Village of Oswego 2016 Community Survey

Submitted to the Village of Oswego, IL by:
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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.
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)

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

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent

No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q1-5. How Residents Rate Oswego as a Place to Visit

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

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

**Perception**
Mean rating on a 5-point scale

- **1.0-1.8 Poor**
- **1.8-2.6 Below Average**
- **2.6-3.4 Neutral**
- **3.4-4.2 Good**
- **4.2-5.0 Excellent**

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
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

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

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

ETC Institute (2016)
Q2-1. Perception of the Overall Reputation of the Village

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

2016 Village of Oswego Community Survey

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

ETC Institute (2016)
Q2-2. Perception of the Overall Appearance of the Village

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q2-3. Perception of the Overall Quality of Life in the Village

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

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

ETC Institute (2016)
Q2-4. Perception of the Overall Feeling of Safety in the Village

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

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

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q2-6. Perception of Acceptance of Diverse Populations

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

ETC Institute (2016)
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)

ETC Institute (2016)
Q2-8. Perception of the Village’s Environmental Sustainability Efforts

Perception of the Village’s Environmental Sustainability Efforts:

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

ETC Institute (2016)
Q2-9. Perception of the Availability of Affordable Housing

Perception of the Availability of Affordable Housing

Mean rating on a 5-point scale:
- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

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

2016 Village of Oswego Community Survey

ETC Institute (2016)
Q2-10. Perception of Job Availability

Perception of Job Availability

Mean rating on a 5-point scale

1.0-1.8 Poor  1.8-2.6 Below Average  2.6-3.4 Neutral  3.4-4.2 Good  4.2-5.0 Excellent  No Response

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

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q2-12. Perception of Access to Religious Institutions

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

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

Mean rating on a 5-point scale:
- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

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

ETC Institute (2016)
Q2-14. Perception of Access to Restaurants and Entertainment

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q2-15. Perceptions of Availability of Cultural Activities and the Arts

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q2-16. Perception of Availability of Transportation Options

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
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

Perception
Mean rating on a 5-point scale

ETC INSTITUTE

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q2-19. Perception of Overall Quality of Library Services

Perception Mean rating on a 5-point scale
1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q2-20. Perception of Overall Quality of Fire District Services

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent

No Response


2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q2-21. Perception of Overall Quality of Local Ambulance Service

Perception
Mean rating on a 5-point scale

ETC INSTITUTE

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-1. Satisfaction with Overall quality of Services Provided by the Village

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q3-2. Satisfaction with Overall Value that You Receive for Your Village Tax Dollars and Fees

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
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

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-5. Satisfaction with Overall Enforcement of Village Codes and Ordinances

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-6. Satisfaction with Overall Quality of Customer Service You Receive From Village Employees

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-7. Satisfaction with Overall Flow of Traffic and Congestion Management in the Village

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
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

Citizen Satisfaction
Mean rating on a 5-point scale
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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

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

ETC Institute (2016)
Q5-3. Satisfaction with the Village’s Efforts to Prevent Crime

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q5-4. Satisfaction with How Quickly Police Respond to Emergencies

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response
Q5-5. Satisfaction with Overall Professionalism of Police Department

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5-6. Satisfaction with the Overall Attitude and Behavior of Police Department Personnel Toward Citizens

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q5-7. Satisfaction with the Enforcement of Local Traffic Laws

2016 Village of Oswego Community Survey

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

ETC INSTITUTE

ETC Institute (2016)
Q5-8. Satisfaction with Police Department Safety Education Programs

2016 Village of Oswego Community Survey

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

2016 Village of Oswego Community Survey

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

ETC Institute (2016)
Q5-9. Satisfaction with Overall Quality of 9-1-1 Services

2016 Village of Oswego Community Survey

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response
Q5-10. Satisfaction with the Quality of Animal Control

2016 Village of Oswego Community Survey

ETC Institute (2016)
Q7-1. Feeling of Safety in Commercial and Retail Areas

Feeling of Safety
Mean rating on a 4-point scale

1.0-1.75  Very Unsafe
1.75-2.5   Somewhat Unsafe
2.5-3.25   Somewhat Safe
3.25-4.0   Very Safe
No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q7-2. Feeling of Safety Walking Alone in Your Neighborhood After Dark

Feeling of Safety
Mean rating on a 4-point scale

1.0-1.75  Very Unsafe
1.75-2.5  Somewhat Unsafe
2.5-3.25  Somewhat Safe
3.25-4.0  Very Safe
No Response

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

Feeling of Safety
Mean rating on a 4-point scale

- 1.0-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-4. Feeling of Safety in Village Parks, Recreation Areas and Trails

Mean rating on a 4-point scale:

- 1.0-1.75  Very Unsafe
- 1.75-2.5  Somewhat Unsafe
- 2.5-3.25  Somewhat Safe
- 3.25-4.0  Very Safe
- No Response

ETC Institute (2016)
Q7-5. Overall Feeling of Safety in the Village

Feeling of Safety
Mean rating on a 4-point scale

- 1.0-1.75  Very Unsafe
- 1.75-2.5  Somewhat Unsafe
- 2.5-3.25  Somewhat Safe
- 3.25-4.0  Very Safe
- No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-1. Satisfaction with the Condition of State Roads

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
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
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

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

ETC Institute (2016)
Q9-4. Satisfaction with the Maintenance of Street Signs and Traffic Signals

Citizen Satisfaction
Mean rating on a 5-point scale

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

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-5. Satisfaction with Maintenance of Village-Owned Buildings

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-6. Satisfaction with Traffic Flow of Major Village Streets

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q9-7. Satisfaction with Pedestrian Accessibility

2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-8. Satisfaction with Overall Cleanliness of Streets/Other Public Areas

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-9. Satisfaction with Adequacy of Village Street Lighting

2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-10. Satisfaction with the Condition of Village Sidewalks

2016 Village of Oswego Community Survey

Citizen Satisfaction
Mean rating on a 5-point scale

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

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-11. Satisfaction with Landscaping/Trees of Public Areas Along Streets

2016 Village of Oswego Community Survey

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

ETC Institute (2016)
Q9-12. Satisfaction with Condition of Street Drainage/Water Drainage

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
Q9-13. Satisfaction with Brush Removal Program

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

ETC Institute (2016)
Q9-14. Satisfaction with Leaf Collection Program

Citizen Satisfaction
Mean rating on a 5-point scale
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-15. Satisfaction with Snow and Ice Control Program

2016 Village of Oswego Community Survey

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

ETC Institute (2016)

ETC INSTITUTE

2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-16. Satisfaction with the Water Pressure on a Typical Day

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-17. Satisfaction with the Overall Quality of Your Tap Water

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-18. Satisfaction with Water Rates

2016 Village of Oswego Community Survey

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

ETC Institute (2016)
Q9-19. Satisfaction with the Ease of Paying Water Bill

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11-1. Satisfaction with Residential Trash Collection Services

Citizen Satisfaction
Mean rating on a 5-point scale

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

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11-2. Satisfaction with Curbside Recycling Services

2016 Village of Oswego Community Survey

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

ETC Institute (2016)
Q11-3. Satisfaction with Yard Waste Removal Services

2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11-4. Satisfaction with Bulk Item Pick-Up/Removal

Citizen Satisfaction
Mean rating on a 5-point scale

<table>
<thead>
<tr>
<th>Rating Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Dissatisfied</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Satisfied</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td></td>
<td>No Response</td>
</tr>
</tbody>
</table>

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11-5. Satisfaction with Amount You Are Charged for the Services

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11-6. Satisfaction with Curbside Electronics Recycling

2016 Village of Oswego Community Survey

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

2016 Village of Oswego Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11-7. Satisfaction with Curbside Composting Service

2016 Village of Oswego Community Survey

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

ETC Institute (2016)
Q12-1. Satisfaction with the Availability of Information About Village Programs and Services

Citizen Satisfaction
Mean rating on a 5-point scale

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

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

ETC INSTITUTE (2016)
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

Citizen Satisfaction
Mean rating on a 5-point scale

<table>
<thead>
<tr>
<th>Rating Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Dissatisfied</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Satisfied</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td></td>
<td>No Response</td>
</tr>
</tbody>
</table>

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)

ETC Institute (2016)

Citizen Satisfaction
Mean rating on a 5-point scale

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

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)

ETC Institute (2016)
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

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

ETC INSTITUTE

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

Village of Oswego 2016 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)

ETC INSTITUTE
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)


ETC Institute (2016)
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)

ETC Institute (2016)
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)

ETC Institute (2016)
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)

ETC INSTITUTE

2016 Village of Oswego Community Survey

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

ETC Institute (2016)
Q16-7. Satisfaction with Public Gathering Spaces

Citizen Satisfaction
Mean rating on a 5-point scale

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

2016 Village of Oswego Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2016)
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)

Citizen Satisfaction
Mean rating on a 5-point scale
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

ETC INSTITUTE (2016)
Q16-9. Satisfaction with Street Lighting

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

Citizen Satisfaction
Mean rating on a 5-point scale

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

ETC Institute (2016)