

2017 City of Elgin Community Survey

...helping organizations make better decisions since 1982

Final Report

Submitted to the City of Elgin, Illinois

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

August 2017



Contents

Executive Summary i

Section 1: Charts and Graphs 1

Section 2: Benchmarking Analysis..... 24

Section 3: Importance-Satisfaction Analysis 31

Section 4: Tabular Data 51

Section 5: Survey Instrument 96

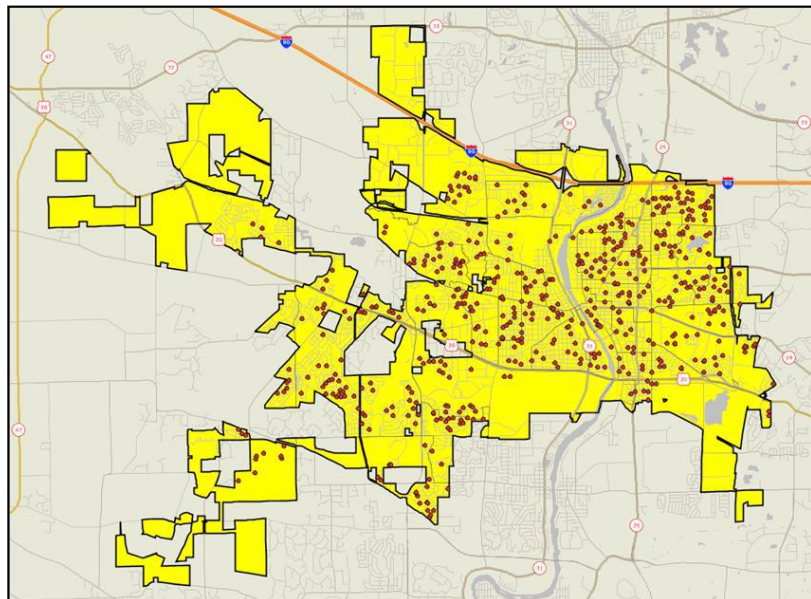
2017 City of Elgin Community Survey Executive Summary Report

Overview and Methodology

Overview. During June and July 2017, ETC Institute administered a citizen survey for the City of Elgin, Illinois. The purpose of the survey was to gather input from residents as part of the City's ongoing effort to improve City services.

Methodology. A seven-page survey was mailed to a random sample of households throughout the City of Elgin. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those who preferred to fill out the survey online (www.cityofelginsurvey.org). Approximately 10-14 days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Elgin from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted towards the goal of 500 completed surveys. However, ETC Institute did open the survey to the general public and provided all households with the opportunity to complete the survey. The results of the survey that was open to general public were tabulated separately from the households that were randomly selected to participate in the survey.

The goal was to receive at least 500 completed surveys from the random sample. This goal was exceeded, with a total of 577 households completing a survey. The results for the random sample of 577 households



have a 95% level of confidence with a precision of at least +/- 4.1%. To ensure that households throughout the City were well represented, ETC Institute geocoded the home address of respondents to the survey. The map on the previous page 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 City 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 City 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 City of Kewanee compare to other U.S. communities (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)
- GIS maps that show the results of many survey questions on maps of the City (Appendix A)

Major Findings

Perceptions of the City of Elgin

- Seventy-six percent (76%) of the residents surveyed, who had an opinion, gave a rating of “excellent” or “good” (rating of 4 or 5 on a 5-point scale) with the City of Elgin as a place to live; 15% rated the City as “neutral” and 9% felt the City was “below average” or “poor” as a place to live.

Satisfaction With Major City Services

- Eighty-eight percent (88%) 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 police, fire and ambulance services. Other areas that received ratings of “very satisfied” or “satisfied” include: quality of water utility services (75%), quality of trash and yard waste services (73%), quality of billing services provided (73%), and quality of parks and

recreation programs and facilities (72%). Residents were least satisfied with the maintenance of streets, sidewalks, and infrastructure (59%).

- Based on the sum of their top three choices, the major City services that residents felt should receive the most emphasis from City leaders over the next two years were: (1) maintenance of streets, sidewalks, and infrastructure, (2) enforcement of local codes and ordinances, and (3) quality of parks and recreation programs and facilities.

Public Safety Services

- The public safety services that residents, who had an opinion, were most satisfied with (rating of 4 or 5 on a 5-point scale) were: overall effectiveness of police protection (82%), overall professionalism of the police department (78%), and 911 call handling (77%). Residents were least satisfied with parking enforcement services (51%).
- Based on the sum of their top three choices, the public safety services that residents felt should receive the most emphasis from City leaders over the next two years were: (1) visibility of police in neighborhoods, (2) police efforts to prevent crime, and (3) overall effectiveness of police protection.

Fire and Emergency Medical Services

- The fire and emergency medical services that residents, who had an opinion, were most satisfied with (rating of 4 or 5 on a 5-point scale) were: overall effectiveness of fire services (87%), overall effectiveness of ambulance services (87%), and response time for emergency calls (83%). Residents were least satisfied with fire inspection programs in the community (51%).
- Based on the sum of their top two choices, the fire and emergency medical services that residents felt should receive the most emphasis from City leaders over the next two years were: (1) fire education programs in the community and (2) fire inspection programs in the community.

Maintenance Services

- Seventy-one percent (71%) of residents surveyed, who had an opinion, were “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with snow removal on major city streets. Other areas that received ratings of “very satisfied” or “satisfied” include: maintenance and cleanliness of neighborhoods (68%), maintenance and cleanliness of downtown Elgin (65%), overall cleanliness of streets and other public areas (64%), and leaf removal and collection program (63%). Residents were least satisfied with the condition of neighborhood streets (50%).
- Based on the sum of their top four choices, the maintenance services that residents felt should receive the most emphasis from City leaders over the next two years were: (1)

condition of neighborhood streets, (2) condition of major city streets, (3) snow removal on residential streets, and (4) adequacy of street lighting in neighborhoods.

Water Utility Services

- Eighty-six percent (86%) of residents surveyed, who had an opinion, were “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with water pressure on a typical day; 82% were “very satisfied” or “satisfied” with the ease of paying their water bill.
- Based on the sum of their top two choices, the water utility services that residents felt should receive the most emphasis from City leaders over the next two years were: (1) overall quality of tap water and (2) overall quality of water service.

Parks and Recreation Services

- Residents were asked to rate their satisfaction with three different aspects of parks and recreation services: parks, recreation, and communication. With regard to parks, 74% of residents surveyed, who had an opinion, were “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the maintenance of parks. In the recreation category, 79% were “very satisfied” or “satisfied” with the maintenance and appearance of The Centre, and in the communication category, 62% were “very satisfied” or “satisfied” with the quality of customer service from Parks and Recreation employees.
- Based on the sum of their top four choices, the parks and recreation services that residents felt should receive the most emphasis from City leaders over the next two years were: (1) maintenance of parks, (2) quality of parks facilities, (3) availability of information about Parks and Recreation programs, and (4) quality of walking and biking trails.

Code Enforcement Services

- Forty-eight percent (48%) of residents surveyed, who had an opinion, were “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the effectiveness of Code Enforcement; 42% were “very satisfied” or “satisfied” with the exterior maintenance of commercial/business property.
- Based on the sum of their top two choices, the code enforcement services that residents felt should receive the most emphasis from City leaders over the next two years were: (1) clean-up of trash and debris on private property and (2) exterior maintenance of residential property.

Community Development Services

- Seventy-six percent (76%) of residents surveyed, who had an opinion, were “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the City’s historic

preservation efforts; 20% were “neutral” and 4% were “dissatisfied.” Residents were least satisfied with communication from community development staff (36%).

Public Information and Engagement

- Fifty-four percent (54%) of residents surveyed, who had an opinion, were “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the availability of public information from the City; 31% were “neutral” and 15 were “dissatisfied.”
- Two-thirds (66%) of residents indicated they used the City of Elgin website to gather information about the City; 55% used word of mouth, and 45% used local newspapers.
- Based on the sum of their top three choices, the sources residents *most prefer* to get information from the city are: (1) City of Elgin website, (2) Elgin Neighbor Newsletter, and (3) direct mail.

Other Findings

- Nearly three-fourths (71%) of residents who had an opinion indicated they would be “very likely” or “likely” to remain in Elgin for the next five years; 61% would be “very likely” or “likely” to recommend living in Elgin.
- Most residents (88%) who had an opinion felt “very safe” or “safe” in their neighborhood during the day; 74% felt “very safe” or “safe” in Downtown Elgin during the day, and 73% felt “very safe” or “safe” in their neighborhood at night.
- Eighty-nine percent (89%) of residents who had an opinion indicated that recycling, waste management, and composting were “very important” or “somewhat important” sustainability items; 83% thought resource conservation (water, energy) were “very important” or “somewhat important,” and 81% felt that sustainable transportation and mobility were “very important” or “somewhat important.” Based on the sum of their top two choices, the sustainability items residents thought should receive the most emphasis over the next two years were: (1) recycling, waste management, and composting and (2) alternative and renewable energy.
- More than half (56%) of residents who had an opinion indicated they currently pay City utility bills online or through autopay. Fifty-five percent (55%) who had an opinion indicated a desire to make more City transactions online.
- Sixteen percent (16%) of residents who had an opinion indicated they talk to or visit with their immediate neighbors almost everyday; 29% visit with their neighbors several times a week, 23% do so several times a month, and 32% visit with their neighbors less than several times a month.

- More than three-fourths (76%) of residents who had an opinion indicated they are satisfied with the process to report non-emergency problems, such as potholes, to the City. When asked what their preferred method is for reporting problems to the City, more than half (51%) who had an opinion indicated they prefer a phone call; 15% prefer using a mobile application, 14% prefer the City website, 12% email, 6% prefer to report problems in-person to a City staff member, and 2% through social media.
- Fifty-five percent (55%) of residents would most likely use the City of Elgin website to find employment opportunities in the Elgin area; 53% would use online employment search engines (e.g. Indeed, CareerBuilder, etc.), and 39% would use referrals from friends or family.
- Sixty-nine percent (69%) of residents who had an opinion indicated they had visited Downtown Elgin to eat at a restaurant in the last 12 months; 60% had visited Downtown to attend a special event, 45% had visited to do business or had an appointment, 39% had visited to attend a cultural/visual/performing arts program, and 50% of residents had visited Downtown Elgin to recreate along the Fox River or Walton Island in the last 12 months.

How the City of Elgin Compares to Other Communities Nationally

Satisfaction ratings for the City of Elgin **rated above the U.S. average in 45 of the 57 areas** that were assessed. The City of Elgin rated significantly higher than the U.S. average (difference of 5% or more) in 33 of these areas. Listed below are the services in which the City of Elgin rated above U.S. average:

Service	Elgin	U.S.	Difference	Category
Overall quality of water service	79%	48%	31%	Water Utility Services
Golf courses	64%	45%	19%	Parks and Recreation
Maintenance of streets/sidewalks/infrastructure	59%	41%	18%	Overall City Services
Quality of customer service provided by the City	63%	47%	16%	Overall City Services
Maintenance and cleanliness of downtown	65%	50%	15%	Maintenance Services
On-street bicycle infrastructure	52%	37%	15%	Maintenance Services
Water pressure on a typical day	86%	71%	15%	Water Utility Services
Snow removal on major city streets	71%	58%	13%	Maintenance Services
Condition of city sidewalks and bikeways	60%	47%	13%	Maintenance Services
Quality of water utility services	75%	63%	12%	Overall City Services
Quality of stormwater management	68%	56%	12%	Overall City Services
Overall effectiveness of police protection	82%	70%	12%	Police and Public Safety
Availability of information about programs/activities	56%	44%	12%	Police and Public Safety
Quality of police, fire and ambulance services	88%	77%	11%	Overall City Services
Response time for emergency calls	76%	65%	11%	Police and Public Safety
Police efforts to prevent crime	67%	56%	11%	Police and Public Safety
Condition of street drainage/water drainage	57%	46%	11%	Maintenance Services
Visibility of police in the city	71%	61%	10%	Police and Public Safety
Snow removal on residential streets	58%	48%	10%	Maintenance Services
Overall quality of recreation facilities	70%	60%	10%	Parks and Recreation
Ability to volunteer/serve	43%	33%	10%	Public Information & Engagement
Ability to provide feedback to the City	43%	34%	9%	Public Information & Engagement
Quality of parks and recreation programs/facilities	72%	64%	8%	Overall City Services
Enforcement of local codes and ordinances	60%	52%	8%	Overall City Services
Condition of major city streets	58%	50%	8%	Maintenance Services
Quality of walking and biking trails	67%	59%	8%	Parks and Recreation
Availability of public information	54%	46%	8%	Public Information & Engagement
Overall effectiveness of ambulance services	87%	80%	7%	Fire/Emergency Medical Services
As a place to live	76%	70%	6%	Perceptions of the City
As a City moving in the right direction	58%	53%	5%	Perceptions of the City
Parking enforcement services	51%	46%	5%	Police and Public Safety
Mowing/tree trimming along streets/public areas	59%	54%	5%	Maintenance Services
Number of parks	73%	68%	5%	Parks and Recreation
Quality of trash and yard waste services	73%	69%	4%	Overall City Services
Overall effectiveness of fire services	87%	83%	4%	Fire/Emergency Medical Services
Maintenance of parks	74%	70%	4%	Parks and Recreation
Visibility of police in neighborhoods	62%	59%	3%	Police and Public Safety
Adequacy of street lighting in your neighborhood	59%	56%	3%	Maintenance Services
Overall cleanliness of streets/other public areas	64%	62%	2%	Maintenance Services
Leaf removal or collection program	63%	61%	2%	Maintenance Services
Condition of neighborhood streets	50%	48%	2%	Maintenance Services
Quality of outdoor athletic fields	67%	65%	2%	Parks and Recreation
As a place to work	55%	54%	1%	Perceptions of the City
Overall quality of your tap water	68%	67%	1%	Water Utility Services
Quality of park facilities	65%	64%	1%	Parks and Recreation

How the City of Elgin Compares to Other Communities Regionally

Satisfaction ratings for the City of Elgin rated above the Great Lakes regional average in 39 of the 57 areas that were assessed. The City of Elgin rated significantly higher than the Great Lakes regional average (difference of 5% or more) in 30 of these areas. Listed below are the services in which the City of Elgin rated above the Great Lakes regional average:

Service	Elgin	Great Lakes Region	Difference	Category
Overall quality of water service	79%	45%	34%	Water Utility Services
Water pressure on a typical day	86%	67%	19%	Water Utility Services
Quality of police, fire and ambulance services	88%	71%	17%	Overall City Services
Quality of stormwater management	68%	52%	16%	Overall City Services
Quality of customer service provided by the City	63%	47%	16%	Overall City Services
Maintenance of streets/sidewalks/infrastructure	59%	44%	15%	Overall City Services
Overall effectiveness of police protection	82%	67%	15%	Police and Public Safety
Maintenance and cleanliness of downtown	65%	50%	15%	Maintenance Services
Availability of information about programs/activities	56%	42%	14%	Police and Public Safety
Snow removal on residential streets	58%	44%	14%	Maintenance Services
On-street bicycle infrastructure	52%	38%	14%	Maintenance Services
Golf courses	64%	50%	14%	Parks and Recreation
Quality of water utility services	75%	62%	13%	Overall City Services
Condition of city sidewalks and bikeways	60%	47%	13%	Maintenance Services
Visibility of police in the city	71%	59%	12%	Police and Public Safety
Snow removal on major city streets	71%	59%	12%	Maintenance Services
Police efforts to prevent crime	67%	56%	11%	Police and Public Safety
Overall effectiveness of ambulance services	87%	76%	11%	Fire/Emergency Medical Services
Response time for emergency calls	76%	66%	10%	Police and Public Safety
Condition of street drainage/water drainage	57%	47%	10%	Maintenance Services
Ability to volunteer/serve	43%	33%	10%	Public Information & Engagement
Visibility of police in neighborhoods	62%	53%	9%	Police and Public Safety
Overall quality of recreation facilities	70%	61%	9%	Parks and Recreation
Condition of major city streets	58%	50%	8%	Maintenance Services
Maintenance of parks	74%	66%	8%	Parks and Recreation
Quality of walking and biking trails	67%	59%	8%	Parks and Recreation
Number of parks	73%	66%	7%	Parks and Recreation
Enforcement of local codes and ordinances	60%	54%	6%	Overall City Services
Parking enforcement services	51%	45%	6%	Police and Public Safety
Overall quality of your tap water	68%	62%	6%	Water Utility Services
Quality of parks and recreation programs/facilities	72%	68%	4%	Overall City Services
Availability of public information	54%	50%	4%	Public Information & Engagement
Ability to provide feedback to the City	43%	39%	4%	Public Information & Engagement
Quality of trash and yard waste services	73%	70%	3%	Overall City Services
Condition of neighborhood streets	50%	47%	3%	Maintenance Services
As a City moving in the right direction	58%	56%	2%	Perceptions of the City
Overall effectiveness of fire services	87%	85%	2%	Fire/Emergency Medical Services
Leaf removal or collection program	63%	62%	1%	Maintenance Services
Adequacy of street lighting in your neighborhood	59%	58%	1%	Maintenance Services

Investment Priorities

In order to help the City identify opportunities for improvement, ETC Institute conducted an Importance-Satisfaction (I-S) Priorities Analysis. This analysis examined the importance that residents placed on each City 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 City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize improvements in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Based on the results of the Importance-Satisfaction (I-S) Priorities Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Service Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top two opportunities for improvement over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of streets/sidewalks/infrastructure
 - Enforcement of local codes and ordinances

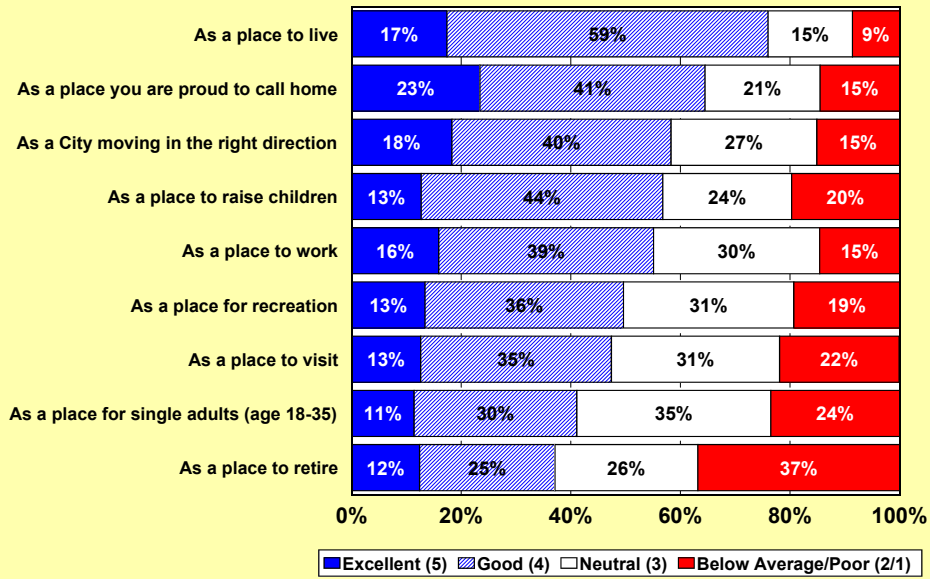
- **Priorities within Departments/Specific Areas.** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Police and Public Safety:** visibility of police in neighborhoods and police efforts to prevent crime.
 - **Fire and Emergency Medical Services:** fire education programs in your community and fire inspection programs in your community.
 - **Maintenance Services:** condition of neighborhood streets, condition of major city streets, and removal of snow on residential streets.
 - **Sustainability:** no high priorities identified.
 - **Water Utility Services:** overall quality of your tap water.

- **Parks and Recreation:** availability of information about parks and recreation programs and quality of park facilities.
- **Code Enforcement:** clean-up of trash/debris on private property and exterior maintenance of residential property.

Section 1:
Charts and Graphs

Q1. Perceptions of the City of Elgin

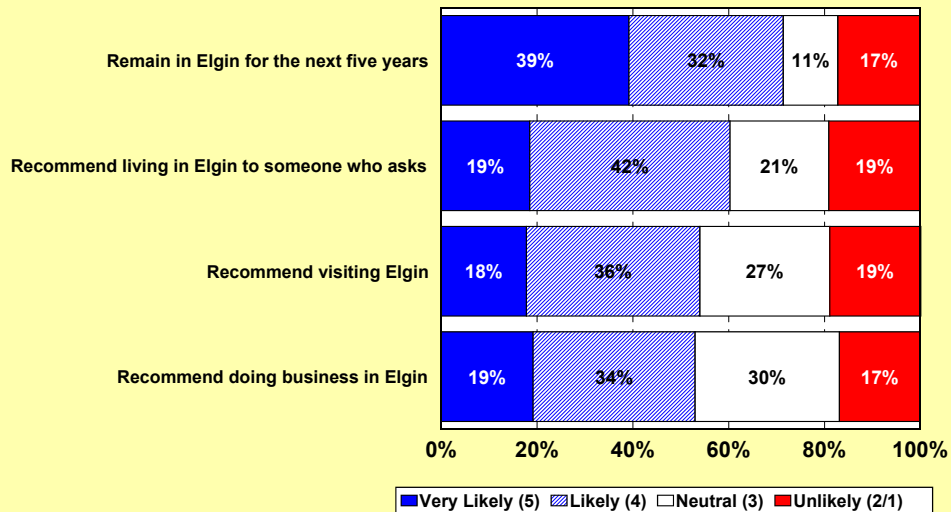
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q2. Likelihood of Doing the Following:

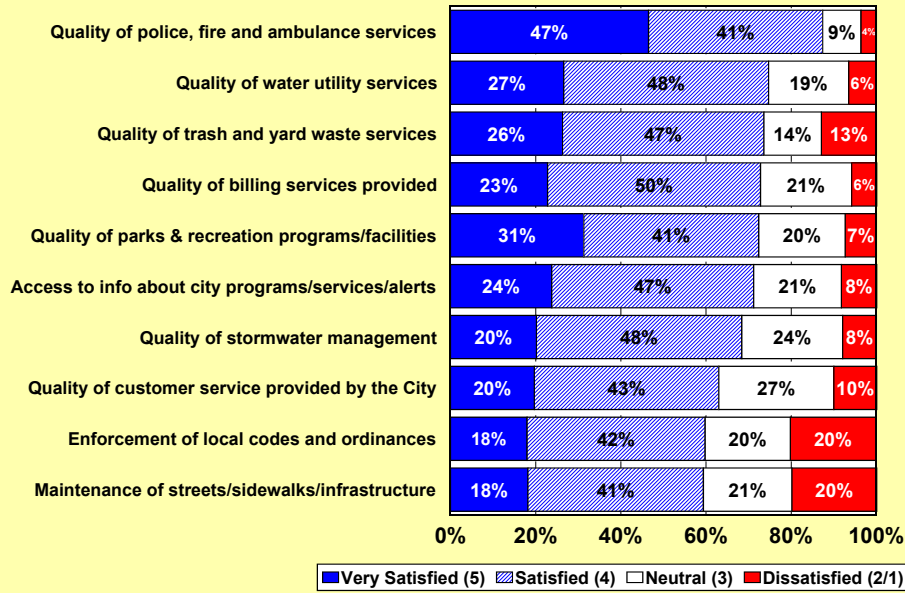
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q3. Satisfaction With Major City Services

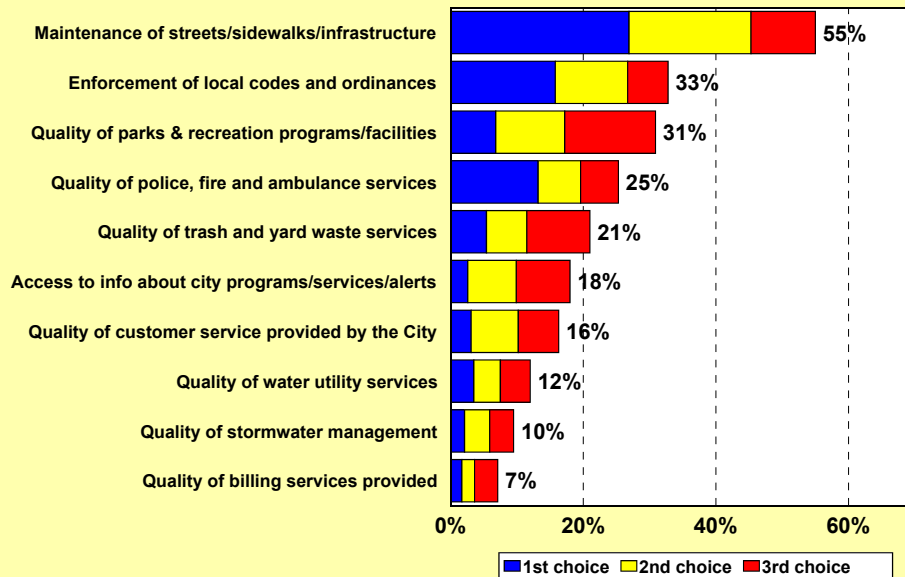
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q4. Major City Services That Should Receive the Most Emphasis Over the Next Two Years

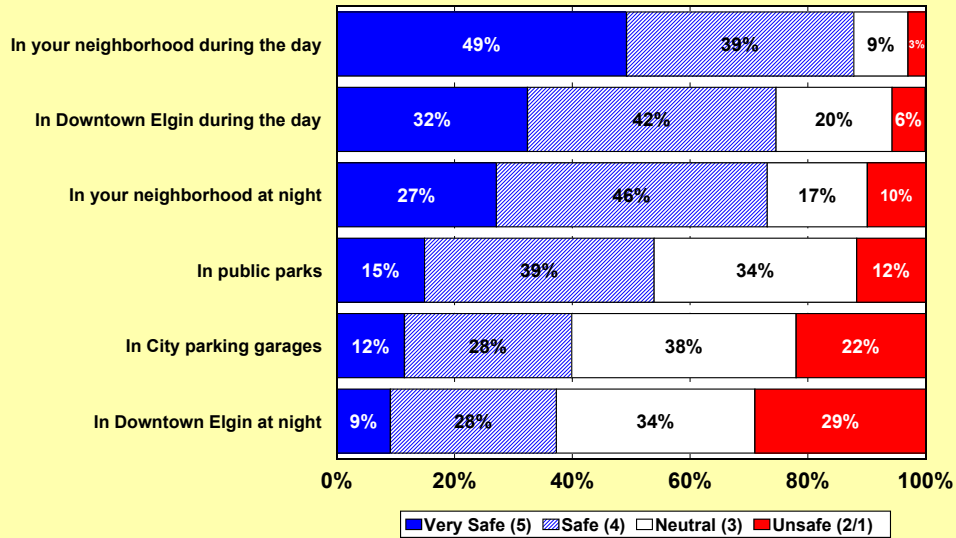
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017 - City of Elgin, IL)

Q5. Feeling of Safety in Various Situations

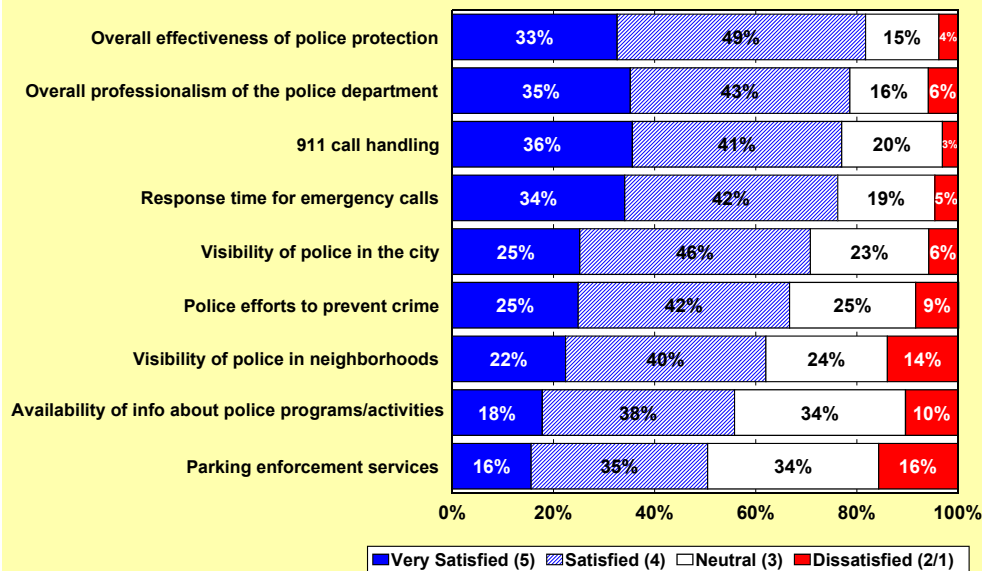
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q6. Satisfaction With Public Safety Services

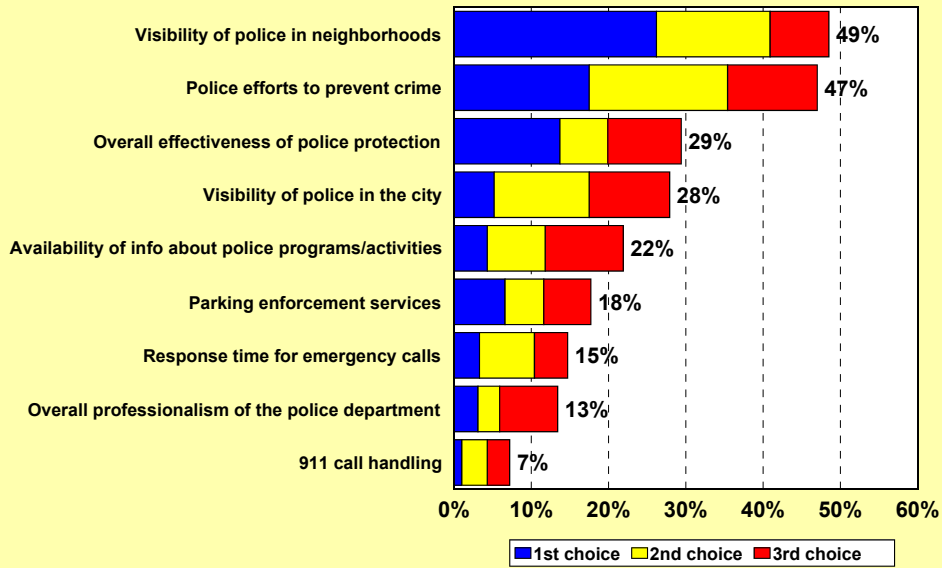
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q7. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

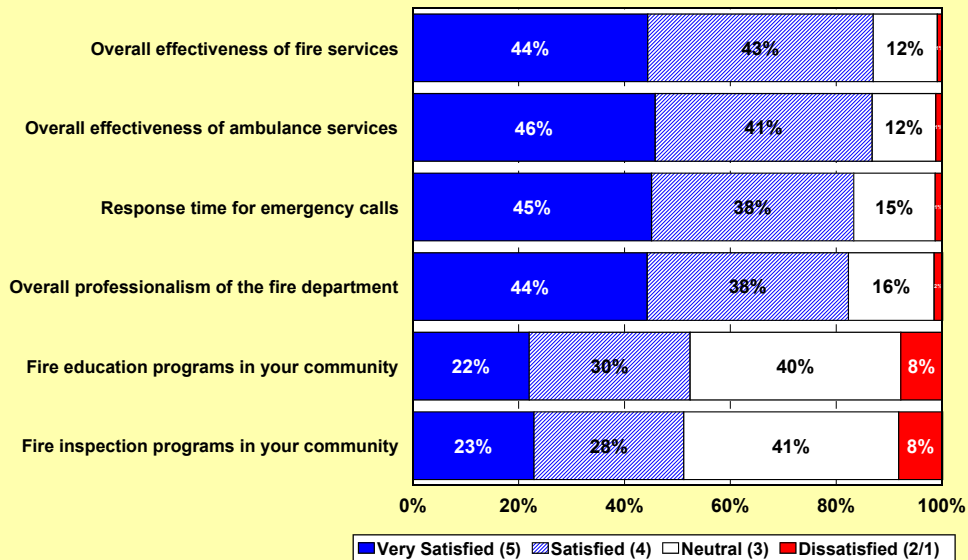
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017 - City of Elgin, IL)

Q8. Satisfaction With Fire and Emergency Medical Services

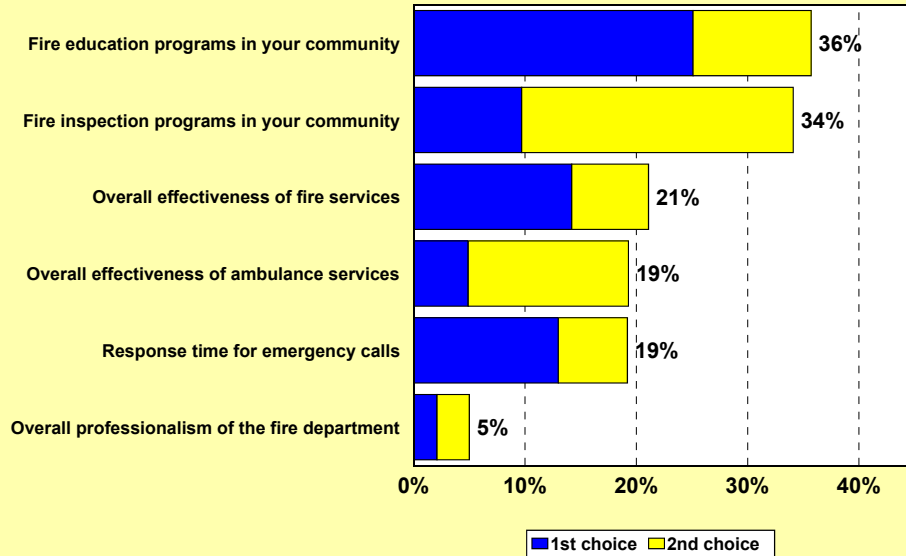
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q9. Fire and Emergency Medical Services That Should Receive the Most Emphasis Over the Next Two Years

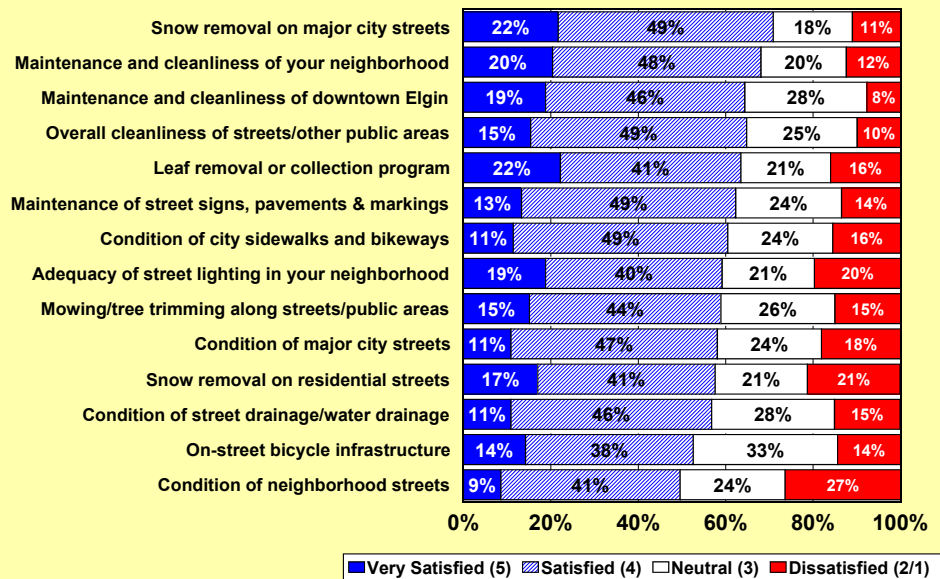
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2017 - City of Elgin, IL)

Q10. Satisfaction With Maintenance Services

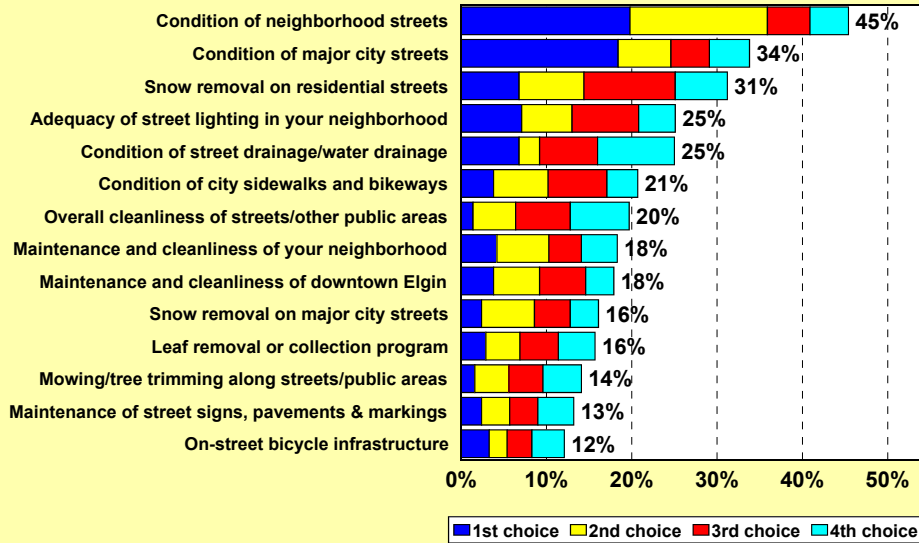
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

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

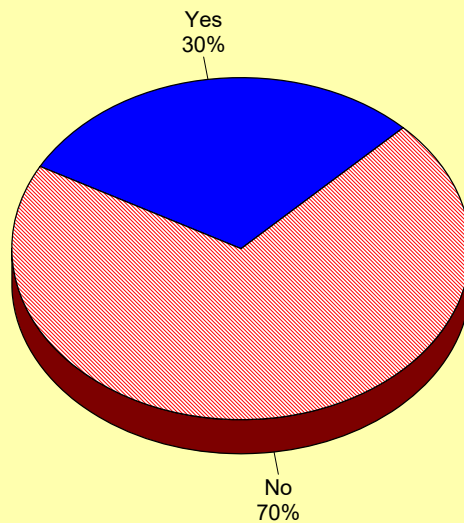
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2017 - City of Elgin, IL)

Q12. Is parking an issue in your neighborhood?

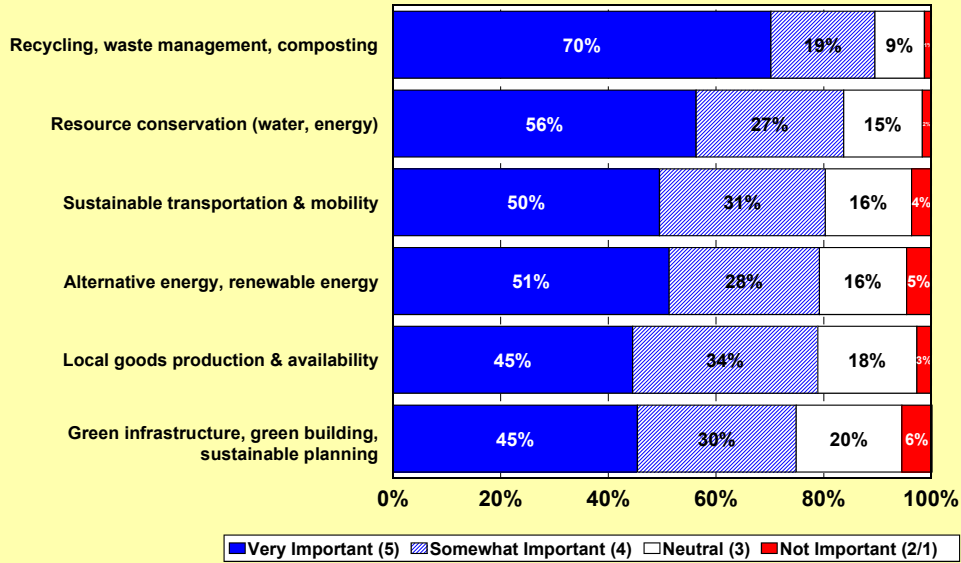
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2017 - City of Elgin, IL)

Q13. Importance of Various Sustainability Items

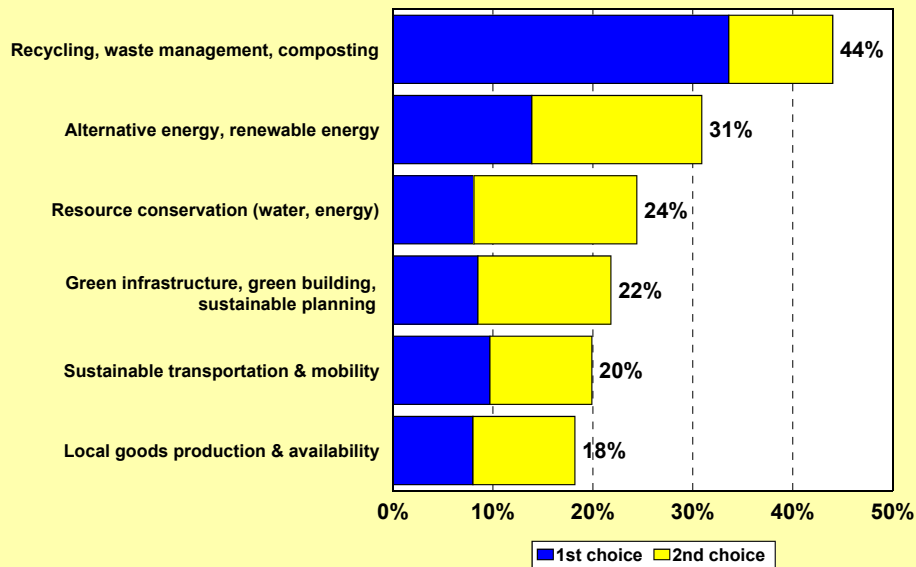
by percentage of respondents (excluding "don't know")



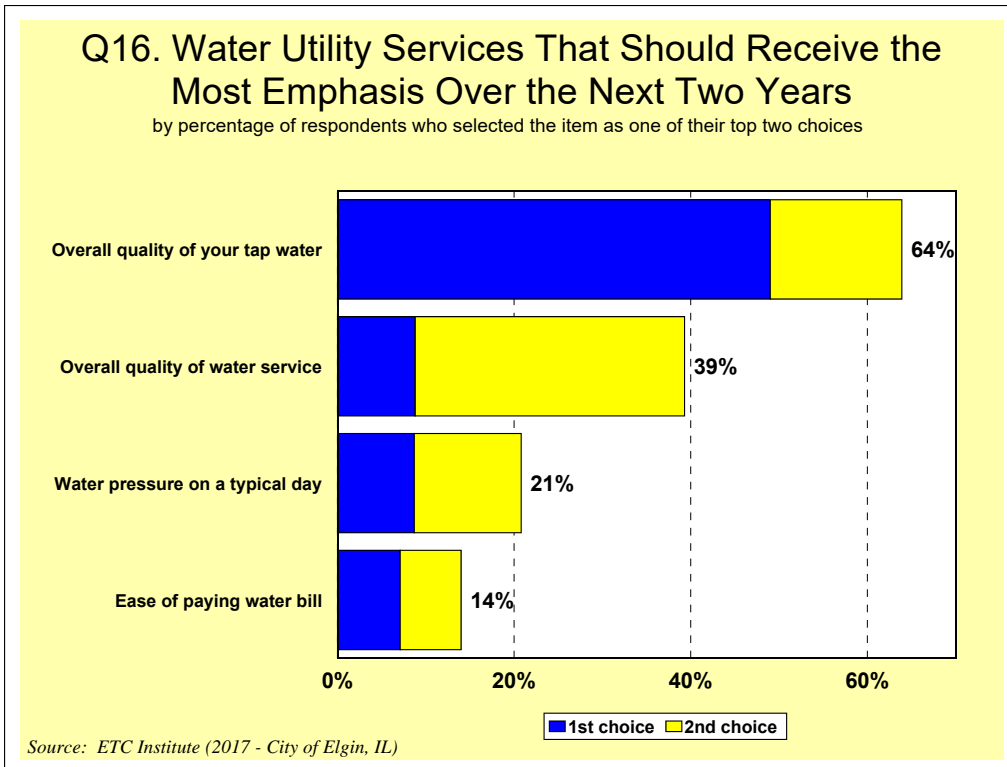
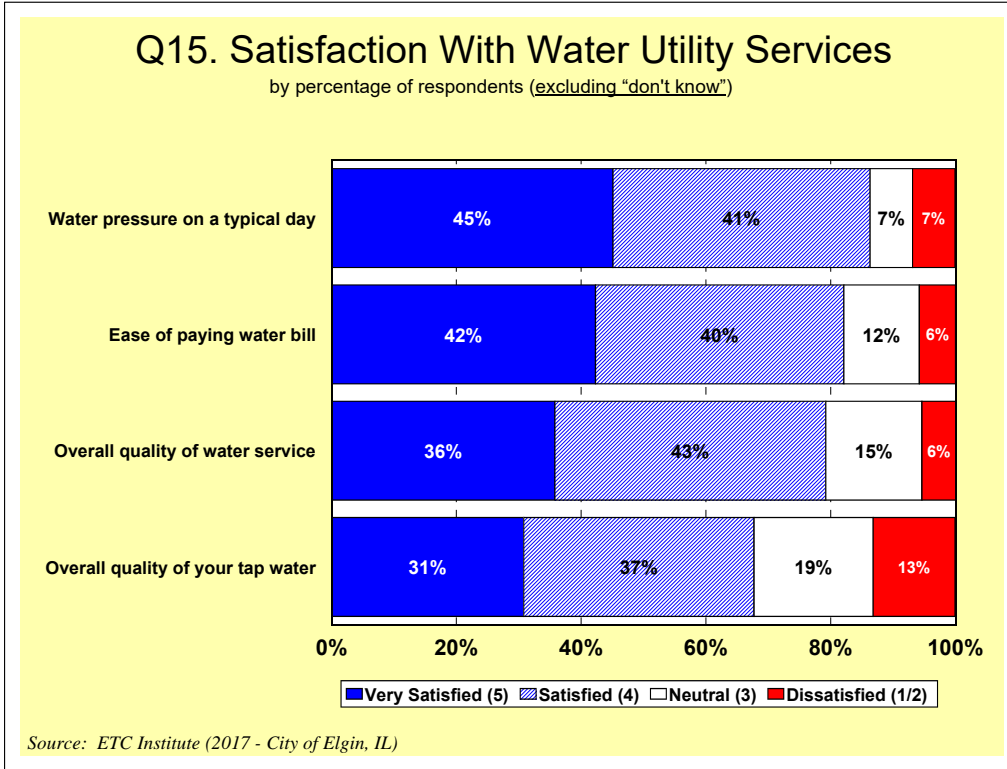
Source: ETC Institute (2017 - City of Elgin, IL)

Q14. Sustainability Items That Should Receive the Most Emphasis Over the Next Two Years

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

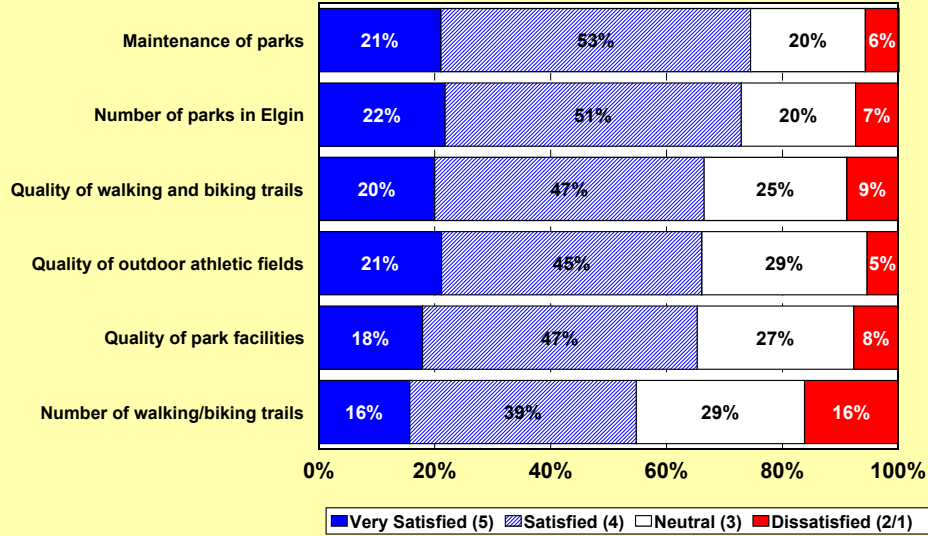


Source: ETC Institute (2017 - City of Elgin, IL)



Q17. Satisfaction With Parks and Recreation Services - PARKS

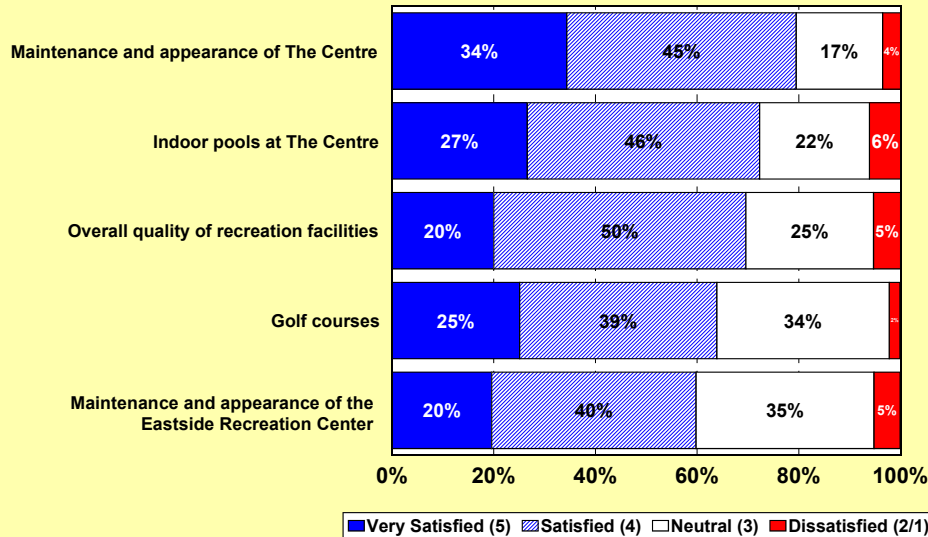
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q17. Satisfaction With Parks and Recreation Services - RECREATION

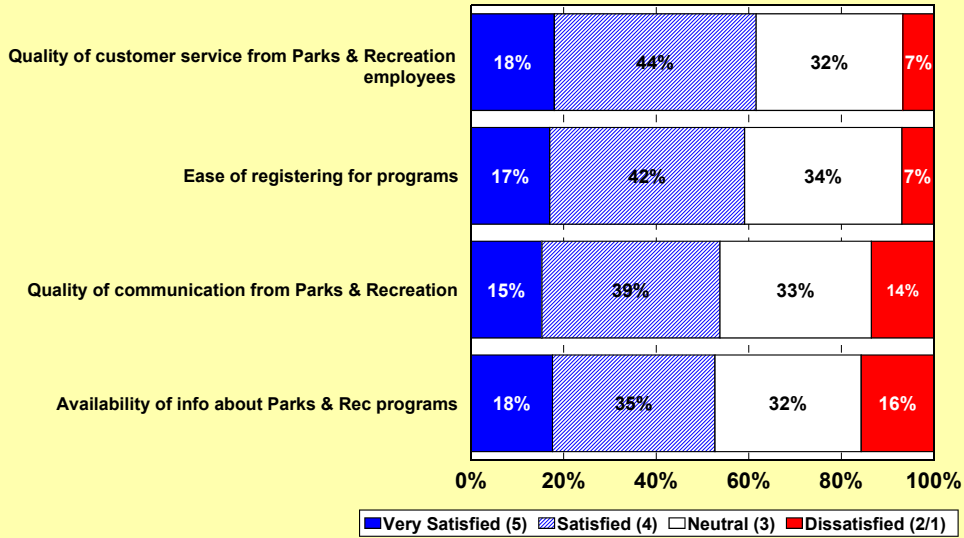
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q17. Satisfaction With Parks and Recreation Services - COMMUNICATION

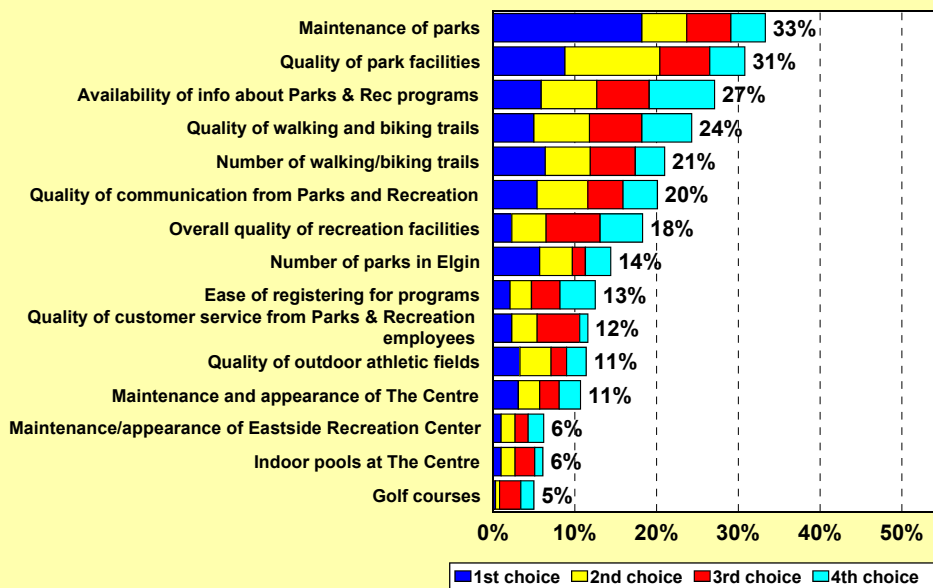
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q18. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

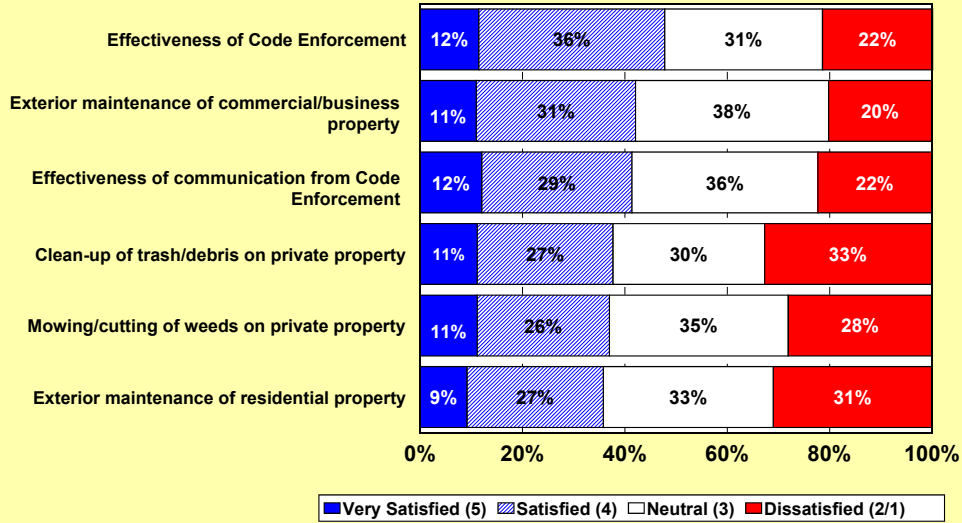
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2017 - City of Elgin, IL)

Q19. Satisfaction With Code Enforcement Services

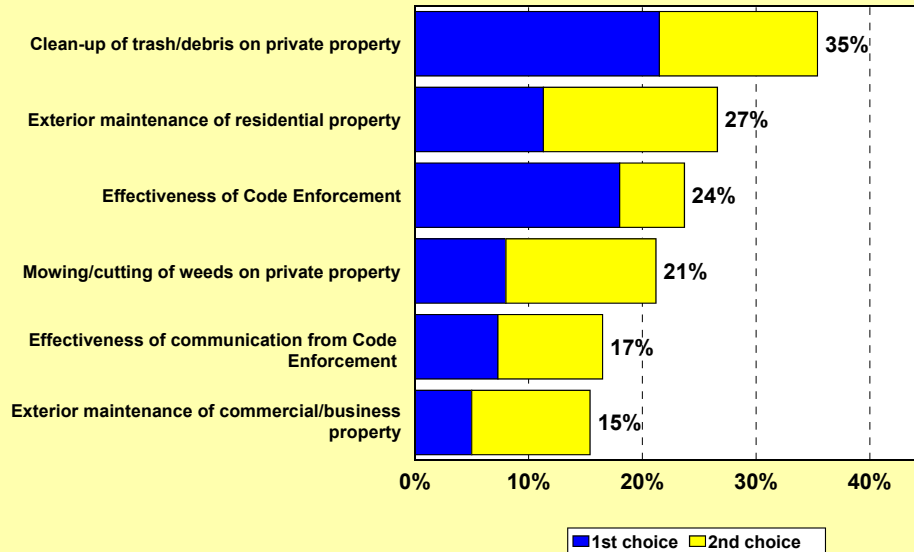
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q20. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

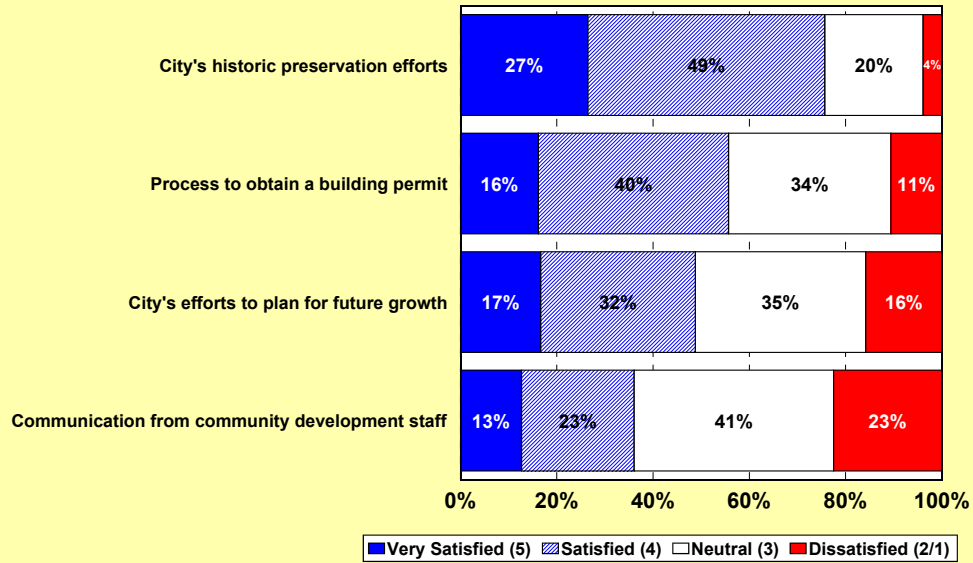
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2017 - City of Elgin, IL)

Q21. Satisfaction With Community Development Services

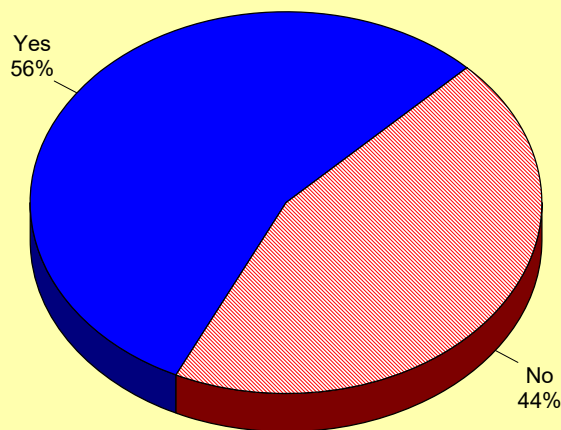
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q22. Do you currently pay City utility bills online or through autopay?

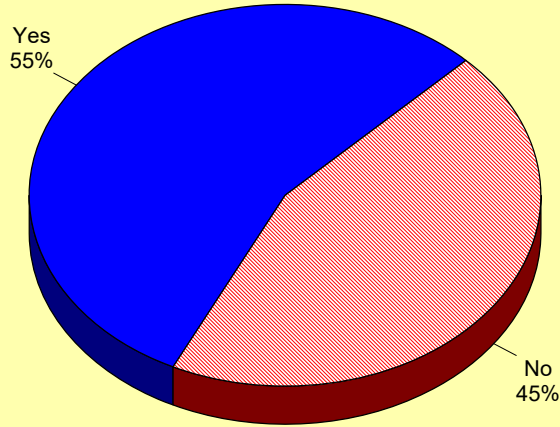
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2017 - City of Elgin, IL)

Q23. Do you desire to make more City transactions online?

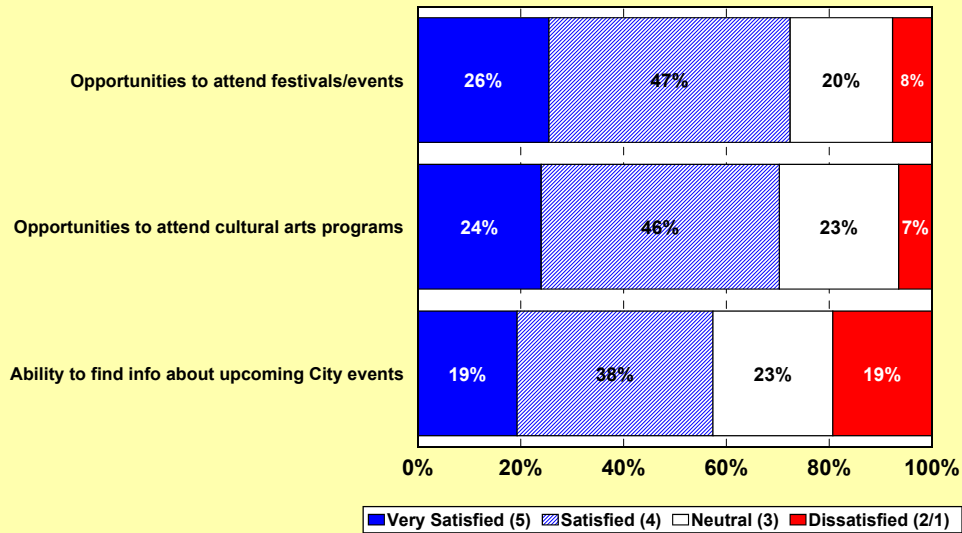
by percentage of respondents (excluding "not provided")



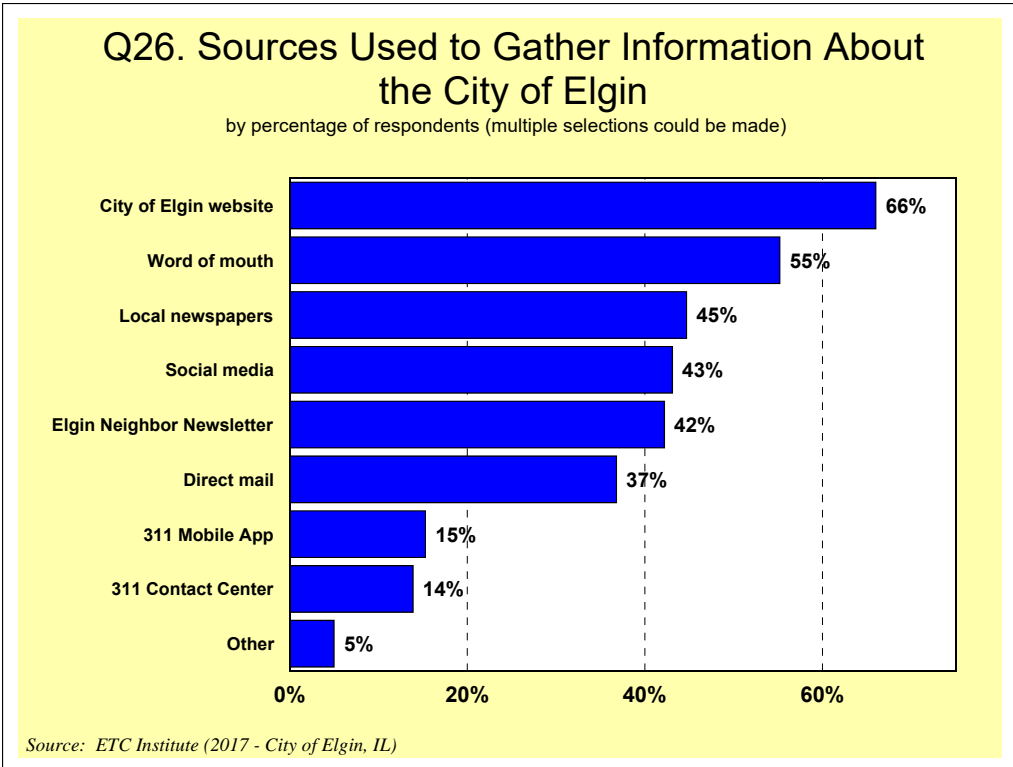
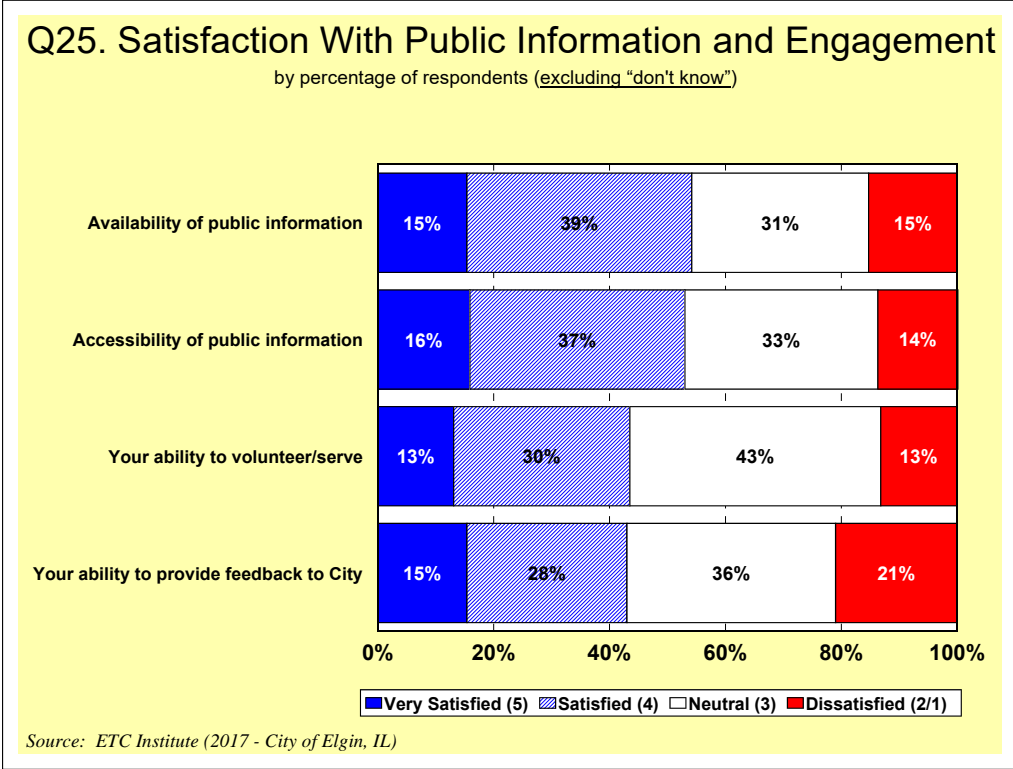
Source: ETC Institute (2017 - City of Elgin, IL)

Q24. Satisfaction With City Events and Programs

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

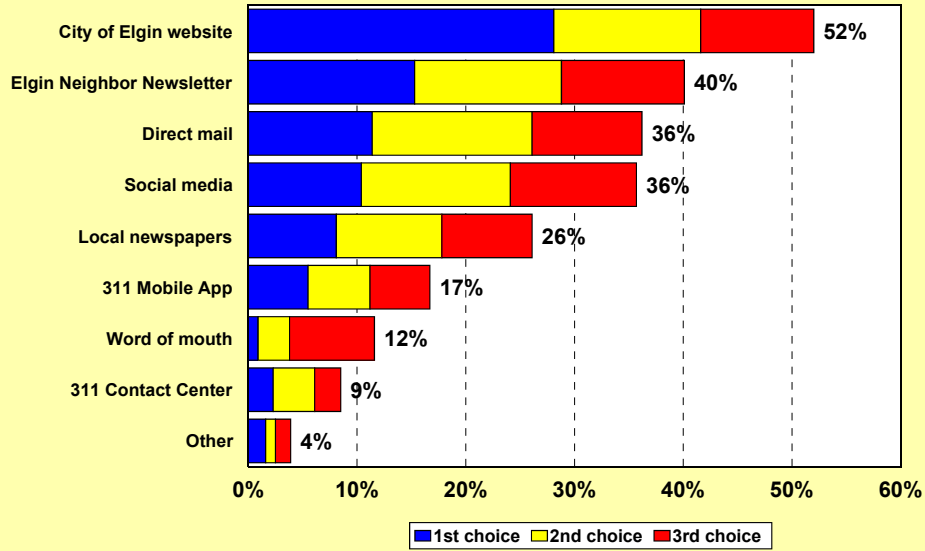


Source: ETC Institute (2017 - City of Elgin, IL)



Q27. Sources Residents Most Prefer to Get Information From the City

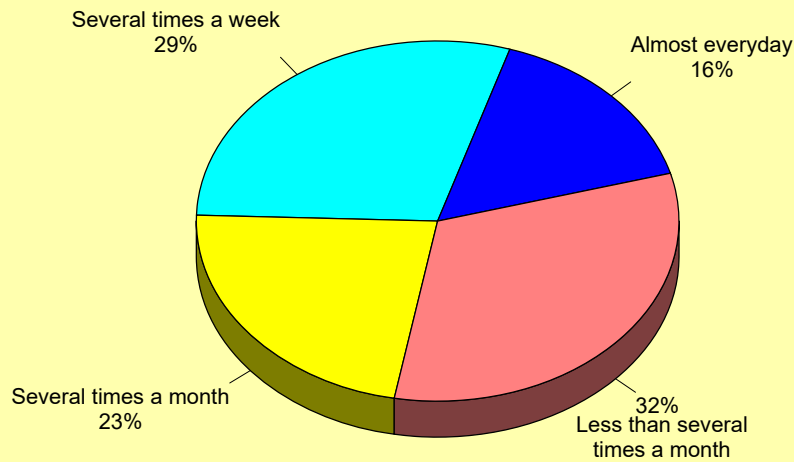
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017 - City of Elgin, IL)

Q28. How Often Residents Talk to or Visit With Their Immediate Neighbors

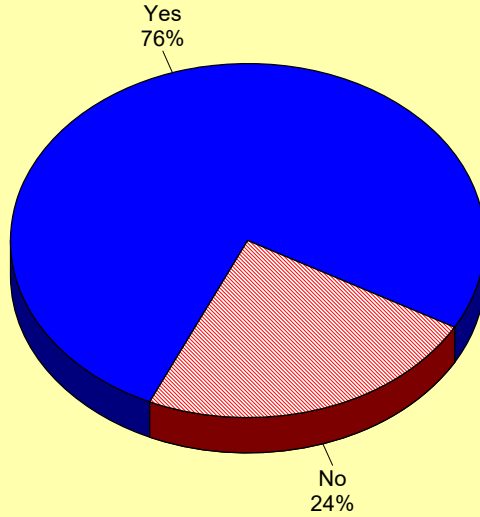
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2017 - City of Elgin, IL)

Q29. Are you satisfied with the process to report non-emergency problems (e.g. potholes) to the City?

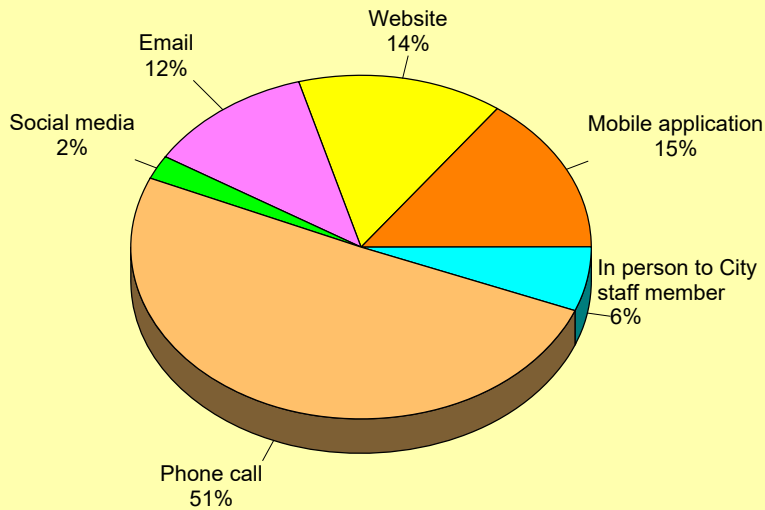
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2017 - City of Elgin, IL)

Q30. Most Preferred Method for Reporting Problems to the City

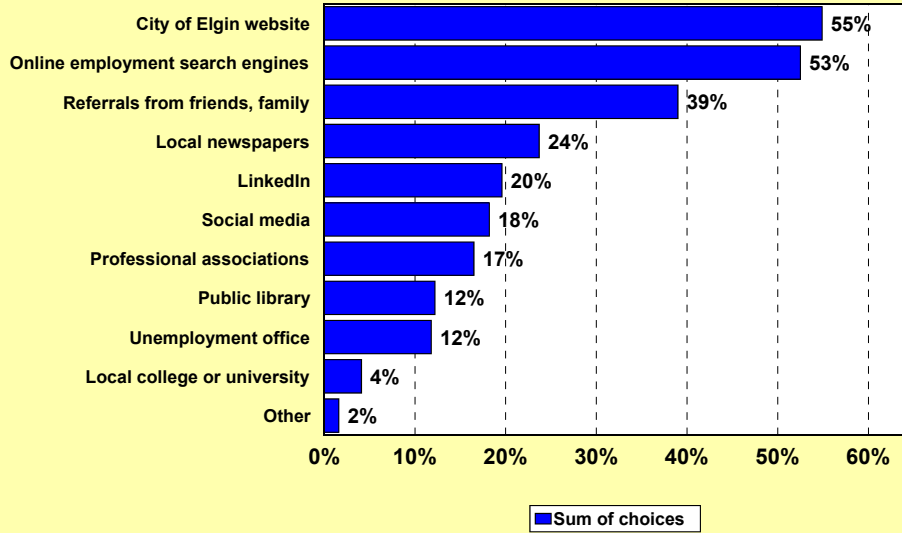
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2017 - City of Elgin, IL)

Q31. Sources Residents Would Most Likely Use to Find Employment Opportunities in the Elgin Area

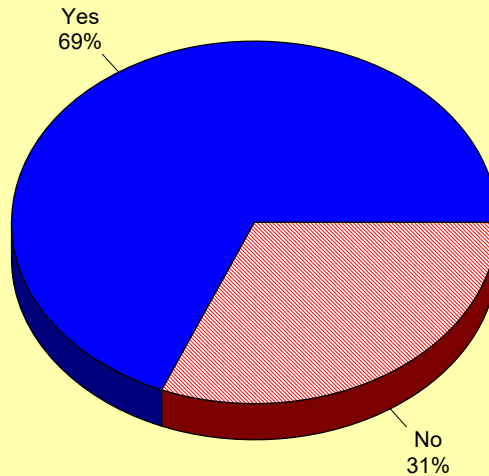
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017 - City of Elgin, IL)

Q32. Have you visited Downtown Elgin to eat at a restaurant in the last 12 months?

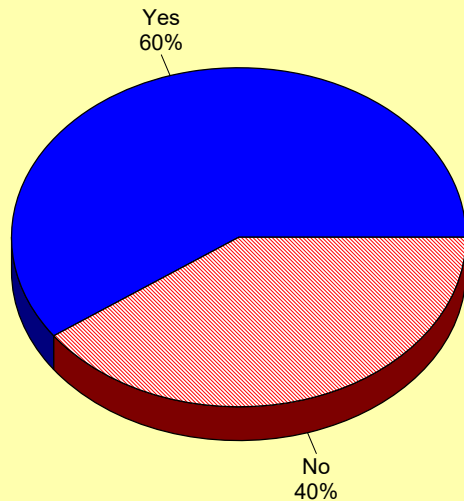
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2017 - City of Elgin, IL)

Q33. Have you visited Downtown Elgin to attend a special event in the last 12 months?

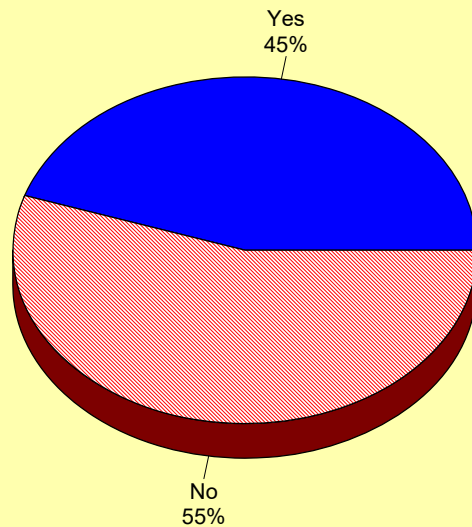
by percentage of respondents (excluding "not provided")



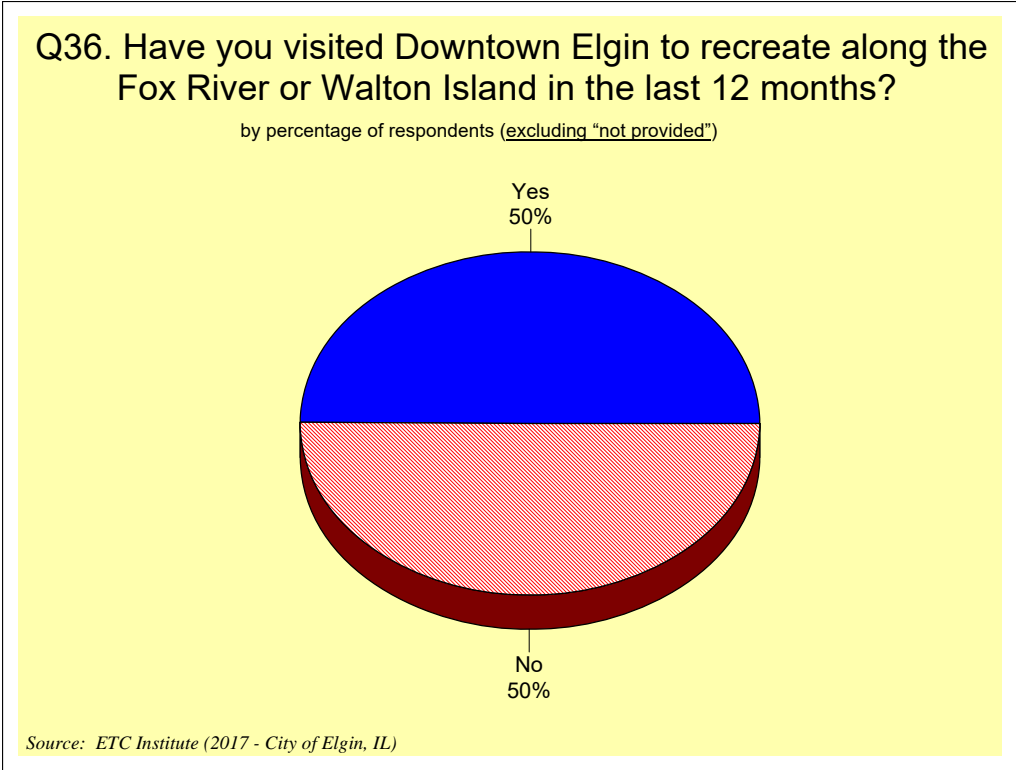
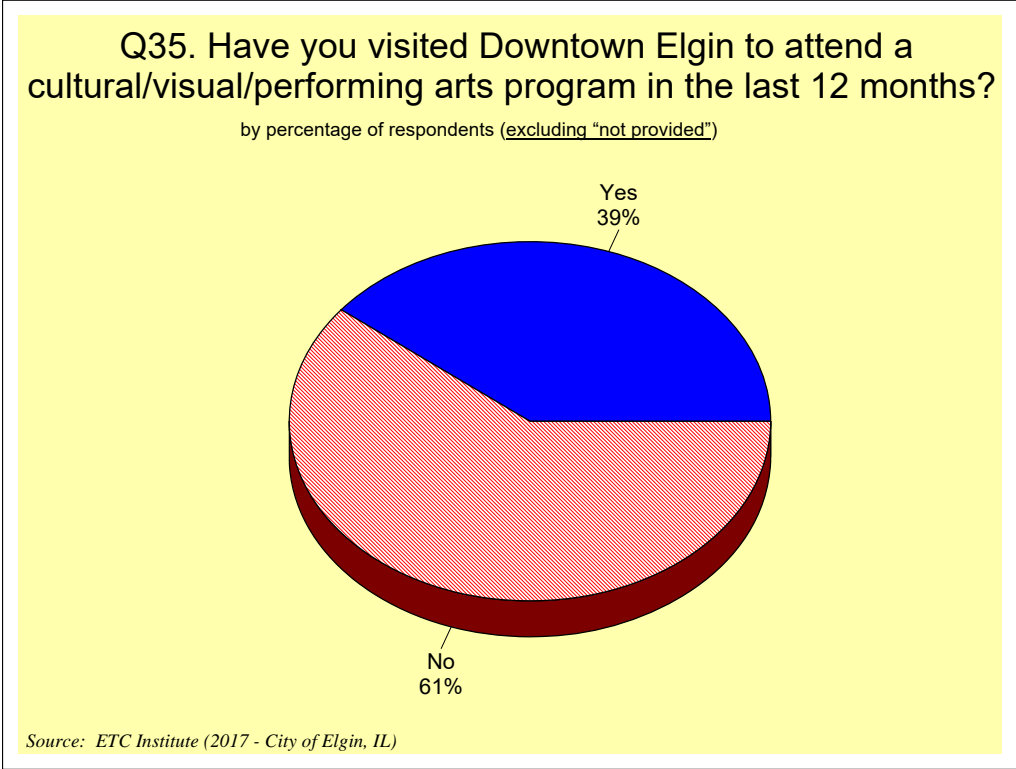
Source: ETC Institute (2017 - City of Elgin, IL)

Q34. Have you visited Downtown Elgin to do business or had an appointment in the last 12 months?

by percentage of respondents (excluding "not provided")

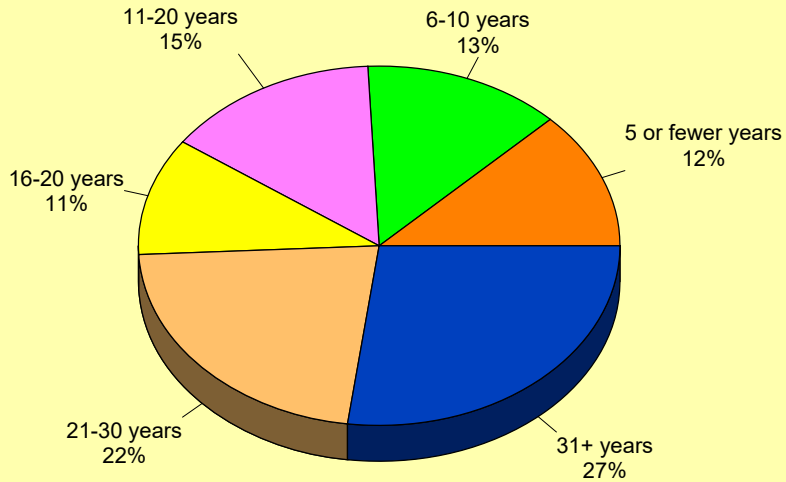


Source: ETC Institute (2017 - City of Elgin, IL)



Q37. Demographics: Approximate Number of Years Lived in Elgin

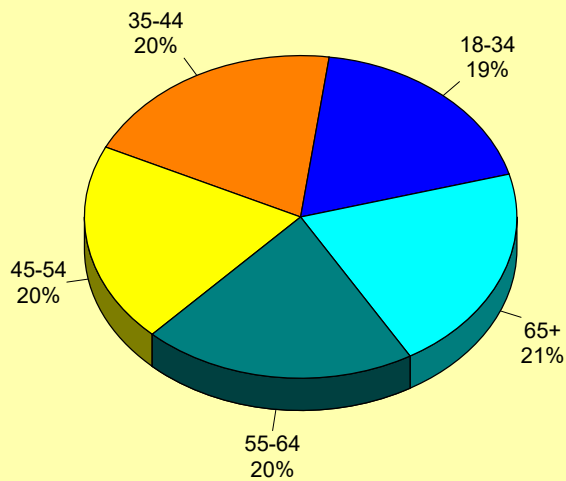
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2017 - City of Elgin, IL)

Q38. Demographics: Age of Respondents

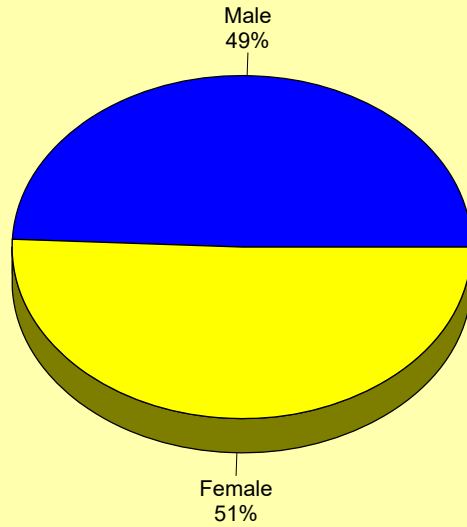
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2017 - City of Elgin, IL)

Q39. Demographics: Gender

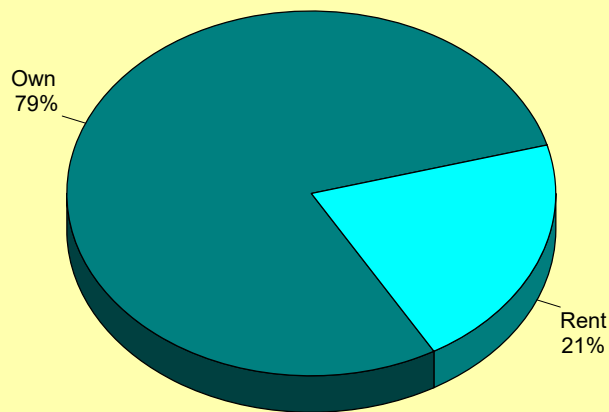
by percentage of respondents (excluding "not provided")



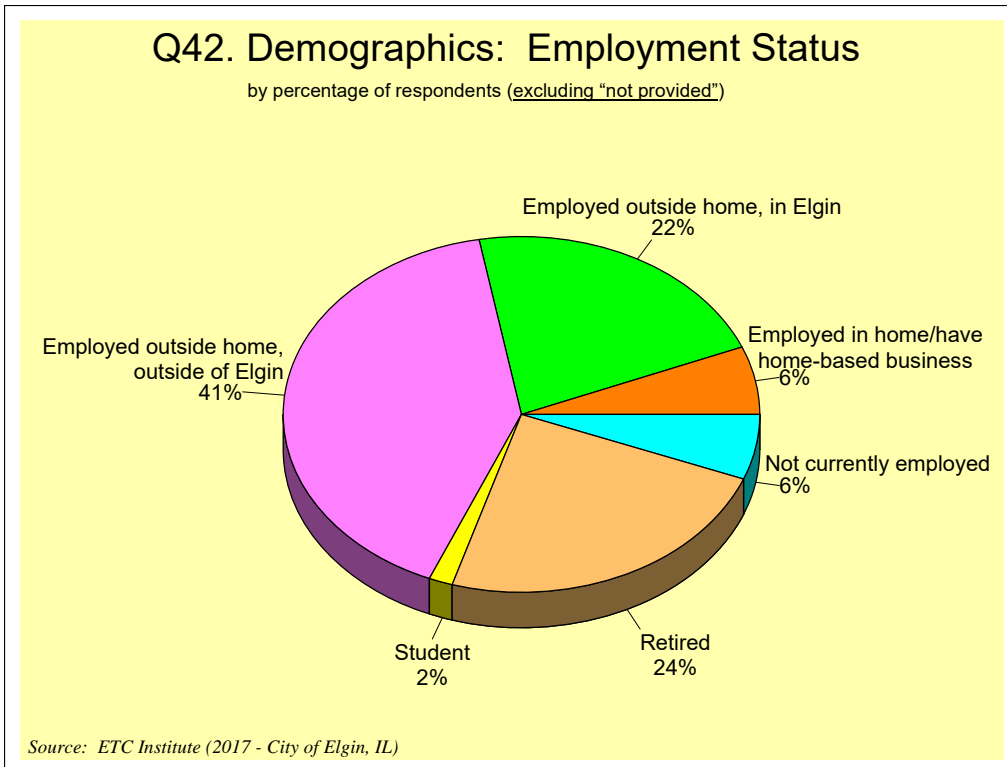
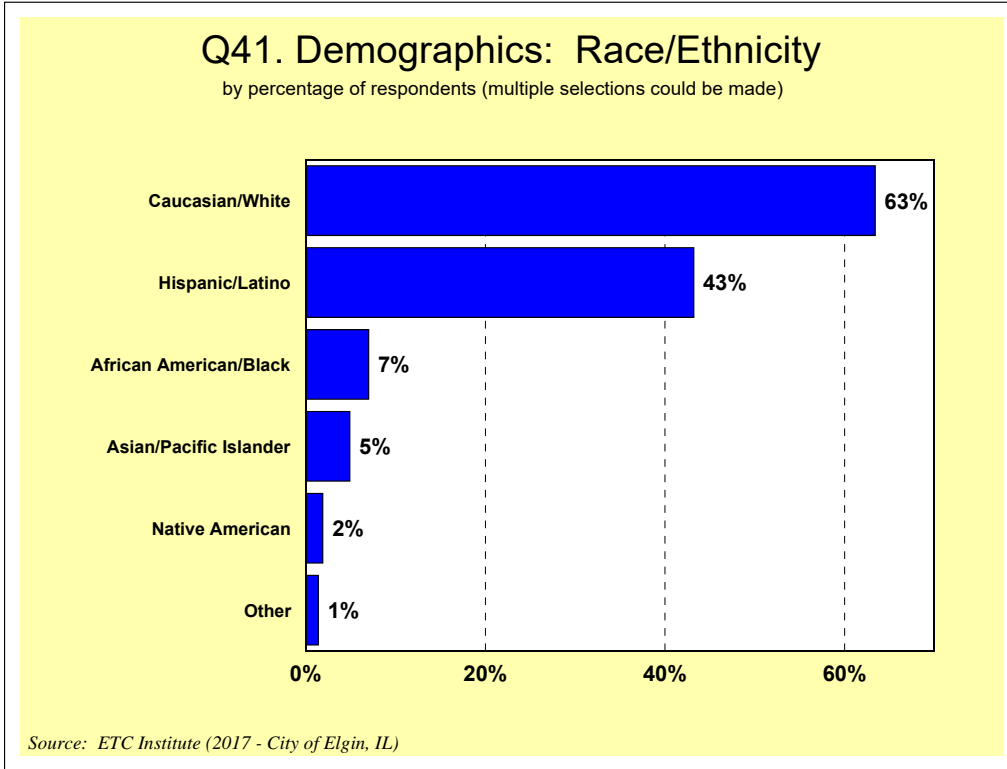
Source: ETC Institute (2017 - City of Elgin, IL)

Q40. Demographics: Housing Situation

by percentage of respondents (excluding "not provided")



Source: ETC Institute (2017 - City of Elgin, IL)



Section 2:
Benchmarking Analysis



Benchmarking Summary Report

City of Elgin, 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 2016 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 2016 to 360 residents living in communities in the Great Lakes Region of the United States. The Great Lakes Region includes the following states: Illinois, Ohio, Michigan, Indiana, and Pennsylvania.

Interpreting the Charts

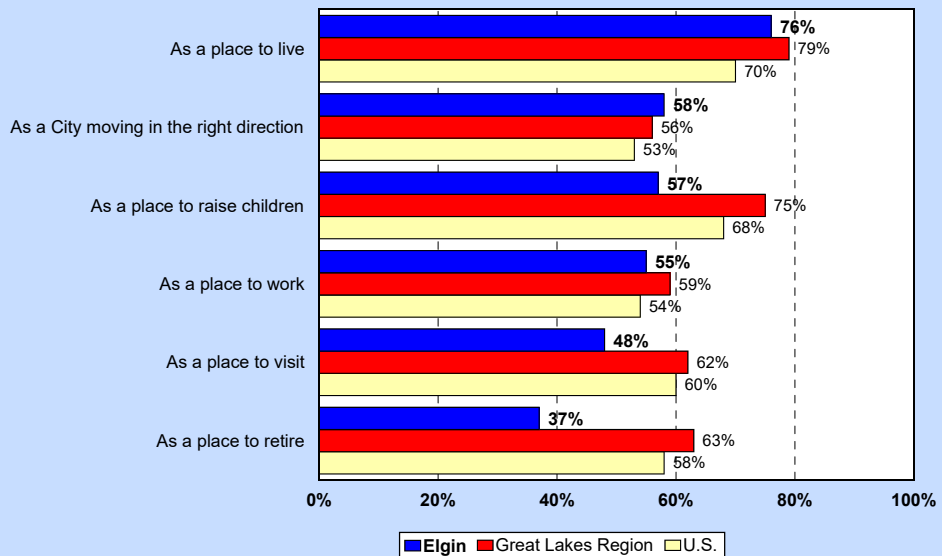
The charts on the following pages show how the overall results for Elgin compare to the U.S. national and regional averages based on the results of the 2016 survey that was administered by ETC Institute. The City of Elgin's results are shown in blue, the Great Lakes Region averages are shown in red, 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 City of Elgin, IL is not authorized without written consent from ETC Institute.

Overall Perceptions of the Community Elgin vs. Great Lakes Region vs. the U.S.

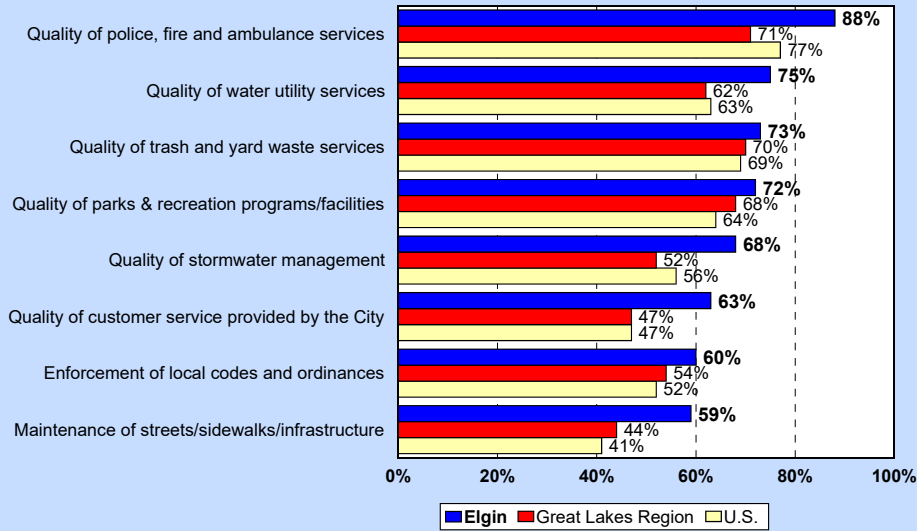
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2017 ETC Institute

Overall Satisfaction with Major City Services Elgin vs. Great Lakes Region vs. the U.S.

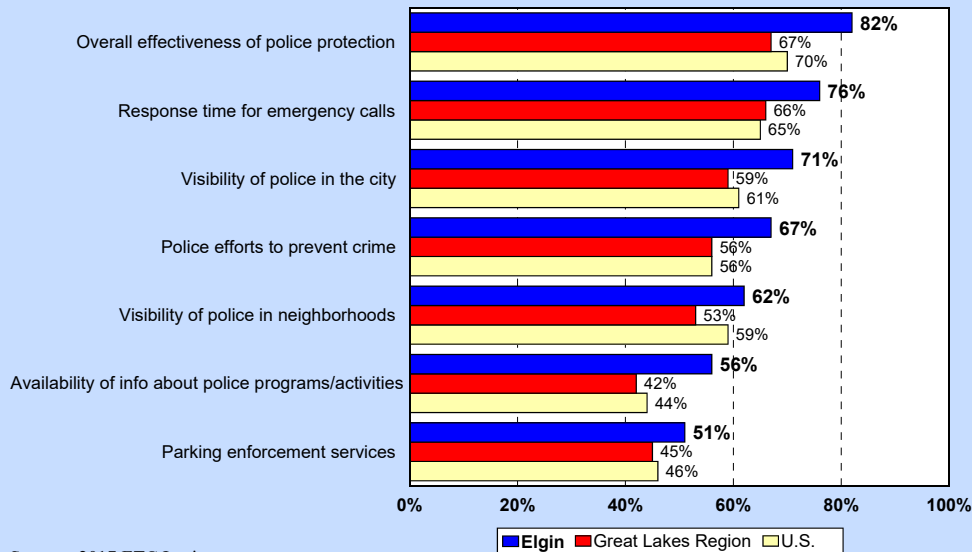
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



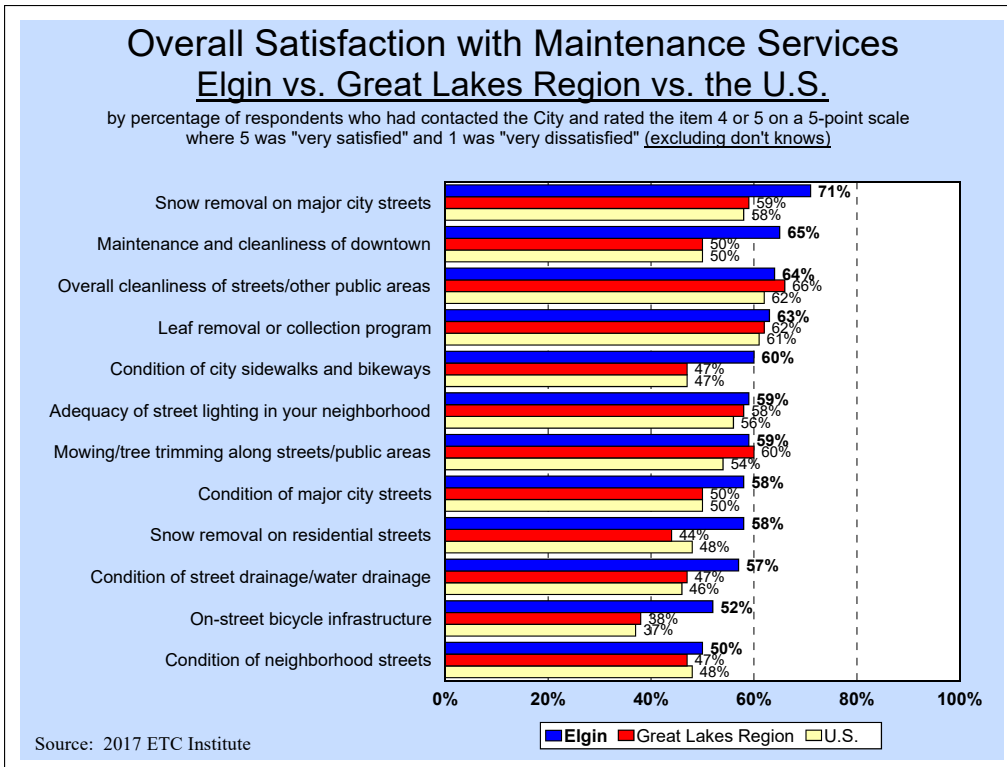
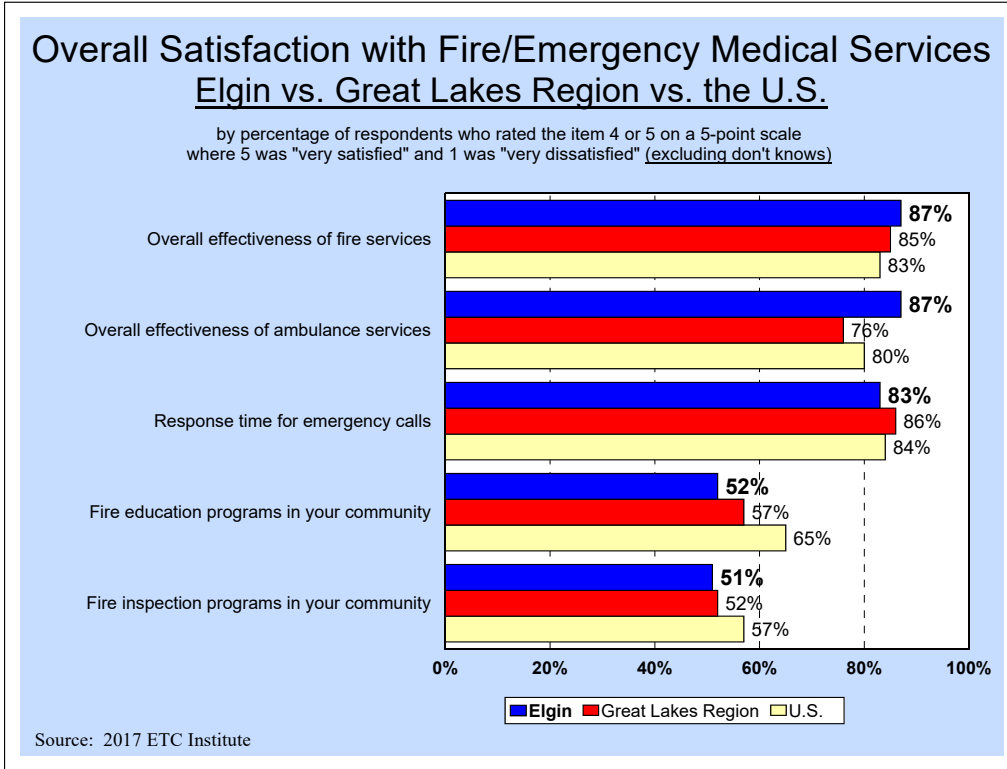
Source: 2017 ETC Institute

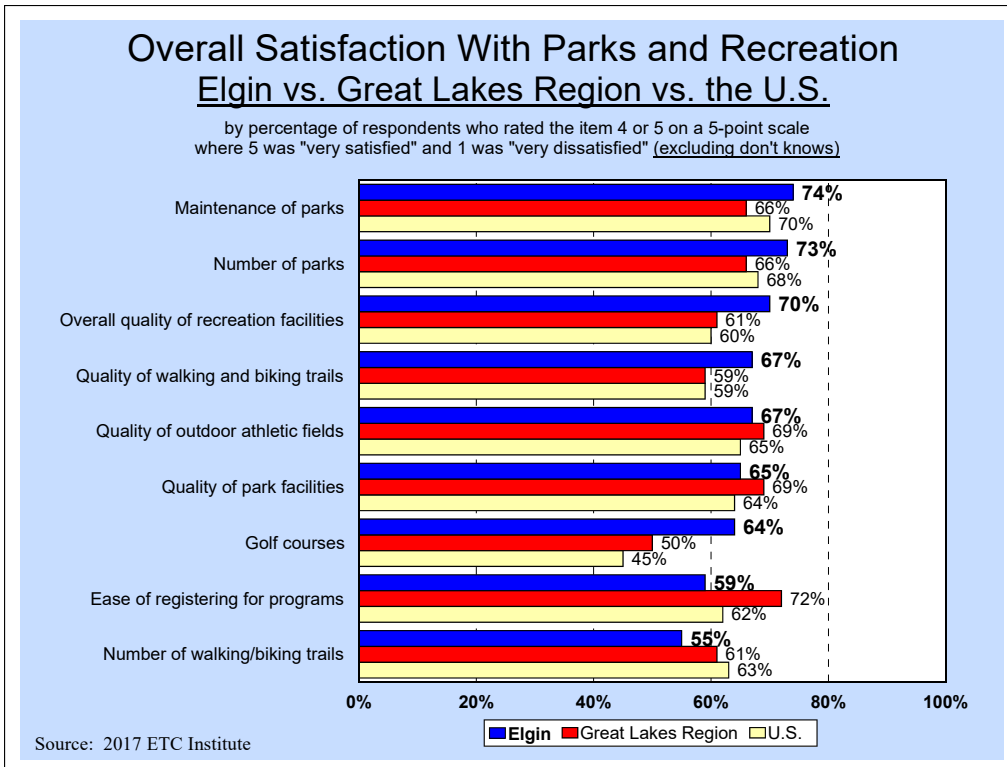
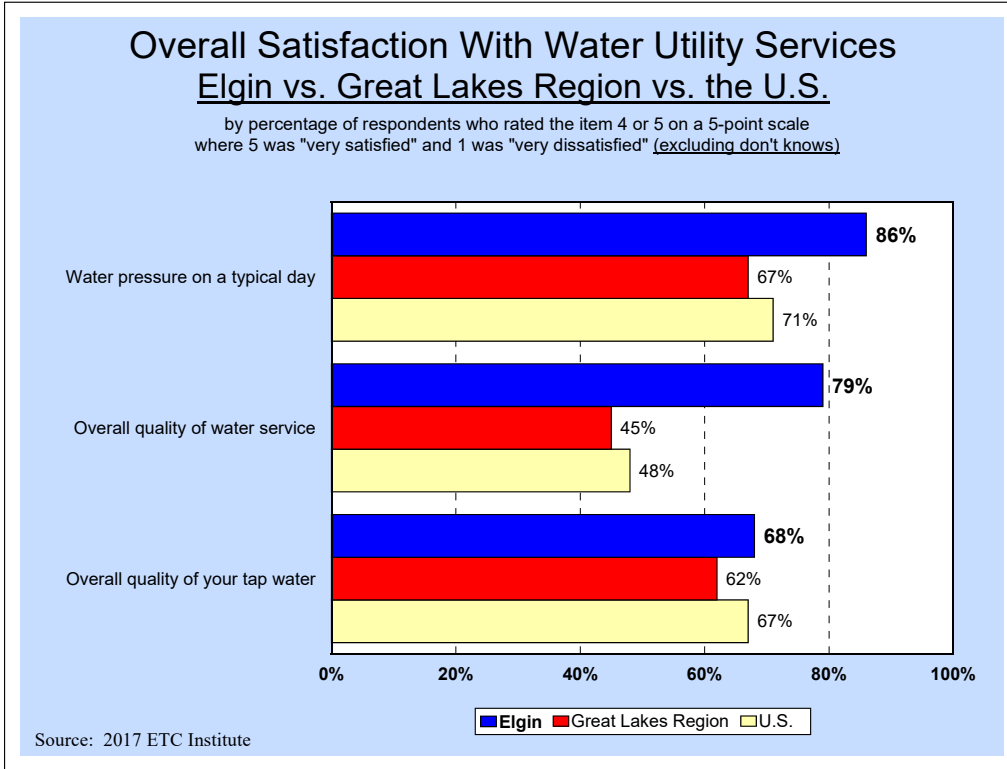
Overall Satisfaction Police and Public Safety Elgin vs. Great Lakes Region vs. the U.S.

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)



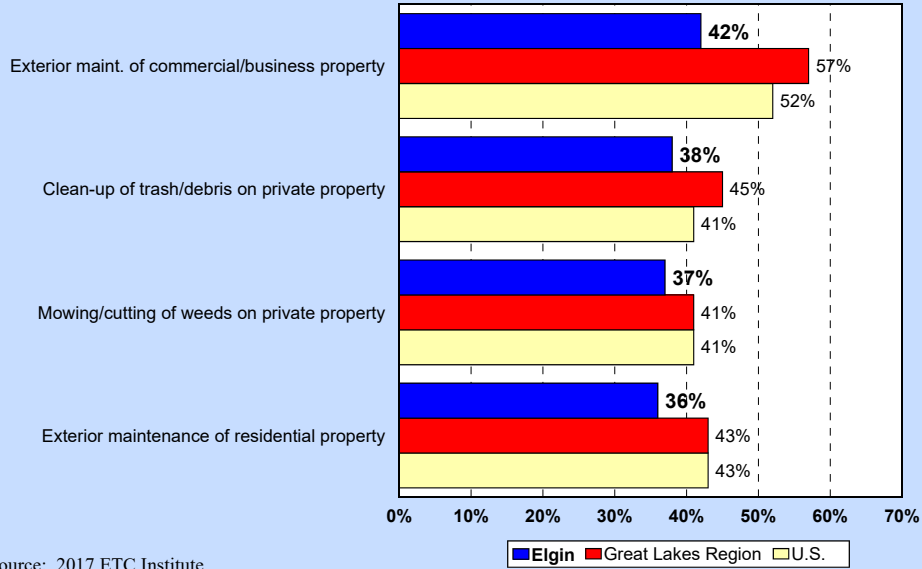
Source: 2017 ETC Institute





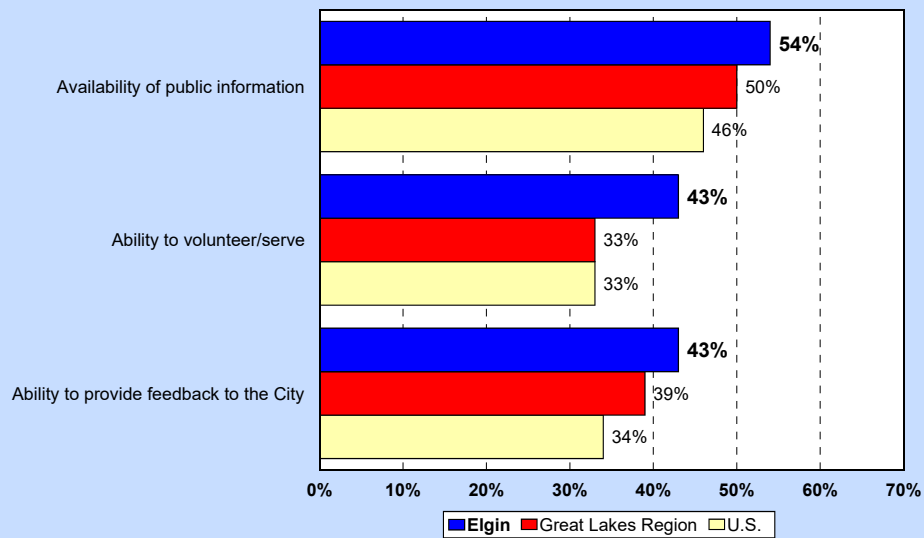
Overall Satisfaction With Code Enforcement Elgin vs. Great Lakes Region vs. the U.S.

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 Satisfaction With Public Information & Engagement Elgin vs. Great Lakes 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)



Section 3:
Importance-Satisfaction
Analysis



Importance-Satisfaction Analysis

City of Elgin, Illinois

Overview

Today, City 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 City to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City'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 major City services they thought should receive the most emphasis over the next two years. Fifty-five percent (55%) selected *maintenance of streets, sidewalks and infrastructure* as one of the most important services for the City to emphasize over the next two years.

With regard to satisfaction, 59% of the residents surveyed rated the City's overall performance with *maintenance of streets, sidewalks and infrastructure* 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 *maintenance of streets, sidewalks and infrastructure* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 55% was multiplied by 41% (1-0.59). This calculation yielded an I-S rating of **0.2255**, which was ranked first out of ten major City 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 City to emphasize over the next two years.

Interpreting the Ratings

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

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

The results for Elgin are provided on the following pages.

Importance-Satisfaction Rating

City of Elgin, IL

Major City Services

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>						
Maintenance of streets/sidewalks/infrastructure	55%	1	59%	10	0.2255	1
<u>High Priority (IS .10-.20)</u>						
Enforcement of local codes and ordinances	33%	2	60%	9	0.1312	2
<u>Medium Priority (IS <.10)</u>						
Quality of parks & recreation programs/facilities	31%	3	72%	5	0.0865	3
Quality of customer service provided by the City	16%	7	63%	8	0.0603	4
Quality of trash and yard waste services	21%	5	73%	3	0.0567	5
Access to info about city programs/services/alerts	18%	6	71%	6	0.0522	6
Quality of stormwater management	10%	9	68%	7	0.0304	7
Quality of police, fire and ambulance services	25%	4	88%	1	0.0304	8
Quality of water utility services	12%	8	75%	2	0.0300	9
Quality of billing services provided	7%	10	73%	4	0.0192	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, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

© 2017 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Elgin, IL

Police and Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Visibility of police in neighborhoods	49%	1	62%	7	0.1843	1
Police efforts to prevent crime	47%	2	67%	6	0.1551	2
<i>Medium Priority (IS <.10)</i>						
Availability of info about police programs/activities	22%	5	56%	8	0.0964	3
Parking enforcement services	18%	6	51%	9	0.0867	4
Visibility of police in the city	28%	4	71%	5	0.0809	5
Overall effectiveness of police protection	29%	3	82%	1	0.0529	6
Response time for emergency calls	15%	7	76%	4	0.0353	7
Overall professionalism of the police department	13%	8	78%	2	0.0295	8
911 call handling	7%	9	77%	3	0.0166	9

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

City of Elgin, IL

Fire and Emergency Medical 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>						
Fire education programs in your community	36%	1	52%	5	0.1714	1
Fire inspection programs in your community	34%	2	51%	6	0.1671	2
<u>Medium Priority (IS <.10)</u>						
Response time for emergency calls	19%	5	83%	3	0.0326	3
Overall effectiveness of fire services	21%	3	87%	1	0.0274	4
Overall effectiveness of ambulance services	19%	4	87%	2	0.0251	5
Overall professionalism of the fire department	5%	6	82%	4	0.0090	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.

© 2017 DirectionFinder by ETC Institute

Importance-Satisfaction Rating City of Elgin, IL Maintenance Services

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>						
Condition of neighborhood streets	45%	1	50%	14	0.2270	1
<u>High Priority (IS .10-.20)</u>						
Condition of major city streets	34%	2	58%	10	0.1420	2
Snow removal on residential streets	31%	3	58%	11	0.1310	3
Condition of street drainage/water drainage	25%	5	57%	12	0.1075	4
Adequacy of street lighting in your neighborhood	25%	4	59%	8	0.1029	5
<u>Medium Priority (IS <.10)</u>						
Condition of city sidewalks and bikeways	21%	6	60%	7	0.0828	6
Overall cleanliness of streets/other public areas	20%	7	64%	4	0.0709	7
Maintenance and cleanliness of downtown Elgin	18%	9	65%	3	0.0627	8
Maintenance and cleanliness of your neighborhood	18%	8	68%	2	0.0586	9
Leaf removal or collection program	16%	11	63%	5	0.0581	10
On-street bicycle infrastructure	12%	14	52%	13	0.0581	11
Mowing/tree trimming along streets/public areas	14%	12	59%	9	0.0578	12
Maintenance of street signs, pavements & markings	13%	13	62%	6	0.0502	13
Snow removal on major city streets	16%	10	71%	1	0.0467	14

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

Most Important %:

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

© 2017 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Elgin, IL

Sustainability

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
Alternative energy, renewable energy	31%	2	79%	4	0.0649	1
Green infrastructure, green building, sustainable planning	22%	4	75%	6	0.0545	2
Recycling, waste management, composting	44%	1	89%	1	0.0481	3
Resource conservation (water, energy)	24%	3	83%	2	0.0415	4
Local goods production & availability	18%	6	79%	5	0.0382	5
Sustainable transportation & mobility	20%	5	81%	3	0.0378	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.

© 2017 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Elgin, IL

Water Utility Services

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 quality of your tap water	64%	1	68%	4	0.2045	1
<u>Medium Priority (IS <.10)</u>						
Overall quality of water service	39%	2	79%	3	0.0825	2
Water pressure on a typical day	21%	3	86%	1	0.0291	3
Ease of paying water bill	14%	4	82%	2	0.0252	4

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.

© 2017 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Elgin, IL

Parks and Recreation

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>						
Availability of info about Parks & Rec programs	27%	3	53%	15	0.1274	1
Quality of park facilities	31%	2	65%	8	0.1078	2
<u>Medium Priority (IS <.10)</u>						
Number of walking/biking trails	21%	5	55%	13	0.0945	3
Quality of communication from Parks & Recreation	20%	6	54%	14	0.0925	4
Maintenance of parks	33%	1	74%	2	0.0866	5
Quality of walking and biking trails	24%	4	67%	6	0.0802	6
Overall quality of recreation facilities	18%	7	70%	5	0.0549	7
Ease of registering for programs	13%	9	59%	12	0.0513	8
Quality of customer service from Parks & Recreation employees	12%	10	62%	10	0.0441	9
Number of parks in Elgin	14%	8	73%	3	0.0389	10
Quality of outdoor athletic fields	11%	11	66%	7	0.0388	11
Maintenance & appearance of the Eastside Recreation Center	6%	13	60%	11	0.0248	12
Maintenance and appearance of The Centre	11%	12	79%	1	0.0225	13
Golf courses	5%	15	64%	9	0.0180	14
Indoor pools at The Centre	6%	14	73%	4	0.0165	15

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should 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.

© 2017 DirectionFinder by ETC Institute

Importance-Satisfaction Rating City of Elgin, IL Code Enforcement

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>						
Clean-up of trash/debris on private property	35%	1	38%	4	0.2195	1
<u>High Priority (IS .10-.20)</u>						
Exterior maintenance of residential property	27%	2	36%	6	0.1702	2
Mowing/cutting of weeds on private property	21%	4	37%	5	0.1336	3
Effectiveness of Code Enforcement	24%	3	48%	1	0.1232	4
<u>Medium Priority (IS <.10)</u>						
Effectiveness of communication from Code Enforcement	17%	5	41%	3	0.0974	5
Exterior maintenance of commercial/business property	15%	6	42%	2	0.0893	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.

© 2017 DirectionFinder by ETC Institute



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.

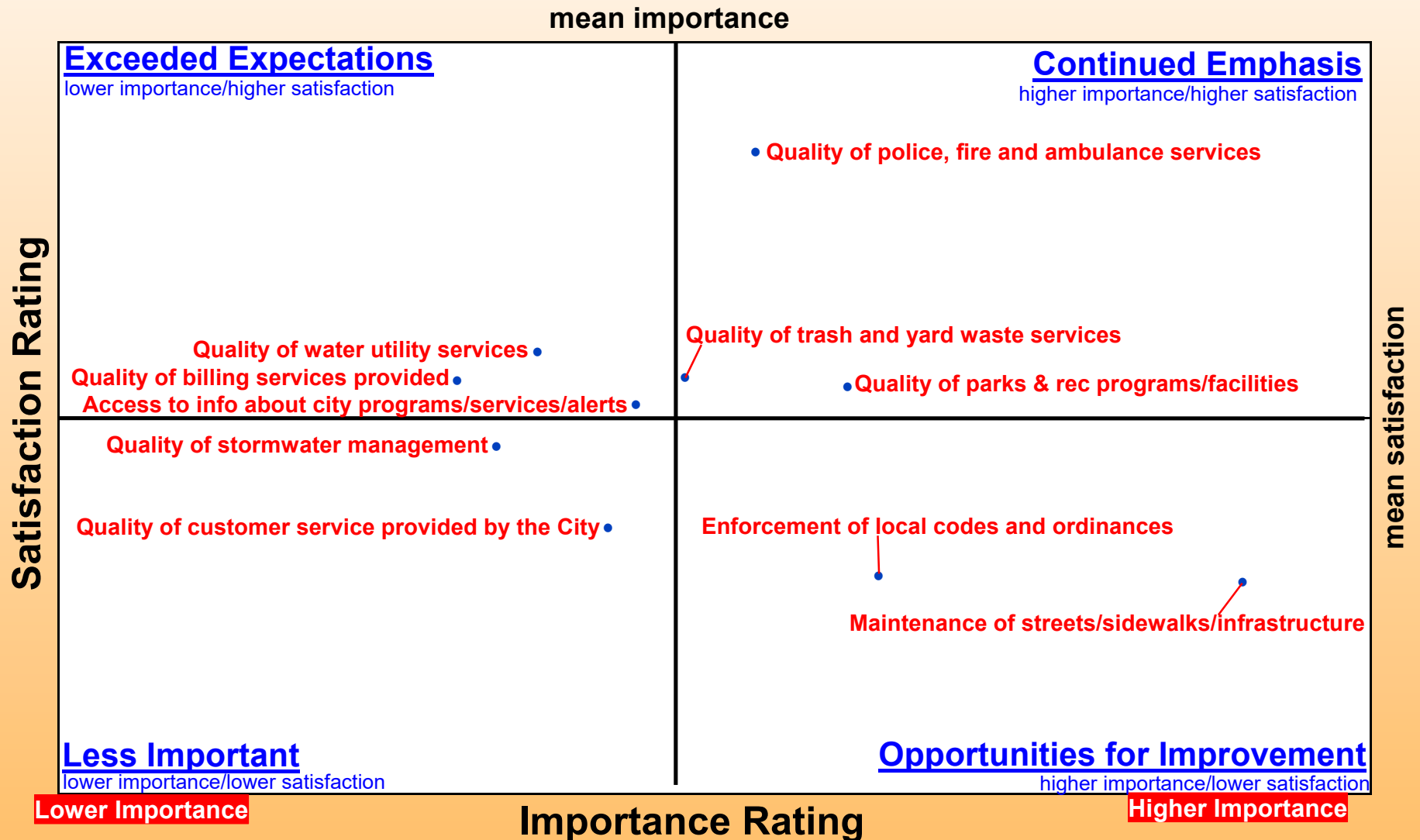
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City 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 City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City'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 City 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 Elgin are provided on the following pages.

2017 City of Elgin Survey Importance-Satisfaction Assessment Matrix

-Major City Services-

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

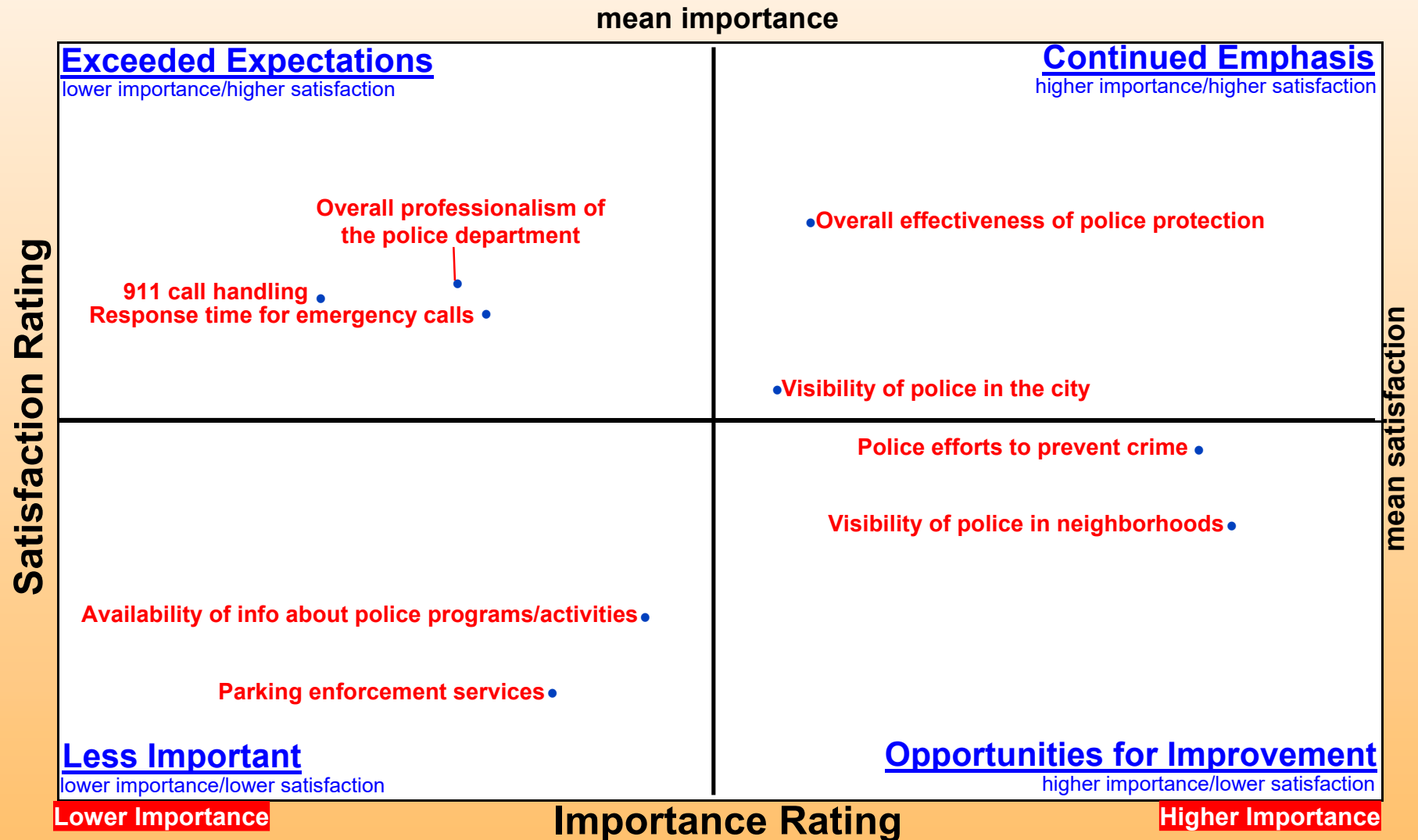


Source: ETC Institute (2017)

2017 City of Elgin Survey Importance-Satisfaction Assessment Matrix

-Police and Public Safety-

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

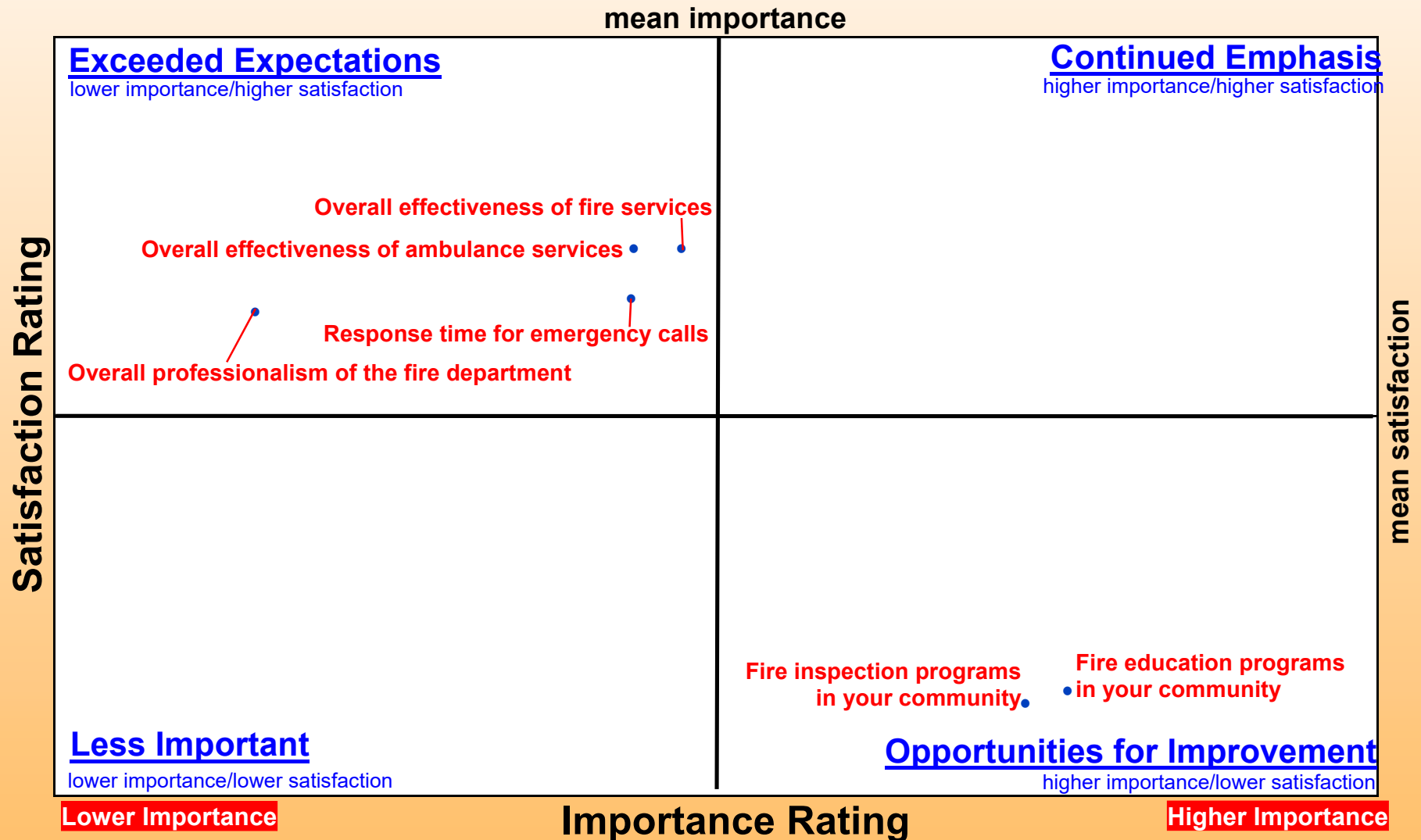


Source: ETC Institute (2017)

2017 City of Elgin Survey Importance-Satisfaction Assessment Matrix

-Fire and Emergency Medical Services-

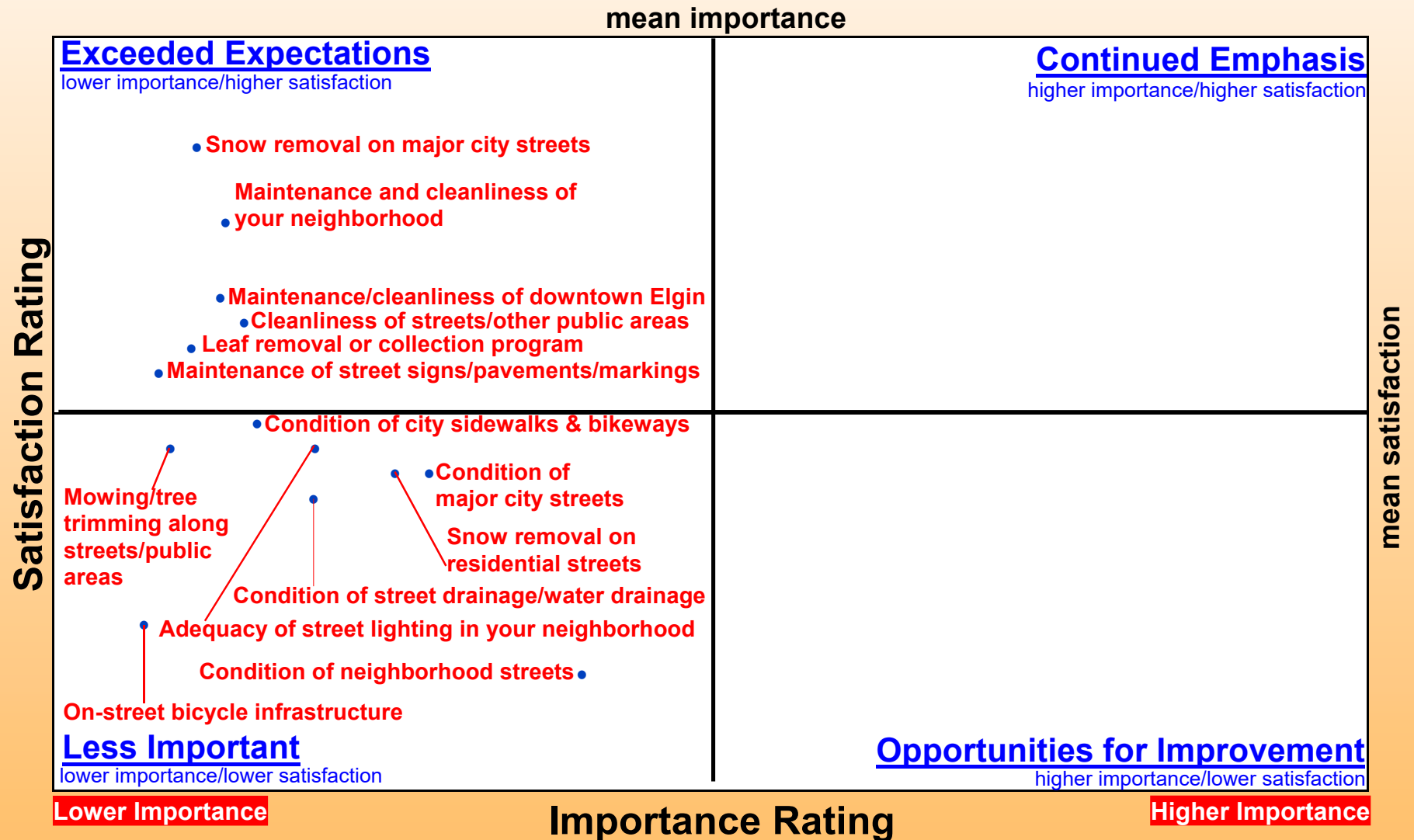
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2017)

2017 City of Elgin Survey Importance-Satisfaction Assessment Matrix -Maintenance Services-

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

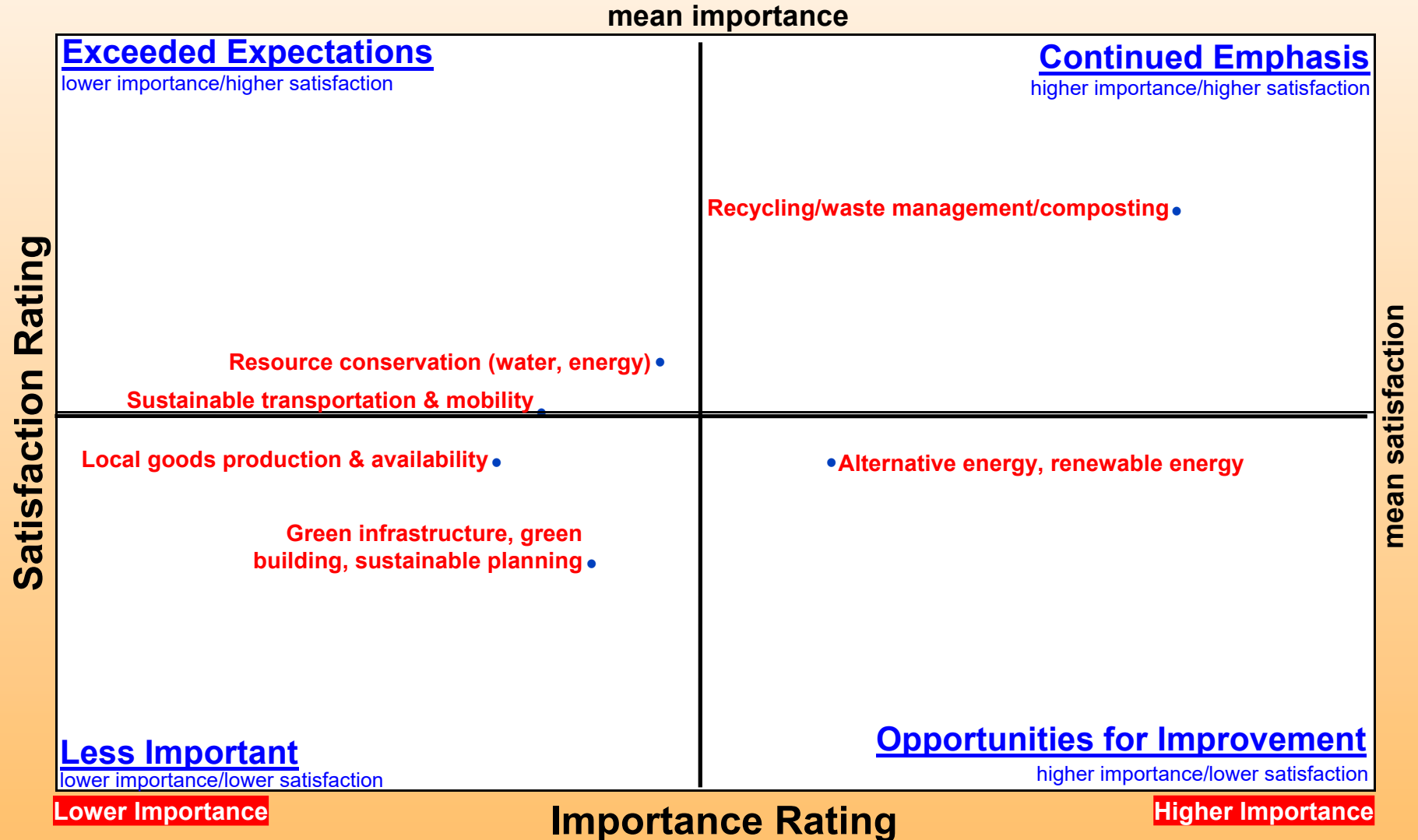


Source: ETC Institute (2017)

2017 City of Elgin Survey Importance-Satisfaction Assessment Matrix

-Sustainability-

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

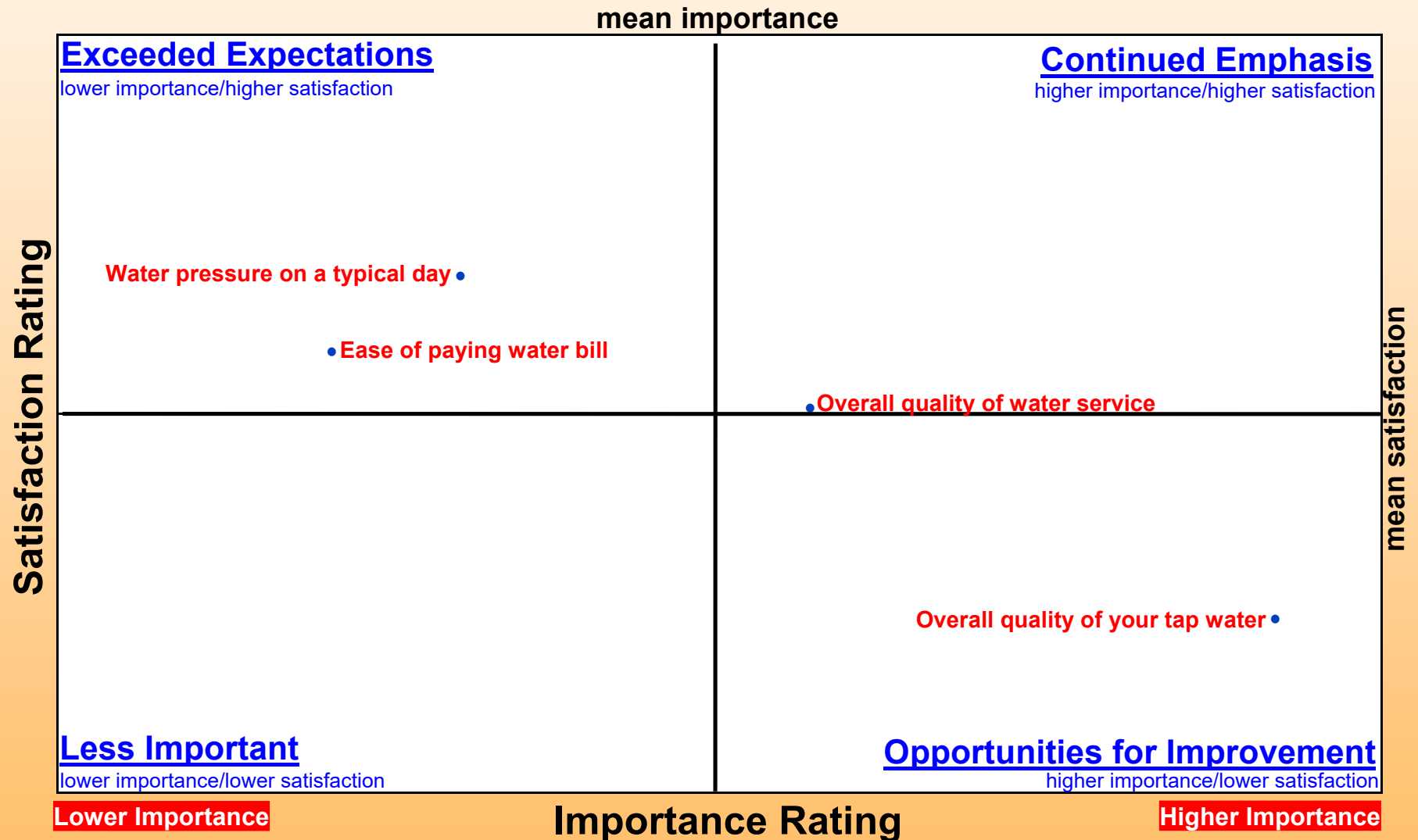


Source: ETC Institute (2017)

2017 City of Elgin Survey Importance-Satisfaction Assessment Matrix

-Water Utility Services-

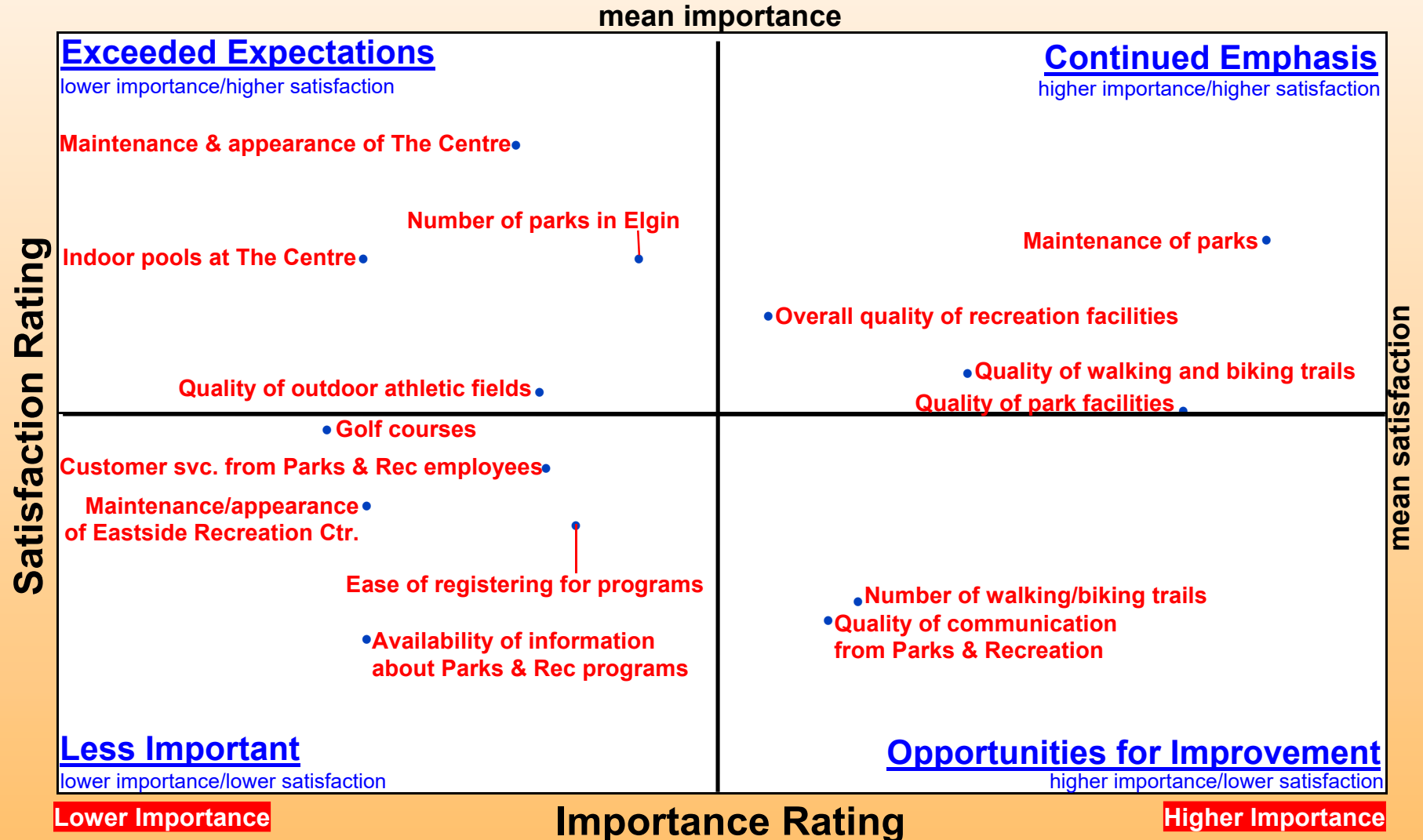
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2017)

2017 City of Elgin Survey Importance-Satisfaction Assessment Matrix -Parks and Recreation-

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

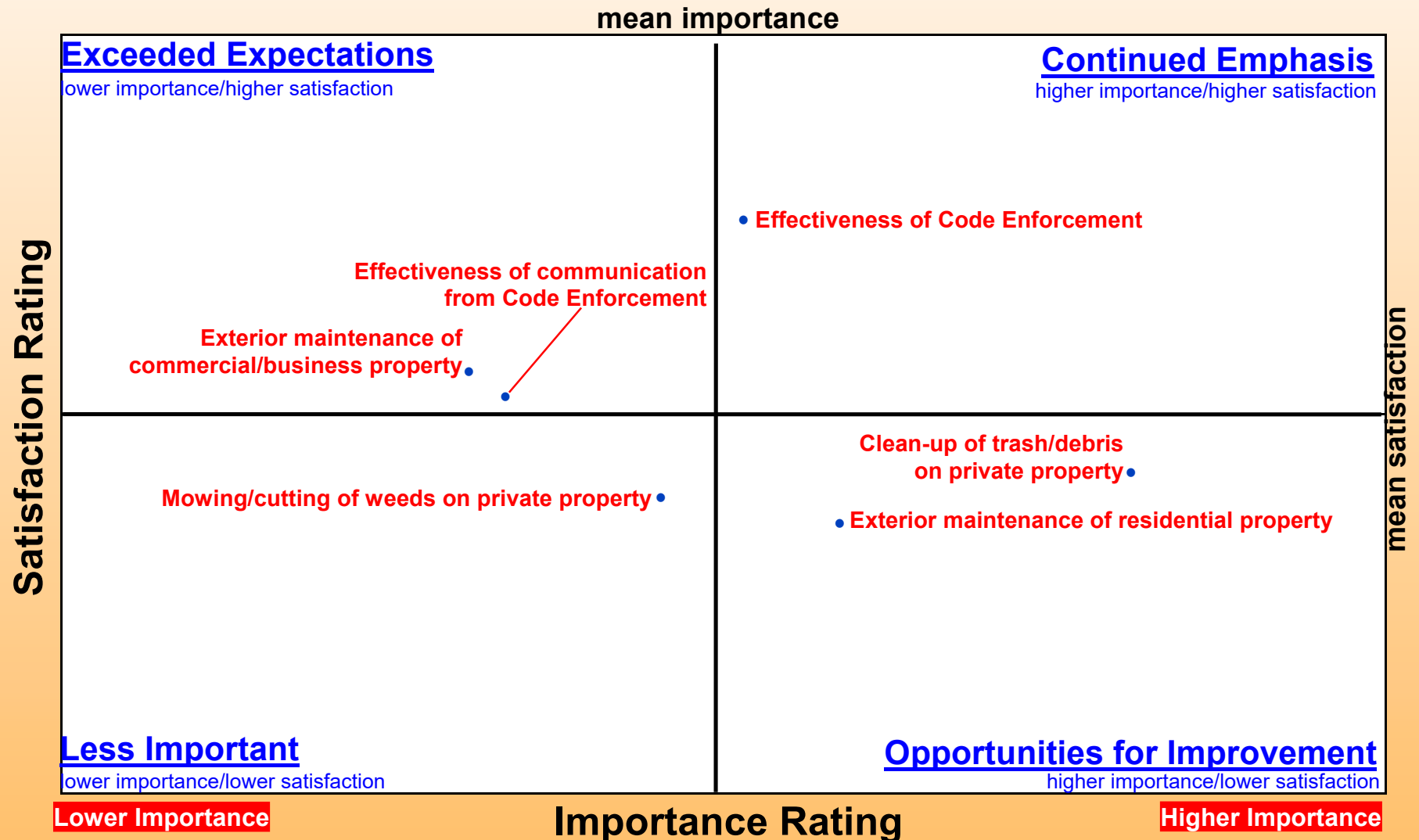


Source: ETC Institute (2017)

2017 City of Elgin Survey Importance-Satisfaction Assessment Matrix

-Code Enforcement-

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



Source: ETC Institute (2017)

Section 4:
Tabular Data

Q1. Please rate the City of Elgin using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following items.

(N=577)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q1a. As a place to live	17.2%	57.9%	15.3%	6.1%	2.4%	1.2%
Q1b. As a place to raise children	11.8%	41.1%	21.8%	13.7%	4.7%	6.9%
Q1c. As a place to work	13.3%	32.9%	25.5%	7.5%	4.9%	15.9%
Q1d. As a place to retire	10.7%	21.5%	22.7%	16.5%	15.6%	13.0%
Q1e. As a place to visit	12.1%	33.4%	29.5%	13.9%	7.1%	4.0%
Q1f. As a place for single adults (age 18-35)	8.7%	22.5%	26.9%	12.3%	5.5%	24.1%
Q1g. As a City moving in right direction	17.5%	38.3%	25.5%	9.5%	5.0%	4.2%
Q1h. As a place you are proud to call home	23.2%	40.7%	20.8%	8.8%	5.5%	0.9%
Q1i. As a place for recreation	12.8%	34.7%	29.8%	13.9%	4.7%	4.2%

WITHOUT "DON'T KNOW"

Q1. Please rate the City of Elgin using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following items. (without "don't know")

(N=577)

	Excellent	Good	Neutral	Below Average	Poor
Q1a. As a place to live	17.4%	58.6%	15.4%	6.1%	2.5%
Q1b. As a place to raise children	12.7%	44.1%	23.5%	14.7%	5.0%
Q1c. As a place to work	15.9%	39.2%	30.3%	8.9%	5.8%
Q1d. As a place to retire	12.4%	24.7%	26.1%	18.9%	17.9%
Q1e. As a place to visit	12.6%	34.8%	30.7%	14.4%	7.4%
Q1f. As a place for single adults (age 18-35)	11.4%	29.7%	35.4%	16.2%	7.3%
Q1g. As a City moving in right direction	18.3%	40.0%	26.6%	9.9%	5.2%
Q1h. As a place you are proud to call home	23.4%	41.1%	21.0%	8.9%	5.6%
Q1i. As a place for recreation	13.4%	36.2%	31.1%	14.5%	4.9%

Q2. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you are to do each of the following.

(N=577)

	Very Likely	Likely	Neutral	Unlikely	Very Unlikely	Don't Know
Q2a. Recommend living in Elgin to someone who asks	18.4%	41.4%	20.5%	11.3%	7.6%	0.9%
Q2b. Remain in Elgin for next five years	38.0%	31.2%	11.1%	8.8%	7.8%	3.1%
Q2c. Recommend visiting Elgin	17.5%	35.7%	26.7%	13.5%	5.2%	1.4%
Q2d. Recommend doing business in Elgin	17.7%	31.2%	27.7%	9.9%	5.7%	7.8%

WITHOUT "DON'T KNOW"

Q2. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you are to do each of the following. (without "don't know")

(N=577)

	Very Likely	Likely	Neutral	Unlikely	Very Unlikely
Q2a. Recommend living in Elgin to someone who asks	18.5%	41.8%	20.6%	11.4%	7.7%
Q2b. Remain in Elgin for next five years	39.2%	32.2%	11.4%	9.1%	8.1%
Q2c. Recommend visiting Elgin	17.8%	36.2%	27.1%	13.7%	5.3%
Q2d. Recommend doing business in Elgin	19.2%	33.8%	30.1%	10.7%	6.2%

Q3. Major categories of services provided by the City of Elgin are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Overall quality of police, fire & ambulance services	44.9%	39.5%	8.7%	1.9%	1.6%	3.5%
Q3b. Overall enforcement of local codes & ordinances	17.3%	40.2%	19.2%	12.8%	6.6%	3.8%
Q3c. Overall maintenance of City streets, sidewalks & infrastructure	18.0%	40.9%	20.6%	13.0%	6.8%	0.7%
Q3d. Overall access to information about City programs, services & alerts	23.1%	45.9%	19.9%	6.8%	1.2%	3.1%
Q3e. Overall quality of customer service provided by City	18.2%	40.0%	25.0%	6.8%	2.6%	7.5%
Q3f. Overall quality of stormwater management	18.2%	43.3%	21.3%	4.2%	2.9%	10.1%
Q3g. Overall quality of water utility services	26.0%	47.0%	18.4%	4.5%	1.7%	2.4%
Q3h. Overall quality of billing services provided	22.2%	48.7%	20.8%	3.1%	2.6%	2.6%
Q3i. Overall quality of trash & yard waste services	26.0%	46.8%	13.3%	9.5%	3.3%	1.0%
Q3j. Overall quality of parks & recreation programs & facilities	29.6%	39.0%	19.2%	5.2%	1.7%	5.2%

WITHOUT "DON'T KNOW"

Q3. Major categories of services provided by the City of Elgin are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Overall quality of police, fire & ambulance services	46.5%	40.9%	9.0%	2.0%	1.6%
Q3b. Overall enforcement of local codes & ordinances	18.0%	41.8%	20.0%	13.3%	6.8%
Q3c. Overall maintenance of City streets, sidewalks & infrastructure	18.2%	41.2%	20.8%	13.1%	6.8%
Q3d. Overall access to information about City programs, services & alerts	23.8%	47.4%	20.6%	7.0%	1.3%
Q3e. Overall quality of customer service provided by City	19.7%	43.3%	27.0%	7.3%	2.8%
Q3f. Overall quality of stormwater management	20.2%	48.2%	23.7%	4.6%	3.3%
Q3g. Overall quality of water utility services	26.6%	48.1%	18.8%	4.6%	1.8%
Q3h. Overall quality of billing services provided	22.8%	50.0%	21.4%	3.2%	2.7%
Q3i. Overall quality of trash & yard waste services	26.3%	47.3%	13.5%	9.6%	3.3%
Q3j. Overall quality of parks & recreation programs & facilities	31.3%	41.1%	20.3%	5.5%	1.8%

Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire & ambulance services	76	13.2 %
Overall enforcement of local codes & ordinances	91	15.8 %
Overall maintenance of City streets, sidewalks & infrastructure	155	26.9 %
Overall access to information about City programs, services & alerts	15	2.6 %
Overall quality of customer service provided by City	18	3.1 %
Overall quality of stormwater management	12	2.1 %
Overall quality of water utility services	20	3.5 %
Overall quality of billing services provided	10	1.7 %
Overall quality of trash & yard waste services	31	5.4 %
Overall quality of parks & recreation programs & facilities	39	6.8 %
<u>None chosen</u>	<u>110</u>	<u>19.1 %</u>
Total	577	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire & ambulance services	37	6.4 %
Overall enforcement of local codes & ordinances	63	10.9 %
Overall maintenance of City streets, sidewalks & infrastructure	106	18.4 %
Overall access to information about City programs, services & alerts	42	7.3 %
Overall quality of customer service provided by City	41	7.1 %
Overall quality of stormwater management	22	3.8 %
Overall quality of water utility services	23	4.0 %
Overall quality of billing services provided	11	1.9 %
Overall quality of trash & yard waste services	35	6.1 %
Overall quality of parks & recreation programs & facilities	60	10.4 %
<u>None chosen</u>	<u>137</u>	<u>23.7 %</u>
Total	577	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q4. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire & ambulance services	33	5.7 %
Overall enforcement of local codes & ordinances	35	6.1 %
Overall maintenance of City streets, sidewalks & infrastructure	56	9.7 %
Overall access to information about City programs, services & alerts	47	8.1 %
Overall quality of customer service provided by City	35	6.1 %
Overall quality of stormwater management	21	3.6 %
Overall quality of water utility services	26	4.5 %
Overall quality of billing services provided	20	3.5 %
Overall quality of trash & yard waste services	55	9.5 %
Overall quality of parks & recreation programs & facilities	79	13.7 %
<u>None chosen</u>	<u>170</u>	<u>29.5 %</u>
Total	577	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q4. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire & ambulance services	146	25.3 %
Overall enforcement of local codes & ordinances	189	32.8 %
Overall maintenance of City streets, sidewalks & infrastructure	317	54.9 %
Overall access to information about City programs, services & alerts	104	18.0 %
Overall quality of customer service provided by City	94	16.3 %
Overall quality of stormwater management	55	9.5 %
Overall quality of water utility services	69	12.0 %
Overall quality of billing services provided	41	7.1 %
Overall quality of trash & yard waste services	121	21.0 %
Overall quality of parks & recreation programs & facilities	178	30.8 %
<u>None chosen</u>	<u>110</u>	<u>19.1 %</u>
Total	1424	

Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=577)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q5a. In your neighborhood during the day	48.9%	38.3%	9.2%	2.1%	0.9%	0.7%
Q5b. In your neighborhood at night	26.9%	45.6%	16.8%	6.1%	3.8%	0.9%
Q5c. In Downtown Elgin during the day	30.7%	40.0%	18.7%	4.7%	0.7%	5.2%
Q5d. In Downtown Elgin at night	8.1%	25.3%	30.2%	19.8%	6.2%	10.4%
Q5e. In City parking garages	10.1%	24.8%	33.3%	13.7%	5.5%	12.7%
Q5f. In public parks	13.5%	35.4%	31.2%	8.1%	2.4%	9.4%

WITHOUT "DON'T KNOW"

Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=577)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q5a. In your neighborhood during the day	49.2%	38.6%	9.2%	2.1%	0.9%
Q5b. In your neighborhood at night	27.1%	46.0%	17.0%	6.1%	3.8%
Q5c. In Downtown Elgin during the day	32.4%	42.2%	19.7%	4.9%	0.7%
Q5d. In Downtown Elgin at night	9.1%	28.2%	33.7%	22.1%	7.0%
Q5e. In City parking garages	11.5%	28.4%	38.1%	15.7%	6.3%
Q5f. In public parks	14.9%	39.0%	34.4%	9.0%	2.7%

Q6. Please rate your satisfaction with each of the public safety services listed below on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6a. Overall effectiveness of police protection	31.5%	47.5%	14.0%	2.1%	1.6%	3.3%
Q6b. Visibility of police in neighborhoods	21.8%	38.6%	23.4%	11.3%	2.4%	2.4%
Q6c. Visibility of police in City	23.6%	42.6%	21.8%	4.7%	0.7%	6.6%
Q6d. Response time for emergency calls	25.3%	31.2%	14.2%	2.3%	1.2%	25.8%
Q6e. Police efforts to prevent crime	21.8%	36.7%	21.8%	5.9%	1.6%	12.1%
Q6f. 911 call handling	24.4%	28.4%	13.7%	1.0%	1.0%	31.4%
Q6g. Parking enforcement services	12.3%	27.6%	26.7%	8.7%	3.6%	21.1%
Q6h. Availability of information about police programs & activities	14.9%	31.7%	28.2%	6.4%	2.3%	16.5%
Q6i. Overall professionalism of Police Department	32.6%	40.2%	14.4%	4.7%	0.7%	7.5%

WITHOUT "DON'T KNOW"

Q6. Please rate your satisfaction with each of the public safety services listed below on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6a. Overall effectiveness of police protection	32.6%	49.1%	14.5%	2.2%	1.6%
Q6b. Visibility of police in neighborhoods	22.4%	39.6%	24.0%	11.5%	2.5%
Q6c. Visibility of police in City	25.2%	45.6%	23.4%	5.0%	0.7%
Q6d. Response time for emergency calls	34.1%	42.1%	19.2%	3.0%	1.6%
Q6e. Police efforts to prevent crime	24.9%	41.8%	24.9%	6.7%	1.8%
Q6f. 911 call handling	35.6%	41.4%	19.9%	1.5%	1.5%
Q6g. Parking enforcement services	15.6%	34.9%	33.8%	11.0%	4.6%
Q6h. Availability of information about police programs & activities	17.8%	38.0%	33.8%	7.7%	2.7%
Q6i. Overall professionalism of Police Department	35.2%	43.4%	15.5%	5.1%	0.7%

Q7. Which THREE of the public safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of police protection	79	13.7 %
Visibility of police in neighborhoods	151	26.2 %
Visibility of police in City	30	5.2 %
Response time for emergency calls	19	3.3 %
Police efforts to prevent crime	101	17.5 %
911 call handling	6	1.0 %
Parking enforcement services	38	6.6 %
Availability of information about police programs & activities	25	4.3 %
Overall professionalism of Police Department	18	3.1 %
None chosen	110	19.1 %
Total	577	100.0 %

Q7. Which THREE of the public safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of police protection	36	6.2 %
Visibility of police in neighborhoods	85	14.7 %
Visibility of police in City	71	12.3 %
Response time for emergency calls	41	7.1 %
Police efforts to prevent crime	103	17.9 %
911 call handling	19	3.3 %
Parking enforcement services	29	5.0 %
Availability of information about police programs & activities	43	7.5 %
Overall professionalism of Police Department	16	2.8 %
None chosen	134	23.2 %
Total	577	100.0 %

Q7. Which THREE of the public safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of police protection	55	9.5 %
Visibility of police in neighborhoods	44	7.6 %
Visibility of police in City	60	10.4 %
Response time for emergency calls	25	4.3 %
Police efforts to prevent crime	67	11.6 %
911 call handling	17	2.9 %
Parking enforcement services	35	6.1 %
Availability of information about police programs & activities	58	10.1 %
Overall professionalism of Police Department	43	7.5 %
None chosen	173	30.0 %
Total	577	100.0 %

Q7. Which THREE of the public safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q7. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of police protection	170	29.5 %
Visibility of police in neighborhoods	280	48.5 %
Visibility of police in City	161	27.9 %
Response time for emergency calls	85	14.7 %
Police efforts to prevent crime	271	47.0 %
911 call handling	42	7.3 %
Parking enforcement services	102	17.7 %
Availability of information about police programs & activities	126	21.8 %
Overall professionalism of Police Department	77	13.3 %
None chosen	110	19.1 %
Total	1424	

Q8. For each of the fire and emergency medical services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a. Overall effectiveness of fire services	33.1%	31.7%	9.0%	0.2%	0.5%	25.5%
Q8b. Overall effectiveness of ambulance services	33.1%	29.6%	8.7%	0.2%	0.7%	27.7%
Q8c. Response time for emergency calls	30.8%	26.2%	10.6%	0.5%	0.3%	31.5%
Q8d. Fire education programs in your community	14.0%	19.4%	25.5%	4.0%	1.0%	36.0%
Q8e. Fire inspection programs in your community	13.9%	17.2%	24.6%	3.8%	1.2%	39.3%
Q8f. Overall professionalism of Fire Department	34.1%	29.3%	12.5%	0.7%	0.5%	22.9%

WITHOUT "DON'T KNOW"

Q8. For each of the fire and emergency medical services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. Overall effectiveness of fire services	44.4%	42.6%	12.1%	0.2%	0.7%
Q8b. Overall effectiveness of ambulance services	45.8%	41.0%	12.0%	0.2%	1.0%
Q8c. Response time for emergency calls	45.1%	38.2%	15.4%	0.8%	0.5%
Q8d. Fire education programs in your community	22.0%	30.4%	39.8%	6.2%	1.6%
Q8e. Fire inspection programs in your community	22.9%	28.3%	40.6%	6.3%	2.0%
Q8f. Overall professionalism of Fire Department	44.3%	38.0%	16.2%	0.9%	0.7%

Q9. Which TWO of the fire and emergency medical service items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of fire services	82	14.2 %
Overall effectiveness of ambulance services	28	4.9 %
Response time for emergency calls	75	13.0 %
Fire education programs in your community	145	25.1 %
Fire inspection programs in your community	56	9.7 %
Overall professionalism of Fire Department	12	2.1 %
None chosen	179	31.0 %
Total	577	100.0 %

Q9. Which TWO of the fire and emergency medical service items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of fire services	40	6.9 %
Overall effectiveness of ambulance services	83	14.4 %
Response time for emergency calls	36	6.2 %
Fire education programs in your community	61	10.6 %
Fire inspection programs in your community	141	24.4 %
Overall professionalism of Fire Department	17	2.9 %
None chosen	199	34.5 %
Total	577	100.0 %

Q9. Which TWO of the fire and emergency medical service items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

<u>Q9. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of fire services	122	21.1 %
Overall effectiveness of ambulance services	111	19.2 %
Response time for emergency calls	111	19.2 %
Fire education programs in your community	206	35.7 %
Fire inspection programs in your community	197	34.1 %
Overall professionalism of Fire Department	29	5.0 %
None chosen	179	31.0 %
Total	955	

Q10. For each of the maintenance services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10a. Condition of major City streets	10.7%	46.4%	23.4%	13.5%	4.3%	1.6%
Q10b. Condition of neighborhood streets	8.5%	40.6%	23.7%	19.8%	6.4%	1.0%
Q10c. Condition of City sidewalks & bikeways	10.7%	46.1%	22.5%	10.4%	4.2%	6.1%
Q10d. Maintenance of street signs, pavements & markings	13.0%	47.8%	23.6%	11.1%	2.1%	2.4%
Q10e. Maintenance & cleanliness of Downtown Elgin	17.7%	42.8%	26.2%	6.1%	1.2%	6.1%
Q10f. Maintenance & cleanliness of your neighborhood	20.1%	47.1%	19.2%	8.8%	3.5%	1.2%
Q10g. Adequacy of street lighting in your neighborhood	18.5%	39.9%	20.8%	14.7%	4.9%	1.2%
Q10h. Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	21.1%	48.0%	17.7%	8.0%	2.8%	2.4%
Q10i. Snow removal on residential streets	16.6%	39.7%	20.6%	13.5%	7.3%	2.3%
Q10j. Leaf removal or collection program	20.6%	38.5%	19.1%	10.7%	4.2%	6.9%
Q10k. Mowing & tree trimming along streets & other public areas	14.2%	41.2%	24.6%	10.9%	3.3%	5.7%
Q10l. Overall cleanliness of streets & other public areas	15.1%	48.4%	24.8%	7.1%	2.6%	2.1%
Q10m. On-street bicycle infrastructure (bike lanes/signs)	12.0%	32.2%	27.7%	8.7%	3.5%	15.9%
Q10n. Condition of street drainage/water drainage	10.4%	43.8%	26.9%	9.9%	4.5%	4.5%

WITHOUT "DON'T KNOW"

Q10. For each of the maintenance services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10a. Condition of major City streets	10.9%	47.2%	23.8%	13.7%	4.4%
Q10b. Condition of neighborhood streets	8.6%	41.0%	24.0%	20.0%	6.5%
Q10c. Condition of City sidewalks & bikeways	11.4%	49.1%	24.0%	11.1%	4.4%
Q10d. Maintenance of street signs, pavements & markings	13.3%	49.0%	24.2%	11.4%	2.1%
Q10e. Maintenance & cleanliness of Downtown Elgin	18.8%	45.6%	27.9%	6.5%	1.3%
Q10f. Maintenance & cleanliness of your neighborhood	20.4%	47.7%	19.5%	8.9%	3.5%
Q10g. Adequacy of street lighting in your neighborhood	18.8%	40.4%	21.1%	14.9%	4.9%
Q10h. Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	21.7%	49.2%	18.1%	8.2%	2.8%
Q10i. Snow removal on residential streets	17.0%	40.6%	21.1%	13.8%	7.4%
Q10j. Leaf removal or collection program	22.2%	41.3%	20.5%	11.5%	4.5%
Q10k. Mowing & tree trimming along streets & other public areas	15.1%	43.8%	26.1%	11.6%	3.5%
Q10l. Overall cleanliness of streets & other public areas	15.4%	49.4%	25.3%	7.3%	2.7%
Q10m. On-street bicycle infrastructure (bike lanes/signs)	14.2%	38.4%	33.0%	10.3%	4.1%
Q10n. Condition of street drainage/water drainage	10.9%	45.9%	28.1%	10.3%	4.7%

Q11. Which FOUR of the maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	106	18.4 %
Condition of neighborhood streets	114	19.8 %
Condition of City sidewalks & bikeways	22	3.8 %
Maintenance of street signs, pavements & markings	14	2.4 %
Maintenance & cleanliness of Downtown Elgin	22	3.8 %
Maintenance & cleanliness of your neighborhood	24	4.2 %
Adequacy of street lighting in your neighborhood	41	7.1 %
Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	14	2.4 %
Snow removal on residential streets	39	6.8 %
Leaf removal or collection program	17	2.9 %
Mowing & tree trimming along streets & other public areas	9	1.6 %
Overall cleanliness of streets & other public areas	8	1.4 %
On-street bicycle infrastructure (bike lanes/signs)	19	3.3 %
Condition of street drainage/water drainage	39	6.8 %
<u>None chosen</u>	<u>89</u>	<u>15.4 %</u>
Total	577	100.0 %

Q11. Which FOUR of the maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	36	6.2 %
Condition of neighborhood streets	93	16.1 %
Condition of City sidewalks & bikeways	37	6.4 %
Maintenance of street signs, pavements & markings	19	3.3 %
Maintenance & cleanliness of Downtown Elgin	31	5.4 %
Maintenance & cleanliness of your neighborhood	35	6.1 %
Adequacy of street lighting in your neighborhood	34	5.9 %
Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	36	6.2 %
Snow removal on residential streets	44	7.6 %
Leaf removal or collection program	23	4.0 %
Mowing & tree trimming along streets & other public areas	23	4.0 %
Overall cleanliness of streets & other public areas	29	5.0 %
On-street bicycle infrastructure (bike lanes/signs)	12	2.1 %
Condition of street drainage/water drainage	14	2.4 %
<u>None chosen</u>	<u>111</u>	<u>19.2 %</u>
Total	577	100.0 %

Q11. Which FOUR of the maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	26	4.5 %
Condition of neighborhood streets	29	5.0 %
Condition of City sidewalks & bikeways	40	6.9 %
Maintenance of street signs, pavements & markings	19	3.3 %
Maintenance & cleanliness of Downtown Elgin	31	5.4 %
Maintenance & cleanliness of your neighborhood	22	3.8 %
Adequacy of street lighting in your neighborhood	45	7.8 %
Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	24	4.2 %
Snow removal on residential streets	62	10.7 %
Leaf removal or collection program	26	4.5 %
Mowing & tree trimming along streets & other public areas	23	4.0 %
Overall cleanliness of streets & other public areas	37	6.4 %
On-street bicycle infrastructure (bike lanes/signs)	17	2.9 %
Condition of street drainage/water drainage	39	6.8 %
<u>None chosen</u>	<u>137</u>	<u>23.7 %</u>
Total	577	100.0 %

Q11. Which FOUR of the maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	27	4.7 %
Condition of neighborhood streets	26	4.5 %
Condition of City sidewalks & bikeways	21	3.6 %
Maintenance of street signs, pavements & markings	24	4.2 %
Maintenance & cleanliness of Downtown Elgin	19	3.3 %
Maintenance & cleanliness of your neighborhood	24	4.2 %
Adequacy of street lighting in your neighborhood	25	4.3 %
Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	19	3.3 %
Snow removal on residential streets	35	6.1 %
Leaf removal or collection program	25	4.3 %
Mowing & tree trimming along streets & other public areas	26	4.5 %
Overall cleanliness of streets & other public areas	40	6.9 %
On-street bicycle infrastructure (bike lanes/signs)	22	3.8 %
Condition of street drainage/water drainage	52	9.0 %
<u>None chosen</u>	<u>192</u>	<u>33.3 %</u>
Total	577	100.0 %

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

<u>Q11. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	195	33.8 %
Condition of neighborhood streets	262	45.4 %
Condition of City sidewalks & bikeways	120	20.8 %
Maintenance of street signs, pavements & markings	76	13.2 %
Maintenance & cleanliness of Downtown Elgin	103	17.9 %
Maintenance & cleanliness of your neighborhood	105	18.2 %
Adequacy of street lighting in your neighborhood	145	25.1 %
Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	93	16.1 %
Snow removal on residential streets	180	31.2 %
Leaf removal or collection program	91	15.8 %
Mowing & tree trimming along streets & other public areas	81	14.0 %
Overall cleanliness of streets & other public areas	114	19.8 %
On-street bicycle infrastructure (bike lanes/signs)	70	12.1 %
Condition of street drainage/water drainage	144	25.0 %
None chosen	89	15.4 %
Total	1868	

Q12. Is parking an issue in your neighborhood?

<u>Q12. Is parking an issue in your neighborhood?</u>	<u>Number</u>	<u>Percent</u>
Yes	156	27.0 %
No	371	64.3 %
Not provided	50	8.7 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q12. Is parking an issue in your neighborhood? (without "not provided")

<u>Q12. Is parking an issue in your neighborhood</u>	<u>Number</u>	<u>Percent</u>
Yes	156	29.6 %
No	371	70.4 %
Total	527	100.0 %

Q13. Please rate the importance of each of the sustainability items listed below using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important."

(N=577)

	Very Important	Somewhat Important	Neutral	Not Important	Not At All Important	Don't Know
Q13a. Recycling, waste management, composting	68.6%	18.9%	9.0%	1.0%	0.2%	2.3%
Q13b. Green Infrastructure, green building, sustainable planning	42.6%	27.7%	18.4%	3.6%	1.6%	6.1%
Q13c. Alternative energy, renewable energy	48.7%	26.5%	15.4%	2.6%	1.7%	5.0%
Q13d. Resource conservation (water, energy)	54.1%	26.3%	14.0%	1.2%	0.3%	4.0%
Q13e. Local goods production & availability	41.1%	31.7%	17.0%	1.7%	0.7%	7.8%
Q13f. Sustainable transportation & mobility	46.6%	28.9%	15.1%	2.4%	1.0%	5.9%

WITHOUT "DON'T KNOW"

Q13. Please rate the importance of each of the sustainability items listed below using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important." (without "don't know")

(N=577)

	Very Important	Somewhat Important	Neutral	Not Important	Not At All Important
Q13a. Recycling, waste management, composting	70.2%	19.3%	9.2%	1.1%	0.2%
Q13b. Green Infrastructure, green building, sustainable planning	45.4%	29.5%	19.6%	3.9%	1.7%
Q13c. Alternative energy, renewable energy	51.3%	27.9%	16.2%	2.7%	1.8%
Q13d. Resource conservation (water, energy)	56.3%	27.4%	14.6%	1.3%	0.4%
Q13e. Local goods production & availability	44.5%	34.4%	18.4%	1.9%	0.8%
Q13f. Sustainable transportation & mobility	49.5%	30.8%	16.0%	2.6%	1.1%

Q14. Which TWO of the sustainability items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. Top choice	Number	Percent
Recycling, waste management, composting	194	33.6 %
Green Infrastructure, green building, sustainable planning	49	8.5 %
Alternative energy, renewable energy	80	13.9 %
Resource conservation (water, energy)	47	8.1 %
Local goods production & availability	46	8.0 %
Sustainable transportation & mobility	56	9.7 %
None chosen	105	18.2 %
Total	577	100.0 %

Q14. Which TWO of the sustainability items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. 2nd choice	Number	Percent
Recycling, waste management, composting	60	10.4 %
Green Infrastructure, green building, sustainable planning	77	13.3 %
Alternative energy, renewable energy	98	17.0 %
Resource conservation (water, energy)	94	16.3 %
Local goods production & availability	59	10.2 %
Sustainable transportation & mobility	59	10.2 %
None chosen	130	22.5 %
Total	577	100.0 %

Q14. Which TWO of the sustainability items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q14. Sum of top 2 choices	Number	Percent
Recycling, waste management, composting	254	44.0 %
Green Infrastructure, green building, sustainable planning	126	21.8 %
Alternative energy, renewable energy	178	30.8 %
Resource conservation (water, energy)	141	24.4 %
Local goods production & availability	105	18.2 %
Sustainable transportation & mobility	115	19.9 %
None chosen	105	18.2 %
Total	1024	

Q15. For each of the water utility services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15a. Water pressure on a typical day	44.5%	40.7%	6.8%	5.4%	1.4%	1.2%
Q15b. Overall quality of your tap water	30.0%	35.9%	18.5%	9.2%	3.6%	2.8%
Q15c. Ease of paying water bill	40.6%	38.1%	11.6%	3.8%	1.7%	4.2%
Q15d. Overall quality of water service	35.0%	42.5%	15.1%	3.6%	1.7%	2.1%

WITHOUT "DON'T KNOW"

Q15. For each of the water utility services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a. Water pressure on a typical day	45.1%	41.2%	6.8%	5.4%	1.4%
Q15b. Overall quality of your tap water	30.8%	36.9%	19.1%	9.4%	3.7%
Q15c. Ease of paying water bill	42.3%	39.8%	12.1%	4.0%	1.8%
Q15d. Overall quality of water service	35.8%	43.4%	15.4%	3.7%	1.8%

Q16. Which TWO of the water utility items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Water pressure on a typical day	50	8.7 %
Overall quality of your tap water	283	49.0 %
Ease of paying water bill	41	7.1 %
Overall quality of water service	51	8.8 %
None chosen	152	26.3 %
Total	577	100.0 %

Q16. Which TWO of the water utility items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Water pressure on a typical day	70	12.1 %
Overall quality of your tap water	86	14.9 %
Ease of paying water bill	40	6.9 %
Overall quality of water service	176	30.5 %
None chosen	205	35.5 %
Total	577	100.0 %

Q16. Which TWO of the water utility items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

<u>Q16. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Water pressure on a typical day	120	20.8 %
Overall quality of your tap water	369	64.0 %
Ease of paying water bill	81	14.0 %
Overall quality of water service	227	39.3 %
None chosen	152	26.3 %
Total	949	

Q17a-f. For each of the parks and recreation services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Parks)

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17a. Maintenance of parks	19.1%	48.2%	17.9%	4.5%	0.7%	9.7%
Q17b. Number of parks in Elgin	19.8%	46.4%	17.9%	5.2%	1.6%	9.2%
Q17c. Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	15.8%	41.8%	23.7%	5.9%	0.9%	12.0%
Q17d. Quality of outdoor athletic fields (i.e. baseball, soccer, football)	17.0%	36.0%	22.9%	3.3%	1.0%	19.8%
Q17e. Quality of walking & biking trails	17.2%	39.9%	21.1%	5.9%	1.7%	14.2%
Q17f. Number of walking/biking trails	13.3%	33.1%	24.6%	11.3%	2.4%	15.3%

WITHOUT "DON'T KNOW"**Q17a-f. For each of the parks and recreation services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Parks) (without "don't know")**

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17a. Maintenance of parks	21.1%	53.4%	19.8%	5.0%	0.8%
Q17b. Number of parks in Elgin	21.8%	51.1%	19.7%	5.7%	1.7%
Q17c. Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	17.9%	47.4%	27.0%	6.7%	1.0%
Q17d. Quality of outdoor athletic fields (i.e. baseball, soccer, football)	21.2%	44.9%	28.5%	4.1%	1.3%
Q17e. Quality of walking & biking trails	20.0%	46.5%	24.6%	6.9%	2.0%
Q17f. Number of walking/biking trails	15.7%	39.1%	29.0%	13.3%	2.9%

Q17g-k. For each of the parks and recreation services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Recreation)

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17g. Overall quality of recreation facilities	17.0%	42.1%	21.3%	3.6%	0.9%	15.1%
Q17h. Maintenance & appearance of The Centre	29.1%	38.1%	14.4%	2.4%	0.5%	15.4%
Q17i. Maintenance & appearance of the Eastside Recreation Center	11.3%	23.1%	20.1%	1.9%	1.0%	42.6%
Q17j. Indoor pools at The Centre	18.5%	31.9%	15.1%	3.3%	1.0%	30.2%
Q17k. Golf courses	14.2%	22.0%	19.2%	0.5%	0.7%	43.3%

WITHOUT "DON'T KNOW"**Q17g-k. For each of the parks and recreation services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Recreation) (without "don't know")**

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17g. Overall quality of recreation facilities	20.0%	49.6%	25.1%	4.3%	1.0%
Q17h. Maintenance & appearance of The Centre	34.4%	45.1%	17.0%	2.9%	0.6%
Q17i. Maintenance & appearance of the Eastside Recreation Center	19.6%	40.2%	35.0%	3.3%	1.8%
Q17j. Indoor pools at The Centre	26.6%	45.7%	21.6%	4.7%	1.5%
Q17k. Golf courses	25.1%	38.8%	33.9%	0.9%	1.2%

Q17l-o. For each of the parks and recreation services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Communication)

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17l. Quality of communication from Parks & Recreation	12.3%	31.0%	26.3%	8.7%	2.3%	19.4%
Q17m. Quality of customer service from Parks & Recreation employees	13.0%	31.5%	22.9%	3.5%	1.4%	27.7%
Q17n. Ease of registering for programs	11.6%	28.8%	23.2%	3.3%	1.4%	31.7%
Q17o. Availability of information about Parks & Recreation programs	14.6%	29.1%	26.2%	10.1%	2.9%	17.2%

WITHOUT "DON'T KNOW"

Q17l-o. For each of the parks and recreation services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Communication) (without "don't know")

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17l. Quality of communication from Parks & Recreation	15.3%	38.5%	32.7%	10.8%	2.8%
Q17m. Quality of customer service from Parks & Recreation employees	18.0%	43.6%	31.7%	4.8%	1.9%
Q17n. Ease of registering for programs	17.0%	42.1%	34.0%	4.8%	2.0%
Q17o. Availability of information about Parks & Recreation programs	17.6%	35.1%	31.6%	12.1%	3.6%

Q18. Which FOUR of the parks and recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. Top choice	Number	Percent
Maintenance of parks	105	18.2 %
Number of parks in Elgin	33	5.7 %
Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	51	8.8 %
Quality of outdoor athletic fields (i.e. baseball, soccer, football)	19	3.3 %
Quality of walking & biking trails	29	5.0 %
Number of walking/biking trails	37	6.4 %
Overall quality of recreation facilities	13	2.3 %
Maintenance & appearance of The Centre	18	3.1 %
Maintenance & appearance of the Eastside Recreation Center	6	1.0 %
Indoor pools at The Centre	6	1.0 %
Golf courses	2	0.3 %
Quality of communication from Parks & Recreation	31	5.4 %
Quality of customer service from Parks & Recreation employees	13	2.3 %
Ease of registering for programs	12	2.1 %
Availability of information about Parks & Recreation programs	34	5.9 %
None chosen	168	29.1 %
Total	577	100.0 %

Q18. Which FOUR of the parks and recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. 2nd choice	Number	Percent
Maintenance of parks	32	5.5 %
Number of parks in Elgin	23	4.0 %
Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	67	11.6 %
Quality of outdoor athletic fields (i.e. baseball, soccer, football)	22	3.8 %
Quality of walking & biking trails	39	6.8 %
Number of walking/biking trails	32	5.5 %
Overall quality of recreation facilities	24	4.2 %
Maintenance & appearance of The Centre	15	2.6 %
Maintenance & appearance of the Eastside Recreation Center	10	1.7 %
Indoor pools at The Centre	10	1.7 %
Golf courses	3	0.5 %
Quality of communication from Parks & Recreation	36	6.2 %
Quality of customer service from Parks & Recreation employees	18	3.1 %
Ease of registering for programs	15	2.6 %
Availability of information about Parks & Recreation programs	39	6.8 %
None chosen	192	33.3 %
Total	577	100.0 %

Q18. Which FOUR of the parks and recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. 3rd choice	Number	Percent
Maintenance of parks	31	5.4 %
Number of parks in Elgin	9	1.6 %
Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	35	6.1 %
Quality of outdoor athletic fields (i.e. baseball, soccer, football)	11	1.9 %
Quality of walking & biking trails	37	6.4 %
Number of walking/biking trails	32	5.5 %
Overall quality of recreation facilities	38	6.6 %
Maintenance & appearance of The Centre	14	2.4 %
Maintenance & appearance of the Eastside Recreation Center	9	1.6 %
Indoor pools at The Centre	14	2.4 %
Golf courses	15	2.6 %
Quality of communication from Parks & Recreation	25	4.3 %
Quality of customer service from Parks & Recreation employees	30	5.2 %
Ease of registering for programs	20	3.5 %
Availability of information about Parks & Recreation programs	37	6.4 %
None chosen	220	38.1 %
Total	577	100.0 %

Q18. Which FOUR of the parks and recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. 4th choice	Number	Percent
Maintenance of parks	24	4.2 %
Number of parks in Elgin	18	3.1 %
Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	25	4.3 %
Quality of outdoor athletic fields (i.e. baseball, soccer, football)	14	2.4 %
Quality of walking & biking trails	35	6.1 %
Number of walking/biking trails	21	3.6 %
Overall quality of recreation facilities	30	5.2 %
Maintenance & appearance of The Centre	15	2.6 %
Maintenance & appearance of the Eastside Recreation Center	11	1.9 %
Indoor pools at The Centre	6	1.0 %
Golf courses	9	1.6 %
Quality of communication from Parks & Recreation	24	4.2 %
Quality of customer service from Parks & Recreation employees	6	1.0 %
Ease of registering for programs	25	4.3 %
Availability of information about Parks & Recreation programs	46	8.0 %
None chosen	268	46.4 %
Total	577	100.0 %

Q18. Which FOUR of the parks and recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)

<u>Q18. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of parks	192	33.3 %
Number of parks in Elgin	83	14.4 %
Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	178	30.8 %
Quality of outdoor athletic fields (i.e. baseball, soccer, football)	66	11.4 %
Quality of walking & biking trails	140	24.3 %
Number of walking/biking trails	122	21.1 %
Overall quality of recreation facilities	105	18.2 %
Maintenance & appearance of The Centre	62	10.7 %
Maintenance & appearance of the Eastside Recreation Center	36	6.2 %
Indoor pools at The Centre	36	6.2 %
Golf courses	29	5.0 %
Quality of communication from Parks & Recreation	116	20.1 %
Quality of customer service from Parks & Recreation employees	67	11.6 %
Ease of registering for programs	72	12.5 %
Availability of information about Parks & Recreation programs	156	27.0 %
None chosen	168	29.1 %
Total	1628	

Q19. For each of the code enforcement services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19a. Overall effectiveness of Code Enforcement	9.5%	30.2%	25.6%	12.0%	5.9%	16.8%
Q19b. Overall effectiveness of communication from Code Enforcement	9.5%	23.1%	28.6%	11.6%	5.9%	21.3%
Q19c. Enforcing clean-up of trash & debris on private property	9.5%	22.5%	25.1%	18.4%	9.4%	15.1%
Q19d. Enforcing mowing & cutting of weeds on private property	9.4%	21.7%	29.3%	16.8%	6.8%	16.1%
Q19e. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	7.8%	22.5%	28.1%	17.2%	9.0%	15.4%
Q19f. Enforcing exterior maintenance of commercial/business property	8.7%	24.4%	29.6%	10.9%	4.9%	21.5%

WITHOUT "DON'T KNOW"

Q19. For each of the code enforcement services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19a. Overall effectiveness of Code Enforcement	11.5%	36.3%	30.8%	14.4%	7.1%
Q19b. Overall effectiveness of communication from Code Enforcement	12.1%	29.3%	36.3%	14.8%	7.5%
Q19c. Enforcing clean-up of trash & debris on private property	11.2%	26.5%	29.6%	21.6%	11.0%
Q19d. Enforcing mowing & cutting of weeds on private property	11.2%	25.8%	34.9%	20.0%	8.1%
Q19e. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	9.2%	26.6%	33.2%	20.3%	10.7%
Q19f. Enforcing exterior maintenance of commercial/business property	11.0%	31.1%	37.7%	13.9%	6.2%

Q20. Which TWO of the code enforcement items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of Code Enforcement	104	18.0 %
Overall effectiveness of communication from Code Enforcement	42	7.3 %
Enforcing clean-up of trash & debris on private property	124	21.5 %
Enforcing mowing & cutting of weeds on private property	46	8.0 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	65	11.3 %
Enforcing exterior maintenance of commercial/business property	29	5.0 %
None chosen	167	28.9 %
Total	577	100.0 %

Q20. Which TWO of the code enforcement items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of Code Enforcement	33	5.7 %
Overall effectiveness of communication from Code Enforcement	53	9.2 %
Enforcing clean-up of trash & debris on private property	80	13.9 %
Enforcing mowing & cutting of weeds on private property	76	13.2 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	88	15.3 %
Enforcing exterior maintenance of commercial/business property	60	10.4 %
None chosen	187	32.4 %
Total	577	100.0 %

Q20. Which TWO of the code enforcement items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

<u>Q20. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of Code Enforcement	137	23.7 %
Overall effectiveness of communication from Code Enforcement	95	16.5 %
Enforcing clean-up of trash & debris on private property	204	35.4 %
Enforcing mowing & cutting of weeds on private property	122	21.1 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	153	26.5 %
Enforcing exterior maintenance of commercial/business property	89	15.4 %
None chosen	167	28.9 %
Total	967	

Q21. For each of the community development services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q21a. City's historic preservation efforts	22.4%	41.4%	17.2%	1.9%	1.4%	15.8%
Q21b. Process to obtain a building permit	10.6%	25.8%	22.0%	4.3%	2.6%	34.7%
Q21c. City's efforts to plan for future growth (e.g. residential, business, commercial)	12.1%	23.2%	25.6%	7.1%	4.3%	27.6%
Q21d. Overall communication from community development staff	9.2%	17.0%	30.0%	10.6%	5.7%	27.6%

WITHOUT "DON'T KNOW"

Q21. For each of the community development services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q21a. City's historic preservation efforts	26.5%	49.2%	20.4%	2.3%	1.6%
Q21b. Process to obtain a building permit	16.2%	39.5%	33.7%	6.6%	4.0%
Q21c. City's efforts to plan for future growth (e.g. residential, business, commercial)	16.7%	32.1%	35.4%	9.8%	6.0%
Q21d. Overall communication from community development staff	12.7%	23.4%	41.4%	14.6%	7.9%

Q22. Do you currently pay City utility bills online or through autopay (e.g. your water bill)?

Q22. Do you currently pay City utility bills online or through autopay?	Number	Percent
Yes	302	52.3 %
No	242	41.9 %
Not provided	33	5.7 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q22. Do you currently pay City utility bills online or through autopay (e.g. your water bill)? (without "not provided")

Q22. Do you currently pay City utility bills online or through autopay?	Number	Percent
Yes	302	55.5 %
No	242	44.5 %
Total	544	100.0 %

Q23. Do you desire to make more City transactions online?

Q23. Do you desire to make more City transactions online?	Number	Percent
Yes	291	50.4 %
No	234	40.6 %
Not provided	52	9.0 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q23. Do you desire to make more City transactions online? (without "not provided")

Q23. Do you desire to make more City transactions online?	Number	Percent
Yes	291	55.4 %
No	234	44.6 %
Total	525	100.0 %

Q24. For each of the City events and programs listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24a. Opportunities to attend festivals/events	23.6%	43.3%	18.4%	5.4%	1.7%	7.6%
Q24b. Opportunities to attend cultural arts programs	21.0%	40.6%	20.3%	4.5%	1.2%	12.5%
Q24c. Ability to find information about upcoming City events	17.9%	35.2%	21.5%	13.3%	4.5%	7.6%

WITHOUT "DON'T KNOW"

Q24. For each of the City events and programs listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24a. Opportunities to attend festivals/events	25.5%	46.9%	19.9%	5.8%	1.9%
Q24b. Opportunities to attend cultural arts programs	24.0%	46.3%	23.2%	5.1%	1.4%
Q24c. Ability to find information about upcoming City events	19.3%	38.1%	23.3%	14.4%	4.9%

Q25. For each of the public information and engagement items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q25a. Availability of public information	14.2%	35.7%	28.1%	11.1%	2.9%	8.0%
Q25b. Accessibility of public information	14.4%	33.6%	30.2%	10.1%	2.4%	9.4%
Q25c. Your ability to provide feedback to City	12.7%	22.7%	29.6%	12.3%	5.0%	17.7%
Q25d. Your ability to volunteer/serve (City commissions, task forces, committees, etc.)	9.4%	21.7%	30.8%	7.3%	2.1%	28.8%

WITHOUT "DON'T KNOW"

Q25. For each of the public information and engagement items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=577)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q25a. Availability of public information	15.4%	38.8%	30.5%	12.1%	3.2%
Q25b. Accessibility of public information	15.9%	37.1%	33.3%	11.1%	2.7%
Q25c. Your ability to provide feedback to City	15.4%	27.6%	36.0%	14.9%	6.1%
Q25d. Your ability to volunteer/serve (City commissions, task forces, committees, etc.)	13.1%	30.4%	43.3%	10.2%	2.9%

Q26. Which of the following sources do you use to gather information about the City of Elgin?

Q26. What sources do you use to gather information about City of Elgin?	Number	Percent
City of Elgin website (www.cityofelgin.org)	371	66.0 %
311 Contact Center	78	13.9 %
311 Mobile App	86	15.3 %
Social media (Facebook, Twitter, Instagram)	242	43.1 %
Local newspapers	251	44.7 %
Elgin Neighbor Newsletter	237	42.2 %
Direct mail (e.g. postcards or newsletter)	207	36.8 %
Word of mouth (friends, family, co-workers, etc.)	310	55.2 %
Other	28	5.0 %
Total	1810	

Q26. Other

Q26. Other	Number	Percent
Library	5	18.5 %
TV	3	11.1 %
Email	3	11.1 %
cable television, public library	1	3.7 %
Elgin chamber	1	3.7 %
What's happening Elgin Facebook page	1	3.7 %
Whole city is a trash heap	1	3.7 %
city employed	1	3.7 %
Gifford Park Association	1	3.7 %
BRAVO MAGAZINE	1	3.7 %
NEIGHBORS	1	3.7 %
Posters	1	3.7 %
Del Webb Edgewater subdivision communication	1	3.7 %
Newspaper website	1	3.7 %
The mayor's sister	1	3.7 %
Elgin Roadblocks Facebook page	1	3.7 %
Library and Centre signs	1	3.7 %
At venues or online	1	3.7 %
ONLINE NEWSLETTER	1	3.7 %
Total	27	100.0 %

Q27. From which THREE information sources listed in Question 26 would you MOST PREFER to get information from the City?

Q27. Top choice	Number	Percent
City of Elgin website (www.cityofelgin.org)	162	28.1 %
311 Contact Center	13	2.3 %
311 Mobile App	32	5.5 %
Social media (Facebook, Twitter, Instagram)	60	10.4 %
Local newspapers	47	8.1 %
Elgin Neighbor Newsletter	88	15.3 %
Direct mail (e.g. postcards or newsletter)	66	11.4 %
Word of mouth (friends, family, co-workers, etc.)	5	0.9 %
Other	9	1.6 %
None chosen	95	16.5 %
Total	577	100.0 %

Q27. From which THREE information sources listed in Question 26 would you MOST PREFER to get information from the City?

Q27. 2nd choice	Number	Percent
City of Elgin website (www.cityofelgin.org)	78	13.5 %
311 Contact Center	22	3.8 %
311 Mobile App	33	5.7 %
Social media (Facebook, Twitter, Instagram)	79	13.7 %
Local newspapers	56	9.7 %
Elgin Neighbor Newsletter	78	13.5 %
Direct mail (e.g. postcards or newsletter)	85	14.7 %
Word of mouth (friends, family, co-workers, etc.)	17	2.9 %
Other	5	0.9 %
None chosen	124	21.5 %
Total	577	100.0 %

Q27. From which THREE information sources listed in Question 26 would you MOST PREFER to get information from the City?

Q27. 3rd choice	Number	Percent
City of Elgin website (www.cityofelgin.org)	60	10.4 %
311 Contact Center	14	2.4 %
311 Mobile App	32	5.5 %
Social media (Facebook, Twitter, Instagram)	67	11.6 %
Local newspapers	48	8.3 %
Elgin Neighbor Newsletter	65	11.3 %
Direct mail (e.g. postcards or newsletter)	58	10.1 %
Word of mouth (friends, family, co-workers, etc.)	45	7.8 %
Other	8	1.4 %
None chosen	180	31.2 %
Total	577	100.0 %

Q27. From which THREE information sources listed in Question 26 would you MOST PREFER to get information from the City? (top 3)

<u>Q27. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
City of Elgin website (www.cityofelgin.org)	300	52.0 %
311 Contact Center	49	8.5 %
311 Mobile App	97	16.8 %
Social media (Facebook, Twitter, Instagram)	206	35.7 %
Local newspapers	151	26.2 %
Elgin Neighbor Newsletter	231	40.0 %
Direct mail (e.g. postcards or newsletter)	209	36.2 %
Word of mouth (friends, family, co-workers, etc.)	67	11.6 %
Other	22	3.8 %
None chosen	95	16.5 %
Total	1427	

Q28. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 - 20 households that are closest to you)?

<u>Q28. How often do you talk to or visit with your immediate neighbors?</u>	<u>Number</u>	<u>Percent</u>
Almost everyday	89	15.4 %
Several times a week	162	28.1 %
Several times a month	126	21.8 %
Less than several times a month	177	30.7 %
Not provided	23	4.0 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q28. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 - 20 households that are closest to you)? (without "not provided")

<u>Q28. How often do you talk to or visit with your immediate neighbors?</u>	<u>Number</u>	<u>Percent</u>
Almost everyday	89	16.1 %
Several times a week	162	29.2 %
Several times a month	126	22.7 %
Less than several times a month	177	31.9 %
Total	554	100.0 %

Q29. Are you satisfied with the process to report non-emergency problems (e.g. potholes) to the City?

Q29. Are you satisfied with process to report non-emergency problems to City?	Number	Percent
Yes	253	43.8 %
No	78	13.5 %
Don't know	246	42.6 %
Total	577	100.0 %

WITHOUT "DON'T KNOW"**Q29. Are you satisfied with the process to report non-emergency problems (e.g. potholes) to the City? (without "don't know")**

Q29. Are you satisfied with process to report non-emergency problems to City?	Number	Percent
Yes	253	76.4 %
No	78	23.6 %
Total	331	100.0 %

Q30. What would be your MOST PREFERRED method for reporting problems to the City?

Q30. Your most preferred method for reporting problems to City?	Number	Percent
Mobile application	85	14.7 %
Website	81	14.0 %
Email	68	11.8 %
Social media	13	2.3 %
Phone call	286	49.6 %
In person to City staff member	31	5.4 %
Not provided	13	2.3 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"**Q30. What would be your MOST PREFERRED method for reporting problems to the City? (without "not provided")**

Q30. Your most preferred method for reporting problems to City?	Number	Percent
Mobile application	85	15.1 %
Website	81	14.4 %
Email	68	12.1 %
Social media	13	2.3 %
Phone call	286	50.7 %
In person to City staff member	31	5.5 %
Total	564	100.0 %

Q31. Which THREE of the following sources would you MOST LIKELY use to find employment opportunities in the Elgin area?

Q31. What sources would you most likely use to find employment opportunities in Elgin area?	Number	Percent
City of Elgin website (www.cityofelgin.org)	280	54.9 %
LinkedIn	100	19.6 %
Local newspapers	121	23.7 %
Social media (Facebook, Twitter, Instagram)	93	18.2 %
Referrals from friends, family	199	39.0 %
Professional associations	84	16.5 %
Online employment search engines (Indeed, Career Builder, Monster)	268	52.5 %
Unemployment office	60	11.8 %
Local college or university	21	4.1 %
Public library	62	12.2 %
Other	8	1.6 %
Total	1296	

Q31. Other

Q31. Other	Number	Percent
AUTOMATED PHONE CALL	1	12.5 %
Hospital websites	1	12.5 %
Walk-In	1	12.5 %
see advertisement for self	1	12.5 %
professional employment agency	1	12.5 %
stores	1	12.5 %
Chamber of Commerce	1	12.5 %
GO TO THE BUSINESS IN PERSON	1	12.5 %
Total	8	100.0 %

Q32. Have you visited Downtown Elgin to eat at a restaurant in the last 12 months?

Q32. Have you visited Downtown Elgin to eat at a restaurant in last 12 months?	Number	Percent
Yes	393	68.1 %
No	177	30.7 %
Not provided	7	1.2 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q32. Have you visited Downtown Elgin to eat at a restaurant in the last 12 months? (without "not provided")

Q32. Have you visited Downtown Elgin to eat at a restaurant in last 12 months?	Number	Percent
Yes	393	68.9 %
No	177	31.1 %
Total	570	100.0 %

Q33. Have you visited Downtown Elgin to attend a special event in the last 12 months?

Q33. Have you visited Downtown Elgin to attend a special event in last 12 months?	Number	Percent
Yes	341	59.1 %
No	229	39.7 %
Don't know	7	1.2 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q33. Have you visited Downtown Elgin to attend a special event in the last 12 months? (without "not provided")

Q33. Have you visited Downtown Elgin to attend a special event in last 12 months?	Number	Percent
Yes	341	59.8 %
No	229	40.2 %
Total	570	100.0 %

Q34. Have you visited Downtown Elgin to do business or had an appointment in the last 12 months?

Q34. Have you visited Downtown Elgin to do business or had an appointment in last 12 months?	Number	Percent
Yes	257	44.5 %
No	314	54.4 %
Don't know	6	1.0 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Have you visited Downtown Elgin to do business or had an appointment in the last 12 months? (without "not provided")**

Q34. Have you visited Downtown Elgin to do business or had an appointment in last 12 months?	Number	Percent
Yes	257	45.0 %
No	314	55.0 %
Total	571	100.0 %

Q35. Have you visited Downtown Elgin to attend a cultural/visual/performing arts program in the last 12 months?

Q35. Have you visited Downtown Elgin to attend a cultural/visual/performing arts program in last 12 months?	Number	Percent
Yes	225	39.0 %
No	346	60.0 %
Don't know	6	1.0 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"**Q35. Have you visited Downtown Elgin to attend a cultural/visual/performing arts program in the last 12 months? (without "not provided")**

Q35. Have you visited Downtown Elgin to attend a cultural/visual/performing arts program in last 12 months?	Number	Percent
Yes	225	39.4 %
No	346	60.6 %
Total	571	100.0 %

Q36. Have you visited Downtown Elgin to recreate along the Fox River or Walton Island (e.g. fishing, biking, walking, running) in the last 12 months?

Q36. Have you visited Downtown Elgin to recreate along Fox River or Walton Island (e.g. fishing, biking, walking, running) in last 12 months?

	Number	Percent
Yes	284	49.2 %
No	285	49.4 %
Don't know	8	1.4 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Have you visited Downtown Elgin to recreate along the Fox River or Walton Island (e.g. fishing, biking, walking, running) in the last 12 months? (without "not provided")**

Q36. Have you visited Downtown Elgin to recreate along Fox River or Walton Island (e.g. fishing, biking, walking, running) in last 12 months?

	Number	Percent
Yes	284	49.9 %
No	285	50.1 %
Total	569	100.0 %

WITHOUT "NOT PROVIDED"**Q37. Approximately how many years have you lived in Elgin?**

Q37. How many years have you lived in Elgin?	Number	Percent
5 or less	71	12.4 %
6 to 10	76	13.3 %
11 to 15	83	14.5 %
16 to 20	60	10.5 %
21 to 30	127	22.2 %
31+	154	27.0 %
Total	571	100.0 %

Q38. What is your age?

<u>Q38. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	105	18.2 %
35-44	112	19.4 %
45-54	112	19.4 %
55-64	114	19.8 %
65+	116	20.1 %
Not provided	18	3.1 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"**Q38. What is your age? (without "not provided")**

<u>Q38. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	105	18.8 %
35-44	112	20.0 %
45-54	112	20.0 %
55-64	114	20.4 %
65+	116	20.8 %
Total	559	100.0 %

Q39. What is your gender?

<u>Q39. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	283	49.0 %
Female	291	50.4 %
Not provided	3	0.5 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"**Q39. What is your gender? (without "not provided")**

<u>Q39. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	283	49.3 %
Female	291	50.7 %
Total	574	100.0 %

Q40. Which of the following best describes your housing situation?

<u>Q40. What is your housing situation?</u>	<u>Number</u>	<u>Percent</u>
Own	454	78.7 %
Rent	120	20.8 %
Not provided	3	0.5 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"**Q40. Which of the following best describes your housing situation? (without "not provided")**

<u>Q40. What is your housing situation?</u>	<u>Number</u>	<u>Percent</u>
Own	454	79.1 %
Rent	120	20.9 %
Total	574	100.0 %

Q41. Which of the following best describes your race/ethnicity?

<u>Q41. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
African American/Black	40	7.0 %
Native American	11	1.9 %
Caucasian/White	364	63.4 %
Asian/Pacific Islander	28	4.9 %
Hispanic/Latino	248	43.2 %
Other	8	1.4 %
Total	699	

Q41. Other

<u>Q41. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	4	50.0 %
Mexican American	2	25.0 %
Native American/Caucasian	1	12.5 %
ETHNIC AMERICAN	1	12.5 %
Total	8	100.0 %

Q42. Which of the following best describes your current employment status?

<u>Q42. What is your current employment status?</u>	<u>Number</u>	<u>Percent</u>
Employed in home/have home-based business	35	6.1 %
Employed outside home, in Elgin	124	21.5 %
Employed outside home, outside of Elgin	235	40.7 %
Student	9	1.6 %
Retired	136	23.6 %
Not currently employed	33	5.7 %
Not provided	5	0.9 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"**Q42. Which of the following best describes your current employment status? (without "not provided")**

<u>Q42. What is your current employment status?</u>	<u>Number</u>	<u>Percent</u>
Employed in home/have home-based business	35	6.1 %
Employed outside home, in Elgin	124	21.7 %
Employed outside home, outside of Elgin	235	41.1 %
Student	9	1.6 %
Retired	136	23.8 %
Not currently employed	33	5.8 %
Total	572	100.0 %

Section 5:
Survey Instrument



Mayor

David J. Kaptain

City Council

Corey D. Dixon
Richard Dunne
Terry Gavin
Rosamaria Martinez
Tish S. Powell
Carol Rauschenberger
Toby Shaw
F. John Steffen

City Manager

Richard G. Kozal

June 2017

Dear Neighbor:

You have been randomly selected to participate in a survey to improve City programs, services and communication efforts. Your participation and feedback is valuable, as it will help inform city officials on the community's top priorities.

For this project, the City is partnering with ETC Institute, one of the nation's leading local government research firms. ETC has experience conducting statistically valid surveys in communities across the nation. The enclosed survey includes a postage-paid envelope to ETC Institute. However, if you prefer to complete it online, please visit www.cityofelginsurvey.org. Your survey responses will remain confidential.

The City greatly appreciates you taking time out of your schedule to reply. It takes 10-15 minutes to complete the survey, but every question is important. We ask that you complete the survey within the next two weeks. The time you invest will help us better understand and more effectively respond to the needs of our community.

The survey results will be presented to the Elgin City Council after they have been compiled and analyzed. A comprehensive report will be available on the City's website.

If you have any questions regarding the survey, please feel free to contact Laura Valdez-Wilson, Senior Management Analyst, at 847-931-6749 or valdezwilson_l@cityofelgin.org.

Thank you again for providing input that will help us make Elgin even better.

Sincerely,

Richard G. Kozal
City Manager

*Si tiene preguntas acerca de la encuesta y no habla Inglés, por favor llame al 1-844-811-0411.
Gracias.*



2017 City of Elgin Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to citizen concerns. If you have questions, please call Laura Valdez-Wilson at 847-931-6749.

OVERALL PERCEPTIONS

1. Please rate the City of Elgin using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following items.

How would you rate Elgin...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a place for single adults (age 18-35)	5	4	3	2	1	9
7. As a City moving in the right direction	5	4	3	2	1	9
8. As a place you are proud to call home	5	4	3	2	1	9
9. As a place for recreation	5	4	3	2	1	9

2. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you are to do each of the following.

How likely are you to...	Very Likely	Likely	Neutral	Unlikely	Very Unlikely	Don't Know
1. Recommend living in Elgin to someone who asks	5	4	3	2	1	9
2. Remain in Elgin for the next five years	5	4	3	2	1	9
3. Recommend visiting Elgin	5	4	3	2	1	9
4. Recommend doing business in Elgin	5	4	3	2	1	9

GENERAL SERVICES

3. Major categories of services provided by the City of Elgin are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police, fire and ambulance services	5	4	3	2	1	9
02. Overall enforcement of local codes and ordinances	5	4	3	2	1	9
03. Overall maintenance of city streets, sidewalks and infrastructure	5	4	3	2	1	9
04. Overall access to information about city programs, services and alerts	5	4	3	2	1	9
05. Overall quality of customer service provided by the City	5	4	3	2	1	9
06. Overall quality of stormwater management	5	4	3	2	1	9
07. Overall quality of water utility services	5	4	3	2	1	9
08. Overall quality of billing services provided	5	4	3	2	1	9
09. Overall quality of trash and yard waste services	5	4	3	2	1	9
10. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9

4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 3.]

1st: _____ 2nd: _____ 3rd: _____

PERCEPTIONS OF SAFETY

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

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In downtown Elgin during the day	5	4	3	2	1	9
4. In downtown Elgin at night	5	4	3	2	1	9
5. In City parking garages	5	4	3	2	1	9
6. In public parks	5	4	3	2	1	9

POLICE AND PUBLIC SAFETY

6. Please rate your satisfaction with each of the public safety services listed below on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall effectiveness of police protection	5	4	3	2	1	9
2. Visibility of police in neighborhoods	5	4	3	2	1	9
3. Visibility of police in the city	5	4	3	2	1	9
4. Response time for emergency calls	5	4	3	2	1	9
5. Police efforts to prevent crime	5	4	3	2	1	9
6. 911 call handling	5	4	3	2	1	9
7. Parking enforcement services	5	4	3	2	1	9
8. Availability of information about police programs and activities	5	4	3	2	1	9
9. Overall professionalism of the police department	5	4	3	2	1	9

7. Which THREE of the public safety items listed in Question 6 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 6.]

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

FIRE AND EMERGENCY MEDICAL SERVICES

8. For each of the fire and emergency medical services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall effectiveness of fire services	5	4	3	2	1	9
2. Overall effectiveness of ambulance services	5	4	3	2	1	9
3. Response time for emergency calls	5	4	3	2	1	9
4. Fire education programs in your community	5	4	3	2	1	9
5. Fire inspection programs in your community	5	4	3	2	1	9
6. Overall professionalism of the fire department	5	4	3	2	1	9

9. Which TWO of the fire and emergency medical service items listed in Question 8 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 8.]

1st: ____ 2nd: ____

STREETS, SIDEWALKS, INFRASTRUCTURE

10. For each of the maintenance services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major city streets	5	4	3	2	1	9
02. Condition of neighborhood streets	5	4	3	2	1	9
03. Condition of city sidewalks and bikeways	5	4	3	2	1	9
04. Maintenance of street signs, pavements and markings	5	4	3	2	1	9
05. Maintenance and cleanliness of downtown Elgin	5	4	3	2	1	9
06. Maintenance and cleanliness of your neighborhood	5	4	3	2	1	9
07. Adequacy of street lighting in your neighborhood	5	4	3	2	1	9
08. Snow removal on major city streets (not including Randall Road, Route 20, Route 25, Route 31)	5	4	3	2	1	9
09. Snow removal on residential streets	5	4	3	2	1	9
10. Leaf removal or collection program	5	4	3	2	1	9
11. Mowing and tree trimming along streets and other public areas	5	4	3	2	1	9
12. Overall cleanliness of streets and other public areas	5	4	3	2	1	9
13. On-street bicycle infrastructure (bike lanes/signs)	5	4	3	2	1	9
14. Condition of street drainage/water drainage	5	4	3	2	1	9

11. Which FOUR of the maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 10.]

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

12. Is parking an issue in your neighborhood? ____ (1) Yes ____ (2) No

SUSTAINABILITY

13. Please rate the importance of each of the sustainability items listed below using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important."

How important is...	Very Important	Somewhat Important	Neutral	Not Important	Not at All Important	Don't Know
1. Recycling, waste management, composting	5	4	3	2	1	9
2. Green Infrastructure, green building, sustainable planning	5	4	3	2	1	9
3. Alternative energy, renewable energy	5	4	3	2	1	9
4. Resource conservation (water, energy)	5	4	3	2	1	9
5. Local good production and availability	5	4	3	2	1	9
6. Sustainable transportation and mobility	5	4	3	2	1	9

14. Which TWO of the sustainability items listed in Question 13 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 13.]

1st: ____ 2nd: ____

WATER UTILITY

15. For each of the water utility services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Water pressure on a typical day	5	4	3	2	1	9
2. Overall quality of your tap water	5	4	3	2	1	9
3. Ease of paying water bill	5	4	3	2	1	9
4. Overall quality of water service	5	4	3	2	1	9

16. Which TWO of the water utility items listed in Question 15 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 15.]

1st: ____ 2nd: ____

PARKS AND RECREATION

17. For each of the parks and recreation services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
PARKS						
01. Maintenance of parks	5	4	3	2	1	9
02. Number of parks in Elgin	5	4	3	2	1	9
03. Quality of park facilities, such as picnic shelters, playgrounds, and tennis courts	5	4	3	2	1	9
04. Quality of outdoor athletic fields (i.e. baseball, soccer, football)	5	4	3	2	1	9
05. Quality of walking and biking trails	5	4	3	2	1	9
06. Number of walking/biking trails	5	4	3	2	1	9
RECREATION						
07. Overall quality of recreation facilities	5	4	3	2	1	9
08. Maintenance and appearance of The Centre	5	4	3	2	1	9
09. Maintenance and appearance of the Eastside Recreation Center	5	4	3	2	1	9
10. Indoor pools at The Centre	5	4	3	2	1	9
11. Golf courses	5	4	3	2	1	9
COMMUNICATION						
12. Quality of communication from Parks and Recreation	5	4	3	2	1	9
13. Quality of customer service from Parks and Recreation employees	5	4	3	2	1	9
14. Ease of registering for programs	5	4	3	2	1	9
15. Availability of information about parks and recreation programs	5	4	3	2	1	9

18. Which FOUR of the parks and recreation items listed in Question 17 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 17.]

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

CODE ENFORCEMENT

19. For each of the code enforcement services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall effectiveness of code enforcement	5	4	3	2	1	9
2. Overall effectiveness of communication from code enforcement	5	4	3	2	1	9
3. Enforcing the clean-up of trash and debris on private property	5	4	3	2	1	9
4. Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
5. Enforcing the exterior maintenance of residential property (e.g. condition of buildings)	5	4	3	2	1	9
6. Enforcing the exterior maintenance of commercial/business property	5	4	3	2	1	9

20. Which TWO of the code enforcement items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 19.]

1st: ____ 2nd: ____

COMMUNITY DEVELOPMENT AND PLANNING

21. For each of the community development services listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. City's historic preservation efforts	5	4	3	2	1	9
2. Process to obtain a building permit	5	4	3	2	1	9
3. City's efforts to plan for future growth (e.g. residential, business, commercial)	5	4	3	2	1	9
4. Overall communication from community development staff	5	4	3	2	1	9

BILLING

22. Do you currently pay city utility bills online or through autopay (e.g. your water bill)?

____(1) Yes ____ (2) No

23. Do you desire to make more city transactions online? ____ (1) Yes ____ (2) No

CITY EVENTS AND PROGRAMS

24. For each of the city events and programs listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Opportunities to attend festivals/events	5	4	3	2	1	9
2. Opportunities to attend cultural arts programs	5	4	3	2	1	9
3. Ability to find information about upcoming city events	5	4	3	2	1	9

PUBLIC INFORMATION AND ENGAGEMENT

25. For each of the public information and engagement items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of public information	5	4	3	2	1	9
2. The accessibility of public information	5	4	3	2	1	9
3. Your ability to provide feedback to the City	5	4	3	2	1	9
4. Your ability to volunteer/serve (city commissions, task forces, committees, etc.)	5	4	3	2	1	9

26. Which of the following sources do you use to gather information about the City of Elgin? [Check all that apply.]

- (1) City of Elgin website (www.cityofelgin.org)
- (2) 311 Contact Center
- (3) 311 Mobile App
- (4) Social Media (Facebook, Twitter, Instagram)
- (5) Local newspapers
- (6) Elgin Neighbor Newsletter
- (7) Direct mail (e.g. postcards or newsletter)
- (8) Word of mouth (friends, family, co-workers, etc.)
- (9) Other: _____

27. From which THREE information sources listed in Question 26 would you MOST PREFER to get information from the City? [Write-in your answers below using the numbers from the list in Question 26.]

1st: _____ 2nd: _____ 3rd: _____

28. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 - 20 households that are closest to you)?

- (1) Almost everyday
- (2) Several times a week
- (3) Several times a month
- (4) Less than several times a month

29. Are you satisfied with the process to report non-emergency problems (e.g. potholes) to the City?

- (1) Yes
- (2) No
- (9) Don't Know

30. What would be your MOST PREFERRED method for reporting problems to the City? [Check only one.]

- (1) Mobile application
- (2) Website
- (3) Email
- (4) Social media
- (5) Phone call
- (6) In person to city staff member

31. Which THREE of the following sources would you MOST LIKELY use to find employment opportunities in the Elgin area? [Check up to three.]

- (01) City of Elgin website (www.cityofelgin.org)
- (02) LinkedIn
- (03) Local newspapers
- (04) Social Media (Facebook, Twitter, Instagram)
- (05) Referrals from friends, family
- (06) Professional associations
- (07) Online employment search engines (Indeed, Career Builder, Monster)
- (08) Unemployment office
- (09) Local college or university
- (10) Public library
- (11) Other: _____

DOWNTOWN

- 32. **Have you visited downtown Elgin to eat at a restaurant in the last 12 months?**
___(1) Yes ___(2) No
- 33. **Have you visited downtown Elgin to attend a special event in the last 12 months?**
___(1) Yes ___(2) No
- 34. **Have you visited downtown Elgin to do business or had an appointment in the last 12 months?**
___(1) Yes ___(2) No
- 35. **Have you visited downtown Elgin to attend a cultural/visual/performing arts program in the last 12 months?**
___(1) Yes ___(2) No
- 36. **Have you visited downtown Elgin to recreate along the Fox River or Walton Island (e.g. fishing, biking, walking, running) in the last 12 months?**
___(1) Yes ___(2) No

DEMOGRAPHICS

- 37. **Approximately how many years have you lived in Elgin?** _____ years
- 38. **What is your age?** _____ years old
- 39. **What is your gender?** ___(1) Male ___(2) Female
- 40. **Which of the following best describes your housing situation?** ___(1) Own ___(2) Rent
- 41. **Which of the following best describes your race/ethnicity? [Check all that apply.]**
___(1) African American/Black ___(3) Caucasian/White ___(5) Hispanic/Latino
___(2) Native American ___(4) Asian/Pacific Islander ___(6) Other: _____
- 42. **Which of the following best describes your current employment status? [Check only one.]**
___(1) Employed in the home/have home-based business ___(4) Student
___(2) Employed outside the home, in Elgin ___(5) Retired
___(3) Employed outside the home, outside of Elgin ___(6) Not currently employed

This concludes the survey – Thank you for your time!
Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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