



# Village of Lindenhurst 2018 Community Survey

Final

November 2018

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## 1.0 Executive Summary

NuStats was contracted by the Village of Lindenhurst to conduct a community survey during late summer and early fall 2018. The survey was conducted by an online survey and by paper surveys that were filled in by respondents and mailed back to NuStats. A total of 2,000 surveys were mailed to selected sample, with a total return of 350 completed surveys. Of these, 333 were paper and 17 were web.

General findings show Village residents are very satisfied with:

- Safety within the Village
- Reliability of household trash, recycling, and yard waste collection
- Quality of household trash collection, recycling, and library services
- Response time of Emergency Medical Services
- Effectiveness and professionalism of police officers and staff, emergency medical services, and fire department

Items that garnered responses from Village residents where more than 30 percent stated they are somewhat dissatisfied or very dissatisfied were:

- Timely repair of streets
- Maintenance and driving condition of Village streets
- Value of Village services per tax dollar
- Local availability of goods and services

We will go into further detail on a question-by-question analysis later in this report.

There is an unusually high neutral response level in many of the questions. Suggestions on how to decrease the percentage of these neutral responses are presented in 13.0 – Conclusions and Recommendations. For the purposes of streamlining the descriptive text in this report, notations about the neutral responses have been kept to a minimum.

The chapters in this report have been organized by topics that were appropriate to group together. When discussing the top-2 responses or box scores, this represents the percentage of the top two positive responses for each attribute. The two highest ratings have been combined to produce the result. These responses could have been very satisfied and somewhat satisfied, or complete confidence and a great deal of confidence, or excellent and good. The mean scores are based on the values assigned between 1 and 5 where 1=the highest score, and 5=the lowest score.

## **2.0 Background and Objectives**

The Village of Lindenhurst, is located in Lake County, Illinois. The population was 14,462 at the 2010 census. NuStats targeted the completion of a total of 400 surveys to provide a level of statistical precision of plus or minus 4.83 percent at the 95 percent confidence level. This sample size would correspond to three percent of the estimated population and provide sufficient data to assess the opinions and attitudes of current Lindenhurst residents. The estimated population of residents who speak languages other than English is less than ten percent, therefore we recommended that the survey be available in English only.

The Village wanted to find out more about how their citizens feel about a variety of topics. Topics included in the Community Survey were: General Perceptions of the Community; Overall Satisfaction with Village Services; Safety; Customer Service; Recreational and Cultural Services; Confidence in Government entities; Importance Ranking; and Resident Demographics. Also included were questions regarding current emerging topics of interest that may affect future public policy, budget allocations etc.

### **2.1 Sampling**

A sample file containing 5,055 records was obtained from the Village. Of those records, 166 were determined to be non-residential addresses. Two-thousand residential addresses were randomly selected from the remaining 4,792 records. There were two zip codes in the data file: 60046 and 60631. Although one record was shown as being in zip code 60631, researching the address shows it is actually located in zip code 60046. All completed surveys were located in 60046.

NuStats recommended that respondents be given the option to complete the survey online, and the Village opted to include a web survey. This multi-modal approach typically results in a higher response rate and allows for diversification of the population of survey respondents with the expectation that younger more technically savvy participants are likely to favor an electronic survey over a paper survey. Access to the online survey was controlled through the use of a Personal Identification Number (PIN) that was included in the survey cover letter. The PIN serves multiple purposes: it allows NuStats to limit respondents from submitting more than one survey, it prevents those without a PIN from accessing the survey, and it is an added safety/security feature that ensures survey responses remain confidential.



## **3.0 Scope and Methodology**

### **3.1 Survey Instrument Design**

NuStats and the Village project manager worked closely to develop the questionnaire to ensure all data elements important to the Village were included in the survey, along with demographic questions. Upon final approval the questionnaire was printed using an 11X17 page (in 100# cardstock), folded in half to allow the survey to be displayed in booklet format of 4 pages printed in black and white.

A cover letter was also developed that contained a brief explanation of the purpose of the survey, instructions on how to complete the survey, what to do after the survey is completed, a statement of privacy and confidentiality, a statement that clarified that participation is voluntary, and information on how to complete the survey online, as well as a toll-free number to call for assistance, if needed. A respond by date was included as a guideline to encourage respondents to complete the survey quickly. All materials were branded with the Village of Lindenhurst logo.

The two-thousand residents invited to participate in the survey were mailed a paper survey with a cover letter, along with a Business Reply Mail envelope to return the completed survey to NuStats at no charge.

NuStats estimated a completion rate of at least 30 percent, which would yield 400 completed surveys.

### **3.2 Data Processing and Quality Assurance**

Data from the mail survey was scanned and processed by a “reader” component of our Teleform software that is capable of recognizing handprint, machine print, bar codes, and mark print. This process generates an image of each survey page, which is primarily used during verification to confirm the resulting data matches what the respondent entered. Verifiers view the image of the scanned survey displayed on a computer screen, and staff confirms or enters correct responses. Quality control checks include comparing screen captures with the actual physical survey to ensure data is properly captured for about 10% of the surveys. The value of this automated process is both data accuracy and the velocity of data processing. Data are then extracted from the image files using Optical Character Recognition (OCR)-based software, which further streamlines the verification process by significantly limiting the data entry component. After verification and review, all data are committed to an Access database.

NuStats utilizes a strict set of quality control mechanisms to ensure the highest quality of the data delivered. Surveys with a large amount of missing data fail the data quality review. Three surveys returned were not usable due to the large volume of missing data. All records are processed through a customized Python edit check program and then formatted in the agreed-upon data structure. The dataset is accompanied by a data codebook containing all data element variable names, specifications, choice codes and labels, and skip conditions.

## 4.0 Summary of Responses and Overall Ratings

Tables 1 and 2 show the overall response rates to the survey. As previously noted, of the 350 completed surveys, 333 were obtained from paper surveys, and 17 were obtained from online or web surveys. The return rate fell short of the expected 30 percent, with a 17.8 percent return rate. Also as noted previously, only one record contained a zip code other than 60046. The final dataset contained only records from zip code 60046.

**Table 1: Survey Response Rates**

	2018 Total (Mail & Web)
Total Survey Invitations	2,000
Less Returns (Non-Deliverable Addresses)	19
Net Survey Invitations Delivered	1,981
<b>Completed Surveys Received (Mail &amp; Web)</b>	<b>350</b>
<i>Blank Surveys Returned</i>	<b>3</b>
<i>Return Rate (Response Rate)</i>	<b>17.8%</b>

**Table 2: Survey Response by Zip Code**

Zip code	Survey Invitations	Surveys Processed	Response Rate
60046	1,999	350	17.5%
60631	1	0	0%

## 4.1 Composite Score Results

The following table shows the composite score results for all of the categories included in the questionnaire. The top 2 box score represents the percentage of the top two positive responses for each attribute. The mean scores are based on the values assigned between 1 and 5 where 1=the highest score, and 5=the lowest score. The percentage of mean score is the percentage of responses that matched one of those values.

**Table 3: Category Composite Score Results**

Category	Percentage of Mean Score					2018 Top-2 Box
	1	2	3	4	5	
Overall Satisfaction Level with Village Services	23%	33%	27%	10%	6%	57%
Water and Sewer	34%	32%	21%	9%	5%	66%
Public Works	43%	32%	15%	6%	4%	75%
Street Maintenance Services	27%	33%	16%	14%	10%	60%
Safety and Emergency Services	49%	30%	14%	5%	3%	79%
Other Emergency Services	61%	20%	18%	1%	0%	81%
<b>TOTAL AVERAGE</b>	39%	30%	18%	8%	5%	69%

## 5.0 Performance Attributes Results

### 5.1 Top 10 Attributes

When looking at the whole survey, we have broken the top and bottom attributes. The top ten attributes are shown in Figure 1. Two out of the three questions (35 and 36) with regard to residents' feeling of safety were included in the top 10. Safety is considered to be a top priority for community surveys.

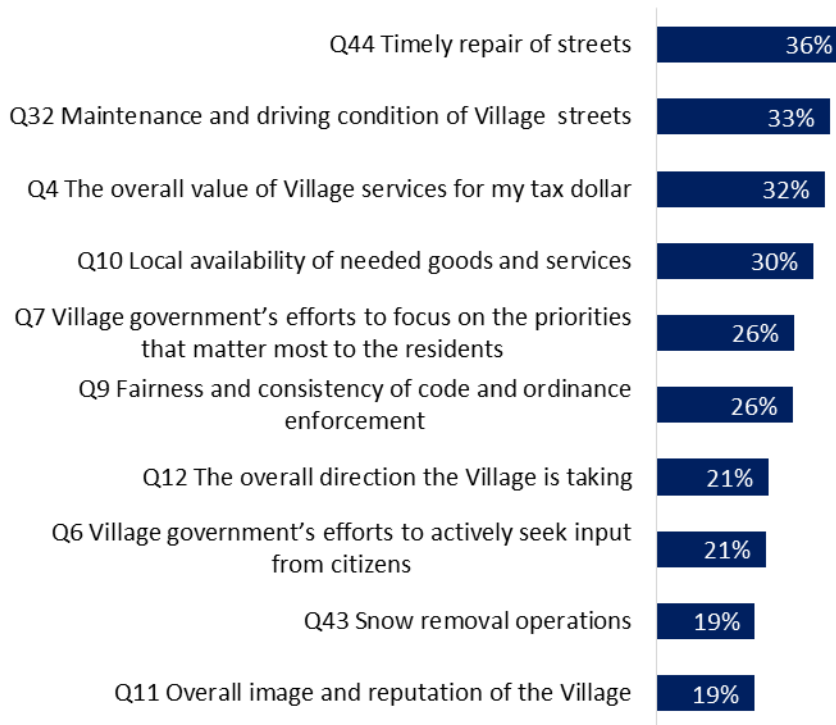
**Figure 1: Top 10 Rated Attributes**



## 5.2 Bottom 10 Attributes

Figure 2 provides a look at the 10 least favorably rated attributes. The percentages represent the Very Dissatisfied and Dissatisfied responses combined and showing the timely repair of streets as the attribute residents are most displeased with.

**Figure 2: Bottom 10 Rated Attributes**



## 6.0 Village Government and Services

### 6.1 Overall Satisfaction Level with Village Services

With regard specifically to Village and Government services, and in looking at the top two positive scores, we present how Village and Government services are perceived in Table 4. The top 2 box score represents the percentage of the top two positive responses for each attribute. The mean scores are based on the values assigned between 1 and 5 where 1=the highest score, and 5=the lowest score.

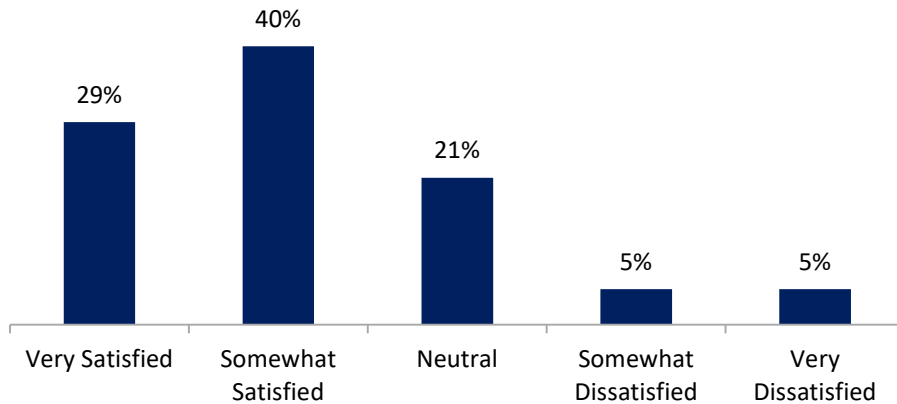
**Table 4: Overall Satisfaction Level with Village Services**

OVERALL VILLAGE SERVICES & AMENITIES ATTRIBUTES / SATISFACTION LEVELS: HIGH TO LOW		
Attribute Description	Top 2 Box	Mean
Q15 Efforts by the Village to prevent crime	72%	2.003
Q19 Availability of information about Village programs, events, services, and issues	72%	2.127
Q3 Timeliness and professionalism of service provided by Village employees	71%	2.052
Q1 Village government's overall job of providing high-quality services	69%	2.175
Q18 Overall quality of customer service	68%	2.138
Q5 Usefulness of information on the Village web page	66%	2.146
Q11 Overall image and reputation of the Village	61%	2.392
Q8 The effectiveness of Village staff to resolve customer service issues	54%	2.482
Q14 The quality of Village services offered online	53%	2.408
Q12 The overall direction the Village is taking	51%	2.595
Q13 The number of Village services offered online	50%	2.430
Q6 Village government's efforts to actively seek input from citizens	49%	2.589
Q4 The overall value of Village services for my tax dollar	48%	2.817
Q2 Responsiveness of elected officials	48%	2.549
Q9 Fairness and consistency of code and ordinance enforcement	44%	2.793
Q7 Village government's efforts to focus on the priorities that matter most to the residents	44%	2.759
Q10 Local availability of needed goods and services	42%	2.826

The following figures present the results of how each question was answered by respondents. There is a large share of neutral responses to all of these questions, which may indicate an opportunity to revise the wording of the questions for future surveys in a way that would encourage a response other than a neutral response. Although it should be noted that many of those questions with a high level of neutral responses show a higher level of positive responses over negative responses.

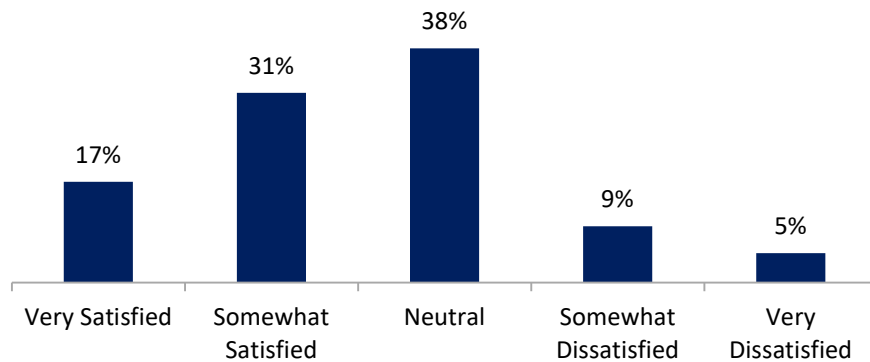
In Figure 3, we present how residents perceive the Village government's overall job of providing high-quality services. Sixty-nine percent of respondents feel they are Very Satisfied, or Somewhat Satisfied with this.

**Figure 3: Q1 - Village government's overall job of providing high-quality services**



In Figure 4, the results of how residents perceive the responsiveness of the elected officials are displayed.

**Figure 4: Q2 - Responsiveness of elected officials**



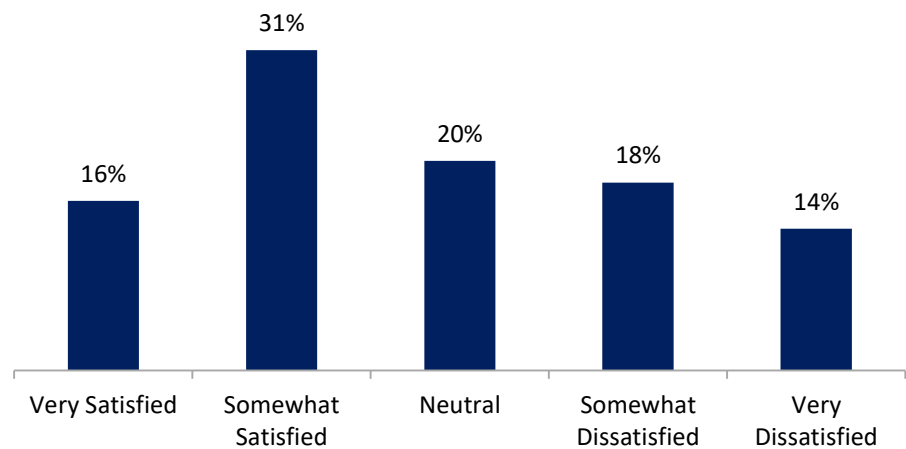
Seventy one percent of Village residents are satisfied with the timeliness and professionalism of services provided by Village employees. Only 9 percent of respondents expressed dissatisfaction with these items.

**Table 5: Q3 - Timeliness and professionalism of service provided by Village employees**

Timeliness and professionalism of service provided by Village employees	Count	%
Very Satisfied	109	35%
Somewhat Satisfied	110	36%
Neutral	62	20%
Somewhat Dissatisfied	18	6%
Very Dissatisfied	9	3%
Total	308	100%

When asked if they felt positively or negatively about the value of services they receive from the Village for their tax dollar, nearly half of respondents expressed they are satisfied with this.

Figure 5: Q4 - The overall value of Village services for my tax dollar



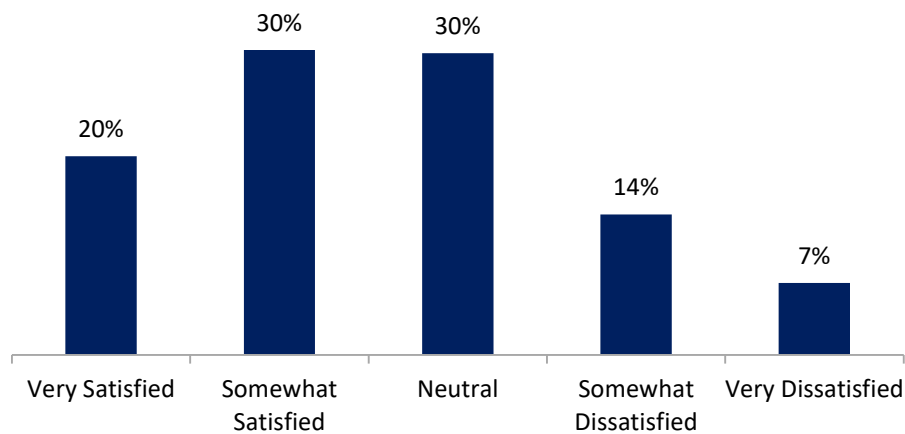
With regard to how useful residents find the information available on the Village web page, 66 percent are satisfied with it, and only 8 percent are dissatisfied.

Table 6: Q5 - Usefulness of information on the Village web page

Usefulness of information on the Village web page	Count	%
Very Satisfied	84	29%
Somewhat Satisfied	106	37%
Neutral	76	26%
Somewhat Dissatisfied	16	6%
Very Dissatisfied	6	2%
Total	288	100%

In Figure 6, we look at how residents feel about the Village’s efforts to actively seek input from its citizens. Half of all respondents are satisfied with this.

Figure 6: Q6 - Village government’s efforts to actively seek input from citizens



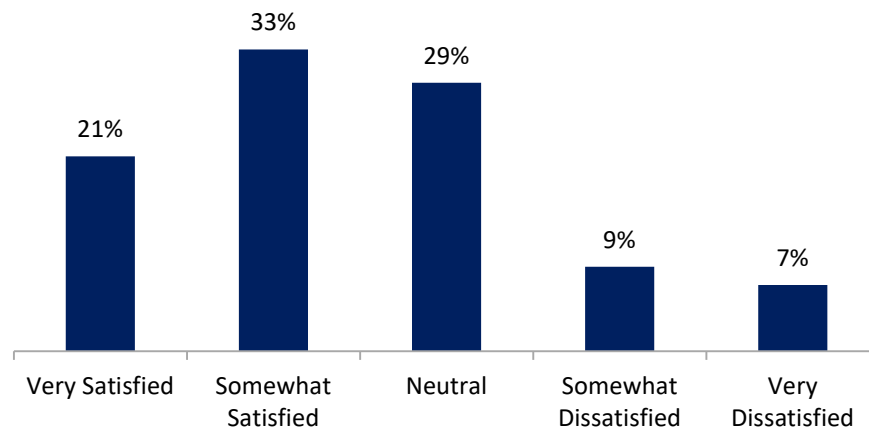
In Table 7, we display the results of how satisfied respondents are with the Village's efforts to focus on the priorities that matter most to the residents. Forty-four percent of respondents state they are either Very Satisfied, or Somewhat Satisfied with this.

**Table 7: Q7 - Village government's efforts to focus on the priorities that matter most to the residents**

Village government's efforts to focus on the priorities that matter most to the residents	Count	%
Very Satisfied	51	17%
Somewhat Satisfied	78	27%
Neutral	88	30%
Somewhat Dissatisfied	45	15%
Very Dissatisfied	32	11%
Total	294	100%

Fifty-four percent of respondents feel the Village staff is effective in resolving customer service issues.

**Figure 7: Q8 - The effectiveness of Village staff to resolve customer service issues**



The fairness and consistency of code and ordinance enforcement is viewed positively by 44 percent of Village residents.

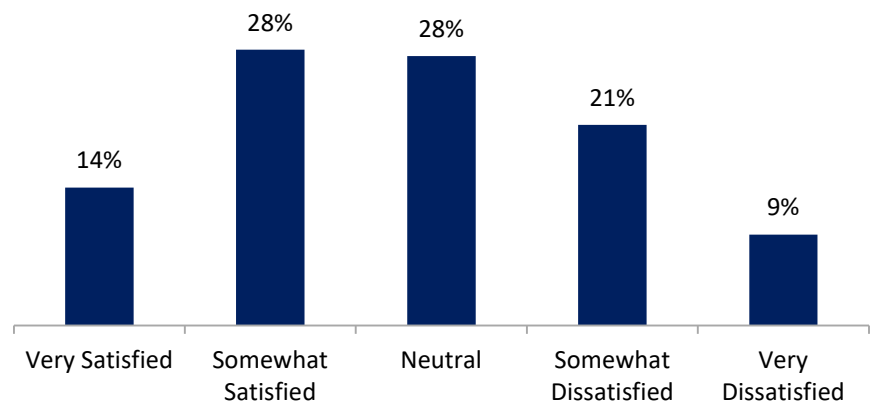
**Table 8: Q9 - Fairness and consistency of code and ordinance enforcement**

Fairness and consistency of code and ordinance enforcement	Count	%
Very Satisfied	39	14%
Somewhat Satisfied	87	31%
Neutral	85	30%
Somewhat Dissatisfied	42	15%
Very Dissatisfied	32	11%
Total	285	100%



Residents feel the local availability of needed goods and services is lacking, with 30 percent of respondents stating they are Very Dissatisfied or Somewhat Dissatisfied with this. Forty-two percent of respondents report they are either Very Satisfied or Somewhat Satisfied with the local availability of needed goods and services. Please see Figure 8.

**Figure 8: Q10 - Local availability of needed goods and services**



The overall image and reputation of the Village is viewed favorably by 61 percent of Village residents.

**Figure 9: Q11 - Overall image and reputation of the Village**

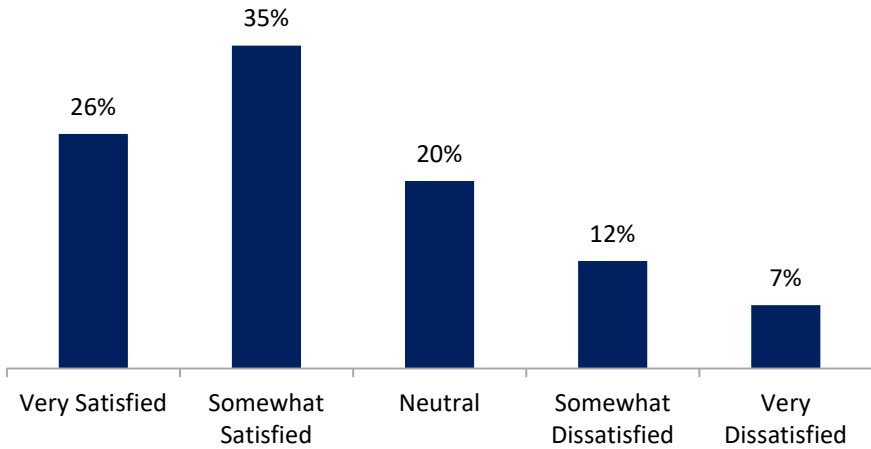
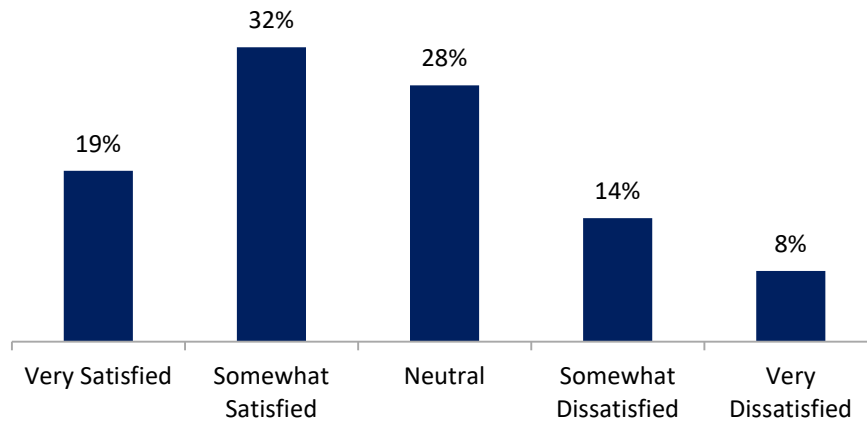


Figure 10 displays the results of respondents’ level of satisfaction with the overall direction the Village is taking. Fifty-one percent of respondents are satisfied with this while 22 percent are dissatisfied with this.

**Figure 10: Q12 - The overall direction the Village is taking**



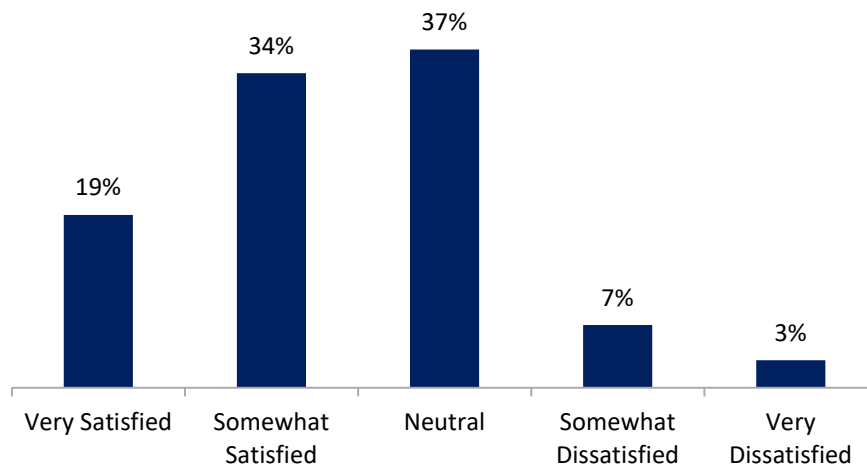
With regard to the number of Village services offered online, 51 percent of respondents report they are Very Satisfied or Somewhat Satisfied with the online services, with only 9 percent stating they are Somewhat Dissatisfied, or Very Dissatisfied.

**Table 9: Q13 - The number of Village services offered online**

The number of Village services offered online	Count	%
Very Satisfied	45	19%
Somewhat Satisfied	77	32%
Neutral	97	40%
Somewhat Dissatisfied	17	7%
Very Dissatisfied	6	2%
Total	242	100%

Respondents were asked to provide their level of satisfaction with the quality of Village services that are offered online. Similar to results from the previous question, 53 percent of respondents expressed satisfaction with the quality of the Village services offered online, and 10 percent show they are dissatisfied with this.

**Figure 11: Q14 - The quality of Village services offered online**



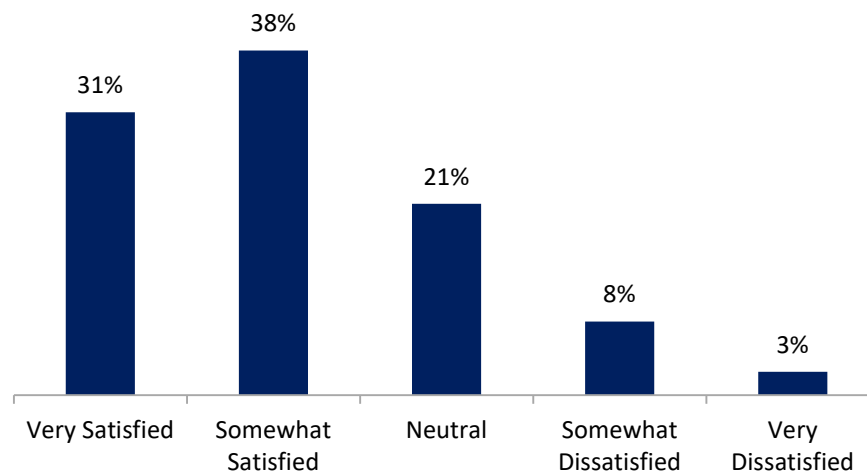
The majority of Village residents are happy with the efforts the Village puts forth to prevent crime with 72 percent of respondents reporting they are Very Satisfied, or Somewhat Satisfied with this. Ten percent expressed they are either Somewhat Dissatisfied, or Very Dissatisfied with these efforts.

**Table 10: Q15 - Efforts by the Village to prevent crime**

Efforts by the Village to prevent crime	Count	%
Very Satisfied	126	39%
Somewhat Satisfied	105	33%
Neutral	58	18%
Somewhat Dissatisfied	24	8%
Very Dissatisfied	7	2%
Total	320	100%

Respondents were asked to rate their level of satisfaction with the overall quality of the Village’s customer service. The majority (69 percent) report they are either Very Satisfied, or Somewhat Satisfied with the customer service they receive from the Village.

**Figure 12: Q18 - Overall quality of customer service**



Nearly three-quarters of Village residents (72 percent) are Very Satisfied, or Somewhat Satisfied with the availability of information about Village, programs, events, services, and issues. The results are presented in Table 11.

**Table 11: Q19 - Availability of information about Village programs, events, services, and issues**

Availability of information about Village programs, events, services, and issues	Count	%
Very Satisfied	97	29%
Somewhat Satisfied	141	43%
Neutral	60	18%
Somewhat Dissatisfied	20	6%
Very Dissatisfied	13	4%
Total	331	100%

The largest portion of residents (41 percent) state they prefer the Village communicate with them via email or the Village website. The next most popular method of communication with the Village is by phone. Social Media and the Village app were the least preferred methods with only 1 percent of respondents stating they preferred to communicate via Social Media, and 1 percent preferring to use the app. Residents were also asked if they use the Village app. Eighty-five percent report they do not use the Village app. Please see Table 12 and Table 13 for these results.

**Table 12: Q64 - What is your preferred method of communicating to the Village?**

What is your preferred method of communicating to the Village?	Count	%
Phone	113	33%
Email/Website	142	41%
In-Person	83	24%
Social Media	4	1%
App	3	1%
Total	345	100%

**Table 13: Q65 - Do you use the Village app?**

Do you use the Village app?	Count	%
Yes	53	15%
No	294	85%
Total	347	100%

### 6.1.1 Water and Sewer

Respondent's satisfaction with water and sewer services shows Lindenhurst residents are pleased with the quality, taste, smell, pressure, and overall services of their drinking water. Nearly three-quarters of respondents provided favorable responses to these questions. The least favorable responses were given with regard to the Village's response to water and sewer service requests, with less than half of respondents rating this favorably. Please see Figure 13.

**Figure 13: Satisfaction with Water and Sewer - Ranked by Top-2 Scores**



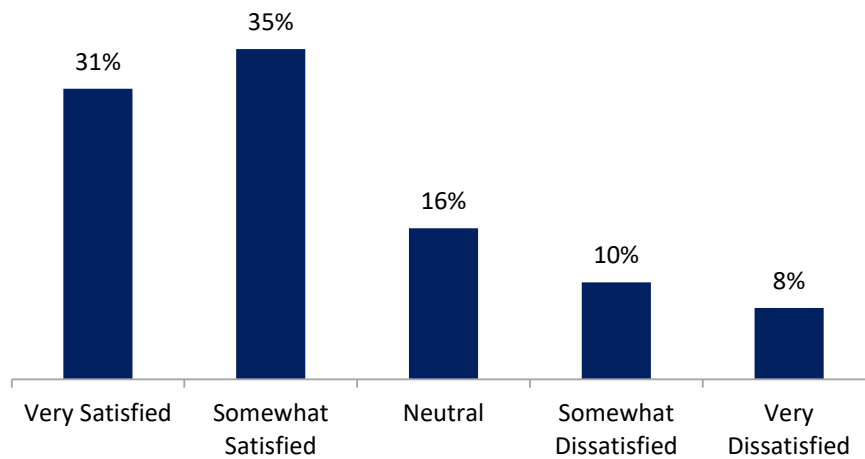
The mean scores are based on the values assigned between 1 and 5 where 1=the highest score, and 5=the lowest score. The results of satisfaction with water and sewer services ranked by mean score is presented in the following table.

**Table 14: Satisfaction with Water and Sewer Ranked by Mean Scores**

Attribute Description	Top 2 Box	Mean
Q24 Please rate the quality of your drinking water	73%	2.003
Q23 The overall satisfaction with your drinking water service	72%	2.025
Q21 Taste, smell and pressure of water	73%	2.044
Q20 Availability of information on water, sewer, and solid waste rates	66%	2.285
Q63 How would you rate the overall value of your water and sewer?	62%	2.312
Q22 Response to water and sewer service requests	49%	2.463

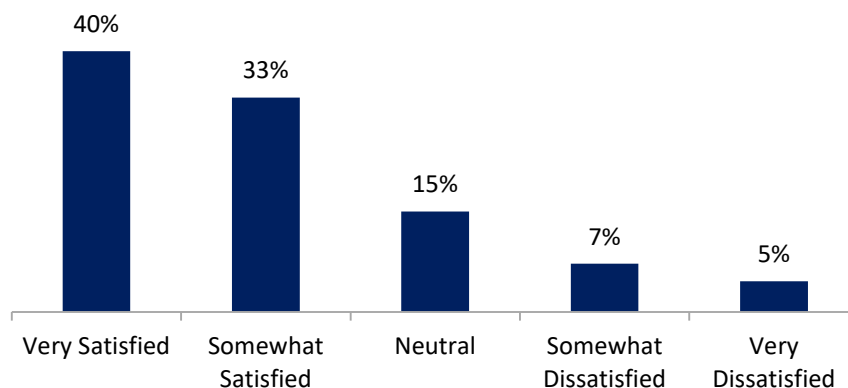
In total, two-thirds (66 percent) of Village residents are satisfied with the level of information available on water, sewer, and solid waste rates.

**Figure 14: Q20 - The availability of information on water, sewer, and solid waste rates**



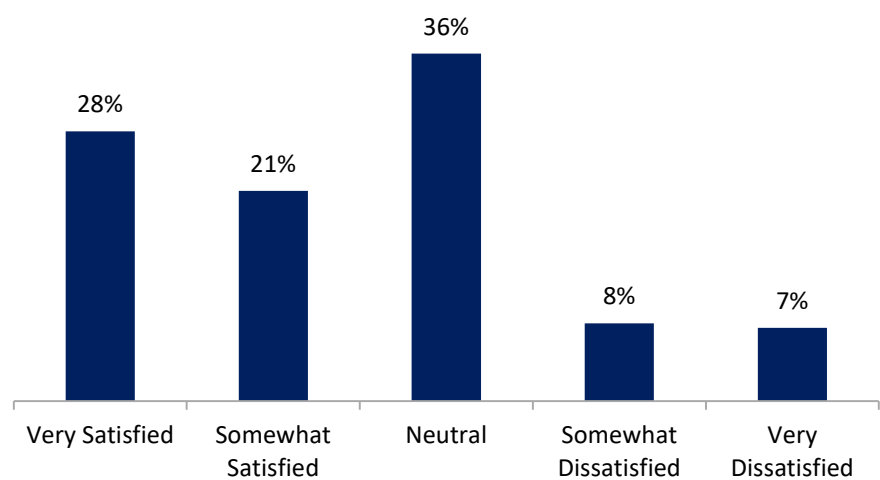
Respondents rate the taste, smell and pressure of drinking water favorably, with 73 percent stating they are Very Satisfied, or Satisfied with this.

**Figure 15: Q21 - The taste, smell and pressure of water**



As noted previously, the Village response to water and sewer service requests is the least favorably viewed attribute in this group of questions. The results are shown in Figure 16.

**Figure 16: Q22 - The response to water and sewer service requests**



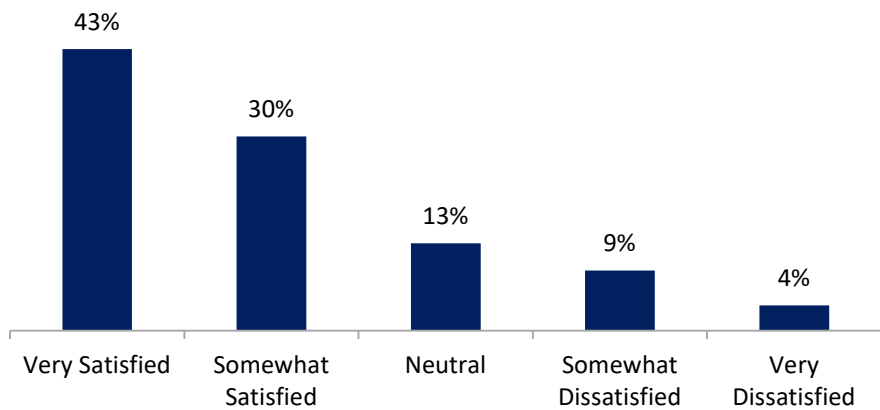
Overall satisfaction with the Village drinking water service is good with 72 percent of respondents providing favorable responses to this question.

**Table 15: Q23 - The overall satisfaction with your drinking water service**

Overall, are you satisfied with your drinking water service?	Count	%
Very Satisfied	140	43%
Somewhat Satisfied	96	29%
Neutral	49	15%
Somewhat Dissatisfied	24	7%
Very Dissatisfied	17	5%
Total	326	100%

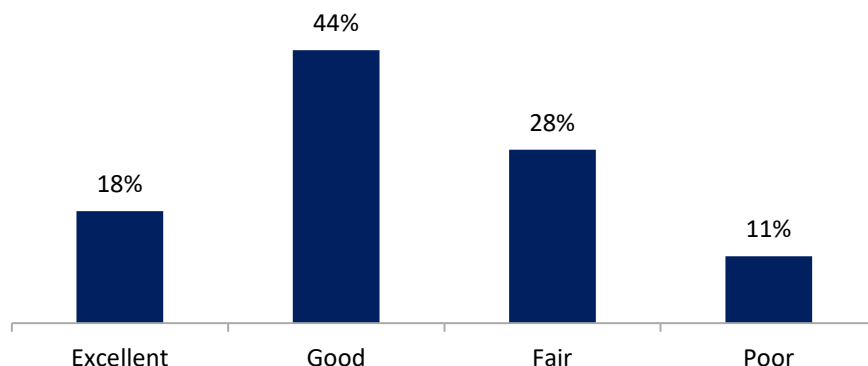
The quality of Village drinking water is rated well, with 43 percent of respondents stating they are Very Satisfied with the quality of their drinking water.

**Figure 17: Q24 - Please rate the quality of your drinking water**



When asked how they would rate the overall value of their water and sewer, 62 percent of respondents state they consider the overall value of their water and sewer to be Excellent or Good. The results are shown in Figure 18.

**Figure 18: Q63 - How would you rate the overall value of your water and sewer?**



### 6.1.2 Public Works

Several attributes of Village Public Works are rated highly, specifically: the reliability of household garbage, recycling, and yard waste collection; the quality of household trash collection services; and the quality of recycling services garnering scores of nearly 90 percent. The responsiveness of Public Works staff is the least favorably ranked attribute with 56 percent of respondents providing a favorable response to this question.

**Figure 19: Satisfaction with Public Works - Ranked by Top-2 Scores**



The following table presents respondent's satisfaction with Public Works ranked by mean score. As noted in previous sections, the mean scores are based on the values assigned between 1 and 5 where 1=the highest score, and 5=the lowest score.

**Table 16: Satisfaction with Public Works Ranked by Mean Scores**

Attribute Description	Top 2 Box	Mean
Q29 Reliability of household garbage, recycling, and yard waste collection	89%	1.526
Q26 Quality of household trash collection services	88%	1.677
Q27 Quality of recycling services	85%	1.712
Q42 Overall cleanliness and maintenance of the Village	74%	2.073
Q30 Effectiveness and professionalism of public works staff	67%	2.077
Q28 Quality of yard waste collection services	70%	2.110
Q25 Accurate and consistent utility billing service	69%	2.162
Q31 Responsiveness of public works staff when requested	56%	2.332

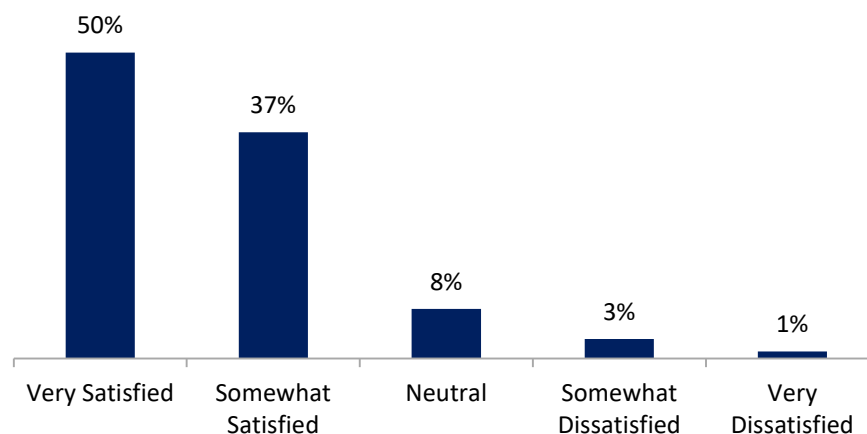
When asked to provide a level of satisfaction about the accuracy and consistency of utility billing services, 68 percent of respondents state they are Very Satisfied, or Somewhat Satisfied with this.

**Table 17: Q25 - Accurate and consistent utility billing service**

Accurate and consistent utility billing service	Count	%
Very Satisfied	124	36%
Somewhat Satisfied	110	32%
Neutral	54	16%
Somewhat Dissatisfied	31	9%
Very Dissatisfied	21	6%
Total	340	100%

The quality of household trash collection services is rated highly with 87 percent of respondents reporting they are Very Satisfied, or Somewhat Satisfied with this service.

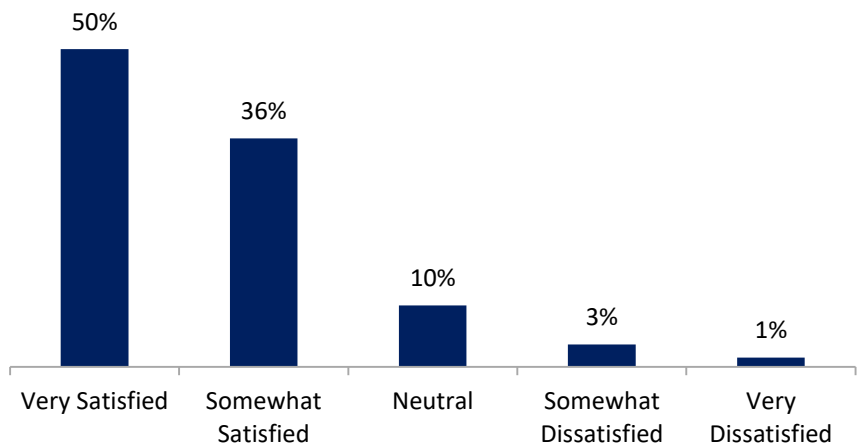
**Figure 20: Q26 - Quality of household trash collection services**





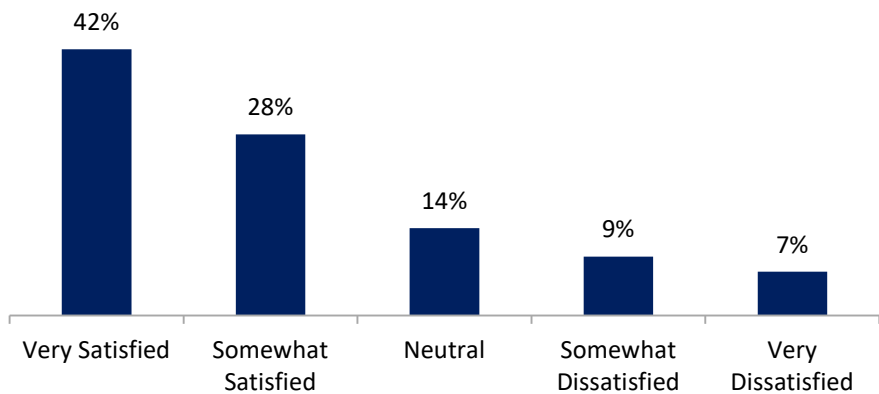
The quality of recycling services is also rated highly with 86 percent of respondents stating they are Very Satisfied, or Somewhat Satisfied with the Village recycling services.

Figure 21: Q27 - Quality of recycling services



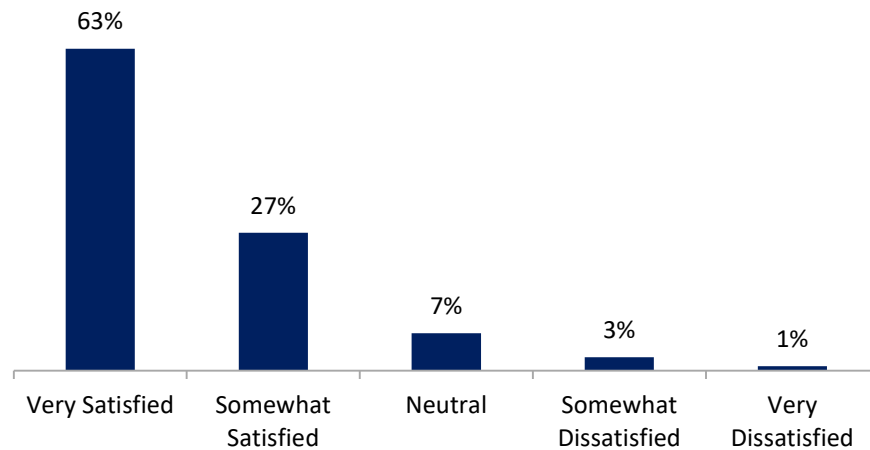
Quality of yard waste collection services is rated favorably by 70 percent of respondents. Please see Figure 22.

Figure 22: Q28 - Quality of yard waste collection services



With 63 percent of respondents reporting they are Very Satisfied with the reliability of household garbage, recycling, and yard waste collection, this is one of the highest rated attributes in the survey. The results are displayed in Figure 23.

**Figure 23: Q29 - Reliability of household garbage, recycling, and yard waste collection**



The effectiveness and professionalism of public works staff is rated favorably by 67 percent of respondents, and unfavorably by 9 percent of respondents.

**Figure 24: Q30 - Effectiveness and professionalism of public works staff**

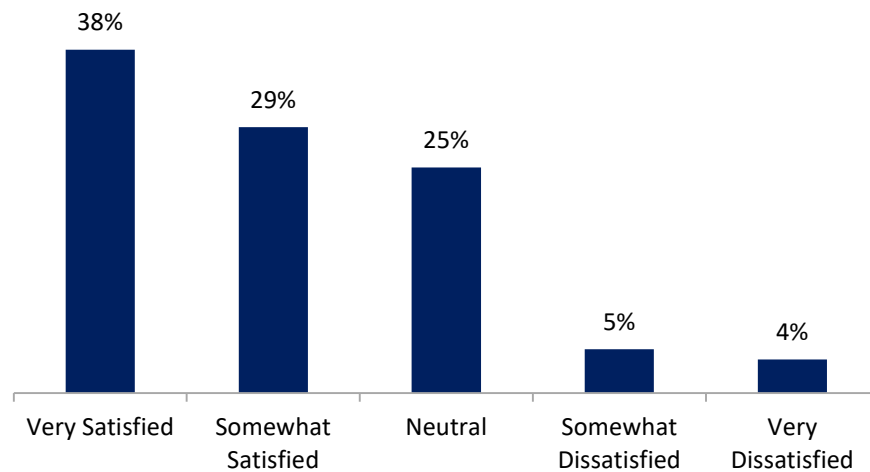


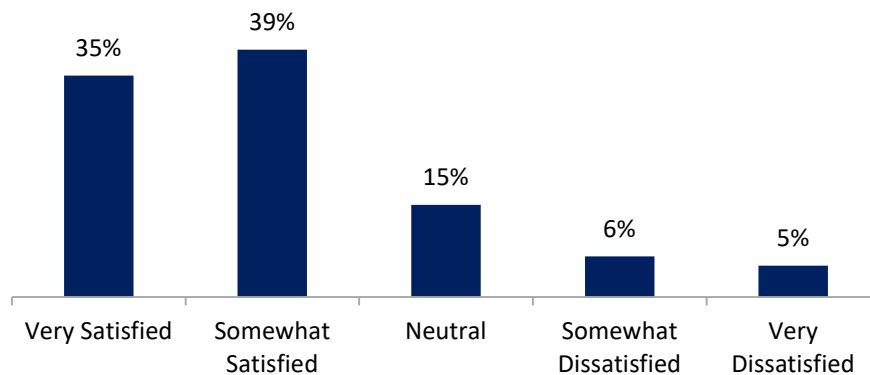
Table 18 shows the level of respondent's satisfaction with the responsiveness of public works staff, with just over half of respondents stating they are Very Satisfied, or Somewhat Satisfied with this.

**Table 18: Q31 - Responsiveness of public works staff when requested**

Responsiveness of public works staff when requested	Count	%
Very Satisfied	75	32%
Somewhat Satisfied	57	24%
Neutral	67	29%
Somewhat Dissatisfied	22	9%
Very Dissatisfied	14	6%
Total	235	100%

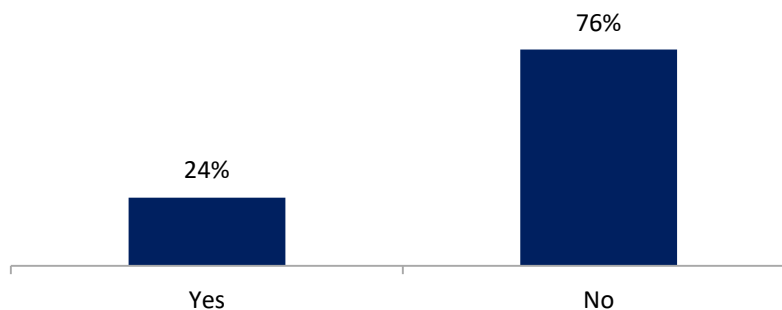
Three-quarters of respondents indicate they are Very Satisfied, or Somewhat Satisfied with the overall cleanliness and maintenance of the Village. Additionally, 15 percent are neutral on this attribute, while 11 percent are either Somewhat Dissatisfied, or Very Dissatisfied with this.

**Figure 25: Q42 - Overall cleanliness and maintenance of the Village**



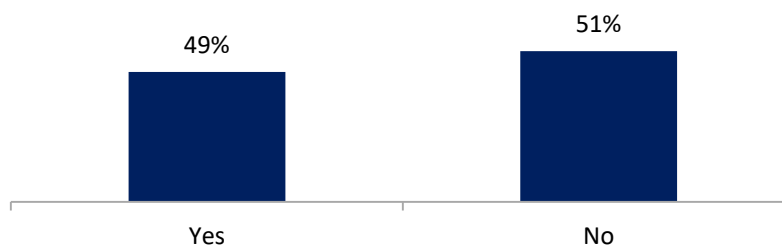
Overwhelmingly, Village residents feel that moving water/sewer/refuse billing to monthly would not be more convenient.

**Figure 26: Q62 - Would it be more convenient for you if the Village moved to the monthly billing of water/sewer/refuse bills?**



Respondents were closely split with regard to participating in a six-week leaf only pick up during the fall, if that would reduce the cost of yard waste stickers or subscription service. Please see Figure 27.

**Figure 27: Q66 - Would you participate in a six-week leaf only pick up during the fall if it reduced the cost of the yard waste stickers or subscription service?**



When respondents were asked if they would support the inclusion of a weekly yard waste collection program that would eliminate the need for yard waste stickers or subscription services at an additional cost of \$2 per household, per month, two out every three respondents were likely to support this.

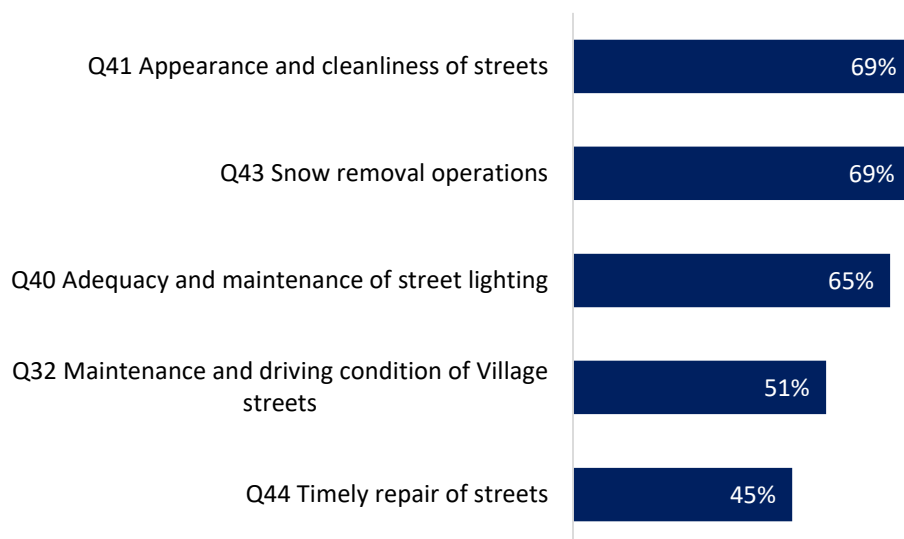
**Table 19: Q67 - Would you support the inclusion of a weekly yard waste collection program and eliminate the need for yard waste stickers or subscriptions services at an additional cost of \$2 or less per home per month?**

Would you support the inclusion of a weekly yard waste collection program and eliminate the need for yard waste stickers or subscriptions services at an additional cost of \$2 or less per home per month?	Count	%
Yes	213	62%
No	128	38%
Total	341	100%

### 6.1.3 Street Maintenance Services

These next results provide a look at the level of Village resident's satisfaction with street maintenance services. The appearance and cleanliness of streets, and snow removal operations are regarded favorably by 69 percent of respondents, while timeliness of repair of streets is viewed least favorably by respondents. Please see Figure 28.

**Figure 28: Satisfaction with Street Maintenance Services - Ranked by Top-2 Scores**



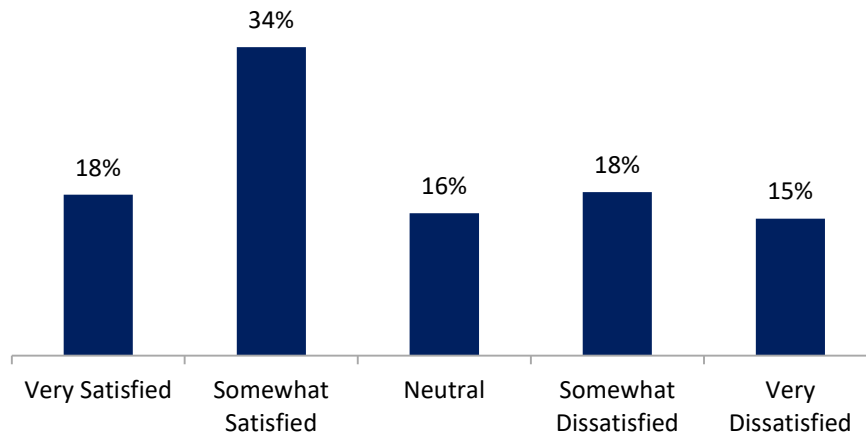
In Table 20, we present the satisfaction of respondents with street maintenance services. The top 2 box score represents the percentage of the top two positive responses for each attribute. The mean scores are based on the values assigned between 1 and 5 where 1=the highest score, and 5=the lowest score.

**Table 20: Satisfaction with Street Maintenance Services Ranked by Mean Scores**

Attribute Description	Top 2 Box	Mean
Q43 Snow removal operations	69%	2.196
Q41 Appearance and cleanliness of streets	69%	2.242
Q40 Adequacy and maintenance of street lighting	65%	2.255
Q32 Maintenance and driving condition of Village streets	51%	2.789
Q44 Timely repair of streets	45%	2.930

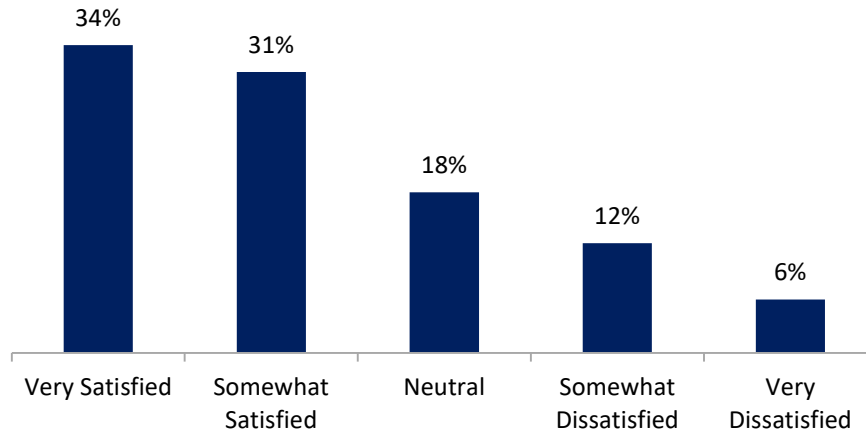
Just over half of respondents feel positively about the maintenance and driving condition of Village streets, and one-third of respondents feel negatively about this.

**Figure 29: Q32 - Maintenance and driving condition of Village streets**



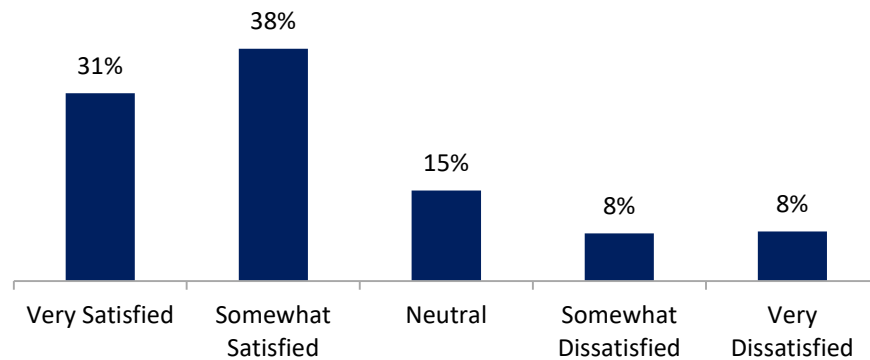
The majority (65 percent) of residents state they are either Very Satisfied, or Somewhat Satisfied with the adequacy and maintenance of street lighting. The results are displayed in Figure 30.

**Figure 30: Q40 - Adequacy and maintenance of street lighting**



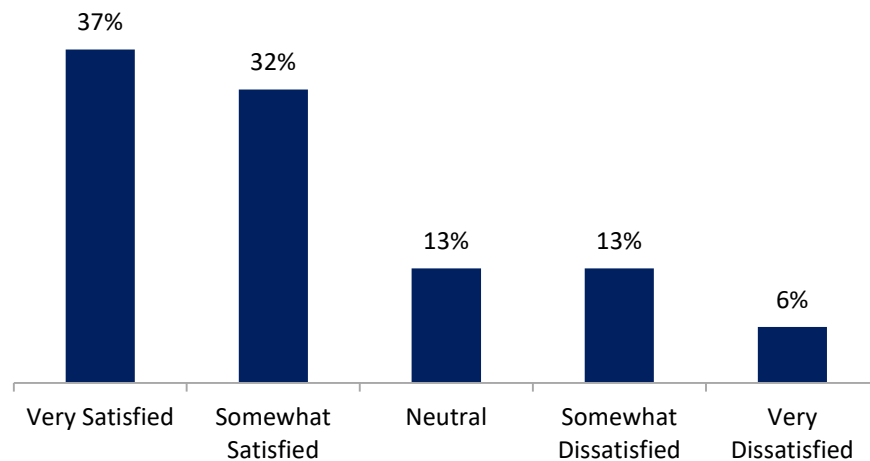
Sixty-nine percent of respondents are either Very Satisfied, or Somewhat Satisfied with the appearance and cleanliness of Village streets, while 16 percent report they are either Somewhat Dissatisfied, or Very Dissatisfied with this. Please see Figure 31.

**Figure 31: Q41 - Appearance and cleanliness of streets**



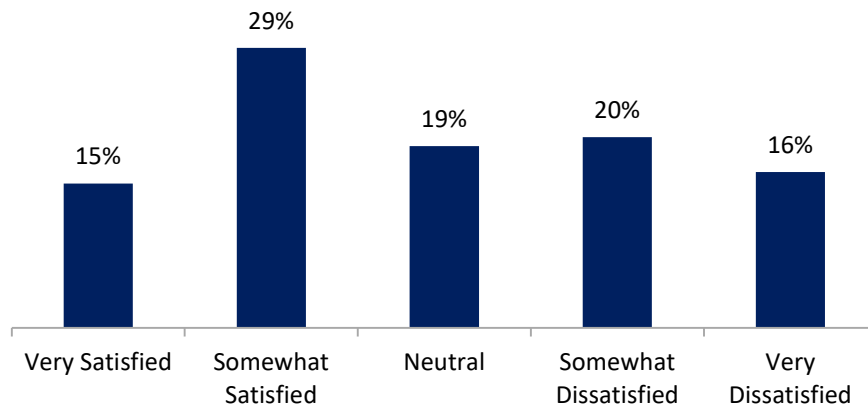
Snow removal operations are viewed favorably by more than two-thirds of respondents.

**Figure 32: Q43 - Snow removal operations**



As noted previously, timely repair of streets is the least favorably rated attribute in this section, with 36 percent of respondents expressing dissatisfaction with this. Please see Figure 33.

**Figure 33: Q44 - Timely repair of streets**



#### **6.1.4 Safety and Emergency Services**

Safety in one’s home and neighborhood are very important to most people, and the residents of the Village of Lindenhurst are no exception. Overwhelmingly, respondents state they feel safe while walking alone in their neighborhood during the day, feel safe living in the Village as compared to other cities, and are satisfied with the effectiveness, professionalism, and response time of the police. These results are displayed in Figure 34.

**Figure 34: Satisfaction with Safety and Emergency Services - Ranked by Top-2 Scores**

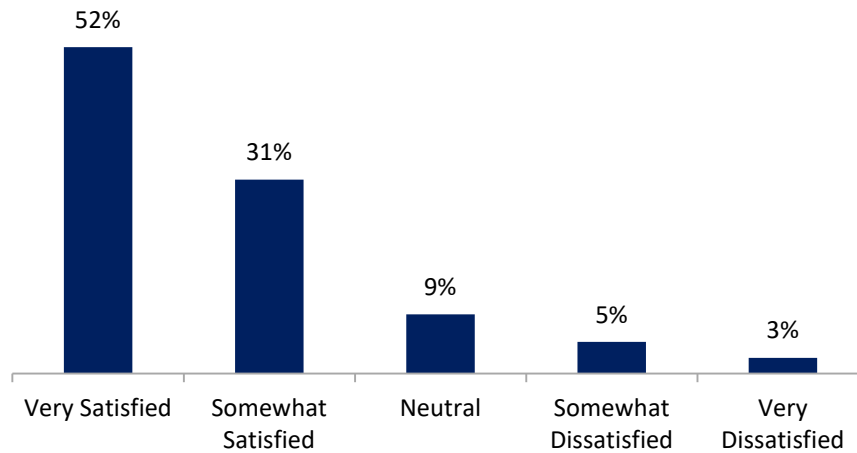


In Table 21, we present the satisfaction of respondents with safety and emergency services. The top 2 box score represents the percentage of the top two positive responses for each attribute. The mean scores are based on the values assigned between 1 and 5 where 1=the highest score, and 5=the lowest score.

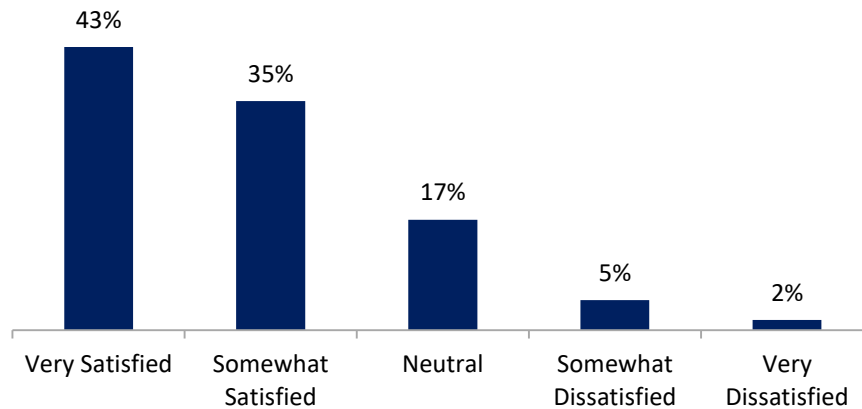
**Table 21: Satisfaction with Safety and Emergency Services - Ranked by Mean Scores**

Attribute Description	Top 2 Box	Mean
Q35 My level of safety when walking alone in my neighborhood during the day	90%	1.474
Q36 The overall feeling of safety living in the Village compared to other cities	87%	1.585
Q33 Effectiveness and professionalism of police officers and staff	83%	1.751
Q37 The response time of police officers when called	78%	1.754
Q34 My level of safety when walking alone in my neighborhood at night	77%	1.876
Q38 Visibility of police in my neighborhood	71%	2.134
Q39 Level of traffic enforcement	65%	2.231

In looking at the individual attributes, we see that more than half (52 percent) of respondents state they are Very Satisfied with the effectiveness and professionalism of police and staff, while only 3 percent state they are Very Dissatisfied with this. Please see Figure 35.

**Figure 35: Q33 - Effectiveness and professionalism of police officers and staff**

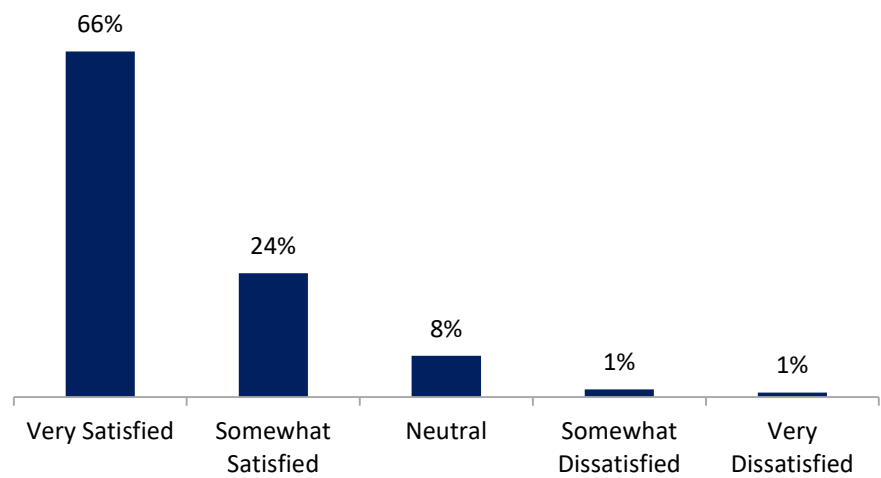
Respondents express a fairly high level of satisfaction with how safe they feel when walking alone in their neighborhood at night. Overall, 78 percent of residents state they are Very Satisfied, or Somewhat Satisfied, and less than 10 percent state they are Somewhat Dissatisfied, or Very Dissatisfied with this.

**Figure 36: Q34 - My level of safety when walking alone in my neighborhood at night**



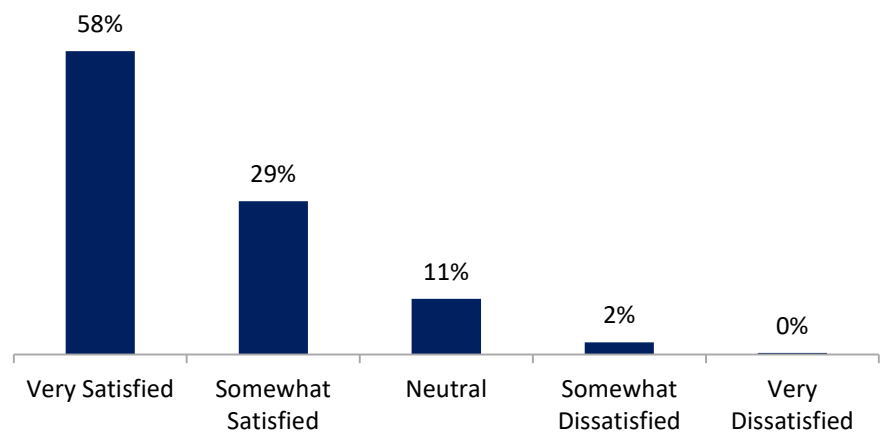
Respondents express a very high level of satisfaction with how safe they feel when walking alone in their neighborhood during the day. Sixty-six percent of residents state they are Very Satisfied, and 1 percent state they are Very Dissatisfied with this.

**Figure 37: Q35 - My level of safety when walking alone in my neighborhood during the day**



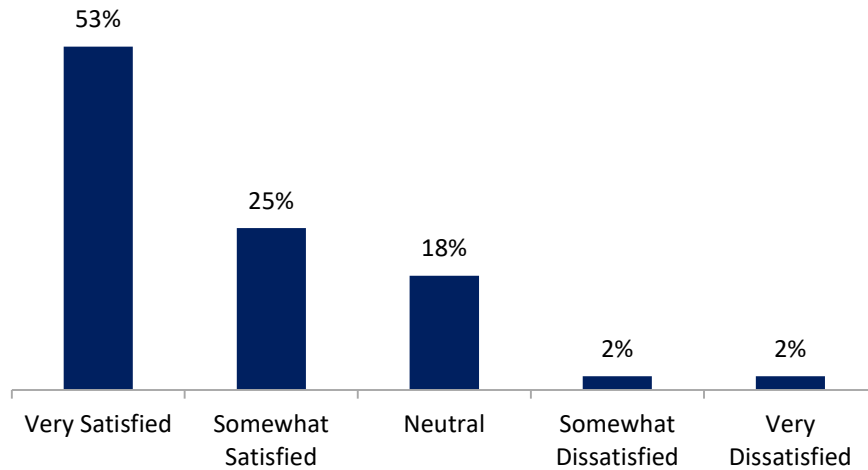
Another highly rated attribute is resident’s feeling of safety living in the Village in comparison to other cities. Overall, 87 percent of respondents indicate they feel safe living in the Village of Lindenhurst. Less than 1 percent of respondents state they are Very Dissatisfied with their feeling of safety living in the Village compared to other cities.

**Figure 38: Q36 - The overall feeling of safety living in the Village compared to other cities**



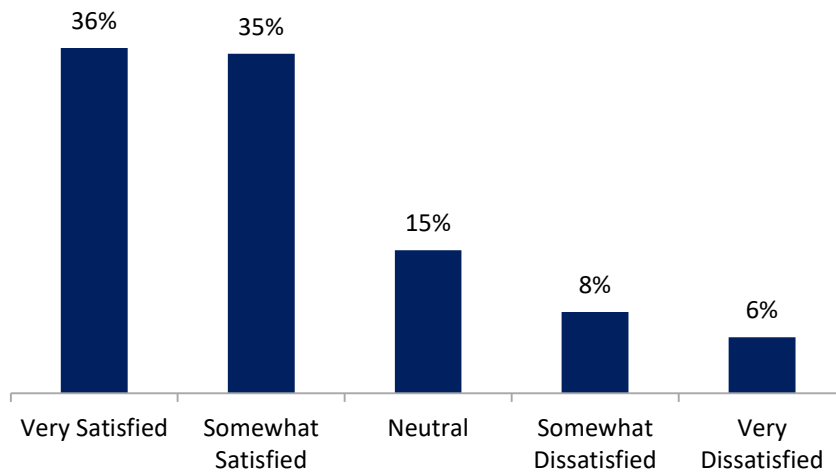
Seventy-eight percent of respondents state they are Very Satisfied, or Somewhat Satisfied with the response time of police officers. Only 2 percent of respondents express they are Very Dissatisfied with this. Please see Figure 39.

**Figure 39: Q37 - The response time of police officers when called**

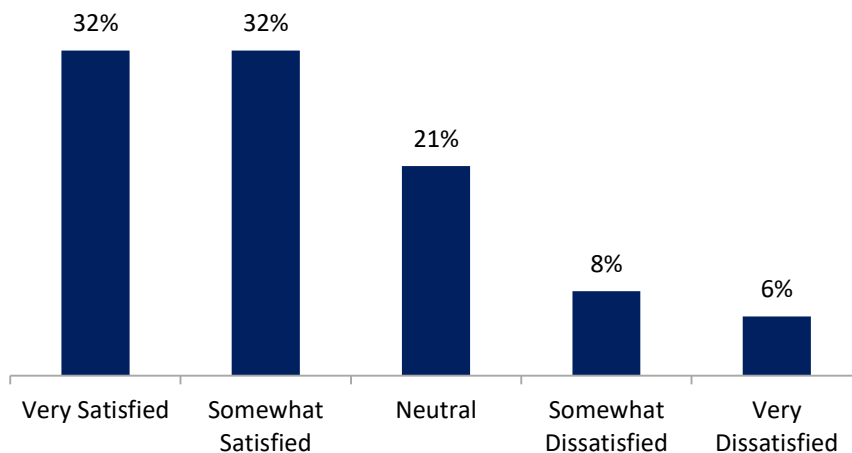


Seventy-one percent of respondents feel Very Satisfied, or Somewhat Satisfied with the visibility of police in their neighborhood. These results may be viewed in Figure 40. Sixty-four percent of respondents express a high level of satisfaction with the level of traffic enforcement in the Village. Please see Figure 41.

**Figure 40: Q38 - Visibility of police in my neighborhood**



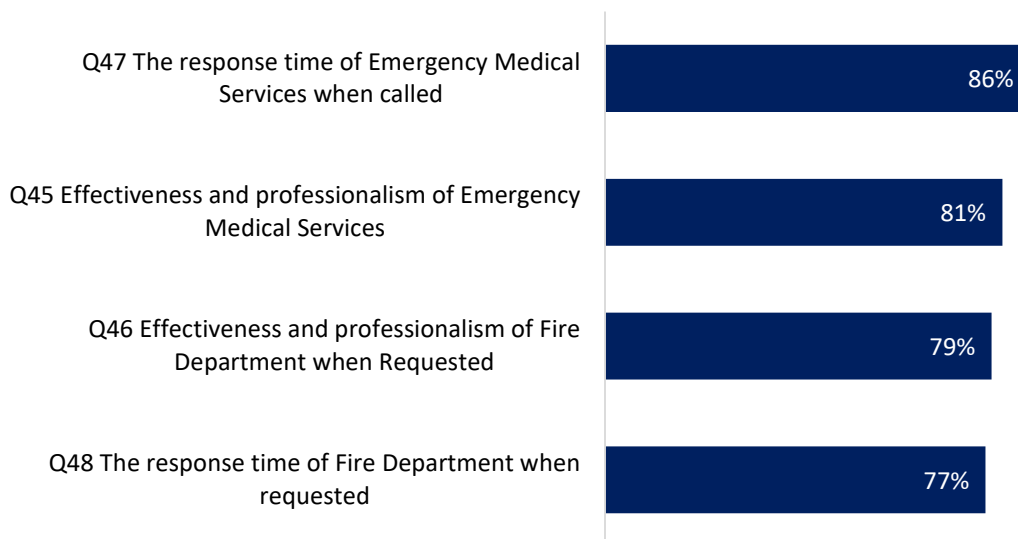
**Figure 41: Q39 - Level of traffic enforcement**



### 6.1.5 Other Emergency Services

This next series of tables and figures provide insight into how the residents of the Village of Lindenhurst view the other emergency services available in the Village. As may be viewed in Figure 42, the response time of emergency medical services when called is the most favorably ranked attribute, with 86 percent of respondents stating they are satisfied with this service.

**Figure 42: Satisfaction with Other Emergency Services - Ranked by Top-2 Scores**



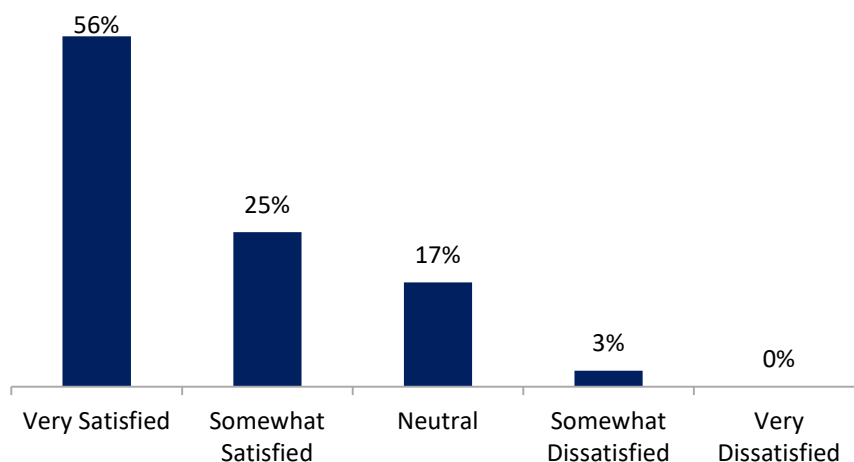
The top 2 box score represents the percentage of the top two positive responses for each attribute. The mean scores are based on the values assigned between 1 and 5 where 1=the highest score, and 5=the lowest score.

**Table 22: Satisfaction with Other Emergency Services Ranked by Mean Scores**

Attribute Description	Top 2 Box	Mean
Q47 The response time of Emergency Medical Services when called	86%	1.463
Q46 Effectiveness and professionalism of Fire Department when Requested	79%	1.630
Q48 The response time of Fire Department when requested	77%	1.655
Q45 Effectiveness and professionalism of Emergency Medical Services	81%	1.657

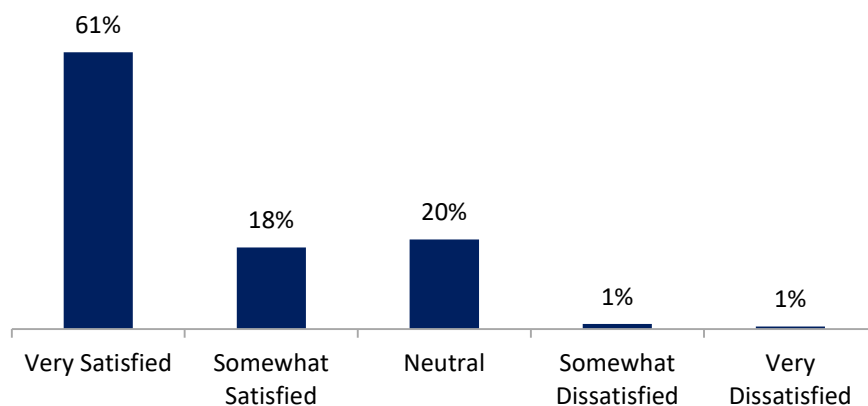
The effectiveness and professionalism of Emergency Medical Services is ranked favorably by 81 percent of respondents.

**Figure 43: Q45 - Effectiveness and professionalism of Emergency Medical Services**



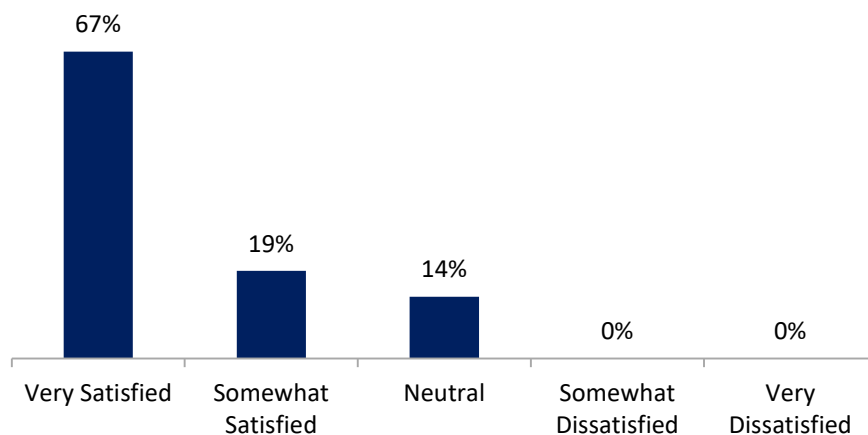
When asked to rate their level of satisfaction with the effectiveness and professionalism of the fire department when requested, 61 percent of respondents express they are Very Satisfied with this, and only 1 percent state they are Very Dissatisfied with this.

**Figure 44: Q46 - Effectiveness and professionalism of Fire Department when Requested**



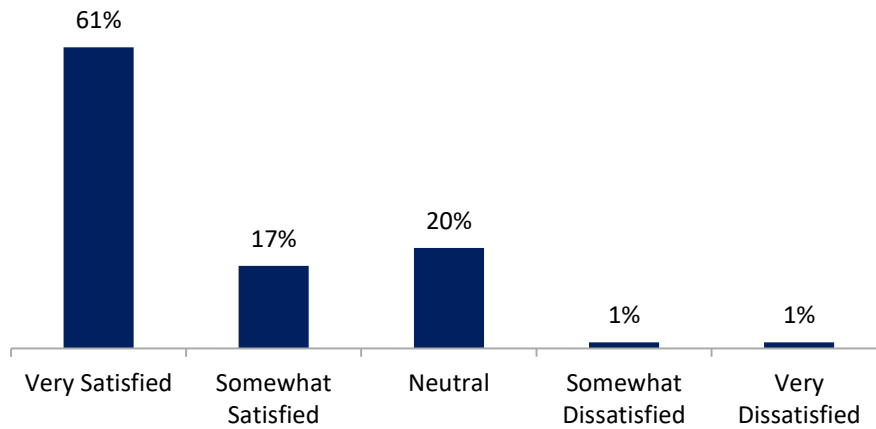
The response time of emergency medical services when called is rated very favorably with 86 percent of respondents stating they are either Very Satisfied, or Somewhat Satisfied with this. There were no respondents reporting negatively to this attribute.

**Figure 45: Q47 - The response time of Emergency Medical Services when called**



Response time for the fire department is also rated highly with 78 percent of respondents stating they are Very Satisfied, or Somewhat Satisfied with this. Only 2 percent of respondents express they are Somewhat Dissatisfied, or Very Dissatisfied with the fire department's response time. Please see Figure 46.

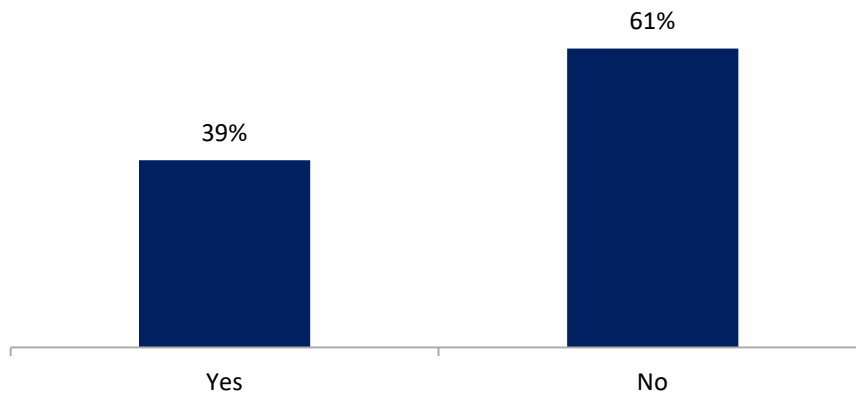
**Figure 46: Q48 - The response time of Fire Department when requested**



#### **6.1.6 Other**

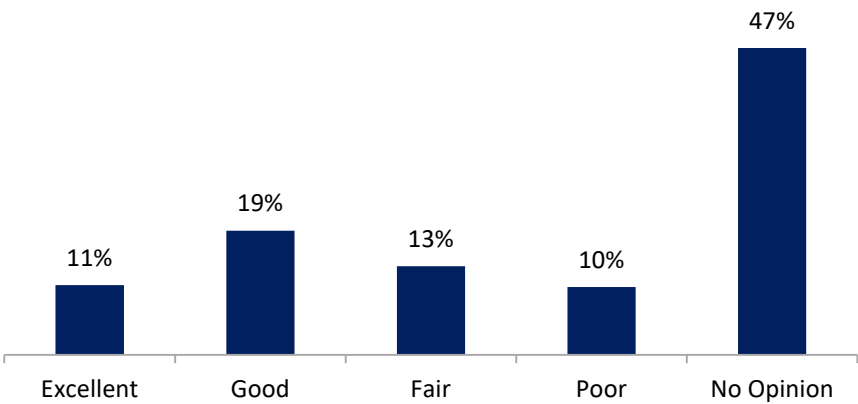
Respondents to this survey answered No at nearly twice the rate of Yes responses when asked if they would participate in a food scrap program if one were offered to Village residents.

**Figure 47: Q68 - Would you participate in a food scrap program if offered to Village residents?**



Interestingly, nearly half of respondents had No Opinion when asked if having a local METRA service or PACE bus service to get to the College of Lake County, or shopping in adjacent municipalities was important to them. The results are presented in Figure 48.

**Figure 48: Q69 - Is having PACE bus service to travel to the College of Lake County, shopping in adjacent municipalities, or a local METRA service important to you?**

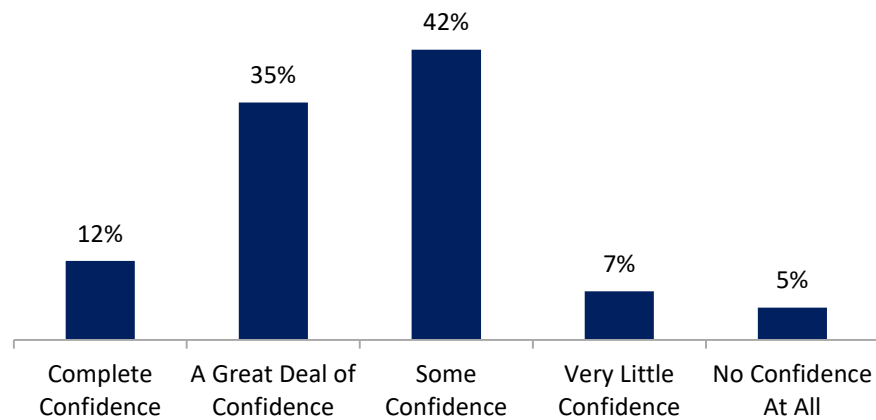


## 7.0 Government Perception Results

### 7.1 Confidence with Local Government

The majority of residents completing the survey report they have at least Some Confidence with the Village Government. Twelve percent report they have Very Little Confidence, or No Confidence At All.

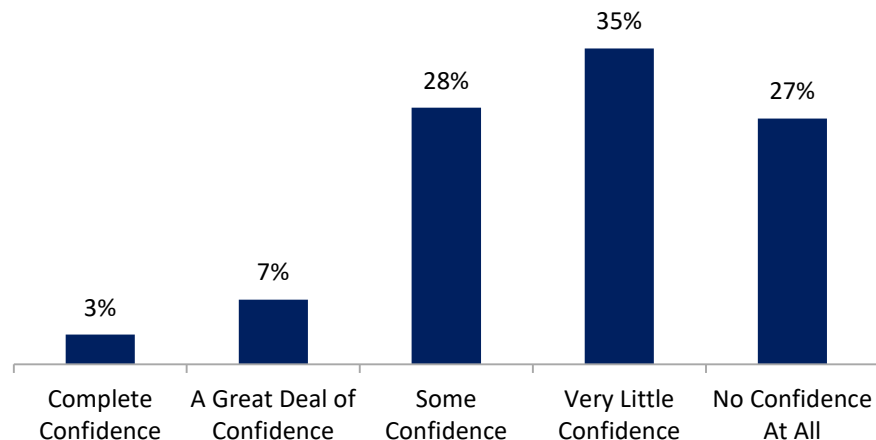
**Figure 49: Q58 - Confidence with Village Government**



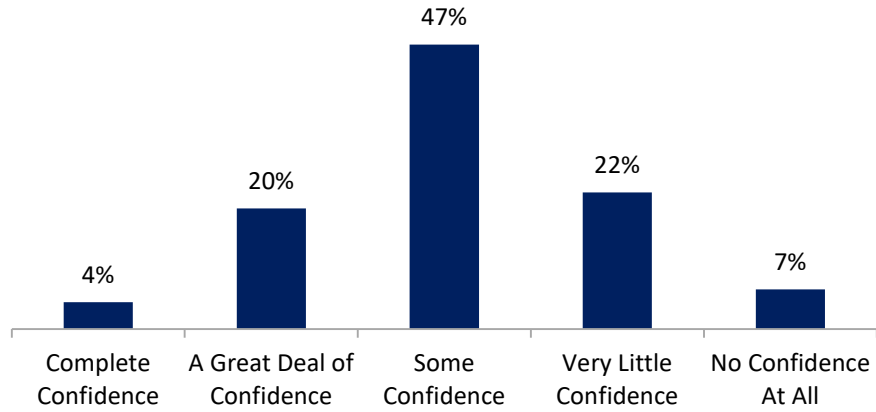
### 7.2 Confidence with Federal, County and State Government

When asked about their level of confidence with Federal, County, and State governments, the responses were not as positive as they had been on the Village level. Nearly two-thirds of respondents state they have Very Little Confidence, or No Confidence At All with the Federal Government. Please see Figure 50. County government was rated the most highly out of these three entities, with 71 percent of respondents stating they have at least Some Confidence in the County government. Please see Figure 51. The State of Illinois government was rated the lowest with 85 percent of respondents expressing Very Little Confidence, or No Confidence At All with the State government. These results are shown in Figure 52.

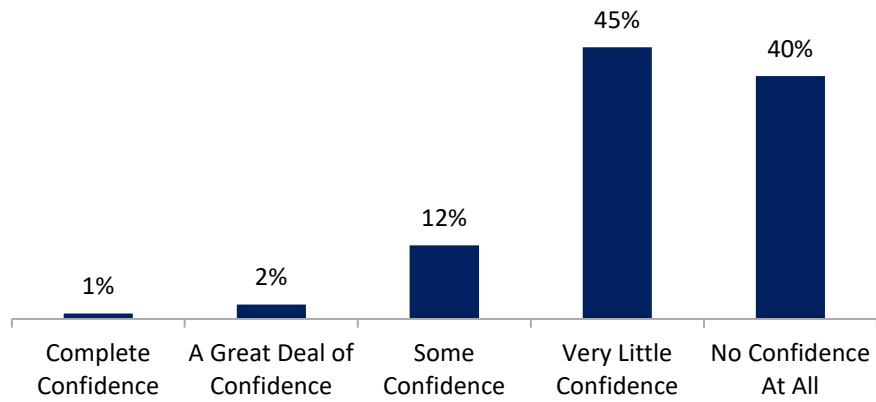
**Figure 50: Q61 - Confidence with Federal Government**



**Figure 51: Q59 - Confidence with County Government**



**Figure 52: Q60 - Confidence with State of Illinois Government**



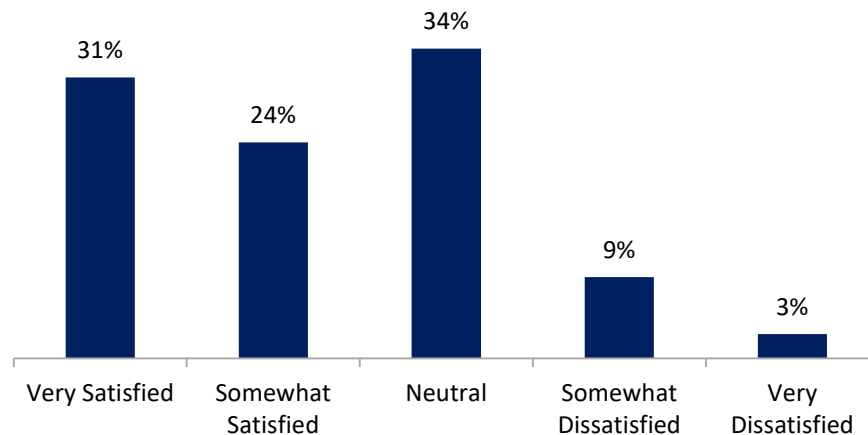


## 8.0 Perception of Ethical Behavior

### 8.1 Ethical Behavior of Elected Officials

Slightly more than one-third (34 percent) of residents surveyed express a neutral impression of how ethical local elected officials are in the way they conduct Village business. Fifty-five percent state they are either Very Satisfied, or Somewhat Satisfied with this, while 12 percent state they are either Somewhat Dissatisfied, or Very Dissatisfied.

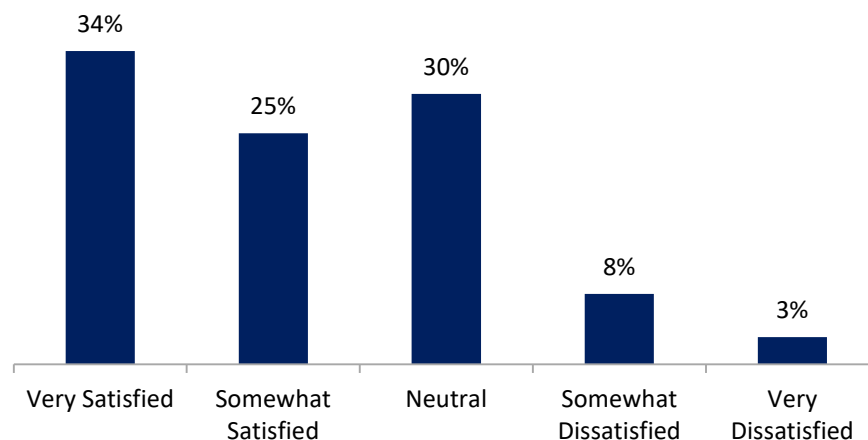
**Figure 53: Q17 - How ethical local elected officials are in the way they conduct Village business**



### 8.2 Ethical Behavior of Village Employees

When asked for their level of satisfaction with how ethically the Village employees are in the way they conduct Village business, 59 percent report they are either Very Satisfied, or Somewhat Satisfied. This question garnered a 30 percent neutral rating, and 11 percent report they are Somewhat Dissatisfied, or Very Dissatisfied with this.

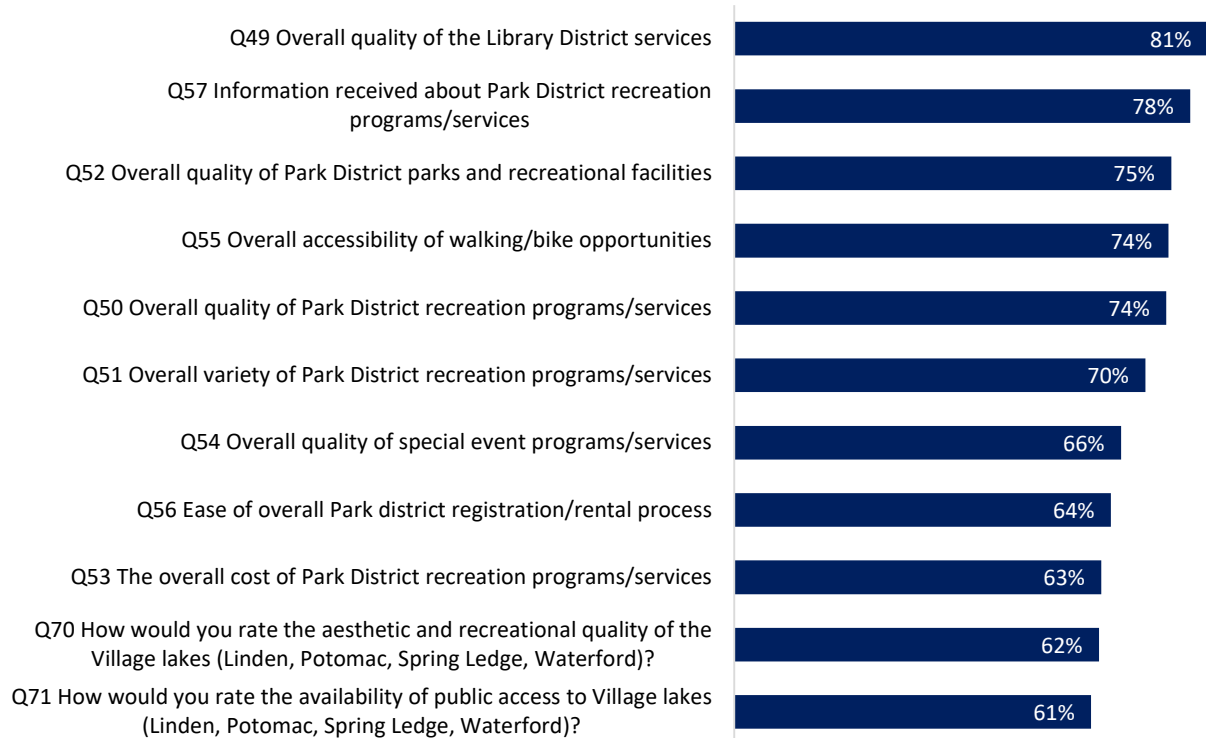
**Figure 54: Q16 - How ethical the Village employees are in the way they conduct Village business**



## 9.0 Quality of Life Results

The Village of Lindenhurst is home to a multitude of cultural and recreational amenities. Among these are the Lake Villa District Library, several forest preserves, walk and bike trails, cross-country skiing, fishing, and access to the Village lakes. Several questions on the survey collected information on the level of resident's satisfaction with the available cultural and recreational amenities. Presented in Figure 55 are the results of this group of questions ranked by the top-2 scores. The top 2 box score represents the percentage of the top two positive responses for each attribute. The overall quality of the Library District services is the highest ranked attribute. Following Figure 55 is a table that presents the top-2 scores ranked by mean. The mean scores are based on the values assigned between 1 and 5 where 1=the highest score, and 5=the lowest score.

**Figure 55: Satisfaction with Cultural and Recreational Amenities Ranked by Top-2 Scores**



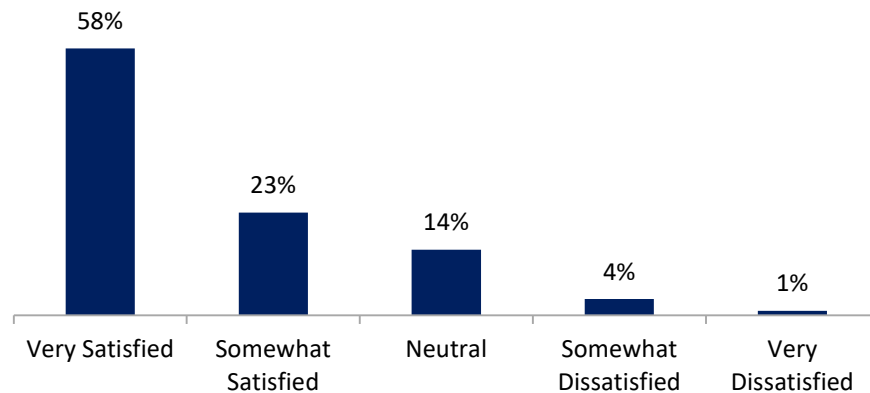
**Table 23: Satisfaction with Cultural and Recreational Amenities Ranked by Mean Scores**

CULTURE AND RECREATION AMENITIES ATTRIBUTES / SATISFACTION LEVELS		
ATTRIBUTE	Satisfaction Rating - Top 2 Box	MEAN SCORE
Q49 Overall quality of the Library District services	81%	1.660
Q57 Information received about Park District recreation programs/services	78%	1.838
Q52 Overall quality of Park District parks and recreational facilities	75%	1.913
Q50 Overall quality of Park District recreation programs/services	74%	1.953
Q51 Overall variety of Park District recreation programs/services	70%	2.000
Q55 Overall accessibility of walking/bike opportunities	74%	2.013
Q56 Ease of overall Park district registration/rental process	64%	2.031
Q54 Overall quality of special event programs/services	66%	2.086
Q53 The overall cost of Park District recreation programs/services	63%	2.200
Q71 How would you rate the availability of public access to Village lakes (Linden, Potomac, Spring Ledge, Waterford)?	61%	2.345
Q70 How would you rate the aesthetic and recreational quality of the Village lakes (Linden, Potomac, Spring Ledge, Waterford)?	62%	2.354

## 9.1 Cultural and Recreational

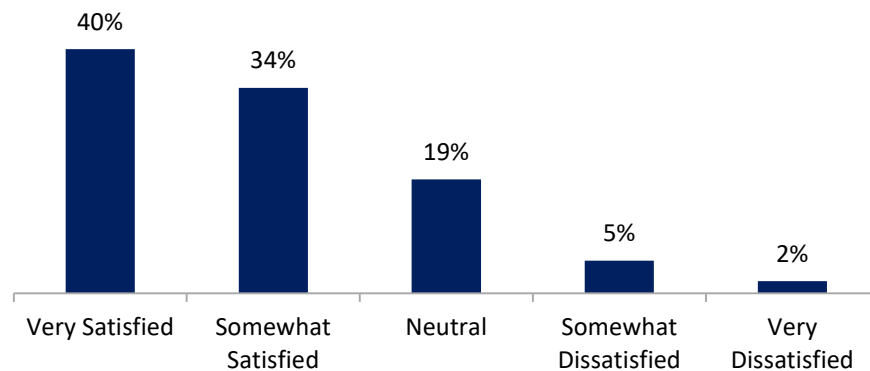
The following figures represent the individual results of each question in this section. As noted, the quality of library services is the highest ranked attribute in this group.

**Figure 56: Q49 - Overall quality of the library services**

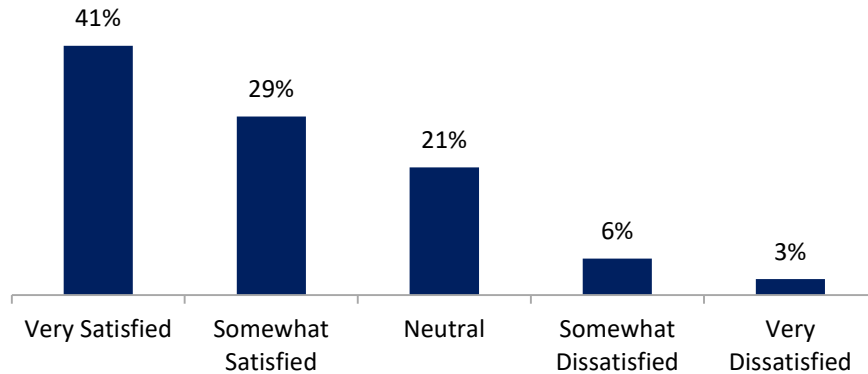


The overall quality and variety of recreational programs and services is highly regarded by about three-quarters of residents. Please see Figure 57 and Figure 58.

**Figure 57: Q50 - Overall quality of recreation programs/services**

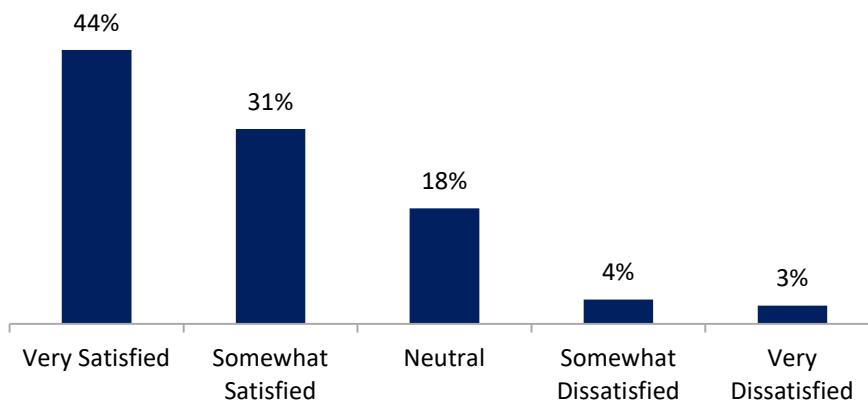


**Figure 58: Q51 - Overall variety of recreation programs/services**



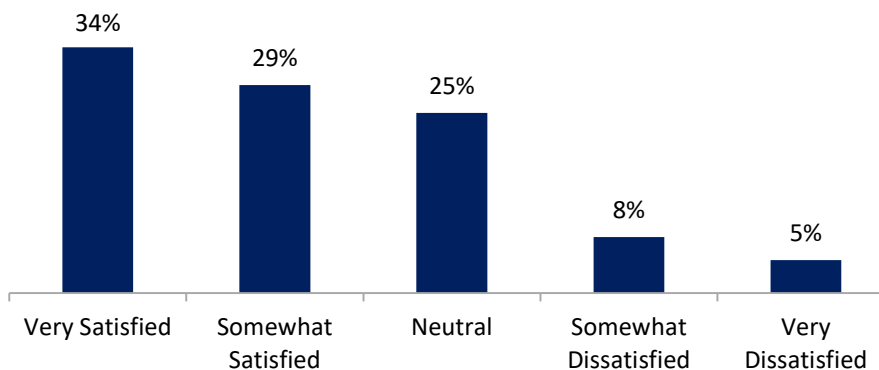
The overall quality of parks and recreational facilities is found to be either Very Satisfactory or Somewhat Satisfactory by 75 percent of respondents.

**Figure 59: Q52 - Overall quality of parks and recreational facilities**



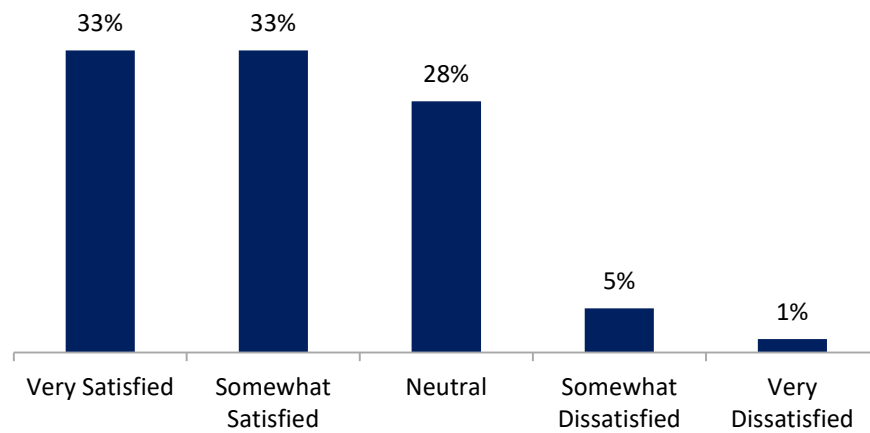
Sixty-three percent of respondents are either Very Satisfied, or Somewhat Satisfied with the cost of recreational programs and services. One-quarter of respondents are neither satisfied nor dissatisfied with this.

**Figure 60: Q53 - The overall cost of recreation programs/services**



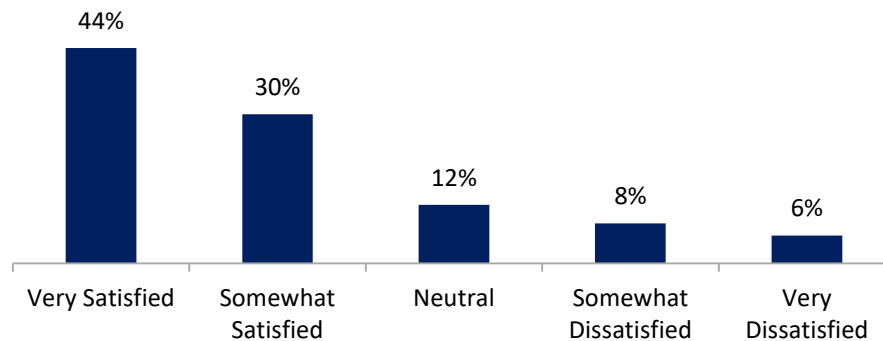
The overall quality of special event programs and services is regarded highly by two-thirds of respondents.

**Figure 61: Q54 - Overall quality of special event programs/services**



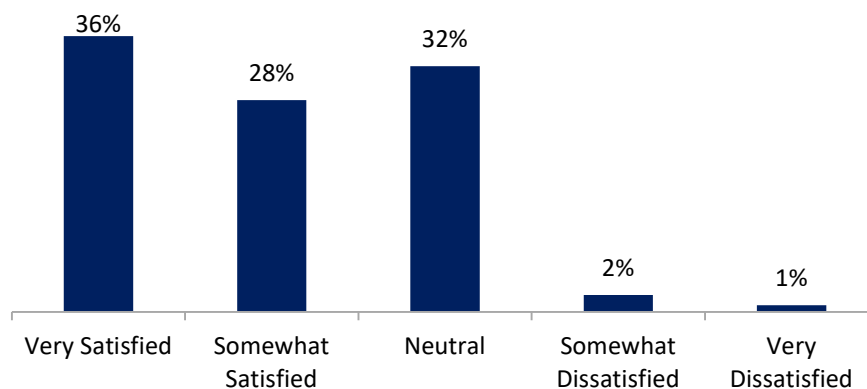
Three-quarters of respondents state they are either Very Satisfied or Somewhat Satisfied with the accessibility of walking and biking opportunities.

**Figure 62: Q55 - Overall accessibility of walking/bike opportunities**



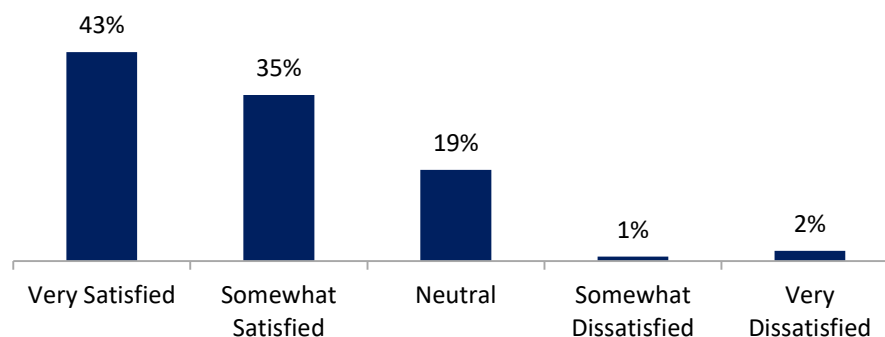
Sixty-four percent of respondents are either Very Satisfied, or Somewhat Satisfied with the ease of the registration/rental process.

**Figure 63: Q56 - Ease of overall registration/rental process**



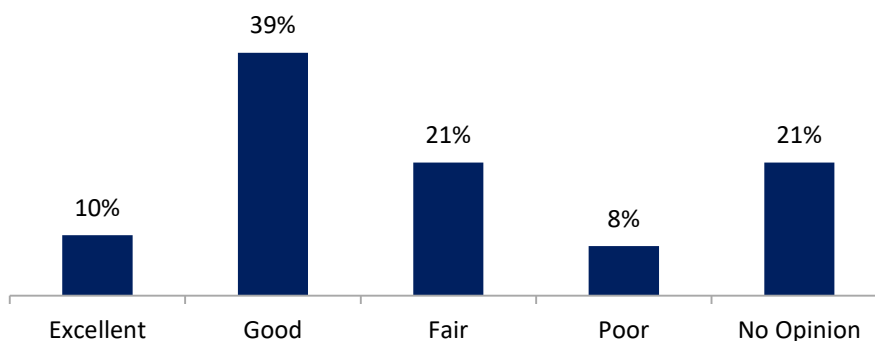
When asked about their level of satisfaction with the information received about recreational programs and services, 78 percent of respondents express they are Very Satisfied or Somewhat Satisfied with this.

**Figure 64: Q57 - Information received about recreation programs/services**



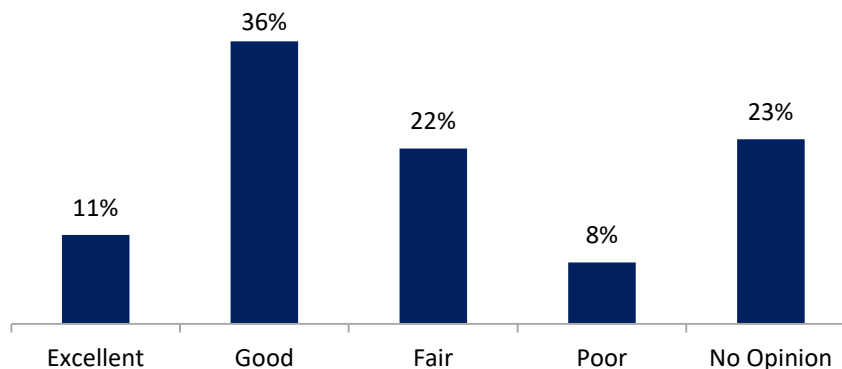
The aesthetic and recreational quality of the Village lakes is rated favorably by less than 50 percent of respondents.

**Figure 65: Q70 - How would you rate the aesthetic and recreational quality of the Village lakes (Linden, Potomac, Spring Ledge, Waterford)?**



Less than 50 percent of respondents feel the availability of public access to Village lakes is Excellent or Good.

**Figure 66: Q71 - How would you rate the availability of public access to Village lakes (Linden, Potomac, Spring Ledge, Waterford)?**



## 9.2 Most Important Issue Facing Lindenhurst

Table 24 presents the ranking of the issues considered to be most important to the residents surveyed. Road and street improvements, fire and emergency medical services, and police services top the list of issues considered most important.

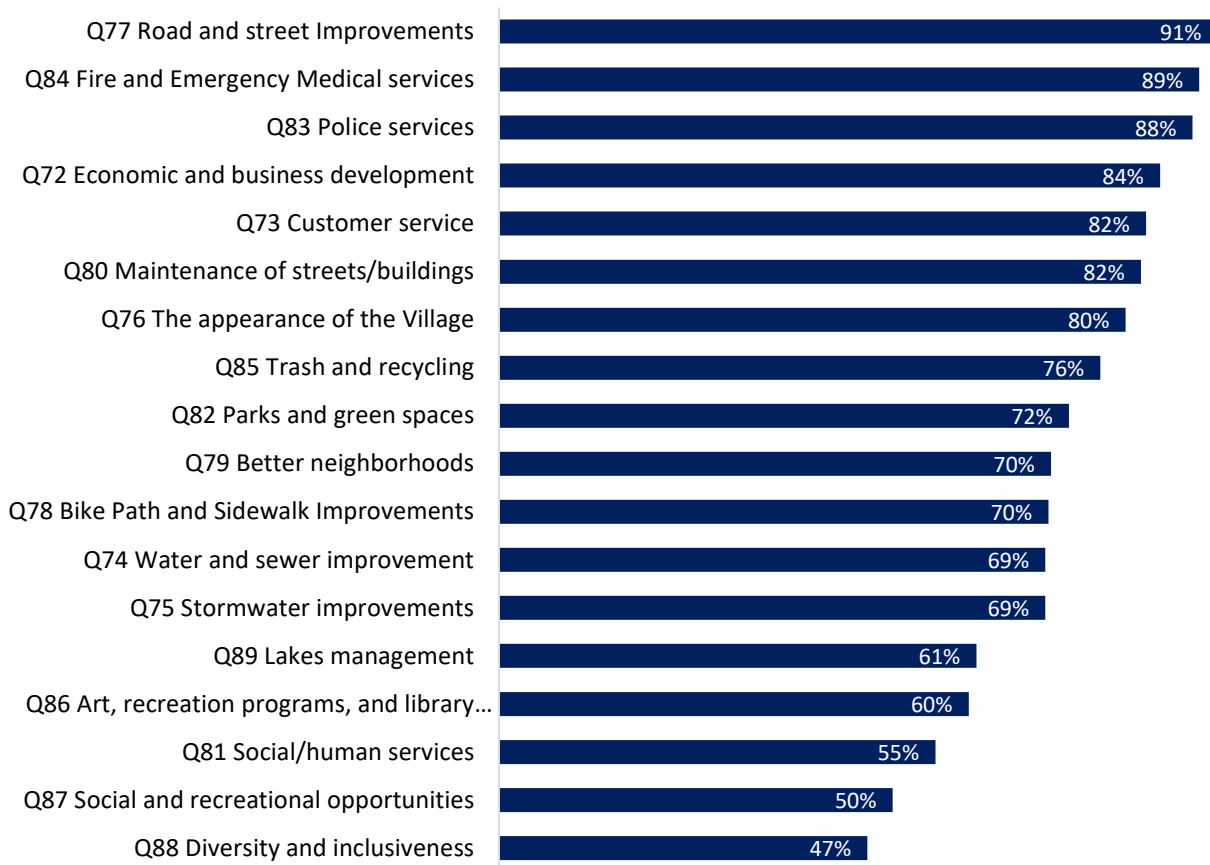
**Table 24: Most Important Issues in Lindenhurst**

Most Important Issues Facing Lindenhurst		
ISSUE	Top2	Percent
Q77 Road and street Improvements	314	91%
Q84 Fire and Emergency Medical services	305	89%
Q83 Police services	303	88%
Q72 Economic and business development	288	84%
Q73 Customer service	281	82%
Q80 Maintenance of streets/buildings	278	82%
Q76 The appearance of the Village	273	80%
Q85 Trash and recycling	262	76%
Q82 Parks and green spaces	249	72%
Q79 Better neighborhoods	237	70%
Q78 Bike Path and Sidewalk Improvements	240	70%
Q74 Water and sewer improvement	238	69%
Q75 Stormwater improvements	238	69%
Q89 Lakes management	208	61%
Q86 Art, recreation programs, and library services	204	60%
Q81 Social/human services	189	55%
Q87 Social and recreational opportunities	172	50%
Q88 Diversity and inclusiveness	160	47%

## 9.3 Importance Ranking Results

Figure 67 on the next page displays the results of the ranking of the most important issues ranked by the top-2 scores.

**Figure 67: Q72 – Q89 - Village Functions Ranked by Importance – Top 2 Scores**

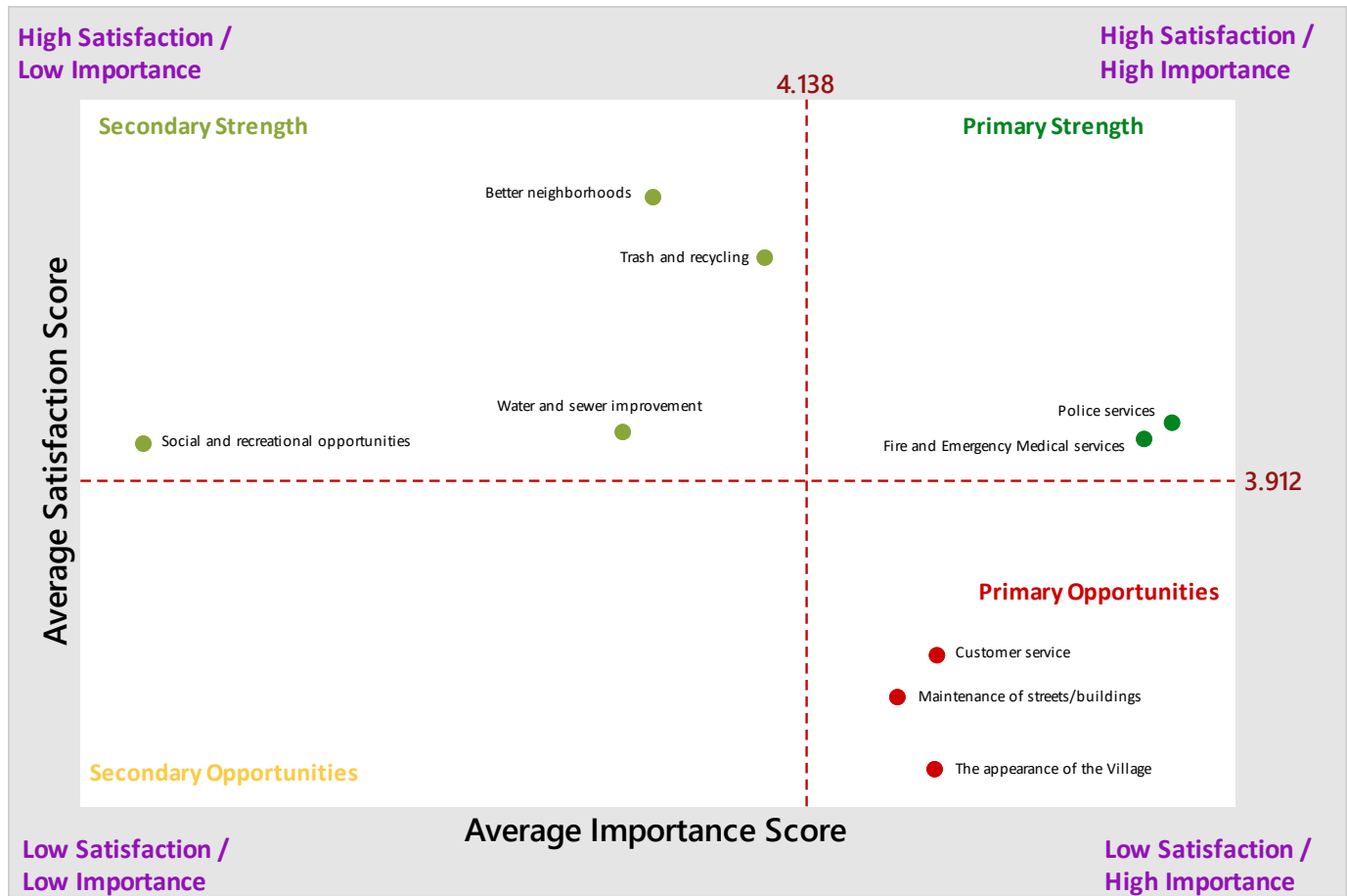


The importance-satisfaction priority chart in Figure 68 shows key items segmented into quadrants of High Importance/High Satisfaction, High Satisfaction/Low Importance, Low Satisfaction/Low Importance, and Low Satisfaction/High Importance. Importance-Satisfaction analysis was performed on Questions 1 – 57 compared against questions 72 – 89 since these are the attributes that asked for satisfaction and importance. There are three primary opportunities identified as attributes with low satisfaction and high importance. Those three items are:

- Customer service
- Maintenance of streets/buildings
- The appearance of the Village



Figure 68: Importance-Satisfaction Priority Chart



Satisfaction attributes are those asked in Q1 to Q57, while Importance questions are Q72 to Q89. The 57 attributes were analyzed using Factor Analysis in order to identify which attributes would go together. We have identified 10 groups/components that define the satisfaction attributes:

- Component 1: Overall appearance of the Village
- Component 2: Overall quality of the Recreational services
- Component 3: Overall quality of customer service
- Component 4: Quality of Street Maintenance
- Component 5: Quality of Waste Collection services
- Component 6: Fire and Emergency Medical services
- Component 7: Quality of Water services
- Component 8: Police Services
- Component 9: Overall Safety in the Village
- Component 10: Website/Online Services

These components were matched with some of the Importance attributes in order to do the Importance-Satisfaction Analysis. Only nine attributes matched. The attributes pertaining to Online Services are no longer mentioned in the Importance Section, hence we focus on the nine attributes. Please see Table 25.

**Table 25: Satisfaction-Importance Attributes**

Satisfaction Attributes	Importance Attributes
Component 1: Overall appearance of the Village	Q76 The appearance of the Village
Component 2: Overall quality of the Recreational services	Q87 Social and recreational opportunities
Component 3: Overall quality of customer service	Q73 Customer service
Component 4: Quality of Street Maintenance	Q80 Maintenance of streets/buildings
Component 5: Quality of Waste Collection services	Q85 Trash and recycling
Component 6: Fire and Emergency Medical services	Q84 Fire and Emergency Medical services
Component 7: Quality of Water services	Q74 Water and sewer improvement
Component 8: Police Services	Q83 Police services
Component 9: Overall Safety in the Village	Q79 Better neighborhoods
Component 10: Website/Online Services	

### 9.3.1 Importance-Satisfaction Gap Analysis

From the factor analysis done above, we took the mean scores for each component and matched them with the mean scores from the nine Importance attributes. The gap for each is presented in Table 26. The cells indicating residents' ratings of importance are higher than their satisfaction level have been shaded in light red.

**Table 26: Importance-Satisfaction Gap Analysis**

Village Services	Very Important / Important	Very Satisfied / Satisfied	Gap
Q76 The appearance of the Village	4.271	3.449	0.823
Q87 Social and recreational opportunities	3.445	3.970	-0.525
Q73 Customer service	4.272	3.631	0.641
Q80 Maintenance of streets/buildings	4.232	3.563	0.668
Q85 Trash and recycling	4.093	4.266	-0.173
Q84 Fire and Emergency Medical services	4.519	4.003	0.516
Q74 Water and sewer improvement	3.945	3.988	-0.043
Q83 Police services	4.488	3.975	0.514
Q79 Better neighborhoods	3.976	4.364	-0.388

### 9.3.2 Future Planning

Respondents were asked "Should the following municipal services ever need to be modified in the future, please indicate if you prefer a reduction in service or tax/fee increase." The responses in Table 27 show that for seven of the municipal services (highlighted in green) residents would prefer a reduction in service over a tax increase. As seen in the table, the majority of residents have an opinion about these services, with between 68 and 77 percent of respondents choosing one of the options. The service showing the largest percentage of residents that would support a tax increase to maintain the level of services is Special events with 58 percent supporting a tax increase to fund this.

**Table 27: Municipal Services Source for Additional Funding**

Municipal Services	1. Reduce Service %	2. Tax/Fee Increase %	Option 1 or 2
Snow Plowing and Ice removal	56%	18%	74%
Street resurfacing/repairs	55%	22%	77%

Municipal Services	1. Reduce Service %	2. Tax/Fee Increase %	Option 1 or 2
Police squad car patrol	49%	25%	75%
Water Supply infrastructure/conservation	43%	28%	71%
Wastewater and sewer infrastructure	43%	28%	71%
Stormwater infrastructure	43%	27%	69%
Parks and recreation programs/services	23%	52%	75%
Neighborhood playgrounds	17%	52%	70%
Police House Watch	36%	34%	70%
Tree plantings/forestry	26%	48%	74%
Public beaches	16%	52%	68%
Special events	11%	58%	69%

## 10.0 Demographics of Survey Participants

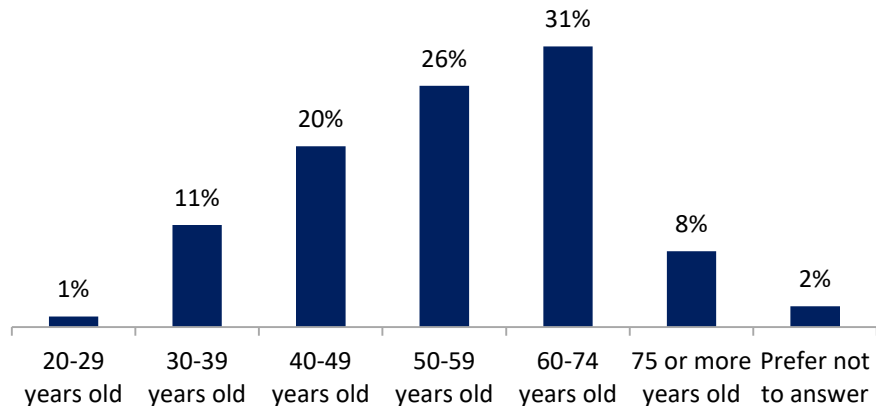
Table 28 below provides an overall view of the demographic profile of respondents compared to the American Community Survey 5-year data.<sup>1</sup> The difference shows the gap between the ACS data and the completed surveys from the Village survey. In survey research, the populations that are difficult to reach are: younger (18 – 24 years); African-American; or Hispanic/Latino individuals. As may be seen in this table, those populations were not as well represented in this survey as they are in the actual Village population. Respondents aged 60 and above were significantly over-represented as were those with a graduate or professional degree and those that own homes. Totals in the 2018 Results column for Age, Ethnicity, and Highest Education Level do not add up to 100 percent because some respondents chose “I prefer not to answer” for those categories. The results of each demographic question are presented in Figure 69 through Figure 75.

**Table 28: Demographic Profile of Survey Participants & Comparison with ACS 5-Year Data**

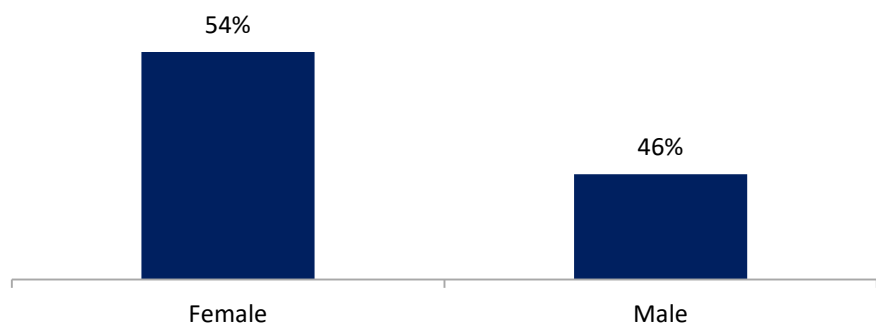
Sample Composition/Demographics			
	2018 Results	ACS 2012-2016	Difference
<b>Age</b>			
20-29	1%	13%	12%
30-39	11%	18%	7%
40-49	20%	23%	3%
50-59	26%	24%	-2%
60-74	31%	17%	-14%
75 or more	8%	6%	-2%
<b>Gender</b>			
Male	46%	49%	2%
Female	54%	51%	-2%
<b>Ethnicity</b>			
African-American/Black	0%	1%	1%
Asian	2%	6%	4%
Caucasian/White	90%	85%	-5%
Hispanic/Latino	1%	8%	7%
Native American	1%	0%	-1%
Other	0%	0%	0%
<b>Residence Type</b>			
Own	98%	84%	-14%
Rent	2%	16%	14%
<b>Highest Education Level</b>			
Less than High School	0%	4%	4%
High School	8%	20%	12%
Some College	22%	25%	3%
College Graduate	32%	35%	3%
Grad/Prof Degree	33%	15%	-18%

<sup>1</sup> <https://www.census.gov/data/developers/data-sets/acs-5year.2016.html>

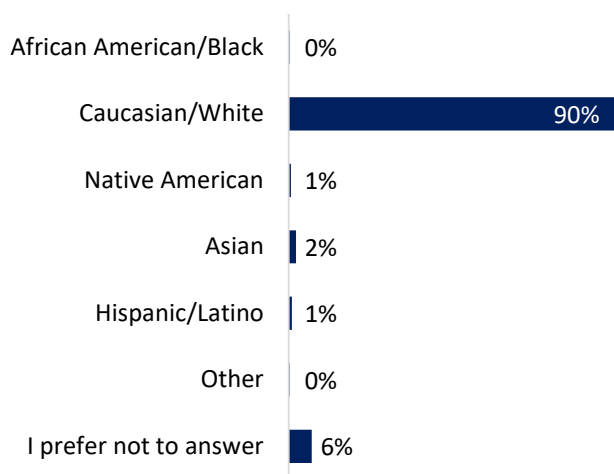
**Figure 69: Q103 – What is your age?**



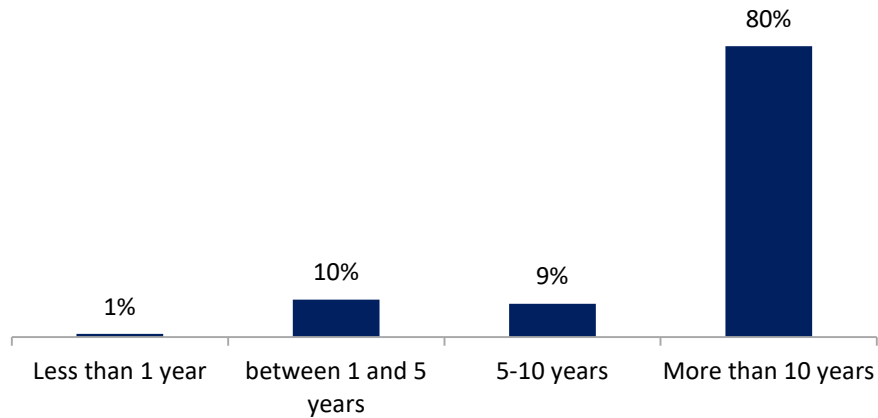
**Figure 70: Q104 – What gender do you identify with?**



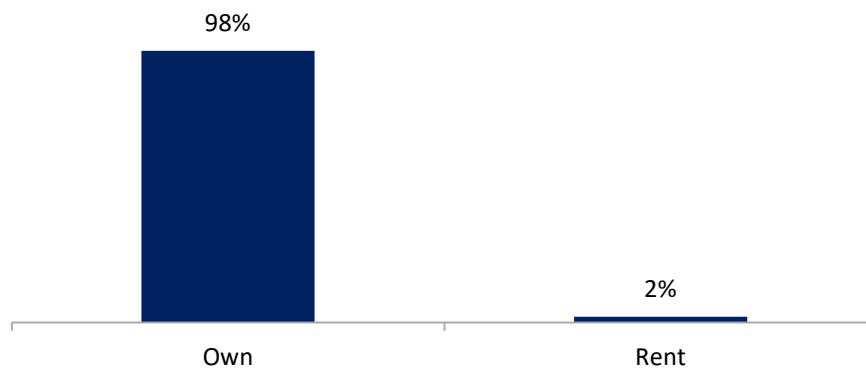
**Figure 71: Q105 – Which of the following best describes your race/ethnicity?**



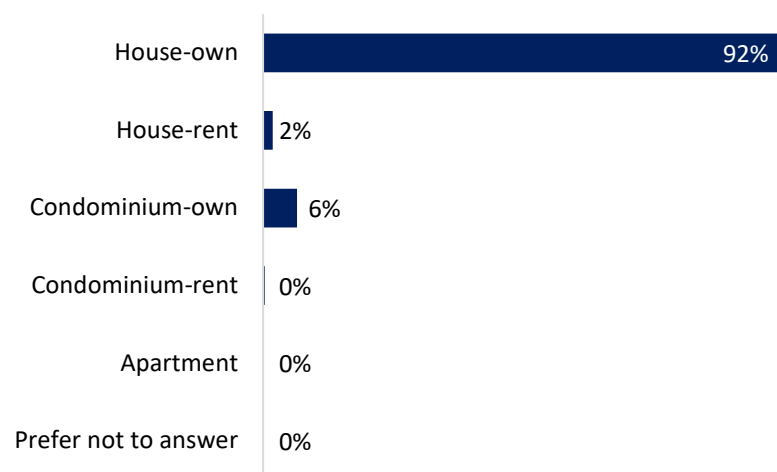
**Figure 72: Q102 - How many years have you lived in Lindenhurst**



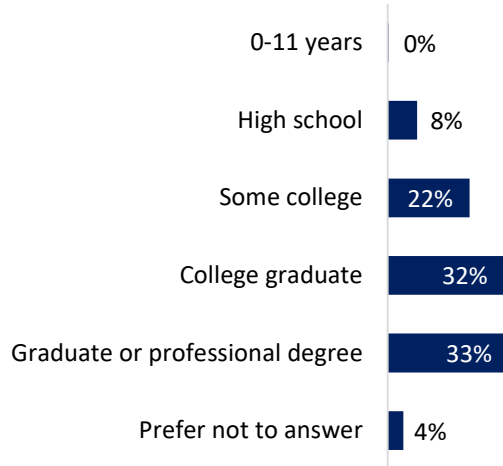
**Figure 73: Q106 – Do you own or rent your current residence?**



**Figure 74: Q107 - What is your home?**



**Figure 75: Q108 - Highest Level of Education**

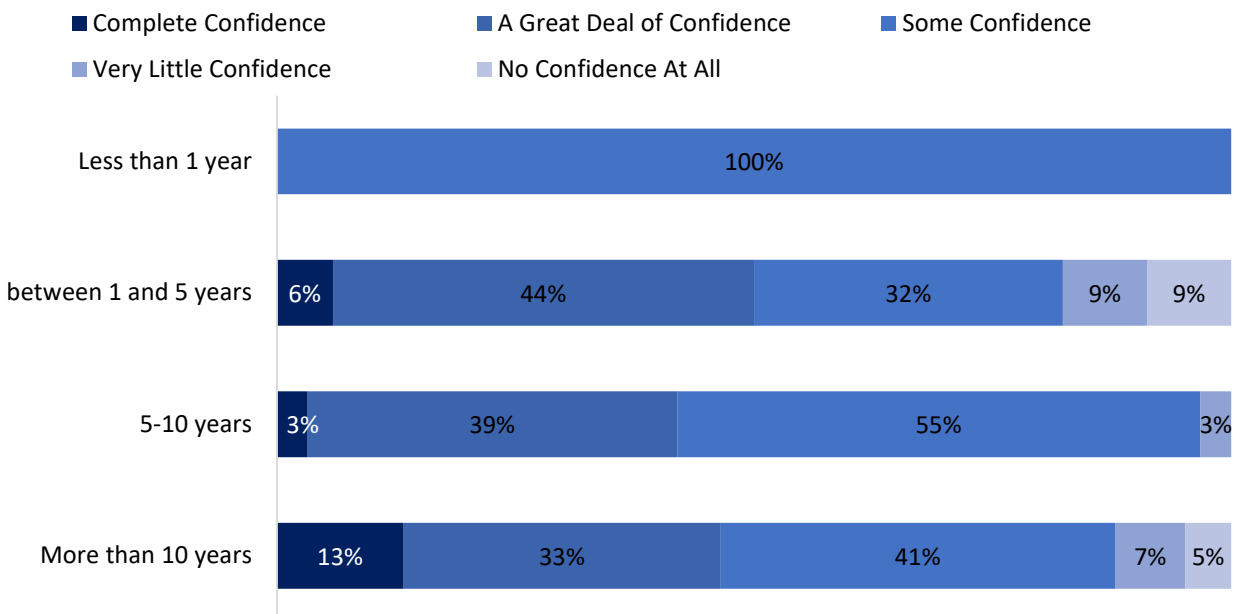


## 10.1 Demographic Segmentation Analysis

In this section we perform an analysis to look at several attributes cross-tabulated with demographic characteristics.

In Figure 76 we look at respondent's confidence in the Village government by the number of years they've lived in Lindenhurst. One-hundred percent of respondents that have lived in the Village less than 1 year express at least Some Confidence in the Village government, while 13 percent of respondents living in the Village 10 years or more express Complete Confidence in the Village government.

**Figure 76: Confidence in Village Government by Years Lived in Lindenhurst**



In Figure 77 we examine how the age of respondents affects their level of confidence in the Village government. Those 75 years of age or more report the highest level of confidence with the Village government, with 19 percent expressing Complete Confidence in the Village government.

**Figure 77: Confidence in Village Government by Age**

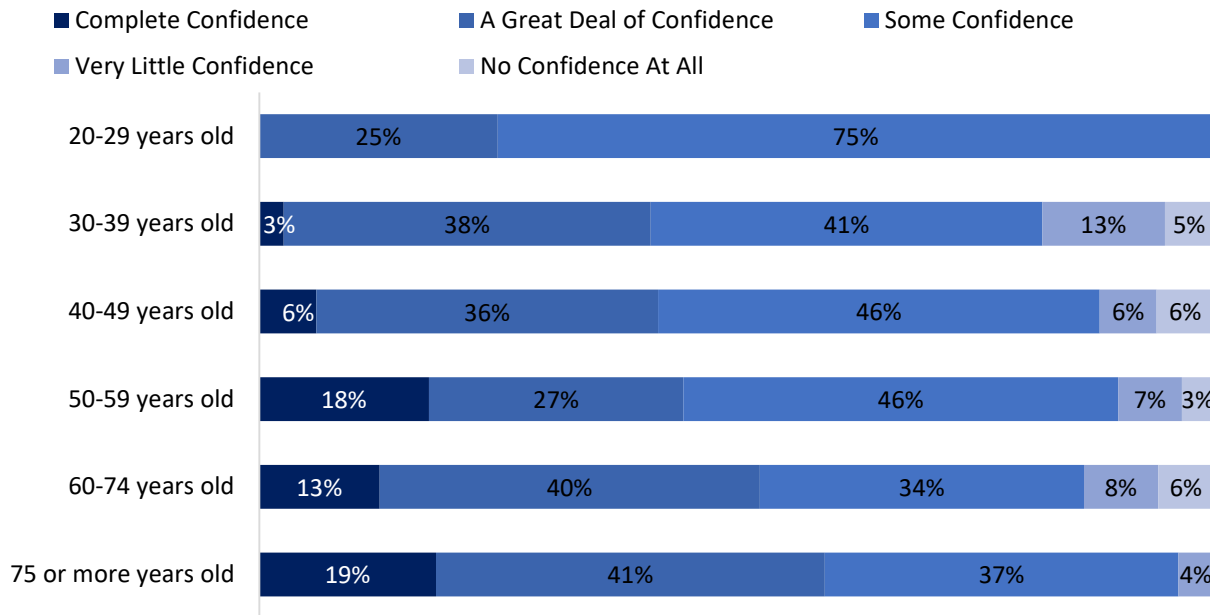
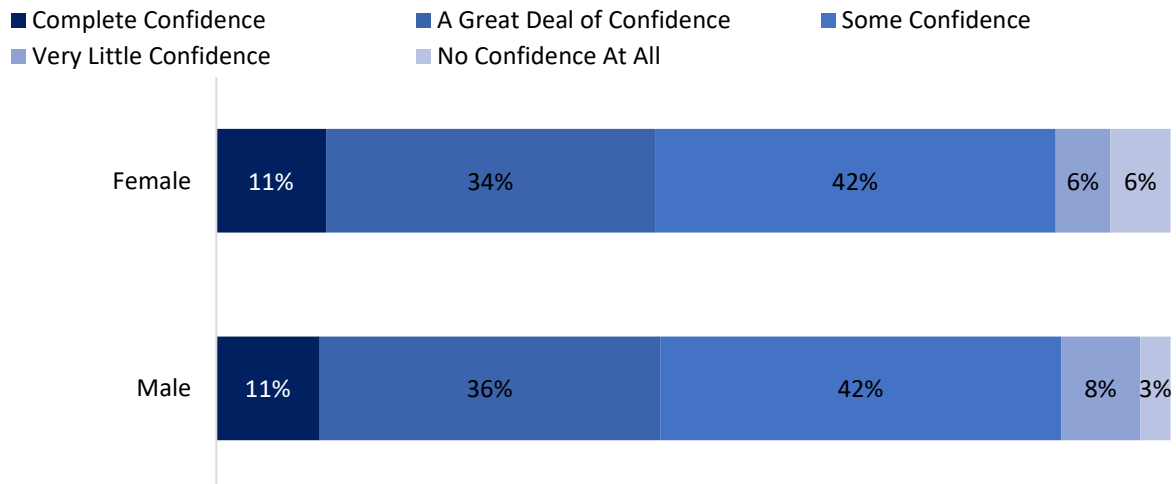


Figure 78 evaluates the confidence level with the Village government by gender, and shows the levels of confidence to be very similar, with the exception that females are twice as likely as males to express having No Confidence At All in the Village government.

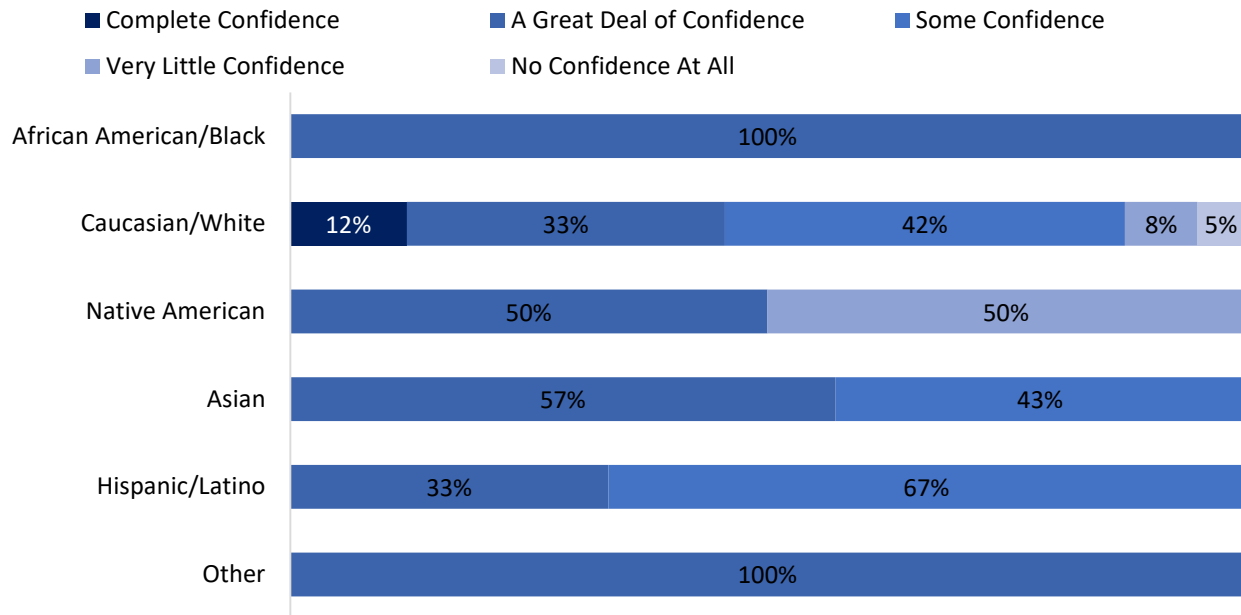
**Figure 78: Confidence in Village Government by Gender**



In looking at how confidence levels in the Village government are reported by ethnicity, it is shown to vary quite a bit amongst the groups. The only group to express Complete Confidence in Village government is the White/Caucasian group, with 12 percent stating that level of confidence. This group also is the only group to indicate No Confidence At All for 5 percent of respondents.

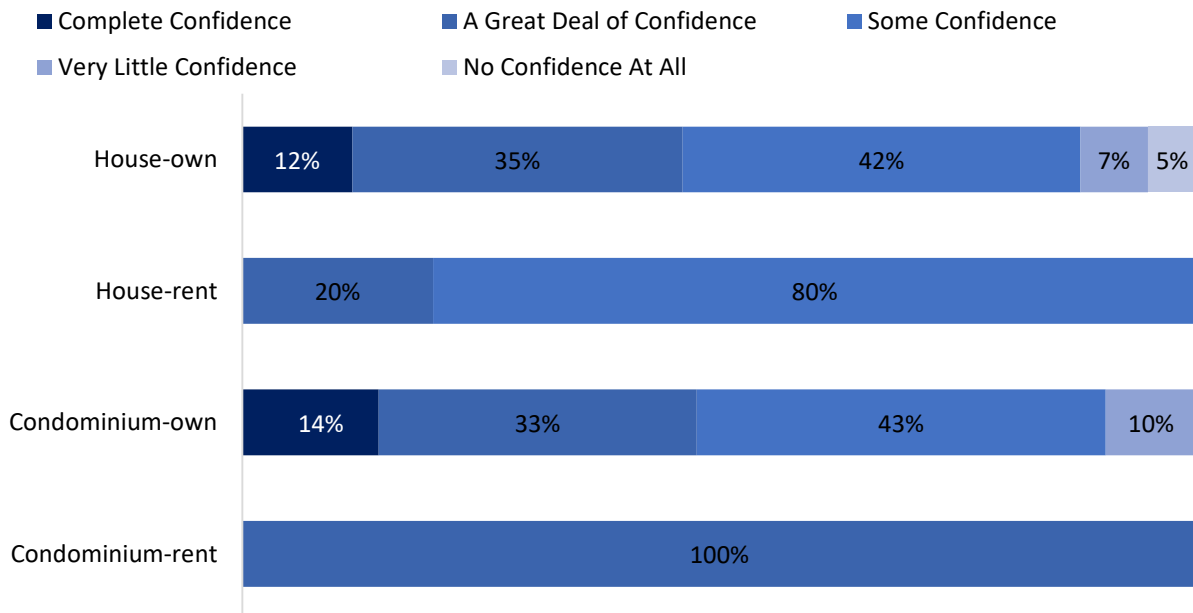


**Figure 79: Confidence in Village Government by Ethnicity**



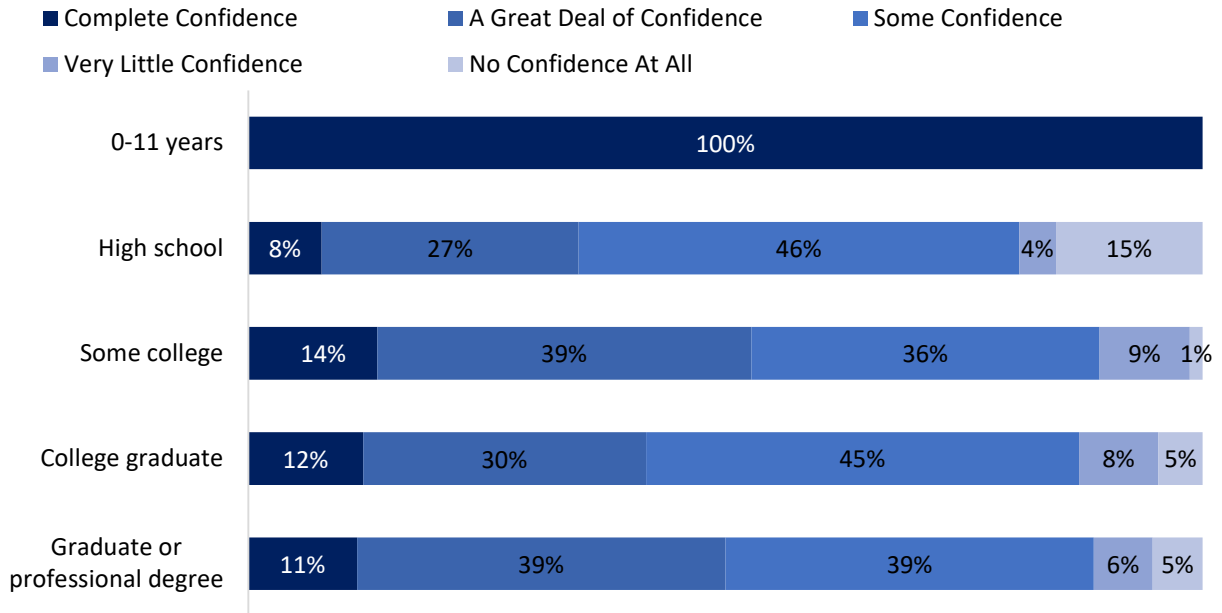
House and condominium owners indicate a higher level of confidence in the Village government with 12 percent of house owners, and 14 percent of condominium owners reporting they have Complete Confidence in the Village government. Five percent of house owners report they have No Confidence At All in the Village government.

**Figure 80: Confidence in Village Government by Residence Type**



Lastly we analyze the level of confidence in Village government by educational attainment. One-hundred percent of those with less than a high school diploma report Complete Confidence in the Village government. Those with a high school diploma show the highest percentage (15) of having no Confidence At All in the Village government, and also the lowest percentage (8) of having Complete Confidence in the Village government. Please see the results displayed in Figure 81.

**Figure 81: Confidence in Village Government by Educational Attainment**



The following table displays the results of the customer satisfaction questions (1 – 57) by number of years lived in Lindenhurst. These percentages are based on the top-2 scores for each question.

**Table 29: Customer Satisfaction by Years Lived in Lindenhurst (Q1-Q57)**

Question	Less than 1 year	between 1 and 5 years	5-10 years	More than 10 years
Q1 Village government's overall job of providing high-quality services	50%	66%	71%	69%
Q2 Responsiveness of elected officials	0%	57%	47%	46%
Q3 Timeliness and professionalism of service provided by Village employees	50%	70%	59%	73%
Q4 The overall value of Village services for my tax dollar	0%	29%	41%	52%
Q5 Usefulness of information on the Village web page	50%	81%	73%	63%
Q6 Village government's efforts to actively seek input from citizens	50%	63%	50%	48%
Q7 Village government's efforts to focus on the priorities that matter most to the residents	0%	34%	45%	45%
Q8 The effectiveness of Village staff to resolve customer service issues	33%	57%	50%	55%
Q9 Fairness and consistency of code and ordinance enforcement	100%	46%	58%	42%
Q10 Local availability of needed goods and services	100%	31%	34%	44%
Q11 Overall image and reputation of the Village	100%	64%	63%	60%
Q12 The overall direction the Village is taking	100%	58%	55%	49%
Q13 The number of Village services offered online	0%	52%	50%	51%
Q14 The quality of Village services offered online	0%	58%	52%	53%
Q15 Efforts by the Village to prevent crime	33%	84%	83%	70%
Q16 How ethical the Village employees are in the way they conduct Village business	0%	65%	62%	58%
Q17 How ethical local elected officials are in the way they conduct Village business	0%	58%	57%	53%

Question	Less than 1 year	between 1 and 5 years	5-10 years	More than 10 years
Q18 Overall quality of customer service	100%	58%	78%	69%
Q19 Availability of information about Village programs, events, services, and issues	100%	74%	81%	70%
Q20 Availability of information on water, sewer, and solid waste rates	0%	76%	65%	65%
Q21 Taste, smell and pressure of water	67%	74%	65%	73%
Q22 Response to water and sewer service requests	0%	45%	42%	50%
Q23 The overall satisfaction with your drinking water service	100%	69%	48%	75%
Q24 Please rate the quality of your drinking water	50%	71%	63%	75%
Q25 Accurate and consistent utility billing service	33%	80%	58%	69%
Q26 Quality of household trash collection services	33%	89%	90%	88%
Q27 Quality of recycling services	33%	89%	81%	86%
Q28 Quality of yard waste collection services	0%	69%	52%	73%
Q29 Reliability of household garbage, recycling, and yard waste collection	33%	89%	91%	90%
Q30 Effectiveness and professionalism of public works staff	0%	81%	63%	66%
Q31 Responsiveness of public works staff when requested	50%	45%	43%	59%
Q32 Maintenance and driving condition of Village streets	33%	56%	47%	51%
Q33 Effectiveness and professionalism of police officers and staff	100%	90%	79%	82%
Q34 My level of safety when walking alone in my neighborhood at night	67%	84%	87%	75%
Q35 My level of safety when walking alone in my neighborhood during the day	100%	94%	94%	89%
Q36 The overall feeling of safety living in the Village compared to other cities	100%	89%	91%	86%
Q37 The response time of police officers when called	0%	58%	87%	80%
Q38 Visibility of police in my neighborhood	67%	80%	78%	69%
Q39 Level of traffic enforcement	50%	67%	75%	64%
Q40 Adequacy and maintenance of street lighting	33%	58%	69%	65%
Q41 Appearance and cleanliness of streets	67%	75%	72%	68%
Q42 Overall cleanliness and maintenance of the Village	33%	75%	84%	73%
Q43 Snow removal operations	100%	83%	63%	67%
Q44 Timely repair of streets	0%	60%	48%	42%
Q45 Effectiveness and professionalism of Emergency Medical Services	0%	62%	94%	81%
Q46 Effectiveness and professionalism of Fire Department when Requested	0%	80%	73%	79%
Q47 The response time of Emergency Medical Services when called	0%	88%	83%	87%
Q48 The response time of Fire Department when requested	0%	86%	75%	77%
Q49 Overall quality of the Library District services	100%	87%	87%	80%
Q50 Overall quality of Park District recreation programs/services	100%	68%	77%	74%
Q51 Overall variety of Park District recreation programs/services	100%	67%	77%	70%
Q52 Overall quality of Park District parks and recreational facilities	100%	82%	77%	73%
Q53 The overall cost of Park District recreation programs/services	0%	57%	70%	63%
Q54 Overall quality of special event programs/services	0%	70%	75%	65%

Question	Less than 1 year	between 1 and 5 years	5-10 years	More than 10 years
Q55 Overall accessibility of walking/bike opportunities	100%	79%	87%	72%
Q56 Ease of overall Park district registration/rental process	0%	87%	78%	61%
Q57 Information received about Park District recreation programs/services	100%	79%	84%	77%

Results of the customer satisfaction questions by age are shown in Table 30.

**Table 30: Customer Satisfaction by Age (Q1-Q57)**

Question	20-29 years old	30-39 years old	40-49 years old	50-59 years old	60-74 years old	75 or more years old
Q1 Village government's overall job of providing high-quality services	25%	66%	61%	66%	75%	85%
Q2 Responsiveness of elected officials	50%	45%	35%	51%	50%	48%
Q3 Timeliness and professionalism of service provided by Village employees	50%	69%	68%	70%	75%	76%
Q4 The overall value of Village services for my tax dollar	0%	41%	35%	49%	56%	61%
Q5 Usefulness of information on the Village web page	67%	81%	63%	62%	69%	48%
Q6 Village government's efforts to actively seek input from citizens	33%	54%	48%	50%	53%	32%
Q7 Village government's efforts to focus on the priorities that matter most to the residents	0%	41%	32%	48%	51%	48%
Q8 The effectiveness of Village staff to resolve customer service issues	0%	55%	53%	53%	61%	48%
Q9 Fairness and consistency of code and ordinance enforcement	0%	44%	42%	39%	50%	52%
Q10 Local availability of needed goods and services	25%	35%	31%	44%	47%	56%
Q11 Overall image and reputation of the Village	100%	68%	53%	58%	61%	70%
Q12 The overall direction the Village is taking	50%	54%	45%	52%	52%	48%
Q13 The number of Village services offered online	67%	53%	44%	57%	48%	39%
Q14 The quality of Village services offered online	33%	63%	46%	58%	51%	44%
Q15 Efforts by the Village to prevent crime	75%	84%	67%	73%	74%	71%
Q16 How ethical the Village employees are in the way they conduct Village business	50%	67%	43%	62%	69%	70%
Q17 How ethical local elected officials are in the way they conduct Village business	50%	60%	42%	57%	58%	64%
Q18 Overall quality of customer service	50%	68%	68%	67%	73%	56%
Q19 Availability of information about Village programs, events, services, and issues	100%	82%	61%	71%	79%	61%
Q20 Availability of information on water, sewer, and solid waste rates	0%	72%	52%	69%	71%	71%
Q21 Taste, smell and pressure of water	25%	74%	57%	72%	83%	86%
Q22 Response to water and sewer service requests	0%	42%	31%	43%	67%	50%
Q23 The overall satisfaction with your drinking	33%	67%	62%	74%	82%	74%

Question	20-29 years old	30-39 years old	40-49 years old	50-59 years old	60-74 years old	75 or more years old
water service						
Q24 Please rate the quality of your drinking water	33%	72%	68%	72%	79%	89%
Q25 Accurate and consistent utility billing service	50%	64%	56%	66%	78%	86%
Q26 Quality of household trash collection services	25%	90%	87%	88%	90%	89%
Q27 Quality of recycling services	50%	82%	85%	88%	86%	89%
Q28 Quality of yard waste collection services	50%	52%	65%	76%	72%	85%
Q29 Reliability of household garbage, recycling, and yard waste collection	75%	90%	88%	88%	91%	97%
Q30 Effectiveness and professionalism of public works staff	100%	76%	61%	68%	68%	69%
Q31 Responsiveness of public works staff when requested	0%	43%	52%	58%	63%	65%
Q32 Maintenance and driving condition of Village streets	25%	54%	48%	49%	52%	69%
Q33 Effectiveness and professionalism of police officers and staff	100%	79%	80%	86%	82%	90%
Q34 My level of safety when walking alone in my neighborhood at night	75%	85%	76%	79%	77%	61%
Q35 My level of safety when walking alone in my neighborhood during the day	100%	90%	90%	92%	90%	81%
Q36 The overall feeling of safety living in the Village compared to other cities	100%	87%	81%	89%	90%	83%
Q37 The response time of police officers when called	0%	76%	81%	78%	78%	84%
Q38 Visibility of police in my neighborhood	100%	69%	67%	76%	68%	76%
Q39 Level of traffic enforcement	67%	76%	63%	71%	55%	72%
Q40 Adequacy and maintenance of street lighting	0%	64%	60%	69%	68%	62%
Q41 Appearance and cleanliness of streets	25%	72%	71%	69%	71%	66%
Q42 Overall cleanliness and maintenance of the Village	25%	74%	72%	74%	76%	79%
Q43 Snow removal operations	25%	69%	63%	69%	73%	76%
Q44 Timely repair of streets	0%	47%	38%	48%	47%	41%
Q45 Effectiveness and professionalism of Emergency Medical Services	0%	78%	79%	77%	83%	86%
Q46 Effectiveness and professionalism of Fire Department when Requested	0%	86%	79%	72%	80%	89%
Q47 The response time of Emergency Medical Services when called	0%	92%	79%	84%	89%	95%
Q48 The response time of Fire Department when requested	0%	92%	79%	72%	77%	80%
Q49 Overall quality of the Library District services	67%	86%	82%	85%	75%	88%
Q50 Overall quality of Park District recreation programs/services	33%	76%	66%	75%	76%	84%
Q51 Overall variety of Park District recreation programs/services	33%	76%	67%	71%	70%	79%
Q52 Overall quality of Park District parks and recreational facilities	33%	79%	70%	75%	77%	79%

Question	20-29 years old	30-39 years old	40-49 years old	50-59 years old	60-74 years old	75 or more years old
Q53 The overall cost of Park District recreation programs/services	0%	67%	64%	68%	59%	64%
Q54 Overall quality of special event programs/services	33%	77%	66%	68%	64%	63%
Q55 Overall accessibility of walking/bike opportunities	50%	85%	70%	78%	73%	75%
Q56 Ease of overall Park district registration/rental process	100%	76%	69%	70%	55%	57%
Q57 Information received about Park District recreation programs/services	75%	83%	77%	77%	78%	81%

Customer Satisfaction questions by gender are shown in Table 31.

**Table 31: Customer Satisfaction by Gender (Q1-Q57)**

Question	Female	Male
Q1 Village government's overall job of providing high-quality services	67%	71%
Q2 Responsiveness of elected officials	49%	46%
Q3 Timeliness and professionalism of service provided by Village employees	71%	71%
Q4 The overall value of Village services for my tax dollar	43%	53%
Q5 Usefulness of information on the Village web page	66%	65%
Q6 Village government's efforts to actively seek input from citizens	51%	48%
Q7 Village government's efforts to focus on the priorities that matter most to the residents	43%	45%
Q8 The effectiveness of Village staff to resolve customer service issues	58%	50%
Q9 Fairness and consistency of code and ordinance enforcement	41%	46%
Q10 Local availability of needed goods and services	41%	44%
Q11 Overall image and reputation of the Village	59%	63%
Q12 The overall direction the Village is taking	50%	51%
Q13 The number of Village services offered online	52%	48%
Q14 The quality of Village services offered online	58%	48%
Q15 Efforts by the Village to prevent crime	69%	74%
Q16 How ethical the Village employees are in the way they conduct Village business	59%	59%
Q17 How ethical local elected officials are in the way they conduct Village business	53%	54%
Q18 Overall quality of customer service	69%	68%
Q19 Availability of information about Village programs, events, services, and issues	73%	71%
Q20 Availability of information on water, sewer, and solid waste rates	70%	62%
Q21 Taste, smell and pressure of water	72%	74%
Q22 Response to water and sewer service requests	46%	52%
Q23 The overall satisfaction with your drinking water service	72%	73%
Q24 Please rate the quality of your drinking water	70%	78%
Q25 Accurate and consistent utility billing service	68%	69%
Q26 Quality of household trash collection services	90%	84%
Q27 Quality of recycling services	88%	82%
Q28 Quality of yard waste collection services	74%	66%
Q29 Reliability of household garbage, recycling, and yard waste collection	91%	88%

Question	Female	Male
Q30 Effectiveness and professionalism of public works staff	69%	64%
Q31 Responsiveness of public works staff when requested	54%	58%
Q32 Maintenance and driving condition of Village streets	51%	52%
Q33 Effectiveness and professionalism of police officers and staff	85%	79%
Q34 My level of safety when walking alone in my neighborhood at night	75%	80%
Q35 My level of safety when walking alone in my neighborhood during the day	88%	92%
Q36 The overall feeling of safety living in the Village compared to other cities	84%	89%
Q37 The response time of police officers when called	82%	72%
Q38 Visibility of police in my neighborhood	70%	71%
Q39 Level of traffic enforcement	65%	63%
Q40 Adequacy and maintenance of street lighting	64%	66%
Q41 Appearance and cleanliness of streets	69%	68%
Q42 Overall cleanliness and maintenance of the Village	74%	74%
Q43 Snow removal operations	68%	70%
Q44 Timely repair of streets	47%	42%
Q45 Effectiveness and professionalism of Emergency Medical Services	85%	76%
Q46 Effectiveness and professionalism of Fire Department when Requested	83%	72%
Q47 The response time of Emergency Medical Services when called	89%	81%
Q48 The response time of Fire Department when requested	82%	71%
Q49 Overall quality of the Library District services	83%	79%
Q50 Overall quality of Park District recreation programs/services	76%	72%
Q51 Overall variety of Park District recreation programs/services	74%	66%
Q52 Overall quality of Park District parks and recreational facilities	74%	76%
Q53 The overall cost of Park District recreation programs/services	64%	60%
Q54 Overall quality of special event programs/services	67%	64%
Q55 Overall accessibility of walking/bike opportunities	77%	70%
Q56 Ease of overall Park district registration/rental process	69%	59%
Q57 Information received about Park District recreation programs/services	83%	71%

Results of the customer satisfaction questions by ethnicity are presented in Table 32.

**Table 32: Customer Satisfaction by Ethnicity (Q1-Q57)**

Question	African American/ Black	Caucasian/ White	Native American	Asian	Hispanic/ Latino	Other
Q1 Village government's overall job of providing high-quality services	0%	70%	0%	86%	100%	100%
Q2 Responsiveness of elected officials	0%	49%	0%	67%	0%	0%
Q3 Timeliness and professionalism of service provided by Village employees	0%	72%	100%	83%	67%	100%
Q4 The overall value of Village services for my tax dollar	100%	48%	0%	29%	33%	100%
Q5 Usefulness of information on the Village web page	100%	66%	0%	71%	67%	0%
Q6 Village government's efforts to actively seek input from citizens	100%	49%	0%	57%	50%	0%
Q7 Village government's efforts to focus on the priorities that matter most to the residents	100%	44%	0%	29%	0%	100%
Q8 The effectiveness of Village staff to resolve customer service issues	0%	53%	0%	75%	67%	100%



Question	African American/ Black	Caucasian/ White	Native American	Asian	Hispanic/ Latino	Other
Q9 Fairness and consistency of code and ordinance enforcement	100%	44%	0%	50%	33%	100%
Q10 Local availability of needed goods and services	100%	43%	0%	50%	0%	100%
Q11 Overall image and reputation of the Village	100%	59%	50%	86%	67%	100%
Q12 The overall direction the Village is taking	100%	52%	0%	57%	0%	0%
Q13 The number of Village services offered online	100%	50%	0%	43%	0%	0%
Q14 The quality of Village services offered online	100%	54%	0%	33%	0%	0%
Q15 Efforts by the Village to prevent crime	100%	72%	100%	100%	100%	100%
Q16 How ethical the Village employees are in the way they conduct Village business	0%	60%	100%	60%	100%	100%
Q17 How ethical local elected officials are in the way they conduct Village business	0%	57%	0%	40%	50%	100%
Q18 Overall quality of customer service	100%	70%	50%	50%	100%	100%
Q19 Availability of information about Village programs, events, services, and issues	0%	73%	0%	43%	100%	0%
Q20 Availability of information on water, sewer, and solid waste rates	100%	67%	50%	57%	100%	0%
Q21 Taste, smell and pressure of water	100%	73%	0%	71%	67%	100%
Q22 Response to water and sewer service requests	0%	49%	0%	20%	0%	100%
Q23 The overall satisfaction with your drinking water service	0%	74%	50%	29%	67%	100%
Q24 Please rate the quality of your drinking water	0%	75%	0%	71%	67%	100%
Q25 Accurate and consistent utility billing service	0%	69%	50%	71%	100%	100%
Q26 Quality of household trash collection services	100%	88%	100%	100%	100%	100%
Q27 Quality of recycling services	100%	86%	50%	86%	100%	100%
Q28 Quality of yard waste collection services	0%	70%	0%	86%	100%	100%
Q29 Reliability of household garbage, recycling, and yard waste collection	100%	89%	100%	86%	100%	100%
Q30 Effectiveness and professionalism of public works staff	0%	67%	100%	50%	100%	100%
Q31 Responsiveness of public works staff when requested	0%	57%	100%	50%	100%	0%
Q32 Maintenance and driving condition of Village streets	100%	52%	50%	71%	0%	100%
Q33 Effectiveness and professionalism of police officers and staff	100%	83%	100%	86%	100%	100%
Q34 My level of safety when walking alone in my neighborhood at night	100%	76%	100%	100%	100%	100%
Q35 My level of safety when walking alone in my neighborhood during the day	100%	89%	100%	86%	100%	100%
Q36 The overall feeling of safety living in the Village compared to other cities	100%	86%	100%	100%	100%	100%
Q37 The response time of police officers when called	100%	79%	100%	80%	100%	0%
Q38 Visibility of police in my neighborhood	100%	69%	100%	100%	100%	100%



Question	African American/ Black	Caucasian/ White	Native American	Asian	Hispanic/ Latino	Other
Q39 Level of traffic enforcement	100%	63%	100%	86%	100%	100%
Q40 Adequacy and maintenance of street lighting	100%	64%	100%	57%	67%	100%
Q41 Appearance and cleanliness of streets	100%	70%	100%	71%	33%	100%
Q42 Overall cleanliness and maintenance of the Village	100%	75%	50%	71%	67%	100%
Q43 Snow removal operations	100%	67%	50%	100%	67%	100%
Q44 Timely repair of streets	100%	44%	50%	43%	33%	100%
Q45 Effectiveness and professionalism of Emergency Medical Services	100%	82%	0%	100%	100%	0%
Q46 Effectiveness and professionalism of Fire Department when Requested	0%	79%	100%	100%	100%	0%
Q47 The response time of Emergency Medical Services when called	0%	87%	100%	100%	100%	100%
Q48 The response time of Fire Department when requested	100%	79%	0%	50%	100%	100%
Q49 Overall quality of the Library District services	100%	80%	100%	100%	100%	100%
Q50 Overall quality of Park District recreation programs/services	100%	75%	0%	67%	67%	100%
Q51 Overall variety of Park District recreation programs/services	100%	70%	0%	83%	67%	0%
Q52 Overall quality of Park District parks and recreational facilities	100%	75%	100%	83%	67%	100%
Q53 The overall cost of Park District recreation programs/services	100%	63%	0%	83%	67%	0%
Q54 Overall quality of special event programs/services	0%	67%	0%	75%	67%	0%
Q55 Overall accessibility of walking/bike opportunities	100%	74%	50%	67%	67%	100%
Q56 Ease of overall Park district registration/rental process	0%	64%	0%	75%	100%	0%
Q57 Information received about Park District recreation programs/services	100%	78%	0%	71%	100%	100%

Customer satisfaction questions by residence type are shown in Table 33.

**Table 33: Customer Satisfaction by Residence Type (Q1-Q57)**

Question	House-own	House-rent	Condominium-own	Condominium-rent
Q1 Village government's overall job of providing high-quality services	69%	60%	57%	0%
Q2 Responsiveness of elected officials	48%	40%	33%	0%
Q3 Timeliness and professionalism of service provided by Village employees	71%	67%	69%	100%
Q4 The overall value of Village services for my tax dollar	48%	33%	44%	0%
Q5 Usefulness of information on the Village web page	67%	67%	56%	0%
Q6 Village government's efforts to actively seek input from citizens	50%	33%	44%	0%

Question	House-own	House-rent	Condominium-own	Condominium-rent
Q7 Village government's efforts to focus on the priorities that matter most to the residents	44%	25%	47%	0%
Q8 The effectiveness of Village staff to resolve customer service issues	54%	50%	57%	0%
Q9 Fairness and consistency of code and ordinance enforcement	43%	33%	64%	0%
Q10 Local availability of needed goods and services	41%	50%	60%	0%
Q11 Overall image and reputation of the Village	60%	80%	67%	100%
Q12 The overall direction the Village is taking	49%	80%	69%	0%
Q13 The number of Village services offered online	51%	20%	54%	0%
Q14 The quality of Village services offered online	54%	20%	58%	0%
Q15 Efforts by the Village to prevent crime	72%	80%	65%	100%
Q16 How ethical the Village employees are in the way they conduct Village business	59%	83%	44%	100%
Q17 How ethical local elected officials are in the way they conduct Village business	55%	60%	50%	0%
Q18 Overall quality of customer service	68%	83%	67%	100%
Q19 Availability of information about Village programs, events, services, and issues	72%	83%	65%	0%
Q20 Availability of information on water, sewer, and solid waste rates	67%	67%	58%	0%
Q21 Taste, smell and pressure of water	73%	83%	60%	0%
Q22 Response to water and sewer service requests	50%	60%	25%	0%
Q23 The overall satisfaction with your drinking water service	73%	67%	61%	0%
Q24 Please rate the quality of your drinking water	74%	83%	58%	0%
Q25 Accurate and consistent utility billing service	69%	83%	62%	100%
Q26 Quality of household trash collection services	88%	100%	80%	100%
Q27 Quality of recycling services	86%	83%	80%	0%
Q28 Quality of yard waste collection services	71%	50%	56%	0%
Q29 Reliability of household garbage, recycling, and yard waste collection	90%	83%	81%	100%
Q30 Effectiveness and professionalism of public works staff	66%	67%	71%	0%
Q31 Responsiveness of public works staff when requested	56%	60%	45%	0%
Q32 Maintenance and driving condition of Village streets	50%	67%	67%	100%
Q33 Effectiveness and professionalism of police officers and staff	83%	80%	83%	100%
Q34 My level of safety when walking alone in my neighborhood at night	77%	80%	80%	100%
Q35 My level of safety when walking alone in my neighborhood during the day	90%	100%	81%	100%
Q36 The overall feeling of safety living in the Village compared to other cities	87%	100%	80%	100%
Q37 The response time of police officers when called	79%	75%	69%	100%
Q38 Visibility of police in my neighborhood	71%	100%	65%	100%
Q39 Level of traffic enforcement	65%	80%	65%	100%
Q40 Adequacy and maintenance of street lighting	65%	50%	63%	100%
Q41 Appearance and cleanliness of streets	69%	67%	74%	100%
Q42 Overall cleanliness and maintenance of the Village	73%	100%	81%	100%
Q43 Snow removal operations	69%	83%	55%	100%
Q44 Timely repair of streets	43%	67%	60%	100%
Q45 Effectiveness and professionalism of Emergency	81%	67%	73%	0%

Question	House-own	House-rent	Condominium-own	Condominium-rent
Medical Services				
Q46 Effectiveness and professionalism of Fire Department when Requested	80%	50%	70%	0%
Q47 The response time of Emergency Medical Services when called	87%	100%	73%	0%
Q48 The response time of Fire Department when requested	78%	50%	73%	0%
Q49 Overall quality of the Library District services	82%	80%	74%	0%
Q50 Overall quality of Park District recreation programs/services	74%	80%	74%	0%
Q51 Overall variety of Park District recreation programs/services	70%	80%	74%	0%
Q52 Overall quality of Park District parks and recreational facilities	74%	100%	72%	100%
Q53 The overall cost of Park District recreation programs/services	63%	33%	69%	0%
Q54 Overall quality of special event programs/services	67%	50%	60%	0%
Q55 Overall accessibility of walking/bike opportunities	75%	80%	67%	100%
Q56 Ease of overall Park district registration/rental process	65%	50%	60%	0%
Q57 Information received about Park District recreation programs/services	79%	80%	68%	0%

Customer satisfaction questions by educational attainment are shown in Table 34.

**Table 34: Customer Satisfaction by Educational Attainment (Q1-Q57)**

Question	0-11 years	High school	Some college	College graduate	Graduate or professional degree
Q1 Village government's overall job of providing high-quality services	100%	67%	70%	66%	75%
Q2 Responsiveness of elected officials	100%	47%	54%	44%	48%
Q3 Timeliness and professionalism of service provided by Village employees	100%	59%	76%	65%	80%
Q4 The overall value of Village services for my tax dollar	100%	52%	49%	41%	53%
Q5 Usefulness of information on the Village web page	0%	70%	61%	64%	72%
Q6 Village government's efforts to actively seek input from citizens	100%	29%	51%	55%	48%
Q7 Village government's efforts to focus on the priorities that matter most to the residents	100%	29%	43%	40%	51%
Q8 The effectiveness of Village staff to resolve customer service issues	100%	58%	61%	52%	53%
Q9 Fairness and consistency of code and ordinance enforcement	100%	38%	49%	42%	44%
Q10 Local availability of needed goods and services	100%	45%	44%	45%	38%
Q11 Overall image and reputation of the Village	100%	50%	61%	65%	59%
Q12 The overall direction the Village is taking	100%	48%	49%	60%	43%
Q13 The number of Village services offered online	0%	67%	42%	52%	48%
Q14 The quality of Village services offered online	0%	60%	42%	56%	54%
Q15 Efforts by the Village to prevent crime	100%	76%	67%	78%	73%

Question	0-11 years	High school	Some college	College graduate	Graduate or professional degree
Q16 How ethical the Village employees are in the way they conduct Village business	100%	53%	63%	54%	66%
Q17 How ethical local elected officials are in the way they conduct Village business	100%	58%	53%	58%	54%
Q18 Overall quality of customer service	100%	73%	68%	63%	72%
Q19 Availability of information about Village programs, events, services, and issues	100%	73%	75%	72%	69%
Q20 Availability of information on water, sewer, and solid waste rates	100%	68%	70%	63%	63%
Q21 Taste, smell and pressure of water	100%	69%	81%	70%	73%
Q22 Response to water and sewer service requests	100%	64%	54%	41%	48%
Q23 The overall satisfaction with your drinking water service	100%	72%	80%	68%	73%
Q24 Please rate the quality of your drinking water	100%	77%	80%	67%	77%
Q25 Accurate and consistent utility billing service	100%	68%	67%	68%	69%
Q26 Quality of household trash collection services	100%	89%	87%	86%	88%
Q27 Quality of recycling services	100%	88%	87%	86%	84%
Q28 Quality of yard waste collection services	100%	78%	69%	69%	72%
Q29 Reliability of household garbage, recycling, and yard waste collection	100%	96%	88%	92%	88%
Q30 Effectiveness and professionalism of public works staff	100%	59%	71%	64%	70%
Q31 Responsiveness of public works staff when requested	100%	39%	63%	57%	56%
Q32 Maintenance and driving condition of Village streets	0%	61%	45%	51%	55%
Q33 Effectiveness and professionalism of police officers and staff	100%	75%	80%	84%	88%
Q34 My level of safety when walking alone in my neighborhood at night	100%	58%	71%	81%	83%
Q35 My level of safety when walking alone in my neighborhood during the day	100%	96%	82%	90%	94%
Q36 The overall feeling of safety living in the Village compared to other cities	100%	89%	82%	88%	88%
Q37 The response time of police officers when called	100%	83%	75%	71%	87%
Q38 Visibility of police in my neighborhood	100%	64%	57%	74%	81%
Q39 Level of traffic enforcement	100%	54%	56%	68%	72%
Q40 Adequacy and maintenance of street lighting	100%	70%	57%	67%	65%
Q41 Appearance and cleanliness of streets	100%	78%	64%	72%	69%
Q42 Overall cleanliness and maintenance of the Village	100%	82%	72%	74%	74%
Q43 Snow removal operations	100%	74%	69%	61%	75%
Q44 Timely repair of streets	0%	41%	37%	45%	52%
Q45 Effectiveness and professionalism of Emergency Medical Services	0%	89%	79%	74%	88%
Q46 Effectiveness and professionalism of Fire Department when Requested	0%	79%	86%	69%	81%
Q47 The response time of Emergency Medical Services when called	0%	100%	94%	81%	81%
Q48 The response time of Fire Department when requested	0%	85%	88%	75%	69%

Question	0-11 years	High school	Some college	College graduate	Graduate or professional degree
Q49 Overall quality of the Library District services	0%	65%	80%	84%	85%
Q50 Overall quality of Park District recreation programs/services	0%	76%	70%	76%	72%
Q51 Overall variety of Park District recreation programs/services	0%	52%	63%	75%	75%
Q52 Overall quality of Park District parks and recreational facilities	0%	86%	69%	77%	75%
Q53 The overall cost of Park District recreation programs/services	0%	58%	54%	69%	67%
Q54 Overall quality of special event programs/services	100%	65%	59%	67%	71%
Q55 Overall accessibility of walking/bike opportunities	100%	83%	72%	75%	74%
Q56 Ease of overall Park district registration/rental process	100%	65%	62%	69%	65%
Q57 Information received about Park District recreation programs/services	100%	71%	66%	83%	81%

## 11.0 Statistical Significance Analysis

Presented in this section are all of the points in which a statistically significant difference was identified. Each section addresses the differences identified for each particular demographic.

### Length of Residency Differences

- ✓ Proportion of residents who have lived in the Village of Lindenhurst for less than a year are more likely to be undecided or indifferent with Reliability of household garbage, recycling, and yard waste collection is significantly higher than those who have lived in the Village longer.
- ✓ Proportion of residents who have lived in the Village of Lindenhurst for less than a year who are very dissatisfied with Quality of household trash collection services and Quality of recycling services is significantly higher than those who have lived in the Village for more than 10 years.
- ✓ Proportion of residents who have lived in the Village of Lindenhurst for less than a year who are very dissatisfied with Maintenance and driving condition of Village streets is significantly higher than those who have lived in the Village for 5-10 years.
- ✓ Proportion of residents who have lived in the Village of Lindenhurst for 1-5 years who are more likely to be undecided or indifferent with the overall satisfaction with their drinking water service is higher than those who have lived in the Village for more than 10 years.
- ✓ Proportion of residents who have lived in the Village of Lindenhurst for 5-10 years who are somewhat dissatisfied with the overall satisfaction with drinking water service and effectiveness and professionalism of Fire Department when requested is higher than those who have lived in the Village for more than 10 years.
- ✓ Proportion of residents who have lived in the Village of Lindenhurst for 5-10 years who are somewhat dissatisfied with Quality of yard waste collection services is higher than those who have lived in the Village for 1-5 years and more than 10 years.
- ✓ Proportion of residents who have lived in the Village of Lindenhurst for 5-10 years who are somewhat satisfied with Overall quality of customer service is significantly higher than those who have lived in the Village for 1-5 years and more than 10 years.
- ✓ Proportion of residents who have lived in the Village of Lindenhurst for 5-10 years who are somewhat satisfied with level of traffic enforcement is significantly higher than those who have lived in the Village for more than 10 years.

### Age Differences

- ✓ The proportion of residents who reported to be very dissatisfied with the effectiveness of Village staff to resolve customer service issues is significantly higher for ages 20-29 years old and 50-59 years old when compared to those who are 60-74 years old.
- ✓ Proportion of residents aged 20-29 who are very dissatisfied with fairness and consistency of code and ordinance enforcement is significantly higher than those aged 30-39 years old.
- ✓ Proportion of residents aged 20-29 who are very dissatisfied with overall quality of customer service is significantly higher than those aged 40-49 and 50-59 years old.

- ✓ Proportion of residents aged 20-29 who are very dissatisfied with Responsiveness of public works staff when requested is significantly higher than those aged 40-49 years old.
- ✓ Proportion of residents aged 20-29 who are very dissatisfied with Overall quality of Park District parks and recreational facilities is significantly higher than those aged 50-59 years old.
- ✓ Proportion of residents aged 20-29 who are somewhat dissatisfied with Timeliness and professionalism of service provided by Village employees is significantly higher than those aged 40-49 years old.
- ✓ Proportion of residents aged 20-29 who are somewhat dissatisfied with Appearance and cleanliness of streets is significantly higher than those aged 50-59 years old.
- ✓ Proportion of residents aged 20-29 who are somewhat dissatisfied with Overall accessibility of walking/bike opportunities is significantly higher than those aged 30-39, 50-59 and 60-74 years old.
- ✓ The proportion of 20-29 residents who are more likely to be undecided or indifferent with the Availability of information on water, sewer, and solid waste rates is significantly higher than those 50-59 years old.
- ✓ The proportion of 20-29 residents who are more likely to be undecided or indifferent with the Taste, smell and pressure of water is significantly higher than those 50-59, 60-74, and 75 and above years old.
- ✓ The proportion of 20-29 residents who are more likely to be undecided or indifferent with the Quality of household trash collection services is significantly higher than all the rest of the age groups.
- ✓ The proportion of 20-29 residents who are more likely to be undecided or indifferent with the Quality of recycling services is significantly higher than those 50-59 years old.
- ✓ Proportion of residents aged 30-39 who are somewhat satisfied with Quality of household trash collection services is significantly higher than those 75 and above years old.
- ✓ Proportion of residents aged 30-39 who are somewhat satisfied with Level of traffic enforcement is significantly higher than those 60-74 years old.
- ✓ Proportion of residents aged 40-49 who are somewhat dissatisfied with Village government's efforts to focus on the priorities that matter most to the residents is significantly higher than those 60-74 years old.
- ✓ Proportion of residents aged 40-49 who are more likely to be undecided or indifferent with Taste, smell and pressure of water is significantly higher than those 60-74 years old.
- ✓ Proportion of residents aged 40-49 who are somewhat satisfied with Quality of household trash collection services is significantly higher than those 75 and above years old.
- ✓ Proportion of residents aged 50-59 who are very dissatisfied with the effectiveness of Village staff to resolve customer service issues is significantly higher than those 60-74 years old.
- ✓ Proportion of residents aged 50-59 who are very satisfied with the Adequacy and maintenance of street lighting is significantly higher than those 40-49 years old.
- ✓ Proportion of residents with ages 60-74 years old who are very satisfied is significantly higher than those aged 40-49 for the following areas:

- Q21 Taste, smell and pressure of water
- Q22 Response to water and sewer service requests
- Q23 The overall satisfaction with your drinking water service
- Q25 Accurate and consistent utility billing service
- ✓ Proportion of residents aged 60-74 years old who are somewhat satisfied with the Quality of household trash collection services is significantly higher than those 75 and above years old.
- ✓ Proportion of residents with aged 75 and above years old who are very satisfied is significantly higher than those aged 40-49 for the following areas:
  - Q20 Availability of information on water, sewer, and solid waste rates
  - Q21 Taste, smell and pressure of water
  - Q23 The overall satisfaction with your drinking water service
  - Q25 Accurate and consistent utility billing service
  - Q26 Quality of household trash collection services
  - Q27 Quality of recycling services
- ✓ Proportion of residents with aged 75 and above years old who are very satisfied with the Quality of yard waste collection services is significantly higher than those aged 30-39 and 40-49 years old.
- ✓ Proportion of residents aged 75 and above years old who are more likely to be undecided or indifferent with Village government's efforts to actively seek input from citizens and the level of safety when walking alone in my neighborhood during the day is significantly higher than those aged 50-59 years old.
- ✓ Proportion of residents aged 75 and above years old who are more likely to be undecided or indifferent with Availability of information about Village programs, events, services, and issues is significantly higher than those aged 60-74 years old.

### **Gender Differences**

More females than males are very satisfied in the following areas:

- ✓ Q18 Overall quality of customer service
- ✓ Q46 Effectiveness and professionalism of Fire Department when Requested
- ✓ Q56 Ease of overall Park district registration/rental process

More females than males are somewhat dissatisfied in the following areas:

- ✓ Q43 Snow removal operations
- ✓ Q44 Timely repair of streets

More females than males are very dissatisfied in the following areas:

- ✓ Q52 Overall quality of Park District parks and recreational facilities

More males than females are very satisfied in the following areas:

- ✓ Q34 My level of safety when walking alone in my neighborhood at night

More males than females are likely to be undecided or indifferent in the following areas:

- ✓ Q44 Timely repair of streets
- ✓ Q46 Effectiveness and professionalism of Fire Department when Requested
- ✓ Q51 Overall variety of Park District recreation programs/services



- ✓ Q57 Information received about Park District recreation programs/services

More males than females are somewhat dissatisfied in the following areas:

- ✓ Q20 Availability of information on water, sewer, and solid waste rates
- ✓ Q55 Overall accessibility of walking/bike opportunities

### **Ethnicity Differences**

- ✓ Proportion of Lindenhurst residents who are Native American who are somewhat dissatisfied with the overall variety of Park District recreation programs/services is significantly higher than those who are Caucasian/White.
- ✓ Proportion of Lindenhurst residents who are Native American who reported to be somewhat dissatisfied with the quality of yard waste collection services is significantly higher than those who are Caucasian/White.
- ✓ More Asians than Caucasian/White are likely to be undecided or indifferent in the following areas:
  - Q4 The overall value of Village services for my tax dollar
  - Q19 Availability of information about Village programs, events, services, and issues
  - Q23 The overall satisfaction with your drinking water service
- ✓ More Asians than Caucasian/White reported to be somewhat dissatisfied in the following areas:
  - Q17 How ethical local elected officials are in the way they conduct Village business
  - Q29 Reliability of household garbage, recycling, and yard waste collection
  - Q55 Overall accessibility of walking/bike opportunities
- ✓ More Asians than Caucasian/White reported to be somewhat satisfied in the following areas:
  - Q1 Village government's overall job of providing high-quality services
  - Q15 Efforts by the Village to prevent crime
  - Q34 My level of safety when walking alone in my neighborhood at night
- ✓ More Asians than Caucasian/White reported to be very dissatisfied in the following areas:
  - Q21 Taste, smell and pressure of water
  - Q22 Response to water and sewer service requests
- ✓ Proportion of Hispanic/Latino residents who reported to be somewhat dissatisfied with the Appearance and cleanliness of streets is significantly higher than Caucasian/White residents.
- ✓ Proportion of Hispanic/Latino residents who reported to be very dissatisfied with the Maintenance and driving condition of Village streets and Overall accessibility of walking/bike opportunities is significantly higher than Caucasian/White residents.

### **Residence Type Differences**

- ✓ Proportion of renting residents in Lindenhurst who reported to be somewhat satisfied is significantly higher than those who own a residence in the following areas:
  - Q26 Quality of household trash collection services
  - Q44 Timely repair of streets
  - Q49 Overall quality of the Library District services

- ✓ Proportion of renting residents in Lindenhurst who are likely to be undecided or indifferent is significantly higher than those who own a residence in the following areas:
  - Q9 Fairness and consistency of code and ordinance enforcement
  - Q53 The overall cost of Park District recreation programs/services
- ✓ Proportion of renting residents in Lindenhurst who reported to be very dissatisfied with quality of recycling services is significantly higher than those who own a residence.

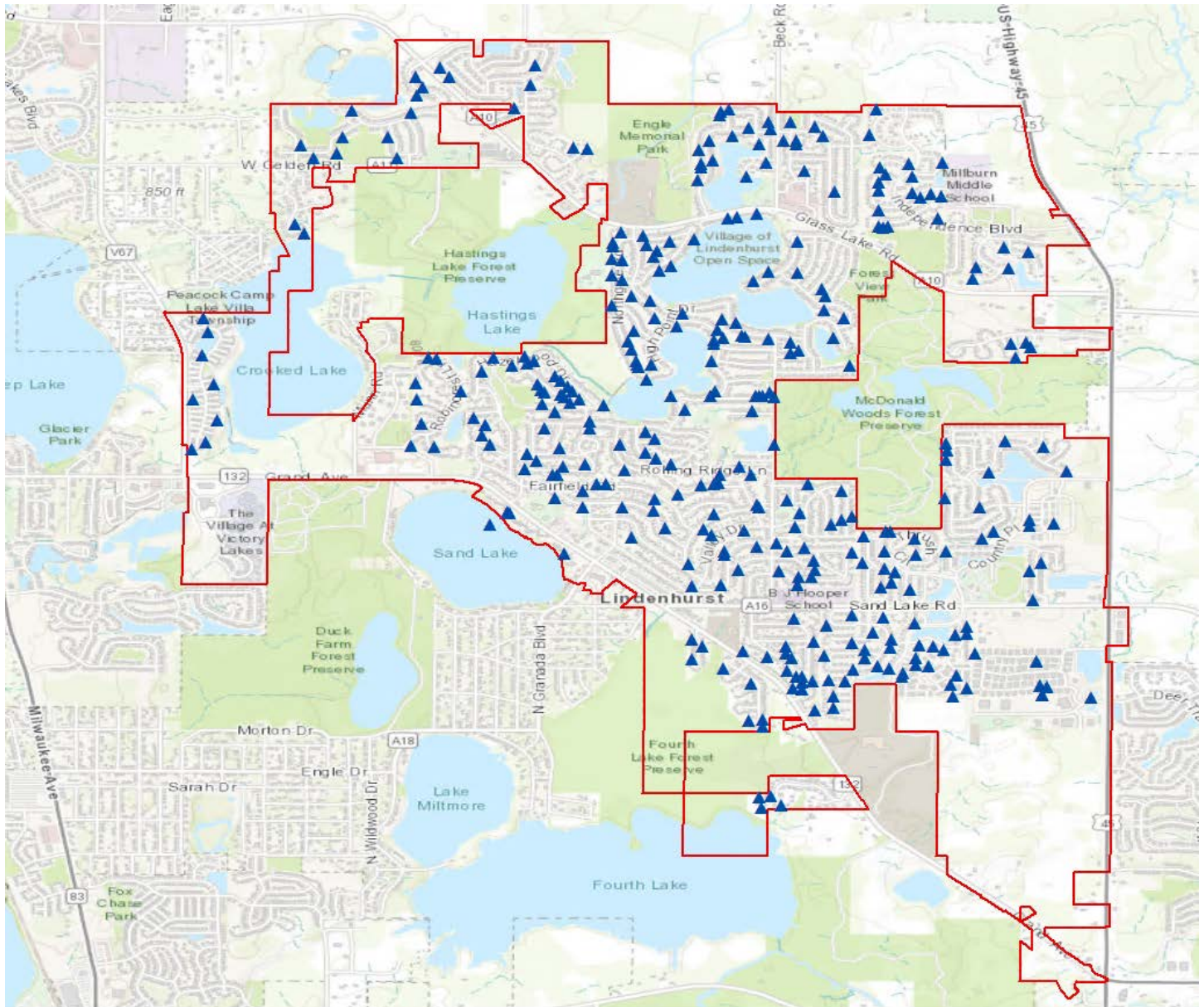
### **Education Level Differences**

- ✓ Proportion of high school graduates who reported to be very dissatisfied with Overall quality of the Library District services is significantly higher than those with graduate or professional degrees.
- ✓ Proportion of high school graduates who reported to be somewhat satisfied with Overall quality of Park District parks and recreational facilities is significantly higher than those with some college degrees and with graduate or professional degrees.
- ✓ Proportion of high school graduates who are likely to be undecided or indifferent with Timeliness and professionalism of service provided by Village employees is significantly higher than those with graduate or professional degree.
- ✓ Proportion of high school graduates who are likely to be undecided or indifferent with Timely repair of streets is significantly higher than those college graduates.
- ✓ Proportion of high school graduates who are likely to be undecided or indifferent with Overall variety of Park District recreation programs/services is significantly higher than those with college graduates and with graduate or professional degree.
- ✓ Proportion of residents who have some college degrees who are very satisfied with Effectiveness and professionalism of Fire Department when Requested is significantly higher than those with graduate or professional degree.
- ✓ Proportion of residents who have some college degrees who are very dissatisfied with Adequacy and maintenance of street lighting is significantly higher than those with graduate or professional degree.
- ✓ Proportion of residents who have some college degrees who are likely to be undecided or indifferent with Overall variety of Park District recreation programs/services is significantly higher than those with some college degrees.
- ✓ There are more college graduates who reported to be somewhat satisfied with Information received about Park District recreation programs/services than those who have some college degrees.
- ✓ There are more college graduates who are likely to be undecided or indifferent with Timeliness and professionalism of service provided by Village employees than those who have graduate or professional degrees.
- ✓ There are more professional residents who reported to be somewhat satisfied with the Timely repair of streets than those with some college degrees.

## 12.0 GIS Analysis

The home addresses of resident survey respondents were geocoded to latitude and longitude coordinates. This map presents a visual representation of where survey respondents live and the varying levels of participation throughout the Village. The blue triangle marks represent the 350 respondents who participated in the survey. The red line shows the boundary of the Village based on the shapefile received from the Village.

**Map 1: Approximate Location of Survey Respondents by Village Quadrant**



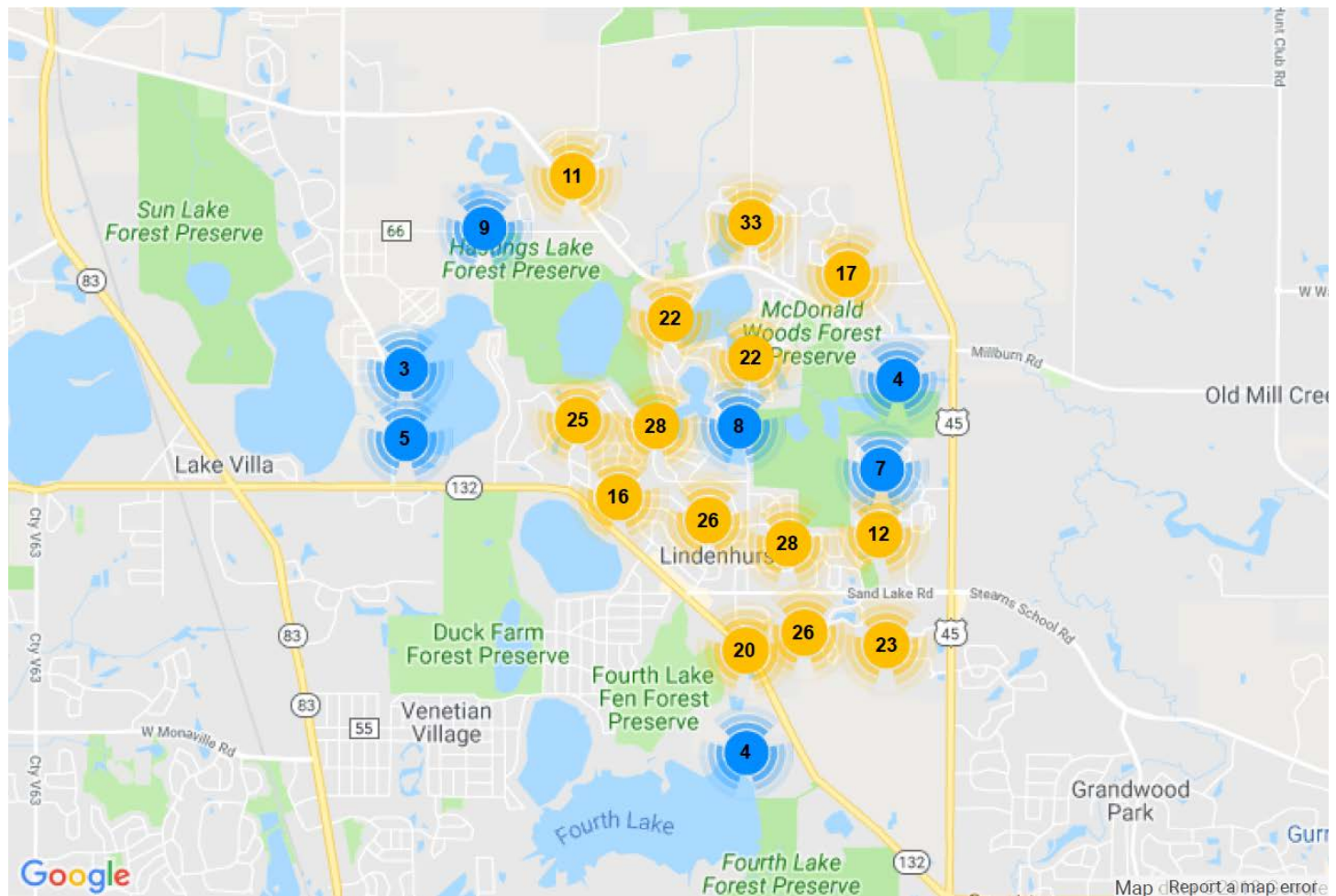
### Notes:

The Village of Lindenhurst boundaries may be seen in this website.

<http://maps.lakecountyil.gov/output/districtmaps/city/VillageOfLindenhurst.pdf>

A GIS Map using Google Sheets was generated, however, the boundaries for the Village cannot be established. The numbers inside the yellow and blue marks represent the number of households that participated in the survey in that particular area.

Map 2: Count of Respondents by Location



You may be able to see the mapping in this site:  
[https://awesome-table.com/-LQePYAuVft2\\_2IJafz/view](https://awesome-table.com/-LQePYAuVft2_2IJafz/view)

## 13.0 Conclusions and Recommendations

In conclusion, of the ten highest rated attributes, only four were shown as also being of the highest importance. These four attributes are:

1. Effectiveness and professionalism of police officers and staff;
2. Effectiveness and professionalism of emergency medical services; and
3. Effectiveness and professionalism of the fire department.
4. Response time of emergency medical services;

Four separate questions were asked with regard to satisfaction ratings for these attributes; however, the importance level questions combined fire and emergency medical services in one question. The Village is doing a fantastic job with these services!

Conversely, of the bottom ten attributes, the items shown as having the lowest satisfaction – Timely repair of streets and Maintenance and driving condition of Village streets – ranked first and sixth on the list of most important attributes, meaning residents are most concerned with the condition of the streets as far as improvements, repair, and maintenance. These are the items the Village should consider a top priority to focus on. Customer Service (82% importance) does not correlate to any attributes on the bottom ten list. The items included in the factor analysis with regard to Customer Service were:

- Q31 Responsiveness of public works staff when requested
- Q8 The effectiveness of Village staff to resolve customer service issues
- Q30 Effectiveness and professionalism of public works staff
- Q3 Timeliness and professionalism of service provided by Village employees
- Q16 How ethical the Village employees are in the way they conduct Village business
- Q18 Overall quality of customer service
- Q2 Responsiveness of elected officials
- Q17 How ethical local elected officials are in the way they conduct Village business
- Q22 Response to water and sewer service requests

Each of the above list are shown to have low levels of satisfaction, yet the residents consider them to be very important. Customer service is the second top priority for the Village to focus on. Thirdly, the appearance of the Village was ranked seventh on the importance list, and tenth on the bottom ten attributes list.

Recommendations for future surveys are mainly with regard to the questionnaire. Questions with regard to a similar topic should be grouped together. For example, questions 6, 7, 11, 12, and 15 could be moved to immediately following question 2. Then move onto the group of questions about Village services, then Village staff/employees, to improve the flow.

Next, given the high level of neutral responses in several of the questions, these are the recommendations NuStats makes:

- Do not offer a neutral response. The “don’t know/refused” option works for people that have no opinion, and most people do have an opinion. It’s just easier to not think about if their opinion is “somewhat satisfied”, or “somewhat dissatisfied”.
- In thinking like a respondent, we are asking them to consider their level of satisfaction with each service described in the list below, but many of those statements are not services. We suggest changing the instructions to say “Thinking only about your experiences within the past 12 months, please rate your level of satisfaction with each of the following statements.”

- Modify wording to many of the questions to improve the likelihood of the residents providing an insightful response. For example, question 1 is more wordy than it needs to be, and we face the chance of losing people because they don't want to read more than a few words. The current wording is: Village government's overall job of providing high-quality services. One suggested revision would be change it to: Village government provides high-quality services. The point being to make the statement clear and concise with no room for guessing what we are looking for.

With modifying these items, NuStats is confident the neutral responses will be greatly reduced in subsequent surveys.

## **Appendix A – Survey Instrument**

The survey instrument may be found beginning on the next page.





- Use a No. 2 pencil or blue or black ink pen only.
- Do not use pens with ink that soaks through the paper.
- Make solid marks that fill the oval completely.

**CORRECT:** ☒ **INCORRECT:** ☐ ☒ ☐

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
1 Village government's overall job of providing high-quality services				
2 Responsiveness of elected officials				
3 Timeliness and professionalism of service provided by Village employees				
4 The overall value of Village services for my tax dollar				
5 Usefulness of information on the Village web page				
6 Village government's efforts to actively seek input from citizens				
7 Village government's efforts to focus on the priorities that matter most to the residents				
8 The effectiveness of Village staff to resolve customer service issues				
9 Fairness and consistency of code and ordinance enforcement				
10 Local availability of needed goods and services				
11 Overall image and reputation of the Village				
12 The overall direction the Village is taking				
13 The number of Village services offered online				
14 The quality of Village services offered online				
15 Efforts by the Village to prevent crime				
16 How ethical the Village employees are in the way they conduct Village business				
17 How ethical local elected officials are in the way they conduct Village business				
18 Overall quality of customer service				
19 Availability of information about Village programs, events, services, and issues				
20 Availability of information on water, sewer, and solid waste rates				
21 Taste, smell and pressure of water				
22 Response to water and sewer service requests				
23 The overall satisfaction with your drinking water service				
24 Please rate the quality of your drinking water				
25 Accurate and consistent utility billing service				
26 Quality of household trash collection services				
27 Quality of recycling services				
28 Quality of yard waste collection services				
29 Reliability of household garbage, recycling, and yard waste collection				
30 Effectiveness and professionalism of public works staff				
31 Responsiveness of public works staff when requested				
32 Maintenance and driving condition of Village streets				
33 Effectiveness and professionalism of police officers and staff				
34 My level of safety when walking alone in my neighborhood at night				
35 My level of safety when walking alone in my neighborhood during the day				
36 The overall feeling of safety living in the Village compared to other cities				
37 The response time of police officers when called				
38 Visibility of police in my neighborhood				
39 Level of traffic enforcement				
40 Adequacy and maintenance of street lighting				
41 Appearance and cleanliness of streets				
42 Overall cleanliness and maintenance of the Village				
43 Snow removal operations				
44 Timely repair of streets				
45 Effectiveness and professionalism of Emergency Medical Services				



46	Effectiveness and professionalism of Fire Department when Requested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47	The response time of Emergency Medical Services when called	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48	The response time of Fire Department when requested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49	Overall quality of the Library District services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50	Overall quality of Park District recreation programs/services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51	Overall variety of Park District recreation programs/services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52	Overall quality of Park District parks and recreational facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53	The overall cost of Park District recreation programs/services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54	Overall quality of special event programs/services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55	Overall accessibility of walking/bike opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56	Ease of overall Park district registration/rental process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57	Information received about Park District recreation programs/services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**How much confidence do you have in the people running:**

No Confidence At All
Very Little Confidence
Some Confidence
A Great Deal of Confidence
Complete Confidence

58	The Local Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59	The County Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60	The State of Illinois Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61	The Federal Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**62 Would it be more convenient for you if the Village moved to the monthly billing of water/sewer/refuse bills?**

☐ Yes ☐ No

**63 How would you rate the overall value of your water and sewer?**

☐ Excellent ☐ Good ☐ Fair ☐ Poor

**64 What is your preferred method of communicating to the Village?**

☐ Phone ☐ Email/Website ☐ In-Person ☐ Social Media ☐ App

**65 Do you use the Village app?**

☐ Yes ☐ No

**66 Would you participate in a six-week leaf only pick up during the fall if it reduced the cost of the yard waste stickers or subscription service?**

☐ Yes ☐ No

**67 Would you support the inclusion of a weekly yard waste collection program and eliminate the need for yard waste stickers or subscriptions services at an additional cost of \$2 or less per home per month?**

☐ Yes ☐ No

**68 Would you participate in a food scrap collection program if offered to Village residents?**

☐ Yes ☐ No

**69 Is having PACE bus service to travel to the College of Lake County, shopping in adjacent municipalities, or a local METRA service important to you?**

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ No Opinion

**70 How would you rate the aesthetic and recreational quality of the Village lakes (Linden, Potomac, Spring Ledge, Waterford)?**

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ No Opinion

**71 How would you rate the availability of public access to Village lakes (Linden, Potomac, Spring Ledge, Waterford)?**

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ No Opinion

**Please rate each of the following using the scale of Very Important =5 to Not Very Important =1:**

		Very Important				Not Very Important	
		5	4	3	2	1	
72	Economic and business development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
73	Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
74	Water and sewer improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
75	Stormwater improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
76	The appearance of the Village	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

		Very Important					Not Very Important				
		5	4	3	2	1					
77	Road and street Improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
78	Bike Path and Sidewalk Improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
79	Better neighborhoods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
80	Maintenance of streets/buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
81	Social/human services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
82	Parks and green spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
83	Police services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
84	Fire and Emergency Medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
85	Trash and recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
86	Art, recreation programs, and library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
87	Social and recreational opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
88	Diversity and inclusiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
89	Lakes management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					

Should the following municipal services ever need to be modified in the future, please indicate if you prefer a reduction in service or tax/fee increase.

		No Opinion		
		Reduction of Service		
		Tax or Fee Increase		
90	Snow Plowing and Ice removal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
91	Street resurfacing/repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
92	Police squad car patrol	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
93	Water Supply infrastructure/conservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
94	Wastewater and sewer infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
95	Stormwater infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
96	Parks and recreation programs/services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
97	Neighborhood playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
98	Police House Watch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
99	Tree plantings/forestry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
100	Public beaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
101	Special events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Our last questions are about you and your household. We ask the following questions to ensure we secure survey results that represent a cross-section of the Village. Your individual responses will be kept confidential.*

**102 Approximately how many years have you lived in the Village?**

- ☐ Less than 1 year      ☐ between 1 and 5 years      ☐ 5-10 years      ☐ More than 10 years

**103 What is your age? (MARK ONLY ONE)**

- ☐ 20-29 years old    ☐ 40-49 years old    ☐ 60-74 years old    ☐ Prefer not to answer  
☐ 30-39 years old    ☐ 50-59 years old    ☐ 75 or more years old

**104 What gender do you identify with? (MARK ONLY ONE)**

- ☐ Female      ☐ Male

**105 Which of the following best describes your race/ethnicity? (MARK ONLY ONE)**

- ☐ African American / Black    ☐ Caucasian / White    ☐ Native American    ☐ I prefer not to answer  
☐ Asian    ☐ Hispanic / Latino    ☐ Other

**106 Do you own or rent your current residence? (MARK ONLY ONE)**

- ☐ Own      ☐ Rent

**107 Which of the following best describes your home?**

- ☐ House - own    ☐ House - rent    ☐ Condominium - own    ☐ Condominium - rent    ☐ Apartment

**108 What is the highest level of education that you have completed? (MARK ONLY ONE)**

- ☐ 0-11 years    ☐ Some college    ☐ Graduate or professional degree  
☐ High school    ☐ College graduate    ☐ Prefer not to answer

**Thank you for your time in completing this survey. When you are finished, please return this survey in the enclosed business reply envelope, or you can mail it to NuStats LLC, 218 Trademark Drive, Buda, TX 78610-9905**