



Informational Item

2020 Resident Satisfaction Survey Results



BACKGROUND

- Surveys provide us with valuable information on perceptions of our service delivery
- Village conducted resident surveys online from 2011 to 2016
- Partnered with the National Research Center to conduct the National Citizen Survey in 2017
- Conducted in-house in 2020 to conserve costs

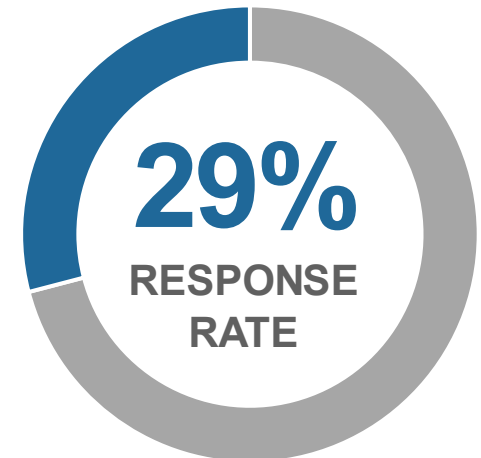




METHOD

- Survey mailings started in Sept.
- Administered to 1,500 homes
- Postcard, Survey sent twice
- Respond online or by mail

436
RESPONSES





SURVEY TOPICS

- Quality of Life
- Government Operations
- Department Services
- Communications & Customer Service
- Demographics



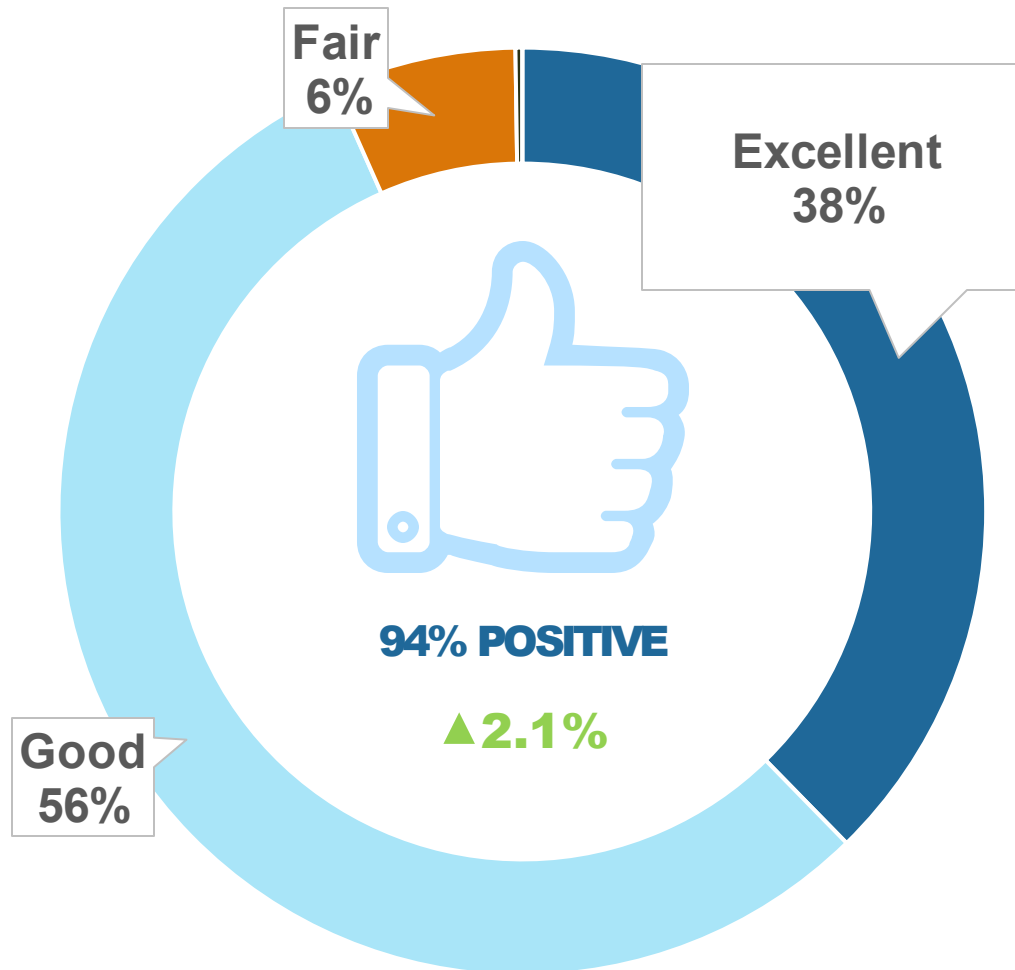


“POSITIVE RATING”

COMBINES TOP RATED CATEGORIES, SUCH
AS “EXCELLENT” AND “GOOD”



QUALITY OF LIFE



OVERALL QUALITY OF LIFE



QUALITY OF LIFE

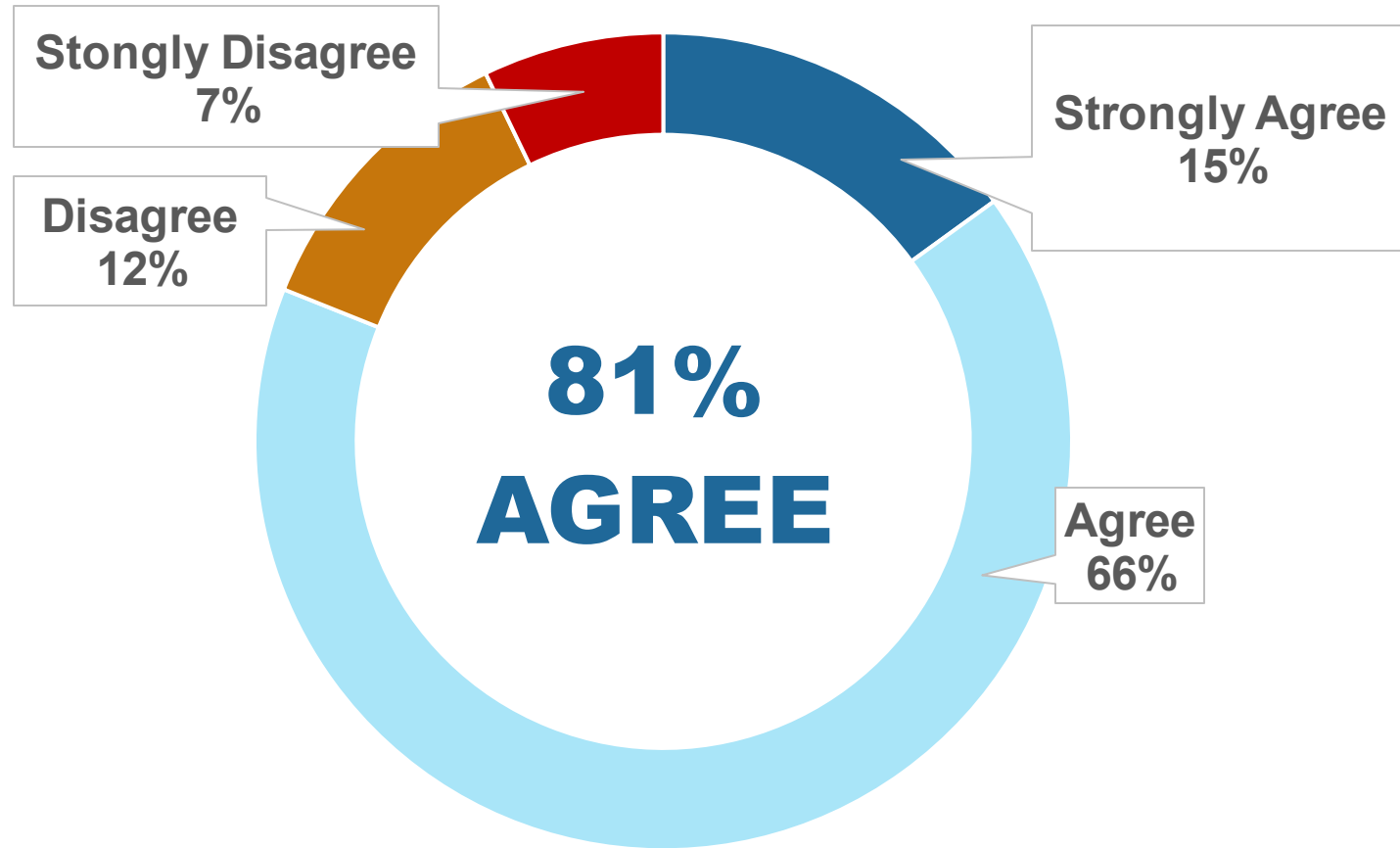
MOST IMPORTANT ASPECTS OF LIVING IN LITH

#1	SOCIAL ENVIRONMENT
#2	HOUSING
#3	LOCAL RETAIL & SERVICES
#4	HEALTHCARE
#5	NATURAL ENVIRONMENT & POLLUTION

#6	EDUCATION & SCHOOLS
#7	SAFETY / CRIME
#8	TAXES & THE POLITICAL ENVIRONMENT
#9	PUBLIC SERVICES & TRANSPORTATION
#10	RECREATION & THE CULTURAL ENVIRONMENT



GOVERNMENT OPERATIONS



I am pleased with the overall direction the Village is taking.



GOVERNMENT OPERATIONS



I am pleased with the overall performance of the Village Board.



I believe the Village's local government does a good job running local government for the benefit of all people.



I feel informed about the decisions made by the local governing body about our community.



I believe the Village's operations are appropriately transparent.

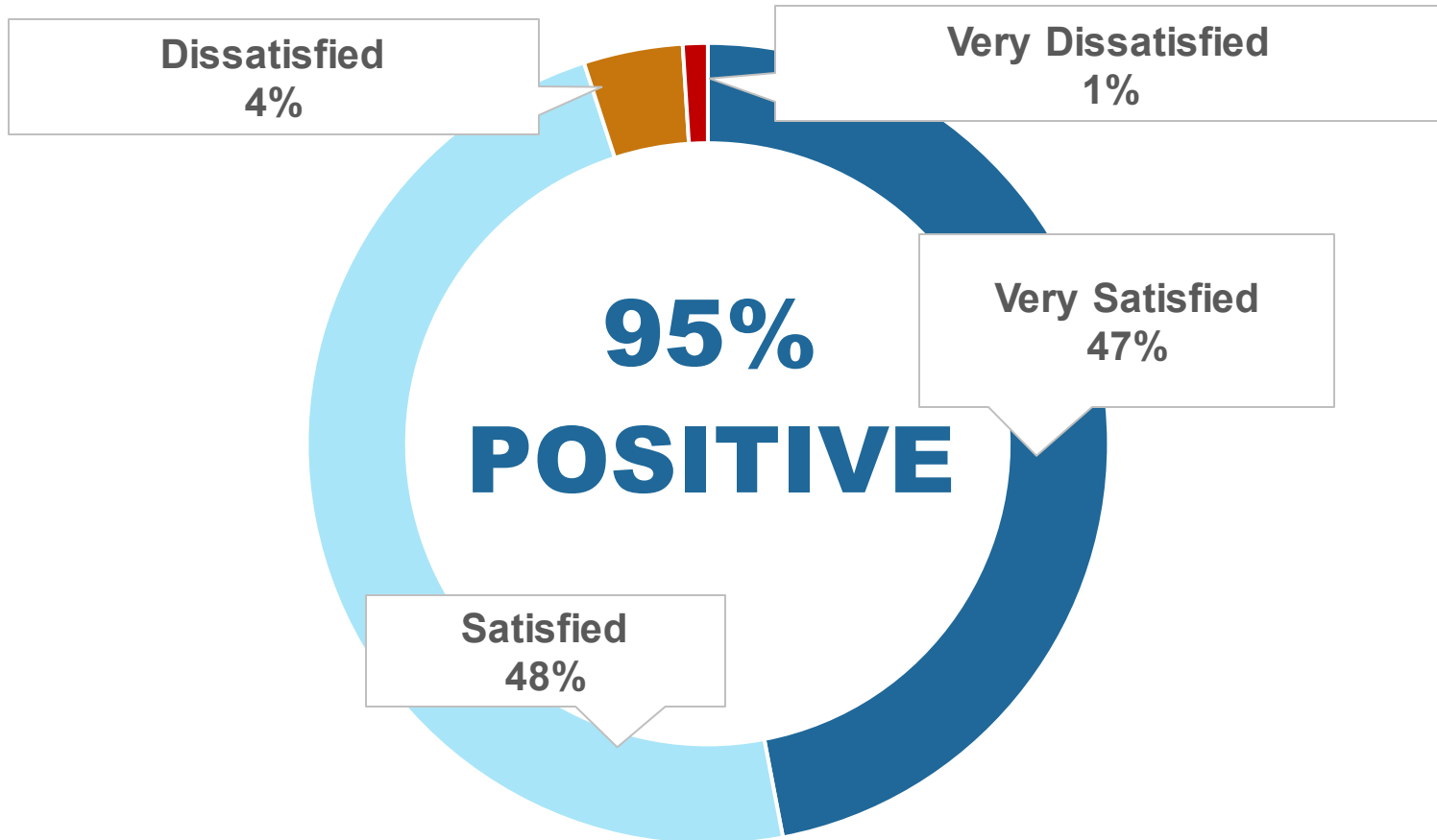


I feel involved in the decision making process for our community.



DEPARTMENT SERVICES – POLICE

OVERALL QUALITY OF POLICE SERVICES





DEPARTMENT SERVICES – POLICE

OTHER POSITIVE HIGHLIGHTS

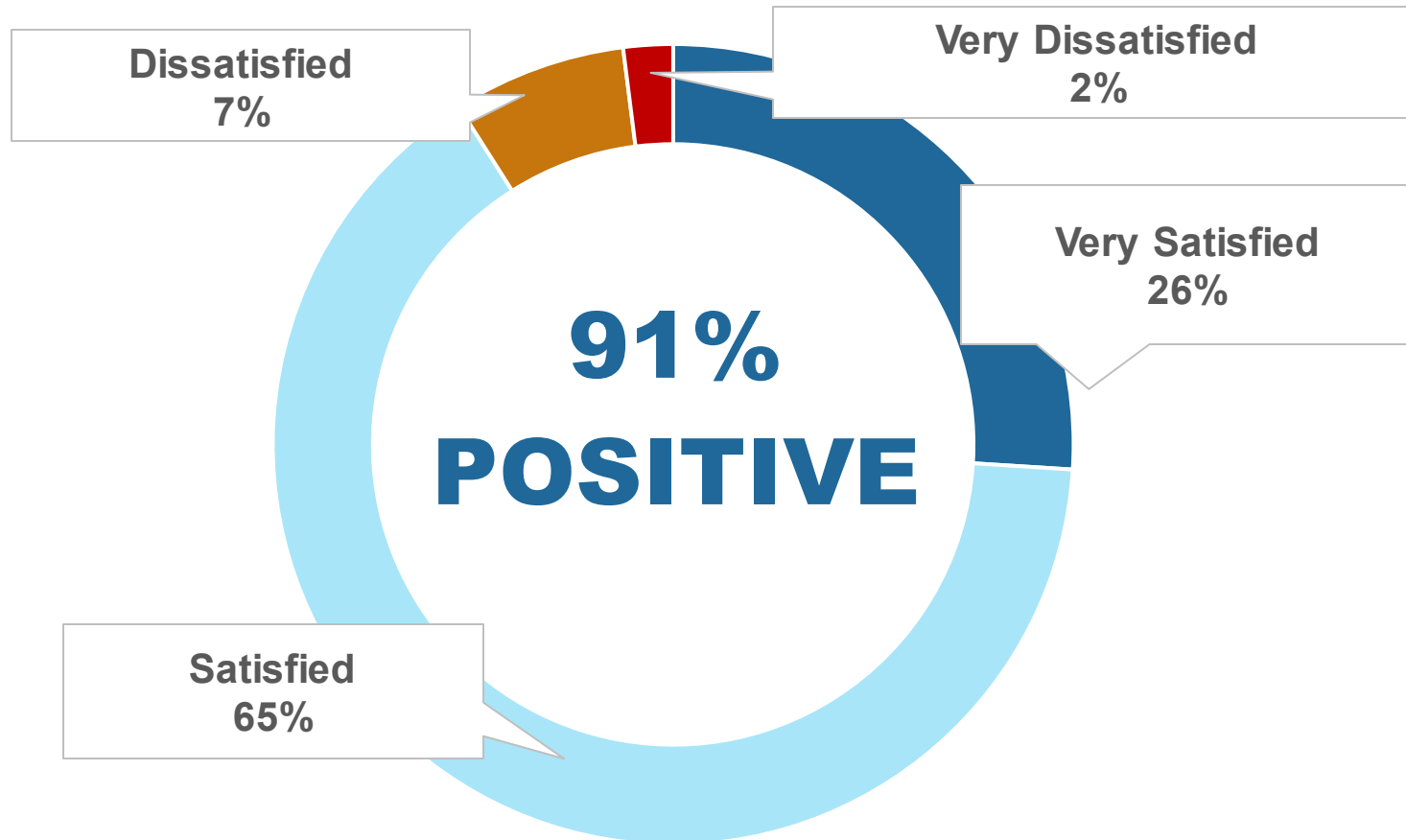
- + **Police Visibility in Residential Areas**
- + **Police Visibility in Retail Areas**
- + **Public Safety Education**
- + **Crime Prevention**
- + **Emergency Response Time**
- + **Enforcement of Local Traffic Laws**





DEPARTMENT SERVICES – PUBLIC WORKS

OVERALL QUALITY OF PUBLIC WORKS SERVICES





DEPARTMENT SERVICES – PUBLIC WORKS



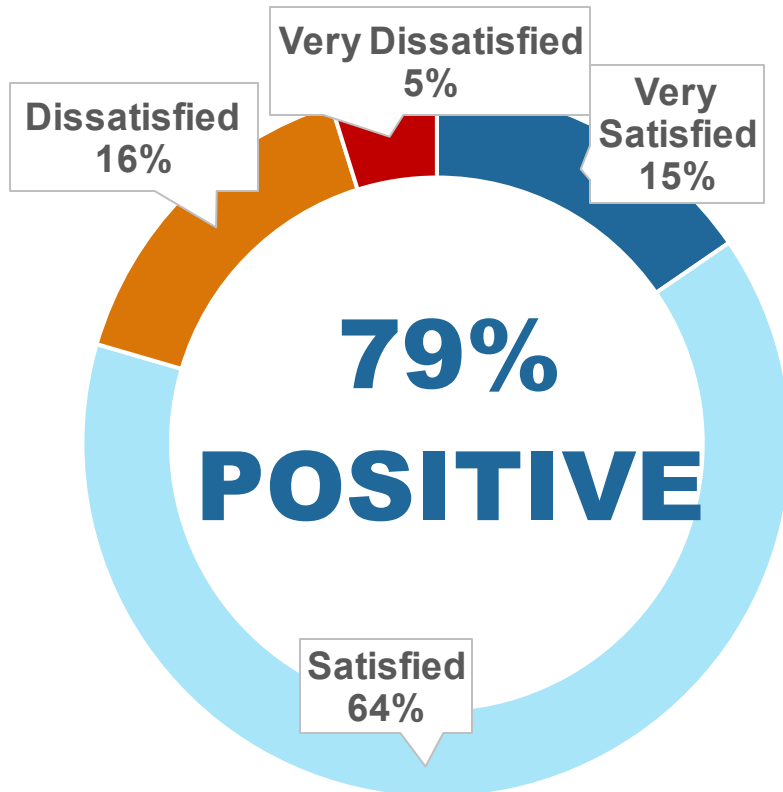
OTHER POSITIVE HIGHLIGHTS

- + **Streets & Sidewalks Maintenance**
- + **Building Maintenance**
- + **Stormwater Runoff Management**
- + **Snow and Ice Removal**
- + **Care of Parkway Trees**
- + **Pickup of trash, recycling, and landscape waste**
- + **Water quality**

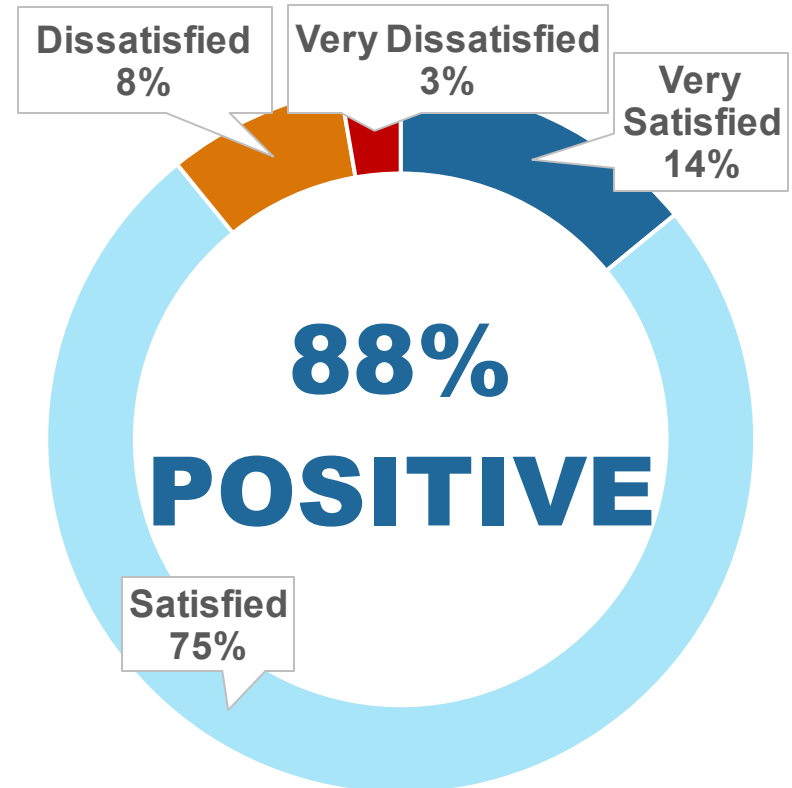


DEPARTMENT SERVICES – COMMUNITY DEVELOPMENT

OVERALL CODE ENFORCEMENT



BUILDING AND INSPECTIONS SERVICES





DEPARTMENT SERVICES – COMMUNITY DEVELOPMENT

OTHER CODE ENFORCEMENT HIGHLIGHTS

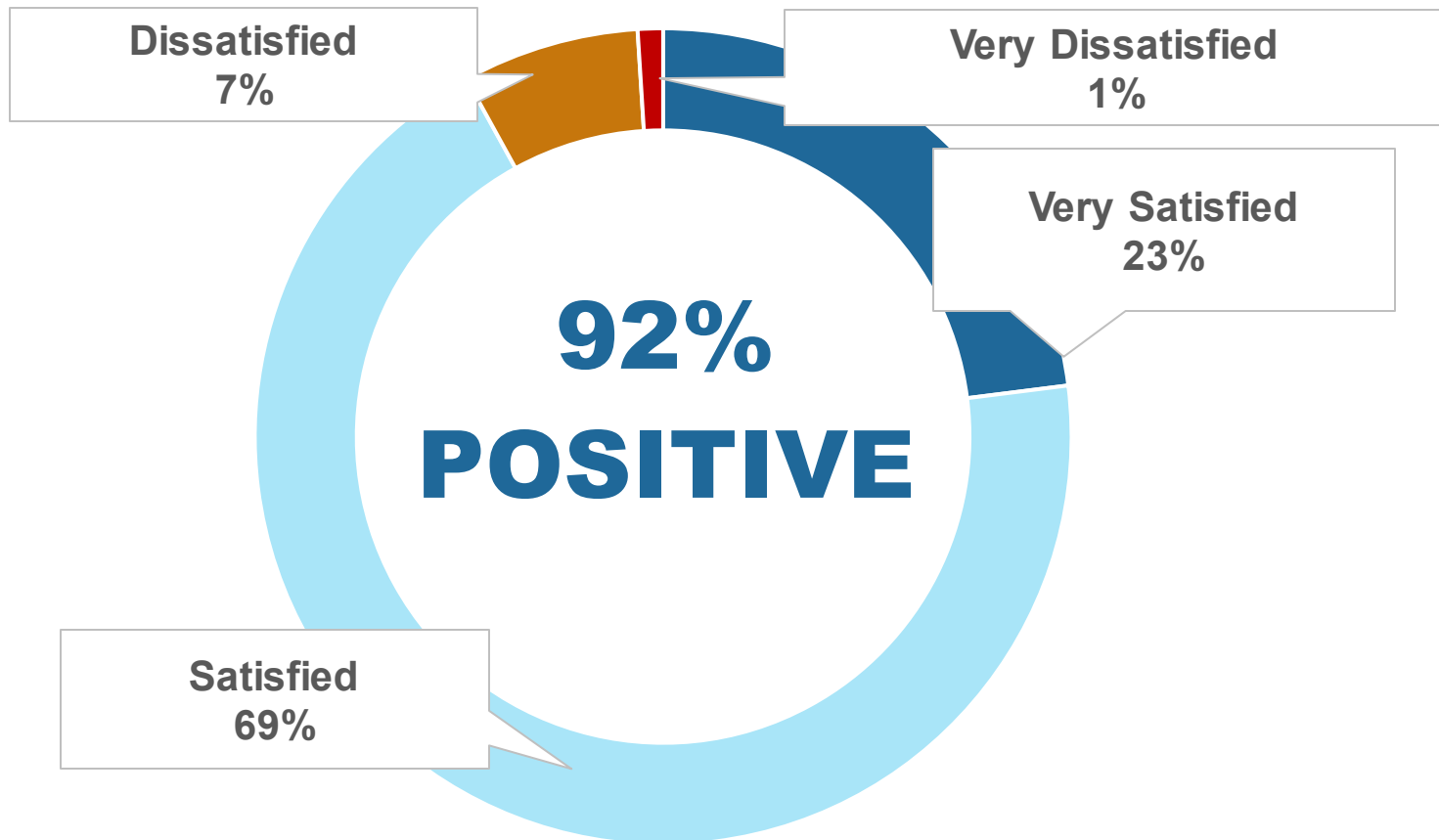
- + Cleanup of litter and debris on private property
- + Mowing and trimming of lawns
- + Maintenance of the exterior of buildings
- + Snow removal on sidewalks
- + Removal of temporary and illegally placed signs
- + Out-of-season storage of boats, trailers, & RVs





DEPARTMENT SERVICES – RECREATION

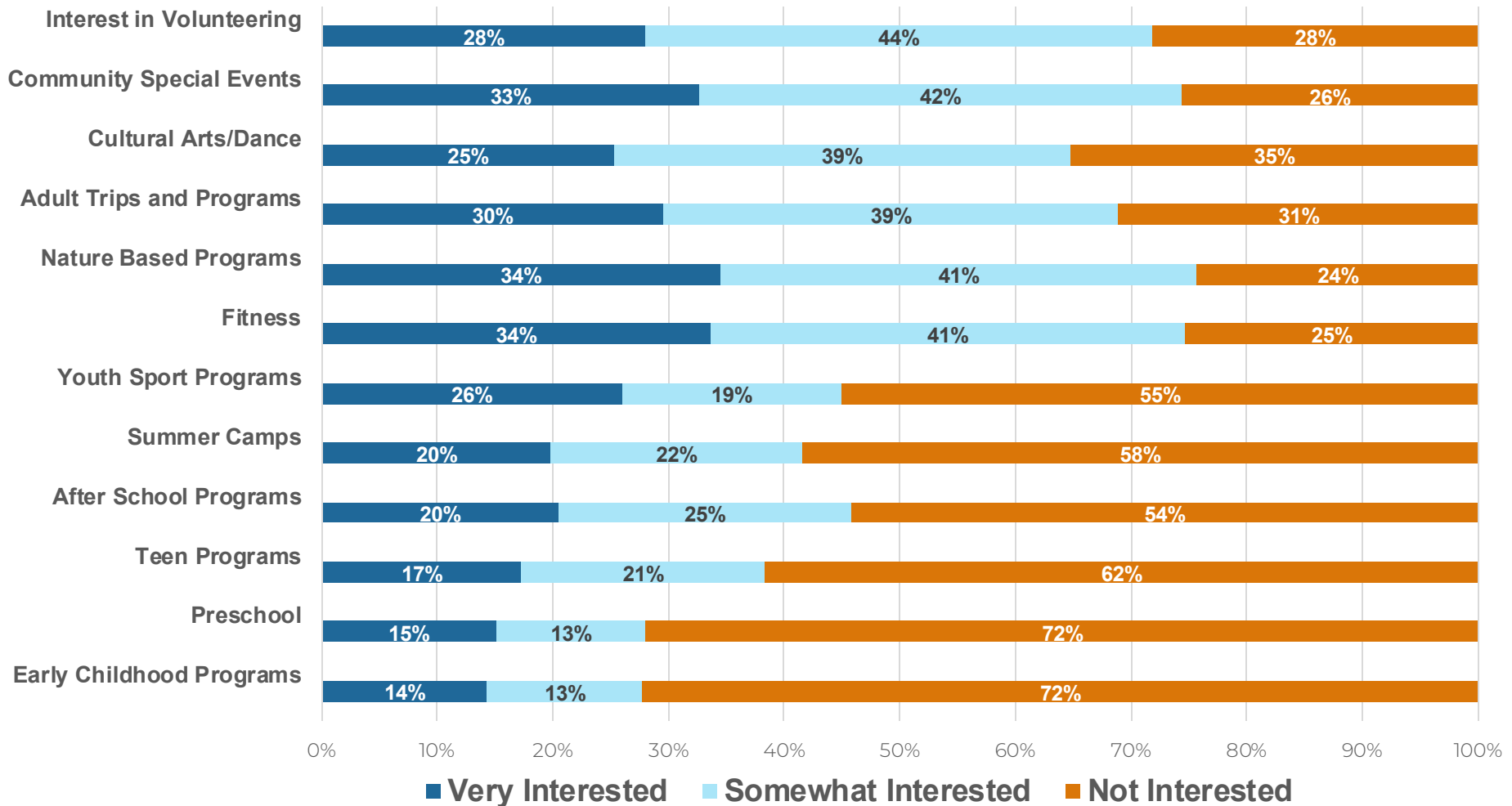
OVERALL QUALITY OF RECREATION PROGRAMS





DEPARTMENT SERVICES – RECREATION

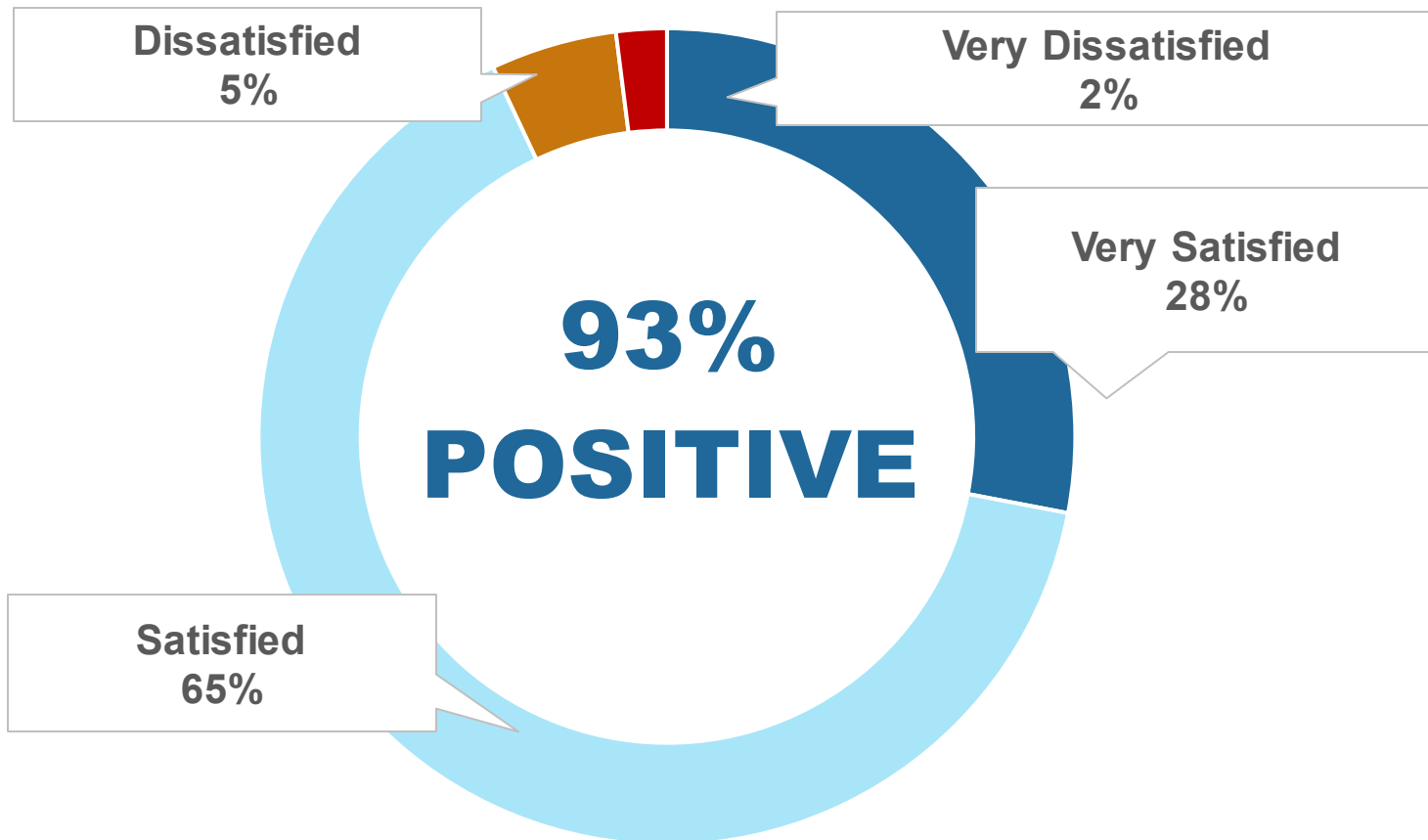
LEVEL OF INTEREST BY PROGRAM





CUSTOMER SERVICE

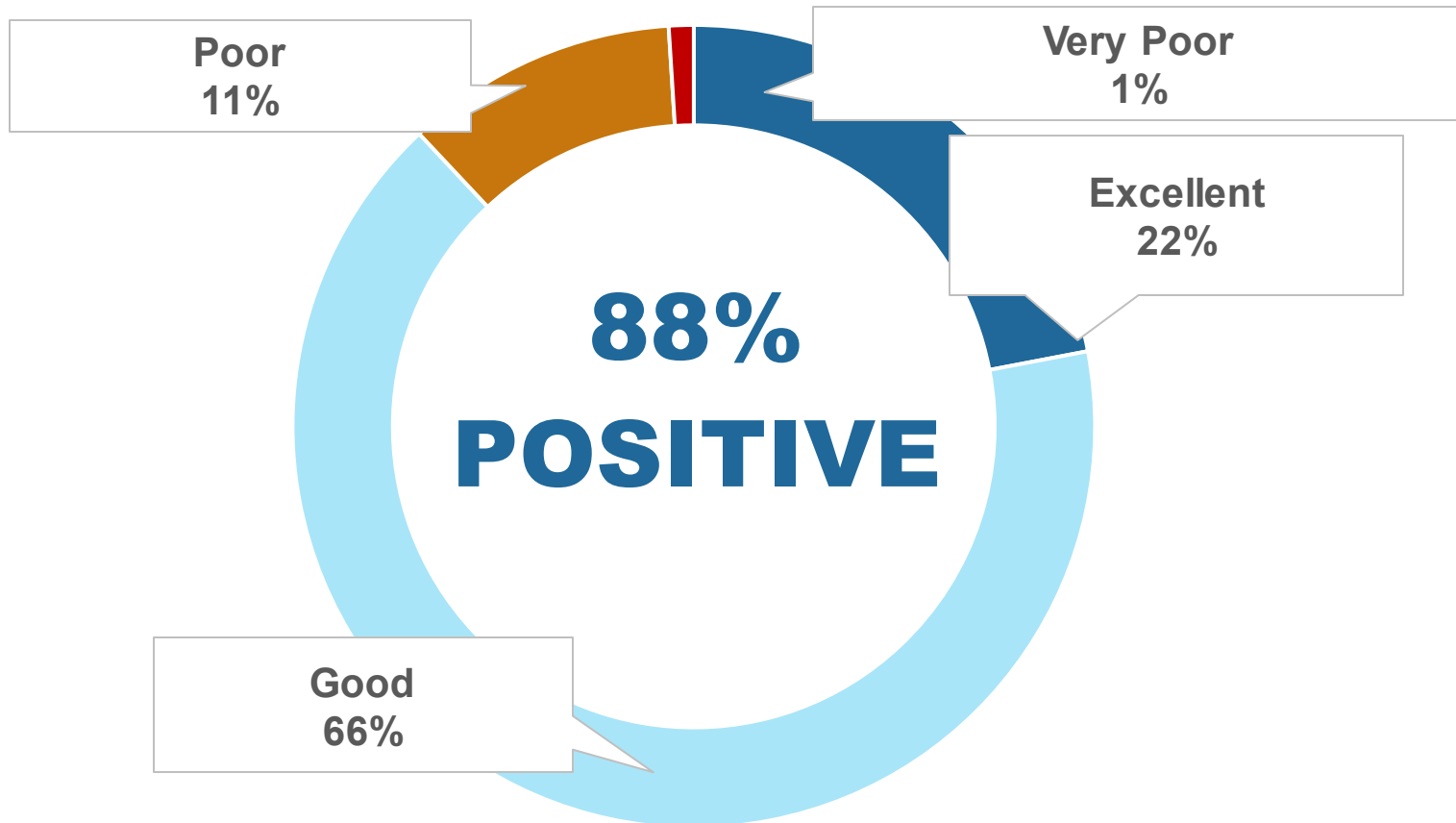
OVERALL CUSTOMER SERVICE





COMMUNICATIONS

OVERALL EFFECTIVENESS OF VILLAGE COMMUNICATIONS



TAKEAWAY #1

Residents are happy to live in Lake in the Hills.



TAKEAWAY #2

Residents are confident
in Village services
and operations.



TAKEAWAY #3

There is an opportunity to engage and involve residents in government operations.



TAKEAWAY #4

The social environment is important to residents.



NEXT STEPS

- Staff will finalize benchmark and demographic comparisons
- Departments use data to inform decisions on processes and programs
- Survey again in 2-3 years





QUESTIONS?