



THE VILLAGE OF
ALGONQUIN
ILLINOIS

**Algonquin Community Survey 2020
Report of Results**

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Background

This report consists of the results from the eighth annual Algonquin Community Survey which was conducted in 2020. Goals of the survey are to evaluate municipal services and resident's perceptions of the community, identify trends, and develop strategies for future service delivery. Project information and historic reports are available at: www.algonquin.org/survey.

Project Summary

In September 2020, the Algonquin Community Survey was sent to randomly selected households in the community. Village staff was responsible for designing, administering, tabulating, and reporting the results of the Algonquin Community Survey. All Village department heads were given an opportunity to review draft versions. Every year, the Algonquin Community Survey instrument is reviewed and evaluated to determine any necessary modifications in the survey format needed to accurately capture resident opinions, while maintaining its integrity for meaningful year-to-year analysis.

The three-page survey was mailed to 1,500 randomly selected households on September 23, 2020.* Households were given 22 days to complete and return the survey. During the fall months of 2020, staff entered raw data into Microsoft Excel. Following entry into Excel, data was analyzed and various cross-tabulations were performed. Cross-tabulations allow users the ability to "drill down" within the results to see how certain segments of the population responded. For example, results can be broken down by age, gender, location of household, and length of residency. This information is useful in identifying underlying trends.

**The survey instrument is also available for residents to complete online. Residents that received survey instruments were also given unique identifiers that allowed them to access the survey. The results from the online version were formatted such that they aligned with the questions and answers in the mailed survey instrument. The feedback from both surveys was combined for calculations.*

Sample

This survey included a random sample of 1,500 households. The Village's water/sewer utility billing database and listing of all multi-family residential units were used to generate this sample.

Margin of Error

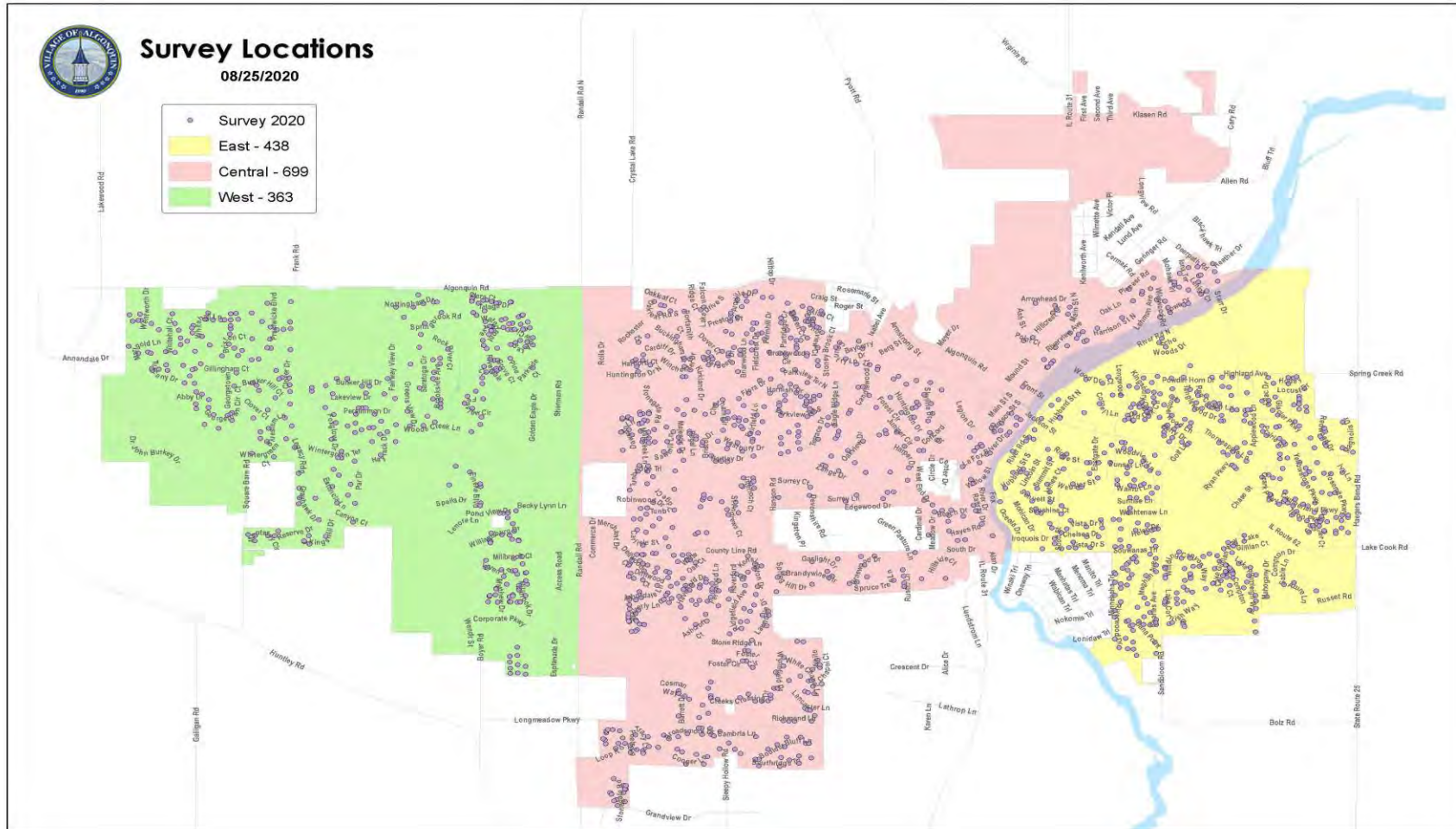
The Algonquin Community Survey was conducted with a 90% confidence level and a margin of error of 5.2%, plus or minus. Based on the survey responses received, 90% of the time, the results of a survey should differ by not more than 5.2% in either direction from what would have been obtained by surveying all households in Algonquin's population base.

Report

This report summarizes the results for each question in the survey and reports on any variances in attitude or perception where significant among demographic subgroups. This survey also reports year-to-year comparisons to help identify trends and changes.



Sample Distribution and Response Rate



Of the 1,500 surveys distributed, 241 were returned for a 16.1% overall response rate. Further delineating response rate by geography, households East of the Fox River had a 13.0% response rate, households west of the Fox River and east of Randall Road had a 17.5% response rate, and households west of Randall Road had a 16.0% response rate. A total of seven respondents did not indicate in what area of Algonquin they resided.

Executive Summary

Quality of Life

The Village of Algonquin earns its reputation as the "Gem of the Fox River Valley" by providing quality services and amenities to the community. This category asks residents to evaluate the overall quality and image of Algonquin, as well as Algonquin as a place to live, work, and play. **The top rated measure in this category is Your Neighborhood as a Place to Live, receiving a positive (Good or Excellent) rating of 90.3% by respondents.** The next top two rated measures are: Algonquin as a Place to Live (89.7%) and Cleanliness of Algonquin (89.7%).

This year, the bottom most rated measures in this category are: Traffic Flow on Major Streets (21.4%), Ease of Car Travel in Algonquin (36.6%), and Employment Opportunities (44.3%).

Public Safety

Ensuring public safety is one of the most critical charges of municipal government. **The results of the Algonquin Community Survey indicate the vast majority of Algonquin residents feel safe in their neighborhoods. The top rated measure in this category is 911 Services (96.3%).** The next top two rated measures are: Crime Prevention (91.4%) and Responding to Citizen Calls (89.0%).

This year, the bottom most rated measures is Traffic Enforcement (72.7%).

The Village of Algonquin Police Department is charged with protecting the safety and welfare of the public. During the 2018 calendar year, the Police Department responded to 16,793 service calls. In 2019, the Police Department responded to 15,001 service calls. Fire protection and emergency medical services are provided to the community by the Algonquin-Lake in the Hills Fire Protection District, Carpentersville & Countryside Fire Protection District, and Huntley Fire Protection District.

Public Works/Infrastructure

Residents were asked to rate the quality of Public Works and infrastructure-related services in Algonquin. **The top rated measure in this category is Sewer Services (83.7%).** The following top two rated measures are: Public Property Maintenance (83.3%) and Urban Forestry Program (85.0%).

The bottom most rated measures in this category are: Drinking Water (66.4%), Street Maintenance (62.9%), and Street Improvement (61.5%).

The Village of Algonquin has 130-miles of municipal-owned and maintained streets; 165-miles of water mains; 137-miles of sanitary sewer; and over 10,000 municipal-owned and maintained trees.

Parks/Recreation

Parks and recreational services add to the high quality of life that Algonquin residents enjoy. **The top rated measure in this category is Parks Maintenance (89.0%).** The following top two rated measures are: Quality of Village Parks (83.3%) and Preservation of Natural Areas (80.5%).

The bottom rated measures in this category are: Swimming Pool Facility (60.2%), Recreation Facilities (59.3%), and Special Events (59.0%).

The Village of Algonquin owns and maintains all parks within the Village limits. There are currently 21 active park sites that span **over 400** acres within the Village. Algonquin Recreation provides activity programs and special events at these parks and other facilities, including Historic Village Hall and the Lions-Armstrong Memorial Pool. Additionally, Barrington Hills Park District, Dundee Township Park District, and the Huntley Park District serve portions of Algonquin.

Community Development

The Community Development Department is responsible for planning/zoning, building permitting, economic development, and code enforcement. **The top rated measures in this category are Ease/Efficiency of Obtaining Permits (76.9%).** The next top two rated measures are: Overall Community Development (70.7%) and Code Development (65.4%).

The bottom most rated measures are Land Use, Planning/Zoning (63.5%) and Economic Development (65.2%).

In calendar year 2019, the Community Development Department issued 2,925 building permits. In 2020, the Department issued 2,926 building permits.

General Services

This section of the Algonquin Community Survey asked respondents to evaluate services and programs ranging from the Village newsletter to promoting the Village to attract visitors. **The top rated measure in this category is Online Payment Options (92.2%).** The next top two rated measures are: Recycling (91.5%) and Garbage Collection (90.3%).

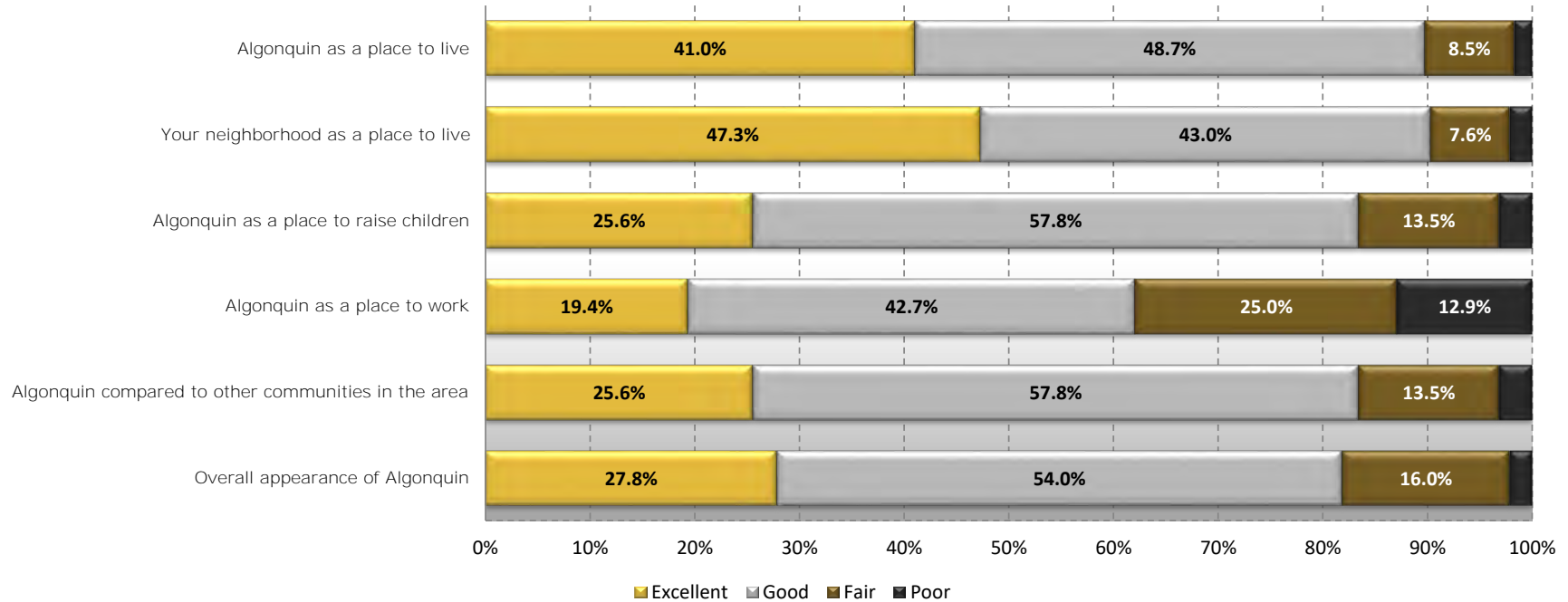
The bottom most rated measures are Promoting Village to Attract Visitors (59.9%) and Social Media (78.5%).

Customer Service

Overall, employee interaction was rated overwhelmingly Excellent or Good in all three evaluation categories: knowledgeable (88.5%), responsive (87.0%), and courteous (90.9%). **Overall, 89.2% of residents rated their interactions with Village employees as positive.**



Quality of Life in Algonquin

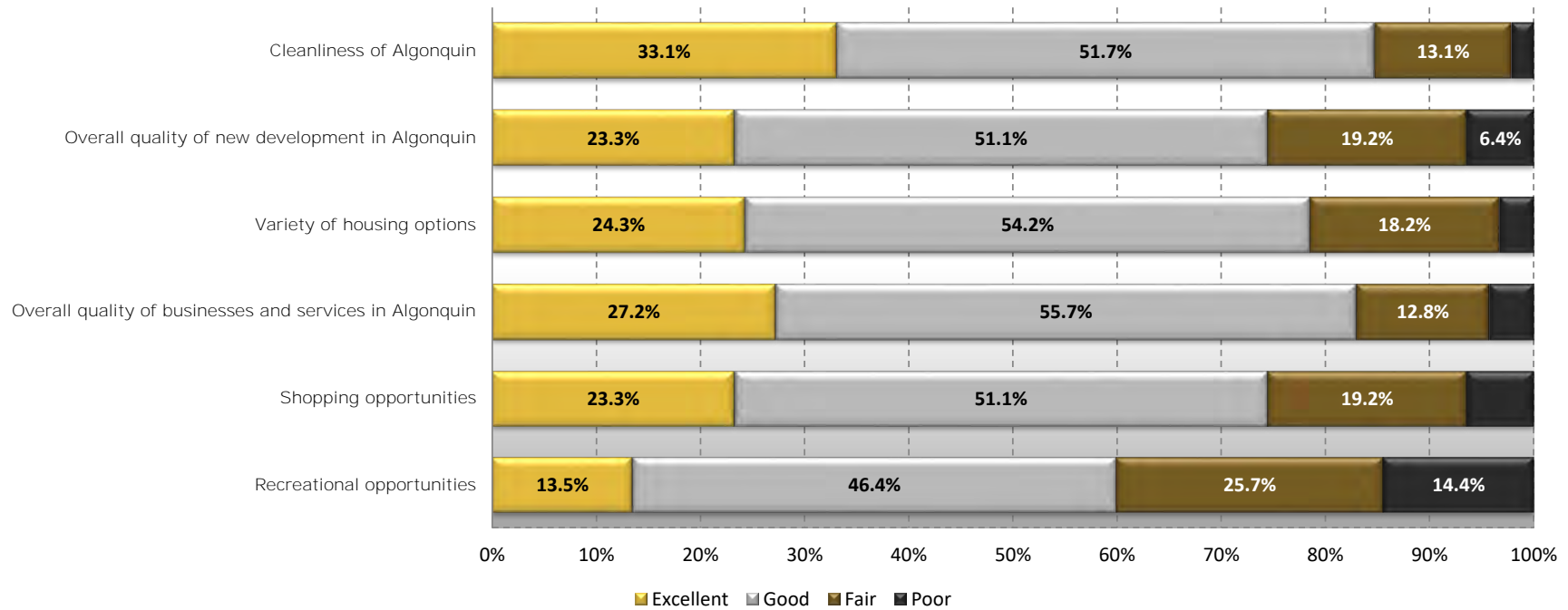


The above chart illustrates the first of four charts that quantify perceptions of quality of life in Algonquin. The term "positive" will be used as a combination of both "excellent" and "good" ratings. **90.3% of respondents rated Your Neighborhood as a Place to Live positively.** In 2019, 93.8% of respondents rated this measure positively.

An area of concern is Algonquin as a Place to Work, which received a significant number of Fair (25.0%) and Poor (12.9%) ratings. This measure also received a significant number of Fair (27.1%) and Poor (10.9%) ratings in 2019. However, this measure has also shown growth in the amount of positive ratings since inception of the survey (+6.2%).

The biggest change from 2019 to 2020, in this section, is Algonquin as a Place to Raise Children (-9.9%), a decrease from 2019.

Quality of Life in Algonquin (Part 2)

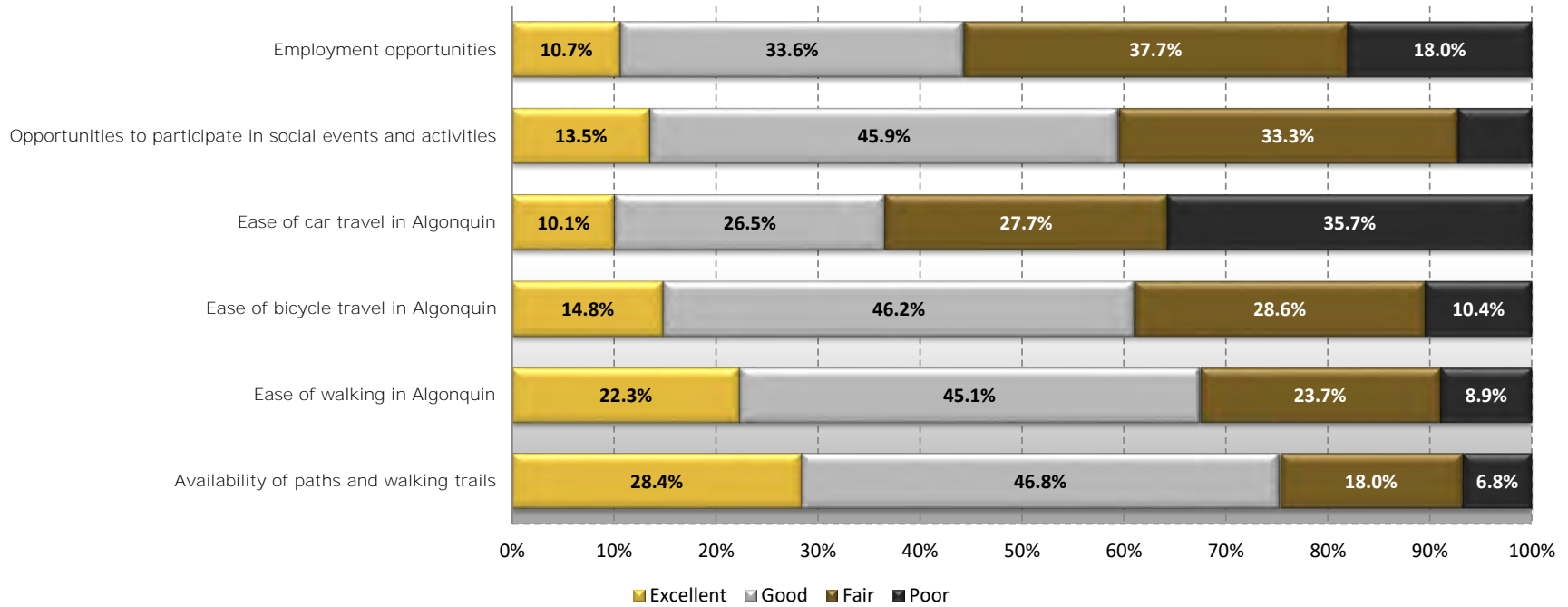


The above chart illustrates the second of four charts that quantify perceptions of quality of life in Algonquin. **84.8% of respondents rated the Cleanliness of Algonquin as positive.** In 2019, of 90.3% of respondents rated this measure positively.

An area of concern is Recreational Opportunities, which received a significant number of Fair (25.7%) and Poor (14.4%) ratings. This measure also received a significant number of Fair (26.0%) and Poor (5.7%) ratings in 2019. However, this measure has also shown growth since inception of the survey (+6.2%).

The biggest change from 2019 to 2020, in this section, is Shopping Opportunities (-8.4%), a decrease from 2019. Recreational Opportunities also decreased (-8.4%) when compared to the previous year. The decrease in both of these measures was expected and is a result of mitigation efforts in place to prevent the spread of the novel coronavirus (COVID-19). The mitigation efforts began in early 2020 and remained mostly in place throughout the remainder of the year. As a result, in-person recreational opportunities were either modified or cancelled and many businesses operated through restrictions or closure.

Quality of Life in Algonquin (Part 3)

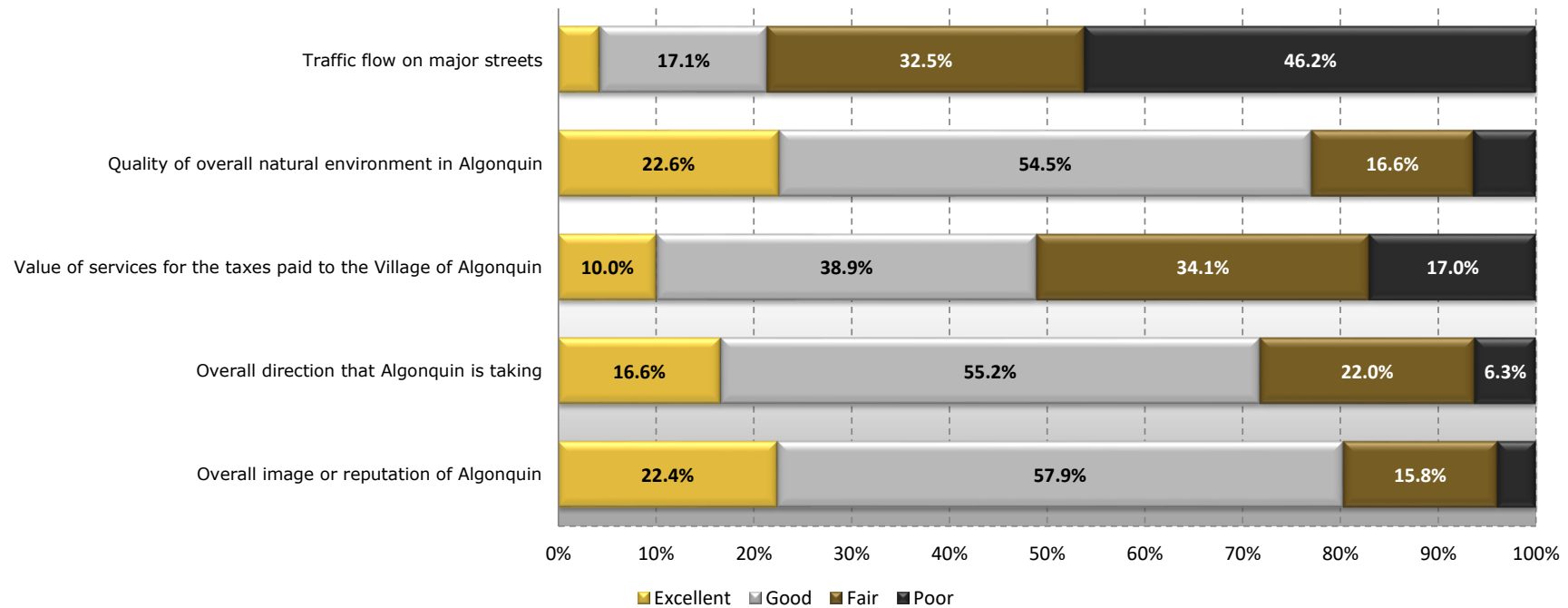


The above chart illustrates the third of four charts that quantify perceptions of quality of life in Algonquin. **75.2% of respondents rated the Availability of Paths and Walking Trails positively.** In 2019, 74.2% of respondents rated this measure positively.

An area of concern is Ease of Car Travel in Algonquin, which received a significant number of Fair (27.7%) and Poor (35.7%) ratings. This measure also received a significant number of Fair (33.2%) and Poor (28.6%) ratings in 2019. Since inception of the survey, this measure has shown growth (+2.3%), which has been expected, while capital projects continue to be completed throughout the Village.

Additionally, Opportunities to Participate in Social Events and Activities was the biggest change from 2019 to 2020 (-10.5%), in this section, a decrease from 2019. With COVID-19 mitigations in place, many events that are regularly scheduled throughout the year were postponed or cancelled. This includes events like the Algonquin Egg Hunt, "Touch-a-Truck," Algonquin Summer Concerts series, and Miracle on Main, to name a few.

Quality of Life in Algonquin (Part 4)

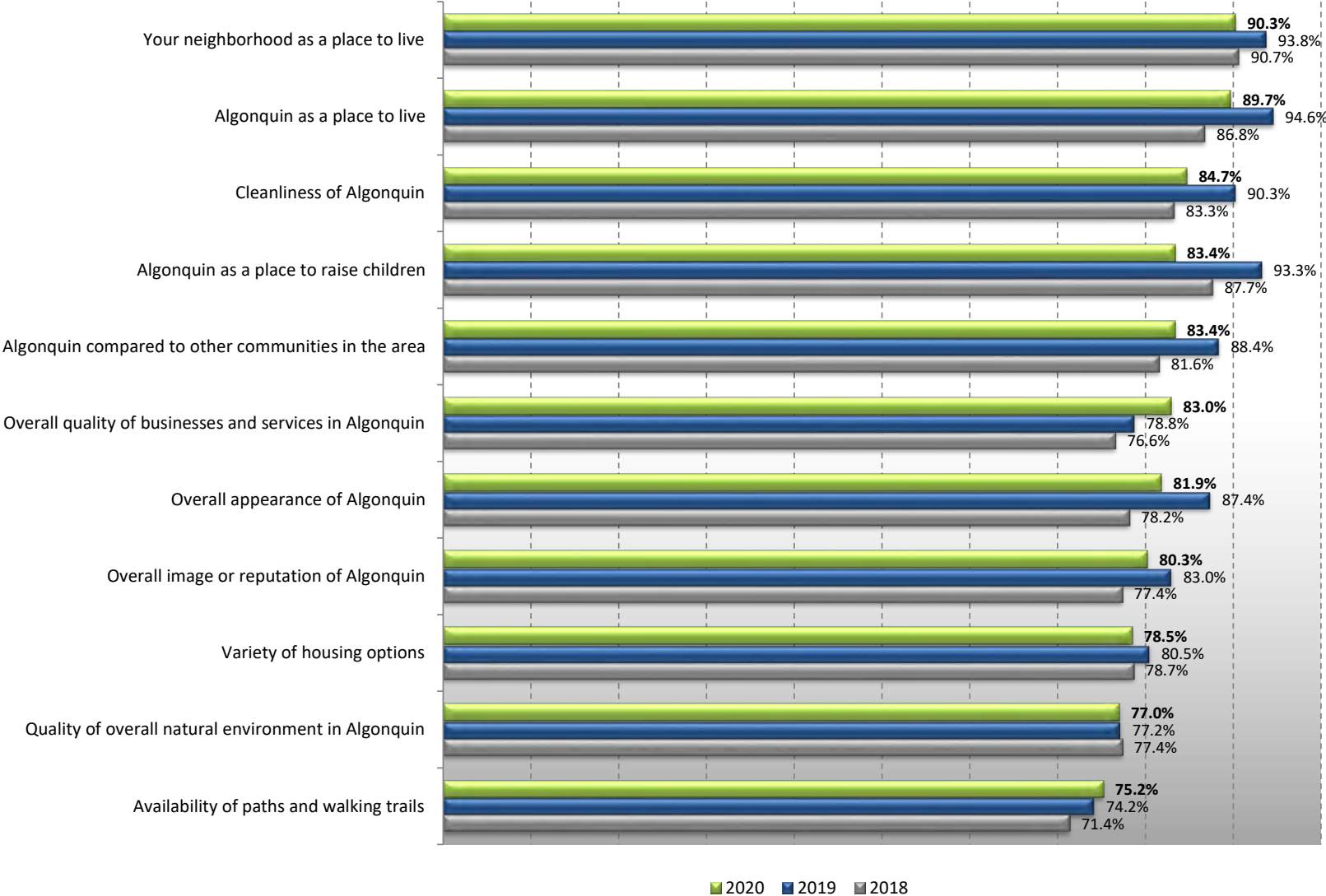


The above chart illustrates the last of four charts that quantify perceptions of quality of life in Algonquin. **80.3% of respondents rated the Overall Image or Reputation of Algonquin as positive.** In 2019, 83.0% of respondents rated this measure positively.

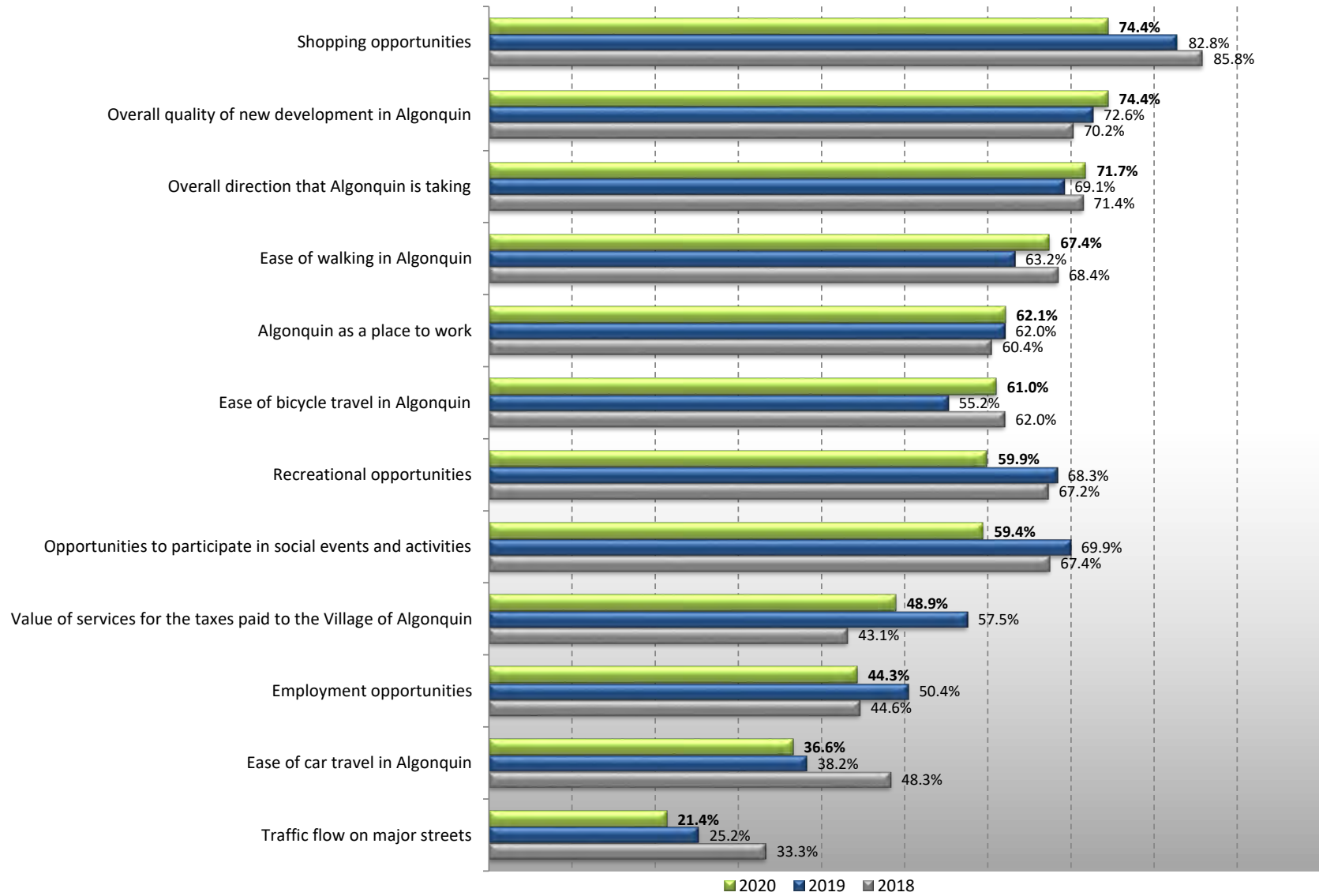
An area of concern is Traffic Flow on Major Streets, which received a significant number of Fair (32.5%) and Poor (46.2%) ratings. This measure also received a significant number of Fair (38.5%) and Poor (36.3%) ratings in 2019. It is important to note that roadways such as IL Rte. 62 (Algonquin Road), IL Rte. 31, IL Rte. 25, Randall Road, and Longmeadow Parkway are considered "major" and are maintained by either the Illinois Department of Transportation or the Kane or McHenry County Division of Transportation, depending on location.

The biggest change from 2019 to 2020, in this section, is Value of Services for the Taxes Paid to the Village of Algonquin (-8.6%), a decrease from 2019. The Village portion of the property tax is approximately 6 percent. In other words, **for every dollar that is paid by residents in property tax, the Village receives six cents.** Schools, fire protection, county, and other taxing bodies (library, township, conservation, community college, etc.) comprise the remainder of the property tax bill.

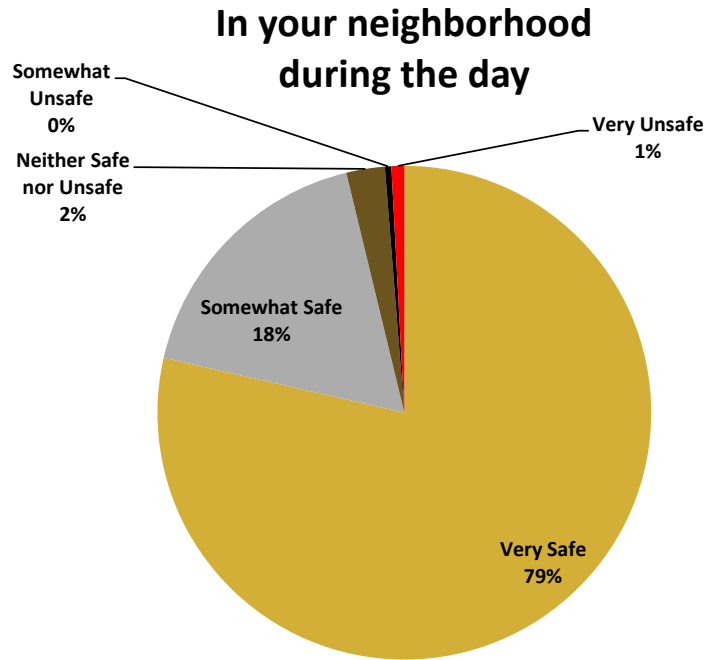
Quality of Life Year-to-Year Positive Rating Comparison: 2018 - 2020



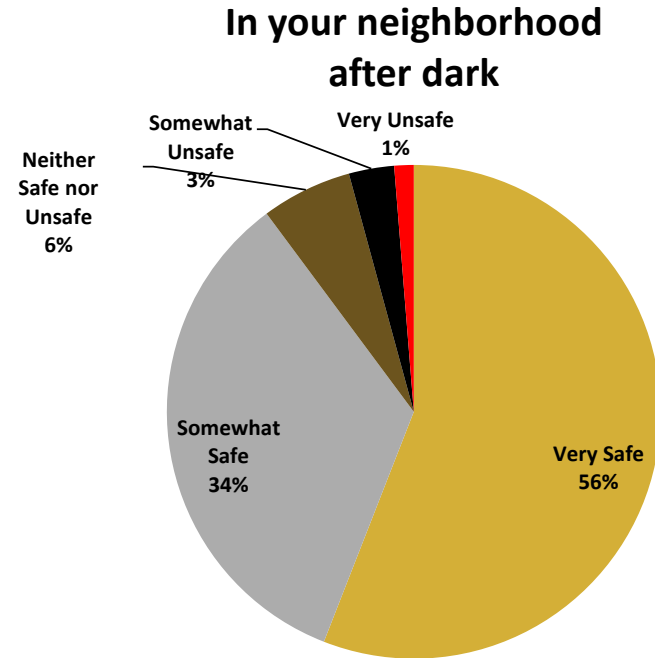
Quality of Life Year-to-Year Positive Rating Comparison: 2018 - 2020 (Part 2)



Public Safety: How Safe Do You Feel...

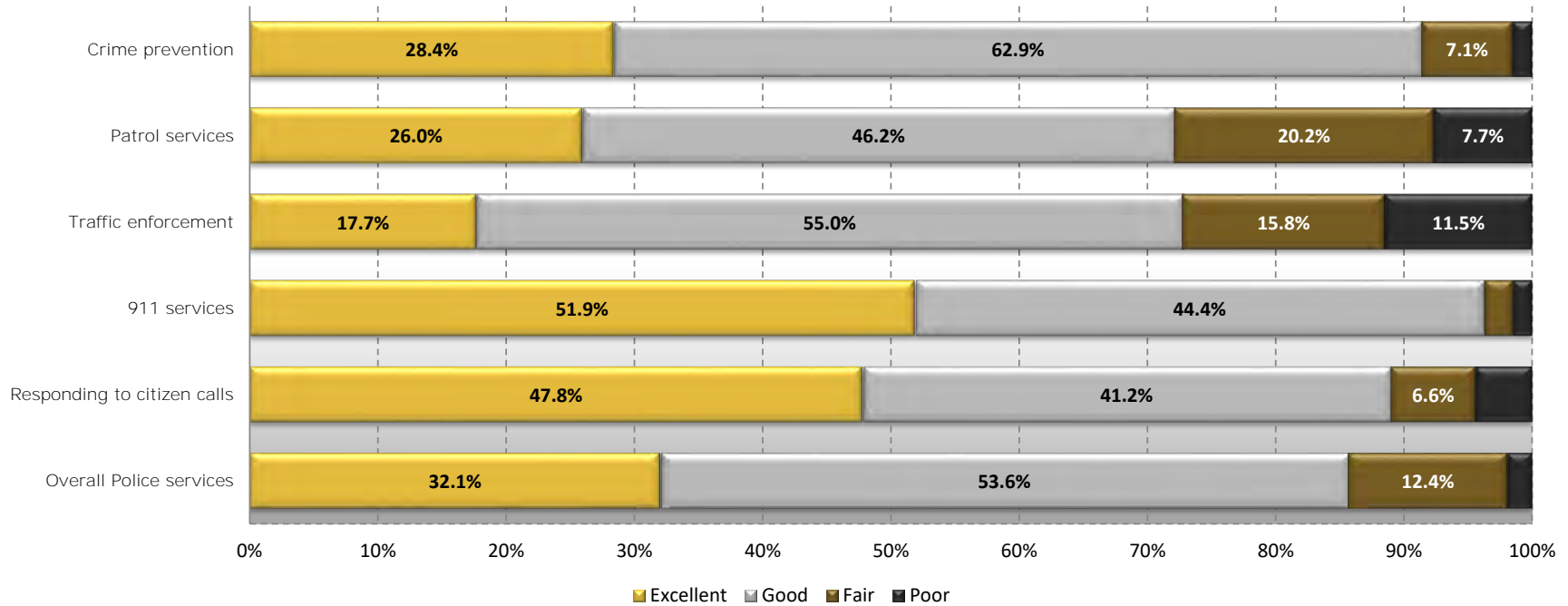


The above chart illustrates respondents' ratings as to how safe they feel in their neighborhood during the day. **Overall, 97% of respondents indicated that they feel either Very Safe or Somewhat Safe.** Around 1% of residents reported feeling less than safe during the day.



The above chart illustrates respondents' ratings on how safe they feel in their neighborhood after dark. **Overall, 90% of respondents indicated that they feel either Very Safe or Somewhat Safe.** Around 4% of the respondents state that they feel less than safe in their neighborhood after dark.

Quality Ratings: Police/Public Safety Summary

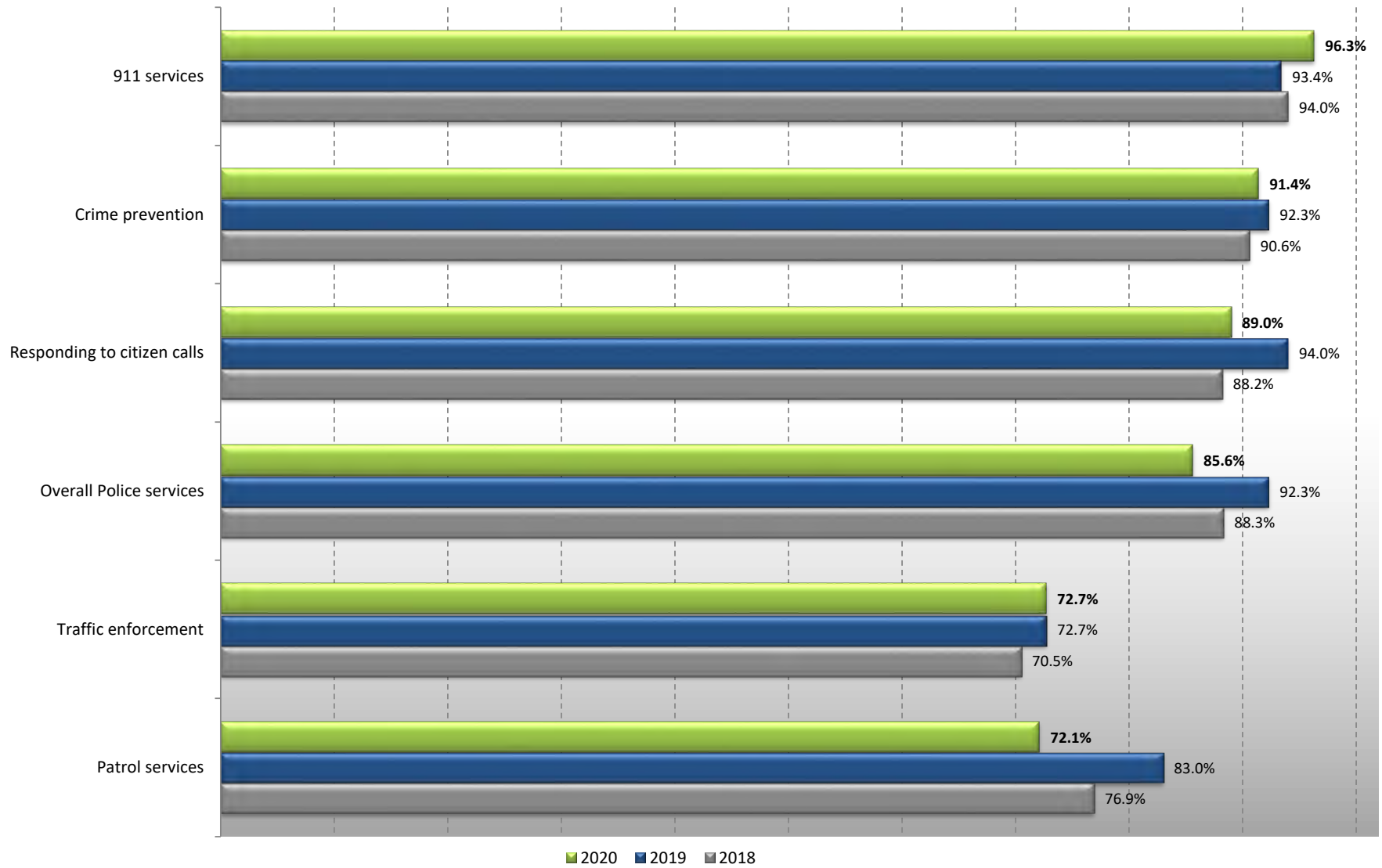


The above chart illustrates quality ratings related to police and public safety services. **96.3% of respondents rated 911 Services as positive.** In 2019, 93.4% of respondents rated this measure positively.

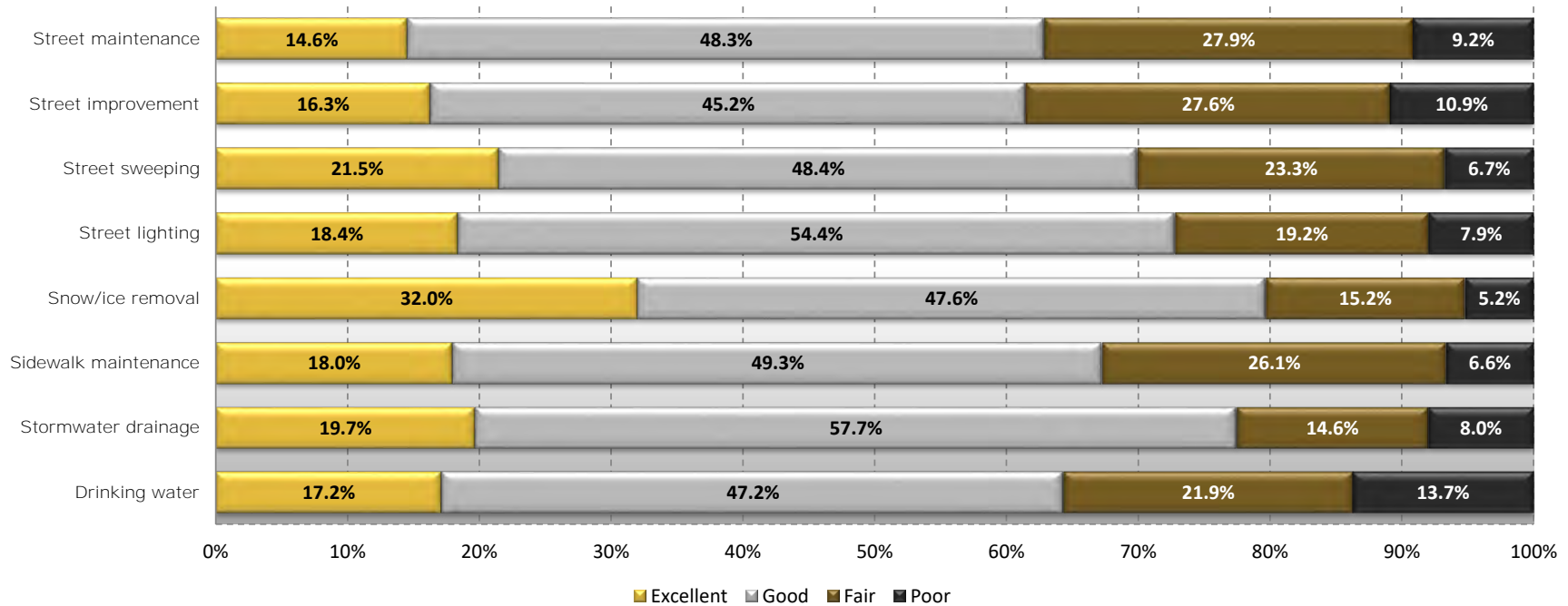
An area of focus is Traffic Enforcement, which received a significant number of Fair (15.8%) and Poor (11.5%) ratings. This measure also received a significant number of Fair (17.1%) and Poor (10.2%) ratings in 2019. Traffic enforcement has shown an increase in positive ratings (+2.5%) since the inception of the survey.

The biggest change from 2019 to 2020, in this section, is Patrol Services (-10.9%), a decrease from 2019.

Police Year-to-Year Positive Rating Comparison: 2018-2020



Quality Ratings: Public Works/Infrastructure Summary



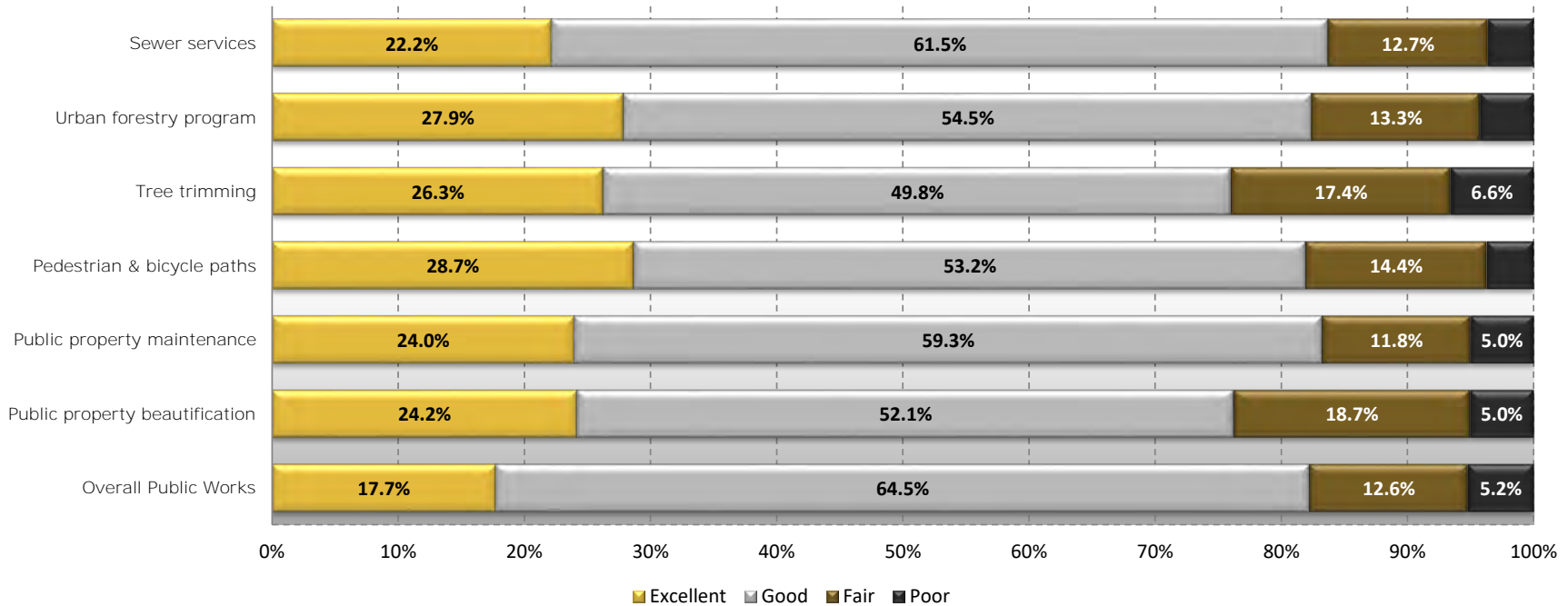
The above chart illustrates quality ratings related to public works and infrastructure services. **79.7% respondents rated Snow/Ice Removal as positive.** In 2019, 88.1% of respondents rated this measure positively.

An area of focus is Street Improvement, which received a significant number of Fair (27.6%) and Poor (10.9%) responses. This measure also received a significant number of Fair (21.2%) and Poor (7.5%) ratings in 2019. Street Improvement has continued to improve since the inception of the survey. However, the decrease from last year has resulted in a cumulative loss of 3.3% of positive ratings in this category.

The biggest change from 2019 to 2020, in this section, is Street Maintenance (-18.5%), a decrease from 2019.

A schedule of current and upcoming capital improvement projects being conducted by the Village can be viewed under the "Capital Improvement Project Funds" section in the budget document for the current fiscal year by visiting www.algonquin.org/transparency. This includes projects being done through the Motor Fuel Tax and Street Impvements Funds.

Quality Ratings: Public Works/Infrastructure Summary (Part 2)

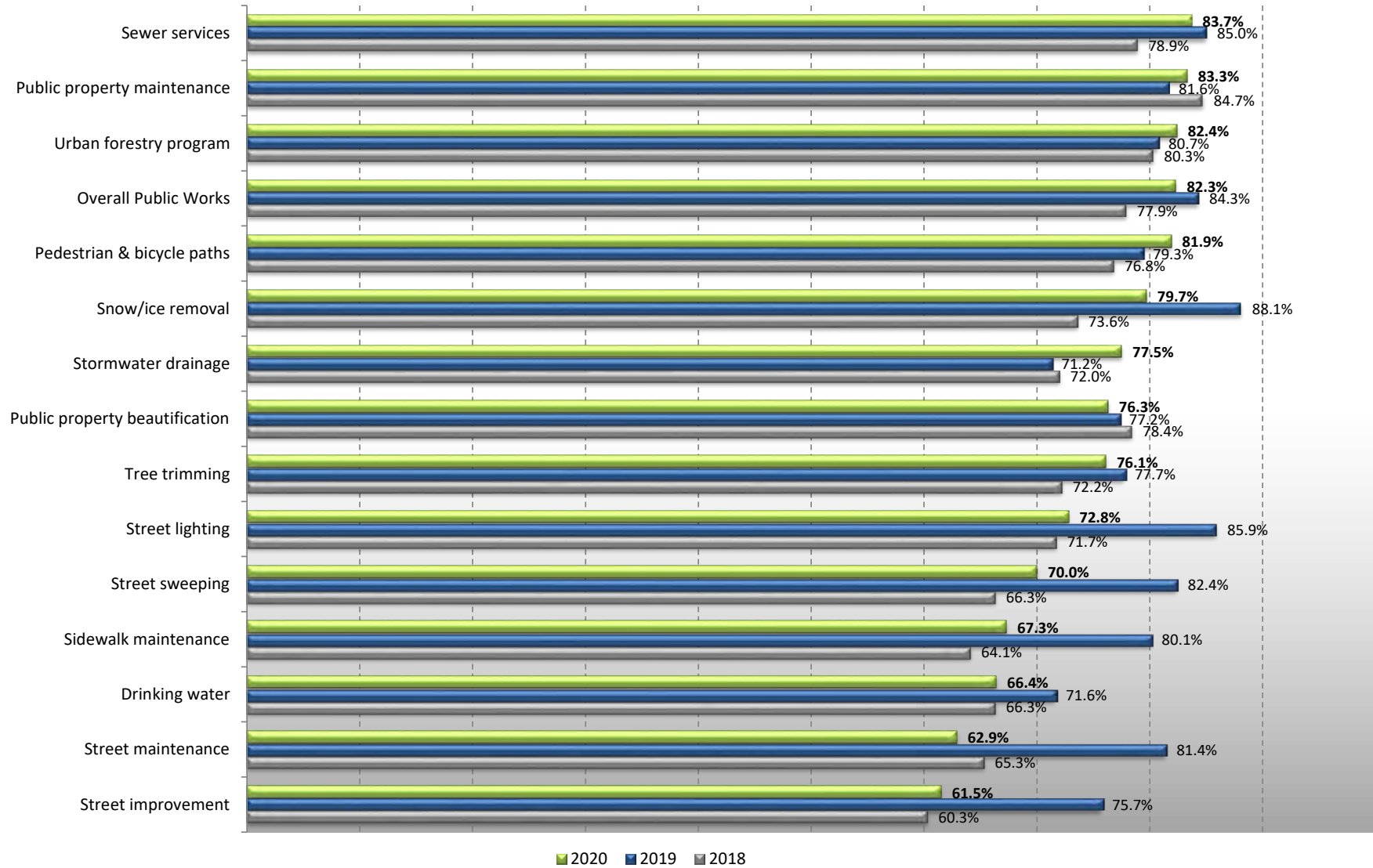


Above is another chart that illustrates quality ratings related to public works and infrastructure services. **88.7% of respondents rated Sewer Services as positive.** In 2018, 78.9% of respondents rated this measure positively.

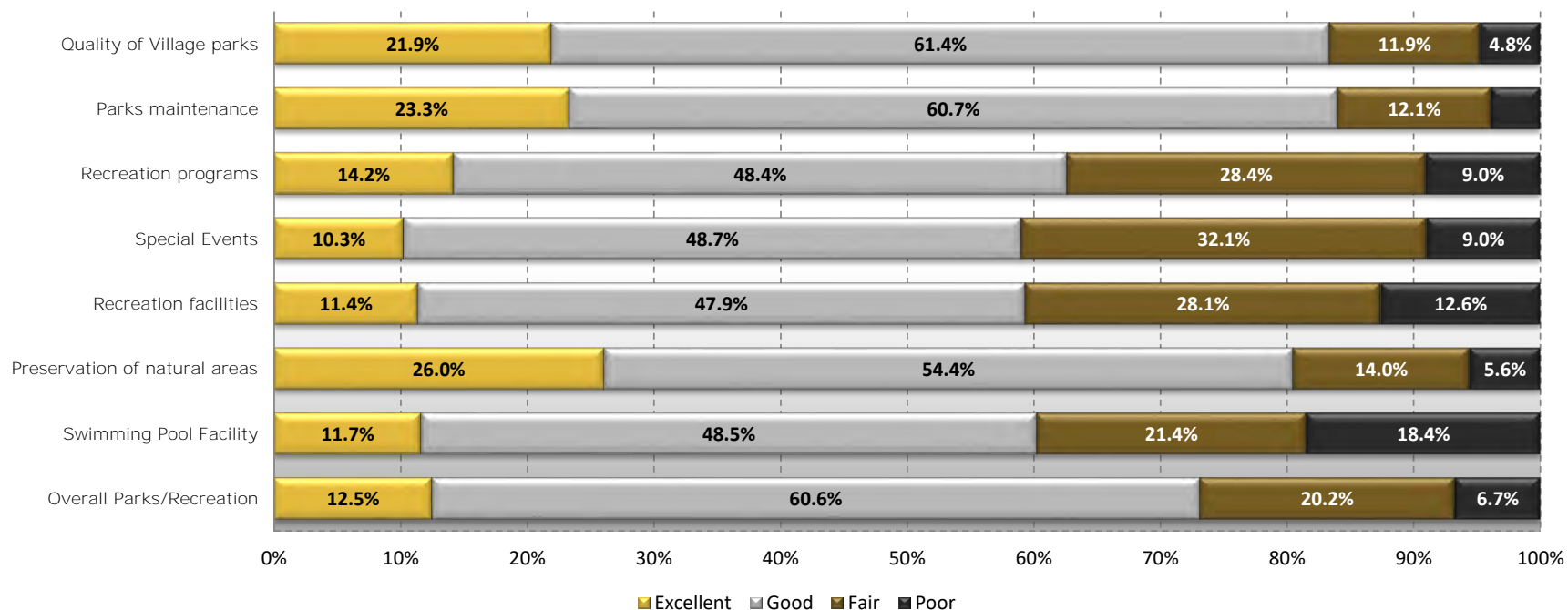
An area of focus is Tree trimming, which received a significant number of Fair (17.4%) and Poor (6.6%) responses. This measure also received a significant number of Fair (18.3%) and Poor (4.0%) ratings in 2019. However, this measure has also shown an increase in positive ratings since 2019 (+3.9%) and inception of the survey (+6.8%). During the calendar year 2020,

The biggest change from 2019 to 2020, in this section, is Pedestrian and Bicycle Paths (+2.6%), an increase from 2019. The Village currently owns and maintains over 30 miles of pedestrian and bike paths. During the calendar year 2020, a program was initiated to replace and repair pedestrian and bicycle paths throughout the Village. The Village added a new segment of path that connects Maker's Park to the McHenry County Conservation District's Prairie Trail, which also runs tangential to downtown Algonquin.

Public Works Year-to-Year Positive Rating Comparison: 2018 - 2020



Quality Ratings: Parks/Recreation

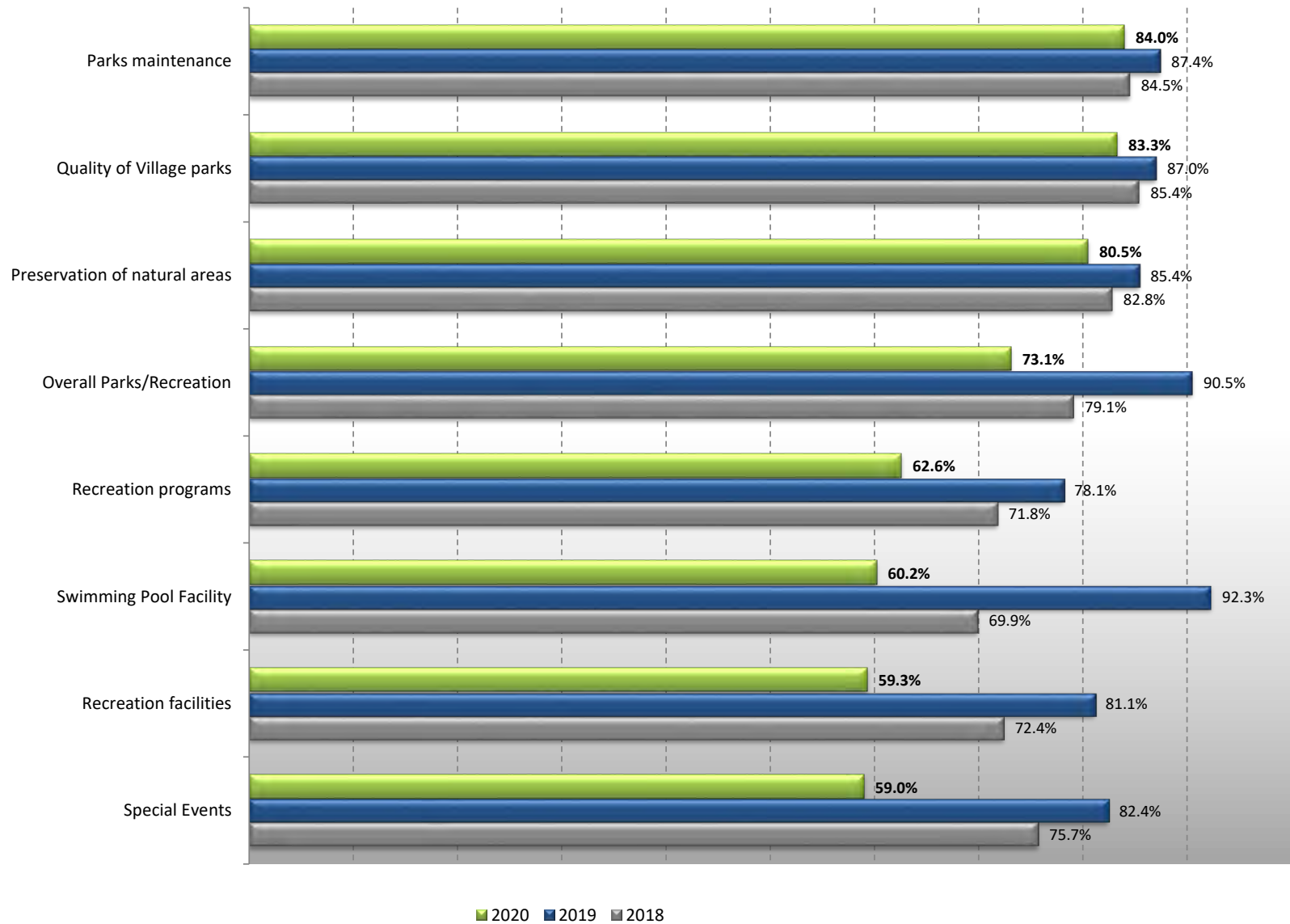


The above chart illustrates quality ratings related to parks and recreation services. **Parks Maintenance was rated the highest in this category with 84.0% of respondents rating it positive.** In 2019, 87.4% of respondents rated this measure positively.

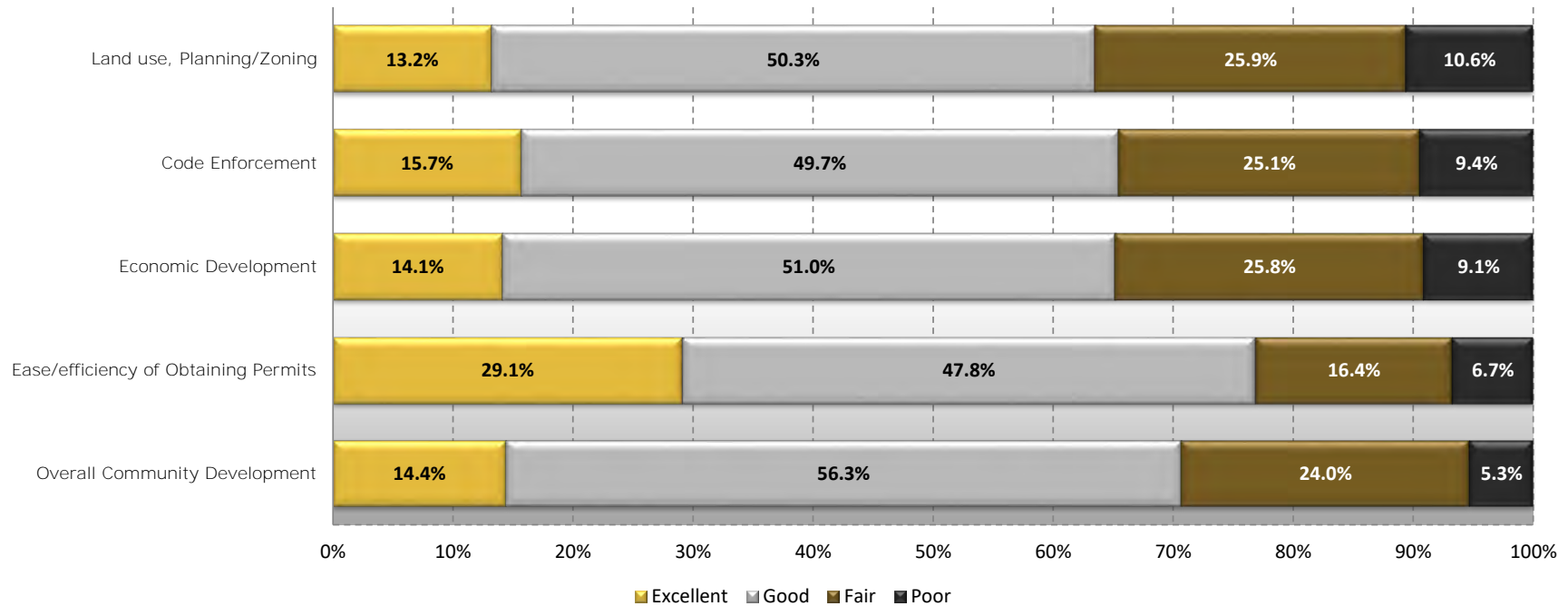
An area of focus is Special Events, which received a significant number of Fair (32.1%) and Poor (9.0%) responses. This measure received significantly less Fair (14.0%) and Poor (3.6%) ratings in 2019. During 2019, Algonquin Recreation hosted a number of special events for residents and visitors to participate in (Algonquin Summer Concerts, Miracle on Main, etc.). With the current mitigation in place to prevent COVID-19, many of these events have been postponed or cancelled.

The biggest change from 2019 to 2020, in this section, is the Swimming Pool Facility (-31.2%), a significant decrease from the previous year. In 2019, the Swimming Pool Facility saw an increase in positive ratings (+22.4%) and was one of the highest rated services. Prior to the opening of the pool facility for that year, the locker rooms were renovated, the pool basin was painted, and additional amenities, such as the deck chairs and umbrellas, were replaced. The pool was not open during the 2020 season; again, due to restrictions in place during the COVID-19 pandemic.

Parks/Recreation Year-to-Year Positive Rating Comparison: 2018 - 2020



Quality Ratings: Community Development

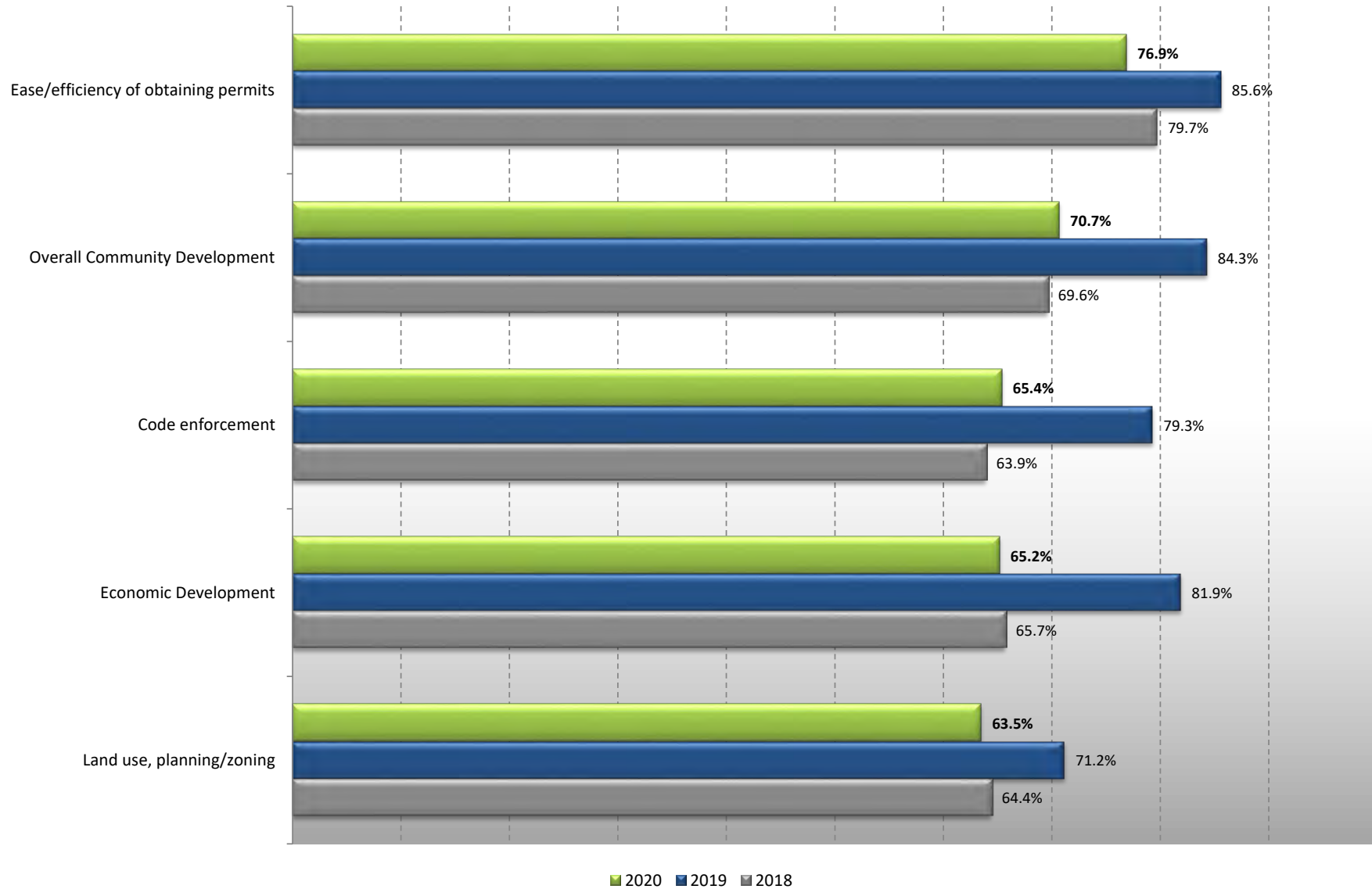


The above chart illustrates quality ratings related to community development services. **76.9% of respondents rated Ease/Efficiency of Obtaining Permits as positive.** In 2019, this measure was rated positively by 85.6% of respondents. As a response to COVID-19, the Village promoted online services to residents, including the ability to apply for building permits online. During the 2020 calendar year, online permit application submissions increased 25.5% from the average of 21.1% in the previous calendar year.

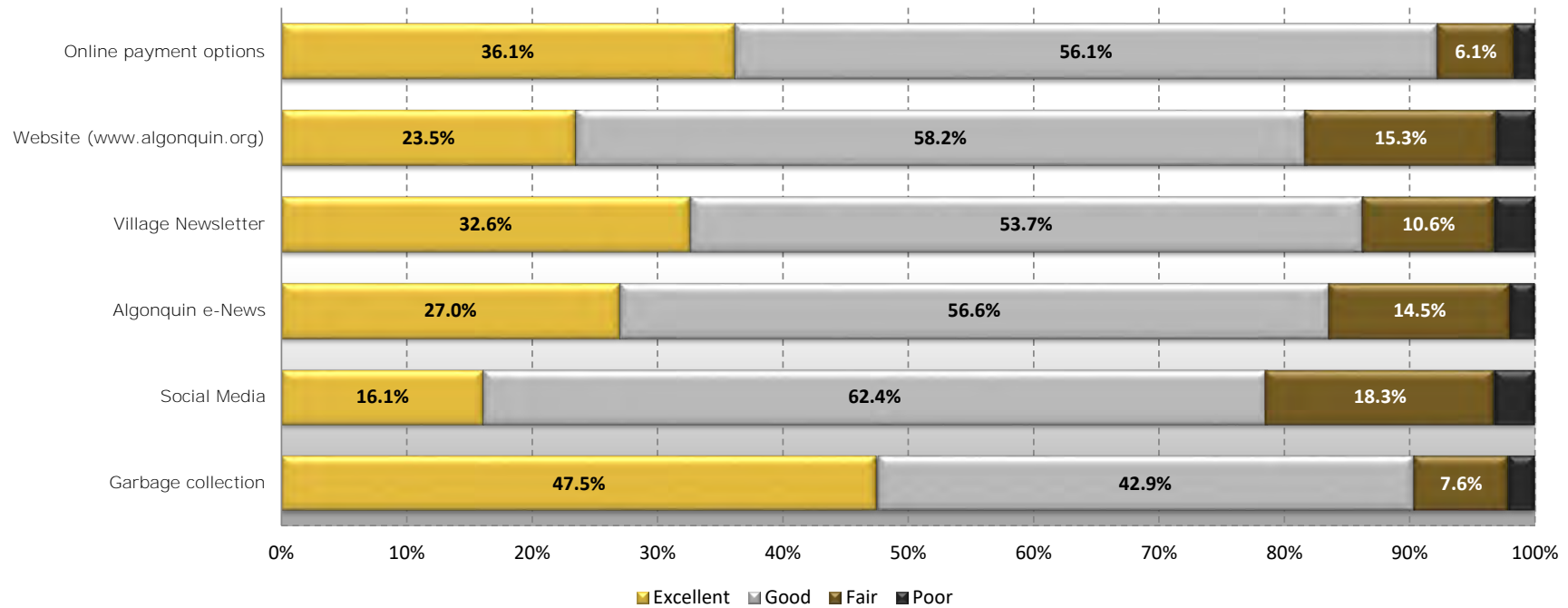
An area of focus is Land Use, Planning/Zoning, which received a significant number of Fair (25.9%) and Poor (10.6%) responses. This measure also received a large number of Fair (26.0%) and Poor (2.8%) ratings in 2019. While this category has decreased when compared to 2019 (-13.6%), quality of Land Use, Planning/Zoning has increased since inception (+2.1%).

The biggest change from 2019 to 2020, in this section, was Economic Development (-16.7%), a decrease from 2019. During the COVID-19 pandemic, the Village has focused on retaining businesses that have been impacted negatively by the pandemic. Business retention has included promoting local businesses; providing businesses with resources to program information from county, state, and federal agencies; as well as implementation of funding tools to assist impacted businesses.

Community Development Year-to-Year Positive Rating Comparison: 2018 - 2020



Quality Ratings: General Services

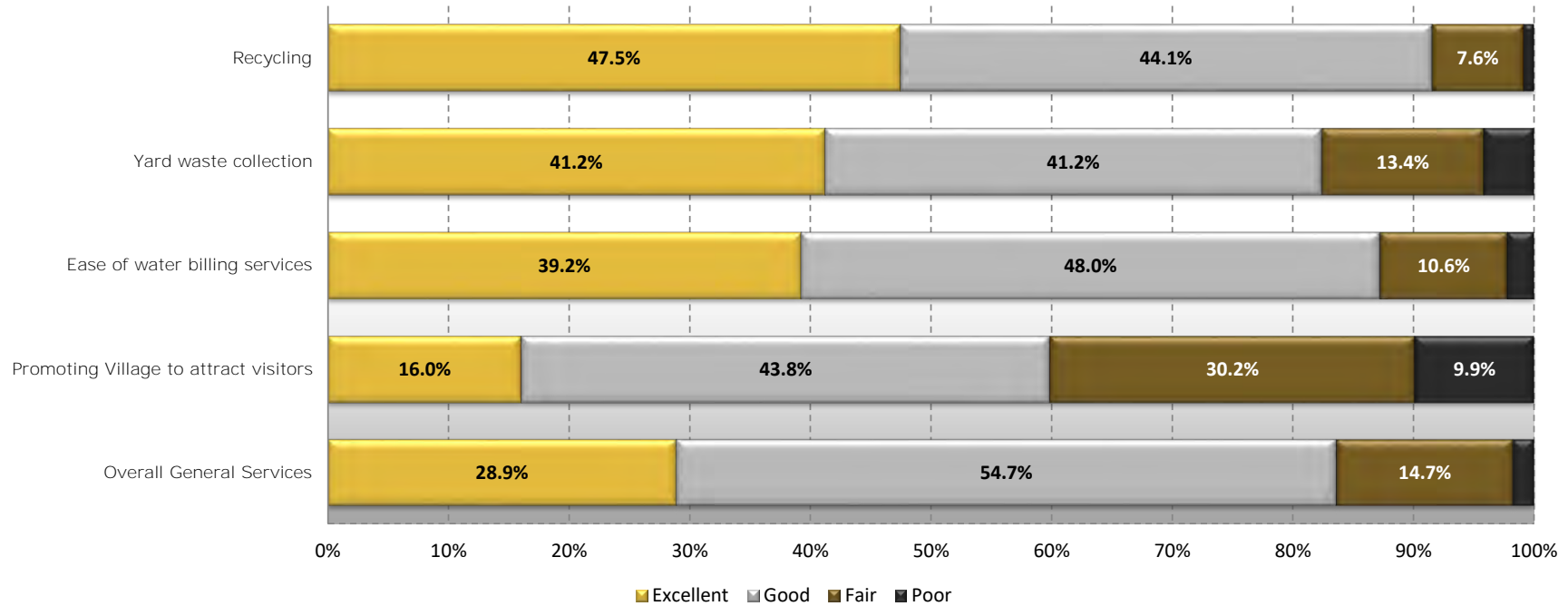


The above chart illustrates the first of two groupings of quality ratings related to general services. **Online Payment options received the highest rating in this category with 92.2% of respondents rating this as positive.** In 2019, 93.0% of respondents rated this measure positively. The use of online payment options and other online services dramatically increased in 2020 and the Village is currently looking into additional ways it can utilize these services in other areas for residents.

The lowest rating (78.5%), in this section, is Social Media. Social Media received a significant number of Fair (18.3%) and Poor (3.2%) responses. In 2019, this category received an insignificant number Fair (8.3%) and Poor (0.7%) responses. Throughout the COVID-19 pandemic, social media platforms have become an essential means of communicating with residents and visitors. The Village currently manages social media accounts on Facebook, Instagram, Twitter, Nextdoor, and LinkedIn.

Social Media also accounted for the largest change from 2019 to 2020 (-12.5%), a decrease from 2019; however, this measure remains stable when compared to inception.

Quality Ratings: General Services (Part 2)

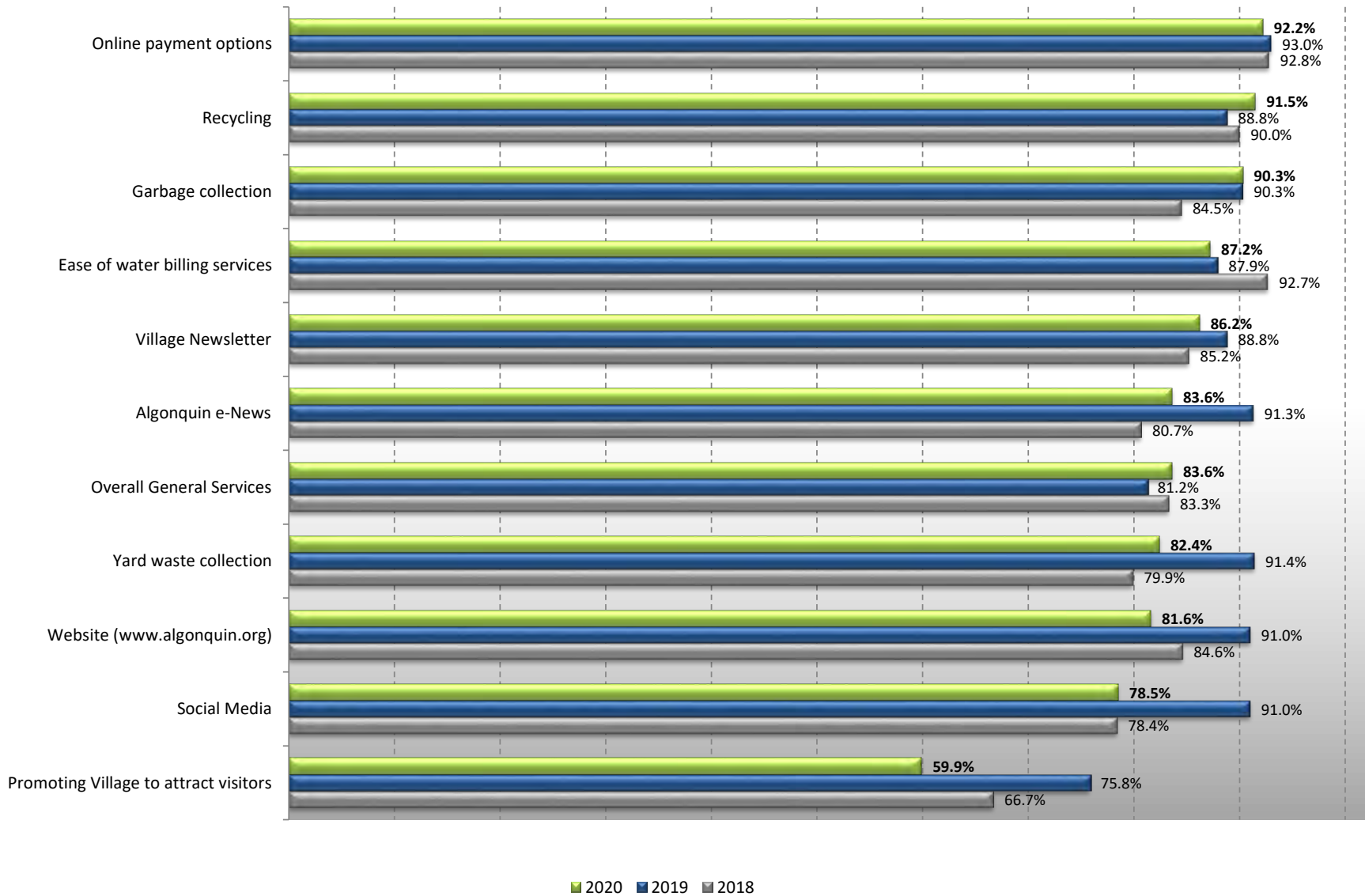


This chart shows the second grouping of general services evaluated in the Algonquin Community Survey. **Residents rated Recycling positively with 91.5% support.** In 2019, this measure received a positive rating by 88.8% of respondents.

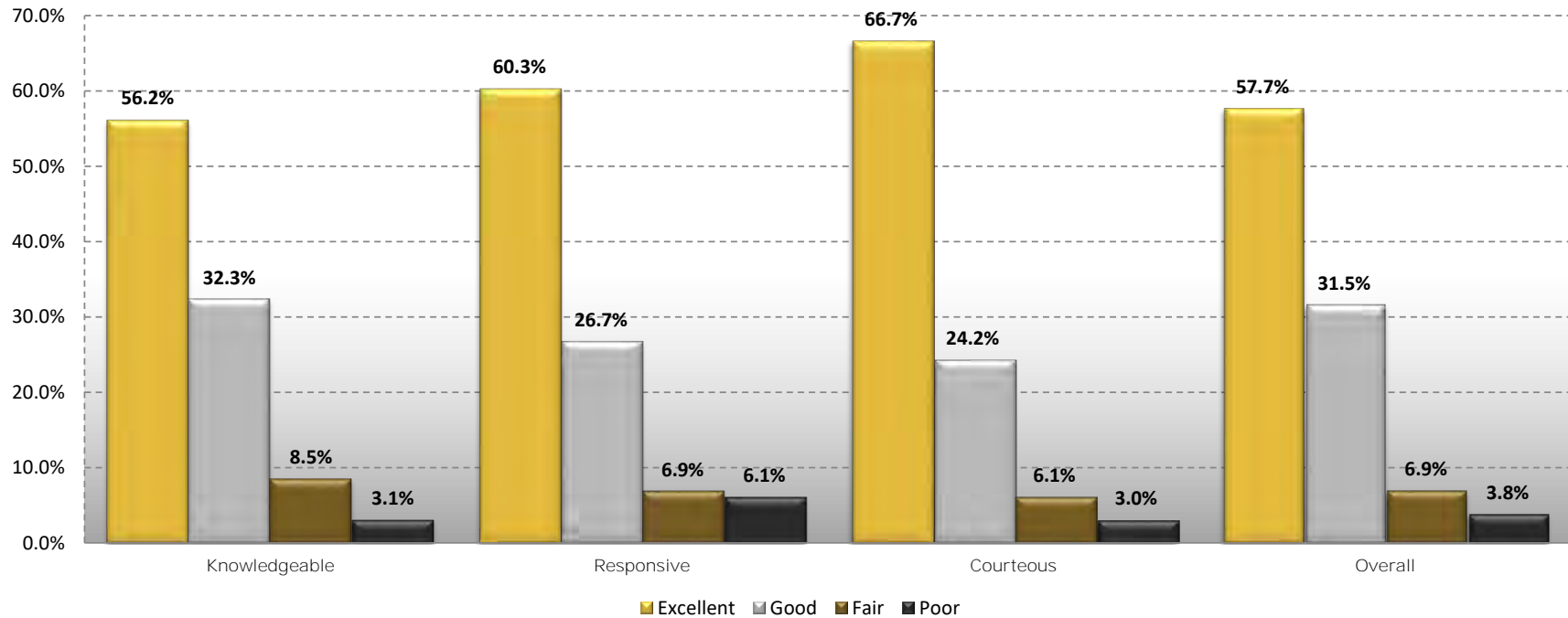
An area of focus is Promoting the Village to Attract Visitors, which received a significant number of Fair (30.2%) and Poor (9.9%) responses. This measure also received a significant number of Fair (17.7%) and Poor (6.5%) ratings in 2019. The Village has been working diligently to increase resident perceptions of this category. For example, the Old Town Algonquin Revitalization Project is a multi-departmental operation focused on infrastructure improvements and promotion of the historic downtown area. Construction aside, efforts focused on promoting the community have been difficult under the current circumstances.

Additionally, Promoting the Village to Attract Visitors has shown the biggest change from 2019 to 2020, in this section (-15.9%), a decrease from 2020.

General Services Year-to-Year Positive Rating Comparison: 2018 - 2020



Village Employee Performance



This chart illustrates the performance rating of Village employees by those residents who have had contact with staff. **Overall, employee interaction was rated as Excellent or Good in all four evaluation categories: Knowledgeable, Responsive, Courteous, and Overall.** Ratings in order of greatest to least are as follows: Courteous (90.9%), Overall (89.2%), Knowledgeable (88.5%), and Responsive (87.0%).

Each department of the Village trains its staff to be proficient in multiple areas congruent with the services that are provided. Residents and visitors are also given multiple options to communicate with Village staff regarding any comments or concerns they may have in-person or through other means such as phone, email, social media, or the Village website.

Comprehensive Survey Results

Algonquin as a place to live

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	46.0%	36.7%	47.5%	39.8%
(2) Good	46.0%	47.6%	45.9%	47.3%
(3) Fair	5.9%	11.4%	4.5%	8.3%
(4) Poor	0.7%	1.4%	0.8%	1.7%
(N) Don't Know	0.0%	0.0%	1.2%	0.4%
No Answer	1.5%	2.9%	0.0%	2.5%
Average	1.61	1.77	1.58	1.71

Your neighborhood as a place to live

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	50.0%	47.6%	48.8%	46.5%
(2) Good	38.2%	41.0%	44.2%	42.3%
(3) Fair	8.8%	5.7%	5.0%	7.5%
(4) Poor	0.7%	3.3%	1.2%	2.1%
(N) Don't Know	0.0%	0.5%	0.0%	0.0%
No Answer	2.2%	1.9%	0.8%	1.7%
Average	1.59	1.64	1.58	1.65

Algonquin as a place to raise children

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	37.5%	33.8%	40.9%	35.3%
(2) Good	38.6%	37.6%	39.7%	36.5%
(3) Fair	7.7%	9.5%	5.4%	7.1%
(4) Poor	0.7%	0.5%	0.4%	2.1%
(N) Don't Know	13.6%	15.7%	11.6%	17.8%
No Answer	1.8%	2.9%	2.1%	1.2%
Average	1.67	1.71	1.60	1.70

Algonquin as a place to work

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	14.3%	12.4%	13.2%	10.0%
(2) Good	20.6%	28.1%	19.8%	22.0%
(3) Fair	21.7%	20.5%	14.5%	12.9%
(4) Poor	5.9%	7.6%	5.8%	6.6%
(N) Don't Know	48.2%	57.6%	44.6%	46.9%
No Answer	2.9%	3.3%	2.1%	1.7%
Average	2.31	2.34	2.24	2.31

Algonquin compare dto other communities in the area

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	25.4%	28.6%	31.0%	23.7%
(2) Good	49.6%	43.3%	51.2%	53.5%
(3) Fair	12.9%	13.8%	9.1%	12.4%
(4) Poor	1.5%	2.4%	1.7%	2.9%
(N) Don't Know	7.0%	6.7%	5.0%	0.0%
No Answer	3.7%	5.2%	2.1%	2.9%
Average	1.89	1.89	1.80	1.94

Overall appearance of Algonquin

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	30.5%	27.1%	31.0%	27.4%
(2) Good	52.6%	49.5%	55.4%	53.1%
(3) Fair	12.1%	18.1%	9.9%	15.8%
(4) Poor	1.8%	3.3%	2.5%	2.1%
(N) Don't Know	0.4%	0.0%	0.0%	0.4%
No Answer	2.6%	1.9%	1.2%	1.2%
Average	1.85	1.98	1.84	1.92

Cleanliness of Algonquin

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	40.4%	30.5%	36.8%	32.4%
(2) Good	48.5%	50.0%	51.7%	50.6%
(3) Fair	7.4%	14.8%	7.9%	12.9%
(4) Poor	2.2%	1.4%	1.7%	2.1%
(N) Don't Know	0.0%	0.0%	0.4%	0.4%
No Answer	1.5%	3.3%	1.7%	1.7%
Average	1.71	1.87	1.74	1.84

Overall quality of new development in Algonquin

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	19.9%	19.0%	21.9%	21.2%
(2) Good	40.8%	42.9%	45.9%	46.5%
(3) Fair	19.1%	20.5%	18.6%	17.4%
(4) Poor	6.6%	5.7%	7.0%	5.8%
(N) Don't Know	11.4%	9.0%	5.4%	7.5%
No Answer	2.2%	2.9%	1.2%	1.7%
Average	2.14	2.15	2.12	2.09

Overall direction that Algonquin is taking

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	17.6%	21.9%	26.0%	21.6%
(2) Good	47.8%	46.7%	47.5%	48.1%
(3) Fair	18.0%	15.2%	15.7%	16.2%
(4) Poor	2.6%	3.3%	2.1%	2.9%
(N) Don't Know	11.0%	9.5%	7.0%	8.3%
No Answer	2.9%	3.3%	1.7%	2.9%
Average	2.06	2.00	1.93	2.00

Overall quality of businesses and services in Algonquin

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	25.0%	27.6%	25.2%	26.6%
(2) Good	47.4%	45.7%	51.7%	54.4%
(3) Fair	19.5%	21.0%	18.2%	12.4%
(4) Poor	4.0%	1.4%	2.5%	4.1%
(N) Don't Know	1.1%	1.0%	0.4%	0.4%
No Answer	2.9%	3.3%	2.1%	2.1%
Average	2.03	1.96	1.98	1.94

Shopping opportunities

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	43.4%	45.7%	45.0%	21.2%
(2) Good	38.6%	38.1%	36.8%	46.5%
(3) Fair	10.3%	11.4%	14.9%	17.4%
(4) Poor	4.8%	2.4%	2.1%	5.8%
(N) Don't Know	0.4%	0.5%	0.0%	7.5%
No Answer	2.6%	1.9%	1.2%	1.7%
Average	1.76	1.70	1.74	2.09

Recreational opportunities

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	18.0%	17.6%	21.1%	12.4%
(2) Good	40.4%	41.0%	43.0%	42.7%
(3) Fair	22.8%	21.4%	24.4%	23.7%
(4) Poor	10.3%	7.1%	5.4%	13.3%
(N) Don't Know	6.3%	11.0%	5.0%	6.6%
No Answer	2.2%	1.9%	1.2%	1.2%
Average	2.28	2.21	2.15	2.41

Employment opportunities

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	4.8%	5.2%	6.2%	5.4%
(2) Good	16.9%	16.2%	21.5%	17.0%
(3) Fair	22.8%	19.0%	18.6%	19.1%
(4) Poor	9.6%	7.6%	8.7%	9.1%
(N) Don't Know	40.8%	48.1%	42.6%	47.7%
No Answer	5.1%	3.8%	2.5%	1.7%
Average	2.69	2.60	2.54	2.63

Opportunities to participate in social events and activities

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	17.6%	16.7%	19.0%	11.6%
(2) Good	42.6%	39.5%	43.4%	39.4%
(3) Fair	22.1%	22.9%	23.6%	28.6%
(4) Poor	2.9%	4.3%	3.3%	6.2%
(N) Don't Know	11.0%	13.8%	9.5%	12.0%
No Answer	3.7%	2.9%	1.2%	2.1%
Average	2.12	2.18	2.13	2.34

Ease of car travel in Algonquin

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	11.4%	11.9%	13.2%	10.0%
(2) Good	35.7%	34.3%	24.4%	26.1%
(3) Fair	29.8%	33.8%	32.6%	27.4%
(4) Poor	18.8%	15.7%	28.1%	35.3%
(N) Don't Know	1.1%	1.0%	0.4%	0.0%
No Answer	3.3%	3.3%	1.2%	1.2%
Average	2.58	2.56	2.77	2.89

Ease of bicycle travel in Algonquin

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	15.1%	14.8%	15.7%	11.2%
(2) Good	35.7%	27.1%	23.6%	34.9%
(3) Fair	21.7%	17.1%	24.4%	21.6%
(4) Poor	6.6%	8.6%	7.4%	7.9%
(N) Don't Know	18.8%	29.0%	26.9%	23.2%
No Answer	2.2%	3.3%	2.1%	1.2%
Average	2.25	2.29	2.33	2.35

Ease of walking in Algonquin

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	21.0%	21.0%	20.7%	20.7%
(2) Good	43.4%	41.0%	37.6%	41.9%
(3) Fair	23.5%	19.5%	26.0%	22.0%
(4) Poor	7.0%	9.0%	7.9%	8.3%
(N) Don't Know	3.7%	5.7%	5.8%	5.0%
No Answer	1.5%	3.8%	2.1%	2.1%
Average	2.17	2.18	2.23	2.19

Availability of paths and walking trails

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	26.8%	24.3%	26.0%	26.1%
(2) Good	39.7%	41.0%	41.7%	43.2%
(3) Fair	20.2%	21.0%	19.4%	16.6%
(4) Poor	5.5%	5.2%	4.1%	6.2%
(N) Don't Know	5.1%	6.2%	6.2%	6.2%
No Answer	2.6%	2.4%	2.5%	1.7%
Average	2.05	2.08	2.02	2.03

Traffic flow on major streets

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	5.5%	4.3%	4.5%	4.1%
(2) Good	25.7%	28.1%	19.8%	16.6%
(3) Fair	38.2%	37.6%	37.2%	31.5%
(4) Poor	28.3%	27.1%	35.1%	44.8%
(N) Don't Know	0.0%	0.0%	1.2%	0.4%
No Answer	2.2%	2.9%	2.1%	2.5%
Average	2.91	2.90	3.06	3.21

Quality of overall natural environment in Algonquin

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	19.1%	23.3%	24.4%	22.0%
(2) Good	61.8%	51.9%	49.6%	53.1%
(3) Fair	13.2%	19.5%	19.8%	16.2%
(4) Poor	2.6%	2.4%	2.1%	6.2%
(N) Don't Know	1.1%	0.0%	1.7%	1.7%
No Answer	2.2%	2.9%	2.5%	0.8%
Average	1.99	2.01	2.00	2.07

Value of services for the taxes paid to the Village of Algonquin

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	11.4%	13.8%	14.5%	9.5%
(2) Good	40.4%	26.7%	39.7%	36.9%
(3) Fair	29.0%	33.8%	26.0%	32.4%
(4) Poor	14.3%	19.5%	14.0%	16.2%
(N) Don't Know	3.3%	3.3%	3.7%	2.5%
No Answer	1.5%	2.9%	2.1%	2.5%
Average	2.49	2.63	2.42	2.58

Overall direction that Algonquin is taking

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	11.8%	19.0%	17.8%	15.4%
(2) Good	51.1%	43.8%	45.9%	51.0%
(3) Fair	23.2%	20.0%	22.7%	20.3%
(4) Poor	4.0%	5.2%	5.8%	5.8%
(N) Don't Know	8.1%	9.0%	6.2%	5.8%
No Answer	1.8%	2.9%	1.7%	1.7%
Average	2.22	2.13	2.18	2.18

Overall image or reputation of Algonquin

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	21.7%	23.8%	22.7%	21.2%
(2) Good	53.7%	48.1%	56.2%	54.8%
(3) Fair	17.3%	18.6%	14.0%	14.9%
(4) Poor	2.6%	2.4%	2.1%	3.7%
(N) Don't Know	3.3%	4.8%	3.3%	3.7%
No Answer	1.5%	2.4%	1.7%	1.7%
Average	2.01	1.99	1.95	2.01

2. To what degree, if at all, are run-down buildings, weed lots or junk vehicles a problem in Algonquin?

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Not a problem	30.5%	31.9%	31.4%	31.5%
Minor problem	38.2%	41.0%	40.9%	39.4%
Moderate problem	19.1%	14.8%	12.0%	17.0%
Major problem	2.2%	2.9%	4.5%	2.5%
Don't Know	8.5%	7.6%	9.9%	7.5%
No Answer	1.5%	1.9%	1.2%	2.1%

3. Please rate how safe you feel:

In your neighborhood during the day

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Very Safe	78.7%	75.7%	78.1%	77.6%
(2) Somewhat Safe	17.6%	16.7%	16.5%	17.4%
(3) Neither Safe nor Unsafe	1.1%	3.8%	2.1%	2.5%
(4) Somewhat Unsafe	1.1%	1.4%	0.8%	0.4%
(5) Very Unsafe	0.4%	0.0%	1.2%	0.8%
(N) Don't Know	0.4%	0.0%	0.0%	0.0%
No Answer	0.7%	2.4%	1.2%	1.2%
Average	1.22	1.30	1.36	1.27

In your neighborhood after dark

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Very Safe	52.9%	53.8%	55.8%	54.8%
(2) Somewhat Safe	34.9%	33.8%	33.9%	33.2%
(3) Neither Safe nor Unsafe	5.5%	4.3%	4.5%	5.8%
(4) Somewhat Unsafe	3.3%	2.4%	3.3%	2.9%
(5) Very Unsafe	0.4%	0.5%	1.2%	1.2%
(N) Don't Know	1.8%	3.3%	0.4%	1.2%
No Answer	1.1%	1.9%	0.8%	0.8%
Average	1.30	1.26	1.35	1.36

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

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Yes	7.7%	4.3%	3.3%	2.9%
No	90.4%	92.9%	93.8%	95.0%
Don't Know	0.4%	1.9%	1.2%	0.4%
No Answer	1.5%	1.0%	1.7%	1.7%

5. If yes, was this crime (these crimes) reported to the police?

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Yes	6.3%	2.4%	2.9%	2.9%
No	2.6%	1.9%	3.7%	5.0%
Don't Know	0.0%	0.0%	4.1%	2.9%
No Answer	91.2%	95.7%	89.3%	89.2%

6. The following section lists specific services provided by the Village. Please rate both the quality and importance of the Village services by circling your answer for each specific service statement.

POLICE/PUBLIC SAFETY

Crime prevention

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	30.1%	27.1%	32.2%	23.2%
(2) Good	43.4%	46.2%	42.1%	51.5%
(3) Fair	6.3%	6.7%	5.0%	5.8%
(4) Poor	0.4%	1.0%	1.2%	1.2%
(N) Don't Know	17.6%	15.7%	17.4%	17.8%
No Answer	2.2%	3.3%	2.1%	0.4%
Average	1.71	1.77	1.69	1.82

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	83.2%	75.7%	76.7%	81.7%
(2) Medium	7.4%	10.7%	7.6%	9.1%
(3) Low	0.6%	0.4%	0.0%	0.0%
(N) Don't Know	2.3%	2.2%	4.3%	1.7%
No Answer	6.5%	11.0%	12.9%	7.5%
Average	1.10	1.13	1.09	1.13

Patrol services

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	26.5%	25.2%	29.3%	22.4%
(2) Good	40.1%	41.4%	41.3%	39.8%
(3) Fair	19.9%	15.7%	11.2%	17.4%
(4) Poor	4.4%	4.3%	3.3%	6.6%
(N) Don't Know	8.5%	10.5%	12.8%	12.9%
No Answer	0.7%	2.9%	2.1%	0.8%
Average	2.02	1.99	1.86	2.10

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	61.4%	69.5%	46.3%	61.8%
(2) Medium	23.9%	15.2%	30.2%	27.0%
(3) Low	1.5%	0.5%	7.9%	1.7%
(N) Don't Know	2.6%	2.4%	8.7%	1.7%
No Answer	10.7%	12.4%	7.0%	7.9%
Average	1.31	1.19	1.54	1.33

Traffic enforcement

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	21.7%	20.5%	23.6%	15.4%
(2) Good	44.1%	41.0%	38.0%	47.7%
(3) Fair	18.0%	20.0%	14.5%	13.7%
(4) Poor	5.9%	5.7%	8.7%	10.0%
(N) Don't Know	8.5%	10.5%	13.6%	12.9%
No Answer	1.8%	2.4%	1.7%	0.4%
Average	2.09	2.13	2.10	2.21

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	44.9%	50.5%	43.8%	42.7%
(2) Medium	37.1%	25.7%	38.0%	43.2%
(3) Low	4.0%	7.6%	8.7%	5.4%
(N) Don't Know	2.2%	2.4%	3.3%	1.2%
No Answer	11.8%	13.8%	6.2%	7.5%
Average	1.53	1.49	1.61	1.59

911 services

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	30.5%	35.7%	34.3%	29.0%
(2) Good	20.6%	24.3%	19.0%	24.9%
(3) Fair	1.5%	2.9%	2.9%	1.2%
(4) Poor	0.0%	1.0%	0.8%	0.8%
(N) Don't Know	44.5%	34.3%	40.9%	43.6%
No Answer	2.9%	0.0%	2.1%	0.4%
Average	1.45	1.51	1.48	1.53

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	77.6%	77.6%	50.8%	83.4%
(2) Medium	6.3%	4.3%	15.3%	5.8%
(3) Low	3.7%	0.0%	1.2%	0.0%
(N) Don't Know	0.0%	5.7%	26.0%	3.3%
No Answer	12.5%	12.4%	6.6%	7.5%
Average	1.16	1.05	1.26	1.07

Responding to citizen calls

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	29.8%	30.5%	33.9%	27.0%
(2) Good	22.4%	30.0%	25.2%	23.2%
(3) Fair	5.5%	6.7%	3.3%	3.7%
(4) Poor	0.7%	1.4%	0.4%	2.5%
(N) Don't Know	39.0%	29.0%	35.1%	42.7%
No Answer	2.6%	2.4%	2.1%	0.8%
Average	1.61	1.69	1.53	1.68

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	70.6%	69.5%	49.2%	74.7%
(2) Medium	13.2%	10.0%	32.6%	13.7%
(3) Low	0.4%	1.0%	5.0%	0.0%
(N) Don't Know	3.7%	6.7%	6.6%	2.9%
No Answer	12.1%	12.9%	6.6%	8.7%
Average	1.17	1.15	1.49	1.15

Overall Police services

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	32.7%	29.0%	36.4%	27.8%
(2) Good	44.5%	50.0%	42.6%	46.5%
(3) Fair	11.4%	8.6%	5.8%	10.8%
(4) Poor	0.0%	1.9%	0.8%	1.7%
(N) Don't Know	9.6%	8.6%	12.4%	12.4%
No Answer	1.8%	1.9%	2.1%	0.8%
Average	1.76	1.81	1.66	1.84

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	72.1%	75.2%	70.2%	77.2%
(2) Medium	12.9%	9.5%	20.2%	12.4%
(3) Low	0.4%	0.0%	2.1%	0.4%
(N) Don't Know	2.2%	3.3%	1.2%	0.8%
No Answer	12.5%	11.9%	6.2%	9.1%
Average	1.16	1.11	1.26	1.15

PUBLIC WORKS/INFRASTRUCTURE**Street maintenance**

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	21.0%	14.8%	47.5%	14.5%
(2) Good	50.0%	48.1%	32.2%	48.1%
(3) Fair	19.9%	26.7%	12.4%	27.8%
(4) Poor	6.6%	6.7%	5.8%	9.1%
(N) Don't Know	1.5%	1.4%	1.2%	0.0%
No Answer	1.1%	2.4%	0.8%	0.4%
Average	2.12	2.26	1.76	2.32

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	67.6%	70.5%	73.1%	73.0%
(2) Medium	23.5%	22.4%	20.7%	23.2%
(3) Low	0.7%	0.5%	1.2%	0.4%
(N) Don't Know	0.7%	0.5%	0.8%	0.4%
No Answer	7.4%	6.7%	4.1%	2.9%
Average	1.27	1.25	1.24	1.25

Street improvement

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	17.3%	16.2%	37.6%	16.2%
(2) Good	43.8%	41.0%	36.0%	44.8%
(3) Fair	25.4%	28.6%	18.2%	27.4%
(4) Poor	8.1%	9.0%	5.4%	10.8%
(N) Don't Know	4.4%	2.9%	1.7%	0.4%
No Answer	1.1%	2.4%	1.2%	0.4%
Average	2.26	2.32	1.91	2.33

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	54.0%	54.3%	50.8%	63.9%
(2) Medium	35.3%	35.7%	38.0%	32.8%
(3) Low	1.5%	2.4%	4.1%	0.8%
(N) Don't Know	1.1%	0.0%	2.1%	0.4%
No Answer	8.1%	7.6%	5.0%	2.1%
Average	1.42	1.44	1.50	1.35

Street sweeping

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	24.3%	23.3%	33.1%	19.9%
(2) Good	46.3%	35.7%	44.2%	44.8%
(3) Fair	15.8%	22.9%	14.0%	21.6%
(4) Poor	4.8%	7.1%	2.5%	6.2%
(N) Don't Know	7.7%	4.3%	4.5%	6.2%
No Answer	1.1%	0.0%	1.7%	1.2%
Average	2.01	2.16	1.85	2.15

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	33.5%	37.1%	28.5%	33.6%
(2) Medium	42.3%	42.4%	54.1%	47.3%
(3) Low	12.9%	11.9%	9.9%	14.1%
(N) Don't Know	3.3%	1.4%	2.1%	1.2%
No Answer	8.1%	7.1%	5.4%	3.7%
Average	1.77	1.72	1.80	1.79

Street lighting

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	19.5%	22.9%	52.9%	18.3%
(2) Good	50.7%	47.1%	30.2%	53.9%
(3) Fair	22.1%	20.5%	10.7%	19.1%
(4) Poor	6.6%	7.1%	2.9%	7.9%
(N) Don't Know	0.7%	0.5%	1.2%	0.0%
No Answer	0.4%	1.9%	2.1%	0.8%
Average	2.16	2.12	1.62	2.17

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	59.9%	62.9%	60.3%	66.0%
(2) Medium	29.0%	26.7%	29.3%	27.4%
(3) Low	2.9%	2.4%	3.3%	2.5%
(N) Don't Know	0.7%	0.0%	1.7%	0.4%
No Answer	7.4%	8.1%	5.4%	3.7%
Average	1.38	1.34	1.39	1.34

Snow/ice removal

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	29.0%	27.6%	52.9%	30.7%
(2) Good	51.8%	42.9%	33.1%	45.6%
(3) Fair	11.4%	17.1%	8.7%	14.5%
(4) Poor	4.4%	8.1%	2.9%	5.0%
(N) Don't Know	1.5%	2.4%	1.2%	2.9%
No Answer	1.8%	1.9%	1.2%	1.2%
Average	1.91	2.06	1.61	1.94

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	76.8%	82.4%	76.0%	85.1%
(2) Medium	12.9%	10.5%	16.5%	11.2%
(3) Low	1.1%	0.0%	1.2%	0.0%
(N) Don't Know	0.7%	0.5%	1.2%	0.4%
No Answer	8.5%	6.7%	5.0%	3.3%
Average	1.17	1.11	1.20	1.12

Sidewalk maintenance

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	14.3%	20.5%	44.2%	15.8%
(2) Good	42.6%	34.8%	28.9%	43.2%
(3) Fair	19.1%	22.4%	10.3%	22.8%
(4) Poor	10.3%	8.6%	7.9%	5.8%
(N) Don't Know	12.5%	11.0%	6.6%	12.0%
No Answer	1.1%	2.9%	2.1%	0.4%
Average	2.29	2.22	1.80	2.21

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	41.2%	45.2%	38.8%	51.0%
(2) Medium	40.4%	38.6%	38.8%	38.6%
(3) Low	4.0%	4.3%	7.9%	5.8%
(N) Don't Know	5.5%	4.8%	9.1%	1.7%
No Answer	8.8%	7.1%	5.4%	2.9%
Average	1.57	1.54	1.64	1.53

Stormwater drainage

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	21.3%	21.4%	19.8%	17.4%
(2) Good	53.3%	44.8%	46.7%	51.0%
(3) Fair	13.2%	18.1%	19.8%	12.9%
(4) Poor	3.7%	7.6%	7.0%	7.1%
(N) Don't Know	8.1%	5.2%	5.0%	10.8%
No Answer	0.4%	2.9%	1.7%	0.8%
Average	1.99	2.13	2.15	2.11

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	58.1%	65.7%	56.2%	61.8%
(2) Medium	28.3%	22.4%	35.5%	29.5%
(3) Low	1.1%	1.9%	1.7%	0.8%
(N) Don't Know	3.3%	2.4%	2.1%	3.7%
No Answer	9.2%	7.6%	4.5%	4.1%
Average	1.35	1.29	1.42	1.34

Drinking water

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	19.1%	19.5%	19.4%	16.6%
(2) Good	46.0%	42.4%	49.2%	45.6%
(3) Fair	20.2%	21.0%	16.1%	21.2%
(4) Poor	11.0%	10.5%	11.2%	13.3%
(N) Don't Know	3.3%	4.3%	2.5%	2.9%
No Answer	0.4%	2.4%	1.7%	0.4%
Average	2.24	2.24	2.20	2.32

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	76.8%	79.5%	51.2%	85.5%
(2) Medium	13.2%	10.5%	27.3%	8.7%
(3) Low	1.5%	0.5%	7.9%	0.8%
(N) Don't Know	1.1%	2.4%	8.7%	0.8%
No Answer	7.4%	7.1%	5.0%	4.1%
Average	1.18	1.13	1.50	1.11

Sewer services

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	26.5%	23.8%	23.1%	20.3%
(2) Good	50.4%	45.7%	51.7%	56.4%
(3) Fair	10.7%	16.2%	10.3%	11.6%
(4) Poor	1.5%	2.4%	2.9%	3.3%
(N) Don't Know	8.5%	9.0%	9.9%	6.2%
No Answer	2.6%	2.9%	2.1%	2.1%
Average	1.86	1.97	1.92	1.98

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	60.3%	63.3%	42.6%	68.5%
(2) Medium	27.2%	23.8%	33.9%	24.9%
(3) Low	1.5%	2.9%	8.3%	1.2%
(N) Don't Know	1.8%	2.9%	10.7%	1.7%
No Answer	9.2%	7.1%	4.5%	3.7%
Average	1.34	1.33	1.60	1.29

Urban forestry program

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	16.5%	21.9%	18.2%	19.1%
(2) Good	40.4%	36.2%	45.9%	37.3%
(3) Fair	8.8%	11.0%	12.4%	9.1%
(4) Poor	2.6%	3.3%	2.9%	2.9%
(N) Don't Know	30.9%	24.3%	18.6%	29.5%
No Answer	0.7%	3.3%	2.1%	1.7%
Average	1.96	1.94	2.00	1.94

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	28.3%	33.8%	24.0%	31.1%
(2) Medium	43.4%	43.3%	41.3%	45.2%
(3) Low	12.1%	6.2%	14.5%	9.5%
(N) Don't Know	8.1%	9.5%	15.3%	10.0%
No Answer	8.1%	7.1%	5.0%	4.1%
Average	1.81	1.67	1.88	1.75

Tree trimming

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	21.3%	22.9%	26.0%	23.2%
(2) Good	47.4%	41.4%	45.9%	44.0%
(3) Fair	17.3%	15.7%	16.9%	15.4%
(4) Poor	5.5%	9.0%	3.7%	5.8%
(N) Don't Know	5.9%	8.6%	5.8%	10.0%
No Answer	2.6%	2.4%	1.7%	1.7%
Average	2.08	2.12	1.98	2.04

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	25.7%	38.6%	22.3%	37.3%
(2) Medium	52.6%	43.3%	37.6%	47.3%
(3) Low	9.9%	7.6%	13.2%	7.5%
(N) Don't Know	2.2%	2.4%	21.1%	2.9%
No Answer	9.6%	8.1%	5.8%	5.0%
Average	1.82	1.65	1.88	1.68

Pedestrian & bicycle paths

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	25.0%	29.5%	19.8%	25.7%
(2) Good	43.8%	36.7%	48.3%	47.7%
(3) Fair	14.7%	16.7%	13.6%	12.9%
(4) Poor	3.7%	3.3%	4.1%	3.3%
(N) Don't Know	11.8%	11.4%	13.2%	10.0%
No Answer	1.1%	2.4%	0.8%	0.4%
Average	1.97	1.93	2.02	1.93

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	36.8%	41.9%	30.2%	42.7%
(2) Medium	39.3%	34.8%	44.6%	41.9%
(3) Low	8.5%	11.0%	13.2%	7.9%
(N) Don't Know	5.9%	5.2%	7.4%	4.1%
No Answer	9.6%	7.1%	4.5%	3.3%
Average	1.67	1.65	1.81	1.62

Public property maintenance

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	27.2%	26.7%	23.1%	22.0%
(2) Good	56.6%	49.5%	52.1%	54.4%
(3) Fair	9.9%	10.0%	13.6%	10.8%
(4) Poor	0.7%	3.8%	3.3%	4.6%
(N) Don't Know	5.1%	7.6%	6.2%	7.9%
No Answer	0.4%	2.4%	1.7%	0.4%
Average	1.83	1.90	1.97	1.98

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	43.8%	48.1%	53.7%	46.5%
(2) Medium	39.7%	37.6%	31.8%	44.0%
(3) Low	5.5%	5.7%	6.2%	3.3%
(N) Don't Know	3.3%	1.9%	3.7%	2.9%
No Answer	7.7%	6.7%	4.5%	3.3%
Average	1.57	1.54	1.48	1.54

Public property beautification

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	25.4%	26.2%	22.7%	22.0%
(2) Good	55.5%	46.2%	50.0%	47.3%
(3) Fair	11.8%	18.6%	16.1%	17.0%
(4) Poor	1.5%	1.4%	5.4%	4.6%
(N) Don't Know	5.5%	6.2%	4.1%	8.3%
No Answer	0.4%	1.4%	1.7%	0.8%
Average	1.89	1.95	2.04	2.05

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	36.4%	42.9%	43.0%	39.8%
(2) Medium	44.9%	40.0%	40.5%	46.1%
(3) Low	6.6%	7.6%	7.4%	7.5%
(N) Don't Know	2.9%	2.4%	2.9%	3.3%
No Answer	9.2%	7.1%	6.2%	3.3%
Average	1.66	1.61	1.61	1.65

Overall Public Works

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	22.4%	22.4%	21.9%	17.0%
(2) Good	58.1%	51.4%	55.4%	61.8%
(3) Fair	12.1%	17.6%	10.7%	12.0%
(4) Poor	2.2%	3.3%	3.7%	5.0%
(N) Don't Know	3.3%	2.9%	6.6%	3.3%
No Answer	1.8%	2.4%	1.7%	0.8%
Average	1.94	2.02	1.96	2.05

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	52.6%	56.7%	59.1%	64.7%
(2) Medium	32.0%	31.9%	31.4%	27.8%
(3) Low	1.8%	1.9%	1.2%	0.8%
(N) Don't Know	2.6%	1.0%	2.5%	2.9%
No Answer	11.0%	8.6%	5.8%	3.7%
Average	1.41	1.39	1.37	1.32

PARKS/RECREATION**Quality of Village parks**

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	31.3%	31.4%	26.0%	19.1%
(2) Good	46.0%	43.8%	43.0%	53.5%
(3) Fair	8.8%	11.0%	8.3%	10.4%
(4) Poor	1.5%	1.9%	2.1%	4.1%
(N) Don't Know	11.0%	8.1%	18.6%	11.2%
No Answer	1.5%	3.8%	2.1%	1.7%
Average	1.78	1.81	1.83	2.00

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	43.8%	50.0%	47.9%	48.5%
(2) Medium	38.2%	34.3%	38.4%	39.0%
(3) Low	4.4%	2.9%	3.3%	2.1%
(N) Don't Know	4.0%	4.3%	5.8%	5.8%
No Answer	9.6%	8.6%	4.5%	4.6%
Average	1.54	1.46	1.50	1.48

Park Maintenance

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	29.0%	32.4%	27.7%	19.9%
(2) Good	48.9%	40.5%	46.7%	51.9%
(3) Fair	6.3%	11.9%	8.7%	10.4%
(4) Poor	1.1%	1.4%	2.1%	3.3%
(N) Don't Know	12.5%	10.0%	13.2%	12.4%
No Answer	2.2%	3.8%	1.7%	2.1%
Average	1.76	1.80	1.83	1.97

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	29.4%	31.4%	32.2%	28.6%
(2) Medium	43.0%	41.0%	38.4%	43.6%
(3) Low	10.7%	8.1%	7.4%	9.1%
(N) Don't Know	7.4%	9.0%	15.7%	12.9%
No Answer	9.6%	10.5%	6.2%	5.8%
Average	1.77	1.71	1.68	1.76

Recreation facilities

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	12.5%	20.0%	21.1%	7.9%
(2) Good	36.4%	33.8%	39.3%	33.2%
(3) Fair	19.1%	14.8%	12.0%	19.5%
(4) Poor	5.5%	5.7%	2.1%	8.7%
(N) Don't Know	22.1%	20.5%	21.9%	27.0%
No Answer	4.4%	5.2%	3.7%	3.7%
Average	2.24	2.08	1.93	2.42

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	30.1%	35.2%	28.9%	34.4%
(2) Medium	42.3%	41.4%	47.1%	43.2%
(3) Low	9.6%	7.1%	7.0%	7.1%
(N) Don't Know	7.0%	7.1%	9.9%	8.7%
No Answer	11.0%	9.0%	7.0%	6.6%
Average	1.75	1.66	1.74	1.68

Special Events

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	18.0%	19.5%	23.1%	6.6%
(2) Good	40.1%	35.2%	42.6%	31.5%
(3) Fair	15.8%	15.2%	11.2%	20.7%
(4) Poor	4.0%	2.4%	2.9%	5.8%
(N) Don't Know	20.6%	23.3%	18.2%	33.2%
No Answer	1.5%	4.3%	2.1%	2.1%
Average	2.08	2.01	1.92	2.40

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	20.6%	23.3%	26.0%	23.2%
(2) Medium	47.8%	48.1%	46.7%	43.6%
(3) Low	14.3%	9.0%	11.6%	14.9%
(N) Don't Know	7.7%	9.5%	10.7%	11.2%
No Answer	9.6%	10.0%	5.0%	7.1%
Average	1.92	1.82	1.83	1.90

Recreation programs

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	16.9%	17.6%	23.1%	9.1%
(2) Good	33.5%	33.3%	37.2%	31.1%
(3) Fair	18.4%	16.7%	12.8%	18.3%
(4) Poor	4.0%	3.3%	4.1%	5.8%
(N) Don't Know	24.6%	26.2%	20.7%	34.0%
No Answer	2.6%	2.9%	2.1%	1.7%
Average	2.13	2.08	1.97	2.32

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	42.6%	49.0%	55.0%	49.4%
(2) Medium	39.7%	34.8%	31.4%	37.8%
(3) Low	3.3%	3.3%	2.5%	2.1%
(N) Don't Know	5.1%	4.3%	5.4%	5.8%
No Answer	9.2%	8.6%	5.8%	5.0%
Average	1.54	1.48	1.41	1.47

Swimming Pool Facility

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	9.6%	11.0%	43.0%	5.0%
(2) Good	20.2%	20.0%	16.5%	20.7%
(3) Fair	11.8%	10.0%	4.1%	9.1%
(4) Poor	4.4%	3.3%	0.8%	7.9%
(N) Don't Know	51.5%	52.4%	33.5%	55.6%
No Answer	2.6%	3.3%	2.1%	1.7%
Average	2.24	2.13	1.42	2.47

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	23.2%	23.8%	18.2%	26.1%
(2) Medium	33.1%	34.8%	28.5%	34.0%
(3) Low	14.3%	12.4%	10.3%	14.9%
(N) Don't Know	19.9%	20.5%	37.6%	19.1%
No Answer	9.6%	8.6%	5.4%	5.8%
Average	1.88	1.84	1.86	1.85

Preservation of natural areas (open space, wetlands, etc.)

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	27.2%	30.0%	26.9%	23.2%
(2) Good	44.1%	43.3%	47.9%	48.5%
(3) Fair	12.5%	12.9%	11.6%	12.4%
(4) Poor	4.0%	2.4%	1.2%	5.0%
(N) Don't Know	8.8%	7.6%	10.7%	8.7%
No Answer	3.3%	3.8%	1.7%	2.1%
Average	1.92	1.86	1.85	1.99

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	46.0%	48.6%	36.8%	52.3%
(2) Medium	36.0%	32.9%	36.4%	34.0%
(3) Low	4.4%	6.2%	7.9%	4.6%
(N) Don't Know	4.0%	4.3%	13.2%	4.1%
No Answer	9.6%	8.1%	5.8%	5.0%
Average	1.52	1.52	1.64	1.47

Overall Parks/Recreation

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	18.8%	25.7%	44.6%	10.8%
(2) Good	49.6%	42.4%	33.9%	52.3%
(3) Fair	16.2%	14.8%	7.0%	17.4%
(4) Poor	1.8%	2.9%	1.2%	5.8%
(N) Don't Know	9.9%	10.5%	11.6%	11.2%
No Answer	3.7%	3.8%	1.7%	2.5%
Average	2.01	1.94	1.60	2.21

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	34.6%	41.0%	40.5%	41.9%
(2) Medium	44.9%	40.5%	42.6%	45.2%
(3) Low	3.7%	4.3%	5.8%	2.9%
(N) Don't Know	5.9%	5.7%	5.8%	5.0%
No Answer	11.0%	8.6%	5.4%	5.0%
Average	1.63	1.57	1.61	1.57

COMMUNITY DEVELOPMENT

Land use, planning/zoning

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	15.4%	12.4%	22.7%	10.4%
(2) Good	39.3%	37.6%	40.5%	39.4%
(3) Fair	18.4%	20.0%	23.1%	20.3%
(4) Poor	5.5%	7.6%	2.5%	8.3%
(N) Don't Know	18.4%	18.1%	9.1%	19.1%
No Answer	2.9%	4.3%	2.1%	2.5%
Average	2.18	2.29	2.06	2.34

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	44.5%	52.9%	49.2%	49.4%
(2) Medium	34.2%	31.0%	36.0%	31.5%
(3) Low	3.7%	2.4%	5.4%	3.7%
(N) Don't Know	7.0%	5.7%	4.1%	8.7%
No Answer	10.7%	8.1%	5.4%	6.6%
Average	1.50	1.41	1.52	1.46

Economic Development

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	12.1%	17.6%	45.0%	11.6%
(2) Good	39.0%	34.3%	24.0%	41.9%
(3) Fair	22.1%	21.9%	11.6%	21.2%
(4) Poor	6.6%	5.2%	3.7%	7.5%
(N) Don't Know	16.5%	17.1%	12.8%	16.2%
No Answer	3.7%	3.8%	2.9%	1.7%
Average	2.29	2.19	1.69	2.30

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	45.2%	53.8%	43.8%	53.9%
(2) Medium	33.8%	30.0%	38.0%	30.3%
(3) Low	2.9%	1.9%	5.4%	2.1%
(N) Don't Know	6.6%	6.2%	7.4%	7.9%
No Answer	11.4%	8.1%	5.4%	5.8%
Average	1.48	1.39	1.56	1.40

Code enforcement (weeds, property maintenance, etc.)

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	15.1%	16.7%	38.0%	12.4%
(2) Good	38.6%	33.8%	31.8%	39.4%
(3) Fair	19.5%	20.0%	13.6%	19.9%
(4) Poor	8.1%	8.6%	4.5%	7.5%
(N) Don't Know	15.1%	16.7%	9.5%	17.8%
No Answer	3.7%	4.3%	2.5%	2.9%
Average	2.25	2.26	1.83	2.28

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	41.9%	43.8%	42.1%	42.7%
(2) Medium	37.5%	35.7%	34.3%	37.3%
(3) Low	5.5%	6.7%	9.9%	7.9%
(N) Don't Know	5.9%	4.8%	8.3%	5.4%
No Answer	9.2%	9.0%	5.4%	6.6%
Average	1.57	1.57	1.63	1.60

Overall Community Development

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	14.7%	16.2%	37.6%	12.4%
(2) Good	44.1%	43.8%	37.6%	48.5%
(3) Fair	19.9%	22.4%	11.6%	20.7%
(4) Poor	4.8%	3.8%	2.5%	4.6%
(N) Don't Know	13.2%	10.0%	7.9%	12.0%
No Answer	3.3%	3.8%	2.9%	1.7%
Average	2.18	2.16	1.76	2.20

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	39.7%	51.4%	38.4%	52.7%
(2) Medium	40.8%	33.3%	43.4%	32.4%
(3) Low	2.6%	2.4%	6.6%	3.7%
(N) Don't Know	6.3%	4.3%	5.0%	6.2%
No Answer	10.7%	9.0%	6.6%	5.0%
Average	1.55	1.44	1.64	1.45

Ease and efficiency of obtaining permits

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	20.2%	18.6%	28.5%	16.2%
(2) Good	22.8%	30.0%	35.1%	26.6%
(3) Fair	12.1%	11.0%	8.3%	9.1%
(4) Poor	4.8%	1.4%	2.5%	3.7%
(N) Don't Know	37.9%	35.7%	23.6%	42.7%
No Answer	2.2%	3.3%	2.1%	1.7%
Average	2.02	1.92	1.79	2.01

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	32.0%	44.8%	28.5%	38.6%
(2) Medium	35.7%	28.6%	31.0%	33.2%
(3) Low	7.0%	4.8%	7.9%	6.6%
(N) Don't Know	15.1%	14.3%	26.9%	16.2%
No Answer	10.3%	7.6%	5.8%	5.4%
Average	1.67	1.49	1.69	1.59

GENERAL SERVICES

Online payment options

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	26.1%	34.3%	52.1%	27.0%
(2) Good	38.2%	27.1%	19.0%	41.9%
(3) Fair	4.4%	3.8%	3.3%	4.6%
(4) Poor	1.1%	1.0%	2.1%	1.2%
(N) Don't Know	29.4%	30.5%	22.7%	22.8%
No Answer	0.7%	3.3%	0.8%	2.5%
Average	1.72	1.57	1.42	1.73

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	31.6%	36.7%	38.8%	42.7%
(2) Medium	36.8%	29.0%	35.5%	31.5%
(3) Low	10.3%	12.9%	10.7%	12.0%
(N) Don't Know	12.5%	14.3%	9.1%	7.5%
No Answer	8.8%	7.1%	5.8%	6.2%
Average	1.73	1.70	1.67	1.64

Village Newsletter

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	30.1%	32.4%	36.0%	29.5%
(2) Good	55.9%	44.3%	45.9%	48.5%
(3) Fair	9.6%	11.9%	9.1%	9.5%
(4) Poor	0.7%	1.4%	1.2%	2.9%
(N) Don't Know	2.2%	6.7%	6.6%	7.1%
No Answer	1.5%	3.3%	1.2%	2.5%
Average	1.80	1.80	1.74	1.84

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	29.4%	40.5%	36.4%	37.3%
(2) Medium	50.4%	35.2%	44.2%	44.8%
(3) Low	9.9%	12.4%	10.7%	8.7%
(N) Don't Know	0.7%	4.3%	2.5%	2.9%
No Answer	9.6%	7.6%	6.2%	6.2%
Average	1.78	1.68	1.72	1.68

Website (algonquin.org)

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	20.2%	28.1%	42.1%	19.1%
(2) Good	47.8%	37.1%	33.1%	47.3%
(3) Fair	10.7%	10.0%	6.2%	12.4%
(4) Poor	0.7%	1.9%	1.2%	2.5%
(N) Don't Know	17.6%	18.1%	16.1%	16.2%
No Answer	2.9%	4.8%	1.2%	2.5%
Average	1.90	1.81	1.60	1.98

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	30.1%	34.3%	38.0%	81.7%
(2) Medium	40.8%	37.1%	37.6%	9.1%
(3) Low	12.1%	10.5%	11.2%	0.0%
(N) Don't Know	7.4%	10.5%	7.4%	1.7%
No Answer	9.6%	7.6%	5.8%	7.5%
Average	1.78	1.71	1.69	1.10

Social Media: Facebook, Twitter, etc.

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	13.6%	11.4%	26.9%	6.2%
(2) Good	20.2%	16.2%	27.7%	24.1%
(3) Fair	6.6%	6.7%	5.0%	7.1%
(4) Poor	0.7%	1.0%	0.4%	1.2%
(N) Don't Know	57.4%	61.0%	39.3%	58.9%
No Answer	1.5%	3.8%	0.8%	2.5%
Average	1.87	1.92	1.65	2.09

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	16.9%	16.2%	17.4%	16.6%
(2) Medium	29.8%	29.0%	29.8%	34.0%
(3) Low	17.3%	18.6%	23.6%	22.8%
(N) Don't Know	25.0%	26.7%	23.6%	20.3%
No Answer	11.0%	9.5%	5.8%	6.2%
Average	2.01	2.04	2.09	2.08

Algonquin e-News

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	18.4%	22.9%	27.7%	17.0%
(2) Good	34.6%	22.9%	41.3%	35.7%
(3) Fair	5.9%	9.5%	5.8%	9.1%
(4) Poor	0.4%	1.4%	0.8%	1.2%
(N) Don't Know	39.3%	40.5%	23.1%	33.2%
No Answer	1.5%	2.9%	1.2%	3.7%
Average	1.80	1.82	1.73	1.91

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	21.3%	26.7%	29.3%	25.7%
(2) Medium	34.9%	30.5%	38.4%	39.0%
(3) Low	15.1%	15.7%	14.5%	14.9%
(N) Don't Know	17.6%	4.3%	11.6%	13.3%
No Answer	11.0%	8.1%	6.2%	7.1%
Average	1.91	1.85	1.82	1.86

Recycling

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	45.2%	46.2%	46.3%	46.5%
(2) Good	44.9%	39.5%	41.7%	43.2%
(3) Fair	7.7%	6.2%	8.3%	7.5%
(4) Poor	1.5%	3.3%	1.7%	0.8%
(N) Don't Know	0.0%	1.4%	1.2%	0.8%
No Answer	0.7%	3.3%	0.8%	1.2%
Average	1.65	1.65	1.65	1.62

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	67.3%	70.0%	73.6%	75.9%
(2) Medium	22.1%	22.9%	17.8%	16.2%
(3) Low	0.7%	0.0%	1.2%	2.1%
(N) Don't Know	0.7%	0.0%	1.7%	0.8%
No Answer	9.2%	0.0%	5.8%	5.0%
Average	1.26	1.25	1.22	1.22

Garbage collection

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	40.1%	41.0%	48.8%	46.9%
(2) Good	46.0%	39.5%	39.7%	42.3%
(3) Fair	8.8%	9.5%	7.4%	7.5%
(4) Poor	2.9%	5.2%	2.1%	2.1%
(N) Don't Know	1.5%	1.4%	1.2%	0.0%
No Answer	0.7%	3.3%	0.8%	1.2%
Average	1.74	1.78	1.62	1.64

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	66.2%	70.5%	76.9%	76.8%
(2) Medium	22.4%	21.9%	16.1%	17.4%
(3) Low	0.7%	0.5%	0.4%	0.4%
(N) Don't Know	1.5%	0.0%	1.2%	0.8%
No Answer	9.2%	7.1%	5.4%	4.6%
Average	1.27	1.25	1.18	1.19

Promoting the Village to attract visitors

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	8.5%	15.7%	18.2%	10.8%
(2) Good	31.3%	25.2%	40.1%	29.5%
(3) Fair	18.8%	13.3%	13.6%	20.3%
(4) Poor	7.4%	7.1%	5.0%	6.6%
(N) Don't Know	33.1%	34.8%	22.3%	31.5%
No Answer	1.1%	3.8%	0.8%	1.2%
Average	2.38	2.19	2.07	2.34

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	26.8%	36.7%	37.2%	32.0%
(2) Medium	41.2%	34.3%	37.6%	43.2%
(3) Low	11.0%	9.5%	9.1%	9.5%
(N) Don't Know	11.0%	12.4%	10.7%	10.4%
No Answer	9.9%	7.1%	5.4%	5.0%
Average	1.80	1.66	1.67	1.74

Yard waste collection

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	32.4%	35.7%	47.9%	36.9%
(2) Good	41.5%	34.3%	36.0%	36.9%
(3) Fair	10.7%	11.0%	6.2%	12.0%
(4) Poor	4.4%	6.7%	1.7%	3.7%
(N) Don't Know	10.3%	9.0%	7.4%	8.7%
No Answer	0.7%	3.3%	0.8%	1.7%
Average	1.86	1.87	1.58	1.81

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	53.7%	59.5%	61.6%	67.2%
(2) Medium	30.1%	26.2%	24.8%	24.1%
(3) Low	3.3%	3.3%	2.1%	0.8%
(N) Don't Know	4.0%	3.3%	5.8%	3.3%
No Answer	8.8%	7.6%	5.8%	4.6%
Average	1.42	1.37	1.33	1.28

Overall General Services

<u>Quality:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	26.5%	31.0%	20.2%	27.8%
(2) Good	56.6%	47.6%	49.2%	52.7%
(3) Fair	12.1%	14.3%	12.4%	14.1%
(4) Poor	0.4%	1.4%	3.7%	1.7%
(N) Don't Know	2.2%	1.4%	12.0%	2.5%
No Answer	2.2%	4.3%	2.5%	1.2%
Average	1.86	1.85	2.00	1.89

<u>Importance:</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	41.9%	45.7%	49.6%	51.0%
(2) Medium	42.3%	41.0%	39.7%	40.2%
(3) Low	2.2%	2.4%	0.8%	2.1%
(N) Don't Know	1.1%	1.4%	3.3%	2.5%
No Answer	12.5%	9.5%	6.6%	4.1%
Average	1.54	1.51	1.46	1.48

Ease of water billing services

<i>Quality:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	41.5%	40.0%	35.1%	36.9%
(2) Good	43.0%	44.3%	46.3%	45.2%
(3) Fair	6.6%	5.2%	9.9%	10.0%
(4) Poor	2.6%	1.4%	1.2%	2.1%
(N) Don't Know	5.9%	5.7%	6.6%	4.6%
No Answer	0.4%	3.3%	0.8%	1.2%
Average	1.68	1.65	1.75	1.76

<i>Importance:</i>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) High	42.3%	42.4%	46.7%	49.0%
(2) Medium	38.2%	43.3%	38.4%	41.1%
(3) Low	7.0%	4.8%	5.8%	1.7%
(N) Don't Know	3.3%	2.9%	2.9%	3.3%
No Answer	9.2%	6.7%	6.2%	5.0%
Average	1.60	1.58	1.55	1.48

7. Have you had any in-person, phone or email contact with an employee of the Village of Algonquin within the last 12 months (including police, counter staff, inspectors, or any others)?

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Yes	57.4%	57.6%	56.2%	52.3%
No	39.0%	39.5%	40.9%	46.8%
Don't know	1.1%	0.0%	1.2%	0.8%
No Answer	2.6%	2.9%	1.7%	0.0%

8. Please rate the performance of the Village employee(s) you interacted with during your most recent contact.

Knowledgeable

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	38.6%	33.8%	36.4%	30.3%
(2) Good	15.1%	18.6%	15.7%	17.4%
(3) Fair	3.3%	3.3%	3.7%	4.6%
(4) Poor	2.6%	2.9%	3.3%	1.7%
(N) Don't Know	1.1%	1.9%	1.7%	3.7%
No Answer	39.3%	39.5%	39.3%	42.3%
Average	1.49	1.58	1.56	1.58

Responsive

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	40.4%	36.2%	36.4%	32.8%
(2) Good	14.0%	15.2%	13.6%	14.5%
(3) Fair	3.3%	3.8%	5.0%	3.7%
(4) Poor	2.6%	5.2%	4.1%	3.3%
(N) Don't Know	0.7%	0.5%	2.1%	3.3%
No Answer	39.0%	39.0%	38.8%	42.3%
Average	1.47	1.64	1.61	1.59

Courteous

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	40.4%	37.1%	40.1%	36.5%
(2) Good	15.4%	37.1%	14.9%	13.3%
(3) Fair	1.1%	4.8%	2.5%	3.3%
(4) Poor	3.3%	2.4%	2.1%	1.7%
(N) Don't Know	0.7%	0.5%	1.7%	2.9%
No Answer	39.0%	39.0%	38.8%	42.3%
Average	1.46	1.66	1.44	1.45

Overall

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Excellent	39.0%	36.7%	36.4%	31.1%
(2) Good	15.8%	15.2%	16.5%	17.0%
(3) Fair	2.2%	4.8%	2.9%	3.7%
(4) Poor	3.3%	3.3%	3.3%	2.1%
(N) Don't Know	0.7%	0.5%	1.7%	3.3%
No Answer	39.0%	39.5%	39.3%	42.7%
Average	1.50	1.58	1.55	1.57

9. Please indicate how likely or unlikely you are to do each of the following:

Recommend living in Algonquin to someone who asks

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Very Likely	45.6%	49.0%	52.1%	45.2%
(2) Likely	33.1%	28.1%	26.0%	35.7%
(3) Neither Likely or Unlikely	12.5%	13.3%	14.9%	8.3%
(4) Unlikely	2.9%	3.3%	2.5%	3.7%
(5) Very Unlikely	0.7%	0.5%	1.7%	2.5%
(N) Don't Know	0.7%	1.0%	0.4%	0.0%
No Answer	4.4%	4.8%	2.5%	4.6%

Remain in Algonquin for the next five years

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
(1) Very Likely	46.3%	48.6%	49.6%	43.6%
(2) Likely	29.8%	25.2%	26.4%	25.3%
(3) Neither Likely or Unlikely	5.9%	7.1%	9.5%	12.4%
(4) Unlikely	7.4%	9.0%	5.8%	3.7%
(5) Very Unlikely	3.7%	3.3%	3.7%	7.5%
(N) Don't Know	3.3%	2.9%	2.5%	3.7%
No Answer	3.7%	3.8%	2.5%	3.7%

10. How long have you been a resident of Algonquin?

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Less than 1 year	2.6%	1.9%	3.3%	2.9%
1 - 5 years	16.2%	13.3%	15.3%	14.5%
6 - 10 years	11.0%	5.2%	5.4%	10.4%
11 - 15 years	15.8%	11.4%	9.5%	31.1%
Over 15 years	53.3%	67.6%	65.3%	39.8%
No Answer	1.1%	0.5%	1.2%	1.2%

11. In what type of home do you currently live?

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Single family house	80.5%	82.4%	77.7%	80.5%
Townhome/Duplex	16.5%	14.8%	16.1%	15.8%
Condominium/Apartment	2.2%	1.9%	4.5%	2.5%
Other	0.0%	0.5%	0.4%	0.0%
No Answer	0.7%	0.5%	1.2%	1.2%

12. Please indicate your current housing status.

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Own	95.6%	98.6%	94.2%	95.4%
Rent	3.7%	1.4%	4.5%	2.9%
No Answer	0.7%	0.0%	1.2%	1.7%

13. Do any children age 17 or under live in your household?

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Yes	27.2%	22.9%	16.1%	19.9%
No	71.7%	77.1%	82.6%	78.8%
No Answer	1.1%	0.0%	1.2%	1.2%

14. Are you or any other member/s of your household aged 65 or older?

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Yes	38.2%	49.0%	47.1%	43.2%
No	61.0%	51.0%	51.7%	55.6%
No Answer	0.7%	0.0%	1.2%	1.2%

15. Please indicate your age.

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
18 - 25	0.7%	0.5%	0.0%	0.0%
26 - 35	5.1%	5.2%	7.9%	6.6%
36 - 45	14.0%	9.0%	7.9%	9.5%
46 - 55	22.1%	14.8%	17.8%	15.8%
56 - 65	27.6%	32.4%	26.9%	30.3%
Over 65	28.7%	36.7%	38.4%	35.7%
No Answer	1.8%	1.4%	1.2%	2.1%

16. Please indicate your gender.

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Male	38.6%	44.3%	52.1%	47.7%
Female	56.3%	51.9%	45.9%	47.7%
No Answer	5.1%	3.8%	2.1%	4.6%

17. In what area of Algonquin do you reside?

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
East of the Fox River	33.8%	31.9%	27.3%	23.7%
West of Fox River, East of Randall	40.8%	49.0%	50.4%	50.6%
West of Randall Road	22.4%	18.6%	19.4%	24.1%
No Answer	2.9%	0.5%	2.9%	1.7%

Crosstabulation of Survey Results

1. Please indicate how you would describe the following quality of life measures in Algonquin:

Algonquin as a place to live

	Overall <i>n</i> =234	Gender		Age					
		Male <i>n</i> =114	Female <i>n</i> =110	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =15	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =38	56 - 65 <i>n</i> =71	Over 65 <i>n</i> =83
(1) Excellent	41.0%	48.2%	34.5%	0.0%	46.7%	43.5%	42.1%	29.6%	48.2%
(2) Good	48.7%	43.9%	52.7%	0.0%	40.0%	52.2%	50.0%	53.5%	44.6%
(3) Fair	8.5%	5.3%	11.8%	0.0%	13.3%	4.3%	7.9%	12.7%	6.0%
(4) Poor	1.7%	2.6%	0.9%	0.0%	0.0%	0.0%	0.0%	4.2%	1.2%
Average	1.71	1.62	1.79	0.00	1.67	1.61	1.66	1.92	1.60

	Overall <i>n</i> =234	Location			Residency				
		East <i>n</i> =56	Central <i>n</i> =118	West <i>n</i> =57	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =35	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =73	Over 15 <i>n</i> =93
(1) Excellent	41.0%	44.6%	37.3%	45.6%	66.7%	51.4%	56.0%	37.0%	34.4%
(2) Good	48.7%	41.1%	52.5%	47.4%	33.3%	42.9%	32.0%	52.1%	53.8%
(3) Fair	8.5%	12.5%	8.5%	5.3%	0.0%	5.7%	12.0%	9.6%	8.6%
(4) Poor	1.7%	1.8%	1.7%	1.8%	0.0%	0.0%	0.0%	1.4%	3.2%
Average	1.71	1.71	1.75	1.63	1.33	1.54	1.56	1.75	1.81

Your neighborhood as a place to live

	Overall <i>n</i> =237	Gender		Age					
		Male <i>n</i> =113	Female <i>n</i> =114	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =16	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =38	56 - 65 <i>n</i> =73	Over 65 <i>n</i> =83
(1) Excellent	47.3%	54.0%	43.0%	0.0%	43.8%	47.8%	55.3%	34.2%	56.6%
(2) Good	43.0%	36.3%	47.4%	0.0%	50.0%	43.5%	31.6%	56.2%	33.7%
(3) Fair	7.6%	8.0%	7.9%	0.0%	6.3%	8.7%	10.5%	4.1%	9.6%
(4) Poor	2.1%	1.8%	1.8%	0.0%	0.0%	0.0%	2.6%	5.5%	0.0%
Average	1.65	1.58	1.68	0.00	1.63	1.61	1.61	1.81	1.53

	Overall <i>n</i> =237	Location			Residency				
		East <i>n</i> =57	Central <i>n</i> =119	West <i>n</i> =58	Under 1 <i>n</i> =7	1 to 5 <i>n</i> =35	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =73	Over 15 <i>n</i> =95
(1) Excellent	47.3%	45.6%	45.4%	53.4%	71.4%	51.4%	52.0%	46.6%	43.2%
(2) Good	43.0%	43.9%	43.7%	39.7%	28.6%	45.7%	40.0%	45.2%	42.1%
(3) Fair	7.6%	7.0%	9.2%	5.2%	0.0%	2.9%	8.0%	5.5%	11.6%
(4) Poor	2.1%	3.5%	1.7%	1.7%	0.0%	0.0%	0.0%	2.7%	3.2%
Average	1.65	1.68	1.67	1.55	1.29	1.51	1.56	1.64	1.75

Algonquin as a place to raise children

	Overall <i>n</i> =223	Gender		Age					
		Male <i>n</i> =89	Female <i>n</i> =99	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =14	36 - 45 <i>n</i> =20	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =62
(1) Excellent	25.6%	48.3%	39.4%	0.0%	42.9%	50.0%	54.3%	29.5%	48.4%
(2) Good	57.8%	40.4%	49.5%	0.0%	35.7%	50.0%	34.3%	55.7%	41.9%
(3) Fair	13.5%	7.9%	10.1%	0.0%	21.4%	0.0%	8.6%	9.8%	8.1%
(4) Poor	3.1%	3.4%	1.0%	0.0%	0.0%	0.0%	2.9%	4.9%	1.6%
Average	1.94	1.66	1.73	0.00	1.79	1.50	1.60	1.90	1.63

	Overall <i>n</i> =223	Location			Residency				
		East <i>n</i> =48	Central <i>n</i> =98	West <i>n</i> =46	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =31	6 to 10 <i>n</i> =19	11 to 15 <i>n</i> =57	Over 15 <i>n</i> =82
(1) Excellent	25.6%	45.8%	40.8%	45.7%	75.0%	48.4%	47.4%	42.1%	39.0%
(2) Good	57.8%	41.7%	48.0%	45.7%	25.0%	38.7%	42.1%	47.4%	48.8%
(3) Fair	13.5%	10.4%	8.2%	6.5%	0.0%	12.9%	10.5%	8.8%	7.3%
(4) Poor	3.1%	2.1%	3.1%	2.2%	0.0%	0.0%	0.0%	1.8%	4.9%
Average	1.94	1.69	1.73	1.65	1.25	1.65	1.63	1.70	1.78

Algonquin as a place to work

	Overall <i>n</i> =124	Gender		Age					
		Male <i>n</i> =56	Female <i>n</i> =62	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =12	46 - 55 <i>n</i> =28	56 - 65 <i>n</i> =38	Over 65 <i>n</i> =34
(1) Excellent	19.4%	14.3%	22.6%	0.0%	0.0%	25.0%	28.6%	18.4%	14.7%
(2) Good	42.7%	48.2%	40.3%	0.0%	44.4%	33.3%	32.1%	44.7%	50.0%
(3) Fair	25.0%	25.0%	24.2%	0.0%	55.6%	41.7%	25.0%	15.8%	23.5%
(4) Poor	12.9%	12.5%	12.9%	0.0%	0.0%	0.0%	14.3%	21.1%	11.8%
Average	2.31	2.36	2.27	0.00	2.56	2.17	2.25	2.39	2.32

	Overall <i>n</i> =124	Location			Residency				
		East <i>n</i> =29	Central <i>n</i> =63	West <i>n</i> =29	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =17	6 to 10 <i>n</i> =14	11 to 15 <i>n</i> =41	Over 15 <i>n</i> =46
(1) Excellent	19.4%	20.7%	14.3%	27.6%	0.0%	35.3%	21.4%	19.5%	13.0%
(2) Good	42.7%	37.9%	46.0%	37.9%	100.0%	41.2%	28.6%	36.6%	47.8%
(3) Fair	25.0%	27.6%	22.2%	31.0%	0.0%	23.5%	50.0%	26.8%	19.6%
(4) Poor	12.9%	13.8%	17.5%	3.4%	0.0%	0.0%	0.0%	17.1%	19.6%
Average	2.31	2.34	2.43	2.10	2.00	1.88	2.29	2.41	2.46

Algonquin compared to other communities in the area

	Overall <i>n=223</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=107</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=68</i>	Over 65 <i>n=76</i>
		(1) Excellent	25.6%	25.2%	23.4%	0.0%	25.0%	27.3%	24.3%
(2) Good	57.8%	59.8%	59.8%	0.0%	62.5%	59.1%	54.1%	55.9%	61.8%
(3) Fair	13.5%	12.1%	14.0%	0.0%	6.3%	13.6%	18.9%	19.1%	7.9%
(4) Poor	3.1%	2.8%	2.8%	0.0%	6.3%	0.0%	2.7%	5.9%	1.3%
Average	1.94	1.93	1.96	0.00	1.94	1.86	2.00	2.12	1.82

	Overall <i>n=223</i>	Location			Residency				
		East <i>n=53</i>	Central <i>n=112</i>	West <i>n=55</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=34</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=70</i>	Over 15 <i>n=88</i>
		(1) Excellent	28.3%	25.9%	20.0%	28.6%	41.2%	27.3%	20.0%
(2) Good	52.8%	53.6%	72.7%	71.4%	50.0%	54.5%	62.9%	58.0%	
(3) Fair	15.1%	17.9%	3.6%	0.0%	5.9%	18.2%	14.3%	15.9%	
(4) Poor	3.8%	2.7%	3.6%	0.0%	2.9%	0.0%	2.9%	4.5%	
Average	1.94	1.97	1.91	1.71	1.71	1.91	2.00	2.03	

Overall appearance of Algonquin

	Overall <i>n=237</i>	Gender		Age					
		Male <i>n=114</i>	Female <i>n=113</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=85</i>
		(1) Excellent	27.8%	27.2%	28.3%	0.0%	25.0%	26.1%	32.4%
(2) Good	54.0%	55.3%	54.0%	0.0%	56.3%	52.2%	43.2%	56.9%	55.3%
(3) Fair	16.0%	16.7%	15.0%	0.0%	18.8%	21.7%	18.9%	15.3%	14.1%
(4) Poor	2.1%	0.9%	2.7%	0.0%	0.0%	0.0%	5.4%	2.8%	1.2%
Average	1.92	1.91	1.92	0.00	1.94	1.96	1.97	1.96	1.87

	Overall <i>n=237</i>	Location			Residency				
		East <i>n=56</i>	Central <i>n=121</i>	West <i>n=57</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=95</i>
		(1) Excellent	37.5%	25.6%	22.8%	0.0%	37.1%	41.7%	23.0%
(2) Good	44.6%	57.0%	56.1%	85.7%	45.7%	37.5%	62.2%	52.6%	
(3) Fair	14.3%	15.7%	19.3%	14.3%	17.1%	20.8%	12.2%	17.9%	
(4) Poor	3.6%	1.7%	1.8%	0.0%	0.0%	0.0%	2.7%	3.2%	
Average	1.84	1.93	2.00	2.14	1.80	1.79	1.95	1.98	

Cleanliness of Algonquin

	Overall <i>n</i> =236	Gender		Age					
		Male <i>n</i> =114	Female <i>n</i> =112	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =16	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =37	56 - 65 <i>n</i> =72	Over 65 <i>n</i> =84
(1) Excellent	33.1%	33.3%	32.1%	0.0%	25.0%	43.5%	40.5%	26.4%	34.5%
(2) Good	51.7%	55.3%	48.2%	0.0%	68.8%	39.1%	40.5%	55.6%	53.6%
(3) Fair	13.1%	10.5%	16.1%	0.0%	6.3%	17.4%	16.2%	12.5%	11.9%
(4) Poor	2.1%	0.9%	3.6%	0.0%	0.0%	0.0%	2.7%	5.6%	0.0%
Average	1.84	1.79	1.91	0.00	1.81	1.74	1.81	1.97	1.77

	Overall <i>n</i> =236	Location			Residency				
		East <i>n</i> =56	Central <i>n</i> =119	West <i>n</i> =58	Under 1 <i>n</i> =7	1 to 5 <i>n</i> =35	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =74	Over 15 <i>n</i> =93
(1) Excellent	33.1%	32.1%	32.8%	34.5%	0.0%	42.9%	40.0%	33.8%	29.0%
(2) Good	51.7%	46.4%	55.5%	50.0%	85.7%	45.7%	48.0%	51.4%	53.8%
(3) Fair	13.1%	16.1%	10.9%	13.8%	14.3%	11.4%	12.0%	12.2%	14.0%
(4) Poor	2.1%	5.4%	0.8%	1.7%	0.0%	0.0%	0.0%	2.7%	3.2%
Average	1.84	1.95	1.80	1.83	2.14	1.69	1.72	1.84	1.91

Overall quality of new development in Algonquin

	Overall <i>n</i> =219	Gender		Age					
		Male <i>n</i> =105	Female <i>n</i> =104	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =14	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =66	Over 65 <i>n</i> =76
(1) Excellent	23.3%	23.8%	23.1%	0.0%	28.6%	30.4%	13.9%	22.7%	26.3%
(2) Good	51.1%	56.2%	48.1%	0.0%	50.0%	43.5%	55.6%	53.0%	48.7%
(3) Fair	19.2%	13.3%	23.1%	0.0%	21.4%	21.7%	25.0%	13.6%	19.7%
(4) Poor	6.4%	6.7%	5.8%	0.0%	0.0%	4.3%	5.6%	10.6%	5.3%
Average	2.09	2.03	2.12	0.00	1.93	2.00	2.22	2.12	2.04

	Overall <i>n</i> =219	Location			Residency				
		East <i>n</i> =49	Central <i>n</i> =114	West <i>n</i> =53	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =33	6 to 10 <i>n</i> =24	11 to 15 <i>n</i> =70	Over 15 <i>n</i> =84
(1) Excellent	23.3%	30.6%	21.9%	20.8%	33.3%	33.3%	29.2%	15.7%	23.8%
(2) Good	51.1%	49.0%	47.4%	60.4%	50.0%	48.5%	58.3%	58.6%	44.0%
(3) Fair	19.2%	14.3%	22.8%	15.1%	16.7%	18.2%	8.3%	17.1%	23.8%
(4) Poor	6.4%	6.1%	7.9%	3.8%	0.0%	0.0%	4.2%	8.6%	8.3%
Average	2.09	1.96	2.17	2.02	1.83	1.85	1.88	2.19	2.17

Variety of housing options

	Overall <i>n=214</i>	Gender			Age					
		Male <i>n=101</i>	Female <i>n=103</i>	18 - 25 <i>n=0</i>		26 - 35 <i>n=15</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=60</i>	Over 65 <i>n=74</i>
(1) Excellent	24.3%	26.7%	21.4%	0.0%	26.7%	30.4%	26.3%	21.7%	23.0%	
(2) Good	54.2%	54.5%	54.4%	0.0%	46.7%	52.2%	57.9%	48.3%	58.1%	
(3) Fair	18.2%	16.8%	20.4%	0.0%	26.7%	13.0%	10.5%	25.0%	17.6%	
(4) Poor	3.3%	2.0%	3.9%	0.0%	0.0%	4.3%	5.3%	5.0%	1.4%	
Average	2.00	1.94	2.07	0.00	2.00	1.91	1.95	2.13	1.97	

	Overall <i>n=214</i>	Location			Residency				
		East <i>n=47</i>	Central <i>n=111</i>	West <i>n=53</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=67</i>	Over 15 <i>n=83</i>
(1) Excellent		29.8%	23.4%	20.8%	20.0%	39.4%	29.2%	13.4%	25.3%
(2) Good		55.3%	52.3%	58.5%	80.0%	39.4%	50.0%	65.7%	50.6%
(3) Fair		14.9%	20.7%	15.1%	0.0%	21.2%	12.5%	17.9%	20.5%
(4) Poor		0.0%	3.6%	5.7%	0.0%	0.0%	8.3%	3.0%	3.6%
Average		1.85	2.05	2.06	1.80	1.82	2.00	2.10	2.02

Overall quality of businesses and services in Algonquin

	Overall <i>n=235</i>	Gender		Age					
		Male <i>n=113</i>	Female <i>n=112</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=71</i>	Over 65 <i>n=83</i>
(1) Excellent	27.2%	29.2%	25.0%	0.0%	25.0%	21.7%	34.2%	22.5%	28.9%
(2) Good	55.7%	54.9%	58.0%	0.0%	56.3%	60.9%	47.4%	56.3%	57.8%
(3) Fair	12.8%	9.7%	15.2%	0.0%	18.8%	8.7%	13.2%	15.5%	10.8%
(4) Poor	4.3%	6.2%	1.8%	0.0%	0.0%	8.7%	5.3%	5.6%	2.4%
Average	1.94	1.93	1.94	0.00	1.94	2.04	1.89	2.04	1.87

	Overall <i>n=235</i>	Location			Residency				
		East <i>n=55</i>	Central <i>n=119</i>	West <i>n=58</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=73</i>	Over 15 <i>n=93</i>
(1) Excellent		18.2%	30.3%	27.6%	42.9%	28.6%	28.0%	24.7%	25.8%
(2) Good		61.8%	48.7%	67.2%	57.1%	54.3%	52.0%	57.5%	57.0%
(3) Fair		16.4%	15.1%	3.4%	0.0%	17.1%	12.0%	11.0%	14.0%
(4) Poor		3.6%	5.9%	1.7%	0.0%	0.0%	8.0%	6.8%	3.2%
Average		2.05	1.97	1.79	1.57	1.89	2.00	2.00	1.95

Shopping opportunities

	Overall <i>n</i> =219	Gender		Age					
		Male <i>n</i> =115	Female <i>n</i> =113	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =16	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =38	56 - 65 <i>n</i> =73	Over 65 <i>n</i> =84
(1) Excellent	23.3%	44.3%	38.1%	0.0%	37.5%	39.1%	42.1%	31.5%	48.8%
(2) Good	51.1%	41.7%	42.5%	0.0%	50.0%	52.2%	39.5%	43.8%	36.9%
(3) Fair	19.2%	11.3%	11.5%	0.0%	12.5%	8.7%	7.9%	17.8%	9.5%
(4) Poor	6.4%	2.6%	8.0%	0.0%	0.0%	0.0%	10.5%	6.8%	4.8%
Average	2.09	1.72	1.89	0.00	1.75	1.70	1.87	2.00	1.70

	Overall <i>n</i> =219	Location			Residency				
		East <i>n</i> =57	Central <i>n</i> =121	West <i>n</i> =57	Under 1 <i>n</i> =7	1 to 5 <i>n</i> =35	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =74	Over 15 <i>n</i> =95
(1) Excellent		28.1%	45.5%	42.1%	57.1%	45.7%	44.0%	33.8%	41.1%
(2) Good		47.4%	36.4%	50.9%	28.6%	37.1%	48.0%	45.9%	41.1%
(3) Fair		17.5%	12.4%	3.5%	14.3%	14.3%	4.0%	14.9%	10.5%
(4) Poor		7.0%	5.8%	3.5%	0.0%	2.9%	4.0%	5.4%	7.4%
Average		2.04	1.79	1.68	1.57	1.74	1.68	1.92	1.84

Recreational opportunities

	Overall <i>n</i> =222	Gender		Age					
		Male <i>n</i> =106	Female <i>n</i> =107	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =16	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =37	56 - 65 <i>n</i> =69	Over 65 <i>n</i> =73
(1) Excellent	13.5%	12.3%	14.0%	0.0%	25.0%	26.1%	21.6%	7.2%	9.6%
(2) Good	46.4%	48.1%	45.8%	0.0%	56.3%	52.2%	32.4%	47.8%	47.9%
(3) Fair	25.7%	25.5%	27.1%	0.0%	12.5%	17.4%	29.7%	21.7%	31.5%
(4) Poor	14.4%	14.2%	13.1%	0.0%	6.3%	4.3%	16.2%	23.2%	11.0%
Average	2.41	2.42	2.39	0.00	2.00	2.00	2.41	2.61	2.44

	Overall <i>n</i> =222	Location			Residency				
		East <i>n</i> =50	Central <i>n</i> =113	West <i>n</i> =56	Under 1 <i>n</i> =7	1 to 5 <i>n</i> =33	6 to 10 <i>n</i> =24	11 to 15 <i>n</i> =67	Over 15 <i>n</i> =89
(1) Excellent		18.0%	9.7%	17.9%	28.6%	24.2%	20.8%	10.4%	9.0%
(2) Good		40.0%	46.9%	51.8%	71.4%	48.5%	45.8%	52.2%	39.3%
(3) Fair		26.0%	27.4%	19.6%	0.0%	21.2%	20.8%	23.9%	31.5%
(4) Poor		16.0%	15.9%	10.7%	0.0%	6.1%	12.5%	13.4%	20.2%
Average		2.40	2.50	2.23	1.71	2.09	2.25	2.40	2.63

Employment opportunities

	Overall <i>n</i> =122	Gender		Age					
		Male <i>n</i> =54	Female <i>n</i> =62	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =10	46 - 55 <i>n</i> =25	56 - 65 <i>n</i> =38	Over 65 <i>n</i> =38
(1) Excellent	10.7%	13.0%	9.7%	0.0%	0.0%	10.0%	20.0%	7.9%	10.5%
(2) Good	33.6%	29.6%	37.1%	0.0%	37.5%	30.0%	28.0%	34.2%	36.8%
(3) Fair	37.7%	40.7%	35.5%	0.0%	62.5%	40.0%	28.0%	36.8%	36.8%
(4) Poor	18.0%	16.7%	17.7%	0.0%	0.0%	20.0%	24.0%	21.1%	15.8%
Average	2.63	2.61	2.61	0.00	2.63	2.70	2.56	2.71	2.58

	Overall <i>n</i> =122	Location			Residency				
		East <i>n</i> =24	Central <i>n</i> =65	West <i>n</i> =30	Under 1 <i>n</i> =3	1 to 5 <i>n</i> =16	6 to 10 <i>n</i> =14	11 to 15 <i>n</i> =38	Over 15 <i>n</i> =49
(1) Excellent	10.7%	8.3%	9.2%	16.7%	0.0%	12.5%	28.6%	7.9%	8.2%
(2) Good	33.6%	37.5%	30.8%	36.7%	66.7%	37.5%	28.6%	42.1%	24.5%
(3) Fair	37.7%	37.5%	40.0%	30.0%	33.3%	50.0%	21.4%	34.2%	40.8%
(4) Poor	18.0%	16.7%	20.0%	16.7%	0.0%	0.0%	21.4%	15.8%	26.5%
Average	2.63	2.63	2.71	2.47	2.33	2.38	2.36	2.58	2.86

Opportunities to participate in social events and activities

	Overall <i>n</i> =207	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =102	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =12	36 - 45 <i>n</i> =19	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =66	Over 65 <i>n</i> =70
(1) Excellent	13.5%	10.5%	15.7%	0.0%	8.3%	26.3%	22.2%	6.1%	14.3%
(2) Good	45.9%	50.5%	41.2%	0.0%	50.0%	42.1%	33.3%	50.0%	47.1%
(3) Fair	33.3%	30.5%	39.2%	0.0%	41.7%	26.3%	38.9%	33.3%	32.9%
(4) Poor	7.2%	8.4%	3.9%	0.0%	0.0%	5.3%	5.6%	10.6%	5.7%
Average	2.34	2.37	2.31	0.00	2.33	2.11	2.28	2.48	2.30

	Overall <i>n</i> =207	Location			Residency				
		East <i>n</i> =48	Central <i>n</i> =106	West <i>n</i> =50	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =32	6 to 10 <i>n</i> =20	11 to 15 <i>n</i> =67	Over 15 <i>n</i> =82
(1) Excellent	13.5%	16.7%	11.3%	16.0%	0.0%	21.9%	25.0%	7.5%	13.4%
(2) Good	45.9%	50.0%	38.7%	56.0%	75.0%	50.0%	45.0%	50.7%	37.8%
(3) Fair	33.3%	27.1%	41.5%	22.0%	25.0%	28.1%	25.0%	37.3%	35.4%
(4) Poor	7.2%	6.3%	8.5%	6.0%	0.0%	0.0%	5.0%	4.5%	13.4%
Average	2.34	2.23	2.47	2.18	2.25	2.06	2.10	2.39	2.49

Ease of car travel in Algonquin

	Overall <i>n=238</i>	Gender		Age					
		Male <i>n=114</i>	Female <i>n=114</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=73</i>	Over 65 <i>n=84</i>
(1) Excellent	10.1%	10.5%	9.6%	0.0%	18.8%	13.0%	13.2%	11.0%	6.0%
(2) Good	26.5%	26.3%	25.4%	0.0%	31.3%	17.4%	15.8%	27.4%	33.3%
(3) Fair	27.7%	29.8%	27.2%	0.0%	18.8%	39.1%	39.5%	20.5%	26.2%
(4) Poor	35.7%	33.3%	37.7%	0.0%	31.3%	30.4%	31.6%	41.1%	34.5%
Average	2.89	2.86	2.93	0.00	2.63	2.87	2.89	2.92	2.89

	Overall <i>n=238</i>	Location			Residency				
		East <i>n=56</i>	Central <i>n=121</i>	West <i>n=58</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=95</i>
(1) Excellent		5.4%	8.3%	19.0%	14.3%	14.3%	20.0%	4.1%	10.5%
(2) Good		28.6%	30.6%	17.2%	28.6%	20.0%	20.0%	32.4%	26.3%
(3) Fair		25.0%	27.3%	29.3%	28.6%	42.9%	28.0%	24.3%	24.2%
(4) Poor		41.1%	33.9%	34.5%	28.6%	22.9%	32.0%	39.2%	38.9%
Average	2.89	3.02	2.87	2.79	2.71	2.74	2.72	2.99	2.92

Ease of bicycle travel in Algonquin

	Overall <i>n=182</i>	Gender		Age					
		Male <i>n=86</i>	Female <i>n=87</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=13</i>	36 - 45 <i>n=18</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=55</i>	Over 65 <i>n=56</i>
(1) Excellent	14.8%	15.1%	13.8%	0.0%	7.7%	27.8%	18.9%	10.9%	14.3%
(2) Good	46.2%	51.2%	41.4%	0.0%	46.2%	33.3%	45.9%	45.5%	53.6%
(3) Fair	28.6%	22.1%	35.6%	0.0%	38.5%	33.3%	24.3%	27.3%	25.0%
(4) Poor	10.4%	11.6%	9.2%	0.0%	7.7%	5.6%	10.8%	16.4%	7.1%
Average	2.35	2.30	2.40	0.00	2.46	2.17	2.27	2.49	2.25

	Overall <i>n=182</i>	Location			Residency				
		East <i>n=40</i>	Central <i>n=93</i>	West <i>n=46</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=24</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=56</i>	Over 15 <i>n=72</i>
(1) Excellent		15.0%	16.1%	13.0%	20.0%	16.7%	26.1%	8.9%	15.3%
(2) Good		52.5%	48.4%	39.1%	80.0%	33.3%	34.8%	46.4%	52.8%
(3) Fair		27.5%	26.9%	28.3%	0.0%	41.7%	30.4%	28.6%	23.6%
(4) Poor		5.0%	8.6%	19.6%	0.0%	8.3%	8.7%	16.1%	8.3%
Average	2.35	2.23	2.28	2.54	1.80	2.42	2.22	2.52	2.25

Ease of walking in Algonquin

	Overall <i>n</i> =224	Gender			Age					
		Male <i>n</i> =107	Female <i>n</i> =107		18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =16	36 - 45 <i>n</i> =22	46 - 55 <i>n</i> =38	56 - 65 <i>n</i> =69	Over 65 <i>n</i> =75
(1) Excellent	22.3%	24.3%	19.6%		0.0%	12.5%	27.3%	21.1%	18.8%	28.0%
(2) Good	45.1%	43.9%	46.7%		0.0%	31.3%	31.8%	47.4%	46.4%	48.0%
(3) Fair	23.7%	20.6%	28.0%		0.0%	50.0%	36.4%	18.4%	23.2%	17.3%
(4) Poor	8.9%	11.2%	5.6%		0.0%	6.3%	4.5%	13.2%	11.6%	6.7%
Average	2.19	2.19	2.20		0.00	2.50	2.18	2.24	2.28	2.03

	Location			Residency				
	East <i>n</i> =55	Central <i>n</i> =112	West <i>n</i> =54	Under 1 <i>n</i> =7	1 to 5 <i>n</i> =31	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =70	Over 15 <i>n</i> =89
(1) Excellent	21.8%	25.9%	16.7%	0.0%	22.6%	24.0%	15.7%	29.2%
(2) Good	52.7%	43.8%	38.9%	71.4%	35.5%	40.0%	48.6%	43.8%
(3) Fair	20.0%	21.4%	31.5%	28.6%	35.5%	32.0%	21.4%	19.1%
(4) Poor	5.5%	8.9%	13.0%	0.0%	6.5%	4.0%	14.3%	7.9%
Average	2.09	2.13	2.41	2.29	2.26	2.16	2.34	2.06

Availability of paths and walking trails

	Overall <i>n</i> =222	Gender			Age					
		Male <i>n</i> =107	Female <i>n</i> =105		18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =16	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =38	56 - 65 <i>n</i> =69	Over 65 <i>n</i> =72
(1) Excellent	28.4%	29.9%	25.7%		0.0%	25.0%	30.4%	28.9%	21.7%	34.7%
(2) Good	46.8%	45.8%	49.5%		0.0%	37.5%	43.5%	42.1%	50.7%	48.6%
(3) Fair	18.0%	14.0%	21.0%		0.0%	25.0%	13.0%	26.3%	20.3%	11.1%
(4) Poor	6.8%	10.3%	3.8%		0.0%	12.5%	13.0%	2.6%	7.2%	5.6%
Average	2.03	2.05	2.03		0.00	2.25	2.09	2.03	2.13	1.88

	Location			Residency				
	East <i>n</i> =52	Central <i>n</i> =111	West <i>n</i> =56	Under 1 <i>n</i> =7	1 to 5 <i>n</i> =32	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =69	Over 15 <i>n</i> =87
(1) Excellent	30.8%	30.6%	21.4%	14.3%	31.3%	28.0%	23.2%	32.2%
(2) Good	48.1%	45.0%	48.2%	71.4%	40.6%	40.0%	53.6%	43.7%
(3) Fair	15.4%	18.0%	21.4%	14.3%	21.9%	24.0%	15.9%	17.2%
(4) Poor	5.8%	6.3%	8.9%	0.0%	6.3%	8.0%	7.2%	6.9%
Average	1.96	2.00	2.18	2.00	2.03	2.12	2.07	1.99

Traffic flow on major streets

	Overall <i>n</i> =234	Gender		Age					
		Male <i>n</i> =114	Female <i>n</i> =110	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =16	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =38	56 - 65 <i>n</i> =71	Over 65 <i>n</i> =82
(1) Excellent	4.3%	5.3%	2.7%	0.0%	6.3%	4.3%	2.6%	7.0%	2.4%
(2) Good	17.1%	15.8%	17.3%	0.0%	18.8%	13.0%	21.1%	15.5%	17.1%
(3) Fair	32.5%	35.1%	30.0%	0.0%	25.0%	39.1%	34.2%	26.8%	35.4%
(4) Poor	46.2%	43.9%	50.0%	0.0%	50.0%	43.5%	42.1%	50.7%	45.1%
Average	3.21	3.18	3.27	0.00	3.19	3.22	3.16	3.21	3.23

	Overall <i>n</i> =234	Location			Residency				
		East <i>n</i> =56	Central <i>n</i> =118	West <i>n</i> =57	Under 1 <i>n</i> =7	1 to 5 <i>n</i> =34	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =74	Over 15 <i>n</i> =92
(1) Excellent	4.3%	3.6%	4.2%	5.3%	0.0%	5.9%	8.0%	1.4%	5.4%
(2) Good	17.1%	12.5%	21.2%	12.3%	28.6%	14.7%	24.0%	14.9%	16.3%
(3) Fair	32.5%	37.5%	23.7%	43.9%	14.3%	44.1%	24.0%	33.8%	30.4%
(4) Poor	46.2%	46.4%	50.8%	38.6%	57.1%	35.3%	44.0%	50.0%	47.8%
Average	3.21	3.27	3.21	3.16	3.29	3.09	3.04	3.32	3.21

Quality of overall natural environment in Algonquin

	Overall <i>n</i> =235	Gender		Age					
		Male <i>n</i> =111	Female <i>n</i> =114	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =16	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =38	56 - 65 <i>n</i> =72	Over 65 <i>n</i> =82
(1) Excellent	22.6%	19.8%	23.7%	0.0%	12.5%	30.4%	26.3%	12.5%	29.3%
(2) Good	54.5%	57.7%	52.6%	0.0%	62.5%	56.5%	47.4%	61.1%	48.8%
(3) Fair	16.6%	17.1%	16.7%	0.0%	25.0%	13.0%	23.7%	12.5%	17.1%
(4) Poor	6.4%	5.4%	7.0%	0.0%	0.0%	0.0%	2.6%	13.9%	4.9%
Average	2.07	2.08	2.07	0.00	2.13	1.83	2.03	2.28	1.98

	Overall <i>n</i> =235	Location			Residency				
		East <i>n</i> =56	Central <i>n</i> =119	West <i>n</i> =57	Under 1 <i>n</i> =7	1 to 5 <i>n</i> =35	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =73	Over 15 <i>n</i> =93
(1) Excellent	22.6%	26.8%	23.5%	15.8%	0.0%	28.6%	32.0%	13.7%	25.8%
(2) Good	54.5%	58.9%	51.3%	56.1%	85.7%	60.0%	48.0%	63.0%	45.2%
(3) Fair	16.6%	3.6%	21.0%	21.1%	14.3%	8.6%	20.0%	19.2%	17.2%
(4) Poor	6.4%	10.7%	4.2%	7.0%	0.0%	2.9%	0.0%	4.1%	11.8%
Average	2.07	1.98	2.06	2.19	2.14	1.86	1.88	2.14	2.15

Value of services for the taxes paid to the Village of Algonquin

	Overall <i>n=229</i>	Gender			Age					
		Male <i>n=108</i>	Female <i>n=111</i>		18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=69</i>	Over 65 <i>n=81</i>
(1) Excellent	10.0%	10.2%	9.0%		0.0%	13.3%	13.6%	7.9%	4.3%	14.8%
(2) Good	38.9%	38.0%	39.6%		0.0%	53.3%	36.4%	28.9%	43.5%	37.0%
(3) Fair	34.1%	33.3%	36.0%		0.0%	20.0%	36.4%	47.4%	30.4%	32.1%
(4) Poor	17.0%	18.5%	15.3%		0.0%	13.3%	13.6%	15.8%	21.7%	16.0%
Average	2.58	2.60	2.58		0.00	2.33	2.50	2.71	2.70	2.49

	Overall <i>n=223</i>	Location			Residency				
		East <i>n=54</i>	Central <i>n=118</i>	West <i>n=54</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=72</i>	Over 15 <i>n=92</i>
(1) Excellent		7.4%	10.2%	13.0%	0.0%	17.1%	18.2%	2.8%	12.0%
(2) Good		50.0%	40.7%	24.1%	66.7%	31.4%	36.4%	48.6%	32.6%
(3) Fair		29.6%	32.2%	40.7%	16.7%	42.9%	36.4%	31.9%	32.6%
(4) Poor		13.0%	16.9%	22.2%	16.7%	8.6%	9.1%	16.7%	22.8%
Average		2.48	2.56	2.72	2.50	2.43	2.36	2.63	2.66

Overall direction that Algonquin is taking

	Overall <i>n=223</i>	Gender			Age					
		Male <i>n=107</i>	Female <i>n=107</i>		18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=68</i>	Over 65 <i>n=75</i>
(1) Excellent	16.6%	16.8%	16.8%		0.0%	33.3%	17.4%	15.8%	8.8%	21.3%
(2) Good	55.2%	58.9%	50.5%		0.0%	46.7%	56.5%	57.9%	58.8%	49.3%
(3) Fair	22.0%	18.7%	27.1%		0.0%	20.0%	26.1%	21.1%	17.6%	26.7%
(4) Poor	6.3%	5.6%	5.6%		0.0%	0.0%	0.0%	5.3%	14.7%	2.7%
Average	2.18	2.13	2.21		0.00	1.87	2.09	2.16	2.38	2.11

	Overall <i>n=223</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=116</i>	West <i>n=52</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=71</i>	Over 15 <i>n=87</i>
(1) Excellent		11.5%	19.0%	17.3%	50.0%	24.2%	16.7%	7.0%	19.5%
(2) Good		65.4%	48.3%	57.7%	50.0%	57.6%	58.3%	70.4%	40.2%
(3) Fair		13.5%	26.7%	21.2%	0.0%	18.2%	25.0%	15.5%	29.9%
(4) Poor		9.6%	6.0%	3.8%	0.0%	0.0%	0.0%	7.0%	10.3%
Average		2.21	2.20	2.12	1.50	1.94	2.08	2.23	2.31

Overall image or reputation of Algonquin

	Overall <i>n=228</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=111</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=69</i>	Over 65 <i>n=78</i>
		(1) Excellent	22.4%	21.5%	22.5%	0.0%	31.3%	30.4%	18.4%
(2) Good	57.9%	61.7%	55.9%	0.0%	50.0%	47.8%	55.3%	63.8%	59.0%
(3) Fair	15.8%	13.1%	18.0%	0.0%	18.8%	21.7%	21.1%	11.6%	15.4%
(4) Poor	3.9%	3.7%	3.6%	0.0%	0.0%	0.0%	5.3%	8.7%	1.3%
Average	2.01	1.99	2.03	0.00	1.88	1.91	2.13	2.13	1.94

	Overall <i>n=228</i>	Location			Residency				
		East <i>n=53</i>	Central <i>n=118</i>	West <i>n=54</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=71</i>	Over 15 <i>n=90</i>
		(1) Excellent	26.4%	20.3%	20.4%	14.3%	31.4%	21.7%	11.3%
(2) Good	52.8%	60.2%	61.1%	71.4%	60.0%	47.8%	71.8%	48.9%	
(3) Fair	17.0%	16.1%	13.0%	14.3%	8.6%	30.4%	11.3%	18.9%	
(4) Poor	3.8%	3.4%	5.6%	0.0%	0.0%	0.0%	5.6%	5.6%	
Average	1.98	2.03	2.04	2.00	1.77	2.09	2.11	2.03	

2. To what degree, if at all, are run-down buildings, weed lots, or junk vehicles a problem in Algonquin?

	Overall <i>n=218</i>	Gender		Age					
		Male <i>n=106</i>	Female <i>n=103</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=66</i>	Over 65 <i>n=76</i>
		Not a problem	34.9%	40.6%	29.1%	0.0%	25.0%	38.1%	30.6%
Minor problem	43.6%	38.7%	48.5%	0.0%	56.3%	52.4%	50.0%	37.9%	39.5%
Moderate problem	18.8%	18.9%	19.4%	0.0%	18.8%	9.5%	16.7%	19.7%	22.4%
Major problem	2.8%	1.9%	2.9%	0.0%	0.0%	0.0%	2.8%	4.5%	2.6%
Average	1.89	1.82	1.96	0.00	1.94	1.71	1.92	1.91	1.92

	Overall <i>n=218</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=112</i>	West <i>n=51</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=68</i>	Over 15 <i>n=86</i>
		Not a problem	34.6%	33.9%	37.3%	28.6%	39.4%	54.5%	33.8%
Minor problem	34.6%	45.5%	49.0%	28.6%	42.4%	40.9%	47.1%	43.0%	
Moderate problem	28.8%	17.9%	11.8%	42.9%	15.2%	4.5%	19.1%	22.1%	
Major problem	1.9%	2.7%	2.0%	0.0%	3.0%	0.0%	0.0%	5.8%	
Average	1.98	1.89	1.78	2.14	1.82	1.50	1.85	2.05	

3. Please rate how safe you feel:

In your neighborhood during the day

	Overall <i>n=238</i>	Gender		Age					
		Male <i>n=113</i>	Female <i>n=115</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=85</i>
		(1) Very Safe	78.6%	81.4%	75.7%	0.0%	81.3%	91.3%	71.1%
(2) Somewhat Safe	17.6%	15.0%	20.9%	0.0%	18.8%	4.3%	21.1%	16.7%	20.0%
(3) Neither Safe nor Unsafe	2.5%	2.7%	2.6%	0.0%	0.0%	4.3%	5.3%	2.8%	1.2%
(4) Somewhat Unsafe	0.4%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%
(5) Very Unsafe	0.8%	0.0%	0.9%	0.0%	0.0%	0.0%	2.6%	1.4%	0.0%
Average	1.27	1.23	1.30	0.00	1.19	1.13	1.42	1.28	1.26

	Overall <i>n=238</i>	Location			Residency				
		East <i>n=56</i>	Central <i>n=121</i>	West <i>n=58</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=95</i>
		(1) Very Safe	76.8%	77.7%	82.8%	85.7%	80.0%	88.0%	81.1%
(2) Somewhat Safe	19.6%	17.4%	15.5%	14.3%	17.1%	12.0%	14.9%	22.1%	
(3) Neither Safe nor Unsafe	3.6%	3.3%	0.0%	0.0%	2.9%	0.0%	4.1%	2.1%	
(4) Somewhat Unsafe	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	
(5) Very Unsafe	0.0%	0.8%	1.7%	0.0%	0.0%	0.0%	0.0%	2.1%	
Average	1.27	1.30	1.22	1.14	1.23	1.12	1.23	1.38	

In your neighborhood after dark

	Overall <i>n=236</i>	Gender		Age					
		Male <i>n=113</i>	Female <i>n=113</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=71</i>	Over 65 <i>n=84</i>
		(1) Very Safe	55.9%	55.8%	55.8%	0.0%	56.3%	60.9%	57.9%
(2) Somewhat Safe	33.9%	37.2%	32.7%	0.0%	37.5%	34.8%	26.3%	39.4%	31.0%
(3) Neither Safe nor Unsafe	5.9%	6.2%	5.3%	0.0%	6.3%	4.3%	5.3%	2.8%	9.5%
(4) Somewhat Unsafe	3.0%	0.9%	4.4%	0.0%	0.0%	0.0%	7.9%	1.4%	3.6%
(5) Very Unsafe	1.3%	0.0%	1.8%	0.0%	0.0%	0.0%	2.6%	2.8%	0.0%
Average	1.60	1.52	1.64	0.00	1.50	1.43	1.71	1.61	1.61

	Overall <i>n=236</i>	Location			Residency				
		East <i>n=55</i>	Central <i>n=120</i>	West <i>n=58</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=93</i>
		(1) Very Safe	50.9%	56.7%	58.6%	57.1%	54.3%	68.0%	51.4%
(2) Somewhat Safe	41.8%	31.7%	31.0%	42.9%	37.1%	28.0%	40.5%	29.0%	
(3) Neither Safe nor Unsafe	3.6%	5.8%	8.6%	0.0%	8.6%	4.0%	4.1%	7.5%	
(4) Somewhat Unsafe	3.6%	4.2%	0.0%	0.0%	0.0%	0.0%	4.1%	4.3%	
(5) Very Unsafe	0.0%	1.7%	1.7%	0.0%	0.0%	0.0%	0.0%	3.2%	
Average	1.60	1.63	1.55	1.43	1.54	1.36	1.61	1.70	

6. Please rate the quality and the importance of the service provided by the Village:

POLICE/PUBLIC SAFETY

Crime Prevention: Quality

	Overall <i>n=197</i>	Gender		Age					
		Male <i>n=97</i>	Female <i>n=91</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=13</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=32</i>	56 - 65 <i>n=55</i>	Over 65 <i>n=72</i>
		(1) Excellent	28.4%	28.9%	27.5%	0.0%	53.8%	22.7%	21.9%
(2) Good	62.9%	64.9%	61.5%	0.0%	38.5%	72.7%	62.5%	65.5%	62.5%
(3) Fair	7.1%	6.2%	8.8%	0.0%	7.7%	4.5%	12.5%	7.3%	5.6%
(4) Poor	1.5%	0.0%	2.2%	0.0%	0.0%	0.0%	3.1%	1.8%	1.4%
Average	1.82	1.77	1.86	0.00	1.54	1.82	1.97	1.85	1.78

	Overall <i>n=197</i>	Location			Residency				
		East <i>n=47</i>	Central <i>n=99</i>	West <i>n=48</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=28</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=62</i>	Over 15 <i>n=78</i>
		(1) Excellent	34.0%	29.3%	20.8%	40.0%	25.0%	40.9%	24.2%
(2) Good	59.6%	58.6%	75.0%	60.0%	75.0%	45.5%	71.0%	57.7%	
(3) Fair	6.4%	10.1%	2.1%	0.0%	0.0%	13.6%	4.8%	10.3%	
(4) Poor	0.0%	2.0%	2.1%	0.0%	0.0%	0.0%	0.0%	3.8%	
Average	1.72	1.85	1.85	1.60	1.75	1.73	1.81	1.90	

Crime Prevention: Importance

	Overall <i>n=219</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=103</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=69</i>	Over 65 <i>n=74</i>
		(1) High	90.0%	90.7%	90.3%	0.0%	86.7%	81.8%	91.4%
(2) Medium	10.0%	9.3%	9.7%	0.0%	13.3%	18.2%	8.6%	8.7%	9.5%
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	1.10	1.09	1.10	0.00	1.13	1.18	1.09	1.09	1.09

	Overall <i>n=219</i>	Location			Residency				
		East <i>n=51</i>	Central <i>n=110</i>	West <i>n=55</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=72</i>	Over 15 <i>n=81</i>
		(1) High	88.2%	90.0%	90.9%	83.3%	85.7%	91.3%	90.3%
(2) Medium	11.8%	10.0%	9.1%	16.7%	14.3%	8.7%	9.7%	8.6%	
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Average	1.12	1.10	1.09	1.17	1.14	1.09	1.10	1.09	

Patrol Services: Quality

	Overall <i>n=208</i>	Gender		Age					
		Male <i>n=103</i>	Female <i>n=95</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=14</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=61</i>	Over 65 <i>n=72</i>
(1) Excellent	26.0%	24.3%	27.4%	0.0%	28.6%	26.1%	17.6%	23.0%	31.9%
(2) Good	46.2%	48.5%	43.2%	0.0%	57.1%	65.2%	52.9%	44.3%	36.1%
(3) Fair	20.2%	21.4%	20.0%	0.0%	0.0%	8.7%	17.6%	21.3%	27.8%
(4) Poor	7.7%	5.8%	9.5%	0.0%	14.3%	0.0%	11.8%	11.5%	4.2%
Average	2.10	2.09	2.12	0.00	2.00	1.83	2.24	2.21	2.04

	Overall <i>n=208</i>	Location			Residency				
		East <i>n=53</i>	Central <i>n=105</i>	West <i>n=47</i>	Under 1 <i>n=4</i>	1 to 5 <i>n=29</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=67</i>	Over 15 <i>n=82</i>
(1) Excellent	26.0%	32.1%	25.7%	19.1%	50.0%	20.7%	33.3%	23.9%	25.6%
(2) Good	46.2%	43.4%	43.8%	53.2%	25.0%	58.6%	54.2%	52.2%	35.4%
(3) Fair	20.2%	15.1%	21.0%	25.5%	25.0%	17.2%	8.3%	17.9%	26.8%
(4) Poor	7.7%	9.4%	9.5%	2.1%	0.0%	3.4%	4.2%	6.0%	12.2%
Average	2.10	2.02	2.14	2.11	1.75	2.03	1.83	2.06	2.26

Patrol Services: Importance

	Overall <i>n=218</i>	Gender		Age					
		Male <i>n=105</i>	Female <i>n=104</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=68</i>	Over 65 <i>n=74</i>
(1) High	68.3%	65.7%	70.2%	0.0%	66.7%	68.2%	65.7%	72.1%	67.6%
(2) Medium	29.8%	32.4%	27.9%	0.0%	33.3%	22.7%	34.3%	25.0%	32.4%
(3) Low	1.8%	1.9%	1.9%	0.0%	0.0%	9.1%	0.0%	2.9%	0.0%
Average	1.33	1.36	1.32	0.00	1.33	1.41	1.34	1.31	1.32

	Overall <i>n=218</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=109</i>	West <i>n=54</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=73</i>	Over 15 <i>n=79</i>
(1) High	68.3%	71.2%	64.2%	72.2%	83.3%	71.4%	56.5%	69.9%	67.1%
(2) Medium	29.8%	28.8%	32.1%	27.8%	16.7%	25.7%	39.1%	27.4%	32.9%
(3) Low	1.8%	0.0%	3.7%	0.0%	0.0%	2.9%	4.3%	2.7%	0.0%
Average	1.33	1.29	1.39	1.28	1.17	1.31	1.48	1.33	1.33

Traffic Enforcement: Quality

	Overall <i>n=209</i>	Gender		Age					
		Male <i>n=102</i>	Female <i>n=97</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=12</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=59</i>	Over 65 <i>n=76</i>
(1) Excellent	17.7%	18.6%	16.5%	0.0%	33.3%	21.7%	8.6%	15.3%	19.7%
(2) Good	55.0%	55.9%	53.6%	0.0%	50.0%	78.3%	60.0%	49.2%	51.3%
(3) Fair	15.8%	11.8%	21.6%	0.0%	8.3%	0.0%	17.1%	18.6%	19.7%
(4) Poor	11.5%	13.7%	8.2%	0.0%	8.3%	0.0%	14.3%	16.9%	9.2%
Average	2.21	2.21	2.22	0.00	1.92	1.78	2.37	2.37	2.18

	Overall <i>n=220</i>	Location			Residency				
		East <i>n=48</i>	Central <i>n=108</i>	West <i>n=50</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=27</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=67</i>	Over 15 <i>n=85</i>
(1) Excellent		22.9%	16.7%	14.0%	20.0%	18.5%	26.1%	13.4%	17.6%
(2) Good		58.3%	53.7%	54.0%	60.0%	70.4%	56.5%	62.7%	43.5%
(3) Fair		6.3%	18.5%	20.0%	0.0%	11.1%	8.7%	9.0%	25.9%
(4) Poor		12.5%	11.1%	12.0%	20.0%	0.0%	8.7%	14.9%	12.9%
Average		2.08	2.24	2.30	2.20	1.93	2.00	2.25	2.34

Traffic Enforcement: Importance

	Overall <i>n=220</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=104</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=69</i>	Over 65 <i>n=75</i>
(1) High	46.8%	50.5%	43.3%	0.0%	40.0%	45.5%	31.4%	52.2%	50.7%
(2) Medium	47.3%	43.0%	51.0%	0.0%	53.3%	45.5%	60.0%	42.0%	45.3%
(3) Low	5.9%	6.5%	5.8%	0.0%	6.7%	9.1%	8.6%	5.8%	4.0%
Average	1.59	1.56	1.63	0.00	1.67	1.64	1.77	1.54	1.53

	Overall <i>n=220</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=110</i>	West <i>n=55</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=80</i>
(1) High		48.1%	44.5%	49.1%	50.0%	51.4%	47.8%	41.9%	48.8%
(2) Medium		46.2%	50.9%	41.8%	50.0%	40.0%	39.1%	52.7%	47.5%
(3) Low		5.8%	4.5%	9.1%	0.0%	8.6%	13.0%	5.4%	3.8%
Average		1.58	1.60	1.60	1.50	1.57	1.65	1.64	1.55

911 Services: Quality

	Overall <i>n=135</i>	Gender		Age					
		Male <i>n=67</i>	Female <i>n=60</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=11</i>	36 - 45 <i>n=12</i>	46 - 55 <i>n=20</i>	56 - 65 <i>n=39</i>	Over 65 <i>n=50</i>
		(1) Excellent	51.9%	56.7%	46.7%	0.0%	54.5%	66.7%	40.0%
(2) Good	44.4%	43.3%	46.7%	0.0%	45.5%	33.3%	50.0%	53.8%	40.0%
(3) Fair	2.2%	0.0%	5.0%	0.0%	0.0%	0.0%	5.0%	2.6%	2.0%
(4) Poor	1.5%	0.0%	1.7%	0.0%	0.0%	0.0%	5.0%	2.6%	0.0%
Average	1.53	1.43	1.62	0.00	1.45	1.33	1.75	1.67	1.44

	Overall <i>n=135</i>	Location			Residency				
		East <i>n=33</i>	Central <i>n=65</i>	West <i>n=35</i>	Under 1 <i>n=3</i>	1 to 5 <i>n=20</i>	6 to 10 <i>n=16</i>	11 to 15 <i>n=38</i>	Over 15 <i>n=57</i>
		(1) Excellent	51.5%	55.4%	45.7%	-	55.0%	50.0%	39.5%
(2) Good	45.5%	43.1%	45.7%	-	45.0%	43.8%	60.5%	35.1%	
(3) Fair	3.0%	0.0%	5.7%	-	0.0%	6.3%	0.0%	3.5%	
(4) Poor	0.0%	1.5%	2.9%	-	0.0%	0.0%	0.0%	3.5%	
Average	1.52	1.48	1.66	-	1.45	1.56	1.61	1.53	

911 Services: Importance

	Overall <i>n=215</i>	Gender		Age					
		Male <i>n=105</i>	Female <i>n=101</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=67</i>	Over 65 <i>n=73</i>
		(1) High	93.5%	91.4%	95.0%	0.0%	93.3%	95.2%	91.4%
(2) Medium	6.5%	8.6%	5.0%	0.0%	6.7%	4.8%	8.6%	6.0%	6.8%
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	1.07	1.09	1.05	0.00	1.07	1.05	1.09	1.06	1.07

	Overall <i>n=215</i>	Location			Residency				
		East <i>n=48</i>	Central <i>n=109</i>	West <i>n=55</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=69</i>	Over 15 <i>n=81</i>
		(1) High	93.8%	92.7%	94.5%	83.3%	100.0%	86.4%	94.2%
(2) Medium	6.3%	7.3%	5.5%	16.7%	0.0%	13.6%	5.8%	7.4%	
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Average	1.06	1.07	1.05	1.17	1.00	1.14	1.06	1.07	

Responding to Citizen Calls: Quality

	Overall <i>n=136</i>	Gender		Age					
		Male <i>n=72</i>	Female <i>n=57</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=9</i>	36 - 45 <i>n=11</i>	46 - 55 <i>n=23</i>	56 - 65 <i>n=38</i>	Over 65 <i>n=53</i>
(1) Excellent	47.8%	51.4%	43.9%	0.0%	55.6%	72.7%	34.8%	39.5%	50.9%
(2) Good	41.2%	44.4%	38.6%	0.0%	33.3%	27.3%	56.5%	44.7%	37.7%
(3) Fair	6.6%	1.4%	14.0%	0.0%	11.1%	0.0%	4.3%	7.9%	7.5%
(4) Poor	4.4%	2.8%	3.5%	0.0%	0.0%	0.0%	4.3%	7.9%	3.8%
Average	1.68	1.56	1.77	0.00	1.56	1.27	1.78	1.84	1.64

	Overall <i>n=136</i>	Location			Residency				
		East <i>n=38</i>	Central <i>n=65</i>	West <i>n=32</i>	Under 1 <i>n=1</i>	1 to 5 <i>n=18</i>	6 to 10 <i>n=15</i>	11 to 15 <i>n=47</i>	Over 15 <i>n=54</i>
(1) Excellent	47.8%	47.4%	53.8%	34.4%	-	55.6%	46.7%	42.6%	48.1%
(2) Good	41.2%	42.1%	32.3%	59.4%	-	44.4%	40.0%	48.9%	35.2%
(3) Fair	6.6%	7.9%	7.7%	3.1%	-	0.0%	13.3%	2.1%	11.1%
(4) Poor	4.4%	2.6%	6.2%	3.1%	-	0.0%	0.0%	6.4%	5.6%
Average	1.68	1.66	1.66	1.75	-	1.44	1.67	1.72	1.74

Responding to Citizen Calls: Importance

	Overall <i>n=213</i>	Gender		Age					
		Male <i>n=103</i>	Female <i>n=101</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=66</i>	Over 65 <i>n=72</i>
(1) High	84.5%	81.6%	88.1%	0.0%	80.0%	95.2%	68.6%	86.4%	88.9%
(2) Medium	15.5%	18.4%	11.9%	0.0%	20.0%	4.8%	31.4%	13.6%	11.1%
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	1.15	1.18	1.12	0.00	1.20	1.05	1.31	1.14	1.11

	Overall <i>n=213</i>	Location			Residency				
		East <i>n=49</i>	Central <i>n=108</i>	West <i>n=53</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=71</i>	Over 15 <i>n=78</i>
(1) High	84.5%	85.7%	81.5%	88.7%	66.7%	88.6%	76.2%	84.5%	85.9%
(2) Medium	15.5%	14.3%	18.5%	11.3%	33.3%	11.4%	23.8%	15.5%	14.1%
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	1.15	1.14	1.19	1.11	1.33	1.11	1.24	1.15	1.14

Overall Police Services: Quality

	Overall <i>n=209</i>	Gender		Age					
		Male <i>n=102</i>	Female <i>n=97</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=14</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=59</i>	Over 65 <i>n=76</i>
(1) Excellent	32.1%	35.3%	29.9%	0.0%	35.7%	40.9%	23.5%	27.1%	35.5%
(2) Good	53.6%	54.9%	51.5%	0.0%	50.0%	59.1%	55.9%	52.5%	52.6%
(3) Fair	12.4%	8.8%	16.5%	0.0%	14.3%	0.0%	14.7%	16.9%	11.8%
(4) Poor	1.9%	1.0%	2.1%	0.0%	0.0%	0.0%	5.9%	3.4%	0.0%
Average	1.84	1.75	1.91	0.00	1.79	1.59	2.03	1.97	1.76

	Overall <i>n=209</i>	Location			Residency				
		East <i>n=51</i>	Central <i>n=106</i>	West <i>n=50</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=29</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=68</i>	Over 15 <i>n=84</i>
(1) Excellent	37.3%	37.3%	33.0%	24.0%	20.0%	34.5%	38.1%	29.4%	32.1%
(2) Good	49.0%	49.0%	50.0%	66.0%	80.0%	58.6%	52.4%	58.8%	46.4%
(3) Fair	13.7%	13.7%	15.1%	6.0%	0.0%	6.9%	4.8%	10.3%	19.0%
(4) Poor	0.0%	0.0%	1.9%	4.0%	0.0%	0.0%	4.8%	1.5%	2.4%
Average	1.76	1.76	1.86	1.90	1.80	1.72	1.76	1.84	1.92

Overall Police Services: Importance

	Overall <i>n=217</i>	Gender		Age					
		Male <i>n=105</i>	Female <i>n=103</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=33</i>	56 - 65 <i>n=69</i>	Over 65 <i>n=74</i>
(1) High	85.7%	81.9%	90.3%	0.0%	86.7%	77.3%	84.8%	89.9%	83.8%
(2) Medium	13.8%	18.1%	8.7%	0.0%	13.3%	22.7%	15.2%	8.7%	16.2%
(3) Low	0.5%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%
Average	1.15	1.18	1.11	0.00	1.13	1.23	1.15	1.12	1.16

	Overall <i>n=217</i>	Location			Residency				
		East <i>n=51</i>	Central <i>n=108</i>	West <i>n=55</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=34</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=78</i>
(1) High	92.2%	92.2%	83.3%	83.6%	83.3%	85.3%	87.0%	83.8%	87.2%
(2) Medium	7.8%	7.8%	16.7%	14.5%	16.7%	14.7%	13.0%	16.2%	11.5%
(3) Low	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	1.3%
Average	1.08	1.08	1.17	1.18	1.17	1.15	1.13	1.16	1.14

PUBLIC WORKS/INFRASTRUCTURE

Street Maintenance: Quality

	Overall <i>n=240</i>	Gender		Age					
		Male <i>n=115</i>	Female <i>n=115</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=73</i>	Over 65 <i>n=86</i>
		(1) Excellent	14.6%	16.5%	11.3%	0.0%	18.8%	21.7%	5.3%
(2) Good	48.3%	49.6%	48.7%	0.0%	56.3%	43.5%	47.4%	52.1%	44.2%
(3) Fair	27.9%	23.5%	32.2%	0.0%	18.8%	30.4%	31.6%	28.8%	26.7%
(4) Poor	9.2%	10.4%	7.8%	0.0%	6.3%	4.3%	15.8%	9.6%	8.1%
Average	2.32	2.28	2.37	0.00	2.13	2.17	2.58	2.38	2.22

	Overall <i>n=240</i>	Location			Residency				
		East <i>n=57</i>	Central <i>n=122</i>	West <i>n=58</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=75</i>	Over 15 <i>n=96</i>
		(1) Excellent	10.5%	13.9%	20.7%	28.6%	22.9%	28.0%	6.7%
(2) Good	54.4%	44.3%	50.0%	42.9%	48.6%	44.0%	57.3%	42.7%	
(3) Fair	17.5%	34.4%	24.1%	14.3%	22.9%	24.0%	26.7%	32.3%	
(4) Poor	17.5%	7.4%	5.2%	14.3%	5.7%	4.0%	9.3%	11.5%	
Average	2.42	2.35	2.14	2.14	2.11	2.04	2.39	2.42	

Street Maintenance: Importance

	Overall <i>n=233</i>	Gender		Age					
		Male <i>n=112</i>	Female <i>n=112</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=73</i>	Over 65 <i>n=80</i>
		(1) High	75.5%	69.6%	81.3%	0.0%	56.3%	82.6%	75.7%
(2) Medium	24.0%	29.5%	18.8%	0.0%	43.8%	13.0%	24.3%	20.5%	25.0%
(3) Low	0.4%	0.9%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Average	1.25	1.31	1.19	0.00	1.44	1.22	1.24	1.21	1.25

	Overall <i>n=233</i>	Location			Residency				
		East <i>n=55</i>	Central <i>n=118</i>	West <i>n=57</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=90</i>
		(1) High	81.8%	72.0%	75.4%	57.1%	82.9%	80.0%	79.7%
(2) Medium	18.2%	27.1%	24.6%	42.9%	17.1%	16.0%	20.3%	31.1%	
(3) Low	0.0%	0.8%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	
Average	1.18	1.29	1.25	1.43	1.17	1.24	1.20	1.31	

Street Improvement: Quality

	Overall <i>n=239</i>	Gender		Age					
		Male <i>n=114</i>	Female <i>n=115</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=86</i>
(1) Excellent	16.3%	17.5%	14.8%	0.0%	25.0%	21.7%	7.9%	15.3%	18.6%
(2) Good	45.2%	48.2%	43.5%	0.0%	37.5%	47.8%	47.4%	44.4%	45.3%
(3) Fair	27.6%	23.7%	31.3%	0.0%	25.0%	26.1%	31.6%	29.2%	24.4%
(4) Poor	10.9%	10.5%	10.4%	0.0%	12.5%	4.3%	13.2%	11.1%	11.6%
Average	2.33	2.27	2.37	0.00	2.25	2.13	2.50	2.36	2.29

	Overall <i>n=239</i>	Location			Residency				
		East <i>n=56</i>	Central <i>n=122</i>	West <i>n=58</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=96</i>
(1) Excellent	10.7%	15.6%	24.1%	42.9%	25.7%	24.0%	9.5%	14.6%	
(2) Good	58.9%	37.7%	46.6%	28.6%	48.6%	44.0%	50.0%	41.7%	
(3) Fair	12.5%	36.1%	24.1%	14.3%	20.0%	28.0%	32.4%	27.1%	
(4) Poor	17.9%	10.7%	5.2%	14.3%	5.7%	4.0%	8.1%	16.7%	
Average	2.38	2.42	2.10	2.00	2.06	2.12	2.39	2.46	

Street Improvement: Importance

	Overall <i>n=235</i>	Gender		Age					
		Male <i>n=112</i>	Female <i>n=114</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=73</i>	Over 65 <i>n=81</i>
(1) High	65.5%	64.3%	66.7%	0.0%	68.8%	52.2%	68.4%	68.5%	65.4%
(2) Medium	33.6%	34.8%	32.5%	0.0%	31.3%	43.5%	28.9%	31.5%	34.6%
(3) Low	0.9%	0.9%	0.9%	0.0%	0.0%	4.3%	2.6%	0.0%	0.0%
Average	1.35	1.37	1.34	0.00	1.31	1.52	1.34	1.32	1.35

	Overall <i>n=235</i>	Location			Residency				
		East <i>n=56</i>	Central <i>n=119</i>	West <i>n=57</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=92</i>
(1) High	67.9%	61.3%	70.2%	71.4%	74.3%	60.0%	67.6%	60.9%	
(2) Medium	30.4%	37.8%	29.8%	28.6%	25.7%	36.0%	31.1%	39.1%	
(3) Low	1.8%	0.8%	0.0%	0.0%	0.0%	4.0%	1.4%	0.0%	
Average	1.34	1.39	1.30	1.29	1.26	1.44	1.34	1.39	

Street Sweeping: Quality

	Overall <i>n=223</i>	Gender		Age					
		Male <i>n=109</i>	Female <i>n=104</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=14</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=66</i>	Over 65 <i>n=79</i>
(1) Excellent	21.5%	22.0%	20.2%	0.0%	28.6%	34.8%	16.2%	21.2%	20.3%
(2) Good	48.4%	44.0%	53.8%	0.0%	57.1%	34.8%	43.2%	54.5%	48.1%
(3) Fair	23.3%	27.5%	21.2%	0.0%	14.3%	21.7%	29.7%	15.2%	29.1%
(4) Poor	6.7%	6.4%	4.8%	0.0%	0.0%	8.7%	10.8%	9.1%	2.5%
Average	2.15	2.18	2.11	0.00	1.86	2.04	2.35	2.12	2.14

	Overall <i>n=223</i>	Location			Residency				
		East <i>n=55</i>	Central <i>n=113</i>	West <i>n=52</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=30</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=71</i>	Over 15 <i>n=91</i>
(1) Excellent	20.0%	22.1%	23.1%	50.0%	33.3%	34.8%	14.1%	18.7%	
(2) Good	43.6%	49.6%	50.0%	50.0%	40.0%	34.8%	60.6%	45.1%	
(3) Fair	25.5%	22.1%	25.0%	0.0%	23.3%	26.1%	18.3%	28.6%	
(4) Poor	10.9%	6.2%	1.9%	0.0%	3.3%	4.3%	7.0%	7.7%	
Average	2.27	2.12	2.06	1.50	1.97	2.00	2.18	2.25	

Street Sweeping: Importance

	Overall <i>n=229</i>	Gender		Age					
		Male <i>n=109</i>	Female <i>n=111</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=76</i>
(1) High	35.4%	32.1%	36.9%	0.0%	25.0%	34.8%	28.9%	36.1%	40.8%
(2) Medium	49.8%	49.5%	50.5%	0.0%	56.3%	39.1%	44.7%	54.2%	48.7%
(3) Low	14.8%	18.3%	12.6%	0.0%	18.8%	26.1%	26.3%	9.7%	10.5%
Average	1.79	1.86	1.76	0.00	1.94	1.91	1.97	1.74	1.70

	Overall <i>n=229</i>	Location			Residency				
		East <i>n=54</i>	Central <i>n=117</i>	West <i>n=55</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=73</i>	Over 15 <i>n=89</i>
(1) High	38.9%	33.3%	34.5%	57.1%	45.5%	40.0%	31.5%	31.5%	
(2) Medium	57.4%	45.3%	52.7%	28.6%	42.4%	52.0%	52.1%	51.7%	
(3) Low	3.7%	21.4%	12.7%	14.3%	12.1%	8.0%	16.4%	16.9%	
Average	1.65	1.88	1.78	1.57	1.67	1.68	1.85	1.85	

Street Lighting: Quality

	Overall <i>n=239</i>	Gender		Age					
		Male <i>n=114</i>	Female <i>n=115</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=73</i>	Over 65 <i>n=86</i>
(1) Excellent	18.4%	18.4%	17.4%	0.0%	20.0%	30.4%	15.8%	15.1%	18.6%
(2) Good	54.4%	56.1%	53.0%	0.0%	53.3%	43.5%	63.2%	52.1%	54.7%
(3) Fair	19.2%	21.1%	18.3%	0.0%	13.3%	21.7%	10.5%	23.3%	20.9%
(4) Poor	7.9%	4.4%	11.3%	0.0%	13.3%	4.3%	10.5%	9.6%	5.8%
Average	2.17	2.11	2.23	0.00	2.20	2.00	2.16	2.27	2.14

	Overall <i>n=239</i>	Location			Residency				
		East <i>n=57</i>	Central <i>n=121</i>	West <i>n=58</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=75</i>	Over 15 <i>n=96</i>
(1) Excellent	12.3%	21.5%	17.2%	42.9%	17.1%	37.5%	10.7%	17.7%	
(2) Good	57.9%	48.8%	62.1%	57.1%	51.4%	41.7%	69.3%	46.9%	
(3) Fair	21.1%	20.7%	15.5%	0.0%	22.9%	16.7%	14.7%	24.0%	
(4) Poor	8.8%	9.1%	5.2%	0.0%	8.6%	4.2%	5.3%	11.5%	
Average	2.26	2.17	2.09	1.57	2.23	1.88	2.15	2.29	

Street Lighting: Importance

	Overall <i>n=231</i>	Gender		Age					
		Male <i>n=110</i>	Female <i>n=112</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=79</i>
(1) High	68.8%	59.1%	77.7%	0.0%	50.0%	60.9%	64.9%	77.8%	68.4%
(2) Medium	28.6%	38.2%	19.6%	0.0%	50.0%	34.8%	29.7%	20.8%	29.1%
(3) Low	2.6%	2.7%	2.7%	0.0%	0.0%	4.3%	5.4%	1.4%	2.5%
Average	1.34	1.44	1.25	0.00	1.50	1.43	1.41	1.24	1.34

	Overall <i>n=231</i>	Location			Residency				
		East <i>n=54</i>	Central <i>n=118</i>	West <i>n=56</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=73</i>	Over 15 <i>n=90</i>
(1) High	61.1%	70.3%	71.4%	71.4%	77.1%	58.3%	68.5%	67.8%	
(2) Medium	35.2%	26.3%	28.6%	28.6%	22.9%	37.5%	27.4%	30.0%	
(3) Low	3.7%	3.4%	0.0%	0.0%	0.0%	4.2%	4.1%	2.2%	
Average	1.43	1.33	1.29	1.29	1.23	1.46	1.36	1.34	

Snow/Ice Removal: Quality

	Overall <i>n</i> =231	Gender		Age					
		Male <i>n</i> =107	Female <i>n</i> =114	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =12	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =37	56 - 65 <i>n</i> =71	Over 65 <i>n</i> =84
(1) Excellent	32.0%	33.6%	30.7%	0.0%	16.7%	30.4%	29.7%	28.2%	40.5%
(2) Good	47.6%	49.5%	46.5%	0.0%	58.3%	39.1%	43.2%	52.1%	45.2%
(3) Fair	15.2%	11.2%	17.5%	0.0%	16.7%	26.1%	21.6%	11.3%	11.9%
(4) Poor	5.2%	5.6%	5.3%	0.0%	8.3%	4.3%	5.4%	8.5%	2.4%
Average	1.94	1.89	1.97	0.00	2.17	2.04	2.03	2.00	1.76

	Overall <i>n</i> =231	Location			Residency				
		East <i>n</i> =56	Central <i>n</i> =117	West <i>n</i> =55	Under 1 <i>n</i> =1	1 to 5 <i>n</i> =34	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =74	Over 15 <i>n</i> =95
(1) Excellent	32.0%	26.8%	34.2%	34.5%	0.0%	32.4%	52.0%	25.7%	32.6%
(2) Good	47.6%	53.6%	44.4%	47.3%	100.0%	41.2%	36.0%	54.1%	47.4%
(3) Fair	15.2%	14.3%	15.4%	14.5%	0.0%	20.6%	12.0%	16.2%	12.6%
(4) Poor	5.2%	5.4%	6.0%	3.6%	0.0%	5.9%	0.0%	4.1%	7.4%
Average	1.94	1.98	1.93	1.87	2.00	2.00	1.60	1.99	1.95

Snow/Ice Removal: Importance

	Overall <i>n</i> =232	Gender		Age					
		Male <i>n</i> =110	Female <i>n</i> =113	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =16	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =38	56 - 65 <i>n</i> =73	Over 65 <i>n</i> =78
(1) High	88.4%	84.5%	92.0%	0.0%	87.5%	87.0%	86.8%	90.4%	89.7%
(2) Medium	11.6%	15.5%	8.0%	0.0%	12.5%	13.0%	13.2%	9.6%	10.3%
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	1.12	1.15	1.08	0.00	1.13	1.13	1.13	1.10	1.10

	Overall <i>n</i> =232	Location			Residency				
		East <i>n</i> =54	Central <i>n</i> =118	West <i>n</i> =57	Under 1 <i>n</i> =7	1 to 5 <i>n</i> =35	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =74	Over 15 <i>n</i> =89
(1) High	88.4%	88.9%	89.8%	84.2%	85.7%	91.4%	80.0%	87.8%	89.9%
(2) Medium	11.6%	11.1%	10.2%	15.8%	14.3%	8.6%	20.0%	12.2%	10.1%
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	1.12	1.11	1.10	1.16	1.14	1.09	1.20	1.12	1.10

Sidewalk Maintenance: Quality

	Overall <i>n=211</i>	Gender		Age					
		Male <i>n=100</i>	Female <i>n=103</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=13</i>	36 - 45 <i>n=20</i>	46 - 55 <i>n=32</i>	56 - 65 <i>n=66</i>	Over 65 <i>n=76</i>
(1) Excellent	18.0%	25.0%	11.7%	0.0%	15.4%	15.0%	12.5%	12.1%	27.6%
(2) Good	49.3%	50.0%	49.5%	0.0%	69.2%	55.0%	53.1%	50.0%	43.4%
(3) Fair	26.1%	19.0%	32.0%	0.0%	15.4%	25.0%	25.0%	28.8%	23.7%
(4) Poor	6.6%	6.0%	6.8%	0.0%	0.0%	5.0%	9.4%	9.1%	5.3%
Average	2.21	2.06	2.34	0.00	2.00	2.20	2.31	2.35	2.07

	Overall <i>n=211</i>	Location			Residency				
		East <i>n=54</i>	Central <i>n=108</i>	West <i>n=46</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=30</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=68</i>	Over 15 <i>n=85</i>
(1) Excellent	18.0%	14.8%	17.6%	23.9%	20.0%	16.7%	33.3%	10.3%	21.2%
(2) Good	49.3%	48.1%	49.1%	52.2%	80.0%	63.3%	42.9%	55.9%	40.0%
(3) Fair	26.1%	27.8%	26.9%	19.6%	0.0%	20.0%	23.8%	26.5%	28.2%
(4) Poor	6.6%	9.3%	6.5%	4.3%	0.0%	0.0%	0.0%	7.4%	10.6%
Average	2.21	2.31	2.22	2.04	1.80	2.03	1.90	2.31	2.28

Sidewalk Maintenance: Importance

	Overall <i>n=230</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=114</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=78</i>
(1) High	53.5%	46.7%	59.6%	0.0%	43.8%	47.8%	43.2%	56.9%	59.0%
(2) Medium	40.4%	43.9%	37.7%	0.0%	43.8%	47.8%	43.2%	37.5%	38.5%
(3) Low	6.1%	9.3%	2.6%	0.0%	12.5%	4.3%	13.5%	5.6%	2.6%
Average	1.53	1.63	1.43	0.00	1.69	1.57	1.70	1.49	1.44

	Overall <i>n=230</i>	Location			Residency				
		East <i>n=55</i>	Central <i>n=117</i>	West <i>n=55</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=88</i>
(1) High	53.5%	65.5%	46.2%	54.5%	42.9%	60.0%	41.7%	52.7%	54.5%
(2) Medium	40.4%	32.7%	44.4%	41.8%	57.1%	34.3%	54.2%	37.8%	40.9%
(3) Low	6.1%	1.8%	9.4%	3.6%	0.0%	5.7%	4.2%	9.5%	4.5%
Average	1.53	1.36	1.63	1.49	1.57	1.46	1.63	1.57	1.50

Stormwater Drainage: Quality

	Overall <i>n=213</i>	Gender		Age					
		Male <i>n=106</i>	Female <i>n=97</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=14</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=64</i>	Over 65 <i>n=74</i>
(1) Excellent	19.7%	20.8%	18.6%	0.0%	28.6%	19.0%	13.9%	12.5%	28.4%
(2) Good	57.7%	61.3%	55.7%	0.0%	57.1%	52.4%	63.9%	67.2%	50.0%
(3) Fair	14.6%	11.3%	18.6%	0.0%	14.3%	9.5%	16.7%	7.8%	18.9%
(4) Poor	8.0%	6.6%	7.2%	0.0%	0.0%	19.0%	5.6%	12.5%	2.7%
Average	2.11	2.04	2.14	0.00	1.86	2.29	2.14	2.20	1.96

	Overall <i>n=213</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=110</i>	West <i>n=48</i>	Under 1 <i>n=3</i>	1 to 5 <i>n=32</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=66</i>	Over 15 <i>n=88</i>
(1) Excellent	19.7%	13.5%	21.8%	22.9%	0.0%	21.9%	22.7%	9.1%	27.3%
(2) Good	57.7%	61.5%	54.5%	60.4%	66.7%	59.4%	50.0%	72.7%	47.7%
(3) Fair	14.6%	15.4%	16.4%	10.4%	33.3%	12.5%	13.6%	12.1%	17.0%
(4) Poor	8.0%	9.6%	7.3%	6.3%	0.0%	6.3%	13.6%	6.1%	8.0%
Average	2.11	2.21	2.09	2.00	2.33	2.03	2.18	2.15	2.06

Stormwater Drainage: Importance

	Overall <i>n=222</i>	Gender		Age					
		Male <i>n=105</i>	Female <i>n=108</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=69</i>	Over 65 <i>n=72</i>
(1) High	67.1%	58.1%	75.0%	0.0%	68.8%	69.6%	60.5%	72.5%	65.3%
(2) Medium	32.0%	41.0%	24.1%	0.0%	31.3%	30.4%	34.2%	27.5%	34.7%
(3) Low	0.9%	1.0%	0.9%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Average	1.34	1.43	1.26	0.00	1.31	1.30	1.45	1.28	1.35

	Overall <i>n=222</i>	Location			Residency				
		East <i>n=51</i>	Central <i>n=114</i>	West <i>n=54</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=70</i>	Over 15 <i>n=84</i>
(1) High	67.1%	76.5%	61.4%	70.4%	57.1%	82.9%	75.0%	62.9%	63.1%
(2) Medium	32.0%	21.6%	37.7%	29.6%	42.9%	17.1%	25.0%	35.7%	35.7%
(3) Low	0.9%	2.0%	0.9%	0.0%	0.0%	0.0%	0.0%	1.4%	1.2%
Average	1.34	1.25	1.39	1.30	1.43	1.17	1.25	1.39	1.38

Drinking Water: Quality

	Overall <i>n=233</i>	Gender		Age					
		Male <i>n=113</i>	Female <i>n=111</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=71</i>	Over 65 <i>n=83</i>
(1) Excellent	17.2%	21.2%	14.4%	0.0%	25.0%	17.4%	16.2%	7.0%	25.3%
(2) Good	47.2%	48.7%	45.9%	0.0%	31.3%	52.2%	40.5%	62.0%	38.6%
(3) Fair	21.9%	19.5%	22.5%	0.0%	18.8%	26.1%	29.7%	16.9%	22.9%
(4) Poor	13.7%	10.6%	17.1%	0.0%	25.0%	4.3%	13.5%	14.1%	13.3%
Average	2.32	2.19	2.42	0.00	2.44	2.17	2.41	2.38	2.24

	Overall <i>n=233</i>	Location			Residency				
		East <i>n=54</i>	Central <i>n=119</i>	West <i>n=57</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=75</i>	Over 15 <i>n=93</i>
(1) Excellent	16.7%	19.3%	14.0%	33.3%	8.6%	22.7%	13.3%	21.5%	
(2) Good	46.3%	48.7%	45.6%	50.0%	45.7%	50.0%	54.7%	40.9%	
(3) Fair	24.1%	23.5%	17.5%	16.7%	22.9%	18.2%	20.0%	24.7%	
(4) Poor	13.0%	8.4%	22.8%	0.0%	22.9%	9.1%	12.0%	12.9%	
Average	2.33	2.21	2.49	1.83	2.60	2.14	2.31	2.29	

Drinking Water: Importance

	Overall <i>n=229</i>	Gender		Age					
		Male <i>n=110</i>	Female <i>n=110</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=76</i>
(1) High	90.0%	88.2%	93.6%	0.0%	93.8%	87.0%	86.8%	93.1%	90.8%
(2) Medium	9.2%	10.9%	5.5%	0.0%	6.3%	8.7%	10.5%	6.9%	9.2%
(3) Low	0.9%	0.9%	0.9%	0.0%	0.0%	4.3%	2.6%	0.0%	0.0%
Average	1.11	1.13	1.07	0.00	1.06	1.17	1.16	1.07	1.09

	Overall <i>n=229</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=117</i>	West <i>n=57</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=73</i>	Over 15 <i>n=87</i>
(1) High	84.6%	93.2%	89.5%	85.7%	94.3%	84.0%	89.0%	92.0%	
(2) Medium	15.4%	5.1%	10.5%	14.3%	5.7%	8.0%	11.0%	8.0%	
(3) Low	0.0%	1.7%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	
Average	1.15	1.09	1.11	1.14	1.06	1.24	1.11	1.08	

Sewer Services: Quality

	Overall <i>n=221</i>	Gender		Age					
		Male <i>n=109</i>	Female <i>n=102</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=20</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=68</i>	Over 65 <i>n=77</i>
(1) Excellent	22.2%	26.6%	18.6%	0.0%	20.0%	25.0%	24.3%	11.8%	31.2%
(2) Good	61.5%	63.3%	60.8%	0.0%	60.0%	60.0%	54.1%	75.0%	53.2%
(3) Fair	12.7%	7.3%	17.6%	0.0%	13.3%	10.0%	18.9%	7.4%	14.3%
(4) Poor	3.6%	2.8%	2.9%	0.0%	6.7%	5.0%	2.7%	5.9%	1.3%
Average	1.98	1.86	2.05	0.00	2.07	1.95	2.00	2.07	1.86

	Overall <i>n=221</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=115</i>	West <i>n=51</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=32</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=70</i>	Over 15 <i>n=89</i>
(1) Excellent	22.2%	17.3%	25.2%	21.6%	0.0%	21.9%	21.7%	17.1%	28.1%
(2) Good	61.5%	67.3%	57.4%	64.7%	100.0%	65.6%	65.2%	70.0%	50.6%
(3) Fair	12.7%	15.4%	12.2%	9.8%	0.0%	9.4%	8.7%	10.0%	16.9%
(4) Poor	3.6%	0.0%	5.2%	3.9%	0.0%	3.1%	4.3%	2.9%	4.5%
Average	1.98	1.98	1.97	1.96	2.00	1.94	1.96	1.99	1.98

Sewer Services: Importance

	Overall <i>n=228</i>	Gender		Age					
		Male <i>n=108</i>	Female <i>n=111</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=73</i>	Over 65 <i>n=74</i>
(1) High	72.4%	70.4%	73.9%	0.0%	75.0%	69.6%	65.8%	72.6%	75.7%
(2) Medium	26.3%	28.7%	24.3%	0.0%	25.0%	30.4%	28.9%	26.0%	24.3%
(3) Low	1.3%	0.9%	1.8%	0.0%	0.0%	0.0%	5.3%	1.4%	0.0%
Average	1.29	1.31	1.28	0.00	1.25	1.30	1.39	1.29	1.24

	Overall <i>n=228</i>	Location			Residency				
		East <i>n=53</i>	Central <i>n=117</i>	West <i>n=55</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=73</i>	Over 15 <i>n=86</i>
(1) High	72.4%	66.0%	72.6%	76.4%	57.1%	82.9%	68.0%	71.2%	70.9%
(2) Medium	26.3%	30.2%	26.5%	23.6%	42.9%	17.1%	32.0%	27.4%	26.7%
(3) Low	1.3%	3.8%	0.9%	0.0%	0.0%	0.0%	0.0%	1.4%	2.3%
Average	1.29	1.38	1.28	1.24	1.43	1.17	1.32	1.30	1.31

Urban Forestry Program: Quality

	Overall <i>n=165</i>	Gender		Age					
		Male <i>n=76</i>	Female <i>n=80</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=10</i>	36 - 45 <i>n=17</i>	46 - 55 <i>n=29</i>	56 - 65 <i>n=49</i>	Over 65 <i>n=57</i>
(1) Excellent	27.9%	27.6%	27.5%	0.0%	40.0%	29.4%	41.4%	14.3%	31.6%
(2) Good	54.5%	56.6%	52.5%	0.0%	50.0%	52.9%	31.0%	73.5%	49.1%
(3) Fair	13.3%	11.8%	15.0%	0.0%	10.0%	5.9%	24.1%	6.1%	17.5%
(4) Poor	4.2%	3.9%	5.0%	0.0%	0.0%	11.8%	3.4%	6.1%	1.8%
Average	1.94	1.92	1.98	0.00	1.70	2.00	1.90	2.04	1.89

	Overall <i>n=165</i>	Location			Residency				
		East <i>n=37</i>	Central <i>n=88</i>	West <i>n=38</i>	Under 1 <i>n=4</i>	1 to 5 <i>n=24</i>	6 to 10 <i>n=17</i>	11 to 15 <i>n=53</i>	Over 15 <i>n=66</i>
(1) Excellent	27.9%	27.0%	28.4%	28.9%	0.0%	33.3%	35.3%	22.6%	30.3%
(2) Good	54.5%	59.5%	53.4%	52.6%	100.0%	58.3%	41.2%	66.0%	43.9%
(3) Fair	13.3%	10.8%	13.6%	13.2%	0.0%	8.3%	17.6%	7.5%	19.7%
(4) Poor	4.2%	2.7%	4.5%	5.3%	0.0%	0.0%	5.9%	3.8%	6.1%
Average	1.94	1.89	1.94	1.95	2.00	1.75	1.94	1.92	2.02

Urban Forestry Program: Importance

	Overall <i>n=207</i>	Gender		Age					
		Male <i>n=98</i>	Female <i>n=100</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=65</i>	Over 65 <i>n=66</i>
(1) High	36.2%	32.7%	41.0%	0.0%	26.7%	34.8%	41.2%	35.4%	39.4%
(2) Medium	52.7%	52.0%	51.0%	0.0%	53.3%	52.2%	50.0%	53.8%	51.5%
(3) Low	11.1%	15.3%	8.0%	0.0%	20.0%	13.0%	8.8%	10.8%	9.1%
Average	1.75	1.83	1.67	0.00	1.93	1.78	1.68	1.75	1.70

	Overall <i>n=207</i>	Location			Residency				
		East <i>n=48</i>	Central <i>n=108</i>	West <i>n=48</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=32</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=66</i>	Over 15 <i>n=77</i>
(1) High	36.2%	33.3%	34.3%	43.8%	50.0%	40.6%	29.2%	31.8%	40.3%
(2) Medium	52.7%	52.1%	58.3%	39.6%	50.0%	50.0%	54.2%	57.6%	48.1%
(3) Low	11.1%	14.6%	7.4%	16.7%	0.0%	9.4%	16.7%	10.6%	11.7%
Average	1.75	1.81	1.73	1.73	1.50	1.69	1.88	1.79	1.71

Tree Trimming: Quality

	Overall <i>n=213</i>	Gender		Age					
		Male <i>n=99</i>	Female <i>n=104</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=13</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=65</i>	Over 65 <i>n=72</i>
(1) Excellent	26.3%	25.3%	26.9%	0.0%	46.2%	30.4%	19.4%	21.5%	30.6%
(2) Good	49.8%	53.5%	46.2%	0.0%	38.5%	47.8%	63.9%	53.8%	40.3%
(3) Fair	17.4%	12.1%	23.1%	0.0%	15.4%	17.4%	11.1%	18.5%	19.4%
(4) Poor	6.6%	9.1%	3.8%	0.0%	0.0%	4.3%	5.6%	6.2%	9.7%
Average	2.04	2.05	2.04	0.00	1.69	1.96	2.03	2.09	2.08

	Overall <i>n=213</i>	Location			Residency				
		East <i>n=48</i>	Central <i>n=113</i>	West <i>n=49</i>	Under 1 <i>n=4</i>	1 to 5 <i>n=31</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=69</i>	Over 15 <i>n=84</i>
(1) Excellent	22.9%	28.3%	26.5%	0.0%	35.5%	34.8%	18.8%	28.6%	
(2) Good	54.2%	45.1%	57.1%	75.0%	45.2%	43.5%	60.9%	42.9%	
(3) Fair	12.5%	20.4%	12.2%	25.0%	16.1%	21.7%	17.4%	15.5%	
(4) Poor	10.4%	6.2%	4.1%	0.0%	3.2%	0.0%	2.9%	13.1%	
Average	2.10	2.04	1.94	2.25	1.87	1.87	2.04	2.13	

Tree Trimming: Importance

	Overall <i>n=222</i>	Gender		Age					
		Male <i>n=106</i>	Female <i>n=107</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=67</i>	Over 65 <i>n=74</i>
(1) High	40.5%	38.7%	42.1%	0.0%	12.5%	26.1%	34.2%	49.3%	45.9%
(2) Medium	51.4%	50.0%	52.3%	0.0%	81.3%	56.5%	63.2%	44.8%	44.6%
(3) Low	8.1%	11.3%	5.6%	0.0%	6.3%	17.4%	2.6%	6.0%	9.5%
Average	1.68	1.73	1.64	0.00	1.94	1.91	1.68	1.57	1.64

	Overall <i>n=222</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=114</i>	West <i>n=53</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=34</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=72</i>	Over 15 <i>n=83</i>
(1) High	44.2%	35.1%	45.3%	28.6%	41.2%	29.2%	37.5%	45.8%	
(2) Medium	48.1%	55.3%	49.1%	71.4%	50.0%	54.2%	58.3%	44.6%	
(3) Low	7.7%	9.6%	5.7%	0.0%	8.8%	16.7%	4.2%	9.6%	
Average	1.63	1.75	1.60	1.71	1.68	1.88	1.67	1.64	

Pedestrian & bicycle paths: Quality

	Overall <i>n=216</i>	Gender		Age					
		Male <i>n=103</i>	Female <i>n=105</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=65</i>	Over 65 <i>n=72</i>
(1) Excellent	28.7%	28.2%	27.6%	0.0%	25.0%	30.4%	32.4%	21.5%	34.7%
(2) Good	53.2%	53.4%	54.3%	0.0%	62.5%	60.9%	45.9%	56.9%	47.2%
(3) Fair	14.4%	14.6%	14.3%	0.0%	12.5%	8.7%	16.2%	12.3%	18.1%
(4) Poor	3.7%	3.9%	3.8%	0.0%	0.0%	0.0%	5.4%	9.2%	0.0%
Average	1.93	1.94	1.94	0.00	1.88	1.78	1.95	2.09	1.83

	Overall <i>n=216</i>	Location			Residency				
		East <i>n=50</i>	Central <i>n=109</i>	West <i>n=54</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=32</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=64</i>	Over 15 <i>n=87</i>
(1) Excellent	28.7%	28.0%	31.2%	25.9%	14.3%	28.1%	25.0%	23.4%	35.6%
(2) Good	53.2%	56.0%	51.4%	51.9%	85.7%	56.3%	54.2%	60.9%	42.5%
(3) Fair	14.4%	10.0%	15.6%	16.7%	0.0%	12.5%	20.8%	10.9%	17.2%
(4) Poor	3.7%	6.0%	1.8%	5.6%	0.0%	3.1%	0.0%	4.7%	4.6%
Average	1.93	1.94	1.88	2.02	1.86	1.91	1.96	1.97	1.91

Pedestrian & bicycle paths: Importance

	Overall <i>n=223</i>	Gender		Age					
		Male <i>n=106</i>	Female <i>n=109</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=72</i>
(1) High	46.2%	47.2%	43.1%	0.0%	37.5%	39.1%	55.6%	40.3%	51.4%
(2) Medium	45.3%	41.5%	50.5%	0.0%	62.5%	47.8%	41.7%	50.0%	38.9%
(3) Low	8.5%	11.3%	6.4%	0.0%	0.0%	13.0%	2.8%	9.7%	9.7%
Average	1.62	1.64	1.63	0.00	1.63	1.74	1.47	1.69	1.58

	Overall <i>n=223</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=113</i>	West <i>n=55</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=69</i>	Over 15 <i>n=85</i>
(1) High	46.2%	46.2%	39.8%	56.4%	71.4%	51.4%	40.0%	47.8%	41.2%
(2) Medium	45.3%	40.4%	53.1%	36.4%	28.6%	45.7%	56.0%	42.0%	47.1%
(3) Low	8.5%	13.5%	7.1%	7.3%	0.0%	2.9%	4.0%	10.1%	11.8%
Average	1.62	1.67	1.67	1.51	1.29	1.51	1.64	1.62	1.71

Public Property maintenance: Quality

	Overall <i>n=221</i>	Gender		Age					
		Male <i>n=103</i>	Female <i>n=108</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=65</i>	Over 65 <i>n=75</i>
(1) Excellent	24.0%	24.3%	24.1%	0.0%	31.3%	26.1%	23.7%	15.4%	30.7%
(2) Good	59.3%	63.1%	55.6%	0.0%	56.3%	60.9%	60.5%	64.6%	54.7%
(3) Fair	11.8%	8.7%	14.8%	0.0%	12.5%	13.0%	7.9%	10.8%	12.0%
(4) Poor	5.0%	3.9%	5.6%	0.0%	0.0%	0.0%	7.9%	9.2%	2.7%
Average	1.98	1.92	2.02	0.00	1.81	1.87	2.00	2.14	1.87

	Overall <i>n=221</i>	Location			Residency				
		East <i>n=53</i>	Central <i>n=115</i>	West <i>n=50</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=34</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=67</i>	Over 15 <i>n=87</i>
(1) Excellent	24.0%	17.0%	27.0%	26.0%	0.0%	35.3%	20.8%	17.9%	27.6%
(2) Good	59.3%	58.5%	60.0%	60.0%	85.7%	52.9%	70.8%	67.2%	50.6%
(3) Fair	11.8%	17.0%	8.7%	10.0%	0.0%	11.8%	8.3%	10.4%	13.8%
(4) Poor	5.0%	7.5%	4.3%	4.0%	14.3%	0.0%	0.0%	4.5%	8.0%
Average	1.98	2.15	1.90	1.92	2.29	1.76	1.88	2.01	2.02

Public Property maintenance: Importance

	Overall <i>n=226</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=110</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=69</i>	Over 65 <i>n=76</i>
(1) High	49.6%	49.5%	49.1%	0.0%	43.8%	34.8%	42.1%	52.2%	56.6%
(2) Medium	46.9%	45.8%	48.2%	0.0%	56.3%	65.2%	50.0%	42.0%	42.1%
(3) Low	3.5%	4.7%	2.7%	0.0%	0.0%	0.0%	7.9%	5.8%	1.3%
Average	1.54	1.55	1.54	0.00	1.56	1.65	1.66	1.54	1.45

	Overall <i>n=226</i>	Location			Residency				
		East <i>n=53</i>	Central <i>n=117</i>	West <i>n=53</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=71</i>	Over 15 <i>n=86</i>
(1) High	49.6%	50.9%	41.9%	62.3%	57.1%	57.1%	44.0%	43.7%	51.2%
(2) Medium	46.9%	47.2%	53.0%	35.8%	42.9%	42.9%	52.0%	53.5%	43.0%
(3) Low	3.5%	1.9%	5.1%	1.9%	0.0%	0.0%	4.0%	2.8%	5.8%
Average	1.54	1.51	1.63	1.40	1.43	1.43	1.60	1.59	1.55

Public Property beautification: Quality

	Overall <i>n=219</i>	Gender		Age					
		Male <i>n=100</i>	Female <i>n=109</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=65</i>	Over 65 <i>n=75</i>
		(1) Excellent	24.2%	25.0%	22.9%	0.0%	33.3%	27.3%	28.9%
(2) Good	52.1%	54.0%	50.5%	0.0%	40.0%	50.0%	42.1%	63.1%	49.3%
(3) Fair	18.7%	16.0%	22.0%	0.0%	26.7%	22.7%	21.1%	12.3%	20.0%
(4) Poor	5.0%	5.0%	4.6%	0.0%	0.0%	0.0%	7.9%	10.8%	1.3%
Average	2.05	2.01	2.08	0.00	1.93	1.95	2.08	2.20	1.93

	Overall <i>n=219</i>	Location			Residency				
		East <i>n=51</i>	Central <i>n=114</i>	West <i>n=51</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=68</i>	Over 15 <i>n=86</i>
		(1) Excellent	21.6%	27.2%	21.6%	16.7%	36.4%	25.0%	22.1%
(2) Good	52.9%	50.9%	52.9%	66.7%	42.4%	50.0%	54.4%	52.3%	
(3) Fair	17.6%	17.5%	21.6%	0.0%	21.2%	25.0%	19.1%	17.4%	
(4) Poor	7.8%	4.4%	3.9%	16.7%	0.0%	0.0%	4.4%	8.1%	
Average	2.12	1.99	2.08	2.17	1.85	2.00	2.06	2.12	

Public Property beautification: Importance

	Overall <i>n=225</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=109</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=70</i>	Over 65 <i>n=75</i>
		(1) High	42.7%	38.3%	45.0%	0.0%	12.5%	30.4%	48.6%
(2) Medium	49.3%	52.3%	48.6%	0.0%	87.5%	60.9%	43.2%	48.6%	42.7%
(3) Low	8.0%	9.3%	6.4%	0.0%	0.0%	8.7%	8.1%	8.6%	8.0%
Average	1.65	1.71	1.61	0.00	1.88	1.78	1.59	1.66	1.59

	Overall <i>n=225</i>	Location			Residency				
		East <i>n=53</i>	Central <i>n=116</i>	West <i>n=53</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=71</i>	Over 15 <i>n=85</i>
		(1) High	47.2%	31.0%	60.4%	42.9%	45.7%	40.0%	36.6%
(2) Medium	45.3%	58.6%	35.8%	57.1%	48.6%	48.0%	56.3%	44.7%	
(3) Low	7.5%	10.3%	3.8%	0.0%	5.7%	12.0%	7.0%	9.4%	
Average	1.60	1.79	1.43	1.57	1.60	1.72	1.70	1.64	

Overall Public Works: Quality

	Overall <i>n=231</i>	Gender		Age					
		Male <i>n=109</i>	Female <i>n=112</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=79</i>
(1) Excellent	17.7%	21.1%	14.3%	0.0%	25.0%	13.6%	15.8%	8.3%	27.8%
(2) Good	64.5%	65.1%	64.3%	0.0%	56.3%	72.7%	63.2%	75.0%	53.2%
(3) Fair	12.6%	6.4%	18.8%	0.0%	18.8%	9.1%	18.4%	6.9%	15.2%
(4) Poor	5.2%	7.3%	2.7%	0.0%	0.0%	4.5%	2.6%	9.7%	3.8%
Average	2.05	2.00	2.10	0.00	1.94	2.05	2.08	2.18	1.95

	Overall <i>n=231</i>	Location			Residency				
		East <i>n=56</i>	Central <i>n=120</i>	West <i>n=52</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=32</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=73</i>	Over 15 <i>n=93</i>
(1) Excellent	17.7%	17.9%	19.2%	15.4%	14.3%	25.0%	16.7%	9.6%	22.6%
(2) Good	64.5%	62.5%	60.8%	73.1%	85.7%	68.8%	70.8%	74.0%	51.6%
(3) Fair	12.6%	10.7%	15.0%	9.6%	0.0%	6.3%	12.5%	11.0%	17.2%
(4) Poor	5.2%	8.9%	5.0%	1.9%	0.0%	0.0%	0.0%	5.5%	8.6%
Average	2.05	2.11	2.06	1.98	1.86	1.81	1.96	2.12	2.12

Overall Public Works: Importance

	Overall <i>n=225</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=109</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=73</i>	Over 65 <i>n=72</i>
(1) High	69.3%	70.1%	68.8%	0.0%	75.0%	60.9%	67.6%	72.6%	69.4%
(2) Medium	29.8%	29.0%	30.3%	0.0%	25.0%	39.1%	32.4%	26.0%	29.2%
(3) Low	0.9%	0.9%	0.9%	0.0%	0.0%	0.0%	0.0%	1.4%	1.4%
Average	1.32	1.31	1.32	0.00	1.25	1.39	1.32	1.29	1.32

	Overall <i>n=225</i>	Location			Residency				
		East <i>n=54</i>	Central <i>n=115</i>	West <i>n=53</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=72</i>	Over 15 <i>n=86</i>
(1) High	69.3%	79.6%	61.7%	73.6%	71.4%	81.8%	64.0%	66.7%	67.4%
(2) Medium	29.8%	20.4%	37.4%	24.5%	28.6%	18.2%	36.0%	31.9%	31.4%
(3) Low	0.9%	0.0%	0.9%	1.9%	0.0%	0.0%	0.0%	1.4%	1.2%
Average	1.32	1.20	1.39	1.28	1.29	1.18	1.36	1.35	1.34

PARKS/RECREATION

Quality of Village Parks: Quality

	Overall <i>n=210</i>	Gender		Age					
		Male <i>n=102</i>	Female <i>n=100</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=64</i>	Over 65 <i>n=70</i>
(1) Excellent	21.9%	21.6%	21.0%	0.0%	18.8%	26.1%	20.6%	20.3%	24.3%
(2) Good	61.4%	62.7%	61.0%	0.0%	68.8%	65.2%	55.9%	56.3%	64.3%
(3) Fair	11.9%	10.8%	14.0%	0.0%	12.5%	4.3%	11.8%	17.2%	10.0%
(4) Poor	4.8%	4.9%	4.0%	0.0%	0.0%	4.3%	11.8%	6.3%	1.4%
Average	2.00	1.99	2.01	0.00	1.94	1.87	2.15	2.09	1.89

	Overall <i>n=210</i>	Location			Residency				
		East <i>n=51</i>	Central <i>n=105</i>	West <i>n=52</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=68</i>	Over 15 <i>n=77</i>
(1) Excellent	27.5%	16.2%	28.8%	33.3%	33.3%	24.0%	14.7%	22.1%	
(2) Good	60.8%	60.0%	65.4%	66.7%	54.5%	64.0%	67.6%	57.1%	
(3) Fair	7.8%	18.1%	1.9%	0.0%	12.1%	8.0%	13.2%	13.0%	
(4) Poor	3.9%	5.7%	3.8%	0.0%	0.0%	4.0%	4.4%	7.8%	
Average	1.88	2.13	1.81	1.67	1.79	1.92	2.07	2.06	

Quality of Village Parks: Importance

	Overall <i>n=216</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=102</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=68</i>	Over 65 <i>n=71</i>
(1) High	54.2%	50.5%	57.8%	0.0%	50.0%	65.2%	62.9%	64.7%	38.0%
(2) Medium	43.5%	46.7%	40.2%	0.0%	50.0%	34.8%	34.3%	32.4%	59.2%
(3) Low	2.3%	2.8%	2.0%	0.0%	0.0%	0.0%	2.9%	2.9%	2.8%
Average	1.48	1.52	1.44	0.00	1.50	1.35	1.40	1.38	1.65

	Overall <i>n=216</i>	Location			Residency				
		East <i>n=50</i>	Central <i>n=111</i>	West <i>n=53</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=34</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=69</i>	Over 15 <i>n=81</i>
(1) High	66.0%	45.9%	58.5%	28.6%	64.7%	62.5%	65.2%	39.5%	
(2) Medium	32.0%	52.3%	37.7%	71.4%	35.3%	33.3%	34.8%	55.6%	
(3) Low	2.0%	1.8%	3.8%	0.0%	0.0%	4.2%	0.0%	4.9%	
Average	1.36	1.56	1.45	1.71	1.35	1.42	1.35	1.65	

Parks Maintenance: Quality

	Overall <i>n=206</i>	Gender		Age					
		Male <i>n=101</i>	Female <i>n=97</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=62</i>	Over 65 <i>n=68</i>
		(1) Excellent	23.3%	24.8%	20.6%	0.0%	12.5%	26.1%	23.5%
(2) Good	60.7%	59.4%	62.9%	0.0%	75.0%	60.9%	55.9%	58.1%	61.8%
(3) Fair	12.1%	12.9%	12.4%	0.0%	12.5%	8.7%	17.6%	9.7%	11.8%
(4) Poor	3.9%	3.0%	4.1%	0.0%	0.0%	4.3%	2.9%	8.1%	1.5%
Average	1.97	1.94	2.00	0.00	2.00	1.91	2.00	2.02	1.90

	Overall <i>n=206</i>	Location			Residency				
		East <i>n=51</i>	Central <i>n=102</i>	West <i>n=51</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=31</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=67</i>	Over 15 <i>n=77</i>
		(1) Excellent	29.4%	18.6%	27.5%	16.7%	35.5%	29.2%	14.9%
(2) Good	54.9%	58.8%	68.6%	83.3%	58.1%	58.3%	68.7%	53.2%	
(3) Fair	11.8%	17.6%	2.0%	0.0%	6.5%	8.3%	14.9%	14.3%	
(4) Poor	3.9%	4.9%	2.0%	0.0%	0.0%	4.2%	1.5%	7.8%	
Average	1.90	2.09	1.78	1.83	1.71	1.88	2.03	2.05	

Parks Maintenance: Importance

	Overall <i>n=196</i>	Gender		Age					
		Male <i>n=95</i>	Female <i>n=94</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=64</i>	Over 65 <i>n=58</i>
		(1) High	35.2%	28.4%	40.4%	0.0%	25.0%	54.5%	38.2%
(2) Medium	53.6%	56.8%	51.1%	0.0%	75.0%	40.9%	47.1%	51.6%	60.3%
(3) Low	11.2%	14.7%	8.5%	0.0%	0.0%	4.5%	14.7%	15.6%	10.3%
Average	1.76	1.86	1.68	0.00	1.75	1.50	1.76	1.83	1.81

	Overall <i>n=196</i>	Location			Residency				
		East <i>n=45</i>	Central <i>n=101</i>	West <i>n=48</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=32</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=65</i>	Over 15 <i>n=69</i>
		(1) High	48.9%	26.7%	37.5%	28.6%	59.4%	36.4%	33.8%
(2) Medium	42.2%	58.4%	56.3%	71.4%	37.5%	54.5%	56.9%	56.5%	
(3) Low	8.9%	14.9%	6.3%	0.0%	3.1%	9.1%	9.2%	18.8%	
Average	1.60	1.88	1.69	1.71	1.44	1.73	1.75	1.94	

Recreation Programs: Quality

	Overall <i>n=155</i>	Gender			Age					
		Male <i>n=67</i>	Female <i>n=81</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=10</i>	36 - 45 <i>n=17</i>	46 - 55 <i>n=30</i>	56 - 65 <i>n=46</i>	Over 65 <i>n=50</i>	
(1) Excellent	14.2%	13.4%	12.3%	0.0%	10.0%	17.6%	16.7%	10.9%	16.0%	
(2) Good	48.4%	46.3%	50.6%	0.0%	60.0%	58.8%	36.7%	47.8%	48.0%	
(3) Fair	28.4%	29.9%	28.4%	0.0%	20.0%	17.6%	36.7%	26.1%	32.0%	
(4) Poor	9.0%	10.4%	8.6%	0.0%	10.0%	5.9%	10.0%	15.2%	4.0%	
Average	2.32	2.37	2.33	0.00	2.30	2.12	2.40	2.46	2.24	

	Overall <i>n=155</i>	Location			Residency				
		East <i>n=32</i>	Central <i>n=80</i>	West <i>n=41</i>	Under 1 <i>n=3</i>	1 to 5 <i>n=22</i>	6 to 10 <i>n=20</i>	11 to 15 <i>n=48</i>	Over 15 <i>n=61</i>
(1) Excellent		18.8%	15.0%	9.8%	0.0%	18.2%	25.0%	10.4%	13.1%
(2) Good		50.0%	45.0%	53.7%	100.0%	54.5%	35.0%	54.2%	42.6%
(3) Fair		21.9%	28.8%	31.7%	0.0%	22.7%	35.0%	22.9%	34.4%
(4) Poor		9.4%	11.3%	4.9%	0.0%	4.5%	5.0%	12.5%	9.8%
Average		2.22	2.36	2.32	2.00	2.14	2.20	2.38	2.41

Recreation Programs: Importance

	Overall <i>n=215</i>	Gender		Age					
		Male <i>n=106</i>	Female <i>n=102</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=69</i>	Over 65 <i>n=70</i>
(1) High	55.3%	54.7%	55.9%	0.0%	62.5%	56.5%	55.9%	65.2%	44.3%
(2) Medium	42.3%	42.5%	42.2%	0.0%	37.5%	43.5%	44.1%	31.9%	51.4%
(3) Low	2.3%	2.8%	2.0%	0.0%	0.0%	0.0%	0.0%	2.9%	4.3%
Average	1.47	1.48	1.46	0.00	1.38	1.43	1.44	1.38	1.60

	Overall <i>n=215</i>	Location			Residency				
		East <i>n=51</i>	Central <i>n=109</i>	West <i>n=53</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=34</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=69</i>	Over 15 <i>n=80</i>
(1) High		68.6%	45.0%	62.3%	42.9%	67.6%	62.5%	62.3%	42.5%
(2) Medium		29.4%	53.2%	34.0%	57.1%	32.4%	37.5%	37.7%	51.3%
(3) Low		2.0%	1.8%	3.8%	0.0%	0.0%	0.0%	0.0%	6.3%
Average		1.33	1.57	1.42	1.57	1.32	1.38	1.38	1.64

Special Events: Quality

	Overall <i>n=156</i>	Gender		Age					
		Male <i>n=71</i>	Female <i>n=78</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=8</i>	36 - 45 <i>n=18</i>	46 - 55 <i>n=29</i>	56 - 65 <i>n=42</i>	Over 65 <i>n=56</i>
		(1) Excellent	10.3%	9.9%	7.7%	0.0%	12.5%	11.1%	17.2%
(2) Good	48.7%	49.3%	50.0%	0.0%	75.0%	66.7%	37.9%	45.2%	46.4%
(3) Fair	32.1%	32.4%	32.1%	0.0%	12.5%	16.7%	37.9%	31.0%	37.5%
(4) Poor	9.0%	8.5%	10.3%	0.0%	0.0%	5.6%	6.9%	19.0%	5.4%
Average	2.40	2.39	2.45	0.00	2.00	2.17	2.34	2.64	2.38

	Overall <i>n=156</i>	Location			Residency				
		East <i>n=36</i>	Central <i>n=85</i>	West <i>n=33</i>	Under 1 <i>n=2</i>	1 to 5 <i>n=19</i>	6 to 10 <i>n=18</i>	11 to 15 <i>n=49</i>	Over 15 <i>n=67</i>
		(1) Excellent	13.9%	8.2%	12.1%	0.0%	15.8%	16.7%	6.1%
(2) Good	55.6%	43.5%	54.5%	100.0%	63.2%	44.4%	57.1%	37.3%	
(3) Fair	19.4%	37.6%	30.3%	0.0%	21.1%	33.3%	28.6%	38.8%	
(4) Poor	11.1%	10.6%	3.0%	0.0%	0.0%	5.6%	8.2%	13.4%	
Average	2.28	2.51	2.24	2.00	2.05	2.28	2.39	2.55	

Special Events: Importance

	Overall <i>n=197</i>	Gender		Age					
		Male <i>n=94</i>	Female <i>n=96</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=63</i>	Over 65 <i>n=61</i>
		(1) High	28.4%	21.3%	34.4%	0.0%	18.8%	28.6%	29.4%
(2) Medium	53.3%	54.3%	52.1%	0.0%	56.3%	52.4%	50.0%	52.4%	55.7%
(3) Low	18.3%	24.5%	13.5%	0.0%	25.0%	19.0%	20.6%	14.3%	19.7%
Average	1.90	2.03	1.79	0.00	2.06	1.90	1.91	1.81	1.95

	Overall <i>n=197</i>	Location			Residency				
		East <i>n=47</i>	Central <i>n=102</i>	West <i>n=46</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=32</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=64</i>	Over 15 <i>n=73</i>
		(1) High	40.4%	19.6%	32.6%	0.0%	40.6%	28.6%	23.4%
(2) Medium	44.7%	57.8%	54.3%	66.7%	43.8%	57.1%	64.1%	46.6%	
(3) Low	14.9%	22.5%	13.0%	33.3%	15.6%	14.3%	12.5%	24.7%	
Average	1.74	2.03	1.80	2.33	1.75	1.86	1.89	1.96	

Recreation Facilities: Quality

	Overall <i>n=167</i>	Gender		Age					
		Male <i>n=79</i>	Female <i>n=81</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=10</i>	36 - 45 <i>n=18</i>	46 - 55 <i>n=30</i>	56 - 65 <i>n=48</i>	Over 65 <i>n=58</i>
		(1) Excellent	11.4%	13.9%	7.4%	0.0%	10.0%	16.7%	10.0%
(2) Good	47.9%	49.4%	46.9%	0.0%	80.0%	55.6%	40.0%	41.7%	48.3%
(3) Fair	28.1%	24.1%	34.6%	0.0%	0.0%	22.2%	33.3%	27.1%	34.5%
(4) Poor	12.6%	12.7%	11.1%	0.0%	10.0%	5.6%	16.7%	18.8%	6.9%
Average	2.42	2.35	2.49	0.00	2.10	2.17	2.57	2.52	2.38

	Overall <i>n=167</i>	Location			Residency				
		East <i>n=38</i>	Central <i>n=86</i>	West <i>n=41</i>	Under 1 <i>n=2</i>	1 to 5 <i>n=24</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=50</i>	Over 15 <i>n=69</i>
		(1) Excellent	15.8%	12.8%	4.9%	0.0%	16.7%	23.8%	6.0%
(2) Good	50.0%	37.2%	68.3%	100.0%	58.3%	38.1%	56.0%	39.1%	
(3) Fair	18.4%	37.2%	17.1%	0.0%	16.7%	28.6%	26.0%	34.8%	
(4) Poor	15.8%	12.8%	9.8%	0.0%	8.3%	9.5%	12.0%	15.9%	
Average	2.34	2.50	2.32	2.00	2.17	2.24	2.44	2.57	

Recreation Facilities: Importance

	Overall <i>n=204</i>	Gender		Age					
		Male <i>n=99</i>	Female <i>n=98</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=65</i>	Over 65 <i>n=64</i>
		(1) High	40.7%	41.4%	37.8%	0.0%	37.5%	36.4%	38.2%
(2) Medium	51.0%	48.5%	55.1%	0.0%	62.5%	54.5%	52.9%	41.5%	54.7%
(3) Low	8.3%	10.1%	7.1%	0.0%	0.0%	9.1%	8.8%	7.7%	10.9%
Average	1.68	1.69	1.69	0.00	1.63	1.73	1.71	1.57	1.77

	Overall <i>n=204</i>	Location			Residency				
		East <i>n=47</i>	Central <i>n=105</i>	West <i>n=50</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=64</i>	Over 15 <i>n=75</i>
		(1) High	59.6%	28.6%	46.0%	28.6%	60.6%	45.8%	40.6%
(2) Medium	36.2%	61.0%	46.0%	71.4%	33.3%	50.0%	54.7%	54.7%	
(3) Low	4.3%	10.5%	8.0%	0.0%	6.1%	4.2%	4.7%	14.7%	
Average	1.45	1.82	1.62	1.71	1.45	1.58	1.64	1.84	

Preservation of Natural Areas: Quality

	Overall <i>n=215</i>	Gender		Age					
		Male <i>n=101</i>	Female <i>n=105</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=67</i>	Over 65 <i>n=71</i>
(1) Excellent	26.0%	28.7%	21.9%	0.0%	26.7%	34.8%	27.8%	20.9%	28.2%
(2) Good	54.4%	52.5%	58.1%	0.0%	60.0%	56.5%	52.8%	56.7%	50.7%
(3) Fair	14.0%	12.9%	15.2%	0.0%	13.3%	8.7%	13.9%	11.9%	18.3%
(4) Poor	5.6%	5.9%	4.8%	0.0%	0.0%	0.0%	5.6%	10.4%	2.8%
Average	1.99	1.96	2.03	0.00	1.87	1.74	1.97	2.12	1.96

	Overall <i>n=215</i>	Location			Residency				
		East <i>n=49</i>	Central <i>n=111</i>	West <i>n=53</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=31</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=69</i>	Over 15 <i>n=84</i>
(1) Excellent	26.0%	28.6%	26.1%	24.5%	40.0%	38.7%	40.0%	18.8%	22.6%
(2) Good	54.4%	53.1%	52.3%	60.4%	60.0%	58.1%	36.0%	60.9%	53.6%
(3) Fair	14.0%	8.2%	18.9%	9.4%	0.0%	3.2%	16.0%	17.4%	15.5%
(4) Poor	5.6%	10.2%	2.7%	5.7%	0.0%	0.0%	8.0%	2.9%	8.3%
Average	1.99	2.00	1.98	1.96	1.60	1.65	1.92	2.04	2.10

Preservation of Natural Areas: Importance

	Overall <i>n=219</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=104</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=70</i>
(1) High	57.5%	58.9%	56.7%	0.0%	56.3%	65.2%	65.7%	58.3%	51.4%
(2) Medium	37.4%	35.5%	38.5%	0.0%	43.8%	30.4%	34.3%	34.7%	42.9%
(3) Low	5.0%	5.6%	4.8%	0.0%	0.0%	4.3%	0.0%	6.9%	5.7%
Average	1.47	1.47	1.48	0.00	1.44	1.39	1.34	1.49	1.54

	Overall <i>n=219</i>	Location			Residency				
		East <i>n=51</i>	Central <i>n=112</i>	West <i>n=54</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=71</i>	Over 15 <i>n=83</i>
(1) High	57.5%	58.8%	50.0%	70.4%	42.9%	72.7%	66.7%	59.2%	48.2%
(2) Medium	37.4%	35.3%	43.8%	27.8%	57.1%	27.3%	33.3%	36.6%	42.2%
(3) Low	5.0%	5.9%	6.3%	1.9%	0.0%	0.0%	0.0%	4.2%	9.6%
Average	1.47	1.47	1.56	1.31	1.57	1.27	1.33	1.45	1.61

Swimming Pool Facility: Quality

	Overall <i>n=103</i>	Gender		Age					
		Male <i>n=50</i>	Female <i>n=50</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=5</i>	36 - 45 <i>n=10</i>	46 - 55 <i>n=21</i>	56 - 65 <i>n=34</i>	Over 65 <i>n=33</i>
		(1) Excellent	11.7%	12.0%	10.0%	0.0%	0.0%	10.0%	19.0%
(2) Good	48.5%	46.0%	52.0%	0.0%	80.0%	50.0%	42.9%	44.1%	51.5%
(3) Fair	21.4%	22.0%	20.0%	0.0%	20.0%	40.0%	4.8%	23.5%	24.2%
(4) Poor	18.4%	20.0%	18.0%	0.0%	0.0%	0.0%	33.3%	23.5%	12.1%
Average	2.47	2.50	2.46	0.00	2.20	2.30	2.52	2.62	2.36

	Overall <i>n=181</i>	Location			Residency				
		East <i>n=27</i>	Central <i>n=52</i>	West <i>n=23</i>	Under 1 <i>n=2</i>	1 to 5 <i>n=14</i>	6 to 10 <i>n=10</i>	11 to 15 <i>n=35</i>	Over 15 <i>n=42</i>
		(1) Excellent	18.5%	9.6%	8.7%	0.0%	7.1%	20.0%	11.4%
(2) Good	55.6%	42.3%	56.5%	100.0%	50.0%	40.0%	45.7%	50.0%	
(3) Fair	7.4%	26.9%	26.1%	0.0%	35.7%	20.0%	25.7%	14.3%	
(4) Poor	18.5%	21.2%	8.7%	0.0%	7.1%	20.0%	17.1%	23.8%	
Average	2.26	2.60	2.35	2.00	2.43	2.40	2.49	2.50	

Swimming Pool Facility: Importance

	Overall <i>n=181</i>	Gender		Age					
		Male <i>n=85</i>	Female <i>n=90</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=33</i>	56 - 65 <i>n=60</i>	Over 65 <i>n=49</i>
		(1) High	34.8%	34.1%	35.6%	0.0%	18.8%	28.6%	30.3%
(2) Medium	45.3%	38.8%	51.1%	0.0%	50.0%	52.4%	39.4%	40.0%	53.1%
(3) Low	19.9%	27.1%	13.3%	0.0%	31.3%	19.0%	30.3%	16.7%	12.2%
Average	1.85	1.93	1.78	0.00	2.13	1.90	2.00	1.73	1.78

	Overall <i>n=181</i>	Location			Residency				
		East <i>n=42</i>	Central <i>n=93</i>	West <i>n=44</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=31</i>	6 to 10 <i>n=19</i>	11 to 15 <i>n=60</i>	Over 15 <i>n=63</i>
		(1) High	47.6%	29.0%	31.8%	0.0%	41.9%	42.1%	33.3%
(2) Medium	38.1%	50.5%	43.2%	57.1%	41.9%	31.6%	45.0%	50.8%	
(3) Low	14.3%	20.4%	25.0%	42.9%	16.1%	26.3%	21.7%	15.9%	
Average	1.67	1.91	1.93	2.43	1.74	1.84	1.88	1.83	

Overall Parks/Recreation: Quality

	Overall <i>n=208</i>	Gender		Age					
		Male <i>n=99</i>	Female <i>n=101</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=14</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=65</i>	Over 65 <i>n=69</i>
(1) Excellent	12.5%	13.1%	9.9%	0.0%	14.3%	13.6%	17.1%	10.8%	11.6%
(2) Good	60.6%	58.6%	64.4%	0.0%	78.6%	77.3%	48.6%	60.0%	58.0%
(3) Fair	20.2%	19.2%	20.8%	0.0%	7.1%	4.5%	31.4%	16.9%	24.6%
(4) Poor	6.7%	9.1%	5.0%	0.0%	0.0%	4.5%	2.9%	12.3%	5.8%
Average	2.21	2.24	2.21	0.00	1.93	2.00	2.20	2.31	2.25

	Overall <i>n=208</i>	Location			Residency				
		East <i>n=49</i>	Central <i>n=105</i>	West <i>n=52</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=30</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=67</i>	Over 15 <i>n=81</i>
(1) Excellent	12.5%	20.4%	10.5%	9.6%	20.0%	16.7%	16.7%	10.4%	11.1%
(2) Good	60.6%	59.2%	54.3%	75.0%	80.0%	70.0%	62.5%	62.7%	53.1%
(3) Fair	20.2%	14.3%	27.6%	9.6%	0.0%	13.3%	16.7%	14.9%	29.6%
(4) Poor	6.7%	6.1%	7.6%	5.8%	0.0%	0.0%	4.2%	11.9%	6.2%
Average	2.21	2.06	2.32	2.12	1.80	1.97	2.08	2.28	2.31

Overall Parks/Recreation: Importance

	Overall <i>n=217</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=103</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=71</i>	Over 65 <i>n=69</i>
(1) High	46.5%	43.9%	48.5%	0.0%	37.5%	52.2%	54.3%	56.3%	33.3%
(2) Medium	50.2%	50.5%	50.5%	0.0%	62.5%	47.8%	42.9%	40.8%	60.9%
(3) Low	3.2%	5.6%	1.0%	0.0%	0.0%	0.0%	2.9%	2.8%	5.8%
Average	1.57	1.62	1.52	0.00	1.63	1.48	1.49	1.46	1.72

	Overall <i>n=217</i>	Location			Residency				
		East <i>n=51</i>	Central <i>n=111</i>	West <i>n=53</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=34</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=70</i>	Over 15 <i>n=81</i>
(1) High	46.5%	58.8%	39.6%	47.2%	14.3%	55.9%	58.3%	54.3%	34.6%
(2) Medium	50.2%	41.2%	56.8%	47.2%	85.7%	44.1%	41.7%	42.9%	59.3%
(3) Low	3.2%	0.0%	3.6%	5.7%	0.0%	0.0%	0.0%	2.9%	6.2%
Average	1.57	1.41	1.64	1.58	1.86	1.44	1.42	1.49	1.72

COMMUNITY DEVELOPMENT

Land use, planning and zoning: Quality

	Overall <i>n=189</i>	Gender		Age					
		Male <i>n=91</i>	Female <i>n=91</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=11</i>	36 - 45 <i>n=19</i>	46 - 55 <i>n=32</i>	56 - 65 <i>n=60</i>	Over 65 <i>n=65</i>
(1) Excellent	13.2%	14.3%	9.9%	0.0%	9.1%	10.5%	9.4%	8.3%	21.5%
(2) Good	50.3%	50.5%	50.5%	0.0%	72.7%	47.4%	46.9%	50.0%	47.7%
(3) Fair	25.9%	22.0%	31.9%	0.0%	18.2%	26.3%	28.1%	31.7%	21.5%
(4) Poor	10.6%	13.2%	7.7%	0.0%	0.0%	15.8%	15.6%	10.0%	9.2%
Average	2.34	2.34	2.37	0.00	2.09	2.47	2.50	2.43	2.18

	Overall <i>n=189</i>	Location			Residency				
		East <i>n=39</i>	Central <i>n=99</i>	West <i>n=49</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=29</i>	6 to 10 <i>n=19</i>	11 to 15 <i>n=63</i>	Over 15 <i>n=72</i>
(1) Excellent	13.2%	7.7%	14.1%	16.3%	20.0%	10.3%	15.8%	9.5%	16.7%
(2) Good	50.3%	59.0%	45.5%	53.1%	40.0%	58.6%	47.4%	54.0%	44.4%
(3) Fair	25.9%	28.2%	29.3%	16.3%	40.0%	31.0%	21.1%	25.4%	25.0%
(4) Poor	10.6%	5.1%	11.1%	14.3%	0.0%	0.0%	15.8%	11.1%	13.9%
Average	2.34	2.31	2.37	2.29	2.20	2.21	2.37	2.38	2.36

Land use, planning and zoning: Importance

	Overall <i>n=204</i>	Gender		Age					
		Male <i>n=99</i>	Female <i>n=99</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=12</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=61</i>	Over 65 <i>n=69</i>
(1) High	58.3%	54.5%	62.6%	0.0%	33.3%	50.0%	57.9%	70.5%	55.1%
(2) Medium	37.3%	41.4%	32.3%	0.0%	66.7%	45.5%	34.2%	26.2%	40.6%
(3) Low	4.4%	4.0%	5.1%	0.0%	0.0%	4.5%	7.9%	3.3%	4.3%
Average	1.46	1.49	1.42	0.00	1.67	1.55	1.50	1.33	1.49

	Overall <i>n=204</i>	Location			Residency				
		East <i>n=42</i>	Central <i>n=108</i>	West <i>n=52</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=31</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=69</i>	Over 15 <i>n=76</i>
(1) High	58.3%	71.4%	53.7%	55.8%	33.3%	71.0%	61.9%	60.9%	51.3%
(2) Medium	37.3%	21.4%	41.7%	42.3%	66.7%	29.0%	28.6%	33.3%	44.7%
(3) Low	4.4%	7.1%	4.6%	1.9%	0.0%	0.0%	9.5%	5.8%	3.9%
Average	1.46	1.36	1.51	1.46	1.67	1.29	1.48	1.45	1.53

Code Enforcement: Quality

	Overall <i>n=191</i>	Gender		Age					
		Male <i>n=93</i>	Female <i>n=91</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=10</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=31</i>	56 - 65 <i>n=59</i>	Over 65 <i>n=68</i>
		(1) Excellent	15.7%	14.0%	15.4%	0.0%	0.0%	19.0%	19.4%
(2) Good	49.7%	52.7%	48.4%	0.0%	70.0%	52.4%	48.4%	47.5%	47.1%
(3) Fair	25.1%	26.9%	25.3%	0.0%	30.0%	23.8%	25.8%	27.1%	23.5%
(4) Poor	9.4%	6.5%	11.0%	0.0%	0.0%	4.8%	6.5%	13.6%	10.3%
Average	2.28	2.26	2.32	0.00	2.30	2.14	2.19	2.42	2.25

	Overall <i>n=191</i>	Location			Residency				
		East <i>n=46</i>	Central <i>n=93</i>	West <i>n=50</i>	Under 1 <i>n=4</i>	1 to 5 <i>n=30</i>	6 to 10 <i>n=19</i>	11 to 15 <i>n=61</i>	Over 15 <i>n=76</i>
		(1) Excellent	17.4%	12.9%	20.0%	0.0%	16.7%	21.1%	9.8%
(2) Good	45.7%	48.4%	56.0%	100.0%	53.3%	52.6%	59.0%	36.8%	
(3) Fair	23.9%	26.9%	22.0%	0.0%	26.7%	26.3%	24.6%	26.3%	
(4) Poor	13.0%	11.8%	2.0%	0.0%	3.3%	0.0%	6.6%	17.1%	
Average	2.33	2.38	2.06	2.00	2.17	2.05	2.28	2.41	

Code Enforcement: Importance

	Overall <i>n=212</i>	Gender		Age					
		Male <i>n=103</i>	Female <i>n=102</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=12</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=65</i>	Over 65 <i>n=72</i>
		(1) High	48.6%	47.6%	49.0%	0.0%	16.7%	30.4%	42.1%
(2) Medium	42.5%	44.7%	41.2%	0.0%	41.7%	56.5%	42.1%	33.8%	45.8%
(3) Low	9.0%	7.8%	9.8%	0.0%	41.7%	13.0%	15.8%	3.1%	4.2%
Average	1.60	1.60	1.61	0.00	2.25	1.83	1.74	1.40	1.54

	Overall <i>n=212</i>	Location			Residency				
		East <i>n=47</i>	Central <i>n=109</i>	West <i>n=54</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=20</i>	11 to 15 <i>n=71</i>	Over 15 <i>n=81</i>
		(1) High	70.2%	39.4%	46.3%	33.3%	51.5%	45.0%	42.3%
(2) Medium	23.4%	48.6%	48.1%	66.7%	36.4%	35.0%	46.5%	42.0%	
(3) Low	6.4%	11.9%	5.6%	0.0%	12.1%	20.0%	11.3%	3.7%	
Average	1.36	1.72	1.59	1.67	1.61	1.75	1.69	1.49	

Economic Development: Quality

	Overall <i>n=198</i>	Gender		Age					
		Male <i>n=90</i>	Female <i>n=100</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=11</i>	36 - 45 <i>n=19</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=59</i>	Over 65 <i>n=71</i>
		(1) Excellent	14.1%	15.6%	12.0%	0.0%	0.0%	15.8%	11.1%
(2) Good	51.0%	53.3%	51.0%	0.0%	72.7%	57.9%	44.4%	45.8%	52.1%
(3) Fair	25.8%	20.0%	30.0%	0.0%	18.2%	21.1%	33.3%	28.8%	22.5%
(4) Poor	9.1%	11.1%	7.0%	0.0%	9.1%	5.3%	11.1%	13.6%	5.6%
Average	2.30	2.27	2.32	0.00	2.36	2.16	2.44	2.44	2.14

	Overall <i>n=198</i>	Location			Residency				
		East <i>n=43</i>	Central <i>n=102</i>	West <i>n=51</i>	Under 1 <i>n=4</i>	1 to 5 <i>n=29</i>	6 to 10 <i>n=19</i>	11 to 15 <i>n=65</i>	Over 15 <i>n=80</i>
		(1) Excellent	11.6%	14.7%	15.7%	0.0%	17.2%	15.8%	4.6%
(2) Good	55.8%	45.1%	58.8%	75.0%	55.2%	47.4%	58.5%	42.5%	
(3) Fair	23.3%	30.4%	17.6%	25.0%	27.6%	26.3%	24.6%	26.3%	
(4) Poor	9.3%	9.8%	7.8%	0.0%	0.0%	10.5%	12.3%	10.0%	
Average	2.30	2.35	2.18	2.25	2.10	2.32	2.45	2.25	

Economic Development: Importance

	Overall <i>n=208</i>	Gender		Age					
		Male <i>n=100</i>	Female <i>n=101</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=12</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=63</i>	Over 65 <i>n=71</i>
		(1) High	62.5%	59.0%	66.3%	0.0%	58.3%	54.5%	68.4%
(2) Medium	35.1%	41.0%	28.7%	0.0%	41.7%	40.9%	26.3%	25.4%	45.1%
(3) Low	2.4%	0.0%	5.0%	0.0%	0.0%	4.5%	5.3%	0.0%	2.8%
Average	1.40	1.41	1.39	0.00	1.42	1.50	1.37	1.25	1.51

	Overall <i>n=208</i>	Location			Residency				
		East <i>n=44</i>	Central <i>n=109</i>	West <i>n=53</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=32</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=70</i>	Over 15 <i>n=78</i>
		(1) High	75.0%	56.9%	62.3%	66.7%	75.0%	57.1%	65.7%
(2) Medium	22.7%	39.4%	37.7%	33.3%	25.0%	33.3%	32.9%	42.3%	
(3) Low	2.3%	3.7%	0.0%	0.0%	0.0%	9.5%	1.4%	2.6%	
Average	1.27	1.47	1.38	1.33	1.25	1.52	1.36	1.47	

Ease and Efficiency of Obtaining Permits: Quality

	Overall <i>n=134</i>	Gender		Age					
		Male <i>n=63</i>	Female <i>n=63</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=6</i>	36 - 45 <i>n=15</i>	46 - 55 <i>n=23</i>	56 - 65 <i>n=37</i>	Over 65 <i>n=51</i>
(1) Excellent	29.1%	22.2%	34.9%	0.0%	33.3%	40.0%	21.7%	32.4%	25.5%
(2) Good	47.8%	58.7%	38.1%	0.0%	33.3%	46.7%	56.5%	40.5%	51.0%
(3) Fair	16.4%	14.3%	19.0%	0.0%	16.7%	6.7%	17.4%	18.9%	17.6%
(4) Poor	6.7%	4.8%	7.9%	0.0%	16.7%	6.7%	4.3%	8.1%	5.9%
Average	2.01	2.02	2.00	0.00	2.17	1.80	2.04	2.03	2.04

	Location			Residency				
	East <i>n=34</i>	Central <i>n=68</i>	West <i>n=30</i>	Under 1 <i>n=0</i>	1 to 5 <i>n=20</i>	6 to 10 <i>n=14</i>	11 to 15 <i>n=45</i>	Over 15 <i>n=54</i>
(1) Excellent	38.2%	26.5%	23.3%	# DIV/0!	50.0%	21.4%	22.2%	27.8%
(2) Good	44.1%	48.5%	53.3%	# DIV/0!	30.0%	50.0%	55.6%	48.1%
(3) Fair	11.8%	19.1%	13.3%	# DIV/0!	15.0%	14.3%	17.8%	16.7%
(4) Poor	5.9%	5.9%	10.0%	# DIV/0!	5.0%	14.3%	4.4%	7.4%
Average	1.85	2.04	2.10	#DIV/0!	1.75	2.21	2.04	2.04

Ease and Efficiency of Obtaining Permits: Importance

	Overall <i>n=189</i>	Gender		Age					
		Male <i>n=92</i>	Female <i>n=90</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=12</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=57</i>	Over 65 <i>n=62</i>
(1) High	49.2%	44.6%	55.6%	0.0%	41.7%	42.9%	37.1%	57.9%	51.6%
(2) Medium	42.3%	44.6%	37.8%	0.0%	50.0%	47.6%	48.6%	36.8%	40.3%
(3) Low	8.5%	10.9%	6.7%	0.0%	8.3%	9.5%	14.3%	5.3%	8.1%
Average	1.59	1.66	1.51	0.00	1.67	1.67	1.77	1.47	1.56

	Location			Residency				
	East <i>n=42</i>	Central <i>n=95</i>	West <i>n=50</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=31</i>	6 to 10 <i>n=19</i>	11 to 15 <i>n=64</i>	Over 15 <i>n=68</i>
(1) High	66.7%	41.1%	48.0%	33.3%	71.0%	52.6%	48.4%	39.7%
(2) Medium	26.2%	50.5%	42.0%	66.7%	22.6%	26.3%	45.3%	51.5%
(3) Low	7.1%	8.4%	10.0%	0.0%	6.5%	21.1%	6.3%	8.8%
Average	1.40	1.67	1.62	1.67	1.35	1.68	1.58	1.69

Overall Community Development: Quality

	Overall <i>n=208</i>	Gender		Age					
		Male <i>n=100</i>	Female <i>n=100</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=12</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=61</i>	Over 65 <i>n=76</i>
(1) Excellent	14.4%	14.0%	13.0%	0.0%	25.0%	18.2%	11.4%	9.8%	15.8%
(2) Good	56.3%	58.0%	57.0%	0.0%	66.7%	54.5%	54.3%	60.7%	52.6%
(3) Fair	24.0%	22.0%	26.0%	0.0%	8.3%	27.3%	28.6%	19.7%	27.6%
(4) Poor	5.3%	6.0%	4.0%	0.0%	0.0%	0.0%	5.7%	9.8%	3.9%
Average	2.20	2.20	2.21	0.00	1.83	2.09	2.29	2.30	2.20

	Overall <i>n=208</i>	Location			Residency				
		East <i>n=50</i>	Central <i>n=105</i>	West <i>n=51</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=32</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=66</i>	Over 15 <i>n=83</i>
(1) Excellent	12.0%	12.0%	16.2%	11.8%	20.0%	25.0%	14.3%	3.0%	18.1%
(2) Good	60.0%	60.0%	48.6%	70.6%	60.0%	59.4%	57.1%	63.6%	49.4%
(3) Fair	18.0%	18.0%	31.4%	13.7%	20.0%	15.6%	23.8%	28.8%	24.1%
(4) Poor	10.0%	10.0%	3.8%	3.9%	0.0%	0.0%	4.8%	4.5%	8.4%
Average	2.26	2.26	2.23	2.10	2.00	1.91	2.19	2.35	2.23

Overall Community Development: Importance

	Overall <i>n=214</i>	Gender		Age					
		Male <i>n=104</i>	Female <i>n=103</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=12</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=65</i>	Over 65 <i>n=74</i>
(1) High	59.3%	56.7%	62.1%	0.0%	66.7%	52.2%	57.9%	72.3%	48.6%
(2) Medium	36.4%	38.5%	34.0%	0.0%	33.3%	47.8%	34.2%	24.6%	45.9%
(3) Low	4.2%	4.8%	3.9%	0.0%	0.0%	0.0%	7.9%	3.1%	5.4%
Average	1.45	1.48	1.42	0.00	1.33	1.48	1.50	1.31	1.57

	Overall <i>n=214</i>	Location			Residency				
		East <i>n=49</i>	Central <i>n=109</i>	West <i>n=54</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=72</i>	Over 15 <i>n=81</i>
(1) High	75.5%	75.5%	53.2%	55.6%	66.7%	69.7%	57.1%	61.1%	53.1%
(2) Medium	18.4%	18.4%	42.2%	42.6%	33.3%	30.3%	38.1%	34.7%	40.7%
(3) Low	6.1%	6.1%	4.6%	1.9%	0.0%	0.0%	4.8%	4.2%	6.2%
Average	1.31	1.31	1.51	1.46	1.33	1.30	1.48	1.43	1.53

GENERAL SERVICES

Online Payment Options: Quality

	Overall <i>n=180</i>	Gender			Age					
		Male <i>n=90</i>	Female <i>n=84</i>		18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=20</i>	46 - 55 <i>n=31</i>	56 - 65 <i>n=52</i>	Over 65 <i>n=62</i>
(1) Excellent	36.1%	32.2%	38.1%		0.0%	26.7%	40.0%	41.9%	32.7%	37.1%
(2) Good	56.1%	62.2%	51.2%		0.0%	73.3%	60.0%	45.2%	55.8%	56.5%
(3) Fair	6.1%	5.6%	7.1%		0.0%	0.0%	0.0%	9.7%	7.7%	6.5%
(4) Poor	1.7%	0.0%	3.6%		0.0%	0.0%	0.0%	3.2%	3.8%	0.0%
Average	1.73	1.73	1.76		0.00	1.73	1.60	1.74	1.83	1.69

	Location			Residency				
	East <i>n=39</i>	Central <i>n=97</i>	West <i>n=43</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=31</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=57</i>	Over 15 <i>n=65</i>
(1) Excellent	43.6%	37.1%	27.9%	33.3%	38.7%	52.4%	35.1%	30.8%
(2) Good	48.7%	53.6%	67.4%	50.0%	61.3%	42.9%	59.6%	55.4%
(3) Fair	7.7%	7.2%	2.3%	16.7%	0.0%	4.8%	3.5%	10.8%
(4) Poor	0.0%	2.1%	2.3%	0.0%	0.0%	0.0%	1.8%	3.1%
Average	1.64	1.74	1.79	1.83	1.61	1.52	1.72	1.86

Online Payment Options: Importance

	Overall <i>n=208</i>	Gender		Age						
		Male <i>n=104</i>	Female <i>n=98</i>		18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=67</i>	Over 65 <i>n=67</i>
(1) High	49.5%	50.0%	48.0%		0.0%	75.0%	47.8%	65.7%	41.8%	43.3%
(2) Medium	36.5%	36.5%	37.8%		0.0%	18.8%	47.8%	17.1%	41.8%	41.8%
(3) Low	13.9%	13.5%	14.3%		0.0%	6.3%	4.3%	17.1%	16.4%	14.9%
Average	1.64	1.63	1.66		0.00	1.31	1.57	1.51	1.75	1.72

	Location			Residency				
	East <i>n=47</i>	Central <i>n=111</i>	West <i>n=49</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=70</i>	Over 15 <i>n=72</i>
(1) High	42.6%	45.9%	63.3%	71.4%	65.7%	58.3%	55.7%	30.6%
(2) Medium	38.3%	39.6%	28.6%	28.6%	28.6%	33.3%	32.9%	45.8%
(3) Low	19.1%	14.4%	8.2%	0.0%	5.7%	8.3%	11.4%	23.6%
Average	1.77	1.68	1.45	1.29	1.40	1.50	1.56	1.93

Website: Quality

	Overall <i>n=196</i>	Gender		Age					
		Male <i>n=99</i>	Female <i>n=89</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=33</i>	56 - 65 <i>n=61</i>	Over 65 <i>n=64</i>
		(1) Excellent	23.5%	19.2%	29.2%	0.0%	13.3%	47.6%	30.3%
(2) Good	58.2%	62.6%	51.7%	0.0%	66.7%	38.1%	48.5%	65.6%	59.4%
(3) Fair	15.3%	15.2%	15.7%	0.0%	20.0%	14.3%	21.2%	14.8%	12.5%
(4) Poor	3.1%	3.0%	3.4%	0.0%	0.0%	0.0%	0.0%	6.6%	3.1%
Average	1.98	2.02	1.93	0.00	2.07	1.67	1.91	2.15	1.94

	Overall <i>n=196</i>	Location			Residency				
		East <i>n=47</i>	Central <i>n=103</i>	West <i>n=45</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=30</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=68</i>	Over 15 <i>n=70</i>
		(1) Excellent	25.5%	21.4%	26.7%	33.3%	36.7%	31.8%	16.2%
(2) Good	57.4%	59.2%	57.8%	33.3%	46.7%	50.0%	70.6%	55.7%	
(3) Fair	12.8%	17.5%	11.1%	33.3%	16.7%	18.2%	11.8%	15.7%	
(4) Poor	4.3%	1.9%	4.4%	0.0%	0.0%	0.0%	1.5%	7.1%	
Average	1.96	2.00	1.93	2.00	1.80	1.86	1.99	2.09	

Website: Importance

	Overall <i>n=219</i>	Gender		Age					
		Male <i>n=106</i>	Female <i>n=102</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=68</i>	Over 65 <i>n=69</i>
		(1) High	90.0%	31.1%	51.0%	0.0%	18.8%	30.4%	51.4%
(2) Medium	10.0%	56.6%	38.2%	0.0%	75.0%	56.5%	37.8%	39.7%	50.7%
(3) Low	0.0%	12.3%	10.8%	0.0%	6.3%	13.0%	10.8%	10.3%	13.0%
Average	1.10	1.81	1.60	0.00	1.88	1.83	1.59	1.60	1.77

	Overall <i>n=219</i>	Location			Residency				
		East <i>n=51</i>	Central <i>n=111</i>	West <i>n=51</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=72</i>	Over 15 <i>n=76</i>
		(1) High	45.1%	38.7%	41.2%	42.9%	48.6%	37.5%	47.2%
(2) Medium	39.2%	50.5%	51.0%	57.1%	42.9%	50.0%	43.1%	52.6%	
(3) Low	15.7%	10.8%	7.8%	0.0%	8.6%	12.5%	9.7%	14.5%	
Average	1.71	1.72	1.67	1.57	1.60	1.75	1.63	1.82	

Village Newsletter: Quality

	Overall <i>n=218</i>	Gender		Age					
		Male <i>n=105</i>	Female <i>n=105</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=20</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=67</i>	Over 65 <i>n=79</i>
		(1) Excellent	32.6%	29.5%	36.2%	0.0%	18.8%	40.0%	31.4%
(2) Good	53.7%	51.4%	54.3%	0.0%	56.3%	50.0%	57.1%	61.2%	45.6%
(3) Fair	10.6%	15.2%	6.7%	0.0%	25.0%	10.0%	8.6%	10.4%	8.9%
(4) Poor	3.2%	3.8%	2.9%	0.0%	0.0%	0.0%	2.9%	6.0%	2.5%
Average	1.84	1.93	1.76	0.00	2.06	1.70	1.83	2.00	1.71

	Location			Residency				
	East <i>n=50</i>	Central <i>n=114</i>	West <i>n=53</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=32</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=70</i>	Over 15 <i>n=87</i>
	(1) Excellent	40.0%	31.6%	28.3%	33.3%	43.8%	34.8%	22.9%
(2) Good	48.0%	52.6%	60.4%	50.0%	43.8%	56.5%	67.1%	46.0%
(3) Fair	8.0%	12.3%	9.4%	16.7%	12.5%	8.7%	7.1%	12.6%
(4) Poor	4.0%	3.5%	1.9%	0.0%	0.0%	0.0%	2.9%	5.7%
Average	1.76	1.88	1.85	1.83	1.69	1.74	1.90	1.89

Village Newsletter: Importance

	Overall <i>n=219</i>	Gender		Age					
		Male <i>n=108</i>	Female <i>n=105</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=68</i>	Over 65 <i>n=75</i>
		(1) High	41.1%	32.4%	49.5%	0.0%	12.5%	26.1%	47.2%
(2) Medium	49.3%	54.6%	43.8%	0.0%	75.0%	56.5%	36.1%	47.1%	49.3%
(3) Low	9.6%	13.0%	6.7%	0.0%	12.5%	17.4%	16.7%	7.4%	5.3%
Average	1.68	1.81	1.57	0.00	2.00	1.91	1.69	1.62	1.60

	Location			Residency				
	East <i>n=51</i>	Central <i>n=113</i>	West <i>n=54</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=34</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=73</i>	Over 15 <i>n=81</i>
	(1) High	52.9%	34.5%	42.6%	42.9%	44.1%	45.8%	38.4%
(2) Medium	37.3%	56.6%	46.3%	57.1%	47.1%	37.5%	52.1%	50.6%
(3) Low	9.8%	8.8%	11.1%	0.0%	8.8%	16.7%	9.6%	8.6%
Average	1.57	1.74	1.69	1.57	1.65	1.71	1.71	1.68

Algonquin e-News: Quality

	Overall <i>n=152</i>	Gender		Age					
		Male <i>n=82</i>	Female <i>n=65</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=12</i>	36 - 45 <i>n=18</i>	46 - 55 <i>n=27</i>	56 - 65 <i>n=44</i>	Over 65 <i>n=51</i>
		(1) Excellent	27.0%	19.5%	36.9%	0.0%	16.7%	38.9%	33.3%
(2) Good	56.6%	58.5%	53.8%	0.0%	50.0%	50.0%	51.9%	65.9%	54.9%
(3) Fair	14.5%	19.5%	7.7%	0.0%	33.3%	11.1%	14.8%	13.6%	11.8%
(4) Poor	2.0%	2.4%	1.5%	0.0%	0.0%	0.0%	0.0%	4.5%	2.0%
Average	1.91	2.05	1.74	0.00	2.17	1.72	1.81	2.07	1.84

	Overall <i>n=152</i>	Location			Residency				
		East <i>n=38</i>	Central <i>n=72</i>	West <i>n=41</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=27</i>	6 to 10 <i>n=16</i>	11 to 15 <i>n=53</i>	Over 15 <i>n=51</i>
		(1) Excellent	39.5%	20.8%	26.8%	0.0%	33.3%	37.5%	26.4%
(2) Good	52.6%	62.5%	51.2%	80.0%	48.1%	50.0%	60.4%	56.9%	
(3) Fair	5.3%	15.3%	19.5%	20.0%	18.5%	12.5%	11.3%	15.7%	
(4) Poor	2.6%	1.4%	2.4%	0.0%	0.0%	0.0%	1.9%	3.9%	
Average	1.71	1.97	1.98	2.20	1.85	1.75	1.89	2.00	

Algonquin e-News: Importance

	Overall <i>n=192</i>	Gender		Age					
		Male <i>n=97</i>	Female <i>n=89</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=63</i>	Over 65 <i>n=57</i>
		(1) High	32.3%	23.7%	41.6%	0.0%	6.7%	21.7%	47.1%
(2) Medium	49.0%	56.7%	40.4%	0.0%	60.0%	52.2%	35.3%	47.6%	54.4%
(3) Low	18.8%	19.6%	18.0%	0.0%	33.3%	26.1%	17.6%	19.0%	12.3%
Average	1.86	1.96	1.76	0.00	2.27	2.04	1.71	1.86	1.79

	Overall <i>n=192</i>	Location			Residency				
		East <i>n=47</i>	Central <i>n=99</i>	West <i>n=45</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=31</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=67</i>	Over 15 <i>n=65</i>
		(1) High	44.7%	23.2%	37.8%	28.6%	41.9%	27.3%	34.3%
(2) Medium	38.3%	56.6%	44.4%	71.4%	41.9%	50.0%	50.7%	47.7%	
(3) Low	17.0%	20.2%	17.8%	0.0%	16.1%	22.7%	14.9%	24.6%	
Average	1.72	1.97	1.80	1.71	1.74	1.95	1.81	1.97	

Social Media: Quality

	Overall <i>n=93</i>	Gender			Age					
		Male <i>n=42</i>	Female <i>n=49</i>		18 - 25 <i>n=0</i>	26 - 35 <i>n=8</i>	36 - 45 <i>n=13</i>	46 - 55 <i>n=20</i>	56 - 65 <i>n=25</i>	Over 65 <i>n=27</i>
(1) Excellent	16.1%	11.9%	18.4%		0.0%	12.5%	23.1%	15.0%	12.0%	18.5%
(2) Good	62.4%	61.9%	63.3%		0.0%	50.0%	69.2%	70.0%	68.0%	51.9%
(3) Fair	18.3%	21.4%	16.3%		0.0%	37.5%	7.7%	5.0%	16.0%	29.6%
(4) Poor	3.2%	4.8%	2.0%		0.0%	0.0%	0.0%	10.0%	4.0%	0.0%
Average	2.09	2.19	2.02		0.00	2.25	1.85	2.10	2.12	2.11

	Location			Residency				
	East <i>n=24</i>	Central <i>n=44</i>	West <i>n=25</i>	Under 1 <i>n=2</i>	1 to 5 <i>n=15</i>	6 to 10 <i>n=14</i>	11 to 15 <i>n=36</i>	Over 15 <i>n=26</i>
(1) Excellent	20.8%	11.4%	20.0%	0.0%	13.3%	28.6%	16.7%	11.5%
(2) Good	70.8%	59.1%	60.0%	100.0%	73.3%	57.1%	61.1%	57.7%
(3) Fair	8.3%	25.0%	16.0%	0.0%	13.3%	14.3%	16.7%	26.9%
(4) Poor	0.0%	4.5%	4.0%	0.0%	0.0%	0.0%	5.6%	3.8%
Average	1.88	2.23	2.04	2.00	2.00	1.86	2.11	2.23

Social Media: Importance

	Overall <i>n=177</i>	Gender		Age						
		Male <i>n=87</i>	Female <i>n=86</i>		18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=32</i>	56 - 65 <i>n=58</i>	Over 65 <i>n=50</i>
(1) High	22.6%	16.1%	27.9%		0.0%	12.5%	28.6%	21.9%	22.4%	24.0%
(2) Medium	46.3%	48.3%	45.3%		0.0%	56.3%	47.6%	50.0%	44.8%	42.0%
(3) Low	31.1%	35.6%	26.7%		0.0%	31.3%	23.8%	28.1%	32.8%	34.0%
Average	2.08	2.20	1.99		0.00	2.19	1.95	2.06	2.10	2.10

	Location			Residency				
	East <i>n=44</i>	Central <i>n=89</i>	West <i>n=43</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=31</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=61</i>	Over 15 <i>n=57</i>
(1) High	29.5%	15.7%	27.9%	28.6%	32.3%	23.8%	18.0%	21.1%
(2) Medium	40.9%	49.4%	46.5%	57.1%	41.9%	42.9%	59.0%	35.1%
(3) Low	29.5%	34.8%	25.6%	14.3%	25.8%	33.3%	23.0%	43.9%
Average	2.00	2.19	1.98	1.86	1.94	2.10	2.05	2.23

Garbage collection: Quality

	Overall <i>n=238</i>	Gender		Age					
		Male <i>n=115</i>	Female <i>n=115</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=73</i>	Over 65 <i>n=86</i>
		(1) Excellent	47.5%	51.3%	44.3%	0.0%	62.5%	39.1%	44.7%
(2) Good	42.9%	39.1%	45.2%	0.0%	31.3%	52.2%	42.1%	46.6%	38.4%
(3) Fair	7.6%	7.8%	7.8%	0.0%	6.3%	4.3%	13.2%	12.3%	2.3%
(4) Poor	2.1%	1.7%	2.6%	0.0%	0.0%	4.3%	0.0%	2.7%	2.3%
Average	1.64	1.60	1.69	0.00	1.44	1.74	1.68	1.79	1.50

	Overall <i>n=238</i>	Location			Residency				
		East <i>n=57</i>	Central <i>n=122</i>	West <i>n=58</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=75</i>	Over 15 <i>n=96</i>
		(1) Excellent	54.4%	43.4%	50.0%	57.1%	51.4%	56.0%	52.0%
(2) Good	36.8%	43.4%	46.6%	42.9%	45.7%	36.0%	34.7%	50.0%	
(3) Fair	7.0%	10.7%	1.7%	0.0%	2.9%	4.0%	13.3%	6.3%	
(4) Poor	1.8%	2.5%	1.7%	0.0%	0.0%	4.0%	0.0%	4.2%	
Average	1.56	1.72	1.55	1.43	1.51	1.56	1.61	1.75	

Garbage collection: Importance

	Overall <i>n=228</i>	Gender		Age					
		Male <i>n=111</i>	Female <i>n=111</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=73</i>	Over 65 <i>n=78</i>
		(1) High	81.1%	74.8%	87.4%	0.0%	87.5%	65.2%	86.5%
(2) Medium	18.4%	24.3%	12.6%	0.0%	12.5%	34.8%	13.5%	16.4%	17.9%
(3) Low	0.4%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%
Average	1.19	1.26	1.13	0.00	1.13	1.35	1.14	1.16	1.21

	Overall <i>n=228</i>	Location			Residency				
		East <i>n=53</i>	Central <i>n=117</i>	West <i>n=57</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=88</i>
		(1) High	84.9%	82.9%	73.7%	57.1%	82.9%	79.2%	83.8%
(2) Medium	15.1%	17.1%	24.6%	42.9%	17.1%	20.8%	16.2%	18.2%	
(3) Low	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	1.1%	
Average	1.15	1.17	1.28	1.43	1.17	1.21	1.16	1.20	

Recycling: Quality

	Overall <i>n=236</i>	Gender		Age					
		Male <i>n=113</i>	Female <i>n=115</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=85</i>
		(1) Excellent	47.5%	51.3%	44.3%	0.0%	62.5%	39.1%	50.0%
(2) Good	44.1%	40.7%	46.1%	0.0%	31.3%	47.8%	42.1%	48.6%	42.4%
(3) Fair	7.6%	7.1%	8.7%	0.0%	6.3%	13.0%	7.9%	12.5%	1.2%
(4) Poor	0.8%	0.9%	0.9%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%
Average	1.62	1.58	1.66	0.00	1.44	1.74	1.58	1.82	1.45

	Overall <i>n=236</i>	Location			Residency				
		East <i>n=56</i>	Central <i>n=122</i>	West <i>n=57</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=75</i>	Over 15 <i>n=94</i>
		(1) Excellent	55.4%	43.4%	49.1%	57.1%	45.7%	52.0%	53.3%
(2) Good	37.5%	46.7%	43.9%	42.9%	48.6%	36.0%	34.7%	52.1%	
(3) Fair	7.1%	9.8%	3.5%	0.0%	2.9%	12.0%	12.0%	5.3%	
(4) Poor	0.0%	0.0%	3.5%	0.0%	2.9%	0.0%	0.0%	1.1%	
Average	1.62	1.52	1.66	1.61	1.43	1.63	1.60	1.59	1.66

Recycling: Importance

	Overall <i>n=227</i>	Gender		Age					
		Male <i>n=110</i>	Female <i>n=111</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=73</i>	Over 65 <i>n=78</i>
		(1) High	80.6%	74.5%	85.6%	0.0%	86.7%	78.3%	83.8%
(2) Medium	17.2%	20.9%	14.4%	0.0%	13.3%	21.7%	16.2%	12.3%	21.8%
(3) Low	2.2%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	2.6%
Average	1.22	1.30	1.14	0.00	1.13	1.22	1.16	1.18	1.27

	Overall <i>n=227</i>	Location			Residency				
		East <i>n=53</i>	Central <i>n=117</i>	West <i>n=56</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=34</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=88</i>
		(1) High	83.0%	82.9%	73.2%	71.4%	91.2%	75.0%	86.5%
(2) Medium	11.3%	16.2%	25.0%	28.6%	8.8%	25.0%	13.5%	20.5%	
(3) Low	5.7%	0.9%	1.8%	0.0%	0.0%	0.0%	0.0%	5.7%	
Average	1.23	1.23	1.18	1.29	1.09	1.25	1.14	1.32	

Yard waste collection: Quality

	Overall <i>n=216</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=101</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=14</i>	36 - 45 <i>n=18</i>	46 - 55 <i>n=32</i>	56 - 65 <i>n=67</i>	Over 65 <i>n=83</i>
		(1) Excellent	41.2%	44.9%	38.6%	0.0%	42.9%	38.9%	37.5%
(2) Good	41.2%	37.4%	42.6%	0.0%	35.7%	38.9%	37.5%	44.8%	41.0%
(3) Fair	13.4%	12.1%	15.8%	0.0%	14.3%	11.1%	21.9%	14.9%	8.4%
(4) Poor	4.2%	5.6%	3.0%	0.0%	7.1%	11.1%	3.1%	6.0%	1.2%
Average	1.81	1.79	1.83	0.00	1.86	1.94	1.91	1.93	1.61

	Overall <i>n=216</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=113</i>	West <i>n=50</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=29</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=68</i>	Over 15 <i>n=90</i>
		(1) Excellent	55.8%	33.6%	44.0%	42.9%	37.9%	50.0%	44.1%
(2) Good	32.7%	46.0%	40.0%	42.9%	31.0%	36.4%	41.2%	45.6%	
(3) Fair	7.7%	15.9%	12.0%	14.3%	24.1%	4.5%	13.2%	12.2%	
(4) Poor	3.8%	4.4%	4.0%	0.0%	6.9%	9.1%	1.5%	4.4%	
Average	1.60	1.91	1.76	1.71	2.00	1.73	1.72	1.83	

Yard waste collection: Importance

	Overall <i>n=222</i>	Gender		Age					
		Male <i>n=108</i>	Female <i>n=108</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=15</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=70</i>	Over 65 <i>n=77</i>
		(1) High	73.0%	69.4%	75.9%	0.0%	73.3%	56.5%	77.8%
(2) Medium	26.1%	29.6%	23.1%	0.0%	26.7%	43.5%	19.4%	21.4%	28.6%
(3) Low	0.9%	0.9%	0.9%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%
Average	1.28	1.31	1.25	0.00	1.27	1.43	1.25	1.21	1.29

	Overall <i>n=222</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=115</i>	West <i>n=54</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=34</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=73</i>	Over 15 <i>n=84</i>
		(1) High	78.8%	70.4%	72.2%	42.9%	76.5%	66.7%	82.2%
(2) Medium	19.2%	28.7%	27.8%	57.1%	23.5%	29.2%	17.8%	31.0%	
(3) Low	1.9%	0.9%	0.0%	0.0%	0.0%	4.2%	0.0%	1.2%	
Average	1.23	1.30	1.28	1.57	1.24	1.38	1.18	1.33	

Ease of Water Billing Service: Quality

	Overall <i>n=227</i>	Gender		Age					
		Male <i>n=109</i>	Female <i>n=110</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=38</i>	56 - 65 <i>n=68</i>	Over 65 <i>n=81</i>
		(1) Excellent	39.2%	39.4%	40.0%	0.0%	37.5%	40.9%	31.6%
(2) Good	48.0%	47.7%	46.4%	0.0%	56.3%	54.5%	42.1%	48.5%	45.7%
(3) Fair	10.6%	11.0%	10.9%	0.0%	6.3%	0.0%	21.1%	10.3%	9.9%
(4) Poor	2.2%	1.8%	2.7%	0.0%	0.0%	4.5%	5.3%	1.5%	1.2%
Average	1.76	1.75	1.76	0.00	1.69	1.68	2.00	1.74	1.69

	Overall <i>n=227</i>	Location			Residency				
		East <i>n=56</i>	Central <i>n=116</i>	West <i>n=54</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=34</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=89</i>
		(1) Excellent	39.3%	39.7%	38.9%	33.3%	47.1%	37.5%	39.2%
(2) Good	55.4%	44.0%	48.1%	66.7%	47.1%	50.0%	50.0%	44.9%	
(3) Fair	5.4%	13.8%	9.3%	0.0%	5.9%	8.3%	10.8%	13.5%	
(4) Poor	0.0%	2.6%	3.7%	0.0%	0.0%	4.2%	0.0%	4.5%	
Average	1.66	1.79	1.78	1.67	1.59	1.79	1.72	1.85	

Ease of Water Billing Service: Importance

	Overall <i>n=221</i>	Gender		Age					
		Male <i>n=107</i>	Female <i>n=108</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=68</i>	Over 65 <i>n=76</i>
		(1) High	53.4%	47.7%	59.3%	0.0%	62.5%	47.8%	59.5%
(2) Medium	44.8%	50.5%	39.8%	0.0%	37.5%	52.2%	37.8%	41.2%	50.0%
(3) Low	1.8%	1.9%	0.9%	0.0%	0.0%	0.0%	2.7%	2.9%	1.3%
Average	1.48	1.54	1.42	0.00	1.38	1.52	1.43	1.47	1.53

	Overall <i>n=221</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=114</i>	West <i>n=54</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=73</i>	Over 15 <i>n=83</i>
		(1) High	57.7%	47.4%	61.1%	57.1%	74.3%	47.8%	56.2%
(2) Medium	38.5%	50.9%	38.9%	42.9%	22.9%	52.2%	42.5%	54.2%	
(3) Low	3.8%	1.8%	0.0%	0.0%	2.9%	0.0%	1.4%	2.4%	
Average	1.46	1.54	1.39	1.43	1.29	1.52	1.45	1.59	

Promoting the Village to attract visitors: Quality

	Overall <i>n=162</i>	Gender		Age					
		Male <i>n=77</i>	Female <i>n=78</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=13</i>	36 - 45 <i>n=17</i>	46 - 55 <i>n=28</i>	56 - 65 <i>n=45</i>	Over 65 <i>n=59</i>
(1) Excellent	16.0%	14.3%	16.7%	0.0%	0.0%	23.5%	14.3%	11.1%	22.0%
(2) Good	43.8%	49.4%	41.0%	0.0%	46.2%	35.3%	32.1%	55.6%	42.4%
(3) Fair	30.2%	26.0%	35.9%	0.0%	38.5%	35.3%	46.4%	20.0%	27.1%
(4) Poor	9.9%	10.4%	6.4%	0.0%	15.4%	5.9%	7.1%	13.3%	8.5%
Average	2.34	2.32	2.32	0.00	2.69	2.24	2.46	2.36	2.22

	Overall <i>n=162</i>	Location			Residency				
		East <i>n=36</i>	Central <i>n=87</i>	West <i>n=38</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=25</i>	6 to 10 <i>n=18</i>	11 to 15 <i>n=54</i>	Over 15 <i>n=59</i>
(1) Excellent	16.0%	22.2%	13.8%	15.8%	16.7%	20.0%	16.7%	14.8%	15.3%
(2) Good	43.8%	55.6%	39.1%	44.7%	66.7%	44.0%	33.3%	46.3%	42.4%
(3) Fair	30.2%	13.9%	35.6%	31.6%	16.7%	32.0%	33.3%	27.8%	32.2%
(4) Poor	9.9%	8.3%	11.5%	7.9%	0.0%	4.0%	16.7%	11.1%	10.2%
Average	2.34	2.08	2.45	2.32	2.00	2.20	2.50	2.35	2.37

Promoting the Village to attract visitors: Importance

	Overall <i>n=204</i>	Gender		Age					
		Male <i>n=99</i>	Female <i>n=99</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=64</i>	Over 65 <i>n=65</i>
(1) High	37.7%	34.3%	39.4%	0.0%	31.3%	26.1%	37.1%	39.1%	43.1%
(2) Medium	51.0%	51.5%	52.5%	0.0%	50.0%	52.2%	51.4%	53.1%	47.7%
(3) Low	11.3%	14.1%	8.1%	0.0%	18.8%	21.7%	11.4%	7.8%	9.2%
Average	1.74	1.80	1.69	0.00	1.88	1.96	1.74	1.69	1.66

	Overall <i>n=204</i>	Location			Residency				
		East <i>n=47</i>	Central <i>n=105</i>	West <i>n=51</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=69</i>	Over 15 <i>n=70</i>
(1) High	37.7%	48.9%	31.4%	39.2%	42.9%	57.1%	26.1%	40.6%	28.6%
(2) Medium	51.0%	44.7%	53.3%	52.9%	57.1%	31.4%	56.5%	50.7%	58.6%
(3) Low	11.3%	6.4%	15.2%	7.8%	0.0%	11.4%	17.4%	8.7%	12.9%
Average	1.74	1.57	1.84	1.69	1.57	1.54	1.91	1.68	1.84

Overall General Services: Quality

	Overall <i>n=232</i>	Gender		Age					
		Male <i>n=114</i>	Female <i>n=110</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=22</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=70</i>	Over 65 <i>n=85</i>
		(1) Excellent	28.9%	28.9%	30.0%	0.0%	18.8%	31.8%	24.3%
(2) Good	54.7%	53.5%	55.5%	0.0%	68.8%	54.5%	54.1%	54.3%	51.8%
(3) Fair	14.7%	16.7%	12.7%	0.0%	12.5%	13.6%	18.9%	14.3%	14.1%
(4) Poor	1.7%	0.9%	1.8%	0.0%	0.0%	0.0%	2.7%	4.3%	0.0%
Average	1.89	1.89	1.86	0.00	1.94	1.82	2.00	1.96	1.80

	Overall <i>n=232</i>	Location			Residency				
		East <i>n=56</i>	Central <i>n=119</i>	West <i>n=56</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=75</i>	Over 15 <i>n=94</i>
		(1) Excellent	41.1%	23.5%	28.6%	42.9%	42.4%	26.1%	28.0%
(2) Good	50.0%	58.0%	51.8%	42.9%	54.5%	52.2%	60.0%	52.1%	
(3) Fair	5.4%	17.6%	17.9%	14.3%	3.0%	21.7%	12.0%	19.1%	
(4) Poor	3.6%	0.8%	1.8%	0.0%	0.0%	0.0%	0.0%	4.3%	
Average	1.71	1.96	1.93	1.71	1.61	1.96	1.84	2.03	

Overall General Services: Importance

	Overall <i>n=225</i>	Gender		Age					
		Male <i>n=110</i>	Female <i>n=108</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=70</i>	Over 65 <i>n=78</i>
		(1) High	54.7%	48.2%	61.1%	0.0%	43.8%	39.1%	63.9%
(2) Medium	43.1%	49.1%	38.0%	0.0%	56.3%	60.9%	33.3%	37.1%	43.6%
(3) Low	2.2%	2.7%	0.9%	0.0%	0.0%	0.0%	2.8%	1.4%	3.8%
Average	1.48	1.55	1.40	0.00	1.56	1.61	1.39	1.40	1.51

	Overall <i>n=225</i>	Location			Residency				
		East <i>n=53</i>	Central <i>n=115</i>	West <i>n=56</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=35</i>	6 to 10 <i>n=23</i>	11 to 15 <i>n=74</i>	Over 15 <i>n=86</i>
		(1) High	58.5%	54.8%	50.0%	57.1%	65.7%	47.8%	66.2%
(2) Medium	41.5%	42.6%	46.4%	42.9%	34.3%	52.2%	31.1%	54.7%	
(3) Low	0.0%	2.6%	3.6%	0.0%	0.0%	0.0%	2.7%	3.5%	
Average	1.42	1.48	1.54	1.43	1.34	1.52	1.36	1.62	

8. Please rate the performance of the Village employee(s) you interacted with during your most recent contact

Knowledgeable

	Overall <i>n=130</i>	Gender		Age					
		Male <i>n=66</i>	Female <i>n=61</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=11</i>	36 - 45 <i>n=17</i>	46 - 55 <i>n=22</i>	56 - 65 <i>n=37</i>	Over 65 <i>n=43</i>
		(1) Excellent	56.2%	53.0%	59.0%	0.0%	54.5%	52.9%	59.1%
(2) Good	32.3%	37.9%	26.2%	0.0%	27.3%	35.3%	36.4%	32.4%	30.2%
(3) Fair	8.5%	7.6%	9.8%	0.0%	18.2%	5.9%	4.5%	8.1%	9.3%
(4) Poor	3.1%	1.5%	4.9%	0.0%	0.0%	5.9%	0.0%	5.4%	2.3%
Average	1.58	1.58	1.61	0.00	1.64	1.65	1.45	1.65	1.56

	Overall <i>n=130</i>	Location			Residency				
		East <i>n=36</i>	Central <i>n=59</i>	West <i>n=35</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=24</i>	6 to 10 <i>n=11</i>	11 to 15 <i>n=44</i>	Over 15 <i>n=45</i>
		(1) Excellent	63.9%	50.8%	57.1%	66.7%	62.5%	45.5%	56.8%
(2) Good	25.0%	35.6%	34.3%	33.3%	25.0%	45.5%	36.4%	28.9%	
(3) Fair	5.6%	11.9%	5.7%	0.0%	8.3%	9.1%	4.5%	13.3%	
(4) Poor	5.6%	1.7%	2.9%	0.0%	4.2%	0.0%	2.3%	4.4%	
Average	1.53	1.64	1.54	1.33	1.54	1.64	1.52	1.69	

Responsive

	Overall <i>n=131</i>	Gender		Age					
		Male <i>n=67</i>	Female <i>n=61</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=11</i>	36 - 45 <i>n=18</i>	46 - 55 <i>n=22</i>	56 - 65 <i>n=38</i>	Over 65 <i>n=42</i>
		(1) Excellent	60.3%	56.7%	63.9%	0.0%	63.6%	61.1%	50.0%
(2) Good	26.7%	29.9%	23.0%	0.0%	27.3%	33.3%	45.5%	26.3%	14.3%
(3) Fair	6.9%	10.4%	3.3%	0.0%	9.1%	0.0%	4.5%	5.3%	11.9%
(4) Poor	6.1%	3.0%	9.8%	0.0%	0.0%	5.6%	0.0%	13.2%	4.8%
Average	1.59	1.60	1.59	0.00	1.45	1.50	1.55	1.76	1.52

	Overall <i>n=131</i>	Location			Residency				
		East <i>n=36</i>	Central <i>n=60</i>	West <i>n=35</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=25</i>	6 to 10 <i>n=12</i>	11 to 15 <i>n=44</i>	Over 15 <i>n=44</i>
		(1) Excellent	66.7%	55.0%	62.9%	66.7%	68.0%	50.0%	65.9%
(2) Good	22.2%	31.7%	22.9%	33.3%	24.0%	25.0%	27.3%	27.3%	
(3) Fair	2.8%	11.7%	2.9%	0.0%	4.0%	25.0%	2.3%	9.1%	
(4) Poor	8.3%	1.7%	11.4%	0.0%	4.0%	0.0%	4.5%	11.4%	
Average	1.53	1.60	1.63	1.33	1.44	1.75	1.45	1.80	

Courteous

	Overall <i>n=132</i>	Gender		Age					
		Male <i>n=67</i>	Female <i>n=62</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=11</i>	36 - 45 <i>n=18</i>	46 - 55 <i>n=22</i>	56 - 65 <i>n=38</i>	Over 65 <i>n=43</i>
		(1) Excellent	66.7%	65.7%	66.1%	0.0%	63.6%	61.1%	59.1%
(2) Good	24.2%	26.9%	22.6%	0.0%	27.3%	33.3%	40.9%	18.4%	16.3%
(3) Fair	6.1%	6.0%	6.5%	0.0%	9.1%	0.0%	0.0%	7.9%	9.3%
(4) Poor	3.0%	1.5%	4.8%	0.0%	0.0%	5.6%	0.0%	7.9%	0.0%
Average	1.45	1.43	1.50	0.00	1.45	1.50	1.41	1.58	1.35

	Overall <i>n=132</i>	Location			Residency				
		East <i>n=36</i>	Central <i>n=61</i>	West <i>n=35</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=25</i>	6 to 10 <i>n=12</i>	11 to 15 <i>n=44</i>	Over 15 <i>n=45</i>
		(1) Excellent	66.7%	62.3%	74.3%	66.7%	72.0%	58.3%	70.5%
(2) Good	22.2%	29.5%	17.1%	33.3%	24.0%	25.0%	25.0%	22.2%	
(3) Fair	5.6%	8.2%	2.9%	0.0%	0.0%	16.7%	2.3%	11.1%	
(4) Poor	5.6%	0.0%	5.7%	0.0%	4.0%	0.0%	2.3%	4.4%	
Average	1.50	1.46	1.40	1.33	1.36	1.58	1.36	1.58	

Overall

	Overall <i>n=130</i>	Gender		Age					
		Male <i>n=66</i>	Female <i>n=61</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=11</i>	36 - 45 <i>n=18</i>	46 - 55 <i>n=21</i>	56 - 65 <i>n=38</i>	Over 65 <i>n=42</i>
		(1) Excellent	57.7%	51.5%	63.9%	0.0%	54.5%	55.6%	57.1%
(2) Good	31.5%	39.4%	23.0%	0.0%	36.4%	38.9%	42.9%	28.9%	23.8%
(3) Fair	6.9%	6.1%	8.2%	0.0%	9.1%	0.0%	0.0%	7.9%	11.9%
(4) Poor	3.8%	3.0%	4.9%	0.0%	0.0%	5.6%	0.0%	10.5%	0.0%
Average	1.57	1.61	1.54	0.00	1.55	1.56	1.43	1.76	1.48

	Overall <i>n=130</i>	Location			Residency				
		East <i>n=36</i>	Central <i>n=60</i>	West <i>n=34</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=25</i>	6 to 10 <i>n=12</i>	11 to 15 <i>n=43</i>	Over 15 <i>n=44</i>
		(1) Excellent	63.9%	53.3%	58.8%	66.7%	56.0%	41.7%	67.4%
(2) Good	25.0%	38.3%	26.5%	33.3%	36.0%	41.7%	27.9%	29.5%	
(3) Fair	5.6%	6.7%	8.8%	0.0%	4.0%	8.3%	2.3%	13.6%	
(4) Poor	5.6%	1.7%	5.9%	0.0%	4.0%	8.3%	2.3%	4.5%	
Average	1.53	1.57	1.62	1.33	1.56	1.83	1.40	1.70	

9. How likely are you to recommend living in Algonquin to someone who asks?

	Overall <i>n=230</i>	Gender		Age					
		Male <i>n=113</i>	Female <i>n=110</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=16</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=37</i>	56 - 65 <i>n=72</i>	Over 65 <i>n=80</i>
(1) Very Likely	47.4%	50.4%	46.4%	0.0%	37.5%	47.8%	51.4%	43.1%	51.3%
(2) Likely	37.4%	38.9%	34.5%	0.0%	43.8%	47.8%	29.7%	33.3%	40.0%
(3) Neither Likely nor Unlikely	8.7%	4.4%	13.6%	0.0%	18.8%	4.3%	13.5%	11.1%	3.8%
(4) Unlikely	3.9%	3.5%	3.6%	0.0%	0.0%	0.0%	2.7%	5.6%	5.0%
(5) Very Unlikely	2.6%	2.7%	1.8%	0.0%	0.0%	0.0%	2.7%	6.9%	0.0%
Average	1.77	1.69	1.80	0.00	1.81	1.57	1.76	2.00	1.63

	Overall <i>n=230</i>	Location			Residency				
		East <i>n=55</i>	Central <i>n=118</i>	West <i>n=56</i>	Under 1 <i>n=7</i>	1 to 5 <i>n=33</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=75</i>	Over 15 <i>n=91</i>
(1) Very Likely	47.4%	56.4%	44.9%	44.6%	42.9%	45.5%	50.0%	48.0%	47.3%
(2) Likely	37.4%	23.6%	39.0%	48.2%	57.1%	45.5%	37.5%	33.3%	36.3%
(3) Neither Likely nor Unlikely	8.7%	9.1%	10.2%	3.6%	0.0%	9.1%	12.5%	9.3%	7.7%
(4) Unlikely	3.9%	7.3%	4.2%	0.0%	0.0%	0.0%	0.0%	5.3%	5.5%
(5) Very Unlikely	2.6%	3.6%	1.7%	3.6%	0.0%	0.0%	0.0%	4.0%	3.3%
Average	1.77	1.78	1.79	1.70	1.57	1.64	1.63	1.84	1.81

Quality of Life Rankings

Quality Rating	2017 Rank	2018 Rank	2019 Rank	2020 Rank	2020 Value
Your neighborhood as a place to live	1	1	T1	1	1.65
Algonquin as a place to live	5	2	T1	2	1.71
Cleanliness of Algonquin	2	4	T3	3	1.84
Overall appearance of Algonquin	7	6	5	4	1.92
Overall quality of businesses and services in Algonquin	12	10	8	T6	1.94
Algonquin as a place to raise children	3	3	2	T6	1.94
Algonquin compared to other communities in the area	10	7	4	7	1.94
Variety of housing options	11	12	6	8	2.00
Overall image or reputation of Algonquin	9	9	7	9	2.01
Availability of paths and walking trails	8	11	10	10	2.03
Quality of overall natural environment in Algonquin	6	8	9	11	2.07
Shopping opportunities	4	5	T3	T13	2.09
Overall quality of new development in Algonquin	14	14	11	T13	2.09
Overall direction that Algonquin is taking	15	T15	14	14	2.18
Ease of walking in Algonquin	13	T15	15	15	2.19
Algonquin as a place to work	17	T19	16	16	2.31
Opportunities to participate in social events and activities	16	13	12	17	2.34
Ease of bicycle travel in Algonquin	18	17	17	18	2.35
Recreational opportunities	19	18	13	19	2.41
Value of services for the taxes paid to the Village of Algonquin	21	T19	18	20	2.58
Employment opportunities	20	22	19	21	2.63
Ease of car travel in Algonquin	22	21	20	22	2.89
Traffic flow on major streets	23	23	21	23	3.21

Each Quality of Life area is ranked by their Quality rating score. The service areas are ordered by their current year ranking. For example, "Your neighborhood as a place to live" is listed first because it ranked first. Next to the current year's ranking is the actual value of the responses.

Quality and Importance Rankings

Quality Rating	2018 Rank	2019 Rank	2020 Rank	2020 Value
911 services	1	2	1	1.53
Recycling	T3	T8	2	1.62
Garbage collection	7	T7	3	1.64
Responding to citizen calls	5	3	4	1.68
Online payment options	2	T1	5	1.73
			6	
Ease of water billing services	T3	13	6	1.76
Yard waste collection	16	4	7	1.81
Crime prevention	6	T10	8	1.82
Overall Police Services	T10	9	T10	1.84
Village newsletter	T8	12	T10	1.84
Overall General Services	14	T26	11	1.89
Algonquin e-News	13	11	12	1.91
Pedestrian and bicycle paths	20	27	13	1.93
Snow/ice removal	28	6	T15	1.94
Urban forestry program	T21	T26	T15	1.94
Park maintenance	T8	T17	16	1.97
Sewer services	24	21	T19	1.98
Public property maintenance	17	T24	T19	1.98
Website	T10	T5	T19	1.98
Preservation of natural areas	15	T18	20	1.99
Quality of Village parks	T10	T17	21	2.00
Ease/efficiency of obtaining permits	T18	15	22	2.01
Tree trimming	T31	25	23	2.04
Public property beautification	23	28	T25	2.05
Overall Public Works	27	23	T25	2.05
Social media	T18	T8	26	2.09
Patrol services	25	19	27	2.10
Stormwater drainage	T33	32	28	2.11
Street sweeping	T36	T18	29	2.15
Street lighting	T31	T7	30	2.17
Overall Community Development	T36	T14	31	2.20
Traffic enforcement	T33	31	T34	2.21
Overall Parks and Recreation	T21	T5	T34	2.21
Sidewalk maintenance	40	16	T34	2.21
Code enforcement	T42	T17	35	2.28
Economic development	T38	T10	36	2.30
Street maintenance	T42	T14	T39	2.32
Drinking water	41	33	T39	2.32
Recreation programs	29	T24	T39	2.32
Street improvement	45	20	40	2.33
Land use, planning/zoning	44	29	T42	2.34
Promoting Village to visitors	T38	30	T42	2.34
Special events	26	21	43	2.40
Recreation facilities	29	22	44	2.42
Swimming Pool Facility	T33	T1	45	2.47

Importance Rating	2018 Rank	2019 Rank	2020 Rank	2020 Value
911 services	1	T4	1	1.07
Crime prevention	2	T9	T3	1.10
Website	T39	T25	T3	1.10
Drinking water	5	T14	4	1.11
Snow/ice removal	T3	6	5	1.12
Overall Police Services	T3	T4	T7	1.15
Responding to citizen calls	6	13	T7	1.15
Garbage collection	T8	1	8	1.19
Recycling	T8	2	9	1.22
Street maintenance	T8	3	10	1.25
Yard waste collection	14	5	11	1.28
Sewer services	12	19	12	1.29
Overall Public Works	15	7	13	1.32
Patrol services	7	16	14	1.33
Street lighting	13	8	T16	1.34
Stormwater drainage	11	10	T16	1.34
Street improvement	T18	T14	17	1.35
Economic development	15	18	18	1.40
Overall Community Development	T18	T22	19	1.45
Land use, planning/zoning	17	15	20	1.46
Recreation programs	21	T9	T22	1.47
Preservation of natural areas	25	T22	T22	1.47
Overall General Services	24	11	T25	1.48
Quality of Village parks	20	T14	T25	1.48
Ease of water billing services	30	17	T25	1.48
Sidewalk maintenance	T26	T22	26	1.53
Public property maintenance	T26	12	27	1.54
Overall Parks and Recreation	T28	T20	28	1.57
Traffic enforcement	T22	T20	T30	1.59
Ease/efficiency of obtaining permits	T22	T25	T30	1.59
Code enforcement	T28	21	31	1.60
Pedestrian and bicycle paths	T32	29	32	1.62
Online payment options	38	T23	33	1.64
Public property beautification	31	T20	34	1.65
Tree trimming	T32	T33	T37	1.68
Recreation facilities	T34	27	T37	1.68
Village newsletter	37	26	T37	1.68
Promoting Village to visitors	T34	T23	38	1.74
Urban forestry program	36	T33	39	1.75
Park maintenance	T39	24	40	1.76
Street sweeping	42	28	41	1.79
Swimming Pool Facility	43	32	42	1.85
Algonquin e-News	44	30	43	1.86
Special events	39	31	44	1.90
Social media	45	34	45	2.08

Please complete the 2020 Community Survey if you are an adult (anyone 18 years or older) in your household. Please circle the response that best describes your opinion for each question. Surveys may also be completed online at www.surveymonkey.com/r/2020-ACS by using the Online Identification Number listed on the mailing label. Your responses are anonymous and will be reported in aggregate form only. Thank you for your assistance!

Please complete the questionnaire by October 16, 2020. If mailing completed form in, postage is pre-paid, so please make sure the "Return to" side of this form is facing up prior to mailing. Surveys completed online do not need to be returned. Thank you again for participating.

1. Please indicate how you would describe the following quality of life measures in Algonquin:

	Excellent	Good	Fair	Poor	Don't Know
Algonquin as a place to live	1	2	3	4	N
Your neighborhood as a place to live	1	2	3	4	N
Algonquin as a place to raise children	1	2	3	4	N
Algonquin as a place to work	1	2	3	4	N
Algonquin compared to other communities in the area	1	2	3	4	N
Overall appearance of Algonquin	1	2	3	4	N
Cleanliness of Algonquin	1	2	3	4	N
Overall quality of new development in Algonquin	1	2	3	4	N
Variety of housing options	1	2	3	4	N
Overall quality of businesses and services in Algonquin	1	2	3	4	N
Shopping opportunities	1	2	3	4	N
Recreational opportunities	1	2	3	4	N
Employment opportunities	1	2	3	4	N
Opportunities to participate in social events and activities	1	2	3	4	N
Ease of car travel in Algonquin	1	2	3	4	N
Ease of bicycle travel in Algonquin	1	2	3	4	N
Ease of walking in Algonquin	1	2	3	4	N
Availability of paths and walking trails	1	2	3	4	N
Traffic flow on major streets	1	2	3	4	N
Quality of overall natural environment in Algonquin	1	2	3	4	N
Value of services for the taxes paid to the Village of Algonquin	1	2	3	4	N
Overall direction that Algonquin is taking	1	2	3	4	N
Overall image or reputation of Algonquin	1	2	3	4	N

2. To what degree, if at all, are run-down buildings, weed lots, or junk vehicles a problem in Algonquin?

- Not a problem Minor problem Moderate problem Major problem Don't know

3. Please rate how safe you feel:

	Very Safe	Somewhat Safe	Neither Safe nor Unsafe	Somewhat Unsafe	Very Unsafe	Don't Know
In your neighborhood during the day	1	2	3	4	5	N
In your neighborhood after dark	1	2	3	4	5	N

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

- Yes → Go to #5 No → Go to #6 Don't know → Go to #6

5. If yes, was this crime (these crimes) reported to the police?

- Yes No Don't know

6. The following section lists specific services provided by the Village. Please rate both the quality and importance of the Village service by circling your answer for each specific service statement.

Police/Public Safety	Please rate the quality of this service					Please rate the level of importance that this service be provided			
	Excellent	Good	Fair	Poor	Don't Know	High	Medium	Low	Don't Know
Crime prevention	1	2	3	4	N	1	2	3	N
Patrol services	1	2	3	4	N	1	2	3	N
Traffic enforcement	1	2	3	4	N	1	2	3	N
911 services	1	2	3	4	N	1	2	3	N
Responding to citizen calls	1	2	3	4	N	1	2	3	N
Overall Police services	1	2	3	4	N	1	2	3	N

Public Works/ Infrastructure	Please rate the quality of this service					Please rate the level of importance that this service be provided			
	Excellent	Good	Fair	Poor	Don't Know	High	Medium	Low	Don't Know
Street maintenance	1	2	3	4	N	1	2	3	N
Street improvement	1	2	3	4	N	1	2	3	N
Street sweeping	1	2	3	4	N	1	2	3	N
Street lighting	1	2	3	4	N	1	2	3	N
Snow/ice removal	1	2	3	4	N	1	2	3	N
Sidewalk maintenance	1	2	3	4	N	1	2	3	N
Storm water drainage	1	2	3	4	N	1	2	3	N
Drinking water	1	2	3	4	N	1	2	3	N
Sewer services	1	2	3	4	N	1	2	3	N
Urban forestry program	1	2	3	4	N	1	2	3	N
Tree trimming	1	2	3	4	N	1	2	3	N
Pedestrian & bicycle paths	1	2	3	4	N	1	2	3	N
Public property maintenance	1	2	3	4	N	1	2	3	N
Public property beautification	1	2	3	4	N	1	2	3	N
Overall Public Works	1	2	3	4	N	1	2	3	N

Parks/Recreation	Excellent	Good	Fair	Poor	Don't Know	High	Medium	Low	Don't Know
Quality of Village parks	1	2	3	4	N	1	2	3	N
Parks maintenance	1	2	3	4	N	1	2	3	N
Recreation programs	1	2	3	4	N	1	2	3	N
Special Events	1	2	3	4	N	1	2	3	N
Recreation facilities	1	2	3	4	N	1	2	3	N
Preservation of natural areas (open space, wetlands, etc.)	1	2	3	4	N	1	2	3	N
Swimming pool facility	1	2	3	4	N	1	2	3	N
Overall Parks/Recreation	1	2	3	4	N	1	2	3	N

Community Development	Excellent	Good	Fair	Poor	Don't Know	High	Medium	Low	Don't Know
Land use, planning/zoning	1	2	3	4	N	1	2	3	N
Code enforcement (weeds, property maintenance, etc.)	1	2	3	4	N	1	2	3	N
Economic development	1	2	3	4	N	1	2	3	N
Ease & efficiency of obtaining permits	1	2	3	4	N	1	2	3	N
Overall Community Development	1	2	3	4	N	1	2	3	N

General Services	Excellent	Good	Fair	Poor	Don't Know	High	Medium	Low	Don't Know
Online payment options	1	2	3	4	N	1	2	3	N
Website (www.algonquin.org)	1	2	3	4	N	1	2	3	N
Village Newsletter	1	2	3	4	N	1	2	3	N
Algonquin e-News	1	2	3	4	N	1	2	3	N
Social Media (Facebook, Twitter, etc.)	1	2	3	4	N	1	2	3	N
Garbage collection	1	2	3	4	N	1	2	3	N
Recycling	1	2	3	4	N	1	2	3	N
Yard waste collection	1	2	3	4	N	1	2	3	N
Ease of water billing services	1	2	3	4	N	1	2	3	N
Promoting the Village to attract visitors	1	2	3	4	N	1	2	3	N
Overall General Services	1	2	3	4	N	1	2	3	N

7. Have you had any in-person, phone, or email contact with an employee of the Village of Algonquin within the last 12 months (including police, counter staff, inspectors, or any others)?

- Yes → Go to #8 No → Go to #9 Don't know → Go to #9

8. Please rate the performance of the Village employee(s) you interacted with during your most recent contact?

	Excellent	Good	Fair	Poor	Don't Know
Knowledgeable	1	2	3	4	N
Responsive	1	2	3	4	N
Courteous	1	2	3	4	N
Overall	1	2	3	4	N

9. Please indicate how likely or unlikely you are to do each of the following:

	Very Likely	Likely	Neither Likely or Unlikely	Unlikely	Very Unlikely	Don't Know
Recommend living in Algonquin to someone who asks	1	2	3	4	5	N
Remain in Algonquin for the next five years	1	2	3	4	5	N

10. How long have you been a resident of Algonquin?

- Less than 1 year 1 – 5 years 6 – 10 years 11 – 15 years Over 15 years

11. In what type of home do you currently live?

- Single family house Townhome/Duplex Condominium/Apartment Other

12. Please indicate your current housing status.

- Own Rent

13. Do any children age 17 or under live in your household?

- Yes No

14. Are you or any other member/s of your household aged 65 or older?

- Yes No

15. Please indicate your age.

- 18 - 25 26 – 35 36 – 45 46 – 55 56 – 65 Over 65

16. Please indicate your gender.

- Male Female

17. In what area of Algonquin do you reside?

- East of the Fox River West of the Fox River, East of Randall Road West of Randall Road

Please explain your answers for the questions above or leave any suggestions for future goals for the Village of Algonquin, indicate below. (Please note Village services do not include schools, fire department, or library.)

Please return the completed questionnaire by **October 16, 2020**. Postage is pre-paid; just make sure the "Return to" side of this form is facing up prior to mailing. You may also drop off at Ganek Municipal Center, 2200 Harnish Drive. Thank you for participating!



VILLAGE OF ALGONQUIN
2200 HARNISH DRIVE
ALGONQUIN, IL 60102

Complete Online at
www.surveymonkey.com/r/2020-ACS
Using Code Found Here!



Please remove or black out label if anonymity is an issue.

2020 Algonquin Community Survey

Dear Resident:

Your household has been selected at random to participate in a project that will help shape the future of Algonquin. You are one of approximately 1,500 randomly selected residents who have the opportunity to participate.

The 2020 Community Survey will be used to help the Village Board make decisions that affect our community. The results will also be used as a baseline comparison with other future surveys to track the Village's progress in meeting community needs, so we do hope you will participate.

To ensure survey results are truly representative of resident opinion, it is very important that each survey be completed and returned by an adult (anyone 18 years or older) in your household.

Participants have the ability to respond to the survey online at the link below using the Online Identification Number listed on the mailing label. Visit www.surveymonkey.com/r/2020-ACS.

We ask that you respond as soon as possible, but no later than **October 16, 2020**.

Results are reported in aggregate form; therefore, your responses will remain completely anonymous. If you have any questions about the 2020 Community Survey, please contact us at 847-658-5534.

Thank you for your interest and involvement in this project. We look forward to your participation in shaping the future of Algonquin!

Sincerely,

Debbie Sosine
Acting Village President

Tim Schloneger
Village Manager

Please Tape Your Completed Form Closed

Return to:

VILLAGE OF ALGONQUIN
2200 HARNISH DRIVE
ALGONQUIN, IL 60102

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