

**MINUTES OF A COMMITTEE OF THE WHOLE MEETING
OSWEGO VILLAGE PRESIDENT AND BOARD OF TRUSTEES
OSWEGO VILLAGE HALL
100 PARKERS MILL, OSWEGO, ILLINOIS
December 4, 2018**

CALL TO ORDER

President Gail E. Johnson called the meeting to order at 6:00 p.m.

ROLL CALL

Physically Present: President Gail Johnson and Trustees Ryan Kauffman (attended at 6:01 p.m.), Karin McCarthy-Lange, Pam Parr, Luis Perez, Judy Sollinger (attended at 6:02 p.m.) and Joe West. Staff Present: Dan Di Santo, Village Administrator; Christina Burns, AVA/HR Director; Tina Touchette, Village Clerk; Jeff Burgner, Police Chief; Jennifer Hughes, Public Works Director; Rod Zenner, Community Development Director; Corinna Cole, Economic Development Director; Jay Hoover, Building & Zoning Manager; Jenette Sturges, Community Engagement Coordinator-Marketing; and Marron Mahoney, Village Attorney.

CONSIDERATION OF AND POSSIBLE ACTIONS ON-ANY REQUESTS FOR ELECTRONIC PARTICIPATION IN MEETING

There was no one who participated electronically.

PUBLIC FORUM

Public Forum was opened at 6:00 p.m.

Gerald Sternberg addressed the Board regarding snow plowing in his subdivision. He thanked the Board and staff; very good clean-up this time; sidewalks were open.

There was no one else who requested to speak; the Public Forum was closed at 6:01 p.m.

OLD BUSINESS

There was no Old Business.

NEW BUSINESS

F.1. Presentation of 2018 Community Survey Results

Assistant Village Administrator Burns addressed the Board regarding the 2018 community survey results. The Village contracted with ETC Institute to conduct the second bi-annual community survey. Jason Morado, of ETC Institute, attended to present the results:

Purpose

- To objectively assess citizen satisfaction with the delivery of Village services
- To help determine priorities for the community
- To measure trends from the 2016 survey
- To compare Oswego's performance with other communities regionally and nationally

Methodology

- Survey Description
 - Six-page survey; included most of the same questions asked in 2016
 - 2nd community survey administered for the Village
- Method of Administration
 - By mail, online and phone to randomly selected sample of households in the Village
 - Each survey took approximately 15-20 minutes to complete

- Sample size
 - Goal number of surveys= 500
 - Goal far exceeded; 662 completed surveys
 - Demographics of survey respondents accurately reflects the actual population of the Village
- Confidence level= 95%
- Margin of error= +/- 3.8% overall

Bottom Line Up Front

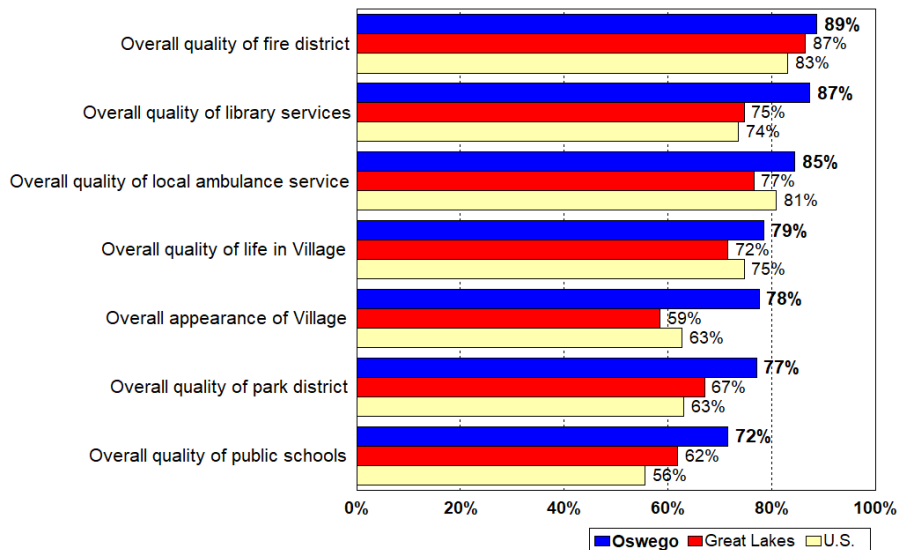
- Residents have a very positive perception of the Village
 - 88% rated Oswego as an excellent or good place to live and raise children
- Satisfaction ratings are similar to 2016
- Overall satisfaction with Village services is much higher in Oswego than other communities
 - The Village rated above the U.S. Average in 47 of 57 areas, and above the Regional Average in 46 of 57 areas that were compared
 - The Village rated 17% above the U.S. Average and 13% above the Regional Average in the Overall Quality of City Services
 - The Village rated 26% above the U.S. and the Regional Average in Customer Service from City Employees
- Top community priorities for over the next 2 years
 - Overall management of Village finances
 - Overall flow of traffic and congestion management

Major Findings

- Residents have a very positive perception of the Village
 - Q.1: How respondent would rate the Village
 - Most residents feel Oswego is an excellent or good place to live and raise children
 - Q.2: Satisfaction with items that influence perceptions of the Village
 - Most areas received high satisfaction ratings
 - Q.3: Overall satisfaction with Village services by major category
 - More than an 8-1 ratio of residents are satisfied (67% vs. 8%)
 - Q.8: Feeling of safety in various situations
 - Residents feel safe
- Satisfaction with Village services is much higher in Oswego than in other Villages

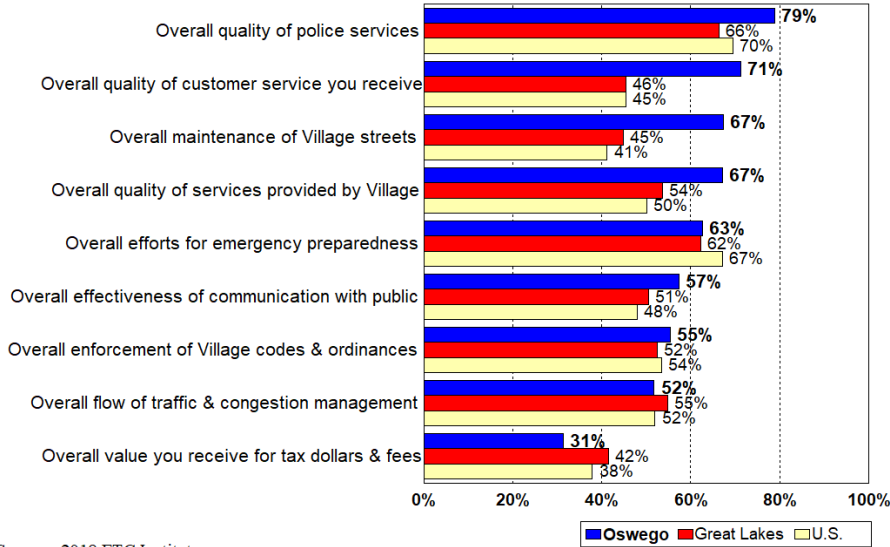
**Overall Perceptions of the Village
Oswego vs. Great Lakes Region vs. the U.S**

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)



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

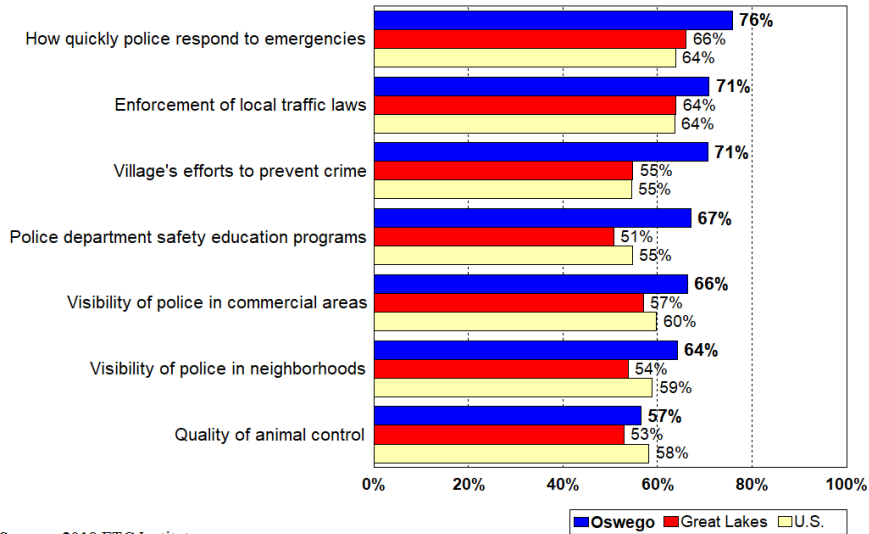
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

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

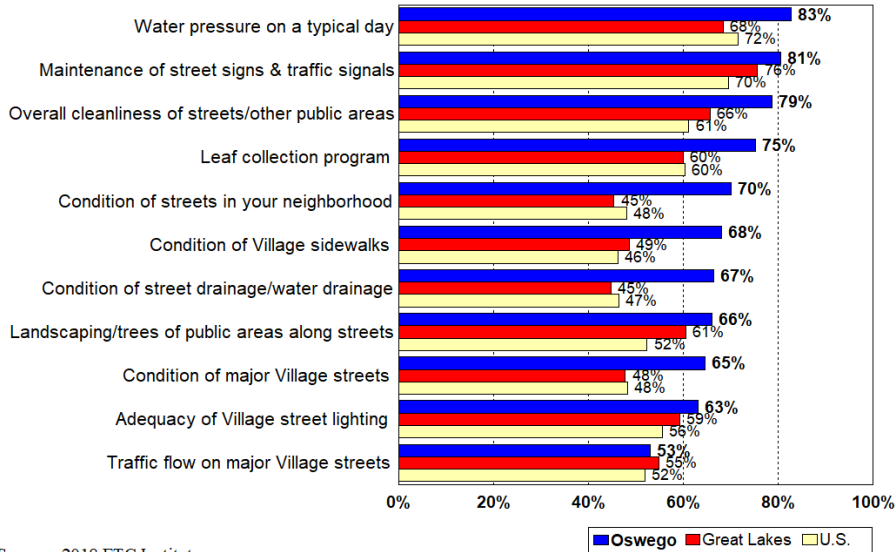
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

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

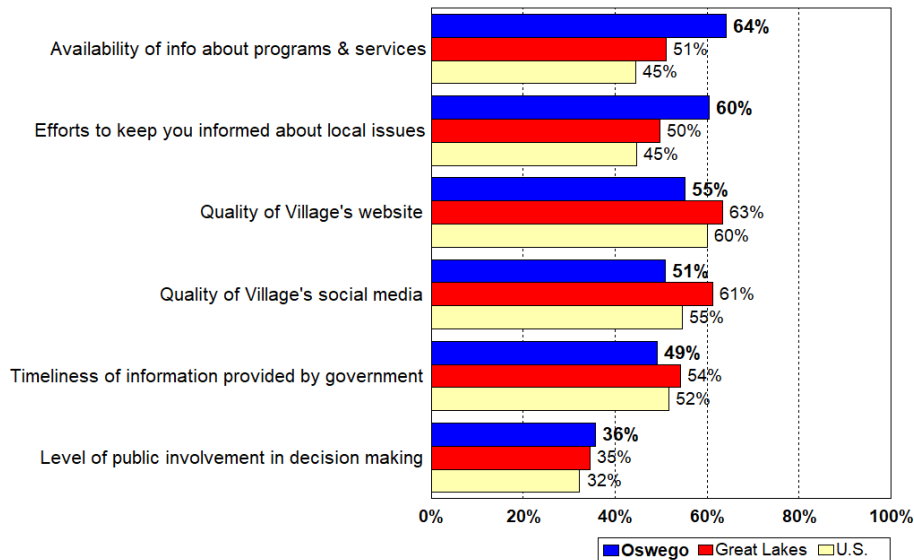
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

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

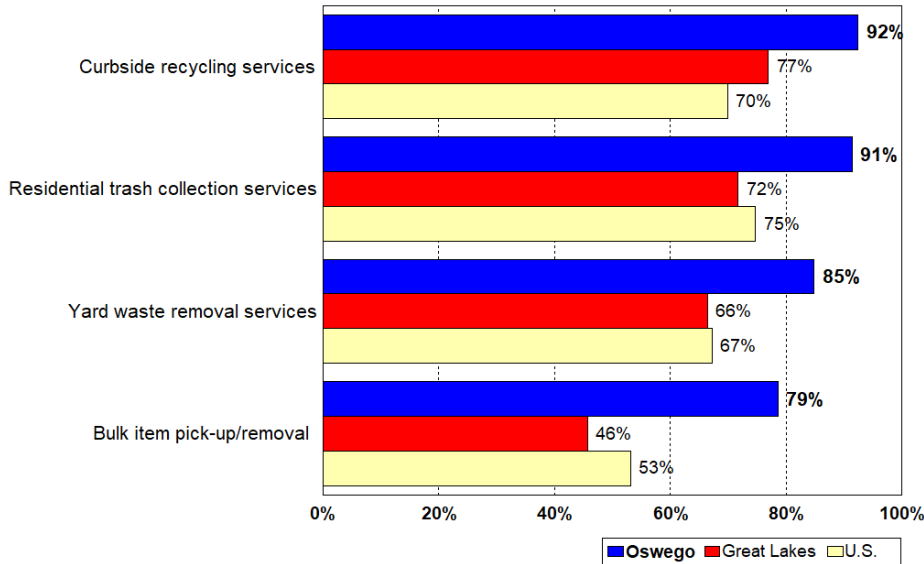
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

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

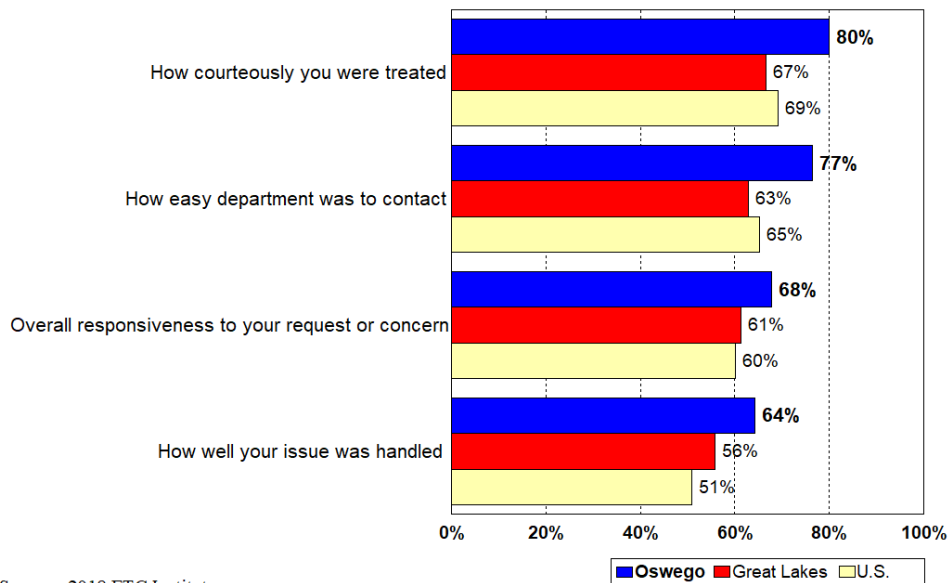
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

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)



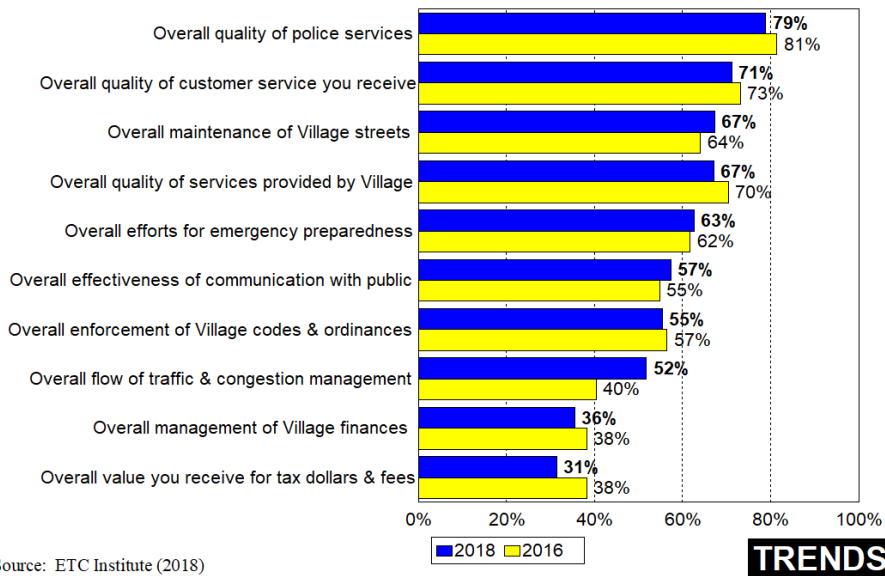
Source: 2018 ETC Institute

Major Findings- continued

- Satisfaction ratings are similar to 2016
 - Trends
 - Notable increases in satisfaction since 2016
 - ✓ Condition of State roads (+17%)
 - ✓ Availability of parking downtown (+12%)
 - ✓ Overall flow of traffic & congestion management (+11%)
 - ✓ Shopping choices (+11%)
 - ✓ Quality of shopping (+9%)
 - ✓ Restaurant choices (+8%)
 - Notable decreases in satisfaction since 2016
 - ✓ Curbside electronics recycling (-10%)
 - ✓ Visibility of police in neighborhoods (-9%)
 - ✓ Click ‘n Fix to report maintenance issues (-9%)
 - ✓ Bulk item pick-up/removal (-7%)
 - ✓ Visibility of police in commercial areas (-7%)
 - ✓ Amount charged for trash services (-7%)

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)

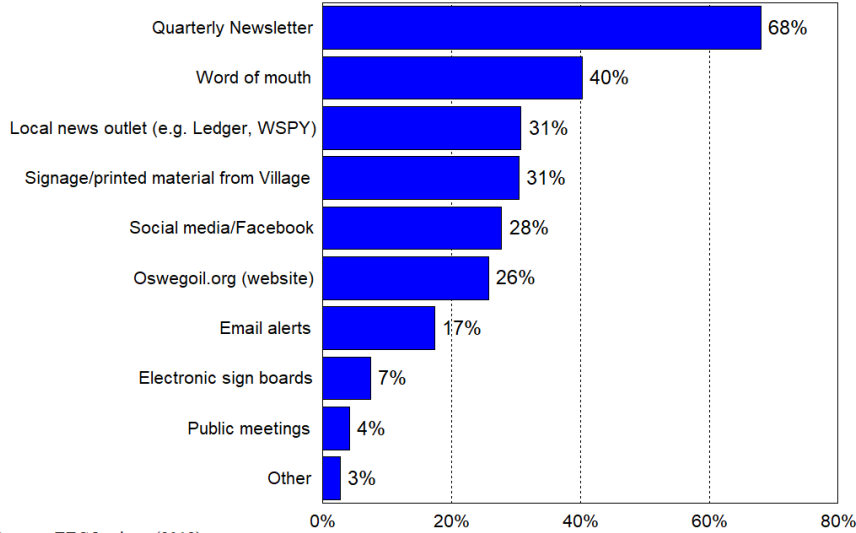


- Top Community Priorities
 - Overall
 - Overall value that you receive for your Village tax and fees
 - Overall management of Village finances
 - Overall flow of traffic and congestion management in the Village
 - Police
 - Visibility of police in neighborhoods
 - Village’s efforts to prevent crime
 - Maintenance/Public Works
 - Water rates
 - Traffic flow on major Village streets

Other Findings

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

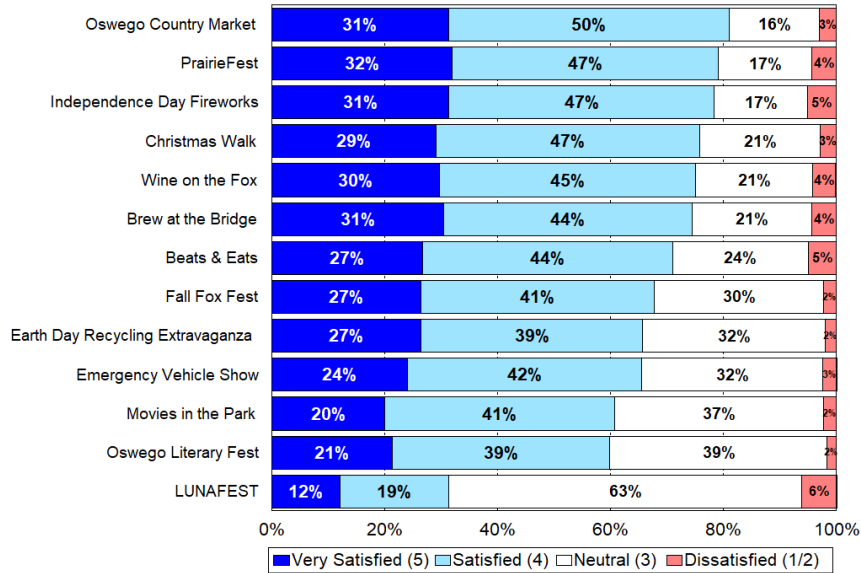
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Q16-2. Satisfaction with Special Events

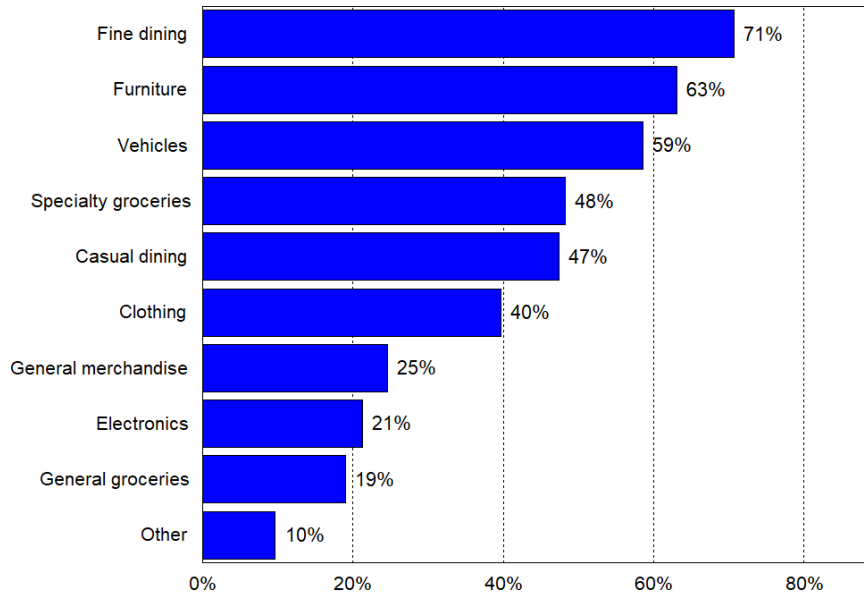
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

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

by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Summary

- Residents have a very positive perception of the Village
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Overall, responses trended slightly lower than the previous survey on most topics but were still higher than the national and regional benchmarks. The goal is to continue to complete the Community Survey every two years and benchmark progress in key areas. Maps of the location of respondents and citizen satisfaction were provided in the PowerPoint.

Board and staff discussion focused on decrease in satisfaction with the Route 71 construction and congestion in 2016; transportation options are not broken out further; GIS maps; need to move forward with Metra; Kendall area transit stats; 11.5% commute to work on Metra; 19% regularly use Metra service; ETC is great to work with; strategic plan and priorities scheduled for discussion at a Committee of the Whole meeting in January. Let Assistant Village Administrator Burns know of any priority projects ahead of time. There was no further discussion.

CLOSED SESSION

There was no Closed Session held.

ADJOURNMENT

The Committee of the Whole meeting adjourned at 6:27 p.m.

Tina Touchette
Village Clerk