

2016 Community Survey

Village of Mount Prospect, Illinois



Presented by

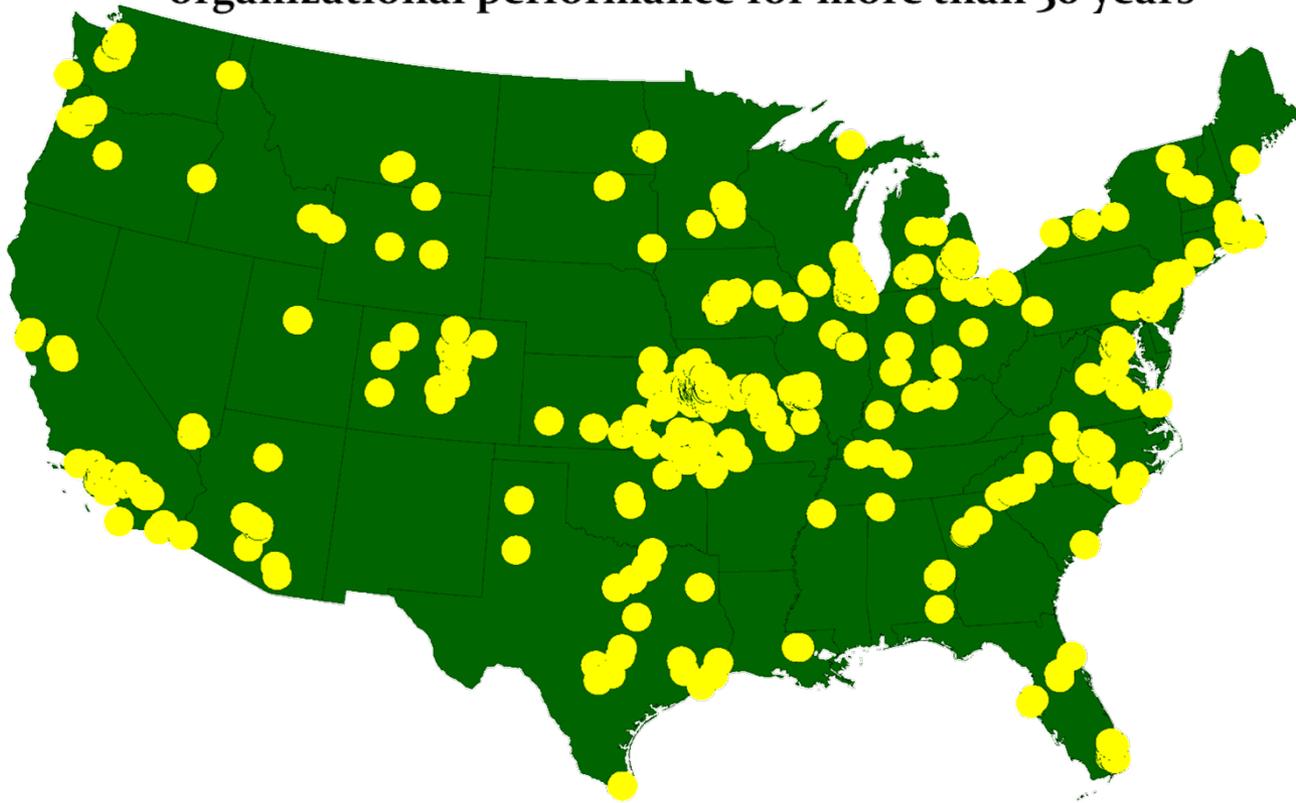


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ETC Institute

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Agenda

- **Purpose and Methodology**
- **Bottom Line Upfront**
- **Major Findings**
- **Summary**
- **Questions**

Purpose

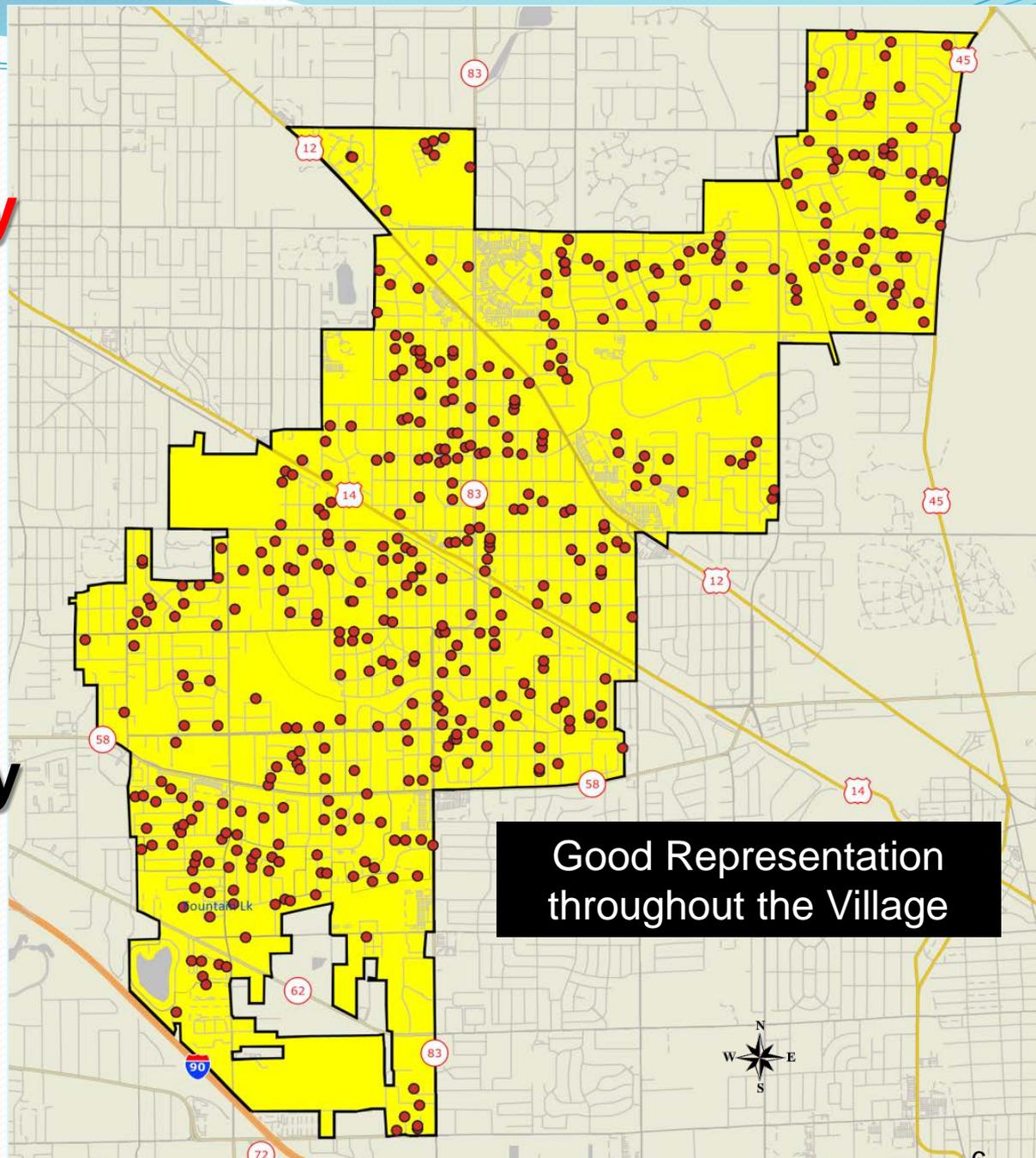
- **To objectively assess citizen satisfaction with the delivery of Village services**
- **To set a baseline for future surveys**
- **To compare Mount Prospect's performance with residents in other communities regionally and nationally**
- **To help determine priorities for the community**

Methodology

- **Survey Description**
 - ❑ six-page survey
 - ❑ each survey took approximately 15-20 minutes to complete
- **Method of Administration**
 - ❑ by mail, phone and online to randomly selected sample of households in the Village
 - ❑ each survey took approximately 15-20 minutes to complete
- **Sample size:**
 - ❑ goal number of surveys: 400
 - ❑ goal far exceeded: 490 completed surveys
- **Confidence level: 95%**
- **Margin of error: +/- 4.4% overall**

Location of Survey Respondents

Village of Mount Prospect 2016 Community Survey



Good Representation throughout the Village

Bottom Line Up Front

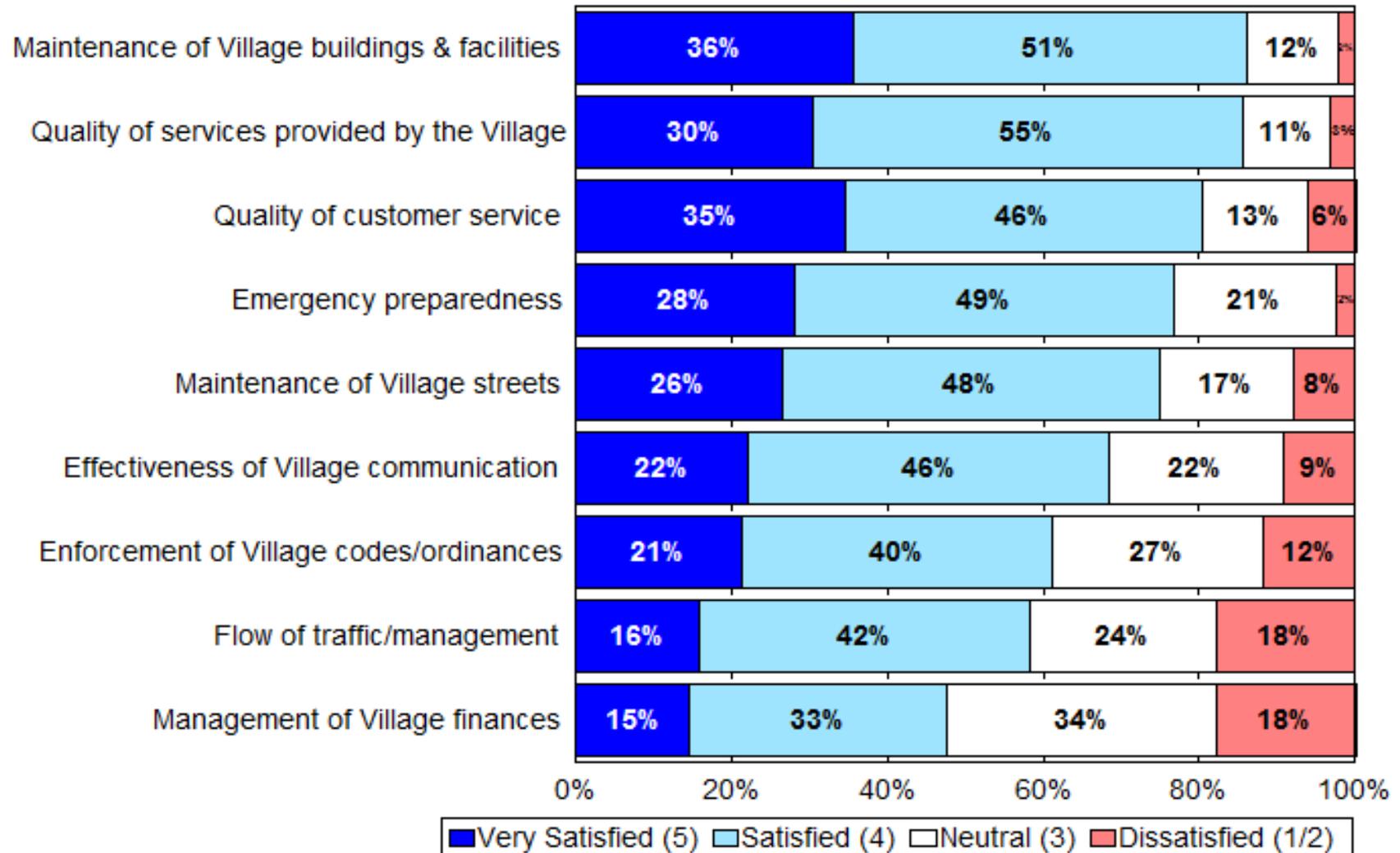
- **Residents Have a Very Positive Perception of the Village**
 - ❑ 85% are satisfied with the overall quality of life in Mount Prospect; only 3% are dissatisfied
 - ❑ 85% are satisfied with the overall quality of services provided by the Village; only 3% are dissatisfied
- **Overall Satisfaction with Village Services Is Much Higher in Mount Prospect Than Other Communities**
 - ❑ Overall satisfaction with Village services rated 39% above the East Central Regional Average, and 29% above the U.S. Average
 - ❑ Village rated above the East Central Average in 44 of 51 areas
 - ❑ Village rated above the U.S. Average in 43 of 51 areas
- **Top community priorities for the next 2 years:**
 - ❑ Crime prevention
 - ❑ A balanced Village budget
 - ❑ Flood prevention and storm water management

Major Finding #1

Residents Have a Very Positive
Perception of the Village

Q1. Overall Satisfaction with Various Aspects of Quality of Life Services in the Village

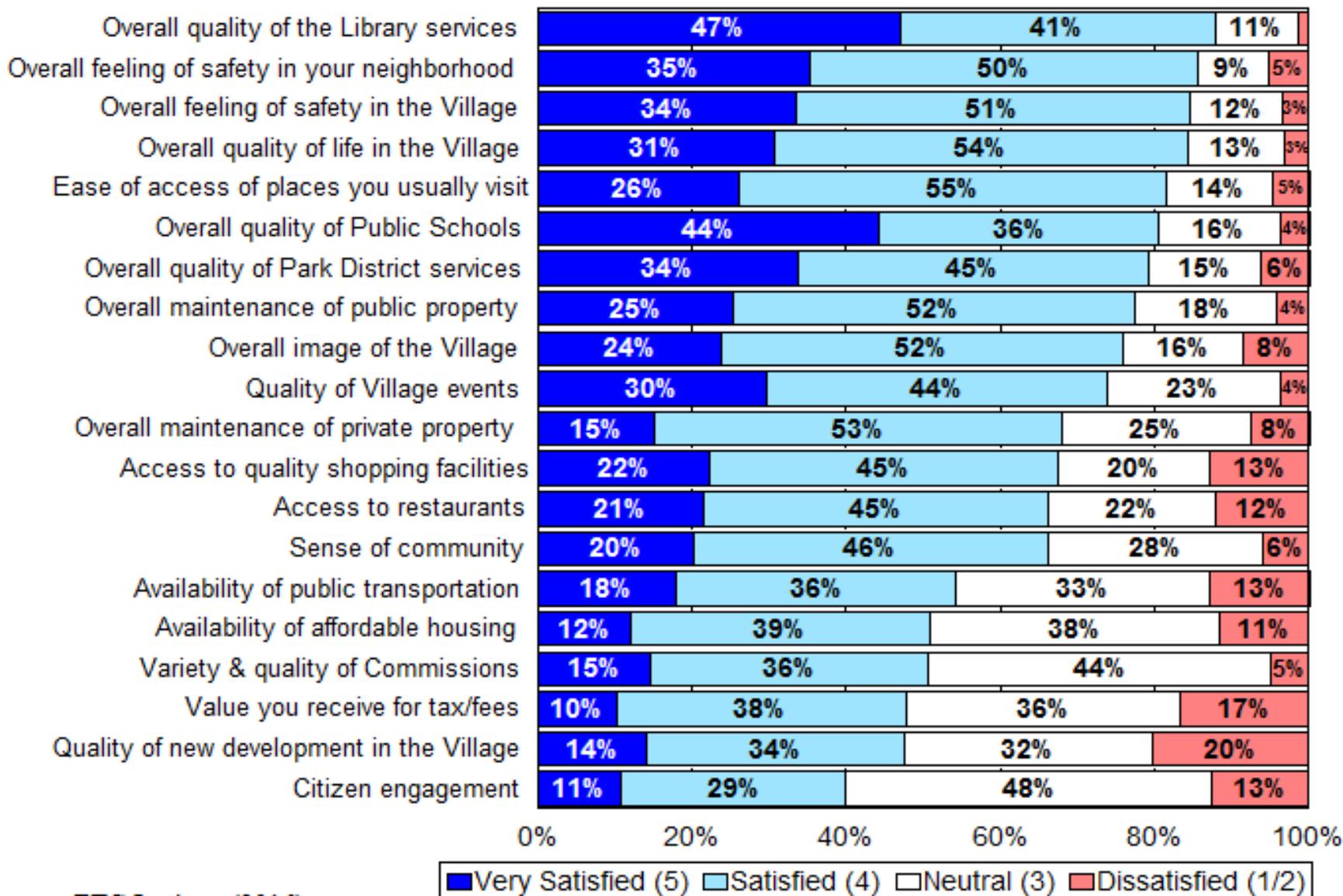
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



85% of Residents Are Satisfied with the Overall Quality of Services Provided by the Village, Compared to Only 3% Who Are Dissatisfied

Q3. Overall Satisfaction with Aspects of the Community

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



Source: ETC Institute (2016)

20% or Less Are Dissatisfied with Any of Areas that Were Rated

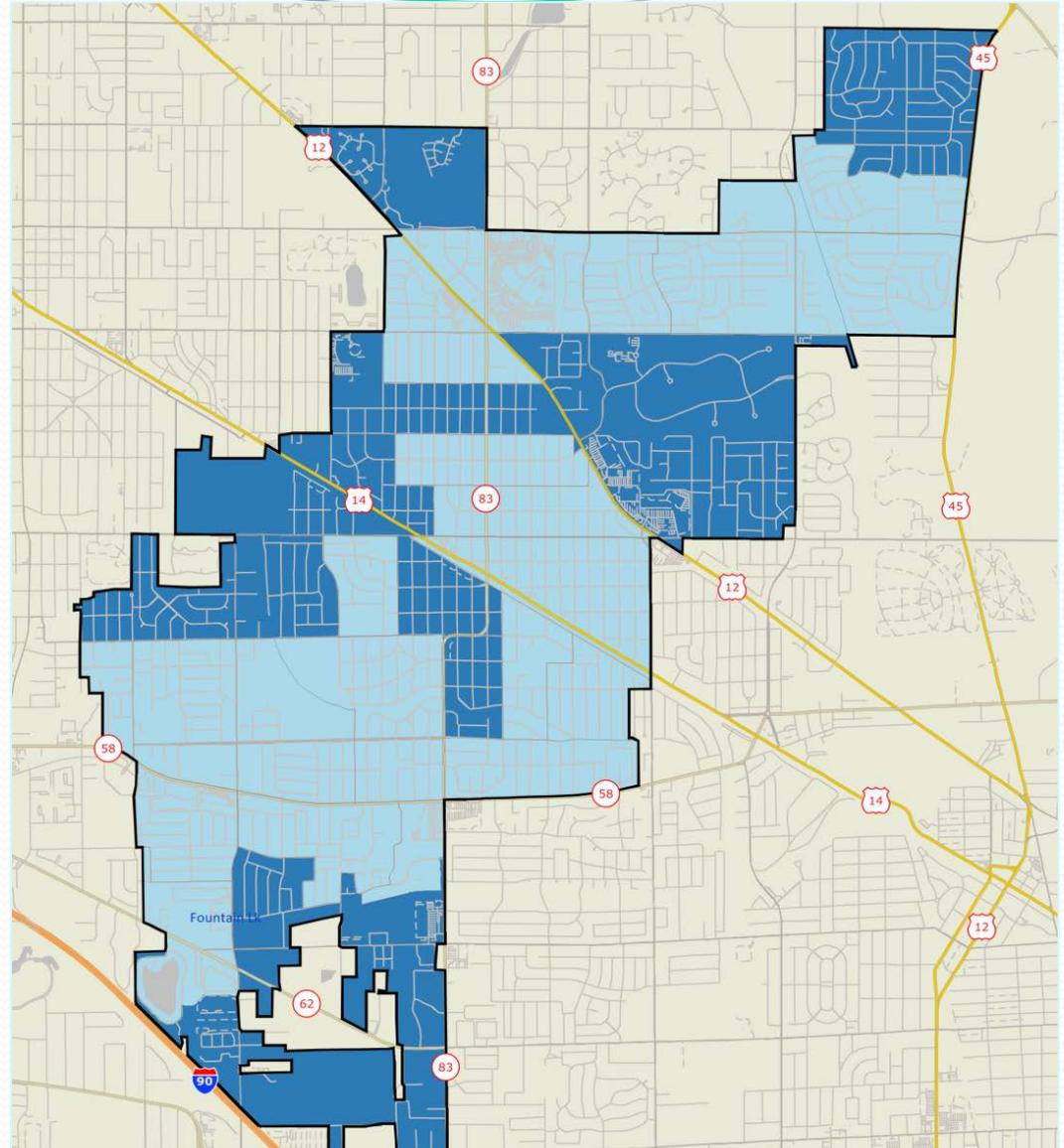
Satisfaction with the Overall Quality of Services Provided by the Village

All areas are in BLUE, which indicates that residents all parts of the Village are satisfied

Legend

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



Village of Mount Prospect 2016 Community Survey

Mean rating for all respondents by CBG (merged as needed)

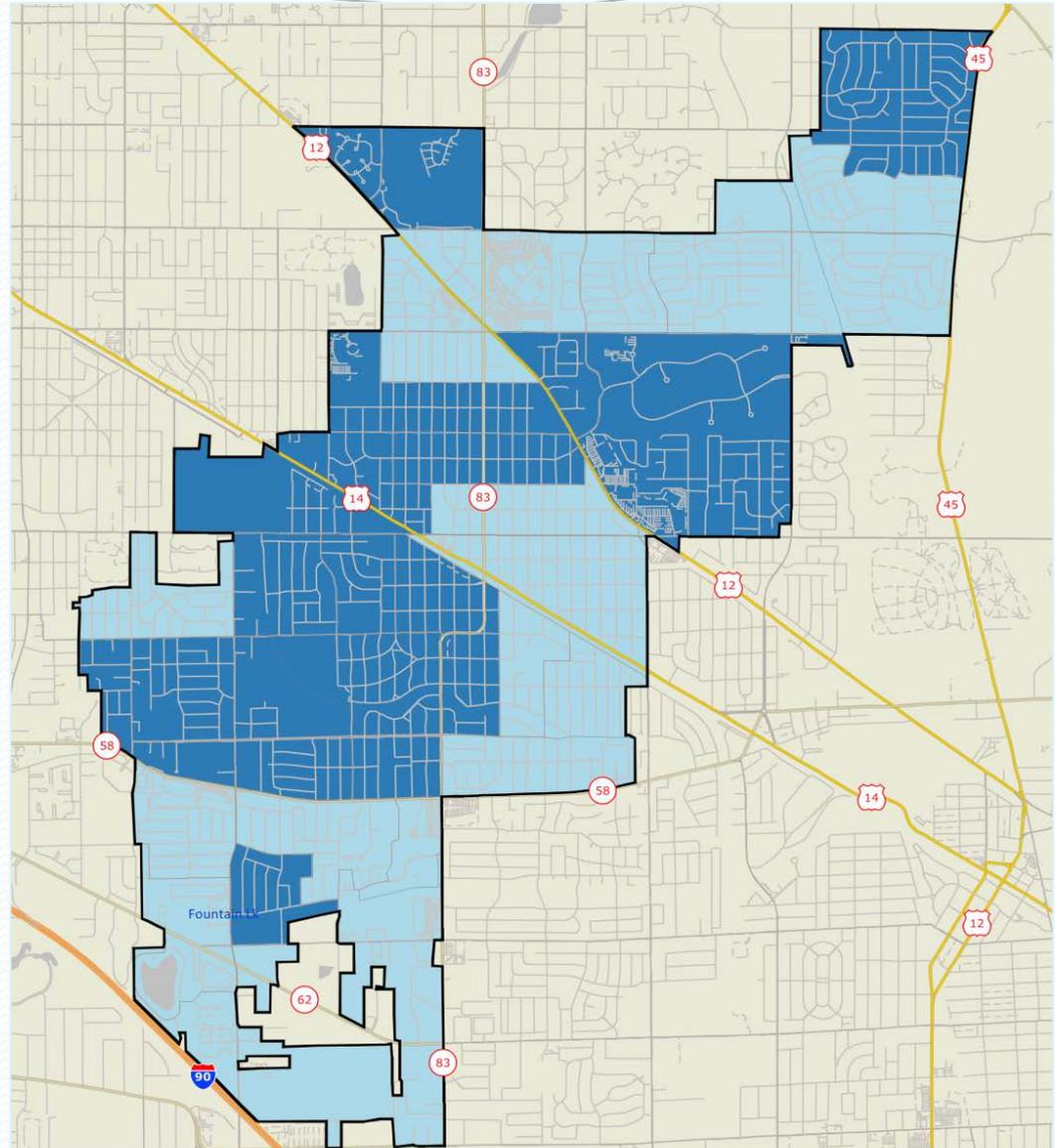
Satisfaction with the Overall Quality of Life in the Village

All areas are in BLUE, which indicates that residents all parts of the Village are satisfied

Legend
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
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	4.2-5.0 Very Satisfied
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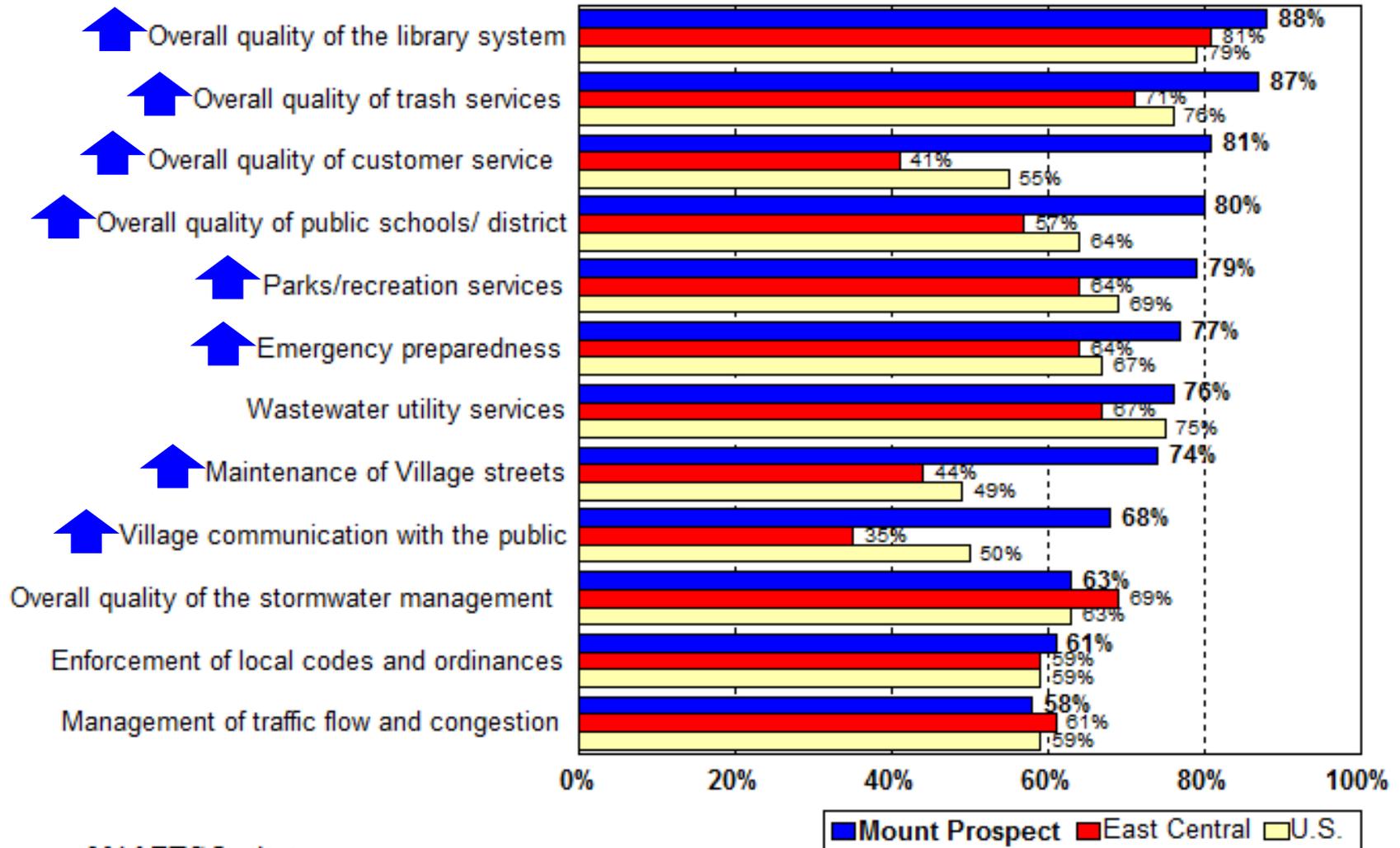
Village of Mount Prospect 2016 Community Survey
Mean rating for all respondents by CBG (merged as needed)

Major Finding #2

Satisfaction Levels in Mount Prospect Are Significantly Higher than National and Regional Averages

Overall Satisfaction with Various Village Services Mount Prospect 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)



Source: 2016 ETC Institute

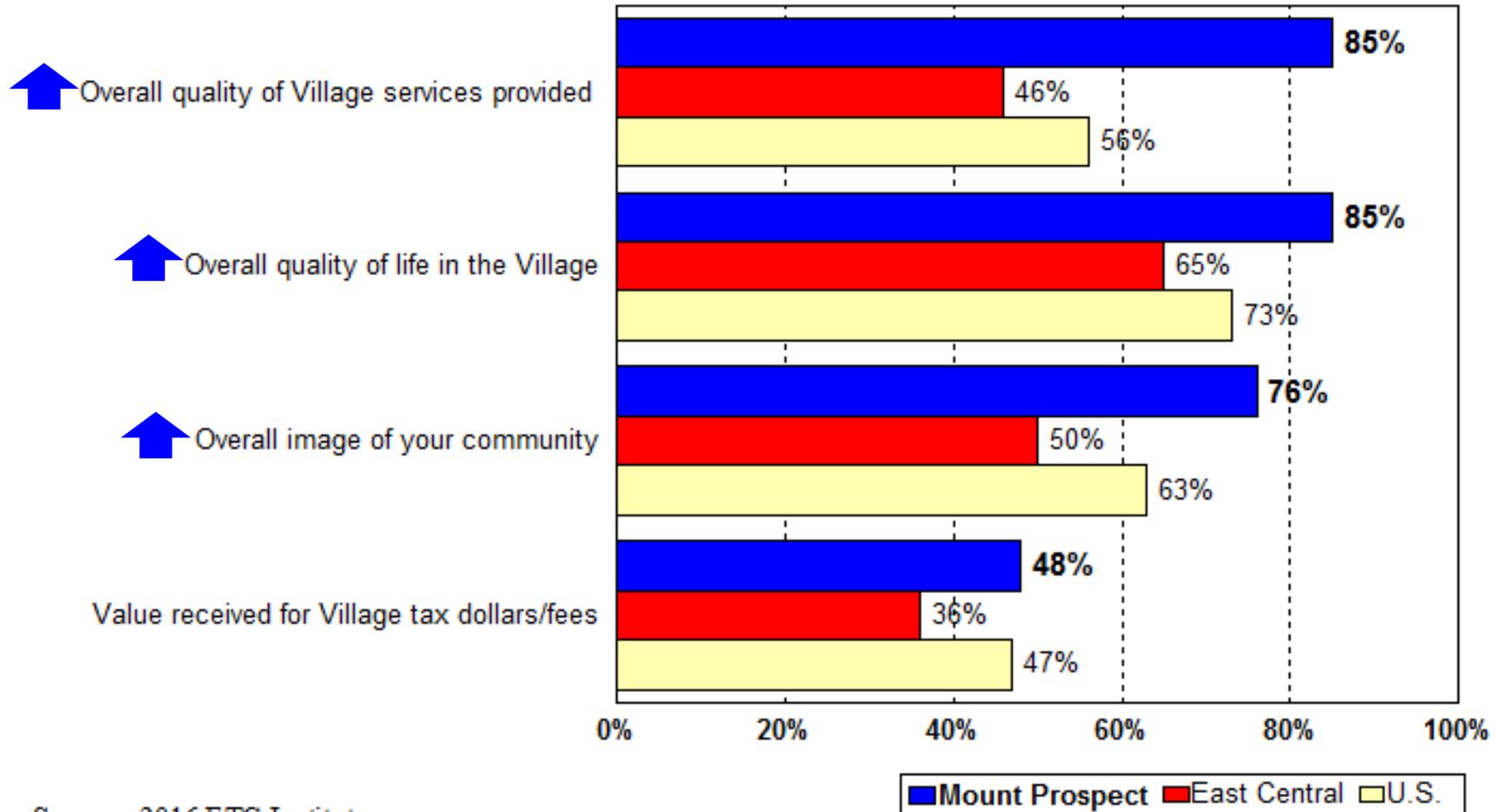
Significantly Higher: ↑

Significantly Lower: ↓

Satisfaction with Issues that Influence Perceptions of the Village

Mount Prospect 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)



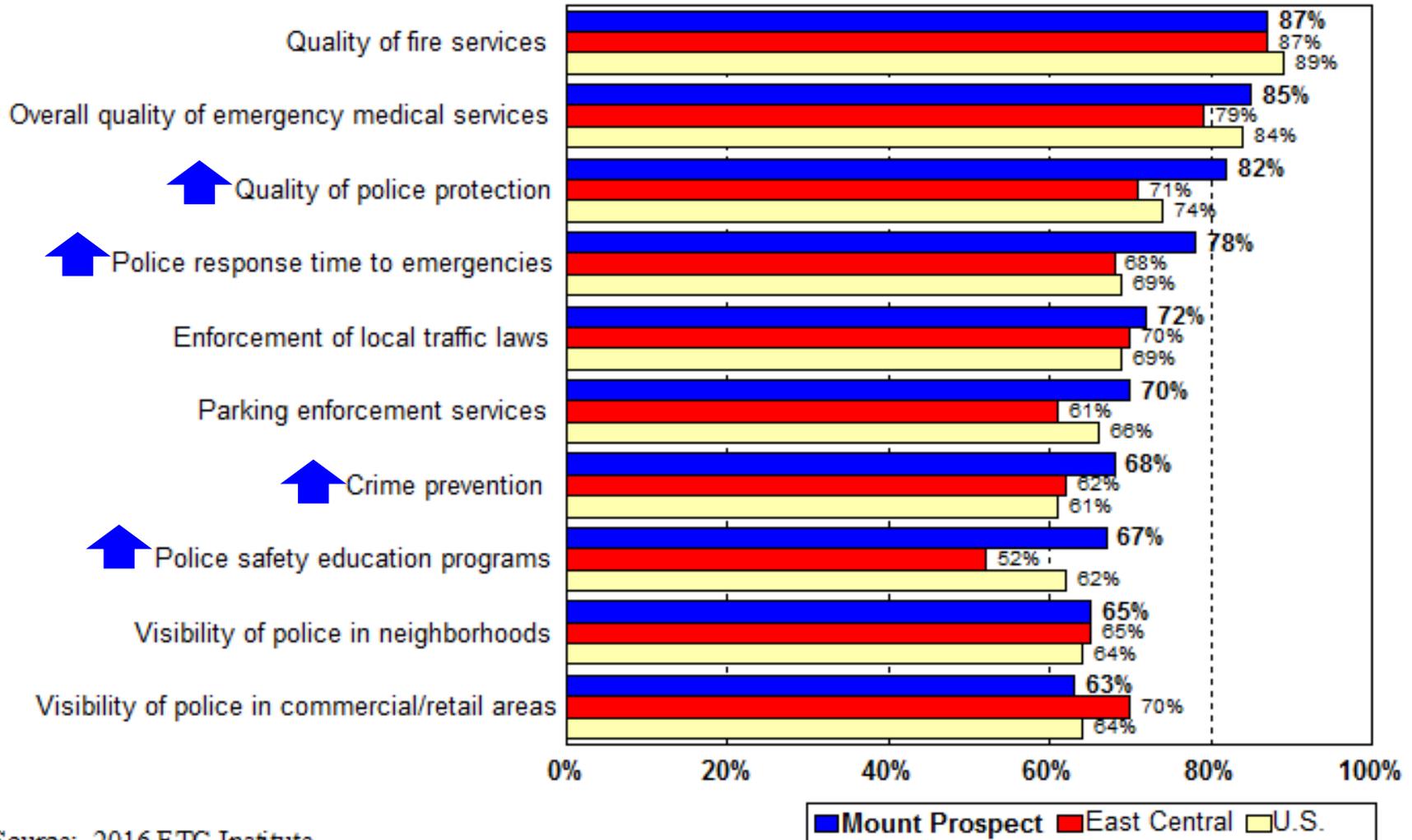
Source: 2016 ETC Institute

Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Public Safety Services Mount Prospect 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)



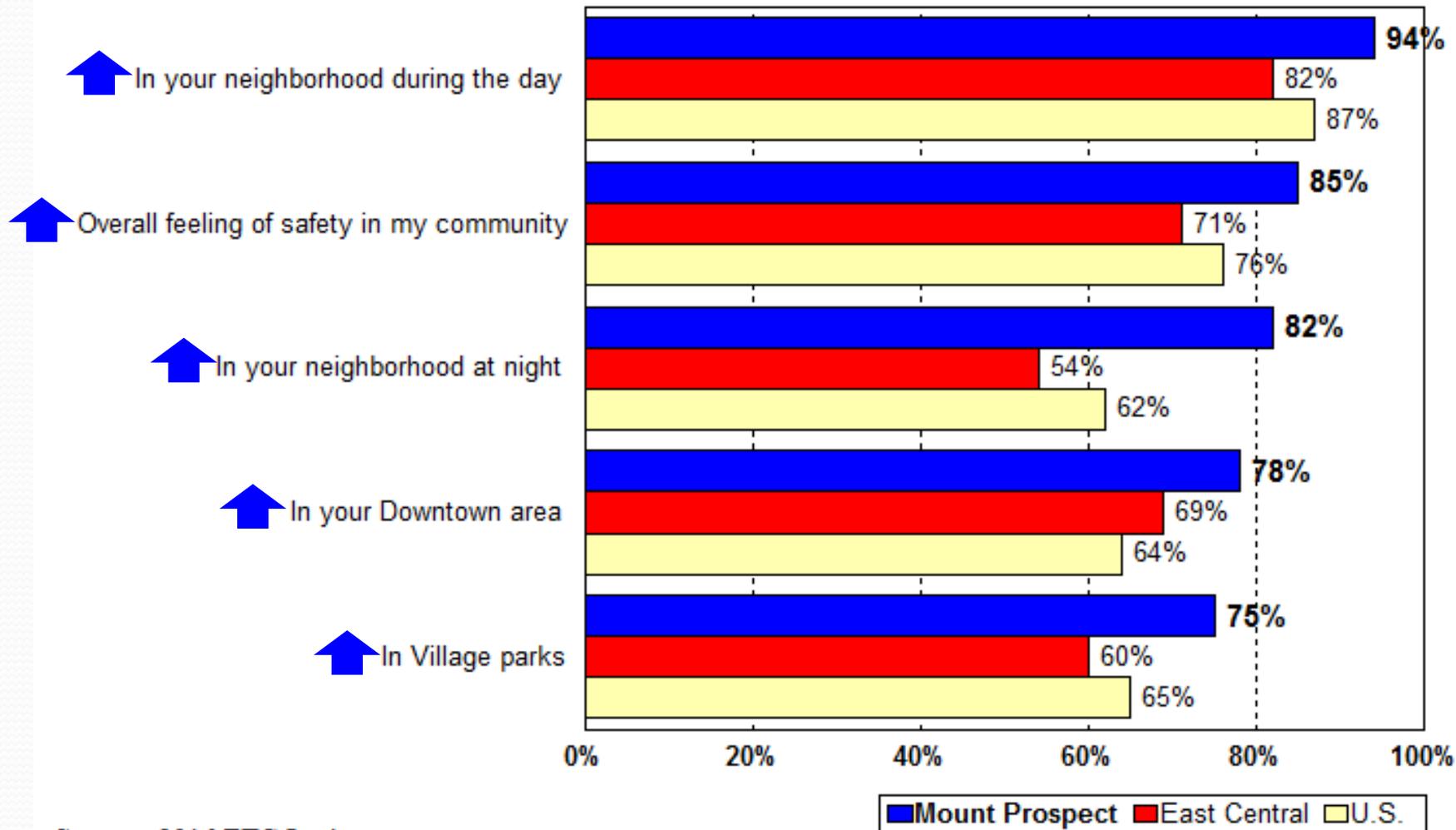
Source: 2016 ETC Institute

Significantly Higher: ↑

Significantly Lower: ↓

How Safe Residents Feel in Their Community Mount Prospect 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 safe" and 1 was "very unsafe" (excluding don't knows)



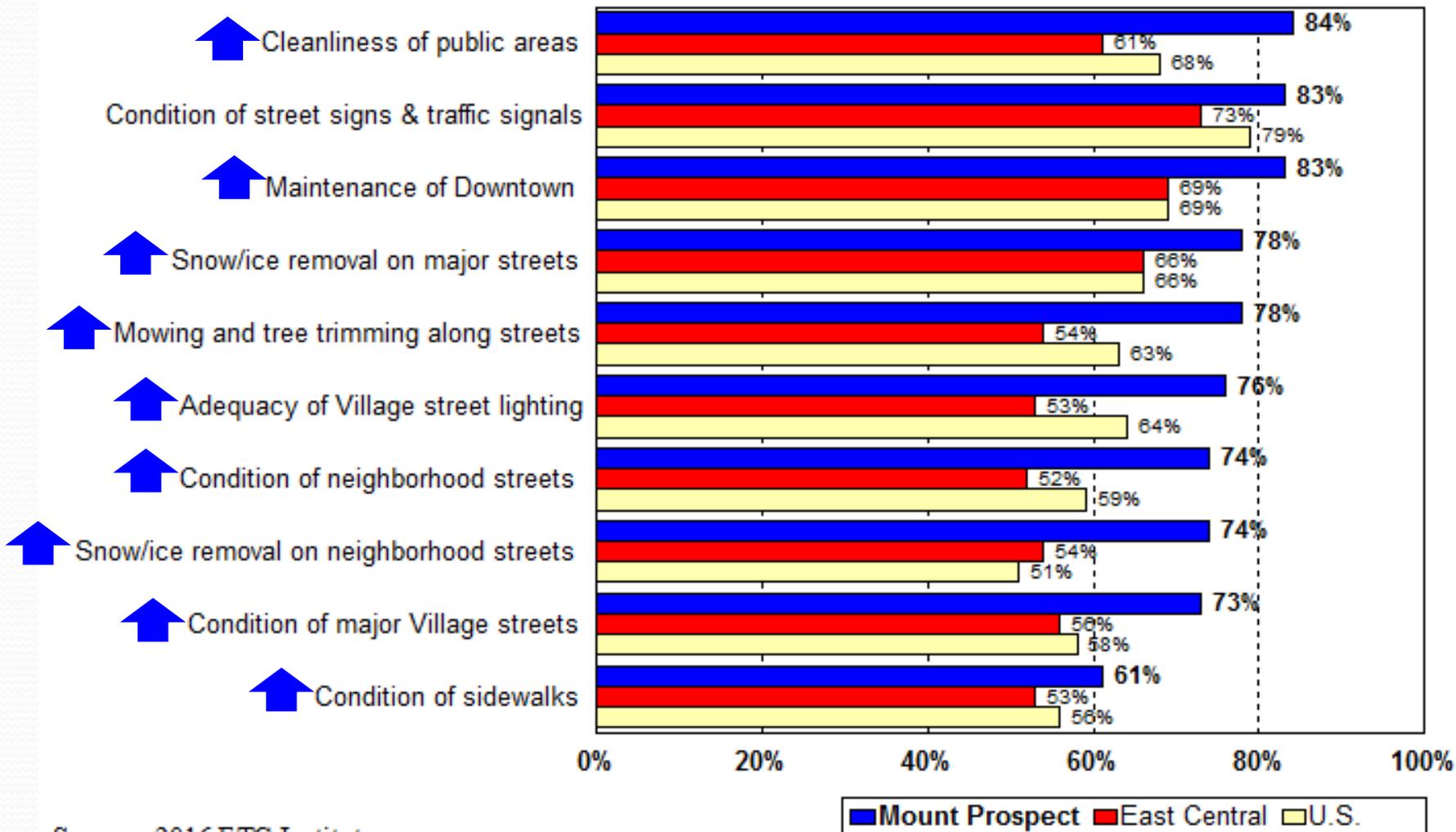
Source: 2016 ETC Institute

Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Maintenance Services Mount Prospect 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)



Source: 2016 ETC Institute

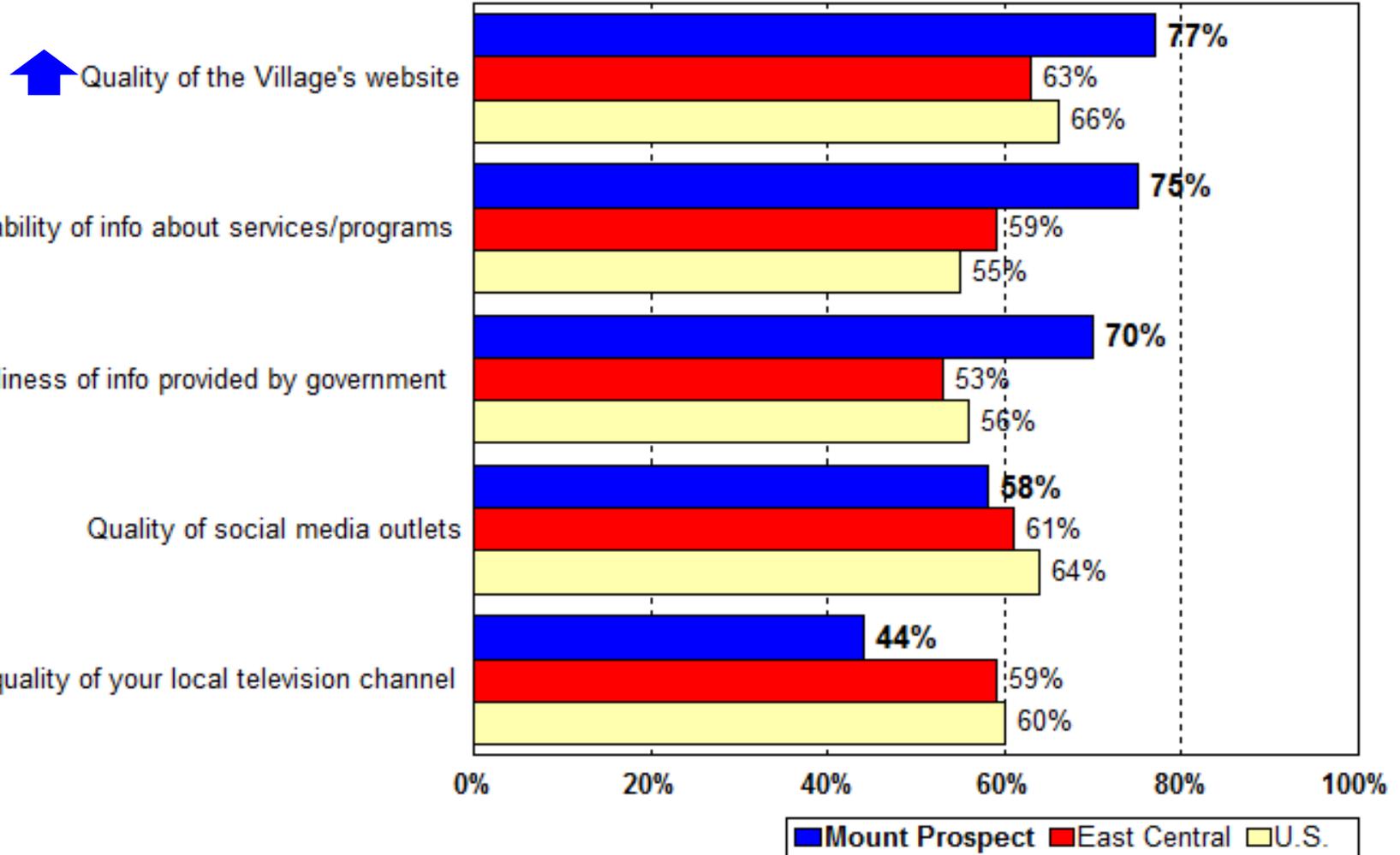
Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Communication

Mount Prospect 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)



Source: 2016 ETC Institute

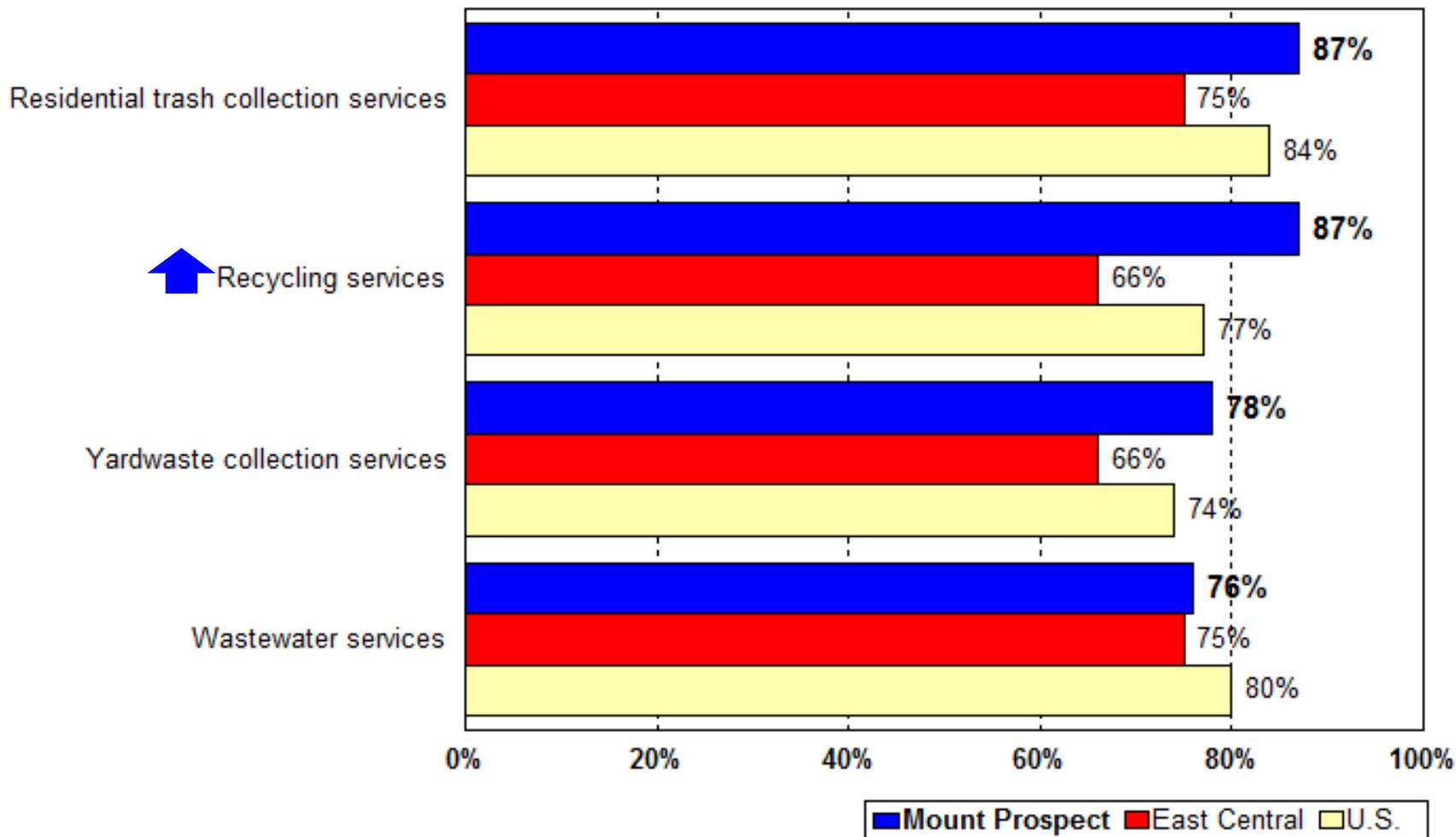
Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Waste Services

Mount Prospect 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)



Source: 2016 FTC Institute

Significantly Higher: ↑

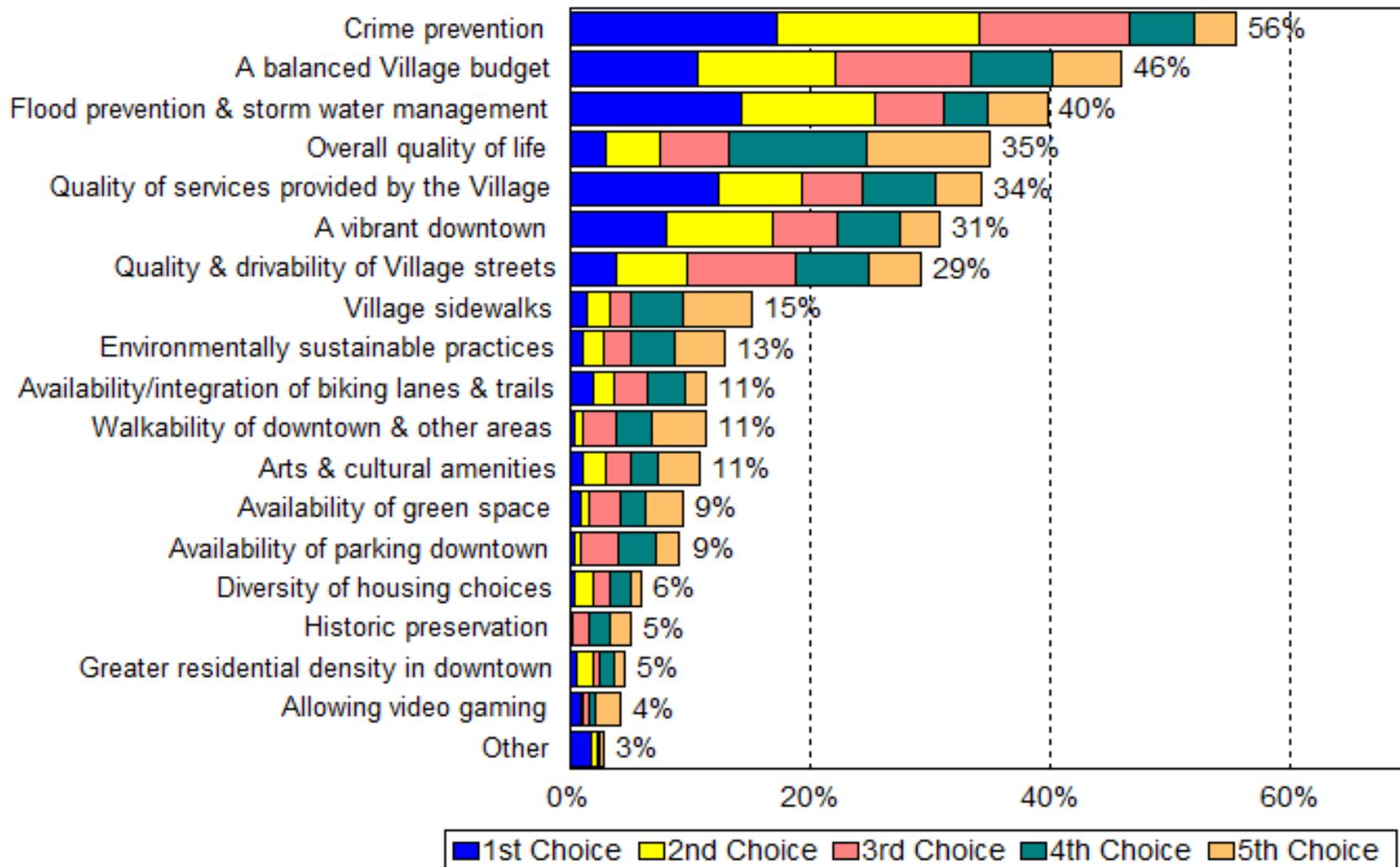
Significantly Lower: ↓

Major Finding #3

Top Community Priorities

Q22. 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



The Community Priorities That Residents Feel Should Receive the Most Emphasis Over the Next Two Years Are: 1) Crime Prevention, 2) A Balanced Village Budget, and 3) Flood Prevention & Stormwater Management

2016 Importance-Satisfaction Rating

Village of Mount Prospect

Quality of Life

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall management of Village finances	53%	1	48%	9	0.2746	1
<u>High Priority (IS .10-.20)</u>						
Overall flow of traffic management in the village	42%	3	58%	8	0.1735	2
Overall maintenance of Village streets	44%	2	75%	5	0.1101	3
<u>Medium Priority (IS <.10)</u>						
Overall effectiveness of communication with the public	24%	6	68%	6	0.0755	4
Overall enforcement of Village codes and ordinances	16%	7	61%	7	0.0612	5
Overall efforts of the Village for emergency preparedness	25%	5	77%	4	0.0578	6
Overall quality of services provided by the Village	35%	4	86%	2	0.0495	7
Customer service received from Village employees	12%	8	81%	3	0.0228	8
Overall maintenance of Village buildings & facilities	8%	9	86%	1	0.0113	9

Overall Priorities: 

2016 Importance-Satisfaction Rating

Village of Mount Prospect

Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Adequacy of street lighting on neighborhood streets	39%	1	58%	15	0.1666	1
Condition of sidewalks in your neighborhood	33%	3	61%	13	0.1265	2
Medium Priority (IS <.10)						
Condition of major Village streets	34%	2	73%	11	0.0923	3
Quality of cable & internet service	21%	7	58%	14	0.0876	4
Snow removal on streets in your neighborhood	33%	4	74%	10	0.0852	5
Conditions of streets in your neighborhood	32%	5	74%	9	0.0830	6
Snow removal on major Village streets	27%	6	78%	7	0.0597	7
Quality of electrical service	16%	10	72%	12	0.0466	8
Adequacy of street lighting on major streets	17%	9	76%	8	0.0400	9
Overall cleanliness of streets & other public areas	20%	8	84%	1	0.0317	10
Mowing/tree trimming along streets & other public areas	14%	11	78%	6	0.0310	11
Maintenance of street signs & traffic signals	12%	12	83%	3	0.0202	12
Maintenance of the Village's Downtown	10%	13	83%	4	0.0178	13
Quality of natural gas service	4%	14	78%	5	0.0088	14
Maintenance of Village owned buildings	3%	15	84%	2	0.0051	15

Infrastructure Priorities:

2016 Importance-Satisfaction Rating Village of Mount Prospect Community Development Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Property maintenance standards	45%	1	57%	4	0.1921	1
Exterior maintenance standards for private property	35%	2	63%	3	0.1294	2
Medium Priority (IS <.10)						
Building permit process	14%	4	55%	5	0.0638	3
Inspection process	12%	5	53%	6	0.0559	4
Appearance of Commercial Corridors	16%	3	65%	2	0.0546	5
Sign regulation standards	10%	6	66%	1	0.0349	6
Conditional use permit process and/or variance process	3%	7	50%	7	0.0165	7

Community Development Priorities: ←

2016 Importance-Satisfaction Rating

Village of Mount Prospect

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Visibility of police in neighborhoods	50%	2	65%	13	0.1745	1
Efforts to prevent crime	50%	1	68%	11	0.1618	2
Visibility of police in retail/commercial areas	30%	3	63%	14	0.1097	3
Medium Priority (IS <.10)						
Public safety education programs	21%	4	67%	12	0.0682	4
Enforcement of traffic laws (speeding)	18%	5	71%	9	0.0521	5
Overall quality of police response times	18%	7	78%	8	0.0385	6
Overall quality of police protection	18%	6	82%	5	0.0319	7
Enforcement of parking laws	10%	12	70%	10	0.0293	8
Overall quality of emergency medical services	17%	8	85%	4	0.0252	9
Overall professionalism of the police department	12%	9	81%	6	0.0221	10
Friendliness of police department	11%	11	81%	7	0.0207	11
Overall quality of fire protection services	11%	10	87%	3	0.0148	12
Overall professionalism of the Fire Department	4%	13	88%	2	0.0042	13
Friendliness of the Fire Department	2%	14	90%	1	0.0021	14

Public Safety Priorities: 

2016 Importance-Satisfaction Rating Village of Mount Prospect Human Services

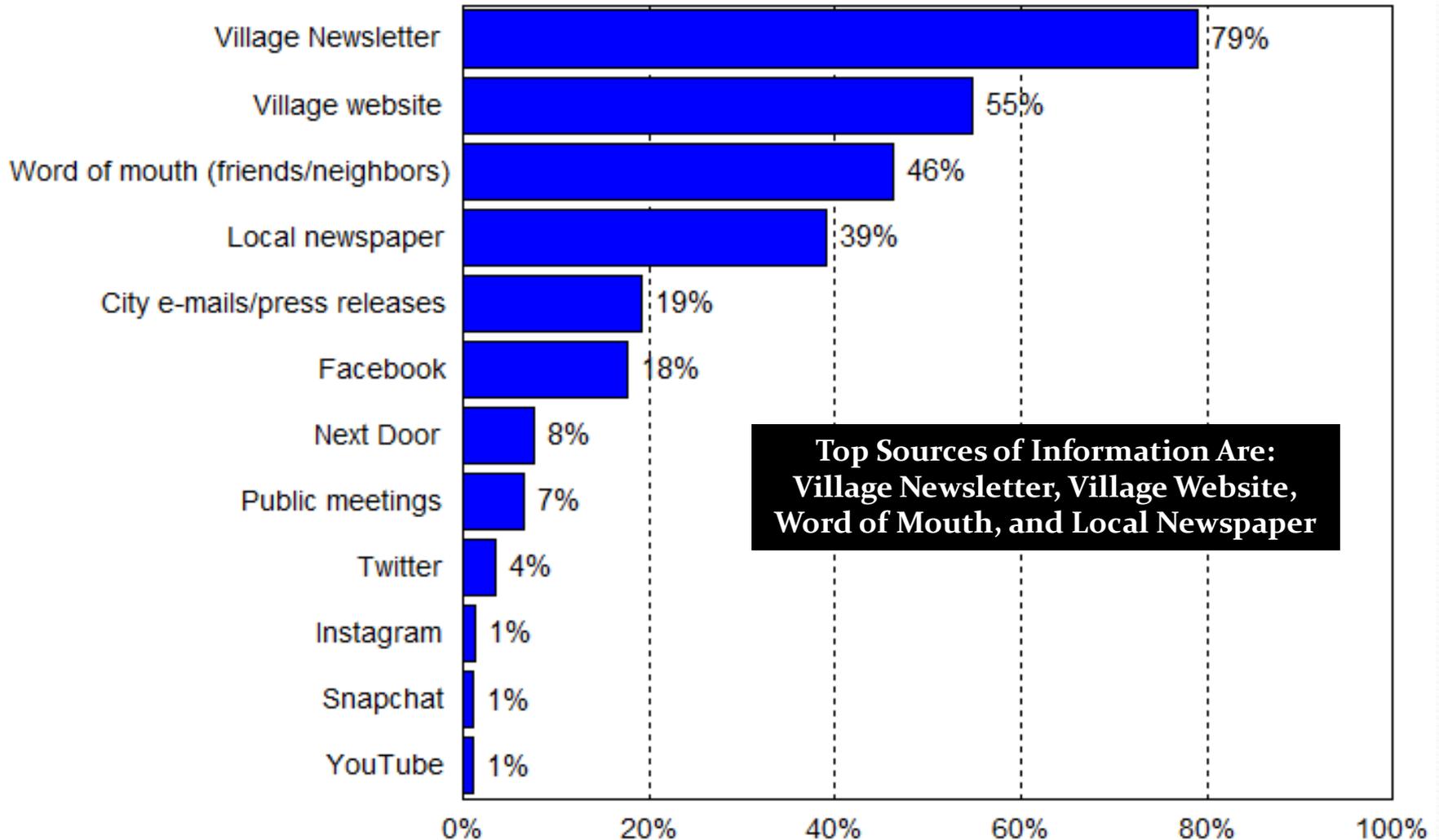
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Overall quality of social services	25%	2	53%	6	0.1190	1
Overall quality of senior services	25%	3	55%	4	0.1122	2
<u>Medium Priority (IS <.10)</u>						
Food pantry	16%	4	56%	3	0.0722	3
Accessibility of Village services	29%	1	77%	1	0.0664	4
Overall quality of nursing services	10%	5	55%	5	0.0441	5
Medical Lending Closet	7%	6	63%	2	0.0244	6

Human Services Priorities: 

Other Findings

Q15. Primary Sources of Information About Village Issues, Services, and Events

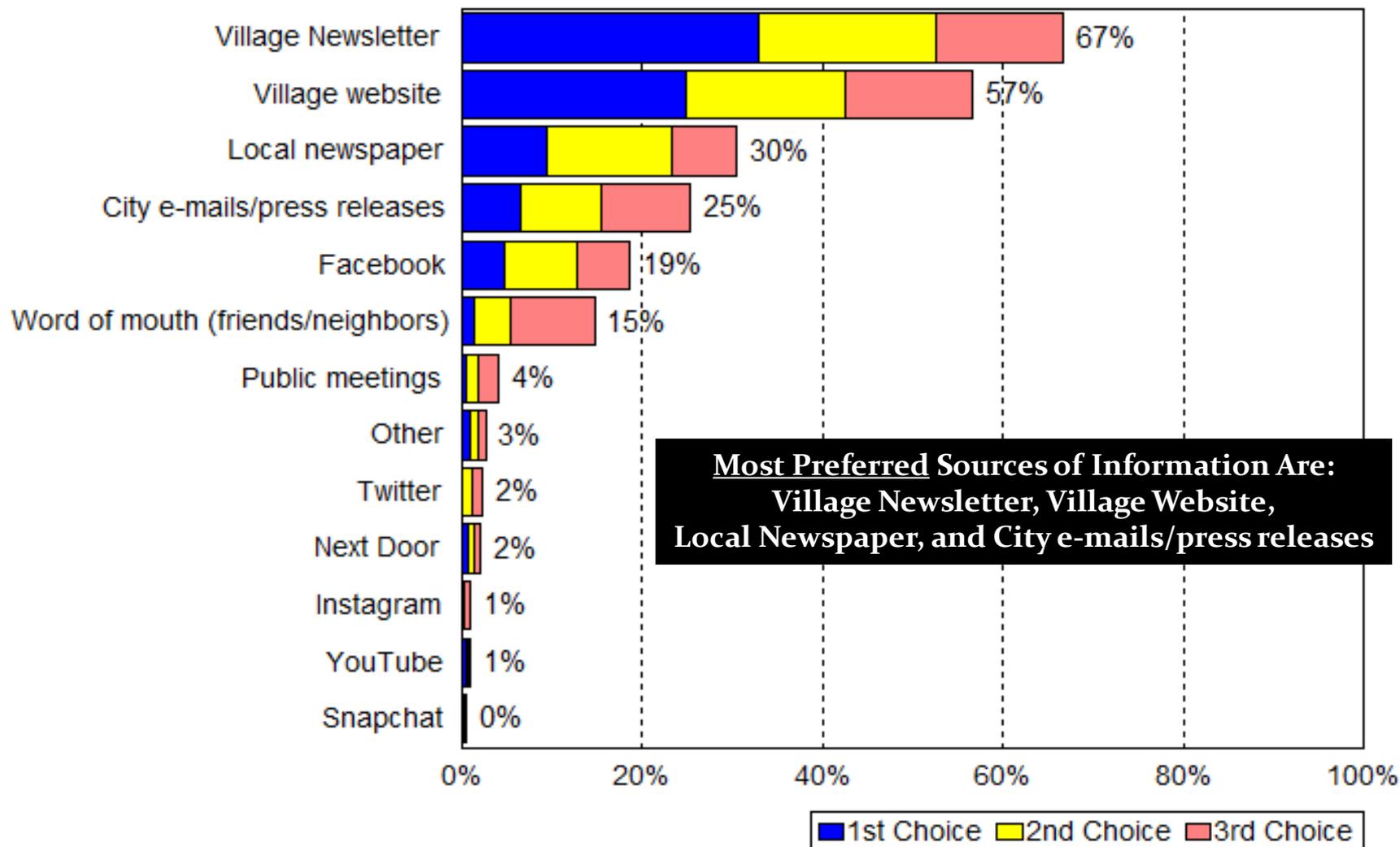
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2016)

Q16. Most Preferred Ways to Learn About Village Issues, Services, and Events

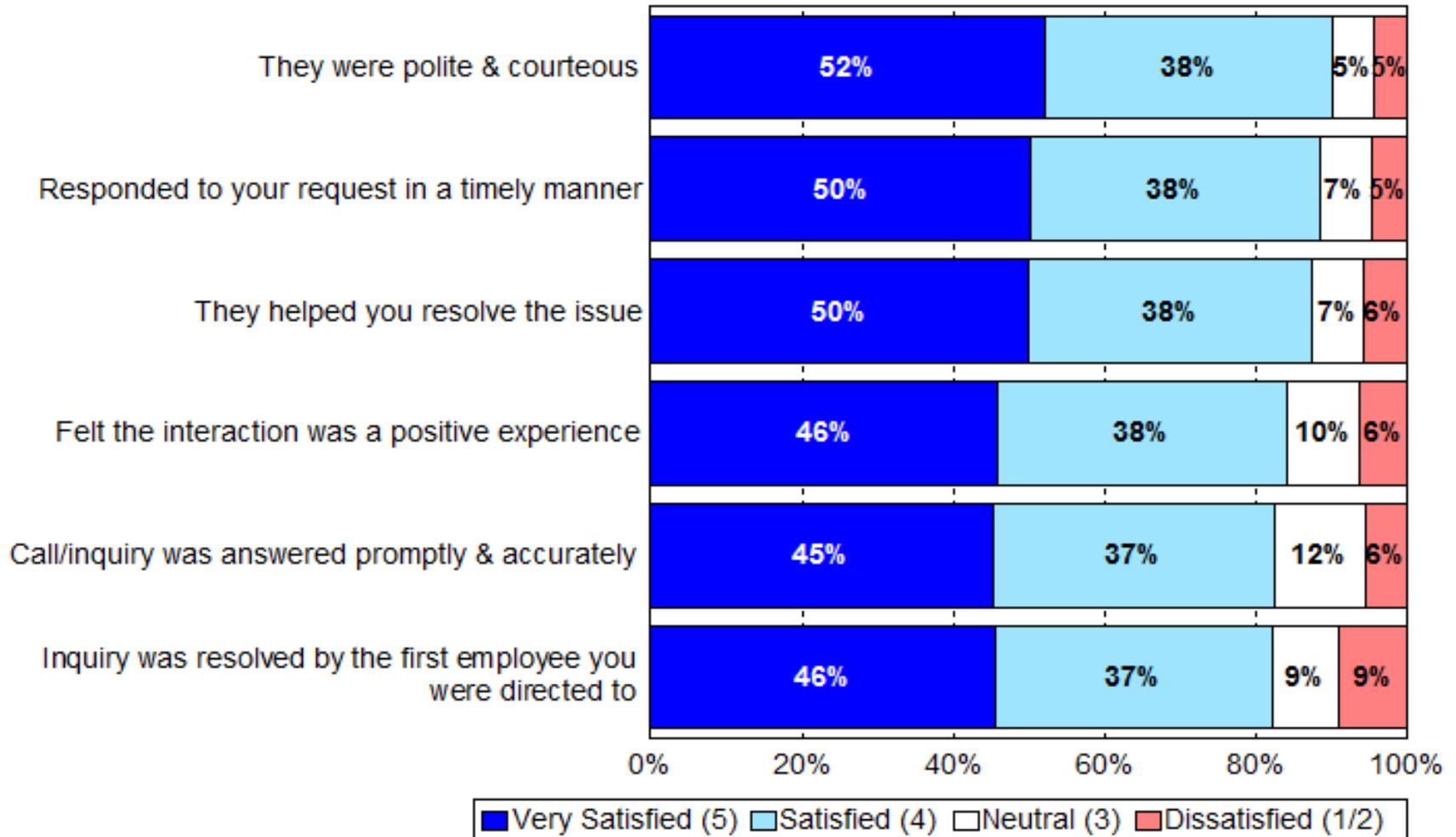
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

Q17-1. Overall Satisfaction with In-Person Experience with Village Employees

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

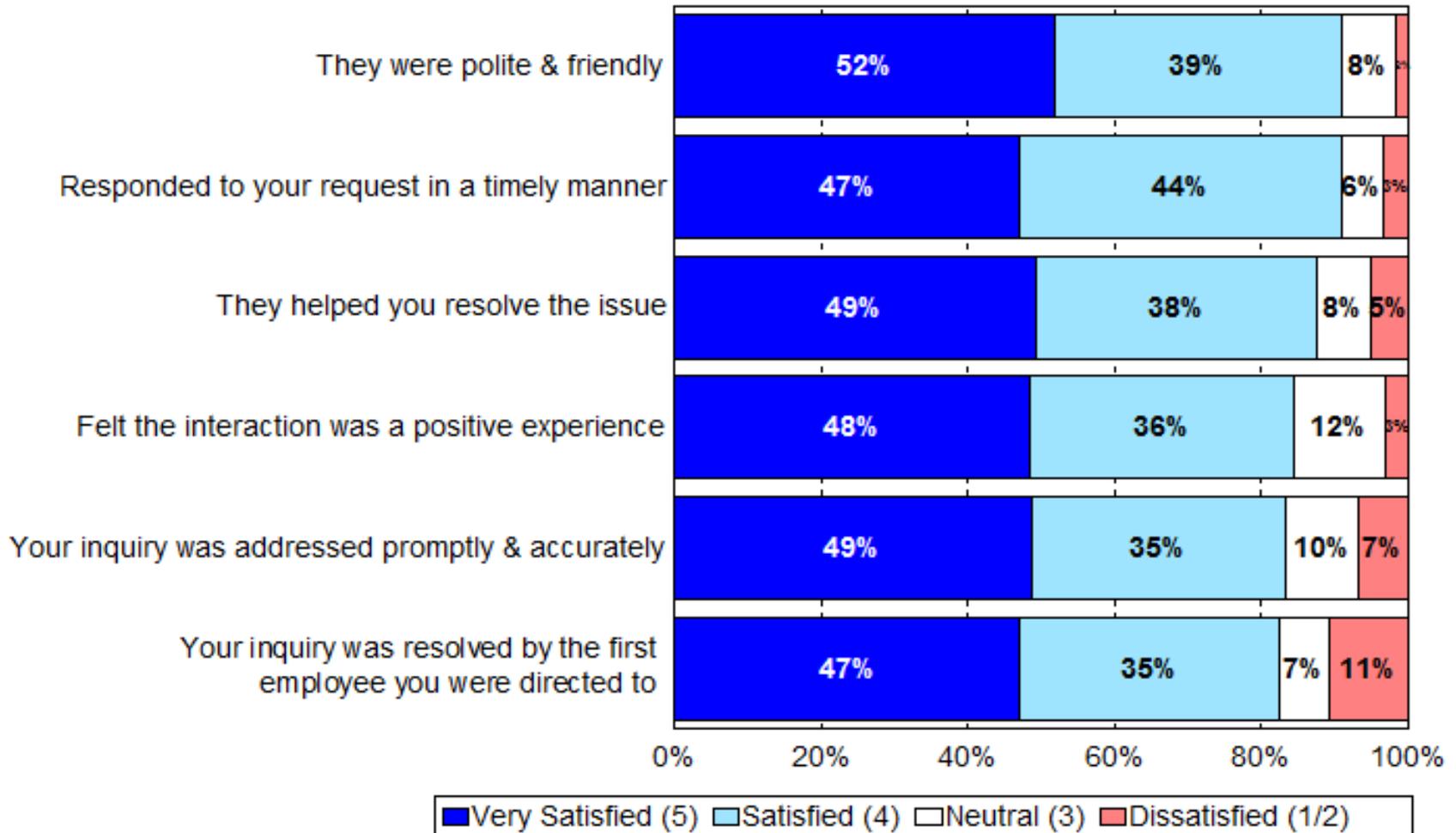


Source: FTEC Institute (2016)

For All Six Areas Related to In-Person Experience, Over 80% of Residents Were Satisfied, and Less than 10% Were Dissatisfied

Q18-1. Overall Satisfaction with Phone or Online Experience with Village Employees

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

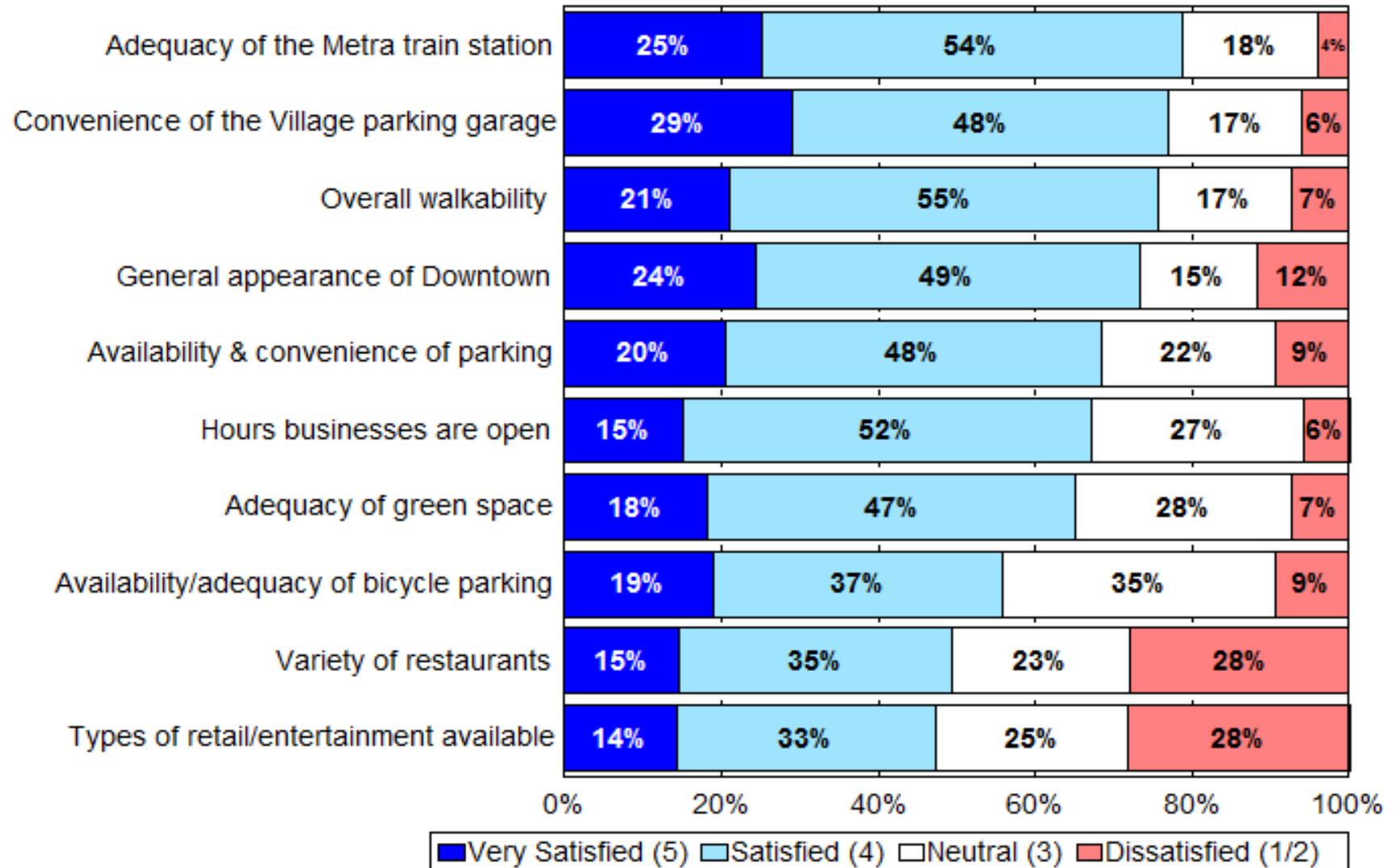


Source: FTEC Institute (2016)

For All Six Areas Related to Phone or Online Experience, Over 80% of Residents Were Satisfied, and 11% or Less Were Dissatisfied

Q20. Overall Satisfaction with the Downtown District

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



Source: ETC Institute (2016)

Summary

- **Residents Have a Very Positive Perception of the Village**
 - ❑ 85% are satisfied with the overall quality of life in Mount Prospect; only 3% are dissatisfied
 - ❑ 85% are satisfied with the overall quality of services provided by the Village; only 3% are dissatisfied
- **Overall Satisfaction with Village Services Is Much Higher in Mount Prospect Than Other Communities**
 - ❑ Overall satisfaction with Village services rated 39% above the East Central Regional Average, and 29% above the U.S. Average
 - ❑ Village rated above the East Central Average in 44 of 51 areas
 - ❑ Village rated above the U.S. Average in 43 of 51 areas
- **Top community priorities for the next 2 years:**
 - ❑ Crime prevention
 - ❑ A balanced Village budget
 - ❑ Flood prevention and storm water management

Questions?

THANK YOU!!