

Village of Glencoe Community Survey

Findings Report

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2019

Submitted to the Village of Glencoe, IL

by:

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2019 Village of Glencoe Community Survey Executive Summary Report

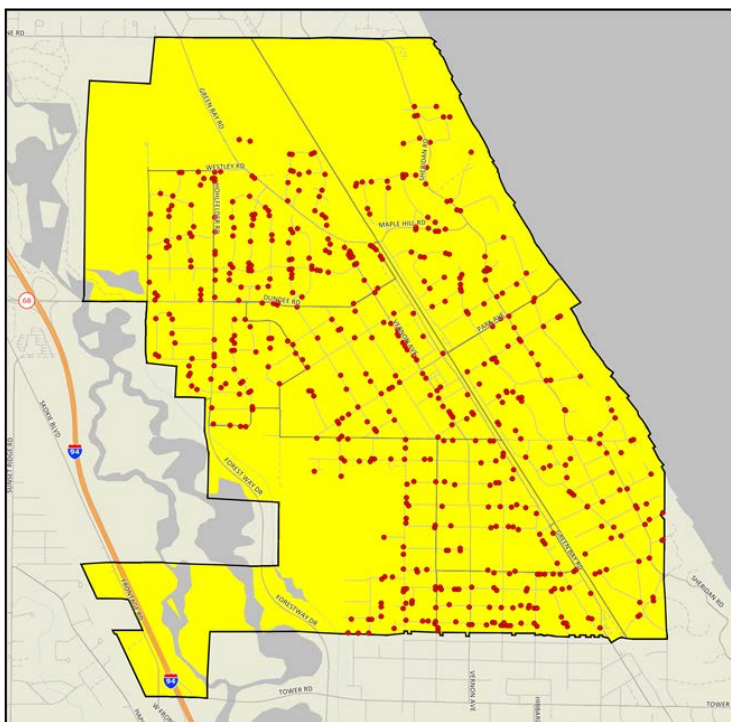
Overview and Methodology

Overview. During September and October of 2019, 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.

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 fill out the survey online. Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation.

The goal was to receive at least 400 completed surveys. This goal was far exceeded, with a total of 610 households completing a survey. The results for the sample of 610 households have a 95% level of confidence with a precision of at least $\pm 4.0\%$.

To ensure that households throughout the Village were well represented, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the locations of their homes.



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

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey, 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)

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; 97% residents surveyed, who had an opinion, rated the Village as an excellent or good place to raise children, and 96% rated the overall quality of life in the Village as excellent or good.

Perceptions and Characteristics of the Village

- Most residents have a very positive perception of the Village of Glencoe. 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 feeling of safety in their community. Other areas that received ratings of “very satisfied” or “satisfied” included: appearance of the Village (97%), overall image and reputation of Glencoe (96%), quality of the library (95%), feelings of safety in neighborhoods (95%), and quality of schools (93%).

Village Services

- Ninety-three percent (93%) 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; 83% were satisfied with the responsiveness of Village staff, and 83% were satisfied with the ease of access to Village staff.

Look, Feel and Maintenance of the Village

- 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 cleanliness of streets and public areas in Glencoe. Other areas that received ratings of “very satisfied” or “satisfied” included: cleanliness of downtown (94%), snow plowing of Village streets (89%), maintenance of Village streets (88%), and mowing/trimming along streets and public areas (86%).
- Based on the sum of their top five choices, the maintenance services that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) the maintenance of Village streets, (2) maintenance of sidewalks, (3) maintenance of downtown, (4) snow plowing of Village streets, and (5) adequacy of Village street lighting in residential areas.

Building Permits and Construction in the Village

- Sixty-three percent (63%) 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 landscape work days and hours; 63% were “very satisfied” or “satisfied” with permitted residential construction work days and hours; 59% were “very satisfied” or “satisfied” with the maintenance/cleanliness of residential sites, and 56% were “very satisfied” or “satisfied” with the process to submit a building permit application.

Garbage, Recycling and Special Collection Services

- Ninety-one percent (91%) 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 curbside/top of drive garbage collection service; 91% were “very satisfied” or “satisfied” with Village semi-annual cleanup days; 89% were “very satisfied” or “satisfied” with curbside/top of drive recycling collection service, and 79% were “very satisfied” or “satisfied” with curbside leaf collection.

Special Programs

- Seventy-three percent (73%) 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 specialized item recycling drop-off, and 72% were “very satisfied” or “satisfied” with electronics recycling drop-off.

Utility Services

- Ninety-three percent (93%) 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 overall quality of water utility services; 90% were “very satisfied” or “satisfied” with easy of paying their water bill; 90% were “very satisfied” or “satisfied” with the taste of drinking (tap) water, and 89% were “very satisfied” or “satisfied” with the smell of drinking (tap) water.

Glencoe Golf Club

- Thirty-five percent (35%) of residents surveyed, who had an opinion, indicated they play golf. Of those who play golf, 44% who had an opinion indicated they use the Glencoe Golf Club most frequently; 31% use a private club, and 25% use another public golf course.
- Of the 35% who play golf, 42% who had an opinion indicated they played 11 times or more this season; 20% played 6 to 10 times, and 38% played golf 1 to 5 times this season.
- Of the 35% who play golf, nearly half (48%) indicated they have utilized the driving range at Glencoe Golf Club this season.

Police, Fire and Paramedic Services and 911 Services

- Ninety-four percent (94%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the overall quality of emergency medical services. For the other police, fire and paramedic services that were rated, residents who had an opinion gave a “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with: overall quality of fire protection services (94%), overall quality of fire emergency response times (94%), overall quality of police response times (94%), and overall quality of police services (93%).
- Based on the sum of their top five choices, the police, fire and paramedic 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) efforts to prevent lesser crimes, (3) visibility of Public Safety in neighborhoods, (4) overall quality of police services, and (5) overall quality of emergency medical services.
- Of the residents who used 911 service, 92% who had an opinion gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with emergency response time, and 92% were “very satisfied” or “satisfied” with the speed with which their call was answered.

Village Communications

- Eighty-three percent (83%) 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 the Village newsletter. Other areas that received ratings of “very satisfied” or “satisfied” included: quality of the Village’s e-mail blast (81%), quality of the Village’s website (79%), and overall effectiveness of communication (79%).
- When asked about their primary sources for information about Village activities and services, the sources residents indicated they used most included: Inside Glencoe Newsletter (74%), the Village website (49%), word of mouth (38%), and Nextdoor (34%).

Customer Service

- Nearly two-thirds (65%) of residents indicated they had called or visited the Village with a question, problem, or complaint during the past year. Of those, 88% who had an opinion indicated it was “very easy” or “somewhat easy” to contact the person they needed to reach.
- Of the 65% of residents who indicated they had contacted the Village during the past year, 51% did so by phone, 38% in person, and 11% by 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 (94%), employees gave prompt, accurate, and complete answers to questions (85%), and employees responded in a timely manner (84%).

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 (96%), flood prevention and stormwater management (91%), quality of services provided (92%), crime prevention (91%), and a balanced Village budget (89%).

Other Findings

- Most residents surveyed (90%) who had an opinion were satisfied with the process to report non-emergency problems/Public Works requests. Fifty-five percent (55%) of residents who had an opinion indicated their most preferred method for reporting non-emergency problems/Public Works requests was by phone call; 23% preferred email, 12% preferred the website, 8% preferred an app, and 2% preferred reporting non-emergency problems/Public Works requests in-person to a staff member.

- Ninety-one percent (91%) of residents surveyed, who had an opinion, indicated recycling, waste management, and composting were “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: resource conservation (water, energy) (86%), reduction of single-use plastics (86%), and active transportation options (walking, biking) (85%).
- Sixty-nine percent (69%) of residents surveyed, who had an opinion, indicated restaurants were a “very high” or “high” priority (rating of 4 or 5 on a 5-point scale) for adding to the vibrancy of downtown. Other downtown amenities residents felt were a “very high” or “high” priority included: retail (58%), parking (52%), and starter/empty-nester housing (36%).
- Seventy-two percent (72%) of residents surveyed, who had an opinion, indicated that making energy efficient, green upgrades to the water treatment plant was a “very high” or “high” priority (rating of 4 or 5 on a 5-point scale). Other considerations relating to the water treatment plant that residents felt were a “very high” or “high” priority included: producing our own water (71%) and combining facilities with another community (50%).

How Glencoe Compares to Other Communities

Glencoe rated **significantly higher than the Great Lakes regional average (4% or more above) in 55 of the 58 areas** that were assessed. The areas in which Glencoe rated 20% or more above the Great Lakes regional average are listed in the table below:

Service	Glencoe	Great Lakes Region	Difference	Category
Ease of access to public transportation	91%	39%	52%	Perceptions and Characteristics
Overall quality of Village services	93%	51%	42%	Village Services
Visibility of Public Safety in neighborhoods	93%	51%	42%	Police, Fire and Paramedic Services
Timeliness of water/service line break repairs	84%	43%	41%	Utility Services
Maintenance of Village streets	88%	49%	39%	Look, Feel and Maintenance
Utility account maintenance and customer service	85%	46%	39%	Utility Services
Overall quality of public safety education programs	85%	48%	37%	Police, Fire and Paramedic Services
Appearance of the Village	97%	60%	37%	Perceptions and Characteristics
Maintenance of the Village's downtown	94%	58%	36%	Look, Feel and Maintenance
Enforcement of parking laws	76%	42%	34%	Police, Fire and Paramedic Services
Maintenance of sidewalks	81%	47%	34%	Look, Feel and Maintenance
Special collections (by bulk item collection)	78%	44%	34%	Garbage, Recycling and Special Collection Services
Visibility of Public Safety in retail areas	88%	54%	34%	Police, Fire and Paramedic Services
Quality of schools	93%	60%	33%	Perceptions and Characteristics
Overall quality of water utility services	93%	60%	33%	Utility Services
Overall cleanliness of streets and public areas	96%	64%	32%	Look, Feel and Maintenance
Value received for Village tax dollars and fees	73%	41%	32%	Village Services
Overall image and reputation of Glencoe	96%	64%	32%	Perceptions and Characteristics
Overall effectiveness of communication	79%	49%	30%	Communication
Availability/integration of biking lanes/trails	68%	38%	30%	Perceptions and Characteristics
Snow plowing of Village streets	89%	59%	30%	Look, Feel and Maintenance
Taste of drinking (tap) water	90%	61%	29%	Utility Services
Mowing/trimming along streets and public areas	86%	58%	28%	Look, Feel and Maintenance
Overall quality of police services	93%	65%	28%	Police, Fire and Paramedic Services
They were courteous and polite	94%	66%	28%	Customer Service
Availability of info about programs/services	79%	51%	28%	Communication
They helped resolve the issue	81%	53%	28%	Customer Service
They gave prompt/accurate/complete answers	85%	58%	27%	Customer Service
Level of public involvement in decision making	58%	31%	27%	Communication
Enforcement of residential property maintenance	68%	41%	27%	Look, Feel and Maintenance
Smell of drinking (tap) water	89%	62%	27%	Utility Services
Overall quality of police response times	94%	67%	27%	Police, Fire and Paramedic Services
Feeling of safety in your community	97%	70%	27%	Perceptions and Characteristics
Quality of parks and recreation services	93%	68%	25%	Perceptions and Characteristics
Overall quality of life in Glencoe	96%	71%	25%	Quality of Life
Timeliness of information provided	79%	54%	25%	Communication
Glencoe as a place to visit	81%	58%	23%	Quality of Life
Water pressure on a given day	89%	66%	23%	Utility Services
Glencoe as a place to live	99%	77%	22%	Quality of Life
Curbside/top of drive garbage collection service	91%	69%	22%	Garbage, Recycling and Special Collection Services
They responded in a timely manner	84%	62%	22%	Customer Service
Curbside leaf collection	79%	58%	21%	Garbage, Recycling and Special Collection Services
Glencoe as a place to raise children	97%	76%	21%	Quality of Life
As community that is moving in the right direction	76%	55%	21%	Quality of Life

Glencoe rated **significantly higher than the U.S. average (4% or more above)** in **57 of the 58 areas** that were assessed. The areas in which Glencoe rated 20% or more above the U.S. average are listed in the table below:

Service	Glencoe	U.S.	Difference	Category
Ease of access to public transportation	91%	42%	49%	Perceptions and Characteristics
Overall quality of Village services	93%	48%	45%	Village Services
Maintenance of Village streets	88%	48%	40%	Look, Feel and Maintenance
Maintenance of sidewalks	81%	43%	38%	Look, Feel and Maintenance
Utility account maintenance and customer service	85%	47%	38%	Utility Services
Quality of schools	93%	56%	37%	Perceptions and Characteristics
Overall cleanliness of streets and public areas	96%	59%	37%	Look, Feel and Maintenance
Visibility of Public Safety in neighborhoods	93%	56%	37%	Police, Fire and Paramedic Services
Availability of info about programs/services	79%	42%	37%	Communication
Value received for Village tax dollars and fees	73%	37%	36%	Village Services
Overall image and reputation of Glencoe	96%	61%	35%	Perceptions and Characteristics
Mowing/trimming along streets and public areas	86%	52%	34%	Look, Feel and Maintenance
Overall effectiveness of communication	79%	46%	33%	Communication
Enforcement of parking laws	76%	43%	33%	Police, Fire and Paramedic Services
Overall quality of public safety education programs	85%	52%	33%	Police, Fire and Paramedic Services
Appearance of the Village	97%	64%	33%	Perceptions and Characteristics
Quality of parks and recreation services	93%	61%	32%	Perceptions and Characteristics
Overall quality of police response times	94%	62%	32%	Police, Fire and Paramedic Services
They helped resolve the issue	81%	49%	32%	Customer Service
Timeliness of water/service line break repairs	84%	52%	32%	Utility Services
Maintenance of the Village's downtown	94%	63%	31%	Look, Feel and Maintenance
Feeling of safety in your community	97%	66%	31%	Perceptions and Characteristics
Timeliness of information provided	79%	49%	30%	Communication
Availability/integration of biking lanes/trails	68%	38%	30%	Perceptions and Characteristics
Overall quality of water utility services	93%	64%	29%	Utility Services
Snow plowing of Village streets	89%	60%	29%	Look, Feel and Maintenance
Glencoe as a place to live	99%	71%	28%	Quality of Life
As community that is moving in the right direction	76%	48%	28%	Quality of Life
Visibility of Public Safety in retail areas	88%	60%	28%	Police, Fire and Paramedic Services
They gave prompt/accurate/complete answers	85%	58%	27%	Customer Service
Level of public involvement in decision making	58%	31%	27%	Communication
Glencoe as a place to raise children	97%	70%	27%	Quality of Life
They responded in a timely manner	84%	57%	27%	Customer Service
Enforcement of residential property maintenance	68%	43%	25%	Look, Feel and Maintenance
Overall quality of police services	93%	68%	25%	Police, Fire and Paramedic Services
Overall quality of life in Glencoe	96%	72%	24%	Quality of Life
They were courteous and polite	94%	70%	24%	Customer Service
Special collections (by bulk item collection)	78%	54%	24%	Garbage, Recycling and Special Collection Services
Glencoe as a place to visit	81%	57%	24%	Quality of Life
Smell of drinking (tap) water	89%	66%	23%	Utility Services
Taste of drinking (tap) water	90%	67%	23%	Utility Services
Curbside leaf collection	79%	57%	22%	Garbage, Recycling and Special Collection Services
Curbside/top of drive recycling collection service	89%	69%	20%	Garbage, Recycling and Special Collection Services
Quality of Village's website	79%	59%	20%	Communication
Quality of the library	95%	75%	20%	Perceptions and Characteristics

Trends

From 2015 to 2019, satisfaction ratings improved or stayed the same in 40 of the 77 areas that were assessed. The table below shows the areas that stayed the same or improved.

Trends from 2015 to 2019		Percentage Change from 2015 to 2019		Category
	2015	2019		
Variety of options for eating/dining	24%	37%	13%	Quality of Life
As community that is moving in the right direction	65%	76%	11%	Quality of Life
Regulation of residential construction traffic	39%	49%	11%	Building Permits and Construction
Glencoe as a place to retire	50%	60%	10%	Quality of Life
Variety of shopping opportunities	25%	35%	10%	Quality of Life
Glencoe as a place to visit	73%	81%	8%	Quality of Life
Maintenance/cleanliness residential sites	52%	59%	8%	Building Permits and Construction
Quality of parks and recreation services	86%	93%	7%	Perceptions and Characteristics
Access to hospitals and medical services	77%	82%	5%	Perceptions and Characteristics
Storm water management	59%	64%	5%	Utility Services
Quality of Village's e-mail blast	77%	81%	4%	Communications
Availability of info about programs/services	75%	79%	4%	Communications
Quality of schools	90%	93%	3%	Perceptions and Characteristics
Appearance of the Village	93%	97%	3%	Perceptions and Characteristics
Overall Village financial condition	77%	80%	2%	Village Services
Permitted residential construction work days/hours	60%	63%	2%	Building Permits and Construction
Sanitary sewer (waste water) services	81%	83%	2%	Utility Services
Quality of Village's website	77%	79%	2%	Communications
Maintenance of unique architectural character	73%	75%	2%	Look, Feel and Maintenance
Quality of the library	94%	95%	2%	Perceptions and Characteristics
Visibility of Public Safety in neighborhoods	91%	93%	2%	Police, Fire and Paramedic Services
Visibility of Public Safety in retail areas	86%	88%	2%	Police, Fire and Paramedic Services
Value received for Village tax dollars and fees	71%	73%	1%	Village Services
Enforcement of parking laws	75%	76%	1%	Police, Fire and Paramedic Services
Overall quality of police services	92%	93%	1%	Police, Fire and Paramedic Services
Overall image and reputation of Glencoe	95%	96%	1%	Perceptions and Characteristics
Ease of access to public transportation	90%	91%	1%	Perceptions and Characteristics
Overall quality of Village services	92%	93%	1%	Village Services
Glencoe as a place to live	99%	99%	1%	Quality of Life
Sense of community	75%	76%	0%	Perceptions and Characteristics
Overall quality of life in Glencoe	96%	96%	0%	Quality of Life
Efforts to prevent lesser crimes	82%	82%	0%	Police, Fire and Paramedic Services
Enforcement of traffic laws	80%	80%	0%	Police, Fire and Paramedic Services
Adequacy of street lighting in residential areas	66%	66%	0%	Look, Feel and Maintenance
Ease of completing regulatory processes	39%	38%	0%	Building Permits and Construction
They were courteous and polite	94%	94%	0%	Customer Service
Glencoe as a place to raise children	97%	97%	0%	Quality of Life
Overall quality of police response times	94%	94%	0%	Police, Fire and Paramedic Services
Efforts to prevent serious crimes	86%	86%	0%	Police, Fire and Paramedic Services
Responsiveness of Village staff	83%	83%	0%	Village Services

Investment Priorities

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

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

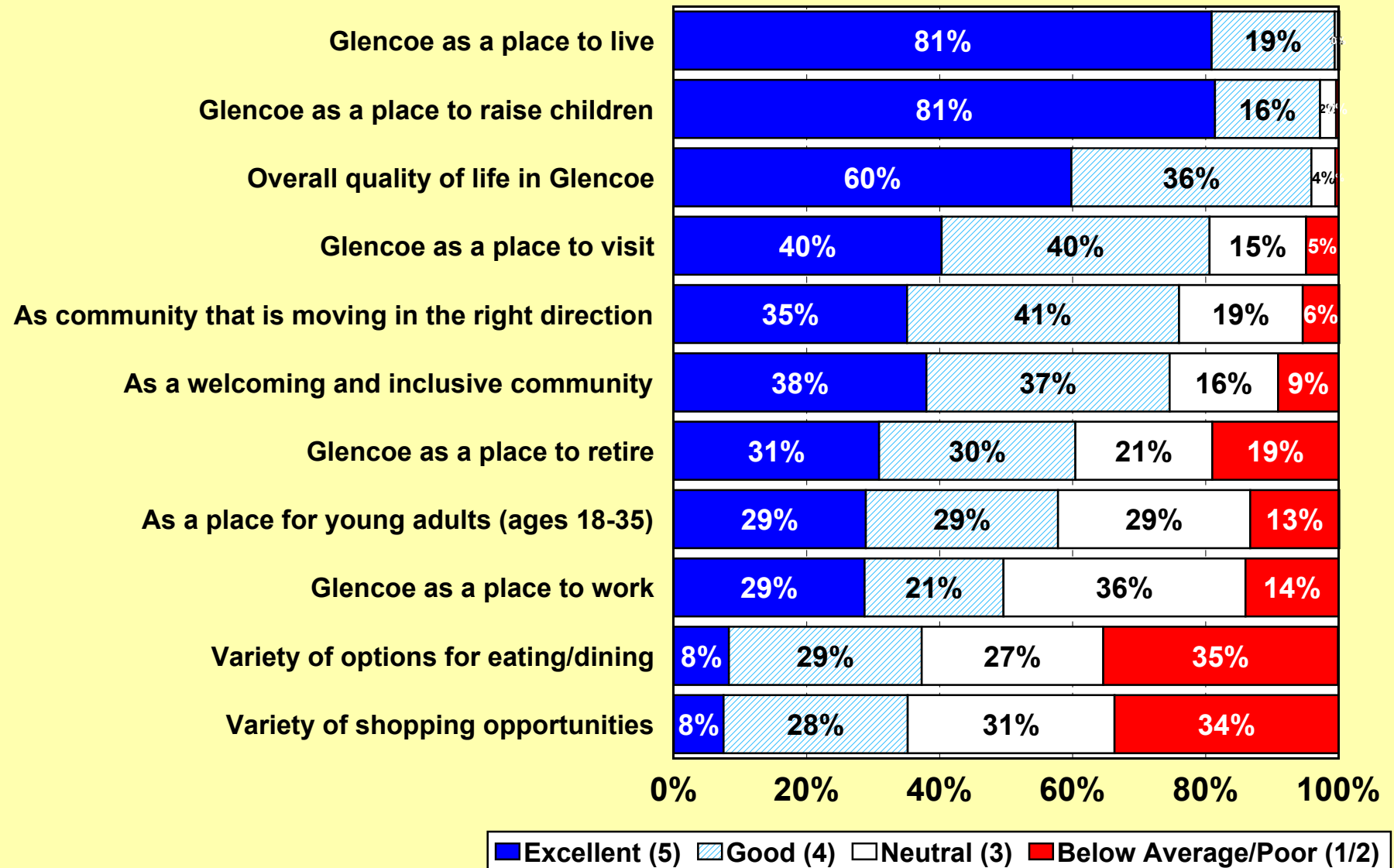
- **Priorities within Departments/Specific Areas:** This level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department/area over the next two years are listed below:
 - **Maintenance:** adequacy of Village street lighting
 - **Police, Fire and Paramedic Services:** None of the areas assessed were rated as a high priority, but continued emphasis should be placed on efforts to prevent crimes

Section 1:

Charts and Graphs

Q1. Quality of Life in the Village of Glencoe

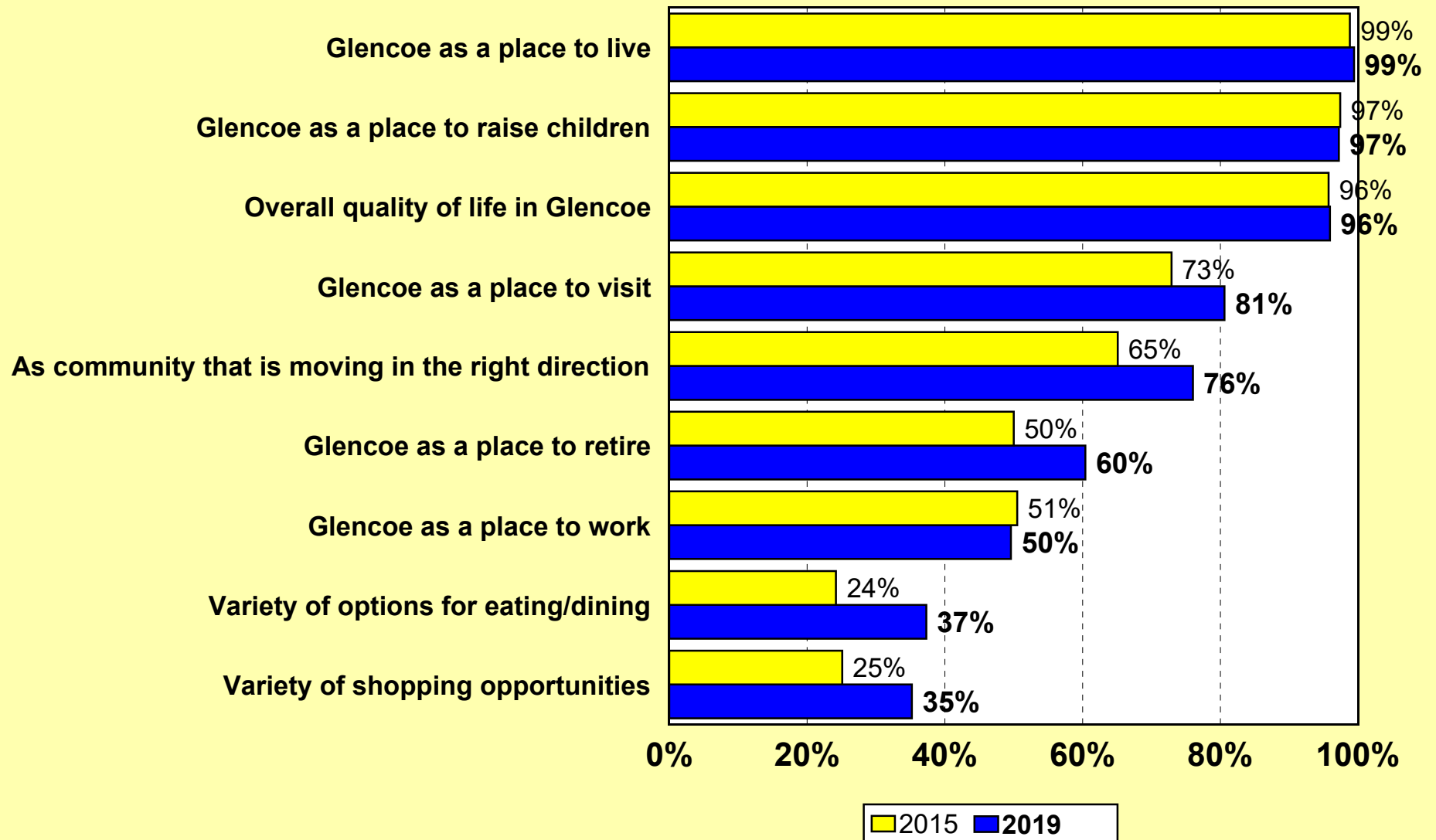
by percentage of respondents (excluding don't knows)



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

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

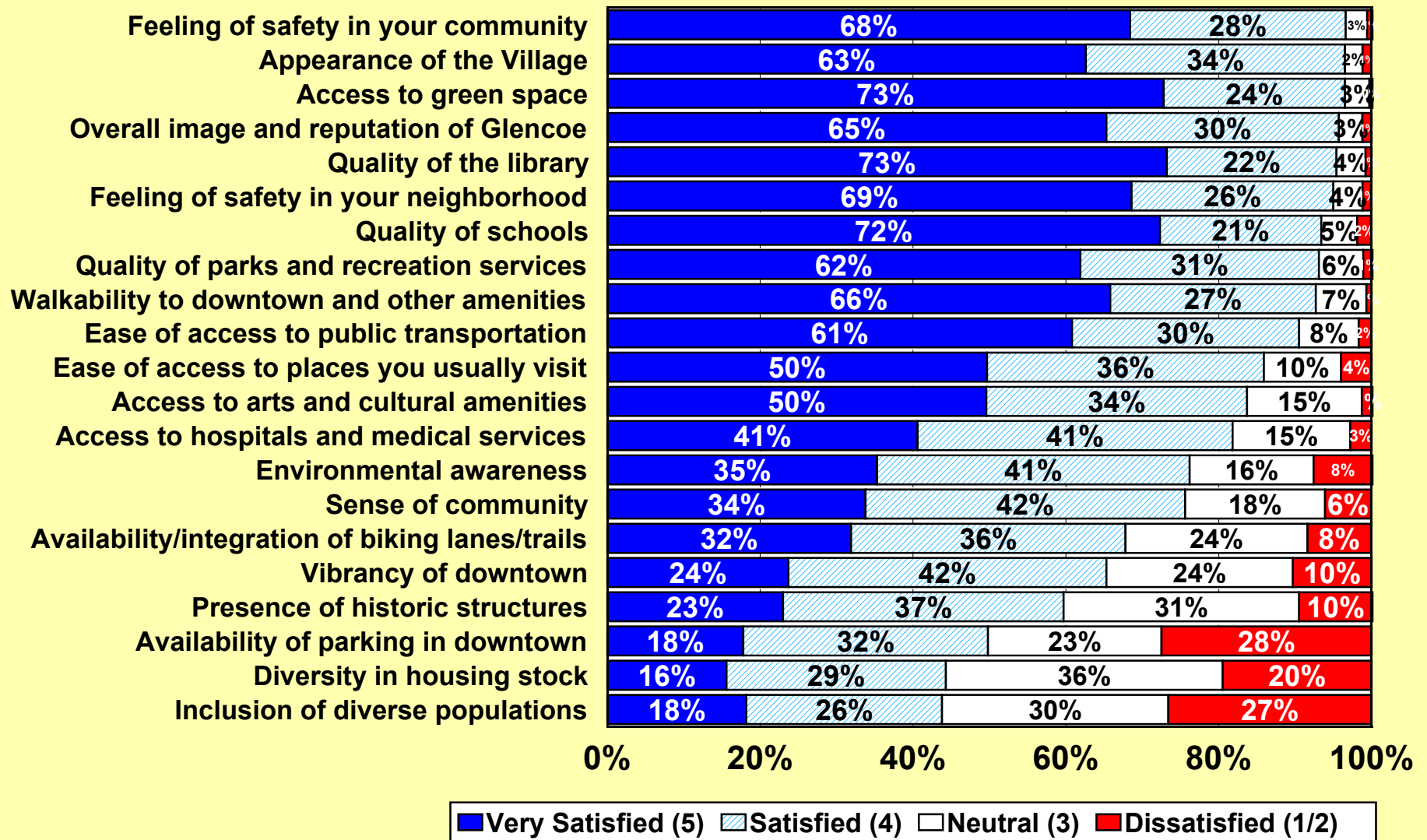
by percentage of respondents who rated the item as “excellent” or “good” (excluding don't knows)



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

Q2. Overall Perceptions and Characteristics of the Village of Glencoe

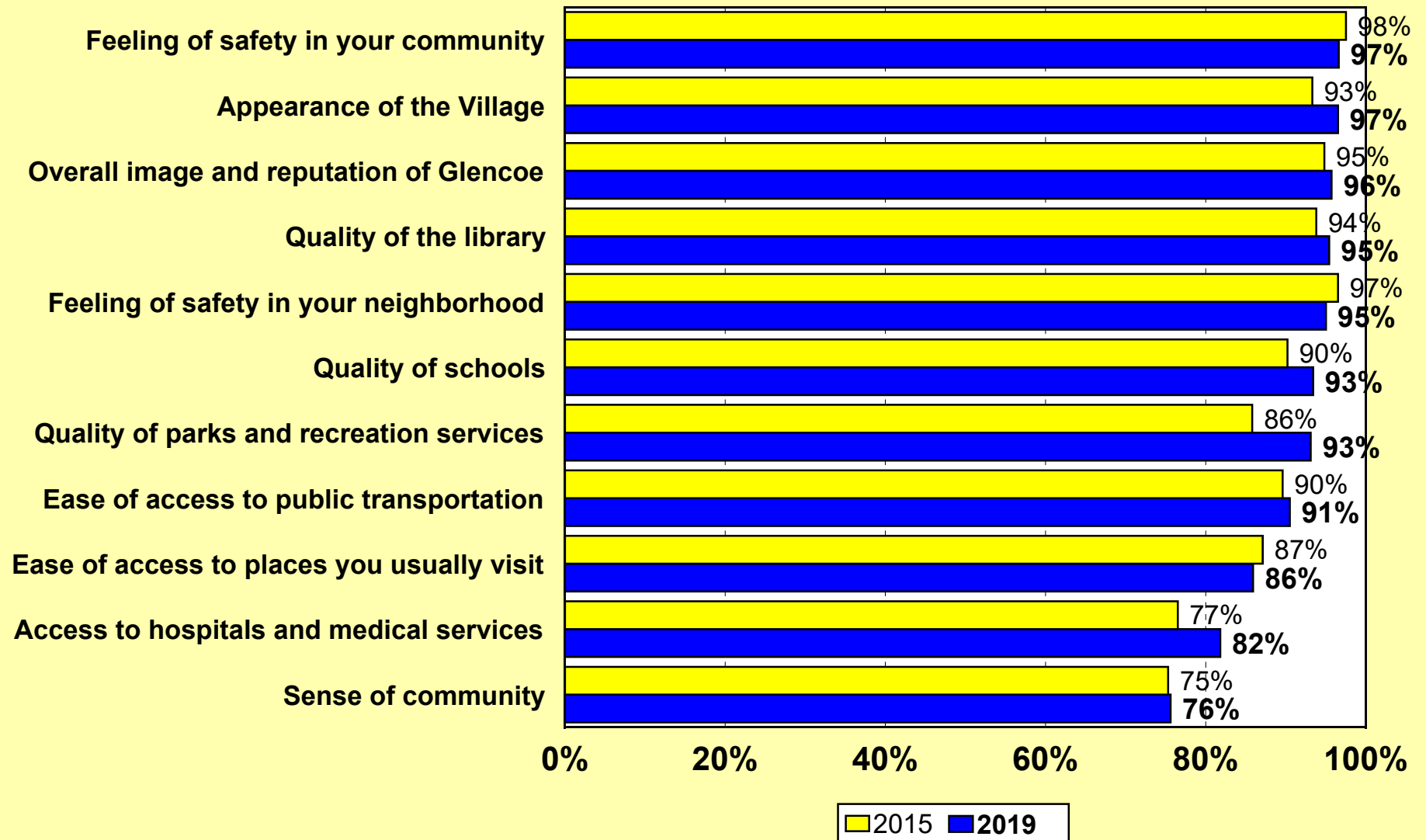
by percentage of respondents (excluding don't knows)



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

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

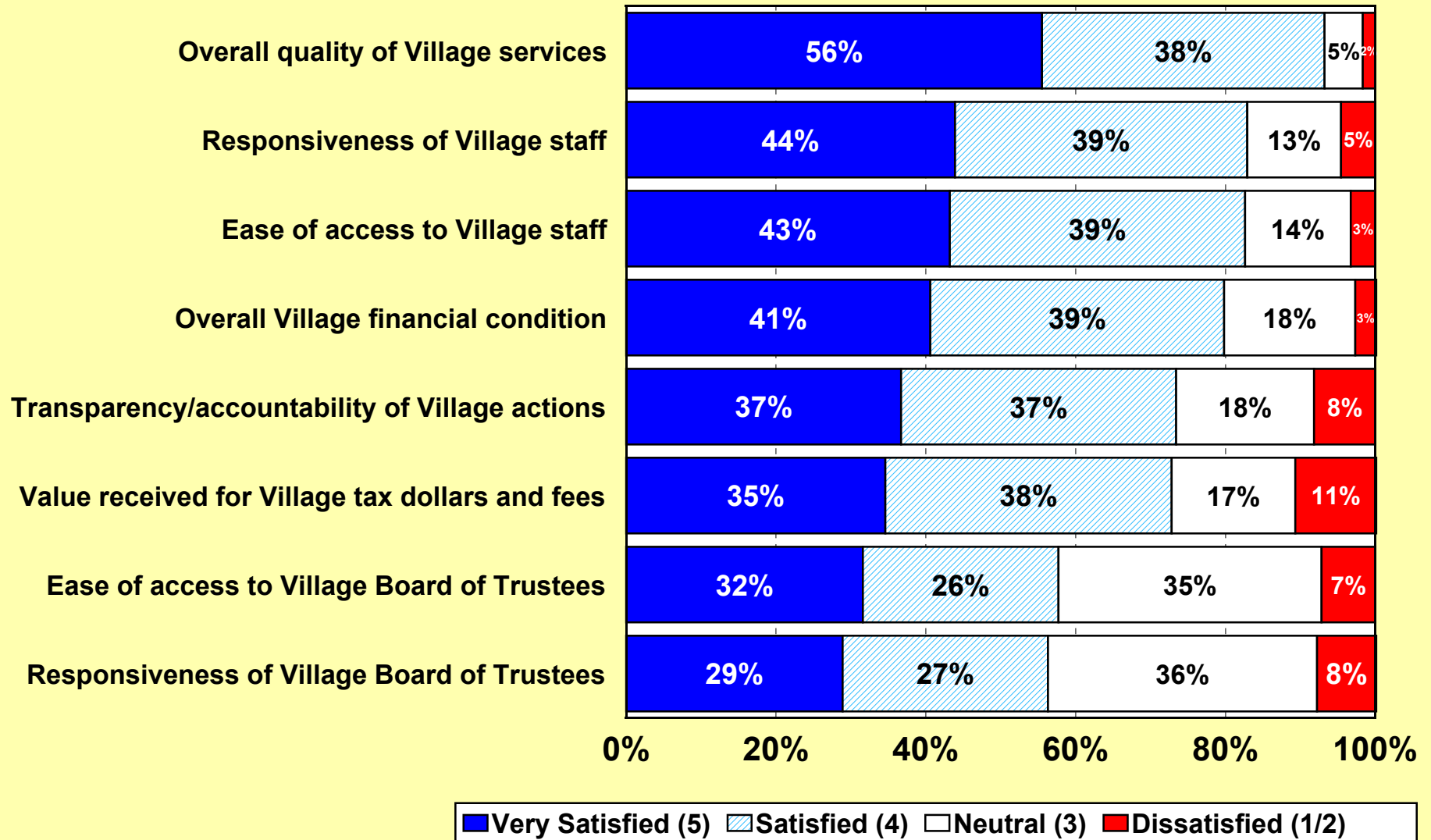
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



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

Q3. Overall Satisfaction With Village Services

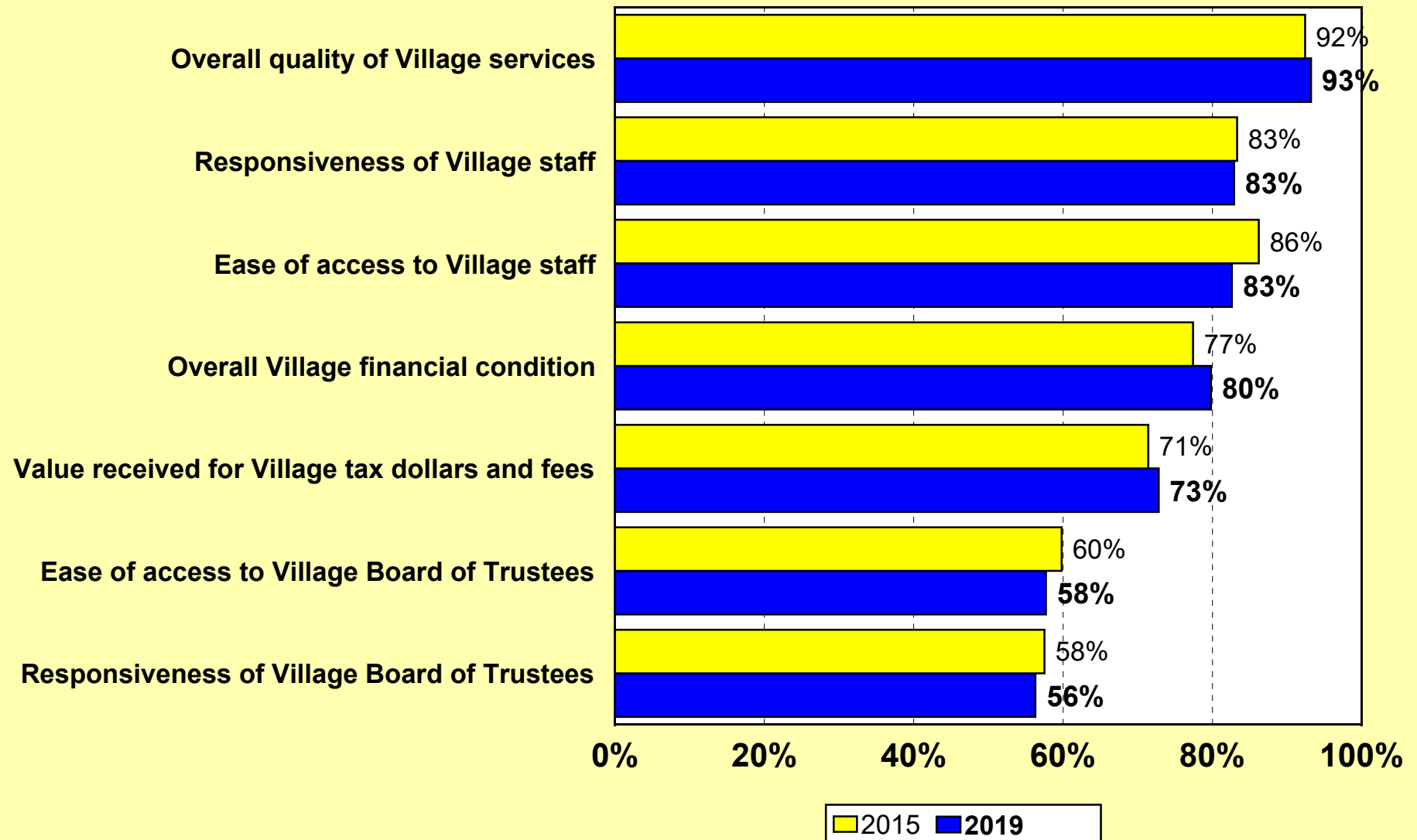
by percentage of respondents (excluding don't knows)



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

TRENDS: Overall Satisfaction With Village Services 2015 vs. 2019

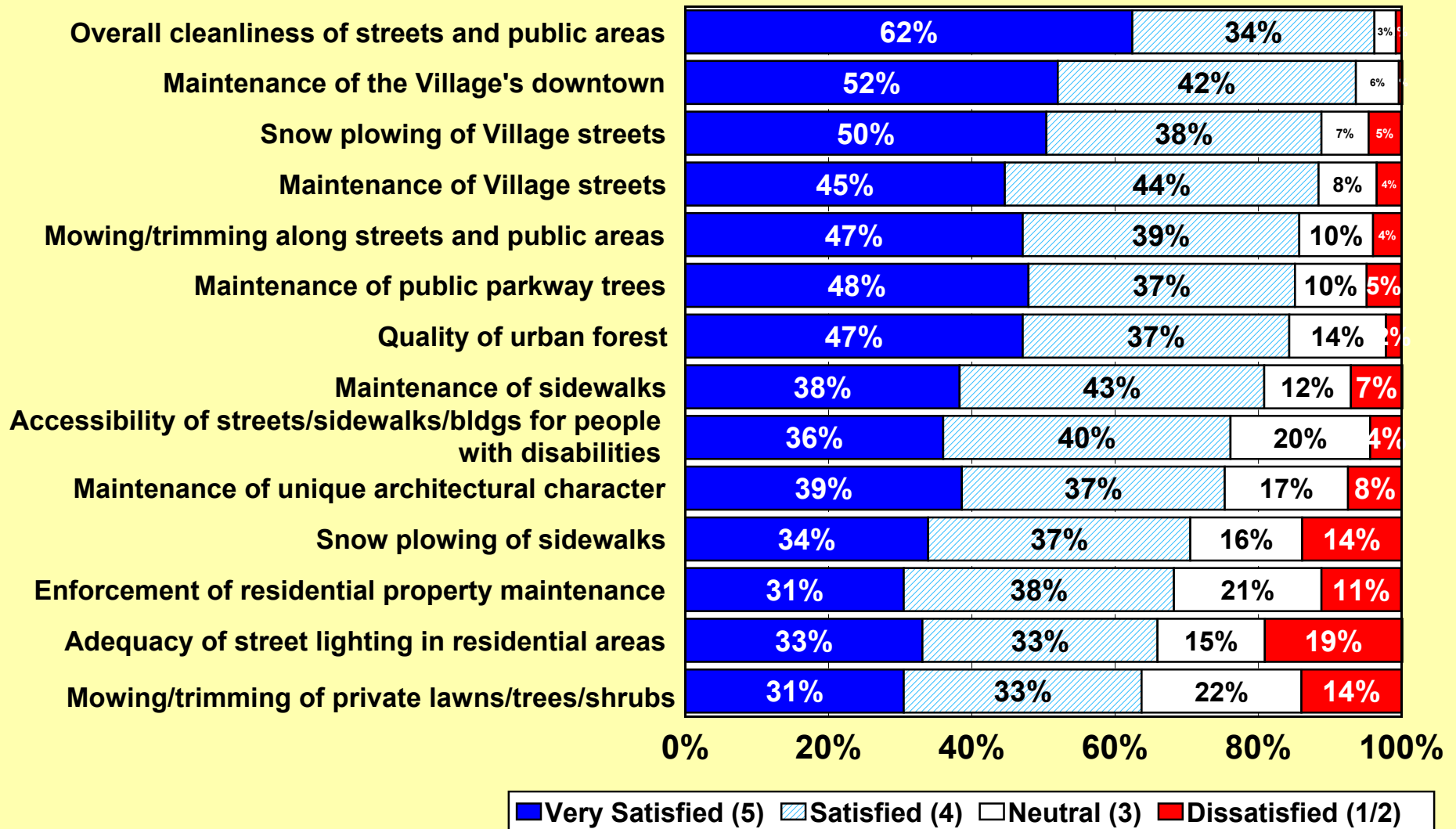
by percentage of respondents who were “very satisfied” or “satisfied” (excluding don't knows)



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

Q4. Look, Feel and Maintenance of the Village

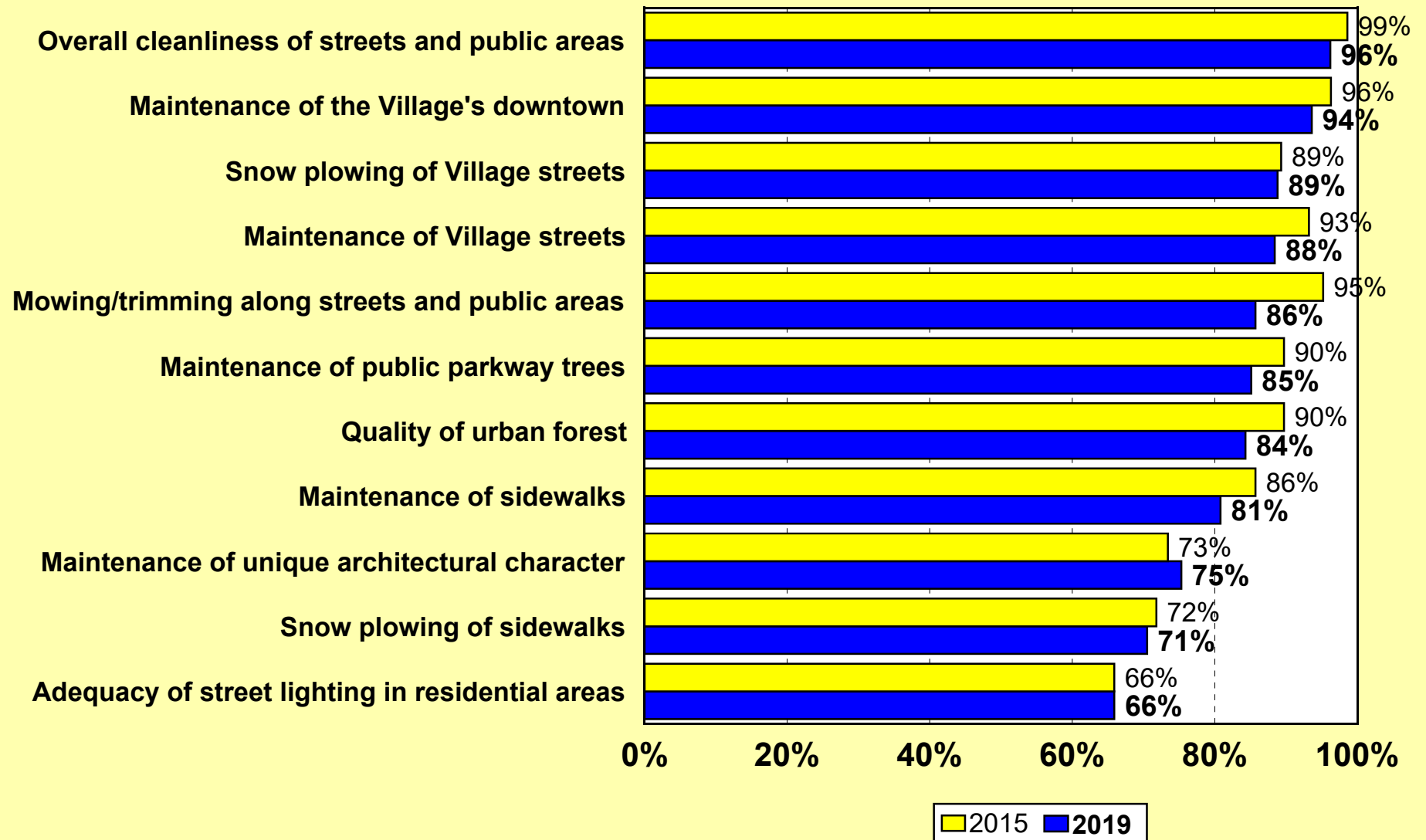
by percentage of respondents (excluding don't knows)



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

TRENDS: Look, Feel and Maintenance of the Village 2015 vs. 2019

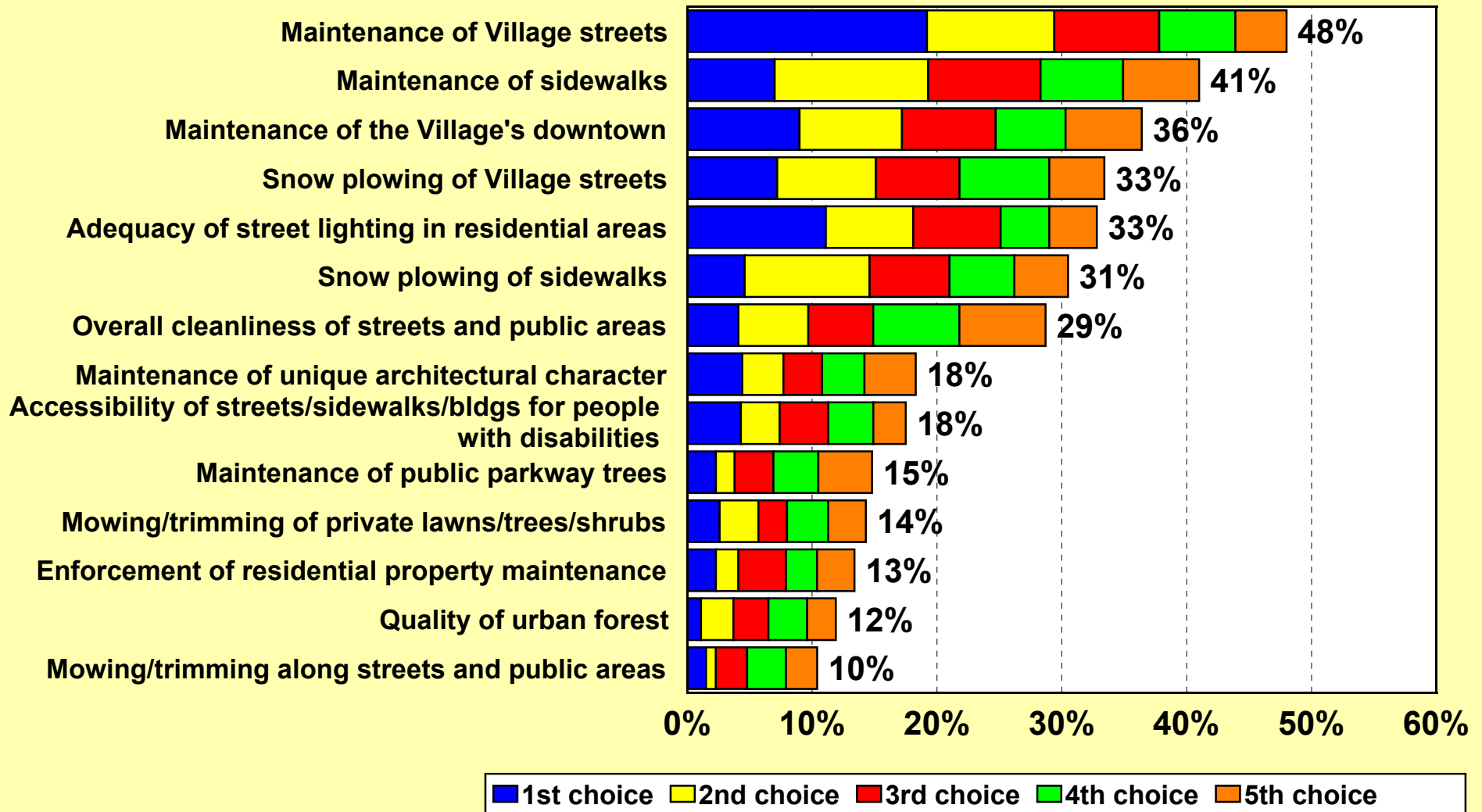
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



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

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

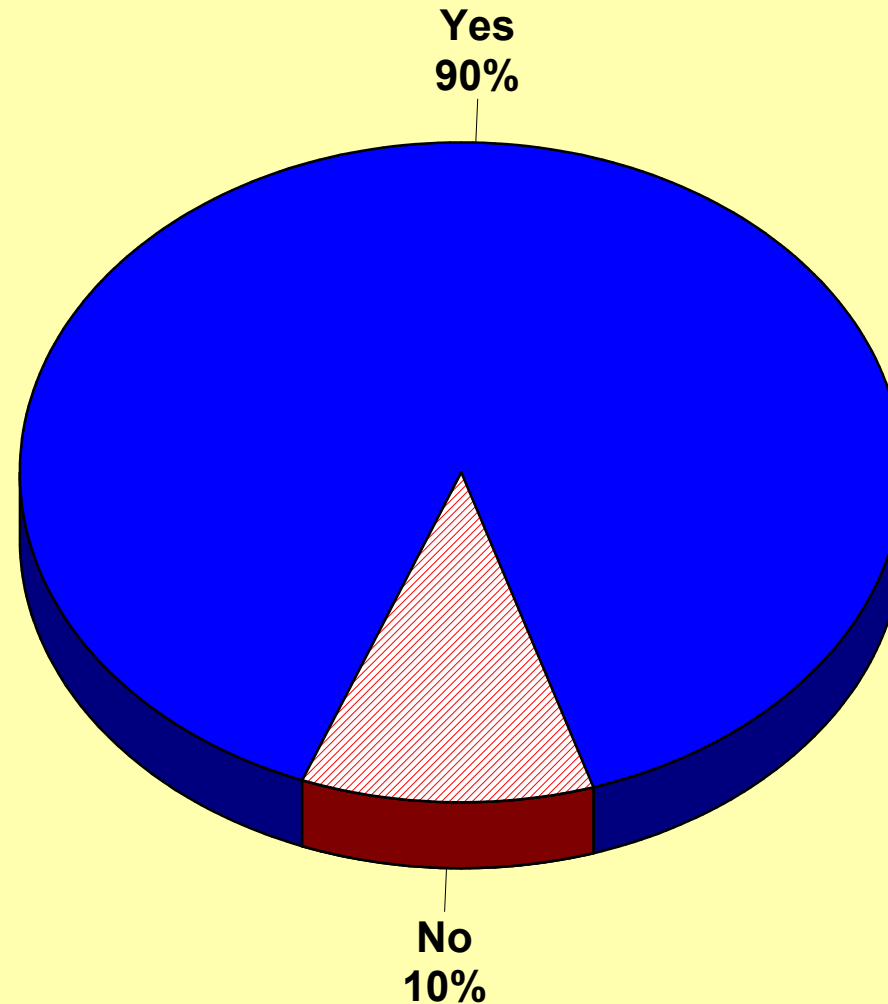
by percentage of respondents who selected the item as one of their top five choices



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

Q6. Are you satisfied with the process to report non-emergency problems/Public Works requests?

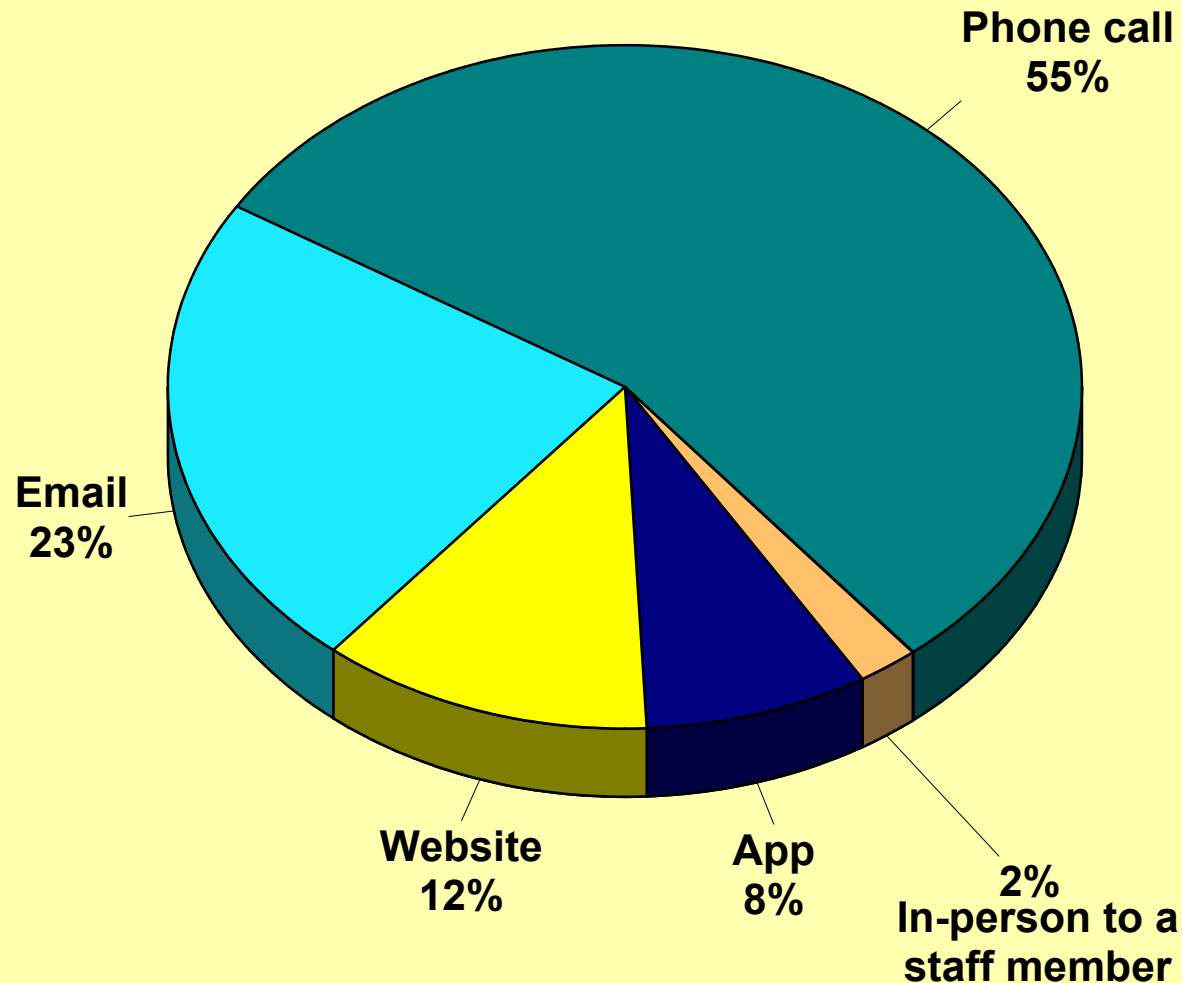
by percentage of respondents (excluding "not provided")



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

Q7. Most Preferred Method for Reporting Non-Emergency Problems/Public Works Requests

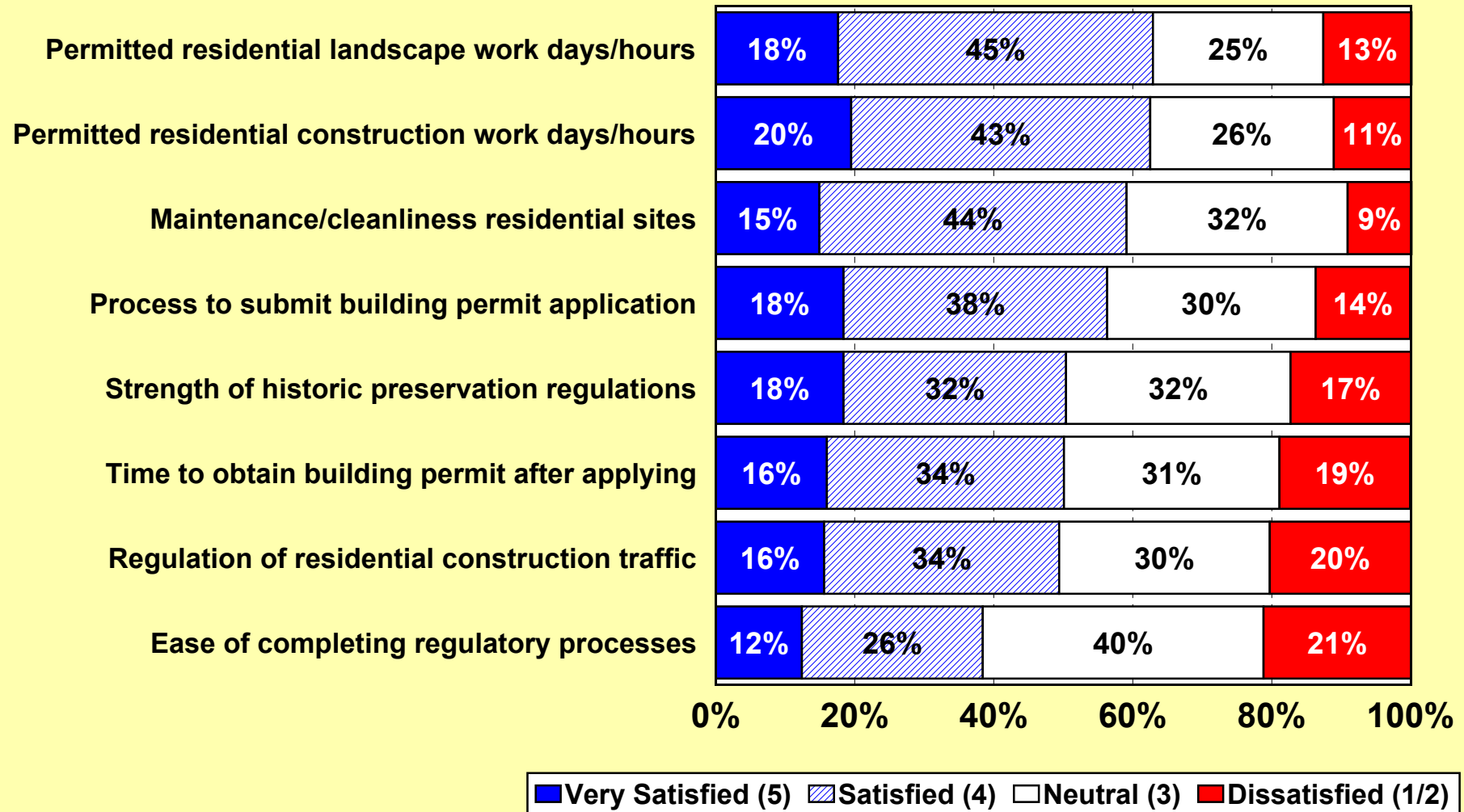
by percentage of respondents (excluding "not provided")



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

Q8. Satisfaction with Building Permits and Construction in the Village of Glencoe

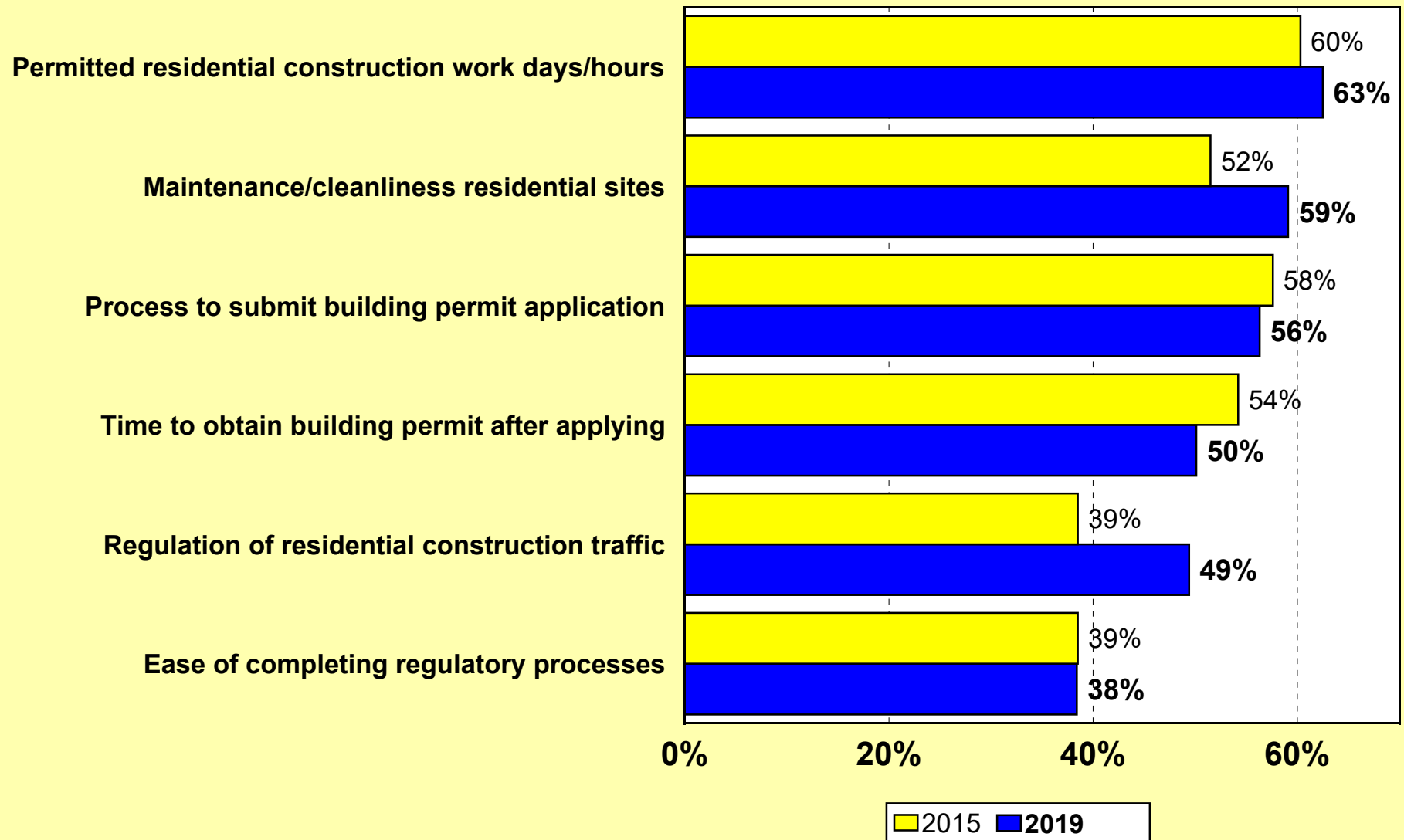
by percentage of respondents (excluding don't knows)



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

TRENDS: Satisfaction with Building Permits and Construction - 2015 vs. 2019

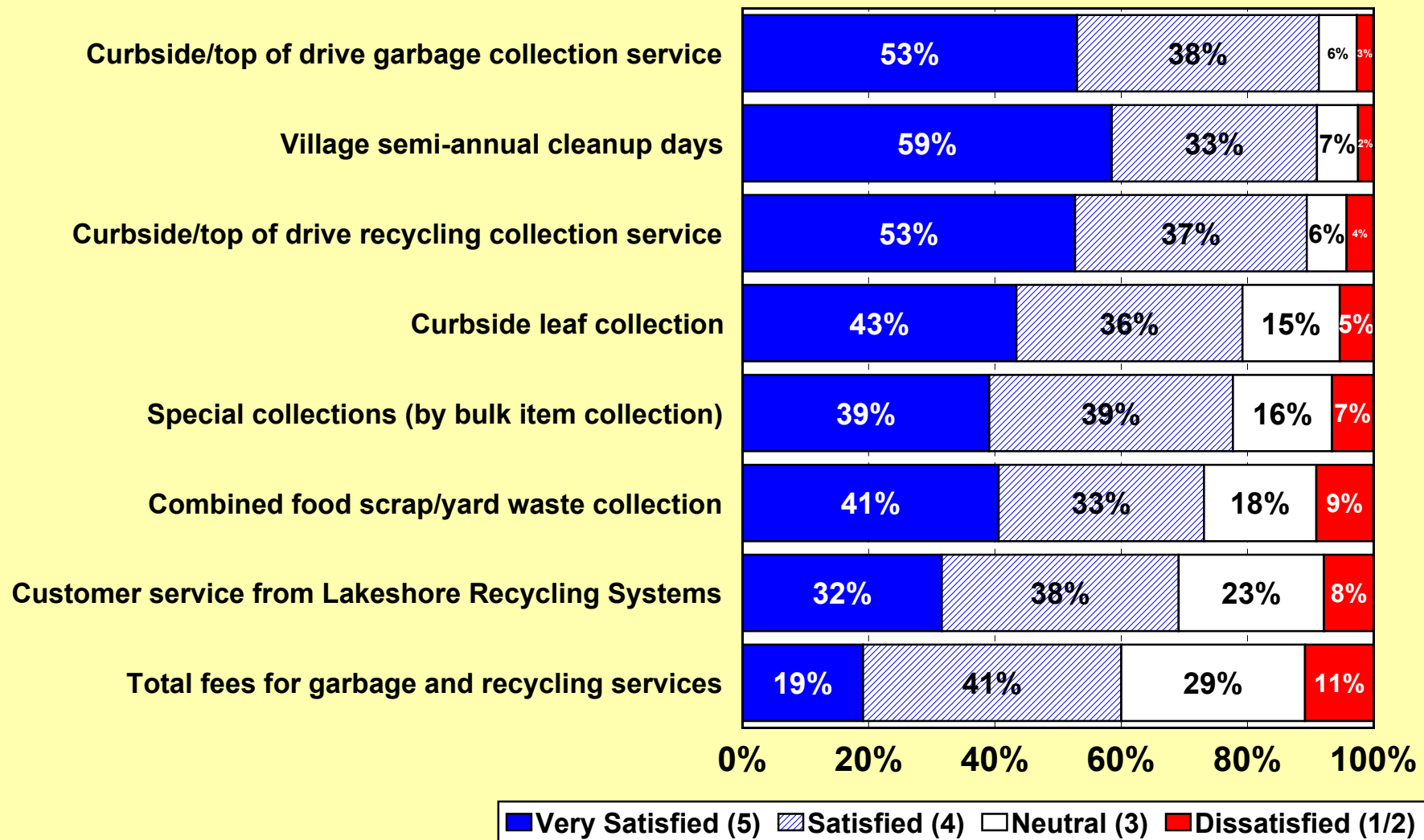
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



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

Q9. Satisfaction with Garbage, Recycling and Special Collection Services

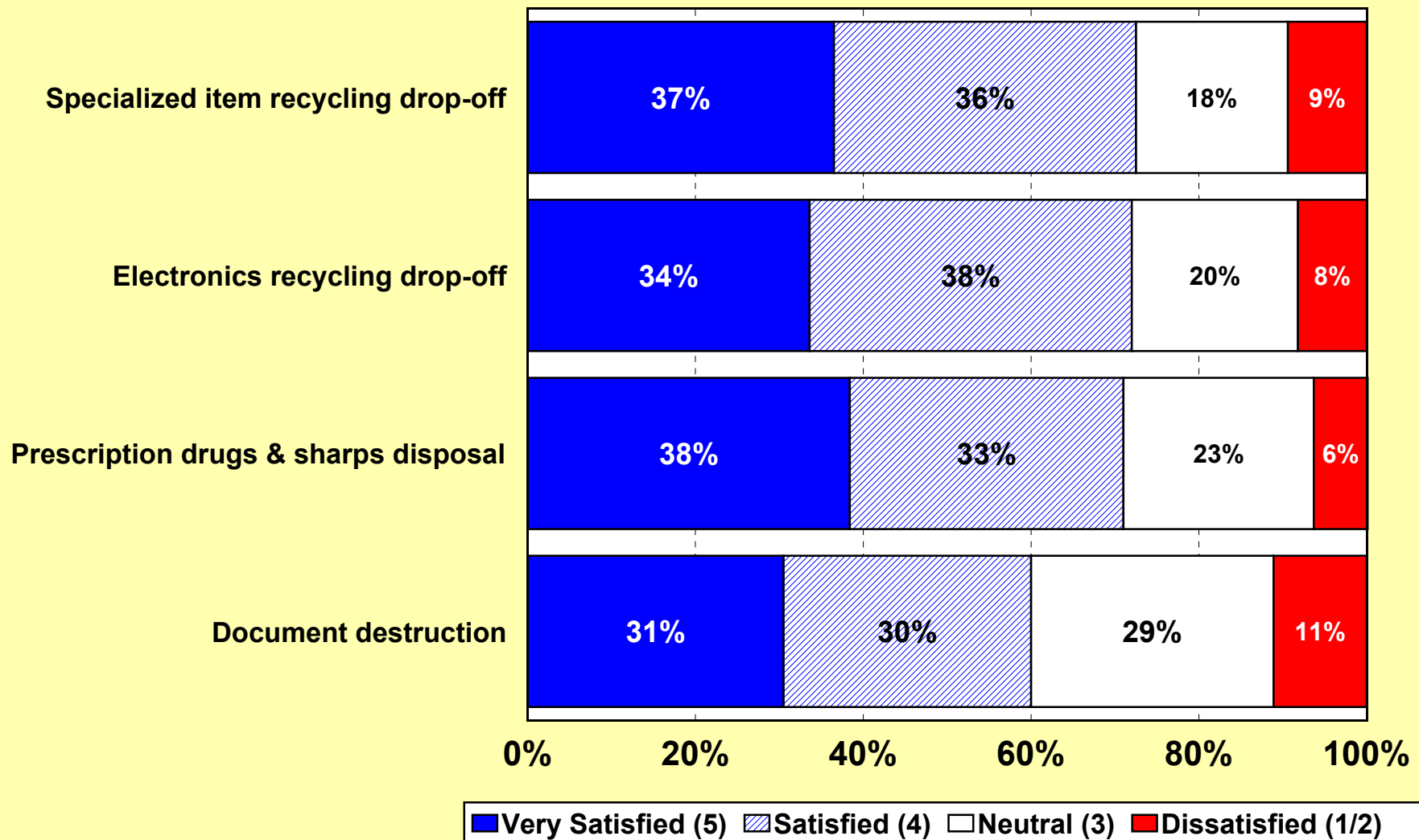
by percentage of respondents (excluding don't knows)



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

Q10. Satisfaction with Special Programs

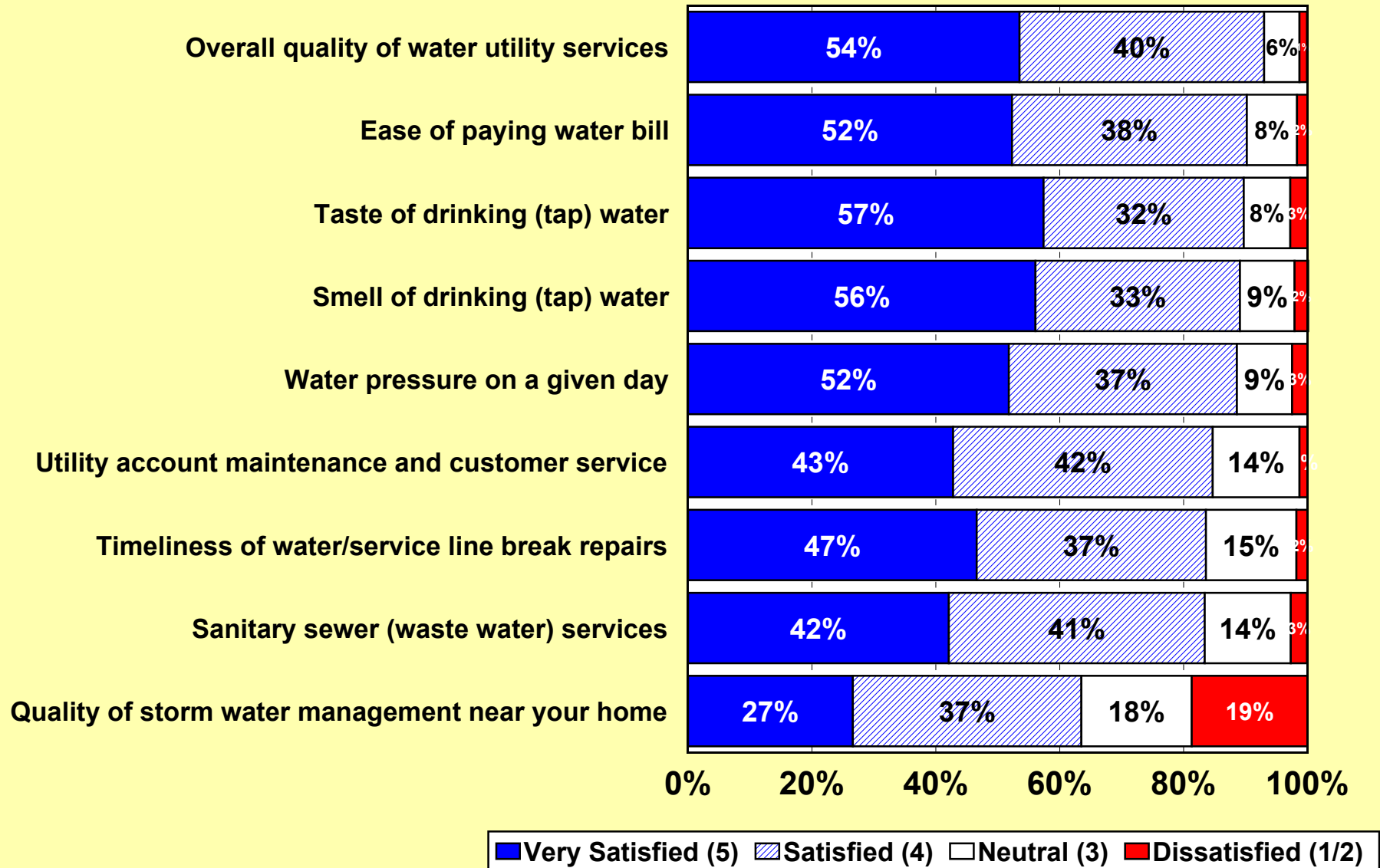
by percentage of respondents (excluding don't knows)



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

Q11. Satisfaction with Utility Services

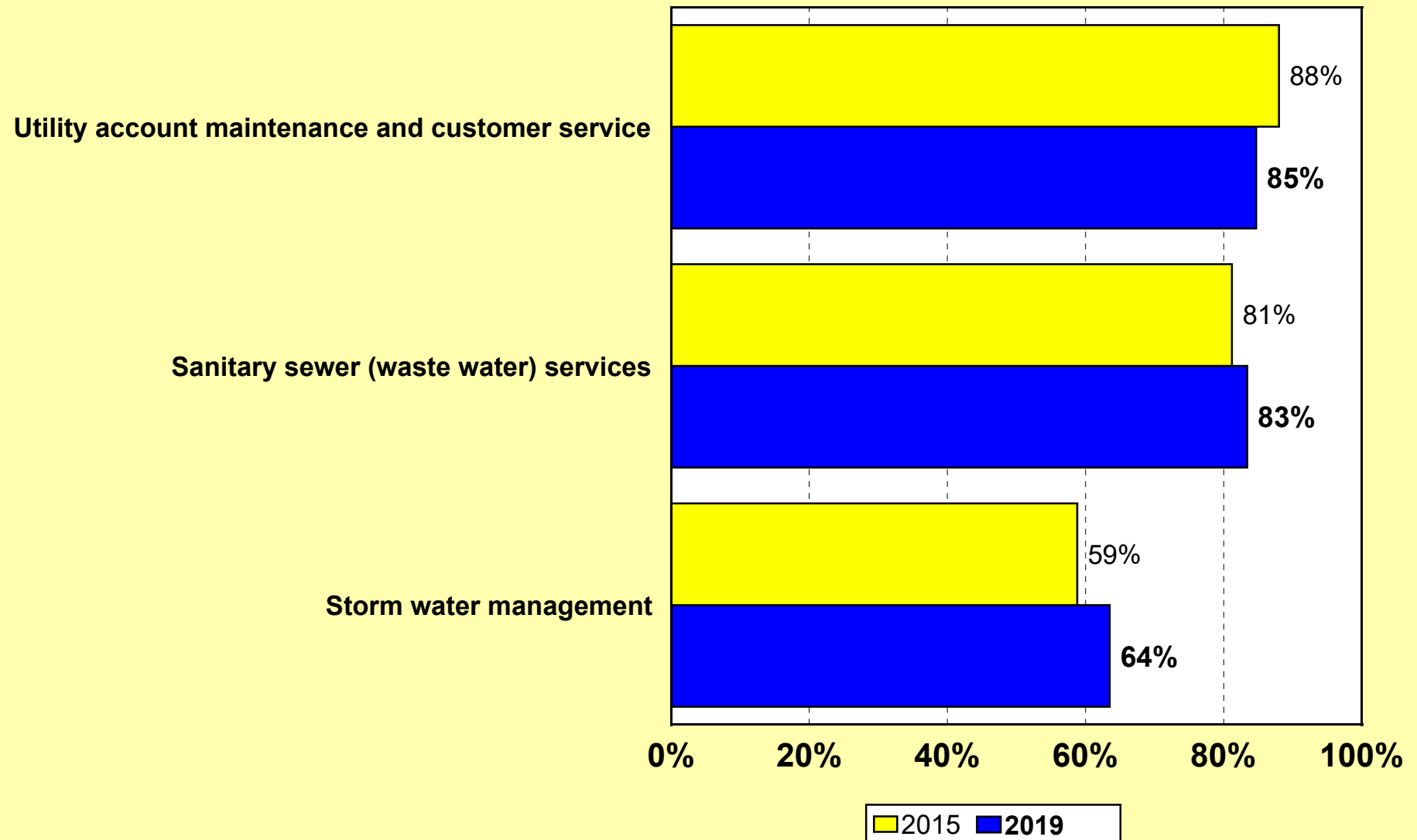
by percentage of respondents (excluding don't knows)



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

TRENDS: Satisfaction with Utility Services 2015 vs. 2019

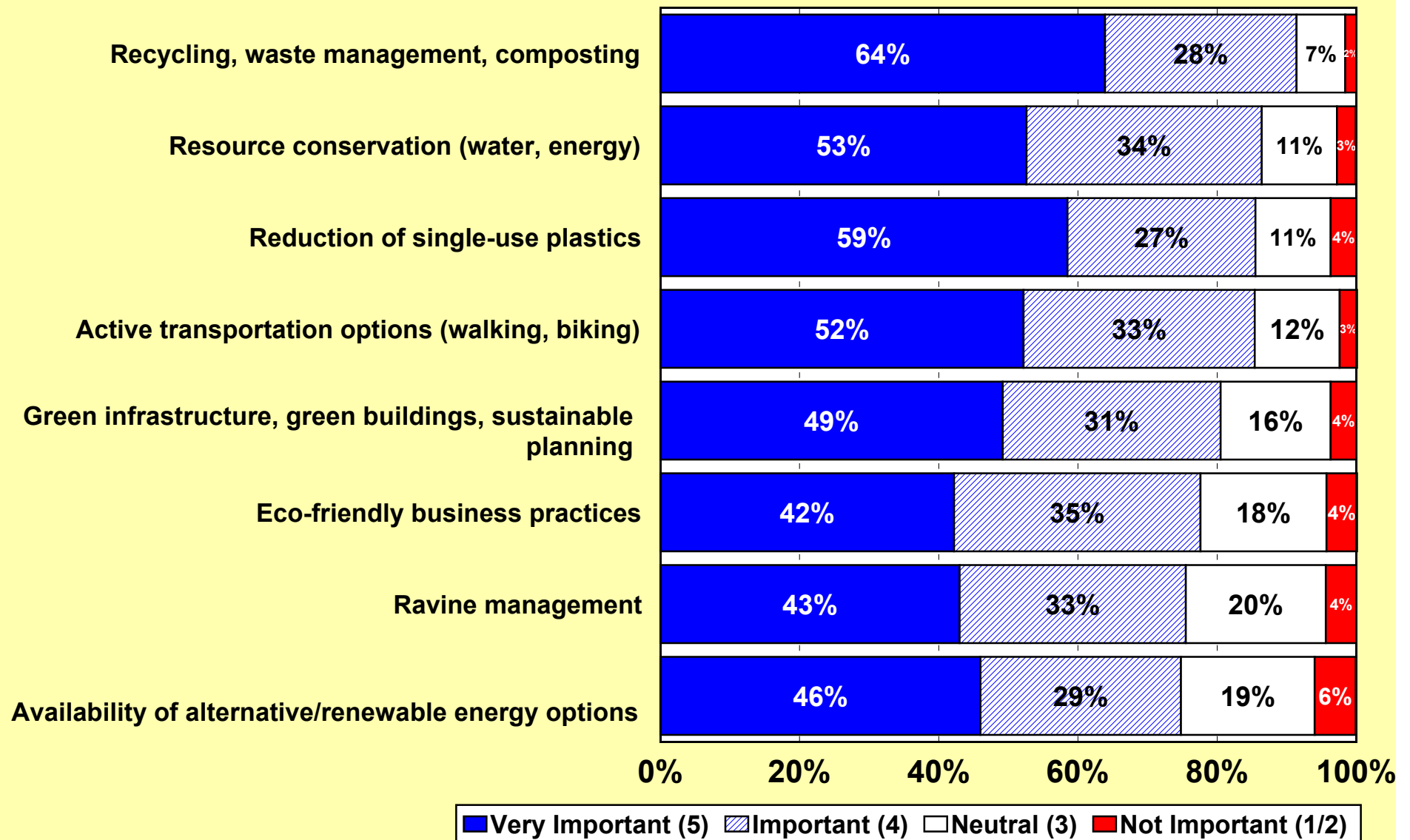
by percentage of respondents who were “very satisfied” or “satisfied” (excluding don't knows)



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

Q12. Importance of Environmental Sustainability

by percentage of respondents (excluding don't knows)



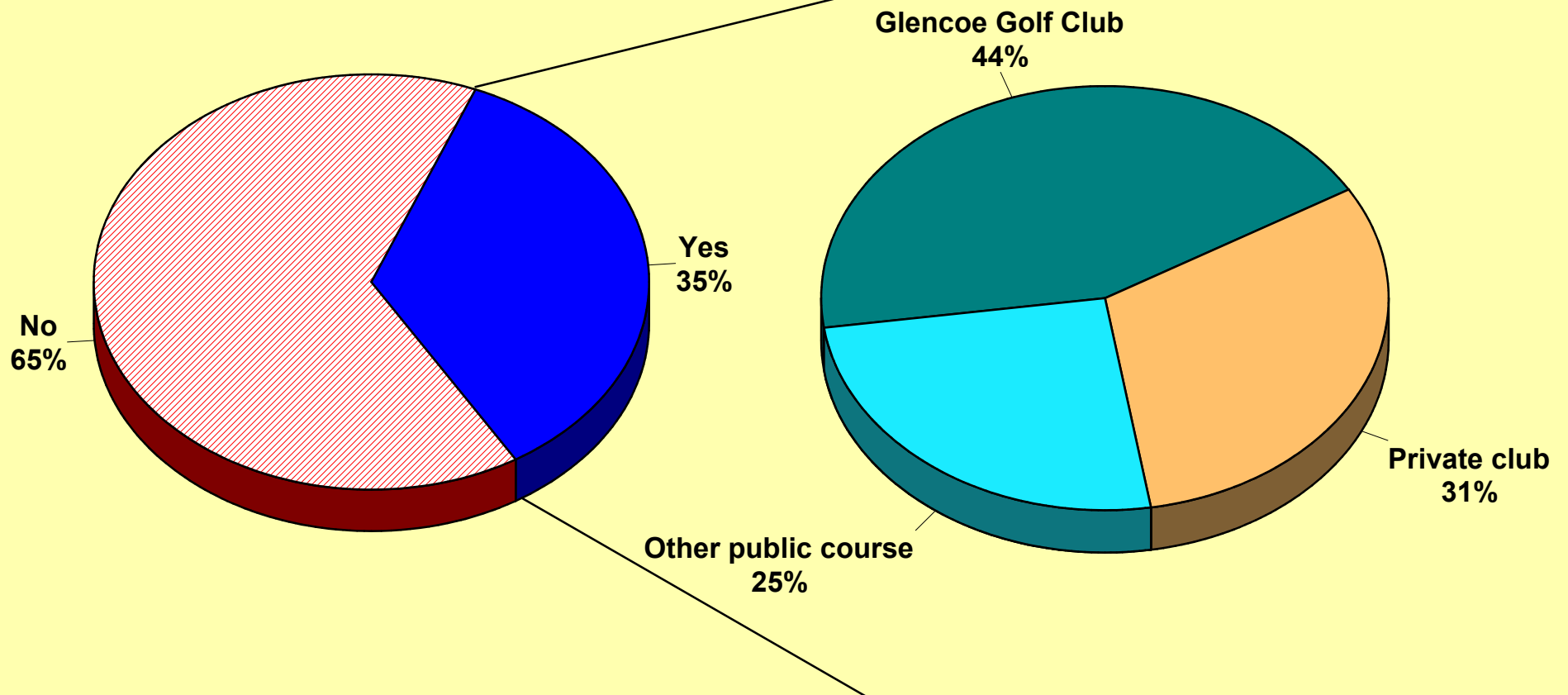
Source: ETC Institute (2019 - Village of Glencoe, IL)

Q13. Do you play golf?

by percentage of respondents (excluding "not provided")

Q13a. What type of facility do you most frequently?

by percentage of respondents (excluding "not provided")



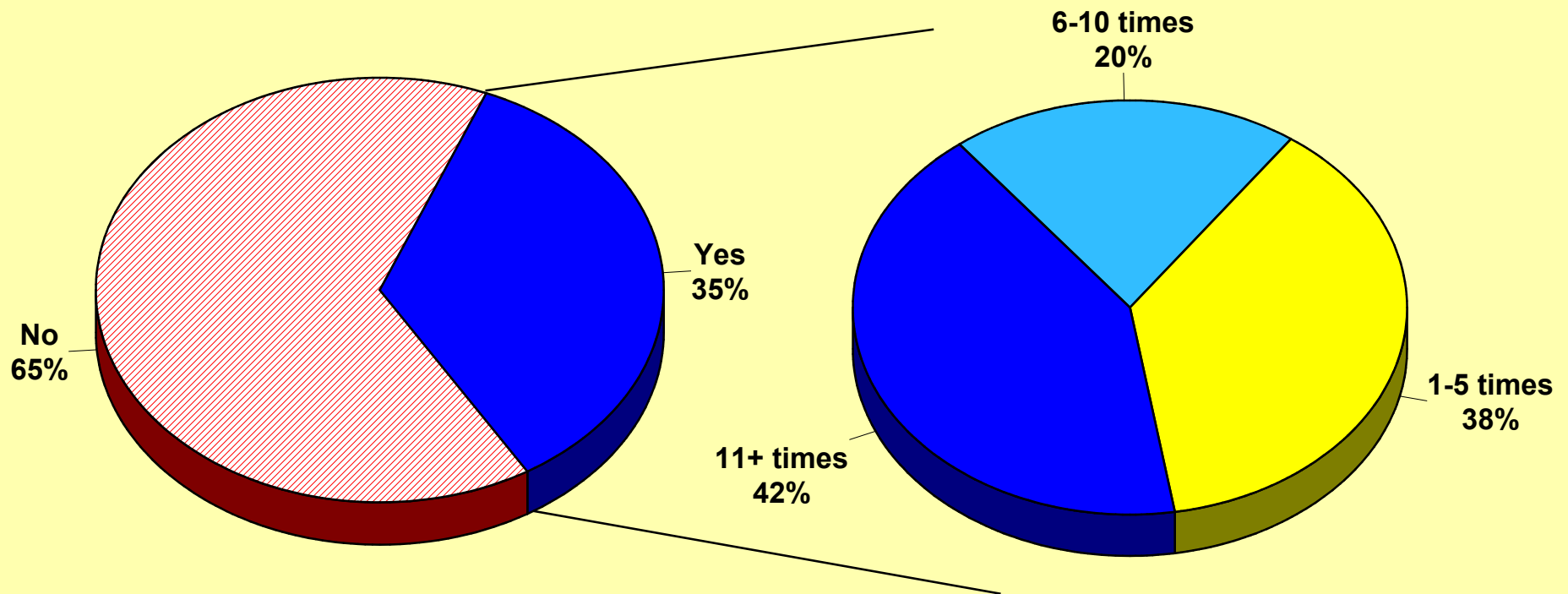
Source: ETC Institute (2019 - Village of Glencoe, IL)

Q13. Do you play golf?

by percentage of respondents (excluding "not provided")

Q13b. How many times have you played golf this season?

by percentage of respondents (excluding "not provided")

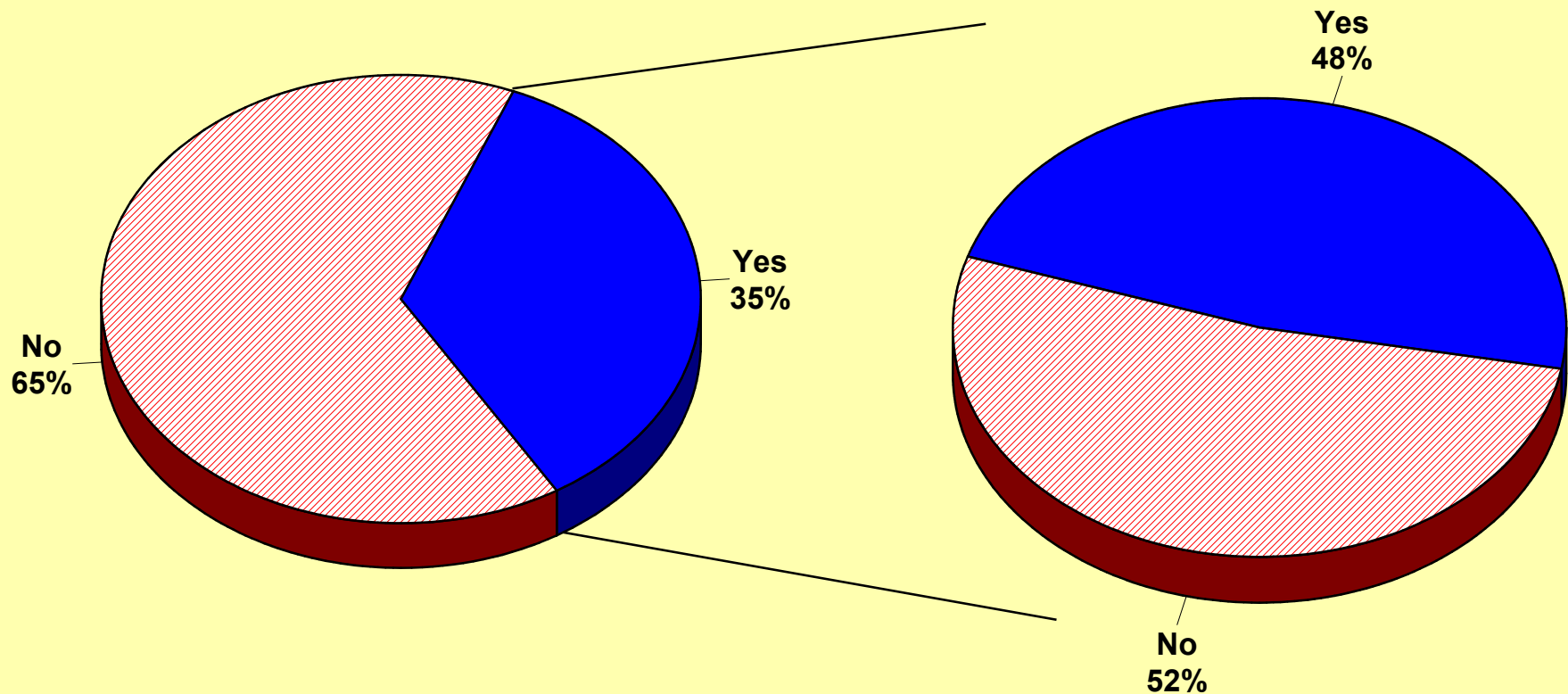


Source: ETC Institute (2019 - Village of Glencoe, IL)

Q13. Do you play golf?

by percentage of respondents (excluding "not provided")

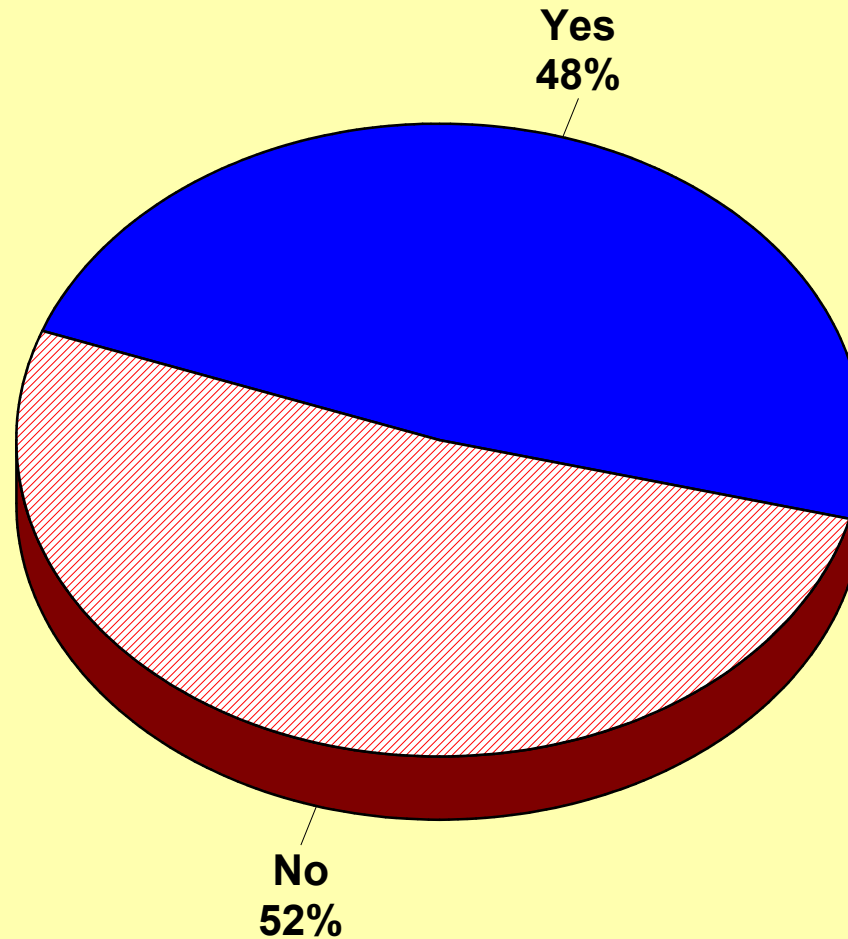
Q13c. Have you utilized the driving range at Glencoe Golf Club this season?



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

Q14. Is there a need for additional private event space in the Village?

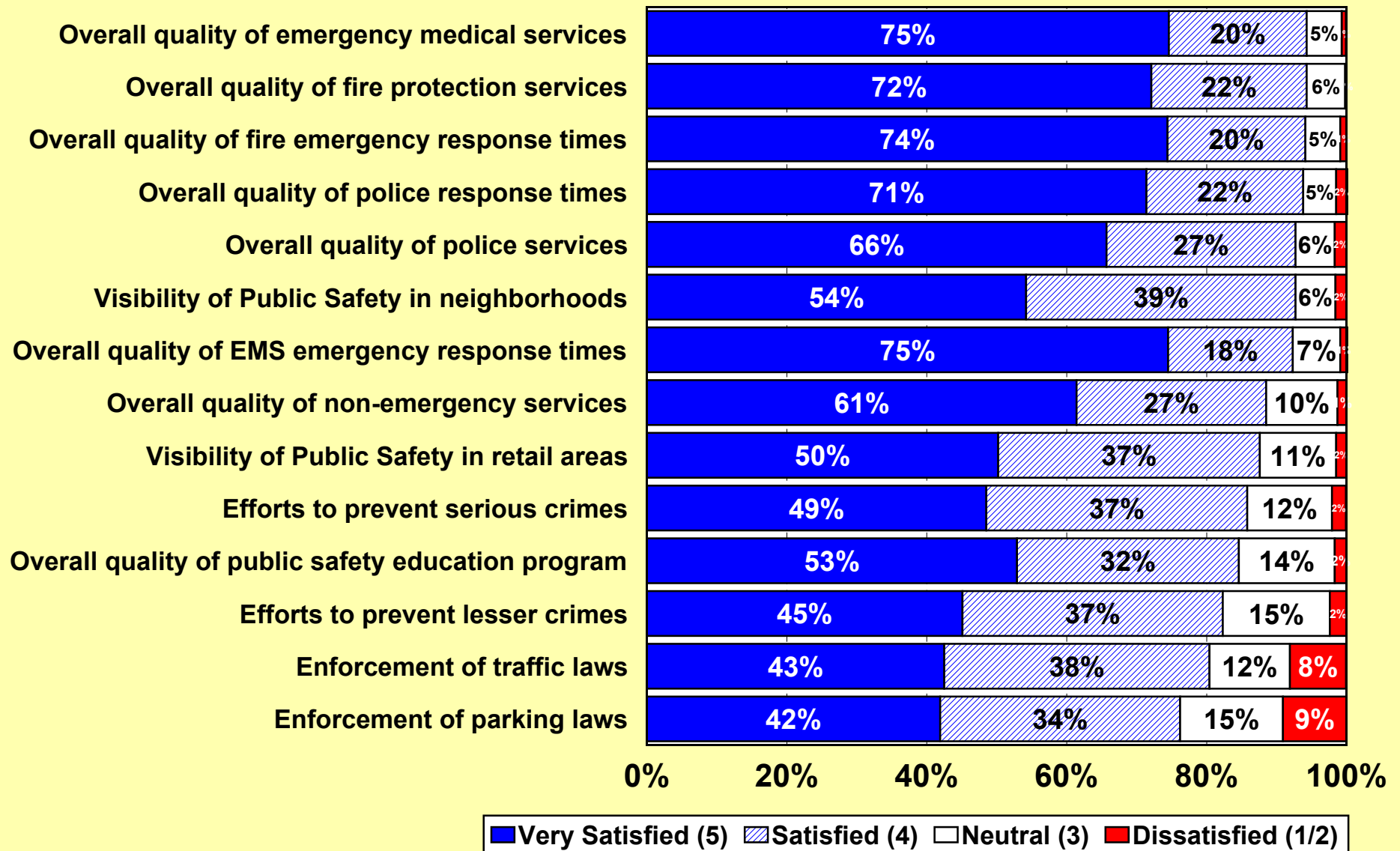
by percentage of respondents (excluding “not provided”)



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

Q15. Satisfaction with Police, Fire and Paramedic Services

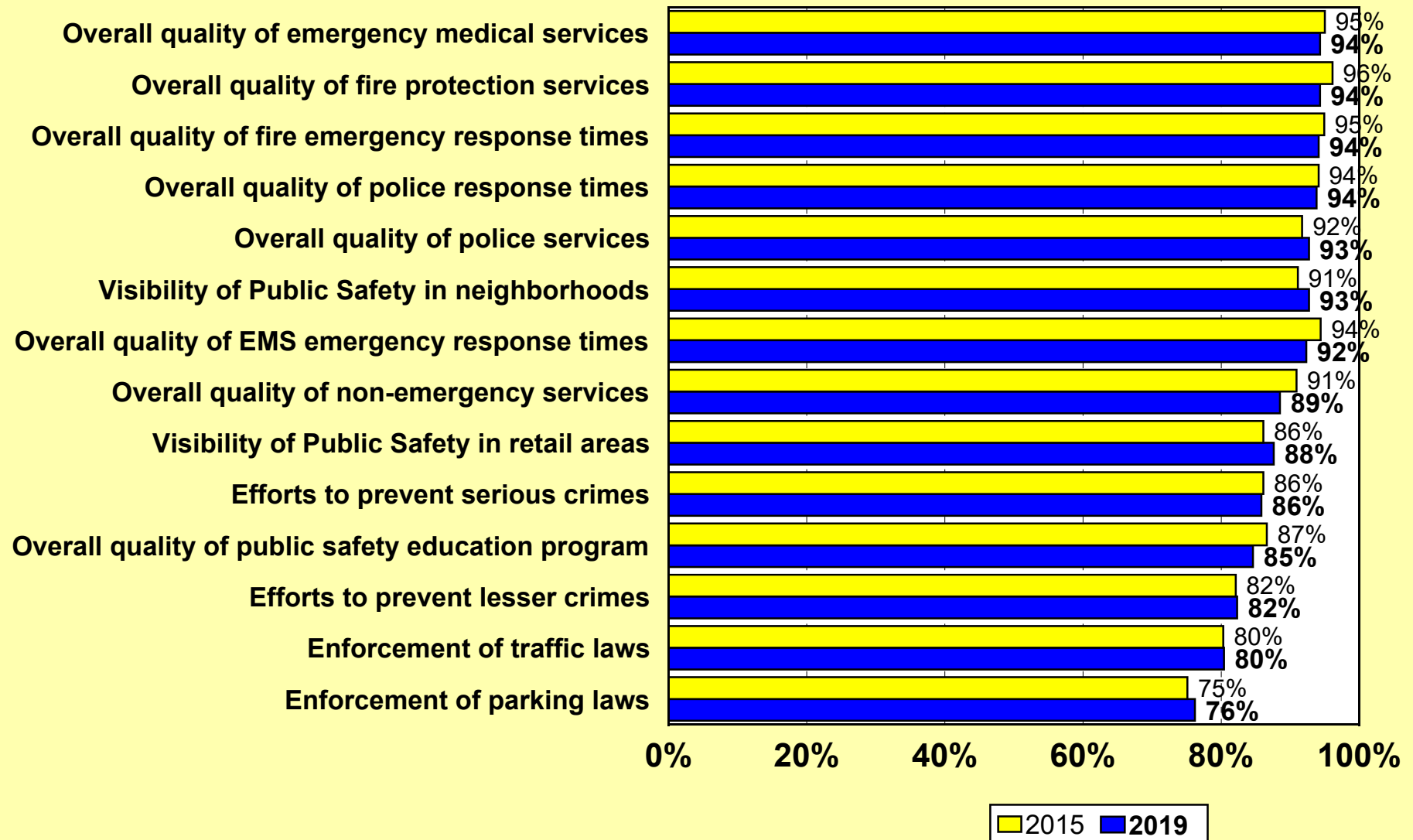
by percentage of respondents (excluding don't knows)



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

TRENDS: Satisfaction with Police, Fire and Paramedic Services - 2015 vs. 2019

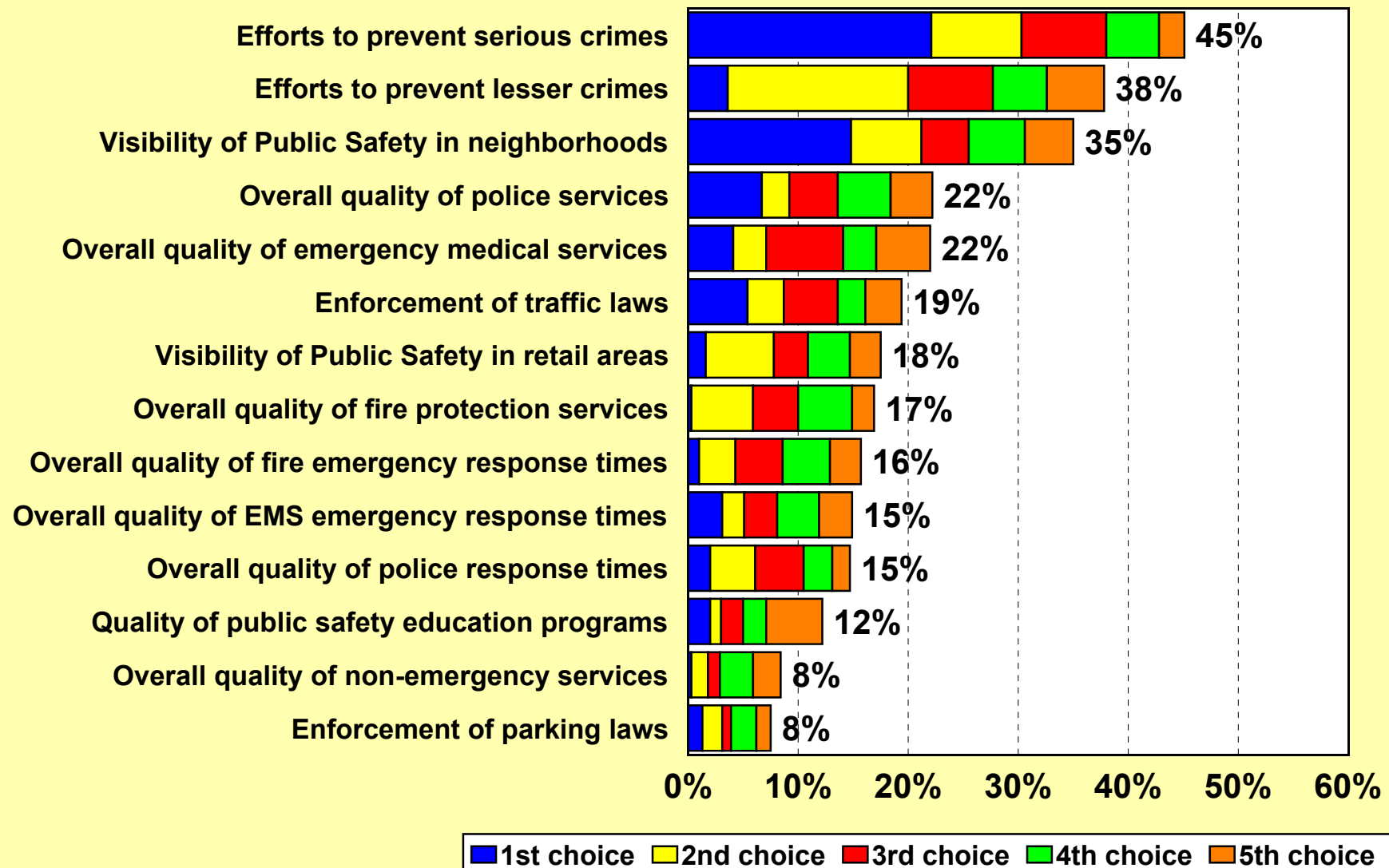
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



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

Q16. Police, Fire and Paramedic Services That Should Receive the Most Emphasis Over the Next Two Years

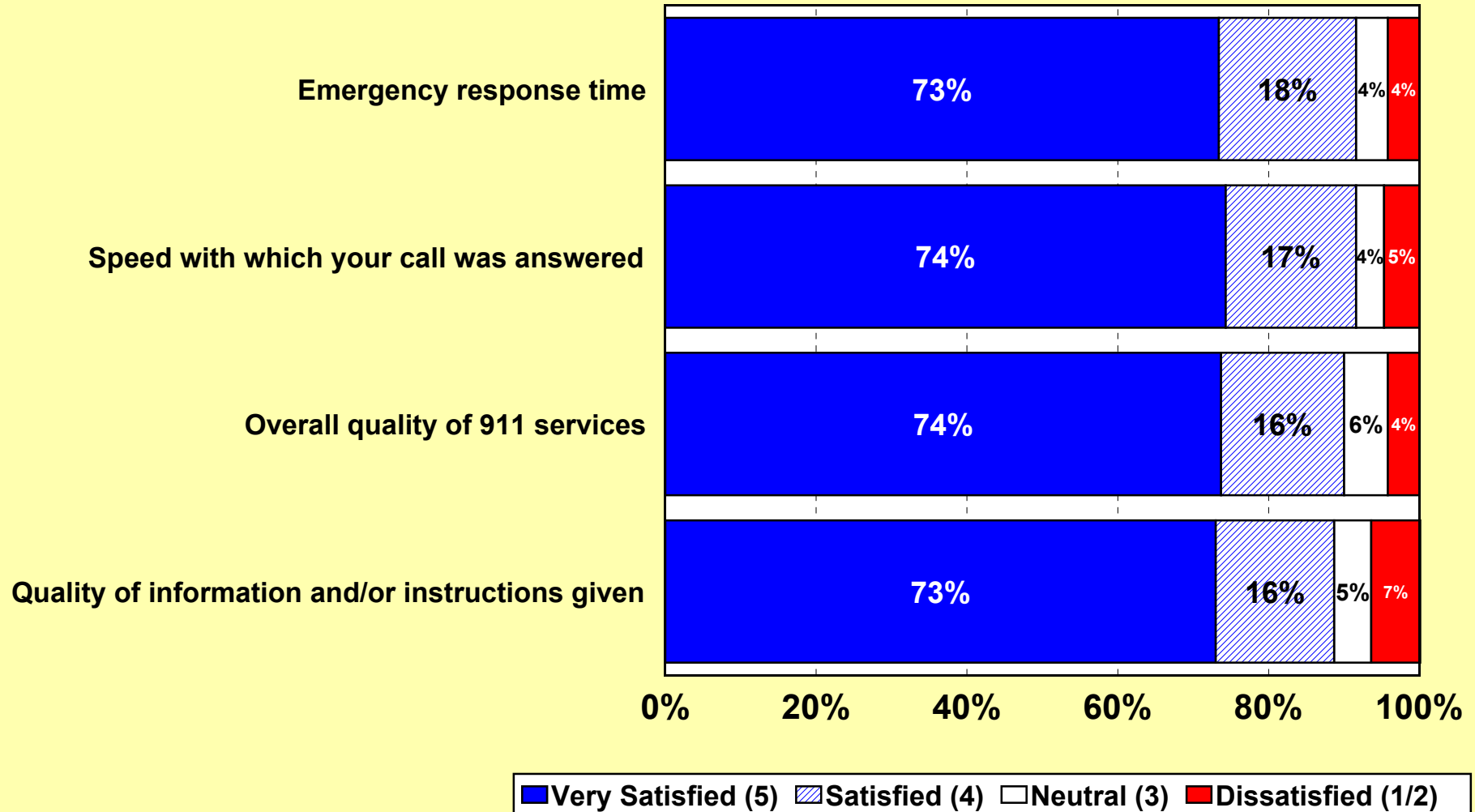
by percentage of respondents who selected the item as one of their top five choices



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

Q17. Satisfaction with 911 Services

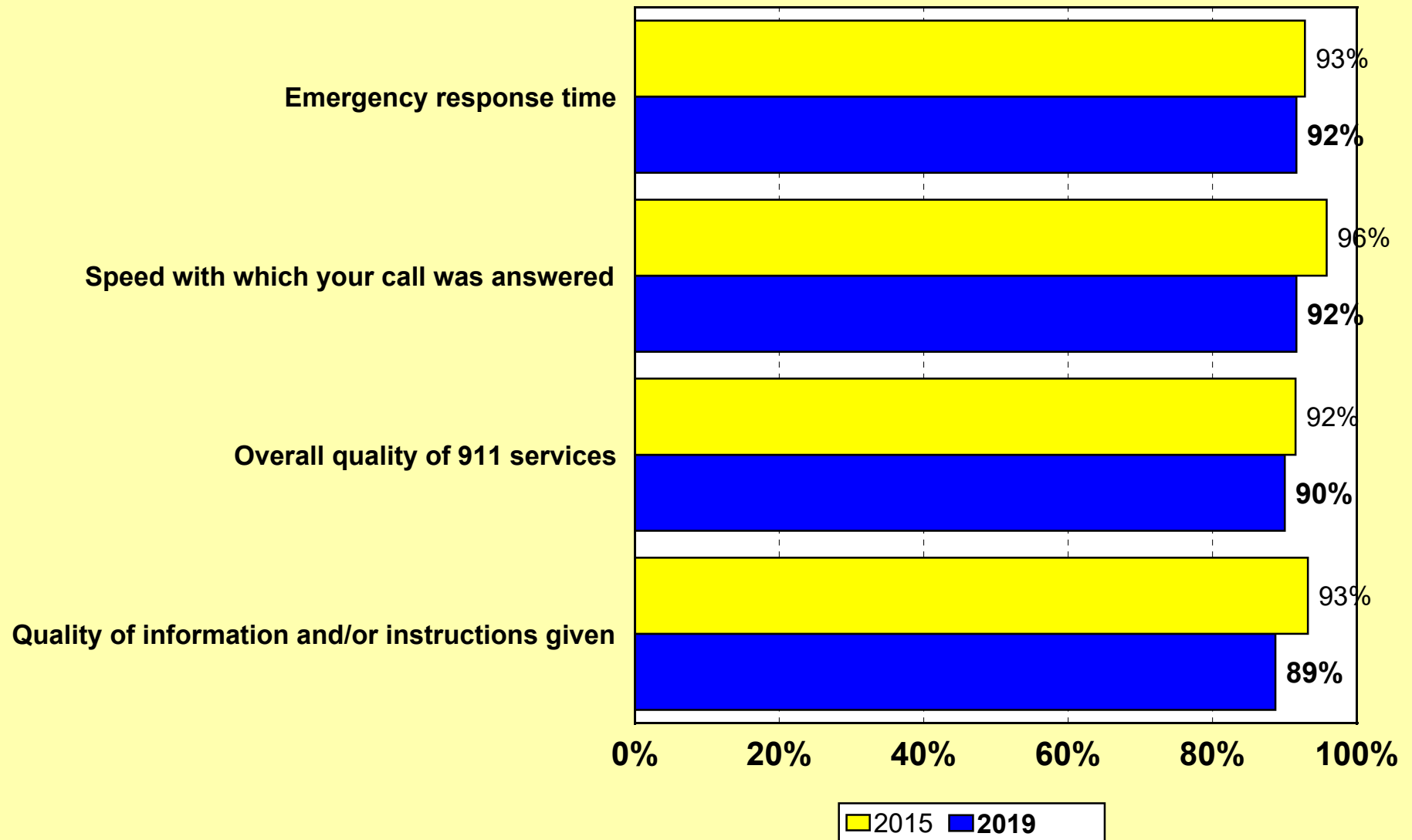
by percentage of respondents (excluding don't knows)



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

TRENDS: Satisfaction with 911 Services 2015 vs. 2019

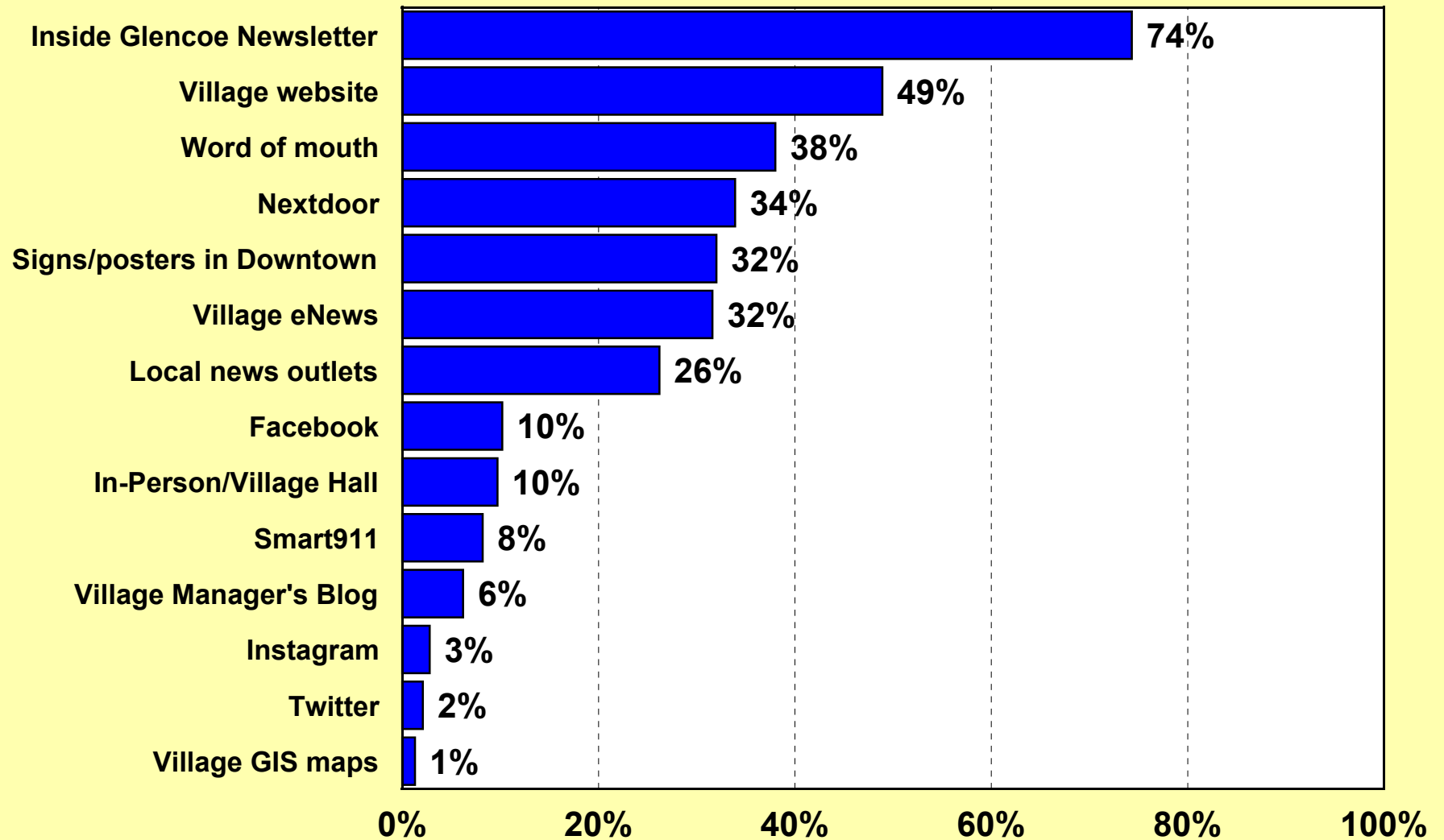
by percentage of respondents who were “very satisfied” or “satisfied” (excluding don't knows)



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

Q18. Primary Sources for Information About Village Activities and Services

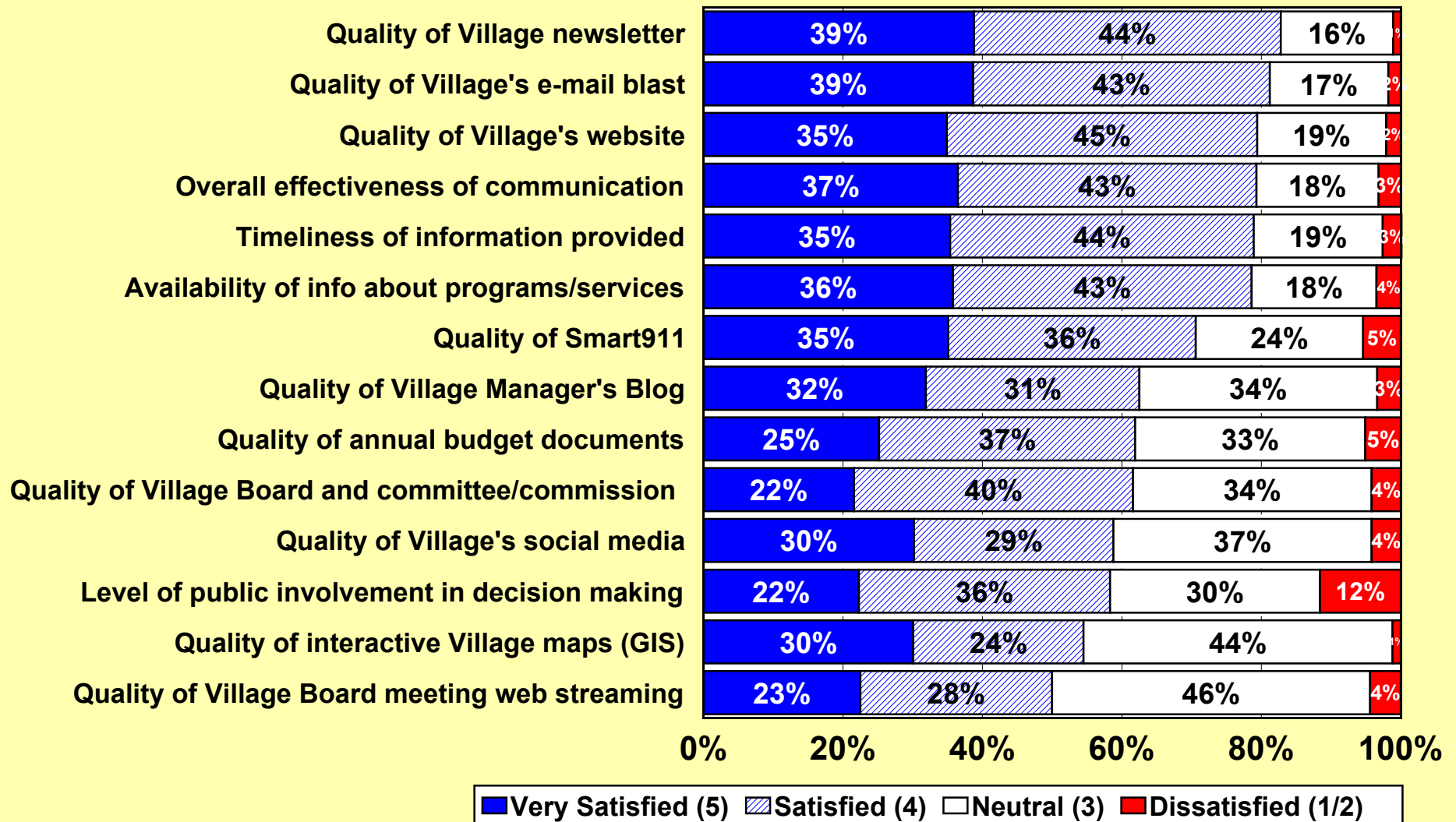
by percentage of respondents (multiple selections could be made)



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

Q19. Satisfaction with Quality of Village Communications

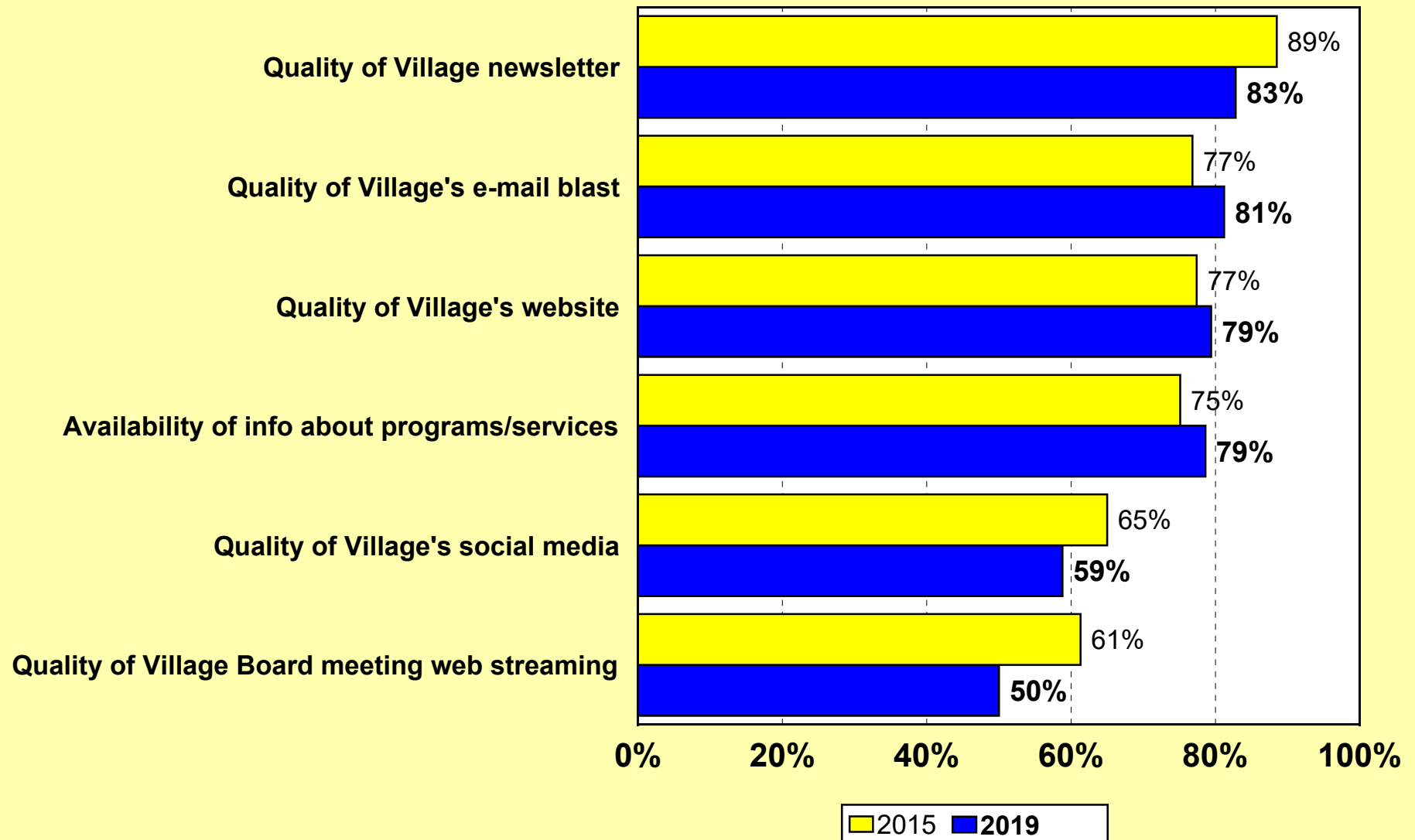
by percentage of respondents (excluding don't knows)



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

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

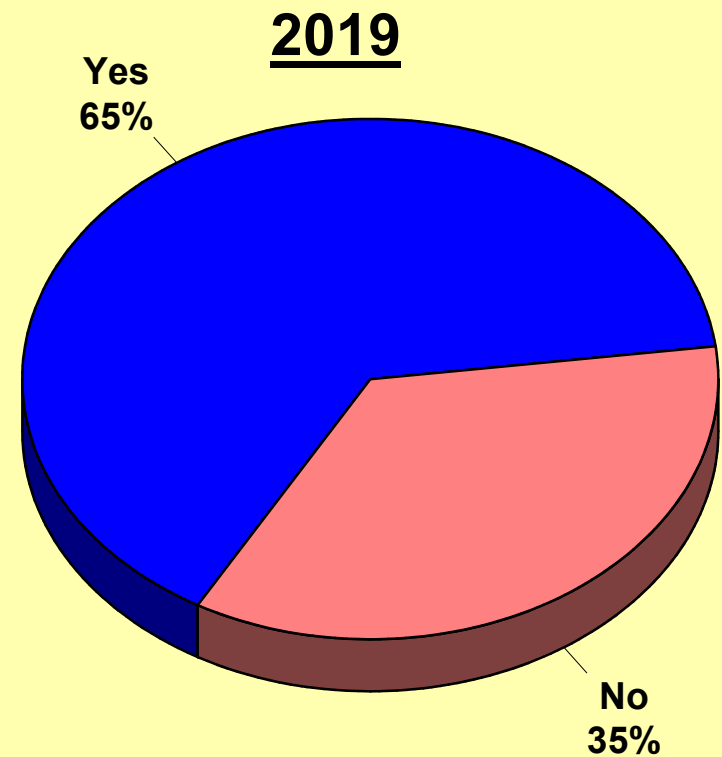
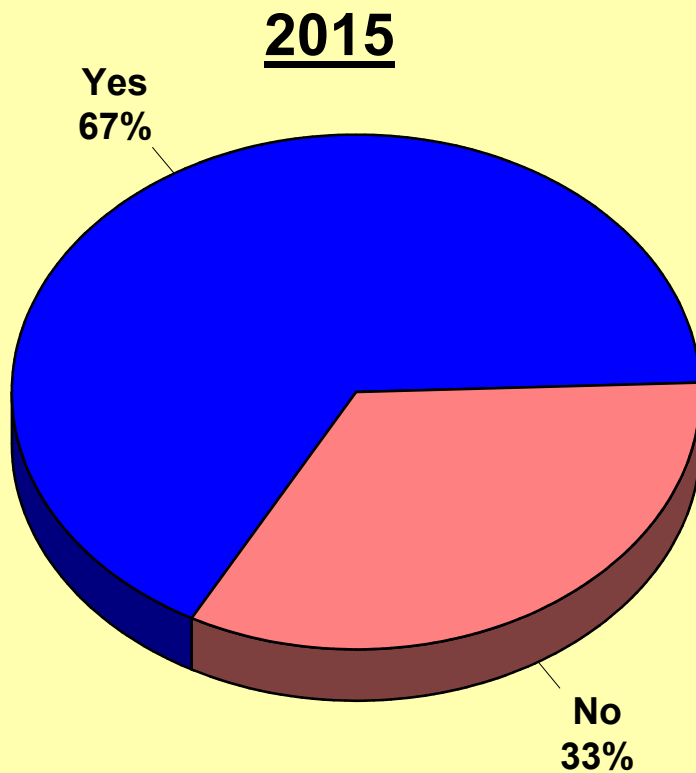
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



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

Q20. Have you called or visited the Village with a question, problem, or complaint during the past year?

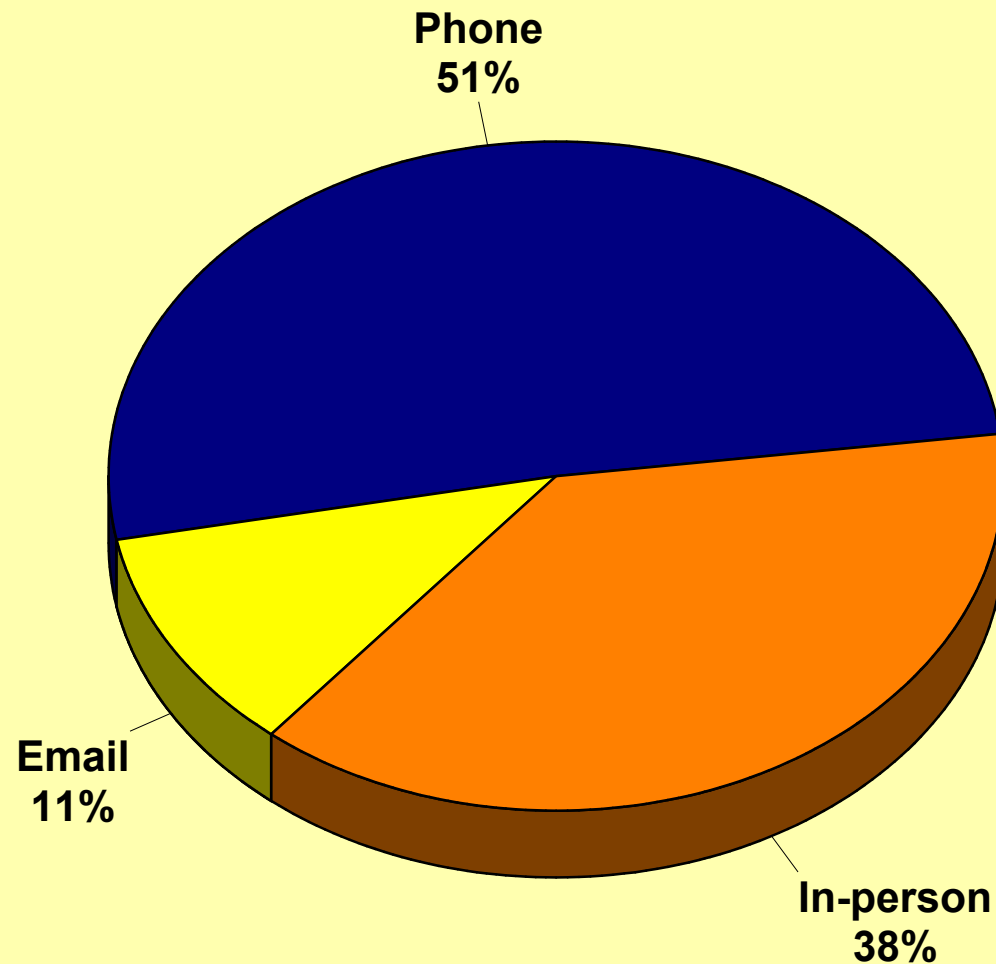
by percentage of respondents



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

Q20a. How did you communicate with the person you contacted?

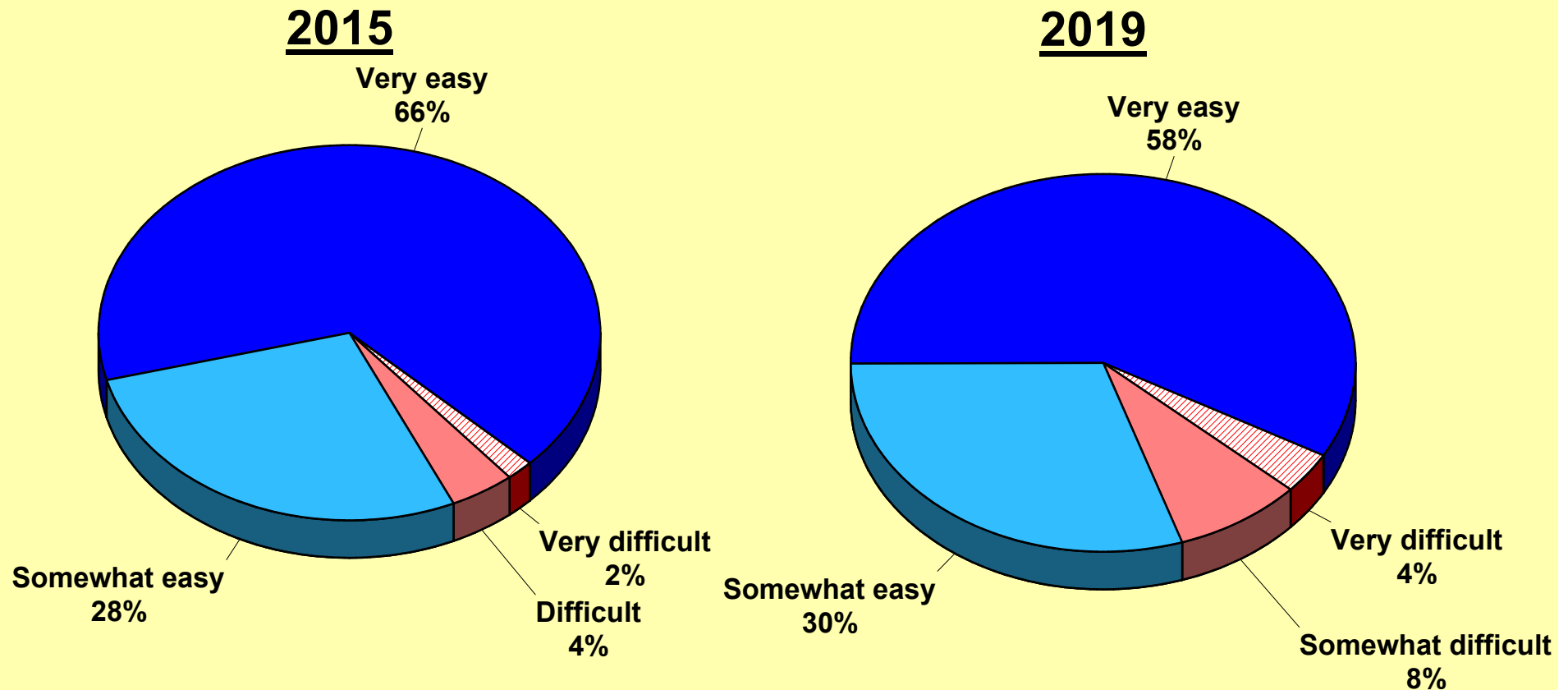
by percentage of respondents who contacted the Village during the past year



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

Q20b. How easy was it to contact the person you needed to reach?

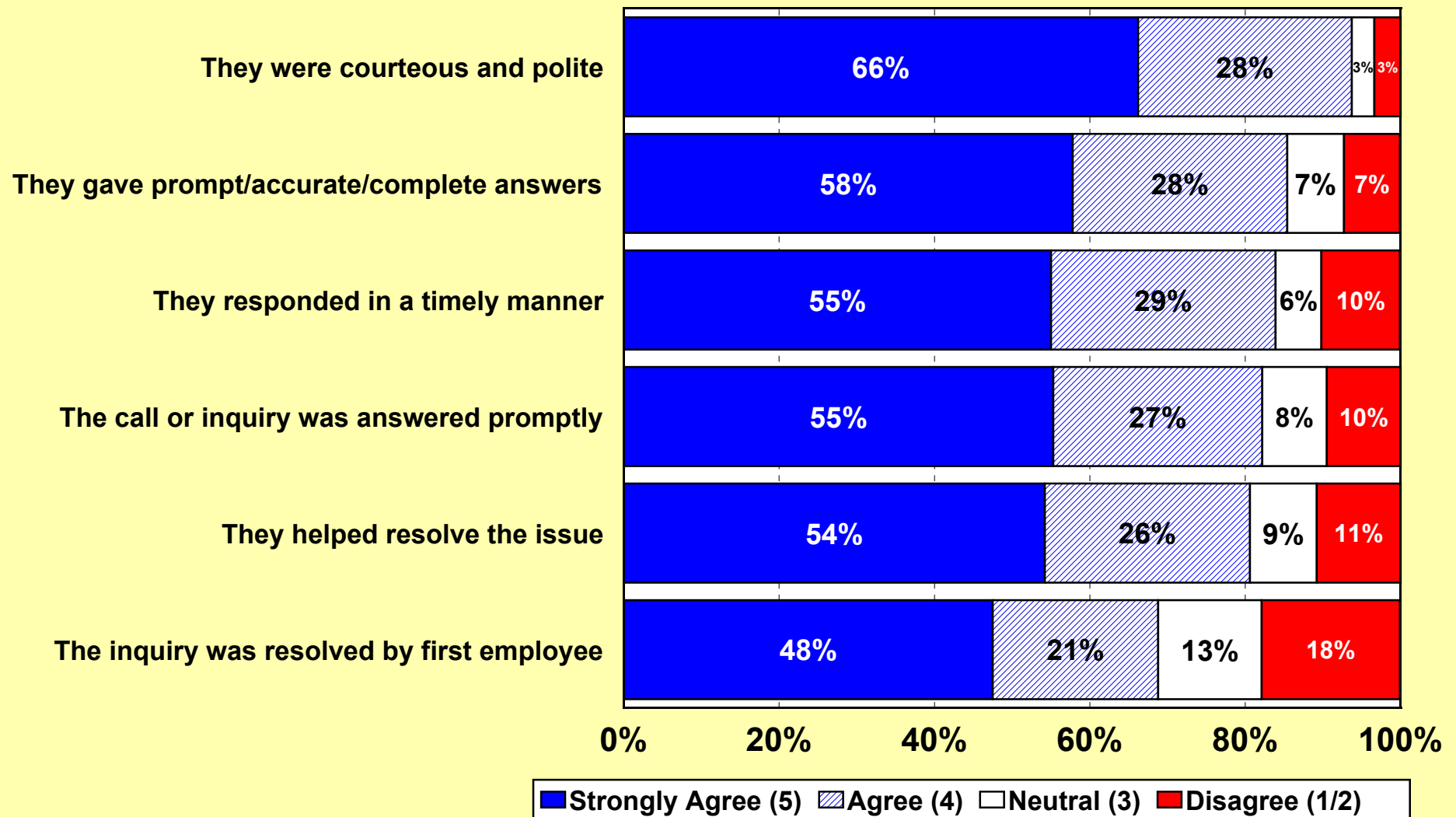
by percentage of respondents who had contacted the Village during the past year (excluding “not provided”)



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

Q20c. Agreement with Various Aspects of Customer Service

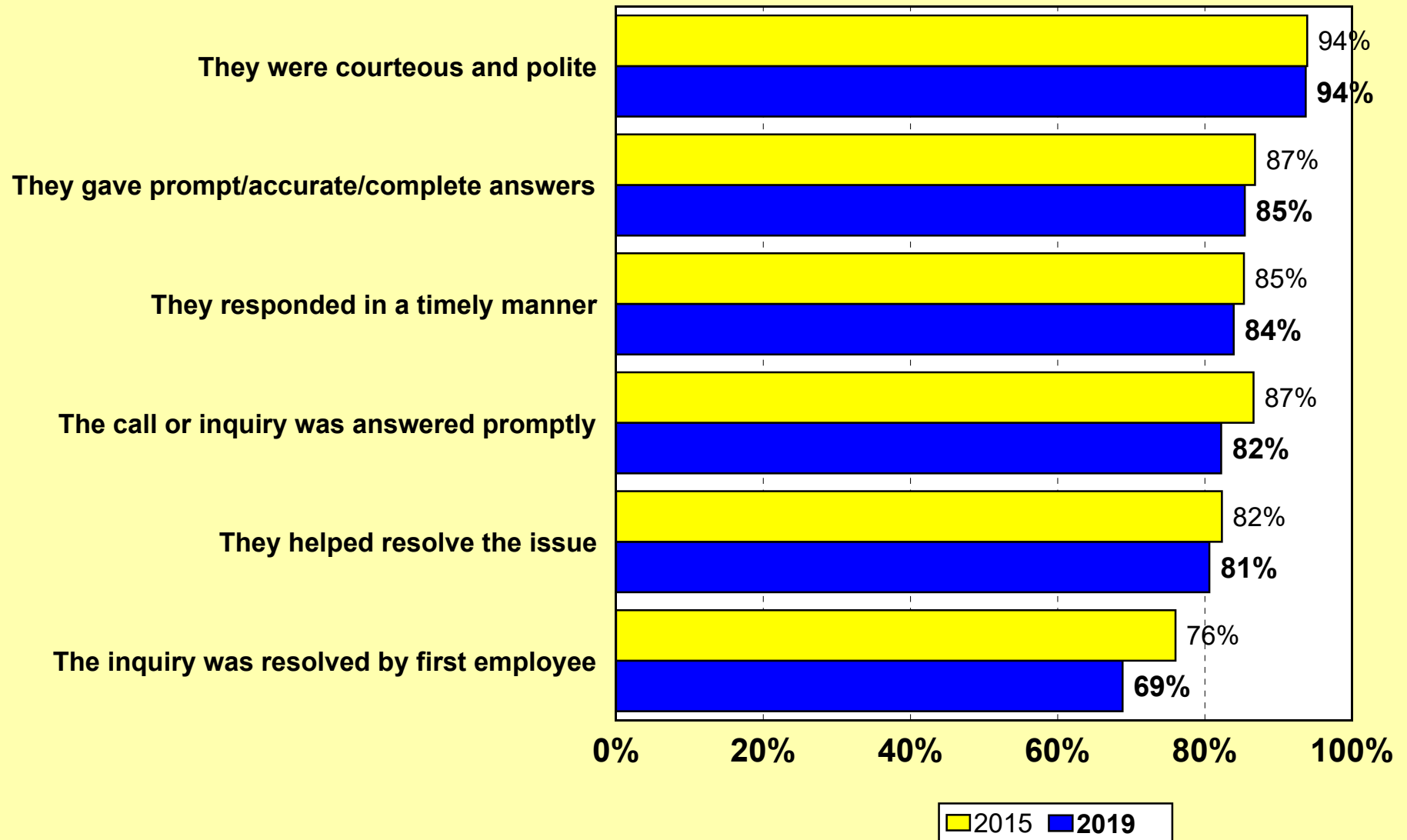
by percentage of respondents who had contacted the Village during the past year (excluding don't knows)



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

TRENDS: Agreement with Various Aspects of Customer Service - 2015 vs. 2019

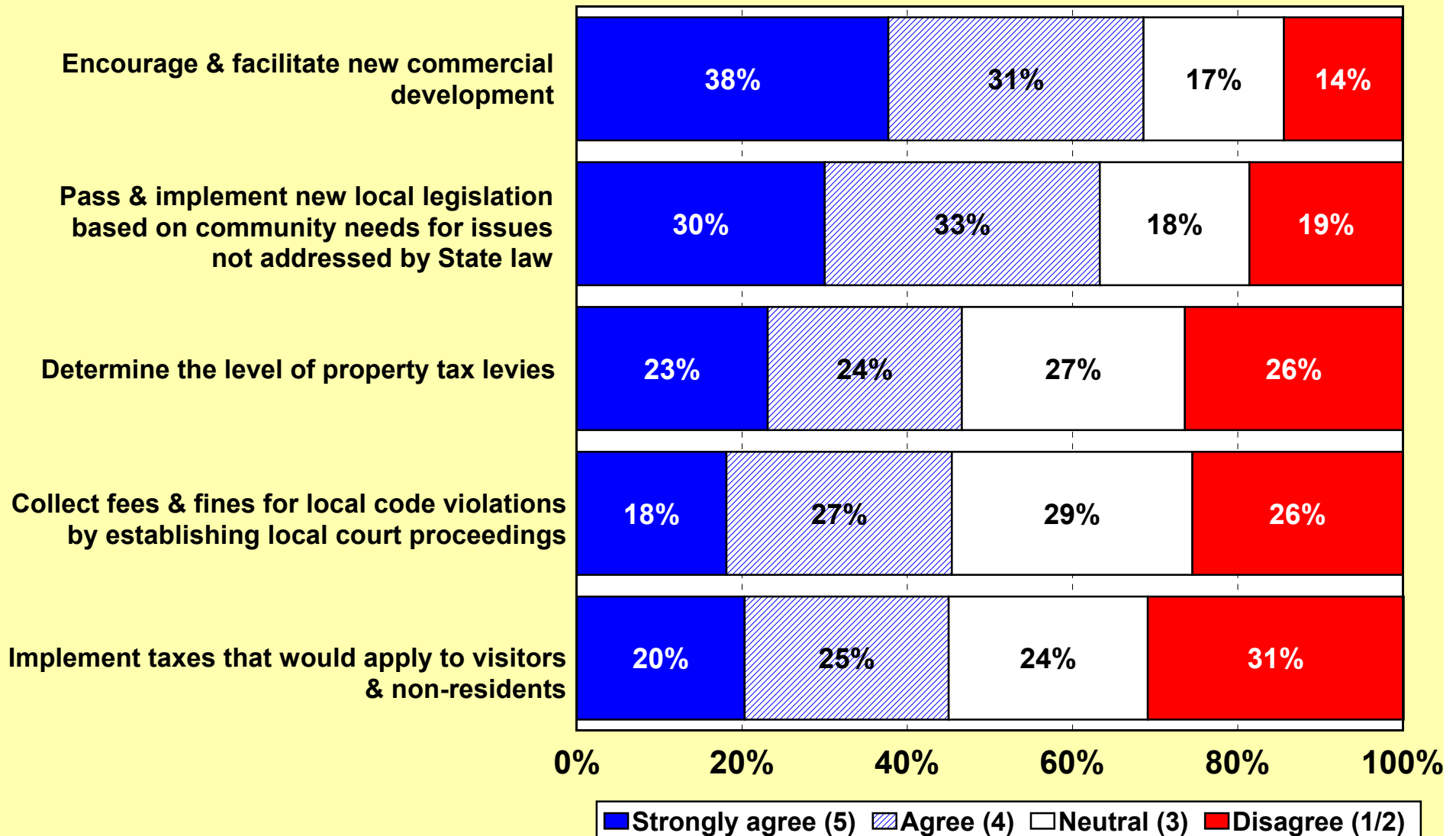
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



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

Q21. Agreement with the Village Board Having Increased Authority of Various Aspects of Governance Structure

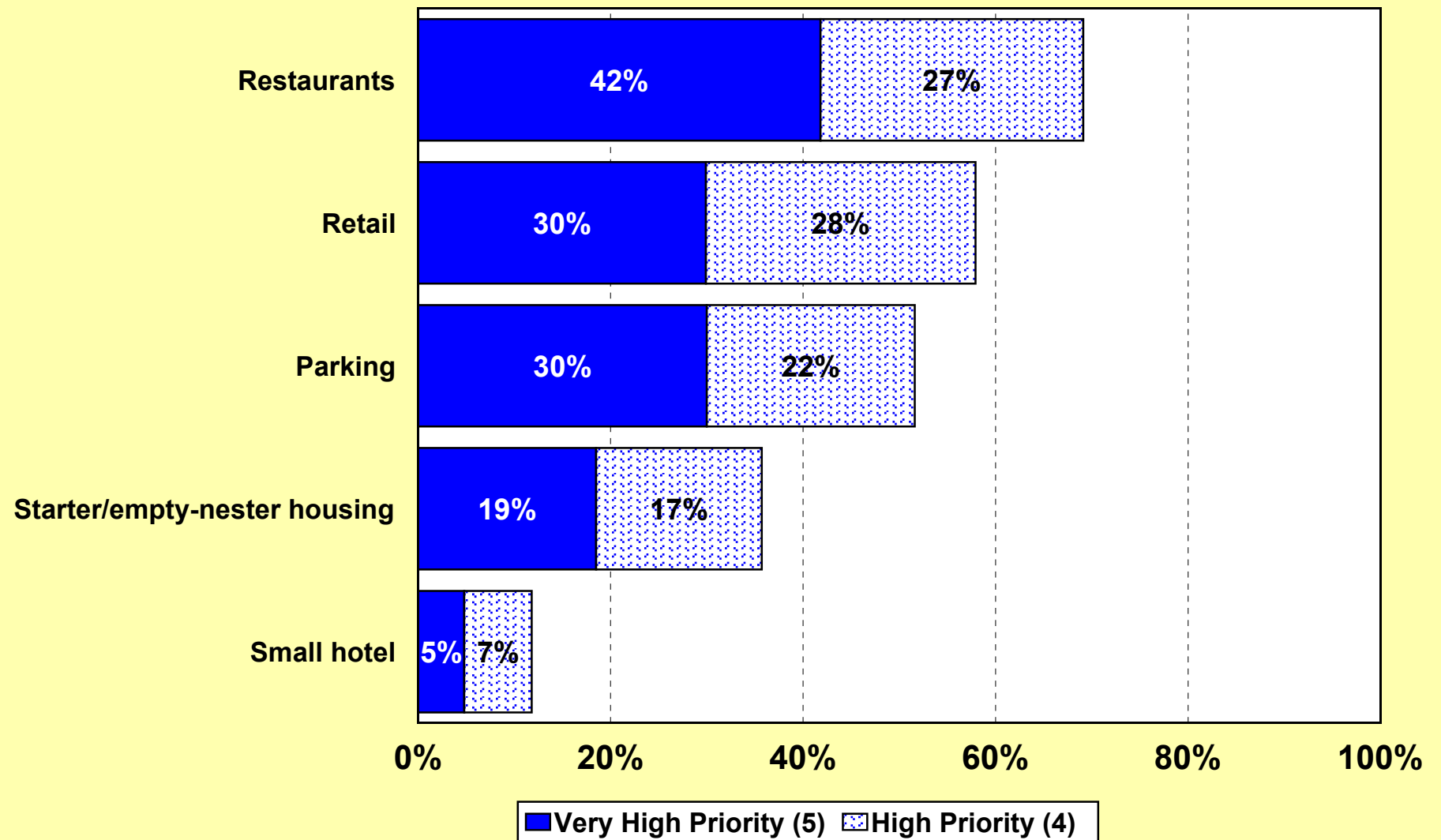
by percentage of respondents (excluding don't knows)



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

Q22. How Village Residents Rank the Following Amenities That Could Add to the Vibrancy of Downtown

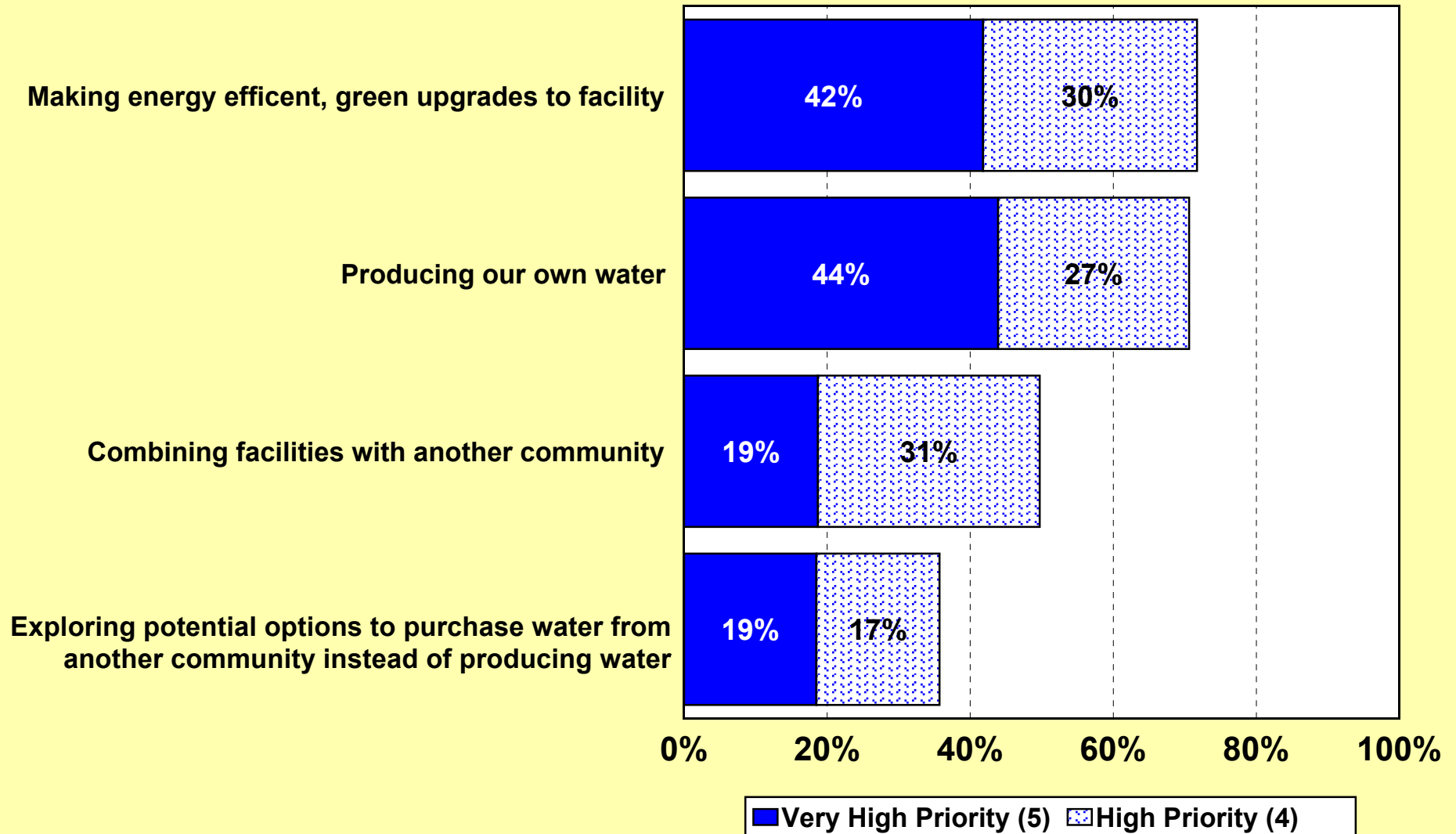
by percentage of respondents who indicated the item was either a “very high” or “high” priority
(excluding don't knows)



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

Q23. How Village Residents Rank the Following Considerations Relating to the Water Treatment Plant

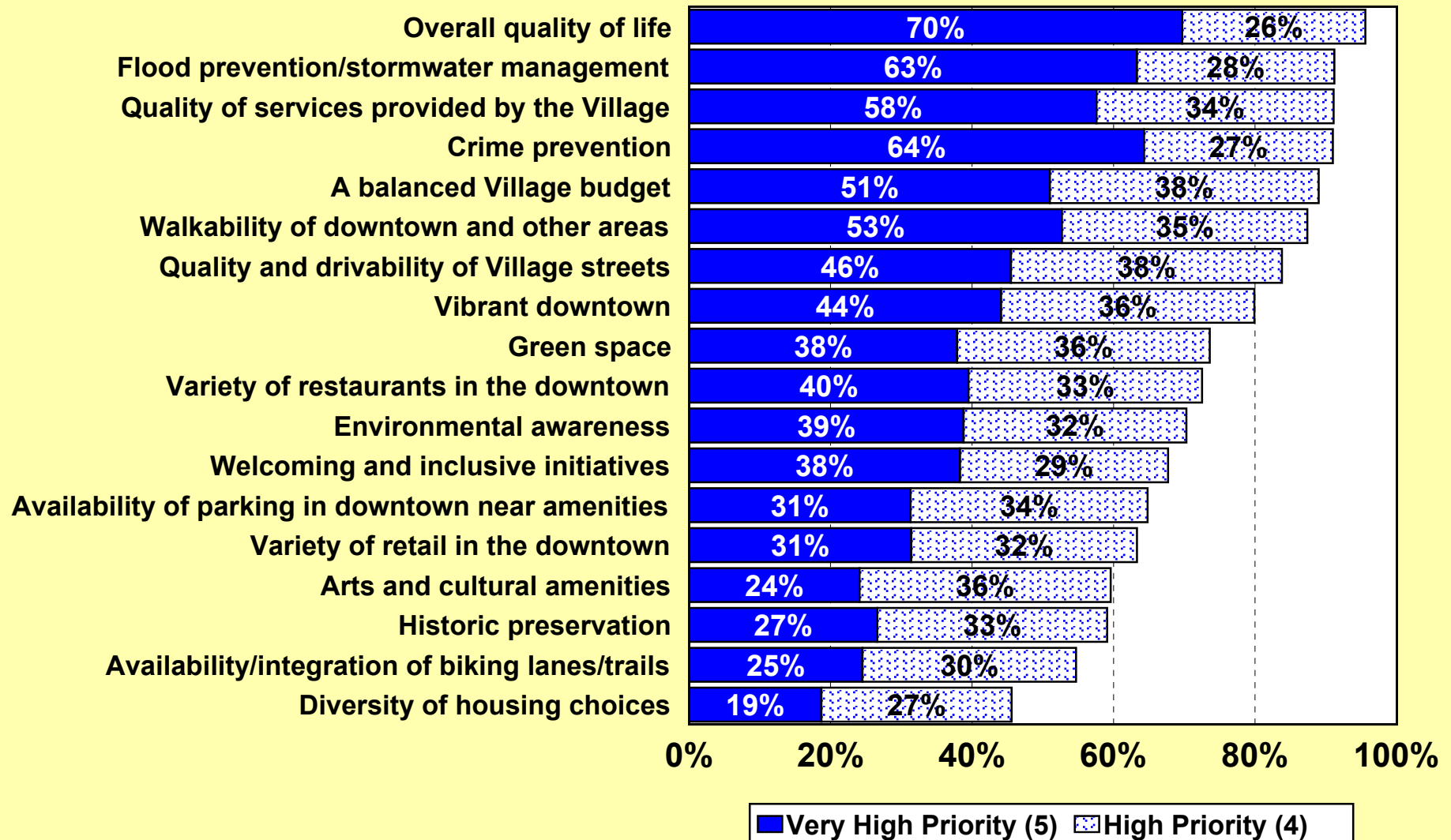
by percentage of respondents who indicated the item was either a “very high” or “high” priority
(excluding don't knows)



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

Q24. How Village Residents Rank the Following Community Priorities

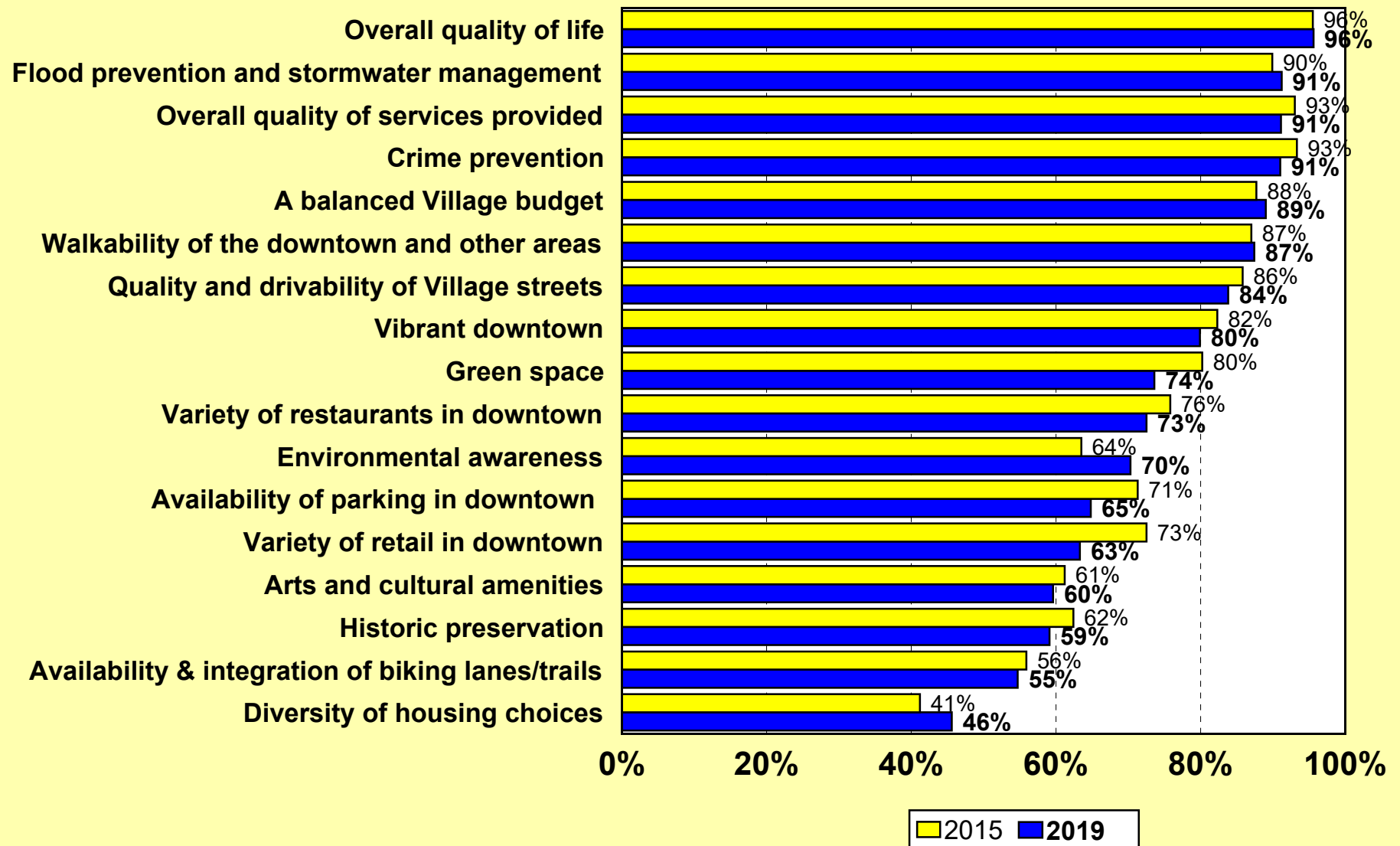
by percentage of respondents who indicated the item was either a “very high” or “high” priority
(excluding don't knows)



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

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

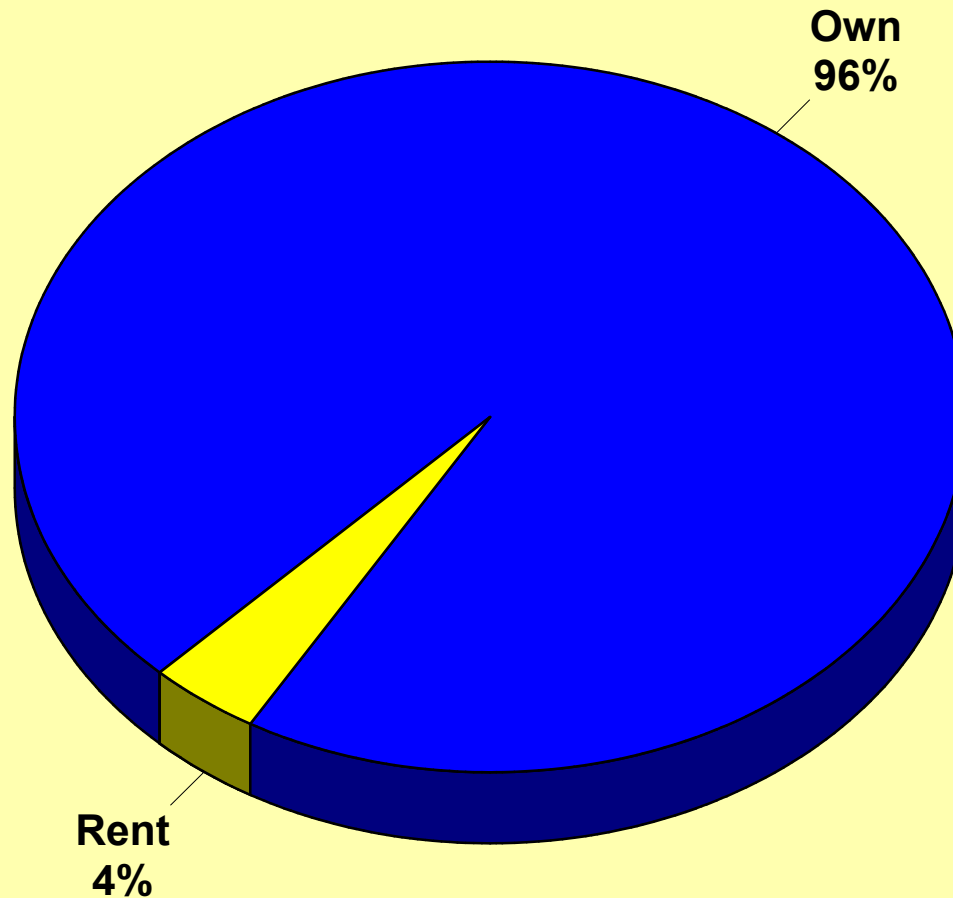
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



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

Q26. Demographics: Do you own or rent your home?

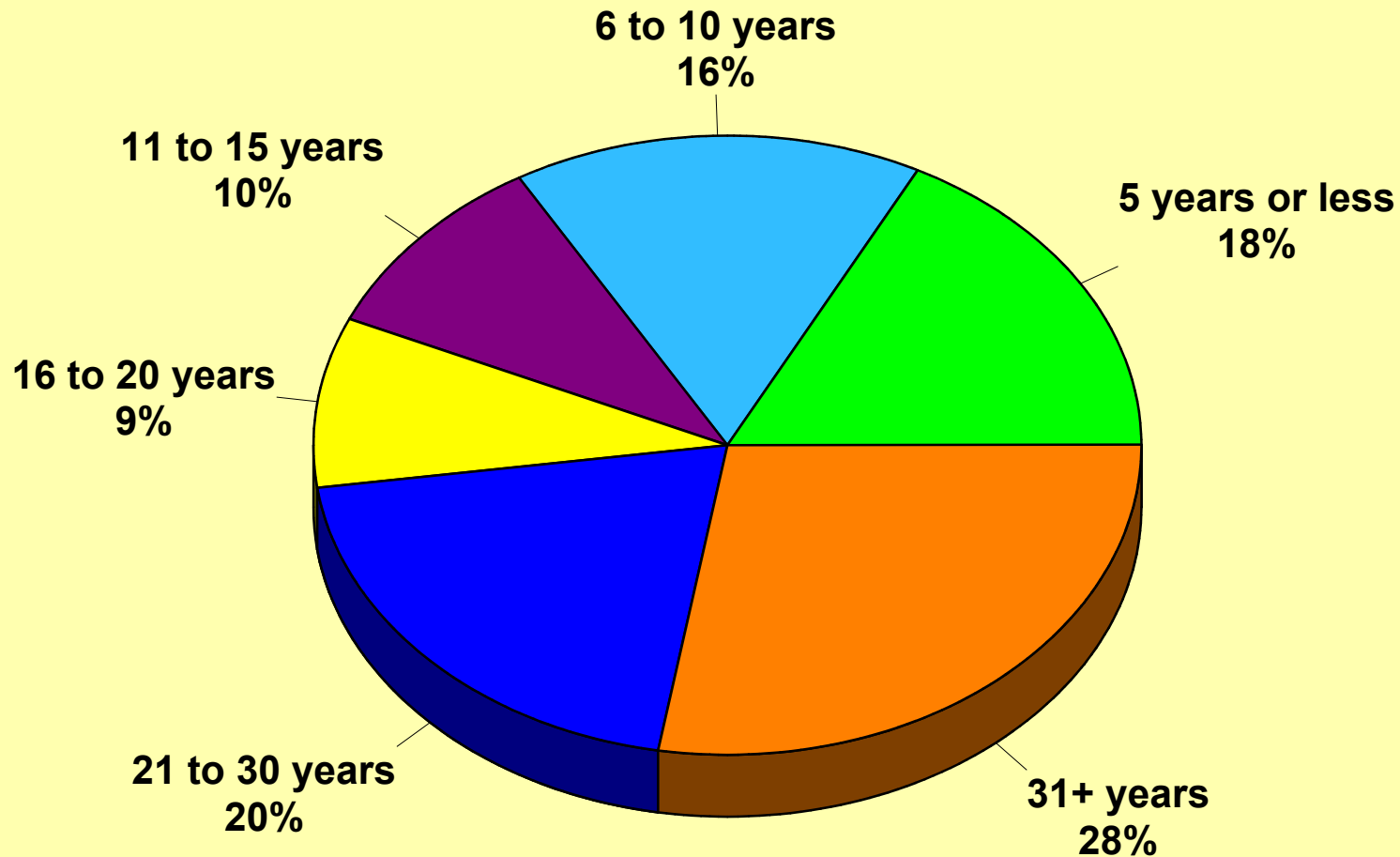
by percentage of respondents (excluding “not provided”)



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

Q27. Demographics: Number of Years Lived in the Village of Glencoe

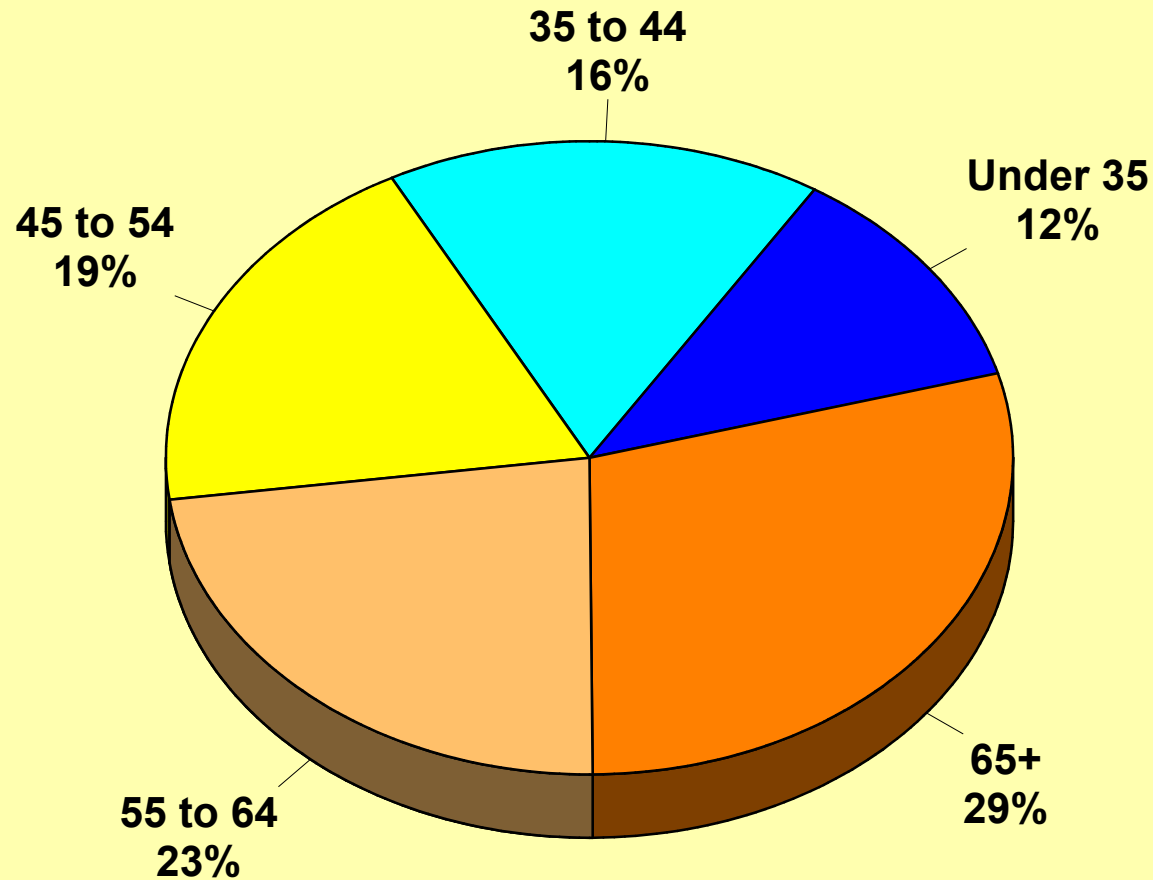
by percentage of respondents (excluding "not provided")



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

Q28. Demographics: Age of Respondents

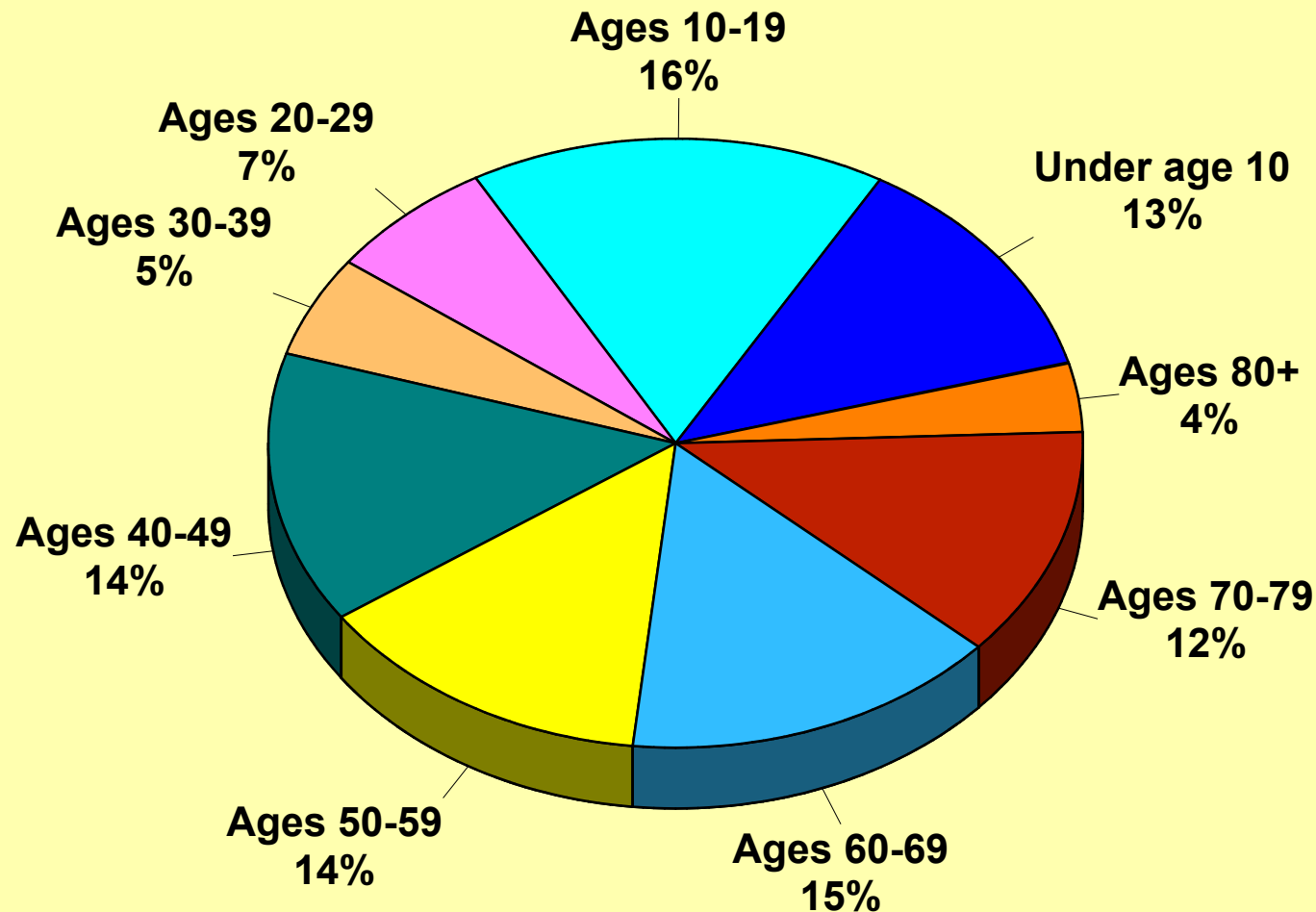
by percentage of respondents (excluding “not provided”)



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

Q29. Demographics: Number of People in Household

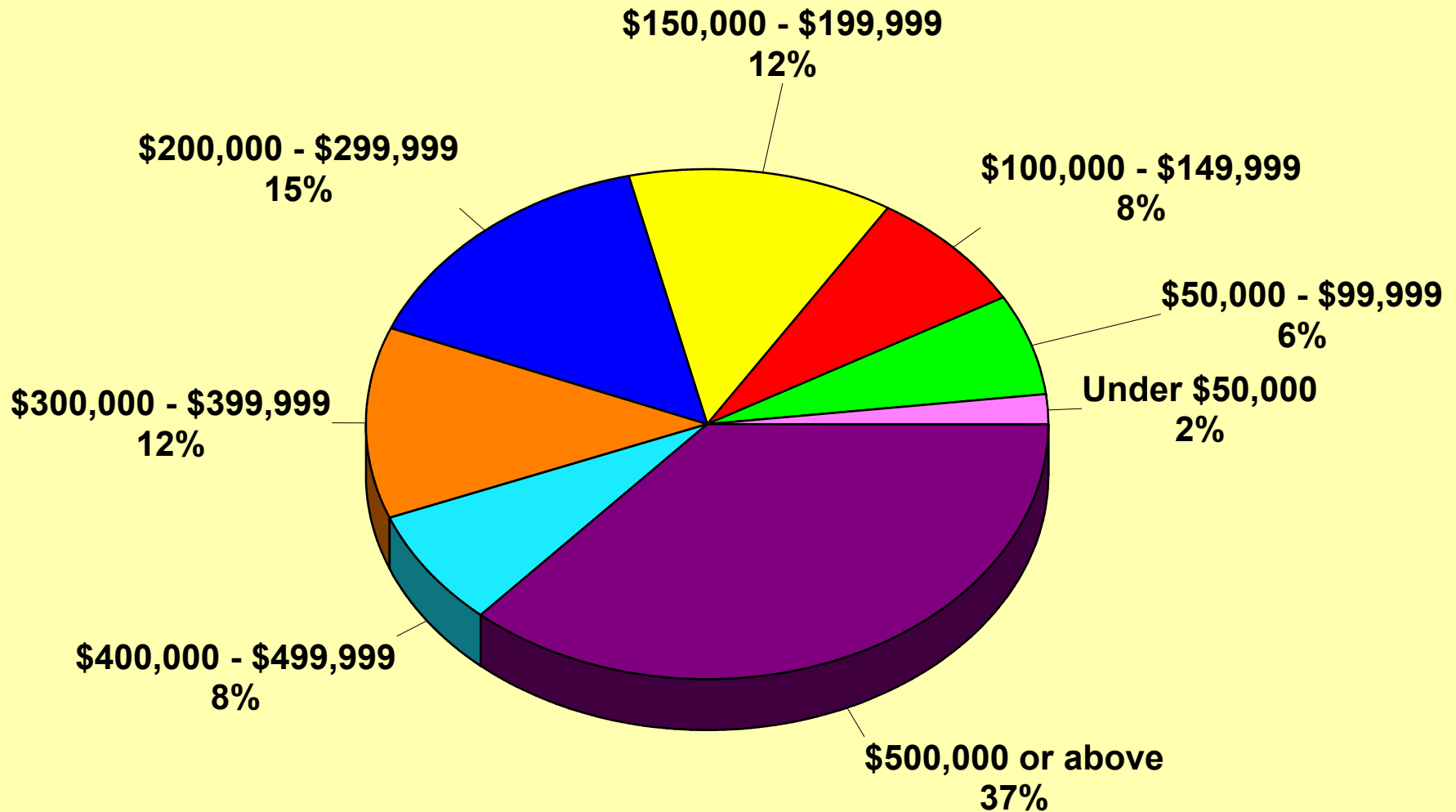
by percentage of household occupants



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

Q30. Demographics: Annual Household Income

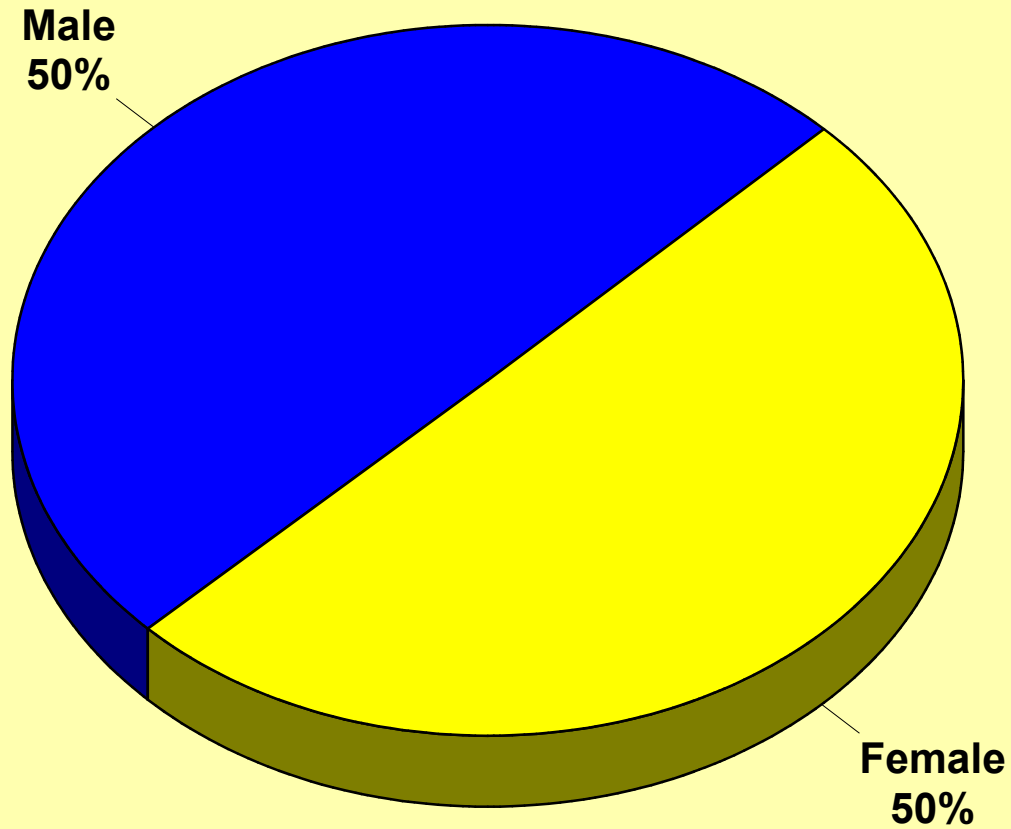
by percentage of respondents (excluding “not provided”)



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

Q31. Demographics: Gender

by percentage of respondents (excluding “prefer not to answer”)



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

Section 2: **Benchmarking Analysis**



Benchmarking Summary Report

Village of Glencoe, Illinois

Overview

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

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of over 4,000 residents across the United States, and (2) a regional survey administered by ETC Institute during the summer of 2019 to 359 residents living in communities in the Great Lakes Region of the United States. The Great Lakes Region includes the states of Illinois, Ohio, Michigan, Indiana and Pennsylvania.

Interpreting the Charts

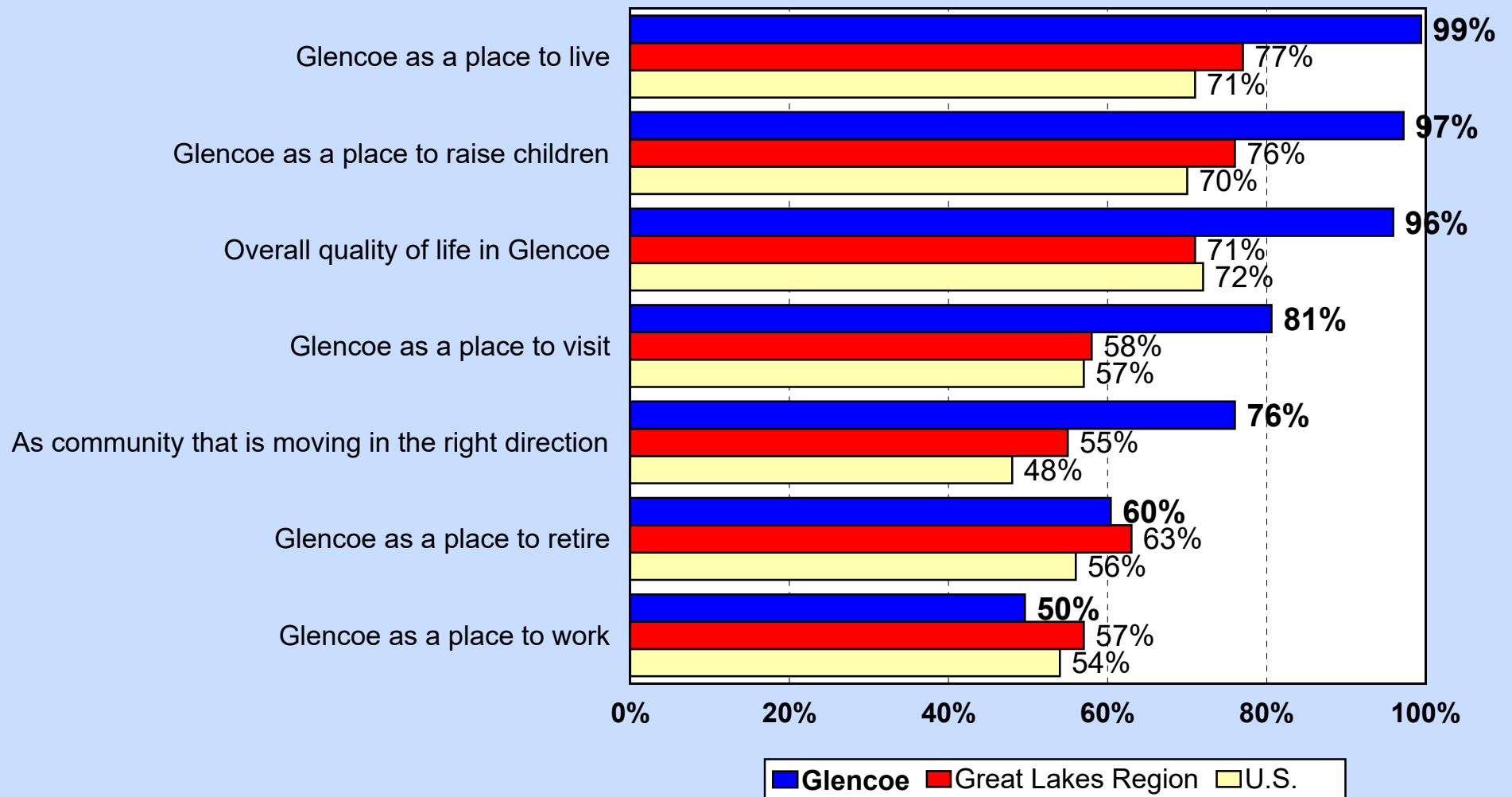
The charts on the following pages show how the overall results for Glencoe compare to the U.S. and regional averages based on the results of the 2019 survey that was administered by ETC Institute to a random sample of over 4,000 residents across the United States, and the regional survey administered to nearly 359 residents living in the Great Lakes Region. The Village of Glencoe's results are shown in blue, the Great Lakes regional averages are shown in red, and the National averages are shown in yellow in the charts on the following pages.

National Benchmarks

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

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

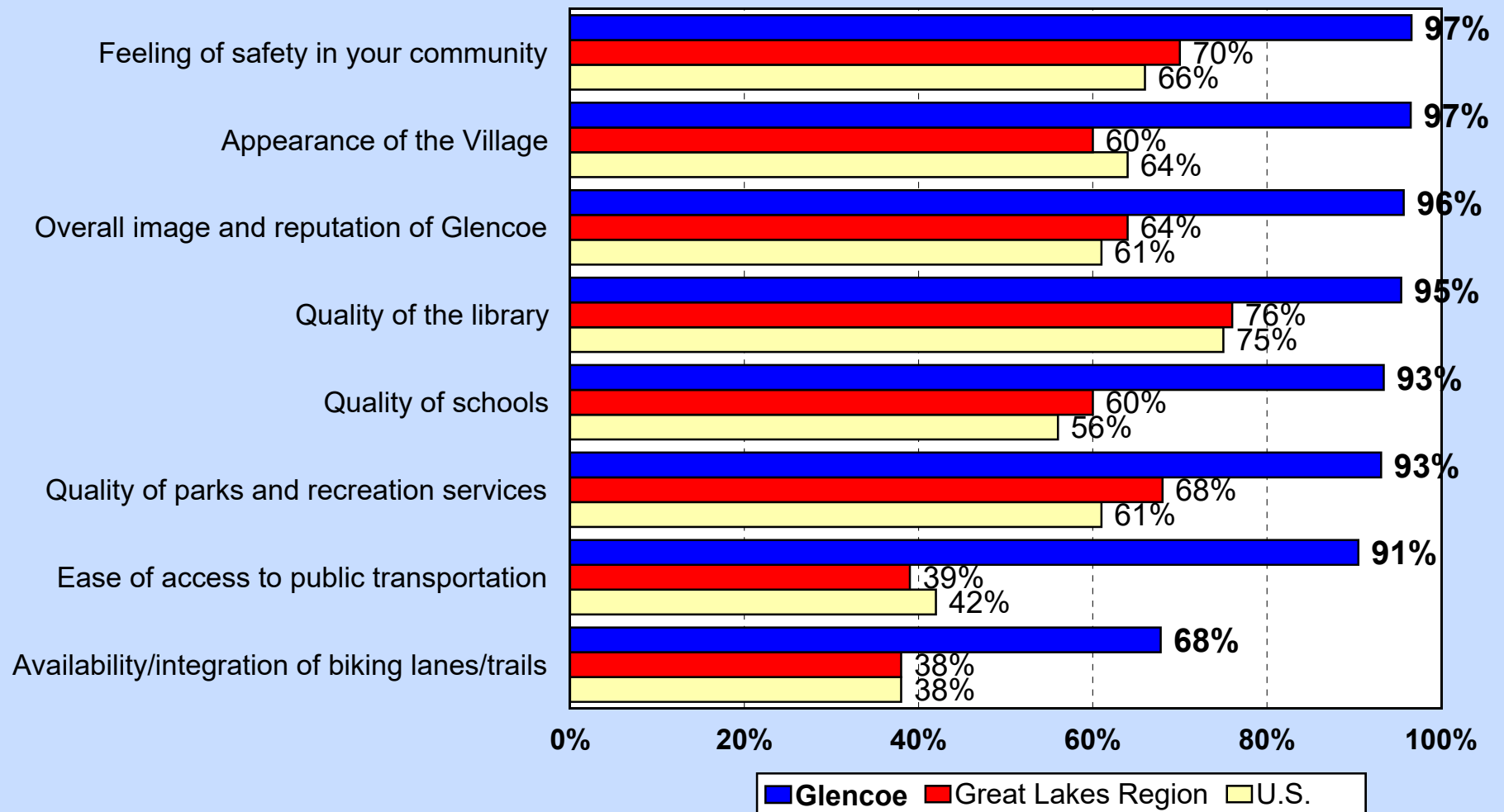
by percentage of respondents who rated the item 4 or 5 on a 5-point scale (excluding don't knows)



Source: 2019 ETC Institute

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

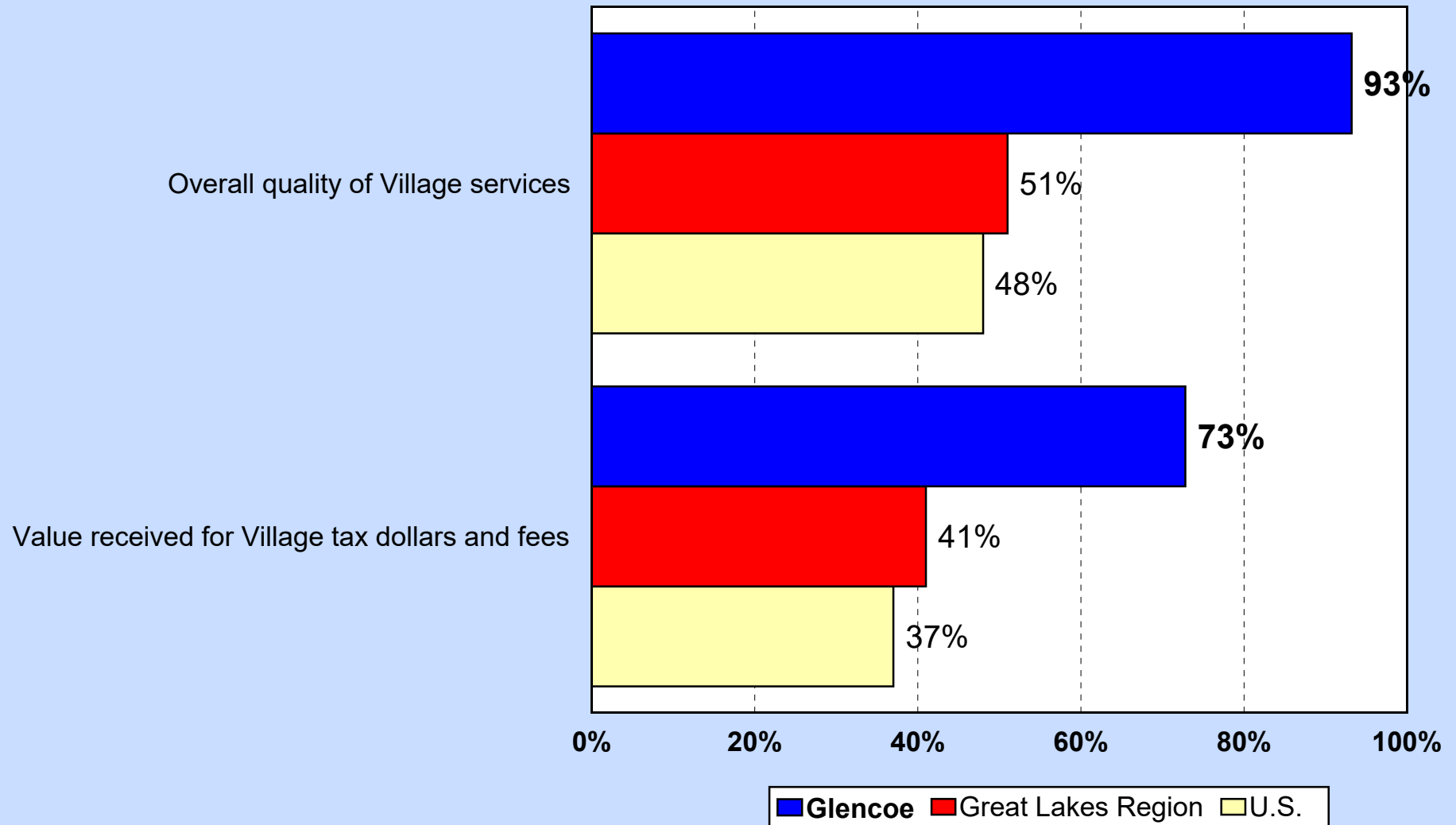
by percentage of respondents who rated the item 4 or 5 on a 5-point scale (excluding don't knows)



Source: 2019 ETC Institute

Overall Satisfaction with Village Services Glencoe vs. Great Lakes 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)

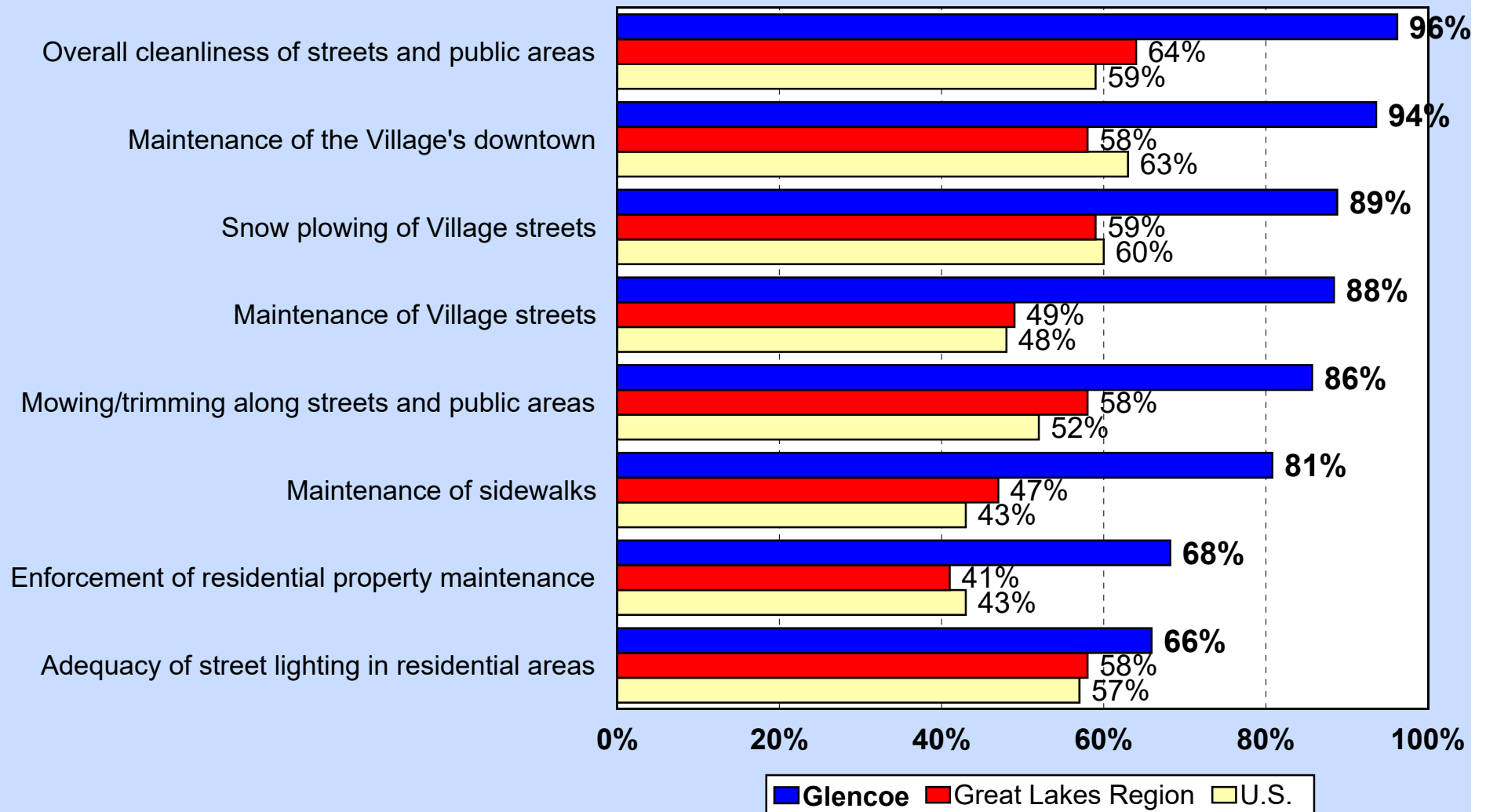


Source: 2019 ETC Institute

Overall Satisfaction with Look, Feel and Maintenance of the Community

Glencoe vs. Great Lakes 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

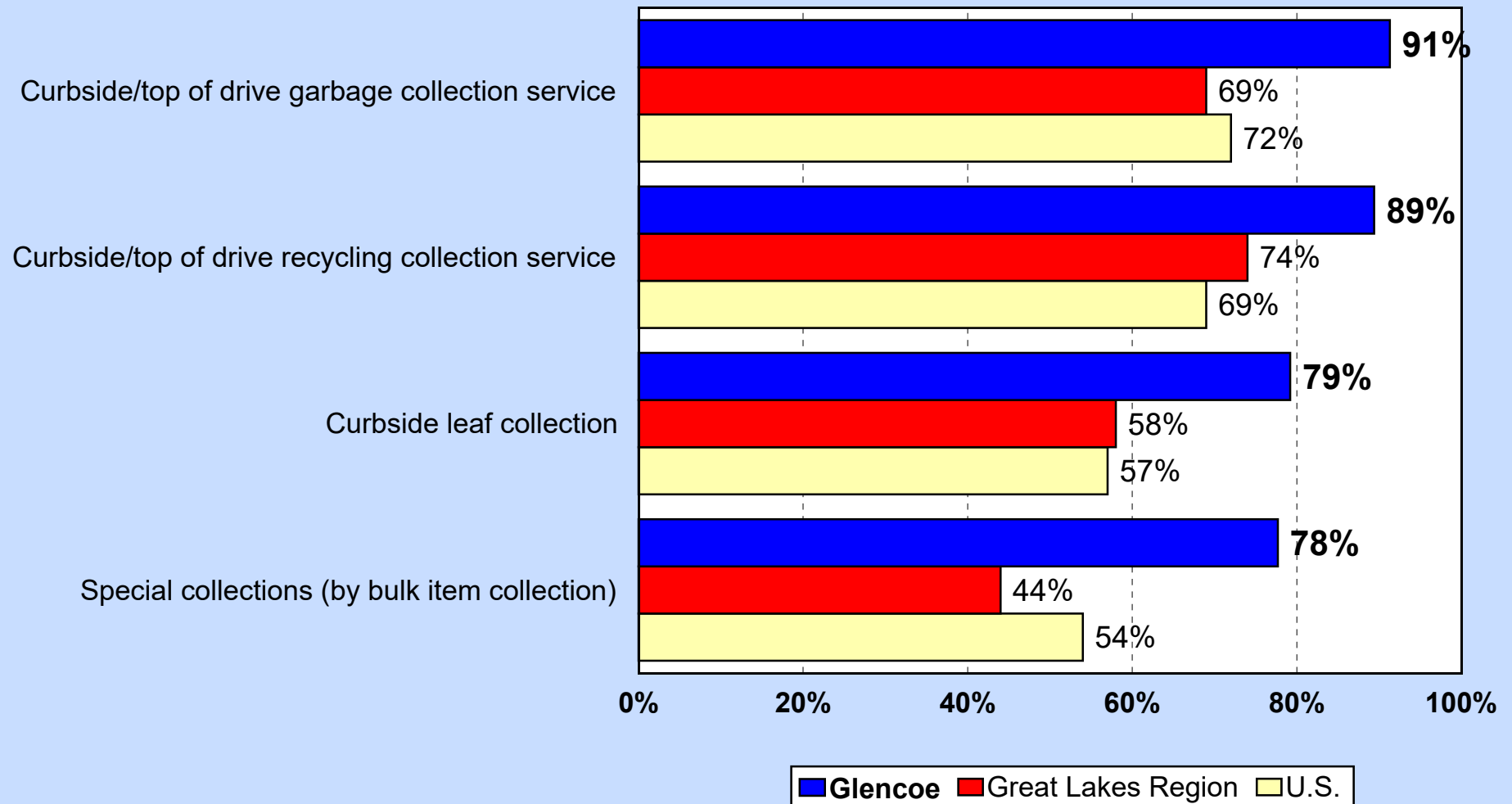


Source: 2019 ETC Institute

Overall Satisfaction with Garbage, Recycling and Special Collection Services

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

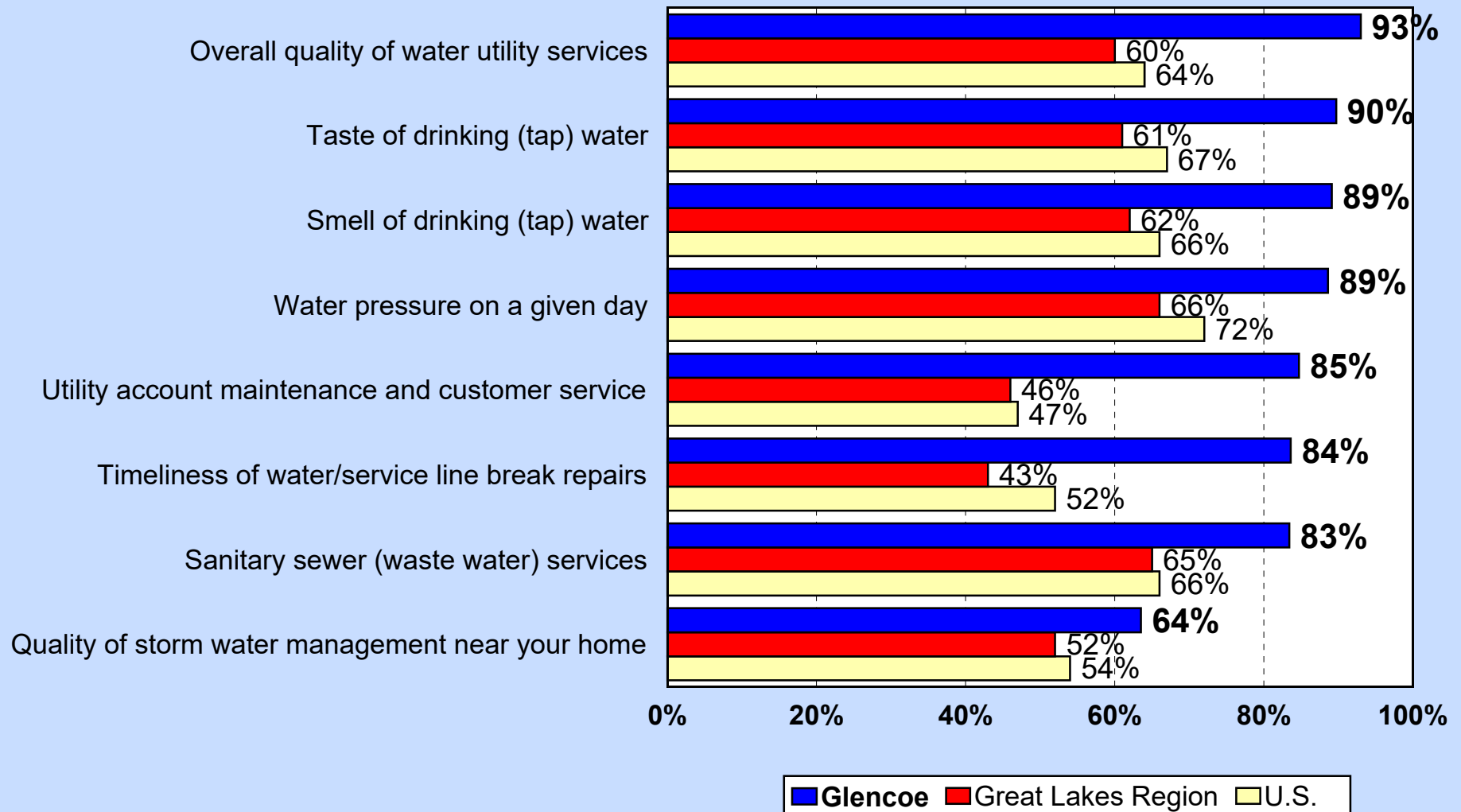
by percentage of respondents who rated the item 4 or 5 on a 5-point scale (excluding don't knows)



Source: 2019 ETC Institute

Overall Satisfaction with Utility Services Glencoe vs. Great Lakes Region vs. the U.S.

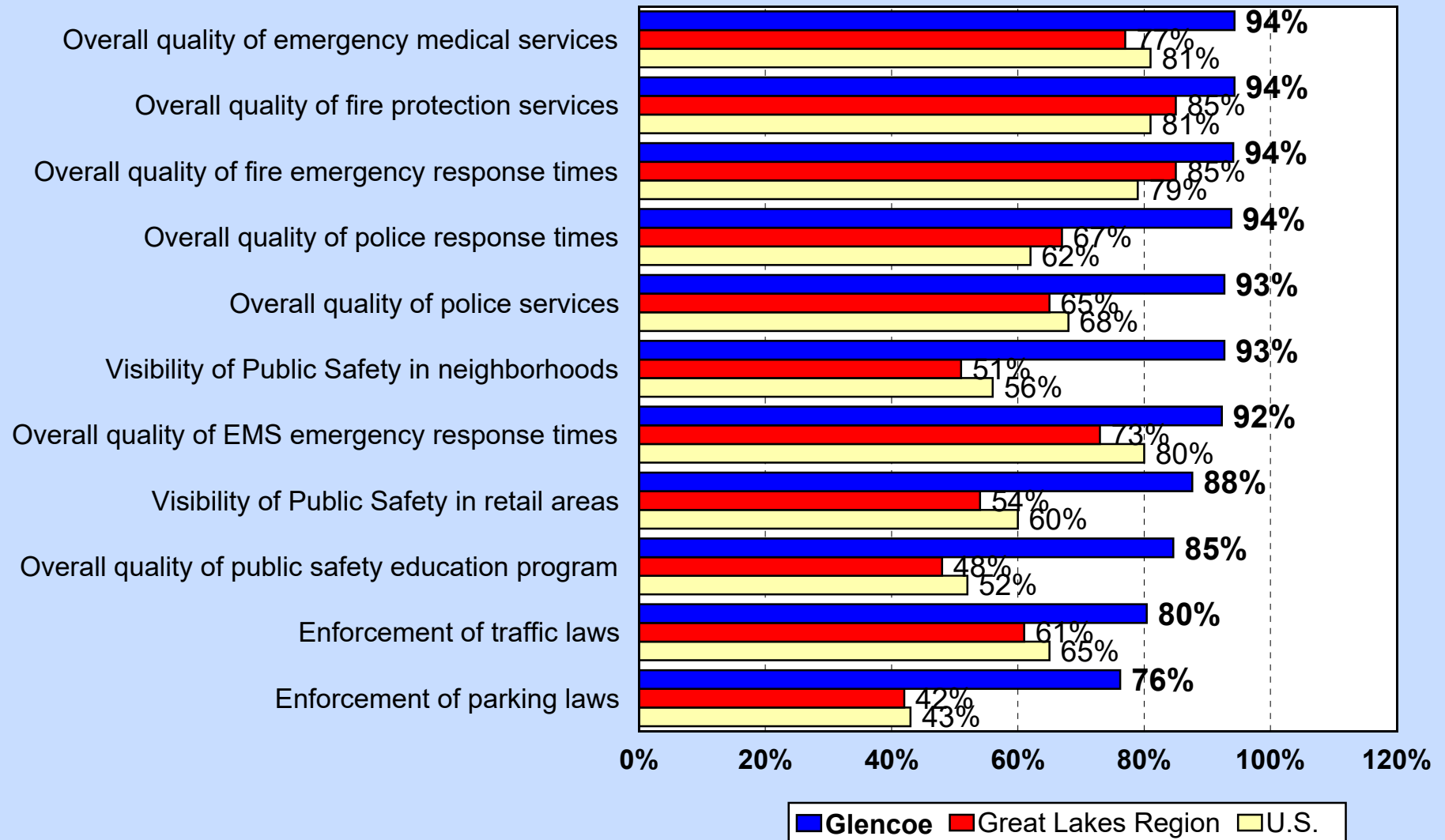
by percentage of respondents who rated the item 4 or 5 on a 5-point scale (excluding don't knows)



Source: 2019 ETC Institute

Overall Satisfaction with Police, Fire & Paramedic Services Glencoe vs. Great Lakes Region vs. the U.S.

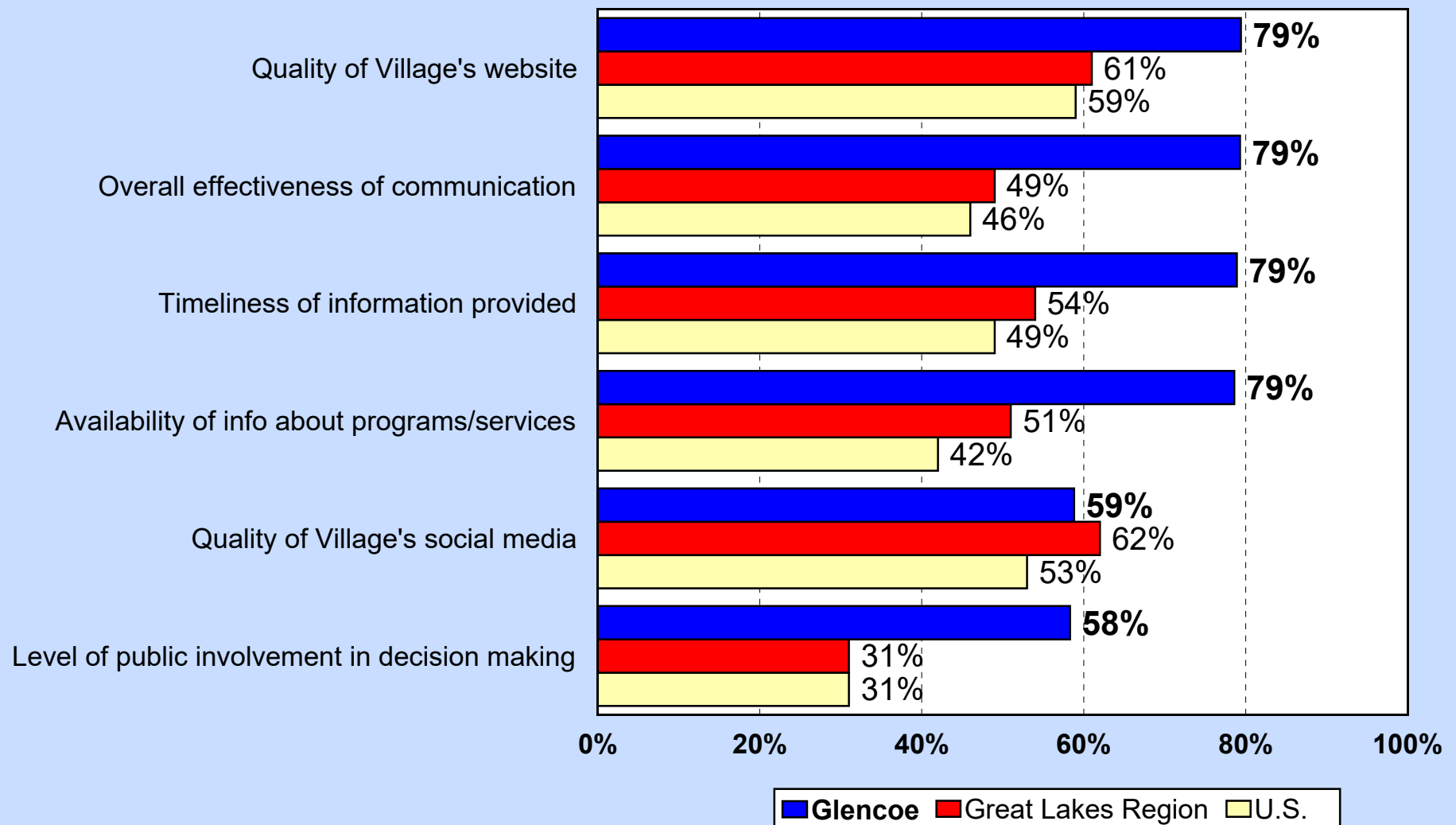
by percentage of respondents who rated the item 4 or 5 on a 5-point scale (excluding don't knows)



Source: 2019 ETC Institute

Overall Satisfaction with Communication Glencoe vs. Great Lakes Region vs. the U.S.

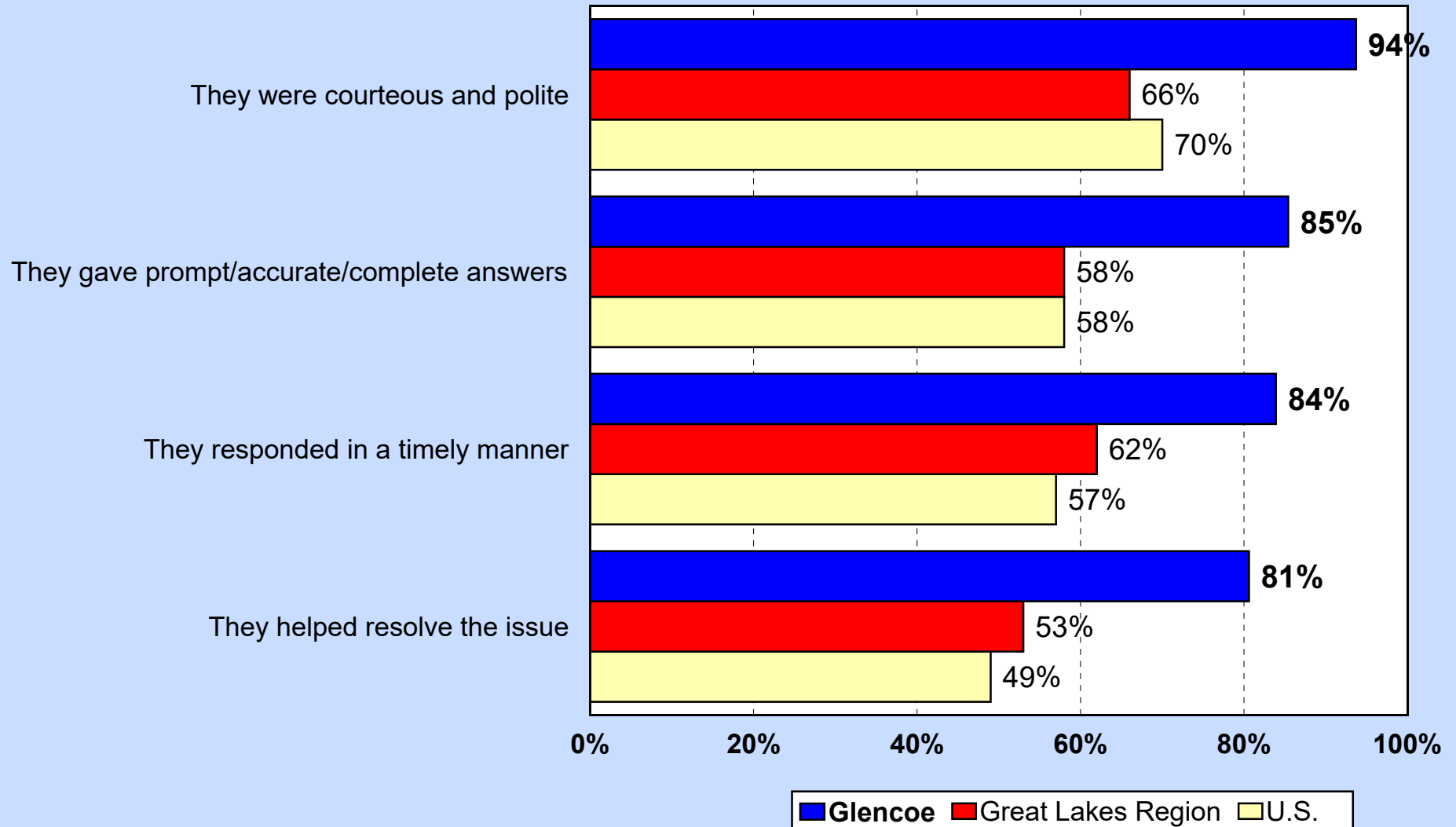
by percentage of respondents who rated the item 4 or 5 on a 5-point scale (excluding don't knows)



Source: 2019 ETC Institute

Overall Satisfaction with Customer Service Glencoe vs. Great Lakes Region vs. the U.S.

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



Source: 2019 ETC Institute

Section 3:

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Village of Glencoe, Illinois

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

Methodology

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

Example of the Calculation. Respondents were asked to identify the maintenance services they thought should receive the most emphasis over the next two years. Approximately thirty-three percent (32.8%) selected *adequacy of street lighting in residential areas* as one of the most important services for the Village to emphasize over the next two years.

With regard to satisfaction, 65.9% of the residents surveyed rated *adequacy of street lighting in residential areas* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 32.8% was multiplied by 34.1% (1-0.659). This calculation yielded an I-S rating of **0.1118**, which was ranked first out of fourteen maintenance categories.



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

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

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

Interpreting the Ratings

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

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

The results for 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
<u>High Priority (IS .10 - .20)</u>						
Adequacy of street lighting in residential areas	33%	5	66%	13	0.1118	1
<u>Medium Priority (IS <.10)</u>						
Snow plowing of sidewalks	31%	6	71%	11	0.0900	2
Maintenance of sidewalks	41%	2	81%	8	0.0787	3
Maintenance of Village streets	48%	1	88%	4	0.0557	4
Mowing/trimming of private lawns/trees/shrubs	14%	11	64%	14	0.0519	5
Maintenance of unique architectural character	18%	8	75%	10	0.0452	6
Enforcement of residential property maintenance	13%	12	68%	12	0.0426	7
Accessibility of streets/sidewalks/buildings for people with disabilities	18%	9	76%	9	0.0418	8
Snow plowing of Village streets	33%	4	89%	3	0.0374	9
Maintenance of the Village's downtown	36%	3	94%	2	0.0233	10
Maintenance of public parkway trees	15%	10	85%	6	0.0221	11
Quality of urban forest	12%	13	84%	7	0.0187	12
Mowing/trimming along streets and public areas	10%	14	86%	5	0.0149	13
Overall cleanliness of streets and public areas	29%	7	96%	1	0.0109	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, third, fourth and fifth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

Village of Glencoe, IL

Police, Fire and Paramedic Services

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 lesser crimes	38%	2	82%	12	0.0669	1
Efforts to prevent serious crimes	45%	1	86%	10	0.0640	2
Enforcement of traffic laws	19%	6	80%	13	0.0380	3
Visibility of Public Safety in neighborhoods	35%	3	93%	6	0.0256	4
Visibility of Public Safety in retail areas	18%	7	88%	9	0.0217	5
Overall quality of public safety education programs	12%	12	85%	11	0.0188	6
Enforcement of parking laws	8%	14	76%	14	0.0179	7
Overall quality of police services	22%	4	93%	5	0.0162	8
Overall quality of emergency medical services	22%	5	94%	1	0.0125	9
Overall quality of EMS emergency response times	15%	10	92%	7	0.0115	10
Overall quality of non-emergency services	8%	13	89%	8	0.0097	11
Overall quality of fire protection services	17%	8	94%	2	0.0096	12
Overall quality of fire emergency response times	16%	9	94%	3	0.0093	13
Overall quality of police response times	15%	11	94%	4	0.0091	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, third, fourth and fifth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction 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 two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

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 the Village should DEFINITELY 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.

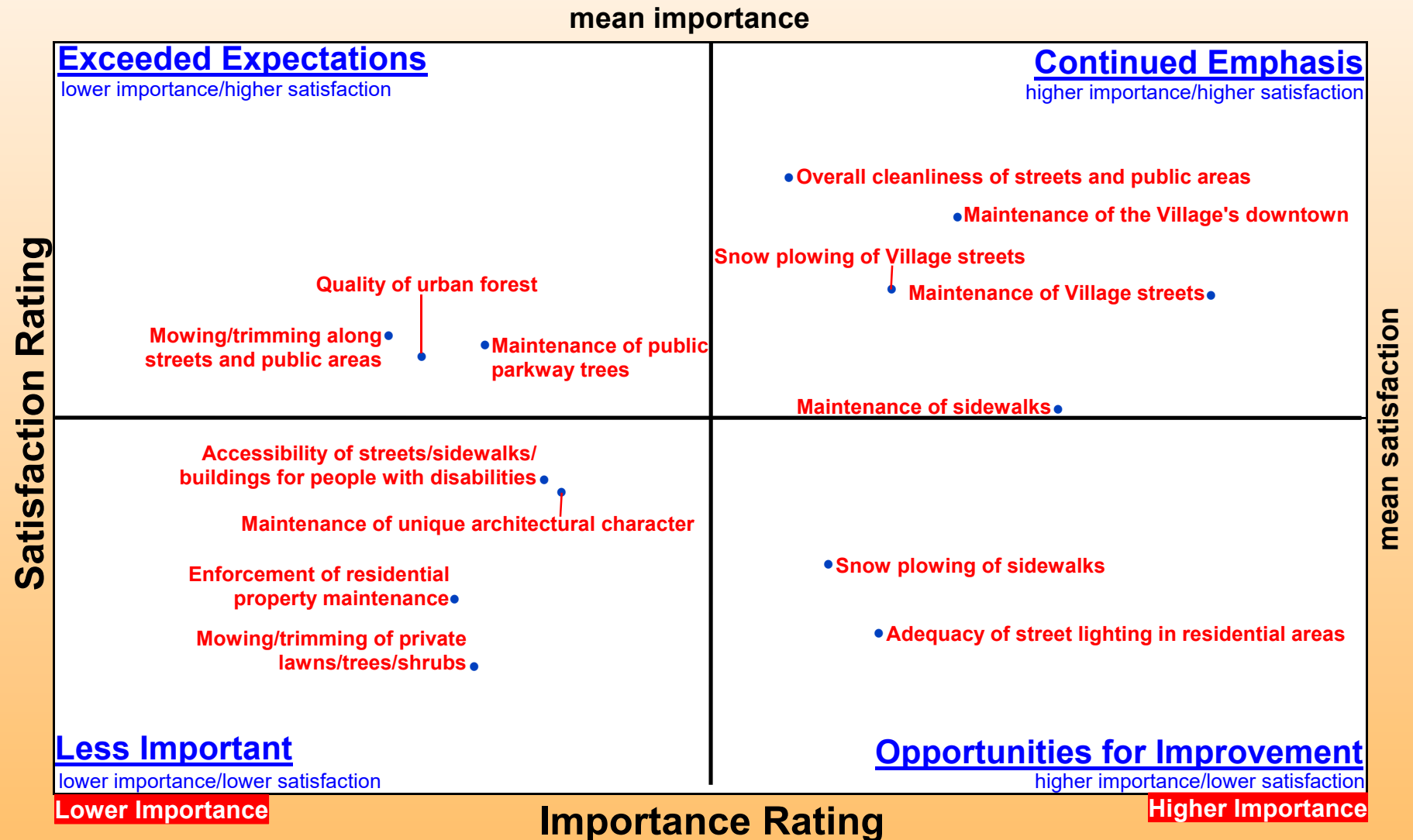
Matrices showing the results for Glencoe are provided on the following pages.

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)

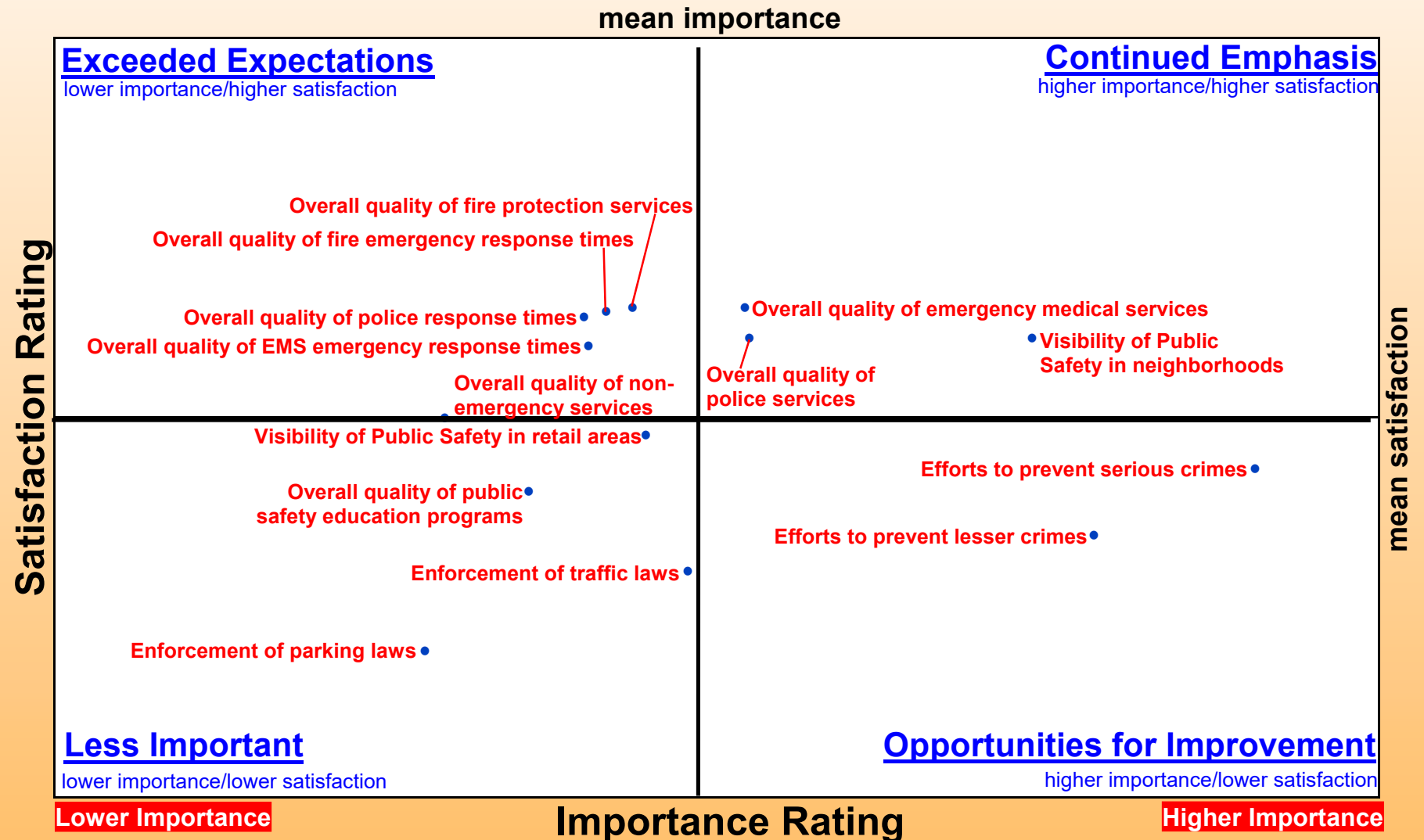


Source: ETC Institute (2019)

Village of Glencoe Community Survey Importance-Satisfaction Assessment Matrix

-Police, Fire and Paramedic Services-

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



Source: ETC Institute (2019)

Section 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=610)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. Glencoe as a place to live	80.5%	18.4%	0.5%	0.0%	0.2%	0.5%
Q1-2. Glencoe as a place to raise children	76.7%	14.9%	2.3%	0.2%	0.2%	5.7%
Q1-3. As a place for young adults (ages 18-35)	23.0%	23.0%	23.0%	8.2%	2.5%	20.5%
Q1-4. Glencoe as a place to work	16.4%	12.0%	20.8%	5.9%	2.1%	42.8%
Q1-5. Glencoe as a place to visit	36.4%	36.4%	13.1%	3.9%	0.5%	9.7%
Q1-6. Glencoe as a place to retire	25.1%	23.9%	16.7%	8.9%	6.6%	18.9%
Q1-7. Glencoe as a community that is moving in right direction	33.4%	39.0%	17.7%	3.4%	1.8%	4.6%
Q1-8. Glencoe as a welcoming & inclusive community	37.0%	35.7%	15.9%	6.4%	2.5%	2.5%
Q1-9. Variety of shopping opportunities	7.4%	27.4%	30.7%	25.4%	7.9%	1.3%
Q1-10. Variety of options for eating/dining	8.2%	28.5%	26.9%	24.4%	10.3%	1.6%
Q1-11. Overall quality of life in Glencoe	59.5%	35.9%	3.6%	0.3%	0.2%	0.5%

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=610)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. Glencoe as a place to live	80.9%	18.5%	0.5%	0.0%	0.2%
Q1-2. Glencoe as a place to raise children	81.4%	15.8%	2.4%	0.2%	0.2%
Q1-3. As a place for young adults (ages 18-35)	28.9%	28.9%	28.9%	10.3%	3.1%
Q1-4. Glencoe as a place to work	28.7%	20.9%	36.4%	10.3%	3.7%
Q1-5. Glencoe as a place to visit	40.3%	40.3%	14.5%	4.4%	0.5%
Q1-6. Glencoe as a place to retire	30.9%	29.5%	20.6%	10.9%	8.1%
Q1-7. Glencoe as a community that is moving in right direction	35.1%	40.9%	18.6%	3.6%	1.9%
Q1-8. Glencoe as a welcoming & inclusive community	38.0%	36.6%	16.3%	6.6%	2.5%
Q1-9. Variety of shopping opportunities	7.5%	27.7%	31.1%	25.7%	8.0%
Q1-10. Variety of options for eating/dining	8.3%	29.0%	27.3%	24.8%	10.5%
Q1-11. Overall quality of life in Glencoe	59.8%	36.1%	3.6%	0.3%	0.2%

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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Appearance of Village	62.0%	33.6%	2.3%	0.8%	0.3%	1.0%
Q2-2. Quality of schools	63.4%	18.5%	4.1%	1.0%	0.7%	12.3%
Q2-3. Access to hospitals & medical services	38.4%	39.0%	14.6%	2.1%	0.5%	5.4%
Q2-4. Quality of parks & recreation services	61.1%	30.8%	5.7%	0.7%	0.5%	1.1%
Q2-5. Access to green space	72.0%	23.4%	3.1%	0.2%	0.2%	1.1%
Q2-6. Quality of library	70.2%	21.3%	3.6%	0.5%	0.3%	4.1%
Q2-7. Access to arts & cultural amenities	48.4%	33.3%	14.6%	1.1%	0.2%	2.5%
Q2-8. Ease of access to places you usually visit	49.0%	35.7%	10.0%	3.3%	0.7%	1.3%
Q2-9. Ease of access to public transportation	58.4%	28.5%	7.5%	1.3%	0.3%	3.9%
Q2-10. Walkability to downtown & other amenities	65.2%	26.7%	6.6%	0.5%	0.2%	0.8%
Q2-11. Vibrancy of downtown	23.3%	40.8%	23.9%	7.7%	2.5%	1.8%
Q2-12. Availability & integration of biking lanes & trails	29.0%	32.6%	21.6%	6.4%	1.1%	9.2%
Q2-13. Availability of parking in downtown	17.5%	31.5%	22.3%	20.2%	6.9%	1.6%
Q2-14. Sense of community	33.0%	40.8%	17.9%	4.4%	1.5%	2.5%
Q2-15. Diversity in housing stock	14.4%	26.6%	33.4%	13.1%	4.9%	7.5%
Q2-16. Presence of historic structures	21.1%	33.8%	28.4%	5.7%	3.1%	7.9%
Q2-17. Inclusion of diverse populations	16.9%	23.8%	27.5%	17.7%	7.0%	7.0%
Q2-18. Environmental awareness	33.9%	39.3%	15.6%	5.2%	2.1%	3.8%

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
Q2-19. Feeling of safety in your neighborhood	68.0%	26.2%	3.8%	0.8%	0.3%	0.8%
Q2-20. Feeling of safety in your community	68.0%	28.0%	2.8%	0.5%	0.2%	0.5%
Q2-21. Overall image & reputation of Glencoe	64.9%	30.2%	3.1%	1.0%	0.2%	0.7%

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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Appearance of Village	62.6%	33.9%	2.3%	0.8%	0.3%
Q2-2. Quality of schools	72.3%	21.1%	4.7%	1.1%	0.7%
Q2-3. Access to hospitals & medical services	40.6%	41.2%	15.4%	2.3%	0.5%
Q2-4. Quality of parks & recreation services	61.9%	31.2%	5.8%	0.7%	0.5%
Q2-5. Access to green space	72.8%	23.7%	3.2%	0.2%	0.2%
Q2-6. Quality of library	73.2%	22.2%	3.8%	0.5%	0.3%
Q2-7. Access to arts & cultural amenities	49.6%	34.1%	15.0%	1.2%	0.2%
Q2-8. Ease of access to places you usually visit	49.7%	36.2%	10.1%	3.3%	0.7%
Q2-9. Ease of access to public transportation	60.8%	29.7%	7.8%	1.4%	0.3%
Q2-10. Walkability to downtown & other amenities	65.8%	26.9%	6.6%	0.5%	0.2%
Q2-11. Vibrancy of downtown	23.7%	41.6%	24.4%	7.8%	2.5%
Q2-12. Availability & integration of biking lanes & trails	31.9%	35.9%	23.8%	7.0%	1.3%
Q2-13. Availability of parking in downtown	17.8%	32.0%	22.7%	20.5%	7.0%
Q2-14. Sense of community	33.8%	41.8%	18.3%	4.5%	1.5%
Q2-15. Diversity in housing stock	15.6%	28.7%	36.2%	14.2%	5.3%
Q2-16. Presence of historic structures	23.0%	36.7%	30.8%	6.2%	3.4%
Q2-17. Inclusion of diverse populations	18.2%	25.6%	29.6%	19.0%	7.6%
Q2-18. Environmental awareness	35.3%	40.9%	16.2%	5.5%	2.2%
Q2-19. Feeling of safety in your neighborhood	68.6%	26.4%	3.8%	0.8%	0.3%
Q2-20. Feeling of safety in your community	68.4%	28.2%	2.8%	0.5%	0.2%
Q2-21. Overall image & reputation of Glencoe	65.3%	30.4%	3.1%	1.0%	0.2%

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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of Village services	54.9%	37.4%	5.1%	1.0%	0.7%	1.0%
Q3-2. Value received for your Village tax & fees	33.8%	37.2%	16.1%	8.2%	2.3%	2.5%
Q3-3. Overall transparency & accountability of Village actions	33.0%	33.0%	16.6%	5.6%	1.8%	10.2%
Q3-4. Overall Village financial condition	33.8%	32.6%	14.6%	1.8%	0.5%	16.7%
Q3-5. Ease of access to Village staff	40.7%	37.0%	13.3%	2.6%	0.5%	5.9%
Q3-6. Responsiveness of Village staff	41.0%	36.4%	11.6%	3.3%	1.0%	6.7%
Q3-7. Ease of access to Village Board of Trustees	18.0%	14.9%	20.0%	3.0%	1.1%	43.0%
Q3-8. Responsiveness of Village Board of Trustees	15.6%	14.8%	19.3%	2.8%	1.5%	46.1%

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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of Village services	55.5%	37.7%	5.1%	1.0%	0.7%
Q3-2. Value received for your Village tax & fees	34.6%	38.2%	16.5%	8.4%	2.4%
Q3-3. Overall transparency & accountability of Village actions	36.7%	36.7%	18.4%	6.2%	2.0%
Q3-4. Overall Village financial condition	40.6%	39.2%	17.5%	2.2%	0.6%
Q3-5. Ease of access to Village staff	43.2%	39.4%	14.1%	2.8%	0.5%
Q3-6. Responsiveness of Village staff	43.9%	39.0%	12.5%	3.5%	1.1%
Q3-7. Ease of access to Village Board of Trustees	31.6%	26.1%	35.1%	5.2%	2.0%
Q3-8. Responsiveness of Village Board of Trustees	28.9%	27.4%	35.9%	5.2%	2.7%

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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Maintenance of Village streets	44.4%	43.6%	8.0%	2.8%	0.7%	0.5%
Q4-2. Maintenance of sidewalks	38.0%	42.1%	12.0%	5.4%	1.6%	0.8%
Q4-3. Maintenance of Village's downtown	51.5%	41.1%	5.9%	0.5%	0.0%	1.0%
Q4-4. Accessibility of streets, sidewalks & buildings for people with disabilities	23.0%	25.6%	12.5%	2.0%	0.8%	36.2%
Q4-5. Overall cleanliness of streets & public areas	62.1%	33.6%	3.0%	0.8%	0.0%	0.5%
Q4-6. Adequacy of Village street lighting in residential areas	32.6%	32.3%	14.8%	15.7%	3.1%	1.5%
Q4-7. Mowing/trimming along streets & public areas	46.6%	38.2%	10.2%	3.1%	0.8%	1.1%
Q4-8. Maintenance of public parkway trees	47.0%	36.6%	9.8%	3.3%	1.5%	1.8%
Q4-9. Quality (including size & diversity) of urban forest	43.0%	33.9%	12.3%	1.5%	0.5%	8.9%
Q4-10. Maintenance of unique architectural character	36.4%	34.6%	16.2%	5.1%	2.0%	5.7%
Q4-11. Snow plowing of Village streets	48.7%	37.0%	6.4%	3.6%	0.8%	3.4%
Q4-12. Snow plowing of sidewalks	32.0%	34.6%	14.8%	10.5%	2.6%	5.6%
Q4-13. Enforcement of residential property maintenance (exterior of a structure)	23.8%	29.3%	16.1%	6.6%	2.1%	22.1%
Q4-14. Enforcement of mowing & trimming of private lawns, trees & shrubs	24.4%	26.6%	17.9%	8.5%	2.6%	20.0%
Q4-15. Other	3.1%	3.1%	12.5%	25.0%	53.1%	3.1%

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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Maintenance of Village streets	44.6%	43.8%	8.1%	2.8%	0.7%
Q4-2. Maintenance of sidewalks	38.3%	42.5%	12.1%	5.5%	1.7%
Q4-3. Maintenance of Village's downtown	52.0%	41.6%	6.0%	0.5%	0.0%
Q4-4. Accessibility of streets, sidewalks & buildings for people with disabilities	36.0%	40.1%	19.5%	3.1%	1.3%
Q4-5. Overall cleanliness of streets & public areas	62.4%	33.8%	3.0%	0.8%	0.0%
Q4-6. Adequacy of Village street lighting in residential areas	33.1%	32.8%	15.0%	16.0%	3.2%
Q4-7. Mowing/trimming along streets & public areas	47.1%	38.6%	10.3%	3.2%	0.8%
Q4-8. Maintenance of public parkway trees	47.9%	37.2%	10.0%	3.3%	1.5%
Q4-9. Quality (including size & diversity) of urban forest	47.1%	37.2%	13.5%	1.6%	0.5%
Q4-10. Maintenance of unique architectural character	38.6%	36.7%	17.2%	5.4%	2.1%
Q4-11. Snow plowing of Village streets	50.4%	38.4%	6.6%	3.7%	0.8%
Q4-12. Snow plowing of sidewalks	33.9%	36.6%	15.6%	11.1%	2.8%
Q4-13. Enforcement of residential property maintenance (exterior of a structure)	30.5%	37.7%	20.6%	8.4%	2.7%
Q4-14. Enforcement of mowing & trimming of private lawns, trees & shrubs	30.5%	33.2%	22.3%	10.7%	3.3%
Q4-15. Other	3.2%	3.2%	12.9%	25.8%	54.8%

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

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Village streets	117	19.2 %
Maintenance of sidewalks	43	7.0 %
Maintenance of Village's downtown	55	9.0 %
Accessibility of streets, sidewalks & buildings for people with disabilities	26	4.3 %
Overall cleanliness of streets & public areas	25	4.1 %
Adequacy of Village street lighting in residential areas	68	11.1 %
Mowing/trimming along streets & public areas	9	1.5 %
Maintenance of public parkway trees	14	2.3 %
Quality (including size & diversity) of urban forest	7	1.1 %
Maintenance of unique architectural character	27	4.4 %
Snow plowing of Village streets	44	7.2 %
Snow plowing of sidewalks	28	4.6 %
Enforcement of residential property maintenance (exterior of a structure)	14	2.3 %
Enforcement of mowing & trimming of private lawns, trees & shrubs	16	2.6 %
Other	12	2.0 %
None chosen	105	17.2 %
Total	610	100.0 %

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

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Village streets	62	10.2 %
Maintenance of sidewalks	75	12.3 %
Maintenance of Village's downtown	50	8.2 %
Accessibility of streets, sidewalks & buildings for people with disabilities	19	3.1 %
Overall cleanliness of streets & public areas	34	5.6 %
Adequacy of Village street lighting in residential areas	43	7.0 %
Mowing/trimming along streets & public areas	5	0.8 %
Maintenance of public parkway trees	9	1.5 %
Quality (including size & diversity) of urban forest	16	2.6 %
Maintenance of unique architectural character	20	3.3 %
Snow plowing of Village streets	48	7.9 %
Snow plowing of sidewalks	61	10.0 %
Enforcement of residential property maintenance (exterior of a structure)	11	1.8 %
Enforcement of mowing & trimming of private lawns, trees & shrubs	19	3.1 %
Other	3	0.5 %
None chosen	135	22.1 %
Total	610	100.0 %

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

Q5. 3rd choice	Number	Percent
Maintenance of Village streets	51	8.4 %
Maintenance of sidewalks	55	9.0 %
Maintenance of Village's downtown	46	7.5 %
Accessibility of streets, sidewalks & buildings for people with disabilities	24	3.9 %
Overall cleanliness of streets & public areas	32	5.2 %
Adequacy of Village street lighting in residential areas	43	7.0 %
Mowing/trimming along streets & public areas	15	2.5 %
Maintenance of public parkway trees	19	3.1 %
Quality (including size & diversity) of urban forest	17	2.8 %
Maintenance of unique architectural character	19	3.1 %
Snow plowing of Village streets	41	6.7 %
Snow plowing of sidewalks	39	6.4 %
Enforcement of residential property maintenance (exterior of a structure)	23	3.8 %
Enforcement of mowing & trimming of private lawns, trees & shrubs	14	2.3 %
Other	3	0.5 %
None chosen	169	27.7 %
Total	610	100.0 %

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

Q5. 4th choice	Number	Percent
Maintenance of Village streets	37	6.1 %
Maintenance of sidewalks	40	6.6 %
Maintenance of Village's downtown	34	5.6 %
Accessibility of streets, sidewalks & buildings for people with disabilities	22	3.6 %
Overall cleanliness of streets & public areas	42	6.9 %
Adequacy of Village street lighting in residential areas	24	3.9 %
Mowing/trimming along streets & public areas	19	3.1 %
Maintenance of public parkway trees	22	3.6 %
Quality (including size & diversity) of urban forest	19	3.1 %
Maintenance of unique architectural character	21	3.4 %
Snow plowing of Village streets	44	7.2 %
Snow plowing of sidewalks	32	5.2 %
Enforcement of residential property maintenance (exterior of a structure)	15	2.5 %
Enforcement of mowing & trimming of private lawns, trees & shrubs	20	3.3 %
Other	2	0.3 %
None chosen	217	35.6 %
Total	610	100.0 %

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

Q5. 5th choice	Number	Percent
Maintenance of Village streets	25	4.1 %
Maintenance of sidewalks	37	6.1 %
Maintenance of Village's downtown	37	6.1 %
Accessibility of streets, sidewalks & buildings for people with disabilities	16	2.6 %
Overall cleanliness of streets & public areas	42	6.9 %
Adequacy of Village street lighting in residential areas	23	3.8 %
Mowing/trimming along streets & public areas	15	2.5 %
Maintenance of public parkway trees	26	4.3 %
Quality (including size & diversity) of urban forest	14	2.3 %
Maintenance of unique architectural character	25	4.1 %
Snow plowing of Village streets	27	4.4 %
Snow plowing of sidewalks	26	4.3 %
Enforcement of residential property maintenance (exterior of a structure)	18	3.0 %
Enforcement of mowing & trimming of private lawns, trees & shrubs	18	3.0 %
Other	2	0.3 %
None chosen	259	42.5 %
Total	610	100.0 %

SUM OF TOP 5 CHOICES

Q5. Which FIVE of the areas of MAINTENANCE listed in Question 4 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 5)

Q5. Sum of top 5 choices	Number	Percent
Maintenance of Village streets	292	47.9 %
Maintenance of sidewalks	250	41.0 %
Maintenance of Village's downtown	222	36.4 %
Accessibility of streets, sidewalks & buildings for people with disabilities	107	17.5 %
Overall cleanliness of streets & public areas	175	28.7 %
Adequacy of Village street lighting in residential areas	201	33.0 %
Mowing/trimming along streets & public areas	63	10.3 %
Maintenance of public parkway trees	90	14.8 %
Quality (including size & diversity) of urban forest	73	12.0 %
Maintenance of unique architectural character	112	18.4 %
Snow plowing of Village streets	204	33.4 %
Snow plowing of sidewalks	186	30.5 %
Enforcement of residential property maintenance (exterior of a structure)	81	13.3 %
Enforcement of mowing & trimming of private lawns, trees & shrubs	87	14.3 %
Other	22	3.6 %
None chosen	105	17.2 %
Total	2270	

Q6. Are you satisfied with the process to report non-emergency problems/Public Works requests (e.g. potholes, tree trimming, sidewalk repairs, etc.) to the Village?

Q6. Are you satisfied with the process to report non-emergency problems/Public Works requests to Village	Number	Percent
Yes	487	79.8 %
No	57	9.3 %
Not provided	66	10.8 %
Total	610	100.0 %

WITHOUT “NOT PROVIDED”

Q6. Are you satisfied with the process to report non-emergency problems/Public Works requests (e.g. potholes, tree trimming, sidewalk repairs, etc.) to the Village? (without "not provided")

Q6. Are you satisfied with the process to report non-emergency problems/Public Works requests to Village	Number	Percent
Yes	487	89.5 %
No	57	10.5 %
Total	544	100.0 %

Q7. What would be your MOST PREFERRED method for reporting non-emergency problems/Public Works requests to the Village?

Q7. What would be your most preferred method for reporting non-emergency problems/Public Works requests to Village

	Number	Percent
Phone call	330	54.1 %
Email	136	22.3 %
Website	70	11.5 %
App	47	7.7 %
In-Person to a staff member	13	2.1 %
Not provided	14	2.3 %
Total	610	100.0 %

WITHOUT "NOT PROVIDED"

Q7. What would be your MOST PREFERRED method for reporting non-emergency problems/Public Works requests to the Village? (without "not provided")

Q7. What would be your most preferred method for reporting non-emergency problems/Public Works requests to Village

	Number	Percent
Phone call	330	55.4 %
Email	136	22.8 %
Website	70	11.7 %
App	47	7.9 %
In-Person to a staff member	13	2.2 %
Total	596	100.0 %

Q8. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Process to submit a building permit application	8.9%	18.2%	14.4%	3.8%	2.8%	52.0%
Q8-2. Amount of time to obtain building permit after applying	7.5%	16.1%	14.6%	5.4%	3.4%	53.0%
Q8-3. Ease of completing regulatory processes (Zoning Board, Zoning Commission, Plan Commission, etc.)	5.1%	10.7%	16.6%	5.6%	3.1%	59.0%
Q8-4. Maintenance/cleanliness of residential construction sites	10.7%	31.6%	22.8%	4.4%	2.1%	28.4%
Q8-5. Permitted days/hours for residential construction & overall duration of construction projects	14.4%	31.8%	19.5%	5.1%	3.1%	26.1%
Q8-6. Permitted days/hours for residential professional landscape work	13.4%	34.6%	18.7%	7.9%	1.8%	23.6%
Q8-7. Regulation of residential construction vehicle traffic	11.0%	23.8%	21.3%	9.3%	4.9%	29.7%
Q8-8. Strength of Village historic preservation regulations	11.3%	19.7%	19.8%	5.9%	4.8%	38.5%

WITHOUT "DON'T KNOW"

Q8. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Process to submit a building permit application	18.4%	37.9%	30.0%	7.8%	5.8%
Q8-2. Amount of time to obtain building permit after applying	16.0%	34.1%	31.0%	11.5%	7.3%
Q8-3. Ease of completing regulatory processes (Zoning Board, Zoning Commission, Plan Commission, etc.)	12.4%	26.0%	40.4%	13.6%	7.6%
Q8-4. Maintenance/cleanliness of residential construction sites	14.9%	44.2%	31.8%	6.2%	3.0%
Q8-5. Permitted days/hours for residential construction & overall duration of construction projects	19.5%	43.0%	26.4%	6.9%	4.2%
Q8-6. Permitted days/hours for residential professional landscape work	17.6%	45.3%	24.5%	10.3%	2.4%
Q8-7. Regulation of residential construction vehicle traffic	15.6%	33.8%	30.3%	13.3%	7.0%
Q8-8. Strength of Village historic preservation regulations	18.4%	32.0%	32.3%	9.6%	7.7%

Q9. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Curbside/top of drive garbage collection service	52.0%	37.5%	5.9%	1.8%	0.8%	2.0%
Q9-2. Curbside/top of drive recycling collection service	50.8%	35.4%	6.1%	2.6%	1.5%	3.6%
Q9-3. Combined food scrap/yard waste collection	27.2%	21.8%	12.0%	4.4%	1.6%	33.0%
Q9-4. Special collections (by request bulk item collection)	29.3%	29.0%	11.8%	3.6%	1.3%	24.9%
Q9-5. Village semi-annual cleanup days	55.7%	31.0%	6.2%	1.1%	1.1%	4.8%
Q9-6. Curbside leaf collection	34.6%	28.5%	12.3%	3.1%	1.1%	20.3%
Q9-7. Total fees for garbage & recycling services	18.4%	39.2%	27.9%	8.2%	2.3%	4.1%
Q9-8. Customer service from Lakeshore Recycling Systems	26.4%	31.3%	19.2%	4.8%	1.8%	16.6%

WITHOUT "DON'T KNOW"

Q9. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Curbside/top of drive garbage collection service	53.0%	38.3%	6.0%	1.8%	0.8%
Q9-2. Curbside/top of drive recycling collection service	52.7%	36.7%	6.3%	2.7%	1.5%
Q9-3. Combined food scrap/yard waste collection	40.6%	32.5%	17.8%	6.6%	2.4%
Q9-4. Special collections (by request bulk item collection)	39.1%	38.6%	15.7%	4.8%	1.7%
Q9-5. Village semi-annual cleanup days	58.5%	32.5%	6.5%	1.2%	1.2%
Q9-6. Curbside leaf collection	43.4%	35.8%	15.4%	3.9%	1.4%
Q9-7. Total fees for garbage & recycling services	19.1%	40.9%	29.1%	8.5%	2.4%
Q9-8. Customer service from Lakeshore Recycling Systems	31.6%	37.5%	23.0%	5.7%	2.2%

Q10. SPECIAL PROGRAMS. In addition to the services listed above in Question 9, the Village also offers the following special programs. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Electronics recycling drop-off	20.8%	23.8%	12.3%	4.1%	1.0%	38.0%
Q10-2. Specialized item recycling drop off (batteries, light bulb, etc.)	23.4%	23.1%	11.6%	4.8%	1.3%	35.7%
Q10-3. Prescription drugs & sharps disposal	21.6%	18.4%	12.8%	2.8%	0.8%	43.6%
Q10-4. Document destruction	15.2%	14.8%	14.4%	3.8%	1.8%	50.0%

WITHOUT "DON'T KNOW"

Q10. SPECIAL PROGRAMS. In addition to the services listed above in Question 9, the Village also offers the following special programs. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Electronics recycling drop-off	33.6%	38.4%	19.8%	6.6%	1.6%
Q10-2. Specialized item recycling drop off (batteries, light bulb, etc.)	36.5%	36.0%	18.1%	7.4%	2.0%
Q10-3. Prescription drugs & sharps disposal	38.4%	32.6%	22.7%	4.9%	1.5%
Q10-4. Document destruction	30.5%	29.5%	28.9%	7.5%	3.6%

Q11. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Overall quality of water utility services	52.0%	38.4%	5.6%	1.0%	0.2%	3.0%
Q11-2. Taste of drinking (tap) water	56.7%	32.0%	7.4%	2.3%	0.5%	1.1%
Q11-3. Smell of drinking (tap) water	55.4%	32.6%	8.7%	1.6%	0.5%	1.1%
Q11-4. Utility account maintenance & customer service	37.5%	36.7%	12.3%	0.8%	0.3%	12.3%
Q11-5. Water pressure on a given day	50.3%	35.7%	8.7%	2.0%	0.5%	2.8%
Q11-6. Timeliness of water/ service line break repairs	28.9%	23.0%	9.0%	0.8%	0.3%	38.0%
Q11-7. Sanitary sewer (waste water) services	33.8%	33.1%	11.1%	1.3%	0.8%	19.8%
Q11-8. Ease of paying water bill	50.0%	36.2%	7.7%	1.5%	0.2%	4.4%
Q11-9. Quality of storm water management near your home	24.8%	34.3%	16.6%	11.8%	5.6%	7.0%

WITHOUT "DON'T KNOW"

Q11. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Overall quality of water utility services	53.5%	39.5%	5.7%	1.0%	0.2%
Q11-2. Taste of drinking (tap) water	57.4%	32.3%	7.5%	2.3%	0.5%
Q11-3. Smell of drinking (tap) water	56.1%	33.0%	8.8%	1.7%	0.5%
Q11-4. Utility account maintenance & customer service	42.8%	41.9%	14.0%	0.9%	0.4%
Q11-5. Water pressure on a given day	51.8%	36.8%	8.9%	2.0%	0.5%
Q11-6. Timeliness of water/service line break repairs	46.6%	37.0%	14.6%	1.3%	0.5%
Q11-7. Sanitary sewer (waste water) services	42.1%	41.3%	13.9%	1.6%	1.0%
Q11-8. Ease of paying water bill	52.3%	37.9%	8.1%	1.5%	0.2%
Q11-9. Quality of storm water management near your home	26.6%	36.9%	17.8%	12.7%	6.0%

Q12. 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."

(N=610)

	Very important	Important	Neutral	Not important	Not at all important	Don't know
Q12-1. Recycling, waste management, composting	60.2%	25.9%	6.6%	0.7%	0.8%	5.9%
Q12-2. Reduction of single-use plastics	54.3%	25.1%	10.0%	1.5%	2.0%	7.2%
Q12-3. Green infrastructure, green buildings, sustainable planning	45.4%	28.9%	14.6%	1.1%	2.3%	7.7%
Q12-4. Availability of alternative energy, renewable energy options	42.0%	26.2%	17.5%	2.5%	3.0%	8.9%
Q12-5. Resource conservation (water, energy)	47.7%	30.7%	9.8%	0.7%	1.8%	9.3%
Q12-6. Ravine management	35.7%	27.0%	16.7%	2.6%	1.0%	16.9%
Q12-7. Active transportation options (walking, biking)	48.5%	30.8%	11.3%	1.5%	0.8%	7.0%
Q12-8. Eco-friendly business practices	37.9%	31.8%	16.2%	2.1%	1.8%	10.2%

WITHOUT "DON'T KNOW"

Q12. 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." (without "don't know")

(N=610)

	Very important	Important	Neutral	Not important	Not at all important
Q12-1. Recycling, waste management, composting	63.9%	27.5%	7.0%	0.7%	0.9%
Q12-2. Reduction of single-use plastics	58.5%	27.0%	10.8%	1.6%	2.1%
Q12-3. Green infrastructure, green buildings, sustainable planning	49.2%	31.3%	15.8%	1.2%	2.5%
Q12-4. Availability of alternative energy, renewable energy options	46.0%	28.8%	19.2%	2.7%	3.2%
Q12-5. Resource conservation (water, energy)	52.6%	33.8%	10.8%	0.7%	2.0%
Q12-6. Ravine management	43.0%	32.5%	20.1%	3.2%	1.2%
Q12-7. Active transportation options (walking, biking)	52.2%	33.2%	12.2%	1.6%	0.9%
Q12-8. Eco-friendly business practices	42.2%	35.4%	18.1%	2.4%	2.0%

Q13. GLENCOE GOLF CLUB. Do you play golf?

Q13. Do you play golf	Number	Percent
Yes	215	35.2 %
No	393	64.4 %
Not provided	2	0.3 %
Total	610	100.0 %

WITHOUT "NOT PROVIDED"**Q13. GLENCOE GOLF CLUB. Do you play golf? (without "not provided")**

Q13. Do you play golf	Number	Percent
Yes	215	35.4 %
No	393	64.6 %
Total	608	100.0 %

Q13a. (If "YES" to Question 13) Please indicate the type of facility you most frequent.

Q13a. What type of facility do you most frequent	Number	Percent
Private club	66	30.7 %
Glencoe Golf Club	93	43.3 %
Other public course	54	25.1 %
Not provided	2	0.9 %
Total	215	100.0 %

WITHOUT "NOT PROVIDED"**Q13a. (If "YES" to Question 13) Please indicate the type of facility you most frequent. (without "not provided")**

Q13a. What type of facility do you most frequent	Number	Percent
Private club	66	31.0 %
Glencoe Golf Club	93	43.7 %
Other public course	54	25.4 %
Total	213	100.0 %

Q13b. (If "YES" to Question 13) How many times have you played golf this season?

Q13b. How many times have you played golf this season	Number	Percent
1-5	80	37.2 %
6-10	43	20.0 %
11+	89	41.4 %
Not provided	3	1.4 %
Total	215	100.0 %

WITHOUT "NOT PROVIDED"**Q13b. (If "YES" to Question 13) How many times have you played golf this season? (without "not provided")**

Q13b. How many times have you played golf this season	Number	Percent
1-5	80	37.7 %
6-10	43	20.3 %
11+	89	42.0 %
Total	212	100.0 %

Q13c. (If "YES" to Question 13) Have you utilized the driving range at the Glencoe Golf Club this season?

Q13c. Have you utilized the driving range at Glencoe Golf Club this season	Number	Percent
Yes	103	47.9 %
No	112	52.1 %
Total	215	100.0 %

Q14. GLENCOE GOLF CLUB. Plans are under consideration to potentially expand private event space rental options at the Glencoe Golf Club. Do you feel there is a need for additional private event space in the Village?

Q14. Is there a need for additional private event space in Village	Number	Percent
Yes	247	40.5 %
No	263	43.1 %
Not provided	100	16.4 %
Total	610	100.0 %

WITHOUT "NOT PROVIDED"

Q14. GLENCOE GOLF CLUB. Plans are under consideration to potentially expand private event space rental options at the Glencoe Golf Club. Do you feel there is a need for additional private event space in the Village? (without "not provided")

Q14. Is there a need for additional private event space in Village	Number	Percent
Yes	247	48.4 %
No	263	51.6 %
Total	510	100.0 %

Q15. POLICE, FIRE AND PARAMEDIC 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Visibility of Public Safety in neighborhoods	53.1%	37.7%	5.6%	0.8%	0.8%	2.0%
Q15-2. Visibility of Public Safety in retail areas	47.5%	35.4%	10.3%	1.0%	0.5%	5.2%
Q15-3. Efforts to prevent serious crimes (burglary, assault, etc.)	42.6%	32.8%	10.7%	1.0%	0.8%	12.1%
Q15-4. Efforts to prevent lesser crimes (vandalism, theft, etc.)	39.7%	32.8%	13.4%	1.3%	0.8%	12.0%
Q15-5. Enforcement of traffic laws (speeding, etc.)	40.7%	36.2%	11.0%	5.1%	2.6%	4.4%
Q15-6. Enforcement of parking laws	39.2%	32.1%	13.8%	5.7%	2.8%	6.4%
Q15-7. Overall quality of police services	63.8%	26.2%	5.4%	1.5%	0.2%	3.0%
Q15-8. Overall quality of police response times	59.7%	18.7%	3.9%	1.0%	0.3%	16.4%
Q15-9. Overall quality of fire protection services	59.7%	18.4%	4.6%	0.2%	0.0%	17.2%
Q15-10. Overall quality of fire emergency response times	55.7%	14.8%	3.8%	0.7%	0.0%	25.1%
Q15-11. Overall quality of emergency medical services (EMS)	56.4%	14.9%	3.8%	0.2%	0.3%	24.4%
Q15-12. Overall quality of EMS emergency response times	52.3%	12.5%	4.8%	0.3%	0.3%	29.8%
Q15-13. Overall quality of non-emergency services (house watch, car seat installation, animal control, walk-in blood pressure checks, etc.)	47.2%	20.8%	7.9%	0.7%	0.3%	23.1%

Q15. POLICE, FIRE AND PARAMEDIC 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
Q15-14. Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	36.1%	21.6%	9.3%	0.5%	0.7%	31.8%
Q15-15. Other	24.2%	3.0%	3.0%	18.2%	45.5%	6.1%

WITHOUT "DON'T KNOW"

Q15. POLICE, FIRE AND PARAMEDIC 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Visibility of Public Safety in neighborhoods	54.2%	38.5%	5.7%	0.8%	0.8%
Q15-2. Visibility of Public Safety in retail areas	50.2%	37.4%	10.9%	1.0%	0.5%
Q15-3. Efforts to prevent serious crimes (burglary, assault, etc.)	48.5%	37.3%	12.1%	1.1%	0.9%
Q15-4. Efforts to prevent lesser crimes (vandalism, theft, etc.)	45.1%	37.2%	15.3%	1.5%	0.9%
Q15-5. Enforcement of traffic laws (speeding, etc.)	42.5%	37.9%	11.5%	5.3%	2.7%
Q15-6. Enforcement of parking laws	41.9%	34.3%	14.7%	6.1%	3.0%
Q15-7. Overall quality of police services	65.7%	27.0%	5.6%	1.5%	0.2%
Q15-8. Overall quality of police response times	71.4%	22.4%	4.7%	1.2%	0.4%
Q15-9. Overall quality of fire protection services	72.1%	22.2%	5.5%	0.2%	0.0%
Q15-10. Overall quality of fire emergency response times	74.4%	19.7%	5.0%	0.9%	0.0%
Q15-11. Overall quality of emergency medical services (EMS)	74.6%	19.7%	5.0%	0.2%	0.4%
Q15-12. Overall quality of EMS emergency response times	74.5%	17.8%	6.8%	0.5%	0.5%
Q15-13. Overall quality of non-emergency services (house watch, car seat installation, animal control, walk-in blood pressure checks, etc.)	61.4%	27.1%	10.2%	0.9%	0.4%
Q15-14. Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	52.9%	31.7%	13.7%	0.7%	1.0%
Q15-15. Other	25.8%	3.2%	3.2%	19.4%	48.4%

Q16. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES listed in Question 15 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q16. Top choice	Number	Percent
Visibility of Public Safety in neighborhoods	90	14.8 %
Visibility of Public Safety in retail areas	10	1.6 %
Efforts to prevent serious crimes (burglary, assault, etc.)	135	22.1 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	22	3.6 %
Enforcement of traffic laws (speeding, etc.)	33	5.4 %
Enforcement of parking laws	8	1.3 %
Overall quality of police services	41	6.7 %
Overall quality of police response times	12	2.0 %
Overall quality of fire protection services	2	0.3 %
Overall quality of fire emergency response times	6	1.0 %
Overall quality of emergency medical services (EMS)	25	4.1 %
Overall quality of EMS emergency response times	19	3.1 %
Overall quality of non-emergency services (house watch, car seat installation, animal control, walk-in blood pressure checks, etc.)	2	0.3 %
Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	12	2.0 %
Other	6	1.0 %
None chosen	187	30.7 %
Total	610	100.0 %

Q16. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES listed in Question 15 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q16. 2nd choice	Number	Percent
Visibility of Public Safety in neighborhoods	39	6.4 %
Visibility of Public Safety in retail areas	38	6.2 %
Efforts to prevent serious crimes (burglary, assault, etc.)	50	8.2 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	100	16.4 %
Enforcement of traffic laws (speeding, etc.)	20	3.3 %
Enforcement of parking laws	11	1.8 %
Overall quality of police services	15	2.5 %
Overall quality of police response times	25	4.1 %
Overall quality of fire protection services	34	5.6 %
Overall quality of fire emergency response times	20	3.3 %
Overall quality of emergency medical services (EMS)	18	3.0 %
Overall quality of EMS emergency response times	12	2.0 %
Overall quality of non-emergency services (house watch, car seat installation, animal control, walk-in blood pressure checks, etc.)	9	1.5 %
Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	6	1.0 %
None chosen	213	34.9 %
Total	610	100.0 %

Q16. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES listed in Question 15 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q16. 3rd choice	Number	Percent
Visibility of Public Safety in neighborhoods	26	4.3 %
Visibility of Public Safety in retail areas	19	3.1 %
Efforts to prevent serious crimes (burglary, assault, etc.)	47	7.7 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	47	7.7 %
Enforcement of traffic laws (speeding, etc.)	30	4.9 %
Enforcement of parking laws	5	0.8 %
Overall quality of police services	27	4.4 %
Overall quality of police response times	27	4.4 %
Overall quality of fire protection services	25	4.1 %
Overall quality of fire emergency response times	26	4.3 %
Overall quality of emergency medical services (EMS)	43	7.0 %
Overall quality of EMS emergency response times	18	3.0 %
Overall quality of non-emergency services (house watch, car seat installation, animal control, walk-in blood pressure checks, etc.)	7	1.1 %
Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	12	2.0 %
None chosen	251	41.1 %
Total	610	100.0 %

Q16. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES listed in Question 15 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q16. 4th choice	Number	Percent
Visibility of Public Safety in neighborhoods	31	5.1 %
Visibility of Public Safety in retail areas	23	3.8 %
Efforts to prevent serious crimes (burglary, assault, etc.)	29	4.8 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	30	4.9 %
Enforcement of traffic laws (speeding, etc.)	15	2.5 %
Enforcement of parking laws	14	2.3 %
Overall quality of police services	29	4.8 %
Overall quality of police response times	16	2.6 %
Overall quality of fire protection services	30	4.9 %
Overall quality of fire emergency response times	26	4.3 %
Overall quality of emergency medical services (EMS)	18	3.0 %
Overall quality of EMS emergency response times	23	3.8 %
Overall quality of non-emergency services (house watch, car seat installation, animal control, walk-in blood pressure checks, etc.)	18	3.0 %
Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	13	2.1 %
Other	1	0.2 %
None chosen	294	48.2 %
Total	610	100.0 %

Q16. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES listed in Question 15 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q16. 5th choice	Number	Percent
Visibility of Public Safety in neighborhoods	27	4.4 %
Visibility of Public Safety in retail areas	17	2.8 %
Efforts to prevent serious crimes (burglary, assault, etc.)	14	2.3 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	32	5.2 %
Enforcement of traffic laws (speeding, etc.)	20	3.3 %
Enforcement of parking laws	8	1.3 %
Overall quality of police services	23	3.8 %
Overall quality of police response times	10	1.6 %
Overall quality of fire protection services	12	2.0 %
Overall quality of fire emergency response times	17	2.8 %
Overall quality of emergency medical services (EMS)	30	4.9 %
Overall quality of EMS emergency response times	18	3.0 %
Overall quality of non-emergency services (house watch, car seat installation, animal control, walk-in blood pressure checks, etc.)	15	2.5 %
Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	31	5.1 %
Other	7	1.1 %
None chosen	329	53.9 %
Total	610	100.0 %

SUM OF TOP 5 CHOICES

Q16. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES listed in Question 15 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 5)

Q16. Sum of top 5 choices	Number	Percent
Visibility of Public Safety in neighborhoods	213	34.9 %
Visibility of Public Safety in retail areas	107	17.5 %
Efforts to prevent serious crimes (burglary, assault, etc.)	275	45.1 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	231	37.9 %
Enforcement of traffic laws (speeding, etc.)	118	19.3 %
Enforcement of parking laws	46	7.5 %
Overall quality of police services	135	22.1 %
Overall quality of police response times	90	14.8 %
Overall quality of fire protection services	103	16.9 %
Overall quality of fire emergency response times	95	15.6 %
Overall quality of emergency medical services (EMS)	134	22.0 %
Overall quality of EMS emergency response times	90	14.8 %
Overall quality of non-emergency services (house watch, car seat installation, animal control, walk-in blood pressure checks, etc.)	51	8.4 %
Overall quality of public safety education programs (police & fire safety awareness programs, drug & violence prevention programs in schools, etc.)	74	12.1 %
Other	14	2.3 %
None chosen	187	30.7 %
Total	1963	

Q17. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Speed with which your call was answered	72.8%	16.9%	3.6%	3.6%	1.0%	2.1%
Q17-2. Quality of information and/or instructions given to you by 911 dispatcher	69.2%	14.9%	4.6%	4.1%	2.1%	5.1%
Q17-3. Emergency service response time	72.3%	17.9%	4.1%	2.6%	1.5%	1.5%
Q17-4. Overall quality of 911 services	71.8%	15.9%	5.6%	2.1%	2.1%	2.6%

WITHOUT "DON'T KNOW"

Q17. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Speed with which your call was answered	74.3%	17.3%	3.7%	3.7%	1.0%
Q17-2. Quality of information and/or instructions given to you by 911 dispatcher	73.0%	15.7%	4.9%	4.3%	2.2%
Q17-3. Emergency service response time	73.4%	18.2%	4.2%	2.6%	1.6%
Q17-4. Overall quality of 911 services	73.7%	16.3%	5.8%	2.1%	2.1%

Q18. What are your primary sources for information about Village activities and services?

Q18. What are your primary sources for information about Village activities & services	Number	Percent
Inside Glencoe Newsletter	453	74.3 %
Village website	298	48.9 %
Village Manager's Blog	38	6.2 %
Village GIS maps	8	1.3 %
Facebook	62	10.2 %
Twitter	13	2.1 %
Instagram	17	2.8 %
Nextdoor	207	33.9 %
Village eNews	193	31.6 %
Smart911	50	8.2 %
Word of mouth	232	38.0 %
Signs/posters in Downtown	195	32.0 %
Local news outlets	160	26.2 %
In-Person/Village Hall	59	9.7 %
Other	24	3.9 %
Total	2009	

Q18-15. Other

Q18-15. Other	Number	Percent
The Glencoe Anchor	10	41.7 %
Glencoe News	3	12.5 %
Text	1	4.2 %
Patch	1	4.2 %
Word of mouth	1	4.2 %
Email	1	4.2 %
The Weekend and The Glencoe Anchor	1	4.2 %
COYOTE REPORT	1	4.2 %
The Weekend	1	4.2 %
NEXTDOOR	1	4.2 %
GLENCOE ALERT	1	4.2 %
SNAPCHAT	1	4.2 %
Library newsletter	1	4.2 %
Total	24	100.0 %

Q19. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Overall effectiveness of communication from Village	34.1%	40.0%	16.4%	2.1%	0.8%	6.6%
Q19-2. Availability of information about Village programs & services	33.1%	39.7%	16.6%	2.6%	0.7%	7.4%
Q19-3. Timeliness of information provided by your Village government	30.2%	37.0%	15.7%	1.6%	0.7%	14.8%
Q19-4. Level of public involvement in decision making	16.7%	27.0%	22.6%	6.1%	2.6%	24.9%
Q19-5. Quality of Village newsletter (Inside Glencoe)	34.8%	39.3%	14.4%	0.7%	0.3%	10.5%
Q19-6. Quality of Village's website (www.villageofglencoe.org)	26.9%	34.3%	14.3%	1.5%	0.2%	23.0%
Q19-7. Quality of Village Manager's Blog	12.0%	11.5%	12.8%	0.7%	0.7%	62.5%
Q19-8. Quality of Village's social media (Facebook, Twitter, Instagram)	9.3%	8.9%	11.5%	0.7%	0.7%	69.0%
Q19-9. Quality of Village's email blast (Village eNews)	24.6%	27.0%	10.8%	0.8%	0.3%	36.4%
Q19-10. Quality of Smart911 (emergency/service update system)	17.0%	17.2%	11.6%	1.1%	1.5%	51.5%
Q19-11. Quality of annual budget documents	12.1%	17.7%	15.9%	2.1%	0.3%	51.8%
Q19-12. Quality of Village Board & Committee/Commission calendars, agendas & minutes	11.0%	20.3%	17.4%	1.3%	0.8%	49.2%
Q19-13. Quality of Village Board meeting web streaming	5.9%	7.2%	12.0%	0.5%	0.7%	73.8%
Q19-14. Quality of interactive Village maps (GIS)	8.7%	7.0%	12.8%	0.2%	0.2%	71.1%

WITHOUT "DON'T KNOW"

Q19. 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=610)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Overall effectiveness of communication from Village	36.5%	42.8%	17.5%	2.3%	0.9%
Q19-2. Availability of information about Village programs & services	35.8%	42.8%	17.9%	2.8%	0.7%
Q19-3. Timeliness of information provided by your Village government	35.4%	43.5%	18.5%	1.9%	0.8%
Q19-4. Level of public involvement in decision making	22.3%	36.0%	30.1%	8.1%	3.5%
Q19-5. Quality of Village newsletter (Inside Glencoe)	38.8%	44.0%	16.1%	0.7%	0.4%
Q19-6. Quality of Village's website (www.villageofglencoe.org)	34.9%	44.5%	18.5%	1.9%	0.2%
Q19-7. Quality of Village Manager's Blog	31.9%	30.6%	34.1%	1.7%	1.7%
Q19-8. Quality of Village's social media (Facebook, Twitter, Instagram)	30.2%	28.6%	37.0%	2.1%	2.1%
Q19-9. Quality of Village's email blast (Village eNews)	38.7%	42.5%	17.0%	1.3%	0.5%
Q19-10. Quality of Smart911 (emergency/service update system)	35.1%	35.5%	24.0%	2.4%	3.0%
Q19-11. Quality of annual budget documents	25.2%	36.7%	33.0%	4.4%	0.7%
Q19-12. Quality of Village Board & Committee/Commission calendars, agendas & minutes	21.6%	40.0%	34.2%	2.6%	1.6%
Q19-13. Quality of Village Board meeting web streaming	22.5%	27.5%	45.6%	1.9%	2.5%
Q19-14. Quality of interactive Village maps (GIS)	30.1%	24.4%	44.3%	0.6%	0.6%

Q20. CUSTOMER SERVICE. Have you called or visited the Village with a question, problem, or complaint during the past year?

Q20. Have you called or visited Village with a question, problem, or complaint during past year	Number	Percent
Yes	396	64.9 %
No	214	35.1 %
Total	610	100.0 %

Q20a. (If "YES" to Question 20) How did you communicate with the person you contacted?

Q20a. How did you communicate with the person you contacted	Number	Percent
Phone	202	51.0 %
Email	44	11.1 %
In-Person	150	37.9 %
Total	396	100.0 %

Q20b. (If "YES" to Question 20) How easy was it to contact the person you needed to reach?

Q20b. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	229	57.8 %
Somewhat easy	118	29.8 %
Somewhat difficult	33	8.3 %
Very difficult	14	3.5 %
Not provided	2	0.5 %
Total	396	100.0 %

WITHOUT "NOT PROVIDED"**Q20b. (If "YES" to Question 20) How easy was it to contact the person you needed to reach? (without "not provided")**

Q20b. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	229	58.1 %
Somewhat easy	118	29.9 %
Somewhat difficult	33	8.4 %
Very difficult	14	3.6 %
Total	394	100.0 %

Q20c. (If "YES" to Question 20) 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=396)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q20c-1. They were courteous & polite	64.4%	26.8%	2.8%	2.0%	1.3%	2.8%
Q20c-2. They gave prompt, accurate, & complete answers to questions	56.1%	26.8%	7.1%	3.5%	3.5%	3.0%
Q20c-3. They responded to your request in a timely manner	53.8%	28.3%	5.8%	5.3%	4.5%	2.3%
Q20c-4. They helped you resolve the issue	52.3%	25.5%	8.3%	4.8%	5.6%	3.5%
Q20c-5. Your call or inquiry was answered promptly	54.0%	26.3%	8.1%	5.3%	4.0%	2.3%
Q20c-6. Your inquiry was resolved by the first employee to which you were directed	44.9%	20.2%	12.6%	10.4%	6.6%	5.3%

WITHOUT "DON'T KNOW"

Q20c. (If "YES" to Question 20) 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=396)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q20c-1. They were courteous & polite	66.2%	27.5%	2.9%	2.1%	1.3%
Q20c-2. They gave prompt, accurate, & complete answers to questions	57.8%	27.6%	7.3%	3.6%	3.6%
Q20c-3. They responded to your request in a timely manner	55.0%	28.9%	5.9%	5.4%	4.7%
Q20c-4. They helped you resolve the issue	54.2%	26.4%	8.6%	5.0%	5.8%
Q20c-5. Your call or inquiry was answered promptly	55.3%	26.9%	8.3%	5.4%	4.1%
Q20c-6. Your inquiry was resolved by the first employee to which you were directed	47.5%	21.3%	13.3%	10.9%	6.9%

Q21. VILLAGE GOVERNANCE STRUCTURE. As part of its strategic plan, the Village Board is considering its governance structure. If the Village were to become home rule, the Village Board would have increased authority in the following regulatory areas. For each item below, please state the level to which you would agree or disagree with the Village Board HAVING INCREASED AUTHORITY using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=610)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q21-1. Pass & implement new local legislation based on community needs for issues not addressed by State law	24.4%	27.0%	14.8%	6.9%	8.2%	18.7%
Q21-2. Determine the level of property tax levies	18.7%	19.0%	21.8%	9.7%	11.6%	19.2%
Q21-3. Implement taxes that would apply to visitors & non-residents (e.g. an amusement or entertainment tax)	16.7%	20.3%	19.8%	13.9%	11.6%	17.5%
Q21-4. Collect fees & fines for local code violations by establishing local court proceedings	14.8%	22.3%	23.8%	9.7%	11.1%	18.4%
Q21-5. Encourage & facilitate new commercial development	32.0%	26.2%	14.4%	4.9%	7.2%	15.2%

WITHOUT "DON'T KNOW"

Q21. VILLAGE GOVERNANCE STRUCTURE. As part of its strategic plan, the Village Board is considering its governance structure. If the Village were to become home rule, the Village Board would have increased authority in the following regulatory areas. For each item below, please state the level to which you would agree or disagree with the Village Board HAVING INCREASED AUTHORITY using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=610)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q21-1. Pass & implement new local legislation based on community needs for issues not addressed by State law	30.0%	33.3%	18.1%	8.5%	10.1%
Q21-2. Determine the level of property tax levies	23.1%	23.5%	27.0%	12.0%	14.4%
Q21-3. Implement taxes that would apply to visitors & non-residents (e.g. an amusement or entertainment tax)	20.3%	24.7%	24.1%	16.9%	14.1%
Q21-4. Collect fees & fines for local code violations by establishing local court proceedings	18.1%	27.3%	29.1%	11.8%	13.7%
Q21-5. Encourage & facilitate new commercial development	37.7%	30.9%	17.0%	5.8%	8.5%

Q22. SOUTH END OF DOWNTOWN. The Village is considering potential alternatives to the Public Works Garage being located in downtown Glencoe (on Hazel Avenue), in line with recommendations from the Downtown Plan. Should a suitable alternative be found, that land could be repurposed. 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 amenities that could add to the vibrancy of downtown.

(N=610)

	Very high priority	High priority	Medium priority	Low priority	Very low priority	Don't know
Q22-1. Starter/empty-nester housing	16.9%	15.7%	20.8%	13.9%	24.1%	8.5%
Q22-2. Small hotel	4.4%	6.4%	13.1%	23.6%	44.1%	8.4%
Q22-3. Restaurants	39.8%	26.1%	18.2%	6.7%	4.6%	4.6%
Q22-4. Retail	28.4%	26.6%	22.3%	11.0%	6.6%	5.2%
Q22-5. Parking	28.2%	20.3%	22.3%	13.6%	9.7%	5.9%

WITHOUT "DON'T KNOW"

Q22. SOUTH END OF DOWNTOWN. The Village is considering potential alternatives to the Public Works Garage being located in downtown Glencoe (on Hazel Avenue), in line with recommendations from the Downtown Plan. Should a suitable alternative be found, that land could be repurposed. 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 amenities that could add to the vibrancy of downtown. (without "don't know")

(N=610)

	Very high priority	High priority	Medium priority	Low priority	Very low priority
Q22-1. Starter/empty-nester housing	18.5%	17.2%	22.8%	15.2%	26.3%
Q22-2. Small hotel	4.8%	7.0%	14.3%	25.8%	48.1%
Q22-3. Restaurants	41.8%	27.3%	19.1%	7.0%	4.8%
Q22-4. Retail	29.9%	28.0%	23.5%	11.6%	6.9%
Q22-5. Parking	30.0%	21.6%	23.7%	14.5%	10.3%

Q23. WATER TREATMENT PLANT. The Water Treatment Plant is approaching 100 years in age and will require investment in the future. 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 considerations relating to the Water Treatment Plant.

(N=610)

	Very high priority	High priority	Medium priority	Low priority	Very low priority	Don't know
Q23-1. Producing our own water	36.4%	22.1%	15.2%	5.6%	3.6%	17.0%
Q23-2. Exploring potential options to purchase water from another community instead of producing water	8.5%	18.4%	23.6%	13.4%	17.7%	18.4%
Q23-3. Combining facilities with another community	15.6%	25.7%	27.9%	7.5%	6.4%	16.9%
Q23-4. Making energy efficient, green upgrades to the facility	36.9%	26.4%	15.7%	4.8%	4.4%	11.8%

WITHOUT "DON'T KNOW"

Q23. WATER TREATMENT PLANT. The Water Treatment Plant is approaching 100 years in age and will require investment in the future. 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 considerations relating to the Water Treatment Plant. (without "don't know")

(N=610)

	Very high priority	High priority	Medium priority	Low priority	Very low priority
Q23-1. Producing our own water	43.9%	26.7%	18.4%	6.7%	4.3%
Q23-2. Exploring potential options to purchase water from another community instead of producing water	10.4%	22.5%	28.9%	16.5%	21.7%
Q23-3. Combining facilities with another community	18.7%	31.0%	33.5%	9.1%	7.7%
Q23-4. Making energy efficient, green upgrades to the facility	41.8%	29.9%	17.8%	5.4%	5.0%

Q24. 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=610)

	Very high priority	High priority	Medium priority	Low priority	Very low priority	Don't know
Q24-1. Overall quality of services provided by Village	54.1%	31.5%	7.9%	0.5%	0.0%	6.1%
Q24-2. Flood prevention & stormwater management	60.2%	26.6%	7.2%	0.8%	0.3%	4.9%
Q24-3. Quality & drivability of Village streets	43.6%	36.7%	13.0%	2.3%	0.3%	4.1%
Q24-4. Availability & integration of biking lanes & trails	23.0%	28.4%	26.6%	12.6%	3.3%	6.2%
Q24-5. Crime prevention	61.6%	25.6%	7.5%	0.7%	0.5%	4.1%
Q24-6. A balanced Village budget	47.0%	35.1%	9.3%	0.5%	0.3%	7.7%
Q24-7. Vibrant downtown	42.5%	34.4%	17.4%	1.6%	0.3%	3.8%
Q24-8. Variety of restaurants downtown	38.0%	31.8%	21.6%	4.4%	0.5%	3.6%
Q24-9. Variety of retail in downtown	29.8%	30.3%	26.9%	6.6%	1.5%	4.9%
Q24-10. Availability of parking downtown near amenities	29.8%	32.0%	25.7%	6.7%	1.1%	4.6%
Q24-11. Diversity of housing choices	17.4%	25.1%	27.9%	14.6%	8.2%	6.9%
Q24-12. Environmental awareness	36.7%	29.8%	18.4%	6.2%	3.6%	5.2%
Q24-13. Arts & cultural amenities	23.0%	33.8%	28.9%	7.9%	1.6%	4.9%
Q24-14. Green space	36.4%	34.3%	19.7%	4.3%	1.5%	3.9%
Q24-15. Historic preservation	25.1%	30.7%	26.6%	8.0%	4.1%	5.6%
Q24-16. Overall quality of life	66.7%	24.8%	3.9%	0.3%	0.0%	4.3%
Q24-17. Walkability of downtown & other areas	50.3%	33.1%	10.2%	1.5%	0.3%	4.6%
Q24-18. Welcoming & inclusive initiatives	36.4%	27.9%	21.3%	6.7%	2.6%	5.1%
Q24-19. Other	65.4%	19.2%	7.7%	0.0%	7.7%	0.0%

Q24. 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=610)

	Very high priority	High priority	Medium priority	Low priority	Very low priority
Q24-1. Overall quality of services provided by Village	57.6%	33.5%	8.4%	0.5%	0.0%
Q24-2. Flood prevention & stormwater management	63.3%	27.9%	7.6%	0.9%	0.3%
Q24-3. Quality & drivability of Village streets	45.5%	38.3%	13.5%	2.4%	0.3%
Q24-4. Availability & integration of biking lanes & trails	24.5%	30.2%	28.3%	13.5%	3.5%
Q24-5. Crime prevention	64.3%	26.7%	7.9%	0.7%	0.5%
Q24-6. A balanced Village budget	51.0%	38.0%	10.1%	0.5%	0.4%
Q24-7. Vibrant downtown	44.1%	35.8%	18.1%	1.7%	0.3%
Q24-8. Variety of restaurants downtown	39.5%	33.0%	22.4%	4.6%	0.5%
Q24-9. Variety of retail in downtown	31.4%	31.9%	28.3%	6.9%	1.6%
Q24-10. Availability of parking downtown near amenities	31.3%	33.5%	27.0%	7.0%	1.2%
Q24-11. Diversity of housing choices	18.7%	26.9%	29.9%	15.7%	8.8%
Q24-12. Environmental awareness	38.8%	31.5%	19.4%	6.6%	3.8%
Q24-13. Arts & cultural amenities	24.1%	35.5%	30.3%	8.3%	1.7%
Q24-14. Green space	37.9%	35.7%	20.5%	4.4%	1.5%
Q24-15. Historic preservation	26.6%	32.5%	28.1%	8.5%	4.3%
Q24-16. Overall quality of life	69.7%	25.9%	4.1%	0.3%	0.0%
Q24-17. Walkability of downtown & other areas	52.7%	34.7%	10.7%	1.5%	0.3%

WITHOUT "DON'T KNOW"

Q24. 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
Q24-18. Welcoming & inclusive initiatives	38.3%	29.4%	22.5%	7.1%	2.8%
Q24-19. Other	65.4%	19.2%	7.7%	0.0%	7.7%

Q26. Do you own or rent your home?

Q26. Do you own or rent your home	Number	Percent
Own	584	95.7 %
Rent	24	3.9 %
Not provided	2	0.3 %
Total	610	100.0 %

WITHOUT "NOT PROVIDED"

Q26. Do you own or rent your home? (without "not provided")

Q26. Do you own or rent your home	Number	Percent
Own	584	96.1 %
Rent	24	3.9 %
Total	608	100.0 %

Q27. Approximately how many years have you lived in the Village of Glencoe?

Q27. How many years have you lived in Village of Glencoe	Number	Percent
0-5	104	17.0 %
6-10	94	15.4 %
11-15	60	9.8 %
16-20	52	8.5 %
21-30	121	19.8 %
31+	164	26.9 %
Not provided	15	2.5 %
Total	610	100.0 %

WITHOUT "NOT PROVIDED"**Q27. Approximately how many years have you lived in the Village of Glencoe? (without "not provided")**

Q27. How many years have you lived in Village of Glencoe	Number	Percent
0-5	104	17.5 %
6-10	94	15.8 %
11-15	60	10.1 %
16-20	52	8.7 %
21-30	121	20.3 %
31+	164	27.6 %
Total	595	100.0 %

Q28. What is your age?

Q28. Your age	Number	Percent
18-34	69	11.3 %
35-44	95	15.6 %
45-54	112	18.4 %
55-64	133	21.8 %
65+	168	27.5 %
Not provided	33	5.4 %
Total	610	100.0 %

WITHOUT "NOT PROVIDED"**Q28. What is your age? (without "not provided")**

Q28. Your age	Number	Percent
18-34	69	12.0 %
35-44	95	16.5 %
45-54	112	19.4 %
55-64	133	23.1 %
65+	168	29.1 %
Total	577	100.0 %

Q29. Please tell us the number of people in your household in the following age ranges.

	<u>Mean</u>	<u>Sum</u>
number	2.9	1655
Under age 10	0.4	208
Ages 10-19	0.5	271
Ages 20-29	0.2	113
Ages 30-39	0.2	90
Ages 40-49	0.4	236
Ages 50-59	0.4	228
Ages 60-69	0.4	248
Ages 70-79	0.4	202
Ages 80+	0.1	59

Q30. Would you say your annual household income is...

Q30. Your annual household income	Number	Percent
Under \$50K	8	1.3 %
\$50K to \$99,999	28	4.6 %
\$100K to \$149,999	35	5.7 %
\$150K to \$199,999	54	8.9 %
\$200K to \$299,999	67	11.0 %
\$300K to \$399,999	52	8.5 %
\$400K to \$499,999	33	5.4 %
\$500K+	159	26.1 %
Not provided	174	28.5 %
Total	610	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Would you say your annual household income is... (without "not provided")**

Q30. Your annual household income	Number	Percent
Under \$50K	8	1.8 %
\$50K to \$99,999	28	6.4 %
\$100K to \$149,999	35	8.0 %
\$150K to \$199,999	54	12.4 %
\$200K to \$299,999	67	15.4 %
\$300K to \$399,999	52	11.9 %
\$400K to \$499,999	33	7.6 %
\$500K+	159	36.5 %
Total	436	100.0 %

Q31. What is your gender?

Q31. Your gender	Number	Percent
Male	280	45.9 %
Female	282	46.2 %
Prefer not to answer	48	7.9 %
Total	610	100.0 %

WITHOUT "PREFER NOT TO ANSWER"**Q31. What is your gender? (without "prefer not to answer")**

Q31. Your gender	Number	Percent
Male	280	49.8 %
Female	282	50.2 %
Total	562	100.0 %

Section 5:

Survey Instrument

VILLAGE OF GLENCOE
OFFICE OF THE VILLAGE MANAGER



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

September 2019

RE: VILLAGE OF GLENCOE 2019 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 2019 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 remember that the last community survey was fielded in 2015. Survey results showed overall satisfaction with core Village services but identified storm water management as a major area needing improvement. Since that time, the Village has embarked on nine distinct storm water drainage improvement projects, reflecting a total investment of over \$6.5 million. We hope these projects are illustrative of how your feedback can be translated into meaningful change in our community.

New to this survey is a set of special questions that are designed to give the Village Board and staff direction on major Strategic Plan initiatives, which can be viewed online at www.villageofglencoe.org/strategicplan. Specifically, you'll see questions about the Village's governance structure, the south end of downtown and the water treatment plant. Recognizing that these questions reflect complex issues, we've designed a special webpage to help you learn more about each topic at www.villageofglencoe.org/survey.

All households in the Village are invited to complete the enclosed survey, which we estimate will take about 20 minutes. Only one survey per household will be counted and ***your address will not be associated with your individual response***. Your survey can be completed and submitted online at www.villageofglencoe.org/survey or can be completed using this paper form and submitted by mail as per the instructions on page 7 of the enclosed packet. Please do not hesitate to contact the Village Manager's Office at (847) 835-4114 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 2019 Community Survey are greatly appreciated.

Sincerely,

Philip A. Kiraly
Village Manager



2019 Village of Glencoe Community Survey

Thank you for taking the time to complete this survey and to give the Village of Glencoe your feedback on the community and Village services. Your input is an important part of the Village's ongoing effort to engage residents in planning for Glencoe's future. Please complete and return this paper survey, or you may instead complete the survey online at www.villageofglencoe.org/survey. Background 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. As a place for young adults (ages 18-35)	5	4	3	2	1	9
04. Glencoe as a place to work	5	4	3	2	1	9
05. Glencoe as a place to visit	5	4	3	2	1	9
06. Glencoe as a place to retire	5	4	3	2	1	9
07. Glencoe as a community that is moving in the right direction	5	4	3	2	1	9
08. Glencoe as a welcoming and inclusive community	5	4	3	2	1	9
09. Variety of shopping opportunities	5	4	3	2	1	9
10. Variety of options for eating/dining	5	4	3	2	1	9
11. 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. The vibrancy of downtown	5	4	3	2	1	9
12. Availability and integration of biking lanes and trails	5	4	3	2	1	9
13. Availability of parking in the downtown	5	4	3	2	1	9
14. Sense of community	5	4	3	2	1	9
15. Diversity in housing stock	5	4	3	2	1	9
16. Presence of historic structures	5	4	3	2	1	9
17. Inclusion of diverse populations	5	4	3	2	1	9
18. Environmental awareness	5	4	3	2	1	9
19. Feeling of safety in your neighborhood	5	4	3	2	1	9
20. Feeling of safety in your community	5	4	3	2	1	9
21. 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.

3. **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.

		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. **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".

		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	5	4	3	2	1	9
05.	Overall cleanliness of streets and public areas	5	4	3	2	1	9
06.	Adequacy of Village 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 FIVE of the areas of MAINTENANCE listed above in Question 4 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 4.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

6. Are you satisfied with the process to report non-emergency problems/Public Works requests (e.g. potholes, tree trimming, sidewalk repairs, etc.) to the Village?

____(1) Yes ____ (2) No

7. What would be your MOST PREFERRED method for reporting non-emergency problems/Public Works requests to the Village? [Select only one method.]

____(1) Phone call ____ (2) E-mail ____ (3) Website ____ (4) App ____ (5) In-Person to a staff member

8. **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".

		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, 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.	Strength of Village historic preservation regulations	5	4	3	2	1	9

9. **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.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Curbside/top of drive garbage collection service	5	4	3	2	1	9
2.	Curbside/top of drive recycling collection service	5	4	3	2	1	9
3.	Combined food scrap/yard waste collection	5	4	3	2	1	9
4.	Special collections (by request bulk item collection)	5	4	3	2	1	9
5.	Village semi-annual cleanup days	5	4	3	2	1	9
6.	Curbside leaf collection	5	4	3	2	1	9
7.	Total fees for garbage and recycling services	5	4	3	2	1	9
8.	Customer service from Lakeshore Recycling Systems	5	4	3	2	1	9

10. **SPECIAL PROGRAMS.** In addition to the services listed above in Q10, the Village also offers the following special programs. 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.	Electronics recycling drop-off	5	4	3	2	1	9
2.	Specialized item recycling drop-off (batteries, light bulb, etc.)	5	4	3	2	1	9
3.	Prescription drugs and sharps disposal	5	4	3	2	1	9
4.	Document destruction	5	4	3	2	1	9

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	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.	Smell of drinking (tap) water	5	4	3	2	1	9
4.	Utility account maintenance and customer service	5	4	3	2	1	9
5.	Water pressure on a given day	5	4	3	2	1	9
6.	Timeliness of water/service line break repairs	5	4	3	2	1	9
7.	Sanitary sewer (waste water) services	5	4	3	2	1	9
8.	Ease of paying water bill	5	4	3	2	1	9
9.	Quality of storm water management near your home	5	4	3	2	1	9

12. **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".

		Very Important	Important	Neutral	Not Important	Not at All Important	Don't Know
1.	Recycling, waste management, composting	5	4	3	2	1	9
2.	Reduction of single-use plastics	5	4	3	2	1	9
3.	Green infrastructure, green buildings, sustainable planning	5	4	3	2	1	9
4.	Availability of alternative energy, renewable energy options	5	4	3	2	1	9
5.	Resource conservation (water, energy)	5	4	3	2	1	9
6.	Ravine management	5	4	3	2	1	9
7.	Active transportation options (walking, biking)	5	4	3	2	1	9
8.	Eco-friendly business practices	5	4	3	2	1	9

13. **GLENCOE GOLF CLUB.** Do you play golf? ____ (1) Yes [Answer 13a.] ____ (2) No [Go to Q14.]

13a. [If "YES" to 13.] Indicate the type of facility you most frequent.

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

13b. [If "YES" to 13.] How many times have you played golf this season?

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

13c. [If "YES" to 13.] Have you utilized the driving range at the Glencoe Golf Club this season?

____ (1) Yes ____ (2) No

14. **GLENCOE GOLF CLUB.** Plans are under consideration to potentially expand private event space rental options at the Glencoe Golf Club. Do you feel there is a need for additional private event space in the Village?

____ (1) Yes ____ (2) No

15. **POLICE, FIRE AND PARAMEDIC 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
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, walk-in blood pressure checks, 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.	Other: _____	5	4	3	2	1	9

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

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ 5th: _____

17. **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". [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

18. What are your primary sources for information about Village activities and services? [Check all that apply.]

_____(01) Inside Glencoe Newsletter _____(06) Twitter _____(11) Word of mouth
 _____(02) Village website _____(07) Instagram _____(12) Signs/Posters in Downtown
 _____(03) Village's Manager's Blog _____(08) Nextdoor _____(13) Local news outlets
 _____(04) Village GIS maps _____(09) Village eNews _____(14) In-person/Village Hall
 _____(05) Facebook _____(10) Smart911 _____(15) Other: _____

19. **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:

		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 by your Village government	5	4	3	2	1	9
04.	Level of public involvement in decision making	5	4	3	2	1	9
05.	Quality of Village newsletter (Inside Glencoe)	5	4	3	2	1	9
06.	Quality of Village's website (www.villageofglencoe.org)	5	4	3	2	1	9
07.	Quality of Village Manager's Blog	5	4	3	2	1	9
08.	Quality of Village's social media (Facebook, Twitter, Instagram)	5	4	3	2	1	9
09.	Quality of Village's e-mail blast (Village eNews)	5	4	3	2	1	9
10.	Quality of Smart911 (emergency/service update system)	5	4	3	2	1	9
11.	Quality of annual budget documents	5	4	3	2	1	9
12.	Quality of Village Board and committee/commission calendars, agendas and minutes	5	4	3	2	1	9
13.	Quality of Village Board meeting web streaming	5	4	3	2	1	9
14.	Quality of interactive Village maps (GIS)	5	4	3	2	1	9

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

_____ (1) Yes [Answer Q20a-c.] _____ (2) No [Go to Q21.]

- 20a. [If "YES" to 20.] How did you communicate with the person you contacted?

_____ (1) Phone _____ (2) E-mail _____ (3) In Person

- 20b. [If "YES" to 20.] How easy was it to contact the person you needed to reach?

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

20c. [If "YES" to 20.] 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 call or inquiry was answered promptly	5	4	3	2	1	9
6.	Your inquiry was resolved by the first employee to which you were directed	5	4	3	2	1	9

MORE INFORMATION ON THE FOLLOWING TOPICS IS AVAILABLE AT WWW.VILLAGEOFLENCOE.ORG/SURVEY.

21. **VILLAGE GOVERNANCE STRUCTURE.** As part of its strategic plan, the Village Board is considering its governance structure. If the Village were to become home rule, the Village Board would have increased authority in the following regulatory areas. For each item below, please state the level to which you would agree or disagree with the Village Board HAVING INCREASED AUTHORITY 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.	Pass and implement new local legislation based on community needs for issues not addressed by State law	5	4	3	2	1	9
2.	Determine the level of property tax levies	5	4	3	2	1	9
3.	Implement taxes that would apply to visitors and non-residents (e.g. an amusement or entertainment tax)	5	4	3	2	1	9
4.	Collect fees and fines for local code violations by establishing local court proceedings	5	4	3	2	1	9
5.	Encourage and facilitate new commercial development	5	4	3	2	1	9

22. **SOUTH END OF DOWNTOWN.** The Village is considering potential alternatives to the Public Works Garage being located in downtown Glencoe (on Hazel Avenue), in line with recommendations from the Downtown Plan. Should a suitable alternative be found, that land could be repurposed. 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 amenities that could add to the vibrancy of downtown.

		Very High Priority	High Priority	Medium Priority	Low Priority	Very Low Priority	Don't Know
1.	Starter/empty-nester housing	5	4	3	2	1	9
2.	Small hotel	5	4	3	2	1	9
3.	Restaurants	5	4	3	2	1	9
4.	Retail	5	4	3	2	1	9
5.	Parking	5	4	3	2	1	9

23. **WATER TREATMENT PLANT.** The Water Treatment Plant is approaching 100 years in age and will require investment in the future. 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 considerations relating to the Water Treatment Plant.

		Very High Priority	High Priority	Medium Priority	Low Priority	Very Low Priority	Don't Know
1.	Producing our own water	5	4	3	2	1	9
2.	Exploring potential options to purchase water from another community instead of producing water	5	4	3	2	1	9
3.	Combining facilities with another community	5	4	3	2	1	9
4.	Making energy efficient, green upgrades to the facility	5	4	3	2	1	9

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

		Very High Priority	High Priority	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.	Diversity of housing choices	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
18.	Other: _____	5	4	3	2	1	9

25. 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.]*
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DEMOGRAPHICS. All of the responses to this section are anonymous and will be reported in group/aggregate form only.

26. Do you own or rent your home? ____ (1) Own ____ (2) Rent
27. Approximately how many years have you lived in the Village of Glencoe? ____ years
28. What is your age? ____ years
29. 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+: ____ |
30. Would you say your annual household income is.
- | | | |
|---------------------------------|---------------------------------|---------------------------------|
| ____ (1) Under \$50,000 | ____ (4) \$150,000 to \$199,999 | ____ (7) \$400,000 to \$499,999 |
| ____ (2) \$50,000 to \$99,999 | ____ (5) \$200,000 to \$299,999 | ____ (8) \$500,000+ |
| ____ (3) \$100,000 to \$149,999 | ____ (6) \$300,000 to \$399,999 | |
31. What is your gender? ____ (1) Male ____ (2) Female ____ (3) Other ____ (4) Prefer not to answer

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.