



2021

Algonquin Community Survey
Report of Results



Mission Statement and Values

Mission Statement

The mission of the people of Algonquin is to foster a harmonious, distinctive community with a strong sense of place, preserving its ecological and historical richness, providing a safe and comfortable environment, through a responsible use of community resources, and developing ownership and pride in the community through significant citizen involvement in all civic, social, and cultural affairs.

To this end, we will provide for the needs of today, prepare for the demands of tomorrow, and Remain mindful and respectful of the past.

Values

Respect

We are committed to fairness, inclusion, justice, compassion, and equal outcomes for all. We are open-minded and treat all individuals with respect and dignity.

Integrity

We are committed to the highest ideals of honor and integrity in all public and professional relationships.

Stewardship

We are committed to our natural, fiscal, and social resources and will care for such with transparency and openness, further considering how our work will be sustained by future generations.

Collaboration

We are committed and accountable to organizational success and celebrate our shared dedication to public service.

Innovation

We are committed to a forward-thinking environment that embraces change and supports learning, creativity, calculated risks, and continuous improvement.

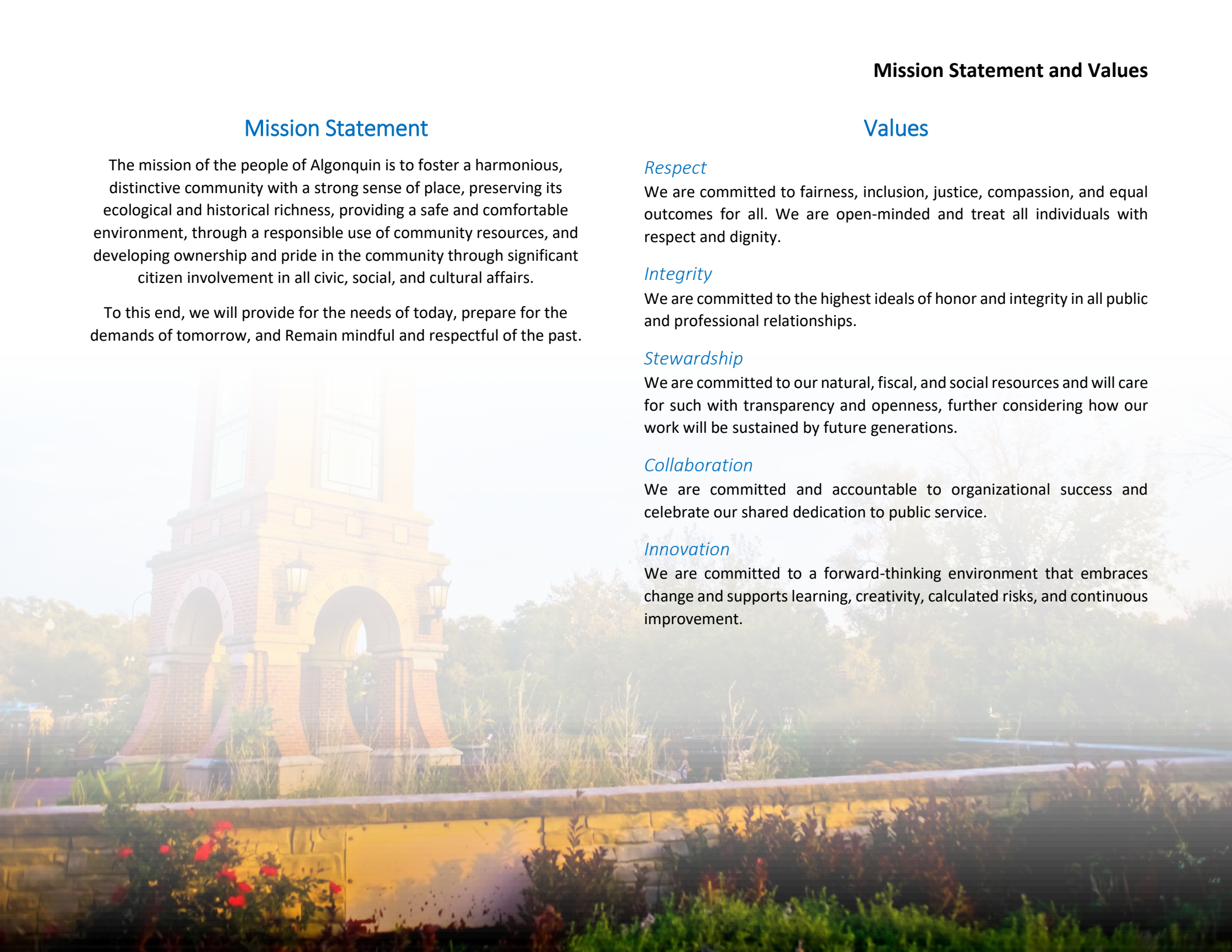


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This report consists of the results from the eighth annual Algonquin Community Survey which was conducted in 2021. Goals of the survey are to evaluate municipal services and resident's perceptions of the community, identify trends, and develop strategies for future service delivery.

Project information and historic reports are available at: www.algonquin.org/survey.

Project Summary

In September 2021, 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 1,750 randomly selected households on September 24, 2021. Households were given 22 days to complete and return the survey. During the fall months of 2021, 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 is combined for calculations.

Margin of Error

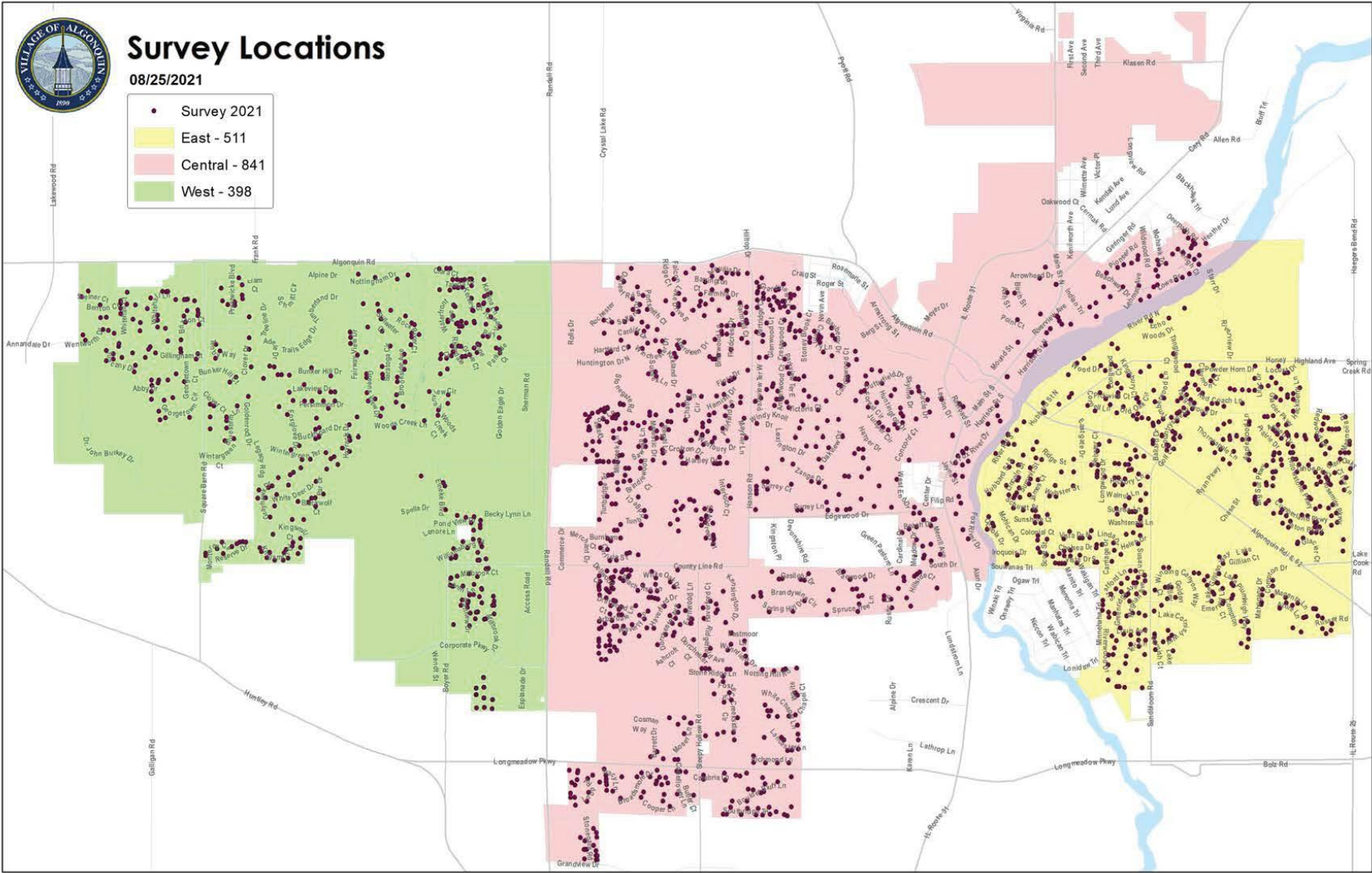
The Algonquin Community Survey was conducted with a 90% confidence level and a margin of error of 5.5%, plus or minus. Based on the survey responses received, 90% of the time, the results of a survey should differ by not more than 5.5% in either direction from what would have been obtained by surveying 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



Of the 1,750 surveys distributed, 222 were returned for a 12.7% overall response rate. Further delineating response rate by geography, households East of the Fox River had a 16.0% response rate, households west of the Fox River and east of Randall Road had a 14.7% response rate, and households west of Randall Road had an 11.8% response rate. A total of seven respondents did not indicate in what area of Algonquin they resided.

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 highest rated measure for this category is Algonquin as a Place to Live, receiving a positive (Good or Excellent) rating of 95.4% by respondents. The next two top-rated measures are Your Neighborhood as a Place to Live (92.1%) and Cleanliness of Algonquin (91.2%).

Traffic Flow on Major Streets (50.0%), Employment Opportunities (56.4%), and Value of services for the taxes paid to the Village of Algonquin (58.7%) are the bottom most rated measures in this category.

Police/Public Safety

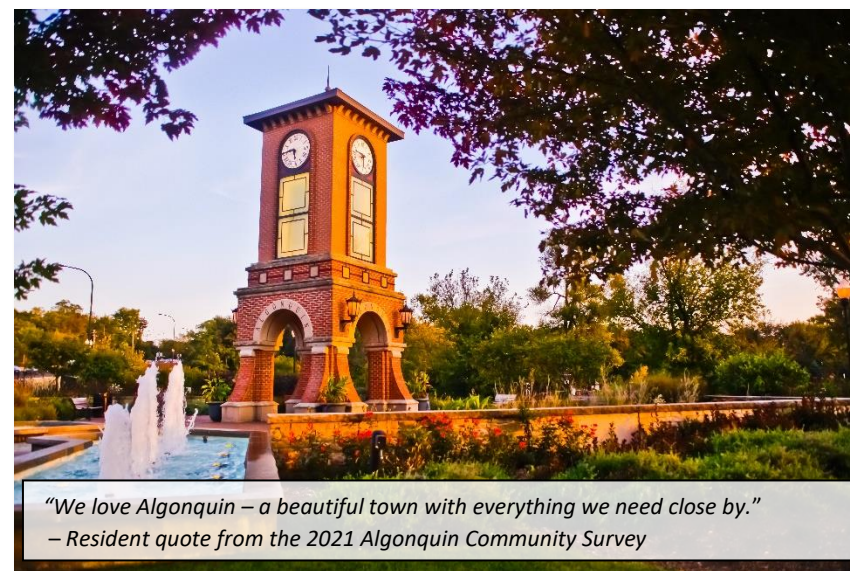
Ensuring public safety is one of the most critical charges of municipal government. The results of the Algonquin Community Survey indicate the vast majority of Algonquin residents feel safe in their neighborhoods.

This year, the highest rated measure for this category is 911 Services (96.6%), followed by Crime Prevention (93.1%) and Responding to Citizen Calls (88.6%).

The bottom most rated measures for Police/Public Safety include Traffic Enforcement (73.9%) and Patrol Services (79.9%).

The Village of Algonquin Police Department is charged with protecting the safety and welfare of the public. During the 2019 calendar year, the Police Department responded to 15,001 service calls. In 2020, the Police Department responded to 14,155 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 highest rated measure for this category is Public Property Maintenance (90.0%), followed by Public Property Beautification (87.4%) and Sewer Services (85.5%).

Drinking Water (68.4%), Street Improvement (74.5%), and Tree Trimming (75.9%) are the bottom most rated measures in this category.

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.

In addition, Algonquin continues to receive recognition for providing premier parks and trails for its residents and it has been named a Tree City USA for 25 consecutive years, since 1996, by the Arbor Day Foundation.

Parks/Recreation

Parks and recreational services add to the high quality of life that Algonquin residents enjoy.

The highest rated measure for this category is Parks Maintenance (89.8%). 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 nearly 166 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 highest rated measures in this category are Ease/Efficiency of Obtaining Permits (79.3%). The next two top rated measures are Economic Development (73.9%) and Overall Community Development (79.1%).

The bottom most rated measure this year was Code Enforcement (69.8%).

In calendar year 2020, the Community Development Department issued 2,926 building permits. In 2021, the Department issued 3,557 building permits.

General Services

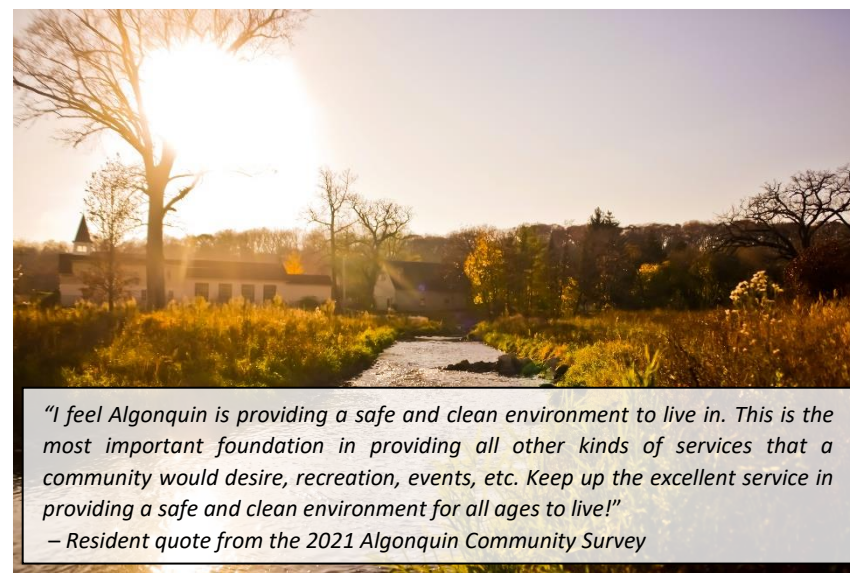
This section of the Algonquin Community Survey asked respondents to evaluate services and programs ranging from the Village newsletter to promoting the Village to attract visitors.

The highest rated measure in this category is Online Payment Options (92.7%). The next two top rated measures are Recycling (92.5%) and Garbage Collection (91.6%).

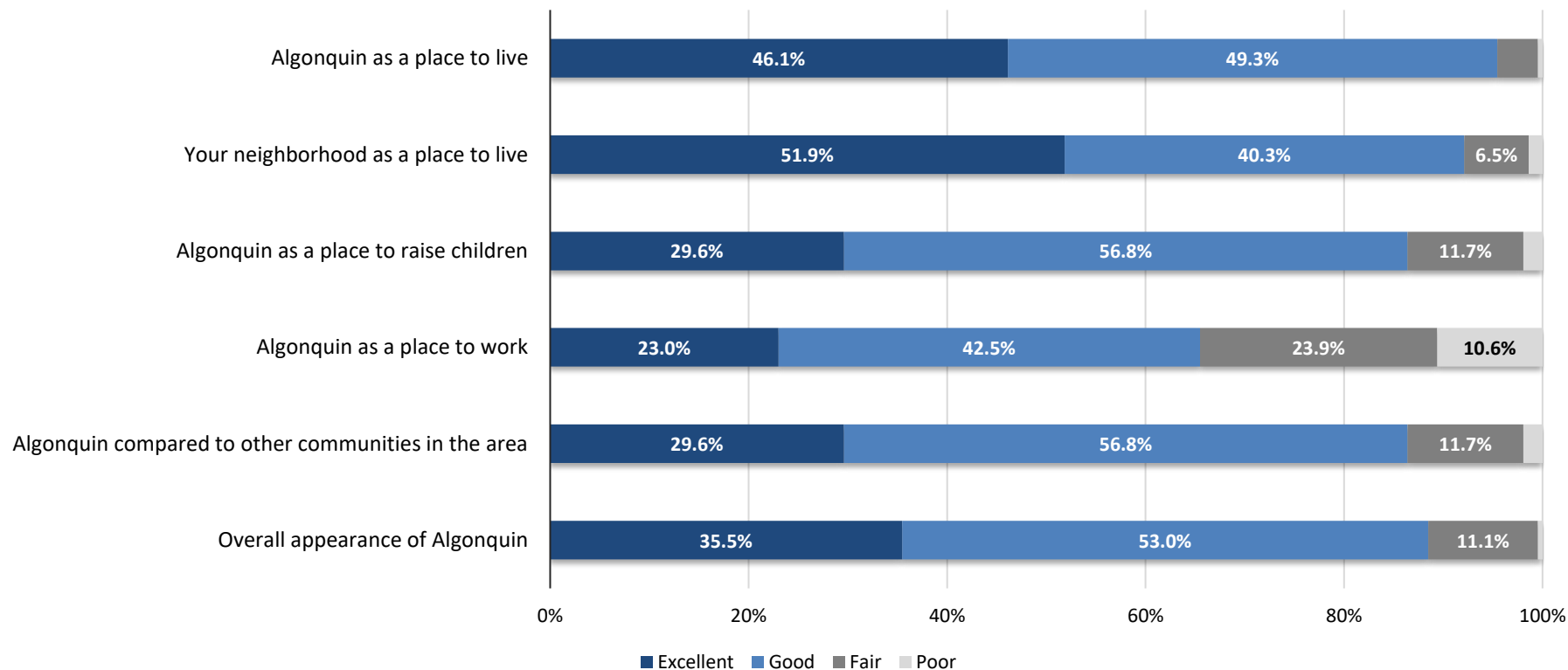
The bottom most rated measure in this category is Promoting Village to Attract Visitors (61.5%).

Customer Service

Overall, employee interaction was rated overwhelmingly Excellent or Good in all three evaluation categories: knowledgeable (91.3%), responsive (94.8%), and courteous (92.2%). **Overall, 93.1% of residents rated their interactions with Village employees as positive.**



Quality of Life in Algonquin

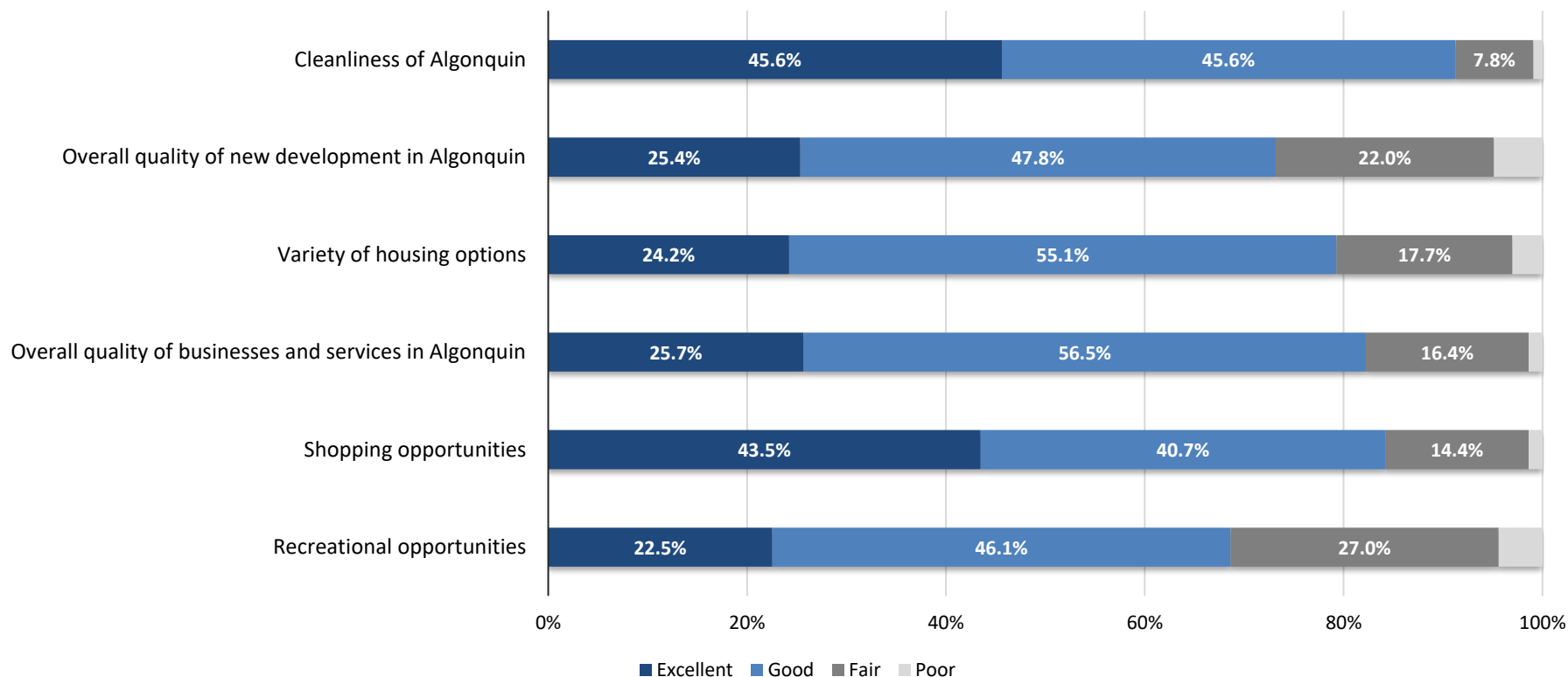


The chart above illustrates the first of four charts that quantify perceptions of quality of life in Algonquin. The term "positive" will be used as a combination of both "excellent" and "good" ratings. **95.4% of respondents rated Algonquin as Place to Live positively.** In 2020, 89.7% of respondents rated this measure positively.

An area of concern is Algonquin as a Place to Work, which received a significant number of Fair (23.9%) and Poor (10.6%) ratings. This measure also received a significant number of Fair (25.0%) and Poor (12.9%) ratings in 2020. However, this measure’s positive ratings have increased by 2.1% annually since 2015.

The biggest change from 2020 to 2021, in this section, is Overall Appearance of Algonquin (+6.6%), an increase from 2020. The increase in this measure can be attributed to significant completion of visual enhancements made to the Village like the Downtown Streetscape Redevelopment project.

Quality of Life in Algonquin (Part 2)

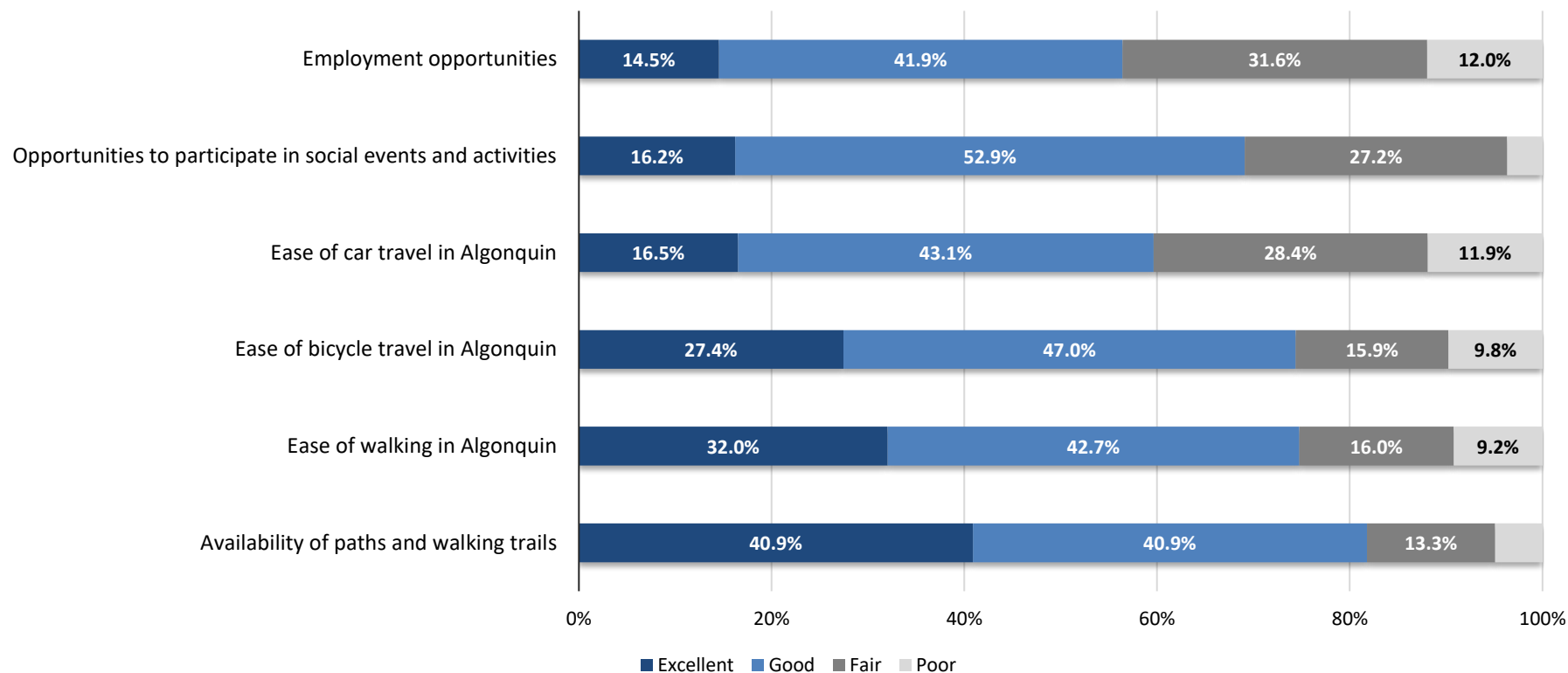


The chart above illustrates the second of four charts that quantify perceptions of quality of life in Algonquin. **91.2% of respondents rated the Cleanliness of Algonquin as positive.** In 2020, of 84.7% of respondents rated this measure positively.

An area of concern is Recreational opportunities, which received a significant number of Fair (27.0%) and Poor (4.4%) ratings. This measure also received a significant number of Fair (25.7%) and Poor (14.4%) ratings in 2020. Positive ratings for this measure decreased 8.4% in 2020 at the onset of mitigations related to COVID-19; however, this service area is anticipated to recover as recreation programs and special events recover from pandemic mitigations.

Recreational Opportunities received 8.7% more positive ratings when compared to 2020. From 2019 to 2020, this measure decreased 8.4% due to restrictions resulting from COVID-19. This measure is also expected to remain the same, if not increase, as recreation programs continue to recover.

Quality of Life in Algonquin (Part 3)

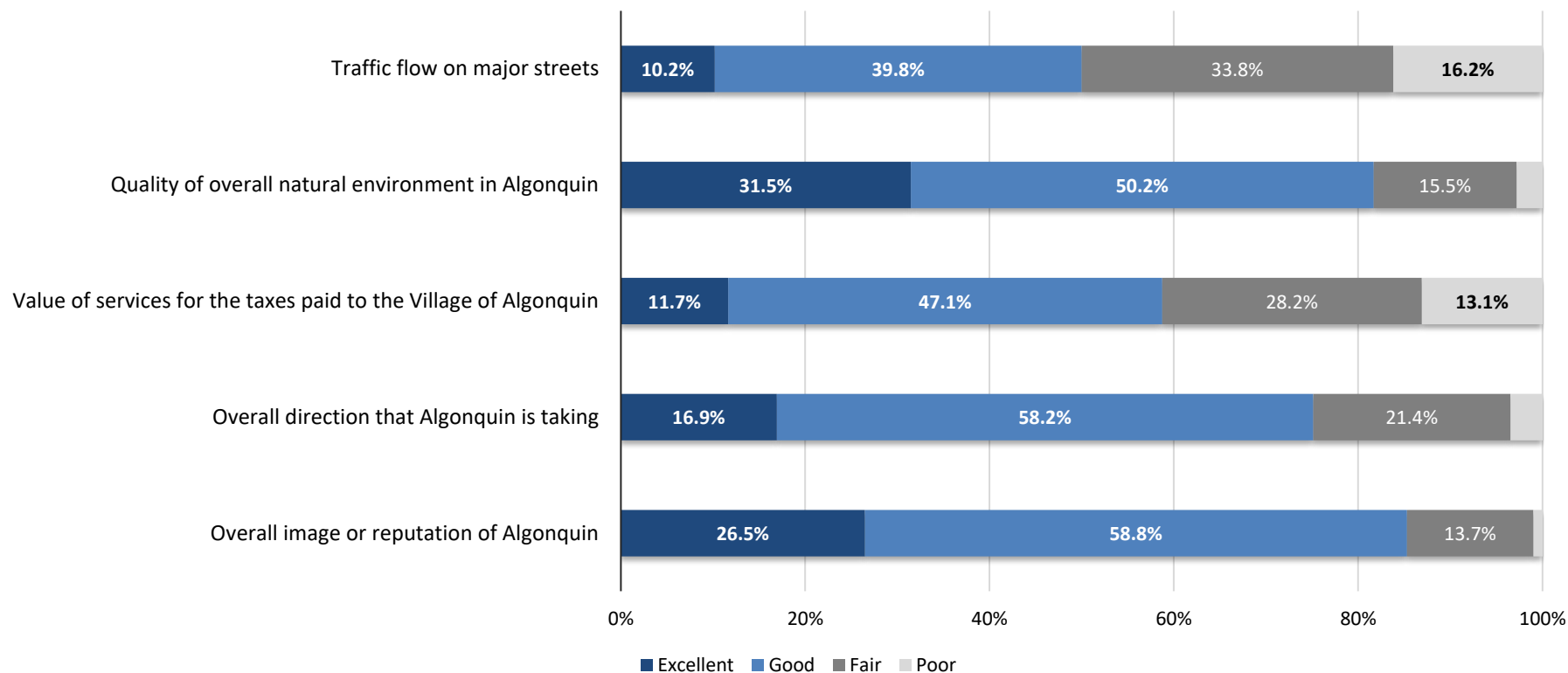


The chart above illustrates the third of four charts that quantify perceptions of quality of life in Algonquin. **81.8% of respondents rated the Availability of Paths and Walking Trails positively.** In 2020, 75.2% of respondents rated this measure positively.

An area of concern is Employment Opportunities, which received a significant number of Fair (31.6%) and Poor (12.0%) ratings. This measure also received a significant number of Fair (37.7%) and Poor (18.0%) ratings in 2020. At the onset of the COVID-19 pandemic, Algonquin experienced an unemployment rate of 14.4%, largely due to closures in the dining and hospitality industries. This measure has since increased 12.1% as these industries, as well as the unemployment rate, have recovered.

Ease of Car Travel in Algonquin increased by 23.0% when compared to 2020. The increase is a result of completion of major roadway projects such as McHenry County’s Randall Road Corridor Improvement project and the Village’s Old Town Streetscape Redevelopment project.

Quality of Life in Algonquin (Part 4)

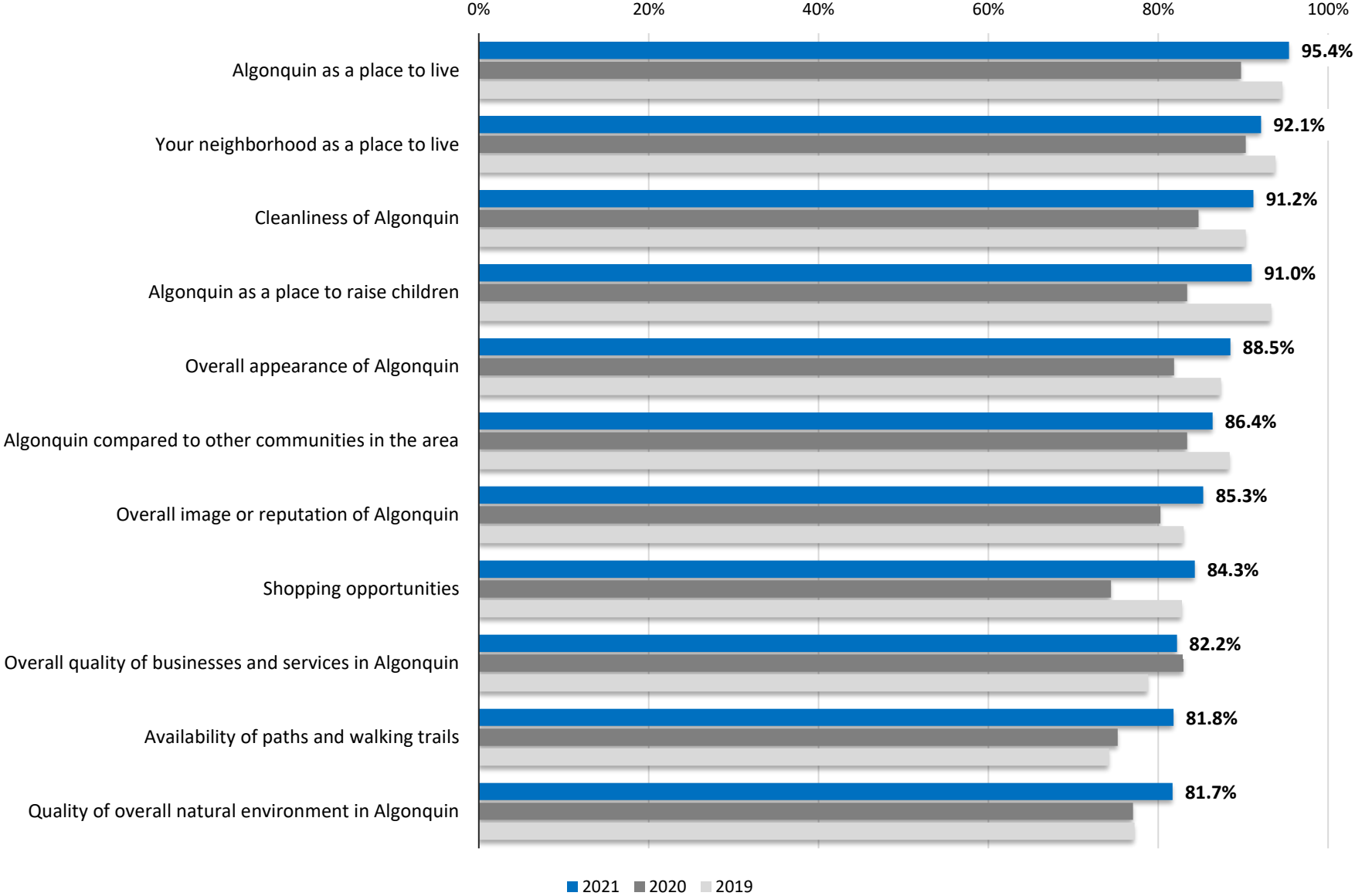


The chart above illustrates the last of four charts that quantify perceptions of quality of life in Algonquin. **85.3% of respondents rated the Overall Image or Reputation of Algonquin as positive.** In 2020, 80.3% of respondents rated this measure positively.

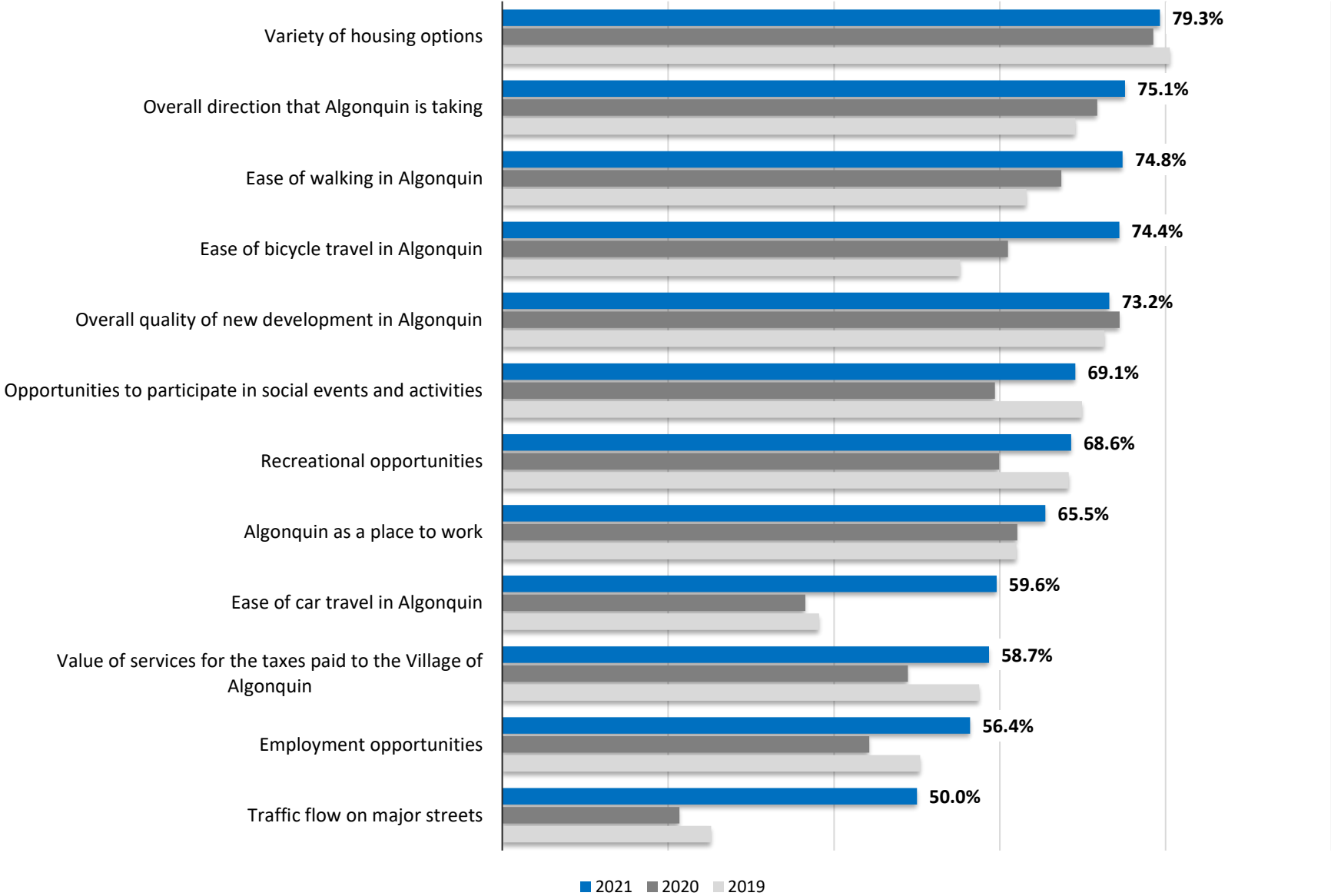
An area of concern is Value of Services for the Taxes Paid to the Village of Algonquin, which received a significant number of Fair (28.2%) and Poor (13.1%) ratings. This measure also received a significant number of Fair (34.0%) and Poor (17.0%) ratings in 2020. The Village portion of the property tax 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.

The biggest change from 2020 to 2021, in this section, is Traffic Flow on Major Streets (+28.6%), an increase from 2020. Completion of McHenry County’s Randall Road Corridor Improvement project and the Illinois Department of Transportation’s repainting of the bridge crossing the Fox River on Illinois Route 62 (Algonquin Road) contributed to this increase.

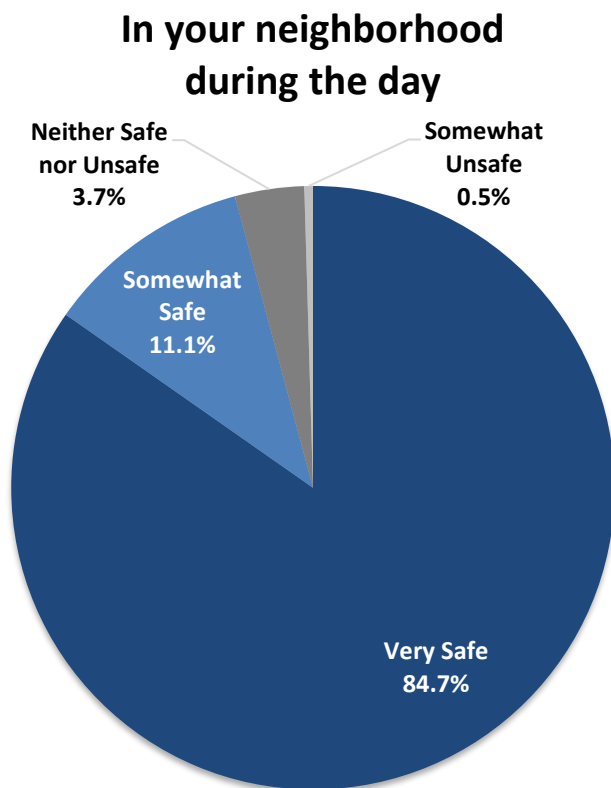
Quality of Life Year-to-Year Positive Rating Comparison: 2019 - 2021



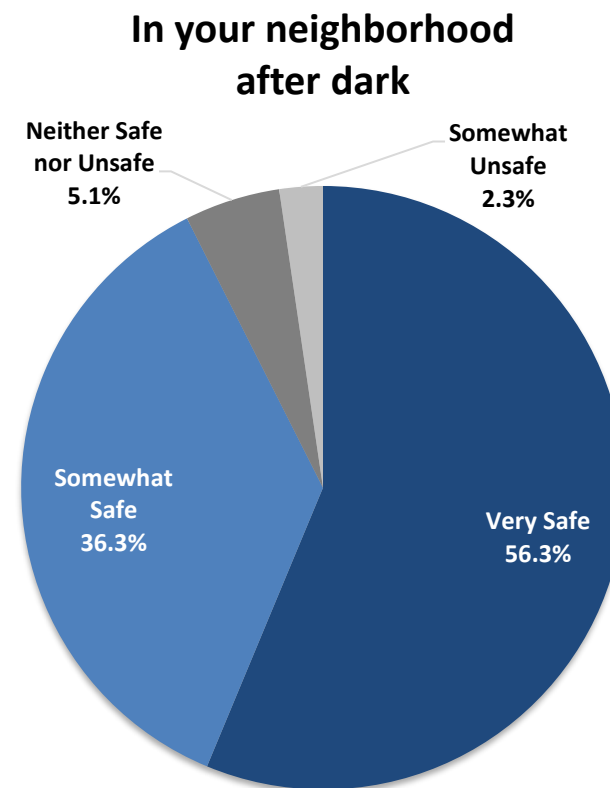
Quality of Life Year-to-Year Positive Rating Comparison: 2019 - 2021 (Part 2)



Public Safety: How Safe Do You Feel...

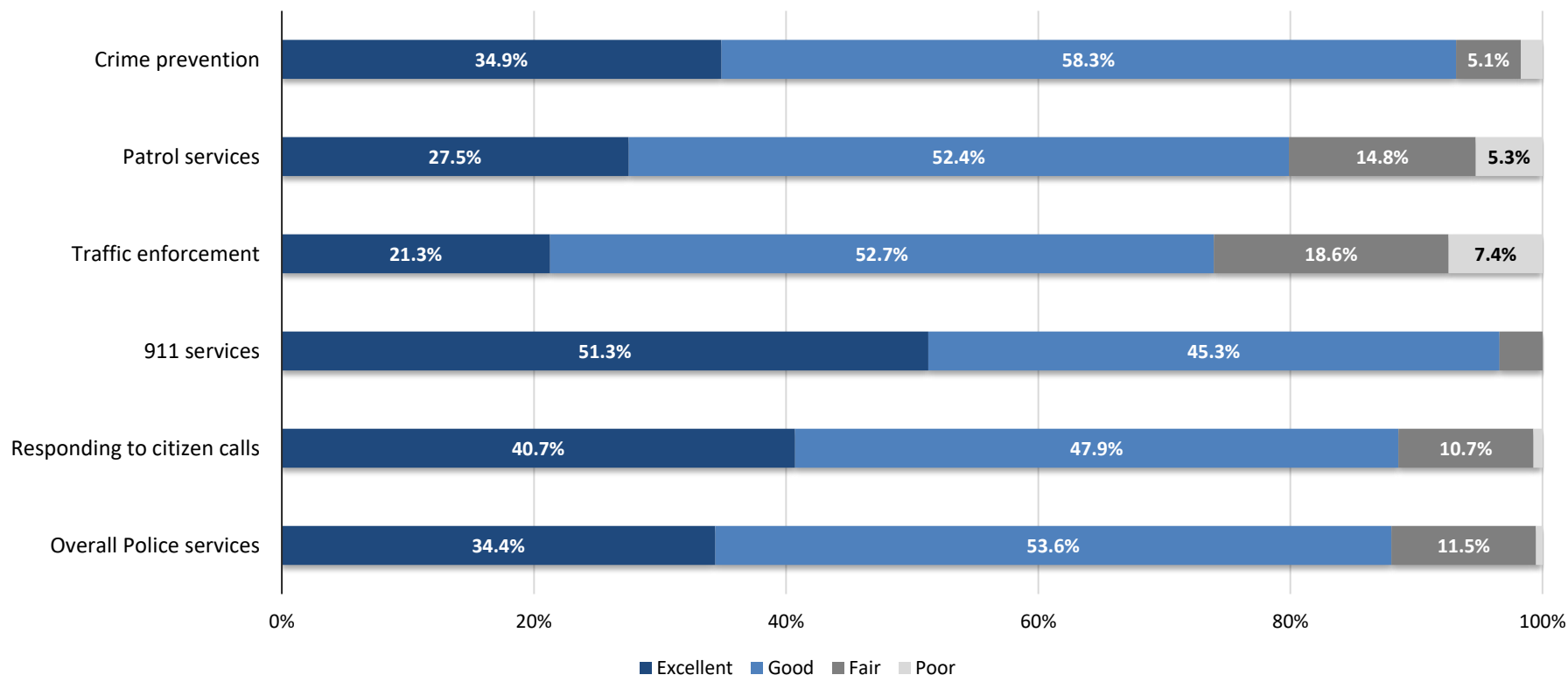


The above chart illustrates respondents' ratings as to how safe they feel in their neighborhood during the day. **Overall, 96% of respondents indicated that they feel either Very Safe or Somewhat Safe during the day.** Less than 1% of residents reported feeling less than safe during the day.



The above chart illustrates respondents' ratings on how safe they feel in their neighborhood after dark. **Overall, 93% of respondents indicated that they feel either Very Safe or Somewhat Safe after dark.** Around 2% of respondents state that they feel less than safe in their neighborhood after dark.

Quality Ratings: Police/Public Safety Summary

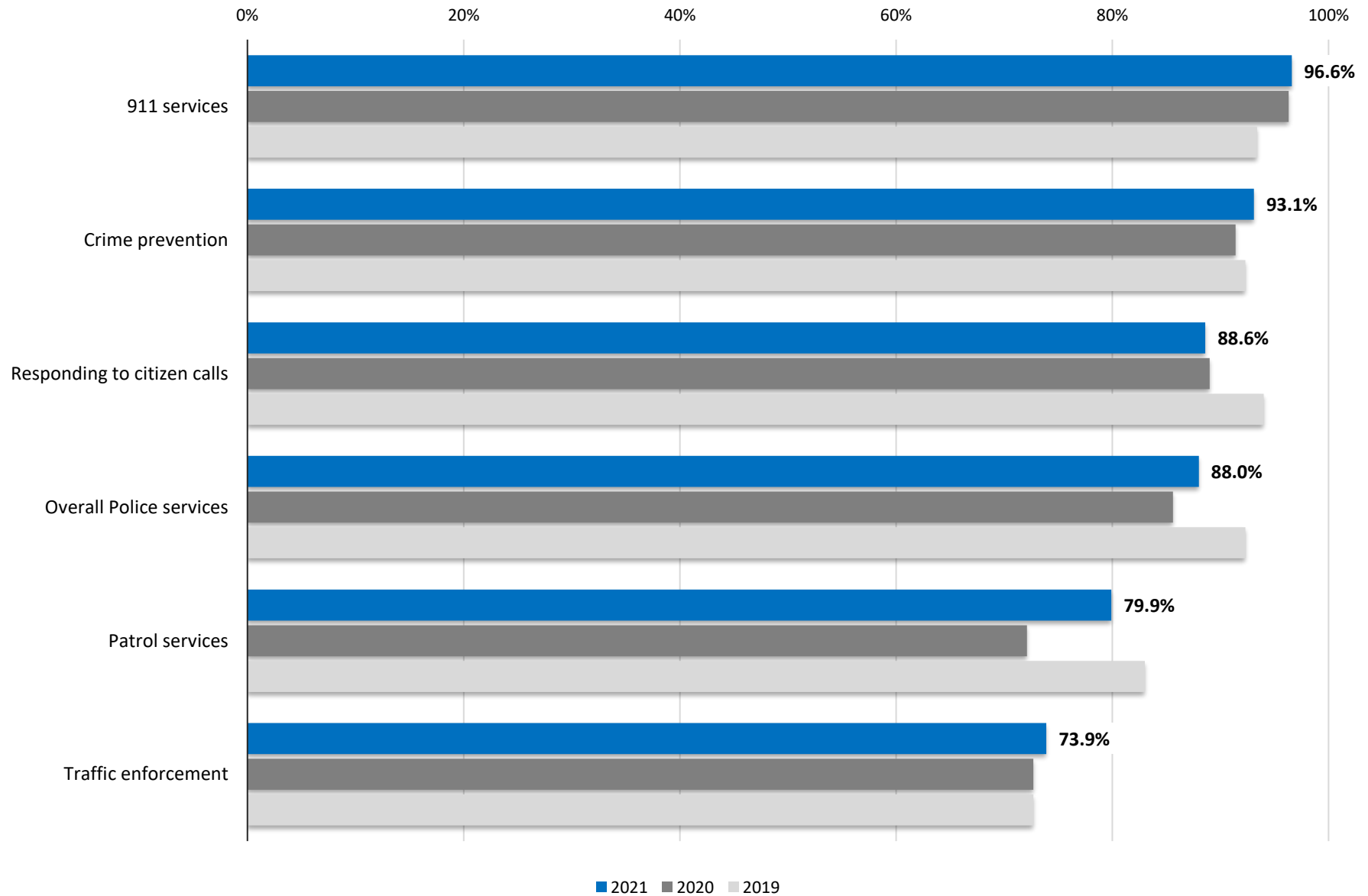


The chart above illustrates quality ratings related to police and public safety services. **96.6% of respondents rated 911 Services as positive.** In 2020, 96.3% of respondents rated this measure positively.

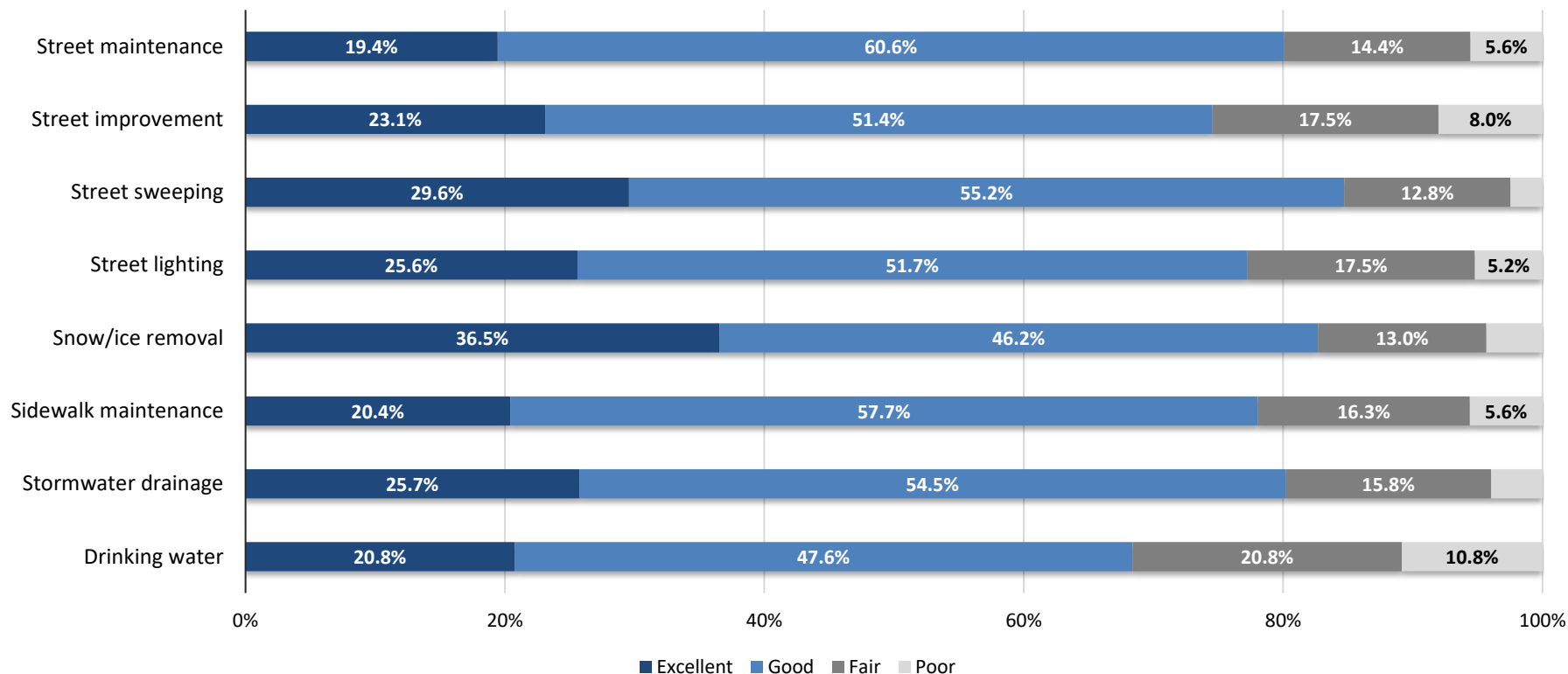
An area of focus is Traffic Enforcement, which received a significant number of Fair (18.6%) and Poor (7.4%) ratings. This measure also received a significant number of Fair (15.8%) and Poor (11.5%) ratings in 2020. The Algonquin Police Department regularly participates in traffic enforcement campaigns during major holidays like Independence Day and Labor Day, which are funded through programs by the Illinois Department of Transportation and National Highway Safety Traffic Administration.

The biggest change from 2020 to 2021, in this section, is Patrol Services, which increased 7.8% from 2020. Since 2015, this measure has increased approximately 1.5% each year.

Police/Public Safety Year-to-Year Positive Rating Comparison: 2019 - 2021



Quality Ratings: Public Works/Infrastructure Summary

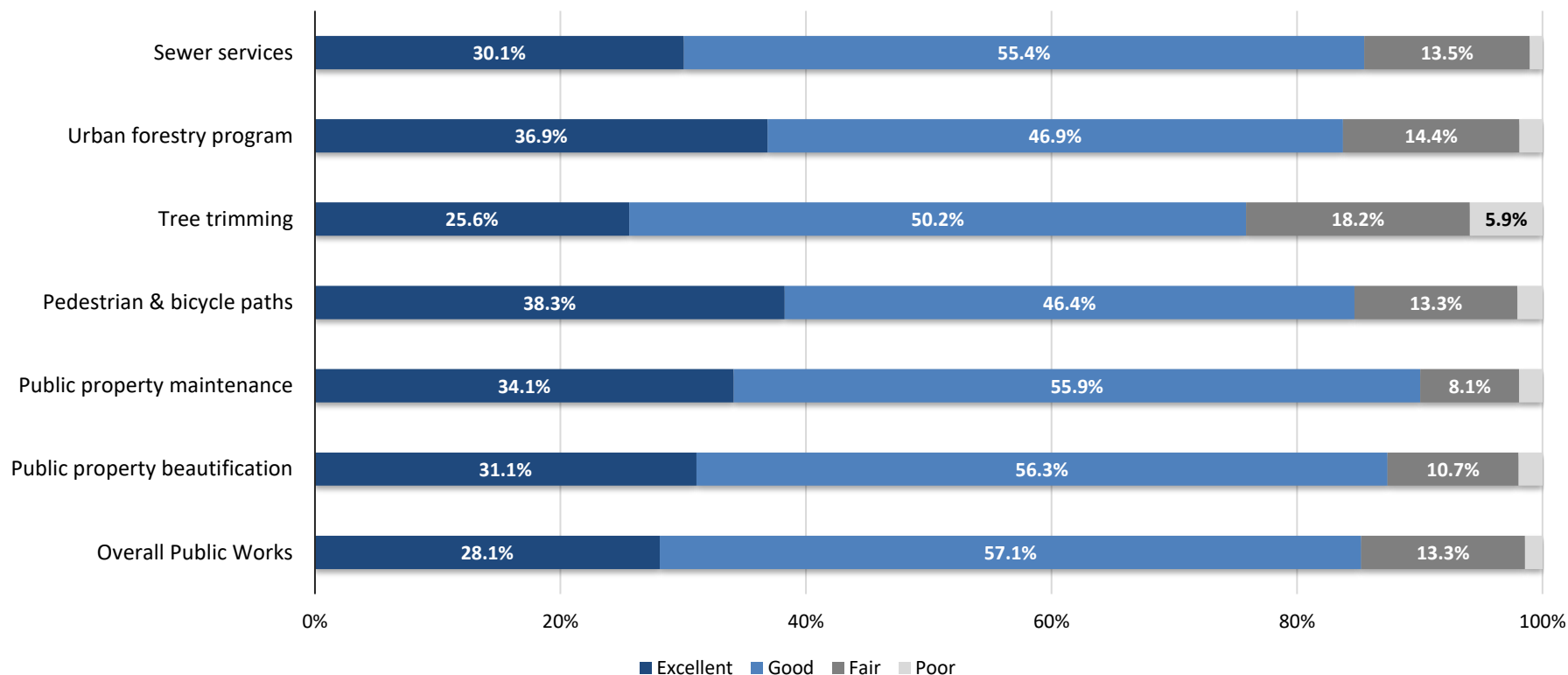


The chart above illustrates quality ratings related to public works and infrastructure services. **84.7% respondents rated Street Sweeping as positive.** This measure received positive ratings from 70.0% of respondents in 2020.

An area of focus is Drinking Water, which received a significant number of Fair (20.8%) and Poor (10.8%) responses. This measure also received a significant number of Fair (21.9%) and Poor (13.7%) ratings in 2020. Annual water quality reports can be accessed on the Village’s website.

The biggest change from 2020 to 2021, in this section, is Street Maintenance (+17.2%), an increase from 2020. During the year, the Village completed roadway improvements to Algonquin Lakes Subdivision, Lake Drive South, Scott Street, and Terrace Hill Subdivision. The Village also began roadway improvements to Harnish Drive. 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.

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

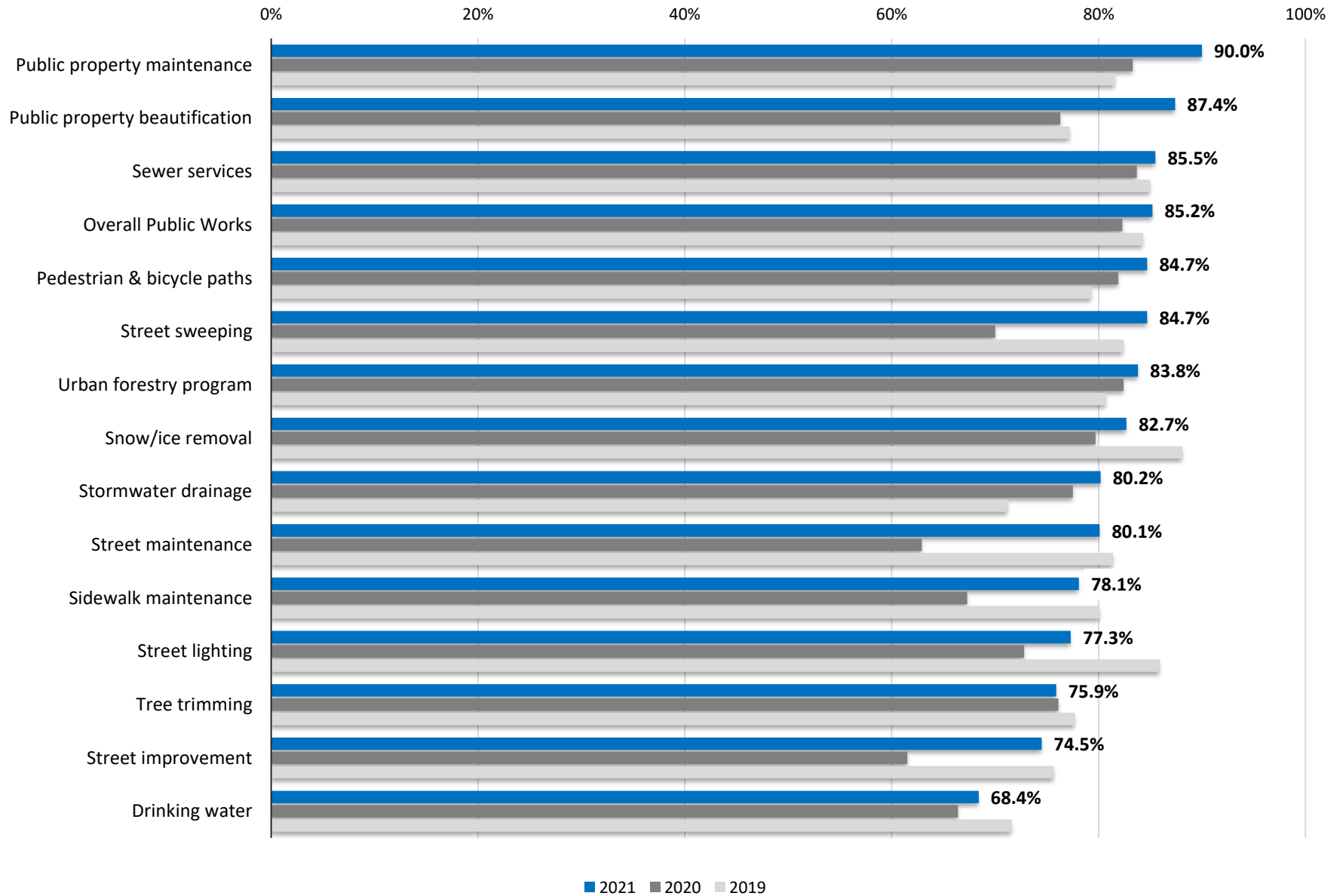


Above is another chart that illustrates quality ratings related to public works and infrastructure services. **90.0% of respondents rated Public Property Maintenance as positive.** In 2020, 83.3% of respondents rated this measure positively.

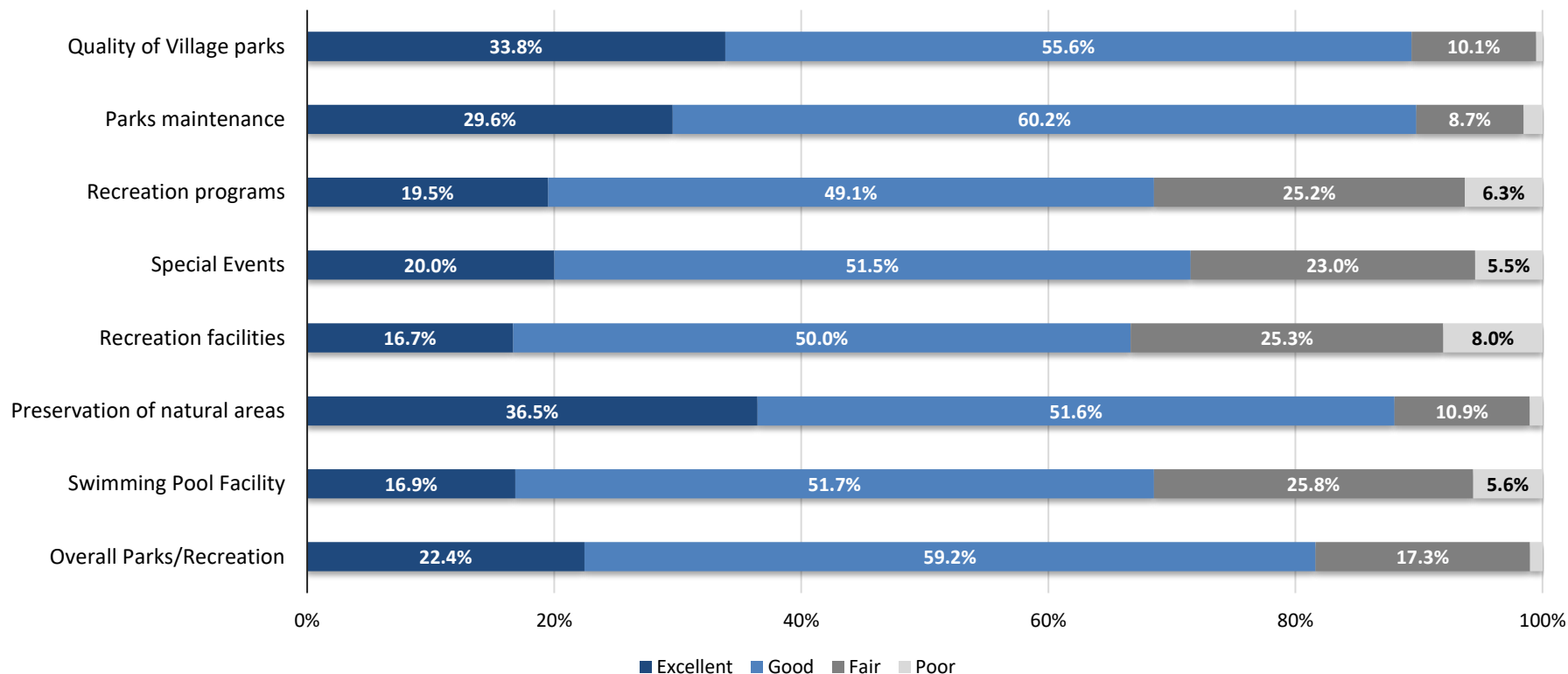
An area of focus remains Tree trimming, which received a significant number of Fair (18.2%) and Poor (5.9%) responses. This measure also received a significant number of Fair (17.4%) and Poor (6.6%) ratings in 2020. This measure decreased slightly from 2020 (-0.2%); however, the measure has increased 4.7% since the inception of the survey.

The biggest change from 2020 to 2021, in this section, is Pedestrian and Bicycle Paths (+11.1%), an increase from 2020. The increase can be attributed to completion of capital improvements such as the Old Town Streetscape Redevelopment and Stoneybrook Park Redevelopment projects.

Public Works Year-to-Year Positive Rating Comparison: 2019 - 2021



Quality Ratings: Parks/Recreation

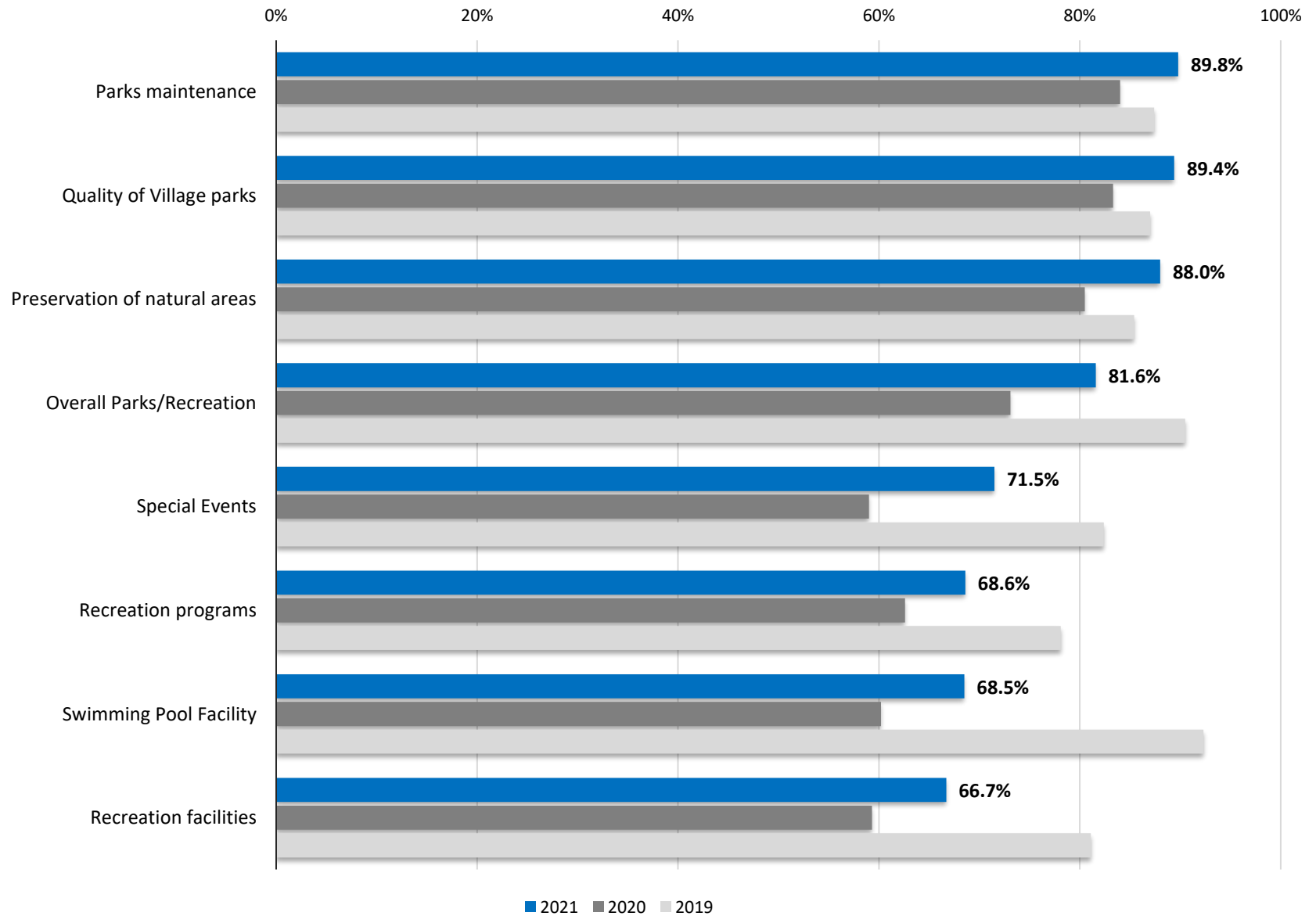


The above chart illustrates quality ratings related to parks and recreation services. **Parks Maintenance was rated the highest in this category with 89.8% of respondents rating it positive.** In 2020, 84.0% of respondents rated this measure positively.

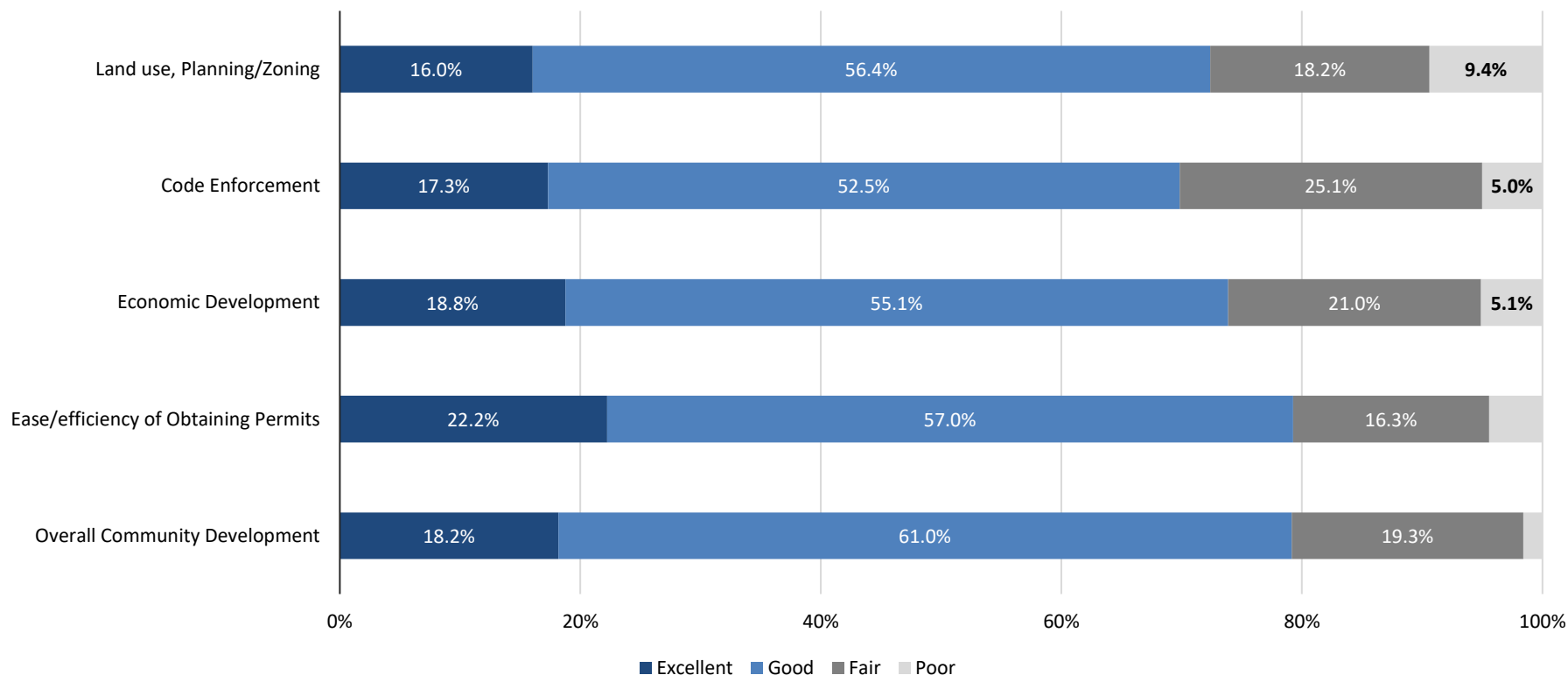
An area of focus is Recreation Facilities, which received a significant number of Fair (25.2%) and Poor (6.3%) responses. This measure received significantly less Fair (28.1%) and Poor (12.6%) ratings in 2020. In 2020, the Village Board adopted the Parks and Recreation Master Plan, which identifies and outlines strategic goals and projects over the course of the next ten years, including park and facility improvements.

The biggest change from 2020 to 2021, in this section, is Special Events (+12.5%), an increase from the previous year. In 2020, Special Events decreased 23.4% resulting from cancellation of events due to COVID-19 restrictions. Special events have resumed since summer 2021 with the Algonquin Summer Concert Series and Art on the Fox. With plans to continue hosting those and other events, this measure should continue to increase.

Parks/Recreation Year-to-Year Positive Rating Comparison: 2019 - 2021



Quality Ratings: Community Development

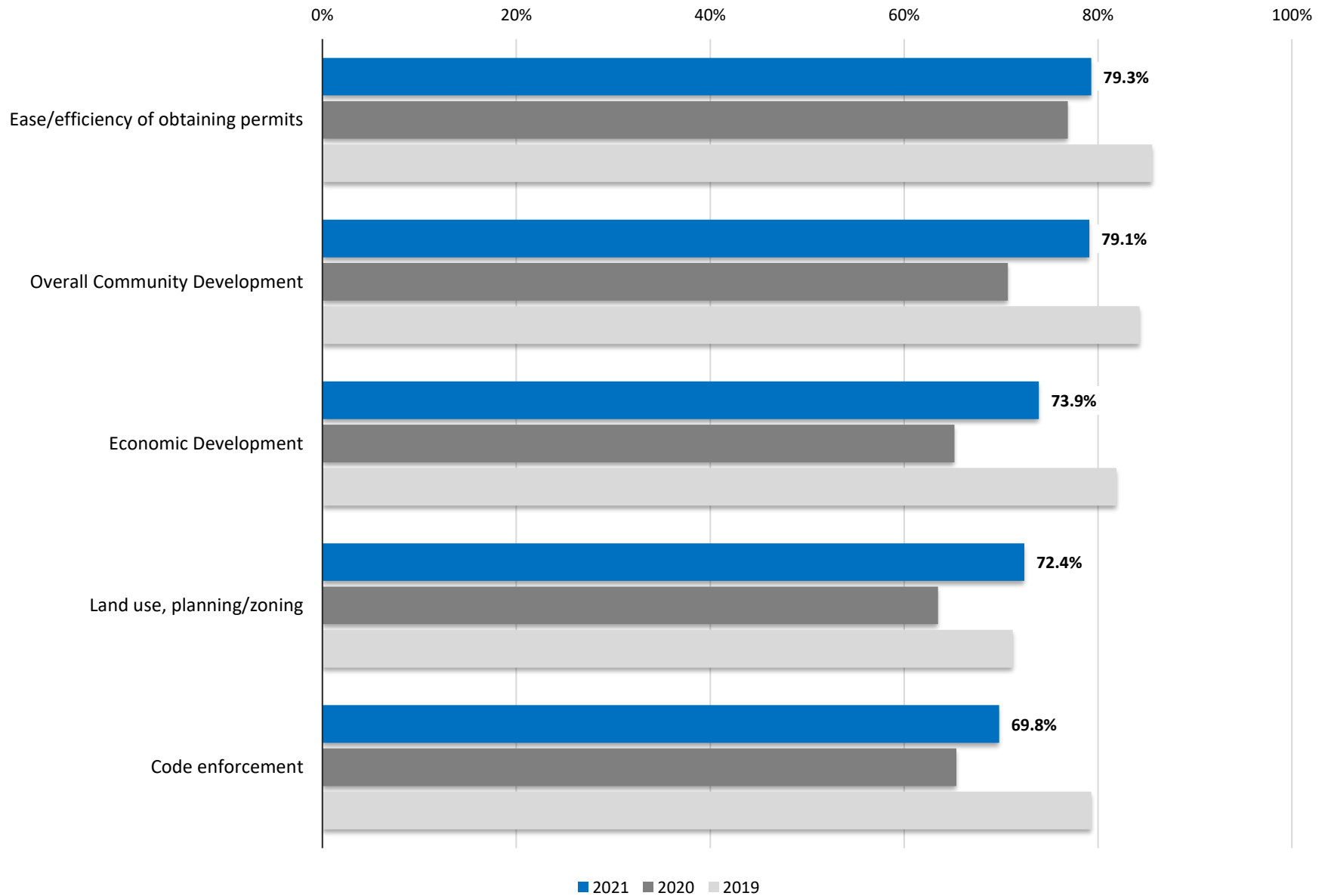


The above chart illustrates quality ratings related to community development services. **79.3% of respondents rated Ease/Efficiency of Obtaining Permits as positive.** In 2020, this measure was rated positively by 76.9% of respondents.

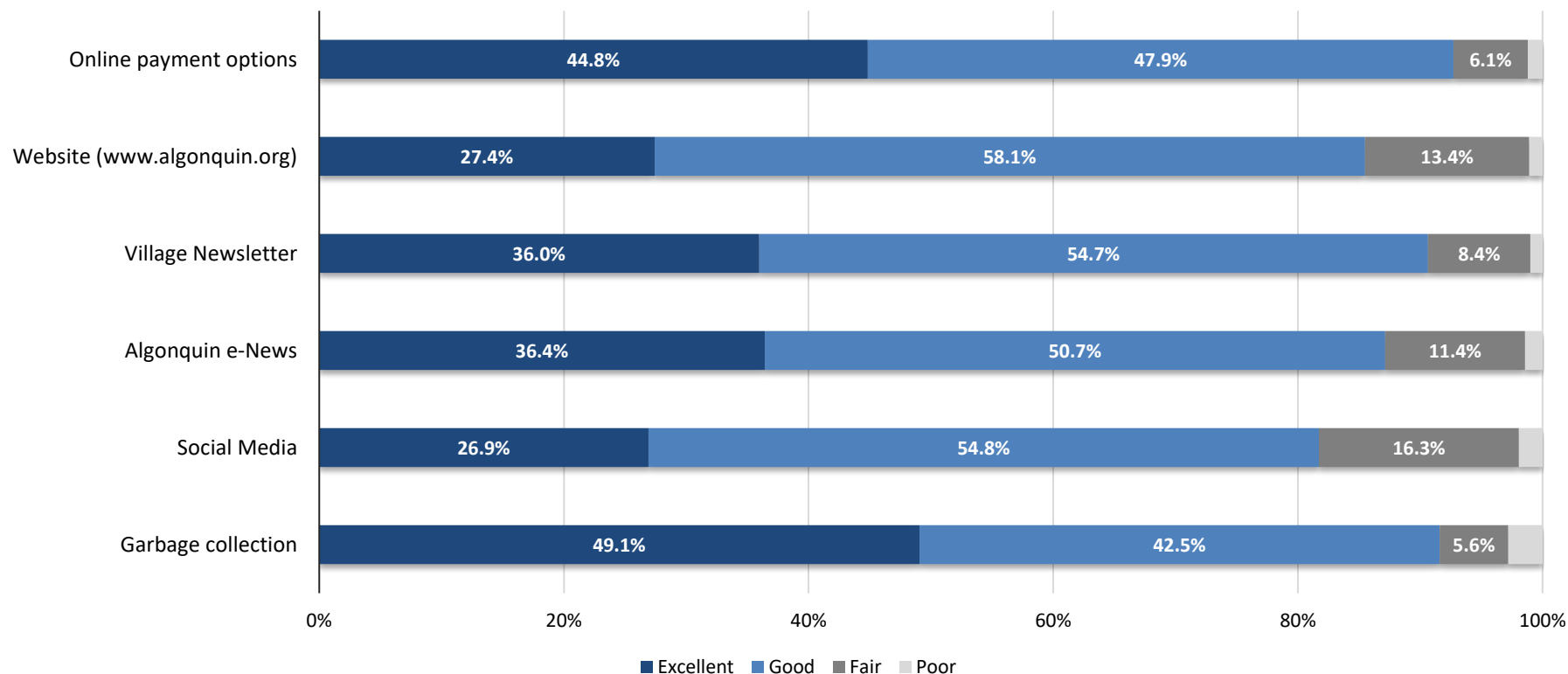
An area of focus is Code Enforcement, which received a significant number of Fair (25.1%) and Poor (5.0%) responses. This measure also received a large number of Fair (25.1%) and Poor (9.4%) ratings in 2020. This year, 85.7% of respondents also agreed major code enforcement issues like run-down buildings, weed lots, and junk vehicles remain little to no problem in Algonquin.

The biggest change from 2020 to 2021, in this section, was Land use, Planning/Zoning (+8.9%), an increase from 2020. Since inception of the survey, this measure has increased 12.3%. Increases can be attributed to the quality of active and proposed development projects taking place in Algonquin.

Community Development Year-to-Year Positive Rating Comparison: 2019 - 2021



Quality Ratings: General Services

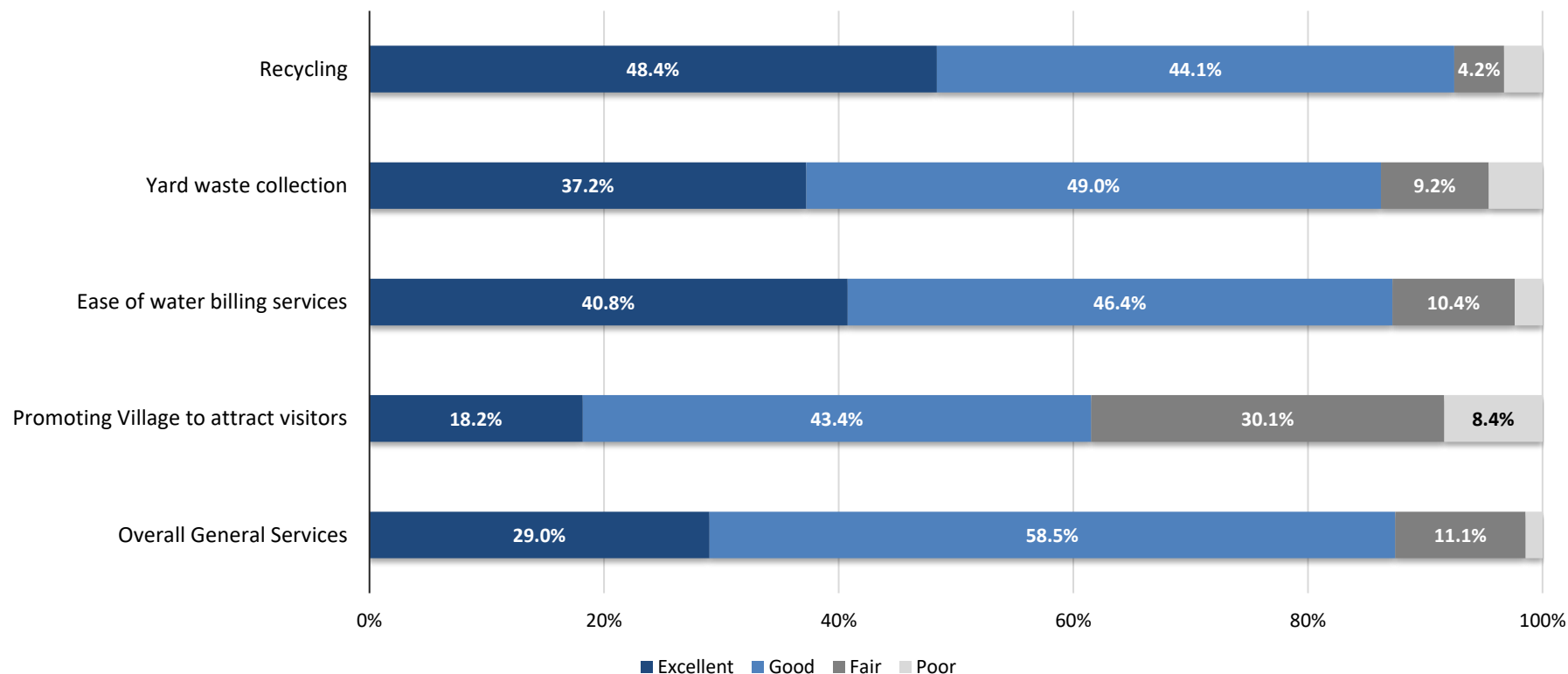


The above chart illustrates the first of two groupings of quality ratings related to general services. **Online Payment Options received the highest rating in this category with 92.7% of respondents rating this as positive.** In 2020, 92.2% of respondents rated this measure positively.

The lowest rating (81.7%), in this section, is Social Media. Social Media received a number of Fair (16.3%) and Poor (1.9%) responses. In 2020, this category received an insignificant number Fair (18.3%) and Poor (3.2%) responses. The Village currently manages social media accounts on Facebook, Instagram, Twitter, Nextdoor, and LinkedIn.

The Village Newsletter accounted for the largest change from 2020 to 2021 (-4.4%), an increase from 2020. The Village newsletter, the Algonquin Citizen, is published quarterly and includes information regarding Village accomplishments, construction updates, special events, and much more.

Quality Ratings: General Services (Part 2)

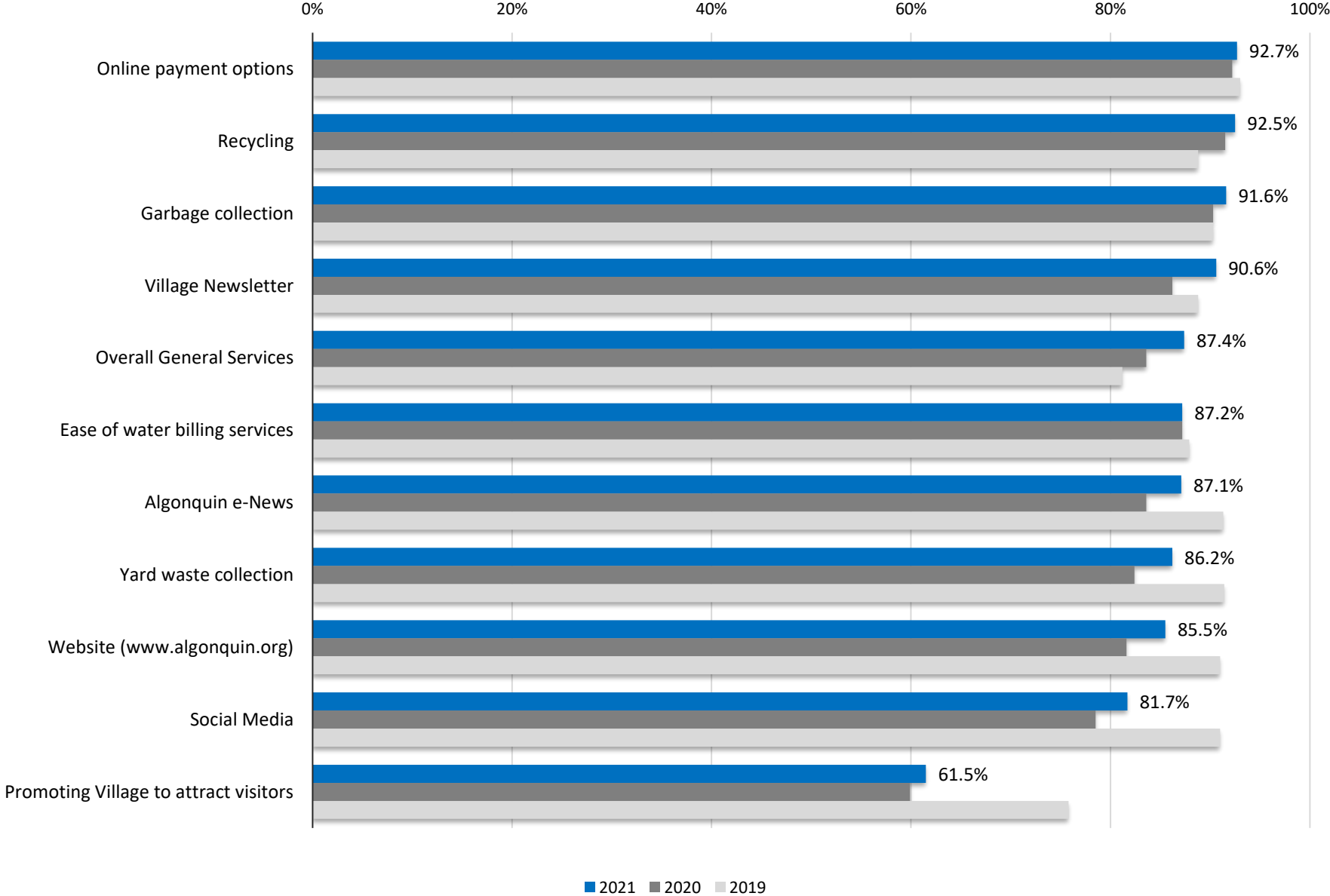


This chart shows the second grouping of general services evaluated in the Algonquin Community Survey. **Residents rated Recycling positively with 92.5% support.** In 2020, this measure received a positive rating by 91.5% of respondents.

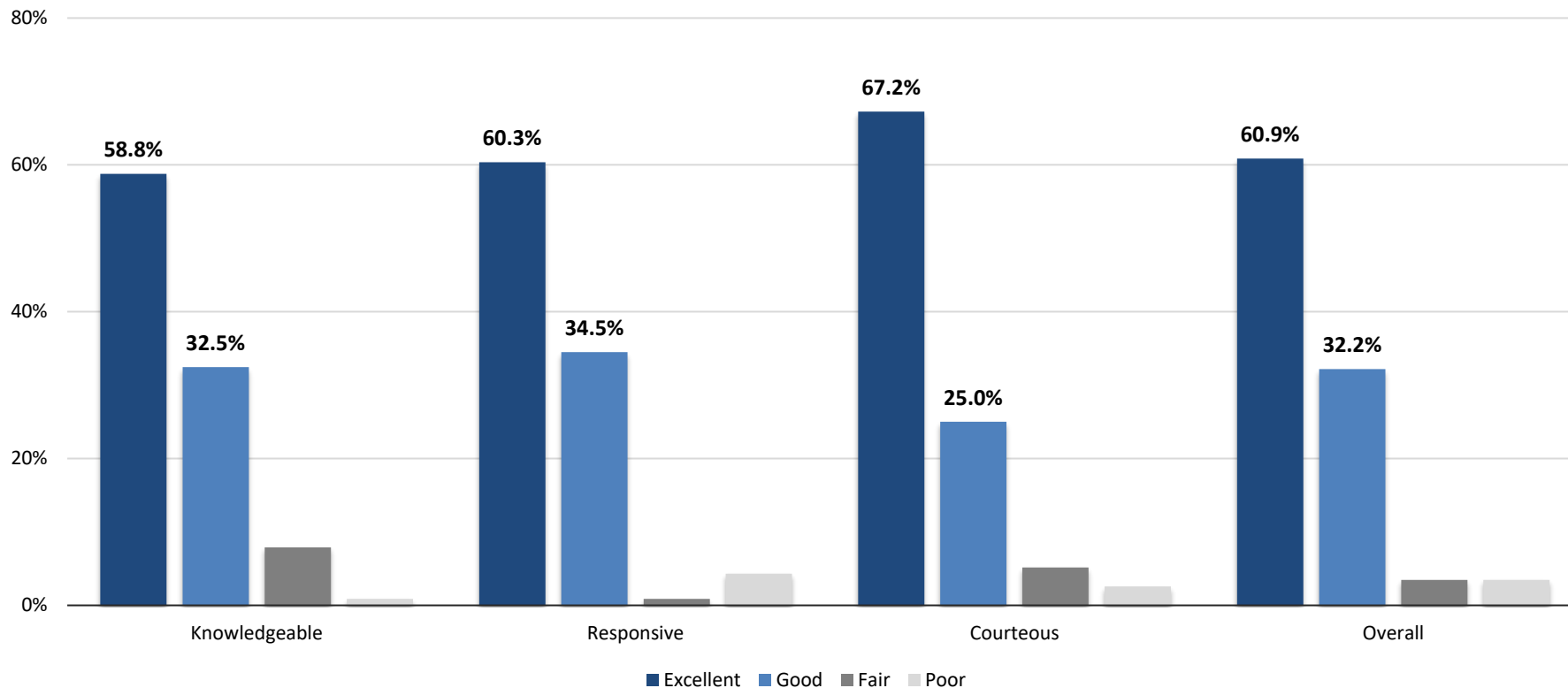
An area of focus is Promoting the Village to Attract Visitors, which received a significant number of Fair (30.1%) and Poor (8.4%) responses. This measure also received a significant number of Fair (30.2%) and Poor (9.9%) ratings in 2020. Staff from General Services utilize the Village’s social media platforms and other media outlets to actively promote events and attractions in the Village. With the resumption of special events in 2021, these outlets have been leveraged with success for events like Art on the Fox.

Overall General Services has shown the biggest change from 2020 to 2021, in this section (+3.8%), an increase from 2020. This quality measure has remained static since inception.

General Services Year-to-Year Positive Rating Comparison: 2019 - 2021



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: Responsive (94.8%), Overall (93.1%), Courteous (92.2%), and Knowledgeable (91.3%).

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 Results

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

Algonquin as a place to live

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	36.7%	47.5%	39.8%	45.5%
(2) Good	47.6%	45.9%	47.3%	48.6%
(3) Fair	11.4%	4.5%	8.3%	4.1%
(4) Poor	1.4%	0.8%	1.7%	0.5%
(N) Don't Know	0.0%	1.2%	0.4%	0.0%
No Answer	2.9%	0.0%	2.5%	1.8%
Average	1.77	1.58	1.71	1.59

Your neighborhood as a place to live

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	47.6%	48.8%	46.5%	50.5%
(2) Good	41.0%	44.2%	42.3%	39.2%
(3) Fair	5.7%	5.0%	7.5%	6.3%
(4) Poor	3.3%	1.2%	2.1%	1.4%
(N) Don't Know	0.5%	0.0%	0.0%	0.0%
No Answer	1.9%	0.8%	1.7%	3.2%
Average	1.64	1.58	1.65	1.57

Algonquin as a place to raise children

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	33.8%	40.9%	35.3%	36.5%
(2) Good	37.6%	39.7%	36.5%	41.0%
(3) Fair	9.5%	5.4%	7.1%	7.7%
(4) Poor	0.5%	0.4%	2.1%	0.0%
(N) Don't Know	15.7%	11.6%	17.8%	13.1%
No Answer	2.9%	2.1%	1.2%	2.3%
Average	1.71	1.60	1.70	1.66

Algonquin as a place to work

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	12.4%	13.2%	10.0%	11.7%
(2) Good	28.1%	19.8%	22.0%	21.6%
(3) Fair	20.5%	14.5%	12.9%	12.2%
(4) Poor	7.6%	5.8%	6.6%	5.4%
(N) Don't Know	57.6%	44.6%	46.9%	45.9%
No Answer	3.3%	2.1%	1.7%	3.6%
Average	2.34	2.24	2.31	2.22

Algonquin compare dto other communities in the area

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	28.6%	31.0%	23.7%	27.5%
(2) Good	43.3%	51.2%	53.5%	52.7%
(3) Fair	13.8%	9.1%	12.4%	10.8%
(4) Poor	2.4%	1.7%	2.9%	1.8%
(N) Don't Know	6.7%	5.0%	0.0%	0.0%
No Answer	5.2%	2.1%	2.9%	2.7%
Average	1.89	1.80	1.94	1.86

Overall appearance of Algonquin

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	27.1%	31.0%	27.4%	34.7%
(2) Good	49.5%	55.4%	53.1%	51.8%
(3) Fair	18.1%	9.9%	15.8%	10.8%
(4) Poor	3.3%	2.5%	2.1%	0.5%
(N) Don't Know	0.0%	0.0%	0.4%	0.0%
No Answer	1.9%	1.2%	1.2%	2.7%
Average	1.98	1.84	1.92	1.76

Comprehensive Results

Cleanliness of Algonquin

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	30.5%	36.8%	32.4%	44.6%
(2) Good	50.0%	51.7%	50.6%	44.6%
(3) Fair	14.8%	7.9%	12.9%	7.7%
(4) Poor	1.4%	1.7%	2.1%	0.9%
(N) Don't Know	0.0%	0.4%	0.4%	0.0%
No Answer	3.3%	1.7%	1.7%	2.7%
Average	1.87	1.74	1.84	1.64

Overall quality of new development in Algonquin

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	19.0%	21.9%	21.2%	23.4%
(2) Good	42.9%	45.9%	46.5%	44.1%
(3) Fair	20.5%	18.6%	17.4%	20.3%
(4) Poor	5.7%	7.0%	5.8%	4.5%
(N) Don't Know	9.0%	5.4%	7.5%	5.4%
No Answer	2.9%	1.2%	1.7%	2.7%
Average	2.15	2.12	2.09	2.06

Overall direction that Algonquin is taking

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	21.9%	26.0%	21.6%	21.6%
(2) Good	46.7%	47.5%	48.1%	49.1%
(3) Fair	15.2%	15.7%	16.2%	15.8%
(4) Poor	3.3%	2.1%	2.9%	2.7%
(N) Don't Know	9.5%	7.0%	8.3%	8.6%
No Answer	3.3%	1.7%	2.9%	2.7%
Average	2.00	1.93	2.00	1.99

Overall quality of businesses and services in Algonquin

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	27.6%	25.2%	26.6%	24.8%
(2) Good	45.7%	51.7%	54.4%	54.5%
(3) Fair	21.0%	18.2%	12.4%	15.8%
(4) Poor	1.4%	2.5%	4.1%	1.4%
(N) Don't Know	1.0%	0.4%	0.4%	1.4%
No Answer	3.3%	2.1%	2.1%	2.7%
Average	1.96	1.98	1.94	1.93

Shopping opportunities

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	45.7%	45.0%	21.2%	23.4%
(2) Good	38.1%	36.8%	46.5%	44.1%
(3) Fair	11.4%	14.9%	17.4%	20.3%
(4) Poor	2.4%	2.1%	5.8%	4.5%
(N) Don't Know	0.5%	0.0%	7.5%	5.4%
No Answer	1.9%	1.2%	1.7%	2.7%
Average	1.70	1.74	2.09	2.06

Recreational opportunities

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	17.6%	21.1%	12.4%	20.7%
(2) Good	41.0%	43.0%	42.7%	42.3%
(3) Fair	21.4%	24.4%	23.7%	24.8%
(4) Poor	7.1%	5.4%	13.3%	4.1%
(N) Don't Know	11.0%	5.0%	6.6%	5.4%
No Answer	1.9%	1.2%	1.2%	3.2%
Average	2.21	2.15	2.41	2.13

Comprehensive Results

Employment opportunities

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	5.2%	6.2%	5.4%	7.7%
(2) Good	16.2%	21.5%	17.0%	22.1%
(3) Fair	19.0%	18.6%	19.1%	16.7%
(4) Poor	7.6%	8.7%	9.1%	6.3%
(N) Don't Know	48.1%	42.6%	47.7%	44.1%
No Answer	3.8%	2.5%	1.7%	3.6%
Average	2.60	2.54	2.63	2.41

Opportunities to participate in social events and activities

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	16.7%	19.0%	11.6%	14.0%
(2) Good	39.5%	43.4%	39.4%	45.5%
(3) Fair	22.9%	23.6%	28.6%	23.4%
(4) Poor	4.3%	3.3%	6.2%	3.2%
(N) Don't Know	13.8%	9.5%	12.0%	10.8%
No Answer	2.9%	1.2%	2.1%	3.6%
Average	2.18	2.13	2.34	2.18

Ease of car travel in Algonquin

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	11.9%	13.2%	10.0%	16.2%
(2) Good	34.3%	24.4%	26.1%	42.3%
(3) Fair	33.8%	32.6%	27.4%	27.9%
(4) Poor	15.7%	28.1%	35.3%	11.7%
(N) Don't Know	1.0%	0.4%	0.0%	0.0%
No Answer	3.3%	1.2%	1.2%	2.3%
Average	2.56	2.77	2.89	2.36

Ease of bicycle travel in Algonquin

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	14.8%	15.7%	11.2%	20.3%
(2) Good	27.1%	23.6%	34.9%	34.7%
(3) Fair	17.1%	24.4%	21.6%	11.7%
(4) Poor	8.6%	7.4%	7.9%	7.2%
(N) Don't Know	29.0%	26.9%	23.2%	23.4%
No Answer	3.3%	2.1%	1.2%	3.2%
Average	2.29	2.33	2.35	2.08

Ease of walking in Algonquin

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	21.0%	20.7%	20.7%	29.7%
(2) Good	41.0%	37.6%	41.9%	39.6%
(3) Fair	19.5%	26.0%	22.0%	14.9%
(4) Poor	9.0%	7.9%	8.3%	8.6%
(N) Don't Know	5.7%	5.8%	5.0%	4.5%
No Answer	3.8%	2.1%	2.1%	3.2%
Average	2.18	2.23	2.19	2.02

Availability of paths and walking trails

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	24.3%	26.0%	26.1%	37.4%
(2) Good	41.0%	41.7%	43.2%	37.4%
(3) Fair	21.0%	19.4%	16.6%	12.2%
(4) Poor	5.2%	4.1%	6.2%	4.5%
(N) Don't Know	6.2%	6.2%	6.2%	7.2%
No Answer	2.4%	2.5%	1.7%	1.8%
Average	2.08	2.02	2.03	1.82

Comprehensive Results

Traffic flow on major streets

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	4.3%	4.5%	4.1%	9.9%
(2) Good	28.1%	19.8%	16.6%	38.7%
(3) Fair	37.6%	37.2%	31.5%	32.9%
(4) Poor	27.1%	35.1%	44.8%	15.8%
(N) Don't Know	0.0%	1.2%	0.4%	0.5%
No Answer	2.9%	2.1%	2.5%	2.7%
Average	2.90	3.06	3.21	2.56

Quality of overall natural environment in Algonquin

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	23.3%	24.4%	22.0%	30.2%
(2) Good	51.9%	49.6%	53.1%	48.2%
(3) Fair	19.5%	19.8%	16.2%	14.9%
(4) Poor	2.4%	2.1%	6.2%	2.7%
(N) Don't Know	0.0%	1.7%	1.7%	1.4%
No Answer	2.9%	2.5%	0.8%	3.2%
Average	2.01	2.00	2.07	1.90

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

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	13.8%	14.5%	9.5%	10.8%
(2) Good	26.7%	39.7%	36.9%	43.7%
(3) Fair	33.8%	26.0%	32.4%	26.1%
(4) Poor	19.5%	14.0%	16.2%	12.2%
(N) Don't Know	3.3%	3.7%	2.5%	3.6%
No Answer	2.9%	2.1%	2.5%	4.1%
Average	2.63	2.42	2.58	2.43

Overall direction that Algonquin is taking

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	19.0%	17.8%	15.4%	15.3%
(2) Good	43.8%	45.9%	51.0%	52.7%
(3) Fair	20.0%	22.7%	20.3%	19.4%
(4) Poor	5.2%	5.8%	5.8%	3.2%
(N) Don't Know	9.0%	6.2%	5.8%	6.3%
No Answer	2.9%	1.7%	1.7%	3.6%
Average	2.13	2.18	2.18	2.11

Overall image or reputation of Algonquin

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	23.8%	22.7%	21.2%	24.3%
(2) Good	48.1%	56.2%	54.8%	54.1%
(3) Fair	18.6%	14.0%	14.9%	12.6%
(4) Poor	2.4%	2.1%	3.7%	0.9%
(N) Don't Know	4.8%	3.3%	3.7%	5.4%
No Answer	2.4%	1.7%	1.7%	3.2%
Average	1.99	1.95	2.01	1.89

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

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Not a problem	31.9%	31.4%	31.5%	37.8%
Minor problem	41.0%	40.9%	39.4%	40.5%
Moderate problem	14.8%	12.0%	17.0%	10.8%
Major problem	2.9%	4.5%	2.5%	2.3%
Don't Know	7.6%	9.9%	7.5%	7.2%
No Answer	1.9%	1.2%	2.1%	1.8%

3. Please rate how safe you feel:

In your neighborhood during the day

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Very Safe	75.7%	78.1%	77.6%	82.4%
(2) Somewhat Safe	16.7%	16.5%	17.4%	10.8%
(3) Neither Safe nor Unsafe	3.8%	2.1%	2.5%	3.6%
(4) Somewhat Unsafe	1.4%	0.8%	0.4%	0.5%
(5) Very Unsafe	0.0%	1.2%	0.8%	0.0%
(N) Don't Know	0.0%	0.0%	0.0%	0.0%
No Answer	2.4%	1.2%	1.2%	3.2%
Average	1.30	1.36	1.27	1.30

In your neighborhood after dark

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Very Safe	53.8%	55.8%	54.8%	54.5%
(2) Somewhat Safe	33.8%	33.9%	33.2%	35.1%
(3) Neither Safe nor Unsafe	4.3%	4.5%	5.8%	5.0%
(4) Somewhat Unsafe	2.4%	3.3%	2.9%	2.3%
(5) Very Unsafe	0.5%	1.2%	1.2%	0.0%
(N) Don't Know	3.3%	0.4%	1.2%	0.9%
No Answer	1.9%	0.8%	0.8%	2.7%
Average	1.26	1.35	1.36	1.22

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

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Yes	4.3%	3.3%	2.9%	3.7%
No	92.9%	93.8%	95.0%	93.6%
Don't Know	1.9%	1.2%	0.4%	0.0%
No Answer	1.0%	1.7%	1.7%	2.7%

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

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Yes	2.4%	2.9%	2.9%	3.3%
No	1.9%	3.7%	5.0%	2.4%
Don't Know	0.0%	4.1%	2.9%	0.9%
No Answer	95.7%	89.3%	89.2%	93.4%

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>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	27.1%	32.2%	23.2%	27.5%
(2) Good	46.2%	42.1%	51.5%	45.9%
(3) Fair	6.7%	5.0%	5.8%	4.1%
(4) Poor	1.0%	1.2%	1.2%	1.4%
(N) Don't Know	15.7%	17.4%	17.8%	17.6%
No Answer	3.3%	2.1%	0.4%	4.1%
Average	1.77	1.69	1.82	1.74

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	83.2%	75.7%	76.7%	82.4%
(2) Medium	7.4%	10.7%	7.6%	5.4%
(3) Low	0.6%	0.4%	0.0%	0.9%
(N) Don't Know	2.3%	2.2%	4.3%	2.3%
No Answer	6.5%	11.0%	12.9%	9.5%
Average	1.10	1.13	1.09	1.09

Patrol services

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	25.2%	29.3%	22.4%	23.4%
(2) Good	41.4%	41.3%	39.8%	44.6%
(3) Fair	15.7%	11.2%	17.4%	12.6%
(4) Poor	4.3%	3.3%	6.6%	4.5%
(N) Don't Know	10.5%	12.8%	12.9%	13.1%
No Answer	2.9%	2.1%	0.8%	2.3%
Average	1.99	1.86	2.10	1.98

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	69.5%	46.3%	61.8%	57.7%
(2) Medium	15.2%	30.2%	27.0%	29.7%
(3) Low	0.5%	7.9%	1.7%	2.3%
(N) Don't Know	2.4%	8.7%	1.7%	1.8%
No Answer	12.4%	7.0%	7.9%	9.0%
Average	1.19	1.54	1.33	1.38

Comprehensive Results

Traffic enforcement

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	20.5%	23.6%	15.4%	18.0%
(2) Good	41.0%	38.0%	47.7%	44.6%
(3) Fair	20.0%	14.5%	13.7%	15.8%
(4) Poor	5.7%	8.7%	10.0%	6.3%
(N) Don't Know	10.5%	13.6%	12.9%	13.1%
No Answer	2.4%	1.7%	0.4%	2.7%
Average	2.13	2.10	2.21	2.12

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	50.5%	43.8%	42.7%	43.7%
(2) Medium	25.7%	38.0%	43.2%	34.7%
(3) Low	7.6%	8.7%	5.4%	9.9%
(N) Don't Know	2.4%	3.3%	1.2%	3.2%
No Answer	13.8%	6.2%	7.5%	9.0%
Average	1.49	1.61	1.59	1.62

911 services

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	35.7%	34.3%	29.0%	27.0%
(2) Good	24.3%	19.0%	24.9%	23.9%
(3) Fair	2.9%	2.9%	1.2%	1.8%
(4) Poor	1.0%	0.8%	0.8%	0.0%
(N) Don't Know	34.3%	40.9%	43.6%	44.6%
No Answer	0.0%	2.1%	0.4%	3.2%
Average	1.51	1.48	1.53	1.52

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	77.6%	50.8%	83.4%	79.7%
(2) Medium	4.3%	15.3%	5.8%	7.2%
(3) Low	0.0%	1.2%	0.0%	0.9%
(N) Don't Know	5.7%	26.0%	3.3%	4.1%
No Answer	12.4%	6.6%	7.5%	8.6%
Average	1.05	1.26	1.07	1.10

Responding to citizen calls

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	30.5%	33.9%	27.0%	25.7%
(2) Good	30.0%	25.2%	23.2%	30.2%
(3) Fair	6.7%	3.3%	3.7%	6.8%
(4) Poor	1.4%	0.4%	2.5%	0.5%
(N) Don't Know	29.0%	35.1%	42.7%	34.7%
No Answer	2.4%	2.1%	0.8%	2.7%
Average	1.69	1.53	1.68	1.71

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	69.5%	49.2%	74.7%	72.5%
(2) Medium	10.0%	32.6%	13.7%	14.4%
(3) Low	1.0%	5.0%	0.0%	1.8%
(N) Don't Know	6.7%	6.6%	2.9%	3.6%
No Answer	12.9%	6.6%	8.7%	8.1%
Average	1.15	1.49	1.15	1.20

Overall Police services

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	29.0%	36.4%	27.8%	29.7%
(2) Good	50.0%	42.6%	46.5%	46.4%
(3) Fair	8.6%	5.8%	10.8%	9.9%
(4) Poor	1.9%	0.8%	1.7%	0.5%
(N) Don't Know	8.6%	12.4%	12.4%	11.7%
No Answer	1.9%	2.1%	0.8%	2.3%
Average	1.81	1.66	1.84	1.78

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	75.2%	70.2%	77.2%	73.4%
(2) Medium	9.5%	20.2%	12.4%	17.1%
(3) Low	0.0%	2.1%	0.4%	0.0%
(N) Don't Know	3.3%	1.2%	0.8%	1.4%
No Answer	11.9%	6.2%	9.1%	8.6%
Average	1.11	1.26	1.15	1.19

Comprehensive Results

PUBLIC WORKS/INFRASTRUCTURE

Street maintenance

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	14.8%	47.5%	14.5%	18.9%
(2) Good	48.1%	32.2%	48.1%	59.0%
(3) Fair	26.7%	12.4%	27.8%	14.0%
(4) Poor	6.7%	5.8%	9.1%	5.4%
(N) Don't Know	1.4%	1.2%	0.0%	0.9%
No Answer	2.4%	0.8%	0.4%	2.3%
Average	2.26	1.76	2.32	2.06

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	70.5%	73.1%	73.0%	74.3%
(2) Medium	22.4%	20.7%	23.2%	16.7%
(3) Low	0.5%	1.2%	0.4%	1.4%
(N) Don't Know	0.5%	0.8%	0.4%	1.4%
No Answer	6.7%	4.1%	2.9%	6.8%
Average	1.25	1.24	1.25	1.21

Street improvement

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	16.2%	37.6%	16.2%	22.1%
(2) Good	41.0%	36.0%	44.8%	49.1%
(3) Fair	28.6%	18.2%	27.4%	16.7%
(4) Poor	9.0%	5.4%	10.8%	7.7%
(N) Don't Know	2.9%	1.7%	0.4%	1.4%
No Answer	2.4%	1.2%	0.4%	3.6%
Average	2.32	1.91	2.33	2.10

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	54.3%	50.8%	63.9%	57.2%
(2) Medium	35.7%	38.0%	32.8%	31.1%
(3) Low	2.4%	4.1%	0.8%	2.7%
(N) Don't Know	0.0%	2.1%	0.4%	1.8%
No Answer	7.6%	5.0%	2.1%	7.7%
Average	1.44	1.50	1.35	1.40

Street sweeping

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	23.3%	33.1%	19.9%	27.0%
(2) Good	35.7%	44.2%	44.8%	50.5%
(3) Fair	22.9%	14.0%	21.6%	11.7%
(4) Poor	7.1%	2.5%	6.2%	2.3%
(N) Don't Know	4.3%	4.5%	6.2%	6.3%
No Answer	0.0%	1.7%	1.2%	2.7%
Average	2.16	1.85	2.15	1.88

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	37.1%	28.5%	33.6%	32.4%
(2) Medium	42.4%	54.1%	47.3%	48.2%
(3) Low	11.9%	9.9%	14.1%	8.6%
(N) Don't Know	1.4%	2.1%	1.2%	3.2%
No Answer	7.1%	5.4%	3.7%	8.1%
Average	1.72	1.80	1.79	1.73

Street lighting

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	22.9%	52.9%	18.3%	24.3%
(2) Good	47.1%	30.2%	53.9%	49.1%
(3) Fair	20.5%	10.7%	19.1%	16.7%
(4) Poor	7.1%	2.9%	7.9%	5.0%
(N) Don't Know	0.5%	1.2%	0.0%	2.7%
No Answer	1.9%	2.1%	0.8%	2.7%
Average	2.12	1.62	2.17	2.02

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	62.9%	60.3%	66.0%	60.4%
(2) Medium	26.7%	29.3%	27.4%	25.7%
(3) Low	2.4%	3.3%	2.5%	4.1%
(N) Don't Know	0.0%	1.7%	0.4%	2.3%
No Answer	8.1%	5.4%	3.7%	8.1%
Average	1.34	1.39	1.34	1.38

Comprehensive Results

Snow/ice removal

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	27.6%	52.9%	30.7%	34.2%
(2) Good	42.9%	33.1%	45.6%	43.2%
(3) Fair	17.1%	8.7%	14.5%	12.2%
(4) Poor	8.1%	2.9%	5.0%	4.1%
(N) Don't Know	2.4%	1.2%	2.9%	3.2%
No Answer	1.9%	1.2%	1.2%	3.6%
Average	2.06	1.61	1.94	1.85

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	82.4%	76.0%	85.1%	80.2%
(2) Medium	10.5%	16.5%	11.2%	10.4%
(3) Low	0.0%	1.2%	0.0%	0.5%
(N) Don't Know	0.5%	1.2%	0.4%	1.4%
No Answer	6.7%	5.0%	3.3%	8.1%
Average	1.11	1.20	1.12	1.12

Sidewalk maintenance

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	20.5%	44.2%	15.8%	18.0%
(2) Good	34.8%	28.9%	43.2%	50.9%
(3) Fair	22.4%	10.3%	22.8%	14.4%
(4) Poor	8.6%	7.9%	5.8%	5.0%
(N) Don't Know	11.0%	6.6%	12.0%	9.5%
No Answer	2.9%	2.1%	0.4%	2.7%
Average	2.22	1.80	2.21	2.07

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	45.2%	38.8%	51.0%	49.1%
(2) Medium	38.6%	38.8%	38.6%	34.7%
(3) Low	4.3%	7.9%	5.8%	4.1%
(N) Don't Know	4.8%	9.1%	1.7%	5.4%
No Answer	7.1%	5.4%	2.9%	7.2%
Average	1.54	1.64	1.53	1.49

Stormwater drainage

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	21.4%	19.8%	17.4%	23.4%
(2) Good	44.8%	46.7%	51.0%	49.5%
(3) Fair	18.1%	19.8%	12.9%	14.4%
(4) Poor	7.6%	7.0%	7.1%	3.6%
(N) Don't Know	5.2%	5.0%	10.8%	6.8%
No Answer	2.9%	1.7%	0.8%	2.7%
Average	2.13	2.15	2.11	1.98

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	65.7%	56.2%	61.8%	63.1%
(2) Medium	22.4%	35.5%	29.5%	27.0%
(3) Low	1.9%	1.7%	0.8%	0.5%
(N) Don't Know	2.4%	2.1%	3.7%	2.3%
No Answer	7.6%	4.5%	4.1%	7.7%
Average	1.29	1.42	1.34	1.31

Drinking water

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	19.5%	19.4%	16.6%	19.8%
(2) Good	42.4%	49.2%	45.6%	45.5%
(3) Fair	21.0%	16.1%	21.2%	19.8%
(4) Poor	10.5%	11.2%	13.3%	10.4%
(N) Don't Know	4.3%	2.5%	2.9%	2.7%
No Answer	2.4%	1.7%	0.4%	2.3%
Average	2.24	2.20	2.32	2.22

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	79.5%	51.2%	85.5%	81.5%
(2) Medium	10.5%	27.3%	8.7%	8.6%
(3) Low	0.5%	7.9%	0.8%	1.4%
(N) Don't Know	2.4%	8.7%	0.8%	1.4%
No Answer	7.1%	5.0%	4.1%	7.7%
Average	1.13	1.50	1.11	1.12

Comprehensive Results

Sewer services

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	23.8%	23.1%	20.3%	26.1%
(2) Good	45.7%	51.7%	56.4%	48.2%
(3) Fair	16.2%	10.3%	11.6%	11.7%
(4) Poor	2.4%	2.9%	3.3%	0.9%
(N) Don't Know	9.0%	9.9%	6.2%	11.3%
No Answer	2.9%	2.1%	2.1%	2.3%
Average	1.97	1.92	1.98	1.85

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	63.3%	42.6%	68.5%	66.7%
(2) Medium	23.8%	33.9%	24.9%	22.5%
(3) Low	2.9%	8.3%	1.2%	0.9%
(N) Don't Know	2.9%	10.7%	1.7%	3.2%
No Answer	7.1%	4.5%	3.7%	7.2%
Average	1.33	1.60	1.29	1.27

Urban forestry program

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	21.9%	18.2%	19.1%	26.6%
(2) Good	36.2%	45.9%	37.3%	33.8%
(3) Fair	11.0%	12.4%	9.1%	10.4%
(4) Poor	3.3%	2.9%	2.9%	1.4%
(N) Don't Know	24.3%	18.6%	29.5%	26.1%
No Answer	3.3%	2.1%	1.7%	2.3%
Average	1.94	2.00	1.94	1.81

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	33.8%	24.0%	31.1%	36.0%
(2) Medium	43.3%	41.3%	45.2%	35.6%
(3) Low	6.2%	14.5%	9.5%	11.3%
(N) Don't Know	9.5%	15.3%	10.0%	9.9%
No Answer	7.1%	5.0%	4.1%	7.7%
Average	1.67	1.88	1.75	1.70

Tree trimming

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	22.9%	26.0%	23.2%	23.4%
(2) Good	41.4%	45.9%	44.0%	45.9%
(3) Fair	15.7%	16.9%	15.4%	16.7%
(4) Poor	9.0%	3.7%	5.8%	5.4%
(N) Don't Know	8.6%	5.8%	10.0%	7.2%
No Answer	2.4%	1.7%	1.7%	1.8%
Average	2.12	1.98	2.04	2.04

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	38.6%	22.3%	37.3%	30.6%
(2) Medium	43.3%	37.6%	47.3%	50.5%
(3) Low	7.6%	13.2%	7.5%	9.5%
(N) Don't Know	2.4%	21.1%	2.9%	1.4%
No Answer	8.1%	5.8%	5.0%	8.6%
Average	1.65	1.88	1.68	1.77

Pedestrian & bicycle paths

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	29.5%	19.8%	25.7%	33.8%
(2) Good	36.7%	48.3%	47.7%	41.0%
(3) Fair	16.7%	13.6%	12.9%	11.7%
(4) Poor	3.3%	4.1%	3.3%	1.8%
(N) Don't Know	11.4%	13.2%	10.0%	9.5%
No Answer	2.4%	0.8%	0.4%	2.7%
Average	1.93	2.02	1.93	1.79

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	41.9%	30.2%	42.7%	47.7%
(2) Medium	34.8%	44.6%	41.9%	32.0%
(3) Low	11.0%	13.2%	7.9%	6.8%
(N) Don't Know	5.2%	7.4%	4.1%	6.3%
No Answer	7.1%	4.5%	3.3%	7.7%
Average	1.65	1.81	1.62	1.53

Comprehensive Results

Public property maintenance

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	26.7%	23.1%	22.0%	32.4%
(2) Good	49.5%	52.1%	54.4%	53.2%
(3) Fair	10.0%	13.6%	10.8%	7.7%
(4) Poor	3.8%	3.3%	4.6%	1.8%
(N) Don't Know	7.6%	6.2%	7.9%	3.2%
No Answer	2.4%	1.7%	0.4%	2.3%
Average	1.90	1.97	1.98	1.78

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	48.1%	53.7%	46.5%	47.7%
(2) Medium	37.6%	31.8%	44.0%	39.2%
(3) Low	5.7%	6.2%	3.3%	3.6%
(N) Don't Know	1.9%	3.7%	2.9%	2.3%
No Answer	6.7%	4.5%	3.3%	7.7%
Average	1.54	1.48	1.54	1.51

Public property beautification

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	26.2%	22.7%	22.0%	28.8%
(2) Good	46.2%	50.0%	47.3%	52.3%
(3) Fair	18.6%	16.1%	17.0%	9.9%
(4) Poor	1.4%	5.4%	4.6%	1.8%
(N) Don't Know	6.2%	4.1%	8.3%	5.4%
No Answer	1.4%	1.7%	0.8%	2.3%
Average	1.95	2.04	2.05	1.83

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	42.9%	43.0%	39.8%	42.3%
(2) Medium	40.0%	40.5%	46.1%	38.3%
(3) Low	7.6%	7.4%	7.5%	9.9%
(N) Don't Know	2.4%	2.9%	3.3%	1.8%
No Answer	7.1%	6.2%	3.3%	8.1%
Average	1.61	1.61	1.65	1.64

Overall Public Works

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	22.4%	21.9%	17.0%	26.6%
(2) Good	51.4%	55.4%	61.8%	54.1%
(3) Fair	17.6%	10.7%	12.0%	12.6%
(4) Poor	3.3%	3.7%	5.0%	1.4%
(N) Don't Know	2.9%	6.6%	3.3%	3.2%
No Answer	2.4%	1.7%	0.8%	2.7%
Average	2.02	1.96	2.05	1.88

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	56.7%	59.1%	64.7%	59.0%
(2) Medium	31.9%	31.4%	27.8%	30.2%
(3) Low	1.9%	1.2%	0.8%	0.5%
(N) Don't Know	1.0%	2.5%	2.9%	2.3%
No Answer	8.6%	5.8%	3.7%	8.6%
Average	1.39	1.37	1.32	1.35

Comprehensive Results

PARKS/RECREATION

Quality of Village parks

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	31.4%	26.0%	19.1%	30.2%
(2) Good	43.8%	43.0%	53.5%	49.5%
(3) Fair	11.0%	8.3%	10.4%	9.0%
(4) Poor	1.9%	2.1%	4.1%	0.5%
(N) Don't Know	8.1%	18.6%	11.2%	8.1%
No Answer	3.8%	2.1%	1.7%	3.2%
Average	1.81	1.83	2.00	1.77

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	50.0%	47.9%	48.5%	52.3%
(2) Medium	34.3%	38.4%	39.0%	37.4%
(3) Low	2.9%	3.3%	2.1%	1.8%
(N) Don't Know	4.3%	5.8%	5.8%	1.8%
No Answer	8.6%	4.5%	4.6%	7.2%
Average	1.46	1.50	1.48	1.45

Park Maintenance

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	32.4%	27.7%	19.9%	26.1%
(2) Good	40.5%	46.7%	51.9%	53.2%
(3) Fair	11.9%	8.7%	10.4%	7.7%
(4) Poor	1.4%	2.1%	3.3%	1.4%
(N) Don't Know	10.0%	13.2%	12.4%	8.6%
No Answer	3.8%	1.7%	2.1%	3.6%
Average	1.80	1.83	1.97	1.82

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	31.4%	32.2%	28.6%	31.1%
(2) Medium	41.0%	38.4%	43.6%	45.5%
(3) Low	8.1%	7.4%	9.1%	10.4%
(N) Don't Know	9.0%	15.7%	12.9%	5.4%
No Answer	10.5%	6.2%	5.8%	8.1%
Average	1.71	1.68	1.76	1.76

Recreation facilities

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	20.0%	21.1%	7.9%	12.2%
(2) Good	33.8%	39.3%	33.2%	36.5%
(3) Fair	14.8%	12.0%	19.5%	18.5%
(4) Poor	5.7%	2.1%	8.7%	5.9%
(N) Don't Know	20.5%	21.9%	27.0%	23.4%
No Answer	5.2%	3.7%	3.7%	4.1%
Average	2.08	1.93	2.42	2.25

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	35.2%	28.9%	34.4%	32.4%
(2) Medium	41.4%	47.1%	43.2%	45.9%
(3) Low	7.1%	7.0%	7.1%	7.7%
(N) Don't Know	7.1%	9.9%	8.7%	6.8%
No Answer	9.0%	7.0%	6.6%	7.7%
Average	1.66	1.74	1.68	1.71

Special Events

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	19.5%	23.1%	6.6%	14.9%
(2) Good	35.2%	42.6%	31.5%	38.3%
(3) Fair	15.2%	11.2%	20.7%	17.1%
(4) Poor	2.4%	2.9%	5.8%	4.1%
(N) Don't Know	23.3%	18.2%	33.2%	23.0%
No Answer	4.3%	2.1%	2.1%	3.2%
Average	2.01	1.92	2.40	2.14

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	23.3%	26.0%	23.2%	23.9%
(2) Medium	48.1%	46.7%	43.6%	50.5%
(3) Low	9.0%	11.6%	14.9%	11.7%
(N) Don't Know	9.5%	10.7%	11.2%	5.9%
No Answer	10.0%	5.0%	7.1%	8.6%
Average	1.82	1.83	1.90	1.86

Comprehensive Results

Recreation programs

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	17.6%	23.1%	9.1%	14.0%
(2) Good	33.3%	37.2%	31.1%	35.1%
(3) Fair	16.7%	12.8%	18.3%	18.0%
(4) Poor	3.3%	4.1%	5.8%	4.5%
(N) Don't Know	26.2%	20.7%	34.0%	24.8%
No Answer	2.9%	2.1%	1.7%	4.1%
Average	2.08	1.97	2.32	2.18

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	49.0%	55.0%	49.4%	55.9%
(2) Medium	34.8%	31.4%	37.8%	34.2%
(3) Low	3.3%	2.5%	2.1%	0.9%
(N) Don't Know	4.3%	5.4%	5.8%	1.8%
No Answer	8.6%	5.8%	5.0%	7.7%
Average	1.48	1.41	1.47	1.40

Swimming Pool Facility

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	11.0%	43.0%	5.0%	6.8%
(2) Good	20.0%	16.5%	20.7%	20.7%
(3) Fair	10.0%	4.1%	9.1%	10.4%
(4) Poor	3.3%	0.8%	7.9%	2.3%
(N) Don't Know	52.4%	33.5%	55.6%	56.8%
No Answer	3.3%	2.1%	1.7%	3.6%
Average	2.13	1.42	2.47	2.20

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	23.8%	18.2%	26.1%	26.1%
(2) Medium	34.8%	28.5%	34.0%	33.8%
(3) Low	12.4%	10.3%	14.9%	14.0%
(N) Don't Know	20.5%	37.6%	19.1%	18.9%
No Answer	8.6%	5.4%	5.8%	7.7%
Average	1.84	1.86	1.85	1.84

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

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	30.0%	26.9%	23.2%	31.5%
(2) Good	43.3%	47.9%	48.5%	44.6%
(3) Fair	12.9%	11.6%	12.4%	9.5%
(4) Poor	2.4%	1.2%	5.0%	0.9%
(N) Don't Know	7.6%	10.7%	8.7%	10.8%
No Answer	3.8%	1.7%	2.1%	3.2%
Average	1.86	1.85	1.99	1.77

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	48.6%	36.8%	52.3%	52.7%
(2) Medium	32.9%	36.4%	34.0%	34.7%
(3) Low	6.2%	7.9%	4.6%	3.2%
(N) Don't Know	4.3%	13.2%	4.1%	2.3%
No Answer	8.1%	5.8%	5.0%	7.7%
Average	1.52	1.64	1.47	1.45

Overall Parks/Recreation

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	25.7%	44.6%	10.8%	19.8%
(2) Good	42.4%	33.9%	52.3%	52.3%
(3) Fair	14.8%	7.0%	17.4%	15.3%
(4) Poor	2.9%	1.2%	5.8%	0.9%
(N) Don't Know	10.5%	11.6%	11.2%	8.1%
No Answer	3.8%	1.7%	2.5%	4.1%
Average	1.94	1.60	2.21	1.97

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	41.0%	40.5%	41.9%	42.8%
(2) Medium	40.5%	42.6%	45.2%	45.5%
(3) Low	4.3%	5.8%	2.9%	1.8%
(N) Don't Know	5.7%	5.8%	5.0%	2.3%
No Answer	8.6%	5.4%	5.0%	8.1%
Average	1.57	1.61	1.57	1.55

Comprehensive Results

COMMUNITY DEVELOPMENT

Land use, planning/zoning

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	12.4%	22.7%	10.4%	13.1%
(2) Good	37.6%	40.5%	39.4%	45.9%
(3) Fair	20.0%	23.1%	20.3%	14.9%
(4) Poor	7.6%	2.5%	8.3%	7.7%
(N) Don't Know	18.1%	9.1%	19.1%	15.3%
No Answer	4.3%	2.1%	2.5%	3.6%
Average	2.29	2.06	2.34	2.21

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	52.9%	49.2%	49.4%	53.6%
(2) Medium	31.0%	36.0%	31.5%	28.4%
(3) Low	2.4%	5.4%	3.7%	2.3%
(N) Don't Know	5.7%	4.1%	8.7%	6.3%
No Answer	8.1%	5.4%	6.6%	9.9%
Average	1.41	1.52	1.46	1.39

Economic Development

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	17.6%	45.0%	11.6%	14.9%
(2) Good	34.3%	24.0%	41.9%	43.7%
(3) Fair	21.9%	11.6%	21.2%	16.7%
(4) Poor	5.2%	3.7%	7.5%	4.1%
(N) Don't Know	17.1%	12.8%	16.2%	17.1%
No Answer	3.8%	2.9%	1.7%	4.1%
Average	2.19	1.69	2.30	2.13

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	53.8%	43.8%	53.9%	50.5%
(2) Medium	30.0%	38.0%	30.3%	28.4%
(3) Low	1.9%	5.4%	2.1%	3.6%
(N) Don't Know	6.2%	7.4%	7.9%	7.7%
No Answer	8.1%	5.4%	5.8%	10.4%
Average	1.39	1.56	1.40	1.43

Code enforcement (weeds, property maintenance, etc.)

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	16.7%	38.0%	12.4%	14.0%
(2) Good	33.8%	31.8%	39.4%	42.3%
(3) Fair	20.0%	13.6%	19.9%	20.3%
(4) Poor	8.6%	4.5%	7.5%	4.1%
(N) Don't Know	16.7%	9.5%	17.8%	14.9%
No Answer	4.3%	2.5%	2.9%	5.0%
Average	2.26	1.83	2.28	2.18

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	43.8%	42.1%	42.7%	37.8%
(2) Medium	35.7%	34.3%	37.3%	38.3%
(3) Low	6.7%	9.9%	7.9%	7.7%
(N) Don't Know	4.8%	8.3%	5.4%	6.8%
No Answer	9.0%	5.4%	6.6%	9.9%
Average	1.57	1.63	1.60	1.64

Overall Community Development

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	16.2%	37.6%	12.4%	15.3%
(2) Good	43.8%	37.6%	48.5%	51.4%
(3) Fair	22.4%	11.6%	20.7%	16.2%
(4) Poor	3.8%	2.5%	4.6%	1.4%
(N) Don't Know	10.0%	7.9%	12.0%	12.2%
No Answer	3.8%	2.9%	1.7%	4.1%
Average	2.16	1.76	2.20	2.04

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	51.4%	38.4%	52.7%	51.8%
(2) Medium	33.3%	43.4%	32.4%	29.7%
(3) Low	2.4%	6.6%	3.7%	3.2%
(N) Don't Know	4.3%	5.0%	6.2%	5.4%
No Answer	9.0%	6.6%	5.0%	10.4%
Average	1.44	1.64	1.45	1.43

Comprehensive Results

Ease and efficiency of obtaining permits

<i>Quality:</i>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	18.6%	28.5%	16.2%	13.5%
(2) Good	30.0%	35.1%	26.6%	34.7%
(3) Fair	11.0%	8.3%	9.1%	9.9%
(4) Poor	1.4%	2.5%	3.7%	2.7%
(N) Don't Know	35.7%	23.6%	42.7%	35.6%
No Answer	3.3%	2.1%	1.7%	4.1%
Average	1.92	1.79	2.01	2.03

<i>Importance:</i>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	44.8%	28.5%	38.6%	35.6%
(2) Medium	28.6%	31.0%	33.2%	37.8%
(3) Low	4.8%	7.9%	6.6%	3.6%
(N) Don't Know	14.3%	26.9%	16.2%	13.5%
No Answer	7.6%	5.8%	5.4%	9.9%
Average	1.49	1.69	1.59	1.58

GENERAL SERVICES

Online payment options

<i>Quality:</i>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	34.3%	52.1%	27.0%	33.3%
(2) Good	27.1%	19.0%	41.9%	35.6%
(3) Fair	3.8%	3.3%	4.6%	4.5%
(4) Poor	1.0%	2.1%	1.2%	0.9%
(N) Don't Know	30.5%	22.7%	22.8%	22.5%
No Answer	3.3%	0.8%	2.5%	3.6%
Average	1.57	1.42	1.73	1.64

<i>Importance:</i>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	36.7%	38.8%	42.7%	45.5%
(2) Medium	29.0%	35.5%	31.5%	26.1%
(3) Low	12.9%	10.7%	12.0%	8.1%
(N) Don't Know	14.3%	9.1%	7.5%	10.4%
No Answer	7.1%	5.8%	6.2%	10.4%
Average	1.70	1.67	1.64	1.53

Village Newsletter

<i>Quality:</i>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	32.4%	36.0%	29.5%	32.9%
(2) Good	44.3%	45.9%	48.5%	50.0%
(3) Fair	11.9%	9.1%	9.5%	7.7%
(4) Poor	1.4%	1.2%	2.9%	0.9%
(N) Don't Know	6.7%	6.6%	7.1%	5.0%
No Answer	3.3%	1.2%	2.5%	4.1%
Average	1.80	1.74	1.84	1.74

<i>Importance:</i>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	40.5%	36.4%	37.3%	32.9%
(2) Medium	35.2%	44.2%	44.8%	44.1%
(3) Low	12.4%	10.7%	8.7%	7.7%
(N) Don't Know	4.3%	2.5%	2.9%	2.3%
No Answer	7.6%	6.2%	6.2%	13.5%
Average	1.68	1.72	1.68	1.70

Comprehensive Results

Website (algonquin.org)

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	28.1%	42.1%	19.1%	23.0%
(2) Good	37.1%	33.1%	47.3%	48.6%
(3) Fair	10.0%	6.2%	12.4%	11.3%
(4) Poor	1.9%	1.2%	2.5%	0.9%
(N) Don't Know	18.1%	16.1%	16.2%	11.3%
No Answer	4.8%	1.2%	2.5%	5.4%
Average	1.81	1.60	1.98	1.88

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	34.3%	38.0%	81.7%	82.4%
(2) Medium	37.1%	37.6%	9.1%	5.4%
(3) Low	10.5%	11.2%	0.0%	0.9%
(N) Don't Know	10.5%	7.4%	1.7%	2.3%
No Answer	7.6%	5.8%	7.5%	9.5%
Average	1.71	1.69	1.10	1.08

Social Media: Facebook, Twitter, etc.

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	11.4%	26.9%	6.2%	12.6%
(2) Good	16.2%	27.7%	24.1%	25.7%
(3) Fair	6.7%	5.0%	7.1%	7.7%
(4) Poor	1.0%	0.4%	1.2%	0.9%
(N) Don't Know	61.0%	39.3%	58.9%	48.2%
No Answer	3.8%	0.8%	2.5%	5.4%
Average	1.92	1.65	2.09	1.93

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	16.2%	17.4%	16.6%	20.7%
(2) Medium	29.0%	29.8%	34.0%	29.3%
(3) Low	18.6%	23.6%	22.8%	21.6%
(N) Don't Know	26.7%	23.6%	20.3%	15.8%
No Answer	9.5%	5.8%	6.2%	13.1%
Average	2.04	2.09	2.08	2.01

Algonquin e-News

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	22.9%	27.7%	17.0%	23.0%
(2) Good	22.9%	41.3%	35.7%	32.0%
(3) Fair	9.5%	5.8%	9.1%	7.2%
(4) Poor	1.4%	0.8%	1.2%	0.9%
(N) Don't Know	40.5%	23.1%	33.2%	30.6%
No Answer	2.9%	1.2%	3.7%	6.8%
Average	1.82	1.73	1.91	1.78

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	26.7%	29.3%	25.7%	27.0%
(2) Medium	30.5%	38.4%	39.0%	37.4%
(3) Low	15.7%	14.5%	14.9%	13.1%
(N) Don't Know	4.3%	11.6%	13.3%	10.4%
No Answer	8.1%	6.2%	7.1%	12.6%
Average	1.85	1.82	1.86	1.82

Recycling

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	46.2%	46.3%	46.5%	46.4%
(2) Good	39.5%	41.7%	43.2%	42.3%
(3) Fair	6.2%	8.3%	7.5%	4.1%
(4) Poor	3.3%	1.7%	0.8%	3.2%
(N) Don't Know	1.4%	1.2%	0.8%	0.9%
No Answer	3.3%	0.8%	1.2%	3.6%
Average	1.65	1.65	1.62	1.62

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	70.0%	73.6%	75.9%	73.0%
(2) Medium	22.9%	17.8%	16.2%	15.3%
(3) Low	0.0%	1.2%	2.1%	0.9%
(N) Don't Know	0.0%	1.7%	0.8%	0.5%
No Answer	0.0%	5.8%	5.0%	10.8%
Average	1.25	1.22	1.22	1.19

Comprehensive Results

Garbage collection

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	41.0%	48.8%	46.9%	47.3%
(2) Good	39.5%	39.7%	42.3%	41.0%
(3) Fair	9.5%	7.4%	7.5%	5.4%
(4) Poor	5.2%	2.1%	2.1%	2.7%
(N) Don't Know	1.4%	1.2%	0.0%	0.5%
No Answer	3.3%	0.8%	1.2%	3.6%
Average	1.78	1.62	1.64	1.62

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	70.5%	76.9%	76.8%	74.3%
(2) Medium	21.9%	16.1%	17.4%	14.9%
(3) Low	0.5%	0.4%	0.4%	0.9%
(N) Don't Know	0.0%	1.2%	0.8%	0.5%
No Answer	7.1%	5.4%	4.6%	9.9%
Average	1.25	1.18	1.19	1.19

Promoting the Village to attract visitors

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	15.7%	18.2%	10.8%	11.7%
(2) Good	25.2%	40.1%	29.5%	27.9%
(3) Fair	13.3%	13.6%	20.3%	19.4%
(4) Poor	7.1%	5.0%	6.6%	5.4%
(N) Don't Know	34.8%	22.3%	31.5%	32.0%
No Answer	3.8%	0.8%	1.2%	4.1%
Average	2.19	2.07	2.34	2.29

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	36.7%	37.2%	32.0%	34.7%
(2) Medium	34.3%	37.6%	43.2%	33.8%
(3) Low	9.5%	9.1%	9.5%	14.9%
(N) Don't Know	12.4%	10.7%	10.4%	6.3%
No Answer	7.1%	5.4%	5.0%	10.8%
Average	1.66	1.67	1.74	1.76

Yard waste collection

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	35.7%	47.9%	36.9%	32.9%
(2) Good	34.3%	36.0%	36.9%	43.2%
(3) Fair	11.0%	6.2%	12.0%	8.1%
(4) Poor	6.7%	1.7%	3.7%	4.1%
(N) Don't Know	9.0%	7.4%	8.7%	9.0%
No Answer	3.3%	0.8%	1.7%	3.2%
Average	1.87	1.58	1.81	1.81

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	59.5%	61.6%	67.2%	64.0%
(2) Medium	26.2%	24.8%	24.1%	20.3%
(3) Low	3.3%	2.1%	0.8%	1.4%
(N) Don't Know	3.3%	5.8%	3.3%	4.1%
No Answer	7.6%	5.8%	4.6%	10.8%
Average	1.37	1.33	1.28	1.27

Overall General Services

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	31.0%	20.2%	27.8%	27.0%
(2) Good	47.6%	49.2%	52.7%	54.5%
(3) Fair	14.3%	12.4%	14.1%	10.4%
(4) Poor	1.4%	3.7%	1.7%	1.4%
(N) Don't Know	1.4%	12.0%	2.5%	3.2%
No Answer	4.3%	2.5%	1.2%	4.1%
Average	1.85	2.00	1.89	1.85

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	45.7%	49.6%	51.0%	47.3%
(2) Medium	41.0%	39.7%	40.2%	40.5%
(3) Low	2.4%	0.8%	2.1%	0.9%
(N) Don't Know	1.4%	3.3%	2.5%	1.4%
No Answer	9.5%	6.6%	4.1%	10.4%
Average	1.51	1.46	1.48	1.48

Ease of water billing services

<u>Quality:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	40.0%	35.1%	36.9%	38.7%
(2) Good	44.3%	46.3%	45.2%	44.1%
(3) Fair	5.2%	9.9%	10.0%	9.9%
(4) Poor	1.4%	1.2%	2.1%	2.3%
(N) Don't Know	5.7%	6.6%	4.6%	2.3%
No Answer	3.3%	0.8%	1.2%	3.2%
Average	1.65	1.75	1.76	1.74

<u>Importance:</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) High	42.4%	46.7%	49.0%	50.5%
(2) Medium	43.3%	38.4%	41.1%	33.3%
(3) Low	4.8%	5.8%	1.7%	4.1%
(N) Don't Know	2.9%	2.9%	3.3%	2.3%
No Answer	6.7%	6.2%	5.0%	10.4%
Average	1.58	1.55	1.48	1.47

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>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Yes	57.6%	56.2%	52.3%	50.9%
No	39.5%	40.9%	46.8%	47.2%
Don't know	0.0%	1.2%	0.8%	0.0%
No Answer	2.9%	1.7%	0.0%	1.9%

Comprehensive Results

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

Knowledgeable

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	33.8%	36.4%	30.3%	30.2%
(2) Good	18.6%	15.7%	17.4%	16.7%
(3) Fair	3.3%	3.7%	4.6%	4.1%
(4) Poor	2.9%	3.3%	1.7%	0.5%
(N) Don't Know	1.9%	1.7%	3.7%	5.0%
No Answer	39.5%	39.3%	42.3%	44.1%
Average	1.58	1.56	1.58	1.51

Courteous

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	37.1%	40.1%	36.5%	35.1%
(2) Good	37.1%	14.9%	13.3%	13.1%
(3) Fair	4.8%	2.5%	3.3%	2.7%
(4) Poor	2.4%	2.1%	1.7%	1.4%
(N) Don't Know	0.5%	1.7%	2.9%	4.1%
No Answer	39.0%	38.8%	42.3%	44.1%
Average	1.66	1.44	1.45	1.43

Responsive

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	36.2%	36.4%	32.8%	31.5%
(2) Good	15.2%	13.6%	14.5%	18.0%
(3) Fair	3.8%	5.0%	3.7%	0.5%
(4) Poor	5.2%	4.1%	3.3%	2.3%
(N) Don't Know	0.5%	2.1%	3.3%	4.5%
No Answer	39.0%	38.8%	42.3%	43.7%
Average	1.64	1.61	1.59	1.49

Overall

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Excellent	36.7%	36.4%	31.1%	31.5%
(2) Good	15.2%	16.5%	17.0%	16.7%
(3) Fair	4.8%	2.9%	3.7%	1.8%
(4) Poor	3.3%	3.3%	2.1%	1.8%
(N) Don't Know	0.5%	1.7%	3.3%	4.1%
No Answer	39.5%	39.3%	42.7%	44.6%
Average	1.58	1.55	1.57	1.50

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

Recommend living in Algonquin to someone who asks

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Very Likely	49.0%	52.1%	45.2%	50.7%
(2) Likely	28.1%	26.0%	35.7%	35.4%
(3) Neither Likely or Unlikely	13.3%	14.9%	8.3%	6.7%
(4) Unlikely	3.3%	2.5%	3.7%	1.8%
(5) Very Unlikely	0.5%	1.7%	2.5%	1.3%
(N) Don't Know	1.0%	0.4%	0.0%	1.3%
No Answer	4.8%	2.5%	4.6%	2.7%

Remain in Algonquin for the next five years

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
(1) Very Likely	48.6%	49.6%	43.6%	49.3%
(2) Likely	25.2%	26.4%	25.3%	27.8%
(3) Neither Likely or Unlikely	7.1%	9.5%	12.4%	9.4%
(4) Unlikely	9.0%	5.8%	3.7%	4.0%
(5) Very Unlikely	3.3%	3.7%	7.5%	2.7%
(N) Don't Know	2.9%	2.5%	3.7%	4.0%
No Answer	3.8%	2.5%	3.7%	2.7%

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

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Less than 1 year	1.9%	3.3%	2.9%	2.7%
1 - 5 years	13.3%	15.3%	14.5%	13.5%
6 - 10 years	5.2%	5.4%	10.4%	11.7%
11 - 15 years	11.4%	9.5%	31.1%	5.8%
Over 15 years	67.6%	65.3%	39.8%	63.7%
No Answer	0.5%	1.2%	1.2%	2.7%

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

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Single family house	82.4%	77.7%	80.5%	84.7%
Townhome/Duplex	14.8%	16.1%	15.8%	11.7%
Condominium/Apartment	1.9%	4.5%	2.5%	1.8%
Other	0.5%	0.4%	0.0%	0.0%
No Answer	0.5%	1.2%	1.2%	2.3%

12. Please indicate your current housing status.

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Own	98.6%	94.2%	95.4%	95.5%
Rent	1.4%	4.5%	2.9%	2.7%
No Answer	0.0%	1.2%	1.7%	2.3%

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

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Yes	22.9%	16.1%	19.9%	14.0%
No	77.1%	82.6%	78.8%	83.8%
No Answer	0.0%	1.2%	1.2%	2.7%

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

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Yes	49.0%	47.1%	43.2%	43.2%
No	51.0%	51.7%	55.6%	55.0%
No Answer	0.0%	1.2%	1.2%	2.3%

15. Please indicate your age.

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
18 - 25	0.5%	0.0%	0.0%	0.5%
26 - 35	5.2%	7.9%	6.6%	4.1%
36 - 45	9.0%	7.9%	9.5%	11.3%
46 - 55	14.8%	17.8%	15.8%	16.2%
56 - 65	32.4%	26.9%	30.3%	28.8%
Over 65	36.7%	38.4%	35.7%	36.5%
No Answer	1.4%	1.2%	2.1%	3.2%

16. Please indicate your gender.

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Male	44.3%	52.1%	47.7%	45.0%
Female	51.9%	45.9%	47.7%	50.5%
No Answer	3.8%	2.1%	4.6%	5.0%

17. In what area of Algonquin do you reside?

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
East of the Fox River	31.9%	27.3%	23.7%	31.5%
West of Fox River, East of Randall	49.0%	50.4%	50.6%	46.4%
West of Randall Road	18.6%	19.4%	24.1%	19.4%
No Answer	0.5%	2.9%	1.7%	3.2%

Crosstabulation of 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=219</i>	Gender		Age					
		Male <i>n=100</i>	Female <i>n=110</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=9</i>	36 - 45 <i>n=25</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=63</i>	Over 65 <i>n=80</i>
		(1) Excellent	46.1%	47.0%	44.5%	100.0%	77.8%	56.0%	36.1%
(2) Good	49.3%	47.0%	52.7%	0.0%	11.1%	44.0%	61.1%	58.7%	43.8%
(3) Fair	4.1%	5.0%	2.7%	0.0%	11.1%	0.0%	2.8%	4.8%	3.8%
(4) Poor	0.5%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%
Average	1.59	1.60	1.58	1.00	1.33	1.44	1.67	1.73	1.51

	Overall <i>n=219</i>	Location			Residency				
		East <i>n=70</i>	Central <i>n=102</i>	West <i>n=42</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=29</i>	6 to 10 <i>n=26</i>	11 to 15 <i>n=13</i>	Over 15 <i>n=141</i>
		(1) Excellent	45.7%	42.2%	54.8%	50.0%	62.1%	53.8%	53.8%
(2) Good	48.6%	53.9%	40.5%	33.3%	37.9%	46.2%	38.5%	54.6%	
(3) Fair	5.7%	2.9%	4.8%	16.7%	0.0%	0.0%	7.7%	5.0%	
(4) Poor	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	
Average	1.60	1.63	1.50	1.67	1.38	1.46	1.54	1.67	

Your neighborhood as a place to live

	Overall <i>n=216</i>	Gender		Age					
		Male <i>n=99</i>	Female <i>n=109</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=9</i>	36 - 45 <i>n=25</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=63</i>	Over 65 <i>n=77</i>
		(1) Excellent	51.9%	50.5%	50.5%	0.0%	55.6%	56.0%	52.8%
(2) Good	40.3%	42.4%	41.3%	100.0%	33.3%	36.0%	33.3%	50.8%	39.0%
(3) Fair	6.5%	6.1%	6.4%	0.0%	11.1%	8.0%	8.3%	4.8%	5.2%
(4) Poor	1.4%	1.0%	1.8%	0.0%	0.0%	0.0%	5.6%	0.0%	1.3%
Average	1.57	1.58	1.60	2.00	1.56	1.52	1.67	1.60	1.53

	Overall <i>n=216</i>	Location			Residency				
		East <i>n=69</i>	Central <i>n=101</i>	West <i>n=42</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=28</i>	6 to 10 <i>n=26</i>	11 to 15 <i>n=13</i>	Over 15 <i>n=139</i>
		(1) Excellent	47.8%	50.5%	57.1%	33.3%	67.9%	57.7%	53.8%
(2) Good	40.6%	42.6%	38.1%	50.0%	32.1%	30.8%	46.2%	43.9%	
(3) Fair	8.7%	5.9%	4.8%	16.7%	0.0%	11.5%	0.0%	7.2%	
(4) Poor	2.9%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	
Average	1.67	1.57	1.48	1.83	1.32	1.54	1.46	1.65	

Crosstabulation of Results

Algonquin as a place to raise children

	Overall <i>n</i> =206	Gender		Age					
		Male <i>n</i> =90	Female <i>n</i> =91	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =7	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =30	56 - 65 <i>n</i> =54	Over 65 <i>n</i> =69
		(1) Excellent	29.6%	42.2%	40.7%	0.0%	42.9%	50.0%	43.3%
(2) Good	56.8%	45.6%	52.7%	0.0%	42.9%	50.0%	50.0%	50.0%	46.4%
(3) Fair	11.7%	12.2%	6.6%	0.0%	14.3%	0.0%	6.7%	14.8%	8.7%
(4) Poor	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	1.86	1.70	1.66	0.00	1.71	1.50	1.63	1.80	1.64

	Overall <i>n</i> =206	Location			Residency				
		East <i>n</i> =60	Central <i>n</i> =87	West <i>n</i> =37	Under 1 <i>n</i> =3	1 to 5 <i>n</i> =23	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =11	Over 15 <i>n</i> =122
		(1) Excellent	35.0%	39.1%	59.5%	33.3%	52.2%	53.8%	54.5%
(2) Good	56.7%	50.6%	32.4%	33.3%	47.8%	42.3%	36.4%	51.6%	
(3) Fair	8.3%	10.3%	8.1%	33.3%	0.0%	3.8%	9.1%	11.5%	
(4) Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Average	1.73	1.71	1.49	2.00	1.48	1.50	1.55	1.75	

Algonquin as a place to work

	Overall <i>n</i> =113	Gender		Age					
		Male <i>n</i> =52	Female <i>n</i> =57	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =3	36 - 45 <i>n</i> =16	46 - 55 <i>n</i> =20	56 - 65 <i>n</i> =32	Over 65 <i>n</i> =40
		(1) Excellent	23.0%	23.1%	21.1%	0.0%	0.0%	31.3%	20.0%
(2) Good	42.5%	42.3%	45.6%	0.0%	66.7%	37.5%	40.0%	34.4%	52.5%
(3) Fair	23.9%	19.2%	28.1%	0.0%	33.3%	18.8%	35.0%	25.0%	17.5%
(4) Poor	10.6%	15.4%	5.3%	0.0%	0.0%	12.5%	5.0%	12.5%	10.0%
Average	2.22	2.27	2.18	0.00	2.33	2.13	2.25	2.22	2.18

	Overall <i>n</i> =113	Location			Residency				
		East <i>n</i> =38	Central <i>n</i> =54	West <i>n</i> =19	Under 1 <i>n</i> =3	1 to 5 <i>n</i> =12	6 to 10 <i>n</i> =16	11 to 15 <i>n</i> =6	Over 15 <i>n</i> =74
		(1) Excellent	23.7%	22.2%	26.3%	33.3%	25.0%	31.3%	33.3%
(2) Good	39.5%	44.4%	47.4%	33.3%	58.3%	43.8%	33.3%	41.9%	
(3) Fair	26.3%	24.1%	15.8%	33.3%	8.3%	18.8%	16.7%	27.0%	
(4) Poor	10.5%	9.3%	10.5%	0.0%	8.3%	6.3%	16.7%	10.8%	
Average	2.24	2.20	2.11	2.00	2.00	2.00	2.17	2.28	

Crosstabulation of Results

Algonquin compared to other communities in the area

	Overall <i>n</i> =206	Gender		Age					
		Male <i>n</i> =94	Female <i>n</i> =104	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =58	Over 65 <i>n</i> =73
		(1) Excellent	29.6%	23.4%	32.7%	0.0%	33.3%	36.0%	25.7%
(2) Good	56.8%	61.7%	55.8%	100.0%	66.7%	48.0%	54.3%	60.3%	58.9%
(3) Fair	11.7%	12.8%	9.6%	0.0%	0.0%	16.0%	14.3%	12.1%	8.2%
(4) Poor	1.9%	2.1%	1.9%	0.0%	0.0%	0.0%	5.7%	1.7%	1.4%
Average	1.86	1.94	1.81	2.00	1.67	1.80	2.00	1.90	1.79

	Overall <i>n</i> =206	Location			Residency				
		East <i>n</i> =62	Central <i>n</i> =97	West <i>n</i> =42	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =29	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =129
		(1) Excellent	25.8%	28.9%	33.3%	33.3%	37.9%	38.5%	16.7%
(2) Good	59.7%	56.7%	57.1%	50.0%	55.2%	50.0%	83.3%	56.6%	
(3) Fair	11.3%	12.4%	9.5%	16.7%	6.9%	11.5%	0.0%	14.0%	
(4) Poor	3.2%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	
Average	1.92	1.88	1.76	1.83	1.69	1.73	1.83	1.94	

Overall appearance of Algonquin

	Overall <i>n</i> =217	Gender		Age					
		Male <i>n</i> =99	Female <i>n</i> =109	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =63	Over 65 <i>n</i> =78
		(1) Excellent	35.5%	34.3%	35.8%	0.0%	66.7%	48.0%	36.1%
(2) Good	53.0%	53.5%	54.1%	100.0%	22.2%	36.0%	52.8%	66.7%	52.6%
(3) Fair	11.1%	11.1%	10.1%	0.0%	11.1%	16.0%	11.1%	4.8%	12.8%
(4) Poor	0.5%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%
Average	1.76	1.79	1.74	2.00	1.44	1.68	1.75	1.81	1.78

	Overall <i>n</i> =217	Location			Residency				
		East <i>n</i> =69	Central <i>n</i> =101	West <i>n</i> =42	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =29	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =139
		(1) Excellent	30.4%	37.6%	35.7%	0.0%	51.7%	53.8%	46.2%
(2) Good	52.2%	52.5%	59.5%	100.0%	34.5%	42.3%	46.2%	57.6%	
(3) Fair	17.4%	8.9%	4.8%	0.0%	13.8%	3.8%	7.7%	12.9%	
(4) Poor	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	
Average	1.87	1.73	1.69	2.00	1.62	1.50	1.62	1.86	

Crosstabulation of Results

Cleanliness of Algonquin

	Overall <i>n</i> =217	Gender		Age					
		Male <i>n</i> =99	Female <i>n</i> =109	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =62	Over 65 <i>n</i> =79
(1) Excellent	45.6%	47.5%	43.1%	0.0%	77.8%	56.0%	52.8%	40.3%	40.5%
(2) Good	45.6%	43.4%	49.5%	100.0%	22.2%	36.0%	33.3%	53.2%	51.9%
(3) Fair	7.8%	8.1%	7.3%	0.0%	0.0%	4.0%	13.9%	6.5%	7.6%
(4) Poor	0.9%	1.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Average	1.64	1.63	1.64	2.00	1.22	1.56	1.61	1.66	1.67

	Overall <i>n</i> =217	Location			Residency				
		East <i>n</i> =69	Central <i>n</i> =101	West <i>n</i> =42	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =29	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =139
(1) Excellent		37.7%	50.5%	45.2%	0.0%	65.5%	61.5%	61.5%	38.8%
(2) Good		49.3%	40.6%	54.8%	100.0%	31.0%	30.8%	38.5%	49.6%
(3) Fair		10.1%	8.9%	0.0%	0.0%	0.0%	7.7%	0.0%	10.8%
(4) Poor		2.9%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.7%
Average		1.78	1.58	1.55	2.00	1.41	1.46	1.38	1.73

Overall quality of new development in Algonquin

	Overall <i>n</i> =205	Gender		Age					
		Male <i>n</i> =94	Female <i>n</i> =102	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =22	46 - 55 <i>n</i> =32	56 - 65 <i>n</i> =62	Over 65 <i>n</i> =74
(1) Excellent	25.4%	21.3%	28.4%	0.0%	33.3%	40.9%	37.5%	19.4%	21.6%
(2) Good	47.8%	48.9%	48.0%	0.0%	33.3%	36.4%	31.3%	41.9%	66.2%
(3) Fair	22.0%	24.5%	18.6%	100.0%	22.2%	18.2%	25.0%	33.9%	8.1%
(4) Poor	4.9%	5.3%	4.9%	0.0%	11.1%	4.5%	6.3%	4.8%	4.1%
Average	2.06	2.14	2.00	3.00	2.11	1.86	2.00	2.24	1.95

	Overall <i>n</i> =205	Location			Residency				
		East <i>n</i> =66	Central <i>n</i> =94	West <i>n</i> =40	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =130
(1) Excellent		19.7%	25.5%	35.0%	0.0%	39.3%	38.5%	41.7%	20.0%
(2) Good		43.9%	53.2%	42.5%	20.0%	35.7%	42.3%	33.3%	53.1%
(3) Fair		30.3%	14.9%	22.5%	80.0%	14.3%	19.2%	25.0%	21.5%
(4) Poor		6.1%	6.4%	0.0%	0.0%	10.7%	0.0%	0.0%	5.4%
Average		2.23	2.02	1.88	2.80	1.96	1.81	1.83	2.12

Crosstabulation of Results

Variety of housing options									
	Overall <i>n=198</i>	Gender		Age					
		Male <i>n=92</i>	Female <i>n=97</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=8</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=31</i>	56 - 65 <i>n=59</i>	Over 65 <i>n=70</i>
		(1) Excellent	24.2%	23.9%	21.6%	0.0%	50.0%	29.2%	29.0%
(2) Good	55.1%	55.4%	57.7%	0.0%	37.5%	62.5%	51.6%	49.2%	62.9%
(3) Fair	17.7%	18.5%	16.5%	0.0%	12.5%	8.3%	19.4%	28.8%	11.4%
(4) Poor	3.0%	2.2%	4.1%	100.0%	0.0%	0.0%	0.0%	1.7%	5.7%
Average	1.99	1.99	2.03	4.00	1.63	1.79	1.90	2.12	2.03

	Overall <i>n=198</i>	Location			Residency				
		East <i>n=62</i>	Central <i>n=90</i>	West <i>n=41</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=27</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=125</i>
		(1) Excellent	19.4%	24.4%	26.8%	0.0%	37.0%	33.3%	41.7%
(2) Good	64.5%	50.0%	56.1%	66.7%	51.9%	50.0%	50.0%	58.4%	
(3) Fair	14.5%	22.2%	12.2%	16.7%	11.1%	16.7%	8.3%	20.0%	
(4) Poor	1.6%	3.3%	4.9%	16.7%	0.0%	0.0%	0.0%	4.0%	
Average	1.98	2.04	1.95	2.50	1.74	1.83	1.67	2.10	

Overall quality of businesses and services in Algonquin									
	Overall <i>n=214</i>	Gender		Age					
		Male <i>n=99</i>	Female <i>n=106</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=9</i>	36 - 45 <i>n=25</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=62</i>	Over 65 <i>n=77</i>
		(1) Excellent	25.7%	25.3%	24.5%	0.0%	44.4%	36.0%	28.6%
(2) Good	56.5%	58.6%	57.5%	100.0%	33.3%	36.0%	54.3%	61.3%	64.9%
(3) Fair	16.4%	15.2%	17.0%	0.0%	22.2%	28.0%	14.3%	17.7%	10.4%
(4) Poor	1.4%	1.0%	0.9%	0.0%	0.0%	0.0%	2.9%	0.0%	1.3%
Average	1.93	1.92	1.94	2.00	1.78	1.92	1.91	1.97	1.90

	Overall <i>n=214</i>	Location			Residency				
		East <i>n=68</i>	Central <i>n=99</i>	West <i>n=42</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=29</i>	6 to 10 <i>n=26</i>	11 to 15 <i>n=13</i>	Over 15 <i>n=136</i>
		(1) Excellent	16.2%	25.3%	40.5%	16.7%	51.7%	34.6%	46.2%
(2) Good	58.8%	62.6%	42.9%	33.3%	34.5%	50.0%	30.8%	66.9%	
(3) Fair	22.1%	11.1%	16.7%	50.0%	13.8%	15.4%	23.1%	14.7%	
(4) Poor	2.9%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	
Average	2.12	1.88	1.76	2.33	1.62	1.81	1.77	2.03	

Crosstabulation of Results

Shopping opportunities									
	Overall <i>n</i> =205	Gender		Age					
		Male <i>n</i> =99	Female <i>n</i> =108	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =62	Over 65 <i>n</i> =78
(1) Excellent	25.4%	46.5%	40.7%	100.0%	55.6%	48.0%	36.1%	45.2%	43.6%
(2) Good	47.8%	38.4%	43.5%	0.0%	11.1%	40.0%	58.3%	32.3%	43.6%
(3) Fair	22.0%	14.1%	14.8%	0.0%	33.3%	12.0%	2.8%	21.0%	12.8%
(4) Poor	4.9%	1.0%	0.9%	0.0%	0.0%	0.0%	2.8%	1.6%	0.0%
Average	2.06	1.70	1.76	1.00	1.78	1.64	1.72	1.79	1.69

	Overall <i>n</i> =205	Location			Residency				
		East <i>n</i> =69	Central <i>n</i> =100	West <i>n</i> =42	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =29	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =138
(1) Excellent		29.0%	52.0%	47.6%	33.3%	69.0%	50.0%	46.2%	37.0%
(2) Good		46.4%	37.0%	40.5%	33.3%	20.7%	38.5%	38.5%	45.7%
(3) Fair		21.7%	10.0%	11.9%	33.3%	10.3%	11.5%	15.4%	15.2%
(4) Poor		2.9%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%
Average		1.99	1.60	1.64	2.00	1.41	1.62	1.69	1.83

Recreational opportunities									
	Overall <i>n</i> =204	Gender		Age					
		Male <i>n</i> =96	Female <i>n</i> =100	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =68
(1) Excellent	22.5%	22.9%	23.0%	0.0%	44.4%	40.0%	20.0%	18.0%	20.6%
(2) Good	46.1%	42.7%	50.0%	0.0%	44.4%	32.0%	54.3%	54.1%	42.6%
(3) Fair	27.0%	32.3%	21.0%	100.0%	11.1%	24.0%	17.1%	26.2%	32.4%
(4) Poor	4.4%	2.1%	6.0%	0.0%	0.0%	4.0%	8.6%	1.6%	4.4%
Average	2.13	2.14	2.10	3.00	1.67	1.92	2.14	2.11	2.21

	Overall <i>n</i> =204	Location			Residency				
		East <i>n</i> =63	Central <i>n</i> =96	West <i>n</i> =41	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =27	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =129
(1) Excellent		23.8%	20.8%	26.8%	0.0%	48.1%	40.0%	23.1%	15.5%
(2) Good		44.4%	46.9%	48.8%	50.0%	44.4%	40.0%	46.2%	47.3%
(3) Fair		25.4%	29.2%	22.0%	50.0%	7.4%	16.0%	30.8%	31.8%
(4) Poor		6.3%	3.1%	2.4%	0.0%	0.0%	4.0%	0.0%	5.4%
Average		2.14	2.15	2.00	2.50	1.59	1.84	2.08	2.27

Crosstabulation of Results

Employment opportunities

	Overall <i>n</i> =117	Gender		Age					
		Male <i>n</i> =49	Female <i>n</i> =64	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =4	36 - 45 <i>n</i> =17	46 - 55 <i>n</i> =19	56 - 65 <i>n</i> =38	Over 65 <i>n</i> =37
(1) Excellent	14.5%	8.2%	17.2%	0.0%	50.0%	23.5%	10.5%	10.5%	13.5%
(2) Good	41.9%	46.9%	40.6%	0.0%	25.0%	29.4%	36.8%	47.4%	48.6%
(3) Fair	31.6%	26.5%	34.4%	0.0%	25.0%	35.3%	47.4%	28.9%	21.6%
(4) Poor	12.0%	18.4%	7.8%	0.0%	0.0%	11.8%	5.3%	13.2%	16.2%
Average	2.41	2.55	2.33	0.00	1.75	2.35	2.47	2.45	2.41

	Overall <i>n</i> =117	Location			Residency				
		East <i>n</i> =39	Central <i>n</i> =55	West <i>n</i> =21	Under 1 <i>n</i> =2	1 to 5 <i>n</i> =14	6 to 10 <i>n</i> =15	11 to 15 <i>n</i> =8	Over 15 <i>n</i> =76
(1) Excellent		5.1%	20.0%	19.0%	0.0%	14.3%	20.0%	12.5%	14.5%
(2) Good		46.2%	40.0%	42.9%	50.0%	50.0%	46.7%	50.0%	39.5%
(3) Fair		33.3%	27.3%	33.3%	50.0%	28.6%	26.7%	25.0%	31.6%
(4) Poor		15.4%	12.7%	4.8%	0.0%	7.1%	6.7%	12.5%	14.5%
Average		2.59	2.33	2.24	2.50	2.29	2.20	2.38	2.46

Opportunities to participate in social events and activities

	Overall <i>n</i> =191	Gender		Age					
		Male <i>n</i> =88	Female <i>n</i> =95	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =53	Over 65 <i>n</i> =65
(1) Excellent	16.2%	12.5%	18.9%	0.0%	33.3%	28.0%	11.8%	9.4%	18.5%
(2) Good	52.9%	58.0%	49.5%	0.0%	55.6%	52.0%	58.8%	56.6%	46.2%
(3) Fair	27.2%	22.7%	30.5%	0.0%	11.1%	12.0%	23.5%	30.2%	33.8%
(4) Poor	3.7%	6.8%	1.1%	0.0%	0.0%	8.0%	5.9%	3.8%	1.5%
Average	2.18	2.24	2.14	0.00	1.78	2.00	2.24	2.28	2.18

	Overall <i>n</i> =191	Location			Residency				
		East <i>n</i> =62	Central <i>n</i> =87	West <i>n</i> =38	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =23	11 to 15 <i>n</i> =11	Over 15 <i>n</i> =123
(1) Excellent		12.9%	19.5%	15.8%	0.0%	32.0%	17.4%	18.2%	13.8%
(2) Good		53.2%	51.7%	52.6%	40.0%	60.0%	52.2%	63.6%	49.6%
(3) Fair		29.0%	25.3%	28.9%	60.0%	4.0%	21.7%	9.1%	34.1%
(4) Poor		4.8%	3.4%	2.6%	0.0%	4.0%	8.7%	9.1%	2.4%
Average		2.26	2.13	2.18	2.60	1.80	2.22	2.09	2.25

Crosstabulation of Results

Ease of car travel in Algonquin									
	Overall <i>n</i> =218	Gender		Age					
		Male <i>n</i> =100	Female <i>n</i> =109	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =63	Over 65 <i>n</i> =79
(1) Excellent	16.5%	16.0%	15.6%	0.0%	33.3%	28.0%	19.4%	9.5%	16.5%
(2) Good	43.1%	41.0%	46.8%	0.0%	55.6%	48.0%	41.7%	39.7%	45.6%
(3) Fair	28.4%	31.0%	26.6%	0.0%	0.0%	20.0%	19.4%	41.3%	27.8%
(4) Poor	11.9%	12.0%	11.0%	100.0%	11.1%	4.0%	19.4%	9.5%	10.1%
Average	2.36	2.39	2.33	4.00	1.89	2.00	2.39	2.51	2.32

	Overall <i>n</i> =218	Location			Residency				
		East <i>n</i> =70	Central <i>n</i> =101	West <i>n</i> =42	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =29	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =140
(1) Excellent		5.7%	19.8%	26.2%	16.7%	27.6%	30.8%	23.1%	11.4%
(2) Good		40.0%	48.5%	38.1%	33.3%	51.7%	46.2%	30.8%	42.9%
(3) Fair		38.6%	20.8%	28.6%	16.7%	10.3%	19.2%	38.5%	32.9%
(4) Poor		15.7%	10.9%	7.1%	33.3%	10.3%	3.8%	7.7%	12.9%
Average		2.64	2.23	2.17	2.67	2.03	1.96	2.31	2.47

Ease of bicycle travel in Algonquin									
	Overall <i>n</i> =164	Gender		Age					
		Male <i>n</i> =87	Female <i>n</i> =72	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =7	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =31	56 - 65 <i>n</i> =45	Over 65 <i>n</i> =55
(1) Excellent	27.4%	31.0%	23.6%	0.0%	28.6%	39.1%	35.5%	22.2%	23.6%
(2) Good	47.0%	43.7%	52.8%	0.0%	42.9%	34.8%	45.2%	46.7%	56.4%
(3) Fair	15.9%	18.4%	12.5%	0.0%	28.6%	17.4%	3.2%	24.4%	12.7%
(4) Poor	9.8%	6.9%	11.1%	0.0%	0.0%	8.7%	16.1%	6.7%	7.3%
Average	2.08	2.01	2.11	0.00	2.00	1.96	2.00	2.16	2.04

	Overall <i>n</i> =164	Location			Residency				
		East <i>n</i> =51	Central <i>n</i> =80	West <i>n</i> =31	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =17	6 to 10 <i>n</i> =22	11 to 15 <i>n</i> =10	Over 15 <i>n</i> =108
(1) Excellent		17.6%	32.5%	32.3%	20.0%	52.9%	40.9%	40.0%	19.4%
(2) Good		52.9%	51.3%	29.0%	20.0%	35.3%	36.4%	30.0%	54.6%
(3) Fair		17.6%	10.0%	25.8%	20.0%	5.9%	9.1%	30.0%	16.7%
(4) Poor		11.8%	6.3%	12.9%	40.0%	5.9%	13.6%	0.0%	9.3%
Average		2.24	1.90	2.19	2.80	1.65	1.95	1.90	2.16

Crosstabulation of Results

Ease of walking in Algonquin									
	Overall <i>n</i> =206	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =103	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =71
(1) Excellent	32.0%	31.6%	33.0%	0.0%	22.2%	36.0%	38.2%	24.6%	36.6%
(2) Good	42.7%	37.9%	48.5%	0.0%	55.6%	40.0%	47.1%	44.3%	40.8%
(3) Fair	16.0%	23.2%	9.7%	0.0%	22.2%	16.0%	5.9%	24.6%	14.1%
(4) Poor	9.2%	7.4%	8.7%	100.0%	0.0%	8.0%	8.8%	6.6%	8.5%
Average	2.02	2.06	1.94	4.00	2.00	1.96	1.85	2.13	1.94

	Overall <i>n</i> =206	Location			Residency				
		East <i>n</i> =63	Central <i>n</i> =98	West <i>n</i> =41	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =10	Over 15 <i>n</i> =132
(1) Excellent		27.0%	40.8%	19.5%	16.7%	39.3%	30.8%	50.0%	30.3%
(2) Good		47.6%	38.8%	46.3%	33.3%	42.9%	46.2%	20.0%	44.7%
(3) Fair		17.5%	13.3%	22.0%	16.7%	17.9%	7.7%	20.0%	16.7%
(4) Poor		7.9%	7.1%	12.2%	33.3%	0.0%	15.4%	10.0%	8.3%
Average		2.06	1.87	2.27	2.67	1.79	2.08	1.90	2.03

Availability of paths and walking trails									
	Overall <i>n</i> =203	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =99	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =58	Over 65 <i>n</i> =70
(1) Excellent	40.9%	37.9%	43.4%	0.0%	44.4%	52.0%	42.9%	36.2%	40.0%
(2) Good	40.9%	41.1%	42.4%	0.0%	55.6%	36.0%	42.9%	50.0%	34.3%
(3) Fair	13.3%	15.8%	12.1%	0.0%	0.0%	4.0%	11.4%	12.1%	21.4%
(4) Poor	4.9%	5.3%	2.0%	100.0%	0.0%	8.0%	2.9%	1.7%	4.3%
Average	1.82	1.88	1.73	4.00	1.56	1.68	1.74	1.79	1.90

	Overall <i>n</i> =203	Location			Residency				
		East <i>n</i> =60	Central <i>n</i> =97	West <i>n</i> =41	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =127
(1) Excellent		33.3%	47.4%	34.1%	33.3%	71.4%	46.2%	41.7%	33.1%
(2) Good		51.7%	36.1%	39.0%	33.3%	25.0%	38.5%	33.3%	45.7%
(3) Fair		11.7%	12.4%	19.5%	16.7%	0.0%	7.7%	25.0%	16.5%
(4) Poor		3.3%	4.1%	7.3%	16.7%	3.6%	7.7%	0.0%	4.7%
Average		1.85	1.73	2.00	2.17	1.36	1.77	1.83	1.93

Crosstabulation of Results

Traffic flow on major streets

	Overall <i>n</i> =216	Gender		Age					
		Male <i>n</i> =98	Female <i>n</i> =109	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =63	Over 65 <i>n</i> =78
(1) Excellent	10.2%	10.2%	9.2%	0.0%	11.1%	16.0%	5.7%	9.5%	11.5%
(2) Good	39.8%	36.7%	44.0%	0.0%	55.6%	40.0%	45.7%	30.2%	44.9%
(3) Fair	33.8%	33.7%	34.9%	0.0%	22.2%	36.0%	25.7%	47.6%	28.2%
(4) Poor	16.2%	19.4%	11.9%	100.0%	11.1%	8.0%	22.9%	12.7%	15.4%
Average	2.56	2.62	2.50	4.00	2.33	2.36	2.66	2.63	2.47

	Overall <i>n</i> =216	Location			Residency				
		East <i>n</i> =70	Central <i>n</i> =100	West <i>n</i> =41	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =29	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =138
(1) Excellent		2.9%	13.0%	14.6%	0.0%	17.2%	19.2%	7.7%	8.0%
(2) Good		35.7%	45.0%	36.6%	16.7%	55.2%	42.3%	46.2%	37.0%
(3) Fair		35.7%	31.0%	39.0%	50.0%	17.2%	30.8%	38.5%	36.2%
(4) Poor		25.7%	11.0%	9.8%	33.3%	10.3%	7.7%	7.7%	18.8%
Average		2.84	2.40	2.44	3.17	2.21	2.27	2.46	2.66

Quality of overall natural environment in Algonquin

	Overall <i>n</i> =213	Gender		Age					
		Male <i>n</i> =99	Female <i>n</i> =105	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =62	Over 65 <i>n</i> =77
(1) Excellent	31.5%	32.3%	28.6%	0.0%	55.6%	40.0%	35.3%	21.0%	32.5%
(2) Good	50.2%	52.5%	51.4%	100.0%	44.4%	44.0%	44.1%	56.5%	51.9%
(3) Fair	15.5%	12.1%	17.1%	0.0%	0.0%	12.0%	17.6%	17.7%	14.3%
(4) Poor	2.8%	3.0%	2.9%	0.0%	0.0%	4.0%	2.9%	4.8%	1.3%
Average	1.90	1.86	1.94	2.00	1.44	1.80	1.88	2.06	1.84

	Overall <i>n</i> =213	Location			Residency				
		East <i>n</i> =68	Central <i>n</i> =99	West <i>n</i> =41	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =29	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =136
(1) Excellent		29.4%	34.3%	26.8%	0.0%	51.7%	38.5%	50.0%	25.0%
(2) Good		51.5%	50.5%	53.7%	83.3%	37.9%	46.2%	41.7%	53.7%
(3) Fair		14.7%	14.1%	14.6%	16.7%	6.9%	15.4%	8.3%	17.6%
(4) Poor		4.4%	1.0%	4.9%	0.0%	3.4%	0.0%	0.0%	3.7%
Average		1.94	1.82	1.98	2.17	1.62	1.77	1.58	2.00

Crosstabulation of Results

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

	Overall <i>n</i> =206	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =103	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =33	56 - 65 <i>n</i> =62	Over 65 <i>n</i> =74
		(1) Excellent	11.7%	11.6%	11.7%	0.0%	25.0%	12.5%	15.2%
(2) Good	47.1%	47.4%	48.5%	0.0%	37.5%	54.2%	30.3%	43.5%	56.8%
(3) Fair	28.2%	25.3%	31.1%	0.0%	25.0%	16.7%	33.3%	33.9%	25.7%
(4) Poor	13.1%	15.8%	8.7%	0.0%	12.5%	16.7%	21.2%	14.5%	5.4%
Average	2.43	2.45	2.37	0.00	2.25	2.38	2.61	2.55	2.24

	Overall <i>n</i> =206	Location			Residency				
		East <i>n</i> =66	Central <i>n</i> =95	West <i>n</i> =41	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =134
		(1) Excellent	10.6%	16.8%	2.4%	0.0%	20.0%	23.1%	25.0%
(2) Good	48.5%	44.2%	51.2%	40.0%	52.0%	53.8%	16.7%	47.0%	
(3) Fair	30.3%	24.2%	34.1%	40.0%	20.0%	7.7%	50.0%	31.3%	
(4) Poor	10.6%	14.7%	12.2%	20.0%	8.0%	15.4%	8.3%	14.2%	
Average	2.41	2.37	2.56	2.80	2.16	2.15	2.42	2.52	

Overall direction that Algonquin is taking

	Overall <i>n</i> =201	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =99	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =32	56 - 65 <i>n</i> =58	Over 65 <i>n</i> =72
		(1) Excellent	16.9%	14.7%	17.2%	0.0%	50.0%	28.0%	9.4%
(2) Good	58.2%	60.0%	58.6%	100.0%	37.5%	48.0%	71.9%	53.4%	63.9%
(3) Fair	21.4%	22.1%	21.2%	0.0%	12.5%	24.0%	15.6%	31.0%	16.7%
(4) Poor	3.5%	3.2%	3.0%	0.0%	0.0%	0.0%	3.1%	3.4%	4.2%
Average	2.11	2.14	2.10	2.00	1.63	1.96	2.13	2.26	2.10

	Overall <i>n</i> =201	Location			Residency				
		East <i>n</i> =65	Central <i>n</i> =93	West <i>n</i> =39	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =27	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =129
		(1) Excellent	16.9%	16.1%	15.4%	25.0%	29.6%	28.0%	16.7%
(2) Good	52.3%	61.3%	64.1%	50.0%	55.6%	52.0%	58.3%	60.5%	
(3) Fair	27.7%	18.3%	20.5%	25.0%	14.8%	20.0%	25.0%	23.3%	
(4) Poor	3.1%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.4%	
Average	2.17	2.11	2.05	2.00	1.85	1.92	2.08	2.23	

Crosstabulation of Results

Overall image or reputation of Algonquin

	Overall <i>n</i> =204	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =100	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =57	Over 65 <i>n</i> =73
		(1) Excellent	26.5%	28.4%	24.0%	0.0%	62.5%	36.0%	11.4%
(2) Good	58.8%	56.8%	63.0%	100.0%	25.0%	52.0%	77.1%	66.7%	52.1%
(3) Fair	13.7%	13.7%	12.0%	0.0%	12.5%	12.0%	8.6%	12.3%	16.4%
(4) Poor	1.0%	1.1%	1.0%	0.0%	0.0%	0.0%	2.9%	1.8%	0.0%
Average	1.89	1.87	1.90	2.00	1.50	1.76	2.03	1.96	1.85

	Overall <i>n</i> =204	Location			Residency				
		East <i>n</i> =63	Central <i>n</i> =95	West <i>n</i> =41	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =128
		(1) Excellent	31.7%	23.2%	24.4%	16.7%	39.3%	30.8%	25.0%
(2) Good	52.4%	63.2%	61.0%	50.0%	57.1%	53.8%	66.7%	60.2%	
(3) Fair	14.3%	12.6%	14.6%	33.3%	3.6%	15.4%	8.3%	15.6%	
(4) Poor	1.6%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	
Average	1.86	1.92	1.90	2.17	1.64	1.85	1.83	1.96	

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

	Overall <i>n</i> =203	Gender		Age					
		Male <i>n</i> =94	Female <i>n</i> =100	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =57	Over 65 <i>n</i> =74
		Not a problem	41.4%	48.9%	37.0%	0.0%	50.0%	33.3%	29.4%
Minor problem	44.3%	38.3%	48.0%	0.0%	50.0%	50.0%	58.8%	43.9%	35.1%
Moderate problem	11.8%	10.6%	13.0%	100.0%	0.0%	16.7%	8.8%	12.3%	10.8%
Major problem	2.5%	2.1%	2.0%	0.0%	0.0%	0.0%	2.9%	3.5%	1.4%
Average	1.75	1.66	1.80	3.00	1.50	1.83	1.85	1.79	1.61

	Overall <i>n</i> =203	Location			Residency				
		East <i>n</i> =61	Central <i>n</i> =96	West <i>n</i> =41	Under 1 <i>n</i> =3	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =129
		Not a problem	37.7%	46.9%	36.6%	0.0%	42.9%	38.5%	23.1%
Minor problem	39.3%	43.8%	51.2%	66.7%	46.4%	53.8%	69.2%	37.2%	
Moderate problem	18.0%	8.3%	9.8%	33.3%	10.7%	7.7%	7.7%	13.2%	
Major problem	4.9%	1.0%	2.4%	0.0%	0.0%	0.0%	0.0%	3.9%	
Average	1.90	1.64	1.78	2.33	1.68	1.69	1.85	1.75	

Crosstabulation of Results

3. Please rate how safe you feel:

In your neighborhood during the day

	Overall <i>n</i> =216	Gender		Age					
		Male <i>n</i> =98	Female <i>n</i> =109	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =79
(1) Very Safe	84.7%	85.7%	84.4%	100.0%	88.9%	84.0%	86.1%	88.5%	81.0%
(2) Somewhat Safe	11.1%	10.2%	11.0%	0.0%	11.1%	16.0%	8.3%	8.2%	12.7%
(3) Neither Safe nor Unsafe	3.7%	3.1%	4.6%	0.0%	0.0%	0.0%	5.6%	3.3%	5.1%
(4) Somewhat Unsafe	0.5%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%
(5) Very Unsafe	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	1.20	1.19	1.20	1.00	1.11	1.16	1.19	1.15	1.27

	Overall <i>n</i> =216	Location			Residency				
		East <i>n</i> =68	Central <i>n</i> =101	West <i>n</i> =42	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =30	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =138
(1) Very Safe	83.8%	82.2%	90.5%	83.3%	90.0%	88.5%	100.0%	81.2%	
(2) Somewhat Safe	11.8%	11.9%	9.5%	16.7%	10.0%	11.5%	0.0%	12.3%	
(3) Neither Safe nor Unsafe	4.4%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.8%	
(4) Somewhat Unsafe	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	
(5) Very Unsafe	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Average	1.21	1.25	1.10	1.17	1.10	1.12	1.00	1.26	

In your neighborhood after dark

	Overall <i>n</i> =215	Gender		Age					
		Male <i>n</i> =99	Female <i>n</i> =107	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =62	Over 65 <i>n</i> =77
(1) Very Safe	56.3%	58.6%	55.1%	0.0%	77.8%	68.0%	61.1%	58.1%	48.1%
(2) Somewhat Safe	36.3%	36.4%	34.6%	0.0%	11.1%	28.0%	33.3%	35.5%	41.6%
(3) Neither Safe nor Unsafe	5.1%	4.0%	6.5%	0.0%	11.1%	4.0%	2.8%	4.8%	6.5%
(4) Somewhat Unsafe	2.3%	1.0%	3.7%	0.0%	0.0%	0.0%	2.8%	1.6%	3.9%
(5) Very Unsafe	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	1.53	1.47	1.59	2.00	1.33	1.36	1.47	1.50	1.66

	Overall <i>n</i> =215	Location			Residency				
		East <i>n</i> =67	Central <i>n</i> =101	West <i>n</i> =42	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =30	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =136
(1) Very Safe	44.8%	59.4%	66.7%	33.3%	80.0%	73.1%	61.5%	48.5%	
(2) Somewhat Safe	46.3%	32.7%	28.6%	50.0%	16.7%	23.1%	38.5%	41.9%	
(3) Neither Safe nor Unsafe	4.5%	5.9%	4.8%	16.7%	3.3%	3.8%	0.0%	5.9%	
(4) Somewhat Unsafe	4.5%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	
(5) Very Unsafe	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Average	1.69	1.50	1.38	1.83	1.23	1.31	1.38	1.65	

Crosstabulation of Results

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

POLICE/PUBLIC SAFETY

Crime Prevention: Quality

	Overall <i>n=175</i>	Gender		Age					
		Male <i>n=87</i>	Female <i>n=80</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=6</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=25</i>	56 - 65 <i>n=52</i>	Over 65 <i>n=66</i>
		(1) Excellent	34.9%	29.9%	40.0%	0.0%	83.3%	47.6%	44.0%
(2) Good	58.3%	60.9%	56.3%	0.0%	16.7%	47.6%	56.0%	53.8%	69.7%
(3) Fair	5.1%	8.0%	1.3%	0.0%	0.0%	4.8%	0.0%	9.6%	3.0%
(4) Poor	1.7%	1.1%	2.5%	0.0%	0.0%	0.0%	0.0%	3.8%	1.5%
Average	1.74	1.80	1.66	0.00	1.17	1.57	1.56	1.85	1.80

	Overall <i>n=175</i>	Location			Residency				
		East <i>n=57</i>	Central <i>n=83</i>	West <i>n=31</i>	Under 1 <i>n=2</i>	1 to 5 <i>n=24</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=111</i>
		(1) Excellent	31.6%	37.3%	35.5%	0.0%	54.2%	40.9%	50.0%
(2) Good	54.4%	59.0%	61.3%	50.0%	41.7%	59.1%	41.7%	64.0%	
(3) Fair	10.5%	2.4%	3.2%	50.0%	4.2%	0.0%	8.3%	5.4%	
(4) Poor	3.5%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	
Average	1.86	1.67	1.68	2.50	1.50	1.59	1.58	1.83	

Crime Prevention: Importance

	Overall <i>n=197</i>	Gender		Age					
		Male <i>n=89</i>	Female <i>n=101</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=8</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=55</i>	Over 65 <i>n=69</i>
		(1) High	92.9%	96.6%	90.1%	0.0%	87.5%	91.3%	94.4%
(2) Medium	6.1%	2.2%	8.9%	100.0%	12.5%	0.0%	5.6%	5.5%	5.8%
(3) Low	1.0%	1.1%	1.0%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%
Average	1.08	1.04	1.11	2.00	1.13	1.17	1.06	1.05	1.06

	Overall <i>n=197</i>	Location			Residency				
		East <i>n=63</i>	Central <i>n=93</i>	West <i>n=37</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=25</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=13</i>	Over 15 <i>n=125</i>
		(1) High	95.2%	92.5%	91.9%	80.0%	84.0%	100.0%	100.0%
(2) Medium	3.2%	7.5%	5.4%	20.0%	12.0%	0.0%	0.0%	5.6%	
(3) Low	1.6%	0.0%	2.7%	0.0%	4.0%	0.0%	0.0%	0.8%	
Average	1.06	1.08	1.11	1.20	1.20	1.00	1.00	1.07	

Crosstabulation of Results

Patrol Services: Quality

	Overall <i>n</i> =189	Gender		Age					
		Male <i>n</i> =93	Female <i>n</i> =89	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =6	36 - 45 <i>n</i> =22	46 - 55 <i>n</i> =31	56 - 65 <i>n</i> =55	Over 65 <i>n</i> =70
		(1) Excellent	27.5%	30.1%	24.7%	0.0%	66.7%	31.8%	35.5%
(2) Good	52.4%	50.5%	53.9%	0.0%	33.3%	54.5%	48.4%	47.3%	58.6%
(3) Fair	14.8%	15.1%	15.7%	0.0%	0.0%	4.5%	9.7%	20.0%	18.6%
(4) Poor	5.3%	4.3%	5.6%	0.0%	0.0%	9.1%	6.5%	5.5%	2.9%
Average	1.98	1.94	2.02	0.00	1.33	1.91	1.87	2.04	2.04

	Overall <i>n</i> =189	Location			Residency				
		East <i>n</i> =59	Central <i>n</i> =88	West <i>n</i> =38	Under 1 <i>n</i> =3	1 to 5 <i>n</i> =24	6 to 10 <i>n</i> =24	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =122
		(1) Excellent	27.1%	28.4%	26.3%	0.0%	37.5%	45.8%	50.0%
(2) Good	45.8%	52.3%	60.5%	66.7%	54.2%	45.8%	33.3%	54.1%	
(3) Fair	16.9%	15.9%	10.5%	0.0%	0.0%	8.3%	16.7%	19.7%	
(4) Poor	10.2%	3.4%	2.6%	33.3%	8.3%	0.0%	0.0%	5.7%	
Average	2.10	1.94	1.89	2.67	1.79	1.63	1.67	2.11	

Patrol Services: Importance

	Overall <i>n</i> =199	Gender		Age					
		Male <i>n</i> =90	Female <i>n</i> =103	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =56	Over 65 <i>n</i> =71
		(1) High	64.3%	62.2%	67.0%	0.0%	62.5%	52.2%	65.7%
(2) Medium	33.2%	36.7%	29.1%	100.0%	25.0%	43.5%	28.6%	32.1%	32.4%
(3) Low	2.5%	1.1%	3.9%	0.0%	12.5%	4.3%	5.7%	0.0%	1.4%
Average	1.38	1.39	1.37	2.00	1.50	1.52	1.40	1.32	1.35

	Overall <i>n</i> =199	Location			Residency				
		East <i>n</i> =64	Central <i>n</i> =93	West <i>n</i> =38	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =127
		(1) High	67.2%	65.6%	57.9%	40.0%	52.0%	72.0%	69.2%
(2) Medium	29.7%	33.3%	36.8%	60.0%	44.0%	28.0%	30.8%	30.7%	
(3) Low	3.1%	1.1%	5.3%	0.0%	4.0%	0.0%	0.0%	3.1%	
Average	1.36	1.35	1.47	1.60	1.52	1.28	1.31	1.37	

Crosstabulation of Results

Traffic Enforcement: Quality

	Overall <i>n</i> =188	Gender		Age					
		Male <i>n</i> =93	Female <i>n</i> =87	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =7	36 - 45 <i>n</i> =21	46 - 55 <i>n</i> =29	56 - 65 <i>n</i> =53	Over 65 <i>n</i> =73
(1) Excellent	21.3%	17.2%	24.1%	0.0%	42.9%	23.8%	20.7%	20.8%	19.2%
(2) Good	52.7%	59.1%	47.1%	0.0%	57.1%	57.1%	55.2%	43.4%	56.2%
(3) Fair	18.6%	15.1%	21.8%	0.0%	0.0%	9.5%	20.7%	28.3%	15.1%
(4) Poor	7.4%	8.6%	6.9%	0.0%	0.0%	9.5%	3.4%	7.5%	9.6%
Average	2.12	2.15	2.11	0.00	1.57	2.05	2.07	2.23	2.15

	Overall <i>n</i> =188	Location			Residency				
		East <i>n</i> =56	Central <i>n</i> =92	West <i>n</i> =36	Under 1 <i>n</i> =3	1 to 5 <i>n</i> =23	6 to 10 <i>n</i> =24	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =122
(1) Excellent		19.6%	20.7%	25.0%	0.0%	26.1%	37.5%	16.7%	18.0%
(2) Good		48.2%	57.6%	44.4%	66.7%	52.2%	50.0%	75.0%	50.0%
(3) Fair		23.2%	16.3%	19.4%	0.0%	13.0%	12.5%	8.3%	23.0%
(4) Poor		8.9%	5.4%	11.1%	33.3%	8.7%	0.0%	0.0%	9.0%
Average		2.21	2.07	2.17	2.67	2.04	1.75	1.92	2.23

Traffic Enforcement: Importance

	Overall <i>n</i> =196	Gender		Age					
		Male <i>n</i> =88	Female <i>n</i> =102	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =56	Over 65 <i>n</i> =68
(1) High	49.5%	42.0%	57.8%	100.0%	37.5%	43.5%	54.3%	48.2%	52.9%
(2) Medium	39.3%	39.8%	38.2%	0.0%	37.5%	34.8%	37.1%	39.3%	42.6%
(3) Low	11.2%	18.2%	3.9%	0.0%	25.0%	21.7%	8.6%	12.5%	4.4%
Average	1.62	1.76	1.46	1.00	1.88	1.78	1.54	1.64	1.51

	Overall <i>n</i> =196	Location			Residency				
		East <i>n</i> =62	Central <i>n</i> =92	West <i>n</i> =38	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =124
(1) High		58.1%	44.6%	52.6%	60.0%	36.0%	52.0%	53.8%	52.4%
(2) Medium		33.9%	47.8%	26.3%	20.0%	36.0%	44.0%	38.5%	39.5%
(3) Low		8.1%	7.6%	21.1%	20.0%	28.0%	4.0%	7.7%	8.1%
Average		1.50	1.63	1.68	1.60	1.92	1.52	1.54	1.56

Crosstabulation of Results

911 Services: Quality

	Overall <i>n</i> =117	Gender		Age					
		Male <i>n</i> =48	Female <i>n</i> =64	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =2	36 - 45 <i>n</i> =14	46 - 55 <i>n</i> =15	56 - 65 <i>n</i> =32	Over 65 <i>n</i> =51
(1) Excellent	51.3%	39.6%	60.9%	0.0%	100.0%	35.7%	46.7%	56.3%	52.9%
(2) Good	45.3%	56.3%	37.5%	0.0%	0.0%	64.3%	53.3%	37.5%	45.1%
(3) Fair	3.4%	4.2%	1.6%	0.0%	0.0%	0.0%	0.0%	6.3%	2.0%
(4) Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	1.52	1.65	1.41	0.00	1.00	1.64	1.53	1.50	1.49

	Overall <i>n</i> =117	Location			Residency				
		East <i>n</i> =41	Central <i>n</i> =53	West <i>n</i> =21	Under 1 <i>n</i> =1	1 to 5 <i>n</i> =10	6 to 10 <i>n</i> =14	11 to 15 <i>n</i> =7	Over 15 <i>n</i> =83
(1) Excellent		43.9%	54.7%	57.1%	-	50.0%	64.3%	42.9%	50.6%
(2) Good		51.2%	43.4%	38.1%	-	50.0%	35.7%	42.9%	45.8%
(3) Fair		4.9%	1.9%	4.8%	-	0.0%	0.0%	14.3%	3.6%
(4) Poor		0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%
Average		1.61	1.47	1.48	-	1.50	1.36	1.71	1.53

911 Services: Importance

	Overall <i>n</i> =195	Gender		Age					
		Male <i>n</i> =86	Female <i>n</i> =102	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =56	Over 65 <i>n</i> =67
(1) High	90.8%	83.7%	96.1%	100.0%	100.0%	87.0%	88.6%	94.6%	88.1%
(2) Medium	8.2%	14.0%	3.9%	0.0%	0.0%	8.7%	11.4%	5.4%	10.4%
(3) Low	1.0%	2.3%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	1.5%
Average	1.10	1.19	1.04	1.00	1.00	1.17	1.11	1.05	1.13

	Overall <i>n</i> =195	Location			Residency				
		East <i>n</i> =61	Central <i>n</i> =93	West <i>n</i> =37	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =24	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =124
(1) High		91.8%	90.3%	89.2%	80.0%	84.0%	91.7%	84.6%	92.7%
(2) Medium		8.2%	8.6%	8.1%	20.0%	12.0%	8.3%	15.4%	6.5%
(3) Low		0.0%	1.1%	2.7%	0.0%	4.0%	0.0%	0.0%	0.8%
Average		1.08	1.11	1.14	1.20	1.20	1.08	1.15	1.08

Crosstabulation of Results

Responding to Citizen Calls: Quality

	Overall <i>n</i> =140	Gender		Age					
		Male <i>n</i> =60	Female <i>n</i> =74	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =3	36 - 45 <i>n</i> =17	46 - 55 <i>n</i> =24	56 - 65 <i>n</i> =36	Over 65 <i>n</i> =57
(1) Excellent	40.7%	35.0%	45.9%	0.0%	66.7%	35.3%	29.2%	38.9%	47.4%
(2) Good	47.9%	50.0%	45.9%	0.0%	33.3%	58.8%	58.3%	41.7%	45.6%
(3) Fair	10.7%	15.0%	6.8%	0.0%	0.0%	5.9%	12.5%	19.4%	5.3%
(4) Poor	0.7%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%
Average	1.71	1.80	1.64	0.00	1.33	1.71	1.83	1.81	1.61

	Overall <i>n</i> =140	Location			Residency				
		East <i>n</i> =49	Central <i>n</i> =60	West <i>n</i> =29	Under 1 <i>n</i> =2	1 to 5 <i>n</i> =14	6 to 10 <i>n</i> =18	11 to 15 <i>n</i> =10	Over 15 <i>n</i> =94
(1) Excellent		36.7%	40.0%	48.3%	-	42.9%	55.6%	60.0%	36.2%
(2) Good		49.0%	51.7%	37.9%	-	42.9%	44.4%	30.0%	50.0%
(3) Fair		14.3%	6.7%	13.8%	-	14.3%	0.0%	10.0%	12.8%
(4) Poor		0.0%	1.7%	0.0%	-	0.0%	0.0%	0.0%	1.1%
Average		1.78	1.70	1.66	-	1.71	1.44	1.50	1.79

Responding to Citizen Calls: Importance

	Overall <i>n</i> =197	Gender		Age					
		Male <i>n</i> =88	Female <i>n</i> =103	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =57	Over 65 <i>n</i> =68
(1) High	81.7%	79.5%	84.5%	100.0%	87.5%	82.6%	71.4%	89.5%	80.9%
(2) Medium	16.2%	18.2%	13.6%	0.0%	12.5%	17.4%	22.9%	8.8%	17.6%
(3) Low	2.0%	2.3%	1.9%	0.0%	0.0%	0.0%	5.7%	1.8%	1.5%
Average	1.20	1.23	1.17	1.00	1.13	1.17	1.34	1.12	1.21

	Overall <i>n</i> =197	Location			Residency				
		East <i>n</i> =62	Central <i>n</i> =93	West <i>n</i> =38	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =125
(1) High		85.5%	80.6%	81.6%	100.0%	88.0%	88.0%	69.2%	80.0%
(2) Medium		14.5%	17.2%	13.2%	0.0%	12.0%	8.0%	23.1%	18.4%
(3) Low		0.0%	2.2%	5.3%	0.0%	0.0%	4.0%	7.7%	1.6%
Average		1.15	1.22	1.24	1.00	1.12	1.16	1.38	1.22

Crosstabulation of Results

Overall Police Services: Quality

	Overall <i>n</i> =192	Gender		Age					
		Male <i>n</i> =91	Female <i>n</i> =93	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =6	36 - 45 <i>n</i> =21	46 - 55 <i>n</i> =29	56 - 65 <i>n</i> =55	Over 65 <i>n</i> =76
		(1) Excellent	34.4%	29.7%	39.8%	0.0%	83.3%	38.1%	37.9%
(2) Good	53.6%	54.9%	51.6%	0.0%	16.7%	47.6%	55.2%	54.5%	56.6%
(3) Fair	11.5%	15.4%	7.5%	0.0%	0.0%	14.3%	6.9%	16.4%	9.2%
(4) Poor	0.5%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%
Average	1.78	1.86	1.70	0.00	1.17	1.76	1.69	1.93	1.75

	Overall <i>n</i> =192	Location			Residency				
		East <i>n</i> =63	Central <i>n</i> =89	West <i>n</i> =36	Under 1 <i>n</i> =2	1 to 5 <i>n</i> =23	6 to 10 <i>n</i> =23	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =127
		(1) Excellent	34.9%	36.0%	30.6%	0.0%	39.1%	52.2%	53.8%
(2) Good	47.6%	56.2%	55.6%	100.0%	47.8%	39.1%	38.5%	57.5%	
(3) Fair	17.5%	6.7%	13.9%	0.0%	13.0%	8.7%	7.7%	12.6%	
(4) Poor	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	
Average	1.83	1.73	1.83	2.00	1.74	1.57	1.54	1.85	

Overall Police Services: Importance

	Overall <i>n</i> =201	Gender		Age					
		Male <i>n</i> =90	Female <i>n</i> =104	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =57	Over 65 <i>n</i> =71
		(1) High	81.1%	80.0%	80.8%	0.0%	62.5%	69.6%	86.1%
(2) Medium	18.9%	20.0%	19.2%	100.0%	37.5%	30.4%	13.9%	15.8%	18.3%
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	1.19	1.20	1.19	2.00	1.38	1.30	1.14	1.16	1.18

	Overall <i>n</i> =201	Location			Residency				
		East <i>n</i> =64	Central <i>n</i> =95	West <i>n</i> =38	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =129
		(1) High	76.6%	86.3%	73.7%	40.0%	68.0%	88.0%	84.6%
(2) Medium	23.4%	13.7%	26.3%	60.0%	32.0%	12.0%	15.4%	17.1%	
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Average	1.23	1.14	1.26	1.60	1.32	1.12	1.15	1.17	

Crosstabulation of Results

PUBLIC WORKS/INFRASTRUCTURE

Street Maintenance: Quality

	Overall <i>n</i> =216	Gender		Age					
		Male <i>n</i> =99	Female <i>n</i> =109	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =63	Over 65 <i>n</i> =78
(1) Excellent	19.4%	21.2%	16.5%	0.0%	44.4%	32.0%	11.1%	12.7%	21.8%
(2) Good	60.6%	59.6%	63.3%	100.0%	44.4%	48.0%	58.3%	68.3%	61.5%
(3) Fair	14.4%	13.1%	14.7%	0.0%	11.1%	16.0%	16.7%	14.3%	12.8%
(4) Poor	5.6%	6.1%	5.5%	0.0%	0.0%	4.0%	13.9%	4.8%	3.8%
Average	2.06	2.04	2.09	2.00	1.67	1.92	2.33	2.11	1.99

	Overall <i>n</i> =216	Location			Residency				
		East <i>n</i> =69	Central <i>n</i> =101	West <i>n</i> =42	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =140
(1) Excellent		21.7%	16.8%	19.0%	0.0%	50.0%	34.6%	30.8%	10.0%
(2) Good		53.6%	61.4%	71.4%	83.3%	39.3%	46.2%	46.2%	67.9%
(3) Fair		15.9%	16.8%	7.1%	16.7%	10.7%	7.7%	15.4%	16.4%
(4) Poor		8.7%	5.0%	2.4%	0.0%	0.0%	11.5%	7.7%	5.7%
Average		2.12	2.10	1.93	2.17	1.61	1.96	2.00	2.18

Street Maintenance: Importance

	Overall <i>n</i> =205	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =104	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =62	Over 65 <i>n</i> =70
(1) High	80.5%	80.0%	81.7%	100.0%	75.0%	91.7%	75.0%	77.4%	82.9%
(2) Medium	18.0%	18.9%	16.3%	0.0%	25.0%	4.2%	25.0%	21.0%	15.7%
(3) Low	1.5%	1.1%	1.9%	0.0%	0.0%	4.2%	0.0%	1.6%	1.4%
Average	1.21	1.21	1.20	1.00	1.25	1.13	1.25	1.24	1.19

	Overall <i>n</i> =205	Location			Residency				
		East <i>n</i> =67	Central <i>n</i> =96	West <i>n</i> =39	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =24	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =135
(1) High		86.6%	76.0%	82.1%	66.7%	79.2%	96.0%	91.7%	77.8%
(2) Medium		13.4%	21.9%	15.4%	33.3%	16.7%	4.0%	8.3%	20.7%
(3) Low		0.0%	2.1%	2.6%	0.0%	4.2%	0.0%	0.0%	1.5%
Average		1.13	1.26	1.21	1.33	1.25	1.04	1.08	1.24

Crosstabulation of Results

Street Improvement: Quality

	Overall <i>n</i> =212	Gender		Age					
		Male <i>n</i> =98	Female <i>n</i> =106	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =64	Over 65 <i>n</i> =75
(1) Excellent	23.1%	25.5%	19.8%	0.0%	55.6%	33.3%	17.1%	15.6%	25.3%
(2) Good	51.4%	51.0%	53.8%	100.0%	33.3%	41.7%	45.7%	62.5%	50.7%
(3) Fair	17.5%	15.3%	18.9%	0.0%	0.0%	16.7%	22.9%	15.6%	18.7%
(4) Poor	8.0%	8.2%	7.5%	0.0%	11.1%	8.3%	14.3%	6.3%	5.3%
Average	2.10	2.06	2.14	2.00	1.67	2.00	2.34	2.13	2.04

	Overall <i>n</i> =212	Location			Residency				
		East <i>n</i> =70	Central <i>n</i> =100	West <i>n</i> =38	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =138
(1) Excellent		17.1%	22.0%	34.2%	16.7%	50.0%	52.0%	8.3%	13.8%
(2) Good		52.9%	49.0%	57.9%	66.7%	35.7%	28.0%	66.7%	56.5%
(3) Fair		18.6%	20.0%	7.9%	0.0%	7.1%	8.0%	25.0%	21.7%
(4) Poor		11.4%	9.0%	0.0%	16.7%	7.1%	12.0%	0.0%	8.0%
Average		2.24	2.16	1.74	2.17	1.71	1.80	2.17	2.24

Street Improvement: Importance

	Overall <i>n</i> =202	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =102	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =69
(1) High	62.9%	64.2%	61.8%	0.0%	62.5%	70.8%	54.3%	59.0%	68.1%
(2) Medium	34.2%	33.7%	34.3%	100.0%	37.5%	25.0%	40.0%	36.1%	31.9%
(3) Low	3.0%	2.1%	3.9%	0.0%	0.0%	4.2%	5.7%	4.9%	0.0%
Average	1.40	1.38	1.42	2.00	1.38	1.33	1.51	1.46	1.32

	Overall <i>n</i> =202	Location			Residency				
		East <i>n</i> =67	Central <i>n</i> =94	West <i>n</i> =38	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =24	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =132
(1) High		65.7%	62.8%	57.9%	50.0%	66.7%	80.0%	50.0%	60.6%
(2) Medium		32.8%	33.0%	39.5%	50.0%	29.2%	20.0%	50.0%	35.6%
(3) Low		1.5%	4.3%	2.6%	0.0%	4.2%	0.0%	0.0%	3.8%
Average		1.36	1.41	1.45	1.50	1.38	1.20	1.50	1.43

Crosstabulation of Results

Street Sweeping: Quality

	Overall <i>n=203</i>	Gender		Age					
		Male <i>n=94</i>	Female <i>n=101</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=8</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=59</i>	Over 65 <i>n=74</i>
		(1) Excellent	29.6%	29.8%	28.7%	0.0%	62.5%	37.5%	29.4%
(2) Good	55.2%	55.3%	57.4%	0.0%	37.5%	41.7%	61.8%	59.3%	56.8%
(3) Fair	12.8%	13.8%	9.9%	0.0%	0.0%	16.7%	5.9%	11.9%	14.9%
(4) Poor	2.5%	1.1%	4.0%	0.0%	0.0%	4.2%	2.9%	5.1%	0.0%
Average	1.88	1.86	1.89	0.00	1.38	1.88	1.82	1.98	1.86

	Overall <i>n=203</i>	Location			Residency				
		East <i>n=67</i>	Central <i>n=96</i>	West <i>n=36</i>	Under 1 <i>n=3</i>	1 to 5 <i>n=27</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=13</i>	Over 15 <i>n=132</i>
		(1) Excellent	25.4%	30.2%	33.3%	33.3%	51.9%	48.0%	38.5%
(2) Good	55.2%	55.2%	58.3%	66.7%	33.3%	40.0%	46.2%	62.9%	
(3) Fair	13.4%	13.5%	8.3%	0.0%	11.1%	12.0%	15.4%	13.6%	
(4) Poor	6.0%	1.0%	0.0%	0.0%	3.7%	0.0%	0.0%	3.0%	
Average	2.00	1.85	1.75	1.67	1.67	1.64	1.77	1.99	

Street Sweeping: Importance

	Overall <i>n=198</i>	Gender		Age					
		Male <i>n=95</i>	Female <i>n=98</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=7</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=33</i>	56 - 65 <i>n=60</i>	Over 65 <i>n=69</i>
		(1) High	36.4%	32.6%	39.8%	0.0%	71.4%	37.5%	30.3%
(2) Medium	54.0%	55.8%	52.0%	100.0%	28.6%	45.8%	54.5%	55.0%	58.0%
(3) Low	9.6%	11.6%	8.2%	0.0%	0.0%	16.7%	15.2%	11.7%	4.3%
Average	1.73	1.79	1.68	2.00	1.29	1.79	1.85	1.78	1.67

	Overall <i>n=198</i>	Location			Residency				
		East <i>n=66</i>	Central <i>n=93</i>	West <i>n=36</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=24</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=130</i>
		(1) High	40.9%	37.6%	25.0%	40.0%	33.3%	50.0%	33.3%
(2) Medium	56.1%	48.4%	63.9%	40.0%	58.3%	37.5%	58.3%	56.2%	
(3) Low	3.0%	14.0%	11.1%	20.0%	8.3%	12.5%	8.3%	9.2%	
Average	1.62	1.76	1.86	1.80	1.75	1.63	1.75	1.75	

Crosstabulation of Results

Street Lighting: Quality

	Overall <i>n</i> =211	Gender		Age					
		Male <i>n</i> =98	Female <i>n</i> =106	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =64	Over 65 <i>n</i> =74
(1) Excellent	25.6%	26.5%	24.5%	0.0%	50.0%	32.0%	31.4%	18.8%	24.3%
(2) Good	51.7%	45.9%	57.5%	0.0%	25.0%	36.0%	48.6%	64.1%	51.4%
(3) Fair	17.5%	21.4%	14.2%	100.0%	25.0%	24.0%	17.1%	12.5%	18.9%
(4) Poor	5.2%	6.1%	3.8%	0.0%	0.0%	8.0%	2.9%	4.7%	5.4%
Average	2.02	2.07	1.97	3.00	1.75	2.08	1.91	2.03	2.05

	Overall <i>n</i> =211	Location			Residency				
		East <i>n</i> =70	Central <i>n</i> =99	West <i>n</i> =39	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =27	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =138
(1) Excellent		25.7%	26.3%	23.1%	20.0%	44.4%	38.5%	25.0%	19.6%
(2) Good		52.9%	51.5%	48.7%	60.0%	37.0%	34.6%	50.0%	58.0%
(3) Fair		14.3%	16.2%	28.2%	20.0%	18.5%	23.1%	8.3%	16.7%
(4) Poor		7.1%	6.1%	0.0%	0.0%	0.0%	3.8%	16.7%	5.8%
Average		2.03	2.02	2.05	2.00	1.74	1.92	2.17	2.09

Street Lighting: Importance

	Overall <i>n</i> =200	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =100	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =33	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =69
(1) High	67.0%	54.7%	78.0%	0.0%	62.5%	75.0%	63.6%	67.2%	66.7%
(2) Medium	28.5%	37.9%	20.0%	100.0%	25.0%	16.7%	30.3%	27.9%	31.9%
(3) Low	4.5%	7.4%	2.0%	0.0%	12.5%	8.3%	6.1%	4.9%	1.4%
Average	1.38	1.53	1.24	2.00	1.50	1.33	1.42	1.38	1.35

	Overall <i>n</i> =200	Location			Residency				
		East <i>n</i> =67	Central <i>n</i> =93	West <i>n</i> =37	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =24	6 to 10 <i>n</i> =24	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =131
(1) High		74.6%	62.4%	64.9%	66.7%	62.5%	75.0%	41.7%	68.7%
(2) Medium		23.9%	31.2%	29.7%	33.3%	25.0%	20.8%	58.3%	27.5%
(3) Low		1.5%	6.5%	5.4%	0.0%	12.5%	4.2%	0.0%	3.8%
Average		1.27	1.44	1.41	1.33	1.50	1.29	1.58	1.35

Crosstabulation of Results

Snow/Ice Removal: Quality

	Overall <i>n</i> =208	Gender		Age					
		Male <i>n</i> =96	Female <i>n</i> =104	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =62	Over 65 <i>n</i> =75
(1) Excellent	36.5%	36.5%	35.6%	0.0%	50.0%	44.0%	26.5%	32.3%	41.3%
(2) Good	46.2%	47.9%	46.2%	0.0%	50.0%	32.0%	47.1%	51.6%	46.7%
(3) Fair	13.0%	12.5%	13.5%	0.0%	0.0%	16.0%	17.6%	14.5%	9.3%
(4) Poor	4.3%	3.1%	4.8%	0.0%	0.0%	8.0%	8.8%	1.6%	2.7%
Average	1.85	1.82	1.88	0.00	1.50	1.88	2.09	1.85	1.73

	Location			Residency				
	East <i>n</i> =68	Central <i>n</i> =99	West <i>n</i> =37	Under 1 <i>n</i> =1	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =138
(1) Excellent	32.4%	39.4%	35.1%	0.0%	50.0%	46.2%	58.3%	30.4%
(2) Good	42.6%	47.5%	51.4%	100.0%	42.9%	30.8%	33.3%	50.7%
(3) Fair	19.1%	9.1%	10.8%	0.0%	3.6%	15.4%	8.3%	14.5%
(4) Poor	5.9%	4.0%	2.7%	0.0%	3.6%	7.7%	0.0%	4.3%
Average	1.99	1.78	1.81	2.00	1.61	1.85	1.50	1.93

Snow/Ice Removal: Importance

	Overall <i>n</i> =202	Gender		Age					
		Male <i>n</i> =94	Female <i>n</i> =102	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =68
(1) High	88.1%	87.2%	89.2%	100.0%	100.0%	87.5%	83.3%	90.2%	88.2%
(2) Medium	11.4%	12.8%	9.8%	0.0%	0.0%	12.5%	16.7%	9.8%	10.3%
(3) Low	0.5%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%
Average	1.12	1.13	1.12	1.00	1.00	1.13	1.17	1.10	1.13

	Location			Residency				
	East <i>n</i> =66	Central <i>n</i> =95	West <i>n</i> =38	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =24	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =132
(1) High	86.4%	88.4%	92.1%	100.0%	87.5%	92.0%	83.3%	87.1%
(2) Medium	12.1%	11.6%	7.9%	0.0%	12.5%	4.0%	16.7%	12.9%
(3) Low	1.5%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%
Average	1.15	1.12	1.08	1.00	1.13	1.12	1.17	1.13

Crosstabulation of Results

Sidewalk Maintenance: Quality

	Overall <i>n</i> =196	Gender		Age					
		Male <i>n</i> =91	Female <i>n</i> =98	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =33	56 - 65 <i>n</i> =59	Over 65 <i>n</i> =68
		(1) Excellent	20.4%	16.5%	22.4%	0.0%	37.5%	30.4%	18.2%
(2) Good	57.7%	62.6%	55.1%	0.0%	62.5%	39.1%	60.6%	67.8%	55.9%
(3) Fair	16.3%	15.4%	17.3%	100.0%	0.0%	17.4%	15.2%	16.9%	16.2%
(4) Poor	5.6%	5.5%	5.1%	0.0%	0.0%	13.0%	6.1%	3.4%	4.4%
Average	2.07	2.10	2.05	3.00	1.63	2.13	2.09	2.12	2.01

	Overall <i>n</i> =196	Location			Residency				
		East <i>n</i> =67	Central <i>n</i> =89	West <i>n</i> =36	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =126
		(1) Excellent	19.4%	20.2%	19.4%	25.0%	40.0%	32.0%	30.8%
(2) Good	47.8%	66.3%	58.3%	50.0%	52.0%	44.0%	46.2%	62.7%	
(3) Fair	22.4%	10.1%	19.4%	25.0%	4.0%	20.0%	15.4%	18.3%	
(4) Poor	10.4%	3.4%	2.8%	0.0%	4.0%	4.0%	7.7%	6.3%	
Average	2.24	1.97	2.06	2.00	1.72	1.96	2.00	2.18	

Sidewalk Maintenance: Importance

	Overall <i>n</i> =195	Gender		Age					
		Male <i>n</i> =90	Female <i>n</i> =100	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =59	Over 65 <i>n</i> =65
		(1) High	55.9%	50.0%	60.0%	0.0%	37.5%	52.2%	54.3%
(2) Medium	39.5%	45.6%	35.0%	100.0%	50.0%	39.1%	40.0%	37.3%	40.0%
(3) Low	4.6%	4.4%	5.0%	0.0%	12.5%	8.7%	5.7%	5.1%	1.5%
Average	1.49	1.54	1.45	2.00	1.75	1.57	1.51	1.47	1.43

	Overall <i>n</i> =195	Location			Residency				
		East <i>n</i> =67	Central <i>n</i> =87	West <i>n</i> =38	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =24	6 to 10 <i>n</i> =24	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =126
		(1) High	55.2%	54.0%	60.5%	33.3%	29.2%	75.0%	58.3%
(2) Medium	40.3%	40.2%	36.8%	66.7%	58.3%	25.0%	41.7%	38.1%	
(3) Low	4.5%	5.7%	2.6%	0.0%	12.5%	0.0%	0.0%	4.8%	
Average	1.49	1.52	1.42	1.67	1.83	1.25	1.42	1.48	

Crosstabulation of Results

Stormwater Drainage: Quality									
	Overall <i>n</i> =202	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =99	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =32	56 - 65 <i>n</i> =62	Over 65 <i>n</i> =71
(1) Excellent	25.7%	21.1%	30.3%	0.0%	50.0%	36.0%	15.6%	19.4%	31.0%
(2) Good	54.5%	58.9%	50.5%	0.0%	50.0%	44.0%	56.3%	61.3%	50.7%
(3) Fair	15.8%	15.8%	16.2%	0.0%	0.0%	16.0%	28.1%	14.5%	12.7%
(4) Poor	4.0%	4.2%	3.0%	0.0%	0.0%	4.0%	0.0%	4.8%	5.6%
Average	1.98	2.03	1.92	0.00	1.50	1.88	2.13	2.05	1.93

	Overall <i>n</i> =201	Location			Residency				
		East <i>n</i> =66	Central <i>n</i> =96	West <i>n</i> =36	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =26	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =131
(1) Excellent		25.8%	28.1%	19.4%	25.0%	38.5%	36.0%	46.2%	19.8%
(2) Good		50.0%	53.1%	63.9%	75.0%	61.5%	36.0%	23.1%	58.0%
(3) Fair		22.7%	12.5%	13.9%	0.0%	0.0%	24.0%	30.8%	16.8%
(4) Poor		1.5%	6.3%	2.8%	0.0%	0.0%	4.0%	0.0%	5.3%
Average		2.00	1.97	2.00	1.75	1.62	1.96	1.85	2.08

Stormwater Drainage: Importance									
	Overall <i>n</i> =201	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =100	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =60	Over 65 <i>n</i> =68
(1) High	69.7%	62.1%	76.0%	0.0%	100.0%	75.0%	55.6%	68.3%	73.5%
(2) Medium	29.9%	36.8%	24.0%	100.0%	0.0%	20.8%	44.4%	31.7%	26.5%
(3) Low	0.5%	1.1%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Average	1.31	1.39	1.24	2.00	1.00	1.29	1.44	1.32	1.26

	Overall <i>n</i> =201	Location			Residency				
		East <i>n</i> =65	Central <i>n</i> =95	West <i>n</i> =38	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =23	6 to 10 <i>n</i> =24	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =134
(1) High		69.2%	73.7%	60.5%	80.0%	78.3%	79.2%	75.0%	66.4%
(2) Medium		30.8%	26.3%	36.8%	20.0%	17.4%	20.8%	25.0%	33.6%
(3) Low		0.0%	0.0%	2.6%	0.0%	4.3%	0.0%	0.0%	0.0%
Average		1.31	1.26	1.42	1.20	1.26	1.21	1.25	1.34

Crosstabulation of Results

Drinking Water: Quality									
	Overall <i>n</i> =212	Gender		Age					
		Male <i>n</i> =96	Female <i>n</i> =108	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =64	Over 65 <i>n</i> =76
(1) Excellent	20.8%	18.8%	20.4%	0.0%	50.0%	20.8%	22.9%	15.6%	21.1%
(2) Good	47.6%	50.0%	49.1%	100.0%	50.0%	37.5%	31.4%	50.0%	57.9%
(3) Fair	20.8%	20.8%	20.4%	0.0%	0.0%	25.0%	25.7%	25.0%	15.8%
(4) Poor	10.8%	10.4%	10.2%	0.0%	0.0%	16.7%	20.0%	9.4%	5.3%
Average	2.22	2.23	2.20	2.00	1.50	2.38	2.43	2.28	2.05

	Overall <i>n</i> =212	Location			Residency				
		East <i>n</i> =67	Central <i>n</i> =100	West <i>n</i> =41	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =139
(1) Excellent		19.4%	25.0%	9.8%	0.0%	25.0%	24.0%	33.3%	18.7%
(2) Good		55.2%	44.0%	48.8%	40.0%	50.0%	48.0%	33.3%	49.6%
(3) Fair		16.4%	20.0%	29.3%	40.0%	14.3%	20.0%	0.0%	23.0%
(4) Poor		9.0%	11.0%	12.2%	20.0%	10.7%	8.0%	33.3%	8.6%
Average		2.15	2.17	2.44	2.80	2.11	2.12	2.33	2.22

Drinking Water: Importance									
	Overall <i>n</i> =203	Gender		Age					
		Male <i>n</i> =94	Female <i>n</i> =103	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =69
(1) High	89.2%	87.2%	91.3%	0.0%	100.0%	75.0%	91.7%	93.4%	89.9%
(2) Medium	9.4%	10.6%	7.8%	100.0%	0.0%	12.5%	8.3%	6.6%	10.1%
(3) Low	1.5%	2.1%	1.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Average	1.12	1.15	1.10	2.00	1.00	1.38	1.08	1.07	1.10

	Overall <i>n</i> =203	Location			Residency				
		East <i>n</i> =66	Central <i>n</i> =96	West <i>n</i> =38	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =24	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =133
(1) High		87.9%	91.7%	86.8%	83.3%	79.2%	84.0%	100.0%	91.7%
(2) Medium		10.6%	6.3%	13.2%	16.7%	12.5%	12.0%	0.0%	8.3%
(3) Low		1.5%	2.1%	0.0%	0.0%	8.3%	4.0%	0.0%	0.0%
Average		1.14	1.10	1.13	1.17	1.29	1.20	1.00	1.08

Crosstabulation of Results

Sewer Services: Quality									
	Overall <i>n=193</i>	Gender		Age					
		Male <i>n=92</i>	Female <i>n=94</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=7</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=33</i>	56 - 65 <i>n=60</i>	Over 65 <i>n=65</i>
(1) Excellent	30.1%	28.3%	30.9%	0.0%	42.9%	37.5%	27.3%	20.0%	36.9%
(2) Good	55.4%	58.7%	53.2%	0.0%	57.1%	41.7%	51.5%	63.3%	55.4%
(3) Fair	13.5%	10.9%	16.0%	0.0%	0.0%	20.8%	21.2%	15.0%	6.2%
(4) Poor	1.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	1.5%
Average	1.85	1.87	1.85	0.00	1.57	1.83	1.94	1.98	1.72

	Overall <i>n=193</i>	Location			Residency				
		East <i>n=58</i>	Central <i>n=95</i>	West <i>n=36</i>	Under 1 <i>n=4</i>	1 to 5 <i>n=24</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=13</i>	Over 15 <i>n=125</i>
(1) Excellent		25.9%	34.7%	22.2%	0.0%	37.5%	41.7%	38.5%	26.4%
(2) Good		60.3%	50.5%	61.1%	100.0%	62.5%	37.5%	38.5%	57.6%
(3) Fair		13.8%	12.6%	16.7%	0.0%	0.0%	20.8%	23.1%	14.4%
(4) Poor		0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
Average		1.88	1.82	1.94	2.00	1.63	1.79	1.85	1.91

Sewer Services: Importance									
	Overall <i>n=200</i>	Gender		Age					
		Male <i>n=95</i>	Female <i>n=100</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=8</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=61</i>	Over 65 <i>n=67</i>
(1) High	74.0%	68.4%	80.0%	0.0%	62.5%	70.8%	65.7%	77.0%	79.1%
(2) Medium	25.0%	29.5%	20.0%	100.0%	37.5%	25.0%	34.3%	21.3%	20.9%
(3) Low	1.0%	2.1%	0.0%	0.0%	0.0%	4.2%	0.0%	1.6%	0.0%
Average	1.27	1.34	1.20	2.00	1.38	1.33	1.34	1.25	1.21

	Overall <i>n=200</i>	Location			Residency				
		East <i>n=65</i>	Central <i>n=94</i>	West <i>n=38</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=23</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=132</i>
(1) High		73.8%	76.6%	68.4%	66.7%	69.6%	79.2%	66.7%	75.8%
(2) Medium		26.2%	23.4%	26.3%	33.3%	26.1%	20.8%	33.3%	23.5%
(3) Low		0.0%	0.0%	5.3%	0.0%	4.3%	0.0%	0.0%	0.8%
Average		1.26	1.23	1.37	1.33	1.35	1.21	1.33	1.25

Crosstabulation of Results

Urban Forestry Program: Quality

	Overall <i>n=160</i>	Gender		Age					
		Male <i>n=75</i>	Female <i>n=78</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=5</i>	36 - 45 <i>n=21</i>	46 - 55 <i>n=27</i>	56 - 65 <i>n=49</i>	Over 65 <i>n=54</i>
		(1) Excellent	36.9%	37.3%	33.3%	0.0%	60.0%	38.1%	44.4%
(2) Good	46.9%	41.3%	55.1%	0.0%	40.0%	47.6%	40.7%	59.2%	40.7%
(3) Fair	14.4%	20.0%	9.0%	0.0%	0.0%	14.3%	11.1%	12.2%	18.5%
(4) Poor	1.9%	1.3%	2.6%	0.0%	0.0%	0.0%	3.7%	4.1%	0.0%
Average	1.81	1.85	1.81	0.00	1.40	1.76	1.74	1.96	1.78

	Overall <i>n=160</i>	Location			Residency				
		East <i>n=47</i>	Central <i>n=83</i>	West <i>n=26</i>	Under 1 <i>n=2</i>	1 to 5 <i>n=20</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=9</i>	Over 15 <i>n=106</i>
		(1) Excellent		29.8%	41.0%	30.8%	0.0%	50.0%	47.6%
(2) Good		53.2%	44.6%	50.0%	50.0%	50.0%	33.3%	11.1%	52.8%
(3) Fair		14.9%	13.3%	15.4%	50.0%	0.0%	19.0%	0.0%	17.0%
(4) Poor		2.1%	1.2%	3.8%	0.0%	0.0%	0.0%	11.1%	1.9%
Average		1.89	1.75	1.92	2.50	1.50	1.71	1.44	1.92

Urban Forestry Program: Importance

	Overall <i>n=184</i>	Gender		Age					
		Male <i>n=86</i>	Female <i>n=94</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=7</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=32</i>	56 - 65 <i>n=59</i>	Over 65 <i>n=57</i>
		(1) High	43.5%	36.0%	47.9%	0.0%	42.9%	54.2%	37.5%
(2) Medium	42.9%	43.0%	44.7%	100.0%	57.1%	29.2%	53.1%	42.4%	43.9%
(3) Low	13.6%	20.9%	7.4%	0.0%	0.0%	16.7%	9.4%	16.9%	14.0%
Average	1.70	1.85	1.60	2.00	1.57	1.63	1.72	1.76	1.72

	Overall <i>n=184</i>	Location			Residency				
		East <i>n=61</i>	Central <i>n=86</i>	West <i>n=34</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=24</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=11</i>	Over 15 <i>n=119</i>
		(1) High		41.0%	43.0%	44.1%	40.0%	33.3%	68.2%
(2) Medium		47.5%	46.5%	29.4%	60.0%	50.0%	27.3%	45.5%	44.5%
(3) Low		11.5%	10.5%	26.5%	0.0%	16.7%	4.5%	18.2%	14.3%
Average		1.70	1.67	1.82	1.60	1.83	1.36	1.82	1.73

Crosstabulation of Results

Tree Trimming: Quality

	Overall <i>n</i> =203	Gender		Age					
		Male <i>n</i> =96	Female <i>n</i> =99	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =7	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =32	56 - 65 <i>n</i> =60	Over 65 <i>n</i> =76
(1) Excellent	25.6%	25.0%	24.2%	0.0%	57.1%	33.3%	31.3%	23.3%	19.7%
(2) Good	50.2%	44.8%	57.6%	0.0%	28.6%	54.2%	50.0%	46.7%	53.9%
(3) Fair	18.2%	20.8%	16.2%	0.0%	14.3%	12.5%	15.6%	21.7%	18.4%
(4) Poor	5.9%	9.4%	2.0%	0.0%	0.0%	0.0%	3.1%	8.3%	7.9%
Average	2.04	2.15	1.96	0.00	1.57	1.79	1.91	2.15	2.14

	Location			Residency				
	East <i>n</i> =64	Central <i>n</i> =97	West <i>n</i> =38	Under 1 <i>n</i> =2	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =135
(1) Excellent	25.0%	24.7%	26.3%	0.0%	32.0%	44.0%	38.5%	20.0%
(2) Good	48.4%	50.5%	55.3%	50.0%	48.0%	40.0%	38.5%	53.3%
(3) Fair	20.3%	18.6%	13.2%	50.0%	20.0%	12.0%	15.4%	19.3%
(4) Poor	6.3%	6.2%	5.3%	0.0%	0.0%	4.0%	7.7%	7.4%
Average	2.08	2.06	1.97	2.50	1.88	1.76	1.92	2.14

Tree Trimming: Importance

	Overall <i>n</i> =201	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =101	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =68
(1) High	33.8%	28.4%	37.6%	0.0%	25.0%	33.3%	25.7%	34.4%	36.8%
(2) Medium	55.7%	58.9%	54.5%	100.0%	75.0%	58.3%	60.0%	55.7%	52.9%
(3) Low	10.4%	12.6%	7.9%	0.0%	0.0%	8.3%	14.3%	9.8%	10.3%
Average	1.77	1.84	1.70	2.00	1.75	1.75	1.89	1.75	1.74

	Location			Residency				
	East <i>n</i> =65	Central <i>n</i> =95	West <i>n</i> =38	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =130
(1) High	38.5%	33.7%	23.7%	33.3%	20.0%	48.0%	25.0%	33.8%
(2) Medium	53.8%	52.6%	71.1%	66.7%	76.0%	44.0%	58.3%	53.8%
(3) Low	7.7%	13.7%	5.3%	0.0%	4.0%	8.0%	16.7%	12.3%
Average	1.69	1.80	1.82	1.67	1.84	1.60	1.92	1.78

Crosstabulation of Results

Pedestrian & bicycle paths: Quality

	Overall <i>n</i> =196	Gender		Age					
		Male <i>n</i> =92	Female <i>n</i> =97	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =58	Over 65 <i>n</i> =65
		(1) Excellent	38.3%	35.9%	38.1%	0.0%	44.4%	32.0%	50.0%
(2) Good	46.4%	46.7%	49.5%	0.0%	55.6%	56.0%	32.4%	50.0%	49.2%
(3) Fair	13.3%	16.3%	11.3%	100.0%	0.0%	8.0%	17.6%	15.5%	12.3%
(4) Poor	2.0%	1.1%	1.0%	0.0%	0.0%	4.0%	0.0%	1.7%	0.0%
Average	1.79	1.83	1.75	3.00	1.56	1.84	1.68	1.86	1.74

	Overall <i>n</i> =196	Location			Residency				
		East <i>n</i> =57	Central <i>n</i> =97	West <i>n</i> =38	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =11	Over 15 <i>n</i> =122
		(1) Excellent	28.1%	44.3%	34.2%	16.7%	53.6%	50.0%	45.5%
(2) Good	50.9%	47.4%	42.1%	66.7%	42.9%	34.6%	45.5%	49.2%	
(3) Fair	19.3%	6.2%	23.7%	16.7%	3.6%	11.5%	9.1%	16.4%	
(4) Poor	1.8%	2.1%	0.0%	0.0%	0.0%	3.8%	0.0%	2.5%	
Average	1.95	1.66	1.89	2.00	1.50	1.69	1.64	1.89	

Pedestrian & bicycle paths: Importance

	Overall <i>n</i> =192	Gender		Age					
		Male <i>n</i> =91	Female <i>n</i> =97	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =33	56 - 65 <i>n</i> =60	Over 65 <i>n</i> =62
		(1) High	55.2%	51.6%	56.7%	0.0%	62.5%	83.3%	57.6%
(2) Medium	37.0%	38.5%	37.1%	100.0%	25.0%	16.7%	39.4%	40.0%	43.5%
(3) Low	7.8%	9.9%	6.2%	0.0%	12.5%	0.0%	3.0%	8.3%	12.9%
Average	1.53	1.58	1.49	2.00	1.50	1.17	1.45	1.57	1.69

	Overall <i>n</i> =192	Location			Residency				
		East <i>n</i> =62	Central <i>n</i> =91	West <i>n</i> =36	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =121
		(1) High	50.0%	57.1%	55.6%	66.7%	48.0%	84.0%	33.3%
(2) Medium	41.9%	34.1%	38.9%	33.3%	44.0%	16.0%	58.3%	38.8%	
(3) Low	8.1%	8.8%	5.6%	0.0%	8.0%	0.0%	8.3%	9.9%	
Average	1.58	1.52	1.50	1.33	1.60	1.16	1.75	1.59	

Crosstabulation of Results

Public Property maintenance: Quality

	Overall <i>n</i> =211	Gender		Age					
		Male <i>n</i> =96	Female <i>n</i> =107	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =77
(1) Excellent	34.1%	38.5%	29.0%	0.0%	44.4%	32.0%	41.2%	26.2%	37.7%
(2) Good	55.9%	51.0%	62.6%	100.0%	55.6%	56.0%	47.1%	62.3%	55.8%
(3) Fair	8.1%	9.4%	6.5%	0.0%	0.0%	8.0%	8.8%	9.8%	6.5%
(4) Poor	1.9%	1.0%	1.9%	0.0%	0.0%	4.0%	2.9%	1.6%	0.0%
Average	1.78	1.73	1.81	2.00	1.56	1.84	1.74	1.87	1.69

	Overall <i>n</i> =211	Location			Residency				
		East <i>n</i> =66	Central <i>n</i> =100	West <i>n</i> =41	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =29	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =136
(1) Excellent		25.8%	41.0%	29.3%	0.0%	41.4%	46.2%	58.3%	28.7%
(2) Good		59.1%	52.0%	63.4%	100.0%	55.2%	38.5%	25.0%	61.0%
(3) Fair		10.6%	6.0%	7.3%	0.0%	3.4%	7.7%	16.7%	8.8%
(4) Poor		4.5%	1.0%	0.0%	0.0%	0.0%	7.7%	0.0%	1.5%
Average		1.94	1.67	1.78	2.00	1.62	1.77	1.58	1.83

Public Property maintenance: Importance

	Overall <i>n</i> =201	Gender		Age					
		Male <i>n</i> =94	Female <i>n</i> =102	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =69
(1) High	52.7%	53.2%	52.9%	0.0%	50.0%	70.8%	47.1%	54.1%	49.3%
(2) Medium	43.3%	41.5%	44.1%	100.0%	50.0%	25.0%	50.0%	39.3%	47.8%
(3) Low	4.0%	5.3%	2.9%	0.0%	0.0%	4.2%	2.9%	6.6%	2.9%
Average	1.51	1.52	1.50	2.00	1.50	1.33	1.56	1.52	1.54

	Overall <i>n</i> =201	Location			Residency				
		East <i>n</i> =66	Central <i>n</i> =94	West <i>n</i> =38	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =130
(1) High		57.6%	53.2%	44.7%	50.0%	52.0%	80.0%	41.7%	48.5%
(2) Medium		39.4%	41.5%	52.6%	50.0%	44.0%	16.0%	41.7%	48.5%
(3) Low		3.0%	5.3%	2.6%	0.0%	4.0%	4.0%	16.7%	3.1%
Average		1.45	1.52	1.58	1.50	1.52	1.24	1.75	1.55

Crosstabulation of Results

Public Property beautification: Quality

	Overall <i>n</i> =206	Gender		Age					
		Male <i>n</i> =96	Female <i>n</i> =102	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =33	56 - 65 <i>n</i> =58	Over 65 <i>n</i> =78
		(1) Excellent	31.1%	31.3%	30.4%	0.0%	62.5%	29.2%	30.3%
(2) Good	56.3%	53.1%	60.8%	100.0%	37.5%	54.2%	54.5%	60.3%	57.7%
(3) Fair	10.7%	13.5%	7.8%	0.0%	0.0%	12.5%	12.1%	12.1%	9.0%
(4) Poor	1.9%	2.1%	1.0%	0.0%	0.0%	4.2%	3.0%	0.0%	1.3%
Average	1.83	1.86	1.79	2.00	1.38	1.92	1.88	1.84	1.79

	Location			Residency				
	East <i>n</i> =62	Central <i>n</i> =100	West <i>n</i> =40	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =29	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =130
	(1) Excellent	27.4%	36.0%	22.5%	0.0%	37.9%	34.6%	53.8%
(2) Good	59.7%	52.0%	65.0%	60.0%	55.2%	42.3%	30.8%	61.5%
(3) Fair	8.1%	11.0%	12.5%	40.0%	6.9%	15.4%	15.4%	9.2%
(4) Poor	4.8%	1.0%	0.0%	0.0%	0.0%	7.7%	0.0%	1.5%
Average	1.90	1.77	1.90	2.40	1.69	1.96	1.62	1.85

Public Property beautification: Importance

	Overall <i>n</i> =201	Gender		Age					
		Male <i>n</i> =94	Female <i>n</i> =102	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =69
		(1) High	46.8%	47.9%	45.1%	0.0%	62.5%	70.8%	35.3%
(2) Medium	42.3%	41.5%	43.1%	100.0%	25.0%	20.8%	55.9%	42.6%	44.9%
(3) Low	10.9%	10.6%	11.8%	0.0%	12.5%	8.3%	8.8%	11.5%	13.0%
Average	1.64	1.63	1.67	2.00	1.50	1.38	1.74	1.66	1.71

	Location			Residency				
	East <i>n</i> =66	Central <i>n</i> =94	West <i>n</i> =38	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =130
	(1) High	50.0%	46.8%	39.5%	66.7%	48.0%	72.0%	41.7%
(2) Medium	36.4%	40.4%	57.9%	33.3%	40.0%	24.0%	33.3%	48.5%
(3) Low	13.6%	12.8%	2.6%	0.0%	12.0%	4.0%	25.0%	11.5%
Average	1.64	1.66	1.63	1.33	1.64	1.32	1.83	1.72

Crosstabulation of Results

Overall Public Works: Quality									
	Overall <i>n</i> =210	Gender		Age					
		Male <i>n</i> =97	Female <i>n</i> =105	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =60	Over 65 <i>n</i> =77
(1) Excellent	28.1%	30.9%	24.8%	0.0%	50.0%	36.0%	28.6%	21.7%	28.6%
(2) Good	57.1%	49.5%	64.8%	100.0%	50.0%	48.0%	45.7%	63.3%	61.0%
(3) Fair	13.3%	18.6%	9.5%	0.0%	0.0%	16.0%	22.9%	13.3%	10.4%
(4) Poor	1.4%	1.0%	1.0%	0.0%	0.0%	0.0%	2.9%	1.7%	0.0%
Average	1.88	1.90	1.87	2.00	1.50	1.80	2.00	1.95	1.82

	Overall <i>n</i> =210	Location			Residency				
		East <i>n</i> =65	Central <i>n</i> =100	West <i>n</i> =41	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =29	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =134
(1) Excellent		27.7%	29.0%	24.4%	0.0%	34.5%	38.5%	46.2%	23.9%
(2) Good		53.8%	57.0%	63.4%	100.0%	55.2%	42.3%	30.8%	61.2%
(3) Fair		15.4%	13.0%	12.2%	0.0%	10.3%	19.2%	23.1%	12.7%
(4) Poor		3.1%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%
Average		1.94	1.86	1.88	2.00	1.76	1.81	1.77	1.93

Overall Public Works: Importance									
	Overall <i>n</i> =199	Gender		Age					
		Male <i>n</i> =92	Female <i>n</i> =101	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =59	Over 65 <i>n</i> =69
(1) High	65.8%	66.3%	65.3%	0.0%	75.0%	70.8%	61.8%	62.7%	69.6%
(2) Medium	33.7%	32.6%	34.7%	100.0%	25.0%	29.2%	35.3%	37.3%	30.4%
(3) Low	0.5%	1.1%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%
Average	1.35	1.35	1.35	2.00	1.25	1.29	1.41	1.37	1.30

	Overall <i>n</i> =199	Location			Residency				
		East <i>n</i> =64	Central <i>n</i> =94	West <i>n</i> =38	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =128
(1) High		64.1%	67.0%	68.4%	66.7%	64.0%	88.0%	58.3%	62.5%
(2) Medium		35.9%	31.9%	31.6%	33.3%	36.0%	12.0%	33.3%	37.5%
(3) Low		0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Average		1.36	1.34	1.32	1.33	1.36	1.12	1.50	1.38

Crosstabulation of Results

PARKS/RECREATION

Quality of Village Parks: Quality									
	Overall <i>n</i> =198	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =99	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =59	Over 65 <i>n</i> =68
(1) Excellent	33.8%	34.7%	31.3%	0.0%	44.4%	44.0%	32.4%	23.7%	38.2%
(2) Good	55.6%	54.7%	58.6%	100.0%	55.6%	40.0%	64.7%	61.0%	52.9%
(3) Fair	10.1%	9.5%	10.1%	0.0%	0.0%	16.0%	2.9%	13.6%	8.8%
(4) Poor	0.5%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%
Average	1.77	1.77	1.79	2.00	1.56	1.72	1.71	1.93	1.71

	Location			Residency				
	East <i>n</i> =62	Central <i>n</i> =94	West <i>n</i> =40	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =128
(1) Excellent	38.7%	35.1%	22.5%	50.0%	52.0%	46.2%	46.2%	25.8%
(2) Good	51.6%	52.1%	72.5%	50.0%	44.0%	46.2%	46.2%	60.9%
(3) Fair	9.7%	11.7%	5.0%	0.0%	4.0%	7.7%	7.7%	12.5%
(4) Poor	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%
Average	1.71	1.79	1.83	1.50	1.52	1.62	1.62	1.88

Quality of Village Parks: Importance									
	Overall <i>n</i> =203	Gender		Age					
		Male <i>n</i> =96	Female <i>n</i> =102	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =69
(1) High	57.1%	56.3%	57.8%	100.0%	77.8%	68.0%	57.1%	57.4%	49.3%
(2) Medium	40.9%	42.7%	40.2%	0.0%	22.2%	32.0%	42.9%	41.0%	47.8%
(3) Low	2.0%	1.0%	2.0%	0.0%	0.0%	0.0%	0.0%	1.6%	2.9%
Average	1.45	1.45	1.44	1.00	1.22	1.32	1.43	1.44	1.54

	Location			Residency				
	East <i>n</i> =66	Central <i>n</i> =96	West <i>n</i> =39	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =26	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =131
(1) High	47.0%	58.3%	69.2%	83.3%	73.1%	69.2%	50.0%	51.1%
(2) Medium	50.0%	39.6%	30.8%	16.7%	26.9%	30.8%	50.0%	45.8%
(3) Low	3.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%
Average	1.56	1.44	1.31	1.17	1.27	1.31	1.50	1.52

Crosstabulation of Results

Parks Maintenance: Quality

	Overall <i>n</i> =196	Gender		Age					
		Male <i>n</i> =93	Female <i>n</i> =99	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =33	56 - 65 <i>n</i> =59	Over 65 <i>n</i> =68
(1) Excellent	29.6%	31.2%	26.3%	0.0%	50.0%	36.0%	30.3%	18.6%	33.8%
(2) Good	60.2%	59.1%	63.6%	100.0%	50.0%	48.0%	63.6%	69.5%	57.4%
(3) Fair	8.7%	8.6%	8.1%	0.0%	0.0%	12.0%	6.1%	10.2%	7.4%
(4) Poor	1.5%	1.1%	2.0%	0.0%	0.0%	4.0%	0.0%	1.7%	1.5%
Average	1.82	1.80	1.86	2.00	1.50	1.84	1.76	1.95	1.76

	Overall <i>n</i> =196	Location			Residency				
		East <i>n</i> =61	Central <i>n</i> =94	West <i>n</i> =39	Under 1 <i>n</i> =3	1 to 5 <i>n</i> =26	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =126
(1) Excellent		26.2%	33.0%	25.6%	33.3%	46.2%	46.2%	38.5%	21.4%
(2) Good		62.3%	56.4%	69.2%	66.7%	46.2%	42.3%	53.8%	67.5%
(3) Fair		8.2%	9.6%	5.1%	0.0%	7.7%	3.8%	7.7%	10.3%
(4) Poor		3.3%	1.1%	0.0%	0.0%	0.0%	7.7%	0.0%	0.8%
Average		1.89	1.79	1.79	1.67	1.62	1.73	1.69	1.90

Parks Maintenance: Importance

	Overall <i>n</i> =193	Gender		Age					
		Male <i>n</i> =91	Female <i>n</i> =98	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =32	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =63
(1) High	35.8%	30.8%	41.8%	100.0%	50.0%	48.0%	28.1%	41.0%	28.6%
(2) Medium	52.3%	57.1%	49.0%	0.0%	50.0%	48.0%	59.4%	47.5%	57.1%
(3) Low	11.9%	12.1%	9.2%	0.0%	0.0%	4.0%	12.5%	11.5%	14.3%
Average	1.76	1.81	1.67	1.00	1.50	1.56	1.84	1.70	1.86

	Overall <i>n</i> =193	Location			Residency				
		East <i>n</i> =61	Central <i>n</i> =92	West <i>n</i> =38	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =23	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =125
(1) High		34.4%	34.8%	42.1%	83.3%	43.5%	48.0%	33.3%	30.4%
(2) Medium		54.1%	53.3%	47.4%	16.7%	52.2%	44.0%	50.0%	56.0%
(3) Low		11.5%	12.0%	10.5%	0.0%	4.3%	8.0%	16.7%	13.6%
Average		1.77	1.77	1.68	1.17	1.61	1.60	1.83	1.83

Crosstabulation of Results

Recreation Programs: Quality

	Overall <i>n=159</i>	Gender		Age					
		Male <i>n=76</i>	Female <i>n=79</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=6</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=29</i>	56 - 65 <i>n=49</i>	Over 65 <i>n=50</i>
		(1) Excellent	19.5%	11.8%	25.3%	0.0%	33.3%	26.1%	17.2%
(2) Good	49.1%	56.6%	44.3%	0.0%	66.7%	34.8%	55.2%	51.0%	50.0%
(3) Fair	25.2%	25.0%	24.1%	0.0%	0.0%	26.1%	24.1%	26.5%	24.0%
(4) Poor	6.3%	6.6%	6.3%	0.0%	0.0%	13.0%	3.4%	4.1%	8.0%
Average	2.18	2.26	2.11	0.00	1.67	2.26	2.14	2.16	2.22

	Overall <i>n=159</i>	Location			Residency				
		East <i>n=49</i>	Central <i>n=77</i>	West <i>n=31</i>	Under 1 <i>n=2</i>	1 to 5 <i>n=19</i>	6 to 10 <i>n=20</i>	11 to 15 <i>n=11</i>	Over 15 <i>n=105</i>
		(1) Excellent		24.5%	19.5%	12.9%	50.0%	31.6%	35.0%
(2) Good		51.0%	42.9%	64.5%	50.0%	52.6%	40.0%	54.5%	49.5%
(3) Fair		18.4%	31.2%	16.1%	0.0%	10.5%	20.0%	27.3%	28.6%
(4) Poor		6.1%	6.5%	6.5%	0.0%	5.3%	5.0%	9.1%	6.7%
Average		2.06	2.25	2.16	1.50	1.89	1.95	2.36	2.27

Recreation Programs: Importance

	Overall <i>n=202</i>	Gender		Age					
		Male <i>n=95</i>	Female <i>n=102</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=9</i>	36 - 45 <i>n=25</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=60</i>	Over 65 <i>n=69</i>
		(1) High	61.4%	60.0%	62.7%	100.0%	77.8%	76.0%	62.9%
(2) Medium	37.6%	38.9%	37.3%	0.0%	22.2%	24.0%	37.1%	38.3%	46.4%
(3) Low	1.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%
Average	1.40	1.41	1.37	1.00	1.22	1.24	1.37	1.38	1.49

	Overall <i>n=202</i>	Location			Residency				
		East <i>n=66</i>	Central <i>n=95</i>	West <i>n=39</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=26</i>	6 to 10 <i>n=26</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=130</i>
		(1) High		48.5%	63.2%	76.9%	83.3%	73.1%	80.8%
(2) Medium		50.0%	35.8%	23.1%	16.7%	26.9%	19.2%	25.0%	45.4%
(3) Low		1.5%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%
Average		1.53	1.38	1.23	1.17	1.27	1.19	1.25	1.48

Crosstabulation of Results

Special Events: Quality

	Overall <i>n=165</i>	Gender		Age					
		Male <i>n=75</i>	Female <i>n=86</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=5</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=28</i>	56 - 65 <i>n=53</i>	Over 65 <i>n=52</i>
		(1) Excellent	20.0%	17.3%	19.8%	100.0%	20.0%	20.8%	17.9%
(2) Good	51.5%	53.3%	52.3%	0.0%	60.0%	50.0%	50.0%	52.8%	53.8%
(3) Fair	23.0%	20.0%	25.6%	0.0%	20.0%	20.8%	25.0%	24.5%	21.2%
(4) Poor	5.5%	9.3%	2.3%	0.0%	0.0%	8.3%	7.1%	5.7%	3.8%
Average	2.14	2.21	2.10	1.00	2.00	2.17	2.21	2.19	2.08

	Overall <i>n=165</i>	Location			Residency				
		East <i>n=52</i>	Central <i>n=80</i>	West <i>n=31</i>	Under 1 <i>n=3</i>	1 to 5 <i>n=21</i>	6 to 10 <i>n=19</i>	11 to 15 <i>n=11</i>	Over 15 <i>n=109</i>
		(1) Excellent	28.8%	16.3%	12.9%	66.7%	33.3%	15.8%	18.2%
(2) Good	50.0%	51.3%	58.1%	33.3%	52.4%	42.1%	54.5%	53.2%	
(3) Fair	17.3%	25.0%	25.8%	0.0%	14.3%	31.6%	18.2%	24.8%	
(4) Poor	3.8%	7.5%	3.2%	0.0%	0.0%	10.5%	9.1%	5.5%	
Average	1.96	2.24	2.19	1.33	1.81	2.37	2.18	2.19	

Special Events: Importance

	Overall <i>n=191</i>	Gender		Age					
		Male <i>n=90</i>	Female <i>n=97</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=8</i>	36 - 45 <i>n=25</i>	46 - 55 <i>n=32</i>	56 - 65 <i>n=58</i>	Over 65 <i>n=64</i>
		(1) High	27.7%	26.7%	28.9%	100.0%	25.0%	40.0%	21.9%
(2) Medium	58.6%	61.1%	57.7%	0.0%	37.5%	56.0%	68.8%	55.2%	62.5%
(3) Low	13.6%	12.2%	13.4%	0.0%	37.5%	4.0%	9.4%	12.1%	17.2%
Average	1.86	1.86	1.85	1.00	2.13	1.64	1.88	1.79	1.97

	Overall <i>n=191</i>	Location			Residency				
		East <i>n=63</i>	Central <i>n=90</i>	West <i>n=36</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=23</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=124</i>
		(1) High	31.7%	24.4%	27.8%	66.7%	34.8%	37.5%	16.7%
(2) Medium	55.6%	61.1%	58.3%	16.7%	52.2%	62.5%	50.0%	62.9%	
(3) Low	12.7%	14.4%	13.9%	16.7%	13.0%	0.0%	33.3%	13.7%	
Average	1.81	1.90	1.86	1.50	1.78	1.63	2.17	1.90	

Crosstabulation of Results

Recreation Facilities: Quality									
	Overall <i>n=162</i>	Gender		Age					
		Male <i>n=82</i>	Female <i>n=76</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=6</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=27</i>	56 - 65 <i>n=50</i>	Over 65 <i>n=54</i>
		(1) Excellent	16.7%	14.6%	17.1%	0.0%	33.3%	21.7%	14.8%
(2) Good	50.0%	52.4%	50.0%	0.0%	33.3%	39.1%	51.9%	52.0%	55.6%
(3) Fair	25.3%	26.8%	23.7%	0.0%	16.7%	26.1%	25.9%	30.0%	20.4%
(4) Poor	8.0%	6.1%	9.2%	0.0%	16.7%	13.0%	7.4%	6.0%	5.6%
Average	2.25	2.24	2.25	0.00	2.17	2.30	2.26	2.30	2.13

	Overall <i>n=162</i>	Location			Residency				
		East <i>n=49</i>	Central <i>n=78</i>	West <i>n=33</i>	Under 1 <i>n=3</i>	1 to 5 <i>n=18</i>	6 to 10 <i>n=22</i>	11 to 15 <i>n=11</i>	Over 15 <i>n=106</i>
		(1) Excellent	22.4%	15.4%	12.1%	0.0%	22.2%	31.8%	18.2%
(2) Good	53.1%	46.2%	57.6%	66.7%	55.6%	31.8%	54.5%	51.9%	
(3) Fair	20.4%	29.5%	21.2%	0.0%	11.1%	31.8%	27.3%	27.4%	
(4) Poor	4.1%	9.0%	9.1%	33.3%	11.1%	4.5%	0.0%	7.5%	
Average	2.06	2.32	2.27	2.67	2.11	2.09	2.09	2.29	

Recreation Facilities: Importance									
	Overall <i>n=191</i>	Gender		Age					
		Male <i>n=90</i>	Female <i>n=97</i>	18 - 25 <i>n=1</i>	26 - 35 <i>n=8</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=34</i>	56 - 65 <i>n=59</i>	Over 65 <i>n=62</i>
		(1) High	37.7%	35.6%	40.2%	100.0%	37.5%	41.7%	38.2%
(2) Medium	53.4%	55.6%	51.5%	0.0%	62.5%	54.2%	52.9%	55.9%	51.6%
(3) Low	8.9%	8.9%	8.2%	0.0%	0.0%	4.2%	8.8%	5.1%	14.5%
Average	1.71	1.73	1.68	1.00	1.63	1.63	1.71	1.66	1.81

	Overall <i>n=191</i>	Location			Residency				
		East <i>n=60</i>	Central <i>n=92</i>	West <i>n=37</i>	Under 1 <i>n=6</i>	1 to 5 <i>n=23</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=124</i>
		(1) High	40.0%	32.6%	45.9%	83.3%	34.8%	45.8%	33.3%
(2) Medium	53.3%	57.6%	43.2%	16.7%	60.9%	54.2%	58.3%	54.0%	
(3) Low	6.7%	9.8%	10.8%	0.0%	4.3%	0.0%	8.3%	11.3%	
Average	1.67	1.77	1.65	1.17	1.70	1.54	1.75	1.77	

Crosstabulation of Results

Preservation of Natural Areas: Quality

	Overall <i>n</i> =192	Gender		Age					
		Male <i>n</i> =91	Female <i>n</i> =96	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =7	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =32	56 - 65 <i>n</i> =57	Over 65 <i>n</i> =69
(1) Excellent	36.5%	37.4%	34.4%	0.0%	42.9%	54.2%	31.3%	29.8%	37.7%
(2) Good	51.6%	48.4%	56.3%	100.0%	42.9%	33.3%	53.1%	56.1%	55.1%
(3) Fair	10.9%	12.1%	9.4%	0.0%	14.3%	12.5%	12.5%	14.0%	5.8%
(4) Poor	1.0%	2.2%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	1.4%
Average	1.77	1.79	1.75	2.00	1.71	1.58	1.88	1.84	1.71

	Location			Residency				
	East <i>n</i> =56	Central <i>n</i> =97	West <i>n</i> =37	Under 1 <i>n</i> =3	1 to 5 <i>n</i> =26	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =124
(1) Excellent	37.5%	36.1%	35.1%	33.3%	46.2%	52.0%	58.3%	29.0%
(2) Good	50.0%	51.5%	56.8%	66.7%	50.0%	32.0%	33.3%	57.3%
(3) Fair	12.5%	10.3%	8.1%	0.0%	3.8%	12.0%	8.3%	12.9%
(4) Poor	0.0%	2.1%	0.0%	0.0%	0.0%	4.0%	0.0%	0.8%
Average	1.75	1.78	1.73	1.67	1.58	1.68	1.50	1.85

Preservation of Natural Areas: Importance

	Overall <i>n</i> =201	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =101	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =67
(1) High	58.2%	51.6%	62.4%	100.0%	88.9%	72.0%	60.0%	55.7%	47.8%
(2) Medium	38.3%	43.2%	35.6%	0.0%	11.1%	24.0%	37.1%	42.6%	46.3%
(3) Low	3.5%	5.3%	2.0%	0.0%	0.0%	4.0%	2.9%	1.6%	6.0%
Average	1.45	1.54	1.40	1.00	1.11	1.32	1.43	1.46	1.58

	Location			Residency				
	East <i>n</i> =64	Central <i>n</i> =96	West <i>n</i> =39	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =26	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =129
(1) High	59.4%	55.2%	61.5%	100.0%	65.4%	76.9%	58.3%	50.4%
(2) Medium	39.1%	38.5%	38.5%	0.0%	30.8%	23.1%	33.3%	45.7%
(3) Low	1.6%	6.3%	0.0%	0.0%	3.8%	0.0%	8.3%	3.9%
Average	1.42	1.51	1.38	1.00	1.38	1.23	1.50	1.53

Crosstabulation of Results

Swimming Pool Facility: Quality

	Overall <i>n</i> =89	Gender		Age					
		Male <i>n</i> =44	Female <i>n</i> =41	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =5	36 - 45 <i>n</i> =14	46 - 55 <i>n</i> =17	56 - 65 <i>n</i> =28	Over 65 <i>n</i> =23
(1) Excellent	16.9%	11.4%	19.5%	0.0%	40.0%	14.3%	17.6%	3.6%	30.4%
(2) Good	51.7%	56.8%	48.8%	0.0%	40.0%	42.9%	52.9%	57.1%	52.2%
(3) Fair	25.8%	27.3%	26.8%	0.0%	20.0%	35.7%	29.4%	35.7%	8.7%
(4) Poor	5.6%	4.5%	4.9%	0.0%	0.0%	7.1%	0.0%	3.6%	8.7%
Average	2.20	2.25	2.17	0.00	1.80	2.36	2.12	2.39	1.96

	Overall <i>n</i> =89	Location			Residency				
		East <i>n</i> =29	Central <i>n</i> =36	West <i>n</i> =22	Under 1 <i>n</i> =2	1 to 5 <i>n</i> =14	6 to 10 <i>n</i> =13	11 to 15 <i>n</i> =8	Over 15 <i>n</i> =51
(1) Excellent		24.1%	13.9%	13.6%	0.0%	28.6%	15.4%	37.5%	11.8%
(2) Good		55.2%	52.8%	45.5%	100.0%	35.7%	38.5%	62.5%	56.9%
(3) Fair		20.7%	25.0%	36.4%	0.0%	28.6%	46.2%	0.0%	25.5%
(4) Poor		0.0%	8.3%	4.5%	0.0%	7.1%	0.0%	0.0%	5.9%
Average		1.97	2.28	2.32	2.00	2.14	2.31	1.63	2.25

Swimming Pool Facility: Importance

	Overall <i>n</i> =164	Gender		Age					
		Male <i>n</i> =75	Female <i>n</i> =85	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =21	46 - 55 <i>n</i> =30	56 - 65 <i>n</i> =51	Over 65 <i>n</i> =50
(1) High	35.4%	29.3%	40.0%	100.0%	25.0%	57.1%	40.0%	33.3%	26.0%
(2) Medium	45.7%	48.0%	44.7%	0.0%	62.5%	28.6%	50.0%	49.0%	46.0%
(3) Low	18.9%	22.7%	15.3%	0.0%	12.5%	14.3%	10.0%	17.6%	28.0%
Average	1.84	1.93	1.75	1.00	1.88	1.57	1.70	1.84	2.02

	Overall <i>n</i> =164	Location			Residency				
		East <i>n</i> =51	Central <i>n</i> =79	West <i>n</i> =32	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =21	6 to 10 <i>n</i> =23	11 to 15 <i>n</i> =9	Over 15 <i>n</i> =103
(1) High		41.2%	30.4%	37.5%	66.7%	38.1%	52.2%	33.3%	29.1%
(2) Medium		41.2%	49.4%	43.8%	33.3%	52.4%	30.4%	66.7%	47.6%
(3) Low		17.6%	20.3%	18.8%	0.0%	9.5%	17.4%	0.0%	23.3%
Average		1.76	1.90	1.81	1.33	1.71	1.65	1.67	1.94

Crosstabulation of Results

Overall Parks/Recreation: Quality									
	Overall <i>n</i> =196	Gender		Age					
		Male <i>n</i> =92	Female <i>n</i> =100	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =57	Over 65 <i>n</i> =69
(1) Excellent	22.4%	21.7%	22.0%	100.0%	37.5%	24.0%	20.6%	15.8%	26.1%
(2) Good	59.2%	57.6%	61.0%	0.0%	50.0%	56.0%	61.8%	61.4%	58.0%
(3) Fair	17.3%	19.6%	16.0%	0.0%	12.5%	20.0%	17.6%	21.1%	14.5%
(4) Poor	1.0%	1.1%	1.0%	0.0%	0.0%	0.0%	0.0%	1.8%	1.4%
Average	1.97	2.00	1.96	1.00	1.75	1.96	1.97	2.09	1.91

	Overall <i>n</i> =196	Location			Residency				
		East <i>n</i> =61	Central <i>n</i> =94	West <i>n</i> =39	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =127
(1) Excellent	22.4%	21.3%	22.3%	25.6%	50.0%	28.0%	34.6%	38.5%	16.5%
(2) Good	59.2%	60.7%	58.5%	56.4%	25.0%	68.0%	50.0%	46.2%	61.4%
(3) Fair	17.3%	18.0%	18.1%	15.4%	25.0%	4.0%	15.4%	15.4%	20.5%
(4) Poor	1.0%	0.0%	1.1%	2.6%	0.0%	0.0%	0.0%	0.0%	1.6%
Average	1.97	1.97	1.98	1.95	1.75	1.76	1.81	1.77	2.07

Overall Parks/Recreation: Importance									
	Overall <i>n</i> =200	Gender		Age					
		Male <i>n</i> =94	Female <i>n</i> =101	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =60	Over 65 <i>n</i> =68
(1) High	47.5%	44.7%	50.5%	100.0%	44.4%	64.0%	50.0%	50.0%	38.2%
(2) Medium	50.5%	52.1%	49.5%	0.0%	55.6%	36.0%	50.0%	48.3%	58.8%
(3) Low	2.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	2.9%
Average	1.55	1.59	1.50	1.00	1.56	1.36	1.50	1.52	1.65

	Overall <i>n</i> =200	Location			Residency				
		East <i>n</i> =66	Central <i>n</i> =93	West <i>n</i> =39	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =26	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =128
(1) High	47.5%	39.4%	47.3%	61.5%	100.0%	57.7%	69.2%	41.7%	39.1%
(2) Medium	50.5%	59.1%	50.5%	35.9%	0.0%	42.3%	30.8%	58.3%	57.8%
(3) Low	2.0%	1.5%	2.2%	2.6%	0.0%	0.0%	0.0%	0.0%	3.1%
Average	1.55	1.62	1.55	1.41	1.00	1.42	1.31	1.58	1.64

Crosstabulation of Results

COMMUNITY DEVELOPMENT

Land use, planning and zoning: Quality

	Overall <i>n</i> =181	Gender		Age					
		Male <i>n</i> =89	Female <i>n</i> =87	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =29	56 - 65 <i>n</i> =55	Over 65 <i>n</i> =63
(1) Excellent	16.0%	14.6%	17.2%	0.0%	50.0%	20.8%	17.2%	5.5%	19.0%
(2) Good	56.4%	57.3%	57.5%	0.0%	37.5%	50.0%	51.7%	54.5%	66.7%
(3) Fair	18.2%	16.9%	19.5%	0.0%	12.5%	16.7%	20.7%	27.3%	9.5%
(4) Poor	9.4%	11.2%	5.7%	0.0%	0.0%	12.5%	10.3%	12.7%	4.8%
Average	2.21	2.25	2.14	0.00	1.63	2.21	2.24	2.47	2.00

	Overall <i>n</i> =181	Location			Residency				
		East <i>n</i> =54	Central <i>n</i> =89	West <i>n</i> =37	Under 1 <i>n</i> =2	1 to 5 <i>n</i> =26	6 to 10 <i>n</i> =24	11 to 15 <i>n</i> =11	Over 15 <i>n</i> =117
(1) Excellent		14.8%	18.0%	13.5%	0.0%	34.6%	29.2%	18.2%	9.4%
(2) Good		50.0%	56.2%	67.6%	100.0%	50.0%	45.8%	54.5%	59.0%
(3) Fair		24.1%	15.7%	13.5%	0.0%	11.5%	20.8%	9.1%	20.5%
(4) Poor		11.1%	10.1%	5.4%	0.0%	3.8%	4.2%	18.2%	11.1%
Average		2.31	2.18	2.11	2.00	1.85	2.00	2.27	2.33

Land use, planning and zoning: Importance

	Overall <i>n</i> =187	Gender		Age					
		Male <i>n</i> =93	Female <i>n</i> =91	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =31	56 - 65 <i>n</i> =59	Over 65 <i>n</i> =63
(1) High	63.6%	61.3%	67.0%	0.0%	75.0%	66.7%	58.1%	67.8%	61.9%
(2) Medium	33.7%	35.5%	30.8%	0.0%	12.5%	33.3%	35.5%	28.8%	38.1%
(3) Low	2.7%	3.2%	2.2%	0.0%	12.5%	0.0%	6.5%	3.4%	0.0%
Average	1.39	1.42	1.35	0.00	1.38	1.33	1.48	1.36	1.38

	Overall <i>n</i> =187	Location			Residency				
		East <i>n</i> =60	Central <i>n</i> =89	West <i>n</i> =37	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =120
(1) High		63.3%	67.4%	56.8%	50.0%	60.0%	68.0%	50.0%	65.0%
(2) Medium		36.7%	28.1%	40.5%	50.0%	32.0%	32.0%	50.0%	32.5%
(3) Low		0.0%	4.5%	2.7%	0.0%	8.0%	0.0%	0.0%	2.5%
Average		1.37	1.37	1.46	1.50	1.48	1.32	1.50	1.38

Crosstabulation of Results

Code Enforcement: Quality

	Overall <i>n</i> =179	Gender		Age					
		Male <i>n</i> =87	Female <i>n</i> =88	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =22	46 - 55 <i>n</i> =30	56 - 65 <i>n</i> =56	Over 65 <i>n</i> =61
(1) Excellent	17.3%	17.2%	17.0%	0.0%	37.5%	27.3%	16.7%	12.5%	16.4%
(2) Good	52.5%	48.3%	58.0%	0.0%	37.5%	50.0%	56.7%	55.4%	52.5%
(3) Fair	25.1%	28.7%	21.6%	0.0%	25.0%	13.6%	20.0%	32.1%	24.6%
(4) Poor	5.0%	5.7%	3.4%	0.0%	0.0%	9.1%	6.7%	0.0%	6.6%
Average	2.18	2.23	2.11	0.00	1.88	2.05	2.17	2.20	2.21

	Overall <i>n</i> =179	Location			Residency				
		East <i>n</i> =60	Central <i>n</i> =82	West <i>n</i> =36	Under 1 <i>n</i> =2	1 to 5 <i>n</i> =26	6 to 10 <i>n</i> =22	11 to 15 <i>n</i> =11	Over 15 <i>n</i> =117
(1) Excellent		10.0%	20.7%	22.2%	0.0%	30.8%	40.9%	9.1%	11.1%
(2) Good		55.0%	48.8%	58.3%	100.0%	50.0%	36.4%	63.6%	53.8%
(3) Fair		25.0%	26.8%	19.4%	0.0%	15.4%	13.6%	27.3%	29.9%
(4) Poor		10.0%	3.7%	0.0%	0.0%	3.8%	9.1%	0.0%	5.1%
Average		2.35	2.13	1.97	2.00	1.92	1.91	2.18	2.29

Code Enforcement: Importance

	Overall <i>n</i> =186	Gender		Age					
		Male <i>n</i> =93	Female <i>n</i> =90	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =30	56 - 65 <i>n</i> =59	Over 65 <i>n</i> =63
(1) High	45.2%	39.8%	50.0%	0.0%	37.5%	41.7%	43.3%	40.7%	50.8%
(2) Medium	45.7%	48.4%	43.3%	0.0%	25.0%	54.2%	43.3%	49.2%	44.4%
(3) Low	9.1%	11.8%	6.7%	0.0%	37.5%	4.2%	13.3%	10.2%	4.8%
Average	1.64	1.72	1.57	0.00	2.00	1.63	1.70	1.69	1.54

	Overall <i>n</i> =186	Location			Residency				
		East <i>n</i> =62	Central <i>n</i> =87	West <i>n</i> =36	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =119
(1) High		46.8%	46.0%	38.9%	0.0%	36.0%	60.0%	25.0%	47.1%
(2) Medium		45.2%	42.5%	55.6%	75.0%	44.0%	40.0%	58.3%	45.4%
(3) Low		8.1%	11.5%	5.6%	25.0%	20.0%	0.0%	16.7%	7.6%
Average		1.61	1.66	1.67	2.25	1.84	1.40	1.92	1.61

Crosstabulation of Results

Economic Development: Quality

	Overall <i>n</i> =176	Gender		Age					
		Male <i>n</i> =85	Female <i>n</i> =86	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =7	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =28	56 - 65 <i>n</i> =53	Over 65 <i>n</i> =63
		(1) Excellent	18.8%	16.5%	19.8%	0.0%	42.9%	21.7%	14.3%
(2) Good	55.1%	56.5%	57.0%	0.0%	57.1%	47.8%	53.6%	60.4%	55.6%
(3) Fair	21.0%	21.2%	19.8%	0.0%	0.0%	21.7%	25.0%	20.8%	20.6%
(4) Poor	5.1%	5.9%	3.5%	0.0%	0.0%	8.7%	7.1%	5.7%	1.6%
Average	2.13	2.16	2.07	0.00	1.57	2.17	2.25	2.19	2.02

	Overall <i>n</i> =176	Location			Residency				
		East <i>n</i> =55	Central <i>n</i> =83	West <i>n</i> =37	Under 1 <i>n</i> =3	1 to 5 <i>n</i> =23	6 to 10 <i>n</i> =23	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =114
		(1) Excellent	16.4%	24.1%	10.8%	0.0%	43.5%	21.7%	8.3%
(2) Good	52.7%	55.4%	59.5%	33.3%	43.5%	56.5%	58.3%	57.0%	
(3) Fair	21.8%	15.7%	29.7%	66.7%	13.0%	17.4%	16.7%	22.8%	
(4) Poor	9.1%	4.8%	0.0%	0.0%	0.0%	4.3%	16.7%	5.3%	
Average	2.24	2.01	2.19	2.67	1.70	2.04	2.42	2.18	

Economic Development: Importance

	Overall <i>n</i> =183	Gender		Age					
		Male <i>n</i> =91	Female <i>n</i> =89	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =30	56 - 65 <i>n</i> =59	Over 65 <i>n</i> =61
		(1) High	61.2%	61.5%	60.7%	0.0%	75.0%	82.6%	60.0%
(2) Medium	34.4%	33.0%	36.0%	0.0%	25.0%	13.0%	26.7%	40.7%	41.0%
(3) Low	4.4%	5.5%	3.4%	0.0%	0.0%	4.3%	13.3%	3.4%	1.6%
Average	1.43	1.44	1.43	0.00	1.25	1.22	1.53	1.47	1.44

	Overall <i>n</i> =183	Location			Residency				
		East <i>n</i> =58	Central <i>n</i> =88	West <i>n</i> =36	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =23	6 to 10 <i>n</i> =24	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =119
		(1) High	62.1%	61.4%	61.1%	75.0%	69.6%	75.0%	58.3%
(2) Medium	34.5%	31.8%	38.9%	25.0%	30.4%	20.8%	33.3%	38.7%	
(3) Low	3.4%	6.8%	0.0%	0.0%	0.0%	4.2%	8.3%	5.0%	
Average	1.41	1.45	1.39	1.25	1.30	1.29	1.50	1.49	

Crosstabulation of Results

Ease and Efficiency of Obtaining Permits: Quality

	Overall <i>n=135</i>	Gender		Age					
		Male <i>n=60</i>	Female <i>n=70</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=7</i>	36 - 45 <i>n=19</i>	46 - 55 <i>n=29</i>	56 - 65 <i>n=38</i>	Over 65 <i>n=40</i>
		(1) Excellent	22.2%	23.3%	21.4%	0.0%	71.4%	42.1%	17.2%
(2) Good	57.0%	55.0%	61.4%	0.0%	28.6%	26.3%	65.5%	65.8%	65.0%
(3) Fair	16.3%	18.3%	12.9%	0.0%	0.0%	26.3%	13.8%	15.8%	12.5%
(4) Poor	4.4%	3.3%	4.3%	0.0%	0.0%	5.3%	3.4%	5.3%	5.0%
Average	2.03	2.02	2.00	0.00	1.29	1.95	2.03	2.13	2.05

	Overall <i>n=135</i>	Location			Residency				
		East <i>n=44</i>	Central <i>n=62</i>	West <i>n=28</i>	Under 1 <i>n=2</i>	1 to 5 <i>n=20</i>	6 to 10 <i>n=20</i>	11 to 15 <i>n=9</i>	Over 15 <i>n=83</i>
		(1) Excellent	22.2%	22.7%	21.0%	25.0%	0.0%	55.0%	45.0%
(2) Good	57.0%	54.5%	58.1%	60.7%	50.0%	35.0%	40.0%	44.4%	67.5%
(3) Fair	16.3%	18.2%	14.5%	14.3%	50.0%	10.0%	15.0%	22.2%	16.9%
(4) Poor	4.4%	4.5%	6.5%	0.0%	0.0%	0.0%	0.0%	11.1%	6.0%
Average	2.03	2.05	2.06	1.89	2.50	1.55	1.70	2.22	2.19

Ease and Efficiency of Obtaining Permits: Importance

	Overall <i>n=171</i>	Gender		Age					
		Male <i>n=81</i>	Female <i>n=87</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=8</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=30</i>	56 - 65 <i>n=52</i>	Over 65 <i>n=56</i>
		(1) High	46.2%	38.3%	54.0%	0.0%	75.0%	43.5%	40.0%
(2) Medium	49.1%	54.3%	43.7%	0.0%	12.5%	52.2%	56.7%	50.0%	48.2%
(3) Low	4.7%	7.4%	2.3%	0.0%	12.5%	4.3%	3.3%	5.8%	3.6%
Average	1.58	1.69	1.48	0.00	1.38	1.61	1.63	1.62	1.55

	Overall <i>n=171</i>	Location			Residency				
		East <i>n=55</i>	Central <i>n=82</i>	West <i>n=33</i>	Under 1 <i>n=4</i>	1 to 5 <i>n=23</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=106</i>
		(1) High	46.2%	49.1%	48.8%	36.4%	25.0%	39.1%	44.0%
(2) Medium	49.1%	47.3%	46.3%	57.6%	75.0%	47.8%	56.0%	41.7%	48.1%
(3) Low	4.7%	3.6%	4.9%	6.1%	0.0%	13.0%	0.0%	0.0%	4.7%
Average	1.58	1.55	1.56	1.70	1.75	1.74	1.56	1.42	1.58

Crosstabulation of Results

Overall Community Development: Quality

	Overall <i>n=187</i>	Gender		Age					
		Male <i>n=91</i>	Female <i>n=91</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=8</i>	36 - 45 <i>n=23</i>	46 - 55 <i>n=30</i>	56 - 65 <i>n=59</i>	Over 65 <i>n=65</i>
		(1) Excellent	18.2%	16.5%	18.7%	0.0%	37.5%	26.1%	13.3%
(2) Good	61.0%	59.3%	65.9%	0.0%	62.5%	52.2%	70.0%	66.1%	56.9%
(3) Fair	19.3%	22.0%	14.3%	0.0%	0.0%	21.7%	13.3%	20.3%	20.0%
(4) Poor	1.6%	2.2%	1.1%	0.0%	0.0%	0.0%	3.3%	3.4%	0.0%
Average	2.04	2.10	1.98	0.00	1.63	1.96	2.07	2.17	1.97

	Overall <i>n=187</i>	Location			Residency				
		East <i>n=58</i>	Central <i>n=90</i>	West <i>n=38</i>	Under 1 <i>n=3</i>	1 to 5 <i>n=25</i>	6 to 10 <i>n=24</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=122</i>
		(1) Excellent	17.2%	20.0%	15.8%	0.0%	36.0%	25.0%	16.7%
(2) Good	62.1%	60.0%	63.2%	100.0%	60.0%	58.3%	58.3%	60.7%	
(3) Fair	19.0%	17.8%	21.1%	0.0%	4.0%	16.7%	25.0%	23.0%	
(4) Poor	1.7%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	
Average	2.05	2.02	2.05	2.00	1.68	1.92	2.08	2.14	

Overall Community Development: Importance

	Overall <i>n=188</i>	Gender		Age					
		Male <i>n=93</i>	Female <i>n=93</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=9</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=30</i>	56 - 65 <i>n=60</i>	Over 65 <i>n=64</i>
		(1) High	61.2%	54.8%	67.7%	0.0%	55.6%	66.7%	70.0%
(2) Medium	35.1%	40.9%	29.0%	0.0%	33.3%	29.2%	23.3%	31.7%	46.9%
(3) Low	3.7%	4.3%	3.2%	0.0%	11.1%	4.2%	6.7%	3.3%	1.6%
Average	1.43	1.49	1.35	0.00	1.56	1.38	1.37	1.38	1.50

	Overall <i>n=188</i>	Location			Residency				
		East <i>n=62</i>	Central <i>n=88</i>	West <i>n=38</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=24</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=121</i>
		(1) High	61.3%	60.2%	63.2%	80.0%	62.5%	76.0%	58.3%
(2) Medium	35.5%	34.1%	36.8%	20.0%	33.3%	24.0%	41.7%	38.0%	
(3) Low	3.2%	5.7%	0.0%	0.0%	4.2%	0.0%	0.0%	5.0%	
Average	1.42	1.45	1.37	1.20	1.42	1.24	1.42	1.48	

Crosstabulation of Results

GENERAL SERVICES

Online Payment Options: Quality

	Overall <i>n</i> =165	Gender		Age					
		Male <i>n</i> =78	Female <i>n</i> =83	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =22	46 - 55 <i>n</i> =31	56 - 65 <i>n</i> =53	Over 65 <i>n</i> =50
(1) Excellent	44.8%	42.3%	45.8%	0.0%	75.0%	45.5%	45.2%	35.8%	50.0%
(2) Good	47.9%	50.0%	47.0%	0.0%	25.0%	50.0%	41.9%	58.5%	42.0%
(3) Fair	6.1%	6.4%	6.0%	0.0%	0.0%	4.5%	9.7%	5.7%	6.0%
(4) Poor	1.2%	1.3%	1.2%	0.0%	0.0%	0.0%	3.2%	0.0%	2.0%
Average	1.64	1.67	1.63	0.00	1.25	1.59	1.71	1.70	1.60

	Overall <i>n</i> =165	Location			Residency				
		East <i>n</i> =50	Central <i>n</i> =77	West <i>n</i> =36	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =22	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =101
(1) Excellent		34.0%	51.9%	44.4%	0.0%	63.6%	44.0%	33.3%	44.6%
(2) Good		54.0%	40.3%	55.6%	75.0%	31.8%	56.0%	66.7%	45.5%
(3) Fair		10.0%	6.5%	0.0%	25.0%	4.5%	0.0%	0.0%	7.9%
(4) Poor		2.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%
Average		1.80	1.57	1.56	2.25	1.41	1.56	1.67	1.67

Online Payment Options: Importance

	Overall <i>n</i> =177	Gender		Age					
		Male <i>n</i> =87	Female <i>n</i> =88	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =57	Over 65 <i>n</i> =53
(1) High	57.1%	48.3%	64.8%	0.0%	66.7%	65.2%	70.6%	52.6%	47.2%
(2) Medium	32.8%	41.4%	25.0%	0.0%	22.2%	30.4%	17.6%	38.6%	39.6%
(3) Low	10.2%	10.3%	10.2%	0.0%	11.1%	4.3%	11.8%	8.8%	13.2%
Average	1.53	1.62	1.45	0.00	1.44	1.39	1.41	1.56	1.66

	Overall <i>n</i> =177	Location			Residency				
		East <i>n</i> =53	Central <i>n</i> =88	West <i>n</i> =36	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =24	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =11	Over 15 <i>n</i> =111
(1) High		56.6%	59.1%	52.8%	80.0%	66.7%	64.0%	45.5%	53.2%
(2) Medium		34.0%	27.3%	44.4%	20.0%	25.0%	24.0%	54.5%	35.1%
(3) Low		9.4%	13.6%	2.8%	0.0%	8.3%	12.0%	0.0%	11.7%
Average		1.53	1.55	1.50	1.20	1.42	1.48	1.55	1.59

Crosstabulation of Results

Website: Quality

	Overall <i>n</i> =186	Gender		Age					
		Male <i>n</i> =90	Female <i>n</i> =91	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =32	56 - 65 <i>n</i> =58	Over 65 <i>n</i> =61
(1) Excellent	27.4%	25.6%	28.6%	0.0%	37.5%	33.3%	37.5%	17.2%	29.5%
(2) Good	58.1%	60.0%	57.1%	100.0%	50.0%	58.3%	43.8%	67.2%	57.4%
(3) Fair	13.4%	14.4%	12.1%	0.0%	12.5%	8.3%	15.6%	15.5%	11.5%
(4) Poor	1.1%	0.0%	2.2%	0.0%	0.0%	0.0%	3.1%	0.0%	1.6%
Average	1.88	1.89	1.88	2.00	1.75	1.75	1.84	1.98	1.85

	Overall <i>n</i> =186	Location			Residency				
		East <i>n</i> =59	Central <i>n</i> =90	West <i>n</i> =35	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =24	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =119
(1) Excellent		22.0%	28.9%	31.4%	20.0%	40.0%	37.5%	25.0%	23.5%
(2) Good		52.5%	60.0%	62.9%	60.0%	48.0%	58.3%	58.3%	59.7%
(3) Fair		23.7%	10.0%	5.7%	20.0%	12.0%	4.2%	16.7%	15.1%
(4) Poor		1.7%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%
Average		2.05	1.83	1.74	2.00	1.72	1.67	1.92	1.95

Website: Importance

	Overall <i>n</i> =197	Gender		Age					
		Male <i>n</i> =90	Female <i>n</i> =90	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =7	36 - 45 <i>n</i> =24	46 - 55 <i>n</i> =33	56 - 65 <i>n</i> =57	Over 65 <i>n</i> =60
(1) High	92.9%	36.7%	57.8%	0.0%	42.9%	54.2%	51.5%	45.6%	45.0%
(2) Medium	6.1%	53.3%	35.6%	0.0%	42.9%	37.5%	39.4%	45.6%	48.3%
(3) Low	1.0%	10.0%	6.7%	0.0%	14.3%	8.3%	9.1%	8.8%	6.7%
Average	1.08	1.73	1.49	0.00	1.71	1.54	1.58	1.63	1.62

	Overall <i>n</i> =197	Location			Residency				
		East <i>n</i> =57	Central <i>n</i> =90	West <i>n</i> =35	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =23	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =11	Over 15 <i>n</i> =118
(1) High		43.9%	47.8%	51.4%	75.0%	43.5%	52.0%	36.4%	46.6%
(2) Medium		43.9%	43.3%	45.7%	25.0%	43.5%	36.0%	63.6%	44.9%
(3) Low		12.3%	8.9%	2.9%	0.0%	13.0%	12.0%	0.0%	8.5%
Average		1.68	1.61	1.51	1.25	1.70	1.60	1.64	1.62

Crosstabulation of Results

Village Newsletter: Quality

	Overall <i>n=203</i>	Gender		Age					
		Male <i>n=95</i>	Female <i>n=102</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=6</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=32</i>	56 - 65 <i>n=63</i>	Over 65 <i>n=76</i>
		(1) Excellent	36.0%	31.6%	38.2%	0.0%	66.7%	45.8%	31.3%
(2) Good	54.7%	57.9%	53.9%	0.0%	33.3%	50.0%	53.1%	58.7%	55.3%
(3) Fair	8.4%	9.5%	6.9%	0.0%	0.0%	4.2%	12.5%	9.5%	6.6%
(4) Poor	1.0%	1.1%	1.0%	0.0%	0.0%	0.0%	3.1%	0.0%	1.3%
Average	1.74	1.80	1.71	0.00	1.33	1.58	1.88	1.78	1.72

	Overall <i>n=203</i>	Location			Residency				
		East <i>n=67</i>	Central <i>n=97</i>	West <i>n=37</i>	Under 1 <i>n=3</i>	1 to 5 <i>n=27</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=135</i>
		(1) Excellent	28.4%	35.1%	51.4%	33.3%	70.4%	40.0%	33.3%
(2) Good	56.7%	58.8%	40.5%	66.7%	25.9%	52.0%	41.7%	62.2%	
(3) Fair	11.9%	6.2%	8.1%	0.0%	3.7%	8.0%	25.0%	8.1%	
(4) Poor	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	
Average	1.90	1.71	1.57	1.67	1.33	1.68	1.92	1.83	

Village Newsletter: Importance

	Overall <i>n=188</i>	Gender		Age					
		Male <i>n=92</i>	Female <i>n=94</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=7</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=33</i>	56 - 65 <i>n=59</i>	Over 65 <i>n=64</i>
		(1) High	38.8%	29.3%	48.9%	0.0%	42.9%	54.2%	33.3%
(2) Medium	52.1%	58.7%	45.7%	0.0%	28.6%	41.7%	48.5%	55.9%	57.8%
(3) Low	9.0%	12.0%	5.3%	0.0%	28.6%	4.2%	18.2%	10.2%	1.6%
Average	1.70	1.83	1.56	0.00	1.86	1.50	1.85	1.76	1.61

	Overall <i>n=188</i>	Location			Residency				
		East <i>n=62</i>	Central <i>n=90</i>	West <i>n=36</i>	Under 1 <i>n=4</i>	1 to 5 <i>n=24</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=122</i>
		(1) High	41.9%	37.8%	36.1%	25.0%	41.7%	52.0%	33.3%
(2) Medium	50.0%	53.3%	52.8%	50.0%	50.0%	32.0%	50.0%	57.4%	
(3) Low	8.1%	8.9%	11.1%	25.0%	8.3%	16.0%	16.7%	5.7%	
Average	1.66	1.71	1.75	2.00	1.67	1.64	1.83	1.69	

Crosstabulation of Results

Algonquin e-News: Quality

	Overall <i>n=140</i>	Gender		Age					
		Male <i>n=71</i>	Female <i>n=65</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=6</i>	36 - 45 <i>n=20</i>	46 - 55 <i>n=24</i>	56 - 65 <i>n=42</i>	Over 65 <i>n=46</i>
		(1) Excellent	36.4%	26.8%	46.2%	0.0%	66.7%	45.0%	37.5%
(2) Good	50.7%	59.2%	43.1%	0.0%	33.3%	50.0%	45.8%	54.8%	52.2%
(3) Fair	11.4%	12.7%	9.2%	0.0%	0.0%	5.0%	12.5%	14.3%	10.9%
(4) Poor	1.4%	1.4%	1.5%	0.0%	0.0%	0.0%	4.2%	0.0%	2.2%
Average	1.78	1.89	1.66	0.00	1.33	1.60	1.83	1.83	1.80

	Overall <i>n=140</i>	Location			Residency				
		East <i>n=45</i>	Central <i>n=65</i>	West <i>n=28</i>	Under 1 <i>n=3</i>	1 to 5 <i>n=22</i>	6 to 10 <i>n=21</i>	11 to 15 <i>n=10</i>	Over 15 <i>n=83</i>
		(1) Excellent	36.4%	26.7%	36.9%	50.0%	33.3%	77.3%	38.1%
(2) Good	50.7%	55.6%	52.3%	39.3%	66.7%	22.7%	52.4%	40.0%	59.0%
(3) Fair	11.4%	13.3%	10.8%	10.7%	0.0%	0.0%	9.5%	30.0%	13.3%
(4) Poor	1.4%	4.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%
Average	1.78	1.96	1.74	1.61	1.67	1.23	1.71	2.00	1.93

Algonquin e-News: Importance

	Overall <i>n=172</i>	Gender		Age					
		Male <i>n=85</i>	Female <i>n=85</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=7</i>	36 - 45 <i>n=24</i>	46 - 55 <i>n=32</i>	56 - 65 <i>n=54</i>	Over 65 <i>n=54</i>
		(1) High	34.9%	24.7%	45.9%	0.0%	42.9%	45.8%	34.4%
(2) Medium	48.3%	54.1%	42.4%	0.0%	28.6%	45.8%	46.9%	55.6%	46.3%
(3) Low	16.9%	21.2%	11.8%	0.0%	28.6%	8.3%	18.8%	11.1%	22.2%
Average	1.82	1.96	1.66	0.00	1.86	1.63	1.84	1.78	1.91

	Overall <i>n=172</i>	Location			Residency				
		East <i>n=54</i>	Central <i>n=85</i>	West <i>n=33</i>	Under 1 <i>n=4</i>	1 to 5 <i>n=25</i>	6 to 10 <i>n=25</i>	11 to 15 <i>n=11</i>	Over 15 <i>n=106</i>
		(1) High	34.9%	33.3%	37.6%	30.3%	25.0%	44.0%	48.0%
(2) Medium	48.3%	50.0%	42.4%	60.6%	50.0%	48.0%	36.0%	54.5%	50.0%
(3) Low	16.9%	16.7%	20.0%	9.1%	25.0%	8.0%	16.0%	27.3%	17.9%
Average	1.82	1.83	1.82	1.79	2.00	1.64	1.68	2.09	1.86

Crosstabulation of Results

Social Media: Quality

	Overall <i>n</i> =104	Gender		Age					
		Male <i>n</i> =42	Female <i>n</i> =59	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =5	36 - 45 <i>n</i> =21	46 - 55 <i>n</i> =20	56 - 65 <i>n</i> =26	Over 65 <i>n</i> =31
(1) Excellent	26.9%	16.7%	32.2%	0.0%	40.0%	23.8%	25.0%	26.9%	29.0%
(2) Good	54.8%	59.5%	54.2%	0.0%	60.0%	66.7%	45.0%	61.5%	48.4%
(3) Fair	16.3%	21.4%	11.9%	0.0%	0.0%	9.5%	30.0%	11.5%	16.1%
(4) Poor	1.9%	2.4%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%
Average	1.93	2.10	1.83	0.00	1.60	1.86	2.05	1.85	2.00

	Overall <i>n</i> =104	Location			Residency				
		East <i>n</i> =29	Central <i>n</i> =52	West <i>n</i> =21	Under 1 <i>n</i> =2	1 to 5 <i>n</i> =18	6 to 10 <i>n</i> =16	11 to 15 <i>n</i> =9	Over 15 <i>n</i> =59
(1) Excellent		20.7%	30.8%	23.8%	0.0%	33.3%	43.8%	22.2%	22.0%
(2) Good		51.7%	53.8%	66.7%	100.0%	66.7%	43.8%	55.6%	52.5%
(3) Fair		24.1%	13.5%	9.5%	0.0%	0.0%	12.5%	22.2%	22.0%
(4) Poor		3.4%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Average		2.10	1.87	1.86	2.00	1.67	1.69	2.00	2.07

Social Media: Importance

	Overall <i>n</i> =159	Gender		Age					
		Male <i>n</i> =73	Female <i>n</i> =85	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =23	46 - 55 <i>n</i> =32	56 - 65 <i>n</i> =52	Over 65 <i>n</i> =42
(1) High	28.9%	26.0%	31.8%	0.0%	37.5%	65.2%	28.1%	15.4%	26.2%
(2) Medium	40.9%	37.0%	44.7%	100.0%	37.5%	13.0%	46.9%	48.1%	42.9%
(3) Low	30.2%	37.0%	23.5%	0.0%	25.0%	21.7%	25.0%	36.5%	31.0%
Average	2.01	2.11	1.92	2.00	1.88	1.57	1.97	2.21	2.05

	Overall <i>n</i> =159	Location			Residency				
		East <i>n</i> =45	Central <i>n</i> =80	West <i>n</i> =34	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =23	6 to 10 <i>n</i> =23	11 to 15 <i>n</i> =11	Over 15 <i>n</i> =95
(1) High		33.3%	30.0%	20.6%	16.7%	34.8%	39.1%	36.4%	25.3%
(2) Medium		28.9%	43.8%	50.0%	83.3%	47.8%	26.1%	36.4%	41.1%
(3) Low		37.8%	26.3%	29.4%	0.0%	17.4%	34.8%	27.3%	33.7%
Average		2.04	1.96	2.09	1.83	1.83	1.96	1.91	2.08

Crosstabulation of Results

Garbage collection: Quality

	Overall <i>n=214</i>	Gender		Age					
		Male <i>n=98</i>	Female <i>n=110</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=9</i>	36 - 45 <i>n=25</i>	46 - 55 <i>n=35</i>	56 - 65 <i>n=64</i>	Over 65 <i>n=79</i>
		(1) Excellent	49.1%	45.9%	50.9%	0.0%	55.6%	48.0%	54.3%
(2) Good	42.5%	42.9%	42.7%	0.0%	44.4%	40.0%	37.1%	45.3%	41.8%
(3) Fair	5.6%	6.1%	5.5%	0.0%	0.0%	4.0%	5.7%	9.4%	3.8%
(4) Poor	2.8%	5.1%	0.9%	0.0%	0.0%	8.0%	2.9%	4.7%	0.0%
Average	1.62	1.70	1.56	0.00	1.44	1.72	1.57	1.78	1.49

	Overall <i>n=214</i>	Location			Residency				
		East <i>n=70</i>	Central <i>n=103</i>	West <i>n=39</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=29</i>	6 to 10 <i>n=26</i>	11 to 15 <i>n=13</i>	Over 15 <i>n=140</i>
		(1) Excellent	40.0%	53.4%	53.8%	0.0%	69.0%	57.7%	30.8%
(2) Good	54.3%	35.9%	38.5%	100.0%	31.0%	34.6%	46.2%	43.6%	
(3) Fair	5.7%	5.8%	5.1%	0.0%	0.0%	0.0%	15.4%	7.1%	
(4) Poor	0.0%	4.9%	2.6%	0.0%	0.0%	7.7%	7.7%	2.1%	
Average	1.66	1.62	1.56	2.00	1.31	1.58	2.00	1.64	

Garbage collection: Importance

	Overall <i>n=200</i>	Gender		Age					
		Male <i>n=96</i>	Female <i>n=101</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=9</i>	36 - 45 <i>n=25</i>	46 - 55 <i>n=36</i>	56 - 65 <i>n=61</i>	Over 65 <i>n=68</i>
		(1) High	82.5%	82.3%	82.2%	0.0%	100.0%	88.0%	86.1%
(2) Medium	16.5%	16.7%	16.8%	0.0%	0.0%	12.0%	13.9%	19.7%	19.1%
(3) Low	1.0%	1.0%	1.0%	0.0%	0.0%	0.0%	0.0%	1.6%	1.5%
Average	1.19	1.19	1.19	0.00	1.00	1.12	1.14	1.23	1.22

	Overall <i>n=200</i>	Location			Residency				
		East <i>n=64</i>	Central <i>n=98</i>	West <i>n=38</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=26</i>	6 to 10 <i>n=26</i>	11 to 15 <i>n=12</i>	Over 15 <i>n=130</i>
		(1) High	84.4%	83.7%	76.3%	100.0%	80.8%	88.5%	91.7%
(2) Medium	14.1%	15.3%	23.7%	0.0%	19.2%	7.7%	8.3%	19.2%	
(3) Low	1.6%	1.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.8%	
Average	1.17	1.17	1.24	1.00	1.19	1.15	1.08	1.21	

Crosstabulation of Results

Recycling: Quality

	Overall <i>n</i> =213	Gender		Age					
		Male <i>n</i> =98	Female <i>n</i> =109	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =64	Over 65 <i>n</i> =79
(1) Excellent	48.4%	48.0%	48.6%	0.0%	77.8%	52.0%	55.9%	40.6%	48.1%
(2) Good	44.1%	41.8%	45.9%	0.0%	22.2%	40.0%	41.2%	53.1%	40.5%
(3) Fair	4.2%	7.1%	1.8%	0.0%	0.0%	0.0%	0.0%	4.7%	7.6%
(4) Poor	3.3%	3.1%	3.7%	0.0%	0.0%	8.0%	2.9%	1.6%	3.8%
Average	1.62	1.65	1.61	0.00	1.22	1.64	1.50	1.67	1.67

	Overall <i>n</i> =213	Location			Residency				
		East <i>n</i> =70	Central <i>n</i> =101	West <i>n</i> =40	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =140
(1) Excellent		40.0%	52.5%	52.5%	0.0%	78.6%	57.7%	38.5%	43.6%
(2) Good		51.4%	39.6%	42.5%	100.0%	14.3%	34.6%	53.8%	48.6%
(3) Fair		5.7%	4.0%	2.5%	0.0%	3.6%	0.0%	7.7%	5.0%
(4) Poor		2.9%	4.0%	2.5%	0.0%	3.6%	7.7%	0.0%	2.9%
Average		1.71	1.59	1.55	2.00	1.32	1.58	1.69	1.67

Recycling: Importance

	Overall <i>n</i> =198	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =100	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =36	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =67
(1) High	81.8%	78.9%	84.0%	0.0%	100.0%	92.0%	86.1%	73.8%	80.6%
(2) Medium	17.2%	20.0%	15.0%	0.0%	0.0%	8.0%	13.9%	24.6%	17.9%
(3) Low	1.0%	1.1%	1.0%	0.0%	0.0%	0.0%	0.0%	1.6%	1.5%
Average	1.19	1.22	1.17	0.00	1.00	1.08	1.14	1.28	1.21

	Overall <i>n</i> =198	Location			Residency				
		East <i>n</i> =63	Central <i>n</i> =96	West <i>n</i> =39	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =130
(1) High		81.0%	83.3%	79.5%	80.0%	84.0%	88.0%	75.0%	80.8%
(2) Medium		19.0%	14.6%	20.5%	20.0%	16.0%	12.0%	25.0%	17.7%
(3) Low		0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%
Average		1.19	1.19	1.21	1.20	1.16	1.12	1.25	1.21

Crosstabulation of Results

Yard waste collection: Quality

	Overall <i>n</i> =196	Gender		Age					
		Male <i>n</i> =94	Female <i>n</i> =96	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =31	56 - 65 <i>n</i> =57	Over 65 <i>n</i> =73
(1) Excellent	37.2%	38.3%	35.4%	0.0%	37.5%	40.0%	45.2%	35.1%	35.6%
(2) Good	49.0%	41.5%	57.3%	0.0%	50.0%	48.0%	45.2%	49.1%	49.3%
(3) Fair	9.2%	12.8%	5.2%	0.0%	12.5%	4.0%	6.5%	8.8%	12.3%
(4) Poor	4.6%	7.4%	2.1%	0.0%	0.0%	8.0%	3.2%	7.0%	2.7%
Average	1.81	1.89	1.74	0.00	1.75	1.80	1.68	1.88	1.82

	Overall <i>n</i> =196	Location			Residency				
		East <i>n</i> =69	Central <i>n</i> =89	West <i>n</i> =36	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =23	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =130
(1) Excellent		30.4%	41.6%	38.9%	25.0%	43.5%	44.0%	30.8%	36.2%
(2) Good		55.1%	42.7%	52.8%	75.0%	43.5%	44.0%	53.8%	49.2%
(3) Fair		13.0%	9.0%	2.8%	0.0%	4.3%	4.0%	7.7%	11.5%
(4) Poor		1.4%	6.7%	5.6%	0.0%	8.7%	8.0%	7.7%	3.1%
Average		1.86	1.81	1.75	1.75	1.78	1.76	1.92	1.82

Yard waste collection: Importance

	Overall <i>n</i> =190	Gender		Age					
		Male <i>n</i> =92	Female <i>n</i> =95	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =58	Over 65 <i>n</i> =64
(1) High	74.7%	70.7%	77.9%	0.0%	87.5%	80.0%	82.4%	69.0%	71.9%
(2) Medium	23.7%	28.3%	20.0%	0.0%	12.5%	20.0%	17.6%	29.3%	25.0%
(3) Low	1.6%	1.1%	2.1%	0.0%	0.0%	0.0%	0.0%	1.7%	3.1%
Average	1.27	1.30	1.24	0.00	1.13	1.20	1.18	1.33	1.31

	Overall <i>n</i> =190	Location			Residency				
		East <i>n</i> =64	Central <i>n</i> =88	West <i>n</i> =38	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =24	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =122
(1) High		71.9%	77.3%	73.7%	80.0%	70.8%	76.9%	66.7%	75.4%
(2) Medium		28.1%	20.5%	23.7%	20.0%	29.2%	23.1%	33.3%	22.1%
(3) Low		0.0%	2.3%	2.6%	0.0%	0.0%	0.0%	0.0%	2.5%
Average		1.28	1.25	1.29	1.20	1.29	1.23	1.33	1.27

Crosstabulation of Results

Ease of Water Billing Service: Quality

	Overall <i>n</i> =211	Gender		Age					
		Male <i>n</i> =98	Female <i>n</i> =107	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =62	Over 65 <i>n</i> =79
(1) Excellent	40.8%	38.8%	42.1%	0.0%	77.8%	40.0%	41.2%	32.3%	44.3%
(2) Good	46.4%	43.9%	48.6%	0.0%	11.1%	40.0%	50.0%	51.6%	45.6%
(3) Fair	10.4%	13.3%	8.4%	0.0%	0.0%	20.0%	5.9%	14.5%	7.6%
(4) Poor	2.4%	4.1%	0.9%	0.0%	11.1%	0.0%	2.9%	1.6%	2.5%
Average	1.74	1.83	1.68	0.00	1.44	1.80	1.71	1.85	1.68

	Location			Residency				
	East <i>n</i> =69	Central <i>n</i> =101	West <i>n</i> =39	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =28	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =138
(1) Excellent	34.8%	44.6%	41.0%	40.0%	60.7%	30.8%	38.5%	39.1%
(2) Good	44.9%	47.5%	46.2%	40.0%	28.6%	50.0%	38.5%	50.0%
(3) Fair	18.8%	5.0%	10.3%	0.0%	10.7%	19.2%	23.1%	8.0%
(4) Poor	1.4%	3.0%	2.6%	20.0%	0.0%	0.0%	0.0%	2.9%
Average	1.87	1.66	1.74	2.00	1.50	1.88	1.85	1.75

Ease of Water Billing Service: Importance

	Overall <i>n</i> =195	Gender		Age					
		Male <i>n</i> =93	Female <i>n</i> =99	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =59	Over 65 <i>n</i> =67
(1) High	57.4%	44.1%	68.7%	0.0%	87.5%	52.0%	62.9%	47.5%	61.2%
(2) Medium	37.9%	50.5%	27.3%	0.0%	12.5%	44.0%	31.4%	47.5%	34.3%
(3) Low	4.6%	5.4%	4.0%	0.0%	0.0%	4.0%	5.7%	5.1%	4.5%
Average	1.47	1.61	1.35	0.00	1.13	1.52	1.43	1.58	1.43

	Location			Residency				
	East <i>n</i> =63	Central <i>n</i> =93	West <i>n</i> =39	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =25	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =127
(1) High	52.4%	63.4%	51.3%	80.0%	56.0%	56.0%	50.0%	57.5%
(2) Medium	42.9%	31.2%	46.2%	20.0%	44.0%	40.0%	50.0%	36.2%
(3) Low	4.8%	5.4%	2.6%	0.0%	0.0%	4.0%	0.0%	6.3%
Average	1.52	1.42	1.51	1.20	1.44	1.48	1.50	1.49

Crosstabulation of Results

Promoting the Village to attract visitors: Quality

	Overall <i>n</i> =143	Gender		Age					
		Male <i>n</i> =68	Female <i>n</i> =70	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =7	36 - 45 <i>n</i> =21	46 - 55 <i>n</i> =20	56 - 65 <i>n</i> =42	Over 65 <i>n</i> =51
(1) Excellent	18.2%	11.8%	22.9%	0.0%	42.9%	23.8%	15.0%	9.5%	21.6%
(2) Good	43.4%	39.7%	48.6%	0.0%	28.6%	38.1%	50.0%	42.9%	47.1%
(3) Fair	30.1%	38.2%	21.4%	100.0%	28.6%	33.3%	15.0%	40.5%	23.5%
(4) Poor	8.4%	10.3%	7.1%	0.0%	0.0%	4.8%	20.0%	7.1%	7.8%
Average	2.29	2.47	2.13	3.00	1.86	2.19	2.40	2.45	2.18

	Overall <i>n</i> =143	Location			Residency				
		East <i>n</i> =42	Central <i>n</i> =67	West <i>n</i> =32	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =21	6 to 10 <i>n</i> =20	11 to 15 <i>n</i> =9	Over 15 <i>n</i> =87
(1) Excellent		19.0%	17.9%	15.6%	0.0%	42.9%	15.0%	11.1%	14.9%
(2) Good		42.9%	46.3%	40.6%	40.0%	28.6%	45.0%	55.6%	46.0%
(3) Fair		26.2%	29.9%	34.4%	60.0%	28.6%	30.0%	22.2%	28.7%
(4) Poor		11.9%	6.0%	9.4%	0.0%	0.0%	10.0%	11.1%	10.3%
Average		2.31	2.24	2.38	2.60	1.86	2.35	2.33	2.34

Promoting the Village to attract visitors: Importance

	Overall <i>n</i> =185	Gender		Age					
		Male <i>n</i> =86	Female <i>n</i> =96	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =7	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =32	56 - 65 <i>n</i> =60	Over 65 <i>n</i> =58
(1) High	41.6%	40.7%	42.7%	0.0%	42.9%	60.0%	37.5%	38.3%	39.7%
(2) Medium	40.5%	38.4%	41.7%	100.0%	14.3%	32.0%	43.8%	40.0%	44.8%
(3) Low	17.8%	20.9%	15.6%	0.0%	42.9%	8.0%	18.8%	21.7%	15.5%
Average	1.76	1.80	1.73	2.00	2.00	1.48	1.81	1.83	1.76

	Overall <i>n</i> =185	Location			Residency				
		East <i>n</i> =57	Central <i>n</i> =88	West <i>n</i> =39	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =24	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =11	Over 15 <i>n</i> =118
(1) High		43.9%	37.5%	46.2%	60.0%	33.3%	61.5%	45.5%	38.1%
(2) Medium		33.3%	45.5%	41.0%	40.0%	45.8%	26.9%	36.4%	42.4%
(3) Low		22.8%	17.0%	12.8%	0.0%	20.8%	11.5%	18.2%	19.5%
Average		1.79	1.80	1.67	1.40	1.88	1.50	1.73	1.81

Crosstabulation of Results

Overall General Services: Quality

	Overall <i>n</i> =207	Gender		Age					
		Male <i>n</i> =98	Female <i>n</i> =104	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =64	Over 65 <i>n</i> =72
(1) Excellent	29.0%	24.5%	32.7%	0.0%	44.4%	32.0%	38.2%	20.3%	30.6%
(2) Good	58.5%	60.2%	57.7%	100.0%	44.4%	52.0%	50.0%	65.6%	59.7%
(3) Fair	11.1%	13.3%	8.7%	0.0%	11.1%	16.0%	11.8%	10.9%	8.3%
(4) Poor	1.4%	2.0%	1.0%	0.0%	0.0%	0.0%	0.0%	3.1%	1.4%
Average	1.85	1.93	1.78	2.00	1.67	1.84	1.74	1.97	1.81

	Overall <i>n</i> =207	Location			Residency				
		East <i>n</i> =66	Central <i>n</i> =100	West <i>n</i> =40	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =136
(1) Excellent		25.8%	31.0%	30.0%	0.0%	48.0%	34.6%	15.4%	27.2%
(2) Good		59.1%	60.0%	55.0%	83.3%	48.0%	57.7%	46.2%	60.3%
(3) Fair		13.6%	7.0%	15.0%	16.7%	4.0%	7.7%	38.5%	10.3%
(4) Poor		1.5%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%
Average		1.91	1.80	1.85	2.17	1.56	1.73	2.23	1.88

Overall General Services: Importance

	Overall <i>n</i> =197	Gender		Age					
		Male <i>n</i> =95	Female <i>n</i> =99	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =8	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =34	56 - 65 <i>n</i> =61	Over 65 <i>n</i> =67
(1) High	53.3%	43.2%	62.6%	0.0%	62.5%	60.0%	64.7%	50.8%	47.8%
(2) Medium	45.7%	54.7%	37.4%	100.0%	25.0%	40.0%	35.3%	47.5%	52.2%
(3) Low	1.0%	2.1%	0.0%	0.0%	12.5%	0.0%	0.0%	1.6%	0.0%
Average	1.48	1.59	1.37	2.00	1.50	1.40	1.35	1.51	1.52

	Overall <i>n</i> =197	Location			Residency				
		East <i>n</i> =62	Central <i>n</i> =96	West <i>n</i> =39	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =25	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =12	Over 15 <i>n</i> =127
(1) High		51.6%	56.3%	48.7%	66.7%	56.0%	65.4%	25.0%	52.0%
(2) Medium		48.4%	41.7%	51.3%	33.3%	40.0%	34.6%	75.0%	47.2%
(3) Low		0.0%	2.1%	0.0%	0.0%	4.0%	0.0%	0.0%	0.8%
Average		1.48	1.46	1.51	1.33	1.48	1.35	1.75	1.49

Crosstabulation of Results

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

Knowledgeable

	Overall <i>n=114</i>	Gender		Age					
		Male <i>n=49</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=16</i>	56 - 65 <i>n=33</i>	Over 65 <i>n=42</i>
		(1) Excellent	58.8%	46.9%	69.8%	0.0%	50.0%	53.3%	43.8%
(2) Good	32.5%	42.9%	23.8%	0.0%	0.0%	40.0%	43.8%	30.3%	31.0%
(3) Fair	7.9%	8.2%	6.3%	0.0%	50.0%	6.7%	12.5%	6.1%	0.0%
(4) Poor	0.9%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%
Average	1.51	1.65	1.37	0.00	2.00	1.53	1.69	1.42	1.38

	Overall <i>n=114</i>	Location			Residency				
		East <i>n=48</i>	Central <i>n=44</i>	West <i>n=21</i>	Under 1 <i>n=5</i>	1 to 5 <i>n=18</i>	6 to 10 <i>n=11</i>	11 to 15 <i>n=8</i>	Over 15 <i>n=72</i>
		(1) Excellent	56.3%	65.9%	52.4%	60.0%	55.6%	63.6%	62.5%
(2) Good	35.4%	22.7%	42.9%	0.0%	27.8%	27.3%	37.5%	36.1%	
(3) Fair	8.3%	9.1%	4.8%	40.0%	16.7%	9.1%	0.0%	4.2%	
(4) Poor	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	
Average	1.52	1.48	1.52	1.80	1.61	1.45	1.38	1.49	

Responsive

	Overall <i>n=116</i>	Gender		Age					
		Male <i>n=51</i>	Female <i>n=63</i>	18 - 25 <i>n=0</i>	26 - 35 <i>n=5</i>	36 - 45 <i>n=15</i>	46 - 55 <i>n=16</i>	56 - 65 <i>n=33</i>	Over 65 <i>n=45</i>
		(1) Excellent	60.3%	49.0%	71.4%	0.0%	60.0%	53.3%	50.0%
(2) Good	34.5%	43.1%	27.0%	0.0%	20.0%	40.0%	43.8%	36.4%	28.9%
(3) Fair	0.9%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%
(4) Poor	4.3%	5.9%	1.6%	0.0%	20.0%	6.7%	6.3%	0.0%	2.2%
Average	1.49	1.65	1.32	0.00	1.80	1.60	1.63	1.36	1.40

	Overall <i>n=116</i>	Location			Residency				
		East <i>n=48</i>	Central <i>n=47</i>	West <i>n=20</i>	Under 1 <i>n=4</i>	1 to 5 <i>n=18</i>	6 to 10 <i>n=11</i>	11 to 15 <i>n=8</i>	Over 15 <i>n=75</i>
		(1) Excellent	52.1%	70.2%	60.0%	75.0%	66.7%	63.6%	62.5%
(2) Good	43.8%	23.4%	35.0%	25.0%	22.2%	36.4%	37.5%	37.3%	
(3) Fair	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	
(4) Poor	4.2%	4.3%	5.0%	0.0%	11.1%	0.0%	0.0%	4.0%	
Average	1.56	1.40	1.50	1.25	1.56	1.36	1.38	1.52	

Crosstabulation of Results

Courteous									
	Overall <i>n</i> =116	Gender		Age					
		Male <i>n</i> =51	Female <i>n</i> =63	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =6	36 - 45 <i>n</i> =15	46 - 55 <i>n</i> =16	56 - 65 <i>n</i> =33	Over 65 <i>n</i> =44
		(1) Excellent	67.2%	58.8%	76.2%	0.0%	83.3%	60.0%	56.3%
(2) Good	25.0%	31.4%	19.0%	0.0%	0.0%	26.7%	37.5%	21.2%	25.0%
(3) Fair	5.2%	5.9%	3.2%	0.0%	0.0%	13.3%	6.3%	3.0%	2.3%
(4) Poor	2.6%	3.9%	1.6%	0.0%	16.7%	0.0%	0.0%	3.0%	2.3%
Average	1.43	1.55	1.30	0.00	1.50	1.53	1.50	1.36	1.36

	Overall <i>n</i> =116	Location			Residency				
		East <i>n</i> =48	Central <i>n</i> =46	West <i>n</i> =21	Under 1 <i>n</i> =5	1 to 5 <i>n</i> =18	6 to 10 <i>n</i> =11	11 to 15 <i>n</i> =8	Over 15 <i>n</i> =74
		(1) Excellent	64.6%	73.9%	61.9%	60.0%	77.8%	72.7%	62.5%
(2) Good	31.3%	19.6%	19.0%	20.0%	16.7%	27.3%	37.5%	25.7%	
(3) Fair	4.2%	2.2%	14.3%	0.0%	5.6%	0.0%	0.0%	6.8%	
(4) Poor	0.0%	4.3%	4.8%	20.0%	0.0%	0.0%	0.0%	2.7%	
Average	1.40	1.37	1.62	1.80	1.28	1.27	1.38	1.47	

Overall									
	Overall <i>n</i> =115	Gender		Age					
		Male <i>n</i> =51	Female <i>n</i> =62	18 - 25 <i>n</i> =0	26 - 35 <i>n</i> =6	36 - 45 <i>n</i> =15	46 - 55 <i>n</i> =16	56 - 65 <i>n</i> =32	Over 65 <i>n</i> =44
		(1) Excellent	60.9%	51.0%	71.0%	0.0%	50.0%	53.3%	50.0%
(2) Good	32.2%	39.2%	25.8%	0.0%	16.7%	40.0%	43.8%	31.3%	27.3%
(3) Fair	3.5%	5.9%	0.0%	0.0%	16.7%	6.7%	0.0%	0.0%	2.3%
(4) Poor	3.5%	3.9%	3.2%	0.0%	16.7%	0.0%	6.3%	3.1%	2.3%
Average	1.50	1.63	1.35	0.00	2.00	1.53	1.63	1.41	1.39

	Overall <i>n</i> =115	Location			Residency				
		East <i>n</i> =47	Central <i>n</i> =46	West <i>n</i> =21	Under 1 <i>n</i> =4	1 to 5 <i>n</i> =18	6 to 10 <i>n</i> =11	11 to 15 <i>n</i> =8	Over 15 <i>n</i> =74
		(1) Excellent	57.4%	65.2%	61.9%	75.0%	55.6%	72.7%	62.5%
(2) Good	38.3%	26.1%	28.6%	0.0%	38.9%	27.3%	37.5%	32.4%	
(3) Fair	2.1%	4.3%	4.8%	0.0%	5.6%	0.0%	0.0%	4.1%	
(4) Poor	2.1%	4.3%	4.8%	25.0%	0.0%	0.0%	0.0%	4.1%	
Average	1.49	1.48	1.52	1.75	1.50	1.27	1.38	1.53	

Crosstabulation of Results

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

	Overall <i>n</i> =214	Gender		Age					
		Male <i>n</i> =99	Female <i>n</i> =109	18 - 25 <i>n</i> =1	26 - 35 <i>n</i> =9	36 - 45 <i>n</i> =25	46 - 55 <i>n</i> =35	56 - 65 <i>n</i> =62	Over 65 <i>n</i> =80
		(1) Very Likely	52.8%	47.5%	56.9%	0.0%	66.7%	56.0%	54.3%
(2) Likely	36.9%	40.4%	35.8%	100.0%	22.2%	44.0%	34.3%	46.8%	30.0%
(3) Neither Likely nor Unlikely	7.0%	8.1%	5.5%	0.0%	11.1%	0.0%	5.7%	9.7%	6.3%
(4) Unlikely	1.9%	3.0%	0.0%	0.0%	0.0%	0.0%	2.9%	1.6%	1.3%
(5) Very Unlikely	1.4%	1.0%	1.8%	0.0%	0.0%	0.0%	2.9%	3.2%	0.0%
Average	1.62	1.70	1.54	2.00	1.44	1.44	1.66	1.84	1.46

	Overall <i>n</i> =214	Location			Residency				
		East <i>n</i> =67	Central <i>n</i> =103	West <i>n</i> =42	Under 1 <i>n</i> =6	1 to 5 <i>n</i> =30	6 to 10 <i>n</i> =26	11 to 15 <i>n</i> =13	Over 15 <i>n</i> =138
		(1) Very Likely	52.8%	52.2%	54.4%	50.0%	33.3%	70.0%	65.4%
(2) Likely	36.9%	35.8%	35.9%	42.9%	50.0%	30.0%	30.8%	30.8%	39.1%
(3) Neither Likely nor Unlikely	7.0%	6.0%	6.8%	7.1%	16.7%	0.0%	3.8%	7.7%	8.7%
(4) Unlikely	1.9%	3.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%
(5) Very Unlikely	1.4%	3.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%
Average	1.62	1.69	1.59	1.57	1.83	1.30	1.38	1.46	1.74

Service Measure Rankings

Quality of Life Rankings

Quality Rating	2018 Rank	2019 Rank	2020 Rank	2021 Rank	2021 Value
Your neighborhood as a place to live	1	T1	1	1	1.57
Algonquin as a place to live	2	T1	2	2	1.59
Cleanliness of Algonquin	4	T3	3	3	1.64
Overall appearance of Algonquin	6	5	4	4	1.76
Availability of paths and walking trails	11	10	10	5	1.82
Algonquin as a place to raise children	3	2	T6	T7	1.86
Algonquin compared to other communities in the area	7	4	7	T7	1.86
Overall image or reputation of Algonquin	9	7	9	8	1.89
Quality of overall natural environment in Algonquin	8	9	11	9	1.90
Overall quality of businesses and services in Algonquin	10	8	T6	10	1.93
Variety of housing options	12	6	8	11	1.99
Ease of walking in Algonquin	T15	15	15	12	2.02
Shopping opportunities	5	T3	T13	T14	2.06
Overall quality of new development in Algonquin	14	11	T13	T14	2.06
Ease of bicycle travel in Algonquin	17	17	18	15	2.08
Overall direction that Algonquin is taking	T15	14	14	16	2.11
Recreational opportunities	18	13	19	17	2.13
Opportunities to participate in social events and activities	13	12	17	18	2.18
Algonquin as a place to work	T19	16	16	19	2.22
Ease of car travel in Algonquin	21	20	22	20	2.36
Employment opportunities	22	19	21	21	2.41
Value of services for the taxes paid to the Village of Algonquin	T19	18	20	22	2.43
Traffic flow on major streets	23	21	23	23	2.56

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.

Service Measure Rankings

Quality and Importance Rankings

Quality Rating	2019 Rank	2020 Rank	2021 Rank	2021 Value
911 services	2	1	1	1.52
Garbage collection	T7	3	T3	1.62
Recycling	T8	2	T3	1.62
Online payment options	T1	5	4	1.64
Responding to citizen calls	3	4	5	1.71
T8				
Crime prevention	T10	8	T8	1.74
Village newsletter	12	T10	T8	1.74
Ease of water billing services	13	6	T8	1.74
Preservation of natural areas	T18	20	T10	1.77
Quality of Village parks	T17	21	T10	1.77
T8				
Public property maintenance	T24	T19	T13	1.78
Algonquin e-News	11	12	T13	1.78
Overall Police Services	9	T10	T13	1.78
Pedestrian and bicycle paths	27	13	14	1.79
Yard waste collection	4	7	T16	1.81
T8				
Urban forestry program	T26	T15	T16	1.81
Park maintenance	T17	16	17	1.82
Public property beautification	28	T25	18	1.83
Overall General Services	T26	11	T21	1.85
Snow/ice removal	6	T15	T21	1.85
T8				
Sewer services	21	T19	T21	1.85
Overall Public Works	23	T25	T24	1.88
Website	T5	T19	T24	1.88
Street sweeping	T18	29	T24	1.88
Social media	T8	26	25	1.93
T8				
Overall Parks and Recreation	T5	T34	26	1.97
Patrol services	19	27	T28	1.98
Stormwater drainage	32	28	T28	1.98
Street lighting	T7	30	29	2.02
Ease/efficiency of obtaining permits	15	22	30	2.03
T8				
Overall Community Development	T14	31	T32	2.04
Tree trimming	25	23	T32	2.04
Street maintenance	T14	T39	33	2.06
Sidewalk maintenance	16	T34	34	2.07
Street improvement	20	40	35	2.10
T8				
Traffic enforcement	31	T34	36	2.12
Economic development	T10	36	37	2.13
Special events	21	43	38	2.14
Code enforcement	T17	35	T40	2.18
Recreation programs	T24	T39	T40	2.18
T8				
Swimming Pool Facility	T1	45	41	2.20
Land use, planning/zoning	29	T42	42	2.21
Drinking water	33	T39	43	2.22
Recreation facilities	22	44	44	2.25
Promoting Village to visitors	30	T42	45	2.29

Importance Rating	2019 Rank	2020 Rank	2021 Rank	2021 Value
Crime prevention	T9	T3	T1	1.08
Website	T25	T3	T1	1.08
911 services	T4	1	3	1.10
Drinking water	T14	4	T5	1.12
Snow/ice removal	6	5	T5	1.12
T8				
Garbage collection	1	8	T8	1.19
Overall Police Services	T4	T7	T8	1.19
Recycling	2	9	T8	1.19
Responding to citizen calls	13	T7	9	1.20
Street maintenance	3	10	10	1.21
T8				
Yard waste collection	5	11	T12	1.27
Sewer services	19	12	T12	1.27
Stormwater drainage	10	T16	13	1.31
Overall Public Works	7	13	14	1.35
Street lighting	8	T16	T16	1.38
T8				
Patrol services	16	14	T16	1.38
Land use, planning/zoning	15	20	17	1.39
Recreation programs	T9	T22	T19	1.40
Street improvement	T14	17	T19	1.40
Overall Community Development	T22	19	T21	1.43
T8				
Economic development	18	18	T21	1.43
Quality of Village parks	T14	T25	T23	1.45
Preservation of natural areas	T22	T22	T23	1.45
Ease of water billing services	17	T25	24	1.47
Overall General Services	11	T25	25	1.48
T8				
Sidewalk maintenance	T22	26	26	1.49
Public property maintenance	12	27	27	1.51
Pedestrian and bicycle paths	29	32	T29	1.53
Online payment options	T23	33	T29	1.53
Overall Parks and Recreation	T20	28	30	1.55
T8				
Ease/efficiency of obtaining permits	T25	T30	31	1.58
Traffic enforcement	T20	T30	32	1.62
Code enforcement	21	31	T34	1.64
Public property beautification	T20	34	T34	1.64
Urban forestry program	T33	39	T36	1.70
T8				
Village newsletter	26	T37	T36	1.70
Recreation facilities	27	T37	37	1.71
Street sweeping	28	41	38	1.73
Park maintenance	24	40	T40	1.76
Promoting Village to visitors	T23	38	T40	1.76
T8				
Tree trimming	T33	T37	41	1.77
Algonquin e-News	30	43	42	1.82
Swimming Pool Facility	32	42	43	1.84
Special events	31	44	44	1.86
Social media	34	45	45	2.01

Survey Instrument

2021 Algonquin Community Survey – Page 1

Please complete the 2021 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 <https://www.surveymonkey.com/r/2021-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 15, 2021. 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.

	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
Police/Public Safety									
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

2021 Algonquin Community Survey – Page 2

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

Survey Instrument

PRE-SORTED
Standard
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Algonquin, Illinois
Permit No. 33

2021 Algonquin Community Survey – Page 3

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 15, 2021**. 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 using this Code!
<https://www.surveymonkey.com/r/2021-ACS>



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

2021 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 1,750 randomly selected residents who have the opportunity to participate.

The 2021 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 <https://www.surveymonkey.com/r/2021-ACS>.

We ask that you respond as soon as possible, but no later than **October 15, 2021**.

Results are reported in aggregate form; therefore, your responses will remain completely anonymous. If you have any questions about the 2021 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,

 Debby Sosine
 Village President

Tim Schloneger
 Village Manager

Please Tape Your Completed Form Closed

Return to:
VILLAGE OF ALGONQUIN
2200 HARNISH DRIVE
ALGONQUIN, IL 60102

POSTAGE WILL BE PAID BY ADDRESSEE