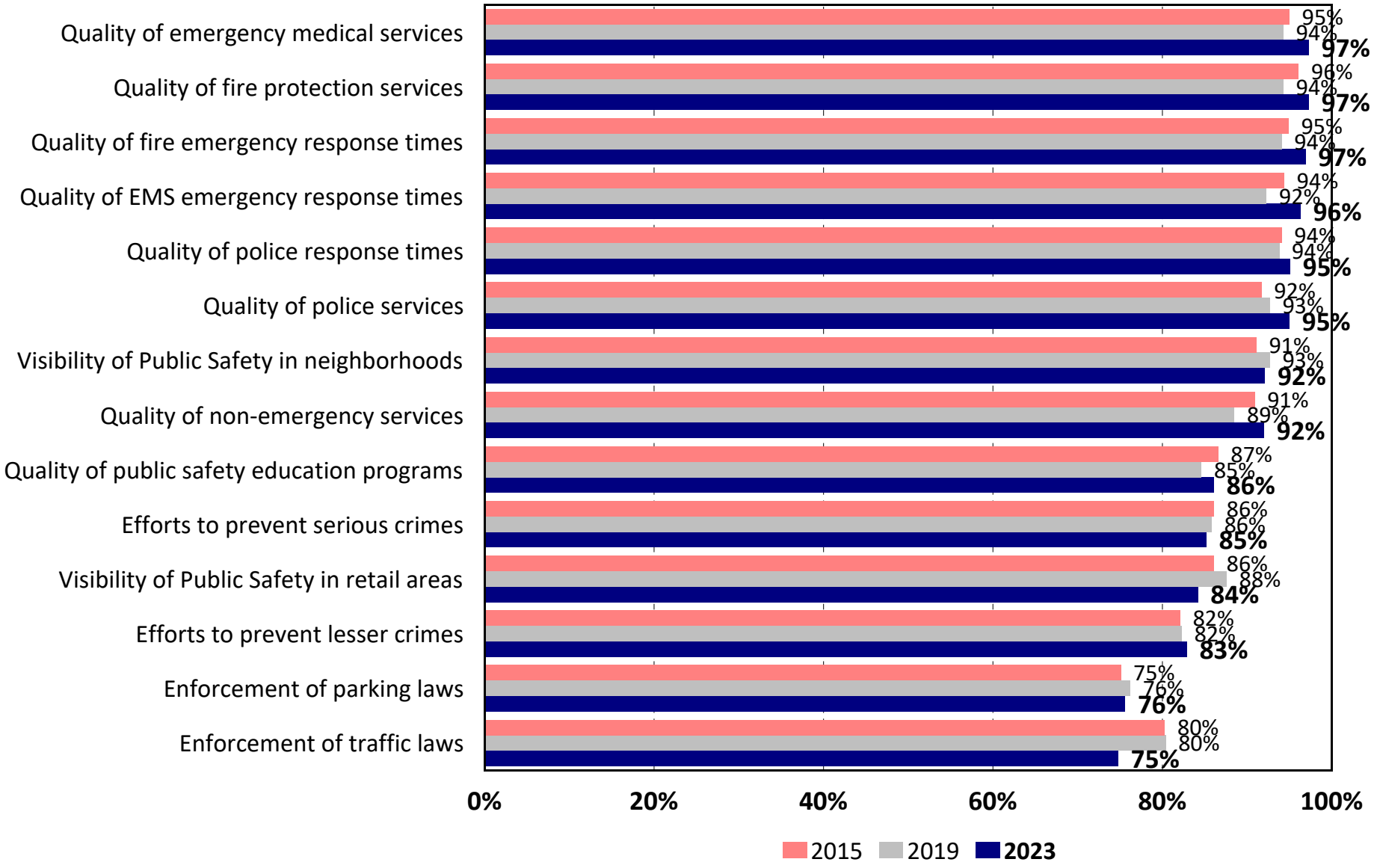
Q14. Satisfaction with Public Safety Services

by percentage of respondents (excluding "don't know")



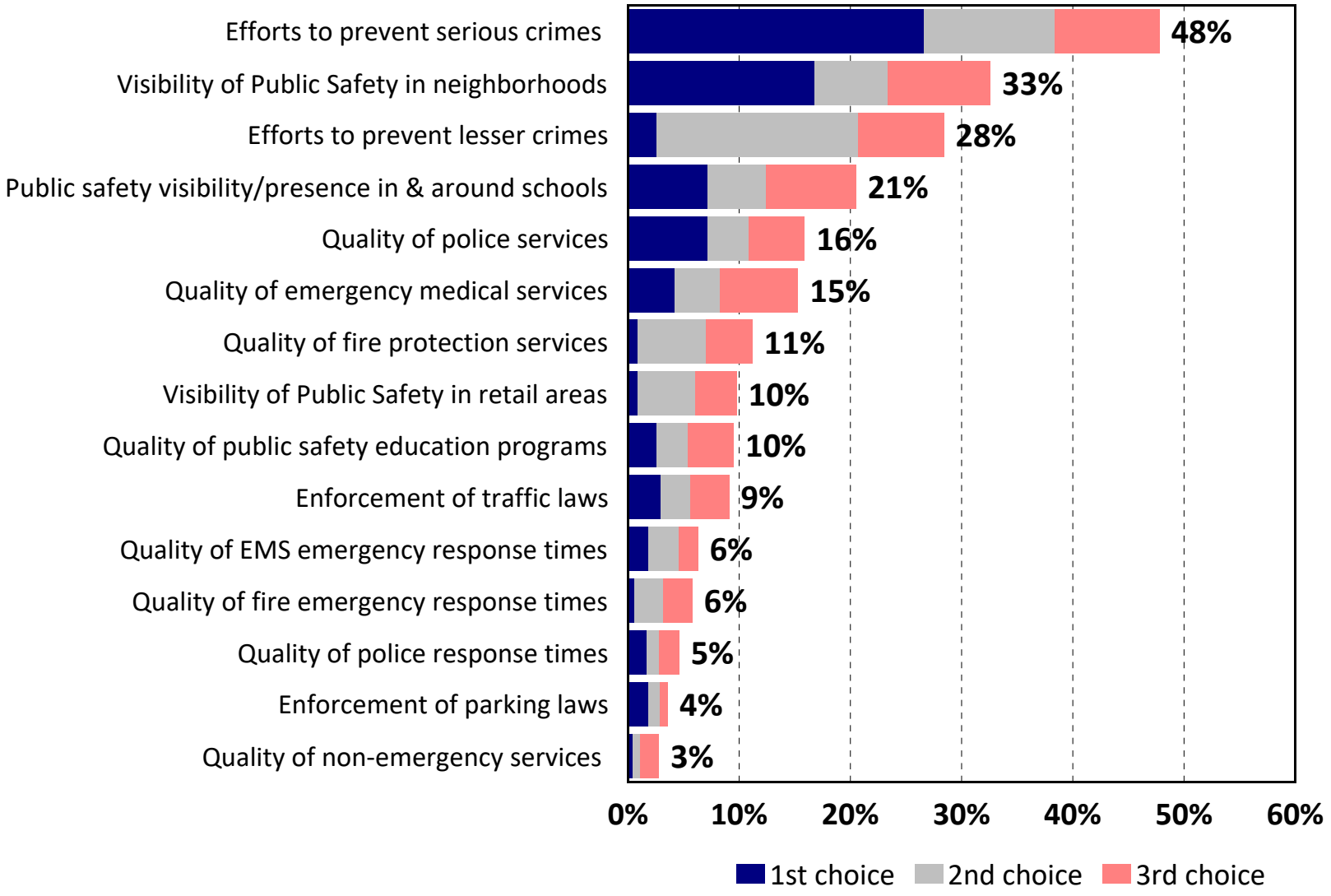
TRENDS: Satisfaction with Public Safety Services 2015 to 2023

by percentage of respondents who were “very satisfied” or “satisfied” (excluding “don't know”)



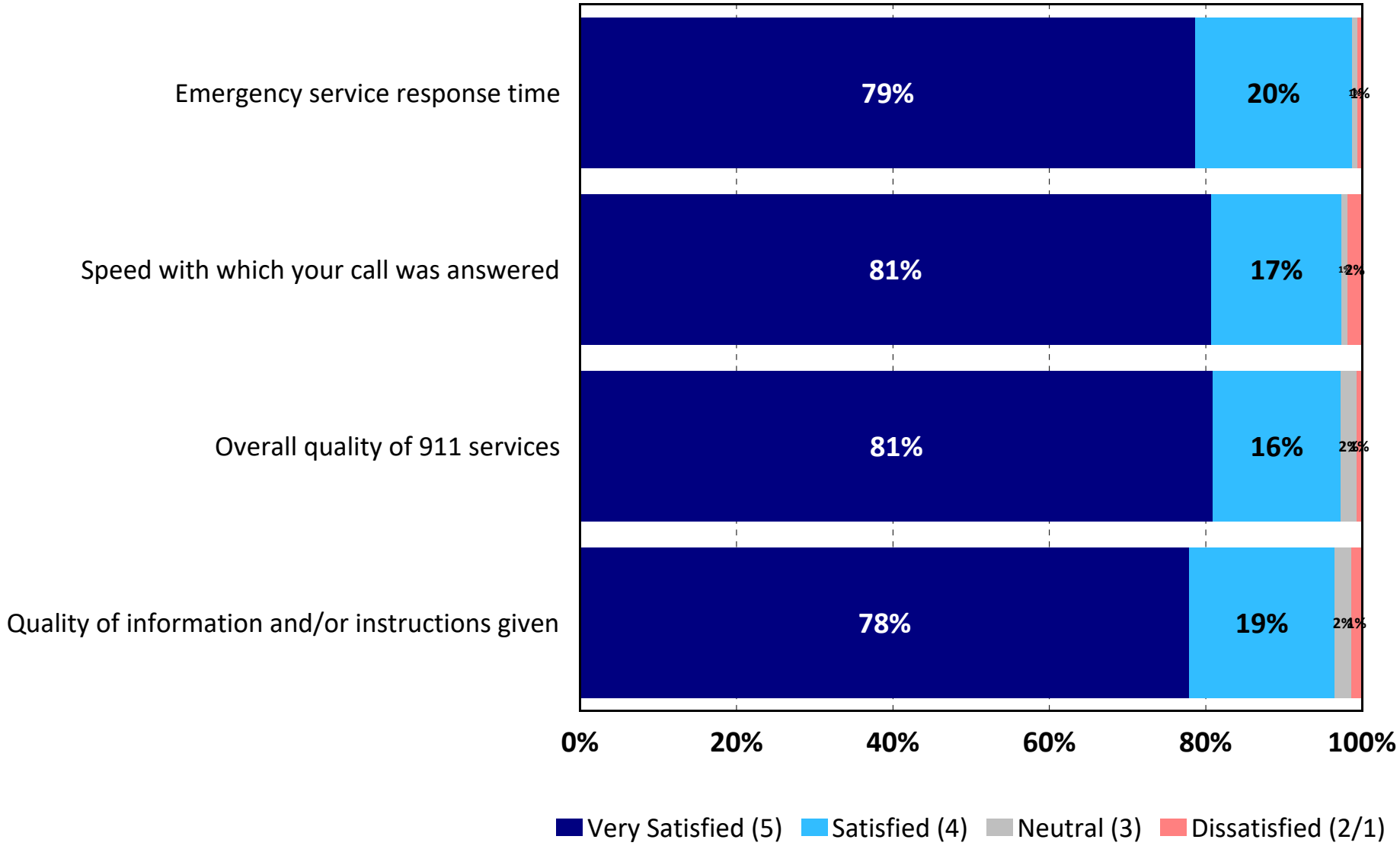
Q15. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



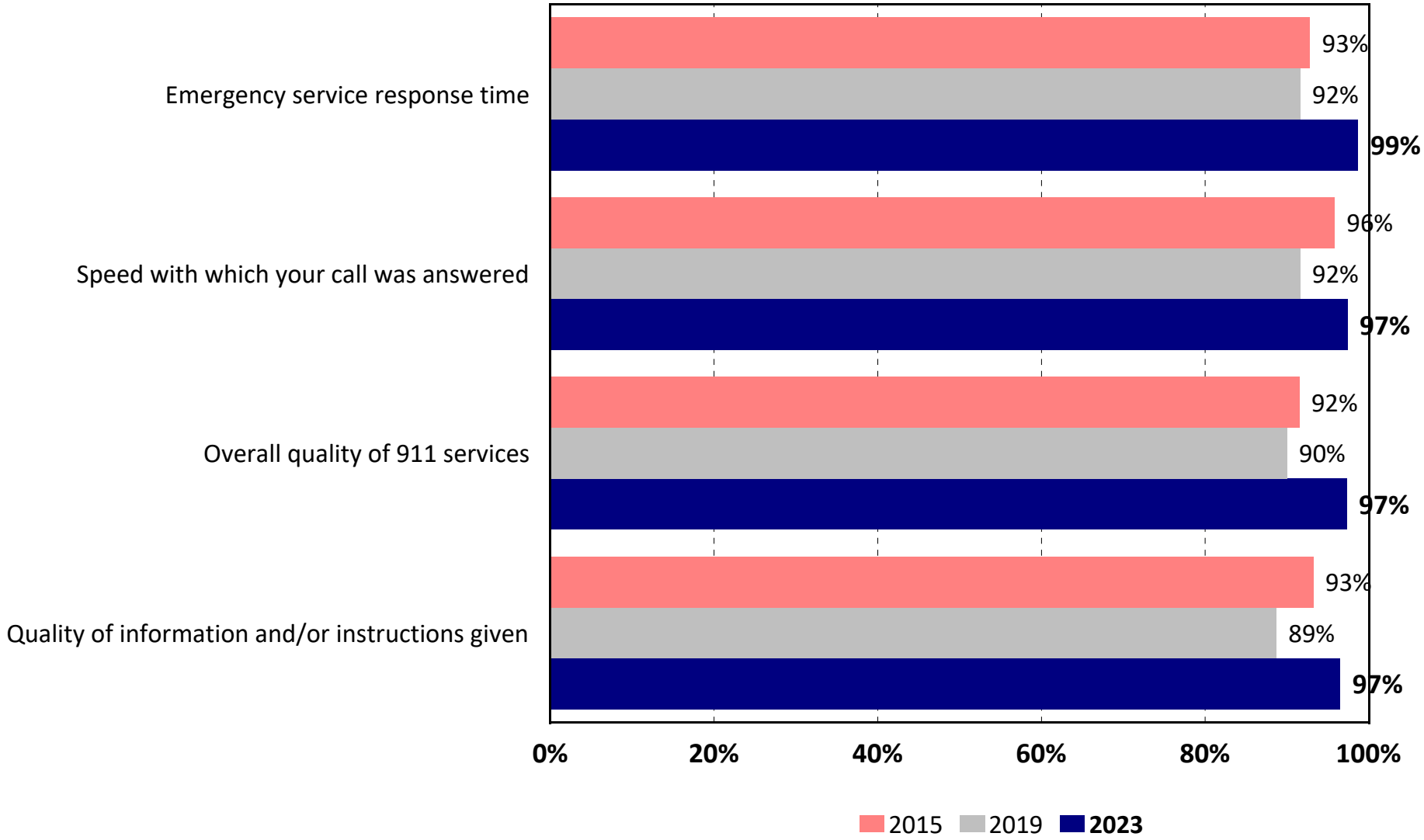
Q16. Satisfaction with 911 Services

by percentage of respondents (excluding "don't know")



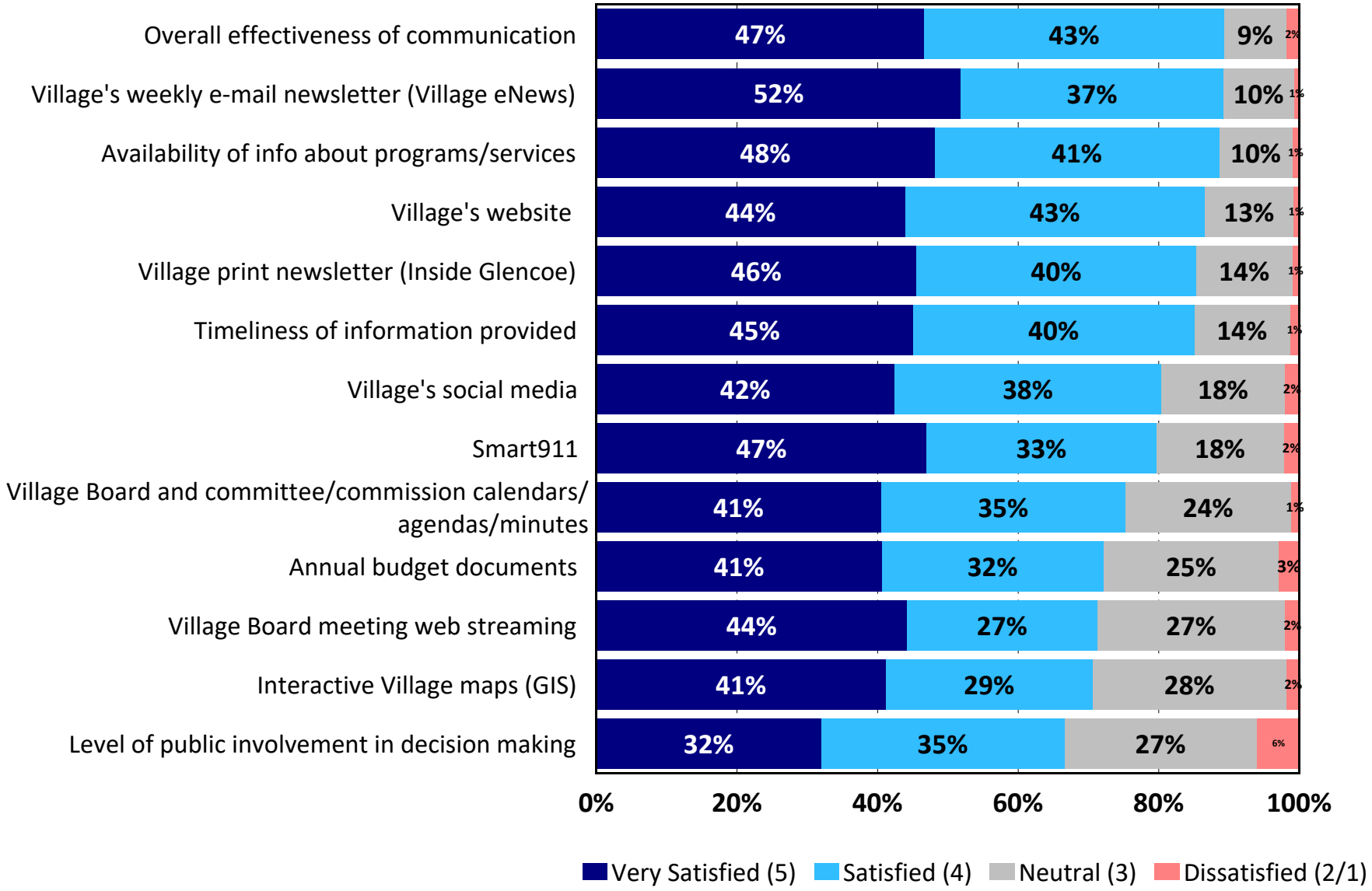
TRENDS: Satisfaction with 911 Services 2015 to 2023

by percentage of respondents who were “very satisfied” or “satisfied” (excluding “don't know”)



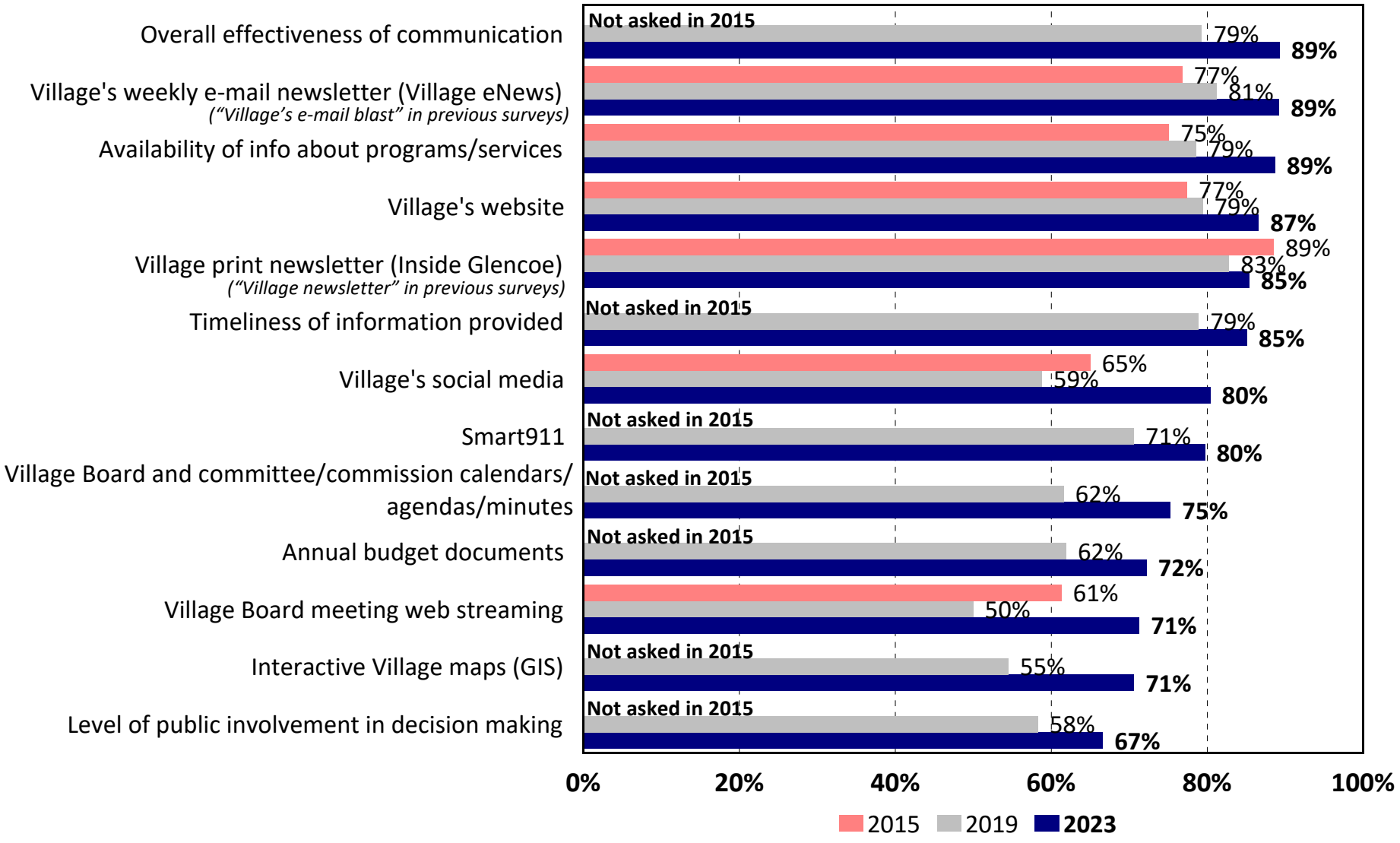
Q17. Satisfaction with Quality of Village Communications

by percentage of respondents (excluding "don't know")



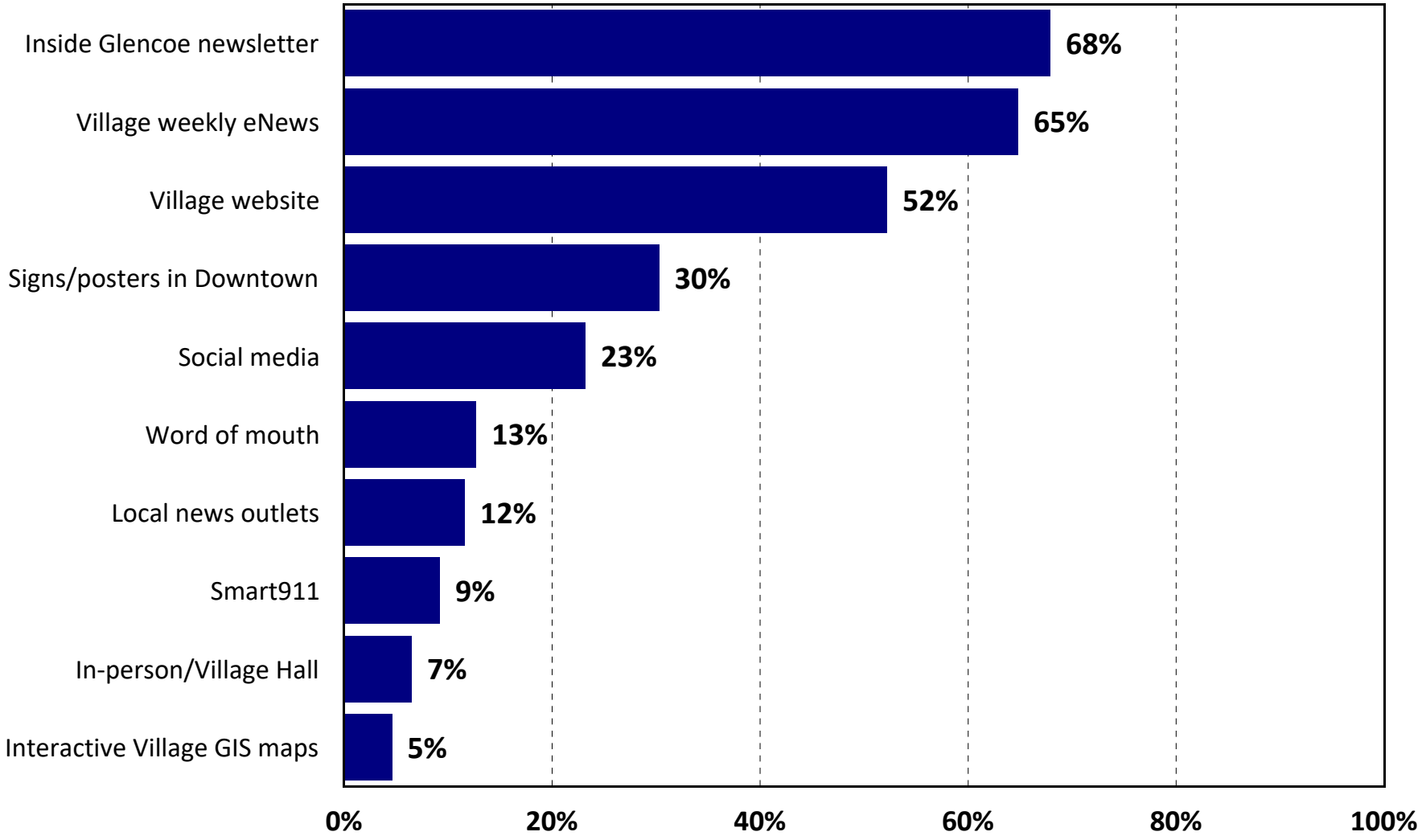
TRENDS: Satisfaction with Quality of Village Communications - 2015 to 2023

by percentage of respondents who were "very satisfied" or "satisfied" (excluding "don't know")



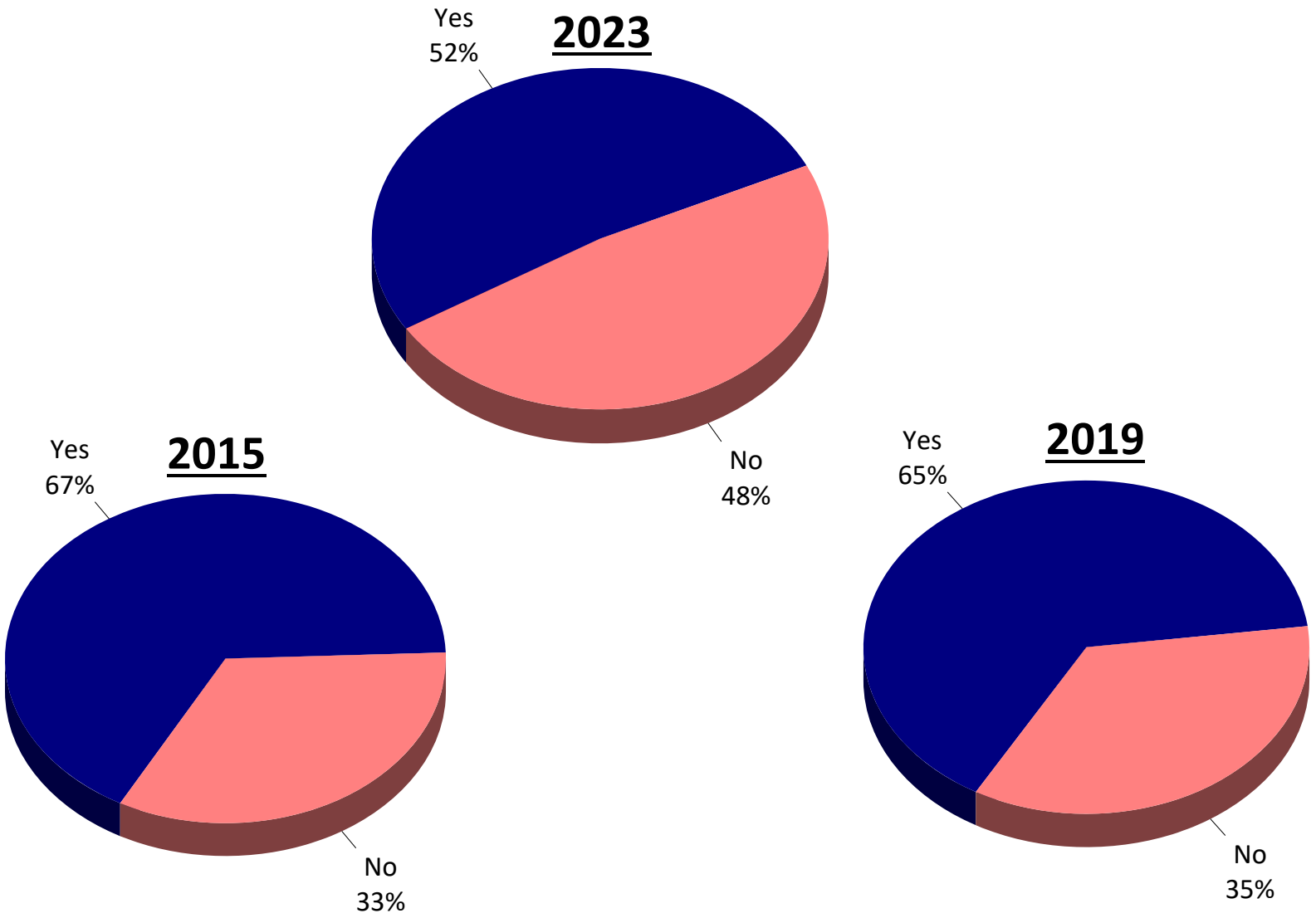
Q18. Preferred Sources of Information About Village Activities and Services

by percentage of respondents (multiple selections could be made)



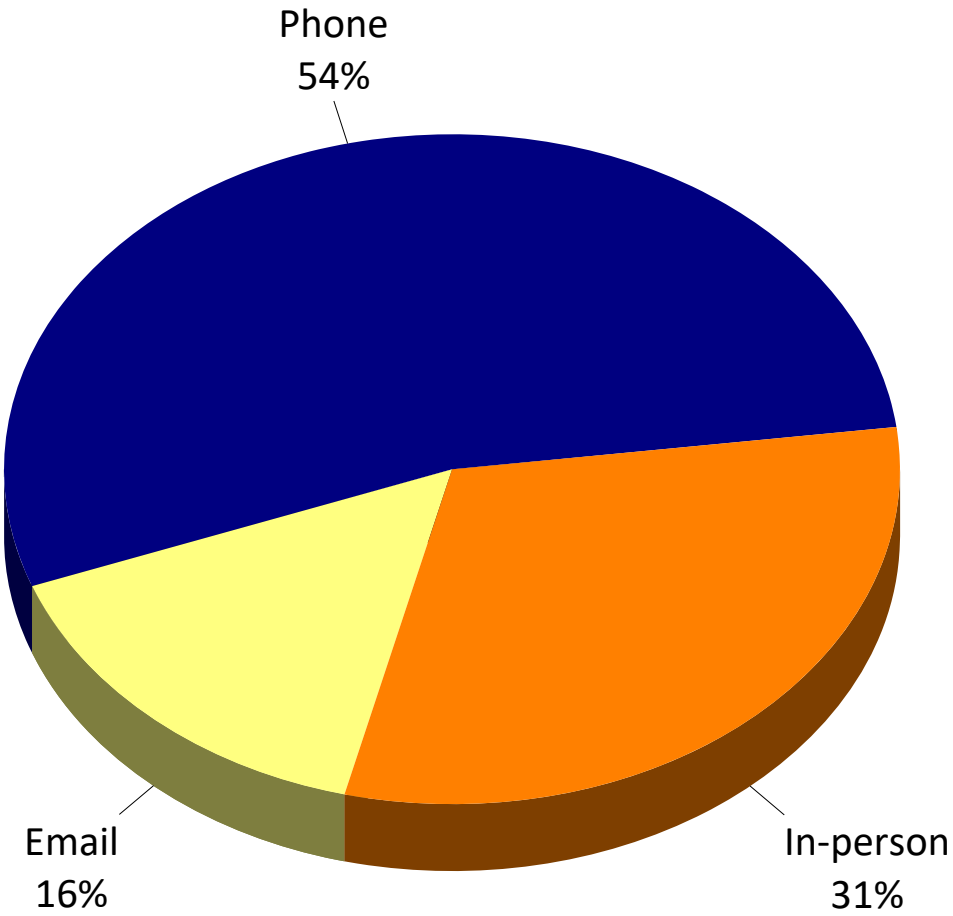
Q19. Have you called or visited the Village with a question, problem, or complaint during the past year?

by percentage of respondents



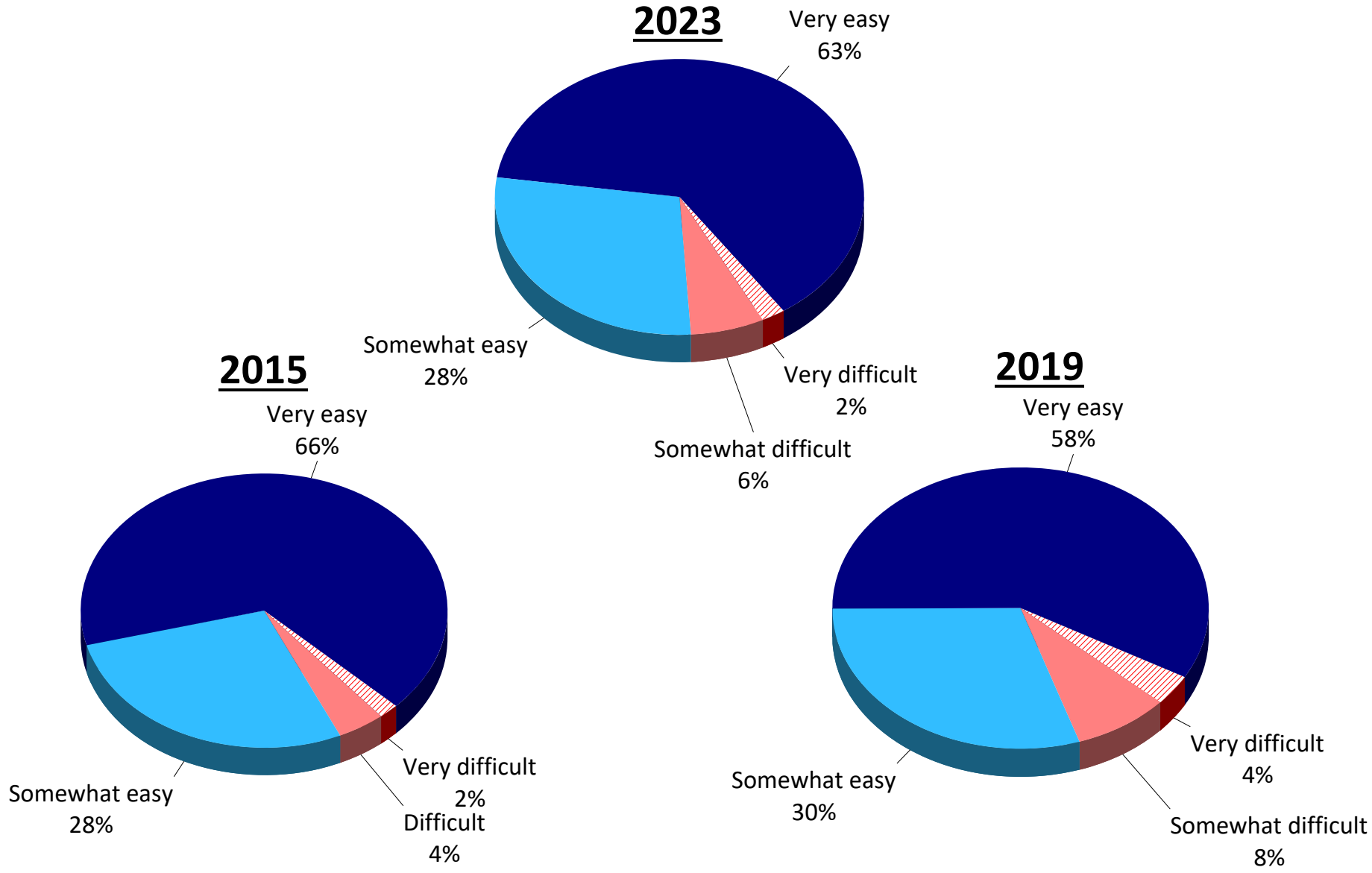
Q19a. How did you communicate with the person you contacted?

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



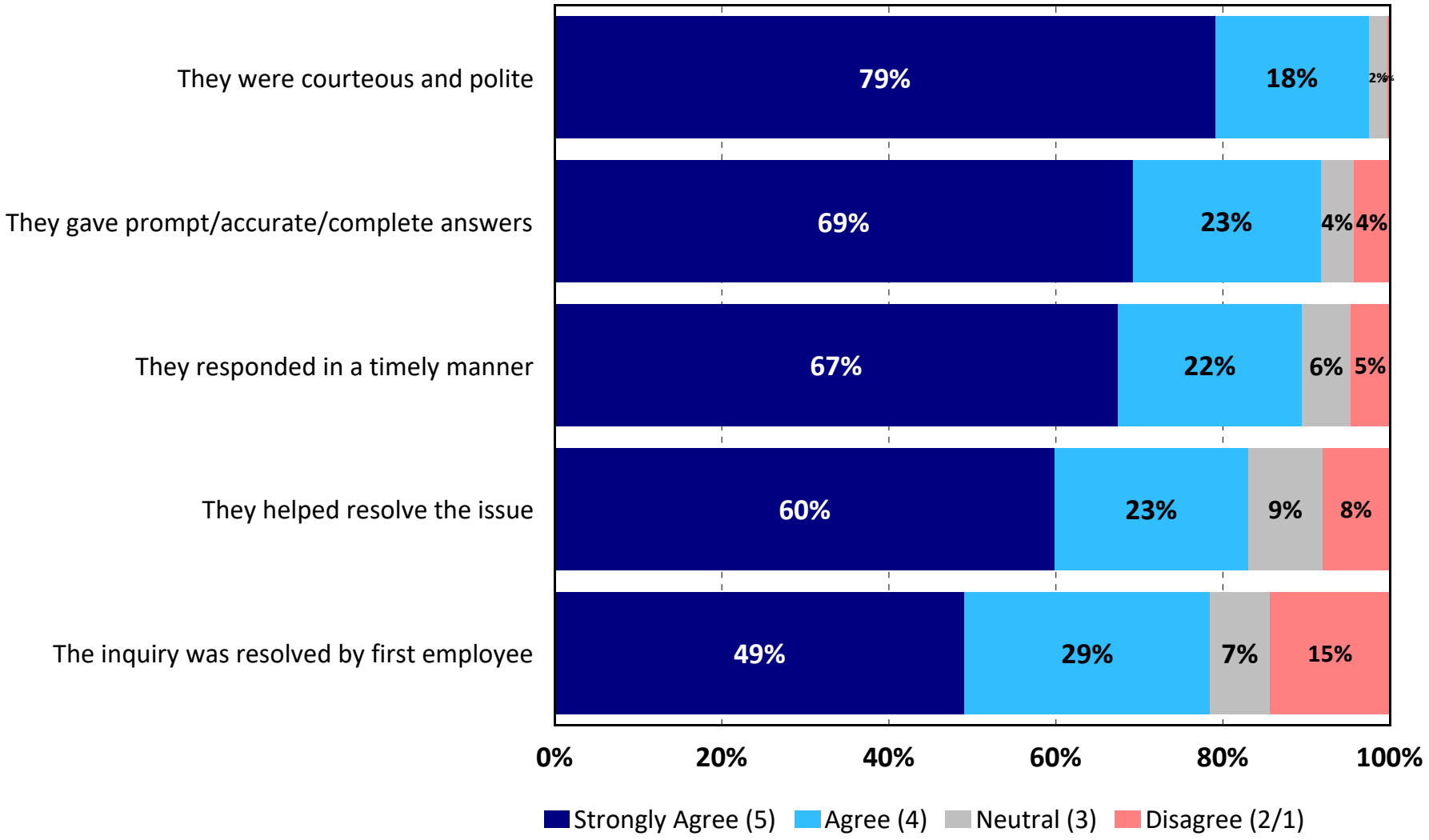
Q19b. How easy was it to contact the person you needed to reach?

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



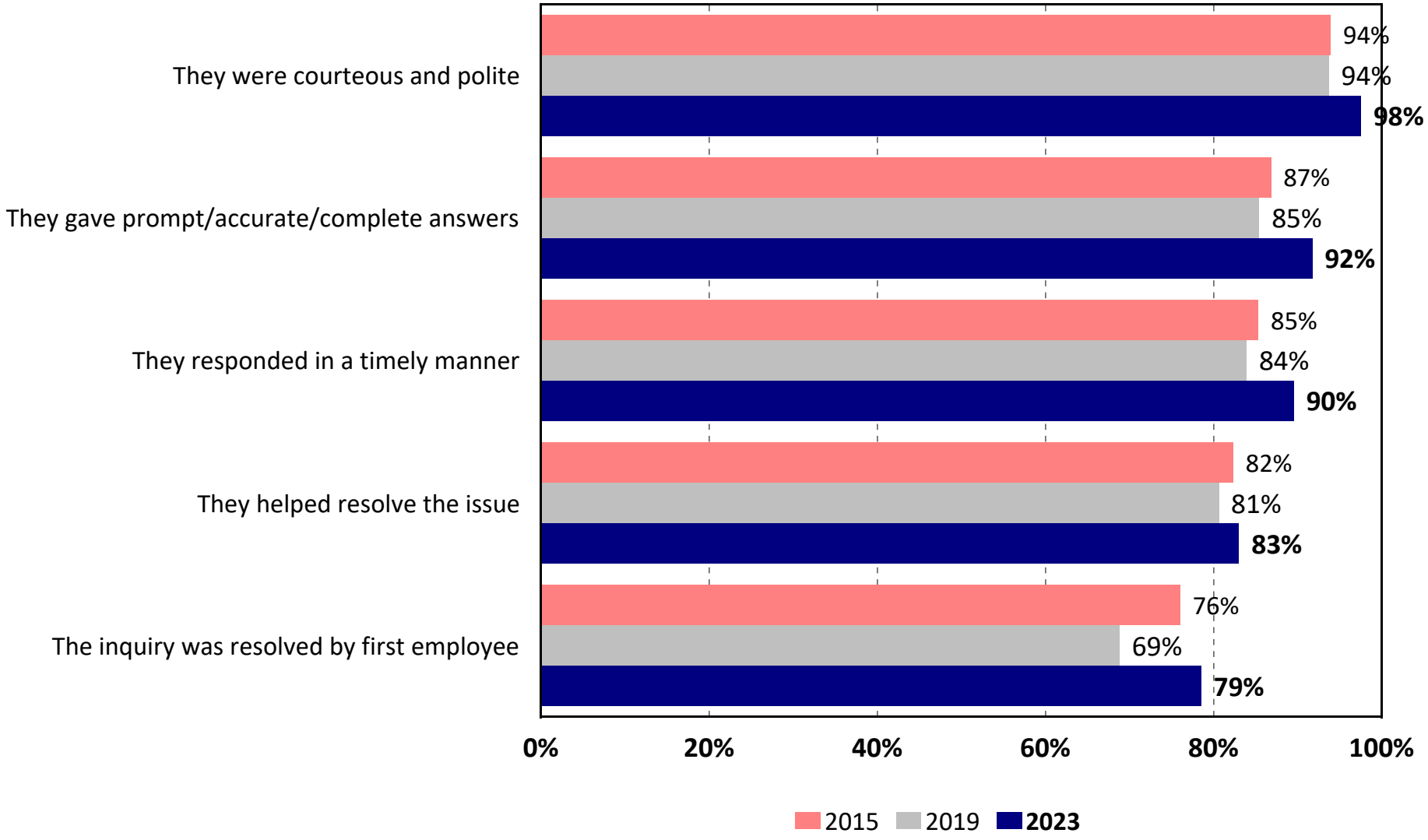
Q19c. Agreement with Various Aspects of Customer Service

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



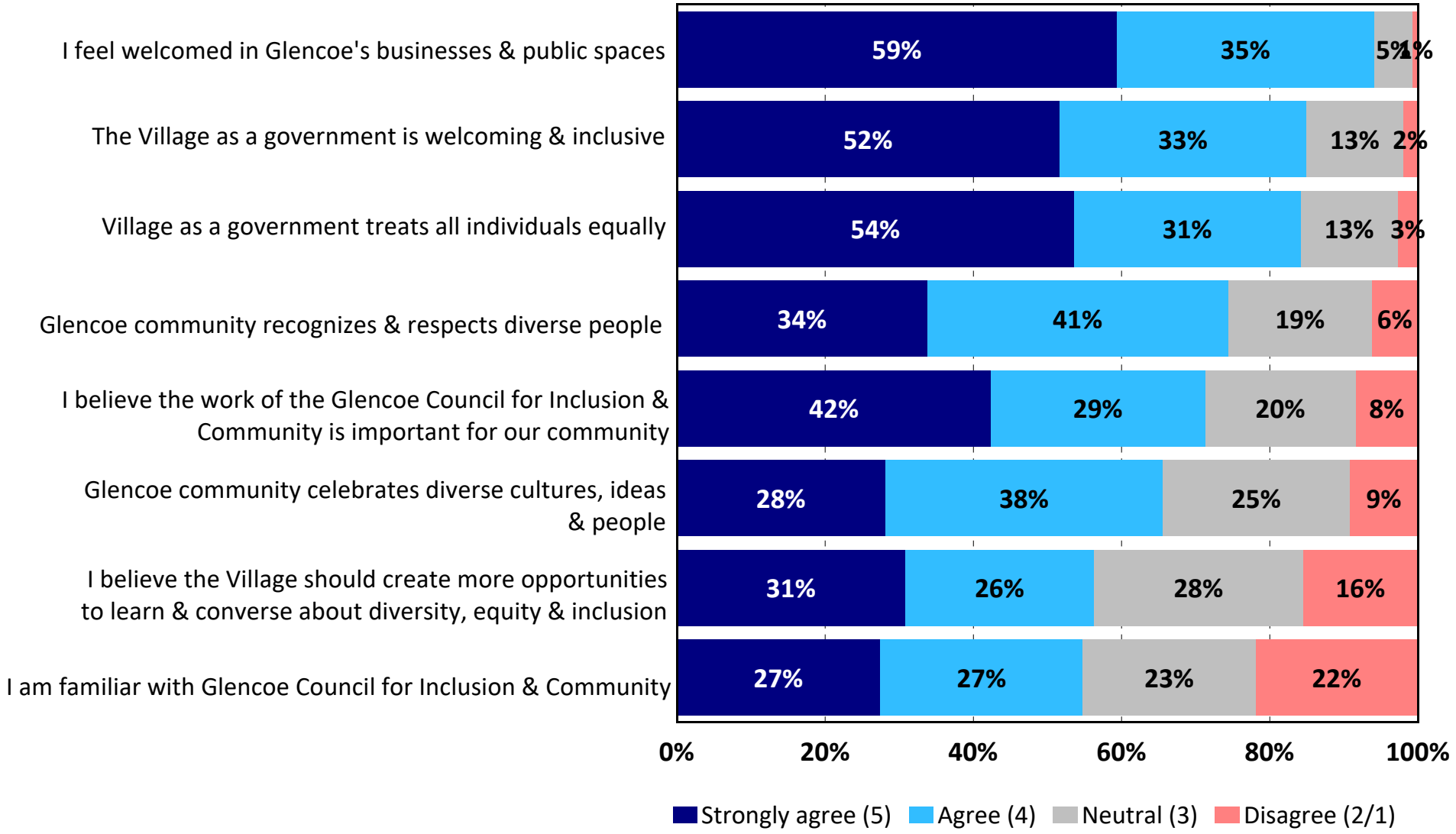
TRENDS: Agreement with Various Aspects of Customer Service - 2015 to 2023

by percentage of respondents who “strongly agreed” or “agreed” (excluding “don't know”)



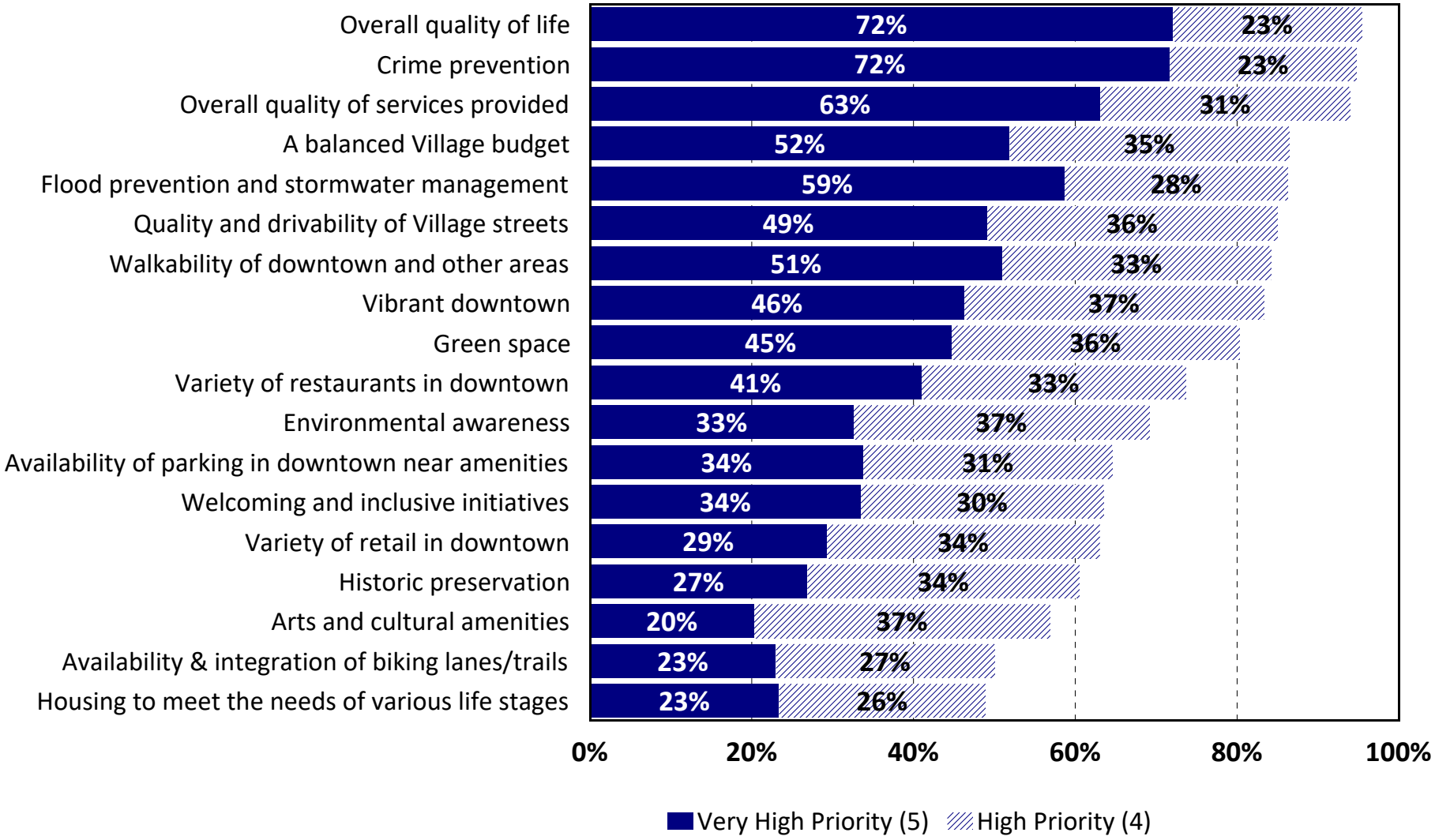
Q21. Agreement with the Following Statements Regarding Diversity, Equity and Inclusion

by percentage of respondents (excluding "don't know")



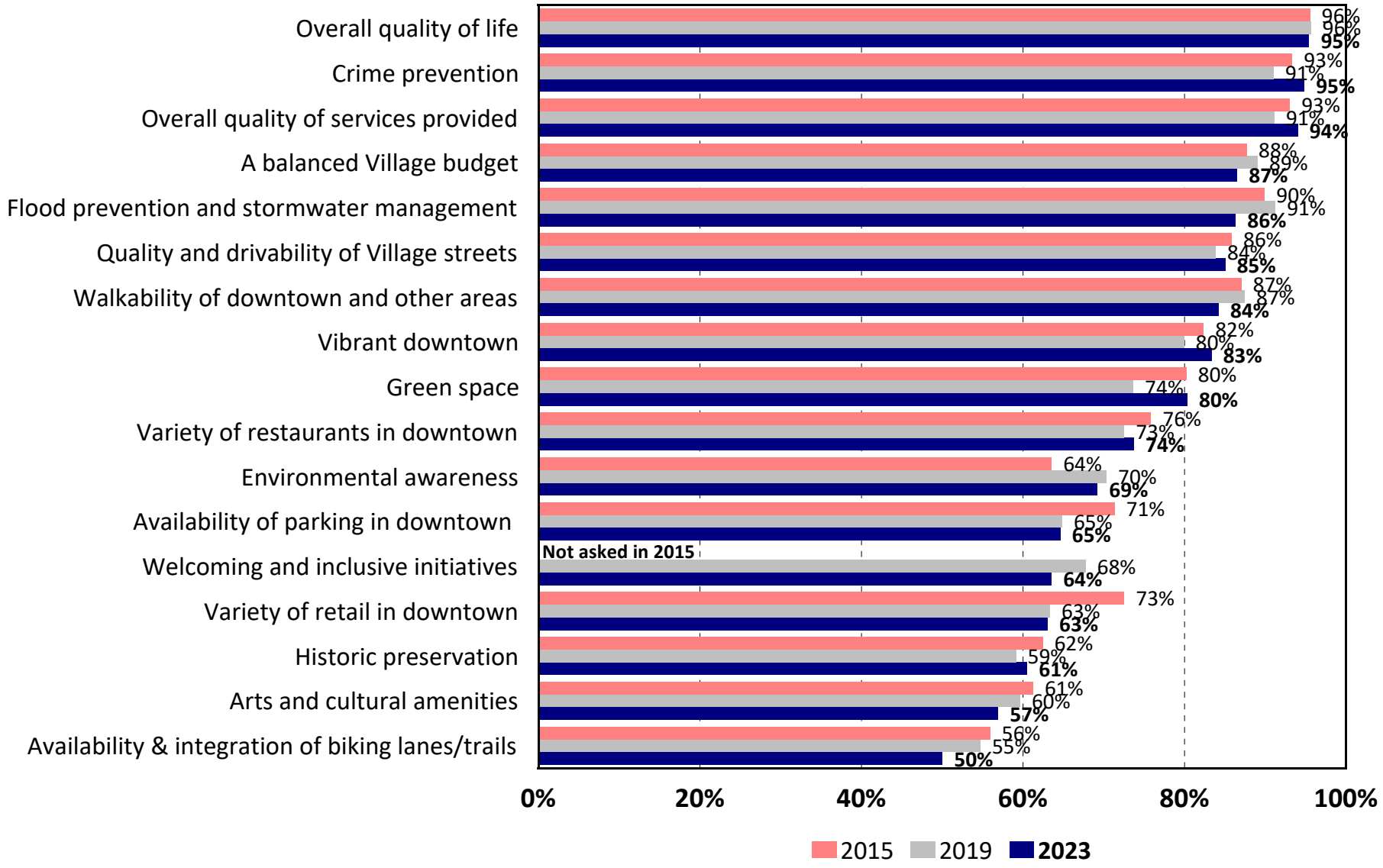
Q24. How Village Residents Rank the Following Community Priorities

by percentage of respondents who indicated the item was either a "very high" or "high" priority (excluding "don't know")



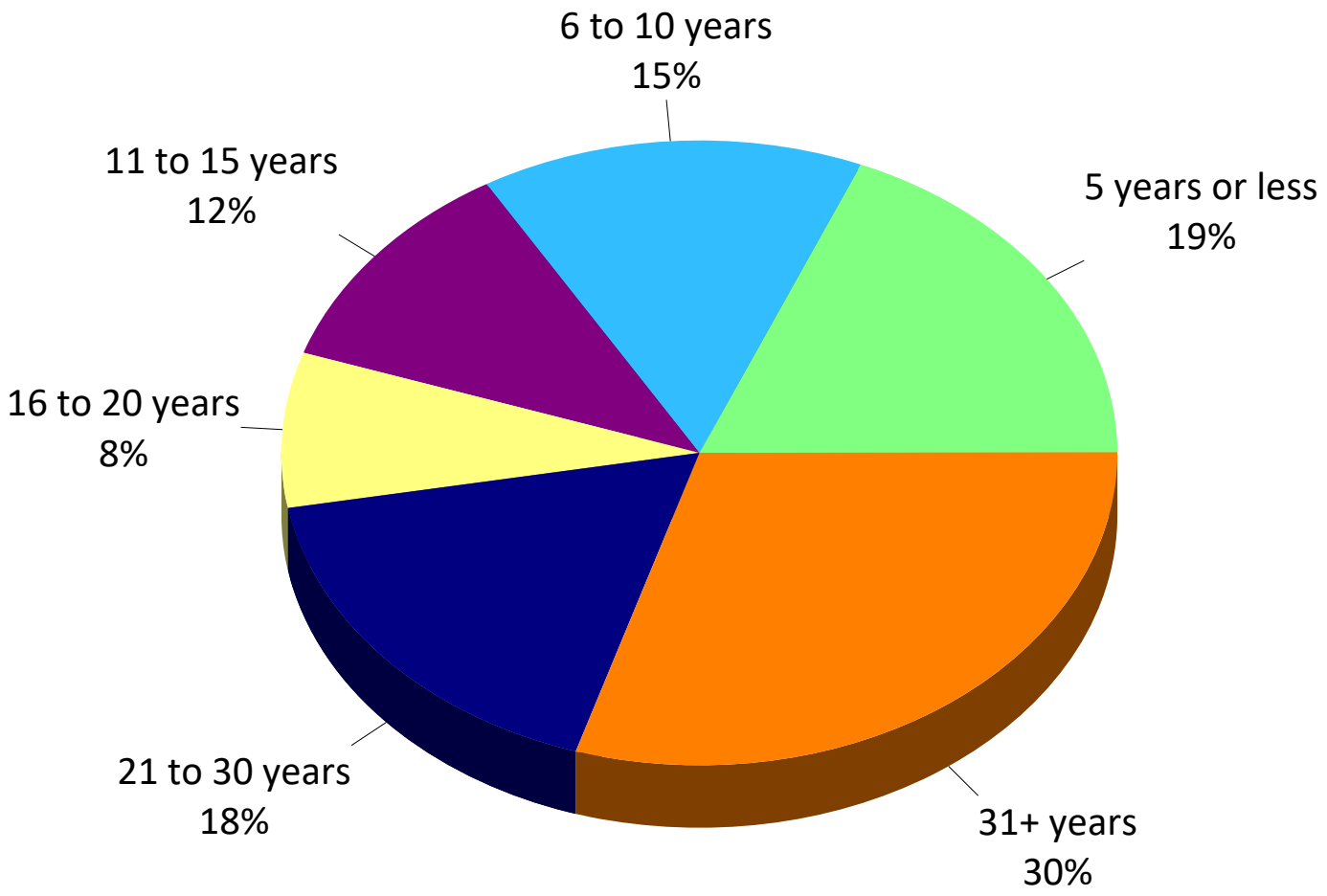
TRENDS: How Village Residents Rank the Following Community Priorities - 2015 to 2023

by percentage of respondents who rated the item a “very high” or “high” priority (excluding “don't know”)



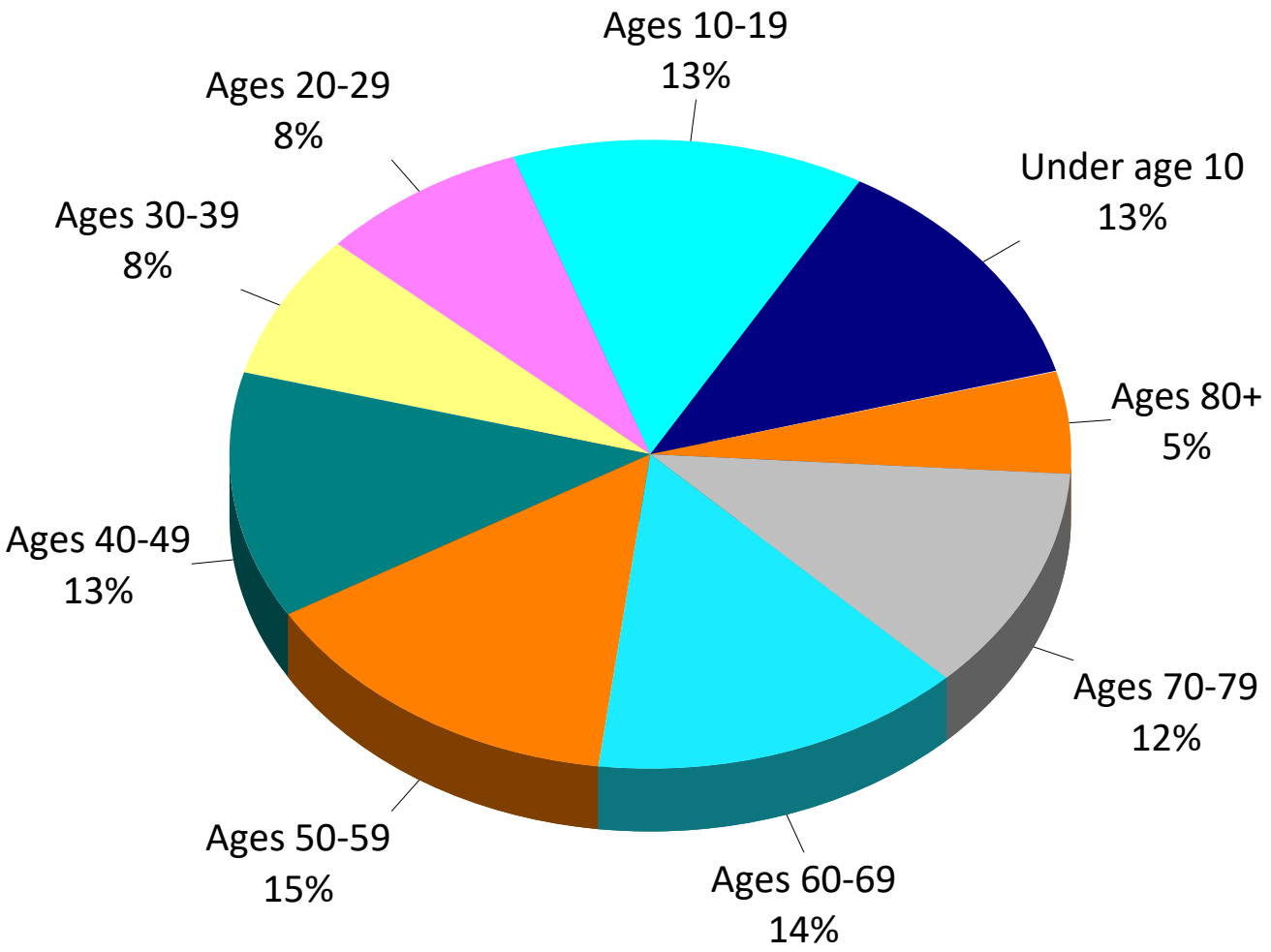
Q23. Demographics: Number of Years Lived in the Village of Glencoe

by percentage of respondents (excluding "not provided")



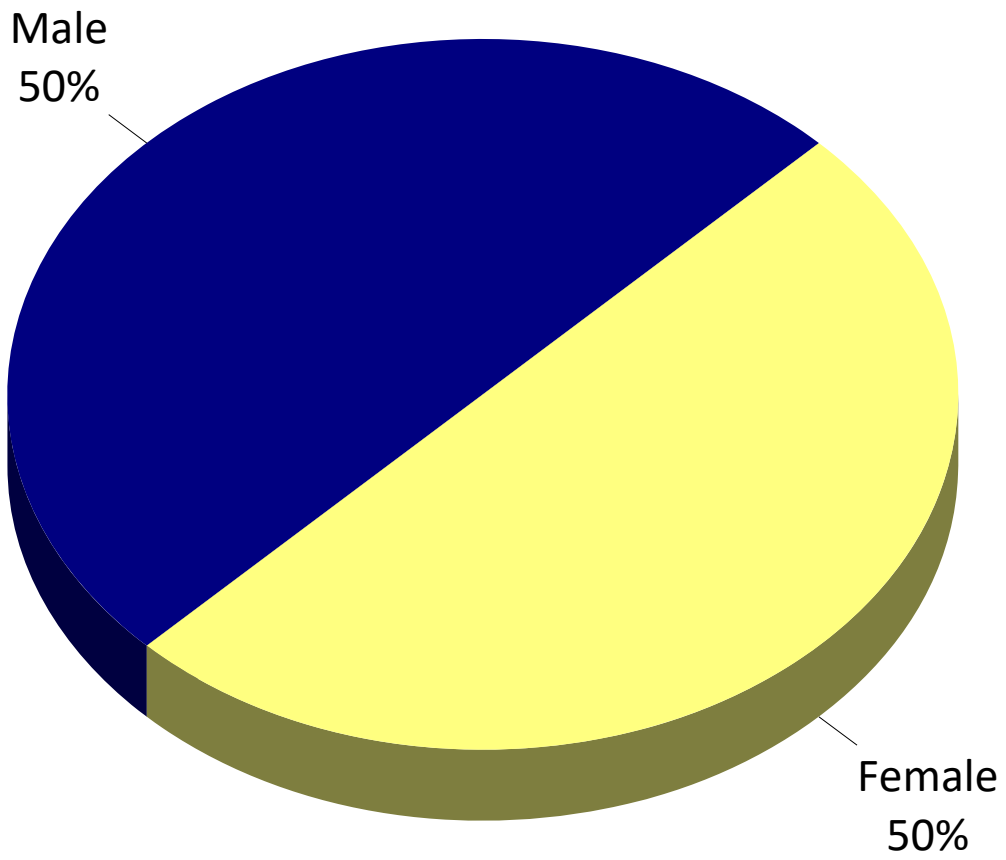
Q24. Demographics: Ages of Household Members

by percentage of household occupants



Q25. Demographics: Gender

by percentage of respondents (excluding "prefer not to answer")



0.4% selected "other"

2 Benchmarking Analysis

Benchmarking Analysis

Overview

ETC Institute's *DirectionFinder®* program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities 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 fall of 2021 to a random sample of over 9,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the fall of 2021 to a random sample of residents living in the Plains Region of the United States. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma.

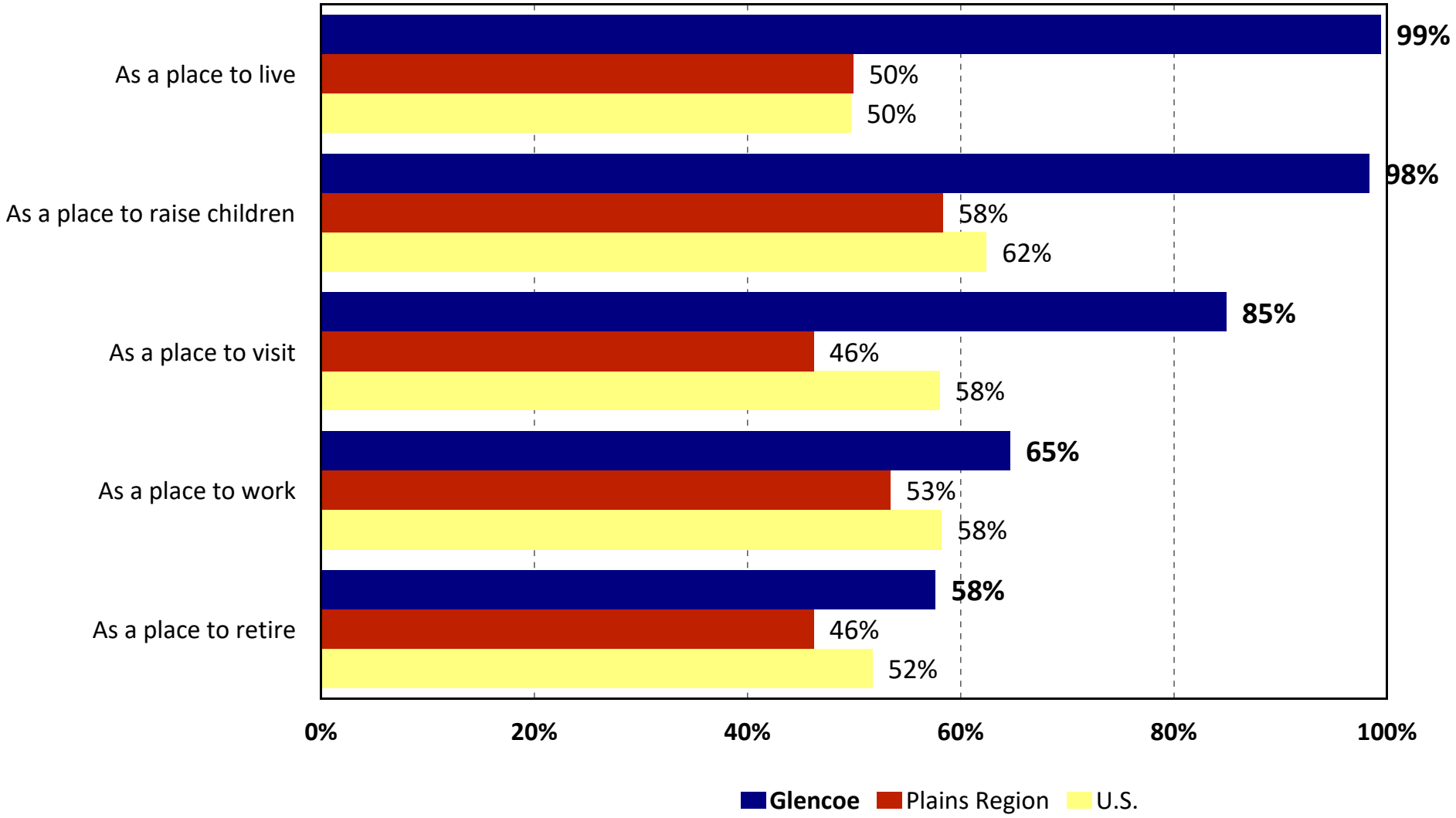
The charts on the following pages show how the results for the Village of Glencoe compare to the national average and the Plains regional average. The blue bar shows the results for Glencoe. The red bar shows the Plains regional average from communities that administered the *DirectionFinder®* survey during the fall of 2021. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents during the fall of 2021.

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 Glencoe, Illinois is not authorized without written consent from ETC Institute.

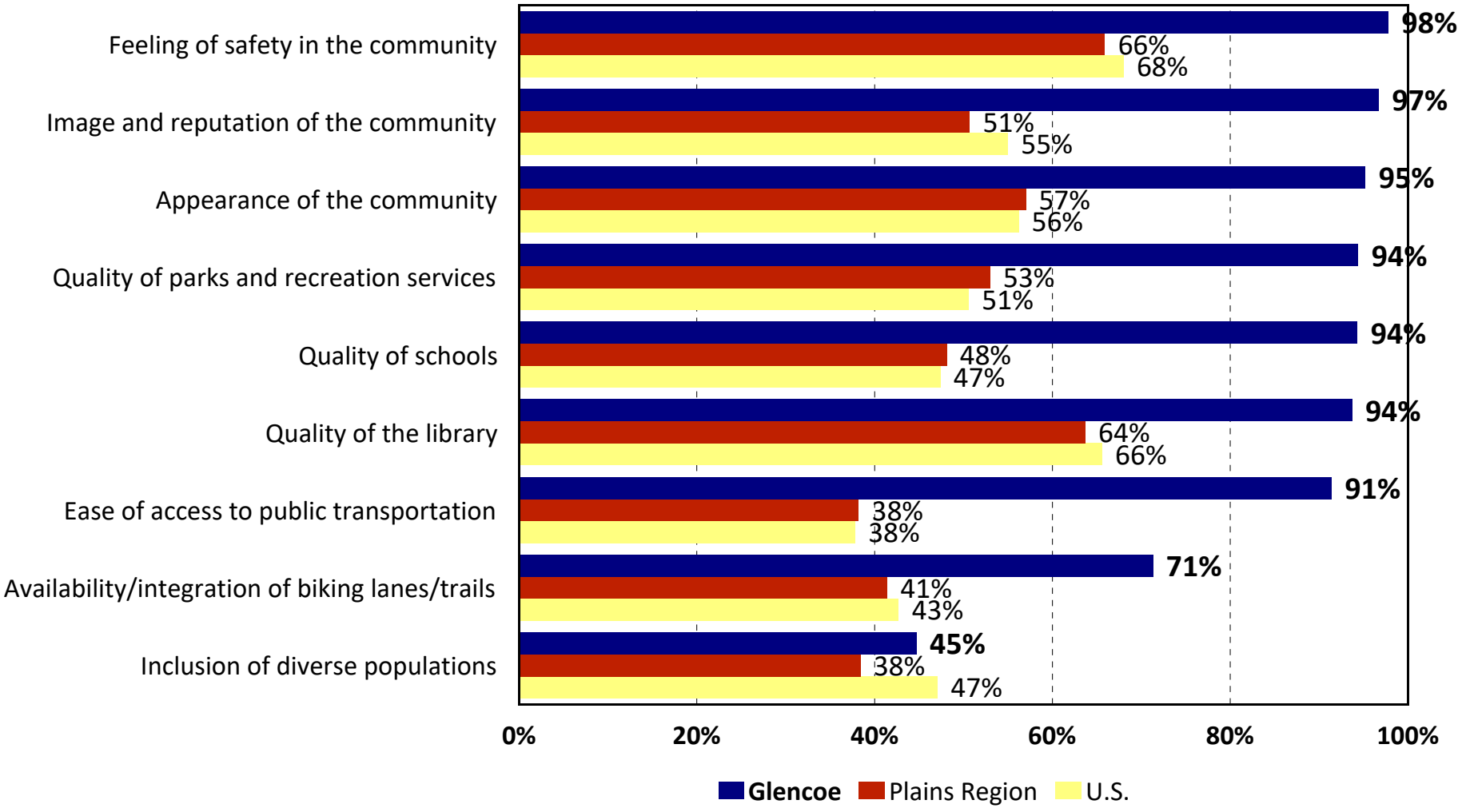
Quality of Life in the Community
Glencoe vs. Plains Region vs. the U.S.

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



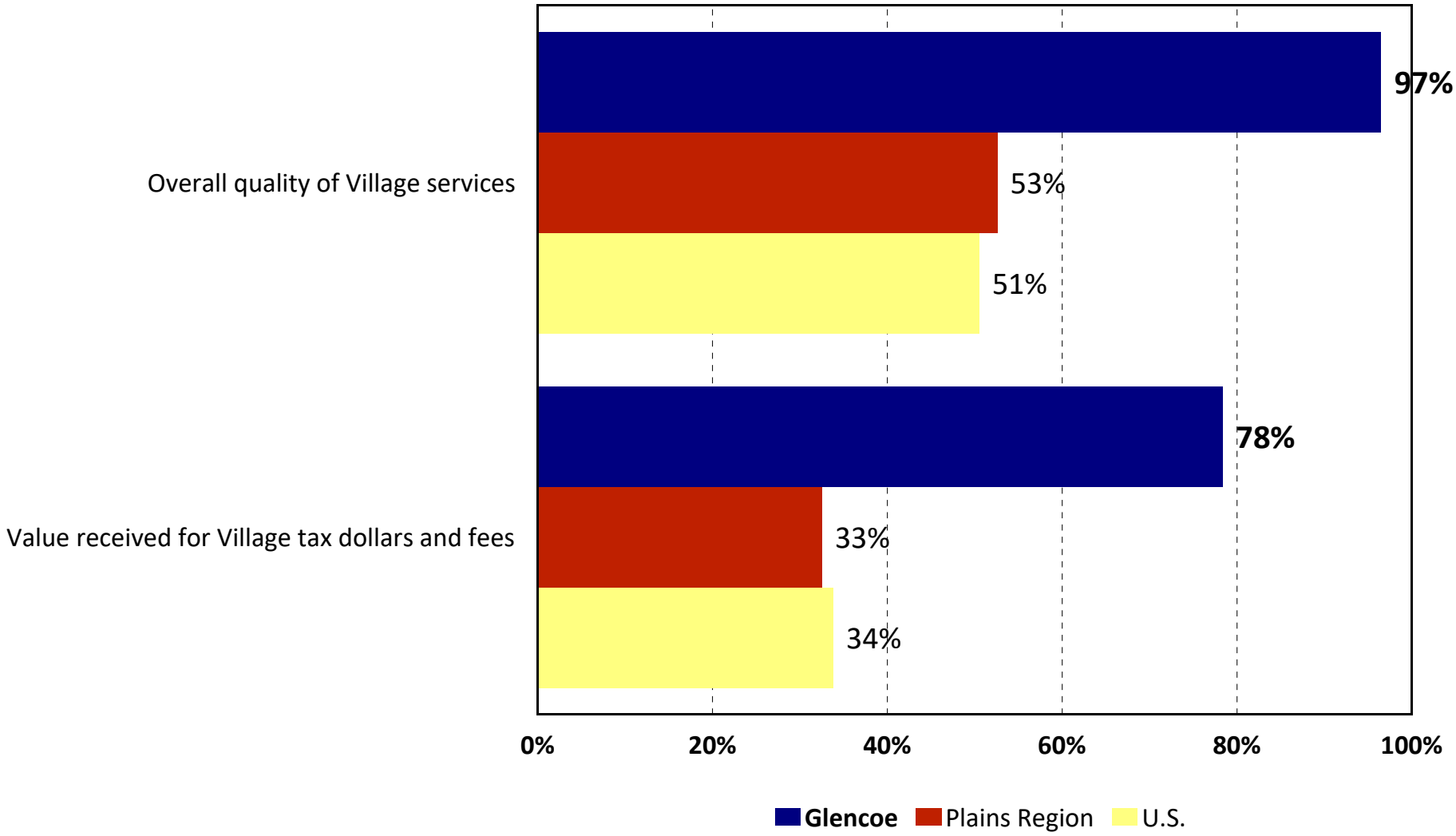
Satisfaction with Issues that Influence Perceptions/ Characteristics of a Community
Glencoe vs. Plains Region vs. the U.S.

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



Satisfaction with Village Services
Glencoe vs. Plains Region vs. the U.S.

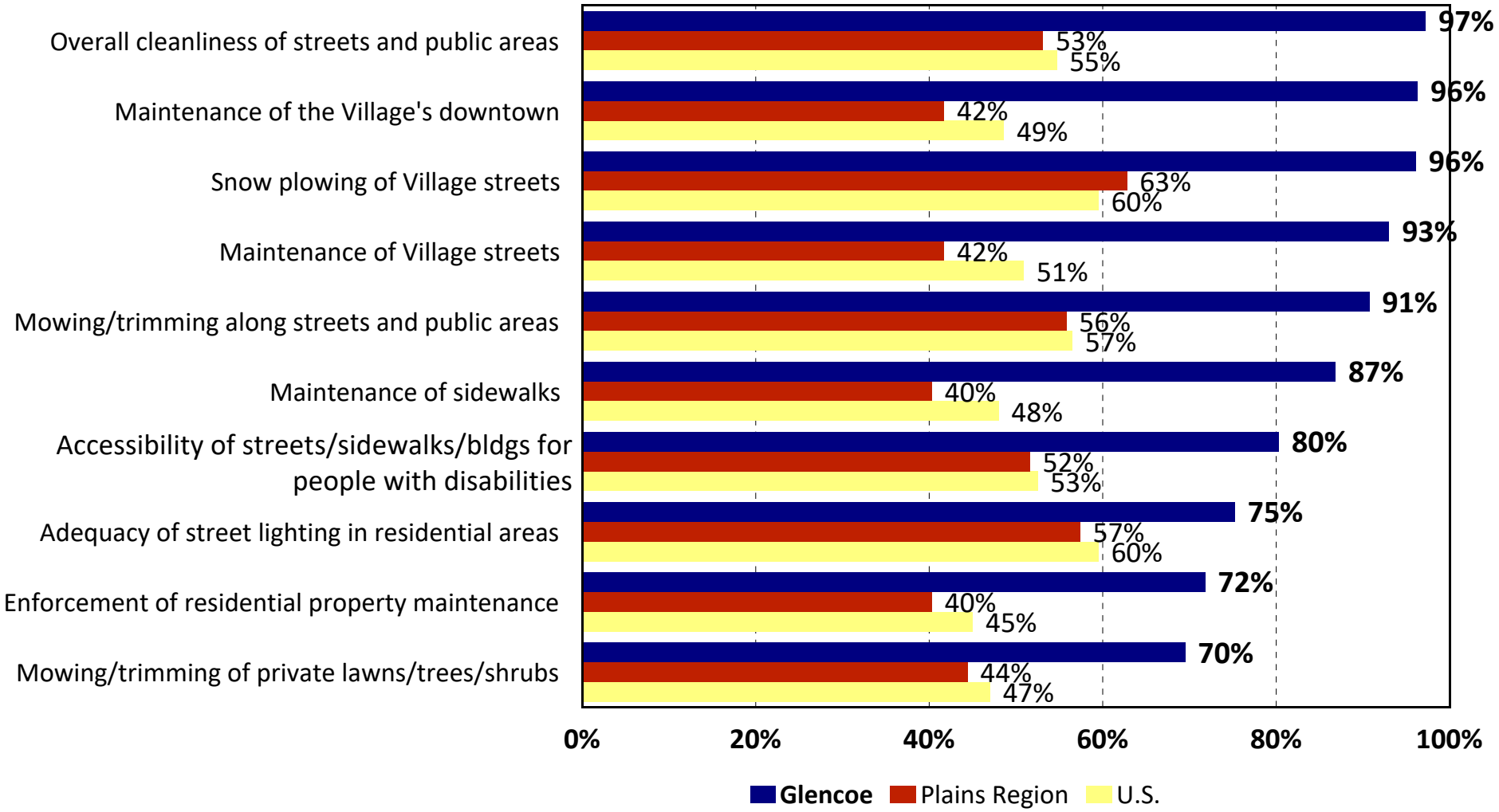
by percentage of respondents who rated the item 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction with Look, Feel and Maintenance of the Community

Glencoe vs. Plains Region vs. the U.S.

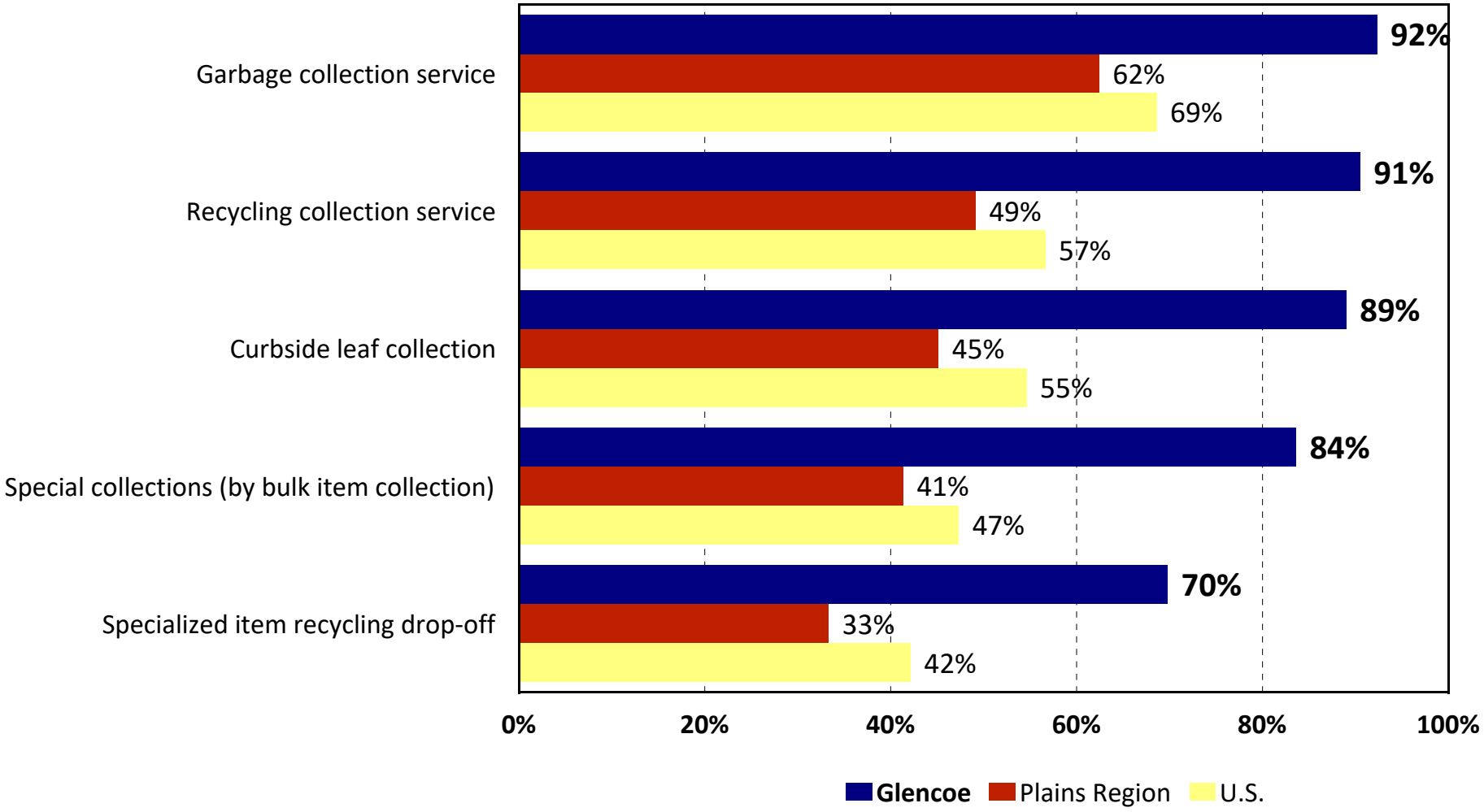
by percentage of respondents who rated the item 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction with Garbage, Recycling and Special Collection Services

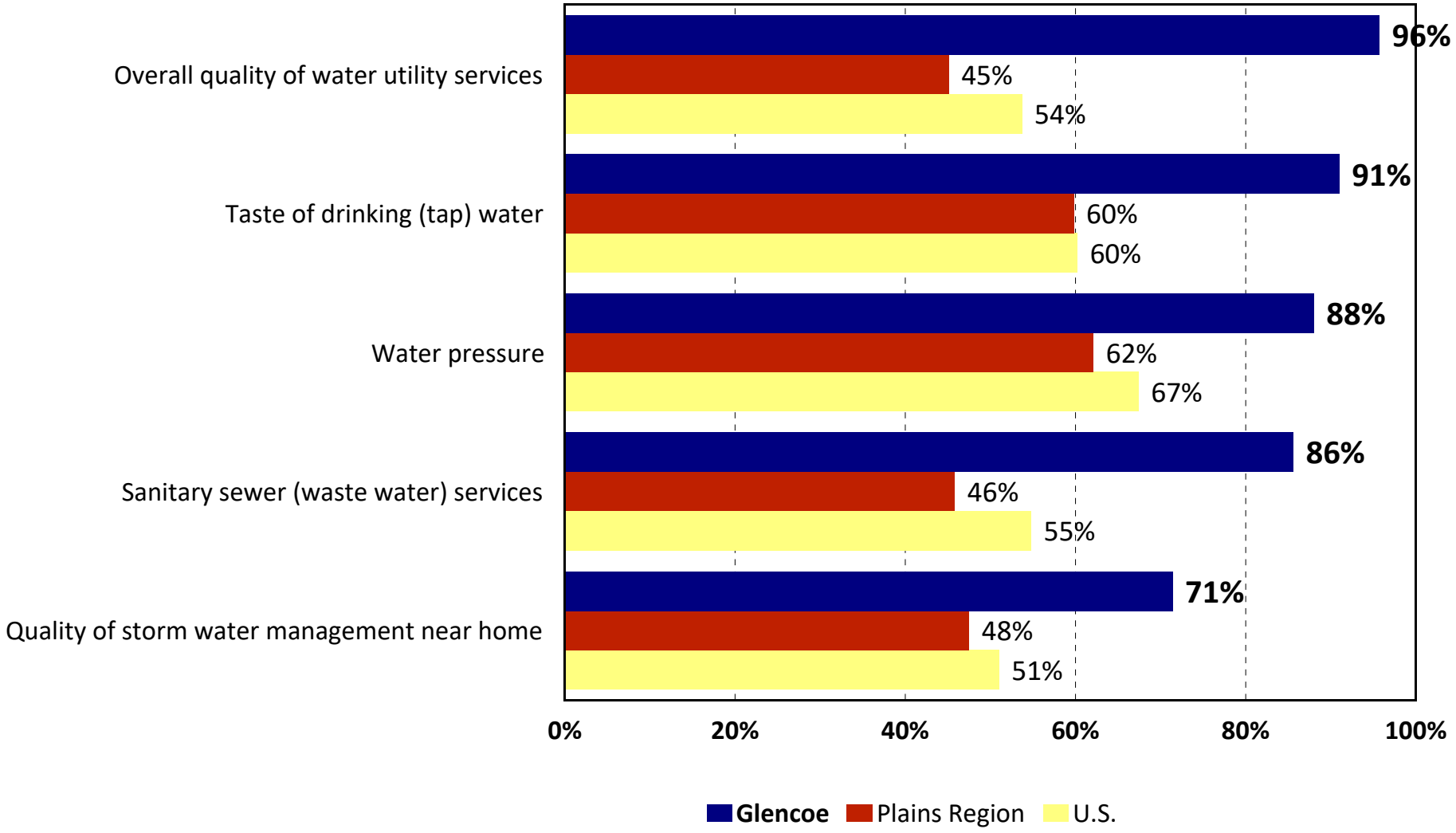
Glencoe vs. Plains Region vs. the U.S.

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



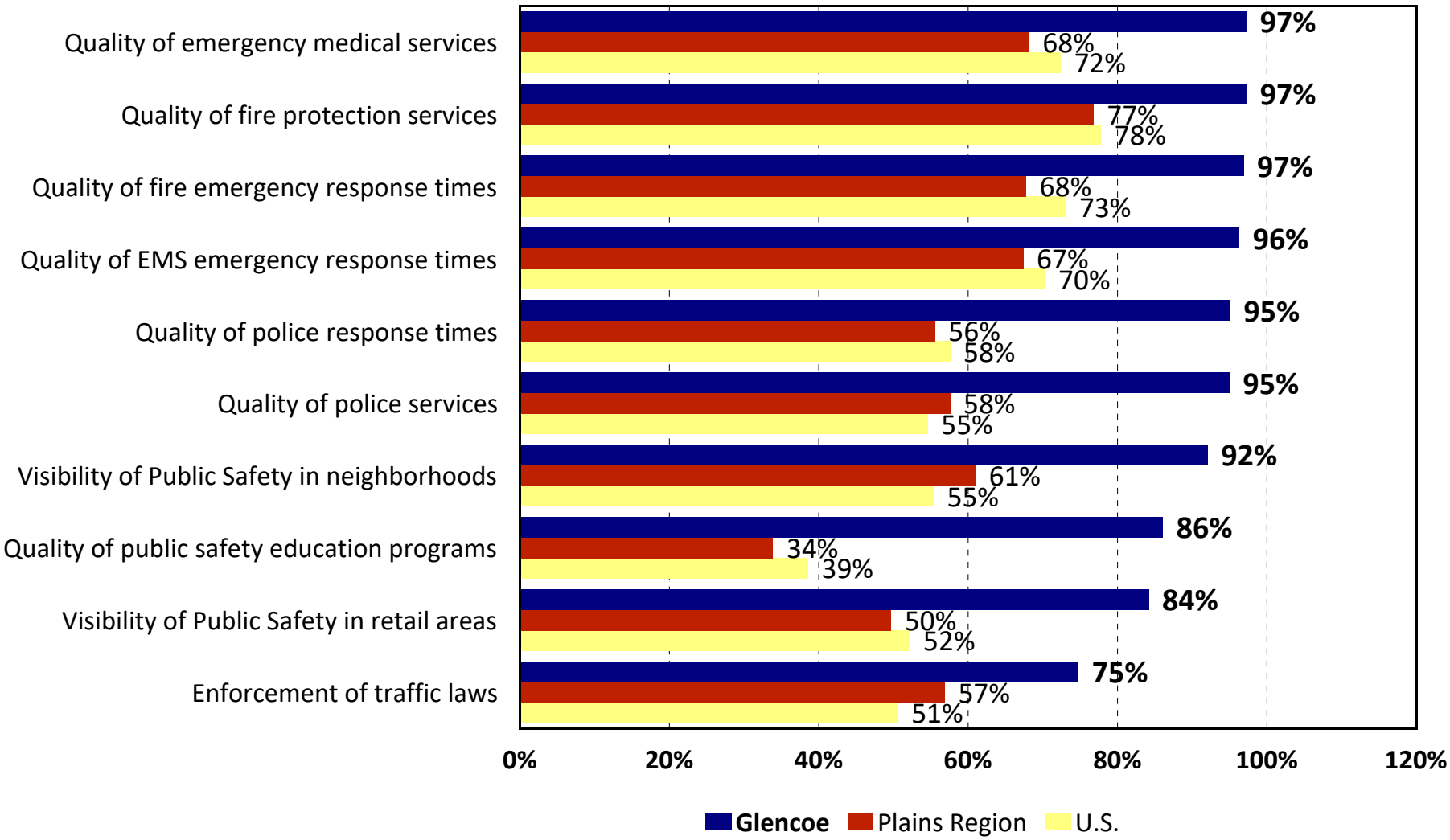
Satisfaction with Utility Services
Glencoe vs. Plains Region vs. the U.S.

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



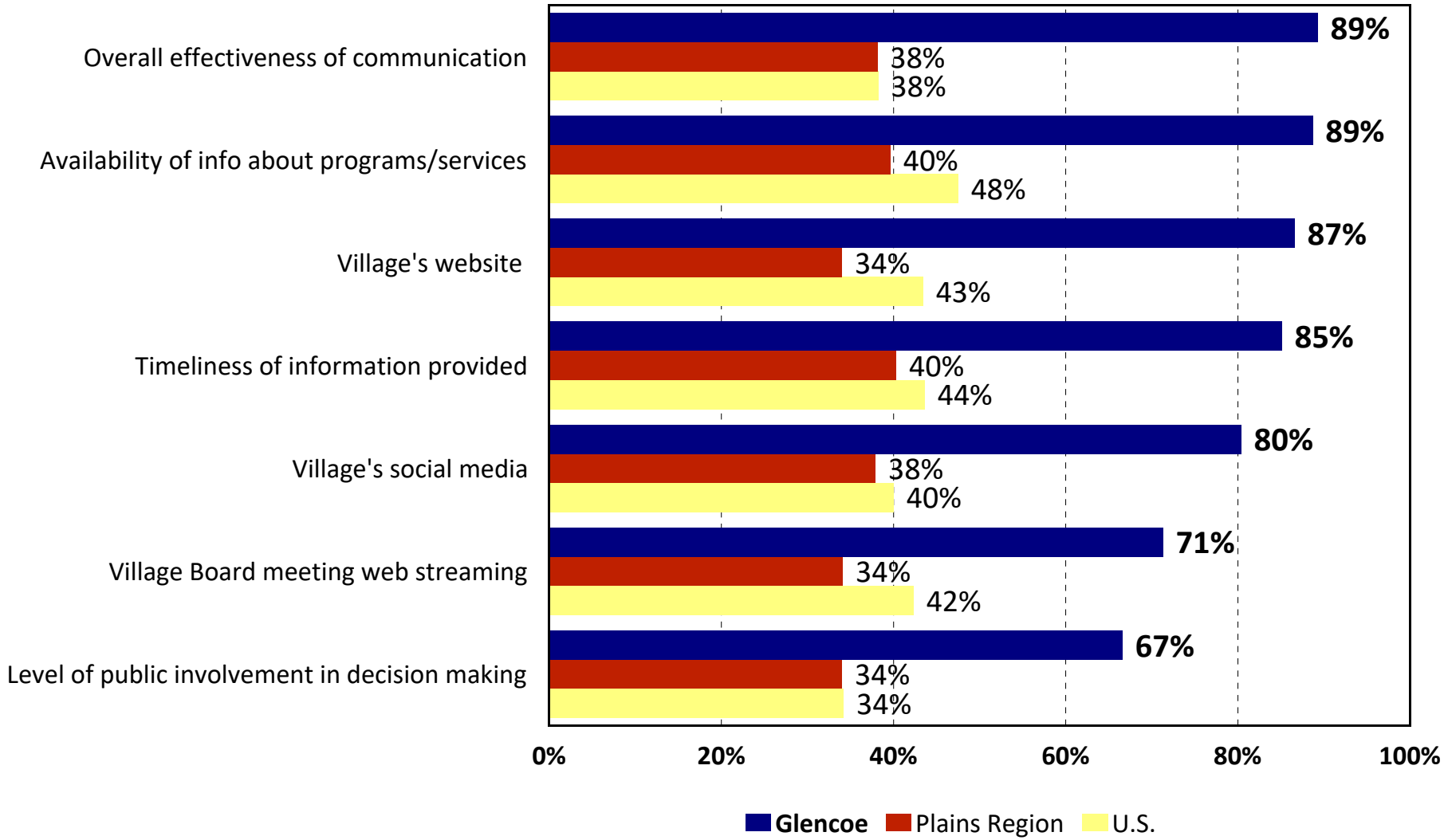
Satisfaction with Public Safety Services
Glencoe vs. Plains Region vs. the U.S.

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



Satisfaction with Communication
Glencoe vs. Plains Region vs. the U.S.

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





3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

Today, community leaders 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 (I-S) 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 (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the Village to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who 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 know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

I-S Rating = Importance x (1-Satisfaction)

Example of the Calculation

Respondents were asked to identify the public safety services that were most important to emphasize over the next two years. Nearly half (47.8%) of the respondent households selected *"efforts to prevent serious crimes"* as one of the most important services for the Village to emphasize.

With regard to satisfaction, 85.2% of respondents surveyed rated *"efforts to prevent serious crimes"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 47.8% was multiplied by 14.8% (1-0.852). This calculation yielded an I-S rating of 0.0707, which ranked first out of fifteen public safety services analyzed.

Importance-Satisfaction Analysis

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 of importance and 0% indicate they are positively satisfied with the delivery of the service.

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase* Emphasis (I-S > 0.20)
- *Increase* Current Emphasis (I-S = 0.10 - 0.20)
- *Maintain* Current Emphasis (I-S < 0.10)

Tables showing the results for the Village of Glencoe are provided on the following pages.

Importance-Satisfaction Rating
Village of Glencoe, IL
Look, Feel and Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Adequacy of street lighting in residential areas	18%	6	75%	12	0.0439	**1**
Snow plowing of sidewalks	18%	5	79%	11	0.0389	**2**
Mowing/trimming of private lawns/trees/shrubs	12%	10	70%	14	0.0354	**3**
Maintenance of sidewalks	25%	3	87%	7	0.0329	**4**
Maintenance of Village streets	37%	1	93%	4	0.0257	**5**
Enforcement of residential property maintenance	9%	12	72%	13	0.0254	**6**
Maintenance of unique architectural character	12%	8	80%	10	0.0248	**7**
Accessibility of streets/sidewalks/bldgs for people with disabilities	12%	9	80%	9	0.0229	**8**
Quality of urban forest	9%	13	86%	8	0.0129	**9**
Maintenance of the Village's downtown	29%	2	96%	2	0.0107	**10**
Maintenance of public parkway trees	10%	11	89%	6	0.0107	**11**
Overall cleanliness of streets and public areas	18%	4	97%	1	0.0051	**12**
Snow plowing of Village streets	13%	7	96%	3	0.0051	**13**
Mowing/trimming along streets and public areas	4%	14	91%	5	0.0040	**14**

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third 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 Glencoe, IL
Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Efforts to prevent serious crimes	48%	1	85%	11	0.0707	**1**
Efforts to prevent lesser crimes	28%	3	83%	13	0.0486	**2**
Visibility of Public Safety in neighborhoods	33%	2	92%	7	0.0258	**3**
Enforcement of traffic laws	9%	10	75%	15	0.0229	**4**
Public safety visibility/presence in & around schools	21%	4	90%	9	0.0211	**5**
Visibility of Public Safety in retail areas	10%	8	84%	12	0.0155	**6**
Quality of public safety education programs	10%	9	86%	10	0.0132	**7**
Enforcement of parking laws	4%	14	76%	14	0.0088	**8**
Quality of police services	16%	5	95%	6	0.0080	**9**
Quality of emergency medical services	15%	6	97%	1	0.0041	**10**
Quality of fire protection services	11%	7	97%	2	0.0030	**11**
Quality of EMS emergency response times	6%	11	96%	4	0.0023	**12**
Quality of police response times	5%	13	95%	5	0.0023	**13**
Quality of non-emergency services	3%	15	92%	8	0.0022	**14**
Quality of fire emergency response times	6%	12	97%	3	0.0018	**15**

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third 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 Analysis

I-S Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery.

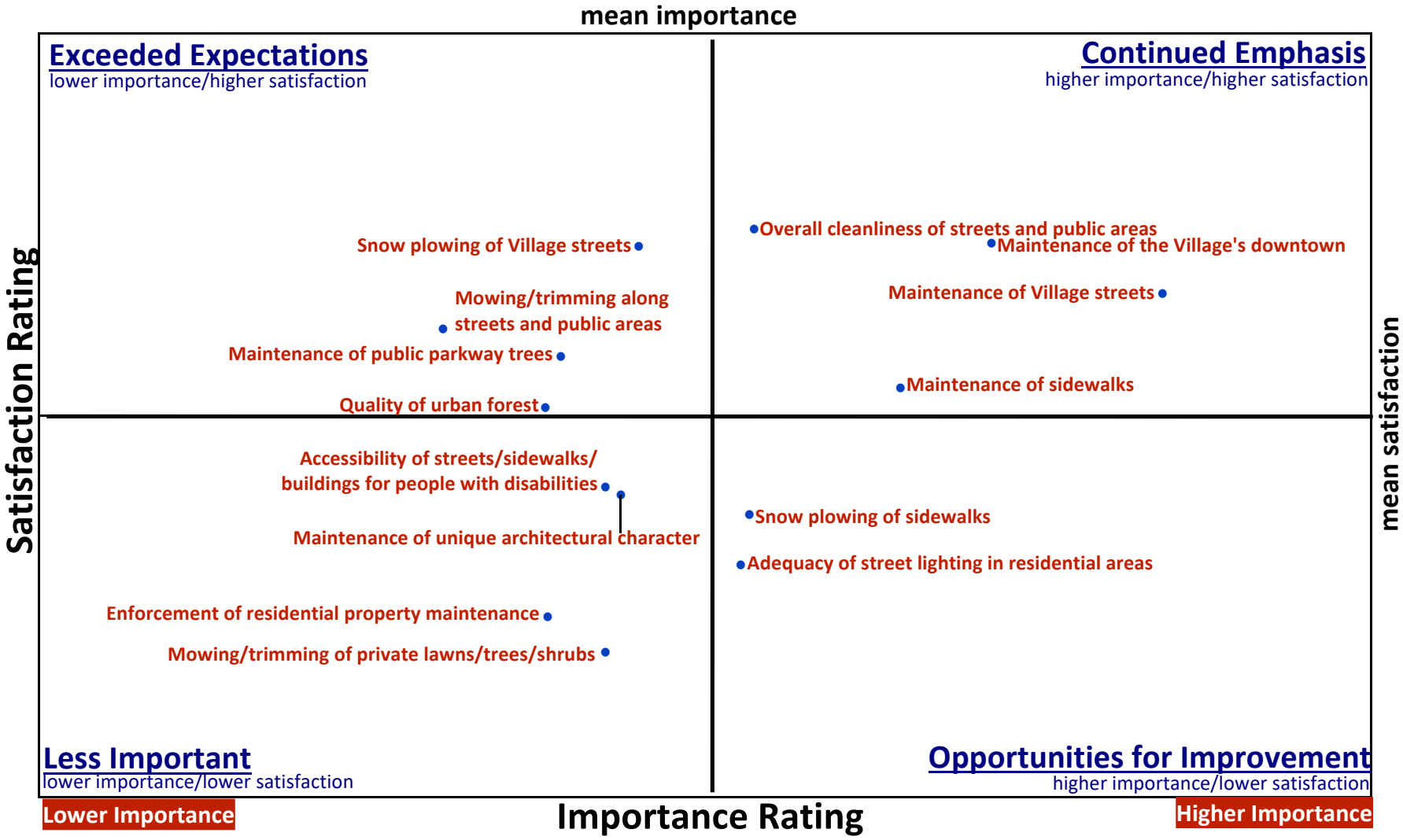
The y-axis, vertical axis, represents **satisfaction** and the x-axis, horizontal axis, represents the relative **importance**. The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis** (above average importance and above average satisfaction). This area shows where the Village is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The Village should **maintain** (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations** (below average importance and above average satisfaction). This area shows where the Village is performing significantly better than customers expect the Village to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with Village services. The Village should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement** (above average importance and below average satisfaction). This area shows where the Village is not performing as well as residents expect the Village to perform. This area has a significant impact on customer satisfaction, and it is highly recommended that the Village **increase** emphasis on items in this area.
- **Less Important** (below average importance and below average satisfaction). This area shows where the Village is not performing well relative to the Village's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with Village services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the Village of Glencoe are provided on the following pages.

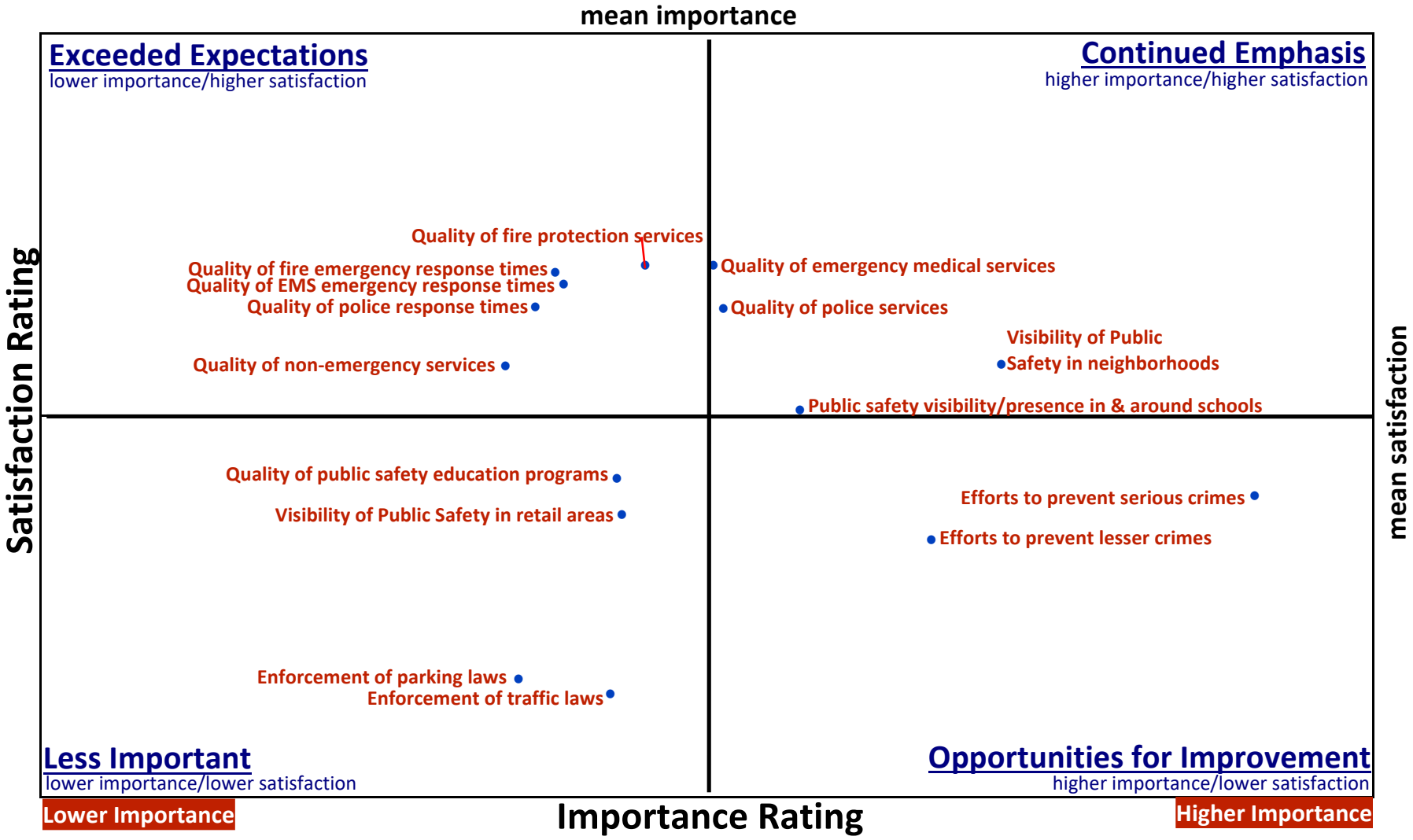
Village of Glencoe Community Survey
Importance-Satisfaction Assessment Matrix
-Maintenance-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Village of Glencoe Community Survey
Importance-Satisfaction Assessment Matrix
-Public Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



4 Tabular Data

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

(N=542)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. Glencoe as a place to live	86.3%	13.1%	0.6%	0.0%	0.0%	0.0%
Q1-2. Glencoe as a place to raise children	82.8%	11.8%	1.5%	0.2%	0.0%	3.7%
Q1-3. Glencoe as a place to work	23.2%	11.4%	16.6%	2.2%	0.2%	46.3%
Q1-4. Glencoe as a place to visit	42.6%	36.2%	12.4%	1.7%	0.0%	7.2%
Q1-5. Glencoe as a place to retire	27.1%	19.4%	21.0%	7.6%	5.5%	19.4%
Q1-6. Glencoe as a community that is moving in the right direction	37.8%	37.6%	16.8%	3.3%	0.4%	4.1%
Q1-7. Glencoe as a welcoming & inclusive community	38.0%	36.5%	17.3%	4.8%	0.9%	2.4%
Q1-8. Variety of shopping opportunities	13.5%	31.5%	29.5%	19.6%	5.4%	0.6%
Q1-9. Variety of options for eating/dining	11.4%	32.3%	27.5%	21.4%	6.8%	0.6%
Q1-10. Overall quality of life in Glencoe	67.2%	31.0%	1.3%	0.4%	0.0%	0.2%

WITHOUT "DON'T KNOW"

Q1. QUALITY OF LIFE. Please rate each of the following aspects of the quality of life in Glencoe 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=542)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. Glencoe as a place to live	86.3%	13.1%	0.6%	0.0%	0.0%
Q1-2. Glencoe as a place to raise children	86.0%	12.3%	1.5%	0.2%	0.0%
Q1-3. Glencoe as a place to work	43.3%	21.3%	30.9%	4.1%	0.3%
Q1-4. Glencoe as a place to visit	45.9%	39.0%	13.3%	1.8%	0.0%
Q1-5. Glencoe as a place to retire	33.6%	24.0%	26.1%	9.4%	6.9%
Q1-6. Glencoe as a community that is moving in the right direction	39.4%	39.2%	17.5%	3.5%	0.4%
Q1-7. Glencoe as a welcoming & inclusive community	38.9%	37.4%	17.8%	4.9%	0.9%
Q1-8. Variety of shopping opportunities	13.5%	31.7%	29.7%	19.7%	5.4%
Q1-9. Variety of options for eating/dining	11.5%	32.5%	27.6%	21.5%	6.9%
Q1-10. Overall quality of life in Glencoe	67.3%	31.1%	1.3%	0.4%	0.0%

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

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Appearance of Village	63.5%	31.2%	3.0%	1.7%	0.2%	0.6%
Q2-2. Quality of schools	62.5%	19.4%	3.7%	1.3%	0.0%	13.1%
Q2-3. Access to hospitals & medical services	43.9%	35.1%	15.5%	1.1%	0.6%	3.9%
Q2-4. Quality of parks & recreation services	62.4%	31.0%	4.2%	1.3%	0.0%	1.1%
Q2-5. Access to green space	72.5%	24.2%	2.2%	0.2%	0.0%	0.9%
Q2-6. Quality of the library	70.3%	18.6%	5.2%	0.4%	0.4%	5.2%
Q2-7. Access to arts & cultural amenities	45.9%	37.5%	13.7%	0.9%	0.0%	2.0%
Q2-8. Ease of access to places you usually visit	48.7%	39.7%	7.7%	2.0%	0.4%	1.5%
Q2-9. Ease of access to public transportation	60.0%	25.8%	7.2%	0.7%	0.2%	6.1%
Q2-10. Walkability to downtown & other amenities	70.3%	23.8%	4.2%	1.1%	0.2%	0.4%
Q2-11. Restaurant sidewalk seating	31.9%	36.7%	18.1%	7.6%	2.4%	3.3%
Q2-12. Addition of on-street dining options	29.3%	30.8%	21.0%	8.5%	5.7%	4.6%
Q2-13. Availability of restaurant carryout parking spaces	23.1%	29.0%	31.0%	7.2%	2.0%	7.7%
Q2-14. Vibrancy of downtown	22.5%	46.9%	23.1%	6.1%	0.4%	1.1%
Q2-15. Availability & integration of biking lanes & trails	30.8%	32.8%	20.7%	4.4%	0.6%	10.7%
Q2-16. Availability of parking in downtown	17.3%	31.4%	24.9%	17.9%	7.2%	1.3%
Q2-17. Sense of community	38.6%	42.6%	14.2%	2.6%	0.4%	1.7%

Q2. PERCEPTIONS/CHARACTERISTICS. Several items that may influence your perception of the Village of Glencoe are listed below. Please rate your satisfaction with each item using 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
Q2-18. Character & diversity of homes & building types	41.0%	36.9%	14.0%	5.2%	1.7%	1.3%
Q2-19. Presence of historic structures	33.9%	37.8%	20.3%	4.2%	0.7%	3.0%
Q2-20. Inclusion of diverse populations	19.0%	23.2%	31.2%	15.9%	5.2%	5.5%
Q2-21. Environmental awareness	36.2%	40.6%	15.7%	4.2%	0.4%	3.0%
Q2-22. Feeling of safety in Glencoe	69.9%	27.7%	1.7%	0.6%	0.0%	0.2%
Q2-23. Overall image & reputation of Glencoe	70.1%	26.2%	2.8%	0.6%	0.0%	0.4%

WITHOUT "DON'T KNOW"

Q2. PERCEPTIONS/CHARACTERISTICS. Several items that may influence your perception of the Village of Glencoe are listed below. Please rate your satisfaction with each item using 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=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Appearance of Village	63.8%	31.4%	3.0%	1.7%	0.2%
Q2-2. Quality of schools	72.0%	22.3%	4.2%	1.5%	0.0%
Q2-3. Access to hospitals & medical services	45.7%	36.5%	16.1%	1.2%	0.6%
Q2-4. Quality of parks & recreation services	63.1%	31.3%	4.3%	1.3%	0.0%
Q2-5. Access to green space	73.2%	24.4%	2.2%	0.2%	0.0%
Q2-6. Quality of the library	74.1%	19.6%	5.4%	0.4%	0.4%
Q2-7. Access to arts & cultural amenities	46.9%	38.2%	13.9%	0.9%	0.0%
Q2-8. Ease of access to places you usually visit	49.4%	40.3%	7.9%	2.1%	0.4%
Q2-9. Ease of access to public transportation	63.9%	27.5%	7.7%	0.8%	0.2%
Q2-10. Walkability to downtown & other amenities	70.6%	23.9%	4.3%	1.1%	0.2%
Q2-11. Restaurant sidewalk seating	33.0%	38.0%	18.7%	7.8%	2.5%
Q2-12. Addition of on-street dining options	30.8%	32.3%	22.1%	8.9%	6.0%
Q2-13. Availability of restaurant carryout parking spaces	25.0%	31.4%	33.6%	7.8%	2.2%
Q2-14. Vibrancy of downtown	22.8%	47.4%	23.3%	6.2%	0.4%
Q2-15. Availability & integration of biking lanes & trails	34.5%	36.8%	23.1%	5.0%	0.6%
Q2-16. Availability of parking in downtown	17.6%	31.8%	25.2%	18.1%	7.3%
Q2-17. Sense of community	39.2%	43.3%	14.4%	2.6%	0.4%
Q2-18. Character & diversity of homes & building types	41.5%	37.4%	14.2%	5.2%	1.7%
Q2-19. Presence of historic structures	35.0%	39.0%	20.9%	4.4%	0.8%
Q2-20. Inclusion of diverse populations	20.1%	24.6%	33.0%	16.8%	5.5%

Q2. PERCEPTIONS/CHARACTERISTICS. Several items that may influence your perception of the Village of Glencoe are listed below. Please rate your satisfaction with each item using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-21. Environmental awareness	37.3%	41.8%	16.2%	4.4%	0.4%
Q2-22. Feeling of safety in Glencoe	70.1%	27.7%	1.7%	0.6%	0.0%
Q2-23. Overall image & reputation of Glencoe	70.4%	26.3%	2.8%	0.6%	0.0%

Q3. OVERALL VILLAGE SERVICES. Please rate your overall satisfaction with major services provided by the Village of Glencoe, using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of Village services	61.4%	35.1%	3.3%	0.2%	0.0%	0.0%
Q3-2. Value received for your Village tax dollars & fees	38.0%	39.9%	16.1%	5.4%	0.0%	0.7%
Q3-3. Overall transparency & accountability of Village actions	41.7%	32.1%	17.3%	1.7%	0.2%	7.0%
Q3-4. Overall Village financial condition	41.0%	29.9%	11.3%	0.2%	0.0%	17.7%
Q3-5. Ease of access to Village staff	46.7%	34.3%	10.9%	1.1%	0.4%	6.6%
Q3-6. Responsiveness of Village staff	48.7%	31.9%	10.3%	1.1%	0.7%	7.2%
Q3-7. Ease of access to Village Board of Trustees	19.0%	13.3%	19.2%	0.4%	0.4%	47.8%
Q3-8. Responsiveness of Village Board of Trustees	17.2%	13.8%	18.3%	0.4%	0.6%	49.8%

WITHOUT "DON'T KNOW"

Q3. OVERALL VILLAGE SERVICES. Please rate your overall satisfaction with major services provided by the Village of Glencoe, using 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=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of Village services	61.4%	35.1%	3.3%	0.2%	0.0%
Q3-2. Value received for your Village tax dollars & fees	38.3%	40.1%	16.2%	5.4%	0.0%
Q3-3. Overall transparency & accountability of Village actions	44.8%	34.5%	18.7%	1.8%	0.2%
Q3-4. Overall Village financial condition	49.8%	36.3%	13.7%	0.2%	0.0%
Q3-5. Ease of access to Village staff	50.0%	36.8%	11.7%	1.2%	0.4%
Q3-6. Responsiveness of Village staff	52.5%	34.4%	11.1%	1.2%	0.8%
Q3-7. Ease of access to Village Board of Trustees	36.4%	25.4%	36.7%	0.7%	0.7%
Q3-8. Responsiveness of Village Board of Trustees	34.2%	27.6%	36.4%	0.7%	1.1%

Q4. LOOK, FEEL AND MAINTENANCE OF THE VILLAGE. Please rate your satisfaction with each aspect of the look and feel of the Village of Glencoe on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Maintenance of Village streets	49.3%	43.5%	4.4%	2.2%	0.4%	0.2%
Q4-2. Maintenance of sidewalks	43.4%	43.4%	9.4%	3.1%	0.6%	0.2%
Q4-3. Maintenance of Village's downtown	60.5%	35.4%	3.1%	0.6%	0.0%	0.4%
Q4-4. Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	28.4%	23.4%	10.3%	2.2%	0.2%	35.4%
Q4-5. Overall cleanliness of streets & public areas	68.8%	28.4%	2.2%	0.4%	0.2%	0.0%
Q4-6. Adequacy of public street lighting in residential areas	39.1%	35.2%	12.7%	9.2%	2.6%	1.1%
Q4-7. Mowing/trimming along streets & public areas	54.2%	34.9%	6.3%	2.0%	0.9%	1.7%
Q4-8. Maintenance of public parkway trees	53.9%	34.3%	7.7%	2.2%	1.1%	0.7%
Q4-9. Quality (including size & diversity) of urban forest	44.3%	31.7%	10.5%	1.8%	0.6%	11.1%
Q4-10. Maintenance of unique architectural character	40.8%	34.5%	12.4%	5.7%	0.9%	5.7%
Q4-11. Snow plowing of Village streets	63.3%	32.7%	2.6%	1.3%	0.0%	0.2%
Q4-12. Snow plowing of sidewalks	42.3%	34.5%	10.9%	8.3%	1.8%	2.2%
Q4-13. Enforcement of residential property maintenance (exterior of a structure)	28.0%	27.1%	16.6%	3.7%	1.5%	23.1%
Q4-14. Enforcement of mowing & trimming of private lawns, trees & shrubs	26.4%	27.5%	16.1%	5.5%	2.0%	22.5%
Q4-15. Other	0.9%	0.4%	0.6%	2.2%	3.9%	92.1%

WITHOUT "DON'T KNOW"

Q4. LOOK, FEEL AND MAINTENANCE OF THE VILLAGE. Please rate your satisfaction with each aspect of the look and feel of the Village of Glencoe on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Maintenance of Village streets	49.4%	43.6%	4.4%	2.2%	0.4%
Q4-2. Maintenance of sidewalks	43.4%	43.4%	9.4%	3.1%	0.6%
Q4-3. Maintenance of Village's downtown	60.7%	35.6%	3.1%	0.6%	0.0%
Q4-4. Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	44.0%	36.3%	16.0%	3.4%	0.3%
Q4-5. Overall cleanliness of streets & public areas	68.8%	28.4%	2.2%	0.4%	0.2%
Q4-6. Adequacy of public street lighting in residential areas	39.6%	35.6%	12.9%	9.3%	2.6%
Q4-7. Mowing/trimming along streets & public areas	55.2%	35.5%	6.4%	2.1%	0.9%
Q4-8. Maintenance of public parkway trees	54.3%	34.6%	7.8%	2.2%	1.1%
Q4-9. Quality (including size & diversity) of urban forest	49.8%	35.7%	11.8%	2.1%	0.6%
Q4-10. Maintenance of unique architectural character	43.2%	36.6%	13.1%	6.1%	1.0%
Q4-11. Snow plowing of Village streets	63.4%	32.7%	2.6%	1.3%	0.0%
Q4-12. Snow plowing of sidewalks	43.2%	35.3%	11.1%	8.5%	1.9%
Q4-13. Enforcement of residential property maintenance (exterior of a structure)	36.5%	35.3%	21.6%	4.8%	1.9%
Q4-14. Enforcement of mowing & trimming of private lawns, trees & shrubs	34.0%	35.5%	20.7%	7.1%	2.6%
Q4-15. Other	11.6%	4.7%	7.0%	27.9%	48.8%

Q5. Which THREE of the areas of MAINTENANCE listed in Question 4 do you think should receive the MOST EMPHASIS from Village leaders over the next THREE years?

Q5. Top choice	Number	Percent
Maintenance of Village streets	112	20.7 %
Maintenance of sidewalks	29	5.4 %
Maintenance of Village's downtown	44	8.1 %
Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	26	4.8 %
Overall cleanliness of streets & public areas	28	5.2 %
Adequacy of public street lighting in residential areas	55	10.1 %
Mowing/trimming along streets & public areas	6	1.1 %
Maintenance of public parkway trees	13	2.4 %
Quality (including size & diversity) of urban forest	13	2.4 %
Maintenance of unique architectural character	29	5.4 %
Snow plowing of Village streets	19	3.5 %
Snow plowing of sidewalks	24	4.4 %
Enforcement of residential property maintenance (exterior of a structure)	17	3.1 %
Enforcement of mowing & trimming of private lawns, trees & shrubs	20	3.7 %
Other	11	2.0 %
None chosen	96	17.7 %
Total	542	100.0 %

Q5. Which THREE of the areas of MAINTENANCE listed in Question 4 do you think should receive the MOST EMPHASIS from Village leaders over the next THREE years?

Q5. 2nd choice	Number	Percent
Maintenance of Village streets	51	9.4 %
Maintenance of sidewalks	63	11.6 %
Maintenance of Village's downtown	61	11.3 %
Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	17	3.1 %
Overall cleanliness of streets & public areas	36	6.6 %
Adequacy of public street lighting in residential areas	19	3.5 %
Mowing/trimming along streets & public areas	8	1.5 %
Maintenance of public parkway trees	16	3.0 %
Quality (including size & diversity) of urban forest	14	2.6 %
Maintenance of unique architectural character	15	2.8 %
Snow plowing of Village streets	28	5.2 %
Snow plowing of sidewalks	46	8.5 %
Enforcement of residential property maintenance (exterior of a structure)	21	3.9 %
Enforcement of mowing & trimming of private lawns, trees & shrubs	17	3.1 %
Other	6	1.1 %
None chosen	124	22.9 %
Total	542	100.0 %

Q5. Which THREE of the areas of MAINTENANCE listed in Question 4 do you think should receive the MOST EMPHASIS from Village leaders over the next THREE years?

Q5. 3rd choice	Number	Percent
Maintenance of Village streets	36	6.6 %
Maintenance of sidewalks	43	7.9 %
Maintenance of Village's downtown	52	9.6 %
Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	20	3.7 %
Overall cleanliness of streets & public areas	35	6.5 %
Adequacy of public street lighting in residential areas	22	4.1 %
Mowing/trimming along streets & public areas	9	1.7 %
Maintenance of public parkway trees	23	4.2 %
Quality (including size & diversity) of urban forest	21	3.9 %
Maintenance of unique architectural character	22	4.1 %
Snow plowing of Village streets	24	4.4 %
Snow plowing of sidewalks	28	5.2 %
Enforcement of residential property maintenance (exterior of a structure)	11	2.0 %
Enforcement of mowing & trimming of private lawns, trees & shrubs	26	4.8 %
Other	7	1.3 %
None chosen	163	30.1 %
Total	542	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the areas of MAINTENANCE listed in Question 4 do you think should receive the MOST EMPHASIS from Village leaders over the next THREE years? (top 3)

Q5. Sum of top 3 choices	Number	Percent
Maintenance of Village streets	199	36.7 %
Maintenance of sidewalks	135	24.9 %
Maintenance of Village's downtown	157	29.0 %
Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	63	11.6 %
Overall cleanliness of streets & public areas	99	18.3 %
Adequacy of public street lighting in residential areas	96	17.7 %
Mowing/trimming along streets & public areas	23	4.2 %
Maintenance of public parkway trees	52	9.6 %
Quality (including size & diversity) of urban forest	48	8.9 %
Maintenance of unique architectural character	66	12.2 %
Snow plowing of Village streets	71	13.1 %
Snow plowing of sidewalks	98	18.1 %
Enforcement of residential property maintenance (exterior of a structure)	49	9.0 %
Enforcement of mowing & trimming of private lawns, trees & shrubs	63	11.6 %
Other	24	4.4 %
None chosen	96	17.7 %
Total	1339	

Q6. BUILDING PERMITS AND CONSTRUCTION. Please rate your satisfaction with building permit services and construction activity in the Village of Glencoe on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Process to submit a building permit application	10.3%	23.1%	12.2%	3.9%	0.9%	49.6%
Q6-2. Amount of time to obtain building permit after applying	9.0%	20.7%	11.8%	6.3%	1.8%	50.4%
Q6-3. Ease of completing regulatory processes (Zoning Board of Appeals, Zoning Commission, Plan Commission, etc.)	7.6%	12.2%	15.1%	4.1%	1.3%	59.8%
Q6-4. Maintenance/cleanliness of residential construction sites	12.4%	32.1%	23.6%	5.7%	1.5%	24.7%
Q6-5. Permitted days/hours for residential construction & overall duration of construction projects	15.3%	36.3%	17.5%	6.1%	1.7%	23.1%
Q6-6. Permitted days/hours for residential professional landscape work	16.2%	36.7%	15.7%	10.0%	2.2%	19.2%
Q6-7. Regulation of residential construction vehicle traffic	11.8%	28.4%	21.4%	10.0%	2.6%	25.8%
Q6-8. Effectiveness of Village historic preservation regulations	14.2%	22.5%	15.9%	3.9%	2.0%	41.5%
Q6-9. Electronic permit submission process	10.7%	11.6%	11.6%	0.0%	0.9%	65.1%

WITHOUT "DON'T KNOW"

Q6. BUILDING PERMITS AND CONSTRUCTION. Please rate your satisfaction with building permit services and construction activity in the Village of Glencoe on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Process to submit a building permit application	20.5%	45.8%	24.2%	7.7%	1.8%
Q6-2. Amount of time to obtain building permit after applying	18.2%	41.6%	23.8%	12.6%	3.7%
Q6-3. Ease of completing regulatory processes (Zoning Board of Appeals, Zoning Commission, Plan Commission, etc.)	18.8%	30.3%	37.6%	10.1%	3.2%
Q6-4. Maintenance/cleanliness of residential construction sites	16.4%	42.6%	31.4%	7.6%	2.0%
Q6-5. Permitted days/hours for residential construction & overall duration of construction projects	19.9%	47.2%	22.8%	7.9%	2.2%
Q6-6. Permitted days/hours for residential professional landscape work	20.1%	45.4%	19.4%	12.3%	2.7%
Q6-7. Regulation of residential construction vehicle traffic	15.9%	38.3%	28.9%	13.4%	3.5%
Q6-8. Effectiveness of Village historic preservation regulations	24.3%	38.5%	27.1%	6.6%	3.5%
Q6-9. Electronic permit submission process	30.7%	33.3%	33.3%	0.0%	2.6%

Q7. GARBAGE, RECYCLING AND SPECIAL COLLECTION 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=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Garbage collection service	59.2%	31.5%	3.9%	2.8%	0.9%	1.7%
Q7-2. Recycling collection service	57.4%	30.6%	4.2%	3.5%	1.5%	2.8%
Q7-3. Curbside combined food scrap/yard waste collection	28.0%	17.2%	9.4%	2.4%	1.1%	41.9%
Q7-4. Special collections (by request bulk item collection)	33.2%	23.2%	7.6%	2.0%	1.5%	32.5%
Q7-5. Village annual spring cleanup day	57.9%	27.7%	6.1%	2.6%	0.4%	5.4%
Q7-6. Curbside leaf collection	43.0%	31.9%	7.9%	0.7%	0.6%	15.9%
Q7-7. Cost for garbage & recycling services	22.5%	38.7%	25.3%	7.2%	2.2%	4.1%
Q7-8. Customer service from LRS (service provider)	27.7%	31.9%	17.0%	3.3%	1.7%	18.5%
Q7-9. Electronics recycling drop-off	23.4%	22.3%	13.8%	3.9%	1.8%	34.7%
Q7-10. Specialized item recycling drop-off (batteries, light bulb, etc.)	24.0%	22.9%	12.4%	5.5%	2.4%	32.8%
Q7-11. Prescription drugs & sharps disposal	21.8%	19.6%	11.8%	3.7%	2.0%	41.1%
Q7-12. Document destruction	16.6%	14.6%	13.7%	5.2%	1.8%	48.2%
Q7-13. Composting drop-off station at Public Works Service Building	16.6%	10.9%	12.0%	2.0%	0.9%	57.6%

WITHOUT "DON'T KNOW"

Q7. GARBAGE, RECYCLING AND SPECIAL COLLECTION 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=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Garbage collection service	60.2%	32.1%	3.9%	2.8%	0.9%
Q7-2. Recycling collection service	59.0%	31.5%	4.4%	3.6%	1.5%
Q7-3. Curbside combined food scrap/yard waste collection	48.3%	29.5%	16.2%	4.1%	1.9%
Q7-4. Special collections (by request bulk item collection)	49.2%	34.4%	11.2%	3.0%	2.2%
Q7-5. Village annual spring cleanup day	61.2%	29.2%	6.4%	2.7%	0.4%
Q7-6. Curbside leaf collection	51.1%	37.9%	9.4%	0.9%	0.7%
Q7-7. Cost for garbage & recycling services	23.5%	40.4%	26.3%	7.5%	2.3%
Q7-8. Customer service from LRS (service provider)	33.9%	39.1%	20.8%	4.1%	2.0%
Q7-9. Electronics recycling drop-off	35.9%	34.2%	21.2%	5.9%	2.8%
Q7-10. Specialized item recycling drop-off (batteries, light bulb, etc.)	35.7%	34.1%	18.4%	8.2%	3.6%
Q7-11. Prescription drugs & sharps disposal	37.0%	33.2%	20.1%	6.3%	3.4%
Q7-12. Document destruction	32.0%	28.1%	26.3%	10.0%	3.6%
Q7-13. Composting drop-off station at Public Works Service Building	39.1%	25.7%	28.3%	4.8%	2.2%

Q8. ENVIRONMENTAL SUSTAINABILITY. Please rate the importance of the following items on a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important." The Village currently has several programs in place related to sustainability-learn more about the work of the Sustainability Task Force at villageofglencoe.org/stf.

(N=542)

	Very important	Important	Neutral	Not important	Not at all important	Don't know
Q8-1. Recycling, waste management, composting	56.3%	27.1%	8.1%	0.9%	0.4%	7.2%
Q8-2. Reduction of single-use plastics	50.7%	27.5%	10.9%	2.2%	1.3%	7.4%
Q8-3. Green infrastructure, green buildings, sustainable planning	43.4%	30.4%	13.5%	2.8%	1.8%	8.1%
Q8-4. Availability of alternative energy, renewable energy options (e.g., community solar program)	38.6%	26.0%	19.7%	3.9%	2.2%	9.6%
Q8-5. Resource conservation (water, energy)	45.8%	30.4%	12.9%	2.0%	0.9%	7.9%
Q8-6. Protection of our water, ravines & trees	70.1%	20.1%	3.0%	0.4%	0.0%	6.5%
Q8-7. Eco-friendly business practices	37.6%	32.5%	17.0%	2.8%	1.8%	8.3%
Q8-8. Carbon reduction initiatives (e.g., Glencoe's idle-free status)	38.6%	27.5%	17.5%	4.4%	2.8%	9.2%
Q8-9. Increased use of native plant species & reduction of non-native/invasive species	46.3%	30.1%	12.2%	2.8%	0.9%	7.7%
Q8-10. Decreased use of pesticides, fertilizers, herbicides	49.8%	24.5%	14.6%	2.8%	1.5%	6.8%
Q8-11. Installation of rain gardens, bioswales, & other sustainable stormwater management practices to reduce run off & improve water quality	49.3%	26.4%	12.7%	1.3%	0.9%	9.4%
Q8-12. Leave the Leaves campaign	19.7%	17.2%	29.5%	8.7%	5.5%	19.4%

Q8. ENVIRONMENTAL SUSTAINABILITY. Please rate the importance of the following items on a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important." The Village currently has several programs in place related to sustainability-learn more about the work of the Sustainability Task Force at villageofglencoe.org/stf.

	Very important	Important	Neutral	Not important	Not at all important	Don't know
Q8-13. Recycling Cart Tagging Program (identifying areas of improvement for residents by evaluating recycling carts)	24.0%	17.2%	21.2%	6.5%	6.1%	25.1%
Q8-14. Public awareness of sustainable practices & of existing sustainability programs	32.1%	27.1%	22.9%	2.8%	2.2%	12.9%
Q8-15. Glencoe Golf Club as an environmental steward (certified Audubon Cooperative Sanctuary, monarch sanctuary, place to observe wildlife, eco-friendly maintenance practices)	33.8%	26.2%	20.3%	4.1%	3.5%	12.2%

Q8. ENVIRONMENTAL SUSTAINABILITY. Please rate the importance of the following items on a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important." The Village currently has several programs in place related to sustainability-learn more about the work of the Sustainability Task Force at villageofglencoe.org/stf. (without "don't know")

(N=542)

	Very important	Important	Neutral	Not important	Not at all important
Q8-1. Recycling, waste management, composting	60.6%	29.2%	8.7%	1.0%	0.4%
Q8-2. Reduction of single-use plastics	54.8%	29.7%	11.8%	2.4%	1.4%
Q8-3. Green infrastructure, green buildings, sustainable planning	47.2%	33.1%	14.7%	3.0%	2.0%
Q8-4. Availability of alternative energy, renewable energy options (e.g., community solar program)	42.7%	28.8%	21.8%	4.3%	2.4%
Q8-5. Resource conservation (water, energy)	49.7%	33.1%	14.0%	2.2%	1.0%
Q8-6. Protection of our water, ravines & trees	75.0%	21.5%	3.2%	0.4%	0.0%
Q8-7. Eco-friendly business practices	41.0%	35.4%	18.5%	3.0%	2.0%
Q8-8. Carbon reduction initiatives (e.g., Glencoe's idle-free status)	42.5%	30.3%	19.3%	4.9%	3.0%
Q8-9. Increased use of native plant species & reduction of non-native/invasive species	50.2%	32.6%	13.2%	3.0%	1.0%
Q8-10. Decreased use of pesticides, fertilizers, herbicides	53.5%	26.3%	15.6%	3.0%	1.6%
Q8-11. Installation of rain gardens, bioswales, & other sustainable stormwater management practices to reduce run off & improve water quality	54.4%	29.1%	14.1%	1.4%	1.0%
Q8-12. Leave the Leaves campaign	24.5%	21.3%	36.6%	10.8%	6.9%

Q8. ENVIRONMENTAL SUSTAINABILITY. Please rate the importance of the following items on a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important." The Village currently has several programs in place related to sustainability-learn more about the work of the Sustainability Task Force at villageofglencoe.org/stf. (without "don't know")

	Very important	Important	Neutral	Not important	Not at all important
Q8-13. Recycling Cart Tagging Program (identifying areas of improvement for residents by evaluating recycling carts)	32.0%	22.9%	28.3%	8.6%	8.1%
Q8-14. Public awareness of sustainable practices & of existing sustainability programs	36.9%	31.1%	26.3%	3.2%	2.5%
Q8-15. Glencoe Golf Club as an environmental steward (certified Audubon Cooperative Sanctuary, monarch sanctuary, place to observe wildlife, eco-friendly maintenance practices)	38.4%	29.8%	23.1%	4.6%	4.0%

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=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Overall quality of water utility services	57.7%	34.7%	3.1%	0.7%	0.2%	3.5%
Q9-2. Taste of drinking (tap) water	63.5%	24.7%	5.9%	2.4%	0.4%	3.1%
Q9-3. Utility account maintenance & customer service	42.6%	33.2%	11.1%	0.2%	0.0%	12.9%
Q9-4. Water pressure	50.7%	34.7%	8.5%	2.8%	0.4%	3.0%
Q9-5. Timeliness of water/service line break repairs	29.0%	20.5%	6.8%	0.7%	0.0%	43.0%
Q9-6. Sanitary sewer (wastewater) services	37.1%	30.4%	10.0%	0.9%	0.6%	21.0%
Q9-7. Quality of storm water management near your home	33.6%	31.4%	14.9%	8.5%	2.6%	9.0%
Q9-8. Ease of paying water bill	53.7%	32.3%	6.3%	1.1%	0.6%	6.1%
Q9-9. Use of smart water meter customer portal & online payment option	39.3%	24.2%	12.7%	1.8%	0.6%	21.4%

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=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Overall quality of water utility services	59.8%	35.9%	3.3%	0.8%	0.2%
Q9-2. Taste of drinking (tap) water	65.5%	25.5%	6.1%	2.5%	0.4%
Q9-3. Utility account maintenance & customer service	48.9%	38.1%	12.7%	0.2%	0.0%
Q9-4. Water pressure	52.3%	35.7%	8.7%	2.9%	0.4%
Q9-5. Timeliness of water/service line break repairs	50.8%	35.9%	12.0%	1.3%	0.0%
Q9-6. Sanitary sewer (wastewater) services	47.0%	38.6%	12.6%	1.2%	0.7%
Q9-7. Quality of storm water management near your home	36.9%	34.5%	16.4%	9.3%	2.8%
Q9-8. Ease of paying water bill	57.2%	34.4%	6.7%	1.2%	0.6%
Q9-9. Use of smart water meter customer portal & online payment option	50.0%	30.8%	16.2%	2.3%	0.7%

Q10. Do you play golf?

Q10. Do you play golf	Number	Percent
Yes	225	41.5 %
No	317	58.5 %
Total	542	100.0 %

Q10a. Which type of facility do you use most often to play golf?

Q10a. Which type of facility do you use most often to play golf	Number	Percent
Private club	65	28.9 %
Glencoe Golf Club	105	46.7 %
Other public course	52	23.1 %
Not provided	3	1.3 %
Total	225	100.0 %

WITHOUT "NOT PROVIDED"

Q10a. Which type of facility do you use most often to play golf? (without "not provided")

Q10a. Which type of facility do you use most often to play golf	Number	Percent
Private club	65	29.3 %
Glencoe Golf Club	105	47.3 %
Other public course	52	23.4 %
Total	222	100.0 %

Q10b. How many times did you play golf last season?

Q10b. How many times did you play golf last season	Number	Percent
1-5	72	32.0 %
6-10	40	17.8 %
11+	110	48.9 %
Not provided	3	1.3 %
Total	225	100.0 %

WITHOUT "NOT PROVIDED"

Q10b. How many times did you play golf last season? (without "not provided")

Q10b. How many times did you play golf last season	Number	Percent
1-5	72	32.4 %
6-10	40	18.0 %
11+	110	49.5 %
Total	222	100.0 %

Q10c. The Golf Club's current driving range is "irons only." Would you use the club's public driving range more often if it was a full-service driving range (i.e. accommodates the use of drivers)?

Q10c. Would you use club's public driving range more often	Number	Percent
Yes	141	62.7 %
No, it would not impact the frequency I use driving range	59	26.2 %
I don't use driving range	19	8.4 %
Not provided	6	2.7 %
Total	225	100.0 %

WITHOUT "NOT PROVIDED"

Q10c. The Golf Club's current driving range is "irons only." Would you use the club's public driving range more often if it was a full-service driving range (i.e. accommodates the use of drivers)? (without "not provided")

Q10c. Would you use club's public driving range more often	Number	Percent
Yes	141	64.4 %
No, it would not impact the frequency I use driving range	59	26.9 %
I don't use driving range	19	8.7 %
Total	219	100.0 %

Q11. Have you used any of these Glencoe Golf Club amenities within the last year?

Q11. What Glencoe Golf Club amenities have you used within last year	Number	Percent
Golf course	163	30.1 %
Driving range	143	26.4 %
Restaurant	88	16.2 %
Private lessons	32	5.9 %
Summer camps	17	3.1 %
Practice greens	98	18.1 %
Total	541	

Q12. Would you visit the Glencoe Golf Club more often, the same, or less if residents of Cook County were offered a discounted rate?

Q12. Would you visit Glencoe Golf Club more often if a discounted rate were offered	Number	Percent
I'd visit more	145	26.8 %
I'd visit less	27	5.0 %
I'd visit the same amount	226	41.7 %
Not provided	144	26.6 %
Total	542	100.0 %

WITHOUT "NOT PROVIDED"

Q12. Would you visit the Glencoe Golf Club more often, the same, or less if residents of Cook County were offered a discounted rate? (without "not provided")

Q12. Would you visit Glencoe Golf Club more often if a discounted rate were offered	Number	Percent
I'd visit more	145	36.4 %
I'd visit less	27	6.8 %
I'd visit the same amount	226	56.8 %
Total	398	100.0 %

Q14. PUBLIC SAFETY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Public Safety services.

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Visibility of Public Safety in neighborhoods	54.2%	35.6%	6.1%	1.1%	0.6%	2.4%
Q14-2. Visibility of Public Safety in retail areas	45.0%	34.5%	12.5%	1.8%	0.6%	5.5%
Q14-3. Efforts to prevent serious crimes (burglary, assault, etc.)	45.6%	25.8%	9.4%	2.4%	0.6%	16.2%
Q14-4. Efforts to prevent lesser crimes (vandalism, theft, etc.)	43.4%	25.5%	12.4%	1.5%	0.4%	17.0%
Q14-5. Enforcement of traffic laws (speeding, etc.)	38.7%	31.4%	18.1%	3.9%	1.7%	6.3%
Q14-6. Enforcement of parking laws	36.5%	33.0%	16.8%	3.9%	1.8%	7.9%
Q14-7. Overall quality of police services	62.4%	28.8%	4.1%	0.4%	0.4%	4.1%
Q14-8. Overall quality of police response time	57.9%	18.1%	3.7%	0.0%	0.2%	20.1%
Q14-9. Overall quality of fire protection services	58.9%	20.7%	2.2%	0.0%	0.0%	18.3%
Q14-10. Overall quality of fire emergency response time	52.6%	15.9%	2.2%	0.0%	0.0%	29.3%
Q14-11. Overall quality of emergency medical services (EMS)	57.0%	15.1%	2.0%	0.0%	0.0%	25.8%
Q14-12. Overall quality of EMS emergency response time	54.4%	12.9%	2.6%	0.0%	0.0%	30.1%
Q14-13. Overall quality of non-emergency services (house watch, car seat installation, animal control, etc.)	48.7%	19.4%	5.0%	0.7%	0.2%	26.0%

Q14. PUBLIC SAFETY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Public Safety services.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-14. Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	32.5%	19.0%	7.7%	0.4%	0.2%	40.2%
Q14-15. Overall quality of public safety visibility & presence in & around schools	41.1%	23.6%	6.1%	1.1%	0.2%	27.9%

WITHOUT "DON'T KNOW"

Q14. PUBLIC SAFETY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Public Safety services. (without "don't know")

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Visibility of Public Safety in neighborhoods	55.6%	36.5%	6.2%	1.1%	0.6%
Q14-2. Visibility of Public Safety in retail areas	47.7%	36.5%	13.3%	2.0%	0.6%
Q14-3. Efforts to prevent serious crimes (burglary, assault, etc.)	54.4%	30.8%	11.2%	2.9%	0.7%
Q14-4. Efforts to prevent lesser crimes (vandalism, theft, etc.)	52.2%	30.7%	14.9%	1.8%	0.4%
Q14-5. Enforcement of traffic laws (speeding, etc.)	41.3%	33.5%	19.3%	4.1%	1.8%
Q14-6. Enforcement of parking laws	39.7%	35.9%	18.2%	4.2%	2.0%
Q14-7. Overall quality of police services	65.0%	30.0%	4.2%	0.4%	0.4%
Q14-8. Overall quality of police response time	72.5%	22.6%	4.6%	0.0%	0.2%
Q14-9. Overall quality of fire protection services	72.0%	25.3%	2.7%	0.0%	0.0%
Q14-10. Overall quality of fire emergency response time	74.4%	22.5%	3.1%	0.0%	0.0%
Q14-11. Overall quality of emergency medical services (EMS)	76.9%	20.4%	2.7%	0.0%	0.0%
Q14-12. Overall quality of EMS emergency response time	77.8%	18.5%	3.7%	0.0%	0.0%
Q14-13. Overall quality of non-emergency services (house watch, car seat installation, animal control, etc.)	65.8%	26.2%	6.7%	1.0%	0.2%
Q14-14. Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	54.3%	31.8%	13.0%	0.6%	0.3%
Q14-15. Overall quality of public safety visibility & presence in & around schools	57.0%	32.7%	8.4%	1.5%	0.3%

Q15. Which THREE of the POLICE, FIRE AND PARAMEDIC SERVICES listed in Question 14 do you think should receive the MOST EMPHASIS from Village leaders over the next THREE years?

Q15. Top choice	Number	Percent
Visibility of Public Safety in neighborhoods	91	16.8 %
Visibility of Public Safety in retail areas	5	0.9 %
Efforts to prevent serious crimes (burglary, assault, etc.)	144	26.6 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	14	2.6 %
Enforcement of traffic laws (speeding, etc.)	16	3.0 %
Enforcement of parking laws	10	1.8 %
Overall quality of police services	39	7.2 %
Overall quality of police response time	9	1.7 %
Overall quality of fire protection services	5	0.9 %
Overall quality of fire emergency response time	3	0.6 %
Overall quality of emergency medical services (EMS)	23	4.2 %
Overall quality of EMS emergency response time	10	1.8 %
Overall quality of non-emergency services (house watch, car seat installation, animal control, etc.)	2	0.4 %
Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	14	2.6 %
Overall quality of public safety visibility & presence in & around schools	39	7.2 %
None chosen	118	21.8 %
Total	542	100.0 %

Q15. Which THREE of the POLICE, FIRE AND PARAMEDIC SERVICES listed in Question 14 do you think should receive the MOST EMPHASIS from Village leaders over the next THREE years?

Q15. 2nd choice	Number	Percent
Visibility of Public Safety in neighborhoods	36	6.6 %
Visibility of Public Safety in retail areas	28	5.2 %
Efforts to prevent serious crimes (burglary, assault, etc.)	64	11.8 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	98	18.1 %
Enforcement of traffic laws (speeding, etc.)	14	2.6 %
Enforcement of parking laws	6	1.1 %
Overall quality of police services	20	3.7 %
Overall quality of police response time	6	1.1 %
Overall quality of fire protection services	33	6.1 %
Overall quality of fire emergency response time	14	2.6 %
Overall quality of emergency medical services (EMS)	22	4.1 %
Overall quality of EMS emergency response time	15	2.8 %
Overall quality of non-emergency services (house watch, car seat installation, animal control, etc.)	4	0.7 %
Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	15	2.8 %
Overall quality of public safety visibility & presence in & around schools	28	5.2 %
None chosen	139	25.6 %
Total	542	100.0 %

Q15. Which THREE of the POLICE, FIRE AND PARAMEDIC SERVICES listed in Question 14 do you think should receive the MOST EMPHASIS from Village leaders over the next THREE years?

Q15. 3rd choice	Number	Percent
Visibility of Public Safety in neighborhoods	50	9.2 %
Visibility of Public Safety in retail areas	20	3.7 %
Efforts to prevent serious crimes (burglary, assault, etc.)	51	9.4 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	42	7.7 %
Enforcement of traffic laws (speeding, etc.)	19	3.5 %
Enforcement of parking laws	4	0.7 %
Overall quality of police services	27	5.0 %
Overall quality of police response time	10	1.8 %
Overall quality of fire protection services	23	4.2 %
Overall quality of fire emergency response time	14	2.6 %
Overall quality of emergency medical services (EMS)	38	7.0 %
Overall quality of EMS emergency response time	9	1.7 %
Overall quality of non-emergency services (house watch, car seat installation, animal control, etc.)	9	1.7 %
Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	22	4.1 %
Overall quality of public safety visibility & presence in & around schools	44	8.1 %
None chosen	160	29.5 %
Total	542	100.0 %

SUM OF TOP 3 CHOICES

Q15. Which THREE of the POLICE, FIRE AND PARAMEDIC SERVICES listed in Question 14 do you think should receive the MOST EMPHASIS from Village leaders over the next THREE years? (top 3)

Q15. Sum of top 3 choices	Number	Percent
Visibility of Public Safety in neighborhoods	177	32.7 %
Visibility of Public Safety in retail areas	53	9.8 %
Efforts to prevent serious crimes (burglary, assault, etc.)	259	47.8 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	154	28.4 %
Enforcement of traffic laws (speeding, etc.)	49	9.0 %
Enforcement of parking laws	20	3.7 %
Overall quality of police services	86	15.9 %
Overall quality of police response time	25	4.6 %
Overall quality of fire protection services	61	11.3 %
Overall quality of fire emergency response time	31	5.7 %
Overall quality of emergency medical services (EMS)	83	15.3 %
Overall quality of EMS emergency response time	34	6.3 %
Overall quality of non-emergency services (house watch, car seat installation, animal control, etc.)	15	2.8 %
Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	51	9.4 %
Overall quality of public safety visibility & presence in & around schools	111	20.5 %
None chosen	118	21.8 %
Total	1327	

Q16. 911 SERVICES. If you have called 911 within the Village in the last two years, please rate your satisfaction with 911 services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Speed with which your call was answered	22.3%	4.6%	0.2%	0.2%	0.4%	72.3%
Q16-2. Quality of information and/or instructions given to you by 911 dispatcher	20.8%	5.0%	0.6%	0.2%	0.2%	73.2%
Q16-3. Emergency service response time	21.8%	5.5%	0.2%	0.0%	0.2%	72.3%
Q16-4. Overall quality of 911 services	22.7%	4.6%	0.6%	0.0%	0.2%	72.0%

WITHOUT "DON'T KNOW"

Q16. 911 SERVICES. If you have called 911 within the Village in the last two years, please rate your satisfaction with 911 services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Speed with which your call was answered	80.7%	16.7%	0.7%	0.7%	1.3%
Q16-2. Quality of information and/or instructions given to you by 911 dispatcher	77.9%	18.6%	2.1%	0.7%	0.7%
Q16-3. Emergency service response time	78.7%	20.0%	0.7%	0.0%	0.7%
Q16-4. Overall quality of 911 services	80.9%	16.4%	2.0%	0.0%	0.7%

Q17. VILLAGE COMMUNICATIONS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of Village communication.

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Overall effectiveness of communication from Village	43.7%	39.9%	8.3%	1.7%	0.0%	6.5%
Q17-2. Availability of information about Village programs & services	44.8%	37.8%	9.6%	0.9%	0.0%	6.8%
Q17-3. Timeliness of information provided to your Village government	37.8%	33.6%	11.4%	1.1%	0.0%	16.1%
Q17-4. Level of public involvement in decision making	24.4%	26.4%	20.8%	3.9%	0.7%	23.8%
Q17-5. Village's print newsletter (Inside Glencoe)	41.5%	36.3%	12.4%	0.7%	0.2%	8.9%
Q17-6. Village's website (villageofglencoe.org)	39.9%	38.7%	11.4%	0.6%	0.2%	9.2%
Q17-7. Village's social media (Facebook, Instagram, NextDoor)	23.1%	20.7%	9.6%	1.1%	0.0%	45.6%
Q17-8. Village's weekly email newsletter (Village eNews)	38.7%	27.9%	7.6%	0.4%	0.2%	25.3%
Q17-9. Smart911 (emergency/ service update system)	27.3%	19.0%	10.5%	0.9%	0.4%	41.9%
Q17-10. Annual budget documents	23.4%	18.3%	14.4%	1.3%	0.4%	42.3%
Q17-11. Village Board & Committee/Commission calendars, agendas & minutes	24.5%	21.0%	14.2%	0.6%	0.2%	39.5%
Q17-12. Village Board meeting web streaming	19.6%	12.0%	11.8%	0.9%	0.0%	55.7%
Q17-13. Interactive Village maps (GIS)	16.8%	12.0%	11.3%	0.6%	0.2%	59.2%

WITHOUT "DON'T KNOW"

Q17. VILLAGE COMMUNICATIONS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of Village communication. (without "don't know")

(N=542)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Overall effectiveness of communication from Village	46.7%	42.6%	8.9%	1.8%	0.0%
Q17-2. Availability of information about Village programs & services	48.1%	40.6%	10.3%	1.0%	0.0%
Q17-3. Timeliness of information provided to your Village government	45.1%	40.0%	13.6%	1.3%	0.0%
Q17-4. Level of public involvement in decision making	32.0%	34.6%	27.4%	5.1%	1.0%
Q17-5. Village's print newsletter (Inside Glencoe)	45.5%	39.9%	13.6%	0.8%	0.2%
Q17-6. Village's website (villageofglencoe.org)	43.9%	42.7%	12.6%	0.6%	0.2%
Q17-7. Village's social media (Facebook, Instagram, NextDoor)	42.4%	38.0%	17.6%	2.0%	0.0%
Q17-8. Village's weekly email newsletter (Village eNews)	51.9%	37.3%	10.1%	0.5%	0.2%
Q17-9. Smart911 (emergency/service update system)	47.0%	32.7%	18.1%	1.6%	0.6%
Q17-10. Annual budget documents	40.6%	31.6%	24.9%	2.2%	0.6%
Q17-11. Village Board & Committee/ Commission calendars, agendas & minutes	40.5%	34.8%	23.5%	0.9%	0.3%
Q17-12. Village Board meeting web streaming	44.2%	27.1%	26.7%	2.1%	0.0%
Q17-13. Interactive Village maps (GIS)	41.2%	29.4%	27.6%	1.4%	0.5%

Q18. Where do you prefer to receive information about Village activities and services?

Q18. Where do you prefer to receive information about Village activities & services	Number	Percent
Inside Glencoe newsletter	368	67.9 %
Village weekly eNews	351	64.8 %
Village website	283	52.2 %
Social media	126	23.2 %
Smart911	50	9.2 %
Interactive Village GIS maps	25	4.6 %
Word of mouth	69	12.7 %
Signs/posters in Downtown	164	30.3 %
Local news outlets	63	11.6 %
In-person/Village Hall	35	6.5 %
Other	5	0.9 %
Total	1539	

Q18-11. Other

Q18-11. Other	Number	Percent
Mailings	2	40.0 %
Email	2	40.0 %
Brochure	1	20.0 %
Total	5	100.0 %

Q19. CUSTOMER SERVICE. Have you called or visited the Village with a question, problem, or complaint during the past year?

Q19. Have you called or visited Village with a question, problem, or complaint during past year	Number	Percent
Yes	281	51.8 %
No	261	48.2 %
Total	542	100.0 %

Q19a. How did you communicate with the person you contacted?

Q19a. How did you communicate with the person you contacted	Number	Percent
Phone	150	53.4 %
Email	44	15.7 %
In person	86	30.6 %
Not provided	1	0.4 %
Total	281	100.0 %

WITHOUT "NOT PROVIDED"

Q19a. How did you communicate with the person you contacted? (without "not provided")

Q19a. How did you communicate with the person you contacted	Number	Percent
Phone	150	53.6 %
Email	44	15.7 %
In person	86	30.7 %
Total	280	100.0 %

Q19b. How easy was it to contact the person you needed to reach?

Q19b. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	178	63.3 %
Somewhat easy	79	28.1 %
Somewhat difficult	18	6.4 %
Very difficult	6	2.1 %
Total	281	100.0 %

Q19c. For each of the items below, please state the degree to which you agree with the following statements regarding the quality of customer service you've received from Village employees using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=281)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q19c-1. They were courteous & polite	77.9%	18.1%	2.1%	0.4%	0.0%	1.4%
Q19c-2. They gave prompt, accurate & complete answers to questions	68.0%	22.1%	3.9%	3.6%	0.7%	1.8%
Q19c-3. They responded to your request in a timely manner	66.2%	21.7%	5.7%	2.8%	1.8%	1.8%
Q19c-4. They helped you resolve the issue	59.1%	22.8%	8.9%	5.3%	2.5%	1.4%
Q19c-5. Your inquiry was resolved by the first employee to which you were directed	47.0%	28.1%	6.8%	9.6%	4.3%	4.3%

WITHOUT "DON'T KNOW"

Q19c. For each of the items below, please state the degree to which you agree with the following statements regarding the quality of customer service you've received from Village employees using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=281)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q19c-1. They were courteous & polite	79.1%	18.4%	2.2%	0.4%	0.0%
Q19c-2. They gave prompt, accurate & complete answers to questions	69.2%	22.5%	4.0%	3.6%	0.7%
Q19c-3. They responded to your request in a timely manner	67.4%	22.1%	5.8%	2.9%	1.8%
Q19c-4. They helped you resolve the issue	59.9%	23.1%	9.0%	5.4%	2.5%
Q19c-5. Your inquiry was resolved by the first employee to which you were directed	49.1%	29.4%	7.1%	10.0%	4.5%

Q20. DIVERSITY, EQUITY AND INCLUSION. Several items related to diversity, equity and inclusion are listed below. For each item, please state the level to which you would agree or disagree using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=542)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q20-1. The Glencoe community celebrates diverse cultures, ideas & people	24.7%	33.0%	22.1%	7.4%	0.7%	12.0%
Q20-2. The Glencoe community recognizes & respects diverse people	29.9%	36.0%	17.2%	5.2%	0.4%	11.4%
Q20-3. I feel welcomed in Glencoe's businesses & public spaces	55.0%	32.1%	4.8%	0.7%	0.0%	7.4%
Q20-4. The Village as a government is welcoming & inclusive	43.4%	28.0%	10.9%	1.7%	0.0%	16.1%
Q20-5. The Village as a government treats all individuals equally	40.0%	22.9%	9.8%	1.5%	0.6%	25.3%
Q20-6. I am familiar with the Glencoe Council for Inclusion & Community	14.8%	14.8%	12.5%	6.8%	5.0%	46.1%
Q20-7. I believe the work of Glencoe Council for Inclusion & Community is important for our community	30.8%	21.0%	14.8%	2.8%	3.3%	27.3%
Q20-8. I believe the Village should create more opportunities to learn & converse about diversity, equity & inclusion	25.6%	21.2%	23.4%	7.2%	5.7%	16.8%

WITHOUT "DON'T KNOW"

Q20. DIVERSITY, EQUITY AND INCLUSION. Several items related to diversity, equity and inclusion are listed below. For each item, please state the level to which you would agree or disagree using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=542)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q20-1. The Glencoe community celebrates diverse cultures, ideas & people	28.1%	37.5%	25.2%	8.4%	0.8%
Q20-2. The Glencoe community recognizes & respects diverse people	33.8%	40.6%	19.4%	5.8%	0.4%
Q20-3. I feel welcomed in Glencoe's businesses & public spaces	59.4%	34.7%	5.2%	0.8%	0.0%
Q20-4. The Village as a government is welcoming & inclusive	51.6%	33.4%	13.0%	2.0%	0.0%
Q20-5. The Village as a government treats all individuals equally	53.6%	30.6%	13.1%	2.0%	0.7%
Q20-6. I am familiar with the Glencoe Council for Inclusion & Community	27.4%	27.4%	23.3%	12.7%	9.2%
Q20-7. I believe the work of Glencoe Council for Inclusion & Community is important for our community	42.4%	28.9%	20.3%	3.8%	4.6%
Q20-8. I believe the Village should create more opportunities to learn & converse about diversity, equity & inclusion	30.8%	25.5%	28.2%	8.6%	6.9%

Q21. 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=542)

	Very high priority	High priority	Medium priority	Low priority	Very low priority	Don't know
Q21-1. Overall quality of services provided by Village	60.1%	29.5%	4.8%	0.7%	0.2%	4.6%
Q21-2. Flood prevention & stormwater management	56.5%	26.6%	12.4%	0.7%	0.0%	3.9%
Q21-3. Quality & drivability of Village streets	47.8%	34.9%	12.9%	1.3%	0.4%	2.8%
Q21-4. Availability & integration of biking lanes & trails	21.6%	25.3%	30.4%	11.1%	5.4%	6.3%
Q21-5. Crime prevention	69.2%	22.3%	4.1%	0.7%	0.2%	3.5%
Q21-6. A balanced Village budget	48.2%	32.1%	10.7%	1.3%	0.6%	7.2%
Q21-7. Vibrant Downtown	44.8%	35.8%	13.8%	2.4%	0.0%	3.1%
Q21-8. Variety of restaurants in Downtown	40.0%	31.9%	20.3%	4.1%	1.3%	2.4%
Q21-9. Variety of retail in Downtown	28.4%	32.7%	27.7%	6.3%	2.0%	3.0%
Q21-10. Availability of parking in Downtown near amenities	32.8%	29.9%	25.3%	7.4%	1.7%	3.0%
Q21-11. Housing to meet needs of various life stages	22.1%	24.2%	29.3%	12.7%	6.3%	5.4%
Q21-12. Environmental awareness	31.0%	34.9%	20.8%	5.7%	2.8%	4.8%
Q21-13. Arts & cultural amenities	19.4%	34.9%	31.5%	8.5%	0.9%	4.8%
Q21-14. Green space	43.2%	34.3%	16.8%	1.7%	0.6%	3.5%
Q21-15. Historic preservation	26.0%	32.5%	26.9%	7.9%	3.3%	3.3%
Q21-16. Overall quality of life	70.1%	22.7%	3.9%	0.4%	0.2%	2.8%
Q21-17. Walkability of Downtown & other areas	49.6%	32.3%	12.7%	2.2%	0.4%	2.8%
Q21-18. Welcoming & inclusive initiatives	31.7%	28.4%	20.5%	8.1%	6.1%	5.2%

Q21. 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.

	Very high priority	High priority	Medium priority	Low priority	Very low priority	Don't know
Q21-19. Other	4.1%	0.6%	0.6%	0.0%	0.4%	94.5%

WITHOUT "DON'T KNOW"

Q21. 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=542)

	Very high priority	High priority	Medium priority	Low priority	Very low priority
Q21-1. Overall quality of services provided by Village	63.1%	30.9%	5.0%	0.8%	0.2%
Q21-2. Flood prevention & stormwater management	58.7%	27.6%	12.9%	0.8%	0.0%
Q21-3. Quality & drivability of Village streets	49.1%	35.9%	13.3%	1.3%	0.4%
Q21-4. Availability & integration of biking lanes & trails	23.0%	27.0%	32.5%	11.8%	5.7%
Q21-5. Crime prevention	71.7%	23.1%	4.2%	0.8%	0.2%
Q21-6. A balanced Village budget	51.9%	34.6%	11.5%	1.4%	0.6%
Q21-7. Vibrant Downtown	46.3%	37.0%	14.3%	2.5%	0.0%
Q21-8. Variety of restaurants in Downtown	41.0%	32.7%	20.8%	4.2%	1.3%
Q21-9. Variety of retail in Downtown	29.3%	33.7%	28.5%	6.5%	2.1%
Q21-10. Availability of parking in Downtown near amenities	33.8%	30.8%	26.0%	7.6%	1.7%
Q21-11. Housing to meet needs of various life stages	23.4%	25.5%	31.0%	13.5%	6.6%
Q21-12. Environmental awareness	32.6%	36.6%	21.9%	6.0%	2.9%
Q21-13. Arts & cultural amenities	20.3%	36.6%	33.1%	8.9%	1.0%
Q21-14. Green space	44.7%	35.6%	17.4%	1.7%	0.6%
Q21-15. Historic preservation	26.9%	33.6%	27.9%	8.2%	3.4%
Q21-16. Overall quality of life	72.1%	23.3%	4.0%	0.4%	0.2%
Q21-17. Walkability of Downtown & other areas	51.0%	33.2%	13.1%	2.3%	0.4%

WITHOUT "DON'T KNOW"

Q21. 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")

	Very high priority	High priority	Medium priority	Low priority	Very low priority
Q21-18. Welcoming & inclusive initiatives	33.5%	30.0%	21.6%	8.6%	6.4%
Q21-19. Other	73.3%	10.0%	10.0%	0.0%	6.7%

Q23. Approximately how many years have you lived in the Village of Glencoe?

Q23. How many years have you lived in Village of Glencoe	Number	Percent
0-5	96	17.7 %
6-10	75	13.8 %
11-15	59	10.9 %
16-20	40	7.4 %
21-30	90	16.6 %
31+	152	28.0 %
Not provided	30	5.5 %
Total	542	100.0 %

WITHOUT "NOT PROVIDED"

Q23. Approximately how many years have you lived in the Village of Glencoe? (without "not provided")

Q23. How many years have you lived in Village of Glencoe	Number	Percent
0-5	96	18.8 %
6-10	75	14.6 %
11-15	59	11.5 %
16-20	40	7.8 %
21-30	90	17.6 %
31+	152	29.7 %
Total	512	100.0 %

Q24. Please tell us the number of people in your household in the following age ranges.

	Mean	Sum
number	2.8	1511
Under age 10	0.4	191
Ages 10-19	0.4	202
Ages 20-29	0.2	124
Ages 30-39	0.2	114
Ages 40-49	0.3	189
Ages 50-59	0.4	222
Ages 60-69	0.4	216
Ages 70-79	0.3	176
Ages 80+	0.1	77

Q25. What is your gender?

Q25. Your gender	Number	Percent
Male	268	49.4 %
Female	268	49.4 %
Other	2	0.4 %
Prefer not to answer	4	0.7 %
Total	542	100.0 %

WITHOUT "PREFER NOT TO ANSWER"

Q25. What is your gender? (without "prefer not to answer")

Q25. Your gender	Number	Percent
Male	268	49.8 %
Female	268	49.8 %
Other	2	0.4 %
Total	538	100.0 %

5 Survey Instrument

VILLAGE OF GLENCOE
OFFICE OF THE VILLAGE MANAGER

675 Village Court, Glencoe, Illinois 60022
p: (847) 835-4114 | www.villageofglencoe.org

March 2023

RE: VILLAGE OF GLENCOE 2023 COMMUNITY SURVEY

Dear Neighbor,

The Village understands that responsive, equitable, high-quality local services and amenities are all part of why you continue to choose Glencoe as the place you call home. Your ongoing satisfaction with the Village's core services as well as your feedback on special projects and initiatives are important to the Village Board and staff as we plan for the future. To this end, enclosed you will find the Village's 2023 Community Survey. We hope that you will take this opportunity to help us better understand your satisfaction with and priorities for the Village organization and the Glencoe community.

If you've lived in Glencoe for more than a few years, you might recall that the last community surveys were fielded in 2015 and 2019. It goes without saying that the last three years, punctuated by our Village's response to the COVID-19 pandemic, required resources and services never anticipated in the past. Despite that, significant progress was still made toward addressing areas of need expressed in our last survey. Just a few examples include the nearly $2.4 million in stormwater management investments made since 2019, as well as the improvements to neighborhood street lighting beginning in 2023. We hope these projects are illustrative of how your feedback can be translated into meaningful change in our community.

In addition to measures of customer satisfaction, this survey has several questions that are designed to provide direction as we consider updates to the Village's Strategic Plan over the next few years. Specifically, you'll see questions about the Village's efforts on environmental sustainability, the vitality of the downtown business district, community engagement and diversity, equity and inclusion. In addition to supporting our strategic planning process, survey results will support the work currently underway on the Village's Comprehensive Plan titled, "All In, Glencoe" (visit *allinglencoe.org* to learn more and engage), as well as future operational planning. In short, your responses are critical as we seek to address the needs of our community.

All households in the Village are invited to complete the enclosed survey, which should take approximately 20 minutes. Only one survey per household will be counted and your address will not be associated with your individual response. You may complete the survey using this paper form and submit by mail as per the instructions on page 7 of the enclosed packet *or* you may complete the survey online by visiting ***villageofglencoesurvey.org***. Please do not hesitate to contact the Village Manager's Office at (847) 835-4114 or survey administrator ETC Institute at (888) 801-5368 if you have any questions.

We look forward to gathering your feedback and sharing the results once complete. Again, your time and thoughtfulness in completing the 2023 Community Survey are greatly appreciated.

Sincerely,

Philip A. Kiraly
Village Manager

2023 Village of Glencoe Community Survey

The Village of Glencoe is seeking resident feedback as a component of the Village's ongoing efforts to engage residents in planning for Glencoe's future and ensuring we meet the expectations of our community with the services we deliver. Your opinions matter! Please complete and return this paper survey or complete the survey online at *villageofglencoesurvey.org*. Additional information on several topics in the survey is also available online. Questions? Contact the Village Manager's Office at (847) 835-4114.

1. QUALITY OF LIFE. Please rate each of the following aspects of the quality of life in Glencoe 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
01.	Glencoe as a place to live	5	4	3	2	1	9
02.	Glencoe as a place to raise children	5	4	3	2	1	9
03.	Glencoe as a place to work	5	4	3	2	1	9
04.	Glencoe as a place to visit	5	4	3	2	1	9
05.	Glencoe as a place to retire	5	4	3	2	1	9
06.	Glencoe as a community that is moving in the right direction	5	4	3	2	1	9
07.	Glencoe as a welcoming and inclusive community	5	4	3	2	1	9
08.	Variety of shopping opportunities	5	4	3	2	1	9
09.	Variety of options for eating/dining	5	4	3	2	1	9
10.	Overall quality of life in Glencoe	5	4	3	2	1	9

2. PERCEPTIONS/CHARACTERISTICS. Several items that may influence your perception of the Village of Glencoe are listed below. Please rate your satisfaction with each item using 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.	Appearance of the Village	5	4	3	2	1	9
02.	Quality of schools*	5	4	3	2	1	9
03.	Access to hospitals and medical services	5	4	3	2	1	9
04.	Quality of parks and recreation services*	5	4	3	2	1	9
05.	Access to green space	5	4	3	2	1	9
06.	Quality of the library*	5	4	3	2	1	9
07.	Access to arts and cultural amenities	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.	Walkability to downtown and other amenities	5	4	3	2	1	9
11.	Restaurant sidewalk seating	5	4	3	2	1	9
12.	The addition of on-street dining options	5	4	3	2	1	9
13.	Availability of restaurant carryout parking spaces	5	4	3	2	1	9
14.	The vibrancy of downtown	5	4	3	2	1	9
15.	Availability and integration of biking lanes and trails	5	4	3	2	1	9
16.	Availability of parking in the downtown	5	4	3	2	1	9
17.	Sense of community	5	4	3	2	1	9
18.	Character and diversity of homes and building types	5	4	3	2	1	9
19.	Presence of historic structures	5	4	3	2	1	9
20.	Inclusion of diverse populations	5	4	3	2	1	9
21.	Environmental awareness	5	4	3	2	1	9
22.	Feeling of safety in Glencoe	5	4	3	2	1	9
23.	Overall image and reputation of Glencoe	5	4	3	2	1	9

**Services are provided by separate governmental entities, including school districts, Glencoe Park District and Glencoe Public Library.*

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3. <u>OVERALL VILLAGE SERVICES</u>. Please rate your overall satisfaction with major services provided by the Village of Glencoe, using 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
1.	Overall quality of Village services	5	4	3	2	1	9
2.	The value received for your Village tax dollars and fees	5	4	3	2	1	9
3.	Overall transparency and accountability of Village actions	5	4	3	2	1	9
4.	Overall Village financial condition	5	4	3	2	1	9
5.	Ease of access to Village staff	5	4	3	2	1	9
6.	Responsiveness of Village staff	5	4	3	2	1	9
7.	Ease of access to Village Board of Trustees	5	4	3	2	1	9
8.	Responsiveness of Village Board of Trustees	5	4	3	2	1	9

4. <u>LOOK, FEEL AND MAINTENANCE OF THE VILLAGE</u>. Please rate your satisfaction with each aspect of the look and feel of the Village of Glencoe 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
01.	Maintenance of Village streets	5	4	3	2	1	9
02.	Maintenance of sidewalks	5	4	3	2	1	9
03.	Maintenance of the Village's downtown	5	4	3	2	1	9
04.	Accessibility of streets, sidewalks and buildings for people with disabilities or using mobility aids	5	4	3	2	1	9
05.	Overall cleanliness of streets and public areas	5	4	3	2	1	9
06.	Adequacy of public street lighting in residential areas	5	4	3	2	1	9
07.	Mowing/trimming along streets and public areas	5	4	3	2	1	9
08.	Maintenance of public parkway trees	5	4	3	2	1	9
09.	Quality (including size and diversity) of urban forest	5	4	3	2	1	9
10.	Maintenance of unique architectural character	5	4	3	2	1	9
11.	Snow plowing of Village streets	5	4	3	2	1	9
12.	Snow plowing of sidewalks	5	4	3	2	1	9
13.	Enforcement of residential property maintenance (exterior of a structure)	5	4	3	2	1	9
14.	Enforcement of mowing and trimming of private lawns, trees and shrubs	5	4	3	2	1	9
15.	Other: _____	5	4	3	2	1	9

5. Which THREE of the areas of MAINTENANCE listed above in Question 4 do you think should receive the MOST EMPHASIS from Village leaders over the next THREE years? *[Write in your answers below using the numbers from the list in Question 4.]*

1st: ____ 2nd: ____ 3rd: ____

6. <u>BUILDING PERMITS AND CONSTRUCTION</u>. Please rate your satisfaction with building permit services and construction activity in the Village of Glencoe 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.	Process to submit a building permit application	5	4	3	2	1	9
2.	Amount of time to obtain building permit after applying	5	4	3	2	1	9
3.	Ease of completing regulatory processes (Zoning Board of Appeals, Zoning Commission, Plan Commission, etc.)	5	4	3	2	1	9
4.	Maintenance/cleanliness of residential construction sites	5	4	3	2	1	9
5.	Permitted days/hours for residential construction and overall duration of construction projects	5	4	3	2	1	9
6.	Permitted days/hours for residential professional landscape work	5	4	3	2	1	9
7.	Regulation of residential construction vehicle traffic	5	4	3	2	1	9
8.	Effectiveness of Village historic preservation regulations	5	4	3	2	1	9
9.	Electronic permit submission process	5	4	3	2	1	9

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7. <u>GARBAGE, RECYCLING AND SPECIAL COLLECTION SERVICES</u>. 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.	Garbage collection service	5	4	3	2	1	9
02.	Recycling collection service	5	4	3	2	1	9
03.	Curbside combined food scrap/yard waste collection	5	4	3	2	1	9
04.	Special collections (by request bulk item collection)	5	4	3	2	1	9
05.	Village annual spring cleanup day	5	4	3	2	1	9
06.	Curbside leaf collection	5	4	3	2	1	9
07.	Cost for garbage and recycling services	5	4	3	2	1	9
08.	Customer service from LRS (service provider)	5	4	3	2	1	9
09.	Electronics recycling drop-off	5	4	3	2	1	9
10.	Specialized item recycling drop-off (batteries, light bulb, etc.)	5	4	3	2	1	9
11.	Prescription drugs and sharps disposal	5	4	3	2	1	9
12.	Document destruction	5	4	3	2	1	9
13.	Composting drop-off station at the Public Works Service Building	5	4	3	2	1	9

8. <u>ENVIRONMENTAL SUSTAINABILITY</u>. Please rate the importance of the following items on a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important." The Village currently has several programs in place related to sustainability - learn more about the work of the Sustainability Task Force at <u>*villageofglencoe.org/stf*</u>.

		Very Important	Important	Neutral	Not Important	Not at All Important	Don't Know
01.	Recycling, waste management, composting	5	4	3	2	1	9
02.	Reduction of single-use plastics	5	4	3	2	1	9
03.	Green infrastructure, green buildings, sustainable planning	5	4	3	2	1	9
04.	Availability of alternative energy, renewable energy options (e.g., community solar program)	5	4	3	2	1	9
05.	Resource conservation (water, energy)	5	4	3	2	1	9
06.	Protection of our water, ravines and trees	5	4	3	2	1	9
07.	Eco-friendly business practices	5	4	3	2	1	9
08.	Carbon reduction initiatives (e.g., Glencoe's idle-free status)	5	4	3	2	1	9
09.	Increased use of native plant species and reduction of non-native/invasive species	5	4	3	2	1	9
10.	Decreased use of pesticides, fertilizers, herbicides	5	4	3	2	1	9
11.	Installation of rain gardens, bioswales, and other sustainable stormwater management practices to reduce runoff and improve water quality	5	4	3	2	1	9
12.	Leave the Leaves campaign	5	4	3	2	1	9
13.	Recycling Cart Tagging Program (identifying areas of improvement for residents by evaluating recycling carts)	5	4	3	2	1	9
14.	Public awareness of sustainable practices and of existing sustainability programs	5	4	3	2	1	9
15.	Glencoe Golf Club as an environmental steward (certified Audubon Cooperative Sanctuary, monarch sanctuary, place to observe wildlife, eco-friendly maintenance practices)	5	4	3	2	1	9

9. <u>UTILITY SERVICES</u>. 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.	Overall quality of water utility services	5	4	3	2	1	9
2.	Taste of drinking (tap) water	5	4	3	2	1	9
3.	Utility account maintenance and customer service	5	4	3	2	1	9
4.	Water pressure	5	4	3	2	1	9
5.	Timeliness of water/service line break repairs	5	4	3	2	1	9
6.	Sanitary sewer (wastewater) services	5	4	3	2	1	9
7.	Quality of storm water management near your home	5	4	3	2	1	9
8.	Ease of paying water bill	5	4	3	2	1	9
9.	Use of smart water meter customer portal and online payment option	5	4	3	2	1	9

GLENCOE GOLF CLUB. Please answer the following questions related to the Glencoe Golf Club.

10. Do you play golf? ____(1) Yes *[Answer Q10a-c.]* ____(2) No *[Go to Q11.]*

10a. Which type of facility do you use most often to play golf?

____(1) Private club ____(2) Glencoe Golf Club ____(3) Other public course

10b. How many times did you play golf last season?

____(1) 1-5 ____(2) 6-10 ____(3) 11+

10c. The Golf Club's current driving range is "irons only." Would you use the club's public driving range more often if it was a full-service driving range (i.e. accommodates the use of drivers)?

____(1) Yes
____(2) No, it would not impact the frequency I use the driving range
____(3) I don't use the driving range

11. Have you used any of these Glencoe Golf Club amenities within the last year? *[Check all that apply]*

____(1) Golf course ____(3) Restaurant ____(5) Summer camps
____(2) Driving range ____(4) Private lessons ____(6) Practice greens

12. Would you visit the Glencoe Golf Club more often, the same, or less if residents of Cook County were offered a discounted rate?

____(1) I'd visit more ____(2) I'd visit less ____(3) I'd visit the same amount

13. If you could recommend one thing that you believe would positively contribute to the experience at the Glencoe Golf Club, what would it be? *[Write your answer in the space provided below. You may attach additional pages if needed.]*

_____

_____

14. <u>PUBLIC SAFETY SERVICES</u>. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Public Safety services.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Visibility of Public Safety in neighborhoods	5	4	3	2	1	9
02.	Visibility of Public Safety in retail areas	5	4	3	2	1	9
03.	Efforts to prevent serious crimes (burglary, assault, etc.)	5	4	3	2	1	9
04.	Efforts to prevent lesser crimes (vandalism, theft, etc.)	5	4	3	2	1	9
05.	Enforcement of traffic laws (speeding, etc.)	5	4	3	2	1	9
06.	Enforcement of parking laws	5	4	3	2	1	9
07.	Overall quality of police services	5	4	3	2	1	9
08.	Overall quality of police response times	5	4	3	2	1	9
09.	Overall quality of fire protection services	5	4	3	2	1	9
10.	Overall quality of fire emergency response times	5	4	3	2	1	9
11.	Overall quality of emergency medical services ("EMS")	5	4	3	2	1	9
12.	Overall quality of EMS emergency response times	5	4	3	2	1	9
13.	Overall quality of non-emergency services (house watch, car seat installation, animal control, etc.)	5	4	3	2	1	9
14.	Overall quality of public safety education programs (police and fire safety awareness programs, drug and violence prevention programs in schools, etc.)	5	4	3	2	1	9
15.	Overall quality of public safety visibility and presence in and around schools	5	4	3	2	1	9

15. Which THREE of the POLICE, FIRE AND PARAMEDIC SERVICES listed in Question 14 do you think should receive the MOST EMPHASIS from Village leaders over the next THREE years? *[Write in your answers below using the numbers from the list in Question 14.]*

1st: ____ 2nd: ____ 3rd: ____

16. <u>911 SERVICES</u>. If you have called 911 within the Village in the last two years, please rate your satisfaction with 911 services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." *[If you have not called 911 within the Village in the last two years, please indicate "Don't Know."]*

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Speed with which your call was answered	5	4	3	2	1	9
2.	Quality of information and/or instructions given to you by the 911 dispatcher	5	4	3	2	1	9
3.	Emergency service response time	5	4	3	2	1	9
4.	Overall quality of 911 services	5	4	3	2	1	9

17. <u>VILLAGE COMMUNICATIONS</u>. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of Village communication.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall effectiveness of communication from the Village	5	4	3	2	1	9
02.	Availability of information about Village programs and services	5	4	3	2	1	9
03.	Timeliness of information provided to your Village government	5	4	3	2	1	9
04.	Level of public involvement in decision making	5	4	3	2	1	9
05.	Village's print newsletter (Inside Glencoe)	5	4	3	2	1	9
06.	Village's website (villageofglencoe.org)	5	4	3	2	1	9
07.	Village's social media (Facebook, Instagram, NextDoor)	5	4	3	2	1	9
08.	Village's weekly email newsletter (Village eNews)	5	4	3	2	1	9
09.	Smart911 (emergency/service update system)	5	4	3	2	1	9
10.	Annual budget documents	5	4	3	2	1	9
11.	Village Board and committee/commission calendars, agendas and minutes	5	4	3	2	1	9
12.	Village Board meeting web streaming	5	4	3	2	1	9
13.	Interactive Village maps (GIS)	5	4	3	2	1	9

18. Where do you prefer to receive information about Village activities and services? *[Check all that apply.]*

____(01) *Inside Glencoe* Newsletter
____(02) Village weekly eNews
____(03) Village website
____(04) Social media
____(05) Smart911
____(06) Interactive Village GIS maps
____(07) Word of mouth
____(08) Signs/posters in Downtown
____(09) Local news outlets
____(10) In-person/Village Hall
____(11) Other: _____

19. <u>CUSTOMER SERVICE</u>. Have you called or visited the Village with a question, problem, or complaint during the past year?

____(1) Yes *[Answer Q19a-c.]* ____(2) No *[Go to Q20.]*

19a. How did you communicate with the person you contacted?

____(1) Phone ____(2) Email ____(3) In person ____(4) Social media

19b. How easy was it to contact the person you needed to reach?

____(4) Very Easy ____(3) Somewhat Easy ____(2) Somewhat Difficult ____(1) Very Difficult

19c. For each of the items below, please state the degree to which you agree with the following statements regarding the quality of customer service you've received from Village employees using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	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
5.	Your inquiry was resolved by the first employee to which you were directed	5	4	3	2	1	9

20. <u>DIVERSITY, EQUITY AND INCLUSION</u>. Several items related to diversity, equity and inclusion are listed below. For each item please state the level to which you would agree or disagree using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The Glencoe community celebrates diverse cultures, ideas and people	5	4	3	2	1	9
2.	The Glencoe community recognizes and respects diverse people	5	4	3	2	1	9
3.	I feel welcomed in Glencoe's businesses and public spaces	5	4	3	2	1	9
4.	The Village as a government is welcoming and inclusive	5	4	3	2	1	9
5.	The Village as a government treats all individuals equally	5	4	3	2	1	9
6.	I am familiar with the Glencoe Council for Inclusion and Community	5	4	3	2	1	9
7.	I believe the work of the Glencoe Council for the Inclusion and Community is important for our community	5	4	3	2	1	9
8.	I believe the Village should create more opportunities to learn and converse about diversity, equity and inclusion	5	4	3	2	1	9

21. <u>COMMUNITY PRIORITIES</u>. 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	Medium Priority	Low Priority	Very Low Priority	Don't Know
01.	Overall quality of services provided by the Village	5	4	3	2	1	9
02.	Flood prevention and stormwater management	5	4	3	2	1	9
03.	Quality and drivability of Village streets	5	4	3	2	1	9
04.	Availability and integration of biking lanes and trails	5	4	3	2	1	9
05.	Crime prevention	5	4	3	2	1	9
06.	A balanced Village budget	5	4	3	2	1	9
07.	Vibrant downtown	5	4	3	2	1	9
08.	Variety of restaurants in the downtown	5	4	3	2	1	9
09.	Variety of retail in the downtown	5	4	3	2	1	9
10.	Availability of parking in the downtown near amenities	5	4	3	2	1	9
11.	Housing to meet the needs of various life stages	5	4	3	2	1	9
12.	Environmental awareness	5	4	3	2	1	9
13.	Arts and cultural amenities	5	4	3	2	1	9
14.	Green space	5	4	3	2	1	9
15.	Historic preservation	5	4	3	2	1	9
16.	Overall quality of life	5	4	3	2	1	9
17.	Walkability of the downtown and other areas	5	4	3	2	1	9
18.	Welcoming and inclusive initiatives	5	4	3	2	1	9
19.	Other: _____	5	4	3	2	1	9

22. What do you feel are the biggest issues facing the Village of Glencoe, and why? *[Write your answer in the space provided below. You may attach additional pages if needed.]*

_____

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

23. Approximately how many years have you lived in the Village of Glencoe? _____ years

24. Please tell us the number of people in your household in the following age ranges.

Under age 10: ____ Ages 30-39: ____ Ages 60-69: ____
Ages 10-19: ____ Ages 40-49: ____ Ages 70-79: ____
Ages 20-29: ____ Ages 50-59: ____ Ages 80+: ____

25. What is your gender? ____(1) Male ____(2) Female ____(3) Other ____(4) Prefer not to answer

26. Would you be willing to participate in future surveys sponsored by The Village of Glencoe?

____(1) Yes *[Answer Q26a.]* ____(2) No

26a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to.
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the right will ONLY be used to help identify the level of satisfaction with Village services in your area. If your address is not correct, please provide the correct information. Thank you.

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