Village of Mount Prospect
Committee of the Whole
Meeting Agenda
50 S. Emerson St. Mount Prospect, IL 60056

April 9, 2024	Village Hall - 3rd Floor Board Room	7:00 PM

1. **CALL TO ORDER**
2. **ROLL CALL**
3. **APPROVAL OF MINUTES**
   - 3.1. Minutes of the March 12, 2024 Committee of the Whole meeting
4. **MAYOR'S REPORT**
   - 4.1. A RESOLUTION ACKNOWLEDGING THE CONTRIBUTIONS OF WILLIAM J. "BILL" COONEY TO THE VILLAGE OF MOUNT PROSPECT
5. **CITIZENS TO BE HEARD**
6. **DISCUSSION ITEMS**
   - 6.1. 2023 Community Survey Results Discussion
7. **VILLAGE MANAGER'S REPORT**
   - 7.1. As submitted
8. **ANY OTHER BUSINESS**
9. **ADJOURNMENT**

ANY INDIVIDUAL WHO WOULD LIKE TO ATTEND THIS MEETING BUT BECAUSE OF A DISABILITY OR NEEDS SOME ACCOMMODATION TO PARTICIPATE, SHOULD CONTACT THE VILLAGE MANAGER'S OFFICE AT 847/392-6000, EXTENSION 5327

DRAFT

Village of Mount Prospect
Meeting of the Committee of the Whole
Tuesday, March 12, 2024 / 7:00 PM

CALL TO ORDER

Mayor Hoefert called the Meeting of the Committee of the Whole to order at 7:07 p.m. in the Board Room at Village Hall, 50 S. Emerson St.

Members present upon roll call by the Village Clerk: Mayo Paul Hoefert, Trustee Agostino Filippone, Trustee Terri Gens, Trustee Bill Grossi, Trustee John Matuszak, Trustee Colleen Saccotelli
Absent: Trustee Vincent Dante

APPROVAL OF MINUTES

2.1. Minutes of the February 13, 2024 Committee of the Whole

Motion by Bill Grossi, second by Terri Gens to approve the minutes of the February 13, 2024 Committee of the Whole:

Yea: Augie Filippone, Teri Gens, Bill Grossi, John Matuszak, Colleen Saccotelli
Nay: None
Absent: Vince Dante

Final Resolution: Motion Passed

CITIZENS TO BE HEARD

None.

DISCUSSION ITEMS

4.1. Fire Station 11 Renovation

Fire Chief John Dolan provided an update on the renovation of Fire Station 11 located at 1415 E. Algonquin Road. Chief Dolan stated the station is 9,000 square feet and sits on 1.2 acres of land. The station was built in 1982 and two additions were added in 1996 and 2000. Chief Dolan showcased Station 11's location on a map of Mount Prospect, highlighting its service area including the unincorporated Elk Grove Township area. Chief Dolan discussed the use of districts, areas distinguished based on response to calls. Chief Dolan is proposing to rezone Mount

Prospect into four (4) districts instead of the current three (3) districts. Atom response areas are utilized within each district to customize responses to minimize response times. District 11 (Station 11) serves 5,000 residents, including three (3) manufactured home parks. Data indicates the area generates approximately 300–400 calls per year, mostly for emergency medical services (EMS). Chief Dolan noted that the service areas will include a 3-mile stretch of the I-90 westbound tollway. Chief Dolan added Elk Grove Village and Des Plaines will remain on Mount Prospect's response cards for shared response on all fire calls. Chief Dolan states that Station 11 will be operational in July 2024.

Chief Dolan stated Station 11 will be staffed similarly to the other Fire Stations in the Village. It will be equipped with one (1) engine, staffed with one (1) Lieutenant and two (2) firefighters, and one (1) ambulance staffed with two (2) firefighters. All five firefighters are also paramedic-certified. Additionally, one (1) tender, a 2,000-gallon mobile water source, will be serviced out of Station 11.

Chief Dolan stated that while Station 11 is structurally sound, the layout is not conducive to today's needs. Chief Dolan presented the proposed new layout that will utilize the same footprint but with a more open floor plan that will create better flow throughout the space. Additionally, the new layout will feature a public reception area, a training room and officer work stations. Chief Dolan displayed floor plans.

Chief Dolan thanked Village Manager Michael Cassady and the Village Board for their support. He also thanked the project managers, Firefighter Todd Novak and Public Works Building Foreman Paul Fahey, Both individuals have been deeply involved with the construction of Fire Stations 13 and 14 and are well-qualified to oversee the construction of Station 11.

Director of Public Works Sean Dorsey provided details on the construction costs including the Guaranteed Maximum Price (GMP) of $1.7 million to remodel Station 11. Mr. Dorsey shared that the project completion date is June 30, 2024.

Mr. Dorsey stated the project will be completed using a mix of in-house labor and contract labor. Project management will be provided by the Pulbic Works Department and FIre Department staff. The in-house labor will be provided by Public Works staff. Mr. Dorsey stated procurements of materials and services will be made by Public Works and Fire Department staff pursuant to the existing Village purchasing policies.

Mr. Dorsey stated when the Elk Grove Rurual Fire Protection Disctrict ceased operations in October 2023, staff contacted Nicholas & Assoicaiotns to begin a GMP to renovate Staion 11. Nicholas & Associates have extensive experience in the construction and renovation of municipal buildings and were the construction managers for the Station 13 adaptive re-use project in 2020. However, the GMP presented by Nicholas & Assciates, $2.7 million, exceeded staff's estimates. Staff suggested to bring the project in-house and by utilizing existing employee skills and leveraging joint purchasing agreements, they were confident he project could

be completed for less than Nicolas & Associates's estimate. Mr. Dorsey presented a cost comparison between the Village and Nicholas & Associates. The Village's estimated GMP is $1.7 million, representing a difference of $987,292. Mr. Dorsey noted Nicholas & Associates contracted an architectural firm to prepare drawings as part of the initial stage of developing a GMP. The cost of these plans is $120,000.

Mr. Doresy stated the sources of funding for this project will be drawn from a $1 million carry over (from 2023 to 2024) in the Community Investment Fund and from a surplus of General Funds interest income. Mr. Dorsey stated staff intends to request approval from the Village Board for the internal GMP at the March 19, 2024 regular meeting of the Village Board. In addition, the Board will be requested to approve the souse of funding amendments to the 2024 budget.

A discussion followed.

Chief Dolan and Mr. Dorsey provided the following in response to questions from the Board:

- GMP (Guaranteed Maximun Price) really doesn't apply in this scenario as the Village is the contractor who bears the responsibility/risk of controlling costs, but it helps keeps costs in line; cost overruns will be brought to the Board for approval.
- Due to the mild winter, public works staff have been assigned to Station 11 for the renovation project without disruption to other projects
- Subcontractors will be utilized when necessary.
- Station 11 will be the primary responder in the area and will receive support from Elk Grove Village and Des Plaines, who share the same goal of providing service to the community and both municipalities have been supportive. Village Manager Micheal Cassady added that the City of Des Plaines expressed gratitude for Mount Prospect's leadership throughout this process; attempts to enter into an intergovernmental agreement with Des Plaines and Elk Grove Village were unsuccessful.
- In case of a fire, fire engines from all three municipalities will be dispatched to respond.
- Mr. Dorsey explained the lengthy process that would have been required to put this project out for bid (6-8 months).
- No additional labor costs are anticipated.
- Parking is limited but is sufficient; the parking lot and adjacent road will be resurfaced and re-striped.

Board Comments

- Expressed concern with some of the costs. *Mr. Dorsey stated materials are purchased by vendor and not by product; such as all cabinets, regardless of location, will be purchased from one vendor and if the amount is under $50,000 it will not require Board approval.*
- Concerned that this project did not go through the public bid process. *Village*

Manager, Michael Cassady responded by stating that getting Station 11 up and running was crucial for providing timely public safety to the residents and businesses of the affected area.

- The box card system utilized by the fire departments work like an intergovernmental agreement

Public Comment:
Louis Goodman
310 N. School Street

- Asked if the building was gutted and if the Village of Elk Grove and the City of Des Plaines are sharing the cost of renovation

Mr. Cassady confirmed the building was gutted and since the Village of Mount Prospect owns the building, the Village assumes the cost of renovations.

4.2. Budget Amendments - FY 2023 and FY 2024

Director of Finance Amit Thakkar presented budget amendments to the annual budget for 2023 and 2024.

Mr. Thakkar discussed carry-over items from the 2023 annual budget to the 2024 annual budget. Mr. Thakkar stated the Village proposes carrying forward $13,848,163 in various Capital Improvement budget items from 2023 to 2024. The amount represents the approved budget for various capital projects that started in 2023 but are still in progress. These projects are expected to be completed in 2024. The amendment will decrease the 2023 budget by $13.8 million and increase the 2024 budget by the same amount.

Mr. Thakkar noted a few of the major carryover items including:

- General Fund: $1.8 million for Rand/83/Kensington Phase II Design Engineering and land acquisition and $100,649 for Sidewalk Programs
- Capital Improvement Fund: $998,590 for Fire Station 11 rehabilitation; $242,434 for the Arterial Bike Study and other projects
- Street Construction: $2.2 million for intersection improvements at Rand/Central/Mt. Prospect Road
- Storm Sewer Projects: $611,237
- Vehicle Replacement: $885,000
- Water and Sewer Fund: $4.5 million in Emergency Water Connect with NWC and other projects

Mr. Thakkar presented the final revenue budget amendments for 2023 which he called "good news items". The General Fund will see an increase of $11.6 million in additional revenues from state sales tax, interest income, state income tax, home-rule sales and personal property tax. The total sales tax collection amounts to $34.8 million. From this amount, $6 million is allocated to Captial Project Funds, and $1 million is for the Business District Fund.

Mr. Thakkar stated the General Fund's revenue budget is reduced due to the underperforming Real Estate Transfer Tax and Telecom Tax. In addition, $3.9 million is reduced from the American Resuce Plan due to matching concepts as the amount of revenue has to match the expenses incurred from the Grant. The remaining amount will be recognized in 2024.

Other amendments include interest income of $5.5 million. Tax Increment Fund revenues from the

South Mount Prospect and Prospect & Main TIFs total $3.3 million; $1.2 million was collected from water and sewer fees.

Mr. Thakkar presented the expenditure amendments. Mr. Thakkar stated the final budget amendment for the fiscal year 2023 includes various items totaling $2.9 million. Many proposed items result from outperforming revenues as the expenditures depend upon the revenues during the year. Mr. Thakkar provided details.

Mr. Thakkar stated the current budget is $170,377,207. With carryovers reducing $13,848,163 from the current budget and other amendments adding $2,995,058, the 2023 final budget totals $159,524,102.

Mr. Thakkar answered questions from the Board.

VILLAGE MANAGER'S REPORT

No report.

ANY OTHER BUSINESS

Trustee Saccotelli emphasized the importance of staying informed about the current Illinois legislative session.

Trustee Filippone announced Capannari Ice Cream opens on March 16, 2024.

ADJOURNMENT

With no additional business to conduct, Mayor Hoefert asked for a motion to adjourn. Trustee Grossi seconded by Trustee Saccotelli motioned to adjourn the meeting. By unanimous voice vote, the March 12, 2024 Meeting of the Village Board of Trustees adjourned at 9:01 p.m.

Respectfully submitted,

Karen M. Agoranos
Village Clerk

Item Cover Page

Subject	**2023 Community Survey Results Discussion**
Meeting	April 9, 2024 - MEETING OF THE MOUNT PROSPECT COMMITTEE OF THE WHOLE
Fiscal Impact	
Dollar Amount	
Budget Source	
Category	DISCUSSION ITEMS
Type	Presentation

Information

Survey History
In 2016, the Village completed its first Community Survey with ETC Institute ("ETC"), a company specializing in market research and survey analysis. Community surveying allows staff and the Village Board to hear resident opinions on services provided by various departments including public works, community development, human services and public safety. It also engages citizens in a meaningful way, as staff can utilize response data to help shape long-range strategic planning and investment decisions.

One of the benefits of utilizing a specialized company such as ETC is that they are able to compare the Village's response data to similar survey responses on a Great Lakes regional and nationwide levels. More details on this comparison are included in the Summary of Survey Responses.

Creation and Distribution of the Survey
The survey includes questions related to residents' preferred forms of Village communication, the downtown district, overall community and quality of life. To provide a baseline comparison, the majority of the 2023 survey questions match the 2016 and 2020 surveys. The survey concludes with residents prioritizing various Village policies and providing basic demographic information. ETC formatted, printed, and mailed the survey questions and introductory cover letter to residents in late November 2023. An online version of the survey was also available for residents that wished to complete it electronically.

A survey incorporating community feedback was recommended by inQuest consultants as part of a DEI report completed in early 2023. In order to address the recommendation the survey was modified to expand the scope while allowing data to be tracked over time. This involved operating within the existing survey and without changing the overall length. The following updates were made to the 2023 survey.

- Question 3, Overall Community | The area "Feeling of welcome and acceptance toward people of diverse backgrounds within the Village" was added for respondents to rate their satisfaction. Also, the area "Variety and quality of commissions" changed to "Overall feeling the Village Board of Trustees represents you". This adds an element of inclusion and still provides feedback on the Board.
- Question 12, Diversity | The populations "Underrepresented populations" and "LGBTQ+" were added. Staff felt this question left out two notable population groups: groups based on race or religion, and LGBTQ+ populations. However, due to space restrictions, it was not possible to identify each race or religious affiliation individually.
- Question 15, Communication | The service “Availability of information on Village services and activities” now references “in a language of which I am fluent”.
- Question 18, "In-Person Customer Service" | The rating options were modified to allow respondents to rate their satisfaction on "An inclusive and welcoming environment was provided".
- Question 22, Community Priorities | The issue "Supporting diversity, equity, and inclusion of new and existing residents within the community" was added.

Discussion

Completion of the Survey

Residents were randomly selected to participate in the survey and given approximately two weeks to complete it. A reminder call from ETC was placed to those residents that did not complete the survey within the first seven days. The target was to have 400 surveys completed; upon the deadline ETC confirmed they received 461 completed surveys. The results for the random sample of 461 households have a 95% level of confidence with a precision of at least +/- 4.5%. In 2020, there were 450 completed surveys that provided a 95% level of confidence with a precision of at least +/-4.6%.

Summary of Survey Responses

Overall, resident responses were very positive. The satisfaction rating for the Village rated significantly higher (difference of 5% or more) than the U.S. average for all 52 areas assessed by the survey, and nearly the same for the Plains regional average (51 of areas assessed were significantly higher than average). The top three services that rated above the U.S. and regional averages are:

- Quality of Customer Service
- Maintenance of Village Streets
- Maintenance of the Village's Downtown

Overall, the Village has 13 services with a 90% or more satisfied rating (combined 4 - Satisfied and 5 - Very Satisfied on a 5-point scale excluding "don't know" responses).

- Quality of residential garbage collection service (96%)
- Feeling of safety in your neighborhood during the day (96%)
- Overall quality of emergency medical services (93%)
- Overall quality of fire protection services (93%)

- Snow removal on major Village streets (93%)
- Maintenance of the VIllage's Downtown (92%)
- Quality of residential curbside recycling service (92%)
- Quality of Customer Service (91%)
- Overall feeling of safety in the community (91%)
- Quality of services provided by the Village (91%)
- Cleanliness of streets & other public areas (90%)
- Maintenance of street signs & traffic signals (90%)
- Overall quality of Library services (90%)

The survey also asked residents to prioritize certain policy areas that should receive the most emphasis over the next to years, to help determine where the Village should focus efforts. The top 2023 results for future focus are:

- Crime Prevention
- Balanced Budget
- Quality of Services

Crime prevention, balanced Village budget, flood prevention and stormwater management were the top prioritized areas in the 2020 and 2016 surveys. Prioritization on this list is not necessarily an indicator of dissatisfaction, it is simply to note what areas residents believe should receive the most focus by the Village. A policy area can be both a high priority for focus, while at the same time have a high level of satisfaction. To compare both prioritization and satisfaction, ETC refers to the Importance-Satisfaction ("I-S") rating (more below).

Trend Analysis
From 2016 to 2023, satisfaction ratings have increased or stayed the same in 83 of the 102 areas that were assessed. There have been significant increases (5% or more) in satisfaction in 59 areas. The top three areas that saw the greatest increase in satisfaction are:

- Quality of MPDC programming (+28.4%)
- Management of Village finances (+24.1%)
- Value you receive for tax/fees (+20.4%)

From 2020 to 2023, satisfaction ratings have increased or stayed the same in 68 of the 112 areas that were assessed. There have been significant increases (5% or more) in satisfaction in 15 areas. The top three areas that saw the greatest increase in satisfaction are:

- Property maintenance standards (+14.8%)
- Management of Village finance (+12.6%)
- Availability of information on services/activities (+11.1%)

The full long-term and short-term trend analysis is in the Executive Summary of the attached Findings Report.

Importance-Satisfaction (I-S) Analysis
ETC conducts an I-S analysis that examines the importance residents place on each Village service and the level of satisfaction with each service. The analysis aims to identify the Village services that are high importance but have low satisfaction levels. This identification will help determine which services have the most significant impact on overall satisfaction with Village services in the next two years. By focusing on these services, we can create the best opportunity to improve the overall satisfaction level.

The table below shows the I-S rating for all 9 quality of life categories that were rated.

2023 Importance-Satisfaction Rating
Village of Mount Prospect
Quality of Life

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Flow of traffic and traffic management	46%	2	59%	9	0.1896	1
Management of Village finances	48%	1	72%	7	0.1345	2
Medium Priority (IS <.10)						
Effectiveness of Village communication	25%	6	77%	6	0.0574	3
Maintenance of Village streets	45%	3	89%	4	0.0507	4
Enforcement of Village codes/ordinances	16%	7	72%	8	0.0459	5
Emergency preparedness	26%	5	87%	5	0.0352	6
Quality of services provided by the Village	37%	4	91%	2	0.0328	7
Quality of customer service	11%	8	91%	3	0.0106	8
Maintenance of Village buildings & facilities	10%	9	92%	1	0.0082	9

Presentation to the Board
Jason Morado of ETC will be in attendance at the April 9, 2024, Committee of the Whole to discuss the survey results in greater detail. The report and GIS Maps are attached to this memo.

Alternatives

1. Discuss the results of the 2023 Community Survey.
2. Action at the discretion of the Village Board.

Staff Recommendation

Discuss the results of the Village's Community Survey as conducted by ETC.

Attachments

1. Mount Prospect 2023 Survey_Report
2. Mount Prospect 2023 Survey_Maps

2023 Village of Mount Prospect Community Survey

Findings Report

Presented to the Village of Mount Prospect, Illinois

February 2024

ETC INSTITUTE

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Executive Summary

2023 Village of Mount Prospect Community Survey
Executive Summary

Purpose

ETC Institute administered a community survey for the Village of Mount Prospect between November 2023 and January 2024. The purpose of the survey was to gather resident feedback on Village programs and services. The information collected will be used to improve existing programs and services and give the Village a better foundation for long-range planning and investment decisions. This is the third community survey ETC Institute has administered for the Village; the first survey was conducted in 2016.

Methodology

A seven-page survey was mailed to a random sample of households throughout the Village of Mount Prospect. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those who preferred to complete the survey via the internet.

Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by text message to encourage participation. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. The goal was to receive at least 400 completed surveys. This goal was exceeded, with a total of 461 households completing a survey. The results for the random sample of 461 households have a 95% level of confidence with a precision of at least +/- 4.5%.

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 of the survey (Section 1)
- benchmarking data that show how the survey results for the Village of Mount Prospect compare to results in other 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)

2023 Village of Mount Prospect Community Survey
Executive Summary

Satisfaction with Aspects Quality of Life in the Village

The aspects of quality of life in the Village that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the maintenance of village buildings and facilities (92%), overall quality of services provided by the Village (91%), overall quality of customer service received from Village employees (91%), and maintenance of Village streets (89%).

Overall Feelings of Safety

Most residents (91%) *who had an opinion* felt either "very safe" or "safe" when rating their overall feeling of safety in the Village of Mount Prospect. Ninety-six percent (96%) of residents *who had an opinion* indicated they felt "very safe" or "safe" in their neighborhood during the day, and 83% of residents *who had an opinion* indicated they felt "very safe" or "safe" in commercial and retail areas. Other situations where a majority of residents *who had opinion* indicated they felt either "very safe" or "safe" were: in their neighborhood at night (80%) and in the Village's parks, trails, and recreational areas (79%).

Satisfaction with Specific Village Services

- **Overall Village Services.** The highest levels of satisfaction with Village services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: overall quality of Library services (90%), overall quality of life in the Village (89%), overall maintenance of public property (87%), ease of access of places respondents usually visit (86%), and overall feeling of safety in the neighborhood (85%).

- **Village Infrastructure.** The highest levels of satisfaction with Village infrastructure, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: snow removal on major Village streets (93%), maintenance of the Village's downtown (92%), maintenance of street signs and traffic signals (90%), cleanliness of streets and other public areas (90%), snow removal on neighborhood streets (89%), and maintenance of Village owned buildings (89%).

- **Public Works.** The highest levels of satisfaction with public works services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the quality of residential garbage collection services (96%), the quality of residential curbside recycling services (92%), and the quality of organics, yard waste and brush collection (88%).

- **Community Development.** The highest levels of satisfaction with community development services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: sign regulation standards (80%), property maintenance standards (77%), and the appearance of commercial corridors (75%).

2023 Village of Mount Prospect Community Survey
Executive Summary

- **Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: friendliness of the fire department (93%), overall professionalism of the Fire department (93%), overall quality of emergency medical services (93%), overall quality of fire protection services (93%), and friendliness of the police department (87%).

- **Human Services.** The highest levels of satisfaction with human services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: Medical Lending Closet (81%), accessibility of Village Human Services programs (75%), and the Village food pantry (72%).

- **Village Communication.** The highest levels of satisfaction with Village communication, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: availability of information on services/activities in a language of which respondent is fluent (89%), quality of the Village print newsletter (88%), and timeliness of information (84%).

- **Downtown District.** The highest levels of satisfaction with the Village's Downtown District, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the adequacy/condition of the Metra train station (81%), the convenience of the Emerson and Maple Street parking decks (80%), and the general appearance of downtown (78%).

Other Findings

- **Community Priorities.** The items that were indicated to be of the highest priority, based upon the combined percentage of "very high priority" and "high priority" responses among residents *who had an opinion,* were: overall quality of life (93%), crime prevention (90%), a balanced Village budget (88%), and quality of services provided by the Village (87%). Crime prevention, a balanced budget, and quality of services were the three items that residents believe should receive the most emphasis over the next two years.

- The most frequently-mentioned sources that residents use to get information about Village issues, services, and events are: the Village newsletter (78%), the Village website (56%), word of mouth (43%), Village emails/press releases (37%) and Village signs and banners (37%). The most preferred way to learn about Village issues, services, and events is through the Village Newsletter.

- Thirty-eight percent (38%) of residents have visited the Village with a request for service or to pay a bill during the past year. Of those who have visited the Village and *who had an opinion*, 94% were either "very satisfied" or "satisfied" with the politeness and courteousness of Village employees; 92% were either "very satisfied" or "satisfied" that

2023 Village of Mount Prospect Community Survey
Executive Summary

their inquiry was answered promptly and accurately, and 92% were either "very satisfied" or "satisfied" with how Village staff helped them resolve their issue.

- Thirty-four percent (34%) of residents have contacted the Village with a request for service or to pay a bill, by phone or electronically, during the past year. Of those who have contacted the Village and *who had an opinion*, 91% were either "very satisfied" or "satisfied" with the politeness and friendliness of Village employees; 89% were either "very satisfied" or "satisfied" with how Village staff helped them resolve their issue, and 88% were either "very satisfied" or "satisfied" that their inquiry was answered promptly and accurately.
    - Seventy-nine percent (79%) of respondents who contacted the Village during the past year used the phone, 13% used email, 8% used the website, and 1% used social media.
    - Of those respondents who contacted the Village by phone and left a voicemail, 90% received a call back.

2023 Village of Mount Prospect Community Survey
Executive Summary

How the Village of Mount Prospect Compares to Other Communities Nationally

Satisfaction ratings for the Village of Mount Prospect **rated significantly higher than the U.S. average (difference of 5% or more) in all 52 areas** that were assessed. Listed below are the comparisons between the Village of Mount Prospect and the U.S. average:

Service	Mount Prospect	U.S.	Difference	Category
Quality of customer service	91%	39%	52%	Quality of Life
Maintenance of Village streets	89%	41%	48%	Quality of Life
Maintenance of the Village's Downtown	92%	48%	44%	Village Infrastructure
Emergency preparedness	87%	43%	44%	Quality of Life
Availability of information on services/activities	89%	46%	43%	Communication
Quality of services provided by the Village	91%	49%	42%	Quality of Life
Snow removal on streets in your neighborhood	89%	47%	42%	Village Infrastructure
Timeliness of information	84%	43%	41%	Communication
Effectiveness of Village communication	77%	37%	40%	Quality of Life
Quality of Village's website	79%	42%	37%	Communication
Cleanliness of streets & other public areas	90%	53%	37%	Village Infrastructure
Fire Department/EMS education programs	86%	49%	37%	Public Safety
Conditions of streets in your neighborhood	85%	49%	36%	Village Infrastructure
Quality of residential curbside recycling service	92%	56%	36%	Public Works Services
Police education programs	73%	37%	36%	Public Safety
Snow removal on major Village streets	93%	58%	35%	Village Infrastructure
Overall quality of public schools	81%	46%	35%	Village Services
Value you receive for tax/fees	68%	33%	35%	Village Services
Mowing/tree trimming along streets & public areas	89%	55%	34%	Village Infrastructure
Condition of major Village streets	84%	50%	34%	Village Infrastructure
Quality of electrical service	82%	48%	34%	Village Infrastructure
Quality of organics, yard waste & brush collection service	88%	54%	34%	Public Works Services
Maintenance of Village owned buildings	89%	56%	33%	Village Infrastructure
Overall quality of Park District services	81%	49%	32%	Village Services
Enforcement of Village codes/ordinances	72%	40%	32%	Quality of Life
Overall quality of police protection	85%	53%	32%	Public Safety
Quality of Village's social media	71%	39%	32%	Communication
Quality of wastewater services	84%	53%	31%	Public Works Services
Overall quality of police response times	85%	56%	29%	Public Safety
Overall image of the Village	81%	53%	28%	Village Services
Quality of residential garbage collection service	96%	68%	28%	Public Works Services
Maintenance of street signs & traffic signals	90%	63%	27%	Village Infrastructure
Quality of drinking water	86%	59%	27%	Public Works Services
Overall quality of Library services	90%	64%	26%	Village Services
Condition of sidewalks in your neighborhood	73%	47%	26%	Village Infrastructure
Overall feeling of safety in the community	91%	66%	25%	Feelings of Safety
Street lighting on major streets	83%	59%	24%	Village Infrastructure
Feeling of safety in parks/trails/recreational areas	79%	55%	24%	Feelings of Safety
Overall quality of emergency medical services	93%	71%	22%	Public Safety
Quality of stormwater management & drainage	72%	50%	22%	Public Works Services
Enforcement of traffic laws	70%	50%	20%	Public Safety
Efforts to prevent crime	69%	49%	20%	Public Safety
Feeling of safety in your neighborhood at night	80%	61%	19%	Feelings of Safety
Feeling of safety in commercial & retail areas	83%	64%	19%	Feelings of Safety
Overall quality of fire protection services	93%	76%	17%	Public Safety
Overall feeling of safety in the Village	83%	66%	17%	Village Services
Feeling of safety in your neighborhood during the day	96%	81%	15%	Feelings of Safety
Flow of traffic/management	59%	45%	14%	Quality of Life
Citizen engagement	50%	37%	13%	Village Services
Availability of public transportation	50%	37%	13%	Village Services
Visibility of police in neighborhoods	63%	54%	9%	Public Safety
Visibility of police in retail/commercial areas	59%	51%	8%	Public Safety

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How the Village of Mount Prospect Compares to Other Communities Regionally

Satisfaction ratings for the Village of Mount Prospect **rated significantly higher than the Plains regional average (difference of 5% or more) in 51 of the 52 areas** that were assessed. Listed below are the comparisons between the Village of Mount Prospect and the Plains regional average:

Service	Mount Prospect	Plains Region	Difference	Category
Maintenance of Village streets	89%	35%	54%	Quality of Life
Maintenance of the Village's Downtown	92%	40%	52%	Village Infrastructure
Quality of customer service	91%	42%	49%	Quality of Life
Availability of information on services/activities	89%	40%	49%	Communication
Snow removal on streets in your neighborhood	89%	42%	47%	Village Infrastructure
Quality of Village's website	79%	33%	46%	Communication
Emergency preparedness	87%	42%	45%	Quality of Life
Timeliness of information	84%	40%	44%	Communication
Quality of residential curbside recycling service	92%	49%	43%	Public Works Services
Condition of major Village streets	84%	41%	43%	Village Infrastructure
Fire Department/EMS education programs	86%	43%	43%	Public Safety
Quality of organics, yard waste & brush collection servic	88%	46%	42%	Public Works Services
Effectiveness of Village communication	77%	37%	40%	Quality of Life
Conditions of streets in your neighborhood	85%	45%	40%	Village Infrastructure
Quality of services provided by the Village	91%	52%	39%	Quality of Life
Cleanliness of streets & other public areas	90%	51%	39%	Village Infrastructure
Quality of wastewater services	84%	45%	39%	Public Works Services
Police education programs	73%	34%	39%	Public Safety
Maintenance of Village owned buildings	89%	51%	38%	Village Infrastructure
Value you receive for tax/fees	68%	33%	35%	Village Services
Mowing/tree trimming along streets & public areas	89%	55%	34%	Village Infrastructure
Quality of residential garbage collection service	96%	62%	34%	Public Works Services
Overall quality of public schools	81%	48%	33%	Village Services
Maintenance of street signs & traffic signals	90%	57%	33%	Village Infrastructure
Condition of sidewalks in your neighborhood	73%	40%	33%	Village Infrastructure
Quality of Village's social media	71%	38%	33%	Communication
Overall image of the Village	81%	50%	31%	Village Services
Snow removal on major Village streets	93%	62%	31%	Village Infrastructure
Enforcement of Village codes/ordinances	72%	42%	30%	Quality of Life
Quality of electrical service	82%	52%	30%	Village Infrastructure
Overall quality of Park District services	81%	52%	29%	Village Services
Overall quality of police response times	85%	56%	29%	Public Safety
Overall quality of police protection	85%	57%	28%	Public Safety
Overall quality of Library services	90%	63%	27%	Village Services
Quality of drinking water	86%	59%	27%	Public Works Services
Overall quality of emergency medical services	93%	67%	26%	Public Safety
Overall feeling of safety in the community	91%	65%	26%	Feelings of Safety
Feeling of safety in parks/trails/recreational areas	79%	53%	26%	Feelings of Safety
Quality of stormwater management & drainage	72%	46%	26%	Public Works Services
Street lighting on major streets	83%	58%	25%	Village Infrastructure
Feeling of safety in your neighborhood at night	80%	59%	21%	Feelings of Safety
Feeling of safety in commercial & retail areas	83%	64%	19%	Feelings of Safety
Overall feeling of safety in the Village	83%	65%	18%	Village Services
Overall quality of fire protection services	93%	76%	17%	Public Safety
Efforts to prevent crime	69%	52%	17%	Public Safety
Feeling of safety in your neighborhood during the day	96%	80%	16%	Feelings of Safety
Citizen engagement	50%	37%	13%	Village Services
Enforcement of traffic laws	70%	57%	13%	Public Safety
Availability of public transportation	50%	38%	12%	Village Services
Visibility of police in retail/commercial areas	59%	49%	10%	Public Safety
Flow of traffic/management	59%	50%	9%	Quality of Life
Visibility of police in neighborhoods	63%	61%	2%	Public Safety

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Trend Analysis – Short-Term

From 2020 to 2023, satisfaction ratings have **stayed the same or increased in 68 of 112 areas** that were assessed. There have been significant increases in satisfaction (5% or more) in 15 of these areas. The tables below and on the following page show how the 2023 survey results compare to 2020.

Service	2023	2020	Difference	Category
Property maintenance standards	76.7%	61.9%	14.8%	Community Development
Management of Village finances	71.8%	59.2%	12.6%	Quality of Life
Availability of information on services/activities	89.3%	78.2%	11.1%	Village Communication
Types of retail/entertainment establishments	46.9%	38.6%	8.3%	Downtown District
Quality of MPDC programming	72.4%	65.3%	7.1%	Village Communication
Quality of Village's social media	71.0%	63.9%	7.1%	Village Communication
Timeliness of information	83.8%	76.8%	7.0%	Village Communication
Quality of Village's e-mail E-Newsletter	78.5%	72.2%	6.3%	Village Communication
Adequacy/condition of the Metra train station	80.5%	74.2%	6.3%	Downtown District
Convenience of Emerson & Maple St. parking decks	79.6%	73.7%	5.9%	Downtown District
Quality of stormwater management & drainage	72.0%	66.1%	5.9%	Public Works Services
General appearance of Downtown	78.3%	72.6%	5.7%	Downtown District
Quality of Village print newsletter	88.3%	82.8%	5.5%	Village Communication
Fire Department/EMS education programs	86.1%	80.8%	5.3%	Public Safety Services
Overall walkability	75.9%	70.7%	5.2%	Downtown District
Quality of Village's Experience Mount Prospect website	75.3%	70.4%	4.9%	Village Communication
Transparency of Village information	66.5%	61.6%	4.9%	Village Communication
Quality of Village's website	78.7%	74.1%	4.6%	Village Communication
Sign regulation standards	80.3%	75.9%	4.4%	Community Development
Access to restaurants	69.5%	65.1%	4.4%	Village Services
Maintenance of the Village's Downtown	91.6%	87.3%	4.3%	Village Infrastructure
Hours businesses are open	66.2%	61.9%	4.3%	Downtown District
Persons who are deaf/hearing impaired	58.8%	54.7%	4.1%	How Well Various Populations are Served
Medical Lending Closet	80.5%	76.5%	4.0%	Human Services
Overall quality of nursing services	69.0%	65.1%	3.9%	Human Services
Quality of new development in the Village	53.6%	49.8%	3.8%	Village Services
Emergency preparedness	86.6%	83.2%	3.4%	Quality of Life
Usefulness of the Village's Website Calendar	66.9%	63.5%	3.4%	Village Communication
Variety of restaurants	45.3%	41.9%	3.4%	Downtown District
Overall quality of emergency medical services	92.8%	89.5%	3.3%	Public Safety Services
Availability & convenience of parking	67.1%	64.0%	3.1%	Downtown District
Enforcement of Village codes/ordinances	71.5%	68.4%	3.1%	Quality of Life
Building permit process	69.8%	67.0%	2.8%	Community Development
Snow removal on major Village streets	93.4%	91.1%	2.3%	Village Infrastructure
Condition of sidewalks in your neighborhood	72.9%	70.6%	2.3%	Village Infrastructure
Availability of bicycle parking facilities	55.2%	53.0%	2.2%	Downtown District
Overall quality of fire protection services	92.6%	90.5%	2.1%	Public Safety Services
Quality of customer service	90.5%	88.5%	2.0%	Quality of Life
Overall quality of social services	68.8%	66.8%	2.0%	Human Services
Public health nursing services meeting community need	65.3%	63.5%	1.8%	Human Services
Overall image of the Village	81.0%	79.3%	1.7%	Village Services
Snow removal on streets in your neighborhood	89.3%	87.6%	1.7%	Village Infrastructure
Conditions of streets in your neighborhood	84.5%	82.8%	1.7%	Village Infrastructure
Friendliness of the Fire Department	93.4%	91.7%	1.7%	Public Safety Services
Appearance of Commercial Corridors	74.5%	72.9%	1.6%	Community Development
Village food pantry	72.4%	70.8%	1.6%	Human Services
Overall quality of life in the Village	88.5%	87.0%	1.5%	Village Services
Quality of residential garbage collection service	95.6%	94.1%	1.5%	Public Works Services
Quality of drinking water	86.0%	84.6%	1.4%	Public Works Services
Overall professionalism of the Fire Department	92.8%	91.4%	1.4%	Public Safety Services
Maintenance of Village streets	88.7%	87.4%	1.3%	Quality of Life
Maintenance of Village buildings & facilities	91.8%	90.6%	1.2%	Quality of Life
Quality of electrical service	82.4%	81.2%	1.2%	Village Infrastructure

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Trend Analysis – Short-Term (Cont.)

Service	2023	2020	Difference	Category
Value you receive for tax/fees	68.1%	67.0%	1.1%	Village Services
Persons with disabilities	65.2%	64.1%	1.1%	How Well Various Populations are Served
Persons with limited physical mobility	63.2%	62.2%	1.0%	How Well Various Populations are Served
Quality of services provided by the Village	91.2%	90.4%	0.8%	Quality of Life
Access to quality shopping facilities	62.8%	62.0%	0.8%	Village Services
Mowing/tree trimming along streets & public areas	88.6%	87.8%	0.8%	Village Infrastructure
Quality of Human Services programming/events	66.5%	65.7%	0.8%	Human Services
Maintenance of Village owned buildings	88.6%	87.9%	0.7%	Village Infrastructure
Cleanliness of streets & other public areas	89.9%	89.3%	0.6%	Village Infrastructure
Overall quality of public schools	81.3%	80.7%	0.6%	Village Services
Friendliness of police department	86.6%	86.1%	0.5%	Public Safety Services
Feeling of safety in your neighborhood during the day	95.9%	95.5%	0.4%	Feelings of Safety
Social services meeting community needs	64.5%	64.1%	0.4%	Human Services
Overall quality of Park District services	81.2%	81.0%	0.2%	Village Services
Quality of Village community events	77.3%	77.3%	0.0%	Village Services
Condition of major Village streets	84.2%	84.4%	-0.2%	Village Infrastructure
Non-English speaking persons	58.9%	59.1%	-0.2%	How Well Various Populations are Served
Overall maintenance of private property	76.6%	76.9%	-0.3%	Village Services
Quality of natural gas service	85.7%	86.0%	-0.3%	Village Infrastructure
Conditional use permit process and/or variance process	60.8%	61.1%	-0.3%	Community Development
Maintenance of street signs & traffic signals	89.9%	90.4%	-0.5%	Village Infrastructure
Inspection process	66.2%	66.7%	-0.5%	Community Development
Overall quality of Library services	90.0%	90.6%	-0.6%	Village Services
Overall feeling of safety in the Village	91.4%	92.0%	-0.6%	Feelings of Safety
Police education programs	72.5%	73.1%	-0.6%	Public Safety Services
Feeling of safety in commercial & retail areas	83.2%	83.9%	-0.7%	Feelings of Safety
Effectiveness of Village communication	77.4%	78.2%	-0.8%	Quality of Life
Citizen engagement	50.2%	51.0%	-0.8%	Village Services
Adequacy of green space	60.8%	61.8%	-1.0%	Downtown District
Quality of wastewater services	83.8%	85.0%	-1.2%	Public Works Services
Ease of access of places you usually visit	85.9%	87.2%	-1.3%	Village Services
Sense of community	70.0%	71.3%	-1.3%	Village Services
Quality of residential curbside recycling service	92.4%	93.7%	-1.3%	Public Works Services
Overall quality of police protection	85.1%	86.7%	-1.6%	Public Safety Services
Overall maintenance of public property	86.8%	88.5%	-1.7%	Village Services
Overall professionalism of the police department	84.1%	85.8%	-1.7%	Public Safety Services
Clarity & understandability of Village bills	74.4%	76.4%	-2.0%	Village Communication
Overall quality of police response times	84.5%	86.7%	-2.2%	Public Safety Services
Feeling of safety in parks/trails/recreational areas	79.4%	82.1%	-2.7%	Feelings of Safety
Seniors	70.0%	73.2%	-3.2%	How Well Various Populations are Served
Street lighting on major streets	82.7%	86.2%	-3.5%	Village Infrastructure
Feeling of safety downtown after dark	76.5%	80.1%	-3.6%	Feelings of Safety
Enforcement of parking laws	71.1%	74.8%	-3.7%	Public Safety Services
Quality of cable & internet service	59.0%	62.9%	-3.9%	Village Infrastructure
Feeling of safety shopping after dark	73.4%	78.3%	-4.9%	Feelings of Safety
Overall feeling of safety in your neighborhood	84.5%	91.2%	-6.7%	Village Services
Overall quality of senior services	60.7%	67.5%	-6.8%	Human Services
Accessibility of Village Human Services programs	75.4%	82.7%	-7.3%	Human Services
Availability of public transportation	49.6%	57.1%	-7.5%	Village Services
Enforcement of traffic laws	70.1%	77.6%	-7.5%	Public Safety Services
Visibility of police in neighborhoods	62.7%	70.6%	-7.9%	Public Safety Services
Overall feeling of safety in the Village	82.6%	90.5%	-7.9%	Village Services
Street lighting on neighborhood streets	64.7%	72.7%	-8.0%	Village Infrastructure
Efforts to prevent crime	68.8%	77.2%	-8.4%	Public Safety Services
Feeling of safety in your neighborhood at night	79.7%	89.1%	-9.4%	Feelings of Safety
Availability of affordable housing	43.9%	53.3%	-9.4%	Village Services
Visibility of police in retail/commercial areas	58.9%	69.6%	-10.7%	Public Safety Services
Flow of traffic/management	58.6%	70.0%	-11.4%	Quality of Life
Feeling of safety traveling by bicycle in the Village	57.8%	74.2%	-16.4%	Feelings of Safety

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Trend Analysis – Long-Term

From 2016 to 2023, satisfaction ratings have **stayed the same or increased in 83 of the 102 areas** that were assessed. There have been significant increases in satisfaction (5% or more) in 59 of these areas. The tables below and on the following page show how the 2023 survey results compare to 2016.

Service	2023	2016	Difference	Category
Quality of MPDC programming	72.4%	44.0%	28.4%	Village Communication
Management of Village finances	71.8%	47.7%	24.1%	Quality of Life
Value you receive for tax/fees	68.1%	47.7%	20.4%	Village Services
Property maintenance standards	76.7%	57.4%	19.3%	Community Development
Medical Lending Closet	80.5%	63.0%	17.5%	Human Services
Village food pantry	72.4%	55.7%	16.7%	Human Services
Overall quality of social services	68.8%	52.6%	16.2%	Human Services
Snow removal on major Village streets	93.4%	77.8%	15.6%	Village Infrastructure
Snow removal on streets in your neighborhood	89.3%	73.8%	15.5%	Village Infrastructure
Sign regulation standards	80.3%	65.8%	14.5%	Community Development
Transparency of Village information	66.5%	52.0%	14.5%	Village Communication
Availability of information on services/activities	89.3%	74.9%	14.4%	Village Communication
Building permit process	69.8%	55.4%	14.4%	Community Development
Overall quality of nursing services	69.0%	55.0%	14.0%	Human Services
Maintenance of Village streets	88.7%	74.8%	13.9%	Quality of Life
Inspection process	66.2%	52.6%	13.6%	Community Development
Quality of Village's e-mail E-Newsletter	78.5%	64.9%	13.6%	Village Communication
Timeliness of information	83.8%	70.4%	13.4%	Village Communication
Quality of Village's social media	71.0%	58.0%	13.0%	Village Communication
Clarity & understandability of Village bills	74.4%	62.5%	11.9%	Village Communication
Usefulness of the Village's Website Calendar	66.9%	55.1%	11.8%	Village Communication
Condition of sidewalks in your neighborhood	72.9%	61.2%	11.7%	Village Infrastructure
Condition of major Village streets	84.2%	72.7%	11.5%	Village Infrastructure
Quality of electrical service	82.4%	71.6%	10.8%	Village Infrastructure
Conditional use permit process and/or variance process	60.8%	50.0%	10.8%	Community Development
Mowing/tree trimming along streets & public areas	88.6%	78.0%	10.6%	Village Infrastructure
Enforcement of Village codes/ordinances	71.5%	61.0%	10.5%	Quality of Life
Citizen engagement	50.2%	40.0%	10.2%	Village Services
Conditions of streets in your neighborhood	84.5%	74.3%	10.2%	Village Infrastructure
Quality of customer service	90.5%	80.5%	10.0%	Quality of Life
Emergency preparedness	86.6%	76.7%	9.9%	Quality of Life
Quality of Village's Experience Mount Prospect website	75.3%	65.4%	9.9%	Village Communication
Overall maintenance of public property	86.8%	77.4%	9.4%	Village Services
Appearance of Commercial Corridors	74.5%	65.2%	9.3%	Community Development
Effectiveness of Village communication	77.4%	68.4%	9.0%	Quality of Life
Quality of residential garbage collection service	95.6%	86.7%	8.9%	Public Works Services
Quality of drinking water	86.0%	77.1%	8.9%	Public Works Services
Quality of stormwater management & drainage	72.0%	63.1%	8.9%	Public Works Services
Maintenance of the Village's Downtown	91.6%	82.9%	8.7%	Village Infrastructure
Overall maintenance of private property	76.6%	67.9%	8.7%	Village Services
Overall quality of emergency medical services	92.8%	85.0%	7.8%	Public Safety Services
Quality of natural gas service	85.7%	78.1%	7.6%	Village Infrastructure
Quality of wastewater services	83.8%	76.5%	7.3%	Public Works Services
Quality of Village print newsletter	88.3%	81.0%	7.3%	Village Communication
Street lighting on neighborhood streets	64.7%	57.5%	7.2%	Village Infrastructure
Maintenance of street signs & traffic signals	89.9%	83.0%	6.9%	Village Infrastructure
Street lighting on major streets	82.7%	76.2%	6.5%	Village Infrastructure
Overall quality of police response times	84.5%	78.1%	6.4%	Public Safety Services

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Trend Analysis – Long-Term (Cont.)

Service	2023	2016	Difference	Category
Quality of residential curbside recycling service	92.4%	86.3%	6.1%	Public Works Services
Quality of new development in the Village	53.6%	47.6%	6.0%	Village Services
Overall quality of fire protection services	92.6%	86.8%	5.8%	Public Safety Services
Maintenance of Village buildings & facilities	91.8%	86.2%	5.6%	Quality of Life
Cleanliness of streets & other public areas	89.9%	84.3%	5.6%	Village Infrastructure
Quality of services provided by the Village	91.2%	85.7%	5.5%	Quality of Life
Friendliness of police department	86.6%	81.2%	5.4%	Public Safety Services
Overall quality of senior services	60.7%	55.3%	5.4%	Human Services
Overall image of the Village	81.0%	76.0%	5.0%	Village Services
Feeling of safety in parks/trails/recreational areas	79.4%	74.4%	5.0%	Feelings of Safety
General appearance of Downtown	78.3%	73.3%	5.0%	Downtown District
Maintenance of Village owned buildings	88.6%	84.0%	4.6%	Village Infrastructure
Ease of access of places you usually visit	85.9%	81.5%	4.4%	Village Services
Overall professionalism of the Fire Department	92.8%	88.4%	4.4%	Public Safety Services
Overall quality of life in the Village	88.5%	84.3%	4.2%	Village Services
Sense of community	70.0%	66.1%	3.9%	Village Services
Friendliness of the Fire Department	93.4%	89.7%	3.7%	Public Safety Services
Quality of Village community events	77.3%	73.8%	3.5%	Village Services
Access to restaurants	69.5%	66.2%	3.3%	Village Services
Overall quality of police protection	85.1%	82.1%	3.0%	Public Safety Services
Overall professionalism of the police department	84.1%	81.3%	2.8%	Public Safety Services
Convenience of Emerson & Maple St. parking decks	79.6%	77.1%	2.5%	Downtown District
Overall quality of Library services	90.0%	87.9%	2.1%	Village Services
Overall quality of Park District services	81.2%	79.1%	2.1%	Village Services
Adequacy/condition of the Metra train station	80.5%	78.7%	1.8%	Downtown District
Quality of Village's website	78.7%	77.0%	1.7%	Village Communication
Enforcement of parking laws	71.1%	69.5%	1.6%	Public Safety Services
Feeling of safety in your neighborhood during the day	95.9%	94.6%	1.3%	Feelings of Safety
Quality of cable & internet service	59.0%	57.9%	1.1%	Village Infrastructure
Efforts to prevent crime	68.8%	67.9%	0.9%	Public Safety Services
Overall quality of public schools	81.3%	80.6%	0.7%	Village Services
Overall feeling of safety in the Village	91.4%	90.9%	0.5%	Feelings of Safety
Flow of traffic/management	58.6%	58.2%	0.4%	Quality of Life
Overall walkability	75.9%	75.8%	0.1%	Downtown District
Feeling of safety traveling by bicycle in the Village	57.8%	57.8%	0.0%	Feelings of Safety
Feeling of safety shopping after dark	73.4%	73.8%	-0.4%	Feelings of Safety
Types of retail/entertainment establishments	46.9%	47.4%	-0.5%	Downtown District
Availability of bicycle parking facilities	55.2%	55.8%	-0.6%	Downtown District
Overall feeling of safety in your neighborhood	84.5%	85.6%	-1.1%	Village Services
Hours businesses are open	66.2%	67.3%	-1.1%	Downtown District
Enforcement of traffic laws	70.1%	71.4%	-1.3%	Public Safety Services
Accessibility of Village Human Services programs	75.4%	76.7%	-1.3%	Human Services
Feeling of safety downtown after dark	76.5%	77.9%	-1.4%	Feelings of Safety
Availability & convenience of parking	67.1%	68.5%	-1.4%	Downtown District
Overall feeling of safety in the Village	82.6%	84.5%	-1.9%	Village Services
Feeling of safety in your neighborhood at night	79.7%	82.2%	-2.5%	Feelings of Safety
Feeling of safety in commercial & retail areas	83.2%	85.8%	-2.6%	Feelings of Safety
Visibility of police in neighborhoods	62.7%	65.3%	-2.6%	Public Safety Services
Visibility of police in retail/commercial areas	58.9%	62.8%	-3.9%	Public Safety Services
Variety of restaurants	45.3%	49.3%	-4.0%	Downtown District
Adequacy of green space	60.8%	65.2%	-4.4%	Downtown District
Availability of public transportation	49.6%	54.2%	-4.6%	Village Services
Access to quality shopping facilities	62.8%	67.5%	-4.7%	Village Services
Availability of affordable housing	43.9%	50.9%	-7.0%	Village Services

2023 Village of Mount Prospect Community Survey
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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the Village identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance 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.

Overall Priorities for the Village. This analysis reviewed the importance of and satisfaction with Village services. This analysis was conducted to help set the overall priorities for the Village. Based on the results of this analysis, the services that are recommended as the top priorities for investment over the next two years in order to raise the Village's overall satisfaction rating are listed below:

- Flow of traffic and traffic management (I-S Rating = 0.1896)
- Management of Village finances (I-S Rating = 0.1345)

The table below shows the Importance-Satisfaction rating for all 9 quality of life categories that were rated.

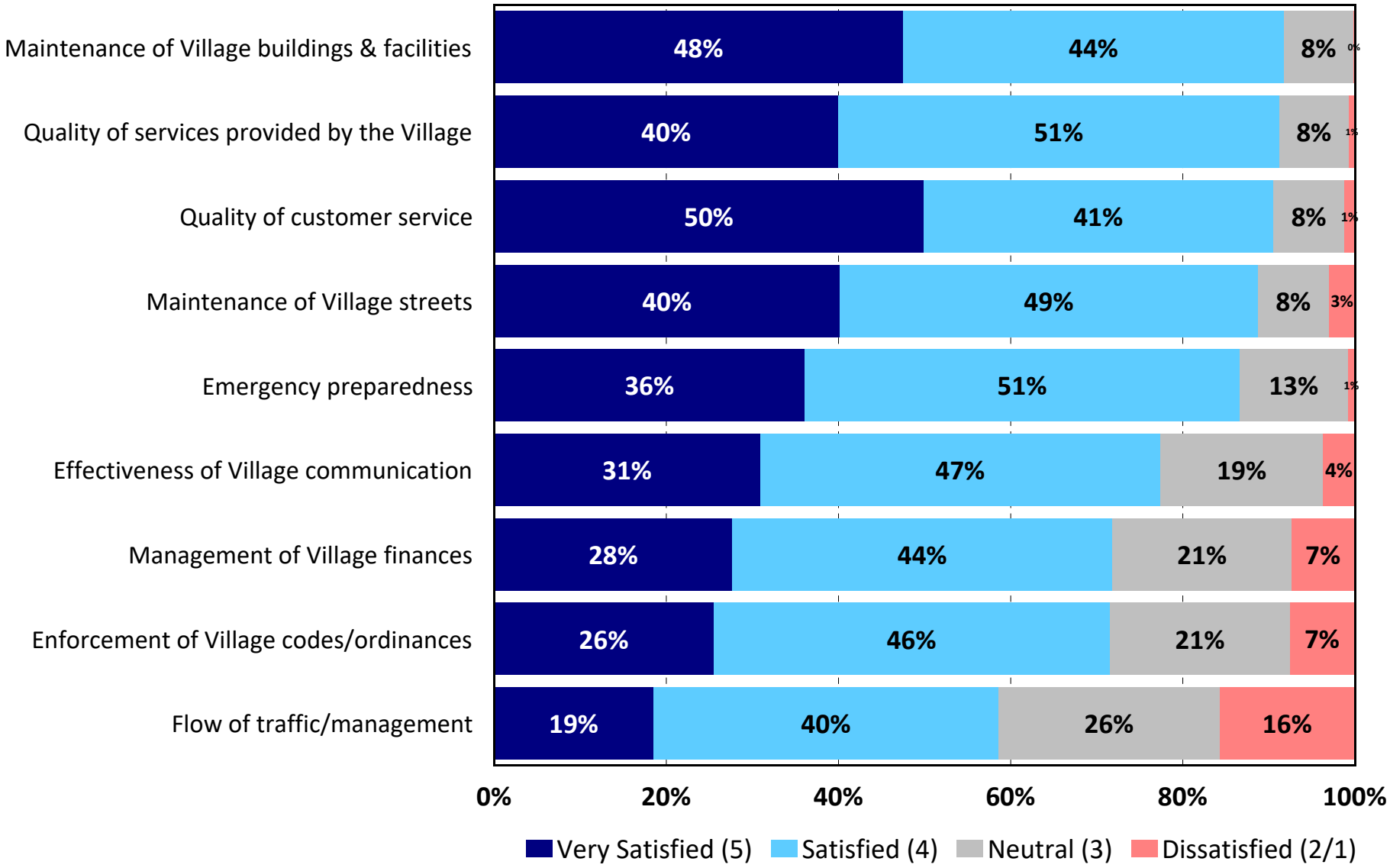
2023 Importance-Satisfaction Rating
Village of Mount Prospect
Quality of Life

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Flow of traffic and traffic management	46%	2	59%	9	0.1896	1
Management of Village finances	48%	1	72%	7	0.1345	2
Medium Priority (IS <.10)						
Effectiveness of Village communication	25%	6	77%	6	0.0574	3
Maintenance of Village streets	45%	3	89%	4	0.0507	4
Enforcement of Village codes/ordinances	16%	7	72%	8	0.0459	5
Emergency preparedness	26%	5	87%	5	0.0352	6
Quality of services provided by the Village	37%	4	91%	2	0.0328	7
Quality of customer service	11%	8	91%	3	0.0106	8
Maintenance of Village buildings & facilities	10%	9	92%	1	0.0082	9

1 Charts and Graphs

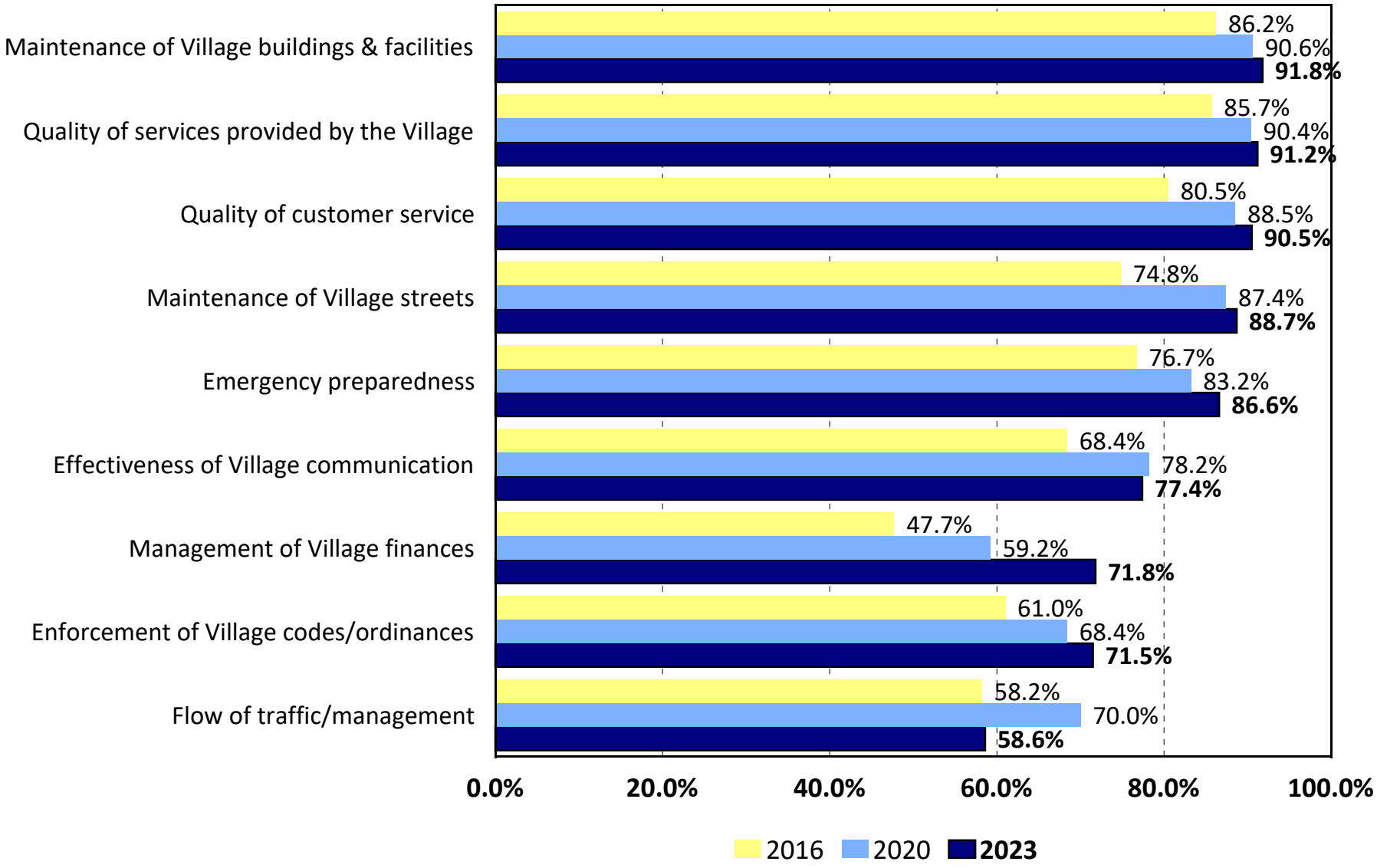
Q1. Satisfaction with Aspects of Quality of Life in the Village

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



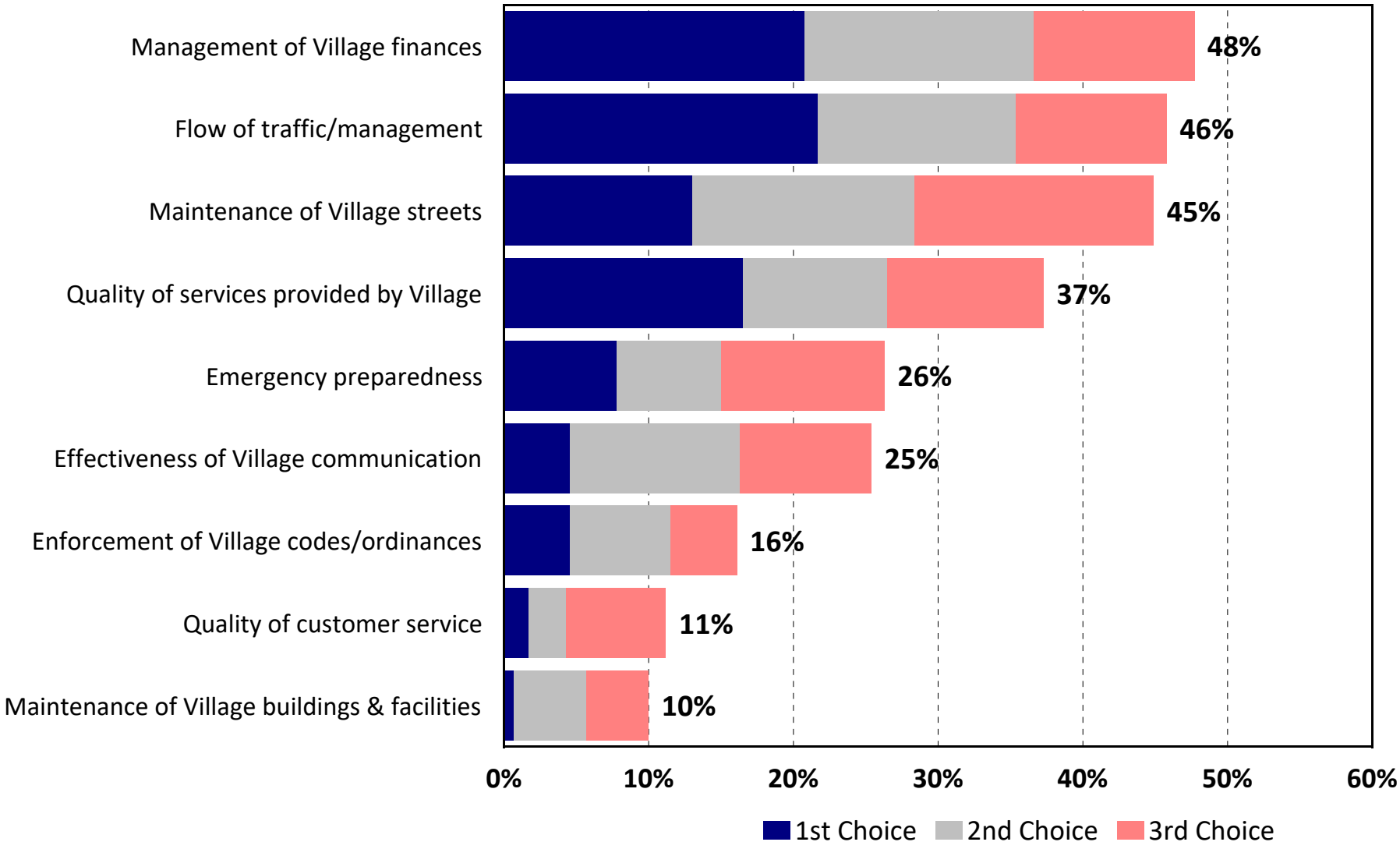
TRENDS: Satisfaction with Aspects of Quality of Life in the Village - 2016 to 2023

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



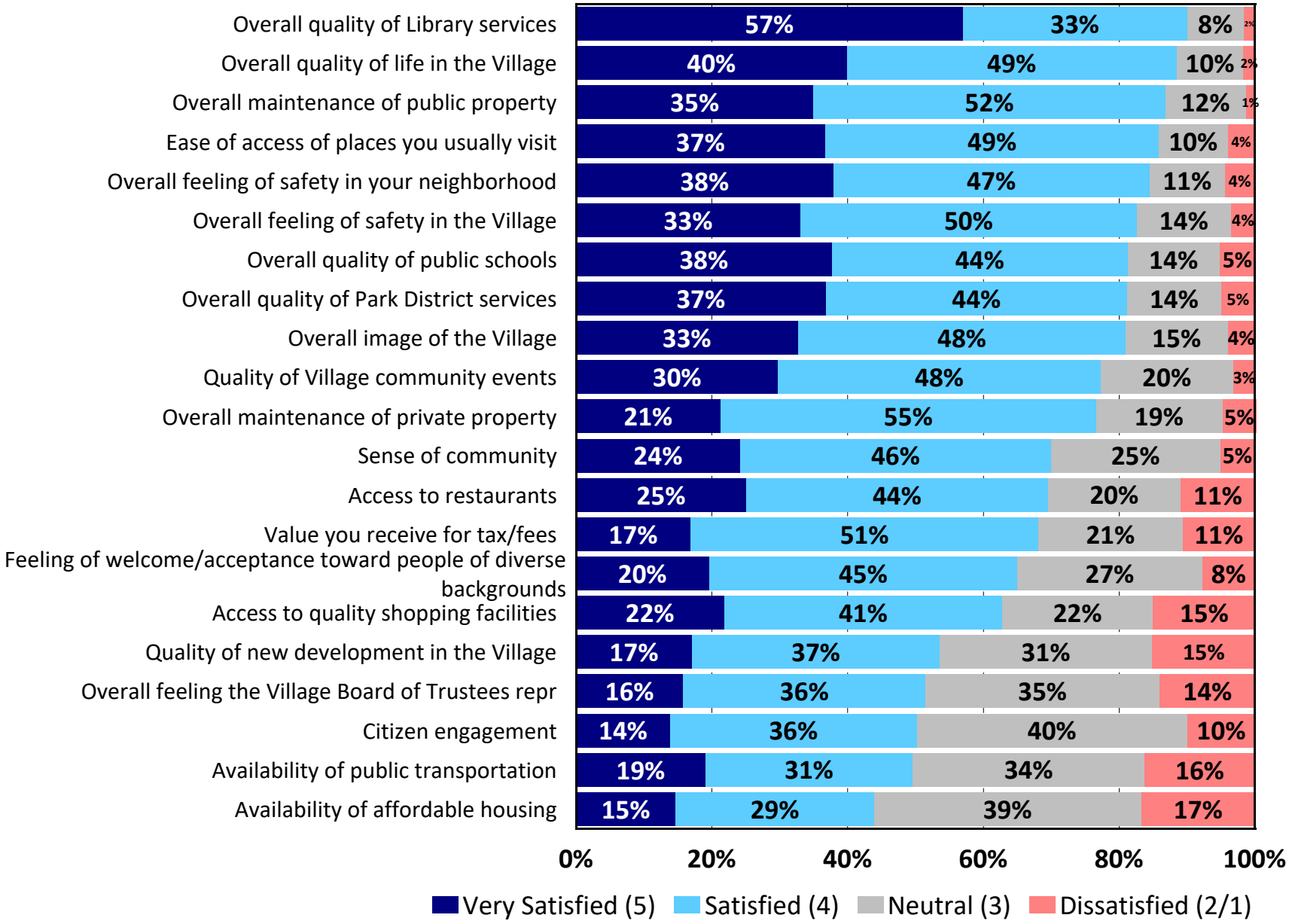
Q2. Quality of Life Items That Should Receive the Most Emphasis Over the Next Two Years

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



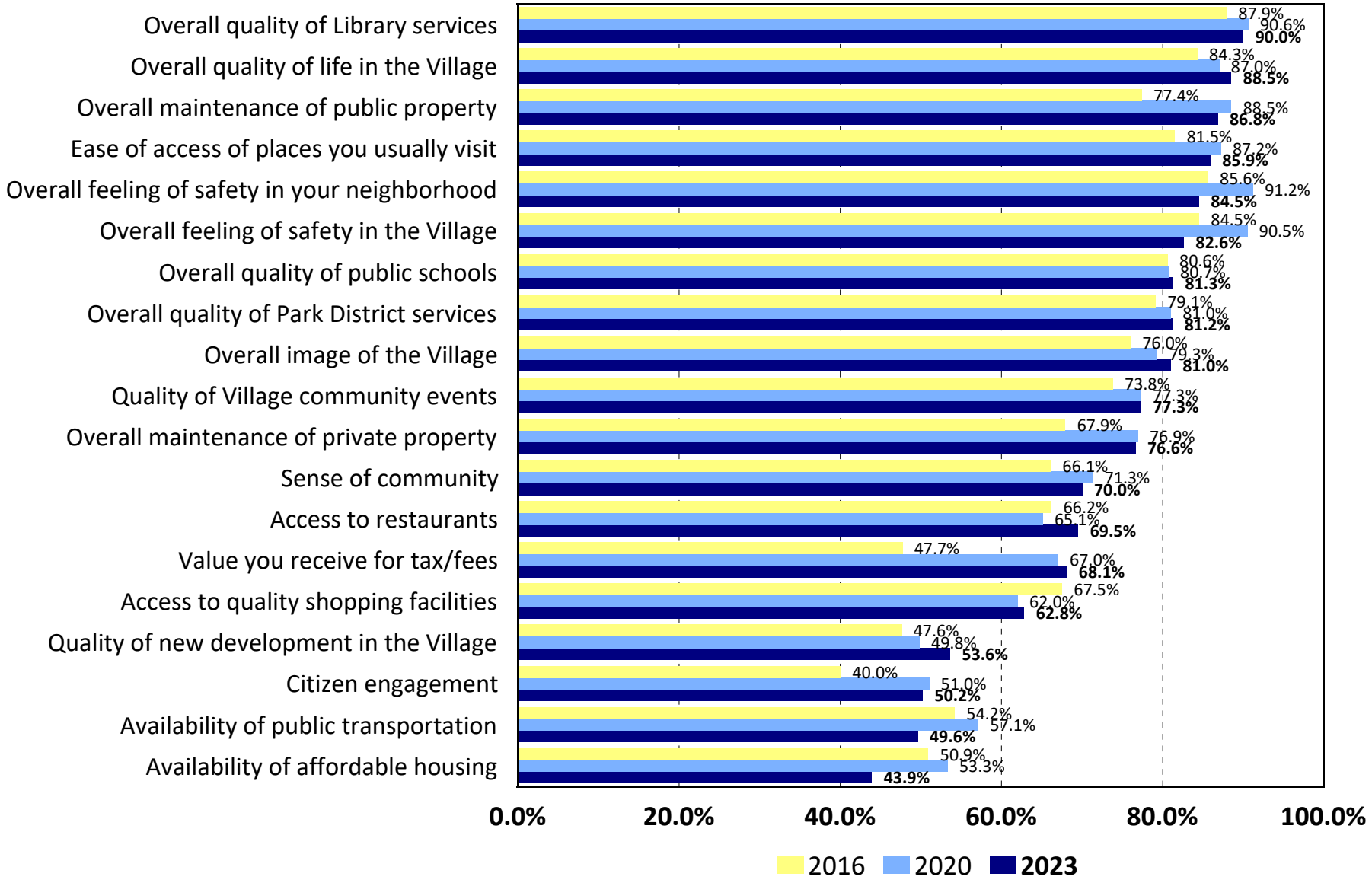
Q3. Satisfaction with Village Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



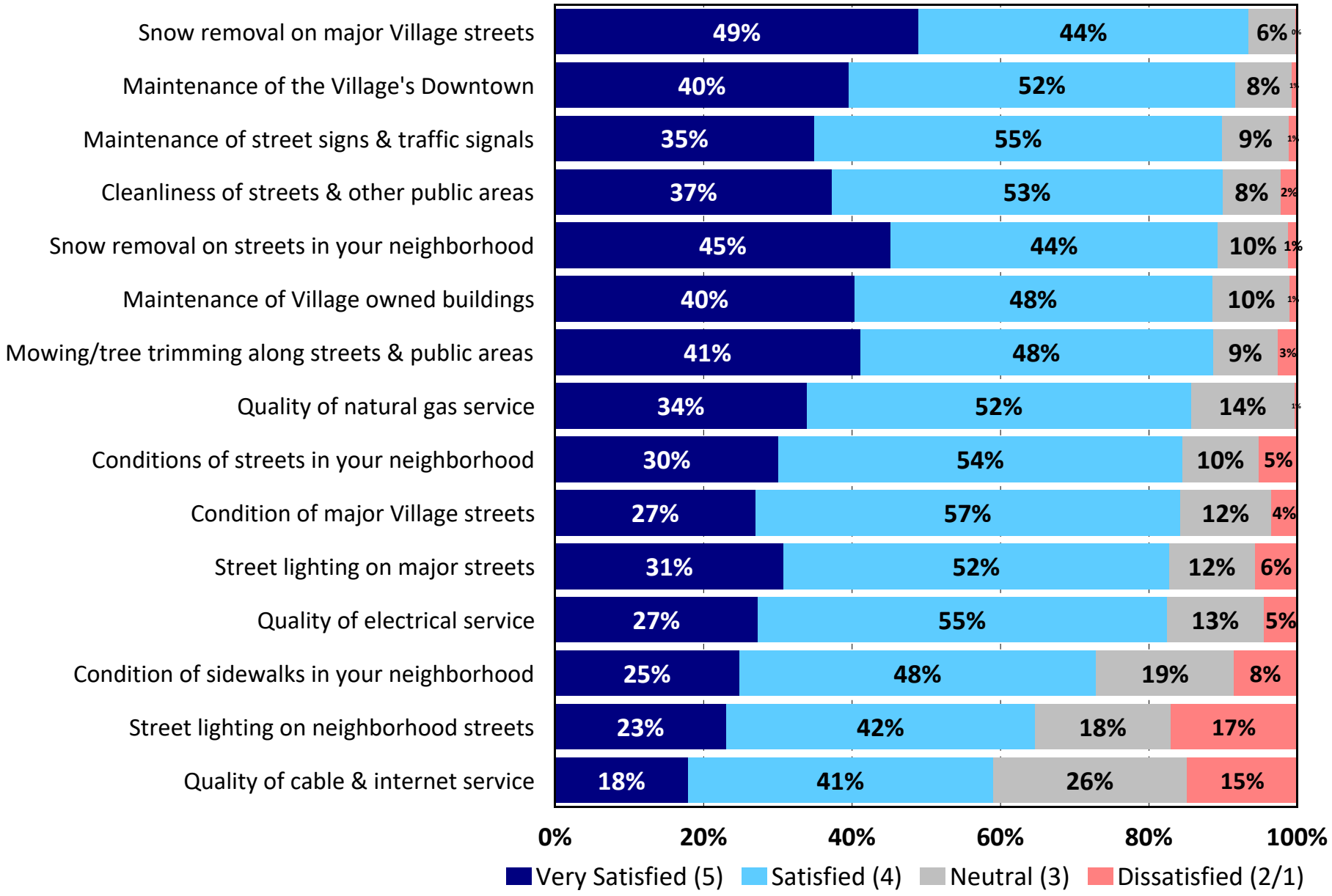
TRENDS: Satisfaction with Village Services 2016 to 2023

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



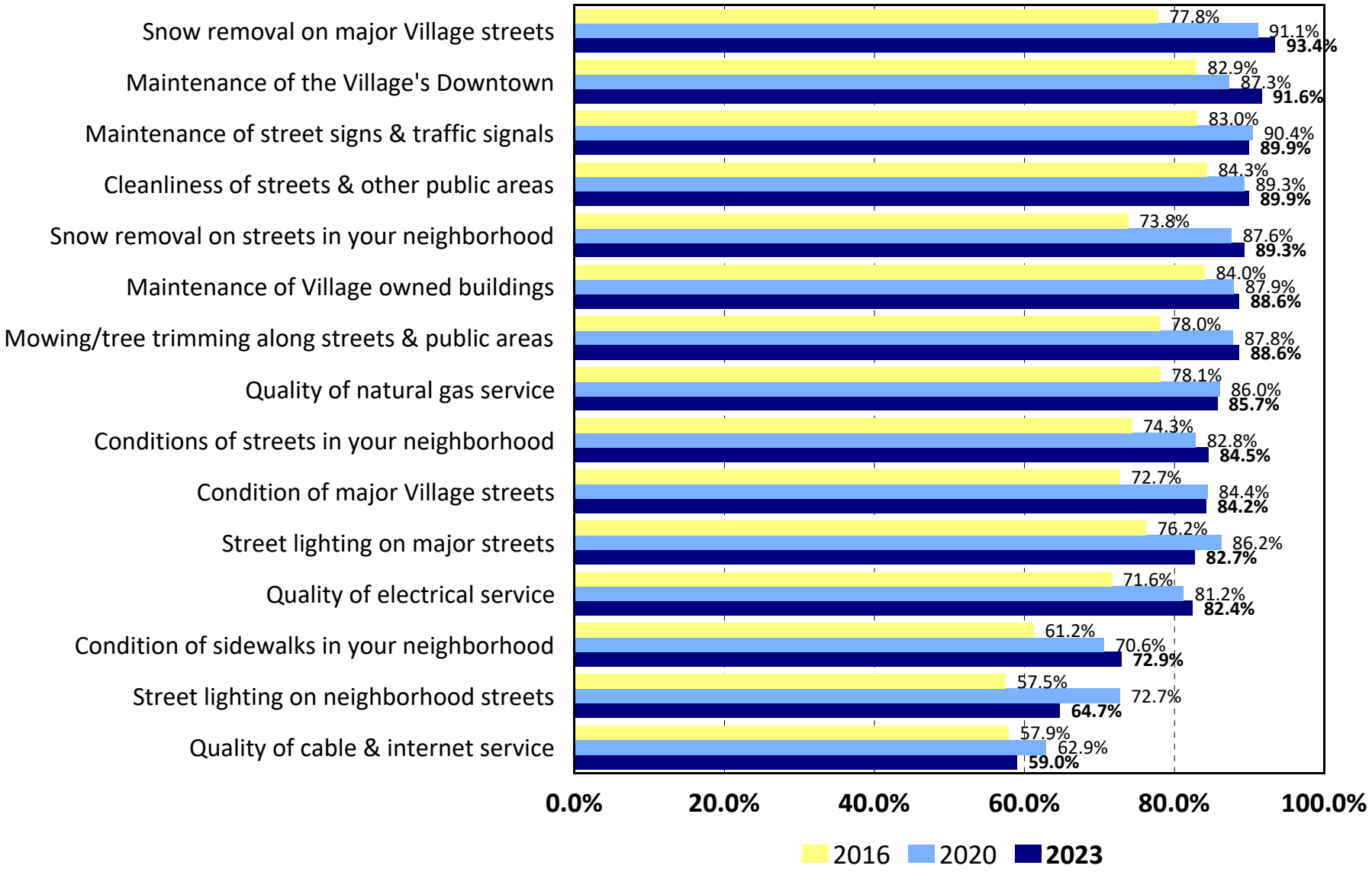
Q4. Satisfaction with Village Infrastructure

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



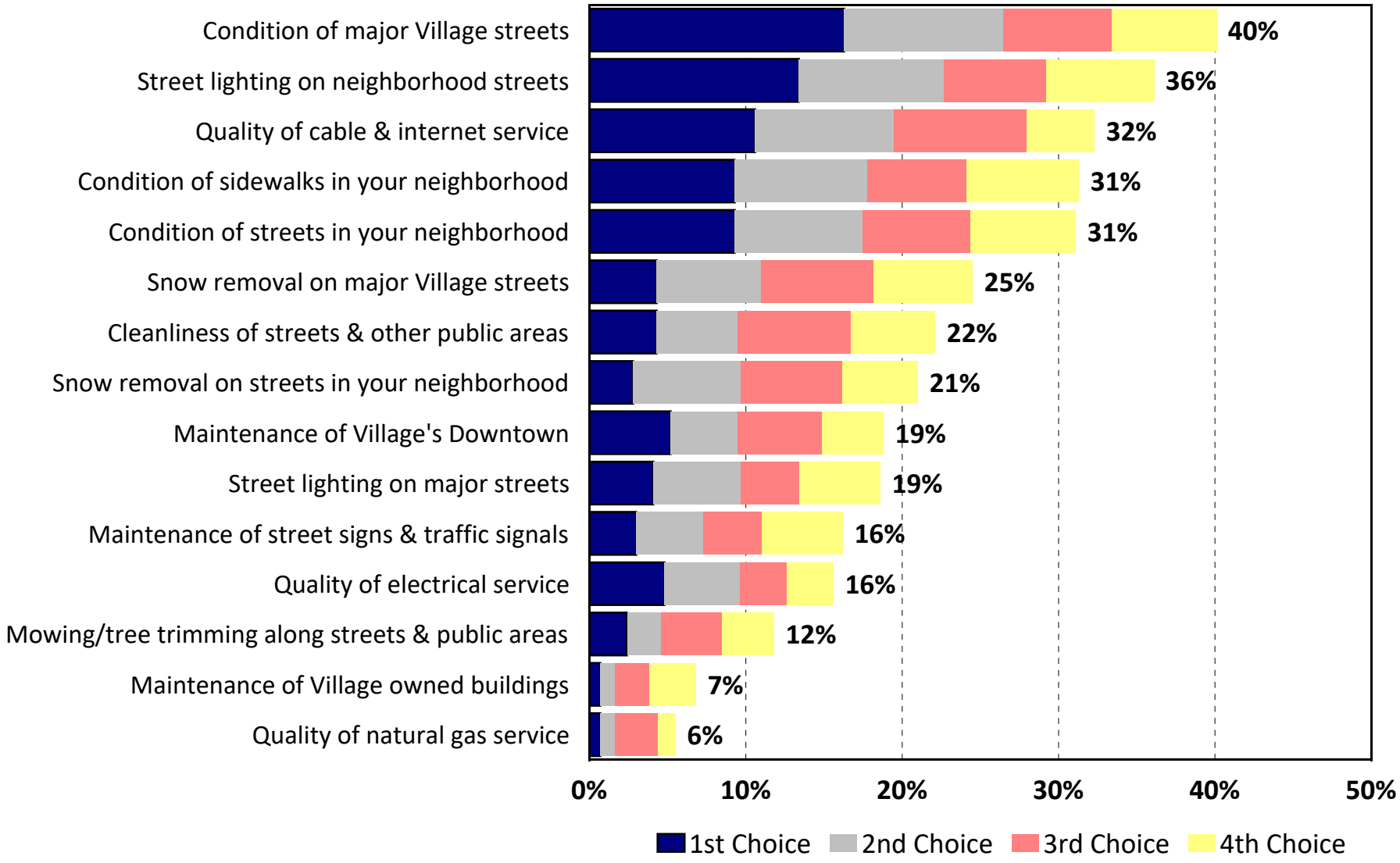
TRENDS: Satisfaction with Village Infrastructure 2016 to 2023

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



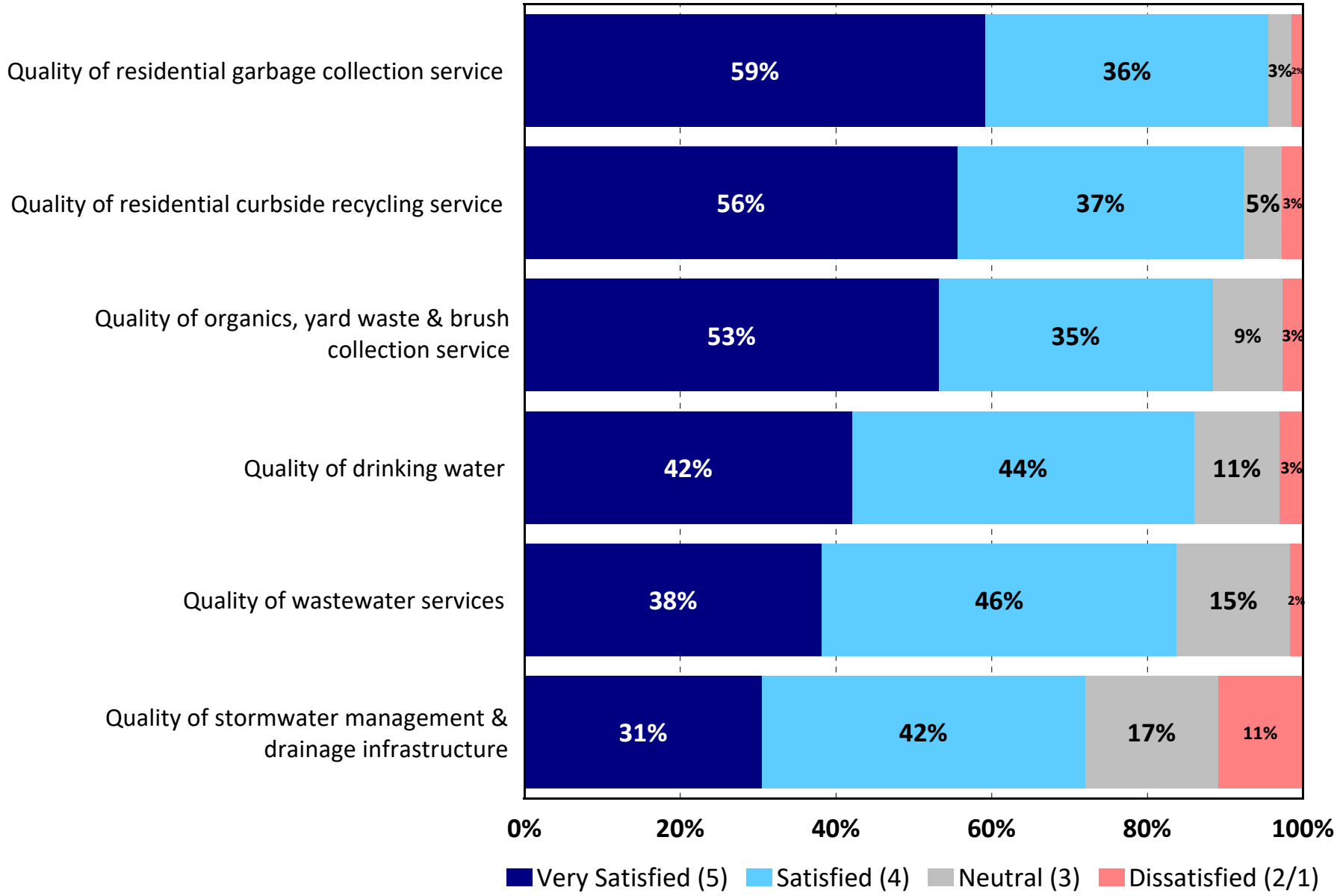
Q5. Village Infrastructure Services That Should Receive the Most Emphasis Over the Next Two Years

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



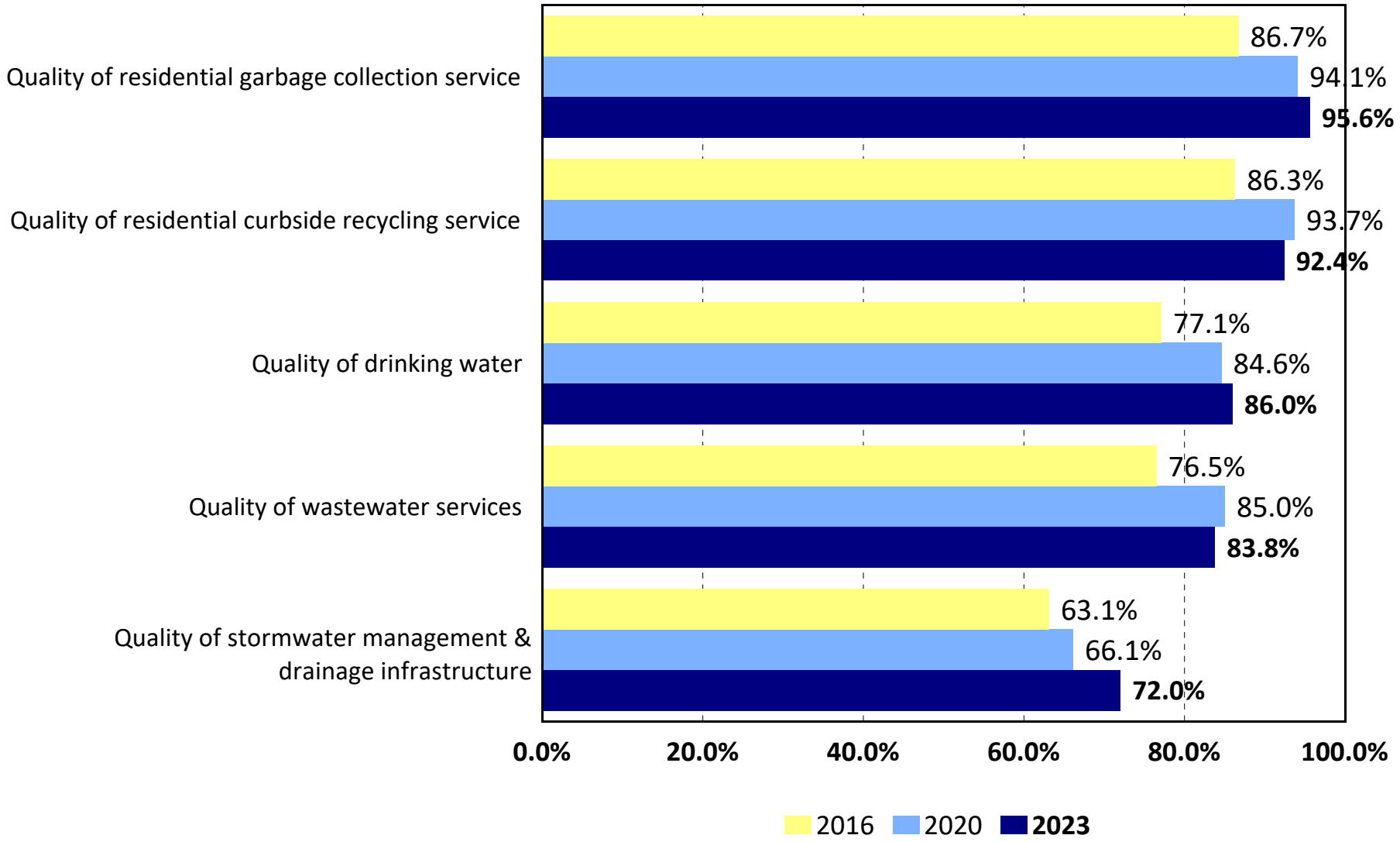
Q6. Satisfaction with Public Works Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



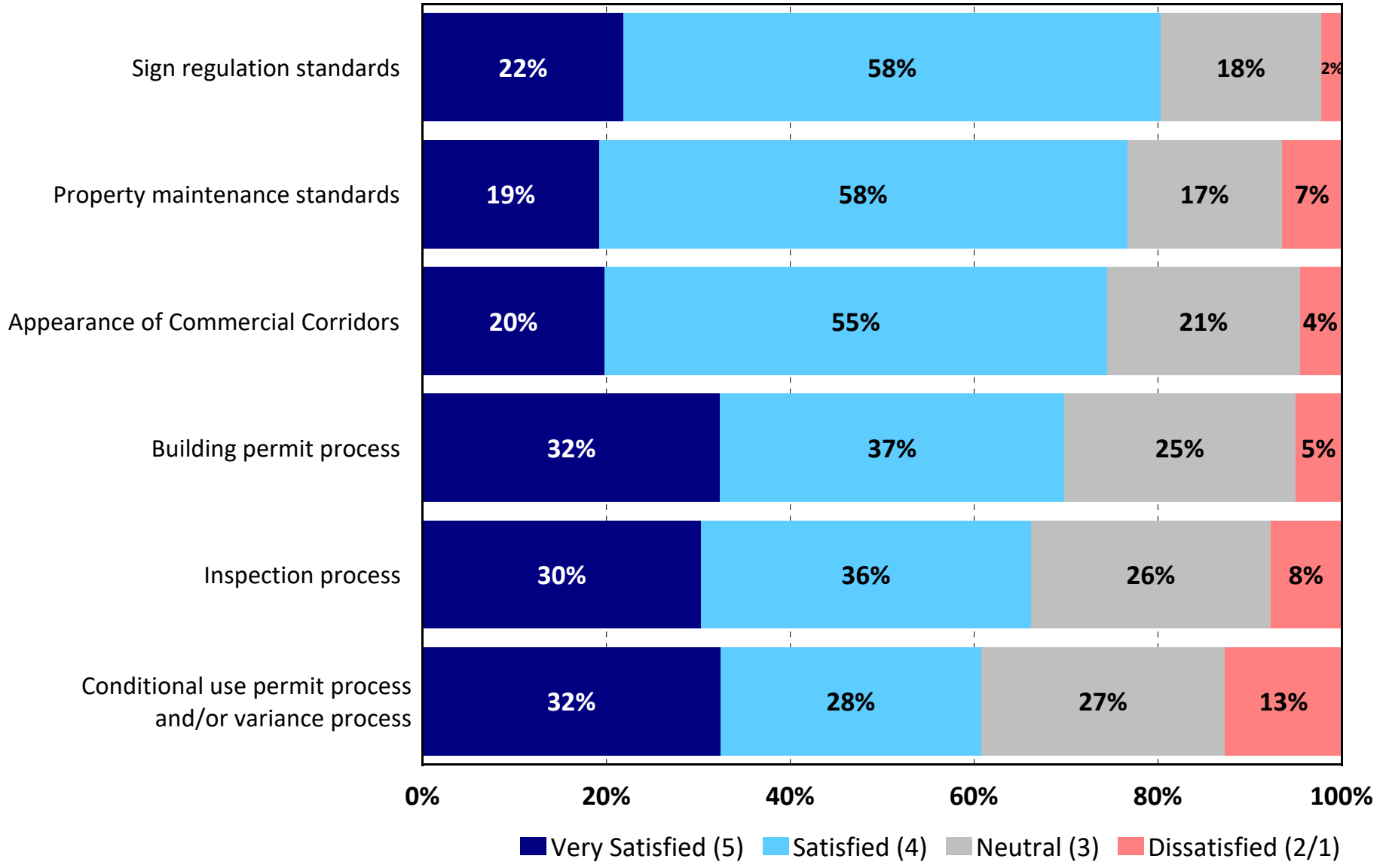
TRENDS: Satisfaction with Public Works Services 2016 to 2023

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



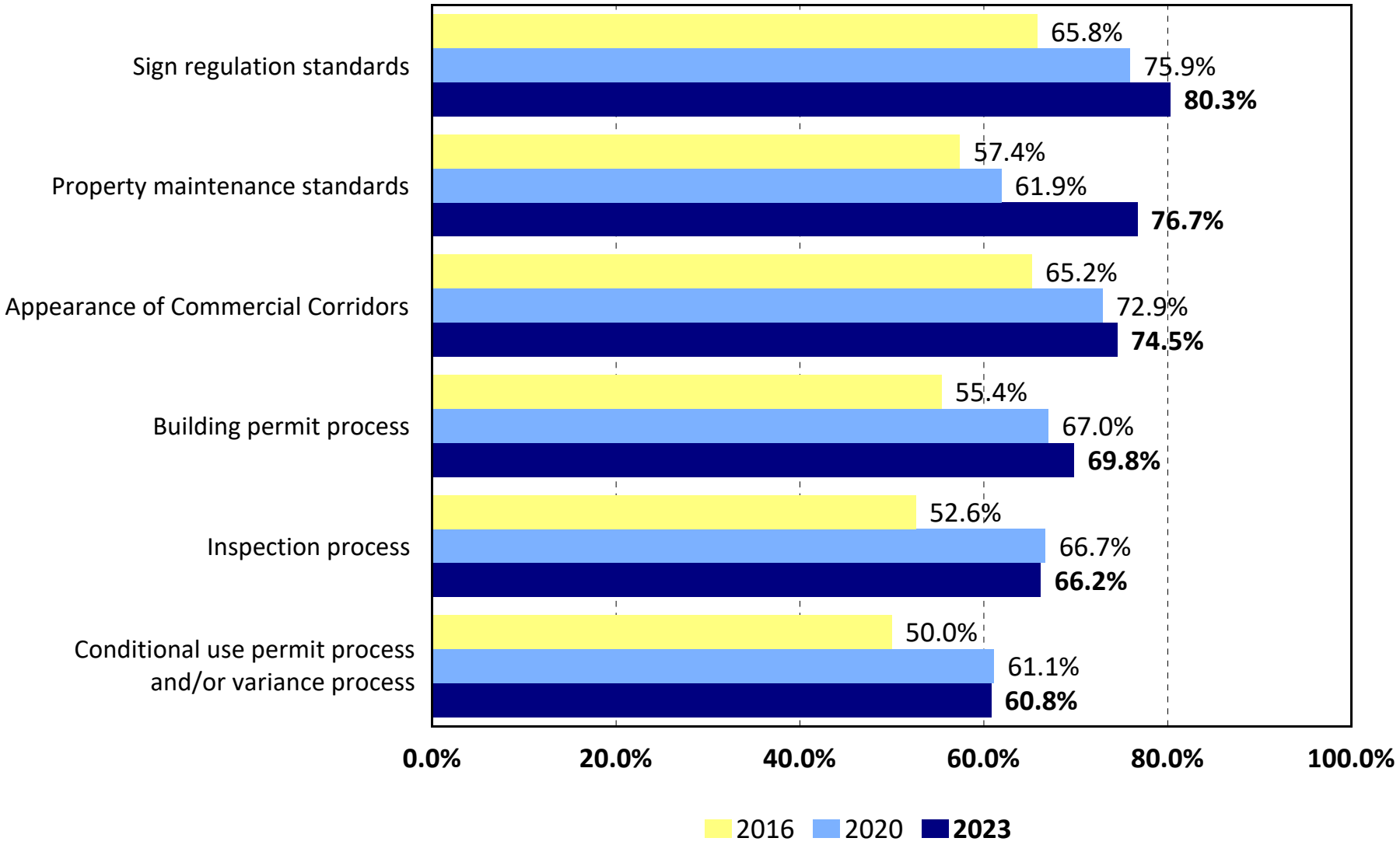
Q7. Satisfaction with Community Development Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



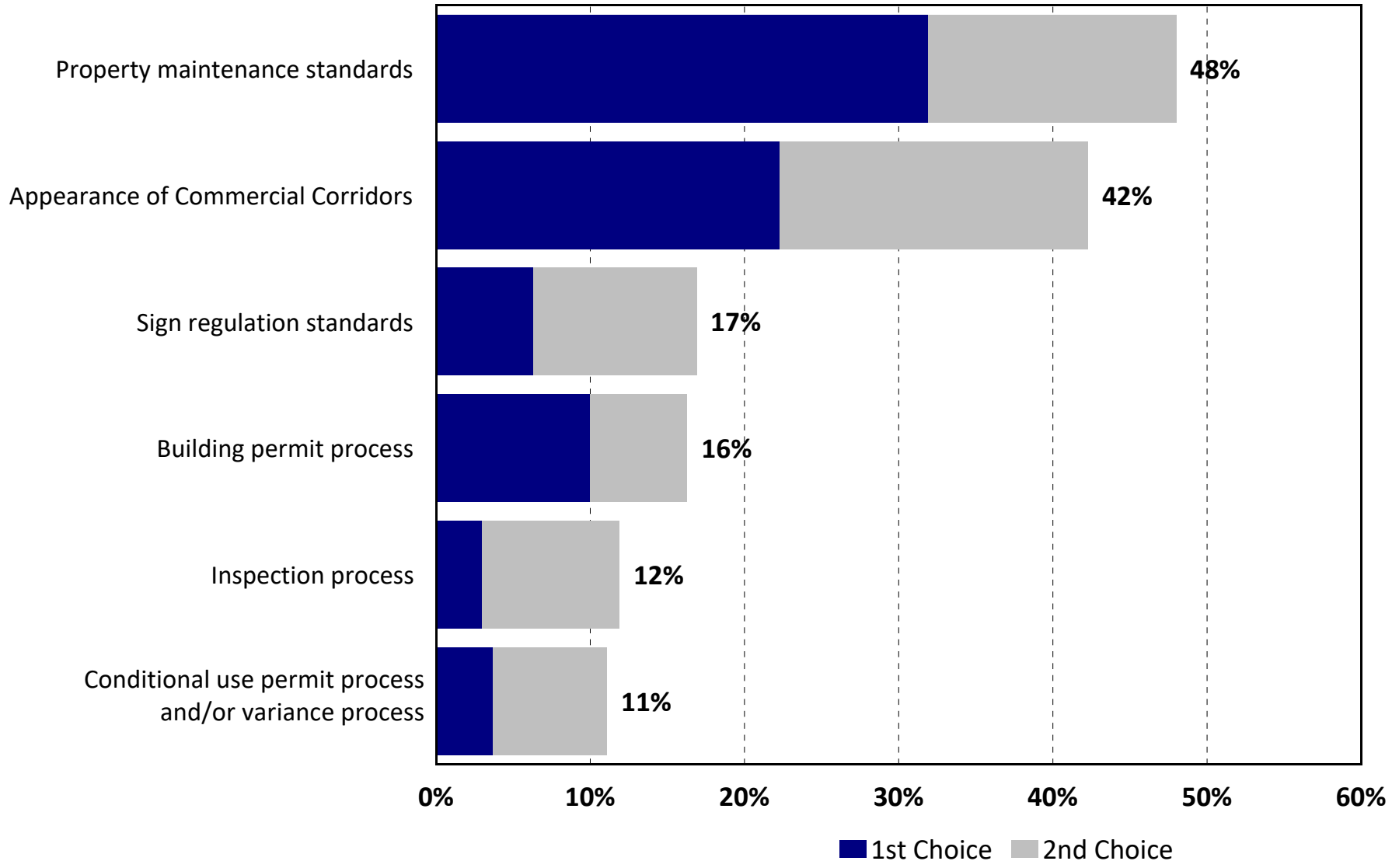
TRENDS: Satisfaction with Community Development Services - 2016 to 2023

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



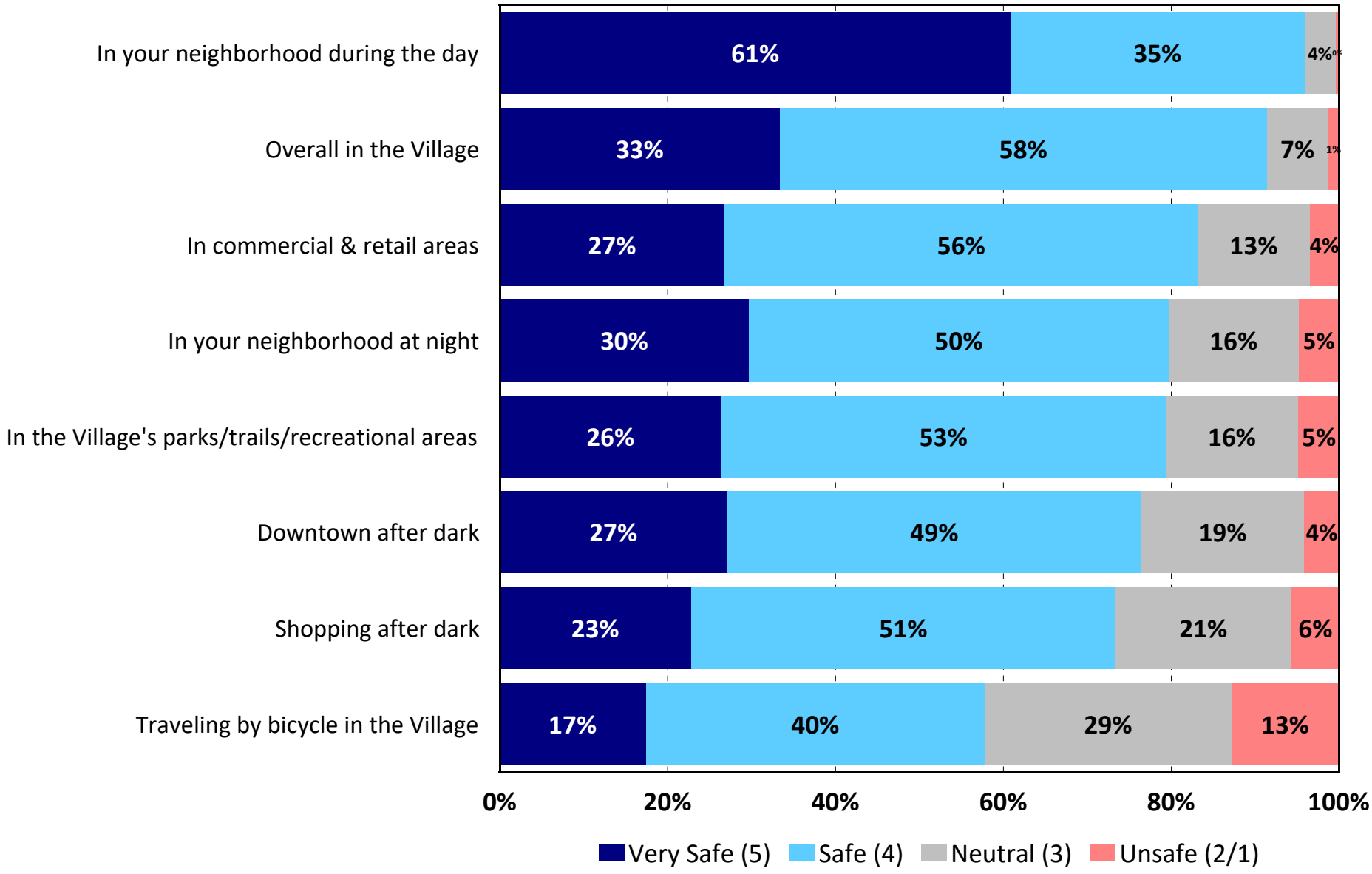
Q8. Community Development Services That Should Receive the Most Emphasis Over the Next Two Years

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



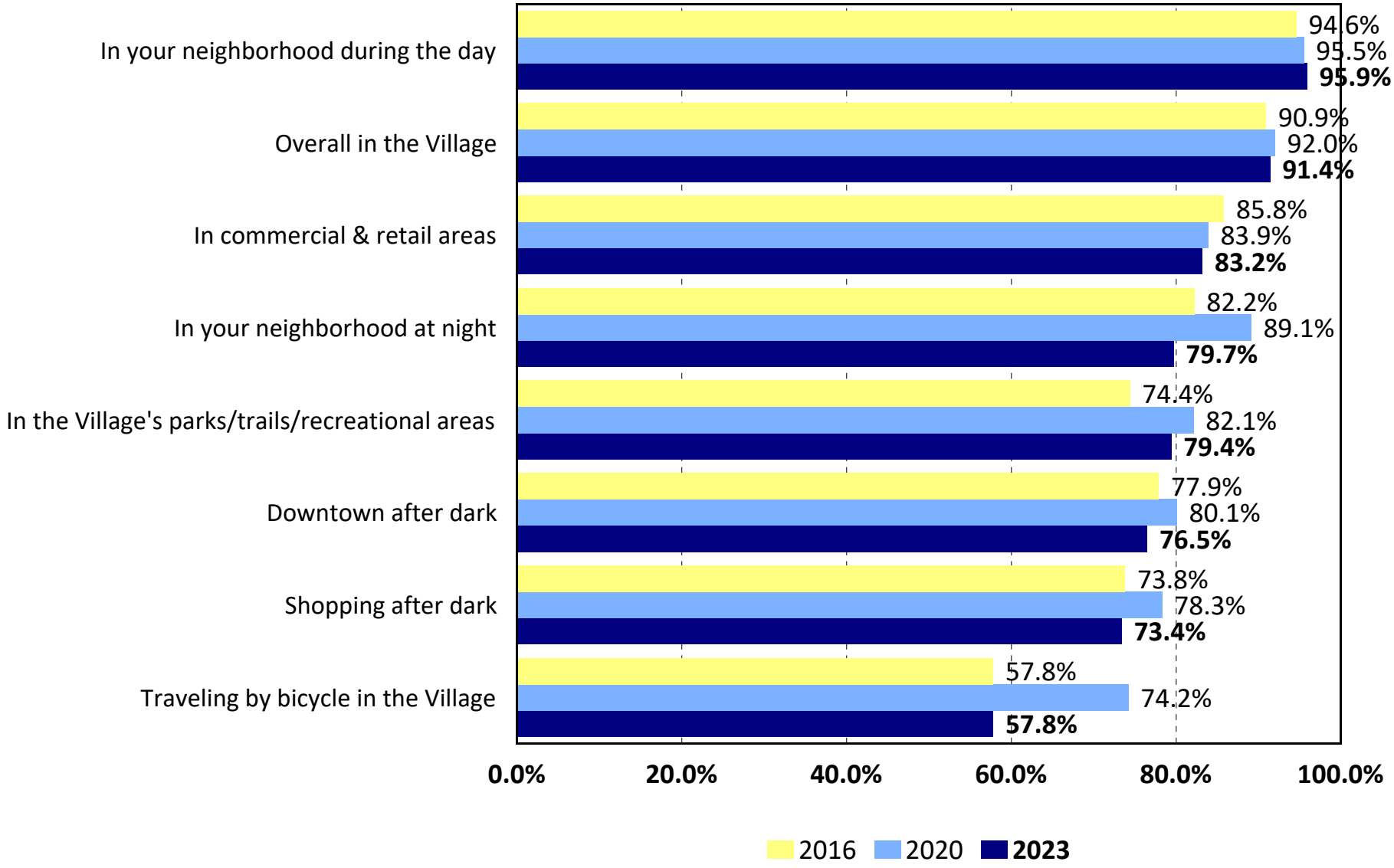
Q9. Feelings of Safety in the Village

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



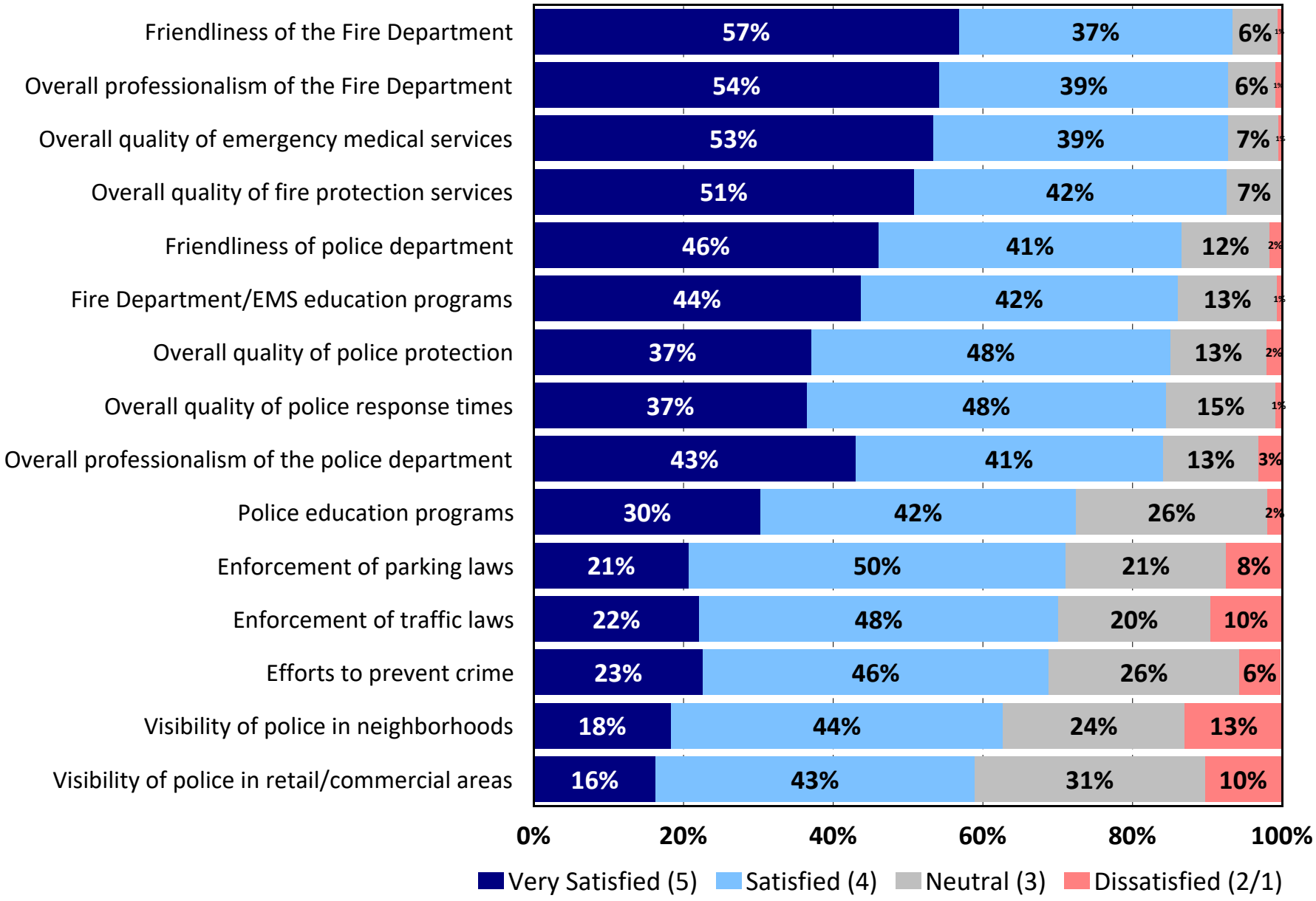
TRENDS: Feelings of Safety in the Village 2016 to 2023

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



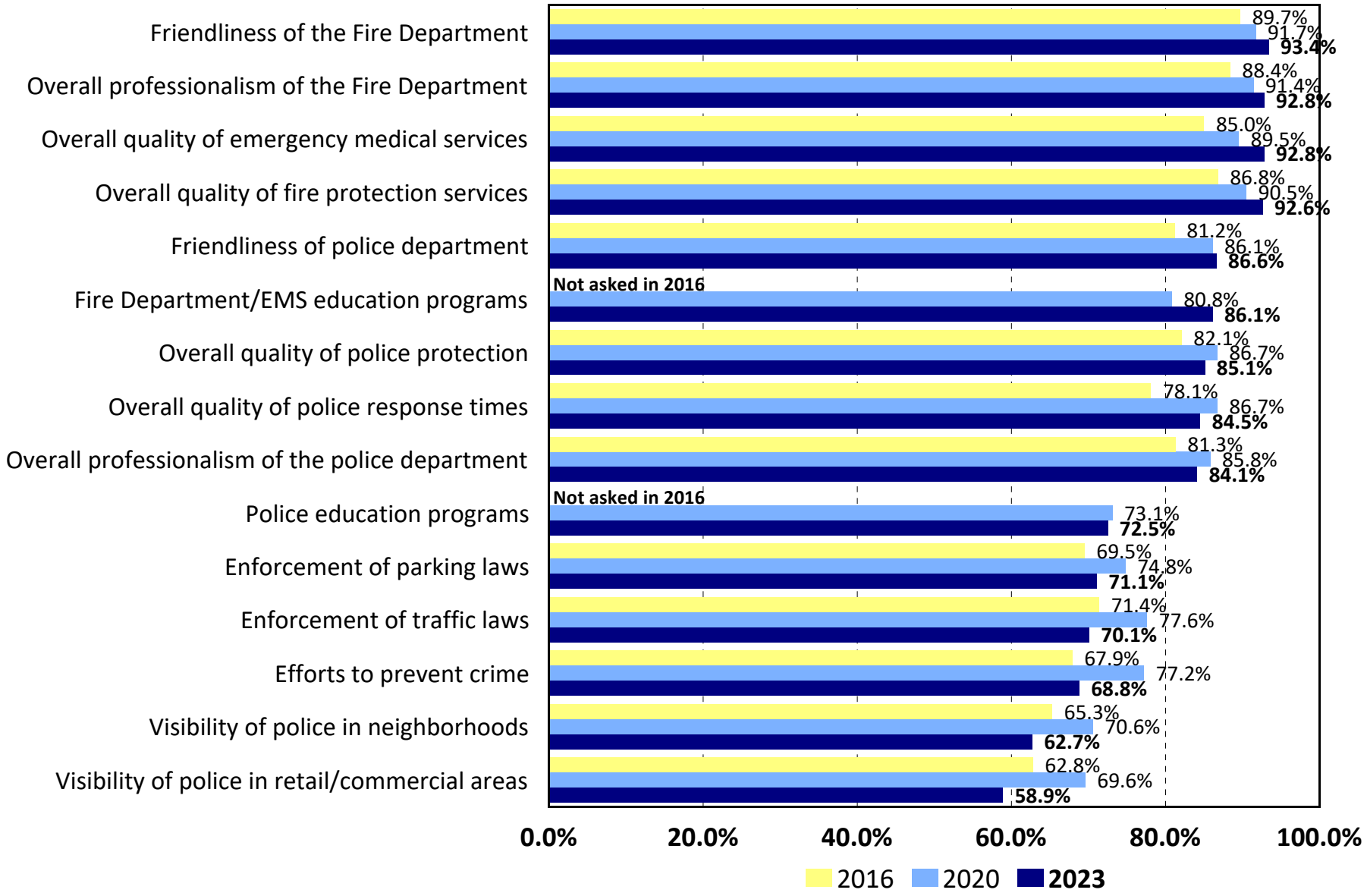
Q10. Satisfaction with Public Safety Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



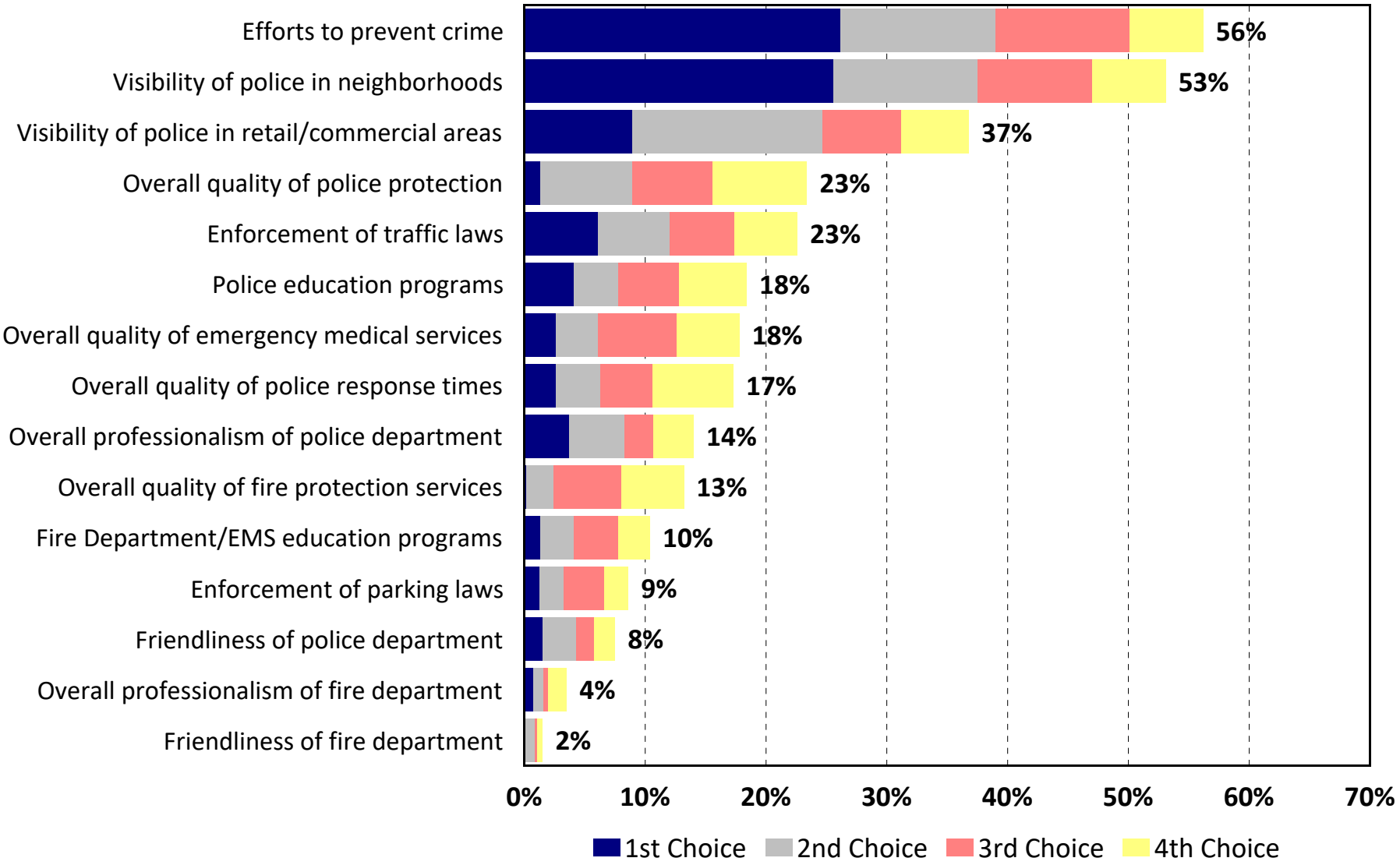
TRENDS: Satisfaction with Public Safety Services 2016 to 2023

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



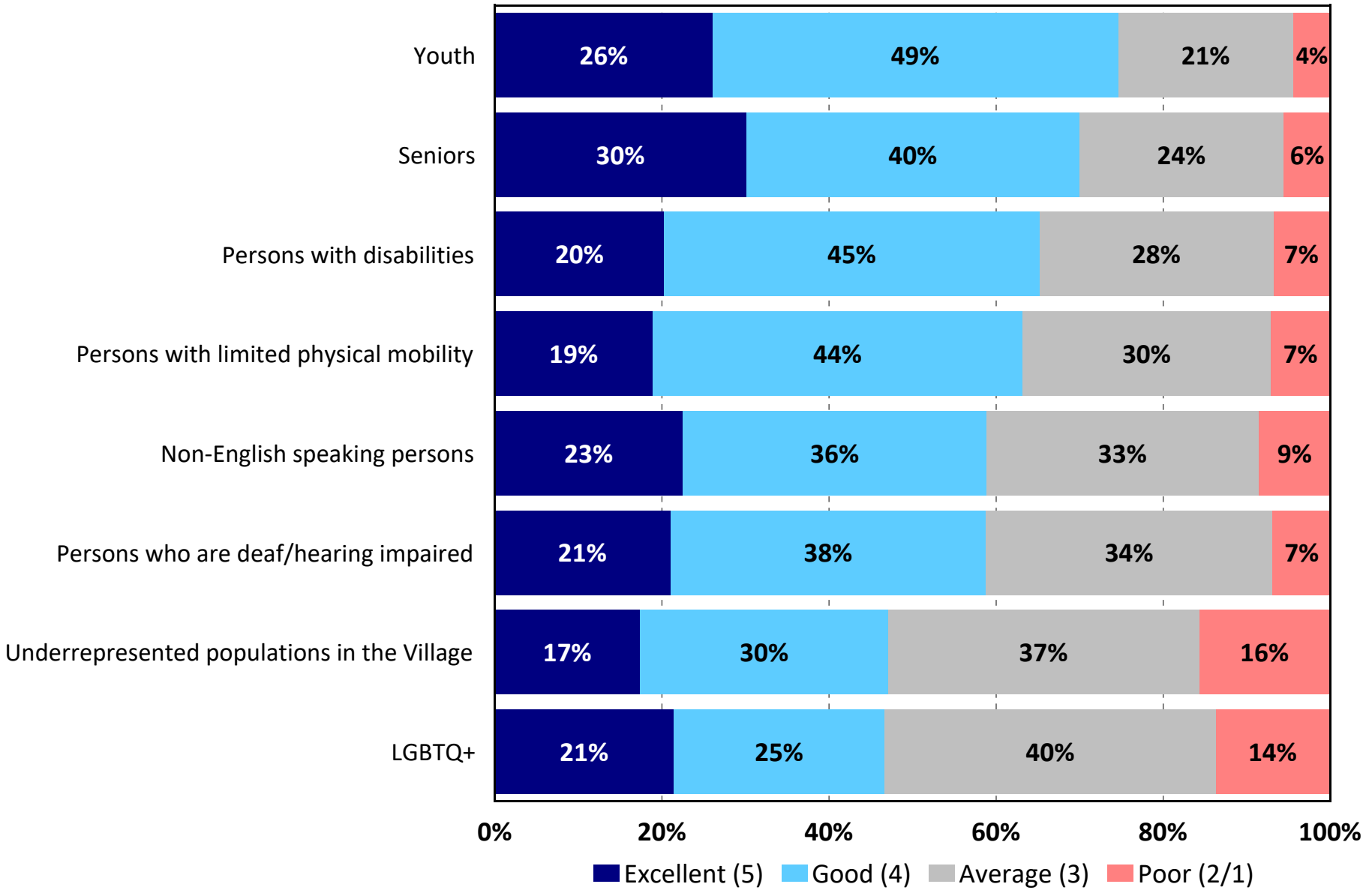
Q11. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



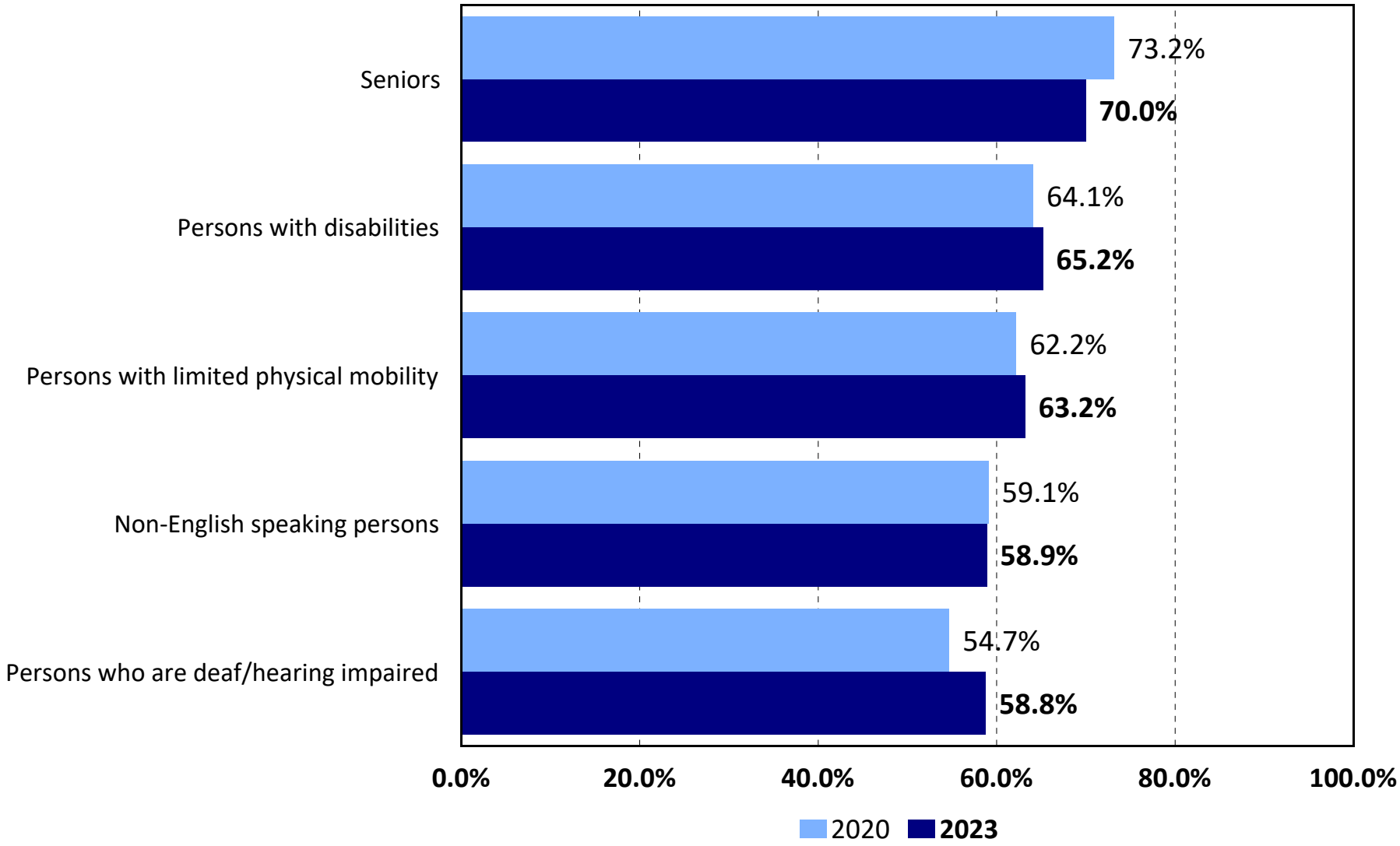
Q12. How Well the Village Serves the Following Populations

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



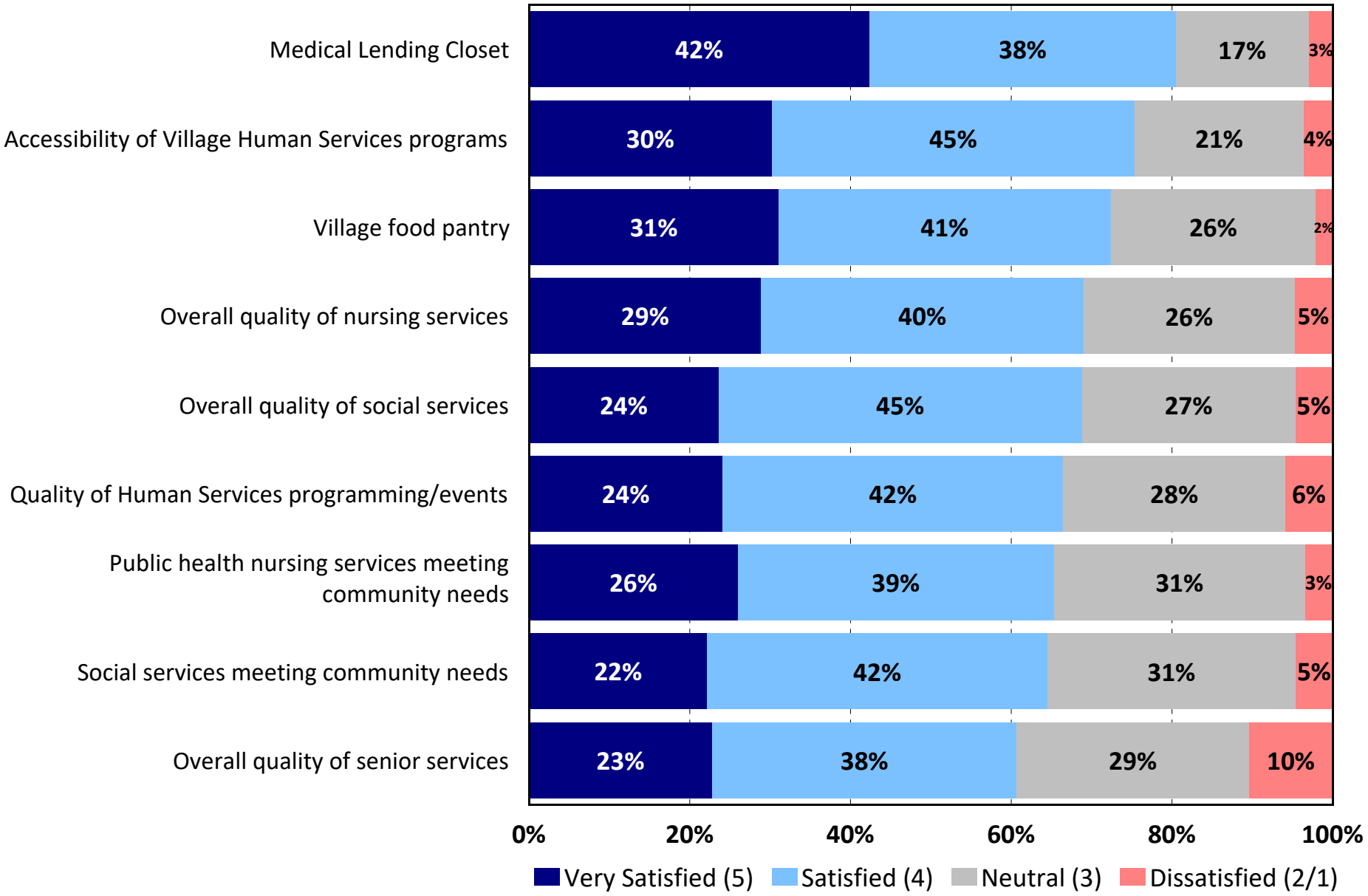
TRENDS: How Well the Village Serves the Following Populations - 2020 vs. 2023

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



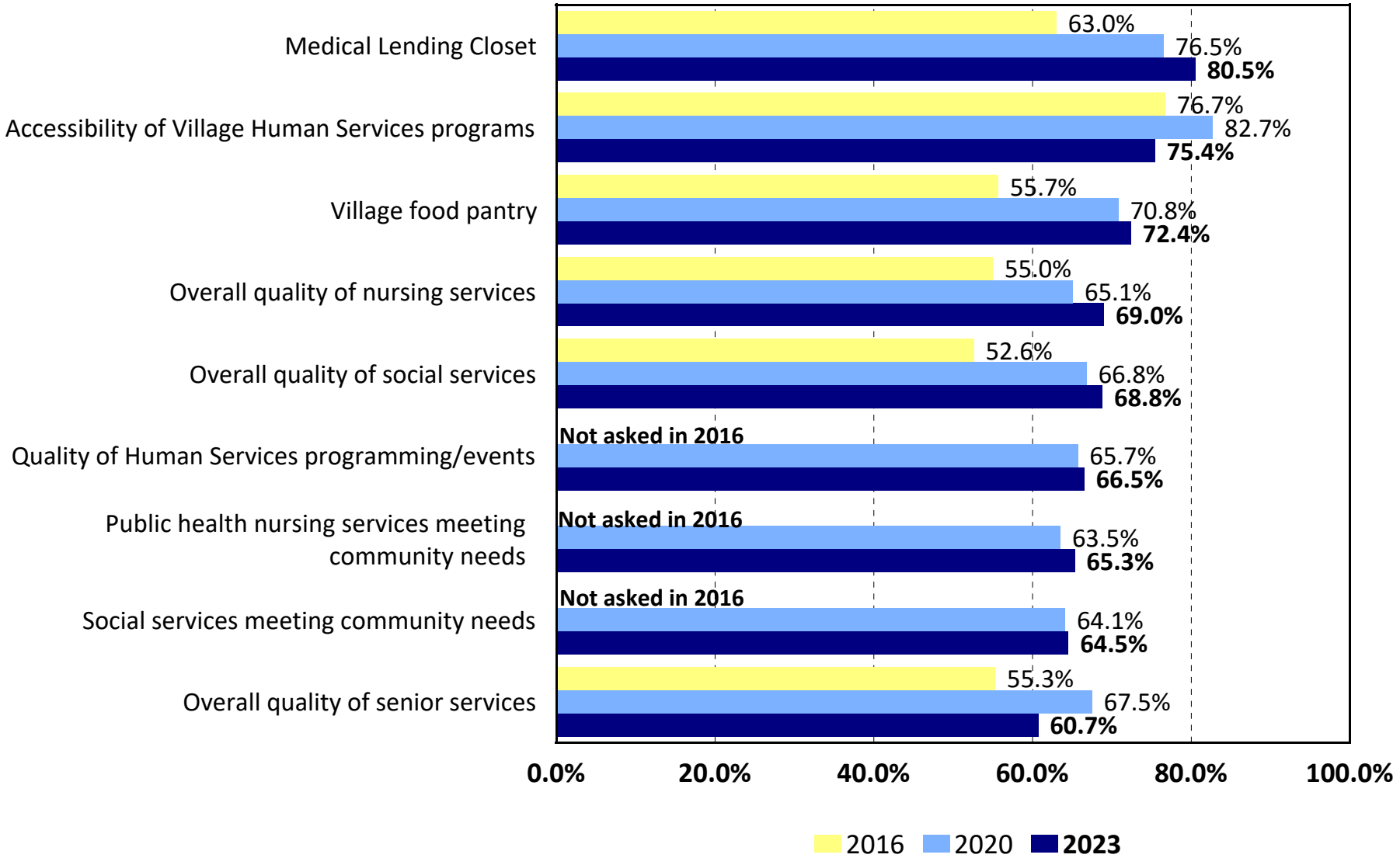
Q13. Satisfaction with Human Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



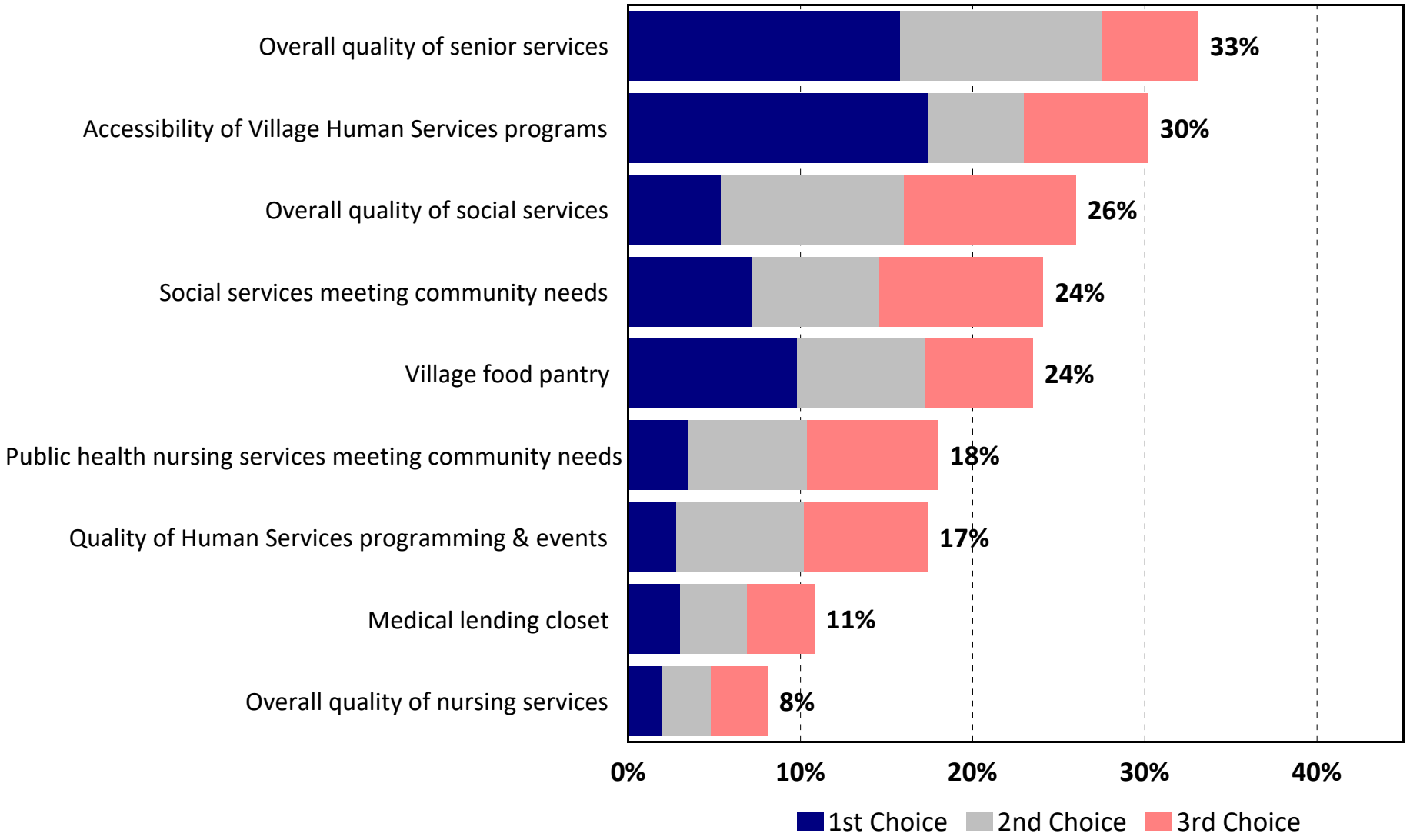
TRENDS: Satisfaction with Human Services 2016 to 2023

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



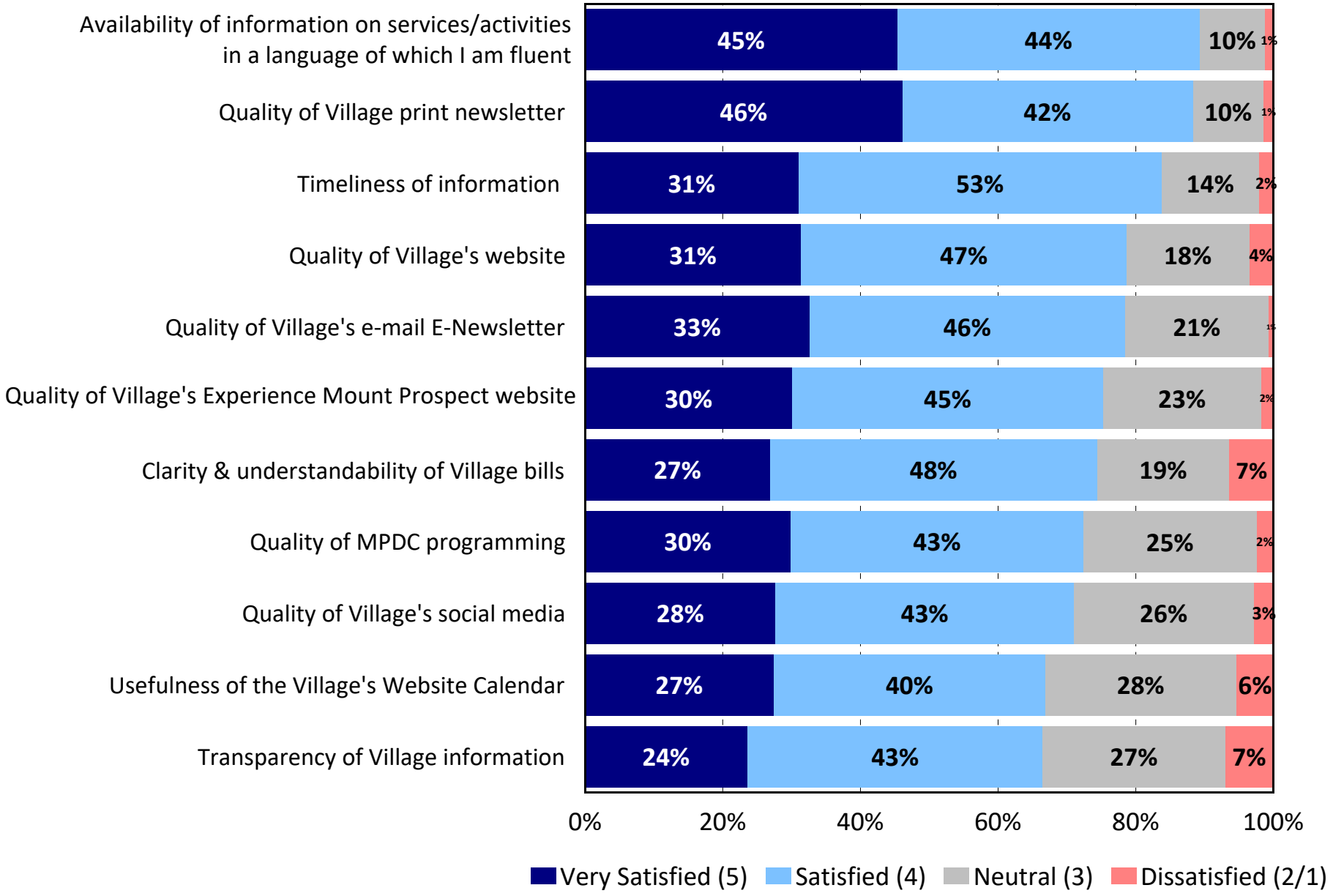
Q14. Human Services That Should Receive the Most Emphasis Over the Next Two Years

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



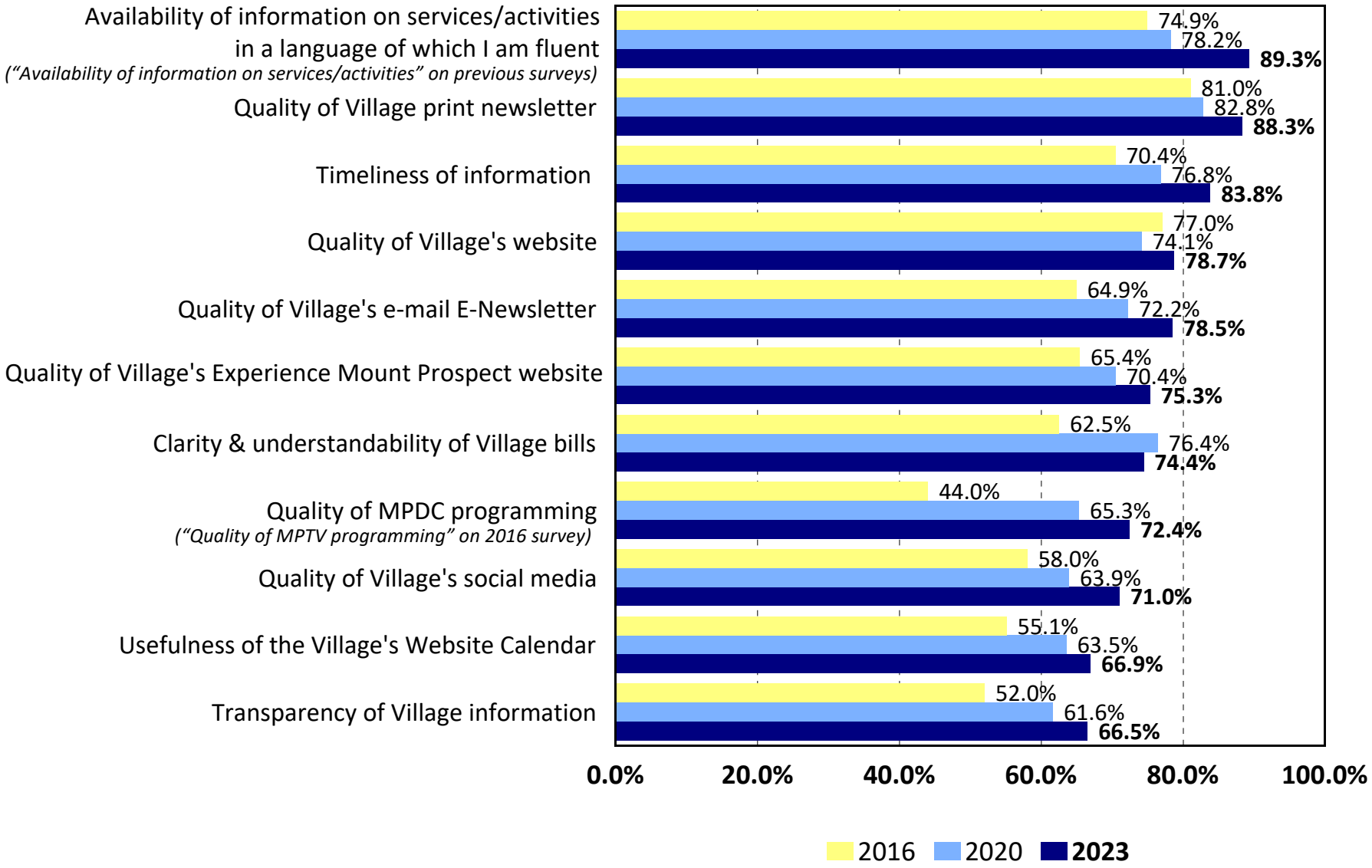
Q15. Satisfaction with Village Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



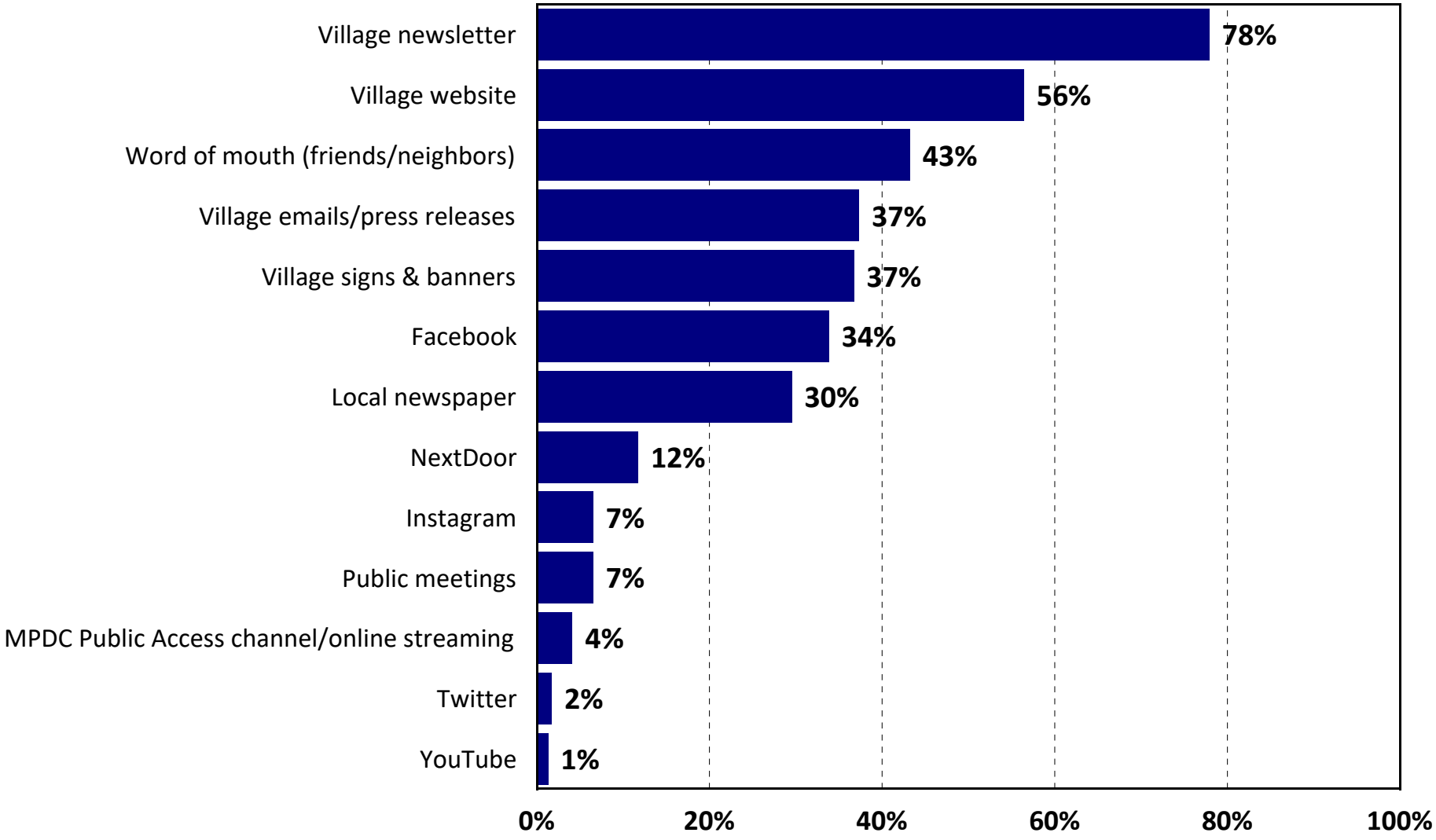
TRENDS: Satisfaction with Village Communication 2016 to 2023

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



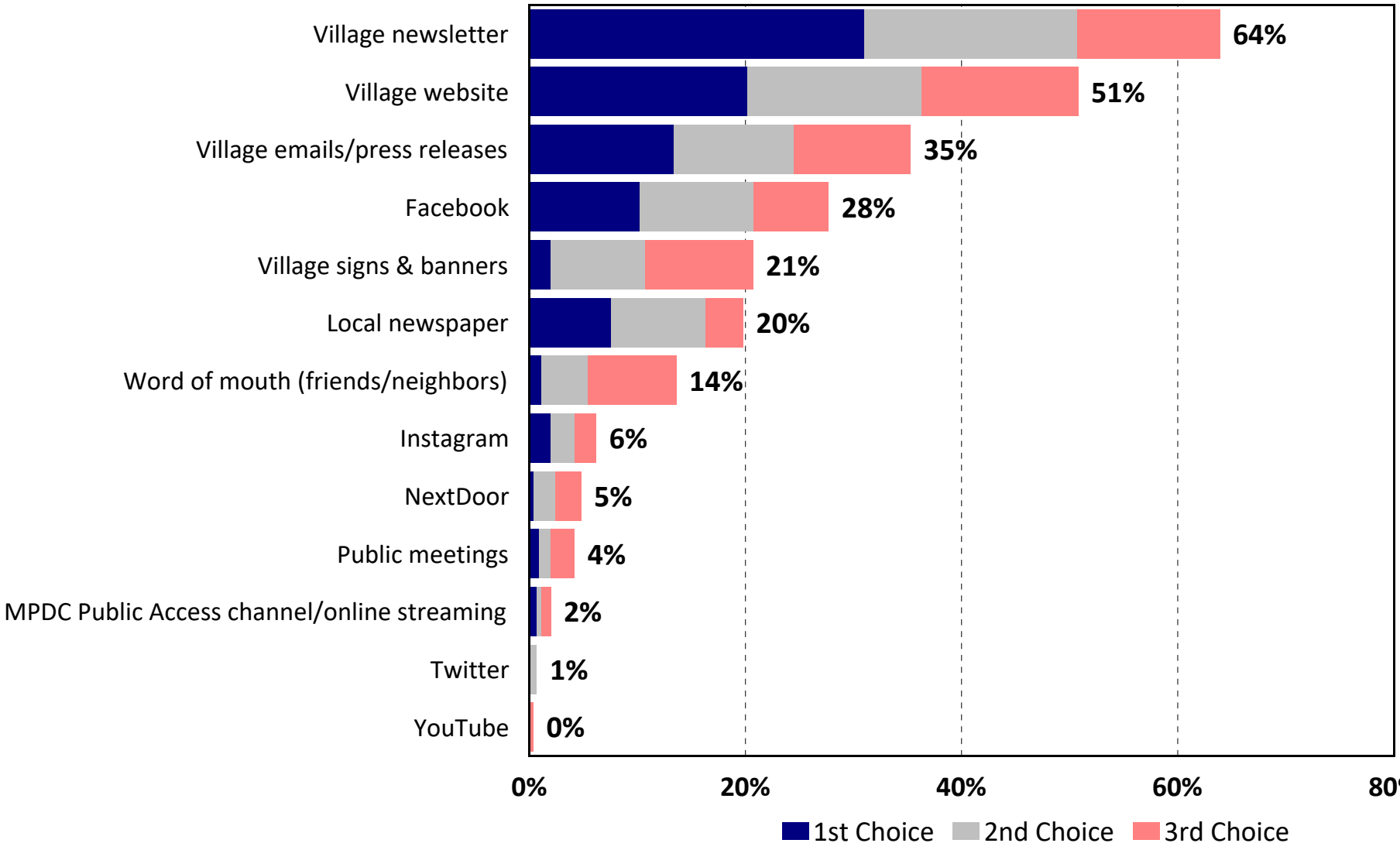
Q16. Primary Sources of Information About Village Issues, Services, and Events

by percentage of respondents (multiple choices could be made)



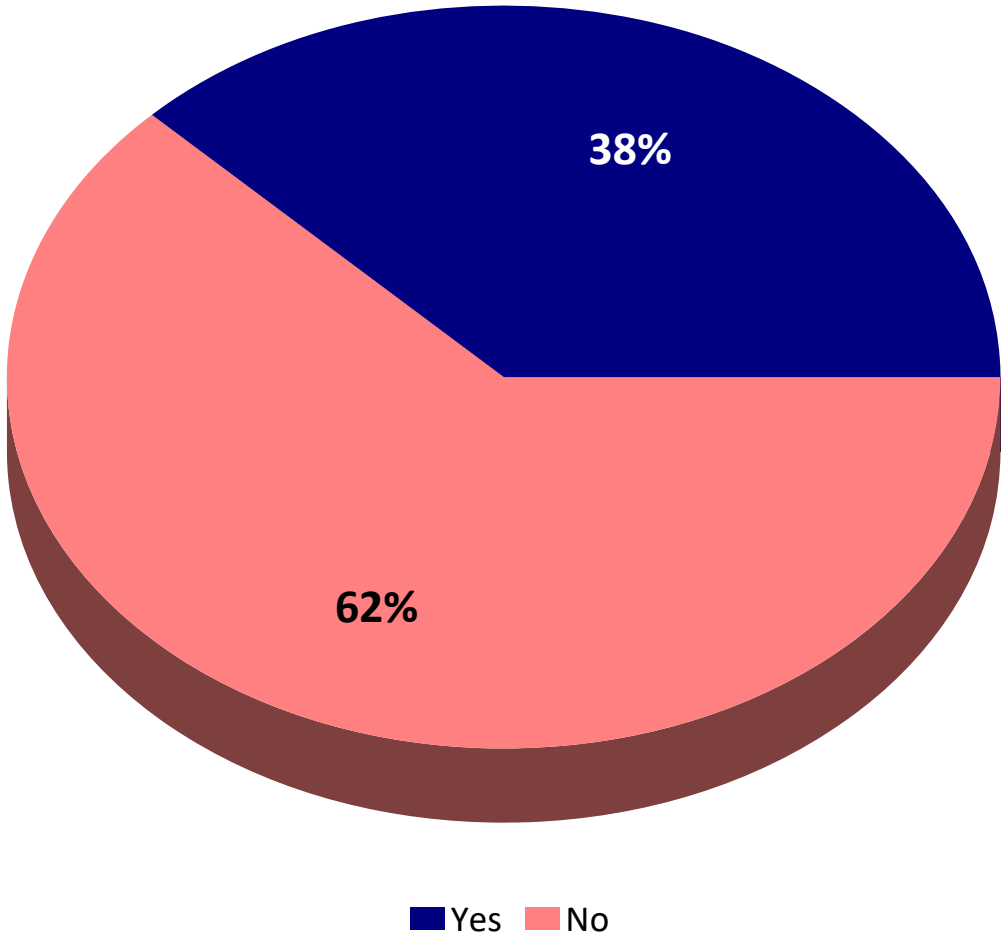
Q17. Most Preferred Ways to Learn About Village Issues, Services, and Events

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



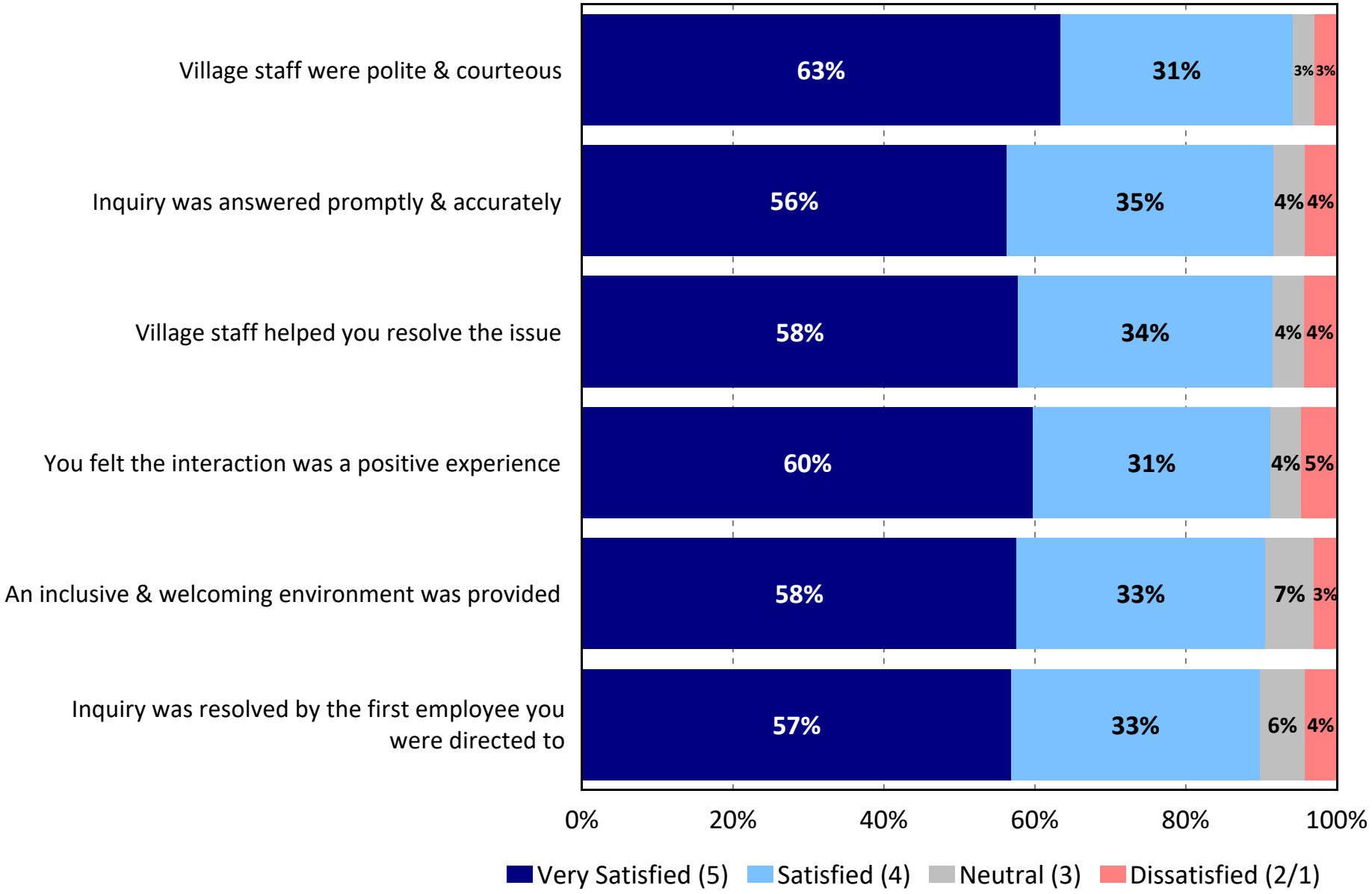
Q18. Have you visited the Village with a request for service or to pay a bill during the past year?

by percentage of respondents



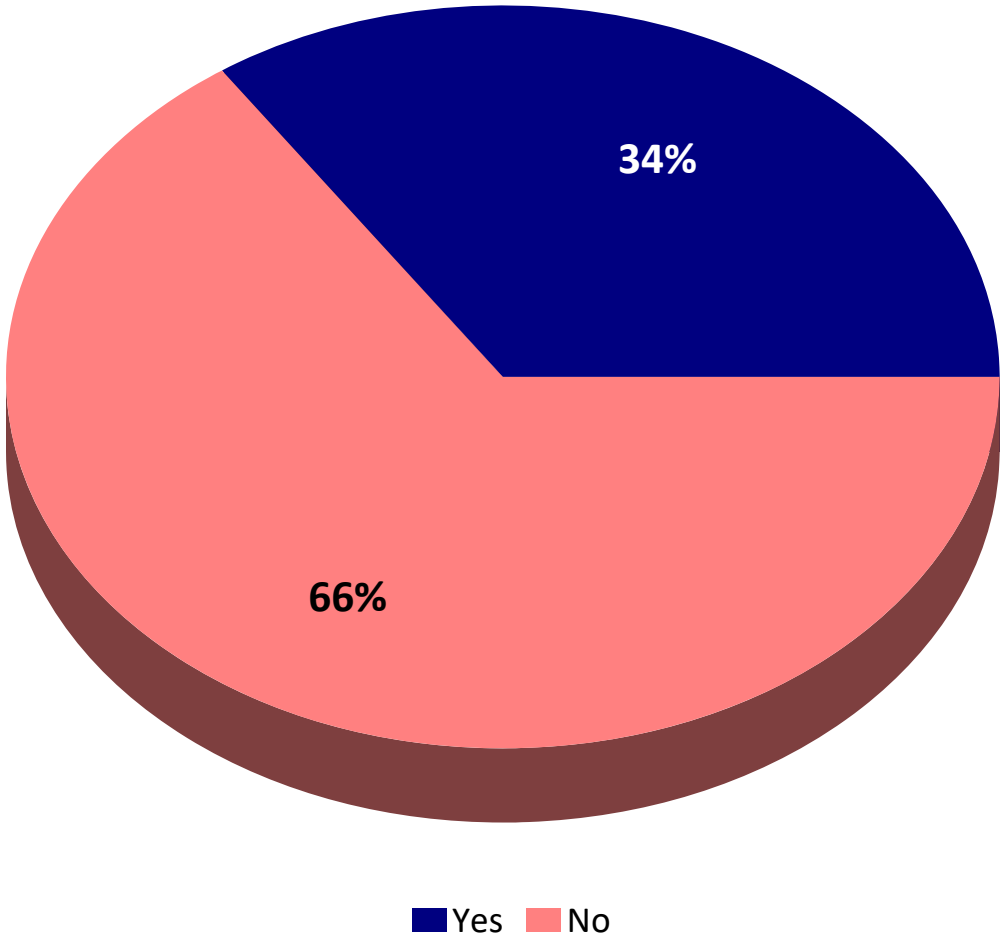
Q18a. Satisfaction with Village Employees

by percentage of respondents who visited the Village in-person during the past year and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



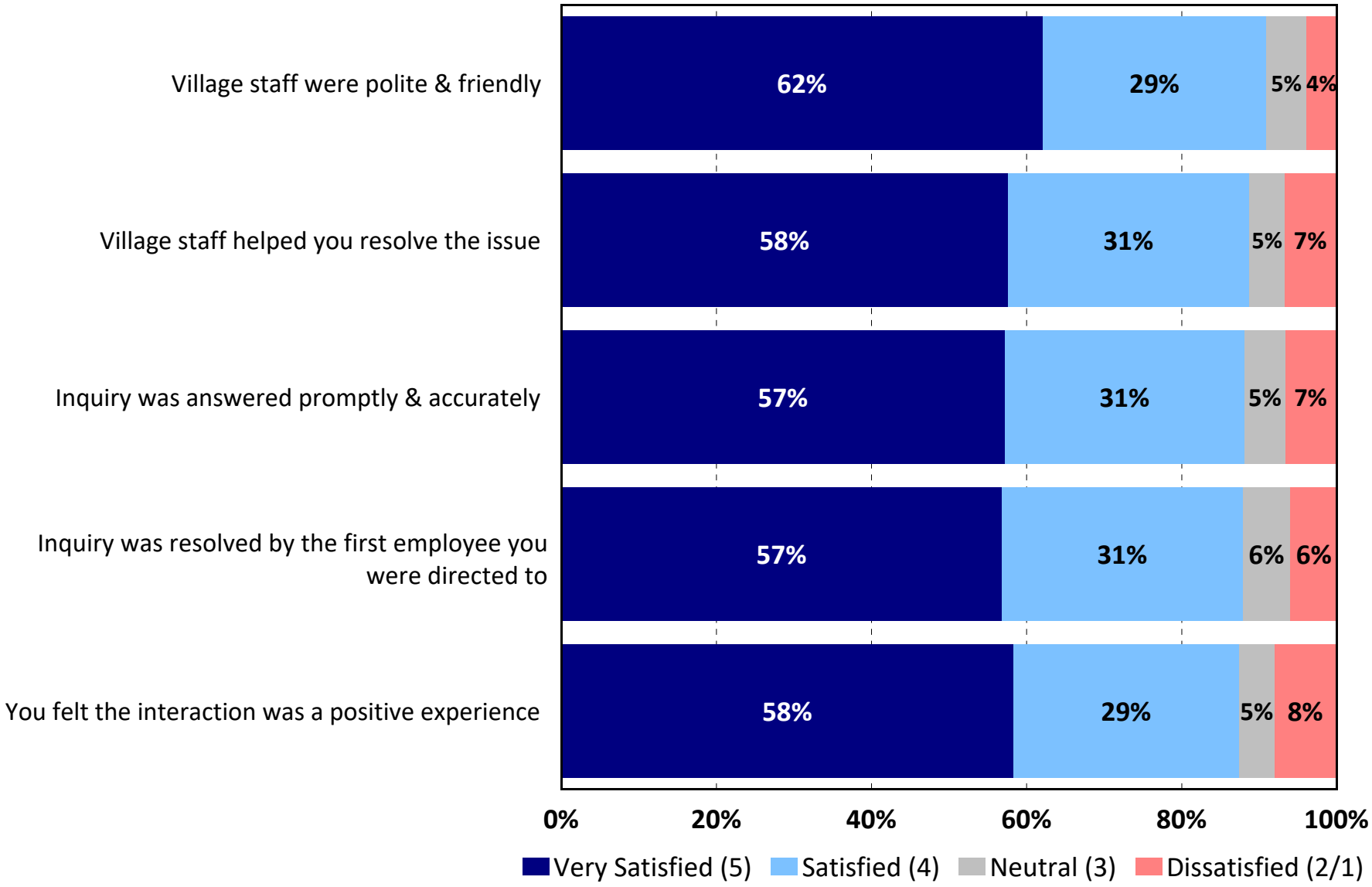
Q19. Have you contacted the Village with a request for service or to pay a bill during the past year, via the telephone or electronically (email, website)?

by percentage of respondents



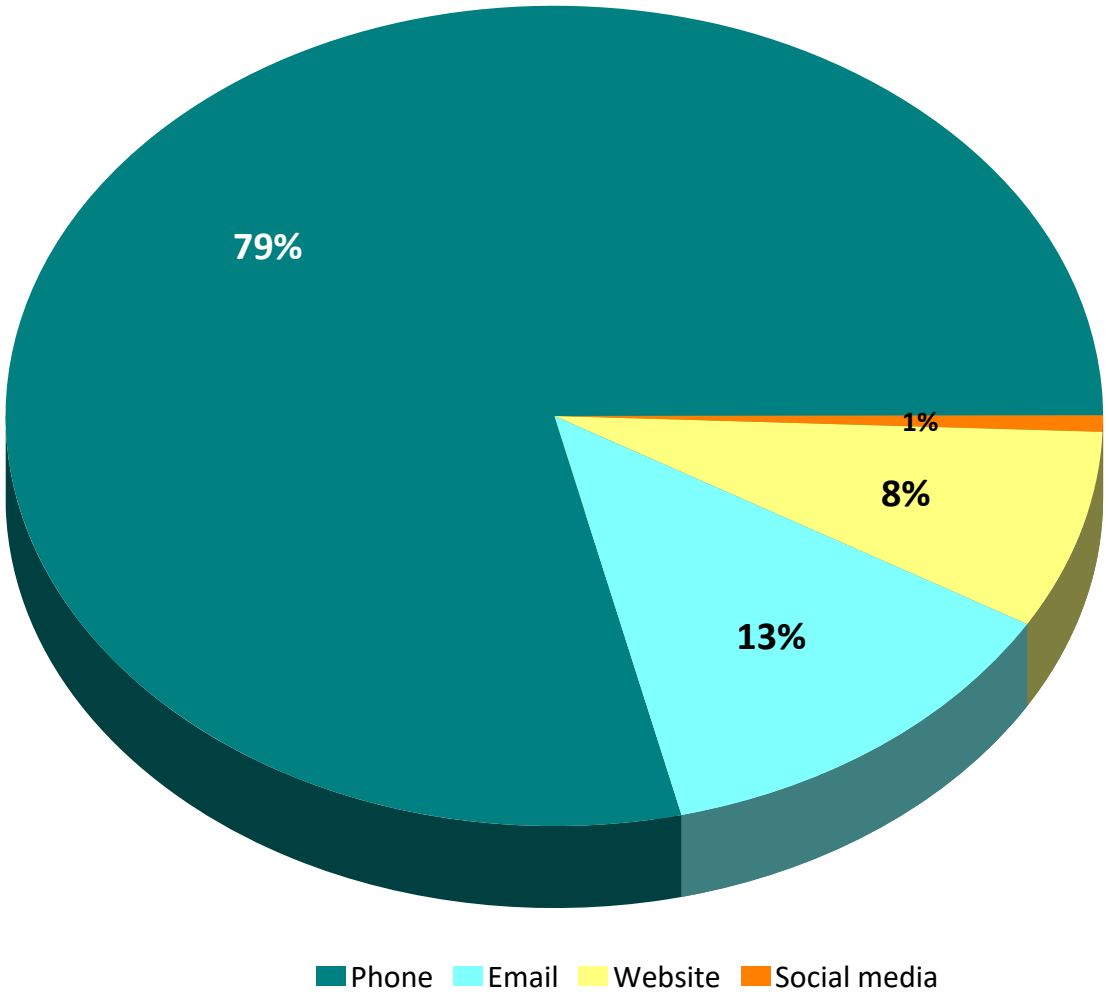
Q19a. Satisfaction with Village Employees

by percentage of respondents who contacted the Village via telephone or electronically during the past year and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



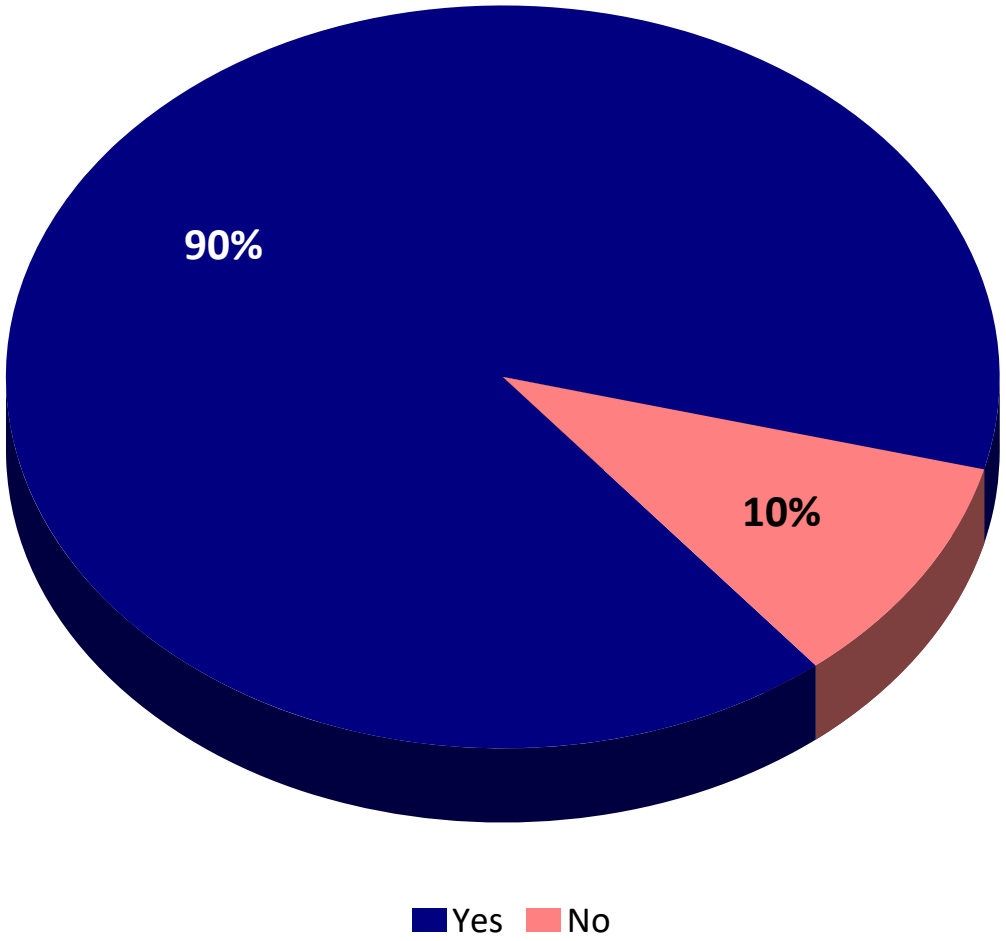
Q19b. How did you contact the Village?

by percentage of respondents who contacted the Village via telephone or electronically during the past year (excluding "not provided")



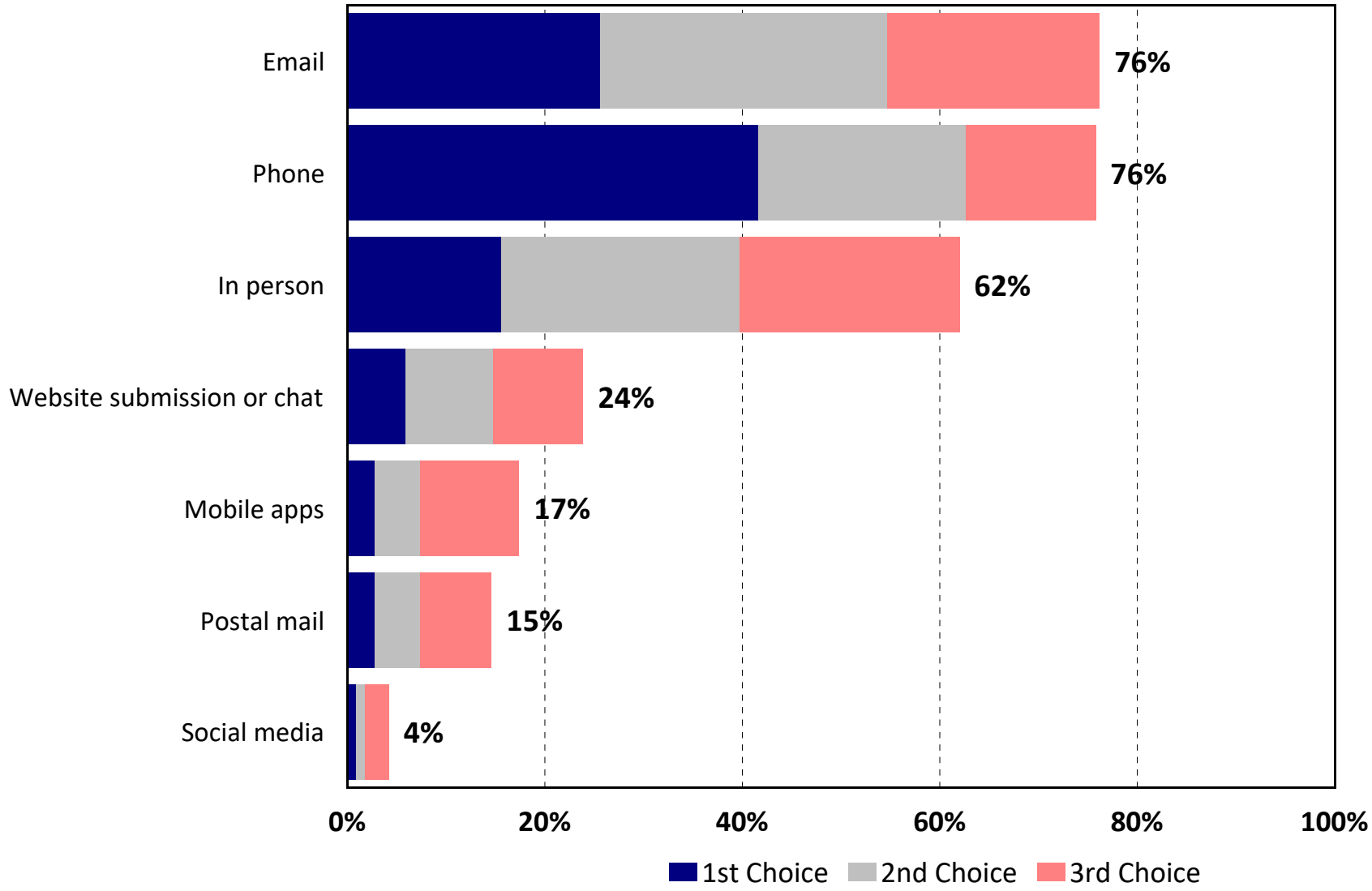
Q19c. If you left a voicemail message, did you get a call back?

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



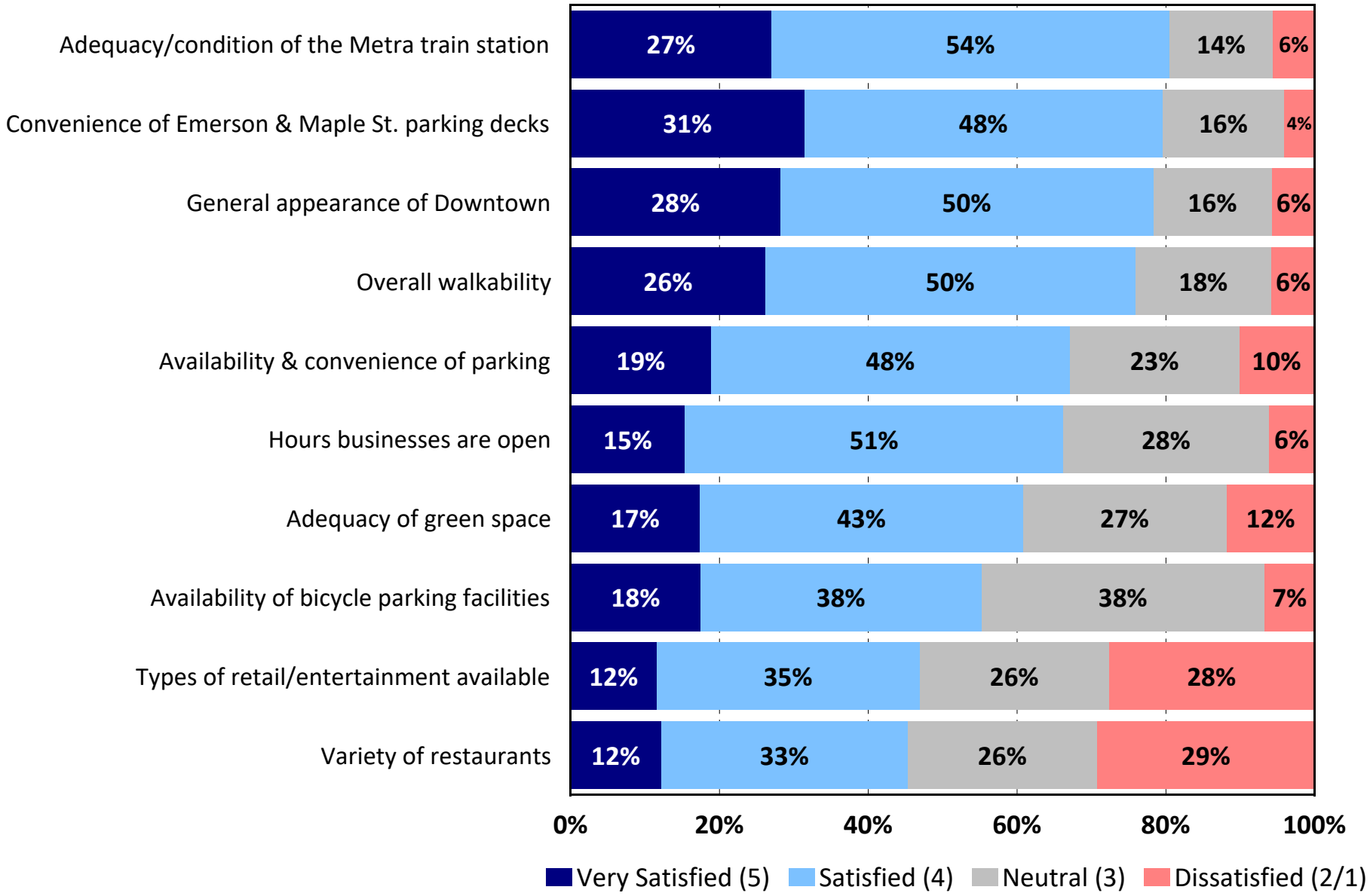
Q20. Most Preferred Ways of Contacting or Conducting Business With the Village

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



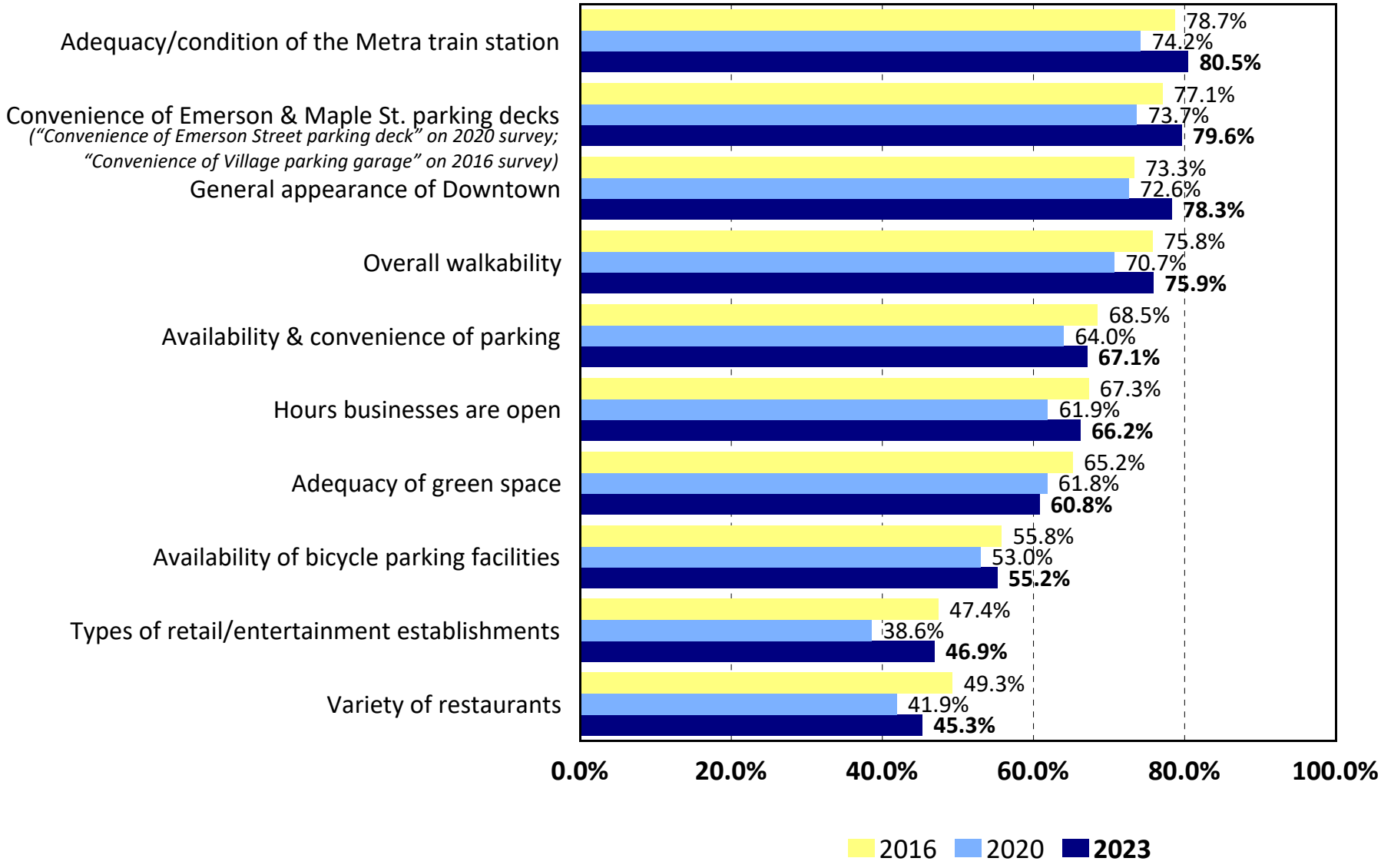
Q21. Satisfaction with the Downtown District

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



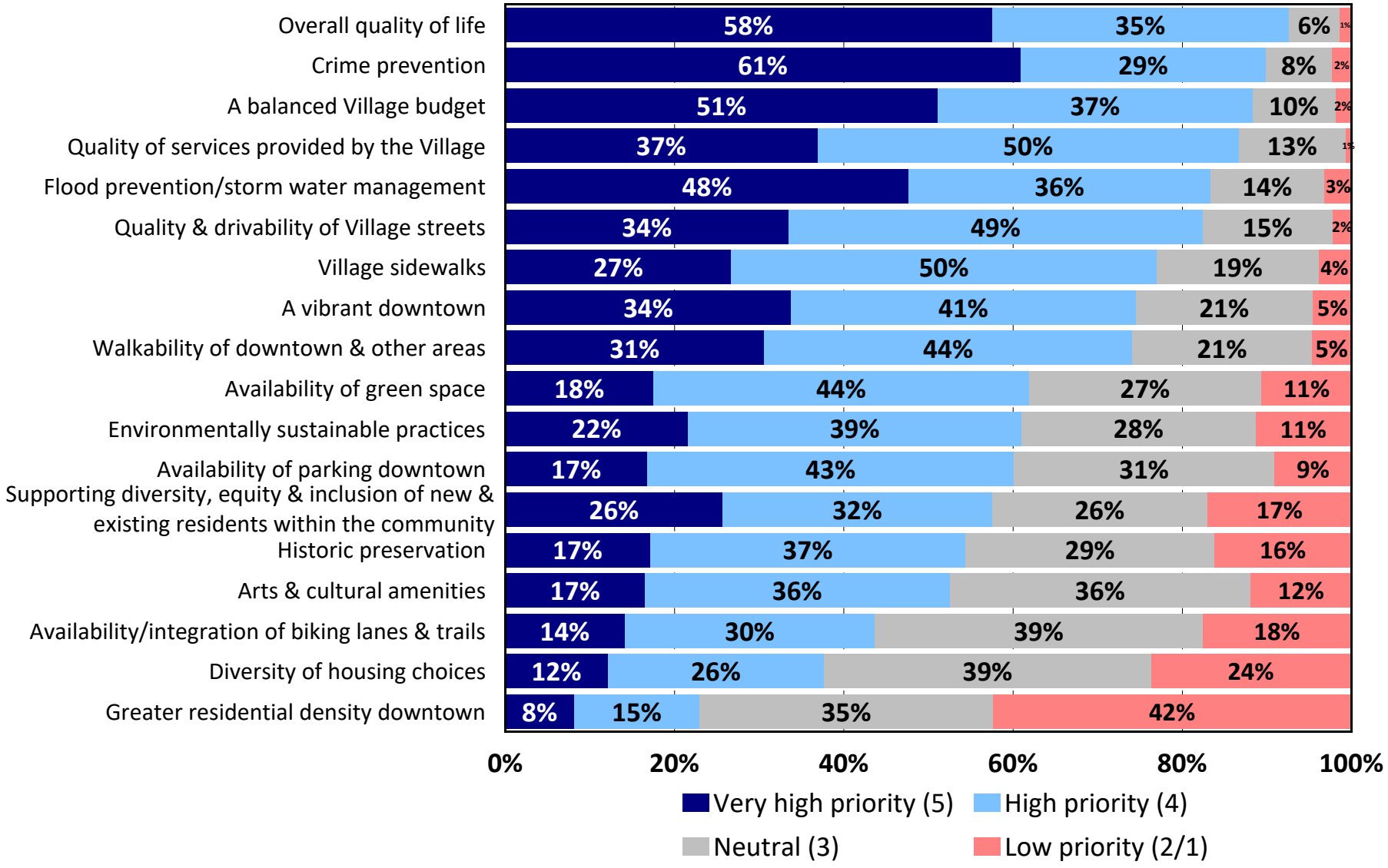
TRENDS: Overall Satisfaction with the Downtown District 2016 to 2023

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



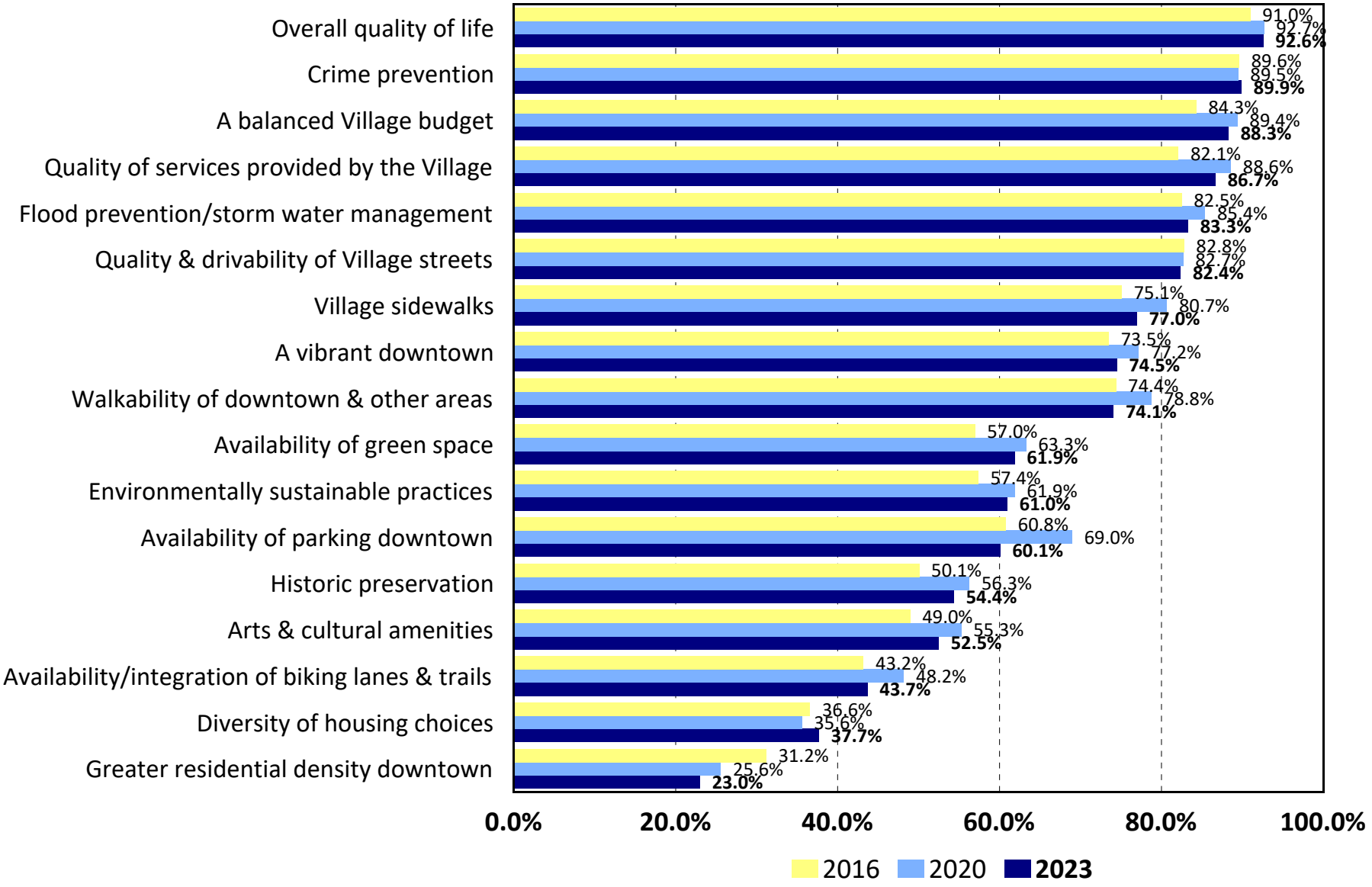
Q22. How Residents Rank the Importance of the Following Issues

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



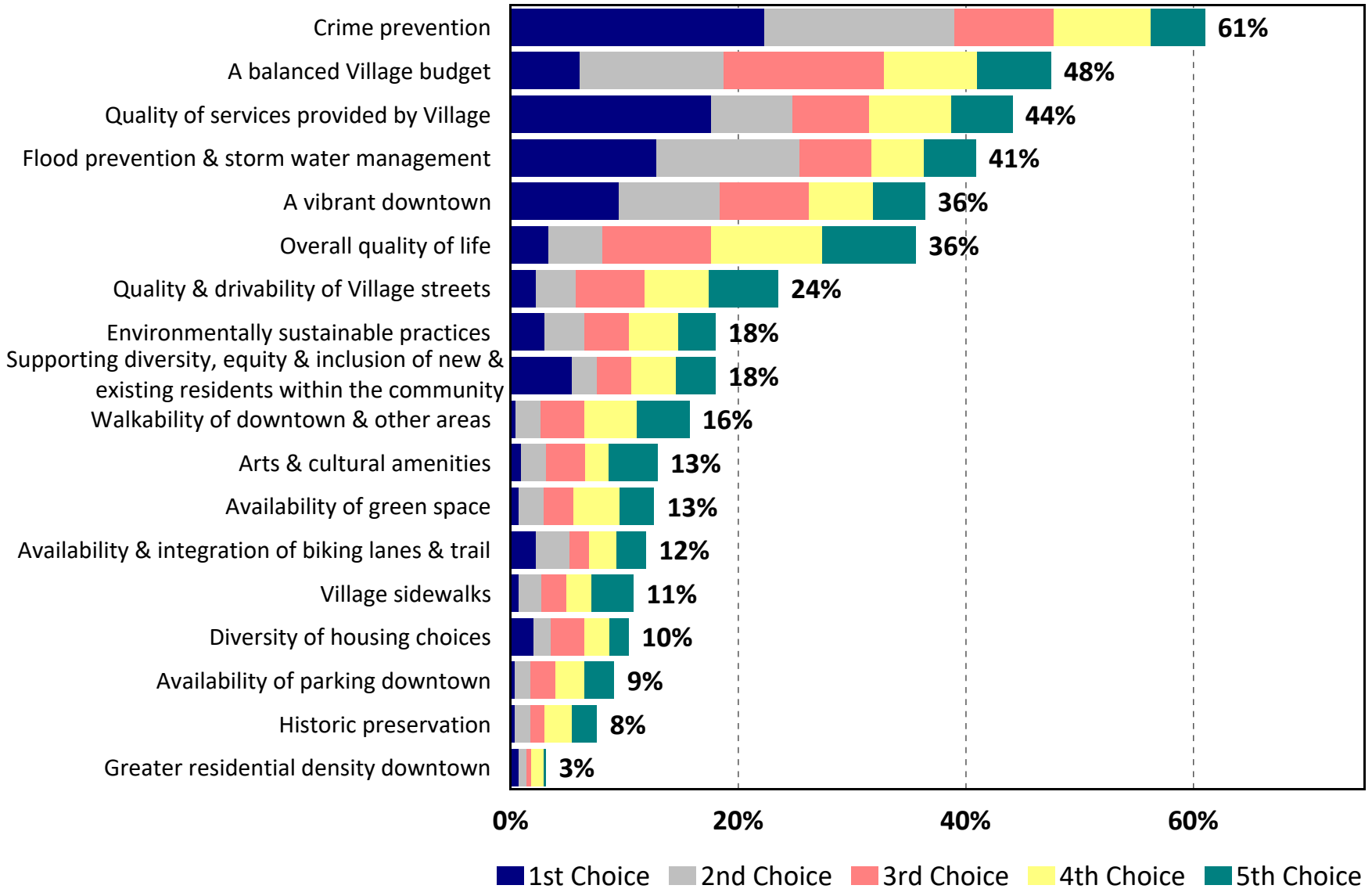
TRENDS: How Residents Rank the Importance of the Following Issues - 2016 to 2023

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



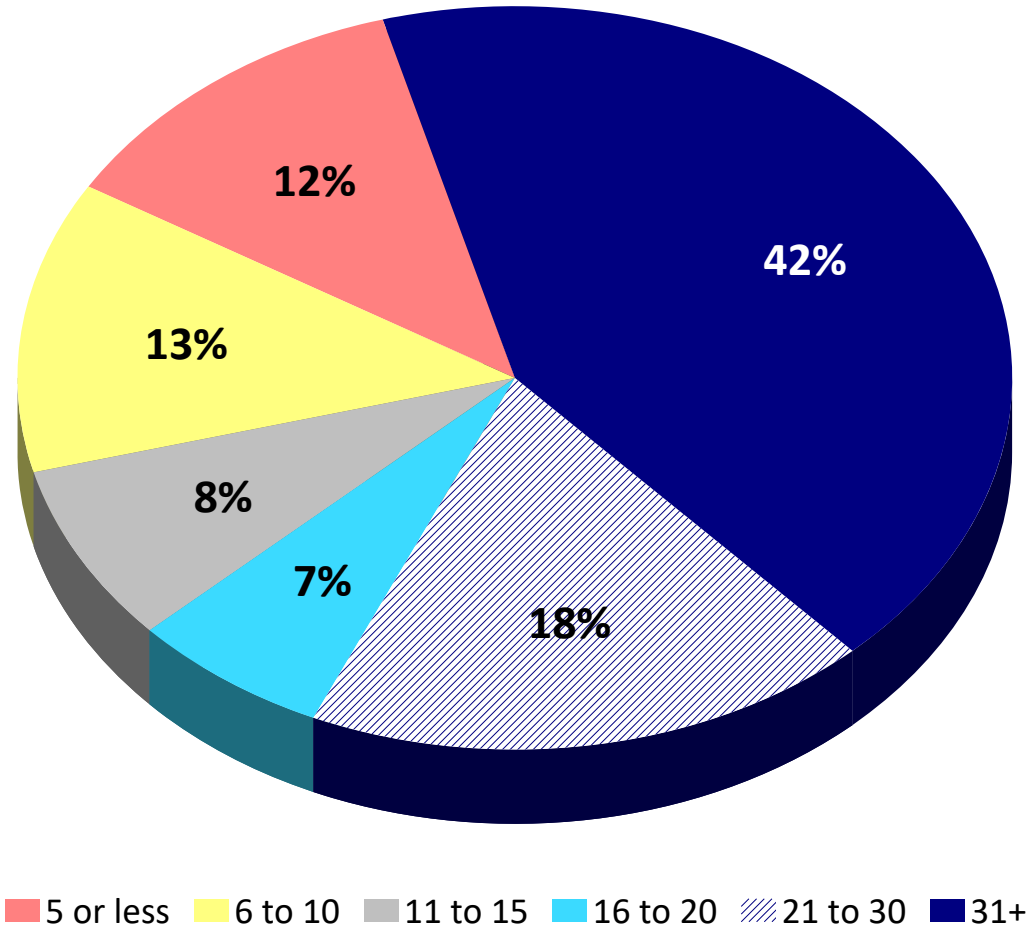
Q23. Community Priorities That Should Receive the Most Emphasis Over the Next Two Years

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



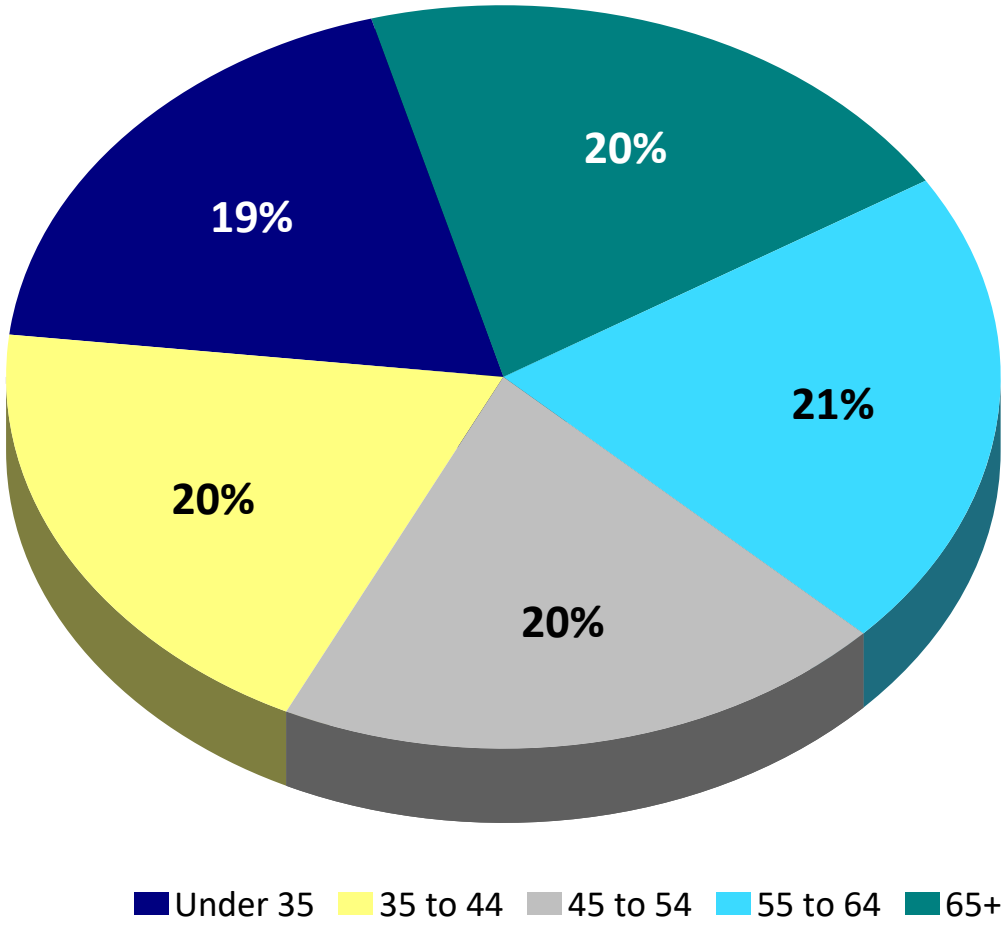
Q24. Demographics: How many years have you lived in Mount Prospect?

by percentage of respondents (excluding "not provided")



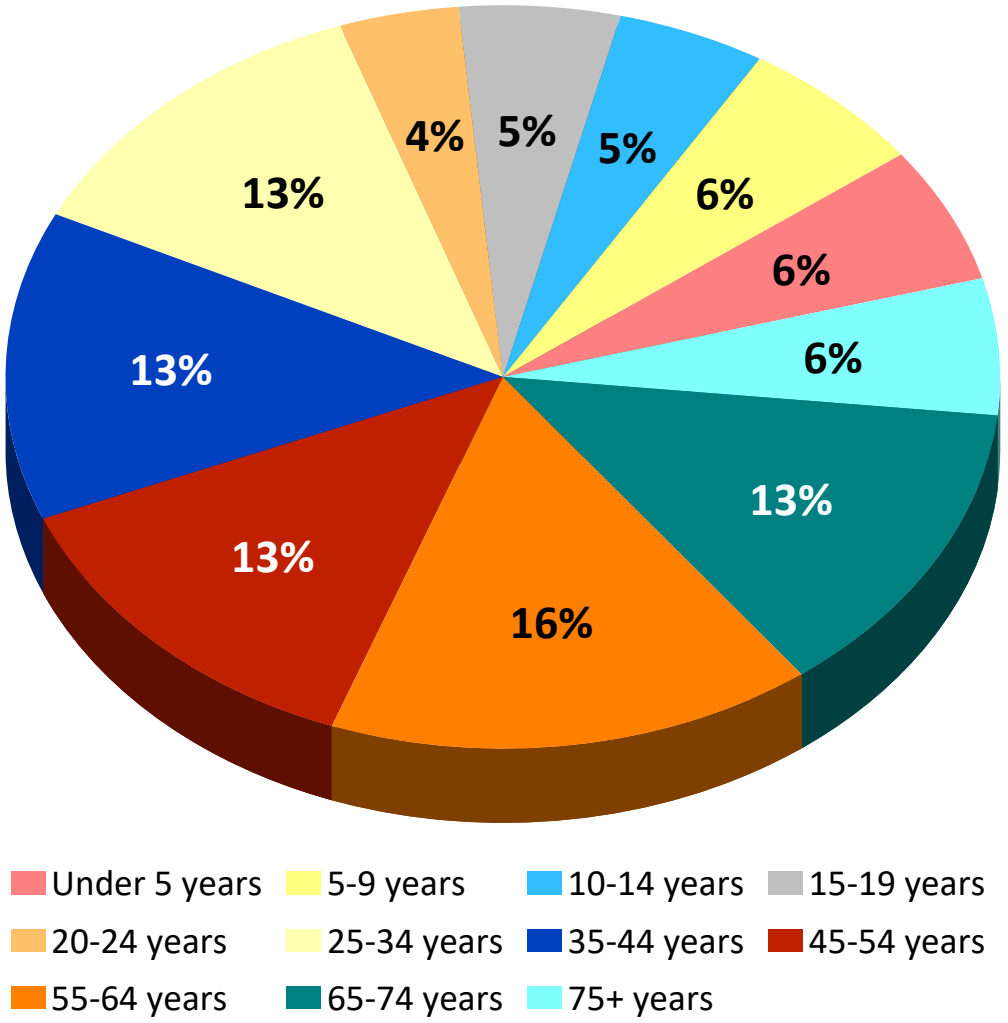
Q25. Demographics: Age of Respondent

by percentage of respondents (excluding "not provided")



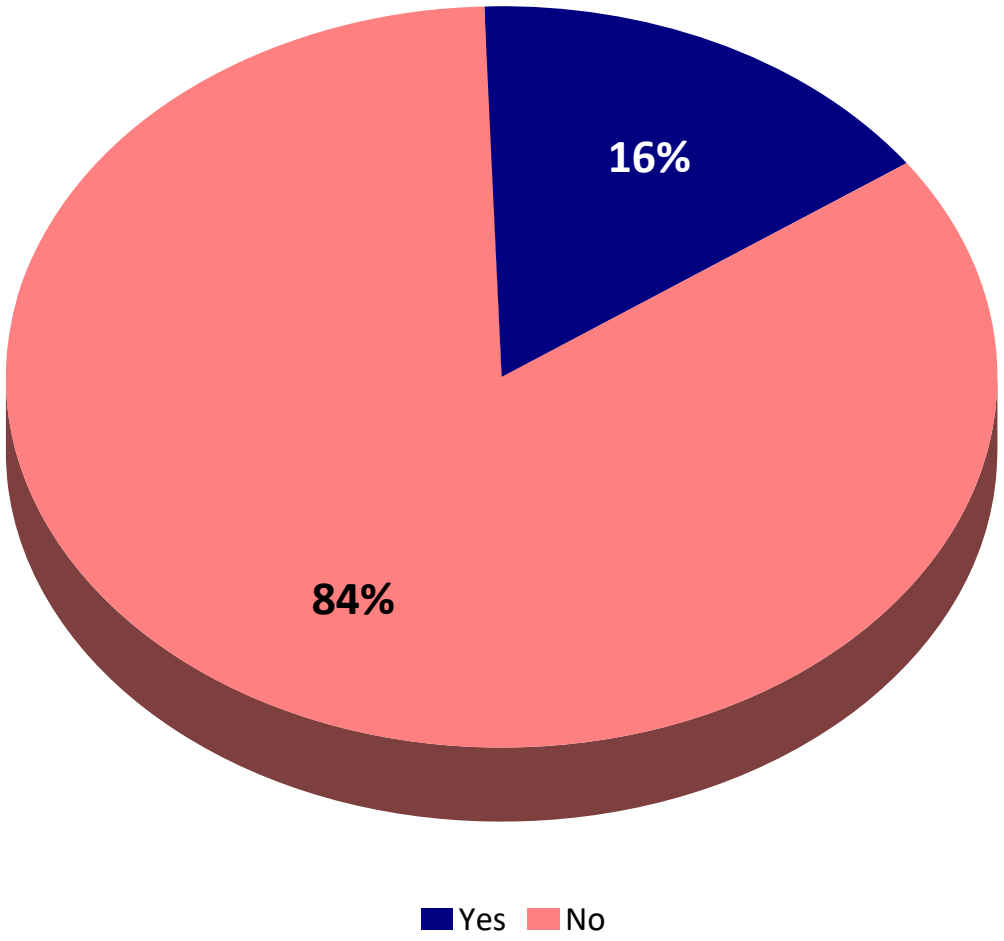
Q26. Demographics: Including yourself, how many people in your household are:

by percentage of persons in the household



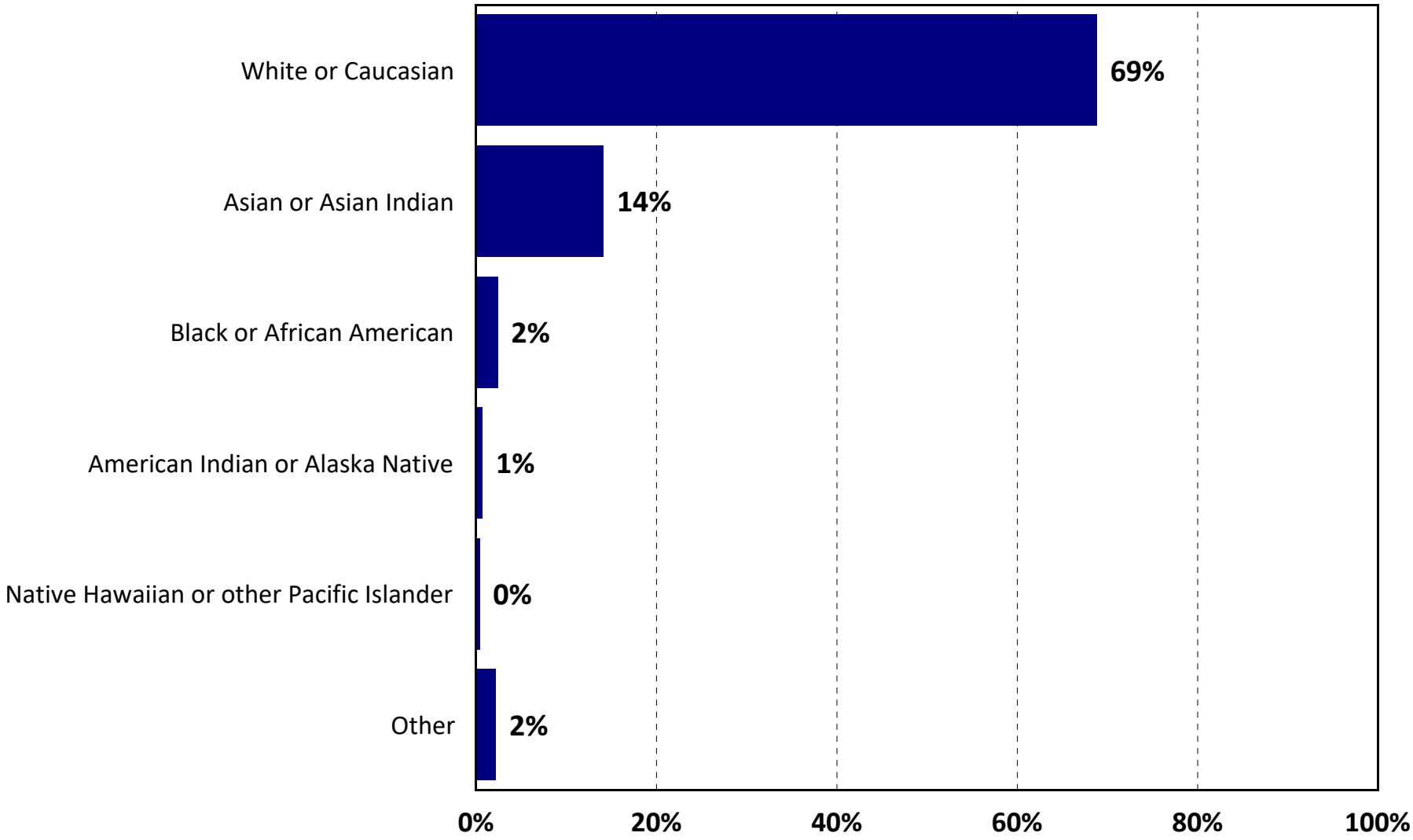
Q27. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

by percentage of respondents



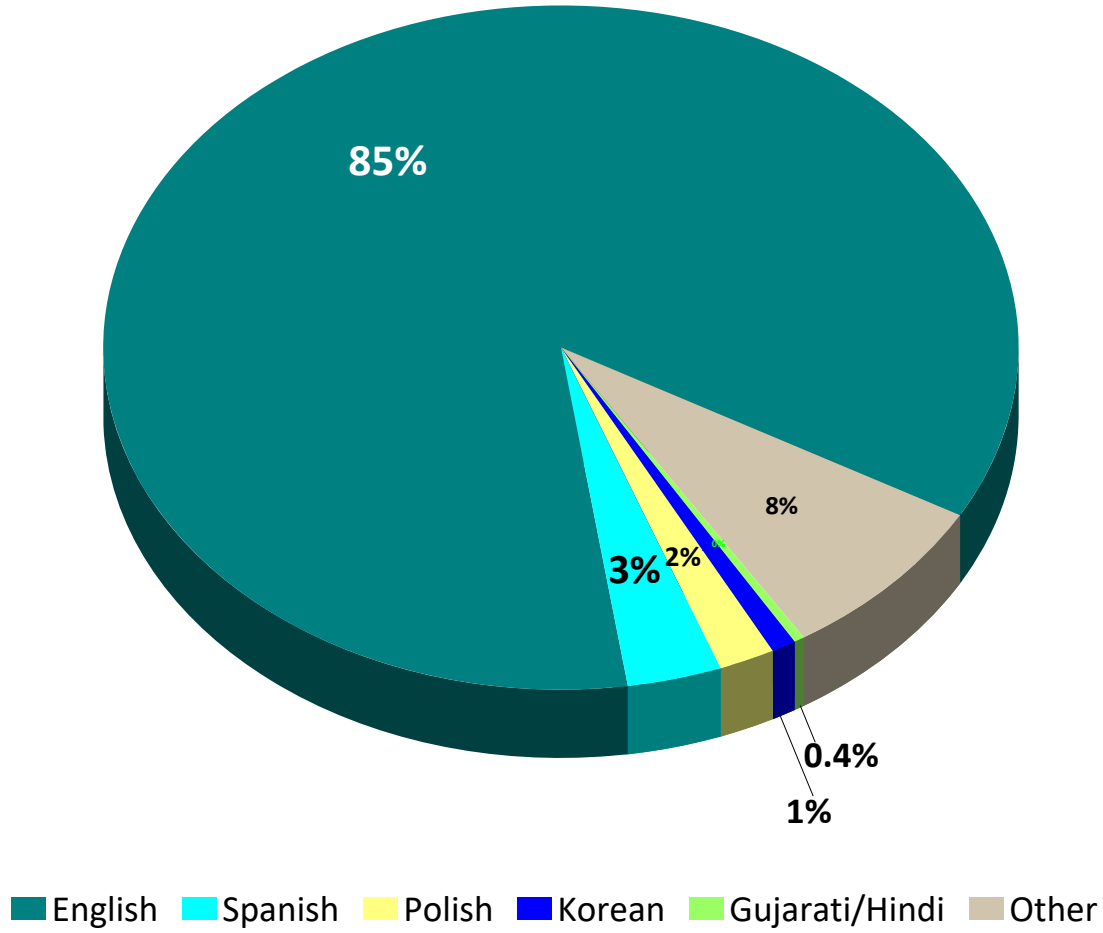
Q28. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)



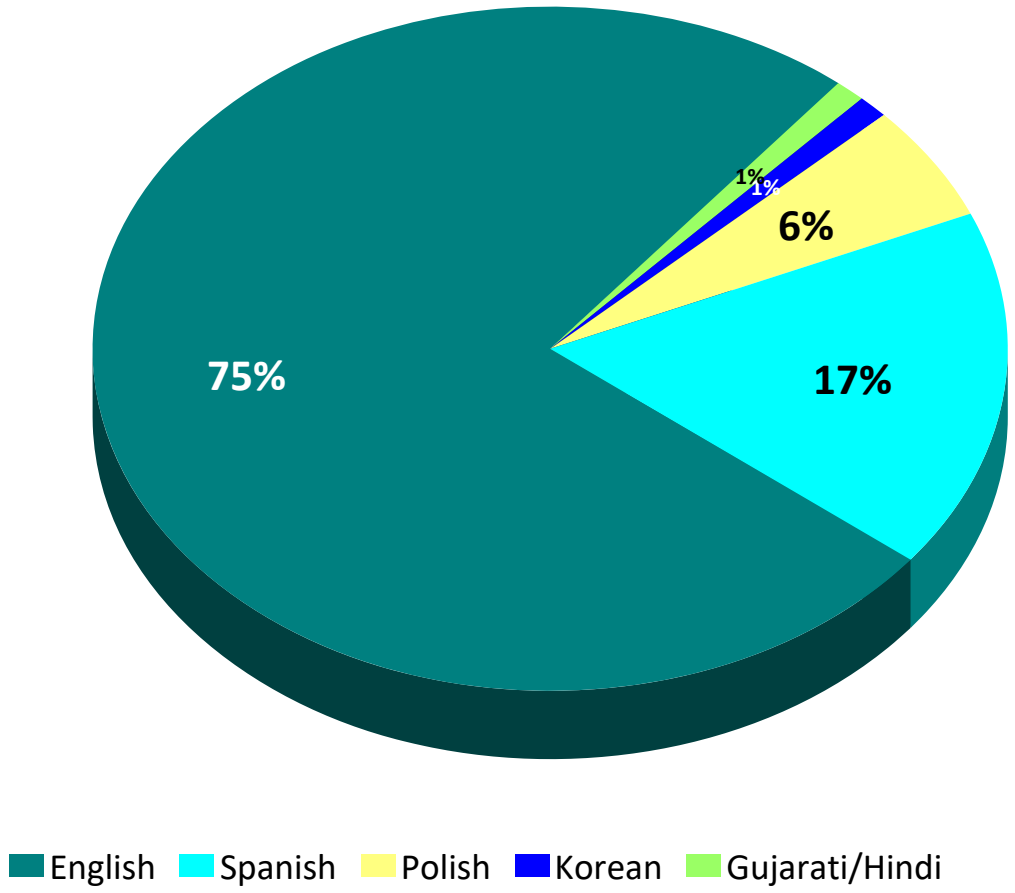
Q29. Demographics: What is the primary language spoken in your home?

by percentage of respondents (excluding "not provided")



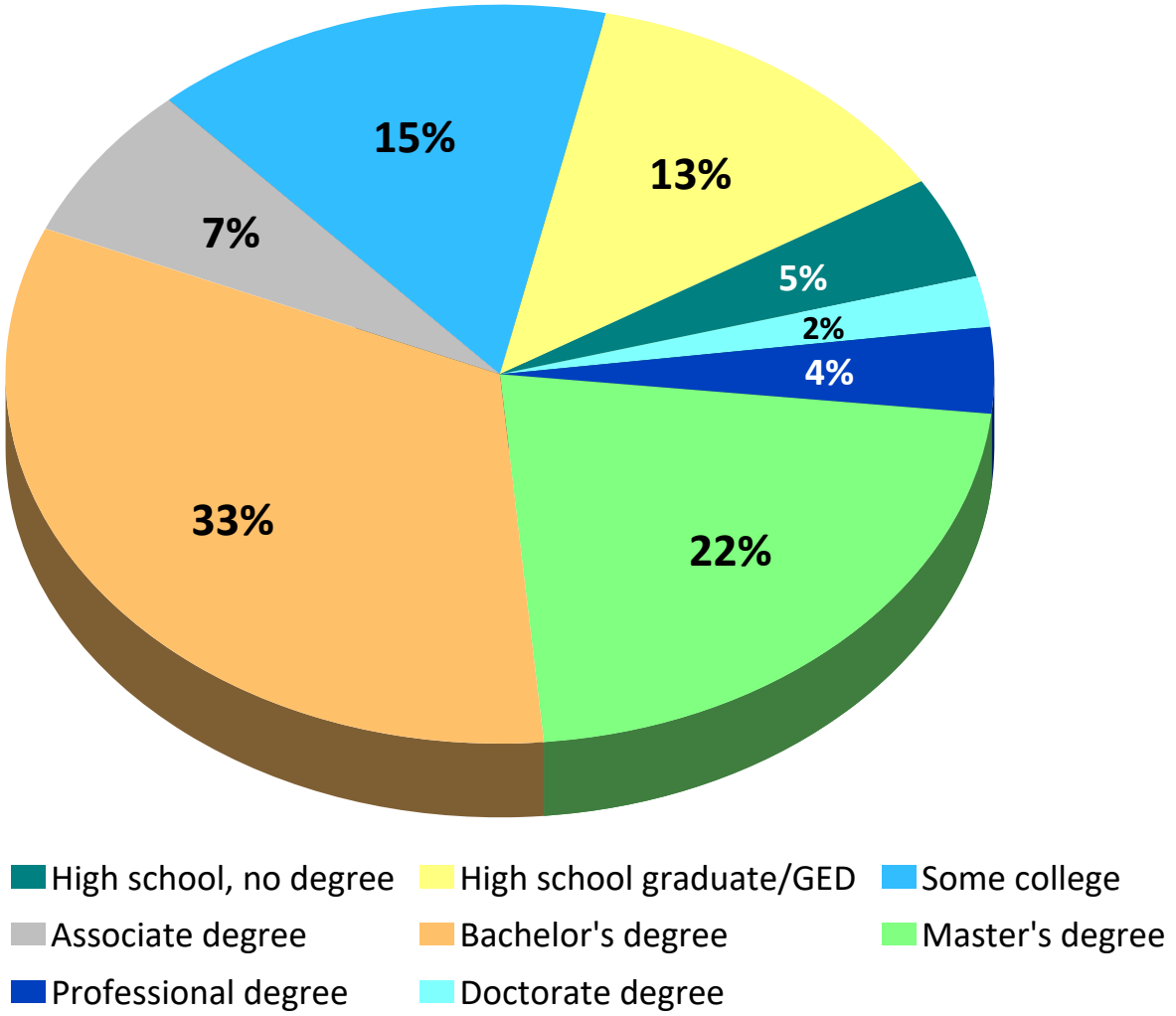
Q30. Demographics: What is the secondary language spoken in your home?

by percentage of respondents (excluding "not provided")



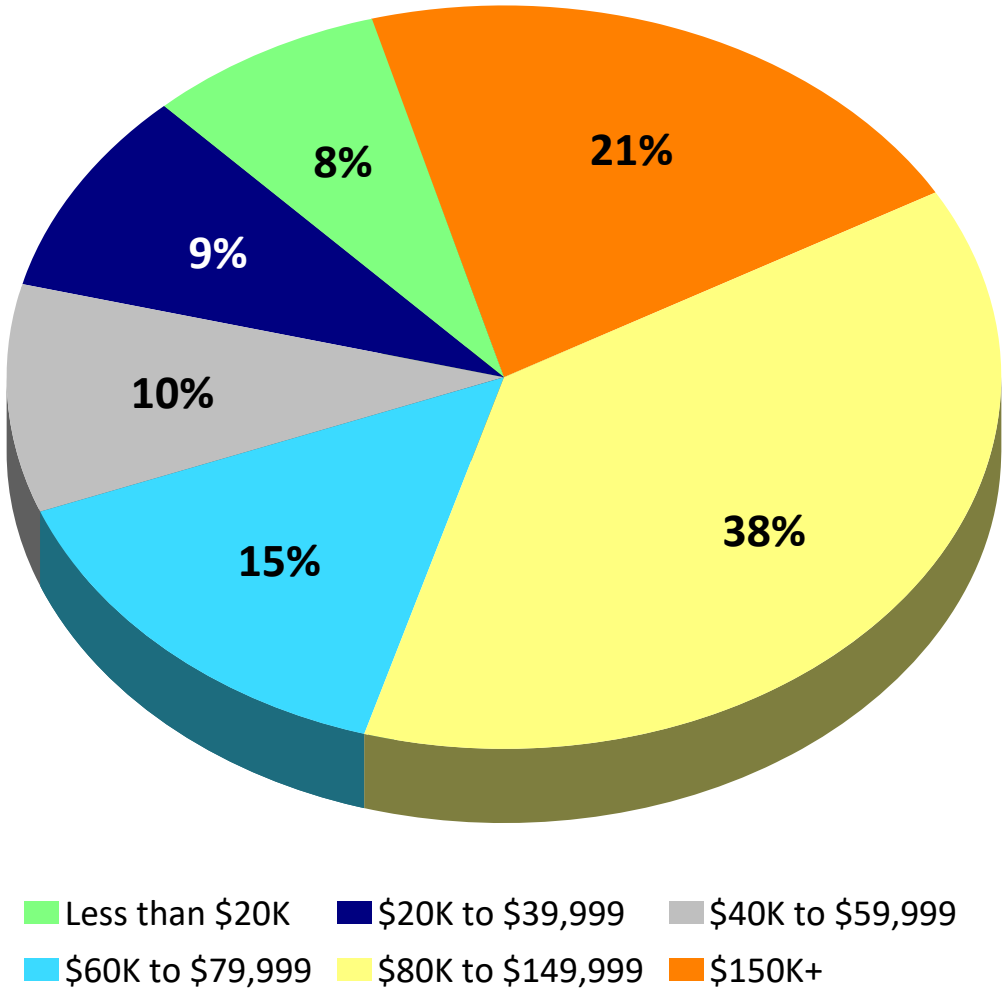
Q31. Demographics: Highest Level of Education Obtained

by percentage of respondents (excluding "not provided")



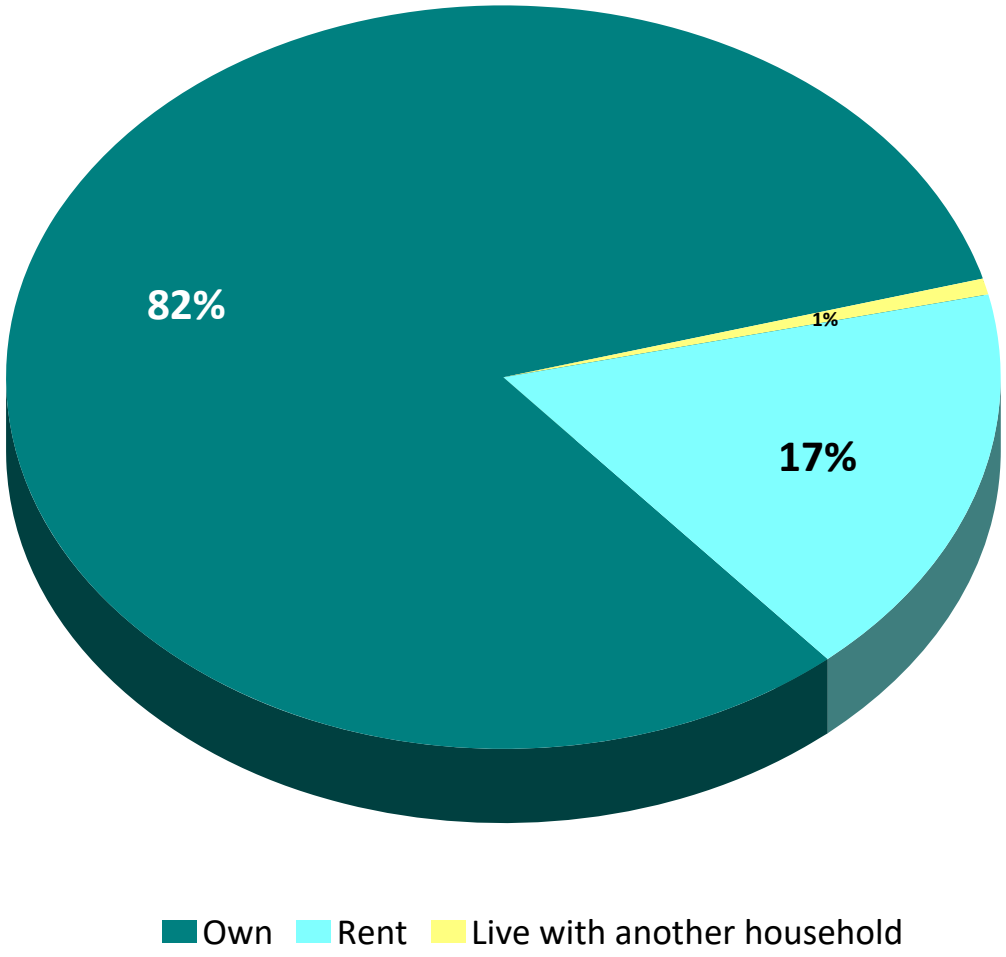
Q32. Demographics: Annual Household Income

by percentage of respondents (excluding "not provided")



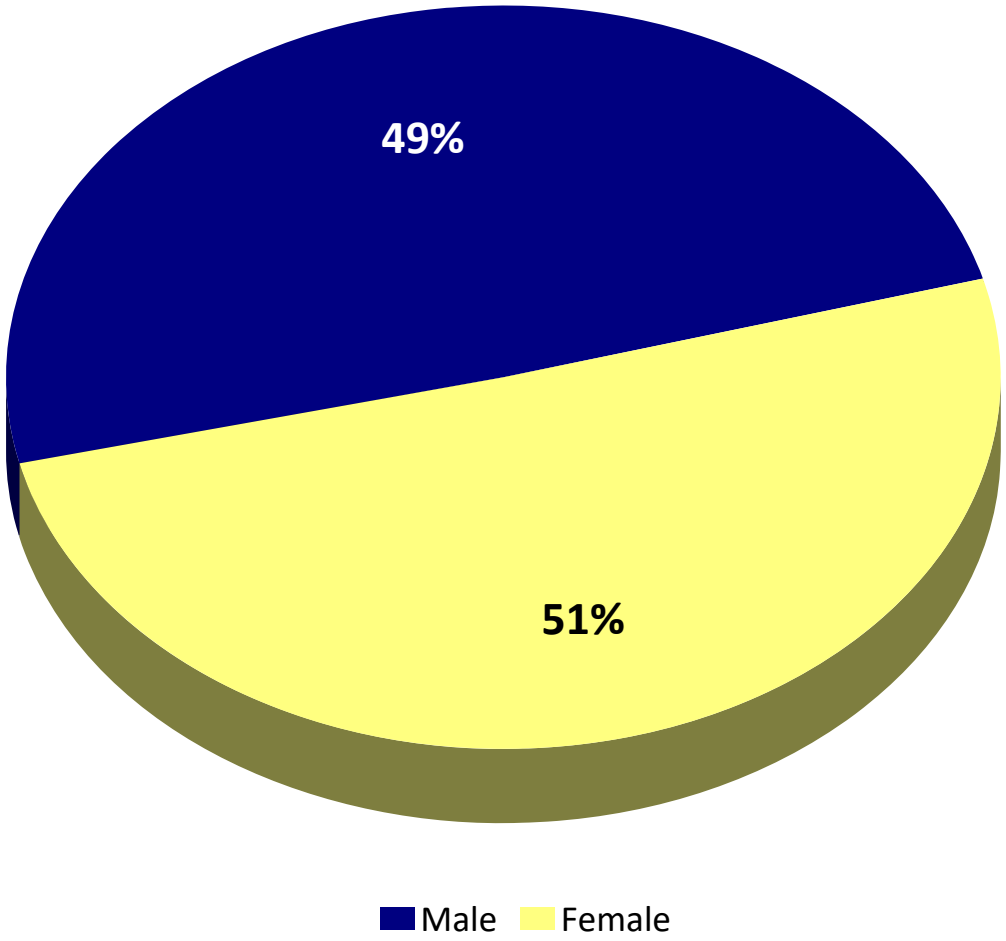
Q33. Demographics: Which of the following best describes where you reside?

by percentage of respondents (excluding "not provided")



Q34. Demographics: Do you describe yourself as a man, a woman, or in some other way?

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



"Some other way" was selected by 0.4% of respondents

2 Benchmarking Analysis

Benchmarking Analysis

Overview

ETC Institute's *DirectionFinder®* program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Plains Region of the United States. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma.

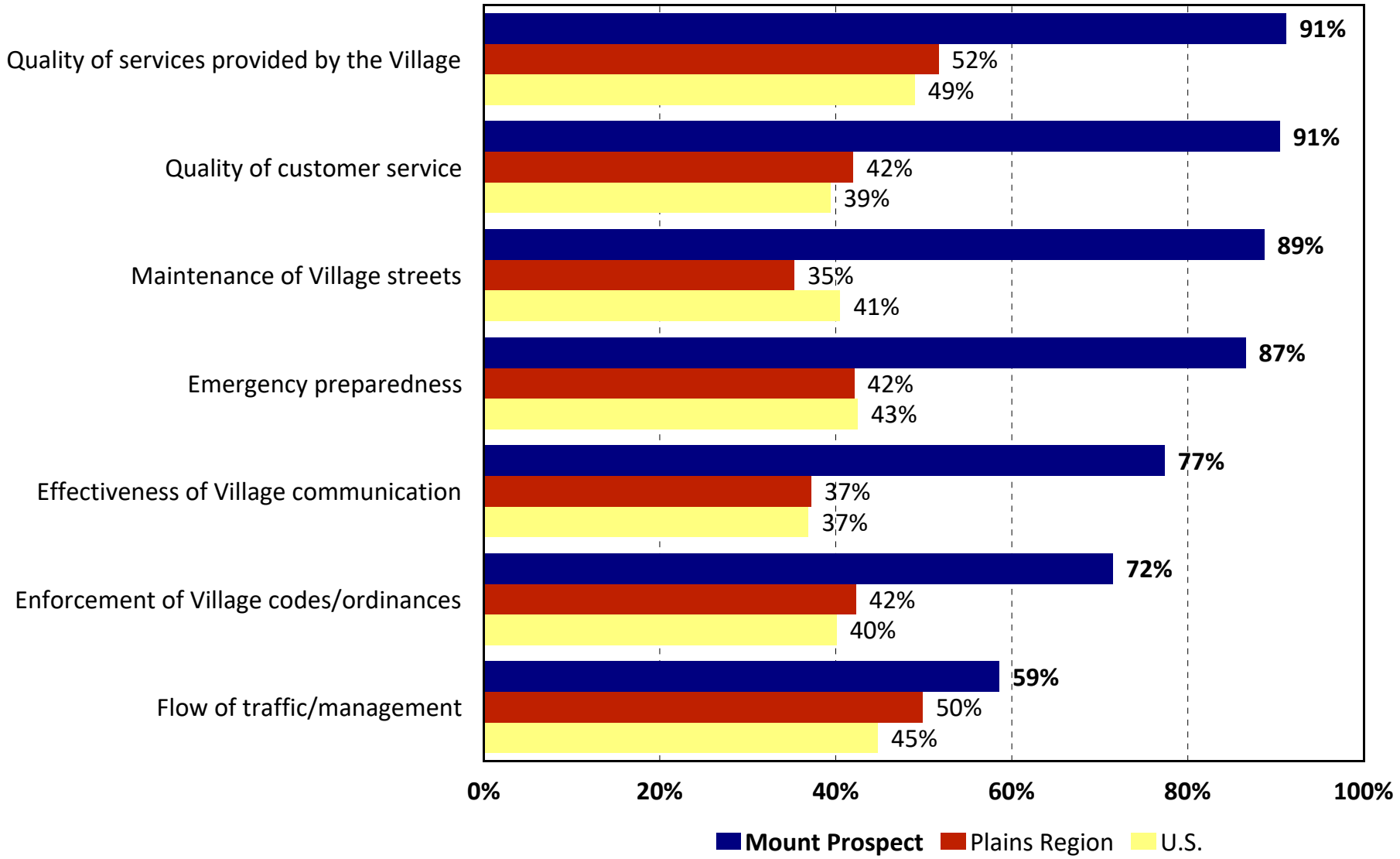
The charts on the following pages show how the results for the Village of Mount Prospect compare to the national average and the Plains regional average. The blue bar shows the results for Mount Prospect. The red bar shows the Plains regional average from communities that administered the *DirectionFinder®* survey during the summer of 2023. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

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

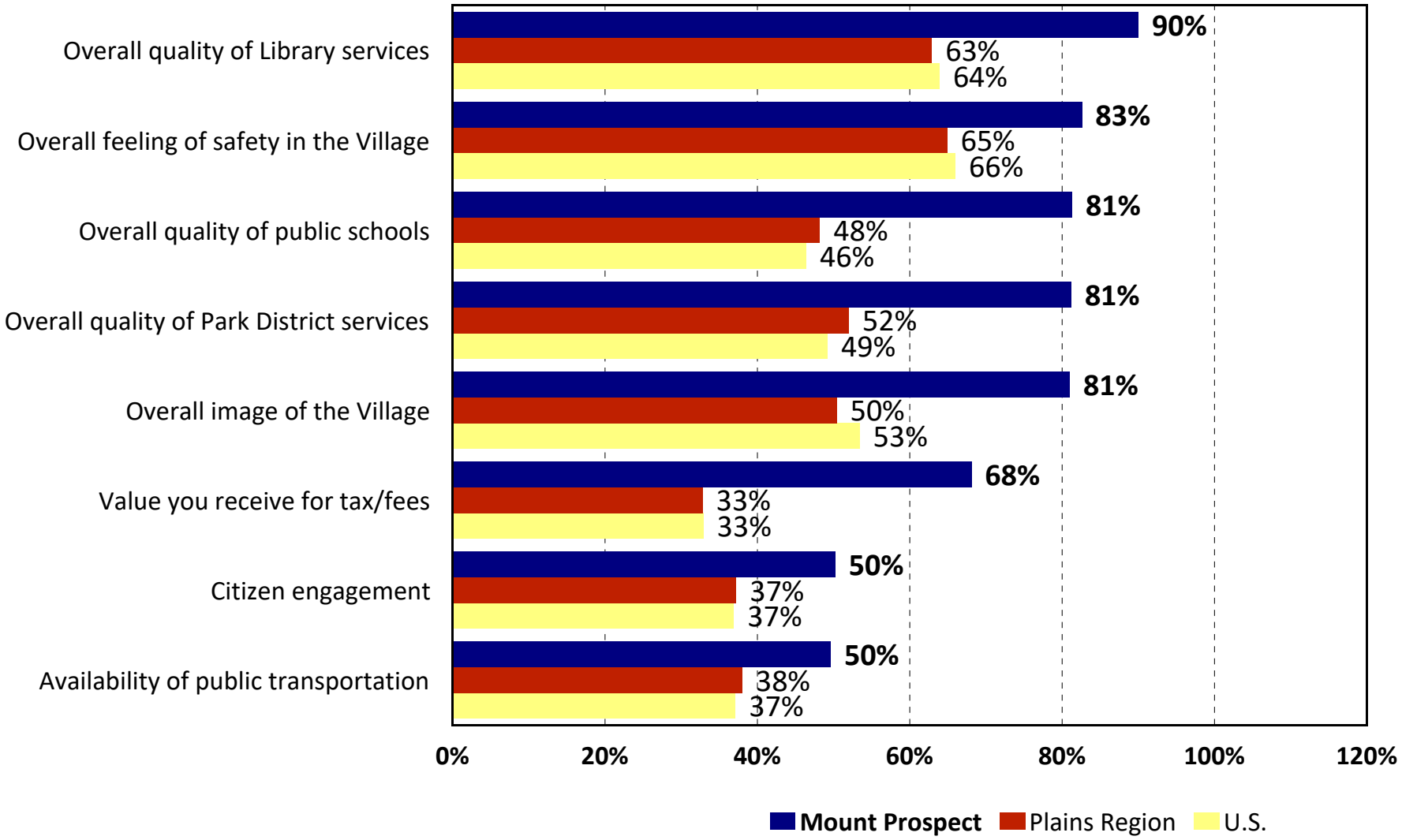
Satisfaction with Quality of Life
Mount Prospect vs. Plains Region vs. the U.S.

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



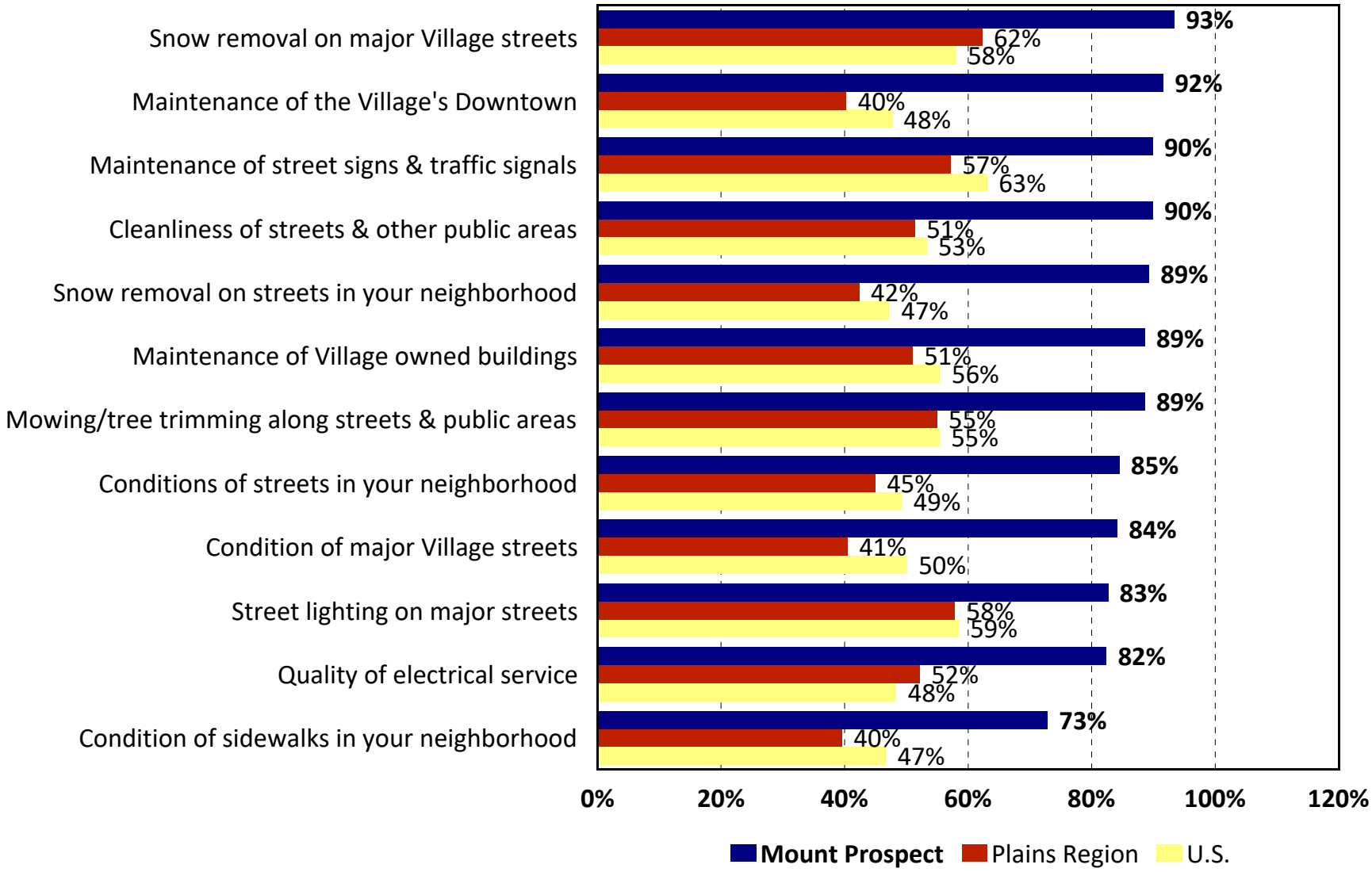
Satisfaction with Village Services
Mount Prospect vs. Plains Region vs. the U.S.

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



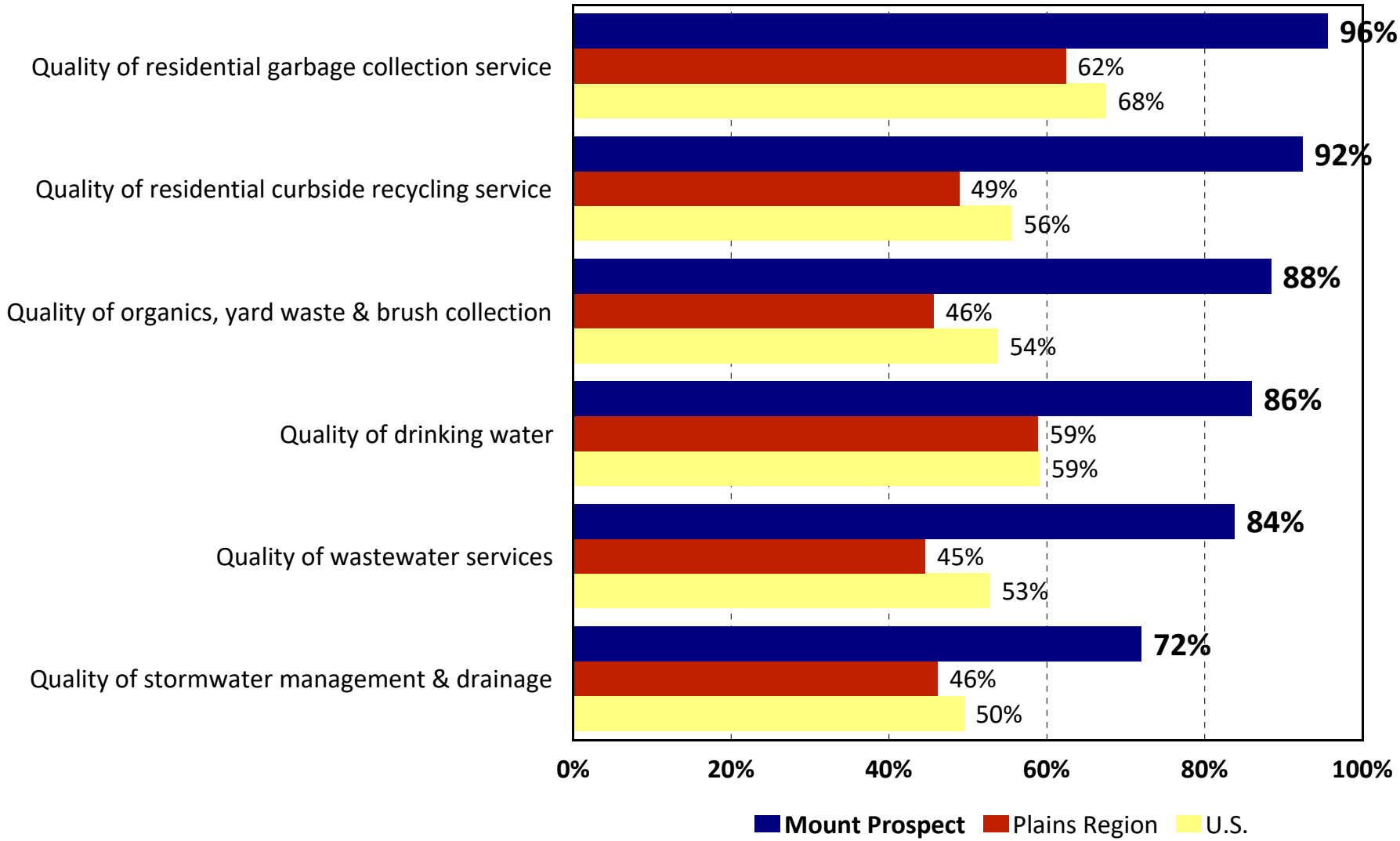
Satisfaction with Village Infrastructure
Mount Prospect vs. Plains Region vs. the U.S.

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



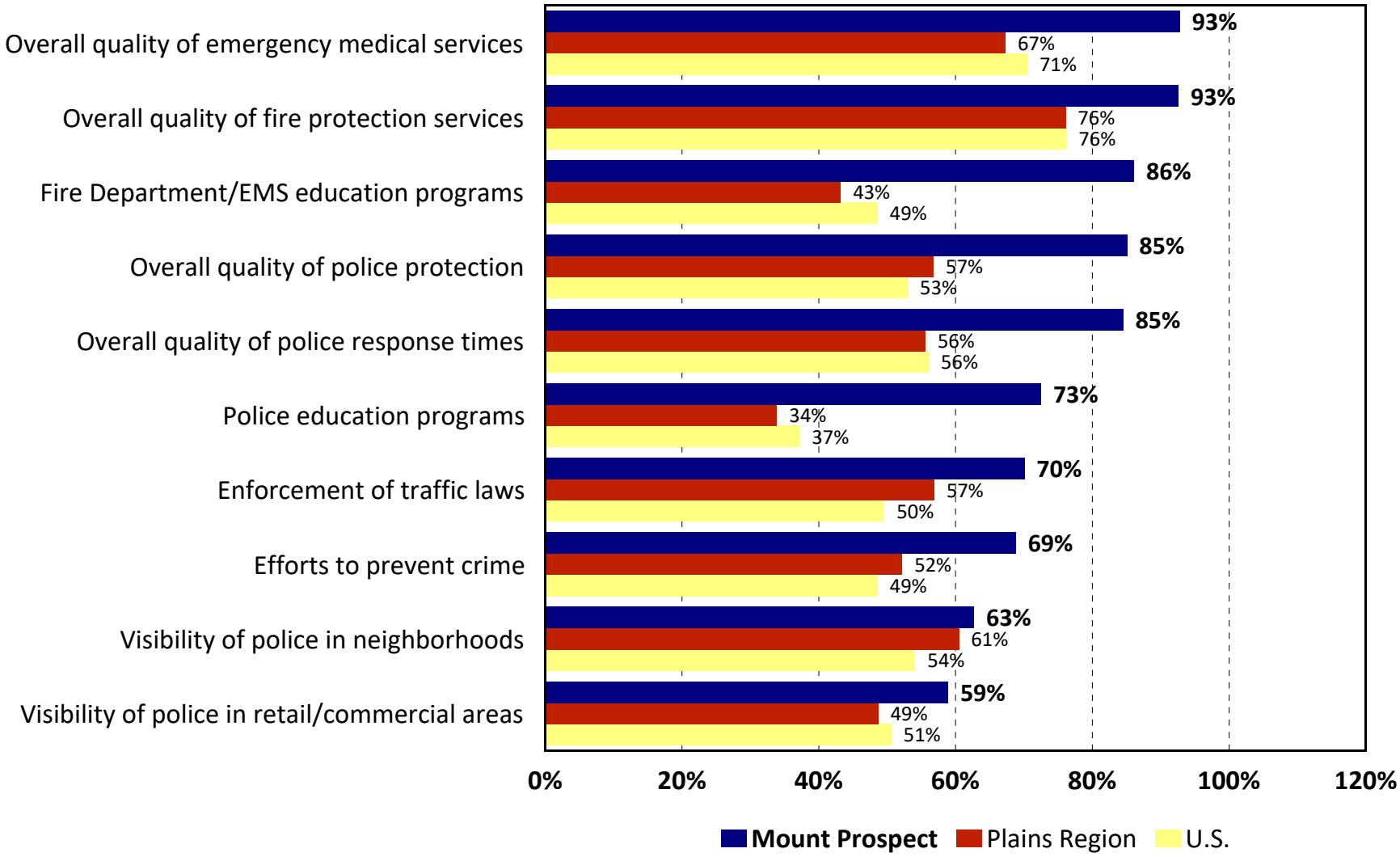
Satisfaction with Public Works Services
Mount Prospect vs. Plains Region vs. the U.S.

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



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

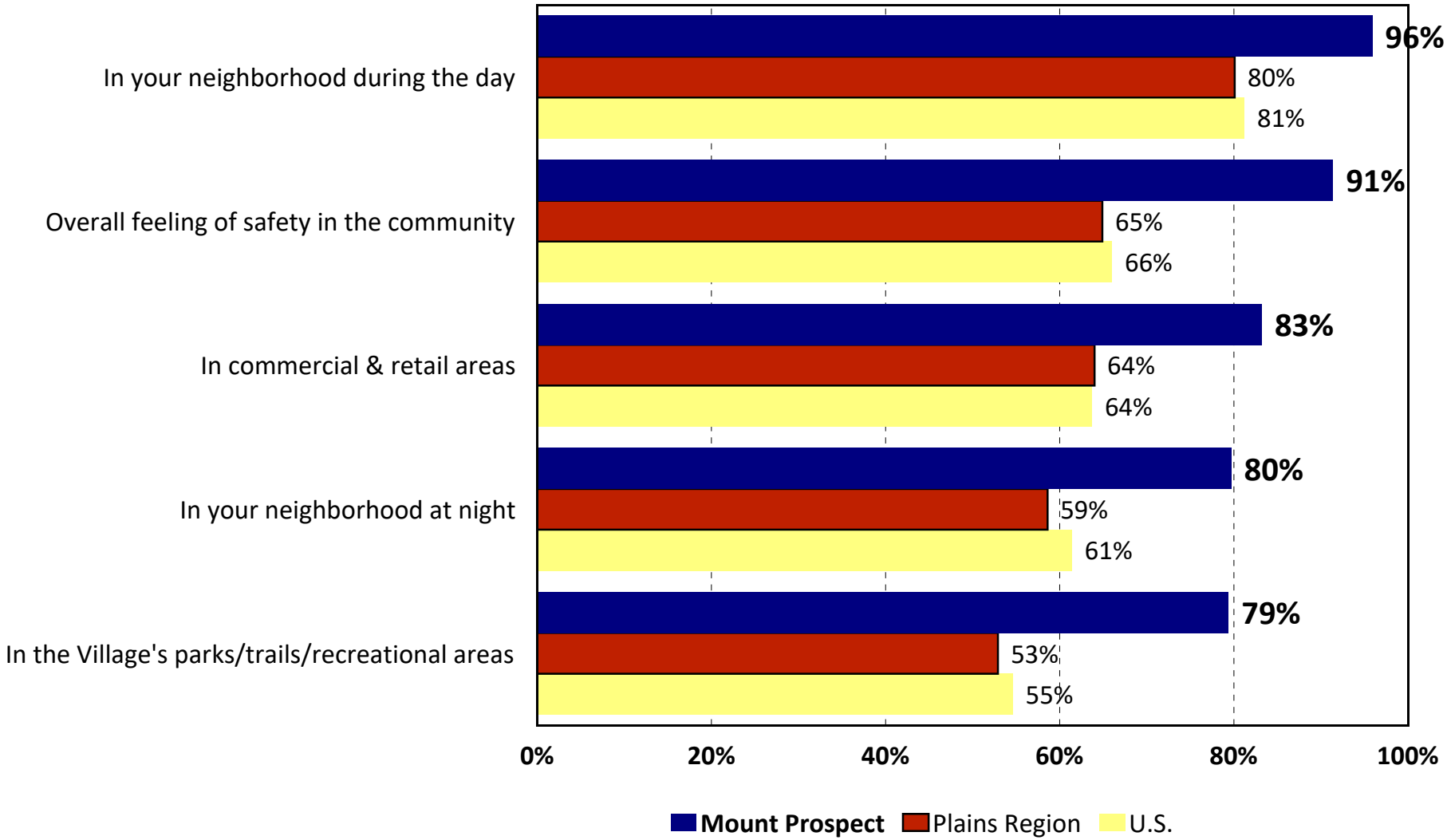
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Feelings of Safety

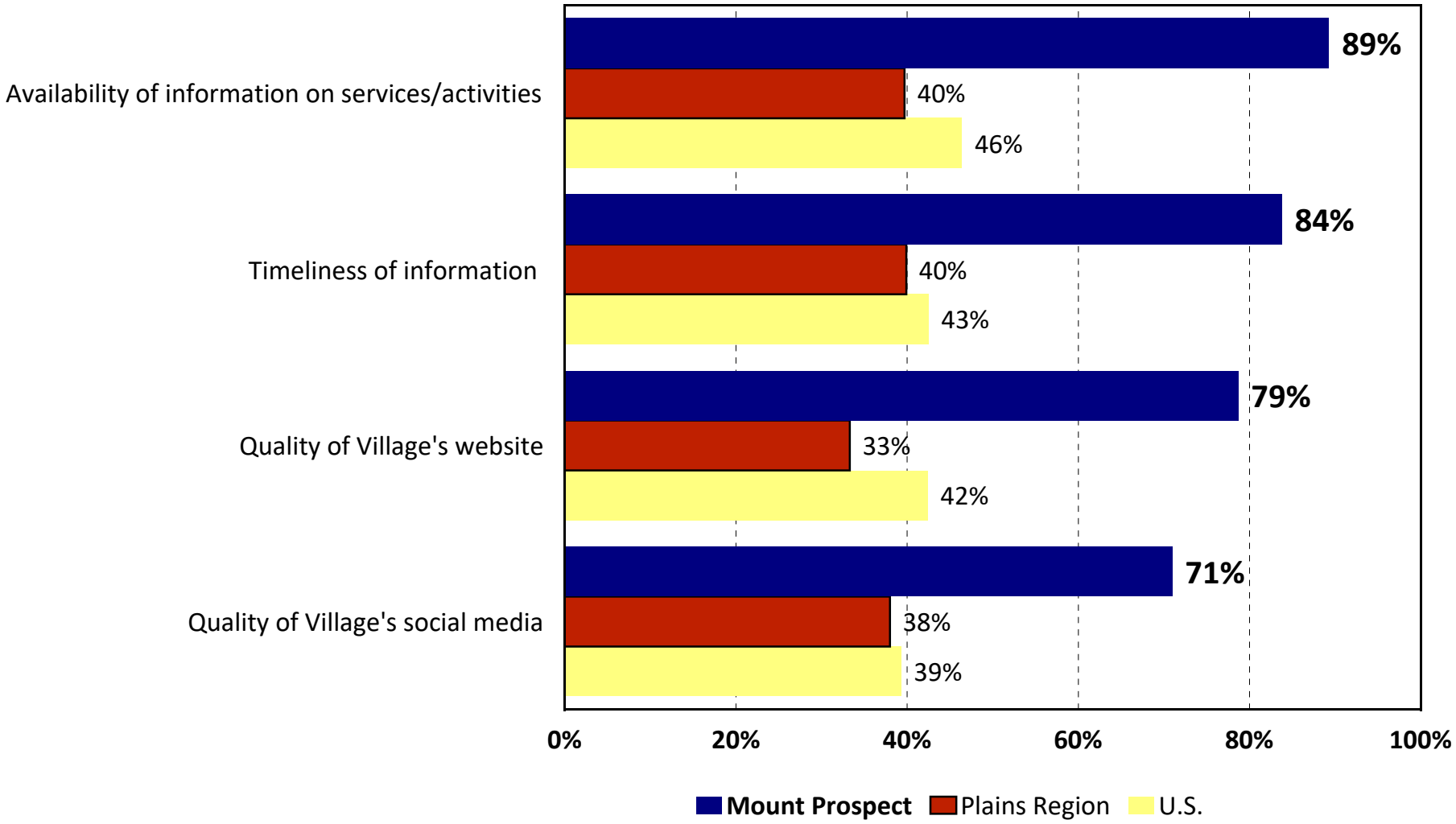
Mount Prospect vs. Plains Region vs. the U.S.

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



Satisfaction with Communication
Mount Prospect vs. Plains Region vs. the U.S.

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



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

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

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that 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.

Methodology

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

Example of the Calculation

Respondents were asked to identify the aspects of quality of life in the Village they thought were most important. Nearly half (47.7%) of respondents selected *management of Village finances* as the most important aspects of quality of life to provide.

Regarding satisfaction, 71.8% of respondents surveyed rated *management of Village finances* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 47.7 % was multiplied by 28.2% (1-0.718). This calculation yielded an I-S rating of 0.1345, which ranked second out of nine quality of life items assessed on the survey.

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 they are positively satisfied with the delivery of the service.

Importance-Satisfaction Analysis

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Very High Priority / Significantly Increase Emphasis (IS>0.20)
- High Priority / Increase Emphasis (0.10-.20)
- Medium Priority / Maintain Current Emphasis (IS<0.10)

The results for the Village of Mount Prospect are provided on the following pages.

2023 Importance-Satisfaction Rating
Village of Mount Prospect
Quality of Life

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Flow of traffic and traffic management	46%	2	59%	9	0.1896	1
Management of Village finances	48%	1	72%	7	0.1345	2
Medium Priority (IS <.10)						
Effectiveness of Village communication	25%	6	77%	6	0.0574	3
Maintenance of Village streets	45%	3	89%	4	0.0507	4
Enforcement of Village codes/ordinances	16%	7	72%	8	0.0459	5
Emergency preparedness	26%	5	87%	5	0.0352	6
Quality of services provided by the Village	37%	4	91%	2	0.0328	7
Quality of customer service	11%	8	91%	3	0.0106	8
Maintenance of Village buildings & facilities	10%	9	92%	1	0.0082	9

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

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

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2023 Importance-Satisfaction Rating
Village of Mount Prospect
Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Quality of cable & internet service	32%	3	59%	15	0.1324	1
Street lighting on neighborhood streets	36%	2	65%	14	0.1274	2
Medium Priority (IS <.10)						
Condition of sidewalks in your neighborhood	31%	4	73%	13	0.0848	3
Condition of major Village streets	40%	1	84%	10	0.0634	4
Conditions of streets in your neighborhood	31%	5	85%	9	0.0482	5
Street lighting on major streets	19%	10	83%	11	0.0322	6
Quality of electrical service	16%	12	82%	12	0.0275	7
Snow removal on streets in your neighborhood	21%	8	89%	5	0.0225	8
Cleanliness of streets & other public areas	22%	7	90%	4	0.0223	9
Maintenance of street signs & traffic signals	16%	11	90%	3	0.0164	10
Snow removal on major Village streets	25%	6	93%	1	0.0162	11
Maintenance of the Village's Downtown	19%	9	92%	2	0.0158	12
Mowing/tree trimming along streets & public areas	12%	13	89%	7	0.0135	13
Quality of natural gas service	6%	15	86%	8	0.0079	14
Maintenance of Village owned buildings	7%	14	89%	6	0.0078	15

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

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

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2023 Importance-Satisfaction Rating
Village of Mount Prospect
Community Development Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Property maintenance standards	48%	1	77%	2	0.1118	1
Appearance of Commercial Corridors	42%	2	75%	3	0.1079	2
Medium Priority (IS <.10)						
Building permit process	16%	4	70%	4	0.0492	3
Conditional use permit process and/or variance process	11%	6	61%	6	0.0435	4
Inspection process	12%	5	66%	5	0.0402	5
Sign regulation standards	17%	3	80%	1	0.0333	6

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

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

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

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2023 Importance-Satisfaction Rating
Village of Mount Prospect
Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Visibility of police in neighborhoods	53%	2	63%	14	0.1981	1
Efforts to prevent crime	56%	1	69%	13	0.1753	2
Visibility of police in retail/commercial areas	37%	3	59%	15	0.1512	3
Medium Priority (IS <.10)						
Enforcement of traffic laws	23%	5	70%	12	0.0676	4
Police education programs	18%	6	73%	10	0.0506	5
Overall quality of police protection	23%	4	85%	7	0.0349	6
Overall quality of police response times	17%	8	85%	8	0.0268	7
Enforcement of parking laws	9%	12	71%	11	0.0249	8
Overall professionalism of the police department	14%	9	84%	9	0.0223	9
Fire Department/EMS education programs	10%	11	86%	6	0.0145	10
Overall quality of emergency medical services	18%	7	93%	3	0.0128	11
Friendliness of police department	8%	13	87%	5	0.0101	12
Overall quality of fire protection services	13%	10	93%	4	0.0098	13
Overall professionalism of the Fire Department	4%	14	93%	2	0.0025	14
Friendliness of the Fire Department	2%	15	93%	1	0.0010	15

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

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

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2023 Importance-Satisfaction Rating
Village of Mount Prospect
Human Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall quality of senior services	33%	1	61%	9	0.1301	1
Medium Priority (IS <.10)						
Social services meeting community needs	24%	4	65%	8	0.0856	2
Overall quality of social services	26%	3	69%	5	0.0811	3
Accessibility of Village Human Services programs	30%	2	75%	2	0.0743	4
Village food pantry	24%	5	72%	3	0.0649	5
Public health nursing services meeting community needs	18%	6	65%	7	0.0625	6
Quality of Human Services programming/events	17%	7	67%	6	0.0583	7
Overall quality of nursing services	8%	9	69%	4	0.0251	8
Medical Lending Closet	11%	8	81%	1	0.0211	9

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 and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

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

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4 Tabular Data

Q1. Quality of Life. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the Village of Mount Prospect with regard to each of the following.

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of services provided by Village	39.5%	50.5%	8.0%	0.7%	0.0%	1.3%
Q1-2. Overall quality of customer service you receive from Village employees	46.9%	38.2%	7.8%	0.7%	0.4%	6.1%
Q1-3. Overall maintenance of Village streets	39.9%	48.2%	8.2%	2.6%	0.4%	0.7%
Q1-4. Overall maintenance of Village buildings & facilities	45.3%	42.3%	7.6%	0.0%	0.2%	4.6%
Q1-5. Overall flow of traffic & traffic management in Village	18.4%	39.9%	25.6%	13.7%	2.0%	0.4%
Q1-6. Overall effectiveness of Village communication with the public	30.6%	46.0%	18.7%	3.3%	0.4%	1.1%
Q1-7. Overall enforcement of Village codes & ordinances	23.0%	41.4%	18.9%	5.0%	1.7%	10.0%
Q1-8. Overall management of Village finances	24.1%	38.4%	18.2%	5.2%	1.1%	13.0%
Q1-9. Overall efforts of Village for emergency preparedness	30.4%	42.5%	10.6%	0.4%	0.2%	15.8%

WITHOUT "DON'T KNOW"

Q1. Quality of Life. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the Village of Mount Prospect with regard to each of the following. (without "don't know")

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of services provided by Village	40.0%	51.2%	8.1%	0.7%	0.0%
Q1-2. Overall quality of customer service you receive from Village employees	49.9%	40.6%	8.3%	0.7%	0.5%
Q1-3. Overall maintenance of Village streets	40.2%	48.5%	8.3%	2.6%	0.4%
Q1-4. Overall maintenance of Village buildings & facilities	47.5%	44.3%	8.0%	0.0%	0.2%
Q1-5. Overall flow of traffic & traffic management in Village	18.5%	40.1%	25.7%	13.7%	2.0%
Q1-6. Overall effectiveness of Village communication with the public	30.9%	46.5%	18.9%	3.3%	0.4%
Q1-7. Overall enforcement of Village codes & ordinances	25.5%	46.0%	21.0%	5.5%	1.9%
Q1-8. Overall management of Village finances	27.7%	44.1%	20.9%	6.0%	1.2%
Q1-9. Overall efforts of Village for emergency preparedness	36.1%	50.5%	12.6%	0.5%	0.3%

Q2. Which THREE of the quality of life services listed in Question 1 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q2. Top choice	Number	Percent
Overall quality of services provided by Village	76	16.5 %
Overall quality of customer service you receive from Village employees	8	1.7 %
Overall maintenance of Village streets	60	13.0 %
Overall maintenance of Village buildings & facilities	3	0.7 %
Overall flow of traffic & traffic management in Village	100	21.7 %
Overall effectiveness of Village communication with the public	21	4.6 %
Overall enforcement of Village codes & ordinances	21	4.6 %
Overall management of Village finances	96	20.8 %
Overall efforts of Village for emergency preparedness	36	7.8 %
None chosen	40	8.7 %
Total	461	100.0 %

Q2. Which THREE of the quality of life services listed in Question 1 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q2. 2nd choice	Number	Percent
Overall quality of services provided by Village	46	10.0 %
Overall quality of customer service you receive from Village employees	12	2.6 %
Overall maintenance of Village streets	71	15.4 %
Overall maintenance of Village buildings & facilities	23	5.0 %
Overall flow of traffic & traffic management in Village	63	13.7 %
Overall effectiveness of Village communication with the public	54	11.7 %
Overall enforcement of Village codes & ordinances	32	6.9 %
Overall management of Village finances	73	15.8 %
Overall efforts of Village for emergency preparedness	33	7.2 %
None chosen	54	11.7 %
Total	461	100.0 %

Q2. Which THREE of the quality of life services listed in Question 1 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Overall quality of services provided by Village	50	10.8 %
Overall quality of customer service you receive from Village employees	32	6.9 %
Overall maintenance of Village streets	76	16.5 %
Overall maintenance of Village buildings & facilities	20	4.3 %
Overall flow of traffic & traffic management in Village	48	10.4 %
Overall effectiveness of Village communication with the public	42	9.1 %
Overall enforcement of Village codes & ordinances	21	4.6 %
Overall management of Village finances	51	11.1 %
Overall efforts of Village for emergency preparedness	52	11.3 %
None chosen	69	15.0 %
Total	461	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the quality of life services listed in Question 1 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Overall quality of services provided by Village	172	37.3 %
Overall quality of customer service you receive from Village employees	52	11.3 %
Overall maintenance of Village streets	207	44.9 %
Overall maintenance of Village buildings & facilities	46	10.0 %
Overall flow of traffic & traffic management in Village	211	45.8 %
Overall effectiveness of Village communication with the public	117	25.4 %
Overall enforcement of Village codes & ordinances	74	16.1 %
Overall management of Village finances	220	47.7 %
Overall efforts of Village for emergency preparedness	121	26.2 %
None chosen	40	8.7 %
Total	1260	

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

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall value that you receive for your Village tax dollars & fees	16.3%	49.5%	20.6%	8.5%	1.7%	3.5%
Q3-2. Overall image of Village	32.1%	47.5%	14.8%	3.3%	0.7%	1.7%
Q3-3. Overall quality of life in Village	39.7%	48.4%	9.8%	1.5%	0.2%	0.4%
Q3-4. Overall feeling of safety in Village	33.0%	49.2%	13.9%	2.8%	0.7%	0.4%
Q3-5. Overall feeling of safety in your neighborhood	37.7%	46.4%	11.1%	3.9%	0.4%	0.4%
Q3-6. Quality of new development in Village	16.3%	34.7%	29.7%	10.6%	3.7%	5.0%
Q3-7. Overall maintenance of private property	20.6%	53.6%	18.0%	4.1%	0.7%	3.0%
Q3-8. Overall maintenance of public property	33.8%	50.1%	11.5%	1.3%	0.0%	3.3%
Q3-9. Availability of affordable housing	11.3%	22.3%	30.2%	8.7%	4.1%	23.4%
Q3-10. Overall quality of public schools	32.8%	38.0%	11.7%	3.0%	1.5%	13.0%
Q3-11. Overall quality of Park District services	34.5%	41.6%	13.0%	3.7%	0.9%	6.3%
Q3-12. Overall quality of Library services	54.4%	31.5%	8.0%	1.3%	0.2%	4.6%
Q3-13. Ease of access of places you usually visit	36.2%	48.6%	10.0%	3.0%	0.9%	1.3%
Q3-14. Availability of public transportation	14.5%	23.2%	26.0%	11.1%	1.3%	23.9%
Q3-15. Sense of community	23.9%	45.1%	24.5%	4.6%	0.4%	1.5%
Q3-16. Access to quality shopping facilities	21.7%	40.8%	22.1%	12.8%	2.2%	0.4%

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

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-17. Access to restaurants	24.9%	44.3%	19.5%	9.5%	1.3%	0.4%
Q3-18. Quality of Village community events	28.2%	44.9%	18.4%	1.7%	1.3%	5.4%
Q3-19. Overall feeling Village Board of Trustees represents you	13.9%	31.5%	30.4%	8.7%	3.7%	11.9%
Q3-20. Citizen engagement through Village Boards & Commissions	10.6%	27.8%	30.6%	5.4%	2.2%	23.4%
Q3-21. Feeling of welcome & acceptance toward people of diverse backgrounds within Village	17.6%	40.8%	24.5%	5.2%	1.7%	10.2%

WITHOUT "DON'T KNOW"

Q3. Overall Community. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall value that you receive for your Village tax dollars & fees	16.9%	51.2%	21.3%	8.8%	1.8%
Q3-2. Overall image of Village	32.7%	48.3%	15.0%	3.3%	0.7%
Q3-3. Overall quality of life in Village	39.9%	48.6%	9.8%	1.5%	0.2%
Q3-4. Overall feeling of safety in Village	33.1%	49.5%	13.9%	2.8%	0.7%
Q3-5. Overall feeling of safety in your neighborhood	37.9%	46.6%	11.1%	3.9%	0.4%
Q3-6. Quality of new development in Village	17.1%	36.5%	31.3%	11.2%	3.9%
Q3-7. Overall maintenance of private property	21.3%	55.3%	18.6%	4.3%	0.7%
Q3-8. Overall maintenance of public property	35.0%	51.8%	11.9%	1.3%	0.0%
Q3-9. Availability of affordable housing	14.7%	29.2%	39.4%	11.3%	5.4%
Q3-10. Overall quality of public schools	37.7%	43.6%	13.5%	3.5%	1.7%
Q3-11. Overall quality of Park District services	36.8%	44.4%	13.9%	3.9%	0.9%
Q3-12. Overall quality of Library services	57.0%	33.0%	8.4%	1.4%	0.2%
Q3-13. Ease of access of places you usually visit	36.7%	49.2%	10.1%	3.1%	0.9%
Q3-14. Availability of public transportation	19.1%	30.5%	34.2%	14.5%	1.7%
Q3-15. Sense of community	24.2%	45.8%	24.9%	4.6%	0.4%
Q3-16. Access to quality shopping facilities	21.8%	41.0%	22.2%	12.9%	2.2%

WITHOUT "DON'T KNOW"

Q3. Overall Community. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-17. Access to restaurants	25.1%	44.4%	19.6%	9.6%	1.3%
Q3-18. Quality of Village community events	29.8%	47.5%	19.5%	1.8%	1.4%
Q3-19. Overall feeling Village Board of Trustees represents you	15.8%	35.7%	34.5%	9.9%	4.2%
Q3-20. Citizen engagement through Village Boards & Commissions	13.9%	36.3%	39.9%	7.1%	2.8%
Q3-21. Feeling of welcome & acceptance toward people of diverse backgrounds within Village	19.6%	45.4%	27.3%	5.8%	1.9%

Q4. Infrastructure. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following services.

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Condition of major Village streets	26.7%	56.6%	12.1%	3.3%	0.2%	1.1%
Q4-2. Conditions of streets in your neighborhood	29.9%	54.0%	10.2%	4.3%	0.9%	0.7%
Q4-3. Condition of sidewalks in your neighborhood	24.3%	47.1%	18.2%	6.9%	1.3%	2.2%
Q4-4. Maintenance of street signs & traffic signals	34.5%	54.4%	8.9%	0.9%	0.2%	1.1%
Q4-5. Snow removal on major Village streets	48.4%	43.8%	6.3%	0.2%	0.0%	1.3%
Q4-6. Snow removal on streets in your neighborhood	44.5%	43.4%	9.3%	0.4%	0.9%	1.5%
Q4-7. Maintenance of Village's Downtown	38.8%	51.0%	7.6%	0.4%	0.2%	2.0%
Q4-8. Mowing & tree trimming along streets & public areas	40.3%	46.6%	8.7%	2.0%	0.7%	1.7%
Q4-9. Maintenance of Village owned buildings	36.9%	44.3%	9.5%	0.7%	0.2%	8.5%
Q4-10. Adequacy of street lighting on major streets	30.4%	51.2%	11.5%	4.6%	1.1%	1.3%
Q4-11. Adequacy of street lighting on neighborhood streets	22.8%	41.2%	18.0%	12.4%	4.6%	1.1%
Q4-12. Overall cleanliness of streets & other public areas	36.9%	52.1%	7.8%	2.0%	0.2%	1.1%
Q4-13. Quality of electrical service	26.2%	52.9%	12.6%	3.9%	0.4%	3.9%
Q4-14. Quality of cable & internet service	17.4%	39.9%	25.4%	12.1%	2.4%	2.8%
Q4-15. Quality of natural gas service	32.3%	49.5%	13.2%	0.4%	0.0%	4.6%

WITHOUT "DON'T KNOW"

Q4. Infrastructure. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following services. (without "don't know")

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Condition of major Village streets	27.0%	57.2%	12.3%	3.3%	0.2%
Q4-2. Conditions of streets in your neighborhood	30.1%	54.4%	10.3%	4.4%	0.9%
Q4-3. Condition of sidewalks in your neighborhood	24.8%	48.1%	18.6%	7.1%	1.3%
Q4-4. Maintenance of street signs & traffic signals	34.9%	55.0%	9.0%	0.9%	0.2%
Q4-5. Snow removal on major Village streets	49.0%	44.4%	6.4%	0.2%	0.0%
Q4-6. Snow removal on streets in your neighborhood	45.2%	44.1%	9.5%	0.4%	0.9%
Q4-7. Maintenance of Village's Downtown	39.6%	52.0%	7.7%	0.4%	0.2%
Q4-8. Mowing & tree trimming along streets & public areas	41.1%	47.5%	8.8%	2.0%	0.7%
Q4-9. Maintenance of Village owned buildings	40.3%	48.3%	10.4%	0.7%	0.2%
Q4-10. Adequacy of street lighting on major streets	30.8%	51.9%	11.6%	4.6%	1.1%
Q4-11. Adequacy of street lighting on neighborhood streets	23.0%	41.7%	18.2%	12.5%	4.6%
Q4-12. Overall cleanliness of streets & other public areas	37.3%	52.6%	7.9%	2.0%	0.2%
Q4-13. Quality of electrical service	27.3%	55.1%	13.1%	4.1%	0.5%
Q4-14. Quality of cable & internet service	17.9%	41.1%	26.1%	12.5%	2.5%
Q4-15. Quality of natural gas service	33.9%	51.8%	13.9%	0.5%	0.0%

Q5. Which FOUR of the village infrastructure services listed in Question 4 do you think should receive the most emphasis from village leaders over the next TWO years?

Q5. Top choice	Number	Percent
Condition of major Village streets	75	16.3 %
Condition of streets in your neighborhood	43	9.3 %
Condition of sidewalks in your neighborhood	43	9.3 %
Maintenance of street signs & traffic signals	14	3.0 %
Snow removal on major Village streets	20	4.3 %
Snow removal on streets in your neighborhood	13	2.8 %
Maintenance of Village's Downtown	24	5.2 %
Mowing & tree trimming along streets & other public areas	11	2.4 %
Maintenance of Village owned buildings	3	0.7 %
Adequacy of street lighting on major streets	19	4.1 %
Adequacy of street lighting on neighborhood streets	62	13.4 %
Overall cleanliness of streets & other public areas	20	4.3 %
Quality of electrical service	22	4.8 %
Quality of cable & internet service	49	10.6 %
Quality of natural gas service	3	0.7 %
None chosen	40	8.7 %
Total	461	100.0 %

Q5. Which FOUR of the village infrastructure services listed in Question 4 do you think should receive the most emphasis from village leaders over the next TWO years?

Q5. 2nd choice	Number	Percent
Condition of major Village streets	47	10.2 %
Condition of streets in your neighborhood	38	8.2 %
Condition of sidewalks in your neighborhood	39	8.5 %
Maintenance of street signs & traffic signals	20	4.3 %
Snow removal on major Village streets	31	6.7 %
Snow removal on streets in your neighborhood	32	6.9 %
Maintenance of Village's Downtown	20	4.3 %
Mowing & tree trimming along streets & other public areas	10	2.2 %
Maintenance of Village owned buildings	4	0.9 %
Adequacy of street lighting on major streets	26	5.6 %
Adequacy of street lighting on neighborhood streets	43	9.3 %
Overall cleanliness of streets & other public areas	24	5.2 %
Quality of electrical service	22	4.8 %
Quality of cable & internet service	41	8.9 %
Quality of natural gas service	4	0.9 %
None chosen	60	13.0 %
Total	461	100.0 %

Q5. Which FOUR of the village infrastructure services 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
Condition of major Village streets	32	6.9 %
Condition of streets in your neighborhood	32	6.9 %
Condition of sidewalks in your neighborhood	29	6.3 %
Maintenance of street signs & traffic signals	17	3.7 %
Snow removal on major Village streets	33	7.2 %
Snow removal on streets in your neighborhood	30	6.5 %
Maintenance of Village's Downtown	25	5.4 %
Mowing & tree trimming along streets & other public areas	18	3.9 %
Maintenance of Village owned buildings	10	2.2 %
Adequacy of street lighting on major streets	17	3.7 %
Adequacy of street lighting on neighborhood streets	30	6.5 %
Overall cleanliness of streets & other public areas	33	7.2 %
Quality of electrical service	14	3.0 %
Quality of cable & internet service	39	8.5 %
Quality of natural gas service	13	2.8 %
None chosen	89	19.3 %
Total	461	100.0 %

Q5. Which FOUR of the village infrastructure services 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
Condition of major Village streets	31	6.7 %
Condition of streets in your neighborhood	31	6.7 %
Condition of sidewalks in your neighborhood	33	7.2 %
Maintenance of street signs & traffic signals	24	5.2 %
Snow removal on major Village streets	29	6.3 %
Snow removal on streets in your neighborhood	22	4.8 %
Maintenance of Village's Downtown	18	3.9 %
Mowing & tree trimming along streets & other public areas	15	3.3 %
Maintenance of Village owned buildings	14	3.0 %
Adequacy of street lighting on major streets	24	5.2 %
Adequacy of street lighting on neighborhood streets	32	6.9 %
Overall cleanliness of streets & other public areas	25	5.4 %
Quality of electrical service	14	3.0 %
Quality of cable & internet service	20	4.3 %
Quality of natural gas service	5	1.1 %
None chosen	124	26.9 %
Total	461	100.0 %

SUM OF TOP 4 CHOICES

Q5. Which FOUR of the village infrastructure services listed in Question 4 do you think should receive the most emphasis from village leaders over the next TWO years? (top 4)

Q5. Sum of top 4 choices	Number	Percent
Condition of major Village streets	185	40.1 %
Condition of streets in your neighborhood	144	31.2 %
Condition of sidewalks in your neighborhood	144	31.2 %
Maintenance of street signs & traffic signals	75	16.3 %
Snow removal on major Village streets	113	24.5 %
Snow removal on streets in your neighborhood	97	21.0 %
Maintenance of Village's Downtown	87	18.9 %
Mowing & tree trimming along streets & other public areas	54	11.7 %
Maintenance of Village owned buildings	31	6.7 %
Adequacy of street lighting on major streets	86	18.7 %
Adequacy of street lighting on neighborhood streets	167	36.2 %
Overall cleanliness of streets & other public areas	102	22.1 %
Quality of electrical service	72	15.6 %
Quality of cable & internet service	149	32.3 %
Quality of natural gas service	25	5.4 %
None chosen	40	8.7 %
Total	1571	

Q6. Public Works. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by or in the Village.

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Quality of residential garbage collection service	57.9%	35.6%	2.8%	1.5%	0.0%	2.2%
Q6-2. Quality of residential curbside recycling service	53.8%	35.6%	4.8%	2.0%	0.7%	3.3%
Q6-3. Quality of organics, yard waste & brush collection service	48.6%	32.1%	8.2%	1.7%	0.7%	8.7%
Q6-4. Quality of drinking water	40.6%	42.3%	10.6%	2.4%	0.4%	3.7%
Q6-5. Quality of wastewater services	33.8%	40.3%	12.8%	1.1%	0.4%	11.5%
Q6-6. Quality of stormwater management & drainage infrastructure	28.2%	38.4%	15.8%	8.2%	1.7%	7.6%

WITHOUT "DON'T KNOW"

Q6. Public Works. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by or in the Village. (without "don't know")

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Quality of residential garbage collection service	59.2%	36.4%	2.9%	1.6%	0.0%
Q6-2. Quality of residential curbside recycling service	55.6%	36.8%	4.9%	2.0%	0.7%
Q6-3. Quality of organics, yard waste & brush collection service	53.2%	35.2%	9.0%	1.9%	0.7%
Q6-4. Quality of drinking water	42.1%	43.9%	11.0%	2.5%	0.5%
Q6-5. Quality of wastewater services	38.2%	45.6%	14.5%	1.2%	0.5%
Q6-6. Quality of stormwater management & drainage infrastructure	30.5%	41.5%	17.1%	8.9%	1.9%

Q7(1-3). Community Development 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 services.

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Property maintenance standards for private property	17.8%	53.4%	15.6%	5.0%	1.1%	7.2%
Q7-2. Sign regulation standards	18.4%	49.2%	14.8%	2.0%	0.0%	15.6%
Q7-3. Appearance of commercial corridors	18.2%	50.3%	19.3%	3.3%	0.9%	8.0%

WITHOUT "DON'T KNOW"

Q7(1-3). Community Development 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 services. (without "don't know")

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Property maintenance standards for private property	19.2%	57.5%	16.8%	5.4%	1.2%
Q7-2. Sign regulation standards	21.9%	58.4%	17.5%	2.3%	0.0%
Q7-3. Appearance of commercial corridors	19.8%	54.7%	21.0%	3.5%	0.9%

Q7(4-6). Community Development Services. If you have requested a building permit during the past 3 years, please answer questions below.

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-4. Building permit process	9.8%	11.3%	7.6%	1.3%	0.2%	69.8%
Q7-5. Inspection process	9.3%	11.1%	8.0%	2.0%	0.4%	69.2%
Q7-6. Conditional use permit process and/or variance process	7.2%	6.3%	5.9%	2.4%	0.4%	77.9%

WITHOUT "DON'T KNOW"

Q7(4-6). Community Development Services. If you have requested a building permit during the past 3 years, please answer questions below. (without "don't know")

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-4. Building permit process	32.4%	37.4%	25.2%	4.3%	0.7%
Q7-5. Inspection process	30.3%	35.9%	26.1%	6.3%	1.4%
Q7-6. Conditional use permit process and/or variance process	32.4%	28.4%	26.5%	10.8%	2.0%

Q8. Which TWO of the community development services listed in Question 7 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q8. Top choice	Number	Percent
Property maintenance standards for private property	147	31.9 %
Sign regulation standards	29	6.3 %
Appearance of commercial corridors	103	22.3 %
Building permit process	46	10.0 %
Inspection process	14	3.0 %
Conditional use permit process and/or variance process	17	3.7 %
None chosen	105	22.8 %
Total	461	100.0 %

Q8. Which TWO of the community development services listed in Question 7 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q8. 2nd choice	Number	Percent
Property maintenance standards for private property	74	16.1 %
Sign regulation standards	49	10.6 %
Appearance of commercial corridors	92	20.0 %
Building permit process	29	6.3 %
Inspection process	41	8.9 %
Conditional use permit process and/or variance process	34	7.4 %
None chosen	142	30.8 %
Total	461	100.0 %

SUM OF TOP 2 CHOICES

Q8. Which TWO of the community development services listed in Question 7 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 2)

Q8. Sum of top 2 choices	Number	Percent
Property maintenance standards for private property	221	47.9 %
Sign regulation standards	78	16.9 %
Appearance of commercial corridors	195	42.3 %
Building permit process	75	16.3 %
Inspection process	55	11.9 %
Conditional use permit process and/or variance process	51	11.1 %
None chosen	105	22.8 %
Total	780	

Q9. Feeling of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=461)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q9-1. In your neighborhood during the day	60.7%	34.9%	3.7%	0.4%	0.0%	0.2%
Q9-2. In your neighborhood at night	29.5%	49.7%	15.4%	4.3%	0.4%	0.7%
Q9-3. In parks, trails, & recreational areas in Village	25.2%	50.5%	15.0%	4.1%	0.7%	4.6%
Q9-4. In commercial & retail areas	26.7%	56.2%	13.2%	3.3%	0.2%	0.4%
Q9-5. Overall in Village	33.0%	57.3%	7.2%	1.3%	0.0%	1.3%
Q9-6. Downtown after dark	24.9%	45.6%	17.8%	3.5%	0.4%	7.8%
Q9-7. Traveling by bicycle in Village	13.0%	30.2%	21.9%	8.0%	1.5%	25.4%
Q9-8. Shopping in Village after dark	20.6%	45.8%	18.9%	4.3%	0.9%	9.5%

WITHOUT "DON'T KNOW"

Q9. Feeling of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=461)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q9-1. In your neighborhood during the day	60.9%	35.0%	3.7%	0.4%	0.0%
Q9-2. In your neighborhood at night	29.7%	50.0%	15.5%	4.4%	0.4%
Q9-3. In parks, trails, & recreational areas in Village	26.4%	53.0%	15.7%	4.3%	0.7%
Q9-4. In commercial & retail areas	26.8%	56.4%	13.3%	3.3%	0.2%
Q9-5. Overall in Village	33.4%	58.0%	7.3%	1.3%	0.0%
Q9-6. Downtown after dark	27.1%	49.4%	19.3%	3.8%	0.5%
Q9-7. Traveling by bicycle in Village	17.4%	40.4%	29.4%	10.8%	2.0%
Q9-8. Shopping in Village after dark	22.8%	50.6%	20.9%	4.8%	1.0%

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

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Visibility of police in neighborhoods	18.0%	43.6%	23.9%	11.1%	1.7%	1.7%
Q10-2. Visibility of police in retail/ commercial areas	15.6%	40.8%	29.5%	8.0%	1.7%	4.3%
Q10-3. Efforts to prevent crime	20.2%	41.2%	22.8%	3.3%	1.7%	10.8%
Q10-4. Enforcement of traffic laws	20.6%	44.7%	18.9%	5.9%	3.0%	6.9%
Q10-5. Enforcement of parking laws	18.4%	44.9%	19.1%	4.6%	2.2%	10.8%
Q10-6. Overall quality of police response times	27.1%	35.6%	10.8%	0.4%	0.2%	25.8%
Q10-7. Police education programs	19.3%	26.9%	16.3%	0.9%	0.4%	36.2%
Q10-8. Overall professionalism of police department	39.3%	37.5%	11.7%	2.4%	0.4%	8.7%
Q10-9. Overall quality of police protection	34.1%	44.0%	11.7%	1.3%	0.7%	8.2%
Q10-10. Friendliness of police department	42.7%	37.5%	10.8%	1.3%	0.2%	7.4%
Q10-11. Overall quality of emergency medical services (EMS)	39.7%	29.3%	5.0%	0.4%	0.0%	25.6%
Q10-12. Overall quality of fire protection services	40.6%	33.4%	5.9%	0.0%	0.0%	20.2%
Q10-13. Overall professionalism of fire department	44.5%	31.7%	5.2%	0.4%	0.2%	18.0%
Q10-14. Friendliness of fire department	47.1%	30.4%	5.0%	0.4%	0.0%	17.1%
Q10-15. Fire Department/EMS education programs	28.0%	27.1%	8.5%	0.4%	0.0%	36.0%

WITHOUT "DON'T KNOW"

Q10. Public Safety Services. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Visibility of police in neighborhoods	18.3%	44.4%	24.3%	11.3%	1.8%
Q10-2. Visibility of police in retail/commercial areas	16.3%	42.6%	30.8%	8.4%	1.8%
Q10-3. Efforts to prevent crime	22.6%	46.2%	25.5%	3.6%	1.9%
Q10-4. Enforcement of traffic laws	22.1%	48.0%	20.3%	6.3%	3.3%
Q10-5. Enforcement of parking laws	20.7%	50.4%	21.4%	5.1%	2.4%
Q10-6. Overall quality of police response times	36.5%	48.0%	14.6%	0.6%	0.3%
Q10-7. Police education programs	30.3%	42.2%	25.5%	1.4%	0.7%
Q10-8. Overall professionalism of police department	43.0%	41.1%	12.8%	2.6%	0.5%
Q10-9. Overall quality of police protection	37.1%	48.0%	12.8%	1.4%	0.7%
Q10-10. Friendliness of police department	46.1%	40.5%	11.7%	1.4%	0.2%
Q10-11. Overall quality of emergency medical services (EMS)	53.4%	39.4%	6.7%	0.6%	0.0%
Q10-12. Overall quality of fire protection services	50.8%	41.8%	7.3%	0.0%	0.0%
Q10-13. Overall professionalism of fire department	54.2%	38.6%	6.3%	0.5%	0.3%
Q10-14. Friendliness of fire department	56.8%	36.6%	6.0%	0.5%	0.0%
Q10-15. Fire Department/ EMS education programs	43.7%	42.4%	13.2%	0.7%	0.0%

Q11. Which FOUR of the public safety services listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q11. Top choice	Number	Percent
Visibility of police in neighborhoods	118	25.6 %
Visibility of police in retail/commercial areas	41	8.9 %
Efforts to prevent crime	121	26.2 %
Enforcement of traffic laws	28	6.1 %
Enforcement of parking laws	6	1.3 %
Overall quality of police response times	12	2.6 %
Police education programs	19	4.1 %
Overall professionalism of police department	17	3.7 %
Overall quality of police protection	6	1.3 %
Friendliness of police department	7	1.5 %
Overall quality of emergency medical services (EMS)	12	2.6 %
Overall quality of fire protection services	1	0.2 %
Overall professionalism of fire department	3	0.7 %
Fire Department/EMS education programs	6	1.3 %
None chosen	64	13.9 %
Total	461	100.0 %

Q11. Which FOUR of the public safety services listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q11. 2nd choice	Number	Percent
Visibility of police in neighborhoods	55	11.9 %
Visibility of police in retail/commercial areas	73	15.8 %
Efforts to prevent crime	59	12.8 %
Enforcement of traffic laws	27	5.9 %
Enforcement of parking laws	9	2.0 %
Overall quality of police response times	17	3.7 %
Police education programs	17	3.7 %
Overall professionalism of police department	21	4.6 %
Overall quality of police protection	35	7.6 %
Friendliness of police department	13	2.8 %
Overall quality of emergency medical services (EMS)	16	3.5 %
Overall quality of fire protection services	10	2.2 %
Overall professionalism of fire department	4	0.9 %
Friendliness of fire department	4	0.9 %
Fire Department/EMS education programs	13	2.8 %
None chosen	88	19.1 %
Total	461	100.0 %

Q11. Which FOUR of the public safety services listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q11. 3rd choice	Number	Percent
Visibility of police in neighborhoods	44	9.5 %
Visibility of police in retail/commercial areas	30	6.5 %
Efforts to prevent crime	51	11.1 %
Enforcement of traffic laws	25	5.4 %
Enforcement of parking laws	15	3.3 %
Overall quality of police response times	20	4.3 %
Police education programs	23	5.0 %
Overall professionalism of police department	11	2.4 %
Overall quality of police protection	31	6.7 %
Friendliness of police department	7	1.5 %
Overall quality of emergency medical services (EMS)	30	6.5 %
Overall quality of fire protection services	26	5.6 %
Overall professionalism of fire department	2	0.4 %
Friendliness of fire department	1	0.2 %
Fire Department/EMS education programs	17	3.7 %
None chosen	128	27.8 %
Total	461	100.0 %

Q11. Which FOUR of the public safety services listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q11. 4th choice	Number	Percent
Visibility of police in neighborhoods	28	6.1 %
Visibility of police in retail/commercial areas	26	5.6 %
Efforts to prevent crime	28	6.1 %
Enforcement of traffic laws	24	5.2 %
Enforcement of parking laws	9	2.0 %
Overall quality of police response times	31	6.7 %
Police education programs	26	5.6 %
Overall professionalism of police department	15	3.3 %
Overall quality of police protection	36	7.8 %
Friendliness of police department	8	1.7 %
Overall quality of emergency medical services (EMS)	24	5.2 %
Overall quality of fire protection services	24	5.2 %
Overall professionalism of fire department	7	1.5 %
Friendliness of fire department	2	0.4 %
Fire Department/EMS education programs	12	2.6 %
None chosen	161	34.9 %
Total	461	100.0 %

SUM OF TOP 4 CHOICES

Q11. Which FOUR of the public safety services listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 4)

Q11. Sum of top 4 choices	Number	Percent
Visibility of police in neighborhoods	245	53.1 %
Visibility of police in retail/commercial areas	170	36.9 %
Efforts to prevent crime	259	56.2 %
Enforcement of traffic laws	104	22.6 %
Enforcement of parking laws	39	8.5 %
Overall quality of police response times	80	17.4 %
Police education programs	85	18.4 %
Overall professionalism of police department	64	13.9 %
Overall quality of police protection	108	23.4 %
Friendliness of police department	35	7.6 %
Overall quality of emergency medical services (EMS)	82	17.8 %
Overall quality of fire protection services	61	13.2 %
Overall professionalism of fire department	16	3.5 %
Friendliness of fire department	7	1.5 %
Fire Department/EMS education programs	48	10.4 %
None chosen	64	13.9 %
Total	1467	

Q12. Diversity. Using a scale from 1 to 5, where 5 is "Excellent" and 1 is "Very Poor," how well do you think the Village of Mount Prospect currently serves the following populations?

(N=461)

	Excellent	Good	Average	Poor	Very poor	Don't know
Q12-1. Non-English speaking persons	10.2%	16.5%	14.8%	3.5%	0.4%	54.7%
Q12-2. Persons who are deaf or hearing impaired	6.5%	11.7%	10.6%	1.7%	0.4%	69.0%
Q12-3. Persons with limited physical mobility	8.7%	20.4%	13.7%	2.4%	0.9%	54.0%
Q12-4. Persons with disabilities	9.1%	20.2%	12.6%	2.0%	1.1%	55.1%
Q12-5. Seniors	20.6%	27.3%	16.7%	3.0%	0.9%	31.5%
Q12-6. Underrepresented populations in Village	6.5%	11.1%	13.9%	4.3%	1.5%	62.7%
Q12-7. LGBTQ+	7.2%	8.5%	13.2%	3.5%	1.1%	66.6%
Q12-8. Youth	16.5%	30.6%	13.2%	2.2%	0.7%	36.9%

WITHOUT "DON'T KNOW"

Q12. Diversity. Using a scale from 1 to 5, where 5 is "Excellent" and 1 is "Very Poor," how well do you think the Village of Mount Prospect currently serves the following populations? (without "don't know")

(N=461)

	Excellent	Good	Average	Poor	Very poor
Q12-1. Non-English speaking persons	22.5%	36.4%	32.5%	7.7%	1.0%
Q12-2. Persons who are deaf or hearing impaired	21.0%	37.8%	34.3%	5.6%	1.4%
Q12-3. Persons with limited physical mobility	18.9%	44.3%	29.7%	5.2%	1.9%
Q12-4. Persons with disabilities	20.3%	44.9%	28.0%	4.3%	2.4%
Q12-5. Seniors	30.1%	39.9%	24.4%	4.4%	1.3%
Q12-6. Underrepresented populations in Village	17.4%	29.7%	37.2%	11.6%	4.1%
Q12-7. LGBTQ+	21.4%	25.3%	39.6%	10.4%	3.2%
Q12-8. Youth	26.1%	48.5%	21.0%	3.4%	1.0%

Q13. Human 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 services.

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Accessibility of Village Human Services programs	16.5%	24.7%	11.5%	1.7%	0.2%	45.3%
Q13-2. Village food pantry	13.2%	17.6%	10.8%	0.9%	0.0%	57.5%
Q13-3. Medical lending closet	21.3%	19.1%	8.2%	1.1%	0.4%	49.9%
Q13-4. Overall quality of nursing services	9.5%	13.2%	8.7%	1.1%	0.4%	67.0%
Q13-5. Public health nursing services meeting community needs	8.5%	12.8%	10.2%	0.7%	0.4%	67.5%
Q13-6. Overall quality of social services	10.2%	19.5%	11.5%	1.3%	0.7%	56.8%
Q13-7. Social services meeting community needs	9.3%	17.8%	13.0%	1.3%	0.7%	57.9%
Q13-8. Overall quality of senior services	11.5%	19.1%	14.5%	3.3%	2.0%	49.7%
Q13-9. Quality of Human Services programming & events	10.6%	18.7%	12.1%	1.5%	1.1%	56.0%

WITHOUT "DON'T KNOW"

Q13. Human 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 services. (without "don't know")

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Accessibility of Village Human Services programs	30.2%	45.2%	21.0%	3.2%	0.4%
Q13-2. Village food pantry	31.1%	41.3%	25.5%	2.0%	0.0%
Q13-3. Medical lending closet	42.4%	38.1%	16.5%	2.2%	0.9%
Q13-4. Overall quality of nursing services	28.9%	40.1%	26.3%	3.3%	1.3%
Q13-5. Public health nursing services meeting community needs	26.0%	39.3%	31.3%	2.0%	1.3%
Q13-6. Overall quality of social services	23.6%	45.2%	26.6%	3.0%	1.5%
Q13-7. Social services meeting community needs	22.2%	42.3%	30.9%	3.1%	1.5%
Q13-8. Overall quality of senior services	22.8%	37.9%	28.9%	6.5%	3.9%
Q13-9. Quality of Human Services programming & events	24.1%	42.4%	27.6%	3.4%	2.5%

Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q14. Top choice	Number	Percent
Accessibility of Village Human Services programs	80	17.4 %
Village food pantry	45	9.8 %
Medical lending closet	14	3.0 %
Overall quality of nursing services	9	2.0 %
Public health nursing services meeting community needs	16	3.5 %
Overall quality of social services	25	5.4 %
Social services meeting community needs	33	7.2 %
Overall quality of senior services	73	15.8 %
Quality of Human Services programming & events	13	2.8 %
None chosen	153	33.2 %
Total	461	100.0 %

Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q14. 2nd choice	Number	Percent
Accessibility of Village Human Services programs	26	5.6 %
Village food pantry	34	7.4 %
Medical lending closet	18	3.9 %
Overall quality of nursing services	13	2.8 %
Public health nursing services meeting community needs	32	6.9 %
Overall quality of social services	49	10.6 %
Social services meeting community needs	34	7.4 %
Overall quality of senior services	54	11.7 %
Quality of Human Services programming & events	34	7.4 %
None chosen	167	36.2 %
Total	461	100.0 %

Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q14. 3rd choice	Number	Percent
Accessibility of Village Human Services programs	33	7.2 %
Village food pantry	29	6.3 %
Medical lending closet	18	3.9 %
Overall quality of nursing services	15	3.3 %
Public health nursing services meeting community needs	35	7.6 %
Overall quality of social services	46	10.0 %
Social services meeting community needs	44	9.5 %
Overall quality of senior services	26	5.6 %
Quality of Human Services programming & events	33	7.2 %
None chosen	182	39.5 %
Total	461	100.0 %

SUM OF TOP 3 CHOICES

Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q14. Sum of top 3 choices	Number	Percent
Accessibility of Village Human Services programs	139	30.2 %
Village food pantry	108	23.4 %
Medical lending closet	50	10.8 %
Overall quality of nursing services	37	8.0 %
Public health nursing services meeting community needs	83	18.0 %
Overall quality of social services	120	26.0 %
Social services meeting community needs	111	24.1 %
Overall quality of senior services	153	33.2 %
Quality of Human Services programming & events	80	17.4 %
None chosen	153	33.2 %
Total	1034	

Q15. Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services.

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information on Village services & activities in a language of which I am fluent	40.3%	39.0%	8.5%	1.1%	0.0%	11.1%
Q15-2. Timeliness of information provided by Village	29.1%	49.5%	13.2%	2.0%	0.0%	6.3%
Q15-3. Quality of Village's print newsletter	43.6%	39.9%	9.8%	0.9%	0.4%	5.4%
Q15-4. Quality of Village's website (mountprospect.org)	29.1%	43.8%	16.5%	2.6%	0.7%	7.4%
Q15-5. Quality of Village's social media (Facebook, Twitter)	16.9%	26.5%	16.1%	1.5%	0.2%	38.8%
Q15-6. Quality of Village's Experience Mount Prospect website (experiencemountprospect.org)	19.1%	28.6%	14.5%	0.7%	0.4%	36.7%
Q15-7. Quality of Village's email eNewsletter	19.7%	27.8%	12.6%	0.2%	0.2%	39.5%
Q15-8. Quality of Mount Prospect Digital Communications (MPDC) programming	13.9%	19.7%	11.7%	0.7%	0.4%	53.6%
Q15-9. Overall usefulness of Village's website calendar	19.5%	28.2%	19.7%	3.0%	0.9%	28.6%
Q15-10. Transparency of Village information	19.7%	35.8%	22.1%	4.1%	1.7%	16.5%
Q15-11. Clarity & understandability of Village bills	24.3%	43.0%	17.4%	4.1%	1.7%	9.5%

WITHOUT "DON'T KNOW"

Q15. Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services. (without "don't know")

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information on Village services & activities in a language of which I am fluent	45.4%	43.9%	9.5%	1.2%	0.0%
Q15-2. Timeliness of information provided by Village	31.0%	52.8%	14.1%	2.1%	0.0%
Q15-3. Quality of Village's print newsletter	46.1%	42.2%	10.3%	0.9%	0.5%
Q15-4. Quality of Village's website (mountprospect.org)	31.4%	47.3%	17.8%	2.8%	0.7%
Q15-5. Quality of Village's social media (Facebook, Twitter)	27.7%	43.3%	26.2%	2.5%	0.4%
Q15-6. Quality of Village's Experience Mount Prospect website (experiencemountprospect.org)	30.1%	45.2%	22.9%	1.0%	0.7%
Q15-7. Quality of Village's email eNewsletter	32.6%	45.9%	20.8%	0.4%	0.4%
Q15-8. Quality of Mount Prospect Digital Communications (MPDC) programming	29.9%	42.5%	25.2%	1.4%	0.9%
Q15-9. Overall usefulness of Village's website calendar	27.4%	39.5%	27.7%	4.3%	1.2%
Q15-10. Transparency of Village information	23.6%	42.9%	26.5%	4.9%	2.1%
Q15-11. Clarity & understandability of Village bills	26.9%	47.5%	19.2%	4.6%	1.9%

Q16. Which of the following are your primary sources of information about Village issues, services, and events?

Q16. Your primary sources of information about Village issues, services, & events	Number	Percent
Village website	260	56.4 %
Local newspaper	136	29.5 %
Facebook	156	33.8 %
Twitter	8	1.7 %
NextDoor	54	11.7 %
Village signs & banners	169	36.7 %
Instagram	30	6.5 %
MPDC Public Access channel/online streaming	19	4.1 %
YouTube	6	1.3 %
Word of mouth (friends/neighbors)	199	43.2 %
Village emails/press releases	172	37.3 %
Public meetings	30	6.5 %
Village newsletter	359	77.9 %
Other	9	2.0 %
Total	1607	

Q16-14. Other

Q16-14. Other	Number	Percent
Phone calls with pertinent information	1	11.1 %
The library	1	11.1 %
Email would be the best way to communicate with Village	1	11.1 %
Observation & personal experience	1	11.1 %
Village makers	1	11.1 %
Text	1	11.1 %
Ring	1	11.1 %
Neighborhood Facebook page and MP Moms group	1	11.1 %
Emails and SMS	1	11.1 %
Total	9	100.0 %

Q17. Which THREE of the methods listed in Question 16 are your MOST PREFERRED ways to learn about Village issues, services, and events?

Q17. Top choice	Number	Percent
Village website	93	20.2 %
Local newspaper	35	7.6 %
Facebook	47	10.2 %
NextDoor	2	0.4 %
Village signs & banners	9	2.0 %
Instagram	9	2.0 %
MPDC Public Access channel/online streaming	3	0.7 %
Word of mouth (friends/neighbors)	5	1.1 %
Village emails/press releases	62	13.4 %
Public meetings	4	0.9 %
Village newsletter	143	31.0 %
Other	4	0.9 %
None chosen	45	9.8 %
Total	461	100.0 %

Q17. Which THREE of the methods listed in Question 16 are your MOST PREFERRED ways to learn about Village issues, services, and events?

Q17. 2nd choice	Number	Percent
Village website	74	16.1 %
Local newspaper	40	8.7 %
Facebook	49	10.6 %
Twitter	3	0.7 %
NextDoor	9	2.0 %
Village signs & banners	40	8.7 %
Instagram	10	2.2 %
MPDC Public Access channel/online streaming	2	0.4 %
Word of mouth (friends/neighbors)	20	4.3 %
Village emails/press releases	51	11.1 %
Public meetings	5	1.1 %
Village newsletter	91	19.7 %
Other	4	0.9 %
None chosen	63	13.7 %
Total	461	100.0 %

Q17. Which THREE of the methods listed in Question 16 are your MOST PREFERRED ways to learn about Village issues, services, and events?

Q17. 3rd choice	Number	Percent
Village website	67	14.5 %
Local newspaper	16	3.5 %
Facebook	32	6.9 %
NextDoor	11	2.4 %
Village signs & banners	46	10.0 %
Instagram	9	2.0 %
MPDC Public Access channel/online streaming	4	0.9 %
YouTube	2	0.4 %
Word of mouth (friends/neighbors)	38	8.2 %
Village emails/press releases	50	10.8 %
Public meetings	10	2.2 %
Village newsletter	61	13.2 %
Other	3	0.7 %
None chosen	112	24.3 %
Total	461	100.0 %

SUM OF TOP 3 CHOICES

Q17. Which THREE of the methods listed in Question 16 are your MOST PREFERRED ways to learn about Village issues, services, and events? (top 3)

Q17. Sum of top 3 choices	Number	Percent
Village website	234	50.8 %
Local newspaper	91	19.7 %
Facebook	128	27.8 %
Twitter	3	0.7 %
NextDoor	22	4.8 %
Village signs & banners	95	20.6 %
Instagram	28	6.1 %
MPDC Public Access channel/online streaming	9	2.0 %
YouTube	2	0.4 %
Word of mouth (friends/neighbors)	63	13.7 %
Village emails/press releases	163	35.4 %
Public meetings	19	4.1 %
Village newsletter	295	64.0 %
Other	11	2.4 %
None chosen	45	9.8 %
Total	1208	

Q18. In-Person Customer Service. Have you visited the Village in pesrson with a request for service or to pay a bill during the past year?

Q18. Have you visited Village in person with a request for service or to pay a bill during past year	Number	Percent
Yes	173	37.5 %
No	288	62.5 %
Total	461	100.0 %

Q18a. Using a scale from 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Village employees you have contacted regarding the following.

(N=173)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18a-1. Village staff were polite & courteous	63.0%	30.6%	2.9%	1.2%	1.7%	0.6%
Q18a-2. An inclusive & welcoming environment was provided	56.6%	32.4%	6.4%	1.7%	1.2%	1.7%
Q18a-3. Village staff helped you resolve the issue	55.5%	32.4%	4.0%	1.7%	2.3%	4.0%
Q18a-4. Your inquiry was answered promptly & accurately	54.3%	34.1%	4.0%	1.7%	2.3%	3.5%
Q18a-5. Your inquiry was resolved by the first employee you were directed to	54.9%	31.8%	5.8%	1.7%	2.3%	3.5%
Q18a-6. You felt the interaction was a positive experience	58.4%	30.6%	4.0%	2.9%	1.7%	2.3%

WITHOUT "DON'T KNOW"

Q18a. Using a scale from 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Village employees you have contacted regarding the following. (without "don't know")

(N=173)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18a-1. Village staff were polite & courteous	63.4%	30.8%	2.9%	1.2%	1.7%
Q18a-2. An inclusive & welcoming environment was provided	57.6%	32.9%	6.5%	1.8%	1.2%
Q18a-3. Village staff helped you resolve the issue	57.8%	33.7%	4.2%	1.8%	2.4%
Q18a-4. Your inquiry was answered promptly & accurately	56.3%	35.3%	4.2%	1.8%	2.4%
Q18a-5. Your inquiry was resolved by the first employee you were directed to	56.9%	32.9%	6.0%	1.8%	2.4%
Q18a-6. You felt the interaction was a positive experience	59.8%	31.4%	4.1%	3.0%	1.8%

Q19. Telephone or Electronic Customer Service. Have you contacted the Village with a request for service or to pay a bill during the past year, via the telephone or electronically (email, website)?

Q19. Have you contacted Village with a request for service or to pay a bill during past year, via telephone or electronically	Number	Percent
Yes	159	34.5 %
No	302	65.5 %
Total	461	100.0 %

Q19a. Using 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Village employees you have contacted regarding the following.

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19a-1. Village staff were polite & friendly	59.7%	27.7%	5.0%	1.3%	2.5%	3.8%
Q19a-2. Village staff helped you resolve the issue	54.7%	29.6%	4.4%	1.9%	4.4%	5.0%
Q19a-3. Your inquiry was addressed promptly & accurately	54.7%	29.6%	5.0%	3.8%	2.5%	4.4%
Q19a-4. Your inquiry was resolved by the first employee you were directed to	52.8%	28.9%	5.7%	2.5%	3.1%	6.9%
Q19a-5. You felt the interaction was a positive experience	55.3%	27.7%	4.4%	4.4%	3.1%	5.0%

WITHOUT "DON'T KNOW"

Q19a. Using a scale from 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Village employees you have contacted regarding the following. (without "don't know")

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19a-1. Village staff were polite & friendly	62.1%	28.8%	5.2%	1.3%	2.6%
Q19a-2. Village staff helped you resolve the issue	57.6%	31.1%	4.6%	2.0%	4.6%
Q19a-3. Your inquiry was addressed promptly & accurately	57.2%	30.9%	5.3%	3.9%	2.6%
Q19a-4. Your inquiry was resolved by the first employee you were directed to	56.8%	31.1%	6.1%	2.7%	3.4%
Q19a-5. You felt the interaction was a positive experience	58.3%	29.1%	4.6%	4.6%	3.3%

Q19b. How did you contact the Village?

Q19b. How did you contact Village	Number	Percent
Phone	121	76.1 %
Email	20	12.6 %
Social media	1	0.6 %
Website	12	7.5 %
Not provided	5	3.1 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"

Q19b. How did you contact the Village? (without "not provided")

Q19b. How did you contact Village	Number	Percent
Phone	121	78.6 %
Email	20	13.0 %
Social media	1	0.6 %
Website	12	7.8 %
Total	154	100.0 %

Q19c. If you left a voicemail message, did you get a call back?

Q19c. Did you get a call back if you left a voicemail message	Number	Percent
Yes	35	28.9 %
No	4	3.3 %
Not provided	82	67.8 %
Total	121	100.0 %

WITHOUT "NOT PROVIDED"

Q19c. If you left a voicemail message, did you get a call back? (without "not provided")

Q19c. Did you get a call back if you left a voicemail message	Number	Percent
Yes	35	89.7 %
No	4	10.3 %
Total	39	100.0 %

Q20. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village?

Q20. Top choice	Number	Percent
Phone	192	41.6 %
Email	118	25.6 %
In person	72	15.6 %
Postal mail	13	2.8 %
Social media	4	0.9 %
Website submission or chat	27	5.9 %
Mobile apps	13	2.8 %
None chosen	22	4.8 %
Total	461	100.0 %

Q20. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village?

Q20. 2nd choice	Number	Percent
Phone	97	21.0 %
Email	134	29.1 %
In person	111	24.1 %
Postal mail	21	4.6 %
Social media	4	0.9 %
Website submission or chat	41	8.9 %
Mobile apps	21	4.6 %
None chosen	32	6.9 %
Total	461	100.0 %

Q20. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village?

Q20. 3rd choice	Number	Percent
Phone	61	13.2 %
Email	99	21.5 %
In person	103	22.3 %
Postal mail	33	7.2 %
Social media	11	2.4 %
Website submission or chat	42	9.1 %
Mobile apps	46	10.0 %
None chosen	66	14.3 %
Total	461	100.0 %

SUM OF TOP 3 CHOICES

Q20. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village? (top 3)

Q20. Sum of top 3 choices	Number	Percent
Phone	350	75.9 %
Email	351	76.1 %
In person	286	62.0 %
Postal mail	67	14.5 %
Social media	19	4.1 %
Website submission or chat	110	23.9 %
Mobile apps	80	17.4 %
None chosen	22	4.8 %
Total	1285	

Q21. Downtown District. 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 Downtown Mount Prospect.

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. General appearance of Downtown	27.5%	49.0%	15.6%	3.7%	2.0%	2.2%
Q21-2. Convenience of Village's Emerson & Maple Street parking decks	28.0%	43.0%	14.5%	2.2%	1.5%	10.8%
Q21-3. Types of Downtown retail & entertainment establishments	11.3%	34.3%	24.7%	21.0%	5.6%	3.0%
Q21-4. Hours Downtown businesses are open	14.1%	46.6%	25.4%	4.3%	1.3%	8.2%
Q21-5. Availability & convenience of Downtown parking	18.0%	45.8%	21.7%	6.5%	3.0%	5.0%
Q21-6. Adequacy of green space Downtown	16.3%	40.6%	25.6%	8.5%	2.6%	6.5%
Q21-7. Overall Downtown walkability	25.2%	47.7%	17.6%	4.3%	1.3%	3.9%
Q21-8. Variety of Downtown restaurants	11.7%	31.9%	24.5%	20.2%	8.0%	3.7%
Q21-9. Availability of bicycle parking facilities Downtown	10.2%	21.9%	22.1%	3.5%	0.4%	41.9%
Q21-10. Adequacy/condition of Metra train station	22.8%	45.1%	11.7%	4.3%	0.4%	15.6%

WITHOUT "DON'T KNOW"

Q21. Downtown District. 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 Downtown Mount Prospect. (without "don't know")

(N=461)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. General appearance of Downtown	28.2%	50.1%	16.0%	3.8%	2.0%
Q21-2. Convenience of Village's Emerson & Maple Street parking decks	31.4%	48.2%	16.3%	2.4%	1.7%
Q21-3. Types of Downtown retail & entertainment establishments	11.6%	35.3%	25.5%	21.7%	5.8%
Q21-4. Hours Downtown businesses are open	15.4%	50.8%	27.7%	4.7%	1.4%
Q21-5. Availability & convenience of Downtown parking	18.9%	48.2%	22.8%	6.8%	3.2%
Q21-6. Adequacy of green space Downtown	17.4%	43.4%	27.4%	9.0%	2.8%
Q21-7. Overall Downtown walkability	26.2%	49.7%	18.3%	4.5%	1.4%
Q21-8. Variety of Downtown restaurants	12.2%	33.1%	25.5%	20.9%	8.3%
Q21-9. Availability of bicycle parking facilities Downtown	17.5%	37.7%	38.1%	6.0%	0.7%
Q21-10. Adequacy/condition of Metra train station	27.0%	53.5%	13.9%	5.1%	0.5%

Q22. Community Priorities. On 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=461)

	Very high priority	High priority	Neutral	Low priority	Very low priority	Don't know
Q22-1. Overall quality of services provided by Village	34.9%	47.1%	11.9%	0.7%	0.0%	5.4%
Q22-2. Flood prevention & storm water management	44.5%	33.2%	12.6%	2.0%	1.1%	6.7%
Q22-3. Quality & drivability of Village streets	32.5%	47.5%	15.0%	1.7%	0.4%	2.8%
Q22-4. Availability & integration of biking lanes & trails	12.8%	26.9%	35.1%	11.9%	4.1%	9.1%
Q22-5. Crime prevention	59.2%	28.2%	7.6%	1.5%	0.7%	2.8%
Q22-6. A balanced Village budget	48.6%	35.4%	9.3%	0.9%	0.9%	5.0%
Q22-7. A vibrant Downtown	33.0%	39.7%	20.4%	3.9%	0.7%	2.4%
Q22-8. Availability of parking in Downtown near amenities	16.1%	41.4%	29.5%	6.5%	2.2%	4.3%
Q22-9. Greater residential density in Downtown	7.8%	14.3%	33.2%	22.8%	17.8%	4.1%
Q22-10. Diversity of housing choices	11.1%	23.4%	35.4%	10.8%	10.8%	8.5%
Q22-11. Environmentally sustainable practices	20.0%	36.4%	25.6%	5.9%	4.6%	7.6%
Q22-12. Arts & cultural amenities	15.4%	33.6%	33.2%	7.8%	3.3%	6.7%
Q22-13. Availability of green space	16.5%	41.9%	25.8%	7.6%	2.6%	5.6%
Q22-14. Historic preservation	16.1%	34.9%	27.5%	10.4%	4.8%	6.3%
Q22-15. Overall quality of life	55.7%	34.1%	5.9%	0.9%	0.4%	3.0%
Q22-16. Walkability of Downtown & other areas	29.7%	42.3%	20.6%	3.9%	0.7%	2.8%
Q22-17. Village sidewalks	25.8%	48.6%	18.4%	3.3%	0.4%	3.5%

Q22. Community Priorities. On a scale of 1 to 5, where 5 means "Very High Priority" and 1 means "Very Low Priority," please rank the importance of the following issues.

	Very high priority	High priority	Neutral	Low priority	Very low priority	Don't know
Q22-18. Supporting diversity, equity, & inclusion of new & existing residents within the community	23.9%	29.5%	23.6%	7.2%	8.7%	7.2%

WITHOUT "DON'T KNOW"

Q22. Community Priorities. On 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=461)

	Very high priority	High priority	Neutral	Low priority	Very low priority
Q22-1. Overall quality of services provided by Village	36.9%	49.8%	12.6%	0.7%	0.0%
Q22-2. Flood prevention & storm water management	47.7%	35.6%	13.5%	2.1%	1.2%
Q22-3. Quality & drivability of Village streets	33.5%	48.9%	15.4%	1.8%	0.4%
Q22-4. Availability & integration of biking lanes & trails	14.1%	29.6%	38.7%	13.1%	4.5%
Q22-5. Crime prevention	60.9%	29.0%	7.8%	1.6%	0.7%
Q22-6. A balanced Village budget	51.1%	37.2%	9.8%	0.9%	0.9%
Q22-7. A vibrant Downtown	33.8%	40.7%	20.9%	4.0%	0.7%
Q22-8. Availability of parking in Downtown near amenities	16.8%	43.3%	30.8%	6.8%	2.3%
Q22-9. Greater residential density in Downtown	8.1%	14.9%	34.6%	23.8%	18.6%
Q22-10. Diversity of housing choices	12.1%	25.6%	38.6%	11.8%	11.8%
Q22-11. Environmentally sustainable practices	21.6%	39.4%	27.7%	6.3%	4.9%
Q22-12. Arts & cultural amenities	16.5%	36.0%	35.6%	8.4%	3.5%
Q22-13. Availability of green space	17.5%	44.4%	27.4%	8.0%	2.8%
Q22-14. Historic preservation	17.1%	37.3%	29.4%	11.1%	5.1%
Q22-15. Overall quality of life	57.5%	35.1%	6.0%	0.9%	0.4%
Q22-16. Walkability of Downtown & other areas	30.6%	43.5%	21.2%	4.0%	0.7%
Q22-17. Village sidewalks	26.7%	50.3%	19.1%	3.4%	0.4%

WITHOUT "DON'T KNOW"

Q22. Community Priorities. On 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	Neutral	Low priority	Very low priority
Q22-18. Supporting diversity, equity, & inclusion of new & existing residents within the community	25.7%	31.8%	25.5%	7.7%	9.3%

Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q23. Top choice	Number	Percent
Overall quality of services provided by Village	81	17.6 %
Flood prevention & storm water management	59	12.8 %
Quality & drivability of Village streets	10	2.2 %
Availability & integration of biking lanes & trails	10	2.2 %
Crime prevention	103	22.3 %
A balanced Village budget	28	6.1 %
A vibrant Downtown	44	9.5 %
Availability of parking in Downtown near amenities	2	0.4 %
Greater residential density in Downtown	3	0.7 %
Diversity of housing choices	9	2.0 %
Environmentally sustainable practices	14	3.0 %
Arts & cultural amenities	4	0.9 %
Availability of green space	3	0.7 %
Historic preservation	2	0.4 %
Overall quality of life	15	3.3 %
Walkability of Downtown & other areas	2	0.4 %
Village sidewalks	3	0.7 %
Supporting diversity, equity, & inclusion of new & existing residents within the community	25	5.4 %
None chosen	44	9.5 %
Total	461	100.0 %

Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q23. 2nd choice	Number	Percent
Overall quality of services provided by Village	33	7.2 %
Flood prevention & storm water management	58	12.6 %
Quality & drivability of Village streets	16	3.5 %
Availability & integration of biking lanes & trails	14	3.0 %
Crime prevention	77	16.7 %
A balanced Village budget	58	12.6 %
A vibrant Downtown	41	8.9 %
Availability of parking in Downtown near amenities	6	1.3 %
Greater residential density in Downtown	3	0.7 %
Diversity of housing choices	7	1.5 %
Environmentally sustainable practices	16	3.5 %
Arts & cultural amenities	10	2.2 %
Availability of green space	10	2.2 %
Historic preservation	6	1.3 %
Overall quality of life	22	4.8 %
Walkability of Downtown & other areas	10	2.2 %
Village sidewalks	9	2.0 %
Supporting diversity, equity, & inclusion of new & existing residents within the community	10	2.2 %
None chosen	55	11.9 %
Total	461	100.0 %

Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q23. 3rd choice	Number	Percent
Overall quality of services provided by Village	31	6.7 %
Flood prevention & storm water management	29	6.3 %
Quality & drivability of Village streets	28	6.1 %
Availability & integration of biking lanes & trails	8	1.7 %
Crime prevention	40	8.7 %
A balanced Village budget	65	14.1 %
A vibrant Downtown	36	7.8 %
Availability of parking in Downtown near amenities	10	2.2 %
Greater residential density in Downtown	2	0.4 %
Diversity of housing choices	14	3.0 %
Environmentally sustainable practices	18	3.9 %
Arts & cultural amenities	16	3.5 %
Availability of green space	12	2.6 %
Historic preservation	6	1.3 %
Overall quality of life	44	9.5 %
Walkability of Downtown & other areas	18	3.9 %
Village sidewalks	10	2.2 %
Supporting diversity, equity, & inclusion of new & existing residents within the community	14	3.0 %
None chosen	60	13.0 %
Total	461	100.0 %

Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q23. 4th choice	Number	Percent
Overall quality of services provided by Village	33	7.2 %
Flood prevention & storm water management	21	4.6 %
Quality & drivability of Village streets	26	5.6 %
Availability & integration of biking lanes & trails	11	2.4 %
Crime prevention	39	8.5 %
A balanced Village budget	38	8.2 %
A vibrant Downtown	26	5.6 %
Availability of parking in Downtown near amenities	12	2.6 %
Greater residential density in Downtown	5	1.1 %
Diversity of housing choices	10	2.2 %
Environmentally sustainable practices	20	4.3 %
Arts & cultural amenities	9	2.0 %
Availability of green space	19	4.1 %
Historic preservation	11	2.4 %
Overall quality of life	45	9.8 %
Walkability of Downtown & other areas	21	4.6 %
Village sidewalks	10	2.2 %
Supporting diversity, equity, & inclusion of new & existing residents within the community	18	3.9 %
None chosen	87	18.9 %
Total	461	100.0 %

Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q23. 5th choice	Number	Percent
Overall quality of services provided by Village	25	5.4 %
Flood prevention & storm water management	21	4.6 %
Quality & drivability of Village streets	28	6.1 %
Availability & integration of biking lanes & trails	12	2.6 %
Crime prevention	22	4.8 %
A balanced Village budget	30	6.5 %
A vibrant Downtown	21	4.6 %
Availability of parking in Downtown near amenities	12	2.6 %
Greater residential density in Downtown	1	0.2 %
Diversity of housing choices	8	1.7 %
Environmentally sustainable practices	15	3.3 %
Arts & cultural amenities	20	4.3 %
Availability of green space	14	3.0 %
Historic preservation	10	2.2 %
Overall quality of life	38	8.2 %
Walkability of Downtown & other areas	21	4.6 %
Village sidewalks	17	3.7 %
Supporting diversity, equity, & inclusion of new & existing residents within the community	16	3.5 %
None chosen	130	28.2 %
Total	461	100.0 %

SUM OF TOP 5 CHOICES

Q23. Which FIVE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 5)

Q23. Sum of top 5 choices	Number	Percent
Overall quality of services provided by Village	203	44.0 %
Flood prevention & storm water management	188	40.8 %
Quality & drivability of Village streets	108	23.4 %
Availability & integration of biking lanes & trails	55	11.9 %
Crime prevention	281	61.0 %
A balanced Village budget	219	47.5 %
A vibrant Downtown	168	36.4 %
Availability of parking in Downtown near amenities	42	9.1 %
Greater residential density in Downtown	14	3.0 %
Diversity of housing choices	48	10.4 %
Environmentally sustainable practices	83	18.0 %
Arts & cultural amenities	59	12.8 %
Availability of green space	58	12.6 %
Historic preservation	35	7.6 %
Overall quality of life	164	35.6 %
Walkability of Downtown & other areas	72	15.6 %
Village sidewalks	49	10.6 %
Supporting diversity, equity, & inclusion of new & existing residents within the community	83	18.0 %
None chosen	44	9.5 %
Total	1973	

Q24. How many years have you lived in Mount Prospect?

Q24. How many years have you lived in Mount Prospect	Number	Percent
0-5	56	12.1 %
6-10	57	12.4 %
11-15	36	7.8 %
16-20	30	6.5 %
21-30	84	18.2 %
31+	193	41.9 %
Not provided	5	1.1 %
Total	461	100.0 %

WITHOUT "NOT PROVIDED"

Q24. How many years have you lived in Mount Prospect? (without "not provided")

Q24. How many years have you lived in Mount Prospect	Number	Percent
0-5	56	12.3 %
6-10	57	12.5 %
11-15	36	7.9 %
16-20	30	6.6 %
21-30	84	18.4 %
31+	193	42.3 %
Total	456	100.0 %

Q25. What is your age?

Q25. Your age	Number	Percent
18-34	85	18.4 %
35-44	88	19.1 %
45-54	89	19.3 %
55-64	93	20.2 %
65+	91	19.7 %
Not provided	15	3.3 %
Total	461	100.0 %

WITHOUT "NOT PROVIDED"

Q25. What is your age? (without "not provided")

Q25. Your age	Number	Percent
18-34	85	19.1 %
35-44	88	19.7 %
45-54	89	20.0 %
55-64	93	20.9 %
65+	91	20.4 %
Total	446	100.0 %

Q26. Counting yourself, how many people in your household are?

	Mean	Sum
number	2.6	1149
Under 5 years	0.2	69
5-9 years	0.2	72
10-14 years	0.1	56
15-19 years	0.1	58
20-24 years	0.1	44
25-34 years	0.3	146
35-44 years	0.3	152
45-54 years	0.3	154
55-64 years	0.4	180
65-74 years	0.3	152
75+ years	0.1	66

Q27. Are you or other members of your household of Hispanic or Latino ancestry?

Q27. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	72	15.6 %
No	385	83.5 %
Not provided	4	0.9 %
Total	461	100.0 %

WITHOUT "NOT PROVIDED"

Q27. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")

Q27. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	72	15.8 %
No	385	84.2 %
Total	457	100.0 %

Q28. Which of the following best describes your race/ethnicity?

Q28. Your race/ethnicity	Number	Percent
Asian or Asian Indian	65	14.1 %
Black or African American	11	2.4 %
American Indian or Alaska Native	3	0.7 %
White or Caucasian	317	68.8 %
Native Hawaiian or other Pacific Islander	2	0.4 %
Other	10	2.2 %
Total	408	

Q28-6. Self-describe your race/ethnicity:

Q28-6. Self-describe your race/ethnicity	Number	Percent
Mixed	2	20.0 %
Multi-racial	2	20.0 %
Meditaranian	1	10.0 %
Latin American	1	10.0 %
Hispanic	1	10.0 %
Italian	1	10.0 %
Puerto Rican	1	10.0 %
Hispanic/Asian	1	10.0 %
Total	10	100.0 %

Q29. What is the primary language spoken in your home?

Q29. Primary language spoken in your home	Number	Percent
English	389	84.4 %
Spanish	15	3.3 %
Polish	9	2.0 %
Korean	4	0.9 %
Gujarati/Hindi	2	0.4 %
Other	37	8.0 %
Not provided	5	1.1 %
Total	461	100.0 %

WITHOUT "NOT PROVIDED"

Q29. What is the primary language spoken in your home? (without "not provided")

Q29. Primary language spoken in your home	Number	Percent
English	389	85.3 %
Spanish	15	3.3 %
Polish	9	2.0 %
Korean	4	0.9 %
Gujarati/Hindi	2	0.4 %
Other	37	8.1 %
Total	456	100.0 %

Q29-6. Other

Q29-6. Other	Number	Percent
Chinese	8	21.6 %
Italian	7	18.9 %
German	5	13.5 %
French	3	8.1 %
Greek	2	5.4 %
Japanese	2	5.4 %
Hungarian	1	2.7 %
Malayalam	1	2.7 %
Tagalagog	1	2.7 %
Norwegian	1	2.7 %
Portuguese	1	2.7 %
Pilipino	1	2.7 %
Assyrian	1	2.7 %
Urdu	1	2.7 %
Mangolian	1	2.7 %
TAMIL	1	2.7 %
Total	37	100.0 %

Q30. What is the secondary language spoken in your home?

Q30. Secondary language spoken in your home	Number	Percent
English	67	14.5 %
Spanish	15	3.3 %
Polish	5	1.1 %
Korean	1	0.2 %
Gujarati/Hindi	1	0.2 %
Not provided	372	80.7 %
Total	461	100.0 %

WITHOUT "NOT PROVIDED"

Q30. What is the secondary language spoken in your home? (without "not provided")

Q30. Secondary language spoken in your home	Number	Percent
English	67	75.3 %
Spanish	15	16.9 %
Polish	5	5.6 %
Korean	1	1.1 %
Gujarati/Hindi	1	1.1 %
Total	89	100.0 %

Q31. Please indicate your level of education.

Q31. Your level of education	Number	Percent
High school, no degree	20	4.3 %
High school graduate or GED	58	12.6 %
Some college	67	14.5 %
Associate degree	31	6.7 %
Bachelor's degree	146	31.7 %
Master's degree	98	21.3 %
Professional degree (JD, MD, DDC, etc.)	16	3.5 %
Doctorate degree (PhD, EdD, etc.)	10	2.2 %
Not provided	15	3.3 %
Total	461	100.0 %

WITHOUT "NOT PROVIDED"

Q31. Please indicate your level of education. (without "not provided")

Q31. Your level of education	Number	Percent
High school, no degree	20	4.5 %
High school graduate or GED	58	13.0 %
Some college	67	15.0 %
Associate degree	31	7.0 %
Bachelor's degree	146	32.7 %
Master's degree	98	22.0 %
Professional degree (JD, MD, DDC, etc.)	16	3.6 %
Doctorate degree (PhD, EdD, etc.)	10	2.2 %
Total	446	100.0 %

Q32. Which of the following best describes your household income?

Q32. Your household income	Number	Percent
Less than $20K	29	6.3 %
$20K to $39,999	34	7.4 %
$40K to $59,999	36	7.8 %
$60K to $79,999	55	11.9 %
$80K to $149,999	140	30.4 %
$150K+	78	16.9 %
Not provided	89	19.3 %
Total	461	100.0 %

WITHOUT "NOT PROVIDED"

Q32. Which of the following best describes your household income? (without "not provided")

Q32. Your household income	Number	Percent
Less than $20K	29	7.8 %
$20K to $39,999	34	9.1 %
$40K to $59,999	36	9.7 %
$60K to $79,999	55	14.8 %
$80K to $149,999	140	37.6 %
$150K+	78	21.0 %
Total	372	100.0 %

Q33. Which of the following best describes where you reside?

Q33. What best describes where you reside	Number	Percent
Own	376	81.6 %
Rent	79	17.1 %
Live with another household	3	0.7 %
Not provided	3	0.7 %
Total	461	100.0 %

WITHOUT "NOT PROVIDED"

Q33. Which of the following best describes where you reside? (without "not provided")

Q33. What best describes where you reside	Number	Percent
Own	376	82.1 %
Rent	79	17.2 %
Live with another household	3	0.7 %
Total	458	100.0 %

Q34. Do you describe yourself as a man, a woman, or in some other way?

Q34. Do you describe yourself as a man, a woman, or in some other way	Number	Percent
Man	220	47.7 %
Woman	225	48.8 %
Some other way	2	0.4 %
Prefer not to respond	14	3.0 %
Total	461	100.0 %

WITHOUT "PREFER NOT TO RESPOND"

Q34. Do you describe yourself as a man, a woman, or in some other way? (without "prefer not to respond")

Q34. Do you describe yourself as a man, a woman, or in some other way	Number	Percent
Man	220	49.2 %
Woman	225	50.3 %
Some other way	2	0.4 %
Total	447	100.0 %

5 Survey Instrument

VILLAGE MANAGER
Michael J. Cassady

Phone: 847/818-5300
Fax: 847/392-6022
mcassady@mountprospect.org
www.mountprospect.org

Village of Mount Prospect

OFFICE OF THE VILLAGE MANAGER

50 S. Emerson Street, Mount Prospect, Illinois 60056

RE: Village of Mount Prospect Community Survey

November 2023

Dear Stakeholder:

Each year since 2015, the Village Strategic Planning has been a priority for our organization and community, and we have made considerable progress the past 8 years. The threshold mission of our Village government is to Advance Our Community's Collective Quality of Life and Potential through Adaptive Leadership and Leading-Edge Service Delivery. This strategic approach to governing will ensure we advance our efforts to be a high performance organization with exceptional customer service. To measure how we are doing, we are again asking our customers to weigh in on our services and performance. The Village conducted this survey in 2016, and again in 2020; we will use the results of this year's survey as a comparison to measure our results. You can view past year's survey results at www.mountprospect.org/communitysurvey.

Enclosed you will find the Village's 2023 Community Survey. We've teamed up with ETC Institute, a consulting firm that specializes in community outreach, to assist us with conducting this Community Survey. We hope that you will take some time from your busy schedule to tell us how the Village is doing. We'd like to learn if the Village is providing the services that are most needed. We'd also like to hear from you about what kind of resources you would like to see in your home community. We can promise you that your voice will be heard.

It is expected that the Community Survey will take 15-20 minutes to complete and can be completed online at mountprospectsurvey.org. If you do not have a chance to complete the Community Survey, you may receive a telephone call from ETC Institute offering you the opportunity to complete it by telephone. ETC Institute is the Village's official consultant conducting the Community Survey and will not ask you for any personal information, other than your address (to verify that only one response per household is submitted and to help aggregate responses geographically) and basic demographic questions. *Your responses will be kept confidential and the results will be reported in group form only.* We will publish the results of the survey online and will present the findings to the Village Board in first quarter 2024.

If you have any questions regarding the Community Survey, please contact me at 847/818-5267. Your participation is greatly appreciated and we look forward to receiving your feedback. Your voice in the governing process will help keep Mount Prospect strong for years to come!

Sincerely,

Michael J. Cassady
Village Manager

Si no habla inglés y desea participar en esta encuesta, llame al 1-844-811-0411.

Jeśli nie mówisz po angielsku, a chciałbyś wziąć udział w tej ankiecie, zadzwoń pod numer 1-844-457-8656.

영어를 구사하지 못하시고 이 설문조사에 참여하고 싶으시면 1-844- 247-8189로 전화해 주세요

2023 Village of Mount Prospect Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the Village's on-going effort to involve citizens in long-range planning and investment decisions. When you are finished, please return your completed survey in the postage-paid envelope provided. You may also complete the survey online at *mountprospectsurvey.org*. If you have questions, please call Doreen Jarosz at (847) 818-5300.

1. QUALITY OF LIFE. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate the Village of Mount Prospect with regard to each of the following:

	Please rate the following:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of services provided by the Village	5	4	3	2	1	9
2.	Overall quality of customer service you receive from Village employees	5	4	3	2	1	9
3.	Overall maintenance of Village streets	5	4	3	2	1	9
4.	Overall maintenance of Village buildings and facilities	5	4	3	2	1	9
5.	Overall flow of traffic and traffic management in the Village	5	4	3	2	1	9
6.	Overall effectiveness of Village communication with the public	5	4	3	2	1	9
7.	Overall enforcement of Village codes and ordinances	5	4	3	2	1	9
8.	Overall management of Village finances	5	4	3	2	1	9
9.	Overall efforts of the Village for emergency preparedness	5	4	3	2	1	9

2. Which THREE of the Quality of Life services listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? *[Write in the numbers below using the numbers from the list in Question 1 above.]*

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

3. OVERALL COMMUNITY. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following:

	How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall value that you receive for your Village tax dollars and fees	5	4	3	2	1	9
02.	Overall image of the Village	5	4	3	2	1	9
03.	Overall quality of life in the Village	5	4	3	2	1	9
04.	Overall feeling of safety in the Village	5	4	3	2	1	9
05.	Overall feeling of safety in your neighborhood	5	4	3	2	1	9
06.	Quality of new development in the Village	5	4	3	2	1	9
07.	Overall maintenance of private property	5	4	3	2	1	9
08.	Overall maintenance of public property	5	4	3	2	1	9
09.	Availability of affordable housing	5	4	3	2	1	9
10.	Overall quality of public schools*	5	4	3	2	1	9
11.	Overall quality of Park District services*	5	4	3	2	1	9
12.	Overall quality of the Library services*	5	4	3	2	1	9
13.	Ease of access of places you usually visit	5	4	3	2	1	9
14.	Availability of public transportation*	5	4	3	2	1	9
15.	Sense of community	5	4	3	2	1	9
16.	Access to quality shopping facilities	5	4	3	2	1	9
17.	Access to restaurants	5	4	3	2	1	9
18.	Quality of Village community events	5	4	3	2	1	9
19.	Overall feeling the Village Board of Trustees represents you.	5	4	3	2	1	9
20.	Citizen engagement through Village Boards and Commissions	5	4	3	2	1	9
21.	Feeling of welcome and acceptance toward people of diverse backgrounds within the Village	5	4	3	2	1	9

**Services are not provided by the Village.*

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

	How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of major Village Streets	5	4	3	2	1	9
02.	Conditions of streets in your neighborhood	5	4	3	2	1	9
03.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
05.	Snow removal on major Village streets	5	4	3	2	1	9
06.	Snow removal on streets in your neighborhood	5	4	3	2	1	9
07.	Maintenance of the Village's Downtown	5	4	3	2	1	9
08.	Mowing and tree trimming along streets and public areas	5	4	3	2	1	9
09.	Maintenance of Village owned buildings	5	4	3	2	1	9
10.	Adequacy of street lighting on major streets	5	4	3	2	1	9
11.	Adequacy of street lighting on neighborhood streets	5	4	3	2	1	9
12.	Overall cleanliness of streets and other public areas	5	4	3	2	1	9
13.	Quality of electrical service*	5	4	3	2	1	9
14.	Quality of cable and Internet service*	5	4	3	2	1	9
15.	Quality of natural gas service*	5	4	3	2	1	9

5. Which FOUR of the Village Infrastructure services listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? *[Write in the numbers below using the numbers from the list in Question 4 above.]*

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

6. PUBLIC WORKS. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by or in the Village:

	How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of residential garbage collection service	5	4	3	2	1	9
2.	Quality of residential curbside recycling service	5	4	3	2	1	9
3.	Quality of organics, yard waste and brush collection service	5	4	3	2	1	9
4.	Quality of drinking water*	5	4	3	2	1	9
5.	Quality of wastewater services*	5	4	3	2	1	9
6.	Quality of stormwater management and drainage infrastructure	5	4	3	2	1	9

7. COMMUNITY DEVELOPMENT 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 services:

	How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Property maintenance standards for private property.	5	4	3	2	1	9
2.	Sign regulation standards	5	4	3	2	1	9
3.	Appearance of commercial corridors	5	4	3	2	1	9
If you have requested a building permit during the past 3 years, please answer questions 4-6 below:							
4.	Building permit process	5	4	3	2	1	9
5.	Inspection process	5	4	3	2	1	9
6.	Conditional use permit process and/or variance process	5	4	3	2	1	9

8. Which TWO of the Community Development services listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? *[Write in the numbers below using the numbers from the list in Question 7 above.]*

1st: ____ 2nd: ____

9. <u>FEELING OF SAFETY.</u> On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

	Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	In your neighborhood during the day	5	4	3	2	1	9
2.	In your neighborhood at night	5	4	3	2	1	9
3.	In parks, trails, and recreational areas in the Village	5	4	3	2	1	9
4.	In commercial and retail areas	5	4	3	2	1	9
5.	Overall in the Village	5	4	3	2	1	9
6.	Downtown after dark	5	4	3	2	1	9
7.	Traveling by bicycle in the Village	5	4	3	2	1	9
8.	Shopping in the Village after dark	5	4	3	2	1	9

9a. Please indicate specific places in the Village, if any, where you do not feel safe:

_____

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

	How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Visibility of police in neighborhoods	5	4	3	2	1	9
02.	Visibility of police in retail/commercial areas	5	4	3	2	1	9
03.	Efforts to prevent crime	5	4	3	2	1	9
04.	Enforcement of traffic laws	5	4	3	2	1	9
05.	Enforcement of parking laws	5	4	3	2	1	9
06.	Overall quality of police response times	5	4	3	2	1	9
07.	Police education programs	5	4	3	2	1	9
08.	Overall professionalism of the police department	5	4	3	2	1	9
09.	Overall quality of police protection	5	4	3	2	1	9
10.	Friendliness of police department	5	4	3	2	1	9
11.	Overall quality of emergency medical services (EMS)	5	4	3	2	1	9
12.	Overall quality of fire protection services	5	4	3	2	1	9
13.	Overall professionalism of the fire department	5	4	3	2	1	9
14.	Friendliness of the fire department	5	4	3	2	1	9
15.	Fire Department/EMS education programs	5	4	3	2	1	9

11. Which FOUR of the Public Safety services listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? *[Write in the numbers below using the numbers from the list in Question 10 above.]*

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

12. <u>DIVERSITY.</u> Using a scale from "1" to "5" where "5" is "Excellent" and "1" is "Very Poor," how well do you think the Village of Mount Prospect currently serves the following populations?

	Specialized Populations	Excellent	Good	Average	Poor	Very Poor	Don't Know
1.	Non-English speaking persons	5	4	3	2	1	9
2.	Persons who are deaf or hearing impaired	5	4	3	2	1	9
3.	Persons with limited physical mobility	5	4	3	2	1	9
4.	Persons with disabilities	5	4	3	2	1	9
5.	Seniors	5	4	3	2	1	9
6.	Underrepresented populations in the Village	5	4	3	2	1	9
7.	LGBTQ+	5	4	3	2	1	9
8.	Youth	5	4	3	2	1	9

13. HUMAN 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 services:

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Accessibility of Village Human Services programs	5	4	3	2	1	9
2. Village food pantry	5	4	3	2	1	9
3. Medical lending closet	5	4	3	2	1	9
4. Overall quality of nursing services	5	4	3	2	1	9
5. Public health nursing services meeting community needs	5	4	3	2	1	9
6. Overall quality of social services	5	4	3	2	1	9
7. Social services meeting community needs	5	4	3	2	1	9
8. Overall quality of senior services	5	4	3	2	1	9
9. Quality of Human Services programming and events	5	4	3	2	1	9

14. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? *[Write in the numbers below using the numbers from the list in Question 13 above.]*

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

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

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Availability of information on Village services and activities in a language of which I am fluent.	5	4	3	2	1	9
02. Timeliness of information provided by the Village	5	4	3	2	1	9
03. Quality of Village's print newsletter	5	4	3	2	1	9
04. Quality of Village's website (mountprospect.org)	5	4	3	2	1	9
05. Quality of Village's social media (Facebook, Twitter)	5	4	3	2	1	9
06. Quality of Village's Experience Mount Prospect website (experiencemountprospect.org)	5	4	3	2	1	9
07. Quality of Village's e-mail E-Newsletter	5	4	3	2	1	9
08. Quality of Mount Prospect Digital Communications (MPDC) programming	5	4	3	2	1	9
09. Overall usefulness of the Village's website calendar	5	4	3	2	1	9
10. Transparency of Village information	5	4	3	2	1	9
11. Clarity and understandability of Village bills	5	4	3	2	1	9

16. Which of the following are your primary sources of information about Village issues, services, and events? *[Check all that apply.]*

____(01) Village website
____(02) Local newspaper
____(03) Facebook
____(04) Twitter
____(05) Nextdoor
____(06) Village signs and banners
____(07) Instagram
____(08) MPDC Public Access channel/online streaming
____(09) YouTube
____(10) Word of mouth (friends/neighbors)
____(11) Village e-mails/press releases
____(12) Public meetings
____(13) Village Newsletter
____(14) Other: _____

17. Which THREE of the methods listed above in Question 16 are your MOST PREFERRED ways to learn about Village issues, services, and events? *[Write-in your answers below using the numbers from the list in Question 16.]*

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

18. <u>IN-PERSON CUSTOMER SERVICE.</u> Have you visited the Village in person with a request for service or to pay a bill during the past year?

____(1) Yes *[Answer Q18a.]* ____(2) No *[Skip to Q19.]*

18a. Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the Village employees you have contacted regarding the following:

	How would you rate the following:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Village staff were polite and courteous	5	4	3	2	1	9
2.	An inclusive and welcoming environment was provided	5	4	3	2	1	9
3.	Village staff helped you resolve the issue	5	4	3	2	1	9
4.	Your inquiry was answered promptly and accurately	5	4	3	2	1	9
5.	Your inquiry was resolved by the first employee you were directed to	5	4	3	2	1	9
6.	You felt the interaction was a positive experience	5	4	3	2	1	9

19. <u>TELEPHONE OR ELECTRONIC CUSTOMER SERVICE.</u> Have you contacted the Village with a request for service or to pay a bill during the past year, via the telephone or electronically (e-mail, website)?

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

19a. Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the Village employees you have contacted regarding the following:

	How would you rate the following:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Village staff were polite and friendly	5	4	3	2	1	9
2.	Village staff helped you resolve the issue	5	4	3	2	1	9
3.	Your inquiry was addressed promptly and accurately	5	4	3	2	1	9
4.	Your inquiry was resolved by the first employee you were directed to	5	4	3	2	1	9
5.	You felt the interaction was a positive experience	5	4	3	2	1	9

19b. How did you contact the Village?

____(1) Phone ____(3) Social media ____(5) Elected official
____(2) E-mail ____(4) Website

19c. If you left a voicemail message, did you get a call back? ____(1) Yes ____(2) No

20. Which three methods listed below would be your MOST PREFERRED ways of contacting or conducting business with the Village? *[Write in your answers below for your 1st, 2nd, and 3rd choice.]*

(1) Phone (3) In-person (5) Social media (7) Mobile apps
(2) E-mail (4) Postal mail (6) Website submission or chat

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

21. DOWNTOWN DISTRICT. 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 Downtown Mount Prospect:

	How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	General appearance of Downtown	5	4	3	2	1	9
02.	Convenience of the Village's Emerson and Maple Street parking decks	5	4	3	2	1	9
03.	Types of downtown retail and entertainment establishments	5	4	3	2	1	9
04.	Hours downtown businesses are open	5	4	3	2	1	9
05.	Availability and convenience of downtown parking	5	4	3	2	1	9
06.	Adequacy of green space downtown	5	4	3	2	1	9
07.	Overall downtown walkability	5	4	3	2	1	9
08.	Variety of downtown restaurants	5	4	3	2	1	9
09.	Availability of bicycle parking facilities downtown	5	4	3	2	1	9
10.	Adequacy/condition of the Metra train station	5	4	3	2	1	9

22. COMMUNITY PRIORITIES. On 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:

	How would you rate the following:	Very High Priority	High Priority	Neutral	Low Priority	Very Low Priority	Don't Know
01.	Overall quality of services provided by the Village	5	4	3	2	1	9
02.	Flood prevention and storm water 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.	A vibrant downtown	5	4	3	2	1	9
08.	Availability of parking in downtown near amenities	5	4	3	2	1	9
09.	Greater residential density in downtown	5	4	3	2	1	9
10.	Diversity of housing choices	5	4	3	2	1	9
11.	Environmentally sustainable practices	5	4	3	2	1	9
12.	Arts and cultural amenities	5	4	3	2	1	9
13.	Availability of green space	5	4	3	2	1	9
14.	Historic preservation	5	4	3	2	1	9
15.	Overall quality of life	5	4	3	2	1	9
16.	Walkability of downtown and other areas	5	4	3	2	1	9
17.	Village sidewalks	5	4	3	2	1	9
18.	Supporting diversity, equity, and inclusion of new and existing residents within the community	5	4	3	2	1	9

23. Which FIVE of the Priorities listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? *[Write in the numbers below using the numbers from the list in Question 22 above.]*

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

DEMOGRAPHICS

24. How many years have you lived in Mount Prospect? _____ years

25. What is your age? _____ years

26. Counting yourself, how many people in your household are?

Under 5 years: ____ 15 - 19 years: ____ 35 - 44 years: ____ 65 - 74 years: ____
5 - 9 years: ____ 20 - 24 years: ____ 45 - 54 years: ____ 75+ years: ____
10 - 14 years: ____ 25 - 34 years: ____ 55 - 64 years: ____

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

____(1) Yes ____(2) No

28. Which of the following best describes your race/ethnicity? *[Check all that apply.]*

____(01) Asian or Asian Indian
____(02) Black or African American
____(03) American Indian or Alaska Native
____(04) White or Caucasian
____(05) Native Hawaiian or other Pacific Islander
____(99) Other: _____

29. What is the primary language spoken in your home?

____(1) English ____(3) Polish ____(5) Gujarati/Hindi
____(2) Spanish ____(4) Korean ____(6) Other: _____

30. What is the secondary language spoken in your home?

____(1) English ____(3) Polish ____(5) Gujarati/Hindi
____(2) Spanish ____(4) Korean ____(6) Other: _____

31. Please indicate your level of education. *[Please check the highest level of education you have obtained.]*

____(1) High school, no degree
____(2) High school graduate or GED
____(3) Some college
____(4) Associate degree
____(5) Bachelor's degree
____(6) Master's degree
____(7) Professional Degree (JD, MD, DDC, etc.)
____(8) Doctorate Degree (PhD, EdD, etc.)

32. Which of the following best describes your household income?

____(1) Less than $20,000 ____(3) $40,000 to $59,999 ____(5) $80,000 to $149,999
____(2) $20,000 to $39,999 ____(4) $60,000 to $79,999 ____(6) $150,000 or more

33. Which of the following best describes where you reside?

____(1) Own ____(2) Rent ____(3) Live with another household

34. Do you describe yourself as a man, a woman, or in some other way?

____(1) Man ____(2) Woman ____(3) Some other way ____(4) Prefer not to respond

35. Use the space below to address any additional comments you wish to share with the Village, including suggestions for additional or improved Village services.

_____

_____

_____

36. Would you be willing to participate in future surveys sponsored by the Village of Mount Prospect?

____(1) Yes *[Please answer Q36a.]* ____(2) No

36a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential. The address information printed to the right will ONLY be used to help identify which areas of the Village are having problems with Village services. Thank you.

2023 Village of Mount Prospect Community Survey

GIS Maps

Presented to the Village of Mount Prospect, Illinois

February 2024

ETC INSTITUTE

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

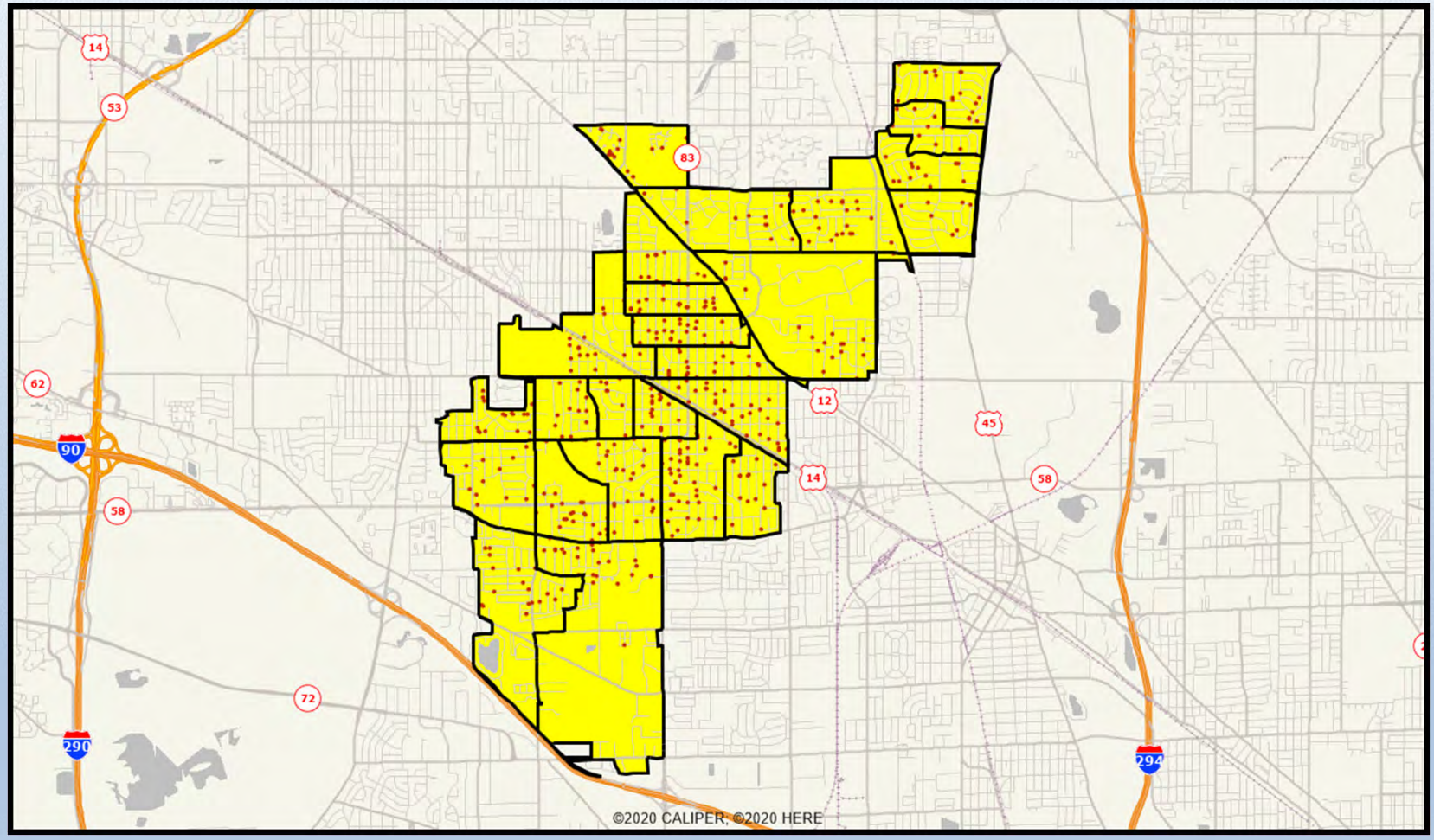
- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of "excellent" or "good" and ratings of "very safe" or "safe."

- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

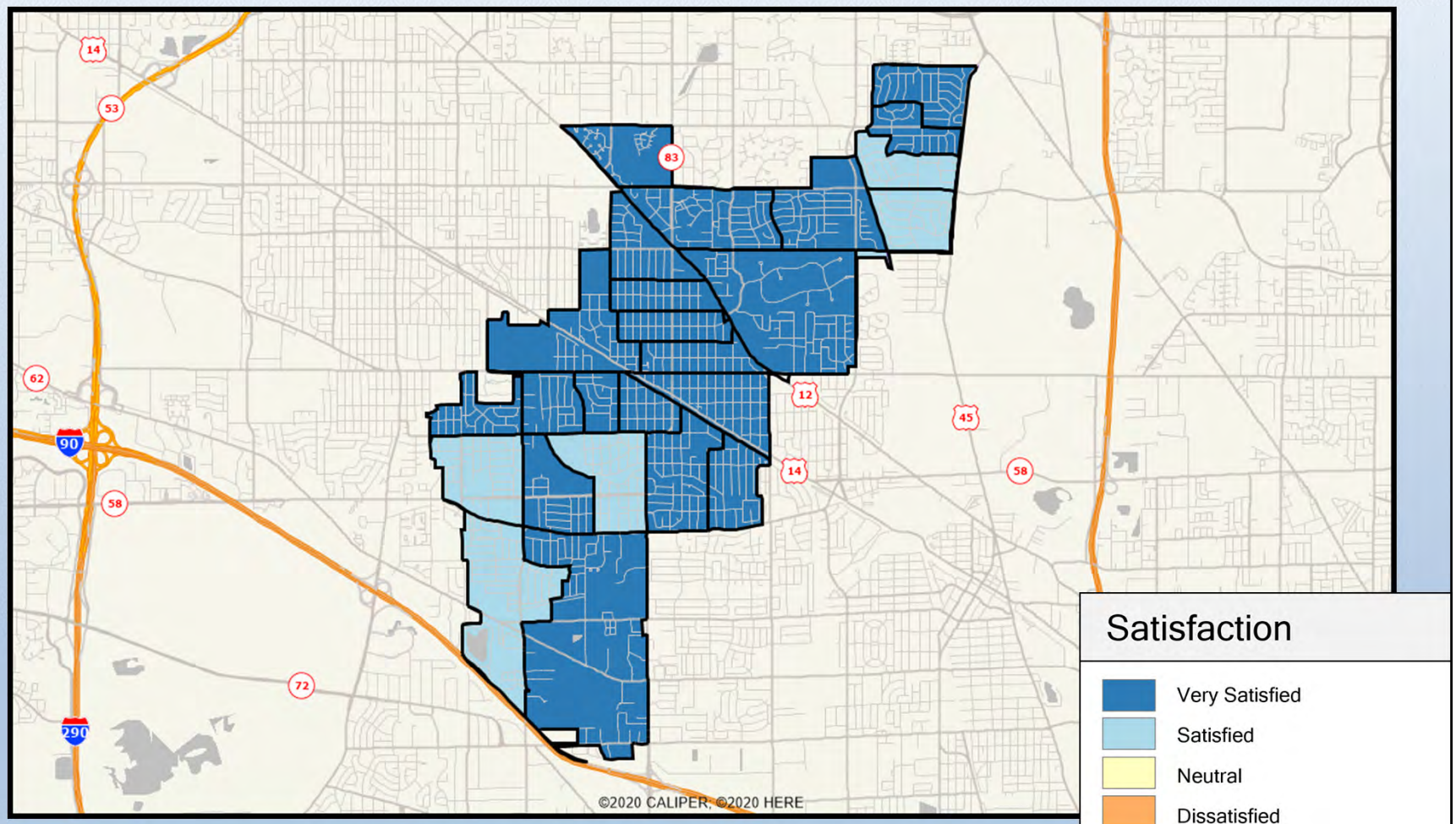
- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of "below average" or "poor" and ratings of "unsafe" or "very unsafe."

Location of Respondents

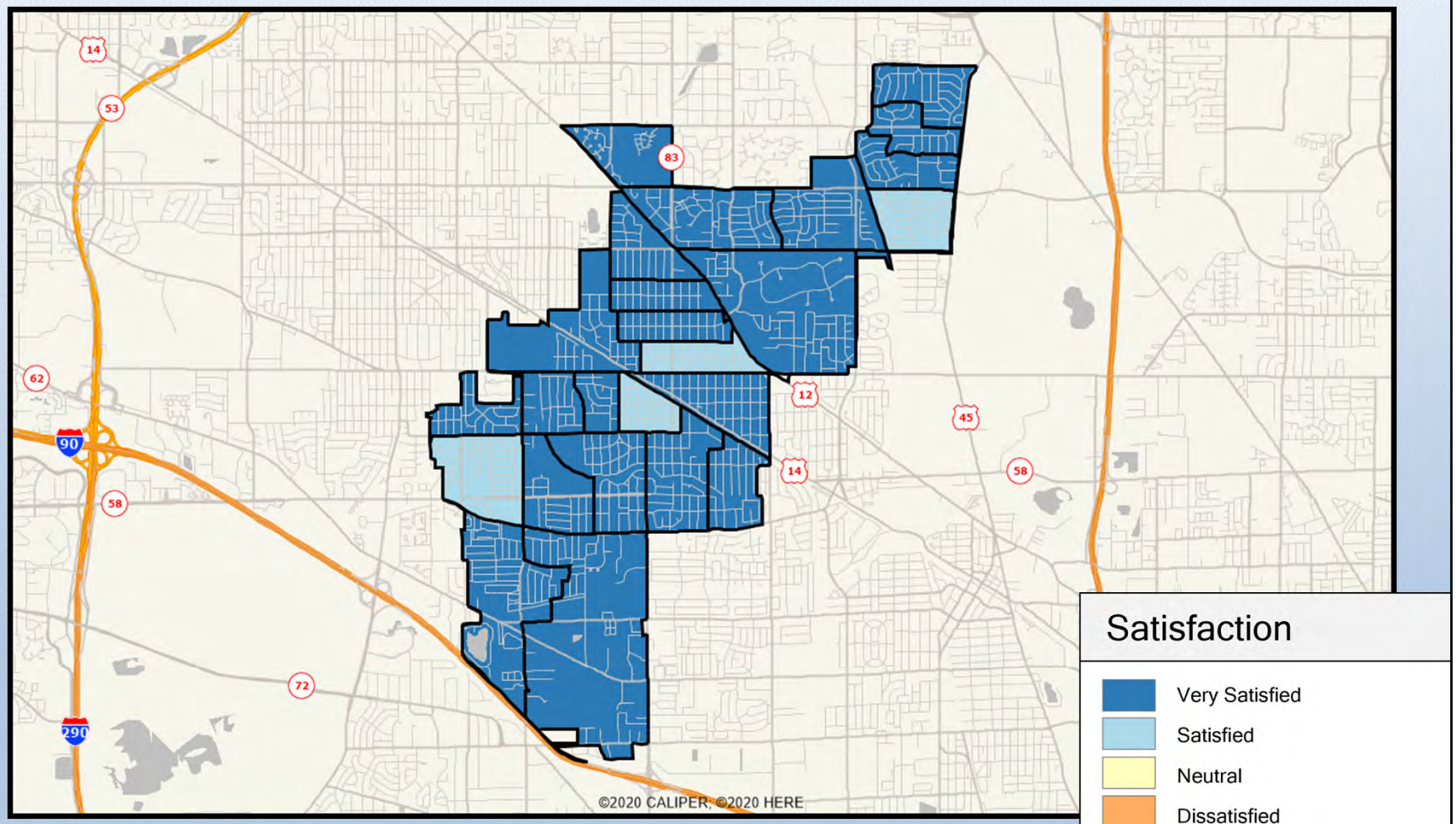
(Boundaries by Census Block Group)



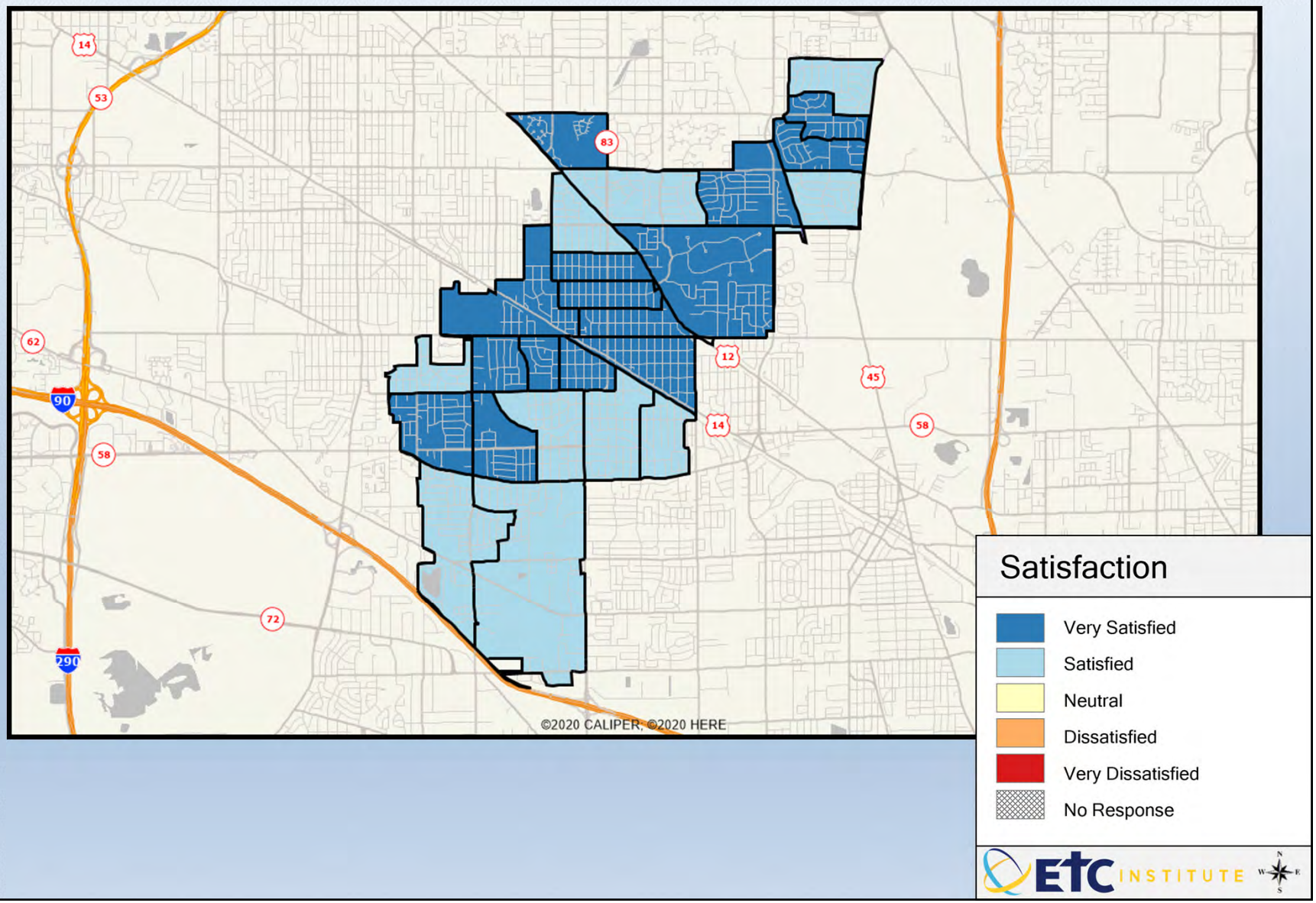
Q1-1. Overall quality of services provided by the Village



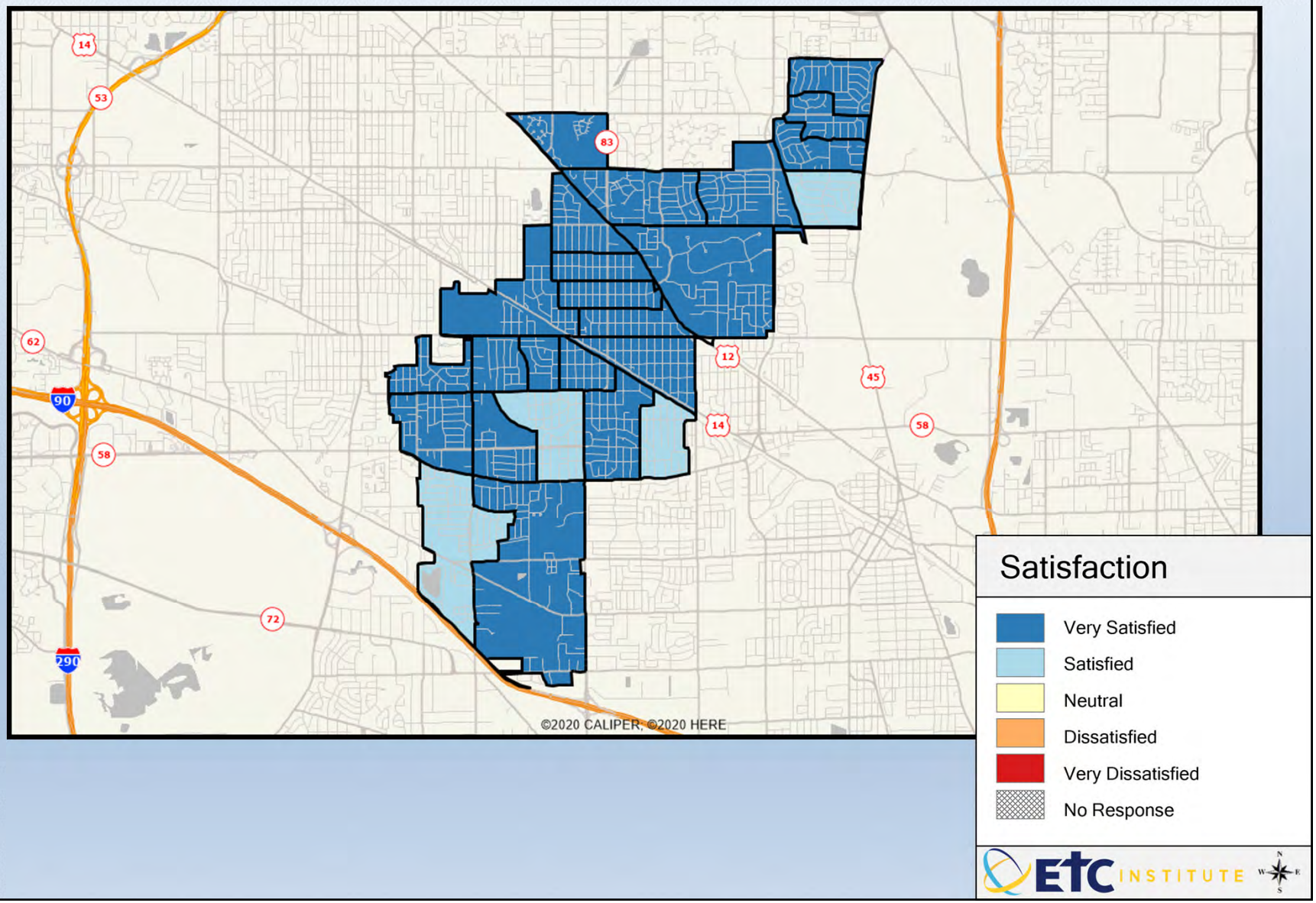
Q1-2. Overall quality of customer service you receive from Village employees



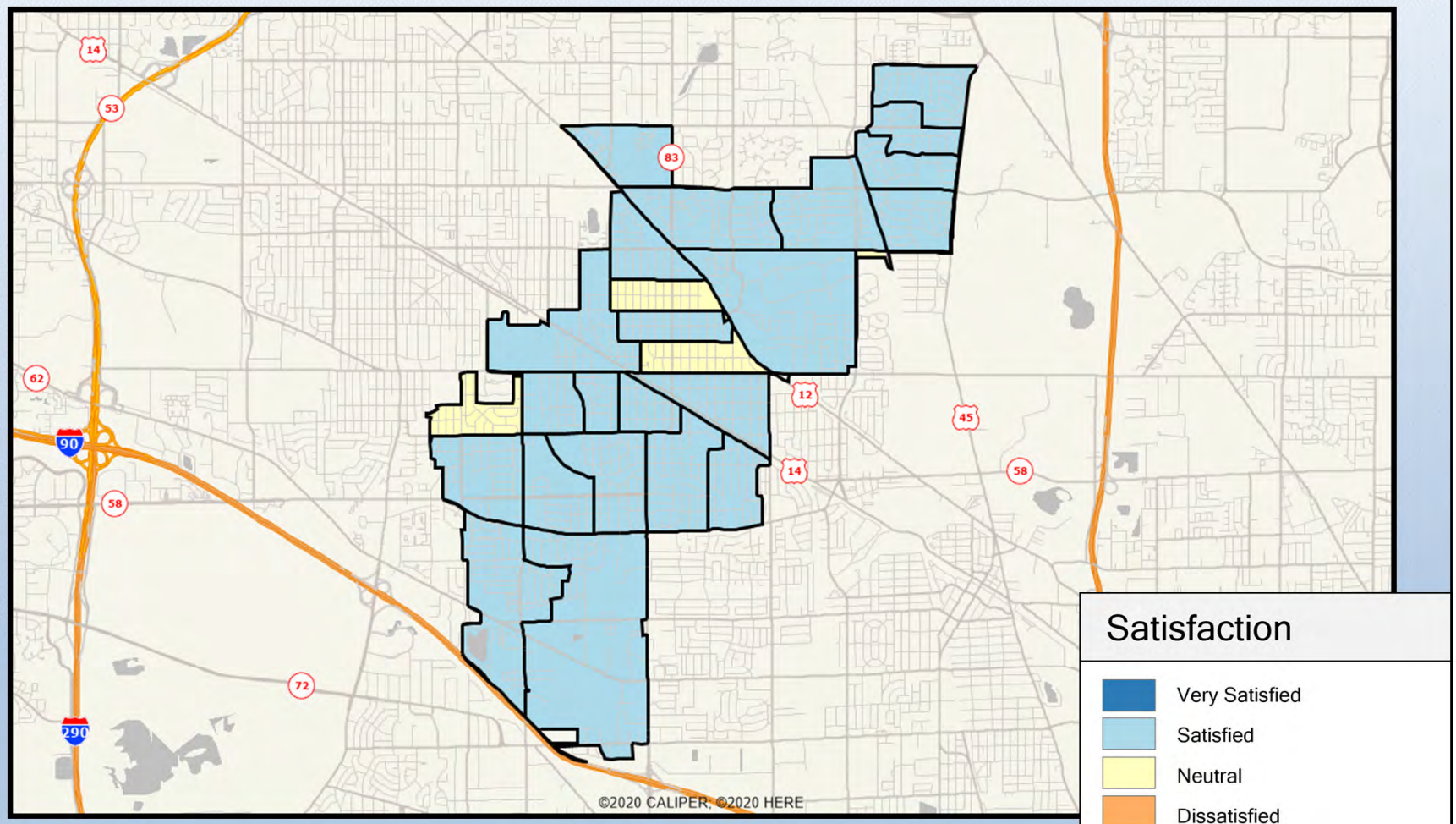
Q1-3. Overall maintenance of Village streets



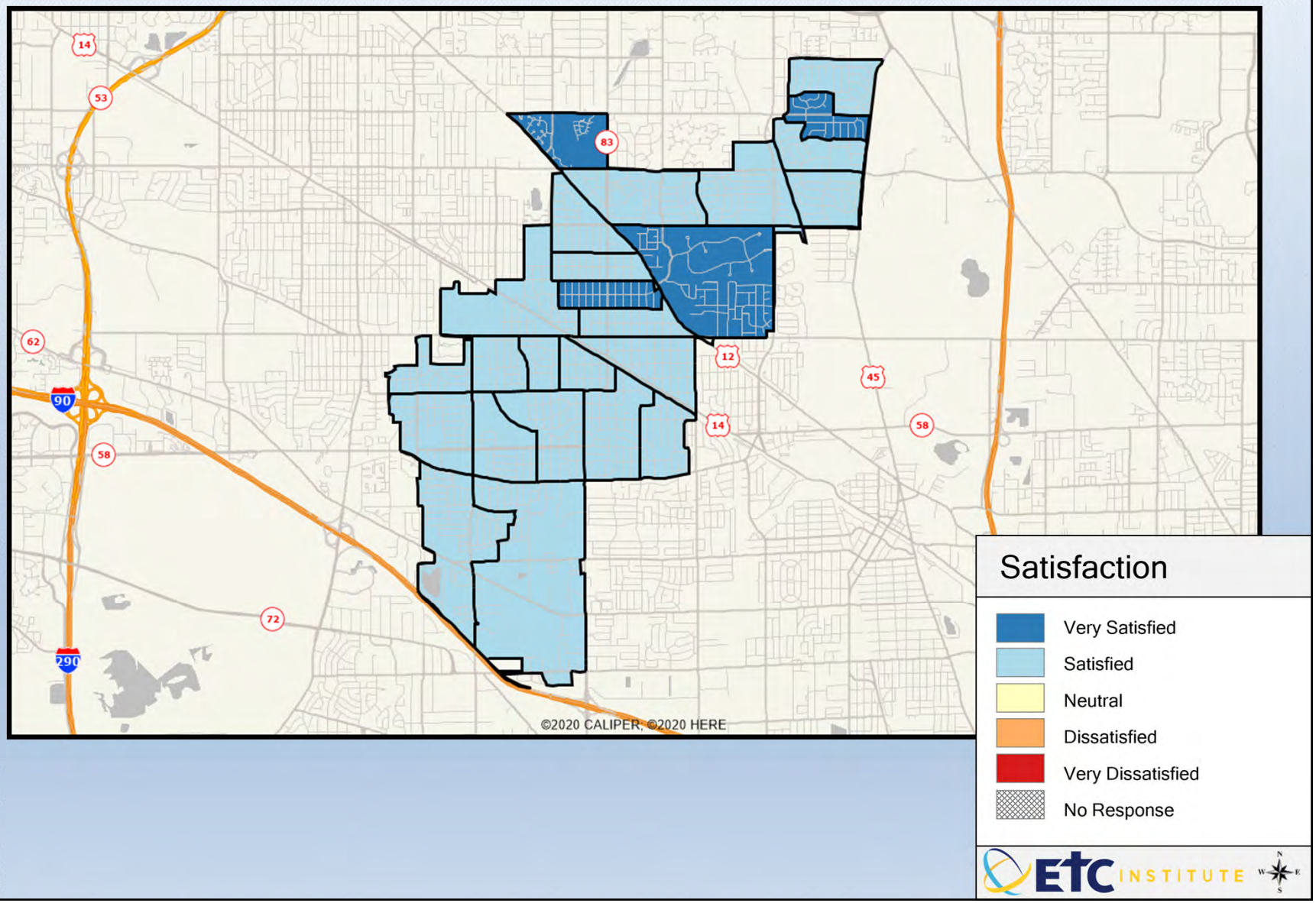
Q1-4. Overall maintenance of Village buildings and facilities



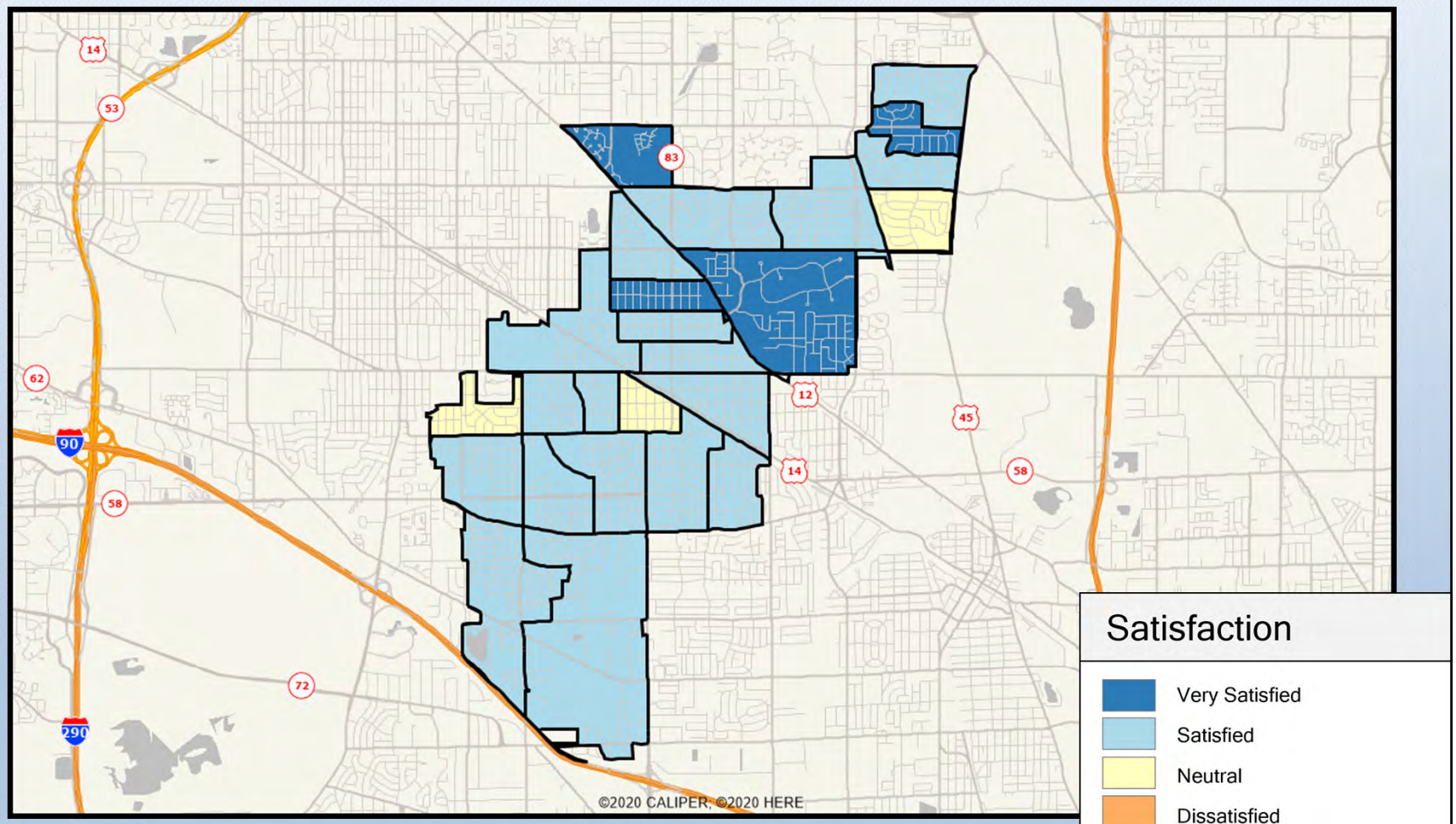
Q1-5. Overall flow of traffic and traffic management in the Village



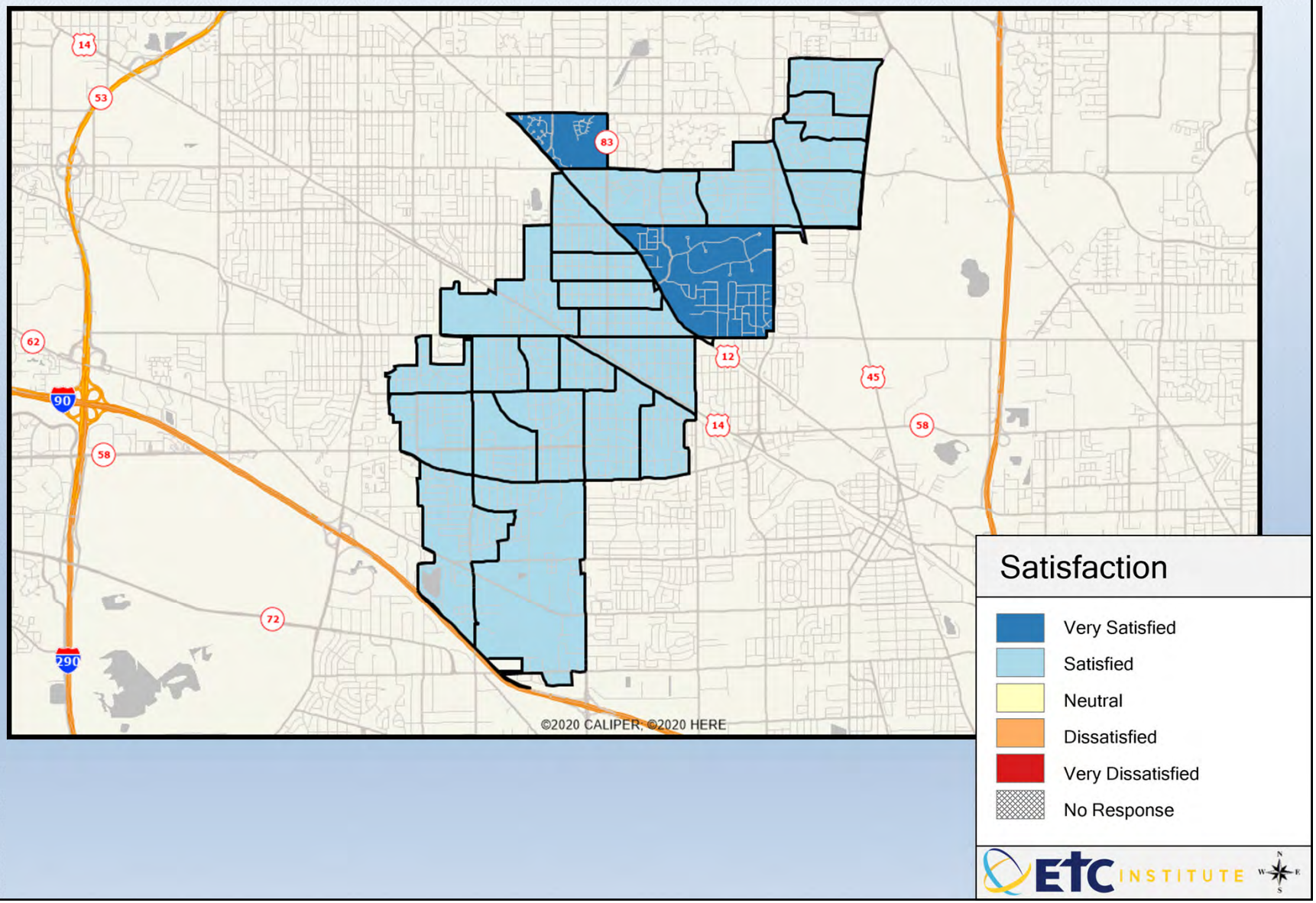
Q1-6. Overall effectiveness of Village communication with the public



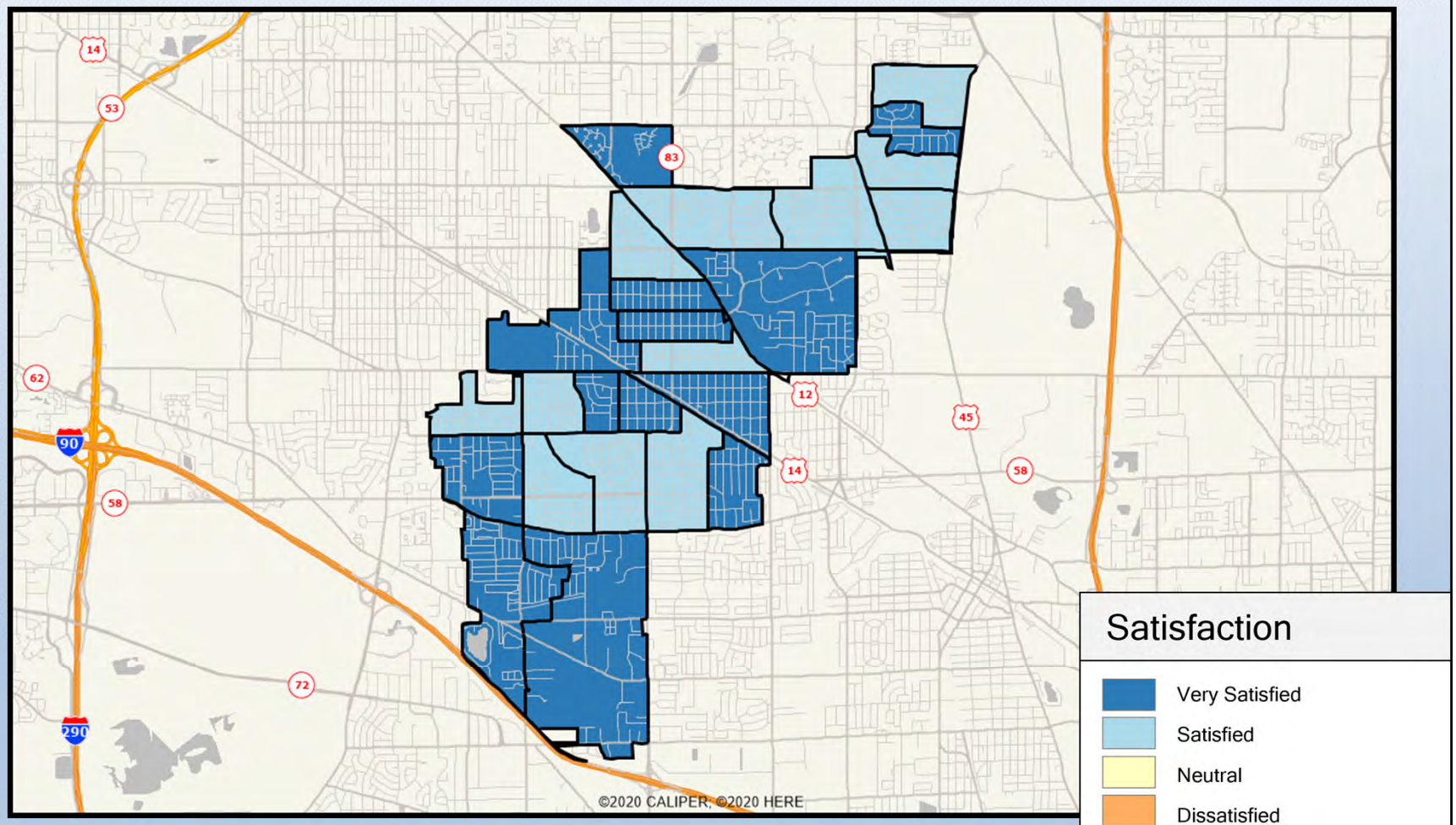
Q1-7. Overall enforcement of Village codes and ordinances



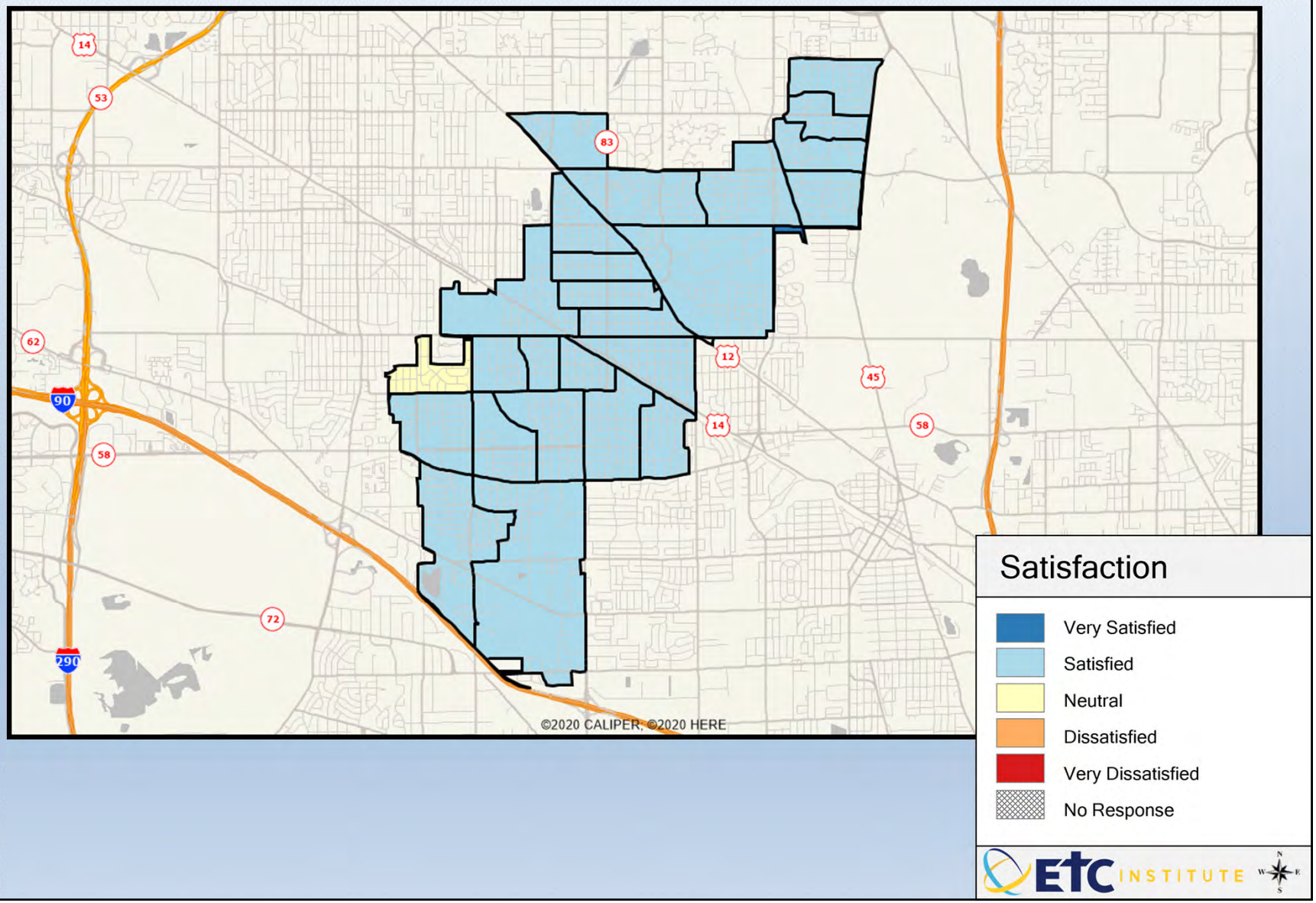
Q1-8. Overall management of Village finances



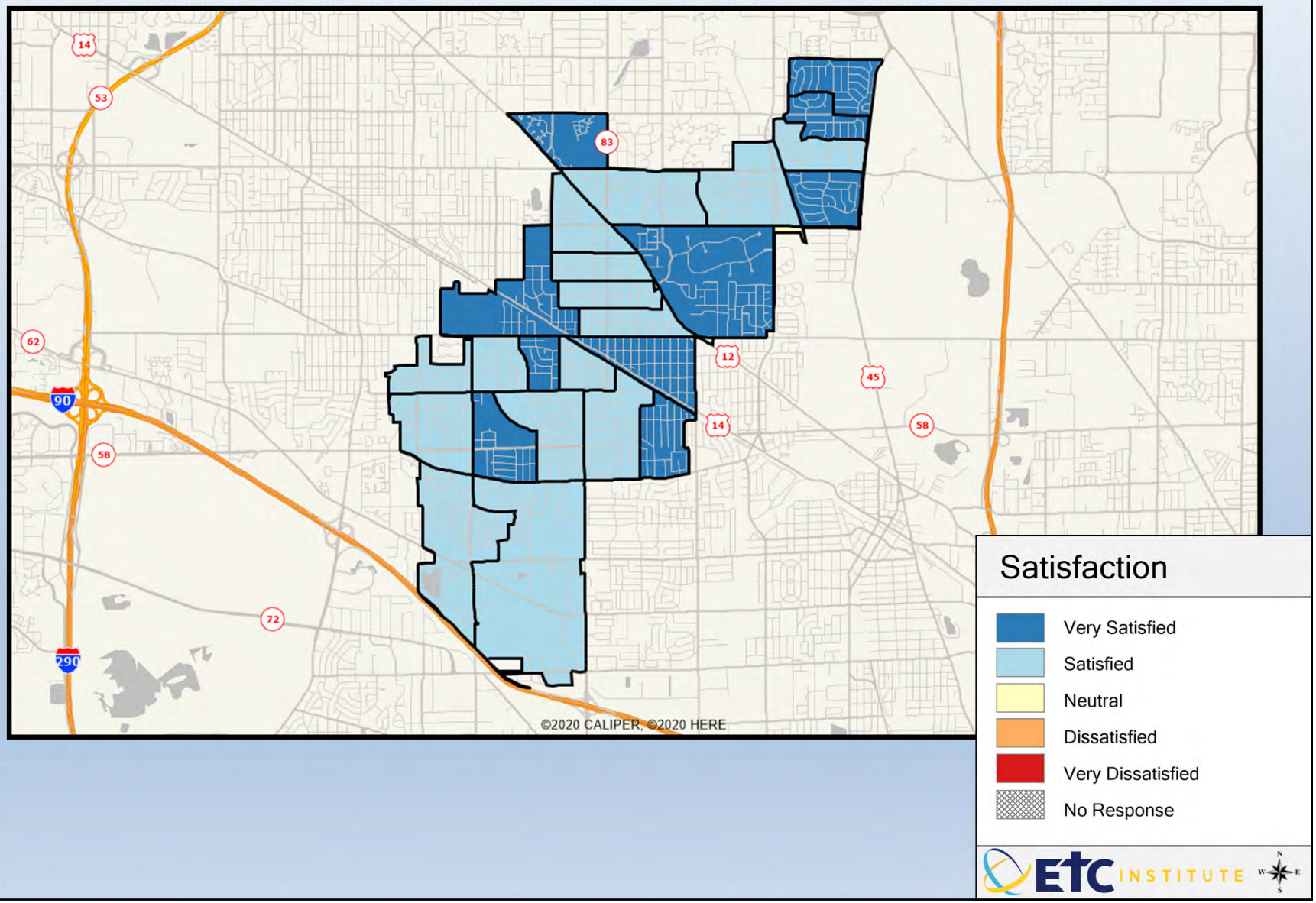
Q1-9. Overall efforts of the Village for emergency preparedness



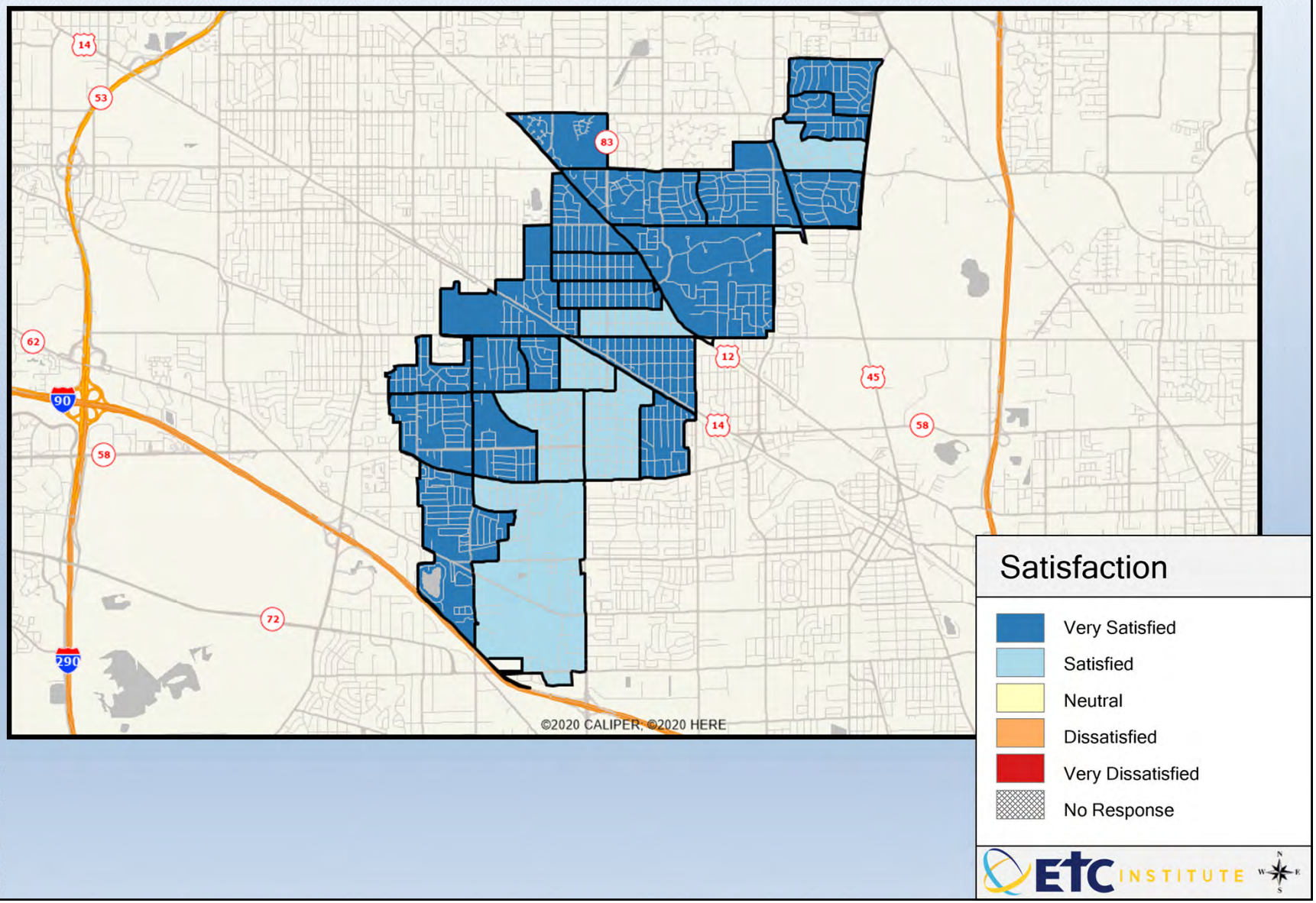
Q3-01. Overall value that you receive for your Village tax dollars and fees



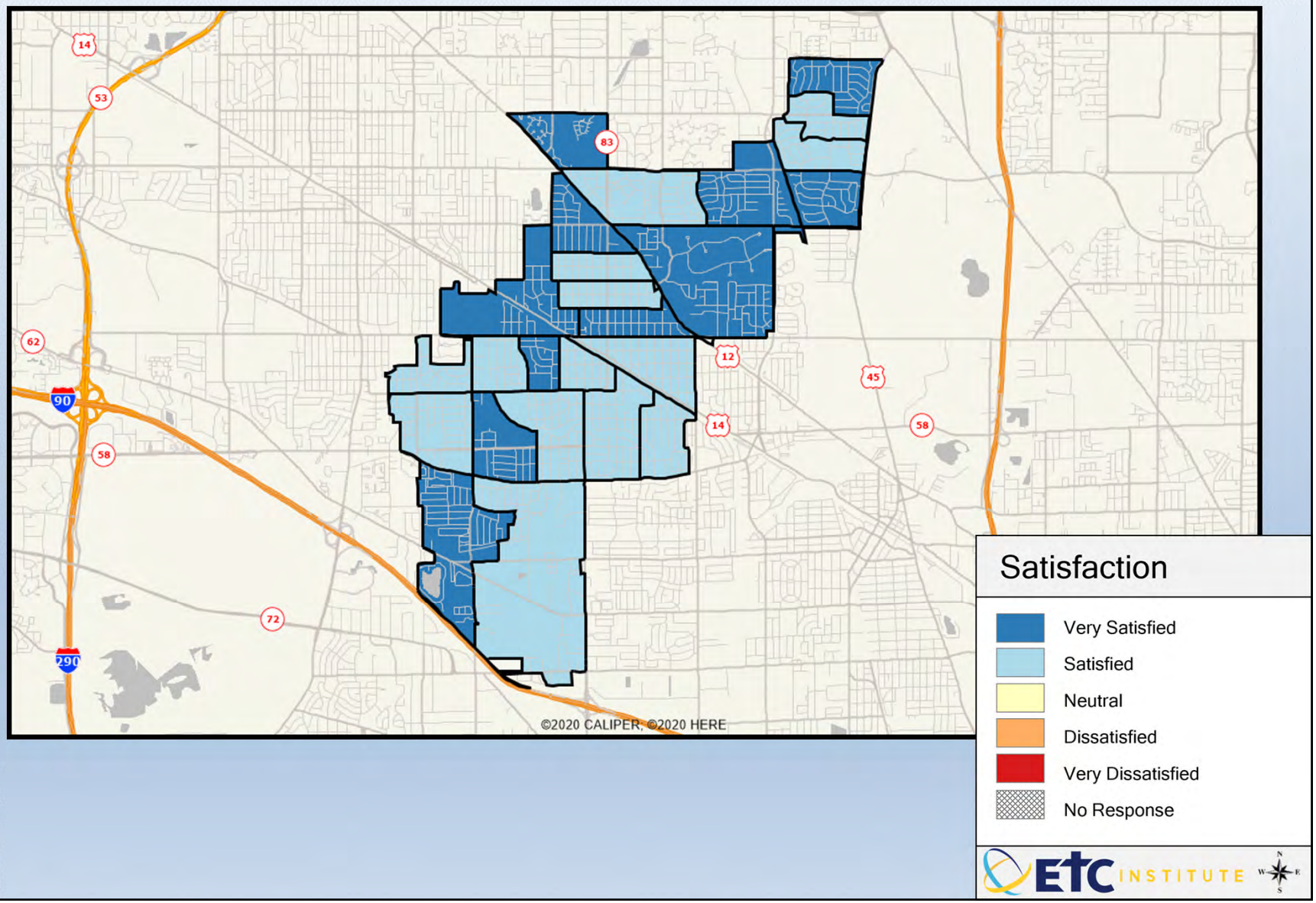
Q3-02. Overall image of the Village



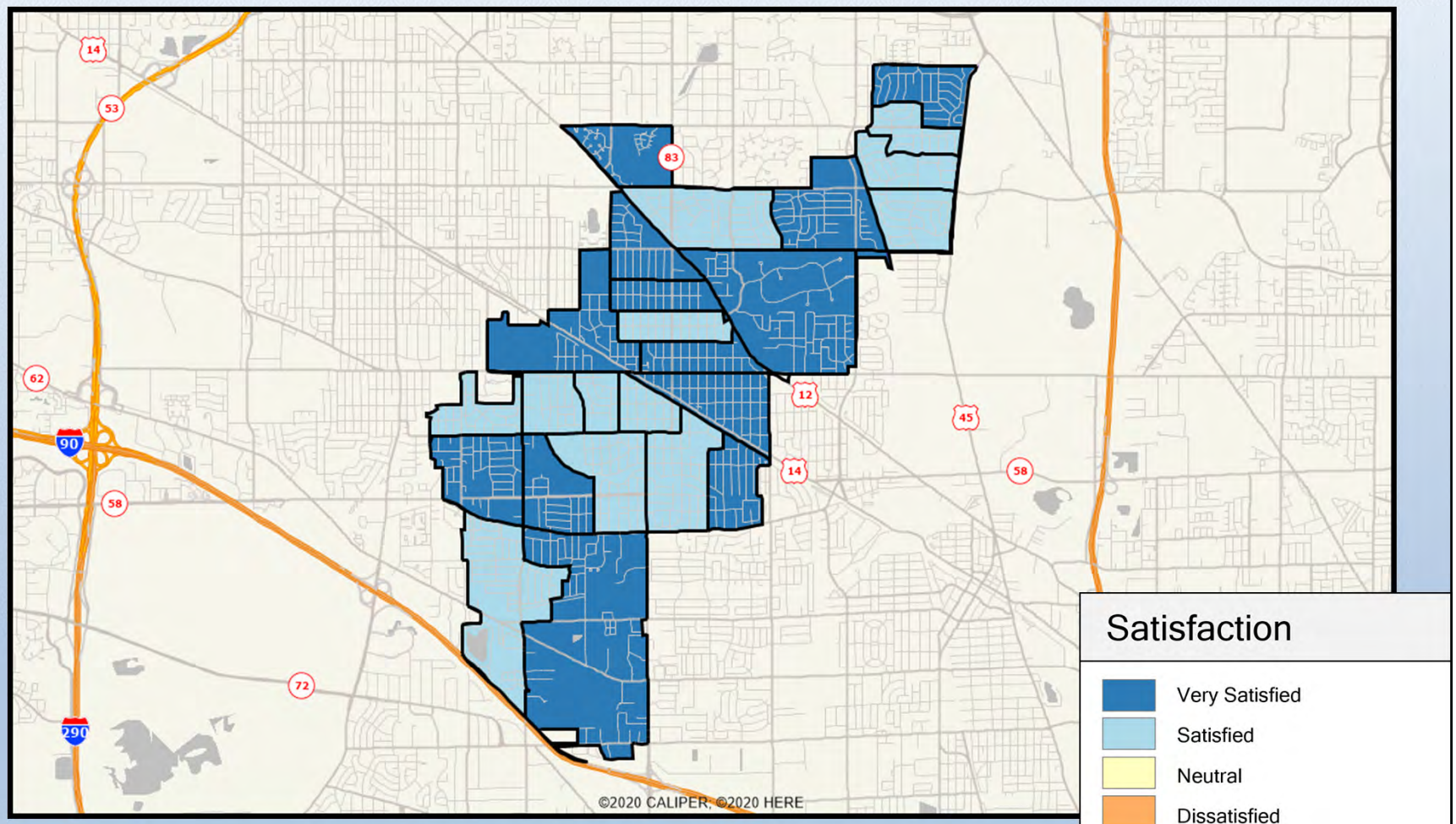
Q3-03. Overall quality of life in the Village



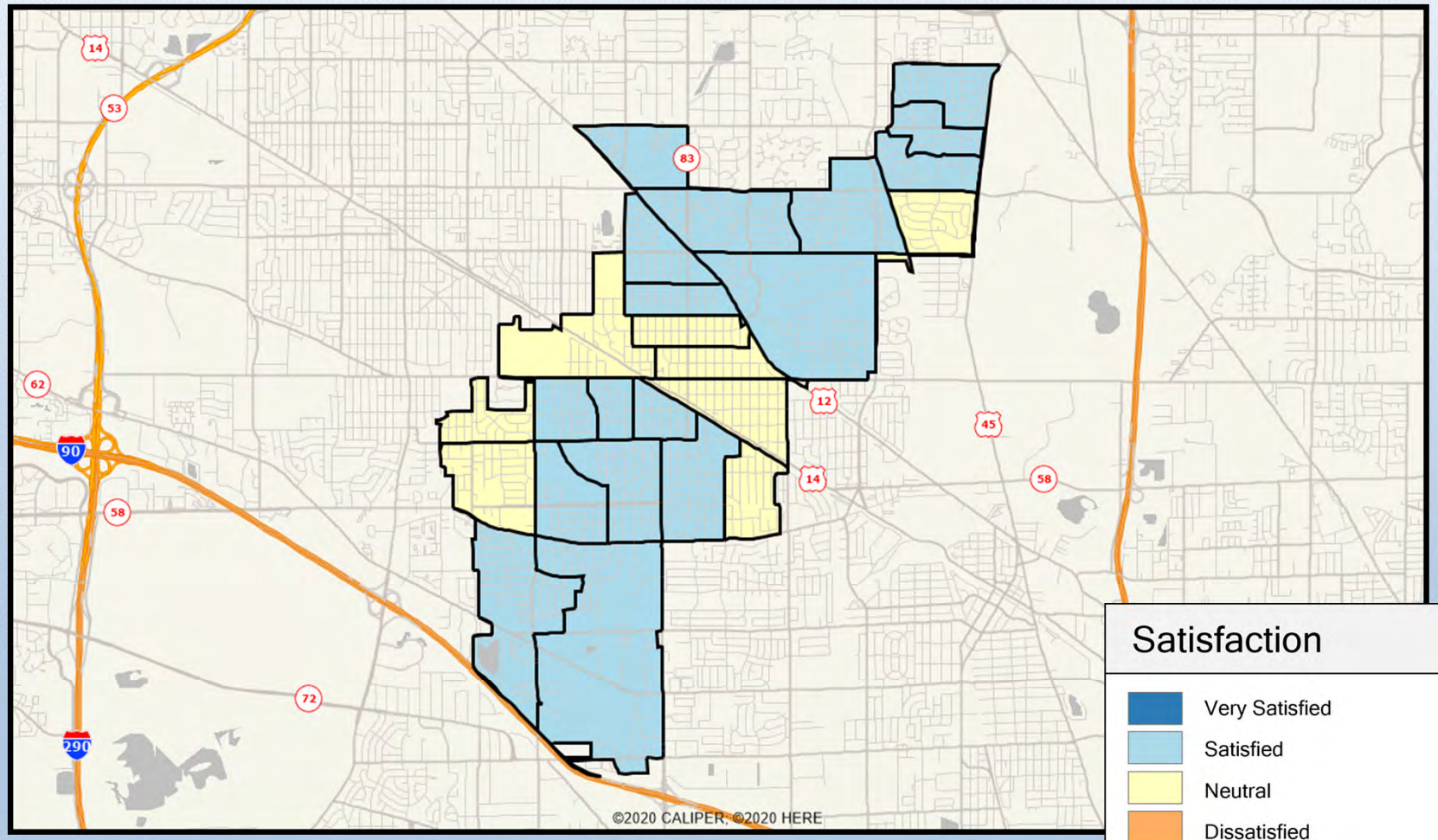
Q3-04. Overall feeling of safety in the Village



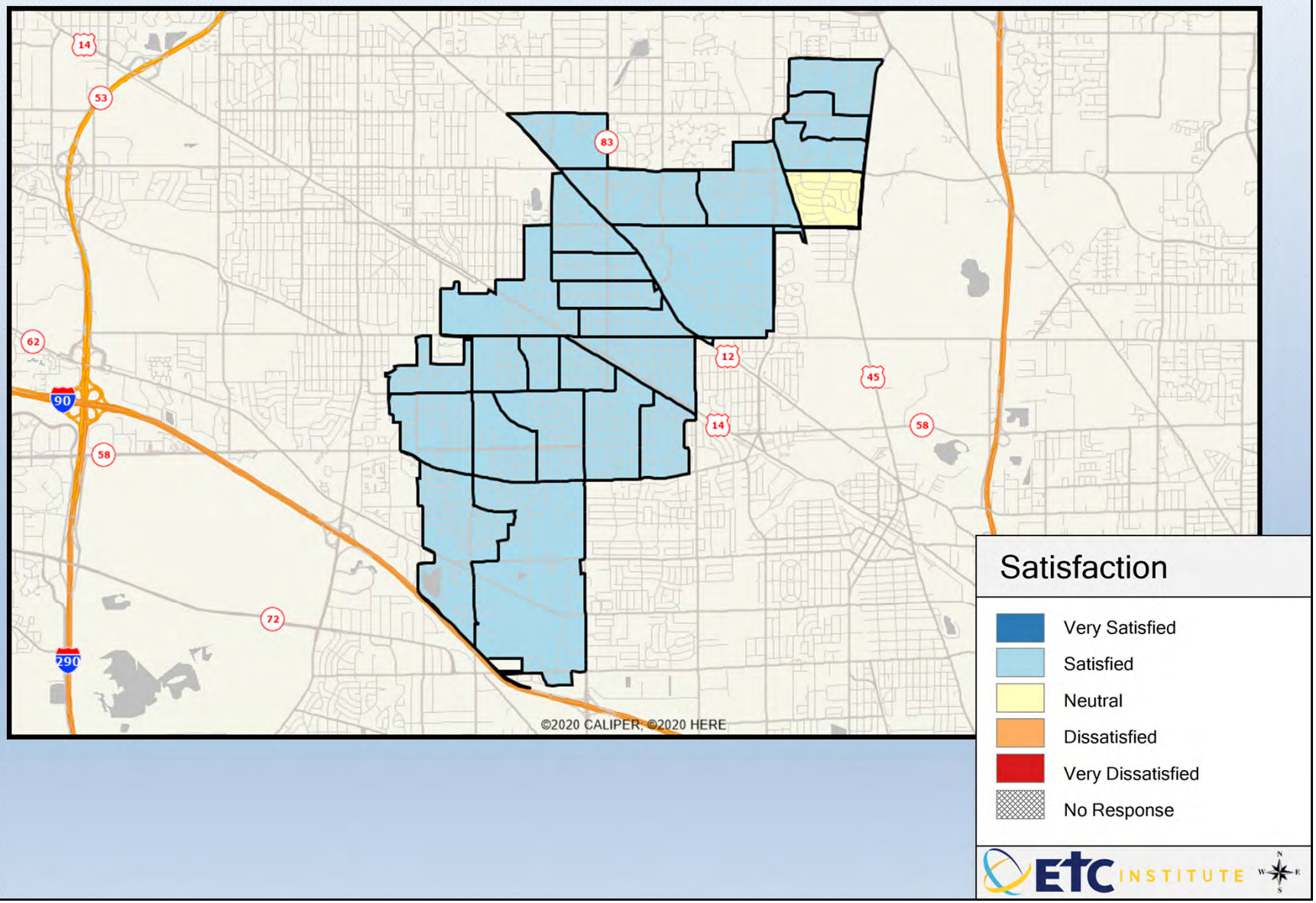
Q3-05. Overall feeling of safety in your neighborhood



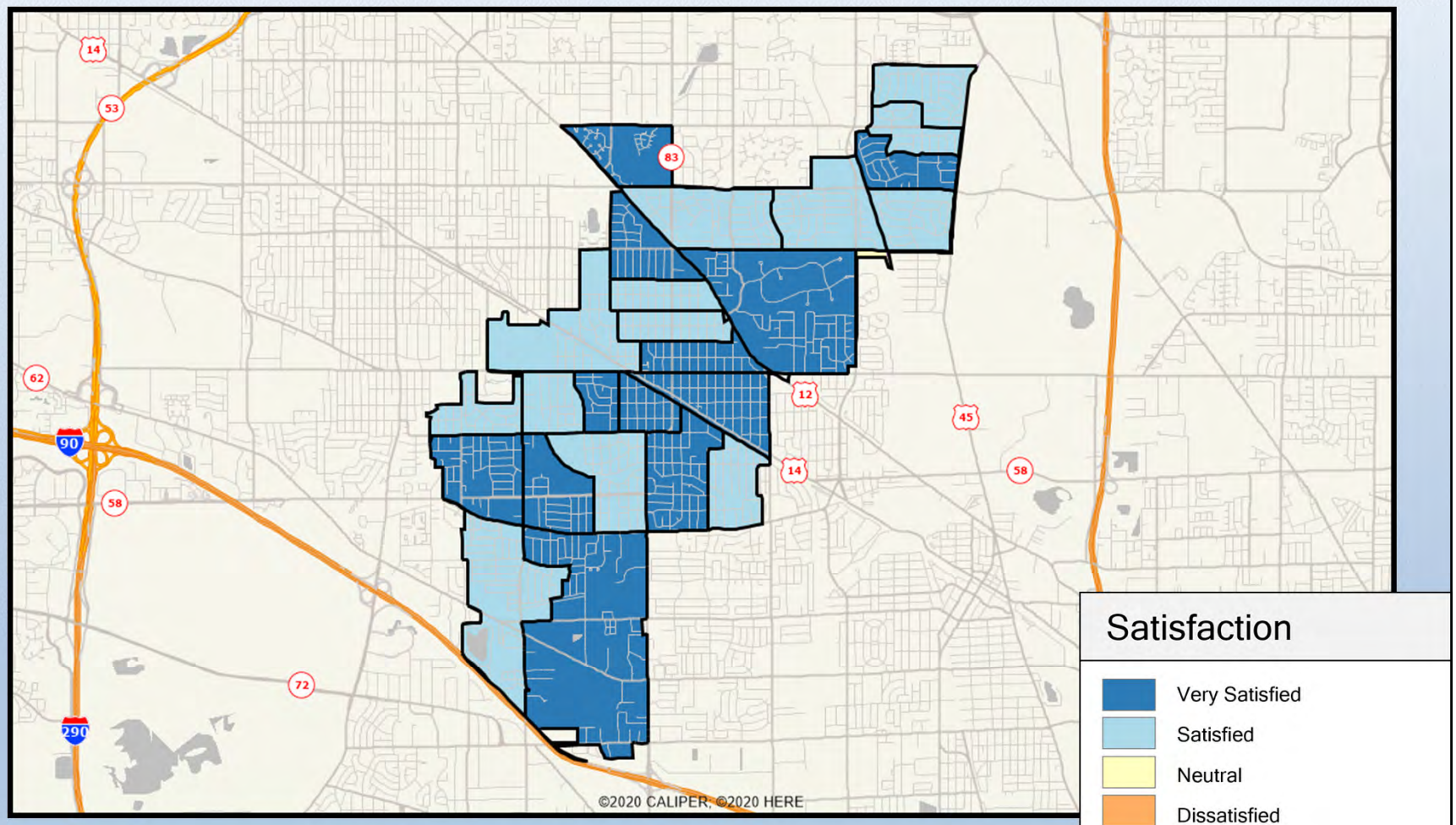
Q3-06. Quality of new development in the Village



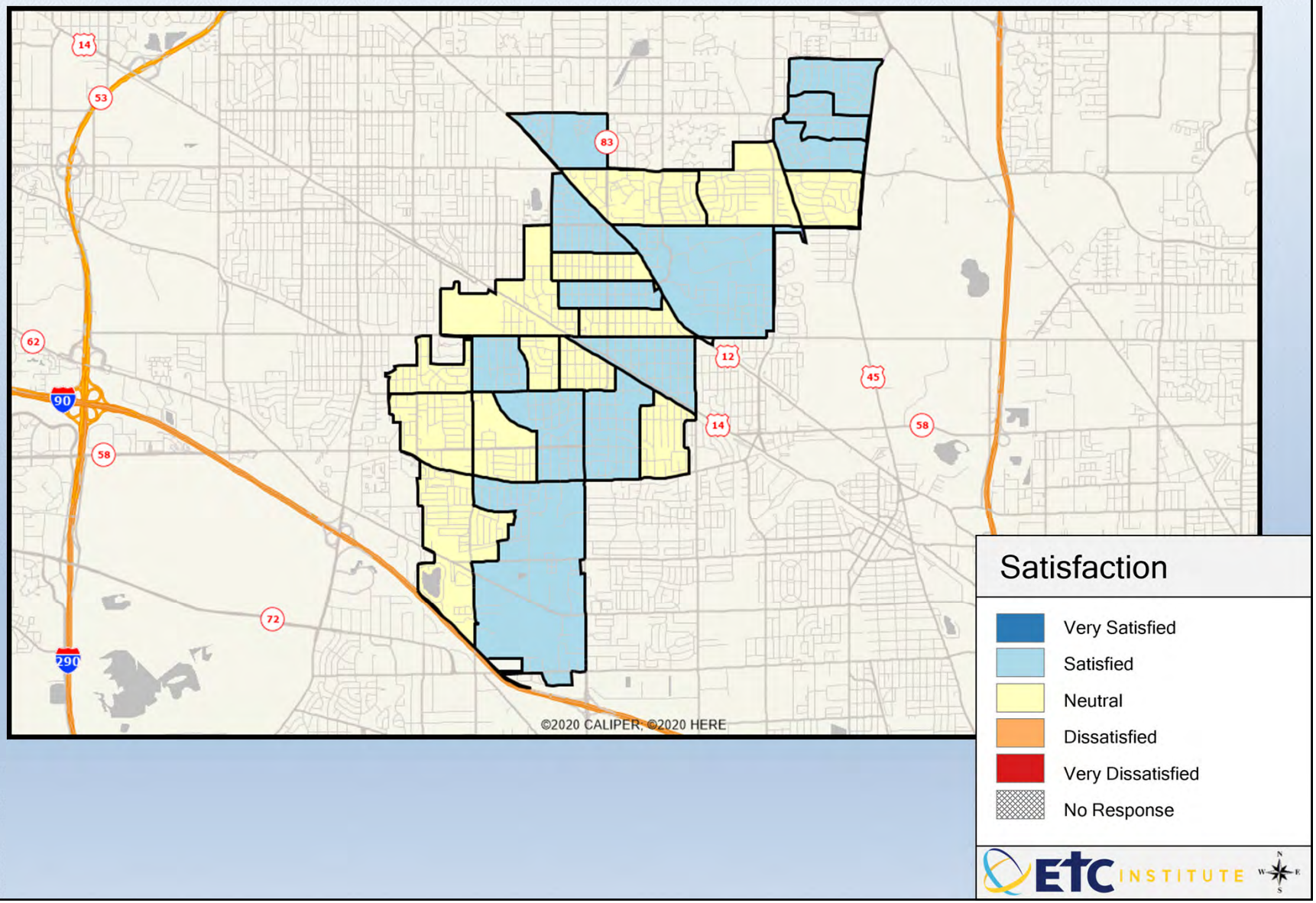
Q3-07. Overall maintenance of private property



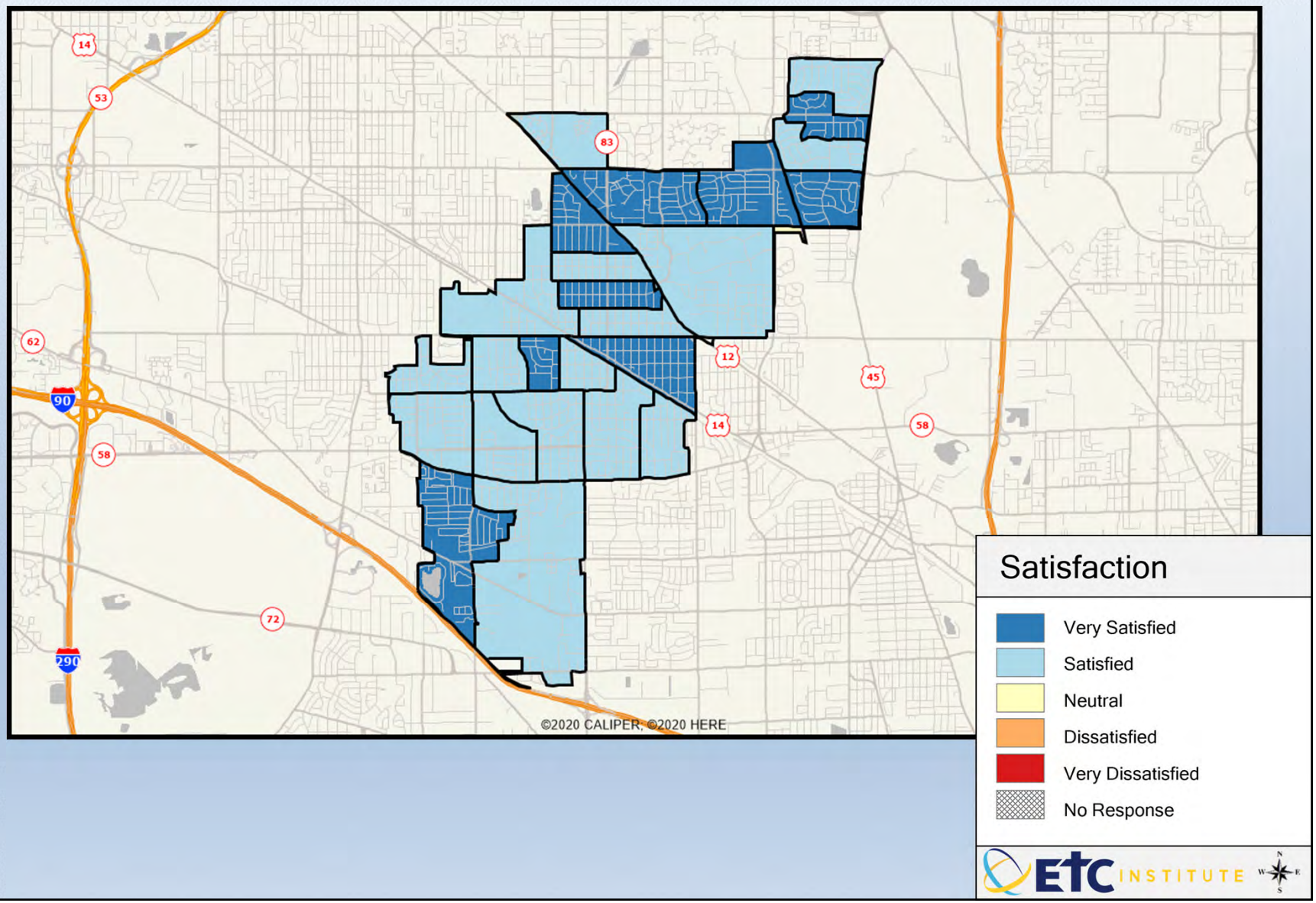
Q3-08. Overall maintenance of public property



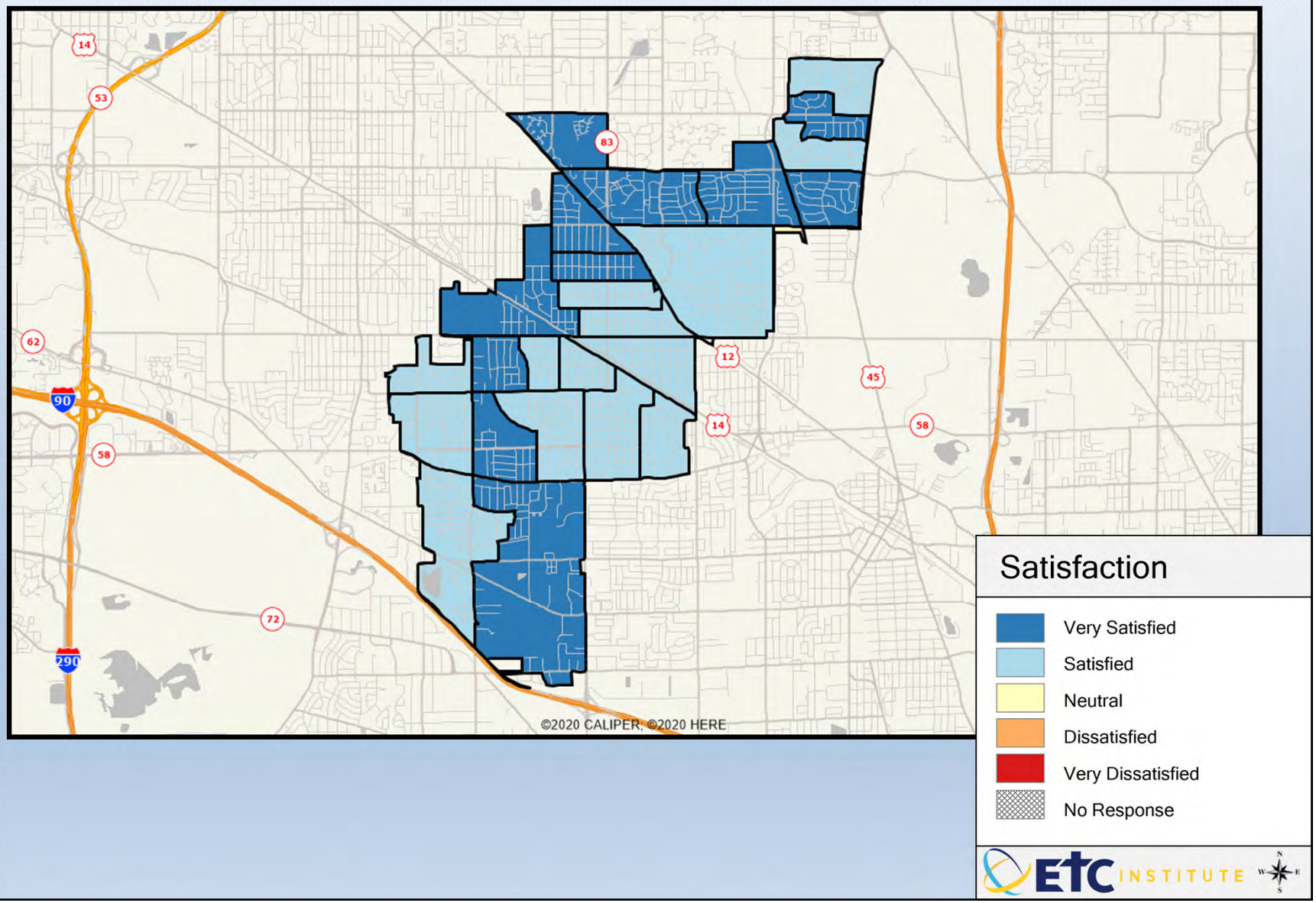
Q3-09. Availability of affordable housing



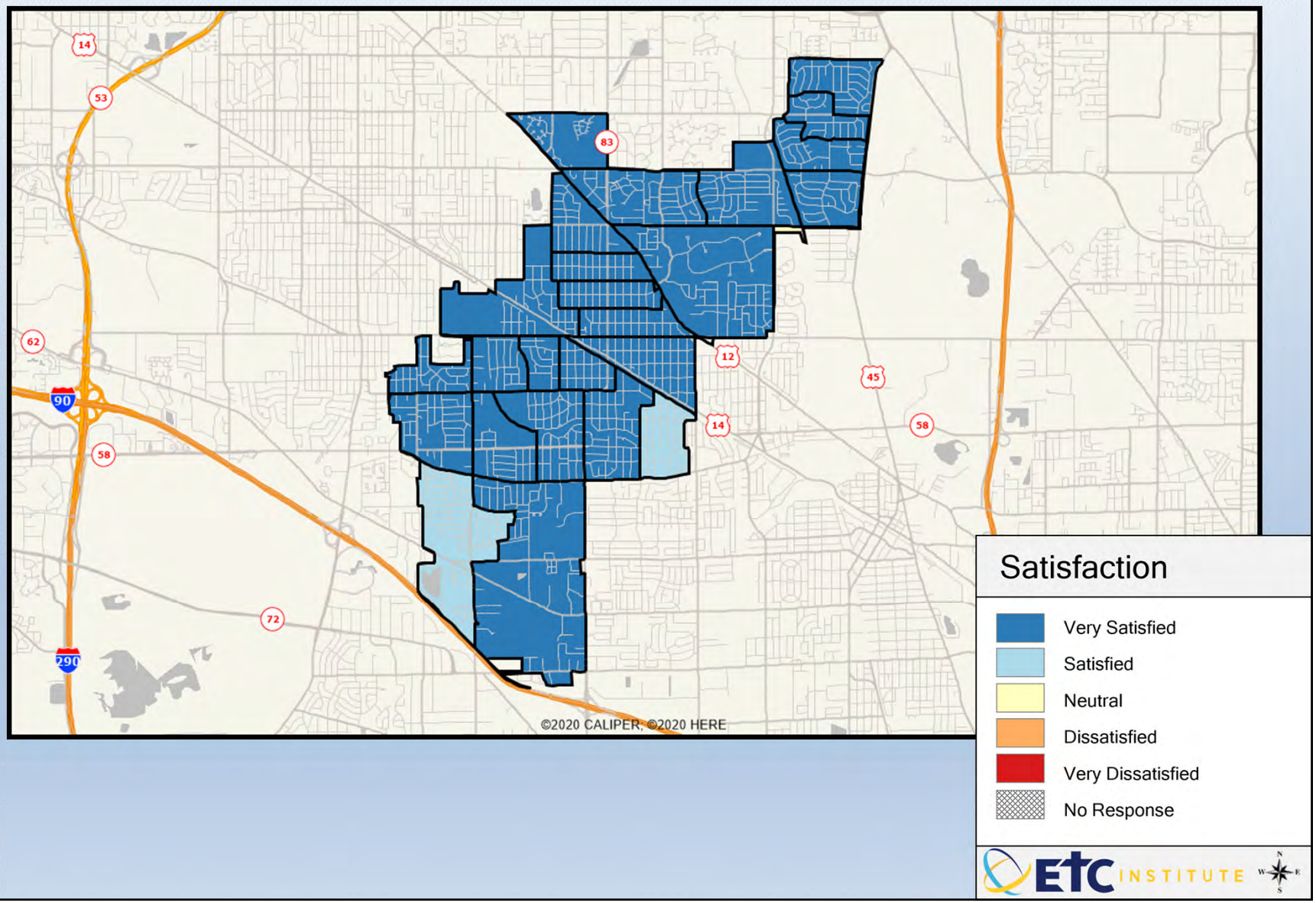
Q3-10. Overall quality of public schools



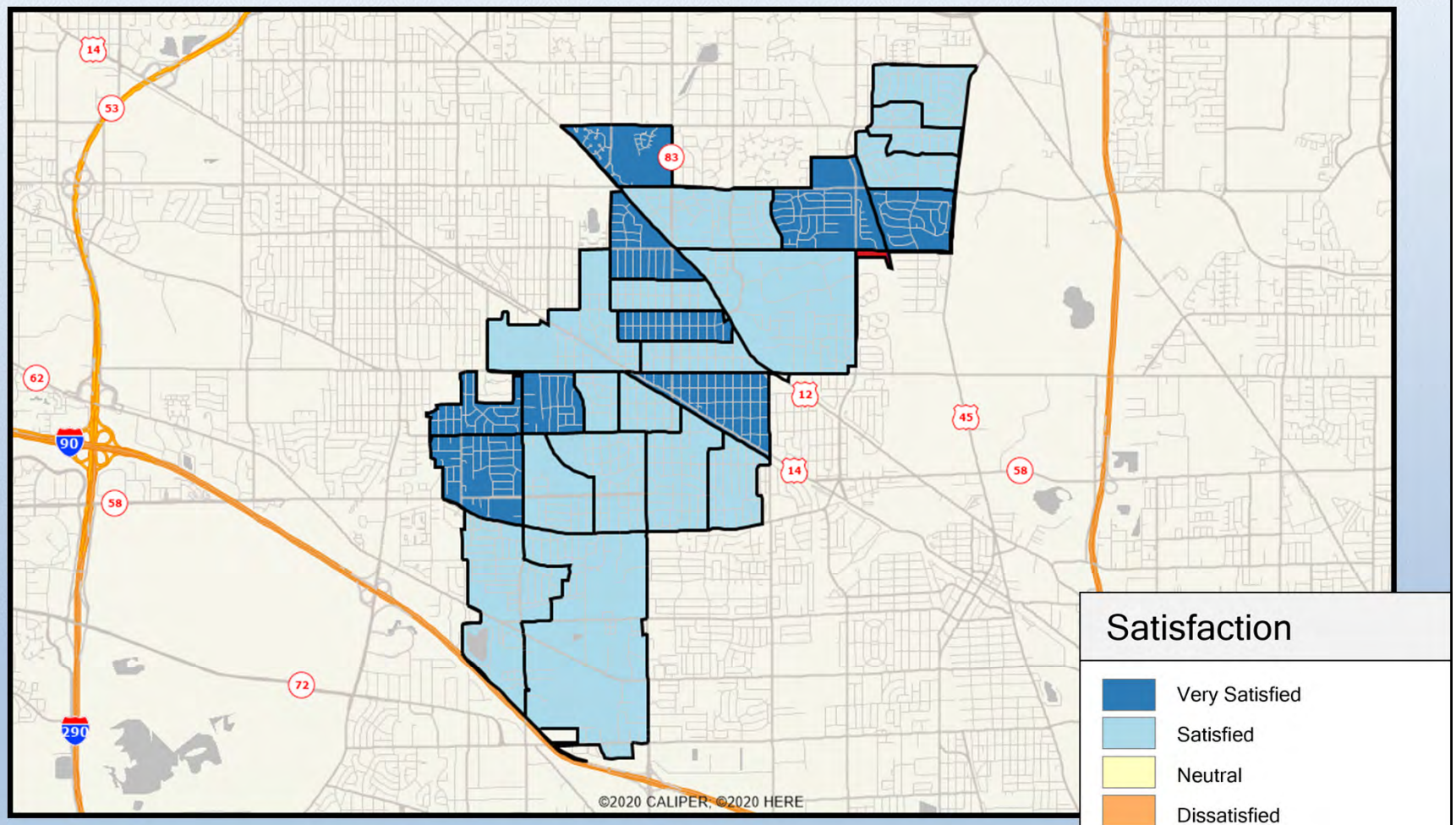
Q3-11. Overall quality of Park District services



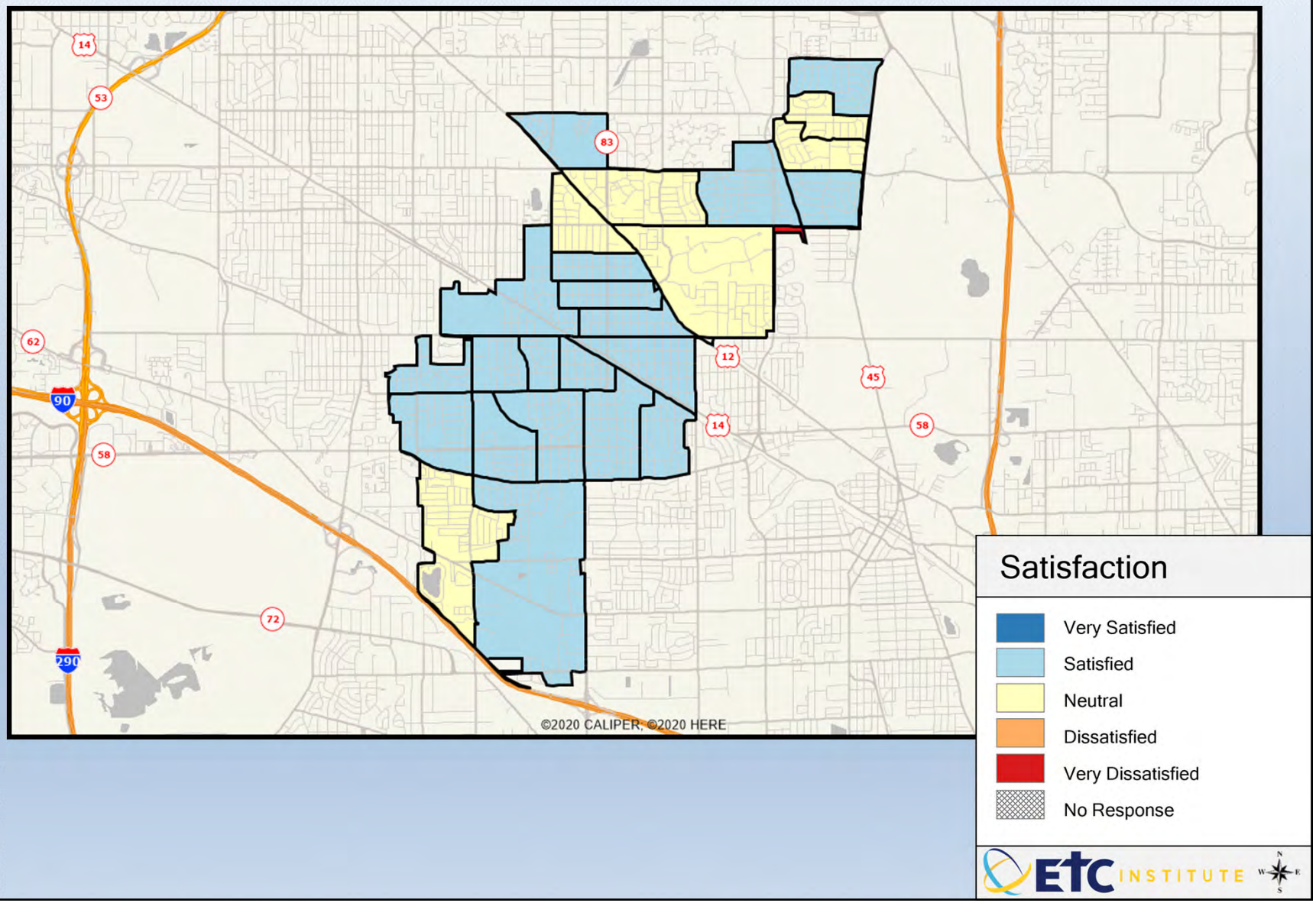
Q3-12. Overall quality of the Library services



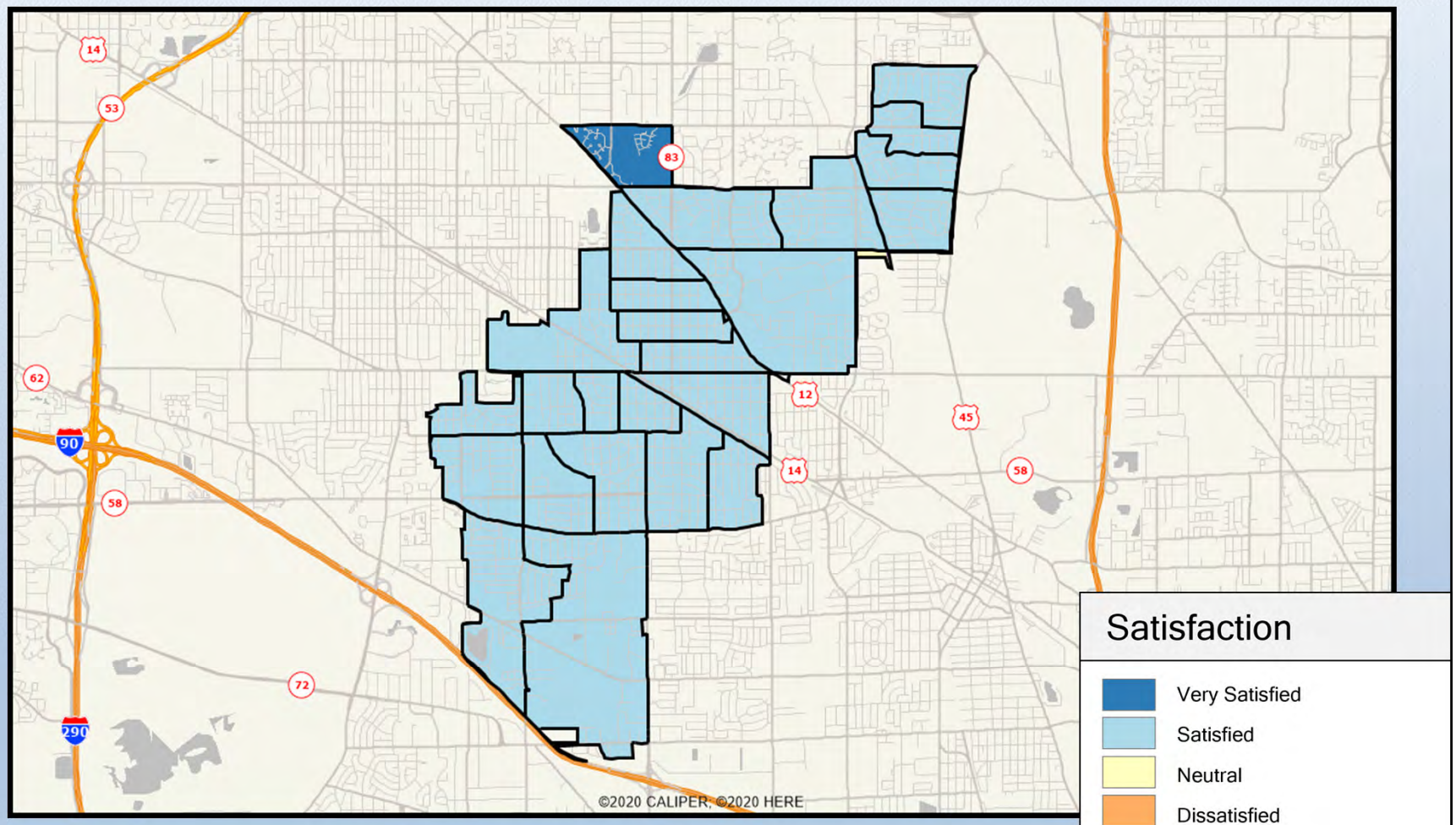
Q3-13. Ease of access of places you usually visit



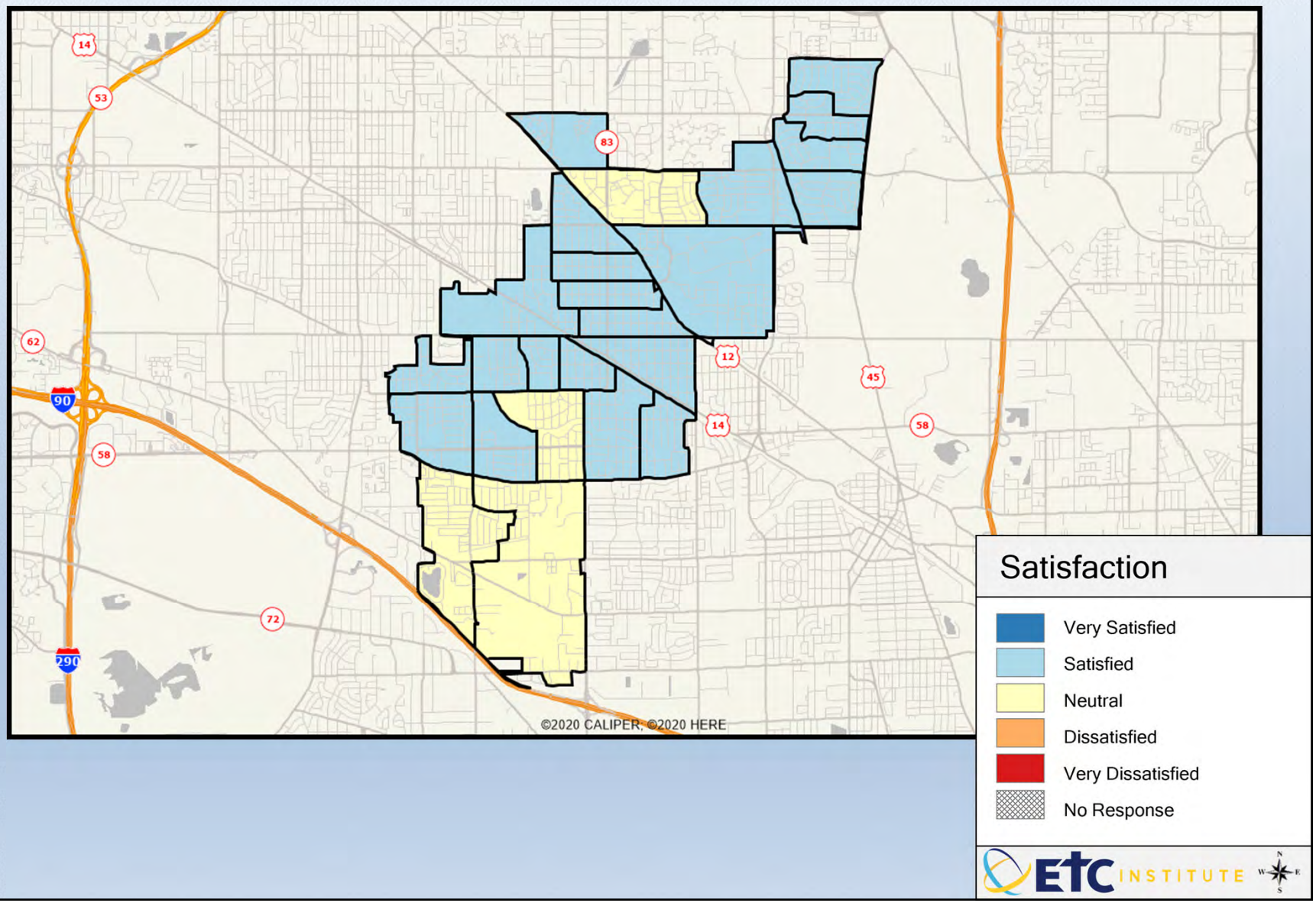
Q3-14. Availability of public transportation



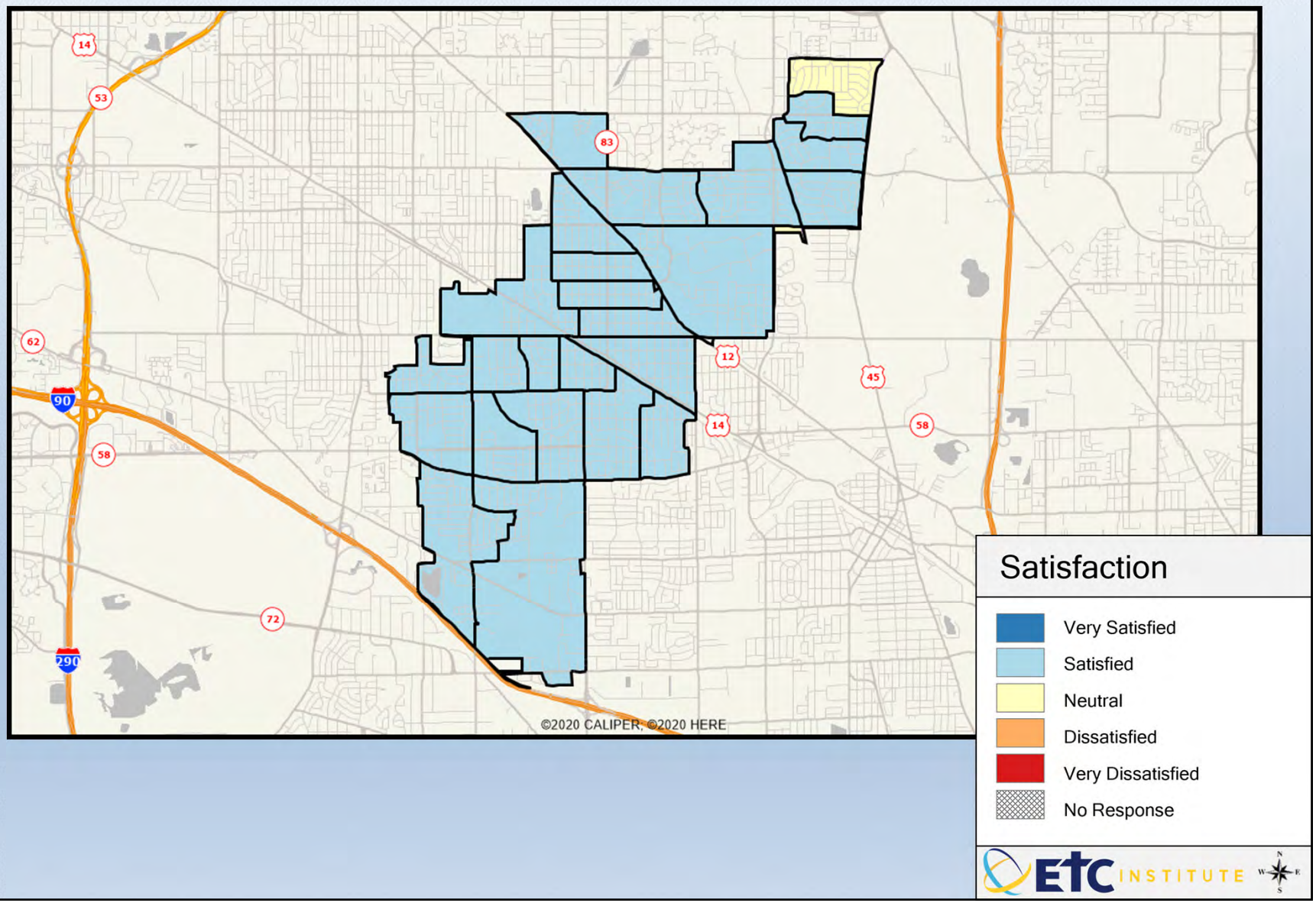
Q3-15. Sense of community



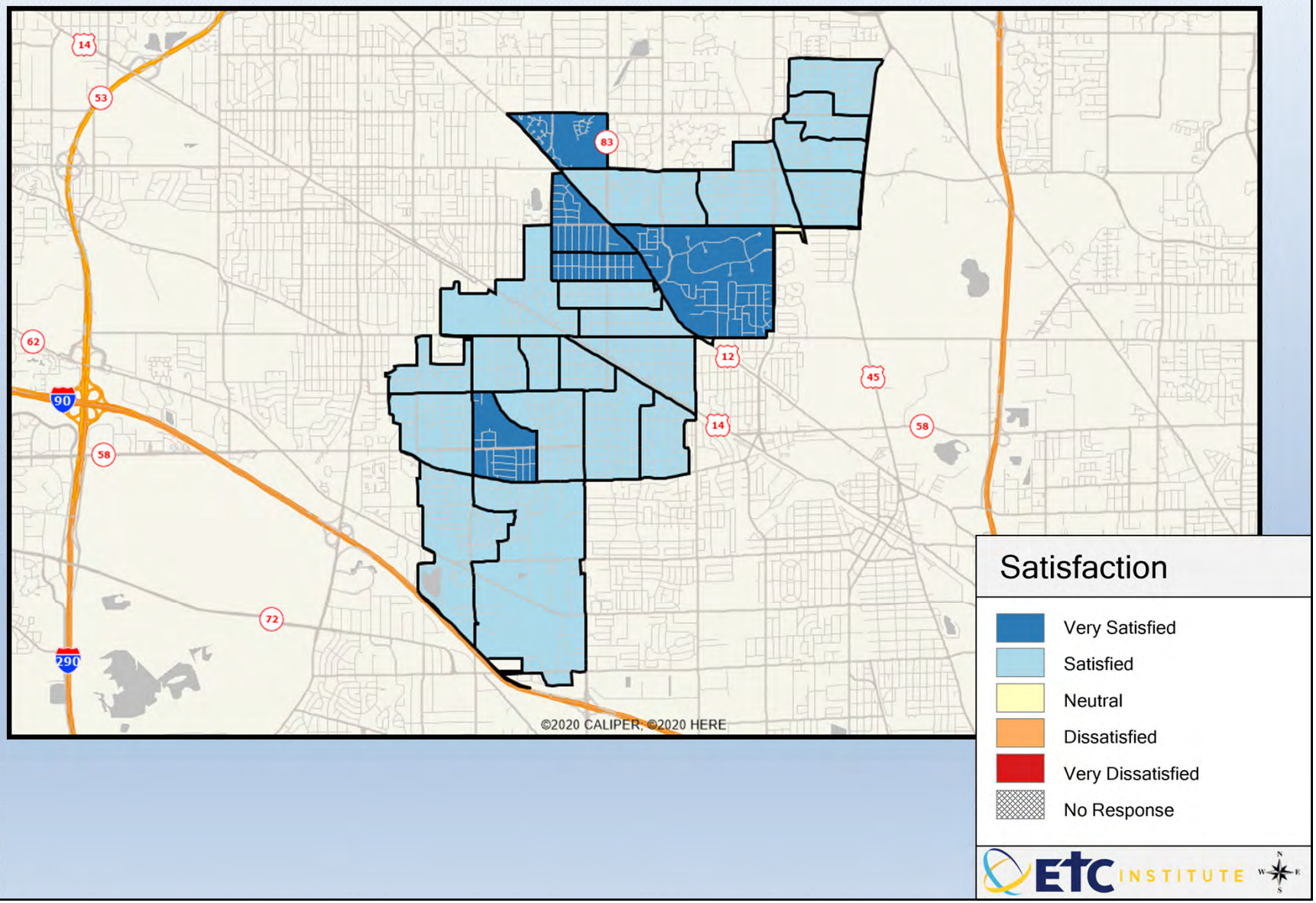
Q3-16. Access to quality shopping facilities



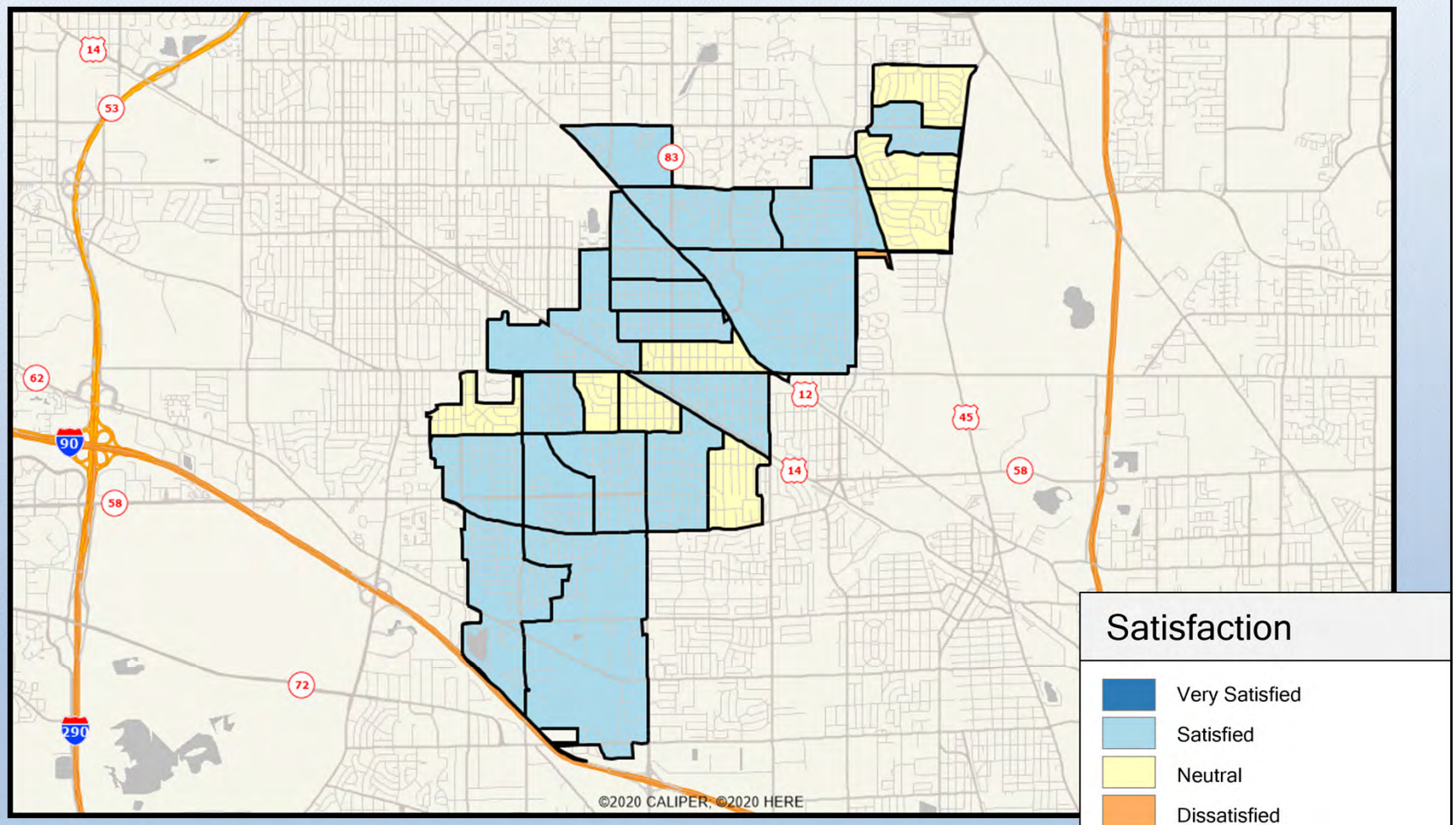
Q3-17. Access to restaurants



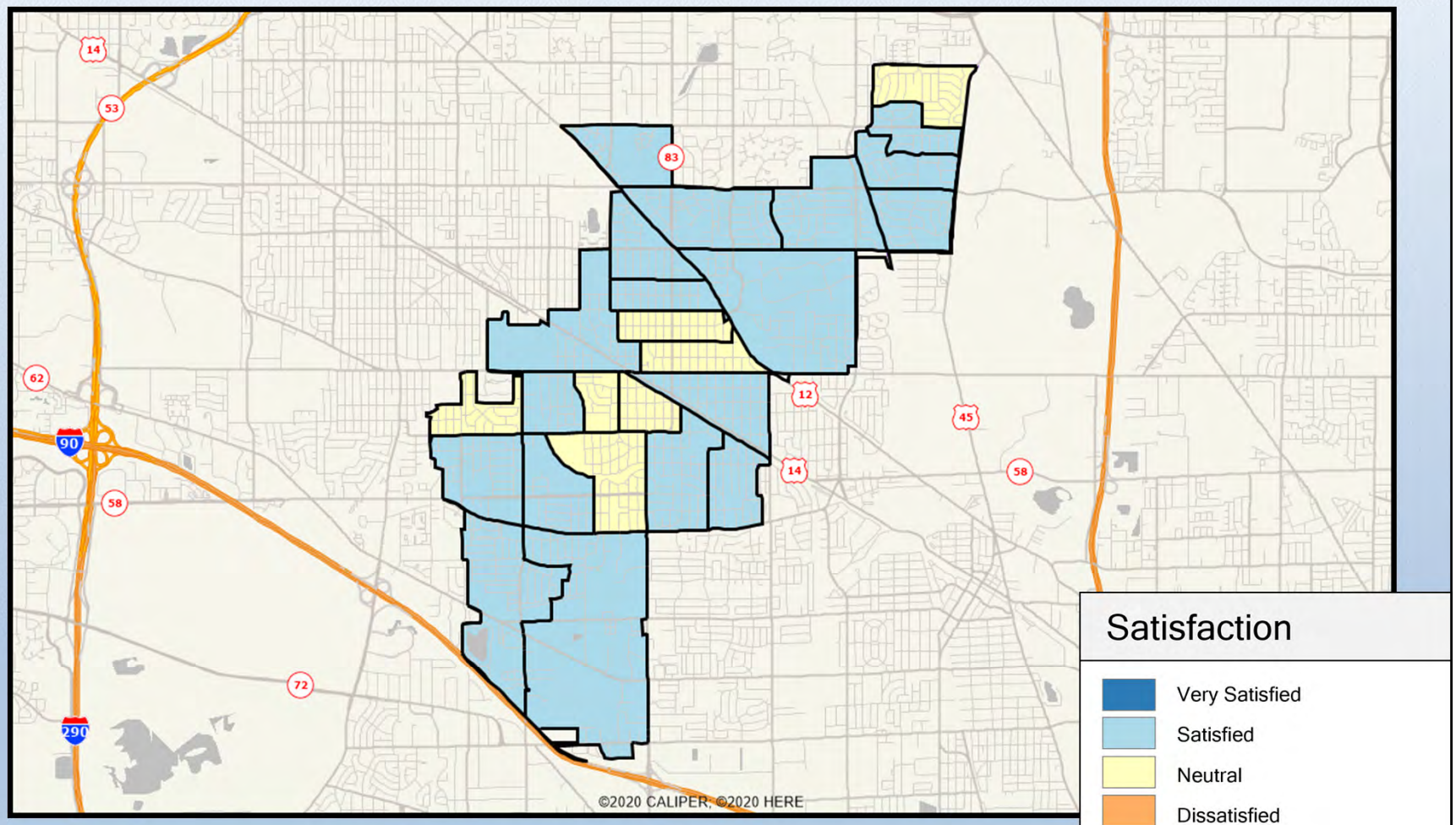
Q3-18. Quality of Village community events



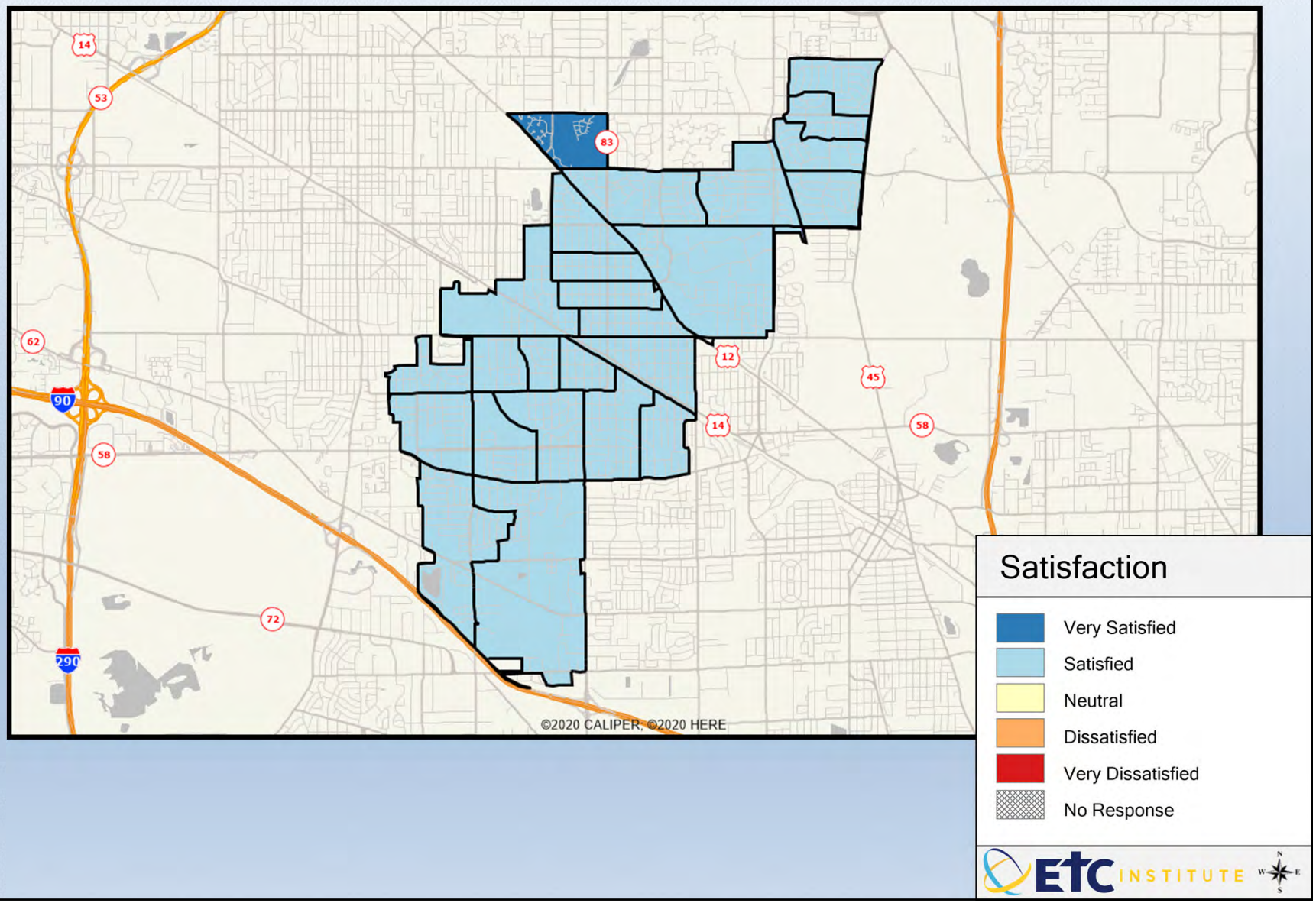
Q3-19. Overall feeling that the Village Board of Trustees represents you



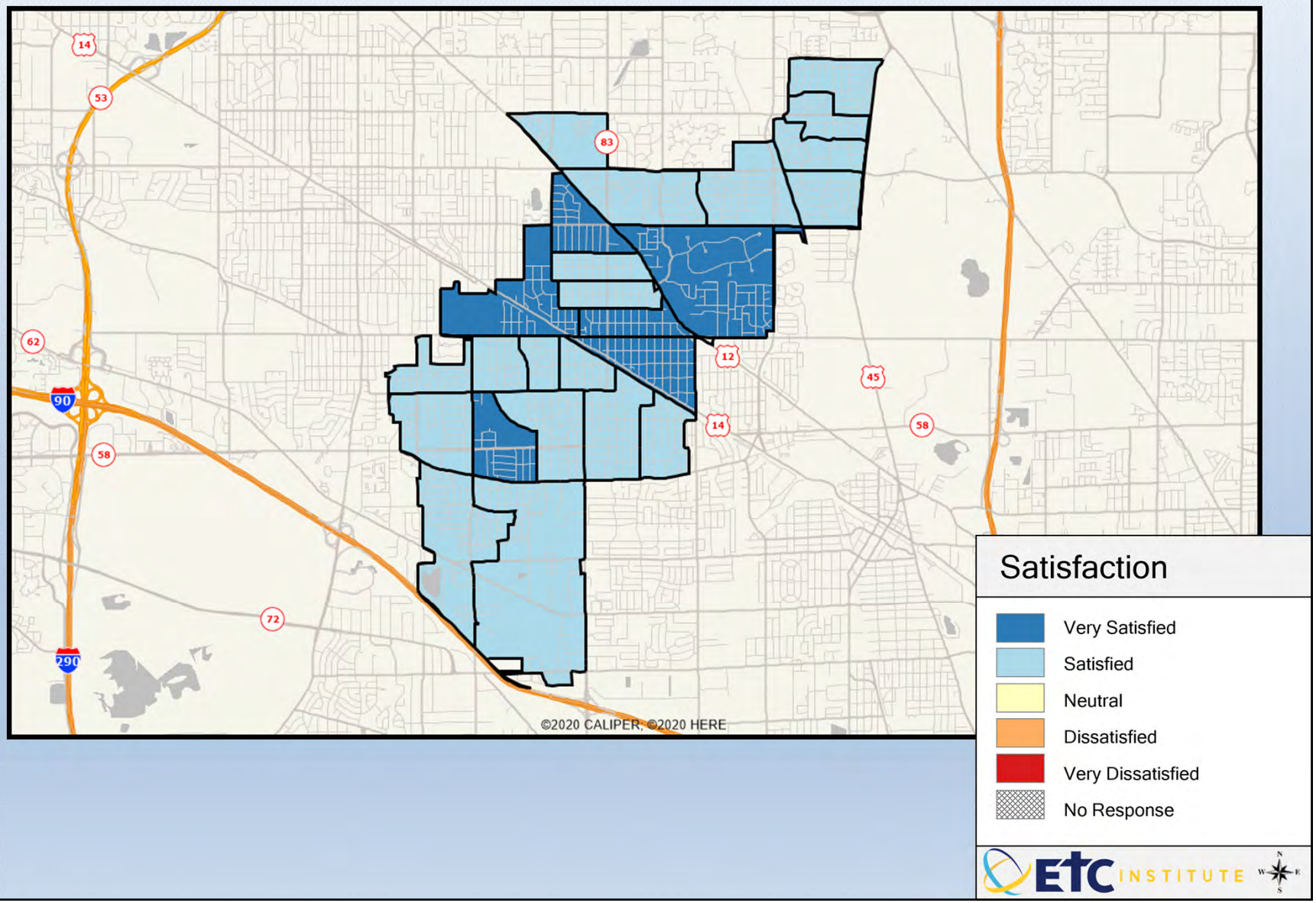
Q3-20. Citizen engagement through Village Boards and Commissions



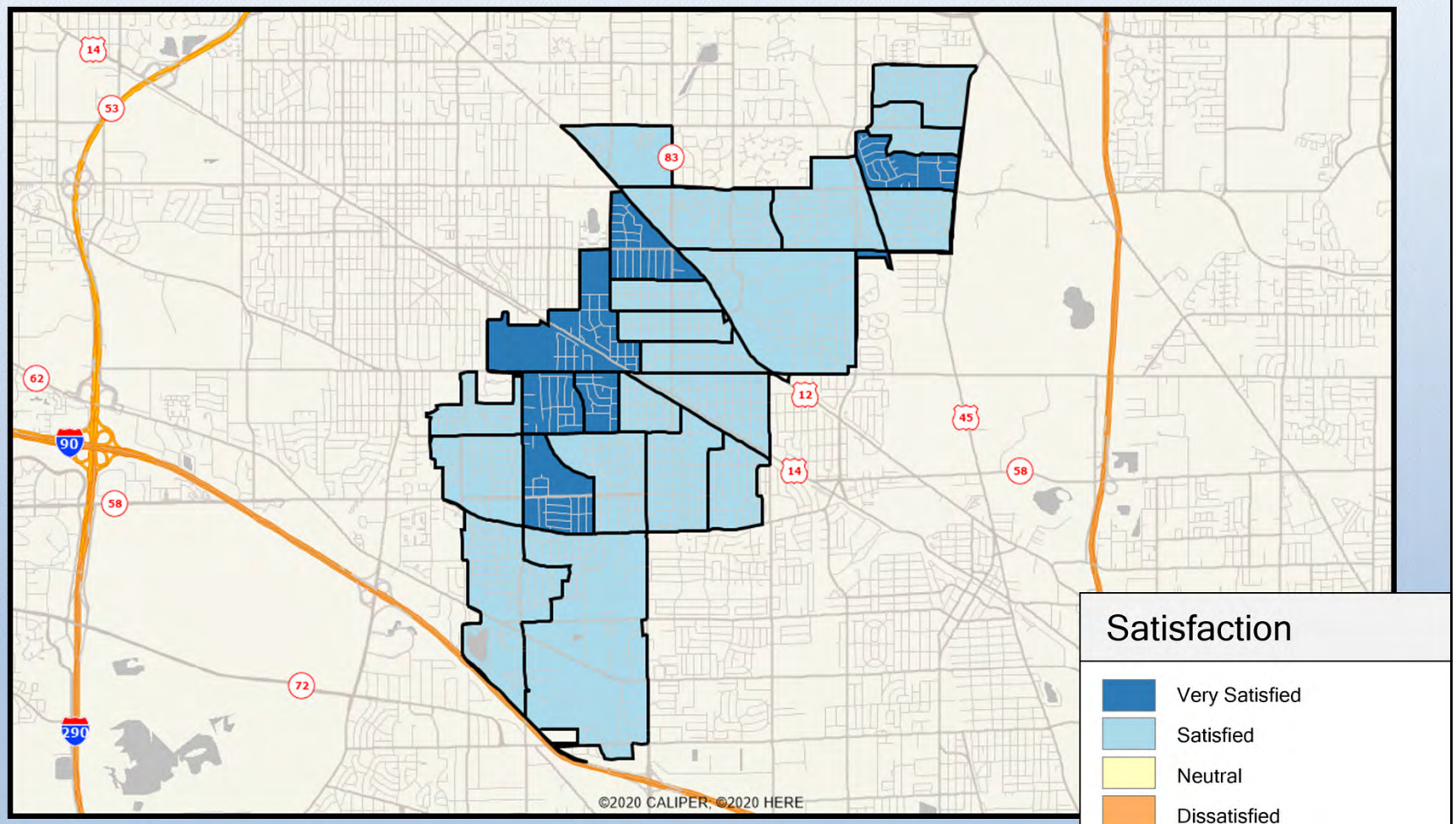
Q3-21. Feeling of welcome and acceptance toward people of diverse backgrounds within the Village



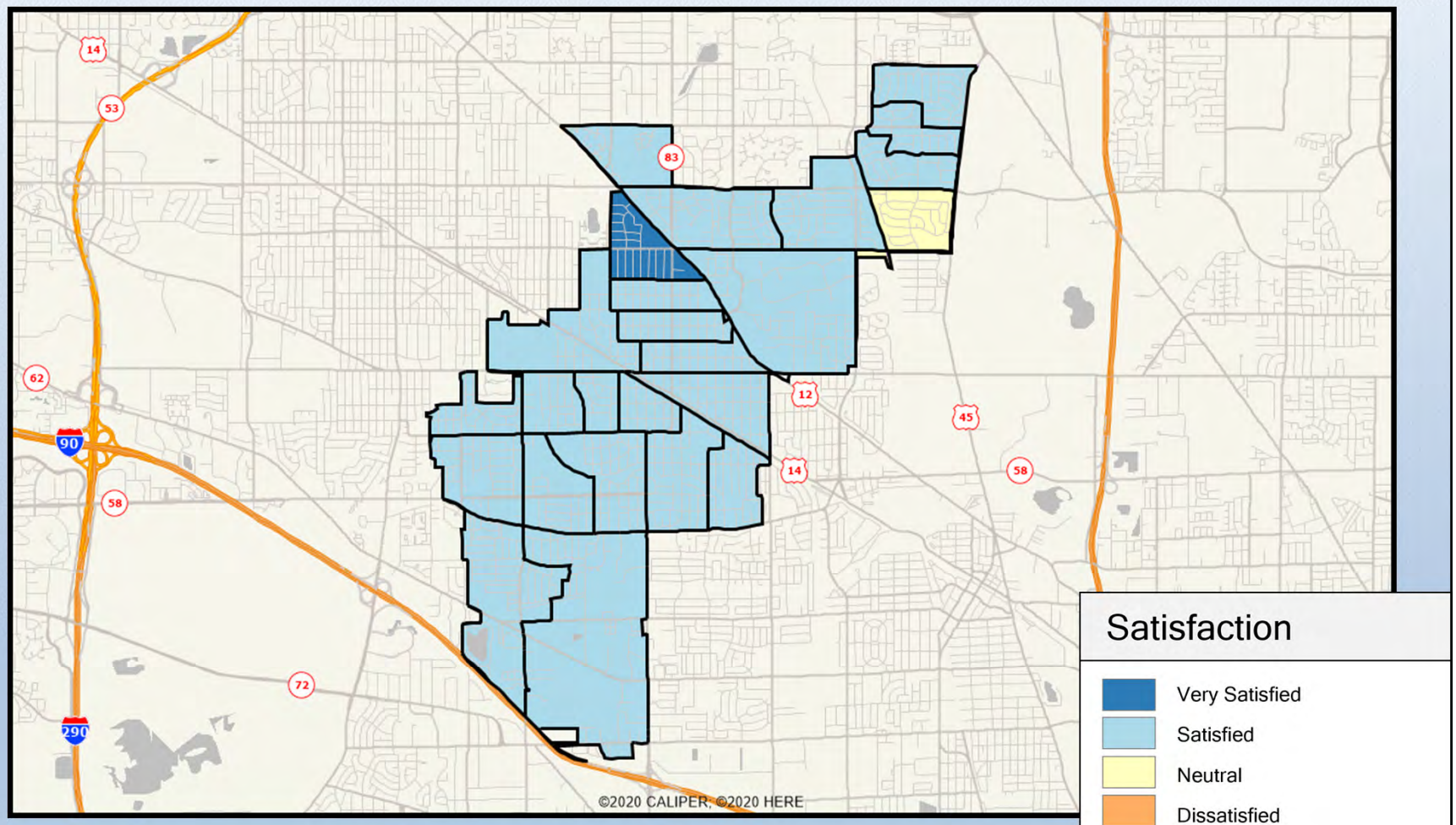
Q4-01. Condition of major Village Streets



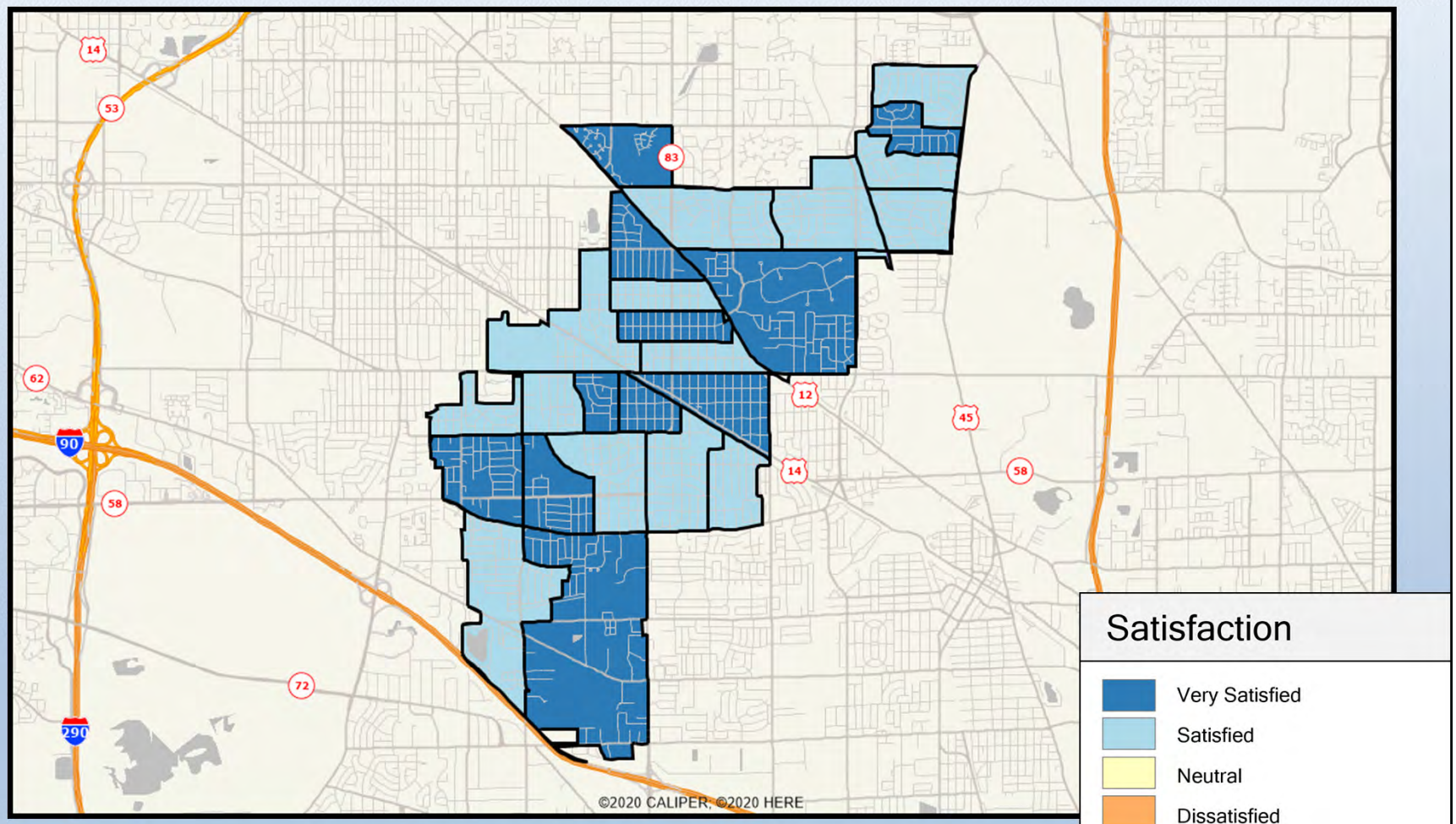
Q4-02. Conditions of streets in your neighborhood



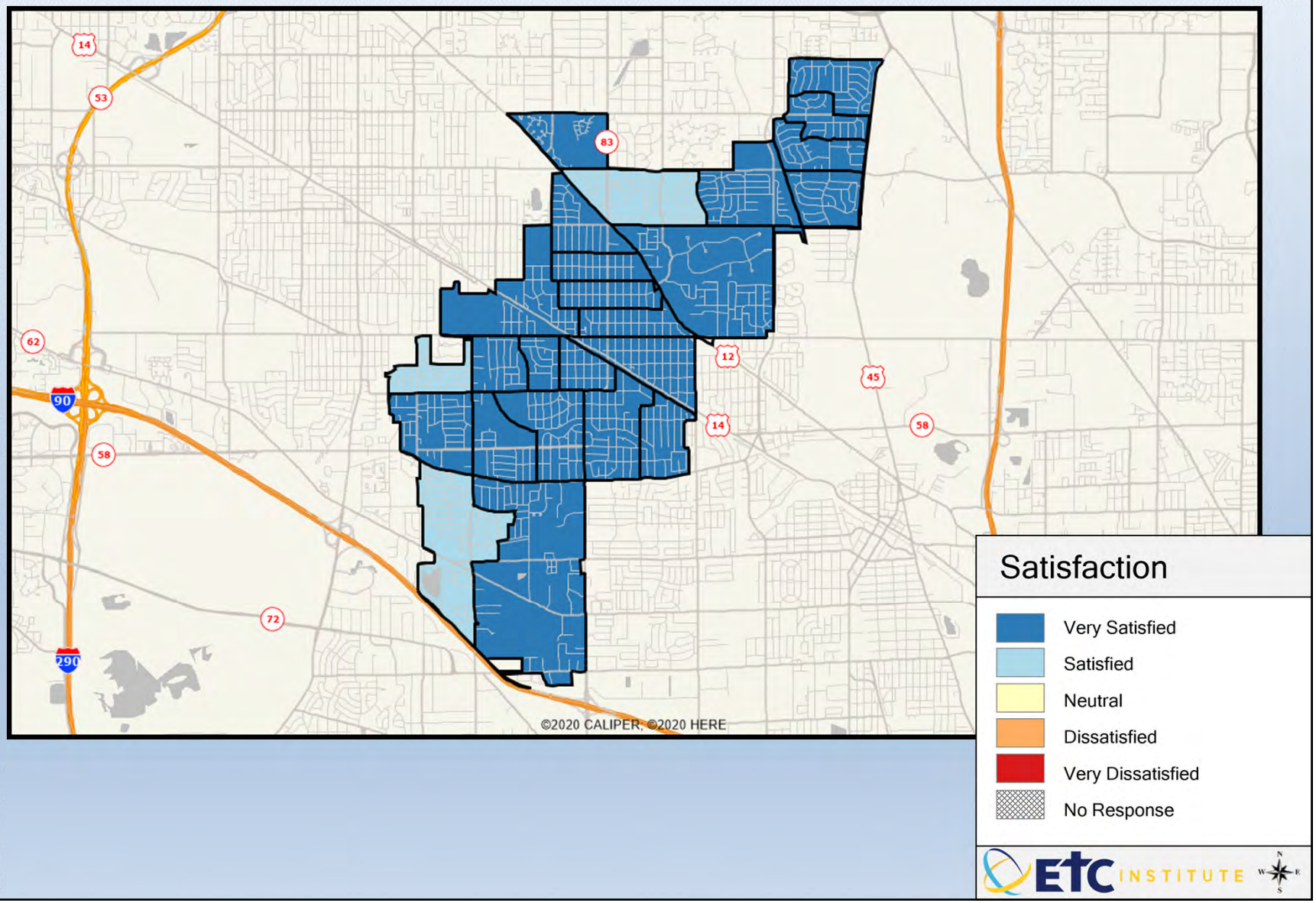
Q4-03. Condition of sidewalks in your neighborhood



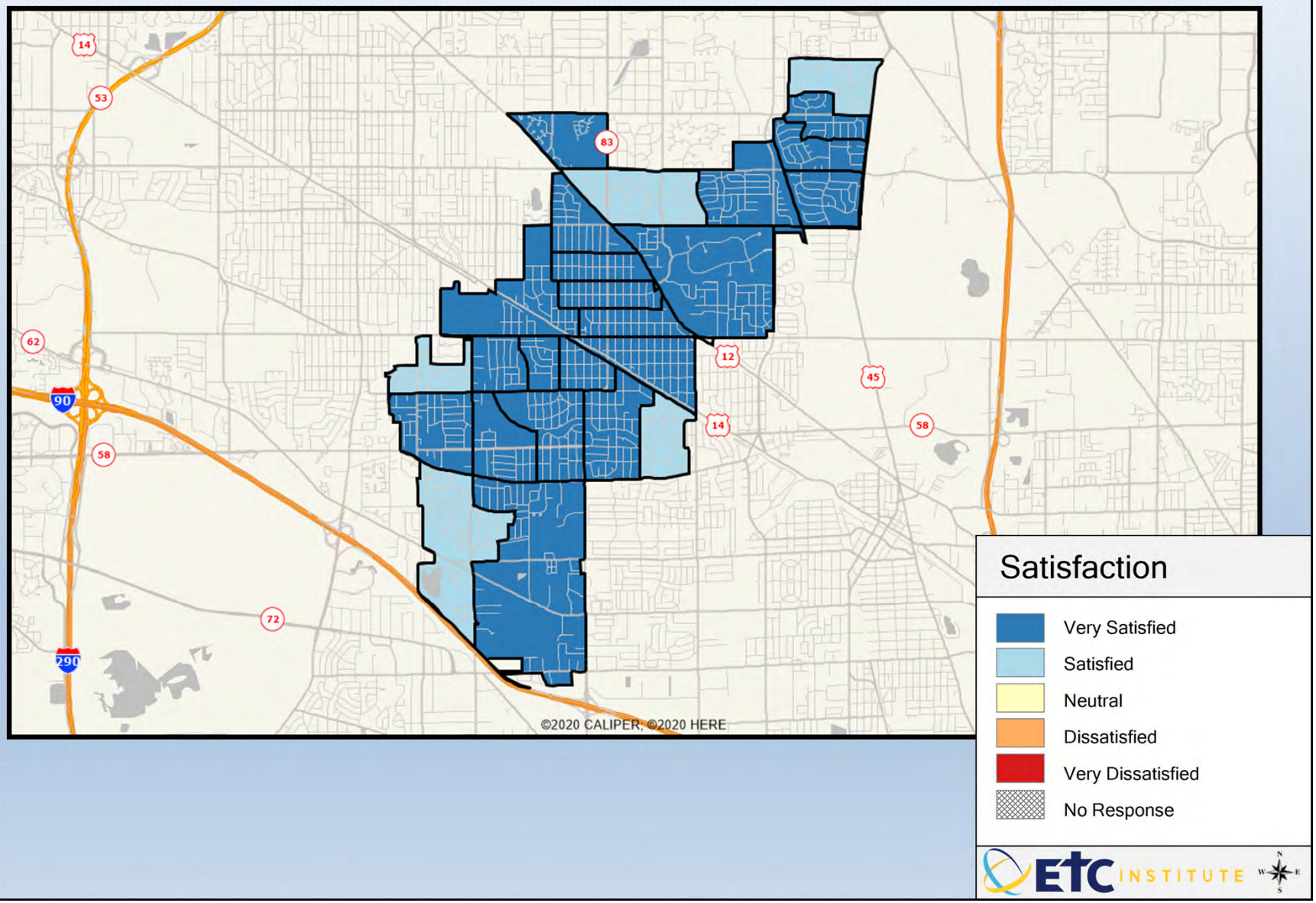
Q4-04. Maintenance of street signs and traffic signals



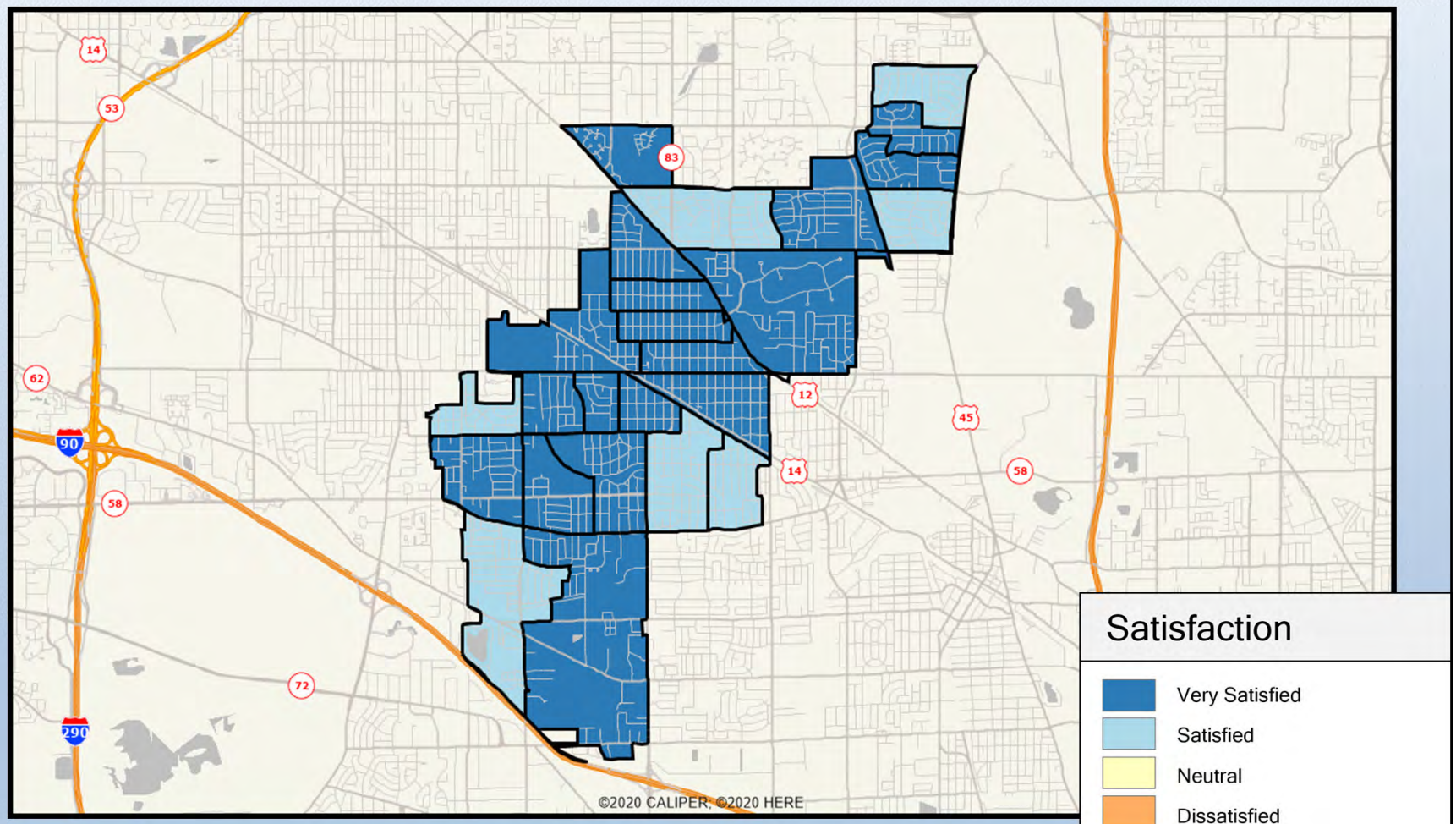
Q4-05. Snow removal on major Village streets



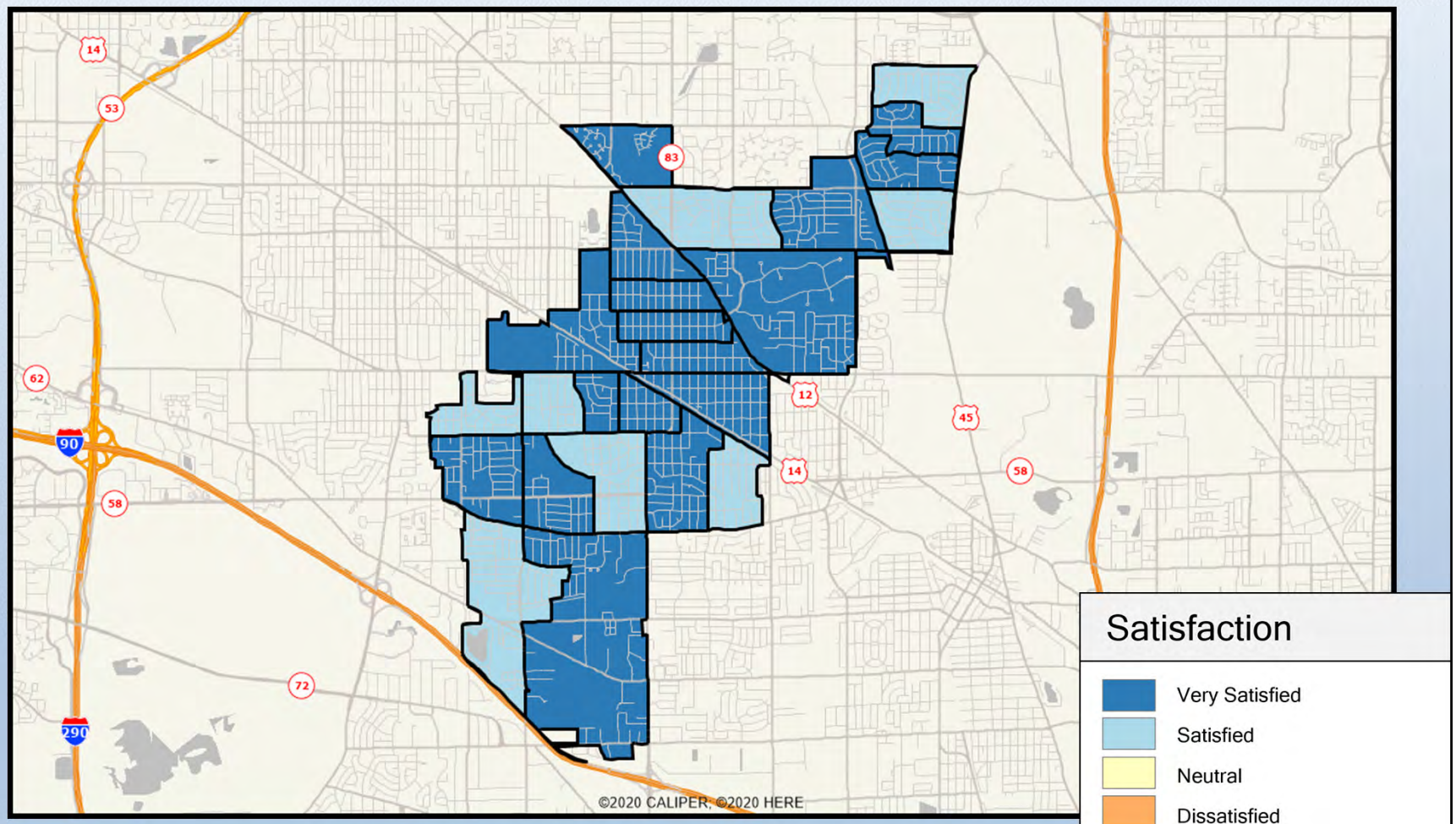
Q4-06. Snow removal on streets in your neighborhood



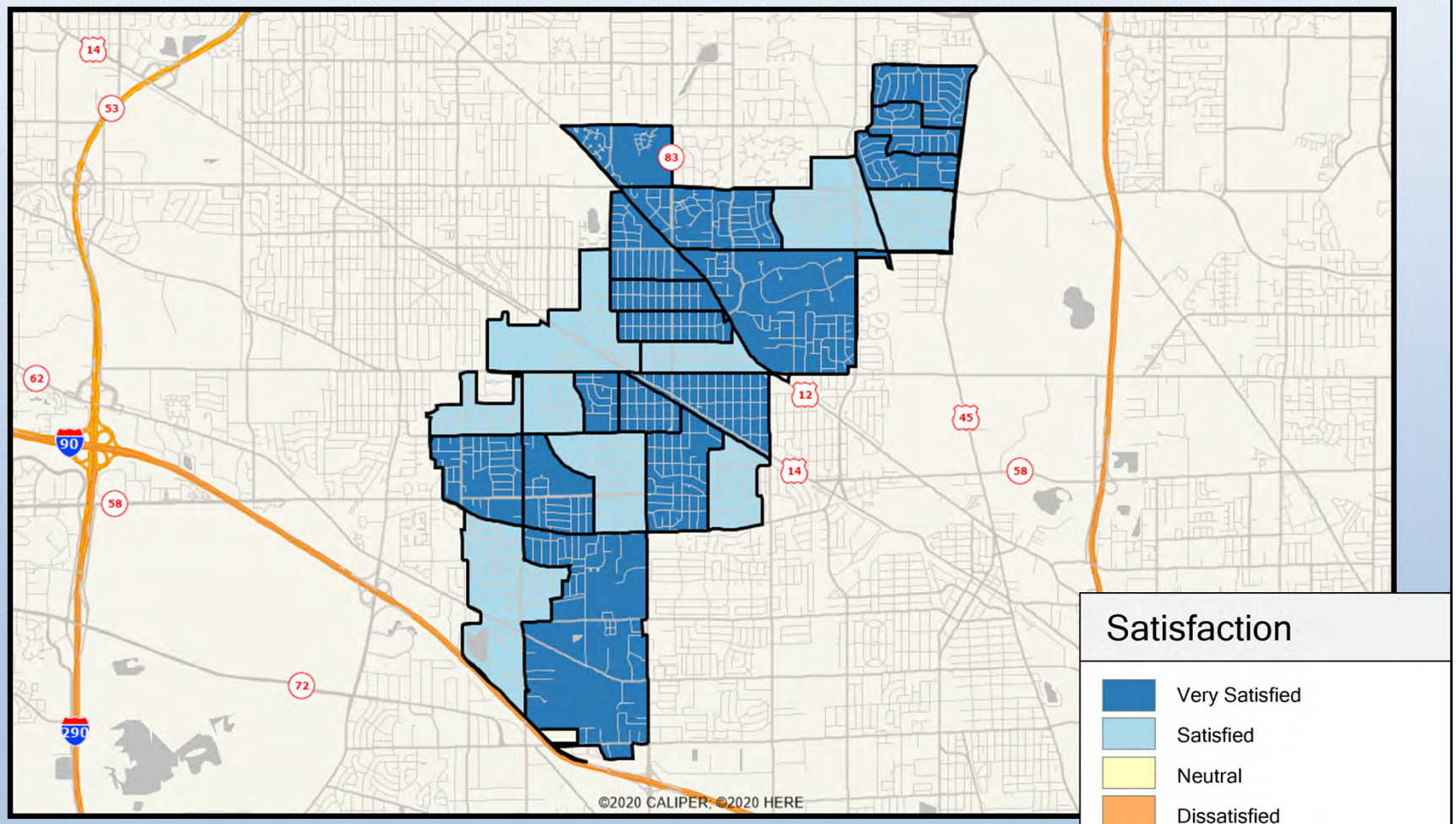
Q4-07. Maintenance of the Village's Downtown



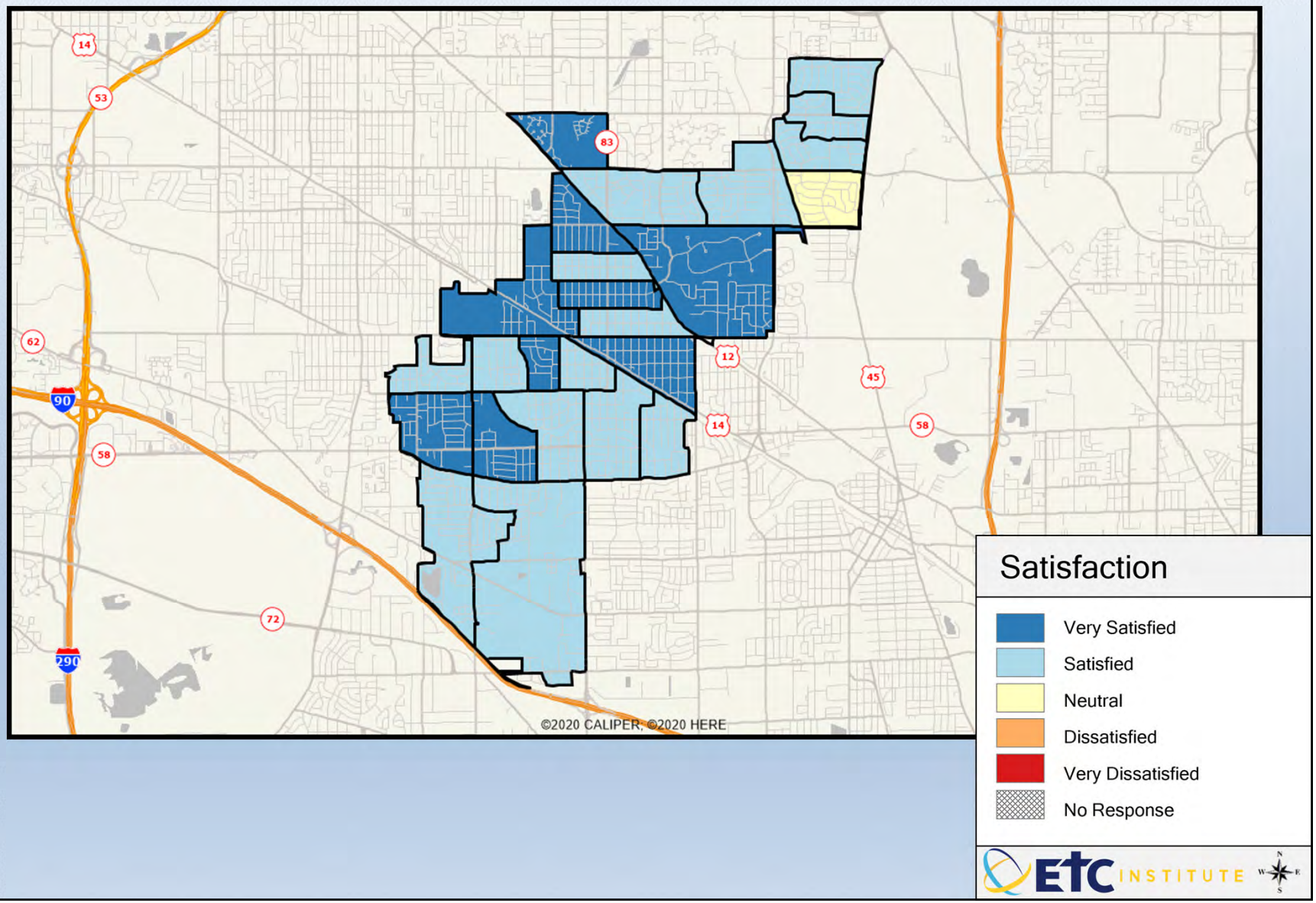
Q4-08. Mowing and tree trimming along streets and public areas



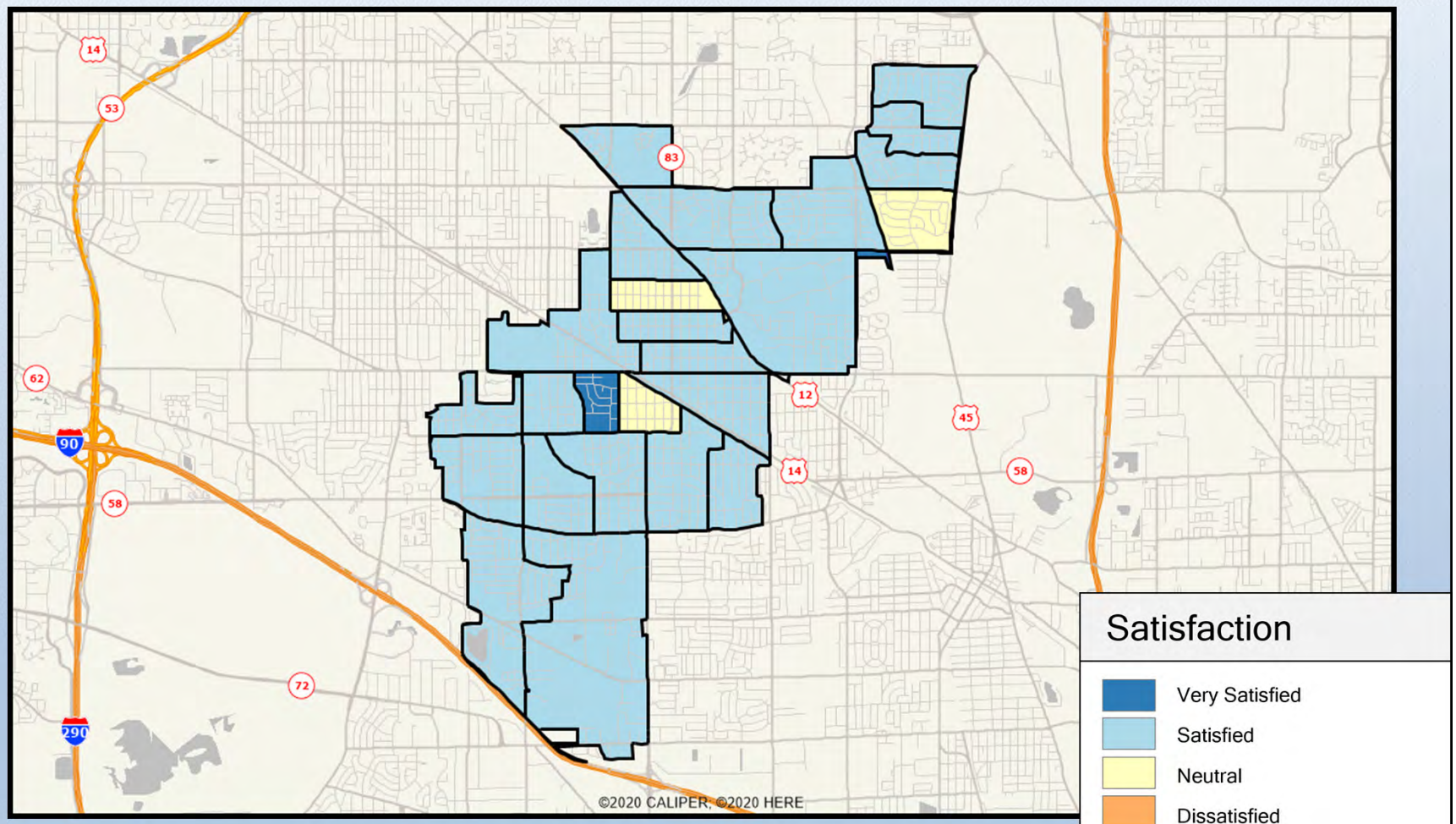
Q4-09. Maintenance of Village owned buildings



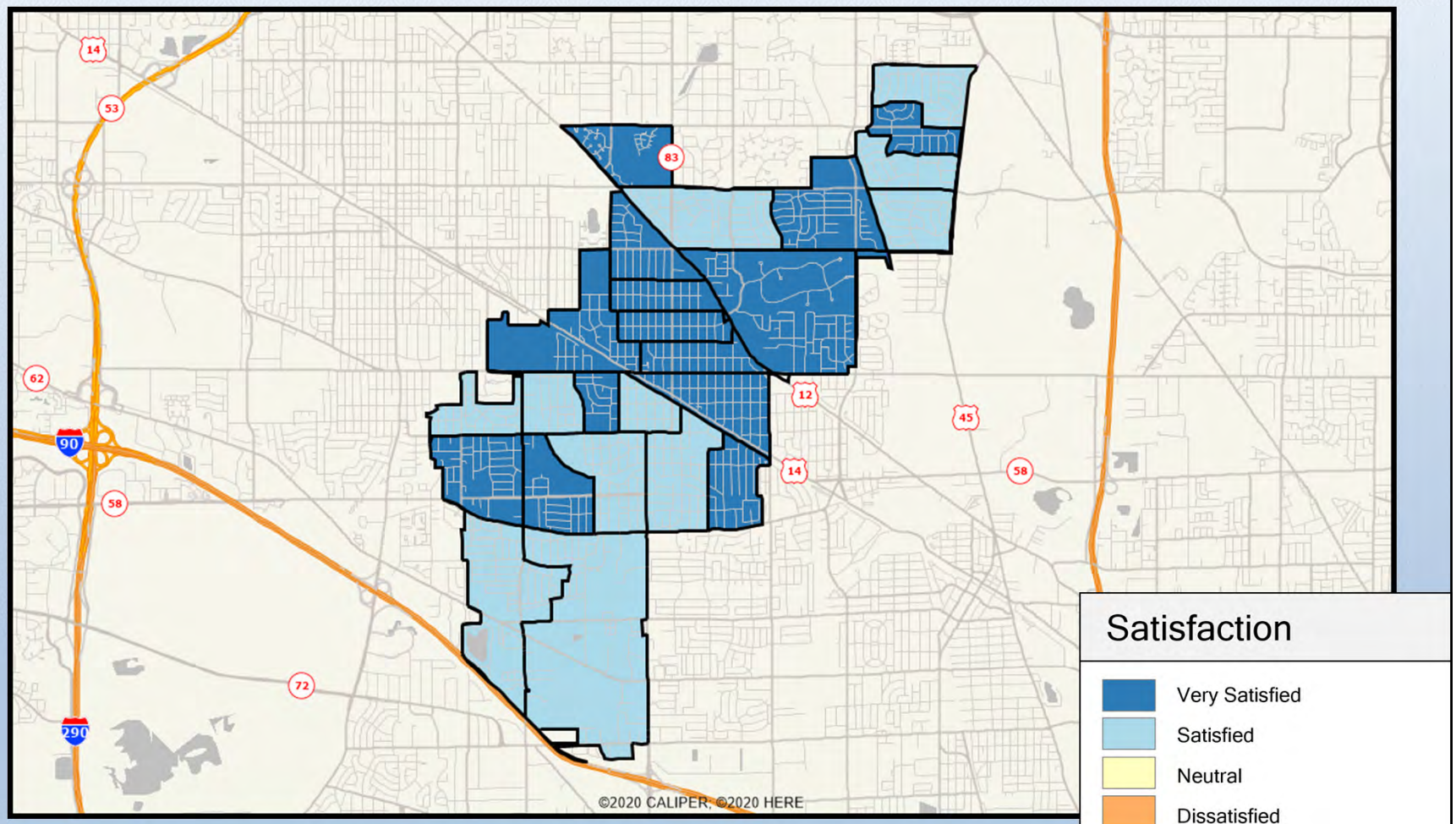
Q4-10. Adequacy of street lighting on major streets



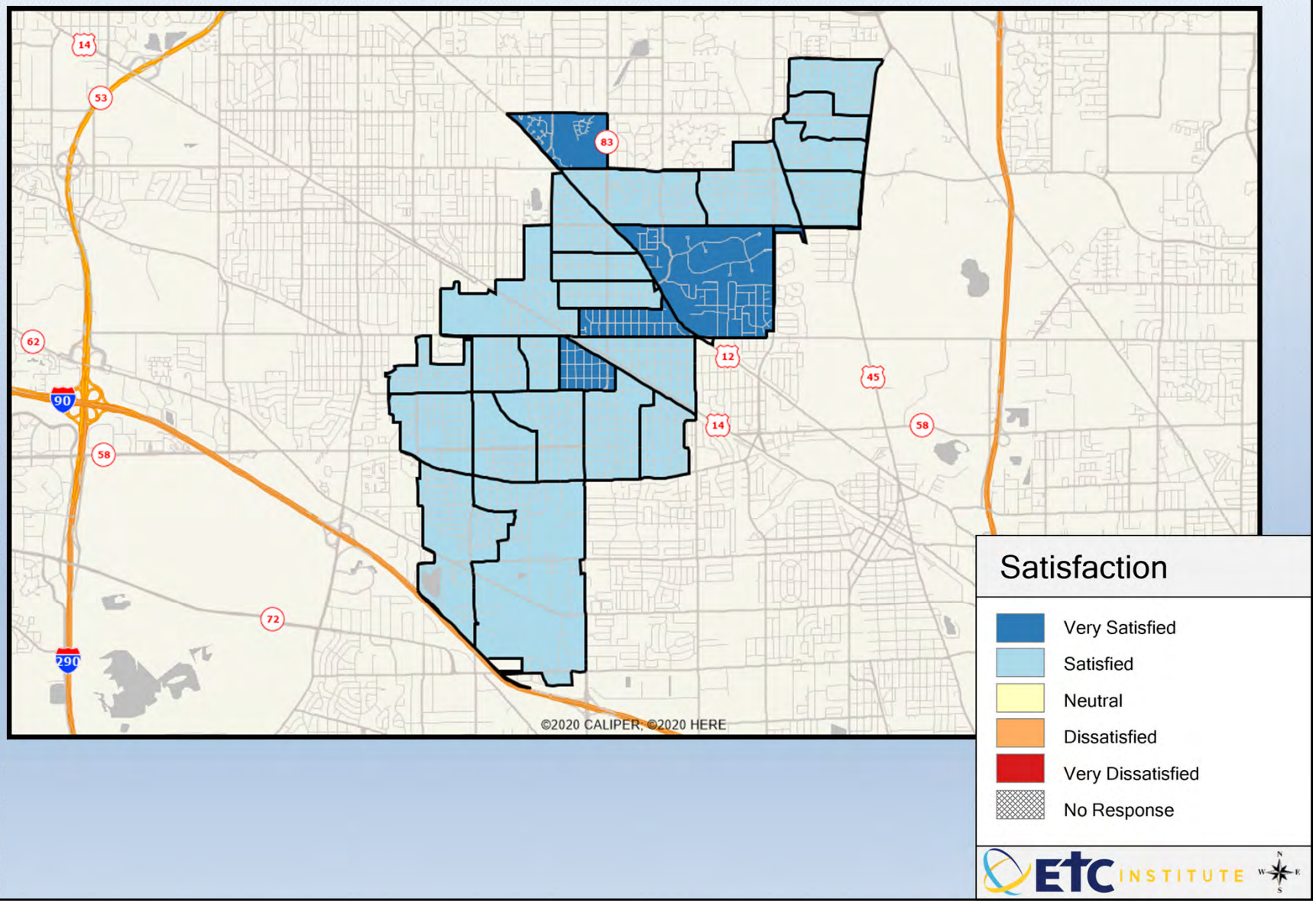
Q4-11. Adequacy of street lighting on neighborhood streets



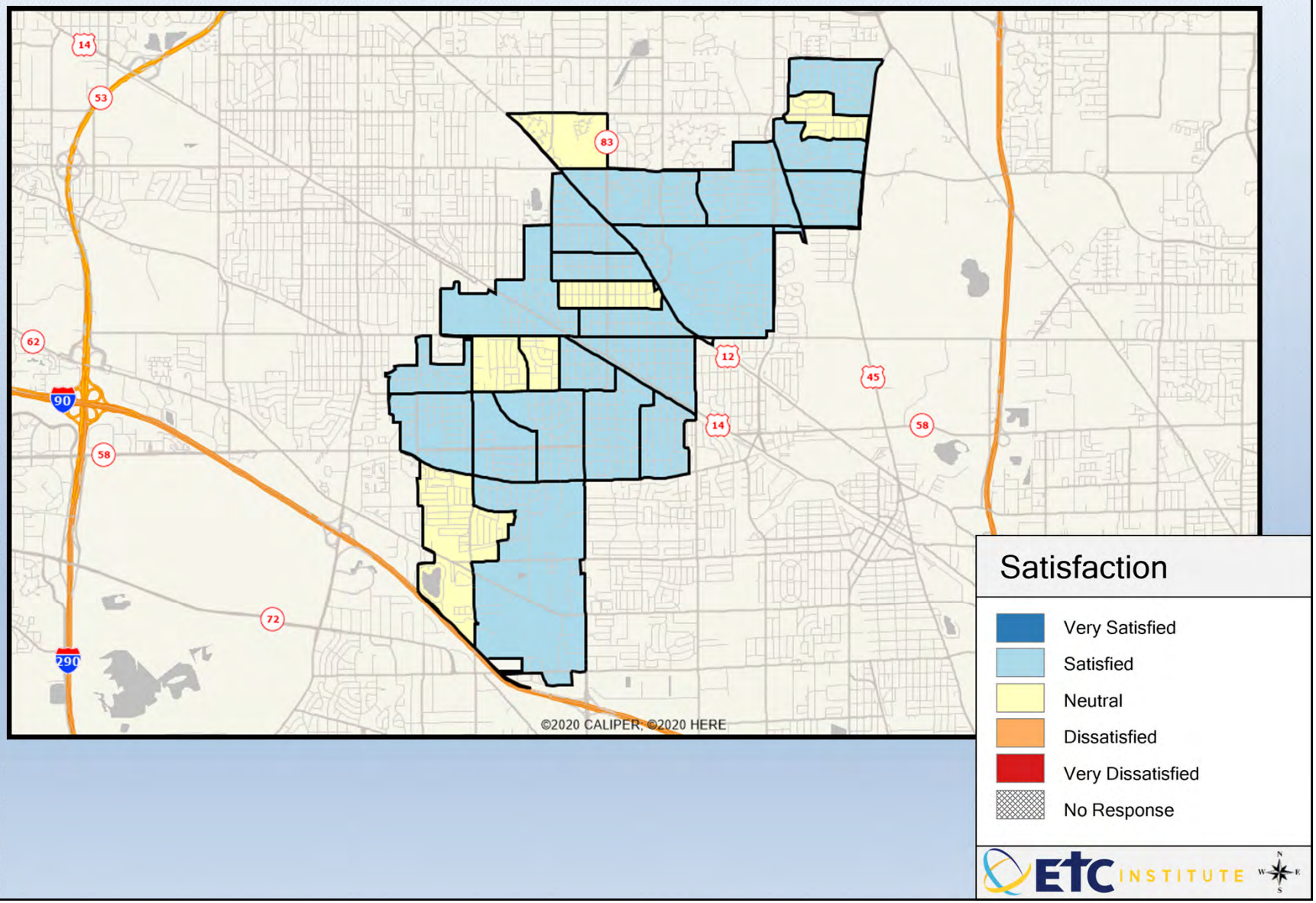
Q4-12. Overall cleanliness of streets and other public areas



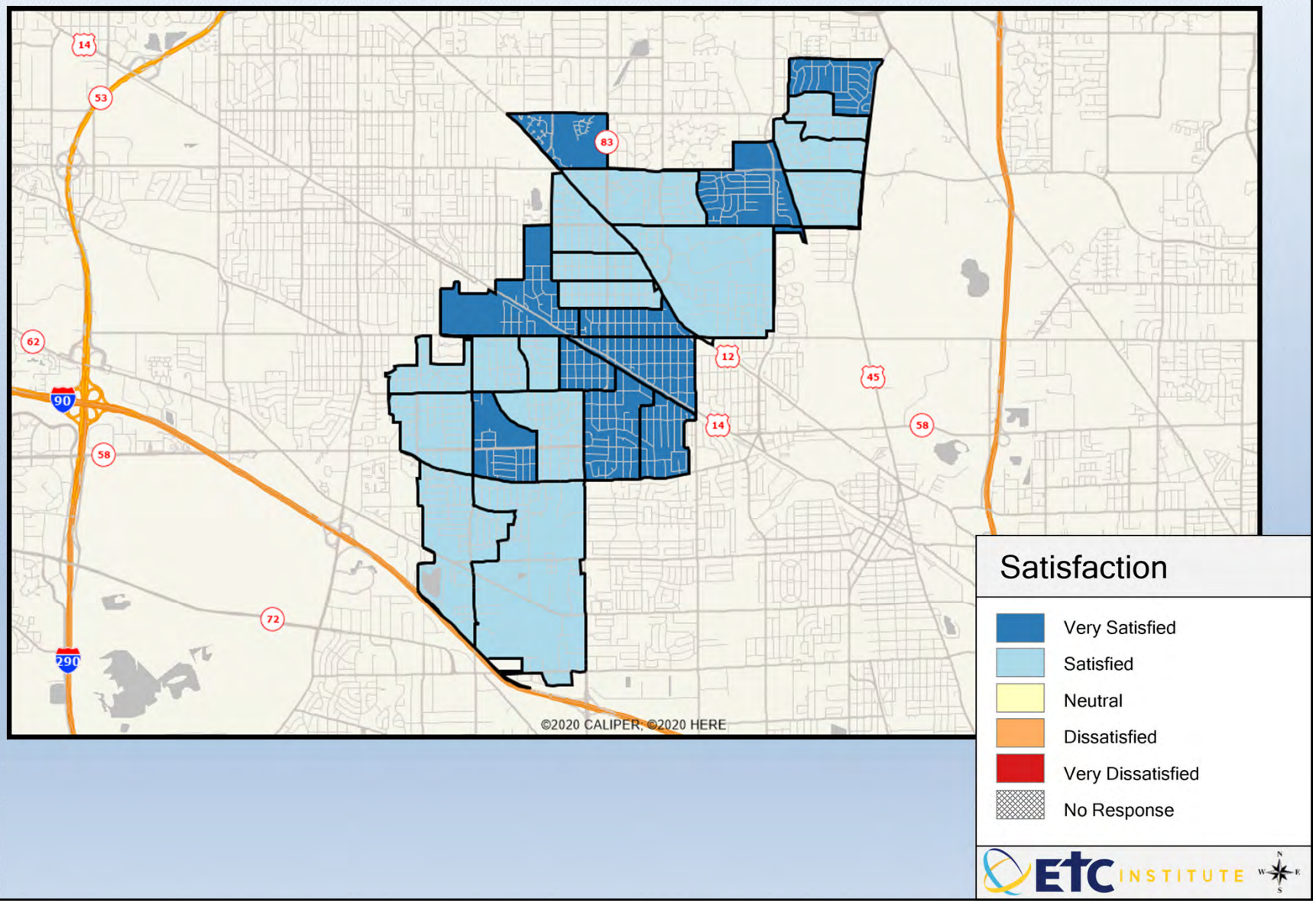
Q4-13. Quality of electrical service



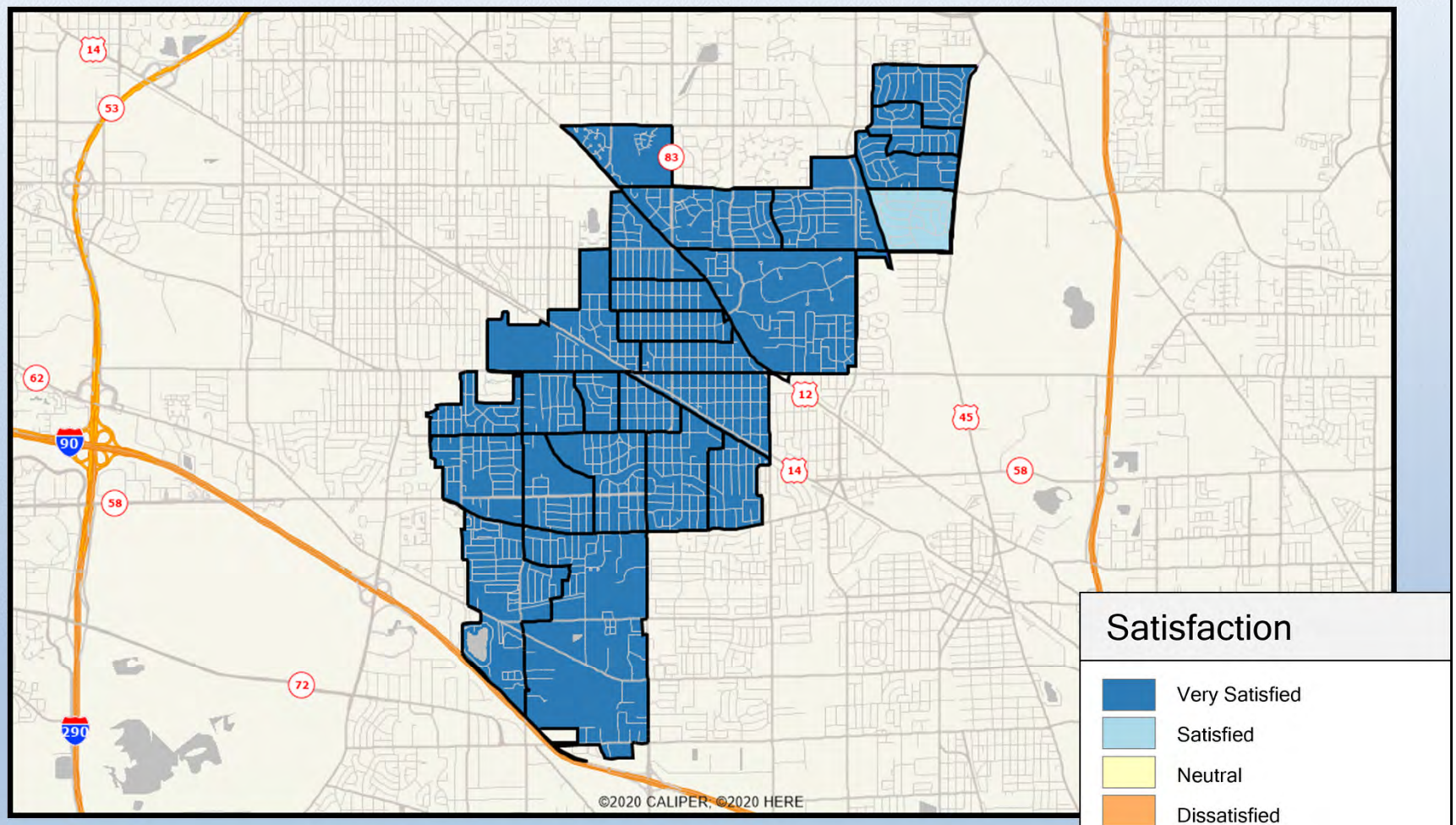
Q4-14. Quality of cable and Internet service



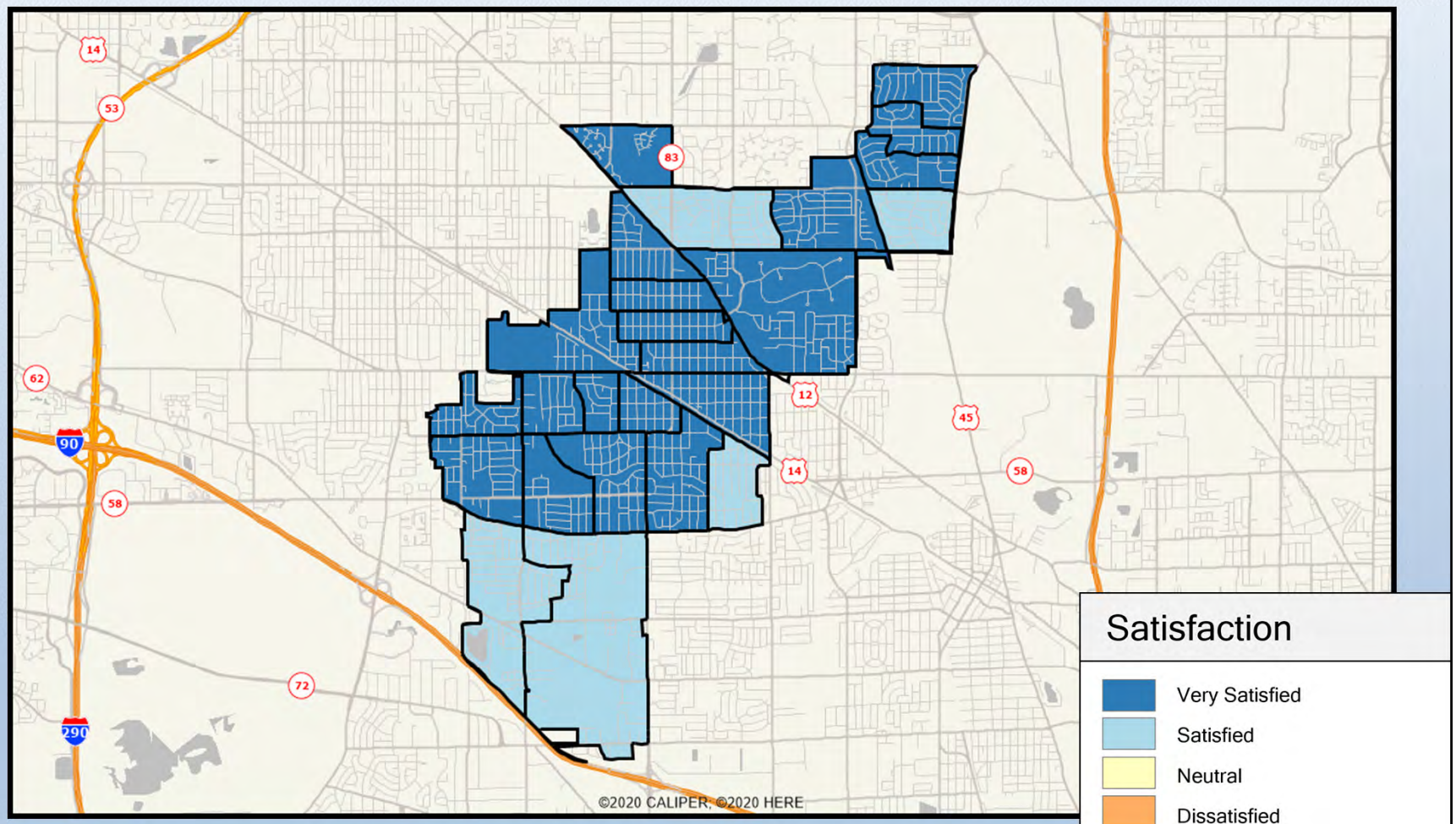
Q4-15. Quality of natural gas service



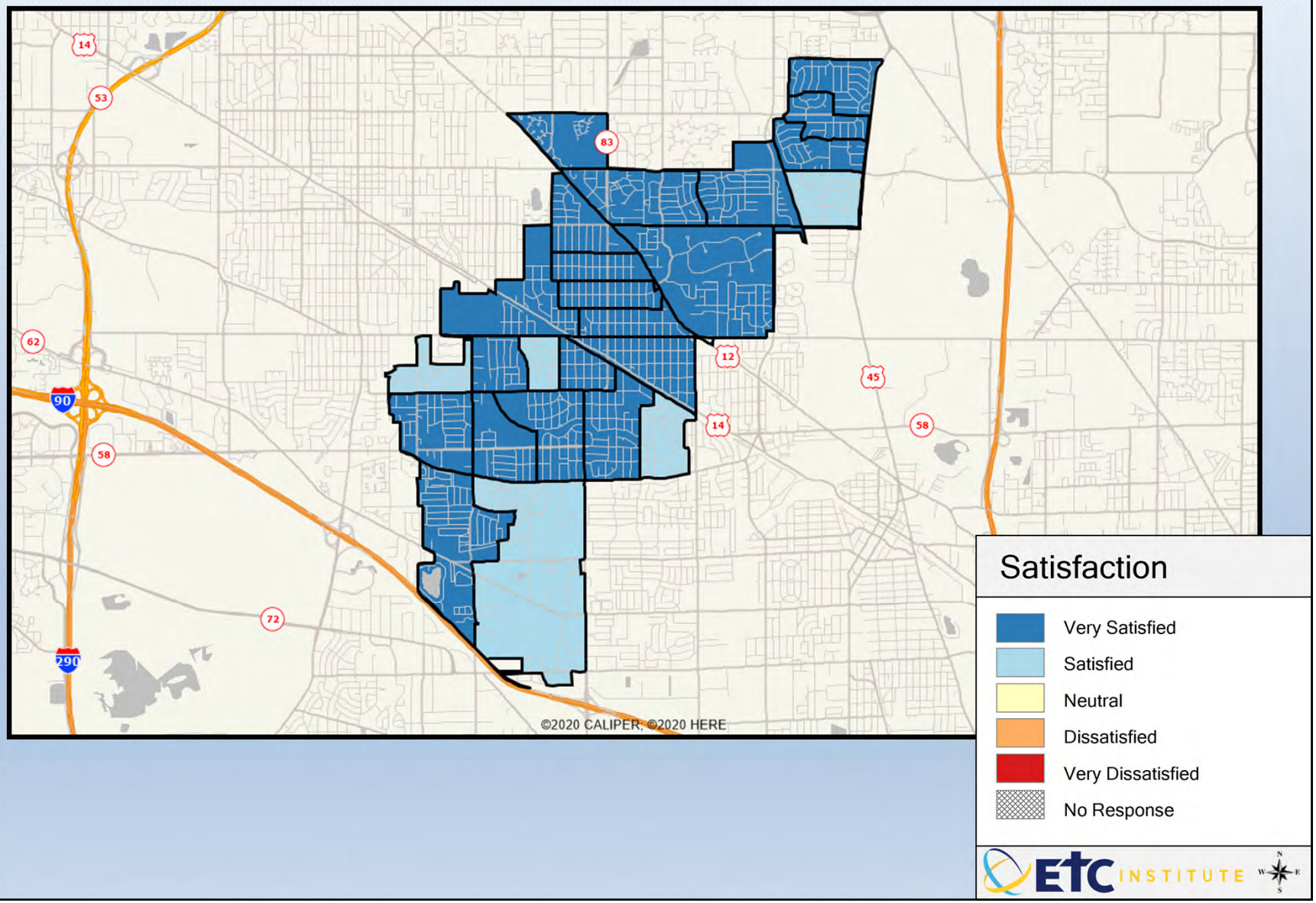
Q6-1. Quality of residential garbage collection service



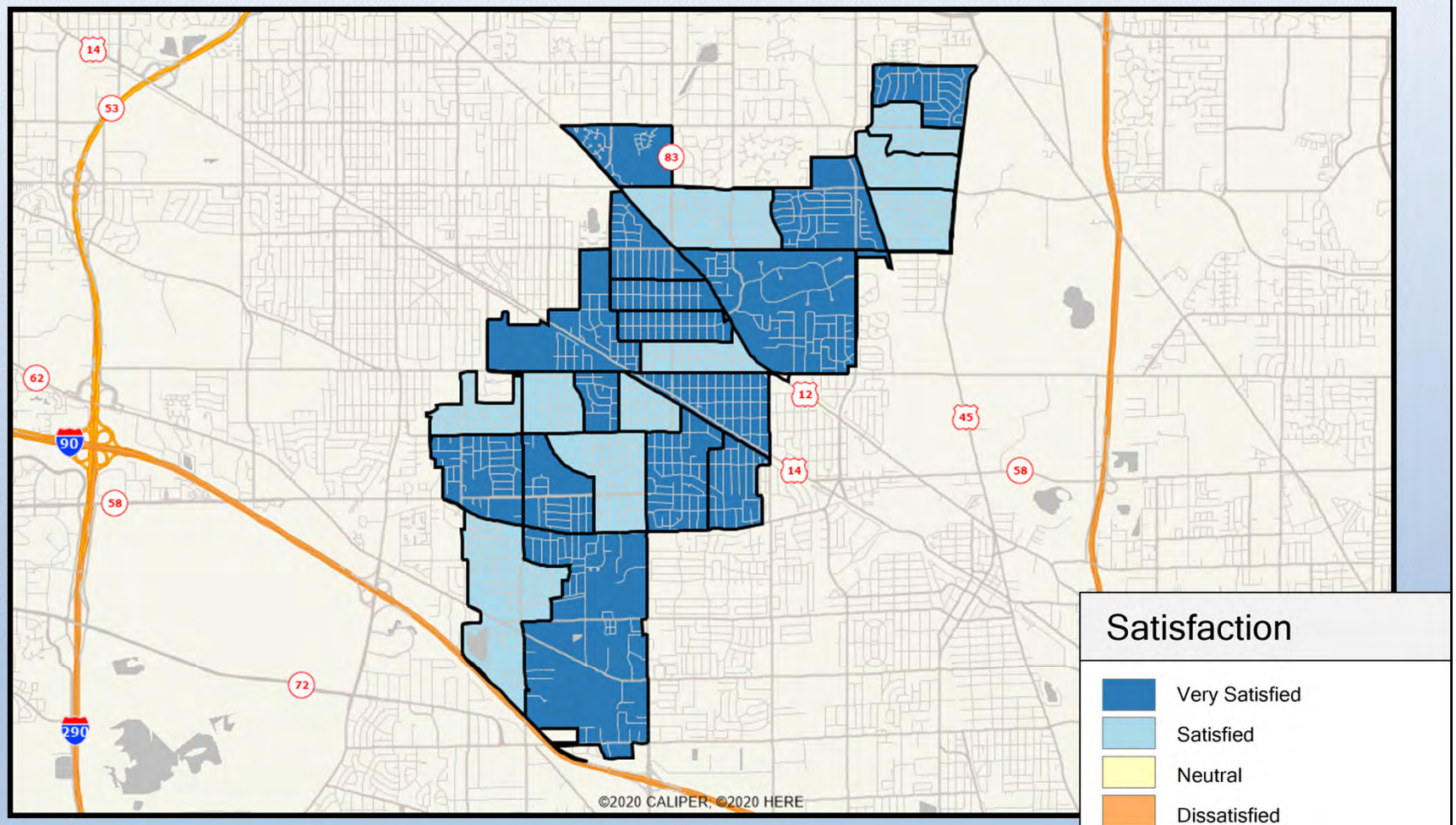
Q6-2. Quality of residential curbside recycling service



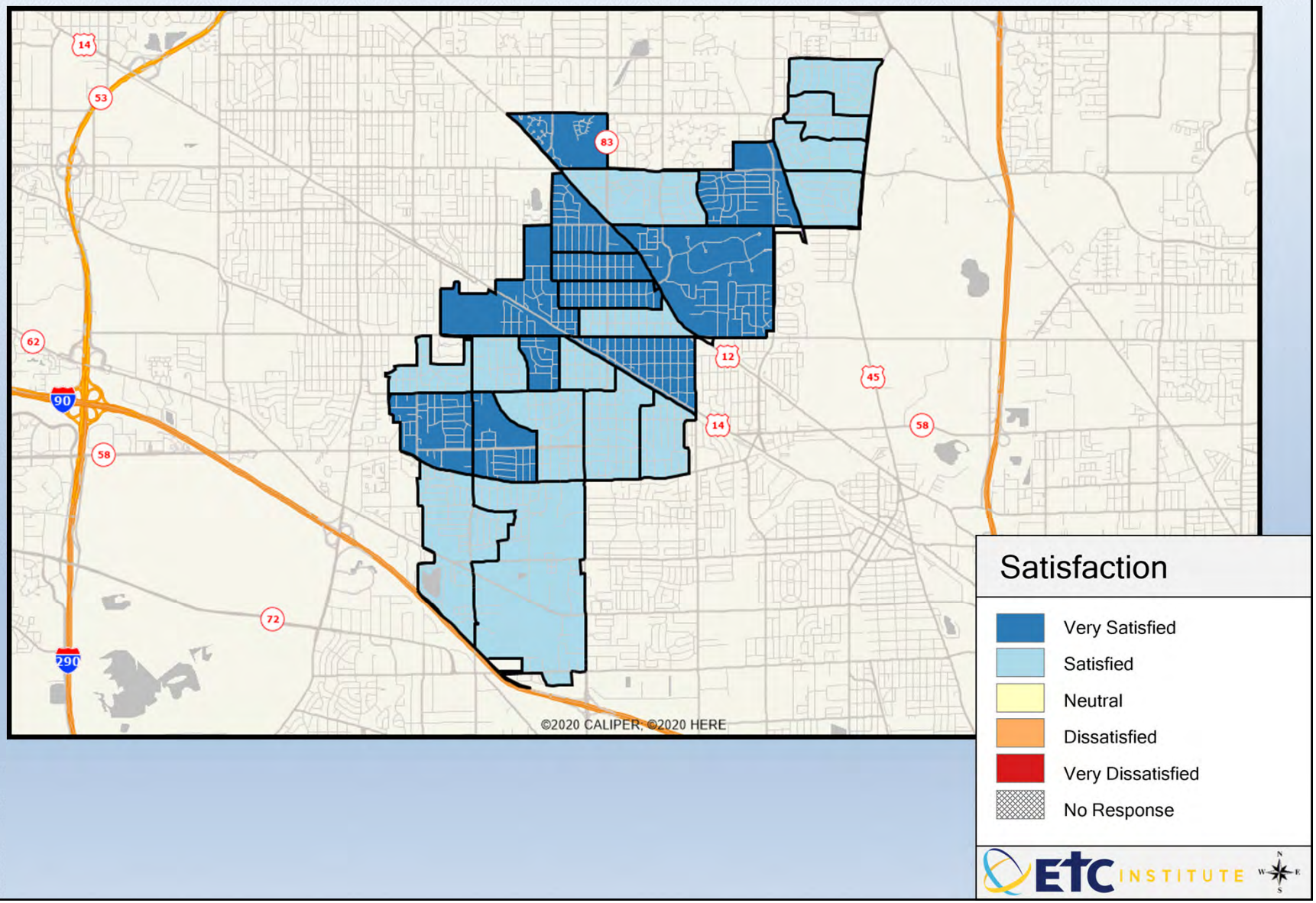
Q6-3. Quality of organics, yard waste and brush collection service



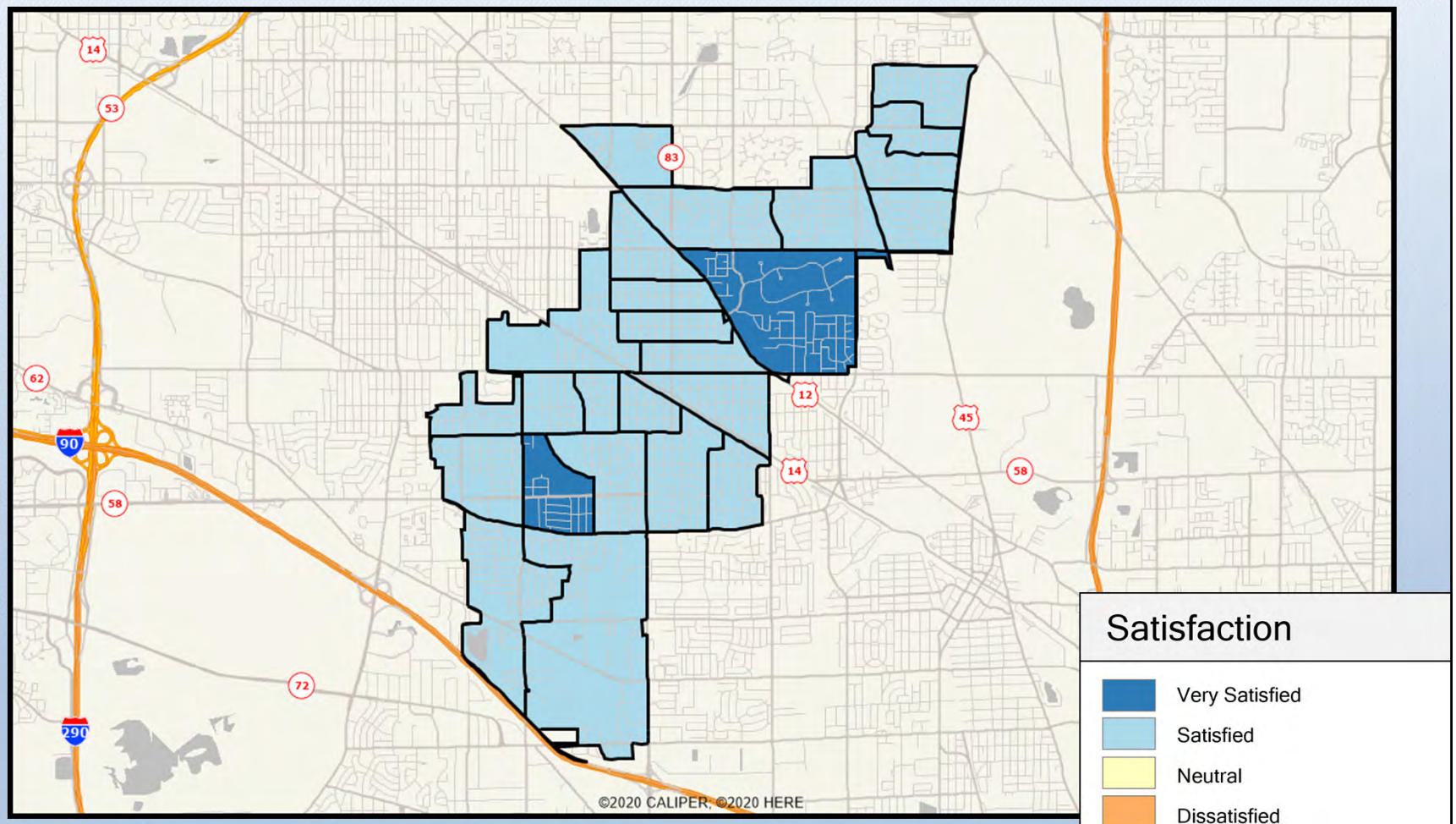
Q6-4. Quality of drinking water



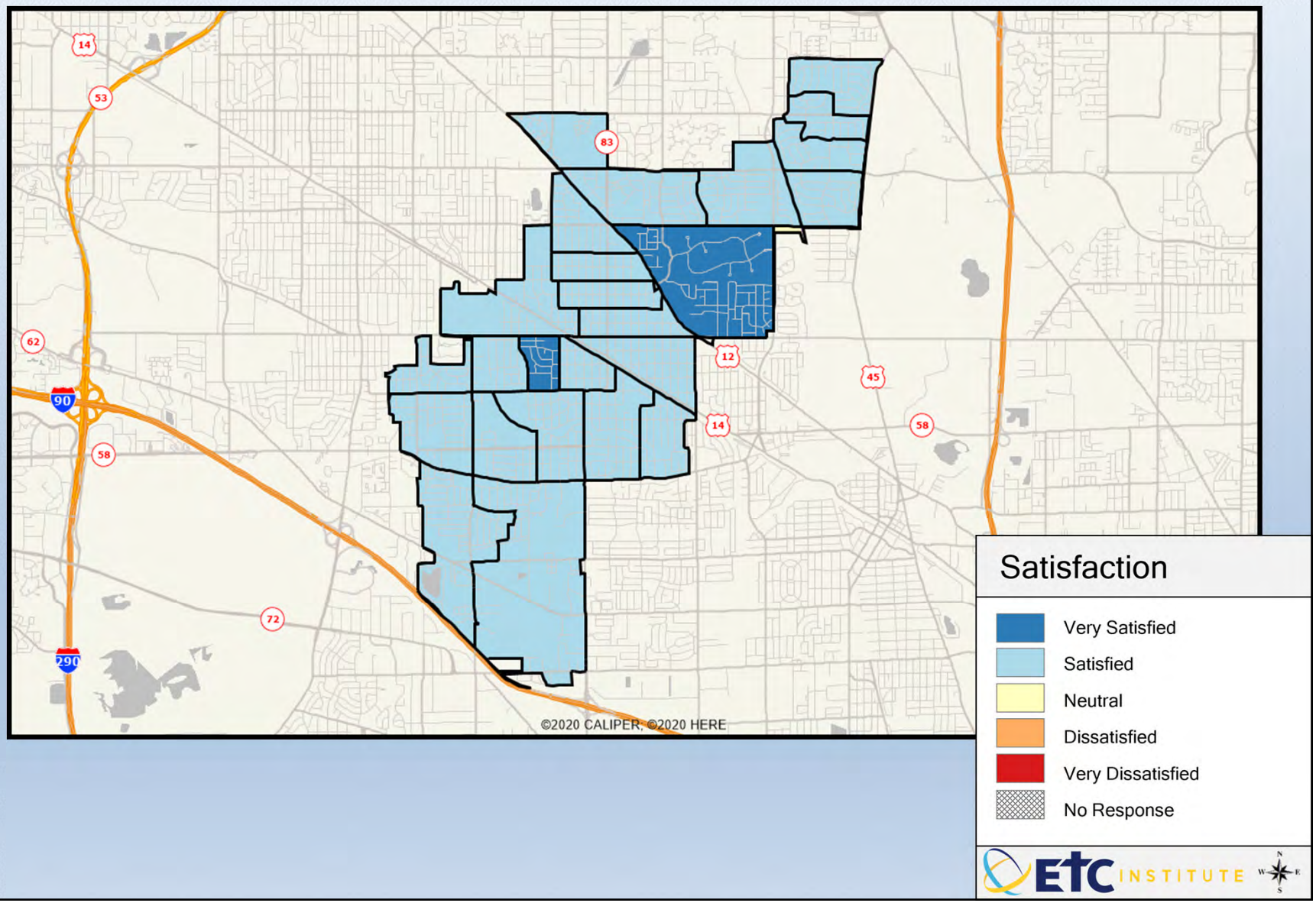
Q6-5. Quality of wastewater services



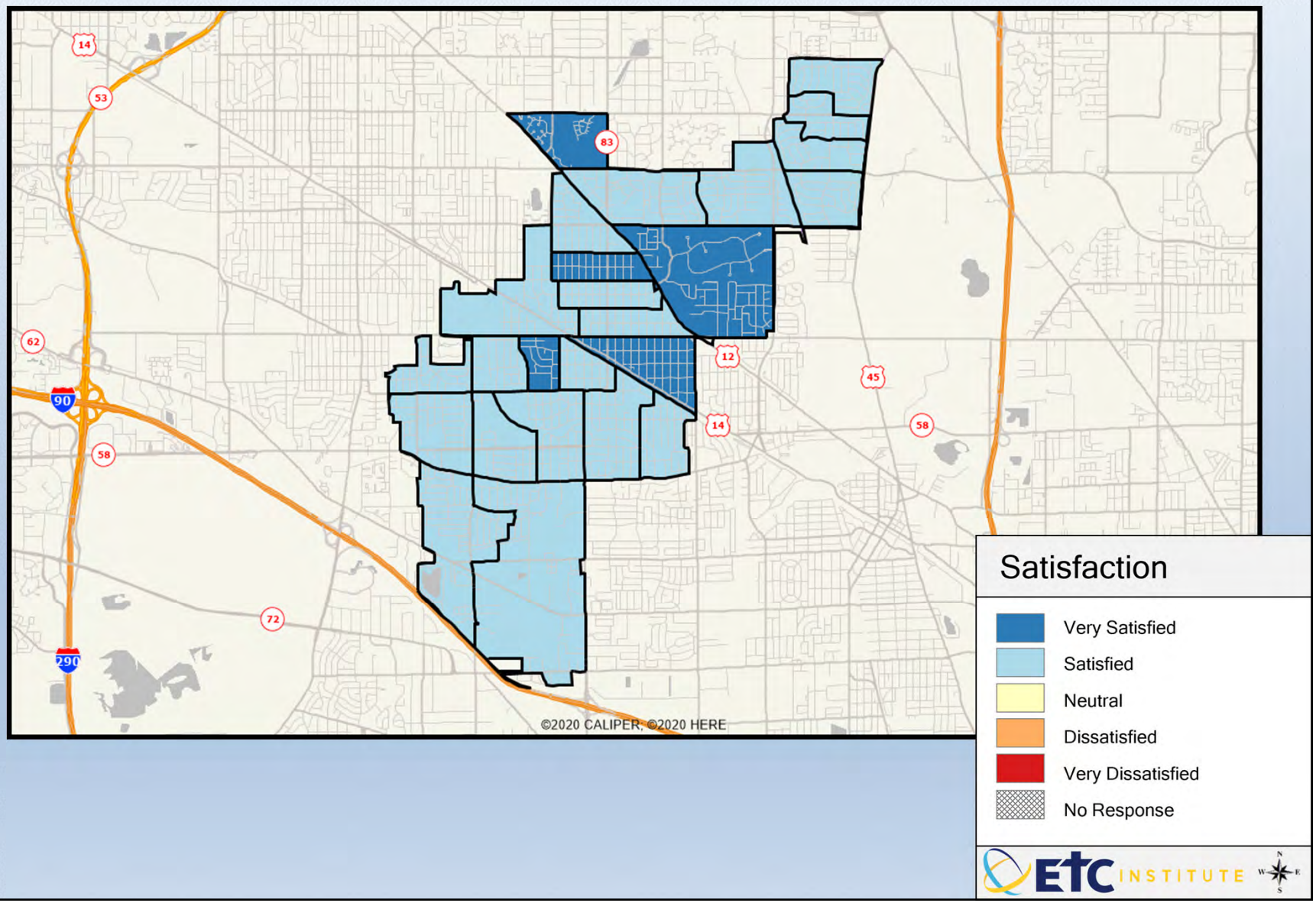
Q6-6. Quality of stormwater management and drainage infrastructure



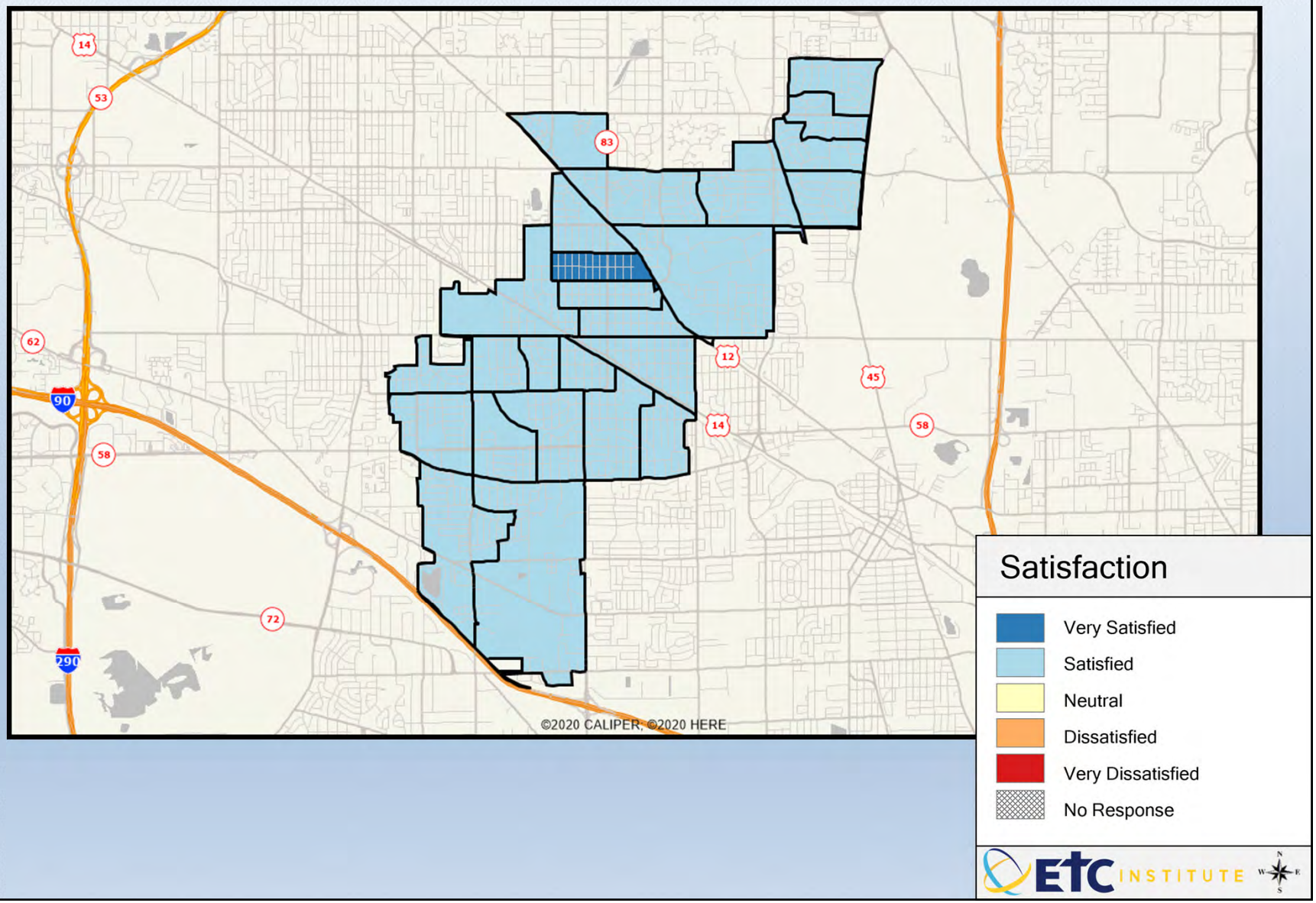
Q7-1. Property maintenance standards for private property



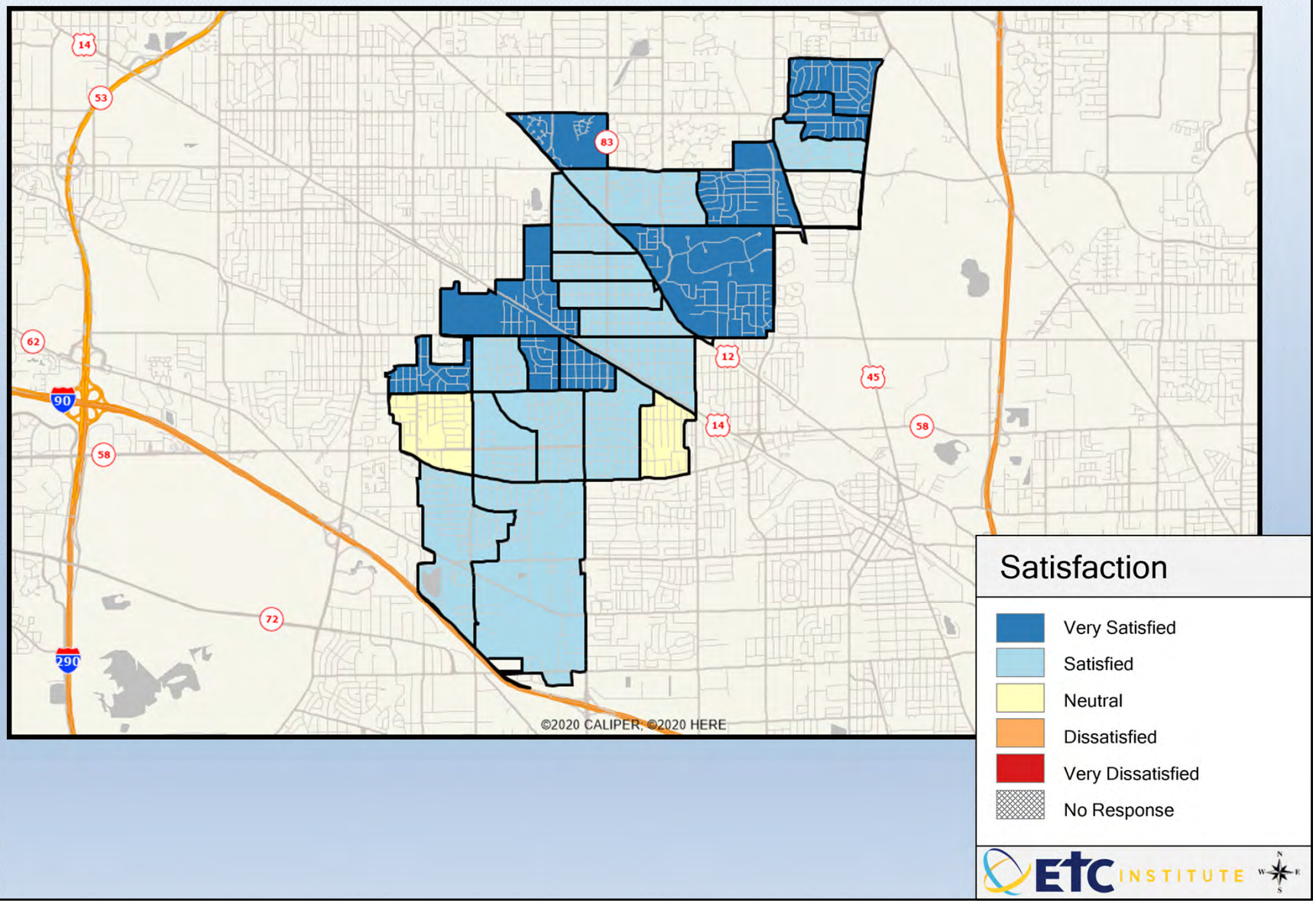
Q7-2. Sign regulation standards



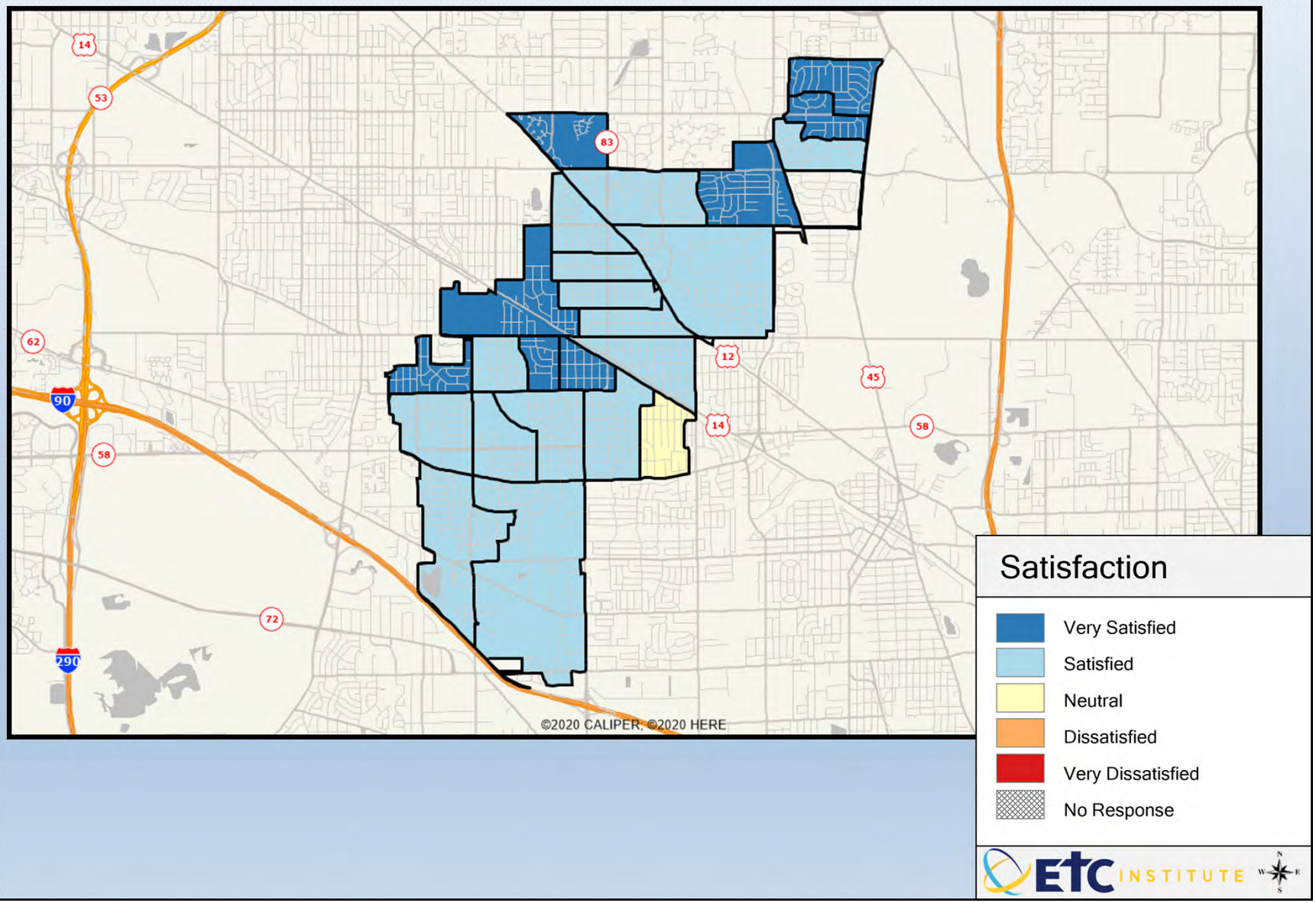
Q7-3. Appearance of commercial corridors



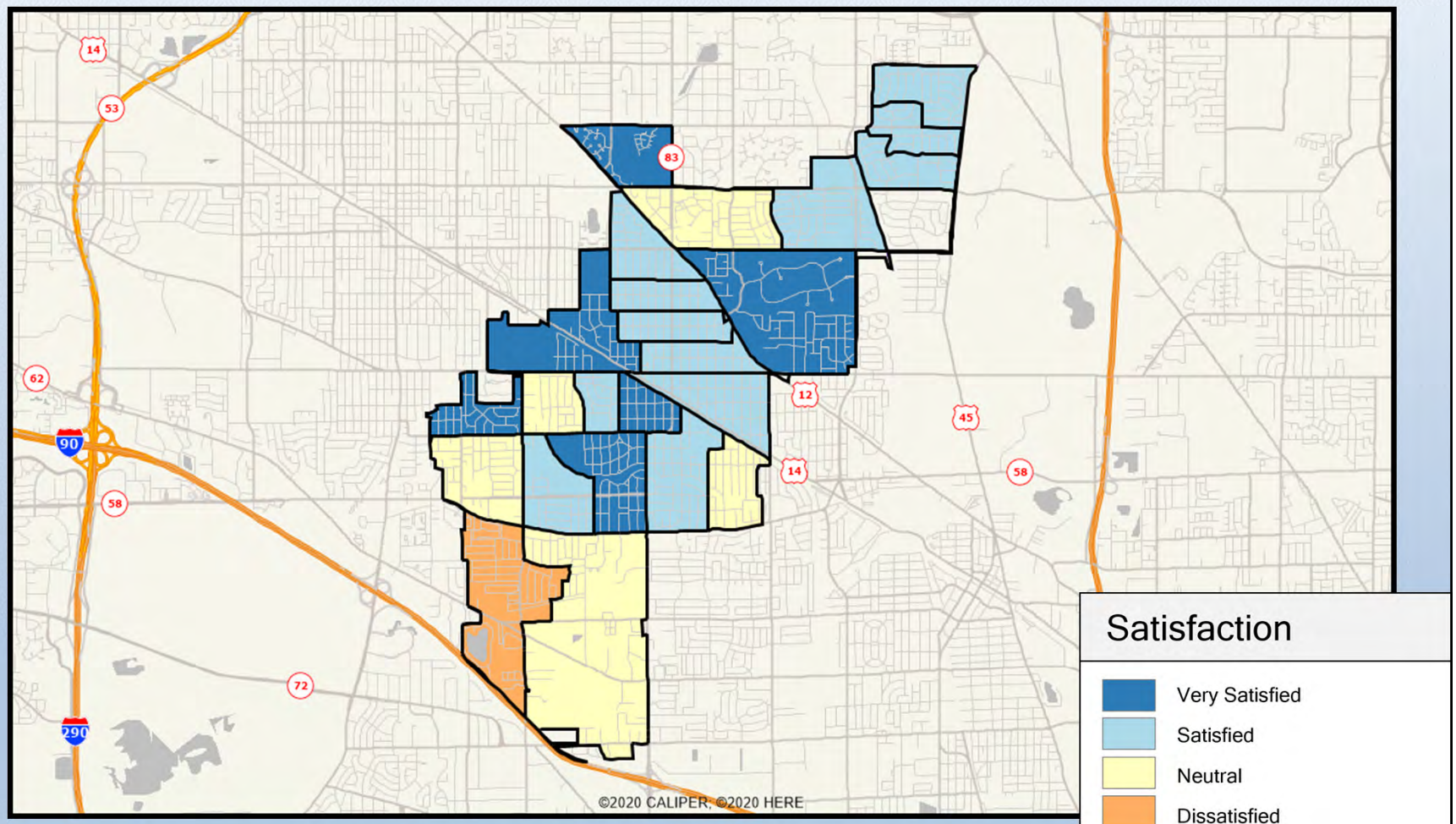
Q7-4. Building permit process



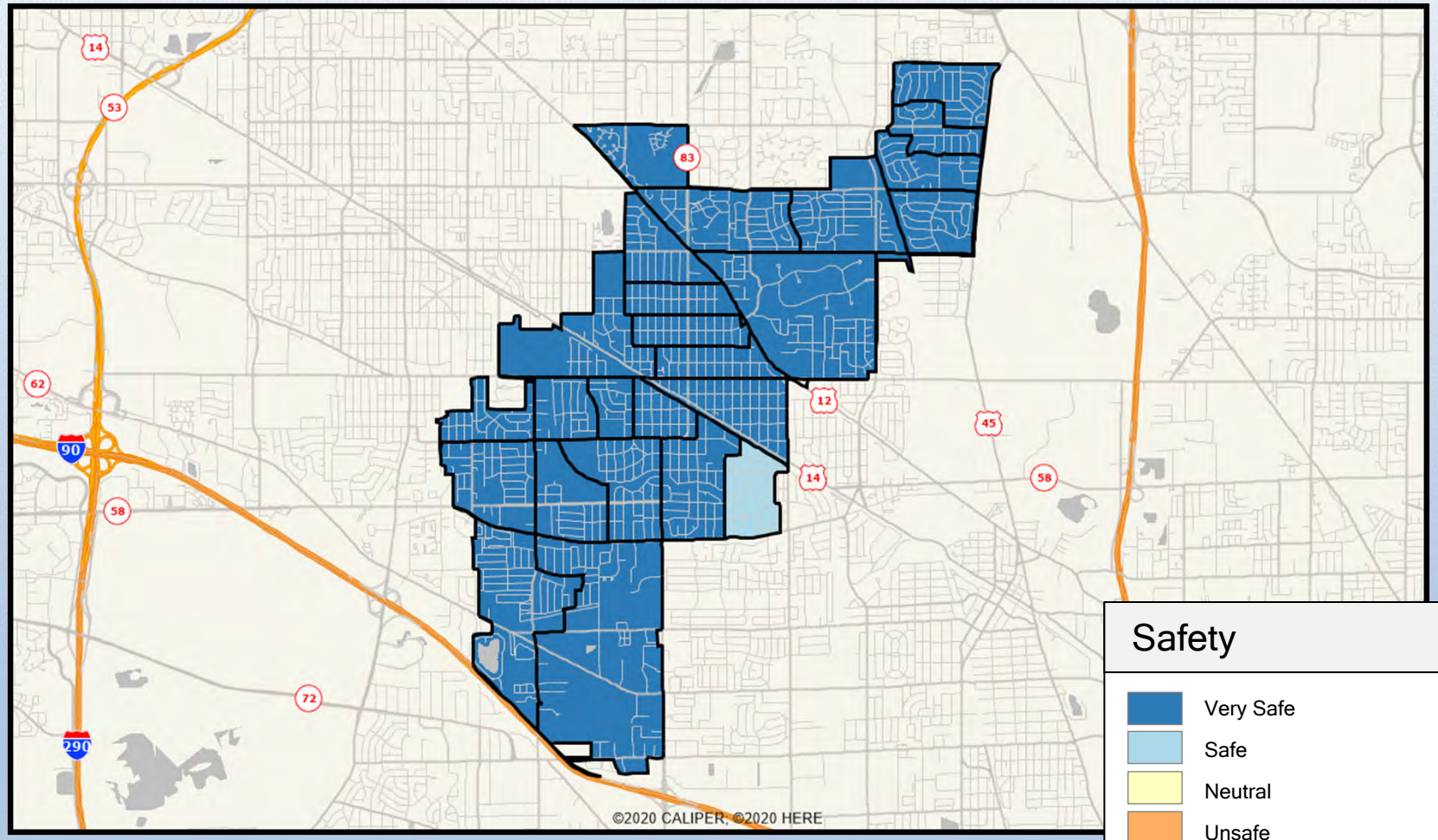
Q7-5. Inspection process



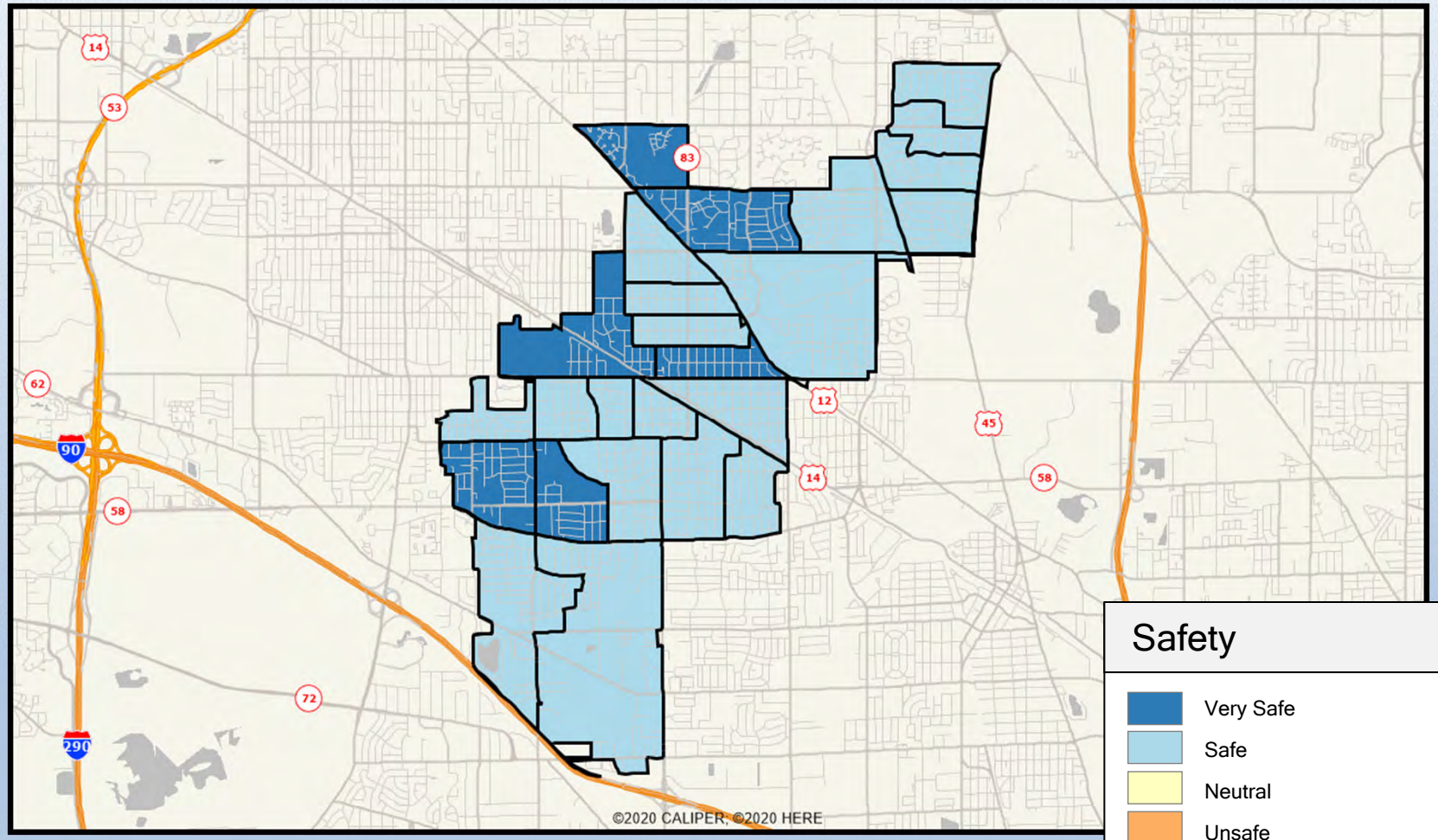
Q7-6. Conditional use permit process and variance process



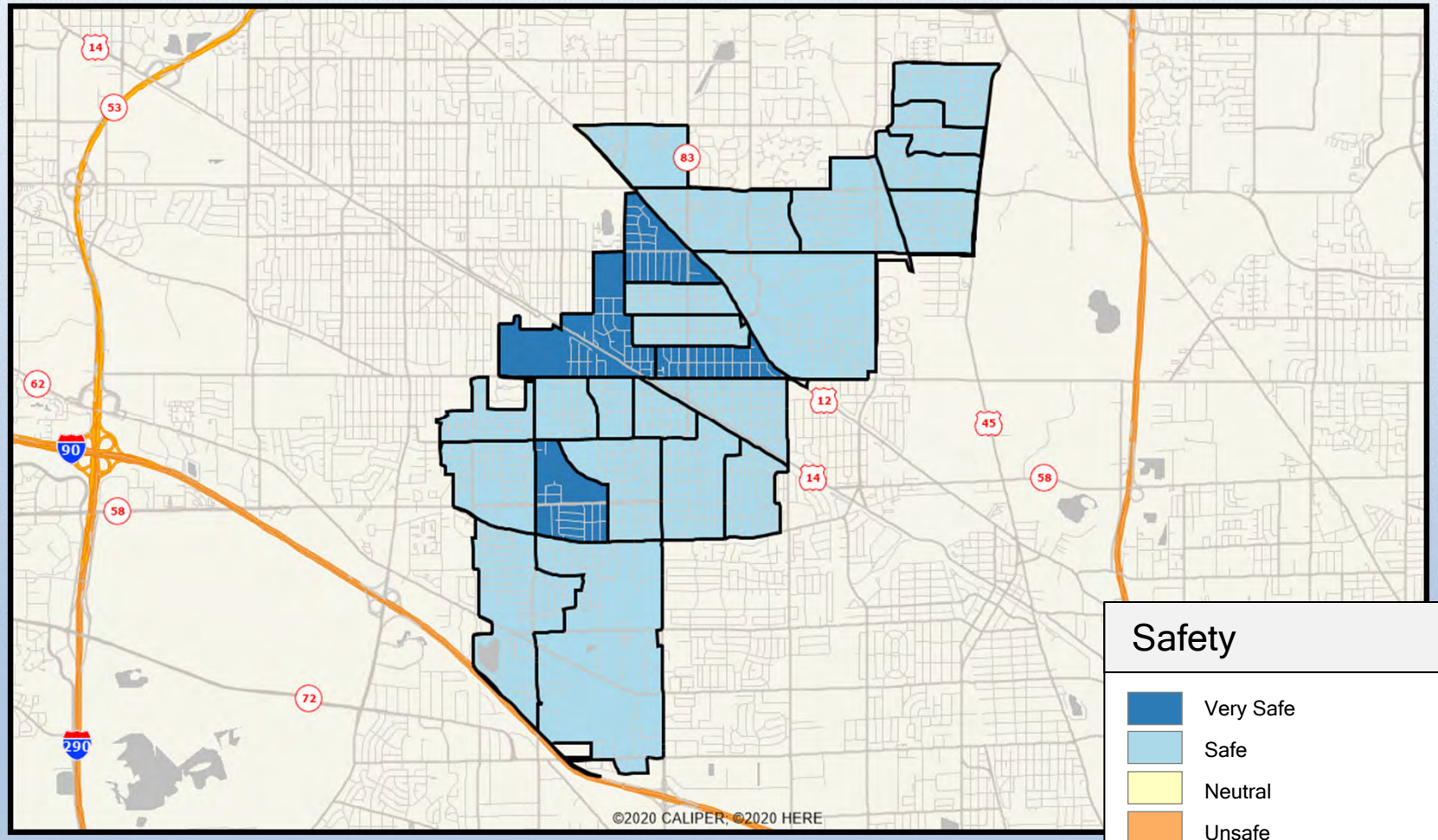
Q9-1. In your neighborhood during the day



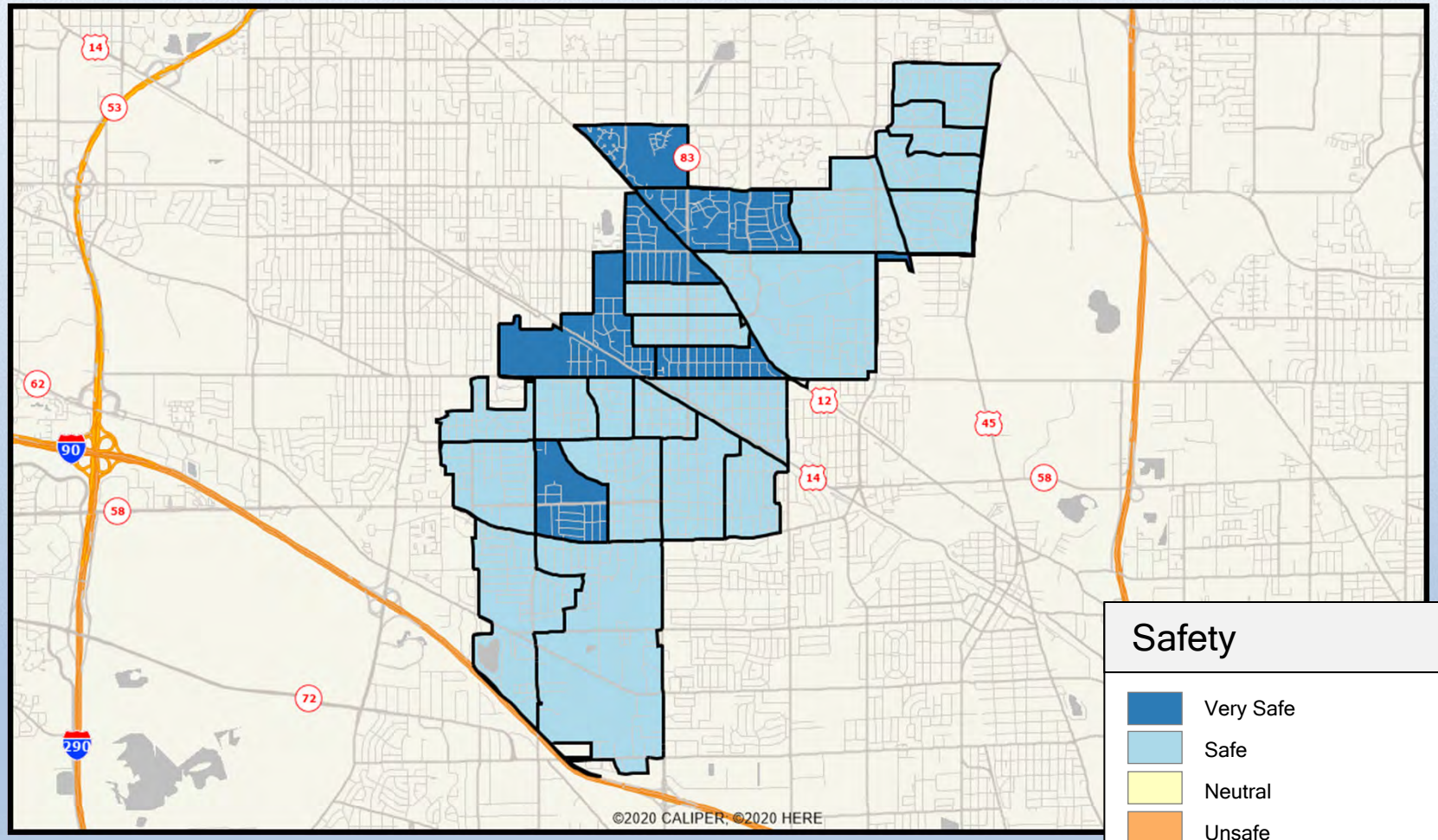
Q9-2. In your neighborhood at night



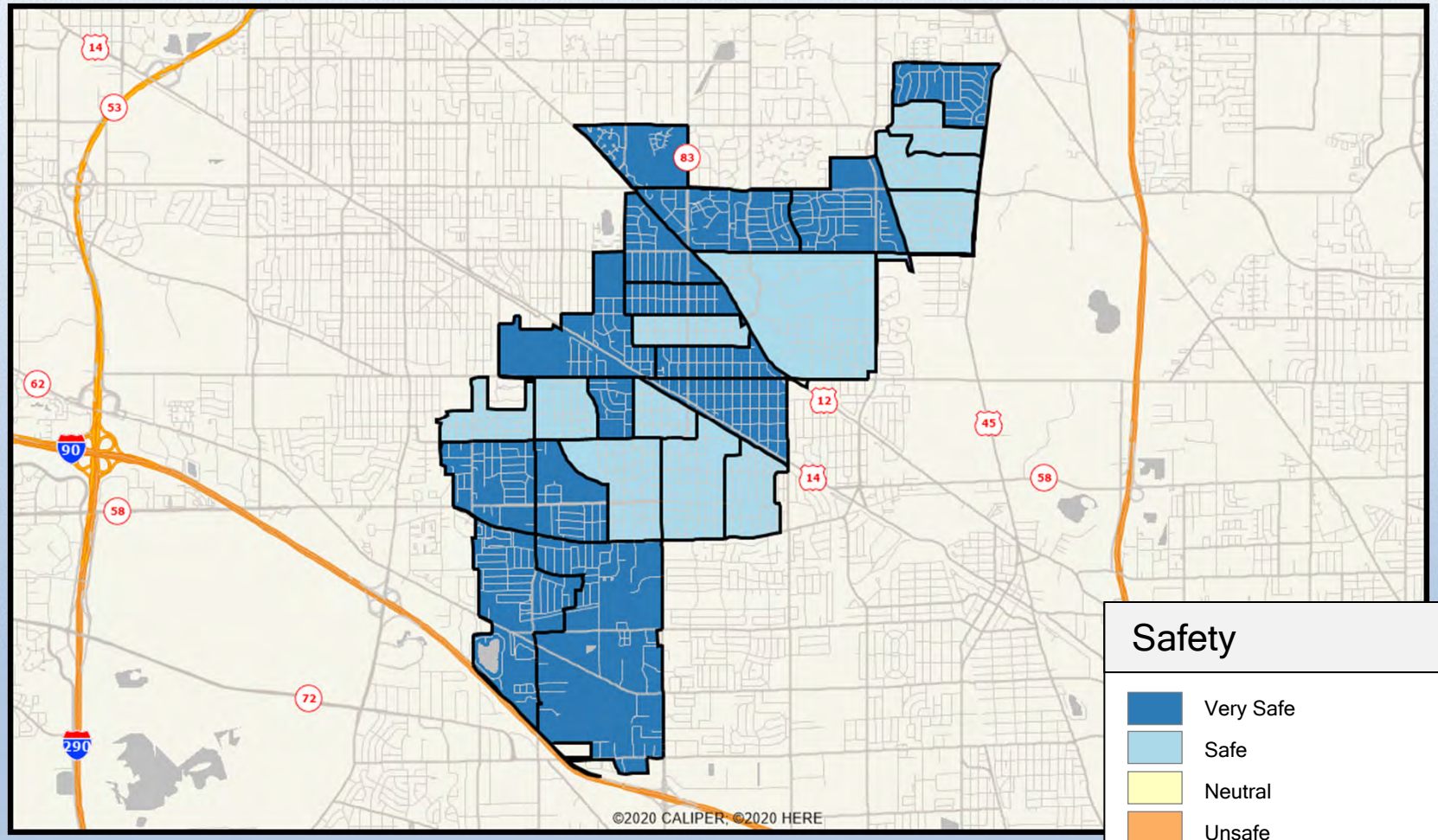
Q9-3. In parks, trails, and recreational areas in the Village



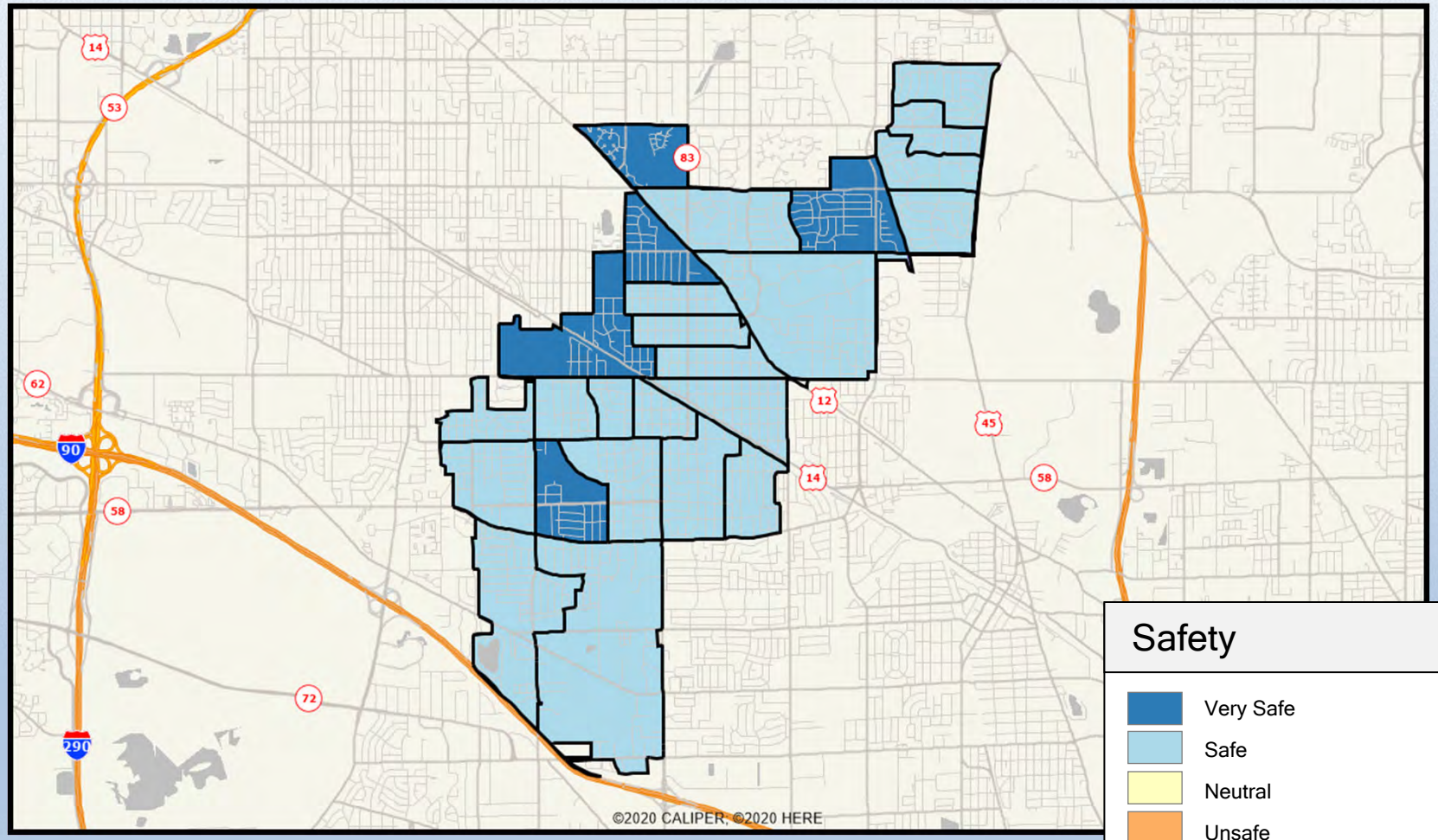
Q9-4. In commercial and retail areas



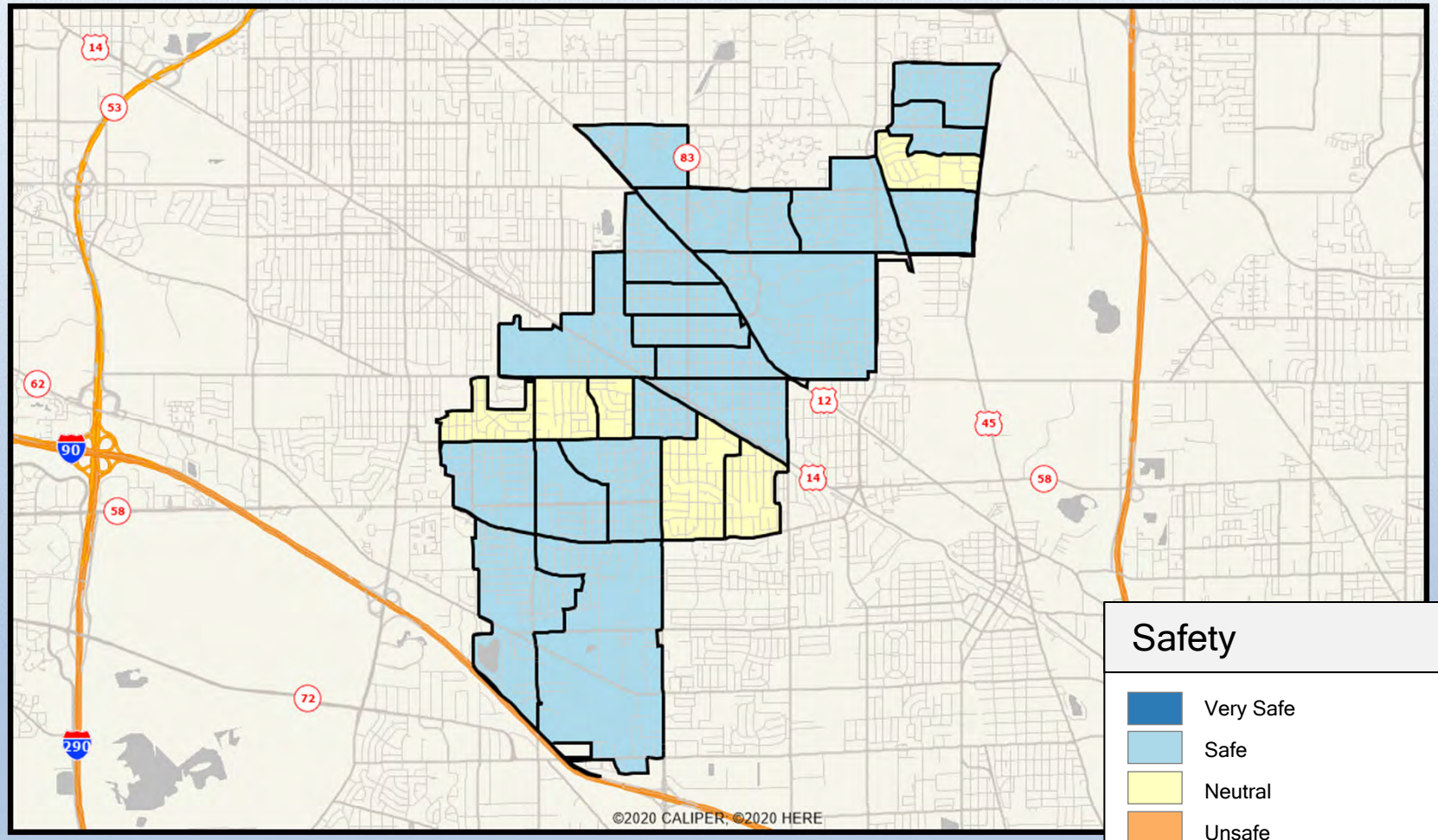
Q9-5. Overall in the Village



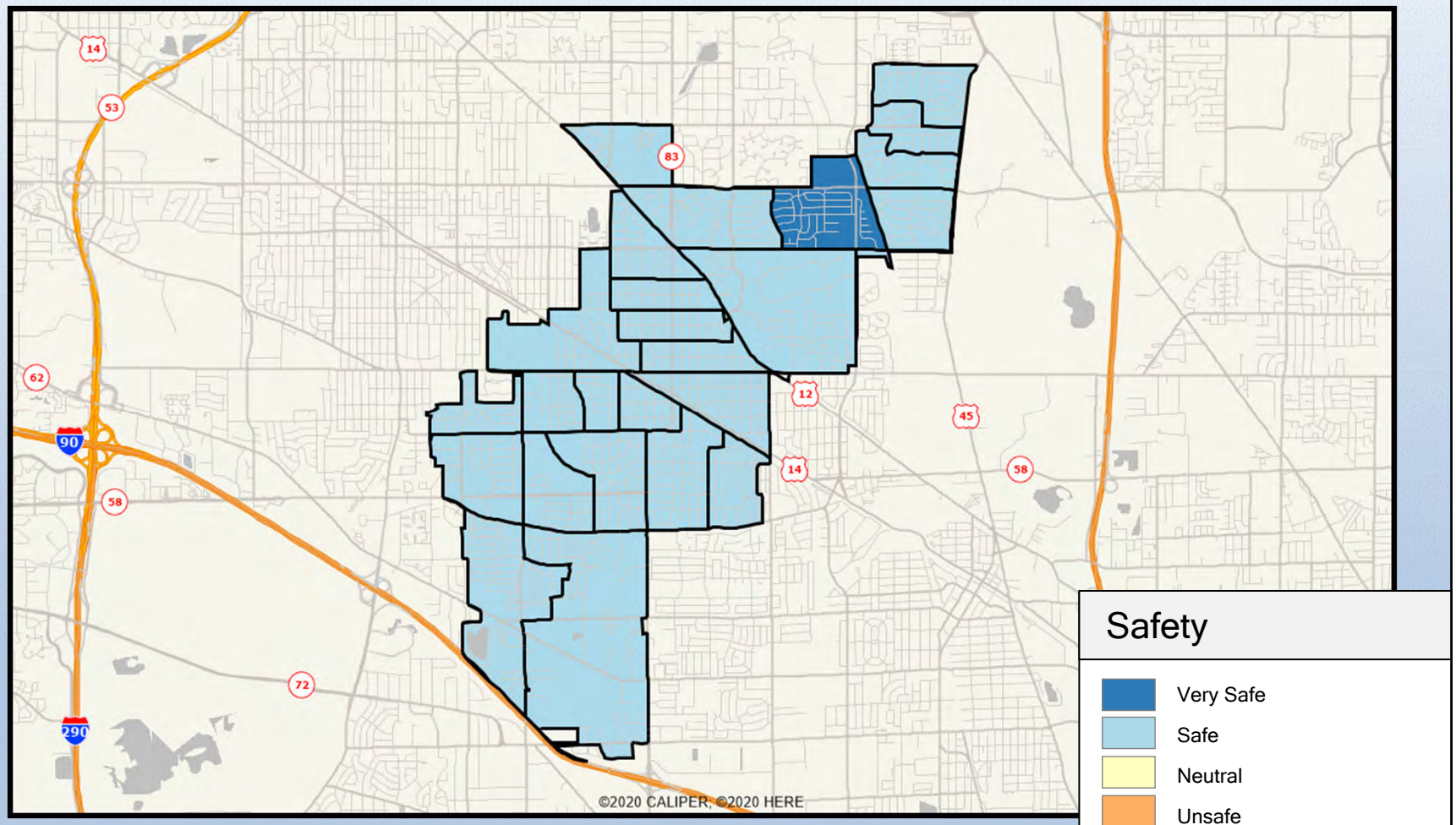
Q9-6. Downtown after dark



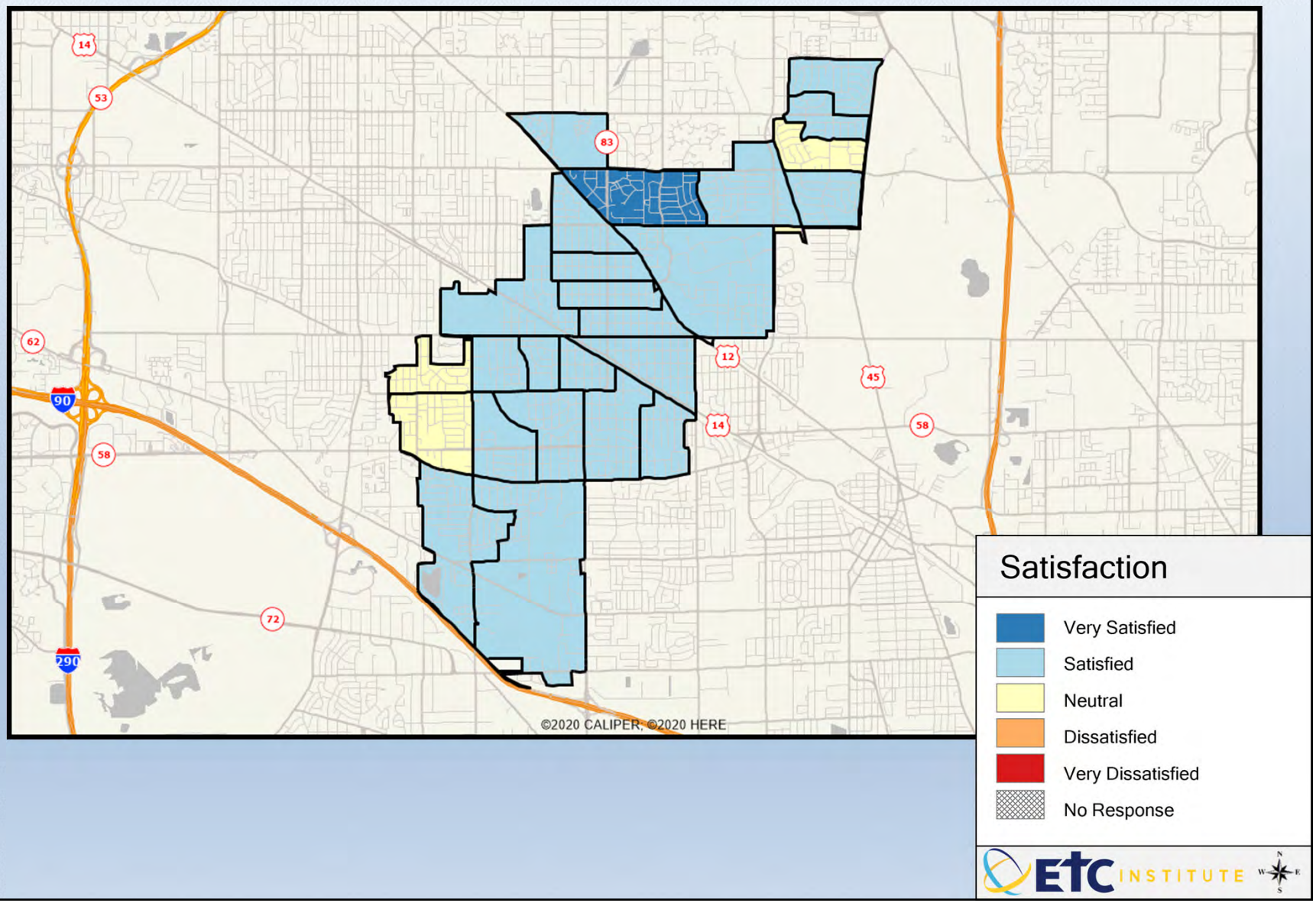
Q9-7. Traveling by bicycle in the Village



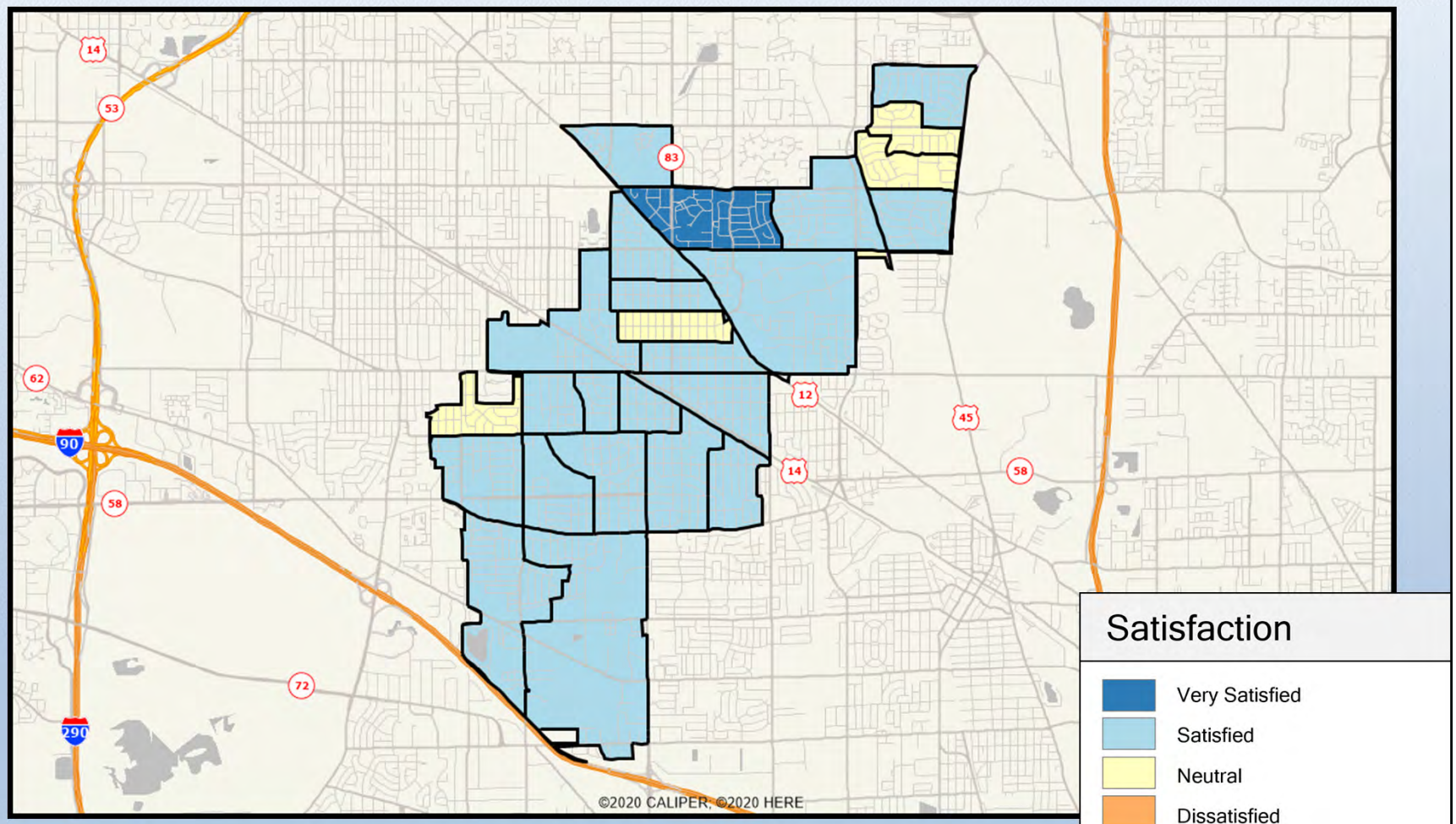
Q9-8. Shopping in the Village after dark



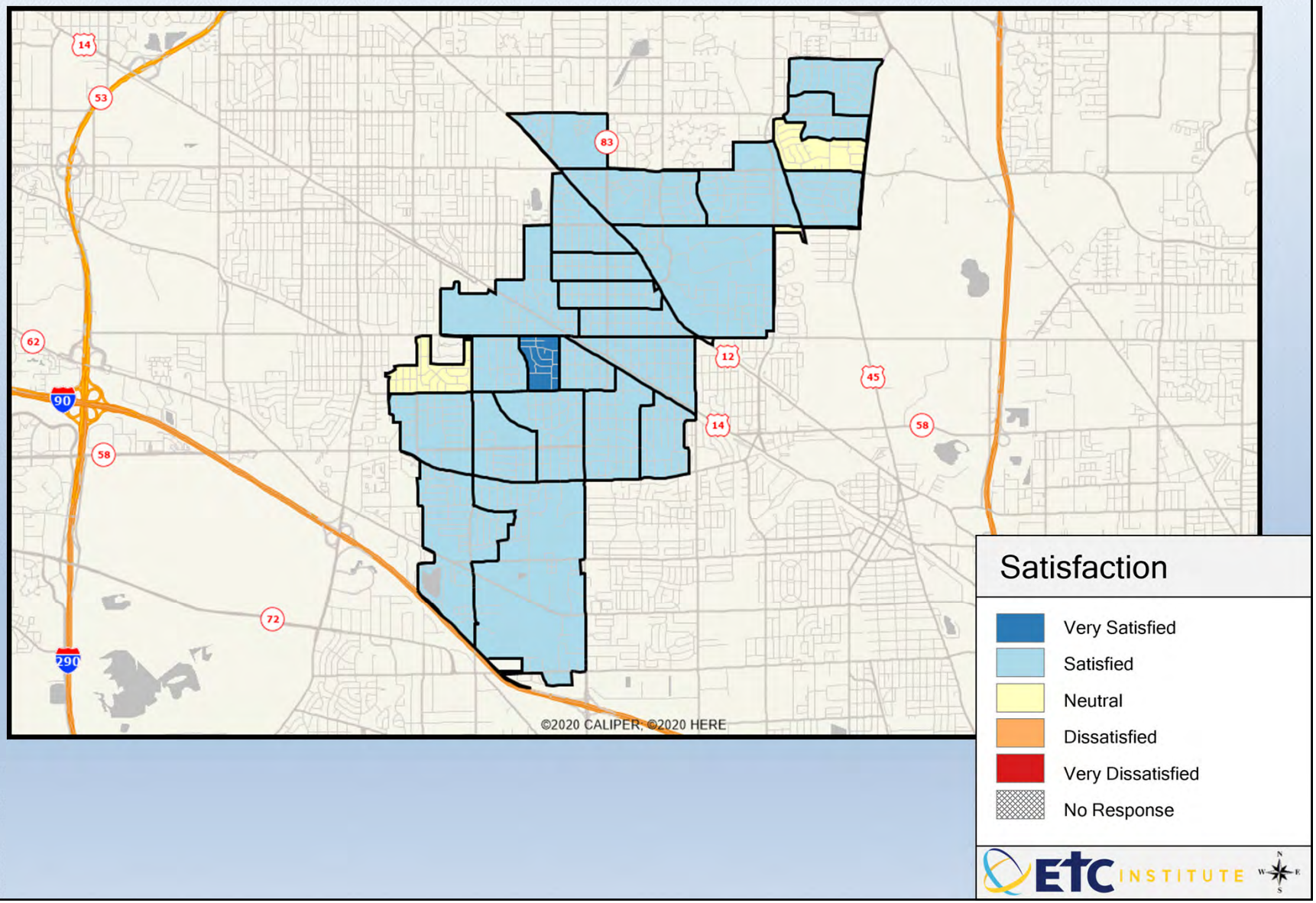
Q10-01. Visibility of police in neighborhoods



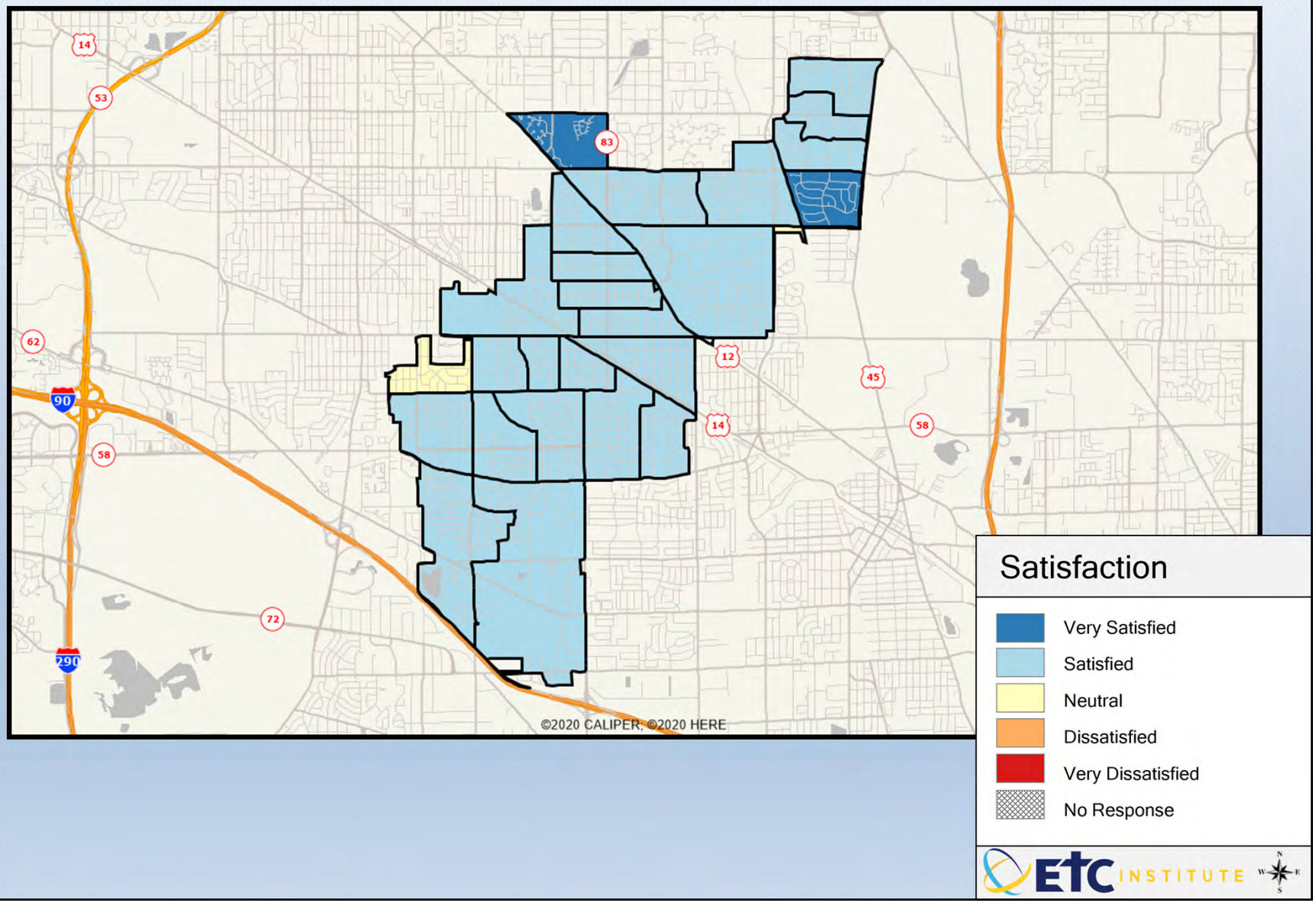
Q10-02. Visibility of police in retail and commercial areas



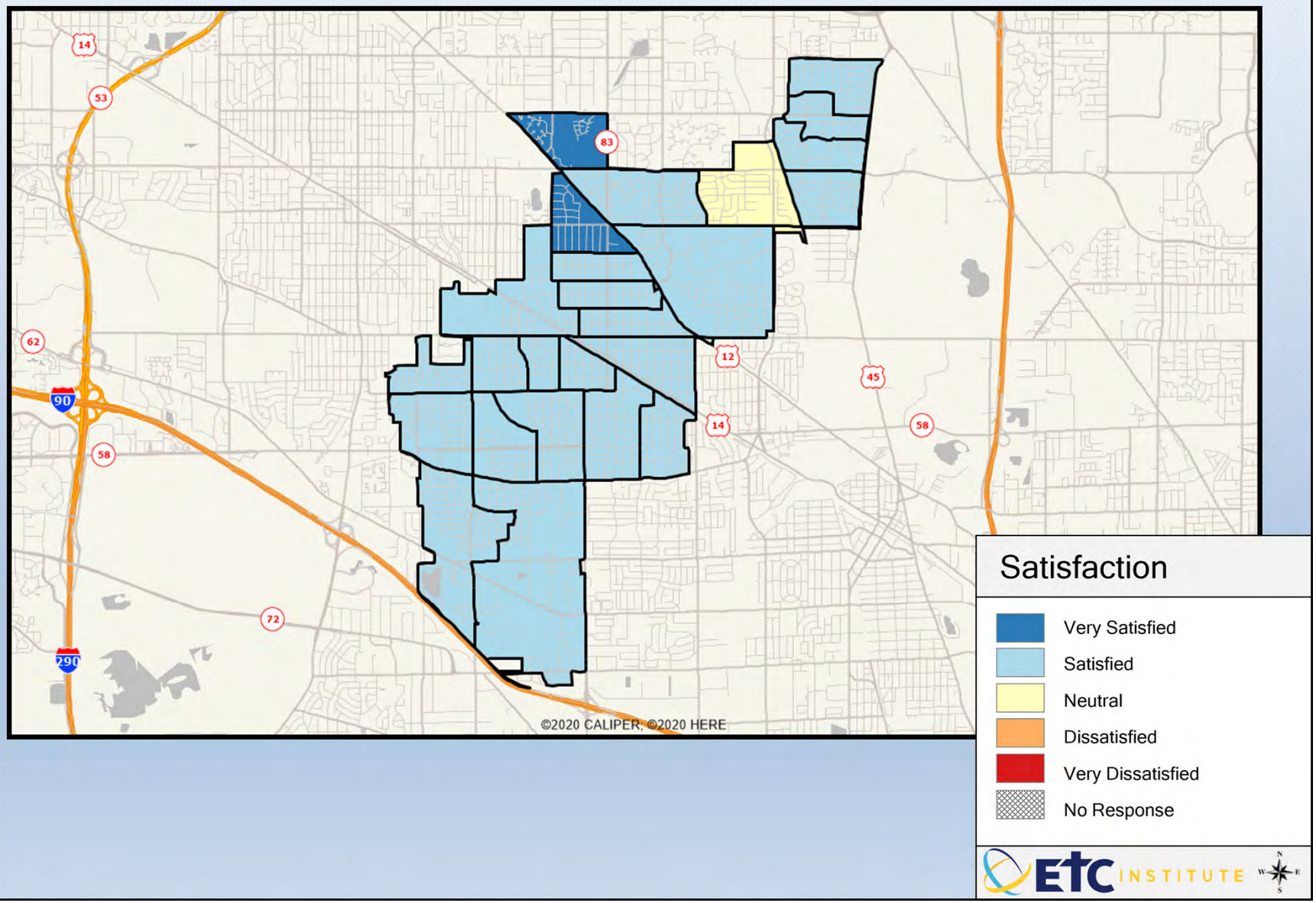
Q10-03. Efforts to prevent crime



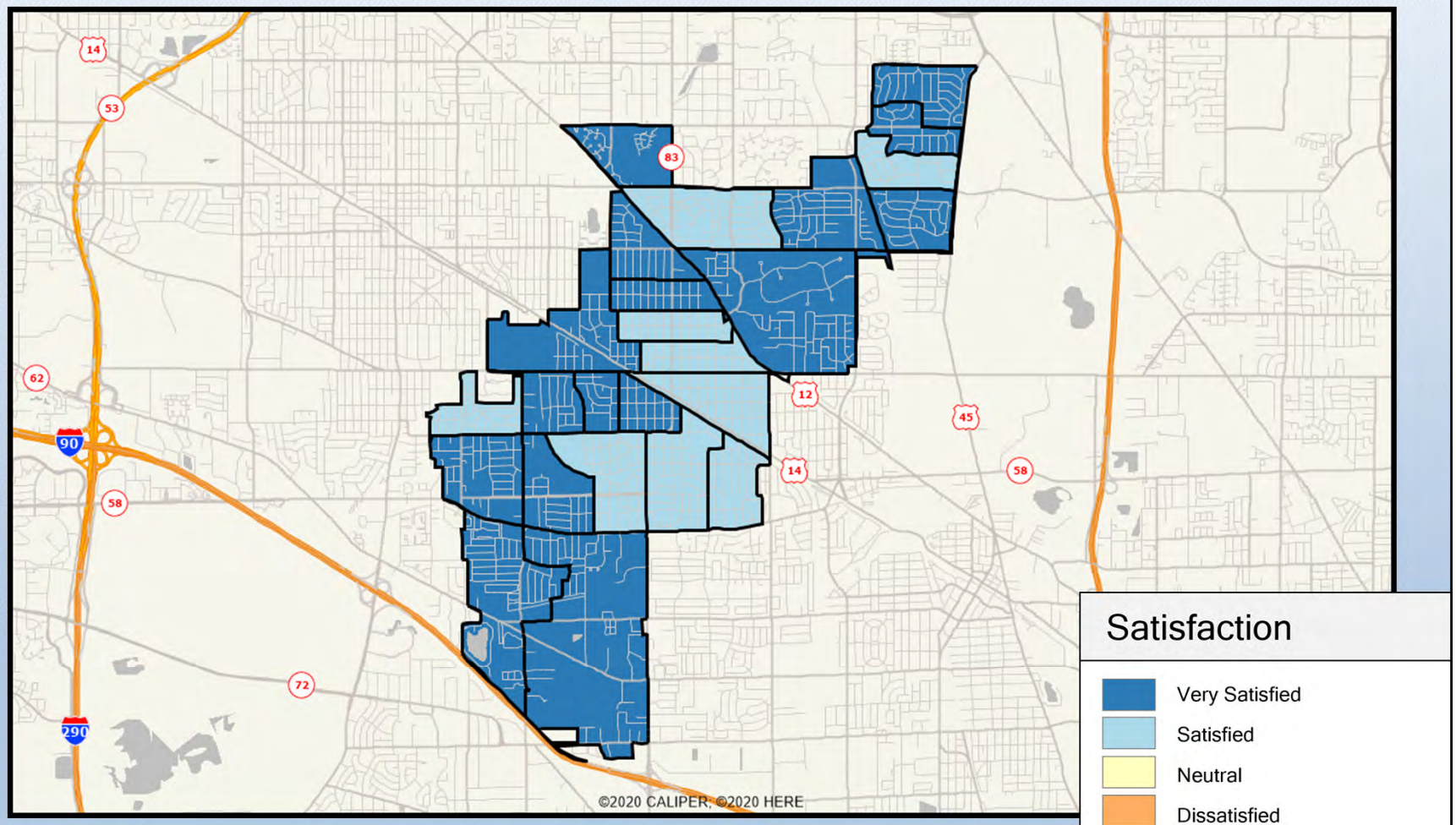
Q10-04. Enforcement of traffic laws



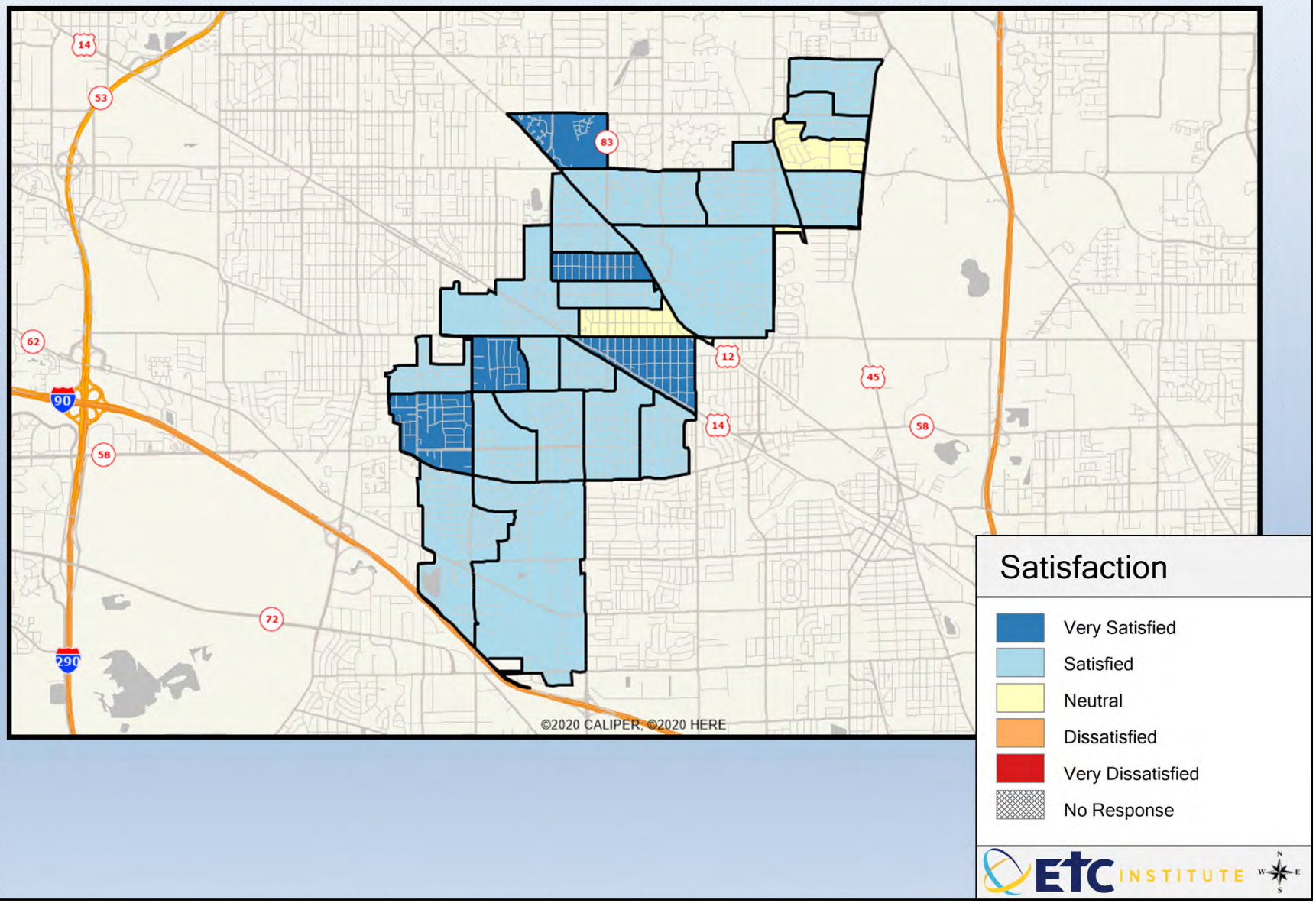
Q10-05. Enforcement of parking laws



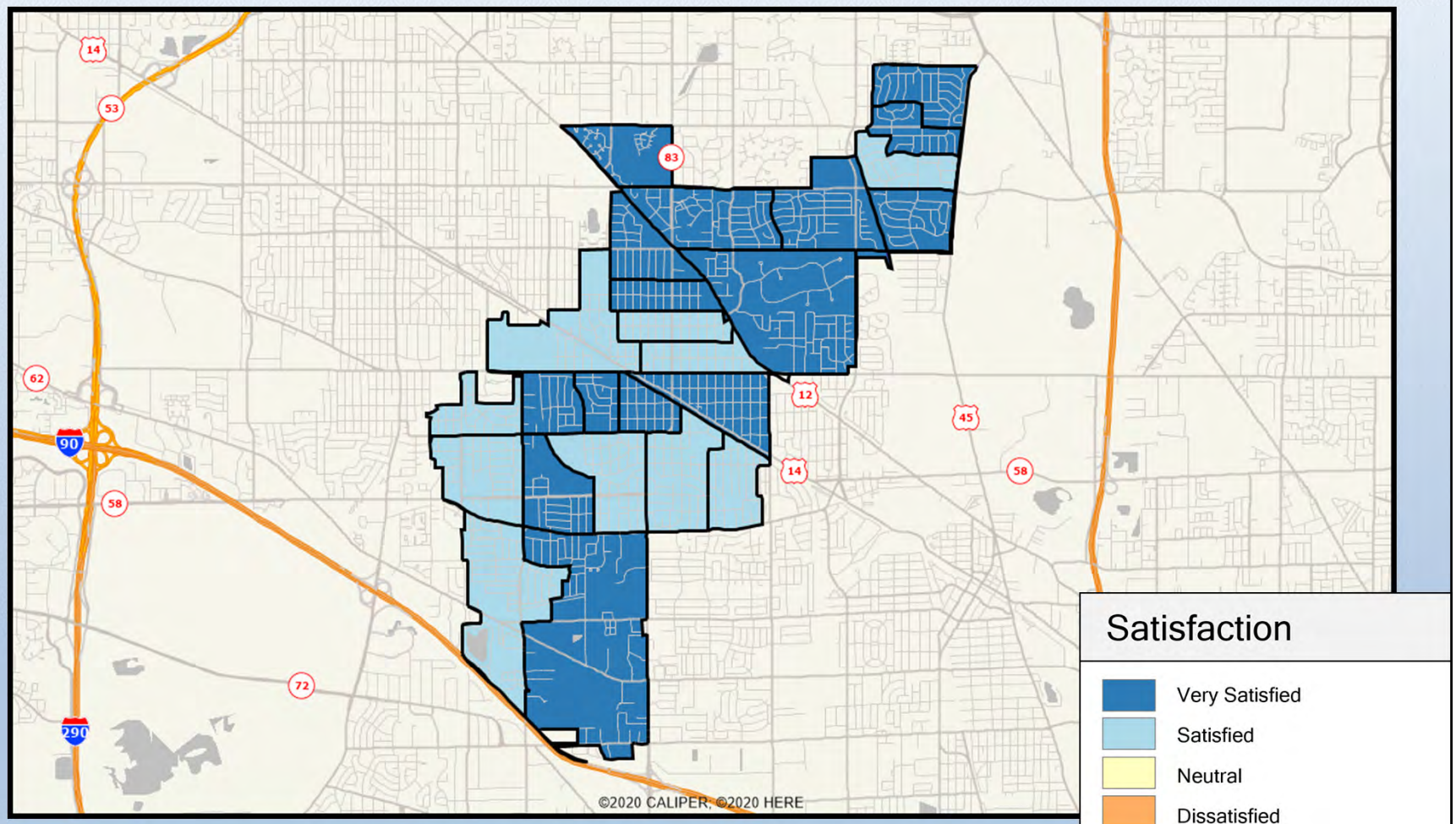
Q10-06. Overall quality of police response times



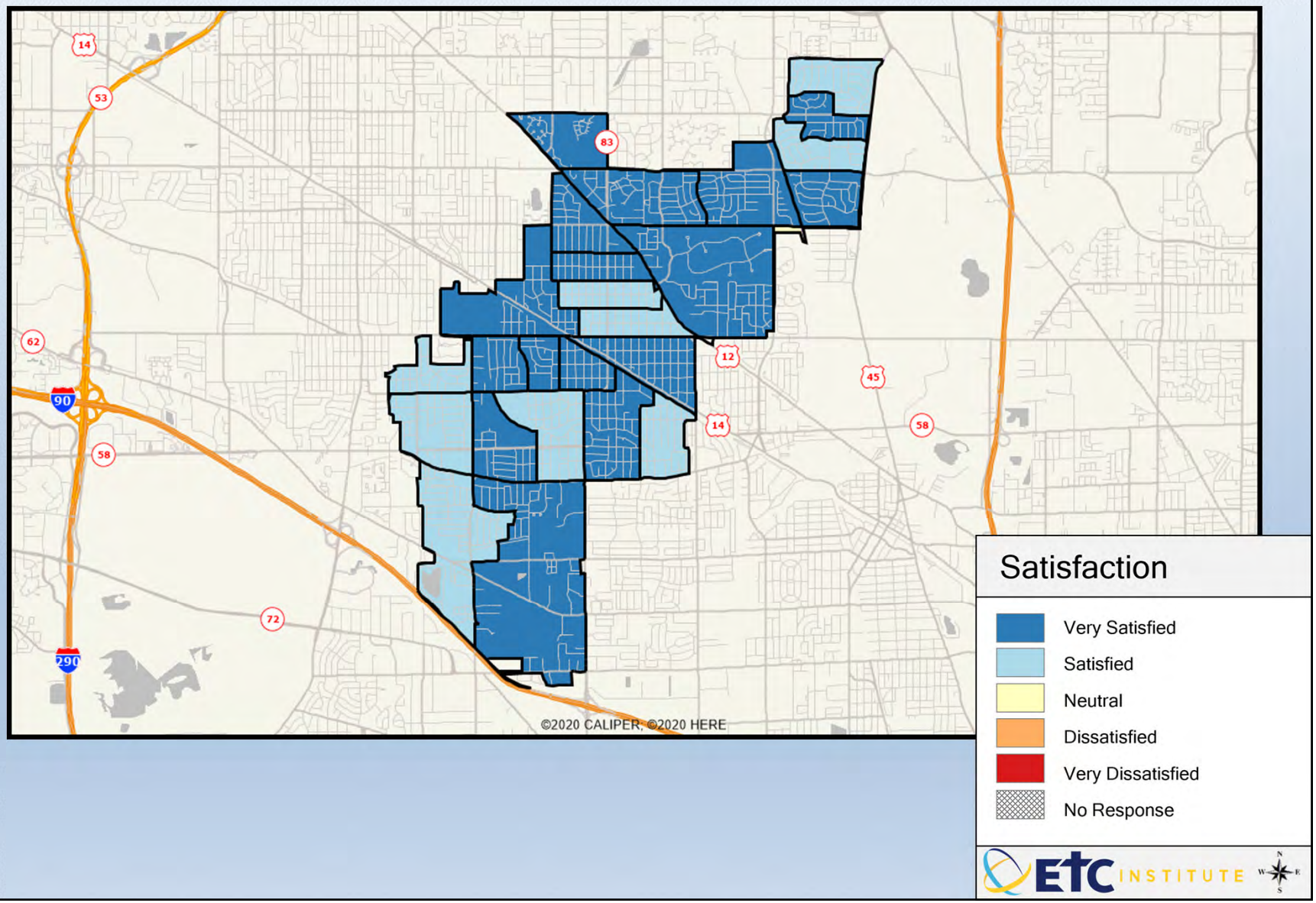
Q10-07. Police education programs



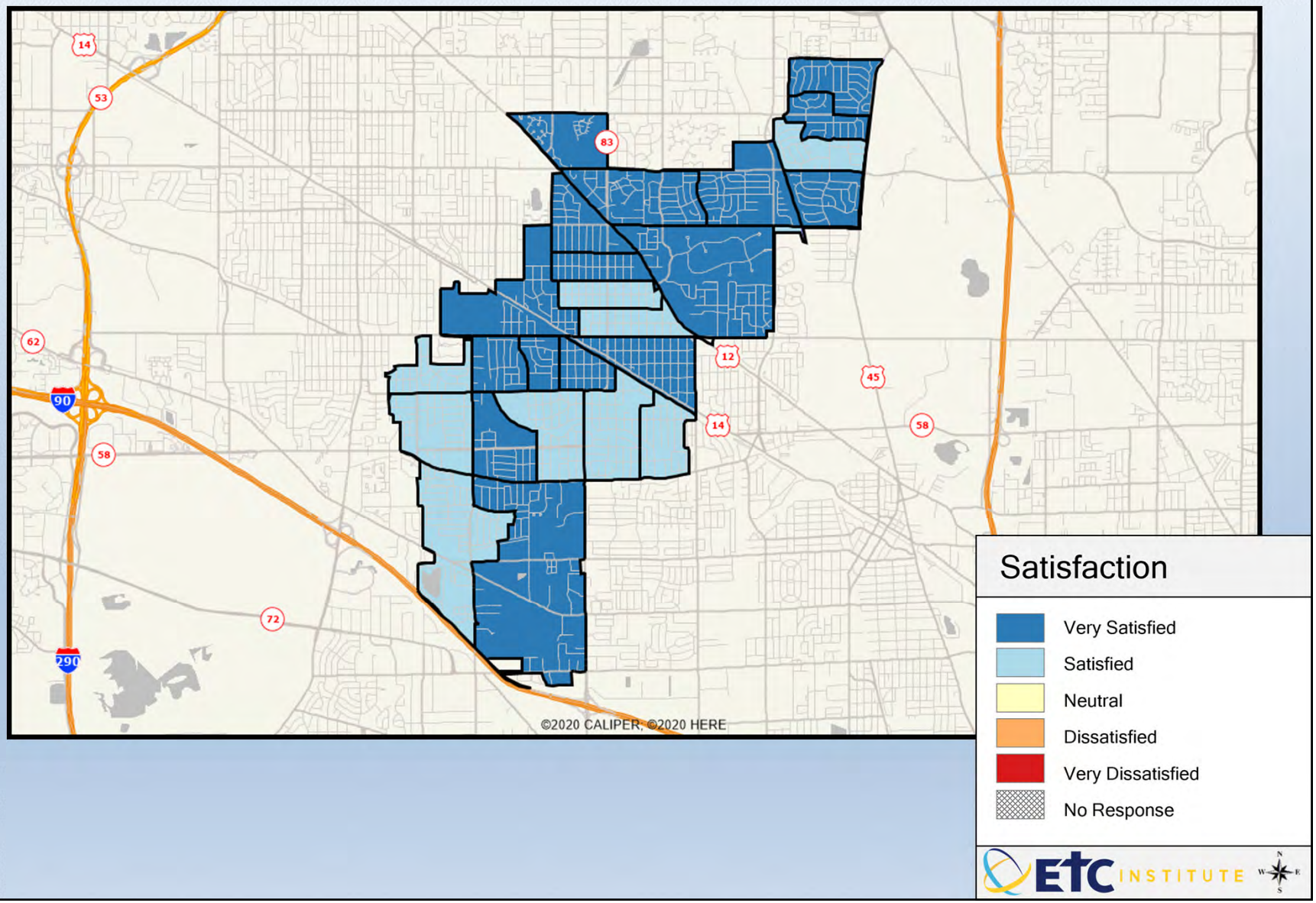
Q10-08. Overall professionalism of the police department



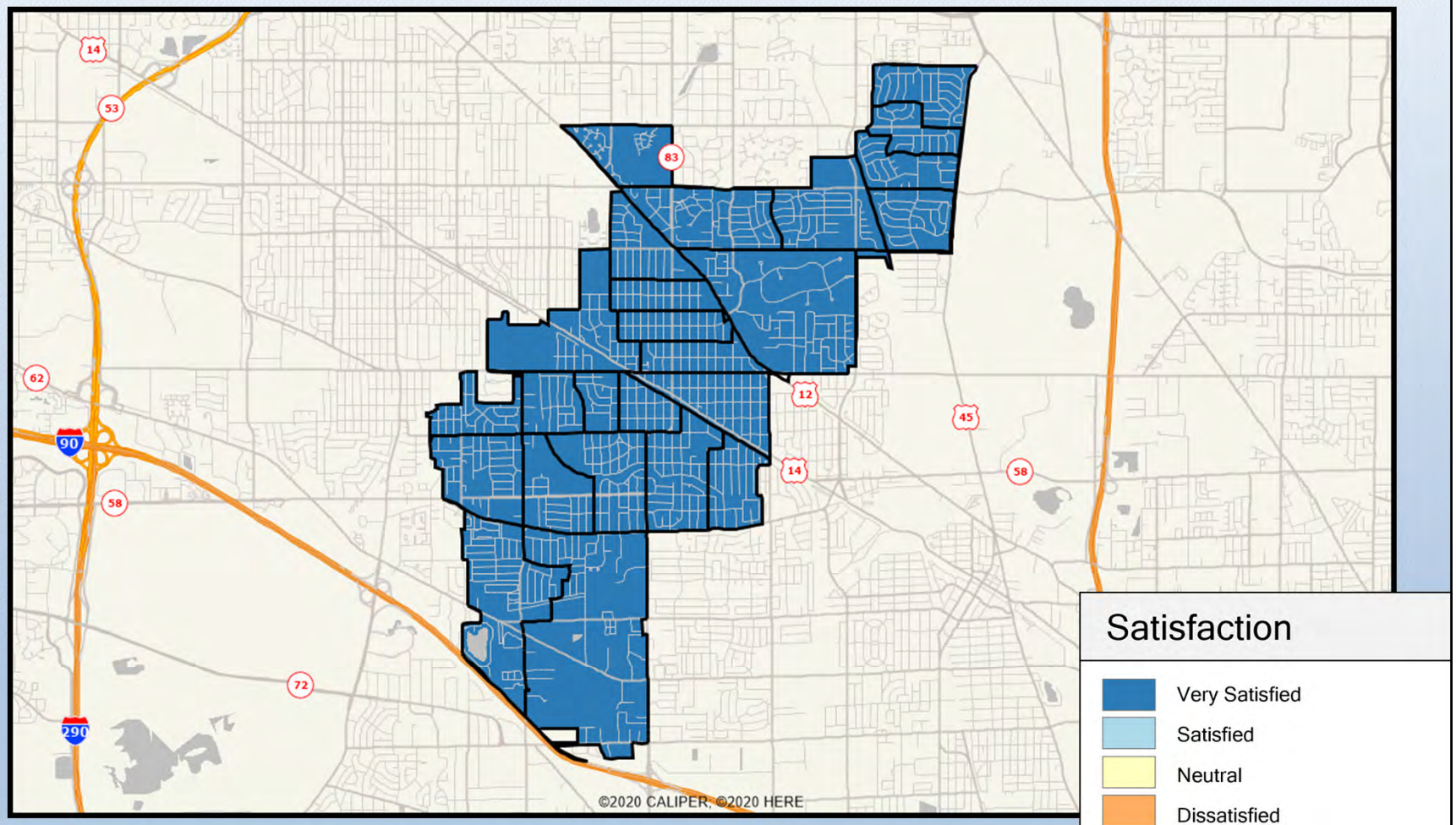
Q10-09. Overall quality of police protection



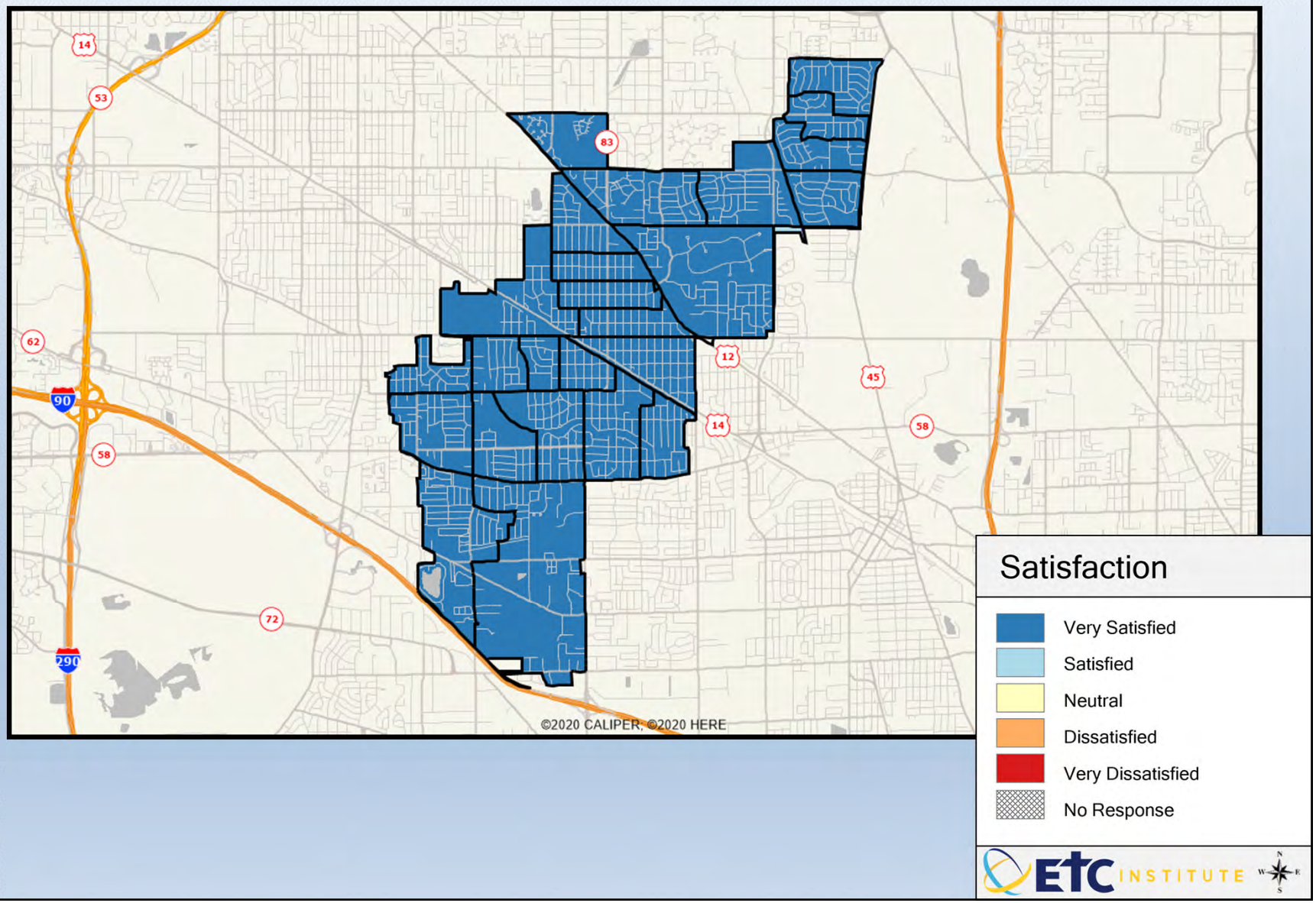
Q10-10. Friendliness of police department



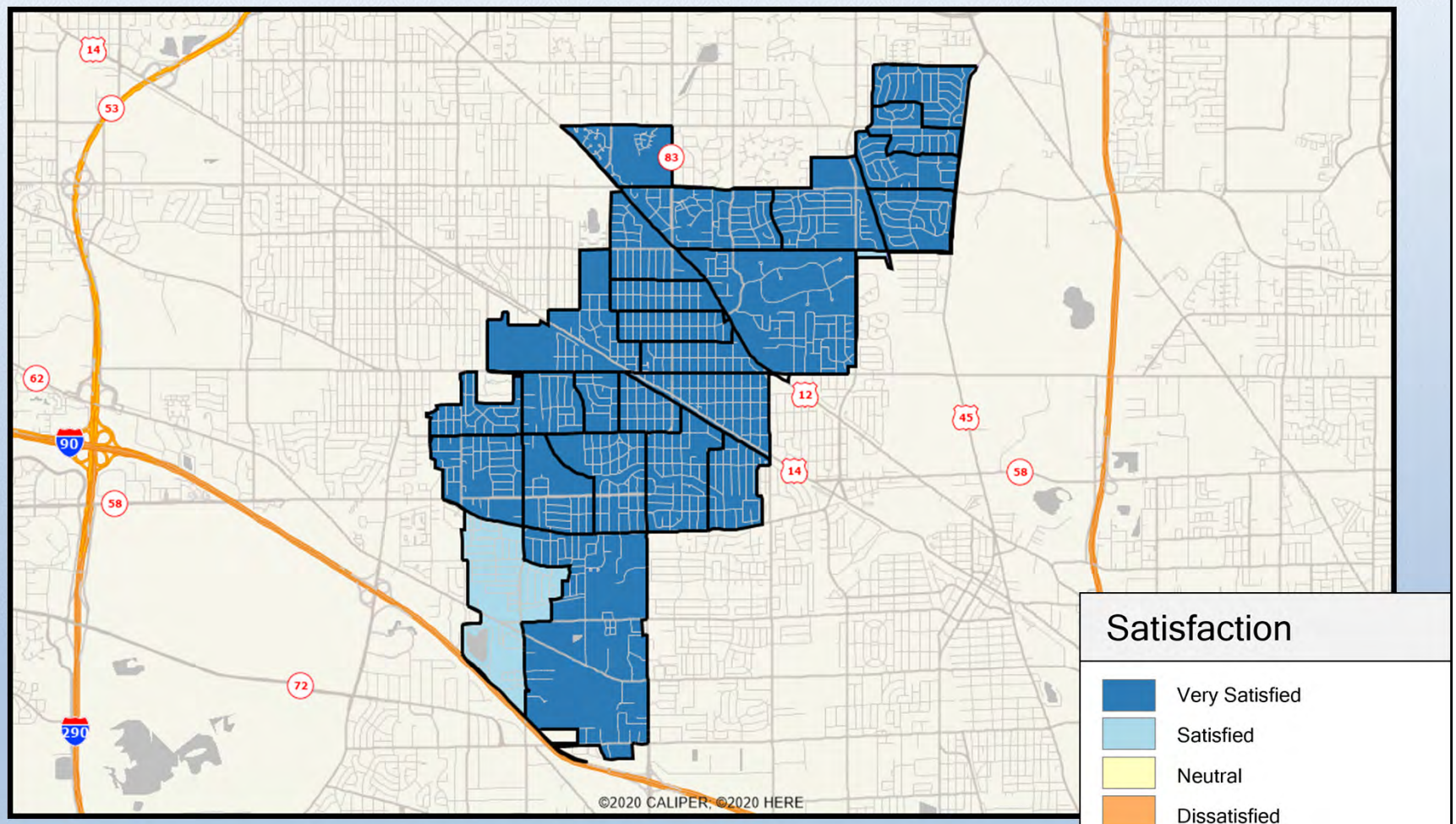
Q10-11. Overall quality of emergency medical services



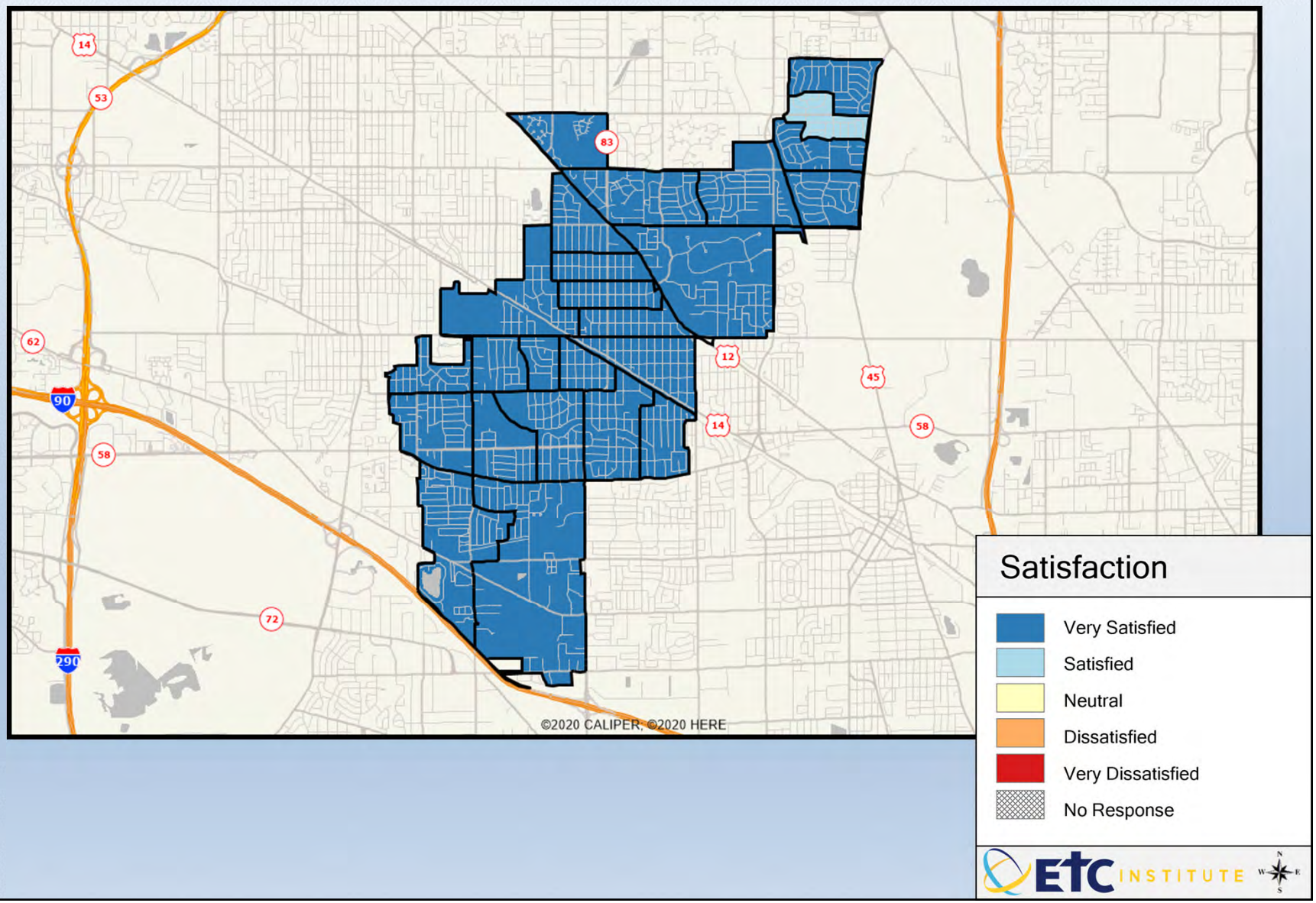
Q10-12. Overall quality of fire protection services



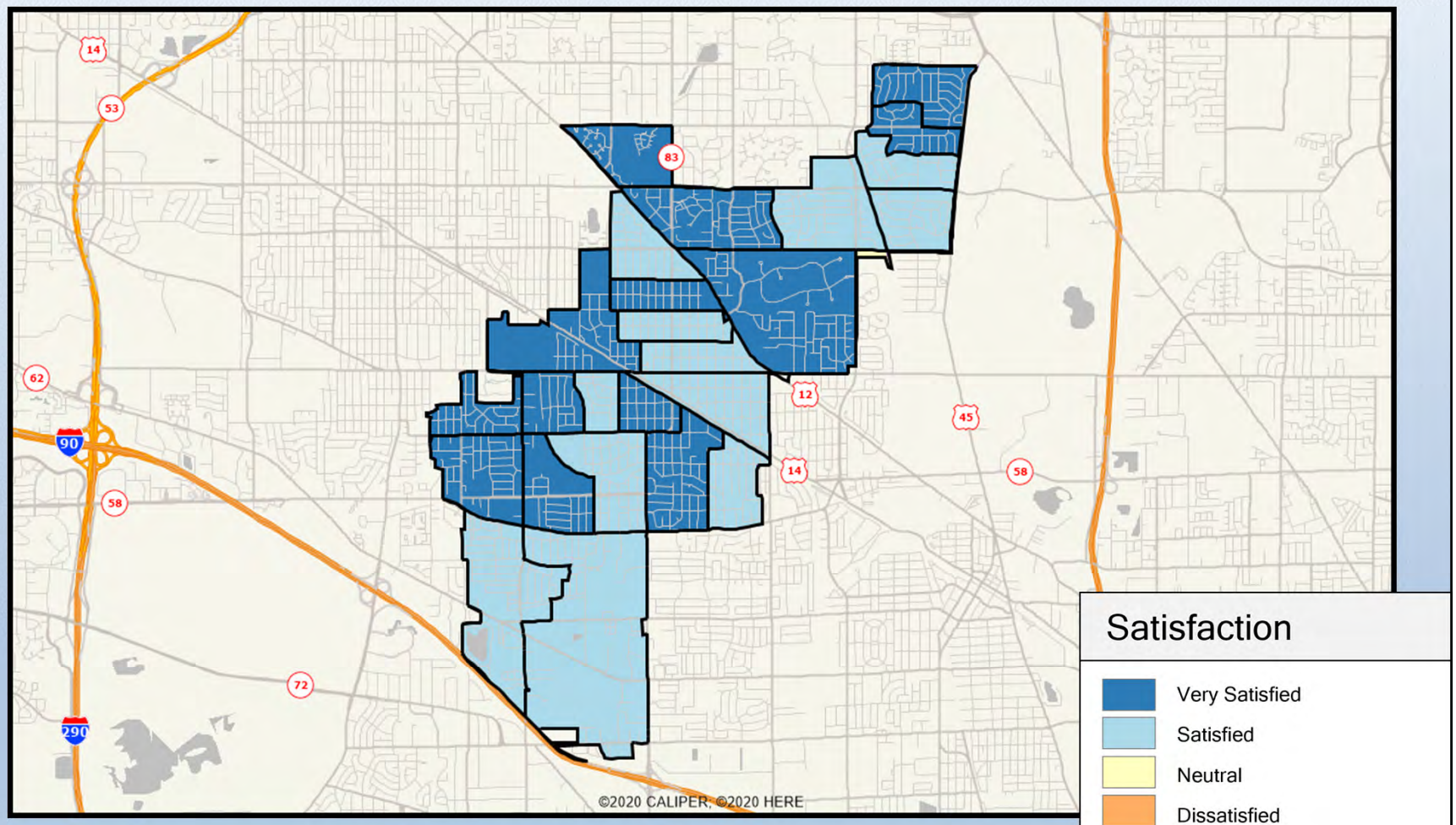
Q10-13. Overall professionalism of the fire department



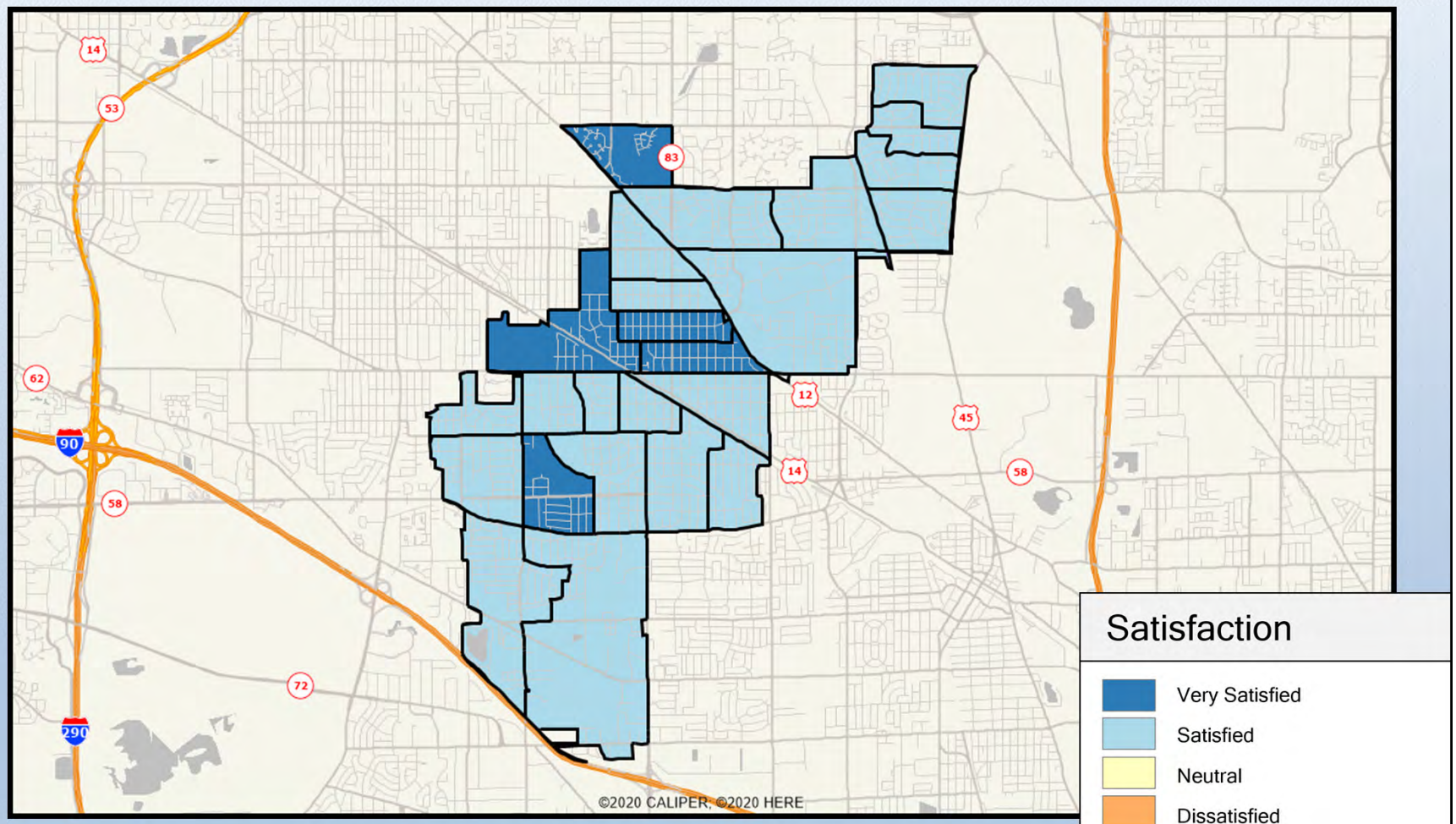
Q10-14. Friendliness of the fire department



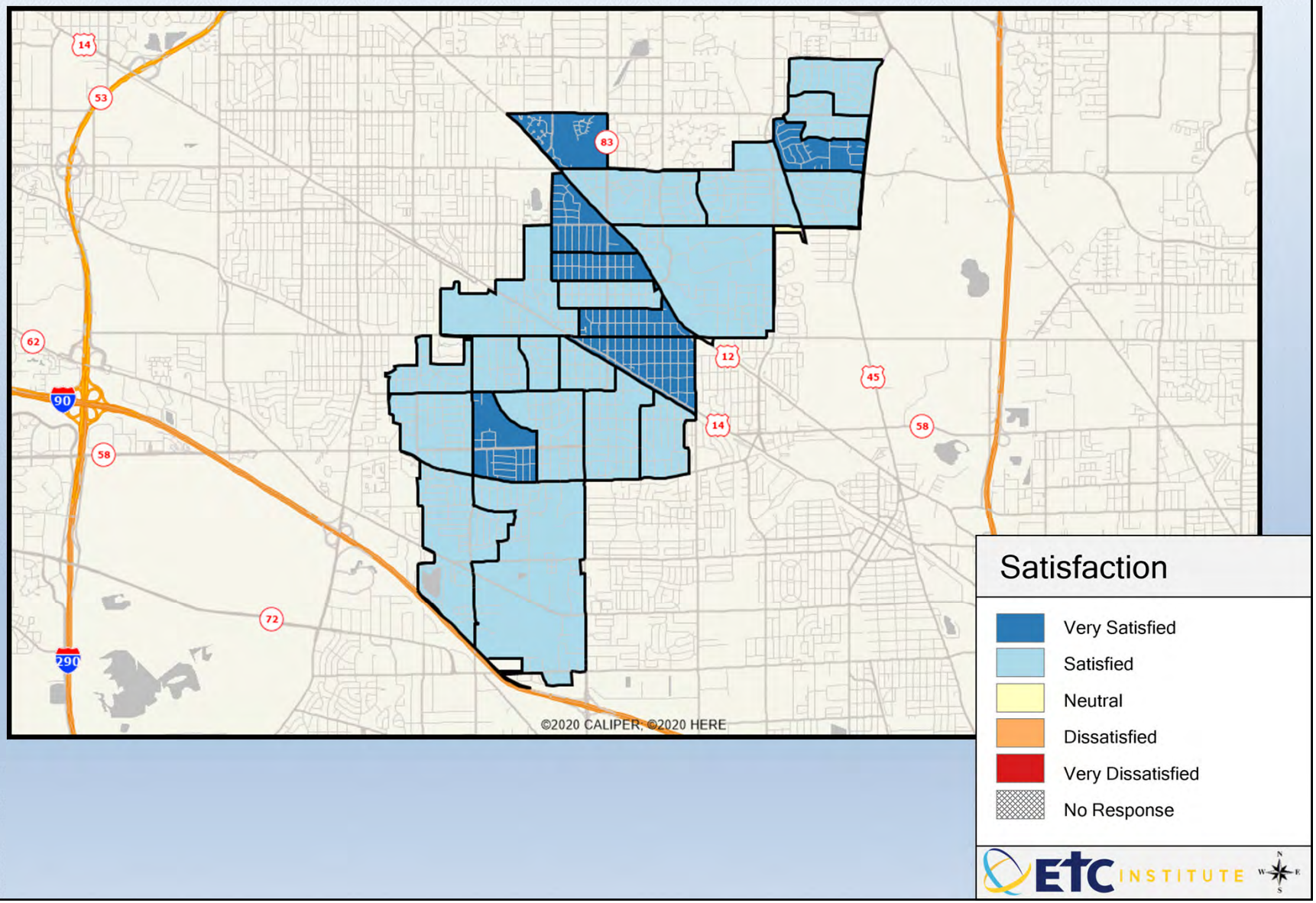
Q10-15. Fire Department and EMS education programs



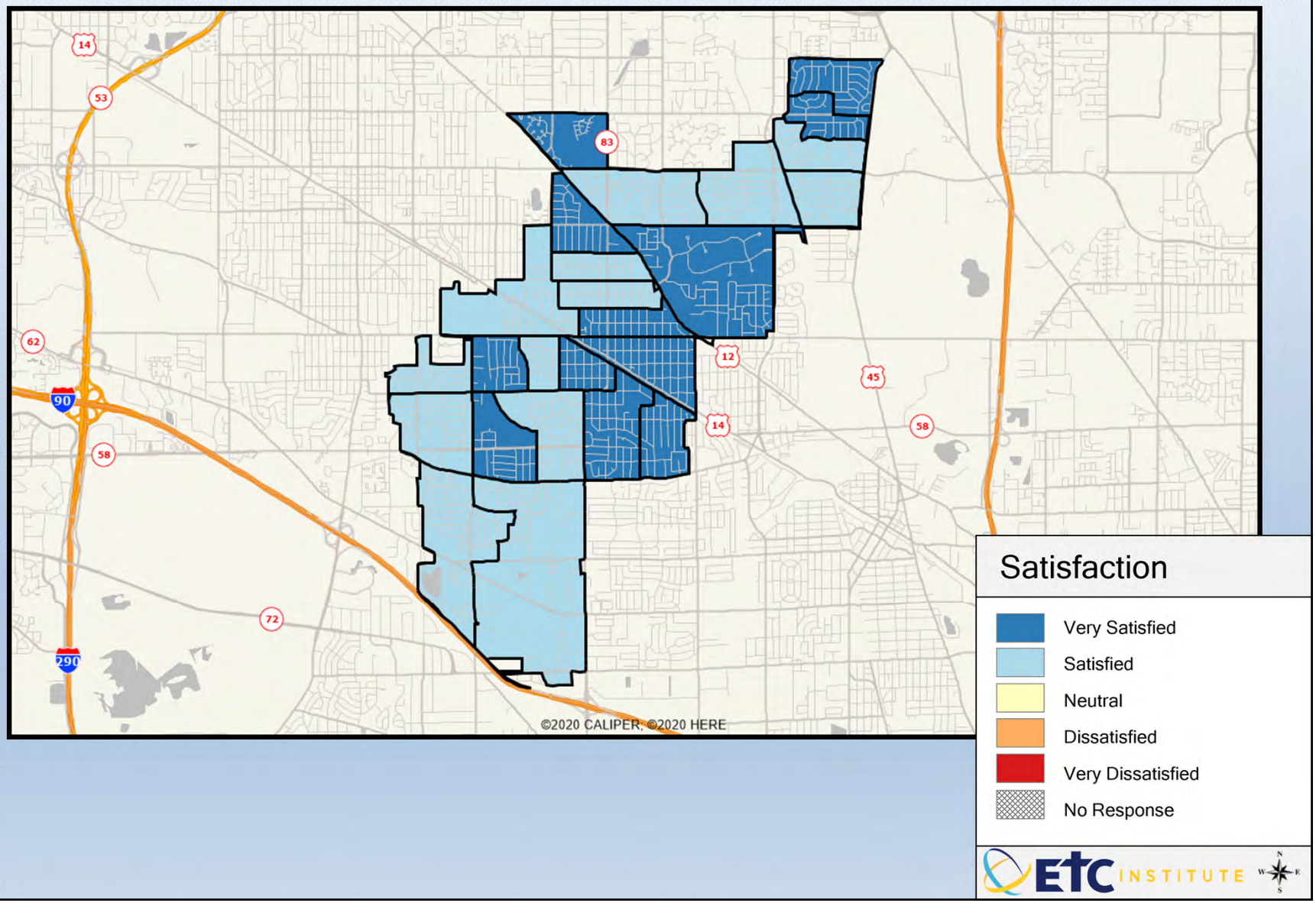
Q13-1. Accessibility of Village Human Services programs



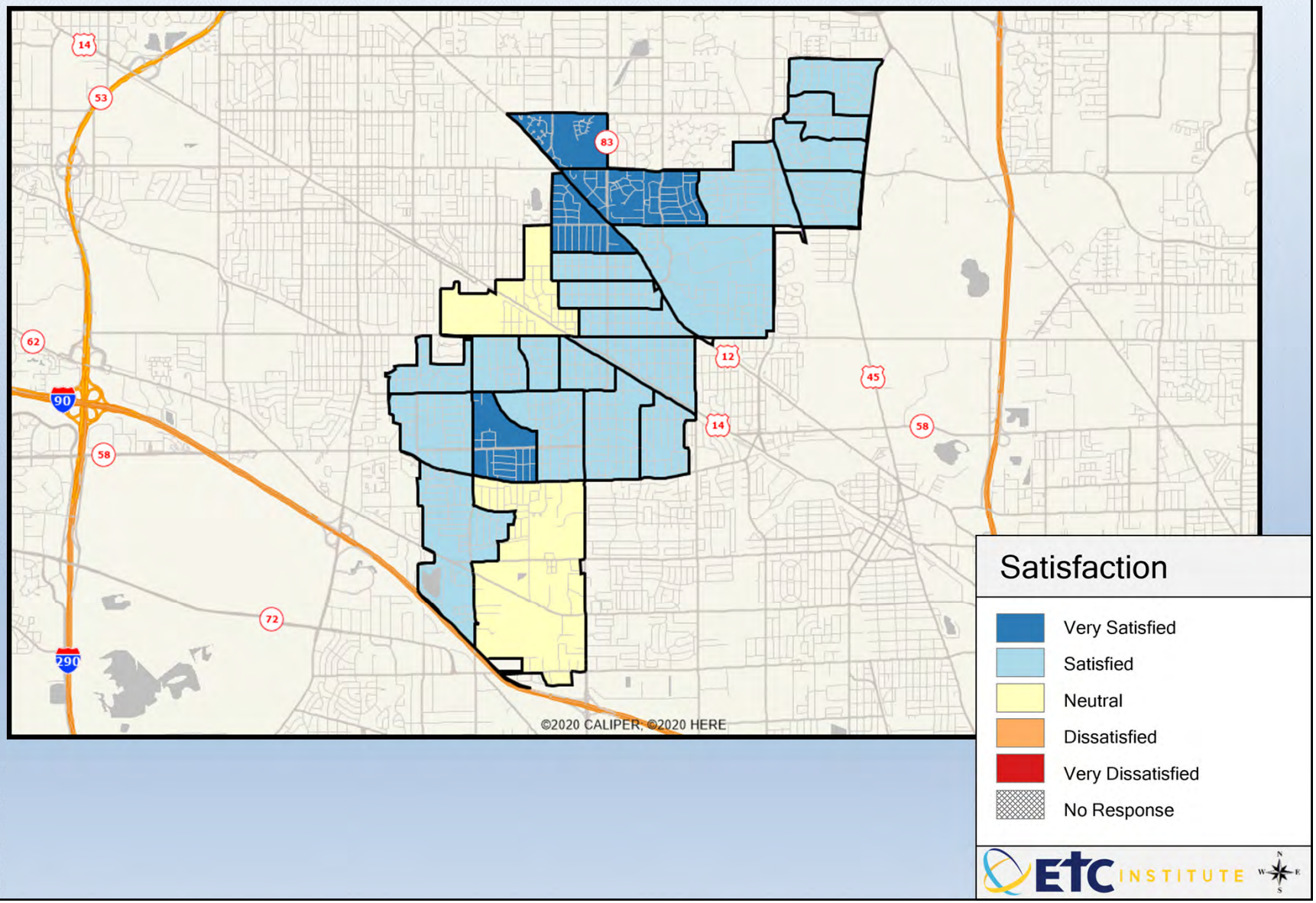
Q13-2. Village food pantry



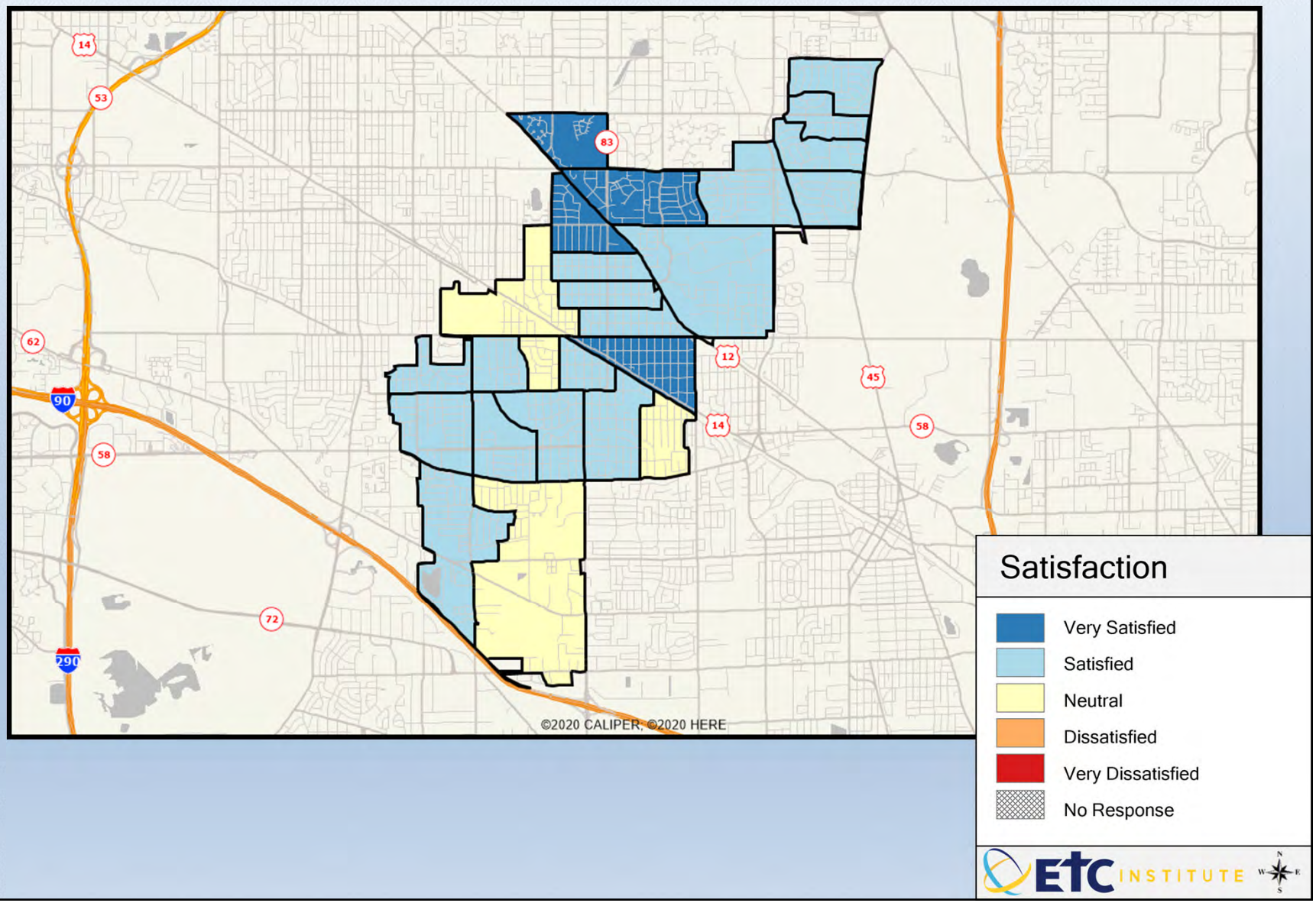
Q13-3. Medical lending closet



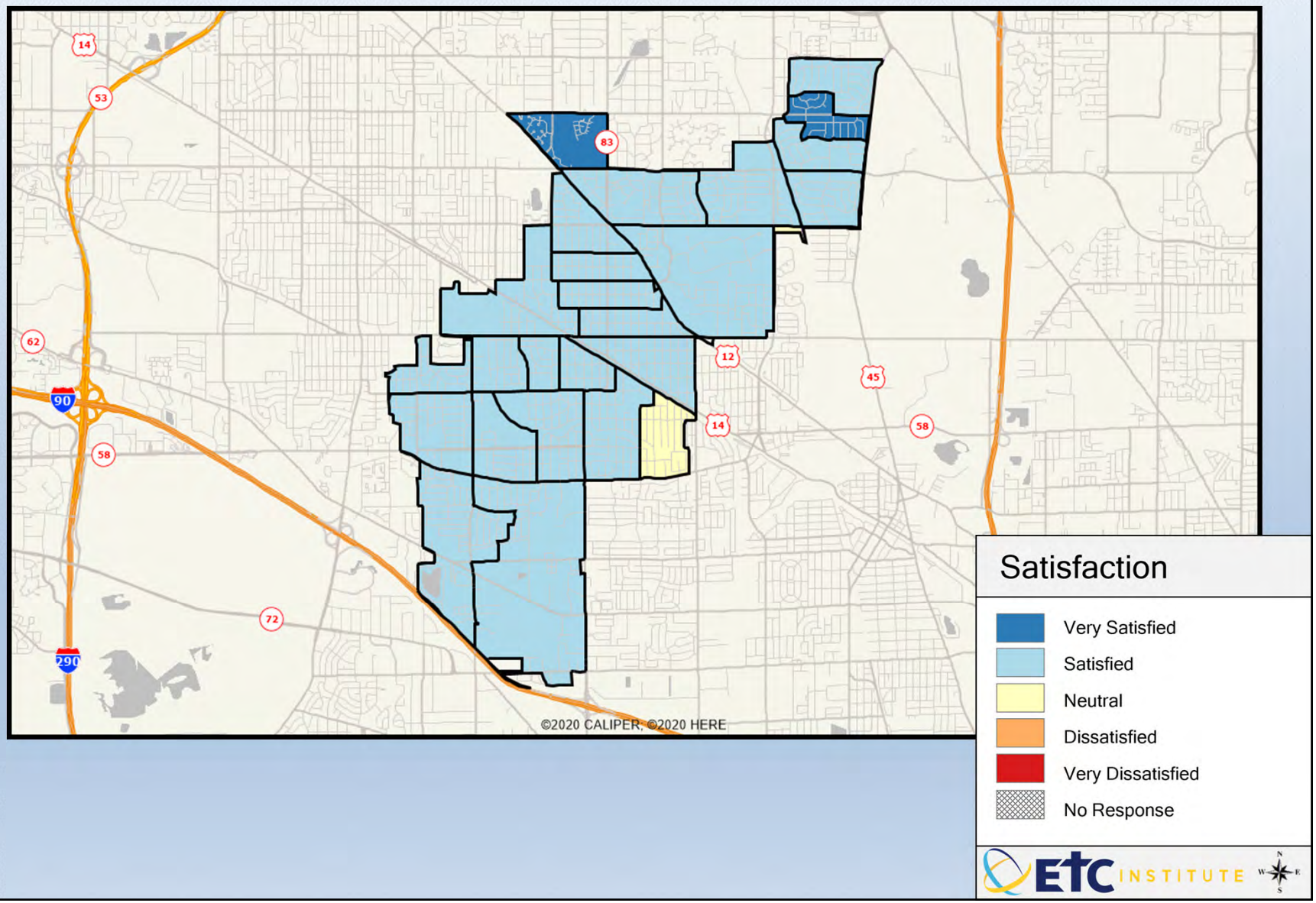
Q13-4. Overall quality of nursing services



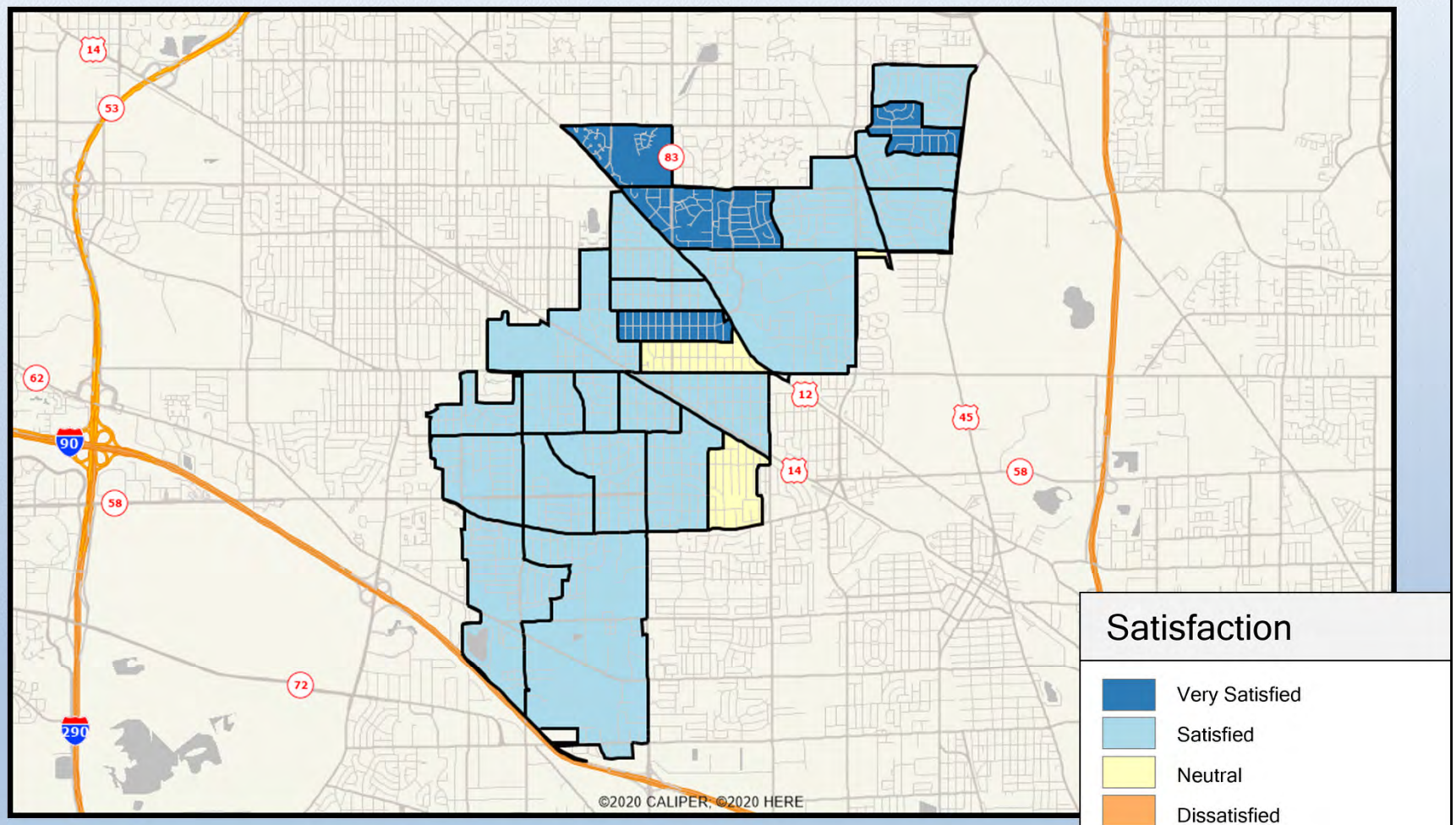
Q13-5. Public health nursing services meeting community needs



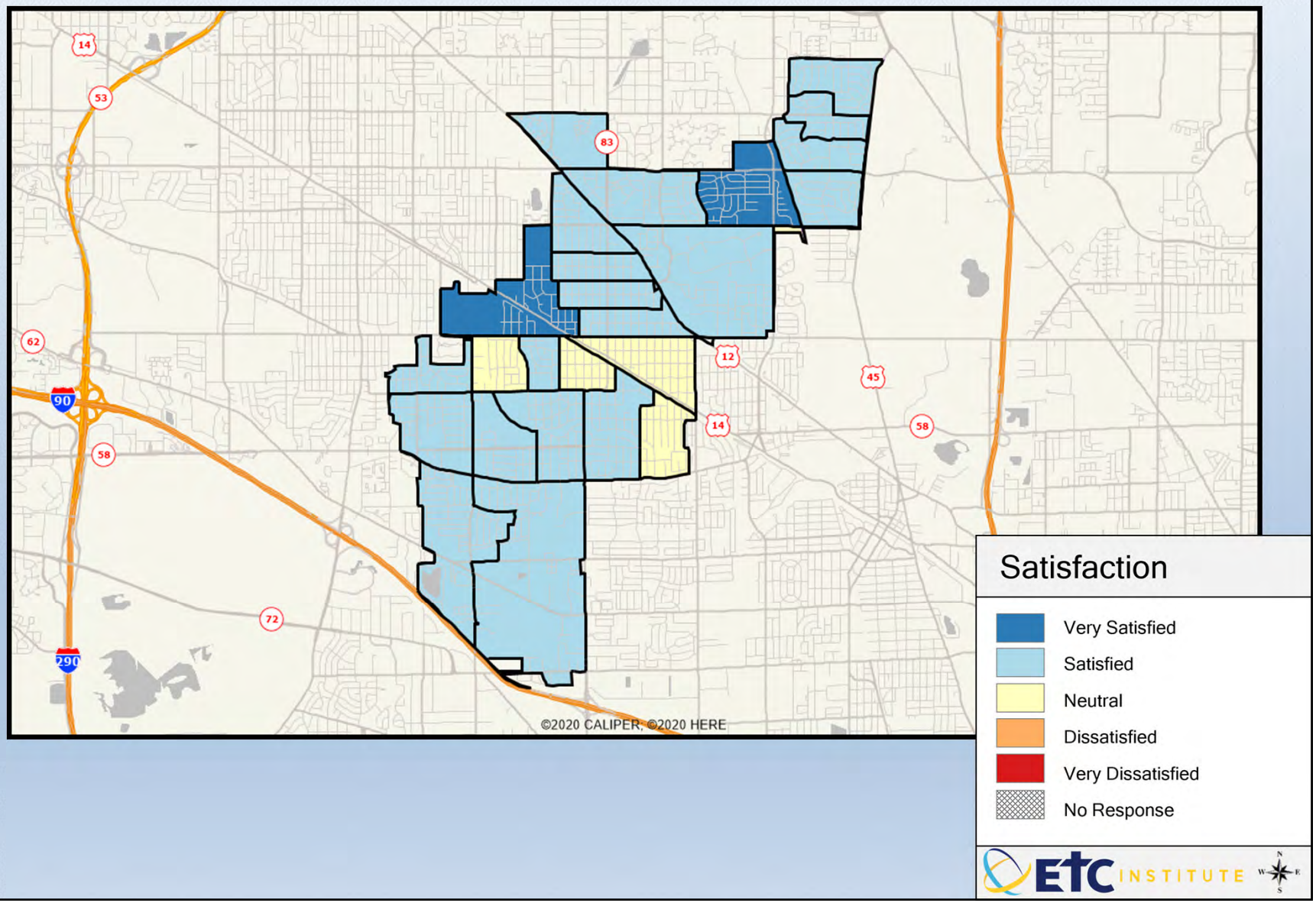
Q13-6. Overall quality of social services



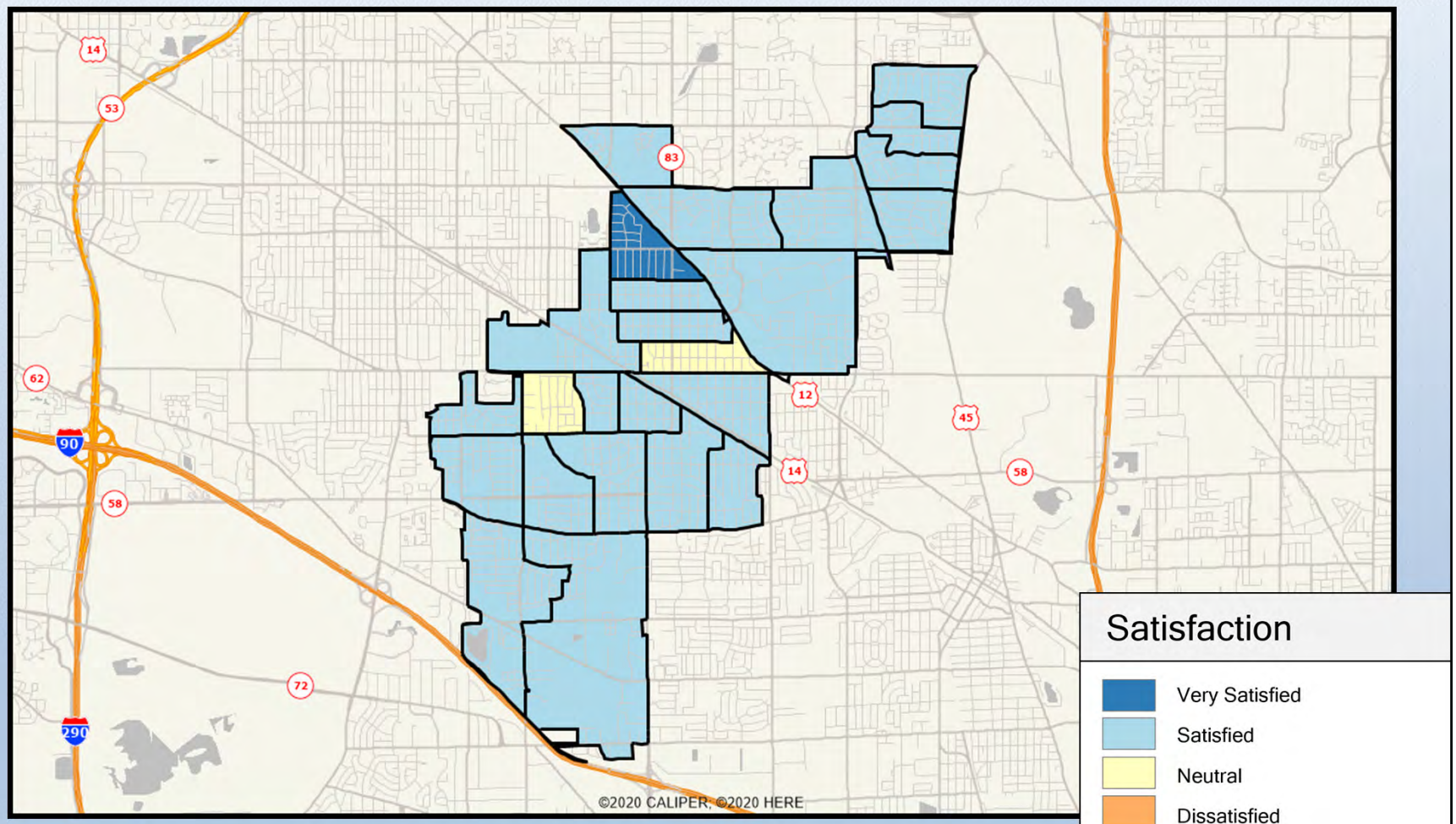
Q13-7. Social services meeting community needs



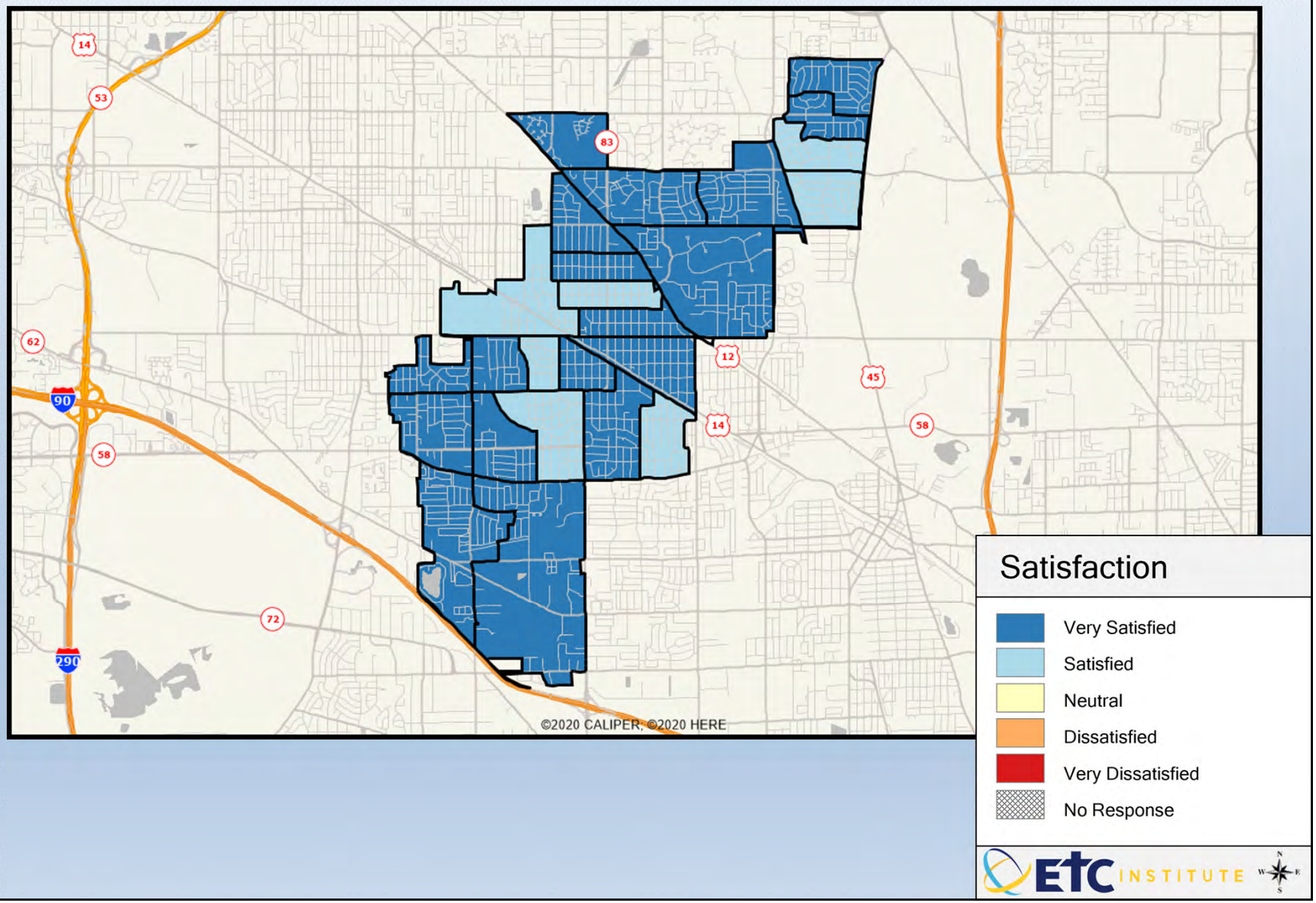
Q13-8. Overall quality of senior services



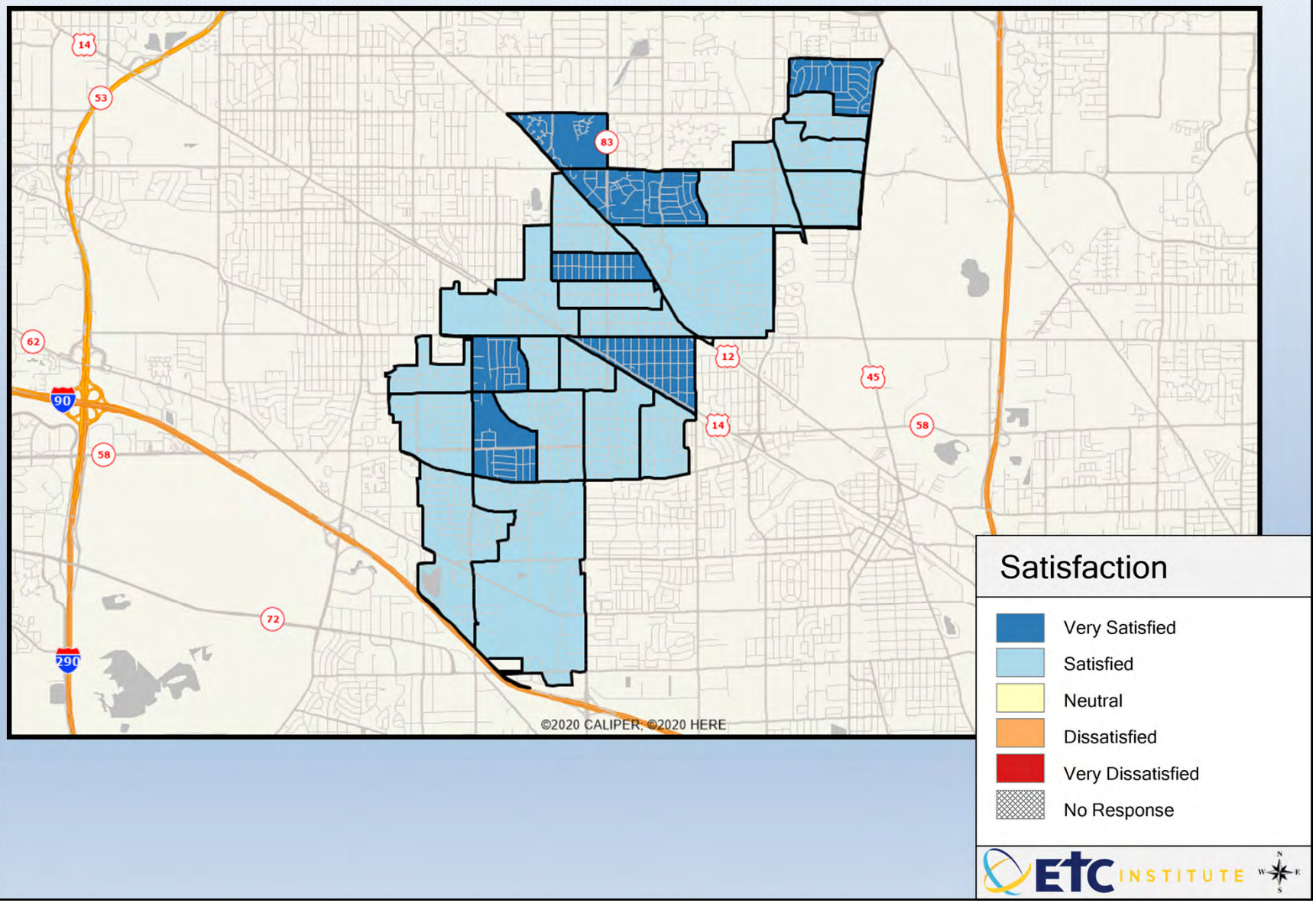
Q13-9. Quality of Human Services programming and events



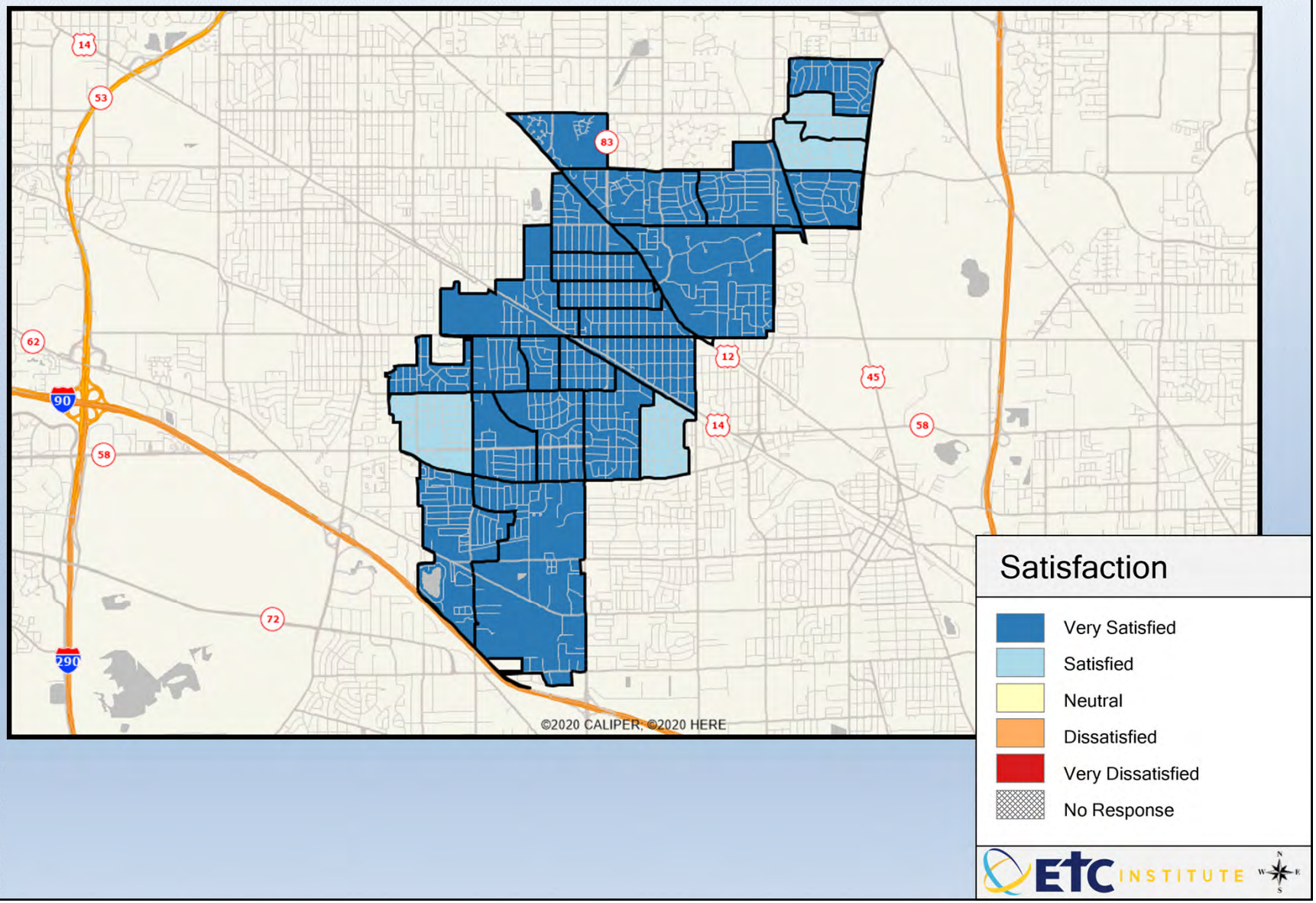
Q15-01. Availability of information on Village services and activities in a language of which I am fluent



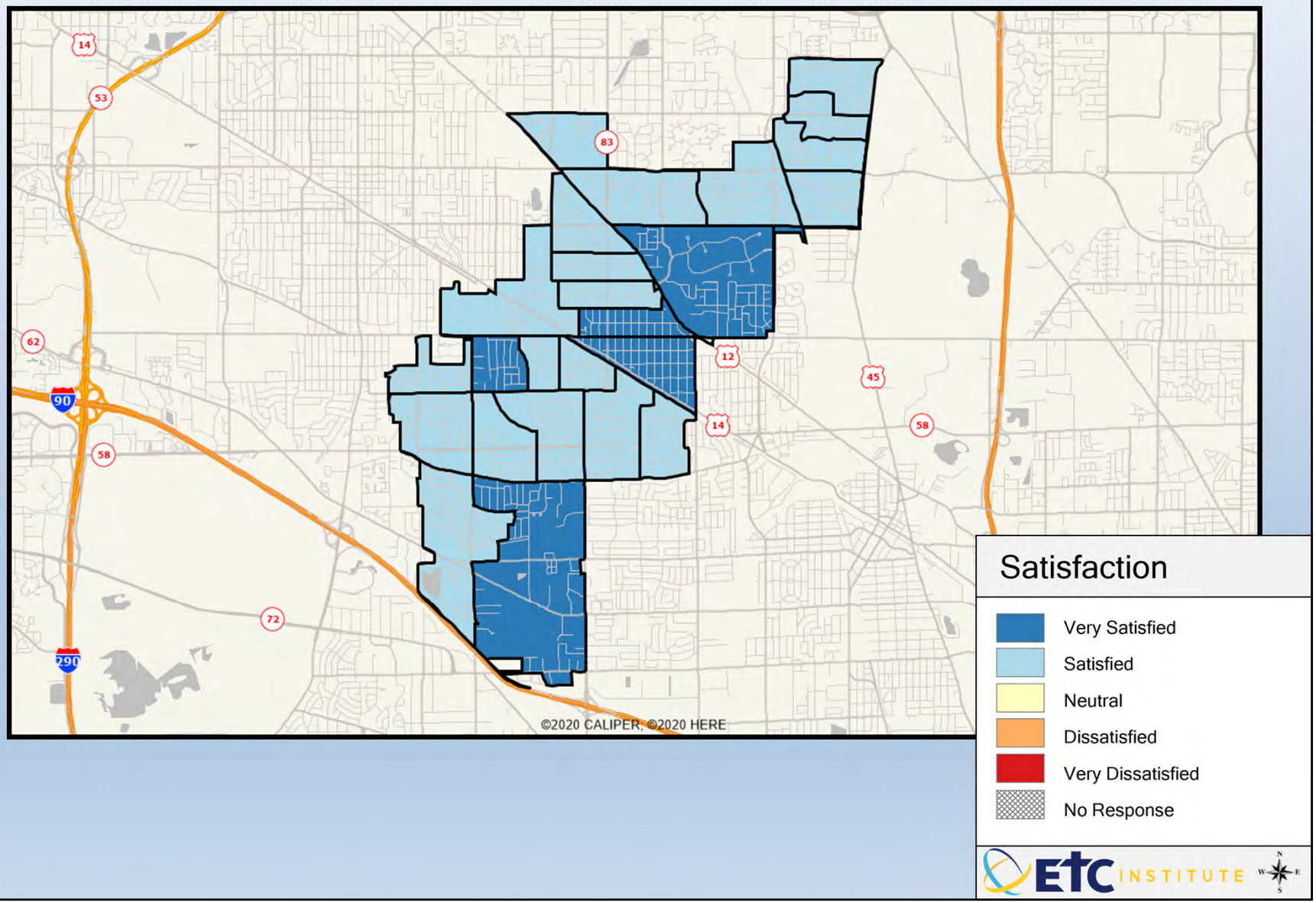
Q15-02. Timeliness of information provided by the Village



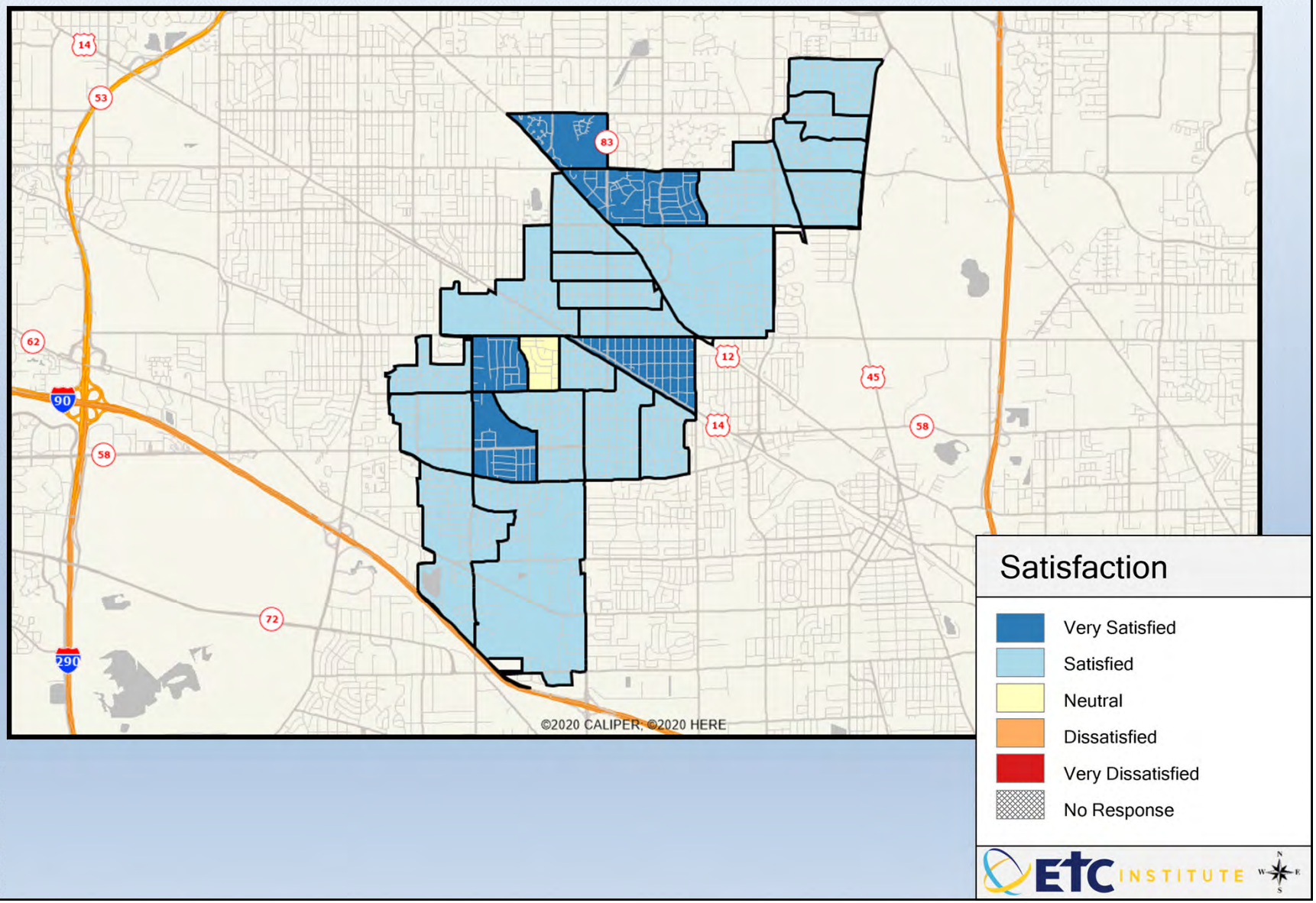
Q15-03. Quality of Village's print newsletter



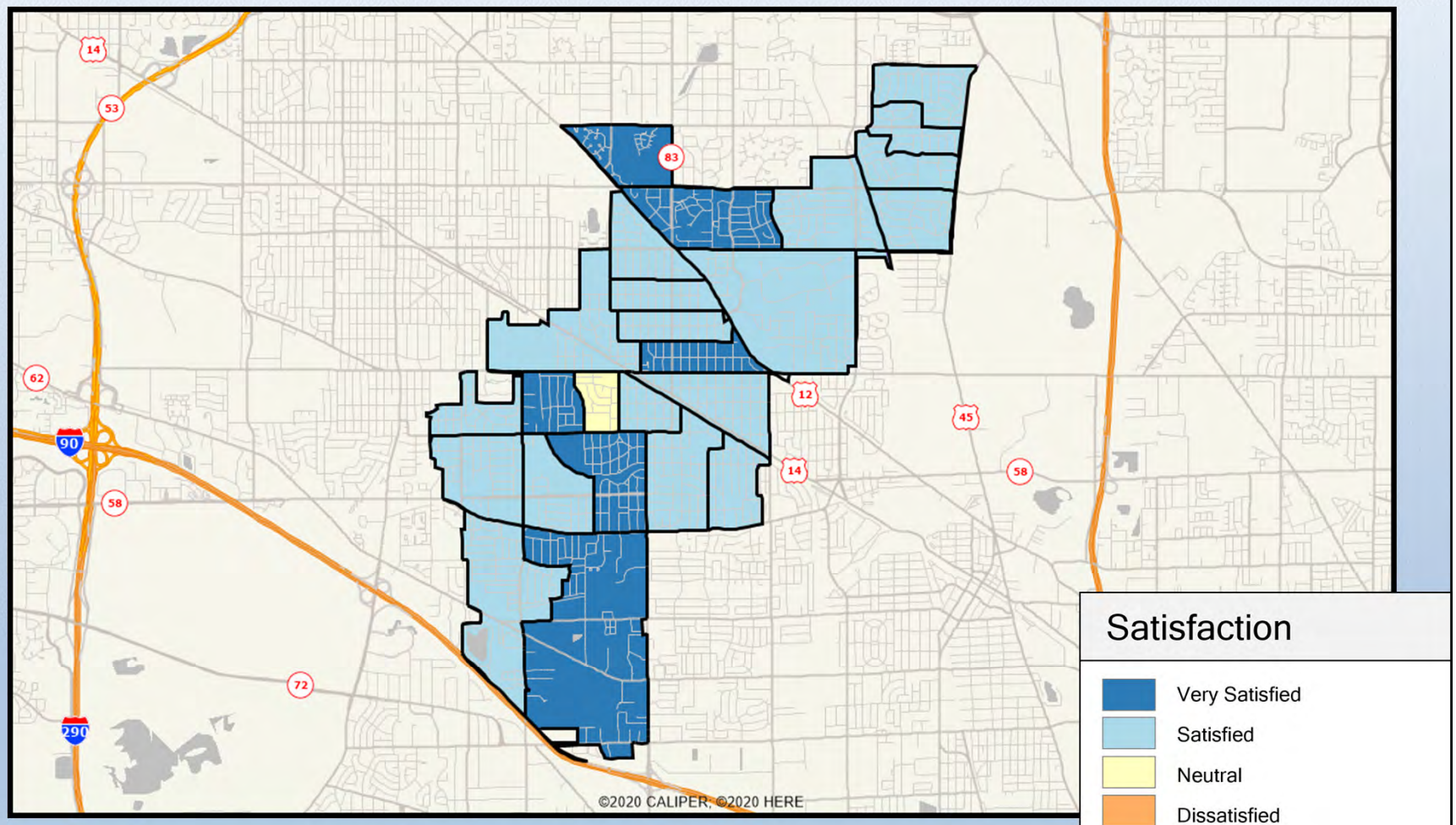
Q15-04. Quality of Village's website



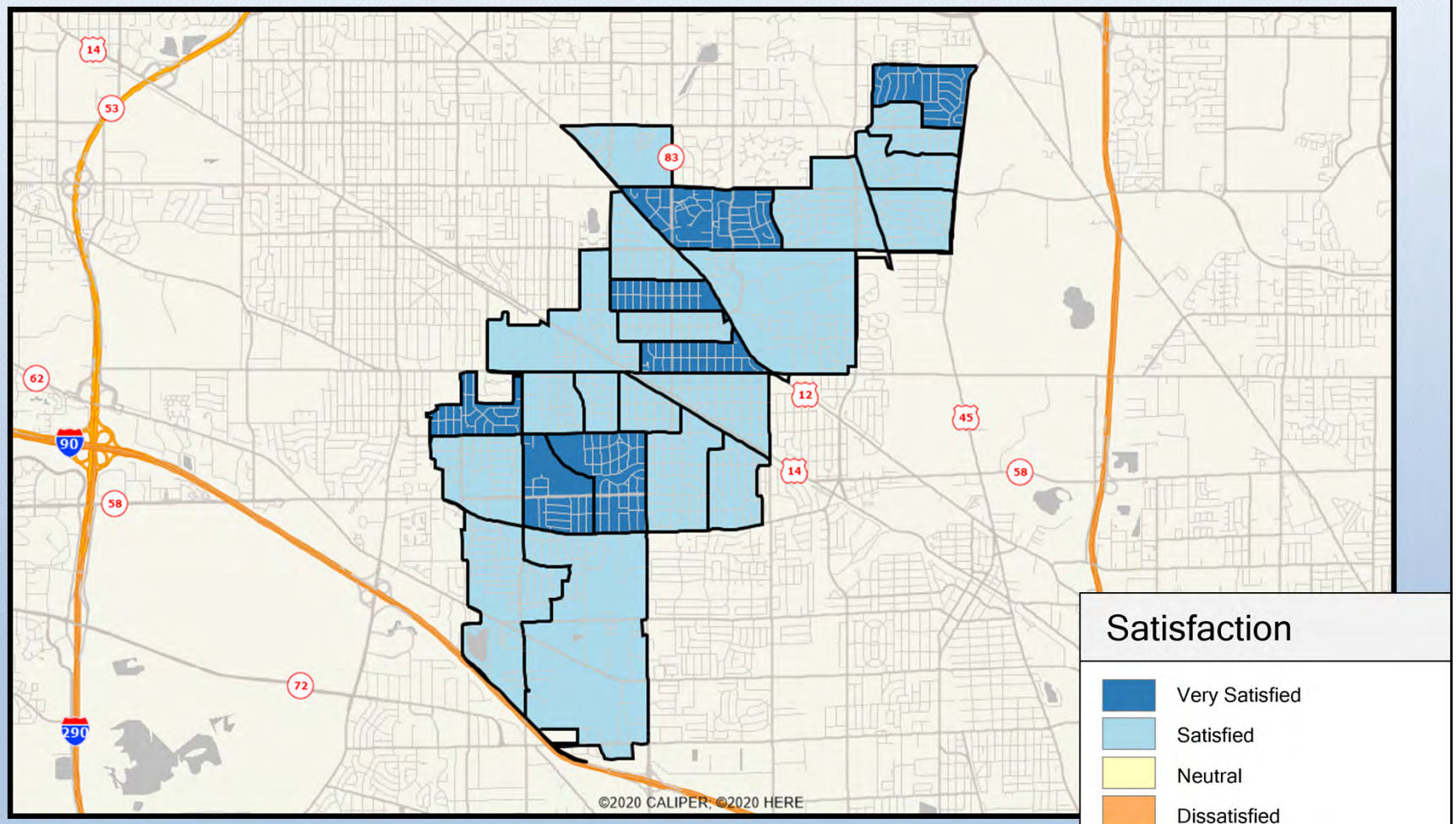
Q15-05. Quality of Village's social media



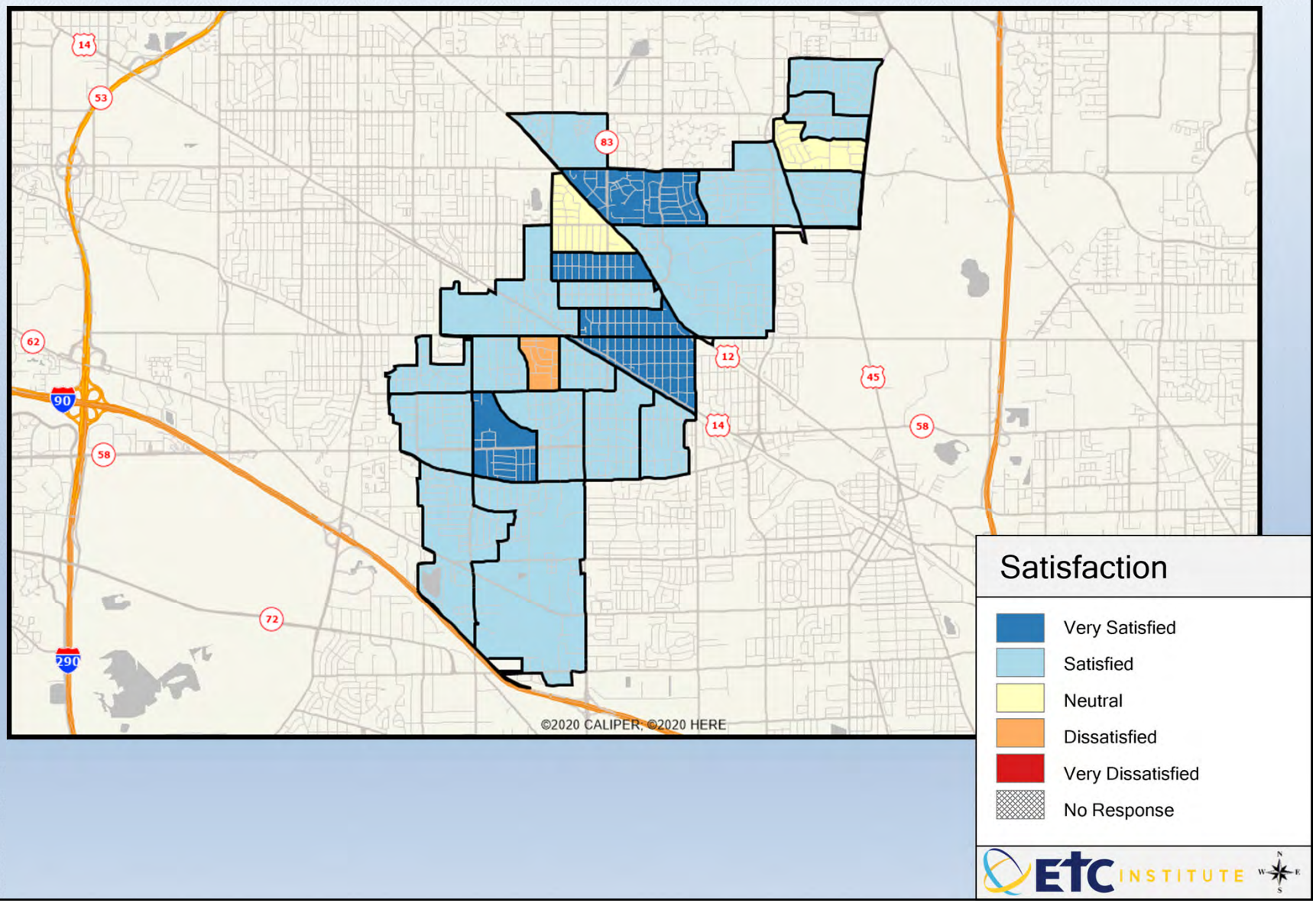
Q15-06. Quality of Village's Experience Mount Prospect website



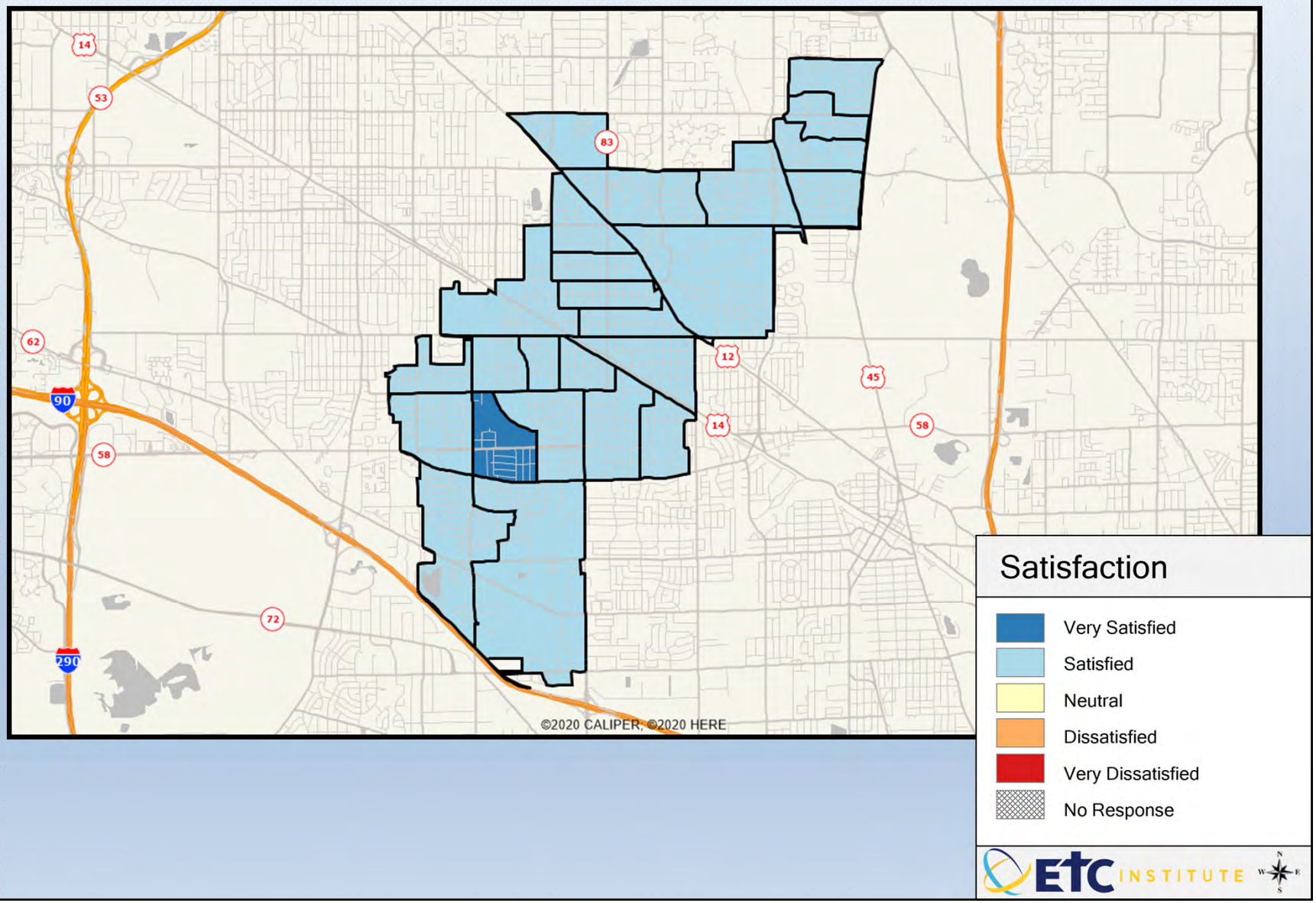
Q15-07. Quality of Village's e-mail E-Newsletter



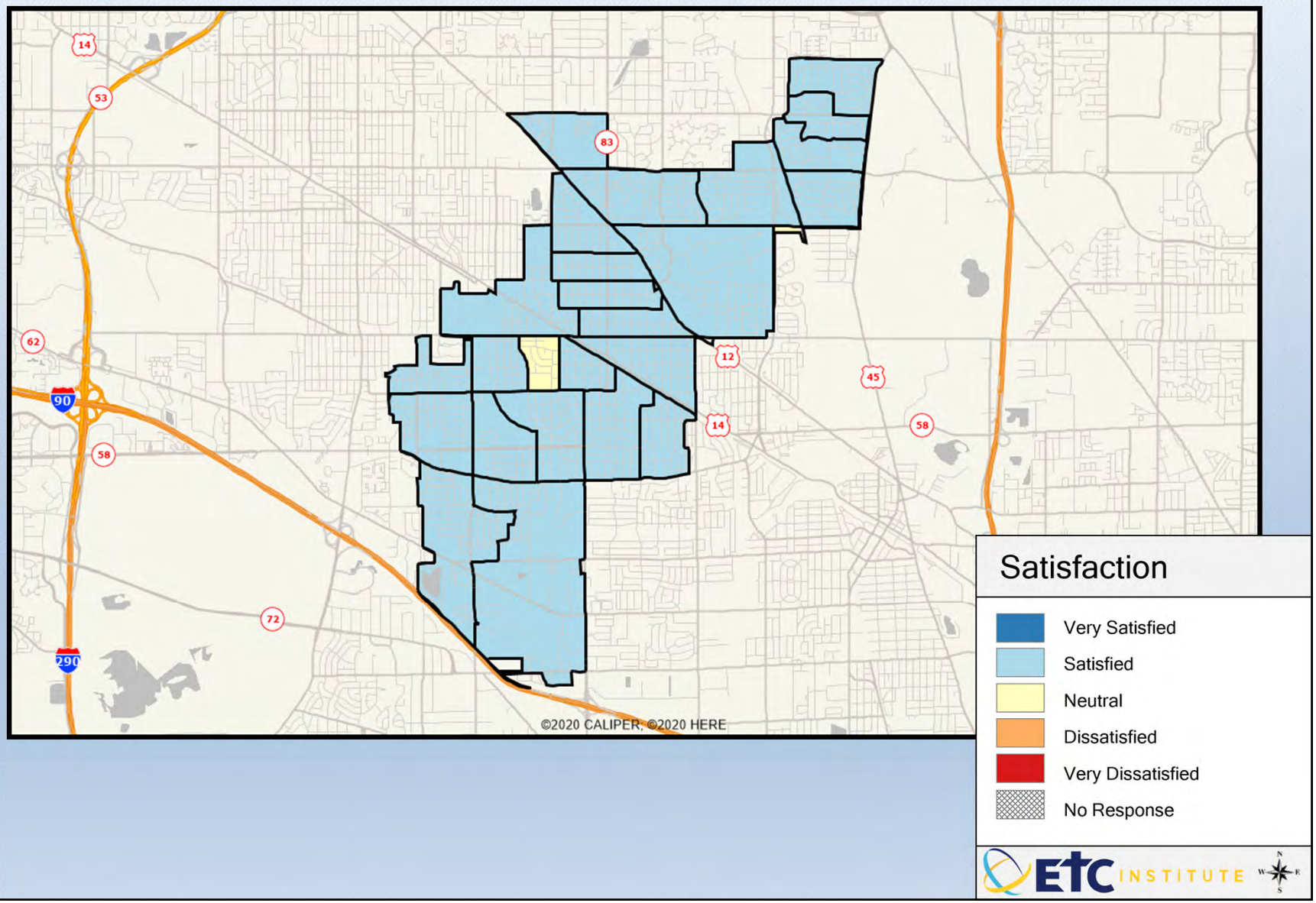
Q15-08. Quality of Mount Prospect Digital Communications (MPDC) programming



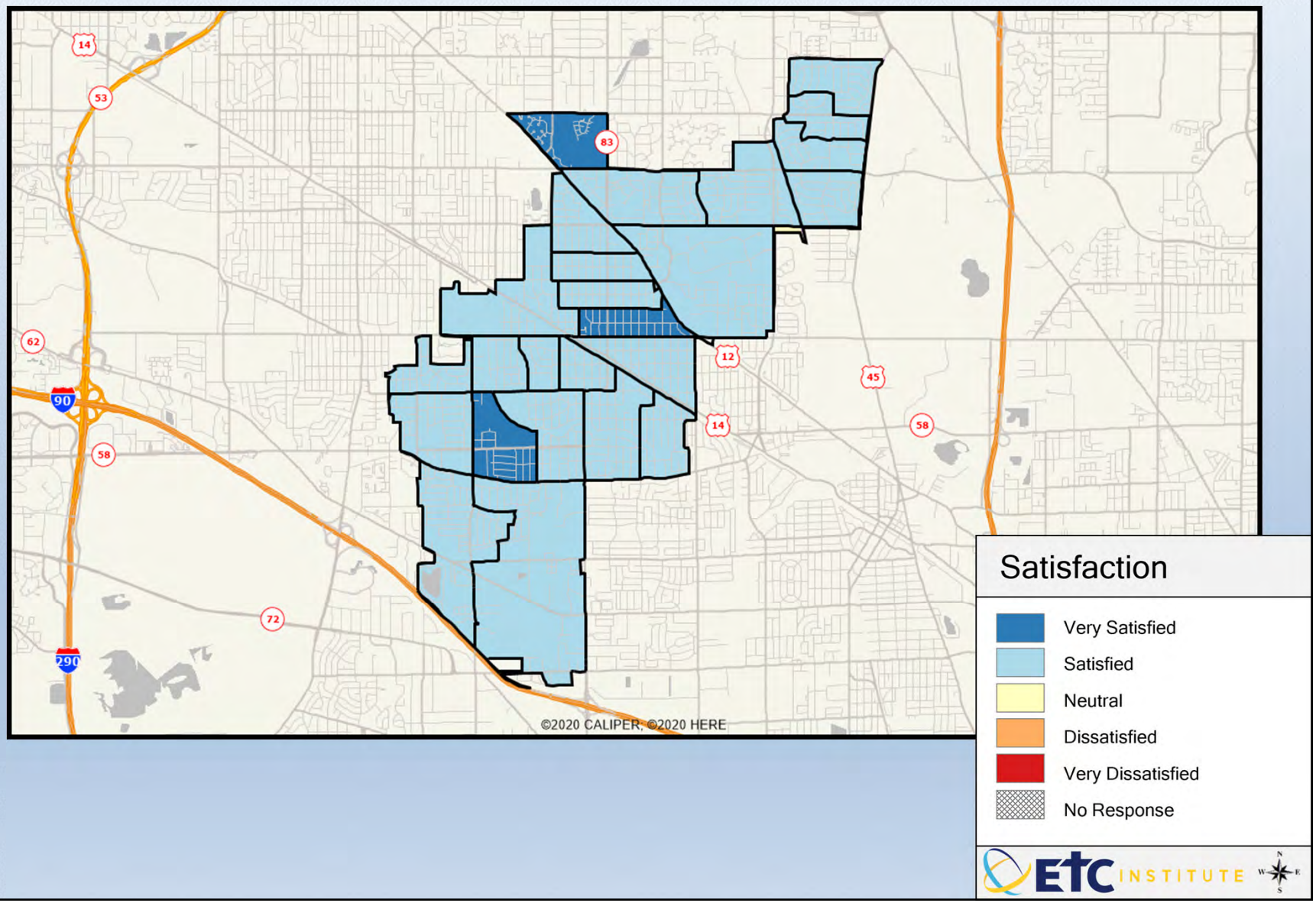
Q15-09. Overall usefulness of the Village's website calendar



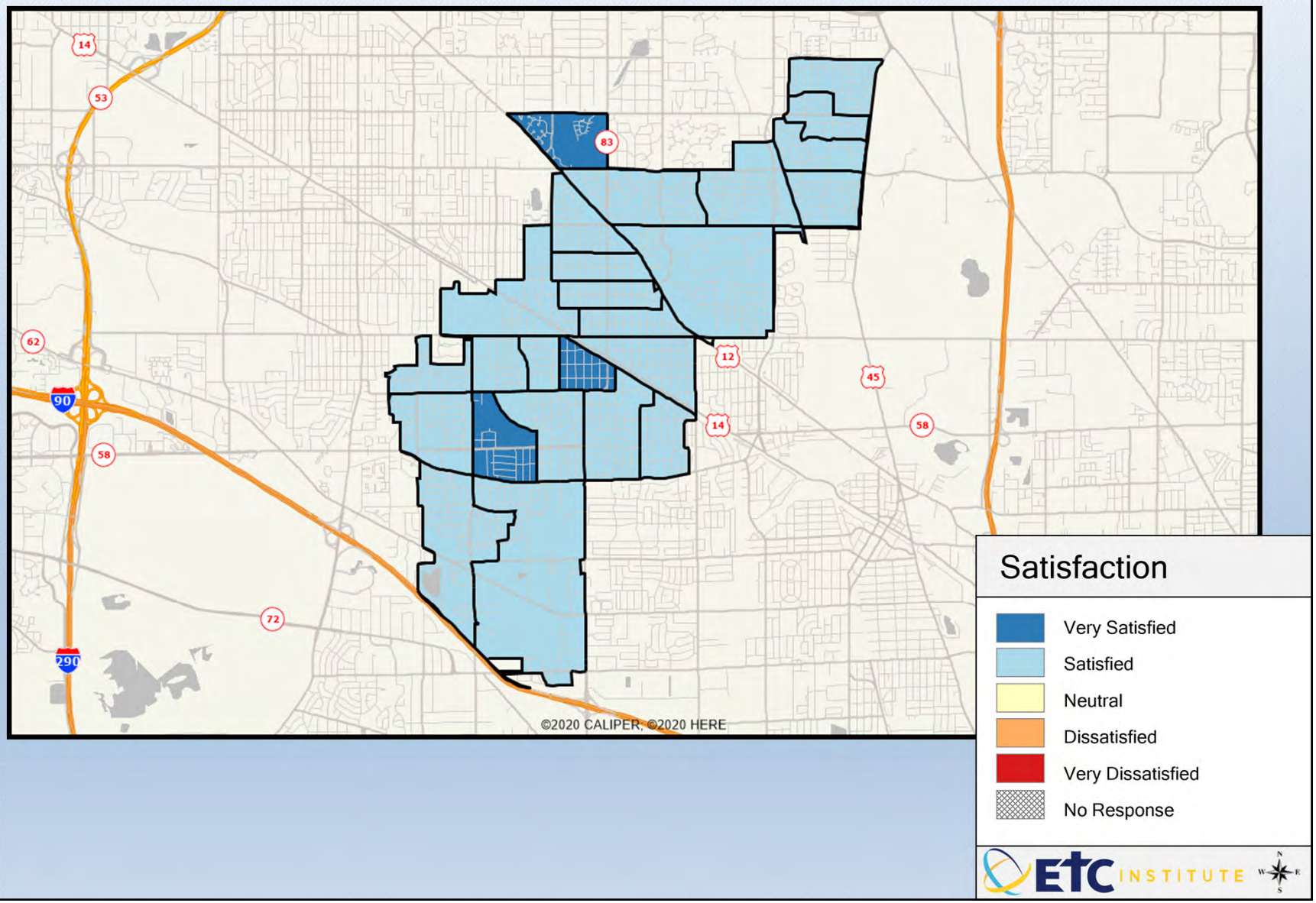
Q15-10. Transparency of Village information



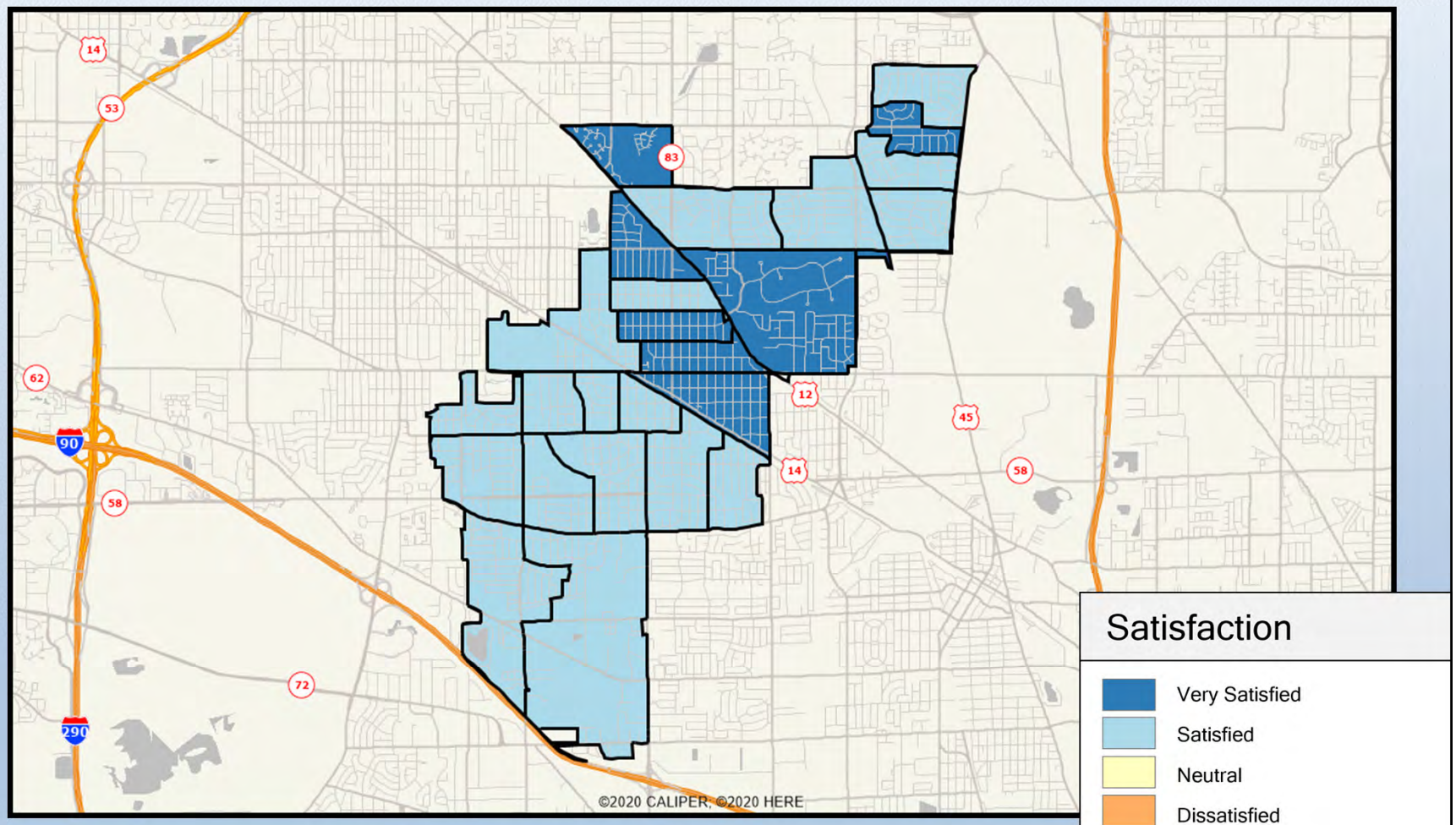
Q15-11. Clarity and understandability of Village bills



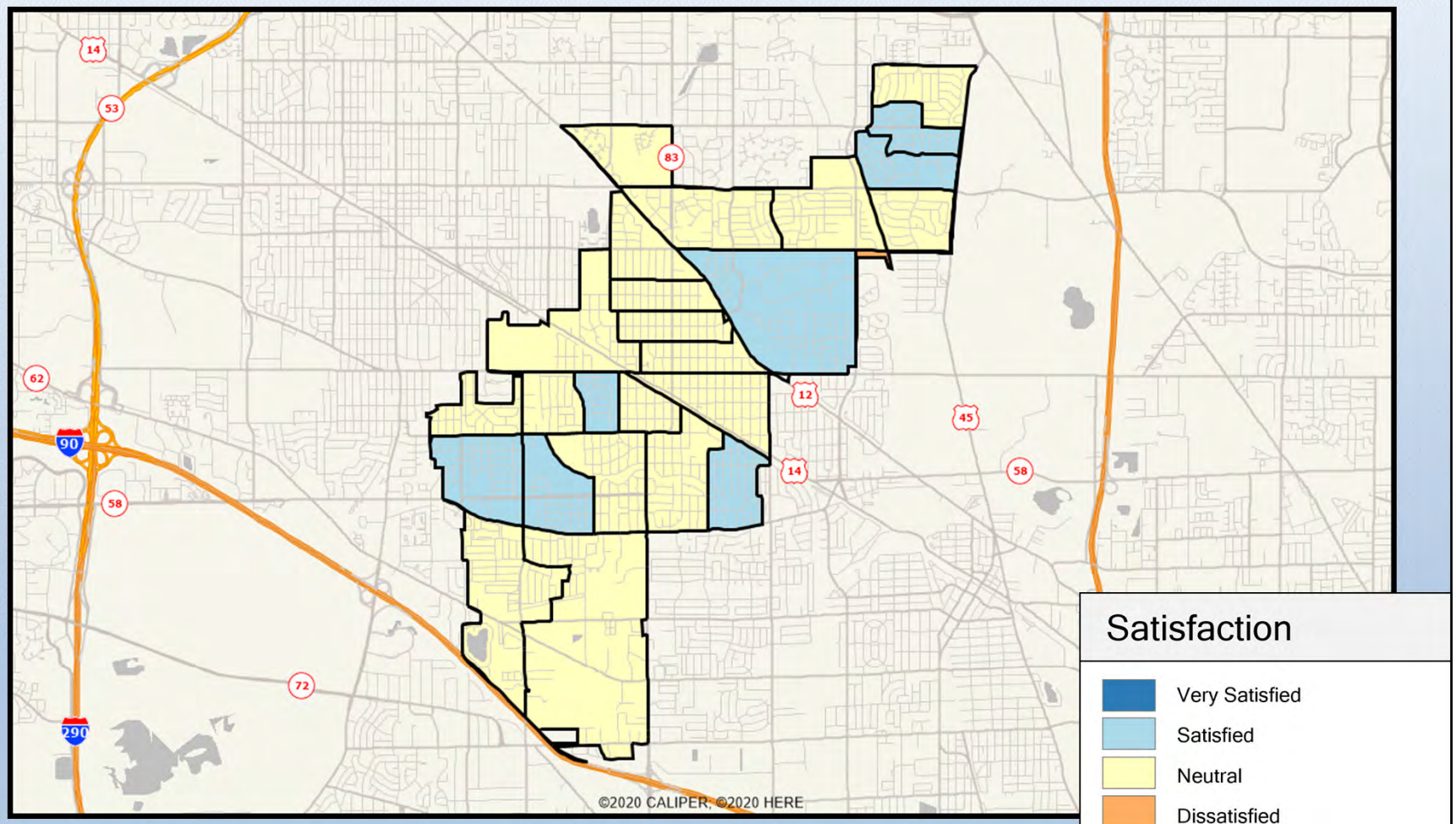
Q21-01. General appearance of Downtown



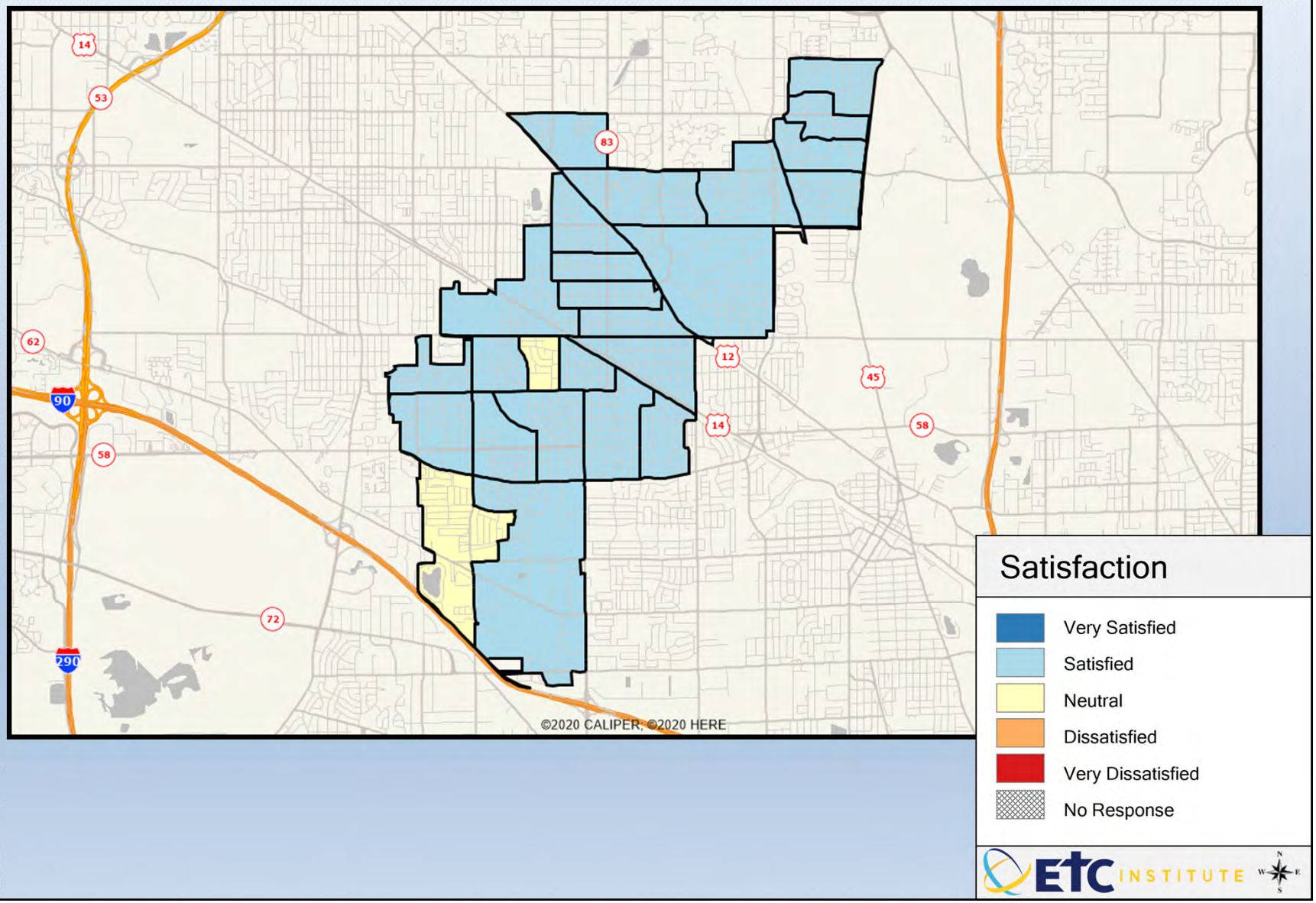
Q21-02. Convenience of the Village's Emerson and Maple Street parking decks



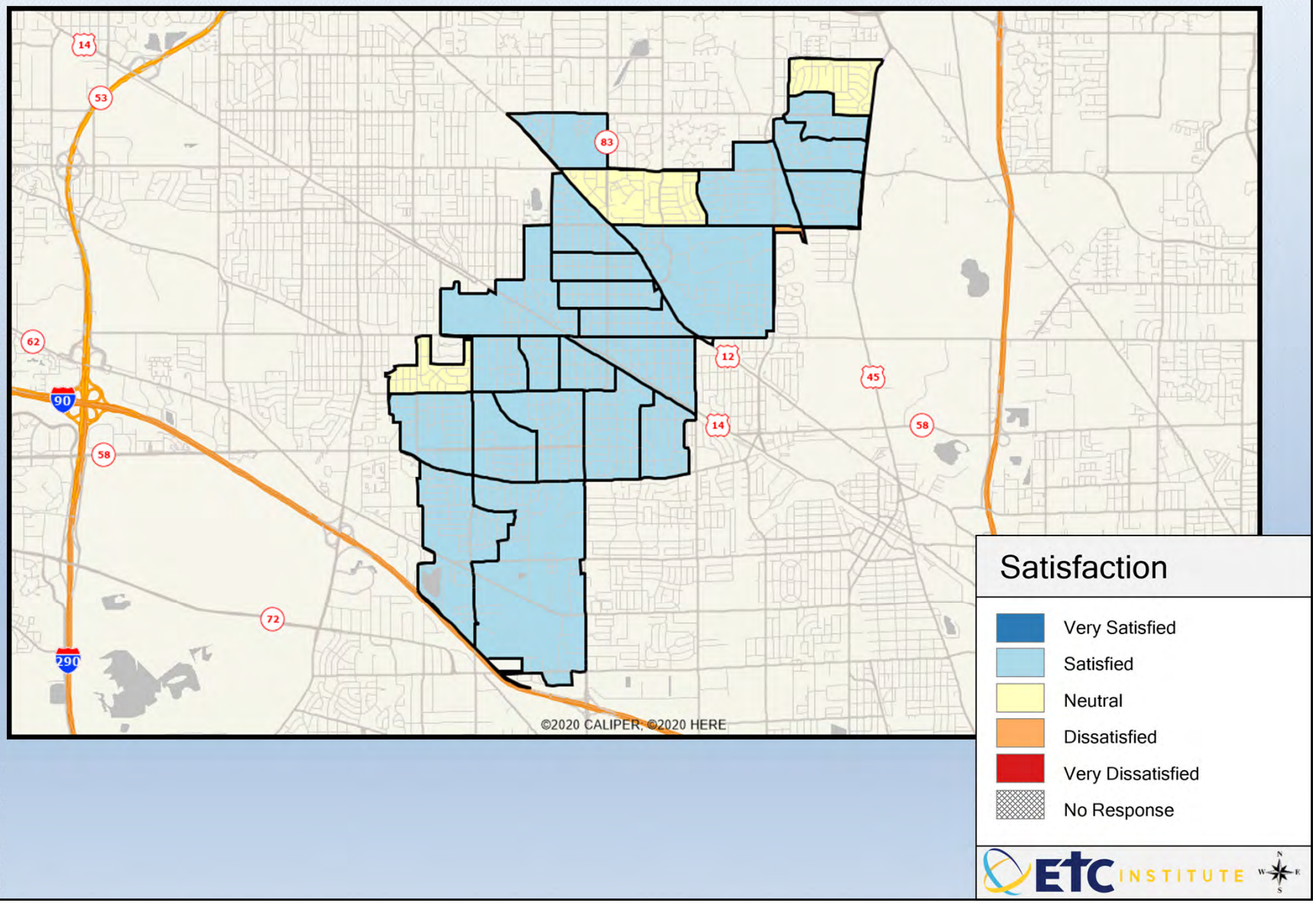
Q21-03. Types of downtown retail and entertainment establishments



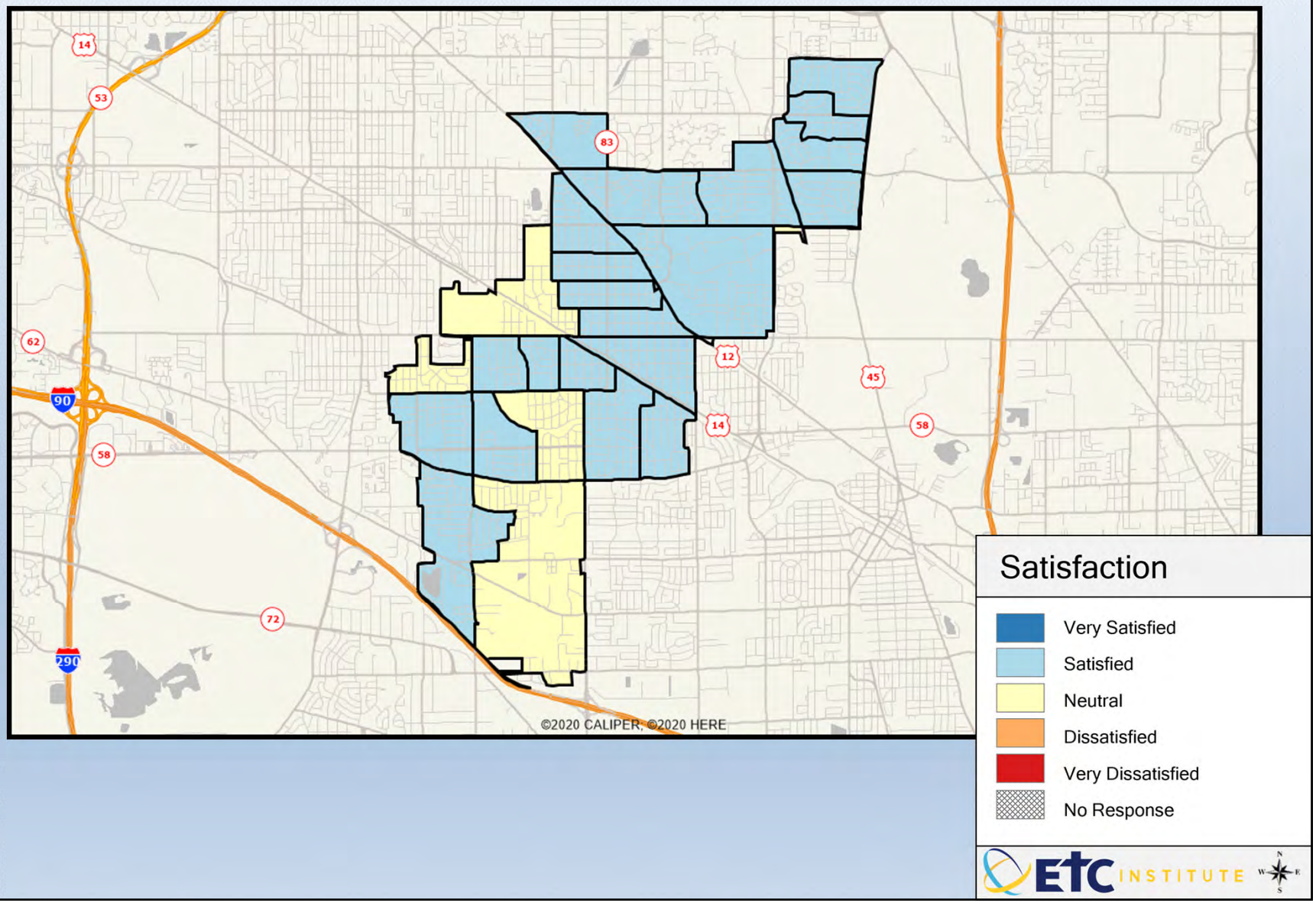
Q21-04. Hours downtown businesses are open



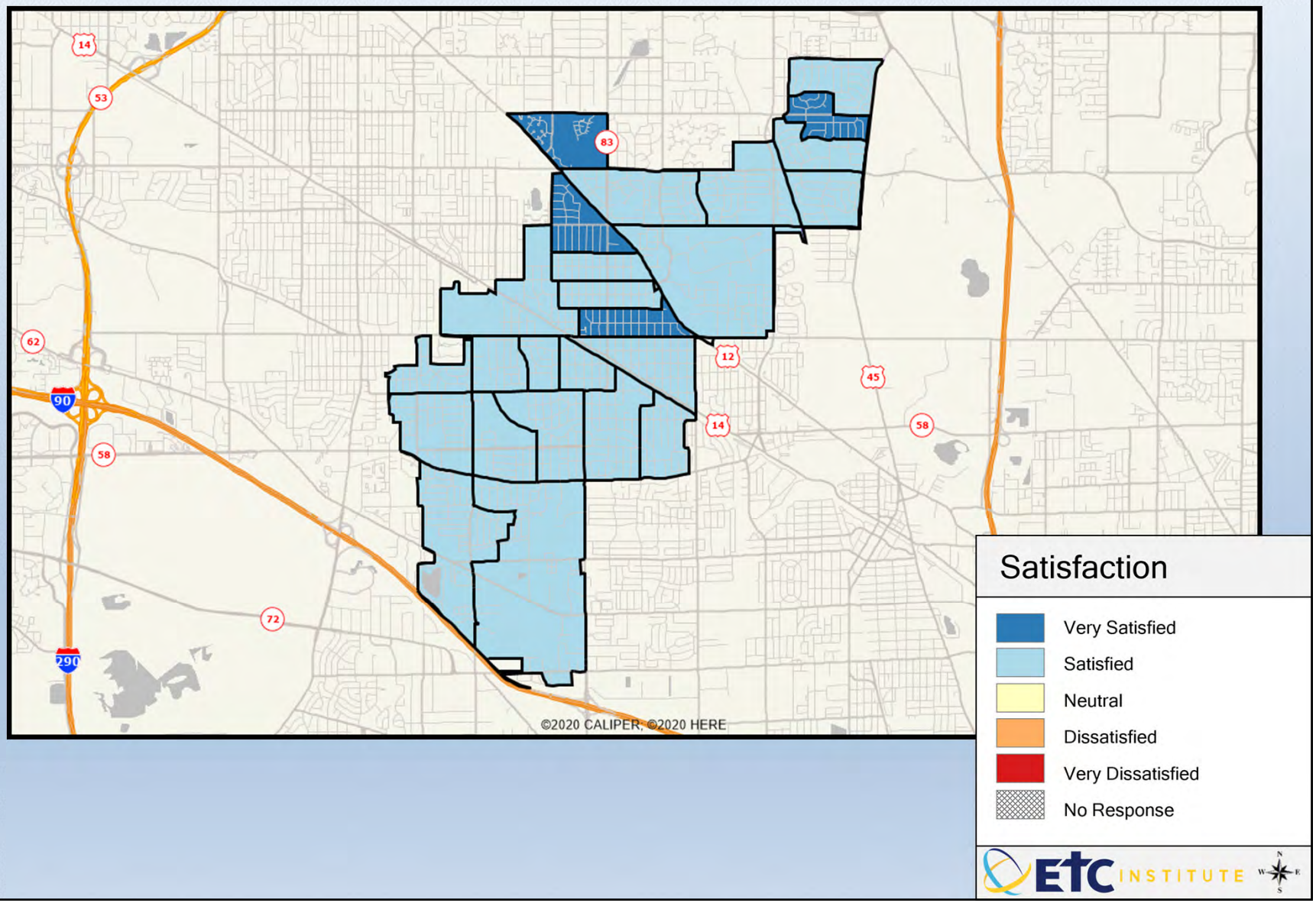
Q21-05. Availability and convenience of downtown parking



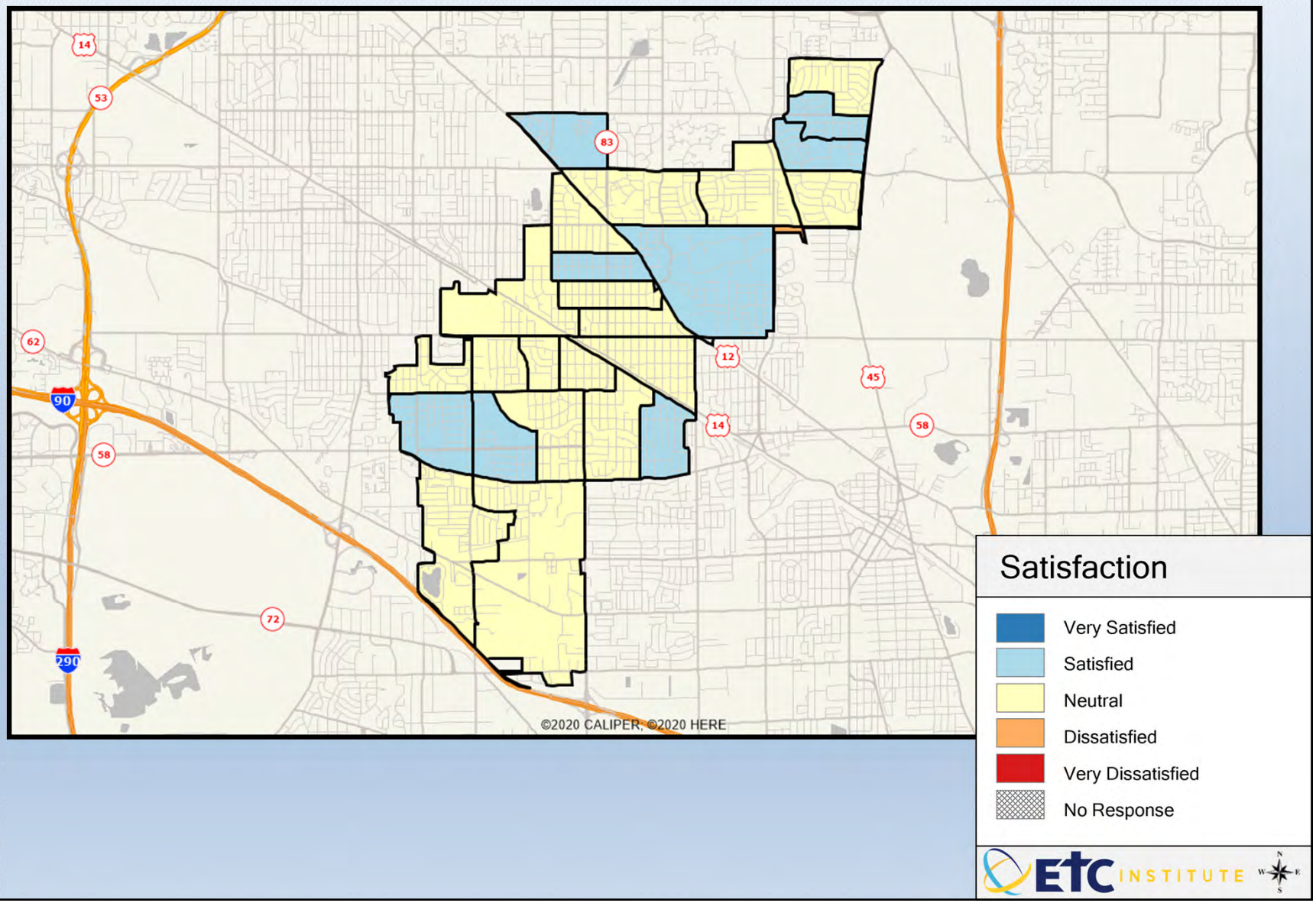
Q21-06. Adequacy of green space downtown



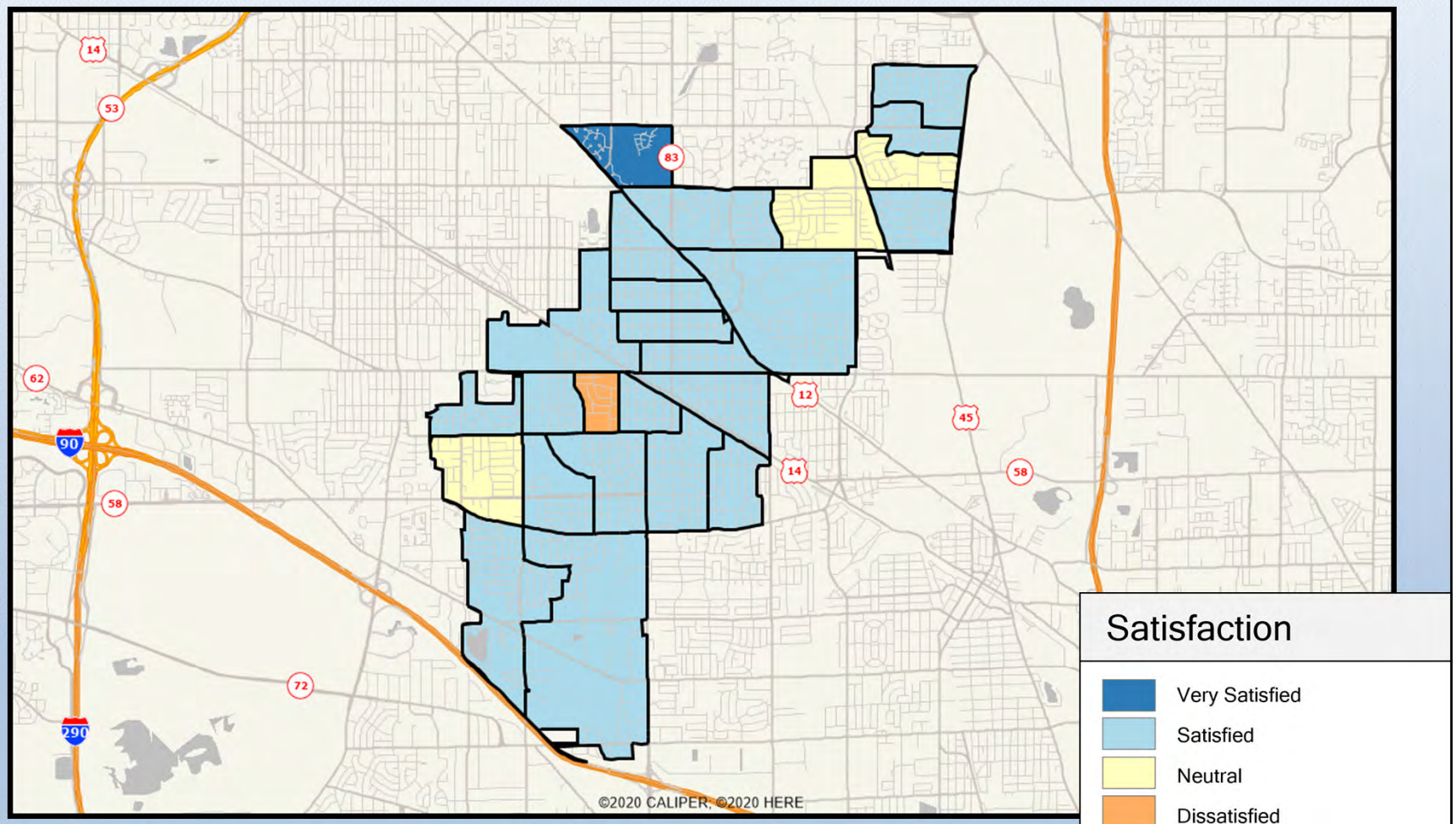
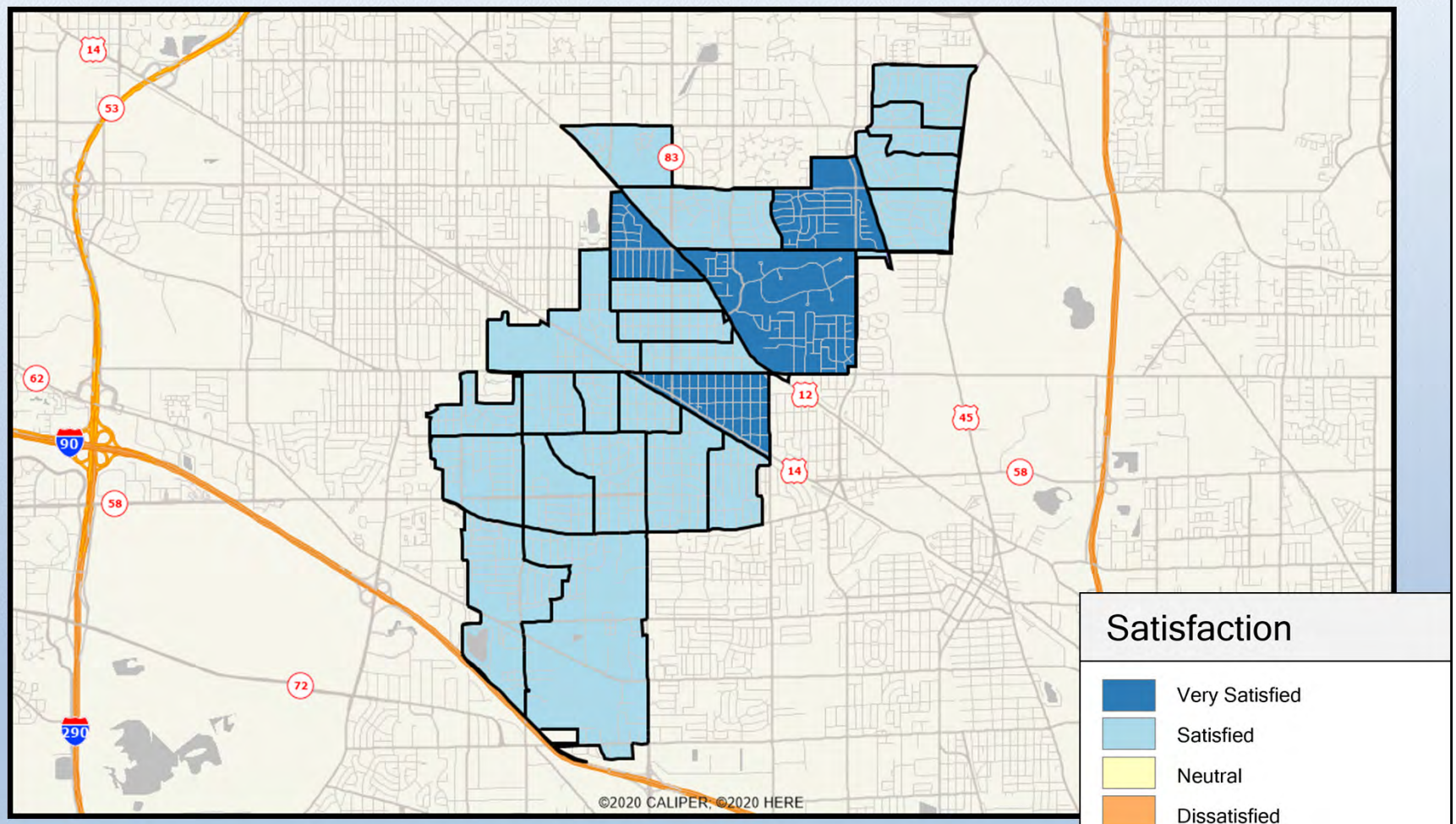
Q21-07. Overall downtown walkability



Q21-08. Variety of downtown restaurants



Q21-09. Availability of bicycle parking facilities downtown



Q21-10. Adequacy and condition of the Metra train station