



Village of Lindenhurst 2022 Community Survey

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Contents

1.0	Executive Summary	6
2.0	Background and Objectives.....	7
2.1	Sampling	7
3.0	Scope and Methodology	8
3.1	Survey Instrument Design.....	8
3.2	Data Processing and Quality Assurance	8
4.0	Summary of Responses and Overall Ratings	9
4.1	Composite Score Results.....	9
5.0	Performance Attributes Results	11
5.1	Top 10 Attributes	11
5.2	Bottom 10 Attributes	12
6.0	Village Government and Services.....	13
6.1	Overall Satisfaction Level with Village Services	13
6.1.1	Water and Sewer.....	17
6.1.2	Public Works.....	18
6.1.3	Street Maintenance Services.....	21
6.1.4	Safety and Emergency Services	22
7.0	Government Perception Results	24
7.1	Confidence with Local Government.....	24
7.2	Confidence with Federal, County and State Government	24
8.0	Perception of Ethical Behavior	26
8.1	Ethical Behavior of Elected Officials	26
8.2	Ethical Behavior of Village Employees	26
9.0	Quality of Life Results.....	27
9.1	Cultural and Recreational	27
9.2	Most Important Issue Facing Lindenhurst	28
9.3	Importance Ranking Results	29
9.3.1	Importance-Satisfaction Gap Analysis.....	32
9.3.2	Future Planning	33
10.0	Demographics of Survey Participants	35
10.1	Demographic Segmentation Analysis	39
11.0	Statistical Significance Analysis	51
12.0	GIS Analysis	55
13.0	Conclusions and Recommendations	57
	Appendix A – Survey Instrument.....	59

Figures

Figure 1: Top 2 Box of Category Composite Scores	10
Figure 2: Top 10 Rated Attributes	11
Figure 3: Bottom 10 Rated Attributes	12
Figure 4: Overall Satisfaction Level with Village Services per Attribute	14
Figure 5: Q56 What is your preferred method of communicating to the Village?	15
Figure 6: Q57 What is your primary source of information about Village issues, services, and events?	15
Figure 7: Q58 Excluding the outdoor mail collection box, have you utilized postal services inside of the Village Hall within the past 12 months?	16
Figure 8: Q59 Are you familiar with the Village’s economic development efforts? (e.g. Lindenhurst Economic Assistance Program (LEAP) and/or the Grand Avenue Tax Increment Financing (TIF) District)	16
Figure 9: Q60 Are you familiar with the E.R.I.N. (Elderly Residents In Need) Program?	17
Figure 10: Q61 Is having a PACE bus service to travel to the College of Lake County, shop in adjacent municipalities, or access to METRA services important to you?	17
Figure 11: Satisfaction with Water and Sewer Ranked by Top 2 Scores	18
Figure 12: Satisfaction with Water and Sewer per Attribute	18
Figure 13: Satisfaction with Public Works Ranked by Top 2 Scores	19
Figure 14: Satisfaction with Public Works per Attribute	20
Figure 15: Satisfaction with Street Maintenance Services Ranked by Top 2 Scores	21
Figure 16: Satisfaction with Street Maintenance Services per Attribute	22
Figure 17: Satisfaction with Safety and Emergency Services Ranked by Top 2 Scores	22
Figure 18: Satisfaction with Safety and Emergency Services per Attribute	23
Figure 19: Q52 Confidence with Village of Lindenhurst Government	24
Figure 20: Q55 Confidence with Federal Government	24
Figure 21: Q53 The County Government	25
Figure 22: Q54 The State of Illinois Government	25
Figure 23: Q24 How ethical Village elected officials are in the way they conduct Village business	26
Figure 24: Q23 How ethical Village employees are in the way they conduct Village business	26
Figure 25: Q62 How would you rate the aesthetic and recreational quality of the Village lakes (Linden, Potomac, Spring Ledge, Waterford)?	27
Figure 26: Q63 How would you rate the availability of public access to Village lakes (Linden, Potomac, Spring Ledge, Waterford)?	27
Figure 27: Q64 – Q84 - Village Functions Ranked by Importance – Top 2 Scores	29
Figure 28: Importance-Satisfaction Priority Chart	32
Figure 29: Village Services that needs Tax/Fee Increase by Year	33
Figure 30: Village Services that needs Reduction of Service by Year	34
Figure 31: Approximately how many years have you lived in the Village?	36

Figure 32: What is your age?	36
Figure 33: What gender do you identify with?.....	37
Figure 34: Which of the following best describes your race/ethnicity?	37
Figure 35: Do you own or rent your current residence?	37
Figure 36: Which of the following best describes your home?	38
Figure 37: What is the highest level of education that you have completed?	38
Figure 38: Confidence in Village Government by Years Lived in Lindenhurst	39
Figure 39: Confidence in Village Government by Age	39
Figure 40: Confidence in Village Government by Gender	40
Figure 41: Confidence in Village Government by Ethnicity	40
Figure 42: Confidence in Village Government by Residence Type	41
Figure 43: Confidence in Village Government by Educational Attainment	41
Map 1: Approximate Location of Survey Respondents by Village Quadrant	55
Map 2: Count of Respondents by Location	56

Tables

Table 1: Survey Response Rates	9
Table 2: Survey Response by Zip Code	9
Table 3: Category Composite Score Results	9
Table 4: Overall Satisfaction Level with Village Services	13
Table 5: Satisfaction with Water and Sewer Ranked by Mean Scores	18
Table 6: Satisfaction with Public Works Ranked by Mean Scores	20
Table 7: Satisfaction with Street Maintenance Services Ranked by Mean Scores	21
Table 8: Satisfaction with Safety and Emergency Services Ranked by Mean Scores	23
Table 9: Most Important Issues in Lindenhurst	28
Table 10: Satisfaction-Importance Attributes	30
Table 11: Importance-Satisfaction Gap Analysis	32
Table 12: Village Services Source for Additional Funding.....	33
Table 13: Demographic Profile of Survey Participants & Comparison with ACS 5-Year Data	35
Table 14: Customer Satisfaction by Years Lived in Lindenhurst (Q1-Q51)	42
Table 15: Customer Satisfaction by Age (Q1-Q51)	43
Table 16: Customer Satisfaction by Gender (Q1-Q51)	44
Table 17: Customer Satisfaction by Ethnicity (Q1-Q51)	46
Table 18: Customer Satisfaction by Residence Type (Q1-Q51)	48
Table 19: Customer Satisfaction by Educational Attainment (Q1-Q51)	49

1.0 Executive Summary

NuStats was contracted by the Village of Lindenhurst to conduct a community survey during late summer and early fall 2022. 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 379 completed surveys. Of these, 326 were paper and 53 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.

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 14,406 at the 2020 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

Table 1 shows the survey response rates for mail and web in comparison to the 2018 survey. Table 2 shows the overall response by zip code. As previously noted, of the 379 completed surveys, 326 were obtained from paper surveys, and 53 were obtained from online or web surveys. The return rate fell short of the expected 30 percent, with a .5 percent return rate.

Table 1: Survey Response Rates

	2018 Total (Mail & Web)	2022 Total (Mail & Web)
Total Survey Invitations	2,000	2,000
Less Returns (Non-Deliverable Addresses)	19	53
Net Survey Invitations Delivered	1,981	1,947
Completed Surveys Received (Mail & Web)	350	379
<i>Blank Surveys Returned</i>	<i>3</i>	<i>0</i>
<i>Return Rate (Response Rate)</i>	<i>17.80%</i>	<i>18.95%</i>

Table 2: Survey Response by Zip Code

Zip code	Survey Invitations	Surveys Processed	Response Rate
60046	2,000	379	18.95%

4.1 Composite Score Results

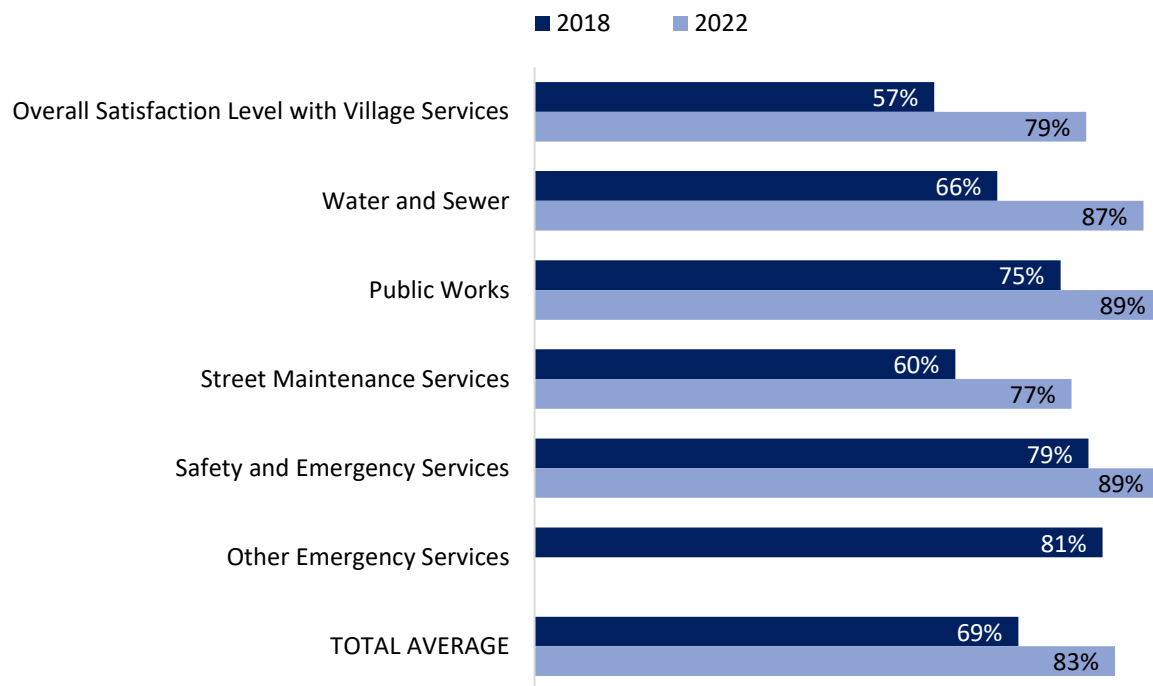
The following table shows the composite score results for all of the categories included in the questionnaire. The top 2 box score represents the percentage of the top two positive responses for each attribute. The mean scores are based on the values assigned between 1 and 4 where 1=the highest score, and 4=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				2022
	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Top-2 Box
Overall Satisfaction Level with Village Services	36%	43%	14%	8%	79%
Water and Sewer	46%	41%	9%	4%	87%
Public Works	54%	35%	7%	4%	89%
Street Maintenance Services	38%	38%	14%	9%	77%
Safety and Emergency Services	56%	33%	7%	4%	89%
TOTAL AVERAGE	44%	39%	11%	6%	83%

In Figure 1, the top 2 box score is compared with the previous survey's results which was in 2018. The difference in scores may have been driven due to the change in survey responses in which the Neutral responses was no longer optional. The Other Emergency Services attributes were also removed in the 2022 questionnaire.

Figure 1: Top 2 Box of Category Composite Scores

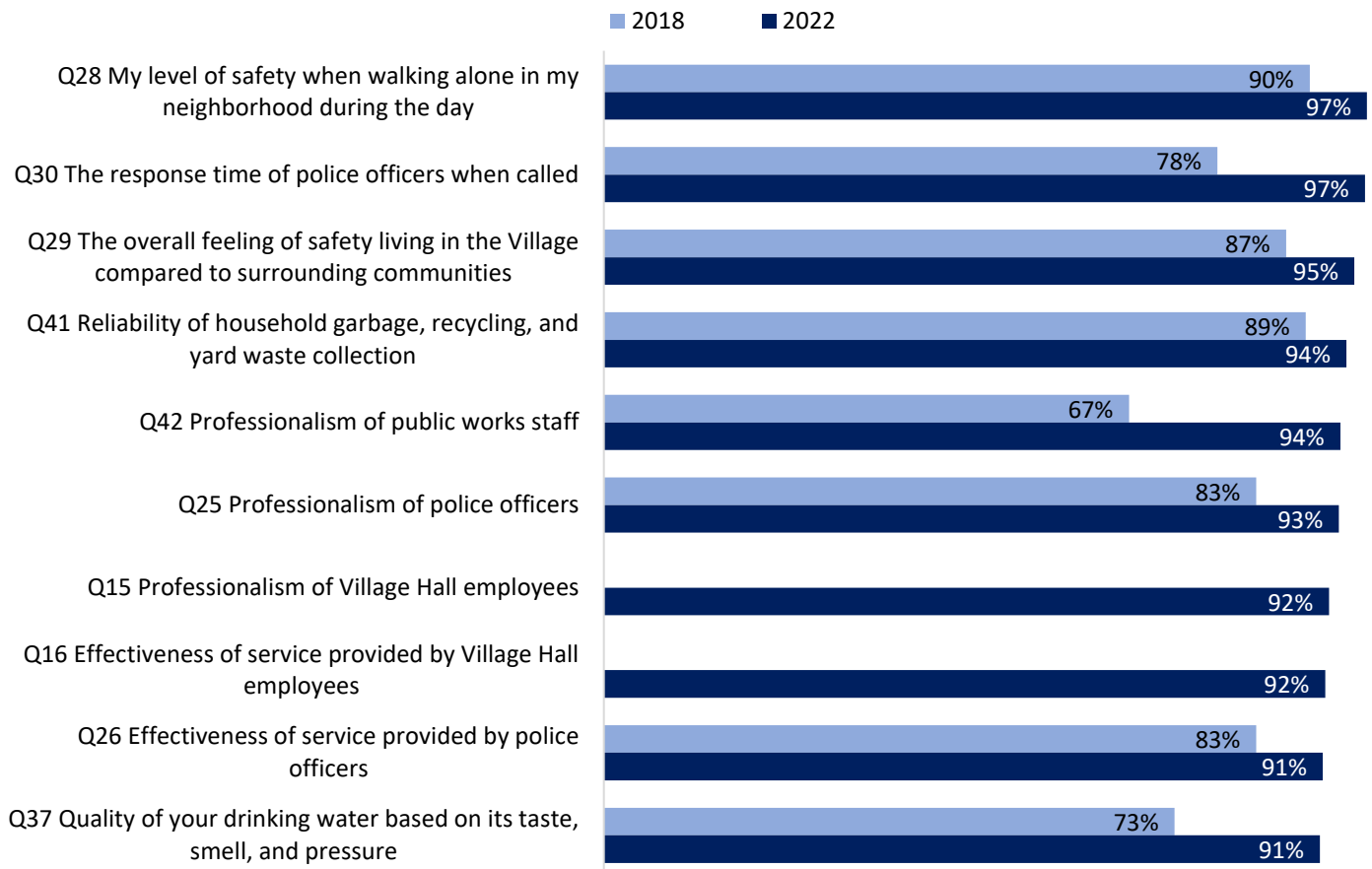


5.0 Performance Attributes Results

5.1 Top 10 Attributes

When looking at the overall survey, we have broken down the top and bottom attributes. The top ten attributes are shown in Figure . Two out of the three questions (28 and 29) with regard to residents' feeling of safety were included in the top 10. As was in the 2018 survey, safety continues to be a top priority for community residents.

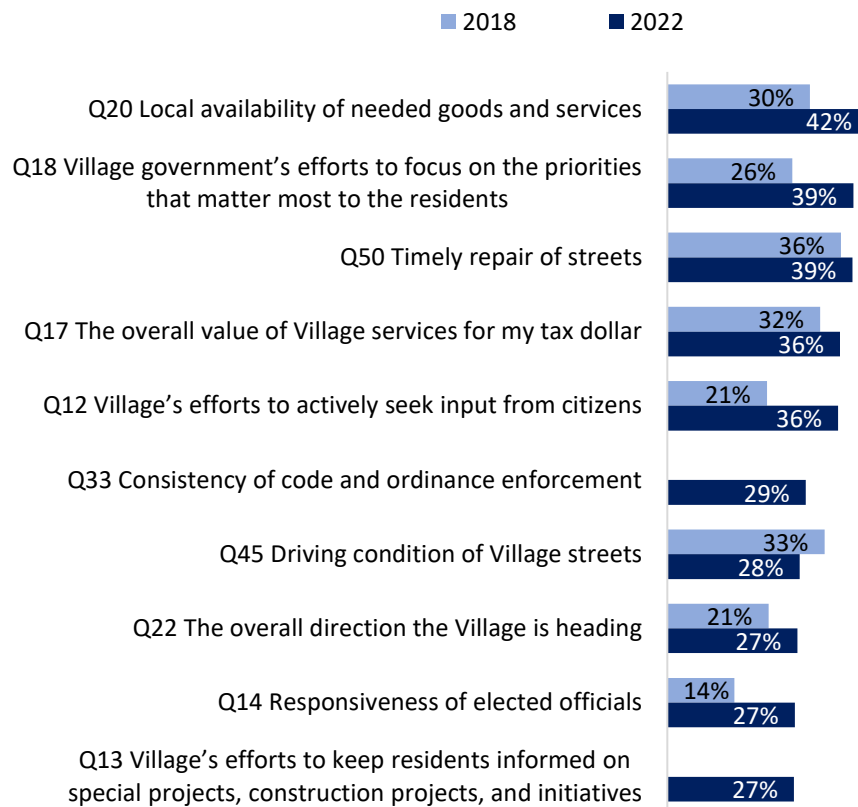
Figure 2: Top 10 Rated Attributes



5.2 Bottom 10 Attributes

Figure 3 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 in 2022 as opposed to the top dissatisfaction of Local availability of needed goods and services in 2018.

Figure 3: 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.

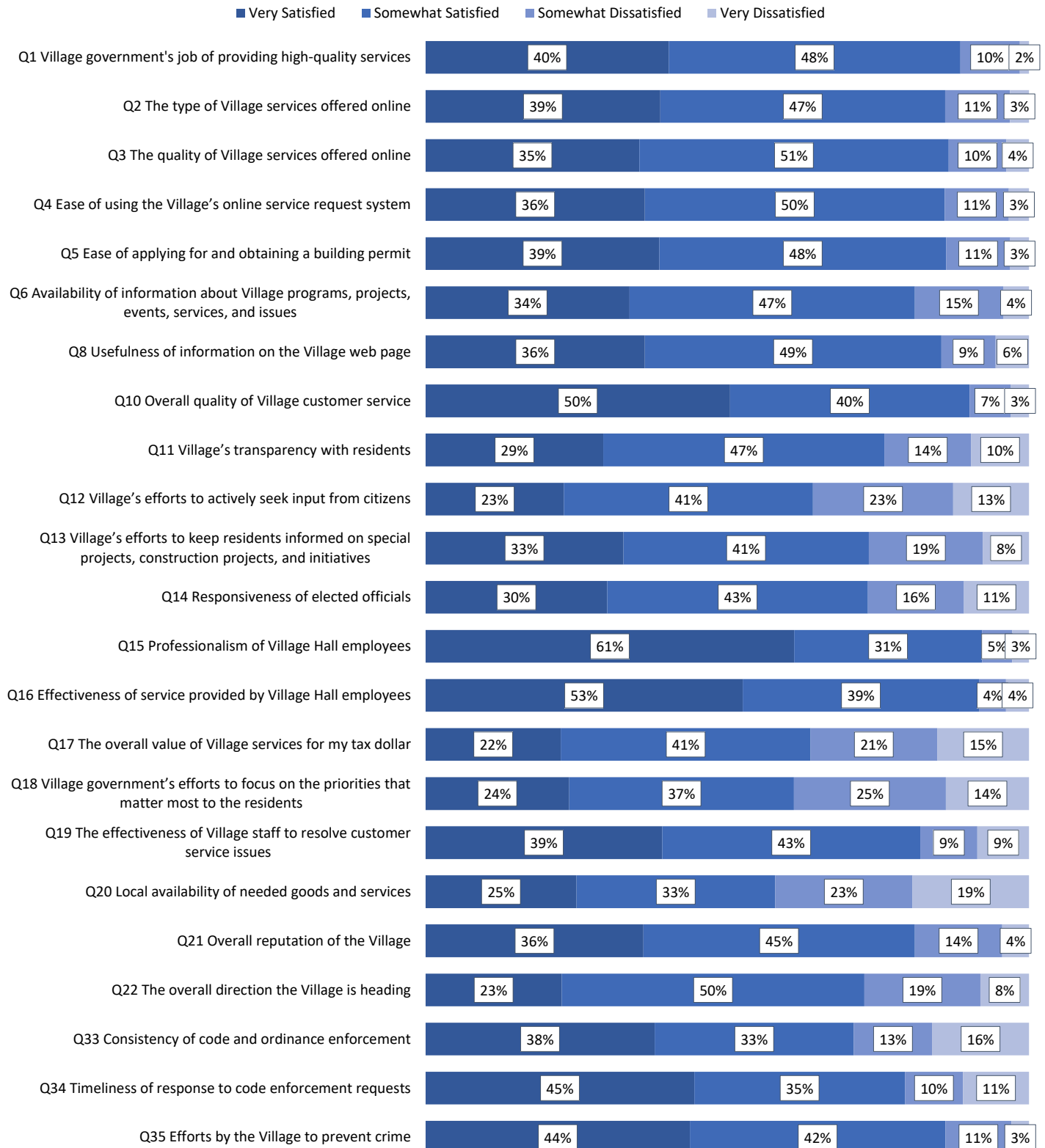
Table 4: Overall Satisfaction Level with Village Services

OVERALL VILLAGE SERVICES & AMENITIES ATTRIBUTES / SATISFACTION LEVELS: HIGH TO LOW		
Attribute Description	Top 2 Box	Mean
Q15 Professionalism of Village Hall employees	92%	1.495
Q16 Effectiveness of service provided by Village Hall employees	92%	1.596
Q10 Overall quality of Village customer service	90%	1.624
Q1 Village government's job of providing high-quality services	89%	1.726
Q3 The quality of Village services offered online	87%	1.817
Q5 Ease of applying for and obtaining a building permit	86%	1.781
Q35 Efforts by the Village to prevent crime	86%	1.730
Q2 The type of Village services offered online	86%	1.782
Q4 Ease of using the Village's online service request system	86%	1.810
Q8 Usefulness of information on the Village web page	85%	1.837
Q19 The effectiveness of Village staff to resolve customer service issues	82%	1.874
Q6 Availability of information about Village programs, projects, events, services, and issues	81%	1.894
Q21 Overall reputation of the Village	81%	1.873
Q34 Timeliness of response to code enforcement requests	79%	1.870
Q11 Village's transparency with residents	76%	2.041
Q13 Village's efforts to keep residents informed on special projects, construction projects, and initiatives	73%	2.014
Q14 Responsiveness of elected officials	73%	2.074
Q22 The overall direction the Village is heading	73%	2.128
Q33 Consistency of code and ordinance enforcement	71%	2.071
Q12 Village's efforts to actively seek input from citizens	64%	2.255
Q17 The overall value of Village services for my tax dollar	64%	2.290
Q18 Village government's efforts to focus on the priorities that matter most to the residents	61%	2.290
Q20 Local availability of needed goods and services	58%	2.364

The following figure presents the results of how each question was answered by respondents.

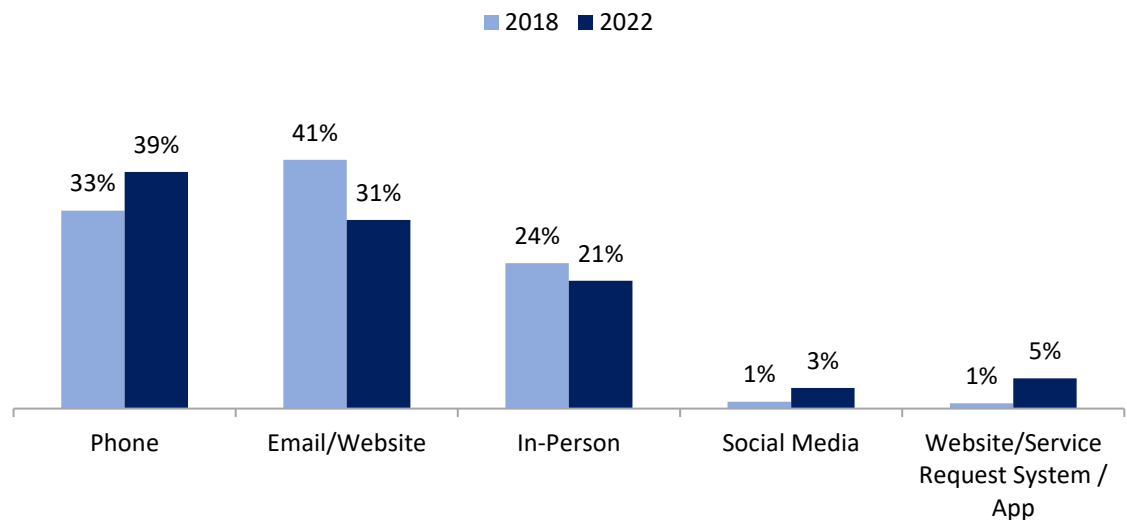
In figure 4, it is presented how residents are satisfied towards the different attributes pertaining to Village Services. It can be noted that the Professionalism of Village Hall employees was the most satisfactory at 92 percent.

Figure 4: Overall Satisfaction Level with Village Services per Attribute



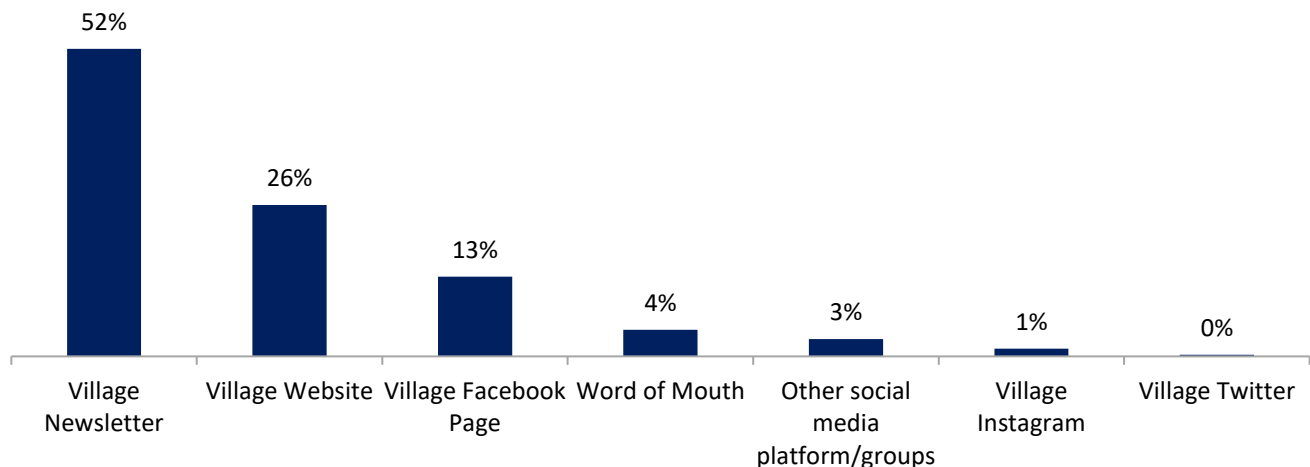
The largest portion of residents (39 percent) state they prefer the Village communicate with them via phone. This is a 6% increase from the 2018 survey. The next most popular method of communication with the Village is by email or the Village website. Through the Service Request System and Social Media were the least preferred methods with only 5 percent and 1 percent of the respondents, respectively. See Figure 5 for these results.

Figure 5: Q56 What is your preferred method of communicating to the Village?



The 2022 survey asked community participants to identify the primary source of information about Village services, and events. 52% indicated that the Village Newsletter as their primary source of information. Less than 5% stated their primary source of information was another social media platform/group, Village Instagram, or Village Twitter. See Figure 6 for these results.

Figure 6: Q57 What is your primary source of information about Village issues, services, and events?



When asked if respondents have utilized postal services inside of the Village Hall within the past 12 months, excluding the outdoor mail collection box, fifty-nine percent said yes with 41% stating no. This can be seen in Figure 7.

Figure 7: Q58 Excluding the outdoor mail collection box, have you utilized postal services inside of the Village Hall within the past 12 months?

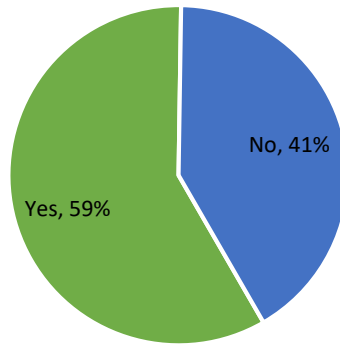


Figure 8 and Figure 9 show respondents familiarity with the Village's economic development efforts (e.g. Lindenhurst Economic Assistance Program (LEAP) and/or the Grand Avenue Tax Increment Financing (TIF) District) as well as the E.R.I.N (Elderly Residents in Need) Program. These results can be seen below.

Figure 8: Q59 Are you familiar with the Village's economic development efforts? (e.g. Lindenhurst Economic Assistance Program (LEAP) and/or the Grand Avenue Tax Increment Financing (TIF) District)

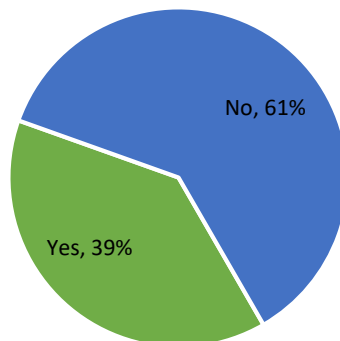
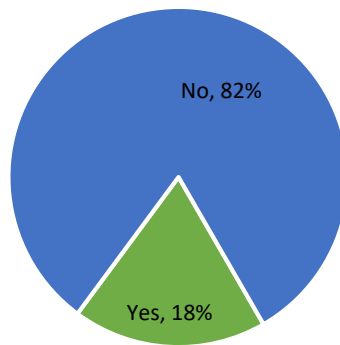
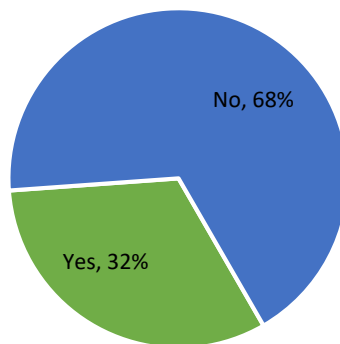


Figure 9: Q60 Are you familiar with the E.R.I.N. (Elderly Residents In Need) Program?



Participants in the 2022 survey were asked if having a PACE bus service to travel to the College of Lake County, shop in adjacent municipalities, or access to METRA services is important to them. The majority of respondents stated no with 68%, with 32% indicated yes. See Figure 10 for these results.

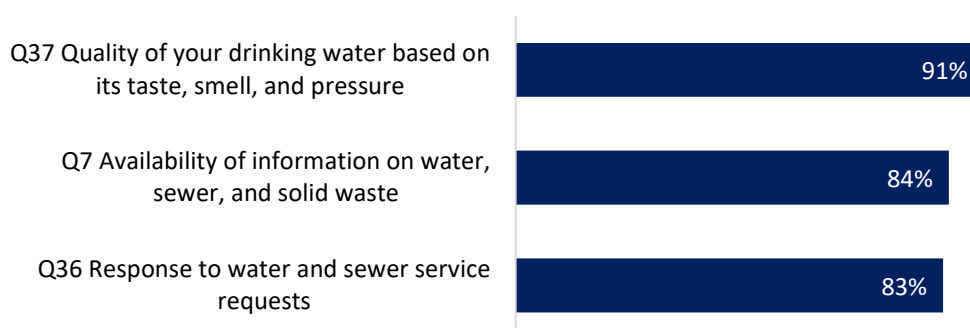
Figure 10: Q61 Is having a PACE bus service to travel to the College of Lake County, shop in adjacent municipalities, or access to METRA services important to you?



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 11.

Figure 11: Satisfaction with Water and Sewer Ranked by Top 2 Scores



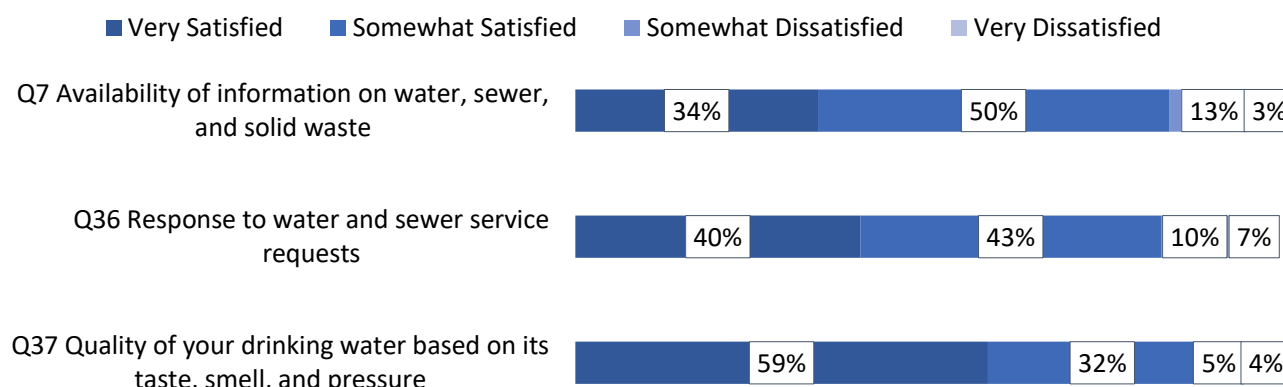
The mean scores are based on the values assigned between 1 and 5 where 1=the highest score, and 5=the lowest score. The results of satisfaction with water and sewer services ranked by mean score is presented in the following table.

Table 5: Satisfaction with Water and Sewer Ranked by Mean Scores

Attribute Description	Top 2 Box	Mean
Q37 Quality of your drinking water based on its taste, smell, and pressure	91%	1.543
Q7 Availability of information on water, sewer, and solid waste	84%	1.843
Q36 Response to water and sewer service requests	83%	1.837

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 12: Satisfaction with Water and Sewer per Attribute



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; and the Professionalism of public works staff garnering scores of nearly 94 percent. The Variety of services offered by current waste and recycling provider and the Overall cleanliness and appearance of our community are the least favorably ranked attribute both with 85 percent of respondents providing a favorable response to these questions.

Figure 13: Satisfaction with Public Works Ranked by Top 2 Scores

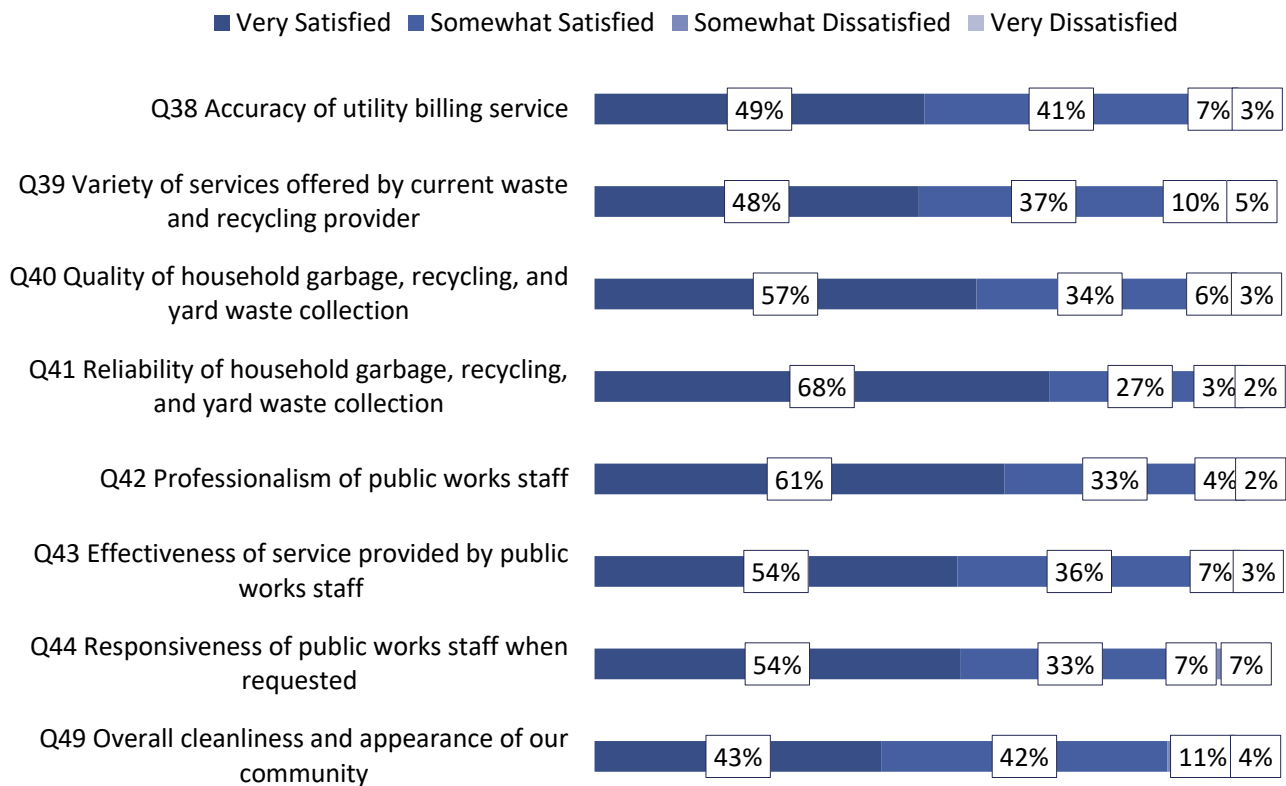


The following table presents respondent's satisfaction with Public Works ranked by mean score. As noted in previous sections, the mean scores are based on the values assigned between 1 and 5 where 1=the highest score, and 5=the lowest score.

Table 6: Satisfaction with Public Works Ranked by Mean Scores

Attribute Description	Top 2 Box	Mean
Q41 Reliability of household garbage, recycling, and yard waste collection	94%	1.404
Q42 Professionalism of public works staff	94%	1.478
Q40 Quality of household garbage, recycling, and yard waste collection	90%	1.564
Q43 Effectiveness of service provided by public works staff	90%	1.590
Q38 Accuracy of utility billing service	90%	1.647
Q44 Responsiveness of public works staff when requested	87%	1.653
Q39 Variety of services offered by current waste and recycling provider	85%	1.715
Q49 Overall cleanliness and appearance of our community	85%	1.761

Figure 14: Satisfaction with Public Works per Attribute



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 Overall accessibility of walking/biking amenities are regarded favorably by 84 percent of respondents, while timeliness of repair of streets is viewed least favorably by respondents. Please see Figure 15.

Figure 15: Satisfaction with Street Maintenance Services Ranked by Top 2 Scores

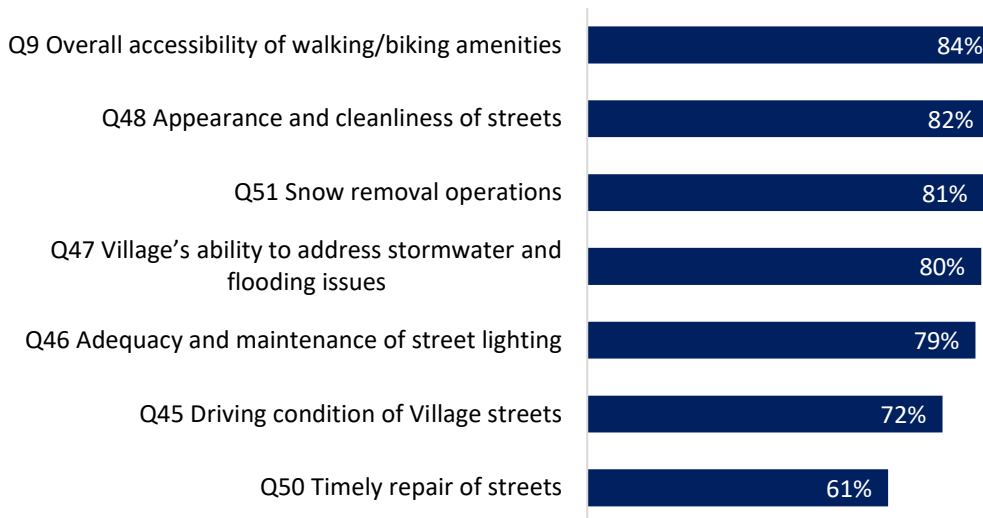
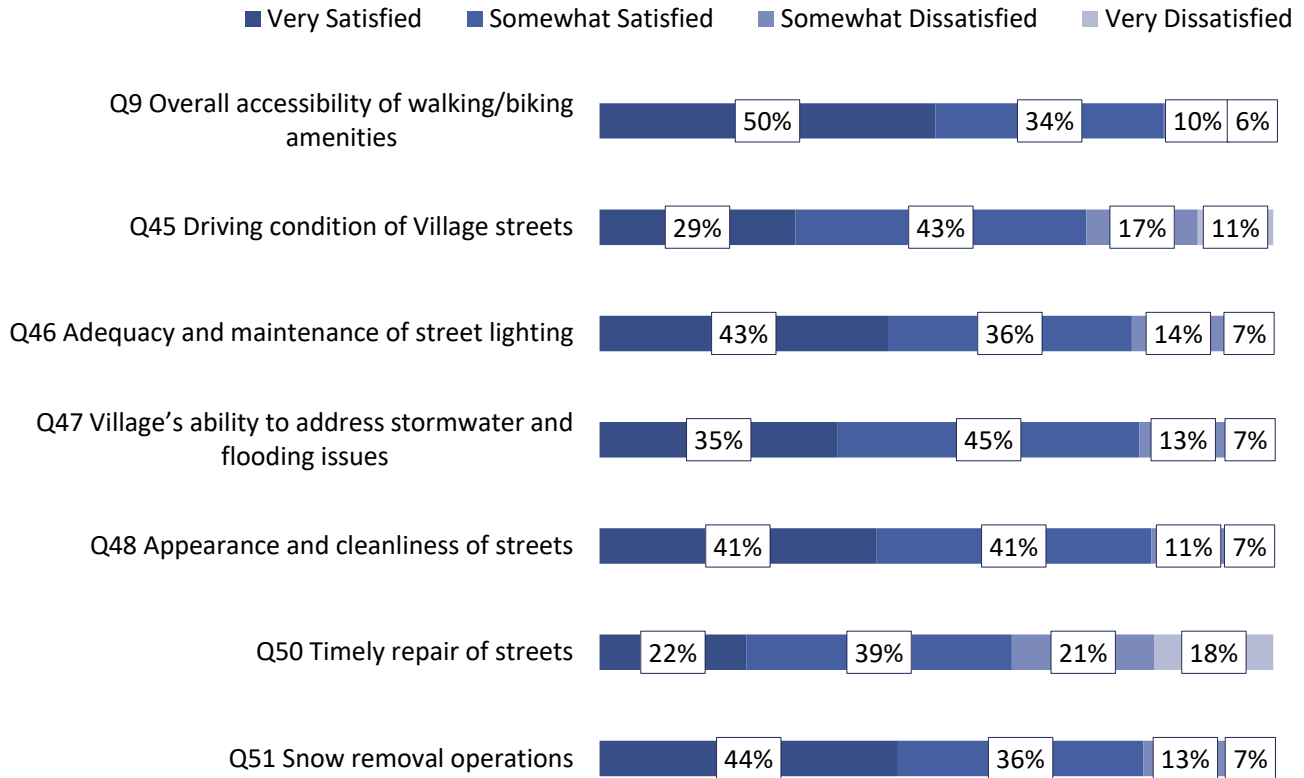


Table 7: Satisfaction with Street Maintenance Services Ranked by Mean Scores

Attribute Description	Top 2 Box	Mean
Q9 Overall accessibility of walking/biking amenities	84%	1.726
Q48 Appearance and cleanliness of streets	82%	1.841
Q51 Snow removal operations	81%	1.818
Q47 Village’s ability to address stormwater and flooding issues	80%	1.913
Q46 Adequacy and maintenance of street lighting	79%	1.854
Q45 Driving condition of Village streets	72%	2.099
Q50 Timely repair of streets	61%	2.346

Figure 16: Satisfaction with Street Maintenance Services per Attribute



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, are satisfied with the response time of police officers when called, and are satisfied with the overall feeling of safety living in the Village compares to surrounding communities. These results are displayed in Figure 17.

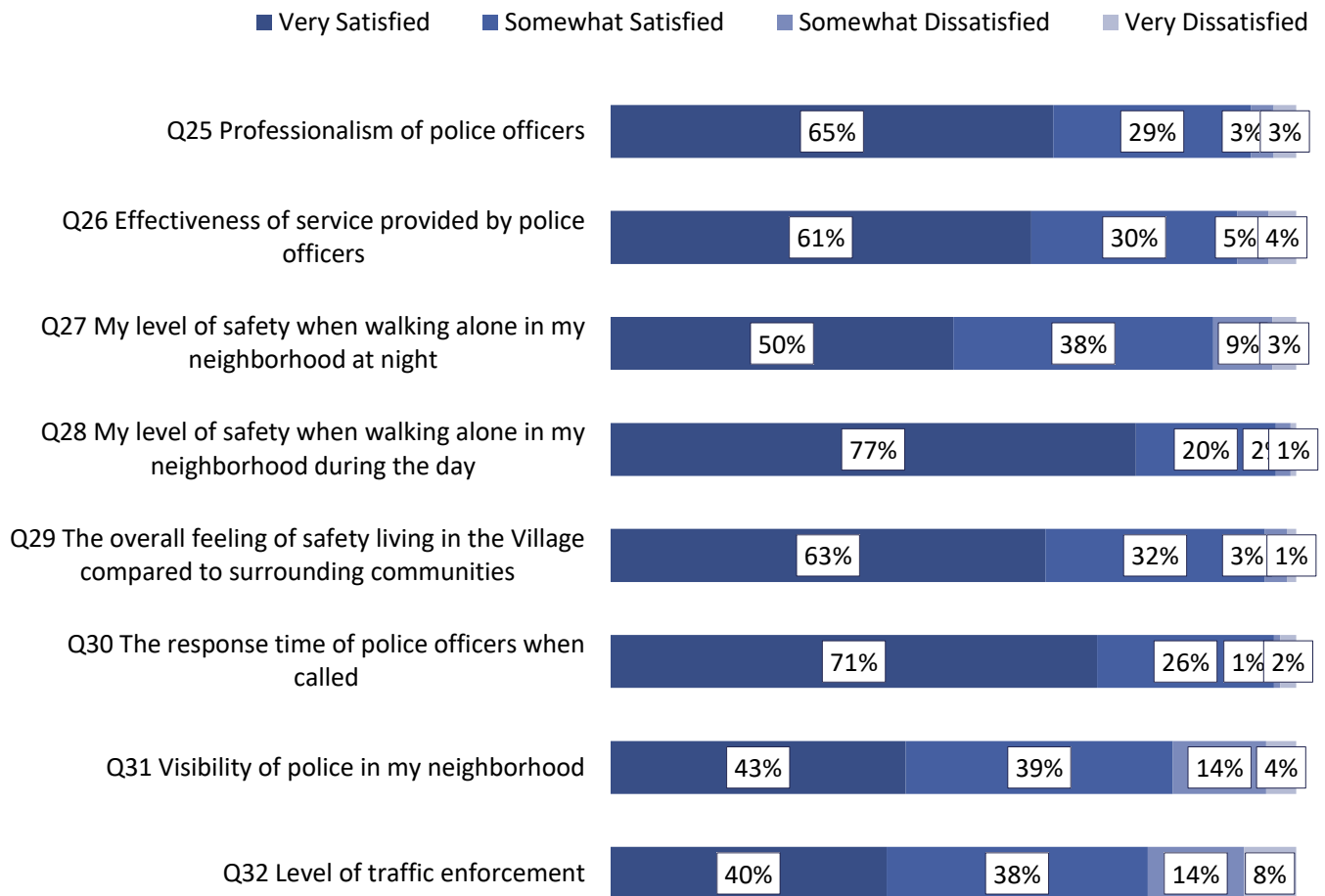
Figure 17: Satisfaction with Safety and Emergency Services Ranked by Top 2 Scores



Table 8: Satisfaction with Safety and Emergency Services Ranked by Mean Scores

Attribute Description	Top 2 Box	Mean
Q28 My level of safety when walking alone in my neighborhood during the day	97%	1.272
Q30 The response time of police officers when called	97%	1.346
Q29 The overall feeling of safety living in the Village compared to surrounding communities	95%	1.425
Q25 Professionalism of police officers	93%	1.452
Q26 Effectiveness of service provided by police officers	91%	1.512
Q27 My level of safety when walking alone in my neighborhood at night	88%	1.655
Q31 Visibility of police in my neighborhood	82%	1.793
Q32 Level of traffic enforcement	78%	1.890

Figure 18: Satisfaction with Safety and Emergency Services per Attribute

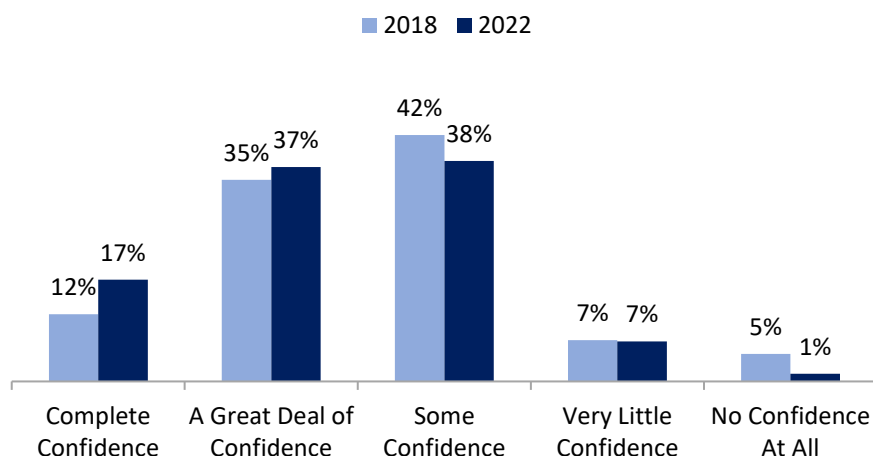


7.0 Government Perception Results

7.1 Confidence with Local Government

The majority of residents in 2022 completing the survey report they have at least Some Confidence with the Village Government. Eight percent report they have Very Little Confidence, or No Confidence At All. These results are similar to the 2018 survey.

Figure 19: Q52 Confidence with Village of Lindenhurst 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 20. County government was rated the most highly out of these three entities, with 41 percent of respondents stating they have at least Some Confidence in the County government. Please see Figure 21. The State of Illinois government was rated the lowest with 44 percent of respondents expressing Very Little Confidence, or No Confidence At All with the State government. These results are shown in Figure 22.

Figure 20: Q55 Confidence with Federal Government

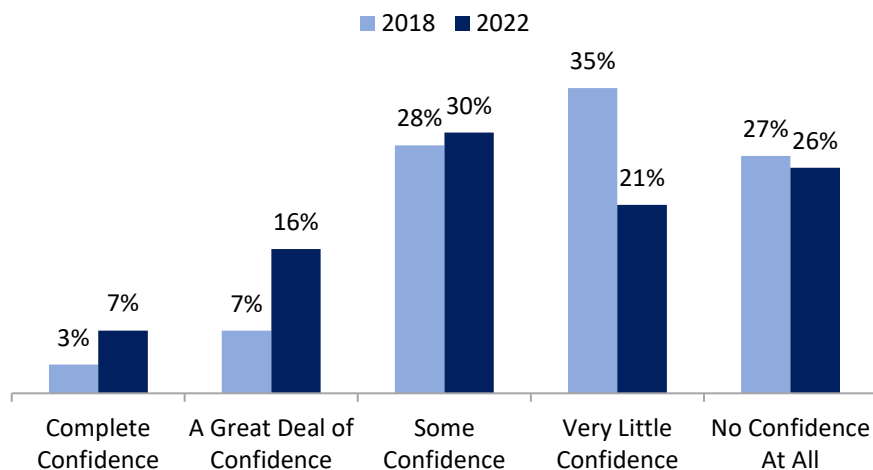


Figure 21: Q53 The County Government

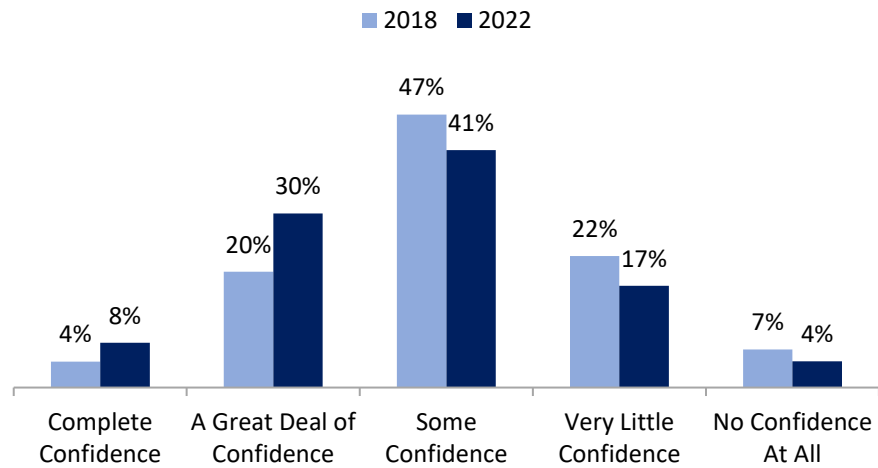
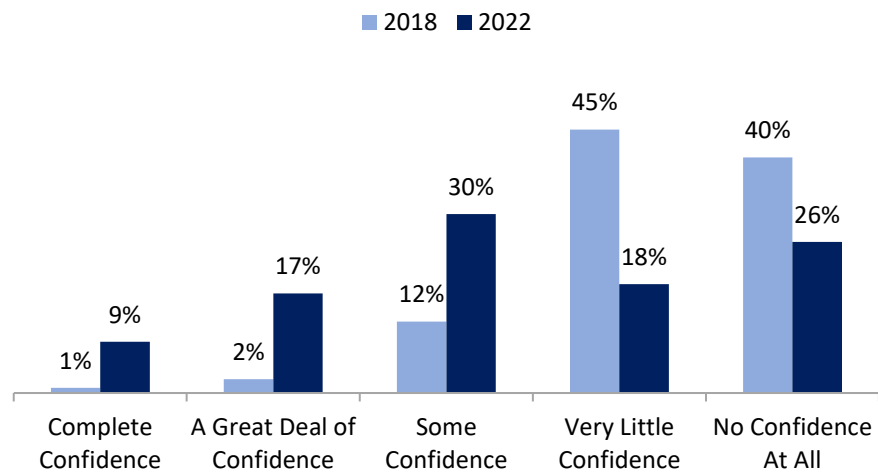


Figure 22: Q54 The State of Illinois Government

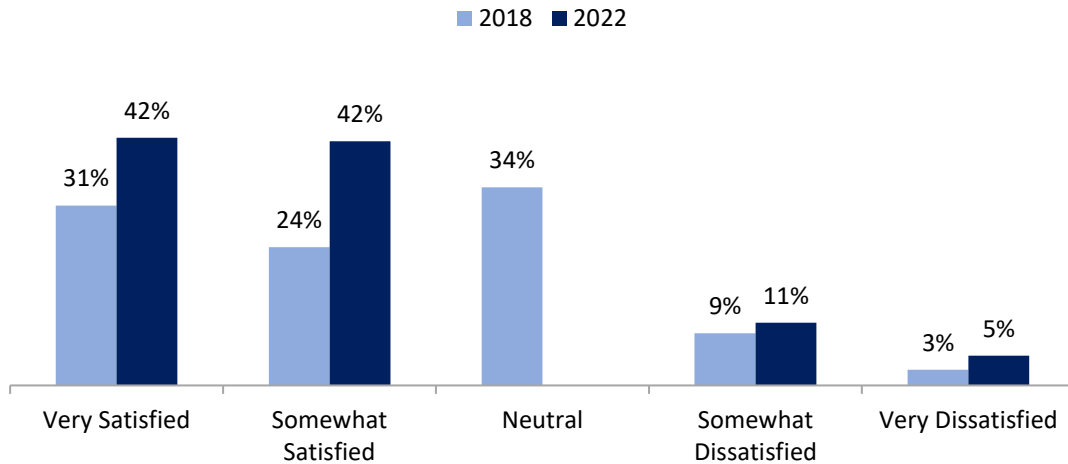


8.0 Perception of Ethical Behavior

8.1 Ethical Behavior of Elected Officials

In regards to the ethical behavior of Elected Officials, Eighty-four percent state they are either Very Satisfied, or Somewhat Satisfied with this, which is a 29% increase from the previous survey. Sixteen percent state they are either Somewhat Dissatisfied, or Very Dissatisfied, a four percent increase from 2018.

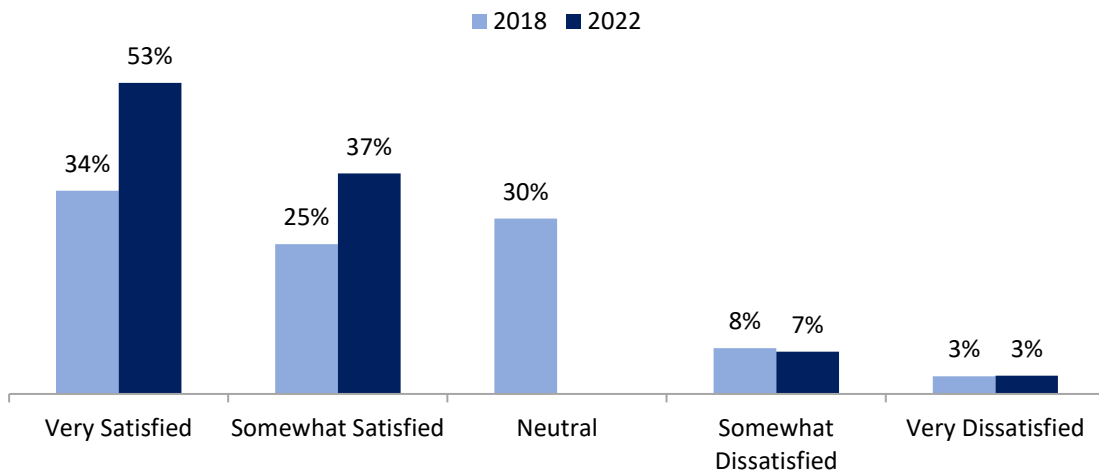
Figure 23: Q24 How ethical Village elected officials are in the way they conduct Village business



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, 90 percent in 2022 report they are either Very Satisfied, or Somewhat Satisfied as compared to the 59% in 2018. This question garnered 10 percent reporting they are Somewhat Dissatisfied, or Very Dissatisfied with this, a one percent decrease from previous survey.

Figure 24: Q23 How ethical Village employees are in the way they conduct Village business

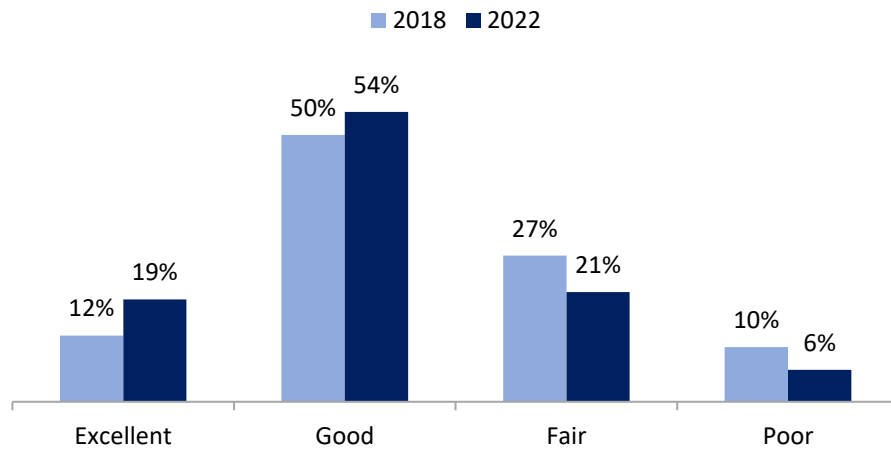


9.0 Quality of Life Results

9.1 Cultural and Recreational

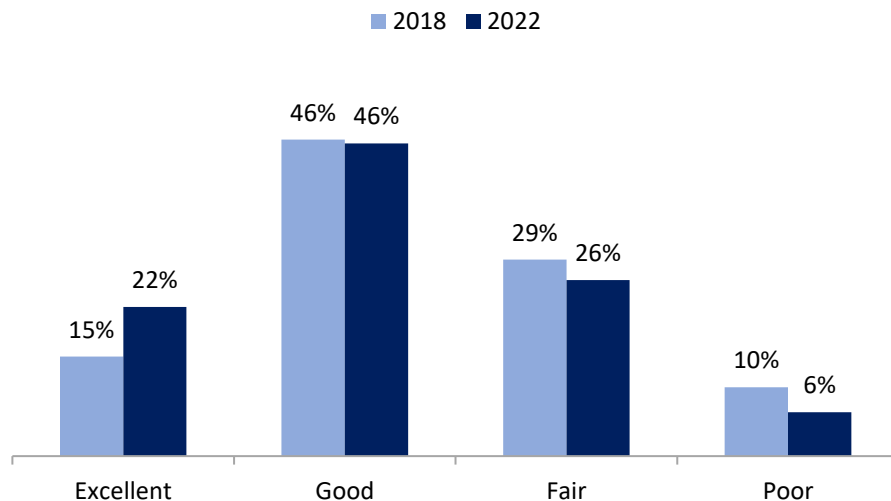
The aesthetic and recreational quality of the Village lakes is rated favorably by more than 50 percent of respondents, similar to the results in 2018.

Figure 25: Q62 How would you rate the aesthetic and recreational quality of the Village lakes (Linden, Potomac, Spring Ledge, Waterford)?



Less than 70 percent of respondents feel the availability of public access to Village lakes is Excellent or Good.

Figure 26: Q63 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 9 presents the ranking of the issues considered to be most important to the residents surveyed. Waste and Recycling Services, Police Services, and Road and Street Improvements top the list of issues considered most important.

Table 9: Most Important Issues in Lindenhurst

Most Important Issues Facing Lindenhurst		
ISSUE	Top 2	Percent
Q79 Waste and Recycling Services	333	88%
Q72 Police Services	331	87%
Q68 Road and Street Improvements	323	85%
Q64 Economic and Business Development	320	85%
Q67 The Appearance of the Village	312	82%
Q80 Offering Recycling Events (Textiles, Chemical Waste, Electronics)	304	80%
Q74 Trash and Recycling Services	300	79%
Q71 Parks and Green Spaces	282	74%
Q77 Quality of Village Lakes	277	73%
Q65 Water and Sewer Improvement	273	72%
Q66 Stormwater Improvements	255	67%
Q69 Bike Path and Sidewalk Improvements	245	65%
Q84 Promoting Water Conservation	236	62%
Q81 Promoting Clean Energy Practices	227	60%
Q78 Access to Village Lakes	225	59%
Q73 Environmentally Sustainable Policies and Practices	222	59%
Q82 Adapting Village Policies to Encourage Sustainable Practices	218	58%
Q75 Cultural, Fine Art, and Recreational Opportunities	179	47%
Q83 Identifying and Promoting Access to Alternative Modes of Transportation	158	42%
Q70 Promoting Volunteerism Opportunities	153	40%
Q76 Diversity and inclusiveness Initiatives	150	40%

9.3 Importance Ranking Results

Figure 27 displays the results of the ranking of the most important issues ranked by the top-2 scores.

Figure 27: Q64 – Q84 - Village Functions Ranked by Importance – Top 2 Scores

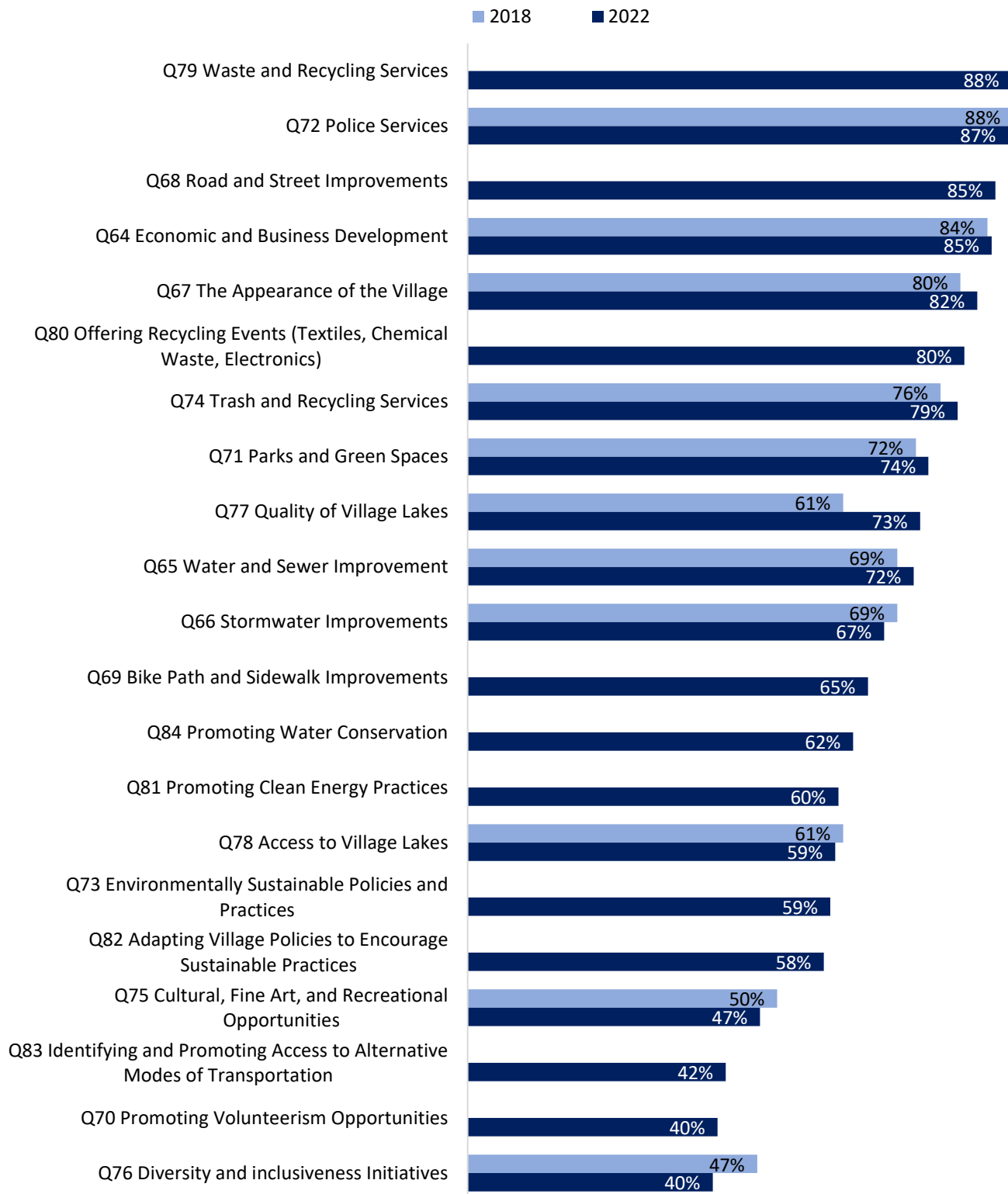


Figure 28 shows key items segmented into quadrants of High Importance/High Satisfaction, High Satisfaction/Low Importance, Low Satisfaction/Low Importance, and Low Satisfaction/High Importance. Importance-Satisfaction analysis was performed on Questions 1 – 51 compared against questions 64 – 84 since these are the attributes that asked for satisfaction and importance, respectively. To be able to match the satisfaction questions with the importance questions, a Factor Analysis was done with the 51 service attributes. This led us with eight components:

- Component 1: Village Street Maintenance
- Component 2: Police Services and Safety
- Component 3: Village Governance
- Component 4: Staff
- Component 5: Website/Online Services
- Component 6: Waste Collection
- Component 7: Customer Service
- Component 8: Enforcement

These eight components were matched with some of the Importance attributes in order to do the Importance-Satisfaction Analysis. Only four attributes matched. The other four attributes were no longer mentioned in the Importance section of the questionnaire; thus we focus on these attributes. Please see Table 10.

Table 10: Satisfaction-Importance Attributes

Satisfaction Attributes	Importance Attributes
Component 1: Village Street Maintenance	Q68 Road and Street Improvements
Component 2: Police Services and Safety	Q72 Police Services
Component 3: Village Governance	Q67 The Appearance of the Village
Component 4: Staff	
Component 5: Website/Online Services	
Component 6: Waste Collection	Q79 Waste and Recycling Services
Component 7: Customer Service	
Component 8: Enforcement	

The Importance Ranking analysis was conducted to uncover strengths and weaknesses with services The Village provides from the perspective of its residents. The analysis investigates how often a service attribute is given a high-performance rating and how this score correlates to the overall satisfaction question. A correlation coefficient was calculated to describe the relationship between each service attribute and the overall satisfaction score. The performance scores are presented along the vertical axis and the correlation scores that represent how important the attribute is to the overall satisfaction with Village services is presented along the horizontal axis. The relationship between these scores allows for the construction of a strength and opportunity chart, the scores fall into one of four quadrants based upon whether the value is above or below the average performance rating and the average correlation score (the higher the correlation score the higher is the relative importance of each attribute to overall satisfaction).

Services that fall above the average performance score (4.39) along the vertical axis are considered strengths-these services show high levels of performance and can be divided into primary or secondary strengths. Services that fall above the average importance score (3.95) along the horizontal axis are considered primary strengths (high importance and high-performance ratings) and those that fall below the average importance score are considered secondary strengths (low importance and high performance).

Services that fall below the average performance score (4.39) along the vertical axis are considered opportunities-these services show below average levels of performance and can be divided into primary or secondary opportunities. Those that fall above the average importance score (3.95) along the horizontal axis are considered primary opportunities (low performance and high importance) and those that fall below the average importance score are considered secondary opportunities (low performance and low importance).

The four attributes that were placed in the quadrants fell into two sections, the Primary Strengths, and Secondary Opportunities. Police Services and Waste and Recycling Services are considered to be important Village attributes and at the same time, Village residents are found to be satisfied. Secondary Opportunities show the other two Village services.

Figure 28: Importance-Satisfaction Priority Chart



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 four Importance attributes. The gap for each is presented in Table 11. All the attributes indicating residents' ratings of importance are higher than their satisfaction level.

Table 11: Importance-Satisfaction Gap Analysis

Village Services	Very Important / Important	Very Satisfied / Satisfied	Gap
Q68 Road and Street Improvements	4.332	3.698	0.635
Q72 Police Services	4.507	4.393	0.114
Q67 The Appearance of the Village	4.264	3.442	0.822
Q79 Waste and Recycling Services	4.451	4.257	0.195

9.3.2 Future Planning

Respondents were asked “If the Village was ever facing a budget short fall which required a modification of current service levels, please indicate which Village services you would prefer a reduction in service or an increase of taxes/fees.” Table 12 shows the Village Services sorted from the most percentage of residents who support a tax increase to maintain level of services.

Table 12: Village Services Source for Additional Funding

Village Services	2018		2022	
	1. Tax/Fee Increase %	2. Reduce Service %	1. Tax/Fee Increase %	2. Reduce Service %
Snow Plowing and Ice Removal	56%	18%	74%	26%
Water Supply Infrastructure	43%	28%	66%	34%
Police Squad Car Patrol	49%	25%	64%	36%
Street Resurfacing/Repairs	55%	22%	62%	38%
Wastewater and Sewer Infrastructure	43%	28%	62%	38%
Police Service Calls (i.e. House watch, lock outs, E.R.I.N. program)	36%	34%	54%	46%
Stormwater Infrastructure	43%	27%	53%	47%
Village Lakes Management			32%	68%
Tree Plantings/Forestry	26%	48%	20%	80%
Special events	11%	58%	12%	88%

In Figure 29 and 30, graphs show the comparison between 2018 and 2022 surveys.

Figure 29: Village Services that needs Tax/Fee Increase by Year

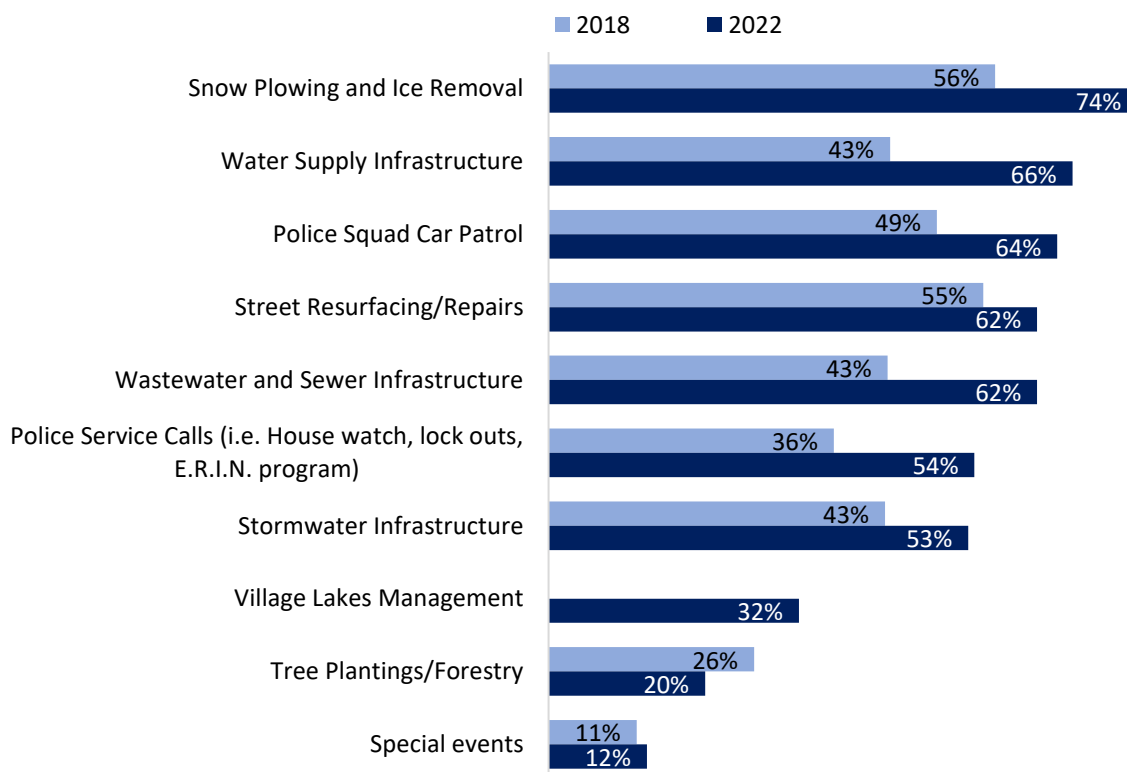
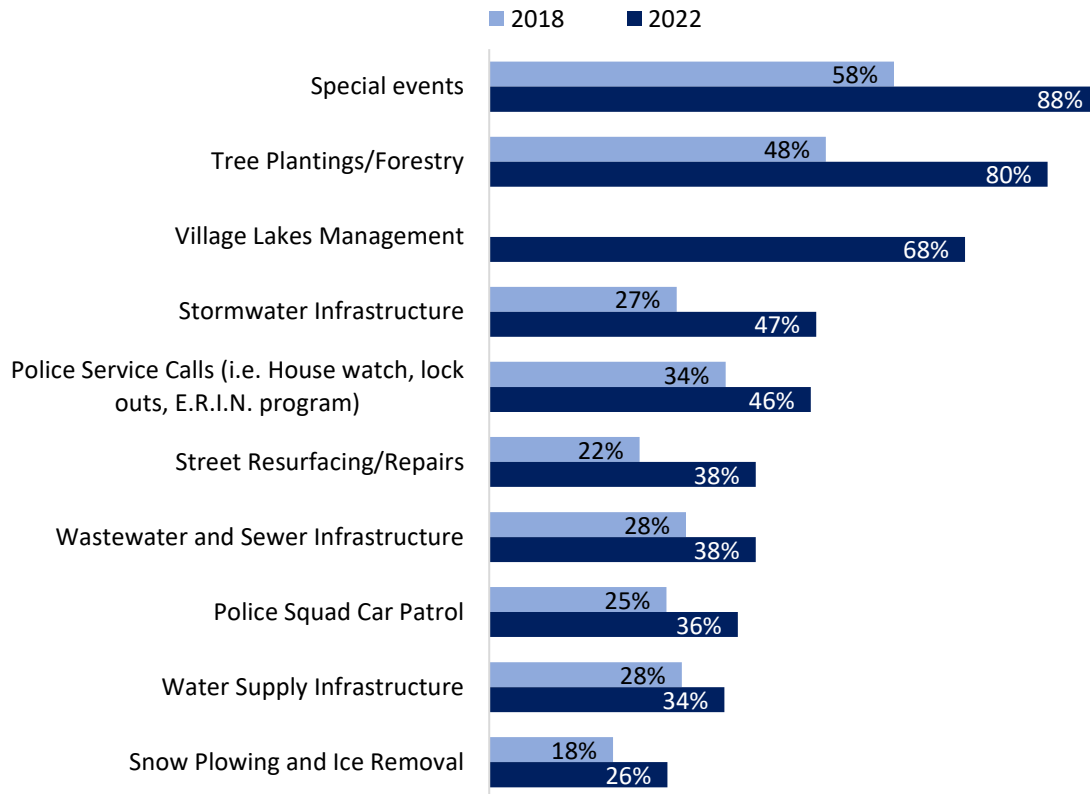


Figure 30: Village Services that needs Reduction of Service by Year



10.0 Demographics of Survey Participants

Table 13 below provides an overall view of the demographic profile of respondents compared to the American Community Survey 5-year data.¹ 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 (20-29 years); African-American, Native 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. The results of each demographic question are presented in Figure 31 through Figure 37.

Table 13: Demographic Profile of Survey Participants & Comparison with ACS 5-Year Data

Sample Composition/Demographics			
	2022 Results	ACS 2017-2021	Difference
Age			
20-29	2%	16%	14%
30-39	5%	19%	14%
40-49	15%	20%	5%
50-59	24%	23%	-1%
60-74	39%	16%	-23%
75 or more	15%	6%	-9%
Gender			
Male	55%	51%	-4%
Female	45%	49%	4%
Ethnicity			
African-American/Black	1%	2%	0%
Asian	2%	6%	4%
Caucasian/White	93%	83%	-10%
Hispanic/Latino	3%	8%	6%
Native American	1%	0%	-1%
Other	0%	0%	0%
Residence Type			
Own	99%	84%	-15%
Rent	1%	16%	15%
Highest Education Level			
Less than High School	0%	4%	4%
High School	9%	21%	12%
Some College	22%	26%	4%
College Graduate	38%	35%	-3%
Grad/Prof Degree	31%	14%	-17%

¹ <https://data.census.gov/table?tid=ACSST5Y2021.S0101>

Figure 31: Approximately how many years have you lived in the Village?

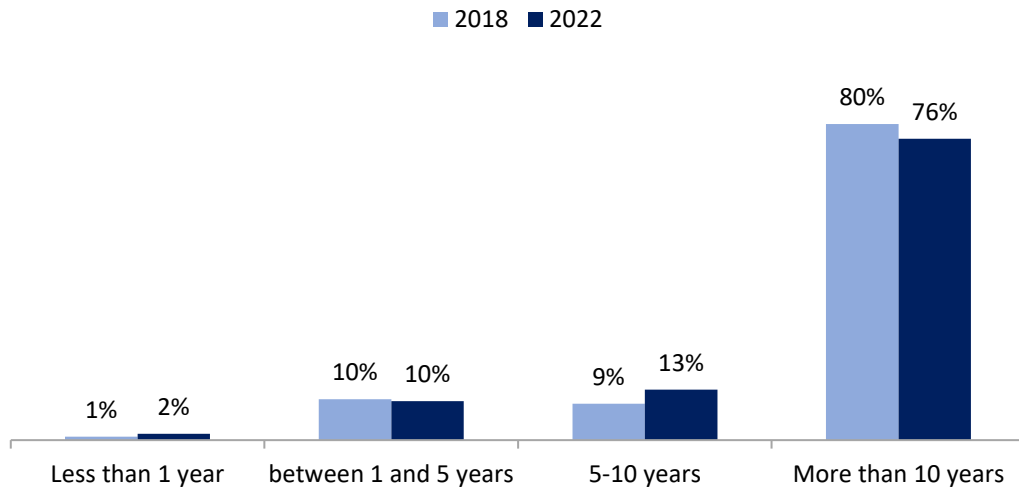


Figure 32: What is your age?

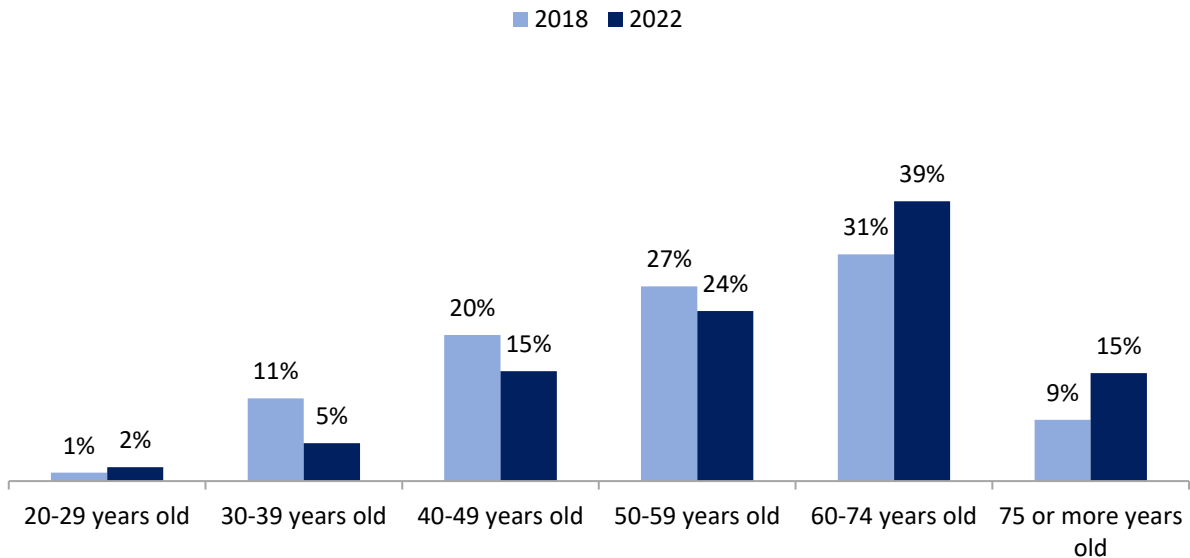


Figure 33: What gender do you identify with?

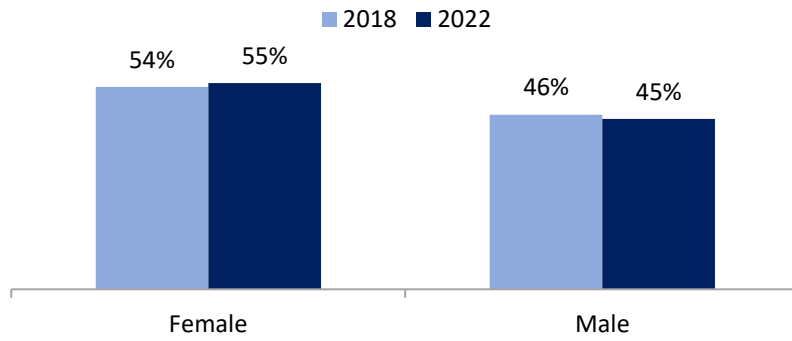


Figure 34: Which of the following best describes your race/ethnicity?

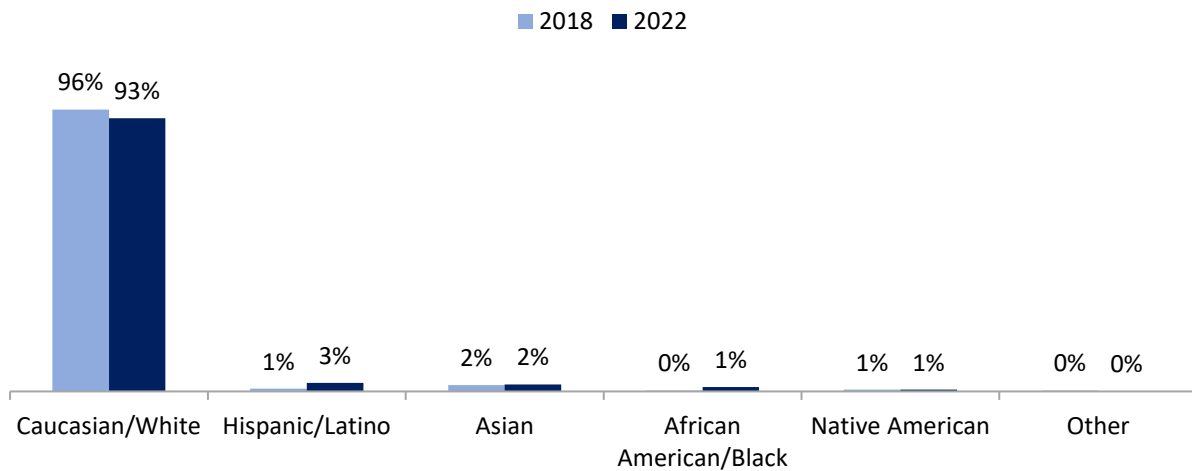


Figure 35: Do you own or rent your current residence?

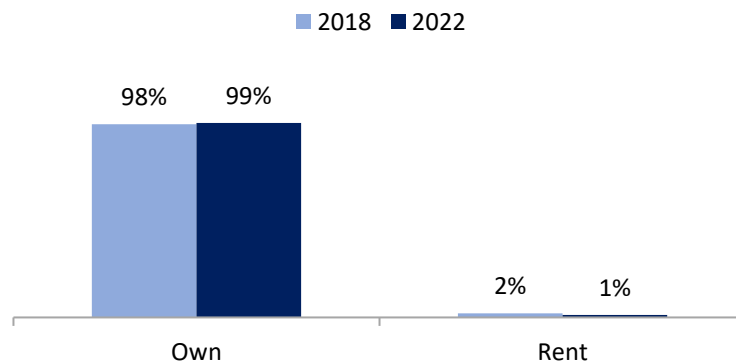


Figure 36: Which of the following best describes your home?

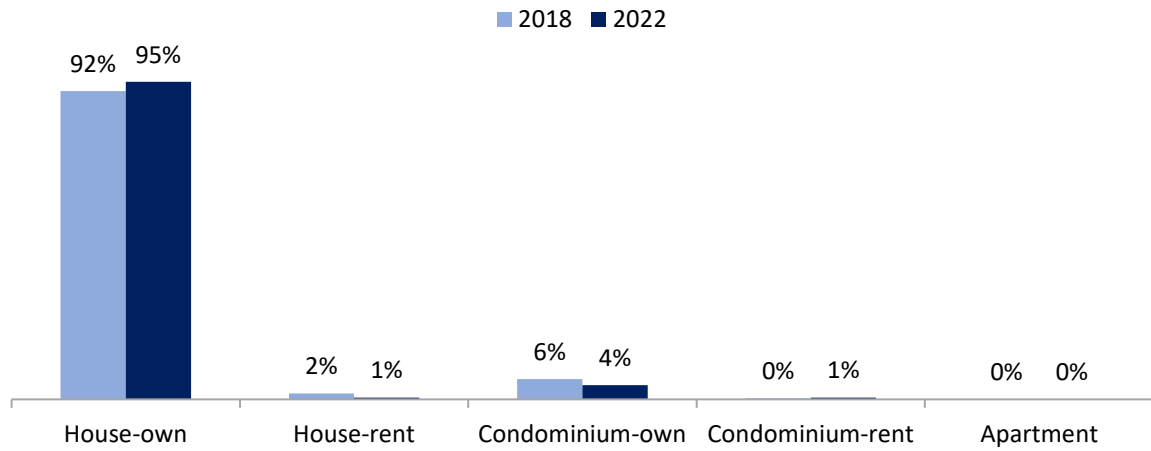
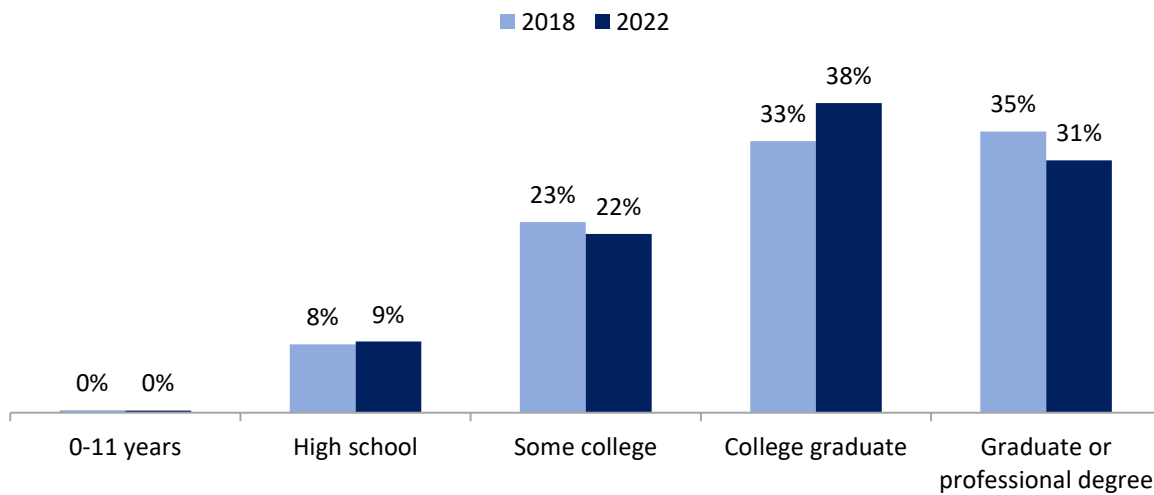


Figure 37: What is the highest level of education that you have completed?

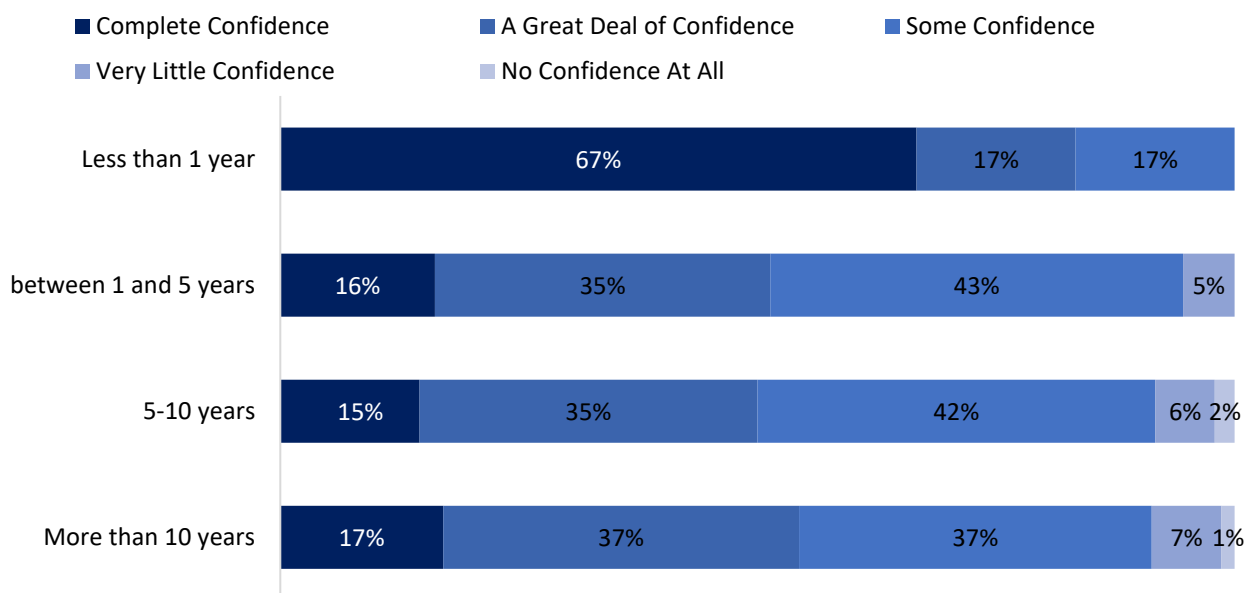


10.1 Demographic Segmentation Analysis

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

In Figure 38 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 17 percent of respondents living in the Village 10 years or more express Complete Confidence in the Village government.

Figure 38: Confidence in Village Government by Years Lived in Lindenhurst



In Figure 39 we examine how the age of respondents affects their level of confidence in the Village government. Those 20-29 years of age report the highest level of confidence with the Village government, with 29 percent expressing Complete Confidence in the Village government.

Figure 39: Confidence in Village Government by Age

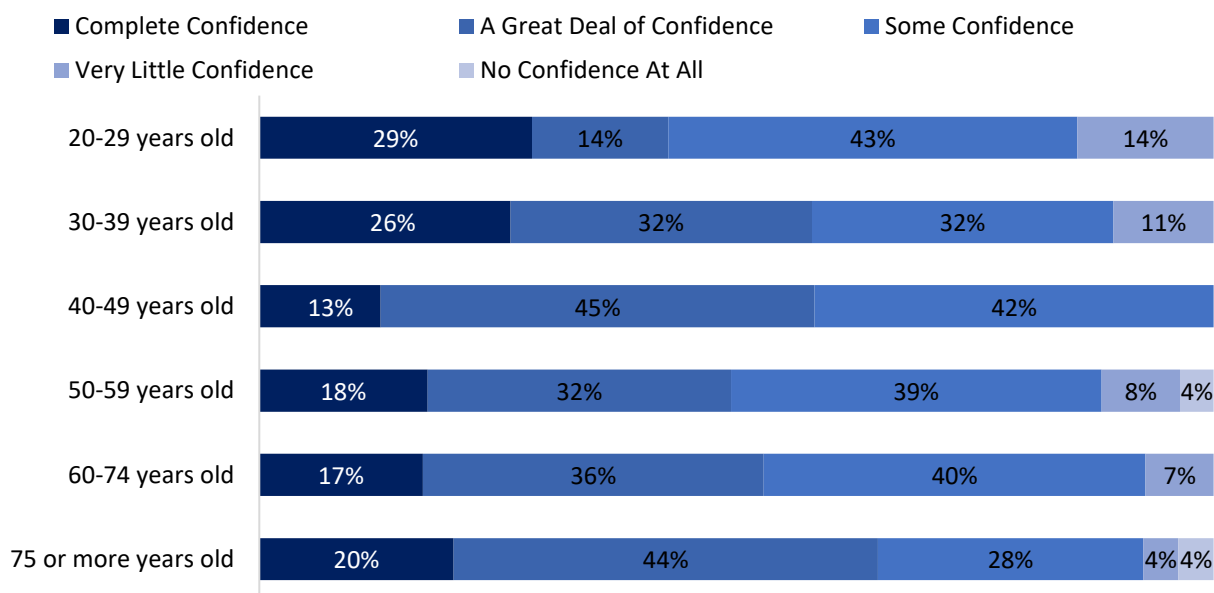
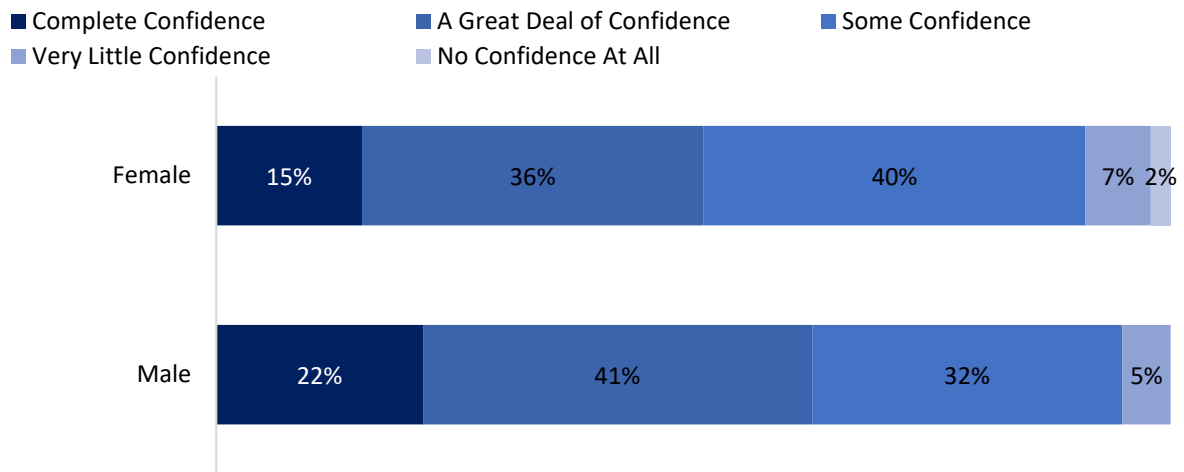


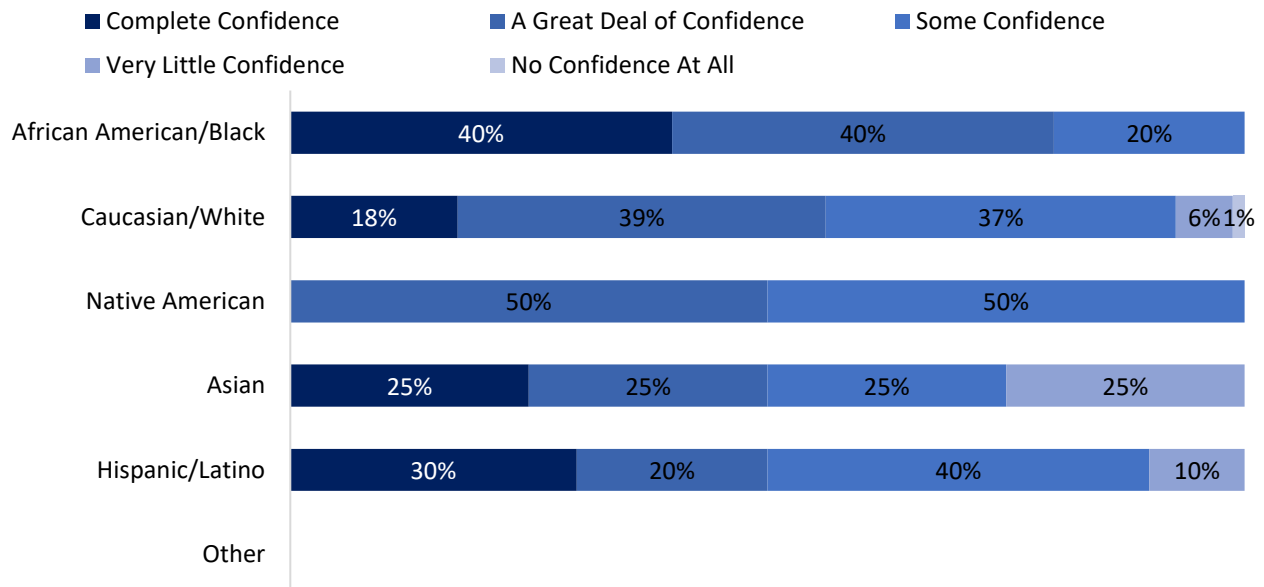
Figure 40 evaluates the confidence level with the Village government by gender and shows the levels of confidence to be very similar.

Figure 40: Confidence in Village Government by Gender



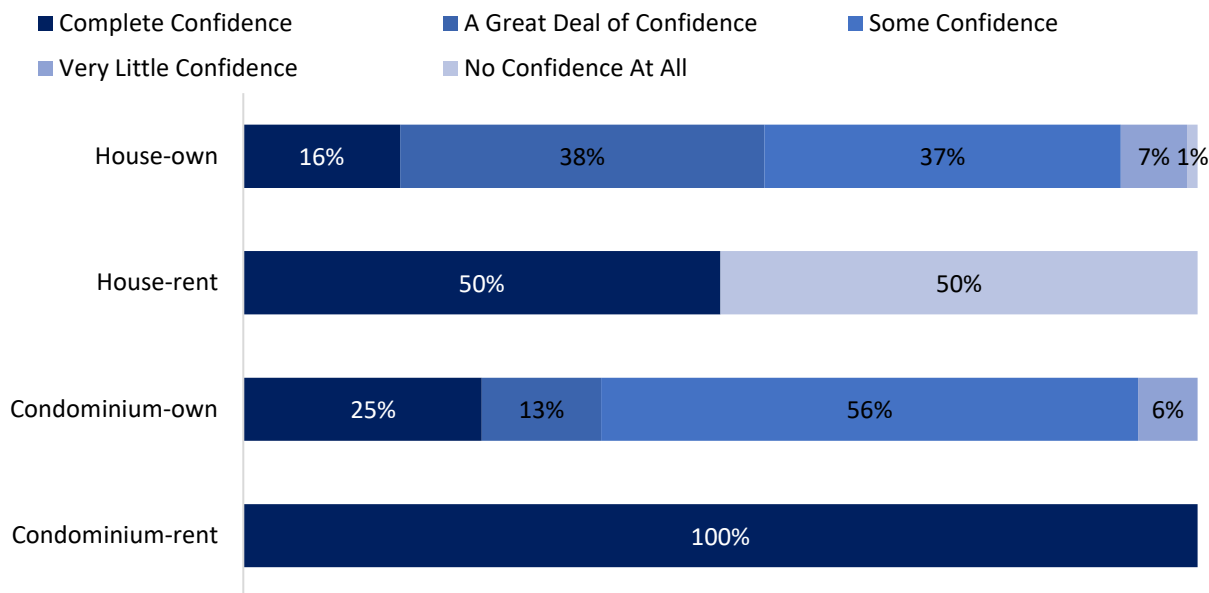
In looking at how confidence levels in the Village government are reported by ethnicity, it is shown to vary quite a bit amongst the groups. The largest group to express Complete Confidence in Village government is the African American/Black group, with 40 percent stating that level of confidence.

Figure 41: Confidence in Village Government by Ethnicity



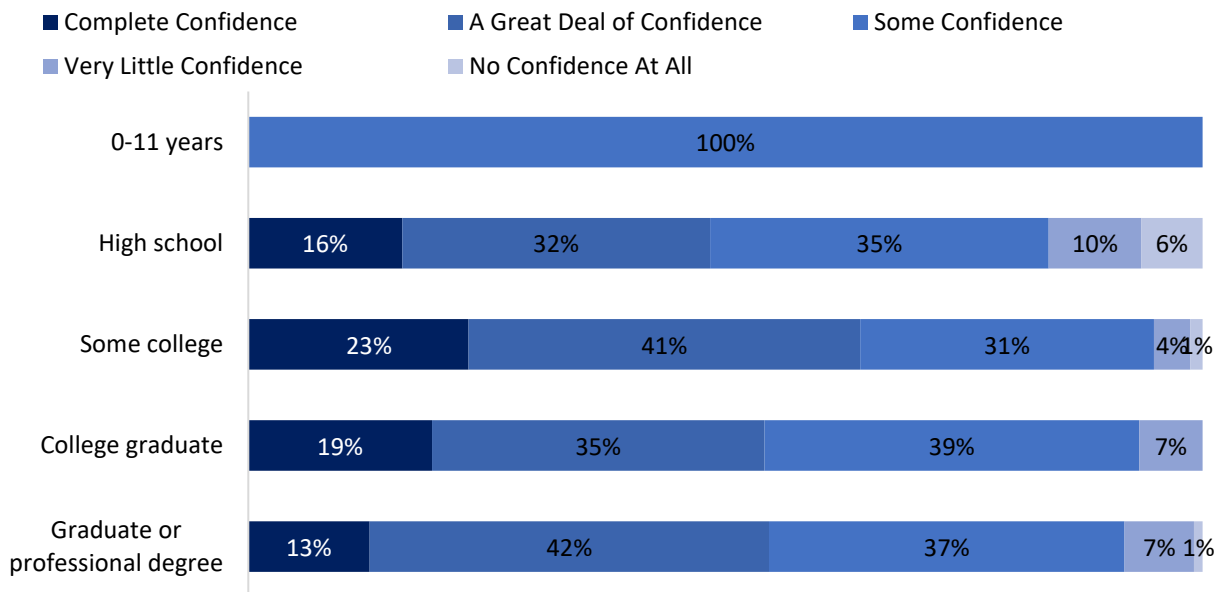
House and condominium owners indicate a lower level of confidence in the Village government with only 16 percent of house owners, and 25 percent of condominium owners reporting they have Complete Confidence in the Village government. One percent of house owners report they have No Confidence At All in the Village government.

Figure 42: 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 Some Confidence in the Village government. Those with a high school diploma show the highest percentage (6) of having no Confidence At All in the Village government. The lowest percentage (13) of having Complete Confidence in the Village government are those with Graduate or Professional degree. Please see the results displayed in Figure 43.

Figure 43: Confidence in Village Government by Educational Attainment



The following table displays the results of the customer satisfaction questions (1 – 51) by number of years lived in Lindenhurst. These percentages are based on the top-2 scores for each question.

Table 14: Customer Satisfaction by Years Lived in Lindenhurst (Q1-Q51)

Questions	Less than 1 year	between 1 and 5 years	5-10 years	More than 10 years
Q1 Village government's job of providing high-quality services	100%	85%	88%	89%
Q2 The type of Village services offered online	100%	81%	85%	87%
Q3 The quality of Village services offered online	100%	85%	85%	87%
Q4 Ease of using the Village's online service request system	100%	81%	87%	86%
Q5 Ease of applying for and obtaining a building permit	100%	83%	85%	87%
Q6 Availability of information about Village programs, projects, events, services, and issues	100%	82%	76%	81%
Q7 Availability of information on water, sewer, and solid waste	100%	79%	85%	84%
Q8 Usefulness of information on the Village web page	100%	85%	88%	85%
Q9 Overall accessibility of walking/biking amenities	100%	76%	83%	85%
Q10 Overall quality of Village customer service	83%	87%	88%	91%
Q11 Village's transparency with residents	100%	79%	67%	77%
Q12 Village's efforts to actively seek input from citizens	100%	67%	58%	64%
Q13 Village's efforts to keep residents informed on special projects, construction projects, and initiatives	100%	77%	70%	73%
Q14 Responsiveness of elected officials	67%	71%	71%	74%
Q15 Professionalism of Village Hall employees	100%	87%	89%	93%
Q16 Effectiveness of service provided by Village Hall employees	100%	90%	90%	92%
Q17 The overall value of Village services for my tax dollar	83%	58%	56%	66%
Q18 Village government's efforts to focus on the priorities that matter most to the residents	100%	67%	49%	62%
Q19 The effectiveness of Village staff to resolve customer service issues	80%	77%	89%	82%
Q20 Local availability of needed goods and services	100%	59%	50%	58%
Q21 Overall reputation of the Village	100%	94%	78%	79%
Q22 The overall direction the Village is heading	100%	83%	65%	72%
Q23 How ethical Village employees are in the way they conduct Village business	100%	85%	84%	91%
Q24 How ethical Village elected officials are in the way they conduct Village business	100%	89%	79%	84%
Q25 Professionalism of police officers	100%	97%	87%	94%
Q26 Effectiveness of service provided by police officers	100%	90%	84%	93%
Q27 My level of safety when walking alone in my neighborhood at night	100%	89%	96%	86%
Q28 My level of safety when walking alone in my neighborhood during the day	100%	92%	100%	97%
Q29 The overall feeling of safety living in the Village compared to surrounding communities	100%	95%	94%	96%
Q30 The response time of police officers when called	100%	93%	93%	98%
Q31 Visibility of police in my neighborhood	100%	86%	83%	81%
Q32 Level of traffic enforcement	100%	90%	73%	78%
Q33 Consistency of code and ordinance enforcement	100%	85%	72%	69%
Q34 Timeliness of response to code enforcement requests	100%	85%	85%	77%
Q35 Efforts by the Village to prevent crime	100%	89%	83%	86%

Questions	Less than 1 year	between 1 and 5 years	5-10 years	More than 10 years
Q36 Response to water and sewer service requests	100%	82%	91%	81%
Q37 Quality of your drinking water based on its taste, smell, and pressure	100%	86%	89%	92%
Q38 Accuracy of utility billing service	100%	85%	79%	92%
Q39 Variety of services offered by current waste and recycling provider	100%	83%	90%	84%
Q40 Quality of household garbage, recycling, and yard waste collection	100%	83%	87%	92%
Q41 Reliability of household garbage, recycling, and yard waste collection	100%	84%	89%	96%
Q42 Professionalism of public works staff	100%	90%	93%	94%
Q43 Effectiveness of service provided by public works staff	100%	88%	90%	90%
Q44 Responsiveness of public works staff when requested	100%	79%	95%	87%
Q45 Driving condition of Village streets	100%	78%	77%	70%
Q46 Adequacy and maintenance of street lighting	80%	71%	83%	79%
Q47 Village's ability to address stormwater and flooding issues	100%	76%	81%	80%
Q48 Appearance and cleanliness of streets	100%	81%	81%	82%
Q49 Overall cleanliness and appearance of our community	100%	86%	85%	84%
Q50 Timely repair of streets	100%	60%	63%	60%
Q51 Snow removal operations	100%	81%	87%	79%

Table 15: Customer Satisfaction by Age (Q1-Q51)

Questions	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 job of providing high-quality services	83%	73%	90%	89%	90%	95%
Q2 The type of Village services offered online	83%	71%	83%	91%	86%	89%
Q3 The quality of Village services offered online	83%	71%	85%	89%	87%	100%
Q4 Ease of using the Village's online service request system	75%	67%	82%	89%	87%	100%
Q5 Ease of applying for and obtaining a building permit	50%	89%	76%	86%	89%	95%
Q6 Availability of information about Village programs, projects, events, services, and issues	86%	74%	79%	84%	85%	80%
Q7 Availability of information on water, sewer, and solid waste	83%	76%	84%	87%	86%	85%
Q8 Usefulness of information on the Village web page	86%	83%	87%	89%	85%	86%
Q9 Overall accessibility of walking/biking amenities	43%	71%	87%	85%	88%	85%
Q10 Overall quality of Village customer service	86%	69%	91%	94%	90%	94%
Q11 Village's transparency with residents	83%	67%	77%	78%	74%	86%
Q12 Village's efforts to actively seek input from citizens	71%	59%	71%	60%	61%	75%
Q13 Village's efforts to keep residents informed on special projects, construction projects, and initiatives	83%	78%	76%	73%	72%	78%
Q14 Responsiveness of elected officials	50%	50%	80%	79%	72%	71%
Q15 Professionalism of Village Hall employees	86%	71%	95%	93%	95%	88%
Q16 Effectiveness of service provided by Village Hall employees	86%	79%	95%	91%	96%	87%
Q17 The overall value of Village services for my tax dollar	43%	50%	58%	66%	65%	75%
Q18 Village government's efforts to focus on the priorities that matter most to the residents	57%	63%	57%	59%	63%	74%
Q19 The effectiveness of Village staff to resolve customer service issues	83%	64%	77%	81%	90%	75%
Q20 Local availability of needed goods and services	57%	53%	52%	60%	57%	74%
Q21 Overall reputation of the Village	86%	89%	80%	75%	83%	85%

Questions	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
Q22 The overall direction the Village is heading	71%	84%	70%	70%	76%	79%
Q23 How ethical Village employees are in the way they conduct Village business	80%	80%	92%	82%	96%	91%
Q24 How ethical Village elected officials are in the way they conduct Village business	75%	91%	91%	82%	87%	85%
Q25 Professionalism of police officers	80%	94%	89%	92%	96%	93%
Q26 Effectiveness of service provided by police officers	80%	94%	86%	93%	94%	87%
Q27 My level of safety when walking alone in my neighborhood at night	86%	95%	93%	85%	90%	84%
Q28 My level of safety when walking alone in my neighborhood during the day	86%	95%	100%	98%	98%	94%
Q29 The overall feeling of safety living in the Village compared to surrounding communities	86%	95%	95%	95%	97%	96%
Q30 The response time of police officers when called	75%	90%	96%	95%	100%	97%
Q31 Visibility of police in my neighborhood	86%	95%	84%	87%	80%	78%
Q32 Level of traffic enforcement	60%	88%	71%	83%	81%	76%
Q33 Consistency of code and ordinance enforcement	80%	73%	68%	69%	75%	78%
Q34 Timeliness of response to code enforcement requests	67%	88%	78%	83%	75%	86%
Q35 Efforts by the Village to prevent crime	86%	94%	79%	89%	88%	90%
Q36 Response to water and sewer service requests	83%	89%	80%	81%	85%	83%
Q37 Quality of your drinking water based on its taste, smell, and pressure	86%	89%	87%	92%	93%	98%
Q38 Accuracy of utility billing service	86%	76%	85%	89%	93%	90%
Q39 Variety of services offered by current waste and recycling provider	71%	94%	80%	83%	87%	88%
Q40 Quality of household garbage, recycling, and yard waste collection	71%	89%	85%	88%	95%	92%
Q41 Reliability of household garbage, recycling, and yard waste collection	86%	84%	95%	95%	97%	94%
Q42 Professionalism of public works staff	80%	93%	90%	95%	96%	95%
Q43 Effectiveness of service provided by public works staff	83%	88%	91%	90%	90%	92%
Q44 Responsiveness of public works staff when requested	80%	75%	82%	89%	92%	90%
Q45 Driving condition of Village streets	71%	79%	55%	75%	74%	83%
Q46 Adequacy and maintenance of street lighting	71%	72%	72%	77%	82%	88%
Q47 Village's ability to address stormwater and flooding issues	71%	86%	88%	67%	84%	88%
Q48 Appearance and cleanliness of streets	71%	84%	76%	80%	83%	90%
Q49 Overall cleanliness and appearance of our community	71%	84%	91%	79%	87%	89%
Q50 Timely repair of streets	50%	61%	56%	60%	63%	73%
Q51 Snow removal operations	67%	89%	78%	79%	84%	82%

Table 16: Customer Satisfaction by Gender (Q1-Q51)

Questions	Female	Male
Q1 Village government's job of providing high-quality services	91%	88%
Q2 The type of Village services offered online	91%	84%
Q3 The quality of Village services offered online	90%	85%
Q4 Ease of using the Village's online service request system	86%	85%
Q5 Ease of applying for and obtaining a building permit	87%	87%
Q6 Availability of information about Village programs, projects, events, services, and issues	81%	85%
Q7 Availability of information on water, sewer, and solid waste	86%	85%
Q8 Usefulness of information on the Village web page	90%	84%
Q9 Overall accessibility of walking/biking amenities	85%	87%

Questions	Female	Male
Q10 Overall quality of Village customer service	93%	88%
Q11 Village's transparency with residents	75%	78%
Q12 Village's efforts to actively seek input from citizens	68%	62%
Q13 Village's efforts to keep residents informed on special projects, construction projects, and initiatives	77%	74%
Q14 Responsiveness of elected officials	68%	76%
Q15 Professionalism of Village Hall employees	89%	95%
Q16 Effectiveness of service provided by Village Hall employees	91%	94%
Q17 The overall value of Village services for my tax dollar	63%	66%
Q18 Village government's efforts to focus on the priorities that matter most to the residents	62%	62%
Q19 The effectiveness of Village staff to resolve customer service issues	79%	85%
Q20 Local availability of needed goods and services	57%	61%
Q21 Overall reputation of the Village	81%	80%
Q22 The overall direction the Village is heading	76%	73%
Q23 How ethical Village employees are in the way they conduct Village business	91%	89%
Q24 How ethical Village elected officials are in the way they conduct Village business	82%	89%
Q25 Professionalism of police officers	94%	94%
Q26 Effectiveness of service provided by police officers	93%	90%
Q27 My level of safety when walking alone in my neighborhood at night	84%	93%
Q28 My level of safety when walking alone in my neighborhood during the day	96%	98%
Q29 The overall feeling of safety living in the Village compared to surrounding communities	95%	97%
Q30 The response time of police officers when called	97%	97%
Q31 Visibility of police in my neighborhood	84%	82%
Q32 Level of traffic enforcement	78%	78%
Q33 Consistency of code and ordinance enforcement	70%	74%
Q34 Timeliness of response to code enforcement requests	80%	79%
Q35 Efforts by the Village to prevent crime	88%	87%
Q36 Response to water and sewer service requests	78%	88%
Q37 Quality of your drinking water based on its taste, smell, and pressure	90%	95%
Q38 Accuracy of utility billing service	90%	90%
Q39 Variety of services offered by current waste and recycling provider	85%	89%
Q40 Quality of household garbage, recycling, and yard waste collection	91%	92%
Q41 Reliability of household garbage, recycling, and yard waste collection	95%	95%
Q42 Professionalism of public works staff	95%	92%
Q43 Effectiveness of service provided by public works staff	92%	89%
Q44 Responsiveness of public works staff when requested	88%	90%
Q45 Driving condition of Village streets	72%	73%
Q46 Adequacy and maintenance of street lighting	79%	80%
Q47 Village's ability to address stormwater and flooding issues	79%	82%
Q48 Appearance and cleanliness of streets	85%	79%
Q49 Overall cleanliness and appearance of our community	87%	83%
Q50 Timely repair of streets	65%	60%
Q51 Snow removal operations	81%	83%

Table 17: Customer Satisfaction by Ethnicity (Q1-Q51)

Questions	African America n/Black	Caucasia n/White	Native America n	Asian	Hispanic /Latino	Other
Q1 Village government's job of providing high-quality services	100%	90%	100%	88%	78%	0%
Q2 The type of Village services offered online	100%	88%	100%	75%	86%	0%
Q3 The quality of Village services offered online	100%	87%	100%	75%	86%	0%
Q4 Ease of using the Village's online service request system	100%	86%	0%	75%	100%	0%
Q5 Ease of applying for and obtaining a building permit	50%	88%	50%	100%	86%	0%
Q6 Availability of information about Village programs, projects, events, services, and issues	80%	84%	50%	57%	70%	0%
Q7 Availability of information on water, sewer, and solid waste	80%	87%	50%	75%	70%	0%
Q8 Usefulness of information on the Village web page	100%	86%	50%	100%	89%	0%
Q9 Overall accessibility of walking/biking amenities	100%	86%	50%	83%	56%	0%
Q10 Overall quality of Village customer service	100%	92%	50%	71%	78%	0%
Q11 Village's transparency with residents	75%	77%	50%	80%	78%	0%
Q12 Village's efforts to actively seek input from citizens	60%	66%	50%	50%	56%	0%
Q13 Village's efforts to keep residents informed on special projects, construction projects, and initiatives	100%	76%	50%	71%	78%	0%
Q14 Responsiveness of elected officials	67%	74%	0%	50%	67%	0%
Q15 Professionalism of Village Hall employees	100%	93%	50%	86%	78%	0%
Q16 Effectiveness of service provided by Village Hall employees	100%	93%	50%	86%	78%	0%
Q17 The overall value of Village services for my tax dollar	60%	65%	50%	63%	67%	0%
Q18 Village government's efforts to focus on the priorities that matter most to the residents	50%	62%	0%	67%	75%	0%
Q19 The effectiveness of Village staff to resolve customer service issues	100%	83%	50%	67%	78%	0%
Q20 Local availability of needed goods and services	25%	57%	50%	86%	67%	0%
Q21 Overall reputation of the Village	60%	81%	50%	86%	89%	0%
Q22 The overall direction the Village is heading	60%	76%	50%	71%	78%	0%
Q23 How ethical Village employees are in the way they conduct Village business	100%	90%	100%	100%	71%	0%
Q24 How ethical Village elected officials are in the way they conduct Village business	100%	85%	0%	100%	86%	0%
Q25 Professionalism of police officers	80%	94%	100%	100%	100%	0%
Q26 Effectiveness of service provided by police officers	80%	91%	100%	86%	100%	0%
Q27 My level of safety when walking alone in my neighborhood at night	80%	89%	50%	75%	90%	0%
Q28 My level of safety when walking alone in my neighborhood during the day	100%	97%	100%	88%	100%	0%
Q29 The overall feeling of safety living in the Village compared to surrounding communities	60%	96%	100%	100%	100%	0%
Q30 The response time of police officers when called	67%	97%	100%	100%	100%	0%
Q31 Visibility of police in my neighborhood	40%	82%	50%	100%	100%	0%
Q32 Level of traffic enforcement	60%	77%	100%	100%	89%	0%
Q33 Consistency of code and ordinance enforcement	33%	71%	100%	100%	100%	0%
Q34 Timeliness of response to code enforcement requests	50%	79%	0%	100%	100%	0%
Q35 Efforts by the Village to prevent crime	75%	88%	0%	100%	100%	0%

Questions	African American/Black	Caucasian/White	Native American	Asian	Hispanic/Latino	Other
Q36 Response to water and sewer service requests	100%	83%	0%	50%	100%	0%
Q37 Quality of your drinking water based on its taste, smell, and pressure	100%	92%	50%	86%	100%	0%
Q38 Accuracy of utility billing service	67%	90%	100%	88%	100%	0%
Q39 Variety of services offered by current waste and recycling provider	80%	87%	50%	71%	70%	0%
Q40 Quality of household garbage, recycling, and yard waste collection	100%	92%	50%	71%	70%	0%
Q41 Reliability of household garbage, recycling, and yard waste collection	100%	96%	50%	100%	80%	0%
Q42 Professionalism of public works staff	100%	95%	50%	80%	100%	0%
Q43 Effectiveness of service provided by public works staff	100%	92%	50%	80%	89%	0%
Q44 Responsiveness of public works staff when requested	100%	89%	50%	100%	89%	0%
Q45 Driving condition of Village streets	100%	73%	50%	100%	80%	0%
Q46 Adequacy and maintenance of street lighting	60%	80%	50%	88%	70%	0%
Q47 Village's ability to address stormwater and flooding issues	100%	82%	0%	100%	63%	0%
Q48 Appearance and cleanliness of streets	100%	82%	50%	86%	100%	0%
Q49 Overall cleanliness and appearance of our community	100%	85%	50%	75%	90%	0%
Q50 Timely repair of streets	80%	62%	0%	86%	56%	0%
Q51 Snow removal operations	80%	82%	50%	86%	90%	0%

Table 18: Customer Satisfaction by Residence Type (Q1-Q51)

Questions	House-own	House-rent	Condominium-own	Condominium-rent
Q1 Village government's job of providing high-quality services	89%	100%	77%	100%
Q2 The type of Village services offered online	85%	100%	93%	100%
Q3 The quality of Village services offered online	86%	100%	93%	100%
Q4 Ease of using the Village's online service request system	86%	100%	89%	100%
Q5 Ease of applying for and obtaining a building permit	86%	0%	100%	0%
Q6 Availability of information about Village programs, projects, events, services, and issues	81%	100%	71%	100%
Q7 Availability of information on water, sewer, and solid waste	84%	100%	80%	100%
Q8 Usefulness of information on the Village web page	85%	100%	87%	100%
Q9 Overall accessibility of walking/biking amenities	84%	100%	71%	100%
Q10 Overall quality of Village customer service	90%	100%	92%	100%
Q11 Village's transparency with residents	76%	100%	71%	100%
Q12 Village's efforts to actively seek input from citizens	64%	100%	64%	100%
Q13 Village's efforts to keep residents informed on special projects, construction projects, and initiatives	73%	100%	73%	100%
Q14 Responsiveness of elected officials	73%	100%	75%	0%
Q15 Professionalism of Village Hall employees	93%	100%	80%	100%
Q16 Effectiveness of service provided by Village Hall employees	92%	100%	85%	100%
Q17 The overall value of Village services for my tax dollar	63%	100%	64%	100%
Q18 Village government's efforts to focus on the priorities that matter most to the residents	61%	100%	60%	100%
Q19 The effectiveness of Village staff to resolve customer service issues	81%	100%	90%	100%
Q20 Local availability of needed goods and services	57%	100%	67%	100%
Q21 Overall reputation of the Village	81%	100%	80%	100%
Q22 The overall direction the Village is heading	73%	100%	71%	100%
Q23 How ethical Village employees are in the way they conduct Village business	90%	100%	80%	100%
Q24 How ethical Village elected officials are in the way they conduct Village business	84%	0%	89%	100%
Q25 Professionalism of police officers	94%	100%	88%	100%
Q26 Effectiveness of service provided by police officers	92%	100%	87%	100%
Q27 My level of safety when walking alone in my neighborhood at night	88%	100%	94%	100%
Q28 My level of safety when walking alone in my neighborhood during the day	97%	100%	100%	100%
Q29 The overall feeling of safety living in the Village compared to surrounding communities	95%	100%	100%	100%
Q30 The response time of police officers when called	97%	0%	100%	0%
Q31 Visibility of police in my neighborhood	82%	100%	75%	100%
Q32 Level of traffic enforcement	77%	100%	93%	100%
Q33 Consistency of code and ordinance enforcement	70%	0%	100%	0%
Q34 Timeliness of response to code enforcement requests	78%	0%	100%	0%
Q35 Efforts by the Village to prevent crime	86%	100%	83%	100%
Q36 Response to water and sewer service requests	83%	0%	88%	100%
Q37 Quality of your drinking water based on its taste, smell, and pressure	91%	100%	100%	100%
Q38 Accuracy of utility billing service	89%	100%	100%	100%
Q39 Variety of services offered by current waste and recycling provider	85%	100%	100%	100%
Q40 Quality of household garbage, recycling, and yard waste collection	90%	100%	100%	100%
Q41 Reliability of household garbage, recycling, and yard waste collection	94%	100%	100%	100%

Questions	House-own	House-rent	Condominium-own	Condominium-rent
Q42 Professionalism of public works staff	93%	0%	100%	100%
Q43 Effectiveness of service provided by public works staff	90%	100%	90%	100%
Q44 Responsiveness of public works staff when requested	86%	0%	100%	100%
Q45 Driving condition of Village streets	72%	100%	81%	100%
Q46 Adequacy and maintenance of street lighting	79%	100%	73%	100%
Q47 Village's ability to address stormwater and flooding issues	80%	100%	77%	100%
Q48 Appearance and cleanliness of streets	82%	100%	81%	100%
Q49 Overall cleanliness and appearance of our community	85%	100%	88%	100%
Q50 Timely repair of streets	60%	100%	80%	100%
Q51 Snow removal operations	80%	100%	88%	100%

Table 19: Customer Satisfaction by Educational Attainment (Q1-Q51)

Questions	0-11 years	High school	Some college	College graduate	Graduate or professional degree
Q1 Village government's job of providing high-quality services	100%	89%	89%	92%	86%
Q2 The type of Village services offered online	100%	86%	93%	85%	86%
Q3 The quality of Village services offered online	100%	86%	92%	88%	85%
Q4 Ease of using the Village's online service request system	100%	93%	90%	89%	78%
Q5 Ease of applying for and obtaining a building permit	0%	89%	84%	88%	87%
Q6 Availability of information about Village programs, projects, events, services, and issues	0%	86%	86%	83%	77%
Q7 Availability of information on water, sewer, and solid waste	0%	88%	87%	88%	80%
Q8 Usefulness of information on the Village web page	0%	71%	86%	88%	89%
Q9 Overall accessibility of walking/biking amenities	100%	93%	87%	80%	88%
Q10 Overall quality of Village customer service	100%	90%	88%	93%	89%
Q11 Village's transparency with residents	100%	70%	70%	83%	75%
Q12 Village's efforts to actively seek input from citizens	100%	67%	63%	65%	64%
Q13 Village's efforts to keep residents informed on special projects, construction projects, and initiatives	100%	83%	69%	77%	74%
Q14 Responsiveness of elected officials	0%	65%	80%	80%	61%
Q15 Professionalism of Village Hall employees	0%	90%	93%	92%	92%
Q16 Effectiveness of service provided by Village Hall employees	0%	89%	94%	91%	92%
Q17 The overall value of Village services for my tax dollar	0%	63%	66%	67%	61%
Q18 Village government's efforts to focus on the priorities that matter most to the residents	0%	65%	59%	64%	60%
Q19 The effectiveness of Village staff to resolve customer service issues	0%	83%	77%	85%	80%
Q20 Local availability of needed goods and services	0%	63%	56%	58%	59%
Q21 Overall reputation of the Village	0%	77%	78%	83%	82%
Q22 The overall direction the Village is heading	100%	86%	73%	74%	70%
Q23 How ethical Village employees are in the way they conduct Village business	100%	90%	91%	88%	89%
Q24 How ethical Village elected officials are in the way they conduct Village business	100%	88%	86%	80%	85%

Questions	0-11 years	High school	Some college	College graduate	Graduate or professional degree
Q25 Professionalism of police officers	0%	96%	93%	94%	92%
Q26 Effectiveness of service provided by police officers	0%	96%	91%	91%	90%
Q27 My level of safety when walking alone in my neighborhood at night	100%	79%	88%	90%	90%
Q28 My level of safety when walking alone in my neighborhood during the day	100%	87%	100%	99%	97%
Q29 The overall feeling of safety living in the Village compared to surrounding communities	100%	87%	95%	99%	95%
Q30 The response time of police officers when called	0%	91%	98%	97%	96%
Q31 Visibility of police in my neighborhood	100%	83%	76%	82%	87%
Q32 Level of traffic enforcement	100%	83%	79%	80%	75%
Q33 Consistency of code and ordinance enforcement	100%	74%	72%	71%	71%
Q34 Timeliness of response to code enforcement requests	0%	69%	85%	78%	83%
Q35 Efforts by the Village to prevent crime	0%	79%	92%	91%	84%
Q36 Response to water and sewer service requests	0%	90%	84%	84%	75%
Q37 Quality of your drinking water based on its taste, smell, and pressure	100%	100%	92%	91%	89%
Q38 Accuracy of utility billing service	100%	89%	90%	93%	85%
Q39 Variety of services offered by current waste and recycling provider	100%	90%	84%	90%	82%
Q40 Quality of household garbage, recycling, and yard waste collection	100%	94%	91%	92%	87%
Q41 Reliability of household garbage, recycling, and yard waste collection	100%	97%	95%	95%	94%
Q42 Professionalism of public works staff	0%	96%	98%	90%	95%
Q43 Effectiveness of service provided by public works staff	100%	86%	95%	89%	88%
Q44 Responsiveness of public works staff when requested	100%	94%	90%	87%	82%
Q45 Driving condition of Village streets	100%	73%	76%	75%	66%
Q46 Adequacy and maintenance of street lighting	100%	80%	87%	77%	75%
Q47 Village's ability to address stormwater and flooding issues	100%	91%	83%	78%	77%
Q48 Appearance and cleanliness of streets	100%	83%	84%	81%	81%
Q49 Overall cleanliness and appearance of our community	100%	90%	85%	82%	85%
Q50 Timely repair of streets	100%	78%	65%	62%	55%
Q51 Snow removal operations	0%	83%	81%	83%	79%

11.0 Statistical Significance Analysis

Presented in this section are all the points in which a statistically significant difference was identified. Each section addresses the differences identified for each 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 very satisfied with Driving condition of Village streets than those who have lived in the village for 1 to 5 years and those more than 10 years.
- ✓ Those respondents who have lived in the Village of Lindenhurst for 1 to 5 years are more likely to be very dissatisfied than those who have lived for more than 10 years for the following attributes:
 - Q3 The quality of Village services offered online
 - Q4 Ease of using the Village's online service request system
 - Q15 Professionalism of Village Hall employees
 - Q35 Efforts by the Village to prevent crime
 - Q40 Quality of household garbage, recycling, and yard waste collection
- ✓ Those respondents with residency for 1-10 years are more likely to be somewhat dissatisfied with the Reliability of household garbage, recycling, and yard waste collection than those who have resided more than 10 years in this village.
- ✓ The proportion of residents who have resided in Lindenhurst for 5-10 years are more likely to be very satisfied with the level of safety when walking alone in the neighborhood at night than those who have lived for more than 10 years.
- ✓ Residents who have lived for 5-10 years in Lindenhurst are more likely to be somewhat dissatisfied with the Accuracy of utility billing service than those who have lived for more than 10 years.

Age Differences

- ✓ The proportion of residents who reported to be very dissatisfied with the adequacy and maintenance of street lighting is significantly higher for ages 20-29 years old when compared to those 40-49 years old.
- ✓ The residents with ages 20-29 years old are more likely to be very dissatisfied with the ease of applying for and obtaining a building permit and the quality of household garbage, recycling, and yard waste collection when compared to those with ages 50-59 years old and 60-74 years old.
- ✓ Resident who are aged 20-29 years old are more likely to be very dissatisfied with appearance and cleanliness of streets than those with ages 60-74 years and more 75 years old. Also, those with ages 50-59 years tend to be very dissatisfied with the same service when compared to those more than 75 years old.
- ✓ The proportion of residents who reported to be somewhat dissatisfied with the overall accessibility of walking/biking amenities is significantly higher for ages 20-29 years old when compared to those 60-74 years old.
- ✓ The proportion of residents who reported to be very dissatisfied with the following services is significantly higher for ages 20-29 years old when compared to those 60-74 years old.
 - Q1 Village government's job of providing high-quality services
 - Q9 Overall accessibility of walking/biking amenities
 - Q24 How ethical Village elected officials are in the way they conduct Village business

- Q39 Variety of services offered by current waste and recycling provider
- Q51 Snow removal operations
- ✓ The Lindenhurst residents with ages 30-39 years old are more likely to be very dissatisfied with the overall quality of Village customer service than those with ages 60-74 years old.
- ✓ The residents who are aged 40-49 years old are more likely to be somewhat satisfied with Professionalism of Village Hall employees and Effectiveness of service provided by Village Hall employees than those with ages 75 and above.
- ✓ The proportion of the residents who reported to be somewhat dissatisfied with Effectiveness of service provided by police officers is significantly higher for ages 40-49 years old when compared to those with ages 60-74 years old.
- ✓ Those who above 75 years old are more likely to be very satisfied with Accuracy of utility billing service than those with ages 40-49 years old.

Gender Differences

- ✓ Female residents are more likely to be somewhat dissatisfied with the Professionalism of Village Hall employees than the male residents.
- ✓ Male residents are more likely to be very satisfied than the female residents for the following village services:
 - Q27 My level of safety when walking alone in my neighborhood at night
 - Q36 Response to water and sewer service requests
 - Q37 Quality of your drinking water based on its taste, smell, and pressure

Ethnicity Differences

- ✓ Proportion of Lindenhurst residents who are African American/Black who reported to be very dissatisfied with the Professionalism of police officers is significantly higher than those who are Caucasian/White.
- ✓ More African American/Black than Caucasian/White are likely to be somewhat dissatisfied in the following areas:
 - Q29 The overall feeling of safety living in the Village compared to surrounding communities
 - Q30 The response time of police officers when called
 - Q31 Visibility of police in my neighborhood
- ✓ More Native Americans than Caucasian/White are like to be very dissatisfied in the following village services:
 - Q5 Ease of applying for and obtaining a building permit
 - Q7 Availability of information on water, sewer, and solid waste
 - Q10 Overall quality of Village customer service
 - Q15 Professionalism of Village Hall employees
 - Q16 Effectiveness of service provided by Village Hall employees
 - Q21 Overall reputation of the Village
 - Q37 Quality of your drinking water based on its taste, smell, and pressure
 - Q41 Reliability of household garbage, recycling, and yard waste collection
 - Q43 Effectiveness of service provided by public works staff
 - Q44 Responsiveness of public works staff when requested
 - Q48 Appearance and cleanliness of streets
 - Q49 Overall cleanliness and appearance of our community

- ✓ More Native Americans than Caucasian/White are like to be somewhat dissatisfied in the following village services:
 - Q40 Quality of household garbage, recycling, and yard waste collection
 - Q42 Professionalism of public works staff
- ✓ Asians are more likely to be somewhat satisfied with Village's ability to address stormwater and flooding issues than the Hispanic/Latinos.
- ✓ Asians are more like to be somewhat dissatisfied than the Caucasian/White in the following areas:
 - Q28 My level of safety when walking alone in my neighborhood during the day
 - Q40 Quality of household garbage, recycling, and yard waste collection
- ✓ Asians are more like to be very dissatisfied than the Caucasian/White in the following areas:
 - Q2 The type of Village services offered online
 - Q19 The effectiveness of Village staff to resolve customer service issues
 - Q36 Response to water and sewer service requests
- ✓ Proportion of Hispanic/Latino residents who reported to be very satisfied with the Timeliness of response to code enforcement requests is significantly higher than Caucasian/White.
- ✓ Proportion of Hispanic/Latino residents who reported to be somewhat dissatisfied with the How ethical Village employees are in the way they conduct Village business is significantly higher than Caucasian/White.
- ✓ Hispanic/Latino are more likely to be very dissatisfied than the Caucasian/White in the following areas:
 - Q6 Availability of information about Village programs, projects, events, services, and issues
 - Q9 Overall accessibility of walking/biking amenities
 - Q10 Overall quality of Village customer service
 - Q39 Variety of services offered by current waste and recycling provider
 - Q40 Quality of household garbage, recycling, and yard waste collection
 - Q41 Reliability of household garbage, recycling, and yard waste collection
 - Q47 Village's ability to address stormwater and flooding issues

Residence Type Differences

- ✓ Proportion of residents renting residents in Lindenhurst who reported to be very satisfied is significantly higher than those who own a residence in the following areas:
 - Q3 The quality of Village services offered online
 - Q7 Availability of information on water, sewer, and solid waste
 - Q12 Village's efforts to actively seek input from citizens
 - Q13 Village's efforts to keep residents informed on special projects, construction projects, and initiatives
 - Q20 Local availability of needed goods and services

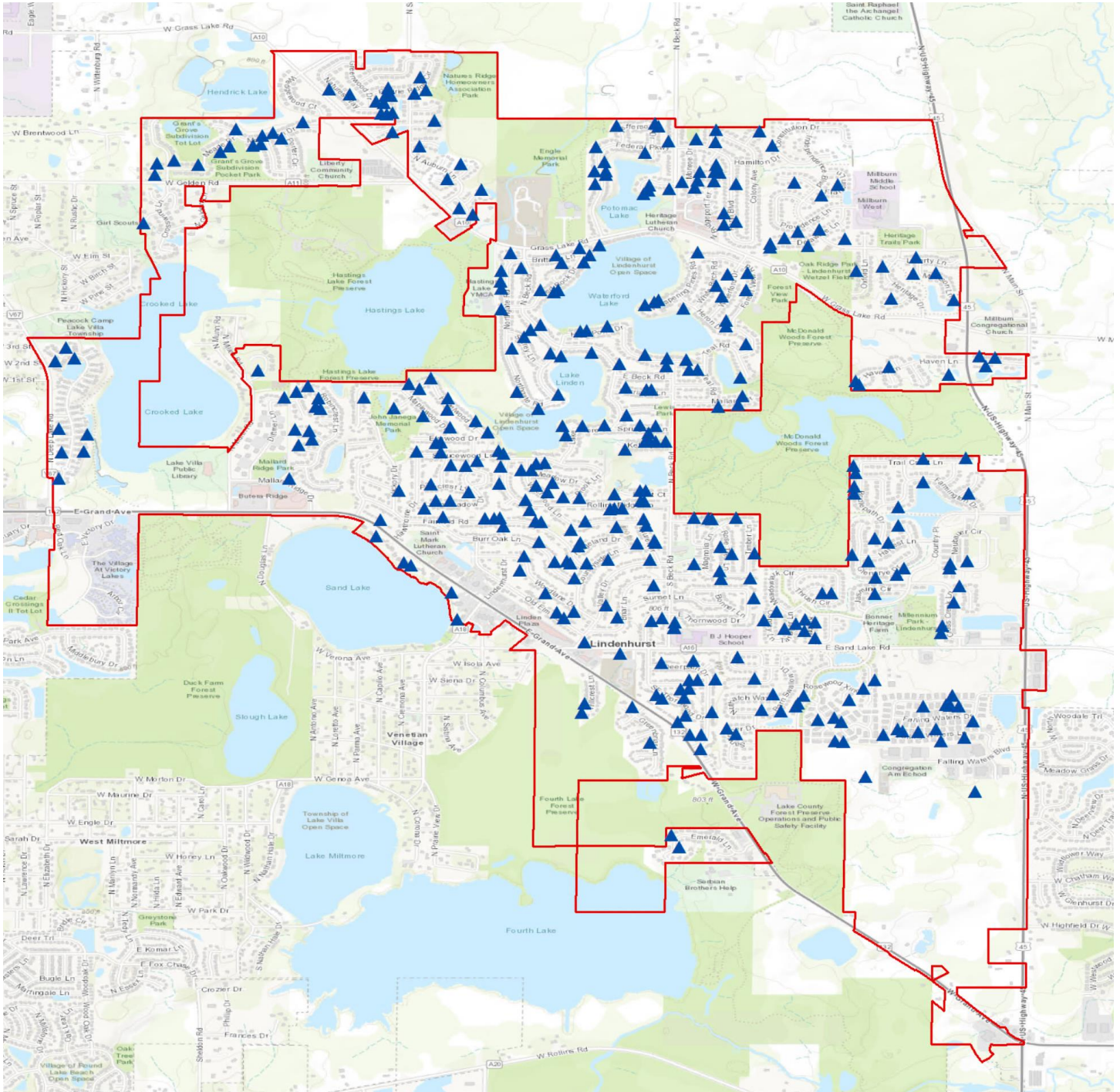
Education Level Differences

- ✓ Proportion of residents who are high school graduates who reported to be very satisfied with Usefulness of information on the Village web page is significantly higher than those with graduate or professional degree.
- ✓ Proportion of residents who are high school graduates who reported to be very satisfied with Village's efforts to keep residents informed on special projects, construction projects, and initiatives is significantly higher than those with some college degree and graduate or professional degree.
- ✓ Proportion of residents who are high school graduates who reported to be very dissatisfied with the level of safety when walking alone in the neighborhood at night is significantly higher than those college graduates.
- ✓ Residents with some college degree tends to be somewhat satisfied than those high school graduates in the following areas:
 - Q8 Usefulness of information on the Village web page
 - Q46 Adequacy and maintenance of street lighting
- ✓ Proportion of residents who are with some college degree who reported to be somewhat dissatisfied with the Overall quality of Village customer service is significantly higher than those college graduates.
- ✓ Proportion of residents who are college graduates who reported to be somewhat satisfied with the Usefulness of information on the Village web page is significantly higher than those high school graduates.
- ✓ Proportion of residents who are college graduates who reported to be very satisfied with the overall direction the Village is heading is significantly higher than those with some college degree.
- ✓ Proportion of residents who are with graduate or professional degree who reported to be somewhat satisfied with the Usefulness of information on the Village web page is significantly higher than those high school graduates.
- ✓ Proportion of residents who are with graduate or professional degree who reported to be somewhat satisfied with the Local availability of needed goods and services is significantly higher than those with some college degree.

12.0 GIS Analysis

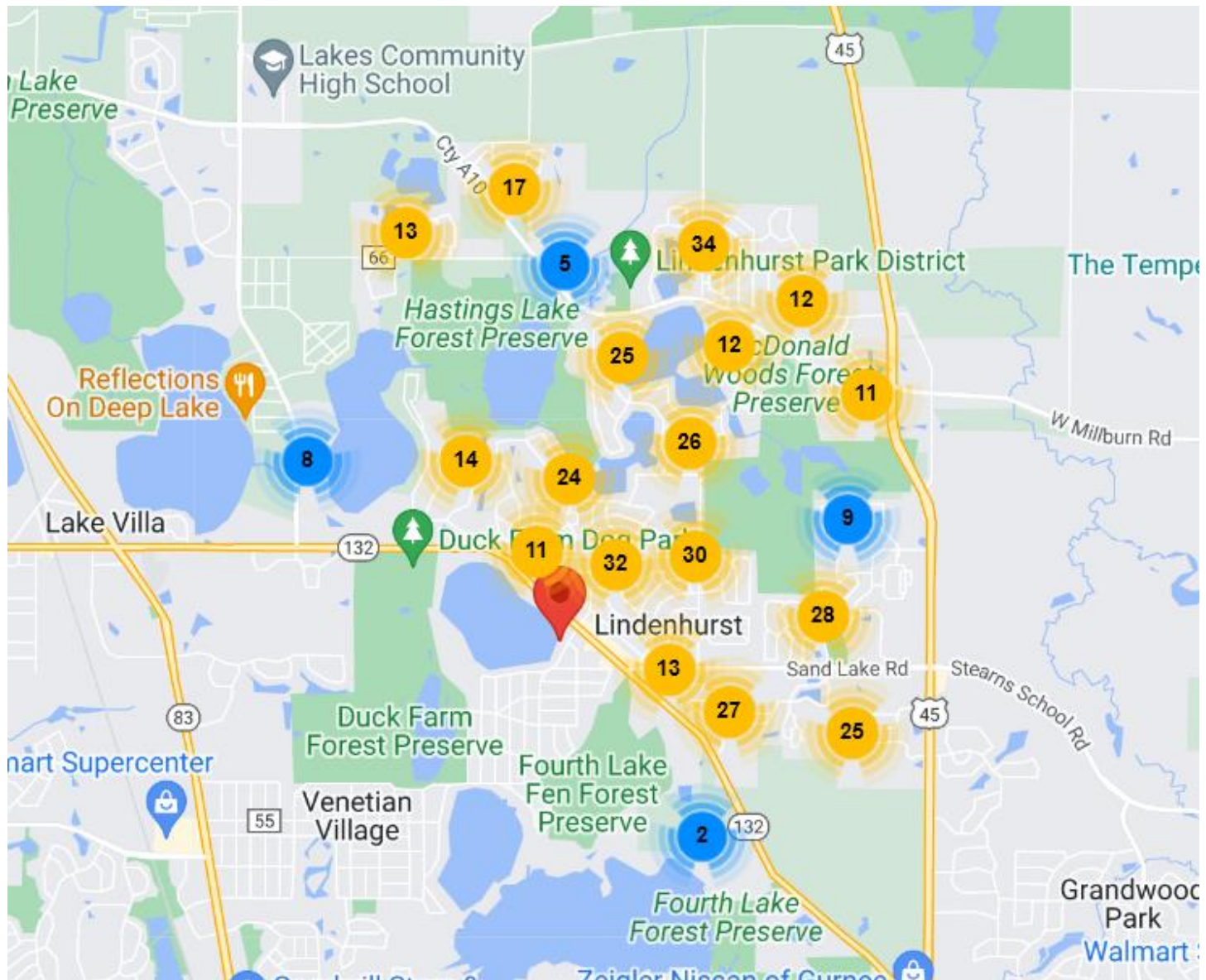
The home addresses of resident survey respondents were geocoded to latitude and longitude coordinates. This map presents a visual representation of where survey respondents live and the varying levels of participation throughout the Village. The blue triangle marks represent the 379 respondents who participated 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



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 area.

Map 2: Count of Respondents by Location



You may be able to see the mapping in this site:
https://app.awesome-table.com/-NLhB_ODZMNudFL7wLCz/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. Q28 My level of safety when walking alone in my neighborhood during the day;
2. Q29 The overall feeling of safety living in the Village compared to surrounding communities;
3. Q25 Professionalism of police officers;
4. Q26 Effectiveness of service provided by police officers

Four separate questions were asked with regard to satisfaction ratings for these attributes; however, the importance level questions combined Police 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 – Local availability of needed goods and services, Village government’s efforts to focus on the priorities that matter most to the residents, and Timely repair of streets – which are on the list of Secondary Opportunities.

Recommendations for future surveys are mainly with regard to the questionnaire. Questions with regard to a similar topic should be grouped together or arranged in a by topic order. Also, there were Importance questions that have been revised and can no longer be matched with the satisfaction questions, these are mostly the attributes pertaining to Sustainability and Environment-friendly matters.

Appendix A – Survey Instrument

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

2022 Village Of Lindenhurst Survey



Marking Instructions

- 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: ⊗ ⊕ ●

Considering only your experiences within the past 12 months, please rate your level of satisfaction with each service from Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, or Very Dissatisfied.
(MARK ONE FOR EACH SERVICE ITEM)

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know or No Opinion
1 Village government's job of providing high-quality services	V	V	V	V	V
2 The type of Village services offered online	V	V	V	V	V
3 The quality of Village services offered online	V	V	V	V	V
4 Ease of using the Village's online service request system	V	V	V	V	V
5 Ease of applying for and obtaining a building permit	V	V	V	V	V
6 Availability of information about Village programs, projects, events, services, and issues	V	V	V	V	V
7 Availability of information on water, sewer, and solid waste	V	V	V	V	V
8 Usefulness of information on the Village web page	V	V	V	V	V
9 Overall accessibility of walking/biking amenities	V	V	V	V	V
10 Overall quality of Village customer service	V	V	V	V	V
11 Village's transparency with residents	V	V	V	V	V
12 Village's efforts to actively seek input from citizens	V	V	V	V	V
13 Village's efforts to keep residents informed on special projects, construction projects, and initiatives	V	V	V	V	V
14 Responsiveness of elected officials	V	V	V	V	V
15 Professionalism of Village Hall employees	V	V	V	V	V
16 Effectiveness of service provided by Village Hall employees	V	V	V	V	V
17 The overall value of Village services for my tax dollar	V	V	V	V	V
18 Village government's efforts to focus on the priorities that matter most to the residents	V	V	V	V	V
19 The effectiveness of Village staff to resolve customer service issues	V	V	V	V	V
20 Local availability of needed goods and services	V	V	V	V	V
21 Overall reputation of the Village	V	V	V	V	V
22 The overall direction the Village is heading	V	V	V	V	V
23 How ethical Village employees are in the way they conduct Village business	V	V	V	V	V
24 How ethical Village elected officials are in the way they conduct Village business	V	V	V	V	V
25 Professionalism of police officers	V	V	V	V	V
26 Effectiveness of service provided by police officers	V	V	V	V	V
27 My level of safety when walking alone in my neighborhood at night	V	V	V	V	V
28 My level of safety when walking alone in my neighborhood during the day	V	V	V	V	V
29 The overall feeling of safety living in the Village compared to surrounding communities	V	V	V	V	V
30 The response time of police officers when called	V	V	V	V	V
31 Visibility of police in my neighborhood	V	V	V	V	V
32 Level of traffic enforcement	V	V	V	V	V
33 Consistency of code and ordinance enforcement	V	V	V	V	V
34 Timeliness of response to code enforcement requests	V	V	V	V	V
35 Efforts by the Village to prevent crime	V	V	V	V	V
36 Response to water and sewer service requests	V	V	V	V	V
37 Quality of your drinking water based on its taste, smell, and pressure	V	V	V	V	V
38 Accuracy of utility billing service	V	V	V	V	V
39 Variety of services offered by current waste and recycling provider	V	V	V	V	V
40 Quality of household garbage, recycling, and yard waste collection	V	V	V	V	V
41 Reliability of household garbage, recycling, and yard waste collection	V	V	V	V	V
42 Professionalism of public works staff	V	V	V	V	V
43 Effectiveness of service provided by public works staff	V	V	V	V	V

44	Responsiveness of public works staff when requested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45	Driving condition of Village streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46	Adequacy and maintenance of street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47	Village's ability to address stormwater and flooding issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48	Appearance and cleanliness of streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49	Overall cleanliness and appearance of our community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50	Timely repair of streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51	Snow removal operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

52	Village of Lindenhurst Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
53	The County Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
54	The State of Illinois Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
55	The Federal Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

56 What is your preferred method of communicating to the Village?

☐ Phone ☐ Email/Website ☐ In-Person ☐ Social Media ☐ Website/Service Request System

57 What is your primary source of information about Village issues, services, and events?

☐ Village Website ☐ Village Facebook Page ☐ Village Twitter ☐ Village Instagram ☐ Village Newsletter ☐ Word of Mouth ☐ Other social media platform/groups

58 Excluding the outdoor mail collection box, have you utilized postal services inside of the Village Hall within the past 12 months?

☐ Yes ☐ No

59 Are you familiar with the Village's economic development efforts? (e.g. Lindenhurst Economic Assistance Program (LEAP) and/or the Grand Avenue Tax Increment Financing (TIF) District)

☐ Yes ☐ No

60 Are you familiar with the E.R.I.N. (Elderly Residents In Need) Program?

☐ Yes ☐ No

61 Is having a PACE bus service to travel to the College of Lake County, shop in adjacent municipalities, or access to METRA services important to you?

☐ Yes ☐ No

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

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ No Opinion

63 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 Village priorities using the scale of Very Important =5 to Not Very Important =1

Very Important Not Very Important

	5	4	3	2	1
64 Economic and Business Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
65 Water and Sewer Improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
66 Stormwater Improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
67 The Appearance of the Village	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
68 Road and Street Improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
69 Bike Path and Sidewalk Improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
70 Promoting Volunteerism Opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
71 Parks and Green Spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
72 Police Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
73 Environmentally Sustainable Policies and Practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Very Important				Not Very Important	
		5	4	3	2	1	
74	Trash and Recycling Services	V	V	V	V	V	
75	Cultural, Fine Art, and Recreational Opportunities	V	V	V	V	V	
76	Diversity and inclusiveness Initiatives	V	V	V	V	V	
77	Quality of Village Lakes	V	V	V	V	V	
78	Access to Village Lakes	V	V	V	V	V	

Please rate each of the following environmental sustainability measures using the scale of Very Important =5 to Not Very Important =1

		Very Important				Not Very Important	
		5	4	3	2	1	
79	Waste and Recycling Services	V	V	V	V	V	
80	Offering Recycling Events (Textiles, Chemical Waste, Electronics)	V	V	V	V	V	
81	Promoting Clean Energy Practices	V	V	V	V	V	
82	Adapting Village Policies to Encourage Sustainable Practices	V	V	V	V	V	
83	Identifying and Promoting Access to Alternative Modes of Transportation	V	V	V	V	V	
84	Promoting Water Conservation	V	V	V	V	V	

If the Village was ever facing a budget short fall which required a modification of current service levels, please indicate which Village services you would prefer a reduction in service or an increase of taxes/fees:

		Reduction of Service	
		Tax or Fee Increase	
85	Snow Plowing and Ice Removal	V	V
86	Street Resurfacing/Repairs	V	V
87	Police Squad Car Patrol	V	V
88	Water Supply Infrastructure	V	V
89	Wastewater and Sewer Infrastructure	V	V
90	Stormwater Infrastructure	V	V
91	Police Service Calls (i.e. House watch, lock outs, E.R.I.N. program)	V	V
92	Tree Plantings/Forestry	V	V
93	Village Lakes Management	V	V
94	Special events	V	V

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.

95 Approximately how many years have you lived in the Village?

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

96 What is your age? (MARK ONLY ONE)

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

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

V Female V Male V Prefer not to answer

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

V African American / Black V Caucasian / White V Native American V Prefer not to answer
V Asian V Hispanic / Latino V Other

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

V Own V Rent

100 Which of the following best describes your home?

☐ House - own

☐ House - rent

☐ Condominium - own

☐ Condominium - rent

☐ Apartment

101 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.