Village of Glencoe 2015 Community Survey

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Final Findings Report

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Village of Glencoe 2015 Community Survey Executive Summary Report

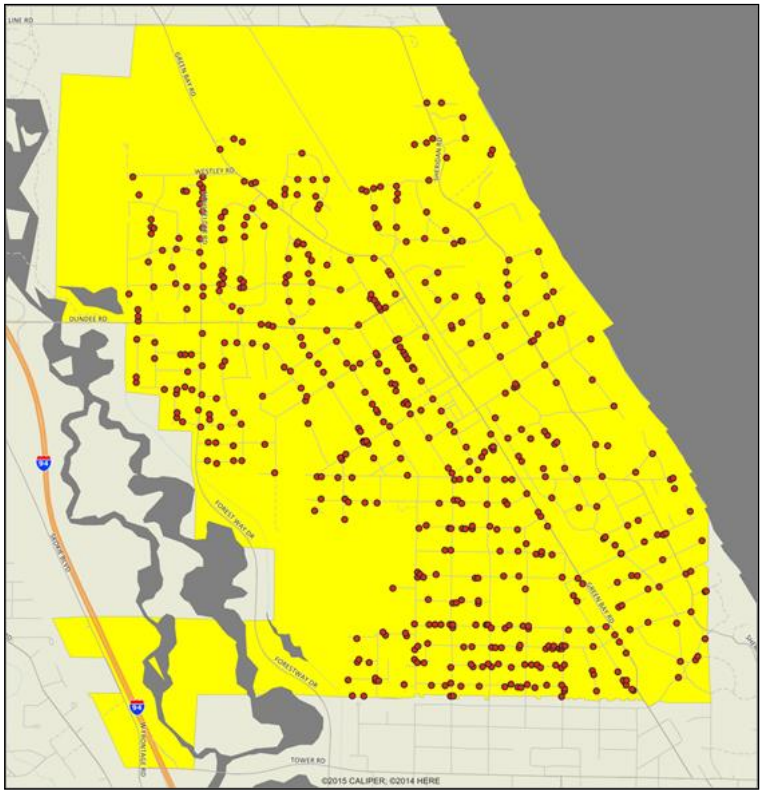
Overview and Methodology

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

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

The goal was to receive at least 400 completed surveys. This goal was far exceeded, with a total of 608 households completing a survey. The results for the sample of 608 households have a 95% level of confidence with a precision of at least +/- 4.0%.

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



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

This report contains the following:

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

The following document is published as a separate appendix:

- Open-ended responses to survey Question 20 (Appendix A)

Major Findings

Quality of life in the Village

- Nearly all (99%) of the residents surveyed, who had an opinion, rated the Village of Glencoe as an excellent or good place to live; 98% residents surveyed, who had an opinion, rated the Village as an excellent or good place to raise children, and 95% rated the overall quality of life in the Village as excellent or good.

Perceptions of the Village

- Most residents have a very positive perception of the Village of Glencoe. Ninety-eight percent (98%) of residents surveyed, who had an opinion, gave a rating of "very satisfied" or "satisfied" (rating of 4 or 5 on a 5-point scale) with the feeling of safety in their community. Other areas that received high ratings of "very satisfied" or "satisfied" included: feelings of safety in neighborhoods (97%), overall image and reputation of Glencoe (95%), quality of the library (94%), appearance of the Village (94%), and overall quality of Village services (92%).

Overall Look and Feel of the Village

- Nearly all (99%) of residents surveyed, who had an opinion, gave a rating of "very satisfied" or "satisfied" (rating of 4 or 5 on a 5-point scale) with the overall cleanliness of streets and public areas in Glencoe. Other areas that received ratings of "very satisfied" or "satisfied" included: cleanliness of the downtown (99%), maintenance of green spaces and parks (96%), and mowing/trimming along streets and public areas (95%).

Maintenance in the Village

- Ninety-seven percent (97%) of residents surveyed, who had an opinion, gave a rating of "very satisfied" or "satisfied" (rating of 4 or 5 on a 5-point scale) with maintenance of the Village's downtown. Other areas that received ratings of "very satisfied" or "satisfied" included: maintenance of traffic signals (95%), maintenance of Village-owned buildings (95%), and maintenance of Village streets (94%).

- Based on the sum of their top five choices, the maintenance services that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) the maintenance of Village streets, (2) maintenance of sidewalks, (3) plowing of Village streets, (4) plowing of sidewalks, and (5) adequacy of Village street lighting.

Building Permits and Construction in the Village

- Sixty-one percent (61%) of residents surveyed, who had an opinion, gave a rating of "very satisfied" or "satisfied" (rating of 4 or 5 on a 5-point scale) with permitted residential construction work days and hours; 58% were "very satisfied" or "satisfied" with the process to submit building permit applications, and 54% were "very satisfied" or "satisfied" with the time it takes to obtain a building permit after applying.

Utility Services in the Village

- The aspects of utility service that residents, who had an opinion, gave the highest levels of "very satisfied" or "satisfied" (rating of 4 or 5 on a 5-point scale) were: residential garbage collection service (95%), residential recycling service (94%), and drinking water (94%).

- Based on the sum of their top two choices, the utility services that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) storm water management and drainage and (2) sanitary sewer services.

Glencoe Golf Club

- Thirty-six percent (36%) of residents surveyed indicated they had used the Glencoe Golf Club facilities in the past 24 months. Of those, the residents who had an opinion gave

the highest levels of "very satisfied" or "satisfied" (rating of 4 or 5 on a 5-point scale) with: overall playing conditions of the course (87%), quality of golf instruction (68%), and cost of green fees for value of the course (66%).

Police, Fire and Paramedic Services and 911 Services

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

- Based on the sum of their top five choices, the police, fire and paramedic services that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) efforts to prevent serious crimes, (2) efforts to prevent lesser crimes, (3) visibility of Public Safety in neighborhoods, (4) overall quality of police services, and (5) overall quality of emergency medical services.

- Of the residents who used 911 service, 96% who had an opinion gave a rating of "very satisfied" or "satisfied" (rating of 4 or 5 on a 5-point scale) with the speed with which their call was answered, and 93% were "very satisfied" or "satisfied" with the quality of information and/or instructions given.

Village Communications

- Eighty-nine percent (89%) of residents surveyed, who had an opinion, gave a rating of "very satisfied" or "satisfied" (rating of 4 or 5 on a 5-point scale) with the quality of the Village newsletter. Other areas that received ratings of "very satisfied" or "satisfied" included: quality of the Village's website (77%), quality of the Village's e-mail blast (77%), and availability of information on services and programs (75%).

- When asked about the amount of information they obtain from various sources about Village government, services, activities, events and local issues, the sources that residents indicated they receive "a great deal of information," "quite a bit of information" or "some information" included: Village newsletter (96%), local media (92%), the Village website (88%), and direct mail/letters (81%).

- When asked about the likelihood of using certain features if they were made available on the Village website, residents who had an opinion indicated they would be "very likely" or "likely" to do the following: look up property information by address (78%),

request service from Public Works (73%), apply for a parking permit (65%), and pay a fine or service fee (64%).

Customer Service

- Two-thirds (67%) of residents indicated they had called or visited the Village with a question, problem, or complaint during the past year. Of those, 94% who had an opinion indicated it was "very easy" or "somewhat easy" to contact the person they needed to reach.

- When asked about their level of agreement with various aspects of customer service, residents indicated they "strongly agreed" or "agreed" with the following: Village employees were courteous and polite (94%), employees gave prompt, accurate, and complete answers to questions (87%), and their call or inquiry was answered promptly (86%).

Community Priorities

- When residents were asked to rank various priorities in the community, the areas that were deemed "very high" or "high" priorities included: overall quality of life (95%), crime prevention (94%), overall quality of services provided (93%), flood prevention and stormwater management (90%), a balanced Village budget (88%), and walkability of the downtown and other areas (87%).

- Based on the sum of their top five choices, the community priorities that residents feel should receive the most emphasis from Village leaders over the next two years were: (1) flood prevention and stormwater management, (2) crime prevention, (3) a vibrant downtown, (4) variety of restaurants in the downtown, and (5) overall quality of services provided.

- Forty-one percent (41%) of residents have contacted the Village with a question, problem, or complaint in the past year. Of the 41% of residents that have contacted the Village in the past year, 74% contacted the Village by phone, 31% in person, and 21% by e-mail.

- Of the 41% of residents that have contacted the Village in the past year, 88% felt it was very easy or easy to contact the person they needed to reach.

How Glencoe Compares to Other Communities

Glencoe rated **significantly higher (4% or more above) the East Central Region average in 42 of the 44 areas** that were assessed. The areas in which Glencoe rated 20% or more above the East Central Region average are listed below:

- Quality of Village services (+46%)
- Overall image and reputation (+45%)
- Mowing/trimming along streets and public areas (+41%)
- Overall cleanliness of streets/public areas (+38%)
- Maintenance of streets (+38%)
- Cleanliness of downtown (+37%)
- Value received for Village tax dollars and fees (+36%)
- Appearance of the Village (+36%)
- As a place to live (+36%)
- Ease of access to public transportation (+35%)
- Overall quality of public safety education program (+35%)
- Quality of schools (+34%)
- Maintenance of sidewalks (+33%)
- As a place to raise children (+32%)
- Village employees (customer service) responded in a timely manner (+32%)
- Overall quality of life (+30%)
- Village employees helped resolve an issue (+30%)
- Maintenance of Downtown (+28%)
- Residential recycling service (+28%)
- Feeling of safety in the community (+27%)
- Overall quality of police response times (+27%)
- Visibility of Public Safety in neighborhoods (+26%)
- Plowing of streets (+23%)
- Code enforcement (+22%)
- Quality of parks and recreation services (+22%)
- Village employees were courteous and polite (+22%)
- Overall quality of police services (+21%)
- Transparency of Village information (+21%)
- As a place to visit (+20%)
- Maintenance of street signs (+20%)
- Residential garbage collection services (+20%)

Investment Priorities

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

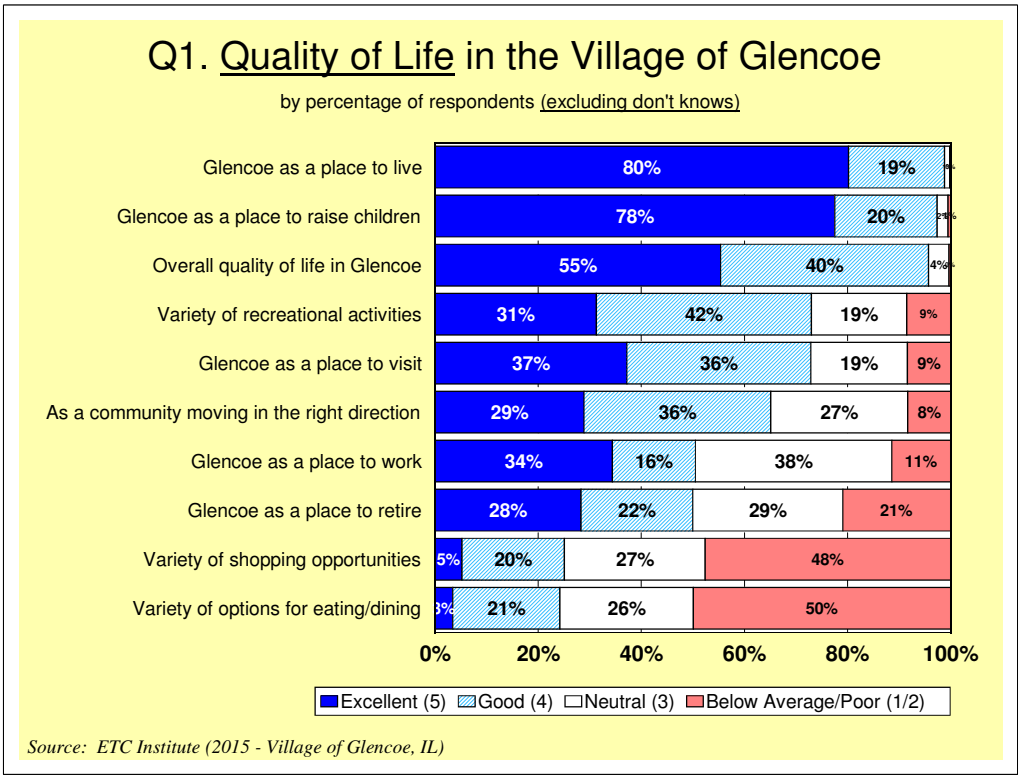
By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Village services over the next two years. If the Village wants to improve its overall satisfaction rating, the Village should prioritize investments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

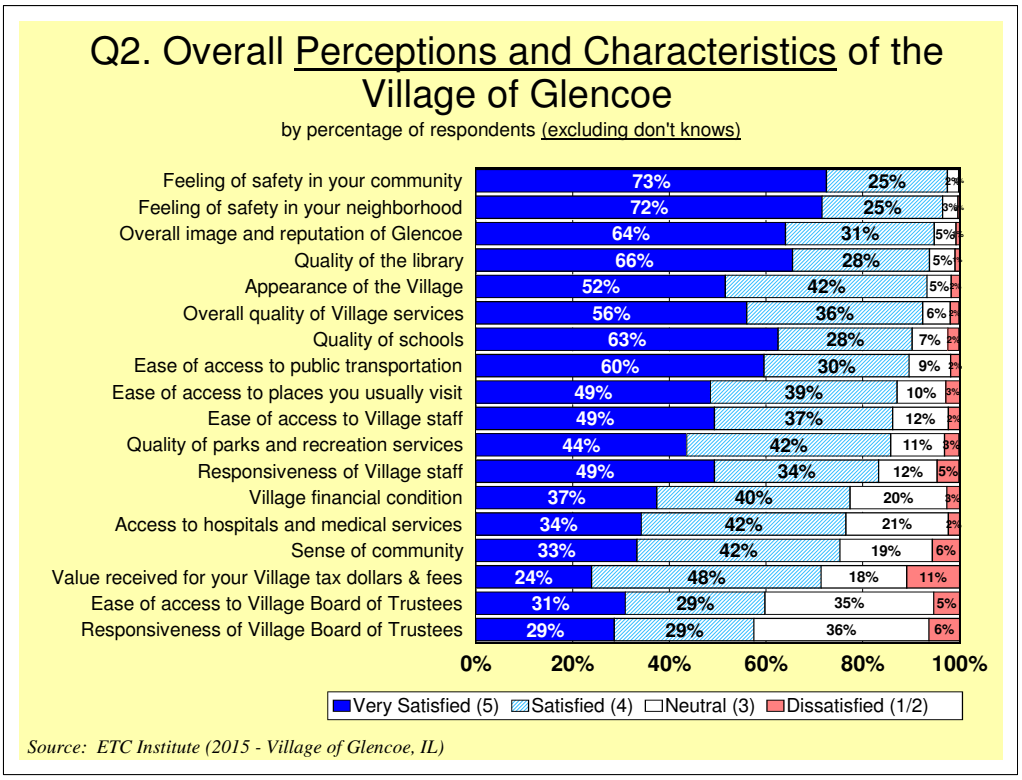
- **Priorities within Departments/Specific Areas:** This level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this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

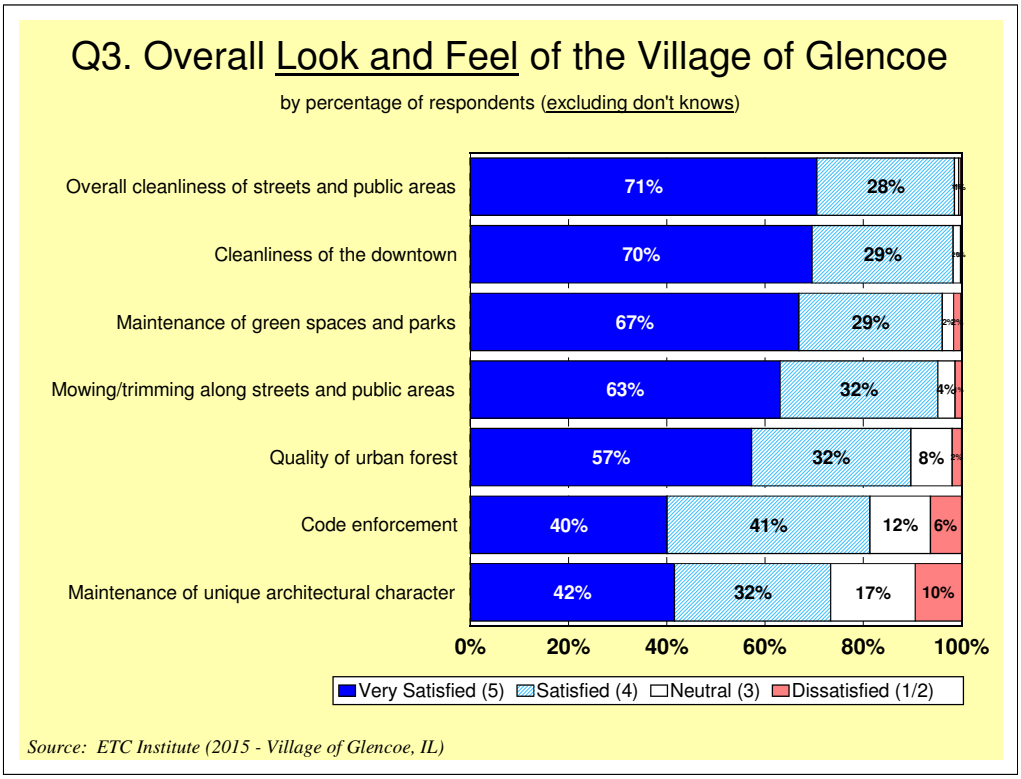
  - **Maintenance**: adequacy of Village street lighting
  - **Utility Services**: Sanitation sewer services
  - **Police, Fire and Paramedic Services**: None of the areas assessed were rated as a high priority, but continued emphasis should be placed on efforts to prevent crimes

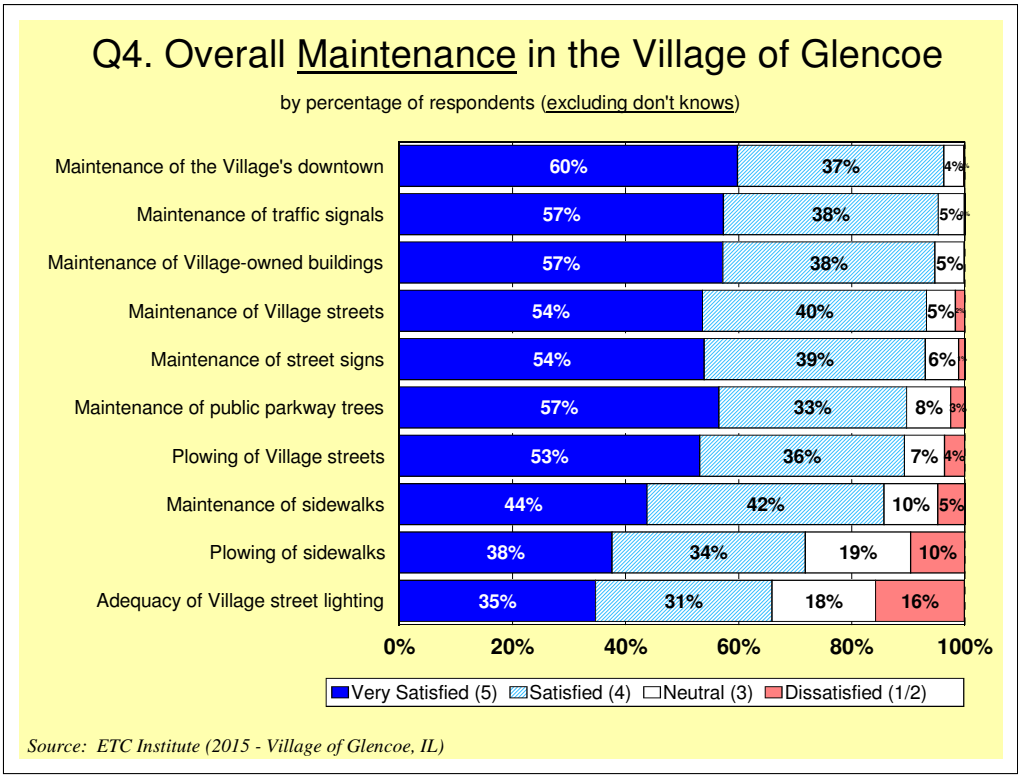
Section 1:

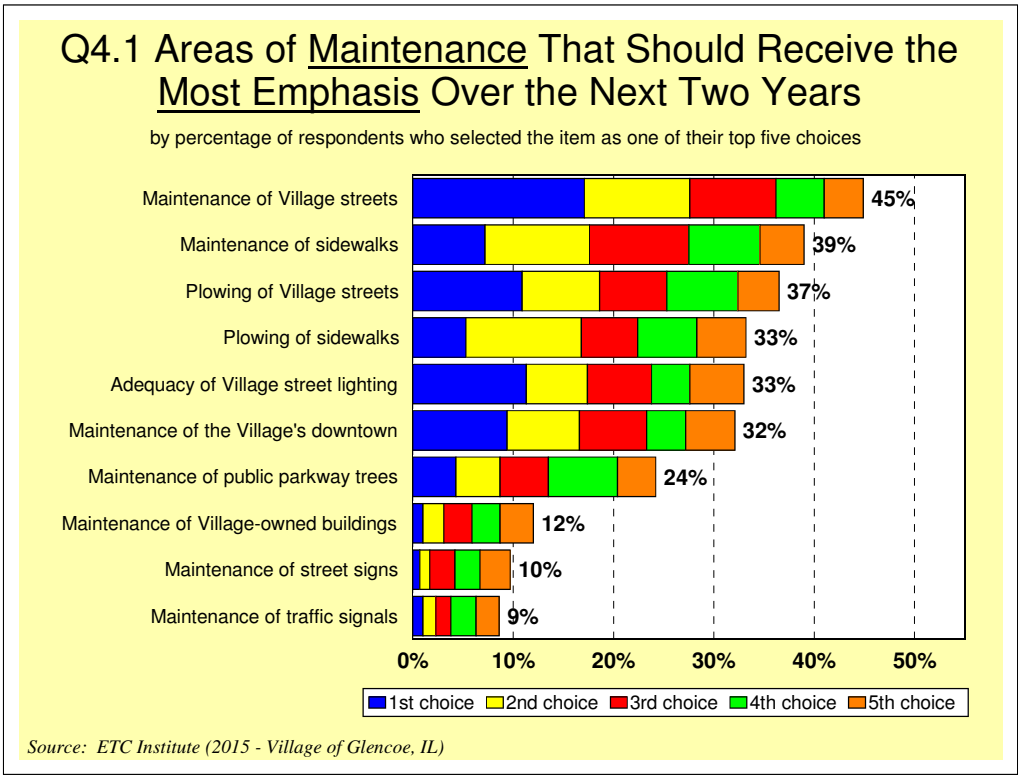
Charts and Graphs

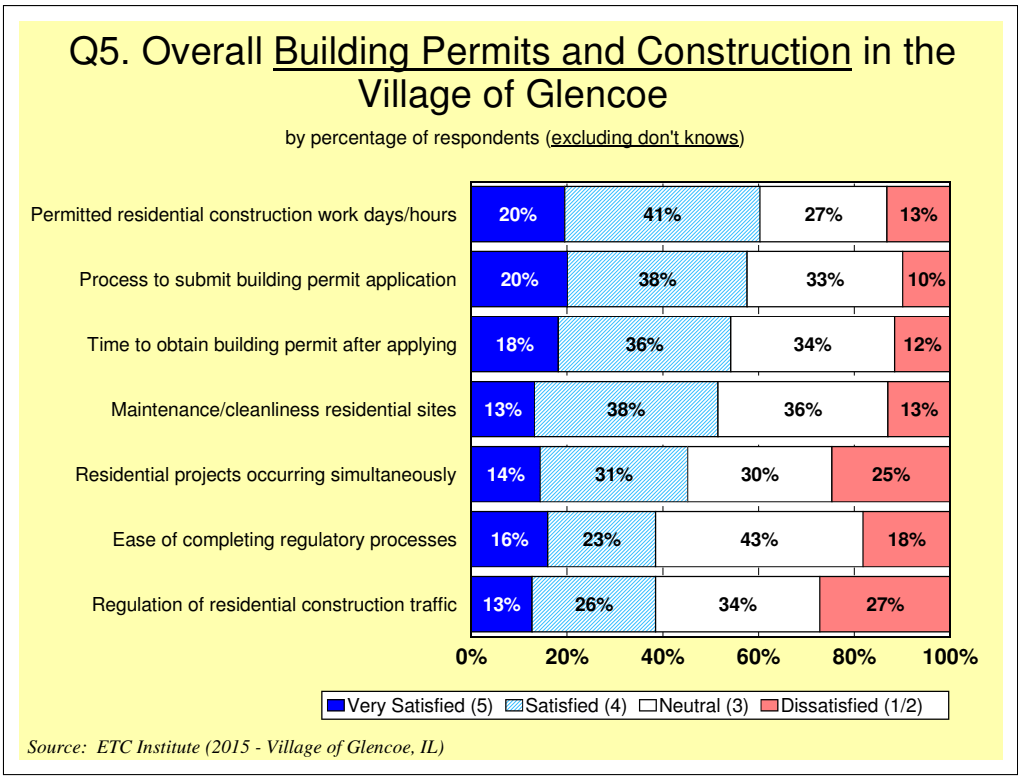

Q1. Quality of Life in the Village of Glencoe
by percentage of respondents (excluding don't knows)
Glencoe as a place to live
80%
19%
Glencoe as a place to raise children
78%
20%
Overall quality of life in Glencoe
55%
40%
4%
Variety of recreational activities
31%
42%
19%
9%
Glencoe as a place to visit
37%
36%
19%
9%
As a community moving in the right direction
29%
36%
27%
8%
Glencoe as a place to work
34%
16%
38%
11%
Glencoe as a place to retire
28%
22%
29%
21%
Variety of shopping opportunities
5%
20%
27%
48%
Variety of options for eating/dining
21%
26%
50%
0%
20%
40%
60%
80%
100%
Excellent (5)
Good (4)
Neutral (3)
Below Average/Poor (1/2)
Source: ETC Institute (2015 - Village of Glencoe, IL)

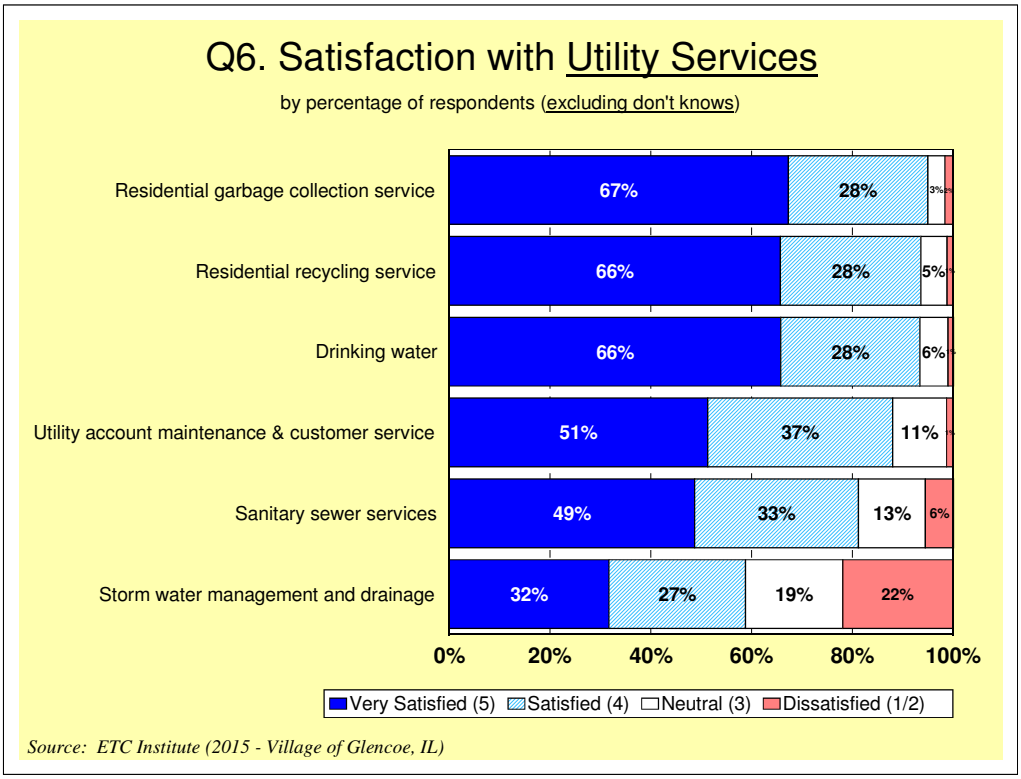

Q2. Overall Perceptions and Characteristics of the Village of Glencoe
by percentage of respondents (excluding don't knows)
Feeling of safety in your community
73%
25%
Feeling of safety in your neighborhood
72%
25%
Overall image and reputation of Glencoe
64%
31%
5%
Quality of the library
66%
28%
5%
Appearance of the Village
52%
42%
5%
Overall quality of Village services
56%
36%
6%
Quality of schools
63%
28%
7%
Ease of access to public transportation
60%
30%
9%
Ease of access to places you usually visit
49%
39%
10%
Ease of access to Village staff
49%
37%
12%
Quality of parks and recreation services
44%
42%
11%
Responsiveness of Village staff
49%
34%
12%
5%
Village financial condition
37%
40%
20%
Access to hospitals and medical services
34%
42%
21%
Sense of community
33%
42%
19%
6%
Value received for your Village tax dollars & fees
24%
48%
18%
11%
Ease of access to Village Board of Trustees
31%
29%
35%
5%
Responsiveness of Village Board of Trustees
29%
29%
36%
6%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2015 - Village of Glencoe, IL)

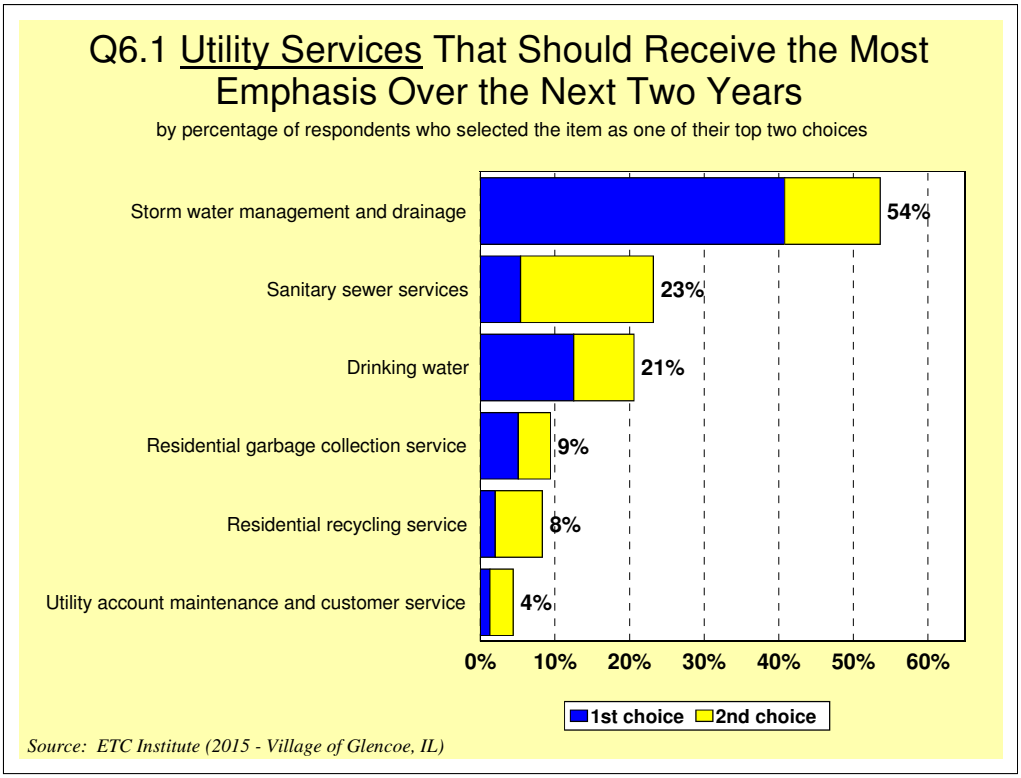

Q3. Overall Look and Feel of the Village of Glencoe
by percentage of respondents (excluding don't knows)
Overall cleanliness of streets and public areas
71%
28%
Cleanliness of the downtown
70%
29%
Maintenance of green spaces and parks
67%
29%
Mowing/trimming along streets and public areas
63%
32%
Quality of urban forest
57%
32%
8%
Code enforcement
40%
41%
12%
6%
Maintenance of unique architectural character
42%
32%
17%
10%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q4. Overall Maintenance in the Village of Glencoe
by percentage of respondents (excluding don't knows)
Maintenance of the Village's downtown
60%
37%
Maintenance of traffic signals
57%
38%
5%
Maintenance of Village-owned buildings
57%
38%
5%
Maintenance of Village streets
54%
40%
5%
Maintenance of street signs
54%
39%
6%
Maintenance of public parkway trees
57%
33%
8%
Plowing of Village streets
53%
36%
7%
4%
Maintenance of sidewalks
44%
42%
10%
5%
Plowing of sidewalks
38%
34%
19%
10%
Adequacy of Village street lighting
35%
31%
18%
16%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q4.1 Areas of Maintenance That Should Receive the Most Emphasis Over the Next Two Years
by percentage of respondents who selected the item as one of their top five choices
Maintenance of Village streets
45%
Maintenance of sidewalks
39%
Plowing of Village streets
37%
Plowing of sidewalks
33%
Adequacy of Village street lighting
33%
Maintenance of the Village's downtown
32%
Maintenance of public parkway trees
24%
Maintenance of Village-owned buildings
12%
Maintenance of street signs
10%
Maintenance of traffic signals
9%
0%
10%
20%
30%
40%
50%
1st choice
2nd choice
3rd choice
4th choice
5th choice
Source: ETC Institute (2015 - Village of Glencoe, IL)

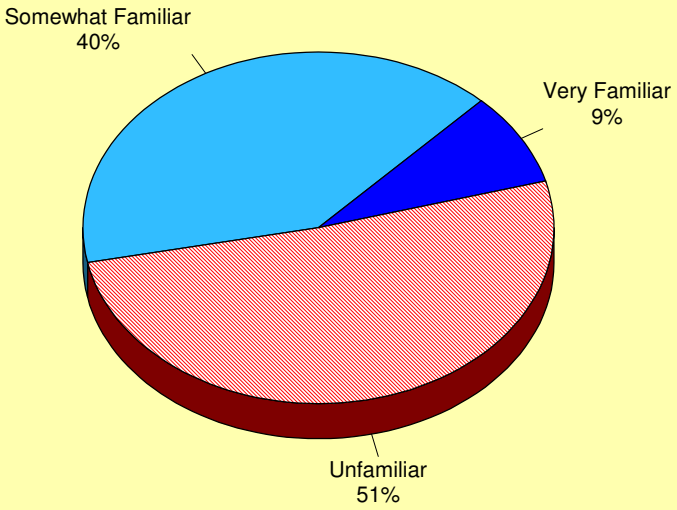

Q5. Overall Building Permits and Construction in the Village of Glencoe
by percentage of respondents (excluding don't knows)
Permitted residential construction work days/hours
20%
41%
27%
13%
Process to submit building permit application
20%
38%
33%
10%
Time to obtain building permit after applying
18%
36%
34%
12%
Maintenance/cleanliness residential sites
13%
38%
36%
13%
Residential projects occurring simultaneously
14%
31%
30%
25%
Ease of completing regulatory processes
16%
23%
43%
18%
Regulation of residential construction traffic
13%
26%
34%
27%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q6. Satisfaction with Utility Services
by percentage of respondents (excluding don't knows)
Residential garbage collection service
67%
28%
3%
Residential recycling service
66%
28%
5%
Drinking water
66%
28%
6%
Utility account maintenance & customer service
51%
37%
11%
Sanitary sewer services
49%
33%
13%
6%
Storm water management and drainage
32%
27%
19%
22%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q6.1 Utility Services That Should Receive the Most Emphasis Over the Next Two Years
by percentage of respondents who selected the item as one of their top two choices
Storm water management and drainage
54%
Sanitary sewer services
23%
Drinking water
21%
Residential garbage collection service
9%
Residential recycling service
8%
Utility account maintenance and customer service
4%
0%
10%
20%
30%
40%
50%
60%
1st choice
2nd choice
Source: ETC Institute (2015 - Village of Glencoe, IL)

Q7.1 How familiar are you with the water supply planning project?

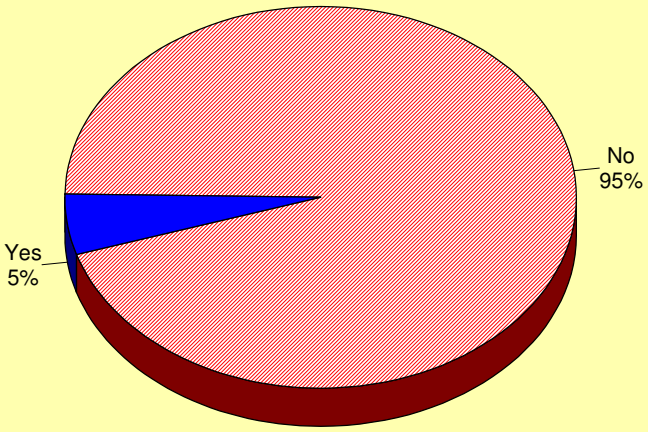
by percentage of respondents (excluding don't knows)



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

Q7.2 Did you attend the Community Open House or a Community Forum on the water supply planning project?

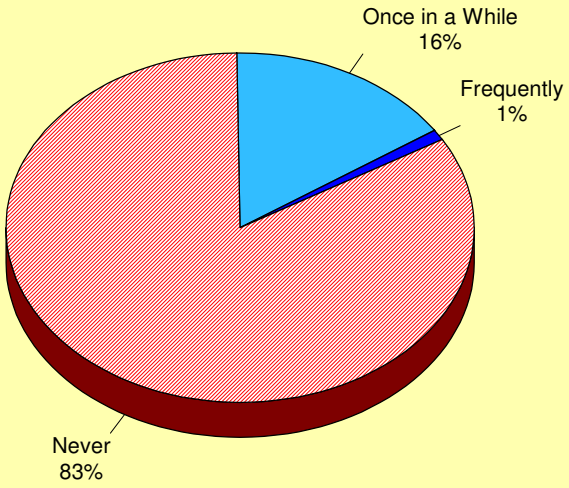
by percentage of respondents (excluding "not provided")



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

Q7.3 How often do you visit the water supply planning project page of the Village's website?

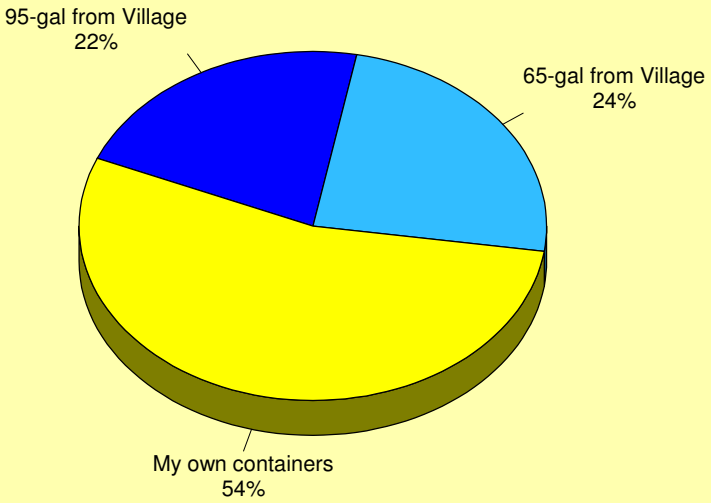
by percentage of respondents (excluding "not provided")



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

Q8. Type of Garbage Containers Used

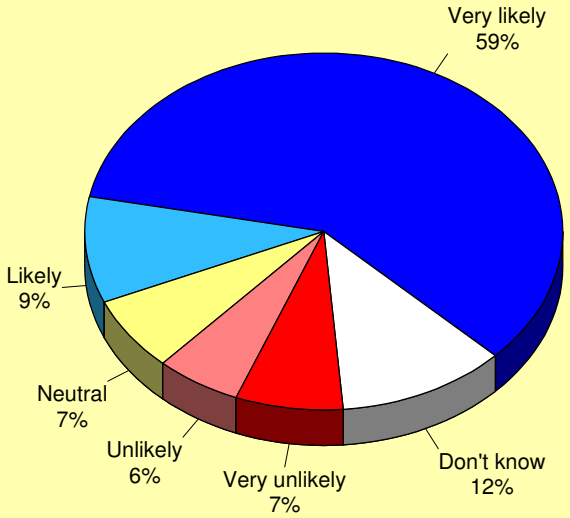
by percentage of respondents (excluding "not provided")



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

Q9. Likelihood That Residents Would Consider Using a Once a Week Curbside Garbage Collection

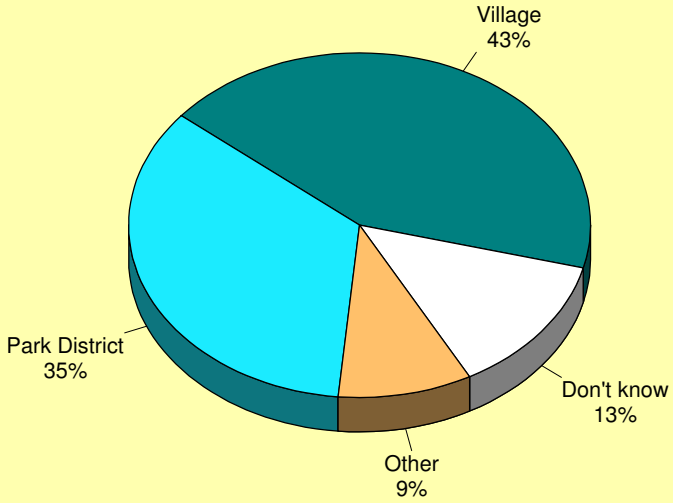
by percentage of respondents



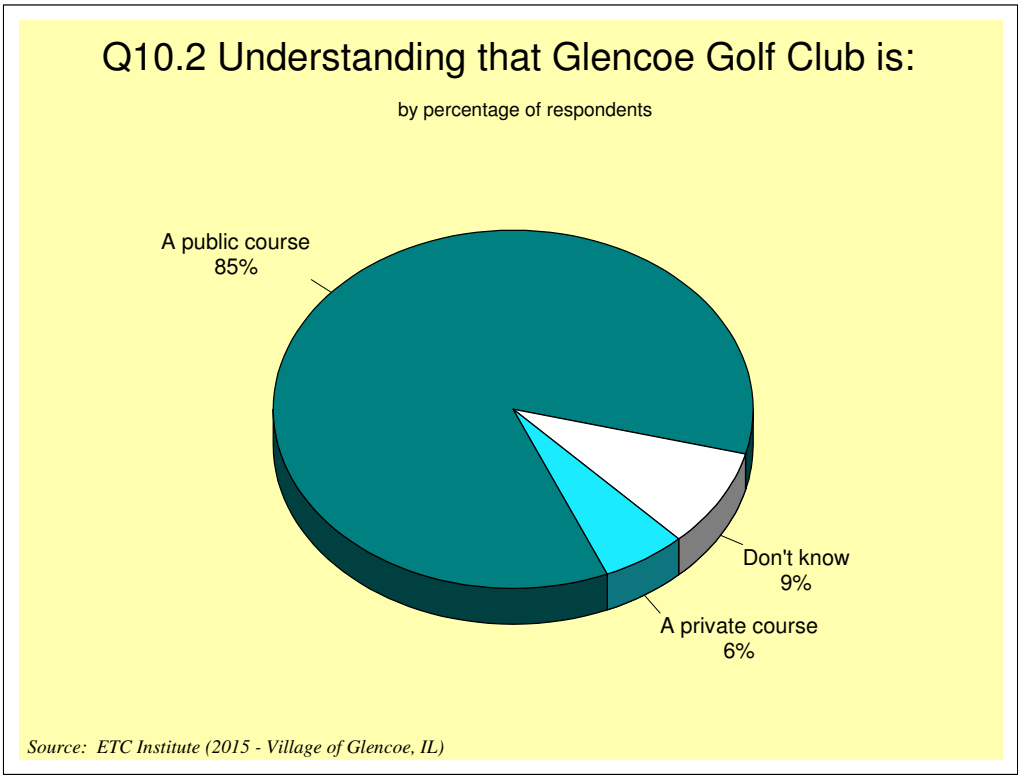
Source: ETC Institute (2015 - Village of Glencoe, IL)

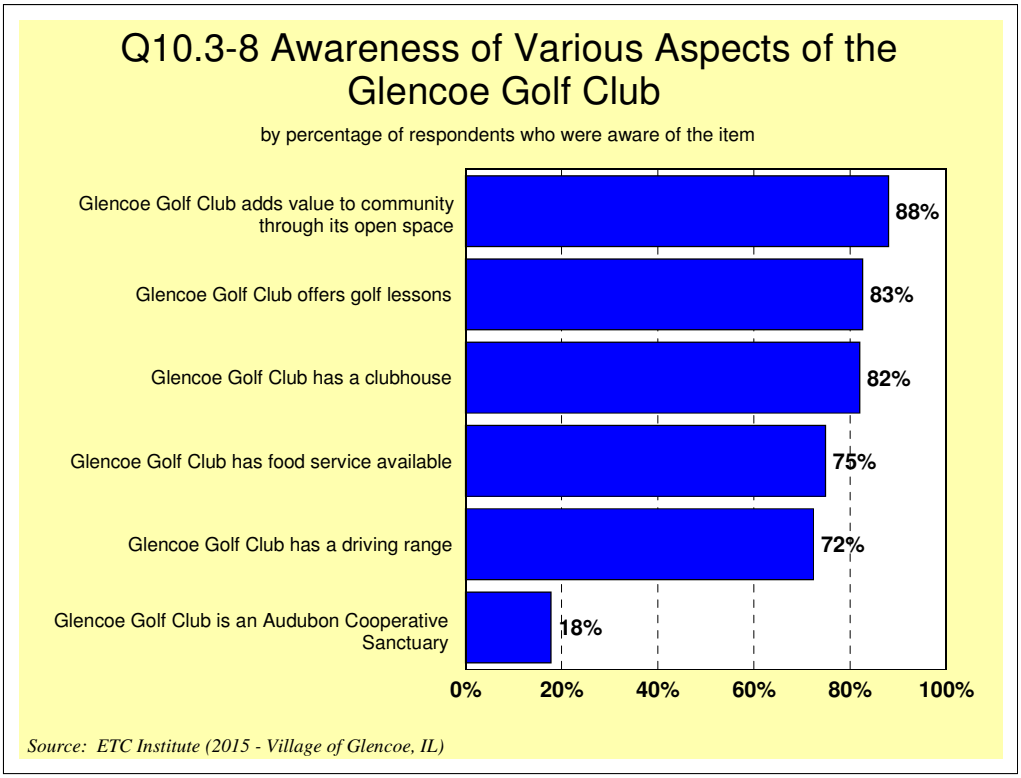
Q10.1 Understanding that Glencoe Golf Club is Owned by:

by percentage of respondents



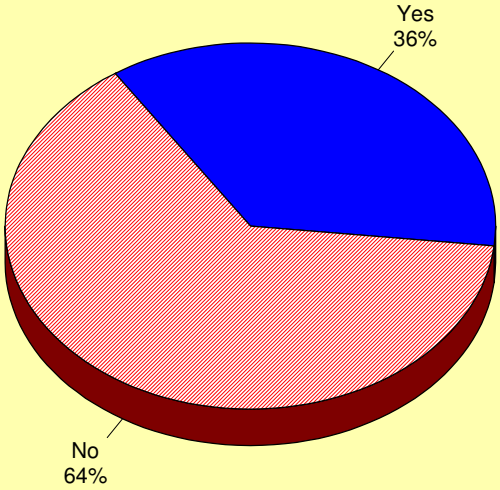
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q10.2 Understanding that Glencoe Golf Club is:
by percentage of respondents
A public course
85%
Don't know
9%
A private course
6%
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q10.3-8 Awareness of Various Aspects of the Glencoe Golf Club
by percentage of respondents who were aware of the item
Glencoe Golf Club adds value to community through its open space
88%
Glencoe Golf Club offers golf lessons
83%
Glencoe Golf Club has a clubhouse
82%
Glencoe Golf Club has food service available
75%
Glencoe Golf Club has a driving range
72%
Glencoe Golf Club is an Audubon Cooperative Sanctuary
18%
0%
20%
40%
60%
80%
100%
Source: ETC Institute (2015 - Village of Glencoe, IL)

Q11. Have you used the Glencoe Golf Club facilities in the past 24 months?

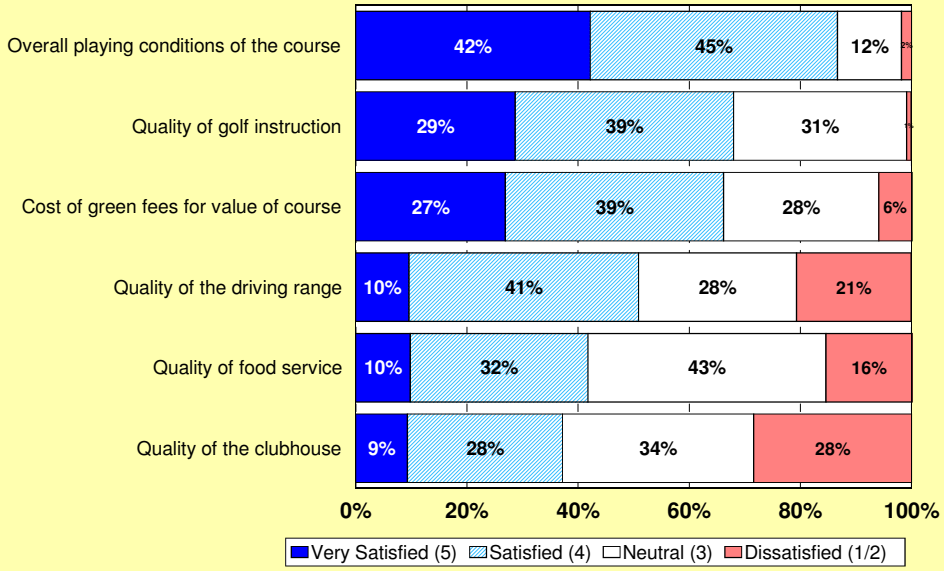
by percentage of respondents (excluding don't knows)



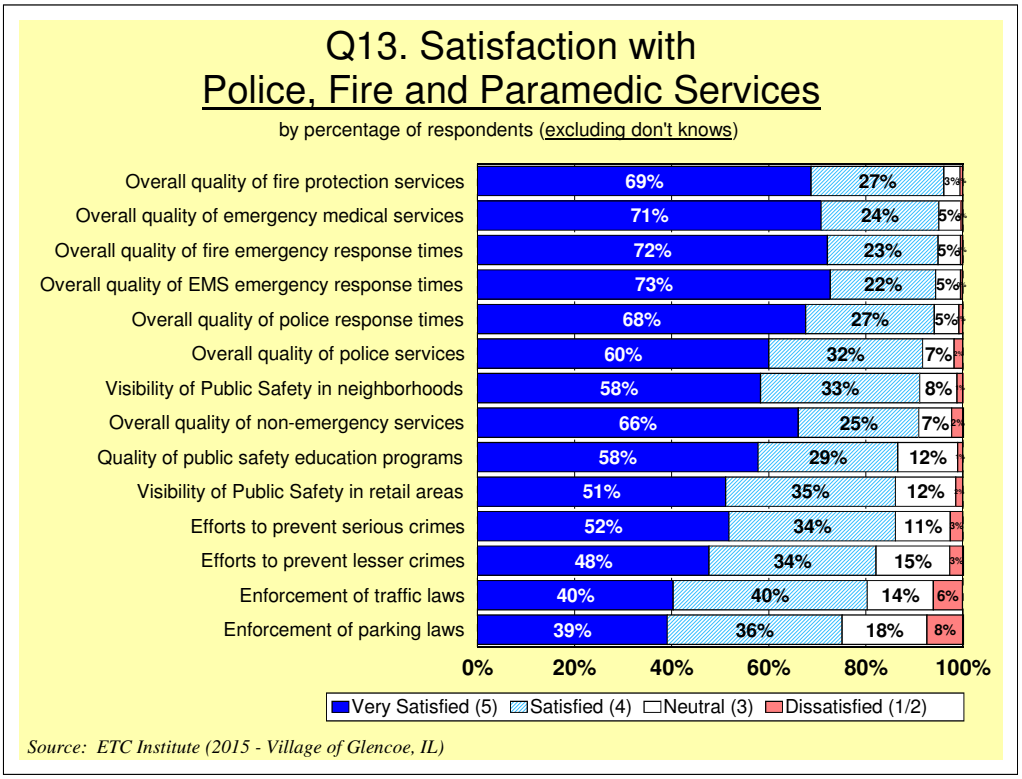
Source: ETC Institute (2015 - Village of Glencoe, IL)

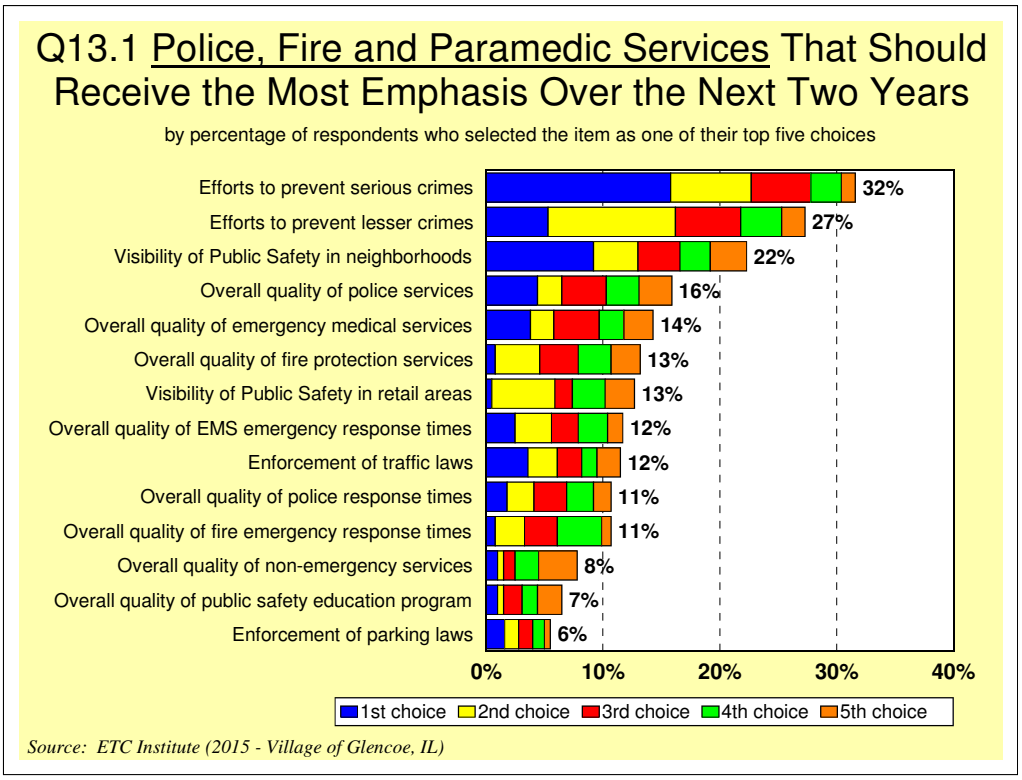
Q12. Satisfaction with Glencoe Golf Club

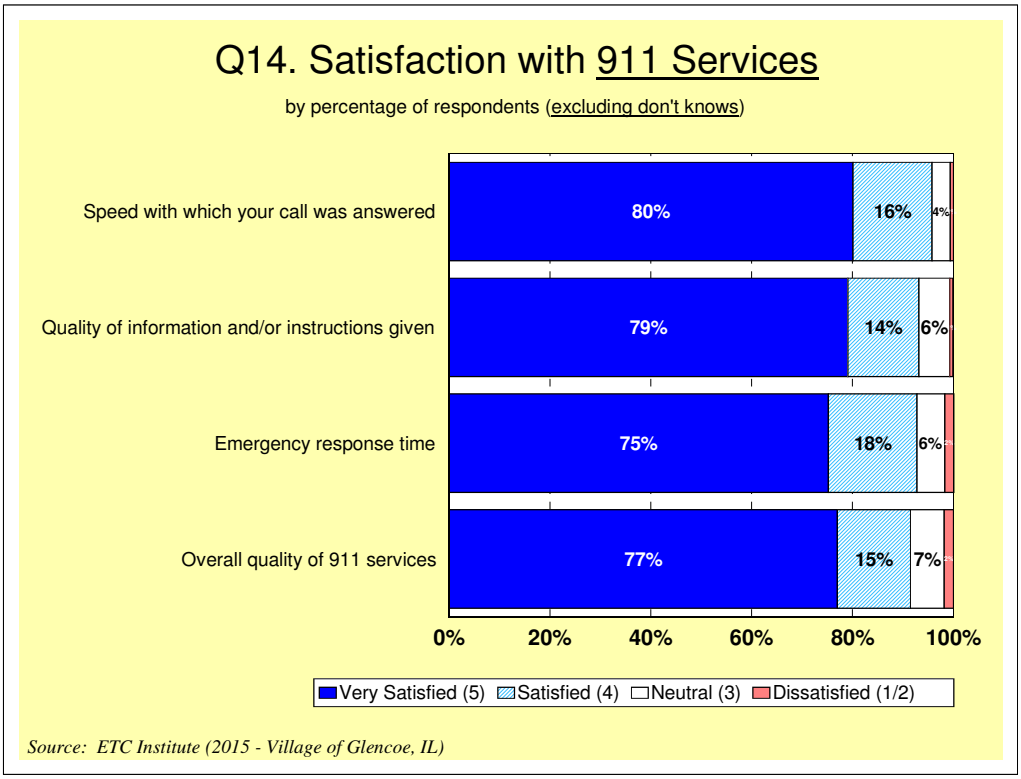
by percentage of respondents who have used the Glencoe Golf Club facilities in the past 24 months

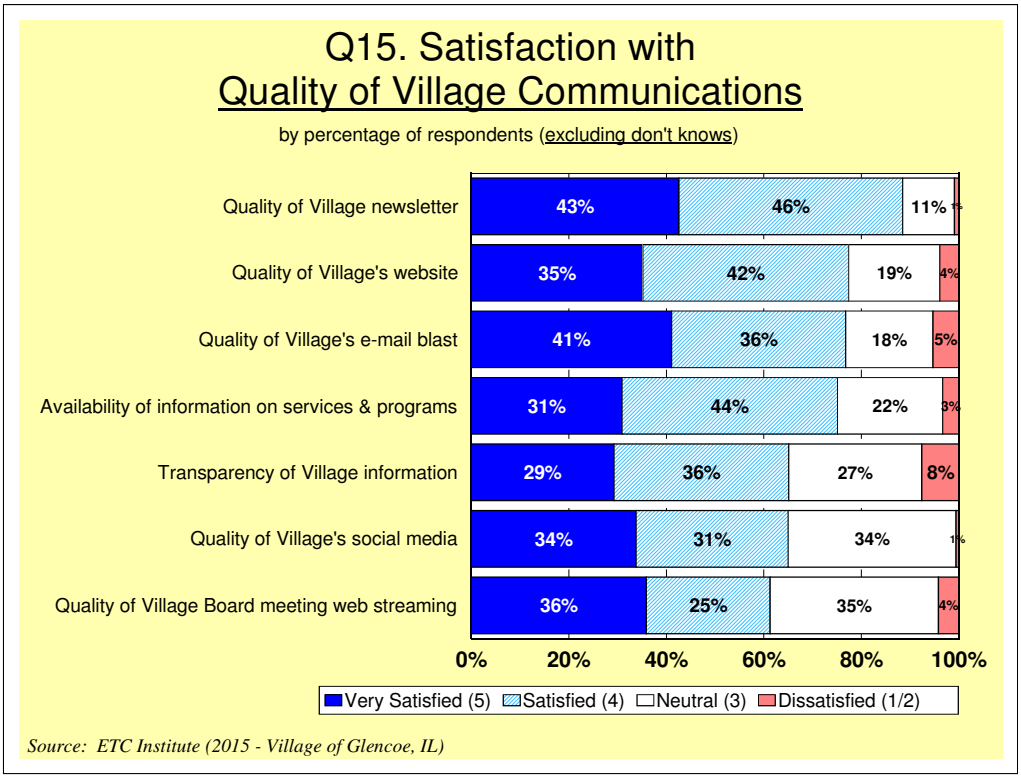


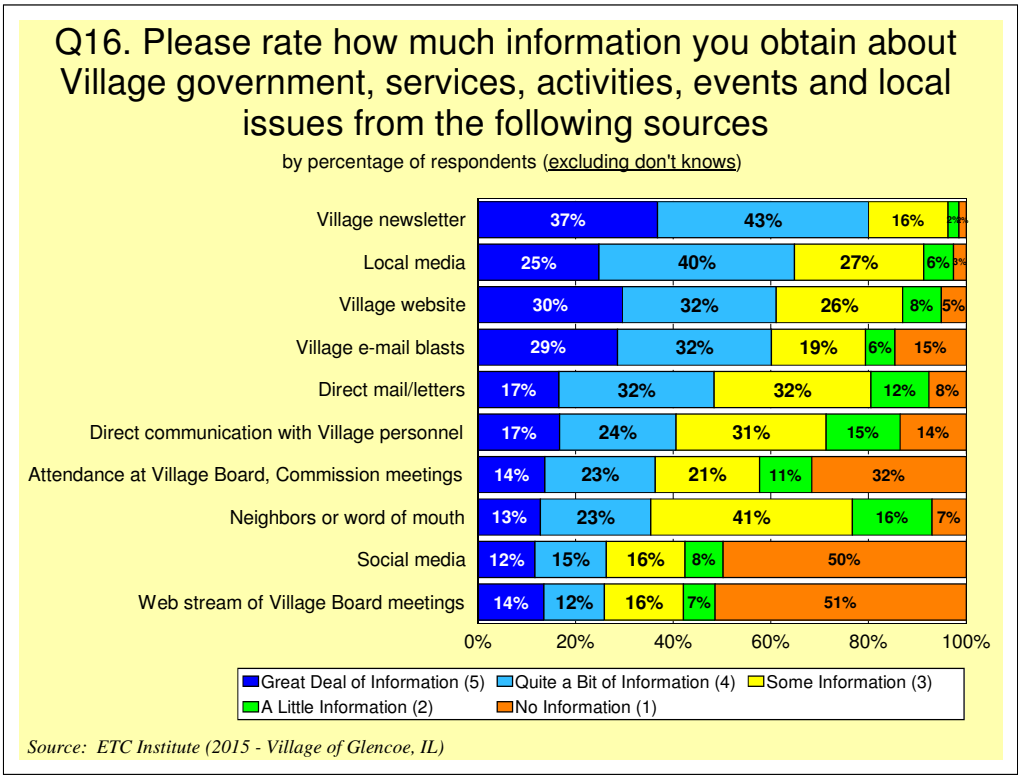
Source: ETC Institute (2015 - Village of Glencoe, IL)

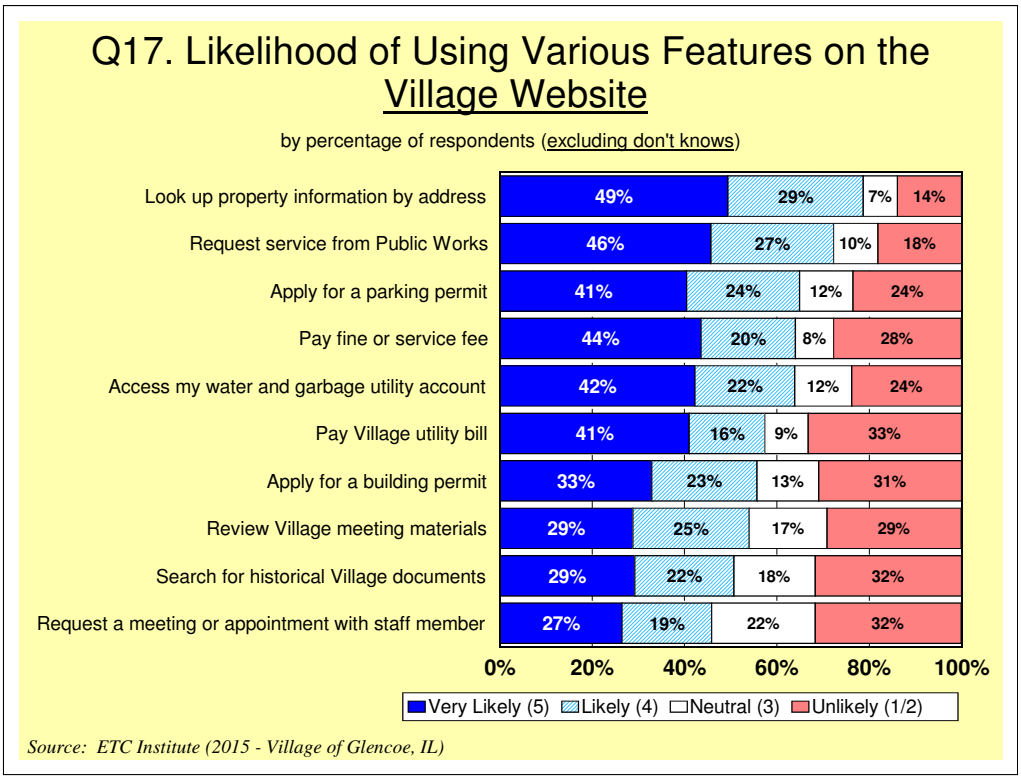

Q13. Satisfaction with
Police, Fire and Paramedic Services
by percentage of respondents (excluding don't knows)
Overall quality of fire protection services 69% 27% 3%
Overall quality of emergency medical services 71% 24% 5%
Overall quality of fire emergency response times 72% 23% 5%
Overall quality of EMS emergency response times 73% 22% 5%
Overall quality of police response times 68% 27% 5%
Overall quality of police services 60% 32% 7%
Visibility of Public Safety in neighborhoods 58% 33% 8%
Overall quality of non-emergency services 66% 25% 7%
Quality of public safety education programs 58% 29% 12%
Visibility of Public Safety in retail areas 51% 35% 12%
Efforts to prevent serious crimes 52% 34% 11%
Efforts to prevent lesser crimes 48% 34% 15%
Enforcement of traffic laws 40% 40% 14% 6%
Enforcement of parking laws 39% 36% 18% 8%
0% 20% 40% 60% 80% 100%
Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (1/2)
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q13.1 Police, Fire and Paramedic Services That Should Receive the Most Emphasis Over the Next Two Years
by percentage of respondents who selected the item as one of their top five choices
Efforts to prevent serious crimes 32%
Efforts to prevent lesser crimes 27%
Visibility of Public Safety in neighborhoods 22%
Overall quality of police services 16%
Overall quality of emergency medical services 14%
Overall quality of fire protection services 13%
Visibility of Public Safety in retail areas 13%
Overall quality of EMS emergency response times 12%
Enforcement of traffic laws 12%
Overall quality of police response times 11%
Overall quality of fire emergency response times 11%
Overall quality of non-emergency services 8%
Overall quality of public safety education program 7%
Enforcement of parking laws 6%
0% 10% 20% 30% 40%
1st choice 2nd choice 3rd choice 4th choice 5th choice
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q14. Satisfaction with 911 Services
by percentage of respondents (excluding don't knows)
Speed with which your call was answered
80%
16%
4%
Quality of information and/or instructions given
79%
14%
6%
Emergency response time
75%
18%
6%
Overall quality of 911 services
77%
15%
7%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2015 - Village of Glencoe, IL)

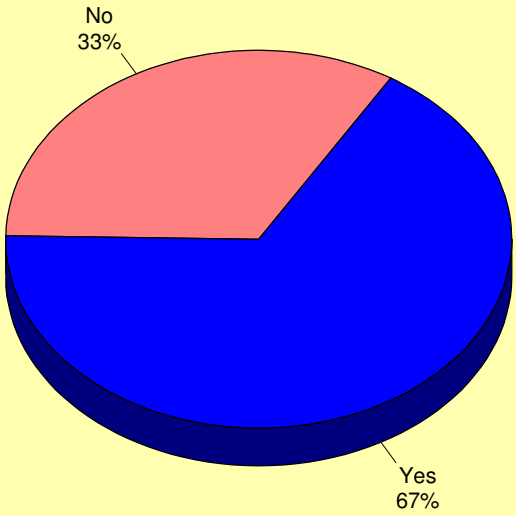

Q15. Satisfaction with
Quality of Village Communications
by percentage of respondents (excluding don't knows)
Quality of Village newsletter
43%
46%
11%
Quality of Village's website
35%
42%
19%
4%
Quality of Village's e-mail blast
41%
36%
18%
5%
Availability of information on services & programs
31%
44%
22%
3%
Transparency of Village information
29%
36%
27%
8%
Quality of Village's social media
34%
31%
34%
Quality of Village Board meeting web streaming
36%
25%
35%
4%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q16. Please rate how much information you obtain about Village government, services, activities, events and local issues from the following sources
by percentage of respondents (excluding don't knows)
Village newsletter 37% 43% 16% 2% 2%
Local media 25% 40% 27% 6% 3%
Village website 30% 32% 26% 8% 5%
Village e-mail blasts 29% 32% 19% 6% 15%
Direct mail/letters 17% 32% 32% 12% 8%
Direct communication with Village personnel 17% 24% 31% 15% 14%
Attendance at Village Board, Commission meetings 14% 23% 21% 11% 32%
Neighbors or word of mouth 13% 23% 41% 16% 7%
Social media 12% 15% 16% 8% 50%
Web stream of Village Board meetings 14% 12% 16% 7% 51%
0% 20% 40% 60% 80% 100%
Great Deal of Information (5)
Quite a Bit of Information (4)
Some Information (3)
A Little Information (2)
No Information (1)
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q17. Likelihood of Using Various Features on the Village Website
by percentage of respondents (excluding don't knows)
Look up property information by address 49% 29% 7% 14%
Request service from Public Works 46% 27% 10% 18%
Apply for a parking permit 41% 24% 12% 24%
Pay fine or service fee 44% 20% 8% 28%
Access my water and garbage utility account 42% 22% 12% 24%
Pay Village utility bill 41% 16% 9% 33%
Apply for a building permit 33% 23% 13% 31%
Review Village meeting materials 29% 25% 17% 29%
Search for historical Village documents 29% 22% 18% 32%
Request a meeting or appointment with staff member 27% 19% 22% 32%
0% 20% 40% 60% 80% 100%
Very Likely (5)
Likely (4)
Neutral (3)
Unlikely (1/2)
Source: ETC Institute (2015 - Village of Glencoe, IL)

Q18. Have you called or visited the Village with a question, problem, or complaint during the past year?

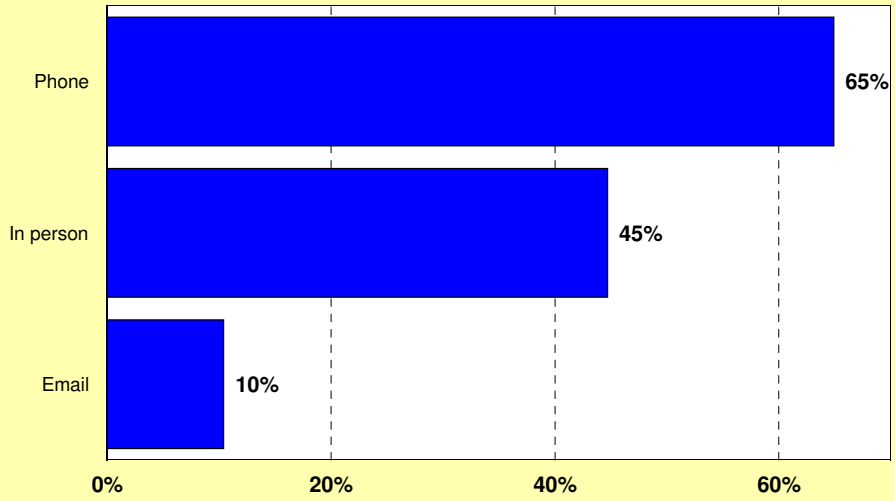
by percentage of respondents



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

Q18.1 How did you communicate with the person you contacted?

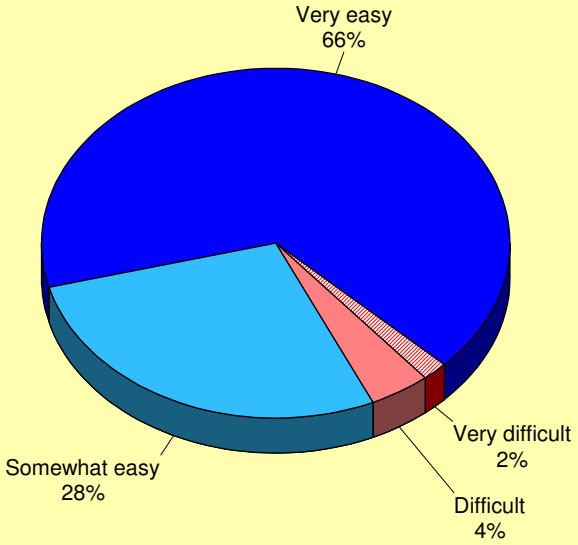
by percentage of respondents who had contacted the Village during the past year
(multiple selections could be made)



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

Q18.2 How easy was it to contact the person you needed to reach?

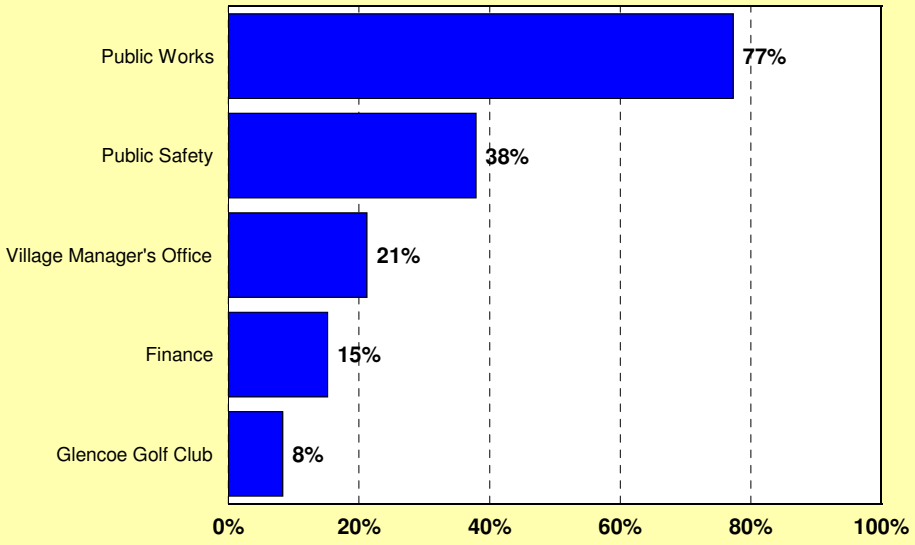
by percentage of respondents who had contacted the Village during the past year (excluding "not provided")



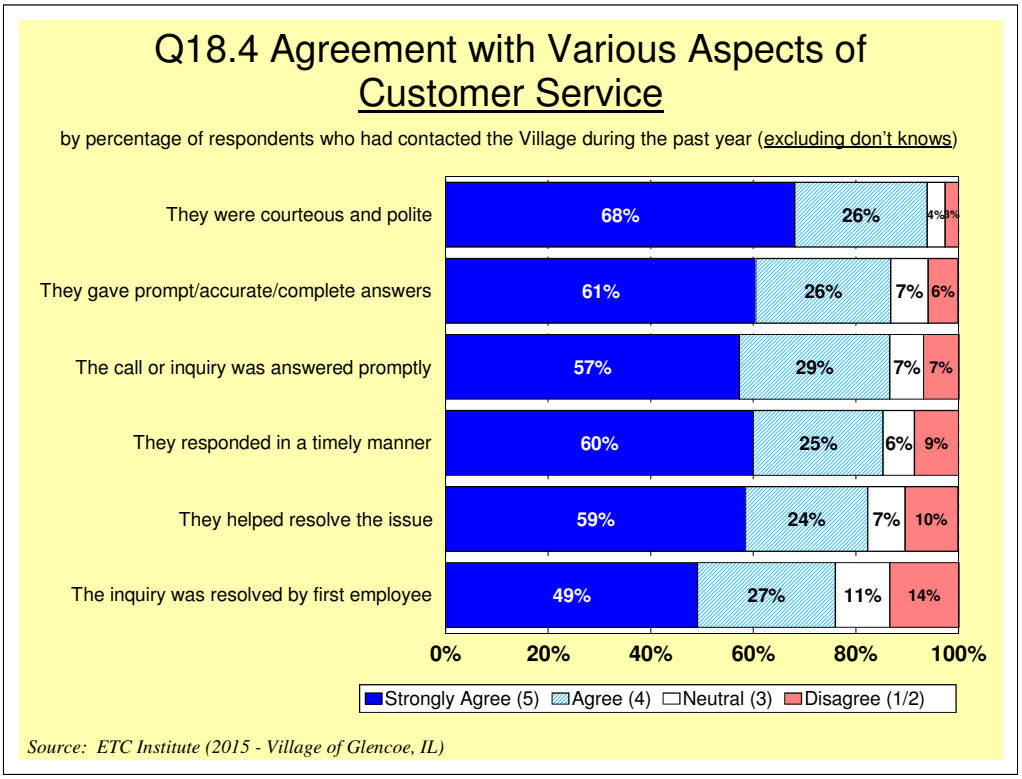
Source: ETC Institute (2015 - Village of Glencoe, IL)

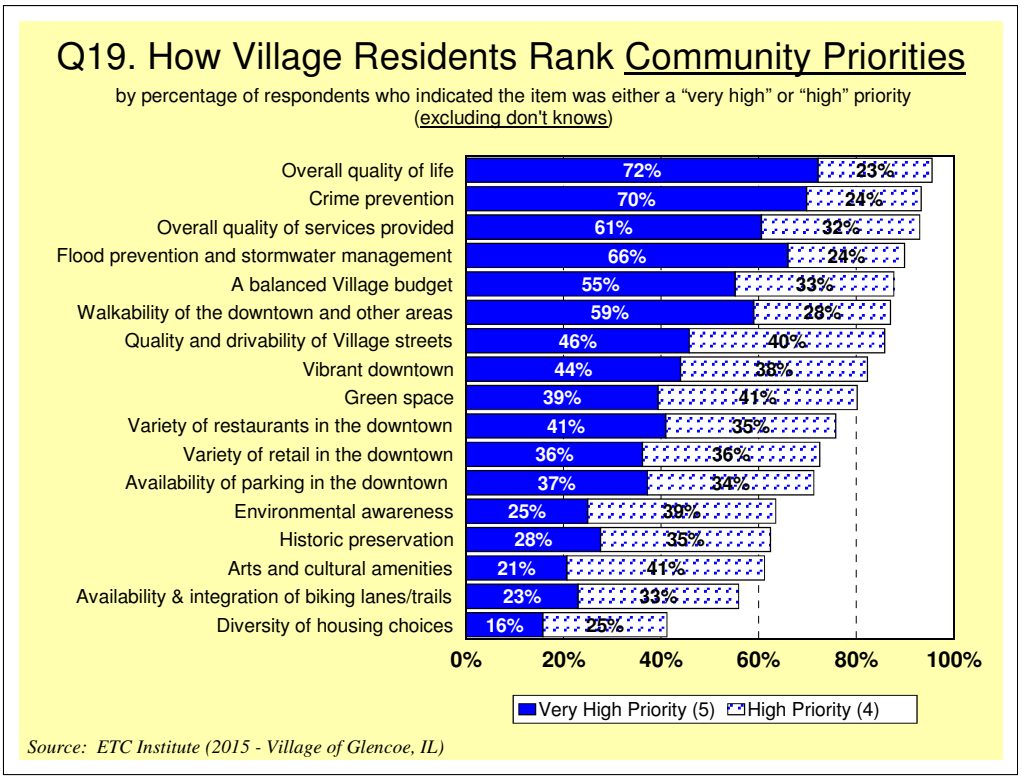
Q18.3 What department did you contact?

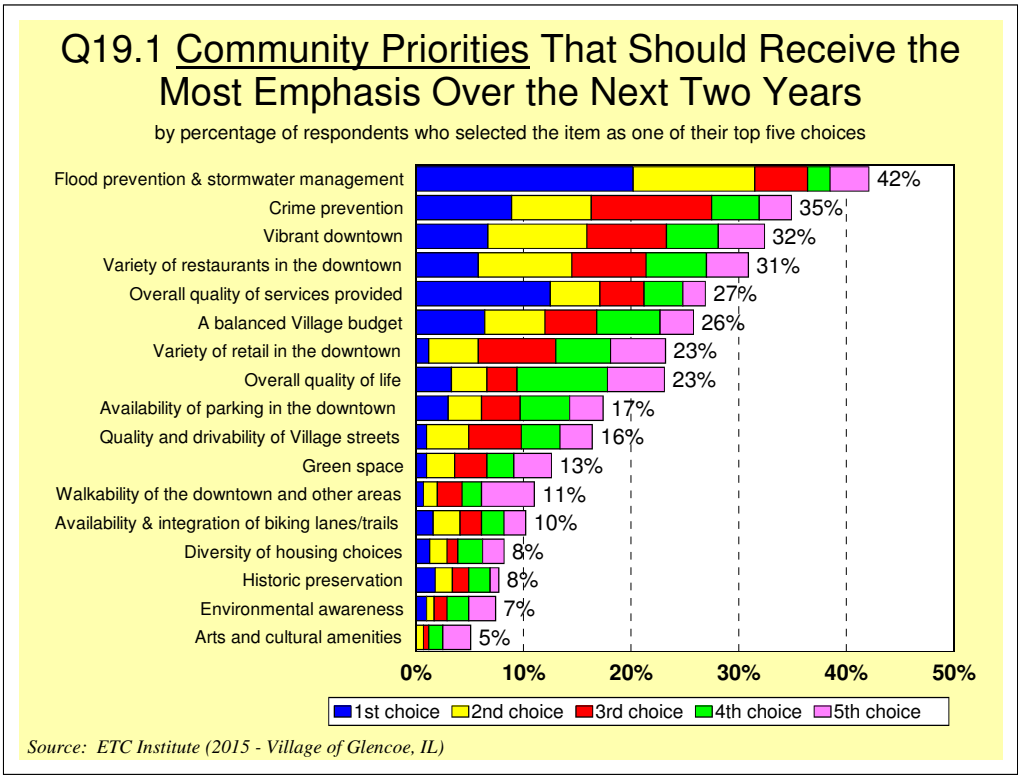
by percentage of respondents who had contacted the Village during the past year
(multiple selections could be made)

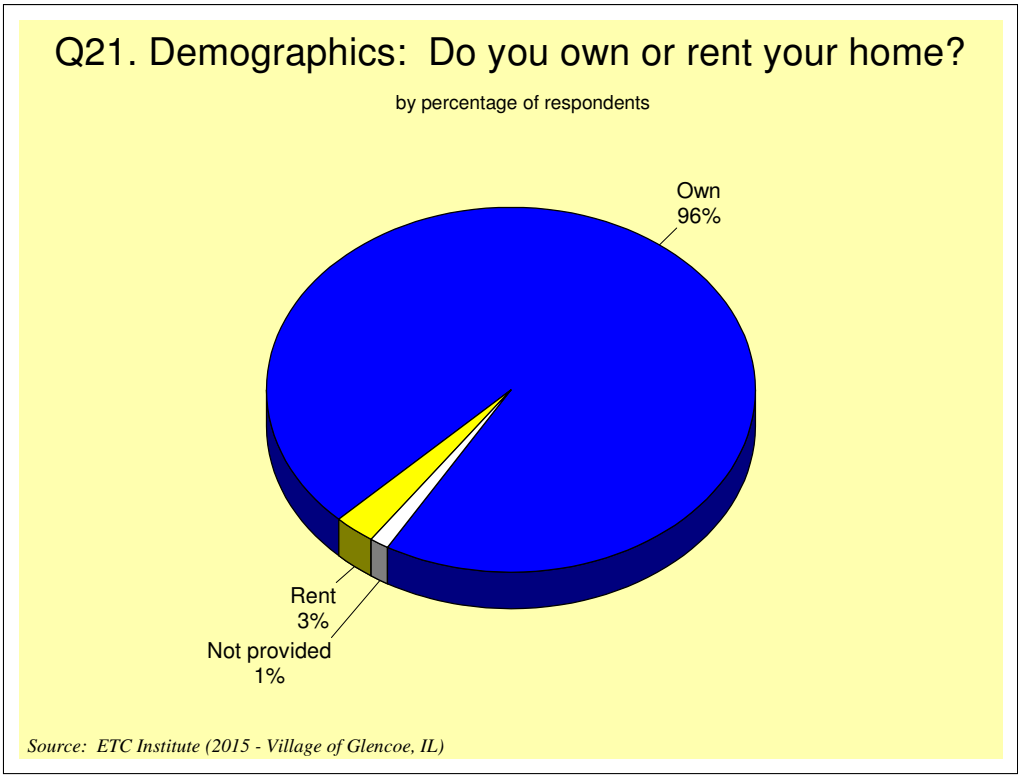


Source: ETC Institute (2015 - Village of Glencoe, IL)


Q18.4 Agreement with Various Aspects of Customer Service
by percentage of respondents who had contacted the Village during the past year (excluding don't knows)
They were courteous and polite
68%
26%
4%
3%
They gave prompt/accurate/complete answers
61%
26%
7%
6%
The call or inquiry was answered promptly
57%
29%
7%
7%
They responded in a timely manner
60%
25%
6%
9%
They helped resolve the issue
59%
24%
7%
10%
The inquiry was resolved by first employee
49%
27%
11%
14%
0%
20%
40%
60%
80%
100%
Strongly Agree (5)
Agree (4)
Neutral (3)
Disagree (1/2)
Source: ETC Institute (2015 - Village of Glencoe, IL)

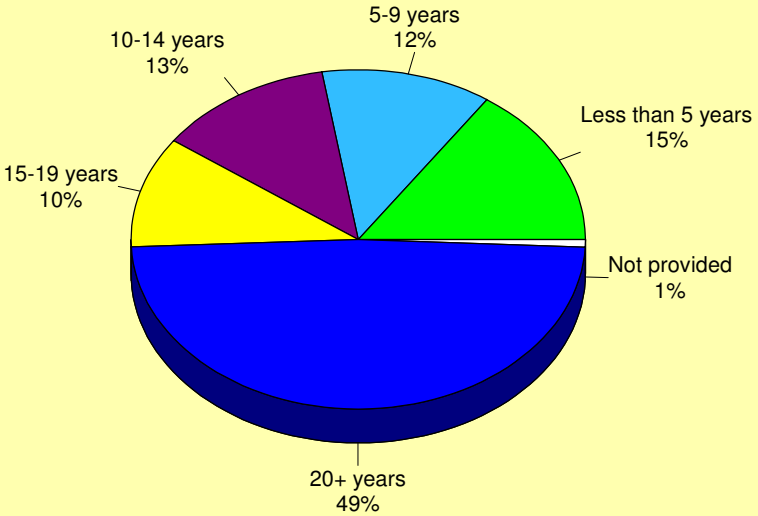

Q19. How Village Residents Rank Community Priorities
by percentage of respondents who indicated the item was either a "very high" or "high" priority
(excluding don't knows)
Overall quality of life
72%
23%
Crime prevention
70%
24%
Overall quality of services provided
61%
32%
Flood prevention and stormwater management
66%
24%
A balanced Village budget
55%
33%
Walkability of the downtown and other areas
59%
28%
Quality and drivability of Village streets
46%
40%
Vibrant downtown
44%
38%
Green space
39%
41%
Variety of restaurants in the downtown
41%
35%
Variety of retail in the downtown
36%
36%
Availability of parking in the downtown
37%
34%
Environmental awareness
25%
38%
Historic preservation
28%
35%
Arts and cultural amenities
21%
41%
Availability & integration of biking lanes/trails
23%
33%
Diversity of housing choices
16%
25%
0%
20%
40%
60%
80%
100%
Very High Priority (5)
High Priority (4)
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q19.1 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
Flood prevention & stormwater management 42%
Crime prevention 35%
Vibrant downtown 32%
Variety of restaurants in the downtown 31%
Overall quality of services provided 27%
A balanced Village budget 26%
Variety of retail in the downtown 23%
Overall quality of life 23%
Availability of parking in the downtown 17%
Quality and drivability of Village streets 16%
Green space 13%
Walkability of the downtown and other areas 11%
Availability & integration of biking lanes/trails 10%
Diversity of housing choices 8%
Historic preservation 8%
Environmental awareness 7%
Arts and cultural amenities 5%
0%
10%
20%
30%
40%
50%
1st choice
2nd choice
3rd choice
4th choice
5th choice
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q21. Demographics: Do you own or rent your home?
by percentage of respondents
Own
96%
Rent
3%
Not provided
1%
Source: ETC Institute (2015 - Village of Glencoe, IL)

Q22. Demographics: Number of Years Lived in the Village of Glencoe

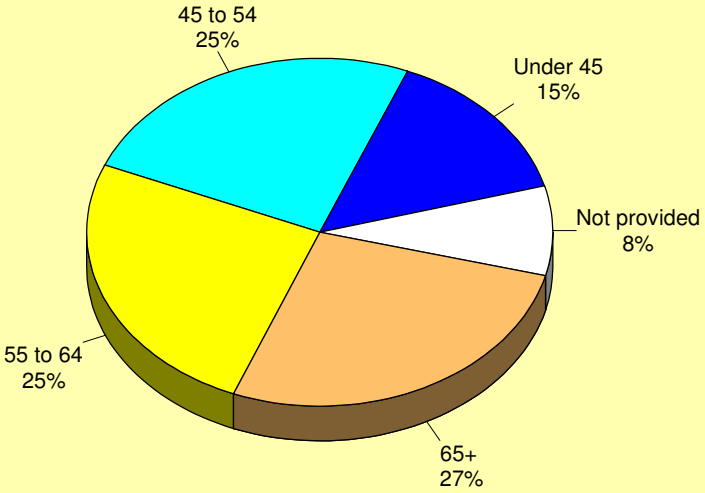
by percentage of respondents



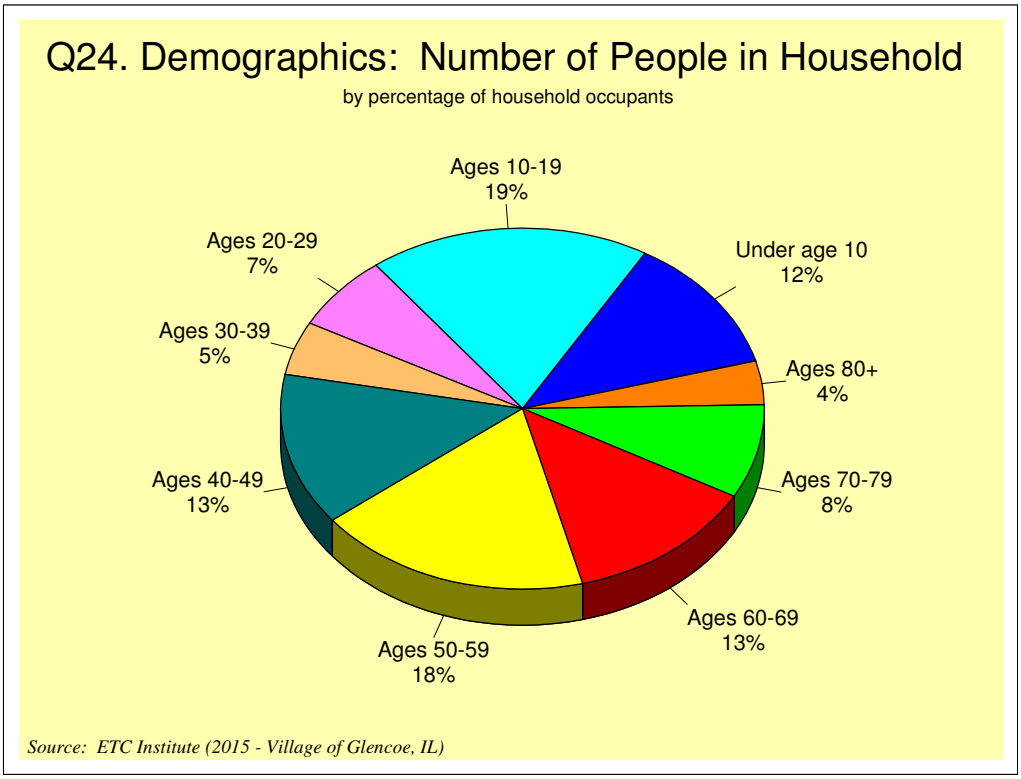
Source: ETC Institute (2015 - Village of Glencoe, IL)

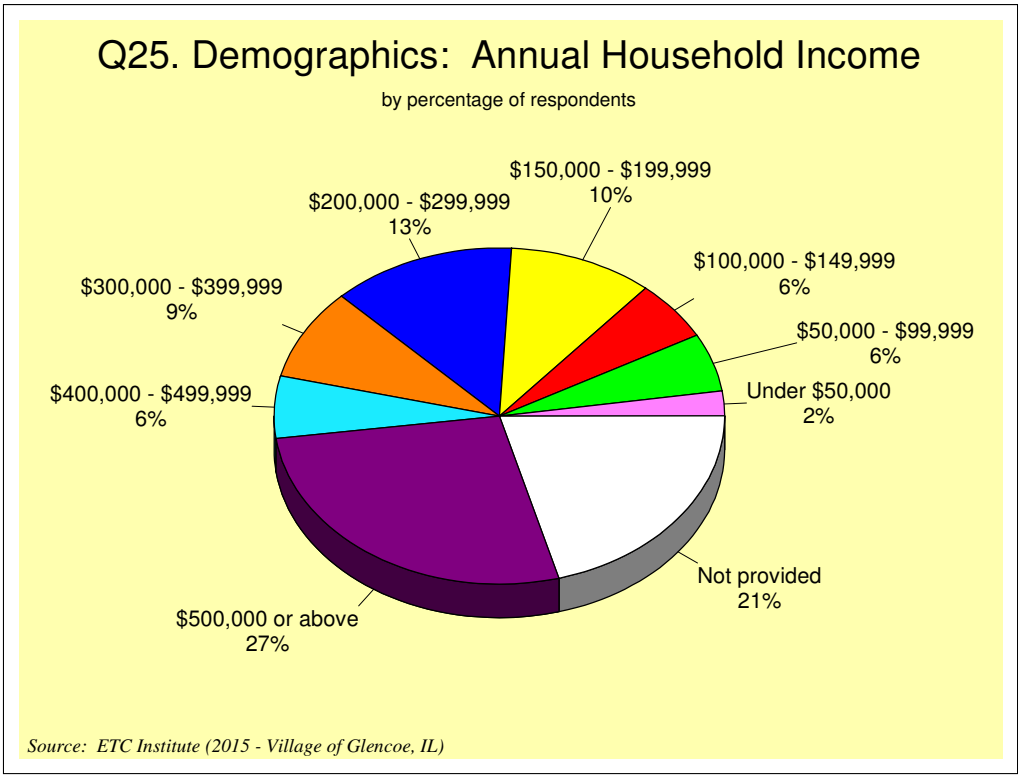
Q23. Demographics: Age of Respondents

by percentage of respondents



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


Q24. Demographics: Number of People in Household
by percentage of household occupants
Ages 10-19
19%
Under age 10
12%
Ages 80+
4%
Ages 70-79
8%
Ages 60-69
13%
Ages 50-59
18%
Ages 40-49
13%
Ages 30-39
5%
Ages 20-29
7%
Source: ETC Institute (2015 - Village of Glencoe, IL)


Q25. Demographics: Annual Household Income
by percentage of respondents
$150,000 - $199,999
10%
$200,000 - $299,999
13%
$100,000 - $149,999
6%
$300,000 - $399,999
9%
$50,000 - $99,999
6%
$400,000 - $499,999
6%
Under $50,000
2%
Not provided
21%
$500,000 or above
27%
Source: ETC Institute (2015 - Village of Glencoe, IL)

Section 2:

Benchmarking Analysis

Benchmarking Summary Report
Village of Glencoe, Illinois

Overview

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

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

Interpreting the Charts

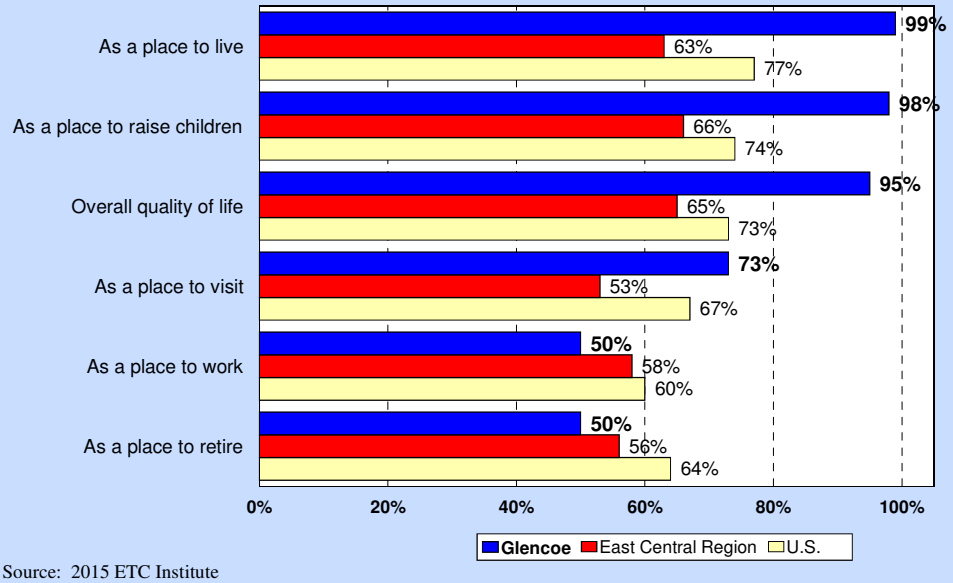
The charts on the following pages show how the overall results for Glencoe compare to the a U.S. national and regional averages based on the results of the 2014 survey that was administered by ETC Institute to a random sample of over 4,000 residents across the United States, and the regional survey administered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

National Benchmarks

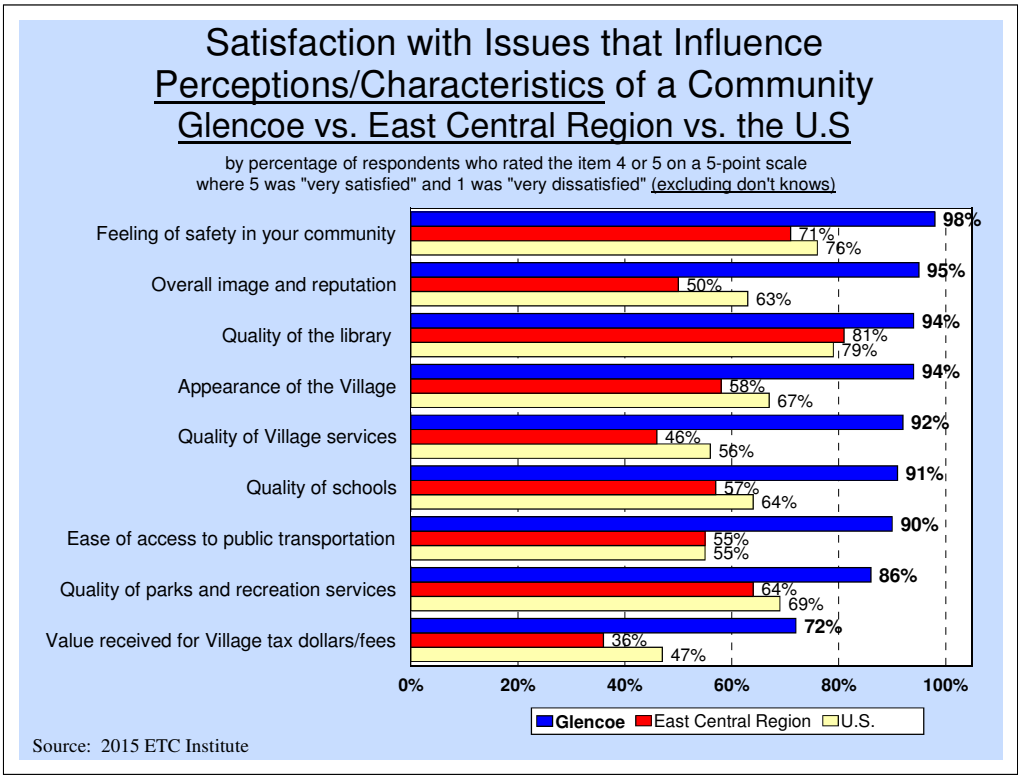
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the Village of Glencoe, Illinois is not authorized without written consent from ETC Institute.

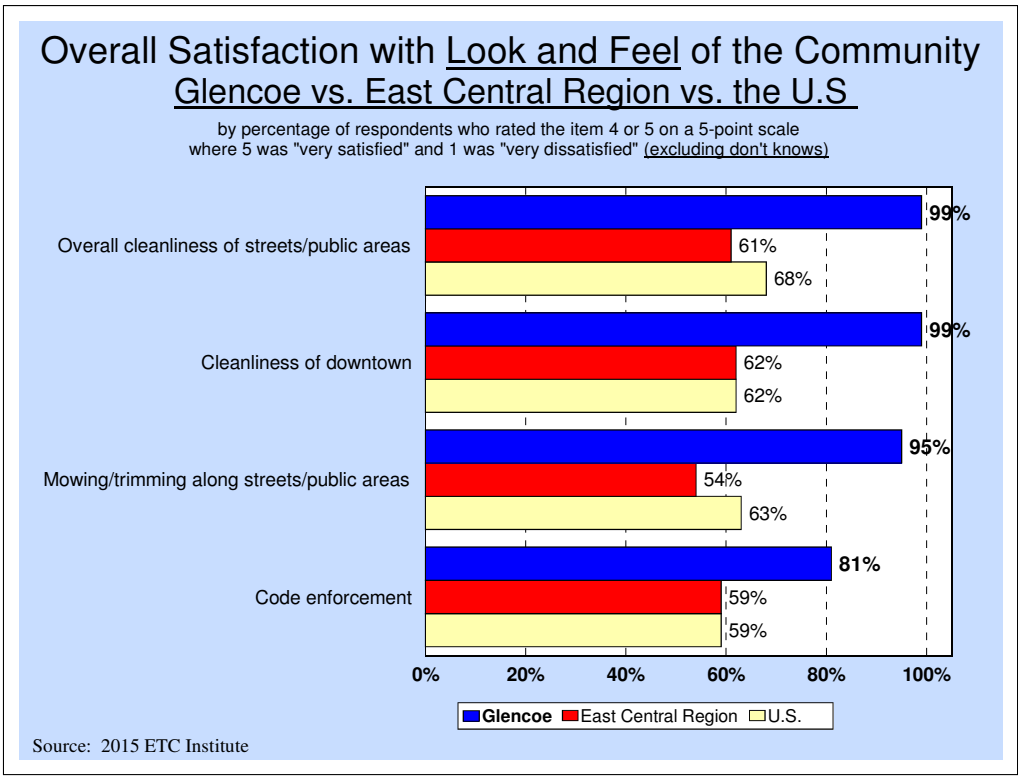
Quality of Life in the Community
Glencoe vs. East Central Region vs. the U.S

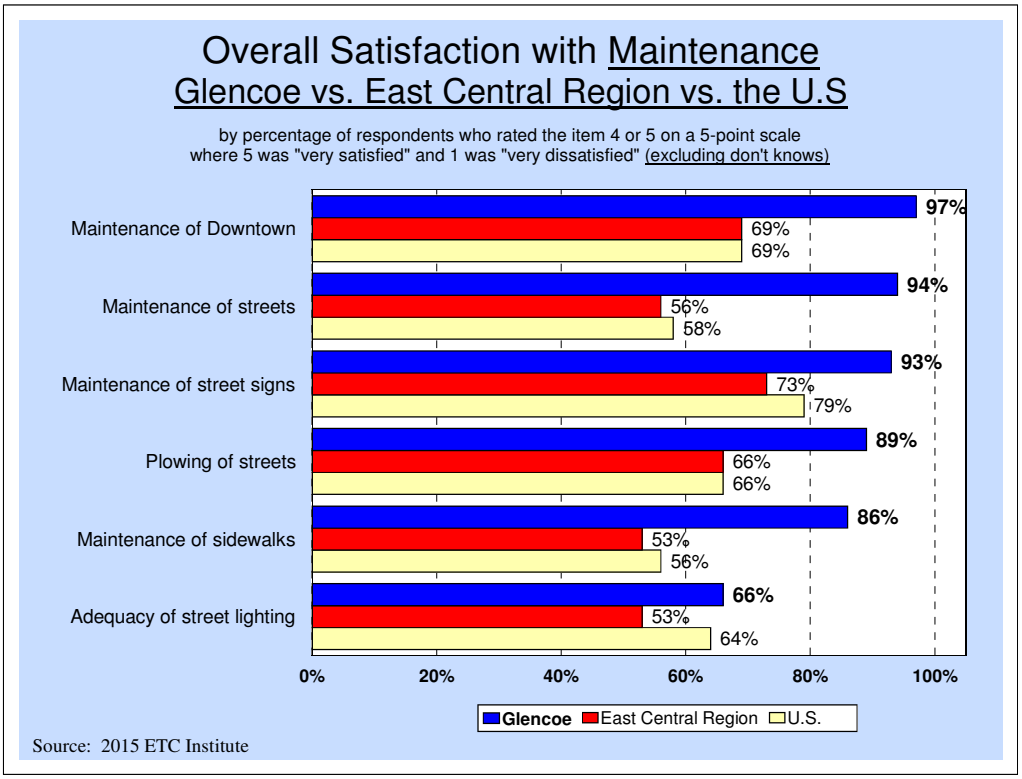
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)

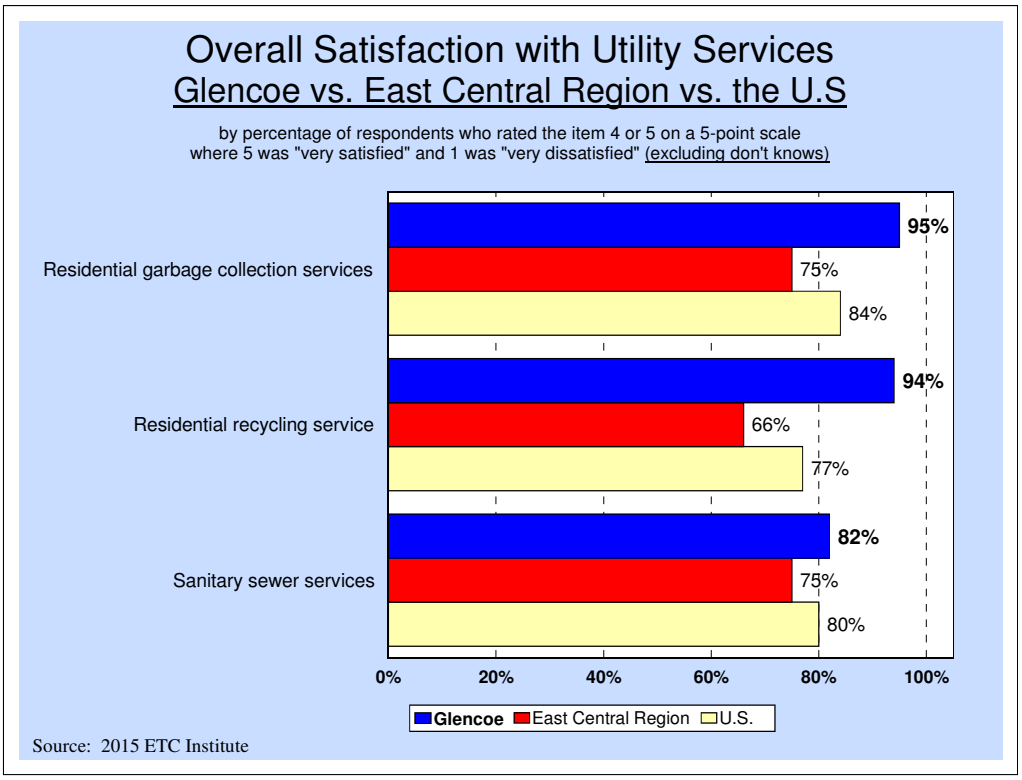


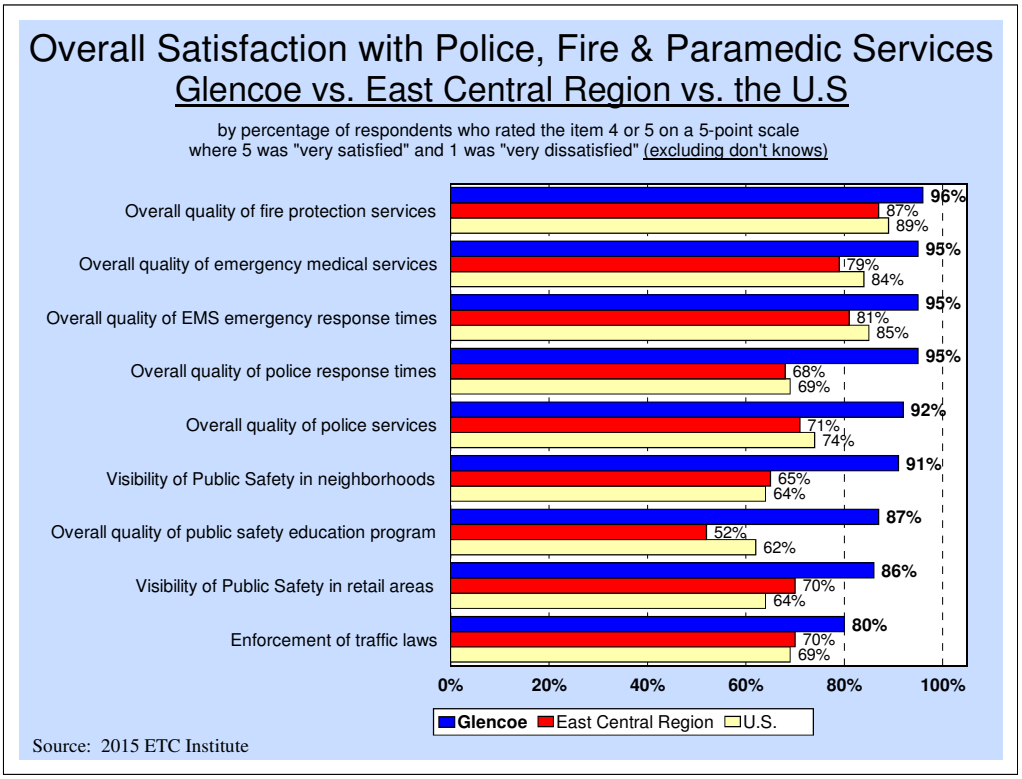
Source: 2015 ETC Institute

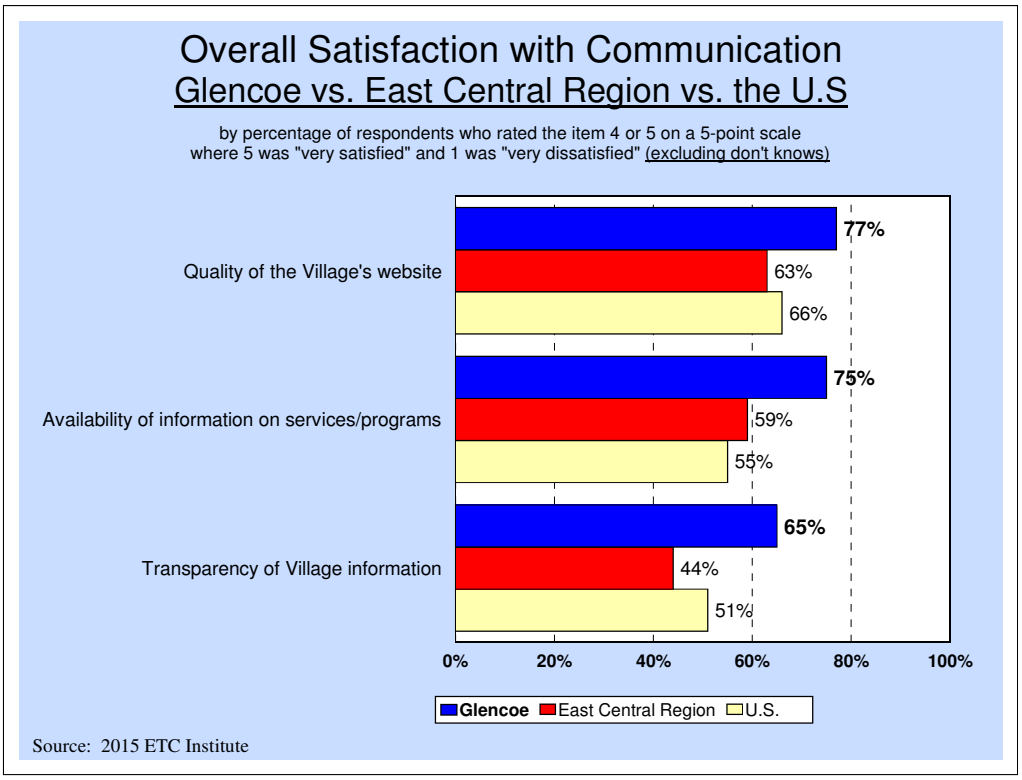

Satisfaction with Issues that Influence Perceptions/Characteristics of a Community Glencoe vs. East Central Region vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Feeling of safety in your community
98%
71%
76%
Overall image and reputation
95%
50%
63%
Quality of the library
94%
81%
79%
Appearance of the Village
94%
58%
67%
Quality of Village services
92%
46%
56%
Quality of schools
91%
57%
64%
Ease of access to public transportation
90%
55%
55%
Quality of parks and recreation services
86%
64%
69%
Value received for Village tax dollars/fees
72%
36%
47%
0%
20%
40%
60%
80%
100%
Glencoe
East Central Region
U.S.
Source: 2015 ETC Institute

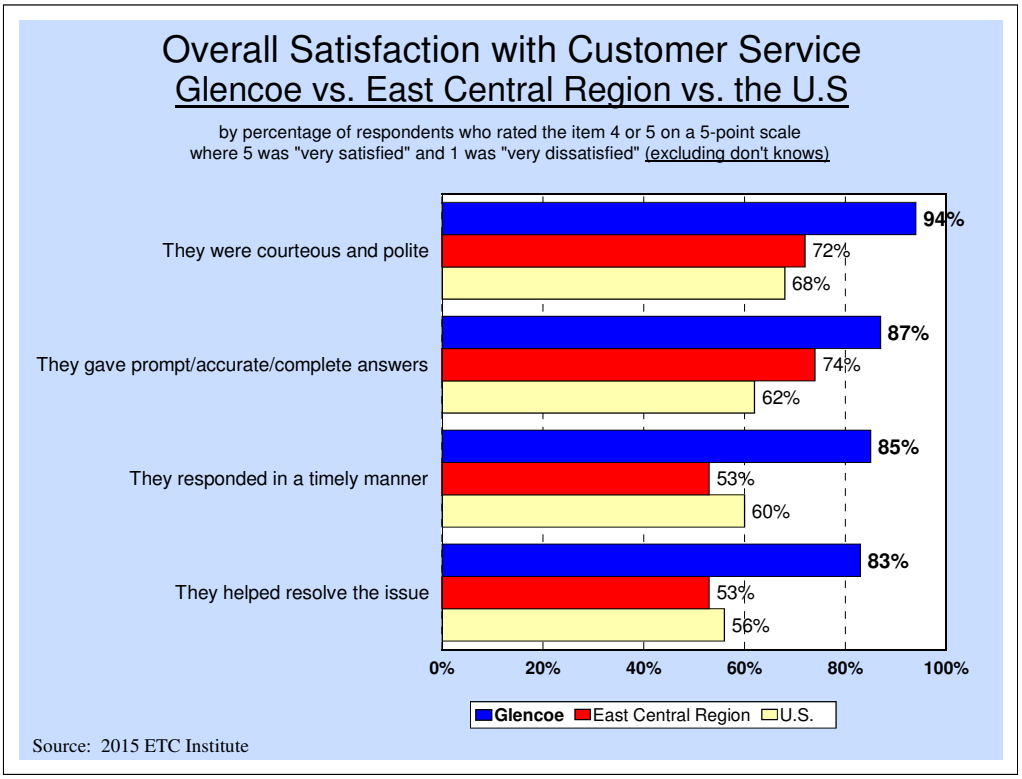

Overall Satisfaction with Look and Feel of the Community Glencoe vs. East Central Region vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Overall cleanliness of streets/public areas
99%
61%
68%
Cleanliness of downtown
99%
62%
62%
Mowing/trimming along streets/public areas
95%
54%
63%
Code enforcement
81%
59%
59%
0%
20%
40%
60%
80%
100%
Glencoe
East Central Region
U.S.
Source: 2015 ETC Institute


Overall Satisfaction with Maintenance
Glencoe vs. East Central Region vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Maintenance of Downtown
97%
69%
69%
Maintenance of streets
94%
56%
58%
Maintenance of street signs
93%
73%
79%
Plowing of streets
89%
66%
66%
Maintenance of sidewalks
86%
53%
56%
Adequacy of street lighting
66%
53%
64%
0%
20%
40%
60%
80%
100%
Glencoe
East Central Region
U.S.
Source: 2015 ETC Institute


Overall Satisfaction with Utility Services
Glencoe vs. East Central Region vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Residential garbage collection services
95%
75%
84%
Residential recycling service
94%
66%
77%
Sanitary sewer services
82%
75%
80%
0%
20%
40%
60%
80%
100%
Glencoe
East Central Region
U.S.
Source: 2015 ETC Institute


Overall Satisfaction with Police, Fire & Paramedic Services
Glencoe vs. East Central Region vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Overall quality of fire protection services
96%
87%
89%
Overall quality of emergency medical services
95%
79%
84%
Overall quality of EMS emergency response times
95%
81%
85%
Overall quality of police response times
95%
68%
69%
Overall quality of police services
92%
71%
74%
Visibility of Public Safety in neighborhoods
91%
65%
64%
Overall quality of public safety education program
87%
52%
62%
Visibility of Public Safety in retail areas
86%
70%
64%
Enforcement of traffic laws
80%
70%
69%
0%
20%
40%
60%
80%
100%
Glencoe
East Central Region
U.S.
Source: 2015 ETC Institute


Overall Satisfaction with Communication
Glencoe vs. East Central Region vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Quality of the Village's website
77%
63%
66%
Availability of information on services/programs
75%
59%
55%
Transparency of Village information
65%
44%
51%
0%
20%
40%
60%
80%
100%
Glencoe
East Central Region
U.S.
Source: 2015 ETC Institute


Overall Satisfaction with Customer Service
Glencoe vs. East Central Region vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
They were courteous and polite
94%
72%
68%
They gave prompt/accurate/complete answers
87%
74%
62%
They responded in a timely manner
85%
53%
60%
They helped resolve the issue
83%
53%
56%
0%
20%
40%
60%
80%
100%
Glencoe
East Central Region
U.S.
Source: 2015 ETC Institute

Section 3:
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis
Village of Glencoe, Illinois

Overview

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

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

Methodology

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

Example of the Calculation. Respondents were asked to identify the utility services they thought should receive the most emphasis over the next two years. Fifty-four percent (54%) selected *storm water management and drainage* as one of the most important services for the Village to emphasis over the next two years.

With regard to satisfaction, 59% of the residents surveyed rated the Village's overall performance in *storm water management and drainage* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied) excluding "Don't know" responses. The I-S rating for *storm water management and drainage* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 54% was multiplied by 41% (1-0.59). This calculation yielded an I-S rating of **0.2214**, which was ranked first out of six utility service categories.

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

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

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

Interpreting the Ratings

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

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

The results for Glencoe are provided on the following pages.

Importance-Satisfaction Rating
Village of Glencoe, Illinois
Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Adequacy of Village street lighting	33%	5	66%	10	0.1122	**1**
Medium Priority (IS <.10)						
Plowing of sidewalks	33%	4	72%	9	0.0924	**2**
Maintenance of sidewalks	39%	2	86%	8	0.0546	**3**
Plowing of Village streets	37%	3	89%	7	0.0407	**4**
Maintenance of Village streets	45%	1	94%	4	0.0270	**5**
Maintenance of public parkway trees	24%	7	90%	6	0.0240	**6**
Maintenance of the Village's downtown	32%	6	97%	1	0.0096	**7**
Maintenance of street signs	10%	9	93%	5	0.0070	**8**
Maintenance of Village-owned buildings	12%	8	95%	3	0.0060	**9**
Maintenance of traffic signals	9%	10	95%	2	0.0045	**10**

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

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

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

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Importance-Satisfaction Rating
Village of Glencoe, Illinois
Utility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS>.20)						
Storm water management and drainage	54%	1	59%	6	0.2214	**1**
Medium Priority (IS < .10)						
Sanitary sewer services	23%	2	82%	5	0.0414	**2**
Drinking water	21%	3	94%	3	0.0126	**3**
Residential recycling service	8%	5	94%	2	0.0048	**4**
Utility account maintenance and customer service	4%	6	88%	4	0.0048	**5**
Residential garbage collection service	9%	4	95%	1	0.0045	**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 receive the most emphasis over the next two years.

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

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Importance-Satisfaction Rating
Village of Glencoe, Illinois
Police, Fire and Paramedic Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Efforts to prevent lesser crimes	27%	2	82%	12	0.0486	**1**
Efforts to prevent serious crimes	32%	1	86%	11	0.0448	**2**
Enforcement of traffic laws	12%	9	80%	13	0.0240	**3**
Visibility of Public Safety in neighborhoods	22%	3	91%	7	0.0198	**4**
Visibility of Public Safety in retail areas	13%	7	86%	10	0.0182	**5**
Enforcement of parking laws	6%	14	75%	14	0.0150	**6**
Overall quality of police services	16%	4	92%	6	0.0128	**7**
Overall quality of public safety education programs	7%	13	87%	9	0.0091	**8**
Overall quality of non-emergency services	8%	12	91%	8	0.0072	**9**
Overall quality of emergency medical services	14%	5	95%	2	0.0070	**10**
Overall quality of EMS emergency response times	12%	8	95%	4	0.0060	**11**
Overall quality of fire emergency response times	11%	11	95%	3	0.0055	**12**
Overall quality of police response times	11%	10	95%	5	0.0055	**13**
Overall quality of fire protection services	13%	6	96%	1	0.0052	**14**

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

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

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

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Importance-Satisfaction Matrix Analysis

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

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the Village is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The Village should maintain (or slightly increase) emphasis on items in this area.

- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the Village is performing significantly better than customers expect the Village to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with Village services. The Village should maintain (or slightly decrease) emphasis on items in this area.

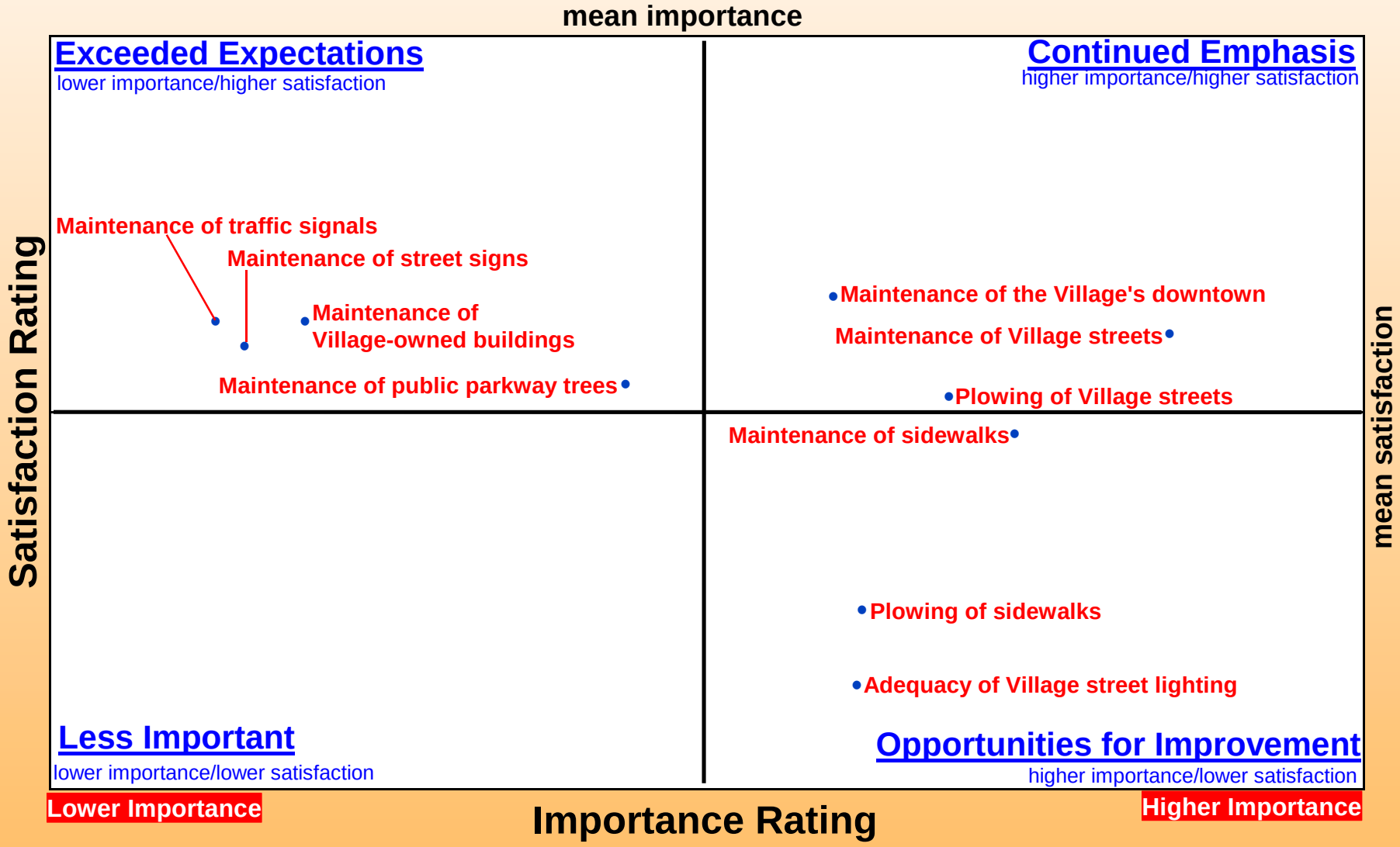
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the Village is not performing as well as residents expect the Village to perform. This area has a significant impact on customer satisfaction, and the Village should DEFINITELY increase emphasis on items in this area.

- **Less Important (below average importance and below average satisfaction).** This area shows where the Village is not performing well relative to the Village's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with Village services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

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

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

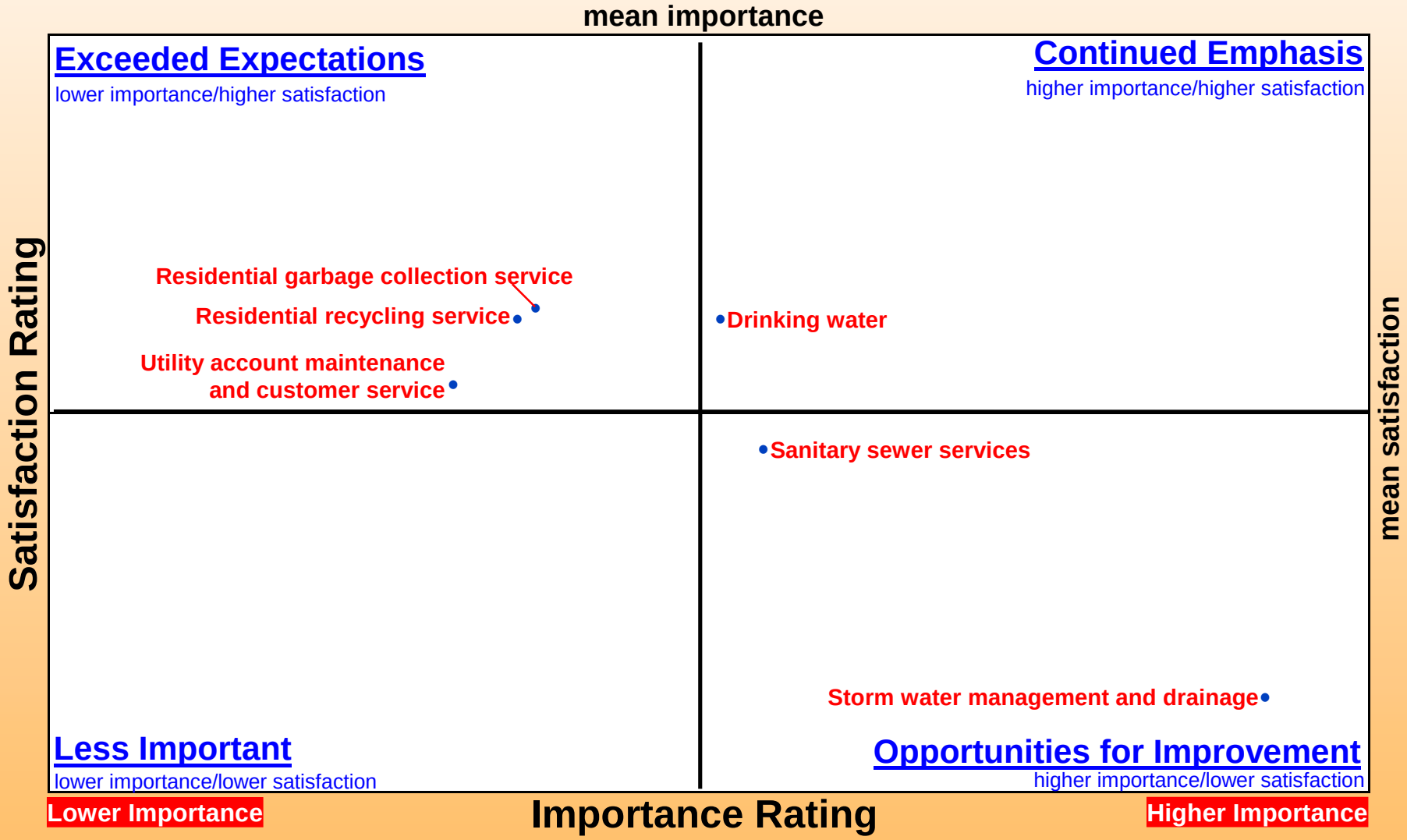
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

Village of Glencoe Community Survey
Importance-Satisfaction Assessment Matrix
-Utility Services-

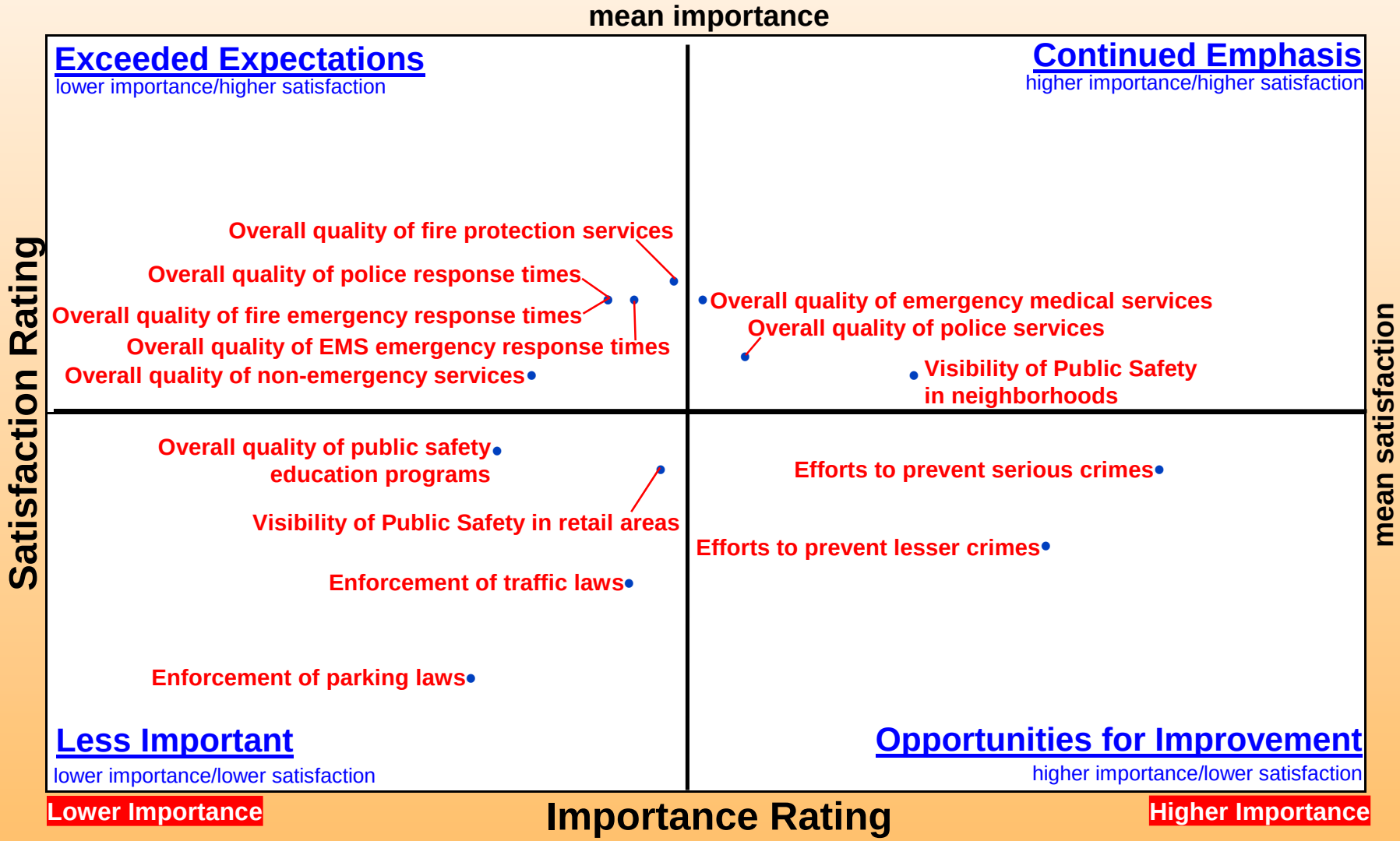
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

Village of Glencoe Community Survey
Importance-Satisfaction Assessment Matrix
-Police, Fire and Paramedic Services-

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



Source: ETC Institute (2015)

Section 4:
Tabular Data

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

(N=608)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q1-1. Glencoe as a place to live	79.8%	18.5%	1.0%	0.2%	0.0%	0.5%
Q1-2. Glencoe as a place to raise children	72.8%	18.7%	2.0%	0.5%	0.0%	6.0%
Q1-3. Glencoe as a place to work	17.2%	8.0%	19.1%	4.3%	1.3%	50.0%
Q1-4. Glencoe as a place to visit	33.6%	32.2%	16.9%	6.8%	0.8%	9.7%
Q1-5. Glencoe as a place to retire	22.4%	17.3%	23.1%	11.1%	5.5%	20.6%
Q1-6. Glencoe as a community moving in right direction	27.0%	33.8%	24.8%	7.2%	0.7%	6.5%
Q1-7. Variety of recreational activities	30.5%	40.6%	18.0%	7.3%	1.0%	2.6%
Q1-8. Variety of shopping opportunities	5.1%	19.7%	27.0%	33.7%	13.4%	1.0%
Q1-9. Variety of options for eating/dining	3.3%	20.6%	25.5%	32.3%	16.9%	1.3%
Q1-10. Overall quality of life in Glencoe	54.9%	40.0%	4.0%	0.2%	0.2%	0.8%

WITHOUT DON'T KNOW

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

(N=608)

	Excellent	Good	Neutral	Below Average	Poor
Q1-1. Glencoe as a place to live	80.2%	18.6%	1.0%	0.2%	0.0%
Q1-2. Glencoe as a place to raise children	77.5%	19.9%	2.1%	0.5%	0.0%
Q1-3. Glencoe as a place to work	34.4%	16.1%	38.1%	8.7%	2.7%
Q1-4. Glencoe as a place to visit	37.2%	35.7%	18.7%	7.6%	0.9%
Q1-5. Glencoe as a place to retire	28.3%	21.7%	29.1%	13.9%	7.0%
Q1-6. Glencoe as a community moving in right direction	28.9%	36.2%	26.6%	7.7%	0.7%
Q1-7. Variety of recreational activities	31.3%	41.7%	18.5%	7.5%	1.0%
Q1-8. Variety of shopping opportunities	5.2%	19.9%	27.3%	34.0%	13.6%
Q1-9. Variety of options for eating/dining	3.4%	20.8%	25.9%	32.8%	17.1%
Q1-10. Overall quality of life in Glencoe	55.4%	40.3%	4.0%	0.2%	0.2%

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

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2-1. Value received for your Village tax & fees	23.4%	46.7%	17.4%	8.5%	2.2%	1.8%
Q2-2. Appearance of Village	51.3%	41.5%	5.0%	1.5%	0.2%	0.5%
Q2-3. Quality of Village services	55.3%	36.0%	5.7%	1.5%	0.3%	1.2%
Q2-4. Quality of schools	53.3%	23.7%	6.3%	1.8%	0.2%	14.7%
Q2-5. Access to hospitals & medical services	32.6%	40.3%	20.2%	2.0%	0.2%	4.7%
Q2-6. Quality of parks & recreation services	42.6%	41.3%	10.8%	2.7%	0.3%	2.3%
Q2-7. Quality of library	63.6%	27.5%	5.1%	0.8%	0.0%	3.0%
Q2-8. Ease of access to places you usually visit	47.9%	38.1%	10.0%	2.8%	0.0%	1.2%
Q2-9. Ease of access to public transportation	56.1%	28.2%	8.1%	1.5%	0.2%	6.0%
Q2-10. Village financial condition	28.9%	30.8%	15.4%	1.7%	0.3%	22.9%
Q2-11. Sense of community	32.9%	41.4%	18.9%	4.5%	1.0%	1.3%
Q2-12. Feeling of safety in your neighborhood	71.1%	24.7%	3.2%	0.2%	0.2%	0.7%
Q2-13. Feeling of safety in your community	71.9%	24.8%	2.3%	0.0%	0.2%	0.8%
Q2-14. Overall image & reputation of Glencoe	63.6%	30.6%	4.5%	0.7%	0.0%	0.7%
Q2-15. Ease of access to Village staff	46.3%	34.7%	10.8%	1.7%	0.5%	6.1%
Q2-16. Responsiveness of Village staff	46.4%	32.0%	11.4%	3.2%	1.2%	5.8%

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2-17. Ease of access to Village Board of Trustees	15.6%	14.6%	17.6%	1.5%	1.2%	49.4%
Q2-18. Responsiveness of Village Board of Trustees	13.6%	13.8%	17.3%	2.0%	1.0%	52.2%

WITHOUT DON'T KNOW

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

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q2-1. Value received for your Village tax & fees	23.9%	47.5%	17.7%	8.7%	2.2%
Q2-2. Appearance of Village	51.6%	41.7%	5.0%	1.5%	0.2%
Q2-3. Quality of Village services	56.0%	36.4%	5.7%	1.5%	0.3%
Q2-4. Quality of schools	62.5%	27.7%	7.4%	2.1%	0.2%
Q2-5. Access to hospitals & medical services	34.2%	42.3%	21.2%	2.1%	0.2%
Q2-6. Quality of parks & recreation services	43.6%	42.2%	11.1%	2.7%	0.3%
Q2-7. Quality of library	65.5%	28.3%	5.3%	0.9%	0.0%
Q2-8. Ease of access to places you usually visit	48.5%	38.6%	10.1%	2.9%	0.0%
Q2-9. Ease of access to public transportation	59.6%	30.0%	8.6%	1.6%	0.2%
Q2-10. Village financial condition	37.4%	40.0%	20.0%	2.2%	0.4%
Q2-11. Sense of community	33.3%	42.0%	19.1%	4.6%	1.0%
Q2-12. Feeling of safety in your neighborhood	71.6%	24.9%	3.2%	0.2%	0.2%
Q2-13. Feeling of safety in your community	72.5%	25.0%	2.3%	0.0%	0.2%
Q2-14. Overall image & reputation of Glencoe	64.0%	30.8%	4.5%	0.7%	0.0%
Q2-15. Ease of access to Village staff	49.3%	36.9%	11.5%	1.8%	0.5%
Q2-16. Responsiveness of Village staff	49.3%	34.0%	12.1%	3.3%	1.2%
Q2-17. Ease of access to Village Board of Trustees	30.9%	28.9%	34.9%	3.0%	2.3%
Q2-18. Responsiveness of Village Board of Trustees	28.6%	28.9%	36.2%	4.2%	2.1%

Q3. LOOK AND FEEL OF THE VILLAGE. Please rate your satisfaction with each aspect of the look and feel of the Village of Glencoe on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Overall cleanliness of streets & public areas	69.9%	27.7%	0.8%	0.2%	0.3%	1.0%
Q3-2. Code enforcement	37.2%	38.4%	11.5%	4.8%	1.0%	7.1%
Q3-3. Cleanliness of Downtown	69.2%	28.5%	1.5%	0.0%	0.2%	0.7%
Q3-4. Maintenance of green spaces & parks	66.2%	28.9%	2.3%	1.2%	0.3%	1.2%
Q3-5. Mowing/trimming along streets & public areas	62.7%	31.8%	3.5%	1.2%	0.2%	0.7%
Q3-6. Quality of urban forest	53.5%	30.2%	7.8%	1.3%	0.5%	6.6%
Q3-7. Maintenance of unique architectural character	39.6%	30.2%	16.4%	6.7%	2.3%	4.8%
Q3-8. Other	19.0%	5.5%	9.8%	5.5%	8.6%	51.5%

WITHOUT DON'T KNOW

Q3. LOOK AND FEEL OF THE VILLAGE. Please rate your satisfaction with each aspect of the look and feel of the Village of Glencoe on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Overall cleanliness of streets & public areas	70.6%	28.0%	0.8%	0.2%	0.3%
Q3-2. Code enforcement	40.1%	41.3%	12.3%	5.2%	1.1%
Q3-3. Cleanliness of Downtown	69.6%	28.7%	1.5%	0.0%	0.2%
Q3-4. Maintenance of green spaces & parks	66.9%	29.2%	2.3%	1.2%	0.3%
Q3-5. Mowing/trimming along streets & public areas	63.1%	32.1%	3.5%	1.2%	0.2%
Q3-6. Quality of urban forest	57.3%	32.4%	8.4%	1.4%	0.5%
Q3-7. Maintenance of unique architectural character	41.6%	31.8%	17.2%	7.0%	2.5%
Q3-8. Other	39.2%	11.4%	20.3%	11.4%	17.7%

Q3. Other

Q3-8. Other	Number	Percent
Green Bay trail could use improvement	1	2.6 %
Not enough work on buried power lines	1	2.6 %
Amount of dog waste around public areas	1	2.6 %
Above average tax dollars for north shore	1	2.6 %
Overall living in Glencoe	1	2.6 %
Poor planning of how, where & when money is spent	1	2.6 %
Dead animals on dundee rd	1	2.6 %
Retail and village employees; neighbors	1	2.6 %
Police do not enforce stop sign violations at all	1	2.6 %
Storefront facades	1	2.6 %
Building contractors disturbance	1	2.6 %
Plantings by train station	1	2.6 %
Bike paths/routes	1	2.6 %
Constant construction	1	2.6 %
Too many mansions	1	2.6 %
Recycling opportunities in public places	1	2.6 %
Empty spaces downtown	1	2.6 %
Keep architecture simple	1	2.6 %
Tree trimming	1	2.6 %
Public safety	1	2.6 %
Quality of the beach	1	2.6 %
Not enough attention by village to open spaces	1	2.6 %
Maintenance of bike trail	1	2.6 %
Power lines (above ground)	1	2.6 %
Update shopping center at Scott and Green Bay Road	1	2.6 %
Writer's Theater	1	2.6 %
Park garbage cans need to be emptied more often	1	2.6 %
The new Writers Theatre hardly conforms to town's character	1	2.6 %
Enforcement of EPA and State rules	1	2.6 %
Too many tear downs replaced by unsightly new buildings	1	2.6 %
Green Bay Trail	1	2.6 %
Cut trees down in park. Need more open space.	1	2.6 %
Christmas lights	1	2.6 %
Too many tear-downs	1	2.6 %
Responsiveness of Public Works employees to problems	1	2.6 %
Road conditions	1	2.6 %
Tree plantings	1	2.6 %
So much visible space is dedicated to parking	1	2.6 %
Trimming beside Green Bay Trail	1	2.6 %
Total	39	100.0 %

Q4. MAINTENANCE. Pertaining to areas maintained by the Village of Glencoe, 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=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4-1. Maintenance of Village streets	53.3%	39.4%	5.0%	1.0%	0.7%	0.7%
Q4-2. Maintenance of sidewalks	43.4%	41.5%	9.4%	4.2%	0.7%	0.8%
Q4-3. Maintenance of street signs	53.5%	38.8%	5.9%	1.0%	0.2%	0.7%
Q4-4. Maintenance of traffic signals	56.8%	37.7%	4.5%	0.2%	0.0%	0.8%
Q4-5. Maintenance of Village's Downtown	59.4%	36.3%	3.5%	0.0%	0.2%	0.7%
Q4-6. Maintenance of public parkway trees	55.9%	32.8%	7.7%	1.8%	0.7%	1.2%
Q4-7. Maintenance of Village-owned buildings	55.0%	36.1%	5.0%	0.0%	0.0%	3.9%
Q4-8. Plowing of Village streets	52.2%	35.6%	7.0%	3.0%	0.5%	1.7%
Q4-9. Plowing of sidewalks	36.6%	33.3%	18.1%	6.7%	2.7%	2.7%
Q4-10. Adequacy of Village street lighting	34.5%	31.0%	18.2%	11.4%	4.2%	0.7%
Q4-11. Other	12.6%	9.2%	8.4%	15.1%	11.8%	42.9%

WITHOUT DON'T KNOW

Q4. MAINTENANCE. Pertaining to areas maintained by the Village of Glencoe, 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=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-1. Maintenance of Village streets	53.6%	39.6%	5.1%	1.0%	0.7%
Q4-2. Maintenance of sidewalks	43.8%	41.9%	9.5%	4.2%	0.7%
Q4-3. Maintenance of street signs	53.9%	39.1%	5.9%	1.0%	0.2%
Q4-4. Maintenance of traffic signals	57.3%	38.0%	4.6%	0.2%	0.0%
Q4-5. Maintenance of Village's Downtown	59.8%	36.5%	3.5%	0.0%	0.2%
Q4-6. Maintenance of public parkway trees	56.5%	33.2%	7.8%	1.9%	0.7%
Q4-7. Maintenance of Village-owned buildings	57.2%	37.5%	5.2%	0.0%	0.0%
Q4-8. Plowing of Village streets	53.1%	36.2%	7.1%	3.1%	0.5%
Q4-9. Plowing of sidewalks	37.6%	34.2%	18.6%	6.9%	2.7%
Q4-10. Adequacy of Village street lighting	34.7%	31.2%	18.3%	11.5%	4.2%
Q4-11. Other	22.1%	16.2%	14.7%	26.5%	20.6%

Q4. Other

Q4-11. Other	Number	Percent
Need to improve Golf Clubhouse	1	2.3 %
Downtown parking	1	2.3 %
Storm and sanitary sewer system	1	2.3 %
Parking	1	2.3 %
Storm sewer	1	2.3 %
My street is very dark	1	2.3 %
Get a sidewalk on Glencoe Dr.	1	2.3 %
Maintenance of public land and parks	1	2.3 %
Too many traffic signs	1	2.3 %
Yield signs at west bound Appletree & Cherry St.	1	2.3 %
Cleanliness of beach bathroom	1	2.3 %
Stop signs obscured by leaves	1	2.3 %
Water-freezing drainage	1	2.3 %
Leaf pickup	1	2.3 %
Recycling options in public places	1	2.3 %
Storm system	1	2.3 %
Maintenance of storm sewers	1	2.3 %
More lights not just corners	1	2.3 %
Plowing of private streets	1	2.3 %
Need better bike routes and signage	1	2.3 %
Maintenance of bike trail	1	2.3 %
Downtown lights applied throughout village	1	2.3 %
Sewer improvements/storm drainage	1	2.3 %
Sewers	1	2.3 %
Residential streets are WAY too dark	1	2.3 %
We need more street lights	1	2.3 %
Broken sidewalks	1	2.3 %
The streets are so dark	1	2.3 %
Leaf collection	1	2.3 %
Need more lighting along Vernon Ave	1	2.3 %
Sewer system	1	2.3 %
Large snow removal in business district	1	2.3 %
Neighborhood lighting	1	2.3 %
Sewers/drainage and flooding	1	2.3 %
Removal of invasive weeds	1	2.3 %
Flooding of our street	1	2.3 %
Road conditions	1	2.3 %
Plowing of dead end streets	1	2.3 %
Water mains and infrastructure	1	2.3 %
No street lighting in neighborhoods	1	2.3 %
Residents need to shovel sidewalks	1	2.3 %
Village needs to make sidewalks safer	1	2.3 %
Storm drainage maintenance and upkeep	1	2.3 %
Adequate parking downtown	1	2.3 %
Total	44	100.0 %

Q4.1. Which FIVE of the areas of MAINTENANCE listed in Question 4 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q4.1. 1st choice	Number	Percent
Maintenance of Village streets	104	17.1 %
Maintenance of sidewalks	44	7.2 %
Maintenance of street signs	4	0.7 %
Maintenance of traffic signals	6	1.0 %
Maintenance of Village's Downtown	57	9.4 %
Maintenance of public parkway trees	26	4.3 %
Maintenance of Village-owned buildings	6	1.0 %
Plowing of Village streets	66	10.9 %
Plowing of sidewalks	32	5.3 %
Adequacy of Village street lighting	69	11.3 %
Other	20	3.3 %
None chosen	174	28.6 %
Total	608	100.0 %

Q4.1. Which FIVE of the areas of MAINTENANCE listed in Question 4 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q4.1. 2nd choice	Number	Percent
Maintenance of Village streets	64	10.5 %
Maintenance of sidewalks	63	10.4 %
Maintenance of street signs	6	1.0 %
Maintenance of traffic signals	8	1.3 %
Maintenance of Village's Downtown	44	7.2 %
Maintenance of public parkway trees	27	4.4 %
Maintenance of Village-owned buildings	13	2.1 %
Plowing of Village streets	47	7.7 %
Plowing of sidewalks	70	11.5 %
Adequacy of Village street lighting	37	6.1 %
Other	6	1.0 %
None chosen	223	36.7 %
Total	608	100.0 %

Q4.1. Which FIVE of the areas of MAINTENANCE listed in Question 4 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q4.1. 3rd choice	Number	Percent
Maintenance of Village streets	52	8.6 %
Maintenance of sidewalks	60	9.9 %
Maintenance of street signs	15	2.5 %
Maintenance of traffic signals	9	1.5 %
Maintenance of Village's Downtown	41	6.7 %
Maintenance of public parkway trees	29	4.8 %
Maintenance of Village-owned buildings	17	2.8 %
Plowing of Village streets	41	6.7 %
Plowing of sidewalks	34	5.6 %
Adequacy of Village street lighting	39	6.4 %
Other	3	0.5 %
None chosen	268	44.1 %
Total	608	100.0 %

Q4.1. Which FIVE of the areas of MAINTENANCE listed in Question 4 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q4.1. 4th choice	Number	Percent
Maintenance of Village streets	29	4.8 %
Maintenance of sidewalks	43	7.1 %
Maintenance of street signs	15	2.5 %
Maintenance of traffic signals	15	2.5 %
Maintenance of Village's Downtown	24	3.9 %
Maintenance of public parkway trees	42	6.9 %
Maintenance of Village-owned buildings	17	2.8 %
Plowing of Village streets	43	7.1 %
Plowing of sidewalks	36	5.9 %
Adequacy of Village street lighting	23	3.8 %
Other	2	0.3 %
None chosen	319	52.5 %
Total	608	100.0 %

Q4.1. Which FIVE of the areas of MAINTENANCE listed in Question 4 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q4.1. 5th choice	Number	Percent
Maintenance of Village streets	24	3.9 %
Maintenance of sidewalks	27	4.4 %
Maintenance of street signs	18	3.0 %
Maintenance of traffic signals	14	2.3 %
Maintenance of Village's Downtown	30	4.9 %
Maintenance of public parkway trees	23	3.8 %
Maintenance of Village-owned buildings	20	3.3 %
Plowing of Village streets	25	4.1 %
Plowing of sidewalks	30	4.9 %
Adequacy of Village street lighting	33	5.4 %
Other	1	0.2 %
None chosen	363	59.7 %
Total	608	100.0 %

Q4.1. Which FIVE of the areas of MAINTENANCE listed in Question 4 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? (sum of top 5 choices)

Q4.1. Sum of top 5 choices	Number	Percent
Maintenance of Village streets	273	44.9 %
Maintenance of sidewalks	237	39.0 %
Maintenance of street signs	58	9.5 %
Maintenance of traffic signals	52	8.6 %
Maintenance of Village's Downtown	196	32.2 %
Maintenance of public parkway trees	147	24.2 %
Maintenance of Village-owned buildings	73	12.0 %
Plowing of Village streets	222	36.5 %
Plowing of sidewalks	202	33.2 %
Adequacy of Village street lighting	201	33.1 %
Other	32	5.3 %
None chosen	174	28.6 %
Total	1867	

Q5. BUILDING PERMITS AND CONSTRUCTION. Please rate your satisfaction with building permit services and construction activity in the Village of Glencoe on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5-1. Process to submit building permit application	9.6%	17.9%	15.5%	4.4%	0.3%	52.3%
Q5-2. Amount of time to obtain building permit after applying	8.4%	16.7%	15.9%	4.0%	1.3%	53.6%
Q5-3. Ease of completing regulatory processes	6.3%	8.8%	17.0%	5.1%	2.0%	60.7%
Q5-4. Maintenance/cleanliness of residential construction sites	10.2%	29.4%	27.2%	7.6%	2.4%	23.2%
Q5-5. Permitted residential construction work days/hours & overall duration of construction projects	15.2%	31.8%	20.6%	8.4%	1.9%	22.1%
Q5-6. Number of residential construction projects occurring simultaneously on given block	10.8%	23.1%	22.6%	13.2%	5.4%	25.0%
Q5-7. Regulation of residential construction vehicle traffic	9.7%	19.8%	26.2%	13.6%	7.2%	23.5%
Q5-8. Other	3.1%	1.6%	7.8%	3.9%	11.7%	71.9%

WITHOUT DON'T KNOW

Q5. BUILDING PERMITS AND CONSTRUCTION. Please rate your satisfaction with building permit services and construction activity in the Village of Glencoe on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5-1. Process to submit building permit application	20.1%	37.5%	32.5%	9.2%	0.7%
Q5-2. Amount of time to obtain building permit after applying	18.2%	36.0%	34.2%	8.7%	2.9%
Q5-3. Ease of completing regulatory processes	16.0%	22.5%	43.3%	13.0%	5.2%
Q5-4. Maintenance/cleanliness of residential construction sites	13.2%	38.3%	35.5%	9.9%	3.1%
Q5-5. Permitted residential construction work days/hours & overall duration of construction projects	19.5%	40.8%	26.5%	10.8%	2.4%
Q5-6. Number of residential construction projects occurring simultaneously on given block	14.4%	30.8%	30.1%	17.5%	7.2%
Q5-7. Regulation of residential construction vehicle traffic	12.7%	25.8%	34.3%	17.8%	9.4%
Q5-8. Other	11.1%	5.6%	27.8%	13.9%	41.7%

Q5. Other

Q5-8. Other	Number	Percent
Arbitrary interpretation of village code	1	5.3 %
Disruption of sidewalk during house construction	1	5.3 %
Very dissatisfied w/ FAR regulations	1	5.3 %
No parking at corner	1	5.3 %
Construction noise levels	1	5.3 %
Contract parking	1	5.3 %
Large vehicle restrictions	1	5.3 %
Construction workers do not have respect for community	1	5.3 %
Expense of permits	1	5.3 %
Village ignores lake front construction	1	5.3 %
Storm drainage control and permitting	1	5.3 %
Construction vehicles parked on streets	1	5.3 %
Protection of trees on property during construction	1	5.3 %
Favoritism to some builders	1	5.3 %
Enforcement of EPA, federal and state law	1	5.3 %
Bluff is a nightmare	1	5.3 %
Too many new construction houses going up	1	5.3 %
Cost of building permits	1	5.3 %
Amount of waste that could be reused or recycled	1	5.3 %
Total	19	100.0 %

Q6. UTILITY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following:

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6-1. Residential garbage collection service	66.6%	27.4%	3.3%	1.3%	0.3%	1.0%
Q6-2. Residential recycling service	64.6%	27.4%	5.1%	1.2%	0.0%	1.7%
Q6-3. Sanitary sewer services	44.1%	29.4%	12.0%	3.7%	1.3%	9.5%
Q6-4. Storm water management & drainage	29.6%	25.3%	18.0%	13.6%	6.8%	6.7%
Q6-5. Drinking water	64.3%	26.9%	5.5%	0.8%	0.2%	2.3%
Q6-6. Utility account maintenance & customer service	46.6%	33.3%	9.7%	1.0%	0.2%	9.2%

WITHOUT DON'T KNOW

Q6. UTILITY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following: (without "don't know")

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6-1. Residential garbage collection service	67.3%	27.7%	3.4%	1.3%	0.3%
Q6-2. Residential recycling service	65.7%	27.9%	5.2%	1.2%	0.0%
Q6-3. Sanitary sewer services	48.7%	32.5%	13.3%	4.1%	1.5%
Q6-4. Storm water management & drainage	31.7%	27.1%	19.3%	14.6%	7.3%
Q6-5. Drinking water	65.8%	27.6%	5.6%	0.9%	0.2%
Q6-6. Utility account maintenance & customer service	51.3%	36.7%	10.7%	1.1%	0.2%

Q6.1. Which TWO of the UTILITY SERVICES listed in Question 6 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q6.1. 1st choice	Number	Percent
Residential garbage collection service	31	5.1 %
Residential recycling service	12	2.0 %
Sanitary sewer services	33	5.4 %
Storm water management & drainage	248	40.8 %
Drinking water	76	12.5 %
Utility account maintenance & customer service	8	1.3 %
None chosen	200	32.9 %
Total	608	100.0 %

Q6.1. Which TWO of the UTILITY SERVICES listed in Question 6 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q6.1. 2nd choice	Number	Percent
Residential garbage collection service	26	4.3 %
Residential recycling service	38	6.3 %
Sanitary sewer services	108	17.8 %
Storm water management & drainage	78	12.8 %
Drinking water	49	8.1 %
Utility account maintenance & customer service	19	3.1 %
None chosen	290	47.7 %
Total	608	100.0 %

Q6.1. Which TWO of the UTILITY SERVICES listed in Question 6 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? (sum of top 2 choices)

Q6.1. Sum of top 2 choices	Number	Percent
Residential garbage collection service	57	9.4 %
Residential recycling service	50	8.2 %
Sanitary sewer services	141	23.2 %
Storm water management & drainage	326	53.6 %
Drinking water	125	20.6 %
Utility account maintenance & customer service	27	4.4 %
None chosen	200	32.9 %
Total	926	

Q7.1. WATER SUPPLY PLANNING. How familiar are you with the water supply planning project?

Q7.1. How familiar are you with water supply planning project	Number	Percent
Very Familiar	52	8.6 %
Somewhat Familiar	240	39.5 %
Unfamiliar	305	50.2 %
Don't Know	11	1.8 %
Total	608	100.0 %

WITHOUT DON'T KNOW

Q7.1. WATER SUPPLY PLANNING. How familiar are you with the water supply planning project? (without "don't know")

Q7.1. How familiar are you with water supply planning project	Number	Percent
Very Familiar	52	8.7 %
Somewhat Familiar	240	40.2 %
Unfamiliar	305	51.1 %
Total	597	100.0 %

Q7.2. WATER SUPPLY PLANNING. Did you attend the Community Open House or a Community Forum on the water supply planning project?

Q7.2. Did you attend Community Open House or a Community Forum	Number	Percent
Yes	30	4.9 %
No	567	93.3 %
Not provided	11	1.8 %
Total	608	100.0 %

WITHOUT NOT PROVIDED

Q7.2. WATER SUPPLY PLANNING. Did you attend the Community Open House or a Community Forum on the water supply planning project? (without "not provided")

Q7.2. Did you attend Community Open House or a Community Forum	Number	Percent
Yes	30	5.0 %
No	567	95.0 %
Total	597	100.0 %

Q7.3. WATER SUPPLY PLANNING. How often do you visit the water supply planning project page of the Village's website (www.villageofglencoe.org/news/wtpinitiative.aspx)?

Q7.3. How often do you visit water supply planning project page of Village's website	Number	Percent
Frequently	6	1.0 %
Once in a while	95	15.6 %
Never	497	81.7 %
Not provided	10	1.6 %
Total	608	100.0 %

WITHOUT NOT PROVIDED

Q7.3. WATER SUPPLY PLANNING. How often do you visit the water supply planning project page of the Village's website (www.villageofglencoe.org/news/wtpinitiative.aspx)? (without "not provided")

Q7.3. How often do you visit water supply planning project page of Village's website	Number	Percent
Frequently	6	1.0 %
Once in a while	95	15.9 %
Never	497	83.1 %
Total	598	100.0 %

Q8. GARBAGE CONTAINERS. Please tell us what type of containers you use for garbage collection.

Q8. What type of containers you use for garbage collection	Number	Percent
65-gal cart purchased from Village	138	22.7 %
95-gal cart purchased from Village	123	20.2 %
My own containers	307	50.5 %
Not provided	40	6.6 %
Total	608	100.0 %

WITHOUT NOT PROVIDED

Q8. GARBAGE CONTAINERS. Please tell us what type of containers you use for garbage collection. (without "not provided")

Q8. What type of containers you use for garbage collection	Number	Percent
65-gal cart purchased from Village	138	24.3 %
95-gal cart purchased from Village	123	21.7 %
My own containers	307	54.0 %
Total	568	100.0 %

Q9. GARBAGE SERVICE. If the cost of once a week curbside garbage collection was the least expensive option available, what is the likelihood that you would consider using once a week curbside garbage collection?

Q9. Likelihood you would consider using once a week curbside garbage collection	Number	Percent
Very likely	360	59.2 %
Likely	57	9.4 %
Neutral	42	6.9 %
Unlikely	36	5.9 %
Very unlikely	43	7.1 %
Don't know	70	11.5 %
Total	608	100.0 %

WITHOUT DON'T KNOW

Q9. GARBAGE SERVICE. If the cost of once a week curbside garbage collection was the least expensive option available, what is the likelihood that you would consider using once a week curbside garbage collection? (without "don't know")

Q9. Likelihood you would consider using once a week curbside garbage collection	Number	Percent
Very likely	360	66.9 %
Likely	57	10.6 %
Neutral	42	7.8 %
Unlikely	36	6.7 %
Very unlikely	43	8.0 %
Total	538	100.0 %

Q10.1. GLENCOE GOLF CLUB. My understanding is the Glencoe Golf Club is owned by the:

Q10.1. Glencoe Golf Club is owned by	Number	Percent
Village	261	42.9 %
Park District	210	34.5 %
Other	56	9.2 %
Don't Know	81	13.3 %
Total	608	100.0 %

WITHOUT DON'T KNOW

Q10.1. GLENCOE GOLF CLUB. My understanding is the Glencoe Golf Club is owned by the: (without "don't know")

Q10.1. Glencoe Golf Club is owned by	Number	Percent
Village	261	49.5 %
Park District	210	39.8 %
Other	56	10.6 %
Total	527	100.0 %

Q10.1. Other

Q10.1. Other	Number	Percent
Private	3	27.3 %
Private enitity	1	9.1 %
Privately owned	1	9.1 %
Village & Park District	1	9.1 %
Owned by village and county	1	9.1 %
Not sure	1	9.1 %
County	1	9.1 %
Village and county	1	9.1 %
Forest preserve district	1	9.1 %
Total	11	100.0 %

%

Q10.2. GLENCOE GOLF CLUB. My understanding is that the Glencoe Golf Club is:

Q10.2. Glencoe Golf Club is	Number	Percent
A public course	518	85.2 %
A private course	35	5.8 %
Don't know	55	9.0 %
Total	608	100.0 %

WITHOUT DON'T KNOW

Q10.2. GLENCOE GOLF CLUB. My understanding is that the Glencoe Golf Club is: (without "don't know")

Q10.2. Glencoe Golf Club is	Number	Percent
A public course	518	93.7 %
A private course	35	6.3 %
Total	553	100.0 %

Q10.3-8. GLENCOE GOLF CLUB. Please indicate your awareness of the Glencoe Golf Club:

(N=608)

	Yes	No
Q10.3. Glencoe Golf Club has a driving range	72.4%	27.6%
Q10.4. Glencoe Golf Club has a clubhouse	82.0%	18.0%
Q10.5. Glencoe Golf Club has food service available	74.9%	25.1%
Q10.6. Glencoe Golf Club offers golf lessons	82.6%	17.4%
Q10.7. Glencoe Golf Club is an Audubon Cooperative Sanctuary	17.8%	82.2%
Q10.8. Glencoe Golf Club adds value to community through its open space	88.0%	12.0%

WITHOUT DON'T KNOW

Q10.3-8. GLENCOE GOLF CLUB. Please indicate your awareness of the Glencoe Golf Club: (without "don't know")

(N=608)

	Yes	No
Q10.3. Glencoe Golf Club has a driving range	72.4%	27.6%
Q10.4. Glencoe Golf Club has a clubhouse	82.0%	18.0%
Q10.5. Glencoe Golf Club has food service available	74.9%	25.1%
Q10.6. Glencoe Golf Club offers golf lessons	82.6%	17.4%
Q10.7. Glencoe Golf Club is an Audubon Cooperative Sanctuary	17.8%	82.2%
Q10.8. Glencoe Golf Club adds value to community through its open space	88.0%	12.0%

Q11. Have you used the Glencoe Golf Club facilities in the past 24 months?

Q11. Have you used Glencoe Golf Club facilities in past 24 months	Number	Percent
Yes	211	34.7 %
No	376	61.8 %
Don't know	21	3.5 %
Total	608	100.0 %

WITHOUT DON'T KNOW

Q11. Have you used the Glencoe Golf Club facilities in the past 24 months? (without "don't know")

Q11. Have you used Glencoe Golf Club facilities in past 24 months	Number	Percent
Yes	211	35.9 %
No	376	64.1 %
Total	587	100.0 %

Q12. GLENCOE GOLF CLUB. Please rate your satisfaction with the Glencoe Golf Club on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use
Q12-1. Overall playing conditions of course	15.9%	16.8%	4.3%	0.3%	0.3%	62.2%
Q12-2. Quality of clubhouse	3.5%	10.4%	12.8%	6.9%	3.6%	62.8%
Q12-3. Quality of driving range	3.6%	15.6%	10.7%	5.9%	1.9%	62.3%
Q12-4. Quality of food service	3.3%	10.7%	14.4%	4.0%	1.2%	66.4%
Q12-5. Quality of golf instruction	6.1%	8.3%	6.6%	0.0%	0.2%	78.9%
Q12-6. Cost of green fees for value of course	10.2%	14.9%	10.6%	1.7%	0.5%	62.0%

WITHOUT DON'T KNOW

Q12. GLENCOE GOLF CLUB. Please rate your satisfaction with the Glencoe Golf Club on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't use")

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12-1. Overall playing conditions of course	42.2%	44.5%	11.5%	0.9%	0.9%
Q12-2. Quality of clubhouse	9.3%	27.9%	34.4%	18.6%	9.8%
Q12-3. Quality of driving range	9.6%	41.3%	28.4%	15.6%	5.0%
Q12-4. Quality of food service	9.8%	32.0%	42.8%	11.9%	3.6%
Q12-5. Quality of golf instruction	28.7%	39.3%	31.1%	0.0%	0.8%
Q12-6. Cost of green fees for value of course	26.9%	39.3%	27.9%	4.6%	1.4%

Q13. POLICE, FIRE AND PARAMEDIC SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Public Safety services:

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13-1. Visibility of Public Safety in neighborhoods	57.1%	32.1%	7.5%	0.7%	0.5%	2.2%
Q13-2. Visibility of Public Safety in retail areas	48.6%	33.3%	11.8%	1.0%	0.3%	5.0%
Q13-3. Efforts to prevent serious crimes (burglary, assault, etc.)	43.5%	28.8%	9.5%	1.7%	0.5%	16.0%
Q13-4. Efforts to prevent lesser crimes (vandalism, theft, etc.)	40.6%	29.3%	13.0%	1.5%	0.8%	14.8%
Q13-5. Enforcement of traffic laws (speeding, etc.)	38.9%	38.6%	13.1%	3.7%	2.2%	3.5%
Q13-6. Enforcement of parking laws	37.4%	34.4%	16.7%	4.7%	2.5%	4.3%
Q13-7. Overall quality of police services	58.3%	30.8%	6.3%	0.8%	0.8%	2.8%
Q13-8. Overall quality of police response times	55.3%	21.7%	4.2%	0.5%	0.2%	18.2%
Q13-9. Overall quality of fire protection services	56.0%	22.3%	2.7%	0.2%	0.3%	18.5%
Q13-10. Overall quality of fire emergency response times	52.7%	16.7%	3.3%	0.0%	0.3%	27.0%
Q13-11. Overall quality of emergency medical services ("EMS")	51.8%	17.7%	3.3%	0.2%	0.2%	26.9%
Q13-12. Overall quality of EMS emergency response times	50.3%	15.0%	3.5%	0.2%	0.2%	30.9%
Q13-13. Overall quality of non-emergency services	48.1%	18.0%	4.9%	0.9%	0.9%	27.2%
Q13-14. Overall quality of public safety education programs	35.8%	17.8%	7.6%	0.2%	0.5%	38.0%
Q13-15. Other	20.2%	6.1%	3.0%	3.0%	15.2%	52.5%

WITHOUT DON'T KNOW

Q13. POLICE, FIRE AND PARAMEDIC SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Public Safety services: (without "don't know")

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13-1. Visibility of Public Safety in neighborhoods	58.3%	32.8%	7.7%	0.7%	0.5%
Q13-2. Visibility of Public Safety in retail areas	51.1%	35.0%	12.4%	1.1%	0.4%
Q13-3. Efforts to prevent serious crimes (burglary, assault, etc.)	51.8%	34.3%	11.3%	2.0%	0.6%
Q13-4. Efforts to prevent lesser crimes (vandalism, theft, etc.)	47.7%	34.4%	15.2%	1.8%	1.0%
Q13-5. Enforcement of traffic laws (speeding, etc.)	40.3%	40.0%	13.6%	3.8%	2.2%
Q13-6. Enforcement of parking laws	39.1%	36.0%	17.5%	4.9%	2.6%
Q13-7. Overall quality of police services	60.0%	31.7%	6.5%	0.9%	0.9%
Q13-8. Overall quality of police response times	67.6%	26.5%	5.1%	0.6%	0.2%
Q13-9. Overall quality of fire protection services	68.7%	27.4%	3.3%	0.2%	0.4%
Q13-10. Overall quality of fire emergency response times	72.1%	22.8%	4.6%	0.0%	0.5%
Q13-11. Overall quality of emergency medical services ("EMS")	70.8%	24.2%	4.6%	0.2%	0.2%
Q13-12. Overall quality of EMS emergency response times	72.7%	21.7%	5.1%	0.2%	0.2%
Q13-13. Overall quality of non-emergency services	66.1%	24.8%	6.8%	1.2%	1.2%
Q13-14. Overall quality of public safety education programs	57.8%	28.8%	12.3%	0.3%	0.8%
Q13-15. Other	42.6%	12.8%	6.4%	6.4%	31.9%

Q13. Other

Q13-15. Other	Number	Percent
Many public safety personnel are unkind	1	3.7 %
Proud of our officers who are trained to serve	1	3.7 %
Too much emphasis on traffic violations	1	3.7 %
Laws not enforced	1	3.7 %
Animal control officer	1	3.7 %
Enforcement of bike & skate board helmets	1	3.7 %
4-way stop corners need more monitoring	1	3.7 %
Enforcement of traffic laws for bikers	1	3.7 %
Enforcement of lawn maintenance emissions	1	3.7 %
So blessed to have such service	1	3.7 %
Public safety flyers to warn when crimes have happened	1	3.7 %
Friendliness of police	1	3.7 %
U-turns into downtown spaces	1	3.7 %
Stop sign violations	1	3.7 %
Our police and paramedics are wonderful	1	3.7 %
Has not done a good job on Park and Vernon	1	3.7 %
General parking traffic in downtown	1	3.7 %
Retirement funding is very expensive	1	3.7 %
Thanks for not putting armed guards in schools	1	3.7 %
Friendliness to kids	1	3.7 %
There is virtually zero speed limit enforcement	1	3.7 %
Officers rude cocky attitude	1	3.7 %
Enforcement of leaf blower ban	1	3.7 %
Left turn into space	1	3.7 %
Enforcement of blower ordinance	1	3.7 %
Non-emergency requests	1	3.7 %
No alternatives to allow dogs to exercise freely	1	3.7 %
Total	27	100.0 %

Q13.1. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES items listed in Question 13 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q13.1. 1st choice	Number	Percent
Visibility of Public Safety in neighborhoods	56	9.2 %
Visibility of Public Safety in retail areas	3	0.5 %
Efforts to prevent serious crimes (burglary, assault, etc.)	96	15.8 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	32	5.3 %
Enforcement of traffic laws (speeding, etc.)	22	3.6 %
Enforcement of parking laws	10	1.6 %
Overall quality of police services	27	4.4 %
Overall quality of police response times	11	1.8 %
Overall quality of fire protection services	5	0.8 %
Overall quality of fire emergency response times	5	0.8 %
Overall quality of emergency medical services ("EMS")	23	3.8 %
Overall quality of EMS emergency response times	15	2.5 %
Overall quality of non-emergency services	6	1.0 %
Overall quality of public safety education programs	6	1.0 %
Other	10	1.6 %
None chosen	281	46.2 %
Total	608	100.0 %

Q13.1. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES items listed in Question 13 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q13.1. 2nd choice	Number	Percent
Visibility of Public Safety in neighborhoods	23	3.8 %
Visibility of Public Safety in retail areas	33	5.4 %
Efforts to prevent serious crimes (burglary, assault, etc.)	42	6.9 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	66	10.9 %
Enforcement of traffic laws (speeding, etc.)	15	2.5 %
Enforcement of parking laws	7	1.2 %
Overall quality of police services	13	2.1 %
Overall quality of police response times	14	2.3 %
Overall quality of fire protection services	23	3.8 %
Overall quality of fire emergency response times	15	2.5 %
Overall quality of emergency medical services ("EMS")	12	2.0 %
Overall quality of EMS emergency response times	19	3.1 %
Overall quality of non-emergency services	3	0.5 %
Overall quality of public safety education programs	3	0.5 %
Other	3	0.5 %
None chosen	317	52.1 %
Total	608	100.0 %

Q13.1. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES items listed in Question 13 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q13.1. 3rd choice	Number	Percent
Visibility of Public Safety in neighborhoods	22	3.6 %
Visibility of Public Safety in retail areas	9	1.5 %
Efforts to prevent serious crimes (burglary, assault, etc.)	31	5.1 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	34	5.6 %
Enforcement of traffic laws (speeding, etc.)	13	2.1 %
Enforcement of parking laws	7	1.2 %
Overall quality of police services	23	3.8 %
Overall quality of police response times	17	2.8 %
Overall quality of fire protection services	20	3.3 %
Overall quality of fire emergency response times	17	2.8 %
Overall quality of emergency medical services ("EMS")	24	3.9 %
Overall quality of EMS emergency response times	14	2.3 %
Overall quality of non-emergency services	6	1.0 %
Overall quality of public safety education programs	10	1.6 %
None chosen	361	59.4 %
Total	608	100.0 %

Q13.1. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES items listed in Question 13 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q13.1. 4th choice	Number	Percent
Visibility of Public Safety in neighborhoods	16	2.6 %
Visibility of Public Safety in retail areas	17	2.8 %
Efforts to prevent serious crimes (burglary, assault, etc.)	16	2.6 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	21	3.5 %
Enforcement of traffic laws (speeding, etc.)	8	1.3 %
Enforcement of parking laws	6	1.0 %
Overall quality of police services	17	2.8 %
Overall quality of police response times	14	2.3 %
Overall quality of fire protection services	17	2.8 %
Overall quality of fire emergency response times	23	3.8 %
Overall quality of emergency medical services ("EMS")	13	2.1 %
Overall quality of EMS emergency response times	15	2.5 %
Overall quality of non-emergency services	12	2.0 %
Overall quality of public safety education programs	8	1.3 %
None chosen	405	66.6 %
Total	608	100.0 %

Q13.1. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES items listed in Question 13 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q13.1. 5th choice	Number	Percent
Visibility of Public Safety in neighborhoods	19	3.1 %
Visibility of Public Safety in retail areas	15	2.5 %
Efforts to prevent serious crimes (burglary, assault, etc.)	7	1.2 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	12	2.0 %
Enforcement of traffic laws (speeding, etc.)	12	2.0 %
Enforcement of parking laws	3	0.5 %
Overall quality of police services	17	2.8 %
Overall quality of police response times	9	1.5 %
Overall quality of fire protection services	15	2.5 %
Overall quality of fire emergency response times	5	0.8 %
Overall quality of emergency medical services ("EMS")	15	2.5 %
Overall quality of EMS emergency response times	8	1.3 %
Overall quality of non-emergency services	20	3.3 %
Overall quality of public safety education programs	13	2.1 %
Other	2	0.3 %
None chosen	436	71.7 %
Total	608	100.0 %

Q13.1. Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES items listed in Question 13 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? (sum of top 5 choices)

Q13.1. Sum of top 5 choices	Number	Percent
Visibility of Public Safety in neighborhoods	136	22.4 %
Visibility of Public Safety in retail areas	77	12.7 %
Efforts to prevent serious crimes (burglary, assault, etc.)	192	31.6 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	165	27.1 %
Enforcement of traffic laws (speeding, etc.)	70	11.5 %
Enforcement of parking laws	33	5.4 %
Overall quality of police services	97	16.0 %
Overall quality of police response times	65	10.7 %
Overall quality of fire protection services	80	13.2 %
Overall quality of fire emergency response times	65	10.7 %
Overall quality of emergency medical services ("EMS")	87	14.3 %
Overall quality of EMS emergency response times	71	11.7 %
Overall quality of non-emergency services	47	7.7 %
Overall quality of public safety education programs	40	6.6 %
Other	15	2.5 %
None chosen	281	46.2 %
Total	1521	

Q14. 911 SERVICES. If you have called 911 within the Village in the last two years, please rate your satisfaction with 911 services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14-1. Speed with which your call was answered	23.5%	4.6%	1.1%	0.2%	0.0%	70.6%
Q14-2. Quality of information and/or instructions given to you by 911 dispatcher	22.9%	4.1%	1.8%	0.2%	0.0%	71.1%
Q14-3. Emergency service response time	22.0%	5.2%	1.6%	0.4%	0.2%	70.7%
Q14-4. Overall quality of 911 services	22.7%	4.3%	2.0%	0.4%	0.2%	70.5%

WITHOUT DON'T KNOW

Q14. 911 SERVICES. If you have called 911 within the Village in the last two years, please rate your satisfaction with 911 services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14-1. Speed with which your call was answered	80.1%	15.7%	3.6%	0.6%	0.0%
Q14-2. Quality of information and/or instructions given to you by 911 dispatcher	79.1%	14.1%	6.1%	0.6%	0.0%
Q14-3. Emergency service response time	75.2%	17.6%	5.5%	1.2%	0.6%
Q14-4. Overall quality of 911 services	77.0%	14.5%	6.7%	1.2%	0.6%

Q15. QUALITY OF VILLAGE COMMUNICATIONS. Please rate your satisfaction on a scale of 1 to 5 with the following Village communications, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15-1. Quality of Village newsletter (Glencoe Quarterly)	40.7%	43.9%	10.2%	0.8%	0.0%	4.3%
Q15-2. Quality of Village's website (www.villageofglencoe.org)	28.6%	34.3%	15.2%	2.2%	1.0%	18.7%
Q15-3. Quality of Village's social media (Facebook, Twitter)	9.0%	8.3%	9.1%	0.0%	0.2%	73.5%
Q15-4. Quality of Village's e-mail blast (Glencoe Connect)	22.1%	19.2%	9.6%	2.0%	0.8%	46.3%
Q15-5. Quality of Village Board meeting web streaming	8.6%	6.1%	8.3%	0.7%	0.3%	76.1%
Q15-6. Availability of information on Village services & programs	24.5%	35.0%	17.1%	2.2%	0.5%	20.8%
Q15-7. Transparency of Village information	22.5%	27.6%	21.0%	4.2%	1.7%	23.0%

WITHOUT DON'T KNOW

Q15. QUALITY OF VILLAGE COMMUNICATIONS. Please rate your satisfaction on a scale of 1 to 5 with the following Village communications, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=608)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15-1. Quality of Village newsletter (Glencoe Quarterly)	42.6%	45.9%	10.6%	0.9%	0.0%
Q15-2. Quality of Village's website (www.villageofglencoe.org)	35.2%	42.2%	18.7%	2.7%	1.2%
Q15-3. Quality of Village's social media (Facebook, Twitter)	33.8%	31.2%	34.4%	0.0%	0.6%
Q15-4. Quality of Village's e-mail blast (Glencoe Connect)	41.1%	35.7%	17.9%	3.8%	1.6%
Q15-5. Quality of Village Board meeting web streaming	35.9%	25.4%	34.5%	2.8%	1.4%
Q15-6. Availability of information on Village services & programs	30.9%	44.2%	21.6%	2.7%	0.6%
Q15-7. Transparency of Village information	29.3%	35.8%	27.3%	5.5%	2.2%

Q16. VILLAGE INFORMATION SOURCES. Please rate each information source based on how much information you obtain about Village government, services, activities, events and local issues on a scale of 1 to 5 where 5 means you receive a "Great Deal of Information" from that source and 1 means you receive "No Information" from that source:

(N=608)

	Great deal of information	Quite a bit of information	Some information	A little information	No information	Don't know
Q16-1. Village newsletter (Glencoe Quarterly)	34.7%	40.7%	15.4%	2.1%	1.4%	5.8%
Q16-2. Village e-mail blasts (Glencoe Connect)	16.5%	18.2%	11.2%	3.4%	8.4%	42.2%
Q16-3. Village website (www. villageofglencoe.org)	22.0%	23.3%	19.2%	5.8%	3.8%	25.9%
Q16-4. Social media (Village Facebook, Twitter)	4.2%	5.2%	5.7%	2.8%	17.7%	64.4%
Q16-5. Attendance at Village Board, Commission, & other public meetings	5.5%	9.2%	8.6%	4.3%	12.8%	59.6%
Q16-6. Web stream of Village Board meetings	4.3%	4.0%	5.2%	2.1%	16.5%	67.9%
Q16-7. Neighbors or word of mouth	10.2%	17.9%	32.8%	12.9%	5.5%	20.7%
Q16-8. Direct communication with Village personnel	11.6%	16.6%	21.3%	10.6%	9.3%	30.6%
Q16-9. Direct mail/letters	12.8%	24.6%	24.7%	9.2%	5.9%	22.8%
Q16-10. Local media (Glencoe News, Glencoe Anchor, etc.)	21.5%	34.7%	23.0%	5.3%	2.2%	13.2%
Q16-11. Other	12.1%	7.1%	5.1%	2.0%	3.0%	70.7%

WITHOUT DON'T KNOW

Q16. VILLAGE INFORMATION SOURCES. Please rate each information source based on how much information you obtain about Village government, services, activities, events and local issues on a scale of 1 to 5 where 5 means you receive a "Great Deal of Information" from that source and 1 means you receive "No Information" from that source: (without "don't know")

(N=608)

	Great deal of information	Quite a bit of information	Some information	A little information	No information
Q16-1. Village newsletter (Glencoe Quarterly)	36.8%	43.2%	16.3%	2.2%	1.5%
Q16-2. Village e-mail blasts (Glencoe Connect)	28.6%	31.5%	19.3%	6.0%	14.6%
Q16-3. Village website (www.villageofglencoe.org)	29.6%	31.5%	25.9%	7.9%	5.1%
Q16-4. Social media (Village Facebook, Twitter)	11.7%	14.6%	16.1%	7.8%	49.8%
Q16-5. Attendance at Village Board, Commission, & other public meetings	13.7%	22.6%	21.4%	10.7%	31.6%
Q16-6. Web stream of Village Board meetings	13.5%	12.4%	16.2%	6.5%	51.4%
Q16-7. Neighbors or word of mouth	12.8%	22.6%	41.3%	16.3%	7.0%
Q16-8. Direct communication with Village personnel	16.7%	23.9%	30.7%	15.2%	13.5%
Q16-9. Direct mail/letters	16.6%	31.8%	32.1%	11.9%	7.6%
Q16-10. Local media (Glencoe News, Glencoe Anchor, etc.)	24.8%	40.0%	26.5%	6.1%	2.6%
Q16-11. Other	41.4%	24.1%	17.2%	6.9%	10.3%

Q16. Other

Q16-11. Other	Number	Percent
Communication can use a serious upgrade	1	33.3 %
Telephone alerts	1	33.3 %
Sign boards in Village	1	33.3 %
Total	3	100.0 %

Q17. VILLAGE WEBSITE. Please tell us the likelihood that you would use the following features, if they were available on the Village's website, on a scale of 1 to 5, where 5 means "Very likely" and 1 means "Very Unlikely."

(N=608)

	Very likely	Likely	Neutral	Unlikely	Very unlikely	Don't know
Q17-1. Pay Village utility bill	38.1%	15.3%	8.8%	13.2%	17.7%	6.9%
Q17-2. Pay fine or service fee	40.4%	18.9%	7.7%	10.2%	15.4%	7.3%
Q17-3. Apply for a building permit	25.8%	17.9%	10.5%	10.5%	13.8%	21.5%
Q17-4. Look up property information by address	45.6%	27.1%	6.9%	6.2%	6.7%	7.5%
Q17-5. Review Village Board & commission meeting materials	25.1%	22.0%	14.7%	14.4%	10.9%	12.8%
Q17-6. Apply for a parking permit	35.6%	21.4%	10.2%	9.3%	11.4%	12.1%
Q17-7. Request service from Public Works	41.8%	24.3%	8.7%	8.0%	8.6%	8.6%
Q17-8. Access my water & garbage utility account	38.4%	19.6%	11.1%	9.6%	12.0%	9.3%
Q17-9. Search for historical Village documents	25.9%	19.0%	15.6%	12.0%	16.1%	11.5%
Q17-10. Request a meeting or appointment with a Village staff member	23.1%	16.9%	19.4%	13.3%	14.3%	13.1%
Q17-11. Other	8.9%	1.3%	13.9%	3.8%	7.6%	64.6%

WITHOUT DON'T KNOW

Q17. VILLAGE WEBSITE. Please tell us the likelihood that you would use the following features, if they were available on the Village's website, on a scale of 1 to 5, where 5 means "Very likely" and 1 means "Very Unlikely." (without "don't know")

(N=608)

	Very likely	Likely	Neutral	Unlikely	Very unlikely
Q17-1. Pay Village utility bill	41.0%	16.4%	9.4%	14.2%	19.0%
Q17-2. Pay fine or service fee	43.6%	20.4%	8.3%	11.0%	16.6%
Q17-3. Apply for a building permit	32.9%	22.8%	13.4%	13.4%	17.5%
Q17-4. Look up property information by address	49.4%	29.3%	7.4%	6.7%	7.2%
Q17-5. Review Village Board & commission meeting materials	28.8%	25.2%	16.9%	16.5%	12.5%
Q17-6. Apply for a parking permit	40.5%	24.4%	11.6%	10.6%	13.0%
Q17-7. Request service from Public Works	45.7%	26.6%	9.6%	8.8%	9.4%
Q17-8. Access my water & garbage utility account	42.3%	21.6%	12.3%	10.6%	13.2%
Q17-9. Search for historical Village documents	29.2%	21.5%	17.6%	13.5%	18.2%
Q17-10. Request a meeting or appointment with a Village staff member	26.5%	19.4%	22.4%	15.2%	16.4%
Q17-11. Other	25.0%	3.6%	39.3%	10.7%	21.4%

Q17. Other

Q17-11. Other	Number	Percent
Don't have a computer	1	50.0 %
Email contact with village employees	1	50.0 %
Total	2	100.0 %

Q18. Have you called or visited the Village with a question, problem, or complaint during the past year?

Q18. Have you called or visited Village during past year	Number	Percent
Yes	405	66.6 %
No	203	33.4 %
Total	608	100.0 %

Q18.1. (If YES to Question 18) How did you communicate with the person you contacted?

Q18.1. How did you communicate with the person you contacted	Number	Percent
Phone	263	64.9 %
Email	42	10.4 %
In person	181	44.7 %
None selected	36	8.9 %
Total	522	

WITHOUT NONE SELECTED

Q18.1. (If YES to Question 18) How did you communicate with the person you contacted? (without "none selected")

Q18.1. How did you communicate with the person you contacted	Number	Percent
Phone	263	71.3 %
In person	181	49.1 %
Email	42	11.4 %
Total	486	

Q18.2. (If YES to Question 18) How easy was it to contact the person you needed to reach?

Q18.2. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	265	65.4 %
Somewhat easy	111	27.4 %
Difficult	17	4.2 %
Very difficult	7	1.7 %
Not provided	5	1.2 %
Total	405	100.0 %

WITHOUT NOT PROVIDED

Q18.2. (If YES to Question 18) How easy was it to contact the person you needed to reach? (without "not provided")

Q18.2. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	265	66.3 %
Somewhat easy	111	27.8 %
Difficult	17	4.3 %
Very difficult	7	1.8 %
Total	400	100.0 %

Q18.3. (If YES to Question 18) What department did you contact?

Q18.3. What department did you contact	Number	Percent
Finance	60	14.8 %
Village Manager's Office	84	20.7 %
Public Safety	150	37.0 %
Glencoe Golf Club	33	8.1 %
Public Works	306	75.6 %
Other	12	3.0 %
None selected	9	2.2 %
Total	654	

WITHOUT NONE SELECTED

Q18.3. (If YES to Question 18) What department did you contact? (without "none selected")

Q18.3. What department did you contact	Number	Percent
Public Works	306	77.3 %
Public Safety	150	37.9 %
Village Manager's Office	84	21.2 %
Finance	60	15.2 %
Glencoe Golf Club	33	8.3 %
Other	12	3.0 %
Total	645	

Q18.3. Other

Q18.3. Other	Number	Percent
Glencoe connect, never received a call back	1	8.3 %
Permit to remove tree	1	8.3 %
Garbage pick up	1	8.3 %
Animal control info	1	8.3 %
Arborist	1	8.3 %
Car stickers	1	8.3 %
Parking issues	1	8.3 %
Village engineer	1	8.3 %
Animal control	1	8.3 %
Construction site signage on street	1	8.3 %
Village Sticker Purchase	1	8.3 %
Utilities advocate	1	8.3 %
Total	12	100.0 %

Q18.4 (If YES to Question 18) For each of the items below, please state the degree to which you agree with the following statements regarding the quality of customer service you've received from Village employees on a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree":

(N=405)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q18.4-1. They were courteous & polite	67.3%	25.5%	3.5%	1.3%	1.3%	1.3%
Q18.4-2. They gave prompt, accurate, & complete answers to questions	59.8%	26.0%	7.3%	3.5%	2.3%	1.3%
Q18.4-3. They responded to your request in a timely manner	59.3%	25.0%	6.0%	5.0%	3.5%	1.3%
Q18.4-4. They helped you resolve the issue	56.5%	23.0%	7.0%	5.3%	4.8%	3.5%
Q18.4-5. Your call or inquiry was answered promptly	56.5%	28.9%	6.5%	3.8%	3.0%	1.3%
Q18.4-6. Your inquiry was resolved by first employee you were directed to	47.1%	25.8%	10.1%	7.8%	5.1%	4.1%

WITHOUT DON'T KNOW

Q18.4 (If YES to Question 18) For each of the items below, please state the degree to which you agree with the following statements regarding the quality of customer service you've received from Village employees on a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree": (without "don't know")

(N=405)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q18.4-1. They were courteous & polite	68.1%	25.8%	3.5%	1.3%	1.3%
Q18.4-2. They gave prompt, accurate, & complete answers to questions	60.5%	26.3%	7.3%	3.5%	2.3%
Q18.4-3. They responded to your request in a timely manner	60.0%	25.3%	6.1%	5.1%	3.5%
Q18.4-4. They helped you resolve the issue	58.5%	23.8%	7.3%	5.4%	4.9%
Q18.4-5. Your call or inquiry was answered promptly	57.3%	29.3%	6.6%	3.8%	3.1%
Q18.4-6. Your inquiry was resolved by first employee you were directed to	49.1%	26.9%	10.6%	8.2%	5.3%

Q19. COMMUNITY PRIORITIES. Using a scale of 1 to 5, where 5 means "Very High Priority" and 1 means "Very Low Priority," rank the importance of the following issues:

(N=608)

	Very high priority	High priority	Neutral	Low priority	Very low priority	Don't know
Q19-1. Overall quality of services provided by Village	58.7%	31.4%	6.3%	0.2%	0.2%	3.3%
Q19-2. Flood prevention & stormwater management	63.7%	23.1%	7.6%	1.5%	0.7%	3.4%
Q19-3. Quality & drivability of Village streets	44.3%	38.6%	11.1%	2.2%	0.3%	3.4%
Q19-4. Availability & integration of biking lanes & trails	22.1%	31.7%	27.6%	11.0%	3.9%	3.8%
Q19-5. Crime prevention	67.4%	22.7%	4.9%	1.5%	0.0%	3.4%
Q19-6. A balanced Village budget	51.5%	30.3%	10.0%	1.2%	0.3%	6.6%
Q19-7. Vibrant Downtown	43.2%	37.6%	13.4%	3.2%	0.7%	1.9%
Q19-8. Variety of restaurants in Downtown	40.3%	34.2%	19.2%	3.4%	1.2%	1.7%
Q19-9. Variety of retail in Downtown	35.3%	35.5%	20.5%	4.6%	1.7%	2.4%
Q19-10. Availability of parking in Downtown near amenities	36.3%	33.2%	19.2%	6.9%	1.9%	2.5%
Q19-11. Diversity of housing choices	15.2%	24.4%	30.7%	13.6%	12.3%	3.9%
Q19-12. Environmental awareness	24.4%	37.5%	23.0%	7.2%	5.3%	2.6%
Q19-13. Arts & cultural amenities	20.1%	39.4%	27.4%	7.5%	2.7%	2.9%
Q19-14. Green space	38.4%	39.8%	14.7%	3.6%	1.0%	2.6%
Q19-15. Historic preservation	27.0%	34.0%	24.1%	9.7%	2.9%	2.4%
Q19-16. Overall quality of life	70.5%	22.7%	3.8%	0.5%	0.2%	2.4%
Q19-17. Walkability of Downtown & other areas	57.8%	27.5%	10.6%	1.4%	0.9%	1.9%
Q19-18. Other	36.4%	6.5%	3.9%	0.0%	1.3%	51.9%

WITHOUT DON'T KNOW

Q19. COMMUNITY PRIORITIES. Using a scale of 1 to 5, where 5 means "Very High Priority" and 1 means "Very Low Priority," rank the importance of the following issues: (without "don't know")

(N=608)

	Very high priority	High priority	Neutral	Low priority	Very low priority
Q19-1. Overall quality of services provided by Village	60.6%	32.4%	6.6%	0.2%	0.2%
Q19-2. Flood prevention & stormwater management	66.0%	23.9%	7.9%	1.6%	0.7%
Q19-3. Quality & drivability of Village streets	45.8%	40.0%	11.5%	2.3%	0.4%
Q19-4. Availability & integration of biking lanes & trails	23.0%	32.9%	28.6%	11.4%	4.1%
Q19-5. Crime prevention	69.8%	23.5%	5.1%	1.6%	0.0%
Q19-6. A balanced Village budget	55.2%	32.5%	10.7%	1.3%	0.4%
Q19-7. Vibrant Downtown	44.0%	38.3%	13.6%	3.3%	0.7%
Q19-8. Variety of restaurants in Downtown	41.0%	34.8%	19.5%	3.4%	1.2%
Q19-9. Variety of retail in Downtown	36.2%	36.3%	21.0%	4.7%	1.7%
Q19-10. Availability of parking in Downtown near amenities	37.2%	34.1%	19.7%	7.1%	1.9%
Q19-11. Diversity of housing choices	15.8%	25.4%	31.9%	14.2%	12.8%
Q19-12. Environmental awareness	25.0%	38.5%	23.6%	7.4%	5.4%
Q19-13. Arts & cultural amenities	20.7%	40.5%	28.2%	7.7%	2.8%
Q19-14. Green space	39.4%	40.8%	15.1%	3.7%	1.1%
Q19-15. Historic preservation	27.6%	34.8%	24.7%	10.0%	3.0%
Q19-16. Overall quality of life	72.2%	23.3%	3.8%	0.5%	0.2%
Q19-17. Walkability of Downtown & other areas	59.0%	28.0%	10.8%	1.4%	0.9%
Q19-18. Other	75.7%	13.5%	8.1%	0.0%	2.7%

Q19. Other

Q19-18. Other	Number	Percent
Dog park	2	11.1 %
Property taxes are not comparable other neighborhoods	1	5.6 %
Library	1	5.6 %
More parking	1	5.6 %
Removing bike traffic from busy roads	1	5.6 %
Affordable senior housing	1	5.6 %
Housing for senior residents	1	5.6 %
Recycling in public places and for residents	1	5.6 %
Library is center of town	1	5.6 %
Water plant	1	5.6 %
Bike paths	1	5.6 %
Put power lines underground & nice looking street lamps	1	5.6 %
Dog park should be allowed somewhere	1	5.6 %
Library	1	5.6 %
Public art and more flower beds	1	5.6 %
Indoor swimming pool	1	5.6 %
Sidewalks in every neighborhood	1	5.6 %
Total	18	100.0 %

Q19.1 Which FIVE of the PRIORITIES listed in Question 19 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q19.1. 1st choice	Number	Percent
Overall quality of services provided by Village	76	12.5 %
Flood prevention & stormwater management	123	20.2 %
Quality & drivability of Village streets	6	1.0 %
Availability & integration of biking lanes & trails	10	1.6 %
Crime prevention	54	8.9 %
A balanced Village budget	39	6.4 %
Vibrant Downtown	41	6.7 %
Variety of restaurants in Downtown	35	5.8 %
Variety of retail in Downtown	7	1.2 %
Availability of parking in Downtown near amenities	18	3.0 %
Diversity of housing choices	8	1.3 %
Environmental awareness	6	1.0 %
Green space	6	1.0 %
Historic preservation	11	1.8 %
Overall quality of life	20	3.3 %
Walkability of Downtown & other areas	4	0.7 %
Other	5	0.8 %
None chosen	139	22.9 %
Total	608	100.0 %

Q19.1 Which FIVE of the PRIORITIES listed in Question 19 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q19.1. 2nd choice	Number	Percent
Overall quality of services provided by Village	28	4.6 %
Flood prevention & stormwater management	69	11.3 %
Quality & drivability of Village streets	24	3.9 %
Availability & integration of biking lanes & trails	15	2.5 %
Crime prevention	45	7.4 %
A balanced Village budget	34	5.6 %
Vibrant Downtown	56	9.2 %
Variety of restaurants in Downtown	53	8.7 %
Variety of retail in Downtown	28	4.6 %
Availability of parking in Downtown near amenities	19	3.1 %
Diversity of housing choices	10	1.6 %
Environmental awareness	4	0.7 %
Arts & cultural amenities	4	0.7 %
Green space	16	2.6 %
Historic preservation	10	1.6 %
Overall quality of life	20	3.3 %
Walkability of Downtown & other areas	8	1.3 %
Other	2	0.3 %
None chosen	163	26.8 %
Total	608	100.0 %

Q19.1 Which FIVE of the PRIORITIES listed in Question 19 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q19.1. 3rd choice	Number	Percent
Overall quality of services provided by Village	25	4.1 %
Flood prevention & stormwater management	30	4.9 %
Quality & drivability of Village streets	30	4.9 %
Availability & integration of biking lanes & trails	12	2.0 %
Crime prevention	68	11.2 %
A balanced Village budget	29	4.8 %
Vibrant Downtown	45	7.4 %
Variety of restaurants in Downtown	42	6.9 %
Variety of retail in Downtown	44	7.2 %
Availability of parking in Downtown near amenities	22	3.6 %
Diversity of housing choices	6	1.0 %
Environmental awareness	7	1.2 %
Arts & cultural amenities	3	0.5 %
Green space	18	3.0 %
Historic preservation	9	1.5 %
Overall quality of life	17	2.8 %
Walkability of Downtown & other areas	14	2.3 %
Other	1	0.2 %
None chosen	186	30.6 %
Total	608	100.0 %

Q19.1 Which FIVE of the PRIORITIES listed in Question 19 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q19.1. 4th choice	Number	Percent
Overall quality of services provided by Village	22	3.6 %
Flood prevention & stormwater management	13	2.1 %
Quality & drivability of Village streets	22	3.6 %
Availability & integration of biking lanes & trails	13	2.1 %
Crime prevention	27	4.4 %
A balanced Village budget	36	5.9 %
Vibrant Downtown	29	4.8 %
Variety of restaurants in Downtown	34	5.6 %
Variety of retail in Downtown	31	5.1 %
Availability of parking in Downtown near amenities	28	4.6 %
Diversity of housing choices	14	2.3 %
Environmental awareness	12	2.0 %
Arts & cultural amenities	8	1.3 %
Green space	15	2.5 %
Historic preservation	12	2.0 %
Overall quality of life	51	8.4 %
Walkability of Downtown & other areas	11	1.8 %
Other	2	0.3 %
None chosen	228	37.5 %
Total	608	100.0 %

Q19.1 Which FIVE of the PRIORITIES listed in Question 19 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q19.1. 5th choice	Number	Percent
Overall quality of services provided by Village	13	2.1 %
Flood prevention & stormwater management	22	3.6 %
Quality & drivability of Village streets	18	3.0 %
Availability & integration of biking lanes & trails	12	2.0 %
Crime prevention	18	3.0 %
A balanced Village budget	19	3.1 %
Vibrant Downtown	26	4.3 %
Variety of restaurants in Downtown	24	3.9 %
Variety of retail in Downtown	31	5.1 %
Availability of parking in Downtown near amenities	19	3.1 %
Diversity of housing choices	12	2.0 %
Environmental awareness	15	2.5 %
Arts & cultural amenities	16	2.6 %
Green space	21	3.5 %
Historic preservation	5	0.8 %
Overall quality of life	32	5.3 %
Walkability of Downtown & other areas	30	4.9 %
Other	2	0.3 %
None chosen	273	44.9 %
Total	608	100.0 %

Q19.1 Which FIVE of the PRIORITIES listed in Question 19 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? (sum of top 5 choices)

Q19.1. Sum of top 5 choices	Number	Percent
Overall quality of services provided by Village	164	27.0 %
Flood prevention & stormwater management	257	42.3 %
Quality & drivability of Village streets	100	16.4 %
Availability & integration of biking lanes & trails	62	10.2 %
Crime prevention	212	34.9 %
A balanced Village budget	157	25.8 %
Vibrant Downtown	197	32.4 %
Variety of restaurants in Downtown	188	30.9 %
Variety of retail in Downtown	141	23.2 %
Availability of parking in Downtown near amenities	106	17.4 %
Diversity of housing choices	50	8.2 %
Environmental awareness	44	7.2 %
Arts & cultural amenities	31	5.1 %
Green space	76	12.5 %
Historic preservation	47	7.7 %
Overall quality of life	140	23.0 %
Walkability of Downtown & other areas	67	11.0 %
Other	12	2.0 %
None chosen	139	22.9 %
Total	2190	

Q21. Do you own or rent your home?

Q21. Do you own or rent your home	Number	Percent
Own	583	95.9 %
Rent	17	2.8 %
Not provided	8	1.3 %
Total	608	100.0 %

WITHOUT NOT PROVIDED

Q21. Do you own or rent your home? (without "not provided")

Q21. Do you own or rent your home	Number	Percent
Own	583	97.2 %
Rent	17	2.8 %
Total	600	100.0 %

Q22. Approximately how many years have you lived in the Village of Glencoe?

Q22. How many years have you lived in Glencoe	Number	Percent
Less than one year	12	2.0 %
1-4 years	82	13.5 %
5-9 years	73	12.0 %
10-14 years	77	12.7 %
15-19 years	64	10.5 %
20+ years	296	48.7 %
Not provided	4	0.7 %
Total	608	100.0 %

WITHOUT NOT PROVIDED

Q22. Approximately how many years have you lived in the Village of Glencoe? (without "not provided")

Q22. How many years have you lived in Glencoe	Number	Percent
Less than one year	12	2.0 %
1-4 years	82	13.6 %
5-9 years	73	12.1 %
10-14 years	77	12.7 %
15-19 years	64	10.6 %
20+ years	296	49.0 %
Total	604	100.0 %

Q23. What is your age?

Q23. Your age	Number	Percent
Not provided	49	8.1 %
Under 45 years	90	14.8 %
45-54 years	151	24.8 %
55-64 years	154	25.3 %
65+ years	164	27.0 %
Total	608	100.0 %

WITHOUT NOT PROVIDED
Q23. What is your age?

Q23. Your age	Number	Percent
Under 45 years	90	16.1 %
45-54 years	151	27.0 %
55-64 years	154	27.5 %
65+ years	164	29.3 %
Total	559	100.0 %

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

	Mean	Sum
number	2.90	1703
Ages 0-9	0.36	210
Ages 10-19	0.54	318
Ages 20-29	0.20	120
Ages 30-39	0.14	82
Ages 40-49	0.39	231
Ages 50-59	0.53	311
Ages 60-69	0.38	222
Ages 70-79	0.24	144
Ages 80+	0.11	65

Q25. Would you say your total annual household income is:

Q25. Your total annual household income	Number	Percent
Under $50K	14	2.3 %
$50K to $99,999	34	5.6 %
$100K to $149,999	36	5.9 %
$150K to $199,999	63	10.4 %
$200K to $299,999	80	13.2 %
$300K to $399,999	54	8.9 %
$400K to $499,999	35	5.8 %
$500K+	165	27.1 %
Not provided	127	20.9 %
Total	608	100.0 %

WITHOUT NOT PROVIDED

Q25. Would you say your total annual household income is: (without "not provided")

Q25. Your total annual household income	Number	Percent
Under $50K	14	2.9 %
$50K to $99,999	34	7.1 %
$100K to $149,999	36	7.5 %
$150K to $199,999	63	13.1 %
$200K to $299,999	80	16.6 %
$300K to $399,999	54	11.2 %
$400K to $499,999	35	7.3 %
$500K+	165	34.3 %
Total	481	100.0 %

Section 5:

Survey Instrument

Office of the Village Manager
Village of Glencoe
675 Village Court
Glencoe, IL 60022

Phone 847.835.4114
Fax 847.835.1785
www.villageofglencoe.org

October, 2015

RE: Village of Glencoe Community Survey

Dear Neighbor,

The Village of Glencoe strives to provide high quality public services to our residents, and your satisfaction is of the utmost importance to us. Our Departments of Public Works, Public Safety, Finance, Golf and the Office of the Village Manager continually seek to ensure that the services we provide to the Glencoe community are responsive, cost effective, and appropriately address the needs of our residents. To this end, the Village is commencing a community satisfaction survey process and we will be working with ETC Institute, a survey consultant, to assist us with conducting the survey.

Enclosed you will find the Village's 2015 community survey – we hope that you will take time to complete the survey to share your thoughts on the Village's services. We plan to use your feedback to help us identify opportunities to improve your satisfaction, and to help shape the Village's future budgetary and policy priorities.

All households in the Village are invited to complete the enclosed survey. It is expected that the survey will take approximately 20 minutes to complete, and it can be completed online at www.glencoe2015communitysurvey.org or by mail by following the instructions on page 7 of the enclosed survey. Each household may submit only one survey response, whether online or by mail.

If you do not have a chance to complete the survey, you may receive a telephone call from ETC Institute offering you the opportunity to complete the survey by telephone. Please be assured that ETC Institute is the Village's official consultant conducting the survey. ETC Institute 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 optional, basic demographics questions. Your address will not be associated with your individual survey response.

Please contact the Village Manager's Office by telephone at 847-835-4114 if you have any questions regarding the community survey. We look forward to gathering your feedback, and anticipate publishing the results once complete. Your time and thoughtfulness in completing the survey are most appreciated.

Sincerely,

Philip A. Kiraly
Village Manager

2015 Village of Glencoe Community Survey

Welcome to the Village of Glencoe's Community Survey for 2015. Your input is an important part of the Village's ongoing effort to involve citizens in long-range planning and budget decisions. Please take a few minutes to complete this survey, or you may complete the survey online at www.glencoe2015communitysuvey.org. If you have questions about this survey, please contact the Village Manager's Office at (847) 835-4114.

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

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. Glencoe as a place to live	5	4	3	2	1	9
2. Glencoe as a place to raise children	5	4	3	2	1	9
3. Glencoe as a place to work	5	4	3	2	1	9
4. Glencoe as a place to visit	5	4	3	2	1	9
5. Glencoe as a place to retire	5	4	3	2	1	9
6. Glencoe as a community that is moving in the right direction	5	4	3	2	1	9
7. Variety of recreational activities	5	4	3	2	1	9
8. Variety of shopping opportunities	5	4	3	2	1	9
9. Variety of options for eating/dining	5	4	3	2	1	9
10. Overall quality of life in Glencoe	5	4	3	2	1	9

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The value received for your Village tax dollars & fees	5	4	3	2	1	9
2. Appearance of the Village	5	4	3	2	1	9
3. Quality of Village services	5	4	3	2	1	9
4. Quality of schools*	5	4	3	2	1	9
5. Access to hospitals and medical services	5	4	3	2	1	9
6. Quality of parks and recreation* services	5	4	3	2	1	9
7. Quality of the library*	5	4	3	2	1	9
8. Ease of access to places you usually visit	5	4	3	2	1	9
9. Ease of access to public transportation	5	4	3	2	1	9
10. Village financial condition	5	4	3	2	1	9
11. Sense of community	5	4	3	2	1	9
12. Feeling of safety in your neighborhood	5	4	3	2	1	9
13. Feeling of safety in your community	5	4	3	2	1	9
14. Overall image and reputation of Glencoe	5	4	3	2	1	9
15. Ease of access to Village staff	5	4	3	2	1	9
16. Responsiveness of Village staff	5	4	3	2	1	9
17. Ease of access to Village Board of Trustees	5	4	3	2	1	9
18. Responsiveness of Village Board of Trustees	5	4	3	2	1	9

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

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall cleanliness of streets and public areas	5	4	3	2	1	9
2. Code enforcement (unkempt properties, grass & weed control, sign violations, etc.)	5	4	3	2	1	9
3. Cleanliness of the downtown	5	4	3	2	1	9
4. Maintenance of green spaces and parks	5	4	3	2	1	9
5. Mowing/trimming along streets and public areas	5	4	3	2	1	9
6. Quality (including size and diversity) of urban forest	5	4	3	2	1	9
7. Maintenance of unique architectural character	5	4	3	2	1	9
8. Other:_____	5	4	3	2	1	9

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of Village streets	5	4	3	2	1	9
2. Maintenance of sidewalks	5	4	3	2	1	9
3. Maintenance of street signs	5	4	3	2	1	9
4. Maintenance of traffic signals	5	4	3	2	1	9
5. Maintenance of the Village's downtown	5	4	3	2	1	9
6. Maintenance of public parkway trees	5	4	3	2	1	9
7. Maintenance of Village-owned buildings	5	4	3	2	1	9
8. Plowing of Village streets	5	4	3	2	1	9
9. Plowing of sidewalks	5	4	3	2	1	9
10. Adequacy of Village street lighting	5	4	3	2	1	9
11. Other: _____	5	4	3	2	1	9

4.1 Which FIVE of the areas of MAINTENANCE listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? [Write in the corresponding numbers from question 4 or circle NONE.]

1st ____ 2nd ____ 3rd ____ 4th ____ 5th ____ NONE

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Process to submit building permit application	5	4	3	2	1	9
2. Amount of time to obtain building permit after applying	5	4	3	2	1	9
3. Ease of completing regulatory processes (Zoning Board, Zoning Commission, Plan Commission, etc.)	5	4	3	2	1	9
4. Maintenance/cleanliness of residential construction sites	5	4	3	2	1	9
5. Permitted residential construction work days/hours and overall duration of construction projects	5	4	3	2	1	9
6. Number of residential construction projects occurring simultaneously on given block	5	4	3	2	1	9
7. Regulation of residential construction vehicle traffic	5	4	3	2	1	9
8. Other: _____	5	4	3	2	1	9

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential garbage collection service	5	4	3	2	1	9
2. Residential recycling service	5	4	3	2	1	9
3. Sanitary sewer services	5	4	3	2	1	9
4. Storm water management and drainage	5	4	3	2	1	9
5. Drinking water	5	4	3	2	1	9
6. Utility account maintenance and customer service	5	4	3	2	1	9

6.1 Which TWO of the UTILITY SERVICES listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? [Write in the corresponding numbers from question 6 or circle NONE.]

1st _____ 2nd _____ NONE

7. WATER SUPPLY PLANNING. Please tell us about your familiarity and involvement with the Village's water supply planning project, which includes discussion of the water treatment plant:

7.1 How familiar are you with the water supply planning project?
_____(1) Very Familiar _____(2) Somewhat Familiar _____(3) Unfamiliar

7.2 Did you attend the Community Open House or a Community Forum on the water supply planning project?
_____(1) Yes _____(2) No

7.3 How often do you visit the water supply planning project page of the Village's website (www.villageofglencoe.org/news/wtpinitiative.aspx)?
_____(1) Frequently _____(2) Once in a While _____(3) Never

8. GARBAGE CONTAINERS. Please tell us what type of containers you use for garbage collection.
____ (1) 65-gal cart purchased from Village
____ (2) 95-gal cart purchased from Village
_____ (3) My own containers

9. GARBAGE SERVICE. If the cost of once a week curbside garbage collection was the least expensive option available, what is the likelihood that you would consider using once a week curbside garbage collection?
____ (1) Very likely
____ (2) Likely
____ (3) Neutral
____ (4) Unlikely
____ (5) Very unlikely
____ (9) Don't know

10. GLENCOE GOLF CLUB. Please indicate your awareness of the Glencoe Golf Club by responding to the following statements:

10.1 My understanding is the Glencoe Golf Club is owned by the: ___(1) Village ___(2) Park District ___(3) Other_____

10.2 My understanding is that the Glencoe Golf Club is: _____(1) a PUBLIC course _____(2) a PRIVATE course

10.3 I am aware that the Glencoe Golf Club has a driving range. _____(1) Yes _____(2) No

10.4 I am aware that the Glencoe Golf Club has a clubhouse. _____(1) Yes _____(2) No

10.5 I am aware that the Glencoe Golf Club has food service available. _____(1) Yes _____(2) No

10.6 I am aware that the Glencoe Golf Club offers golf lessons. _____(1) Yes _____(2) No

10.7 I am aware that the Glencoe Golf Club is an Audubon Cooperative Sanctuary. _____(1)Yes _____(2) No

10.8 I feel that the Glencoe Golf Club adds value to the community through its open space. _____(1) Yes ____(2)No

11. Have you used the Glencoe Golf Club facilities in the past 24 months? ____ (1) Yes ____ (2) No

12. GLENCOE GOLF CLUB. Please rate your satisfaction with the Glencoe Golf Club on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use
1. Overall playing conditions of the course	5	4	3	2	1	9
2. Quality of the clubhouse	5	4	3	2	1	9
3. Quality of the driving range	5	4	3	2	1	9
4. Quality of food service	5	4	3	2	1	9
5. Quality of golf instruction	5	4	3	2	1	9
6. Cost of green fees for value of course	5	4	3	2	1	9

13. POLICE, FIRE AND PARAMEDIC SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Public Safety services:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Visibility of Public Safety in neighborhoods	5	4	3	2	1	9
2. Visibility of Public Safety in retail areas	5	4	3	2	1	9
3. Efforts to prevent serious crimes (burglary, assault, etc.)	5	4	3	2	1	9
4. Efforts to prevent lesser crimes (vandalism, theft, etc.)	5	4	3	2	1	9
5. Enforcement of traffic laws (speeding, etc.)	5	4	3	2	1	9
6. Enforcement of parking laws	5	4	3	2	1	9
7. Overall quality of police services	5	4	3	2	1	9
8. Overall quality of police response times	5	4	3	2	1	9
9. Overall quality of fire protection services	5	4	3	2	1	9
10. Overall quality of fire emergency response times	5	4	3	2	1	9
11. Overall quality of emergency medical services ("EMS")	5	4	3	2	1	9
12. Overall quality of EMS emergency response times	5	4	3	2	1	9
13. Overall quality of non-emergency services (house watch, car seat installation, animal control, walk-in blood pressure checks, etc.)	5	4	3	2	1	9
14. Overall quality of public safety education programs (police and fire safety awareness programs, drug and violence prevention programs in schools, etc.)	5	4	3	2	1	9
15. Other: _____	5	4	3	2	1	9

13.1 Which FIVE of the POLICE, FIRE AND PARAMEDIC SERVICES items listed above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? [Write in the corresponding numbers from Question 13 or circle NONE.]

1st ____ 2nd ____ 3rd ____ 4th ____ 5th ____ NONE

14. 911 SERVICES. If you have called 911 within the Village in the last two years, please rate your satisfaction with 911 services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied". (If you have not called 911 within the Village in the last two years, please indicate "Don't Know".):

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

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of Village newsletter (Glencoe Quarterly)	5	4	3	2	1	9
2. Quality of Village's website (www.villageofglencoe.org)	5	4	3	2	1	9
3. Quality of Village's social media (Facebook, Twitter)	5	4	3	2	1	9
4. Quality of Village's e-mail blast (Glencoe Connect)	5	4	3	2	1	9
5. Quality of Village Board meeting web streaming	5	4	3	2	1	9
6. Availability of information on Village services & programs	5	4	3	2	1	9
7. Transparency of Village information	5	4	3	2	1	9

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

	Great Deal of Information	Quite a Bit of Information	Some Information	A Little Information	No Information	Don't Know
1. Village newsletter (Glencoe Quarterly)	5	4	3	2	1	9
2. Village e-mail blasts (Glencoe Connect)	5	4	3	2	1	9
3. Village website (www.villageofglencoe.org)	5	4	3	2	1	9
4. Social media (Village Facebook, Twitter)	5	4	3	2	1	9
5. Attendance at Village Board, Commission, and other public meetings	5	4	3	2	1	9
6. Web stream of Village Board meetings	5	4	3	2	1	9
7. Neighbors or word of mouth	5	4	3	2	1	9
8. Direct communication with Village personnel	5	4	3	2	1	9
9. Direct mail/letters	5	4	3	2	1	9
10. Local media (*Glencoe News*, *Glencoe Anchor*, etc.)	5	4	3	2	1	9
11. Other: _____	5	4	3	2	1	9

17. VILLAGE WEBSITE. Please tell us the likelihood that you would use the following features, if they were available on the Village's website, on a scale of 1 to 5, where 5 means "Very likely" and 1 means "Very Unlikely."

	Very Likely	Likely	Neutral	Unlikely	Very Unlikely	Don't Know
1. Pay Village utility bill	5	4	3	2	1	9
2. Pay fine or service fee	5	4	3	2	1	9
3. Apply for a building permit	5	4	3	2	1	9
4. Look up property information by address (such as garbage collection day, zoning, school district, etc.)	5	4	3	2	1	9
5. Review Village Board and commission meeting materials	5	4	3	2	1	9
6. Apply for a parking permit	5	4	3	2	1	9
7. Request service from Public Works (such as reporting a pothole, parkway tree trimming request, etc.)	5	4	3	2	1	9
8. Access my water and garbage utility account	5	4	3	2	1	9
9. Search for historical Village documents, such as ordinances, meeting minutes, etc.	5	4	3	2	1	9
10. Request a meeting or appointment with a Village staff member	5	4	3	2	1	9
11. Other: _____	5	4	3	2	1	9

18. Have you called or visited the Village with a question, problem, or complaint during the past year?
___(1) Yes [Please answer questions 18.1-18.4] ___(2) No [Go to Question 19]

18.1 [Only complete if "YES" to 18.] **How did you communicate with the person you contacted?**
____(1) Phone ____(2) E-mail ____(3) In Person

18.2 [Only complete if "YES" to 18.] **How easy was it to contact the person you needed to reach?**
____(1) Very easy ____(2) Somewhat easy ____(3) Difficult ____(4) Very difficult

18.3 [Only complete if "YES" to 18.] **What department did you contact?**

___(1) Finance (finances, water billing)
___(2) Village Manager's Office (general inquiries, FOIA requests)
___(3) Public Safety (crime prevention, traffic enforcement, fire prevention, emergency medical services, 911, etc.)
___(4) Glencoe Golf Club (general course play, outings)
___(5) Public Works (general inquiries, building permits, development plans, zoning & variances, flood prevention, snow removal, tree trimming/planting, street maintenance, water distribution, sewers, etc.)
___(6) Other: _____

18.4 [Only complete if "YES" to 18.] **For each of the items below, please state the degree to which you agree with the following statements regarding the quality of customer service you've received from Village employees on a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree":**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. They were courteous and polite	5	4	3	2	1	9
2. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3. They responded to your request in a timely manner	5	4	3	2	1	9
4. They helped you resolve the issue	5	4	3	2	1	9
5. Your call or inquiry was answered promptly	5	4	3	2	1	9
6. Your inquiry was resolved by the first employee you were directed to	5	4	3	2	1	9

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

	Very High Priority	High Priority	Neutral	Low Priority	Very Low Priority	Don't Know
1. Overall quality of services provided by the Village	5	4	3	2	1	9
2. Flood prevention and stormwater management	5	4	3	2	1	9
3. Quality and drivability of Village streets	5	4	3	2	1	9
4. Availability and integration of biking lanes and trails	5	4	3	2	1	9
5. Crime prevention	5	4	3	2	1	9
6. A balanced Village budget	5	4	3	2	1	9
7. Vibrant downtown	5	4	3	2	1	9
8. Variety of restaurants in the downtown	5	4	3	2	1	9
9. Variety of retail in the downtown	5	4	3	2	1	9
10. Availability of parking in the downtown near amenities	5	4	3	2	1	9
11. Diversity of housing choices	5	4	3	2	1	9
12. Environmental awareness	5	4	3	2	1	9
13. Arts and cultural amenities	5	4	3	2	1	9
14. Green space	5	4	3	2	1	9
15. Historic preservation	5	4	3	2	1	9
16. Overall quality of life	5	4	3	2	1	9
17. Walkability of the downtown and other areas	5	4	3	2	1	9
18. Other: _____	5	4	3	2	1	9

19.1 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 corresponding numbers from question 19.]

1st ____ 2nd ____ 3rd ____ 4th ____ 5th ____ NONE

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

_____

_____

_____

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

21. Do you own or rent your home? _____ Own _____ Rent

22. Approximately how many years have you lived in the Village of Glencoe?
_____ Less than one year _____1-4 years _____5-9 years _____10-14 years _____15-19 years _____20+ years

23. What is your age? _____ years

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

_____ 0-9	_____ 30-39	_____ 60-69
_____ 10-19	_____ 40-49	_____ 70-79
_____ 20-29	_____ 50-59	_____ 80+

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

____(1) under $50,000	____(5) $200,000 to $299,999
____(2) $50,000 to $99,999	____(6) $300,000 to $399,999
____(3) $100,000 to $149,999	____(7) $400,000 to $499,999
____(4) $150,000 to $199,999	____(8) $500,000 or above

This concludes the survey. Thank you for your time!

To complete online, please visit <u>www.glencoe2015communitysurvey.org</u>

OR

Please return your completed survey in the enclosed postage-paid envelope addressed to:

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

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

Village of Glencoe 2015 Community Survey

Appendix A – Question 20 Open Ended Comments

...helping organizations make better decisions since 1982

Final Findings Report

Submitted to Glencoe, Illinois by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

February 2016

Overview

On survey Question 20, residents of the Village of Glencoe were given the opportunity to provide open-ended comments. While the results in this Appendix are not statistically valid, they provide useful insights for interpreting the reasons behind citizens' survey responses. The results were recorded verbatim, so spelling and grammatical errors have not been corrected.

Q20. What do you feel are the biggest issues facing the Village of Glencoe, and why?

- Lack of diverse commercial options -- restaurants, stores.
- Lack of restaurants and retail in the downtown area.
- The schools! For the amount of money we pay in taxes, District 35 is woefully behind other districts in best practices for instruction, test scores, technology, and progressive approaches to education.
- Achieving adequate revenues to maintain the quality and level of Village services over the next 10 years while preserving Glencoe's historic commitment to being a diverse small town collegial, warm, friendly place to live and raise a family.
- We need to stop all the tear downs and preserve what is so special about the homes in Glencoe. Too many High Gate and Heritage homes. We are starting to look like a sub division. I would also like to see more retail/restaurants. Sad to hear another beauty shop is coming to town!
- Little reason to visit downtown regularly. Few shops/restaurants. too many banks and dry cleaners. Need more variety to bring people downtown. Storm water management where I live is a big concern. Street floods regularly.
- Unoccupied retail space downtown and lack of dining choices. This would attract outside revenue to Glencoe and ease resident tax burden.
- Water tank located on the evens and the water line from the tank to the Village.
- The budget and efficient use of public resources, given uncertainty in Springfield.
- Downtown area and crime.
- Keeping Glencoe relevant to younger families in order to sustain long-term population and tax base stability.
- Perception is fact: The taxes are not fair and equitable from house to house and block to block. And the big brother feel of the village is perceived as exclusive and restrictive to a small conservative faction.
- Keeping the downtown buildings occupied - the economy is still challenging. 2. Keeping tax increases in check.
- High downtown rents don't allow for variety of restaurant and shopping options. Please, no more banks, dry cleaners and hair salons (for which clients park for hours in limited parking). Know we have yet another blow out place coming ... yikes!
- Keeping property taxes down and manageable. Furthermore, need to manage police, fire and teacher pensions. These groups now receive benefits that are just not available to the working man or woman. Lastly, the Village needs to revisit the parking situation downtown. As the number of restaurants continues to increase along with the size of Writers Theater, parking will only continue to get worse.

- Maintain the present character as a community of acceptance and tolerance.
- Waste of funds. Lack of good planning. Lack of transparency. Hidden agendas. Village government on the one side and residents on the other. Problems with too many boards, committees for a small community.
- Affordable housing options.
- Too many new management and planning positions filled by unneeded underutilized employees--significantly more than in the past.
- An ideal community but need to stay vigilant on tax increases particularly for schools.
- Just keeping things open in retail given small community and keeping crime low given other retail opened in the outer areas of Glencoe. Overall doing great.
- Too many construction projects /lower quality of life in neighborhood; rising crime /lots of non-local people in town.
- The downtown is in need of more restaurant options to encourage people to want to visit.
- Keeping the budget under control.
- The difficulty in working with the Village to open businesses, make home improvements and provide parking in town. The new Writers Theater has no parking and that was a huge error. During matinees patrons are allowed to park in the village all day with a special parking pass made available through the theater. Rather than bringing in business, the writers theater will turn people away from other businesses if they can’t park in town.
- By far the biggest issue is that were being hijacked by 1 person who is trying to buy his agenda. Guns at Central School, ruining baseball park. I'm concerned about the degree that money talks. Please don't let this happen.
- Downtowns lack of retail - we have very few non-community members patronizing downtown Glencoe because we don't have any retail or restaurants.
- Maintaining the high standard of living that residents now enjoy, keeping the village affordable for more than the very rich.
- Replacement of golf clubhouse.
- Preventing petty crimes, as I do see a lot of break in happening in the area.
- Budget.
- Antiquated infrastructure seems to plague the Village.
- Balancing budget and keeping taxes as low as possible under the current circumstances with state government funds in question; catering to economically and intergenerational diverse community; updating golf clubhouse and range.
- Adapting to lower funding from State of IL, preventing Village staff cost increases; controlling Village pension obligations, keeping property tax increases to a minimum, replacing the water plant.
- Burglary, theft and parking in the village with opening of Writers Theatre.
- Flood control.
- Architectural Control, lack of it is destroying property values and right of enjoyment.
- Allowing the amount of property to be purchased by builders who put up multi-million dollar homes. Creates lack of diversity and making the town even more exclusive.
- Crime due to the easy expressway access.
- Street flood prevention when we have heavy rains.

- Keeping children safe to and from school.
- Image - keeping our small community atmosphere alive.
- Weather as the temps and rain/snow may change.
- No street lights, police only interested in traffic violations, unfriendly village personnel, no life in downtown, no information or easy access to discussions and decisions, high taxes for what?
- We moved here three years ago from California. Glencoe is a great place to live.
- Create a more robust economy.
- 1) Providing food services to bring Writer's Theater patrons to Glencoe for more than a play.
  2) Balanced budget-harder to achieve given the financial problems at the state level
- We moved to Glencoe BECAUSE it was a sleepy, safe, small town, yet close to the city should we desire art, culture, shopping and fine dining restaurants. I am very upset with the direction the Village is going in. The Writers Theatre is enormous and clearly does not fit in with the architecture or the small town feel of Glencoe. It towers over what was once a charming and peaceful park, where I spent so much time with my children. I'm aware that the new theatre and restaurants will bring revenue to Glencoe, but at what cost? Parking is becoming increasingly difficult, and with the influx of outsiders into our town at night, what will that do for our safety?
- Solving water treatment plant issue as it's a big project and any decisions will affect water delivery for decades to come. Flooding -- if this is an ongoing issue in the area this should be very high priority as it affects residents' quality of life.
- Glencoe is an amazing place to live. We feel so fortunate. I do believe, though, that the downtown needs some family-friendly businesses and more variety. It is mostly dry cleaners.
- I think the biggest issue is the failure of people to obey stop signs. It is extremely dangerous. I have seen people refusing to allow little children to cross the street because they are in such a big hurry. It is disgraceful. There are never police around to issue tickets. I also think the police should take the initiative to stop contractors who are working outside allowed hours. We should not have to call to report violations. We have seen police drive by contractors who are violating the ordinances and not stop to issue tickets or, at least, warnings.
- We really need a dog park. This has been requested for years and the Village has taken no action. enough already!!!!!!!!!!!!!!!!!!
- Concerned with the tax rates making the town unaffordable. Often wonder if the Village simply spends too much money because they are flush with cash from real estate taxes. Prefer a more conservative spending policy.
- Diversity of people and retailers. discourtesy of following traffic rules - too much entitlement.
- Lack of diversity due to limited housing alternatives. Solving the water plant issue. Keeping taxes low, reining in the big spenders at the public school districts.
- Great food for dinners out.
- Unaffordable.
- Vitality of downtown area, can't keep stores open. Too many cleaners and banks that don't draw foot traffic.
- New writers theater will be a great asset. need to work on storm water drainage. I live at Park and Valley; still terrible after 20 years. We also need some more restaurants. The library is also an asset that needs our support.

- Lighting in streets, drainage of streets, quality maintenance of streets, downtown restaurants/retail needs.
- Storm water.
- Having a vibrant downtown is a challenge with online retailing versus brick & mortar. Perhaps the village can be proactive.
- Water service and quality of water. Storm water management and sewer.
- We need a more vibrant business district.
- Infrastructure is out of date, flooding issue is trouble.
- Glencoe seems to be missing the grounded warmth and stability it once had. Neighbors don't seem to care about each other.
- Increasing setbacks to limit the size of new houses. They are all much too big.
- Financial condition of village- pensions funded/ overspending. Too many employees. Privatize services.
- Retail, parking.
- Downtown, too many banks and cleaners. Needs revitalization and adequate parking.
- Vacant retail stores, limited parking, little variety in restaurants.
- Update store fronts.
- Garbage removal. We were denied at times; we like to put usable, unwanted items on driveway for disadvantaged, it is still not allowed.
- The increase in property taxes.
- No tax base beyond residential.
- Taxes/cost of municipal services seems we have brand new equipment all the time. For instance, would it be economical to keep vehicles and trucks longer.
- Parking enforcement, speeding, have to encourage diversity in household structure so we are more than a community of families with small children and the wealthy.
- Maintaining village services while not raising taxes.
- High property taxes. Flood water management
- Taxes are too high, lower taxes.
- Storm/sewer. Dining/retail downtown.
- Increase adult programming from park district. For safety, enforce traffic rules in downtown area regarding self-entitled parking behavior and jaywalking. It is not a pedestrian mall and with current conditions, an accident is waiting to happen.
- Need to do something about downtown. More restaurants or even a bar. We have to get it as vibrant as Highland Park. Residential building is a nightmare. There are constant issues with illegally parked contractors creating obstructions.
- We need people to have a reason to come to Glencoe. That would mean more restaurants and shops. BYOB would be a great asset to diners. We also need more parking.
- Flooding. My house is located in an area that floods and is unsafe during major storms. I know the bond was passed and planning is in the works to fix it permanently in the spring/summer of 2017 by replacing and adding larger sewer pipes. We look forward to this work being completed.
- Taxes are way too high and increase every year regardless of the market for real estate. Schools are not as excellent as they should be.

- Parking downtown is often impossible. Also, we need lower cost restaurant options, if not downtown, close by.
- New water plant, relocate treatment plant off Lake Shore.
- Flood prevention and storm water management. crime. new and remodel homes constructions blocking roads.
- Our downtown is not what it used to be. I've lived here for 50 years. Too many banks, dry cleaners and beauty shops. We need greater diversity. Very little in downtown to draw outsiders to our community.
- Keep the community well managed with responsible budget. Keep us prepared for future crisis.
- Water - storm management. budget, fiscal stability. Regular maintenance on parks and green space.
- Parking. Better shops, better restaurants.
- Variety of amenities in downtown area. Need food/restaurants to keep people here instead of outlying neighborhoods for entertainment. Maintain beaches & lakefront for residents to enjoy.
- I'm concerned that Glencoe is becoming a community where only people with money can afford to live. For example: Highgate builders buy up small houses and builds houses too big for the lots and much too expensive for normal people. It's changing the nature of Glencoe. The campaign to put a security officer in the public school: never was it mentioned in the slick campaign, both website and print, that this person would be armed. Fortunately, the community voted no. It worries me that if you have enough money, you can get what you want. I assume these monied individuals are in the minority but there is most definitely a change from the way Glencoe used to be. Entitled people who cannot wait a second to pull into a parking space, or God forbid let someone pull out of a space and allow them the courtesy of going in front of them. I live downtown and there is way too much honking; honking which is not necessary. I see it all the time. It's so impolite, even rude. Maybe we should post signs that say "no honking" in Glencoe, be neighborly. There are people who live downtown. I think the restaurant(s) themselves are not at fault, but people get drunk and loud late at night as they linger on the sidewalk before they get in their cars or after the restaurant closes. As we get more restaurants, maybe public safety could take a quick drive around at 10 or 10:30. We can't call until it's 11 PM. Another case of people with no consideration or awareness of others. We can see ourselves as a pleasant, diverse, welcoming, polite community, but I'm not so sure. That was 20 years ago. It could be only a few who are ruining it for the majority of normal, friendly, middle class residents but those few are having quite an impact.
- Need a good dog park. Solution: create access for Glencoe residents so we can use Northbrook dog park on Dundee!
- Help with flood issues & don't blame residents. Help them resolve these problems.
- It is becoming too expensive to live here for many people. We pay the highest tax rate of any other NS suburb (per a 2012 Village Analyst)!
- The cost of living in Glencoe is too high for the average teacher or service worker in the Village to actually live in the Village they work for.
- Preserving a friendly Village atmosphere & accommodating aging long-term residents (who now so often move elsewhere), as well as families as always. Although strong believer in privacy

rights, street corner video surveillance might reduce, if not eliminate, car/home break-ins & maybe bad drivers?

- Preserving the quality of the Village by not giving out so many building permits to contractors. This affects the density of the downtown, traffic & drivability of the streets, and adds to crimes of convenience with so many strangers coming in & out of the Village everyday. We also need to improve the vibrancy of our downtown by attracting a diversity of businesses & more restaurants.
- Keeping the Village charm yet continuing to improve schools, downtown, parks, etc.
- Maintaining viable retail businesses. Affordable houses. Maintaining diversity. Supporting new Writers Theatre.
- Parking. I live in townhouse and I need it to park by work for a month of the community parking lot. They didn't let us do it. Also, I go to beach and I have to park my car three blocks away when the people from other city park closer to the beach. I paid my taxes and I have to be able to park in community parking lot.
- I'm 82 years old & don't feel that what I will say is of much value?
- Balancing the real needs vs. wants of the residents is the most important in my opinion. We cannot support/finance all the "wants" some vocalize necessary. The Takiff Center cost a lot of money and is greatly underused even now. We do not need a community pool and many other amenities that some suggest. Glencoe is a tiny Village. We can all use other communities' amenities and save the Village money.
- Something seems amiss in the restaurant & retail (i.e. taxable income for the Village) -- willing shop owners & restaurant owners, willing customers but so many go out of business. Otherwise, we love this town & think so many things are going well. Great services, wonderful and hard-working city employees.
- Too much residential development. Massive Writers Theatre changes the tone of the quaint Village. Did it really have to be that big (and we are frequent goers)? Crime -- although small -- is increasing. More break-ins; need more public safety vehicles.
- Low-income housing, scattered throughout the North Shore villages.
- Property taxes.
- Budget.
- More parking, retail, restaurants needed for family at moderate prices. Moderate to high pricing and less horn blasting! But number 1 would be flooding problem. Parking. Crowds of children blocking traffic. More discipline with children on safety issues!
- Higher real estate taxes. I realize the Village of Glencoe share of this is only partial, but …
- Improving retail and restaurants and parking downtown. With the new theatre, the Village could be a destination.
- Taxes, budget, streets.
- Need to fix/change water treatment plant. There is a large number of vacancies downtown, lack of restaurants with new writers theater and big lack of parking.
- Glencoe is quaint. With the new theatre opening Glencoe needs to become dynamic. No more spas and salons. More dining, pubs, shopping and unique retail.
- Downtown parking problem, not enough restaurants of good quality. Would love a good ice cream place and movie theater.

- Housing for retirees and elderly without stairs. Recycling in public spaces and businesses. More options for households. Some just need to be advertised, such as battery recycling and medicine recycling. Alerting neighbors when there is a robbery in their area. Alert directly from public safety, not word of mouth or press.
- Maintenance of streets and sidewalks, flood prevention and crime prevention.
- Lackluster retail and restaurant downtown. Flooding and sewer management.
- Parking on Park and Vernon, downtown retail area.
- Planting of trees on parkways. Ordinance to control/ensure replacement of trees on private property. Bury power lines along public streets. More attractive street lighting/similar to Wilmette. More restaurants and stores downtown.
- Water system.
- Fix the flooded areas.
- How to provide services with such a small population/tax base.
- Excellent schools and parks keep the town young and vibrant. Keep the town safe. Increase speed on Green Bay Road to 35 except near schools. Allow the collection of garbage from garbage rooms inside homes. Keep downtown vibrant while maintaining small town feel.
- Downtown needs restaurants, sports bar, town needs life after 5.
- We need a cycle where business and residents want to be in Glencoe.
- Need a dog park.
- Budget not truly balanced - pension liability. Public safety has become impersonal and less qualified. Taxes very high and the Village does not respect land owners' rights and values.
- Redoing the water plant.
- Parking, shopping, dining.
- Need a variety of retail stores. Leases need to be lowered or no one will be able to pay rent.
- Flood prevention, downtown, budget, pension, street lighting, too many dry cleaners and banks and hair salons.
- Our downtown need to be freshened up and parking added. I like the old stately feel, but some of the ratty buildings are bad - some street lights could be prettier and street signs as well - the new women's theatre looks beautiful but where will folks park? We need to address parking and beautification quickly. Also, water issues persist with the consistent 100 yr. floods and I feel confident it is only going to get worse in the decades ahead so let's address it now.
- Not enough housing choices for seniors who wish to stay in Glencoe and retire, and have one level living.
- Overall I am very satisfied. It would be nice if the police would stop harassing my teen sons when they drive SUV's. They target teen males in SUV's. It really constitutes profiling. They have been stopped twice for going three miles over the speed limit. Other than that, my main issue is water runoff and flooding of streets and houses in storms.
- Recovery of businesses in downtown.
- Get a fast food, not junk restaurant. We miss Einstein type restaurant. Our street condition is terrible, too many pot holes. Thornapple Lane, kids fall off their bikes.
- The amount of open store fronts and the need for new retail and restaurants of all kinds. Traffic and crime from the theater is a problem and the fact that the Village allowed them to build on top

of the park. The theater better bring in stores and revenue because it appears to be a disaster waiting to happen.

- I have enjoyed living in Glencoe all my life. It's the best town along all the North Shore area. Due to poor economic times the time officials are certainly faced with problems. However, they do their very best with the financial circumstances. The greatest problem facing them today is the Village's water treatment facility. I'm certain that this would have been their priority - however - financial difficulty.
- Pension obligations.
- I play tennis. I am disturbed there is no mention of the courts. They are a great asset, generally well maintained and run. The carpet court at Glencoe beach needs maintenance. I understand this might be a park district issue.
- Costs/taxes. It is becoming very expensive to live here.
- Parking! Fifteen minute limits are too short and there are too many of them to do even short errands, such as getting a prescription filled, purchasing at any of the retail stores, etc. This is likely to get much worse when Writers' Theatre begins its full season in its new building.
- Flood prevention. Parking availability.
- Viability of downtown, including focus on shops and restaurants. Parking regulation needs adjustment. Minimize short term spaces.
- We have lived in Glencoe 34 years and are very happy to be in a nice Village.
- Parking - especially when the theater is in progress.
- Crime, downtown.
- The park district. Unresponsive, over-administered, over-staffed, unimaginative, does not control budget, doesn't carry through on promises, insensitive to other community organizations.
- The theater is infringing on the park. It was built much too big. There needs to be large trees put in to block it from the park. Very unfair to people who use the park.
- Our town is lovely. It would be nice to have more reasons to spend time and money in our downtown area. With the new theater opening, the Village should work hard to court more restaurants and shops. Right now we have few choices to eat. Fast casual and inexpensive options would be ideal, and places to shop for more than toiletries and overpriced clothing. Also, too many nail, hair, skincare and banks. Get creative and court more interesting and unique places to shop and dine.
- Maintaining a vibrant downtown retail environment so we don't end up with shuttered empty stores. Getting residents to use local shops, going online or using chains.
- Traffic and floods via water lines and sewage.
- Increases in crime. High real estate taxes. Diversity of housing choices. Maintain high quality of services to residents.
- Affordable senior housing.
- I feel that all Village school, park, library boards should begin looking for ways to cut costs. My taxes have gone in 20 years from $6,666 to about $15,000; we do not need gilded anything. Please address water plant problems as efficiently as possible.
- Parking.
- Dealing with the mess in Springfield, i.e. getting the state funds that the Village should be getting.
- Continuing to provide a high level of service while maintaining a balanced budget.

- Keeping the Village diverse, which means there need to be efforts to have housing choices in various price ranges. Building codes should give people incentives to keep the integrity of an older home while encouraging renovations. Disincentive the knocking down of smaller homes replaced by million dollar plus homes.
- Lighting on the streets is the poorest of any Village I know of.
- Downtown looks worn out. Compare it to Highland Park where sidewalks always have something interesting and fun. Area fronting new Writers Theater is depressing. We need a dog park.
- Storm water; schools.
- Street and basement flooding. Need a vibrant central business district. New Writers Theater should help.
- Old sewer lines. Need to bury power lines.
- Lack of attention to the non-built areas of Village. Many senior staff are retiring. Ingrown committees and commissions - not enough new faces and ideas on our Village commissions.
- Maintain downtown retail. Operate Village with reduced state funding without increasing taxes, maintain quality of schools.
- The Village allows banks and salons - we have too many salons - no place to purchase other than foods. The farmers market, no matter where located, the locals do not support. To upgrade farmers market is a waste of time for the growers. Neighbors causing flooding from their yard to mine has not been addressed by the Village; they ignore the need to solve! Stop all the fuss about the water front, rebuild on the site where it is - do not give up our beach as suggested as an option.
- Viable central district, affordable range of housing.
- Super high property tax, affordable housing, crime, opportunities for senior citizens.
- More parking space is badly needed soon!
- Making sure the board decides to rehabilitate the water plant and will not buy water from other communities long term.
- Storm water management; allow Glencoe resident lower fees at beach, golf and wat's, higher fees for out of towners. It's great here.
- Revitalizing the downtown, no more cleaners or beauty salons.
- Will the state provide funds needed?
- Lack of vibrant downtown, Village does not appear to be business friendly.
- Balance budget. Taxes are high and don't seem to be going down. Bikes on Greenbay. Someone is going to get killed.
- Balanced budget and storm water issues.
- Controlling tear downs; controlling size, bulk, height of new houses, maintaining and protecting trees and view impacts. Control on quality of builders and their performance. Street lighting is extremely poor, absent, unsafe and not controlled by Village.
- Budget issue is unfair treatment provided to certain developers versus existing homeowners who want to improve their property. New construction is encouraged with huge buildings on moderate lots, whereas homeowners who want to expand their vintage homes face obstacle after obstacle.

- Compliance with public beach access and how the Village handles this reveals a resistance to enforcing laws evenly and fairly. Makes us wonder about other possible issues. The water plant is a huge issue pending for the Village and one that will be controversial. Trying to maintain a vibrant downtown area in these times is challenging for a village the size of Glencoe.
- Financial issues and affordable housing.
- Replanting all of the ash trees that have been lost or cut down - Glencoe schools upkeep - getting old/run down.
- Diversity in the community. Keeping stores open in uptown (rents are probably too high which you have no control over). Water treatment plant - don't take away our beach front. Village news - the new newsletter is terrible.
- Very foolish to make an issue of baseball park. Don't let a small vocal group drive an agenda.
- I think we need more restaurants that are family friendly and affordable to eat at weekly.
- Parking first and foremost. Need to attract new businesses.
- Downtown needs improvement in parking, restaurants, shopping.
- So many areas with flooded basements, mine included. Rents are too high in downtown area. Find a way to have affordable housing in Glencoe.
- Lack of vibrant downtown - restaurants and retail - who wants to live in or visit a place with no downtown? Lack of/slowness of response with permit and tree removal request - frustrating to residents who want to make improvements.
- I've noticed a significant number of trees have been removed over the last couple years. The town needs to continuously plant new established trees. The town should also encourage more of a community with block parties or another way to get to know our neighbors.
- Affordable housing. It would be nice to have modern eco-friendly condos and townhomes to downsize, too.
- Flooding basements and yards.
- Part of Glencoe's beauty is its architectural diversity. The village should try to encourage renovation of old homes instead of their destruction. Balancing the budget while keeping our town safe and beautiful and well maintained is a challenge due to escalating costs.
- #19 was difficult to complete as all of the items listed contribute to the overall services provided by the district and quality of life in Glencoe. I think Glencoe needs to maintain its high standards across domains and support economic and ethnic diversity within its borders.
- Property taxes are preposterously high, and they vary greatly for similar properties. Though the Village and schools are high quality, I certainly am not receiving good value for my property taxes.
- Preserve green spaces. I was shocked at how large of a footprint the new theater is taking up - it seems to be using every last inch of the land available. If we keep building massive structures like that and eroding away green space, Glencoe will look more urban and less of a quaint village, which was the main appeal for me to move here.
- The stormwater drainage system is in terrible condition, resulting in frequent flooding throughout the village. The downtown area could use a reawakening and more parking.
- Storm water management and drainage. Sanitary sewer services.
- Preserving the older homes -- I'm tired of looking at the same new house being built.
- Flooding -- doesn't really need an explanation.

- The destruction of the architectural character of the Village. It has changed (for the worse) in the 17 years we have lived here. The vernacular architecture has been replaced by enormous, ugly homes that could be anywhere in suburbia.
- We oppose spending public funds to construct or maintain a rebuilt Wright Train Station. It is a worthless project. Decrease of state funds is problematic for Glencoe.
- Viability of Downtown. Theater is a great addition. New restaurants make it great to see people downtown after 7:00pm. A tavern would be nice.
- I think our downtown area isn't enough for a place to go. We need more stores to bring people here. Let's not rent to banks, cleaners and beauty shops anymore.
- Need a North Shore or northwestern clinic. The houses on old Green Bay Road are a mess. Invite more retail to Glencoe so they can contribute to tax roll. Open a satellite campus of a university.
- Attracting new business other than dry cleaners, beauty shops.
- Building oversized houses on small lots. General consideration of seniors in the community.
- Sewers, flooding and the need for more retail.
- Flood/groundwater control.
- New houses take an expanded foot print that creates less ground absorption for floods. Also, lack of affordable housing is making the community, which had a lot of diversity and down to earth people, into affluent and homogeneous community.
- Maintain overall quality of Village and services if financial base were to erode.
- New water treatment facility. I personally feel we should buy overflow from other villages.
- Electrical failures.
- Residents have to be wealthy to afford this village, fees and taxes.
- The biggest challenge/issues are ones of efficiency and transparency.
- We clearly have good services, but the question is at what cost and are we truly receiving value at that cost. Posted salaries, incredibly new vehicle fleet and other outward signs indicate more fiscal prudence could be needed. Building and engineering personnel have left a lot to be desired. They seem somewhat vindictive at times. Water plant issue needs to be 100% transparent.
- Balanced budget, vibrant downtown and maintaining sense of community.
- Lighting - it's way too dark on Village streets (old Green Bay and Harbor). Retail choices - we do not need more salons, cleaners or banks. We need more restaurants and places kids can hang (i.e. ice cream shop). Overall crime prevention is a huge area we should focus on.
- Taxes should be lower for seniors.
- Downtown should attract a wider variety of businesses (not sure how) to create a more vibrant district and ensure a strong sense of community.
- Maintaining historical integrity of buildings.
- There is a need for more parking. I walk to town practically five days a week. Do not use my car to go to town.
- Preserving historical homes, decreasing demolition of older homes with historical and architectural significance. We need to keep the water treatment building.
- Preserve quality of life with safety, education and green space.

- I have lived in Glencoe 52 years. It has been a wonderful experience for my family of four sons and husband. Three of the boys are MD's and fourth - a C.P.A. Only in Glencoe! Husband died 5 years ago.
- Rents for storefronts remain vacant. We need more variety of stores. Please no more banks, nail salons or hair salons. More places to eat with kids or places for kids to go in cooler months.
- Hard to retire here. Maybe and E-W public transportation would, or some ability to build a residential place with an elevator.
- Flooding, quality of drinking water, beautification of town and less dry cleaners and more restaurants.
- Sense of entitlement by newer residents. Lack of affordable food and retail options. Explain parking for Writer's Theater. No way all cars going to go to Metra lot.
- Finances/budget. It would be nice to see some higher density, condo styled apartment buildings in the downtown area. This would increase the retirement living options.
- Not enough retail/restaurants bringing out of towners here.
- Safety, sewage/flood control.
- Maintain tight control of property tax increases to minimize significant monetary impact on homeowners.
- Drinking water, storm water and safe schools.
- Downtown is ugly. The writers Theater building is way out of proportion to the town. What are you going to do with the public works building property? Not the best use of expensive real estate.
- Getting Village to help alleviate back yard flooding.
- Storm drainage, updating downtown aren't online accessible to public services and recreation. Also, school safety and retaining quality teachers and administrators.
- Glencoe residents are quick to form negative opinions about local government entities without knowing the facts. Lack of transparency in Village government. Need for more economic diversity.
- We are competing with suburbs that have facilities like a pool, dog park, more restaurants and retail. Our regulations inhibit good retail other than banks. I'm still disappointed that the Takiff Center has no pool and charges for basketball use. It's a bunch of pretty rooms mostly being empty. Our kids would go to Northfield to play basketball where the gym was free.
- Water problems, theater property values and quality of living in Glencoe.
- I wish there were better shopping and dining options downtown because that honestly sums the only major thing Glencoe is lacking. Otherwise, I think the Village is great.
- Modernizing and enhancing downtown offerings. Village should protect older homes from being torn down as often as they are.
- Parking in town, more regulation of new housing, lower taxes.
- Worried about parking w/Writer's Theatre.
- Maintenance of streets and storm sewers. Schools and parking. New businesses downtown, not banks or beauty shops.
- More restaurants and more diversity.
- Downtown parking is horrible. People who work or own the stores take the spaces for a full 2 hours, then run out to move cars to another.

- Providing services and keeping taxes down due to state government who thinks that local governments can sustain services without state help.
- The perception that Glencoe is pay-to-play for builders and homeowners. Perception that police don't enforce speed limits or traffic laws because they are afraid to upset residents. Perception that Winnetka, Kenilworth, Highland Park are nicer, better run villages, safer where police strictly enforce laws.
- Maintain social diversity, top quality schools and public services. Sustain solid funding and a sound budget.
- Water treatment plant - please don't let the Village unproductively influence our choices and outcome. Also - too late, but the new Writers Theatre is hideous, and an irreversible assault on the character of our village visually. Also - Larry, you're doing a fantastic job as Village president!
- How rude our public safety offices are. Everyone that I know has had some kind of complaint about the aggressiveness of the female officers. They are also representing the Village and I can honestly say they do not show our community in a good light. Three of my family members are in law enforcement in California and they are always very surprised by my encounters.
- Crime prevention and monitor.
- More seniors living in Glencoe and senior activities.
- Need stores where you can get everyday needs. People need to learn to be nicer here.
- Lack of senior housing for those who do not want to leave Glencoe. People need to clean unkempt property.
- Parking, dining and the need for a dog park.
- The Village would really benefit from more empty nest housing near downtown.
- Preserving green space & character in face of development/construction. 2. Protecting environment. 3. Attracting & keeping diversity of retailers. 4. Expanding available affordable housing.
- Treating some residents better. Not all residents are treated the same.
- We need a more dynamic downtown with shopping and restaurant opportunities, in order to lower taxes on properties.
- Controlling flooding of streets and improving drainage.
- Concerned over Glencoe building its own water filtration plant for such a limited size community, rather than permanently accessing Highland Park's facility.
- Parking.
- Having options for seniors.
- The budget is too big and therefore taxes are too high. If future federal tax reform limits or eliminates deductions for real estate taxes, the impact on Glencoe housing prices would likely suffer in the absolute and relative to lower tax communities like Lake Forest.
- Flooding and water management. Looking to consolidate schools to only two campuses.
- Balancing the existing wonderful feeling of the Village with keeping up with rapidly changing demands.
- Bringing businesses other than big banks and cleaners to downtown! It's ridiculous - used to have Harry's Deli, food court; H.P. has Chipotle, etc. - and why not a dog park, even a small one?! On the downside - cops arrested my kids for 1. drunk driving, eventually thrown out, and 2. pot,

again thrown out. Both times, cops out of line - but of course we had to hire lawyers to get charges tossed. Cops must follow rules - just because you're a young male does not mean no 4th amendment rights!

- Flooding. I don't like huge modern structures of new women's library club. It's not right for our town. New park in downtown does not have great equipment.
- Not enough restaurant choices. Many have closed over the past 2 years. Attract new choices for retail and food.
- Maintaining a budget without tax increases. Taxes are generally too high at the local, county and state levels. We need fiscal responsibility and that means living within your means. Reduce some spending. It is hurting property values.
- Keeping the schools at the top of ratings. Good schools mean good property values which keep up a strong tax base.
- The downtown area is not very good. Glencoe is not a destination for shopping or dining like Winnetka or Highland Park. The new theater might help, but then you need better dining choices.
- I think rent should be lower so more retailers could be successful.
- Glencoe is unique on the North Shore because Village life is concentrated and not spread out/across Green Bay Rd.
- I feel that overall there is a lack of initiative and progressive thinking when it comes to making our Village the best we can be. Too often people turn their heads and look the other way when there is opportunity to do better. I feel the Village board lacks transparency & creativity.
- The lack of diversity in the retail area. Dundee Rd. and Green Bay Rd. dividers cause real problem with accidents, emergency vehicle access and traffic flow. Utility lines should all be buried.
- Empty downtown store fronts. Budget issues at state level impact on Glencoe. Loss of trust of Village over water treatment plant. Home owners violating laws and rules and getting away with changing our good environment.
- Attracting businesses and restaurants that Village residents can patronize.
- Water plant and sewer flooding. We need more restaurants and parking downtown. There are too many banks, dry cleaners and nail salons.
- Tear down of historic houses/structures. We would like to see more emphasis on preservation.
- Better snow plowing in timely fashion. Highland Park does much better.
- Parking is getting increasingly difficult in downtown. Residents are always concerned about safety of their families and homes. Storm water management should be a priority also.
- Running a fiscally sound operation and keeping taxes low. Eliminate excess activities and spending.
- I think it is a shame that a community that is as concerned about maintaining the beauty of their village feels the need to provide a sign every fifteen to twenty feet along the roads and in parks. Too many violation signs and danger signs. People need to start using common sense, courtesy and accepting personal responsibility.
- The most important issue is maintaining the overall high quality of life in Glencoe. So far, we think that all the public services, schools, etc. have met these goals.
- High taxes, drinking water and flooding in low areas.

- Lack of dining, lack of bars and there are too many burglaries/robberies of homes. There is not enough shopping, too many banks, cleaners and nail salons. Should not have allowed a blow dry bar when there are already so many salons.
- Some areas storm sewers.
- I think the Village should actively try to get more retail and restaurants that would attract people from other communities.
- Glencoe has way too many banks, beauty salons, and nail parlors!
- This Village has continued to fail on providing support for the general welfare by ensuring adequate social services funding and support for services to all Glencoe residents. Instead it supports the funding of new trucks, new this and new that while neglecting its responsibilities to the general welfare.
- The community. Rehabbed an old home, but would never do that again here. It was too challenging with all the building restrictions. Need to encourage people to rehab/maintain old homes to keep the diversity of the Village.
- Lack of retail.
- Keeping the small town feel in view of new Writers' Theater. Downtown should be kept the way it has been, to the extent practicable.
- Property taxes are too high. There is too little value for Glencoe.
- Glencoe is not as pretty as it could be. Where is the public art (permanent sculptures), well maintained flower beds? Have you seen the planters on Vernon and South? Vernon and Park? The new modern theatre is a horrible contrast to the historic architecture of downtown.
- The VOG needs better attractions to make Glencoe more appealing. More young families are moving into town and we don't have many places to take our families to. We venture to nearby towns for those attractions. We need to expand our Village. We could possibly use the empty space that is currently unused, like the many parks we have that people are not utilizing.
- Storm water issues.
- Storm water management is most important. The golf club can bring in revenue w/a new clubhouse, parties, events, Friday fish fry's, etc. Also, a discount for residents. Better parking downtown.
- Construction sites, trails and the Village are dirty.
- Flooding on some streets.
- Over development. Keep undeveloped open spaces.
- Flood preventing. Parking is a huge problem. More dining variety.
- Awareness of diversity of choices. The Village seems to be getting more insular.
- Parking at Writer's Theater. More diverse shopping.
- Property taxes too high.
- Parking.
- The shopping and parking options are very limited. How many mail salons and banks are really needed in one town? Food options have improved and the theater will be a nice addition.
- Lack of restaurants to create a community gathering of families.
- Keep the quality of the schools top grade - the why is obvious.
- The empty store fronts are sad. How many banks, cleaners and hair dressers does our community need? What about tax benefits to attract retail business?

- Please put a sidewalk in front of North Shore County Club so I can walk to Ravinia, Braeside train station and Green Bay Trail. Many people walk in the neighborhood.
- Need parking in DT. More restaurants would be nice. Happy otherwise.
- Glencoe must continue to support our small town family-friendly culture while maintaining fiscal responsibility and growth.
- Please stop all the McMansion building - ridiculous spec houses and other carbon copy new construction. We need to encourage people to preserve our homes.
- Water plant
- Inconsistent building permits. Some homes are built with little extra land. Others can't get permits on big lots. Something shady is happening.
- Need a more vibrant downtown area.
- Availability of housing for young couples and less cleaners and banks. Garbage/recycling pick up closer to homes.
- Everyone wants improvements for downtown. Adding parking will not solve problems. Too close to larger downtowns in Highland Park and Winnetka. Adding a tavern that also serves as a family restaurant will add to the community.
- Need for parking downtown.
- Need to attract younger couples with children for schools of high caliber. Value of homes is 50% based on schools. Taxes are much too high for retirement.
- Taxes too high. Diversity of housing is diminishing. Too many homes are being torn down. Income diversity is shrinking.
- Balanced budget with services we are accustomed to receiving. Flood control in some areas is most important.
- We would like to see Glencoe maintain a very high level of basic services and a lower level of resources devoted to non-essential services and programs. Glencoe should lower its taxes.
- Downtown, retirement budget and noise control.
- Concentrate on putting good tenants in the downtown area - stores, restaurants, etc. Rents should be reasonable for stores to come in.
- Funding village without raising taxes.
- Changing demographics as population ages and property values remain high.
- Storm water management and drain and street cleaning, because many streets are impassible after heavy rains. Better and quicker snow removal. Walkable sidewalks throughout Glencoe. Enforcement of traffic laws for bicycles.
- Real estate taxes too high. Outsourcing too much work that paid employees should do. Some salaries too high for the job that's done.
- Flood control and village taxes.
- Balancing the budget.
- People need to keep their dogs on a leash.
- Parking downtown, truck parking in bad areas.
- Allow more restaurants and businesses to develop and stay. More options to eat and dine for families.
- Taxes are very high...this is problem for retirees...yet there is the unfolding pension problem face my the Village and the State.

- Building a new water plant and maintaining the high quality of our village services (our people are terrific!!) while dealing with the state of Illinois issues that are making it so difficult to rely on our budget income actually coming in.
- The place is dead at night nothing to do for adults and teens alike. Too boring. And there are no lights on the streets.
- Village needs to spend less, lower requests for taxes, streamline staff, reconsider park expenditures which I consider extravagant.
- Property taxes are very high.
- Streets flooding after heavy rain.
- Water supply planning. Fully fund village pensions for police, and paramedic services.
- The water plant, the increasing number of car break-ins and getting downtown buildings fully leased.
- More diverse retail options, more young programming at park district and more long term parking near friends park.
- Size of Village's employees and long term costs, pension multiple people performing tasks that could be done by fewer people.
- Flood control and parking downtown.
- Water plant issues. Continued increases in lack of economic diversity.
- Replacement of Water System, parking in the Business District, traffic flow & management in Business District.
- Diversity of housing, because I'm close to retirement and would like to stay here.
- Vibrant downtown - seems to be hard to retain businesses.
- The biggest issue is drainage and flood prevention. The trees in our neighborhoods are so old and the roots have taken their toll on our sewers, leading to major backups during heavy rains. This should be the priority for the Village to address. We would love more restaurants in the downtown area, but it is far less an issue than the flooding.
- I feel that the biggest issue is the lack of street lights. Pedestrians and bicycle riders are risking lives when on the streets after sunset. As winter approaches, sunset is usually starting at 4:30 pm.
- Water treatment plant.
- Flood prevention, variety and activity in downtown.
- I feel our taxes keep going up and are hard to afford. Housing for seniors or ability to continue to live in home due to cost or affordable living options that are the quality they lived in all these years.
- Parking.
- There are too many vacant stores, no senior housing, multiple areas that still flood and more restaurants would be nice.
- Drinking water and keeping cost of living affordable.
- Keeping government spending in check so that taxes don't go higher.
- Too many tear downs of older homes with character and distinct architectural style. Keeping the urban forest healthy by planning a diversity of native trees.
- Maintaining the high levels of school personnel. This is what brought my family to Glencoe 69 years ago. I believe it has continued to bring in the generations after me as well.

- A vibrant retail destination. A polite and interested Village staff. Rethinking leash laws for cats that are domestic pets with correct tagging.
- Storm water management. Our street continually floods and it is difficult for cars to go down the street. Also, our basement has flooded 4-5 times in the last 4-5 years. We've lived here for almost 30 years and it rarely happened before.
- Parking space for new theater building and additional restaurants.
- Finances, water, billing and residential garbage collection.
- Need greater diversity of retail and dining options. Please stop building fences and other structures on our beautiful open park land. The Hubbard Woods train station is in terrible condition, and a lot of Glencoe residents use it every day. If there is anything we can do to push this forward, that would be great.
- Lack of retail and restaurants downtown.
- No parking on lawns. Control new construction especially by owners. When electrical problems occur, the village should be able to intervene. We need bike lanes and enforcement of them.
- Give the Glencoe boating beach staff a new powerboat.
- The flooding of the streets.
- Parking with the new theater.
- Make downtown even more vibrant.
- Affordable housing for retirees. Law enforcement of aggressive drivers. More vigilance of traffic violators.
- I don't like the school model. I wish Glencoe had two K-4 buildings. This would make for a tighter sense of community and better school/community programs. I would also love to see a work out facility or community pool.
- Flooding, crime and police.
- Desperately need a more vibrant downtown with more restaurants and convenience stores. Our household almost always has to travel to neighboring communities when we want to dine out as a family. We would like to keep that money in Glencoe and support local businesses.
- Streets are too dark at night. Too many drivers do not pay attention. Also, left turns in parking spaces are dangerous. We need more food options and better communication from Village Hall.
- Downtown - keeping stores (variety including retail and restaurants) maintaining streets including driving and flooding.
- I think the Village has fallen short on architectural preservation. Too many new houses that look alike are (or appear) too large for the lot (i.e. the 2 new Heritage homes on 700 block of Greenwood). There just seems to be very little integrity in the importance of design.
- Balance budget and make it more affordable for seniors to live here. One example is free beach pass. Lower service fees for seniors, just to mention two options.
- Public safety trapping drivers into speeding tickets is awful.
- Parking.
- Downtown - shops and restaurants (lack of both), no places to go with young children and few places for middle and high school kids to hang out.
- Providing satisfactory services to residents while controlling expenditures within our budget framework and not pushing up fees and taxes to excessive levels. Also, not giving being pushed by federal, county or state to modify zoning or neighborhoods to satisfy some arbitrary statistics.

- Vibrant downtown, balanced budget, diversity, protection of open spaces and more stringent use of fees and parking for non-resident beach visitors.
- Parking.
- Flood Central.
- Lack of diverse retail and food. Landlords are viewed as not tenant-friendly. We have enough banks and dry cleaners.
- Economic diversity.
- Flooding.
- Maintaining antiquated buildings, streets etc. Staying within a decent budget to reduce property taxes and keeping the community safe.
- Tear downs are altering the feel of the Village, making it feel overbuilt.
- To become a vibrant downtown with attractive retail shops.
- Make downtown more inviting, keep taxes lower and better shopping/restaurants.
- Lack of diversity. People in Village do not reach out to single people. Assumption that all women work only in the home.
- Keep own water plant. Do not tear down existing water plant. Keep business district buildings at 3 story max and do not expand business districts or multifamily into single family areas.
- Our downtown is quaint but lackluster. We should focus on reviving the downtown area to make it a great destination for locals and visitors.
- One that wasn't mentioned in this questionnaire is architectural diversity. The village has allowed for too many houses built that are ugly and cheap looking.
- People’s houses flooding. We need to be constantly ensuring our residents and guests with the best possible services and safety standards.
- Where was design review/capacity for new Writer's Theater? Building is an oversized nightmare. Parking has already gotten terrible and it’s not open. There needs to be more enforcement of no left turns into spaces on the weekends. No effort at community relations in the police department. Sell coffee at the train station.
- Have concerns about safety in Glencoe now. Burglary (cars and homes); also have concerns about Village doing things in opposition to neighborhood wishes based on individual gifts to projects.
- Poor lighting on Green Bay Rd. I can't see bikers early in the morning and in the P.M. it is dangerous to drive without brights on because you can't see people.
- Flooding and electric grid.
- Dedicated bike lanes and pedestrian oriented spaces. Limited dining options for residents. Historic preservation. Older homes are demolished for McMansions.
- Noise and driving. Obviously the citizens want and need a safe space, but we now live in an environment shattered by construction, trucks, diesel pollution and leaf blowers from 6:30 am to 6:00 pm seven days a week.
- Each year Glencoe seems to become less diverse. It seems to becoming a haven for rich, entitled, self-centered young families.
- New homes being built too close to one another. I don't like people looking into my bedrooms and I don't like looking into their rooms.

- One of the most significant trends which threatened this special place is the unprecedented speculative activity in housing, which threatens the architectural diversity. New homes are large and oversized, almost identical in architectural details and consume most of the lot and destroy many of the old trees. The aesthetic is being ruined. Another worry is how the Village will deal with the challenges of the downtown. The Writers Theater - hopefully a beneficial addition, but looking too large for the site may help Glencoe reestablish some of the vitality of downtown. It is important to keep any development in character and avoid trying to change downtown. Local retail should be assisted, bars and restaurants should be encouraged.
- The Village alarm response and management is unsatisfactory. We have no response. It is confusing to figure out. Police refuse to give a notice that they've been in your home, and what they have found.
- Diversity. We are losing our small homes, losing older people, losing lower income people. It gets harder and harder to stay in Glencoe.
- Too many tear downs to build monster houses.
- We need more family-oriented restaurants in Glencoe. We should not allow anymore spa/hair care stores. We need a communal workout center at Takiff.
- Revitalize downtown, sidewalk repairs and safety.
- We love it here. No real problems. You're doing a fantastic job.
- Lack of retail variety in downtown Glencoe.
- Not a destination. Not enough places to eat, meet and shop. Too many personal service stores. I wish there was a pub. I'd like to take advantage of the town, but there are not enough reasons to go there.
- Not enough retail or restaurant choices. Encouragement for new dining choices and higher quality retail would help revenue.
- Keep taxes fair and balanced.
- Periodic flooding, moribund retail, inadequate commercial tax base.
- Overall, Glencoe is an amazing place to live in all respects. I would be lying if I said I knew what our budget is or what changes have been made to it over the past few years. Continue to keep it feeling like the safest place to be in northern IL; please treat all people fairly and consistent, regardless of their appearance. Take care of the basics first; example: if we have a tight budget, don't spend a ton on upgrades/non-essentials at the expense of the normal road maintenance budget.
- Available parking today and in the future when Writer's Theatre opens in its new location.
- Diversity of housing choices in order to create diversity in the community.
- Parking in CBD to draw business and tax dollars from outside the Village.
- It has been discouraging to see the closing of many businesses and restaurants in the past year. This needs to be addressed immediately. The village needs to bring more commerce to the downtown area to keep residents in town and to bring visitors. The village needs to keep up with the changing times by updating policies accordingly and by working with landlords to make it affordable for businesses and restaurants to flourish in the Village.