



NOTICE AND AGENDA

**NOTICE IS HEREBY GIVEN
THAT A COMMITTEE OF THE WHOLE MEETING
OF THE OSWEGO VILLAGE PRESIDENT AND BOARD OF TRUSTEES
WILL BE HELD ON**

November 01, 2016

6:00 PM

Location: Oswego Village Hall, 100 Parkers Mill, Oswego, IL

- A. CALL TO ORDER**
- B. ROLL CALL**
- C. CONSIDERATION OF AND POSSIBLE ACTIONS ON ANY REQUESTS FOR ELECTRONIC PARTICIPATION IN MEETING**
- D. PUBLIC FORUM**
- E. OLD BUSINESS**
- F. NEW BUSINESS**

F.1. 2016 Community Survey Results

[Community Survey VB Memo 110116.docx](#)

[Oswego 2016 Community Survey Findings Report - Oct 21 2016.pdf](#)

[Oswego 2016 Community Survey Appendix A - GIS Maps - Oct 24 2016.pdf](#)

Posted: _____
Date: _____
Time: _____
Place: _____
Initials: _____

Tina Touchette
Village Clerk

G. CLOSED SESSION

G.1.

- a. Pending and Probable Litigation [5 ILCS 120/2(c)(11)]
- b. Appointment, Employment, Compensation, Discipline, Performance, or Dismissal of Personnel [5 ILCS 120/2(c)(1)]
- c. Collective Bargaining, Collective Negotiating Matters, Deliberations Concerning Salary Schedules [5 ILCS 120/2(c)(2)]
- d. Sale, Lease, and/or Acquisition of Property [5 ILCS 120/2(c)(5) & (6)]

H. ADJOURNMENT

AGENDA ITEM

MEETING TYPE: Committee of the Whole

MEETING DATE: November 1, 2016

SUBJECT: Community Survey Results Presentation

ACTION REQUESTED:

Receive a presentation of the 2016 Community Survey results

BOARD/COMMISSION REVIEW:

N/A

ACTION PREVIOUSLY TAKEN:

Date of Action	Meeting Type	Action Taken
7/19/2016	Village Board Meeting	Approve Contract with ETC Institute to Conduct a Community Survey in an amount not to exceed \$21,350.

DEPARTMENT: Administration

SUBMITTED BY: Christina Burns, Assistant Village Administrator

FISCAL IMPACT:

NA

BACKGROUND:

The Village contracted with ETC Institute to conduct a Community Survey. We conducted an RFP process for the survey. ETC was selected because of their survey process and ability to conduct an analysis that benchmarks the Village against communities in our region and across the nation.

DISCUSSION:

ETC received 629 completed surveys, which exceeded the goal response of 500 surveys. The full survey report is attached. Overall, residents rate Oswego as an excellent or good place to raise children and live (90 percent, 88 percent respectively). Residents have a higher overall satisfaction rate with Village services, in particular public safety services. The primary areas

where residents would like to see improvement is in overall flow of traffic/congestion management and management of the Village's finances.

Jason Morado of ETC Institute will be in attendance at the Committee of the Whole Meeting to present the survey findings and answer any questions.

The goal is to complete the Community Survey every two years and benchmark progress in key areas.

RECOMMENDATION:

Review and presentation of the 2016 Community Survey results.

ATTACHMENTS:

- Oswego 2016 Community Survey Findings Report
- Oswego 2016 Community Survey Appendix A
- Oswego Community Survey Presentation

Village of Oswego 2016 Community Survey

...helping organizations make better decisions since 1982

Findings
Report

Submitted to the Village of Oswego, IL by:

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



October 2016



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Village of Oswego Community Survey Executive Summary

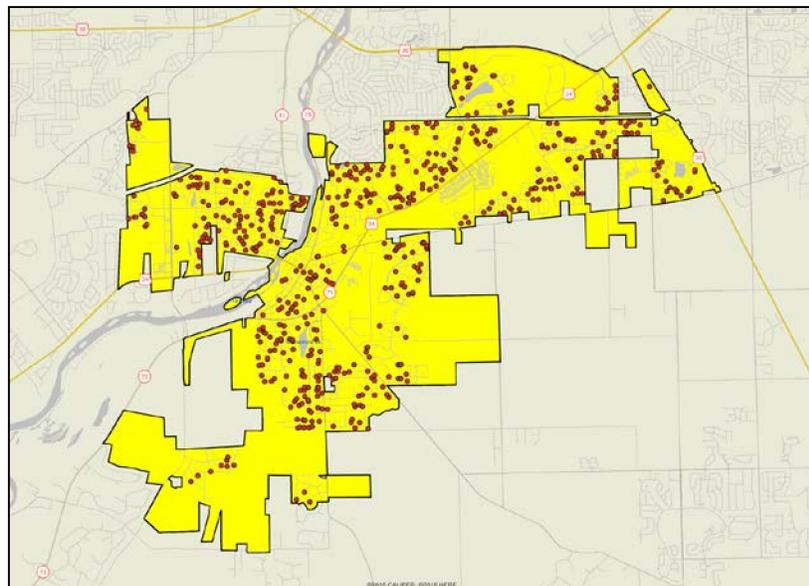
Overview and Methodology

ETC Institute administered a community survey for the Village of Oswego during the summer of 2016. The survey was designed to gather information to improve existing programs and services, and help determine long-range planning and decisions in the community. The information collected also be used to help the Village better understand and more effectively respond to the needs of the community.

Methodology. A six-page survey was mailed to a random sample of households throughout the Village of Oswego. The mailed survey included a postage paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those that preferred to fill out the survey online. Approximately 7 days after the surveys were mailed, ETC Institute sent e-mails and placed phone calls to residents who received a mailed survey to encourage participation. The e-mail also contained a link to the online survey to make it easier for residents to complete the survey.

The goal was to receive at least 500 completed surveys. This goal was far exceeded, with a total of 629 households completing a survey. The results for the random sample of 629 households have a 95% level of confidence with a precision of at least +/- 3.9%.

In order to understand how well services are being delivered in different areas of the Village, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the resident survey based on the location of their home.



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

This report contains the following:

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

Overall Perceptions of the Village

Most (90%) of the residents surveyed *who had an opinion* indicated that the Village of Oswego is an “excellent” or “good” place to raise children, which is significantly higher than the national average of 74%. Eighty-eight percent (88%) of those surveyed *who had an opinion*, indicated the Village is an “excellent” or “good” place to live, which is also significantly higher than the national average of 77%.

Overall Satisfaction with Village Services

The major categories of Village services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of police services (81%), overall quality of customer service you receive from Village employees (73%), overall quality of services provided by the Village (70%), and overall maintenance of Village streets (65%). For seven of the 10 major categories of Village services that were rated, 50% or more of residents *who had an opinion* were “very satisfied” or “satisfied”.

Overall Feelings of Safety

Ninety-nine percent (99%) of residents *who had an opinion* indicated they felt “very safe” or “somewhat safe” walking alone in their neighborhood during the day. Most residents (96%)

who had an opinion felt either “very safe” or “somewhat safe” when rating their overall feeling of safety within the Village of Oswego. Ninety-six percent (96%) of residents *who had an opinion* indicated they felt “very safe” or “somewhat safe” in commercial and retail areas of the Village. The other situations where a majority of residents *who had an opinion* indicated they felt either “very safe” or “somewhat safe” were: in Village parks, recreation areas, and trails (91%) and walking alone in their neighborhood after dark (87%).

Satisfaction with Specific Village Services

- **Police Services.** The highest levels of satisfaction with police services services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how quickly police respond to emergencies (79%), the overall quality of 9-1-1 services (80%), overall professionalism of the Police Department (79%), overall attitude and behavior of the Police Department (78%), and the enforcement of local traffic laws (75%).
- **Village Maintenance and Public Works Services.** The highest levels of satisfaction with public works services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: water pressure on a typical day (88%), maintenance of street signs and traffic signals (80%), and overall cleanliness of streets and other public areas (80%).
- **Trash Services.** The highest levels of satisfaction with trash services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: curbside recycling services (97%), residential trash collection services (97%), yard waste removal services (88%), and bulk item pick-up and removal (86%).
- **Village Communication.** The highest levels of satisfaction with Village communication services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the content of the Village’s newsletters (77%), and the availability of information about Village programs and services (63%).
- **Village Code Compliance.** The highest levels of satisfaction with Village code compliance, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing codes which protect public health (66%), and enforcing the maintenance of business property (64%).

Other Findings

- Regarding Downtown Oswego sixty-six percent (66%) of residents *who had an opinion* feel “very satisfied” or “satisfied” with street lighting; 64% of residents *who had an opinion* are either “very satisfied” or “satisfied” with pedestrian walkways and

crossings, 61% of residents *who had an opinion* are either “very satisfied” or “satisfied” with green or outdoor space, and 55% feel “very satisfied” or “satisfied” with public gathering spaces.

- The most frequently mentioned sources of information that residents use to get information about community activities and services are: the quarterly newsletter (65%), Village website (www.oswegoil.org) (39%), social media/Facebook (39%), email alerts (30%), and signage or printed material from the Village (28%).
- Only 41% of residents have visited the Village with a question, problem or complaint during the past year. Of those who have visited the Village and *who had an opinion*, 83% were either “very satisfied” or “satisfied” with how courteously they were treated, 82% were either “very satisfied” or “satisfied” with how easy they were to contact, 79% were either “very satisfied” or “satisfied” with the professionalism and knowledge of the Village employees who assisted them, and 72% were either “very satisfied” or “satisfied” with the overall responsiveness of Village employees to their request or concern.

How the Village of Oswego Compares to Other Communities Nationally

Satisfaction ratings for The Village of Oswego rated above the U.S. average in 45 of the 60 areas that were assessed. The Village of Oswego rated significantly higher than the U.S. average (difference of 5% or more) in 37 of these areas. Listed below are the services that the Village of Oswego rated above U.S. average in:

Service	Oswego	US	Difference	Category
In Village parks	91%	65%	26%	Feeling of Safety
In your neighborhood at night	87%	62%	25%	Feeling of Safety
Overall feeling of safety in my community	96%	76%	20%	Feeling of Safety
Recycling services	97%	77%	20%	Utility Services
Bulky item pick up/removal services	86%	67%	19%	Utility Services
Overall quality of customer service	73%	55%	18%	Overall Village Services
Maintenance of Village streets	65%	49%	16%	Overall Village Services
As a place to raise children	90%	74%	16%	Overall Ratings
The way you were treated	83%	68%	15%	Customer Service
Overall quality of Village services provided	70%	56%	14%	Perceptions of the Village
Yardwaste collection services	88%	74%	14%	Utility Services
How easy they were to contact	82%	68%	14%	Customer Service
Parks/recreation programs & facilities	82%	69%	13%	Overall Village Services
Condition of neighborhood streets	72%	59%	13%	Village Maintenance
Residential trash collection services	97%	84%	13%	Utility Services
How well your issue was handled	69%	56%	13%	Customer Service
Overall quality of the library system	91%	79%	12%	Overall Village Services
Efforts to prevent crime	73%	61%	12%	Police Services
In your neighborhood during the day	99%	87%	12%	Feeling of Safety
Cleanliness of streets & other public areas	80%	68%	12%	Village Maintenance
How quickly Village staff responded to request	72%	60%	12%	Customer Service
Maintenance of buildings/facilities Downtown	80%	69%	11%	Village Maintenance
As a place to live	88%	77%	11%	Overall Ratings
Overall quality of public schools/ district	74%	64%	10%	Overall Village Services
Police response time to emergencies	79%	69%	10%	Police Services
Visibility of police in neighborhoods	74%	64%	10%	Police Services
Condition of sidewalks	66%	56%	10%	Village Maintenance
Visibility of police in commercial areas	73%	64%	9%	Police Services
Overall appearance of your community	75%	67%	8%	Perceptions of the Village
Availability of info about Village services/programs	63%	55%	8%	Village Communication
Overall quality of police services	81%	74%	7%	Overall Village Services
Village efforts to keep residents informed	58%	51%	7%	Village Communication
Water pressure	88%	81%	7%	Utility Services
Enforcement of local traffic laws	75%	69%	6%	Police Services
Village communication with the public	55%	50%	5%	Overall Village Services
Overall quality of life in the Village	78%	73%	5%	Perceptions of the Village
Enforcing exterior maint. of residential property	59%	54%	5%	Code Enforcement
Police safety education programs	66%	62%	4%	Police Services
Overall quality of EMS/ambulance	87%	84%	3%	Overall Village Services
Landscaping of public areas along long streets	66%	63%	3%	Village Maintenance
Condition of major Village streets	61%	58%	3%	Village Maintenance
Enforcing exterior maint. of business property	66%	63%	3%	Code Enforcement
Overall quality of fire services	91%	89%	2%	Overall Village Services
Adequacy of Village street lighting	66%	64%	2%	Village Maintenance
Condition of street signs & traffic signals	80%	79%	1%	Village Maintenance

How the Village of Oswego Compares to Other Communities Regionally

Satisfaction ratings for The Village of Oswego **rated above the East Central regional average in 47 of the 60 areas** that were assessed. The Village of Oswego rated significantly higher than the East Central regional average (difference of 5% or more) in 43 of these areas. Listed below are the services that the Village of Oswego rated above the East Central regional average in:

Service	Oswego	East Central Region	Difference	Category
In your neighborhood at night	87%	54%	33%	Feeling of Safety
In Village parks	91%	60%	31%	Feeling of Safety
Recycling services	97%	66%	31%	Utility Services
Bulky item pick up/removal services	86%	60%	26%	Utility Services
Overall feeling of safety in my community	96%	71%	25%	Feeling of Safety
As a place to live	88%	63%	25%	Overall Ratings
Overall quality of Village services provided	70%	46%	24%	Perceptions of the Village
As a place to raise children	90%	66%	24%	Overall Ratings
Overall quality of customer service	73%	51%	22%	Overall Village Services
Residential trash collection services	97%	75%	22%	Utility Services
Yardwaste collection services	88%	66%	22%	Utility Services
Maintenance of Village streets	65%	44%	21%	Overall Village Services
Condition of neighborhood streets	72%	52%	20%	Village Maintenance
Cleanliness of streets & other public areas	80%	61%	19%	Village Maintenance
How easy they were to contact	82%	63%	19%	Customer Service
How quickly Village staff responded to request	72%	53%	19%	Customer Service
Parks/recreation programs & facilities	82%	64%	18%	Overall Village Services
Overall quality of public schools/ district	74%	57%	17%	Overall Village Services
Overall appearance of your community	75%	58%	17%	Perceptions of the Village
In your neighborhood during the day	99%	82%	17%	Feeling of Safety
Enforcing exterior maint. of residential property	59%	42%	17%	Code Enforcement
How well your issue was handled	69%	53%	16%	Customer Service
Police safety education programs	66%	52%	14%	Police Services
Village efforts to keep residents informed	58%	44%	14%	Village Communication
Overall quality of life in the Village	78%	65%	13%	Perceptions of the Village
Condition of sidewalks	66%	53%	13%	Village Maintenance
Adequacy of Village street lighting	66%	53%	13%	Village Maintenance
Landscaping of public areas along long streets	66%	54%	12%	Village Maintenance
Police response time to emergencies	79%	68%	11%	Police Services
Efforts to prevent crime	73%	62%	11%	Police Services
Maintenance of buildings/facilities Downtown	80%	69%	11%	Village Maintenance
Enforcing exterior maint. of business property	66%	55%	11%	Code Enforcement
Water pressure	88%	77%	11%	Utility Services
The way you were treated	83%	72%	11%	Customer Service
Overall quality of the library system	91%	81%	10%	Overall Village Services
Overall quality of police services	81%	71%	10%	Overall Village Services
Village communication with the public	55%	45%	10%	Overall Village Services
Visibility of police in neighborhoods	74%	65%	9%	Police Services
Overall quality of EMS/ambulance	87%	79%	8%	Overall Village Services
Condition of street signs & traffic signals	80%	73%	7%	Village Maintenance
Enforcement of local traffic laws	75%	70%	5%	Police Services
Condition of major Village streets	61%	56%	5%	Village Maintenance
Enforcing mowing/trimming on private property	53%	48%	5%	Code Enforcement
Overall quality of fire services	91%	87%	4%	Overall Village Services
Availability of info about Village services/programs	63%	59%	4%	Village Communication
Visibility of police in commercial areas	73%	70%	3%	Police Services
Value received for Village tax dollars/fees	38%	36%	2%	Perceptions of the Village
Level of public involvement in decision-making	33%	32%	1%	Village Communication

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the Village identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each Village service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Village services over the next two years. If the Village wants to improve its overall satisfaction rating, the Village should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

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

- o Overall value you receive for tax dollars and fees (IS Rating=0. 3696)
- o Overall flow of traffic & congestion management (IS Rating=0. 2849)
- o Overall management of Village finances (IS Rating=0. 2565)

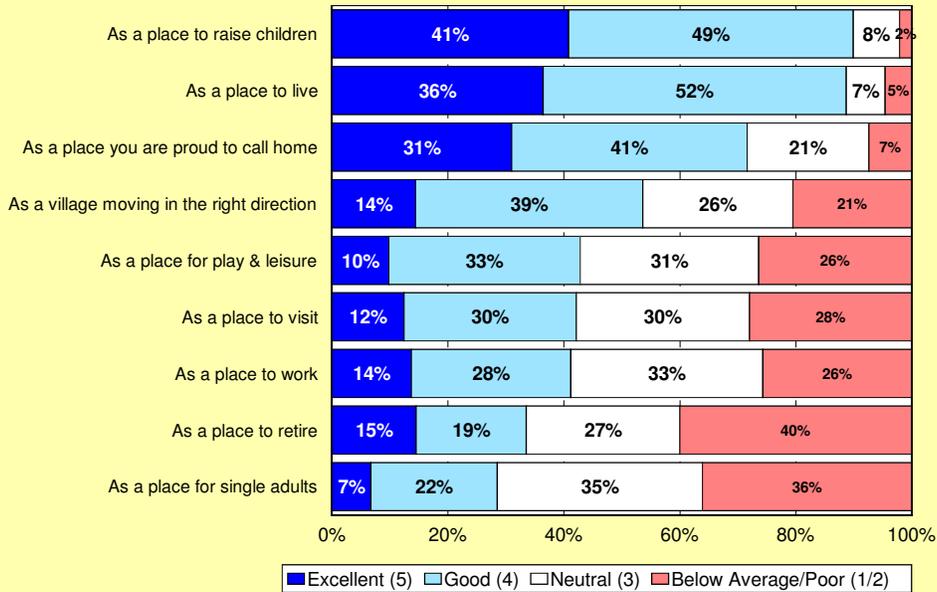
The table below shows the importance-satisfaction rating for all 10 major categories of Village services that were rated.

2016 Importance-Satisfaction Rating Village of Oswego Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall value you receive for tax dollars & fees	60%	1	38%	9	0.3720	1
Overall flow of traffic & congestion management	48%	2	40%	8	0.2880	2
Overall management of Village finances	42%	3	38%	10	0.2604	3
Medium Priority (IS <.10)						
Overall maintenance of Village streets	27%	4	64%	4	0.0972	4
Effectiveness of communication with public	14%	6	55%	7	0.0630	5
Enforcement of Village codes & ordinances	11%	9	57%	6	0.0473	6
Overall quality of services provided by Village	16%	5	70%	3	0.0480	7
Overall efforts for emergency preparedness	12%	8	62%	5	0.0456	8
Overall quality of police services	14%	7	81%	1	0.0266	9
Overall quality of customer service you receive	3%	10	73%	2	0.0081	10

Section 1:
Charts and Graphs

Q1. How Respondents Would Rate The Village

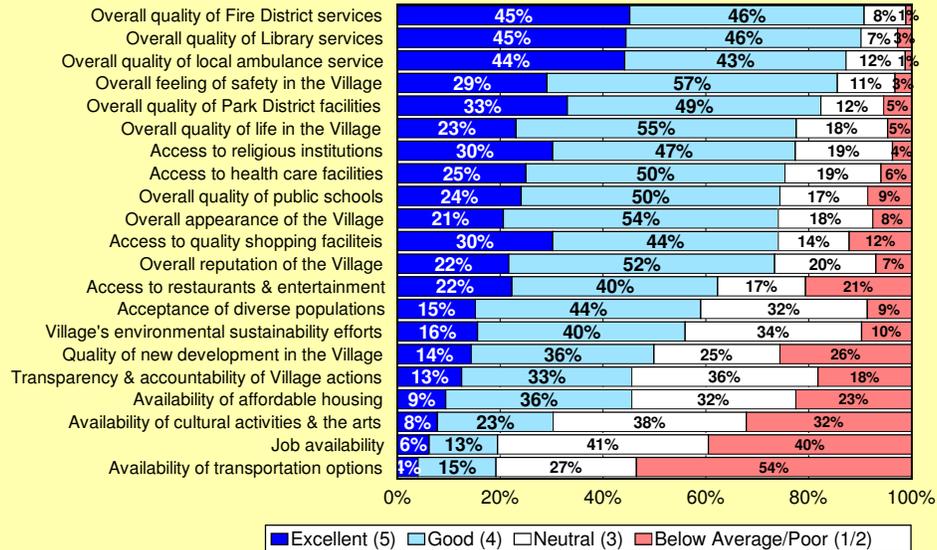
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q2. Satisfaction with Items That Influence Perceptions of the City

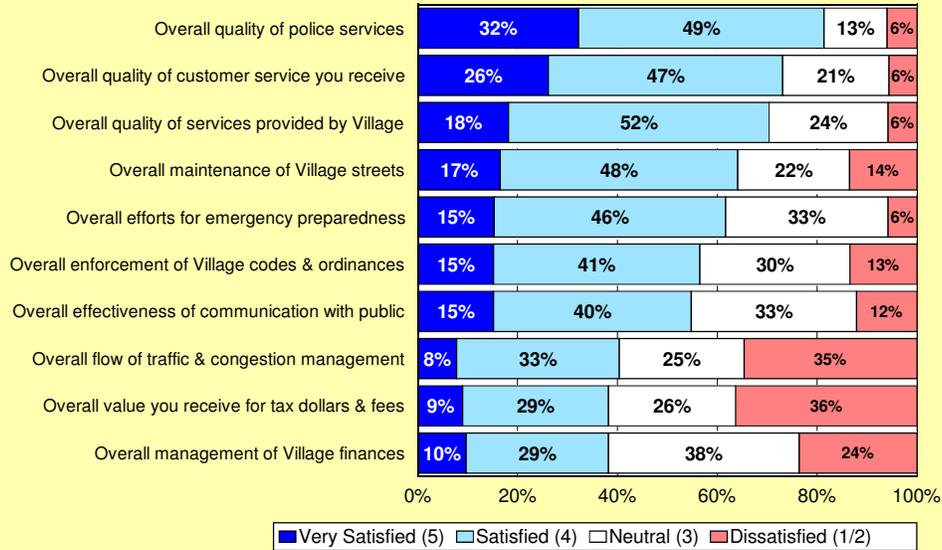
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q3. Overall Satisfaction with Village Services by Major Category

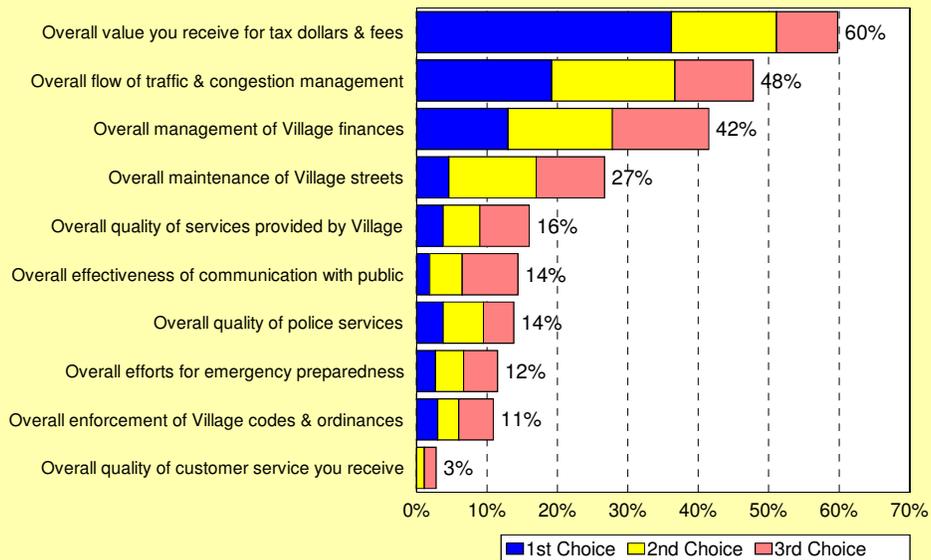
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

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

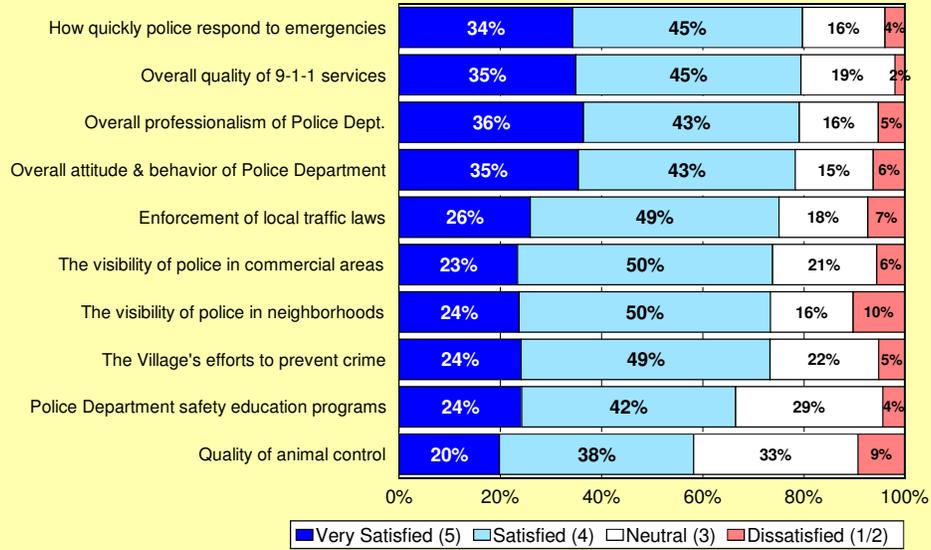
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

Q5. Satisfaction with Various Aspects of Police Services

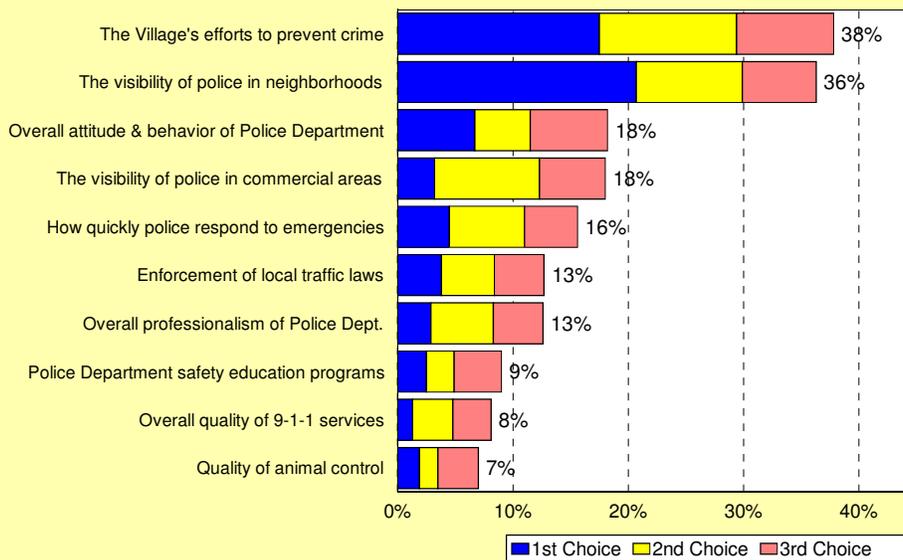
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q6. Police Services That Should Receive the Most Emphasis Over the Next Two Years

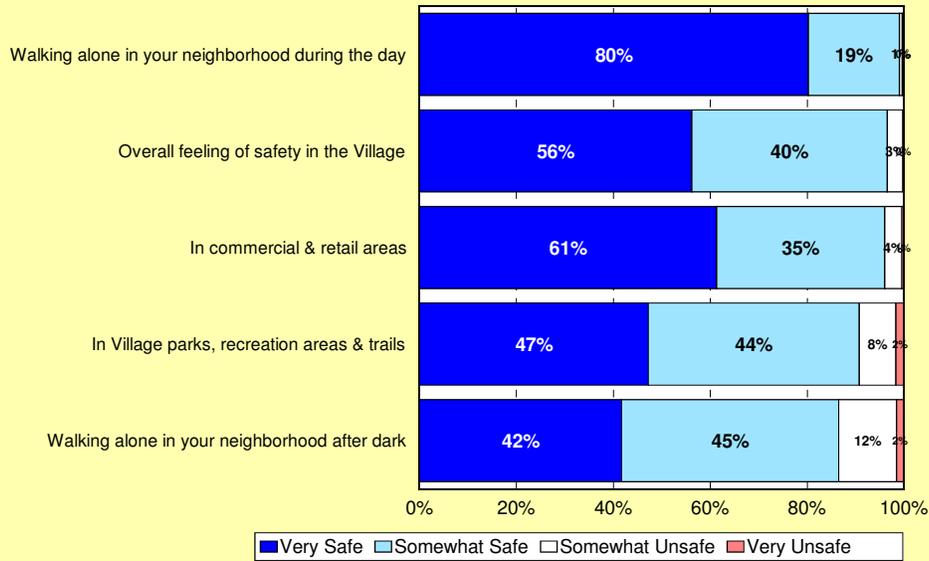
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

Q7. Feeling of Safety in Various Situations

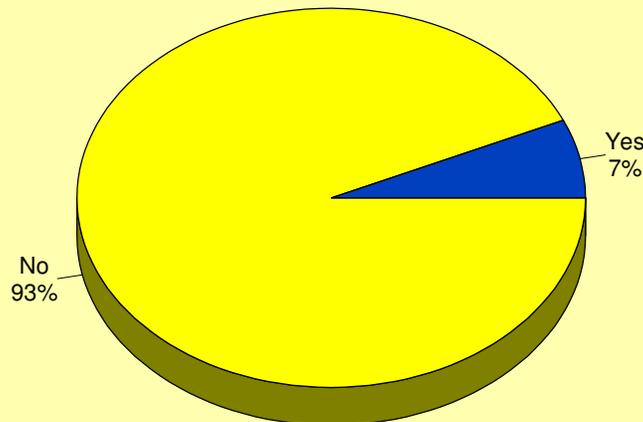
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q8. Were you or anyone in your household the victim of any crime in Oswego during the past year?

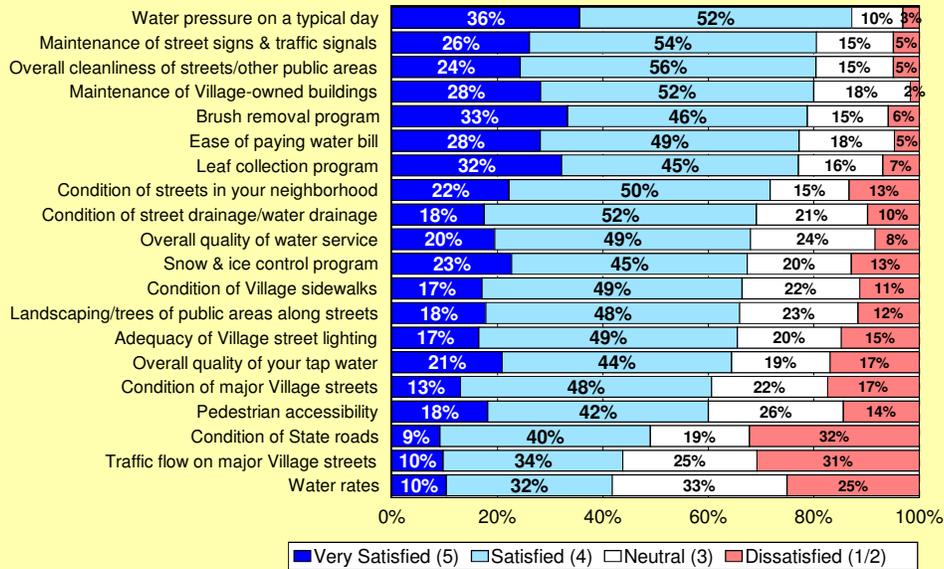
by percentage of respondents



Source: ETC Institute (2016)

Q9. Satisfaction with Various Aspects of Village Maintenance/Public Works

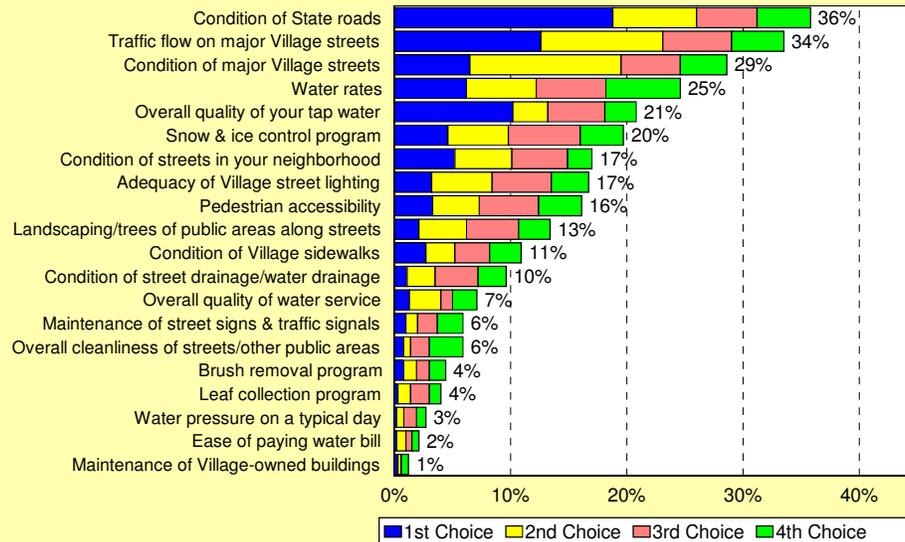
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q10. Village Maintenance/Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

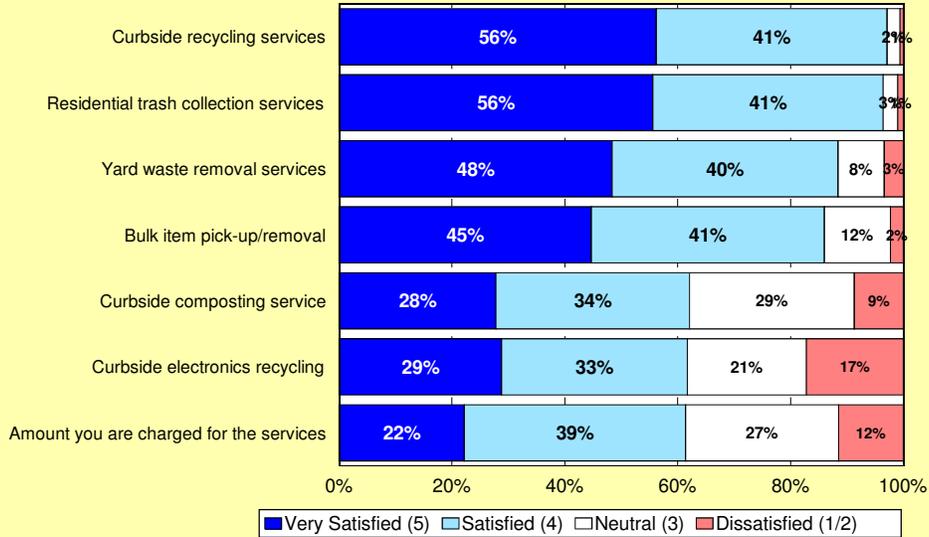
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2016)

Q11. Satisfaction with Various Aspects of Trash Services

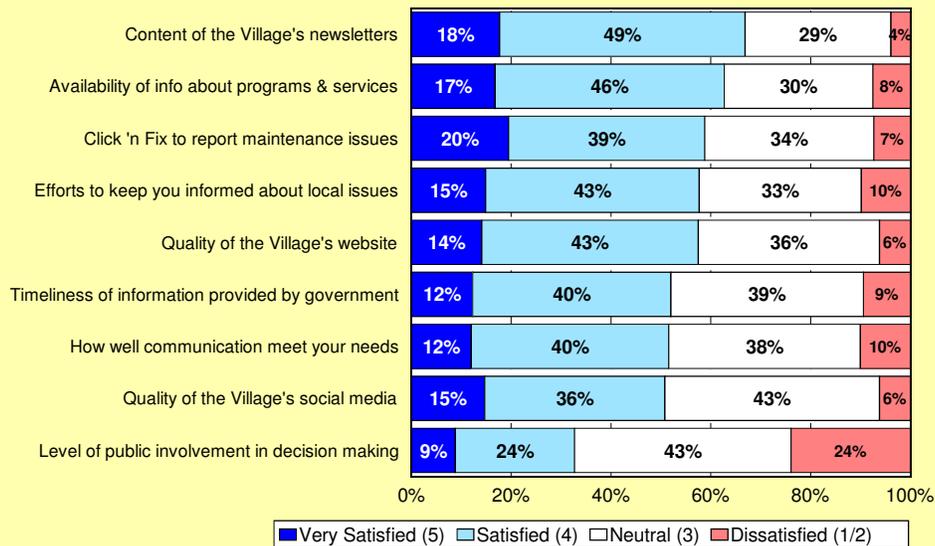
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q12. Satisfaction with Various Aspects of Village Communications

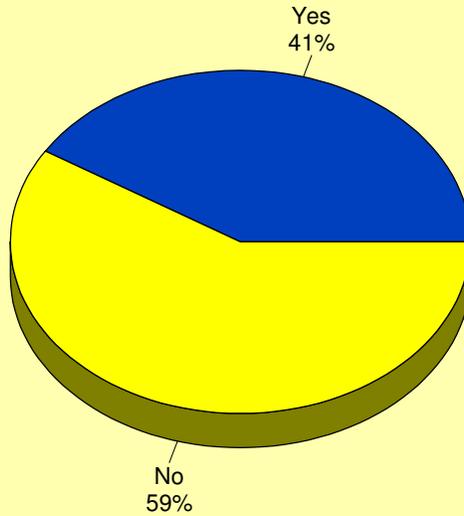
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q13. Have you called or visited the Village with a question, problem, or complaint during the past year?

by percentage of respondents



Source: ETC Institute (2016)

Q13a. Satisfaction with Various Aspects of Customer Service

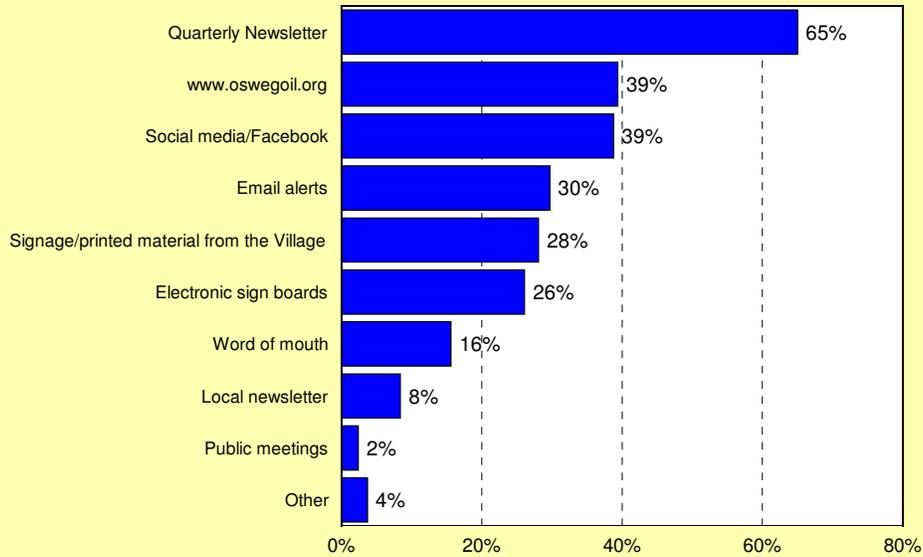
by percentage of respondents *who have called or visited the Village during the past year* who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q14. What are your primary sources for information about community activities and services?

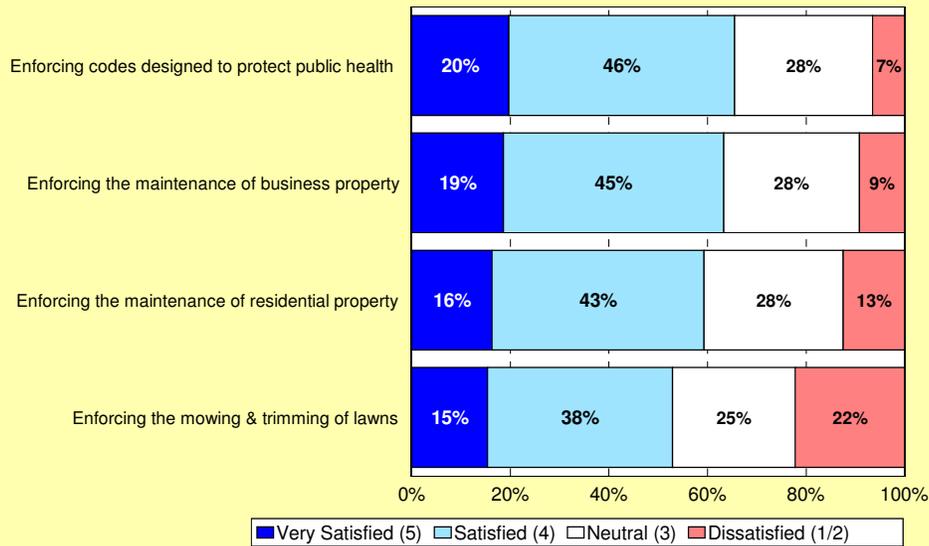
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2016)

Q15. Satisfaction with Various Aspects of Code Compliance

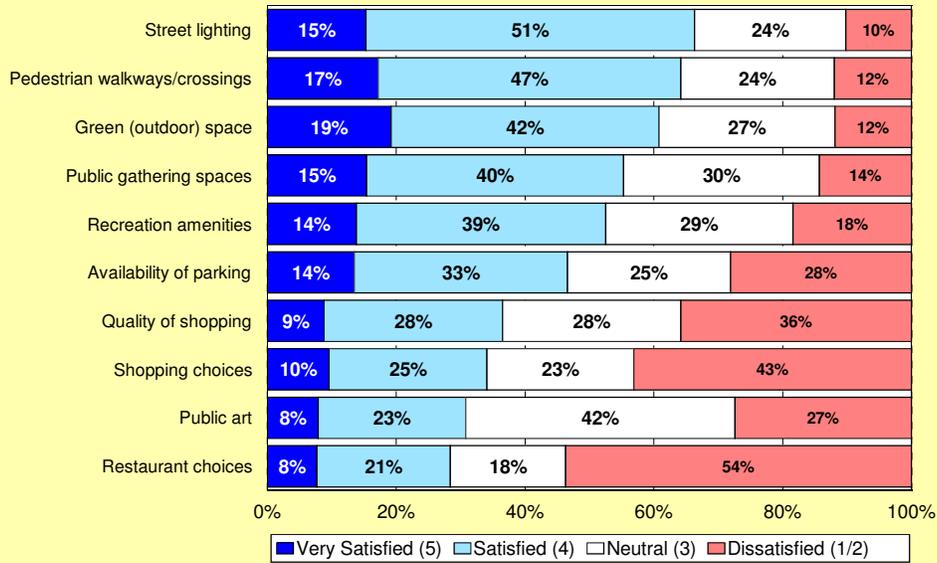
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q16. Satisfaction with Various Aspects of Downtown

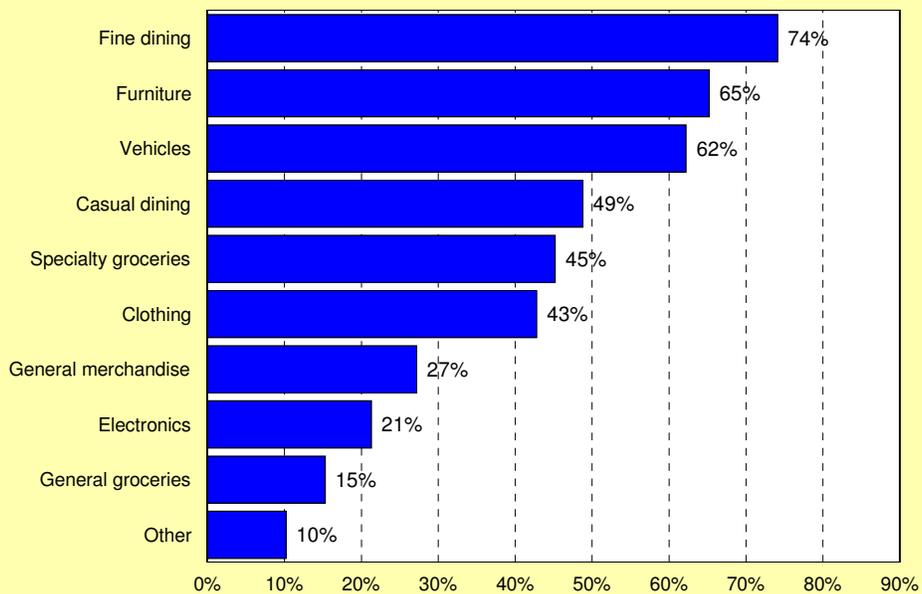
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q17. What do you leave Oswego to spend money on?

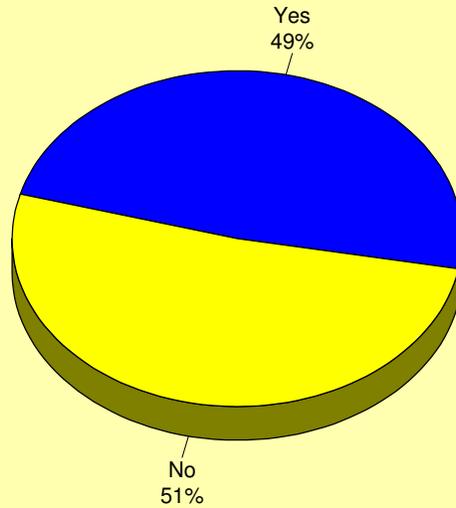
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2016)

Q18. Do you currently pay Village utility bills online?

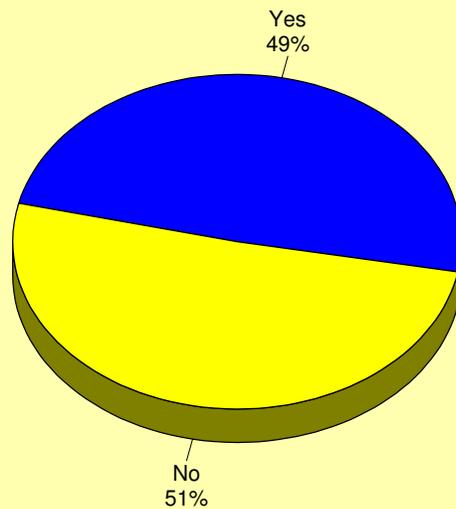
by percentage of respondents



Source: ETC Institute (2016)

Q19. Do you desire to make more Village transactions online?

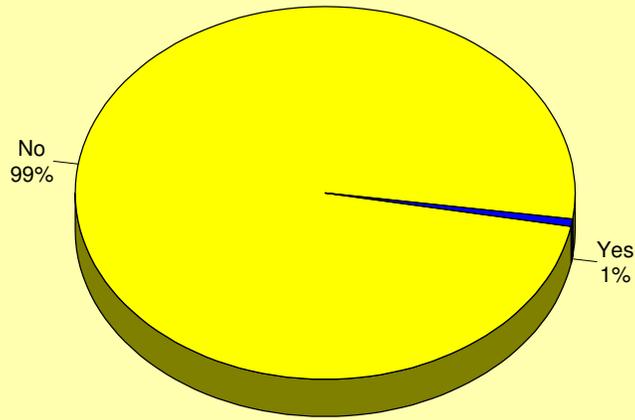
by percentage of respondents



Source: ETC Institute (2016)

Q20. Do you regularly use the Kendall Area Transit Program (KAT) bus service?

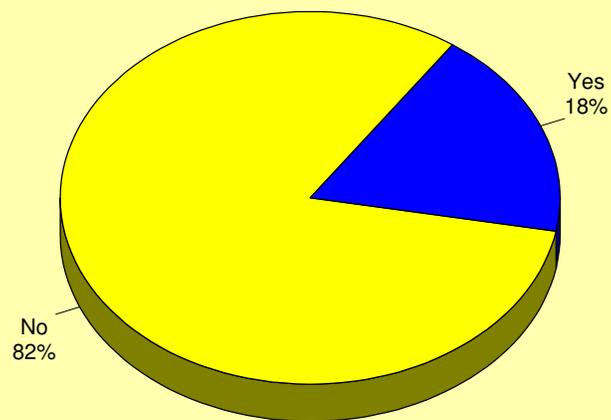
by percentage of respondents



Source: ETC Institute (2016)

Q21. Do you regularly use Metra commuter rail service?

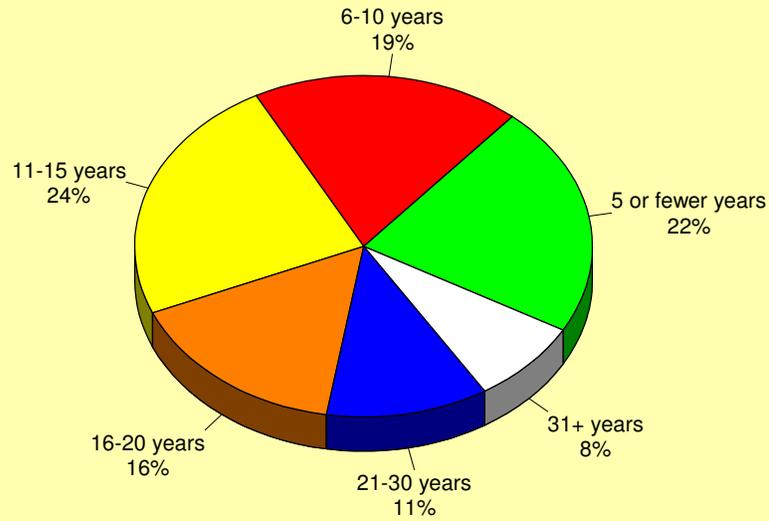
by percentage of respondents



Source: ETC Institute (2016)

Q22. Demographics: Approximately how many years have you lived in the Village of Oswego?

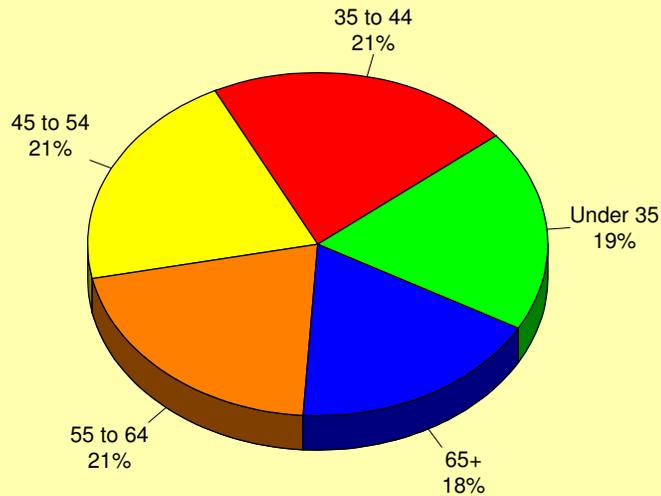
by percentage of respondents



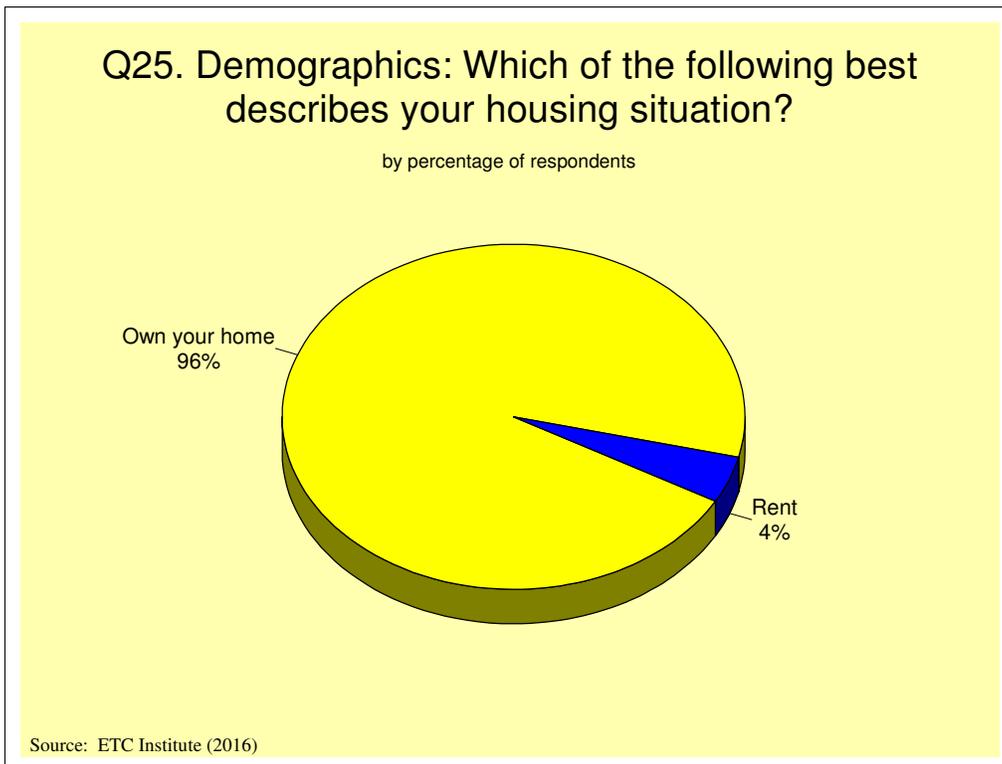
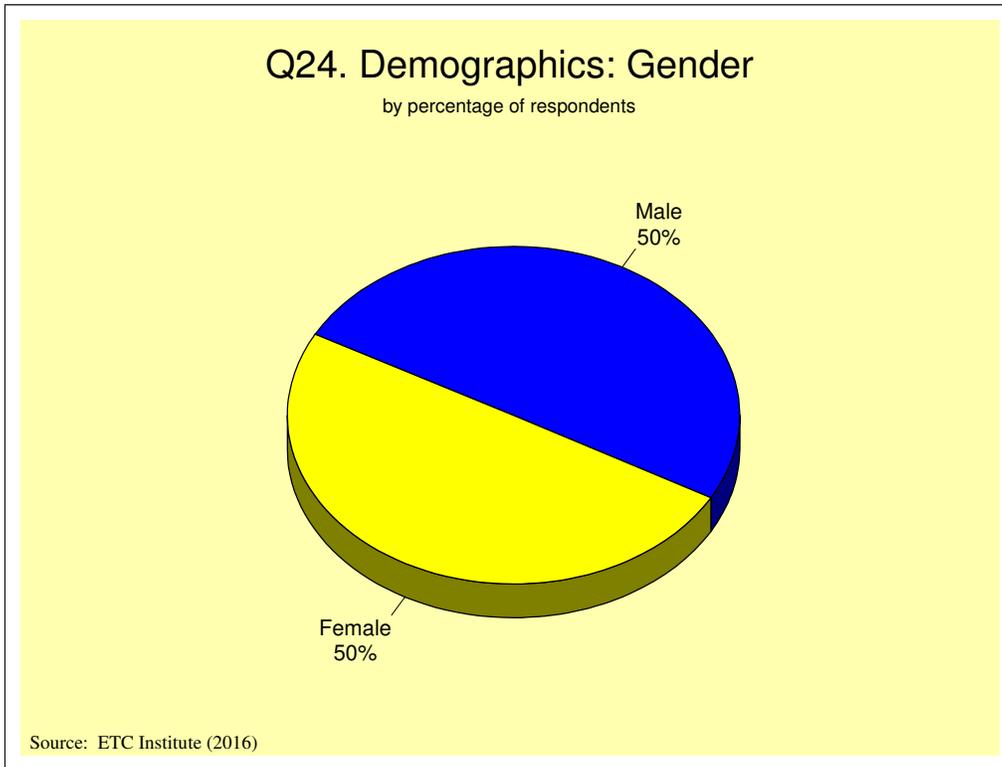
Source: ETC Institute (2016)

Q23. Demographics: What is your age?

by percentage of respondents

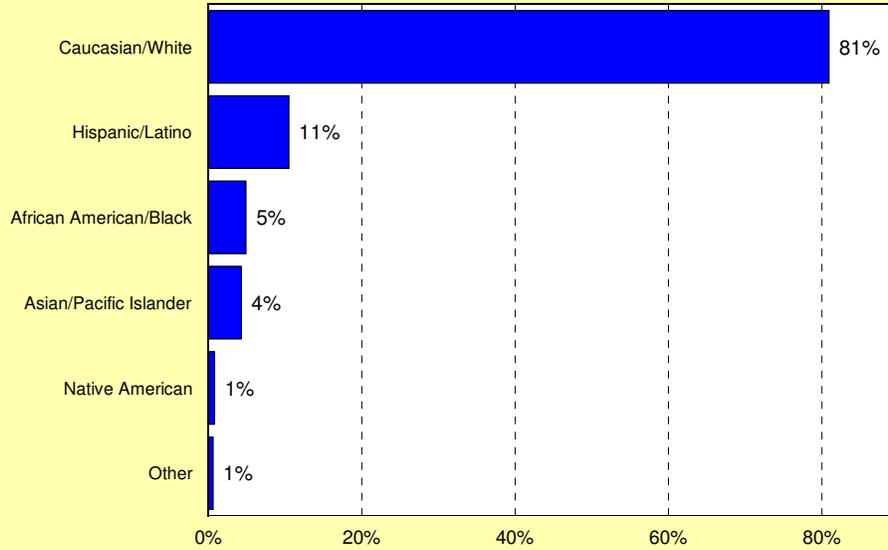


Source: ETC Institute (2016)



Q26. Demographics: Which of the following best describes your race/ethnicity?

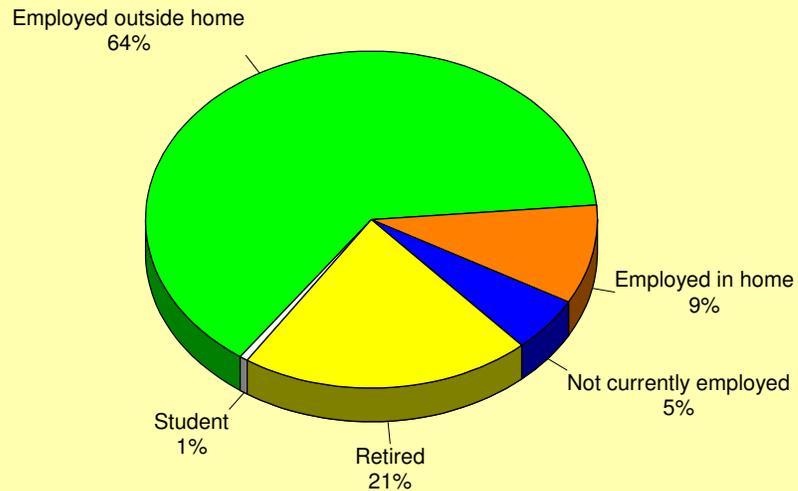
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2016)

Q27. Demographics: Which of the following best describes your current employment status?

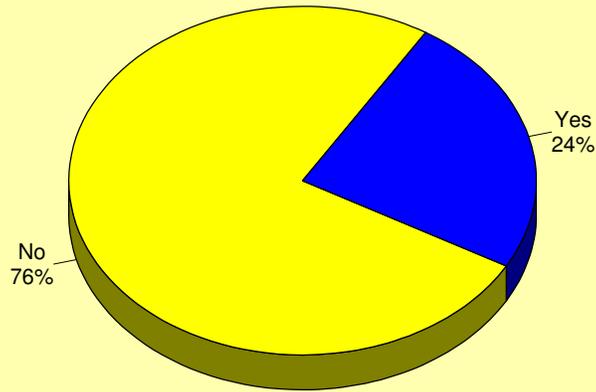
by percentage of respondents



Source: ETC Institute (2016)

Q28. Demographics: Do you telecommute to work?

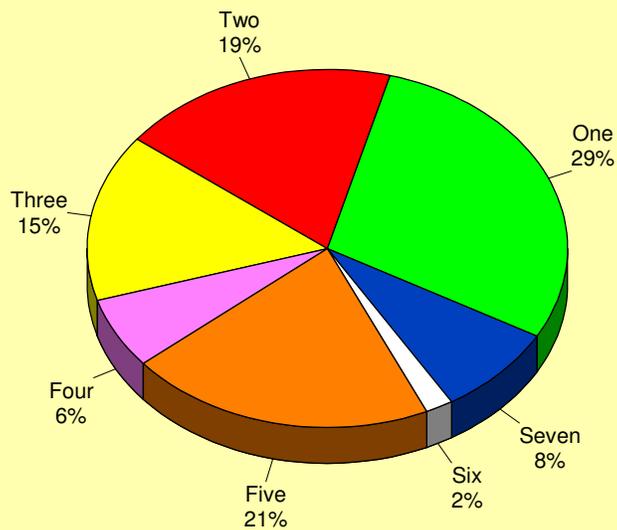
by percentage of respondents



Source: ETC Institute (2016)

Q28-1. Demographics: How many days per week do you typically telecommute?

by percentage of respondents



Source: ETC Institute (2016)

Section 2:
Benchmarking Analysis

Benchmarking Summary Report

Oswego, Illinois

Overview

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

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

Interpreting the Charts

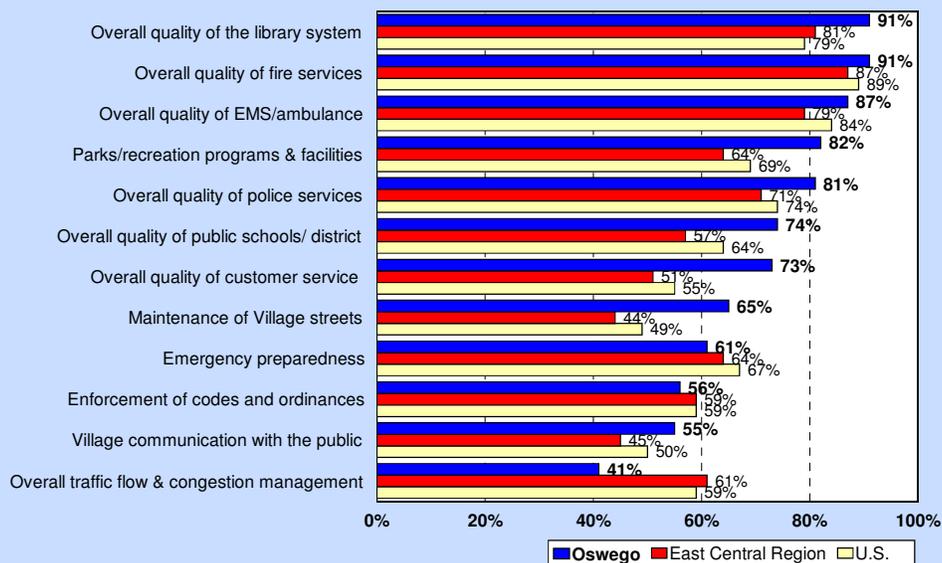
The charts on the following pages show how the overall results for Oswego compare to the a U.S. national and regional averages based on the results of the 2014 survey that was administered by ETC Institute to a random sample of over 4,000 residents across the United States, and the regional survey administered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

National Benchmarks

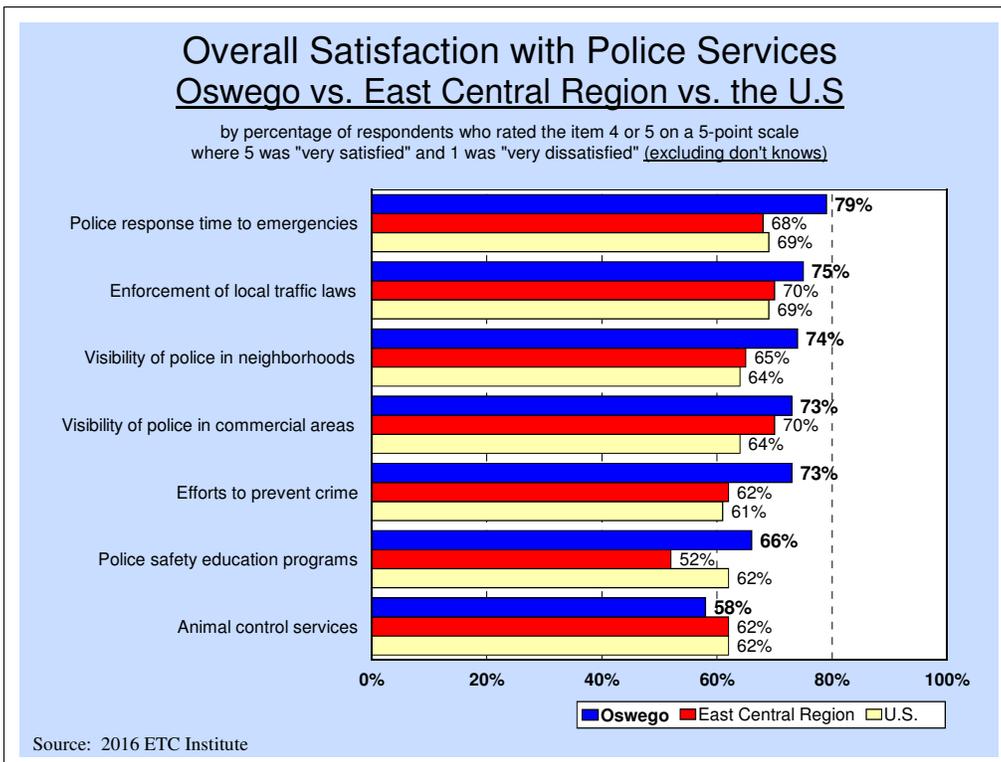
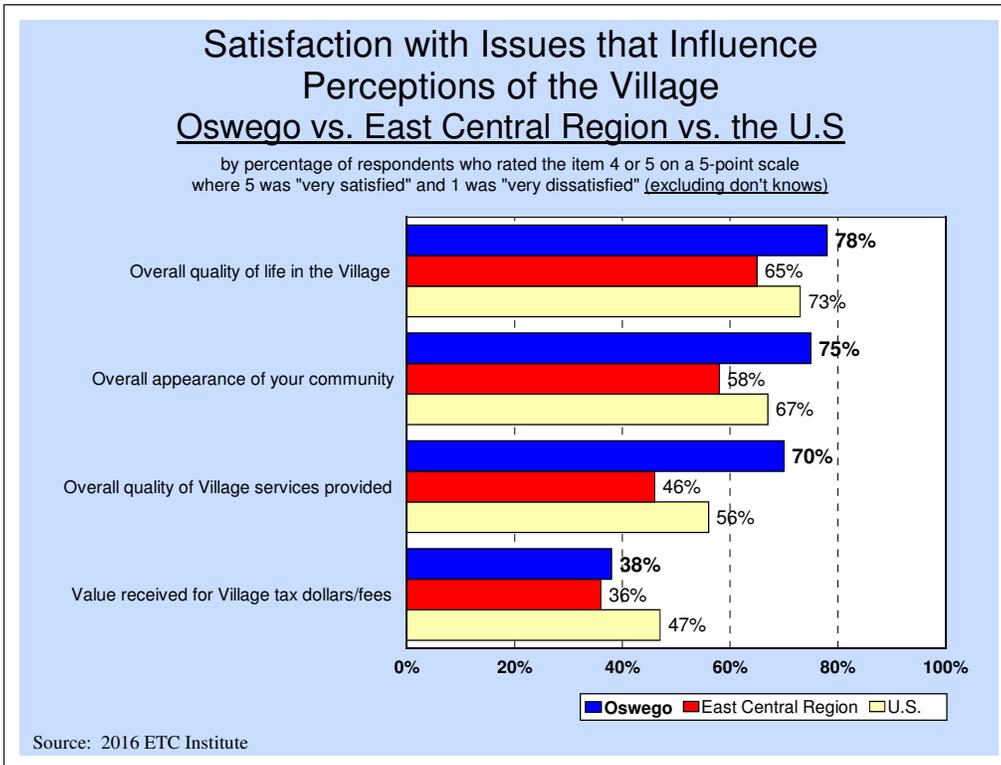
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the Village of Oswego is not authorized without written consent from ETC Institute.

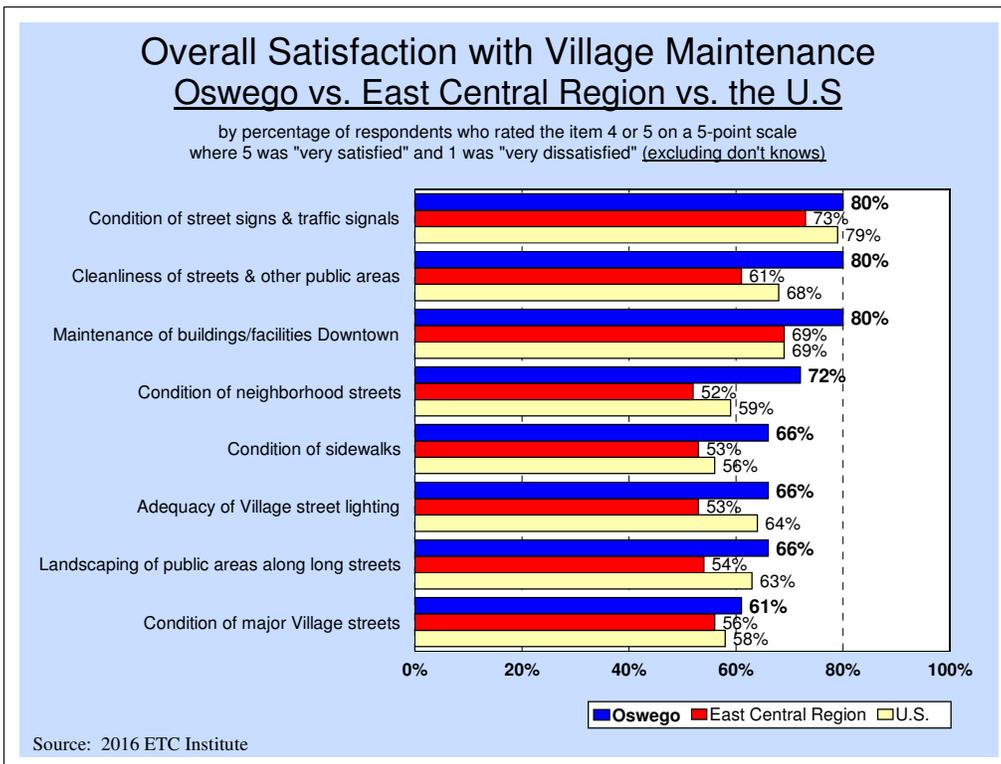
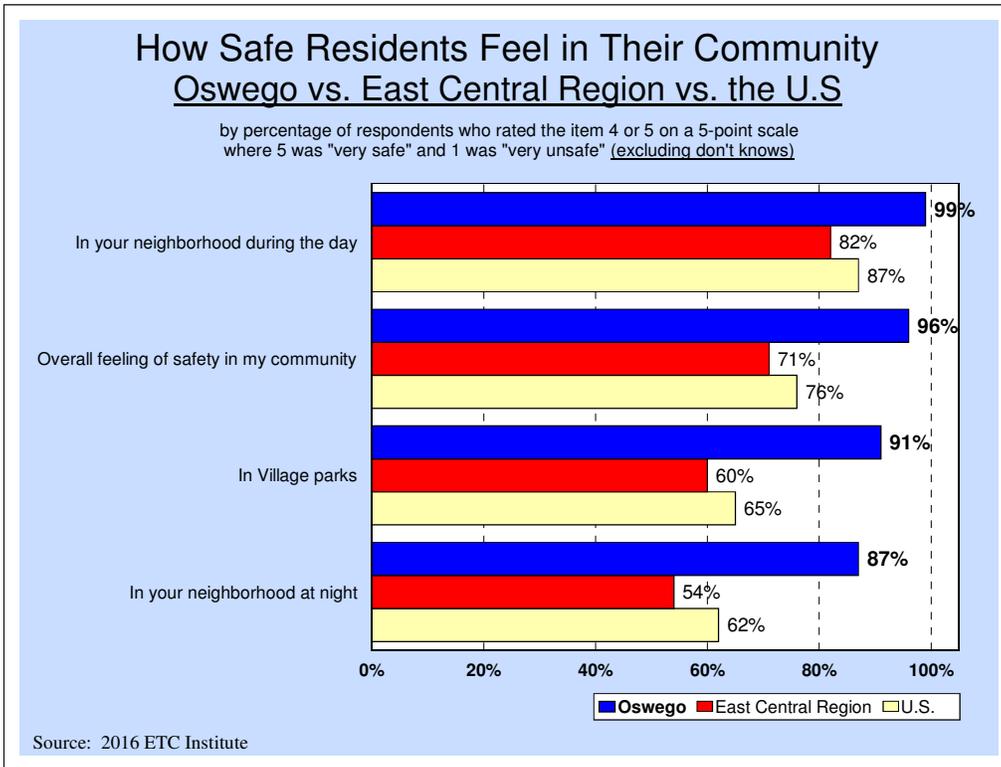
Overall Satisfaction with Various Village Services Oswego vs. East Central Region vs. the U.S.

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



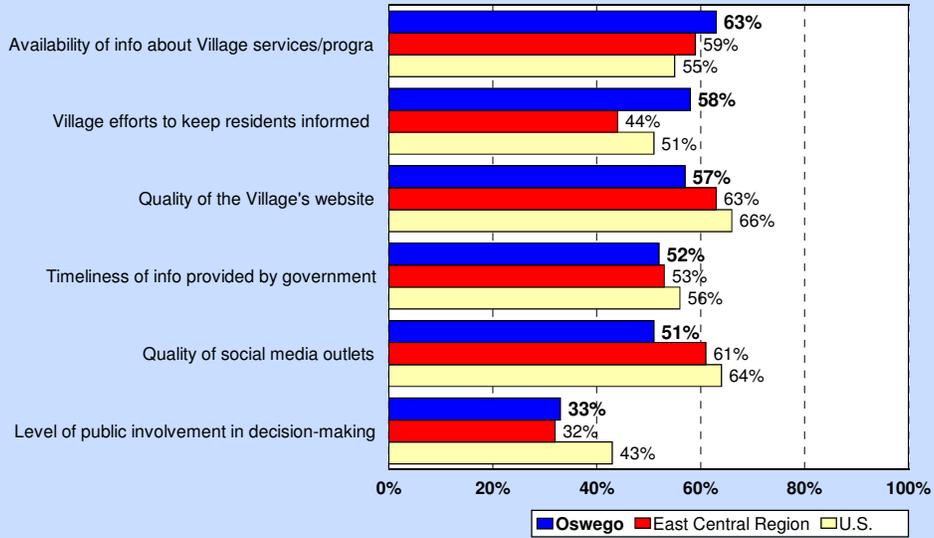
Source: 2016 ETC Institute





Overall Satisfaction with Communication Oswego vs. East Central Region vs. the U.S

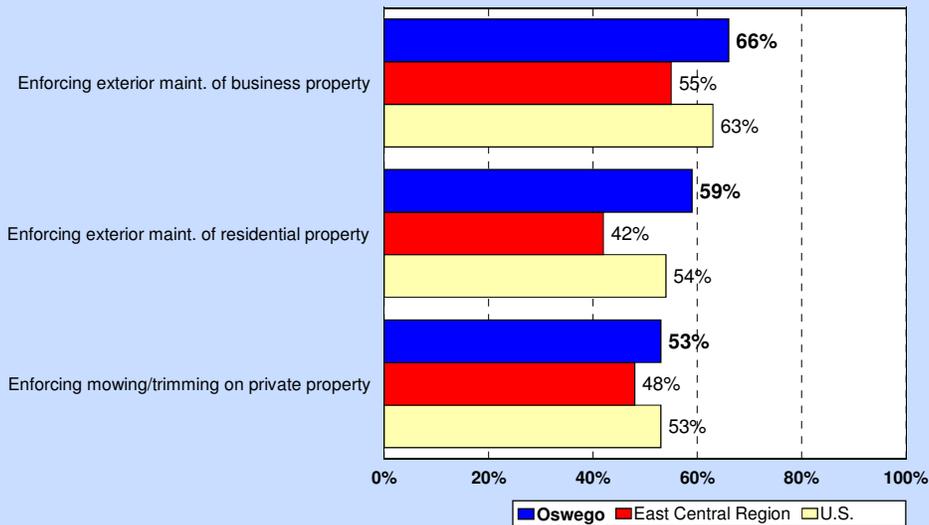
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



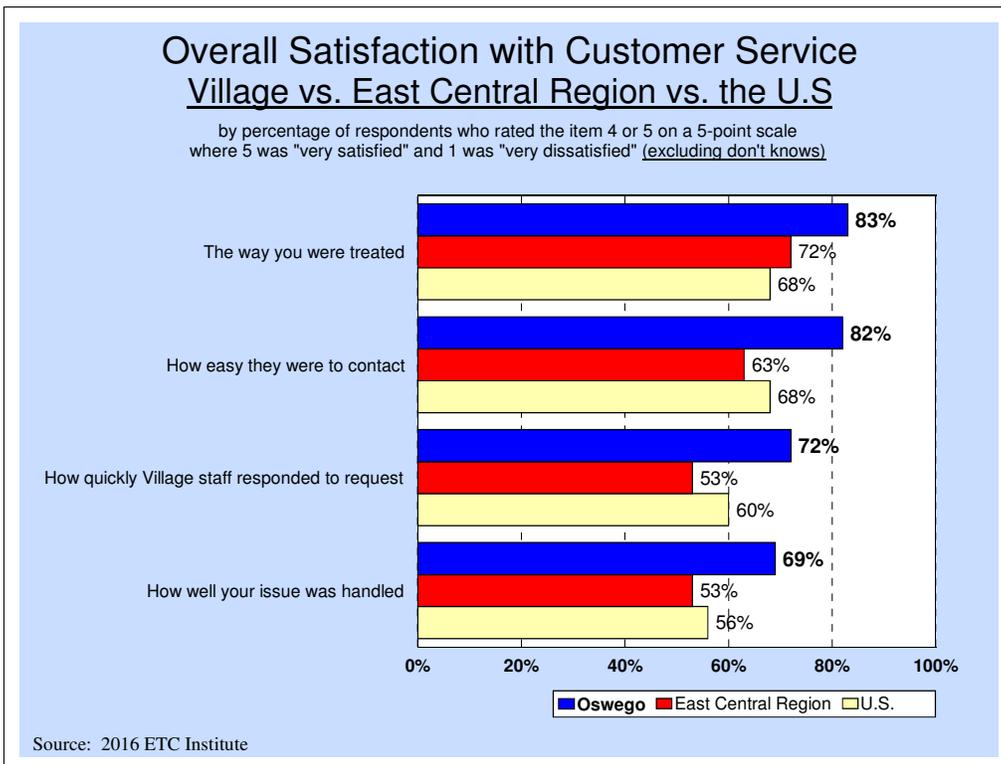
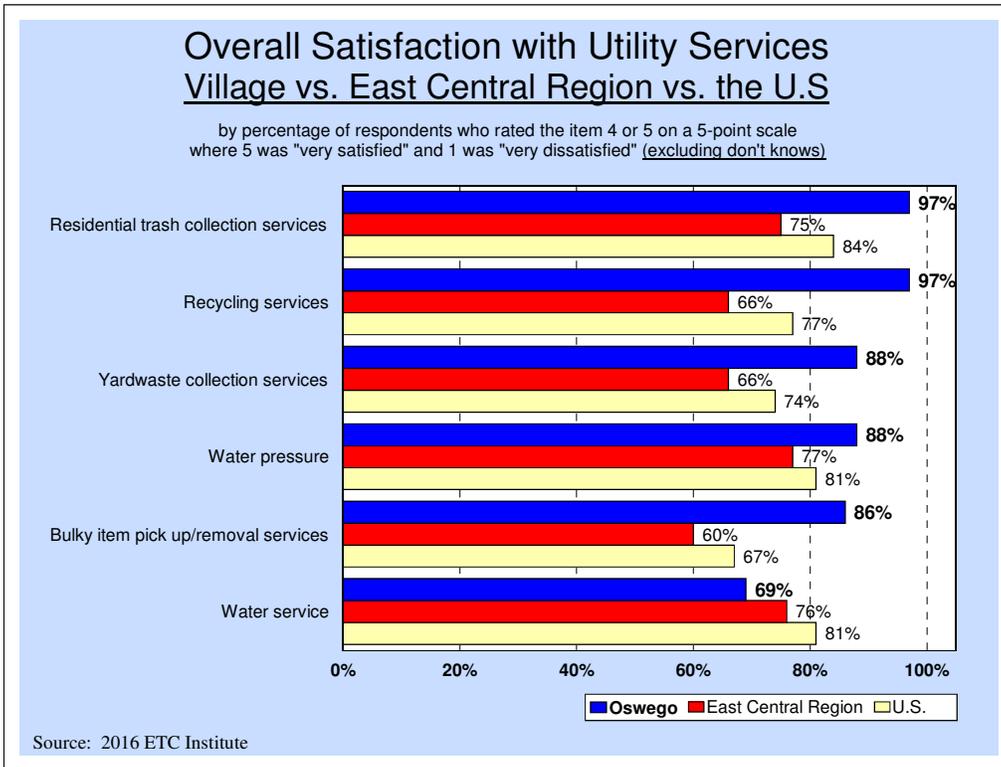
Source: 2016 ETC Institute

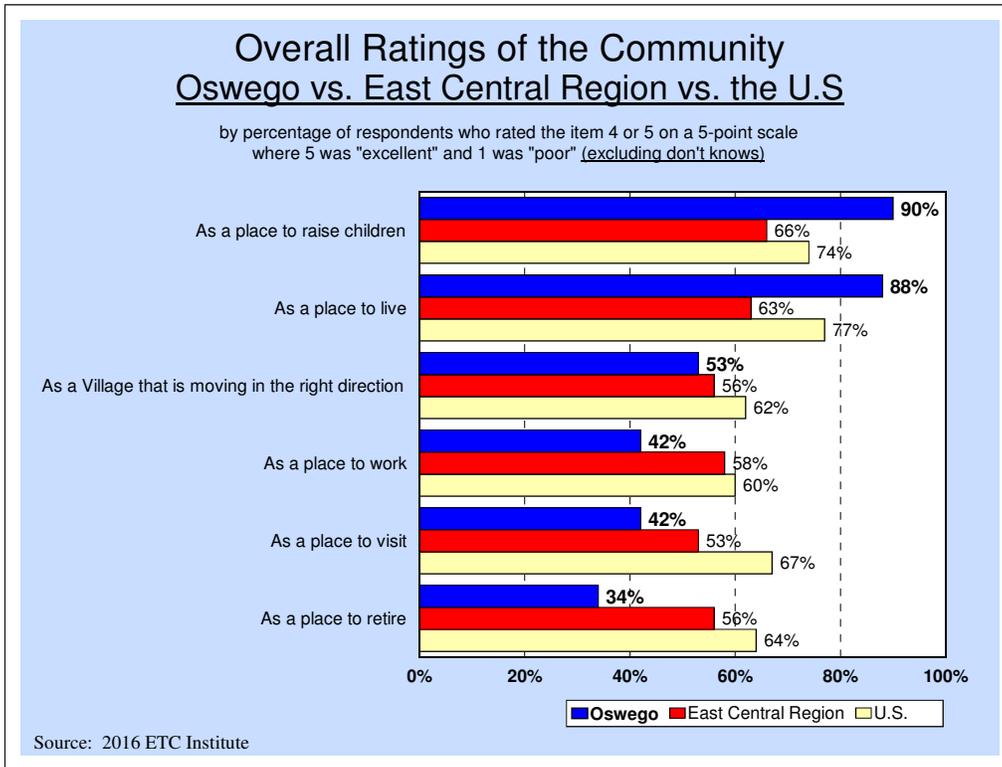
Overall Satisfaction with Code Enforcement Oswego vs. East Central Region vs. the U.S

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



Source: 2016 ETC Institute





Section 3:
**Importance-Satisfaction
Analysis**

Importance-Satisfaction Analysis

Oswego, Illinois

Overview

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

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

Methodology

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

Example of the Calculation. Respondents were asked to identify the major categories of Village services they thought should receive the most emphasis over the next two years. Forty-eight percent (48%) selected *the flow of traffic and congestion management* as one of the most important services for the Village to provide.

With regard to satisfaction, 40% of the residents surveyed rated the Village's overall performance in *the flow of traffic and congestion management* 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 *the flow of traffic and congestion management* was calculated by multiplying the sum of the

most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 48% was multiplied by 60% (1-0.40). This calculation yielded an I-S rating of 0.2880, which was ranked second out of ten major service categories.

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

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

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

Interpreting the Ratings

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

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

The results for Oswego are provided on the following pages.

2016 Importance-Satisfaction Rating

Village of Oswego

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall value you receive for tax dollars & fees	60%	1	38%	9	0.3720	1
Overall flow of traffic & congestion management	48%	2	40%	8	0.2880	2
Overall management of Village finances	42%	3	38%	10	0.2604	3
Medium Priority (IS <.10)						
Overall maintenance of Village streets	27%	4	64%	4	0.0972	4
Effectiveness of communication with public	14%	6	55%	7	0.0630	5
Enforcement of Village codes & ordinances	11%	9	57%	6	0.0473	6
Overall quality of services provided by Village	16%	5	70%	3	0.0480	7
Overall efforts for emergency preparedness	12%	8	62%	5	0.0456	8
Overall quality of police services	14%	7	81%	1	0.0266	9
Overall quality of customer service you receive	3%	10	73%	2	0.0081	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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2016 Importance-Satisfaction Rating

Village of Oswego

Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
The Village's efforts to prevent crime	38%	1	73%	8	0.1026	1
Medium Priority (IS <.10)						
The visibility of police in neighborhoods	36%	2	73%	7	0.0972	2
The visibility of police in commercial areas	18%	4	74%	6	0.0468	3
Overall attitude & behavior of Police Department	18%	3	78%	4	0.0396	4
How quickly police respond to emergencies	16%	5	80%	1	0.0320	5
Enforcement of local traffic laws	13%	6	75%	5	0.0325	6
Police Department safety education programs	9%	8	67%	9	0.0297	7
Quality of animal control	7%	10	58%	10	0.0294	8
Overall professionalism of Police Dept.	13%	7	79%	3	0.0273	9
Overall quality of 9-1-1 services	8%	9	79%	2	0.0168	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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2016 Importance-Satisfaction Rating

Village of Oswego

Village Maintenance and Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Traffic flow on major Village streets	34%	2	44%	19	0.1904	1
Condition of State roads	36%	1	49%	18	0.1836	2
Water rates	25%	4	42%	20	0.1450	3
Condition of major Village streets	29%	3	61%	16	0.1131	4
Medium Priority (IS <.10)						
Overall quality of your tap water	21%	5	64%	15	0.0756	5
Pedestrian accessibility	16%	9	60%	17	0.0640	6
Snow & ice control program	20%	6	67%	11	0.0660	7
Adequacy of Village street lighting	17%	8	66%	14	0.0578	8
Condition of streets in your neighborhood	17%	7	72%	8	0.0476	9
Landscaping/trees of public areas along streets	13%	10	66%	13	0.0442	10
Condition of Village sidewalks	11%	11	66%	12	0.0374	11
Condition of street drainage/water drainage	10%	12	69%	9	0.0310	12
Overall quality of water service	7%	13	68%	10	0.0224	13
Overall cleanliness of streets/other public areas	6%	15	80%	3	0.0120	14
Maintenance of street signs & traffic signals	6%	14	81%	2	0.0114	15
Brush removal program	4%	16	79%	5	0.0084	16
Leaf collection program	4%	17	77%	7	0.0092	17
Ease of paying water bill	2%	19	77%	6	0.0046	18
Water pressure on a typical day	3%	18	87%	1	0.0039	19
Maintenance of Village-owned buildings	1%	20	80%	4	0.0020	20

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

Section 4: Tabular Data

Village of Oswego 2016 Community Survey Findings Report

Q1. Using a scale of 5 to 1, where 5 means "Excellent" and 1 means "Poor," please rate Oswego:

(N=629)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q1-1. As a place to live	36.1%	51.8%	6.7%	3.8%	0.6%	1.0%
Q1-2. As a place to raise children	38.0%	45.8%	7.5%	1.7%	0.2%	6.8%
Q1-3. As a place to work	10.0%	20.0%	24.2%	11.8%	7.0%	27.0%
Q1-4. As a place to retire	12.6%	16.4%	22.9%	16.7%	17.8%	13.7%
Q1-5. As a place to visit	11.6%	27.8%	28.0%	17.0%	9.2%	6.4%
Q1-6. As a place for single adults (age 18-35)	4.9%	16.1%	26.1%	15.6%	11.0%	26.4%
Q1-7. As a place for play & leisure	9.5%	32.1%	30.0%	20.2%	5.6%	2.5%
Q1-8. As a village moving in right direction	13.7%	37.2%	24.6%	14.3%	5.1%	5.1%
Q1-9. As a place you are proud to call home	30.8%	40.4%	20.8%	4.5%	2.9%	0.6%

WITHOUT DON'T KNOW

Q1. Using a scale of 5 to 1, where 5 means "Excellent" and 1 means "Poor," please rate Oswego: (without "don't know")

(N=629)

	Excellent	Good	Neutral	Below Average	Poor
Q1-1. As a place to live	36.4%	52.3%	6.7%	3.9%	0.6%
Q1-2. As a place to raise children	40.8%	49.1%	8.0%	1.9%	0.2%
Q1-3. As a place to work	13.7%	27.5%	33.1%	16.1%	9.6%
Q1-4. As a place to retire	14.5%	19.0%	26.5%	19.3%	20.6%
Q1-5. As a place to visit	12.4%	29.7%	29.9%	18.2%	9.8%
Q1-6. As a place for single adults (age 18-35)	6.7%	21.8%	35.4%	21.2%	14.9%
Q1-7. As a place for play & leisure	9.8%	33.0%	30.8%	20.7%	5.7%
Q1-8. As a village moving in right direction	14.4%	39.2%	26.0%	15.1%	5.4%
Q1-9. As a place you are proud to call home	31.0%	40.6%	21.0%	4.5%	2.9%

Village of Oswego 2016 Community Survey Findings Report

Q2. Several items that may influence your perception of the Village of Oswego are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor."

(N=629)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q2-1. Overall reputation of Village	21.0%	50.1%	19.1%	5.2%	1.4%	3.2%
Q2-2. Overall appearance of Village	20.3%	52.8%	18.1%	6.8%	0.5%	1.4%
Q2-3. Overall quality of life in Village	22.7%	53.6%	17.5%	3.5%	1.0%	1.7%
Q2-4. Overall feeling of safety in Village	28.8%	56.0%	11.1%	2.4%	0.8%	1.0%
Q2-5. Quality of new development in Village	13.8%	34.2%	23.5%	16.1%	8.6%	3.8%
Q2-6. Acceptance of diverse populations	14.1%	40.9%	30.2%	6.0%	2.1%	6.7%
Q2-7. Transparency & accountability of Village actions	10.8%	28.6%	31.3%	10.0%	5.7%	13.5%
Q2-8. Village's environmental sustainability efforts	12.6%	32.4%	27.5%	4.9%	2.9%	19.7%
Q2-9. Availability of affordable housing	8.3%	32.0%	28.3%	11.9%	7.9%	11.6%
Q2-10. Job availability	4.5%	9.5%	29.4%	19.4%	8.9%	28.3%
Q2-11. Access to health care facilities	24.2%	48.8%	18.1%	4.1%	1.6%	3.2%
Q2-12. Access to religious institutions	27.5%	42.9%	17.2%	2.2%	1.1%	9.1%
Q2-13. Access to quality shopping facilities	29.9%	43.4%	13.7%	8.6%	3.3%	1.1%
Q2-14. Access to restaurants & entertainment	22.1%	39.6%	17.0%	13.4%	7.0%	1.0%
Q2-15. Availability of cultural activities & arts	7.2%	20.7%	34.5%	21.8%	7.6%	8.3%
Q2-16. Availability of transportation options	3.5%	13.4%	24.0%	30.2%	16.9%	12.1%
Q2-17. Overall quality of public schools	21.3%	44.5%	15.1%	6.0%	1.6%	11.4%
Q2-18. Overall quality of Park District facilities	31.3%	46.7%	11.6%	4.5%	0.6%	5.2%
Q2-19. Overall quality of Library services	41.7%	42.8%	6.7%	2.4%	0.2%	6.4%
Q2-20. Overall quality of Fire District services	39.1%	39.4%	7.0%	0.8%	0.2%	13.5%
Q2-21. Overall quality of local ambulance service	33.7%	32.9%	8.7%	0.5%	0.5%	23.7%

WITHOUT DON'T KNOW

Q2. Several items that may influence your perception of the Village of Oswego are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=629)

	Excellent	Good	Neutral	Below Average	Poor
Q2-1. Overall reputation of Village	21.7%	51.7%	19.7%	5.4%	1.5%
Q2-2. Overall appearance of Village	20.6%	53.5%	18.4%	6.9%	0.5%
Q2-3. Overall quality of life in Village	23.1%	54.5%	17.8%	3.6%	1.0%
Q2-4. Overall feeling of safety in Village	29.1%	56.5%	11.2%	2.4%	0.8%
Q2-5. Quality of new development in Village	14.4%	35.5%	24.5%	16.7%	8.9%
Q2-6. Acceptance of diverse populations	15.2%	43.8%	32.4%	6.5%	2.2%
Q2-7. Transparency & accountability of Village actions	12.5%	33.1%	36.2%	11.6%	6.6%
Q2-8. Village's environmental sustainability efforts	15.6%	40.4%	34.3%	6.1%	3.6%
Q2-9. Availability of affordable housing	9.4%	36.2%	32.0%	13.5%	9.0%
Q2-10. Job availability	6.2%	13.3%	41.0%	27.1%	12.4%
Q2-11. Access to health care facilities	25.0%	50.4%	18.7%	4.3%	1.6%
Q2-12. Access to religious institutions	30.2%	47.2%	18.9%	2.4%	1.2%
Q2-13. Access to quality shopping facilities	30.2%	43.9%	13.8%	8.7%	3.4%
Q2-14. Access to restaurants & entertainment	22.3%	40.0%	17.2%	13.5%	7.1%
Q2-15. Availability of cultural activities & arts	7.8%	22.5%	37.6%	23.7%	8.3%
Q2-16. Availability of transportation options	4.0%	15.2%	27.3%	34.4%	19.2%
Q2-17. Overall quality of public schools	24.1%	50.3%	17.1%	6.8%	1.8%
Q2-18. Overall quality of Park District facilities	33.1%	49.3%	12.2%	4.7%	0.7%
Q2-19. Overall quality of Library services	44.5%	45.7%	7.1%	2.5%	0.2%
Q2-20. Overall quality of Fire District services	45.2%	45.6%	8.1%	0.9%	0.2%
Q2-21. Overall quality of local ambulance service	44.2%	43.1%	11.5%	0.6%	0.6%

Q3. OVERALL SATISFACTION WITH VILLAGE SERVICES: Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Overall quality of services provided by Village	17.3%	49.8%	22.7%	5.1%	0.5%	4.6%
Q3-2. Overall value that you receive for your Village tax & fees	8.7%	28.5%	24.8%	23.5%	11.8%	2.7%
Q3-3. Overall quality of police services	30.5%	46.6%	11.9%	4.1%	1.6%	5.2%
Q3-4. Overall maintenance of Village streets	16.4%	47.2%	22.3%	10.5%	2.9%	0.8%
Q3-5. Overall enforcement of Village codes & ordinances	13.4%	36.2%	26.4%	7.9%	3.8%	12.2%
Q3-6. Overall quality of customer service you receive from Village employees	22.3%	39.9%	18.1%	3.0%	1.7%	14.9%
Q3-7. Overall flow of traffic & congestion management in Village	7.6%	32.0%	24.5%	22.4%	11.4%	2.1%
Q3-8. Overall effectiveness of Village communication with the public	14.5%	37.7%	31.5%	9.1%	2.5%	4.8%
Q3-9. Overall efforts of Village for emergency preparedness	10.5%	31.8%	22.3%	3.2%	0.8%	31.5%
Q3-10. Overall management of Village finances	7.3%	21.5%	28.8%	11.9%	5.9%	24.6%

WITHOUT DON'T KNOW

Q3. OVERALL SATISFACTION WITH VILLAGE SERVICES: Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Overall quality of services provided by Village	18.2%	52.2%	23.8%	5.3%	0.5%
Q3-2. Overall value that you receive for your Village tax & fees	9.0%	29.2%	25.5%	24.2%	12.1%
Q3-3. Overall quality of police services	32.2%	49.2%	12.6%	4.4%	1.7%
Q3-4. Overall maintenance of Village streets	16.5%	47.6%	22.4%	10.6%	2.9%
Q3-5. Overall enforcement of Village codes & ordinances	15.2%	41.3%	30.1%	9.1%	4.3%
Q3-6. Overall quality of customer service you receive from Village employees	26.2%	46.9%	21.3%	3.6%	2.1%
Q3-7. Overall flow of traffic & congestion management in Village	7.8%	32.6%	25.0%	22.9%	11.7%
Q3-8. Overall effectiveness of Village communication with the public	15.2%	39.6%	33.1%	9.5%	2.7%
Q3-9. Overall efforts of Village for emergency preparedness	15.3%	46.4%	32.5%	4.6%	1.2%
Q3-10. Overall management of Village finances	9.7%	28.5%	38.2%	15.8%	7.8%

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

Q4. Top choice	Number	Percent
Overall quality of services provided by Village	24	3.8 %
Overall value that you receive for your Village tax & fees	228	36.2 %
Overall quality of police services	24	3.8 %
Overall maintenance of Village streets	29	4.6 %
Overall enforcement of Village codes & ordinances	19	3.0 %
Overall flow of traffic & congestion management in Village	121	19.2 %
Overall effectiveness of Village communication with the public	12	1.9 %
Overall efforts of Village for emergency preparedness	17	2.7 %
Overall management of Village finances	82	13.0 %
None chosen	73	11.6 %
Total	629	100.0 %

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

Q4. 2nd choice	Number	Percent
Overall quality of services provided by Village	33	5.2 %
Overall value that you receive for your Village tax & fees	94	14.9 %
Overall quality of police services	36	5.7 %
Overall maintenance of Village streets	78	12.4 %
Overall enforcement of Village codes & ordinances	19	3.0 %
Overall quality of customer service you receive from Village employees	7	1.1 %
Overall flow of traffic & congestion management in Village	110	17.5 %
Overall effectiveness of Village communication with the public	29	4.6 %
Overall efforts of Village for emergency preparedness	25	4.0 %
Overall management of Village finances	93	14.8 %
None chosen	105	16.7 %
Total	629	100.0 %

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

<u>Q4. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by Village	44	7.0 %
Overall value that you receive for your Village tax & fees	55	8.7 %
Overall quality of police services	27	4.3 %
Overall maintenance of Village streets	61	9.7 %
Overall enforcement of Village codes & ordinances	31	4.9 %
Overall quality of customer service you receive from Village employees	11	1.7 %
Overall flow of traffic & congestion management in Village	70	11.1 %
Overall effectiveness of Village communication with the public	50	7.9 %
Overall efforts of Village for emergency preparedness	30	4.8 %
Overall management of Village finances	86	13.7 %
None chosen	164	26.1 %
Total	629	100.0 %

SUM OF TOP 3 CHOICES

Q4. Which THREE of the items listed in Question 3 above do you think should receive the MOST EMPHASIS from Village 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 services provided by Village	101	16.1 %
Overall value that you receive for your Village tax & fees	377	59.9 %
Overall quality of police services	87	13.8 %
Overall maintenance of Village streets	168	26.7 %
Overall enforcement of Village codes & ordinances	69	11.0 %
Overall quality of customer service you receive from Village employees	18	2.9 %
Overall flow of traffic & congestion management in Village	301	47.9 %
Overall effectiveness of Village communication with the public	91	14.5 %
Overall efforts of Village for emergency preparedness	72	11.4 %
Overall management of Village finances	261	41.5 %
None chosen	73	11.6 %
Total	1618	

Q5. Police Services: For each of the 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=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5-1. Visibility of police in neighborhoods	23.4%	49.0%	16.1%	8.7%	1.4%	1.4%
Q5-2. Visibility of police in commercial areas	22.1%	47.5%	19.4%	4.6%	0.6%	5.7%
Q5-3. Village's efforts to prevent crime	21.3%	43.6%	19.1%	3.3%	1.3%	11.4%
Q5-4. How quickly police respond to emergencies	24.5%	32.4%	11.6%	1.4%	1.4%	28.6%
Q5-5. Overall professionalism of Police Dept	31.8%	37.4%	13.7%	3.2%	1.4%	12.6%
Q5-6. Overall attitude & behavior of Police Department personnel toward citizens	30.7%	37.2%	13.4%	2.5%	2.9%	13.4%
Q5-7. Enforcement of local traffic laws	23.5%	44.7%	15.9%	4.3%	2.4%	9.2%
Q5-8. Police Department safety education programs	14.8%	25.9%	17.8%	2.2%	0.5%	38.8%
Q5-9. Overall quality of 9-1-1 services	22.1%	28.1%	11.8%	0.5%	0.8%	36.7%
Q5-10. Quality of animal control	11.9%	23.1%	19.6%	3.3%	2.2%	39.9%

WITHOUT DON'T KNOW

Q5. Police Services: For each of the 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=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5-1. Visibility of police in neighborhoods	23.7%	49.7%	16.3%	8.9%	1.5%
Q5-2. Visibility of police in commercial areas	23.4%	50.4%	20.6%	4.9%	0.7%
Q5-3. Village's efforts to prevent crime	24.1%	49.2%	21.5%	3.8%	1.4%
Q5-4. How quickly police respond to emergencies	34.3%	45.4%	16.3%	2.0%	2.0%
Q5-5. Overall professionalism of Police Dept	36.4%	42.7%	15.6%	3.6%	1.6%
Q5-6. Overall attitude & behavior of Police Department personnel toward citizens	35.4%	42.9%	15.4%	2.9%	3.3%
Q5-7. Enforcement of local traffic laws	25.9%	49.2%	17.5%	4.7%	2.6%
Q5-8. Police Department safety education programs	24.2%	42.3%	29.1%	3.6%	0.8%
Q5-9. Overall quality of 9-1-1 services	34.9%	44.5%	18.6%	0.8%	1.3%
Q5-10. Quality of animal control	19.8%	38.4%	32.5%	5.6%	3.7%

Q6. Which THREE of the police services items listed in Question 5 above would you recommend receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	130	20.7 %
Visibility of police in commercial areas	20	3.2 %
Village's efforts to prevent crime	110	17.5 %
How quickly police respond to emergencies	28	4.5 %
Overall professionalism of Police Dept	18	2.9 %
Overall attitude & behavior of Police Department personnel toward citizens	42	6.7 %
Enforcement of local traffic laws	24	3.8 %
Police Department safety education programs	16	2.5 %
Overall quality of 9-1-1 services	8	1.3 %
Quality of animal control	12	1.9 %
None chosen	221	35.1 %
Total	629	100.0 %

Q6. Which THREE of the police services items listed in Question 5 above would you recommend receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	58	9.2 %
Visibility of police in commercial areas	57	9.1 %
Village's efforts to prevent crime	75	11.9 %
How quickly police respond to emergencies	41	6.5 %
Overall professionalism of Police Dept	34	5.4 %
Overall attitude & behavior of Police Department personnel toward citizens	30	4.8 %
Enforcement of local traffic laws	29	4.6 %
Police Department safety education programs	15	2.4 %
Overall quality of 9-1-1 services	22	3.5 %
Quality of animal control	10	1.6 %
None chosen	258	41.0 %
Total	629	100.0 %

Q6. Which THREE of the police services items listed in Question 5 above would you recommend receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	40	6.4 %
Visibility of police in commercial areas	36	5.7 %
Village's efforts to prevent crime	53	8.4 %
How quickly police respond to emergencies	29	4.6 %
Overall professionalism of Police Dept	27	4.3 %
Overall attitude & behavior of Police Department personnel toward citizens	42	6.7 %
Enforcement of local traffic laws	27	4.3 %
Police Department safety education programs	26	4.1 %
Overall quality of 9-1-1 services	21	3.3 %
Quality of animal control	22	3.5 %
None chosen	306	48.6 %
Total	629	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE of the police services items listed in Question 5 above would you recommend receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

<u>Q6. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	228	36.2 %
Visibility of police in commercial areas	113	18.0 %
Village's efforts to prevent crime	238	37.8 %
How quickly police respond to emergencies	98	15.6 %
Overall professionalism of Police Dept	79	12.6 %
Overall attitude & behavior of Police Department personnel toward citizens	114	18.1 %
Enforcement of local traffic laws	80	12.7 %
Police Department safety education programs	57	9.1 %
Overall quality of 9-1-1 services	51	8.1 %
Quality of animal control	44	7.0 %
None chosen	221	35.1 %
Total	1323	

Q7. Using a scale of 1 to 4 where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=629)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
Q7-1. In commercial & retail areas	60.1%	34.0%	3.5%	0.5%	1.9%
Q7-2. Walking alone in your neighborhood after dark	40.1%	43.1%	11.4%	1.6%	3.8%
Q7-3. Walking alone in your neighborhood during the day	78.7%	18.4%	0.6%	0.3%	1.9%
Q7-4. In Village parks, recreation areas & trails	44.2%	40.7%	7.2%	1.6%	6.4%
Q7-5. Overall feeling of safety in Village	55.5%	39.7%	3.2%	0.3%	1.3%

WITHOUT DON'T KNOW

Q7. Using a scale of 1 to 4 where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=629)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
Q7-1. In commercial & retail areas	61.3%	34.7%	3.6%	0.5%
Q7-2. Walking alone in your neighborhood after dark	41.7%	44.8%	11.9%	1.7%
Q7-3. Walking alone in your neighborhood during the day	80.2%	18.8%	0.6%	0.3%
Q7-4. In Village parks, recreation areas & trails	47.2%	43.5%	7.6%	1.7%
Q7-5. Overall feeling of safety in Village	56.2%	40.3%	3.2%	0.3%

Q8. During the past 12 months, were you or anyone in your household the victim of any crime in Oswego?

Q8. Were you the victim of any crime during past 12 months

	Number	Percent
Yes	39	6.2 %
No	555	88.2 %
Don't know	35	5.6 %
Total	629	100.0 %

Village of Oswego 2016 Community Survey Findings Report

Q9. Village Maintenance/Public Works: For each of the 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=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9-1. Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	8.9%	39.1%	18.4%	21.3%	10.3%	1.9%
Q9-2. Condition of major Village streets (Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road, etc.)	12.7%	46.7%	21.6%	12.6%	4.5%	1.9%
Q9-3. Condition of streets in your neighborhood	21.9%	49.0%	14.8%	9.1%	4.1%	1.1%
Q9-4. Maintenance of street signs & traffic signals	25.6%	53.4%	14.3%	4.3%	0.6%	1.7%
Q9-5. Maintenance of Village-owned buildings	24.5%	45.0%	15.9%	1.4%	0.0%	13.2%
Q9-6. Traffic flow on major Village streets	9.5%	33.5%	25.0%	23.2%	7.2%	1.6%
Q9-7. Pedestrian accessibility	17.5%	40.1%	24.5%	10.0%	3.8%	4.1%
Q9-8. Overall cleanliness of streets/other public areas	23.8%	55.2%	14.5%	3.7%	1.1%	1.7%
Q9-9. Adequacy of Village street lighting	16.2%	48.3%	19.4%	10.8%	3.8%	1.4%
Q9-10. Condition of Village sidewalks	16.7%	48.2%	21.8%	8.9%	2.1%	2.4%
Q9-11. Landscaping/trees of public areas along streets	17.5%	47.2%	22.1%	8.9%	2.5%	1.7%
Q9-12. Condition of street drainage/water drainage	16.9%	49.8%	20.3%	6.7%	2.9%	3.5%
Q9-13. Brush removal program	30.5%	41.7%	14.0%	4.0%	1.4%	8.4%
Q9-14. Leaf collection program	29.1%	40.5%	14.5%	4.5%	1.7%	9.7%
Q9-15. Snow & ice control program	21.8%	42.9%	18.9%	9.1%	3.3%	4.0%
Q9-16. Water pressure on a typical day	34.5%	50.1%	9.4%	2.1%	1.0%	3.0%
Q9-17. Overall quality of your tap water	20.2%	42.1%	18.1%	11.9%	4.5%	3.2%
Q9-18. Water rates	10.0%	30.5%	32.1%	17.0%	7.3%	3.0%
Q9-19. Ease of paying water bill	27.2%	47.5%	17.5%	3.2%	1.4%	3.2%
Q9-20. Overall quality of water service	18.8%	46.7%	22.7%	5.4%	2.7%	3.7%

WITHOUT DON'T KNOW

Q9. Village Maintenance/Public Works: For each of the 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=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9-1. Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	9.1%	39.9%	18.8%	21.7%	10.5%
Q9-2. Condition of major Village streets (Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road, etc.)	13.0%	47.6%	22.0%	12.8%	4.5%
Q9-3. Condition of streets in your neighborhood	22.2%	49.5%	15.0%	9.2%	4.2%
Q9-4. Maintenance of street signs & traffic signals	26.1%	54.4%	14.6%	4.4%	0.6%
Q9-5. Maintenance of Village-owned buildings	28.2%	51.8%	18.3%	1.6%	0.0%
Q9-6. Traffic flow on major Village streets	9.7%	34.1%	25.4%	23.6%	7.3%
Q9-7. Pedestrian accessibility	18.2%	41.8%	25.5%	10.4%	4.0%
Q9-8. Overall cleanliness of streets/other public areas	24.3%	56.1%	14.7%	3.7%	1.1%
Q9-9. Adequacy of Village street lighting	16.5%	49.0%	19.7%	11.0%	3.9%
Q9-10. Condition of Village sidewalks	17.1%	49.3%	22.3%	9.1%	2.1%
Q9-11. Landscaping/trees of public areas along streets	17.8%	48.1%	22.5%	9.1%	2.6%
Q9-12. Condition of street drainage/water drainage	17.5%	51.6%	21.1%	6.9%	3.0%
Q9-13. Brush removal program	33.3%	45.5%	15.3%	4.3%	1.6%
Q9-14. Leaf collection program	32.2%	44.9%	16.0%	4.9%	1.9%
Q9-15. Snow & ice control program	22.7%	44.7%	19.7%	9.4%	3.5%
Q9-16. Water pressure on a typical day	35.6%	51.6%	9.7%	2.1%	1.0%
Q9-17. Overall quality of your tap water	20.9%	43.5%	18.7%	12.3%	4.6%
Q9-18. Water rates	10.3%	31.5%	33.1%	17.5%	7.5%
Q9-19. Ease of paying water bill	28.1%	49.1%	18.1%	3.3%	1.5%
Q9-20. Overall quality of water service	19.5%	48.5%	23.6%	5.6%	2.8%

Q10. Which FOUR of the public works items listed in Question 9 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q10. Top choice	Number	Percent
Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	118	18.8 %
Condition of major Village streets (Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road, etc.)	41	6.5 %
Condition of streets in your neighborhood	33	5.2 %
Maintenance of street signs & traffic signals	6	1.0 %
Maintenance of Village-owned buildings	2	0.3 %
Traffic flow on major Village streets	79	12.6 %
Pedestrian accessibility	21	3.3 %
Overall cleanliness of streets/other public areas	5	0.8 %
Adequacy of Village street lighting	20	3.2 %
Condition of Village sidewalks	17	2.7 %
Landscaping/trees of public areas along streets	13	2.1 %
Condition of street drainage/water drainage	7	1.1 %
Brush removal program	5	0.8 %
Leaf collection program	2	0.3 %
Snow & ice control program	29	4.6 %
Water pressure on a typical day	1	0.2 %
Overall quality of your tap water	64	10.2 %
Water rates	39	6.2 %
Ease of paying water bill	1	0.2 %
Overall quality of water service	8	1.3 %
None chosen	118	18.8 %
Total	629	100.0 %

Q10. Which FOUR of the public works items listed in Question 9 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

Q10. 2nd choice	Number	Percent
Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	45	7.2 %
Condition of major Village streets (Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road, etc.)	82	13.0 %
Condition of streets in your neighborhood	31	4.9 %
Maintenance of street signs & traffic signals	6	1.0 %
Maintenance of Village-owned buildings	2	0.3 %
Traffic flow on major Village streets	66	10.5 %
Pedestrian accessibility	25	4.0 %
Overall cleanliness of streets/other public areas	4	0.6 %
Adequacy of Village street lighting	33	5.2 %
Condition of Village sidewalks	16	2.5 %
Landscaping/trees of public areas along streets	26	4.1 %
Condition of street drainage/water drainage	15	2.4 %
Brush removal program	7	1.1 %
Leaf collection program	7	1.1 %
Snow & ice control program	33	5.2 %
Water pressure on a typical day	4	0.6 %
Overall quality of your tap water	19	3.0 %
Water rates	38	6.0 %
Ease of paying water bill	5	0.8 %
Overall quality of water service	17	2.7 %
None chosen	148	23.5 %
Total	629	100.0 %

Q10. Which FOUR of the public works items listed in Question 9 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

<u>Q10. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	33	5.2 %
Condition of major Village streets (Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road, etc.)	32	5.1 %
Condition of streets in your neighborhood	30	4.8 %
Maintenance of street signs & traffic signals	11	1.7 %
Traffic flow on major Village streets	37	5.9 %
Pedestrian accessibility	32	5.1 %
Overall cleanliness of streets/other public areas	10	1.6 %
Adequacy of Village street lighting	32	5.1 %
Condition of Village sidewalks	19	3.0 %
Landscaping/trees of public areas along streets	28	4.5 %
Condition of street drainage/water drainage	23	3.7 %
Brush removal program	7	1.1 %
Leaf collection program	10	1.6 %
Snow & ice control program	39	6.2 %
Water pressure on a typical day	7	1.1 %
Overall quality of your tap water	31	4.9 %
Water rates	38	6.0 %
Ease of paying water bill	3	0.5 %
Overall quality of water service	6	1.0 %
<u>None chosen</u>	<u>201</u>	<u>32.0 %</u>
Total	629	100.0 %

Q10. Which FOUR of the public works items listed in Question 9 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years?

<u>Q10. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	29	4.6 %
Condition of major Village streets (Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road, etc.)	25	4.0 %
Condition of streets in your neighborhood	13	2.1 %
Maintenance of street signs & traffic signals	14	2.2 %
Maintenance of Village-owned buildings	4	0.6 %
Traffic flow on major Village streets	28	4.5 %
Pedestrian accessibility	23	3.7 %
Overall cleanliness of streets/other public areas	18	2.9 %
Adequacy of Village street lighting	20	3.2 %
Condition of Village sidewalks	17	2.7 %
Landscaping/trees of public areas along streets	17	2.7 %
Condition of street drainage/water drainage	15	2.4 %
Brush removal program	9	1.4 %
Leaf collection program	6	1.0 %
Snow & ice control program	23	3.7 %
Water pressure on a typical day	5	0.8 %
Overall quality of your tap water	17	2.7 %
Water rates	40	6.4 %
Ease of paying water bill	4	0.6 %
Overall quality of water service	13	2.1 %
<u>None chosen</u>	<u>289</u>	<u>45.9 %</u>
Total	629	100.0 %

SUM OF TOP 4 CHOICES

Q10. Which FOUR of the public works items listed in Question 9 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? (top 4)

<u>Q10. Sum of Top 4 Choices</u>	<u>Number</u>	<u>Percent</u>
Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	225	35.8 %
Condition of major Village streets (Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road, etc.)	180	28.6 %
Condition of streets in your neighborhood	107	17.0 %
Maintenance of street signs & traffic signals	37	5.9 %
Maintenance of Village-owned buildings	8	1.3 %
Traffic flow on major Village streets	210	33.4 %
Pedestrian accessibility	101	16.1 %
Overall cleanliness of streets/other public areas	37	5.9 %
Adequacy of Village street lighting	105	16.7 %
Condition of Village sidewalks	69	11.0 %
Landscaping/trees of public areas along streets	84	13.4 %
Condition of street drainage/water drainage	60	9.5 %
Brush removal program	28	4.5 %
Leaf collection program	25	4.0 %
Snow & ice control program	124	19.7 %
Water pressure on a typical day	17	2.7 %
Overall quality of your tap water	131	20.8 %
Water rates	155	24.6 %
Ease of paying water bill	13	2.1 %
Overall quality of water service	44	7.0 %
None chosen	118	18.8 %
Total	1878	

Q11. Trash Service: For each of the 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=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11-1. Residential trash collection services	54.8%	40.2%	2.5%	0.5%	0.5%	1.4%
Q11-2. Curbside recycling services	54.8%	39.9%	2.2%	0.2%	0.5%	2.4%
Q11-3. Yard waste removal services	44.5%	36.7%	7.5%	2.2%	1.0%	8.1%
Q11-4. Bulk item pick-up/removal	38.2%	35.3%	10.0%	1.7%	0.2%	14.6%
Q11-5. Amount you are charged for services	21.5%	38.0%	26.2%	7.9%	3.2%	3.2%
Q11-6. Curbside electronics recycling	20.2%	23.1%	14.8%	7.8%	4.3%	29.9%
Q11-7. Curbside composting service	15.7%	19.4%	16.5%	3.2%	1.7%	43.4%

WITHOUT DON'T KNOW

Q11. Trash Service: For each of the 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=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11-1. Residential trash collection services	55.6%	40.8%	2.6%	0.5%	0.5%
Q11-2. Curbside recycling services	56.2%	40.9%	2.3%	0.2%	0.5%
Q11-3. Yard waste removal services	48.4%	40.0%	8.1%	2.4%	1.0%
Q11-4. Bulk item pick-up/removal	44.7%	41.3%	11.7%	2.0%	0.2%
Q11-5. Amount you are charged for services	22.2%	39.2%	27.1%	8.2%	3.3%
Q11-6. Curbside electronics recycling	28.8%	32.9%	21.1%	11.1%	6.1%
Q11-7. Curbside composting service	27.8%	34.3%	29.2%	5.6%	3.1%

Village of Oswego 2016 Community Survey Findings Report

Communications: For each of the 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=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12-1. Availability of information about Village programs & services	15.9%	43.4%	28.1%	6.4%	0.8%	5.4%
Q12-2. Village's efforts to keep you informed about local issues	14.3%	41.0%	31.2%	8.3%	1.1%	4.1%
Q12-3. Quality of Village's social media, i.e. Facebook, Twitter, etc.	9.4%	23.1%	27.5%	3.8%	0.2%	36.1%
Q12-4. Quality of Village's website	11.3%	34.7%	28.8%	4.0%	1.1%	20.2%
Q12-5. Content of Village's newsletters	16.4%	45.6%	27.0%	3.7%	0.0%	7.3%
Q12-6. Click n Fix to report maintenance issues (streetlight outages, pot holes, code compliance, etc.)	10.3%	20.8%	18.0%	2.2%	1.6%	47.1%
Q12-7. How well Village's communications meet your needs	10.8%	35.8%	34.7%	7.3%	1.7%	9.7%
Q12-8. Timeliness of information provided by your Village government	10.7%	34.3%	33.4%	6.4%	1.7%	13.5%
Q12-9. Level of public involvement in local decision making	6.5%	17.8%	32.3%	12.6%	5.2%	25.6%

WITHOUT DON'T KNOW

Q12. Village Communications: For each of the 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=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12-1. Availability of information about Village programs & services	16.8%	45.9%	29.7%	6.7%	0.8%
Q12-2. Village's efforts to keep you informed about local issues	14.9%	42.8%	32.5%	8.6%	1.2%
Q12-3. Quality of Village's social media, i.e. Facebook, Twitter, etc.	14.7%	36.1%	43.0%	6.0%	0.2%
Q12-4. Quality of Village's website	14.1%	43.4%	36.1%	5.0%	1.4%
Q12-5. Content of Village's newsletters	17.7%	49.2%	29.2%	3.9%	0.0%
Q12-6. Click n Fix to report maintenance issues (streetlight outages, pot holes, code compliance, etc.)	19.5%	39.3%	33.9%	4.2%	3.0%
Q12-7. How well Village's communications meet your needs	12.0%	39.6%	38.4%	8.1%	1.9%
Q12-8. Timeliness of information provided by your Village government	12.3%	39.7%	38.6%	7.4%	2.0%
Q12-9. Level of public involvement in local decision making	8.8%	23.9%	43.4%	16.9%	7.1%

Q13. Customer Service: Have you contacted the Village with a question, problem or complaint in the past year?

<u>Q13. Have you contacted Village in past year</u>	<u>Number</u>	<u>Percent</u>
Yes	259	41.2 %
No	370	58.8 %
Total	629	100.0 %

Q13a. (If YES to Question 13) Several factors that might influence your perception of the quality of customer service you receive from Village employees are listed below. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the customer service you received from the Village employees.

(N=259)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13a-1. How easy the department was to contact	37.5%	43.2%	10.8%	5.8%	1.9%	0.8%
Q13a-2. How courteously you were treated	42.5%	39.0%	6.9%	6.2%	3.5%	1.9%
Q13a-3. Professionalism & knowledge of Village employees who assisted you	41.3%	36.3%	9.3%	7.3%	3.5%	2.3%
Q13a-4. Overall responsiveness of Village employees to your request or concern	39.0%	30.9%	11.2%	6.9%	9.7%	2.3%
Q13a-5. How well your issue was handled	37.5%	29.3%	12.0%	6.9%	11.2%	3.1%

WITHOUT DON'T KNOW

Q13a. (If YES to Question 13) Several factors that might influence your perception of the quality of customer service you receive from Village employees are listed below. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the customer service you received from the Village employees. (without "don't know")

(N=259)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a-1. How easy the department was to contact	37.7%	43.6%	10.9%	5.8%	1.9%
Q13a-2. How courteously you were treated	43.3%	39.8%	7.1%	6.3%	3.5%
Q13a-3. Professionalism & knowledge of Village employees who assisted you	42.3%	37.2%	9.5%	7.5%	3.6%
Q13a-4. Overall responsiveness of Village employees to your request or concern	39.9%	31.6%	11.5%	7.1%	9.9%
Q13a-5. How well your issue was handled	38.6%	30.3%	12.4%	7.2%	11.6%

Q14. What are your primary sources for information about community activities and services?

Q14. Your primary sources for information about community activities & services	Number	Percent
Quarterly Newsletter (Oswego News)	409	65.0 %
Word of mouth	248	39.4 %
Local newspaper	244	38.8 %
www.oswegoil.org (website)	187	29.7 %
Signage/printed material from Village	177	28.1 %
Social media/Facebook	164	26.1 %
Email alerts	98	15.6 %
Electronic sign boards	53	8.4 %
Public meetings	15	2.4 %
Other	23	3.7 %
Total	1618	

Q14. Other

Q14. Other	Number	Percent
Fliers & bulletins	1	4.5 %
Ledger	1	4.5 %
Ledger-Sentinel	1	4.5 %
Oswego Facebook	1	4.5 %
Oswego Patch	4	18.2 %
Oswego emails	1	4.5 %
Radio	1	4.5 %
WSPY	2	9.1 %
WSPY.com; onlyoswego.com	1	4.5 %
Click N Fix	1	4.5 %
Internet	1	4.5 %
Onlyoswego.com	5	22.7 %
Speaking with officials	1	4.5 %
Talking to neighbors	1	4.5 %
Total	22	100.0 %

Q15. Code Compliance: For each of the 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=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15-1. Enforcing maintenance of residential property (exterior of building itself)	13.5%	35.6%	23.4%	7.6%	2.7%	17.2%
Q15-2. Enforcing mowing & trimming of lawns on private property	12.7%	30.8%	20.5%	13.2%	5.1%	17.6%
Q15-3. Enforcing maintenance of business property	14.6%	35.1%	21.6%	5.7%	1.4%	21.5%
Q15-4. Enforcing codes designed to protect public health & safety	14.9%	34.7%	21.1%	3.2%	1.7%	24.3%

WITHOUT DON'T KNOW

Q15. Code Compliance: For each of the 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=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15-1. Enforcing maintenance of residential property (exterior of building itself)	16.3%	43.0%	28.2%	9.2%	3.3%
Q15-2. Enforcing mowing & trimming of lawns on private property	15.4%	37.5%	24.9%	16.0%	6.2%
Q15-3. Enforcing maintenance of business property	18.6%	44.7%	27.5%	7.3%	1.8%
Q15-4. Enforcing codes designed to protect public health & safety	19.7%	45.8%	27.9%	4.2%	2.3%

Q16. Aspects of Downtown: How satisfied are you with the following aspects of downtown Oswego?

(N=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16-1. Shopping choices	9.2%	23.5%	21.9%	27.5%	14.0%	3.8%
Q16-2. Restaurant choices	7.5%	20.0%	17.3%	29.9%	21.9%	3.3%
Q16-3. Quality of shopping	8.4%	26.4%	26.4%	21.6%	12.4%	4.8%
Q16-4. Availability of parking	13.0%	32.0%	24.5%	20.3%	6.8%	3.3%
Q16-5. Green (outdoor) space	18.4%	39.9%	26.2%	8.7%	2.7%	4.0%
Q16-6. Recreation amenities	12.7%	35.8%	26.9%	11.8%	5.2%	7.6%
Q16-7. Public gathering spaces	14.3%	37.2%	28.3%	9.7%	3.7%	6.8%
Q16-8. Public art	6.5%	18.9%	34.5%	15.9%	6.7%	17.5%
Q16-9. Street lighting	14.6%	48.6%	22.4%	6.7%	3.0%	4.6%
Q16-10. Pedestrian walkways/crossings	16.5%	45.2%	22.9%	7.8%	3.7%	4.0%

WITHOUT DON'T KNOW

Q16. Aspects of Downtown: How satisfied are you with the following aspects of downtown Oswego? (without "don't know")

(N=629)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16-1. Shopping choices	9.6%	24.5%	22.8%	28.6%	14.5%
Q16-2. Restaurant choices	7.7%	20.7%	17.9%	30.9%	22.7%
Q16-3. Quality of shopping	8.8%	27.7%	27.7%	22.7%	13.0%
Q16-4. Availability of parking	13.5%	33.1%	25.3%	21.1%	7.1%
Q16-5. Green (outdoor) space	19.2%	41.6%	27.3%	9.1%	2.8%
Q16-6. Recreation amenities	13.8%	38.7%	29.1%	12.7%	5.7%
Q16-7. Public gathering spaces	15.4%	39.9%	30.4%	10.4%	3.9%
Q16-8. Public art	7.9%	22.9%	41.8%	19.3%	8.1%
Q16-9. Street lighting	15.3%	51.0%	23.5%	7.0%	3.2%
Q16-10. Pedestrian walkways/crossings	17.2%	47.0%	23.8%	8.1%	3.8%

Q17. What do you leave Oswego to spend money on?

Q17. What do you leave Oswego to spend money on	Number	Percent
Fine dining	466	74.1 %
Furniture	410	65.2 %
Vehicles	391	62.2 %
Casual dining	307	48.8 %
Specialty groceries	284	45.2 %
Clothing	269	42.8 %
General merchandise	171	27.2 %
Electronics	134	21.3 %
General groceries	96	15.3 %
Other	64	10.2 %
Total	2592	

Q17. Other

Q17. Other	Number	Percent
Airport/train	1	1.6 %
Any entertainment other than movies	1	1.6 %
Anything not related to mattresses	1	1.6 %
Beauty store	1	1.6 %
Binnys/Whole Foods/Trader Joe's	1	1.6 %
Books	4	6.6 %
Chuck E Cheese	1	1.6 %
Costco	1	1.6 %
Costco, Trader Joes, Theater	1	1.6 %
Concerts, Museums, Etc.	1	1.6 %
Consignment stores	1	1.6 %
Costco, Trader Joe's	1	1.6 %
Cultural activities, theater, museums, concerts, etc.	1	1.6 %
Entertainment, breweries, good coffee, Huge amount at Costco	1	1.6 %
Family activities bowling, movies, and theater	1	1.6 %
Fabric stores	1	1.6 %
Firearms	1	1.6 %
Fixing up downtown area with dining and shopping	1	1.6 %
Gardening/landscaping, crafts/hobbies	1	1.6 %
Gas	2	3.3 %
Goodwill, Macys, Marshalls	1	1.6 %
Gym-need Lifetime Fitness or new YMCA	1	1.6 %
Housewares and decor	1	1.6 %
Home store (not chain stores)	1	1.6 %
Jewelry	1	1.6 %
Joann, Tuesday Morning, Marshalls	1	1.6 %
Live entertainment	1	1.6 %
Live music/arts	1	1.6 %
Music shop	1	1.6 %
Mall, train station	1	1.6 %
Meat market	1	1.6 %
Medical	1	1.6 %
Naperville Riverwalk	1	1.6 %
Non big box/fast food stores	1	1.6 %
Pretty much everything other than groceries	1	1.6 %
Sidewalks on Harvey and Wolfs Crossing	1	1.6 %
Sporting goods/outdoor activity gear	1	1.6 %
Steak House	1	1.6 %
Tax for house	1	1.6 %
Tools, hardware & outdoor/patio	1	1.6 %
Trader Joe's, Whole Foods, Pete's Fresh Market	1	1.6 %
Trader Joes	2	3.3 %
Transportation to airport	1	1.6 %
Whole Foods	1	1.6 %
Xsport gym	1	1.6 %

Q17. Other

Q17. Other	Number	Percent
Entertainment	5	8.2 %
Entertainment/Theater	1	1.6 %
Fine arts	1	1.6 %
Guns, Musical instruments	1	1.6 %
Hardware	1	1.6 %
Performing arts	1	1.6 %
Recreation	1	1.6 %
Total	61	100.0 %

Q18. Do you currently pay Village utility bills online?

Q18. Do you currently pay Village utility bills online	Number	Percent
Yes	300	47.7 %
No	317	50.4 %
Not provided	12	1.9 %
Total	629	100.0 %

Q19. Do you desire to make more Village transactions online?

Q19. Do you desire to make more Village transactions online	Number	Percent
Yes	295	46.9 %
No	304	48.3 %
Not provided	30	4.8 %
Total	629	100.0 %

Q20. Do you regularly use the Kendall Area Transit Program (KAT) bus service?

Q20. Do you regularly use Kendall Area Transit Program (KAT) bus service	Number	Percent
Yes	4	0.6 %
No	623	99.0 %
Not provided	2	0.3 %
Total	629	100.0 %

Q21. Do you regularly use Metra commuter rail service?

Q21. Do you regularly use Metra commuter rail service	Number	Percent
Yes	114	18.1 %
No	512	81.4 %
Not provided	3	0.5 %
Total	629	100.0 %

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

Q22. How many years have you lived in Village of Oswego	Number	Percent
Less than 5 years	137	21.8 %
5-10 years	119	18.9 %
11-15 years	146	23.2 %
16-20 years	102	16.2 %
21-30 years	71	11.3 %
30+ years	51	8.1 %
Not provided	3	0.5 %
Total	629	100.0 %

Q23. What is your age?

<u>Q23. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 35 years	118	18.8 %
35 to 44 years	134	21.3 %
45 to 54 years	130	20.7 %
55 to 64 years	131	20.8 %
65+ years	112	17.8 %
Not provided	4	0.6 %
Total	629	100.0 %

Q24. Your gender:

<u>Q24. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	316	50.2 %
Female	313	49.8 %
Total	629	100.0 %

Q25. Which of the following best describes your housing situation?

<u>Q25. Your housing situation</u>	<u>Number</u>	<u>Percent</u>
Rent	27	4.3 %
Own your home	591	94.0 %
Not provided	11	1.7 %
Total	629	100.0 %

Q26. Which of the following best describes your race/ethnicity?

<u>Q26. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
African American/Black	31	4.9 %
Native American	5	0.8 %
Caucasian/White	509	80.9 %
Asian/Pacific Islander	27	4.3 %
Hispanic/Latino	66	10.5 %
Other	4	0.6 %
Total	642	

Q26. Other

<u>Q26. Other</u>	<u>Number</u>	<u>Percent</u>
European American	1	50.0 %
Multi racial	1	50.0 %
Total	2	100.0 %

Q27. Which of the following best describes your current employment status?

<u>Q27. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed in the home/have home-based business	58	9.2 %
Employed outside the home	394	62.6 %
Student	3	0.5 %
Retired	128	20.3 %
Not currently employed outside the home	33	5.2 %
Not provided	13	2.1 %
Total	629	100.0 %

Q27-2. (If employed outside the home) What is your work zip code?

Q27-2. Your work zip code	Number	Percent
60543	65	18.9 %
60504	23	6.7 %
60506	22	6.4 %
60606	14	4.1 %
60540	12	3.5 %
60555	10	2.9 %
60505	10	2.9 %
60563	9	2.6 %
60532	9	2.6 %
60502	8	2.3 %
60173	7	2.0 %
60538	7	2.0 %
60510	7	2.0 %
60654	5	1.5 %
60560	5	1.5 %
60523	5	1.5 %
60515	5	1.5 %
60187	5	1.5 %
60503	4	1.2 %
60565	4	1.2 %
60517	4	1.2 %
60601	4	1.2 %
60564	4	1.2 %
60174	3	0.9 %
60527	3	0.9 %
60604	3	0.9 %
60435	3	0.9 %
60566	3	0.9 %
60201	2	0.6 %
60605	2	0.6 %
60611	2	0.6 %
60542	2	0.6 %
60103	2	0.6 %
60440	2	0.6 %
60525	2	0.6 %
60143	2	0.6 %
60554	2	0.6 %
60115	2	0.6 %
60661	2	0.6 %
60008	2	0.6 %
60189	2	0.6 %
60544	2	0.6 %
60004	2	0.6 %
60148	2	0.6 %
60134	2	0.6 %
60069	2	0.6 %

Q27-2. (If employed outside the home) What is your work zip code?

Q27-2. Your work zip code	Number	Percent
60007	2	0.6 %
60653	2	0.6 %
63129	1	0.3 %
60559	1	0.3 %
60535	1	0.3 %
60108	1	0.3 %
60585	1	0.3 %
60018	1	0.3 %
60546	1	0.3 %
60666	1	0.3 %
60610	1	0.3 %
60436	1	0.3 %
61342	1	0.3 %
60545	1	0.3 %
60639	1	0.3 %
60631	1	0.3 %
60608	1	0.3 %
60068	1	0.3 %
60803	1	0.3 %
60188	1	0.3 %
60603	1	0.3 %
60123	1	0.3 %
60193	1	0.3 %
60025	1	0.3 %
60629	1	0.3 %
60419	1	0.3 %
61114	1	0.3 %
60561	1	0.3 %
60439	1	0.3 %
60548	1	0.3 %
60462	1	0.3 %
60431	1	0.3 %
60190	1	0.3 %
60593	1	0.3 %
61008	1	0.3 %
60450	1	0.3 %
60541	1	0.3 %
60107	1	0.3 %
60614	1	0.3 %
60607	1	0.3 %
60153	1	0.3 %
60521	1	0.3 %
60106	1	0.3 %
Total	344	100.0 %

Q28. Do you telecommute for work?

<u>Q28. Do you telecommute for work</u>	<u>Number</u>	<u>Percent</u>
Yes	107	17.0 %
No	334	53.1 %
Not provided	188	29.9 %
Total	629	100.0 %

Q28-1. (If YES to Question 28) How many days per week do you typically telecommute?

<u>Q28-1. How many days per week do you typically telecommute</u>	<u>Number</u>	<u>Percent</u>
1	31	29.0 %
2	20	18.7 %
3	16	15.0 %
4	7	6.5 %
5	22	20.6 %
6	2	1.9 %
7	9	8.4 %
Total	107	100.0 %

Section 5:
Survey Instrument



*Gail E. Johnson,
Village President*

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September 2016

Dear Neighbor,

The Village of Oswego's theme this year is #OswegoConnects. As part of that effort, we are reaching out for your feedback and input on Village programs and services. You have been randomly selected to participate in our first Community Survey, the results of which will be used to improve existing programs and services, and help determine long-range planning and decisions in our community.

For this project, we are 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 bit.do/oswegosurvey. Your survey responses will remain confidential.

We greatly appreciate you taking time out of your schedule to reply. It takes several minutes to complete the survey, but every question is important. 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 Village Board after they have been compiled and analyzed. A comprehensive report will be available on the Village's website (www.oswegoil.org) and a summary of the results will be included in a future edition of the Village's newsletter.

If you have any questions regarding the survey, please feel free to contact Christina Burns, Assistant Village Administrator, at 630-551-2349 or by e-mail at cburns@oswegoil.org.

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

Sincerely,

A handwritten signature in cursive script that reads 'Gail E. Johnson'.

Gail Johnson
Village President



2016 Village of Oswego Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the Village's ongoing effort to identify and respond to resident priorities. If you have questions, please call (630) 551-2349.

1. Using a scale of 5 to 1, where 5 means “Excellent” and 1 means “Poor”, please rate Oswego:

<i>How would you rate your village:</i>		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
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 place for play & leisure?	5	4	3	2	1	9
8.	As a village moving in the right direction?	5	4	3	2	1	9
9.	As a place you are proud to call home?	5	4	3	2	1	9

2. Several items that may influence your perception of the Village of Oswego are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor":

<i>How would you rate the...</i>		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
1.	Overall reputation of the Village	5	4	3	2	1	9
2.	Overall appearance of the Village	5	4	3	2	1	9
3.	Overall quality of life in the Village	5	4	3	2	1	9
4.	Overall feeling of safety in the Village	5	4	3	2	1	9
5.	Quality of new development in the Village	5	4	3	2	1	9
6.	Acceptance of diverse populations	5	4	3	2	1	9
7.	Transparency and accountability of Village actions	5	4	3	2	1	9
8.	Village's environmental sustainability efforts	5	4	3	2	1	9
9.	Availability of affordable housing	5	4	3	2	1	9
10.	Job availability	5	4	3	2	1	9
11.	Access to health care facilities	5	4	3	2	1	9
12.	Access to religious institutions	5	4	3	2	1	9
13.	Access to quality shopping facilities	5	4	3	2	1	9
14.	Access to restaurants and entertainment	5	4	3	2	1	9
15.	Availability of cultural activities and the arts	5	4	3	2	1	9
16.	Availability of transportation options	5	4	3	2	1	9
17.	Overall quality of public schools	5	4	3	2	1	9
18.	Overall quality of Park District facilities	5	4	3	2	1	9
19.	Overall quality of Library services	5	4	3	2	1	9
20.	Overall quality of Fire District services	5	4	3	2	1	9
21.	Overall quality of local ambulance service	5	4	3	2	1	9

3. **OVERALL SATISFACTION WITH VILLAGE SERVICES:** Using a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the services listed below.

<i>Village Services</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1. Overall quality of services provided by the Village	5	4	3	2	1	9
2. Overall value that you receive for your Village tax dollars and fees	5	4	3	2	1	9
3. Overall quality of police services	5	4	3	2	1	9
4. Overall maintenance of Village streets	5	4	3	2	1	9
5. Overall enforcement of Village codes and ordinances	5	4	3	2	1	9
6. Overall quality of customer service you receive from Village employees	5	4	3	2	1	9
7. Overall flow of traffic and congestion management in the Village	5	4	3	2	1	9
8. Overall effectiveness of Village communication with the public	5	4	3	2	1	9
9. Overall efforts of the Village for emergency preparedness	5	4	3	2	1	9
10. Overall management of Village finances	5	4	3	2	1	9

4. Which THREE of the items listed in Question 3 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? [In the spaces below write the numbers from the list in Question 3 above or circle 'NONE'.]

1st: _____ 2nd: _____ 3rd: _____ NONE

5. **Police Services:** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>Police Services</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1. The visibility of police in neighborhoods	5	4	3	2	1	9
2. The visibility of police in commercial areas	5	4	3	2	1	9
3. The Village's efforts to prevent crime	5	4	3	2	1	9
4. How quickly police respond to emergencies	5	4	3	2	1	9
5. Overall professionalism of Police Dept.	5	4	3	2	1	9
6. Overall attitude and behavior of Police Department personnel toward citizens	5	4	3	2	1	9
7. Enforcement of local traffic laws	5	4	3	2	1	9
8. Police Department safety education programs	5	4	3	2	1	9
9. Overall quality of 9-1-1 services	5	4	3	2	1	9
10. Quality of animal control	5	4	3	2	1	9

6. Which THREE of the police services items listed in Question 5 above would you recommend receive the MOST EMPHASIS from Village leaders over the next TWO years? [In the spaces below write the numbers from the list in Question 5 above or circle 'NONE'.]

1st: _____ 2nd: _____ 3rd: _____ NONE

7. Using a scale of 1 to 4 where 4 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	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
1.	In commercial and retail areas?	4	3	2	1	9
2.	Walking alone in your neighborhood after dark?	4	3	2	1	9
3.	Walking alone in your neighborhood during the day?	4	3	2	1	9
4.	In Village parks, recreation areas and trails?	4	3	2	1	9
5.	Overall feeling of safety in the Village?	4	3	2	1	9

8. During the past 12 months, were you or anyone in your household the victim of any crime in Oswego?

_____ (1) Yes _____ (2) No _____ (9) Don't know

9. **Village Maintenance/Public Works:** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Village Maintenance/Public Works		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	5	4	3	2	1	9
2.	Condition of major Village streets (Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road, etc.)	5	4	3	2	1	9
3.	Condition of streets in YOUR neighborhood	5	4	3	2	1	9
4.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
5.	Maintenance of Village-owned buildings	5	4	3	2	1	9
6.	Traffic flow on major Village streets	5	4	3	2	1	9
7.	Pedestrian accessibility	5	4	3	2	1	9
8.	Overall cleanliness of streets/other public areas	5	4	3	2	1	9
9.	Adequacy of Village street lighting	5	4	3	2	1	9
10.	Condition of Village sidewalks	5	4	3	2	1	9
11.	Landscaping/trees of public areas along streets	5	4	3	2	1	9
12.	Condition of street drainage/water drainage	5	4	3	2	1	9
13.	Brush removal program	5	4	3	2	1	9
14.	Leaf collection program	5	4	3	2	1	9
15.	Snow & ice control program	5	4	3	2	1	9
16.	Water pressure on a typical day	5	4	3	2	1	9
17.	Overall quality of your tap water	5	4	3	2	1	9
18.	Water rates	5	4	3	2	1	9
19.	Ease of paying water bill	5	4	3	2	1	9
20.	Overall quality of water service	5	4	3	2	1	9

10. Which FOUR of the public works items listed in Question 9 above do you think should receive the MOST EMPHASIS from Village leaders over the next TWO Years? [In the spaces below write the numbers from the list in Question 9 above or circle 'NONE'.]

1st. _____ 2nd. _____ 3rd. _____ 4th. _____ NONE

11. Trash Service: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>Trash Service</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	Residential trash collection services	5	4	3	2	1	9
2.	Curbside recycling services	5	4	3	2	1	9
3.	Yard waste removal services	5	4	3	2	1	9
4.	Bulk item pick-up/removal	5	4	3	2	1	9
5.	Amount you are charged for the services	5	4	3	2	1	9
6.	Curbside electronics recycling	5	4	3	2	1	9
7.	Curbside composting service	5	4	3	2	1	9

12. Village Communications: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>Village Communications</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	The availability of information about Village programs and services	5	4	3	2	1	9
2.	Village's efforts to keep you informed about local issues	5	4	3	2	1	9
3.	The quality of the Village's social media, i.e. Facebook, Twitter, etc.	5	4	3	2	1	9
4.	The quality of the Village's website	5	4	3	2	1	9
5.	The content of the Village's newsletters	5	4	3	2	1	9
6.	Click 'n Fix to report maintenance issues (<i>streetlight outages, pot holes, code compliance, etc.</i>)	5	4	3	2	1	9
7.	How well the Village's communications meet your needs	5	4	3	2	1	9
8.	Timeliness of information provided by your Village government	5	4	3	2	1	9
9.	Level of public involvement in local decision making	5	4	3	2	1	9

13. Customer Service: Have you contacted the Village with a question, problem or complaint in the past year?

_____ (1) Yes [Answer Q13-1] _____ (2) No [Go to Q14]

13-1. Several factors that might influence your perception of the quality of customer service you receive from Village employees are listed below. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the customer service you received from the Village employees.

<i>Customer Service</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	How easy the department was to contact	5	4	3	2	1	9
2.	How courteously you were treated	5	4	3	2	1	9
3.	Professionalism and knowledge of Village employees who assisted you	5	4	3	2	1	9
4.	Overall responsiveness of Village employees to your request or concern	5	4	3	2	1	9
5.	How well your issue was handled	5	4	3	2	1	9

14. What are your primary sources for information about community activities and services?

- | | |
|--|--|
| <input type="checkbox"/> (01) Quarterly Newsletter (<i>Oswego News</i>) | <input type="checkbox"/> (06) Electronic sign boards |
| <input type="checkbox"/> (02) www.oswegoil.org (website) | <input type="checkbox"/> (07) Word of mouth |
| <input type="checkbox"/> (03) Social media/Facebook | <input type="checkbox"/> (08) Local newspaper |
| <input type="checkbox"/> (04) Email alerts | <input type="checkbox"/> (09) Public meetings |
| <input type="checkbox"/> (05) Signage/printed material from Village | <input type="checkbox"/> (10) Other: _____ |

15. Code Compliance: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>Property Maintenance Codes</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1. Enforcing the maintenance of residential property (<i>exterior of the building itself</i>)	5	4	3	2	1	9
2. Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
3. Enforcing the maintenance of business property	5	4	3	2	1	9
4. Enforcing codes designed to protect public health and safety	5	4	3	2	1	9

16. Aspects of Downtown: How satisfied are you with the following aspects of downtown Oswego?

<i>Aspects of Downtown</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1. Shopping choices	5	4	3	2	1	9
2. Restaurant choices	5	4	3	2	1	9
3. Quality of shopping	5	4	3	2	1	9
4. Availability of parking	5	4	3	2	1	9
5. Green (outdoor) space	5	4	3	2	1	9
6. Recreation amenities	5	4	3	2	1	9
7. Public gathering spaces	5	4	3	2	1	9
8. Public art	5	4	3	2	1	9
9. Street lighting	5	4	3	2	1	9
10. Pedestrian walkways/crossings	5	4	3	2	1	9

17. What do you leave Oswego to spend money on? (Check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> (01) Fine dining | <input type="checkbox"/> (06) Vehicles |
| <input type="checkbox"/> (02) Casual dining | <input type="checkbox"/> (07) General merchandise |
| <input type="checkbox"/> (03) Furniture | <input type="checkbox"/> (08) Clothing |
| <input type="checkbox"/> (04) General groceries | <input type="checkbox"/> (09) Electronics |
| <input type="checkbox"/> (05) Specialty groceries | <input type="checkbox"/> (10) Other: _____ |

Finances

18. Do you currently pay Village utility bills online?

- (1) Yes (2) No

19. Do you desire to make more Village transactions online?

- (1) Yes (2) No

Village of Oswego 2016 Community Survey

...helping organizations make better decisions since 1982

Appendix A: GIS Maps

Submitted to the Village of Oswego, IL by:

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



October 2016

Interpreting the Maps

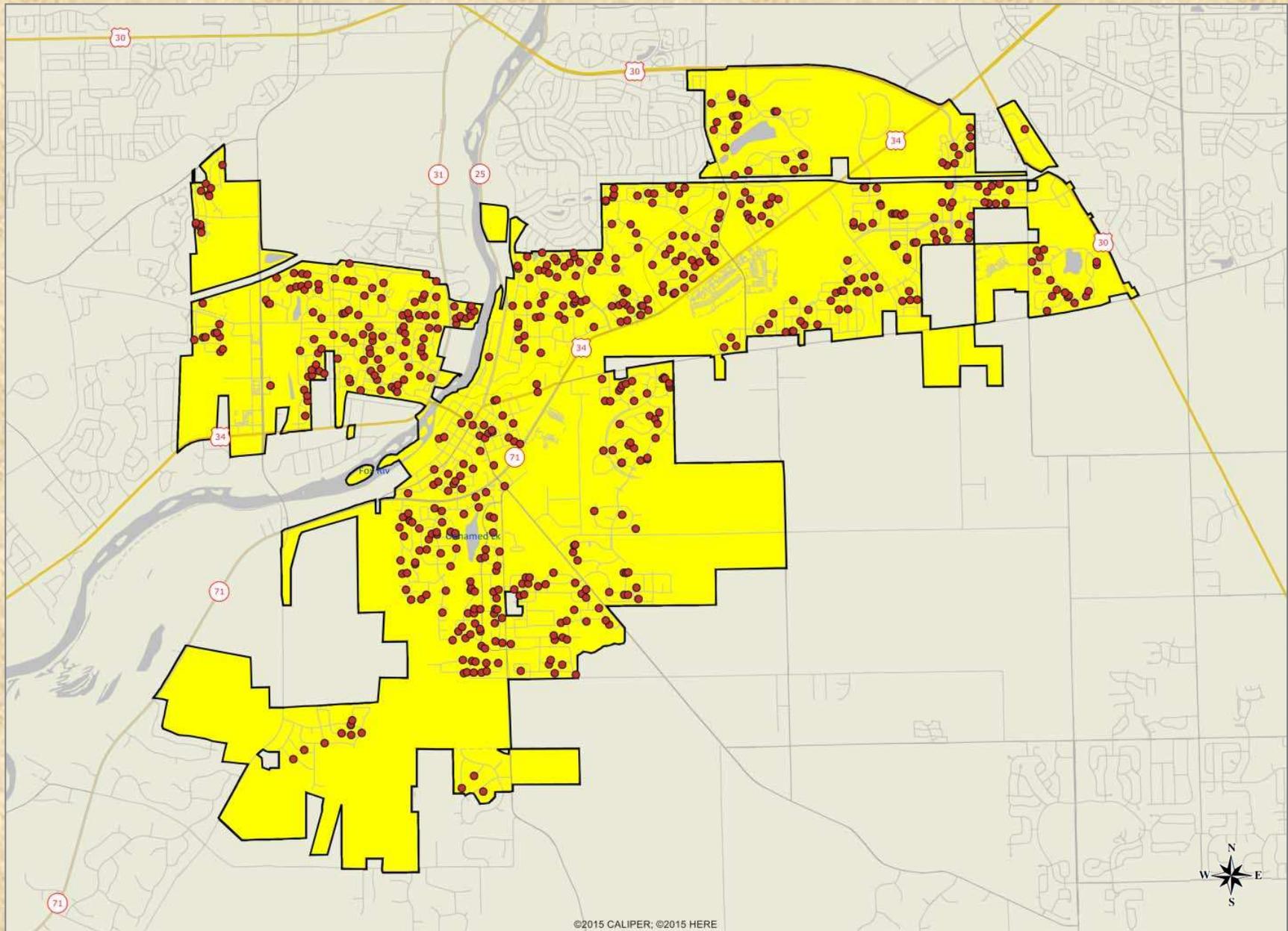
The maps on the following pages show the mean ratings for several questions by Census Block Group in the Village of Oswego.

If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

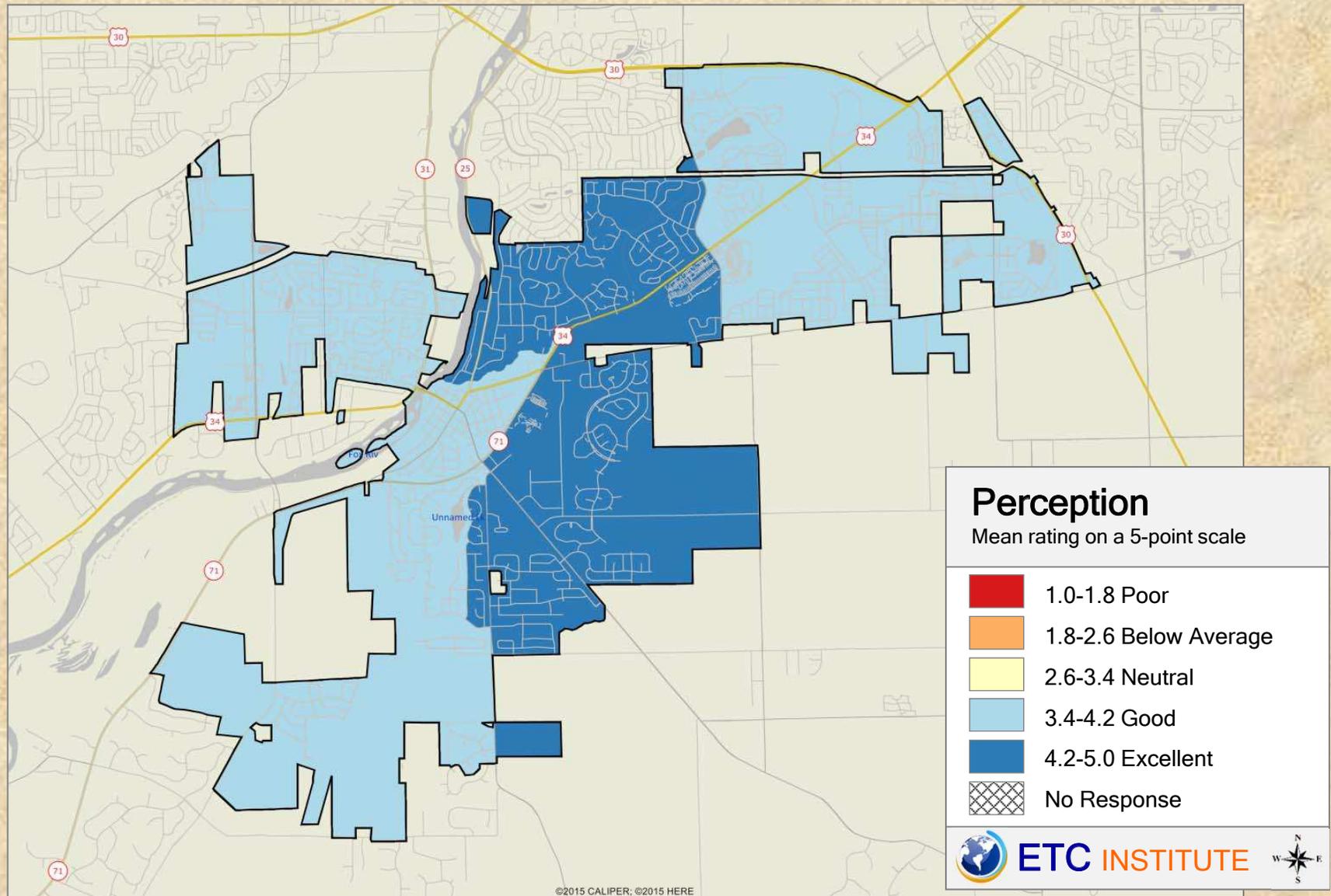
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue indicate higher levels of “very satisfied” or “satisfied” responses and higher levels of “very safe” or “safe” responses.
- **YELLOW** shades indicate NEUTRAL ratings. Shades of yellow generally indicate that residents thought the quality of service delivery is adequate or that residents were neutral about the issue in question.
- **RED/ORANGE** shades indicate NEGATIVE ratings. Shades of red indicate higher levels of “dissatisfied” or “very dissatisfied” responses and higher levels of “unsafe” or “very unsafe” responses.

Location of Survey Respondents



2016 Village of Oswego Community Survey

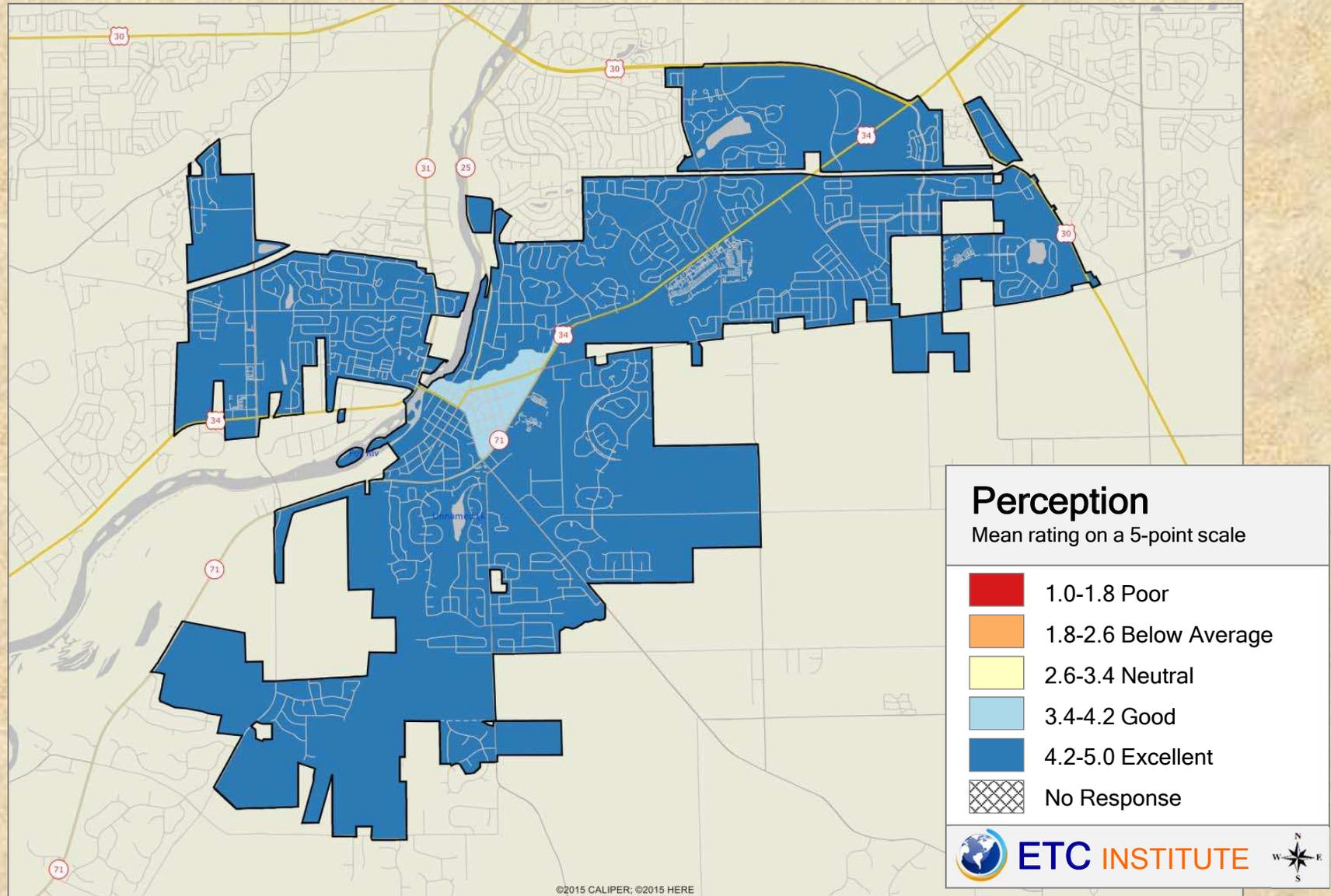
Q1-1. How Residents Rate Oswego as a Place to Live



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

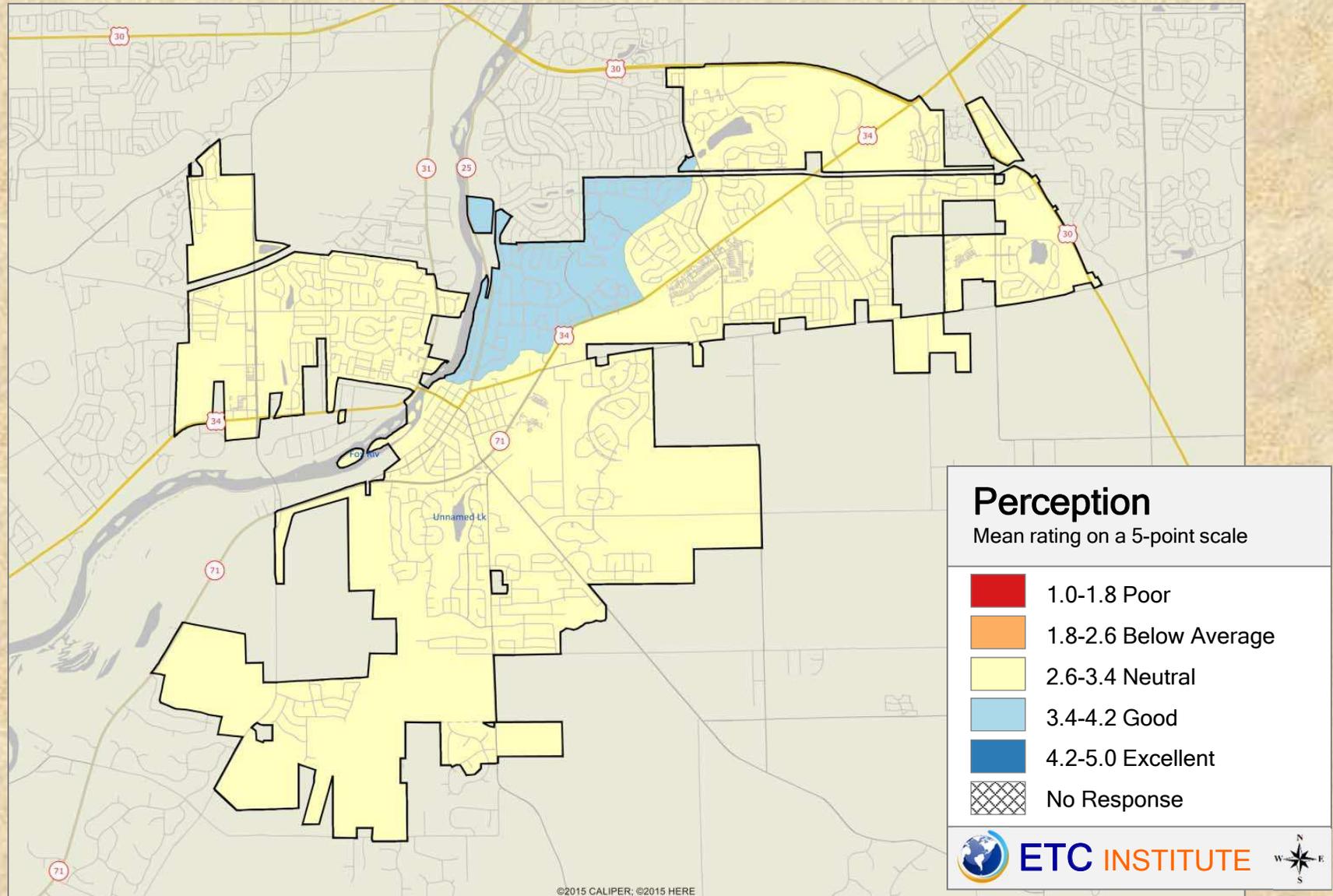
Q1-2. How Residents Rate Oswego as a Place to Raise Children



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

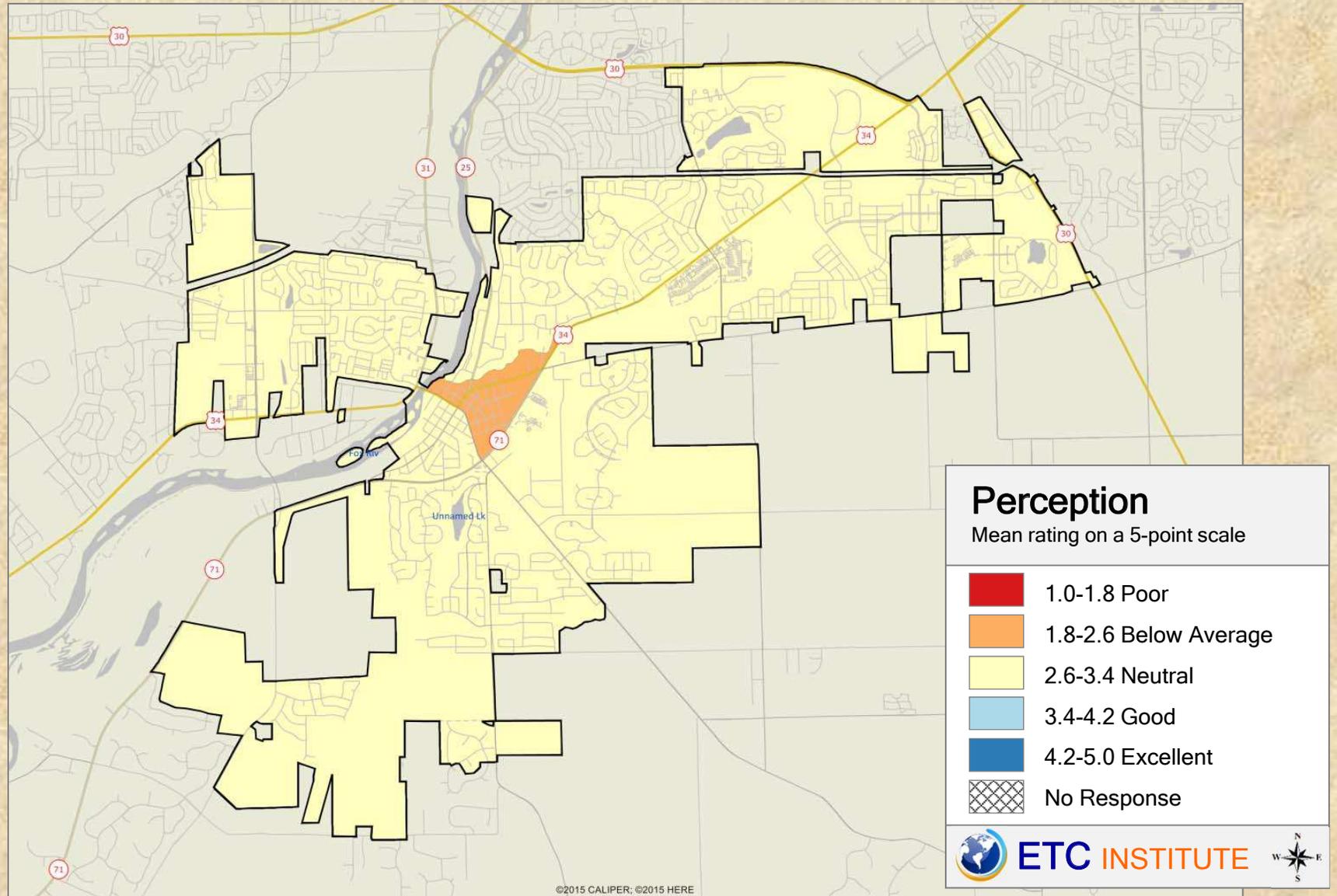
Q1-3. How Residents Rate Oswego as a Place to Work



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

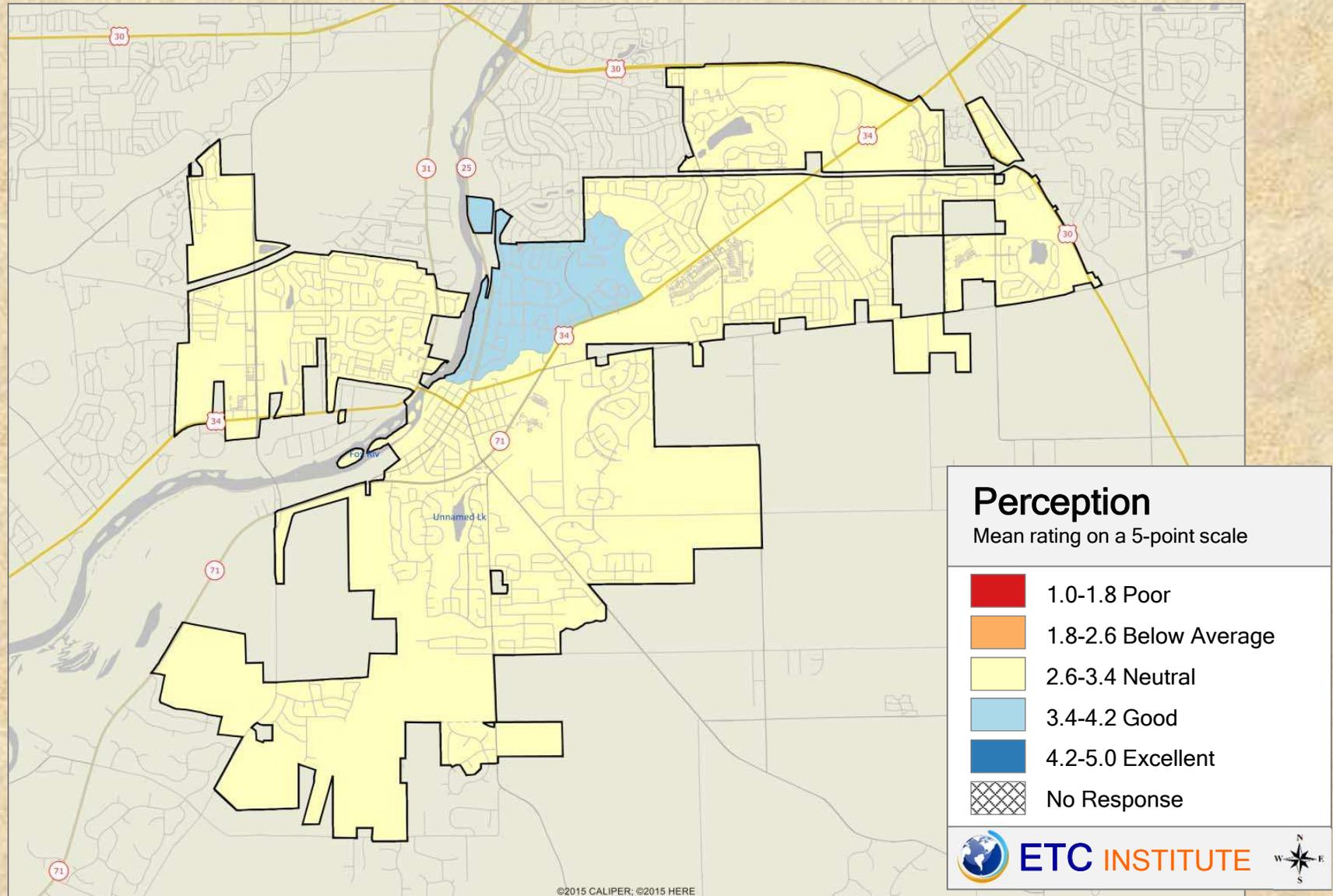
Q1-4. How Residents Rate Oswego as a Place to Retire



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

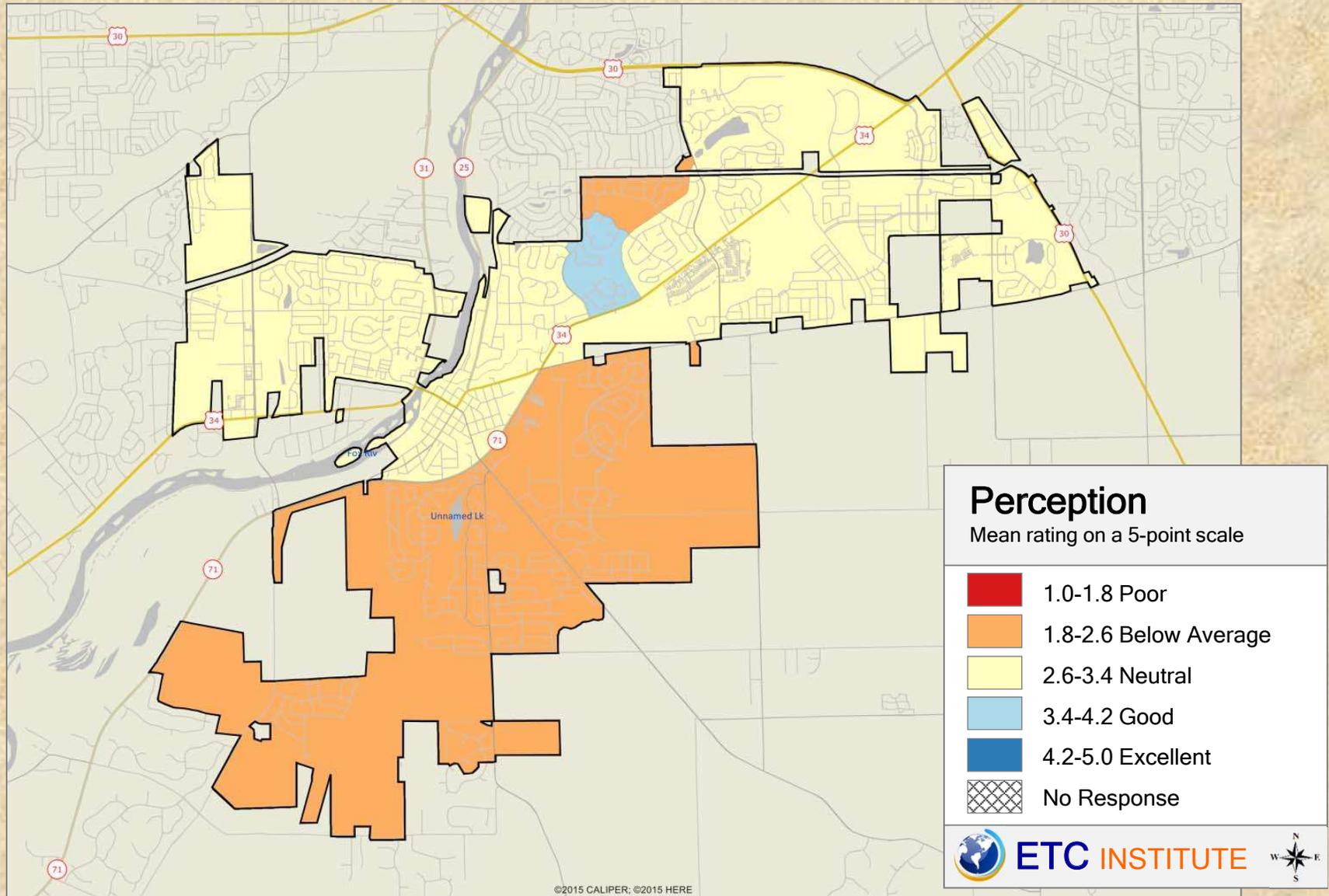
Q1-5. How Residents Rate Oswego as a Place to Visit



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

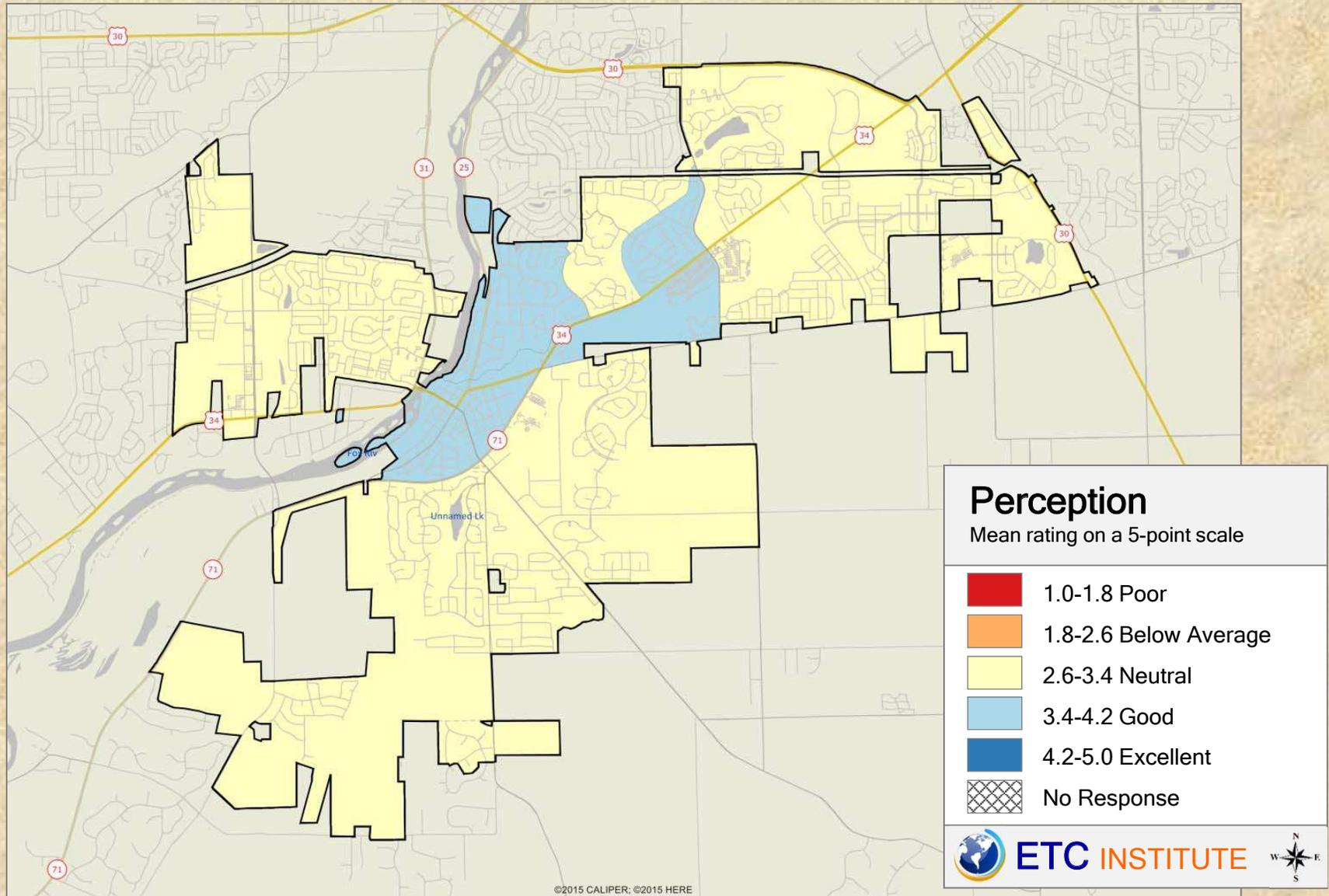
Q1-6. How Residents Rate Oswego as a Place for Single Adults



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

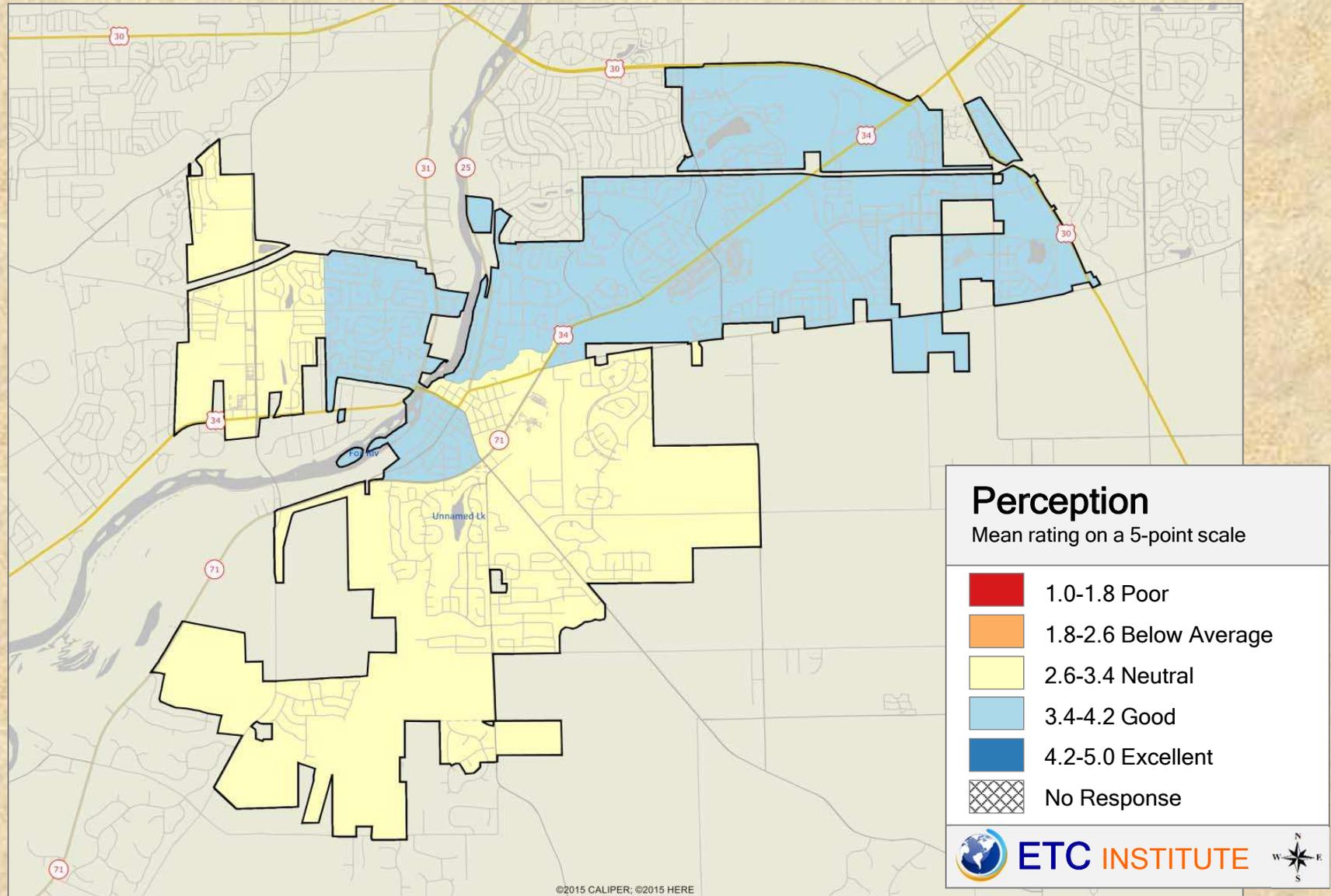
Q1-7. How Residents Rate Oswego as a Place for Play and Leisure



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

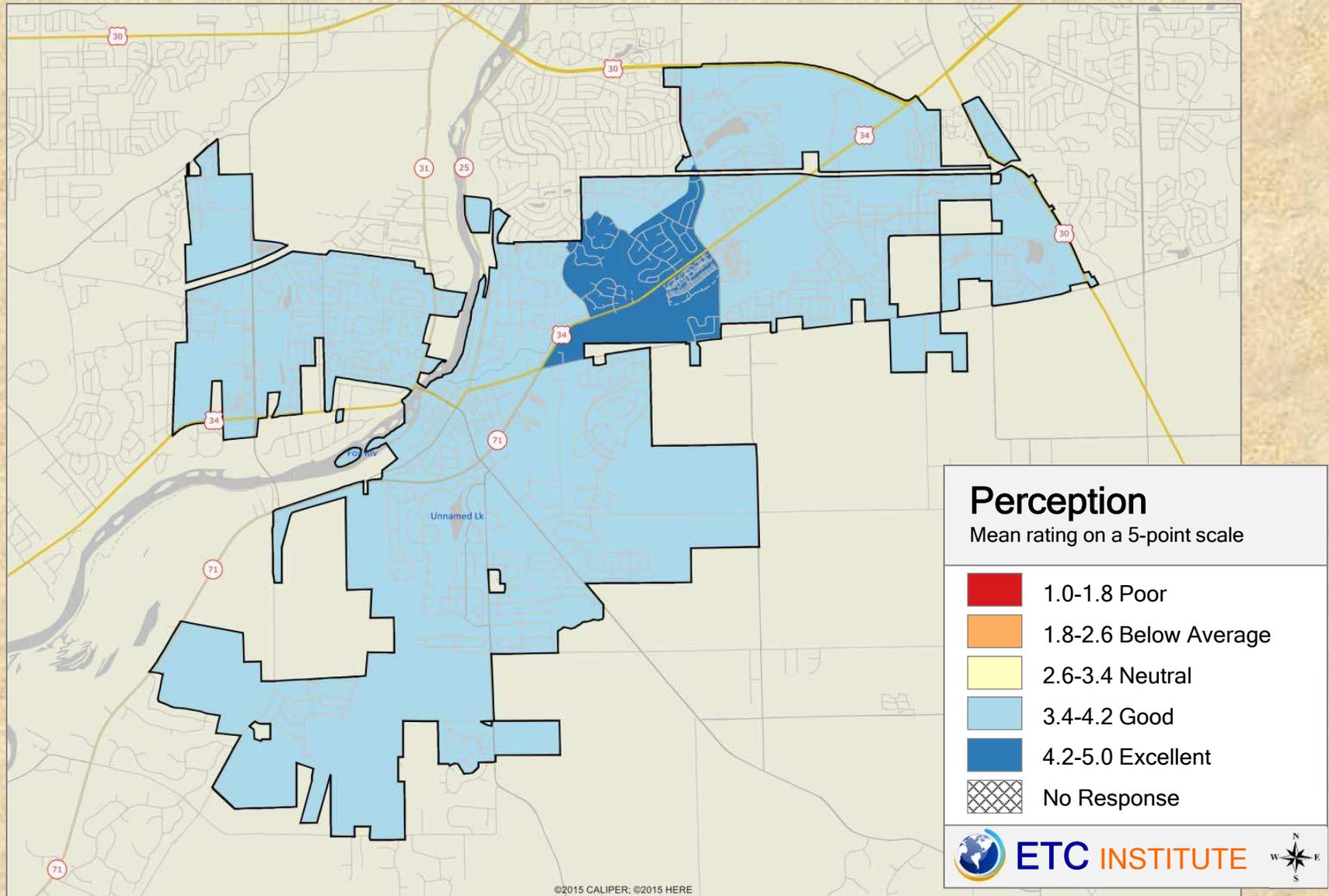
Q1-8. How Residents Rate Oswego as a Village Moving in the Right Direction



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

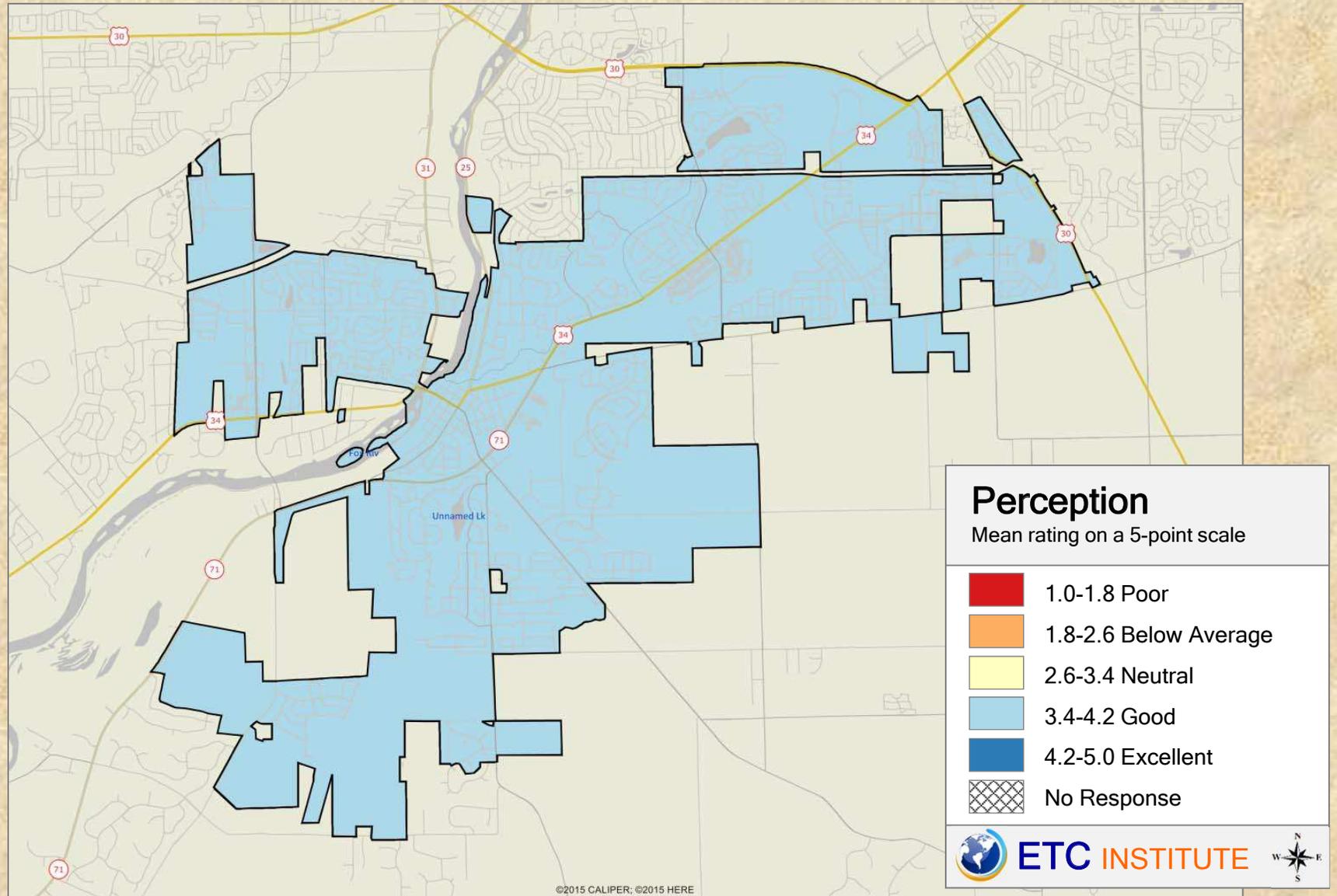
Q1-9. How Residents Rate Oswego as a Place You Are Proud to Call Home



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

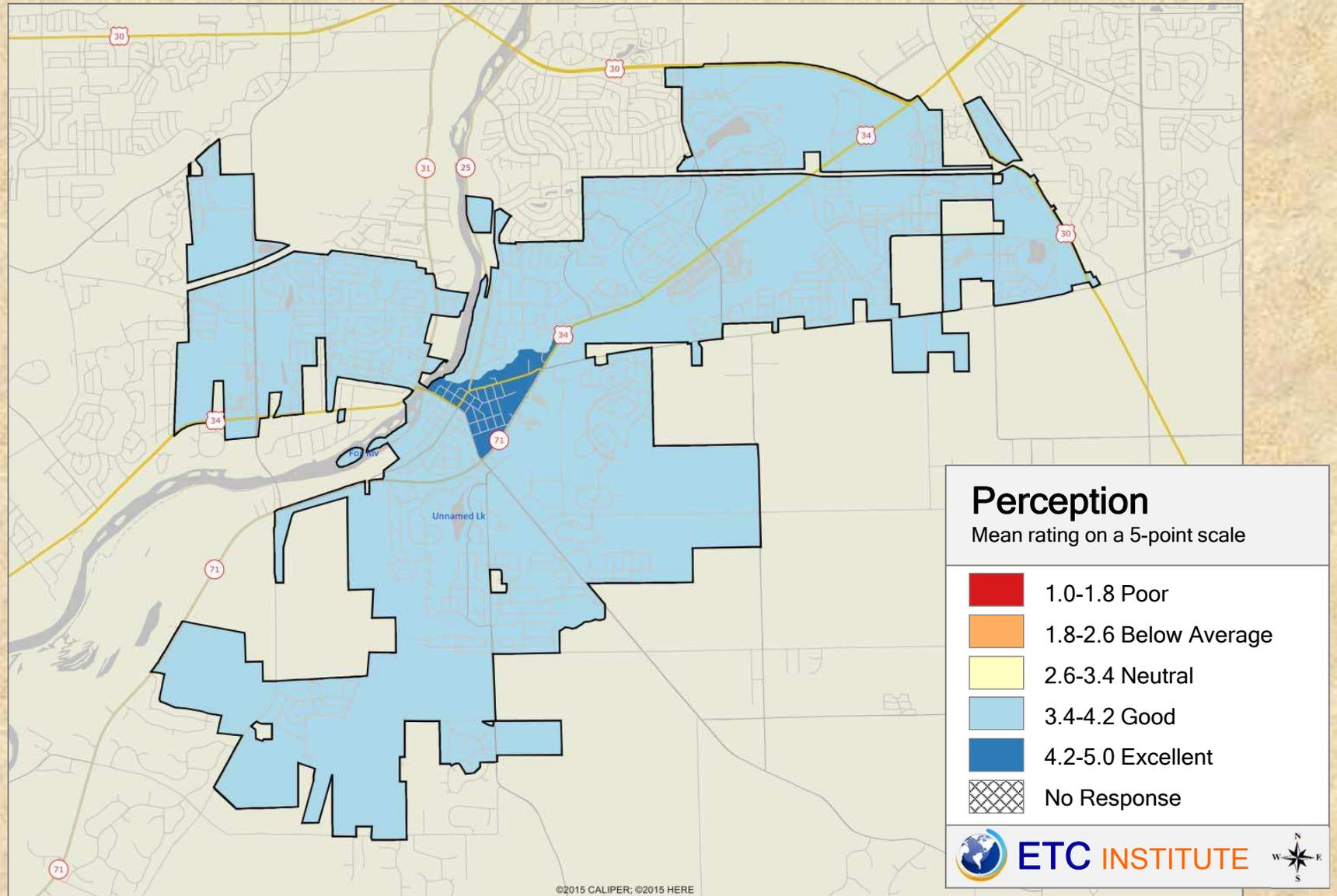
Q2-1. Perception of the Overall Reputation of the Village



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

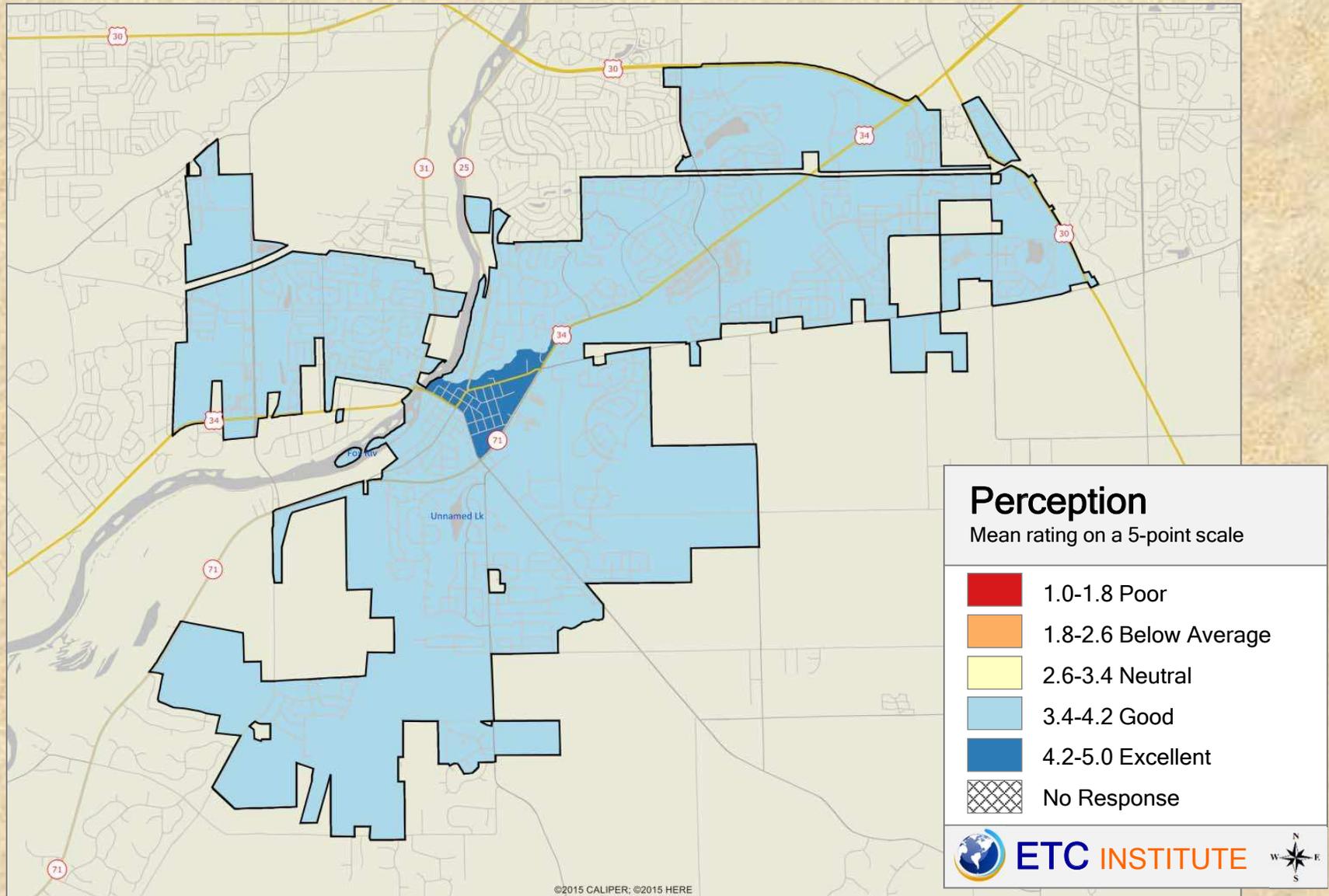
Q2-2. Perception of the Overall Appearance of the Village



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

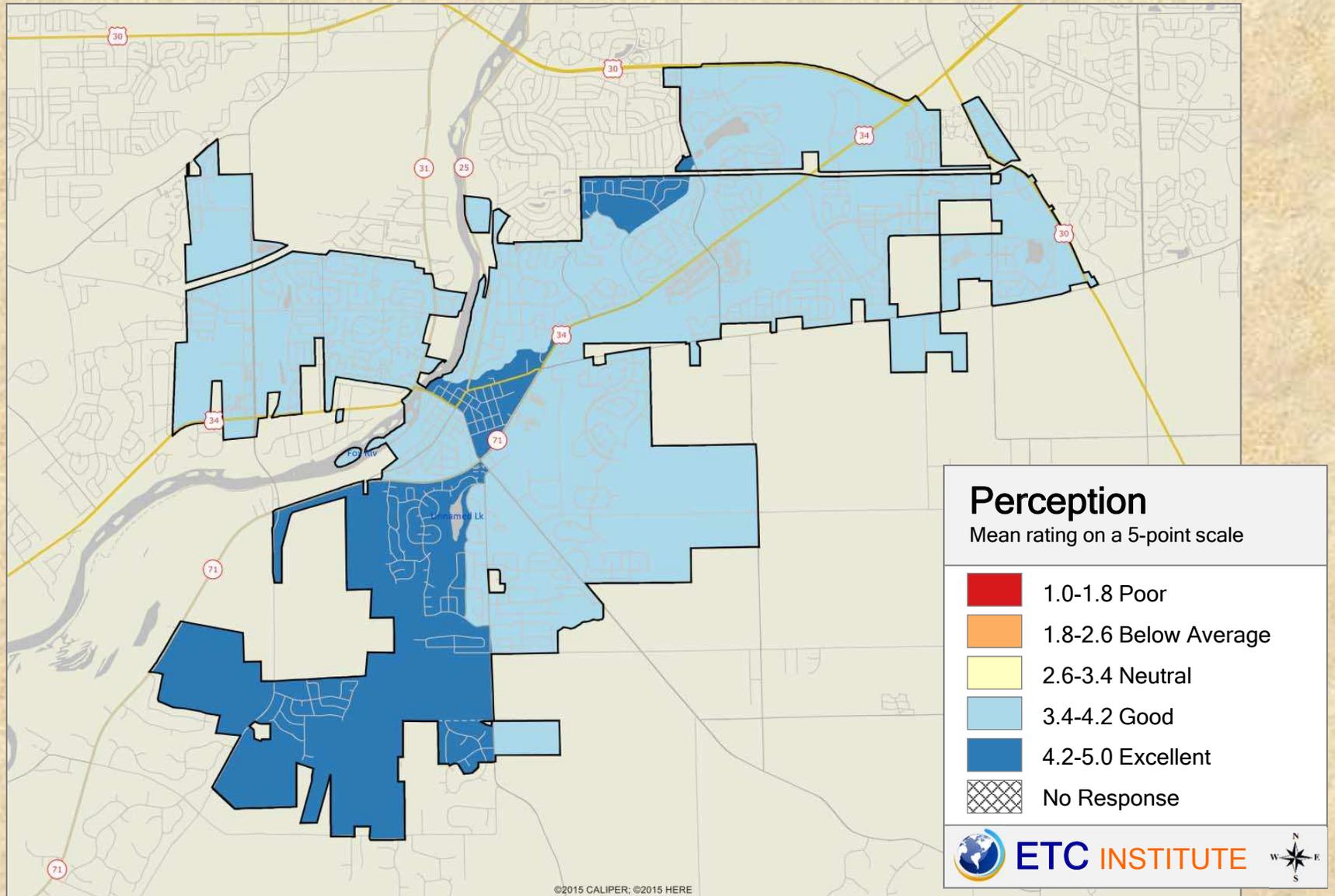
Q2-3. Perception of the Overall Quality of Life in the Village



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

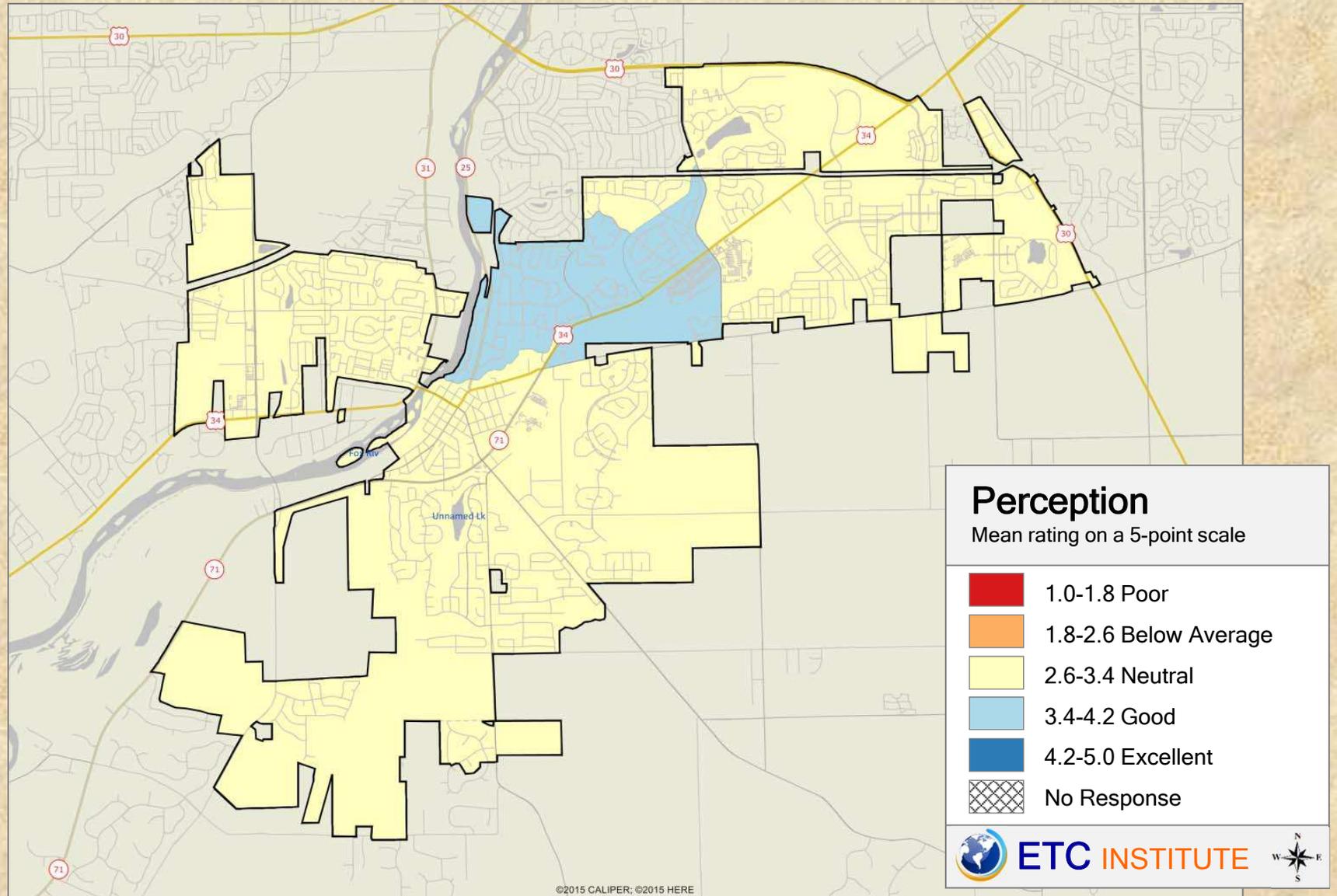
Q2-4. Perception of the Overall Feeling of Safety in the Village



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

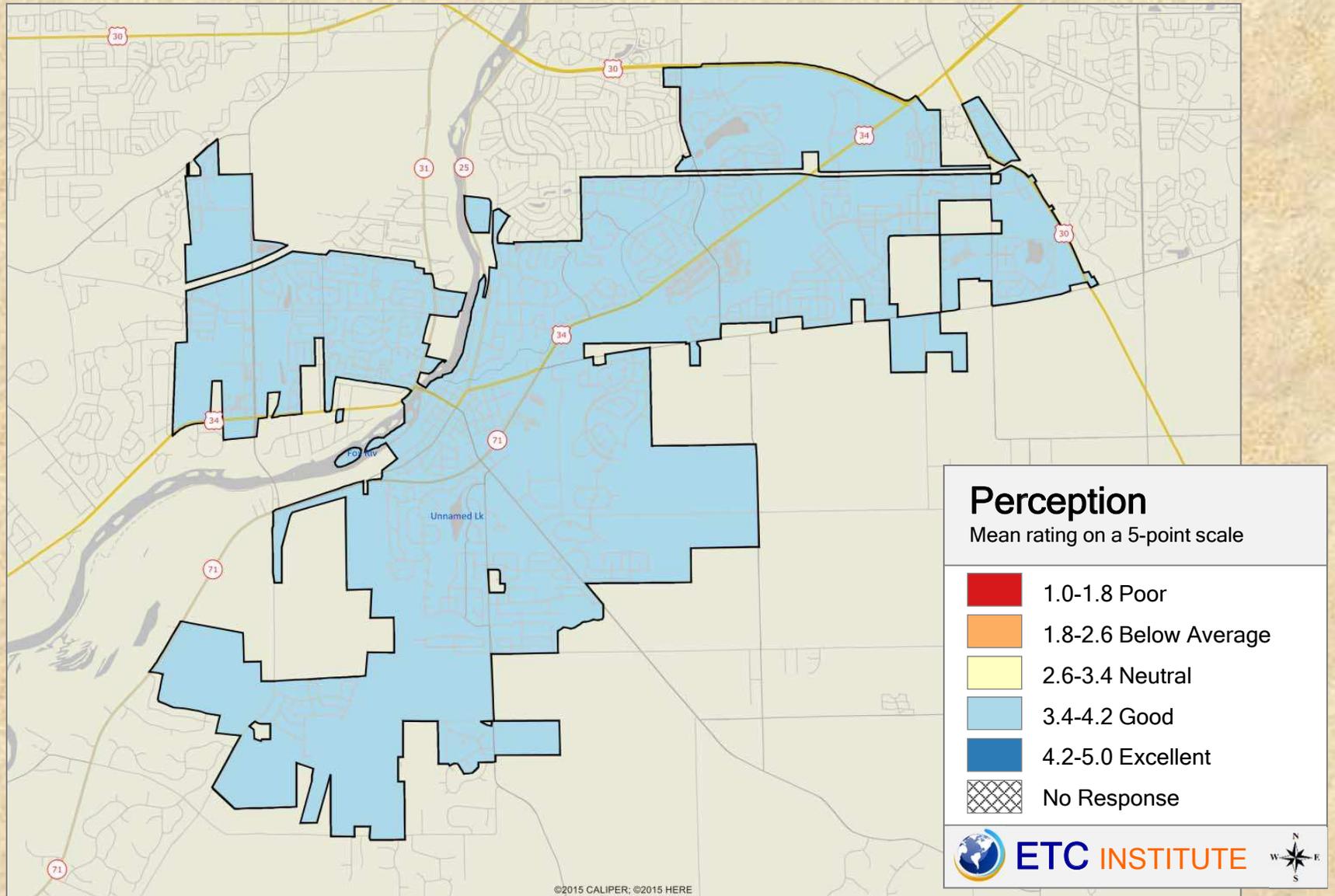
Q2-5. Perception of the Quality of New Development in the Village



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

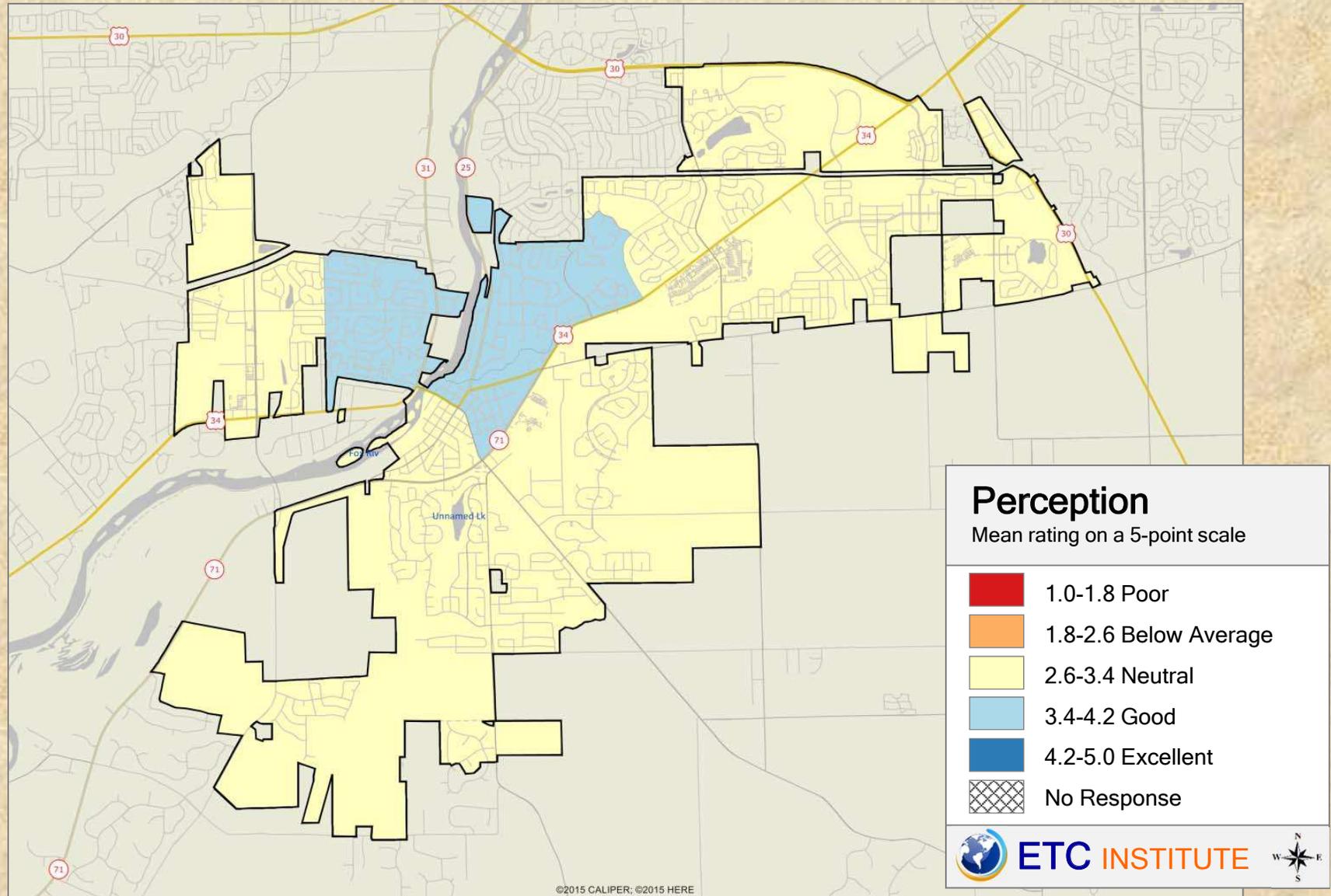
Q2-6. Perception of Acceptance of Diverse Populations



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

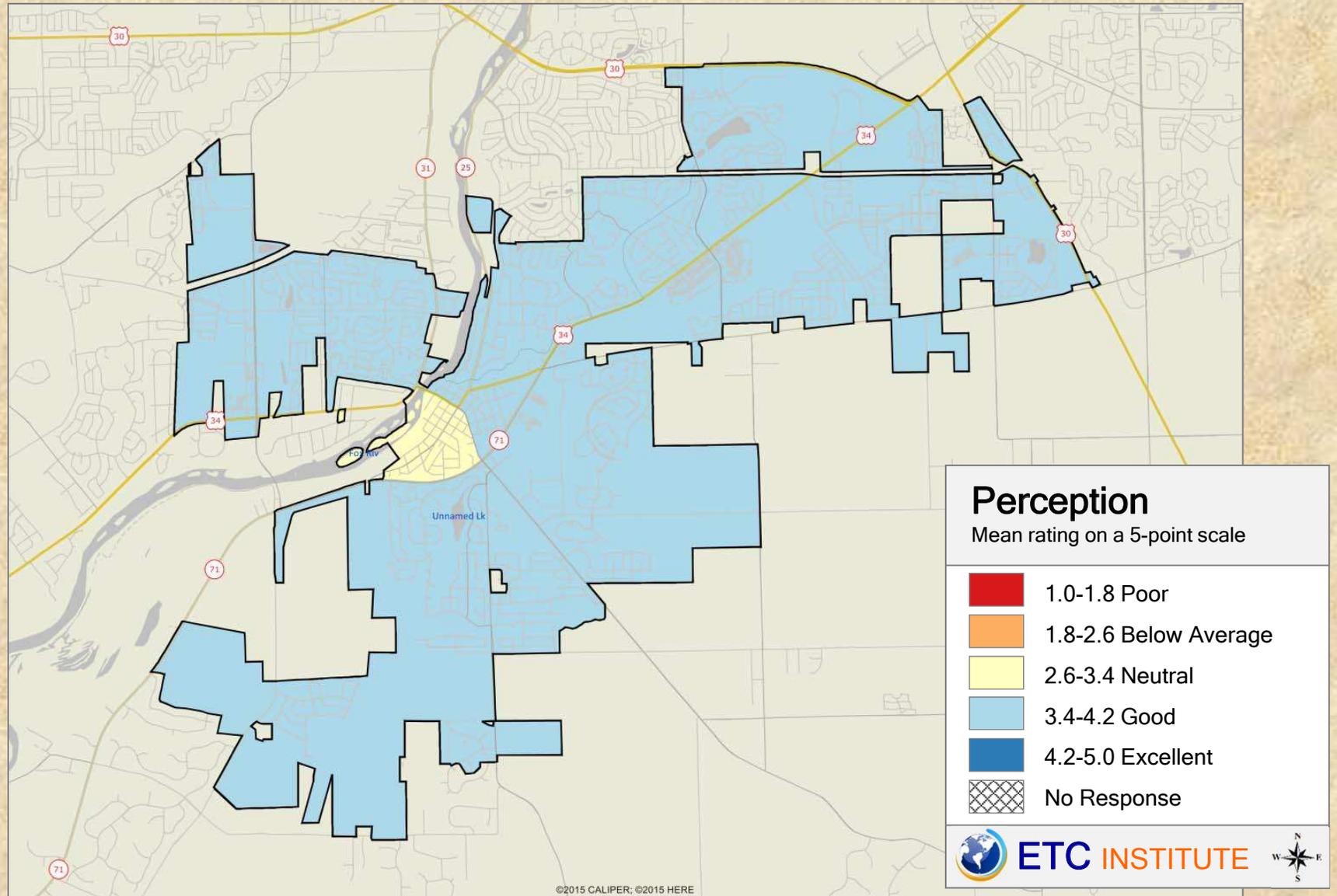
Q2-7. Perception of Transparency and Accountability of Village Actions



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

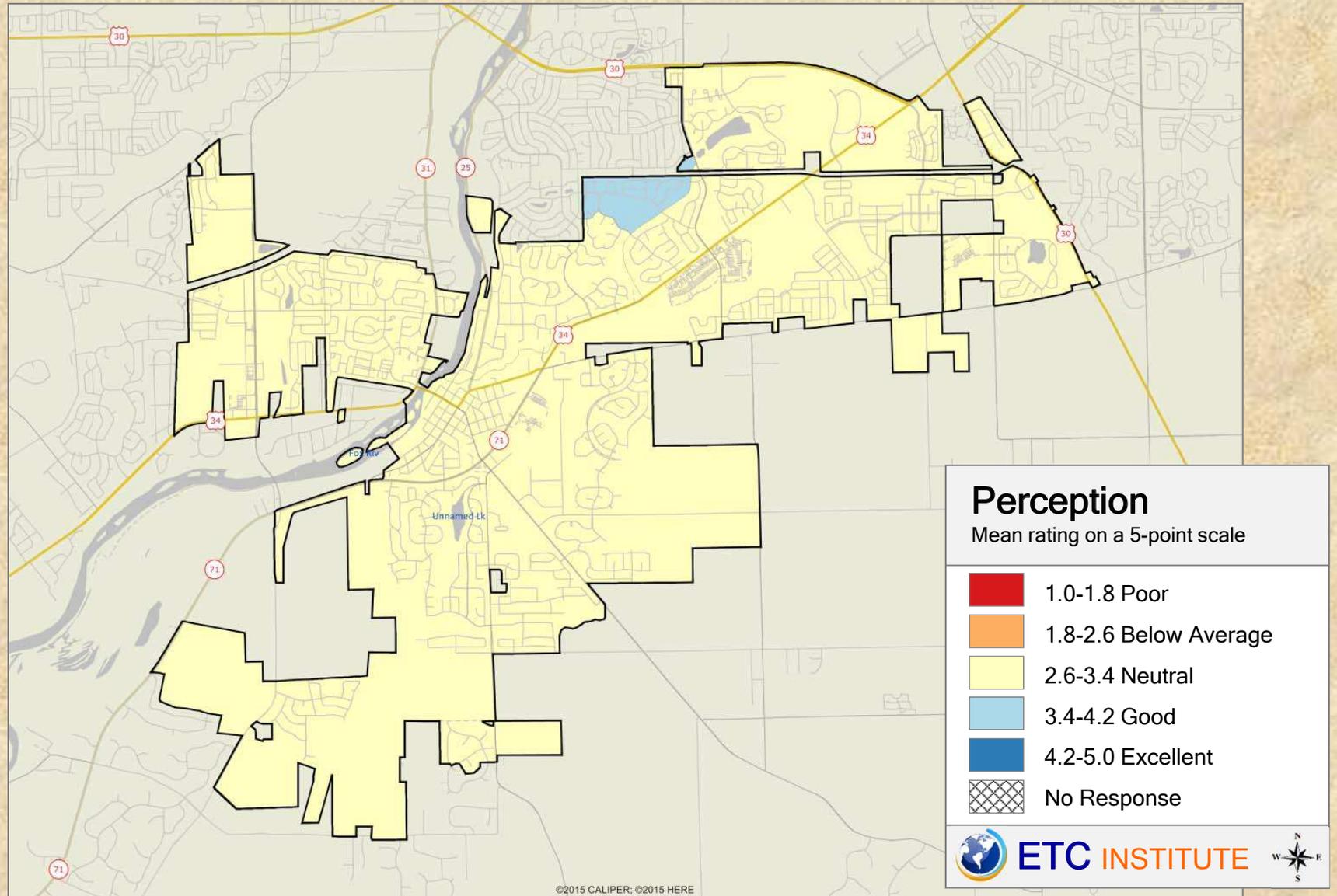
Q2-8. Perception of the Village's Environmental Sustainability Efforts



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

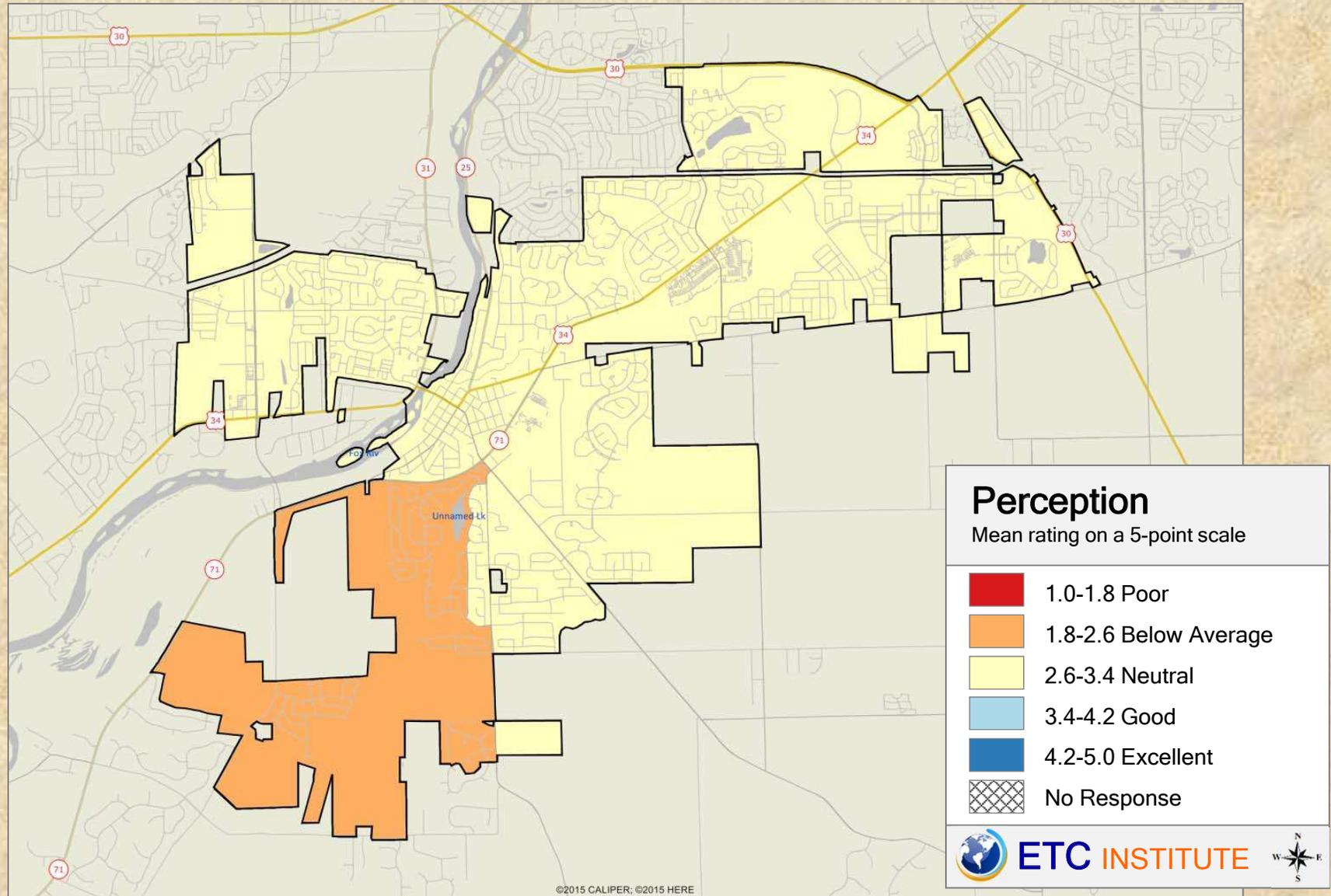
Q2-9. Perception of the Availability of Affordable Housing



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

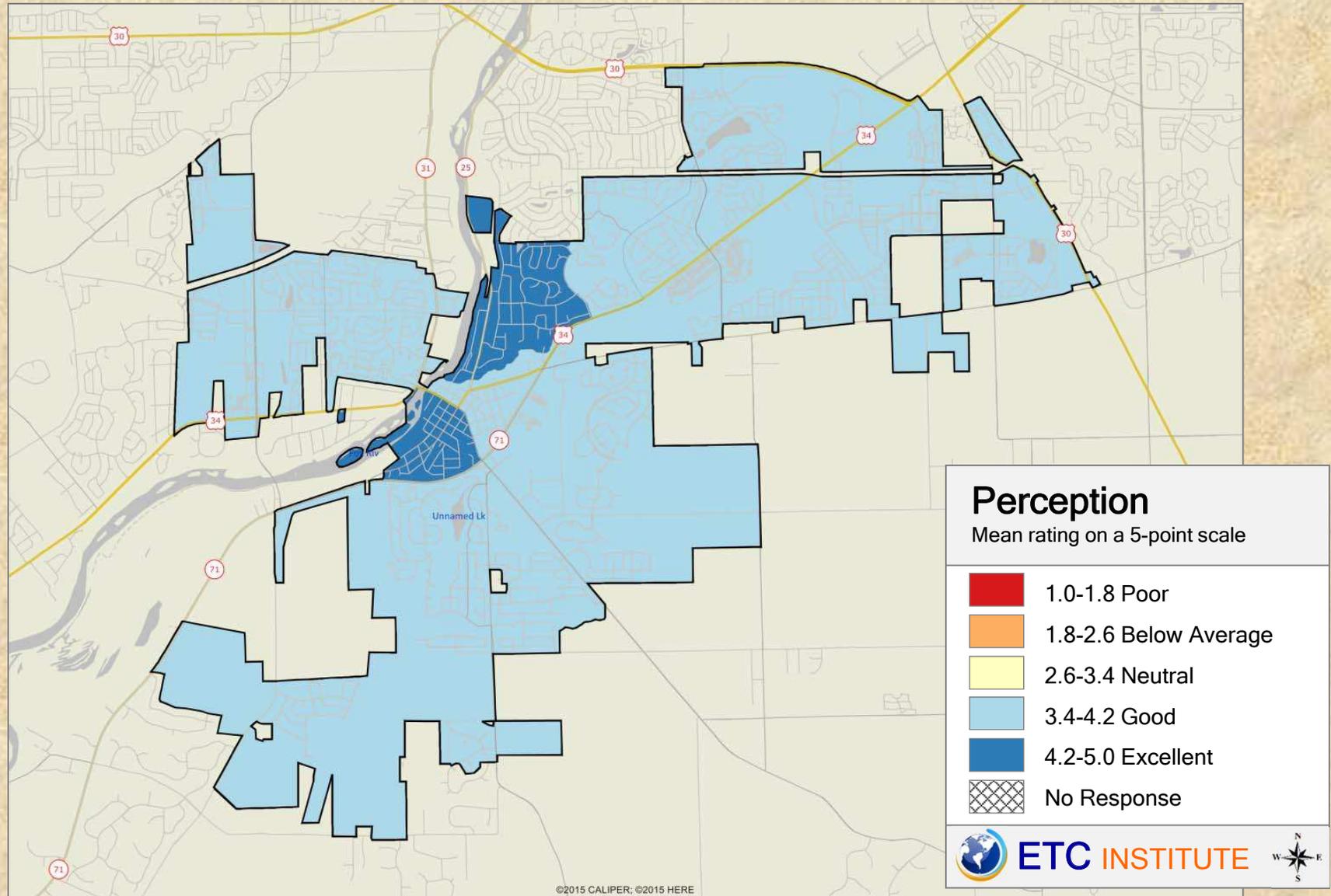
Q2-10. Perception of Job Availability



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

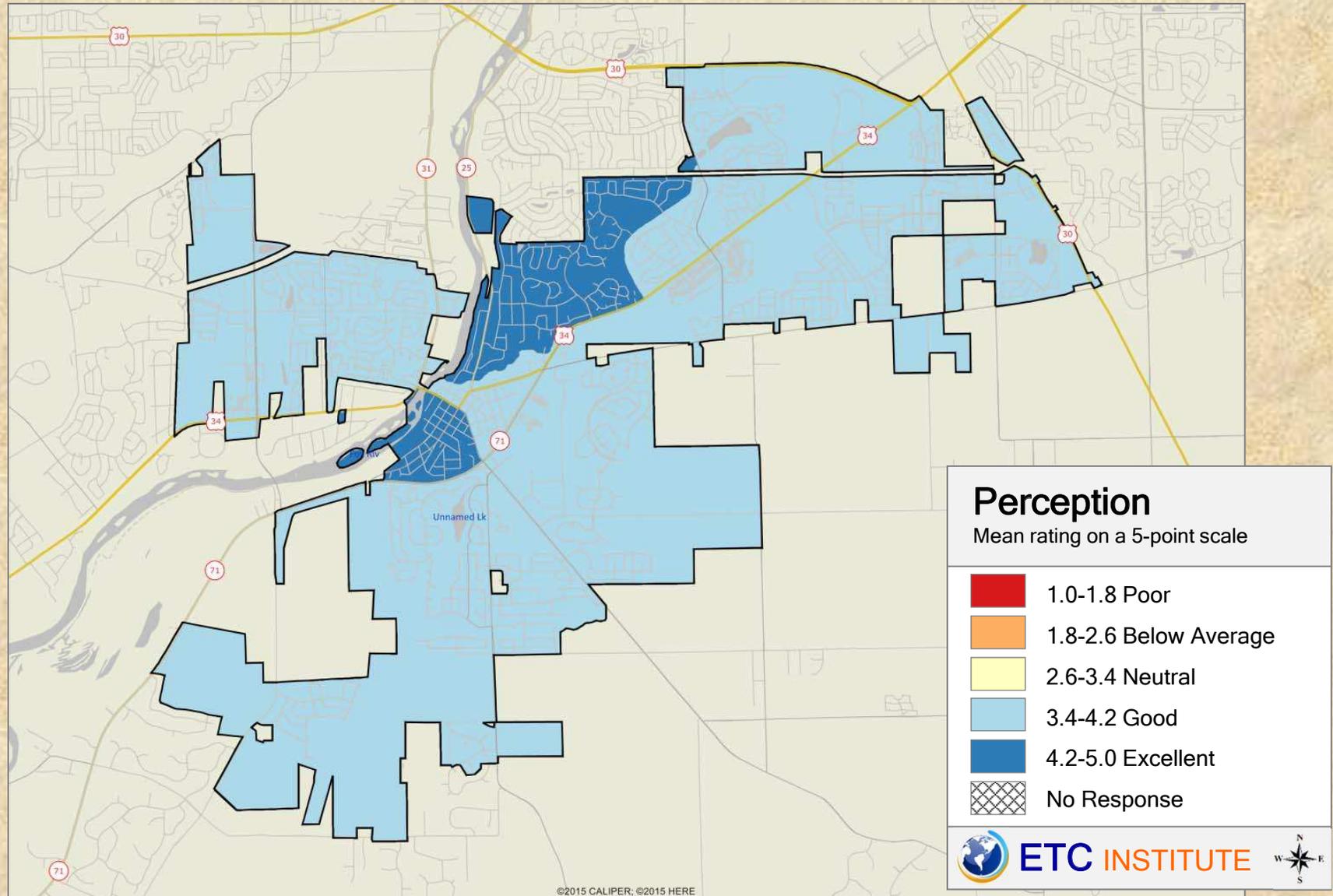
Q2-11. Perception of Access to Health Care Facilities



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

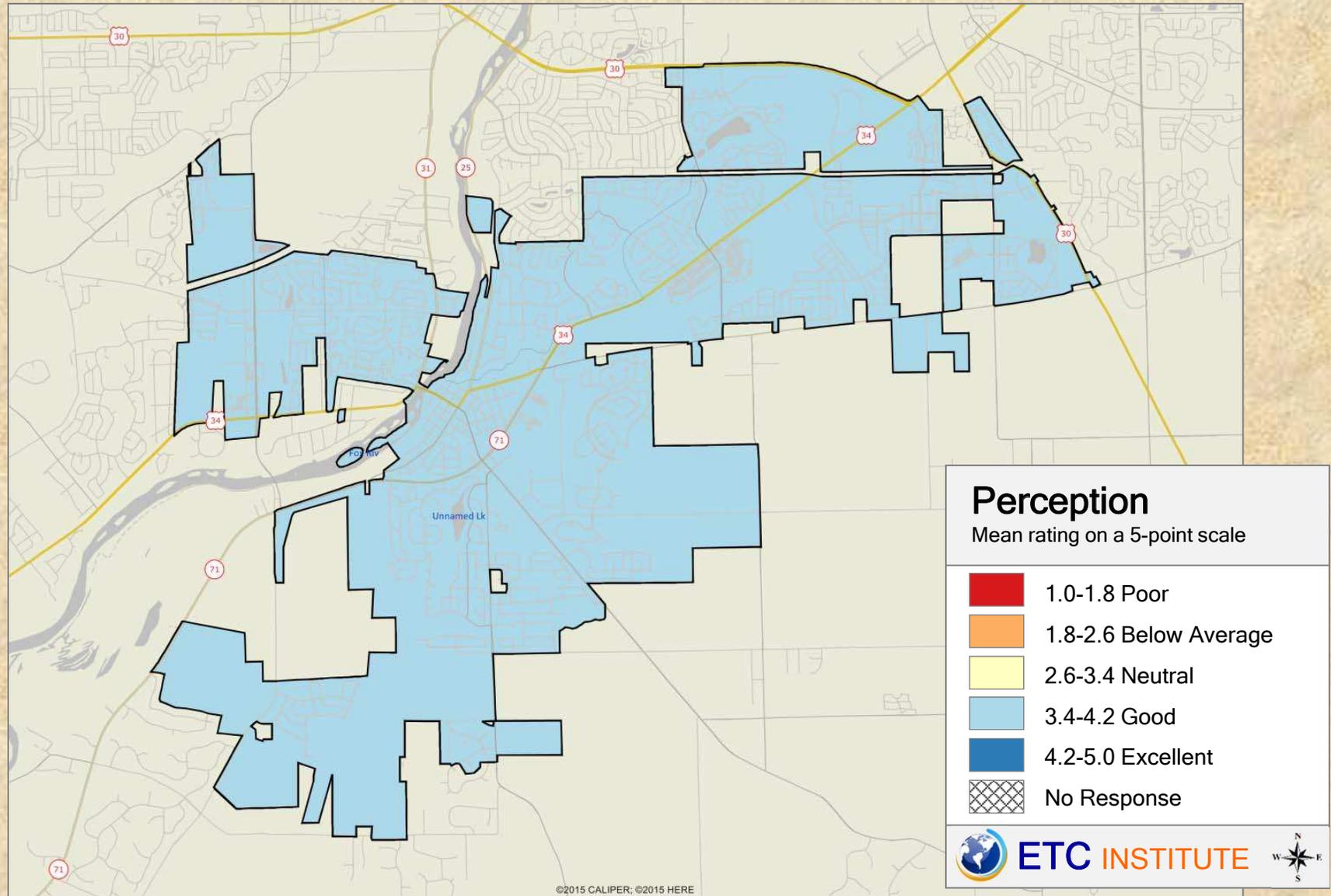
Q2-12. Perception of Access to Religious Institutions



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

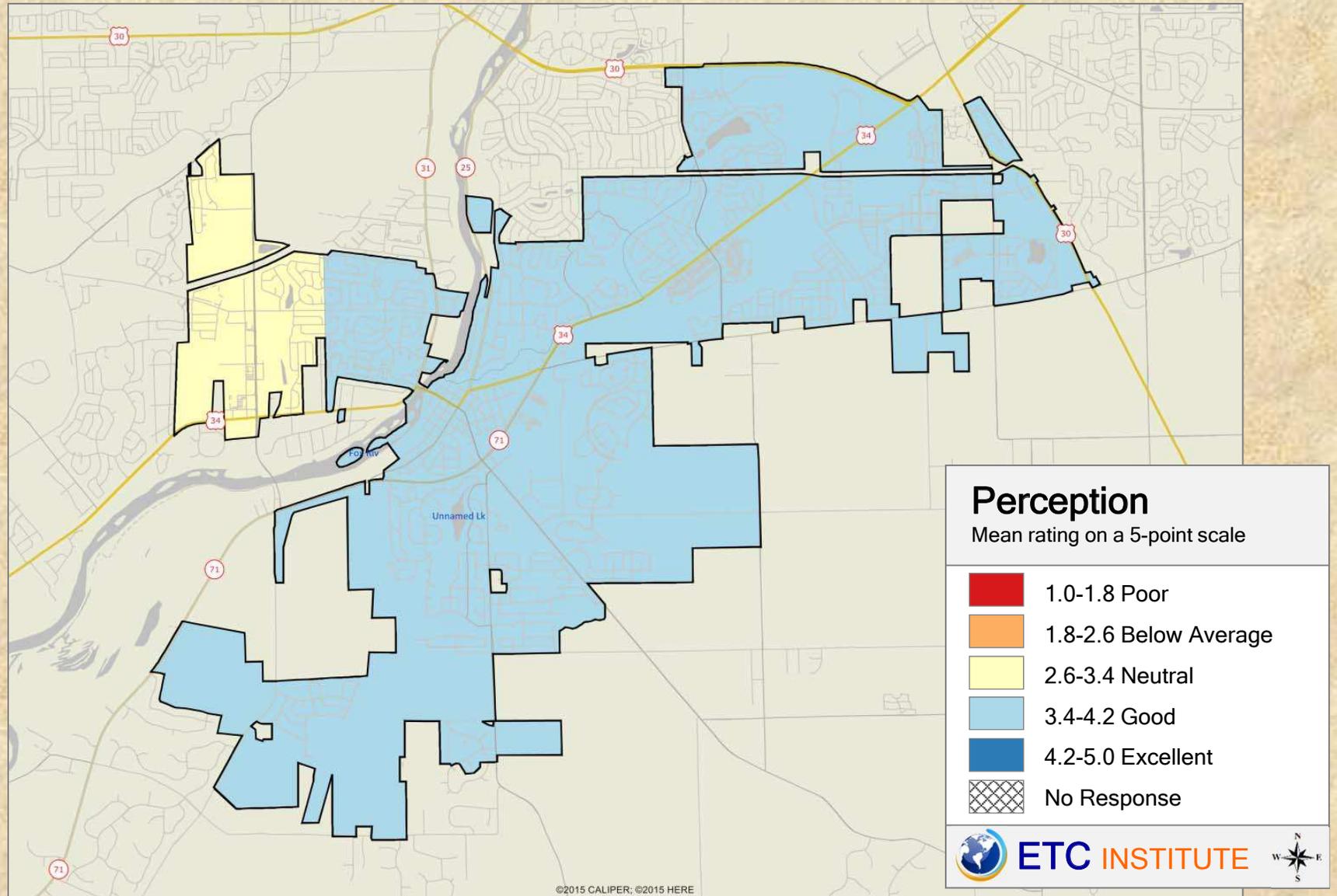
Q2-13. Perception of Access to Quality Shopping Facilities



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

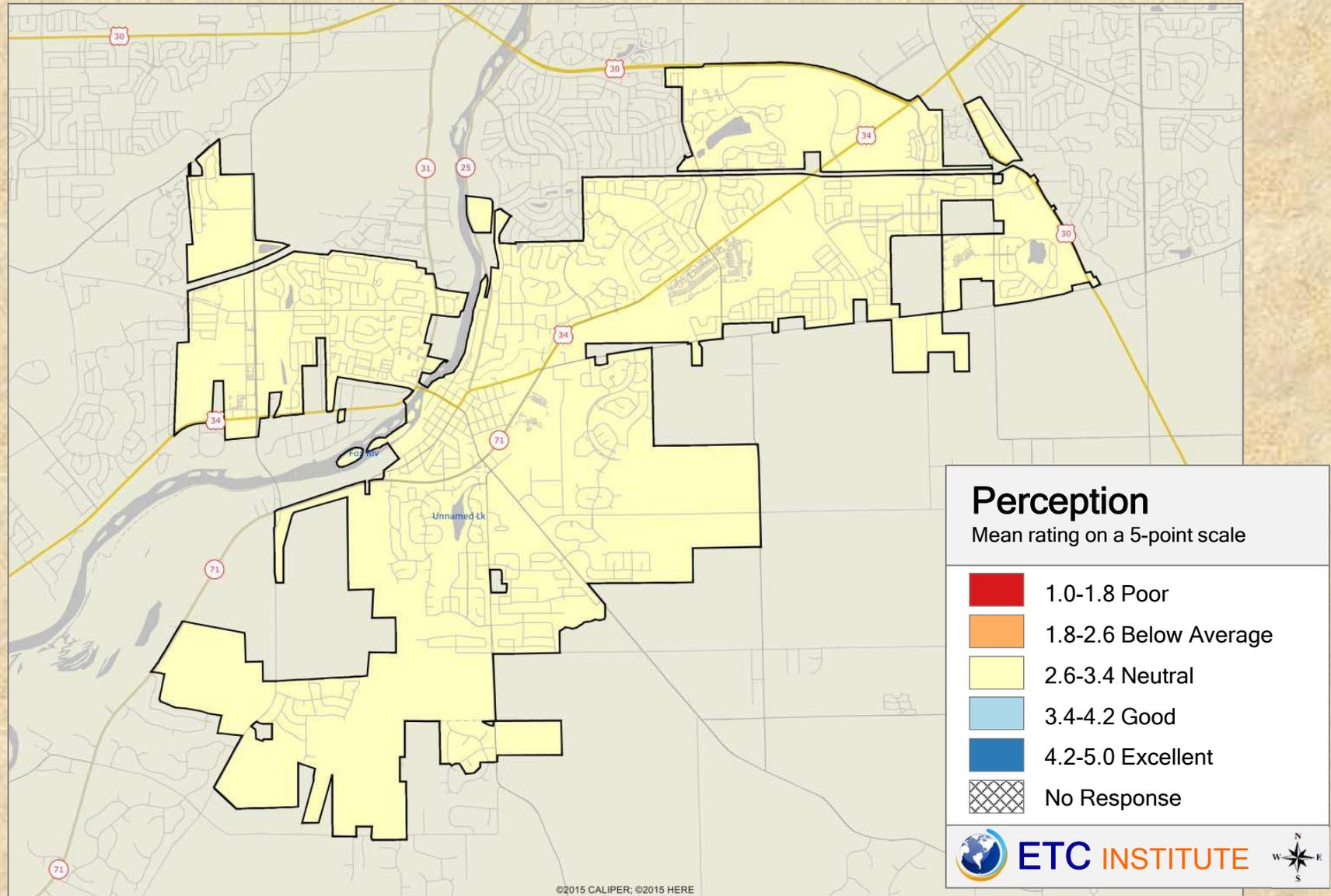
Q2-14. Perception of Access to Restaurants and Entertainment



2016 Village of Oswego Community Survey

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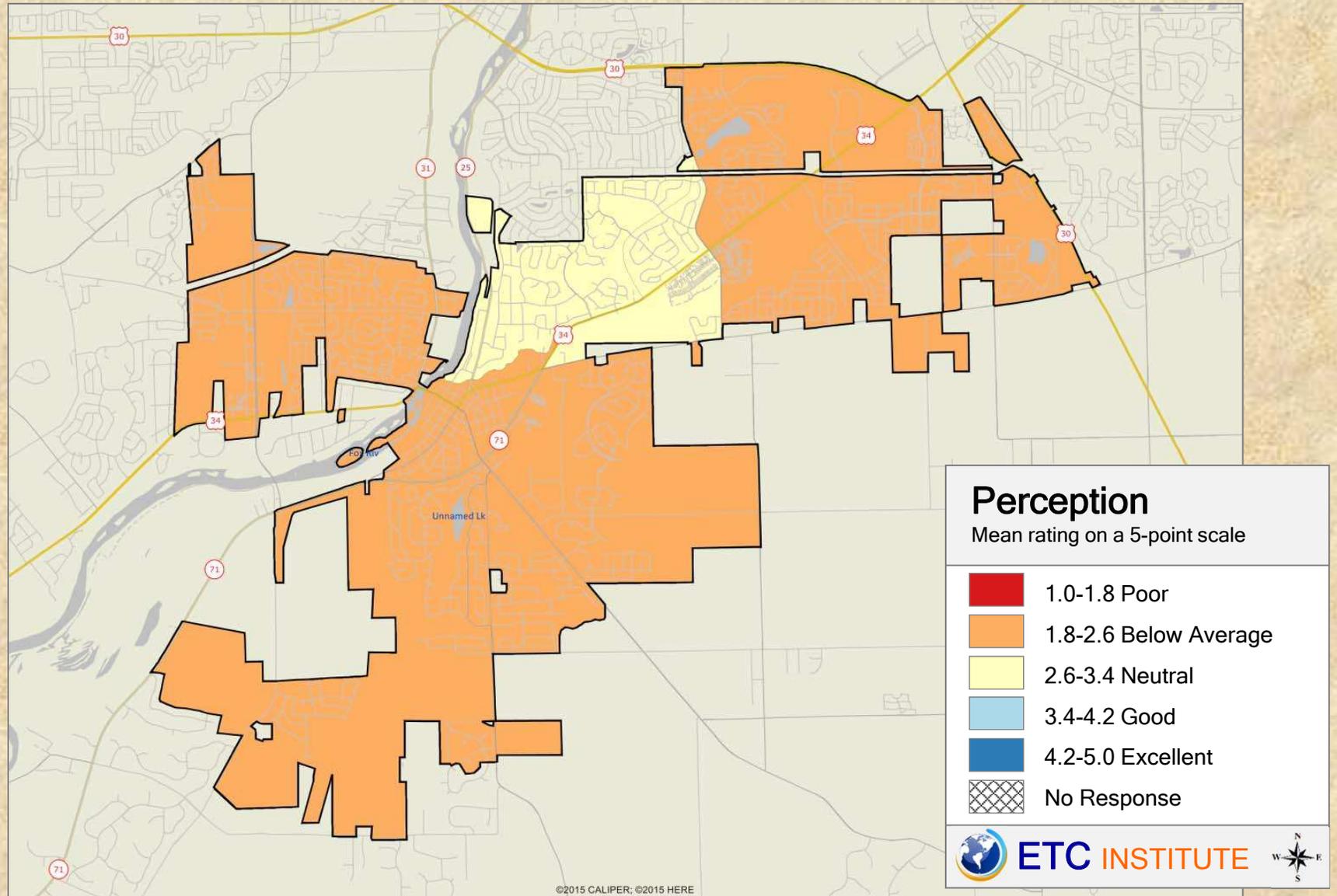
Q2-15. Perceptions of Availability of Cultural Activities and the Arts



2016 Village of Oswego Community Survey

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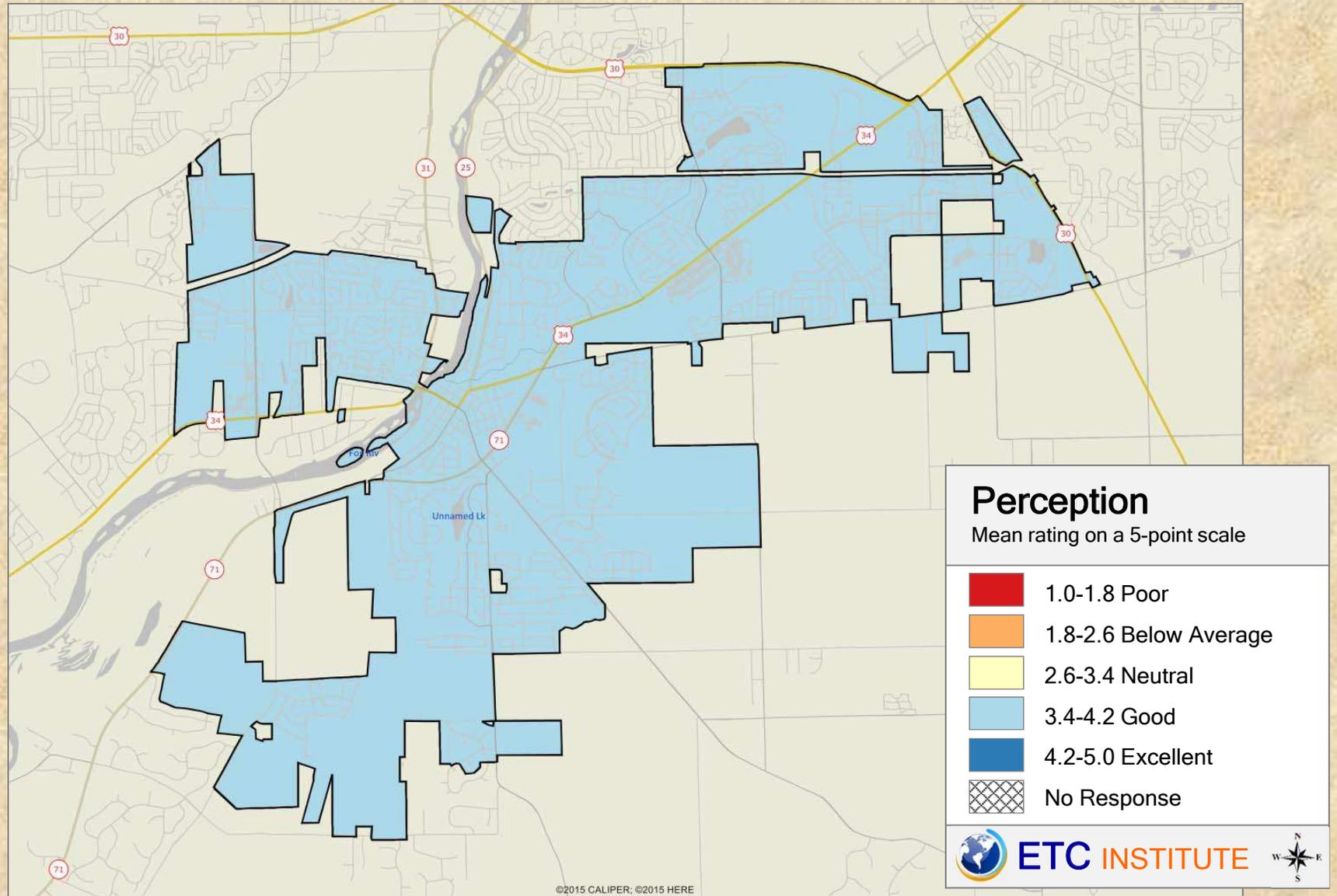
Q2-16. Perception of Availability of Transportation Options



2016 Village of Oswego Community Survey

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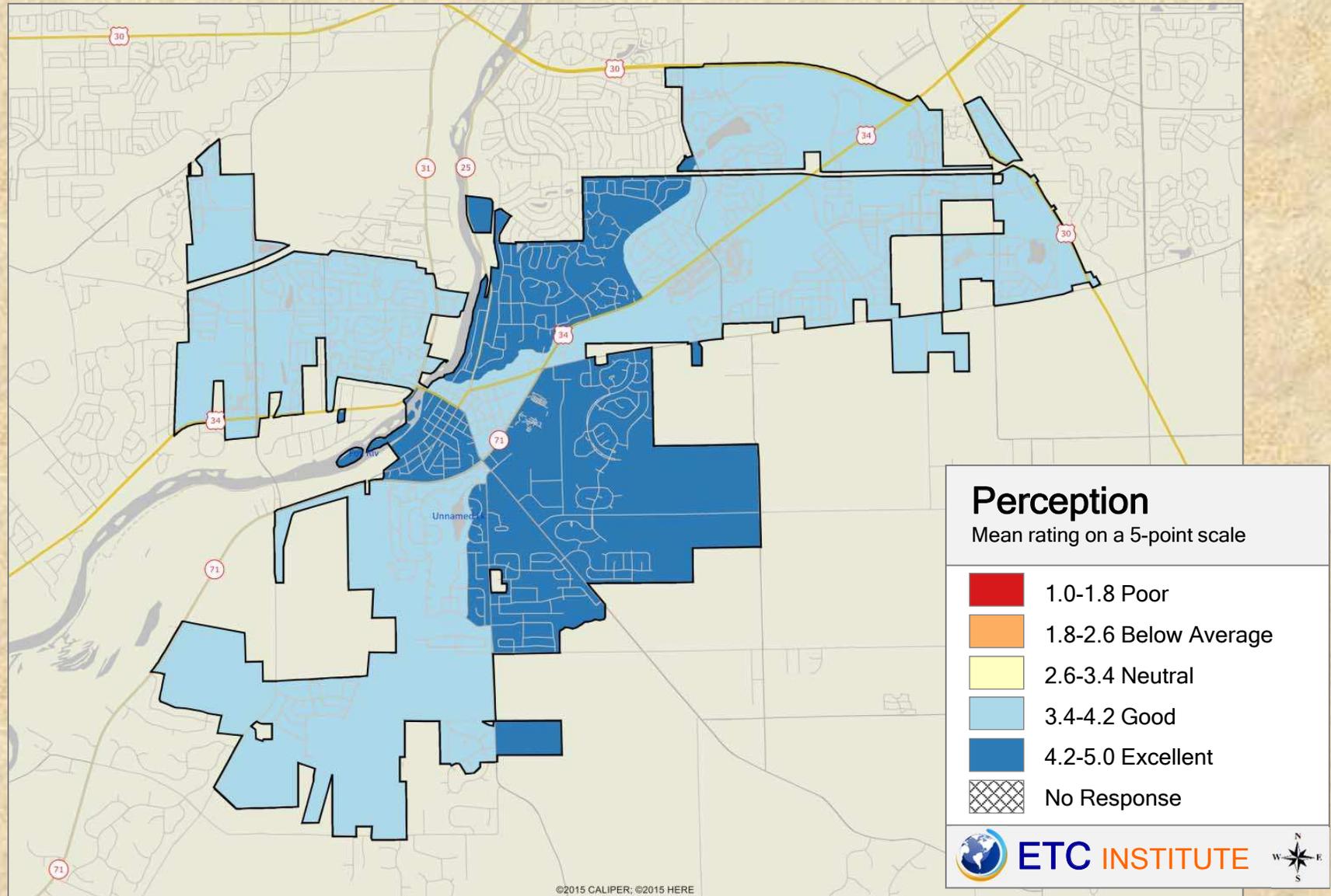
Q2-17. Perception of Overall Quality of Public Schools



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

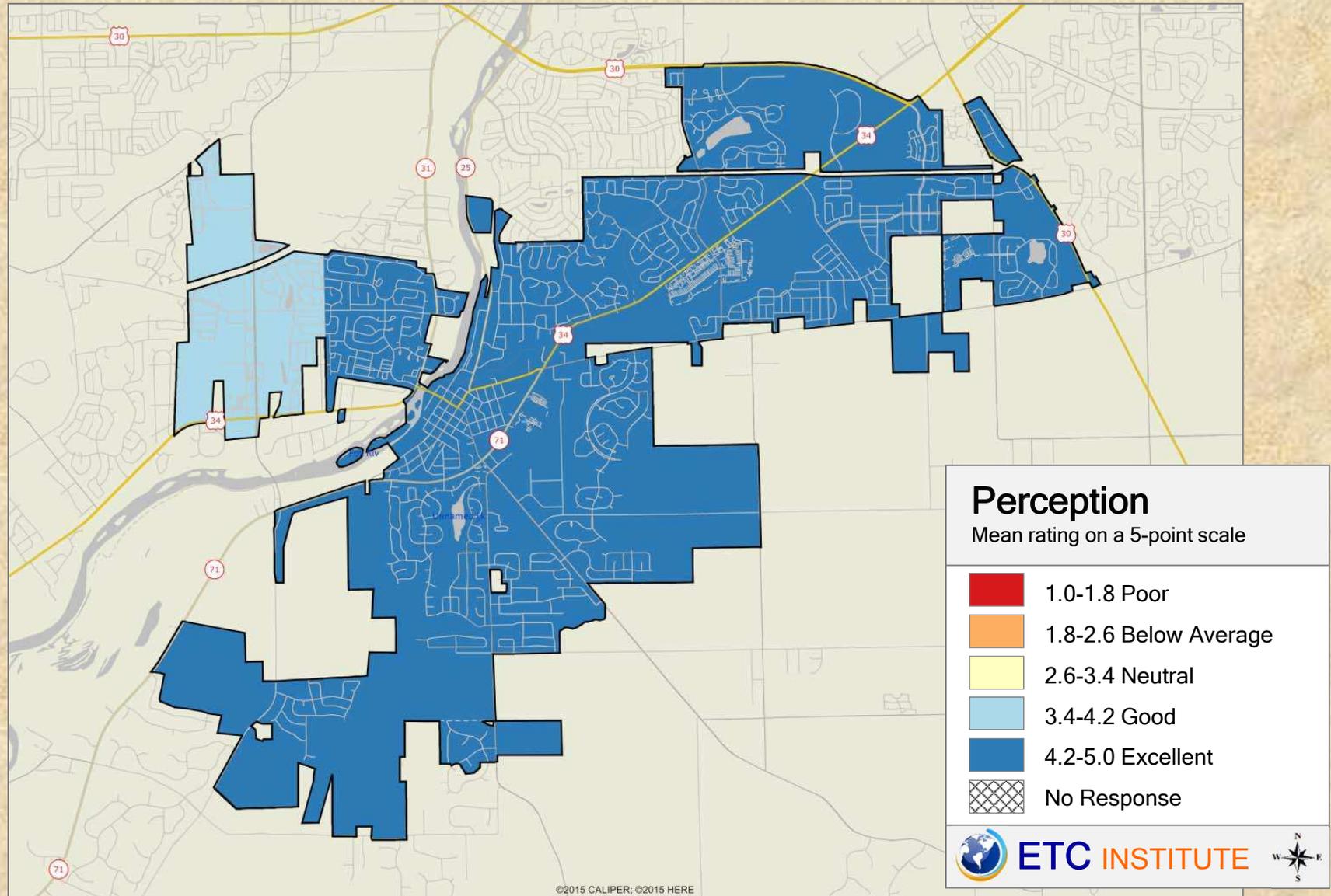
Q2-18. Perception of Overall Quality of Park District Facilities



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

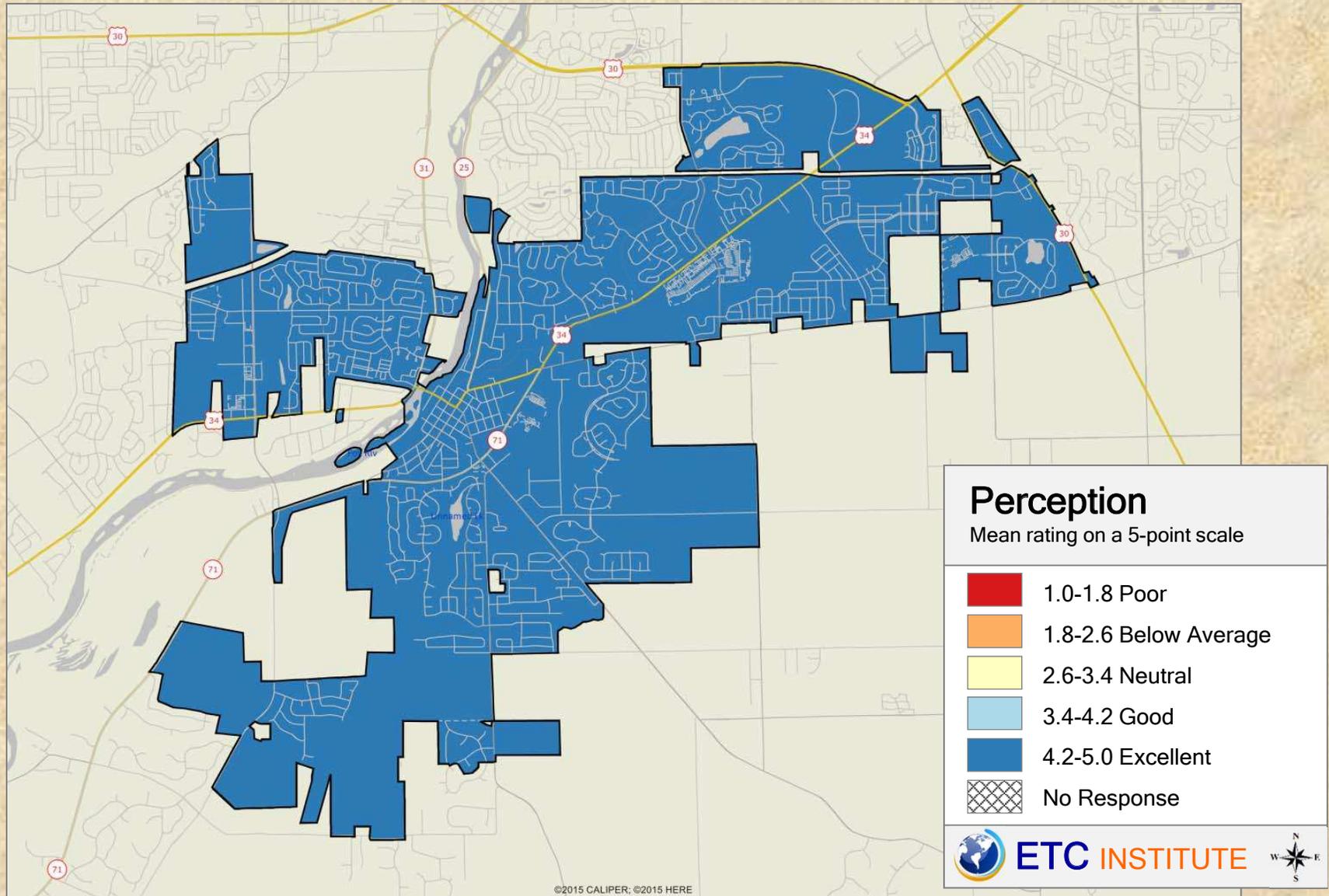
Q2-19. Perception of Overall Quality of Library Services



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

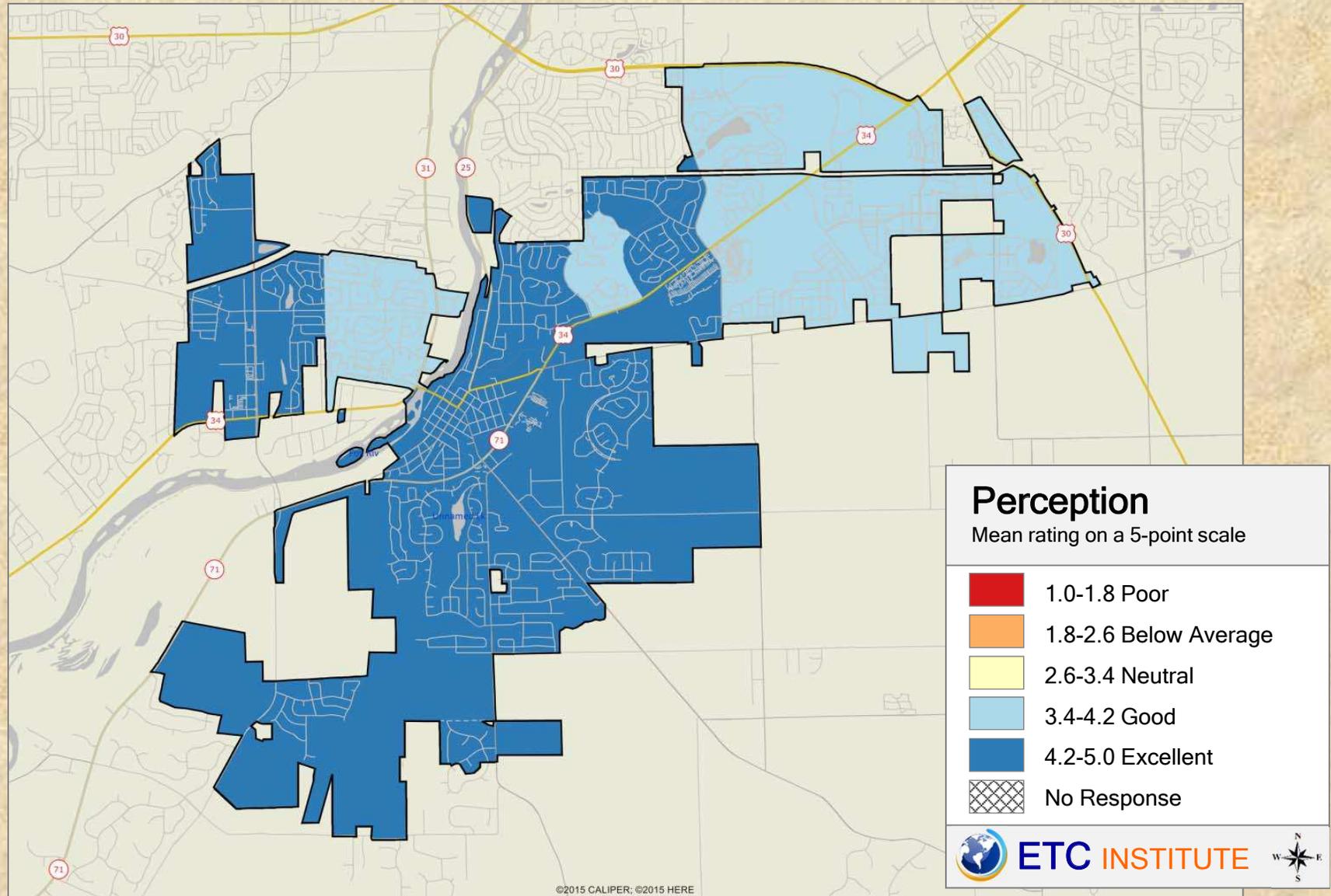
Q2-20. Perception of Overall Quality of Fire District Services



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

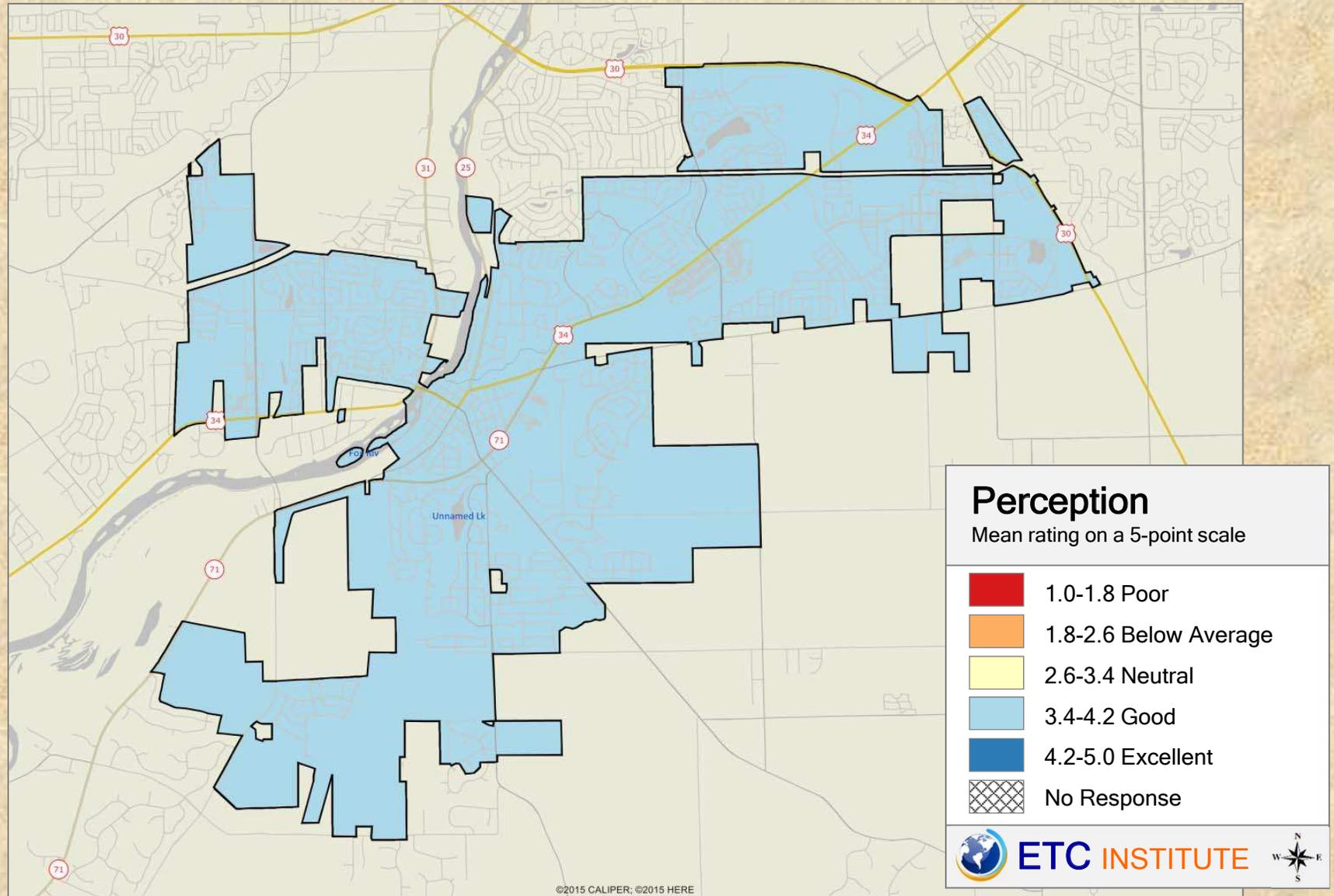
Q2-21. Perception of Overall Quality of Local Ambulance Service



2016 Village of Oswego Community Survey

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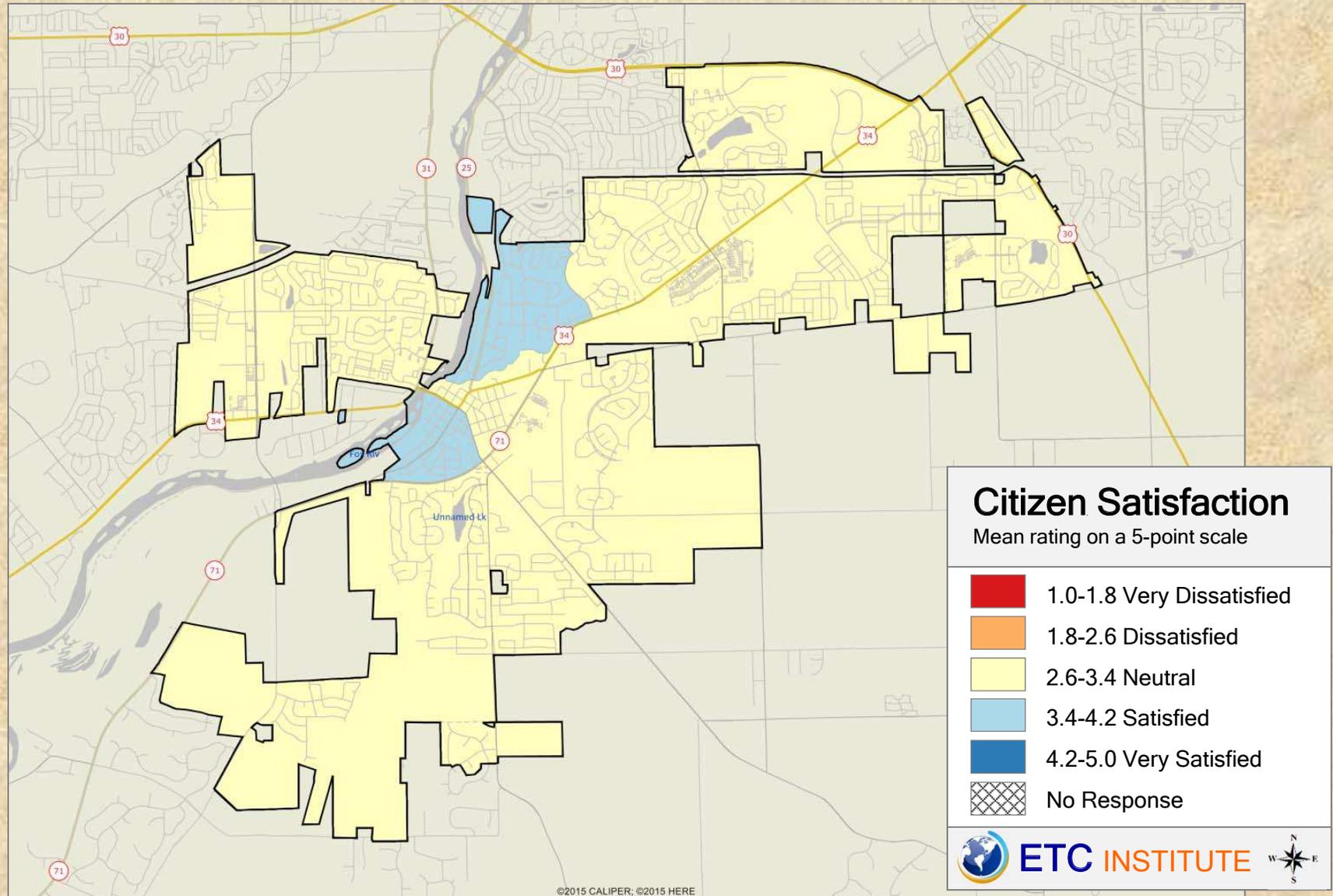
Q3-1. Satisfaction with Overall quality of Services Provided by the Village



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

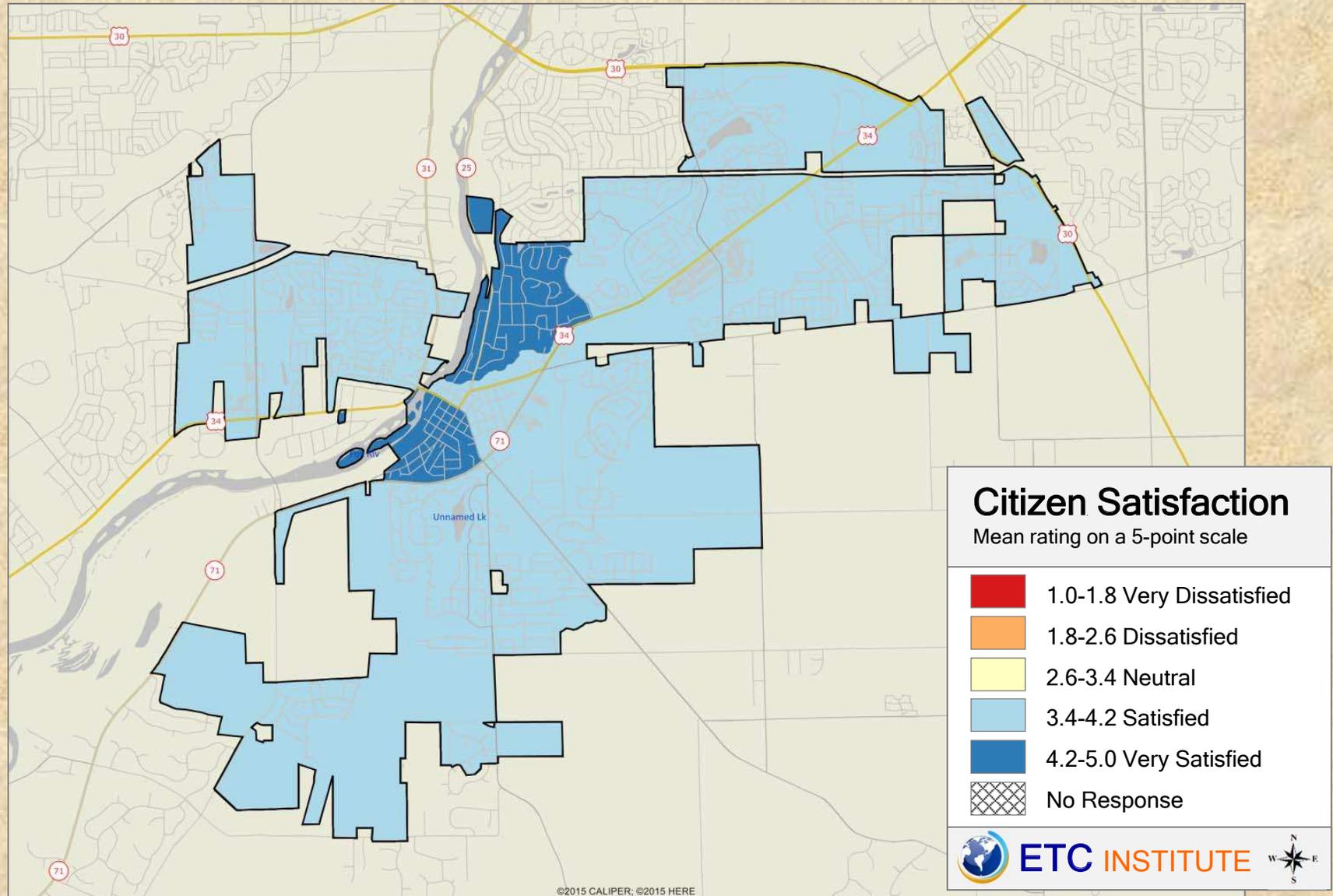
Q3-2. Satisfaction with Overall Value that You Receive for Your Village Tax Dollars and Fees



2016 Village of Oswego Community Survey

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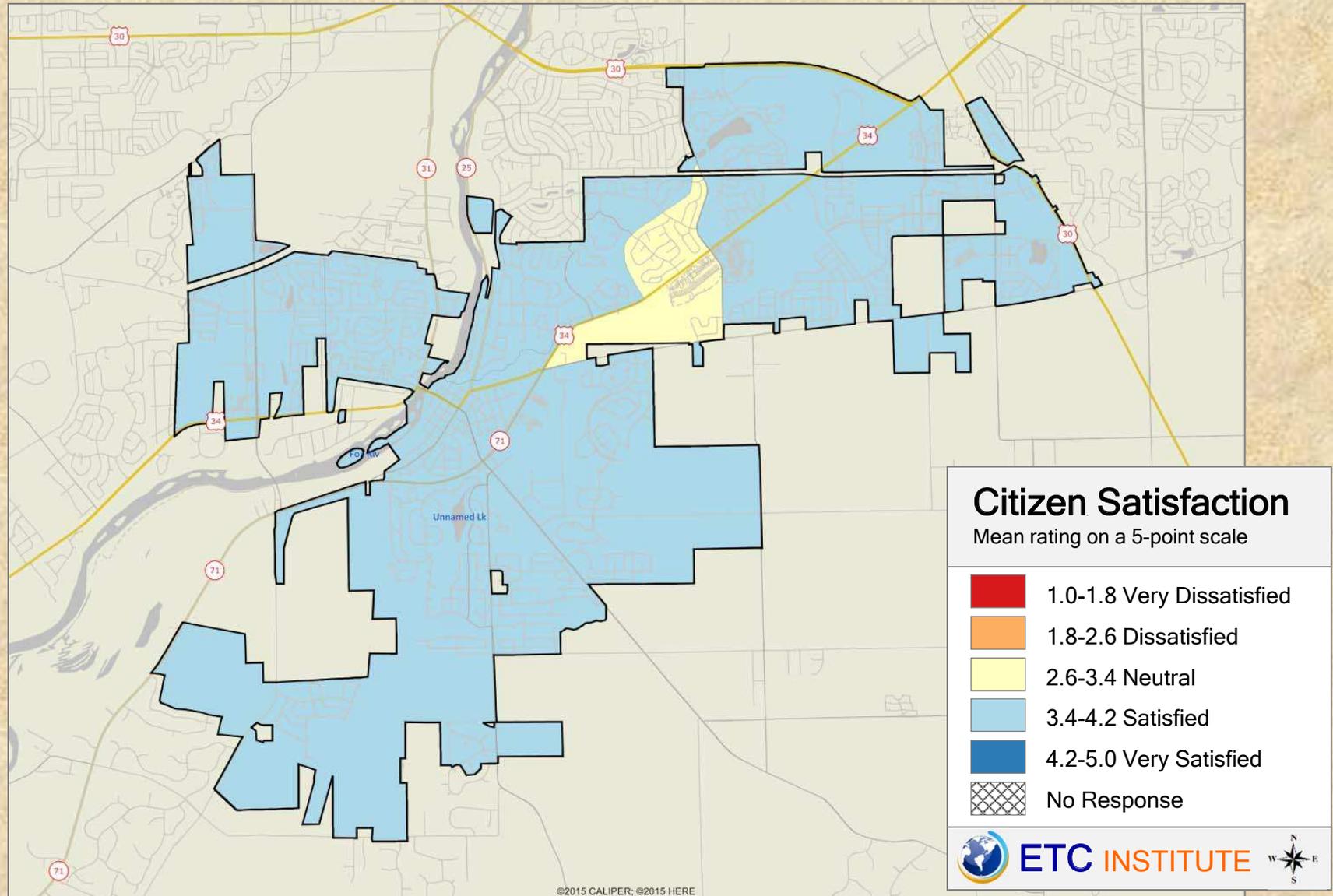
Q3-3. Satisfaction with Overall Quality of Police Services



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

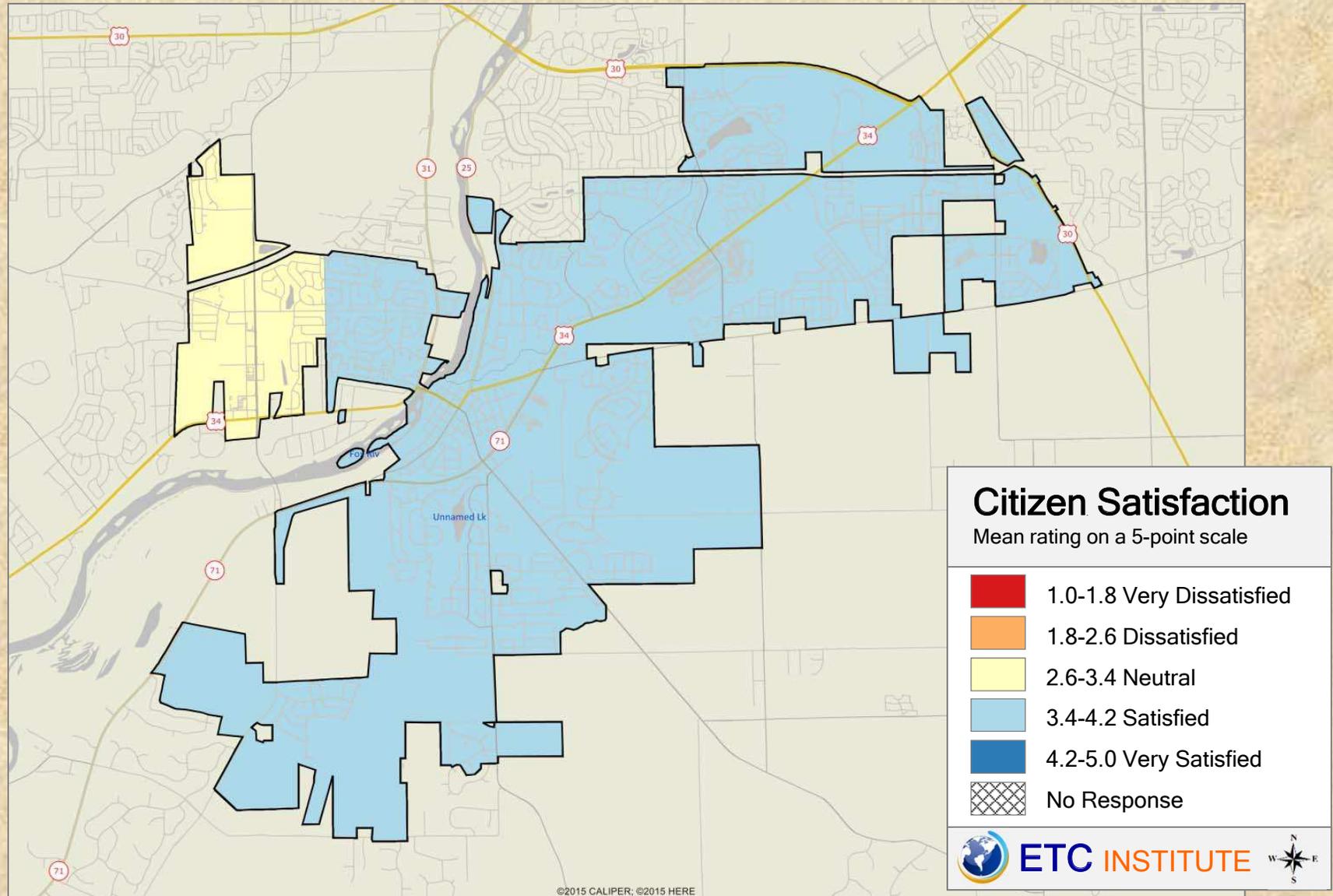
Q3-4. Satisfaction with Overall Maintenance of Village Streets



2016 Village of Oswego Community Survey

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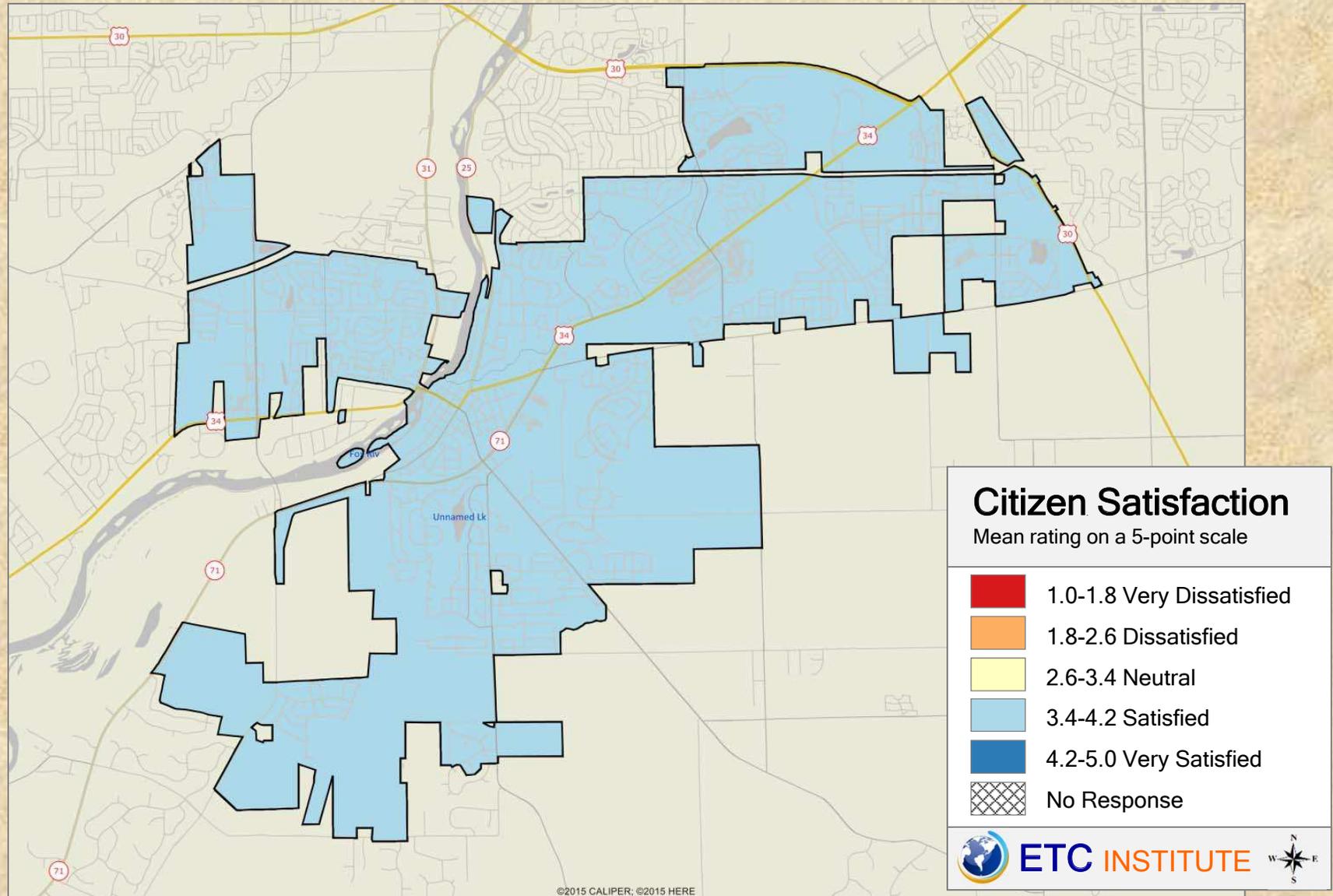
Q3-5. Satisfaction with Overall Enforcement of Village Codes and Ordinances



2016 Village of Oswego Community Survey

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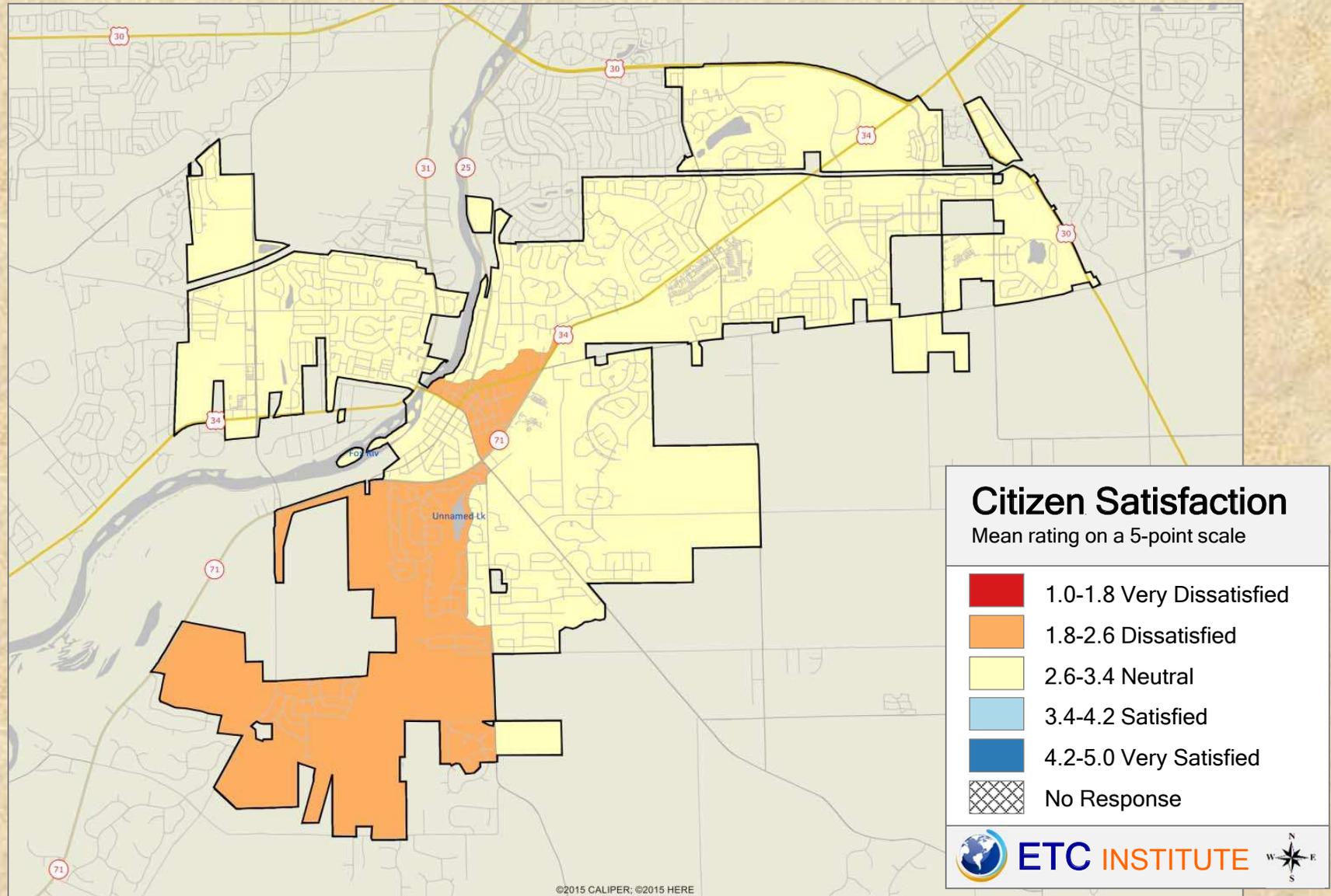
Q3-6. Satisfaction with Overall Quality of Customer Service You Receive From Village Employees



2016 Village of Oswego Community Survey

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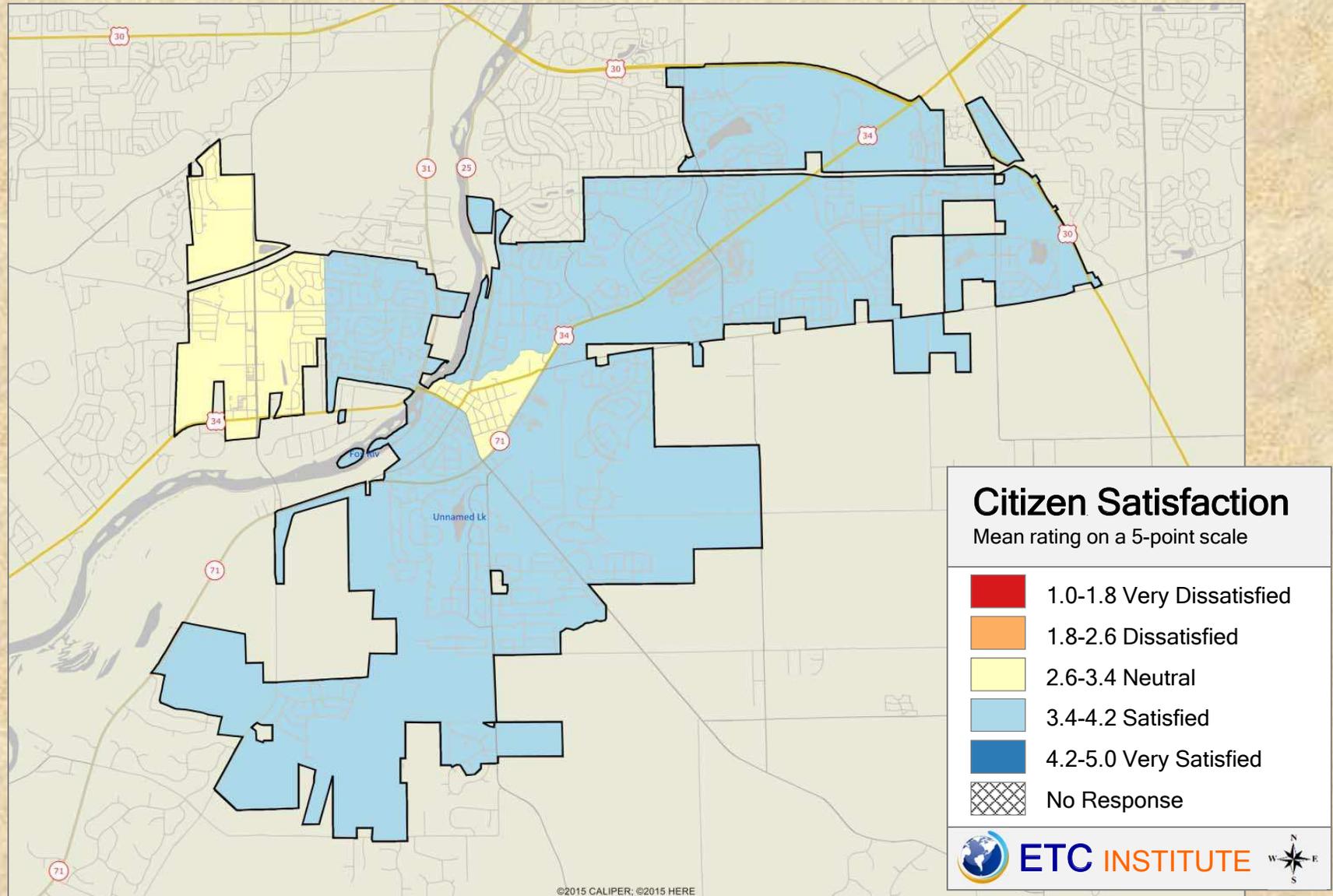
Q3-7. Satisfaction with Overall Flow of Traffic and Congestion Management in the Village



2016 Village of Oswego Community Survey

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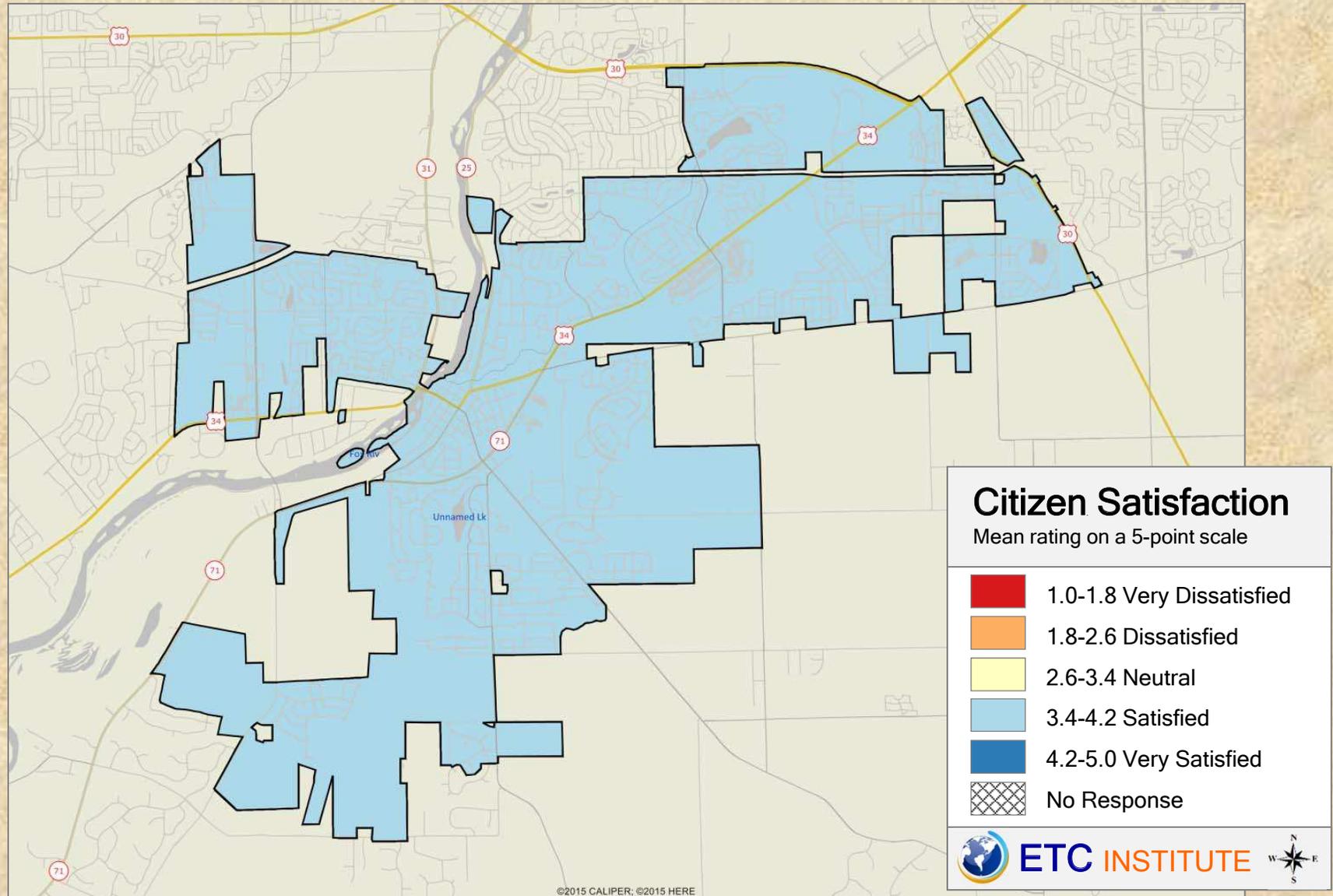
Q3-8. Satisfaction with the Overall Effectiveness of Village Communication With the Public



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

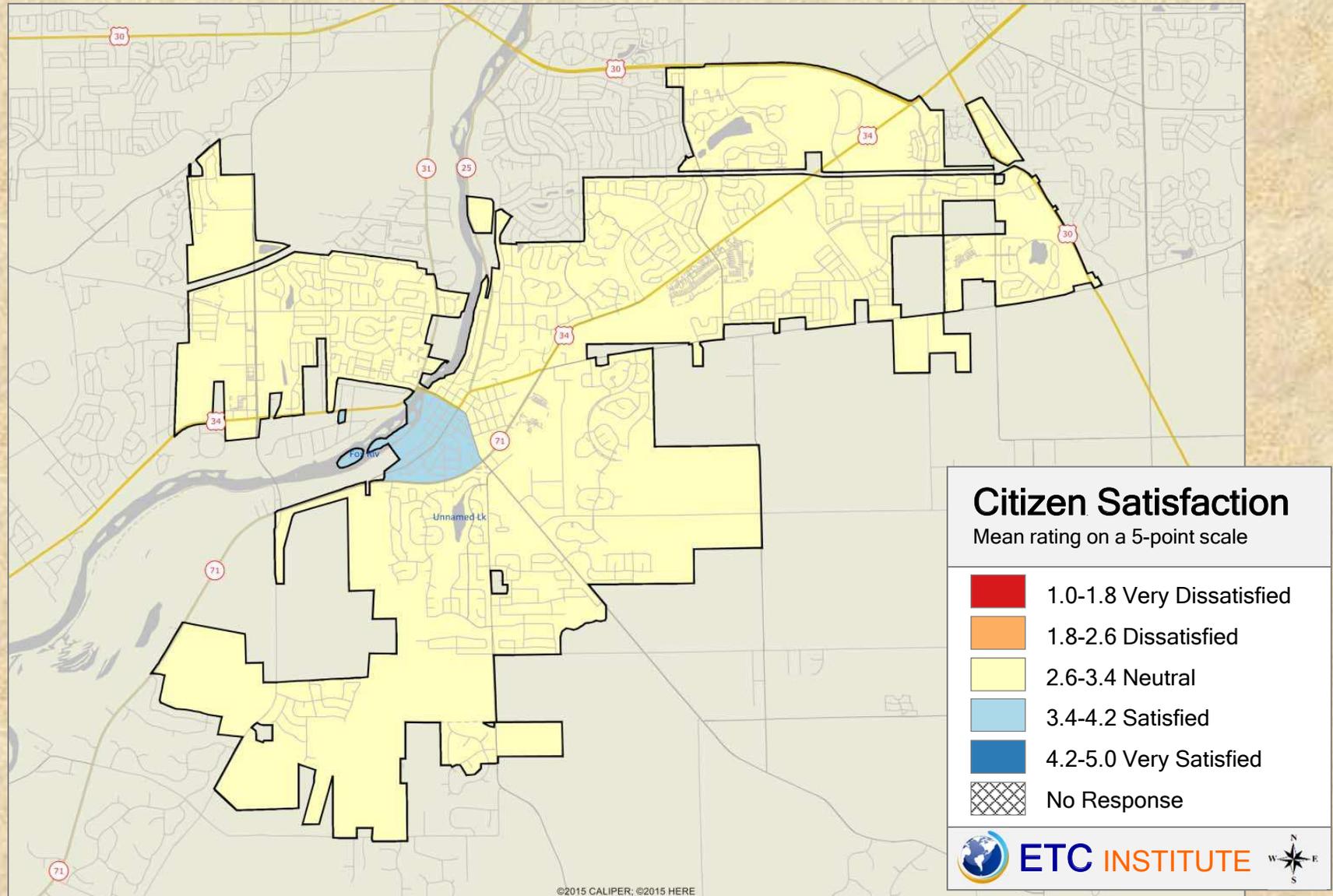
Q3-9. Satisfaction with the Overall Efforts of the Village for Emergency Preparedness



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

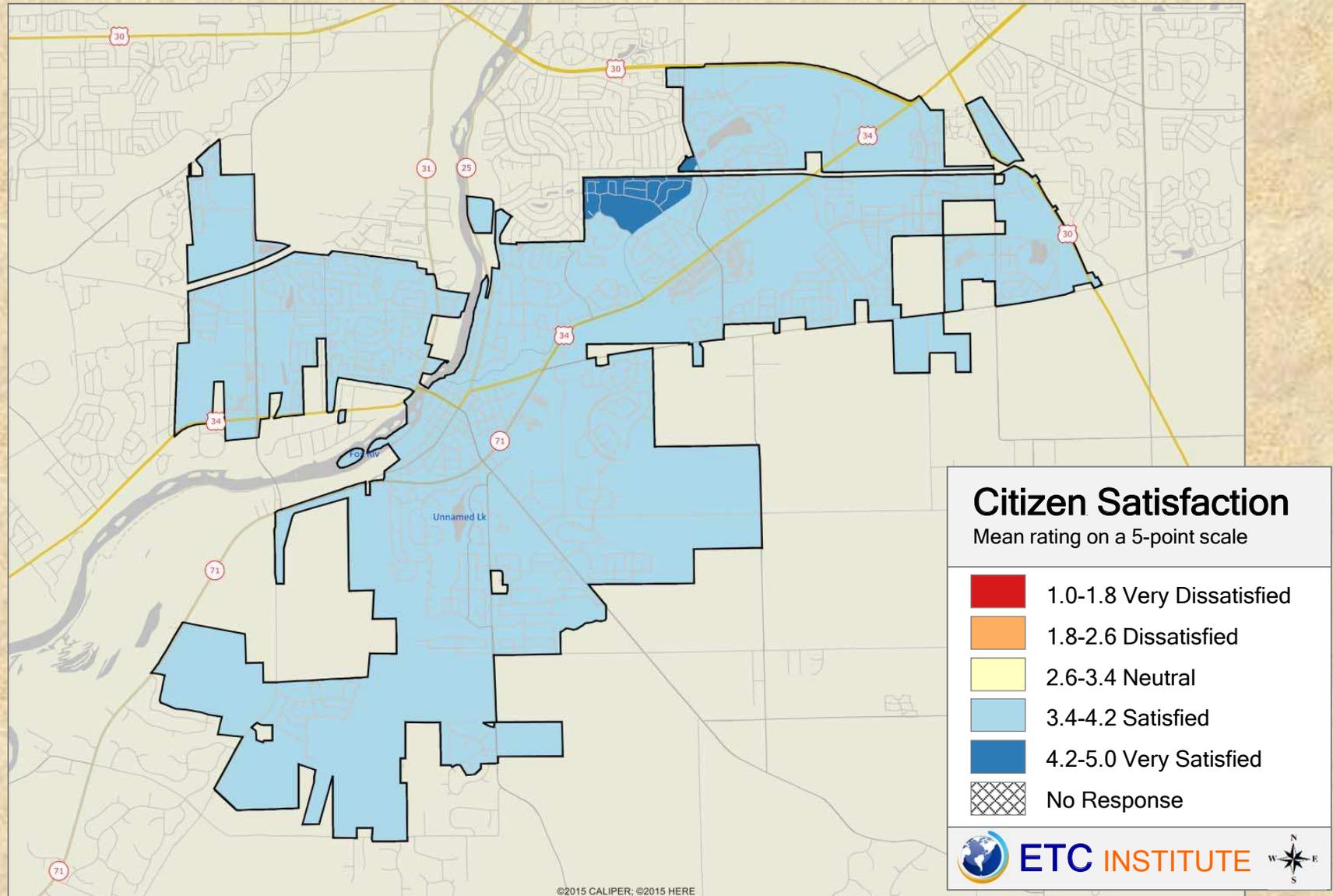
Q3-10. Satisfaction with the Overall Management of Village Finances



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

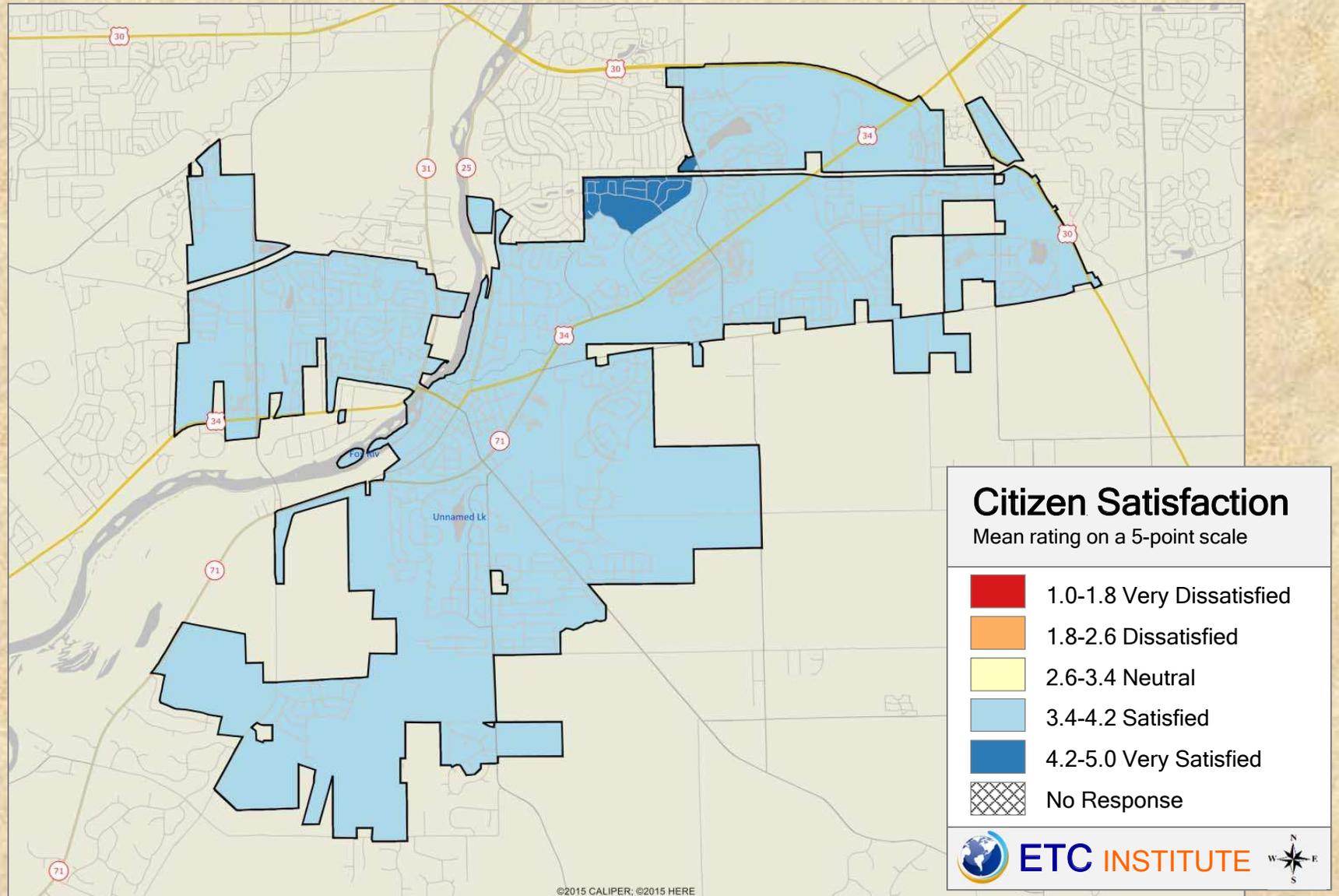
Q5-1. Satisfaction with the Visibility of Police in Neighborhoods



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

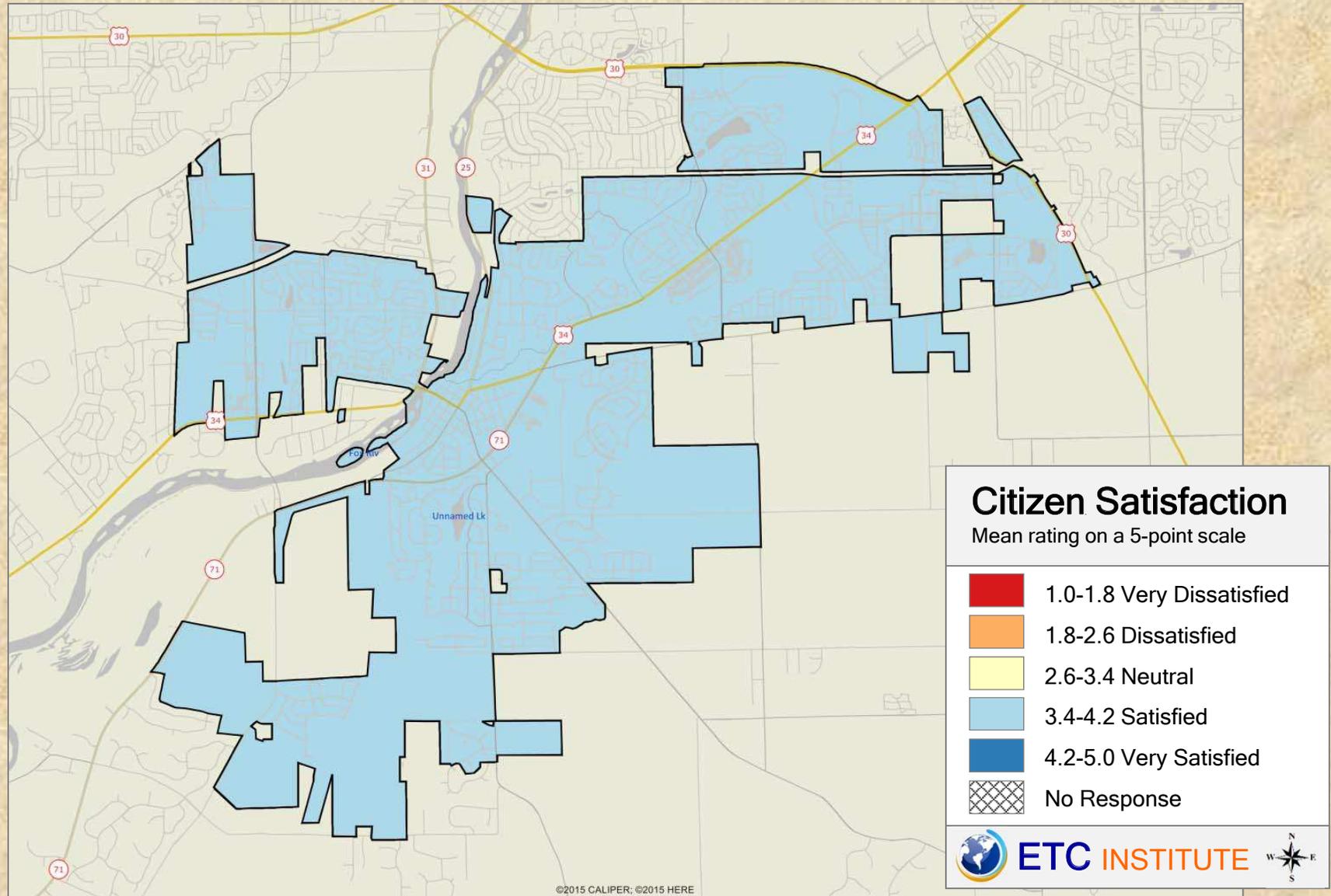
Q5-2. Satisfaction with the Visibility of Police in Commercial Areas



2016 Village of Oswego Community Survey

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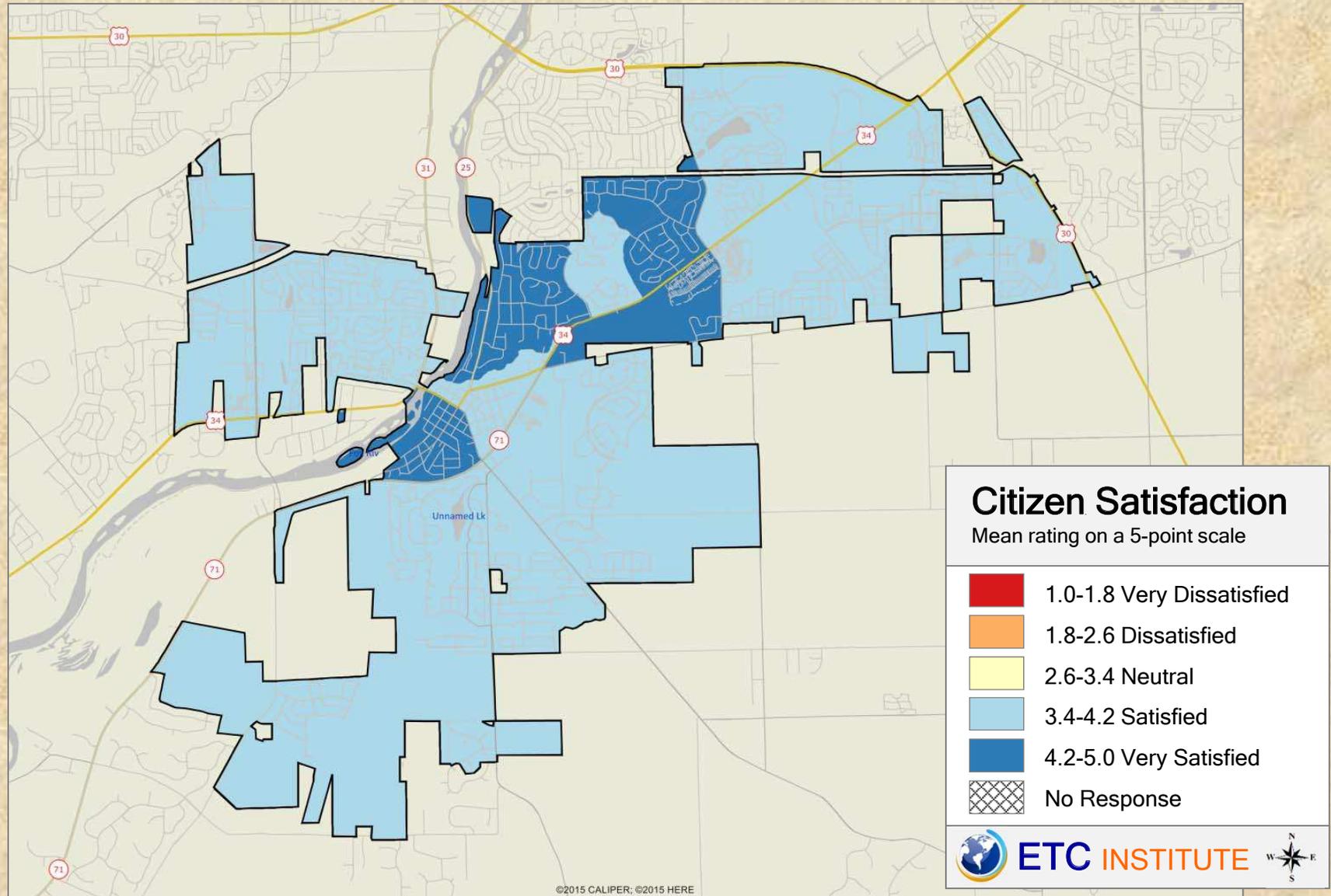
Q5-3. Satisfaction with the Village's Efforts to Prevent Crime



2016 Village of Oswego Community Survey

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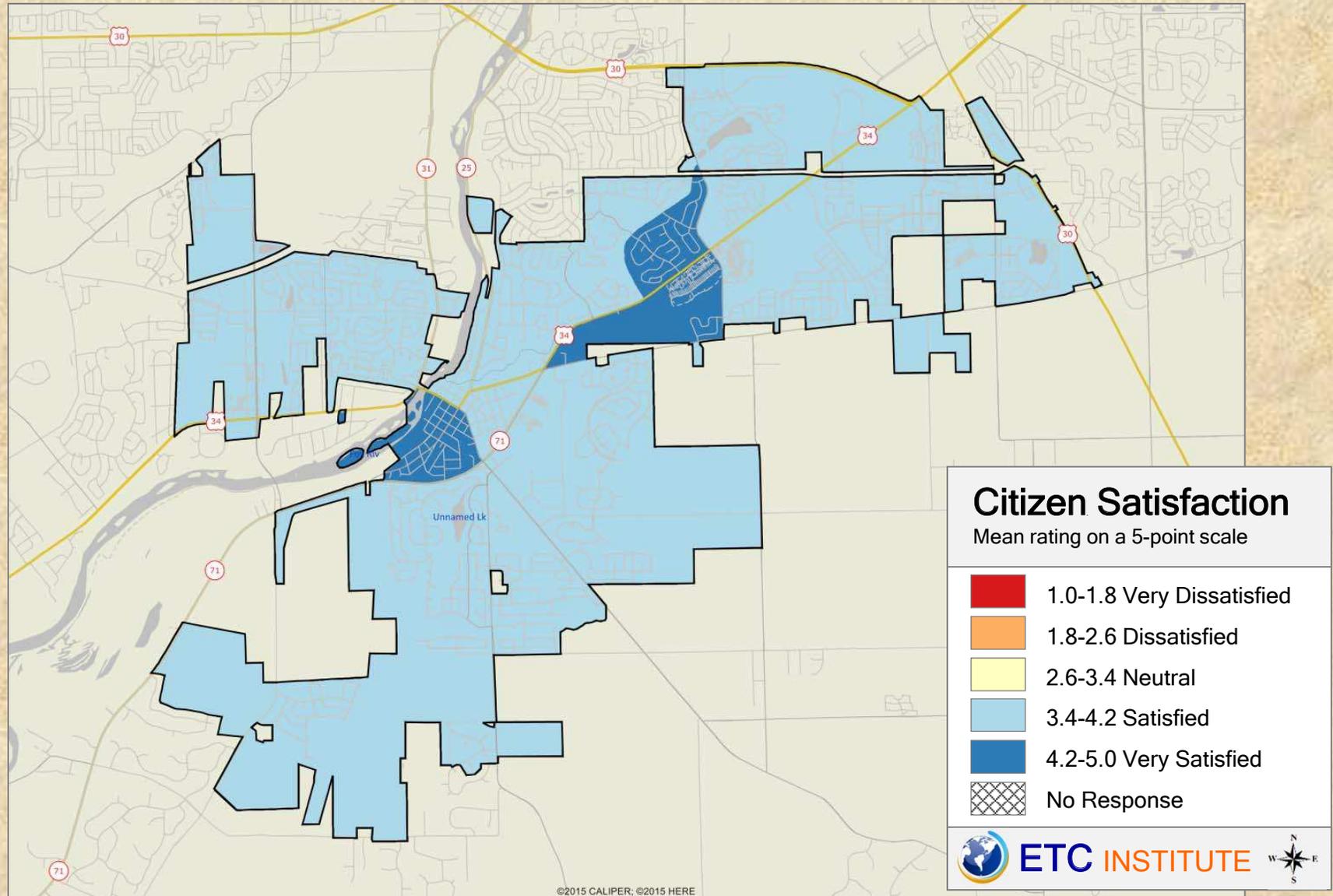
Q5-4. Satisfaction with How Quickly Police Respond to Emergencies



2016 Village of Oswego Community Survey

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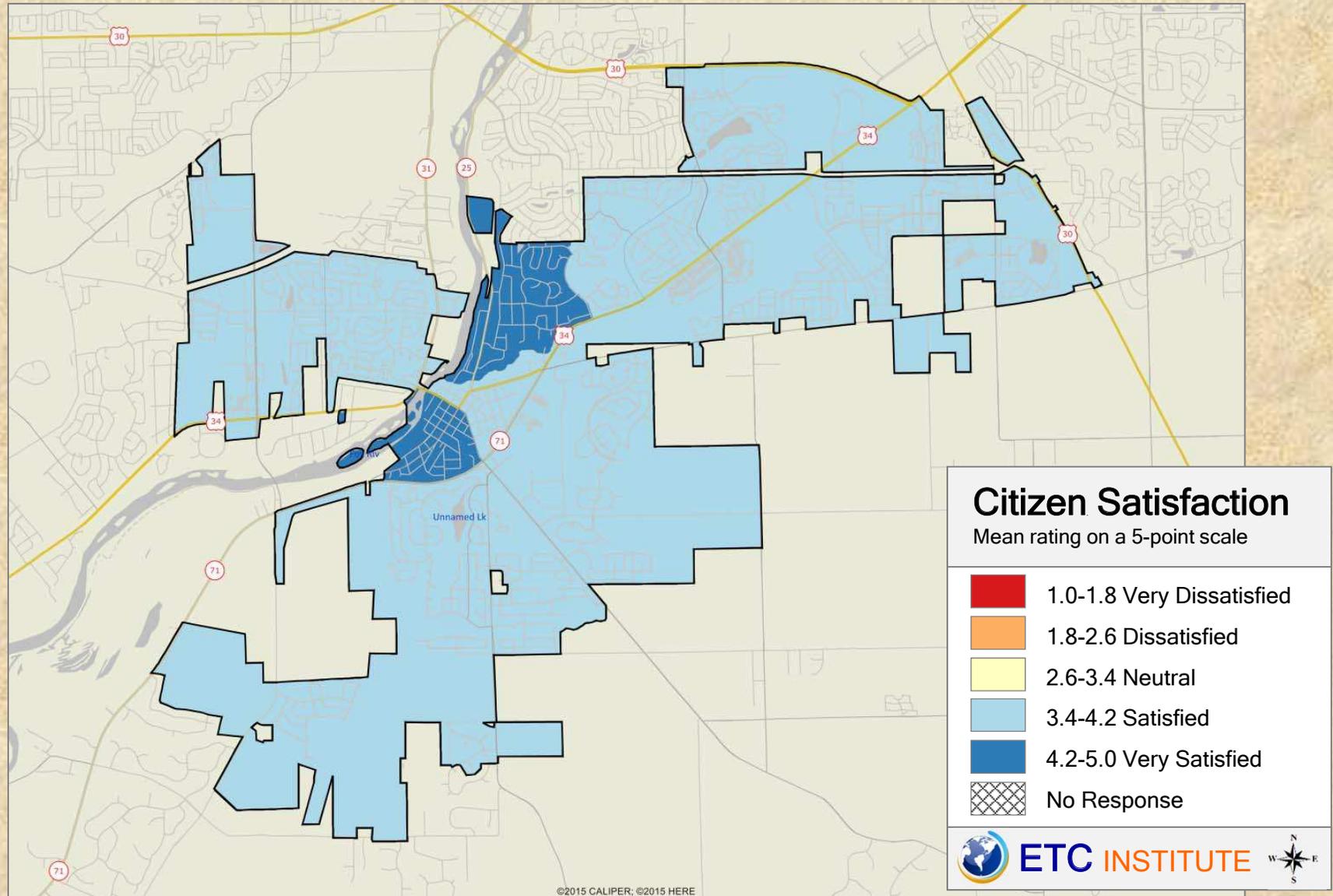
Q5-5. Satisfaction with Overall Professionalism of Police Department



2016 Village of Oswego Community Survey

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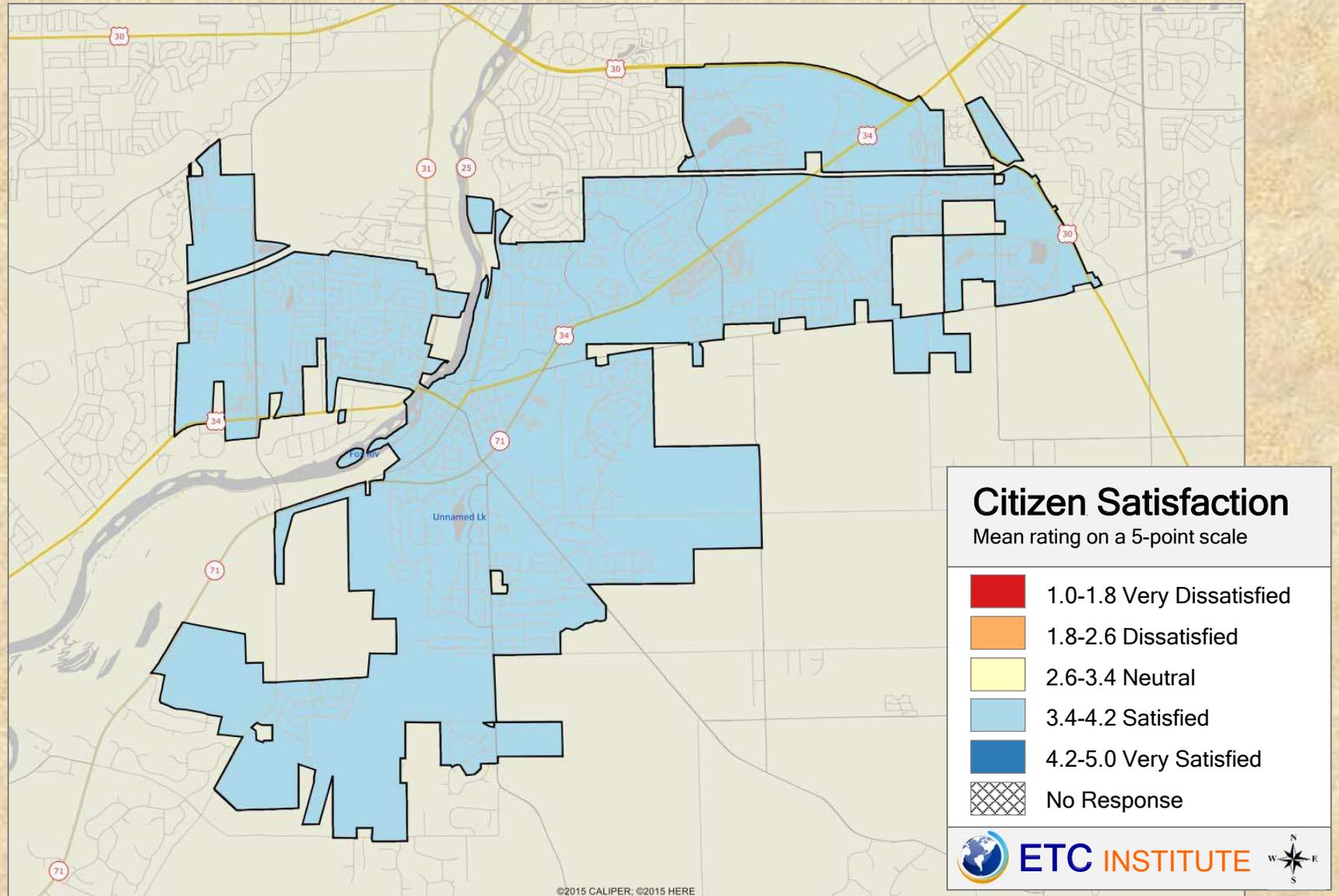
Q5-6. Satisfaction with the Overall Attitude and Behavior of Police Department Personnel Toward Citizens



2016 Village of Oswego Community Survey

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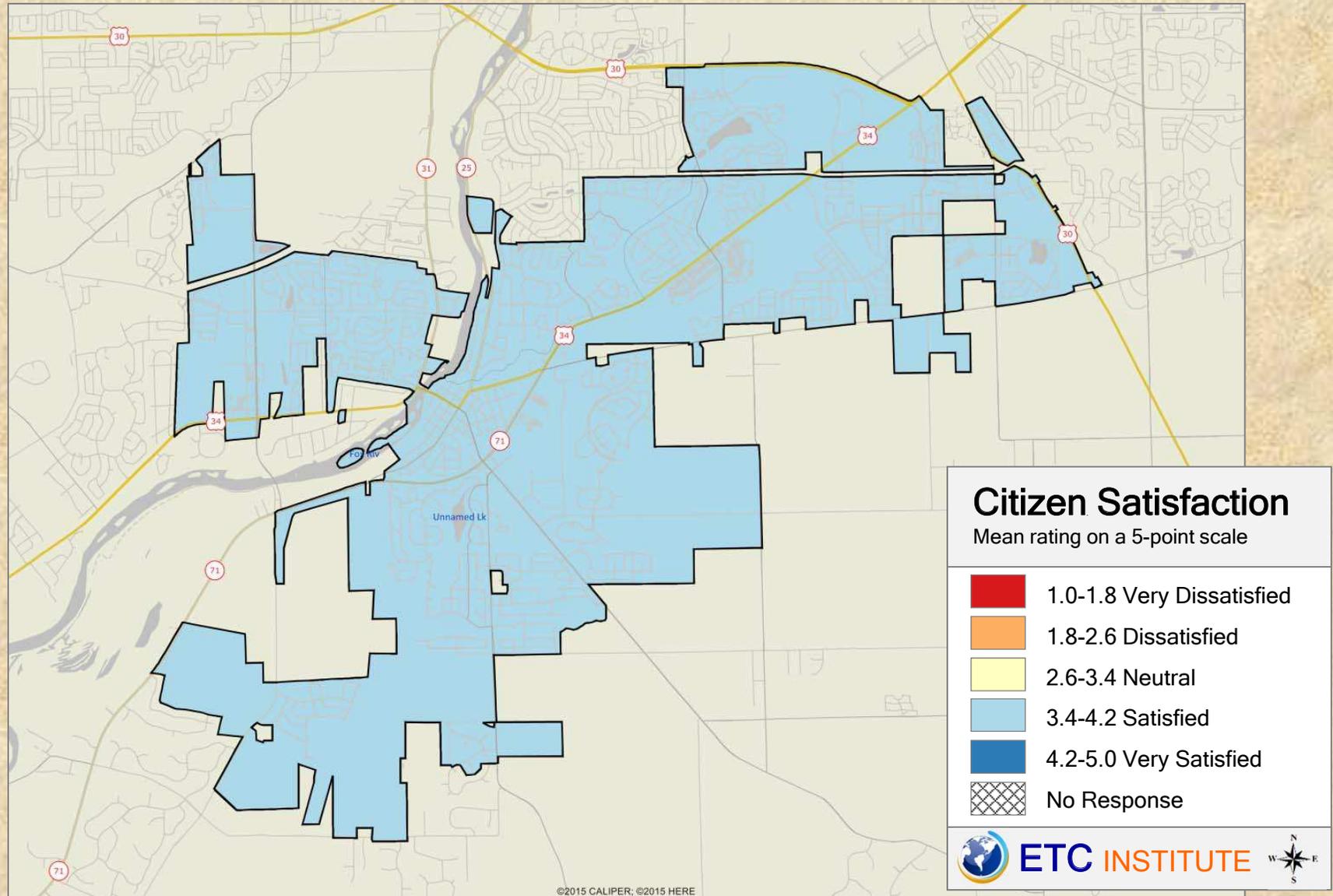
Q5-7. Satisfaction with the Enforcement of Local Traffic Laws



2016 Village of Oswego Community Survey

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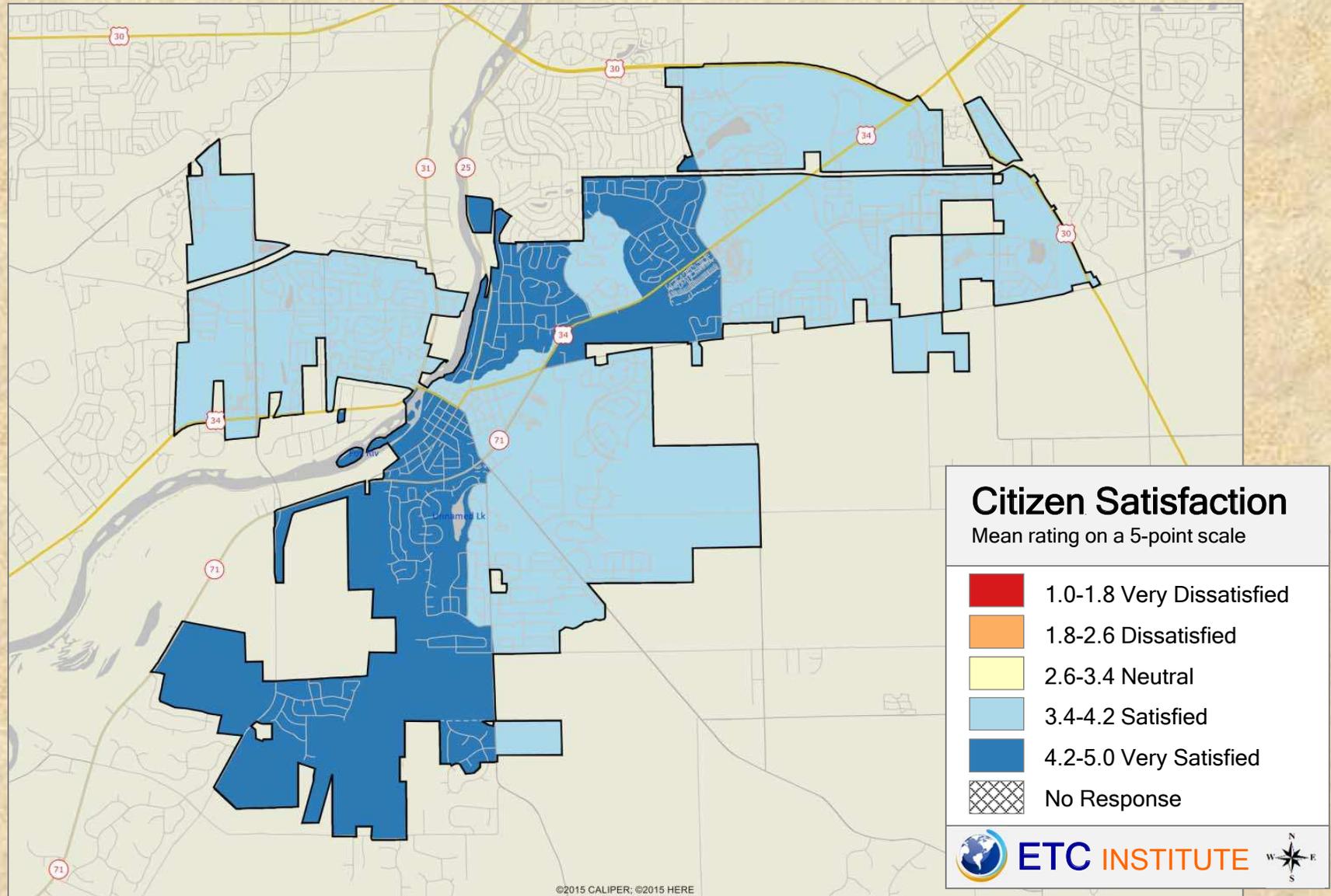
Q5-8. Satisfaction with Police Department Safety Education Programs



2016 Village of Oswego Community Survey

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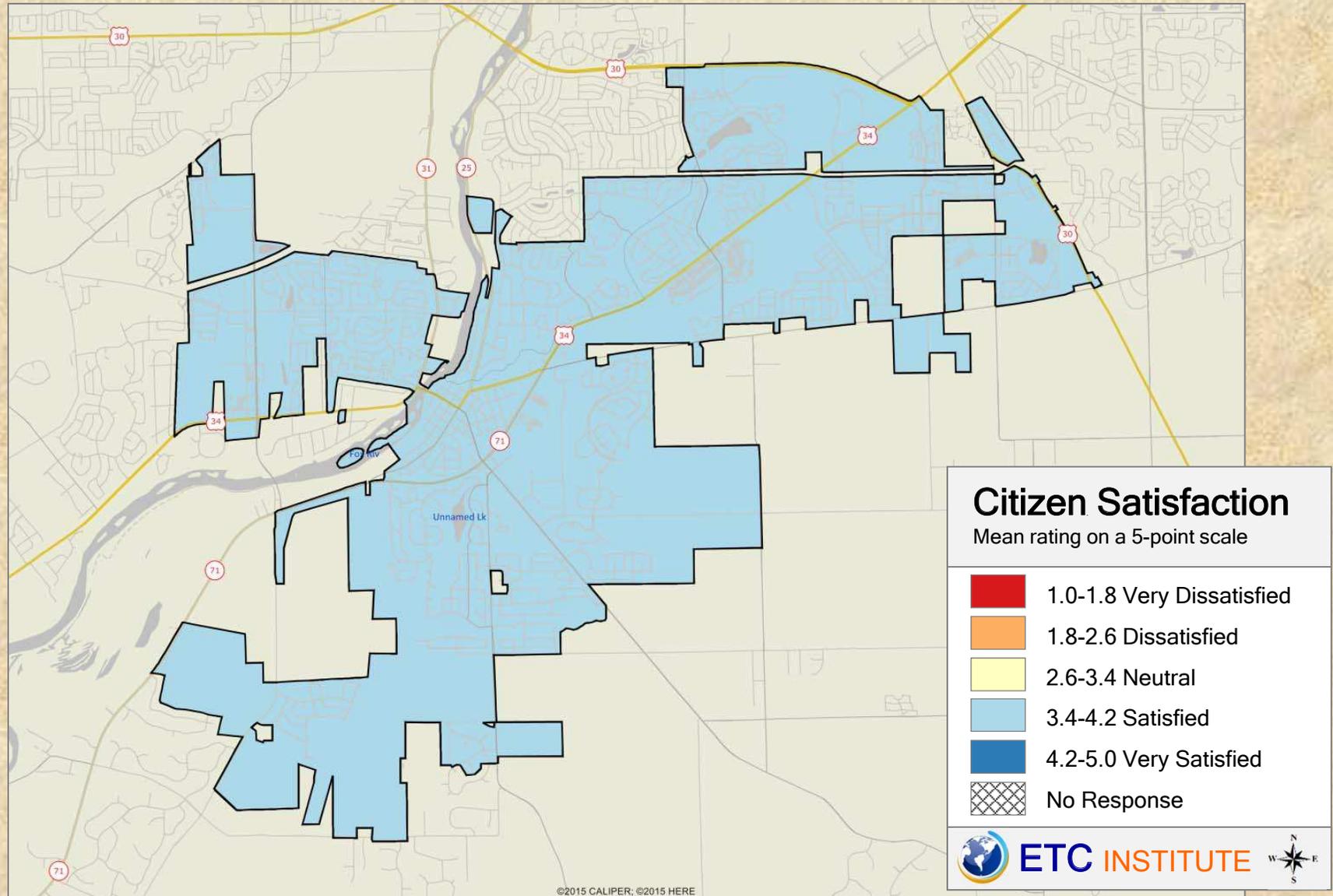
Q5-9. Satisfaction with Overall Quality of 9-1-1 Services



2016 Village of Oswego Community Survey

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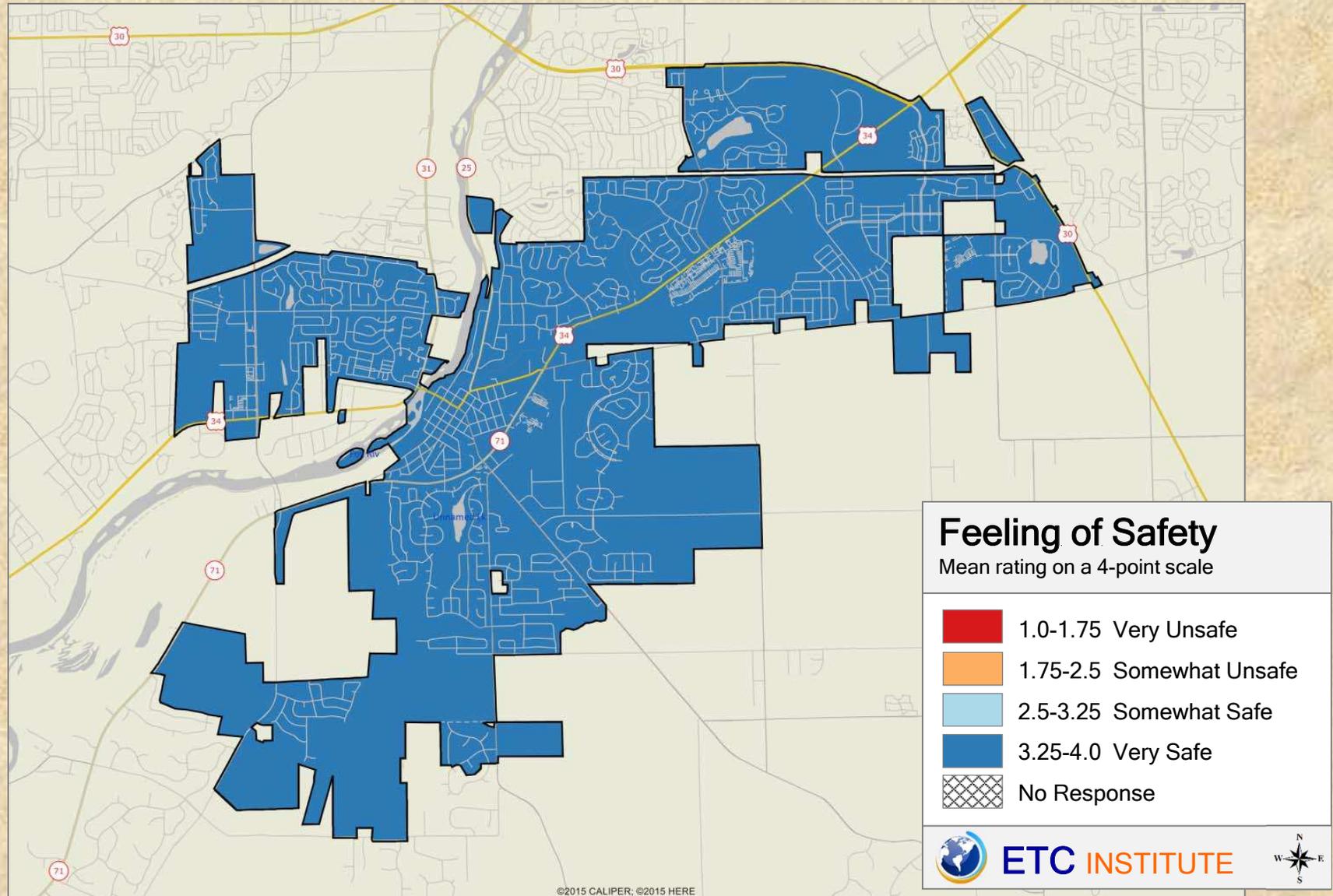
Q5-10. Satisfaction with the Quality of Animal Control



2016 Village of Oswego Community Survey

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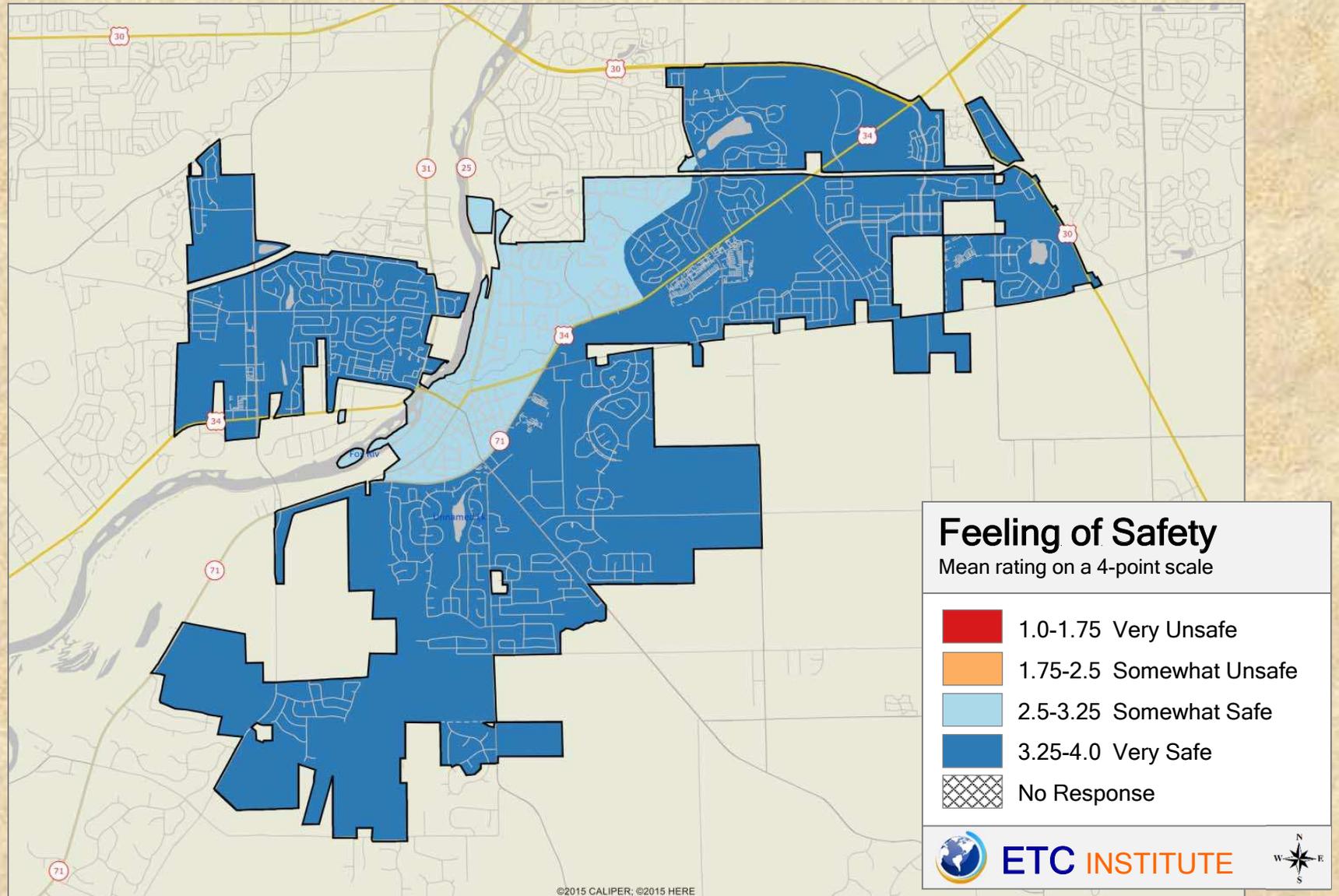
Q7-1. Feeling of Safety in Commercial and Retail Areas



2016 Village of Oswego Community Survey

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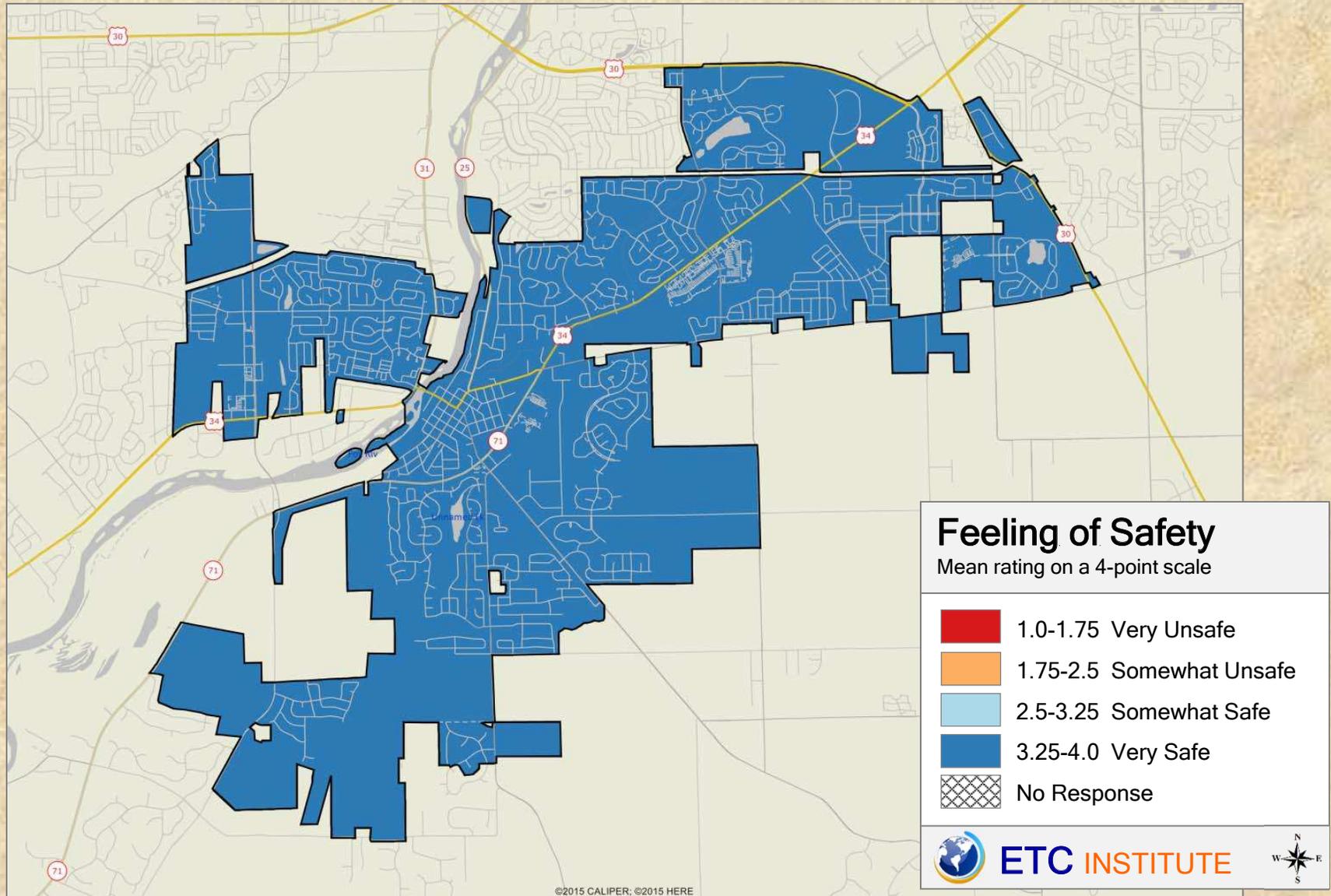
Q7-2. Feeling of Safety Walking Alone in Your Neighborhood After Dark



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

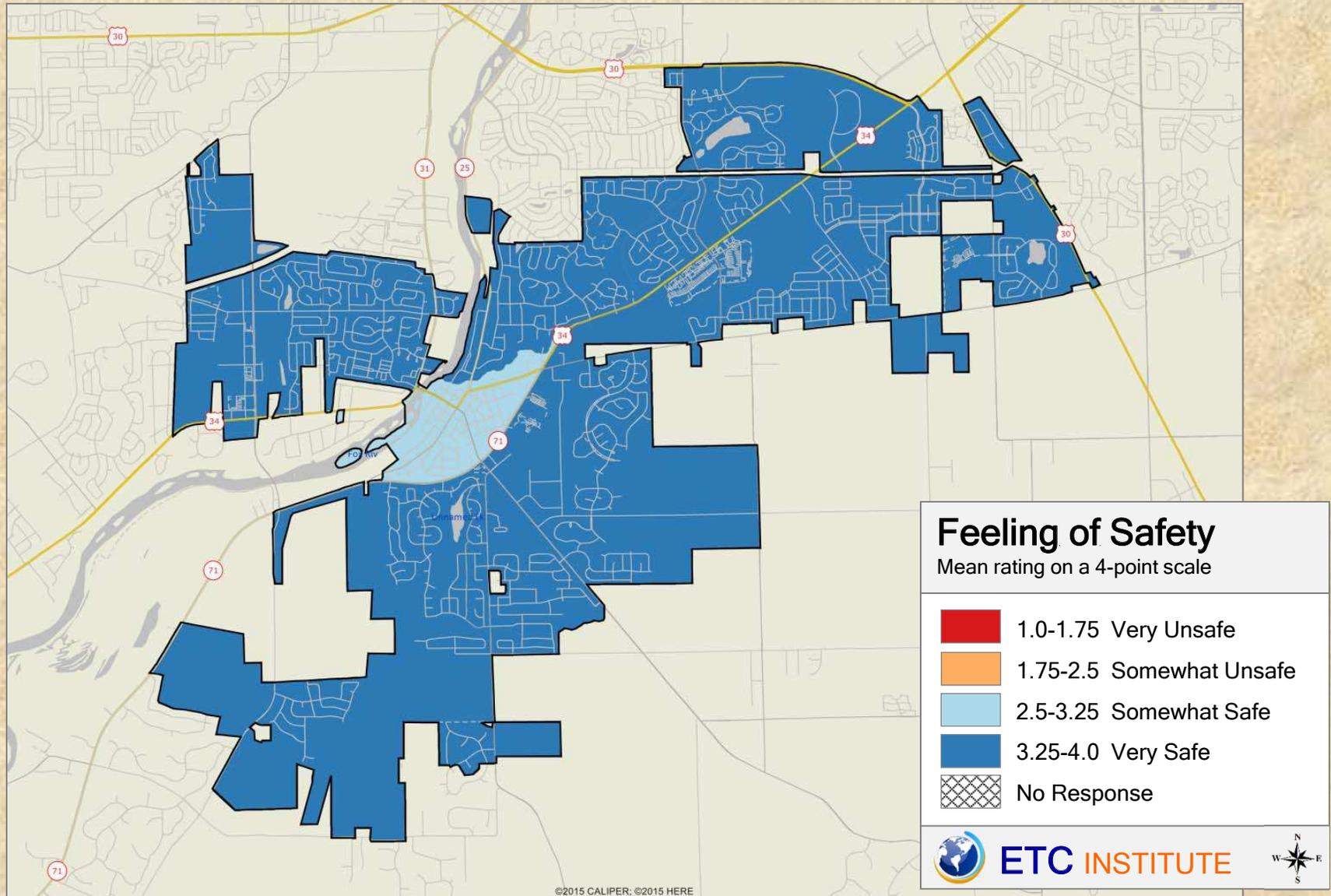
Q7-3. Feeling of Safety Walking Alone in Your Neighborhood During the Day



2016 Village of Oswego Community Survey

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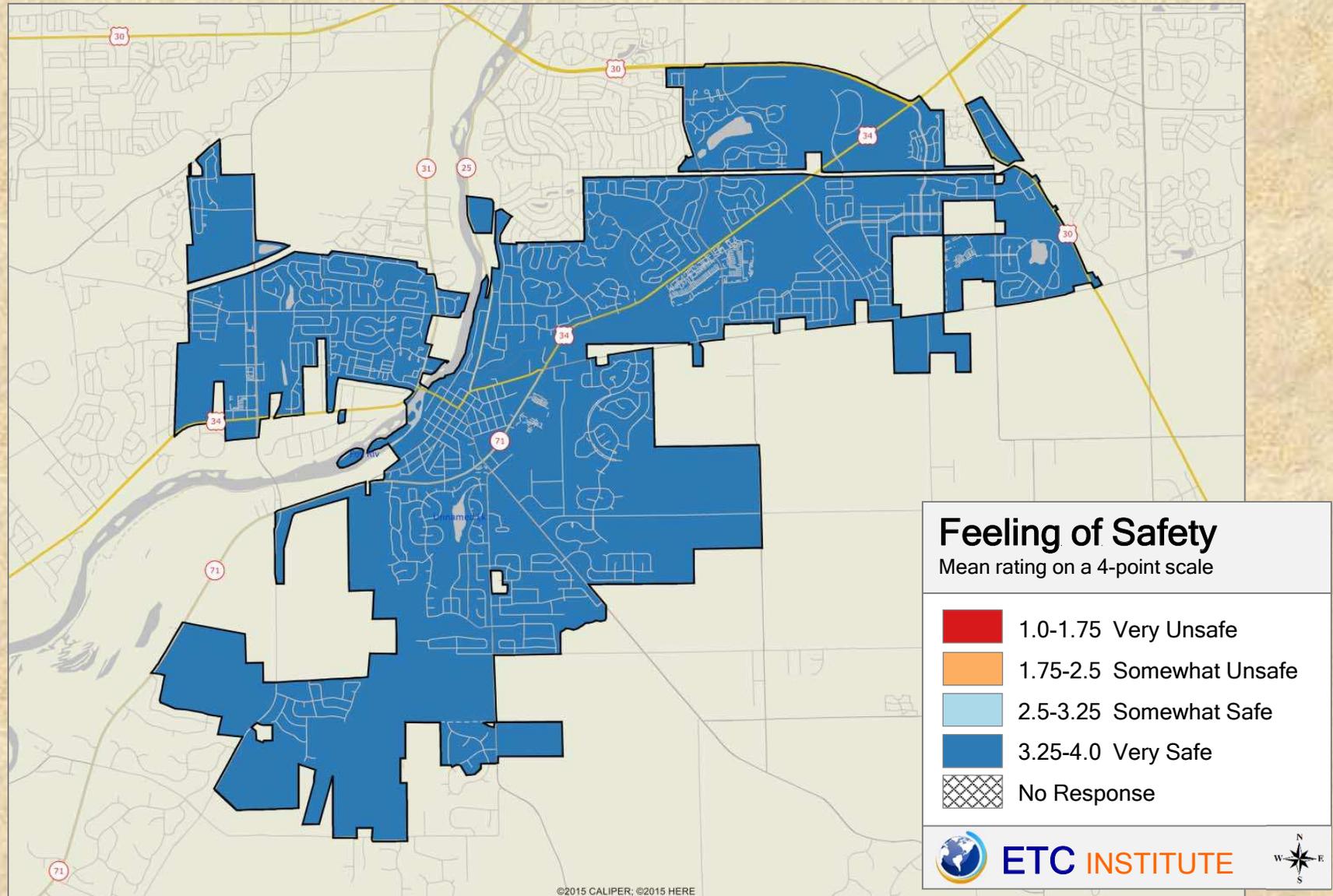
Q7-4. Feeling of Safety in Village Parks, Recreation Areas and Trails



2016 Village of Oswego Community Survey

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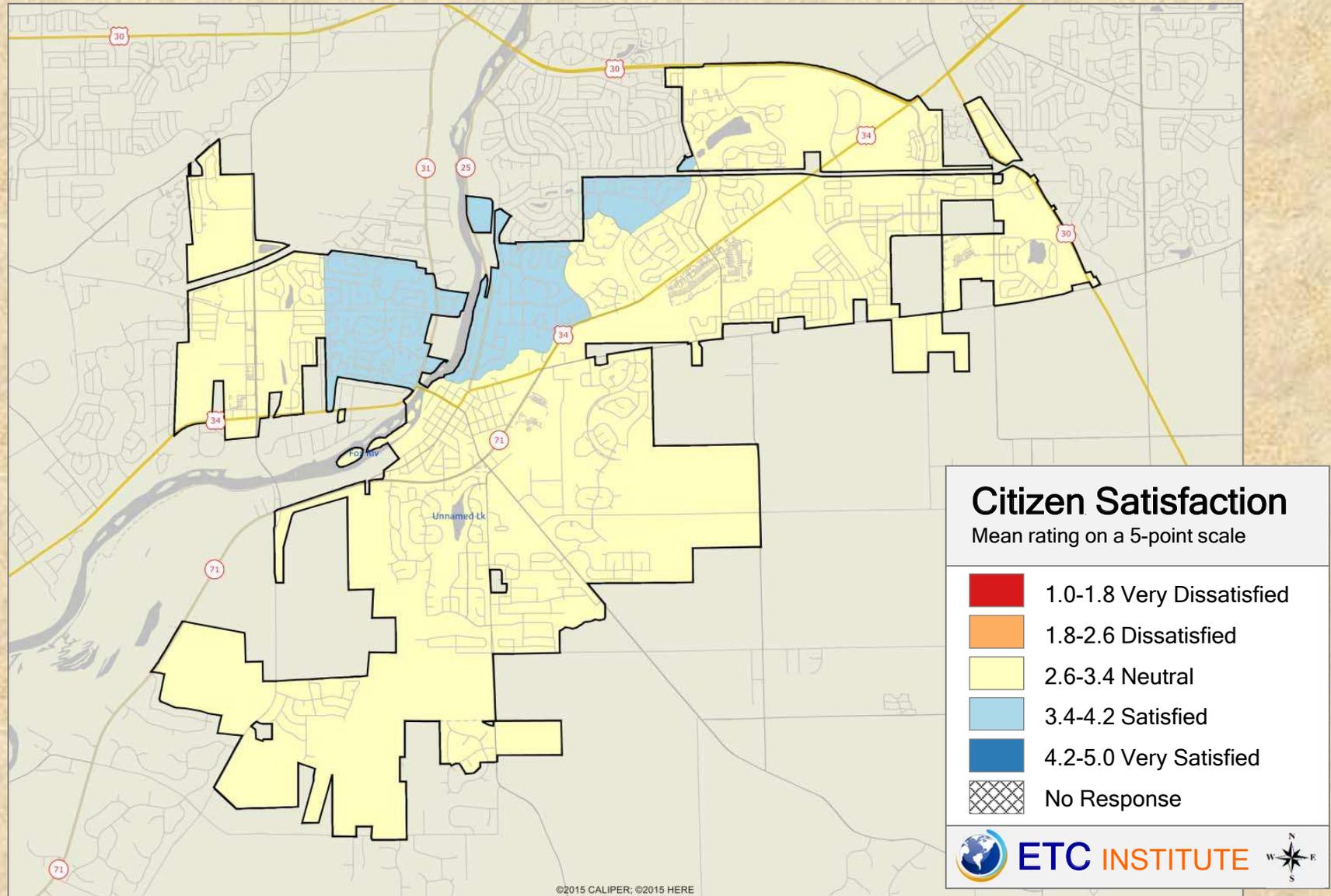
Q7-5. Overall Feeling of Safety in the Village



2016 Village of Oswego Community Survey

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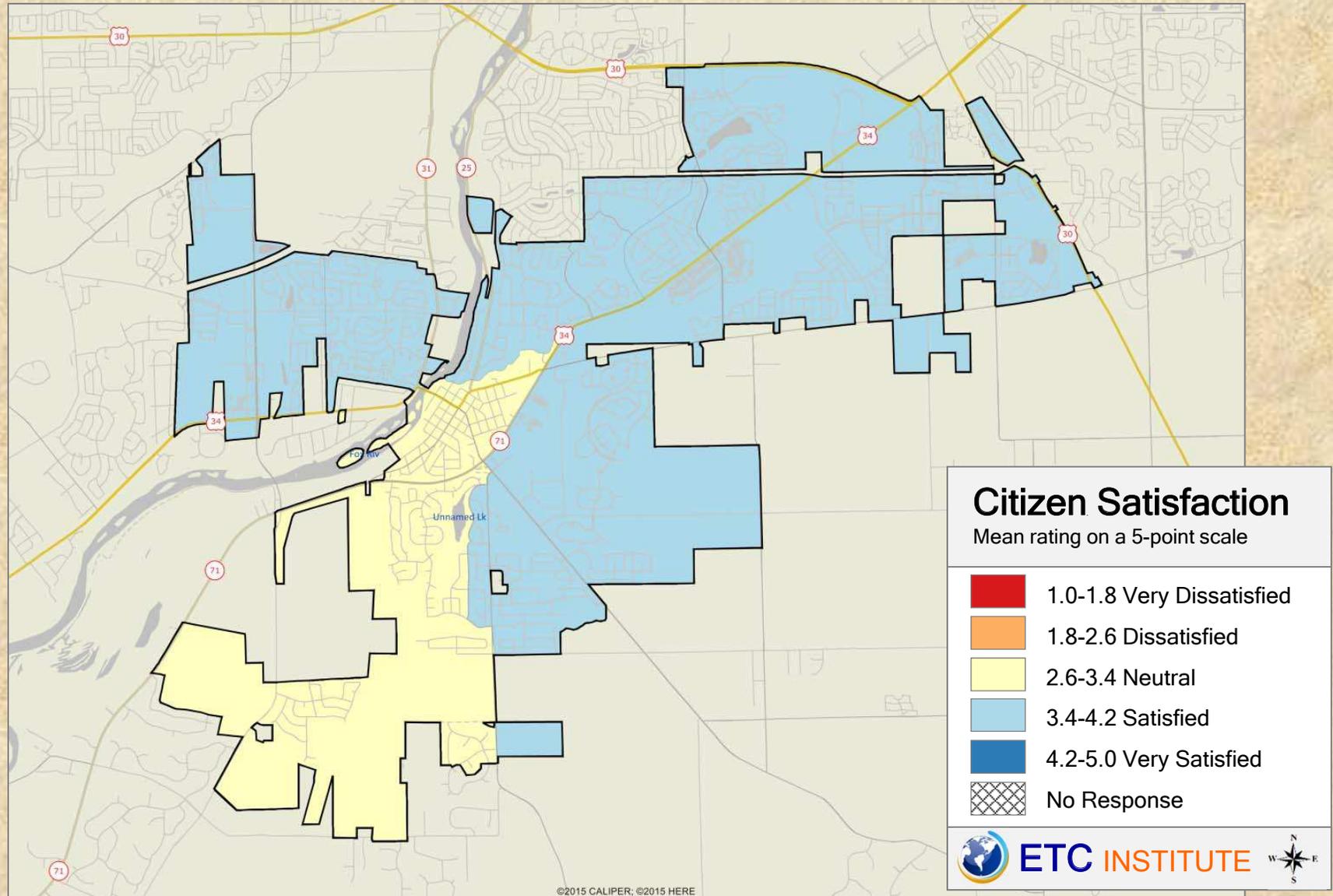
Q9-1. Satisfaction with the Condition of State Roads



2016 Village of Oswego Community Survey

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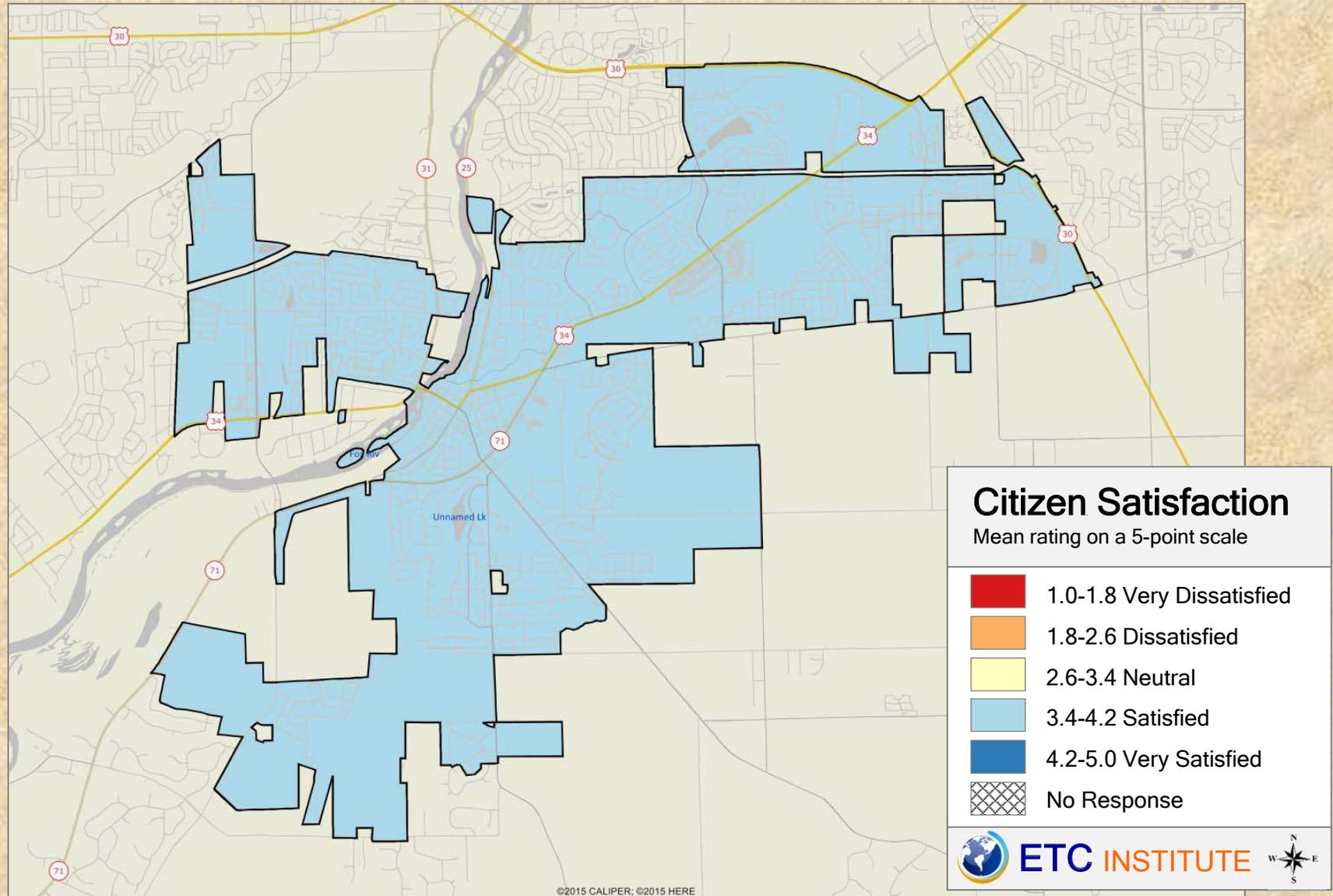
Q9-2. Satisfaction with the Condition of Major Village Streets



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

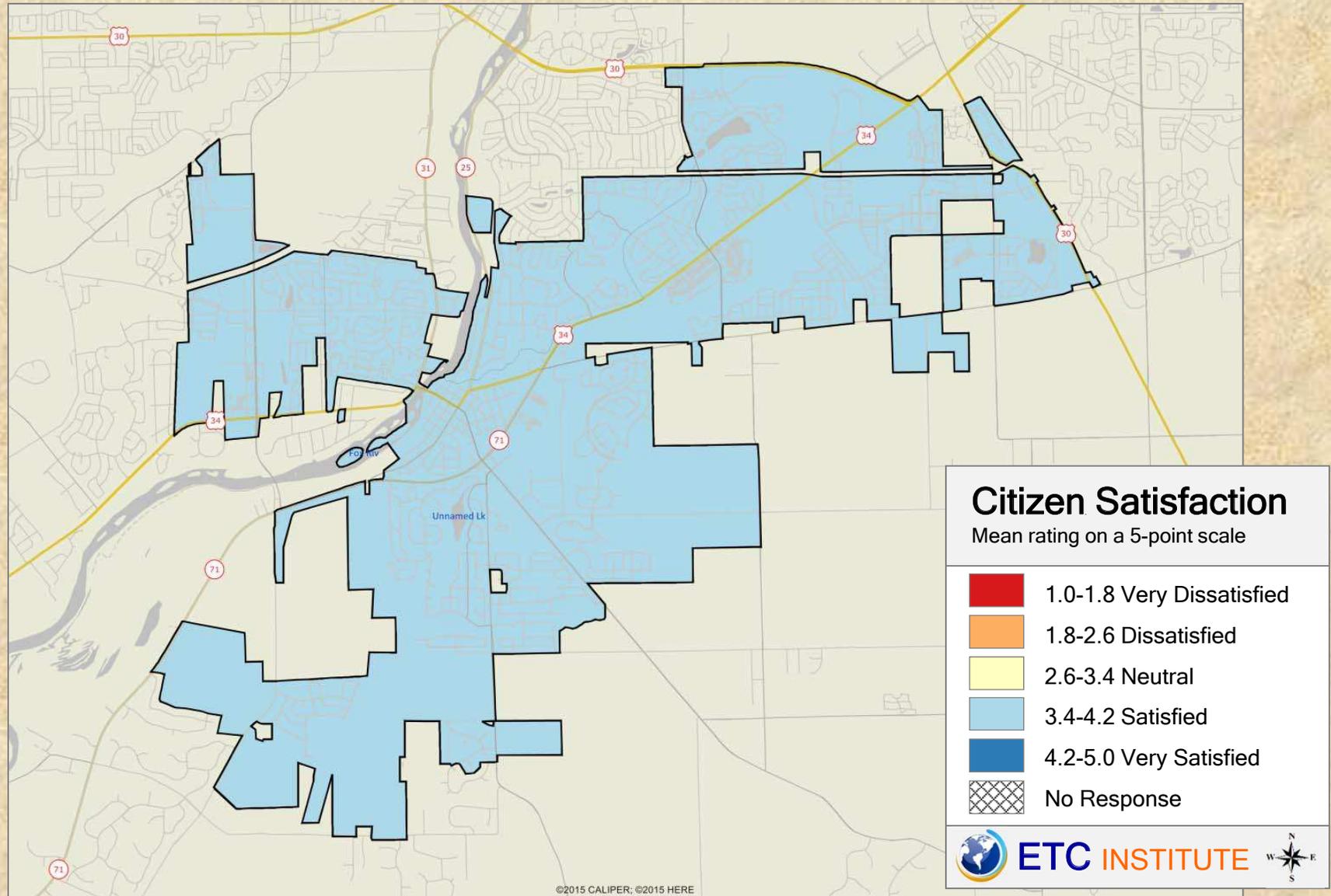
Q9-3. Satisfaction with the Condition of Streets in Your Neighborhood



2016 Village of Oswego Community Survey

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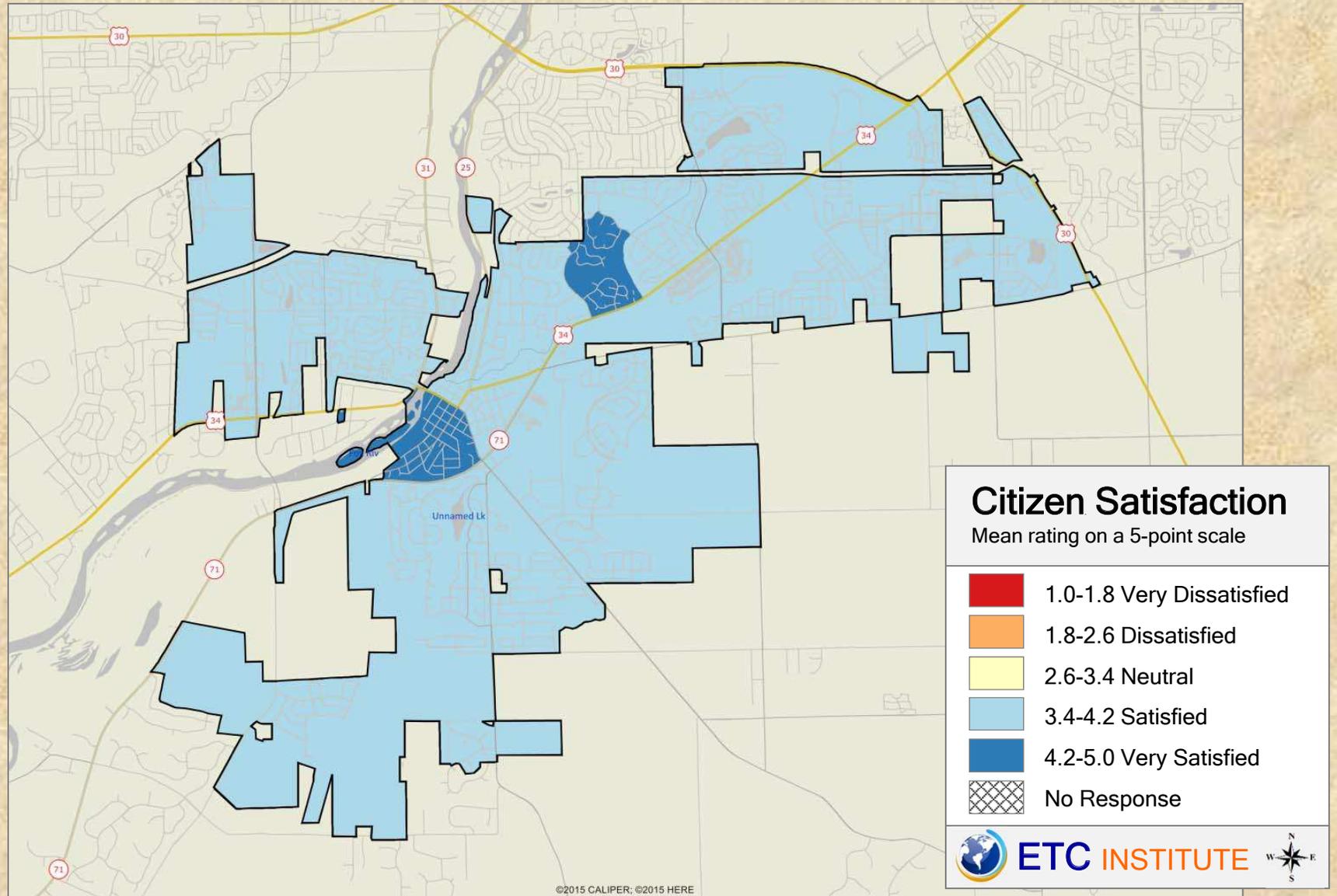
Q9-4. Satisfaction with the Maintenance of Street Signs and Traffic Signals



2016 Village of Oswego Community Survey

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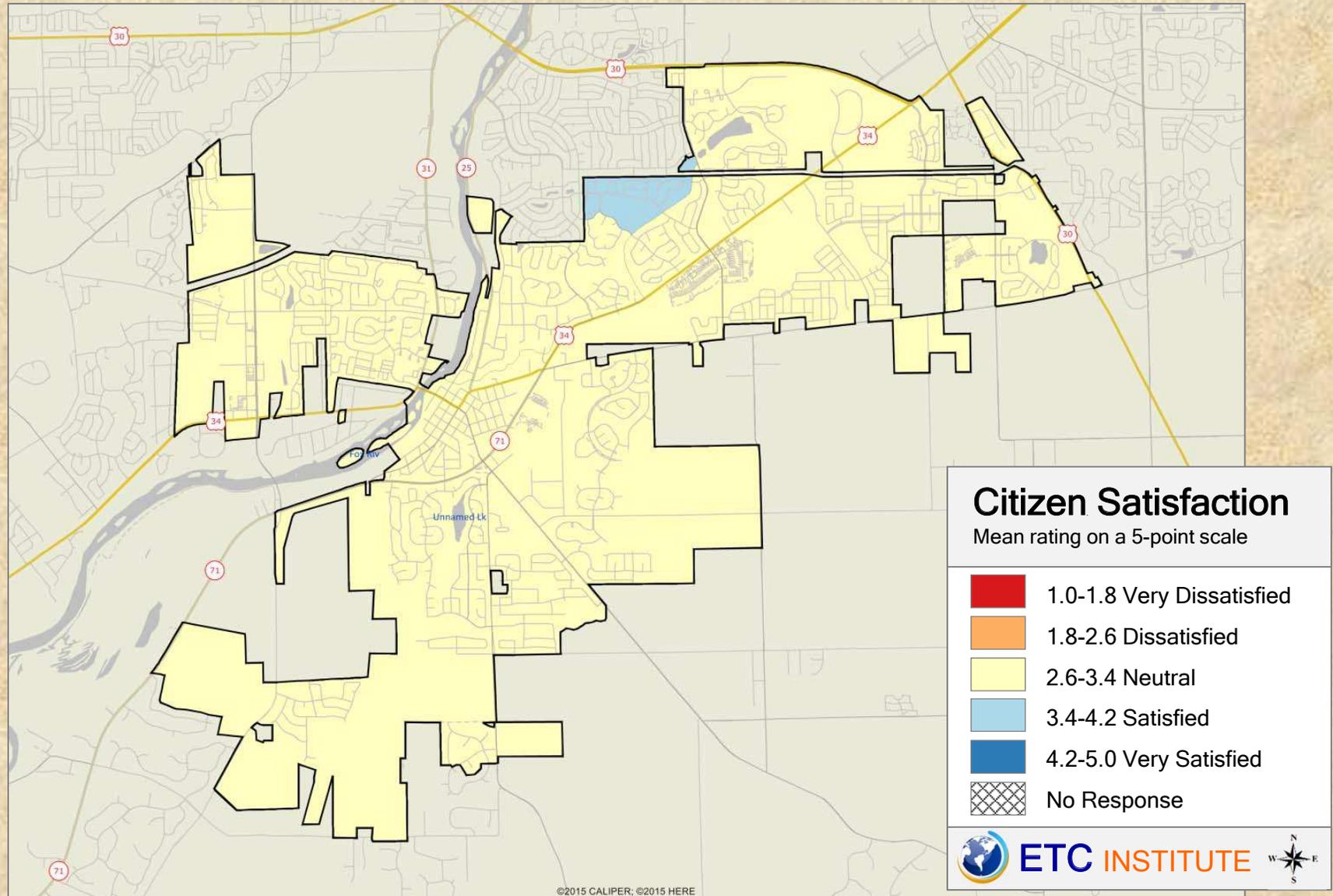
Q9-5. Satisfaction with Maintenance of Village-Owned Buildings



2016 Village of Oswego Community Survey

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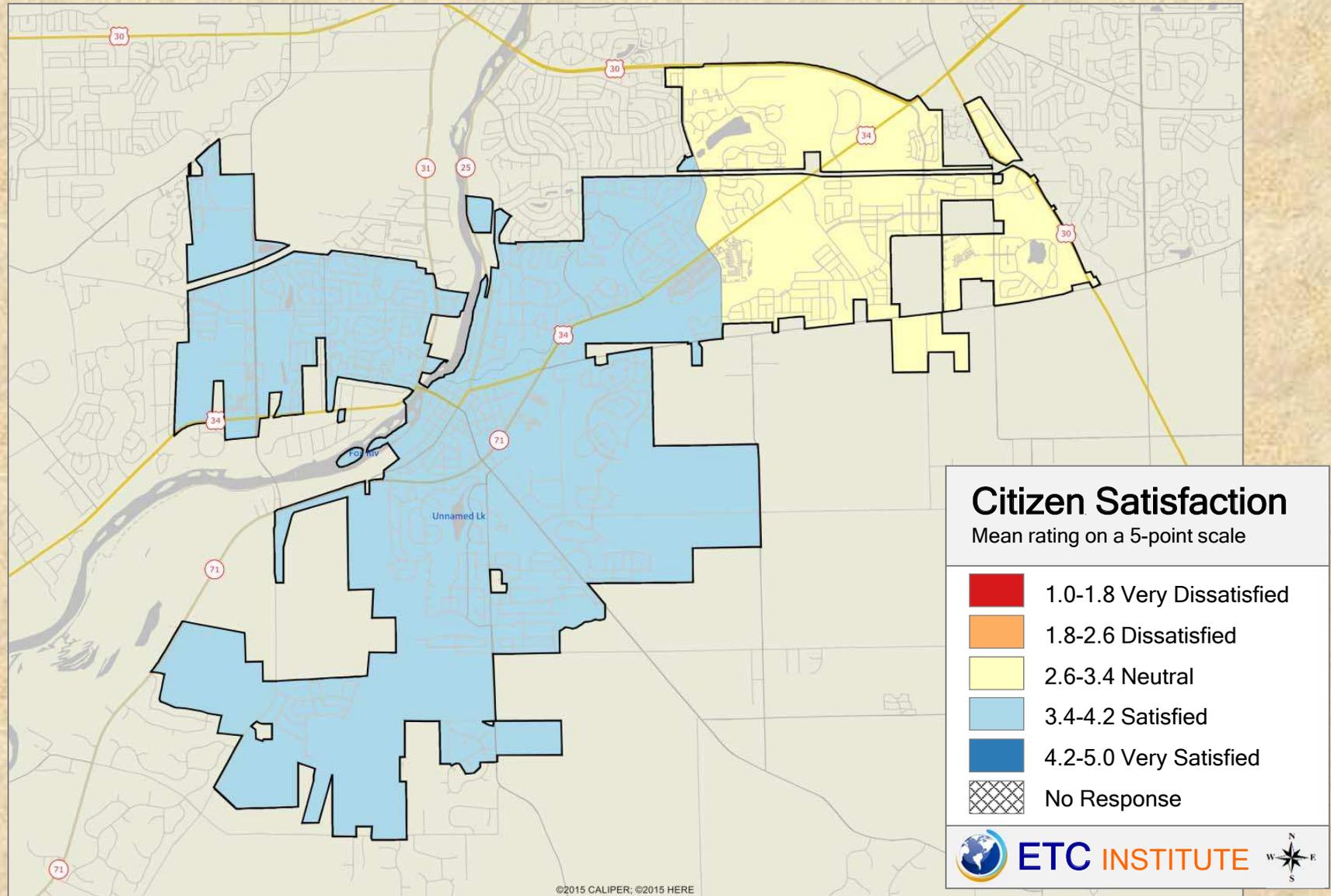
Q9-6. Satisfaction with Traffic Flow of Major Village Streets



2016 Village of Oswego Community Survey

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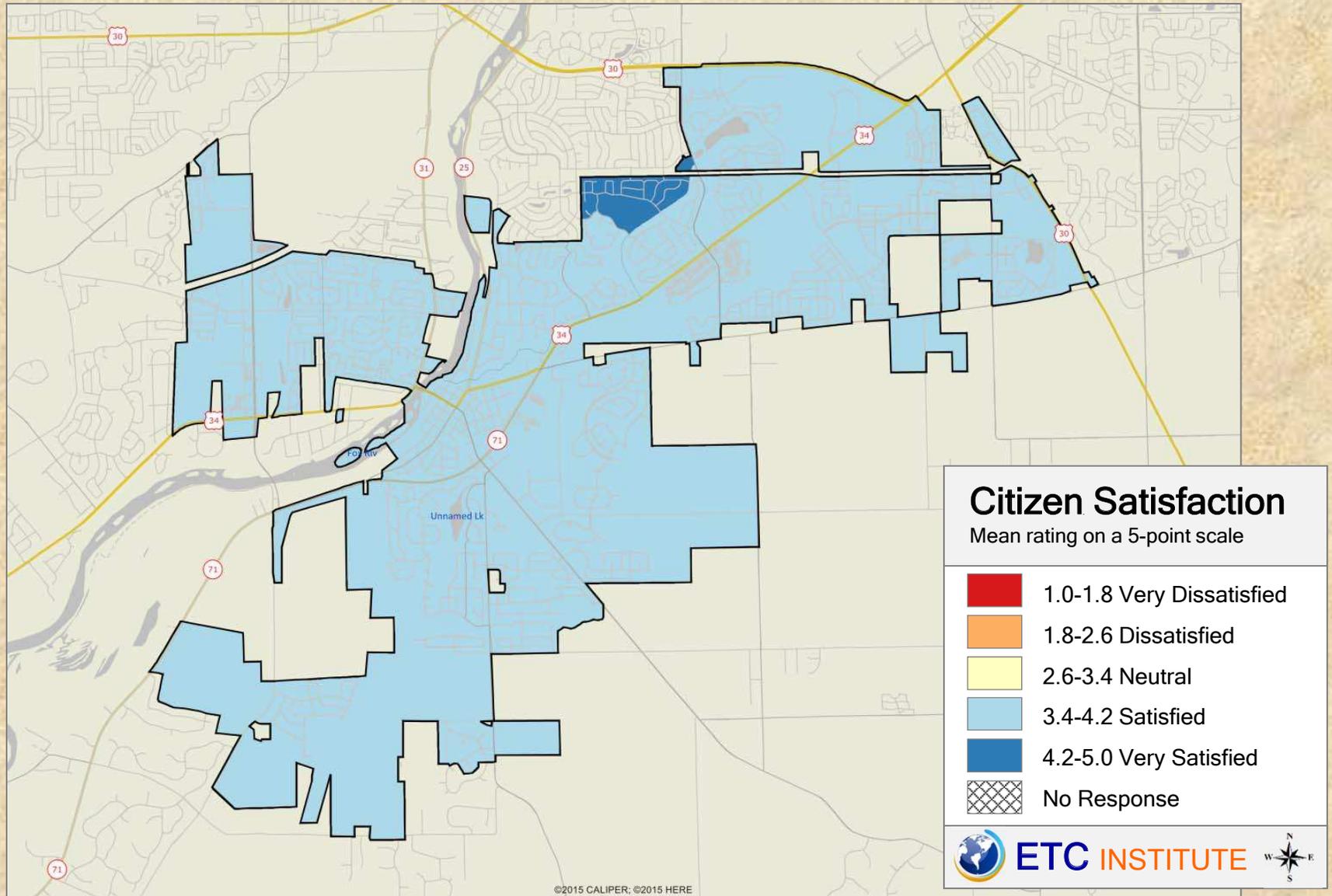
Q9-7. Satisfaction with Pedestrian Accessibility



2016 Village of Oswego Community Survey

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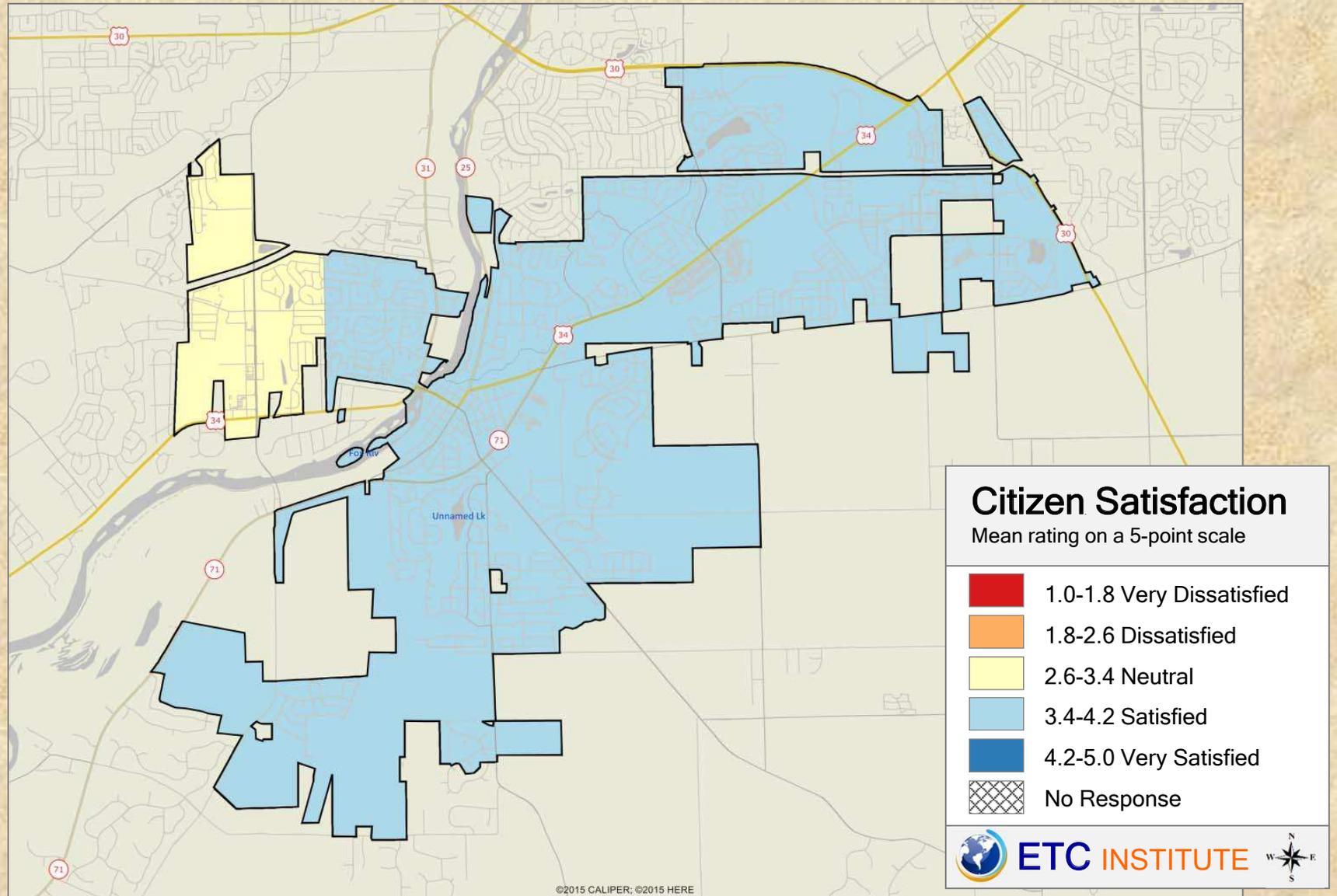
Q9-8. Satisfaction with Overall Cleanliness of Streets/Other Public Areas



2016 Village of Oswego Community Survey

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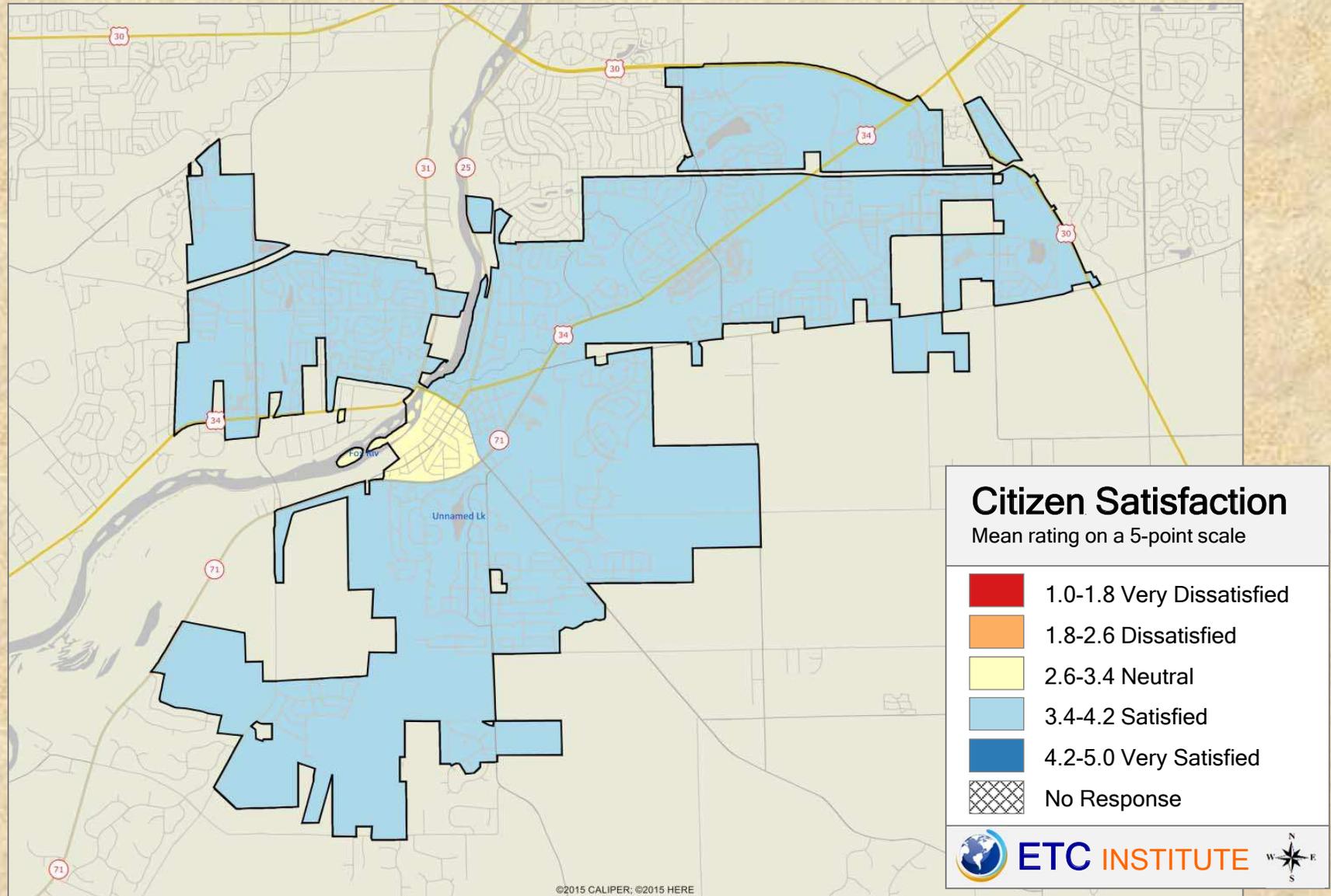
Q9-9. Satisfaction with Adequacy of Village Street Lighting



2016 Village of Oswego Community Survey

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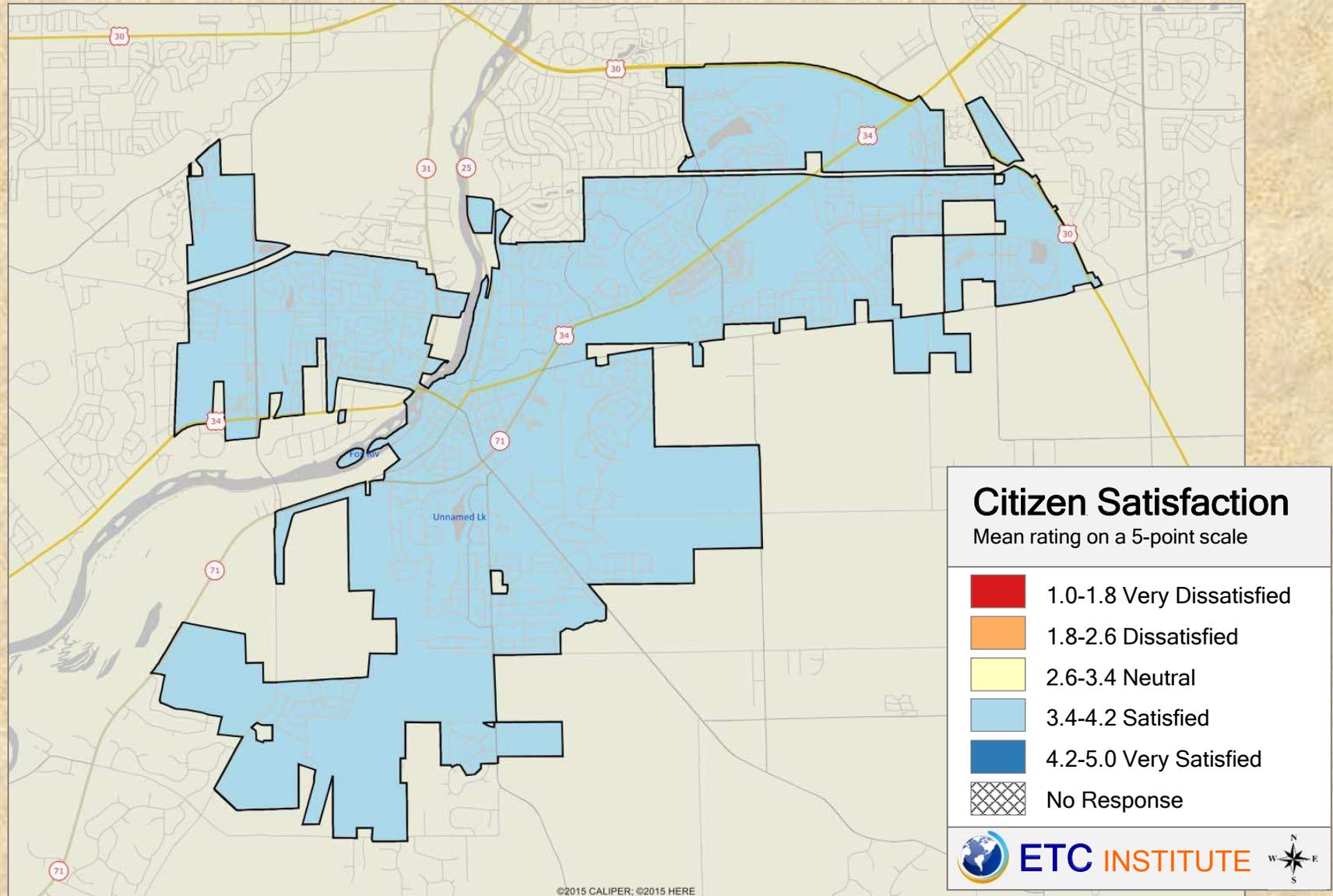
Q9-10. Satisfaction with the Condition of Village Sidewalks



2016 Village of Oswego Community Survey

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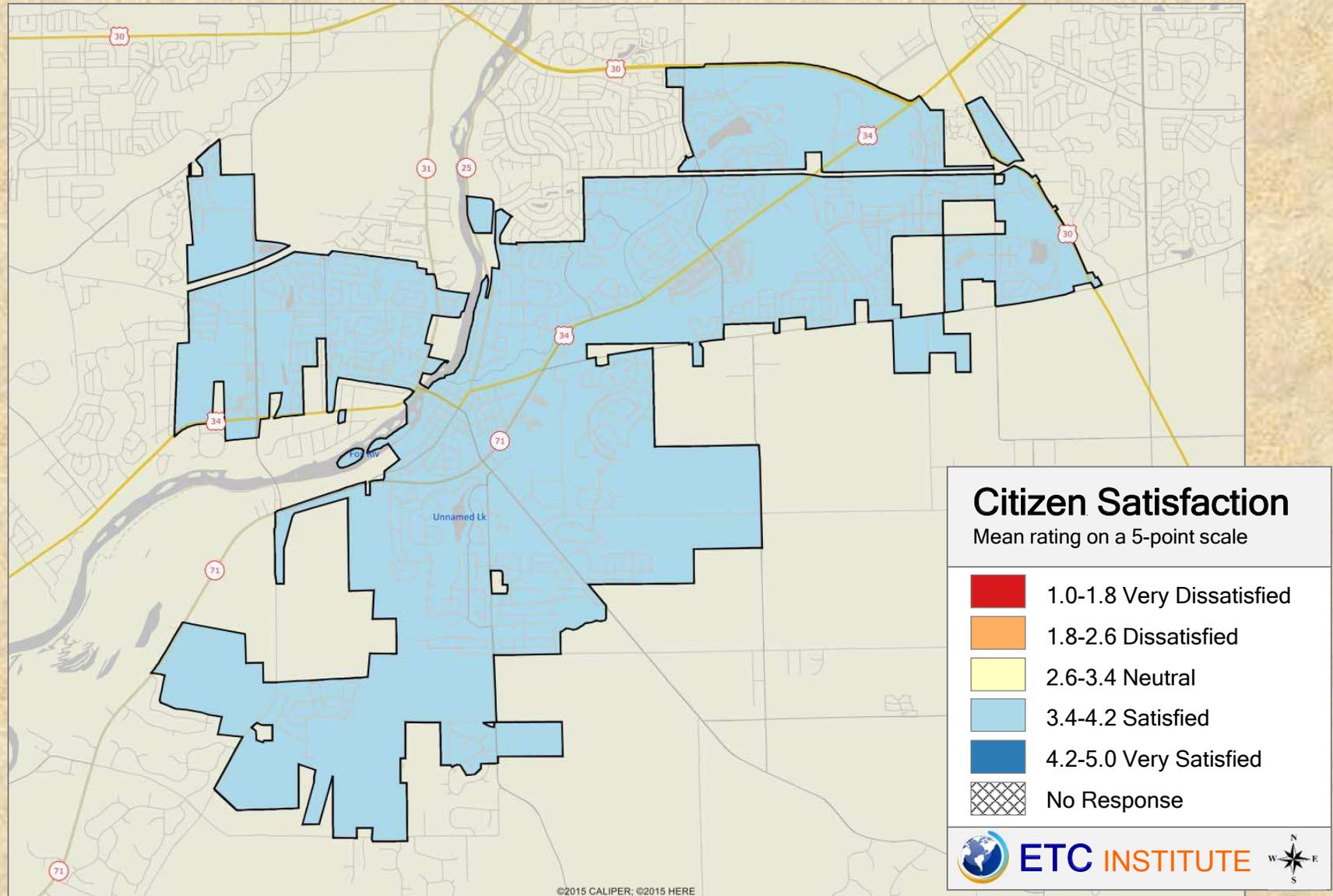
Q9-11. Satisfaction with Landscaping/Trees of Public Areas Along Streets



2016 Village of Oswego Community Survey

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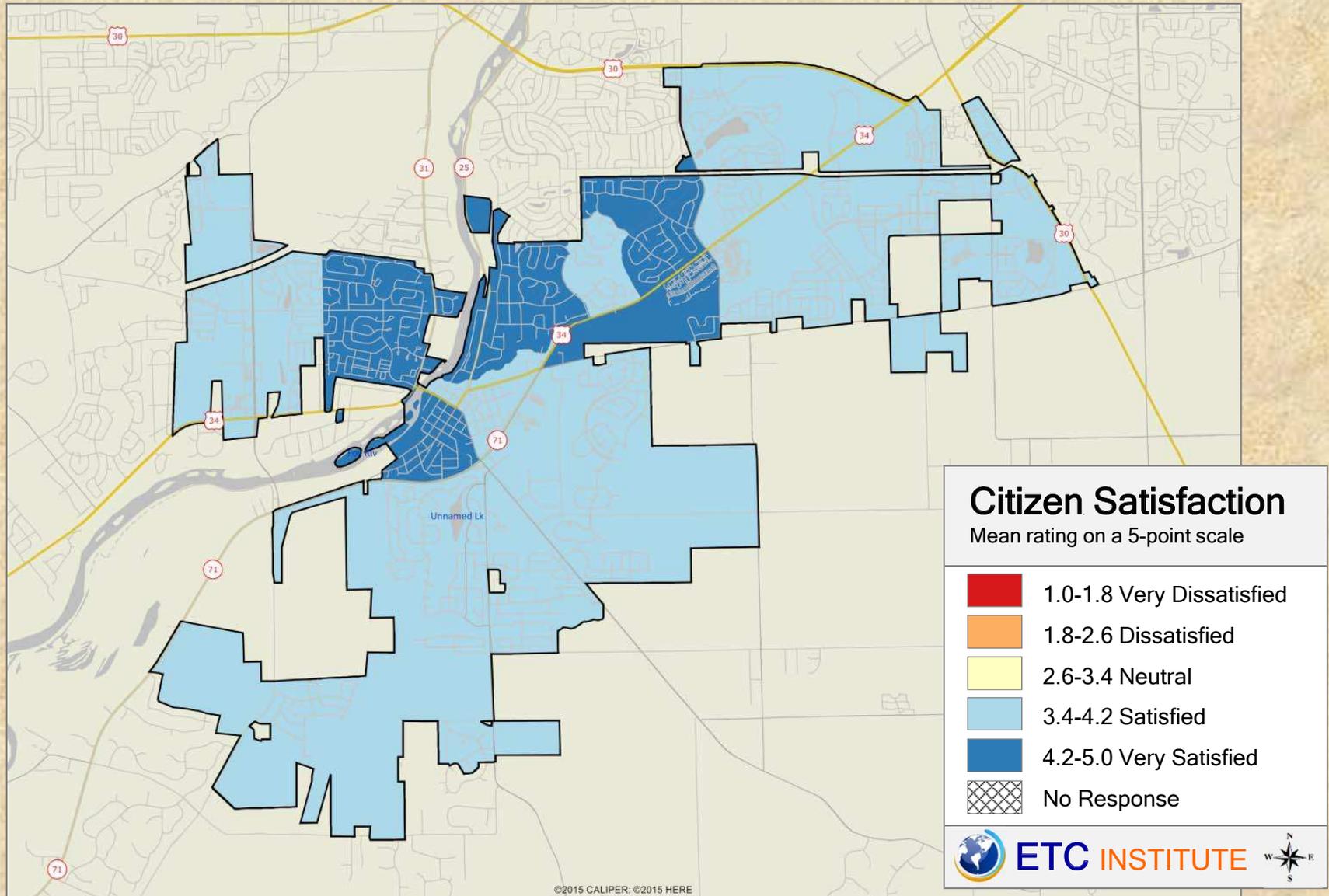
Q9-12. Satisfaction with Condition of Street Drainage/Water Drainage



2016 Village of Oswego Community Survey

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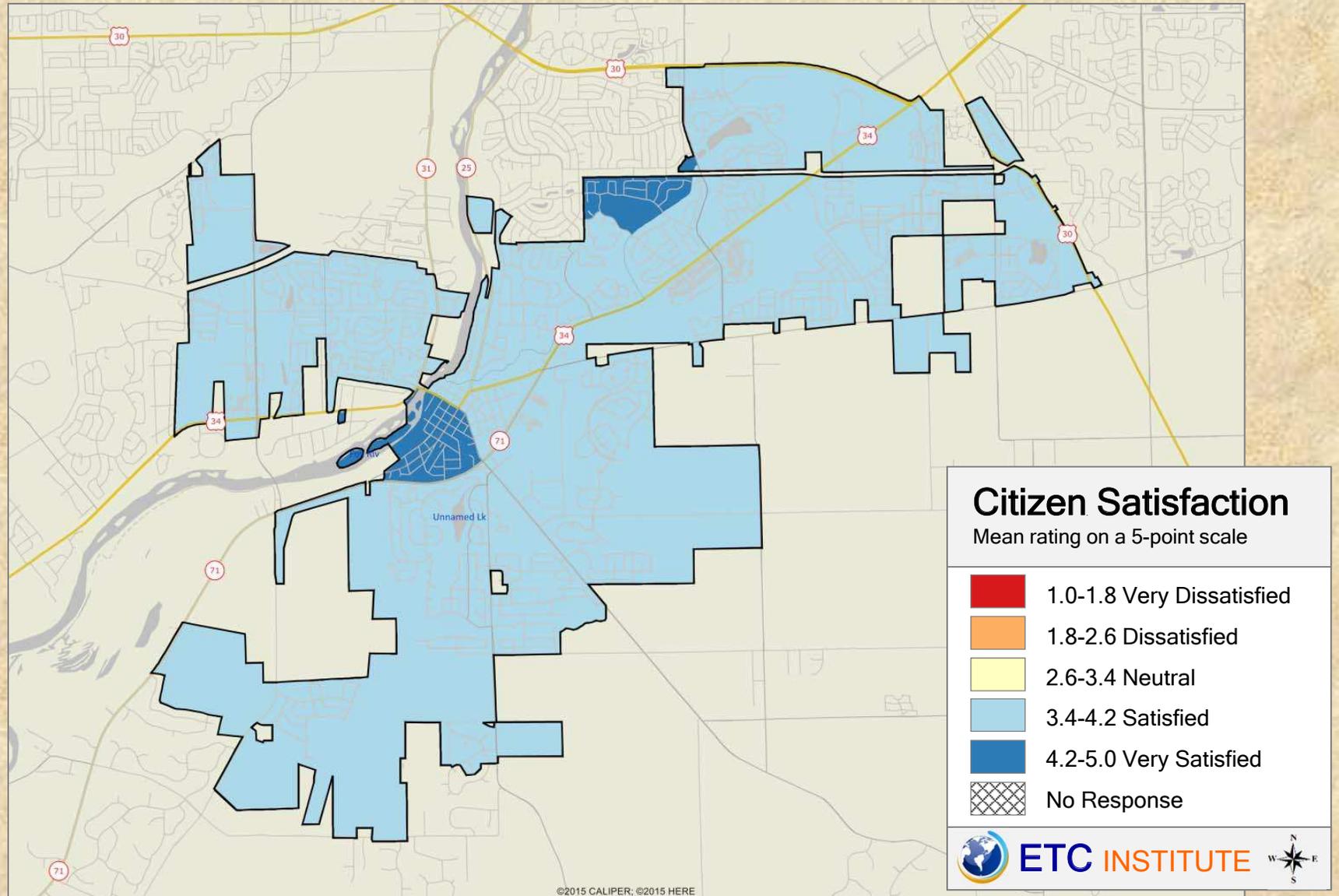
Q9-13. Satisfaction with Brush Removal Program



2016 Village of Oswego Community Survey

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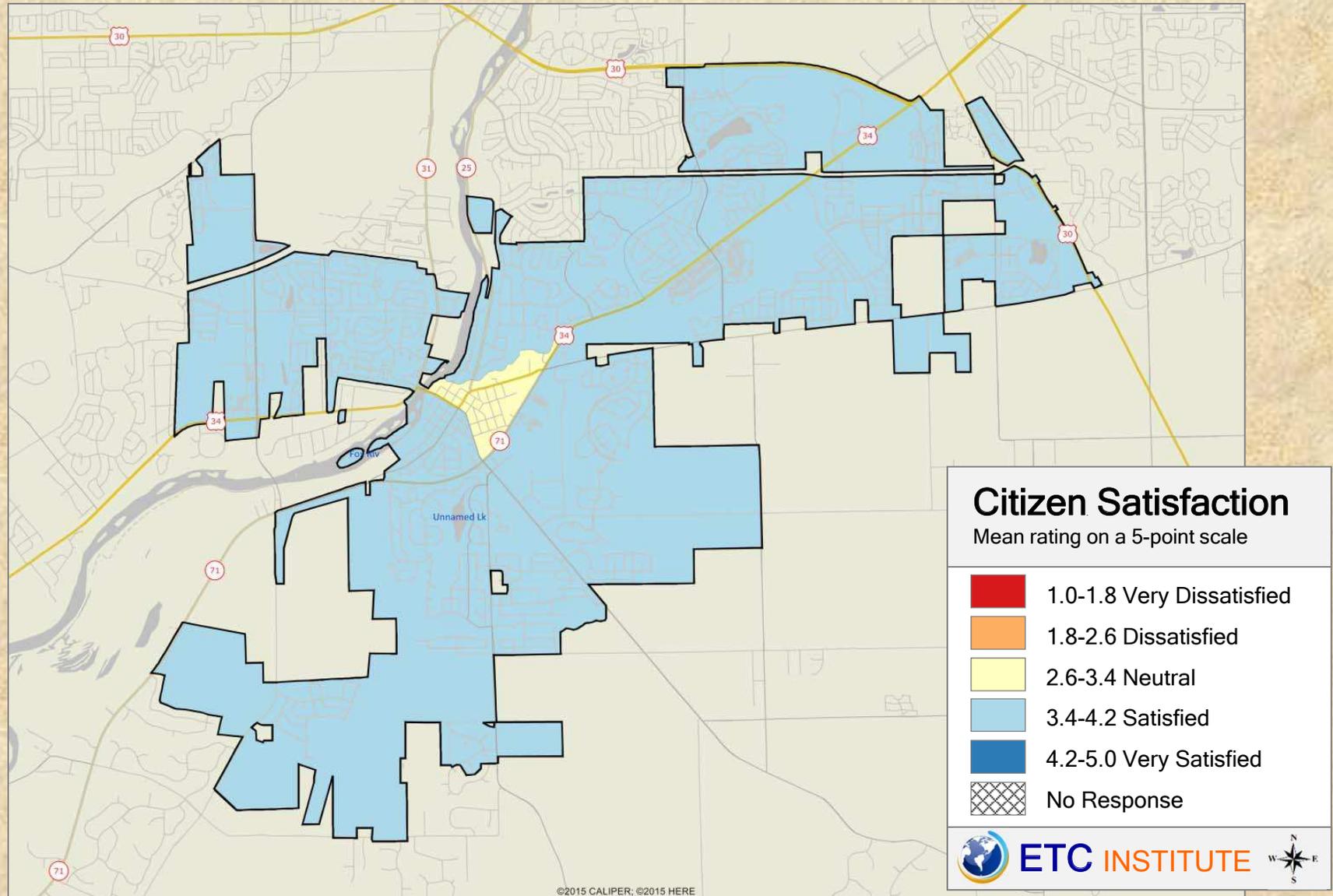
Q9-14. Satisfaction with Leaf Collection Program



2016 Village of Oswego Community Survey

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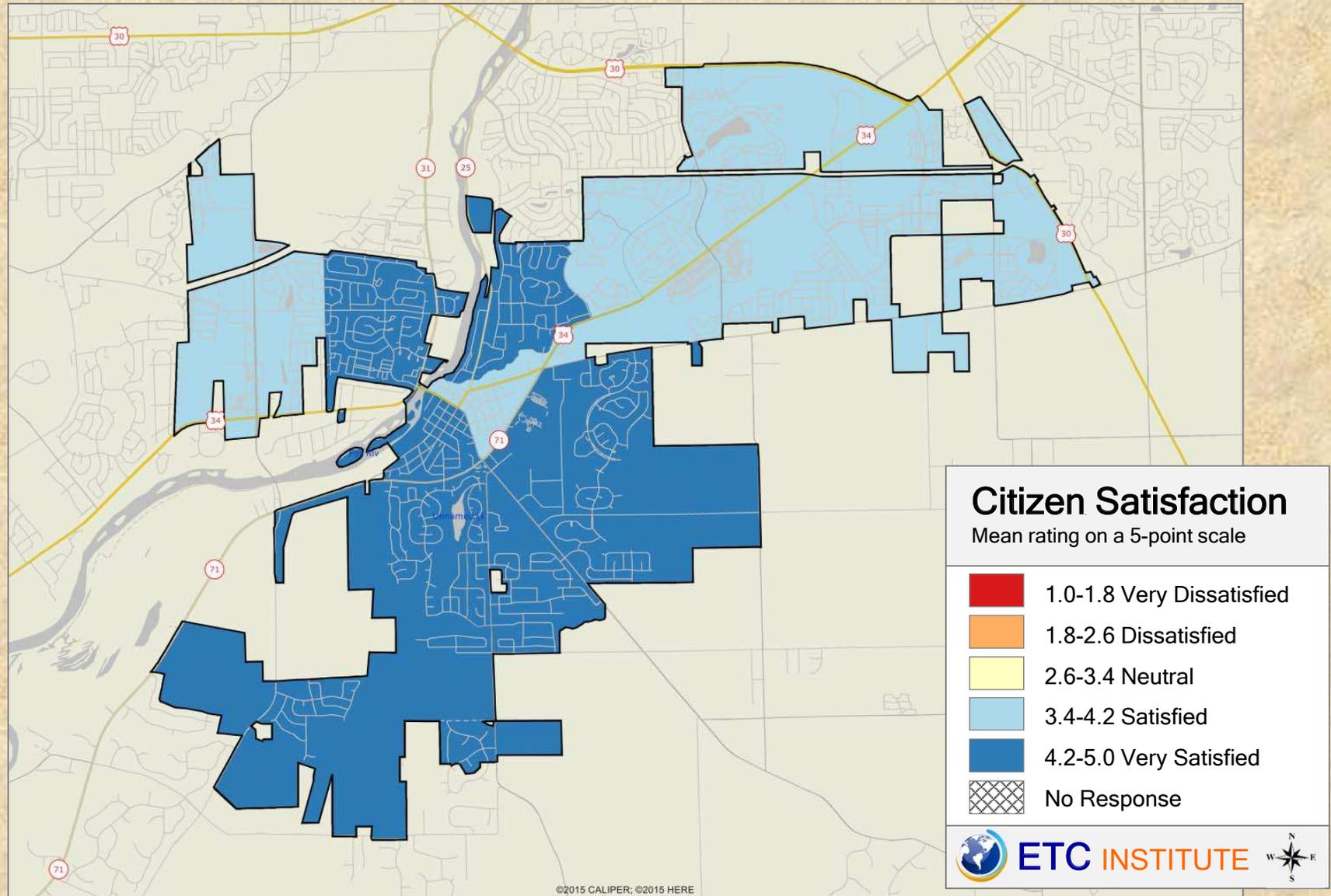
Q9-15. Satisfaction with Snow and Ice Control Program



2016 Village of Oswego Community Survey

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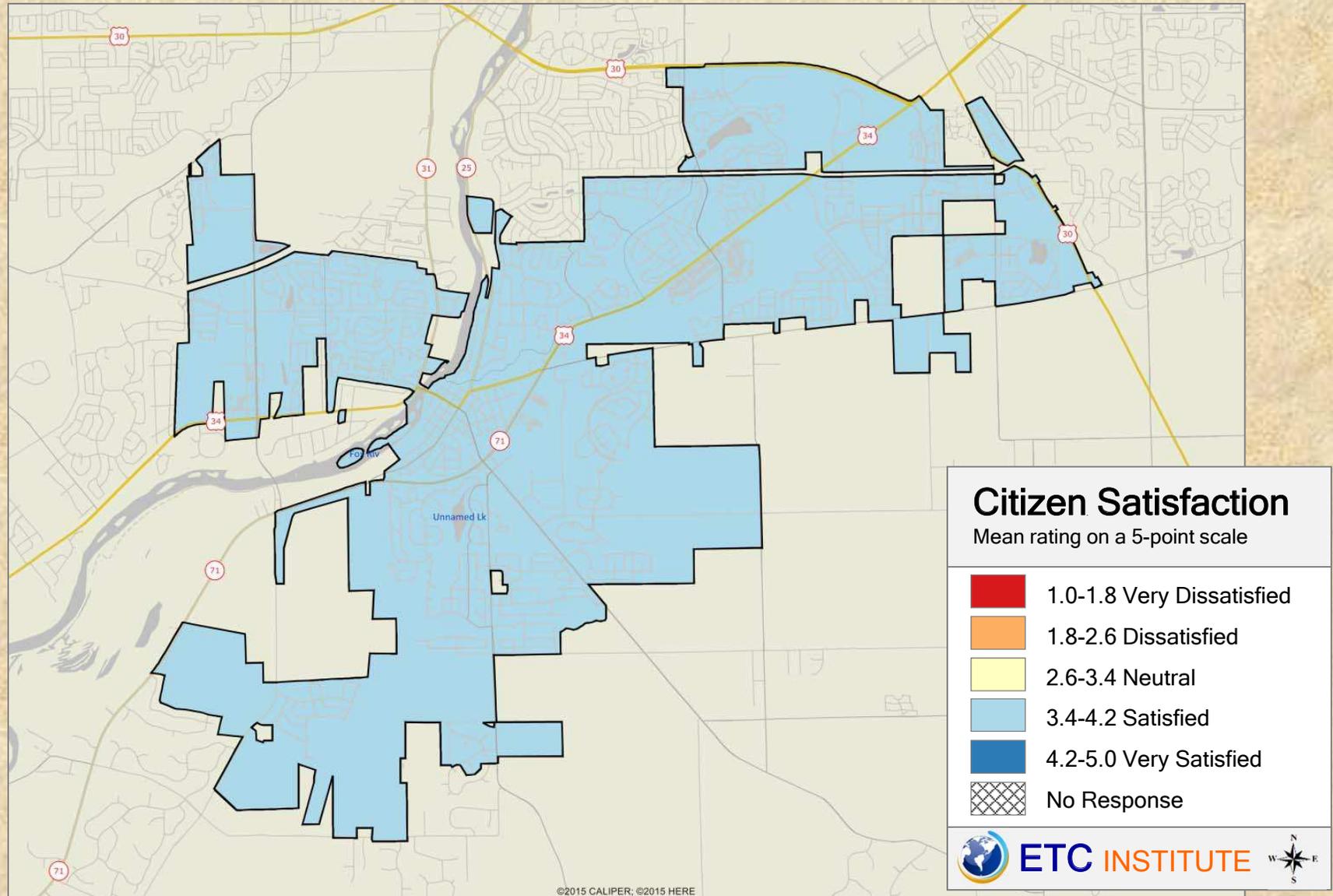
Q9-16. Satisfaction with the Water Pressure on a Typical Day



2016 Village of Oswego Community Survey

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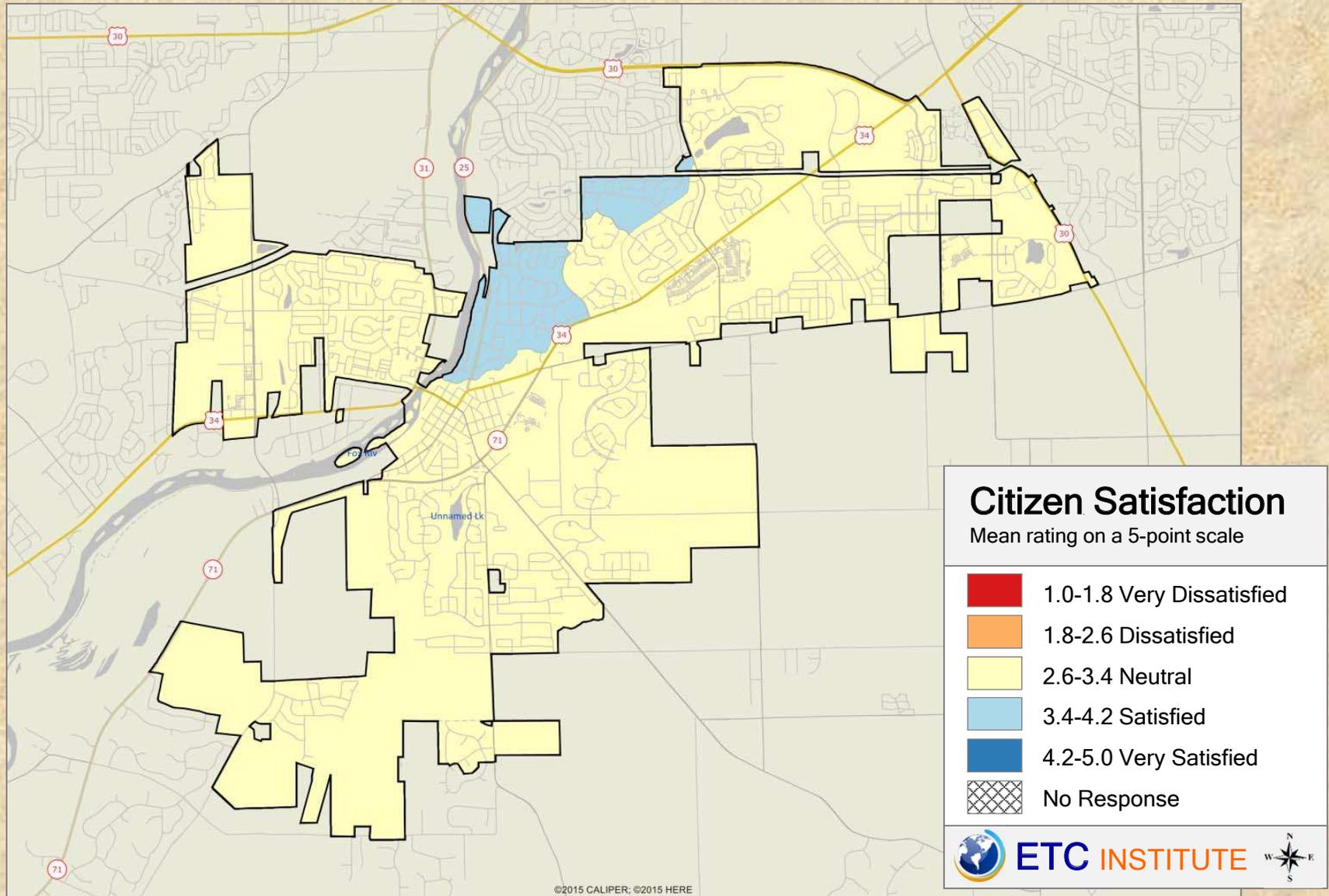
Q9-17. Satisfaction with the Overall Quality of Your Tap Water



2016 Village of Oswego Community Survey

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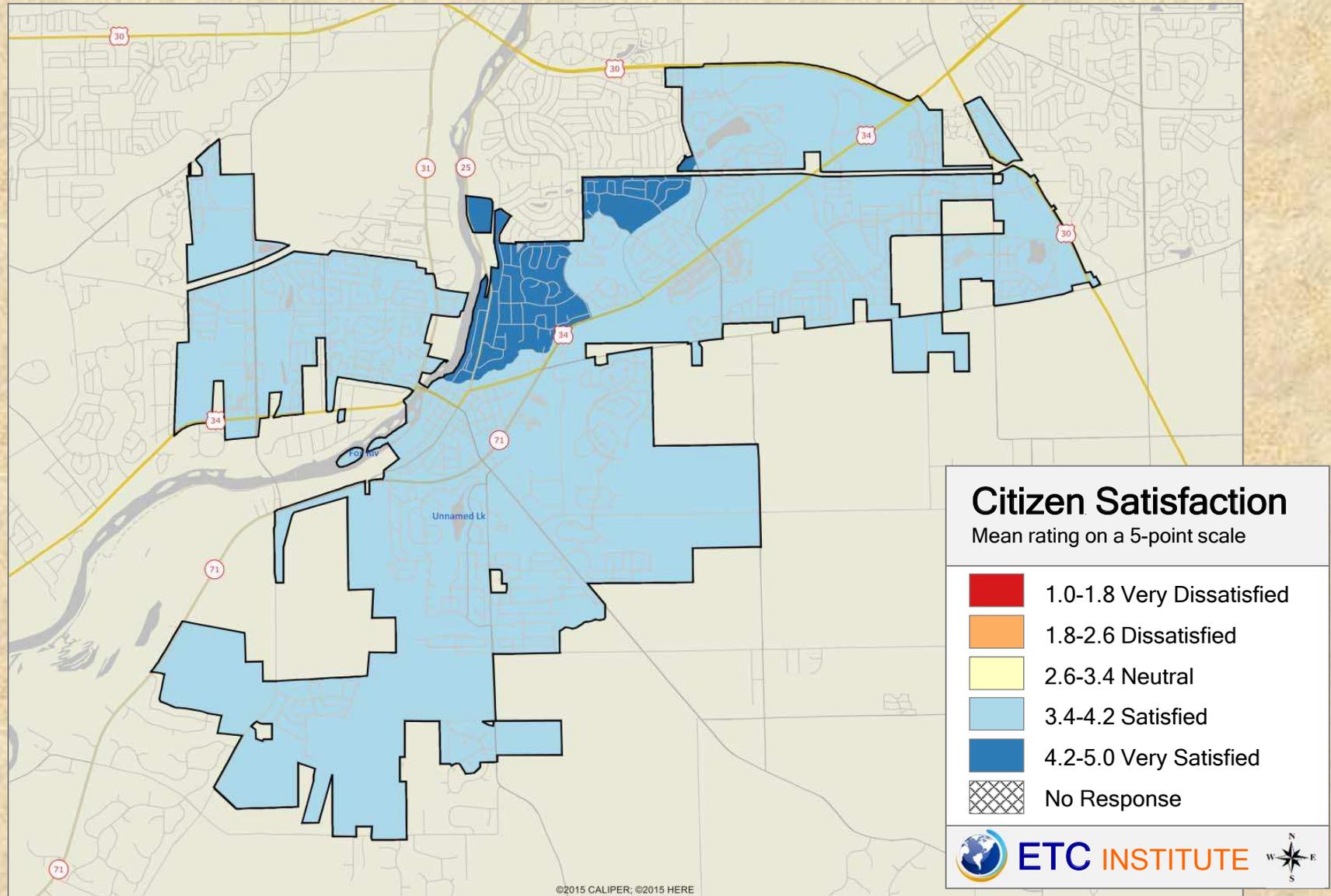
Q9-18. Satisfaction with Water Rates



2016 Village of Oswego Community Survey

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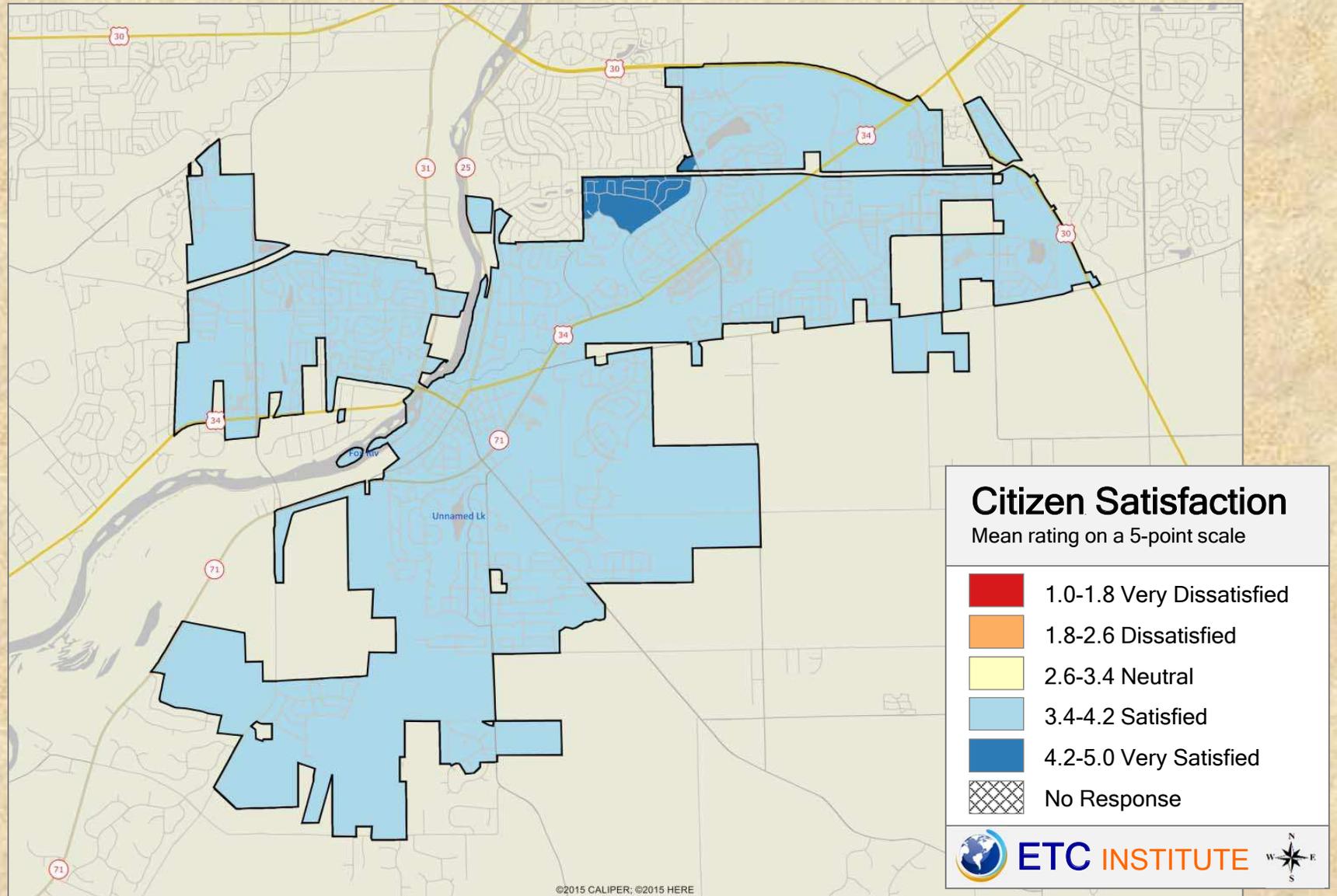
Q9-19. Satisfaction with the Ease of Paying Water Bill



2016 Village of Oswego Community Survey

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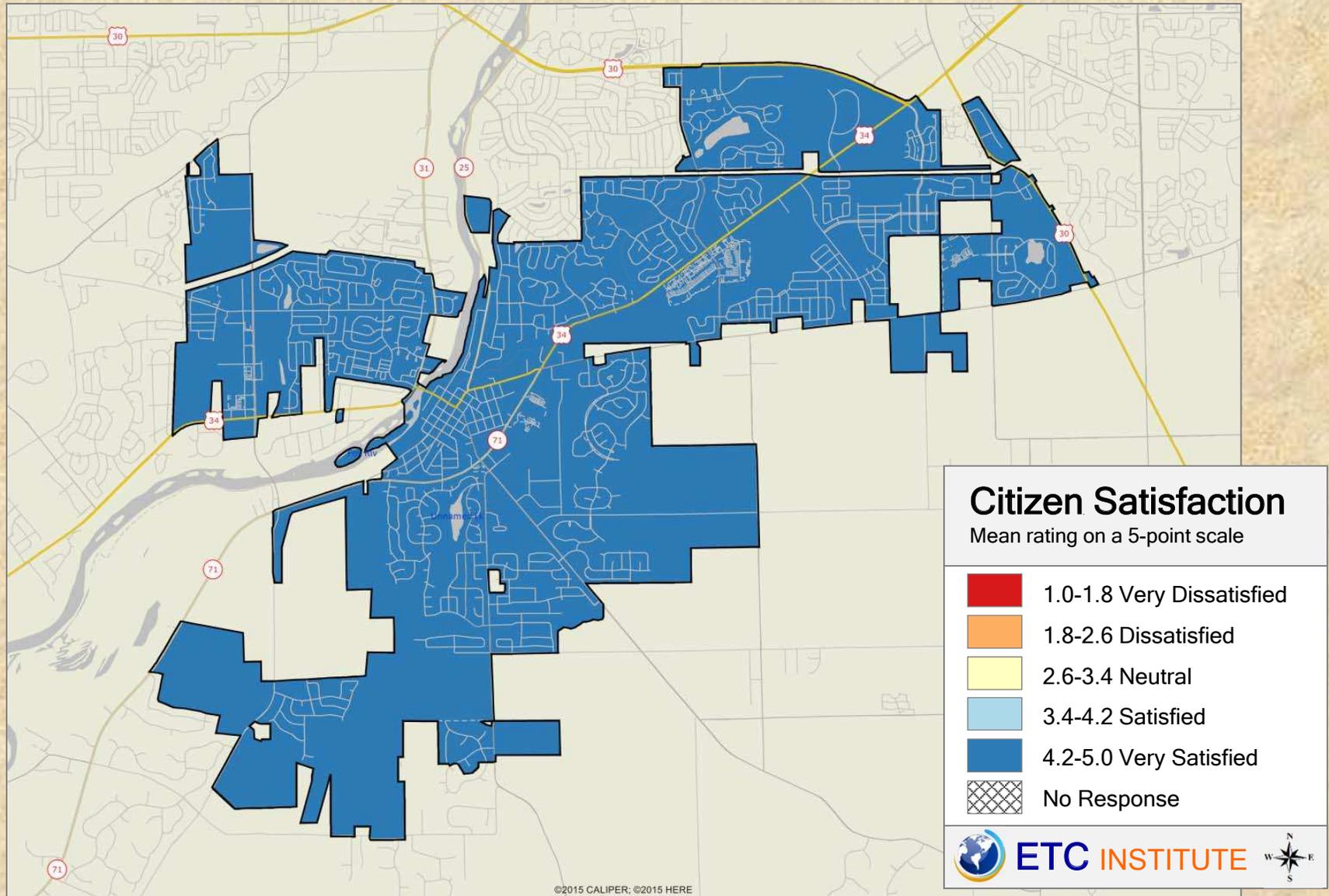
Q9-20. Satisfaction with the Overall Quality of Water Service



2016 Village of Oswego Community Survey

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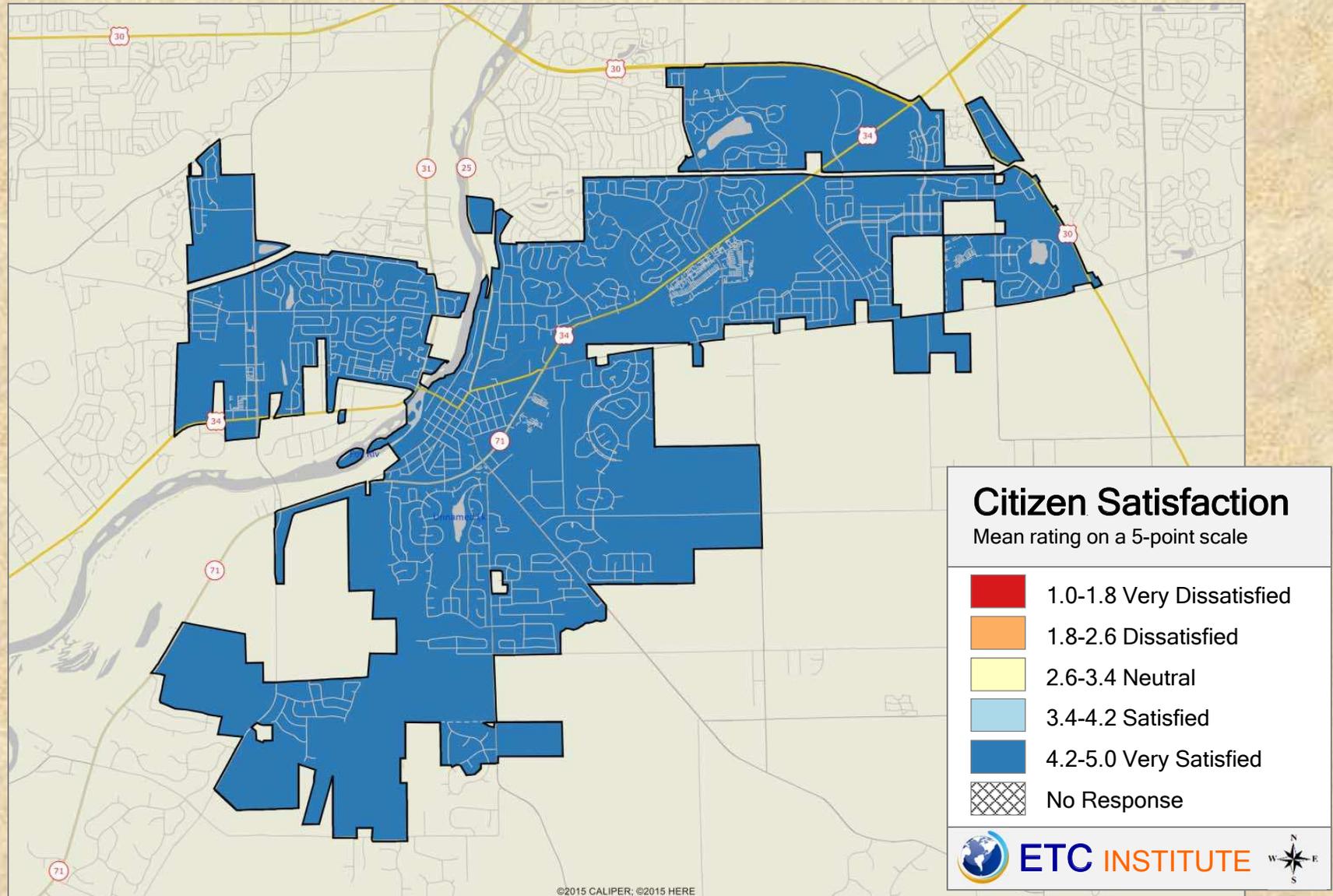
Q11-1. Satisfaction with Residential Trash Collection Services



2016 Village of Oswego Community Survey

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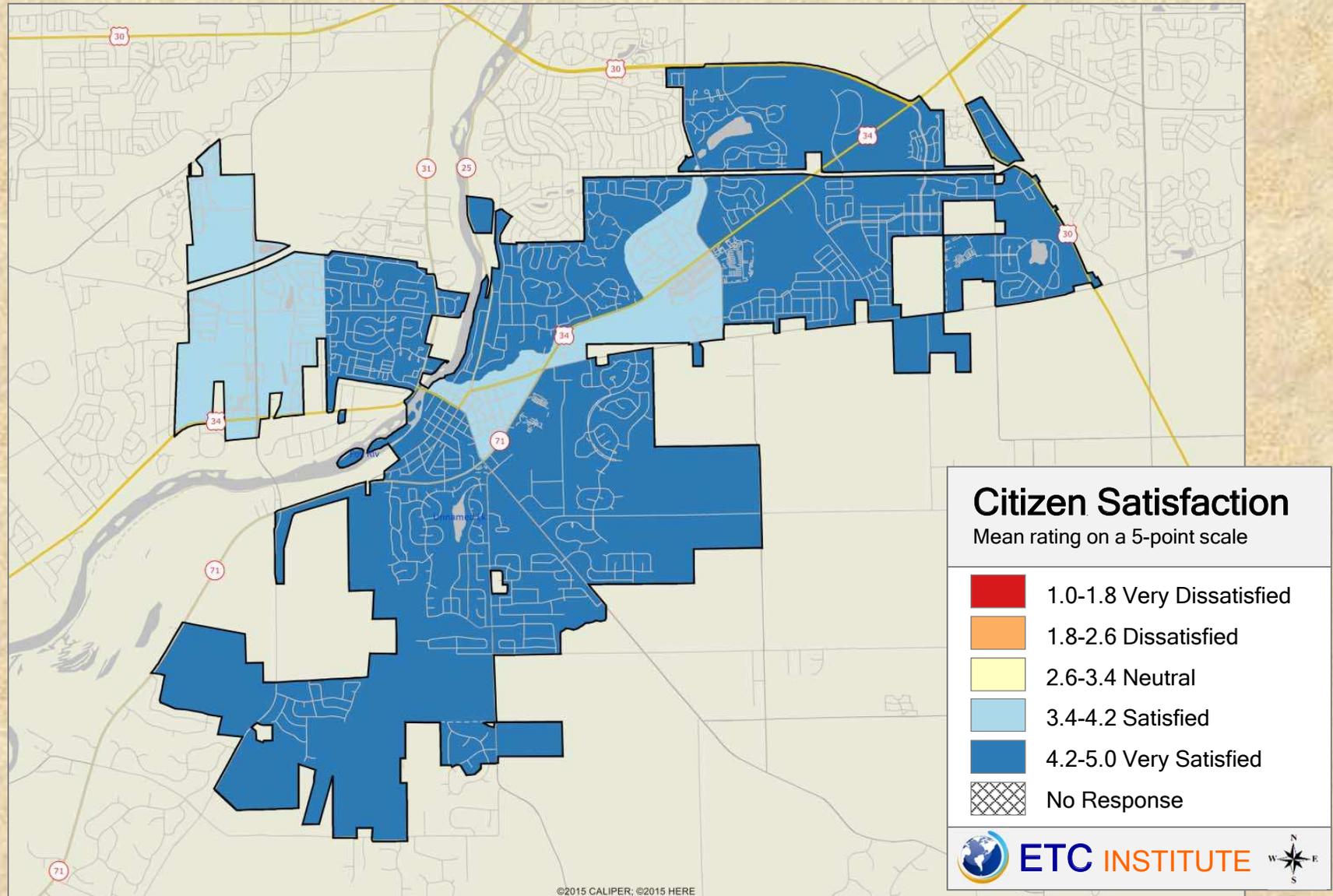
Q11-2. Satisfaction with Curbside Recycling Services



2016 Village of Oswego Community Survey

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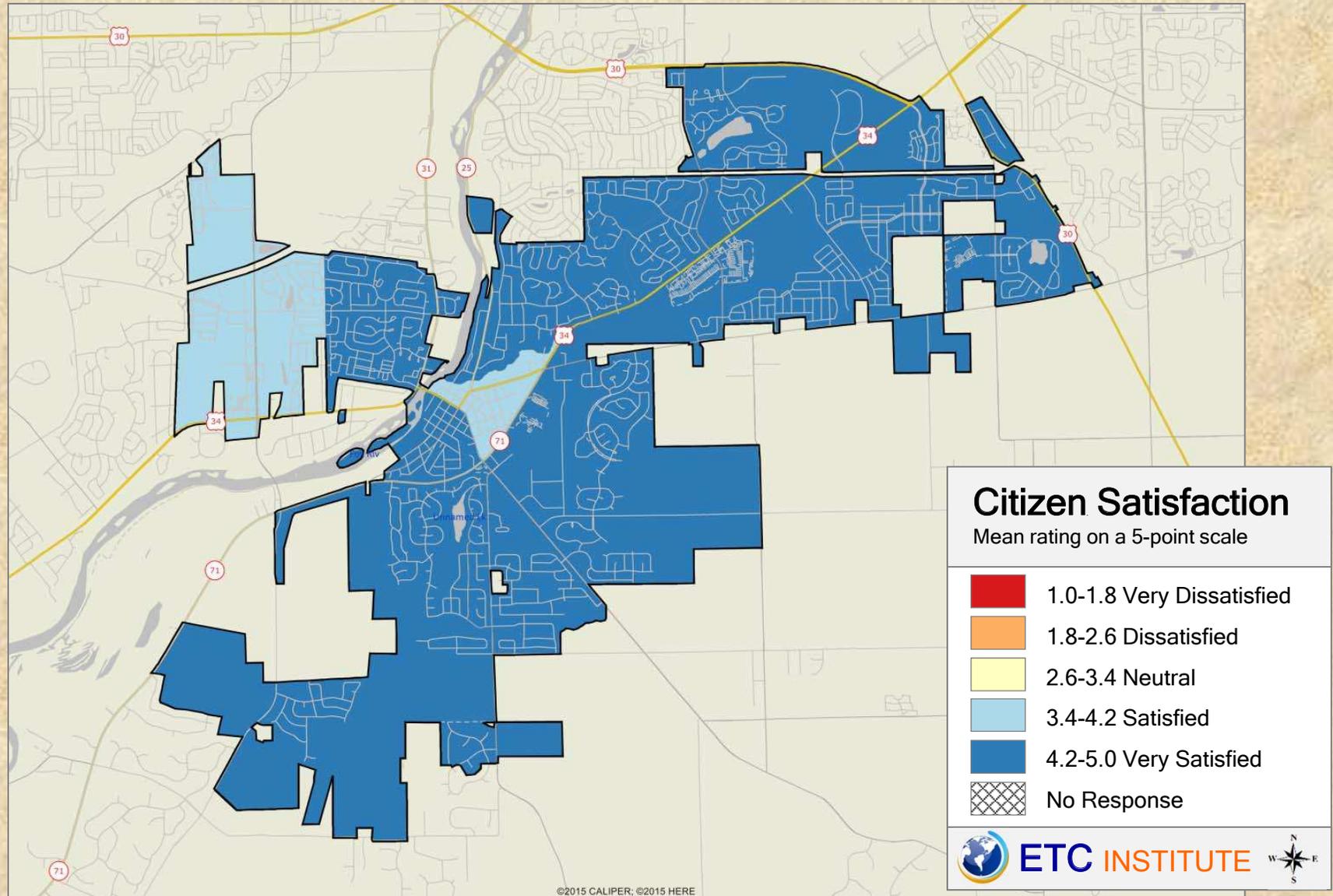
Q11-3. Satisfaction with Yard Waste Removal Services



2016 Village of Oswego Community Survey

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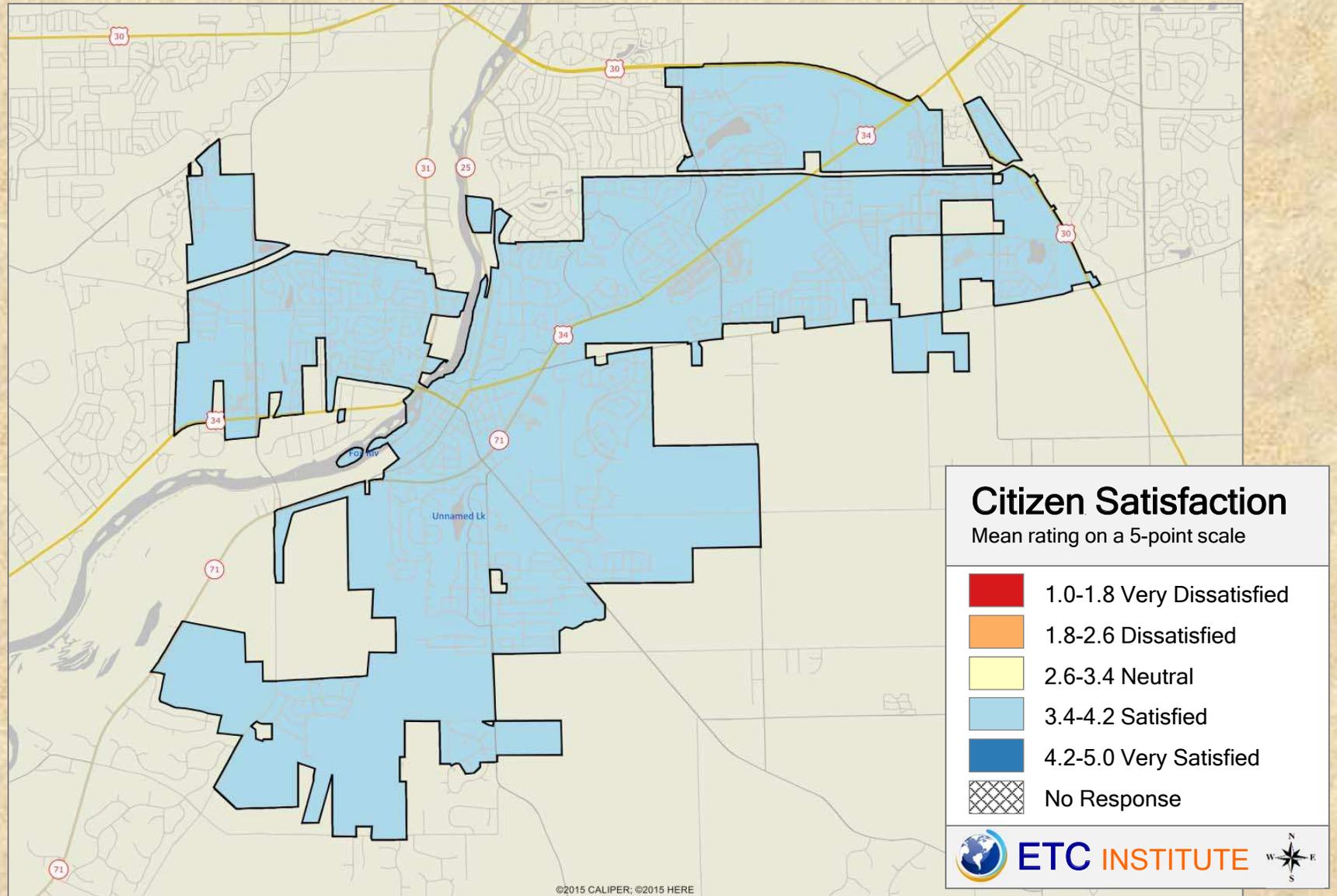
Q11-4. Satisfaction with Bulk Item Pick-Up/Removal



2016 Village of Oswego Community Survey

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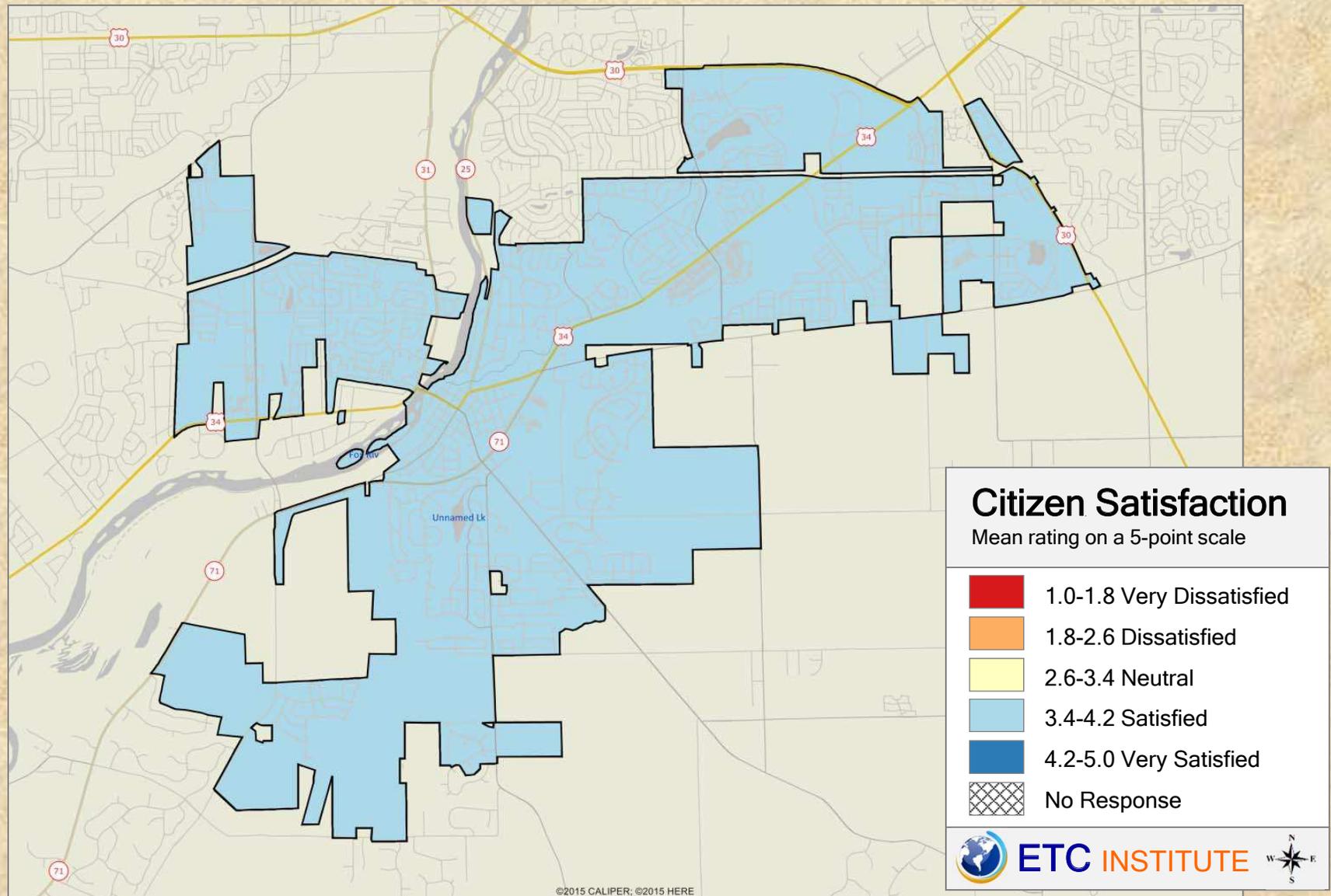
Q11-5. Satisfaction with Amount You Are Charged for the Services



2016 Village of Oswego Community Survey

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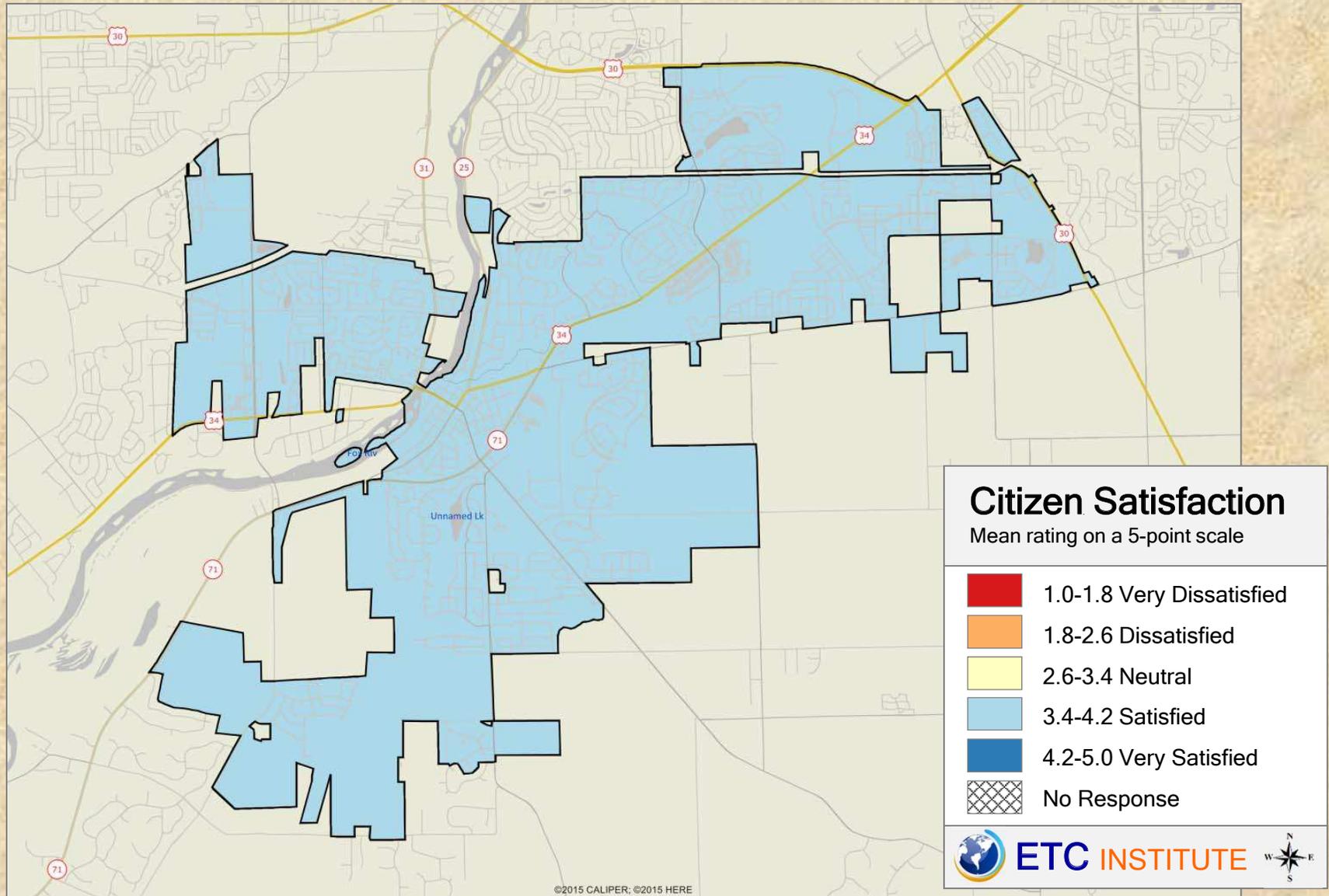
Q11-6. Satisfaction with Curbside Electronics Recycling



2016 Village of Oswego Community Survey

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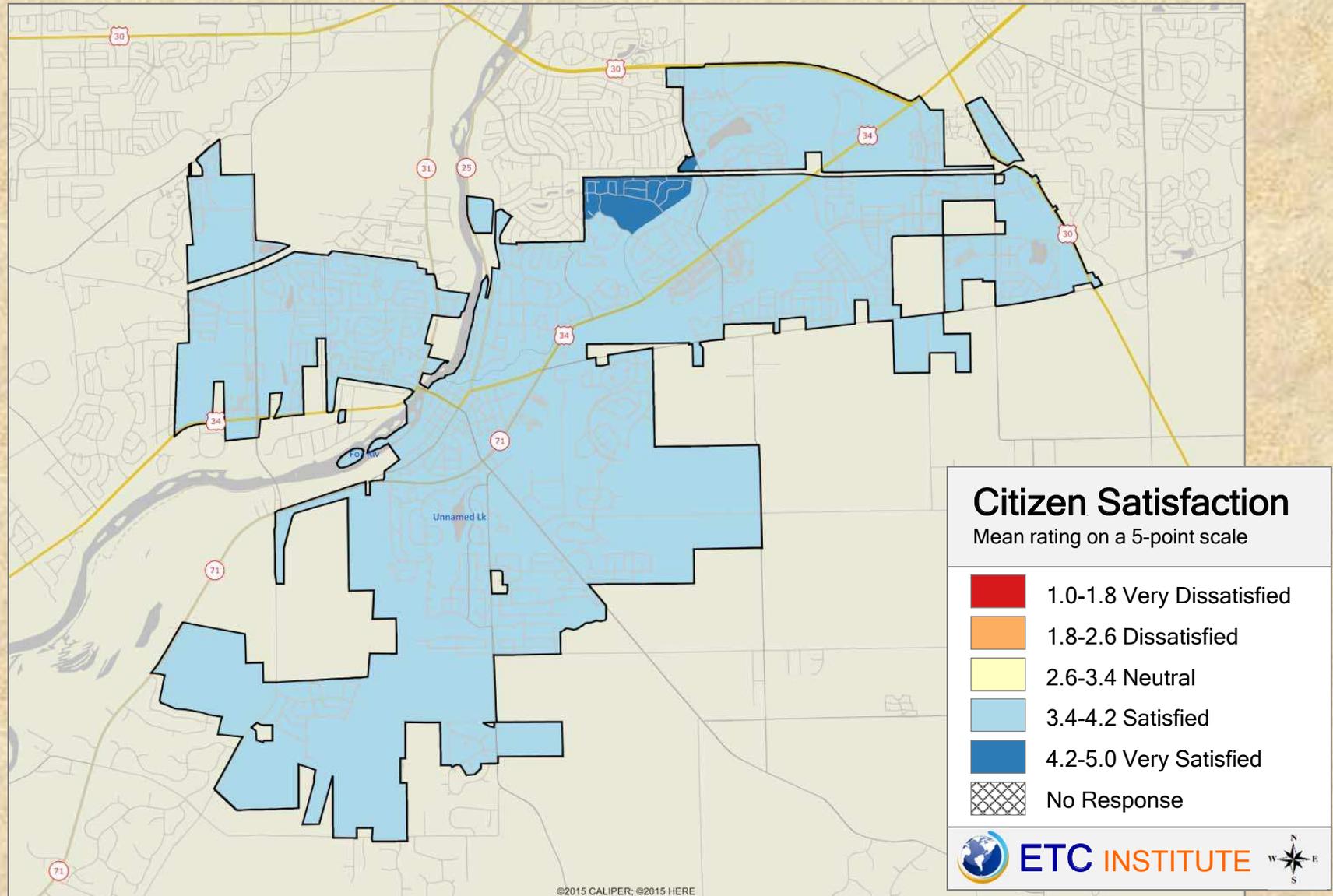
Q11-7. Satisfaction with Curbside Composting Service



2016 Village of Oswego Community Survey

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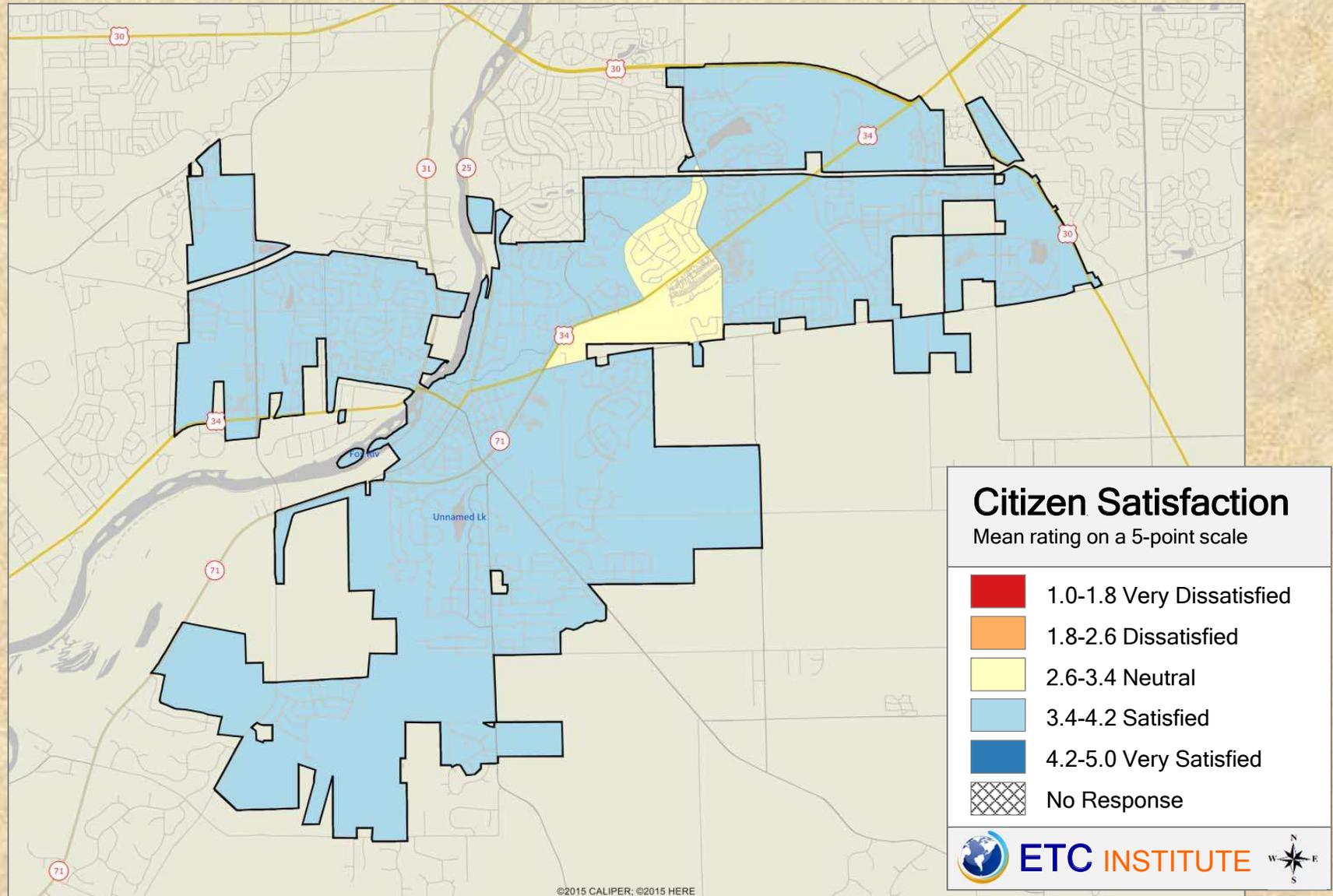
Q12-1. Satisfaction with the Availability of Information About Village Programs and Services



2016 Village of Oswego Community Survey

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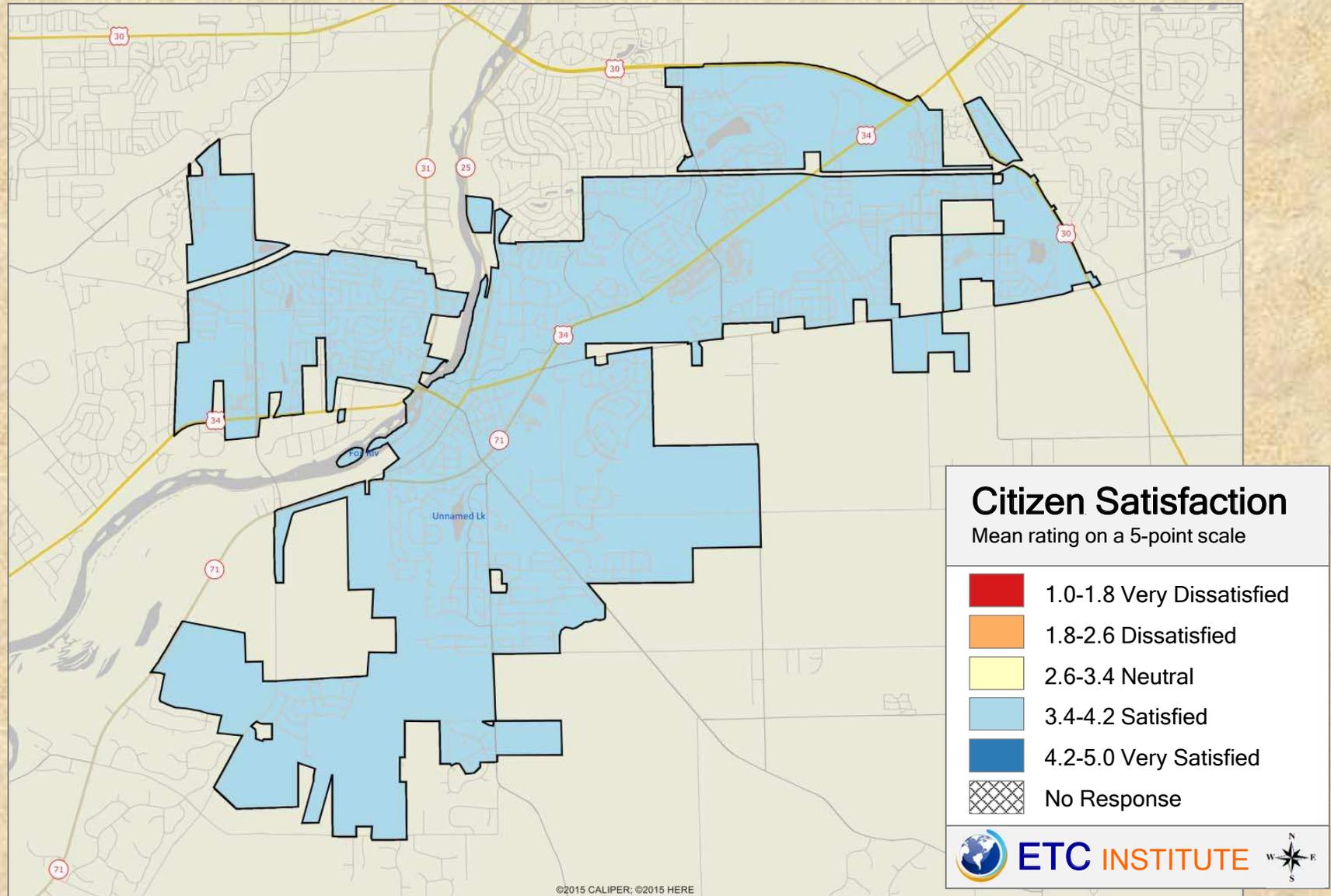
Q12-2. Satisfaction with the Village's Efforts to Keep You Informed About Local Issues



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

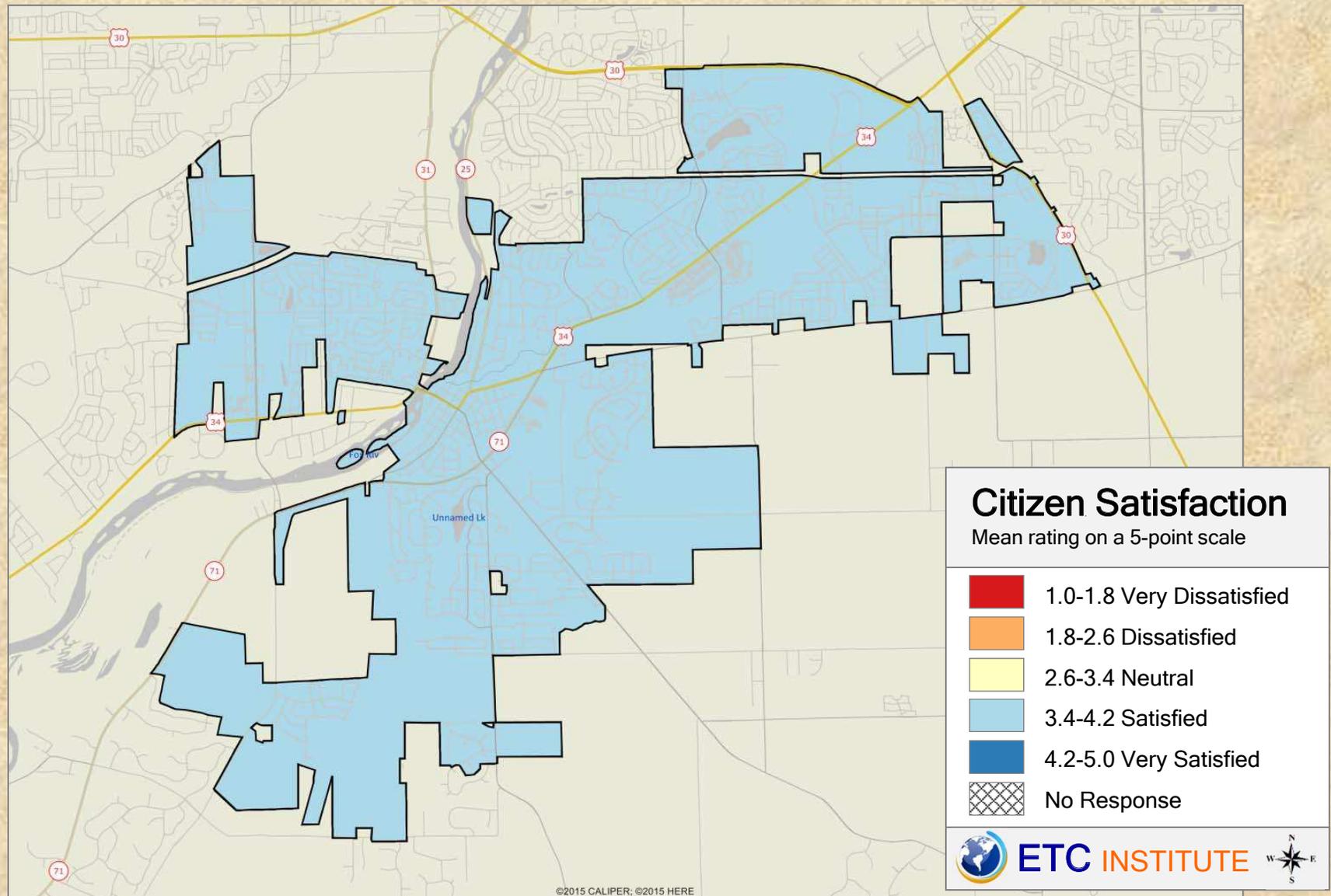
Q12-3. Satisfaction with the Quality of the Village's Social Media



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

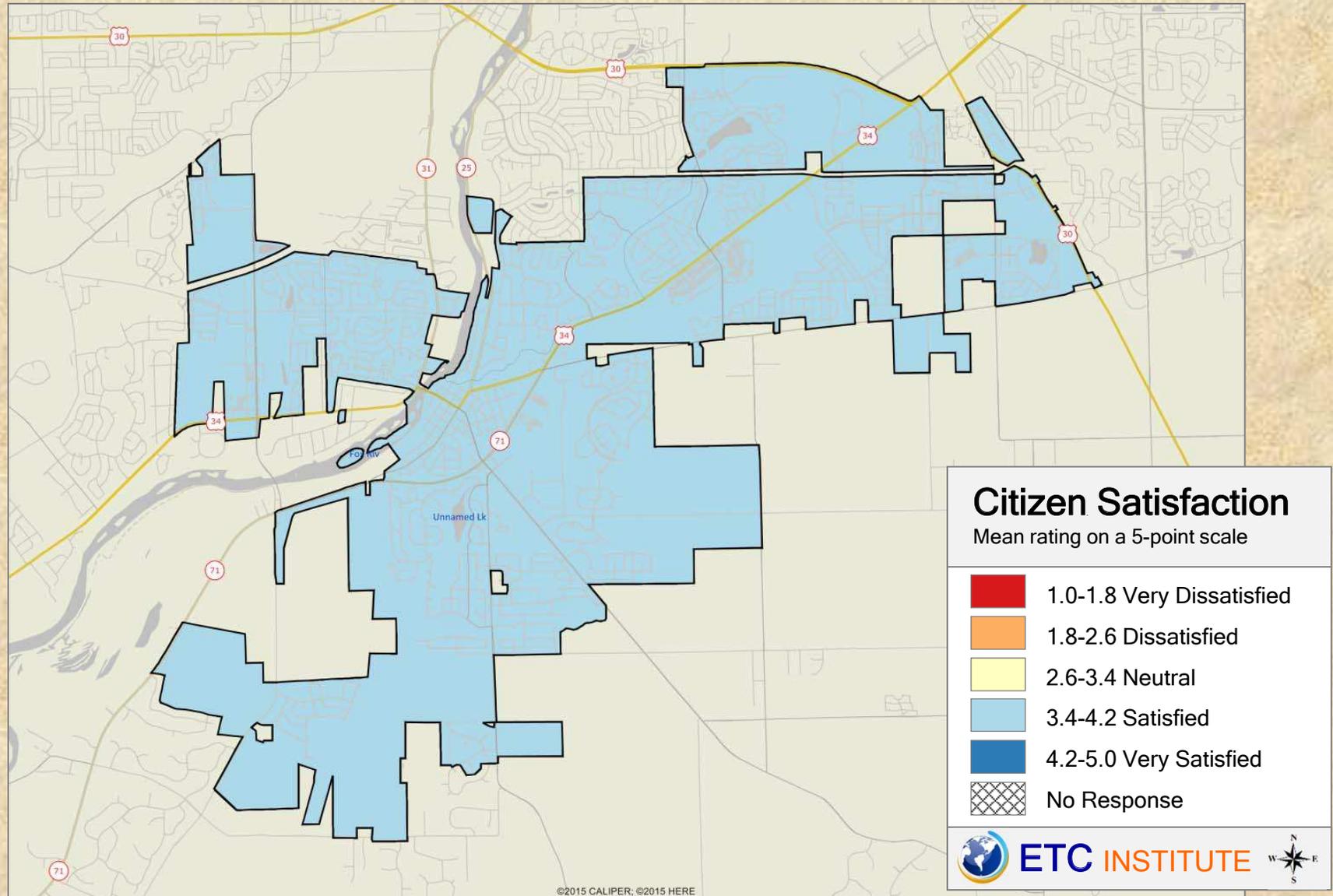
Q12-4. Satisfaction with the Quality of the Village's Website



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

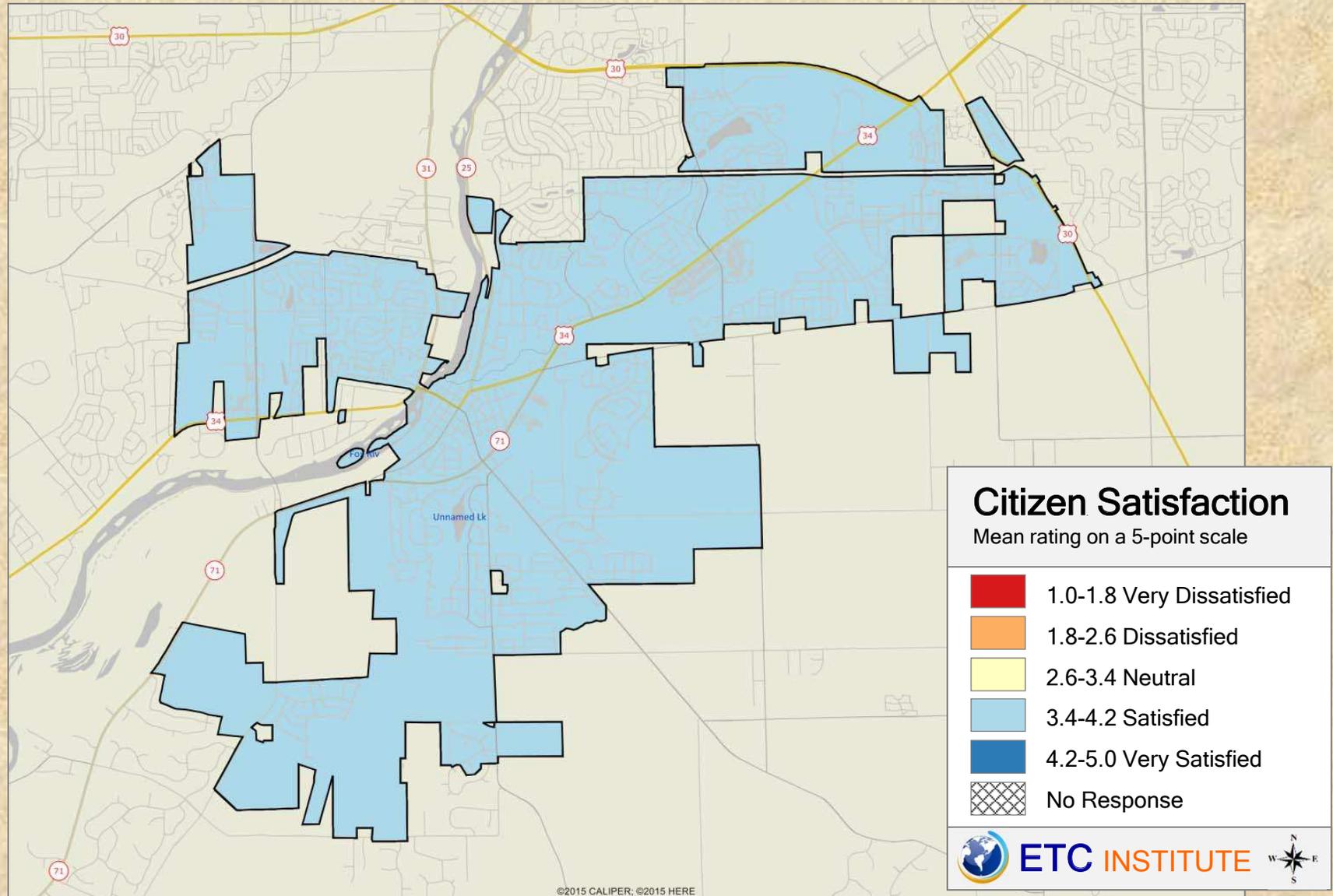
Q12-5. Satisfaction with the Content of the Village's Newsletters



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

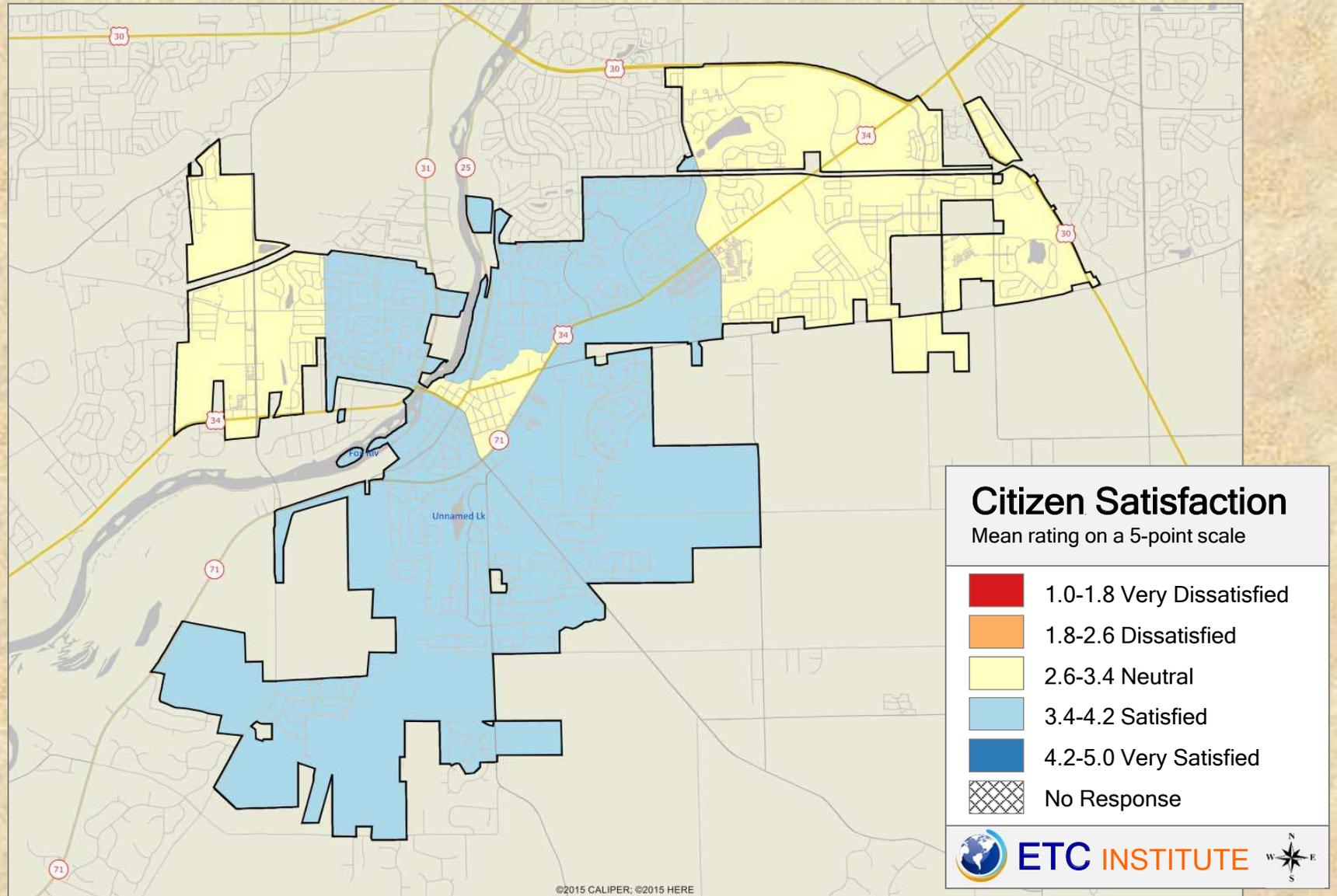
Q12-6. Satisfaction with Click 'n Fix to Report Maintenance Issues



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

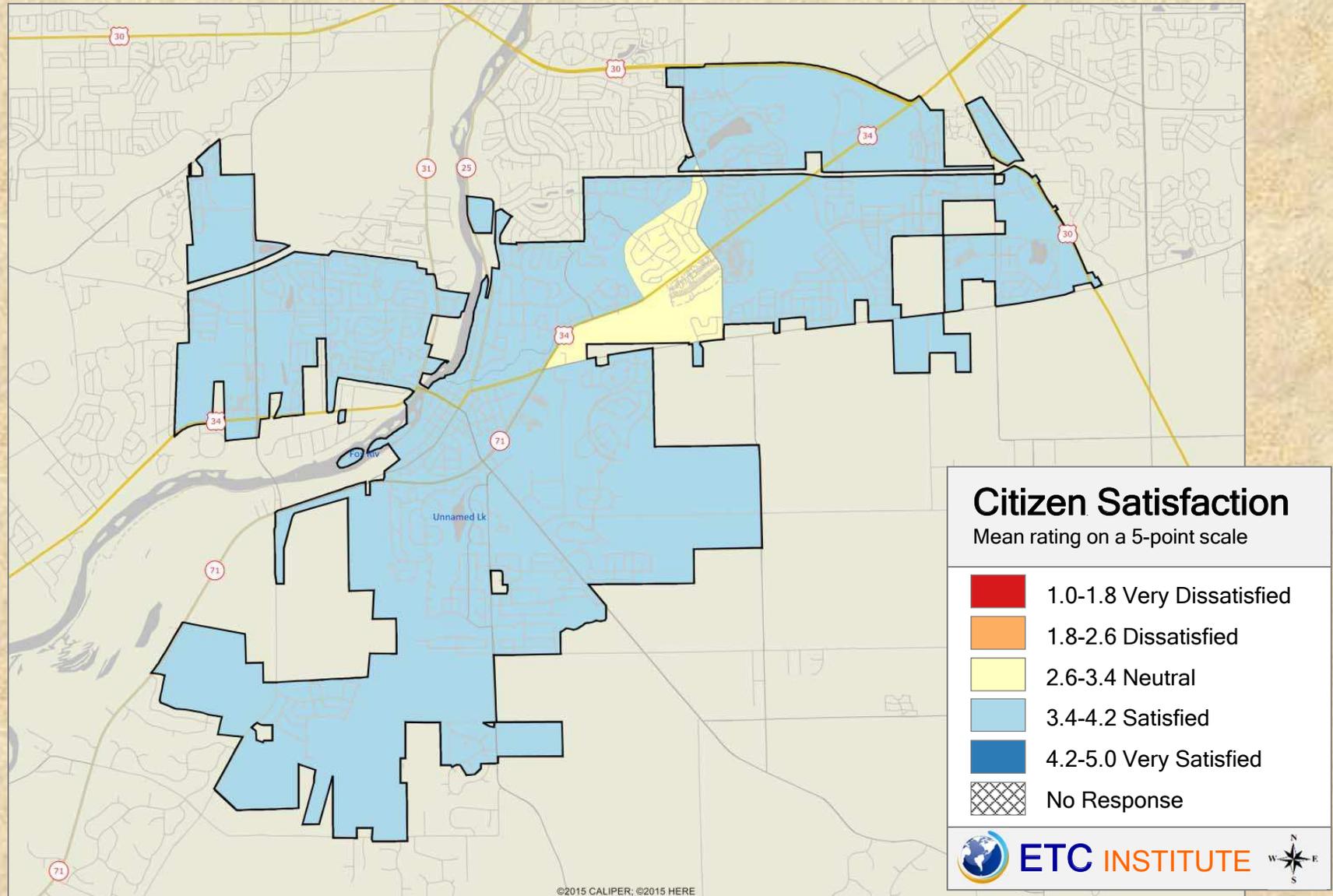
Q12-7. Satisfaction with How Well the Village's Communications Meet Your Needs



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

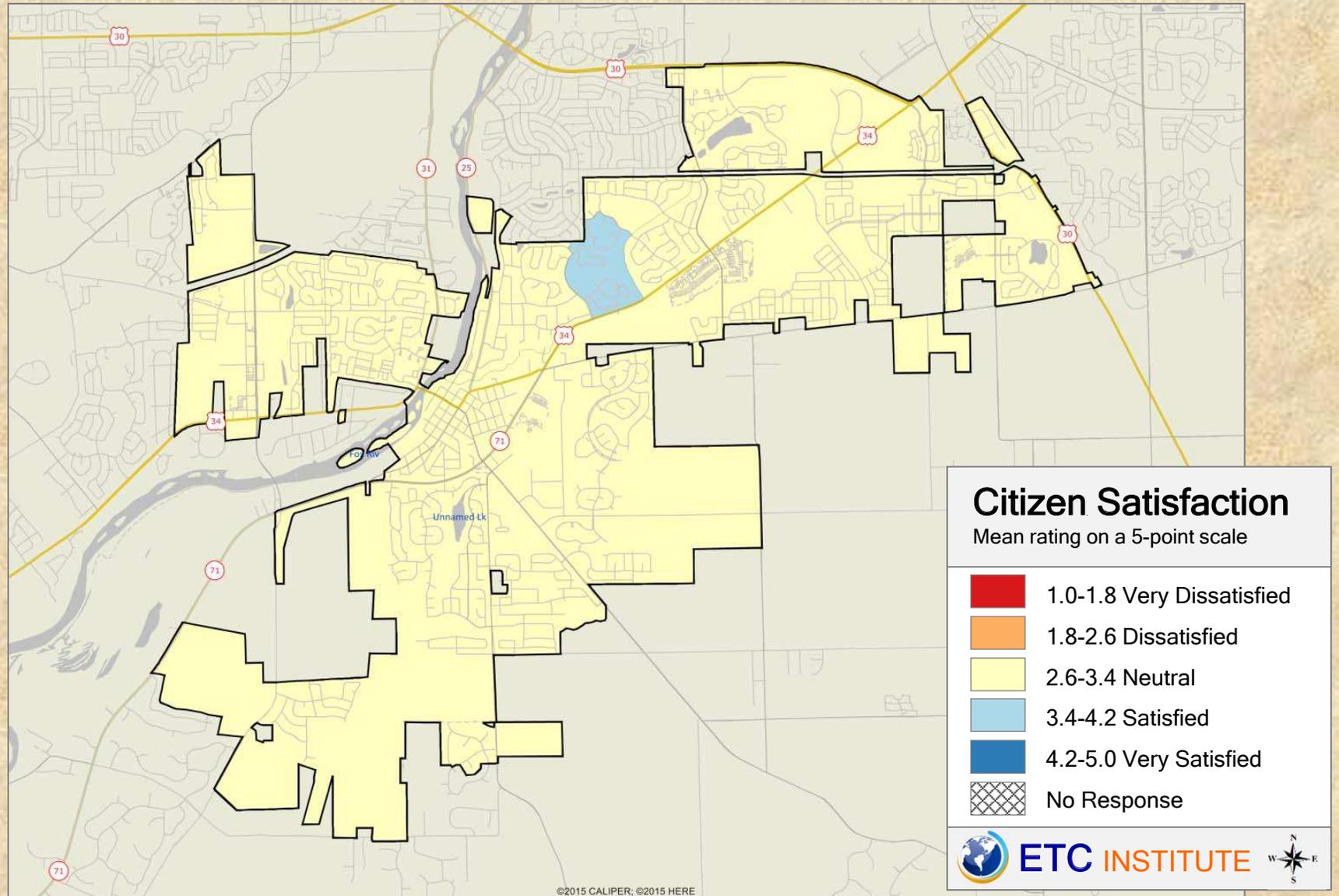
Q12-8. Satisfaction with Timeliness of Information Provided by Your Village Government



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

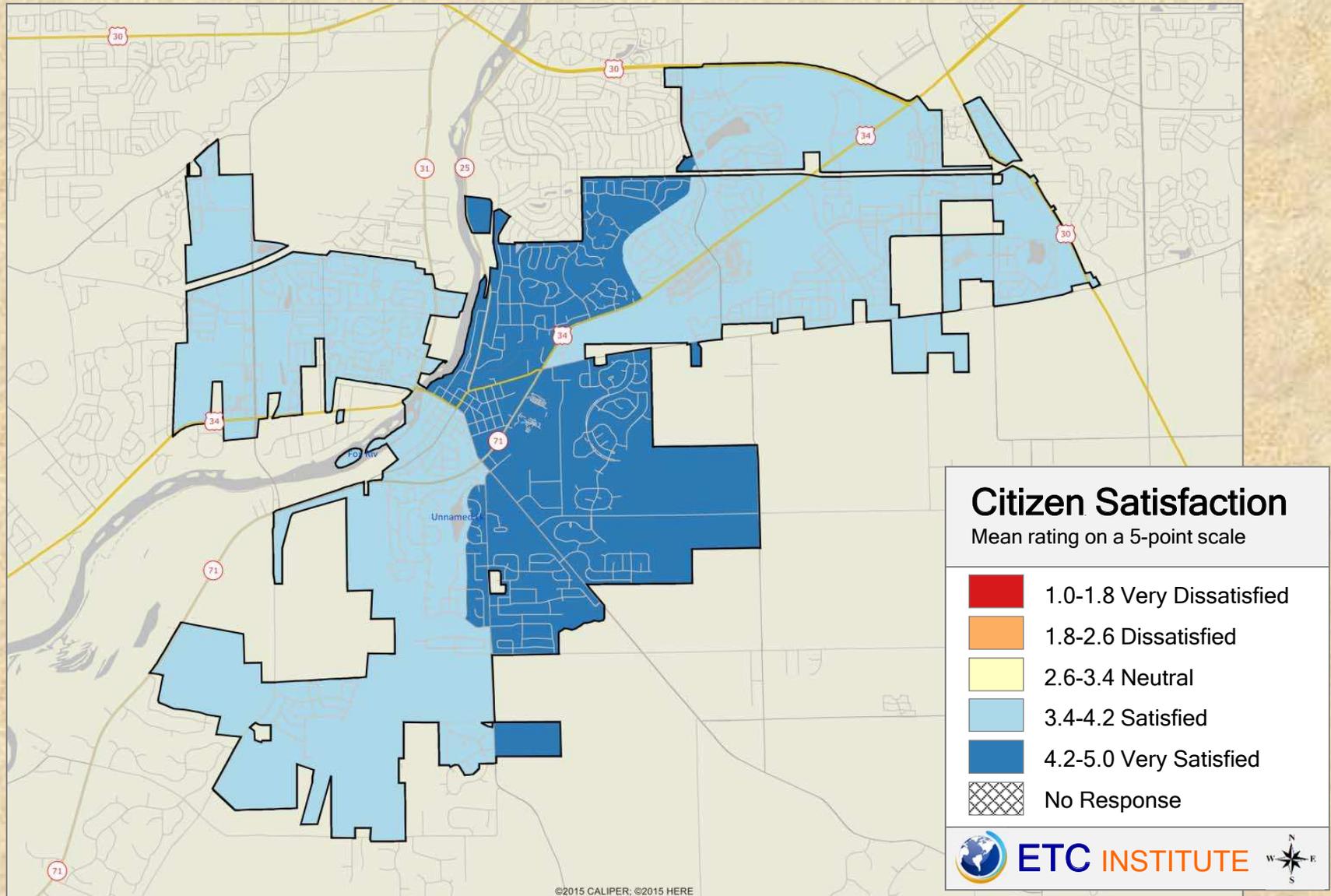
Q12-9. Satisfaction with the Level of Public Involvement in Local Decision Making



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

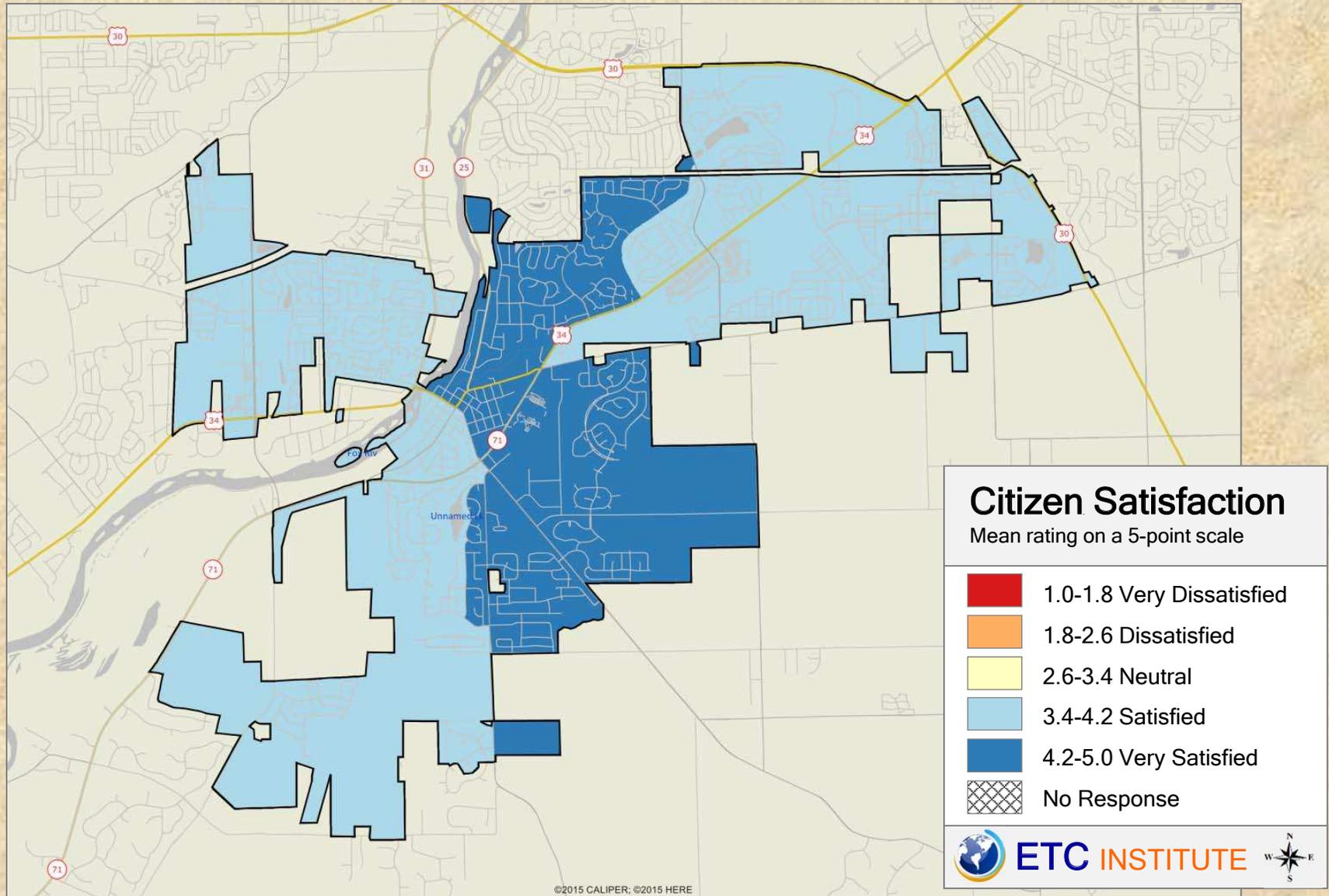
Q13-1. Satisfaction with How Easy the Department Was to Contact



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

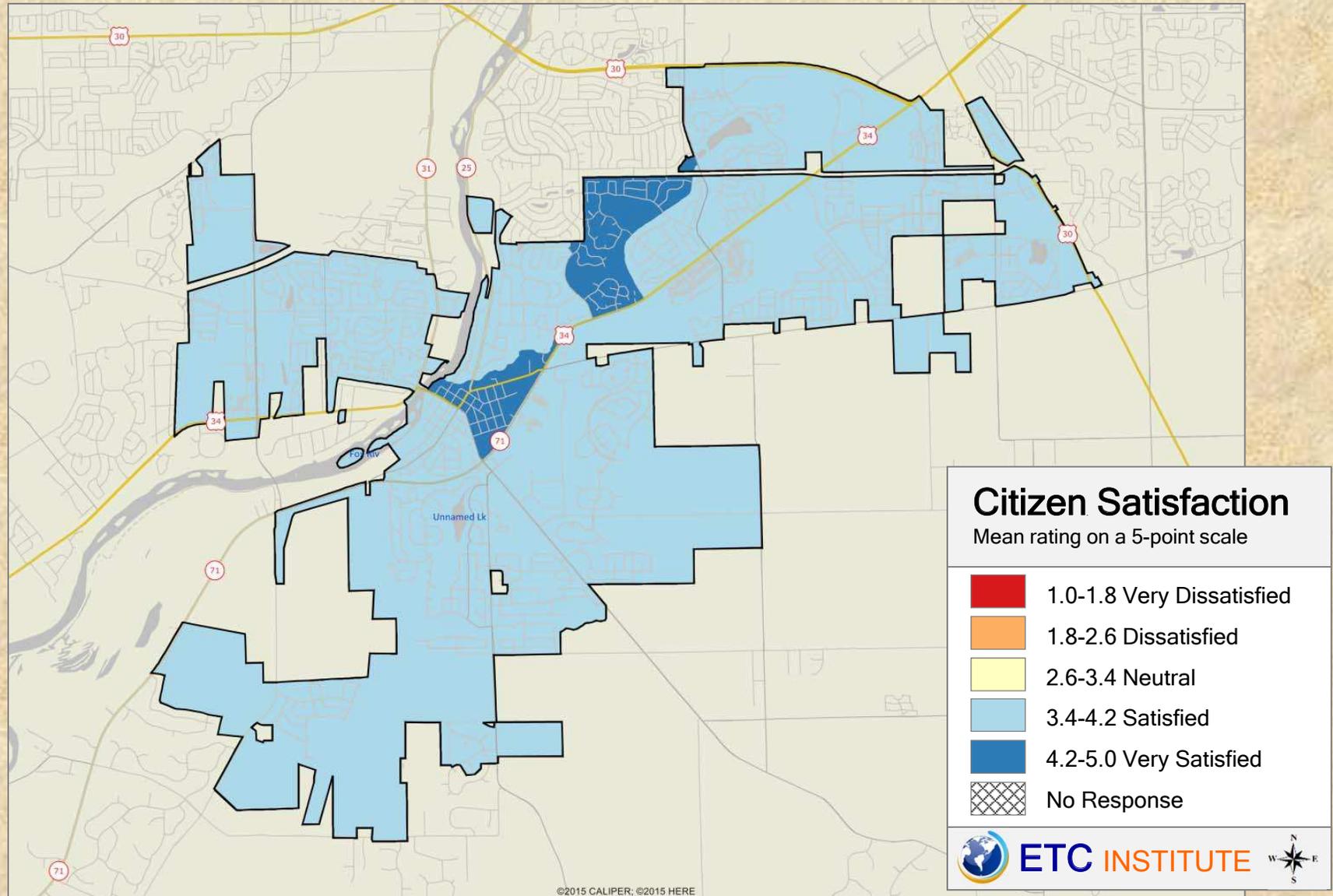
Q13-2. Satisfaction with How Courteously You Were Treated



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

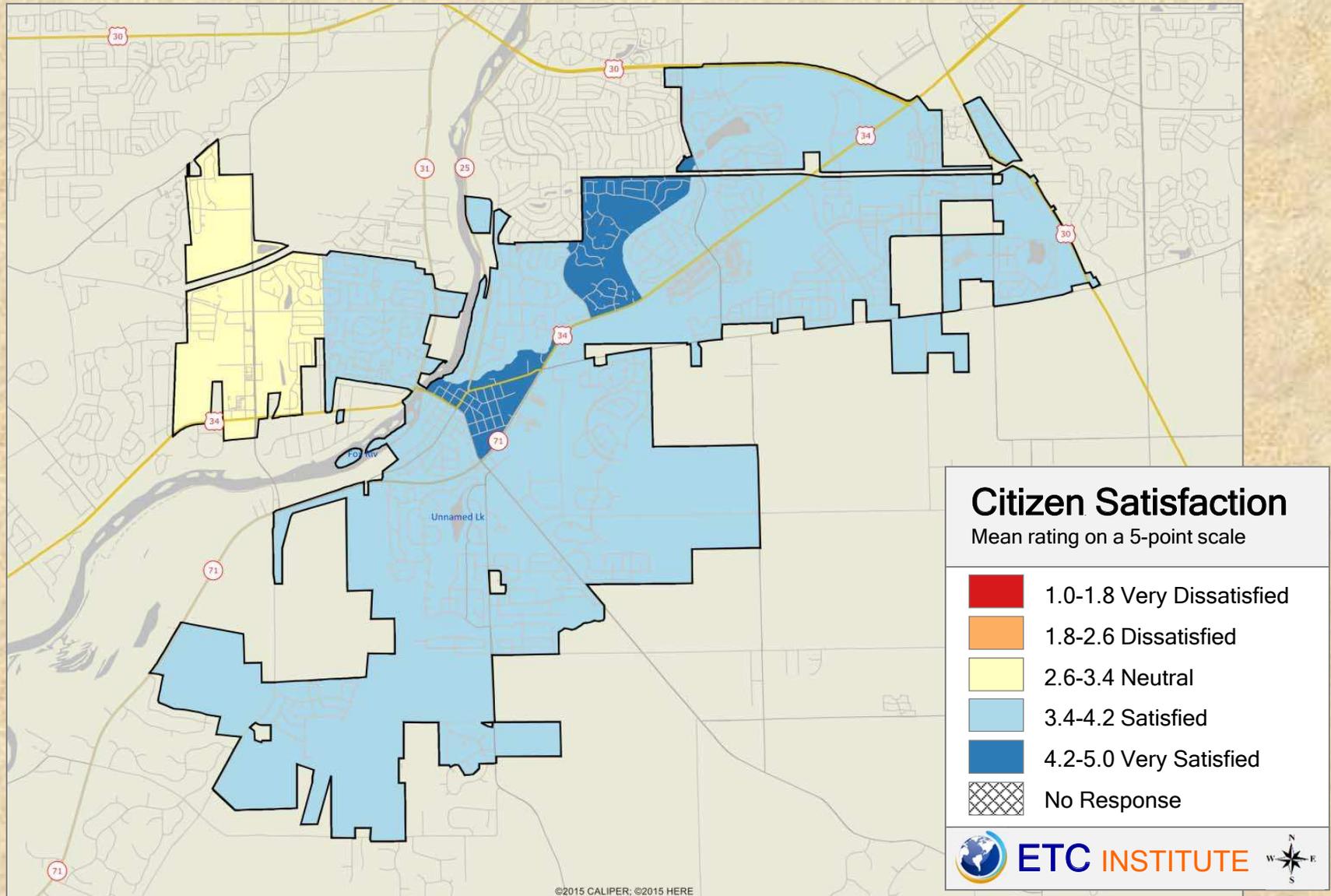
Q13-3. Satisfaction with the Professionalism and Knowledge of Village Employees Who Assisted You



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

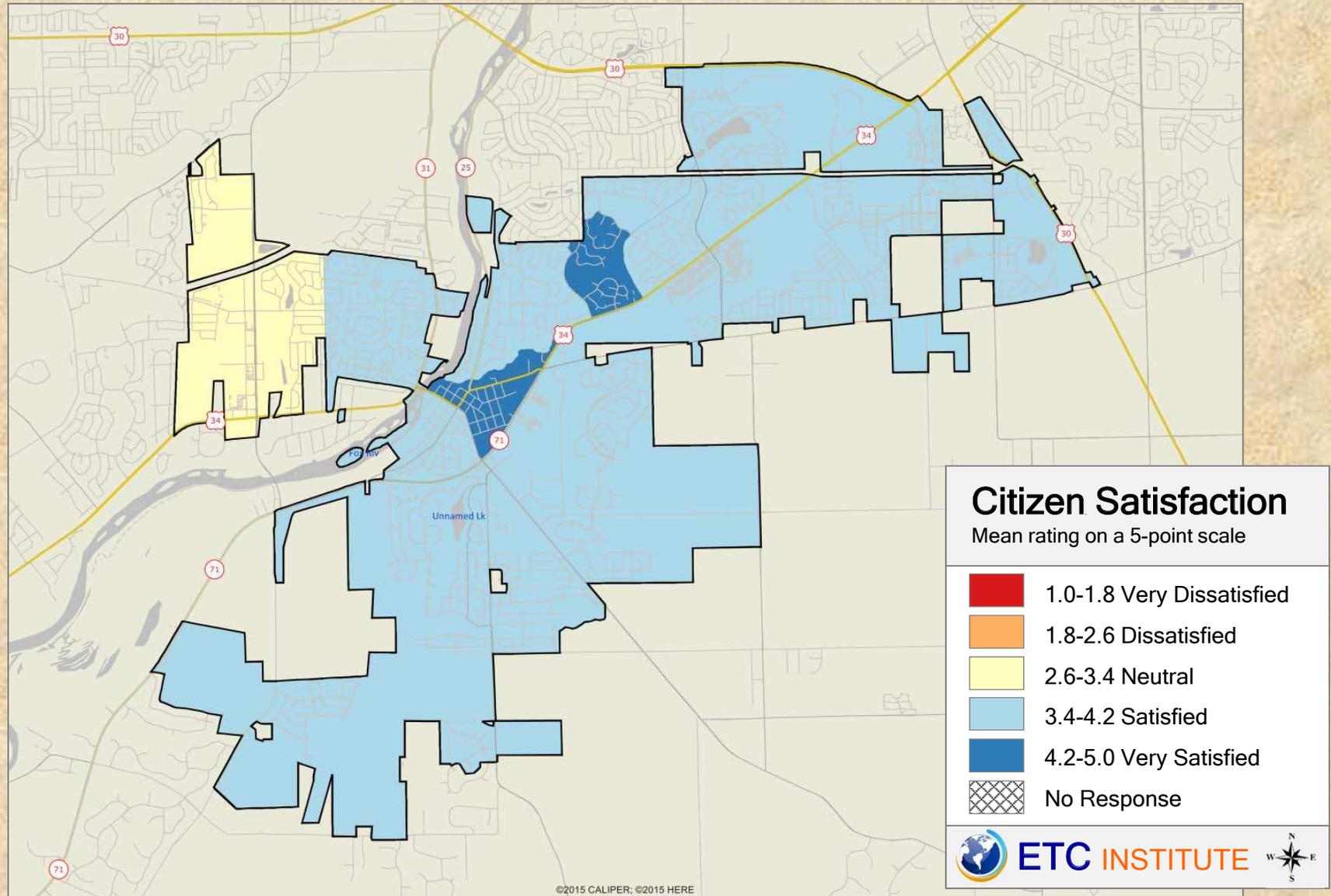
Q13-4. Satisfaction with Overall Responsiveness of Village Employees to Your Request or Concern



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

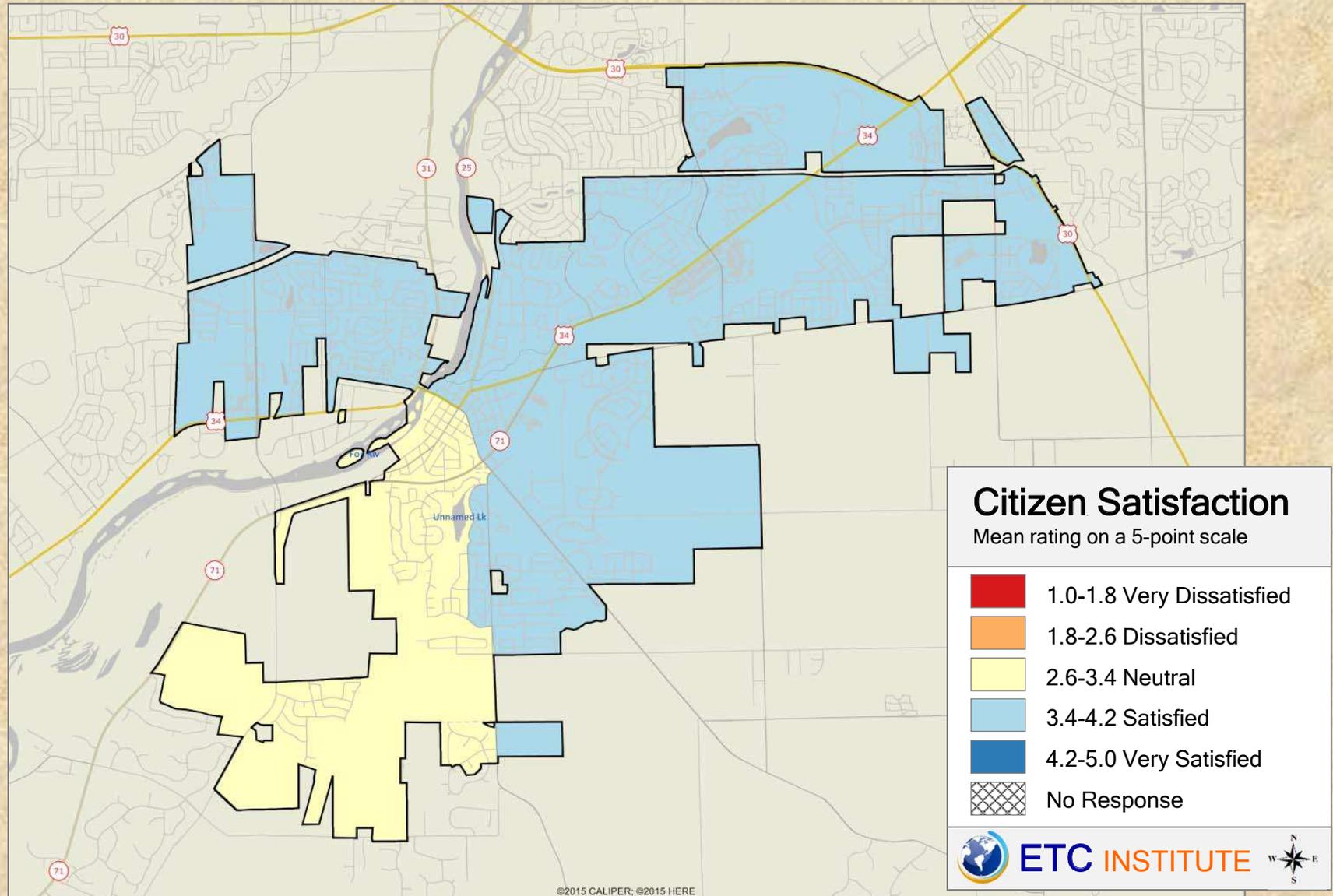
Q13-5. Satisfaction with How Well Your Issue Was Handled



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

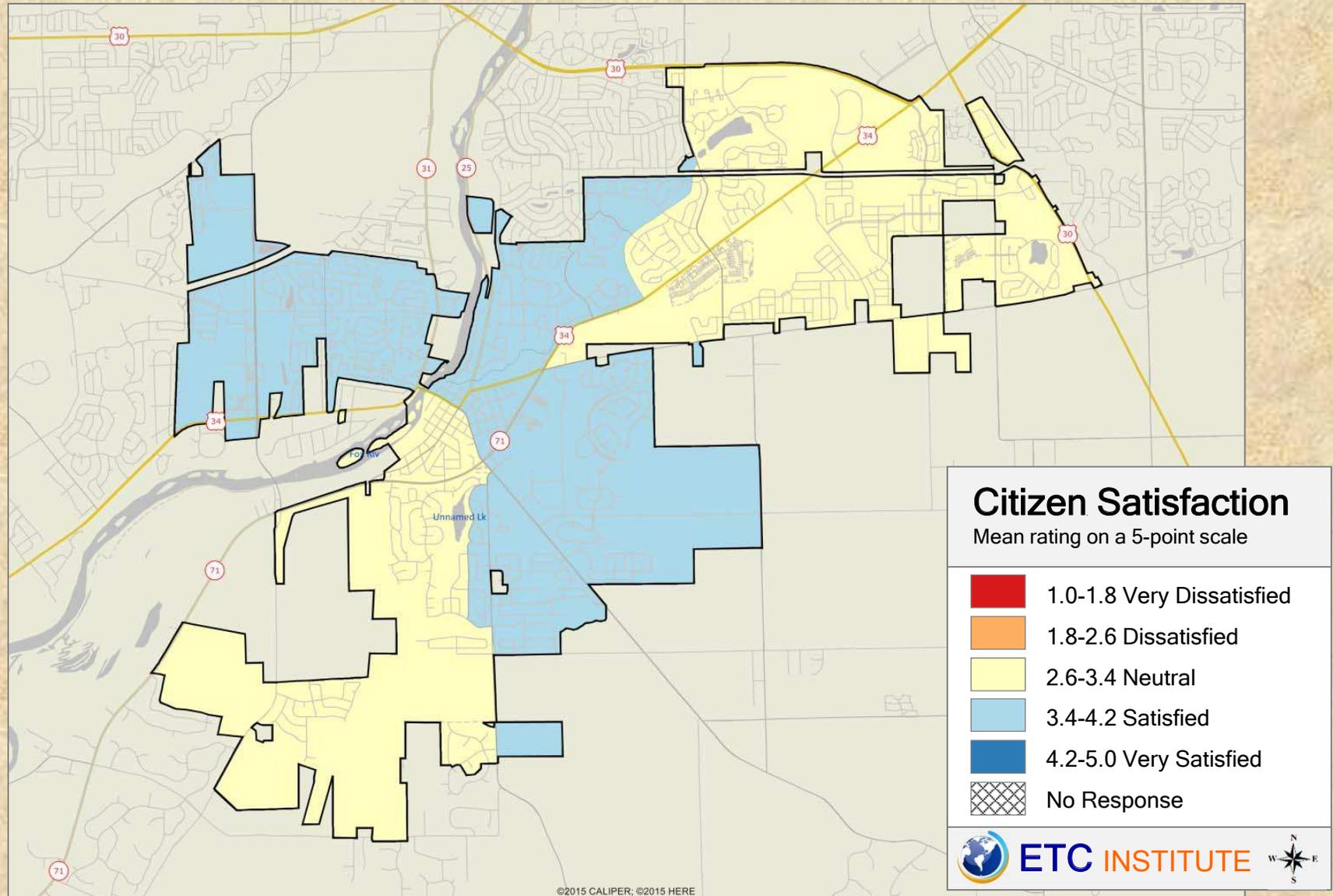
Q15-1. Satisfaction with Enforcing the Maintenance of Residential Property



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

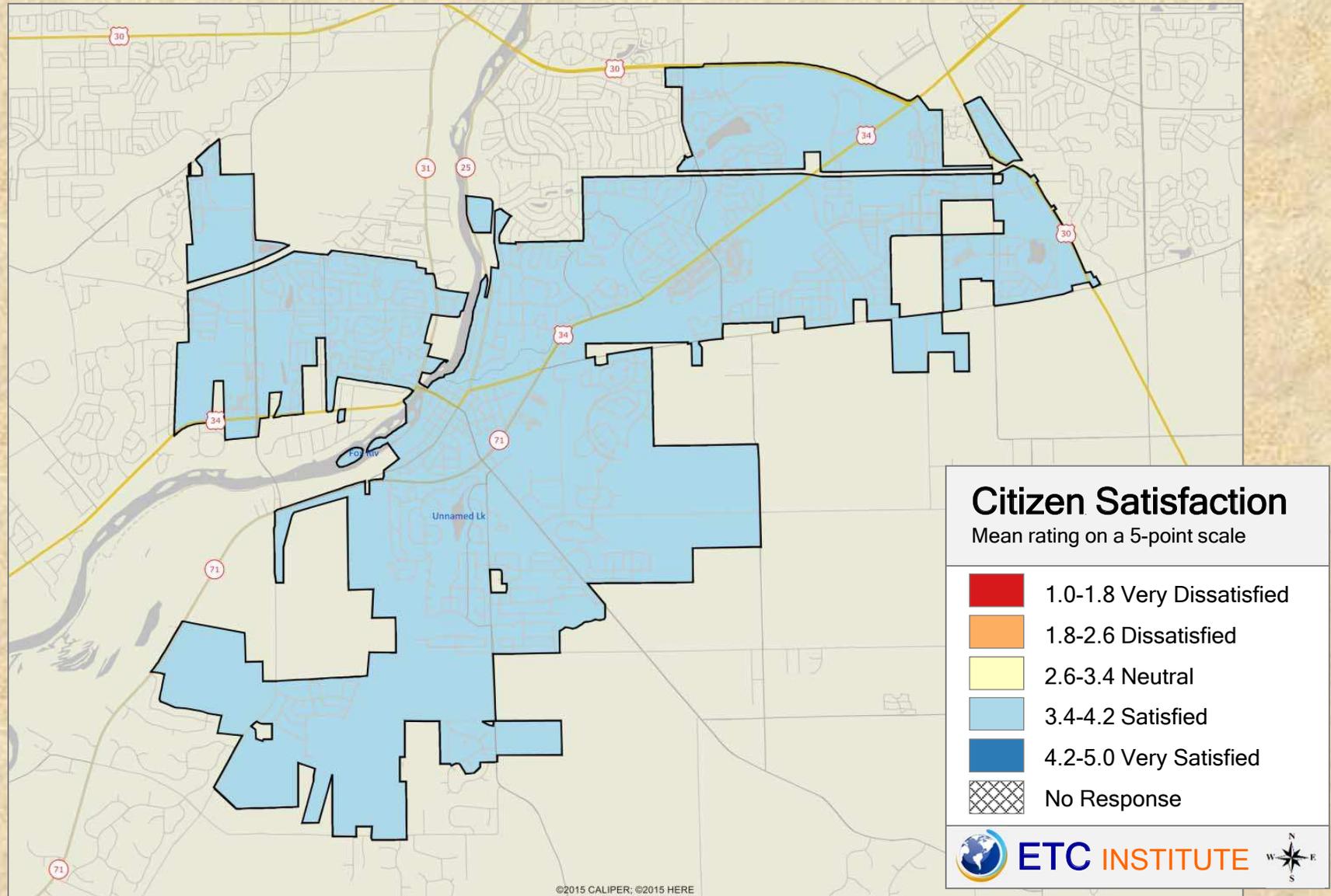
Q15-2. Satisfaction with Enforcing the Mowing and Trimming of Lawns on Private Property



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

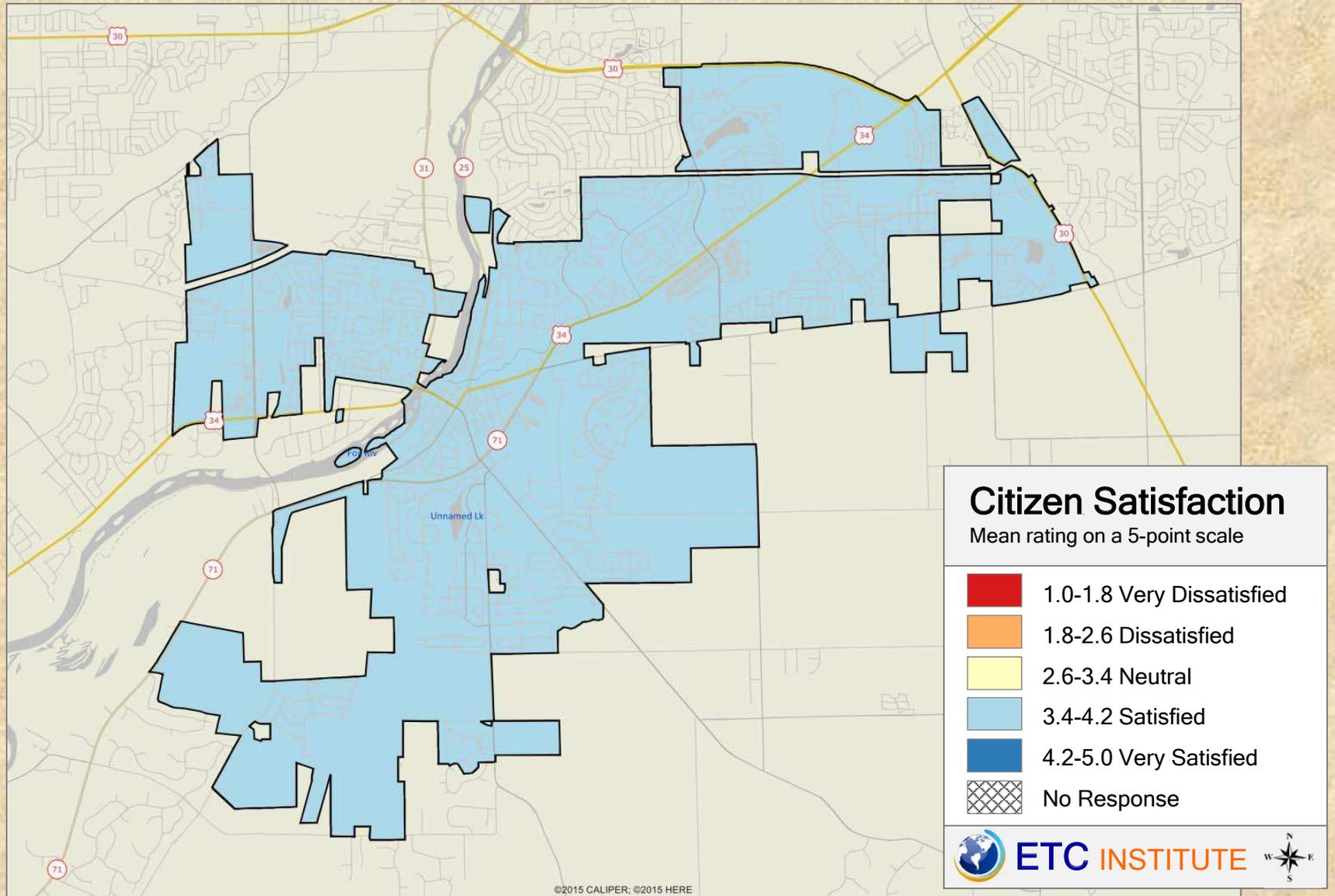
Q15-3. Satisfaction with Enforcing the Maintenance of Business Property



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

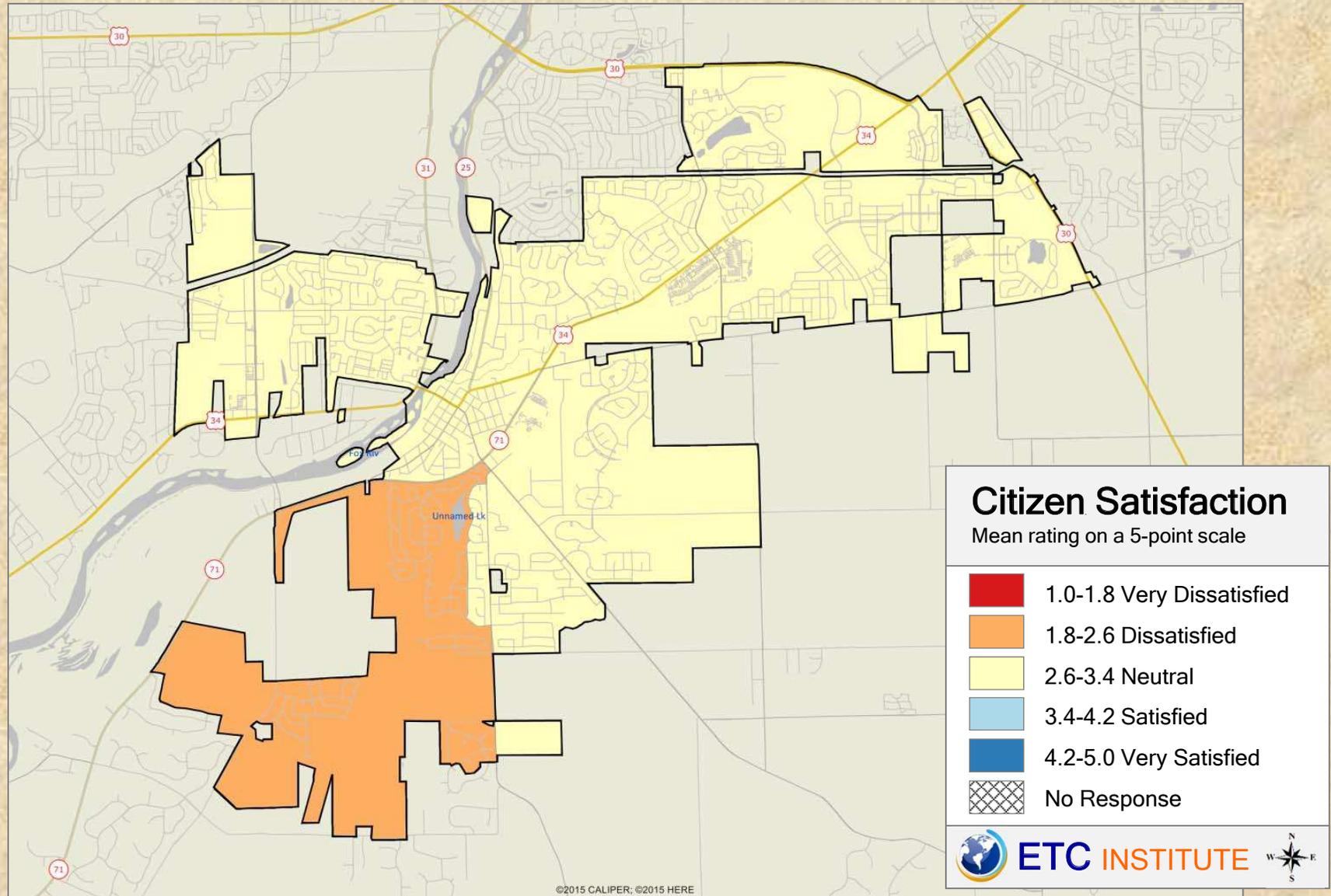
Q15-4. Satisfaction with Enforcing Codes Designed to Protect Public Health and Safety



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

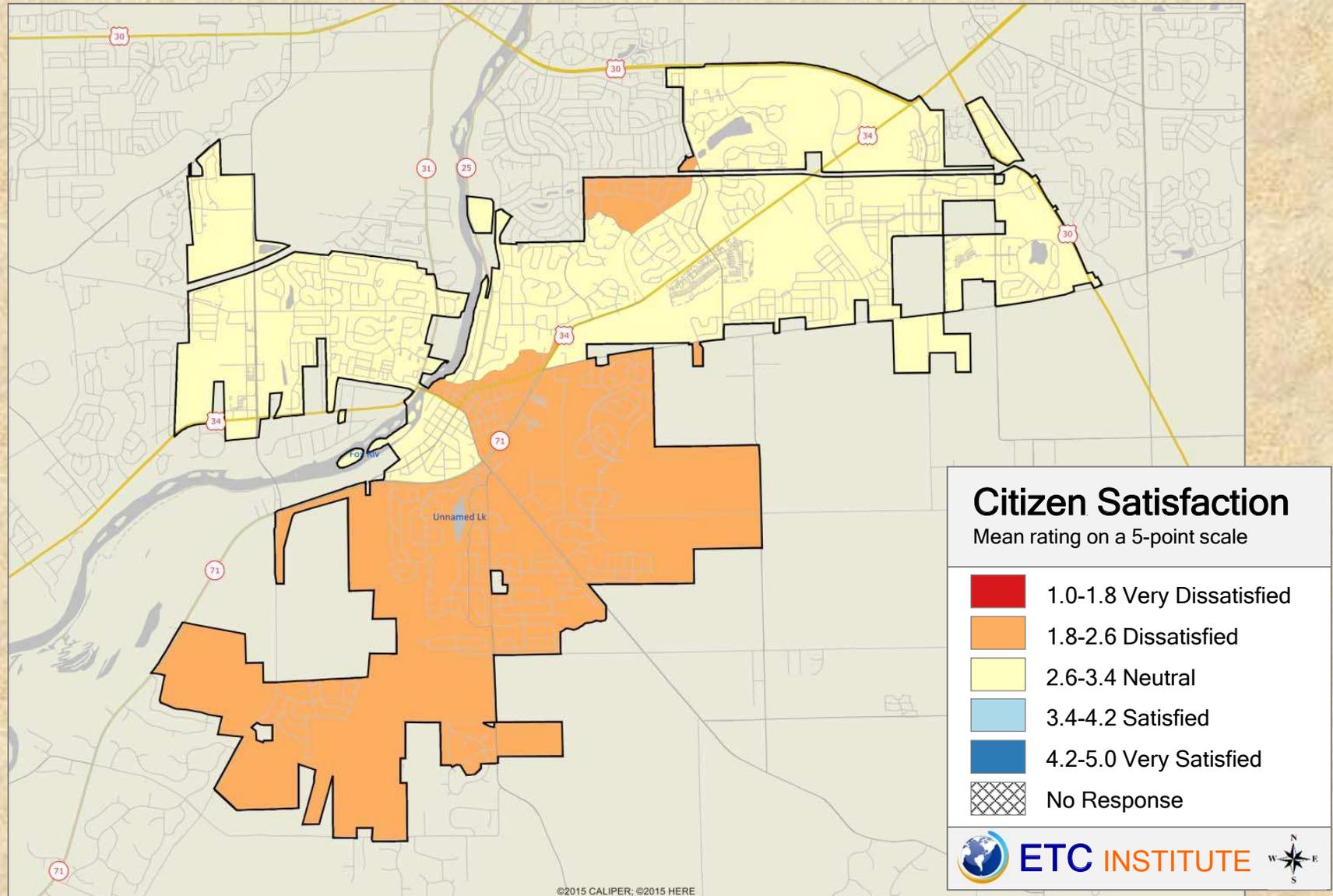
Q16-1. Satisfaction with Shopping Choices



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

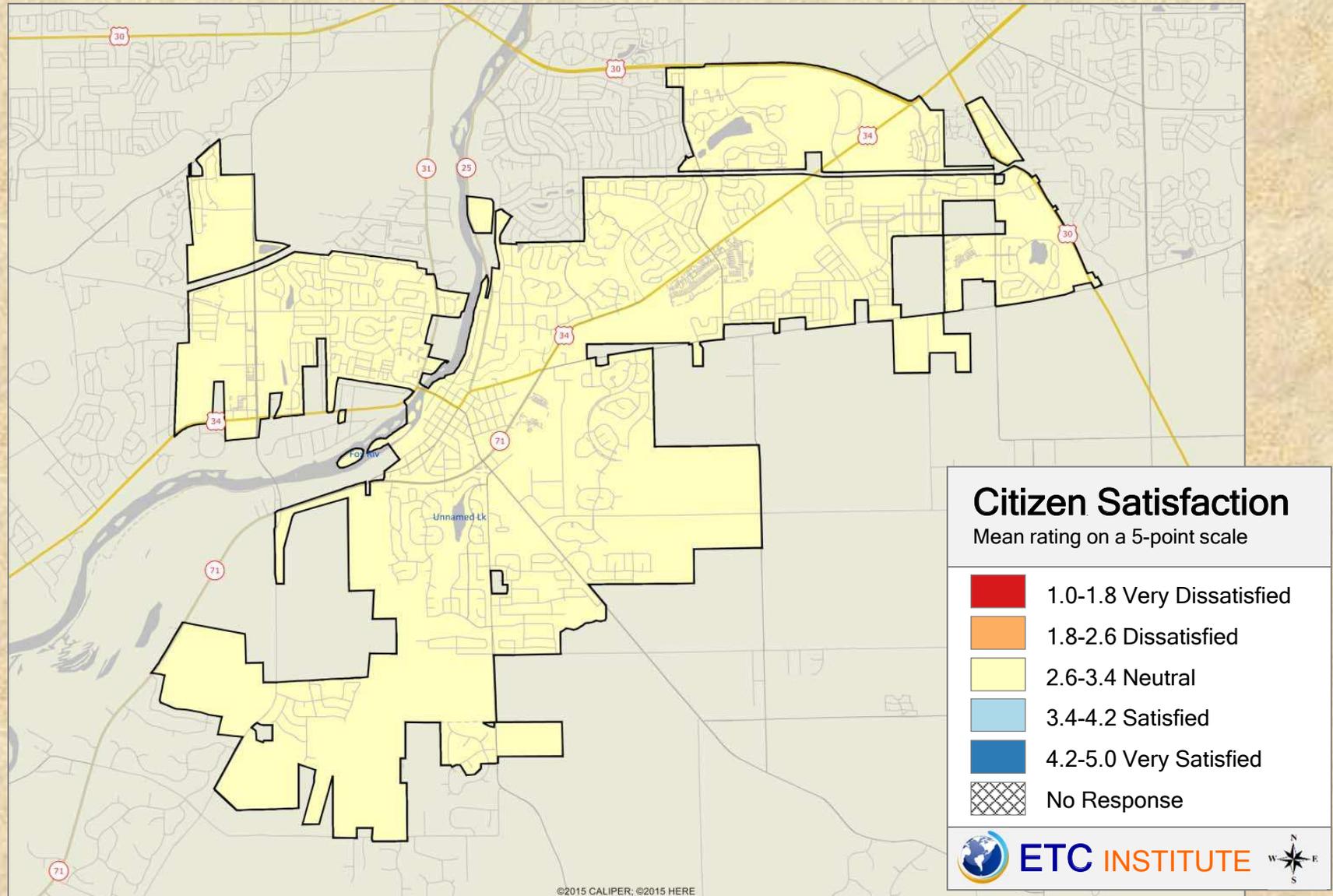
Q16-2. Satisfaction with Restaurant Choices



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

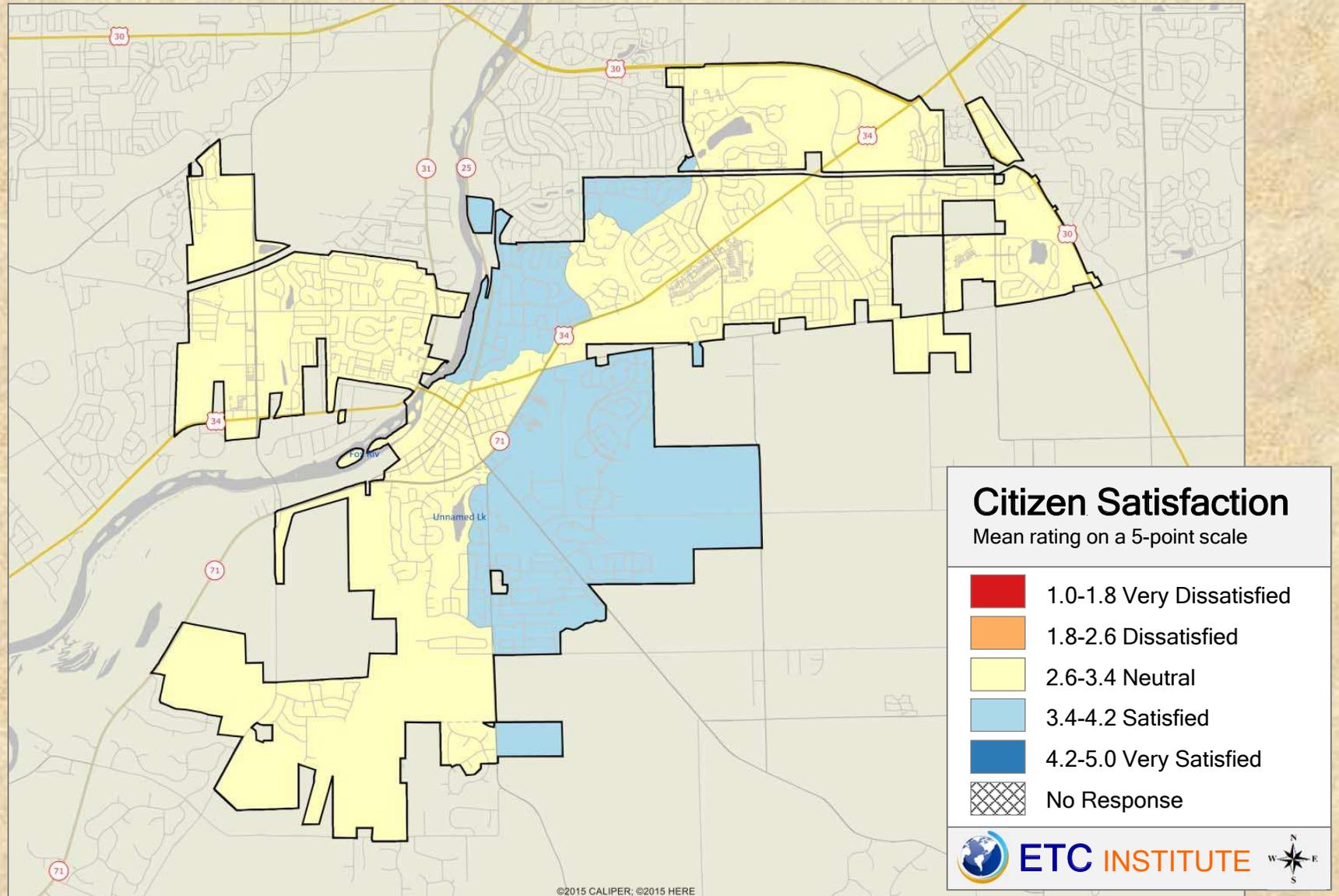
Q16-3. Satisfaction with Quality of Shopping



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

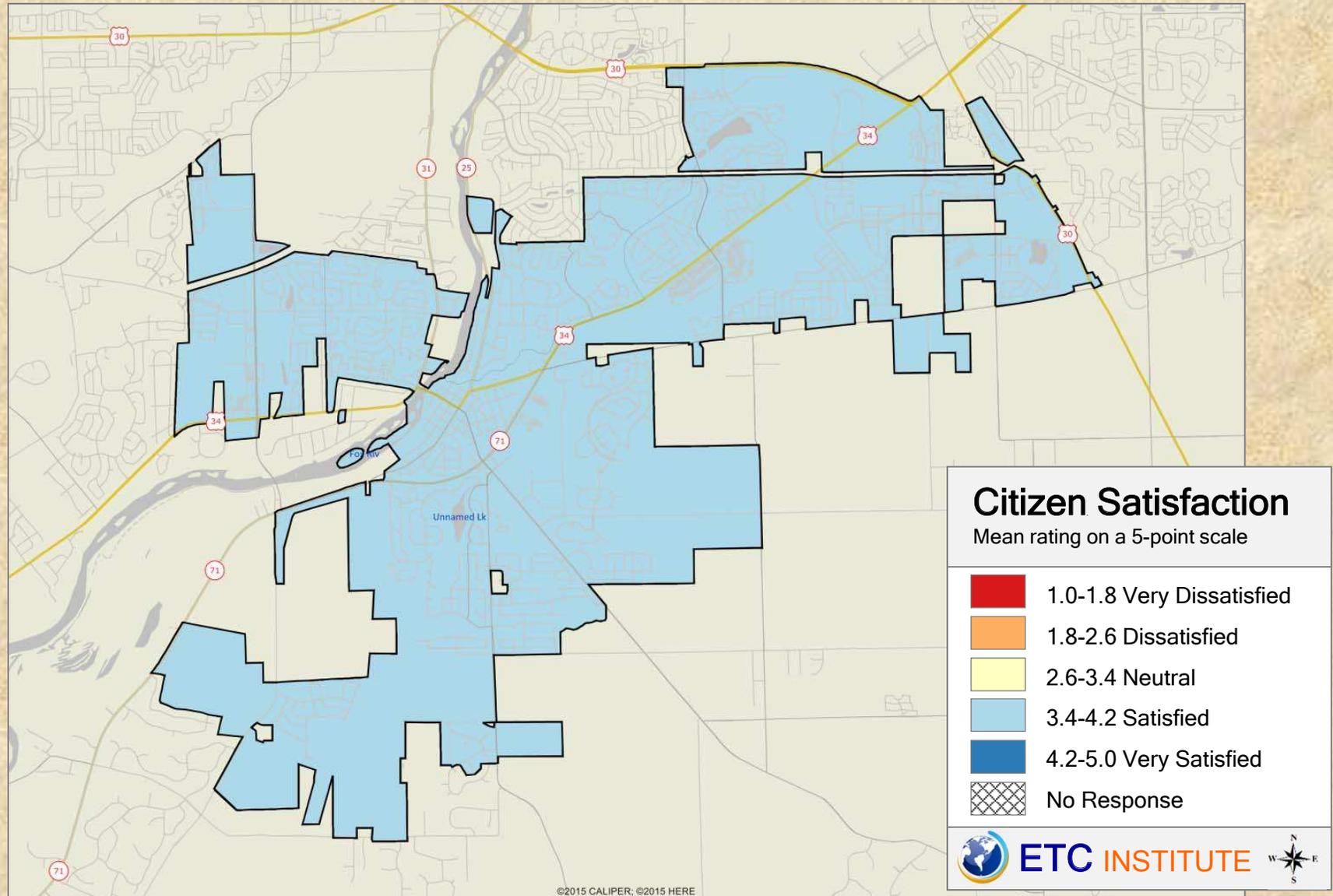
Q16-4. Satisfaction with Availability of Parking



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

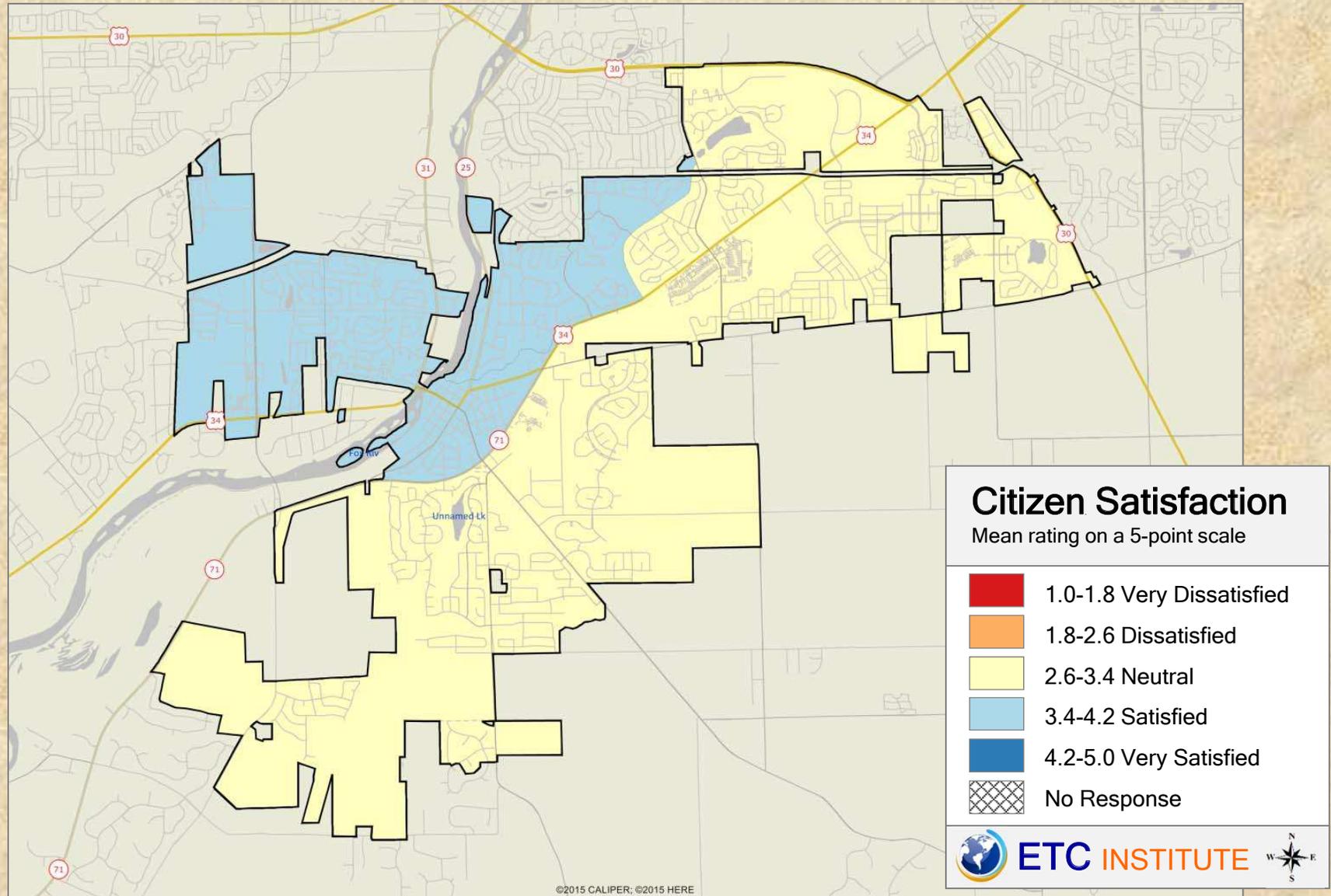
Q16-5. Satisfaction with Green (Outdoor) Space



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

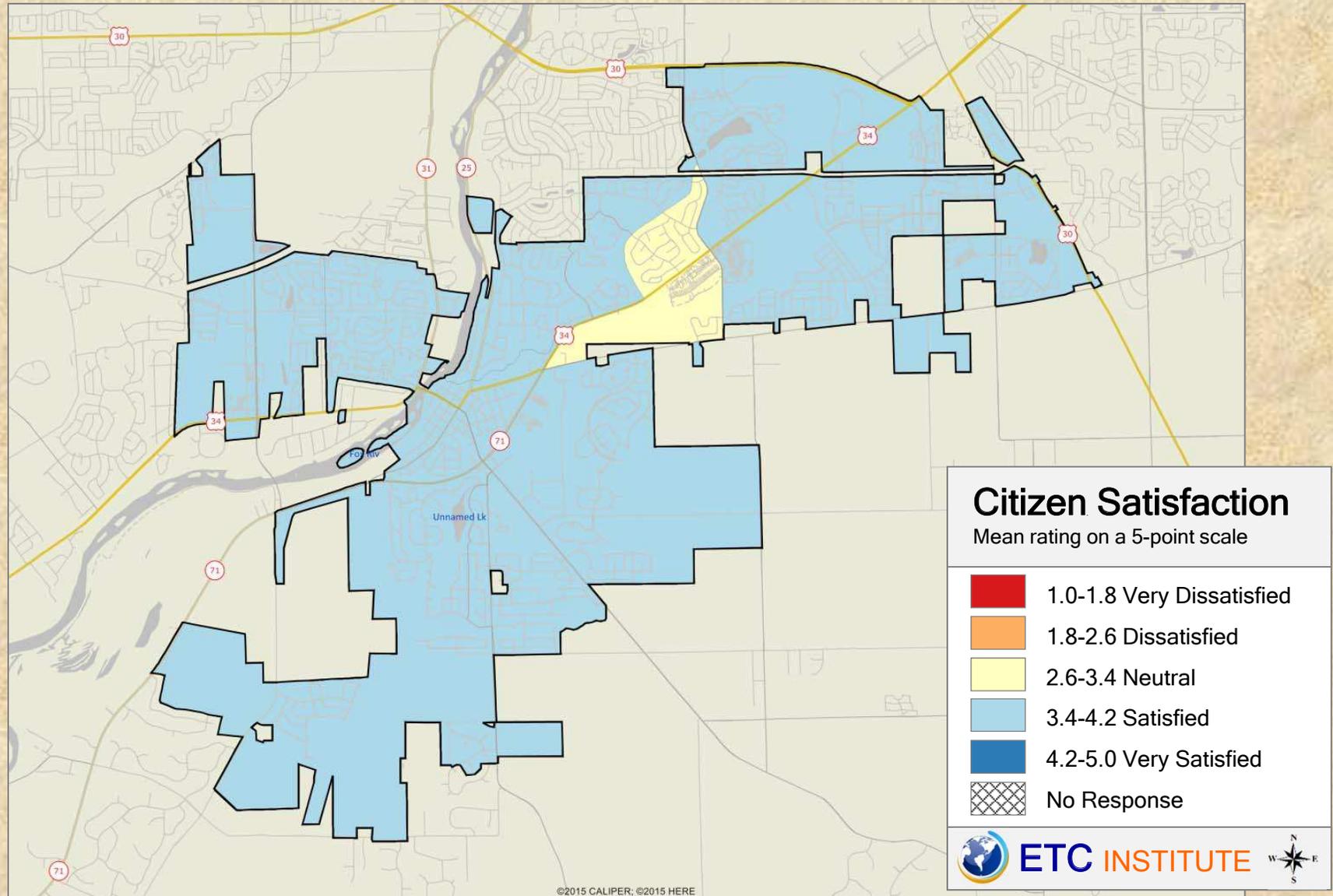
Q16-6. Satisfaction with Recreation Amenities



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

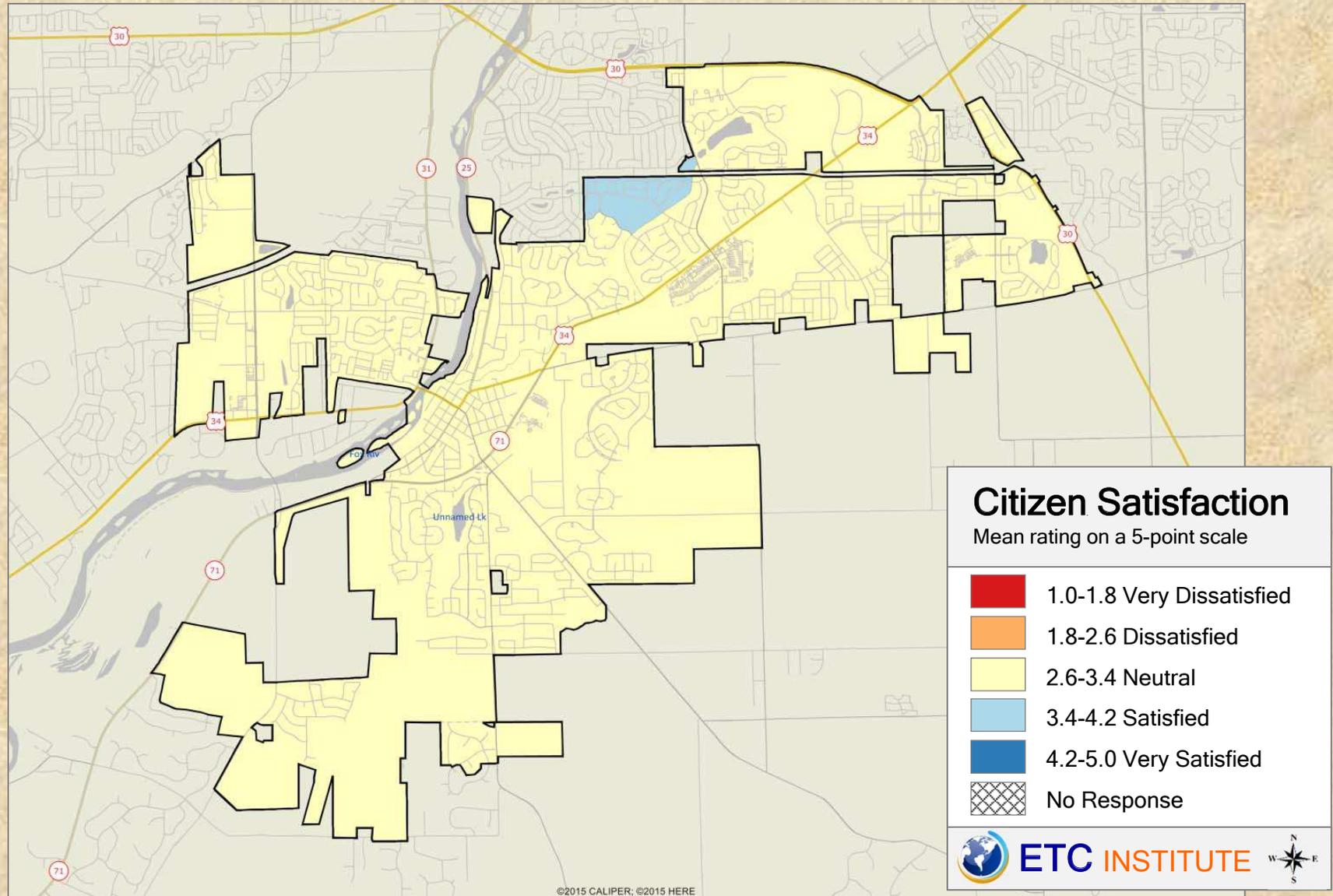
Q16-7. Satisfaction with Public Gathering Spaces



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

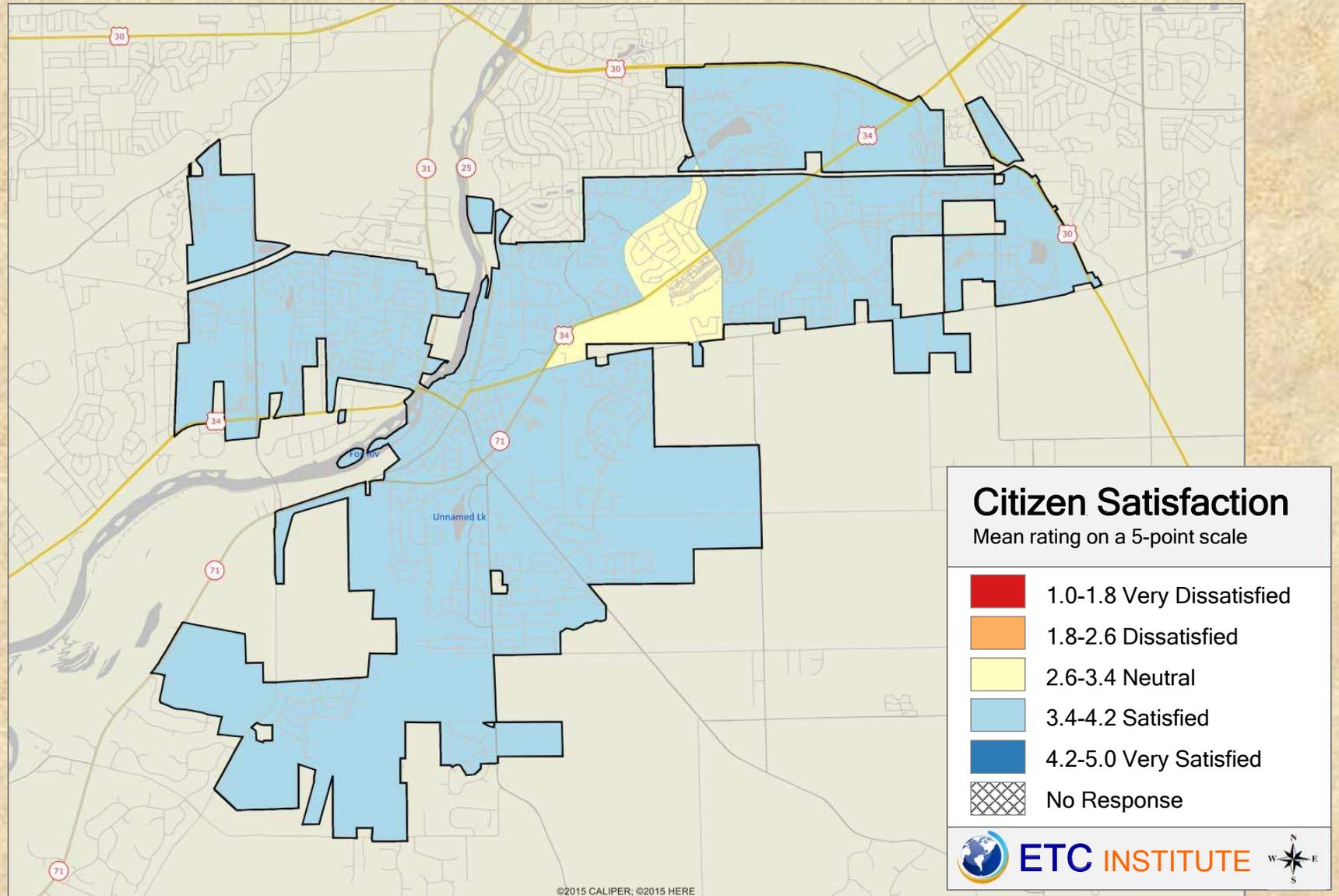
Q16-8. Satisfaction with Public Art



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

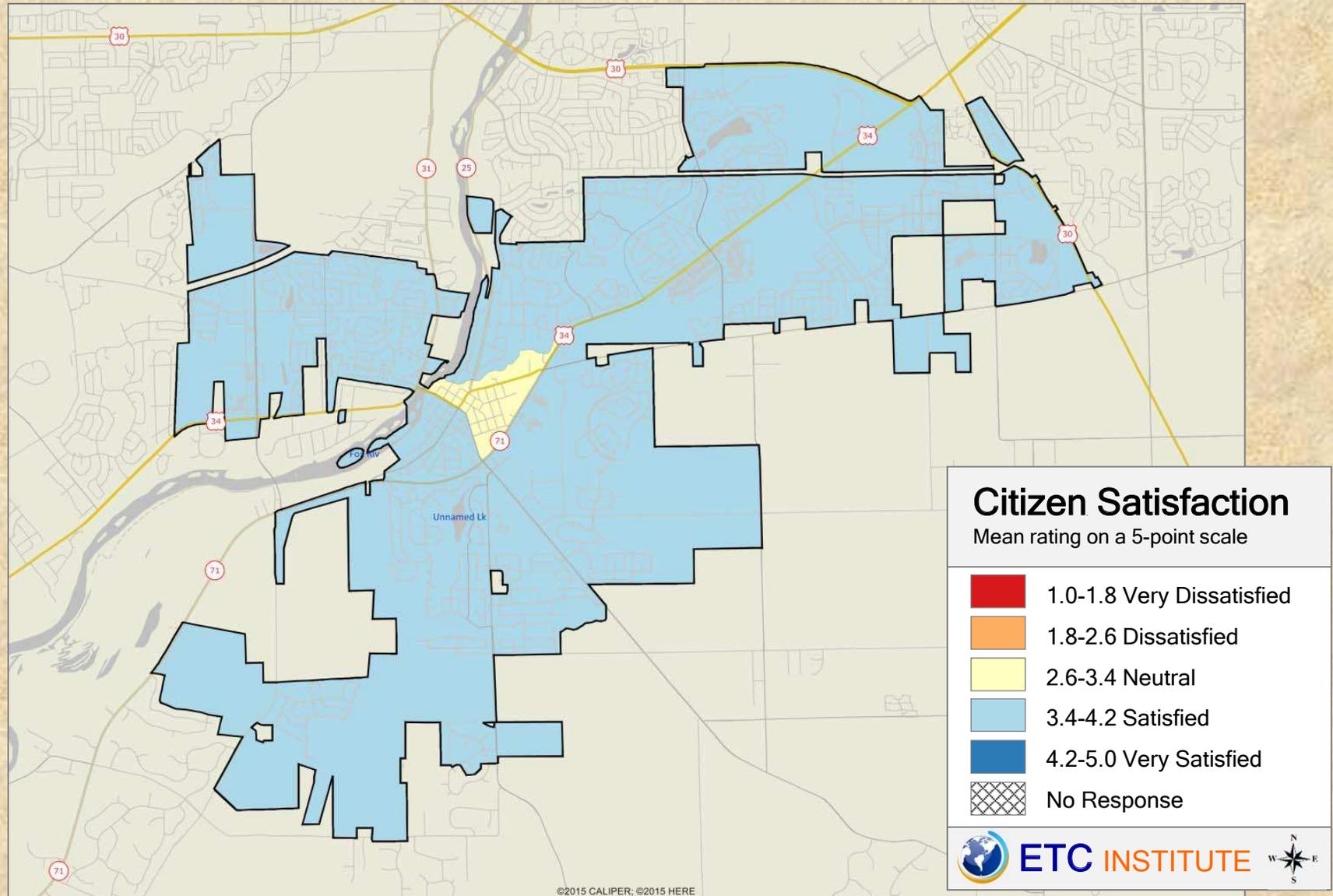
Q16-9. Satisfaction with Street Lighting



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q16-10. Satisfaction with Pedestrian Walkways/Crossings



2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

2016 Community Survey ***Village of Oswego, Illinois***

Presented by

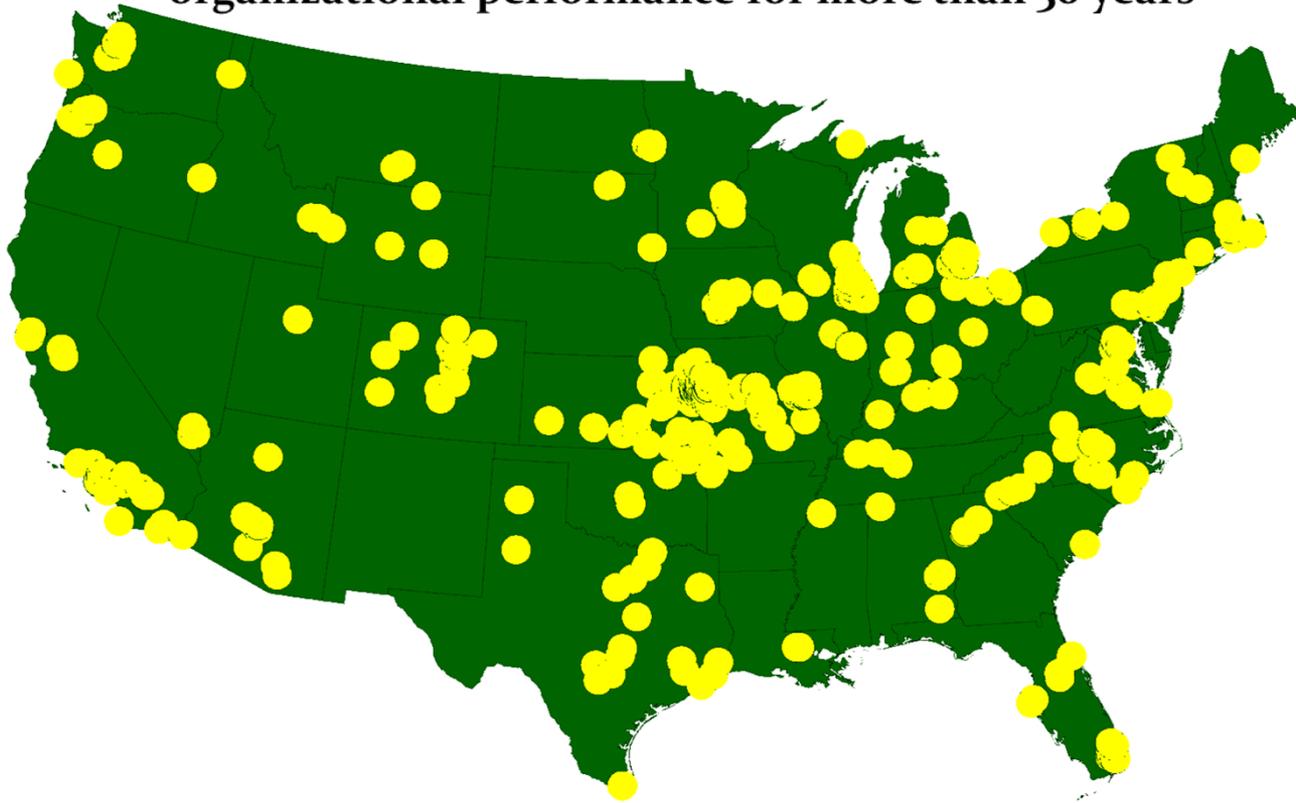


November 1, 2016₂₀₃

ETC Institute

A National Leader in Market Research for Local Governmental Organizations

...helping city and county governments gather and use survey data to enhance
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More than 2,050,000 Persons Surveyed Since 2006
for more than 850 cities in 49 States

Agenda

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

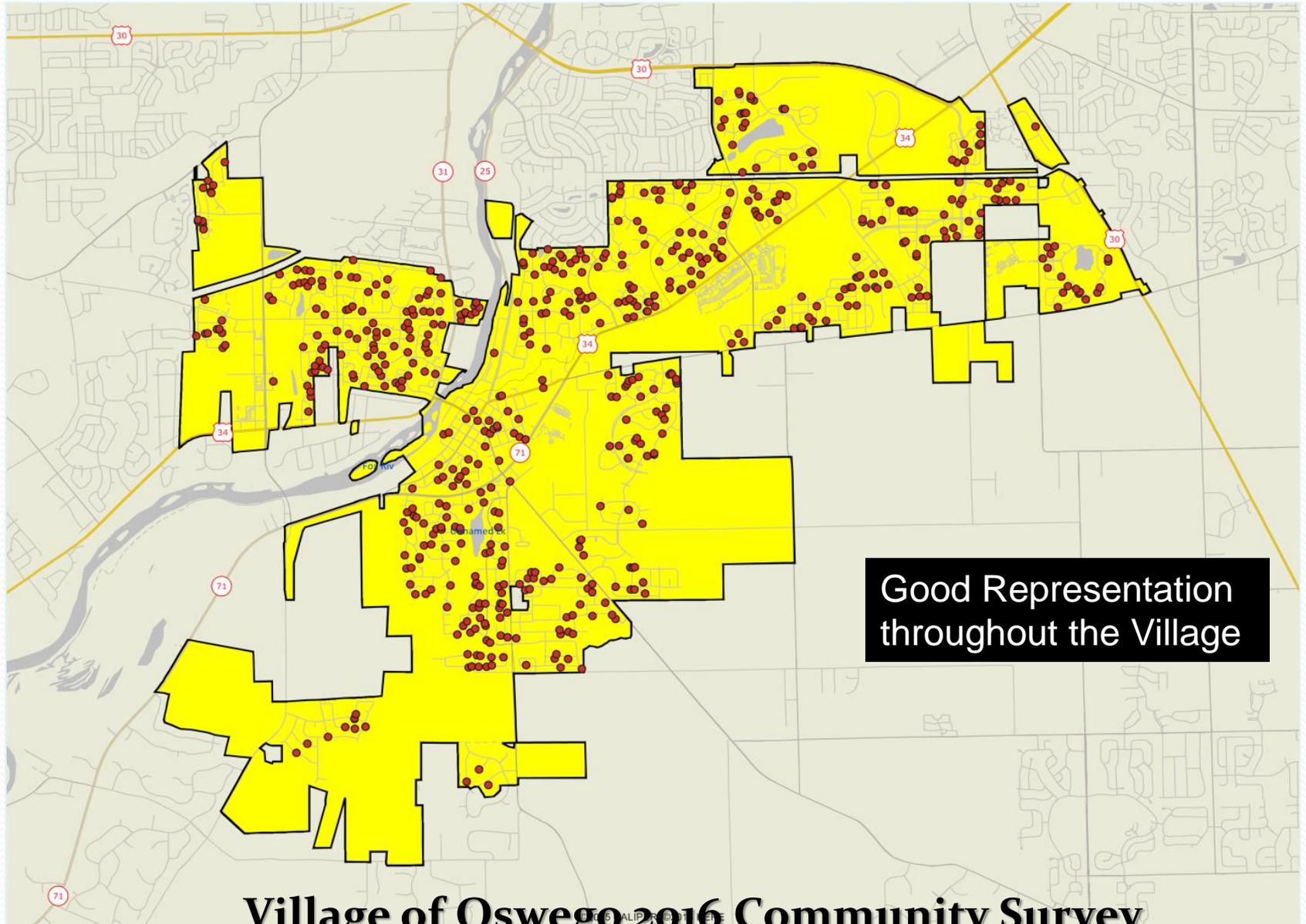
Purpose

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

Methodology

- **Survey Description**
 - ❑ six-page survey
 - ❑ each survey took approximately 15-20 minutes to complete
- **Method of Administration**
 - ❑ by mail, phone and online to randomly selected sample of households in the Village
 - ❑ each survey took approximately 15-20 minutes to complete
- **Sample size:**
 - ❑ goal number of surveys: 500
 - ❑ goal far exceeded: 629 completed surveys
- **Confidence level: 95%**
- **Margin of error: +/- 3.9% overall**

Location of Respondents



Village of Oswego 2016 Community Survey

Bottom Line Up Front

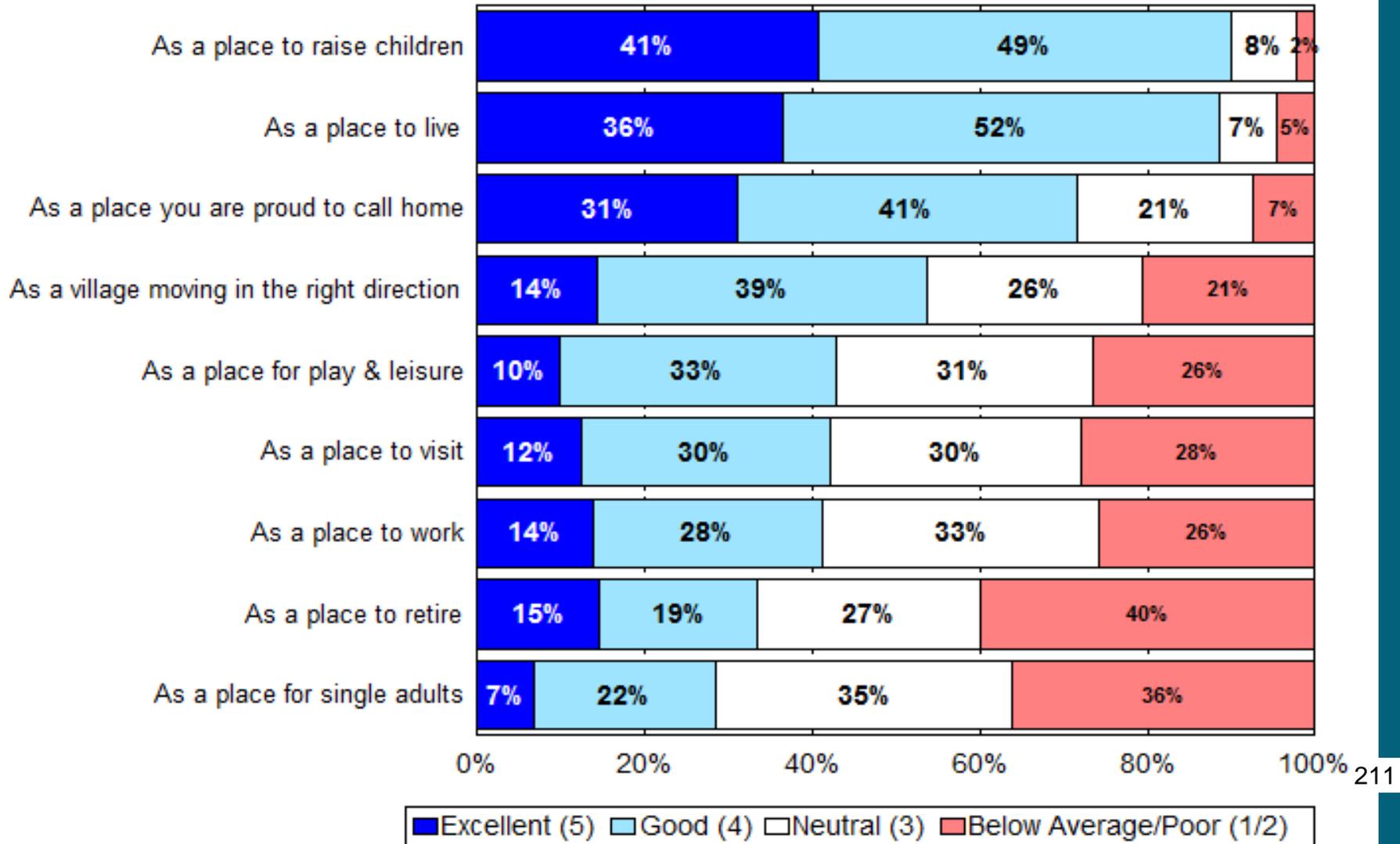
- **Residents Have a Very Positive Perception of the Village**
 - ❑ 90% rated Oswego as an excellent or good place to raise children
 - ❑ 88% rated Oswego as an excellent or good place to live
- **Overall Satisfaction with Village Services Is Much Higher in Oswego Than Other Communities**
 - ❑ Overall satisfaction with Village services rated 24% above the East Central Regional Average, and 14% above the U.S. Average
 - ❑ Village rated above the East Central Average in 48 of 60 areas
 - ❑ Village rated above the U.S. Average in 45 of 60 areas
- **Top community priorities for over the next 2 years:**
 - ❑ Overall flow of traffic and congestion management
 - ❑ Overall management of Village finances

Major Finding #1

Residents Have a Very Positive Perception of the Village

Q1. How Respondents Would Rate The Village

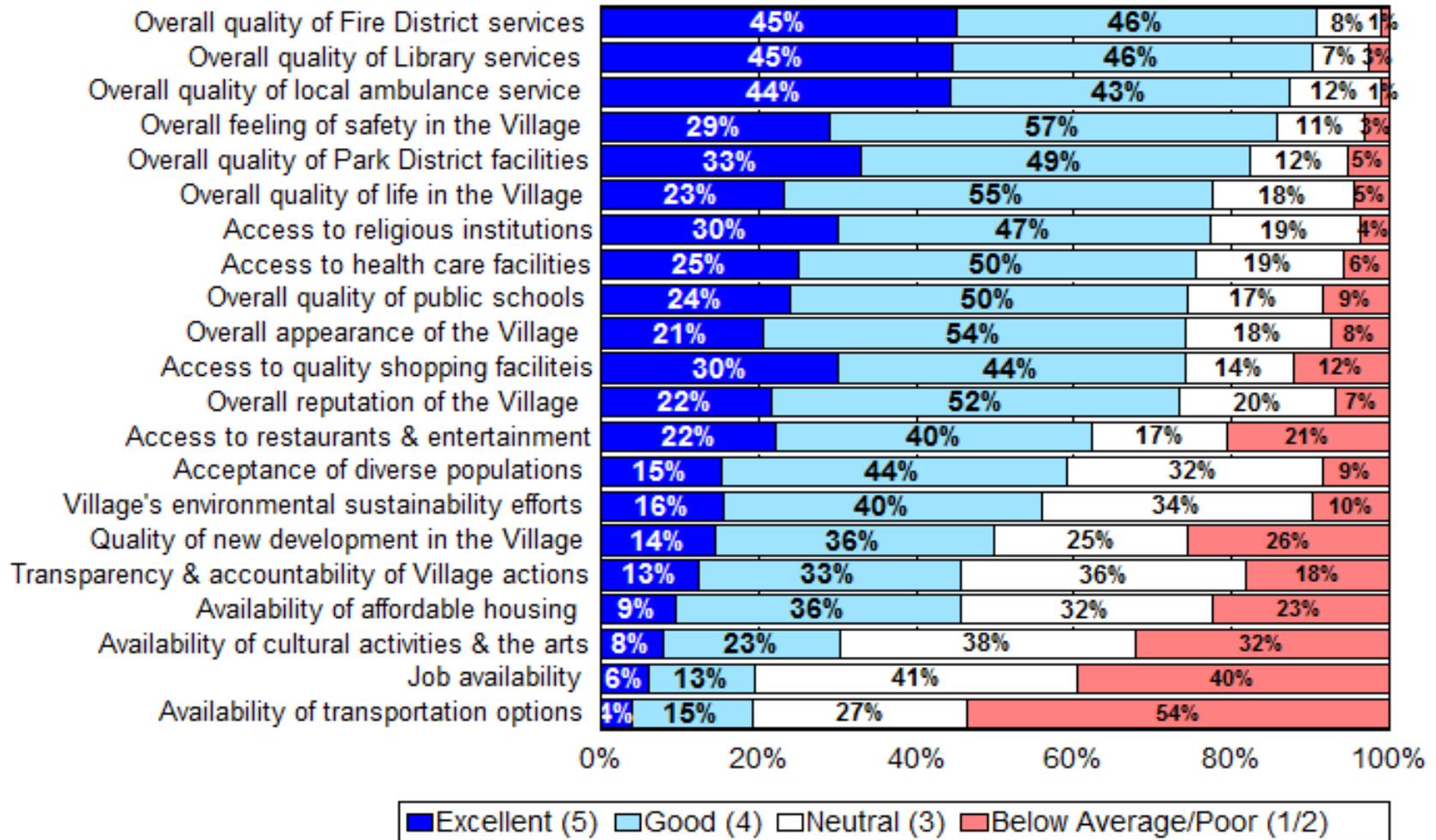
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Most Residents Rated Oswego as an Excellent or Good Place to Live and Raise Children

Q2. Satisfaction with Items That Influence Perceptions of the City

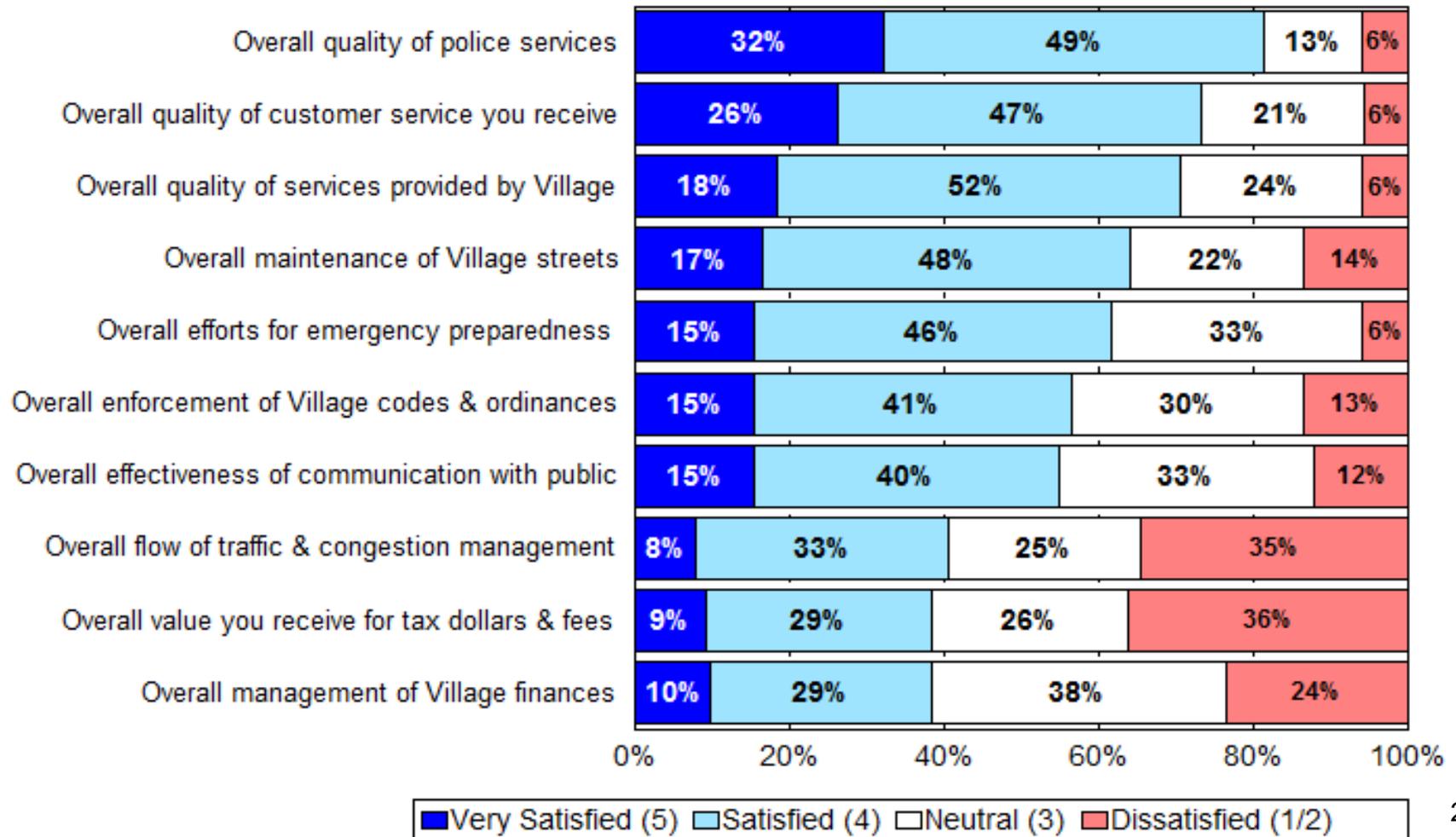
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Most Residents Are Satisfied with the Fire District, Library, Ambulance, Feeling of Safety, and Park District, But There Are Concerns with Transportation Options and Job Availability

Q3. Overall Satisfaction with Village Services by Major Category

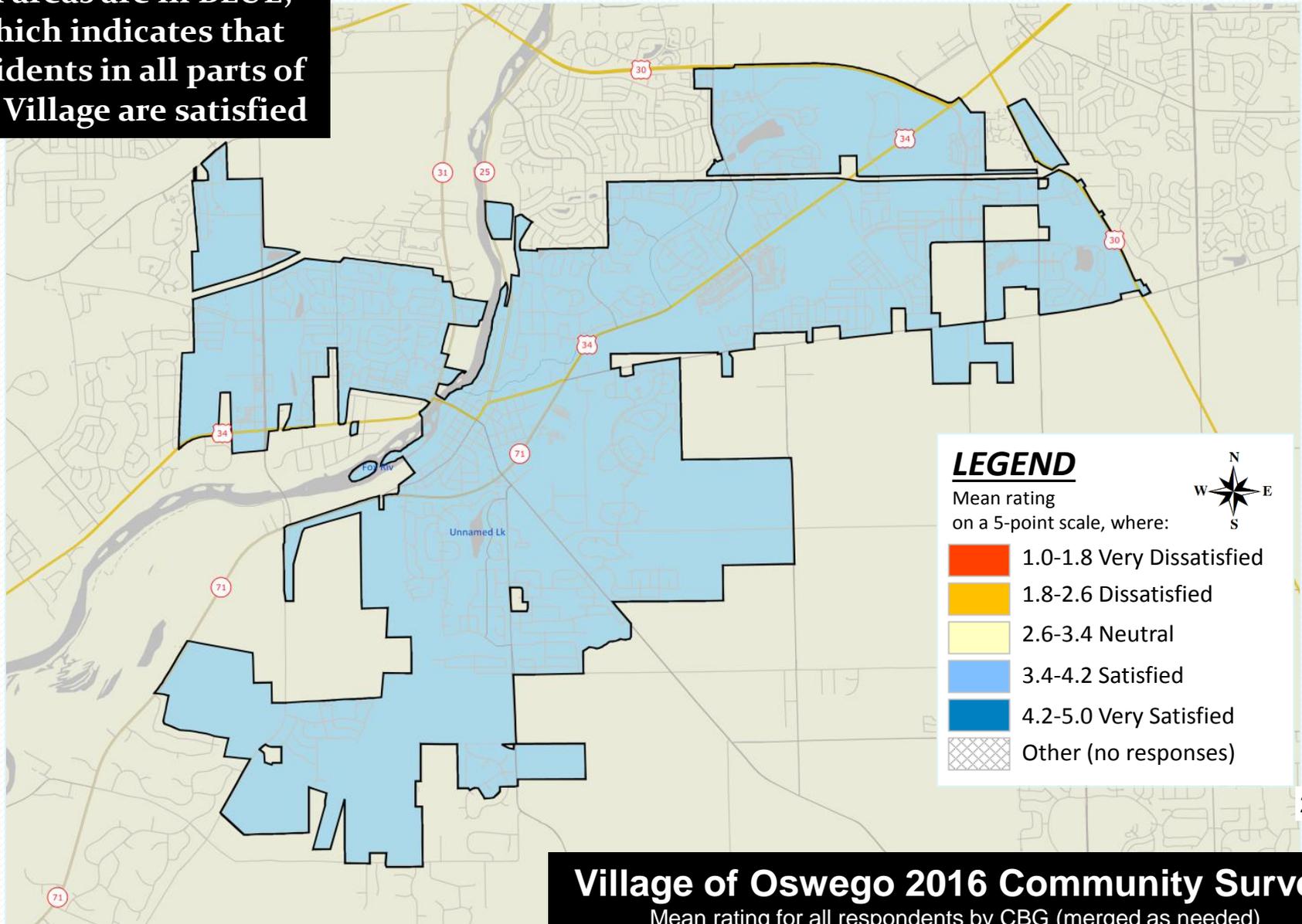
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



More Than an 11-1 Ratio of Residents Who Are Satisfied vs. Dissatisfied (70% vs. 6%) with the Overall Quality of Services Provided by the Village

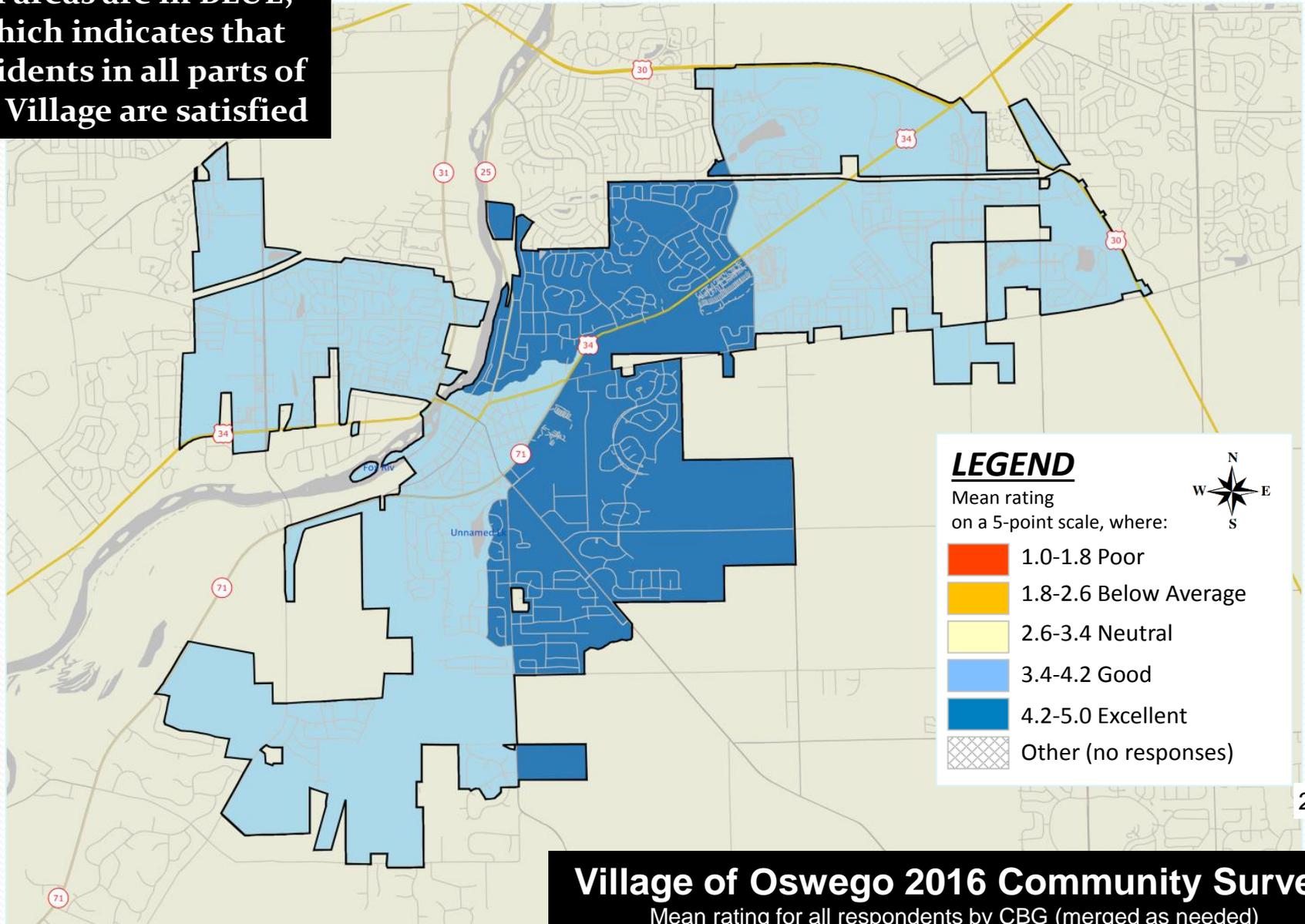
Overall Quality of Services Provided by the Village

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



Rating the Village as a Place to Live

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

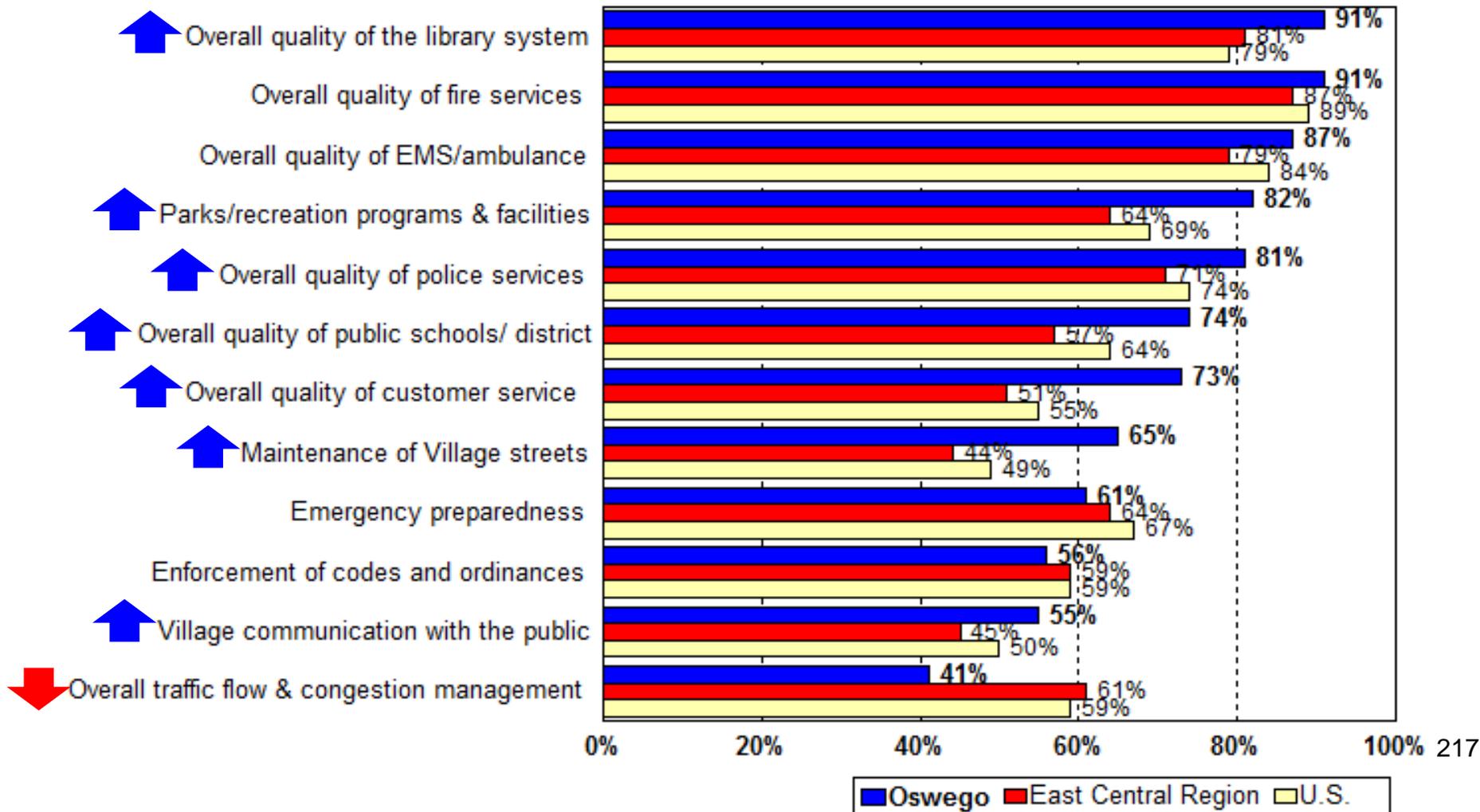


Major Finding #2

Satisfaction Levels in Oswego Are
Significantly Higher than
National and Regional Averages

Overall Satisfaction with Various Village Services Oswego vs. East Central Region vs. the U.S

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



Source: 2016 ETC Institute

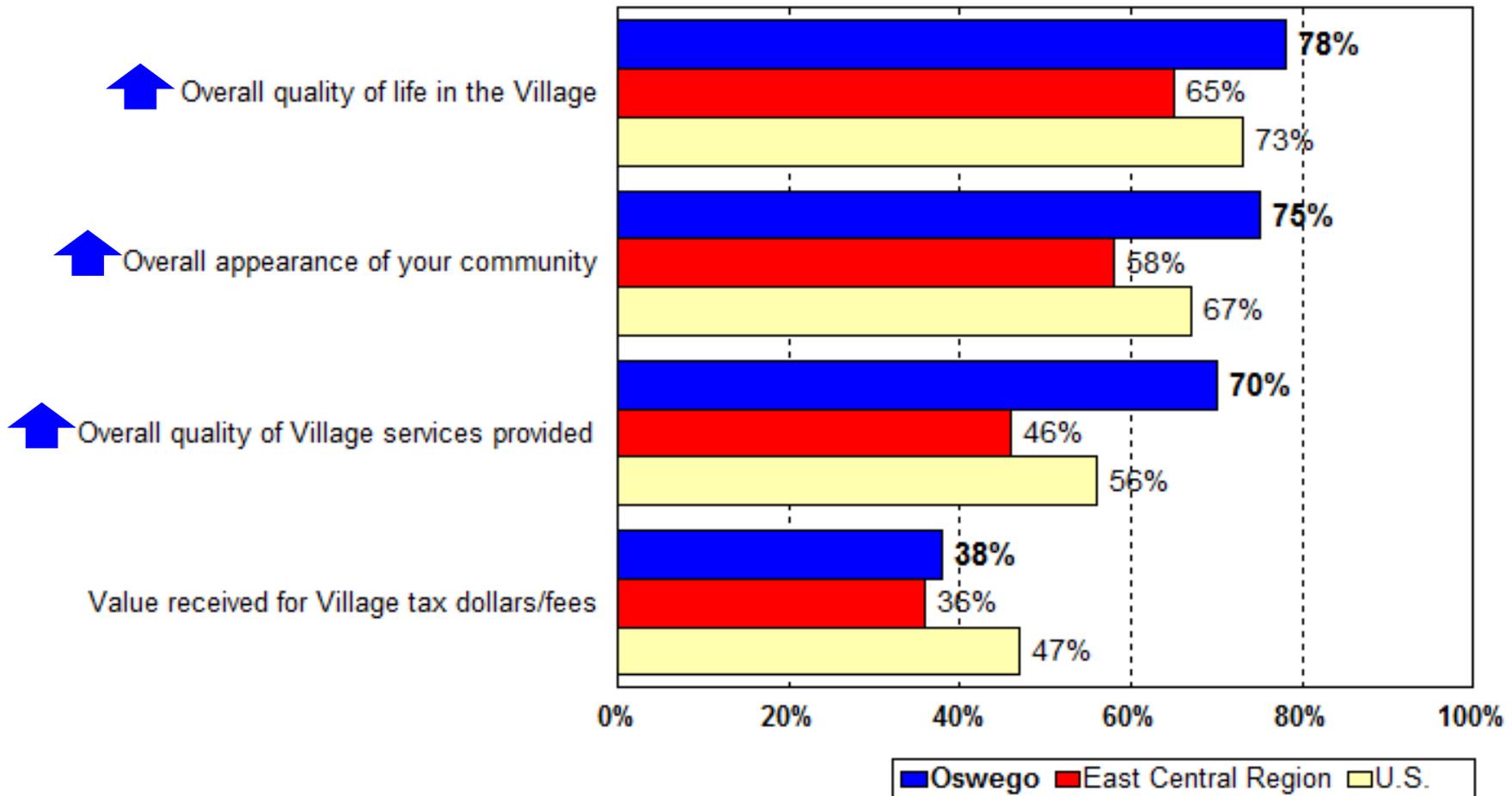
Significantly Higher: ↑

Significantly Lower: ↓

Satisfaction with Issues that Influence Perceptions of the Village

Oswego vs. East Central Region vs. the U.S

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



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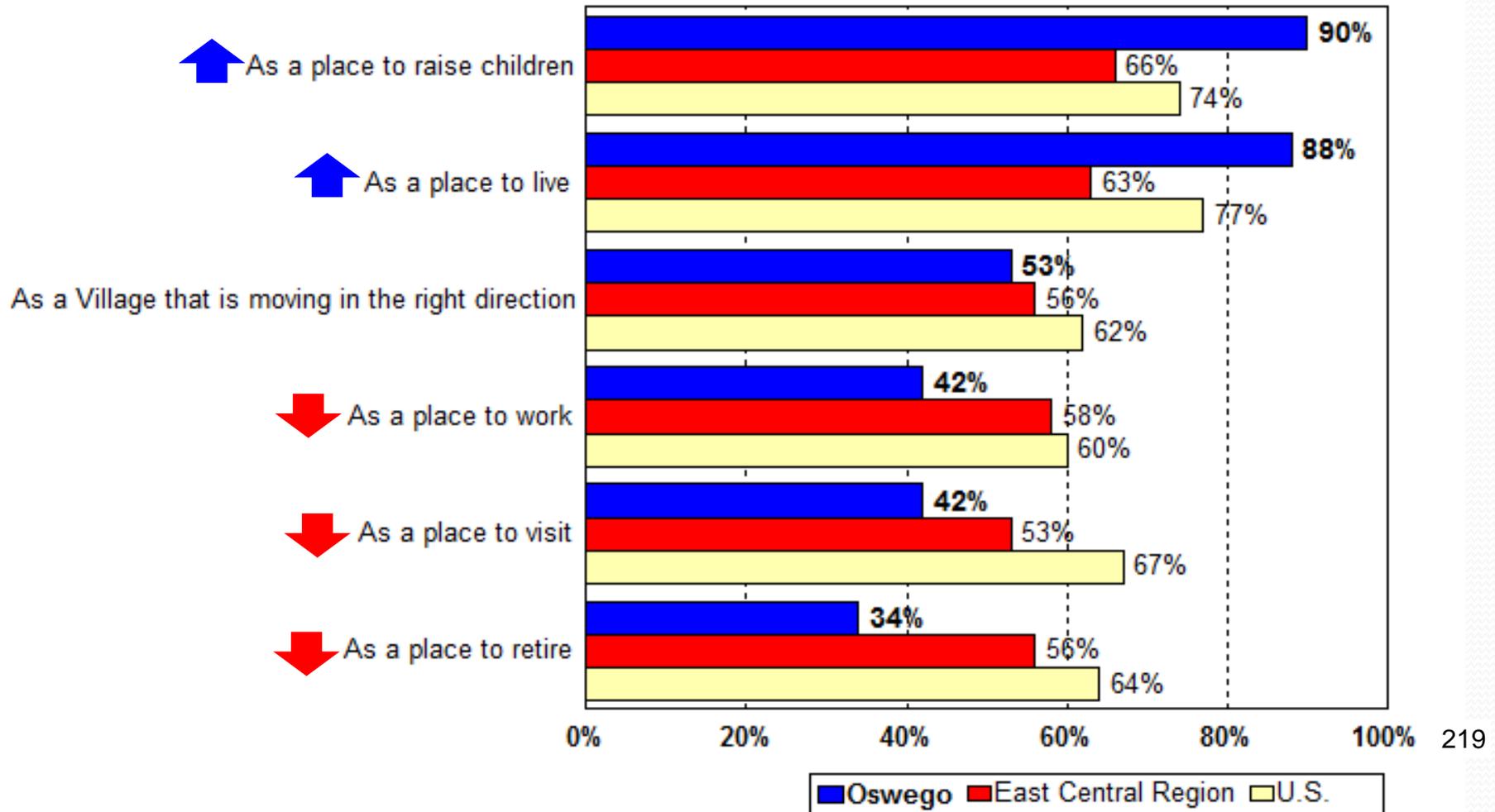
Source: 2016 ETC Institute

Significantly Higher: ↑

Significantly Lower: ↓

Overall Ratings of the Community Oswego vs. East Central Region vs. the U.S

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

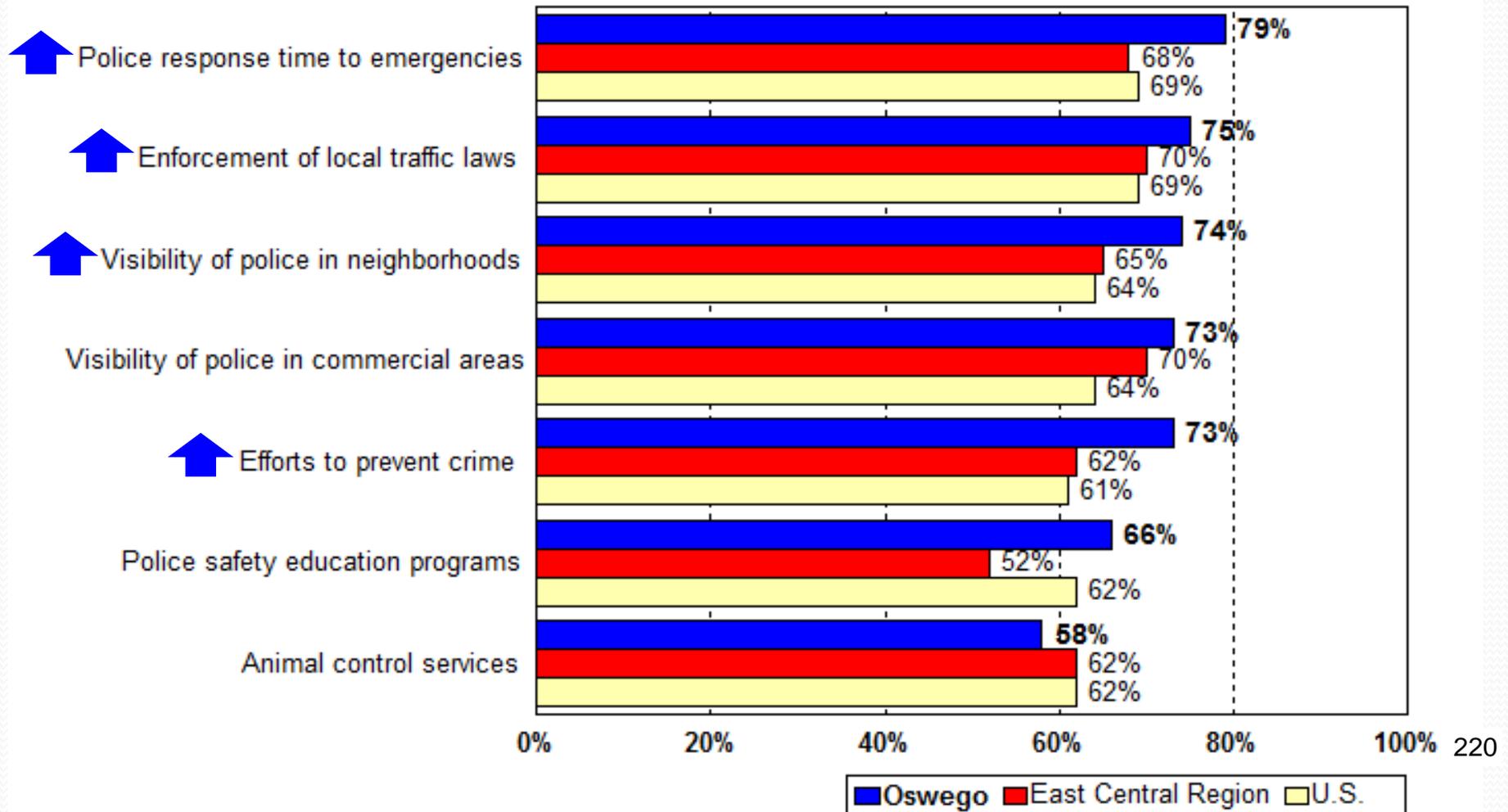


Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Police Services Oswego vs. East Central Region vs. the U.S

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

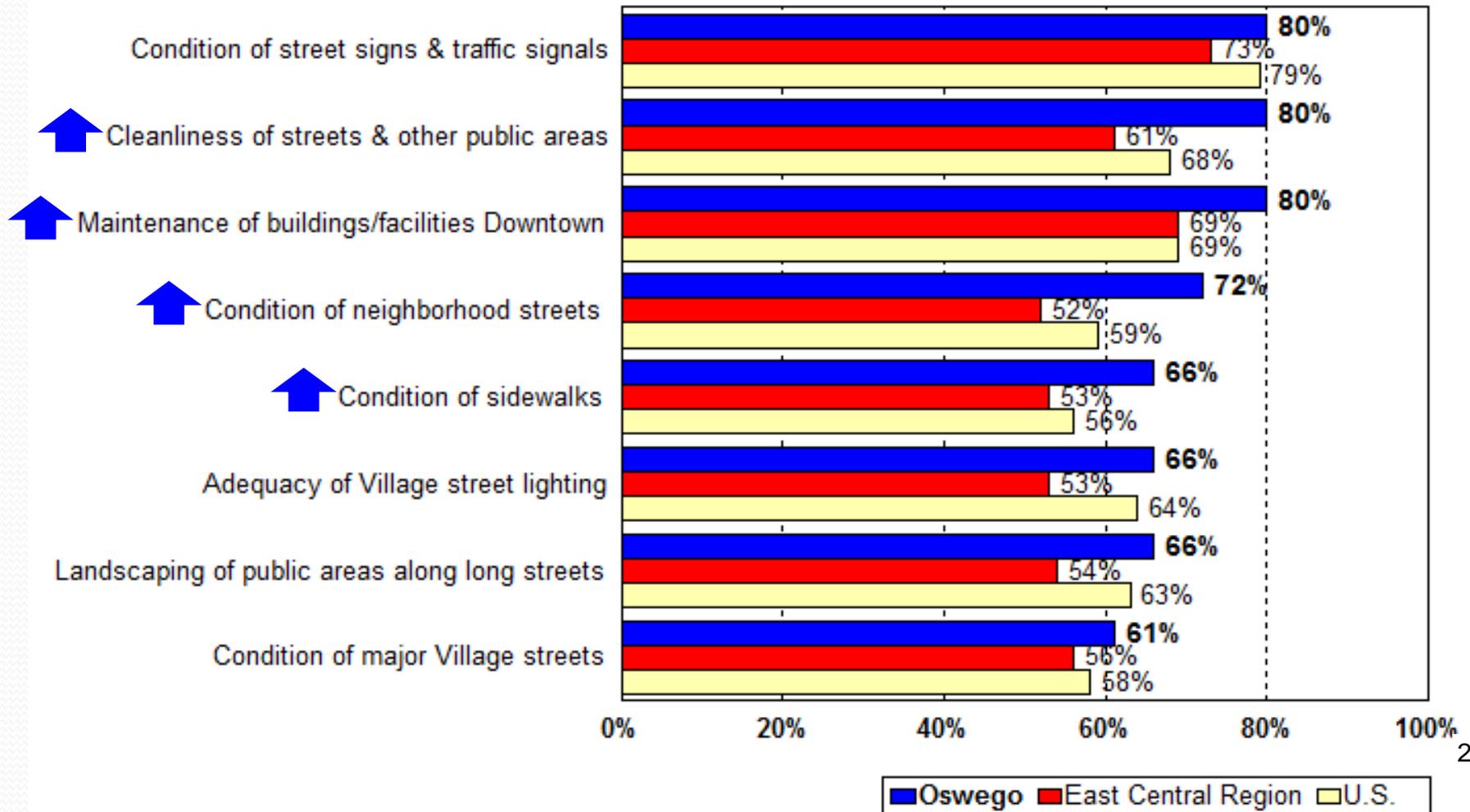


Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Village Maintenance Oswego vs. East Central Region vs. the U.S

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



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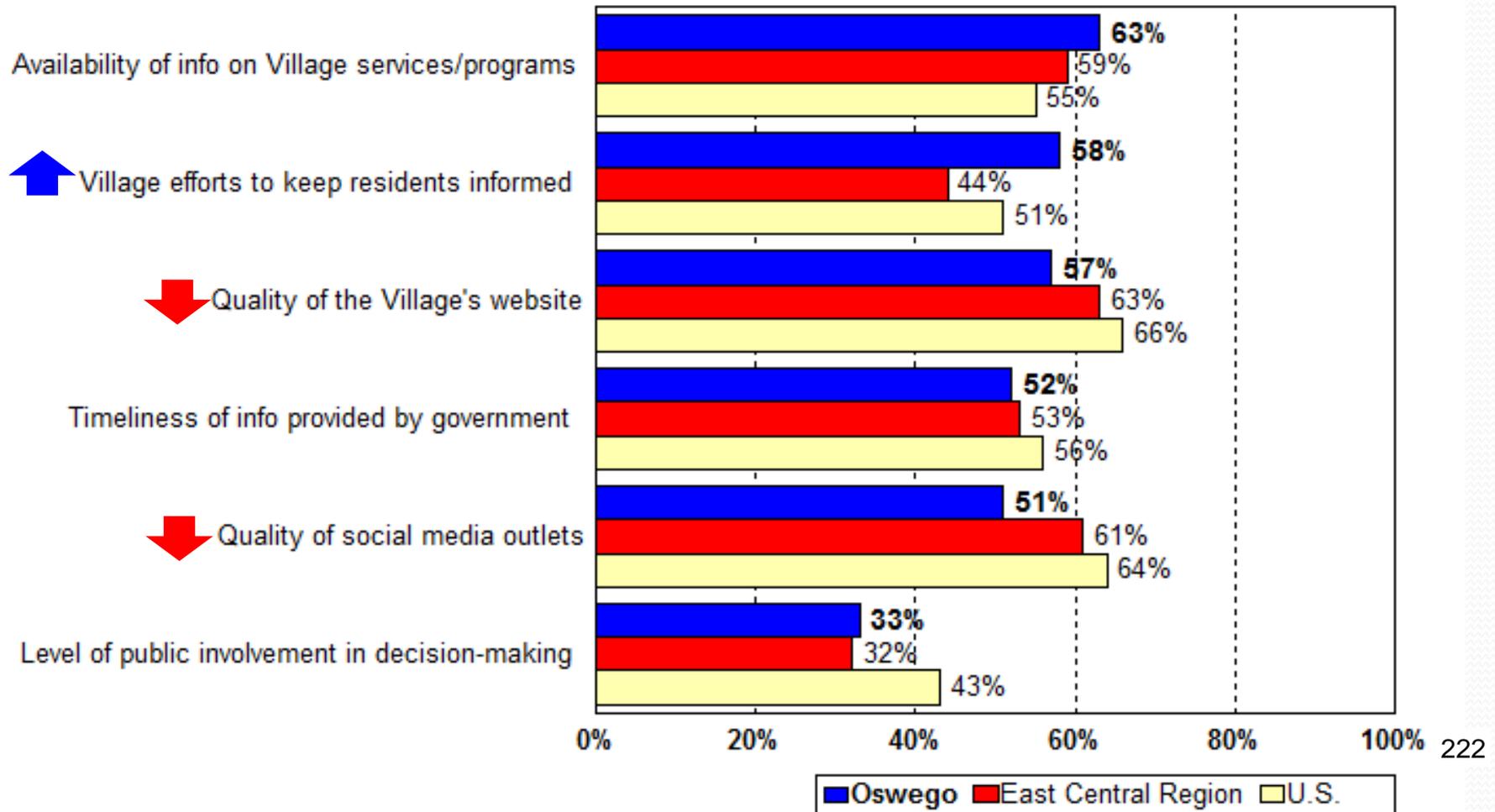
Source: 2016 ETC Institute

Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Communication Oswego vs. East Central Region vs. the U.S

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

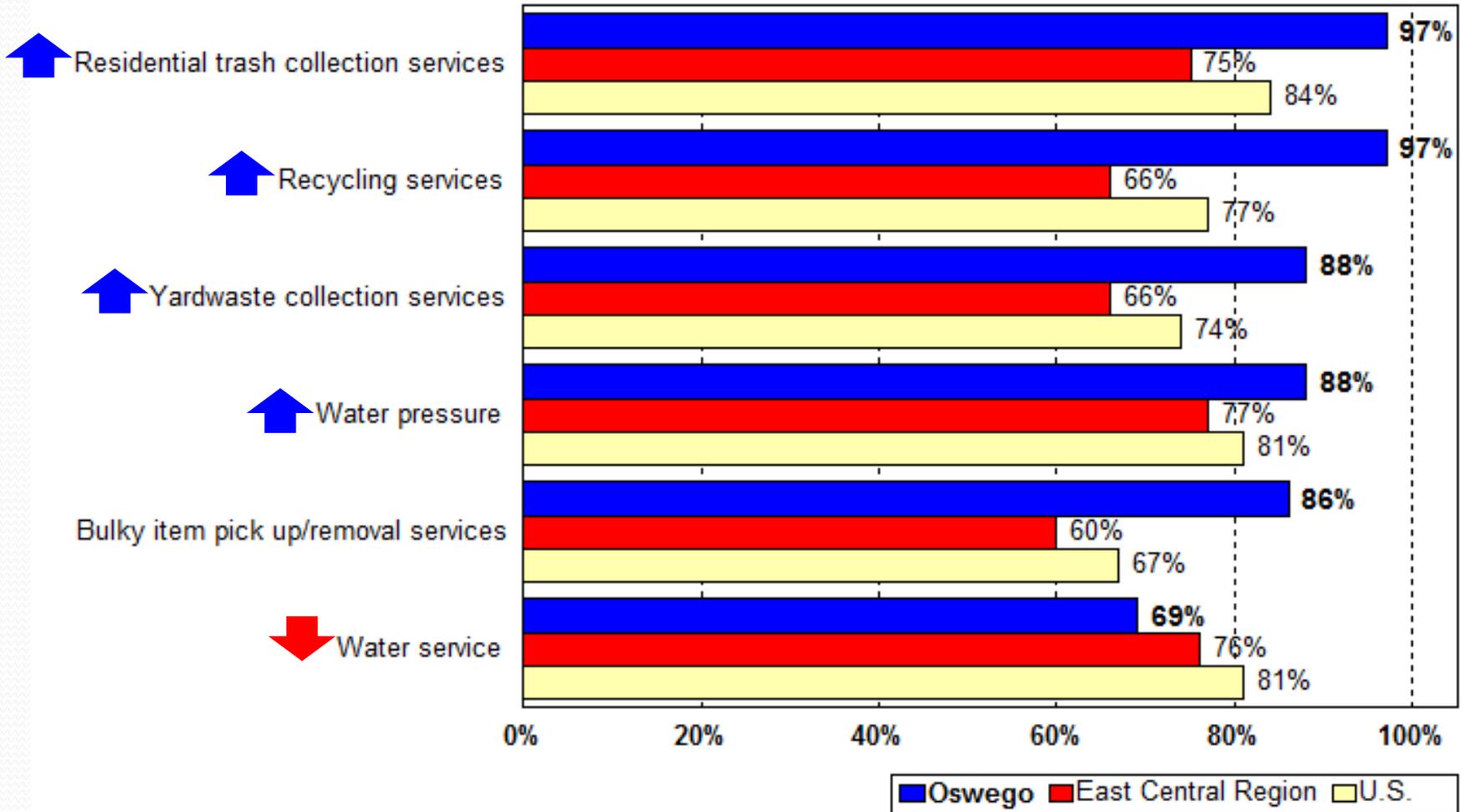


Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Utility Services Village vs. East Central Region vs. the U.S

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

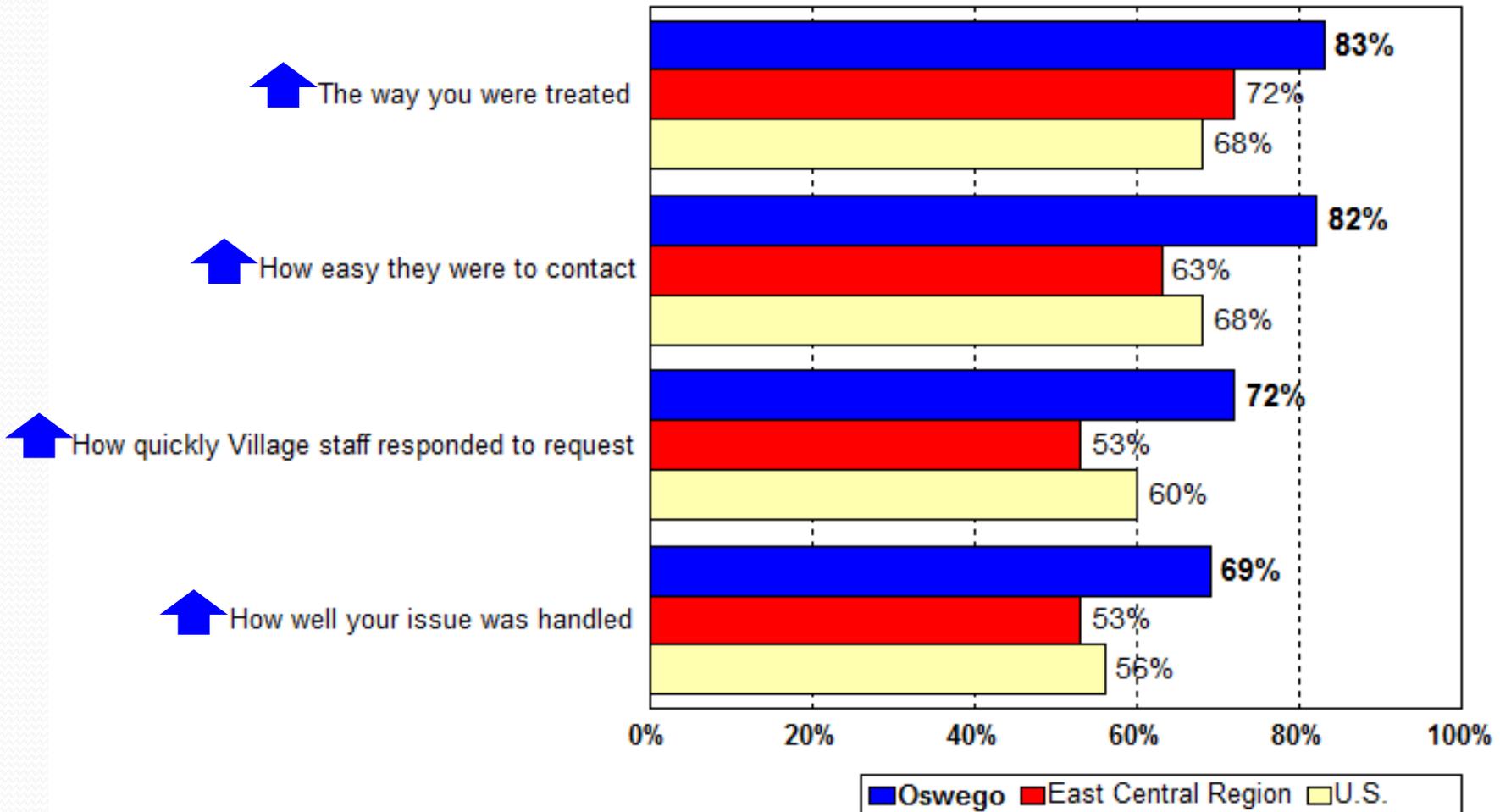


Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Customer Service Village vs. East Central Region vs. the U.S

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



Significantly Higher: ↑

Significantly Lower: ↓

Major Finding #3 Top Community Priorities

2016 Importance-Satisfaction Rating

Village of Oswego

Major Categories of 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>						
Overall value you receive for tax dollars & fees	60%	1	38%	9	0.3720	1
Overall flow of traffic & congestion management	48%	2	40%	8	0.2880	2
Overall management of Village finances	42%	3	38%	10	0.2604	3
<u>Medium Priority (IS <.10)</u>						
Overall maintenance of Village streets	27%	4	64%	4	0.0972	4
Effectiveness of communication with public	14%	6	55%	7	0.0630	5
Enforcement of Village codes & ordinances	11%	9	57%	6	0.0473	6
Overall quality of services provided by Village	16%	5	70%	3	0.0480	7
Overall efforts for emergency preparedness	12%	8	62%	5	0.0456	8
Overall quality of police services	14%	7	81%	1	0.0266	9
Overall quality of customer service you receive	3%	10	73%	2	0.0081	10

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Overall Priorities: 

2016 Importance-Satisfaction Rating

Village of Oswego

Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
The Village's efforts to prevent crime	38%	1	73%	8	0.1026	1
Medium Priority (IS <.10)						
The visibility of police in neighborhoods	36%	2	73%	7	0.0972	2
The visibility of police in commercial areas	18%	4	74%	6	0.0468	3
Overall attitude & behavior of Police Department	18%	3	78%	4	0.0396	4
How quickly police respond to emergencies	16%	5	80%	1	0.0320	5
Enforcement of local traffic laws	13%	6	75%	5	0.0325	6
Police Department safety education programs	9%	8	67%	9	0.0297	7
Quality of animal control	7%	10	58%	10	0.0294	8
Overall professionalism of Police Dept.	13%	7	79%	3	0.0273	9
Overall quality of 9-1-1 services	8%	9	79%	2	0.0168	10

Police Priorities: 

2016 Importance-Satisfaction Rating

Village of Oswego

Village Maintenance and Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Traffic flow on major Village streets	34%	2	44%	19	0.1904	1
Condition of State roads	36%	1	49%	18	0.1836	2
Water rates	25%	4	42%	20	0.1450	3
Condition of major Village streets	29%	3	61%	16	0.1131	4
Medium Priority (IS <.10)						
Overall quality of your tap water	21%	5	64%	15	0.0756	5
Pedestrian accessibility	16%	9	60%	17	0.0640	6
Snow & ice control program	20%	6	67%	11	0.0660	7
Adequacy of Village street lighting	17%	8	66%	14	0.0578	8
Condition of streets in your neighborhood	17%	7	72%	8	0.0476	9
Landscaping/trees of public areas along streets	13%	10	66%	13	0.0442	10
Condition of Village sidewalks	11%	11	66%	12	0.0374	11
Condition of street drainage/water drainage	10%	12	69%	9	0.0310	12
Overall quality of water service	7%	13	68%	10	0.0224	13
Overall cleanliness of streets/other public areas	6%	15	80%	3	0.0120	14
Maintenance of street signs & traffic signals	6%	14	81%	2	0.0114	15
Brush removal program	4%	16	79%	5	0.0084	16
Leaf collection program	4%	17	77%	7	0.0092	17
Ease of paying water bill	2%	19	77%	6	0.0046	18
Water pressure on a typical day	3%	18	87%	1	0.0039	19
Maintenance of Village-owned buildings	1%	20	80%	4	0.0020	20

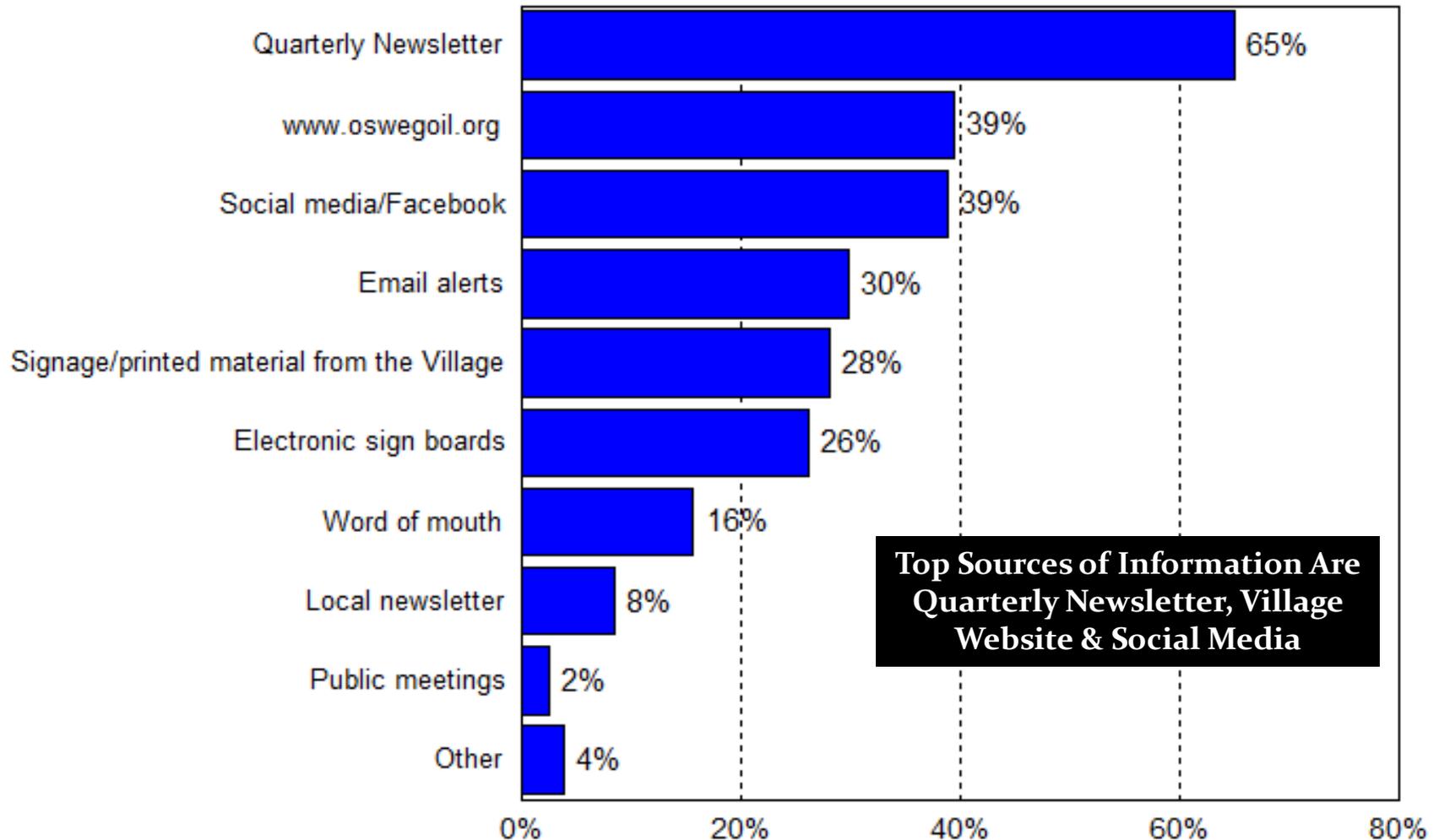


Maintenance /Public Works Priorities:

Other Findings

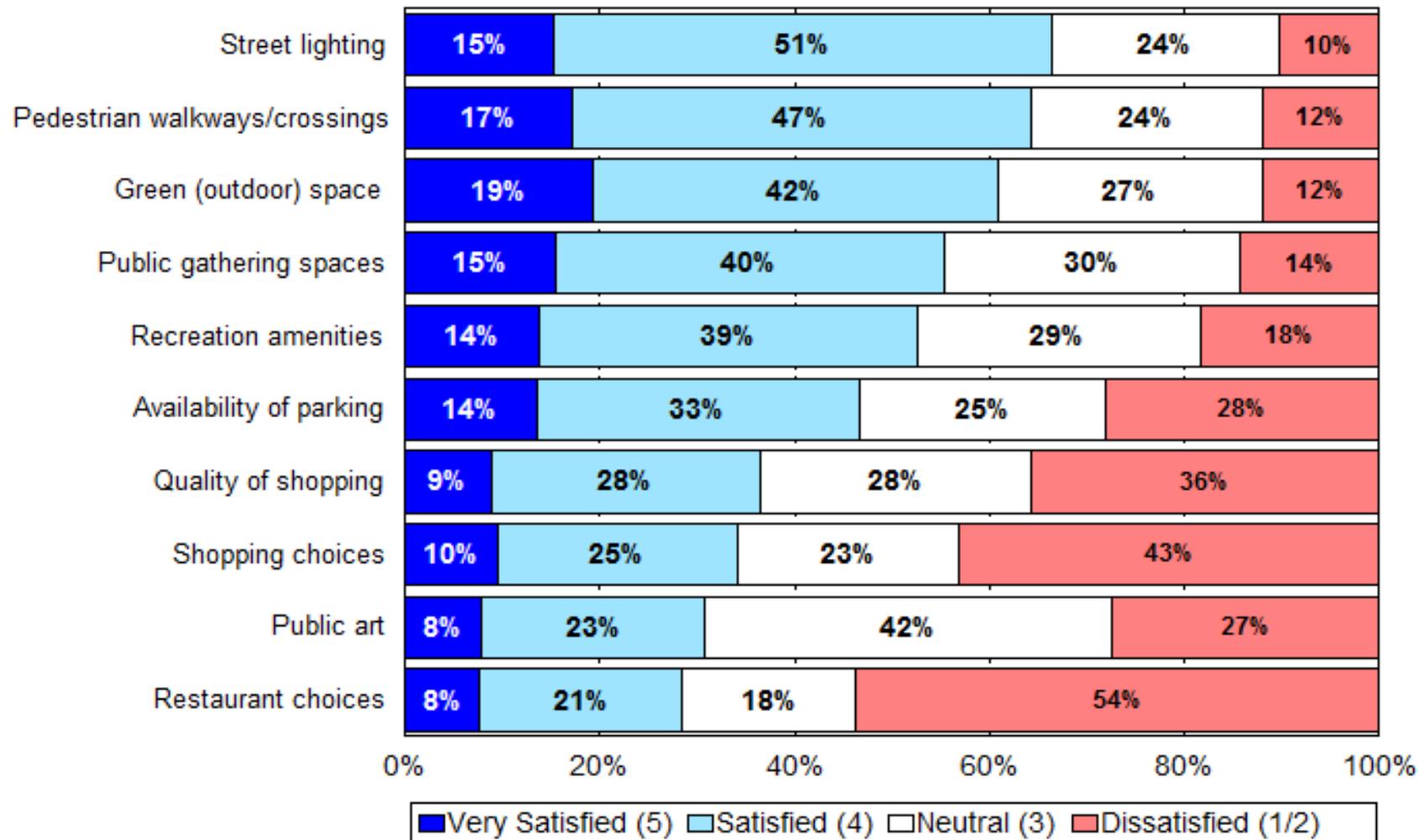
Q14. What are your primary sources for information about community activities and services?

by percentage of respondents (multiple choices could be made)



Q16. Satisfaction with Various Aspects of Downtown

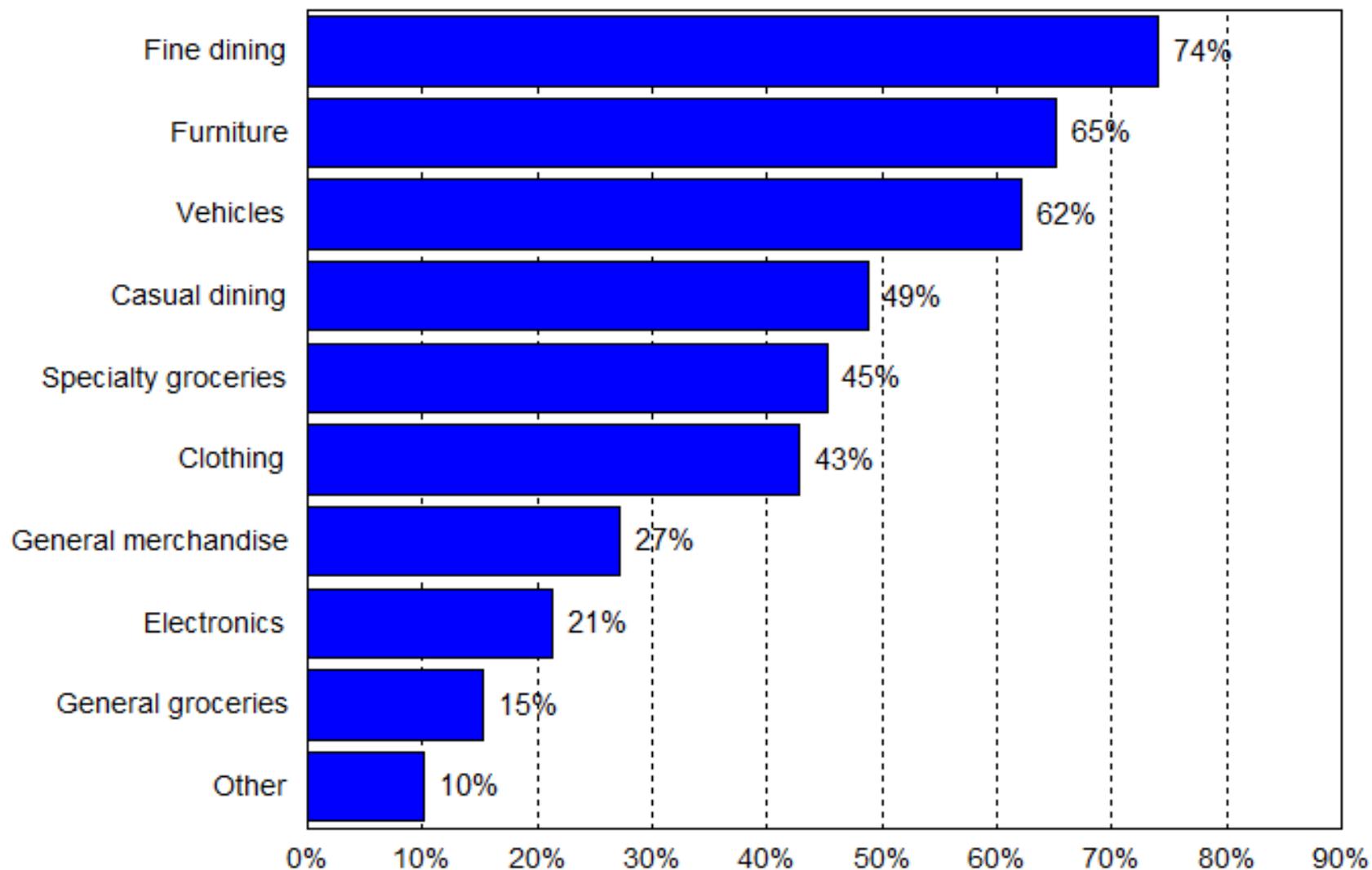
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q17. What do you leave Oswego to spend money on?

by percentage of respondents (multiple choices could be made)

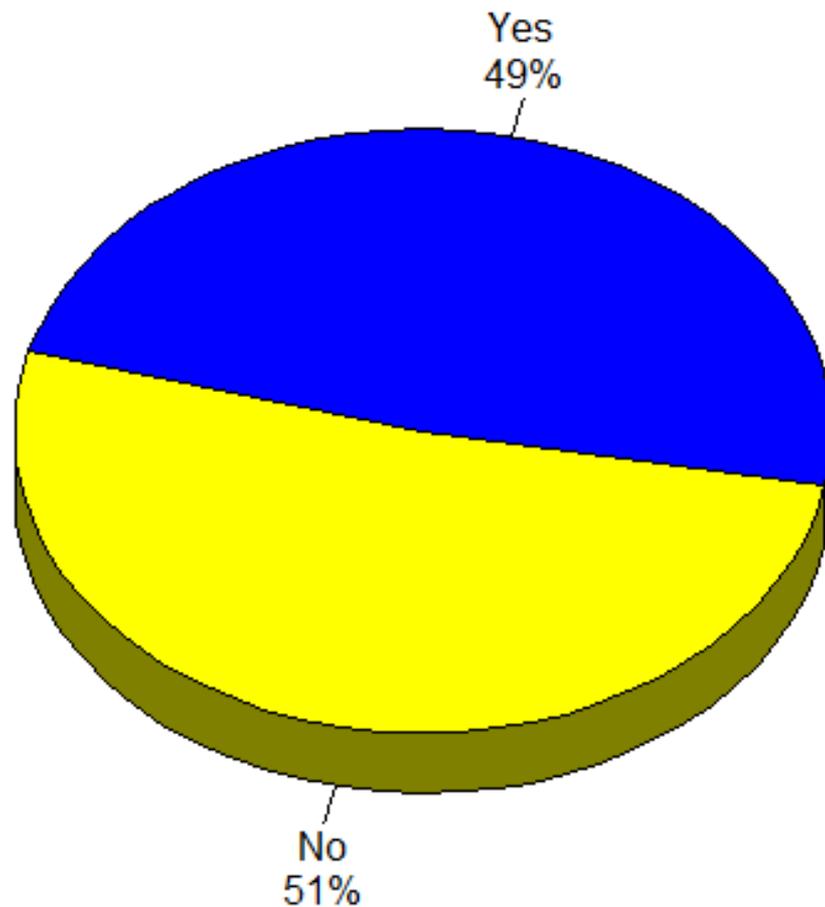


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Source: ETC Institute (2016)

Q18. Do you currently pay Village utility bills online?

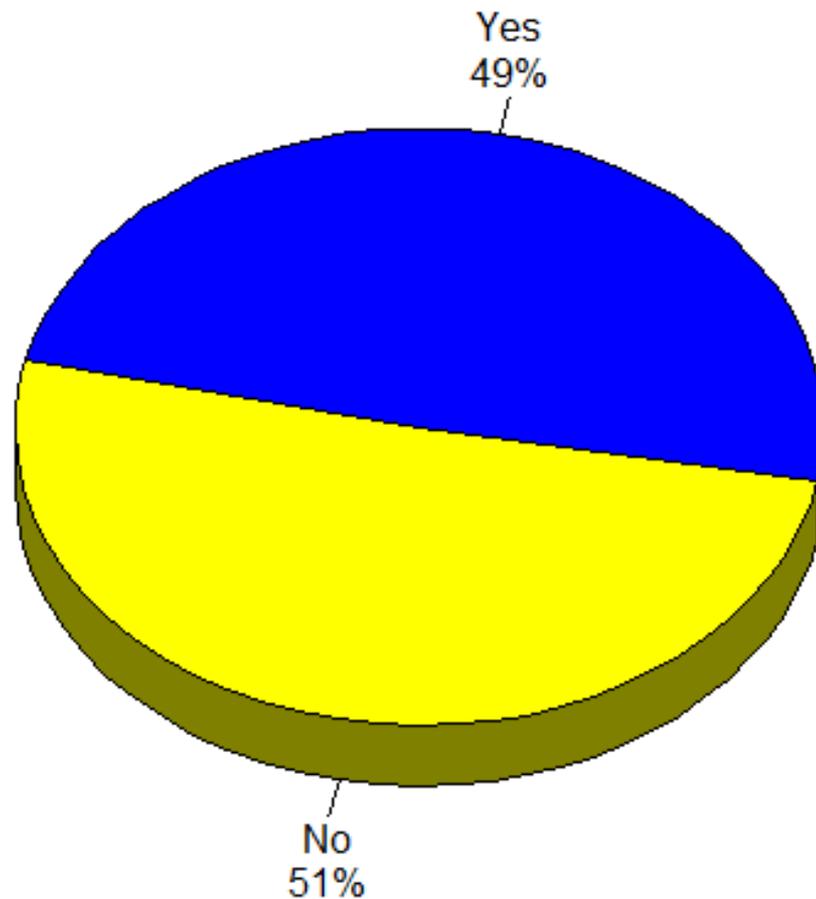
by percentage of respondents



Source: ETC Institute (2016)

Q19. Do you desire to make more Village transactions online?

by percentage of respondents



Source: ETC Institute (2016)

Summary

- **Residents Have a Very Positive Perception of the Village**
 - ❑ 90% rated Oswego as an excellent or good place to raise children
 - ❑ 88% rated Oswego as an excellent or good place to live
- **Overall Satisfaction with Village Services Is Much Higher in Oswego Than Other Communities**
 - ❑ Overall satisfaction with Village services rated 24% above the East Central Regional Average, and 14% above the U.S. Average
 - ❑ Village rated above the East Central Average in 48 of 60 areas
 - ❑ Village rated above the U.S. Average in 45 of 60 areas
- **Top community priorities for over the next 2 years:**
 - ❑ Overall flow of traffic and congestion management
 - ❑ Overall management of Village finances

Questions?

THANK YOU!!