

# Village of Oswego Community Survey

## Findings Report

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# 2018

**Submitted to the Village of Oswego**

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**November 2018**





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# 2018 Village of Oswego Community Survey Executive Summary

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## Purpose and Methodology

ETC Institute administered a survey to residents of the Village of Oswego during the fall of 2018. The survey was designed to gather information to improve existing programs and services and help determine long-range planning and decisions in the community. The information collected will also be used to help the Village better understand and more effectively respond to the needs of the community. This is the second survey administered by ETC Institute for the Village, the first was administered in 2016.

The six-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the Village of Oswego. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Oswego from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 500 residents. The goal was exceeded with a total of 662 residents completing the survey. The overall results for the sample of 662 households have a precision of at least +/-3.8% at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Oswego with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of Village services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2016 Community Survey,
- benchmarking data that shows how the results for Oswego compare to other communities,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the Village to address based upon the survey results ,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Overall Perceptions of the Village

Eighty-eight percent (88%) of the residents surveyed, *who had an opinion*, indicated the Village is either an “excellent” (33%) or “good” (55%) place to live, another 88% indicated the Village is an “excellent” (38%) or “good” (51%) place to raise children. Only 25% of respondents indicated the Village is an “excellent” (8%) or “good” (17%) place for single adults ages 18-35. Other items that influence perceptions of the Village that received high levels of “excellent” and “good” responses from respondents *who had an opinion*, include: the overall quality of the fire district (89%), overall quality of library services (87%), the overall quality of local ambulance services (85%), and the overall feeling of safety in the Village (83%).

## Overall Satisfaction with Village Services

The major categories of Village services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of police services (79%), the overall quality of customer service received from the Village (71%), the overall maintenance of Village streets (67%), and the overall quality of services provided by the Village (67%). Respondents were least satisfied with the overall management of Village finances (36%) and the overall value received for tax dollars and fees (31%).

## Feelings of Safety in Various Situations

Ninety-nine percent (99%) of respondents, *who had an opinion*, indicated they feel either “very safe” (80%) or “somewhat safe” (19%) walking along in their neighborhood during the day. Ninety-seven percent (97%) of residents, *who had an opinion*, indicated they feel either “very safe” (60%) or “somewhat safe” (37%) in commercial and retail areas, 91% feel safe in Village parks, recreation areas and trails, and 86% feel safe walking alone in their neighborhood after dark.

## Satisfaction with Specific Village Services

- **Police Services.** The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall professionalism of the Police Department (81%), the overall competency of police department personnel (79%), and the overall quality of 9-1-1 services (77%). The aspect of public safety services that respondents were least satisfied with is the quality of animal control (57%). The visibility of police in neighborhoods and the Village’s efforts to prevent crime are the two police services respondents indicated should receive the most emphasis over the next two years. Only 5% of respondents indicated that someone in their household was a victim of a crime in the past year, this is a 2% decrease from 2016.
- **Village Maintenance and Public Works.** The highest levels of satisfaction with Village maintenance services and Public Works, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall cleanliness of Village streets (83%), water pressure on a typical day (83%), and the maintenance of street signs and traffic signals (81%). Traffic flow on major Village streets and water rates are the two areas respondents indicated should receive the most emphasis over the next two years.
- **Trash Services.** The highest levels of satisfaction with Village trash services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: curbside recycling services (92%) and residential trash collection services (91%).
- **Village Communication.** The highest levels of satisfaction with Village Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the content of the Village’s newsletters (68%) and the availability of information about programs and services (64%).
- **Customer Service.** Thirty-eight percent (38%) of respondents indicated they have called or visited the Village with a question, problem, or complaint during the past year. The highest levels of satisfaction with customer service received from Village employees, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion and contacted the Village*, were: how courteously they were treated (80%), how easy the department was to contact (76%), and the professionalism and knowledge of employees (76%). The quarterly newsletter (68%) is still the primary source of information about community activities and services.
- **Code Compliance.** The highest levels of satisfaction with Village code compliance, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing codes designed to protect public health (63%) and enforcing the maintenance of business property (60%).

- **Special Events.** The special events that received the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion and attended the event*, were: Oswego Country Market (81%), PrairieFest (79%), Independence Day Fireworks (78%), Christmas Walk (76%), Wine on the Fox (75%), Brew at the Bridge (74%), and Beast and Eats (71%). These were the special events that also saw the highest levels of participation. Lack of interest, scheduling conflicts, and being unaware of the event were the primary reasons respondents did not attend an event in the past two years.
- **Downtown.** The highest levels of satisfaction with Downtown, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: green (outdoor) space (64%) pedestrian walkways/crossings (64%), and street lighting (61%).

## Additional Findings

- Respondents leave Oswego to spend money on fine dining (71%), furniture (63%), and vehicles (59%).
- Thirty-six percent (36%) of respondents do not regularly use the Kendall Area Transit Program but are familiar, 63% do not use and are not familiar, and less than 1% use the service.
- Nineteen percent (19%) of respondents regularly use Metra commuter rail service.

## Trends

ETC Institute compared the 2018 survey results to the results of the 2016 Community Survey administered in the Village of Oswego. There were a total of 98 items that had valid comparisons between 2018 and 2016. The Village saw an increase in overall satisfaction with 35 of the 98 areas that were compared. Below are the most notable increases and decreases between the 2018 and 2016 survey results.

### Notable Increases:

- Condition of state roads (+17%)
- Overall flow of traffic and congestion management (+11%)
- Traffic flow on major Village streets (+9%)
- Acceptance of diverse populations (+5%)

### Notable Decreases:

- Curbside electronics recycling (-10%)
- Visibility of police in neighborhoods (-9%)
- Click ‘n Fix to report maintenance issues (-9%)
- Visibility of police in commercial areas (-7%)

## How the Village of Oswego Compares to Other Communities Nationally

Satisfaction ratings for The Village of Oswego **rated the same as or above the U.S. average in 47 of the 57 areas** that were assessed. The Village of Oswego rated significantly higher than the U.S. average (difference of 5% or more) in 41 of these areas. Listed below are the comparisons between the Village of Oswego and the U.S. average:

Service	Oswego	US	Difference	Category
Overall maintenance of Village streets	67.3%	41.2%	26.1%	Overall Satisfaction with Village Services
Overall quality of customer service you receive	71.2%	45.4%	25.8%	Overall Satisfaction with Village Services
Bulk item pick-up/removal	78.6%	53.1%	25.6%	Trash Service
Curbside recycling services	92.4%	69.9%	22.5%	Trash Service
Condition of streets in your neighborhood	70.1%	48.1%	22.0%	Village Maintenance/Public Works
Condition of Village sidewalks	68.0%	46.2%	21.8%	Village Maintenance/Public Works
Condition of street drainage/water drainage	66.5%	46.5%	20.0%	Village Maintenance/Public Works
Availability of info about programs & services	64.2%	44.5%	19.7%	Village Communication
As a place to live	88.3%	69.7%	18.6%	Perception of the Village
As a place to raise children	88.3%	70.0%	18.3%	Perception of the Village
Yard waste removal services	84.8%	67.2%	17.6%	Trash Service
Overall cleanliness of streets/other public areas	78.7%	61.2%	17.5%	Village Maintenance/Public Works
Overall quality of services provided by Village	67.1%	50.2%	16.9%	Overall Satisfaction with Village Services
Residential trash collection services	91.4%	74.7%	16.8%	Trash Service
Condition of major Village streets	64.6%	48.3%	16.3%	Village Maintenance/Public Works
Village's efforts to prevent crime	70.7%	54.5%	16.3%	Police Services
Overall quality of public schools	71.6%	55.7%	16.0%	Perception of Village Services
Efforts to keep you informed about local issues	60.4%	44.6%	15.9%	Village Communication
Leaf collection program	75.3%	60.3%	15.0%	Village Maintenance/Public Works
Overall appearance of Village	77.6%	62.8%	14.9%	Perception of Village Services
Overall quality of park district	77.1%	63.1%	14.0%	Perception of Village Services
Overall quality of library services	87.4%	73.7%	13.8%	Perception of Village Services
Enforcing maintenance of residential property	56.0%	42.4%	13.6%	Code Compliance
Landscaping/trees of public areas along streets	66.0%	52.4%	13.6%	Village Maintenance/Public Works
How well your issue was handled	64.3%	50.9%	13.4%	Customer Service
Enforcing mowing & trimming of lawns on private property	52.3%	39.3%	13.0%	Code Compliance
Police department safety education programs	67.1%	54.7%	12.5%	Police Services
How quickly police respond to emergencies	75.8%	63.8%	12.0%	Police Services
Water pressure on a typical day	82.8%	71.5%	11.3%	Village Maintenance/Public Works
How easy department was to contact	76.5%	65.2%	11.3%	Customer Service
Maintenance of street signs & traffic signals	80.6%	69.5%	11.1%	Village Maintenance/Public Works
How courteously you were treated	80.0%	69.2%	10.8%	Customer Service
Overall quality of police services	78.9%	69.5%	9.4%	Overall Satisfaction with Village Services
Overall effectiveness of communication with public	57.3%	47.9%	9.4%	Overall Satisfaction with Village Services
Enforcing maintenance of business property	60.1%	51.5%	8.6%	Code Compliance
Adequacy of Village street lighting	63.1%	55.6%	7.5%	Village Maintenance/Public Works
Overall responsiveness to your request or concern	67.7%	60.2%	7.5%	Customer Service
Enforcement of local traffic laws	70.9%	63.7%	7.2%	Police Services
Visibility of police in commercial areas	66.4%	59.8%	6.6%	Police Services
Overall quality of fire district	88.7%	83.1%	5.6%	Perception of Village Services
Visibility of police in neighborhoods	64.2%	58.9%	5.3%	Police Services



## How the Village of Oswego Compares to Other Communities Regionally

Satisfaction ratings for The Village of Oswego rated the same or above the average for the Great Lakes Region in 47 of the 57 areas that were assessed. The Village of Oswego rated significantly higher than this average (difference of 5% or more) in 39 of these areas. The table below shows the significant differences between the Village of Oswego and the Great Lakes Region.

Service	Oswego	Great Lakes	Difference	Category
Bulk item pick-up/removal	78.6%	45.7%	32.9%	Trash Service
Overall quality of customer service you receive	71.2%	45.5%	25.7%	Overall Satisfaction with Village Services
Condition of streets in your neighborhood	70.1%	45.4%	24.8%	Village Maintenance/Public Works
Overall maintenance of Village streets	67.3%	44.9%	22.5%	Overall Satisfaction with Village Services
Condition of street drainage/water drainage	66.5%	44.8%	21.8%	Village Maintenance/Public Works
Residential trash collection services	91.4%	71.7%	19.8%	Trash Service
Condition of Village sidewalks	68.0%	48.7%	19.4%	Village Maintenance/Public Works
Overall appearance of Village	77.6%	58.6%	19.1%	Percpetion of Village Services
Yard waste removal services	84.8%	66.4%	18.4%	Trash Service
Condition of major Village streets	64.6%	47.8%	16.9%	Village Maintenance/Public Works
Police department safety education programs	67.1%	50.7%	16.4%	Police Services
Village's efforts to prevent crime	70.7%	54.8%	16.0%	Police Services
Curbside recycling services	92.4%	76.9%	15.5%	Trash Service
Leaf collection program	75.3%	60.0%	15.3%	Village Maintenance/Public Works
Enforcing maintenance of residential property	56.0%	41.4%	14.7%	Code Compliance
Water pressure on a typical day	82.8%	68.4%	14.4%	Village Maintenance/Public Works
How easy department was to contact	76.5%	62.9%	13.6%	Customer Service
Overall quality of services provided by Village	67.1%	53.7%	13.4%	Overall Satisfaction with Village Services
How courteously you were treated	80.0%	66.6%	13.4%	Customer Service
Availability of info about programs & services	64.2%	51.0%	13.3%	Village Communication
Overall cleanliness of streets/other public areas	78.7%	65.7%	13.1%	Village Maintenance/Public Works
Enforcing mowing & trimming of lawns on private property	52.3%	39.5%	12.9%	Code Compliance
Overall quality of library services	87.4%	74.7%	12.7%	Percpetion of Village Services
Overall quality of police services	78.9%	66.4%	12.5%	Overall Satisfaction with Village Services
As a place to raise children	88.3%	76.3%	12.0%	Perception of the Village
Efforts to keep you informed about local issues	60.4%	49.7%	10.7%	Village Communication
Visibility of police in neighborhoods	64.2%	53.8%	10.4%	Police Services
Overall quality of park district	77.1%	67.1%	10.1%	Percpetion of Village Services
How quickly police respond to emergencies	75.8%	66.1%	9.7%	Police Services
Overall quality of public schools	71.6%	61.9%	9.7%	Percpetion of Village Services
Visibility of police in commercial areas	66.4%	57.0%	9.4%	Police Services
As a place to live	88.3%	79.2%	9.1%	Perception of the Village
How well your issue was handled	64.3%	55.8%	8.5%	Customer Service
Overall quality of local ambulance service	84.5%	76.6%	7.9%	Percpetion of Village Services
Enforcement of local traffic laws	70.9%	63.9%	7.1%	Police Services
Overall quality of life in Village	78.5%	71.6%	6.9%	Percpetion of Village Services
Overall effectiveness of communication with public	57.3%	50.6%	6.7%	Overall Satisfaction with Village Services
Overall responsiveness to your request or concern	67.7%	61.2%	6.5%	Customer Service
Landscaping/trees of public areas along streets	66.0%	60.6%	5.5%	Village Maintenance/Public Works



## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the Village identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each Village service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Village services over the next two years. If the Village wants to improve its overall satisfaction rating, the Village should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of this report.

**Overall Priorities for the Village by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of Village services. This analysis was conducted to help set the overall priorities for the Village. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the Village’s overall satisfaction rating are listed below:

- Overall value received for Village taxes and fees (IS Rating=0.4267)
- Overall management of Village finances (IS Rating=0.2690)
- Overall flow of traffic and congestion management in the Village (IS Rating=0.1653)

The table below shows the importance-satisfaction rating for all 10 major categories of Village services that were rated.

2018 Importance-Satisfaction Rating Village of Oswego Major Categories of Village Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall value that you receive for your Village tax & fees	62%	1	31%	10	0.4267	1
Overall management of Village finances	42%	2	36%	9	0.2690	2
<b>High Priority (IS .10-.20)</b>						
Overall flow of traffic & congestion management in Village	34%	3	52%	8	0.1653	3
<b>Medium Priority (IS &lt;.10)</b>						
Overall maintenance of Village streets	29%	4	67%	3	0.0932	4
Overall quality of services provided by Village	20%	5	67%	4	0.0658	5
Overall effectiveness of Village communication with the public	14%	6	57%	6	0.0602	6
Overall enforcement of Village codes & ordinances	11%	8	55%	7	0.0491	7
Overall efforts of Village for emergency preparedness	9%	9	63%	5	0.0322	8
Overall quality of police services	12%	7	79%	1	0.0249	9
Overall quality of customer service you receive from Village employees	5%	10	71%	2	0.0132	10

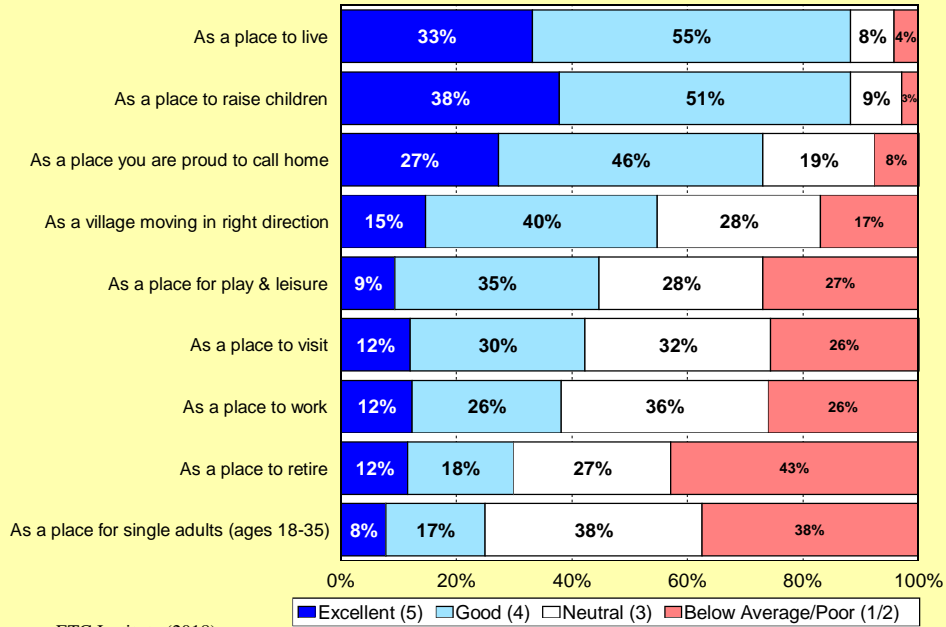
# Section 1

## *Charts and Graphs*

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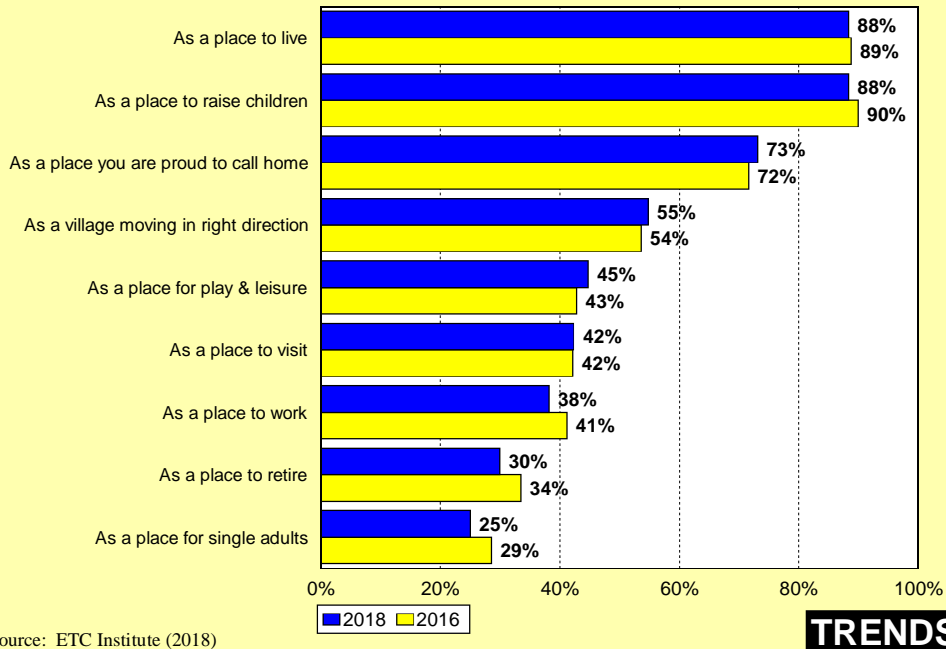
### Q1. How Respondents Would Rate The Village

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



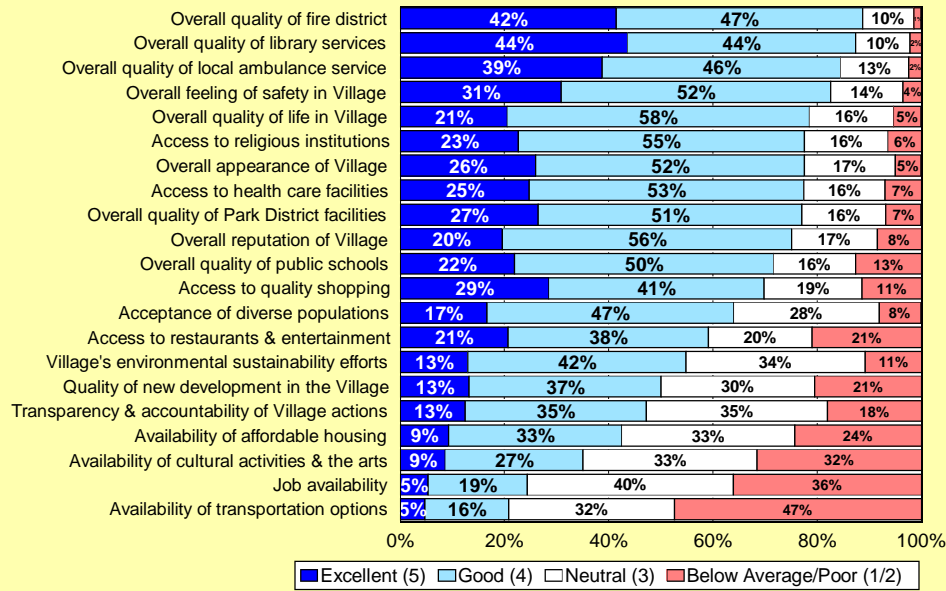
### Q1. How Respondents Would Rate The Village

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



## Q2. Satisfaction with Items That Influence Perceptions of the Village

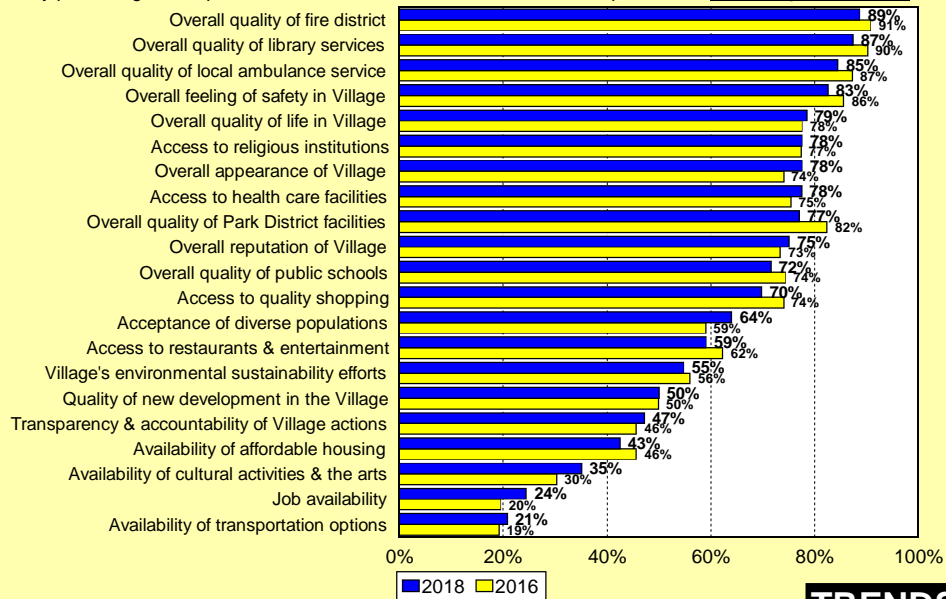
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

## Q2. Satisfaction with Items That Influence Perceptions of the Village

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

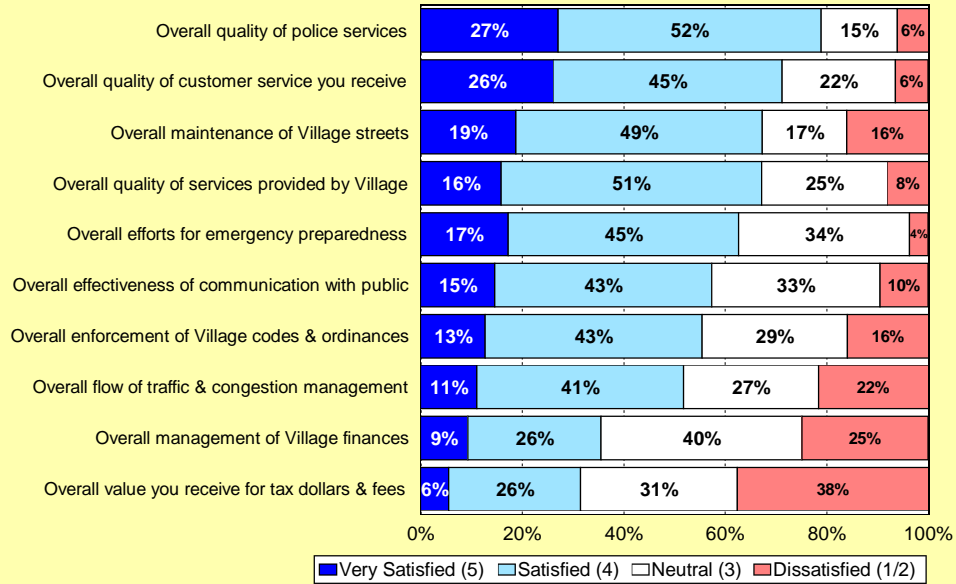


Source: ETC Institute (2018)

**TRENDS**

### Q3. Overall Satisfaction with Village Services by Major Category

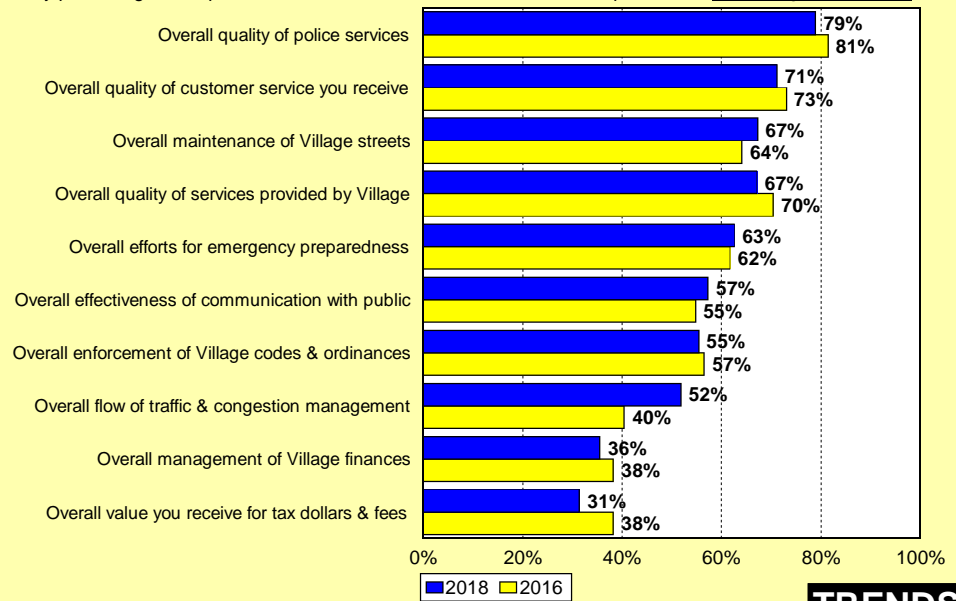
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q3. Overall Satisfaction with Village Services by Major Category

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

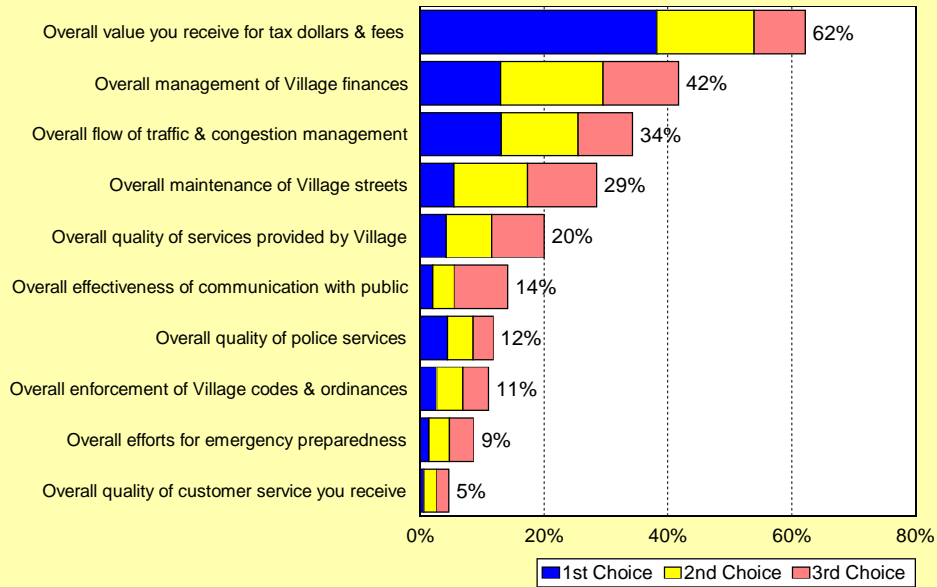


Source: ETC Institute (2018)

**TRENDS**

### Q4. Village Services That Should Receive the Most Emphasis Over the Next Two Years

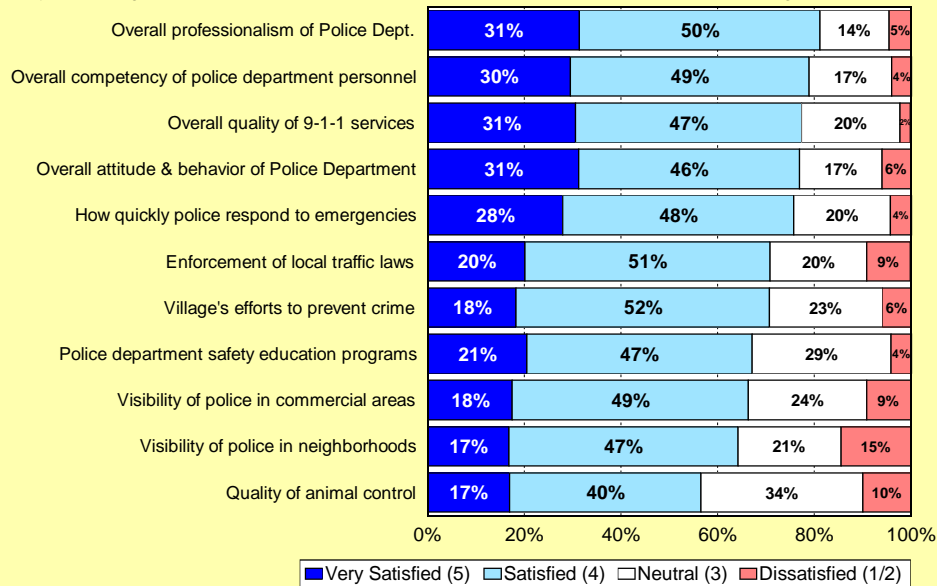
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

### Q5. Satisfaction with Various Aspects of Police Services

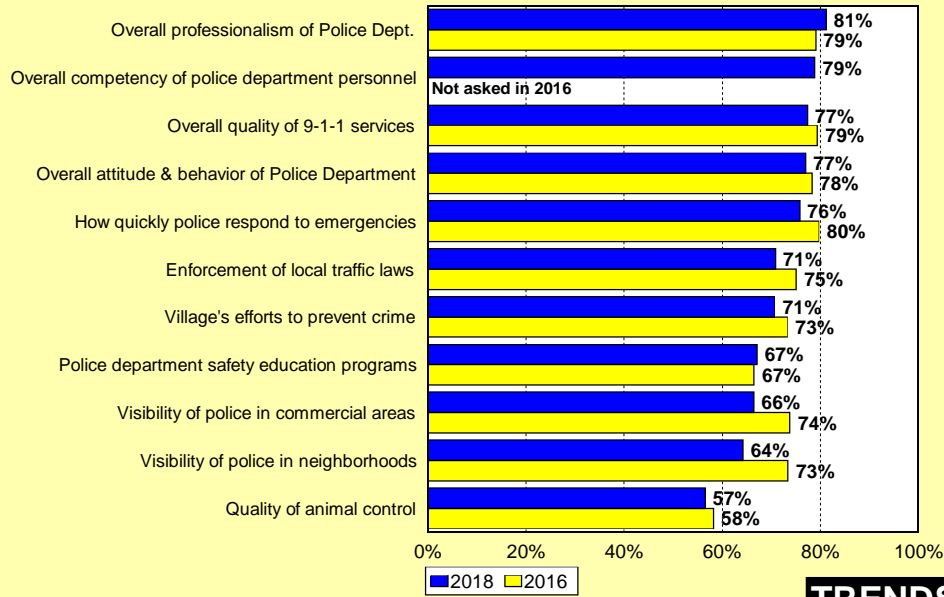
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q5. Satisfaction with Various Aspects of Police Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

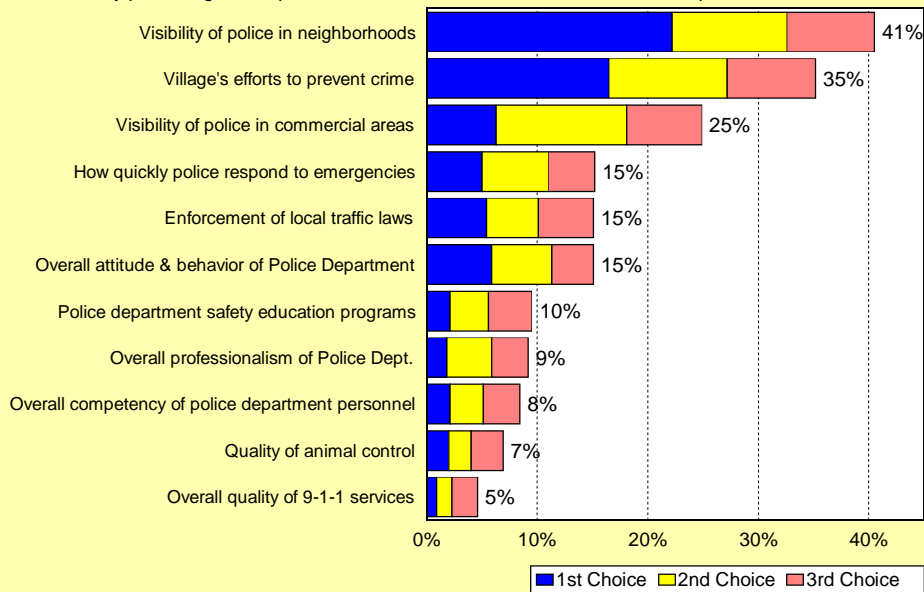


Source: ETC Institute (2018)

**TRENDS**

### Q6. Police Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices

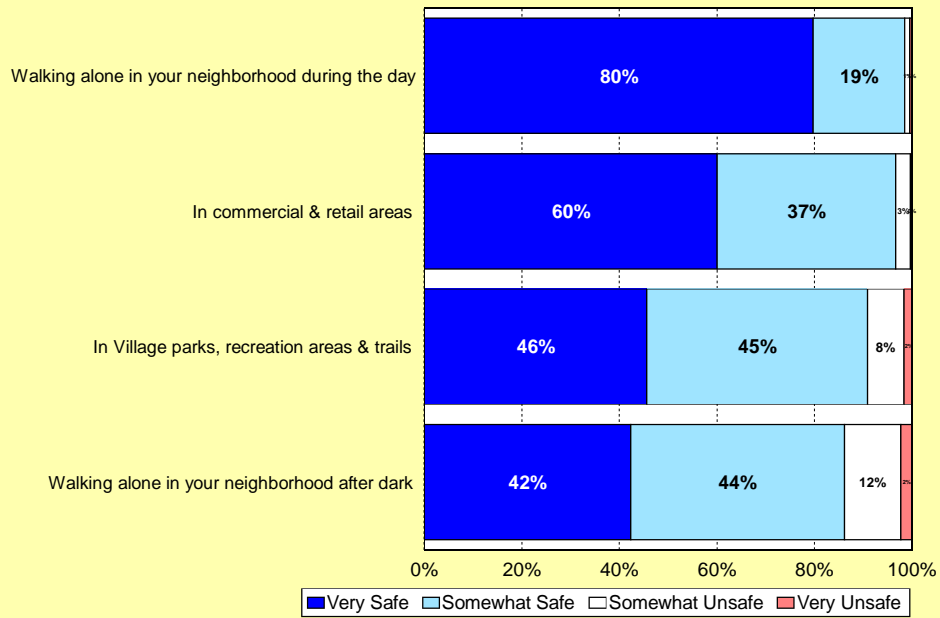


Source: ETC Institute (2018)



### Q8. Feeling of Safety in Various Situations

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q8. Feeling of Safety in Various Situations

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)

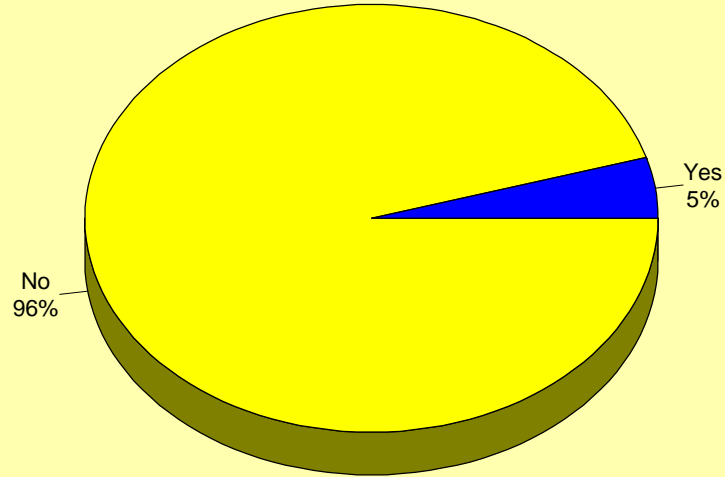


Source: ETC Institute (2018)

**TRENDS**

### Q9. Were you or anyone in your household the victim of any crime in Oswego during the past year?

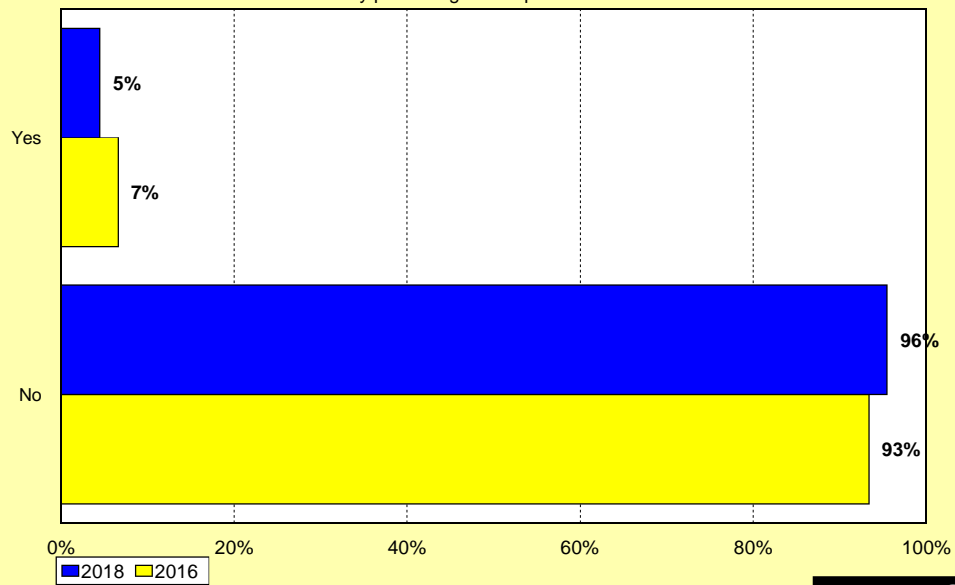
by percentage of respondents



Source: ETC Institute (2018)

### Q9. Were you or anyone in your household the victim of any crime in Oswego during the past year?

by percentage of respondents

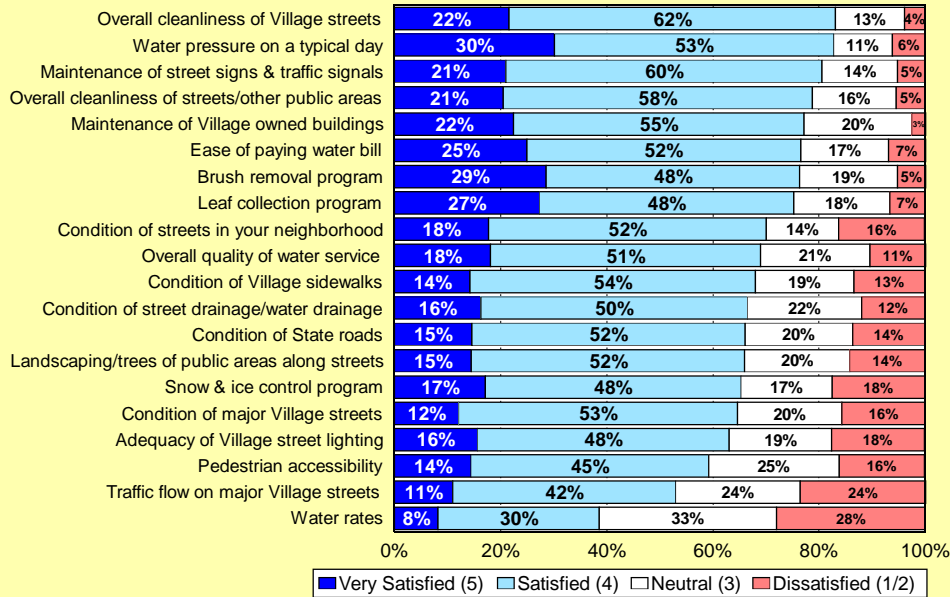


Source: ETC Institute (2018)

**TRENDS**

### Q10. Satisfaction with Various Aspects of Village Maintenance/Public Works

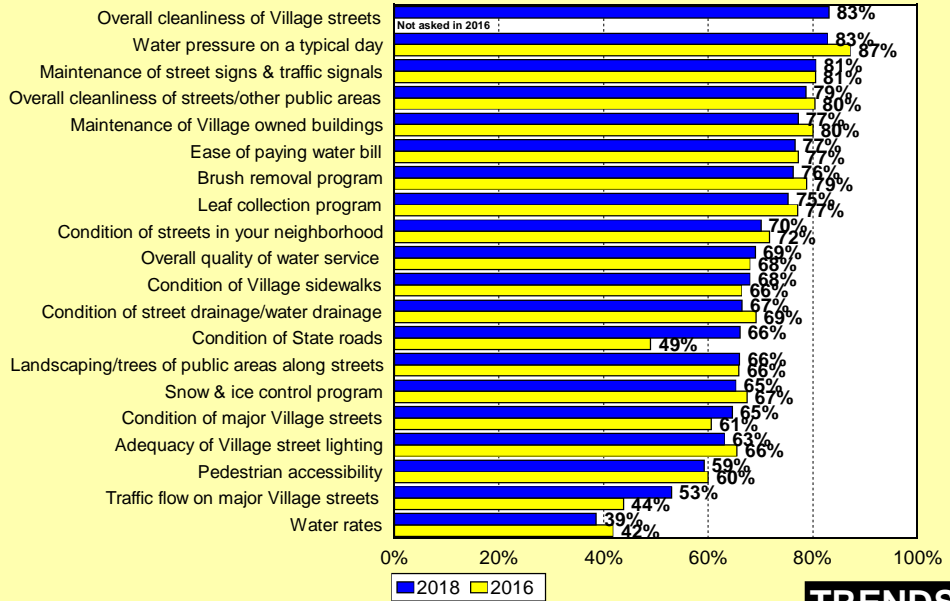
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q10. Satisfaction with Various Aspects of Village Maintenance/Public Works

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

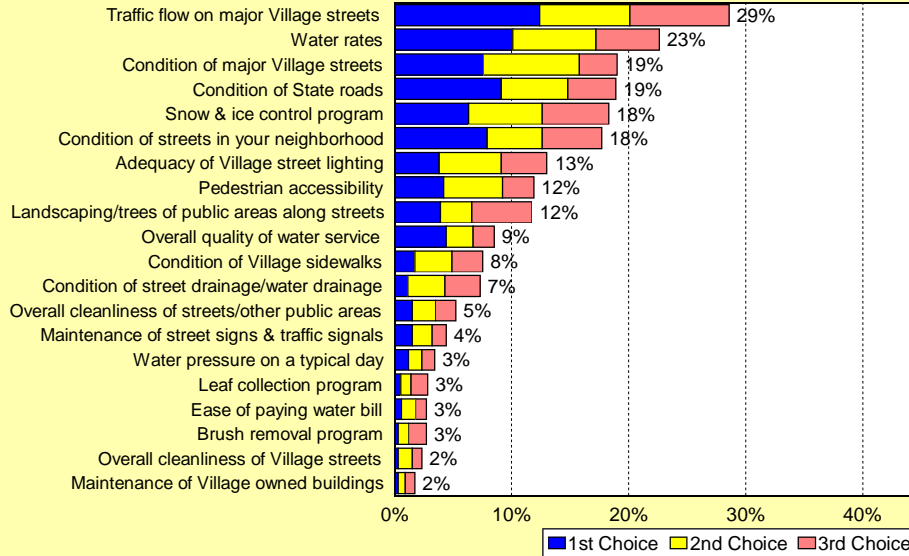


Source: ETC Institute (2018)

**TRENDS**

### Q11. Village Maintenance/Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

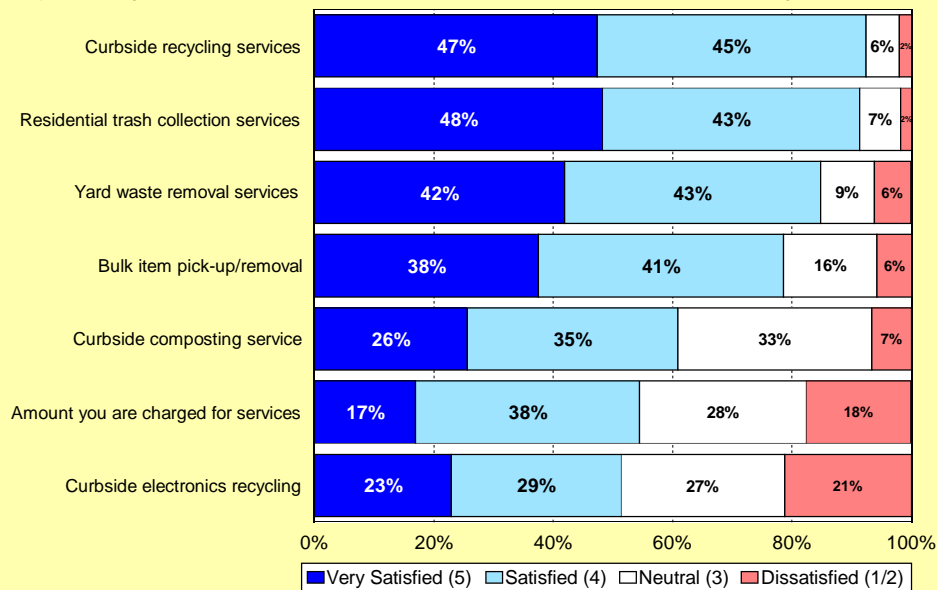
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2018)

### Q12. Satisfaction with Various Aspects of Trash Services

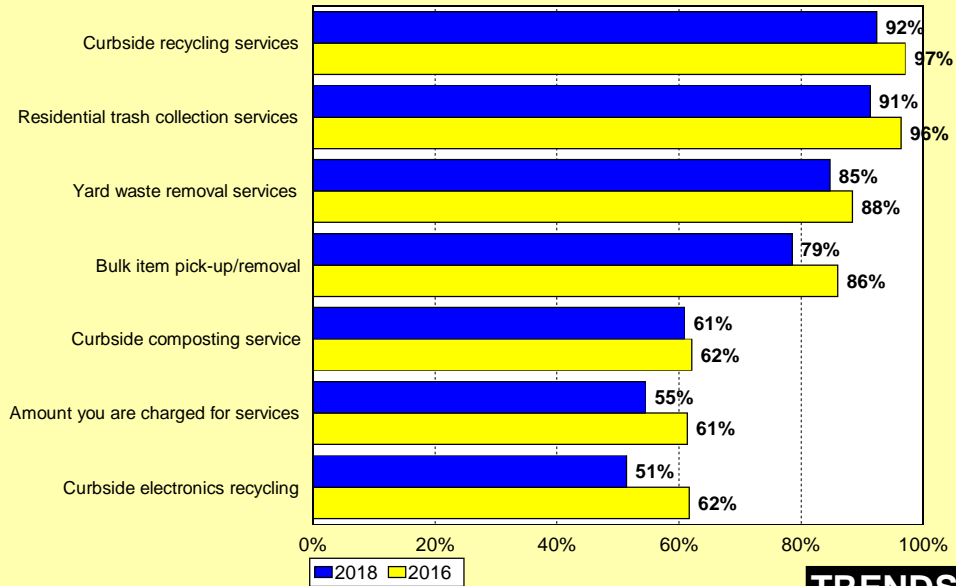
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

## Q12. Satisfaction with Various Aspects of Trash Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

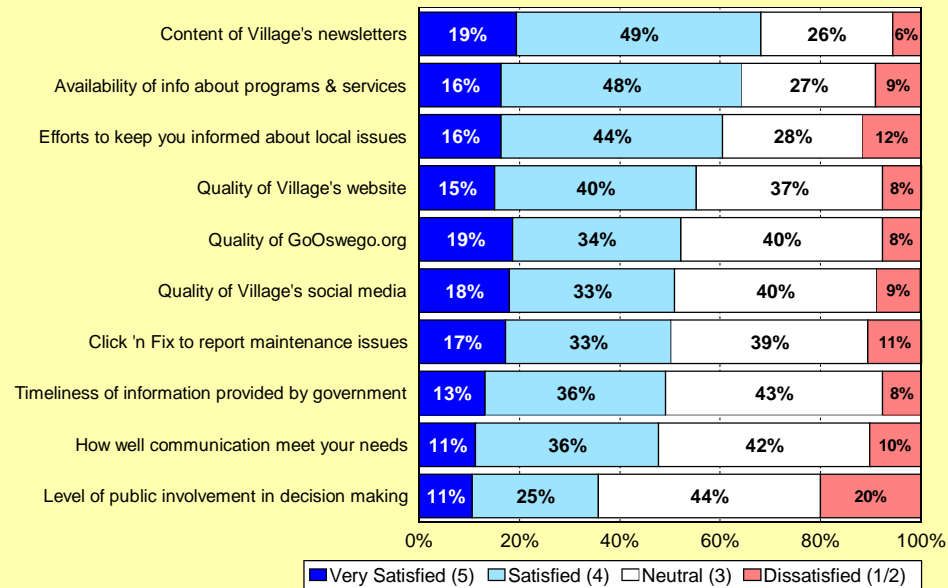


Source: ETC Institute (2018)

**TRENDS**

## Q13. Satisfaction with Various Aspects of Village Communications

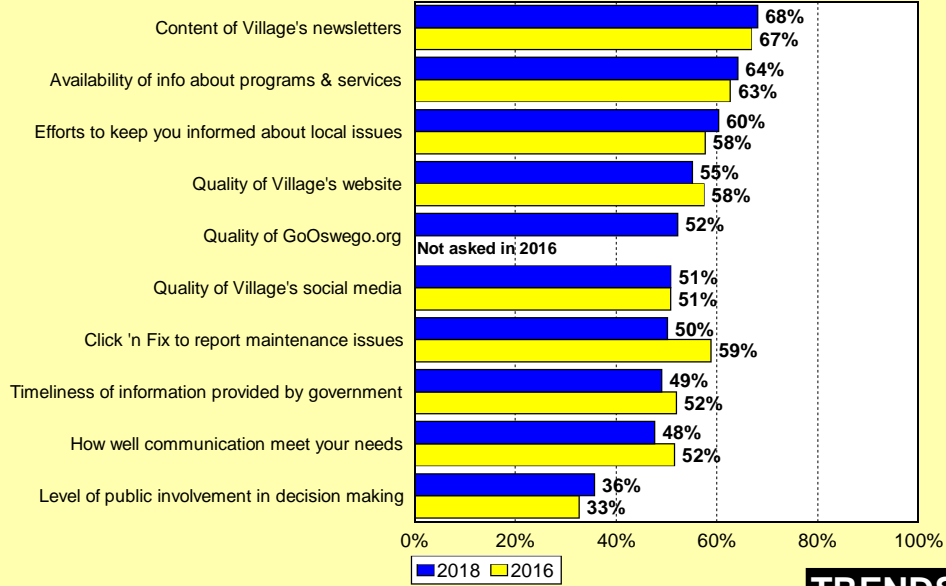
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q13. Satisfaction with Various Aspects of Village Communications

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

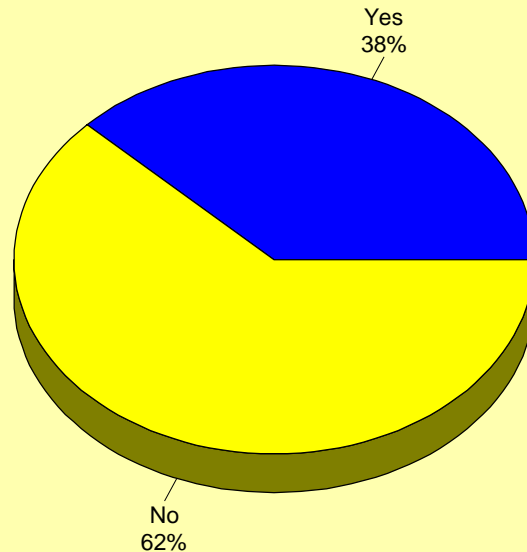


Source: ETC Institute (2018)

**TRENDS**

### Q14. Have you called or visited the Village with a question, problem, or complaint during the past year?

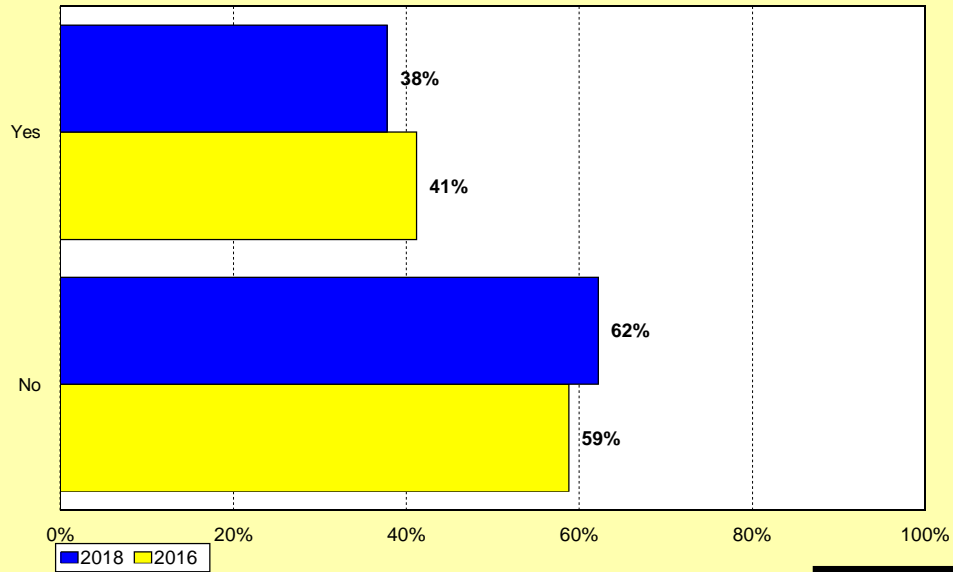
by percentage of respondents



Source: ETC Institute (2018)

### Q14. Have you called or visited the Village with a question, problem, or complaint during the past year?

by percentage of respondents

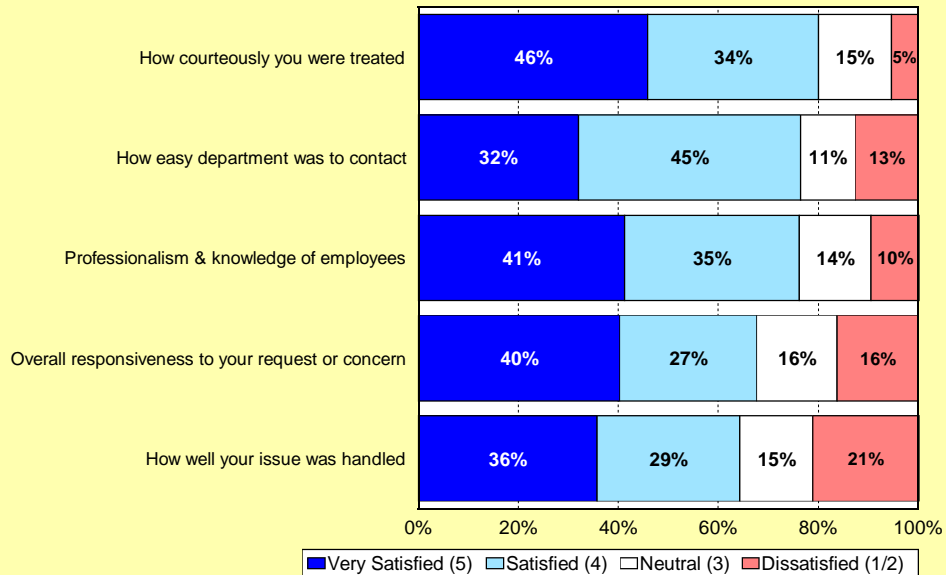


Source: ETC Institute (2018)

**TRENDS**

### Q14a. Satisfaction with Various Aspects of Customer Service

by percentage of respondents *who have called or visited the Village during the past year* who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

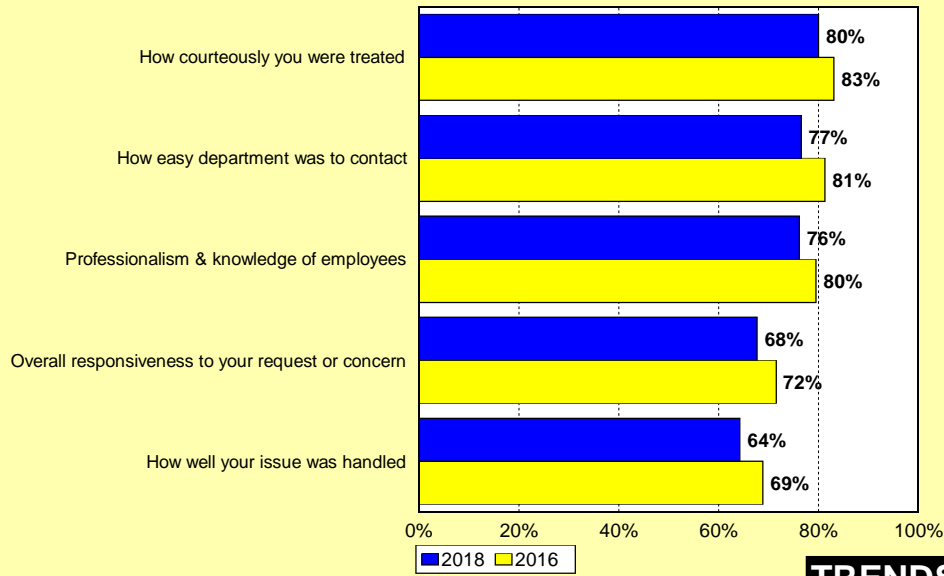


Source: ETC Institute (2018)



### Q14a. Satisfaction with Various Aspects of Customer Service

by percentage of respondents *who have called or visited the Village during the past year* who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

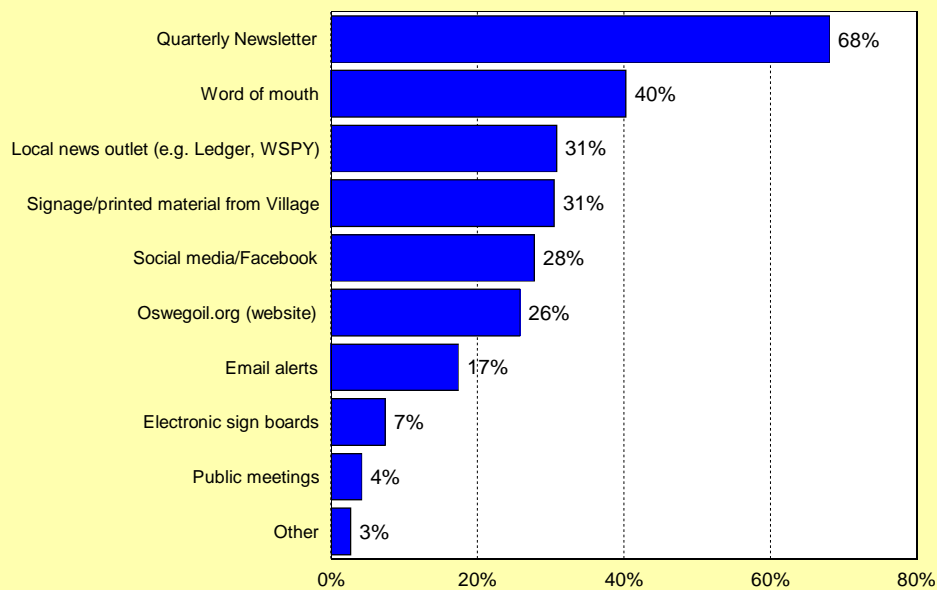


Source: ETC Institute (2018)

**TRENDS**

### Q15. What are your primary sources for information about community activities and services?

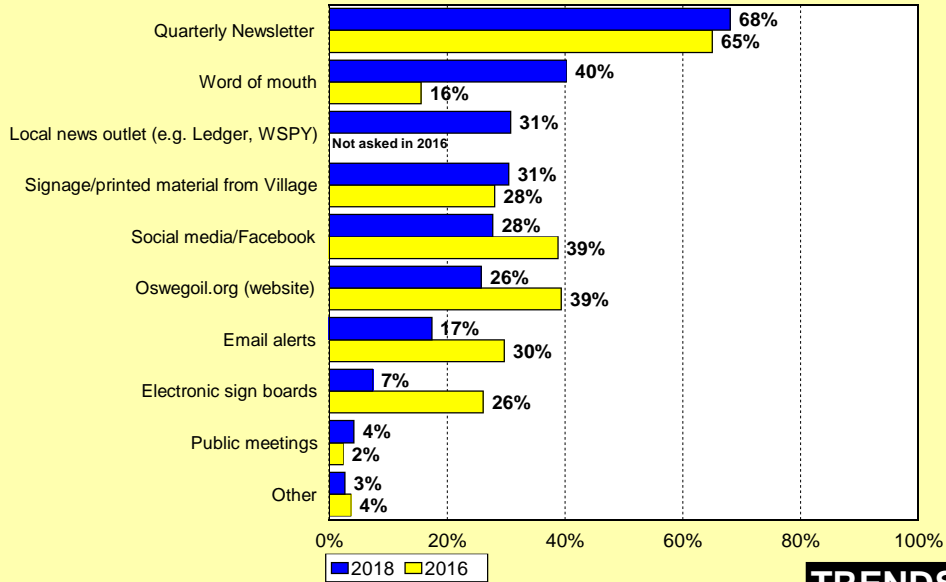
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q15. What are your primary sources for information about community activities and services?

by percentage of respondents (multiple choices could be made)

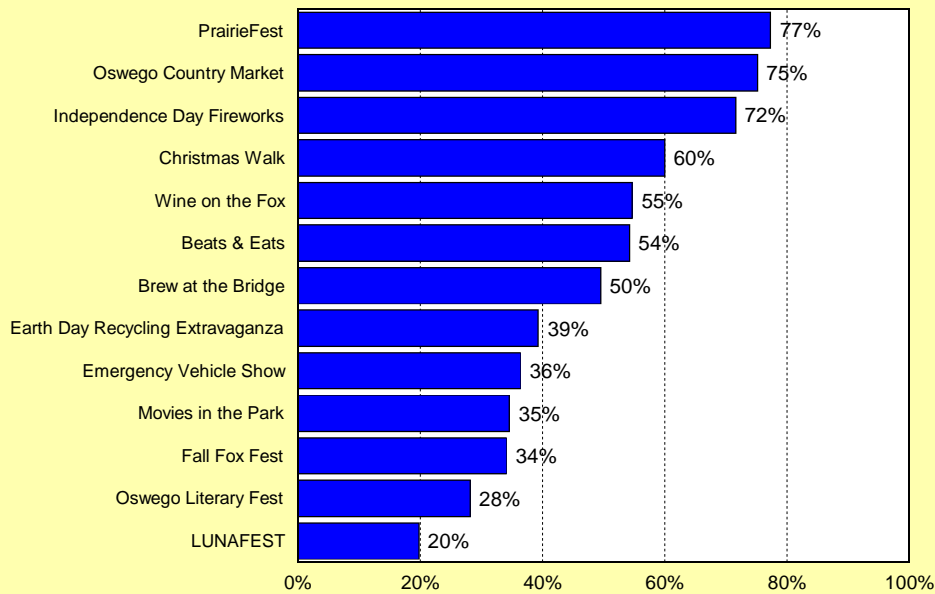


Source: ETC Institute (2018)

**TRENDS**

### Q16-1. Percentage of Households Who Have Participated In Special Events

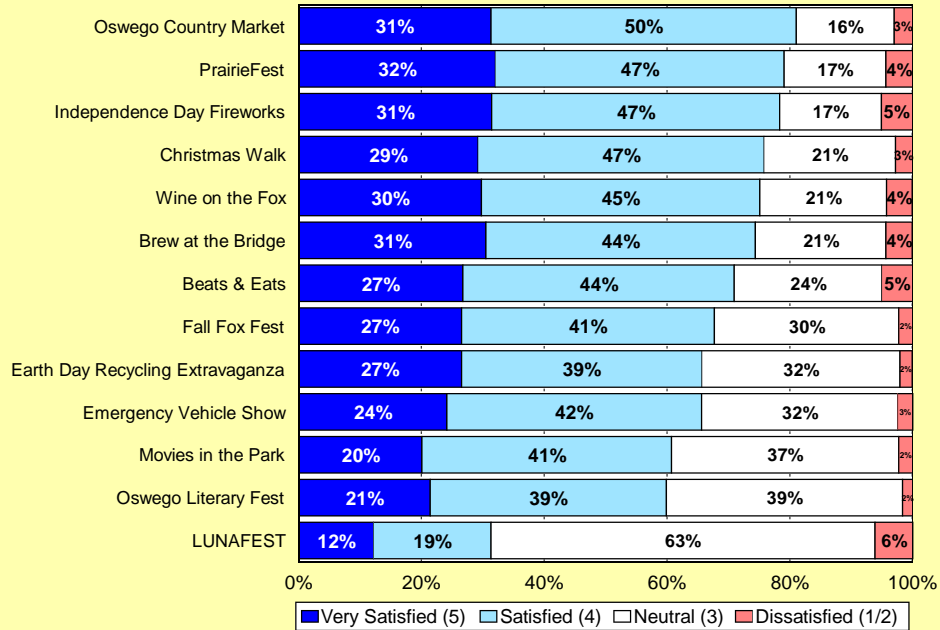
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q16-2. Satisfaction with Special Events

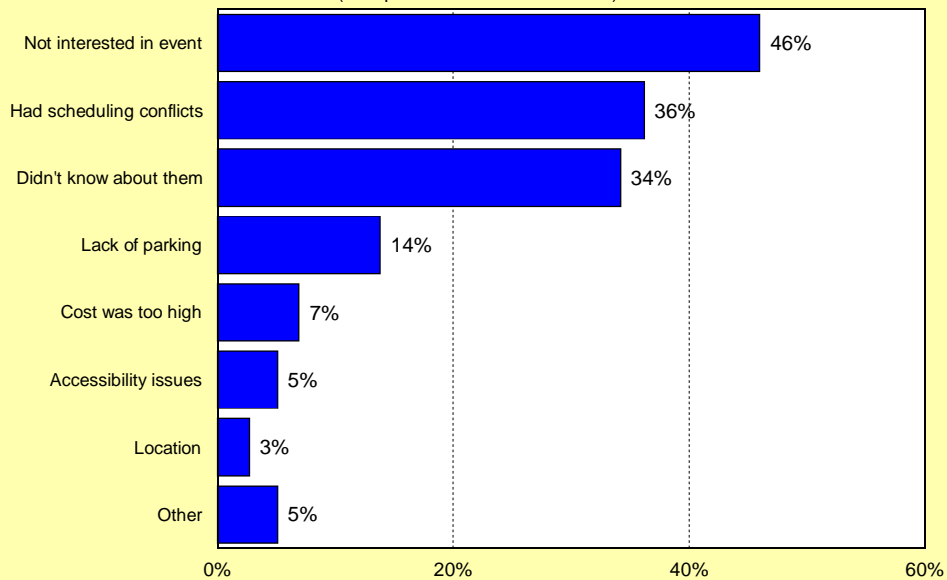
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q17. Why have you not attended an event in the past two years?

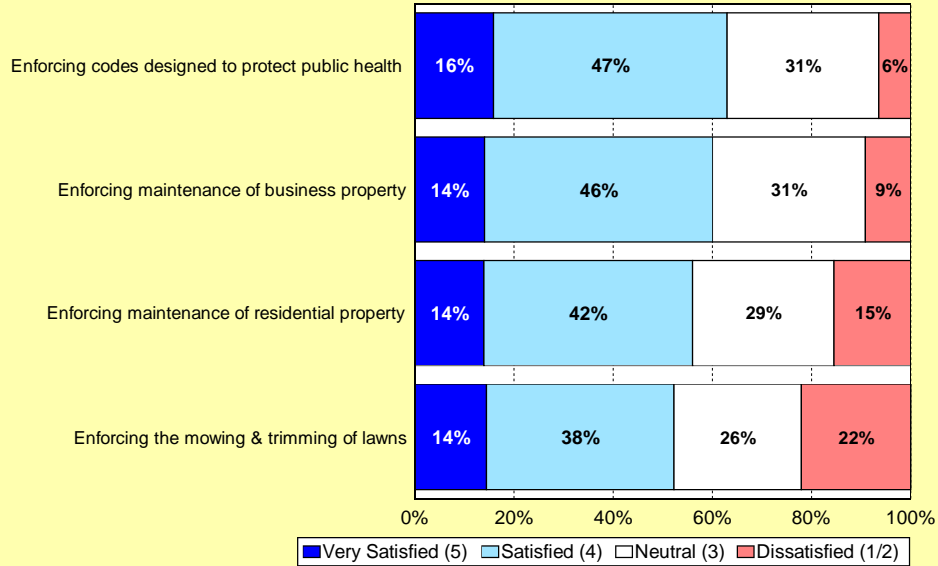
by percentage of respondents who have not attended an event in past two years (multiple choices could be made)



Source: ETC Institute (2018)

### Q18. Satisfaction with Various Aspects of Code Compliance

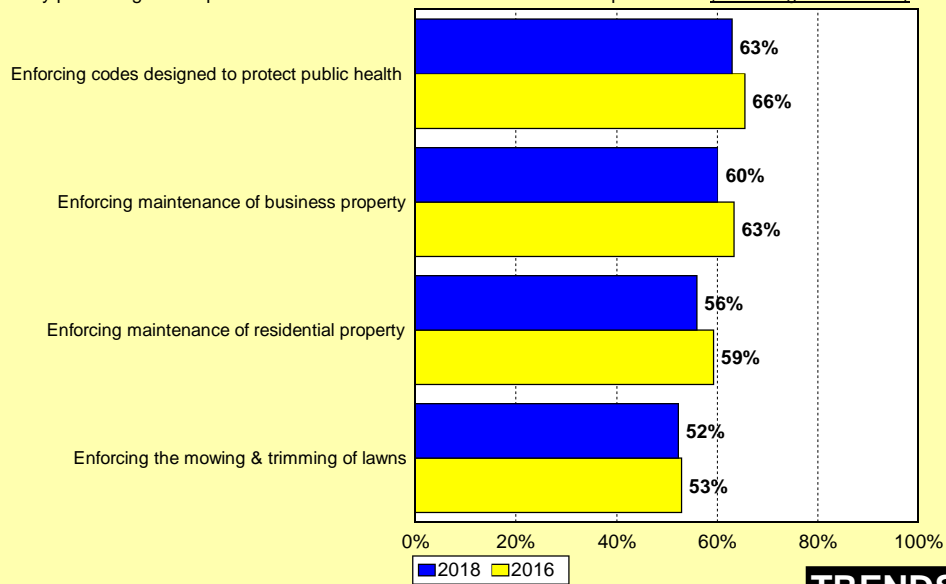
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q18. Satisfaction with Various Aspects of Code Compliance

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

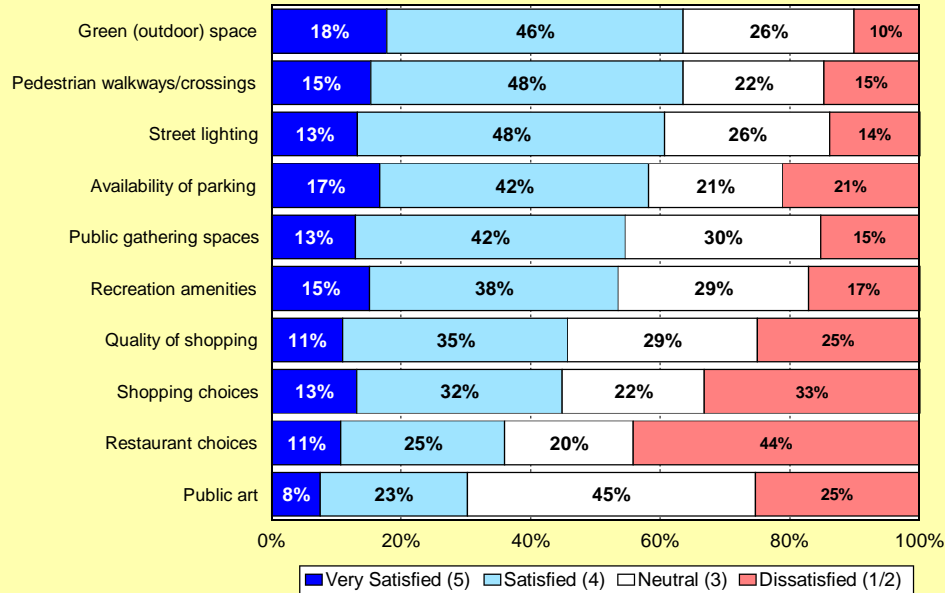


Source: ETC Institute (2018)

**TRENDS**

### Q19. Satisfaction with Various Aspects of Downtown

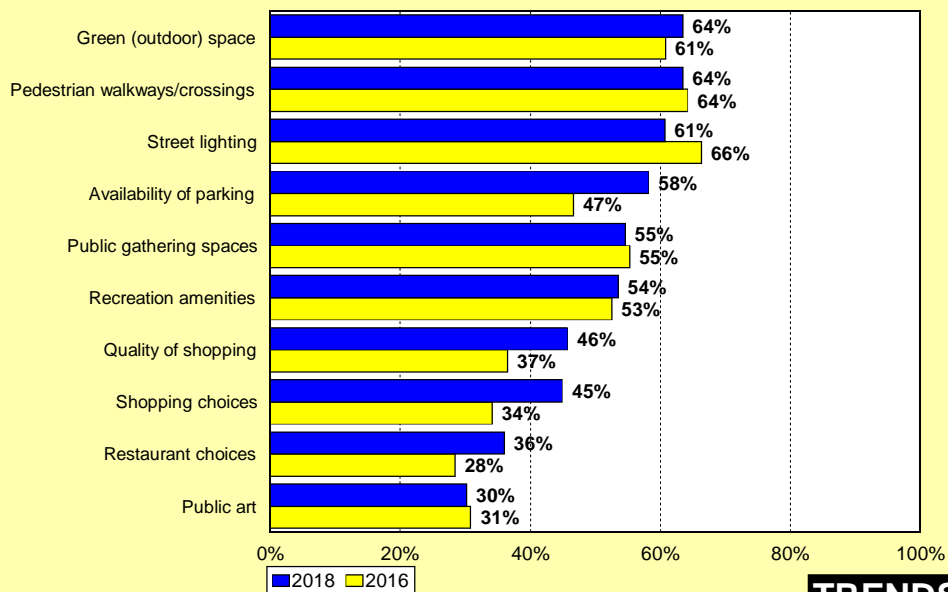
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

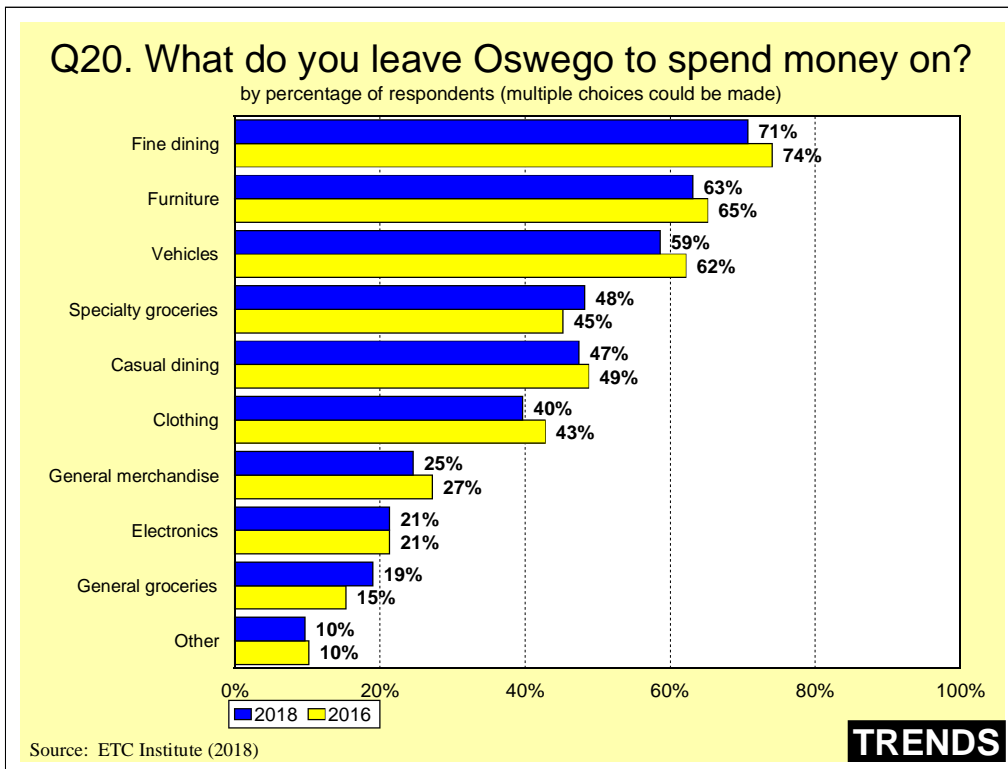
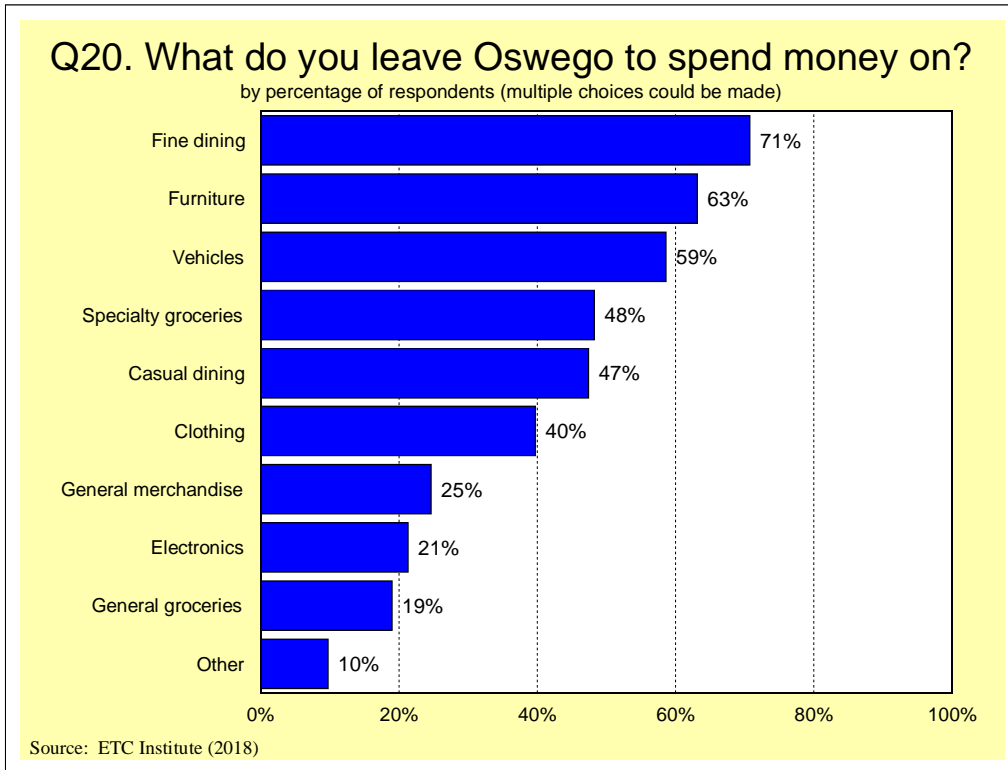
### Q19. Satisfaction with Various Aspects of Downtown

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



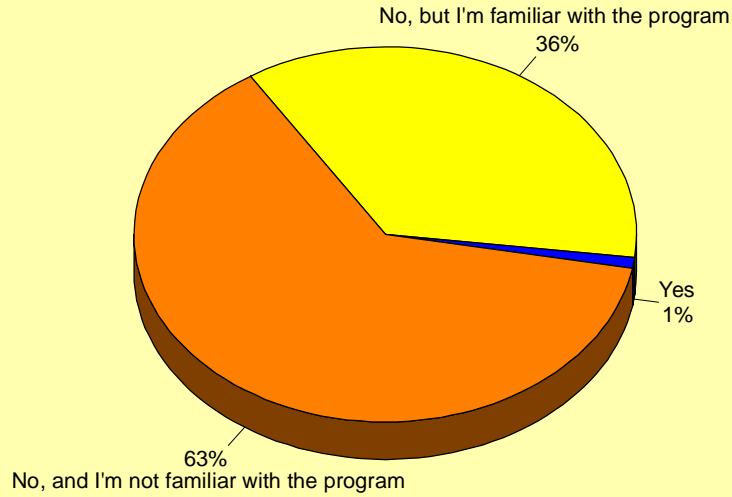
Source: ETC Institute (2018)

**TRENDS**



### Q21. Do you regularly use the Kendall Area Transit Program (KAT) bus service?

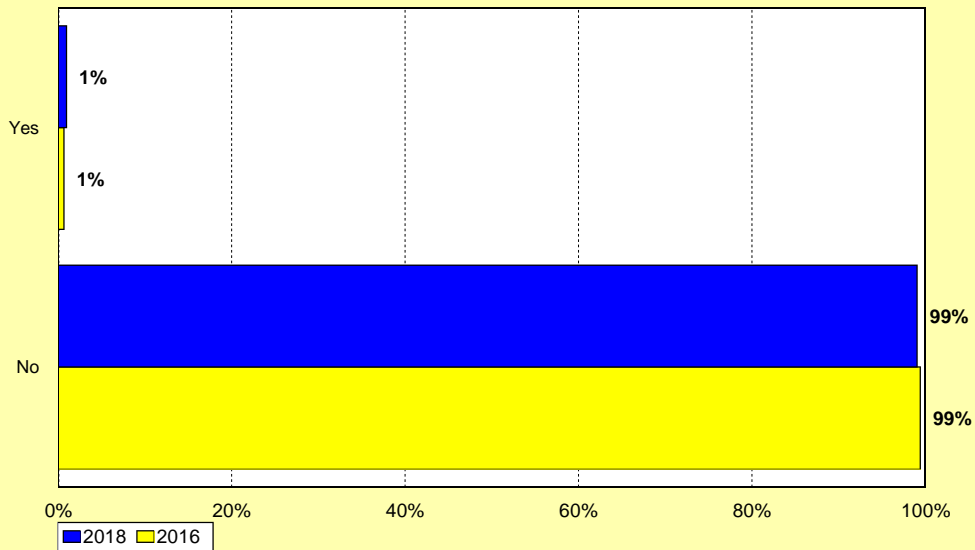
by percentage of respondents



Source: ETC Institute (2018)

### Q21. Do you regularly use the Kendall Area Transit Program (KAT) bus service?

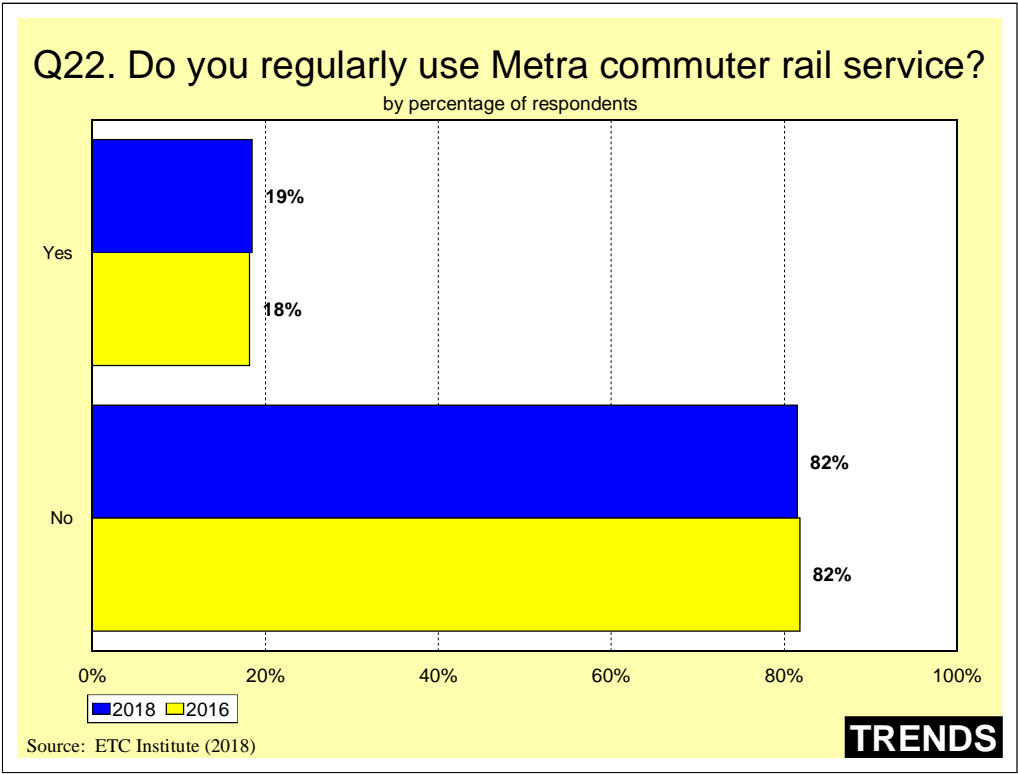
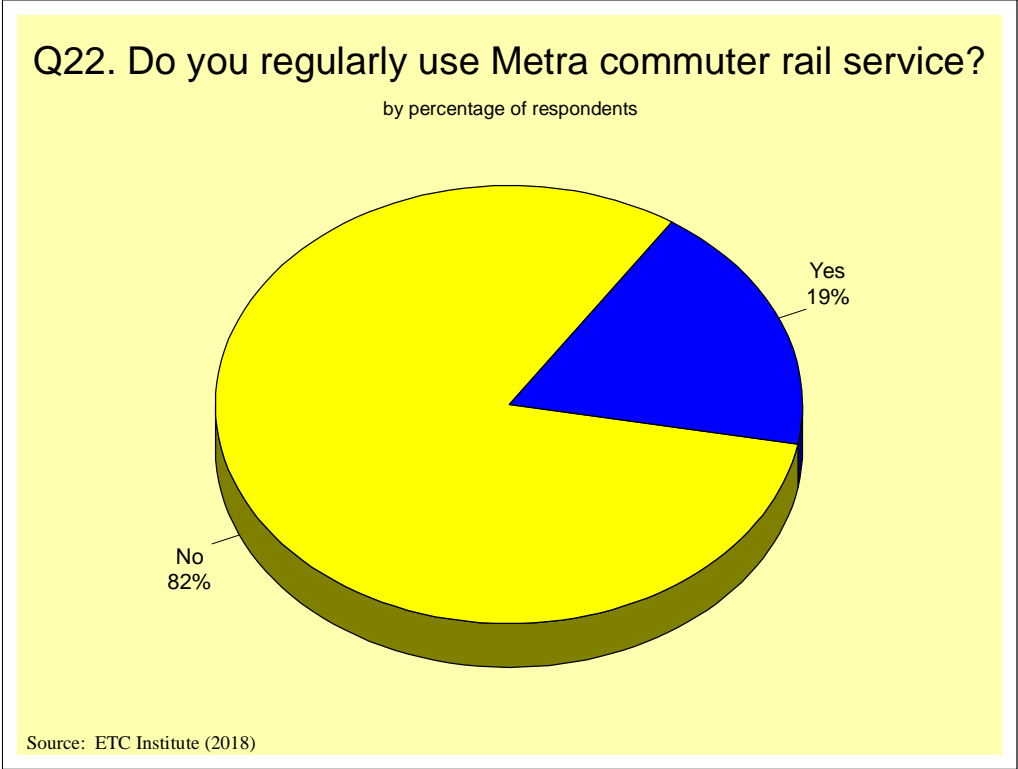
by percentage of respondents



Source: ETC Institute (2018)

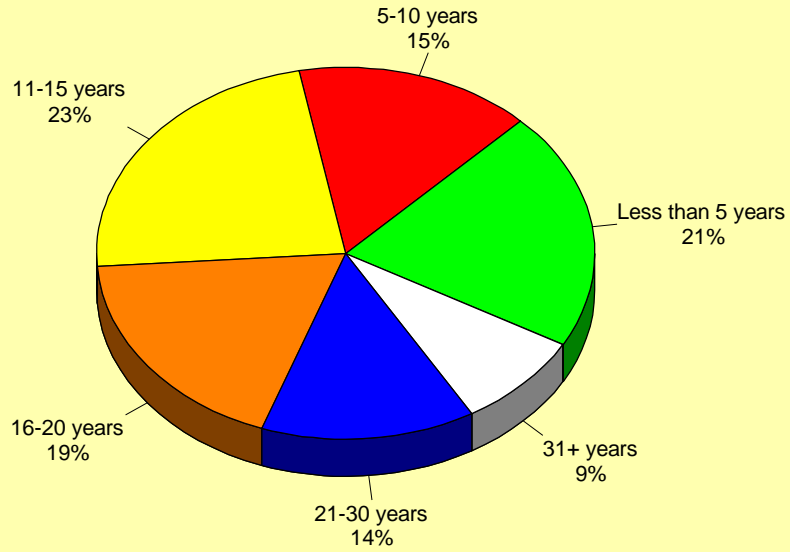
**TRENDS**





### Q23. Demographics: Approximately how many years have you lived in the Village of Oswego?

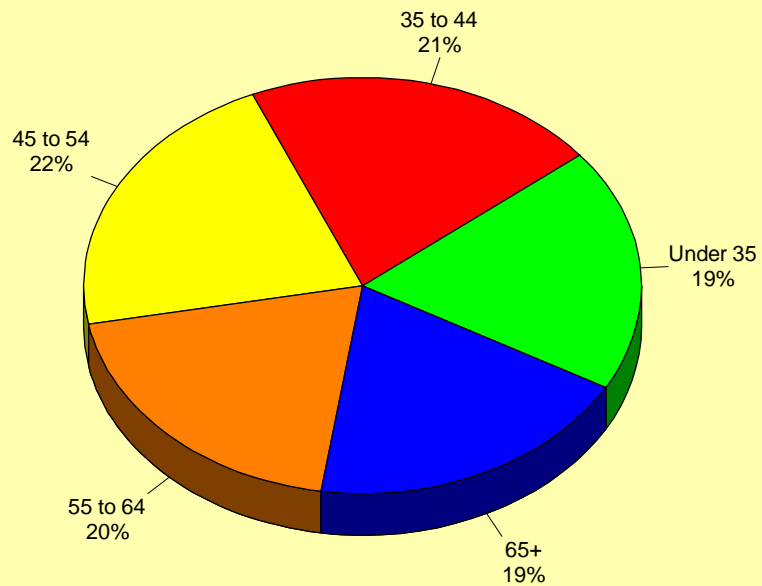
by percentage of respondents



Source: ETC Institute (2018)

### Q24. Demographics: What is your age?

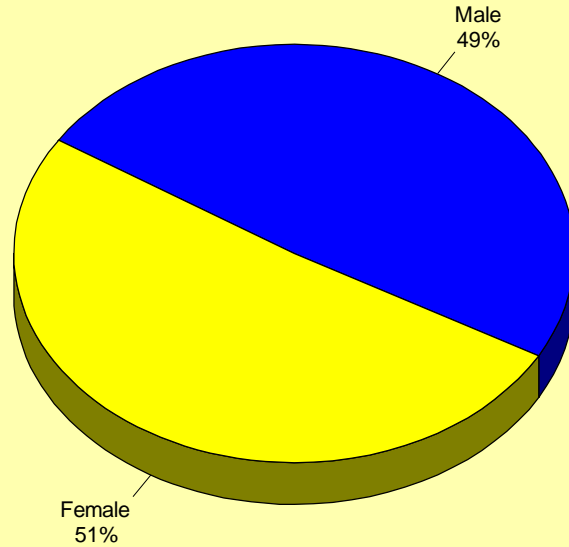
by percentage of respondents



Source: ETC Institute (2018)

### Q25. Demographics: Gender

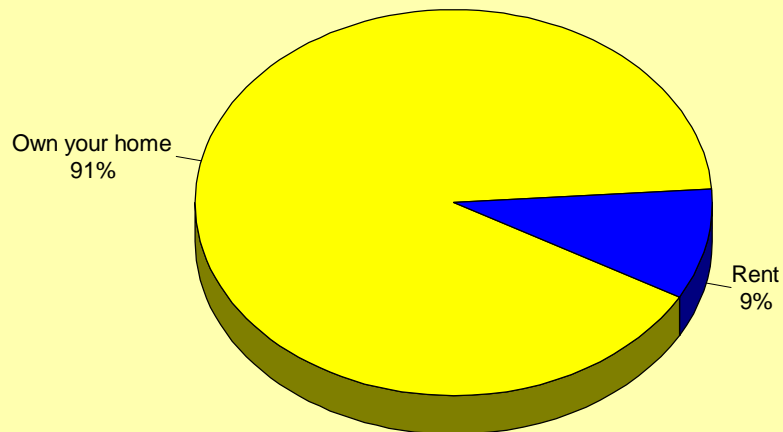
by percentage of respondents



Source: ETC Institute (2018)

### Q26. Demographics: Which of the following best describes your housing situation?

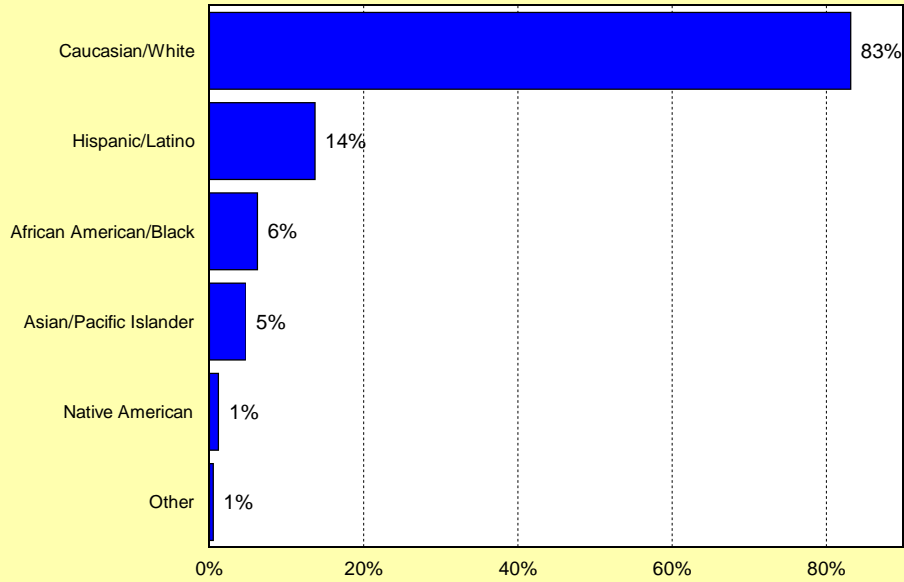
by percentage of respondents



Source: ETC Institute (2018)

### Q27. Demographics: Which of the following best describes your race/ethnicity?

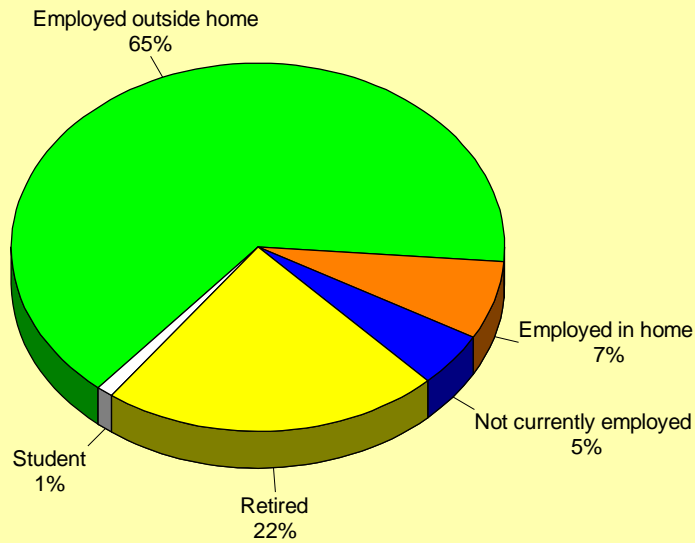
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q28. Demographics: Which of the following best describes your current employment status?

by percentage of respondents



Source: ETC Institute (2018)

## **Section 2**

# ***Benchmarking Analysis***

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# Benchmarking Summary Report

## Village of Oswego, Illinois

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### Overview

ETC Institute's DirectionFinder program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities in 43 states. Many participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2018 to a random sample of over 4,000 residents across the United States and (2) a regional survey administered by ETC Institute during the summer of 2018 to nearly 400 residents living in communities in the Great Lakes Region of the United States. The Great Lakes Region includes the following states: Pennsylvania, Ohio, Indiana, Michigan, and Illinois.

### Interpreting the Charts

The charts on the following pages show how the overall results for Oswego compare to the U.S. and regional averages based on the results of the 2018 survey administered by ETC Institute. The City of Oswego's results are shown in blue, the Great Lakes Region averages are shown in red and the U.S. averages are shown in yellow.

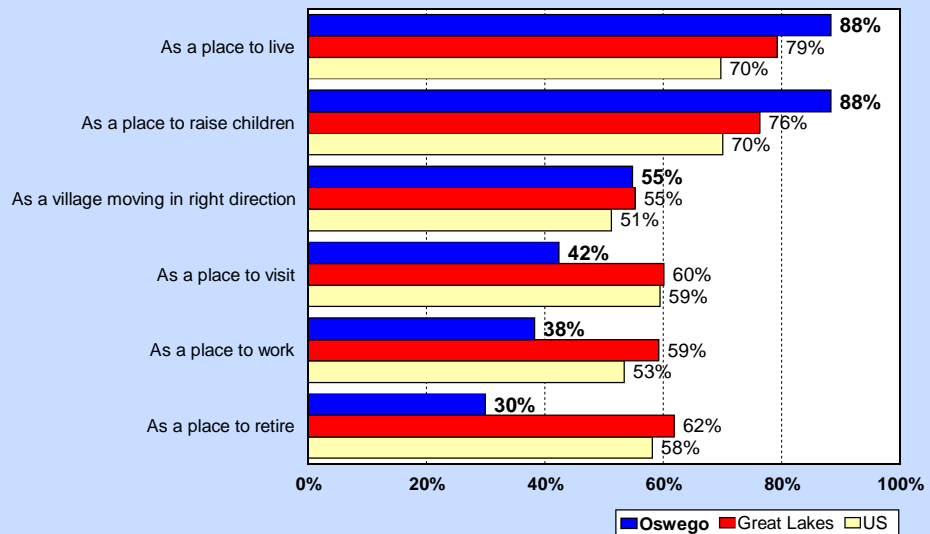
The benchmarking charts for the Village of Oswego are found on the following pages.

# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the Village of Oswego is not authorized without written consent from ETC Institute.**

## Satisfaction with Issues that Influence Perceptions of the Village Oswego vs. Great Lakes Region vs. the U.S

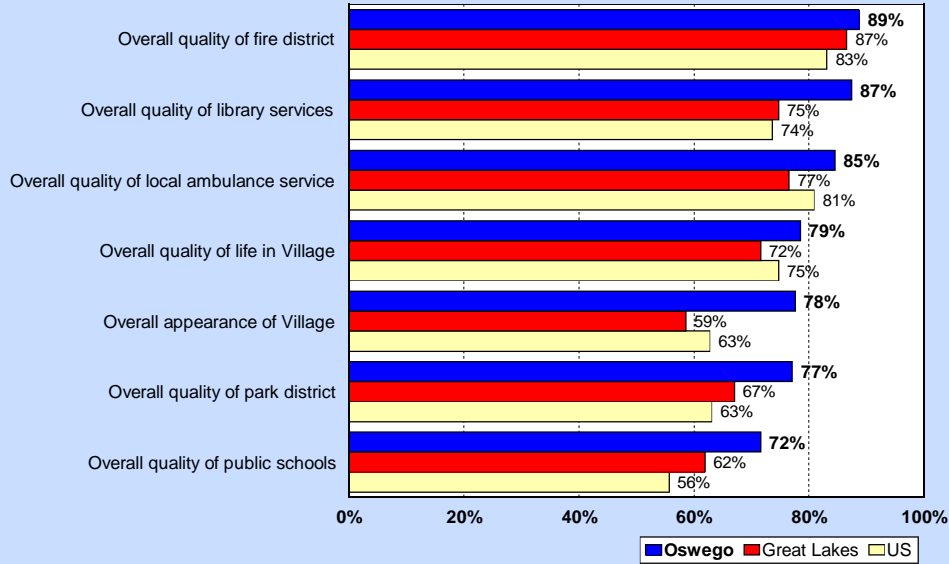
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

## Overall Perceptions of Various Village Services Oswego vs. Great Lakes Region vs. the U.S

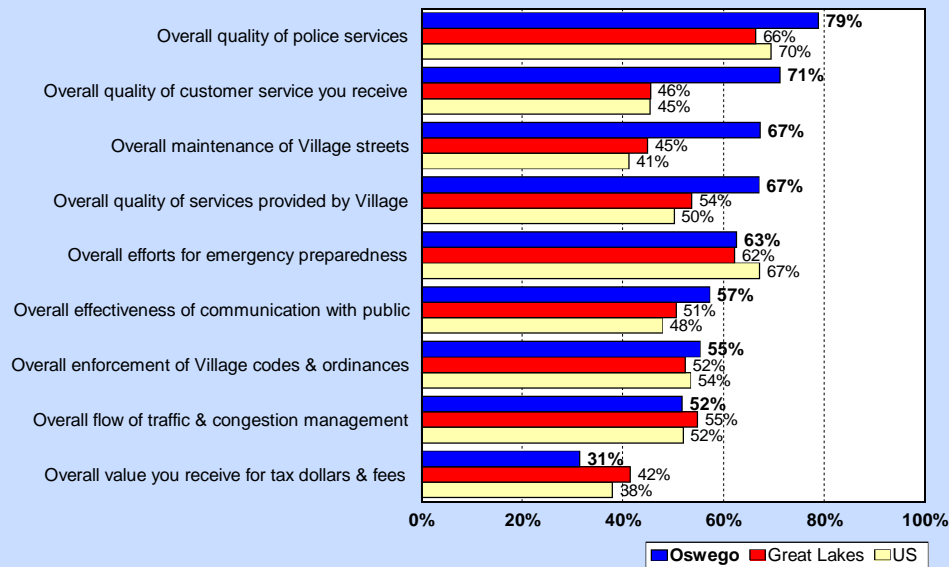
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

## Overall Satisfaction with Various Village Services Oswego vs. Great Lakes Region vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

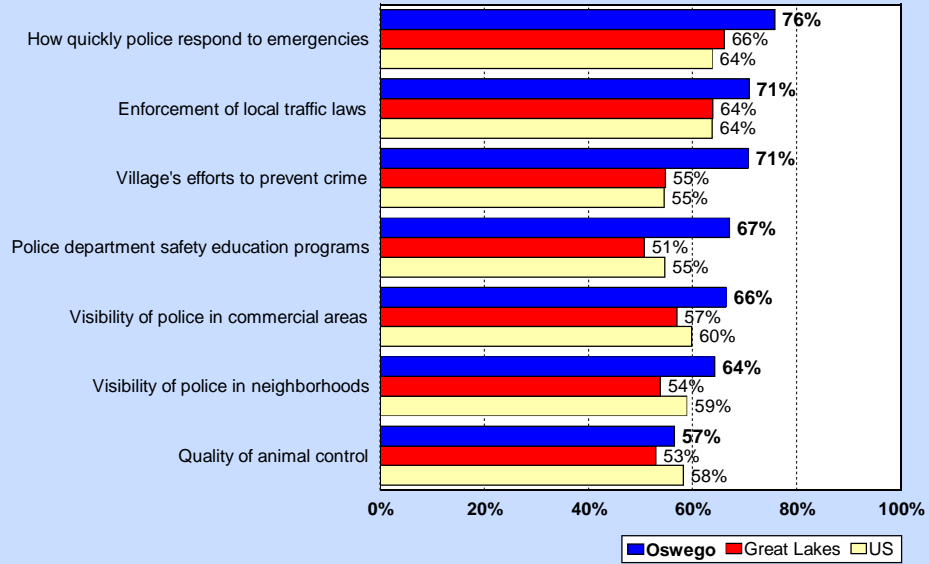


Source: 2018 ETC Institute



## Overall Satisfaction with Police Services Oswego vs. Great Lakes Region vs. the U.S

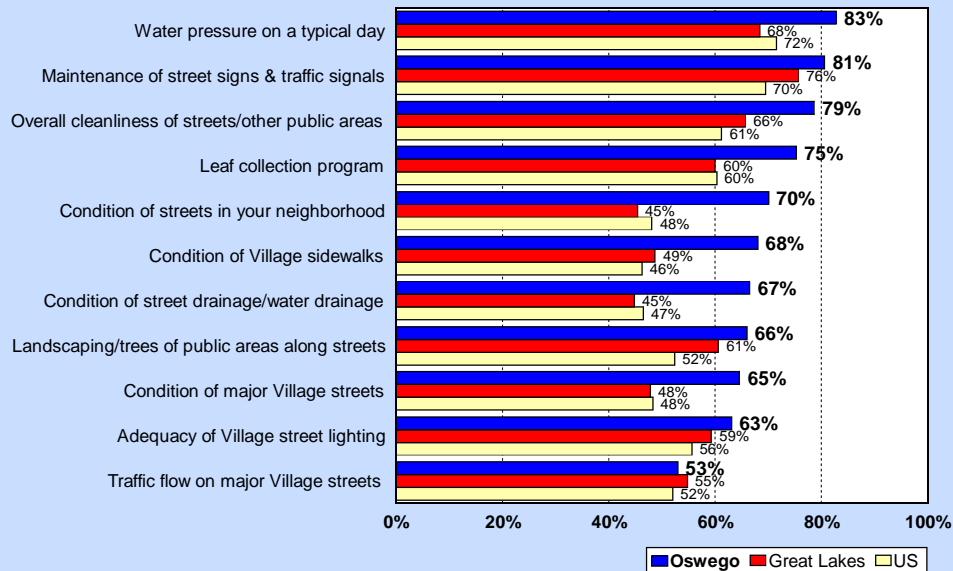
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

## Overall Satisfaction with Village Maintenance Oswego vs. Great Lakes Region vs. the U.S

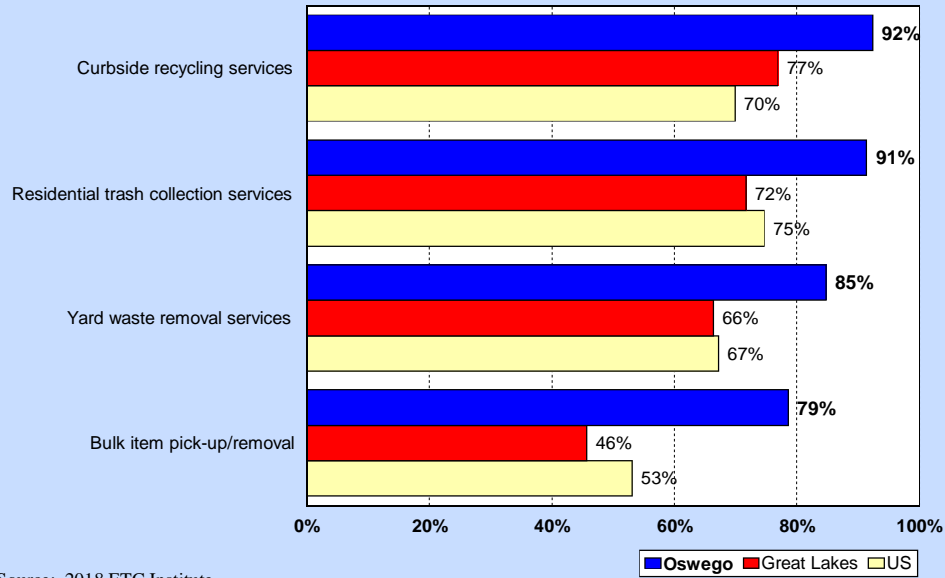
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

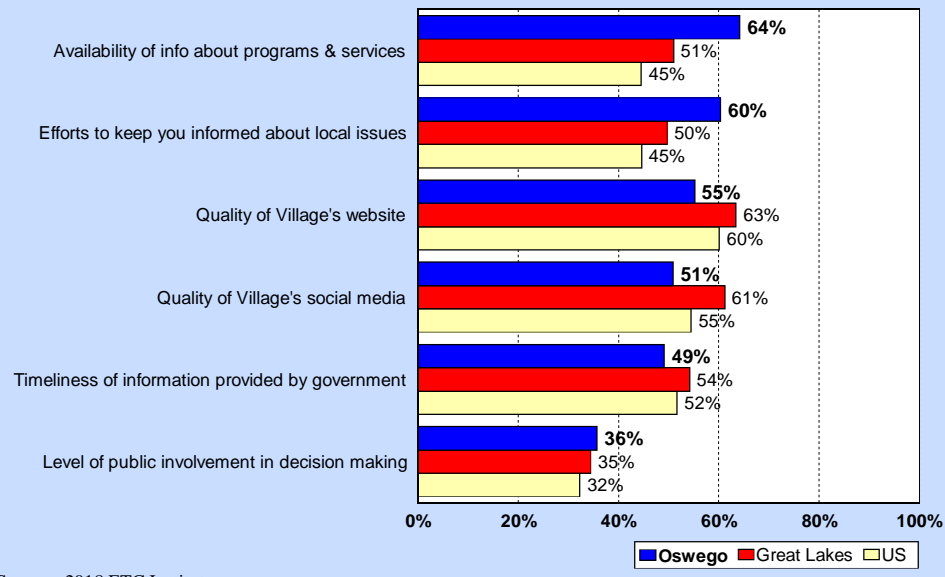
## Overall Satisfaction with Trash Services Oswego vs. Great Lakes Region vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



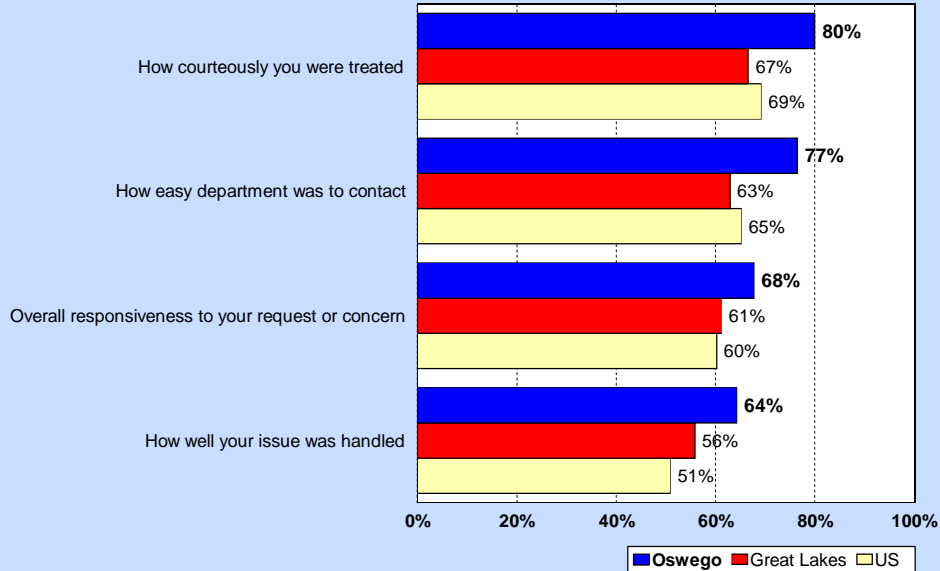
## Overall Satisfaction with Communication Oswego vs. Great Lakes Region vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



## Overall Satisfaction with Customer Service Oswego vs. Great Lakes Region vs. the U.S

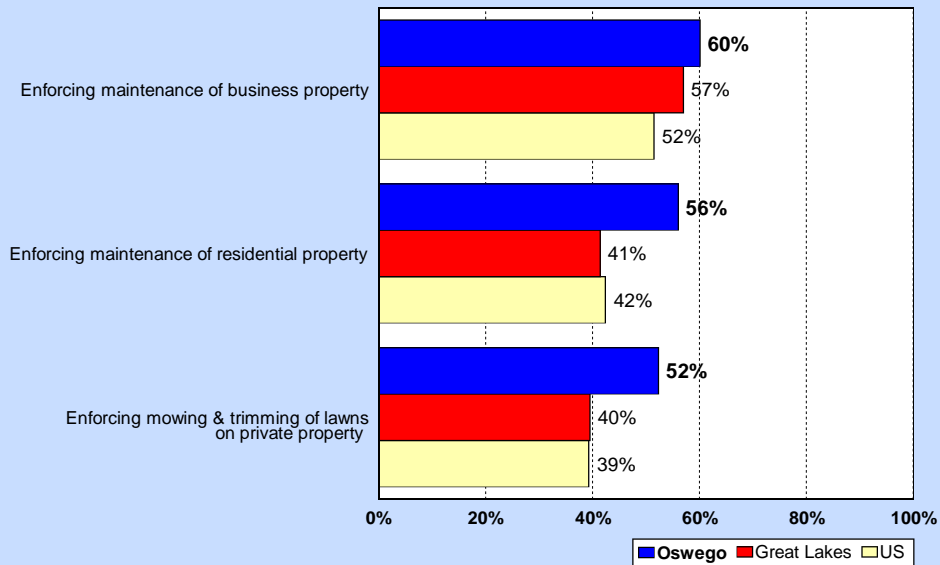
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

## Overall Satisfaction with Code Compliance Oswego vs. Great Lakes Region vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

## **Section 3**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## Village of Oswego, Illinois

### Overview

Today, Village officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens and businesses. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance; and (2) to target resources toward those services where citizens and businesses are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the Village to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the Village's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the major categories of Village services they thought should receive the most emphasis over the next two years. Sixty-two percent (62%) of respondents selected *the overall value received for Village tax dollars and fees* as one of the most important services for the Village to emphasize.

With regard to satisfaction, 31% of respondents surveyed rated the Village's overall performance in *the overall value received for Village tax dollars and fees* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *the overall value received for Village tax dollars and fees* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 62% was multiplied by 69% (1-0.31). This calculation yielded an I-S rating of 0.4267 which ranked first out of 10 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the Village to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The results for the Village of Oswego are provided on the following pages.

## 2018 Importance-Satisfaction Rating Village of Oswego Major Categories of Village Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall value that you receive for your Village tax & fees	62%	1	31%	10	0.4267	1
Overall management of Village finances	42%	2	36%	9	0.2690	2
<b>High Priority (IS .10-.20)</b>						
Overall flow of traffic & congestion management in Village	34%	3	52%	8	0.1653	3
<b>Medium Priority (IS &lt;.10)</b>						
Overall maintenance of Village streets	29%	4	67%	3	0.0932	4
Overall quality of services provided by Village	20%	5	67%	4	0.0658	5
Overall effectiveness of Village communication with the public	14%	6	57%	6	0.0602	6
Overall enforcement of Village codes & ordinances	11%	8	55%	7	0.0491	7
Overall efforts of Village for emergency preparedness	9%	9	63%	5	0.0322	8
Overall quality of police services	12%	7	79%	1	0.0249	9
Overall quality of customer service you receive from Village employees	5%	10	71%	2	0.0132	10

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the Village's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating Village of Oswego Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Visibility of police in neighborhoods	41%	1	64%	10	0.1450	1
Village's efforts to prevent crime	35%	2	71%	7	0.1031	2
<b>Medium Priority (IS &lt;.10)</b>						
Visibility of police in commercial areas	25%	3	66%	9	0.0837	3
Enforcement of local traffic laws	15%	5	71%	6	0.0439	4
How quickly police respond to emergencies	15%	4	76%	5	0.0368	5
Overall attitude & behavior of police department personnel toward citizens	15%	6	77%	4	0.0347	6
Police department safety education programs	10%	7	67%	8	0.0313	7
Quality of animal control	7%	10	57%	11	0.0300	8
Overall competency of police department personnel	8%	9	79%	2	0.0177	9
Overall professionalism of police department	9%	8	81%	1	0.0173	10
Overall quality of 9-1-1 services	5%	11	77%	3	0.0104	11

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the Village's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating

### Village of Oswego

### Village Maintenance and Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Water rates	23%	2	39%	20	0.1388	1
Traffic flow on major Village streets	29%	1	53%	19	0.1344	2
<b>Medium Priority (IS &lt;.10)</b>						
Condition of major Village streets	19%	3	65%	16	0.0673	3
Condition of State roads	19%	4	66%	13	0.0641	4
Snow & ice control program	18%	5	65%	15	0.0635	5
Condition of streets in your neighborhood	18%	6	70%	9	0.0529	6
Pedestrian accessibility	12%	8	59%	18	0.0486	7
Adequacy of Village street lighting	13%	7	63%	17	0.0480	8
Landscaping/trees of public areas along streets	12%	9	66%	14	0.0398	9
Overall quality of water service	9%	10	69%	10	0.0264	10
Condition of street drainage/water drainage	7%	12	67%	12	0.0245	11
Condition of Village sidewalks	8%	11	68%	11	0.0240	12
Overall cleanliness of streets/other public areas	5%	13	79%	4	0.0111	13
Maintenance of street signs & traffic signals	4%	14	81%	3	0.0085	14
Leaf collection program	3%	16	75%	8	0.0069	15
Brush removal program	3%	18	76%	7	0.0064	16
Ease of paying water bill	3%	17	77%	6	0.0063	17
Water pressure on a typical day	3%	15	83%	2	0.0058	18
Overall cleanliness of Village streets	2%	19	83%	1	0.0039	19
Maintenance of Village owned buildings	2%	20	77%	5	0.0039	20

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the Village's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# Section 4

## *Tabular Data*

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**Q1. Perception of the Village. Using a scale of 5 to 1, where 5 means "excellent" and 1 means "poor," please rate the Village of Oswego with regard to each of the following.**

(N=662)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	32.6%	54.1%	7.4%	3.0%	1.1%	1.8%
Q1-2. As a place to raise children	34.3%	45.8%	8.0%	2.1%	0.5%	9.4%
Q1-3. As a place to work	9.1%	19.0%	26.3%	12.1%	6.9%	26.6%
Q1-4. As a place to retire	10.1%	16.0%	23.7%	16.6%	20.8%	12.7%
Q1-5. As a place to visit	11.3%	28.7%	30.4%	16.8%	7.6%	5.3%
Q1-6. As a place for single adults (ages 18-35)	5.6%	12.4%	27.0%	17.4%	9.7%	27.9%
Q1-7. As a place for play & leisure	8.8%	32.9%	26.4%	18.9%	6.2%	6.8%
Q1-8. As a village moving in right direction	14.0%	38.4%	27.0%	10.0%	6.3%	4.2%
Q1-9. As a place you are proud to call home	26.9%	45.2%	19.0%	4.5%	3.0%	1.4%

**WITHOUT "DON'T KNOW"**

**Q1. Perception of the Village. Using a scale of 5 to 1, where 5 means "excellent" and 1 means "poor," please rate the Village of Oswego with regard to each of the following. (without "don't know")**

(N=662)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	33.2%	55.1%	7.5%	3.1%	1.1%
Q1-2. As a place to raise children	37.8%	50.5%	8.8%	2.3%	0.5%
Q1-3. As a place to work	12.3%	25.9%	35.8%	16.5%	9.5%
Q1-4. As a place to retire	11.6%	18.3%	27.2%	19.0%	23.9%
Q1-5. As a place to visit	12.0%	30.3%	32.1%	17.7%	8.0%
Q1-6. As a place for single adults (ages 18-35)	7.8%	17.2%	37.5%	24.1%	13.4%
Q1-7. As a place for play & leisure	9.4%	35.3%	28.4%	20.3%	6.6%
Q1-8. As a village moving in right direction	14.7%	40.1%	28.2%	10.4%	6.6%
Q1-9. As a place you are proud to call home	27.3%	45.8%	19.3%	4.6%	3.1%

**Q2. Please rate your satisfaction with each of the following items that may influence your perception of the Village of Oswego using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor."**

(N=662)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-1. Overall reputation of Village	19.0%	53.9%	16.0%	6.5%	1.7%	2.9%
Q2-2. Overall appearance of Village	22.5%	54.4%	15.9%	4.7%	1.7%	0.9%
Q2-3. Overall quality of life in Village	20.2%	57.3%	16.0%	3.9%	1.2%	1.4%
Q2-4. Overall feeling of safety in Village	30.7%	51.2%	13.7%	2.3%	1.2%	0.9%
Q2-5. Quality of new development in Village	12.7%	35.2%	28.2%	12.2%	7.4%	4.2%
Q2-6. Acceptance of diverse populations	15.6%	44.4%	26.1%	5.3%	2.3%	6.3%
Q2-7. Transparency & accountability of Village actions	10.9%	30.2%	30.4%	9.1%	6.6%	12.8%
Q2-8. Village's environmental sustainability efforts	11.2%	36.3%	29.8%	7.4%	2.0%	13.4%
Q2-9. Availability of affordable housing	8.3%	29.8%	29.8%	14.7%	7.1%	10.4%
Q2-10. Job availability	3.9%	14.0%	29.2%	18.6%	8.0%	26.3%
Q2-11. Access to health care facilities	23.6%	50.3%	14.8%	5.4%	1.2%	4.7%
Q2-12. Access to religious institutions	23.0%	45.6%	15.4%	3.5%	0.9%	11.6%
Q2-13. Access to quality shopping facilities	28.2%	40.9%	18.6%	8.9%	2.4%	0.9%
Q2-14. Access to restaurants & entertainment	20.4%	37.9%	19.6%	15.0%	5.7%	1.4%

**Q2. Please rate your satisfaction with each of the following items that may influence your perception of the Village of Oswego using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor."**

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-15. Availability of cultural activities & arts	7.9%	24.3%	30.7%	21.1%	7.9%	8.2%
Q2-16. Availability of transportation options	4.1%	14.0%	27.6%	24.9%	16.3%	13.0%
Q2-17. Overall quality of public schools	19.2%	43.7%	13.9%	6.5%	4.5%	12.2%
Q2-18. Overall quality of park district facilities	24.9%	47.6%	15.1%	4.5%	1.8%	6.0%
Q2-19. Overall quality of library services	39.7%	39.9%	9.5%	0.9%	1.1%	8.9%
Q2-20. Overall quality of fire district services	36.3%	41.2%	8.6%	0.3%	0.9%	12.7%
Q2-21. Overall quality of local ambulance service	29.5%	34.9%	10.0%	0.9%	0.9%	23.9%

**WITHOUT "DON'T KNOW"**

**Q2. Please rate your satisfaction with each of the following items that may influence your perception of the Village of Oswego using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor." (without "don't know")**

(N=662)

	Excellent	Good	Neutral	Below average	Poor
Q2-1. Overall reputation of Village	19.6%	55.5%	16.5%	6.7%	1.7%
Q2-2. Overall appearance of Village	22.7%	54.9%	16.0%	4.7%	1.7%
Q2-3. Overall quality of life in Village	20.5%	58.0%	16.2%	4.0%	1.2%
Q2-4. Overall feeling of safety in Village	30.9%	51.7%	13.9%	2.3%	1.2%
Q2-5. Quality of new development in Village	13.2%	36.8%	29.5%	12.8%	7.7%
Q2-6. Acceptance of diverse populations	16.6%	47.4%	27.9%	5.6%	2.4%
Q2-7. Transparency & accountability of Village actions	12.5%	34.7%	34.8%	10.4%	7.6%
Q2-8. Village's environmental sustainability efforts	12.9%	41.9%	34.4%	8.6%	2.3%
Q2-9. Availability of affordable housing	9.3%	33.2%	33.2%	16.4%	7.9%
Q2-10. Job availability	5.3%	19.1%	39.5%	25.2%	10.9%
Q2-11. Access to health care facilities	24.7%	52.8%	15.5%	5.7%	1.3%
Q2-12. Access to religious institutions	26.0%	51.6%	17.4%	3.9%	1.0%
Q2-13. Access to quality shopping facilities	28.5%	41.3%	18.8%	9.0%	2.4%
Q2-14. Access to restaurants & entertainment	20.7%	38.4%	19.9%	15.2%	5.8%
Q2-15. Availability of cultural activities & arts	8.6%	26.5%	33.4%	23.0%	8.6%
Q2-16. Availability of transportation options	4.7%	16.1%	31.8%	28.6%	18.8%
Q2-17. Overall quality of public schools	21.9%	49.7%	15.8%	7.4%	5.2%

**WITHOUT "DON'T KNOW"**

**Q2. Please rate your satisfaction with each of the following items that may influence your perception of the Village of Oswego using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor." (without "don't know")**

	Excellent	Good	Neutral	Below average	Poor
Q2-18. Overall quality of park district facilities	26.5%	50.6%	16.1%	4.8%	1.9%
Q2-19. Overall quality of library services	43.6%	43.8%	10.4%	1.0%	1.2%
Q2-20. Overall quality of fire district services	41.5%	47.2%	9.9%	0.3%	1.0%
Q2-21. Overall quality of local ambulance service	38.7%	45.8%	13.1%	1.2%	1.2%



**Q3. Overall Satisfaction with Village Services. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by Village	15.1%	48.9%	23.7%	5.9%	1.8%	4.5%
Q3-2. Overall value that you receive for your Village tax & fees	5.3%	24.8%	29.6%	19.5%	16.6%	4.2%
Q3-3. Overall quality of police services	25.7%	49.4%	14.2%	3.8%	2.1%	4.8%
Q3-4. Overall maintenance of Village streets	18.4%	47.9%	16.3%	11.0%	4.8%	1.5%
Q3-5. Overall enforcement of Village codes & ordinances	11.2%	37.5%	25.1%	10.7%	3.3%	12.2%
Q3-6. Overall quality of customer service you receive from Village employees	22.7%	39.1%	19.3%	3.9%	1.7%	13.3%
Q3-7. Overall flow of traffic & congestion management in Village	10.7%	39.9%	26.0%	13.9%	7.3%	2.3%
Q3-8. Overall effectiveness of Village communication with the public	13.7%	40.6%	31.4%	5.9%	3.2%	5.1%
Q3-9. Overall efforts of Village for emergency preparedness	12.8%	33.8%	25.1%	2.0%	0.8%	25.5%
Q3-10. Overall management of Village finances	7.1%	19.9%	30.1%	11.9%	6.9%	24.0%

**WITHOUT "DON'T KNOW"**

**Q3. Overall Satisfaction with Village Services. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by Village	15.8%	51.3%	24.8%	6.2%	1.9%
Q3-2. Overall value that you receive for your Village tax & fees	5.5%	25.9%	30.9%	20.3%	17.4%
Q3-3. Overall quality of police services	27.0%	51.9%	14.9%	4.0%	2.2%
Q3-4. Overall maintenance of Village streets	18.7%	48.6%	16.6%	11.2%	4.9%
Q3-5. Overall enforcement of Village codes & ordinances	12.7%	42.7%	28.6%	12.2%	3.8%
Q3-6. Overall quality of customer service you receive from Village employees	26.1%	45.1%	22.3%	4.5%	1.9%
Q3-7. Overall flow of traffic & congestion management in Village	11.0%	40.8%	26.6%	14.2%	7.4%
Q3-8. Overall effectiveness of Village communication with the public	14.5%	42.8%	33.1%	6.2%	3.3%
Q3-9. Overall efforts of Village for emergency preparedness	17.2%	45.4%	33.7%	2.6%	1.0%
Q3-10. Overall management of Village finances	9.3%	26.2%	39.6%	15.7%	9.1%

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by Village	28	4.2 %
Overall value that you receive for your Village tax & fees	253	38.2 %
Overall quality of police services	29	4.4 %
Overall maintenance of Village streets	36	5.4 %
Overall enforcement of Village codes & ordinances	18	2.7 %
Overall quality of customer service you receive from Village employees	4	0.6 %
Overall flow of traffic & congestion management in Village	87	13.1 %
Overall effectiveness of Village communication with the public	13	2.0 %
Overall efforts of Village for emergency preparedness	9	1.4 %
Overall management of Village finances	86	13.0 %
None chosen	99	15.0 %
Total	662	100.0 %

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by Village	48	7.3 %
Overall value that you receive for your Village tax & fees	104	15.7 %
Overall quality of police services	27	4.1 %
Overall maintenance of Village streets	79	11.9 %
Overall enforcement of Village codes & ordinances	28	4.2 %
Overall quality of customer service you receive from Village employees	13	2.0 %
Overall flow of traffic & congestion management in Village	82	12.4 %
Overall effectiveness of Village communication with the public	23	3.5 %
Overall efforts of Village for emergency preparedness	22	3.3 %
Overall management of Village finances	109	16.5 %
None chosen	127	19.2 %
Total	662	100.0 %

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q4. 3rd choice	Number	Percent
Overall quality of services provided by Village	56	8.5 %
Overall value that you receive for your Village tax & fees	55	8.3 %
Overall quality of police services	22	3.3 %
Overall maintenance of Village streets	74	11.2 %
Overall enforcement of Village codes & ordinances	27	4.1 %
Overall quality of customer service you receive from Village employees	13	2.0 %
Overall flow of traffic & congestion management in Village	58	8.8 %
Overall effectiveness of Village communication with the public	57	8.6 %
Overall efforts of Village for emergency preparedness	26	3.9 %
Overall management of Village finances	81	12.2 %
None chosen	193	29.2 %
Total	662	100.0 %

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)**

Q4. Sum of top 3 choices	Number	Percent
Overall quality of services provided by Village	132	19.9 %
Overall value that you receive for your Village tax & fees	412	62.2 %
Overall quality of police services	78	11.8 %
Overall maintenance of Village streets	189	28.5 %
Overall enforcement of Village codes & ordinances	73	11.0 %
Overall quality of customer service you receive from Village employees	30	4.5 %
Overall flow of traffic & congestion management in Village	227	34.3 %
Overall effectiveness of Village communication with the public	93	14.0 %
Overall efforts of Village for emergency preparedness	57	8.6 %
Overall management of Village finances	276	41.7 %
None chosen	99	15.0 %
Total	1666	

**Q5. Police Services. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Visibility of police in neighborhoods	16.3%	46.1%	20.7%	10.6%	3.5%	2.9%
Q5-2. Visibility of police in commercial areas	16.5%	45.9%	23.0%	6.2%	2.4%	6.0%
Q5-3. Village's efforts to prevent crime	16.3%	46.7%	20.8%	3.9%	1.4%	10.9%
Q5-4. How quickly police respond to emergencies	19.6%	33.7%	14.0%	2.1%	0.9%	29.6%
Q5-5. Overall professionalism of police department	27.6%	43.8%	12.5%	1.7%	2.3%	12.1%
Q5-6. Overall attitude & behavior of police department personnel toward citizens	27.0%	39.4%	14.7%	2.6%	2.6%	13.7%
Q5-7. Enforcement of local traffic laws	18.7%	47.3%	18.6%	4.2%	4.2%	6.9%
Q5-8. Police department safety education programs	11.9%	27.2%	16.8%	1.2%	1.2%	41.7%
Q5-9. Overall quality of 9-1-1 services	18.9%	28.9%	12.5%	0.5%	0.9%	38.4%
Q5-10. Quality of animal control	9.8%	23.0%	19.5%	3.2%	2.6%	42.0%
Q5-11. Overall competency of police department personnel	24.3%	40.6%	14.0%	1.4%	2.0%	17.7%

**WITHOUT "DON'T KNOW"****Q5. Police Services. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Visibility of police in neighborhoods	16.8%	47.4%	21.3%	10.9%	3.6%
Q5-2. Visibility of police in commercial areas	17.5%	48.9%	24.4%	6.6%	2.6%
Q5-3. Village's efforts to prevent crime	18.3%	52.4%	23.4%	4.4%	1.5%
Q5-4. How quickly police respond to emergencies	27.9%	47.9%	20.0%	3.0%	1.3%
Q5-5. Overall professionalism of police department	31.4%	49.8%	14.3%	1.9%	2.6%
Q5-6. Overall attitude & behavior of police department personnel toward citizens	31.3%	45.7%	17.0%	3.0%	3.0%
Q5-7. Enforcement of local traffic laws	20.1%	50.8%	20.0%	4.5%	4.5%
Q5-8. Police department safety education programs	20.5%	46.6%	28.8%	2.1%	2.1%
Q5-9. Overall quality of 9-1-1 services	30.6%	46.8%	20.3%	0.7%	1.5%
Q5-10. Quality of animal control	16.9%	39.6%	33.6%	5.5%	4.4%
Q5-11. Overall competency of police department personnel	29.5%	49.4%	17.1%	1.7%	2.4%

**Q6. Which THREE of the police services listed in Question 5 would you recommend receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q6. Top choice	Number	Percent
Visibility of police in neighborhoods	147	22.2 %
Visibility of police in commercial areas	42	6.3 %
Village's efforts to prevent crime	109	16.5 %
How quickly police respond to emergencies	33	5.0 %
Overall professionalism of police department	12	1.8 %
Overall attitude & behavior of police department personnel toward citizens	39	5.9 %
Enforcement of local traffic laws	36	5.4 %
Police department safety education programs	14	2.1 %
Overall quality of 9-1-1 services	6	0.9 %
Quality of animal control	13	2.0 %
Overall competency of police department personnel	14	2.1 %
None chosen	197	29.8 %
Total	662	100.0 %

**Q6. Which THREE of the police services listed in Question 5 would you recommend receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q6. 2nd choice	Number	Percent
Visibility of police in neighborhoods	69	10.4 %
Visibility of police in commercial areas	78	11.8 %
Village's efforts to prevent crime	71	10.7 %
How quickly police respond to emergencies	40	6.0 %
Overall professionalism of police department	27	4.1 %
Overall attitude & behavior of police department personnel toward citizens	36	5.4 %
Enforcement of local traffic laws	31	4.7 %
Police department safety education programs	23	3.5 %
Overall quality of 9-1-1 services	9	1.4 %
Quality of animal control	13	2.0 %
Overall competency of police department personnel	20	3.0 %
None chosen	245	37.0 %
Total	662	100.0 %

**Q6. Which THREE of the police services listed in Question 5 would you recommend receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	52	7.9 %
Visibility of police in commercial areas	45	6.8 %
Village's efforts to prevent crime	53	8.0 %
How quickly police respond to emergencies	28	4.2 %
Overall professionalism of police department	22	3.3 %
Overall attitude & behavior of police department personnel toward citizens	25	3.8 %
Enforcement of local traffic laws	33	5.0 %
Police department safety education programs	26	3.9 %
Overall quality of 9-1-1 services	15	2.3 %
Quality of animal control	19	2.9 %
Overall competency of police department personnel	22	3.3 %
<u>None chosen</u>	<u>322</u>	<u>48.6 %</u>
Total	662	100.0 %

**Q6. Which THREE of the police services listed in Question 5 would you recommend receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)**

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	268	40.5 %
Visibility of police in commercial areas	165	24.9 %
Village's efforts to prevent crime	233	35.2 %
How quickly police respond to emergencies	101	15.3 %
Overall professionalism of police department	61	9.2 %
Overall attitude & behavior of police department personnel toward citizens	100	15.1 %
Enforcement of local traffic laws	100	15.1 %
Police department safety education programs	63	9.5 %
Overall quality of 9-1-1 services	30	4.5 %
Quality of animal control	45	6.8 %
Overall competency of police department personnel	56	8.5 %
<u>None chosen</u>	<u>197</u>	<u>29.8 %</u>
Total	1419	



**Q8. Using a scale of 1 to 4, where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations.**

(N=662)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q8-1. In commercial & retail areas	58.3%	35.6%	2.9%	0.3%	2.9%
Q8-2. Walking alone in your neighborhood after dark	40.6%	42.1%	11.0%	2.3%	3.9%
Q8-3. Walking alone in your neighborhood during the day	78.2%	18.4%	1.1%	0.5%	1.8%
Q8-4. In Village parks, recreation areas & trails	42.9%	42.6%	7.1%	1.5%	5.9%

**WITHOUT "DON'T KNOW"**

**Q8. Using a scale of 1 to 4, where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "don't know")**

(N=662)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q8-1. In commercial & retail areas	60.0%	36.7%	3.0%	0.3%
Q8-2. Walking alone in your neighborhood after dark	42.3%	43.9%	11.5%	2.4%
Q8-3. Walking alone in your neighborhood during the day	79.7%	18.8%	1.1%	0.5%
Q8-4. In Village parks, recreation areas & trails	45.6%	45.3%	7.5%	1.6%

**Q9. During the past 12 months, were you or anyone in your household the victim of any crime in Oswego?**

Q9. Were you the victim of any crime in Oswego during past 12 months	Number	Percent
Yes	29	4.4 %
No	616	93.1 %
Don't know	17	2.6 %
Total	662	100.0 %

**WITHOUT "DON'T KNOW"**

**Q9. During the past 12 months, were you or anyone in your household the victim of any crime in Oswego? (without "don't know")**

Q9. Were you the victim of any crime in Oswego during past 12 months	Number	Percent
Yes	29	4.5 %
No	616	95.5 %
Total	645	100.0 %

**Q10. Village Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	14.4%	50.5%	19.8%	9.8%	3.6%	2.0%
Q10-2. Condition of major Village streets (e.g. Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road)	11.9%	51.7%	19.3%	11.5%	3.9%	1.7%
Q10-3. Condition of streets in your neighborhood	17.5%	51.8%	13.4%	9.8%	6.2%	1.2%
Q10-4. Maintenance of street signs & traffic signals	20.5%	58.5%	13.9%	3.5%	1.7%	2.0%
Q10-5. Maintenance of Village owned buildings	19.5%	47.7%	17.7%	1.7%	0.6%	12.8%
Q10-6. Traffic flow on major Village streets	10.7%	40.9%	23.0%	16.5%	6.5%	2.4%
Q10-7. Pedestrian accessibility	13.9%	43.2%	23.7%	11.5%	4.1%	3.6%
Q10-8. Overall cleanliness of streets/other public areas	20.1%	57.1%	15.6%	3.3%	2.0%	2.0%
Q10-9. Adequacy of Village street lighting	15.4%	46.8%	19.0%	14.2%	3.0%	1.5%
Q10-10. Condition of Village sidewalks	13.7%	52.1%	18.0%	9.2%	3.8%	3.2%
Q10-11. Landscaping/trees of public areas along streets	14.2%	50.6%	19.5%	9.8%	4.1%	1.8%
Q10-12. Condition of street drainage/water drainage	15.6%	48.0%	20.5%	8.3%	3.2%	4.4%

**Q10. Village Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-13. Brush removal program	26.9%	44.9%	17.4%	3.9%	1.1%	5.9%
Q10-14. Leaf collection program	25.2%	44.3%	16.6%	5.1%	1.1%	7.7%
Q10-15. Snow & ice control program	16.5%	46.5%	16.6%	12.4%	4.5%	3.5%
Q10-16. Overall cleanliness of Village streets	21.1%	60.1%	12.7%	2.0%	1.8%	2.3%
Q10-17. Water pressure on a typical day	29.3%	51.4%	10.7%	3.9%	2.1%	2.6%
Q10-18. Water rates	7.9%	29.0%	31.9%	19.0%	7.7%	4.5%
Q10-19. Ease of paying water bill	23.7%	49.2%	15.7%	5.1%	1.5%	4.7%
Q10-20. Overall quality of water service	17.4%	48.9%	19.8%	6.9%	3.2%	3.8%

**WITHOUT "DON'T KNOW"**

**Q10. Village Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	14.6%	51.5%	20.2%	10.0%	3.7%
Q10-2. Condition of major Village streets (e.g. Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road)	12.1%	52.5%	19.7%	11.7%	4.0%
Q10-3. Condition of streets in your neighborhood	17.7%	52.4%	13.6%	9.9%	6.3%
Q10-4. Maintenance of street signs & traffic signals	21.0%	59.6%	14.2%	3.5%	1.7%
Q10-5. Maintenance of Village owned buildings	22.4%	54.8%	20.3%	1.9%	0.7%
Q10-6. Traffic flow on major Village streets	11.0%	42.0%	23.5%	16.9%	6.7%
Q10-7. Pedestrian accessibility	14.4%	44.8%	24.6%	11.9%	4.2%
Q10-8. Overall cleanliness of streets/ other public areas	20.5%	58.2%	15.9%	3.4%	2.0%
Q10-9. Adequacy of Village street lighting	15.6%	47.5%	19.3%	14.4%	3.1%
Q10-10. Condition of Village sidewalks	14.2%	53.8%	18.6%	9.5%	3.9%
Q10-11. Landscaping/trees of public areas along streets	14.5%	51.5%	19.8%	10.0%	4.2%
Q10-12. Condition of street drainage/ water drainage	16.3%	50.2%	21.5%	8.7%	3.3%
Q10-13. Brush removal program	28.6%	47.7%	18.5%	4.2%	1.1%
Q10-14. Leaf collection program	27.3%	48.0%	18.0%	5.6%	1.1%
Q10-15. Snow & ice control program	17.1%	48.2%	17.2%	12.8%	4.7%

**WITHOUT "DON'T KNOW"**

**Q10. Village Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-16. Overall cleanliness of Village streets	21.6%	61.5%	13.0%	2.0%	1.9%
Q10-17. Water pressure on a typical day	30.1%	52.7%	11.0%	4.0%	2.2%
Q10-18. Water rates	8.2%	30.4%	33.4%	19.9%	8.1%
Q10-19. Ease of paying water bill	24.9%	51.7%	16.5%	5.4%	1.6%
Q10-20. Overall quality of water service	18.1%	50.9%	20.6%	7.2%	3.3%

**Q11. Which THREE of the public works items listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	60	9.1 %
Condition of major Village streets (e.g. Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road)	50	7.6 %
Condition of streets in your neighborhood	52	7.9 %
Maintenance of street signs & traffic signals	10	1.5 %
Maintenance of Village owned buildings	2	0.3 %
Traffic flow on major Village streets	82	12.4 %
Pedestrian accessibility	28	4.2 %
Overall cleanliness of streets/other public areas	10	1.5 %
Adequacy of Village street lighting	25	3.8 %
Condition of Village sidewalks	11	1.7 %
Landscaping/trees of public areas along streets	26	3.9 %
Condition of street drainage/water drainage	7	1.1 %
Brush removal program	2	0.3 %
Leaf collection program	3	0.5 %
Snow & ice control program	42	6.3 %
Overall cleanliness of Village streets	2	0.3 %
Water pressure on a typical day	8	1.2 %
Water rates	67	10.1 %
Ease of paying water bill	4	0.6 %
Overall quality of water service	29	4.4 %
None chosen	142	21.5 %
Total	662	100.0 %

**Q11. Which THREE of the public works items listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q11. 2nd choice	Number	Percent
Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	38	5.7 %
Condition of major Village streets (e.g. Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road)	54	8.2 %
Condition of streets in your neighborhood	31	4.7 %
Maintenance of street signs & traffic signals	11	1.7 %
Maintenance of Village owned buildings	4	0.6 %
Traffic flow on major Village streets	51	7.7 %
Pedestrian accessibility	33	5.0 %
Overall cleanliness of streets/other public areas	13	2.0 %
Adequacy of Village street lighting	35	5.3 %
Condition of Village sidewalks	21	3.2 %
Landscaping/trees of public areas along streets	18	2.7 %
Condition of street drainage/water drainage	21	3.2 %
Brush removal program	6	0.9 %
Leaf collection program	6	0.9 %
Snow & ice control program	42	6.3 %
Overall cleanliness of Village streets	8	1.2 %
Water pressure on a typical day	7	1.1 %
Water rates	47	7.1 %
Ease of paying water bill	8	1.2 %
Overall quality of water service	15	2.3 %
None chosen	193	29.2 %
Total	662	100.0 %



**Q11. Which THREE of the public works items listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?**

Q11. 3rd choice	Number	Percent
Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	27	4.1 %
Condition of major Village streets (e.g. Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road)	21	3.2 %
Condition of streets in your neighborhood	34	5.1 %
Maintenance of street signs & traffic signals	8	1.2 %
Maintenance of Village owned buildings	5	0.8 %
Traffic flow on major Village streets	56	8.5 %
Pedestrian accessibility	18	2.7 %
Overall cleanliness of streets/other public areas	11	1.7 %
Adequacy of Village street lighting	26	3.9 %
Condition of Village sidewalks	17	2.6 %
Landscaping/trees of public areas along streets	34	5.1 %
Condition of street drainage/water drainage	20	3.0 %
Brush removal program	10	1.5 %
Leaf collection program	9	1.4 %
Snow & ice control program	38	5.7 %
Overall cleanliness of Village streets	5	0.8 %
Water pressure on a typical day	7	1.1 %
Water rates	36	5.4 %
Ease of paying water bill	6	0.9 %
Overall quality of water service	12	1.8 %
None chosen	262	39.6 %
Total	662	100.0 %

**Q11. Which THREE of the public works items listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)**

Q11. Sum of top 3 choices	Number	Percent
Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	125	18.9 %
Condition of major Village streets (e.g. Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road)	125	18.9 %
Condition of streets in your neighborhood	117	17.7 %
Maintenance of street signs & traffic signals	29	4.4 %
Maintenance of Village owned buildings	11	1.7 %
Traffic flow on major Village streets	189	28.5 %
Pedestrian accessibility	79	11.9 %
Overall cleanliness of streets/other public areas	34	5.1 %
Adequacy of Village street lighting	86	13.0 %
Condition of Village sidewalks	49	7.4 %
Landscaping/trees of public areas along streets	78	11.8 %
Condition of street drainage/water drainage	48	7.3 %
Brush removal program	18	2.7 %
Leaf collection program	18	2.7 %
Snow & ice control program	122	18.4 %
Overall cleanliness of Village streets	15	2.3 %
Water pressure on a typical day	22	3.3 %
Water rates	150	22.7 %
Ease of paying water bill	18	2.7 %
Overall quality of water service	56	8.5 %
None chosen	142	21.5 %
Total	1531	

**Q12. Trash Service. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Residential trash collection services	47.3%	42.1%	6.6%	1.4%	0.5%	2.1%
Q12-2. Curbside recycling services	46.1%	43.8%	5.4%	1.5%	0.5%	2.7%
Q12-3. Yard waste removal services	38.5%	39.4%	8.3%	3.9%	1.7%	8.2%
Q12-4. Bulk item pick-up/removal	32.5%	35.6%	13.6%	3.6%	1.4%	13.3%
Q12-5. Amount you are charged for services	16.3%	36.3%	26.9%	12.5%	4.4%	3.6%
Q12-6. Curbside electronics recycling	15.6%	19.3%	18.6%	9.7%	4.7%	32.2%
Q12-7. Curbside composting service	14.0%	19.3%	17.8%	2.4%	1.2%	45.2%

**WITHOUT "DON'T KNOW"**

**Q12. Trash Service. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Residential trash collection services	48.3%	43.1%	6.8%	1.4%	0.5%
Q12-2. Curbside recycling services	47.4%	45.0%	5.6%	1.6%	0.5%
Q12-3. Yard waste removal services	41.9%	42.9%	9.0%	4.3%	1.8%
Q12-4. Bulk item pick-up/removal	37.5%	41.1%	15.7%	4.2%	1.6%
Q12-5. Amount you are charged for services	16.9%	37.6%	27.9%	13.0%	4.5%
Q12-6. Curbside electronics recycling	22.9%	28.5%	27.4%	14.3%	6.9%
Q12-7. Curbside composting service	25.6%	35.3%	32.5%	4.4%	2.2%

**Q13. Village Communications. Please rate your satisfaction with each of the items below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Availability of information about Village programs & services	15.3%	44.6%	24.9%	7.4%	1.1%	6.8%
Q13-2. Village's efforts to keep you informed about local issues	15.6%	41.7%	26.4%	9.4%	1.7%	5.3%
Q13-3. Quality of Village's social media (e.g. Facebook, Twitter)	11.2%	20.4%	24.9%	5.0%	0.5%	38.1%
Q13-4. Quality of Village's website	11.5%	30.5%	28.2%	4.5%	1.4%	23.9%
Q13-5. Quality of GoOswego.org, a community events website	10.0%	18.0%	21.5%	3.0%	1.1%	46.5%
Q13-6. Content of Village's newsletters	17.1%	42.9%	23.1%	3.9%	1.1%	11.9%
Q13-7. Click 'n Fix to report maintenance issues (e.g. streetlight outages, pot holes, Code compliance)	9.2%	17.7%	21.0%	3.3%	2.4%	46.4%
Q13-8. How well Village's communications meet your needs	10.0%	32.0%	37.0%	6.5%	2.4%	12.1%
Q13-9. Timeliness of information provided by your Village government	11.0%	30.1%	36.3%	4.2%	2.3%	16.2%
Q13-10. Level of public involvement in local decision making	7.9%	18.6%	32.8%	9.4%	5.6%	25.8%

**WITHOUT "DON'T KNOW"****Q13. Village Communications. Please rate your satisfaction with each of the items below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Availability of information about Village programs & services	16.4%	47.8%	26.7%	7.9%	1.1%
Q13-2. Village's efforts to keep you informed about local issues	16.4%	44.0%	27.9%	9.9%	1.8%
Q13-3. Quality of Village's social media (e.g. Facebook, Twitter)	18.0%	32.9%	40.2%	8.0%	0.7%
Q13-4. Quality of Village's website	15.1%	40.1%	37.1%	6.0%	1.8%
Q13-5. Quality of GoOswego.org, a community events website	18.6%	33.6%	40.1%	5.6%	2.0%
Q13-6. Content of Village's newsletters	19.4%	48.7%	26.2%	4.5%	1.2%
Q13-7. Click 'n Fix to report maintenance issues (e.g. streetlight outages, pot holes, Code compliance)	17.2%	33.0%	39.2%	6.2%	4.5%
Q13-8. How well Village's communications meet your needs	11.3%	36.4%	42.1%	7.4%	2.7%
Q13-9. Timeliness of information provided by your Village government	13.2%	35.9%	43.2%	5.0%	2.7%
Q13-10. Level of public involvement in local decision making	10.6%	25.1%	44.2%	12.6%	7.5%

**Q14. Customer Service. Have you contacted the Village with a question, problem, or complaint in the past year?**

Q14. Have you contacted Village with a question, problem, or complaint in past year	Number	Percent
Yes	250	37.8 %
No	412	62.2 %
Total	662	100.0 %

**Q14a. Please rate your satisfaction with each of the following factors that might influence your perception of the quality of customer service you received from the Village employees.**

(N=250)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14a-1. How easy department was to contact	31.6%	44.0%	10.8%	9.6%	2.8%	1.2%
Q14a-2. How courteously you were treated	45.2%	33.6%	14.4%	3.2%	2.0%	1.6%
Q14a-3. Professionalism & knowledge of Village employees who assisted you	40.0%	34.0%	14.0%	6.8%	2.4%	2.8%
Q14a-4. Overall responsiveness of Village employees to your request or concern	40.0%	27.2%	16.0%	8.8%	7.2%	0.8%
Q14a-5. How well your issue was handled	35.2%	28.0%	14.4%	11.2%	9.6%	1.6%

**WITHOUT "DON'T KNOW"**

**Q14a. Please rate your satisfaction with each of the following factors that might influence your perception of the quality of customer service you received from the Village employees. (without "don't know")**

(N=250)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14a-1. How easy department was to contact	32.0%	44.5%	10.9%	9.7%	2.8%
Q14a-2. How courteously you were treated	45.9%	34.1%	14.6%	3.3%	2.0%
Q14a-3. Professionalism & knowledge of Village employees who assisted you	41.2%	35.0%	14.4%	7.0%	2.5%
Q14a-4. Overall responsiveness of Village employees to your request or concern	40.3%	27.4%	16.1%	8.9%	7.3%
Q14a-5. How well your issue was handled	35.8%	28.5%	14.6%	11.4%	9.8%



**Q15. What are your primary sources for information about community activities and services?**

Q15. What are your primary sources for information about community activities & services	Number	Percent
Quarterly newsletter (Oswego News)	451	68.1 %
Oswegoil.org (website)	171	25.8 %
Social media/Facebook	184	27.8 %
Email alerts	115	17.4 %
Signage/printed material from Village	202	30.5 %
Electronic sign boards	49	7.4 %
Word of mouth	267	40.3 %
Local news outlet (e.g. Ledger, WSPY)	204	30.8 %
Public meetings	28	4.2 %
Other	18	2.7 %
Total	1689	

**Q15-10. Other**

Q15-10. Other	Number	Percent
Oswego Patch	5	29.4 %
Friends	2	11.8 %
Only Oswego	2	11.8 %
SIGNS/BANNERS	1	5.9 %
Oswego Patch Only Oswego	1	5.9 %
Newspaper	1	5.9 %
Searching Google on my own	1	5.9 %
Bill	1	5.9 %
Neighbors	1	5.9 %
Homeowners meetings	1	5.9 %
NEIGHBORHOOD NEWSLETTER	1	5.9 %
Total	17	100.0 %

**Q16. Please rate your satisfaction with each of the following events using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Have not attended
Q16-1. LUNAFEST	2.4%	3.8%	12.4%	0.6%	0.6%	80.2%
Q16-2. Earth Day Recycling Extravaganza	10.4%	15.4%	12.7%	0.8%	0.0%	60.7%
Q16-3. Wine on the Fox	16.3%	24.8%	11.3%	1.7%	0.6%	45.3%
Q16-4. Oswego Country Market	23.6%	37.5%	11.9%	1.7%	0.6%	24.8%
Q16-5. Movies in the Park	6.9%	14.0%	12.8%	0.8%	0.0%	65.4%
Q16-6. PrairieFest	24.8%	36.4%	12.8%	2.9%	0.5%	22.7%
Q16-7. Independence Day Fireworks	22.5%	33.7%	11.8%	2.6%	1.1%	28.4%
Q16-8. Beats & Eats	14.5%	24.0%	13.0%	1.7%	1.1%	45.8%
Q16-9. Emergency Vehicle Show	8.8%	15.1%	11.6%	0.3%	0.6%	63.6%
Q16-10. Brew at the Bridge	15.1%	21.8%	10.6%	1.4%	0.8%	50.5%
Q16-11. Oswego Literary Fest	6.0%	10.9%	10.9%	0.5%	0.0%	71.8%
Q16-12. Fall Fox Fest	9.1%	14.0%	10.3%	0.6%	0.2%	65.9%
Q16-13. Christmas Walk	17.5%	27.9%	12.8%	1.4%	0.3%	40.0%

**WITHOUT "DON'T KNOW"**

**Q16. Please rate your satisfaction with each of the following events using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "have not attended")**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. LUNAFEST	12.2%	19.1%	62.6%	3.1%	3.1%
Q16-2. Earth Day Recycling Extravaganza	26.5%	39.2%	32.3%	1.9%	0.0%
Q16-3. Wine on the Fox	29.8%	45.3%	20.7%	3.0%	1.1%
Q16-4. Oswego Country Market	31.3%	49.8%	15.9%	2.2%	0.8%
Q16-5. Movies in the Park	20.1%	40.6%	37.1%	2.2%	0.0%
Q16-6. PrairieFest	32.0%	47.1%	16.6%	3.7%	0.6%
Q16-7. Independence Day Fireworks	31.4%	47.0%	16.5%	3.6%	1.5%
Q16-8. Beats & Eats	26.7%	44.3%	24.0%	3.1%	1.9%
Q16-9. Emergency Vehicle Show	24.1%	41.5%	32.0%	0.8%	1.7%
Q16-10. Brew at the Bridge	30.5%	43.9%	21.3%	2.7%	1.5%
Q16-11. Oswego Literary Fest	21.4%	38.5%	38.5%	1.6%	0.0%
Q16-12. Fall Fox Fest	26.5%	41.2%	30.1%	1.8%	0.4%
Q16-13. Christmas Walk	29.2%	46.6%	21.4%	2.3%	0.5%

**Q17. If you have not attended an event in the past two years, why not?**

Q17. Why haven't you attended an event in past two years	Number	Percent
Didn't know about them	189	34.2 %
Had scheduling conflicts	200	36.2 %
Not interested in event	254	46.0 %
Cost was too high	38	6.9 %
Location	15	2.7 %
Lack of parking	76	13.8 %
Accessibility issues	28	5.1 %
Other	28	5.1 %
Total	828	

**Q17-8. Other**

Q17-8. Other	Number	Percent
Weather	2	7.1 %
Health issues	2	7.1 %
I don't drink alcohol and wish there were more vegan options	1	3.6 %
Prairie Fest and Fire works have gone down hill the past years	1	3.6 %
Time constraints	1	3.6 %
Crowds and lack of exit from larger events	1	3.6 %
Difficulty walking and standing for extended time	1	3.6 %
Too many people for space/activites	1	3.6 %
For young kids	1	3.6 %
Most of the events are focused on families with children in the K-12 system	1	3.6 %
New to area	1	3.6 %
Caregiver	1	3.6 %
Kids too young	1	3.6 %
Too many people getting drunk	1	3.6 %
I have four young kids and my husband works long hours	1	3.6 %
AGE AND WALKING	1	3.6 %
Too old	1	3.6 %
SON MOVED IN	1	3.6 %
Lack of marketing	1	3.6 %
COST AND INTEREST	1	3.6 %
Out of town at campsite	1	3.6 %
I work a lot	1	3.6 %
Recently moved here	1	3.6 %
NEW RESIDENT	1	3.6 %
Age	1	3.6 %
Too crowded	1	3.6 %
Total	28	100.0 %

**Q18. Code Compliance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Enforcing maintenance of residential property (exterior of the building itself)	11.3%	34.3%	23.3%	8.6%	3.9%	18.6%
Q18-2. Enforcing mowing & trimming of lawns on private property	12.1%	31.9%	21.6%	14.0%	4.5%	15.9%
Q18-3. Enforcing maintenance of business property	10.9%	35.3%	23.7%	4.8%	2.1%	23.1%
Q18-4. Enforcing codes designed to protect public health & safety	11.6%	34.4%	22.4%	2.9%	1.8%	26.9%

**WITHOUT "DON'T KNOW"**

**Q18. Code Compliance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Enforcing maintenance of residential property (exterior of the building itself)	13.9%	42.1%	28.6%	10.6%	4.8%
Q18-2. Enforcing mowing & trimming of lawns on private property	14.4%	37.9%	25.7%	16.7%	5.4%
Q18-3. Enforcing maintenance of business property	14.1%	46.0%	30.8%	6.3%	2.8%
Q18-4. Enforcing codes designed to protect public health & safety	15.9%	47.1%	30.6%	3.9%	2.5%

**Q19. Downtown. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Shopping choices	12.5%	30.5%	21.0%	22.7%	9.4%	3.9%
Q19-2. Restaurant choices	10.4%	24.8%	19.3%	29.0%	14.2%	2.3%
Q19-3. Quality of shopping	10.7%	33.8%	28.5%	16.8%	7.7%	2.4%
Q19-4. Availability of parking	16.3%	40.5%	20.2%	16.0%	4.5%	2.4%
Q19-5. Green (outdoor) space	16.8%	43.1%	24.9%	7.1%	2.4%	5.7%
Q19-6. Recreation amenities	13.7%	34.9%	26.7%	12.7%	2.9%	9.1%
Q19-7. Public gathering spaces	11.8%	38.2%	27.6%	11.2%	2.7%	8.5%
Q19-8. Public art	5.7%	17.5%	34.3%	14.2%	5.3%	23.0%
Q19-9. Street lighting	12.5%	45.0%	24.2%	10.4%	2.7%	5.1%
Q19-10. Pedestrian walkways/crossings	14.8%	46.7%	21.1%	10.4%	3.8%	3.2%

**WITHOUT "DON'T KNOW"**

**Q19. Downtown. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=662)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Shopping choices	13.1%	31.8%	21.9%	23.6%	9.7%
Q19-2. Restaurant choices	10.7%	25.3%	19.8%	29.7%	14.5%
Q19-3. Quality of shopping	11.0%	34.7%	29.3%	17.2%	7.9%
Q19-4. Availability of parking	16.7%	41.5%	20.7%	16.4%	4.6%
Q19-5. Green (outdoor) space	17.8%	45.7%	26.4%	7.5%	2.6%
Q19-6. Recreation amenities	15.1%	38.4%	29.4%	14.0%	3.2%
Q19-7. Public gathering spaces	12.9%	41.7%	30.2%	12.2%	3.0%
Q19-8. Public art	7.5%	22.7%	44.5%	18.4%	6.9%
Q19-9. Street lighting	13.2%	47.5%	25.5%	11.0%	2.9%
Q19-10. Pedestrian walkways/crossings	15.3%	48.2%	21.8%	10.8%	3.9%

**Q20. What do you leave Oswego to spend money on?**

Q20. What do you leave Oswego to spend money on	Number	Percent
Fine dining	468	70.7 %
Casual dining	314	47.4 %
Furniture	418	63.1 %
General groceries	126	19.0 %
Specialty groceries	319	48.2 %
Vehicles	388	58.6 %
General merchandise	163	24.6 %
Clothing	263	39.7 %
Electronics	141	21.3 %
Other	64	9.7 %
Total	2664	



**Q20-10. Other**

<u>Q20-10. Other</u>	<u>Number</u>	<u>Percent</u>
Entertainment	8	12.5 %
Books	4	6.3 %
Gas	3	4.7 %
Everything	3	4.7 %
Movies	2	3.1 %
Gifts, toys, office supplies, home improvement supplies, & more	1	1.6 %
PRIVATE SCHOOL	1	1.6 %
Arts, theater, entertainment	1	1.6 %
Dog food	1	1.6 %
Theater	1	1.6 %
Bed Bath & Beyond & Costco	1	1.6 %
Authentic food	1	1.6 %
Gambling	1	1.6 %
There is nothing to do here after 9 pm	1	1.6 %
Live bands	1	1.6 %
Jewelry	1	1.6 %
Fox Valley Mall	1	1.6 %
Movie theater	1	1.6 %
ANATIQUE STORES	1	1.6 %
GOODWILL	1	1.6 %
SHOWS AND CONCERTS	1	1.6 %
Non chain restaurants	1	1.6 %
CASINOS	1	1.6 %
Fresh market, trader joes, pete's fresh market, standard market	1	1.6 %
DINNING	1	1.6 %
ENTERTAINMENT BOOKS MUSIC AND ART	1	1.6 %
Jo Ann Fabric	1	1.6 %
My job	1	1.6 %
Good local pubs with good food in nearby Montgomery, Aurora, Yorkville	1	1.6 %
I try not to shop in town for anything	1	1.6 %
Taxes, customer service	1	1.6 %
Good cocktail place	1	1.6 %
SCHOOLS EXERCISE	1	1.6 %
Vacations	1	1.6 %
Fun stuff	1	1.6 %
APPLIANCES	1	1.6 %
Pay taxes	1	1.6 %
Art/culture/theater	1	1.6 %
Snow throwers/tools	1	1.6 %
Night life	1	1.6 %
Amazon	1	1.6 %
Grocery store (Mariano's or Jewel)	1	1.6 %
SEAFOOD RESTAURANT	1	1.6 %

**Q20-10. Other**

<u>Q20-10. Other</u>	<u>Number</u>	<u>Percent</u>
Red Lobster, seafood restaurant	1	1.6 %
Movies, bowling	1	1.6 %
Entertainment, work out gym	1	1.6 %
More popular bars	1	1.6 %
Car Panic	1	1.6 %
<u>COSTCO AND CVS</u>	<u>1</u>	<u>1.6 %</u>
Total	64	100.0 %

**Q21. Transportation. Do you regularly use the Kendall Area Transit Program (KAT) bus service?**

Q21. Do you regularly use Kendall Area Transit Program (KAT) bus service	Number	Percent
Yes	6	0.9 %
No, but I'm familiar with the program	234	35.3 %
No, and I'm not familiar with the program	413	62.4 %
Not provided	9	1.4 %
Total	662	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q21. Transportation. Do you regularly use the Kendall Area Transit Program (KAT) bus service? (without "not provided")**

Q21. Do you regularly use Kendall Area Transit Program (KAT) bus service	Number	Percent
Yes	6	0.9 %
No, but I'm familiar with the program	234	35.8 %
No, and I'm not familiar with the program	413	63.2 %
Total	653	100.0 %

**Q22. Do you regularly use Metra commuter rail service?**

Q22. Do you regularly use Metra commuter rail service	Number	Percent
Yes	117	17.7 %
No	517	78.1 %
Not provided	28	4.2 %
Total	662	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q22. Do you regularly use Metra commuter rail service? (without "not provided")**

Q22. Do you regularly use Metra commuter rail service	Number	Percent
Yes	117	18.5 %
No	517	81.5 %
Total	634	100.0 %

**Q23. Approximately how many years have you lived in the Village of Oswego?**

Q23. How many years have you lived in Village of

Oswego	Number	Percent
Less than 5 years	135	20.4 %
5-10 years	100	15.1 %
11-15 years	151	22.8 %
16-20 years	121	18.3 %
21-30 years	89	13.4 %
31+ years	56	8.5 %
Not provided	10	1.5 %
Total	662	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q23. Approximately how many years have you lived in the Village of Oswego? (without "not provided")**

Q23. How many years have you lived in Village of

Oswego	Number	Percent
Less than 5 years	135	20.7 %
5-10 years	100	15.3 %
11-15 years	151	23.2 %
16-20 years	121	18.6 %
21-30 years	89	13.7 %
31+ years	56	8.6 %
Total	652	100.0 %

**Q24. What is your age?**

<u>Q24. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	123	18.6 %
35-44	135	20.4 %
45-54	141	21.3 %
55-64	130	19.6 %
65+	126	19.0 %
Not provided	7	1.1 %
Total	662	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q24. What is your age? (without "not provided")**

<u>Q24. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	123	18.8 %
35-44	135	20.6 %
45-54	141	21.5 %
55-64	130	19.8 %
65+	126	19.2 %
Total	655	100.0 %

**Q25. Your gender:**

Q25. Your gender	Number	Percent
Male	323	48.8 %
Female	336	50.8 %
Not provided	3	0.5 %
Total	662	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q25. Your gender: (without "not provided")**

Q25. Your gender	Number	Percent
Male	323	49.0 %
Female	336	51.0 %
Total	659	100.0 %

**Q26. Which of the following best describes your housing situation?**

Q26. What best describes your housing situation	Number	Percent
Own	596	90.0 %
Rent	60	9.1 %
Not provided	6	0.9 %
Total	662	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q26. Which of the following best describes your housing situation? (without "not provided")**

Q26. What best describes your housing situation	Number	Percent
Own	596	90.9 %
Rent	60	9.1 %
Total	656	100.0 %



**Q27. Which of the following best describes your race/ethnicity?**

<u>Q27. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
African American/Black	41	6.2 %
Native American	8	1.2 %
Caucasian/White	551	83.2 %
Asian/Pacific Islander	31	4.7 %
Hispanic/Latino	91	13.7 %
Other	3	0.5 %
Total	725	

**Q27-6. Other**

<u>Q27-6. Other</u>	<u>Number</u>	<u>Percent</u>
Hispanic White	1	33.3 %
Bi-racial	1	33.3 %
Mixed	1	33.3 %
Total	3	100.0 %

**Q28. Which of the following best describes your current employment status?**

Q28. What best describes your current employment status

	Number	Percent
Employed in the home/have home-based business	44	6.6 %
Employed outside the home	414	62.5 %
Student	7	1.1 %
Retired	141	21.3 %
Not currently employed outside the home	31	4.7 %
Not provided	25	3.8 %
Total	662	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q28. Which of the following best describes your current employment status? (without "not provided")**

Q28. What best describes your current employment status

	Number	Percent
Employed in the home/have home-based business	44	6.9 %
Employed outside the home	414	65.0 %
Student	7	1.1 %
Retired	141	22.1 %
Not currently employed outside the home	31	4.9 %
Total	637	100.0 %

**Q28-2. (If employed outside the home) What is the zip code where you work?**

<u>Q28-2. What is the zip code where you work</u>	<u>Number</u>	<u>Percent</u>
60543	50	14.3 %
60504	25	7.1 %
60506	21	6.0 %
60540	13	3.7 %
60440	12	3.4 %
60505	11	3.1 %
60563	11	3.1 %
60606	10	2.9 %
60532	10	2.9 %
60515	9	2.6 %
60538	9	2.6 %
60510	9	2.6 %
60523	8	2.3 %
60502	7	2.0 %
60601	7	2.0 %
60560	7	2.0 %
60446	6	1.7 %
60585	6	1.7 %
60174	4	1.1 %
60187	4	1.1 %
60148	4	1.1 %
60564	4	1.1 %
60544	3	0.9 %
60607	3	0.9 %
60565	3	0.9 %
60181	3	0.9 %
60185	3	0.9 %
60554	3	0.9 %
60603	3	0.9 %
60433	3	0.9 %
60548	2	0.6 %
60503	2	0.6 %
60404	2	0.6 %
60137	2	0.6 %
60120	2	0.6 %
60119	2	0.6 %
60103	2	0.6 %
60517	2	0.6 %
60542	2	0.6 %
60154	2	0.6 %
60654	2	0.6 %
60605	2	0.6 %
60134	2	0.6 %
60190	2	0.6 %
60173	2	0.6 %
60561	2	0.6 %

**Q28-2. (If employed outside the home) What is the zip code where you work?**

<u>Q28-2. What is the zip code where you work</u>	<u>Number</u>	<u>Percent</u>
60188	2	0.6 %
60555	2	0.6 %
60527	1	0.3 %
60525	1	0.3 %
60411	1	0.3 %
60632	1	0.3 %
60551	1	0.3 %
60661	1	0.3 %
60639	1	0.3 %
60133	1	0.3 %
60410	1	0.3 %
60056	1	0.3 %
60490	1	0.3 %
60604	1	0.3 %
60015	1	0.3 %
60608	1	0.3 %
61350	1	0.3 %
60192	1	0.3 %
60610	1	0.3 %
60545	1	0.3 %
60462	1	0.3 %
60453	1	0.3 %
60102	1	0.3 %
60439	1	0.3 %
60616	1	0.3 %
60435	1	0.3 %
60153	1	0.3 %
60666	1	0.3 %
60124	1	0.3 %
60017	1	0.3 %
60025	1	0.3 %
60004	1	0.3 %
60189	1	0.3 %
60403	1	0.3 %
60638	1	0.3 %
60626	1	0.3 %
60549	1	0.3 %
60101	1	0.3 %
61010	1	0.3 %
60175	1	0.3 %
60609	1	0.3 %
60602	1	0.3 %
60123	1	0.3 %
60139	1	0.3 %
60487	1	0.3 %
Total	350	100.0 %

# **Section 5**

## ***Survey Instrument***

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*Gail E. Johnson,  
Village President*

100 Parkers Mill • Oswego, IL 60543 • (630) 554-1555  
Website: <http://www.oswegoil.org>

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September 2018

Dear Neighbor,

The Village of Oswego consistently strives to improve our quality of life, working collaboratively with residents, business owners and neighboring communities to be better together. As part of that effort, we are reaching out for your feedback on Village programs and services. You have been randomly selected to participate in our Community Survey, the results of which will be used to improve existing programs and services, and help determine long-range planning and decisions in our community.

For this project, we are partnering with ETC Institute, one of the nation's leading local government research firms. ETC has experience conducting statistically valid surveys in communities across the nation. The enclosed survey includes a postage-paid envelope to ETC Institute. However, if you prefer to complete it online, please visit [www.oswegosurvey.org](http://www.oswegosurvey.org). Your survey responses will remain confidential.

We greatly appreciate you taking time out of your schedule to reply. The survey takes between 15 and 20 minutes to complete, but every question helps us better understand and more effectively respond to your needs and the needs of the whole Oswego community.

The survey results will be presented to the Village Board after they have been compiled and analyzed. A comprehensive report will be available on the Village's website ([www.oswegoil.org](http://www.oswegoil.org)) and a summary of the results will be included in a future edition of the Village's newsletter.

If you have any questions regarding the survey, please feel free to contact Harry Bell, Administrative Intern, at 630-551-2343 or [hbell@oswegoil.org](mailto:hbell@oswegoil.org).

Thank you again for providing input that will help us together make Oswego a community that works even better together.

Sincerely,

Gail Johnson  
Village President



# 2018 Village of Oswego Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the Village's ongoing effort to identify and respond to resident priorities. If you have questions, please call (630) 551-2349.

**1. Perception of the Village.** Using a scale of 5 to 1, where 5 means "Excellent" and 1 means "Poor," please rate the Village of Oswego with regard to each of the following.

How would you rate your village...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a place for single adults (ages 18-35)	5	4	3	2	1	9
7. As a place for play and leisure	5	4	3	2	1	9
8. As a village moving in the right direction	5	4	3	2	1	9
9. As a place you are proud to call home	5	4	3	2	1	9

**2. Please rate your satisfaction with each of the following items that may influence your perception of the Village of Oswego using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."**

How would you rate the...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. Overall reputation of the Village	5	4	3	2	1	9
02. Overall appearance of the Village	5	4	3	2	1	9
03. Overall quality of life in the Village	5	4	3	2	1	9
04. Overall feeling of safety in the Village	5	4	3	2	1	9
05. Quality of new development in the Village	5	4	3	2	1	9
06. Acceptance of diverse populations	5	4	3	2	1	9
07. Transparency and accountability of Village actions	5	4	3	2	1	9
08. Village's environmental sustainability efforts	5	4	3	2	1	9
09. Availability of affordable housing	5	4	3	2	1	9
10. Job availability	5	4	3	2	1	9
11. Access to health care facilities	5	4	3	2	1	9
12. Access to religious institutions	5	4	3	2	1	9
13. Access to quality shopping facilities	5	4	3	2	1	9
14. Access to restaurants and entertainment	5	4	3	2	1	9
15. Availability of cultural activities and the arts	5	4	3	2	1	9
16. Availability of transportation options	5	4	3	2	1	9
17. Overall quality of public schools	5	4	3	2	1	9
18. Overall quality of Park District facilities	5	4	3	2	1	9
19. Overall quality of Library services	5	4	3	2	1	9
20. Overall quality of Fire District services	5	4	3	2	1	9
21. Overall quality of local ambulance service	5	4	3	2	1	9

**3. Overall Satisfaction with Village Services.** Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of services provided by the Village	5	4	3	2	1	9
02.	Overall value that you receive for your Village tax dollars and fees	5	4	3	2	1	9
03.	Overall quality of police services	5	4	3	2	1	9
04.	Overall maintenance of Village streets	5	4	3	2	1	9
05.	Overall enforcement of Village codes and ordinances	5	4	3	2	1	9
06.	Overall quality of customer service you receive from Village employees	5	4	3	2	1	9
07.	Overall flow of traffic and congestion management in the Village	5	4	3	2	1	9
08.	Overall effectiveness of Village communication with the public	5	4	3	2	1	9
09.	Overall efforts of the Village for emergency preparedness	5	4	3	2	1	9
10.	Overall management of Village finances	5	4	3	2	1	9

**4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 3, or circle "NONE."]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**5. Police Services.** Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The visibility of police in neighborhoods	5	4	3	2	1	9
02.	The visibility of police in commercial areas	5	4	3	2	1	9
03.	The Village's efforts to prevent crime	5	4	3	2	1	9
04.	How quickly police respond to emergencies	5	4	3	2	1	9
05.	Overall professionalism of Police Department	5	4	3	2	1	9
06.	Overall attitude and behavior of Police Department personnel toward citizens	5	4	3	2	1	9
07.	Enforcement of local traffic laws	5	4	3	2	1	9
08.	Police Department safety education programs	5	4	3	2	1	9
09.	Overall quality of 9-1-1 services	5	4	3	2	1	9
10.	Quality of animal control	5	4	3	2	1	9
11.	Overall competency of Police Department personnel	5	4	3	2	1	9

**6. Which THREE of the police services listed in Question 5 would you recommend receive the MOST EMPHASIS from Village leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 5, or circle "NONE."]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**7. If you have any suggestions to improve the quality of services offered by the Oswego Police Department, please list them below.**

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**8. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

How safe do you feel...	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
1. In commercial and retail areas	4	3	2	1	9
2. Walking alone in your neighborhood after dark	4	3	2	1	9
3. Walking alone in your neighborhood during the day	4	3	2	1	9
4. In Village parks, recreation areas and trails	4	3	2	1	9

**9. During the past 12 months, were you or anyone in your household the victim of any crime in Oswego?**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't know

**10. Village Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of State roads (US 34, US 30, IL 25, IL 31, IL 71)	5	4	3	2	1	9
02. Condition of major Village streets (e.g. Douglas Road, Wolfs Crossing, Mill Road, Boulder Hill Pass, Minkler Road)	5	4	3	2	1	9
03. Condition of streets in your neighborhood	5	4	3	2	1	9
04. Maintenance of street signs and traffic signals	5	4	3	2	1	9
05. Maintenance of Village-owned buildings	5	4	3	2	1	9
06. Traffic flow on major Village streets	5	4	3	2	1	9
07. Pedestrian accessibility	5	4	3	2	1	9
08. Overall cleanliness of streets/other public areas	5	4	3	2	1	9
09. Adequacy of Village street lighting	5	4	3	2	1	9
10. Condition of Village sidewalks	5	4	3	2	1	9
11. Landscaping/trees of public areas along streets	5	4	3	2	1	9
12. Condition of street drainage/water drainage	5	4	3	2	1	9
13. Brush removal program	5	4	3	2	1	9
14. Leaf collection program	5	4	3	2	1	9
15. Snow and ice control program	5	4	3	2	1	9
16. Overall cleanliness of Village streets	5	4	3	2	1	9
17. Water pressure on a typical day	5	4	3	2	1	9
18. Water rates	5	4	3	2	1	9
19. Ease of paying water bill	5	4	3	2	1	9
20. Overall quality of water service	5	4	3	2	1	9

**11. Which THREE of the public works items listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10, or circle "NONE."]**

1st: \_\_\_\_      2nd: \_\_\_\_      3rd: \_\_\_\_      NONE

**12. Trash Service. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash collection services	5	4	3	2	1	9
2. Curbside recycling services	5	4	3	2	1	9
3. Yard waste removal services	5	4	3	2	1	9
4. Bulk item pick-up/removal	5	4	3	2	1	9
5. Amount you are charged for the services	5	4	3	2	1	9
6. Curbside electronics recycling	5	4	3	2	1	9
7. Curbside composting service	5	4	3	2	1	9

**13. Village Communications. Please rate your satisfaction with each of the items below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. The availability of information about Village programs and services	5	4	3	2	1	9
02. Village's efforts to keep you informed about local issues	5	4	3	2	1	9
03. The quality of the Village's social media (e.g. Facebook, Twitter)	5	4	3	2	1	9
04. The quality of the Village's website	5	4	3	2	1	9
05. The quality of <u>GoOswego.org</u> , a community events website	5	4	3	2	1	9
06. The content of the Village's newsletters	5	4	3	2	1	9
07. Click 'n Fix to report maintenance issues (e.g. streetlight outages, pot holes, Code compliance)	5	4	3	2	1	9
08. How well the Village's communications meet your needs	5	4	3	2	1	9
09. Timeliness of information provided by your Village government	5	4	3	2	1	9
10. Level of public involvement in local decision making	5	4	3	2	1	9

**14. Customer Service. Have you contacted the Village with a question, problem, or complaint in the past year?**

\_\_\_\_(1) Yes [Answer Q14a.]      \_\_\_\_ (2) No [Skip to Q15.]

**14a. Please rate your satisfaction with each of the following factors that might influence your perception of the quality of customer service you received from the Village employees.**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy the department was to contact	5	4	3	2	1	9
2. How courteously you were treated	5	4	3	2	1	9
3. Professionalism and knowledge of Village employees who assisted you	5	4	3	2	1	9
4. Overall responsiveness of Village employees to your request or concern	5	4	3	2	1	9
5. How well your issue was handled	5	4	3	2	1	9

**15. What are your primary sources for information about community activities and services? [Check all that apply.]**

- |  |  |
|--|--|
| ____(01) Quarterly Newsletter (Oswego News)    | ____(06) Electronic sign boards                |
| ____(02) <u>Oswegoil.org</u> (website)         | ____(07) Word of mouth                         |
| ____(03) Social media/Facebook                 | ____(08) Local news outlet (e.g. Ledger, WSPY) |
| ____(04) Email alerts                          | ____(09) Public meetings                       |
| ____(05) Signage/printed material from Village | ____(10) Other: _____                          |

**16. Please rate your satisfaction with each of the following events using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Have Not Attended
01.	LUNAFEST	5	4	3	2	1	9
02.	Earth Day Recycling Extravaganza	5	4	3	2	1	9
03.	Wine on the Fox	5	4	3	2	1	9
04.	Oswego Country Market	5	4	3	2	1	9
05.	Movies in the Park	5	4	3	2	1	9
06.	PrairieFest	5	4	3	2	1	9
07.	Independence Day Fireworks	5	4	3	2	1	9
08.	Beats and Eats	5	4	3	2	1	9
09.	Emergency Vehicle Show	5	4	3	2	1	9
10.	Brew at the Bridge	5	4	3	2	1	9
11.	Oswego Literary Fest	5	4	3	2	1	9
12.	Fall Fox Fest	5	4	3	2	1	9
13.	Christmas Walk	5	4	3	2	1	9

**17. If you have not attended an event in the past two years, why not? [Check all that apply.]**

- (1) Didn't know about them     
  (4) Cost was too high     
  (7) Accessibility issues  
 (2) Had scheduling conflicts     
  (5) Location     
  (8) Other: \_\_\_\_\_  
 (3) Not interested in the event     
  (6) Lack of parking

**18. Code Compliance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the maintenance of residential property (exterior of the building itself)	5	4	3	2	1	9
2.	Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
3.	Enforcing the maintenance of business property	5	4	3	2	1	9
4.	Enforcing codes designed to protect public health and safety	5	4	3	2	1	9

**19. Downtown. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Shopping choices	5	4	3	2	1	9
02.	Restaurant choices	5	4	3	2	1	9
03.	Quality of shopping	5	4	3	2	1	9
04.	Availability of parking	5	4	3	2	1	9
05.	Green (outdoor) space	5	4	3	2	1	9
06.	Recreation amenities	5	4	3	2	1	9
07.	Public gathering spaces	5	4	3	2	1	9
08.	Public art	5	4	3	2	1	9
09.	Street lighting	5	4	3	2	1	9
10.	Pedestrian walkways/crossings	5	4	3	2	1	9

**20. What do you leave Oswego to spend money on? [Check all that apply.]**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> (01) Fine dining       | <input type="checkbox"/> (05) Specialty groceries | <input type="checkbox"/> (09) Electronics  |
| <input type="checkbox"/> (02) Casual dining     | <input type="checkbox"/> (06) Vehicles            | <input type="checkbox"/> (10) Other: _____ |
| <input type="checkbox"/> (03) Furniture         | <input type="checkbox"/> (07) General merchandise |  |
| <input type="checkbox"/> (04) General groceries | <input type="checkbox"/> (08) Clothing            |  |

**21. Transportation. Do you regularly use the Kendall Area Transit Program (KAT) bus service?**

- (1) Yes       (2) No, but I am familiar with the program       (3) No, and I'm not familiar with the program

**22. Do you regularly use Metra commuter rail service?       (1) Yes       (2) No**

**Demographics**

**23. Approximately how many years have you lived in the Village of Oswego?**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> (1) Less than 5 years | <input type="checkbox"/> (3) 11-15 years | <input type="checkbox"/> (5) 21-30 years        |
| <input type="checkbox"/> (2) 5-10 years        | <input type="checkbox"/> (4) 16-20 years | <input type="checkbox"/> (6) More than 30 years |

**24. What is your age?**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> (1) Under 25 years | <input type="checkbox"/> (3) 35 to 44 years | <input type="checkbox"/> (5) 55 to 64 years |
| <input type="checkbox"/> (2) 25 to 34 years | <input type="checkbox"/> (4) 45 to 54 years | <input type="checkbox"/> (6) 65+ years      |

**25. Your gender:       (1) Male       (2) Female**

**26. Which of the following best describes your housing situation?       (1) Own       (2) Rent**

**27. Which of the following best describes your race/ethnicity? [Check all that apply.]**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> (1) African American/Black | <input type="checkbox"/> (3) Caucasian/White        | <input type="checkbox"/> (5) Hispanic/Latino |
| <input type="checkbox"/> (2) Native American        | <input type="checkbox"/> (4) Asian/Pacific Islander | <input type="checkbox"/> (6) Other: _____    |

**28. Which of the following best describes your current employment status?**

- |  |  |
|--|--|
| <input type="checkbox"/> (1) Employed in the home/have home-based business                             | <input type="checkbox"/> (3) Student                                 |
| <input type="checkbox"/> (2) Employed outside the home<br>(What is the zip code where you work? _____) | <input type="checkbox"/> (4) Retired                                 |
|  | <input type="checkbox"/> (5) Not currently employed outside the home |

**This concludes the survey. Thank you for your time!**  
 Please return your completed survey in the enclosed postage-paid envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the Village are having problems with Village services. If your address is not correct, please provide the correct information. Thank you.