THE VILLAGE OF
ALGONQUIN
ILLINOIS

Algonquin Community Survey 2014
Report of Results

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Background

This report consists of the results from the third annual Algonquin Community Survey which was conducted in 2014. Goals of the survey were to acquire community input on Village programs and services, provide public education on the same, evaluate public services, and to establish a baseline for future evaluation and analysis.

Project Summary

In September 2014, the Algonquin Community Survey was sent to randomly selected households in the community. Village staff was responsible for designing, administering, tabulating, and reporting the results of the Algonquin Community Survey. All Village department heads were given an opportunity to review draft versions of the survey and make suggestions on changes to be made. Every year, the Algonquin Community Survey instrument is reviewed and evaluated to determine any necessary modifications in the survey format needed to accurately capture resident opinions.

The three-page survey was mailed to 1,500 randomly selected residents on September 18, 2014. Residents were given 22 days to complete and return the survey. During the fall months of 2014, staff entered raw data into Microsoft Excel. Following entry into Excel, data was analyzed and various cross-tabulations were performed. Cross-tabulations allow users the ability to "drill down" within the results to see how certain segments of the population responded. For example, results can be broken down by age, gender, location of household, and length of residency. This information is useful in identifying underlying trends.

Sample

This survey included a random sample of 1,500 residents. The Village's water/sewer utility billing database and listing of all multi-family residential units were used to generate this sample.

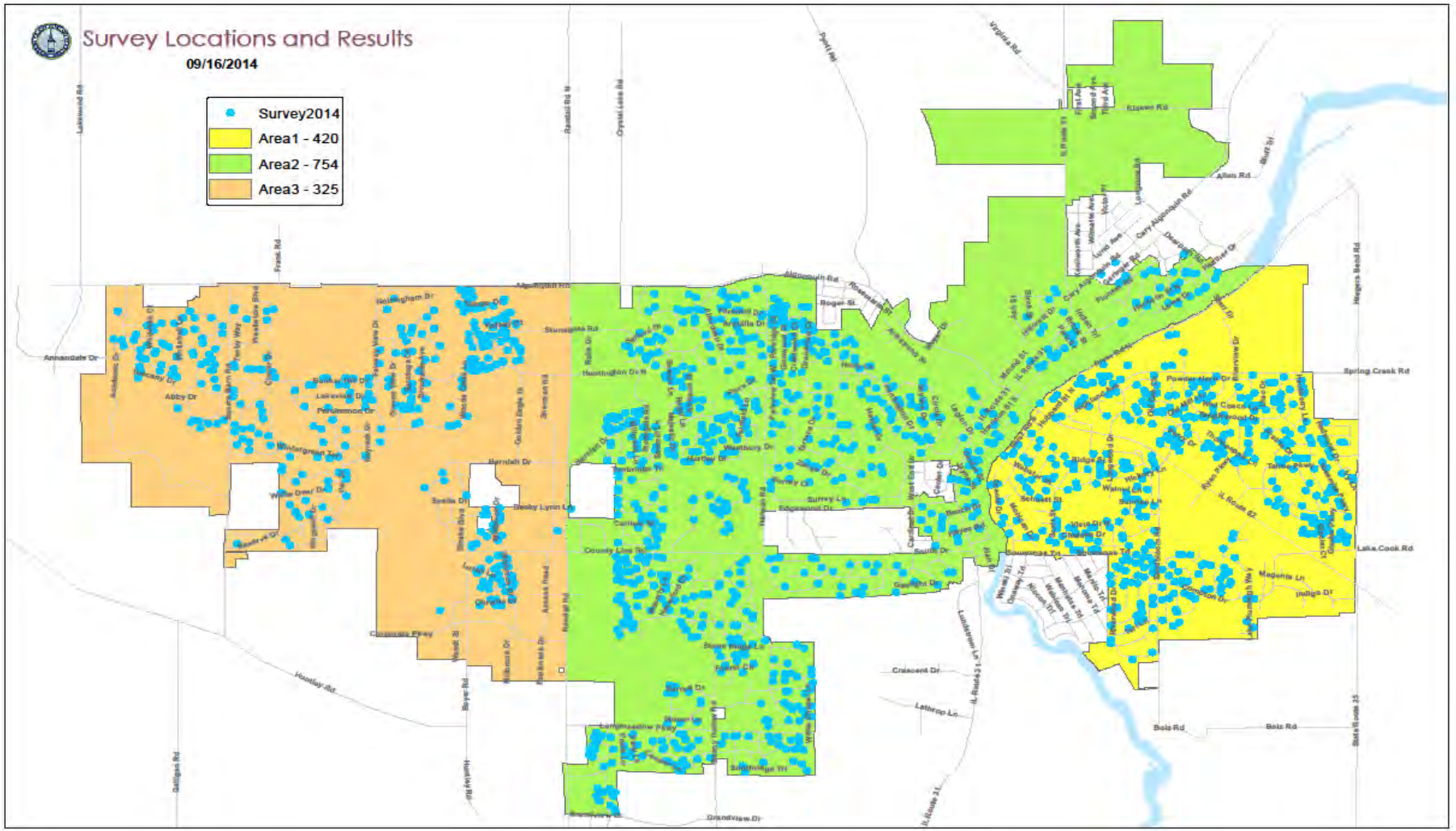
Margin of Error

The Algonquin Community Survey was conducted with a 90% confidence level and a margin of error of 5%, plus or minus. Based on the survey responses received, 90% of the time the results of a survey should differ by not more than 5% in either direction from what would have been obtained by surveying all residents in Algonquin's population base.

Report

This report summarizes the results for each question in the survey and reports on any variances in attitude or perception where significant among demographic subgroups. This survey also reports year-to-year comparisons to help identify trends and changes.

Sample Distribution and Response Rate



Of the 1,500 surveys distributed, 345 were returned for a 23% overall response rate. Further delineating response rate by geography, residents East of the Fox River had a 23.8% response rate, residents west of the Fox River and east of Randall Road had a 23.9% response rate, and residents west of Randall Road had a 17.5% response rate. A total of eight respondents did not indicate in what area of Algonquin they resided.

Executive Summary

Quality of Life

The Village of Algonquin earns its reputation as the "Gem of the Fox River Valley" by providing quality services and amenities to the community. This category asks residents to evaluate the overall quality and image of Algonquin, as well as Algonquin as a place to live, work, and play. **Overall, 94.2% of Village residents describe Algonquin as being either an Excellent (31.8%) or Good (62.4%) place to live.** In addition, 81.6% of Village residents believe Algonquin rates Excellent (23.4%) or Good (58.1%) when compared to other communities in the area.

Overall, the top quality of life measures in the Village rated Excellent or Good by residents include: Algonquin as a place to live (94.2%); your neighborhood as a place to live (92.4%); Algonquin as a place to raise children (90.9%); and shopping opportunities (88.2%). Some areas of concern include Traffic flow on major streets, ease of car travel in Algonquin, and employment opportunities. These measures had a higher proportion of Poor ratings by residents when compared to the other quality of life measures.

Public Safety

Ensuring public safety is one of the most important charges of municipal government. The results of the Algonquin Community Survey indicate the vast majority of Algonquin residents feel safe in their neighborhoods. **Overall, 97.3% of residents feel either Very Safe or Somewhat Safe in their neighborhood during the day, while 87.1% feel either Very Safe or Somewhat Safe in their neighborhood after dark**. Approximately 94.4% of respondents reported that no one in their household was a victim of any crime in Algonquin during the past 12 months.

Police and public safety services provided by the Village were rated high quality with 85.2% of respondents rating overall police services as either Excellent or Good.

Public Works/Infrastructure

Residents were asked to rate the quality of Public Works and infrastructure-related services in Algonquin. **Overall, 79.6% of respondents rated overall public works services as either Excellent or Good.** Public property maintenance, stormwater drainage, urban forestry, and sewer services were rated as some of the highest quality Village services. Drinking water is one area of concern as 12.1% of respondents rated this area being Poor quality. Additionally, residents were asked to rate the level of importance of certain Village services. Snow/ice removal, drinking water, street maintenance, and sewer services rank highest in importance among all Village services in the Public Works/Infrastructure category.

The Village of Algonquin has 256 miles of municipality-owned and maintained streets, 22 park sites, 165 miles of water mains, and 137 miles of sanitary sewer.

Parks/Recreation

Parks and recreational services add to the high quality of life that Algonquin residents enjoy. **Overall, 91.5% of residents rated the maintenance of Village parks as either Excellent (28.0%) or Good (63.5%).** Additionally, quality of Village parks was rated high with 89.8% as Excellent or Good, as was the preservation of natural areas with 85.1% of respondents rating these locations as Excellent or Good. Recreation facilities and programs are another area of concern with 8.3% and 5.4% of respondents rating these categories Poor in overall quality, respectively.

The Village of Algonquin owns and maintains all parks within the Village limits. Algonquin Recreation provides programing activities and special events at these parks and other facilities, including Historic Village Hall and the Lions-Armstrong Memorial Pool. Certain portions of Algonquin are also served by the Dundee Township Park District and the Huntley Park District.

Community Development

The Community Development Department is responsible for planning/zoning, building permitting, economic development, and code enforcement. **Overall, 67.1% of respondents rated overall community development services as either Excellent or Good.** When asked to what extent run-down buildings, weed lots, or junk vehicles are a problem, 72.5% of respondents indicated either not a problem or a minor problem. Two areas of concern include ease/efficiency of obtaining permits and economic development which received Poor quality ratings of 4.2% and 6.0%, respectively.

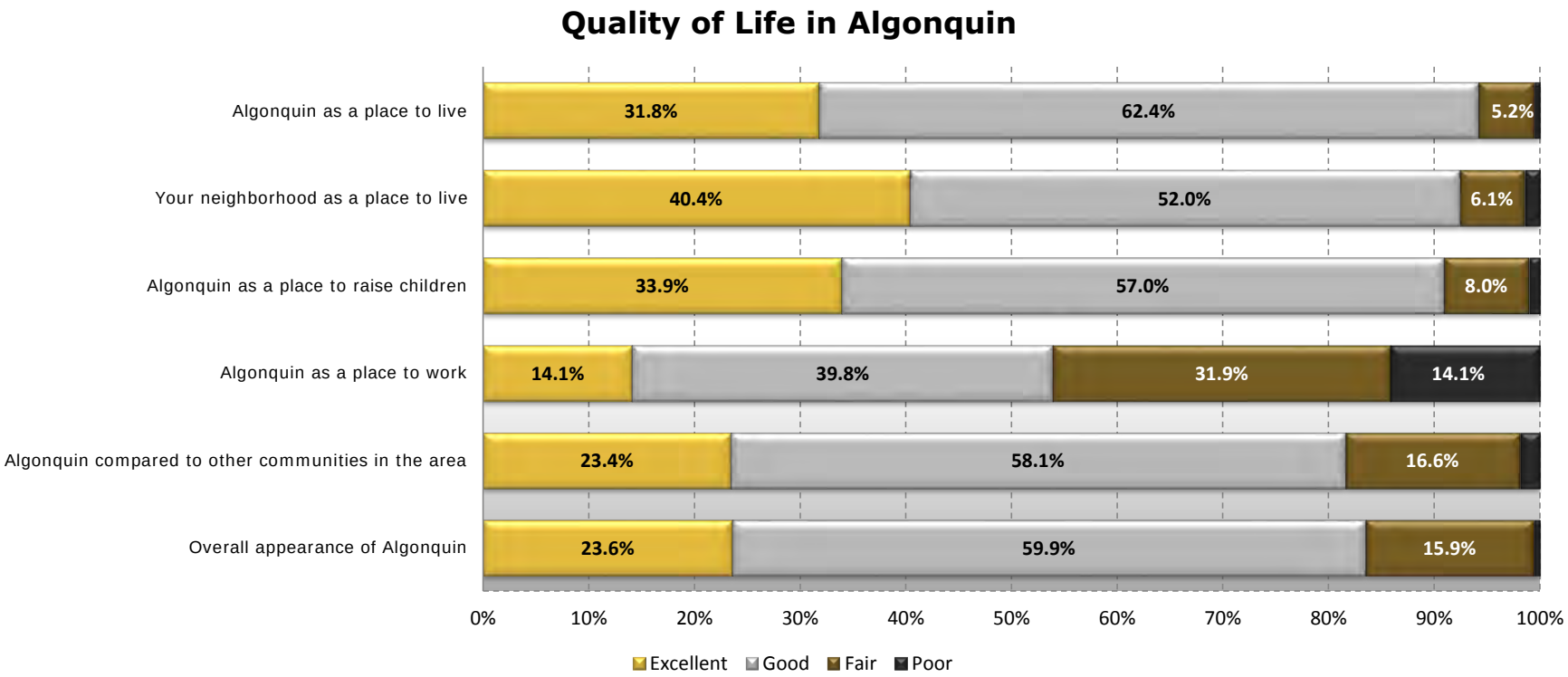
In Fiscal Year 13/14, the Community Development Department issued 2,467 building permits, conducted 4,562 building inspections, and performed 3,982 property maintenance inspections.

General Services

This section of the Algonquin Community Survey asked respondents to evaluate services and programs ranging from the Village newsletter to promoting the Village to attract visitors. **Overall, 82.0% of respondents rated overall general services as either Excellent or Good.** Ease of water billing services, Algonquin e-News, recycling, online payment options, and the Village newsletter were among the Village services receiving the highest ratings in this area. Promoting the Village to attract visitors is an area of concern with 16.3% of respondents rating this category Poor.

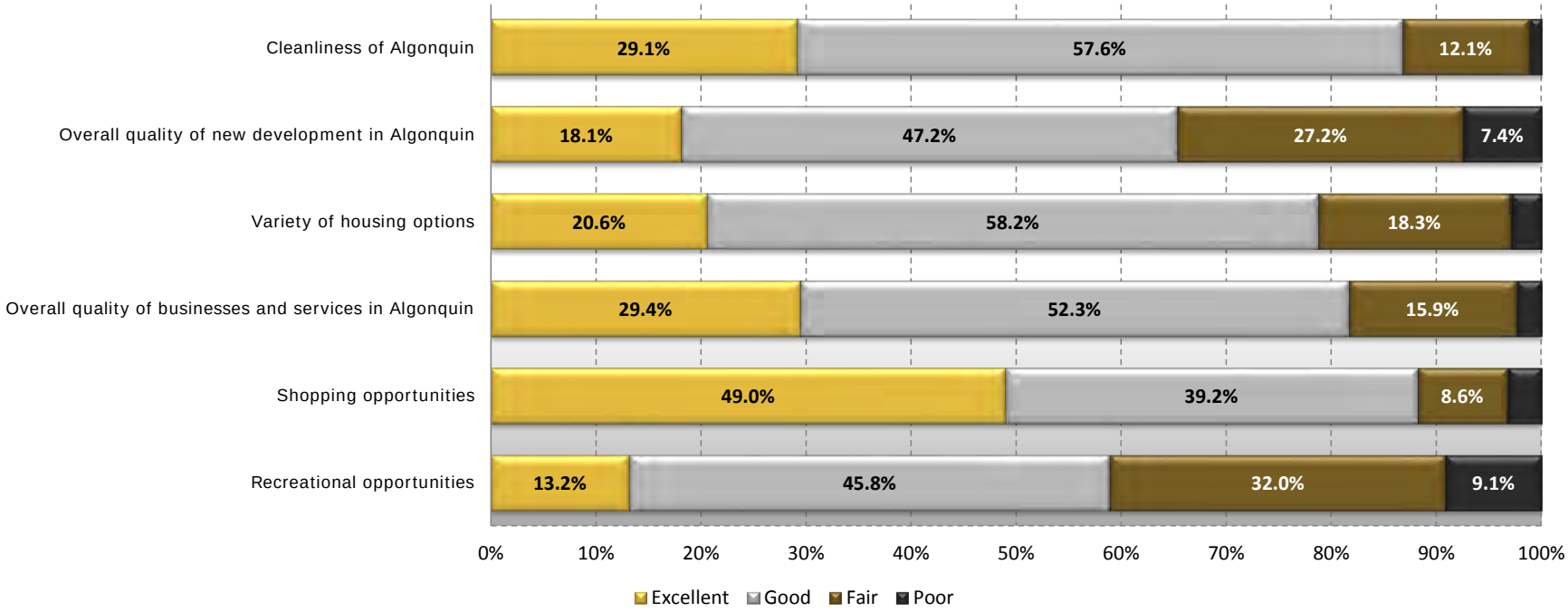
Customer Service

Overall, employee interaction was rated overwhelmingly Excellent or good in all four evaluation categories: knowledgeable (89.2%), responsive (86.9%), and courteous (87.8%). When evaluated overall, ratings of Excellent or Good were received 87.0% of the time.



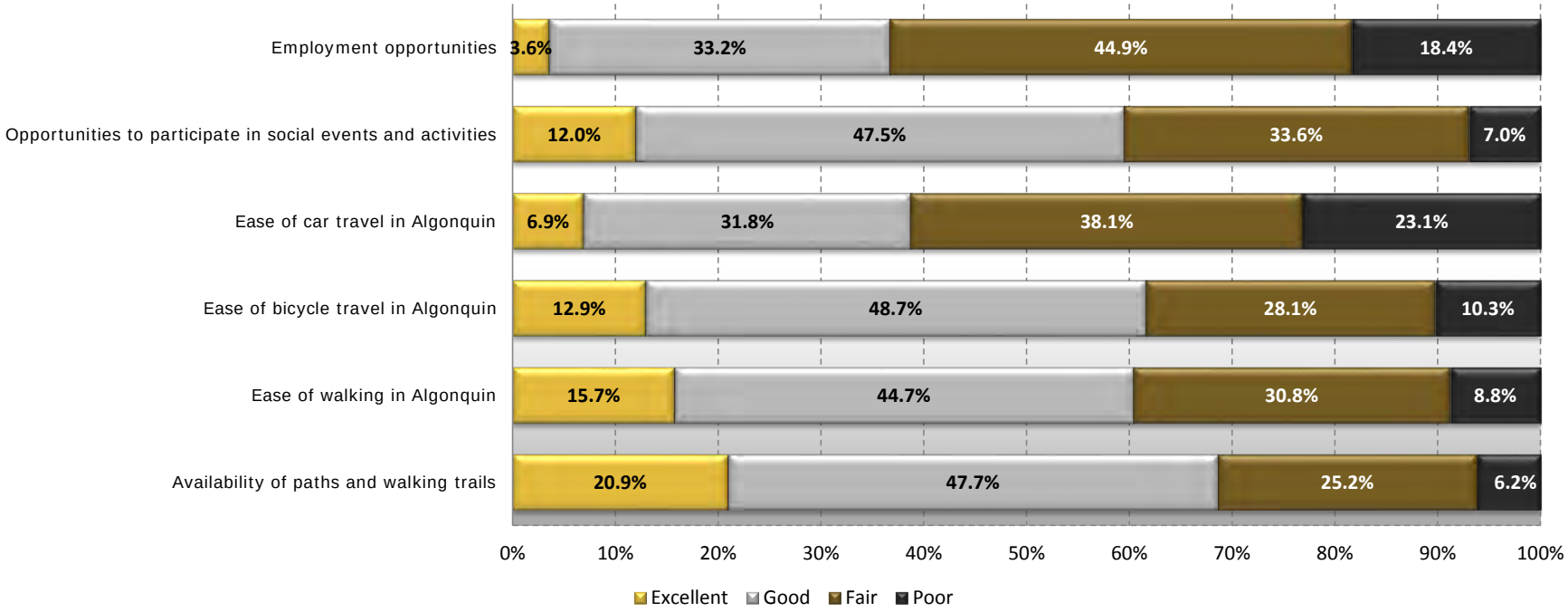
The above chart illustrates the first of four charts that quantify perceptions of quality of life in Algonquin. **94.2% of respondents rated Algonquin as a place to live as either Excellent or Good.** Similar ratings were received for your neighborhood as a place to live and Algonquin as a place to raise children. An area of concern is Algonquin as a place to work which only 53.9% of the respondents indicated a high rating (Excellent or Good). Also worthwhile noting, 81.5% of respondents rated Algonquin compared to other communities in the area as either Excellent or Good.

Quality of Life in Algonquin - Part 2



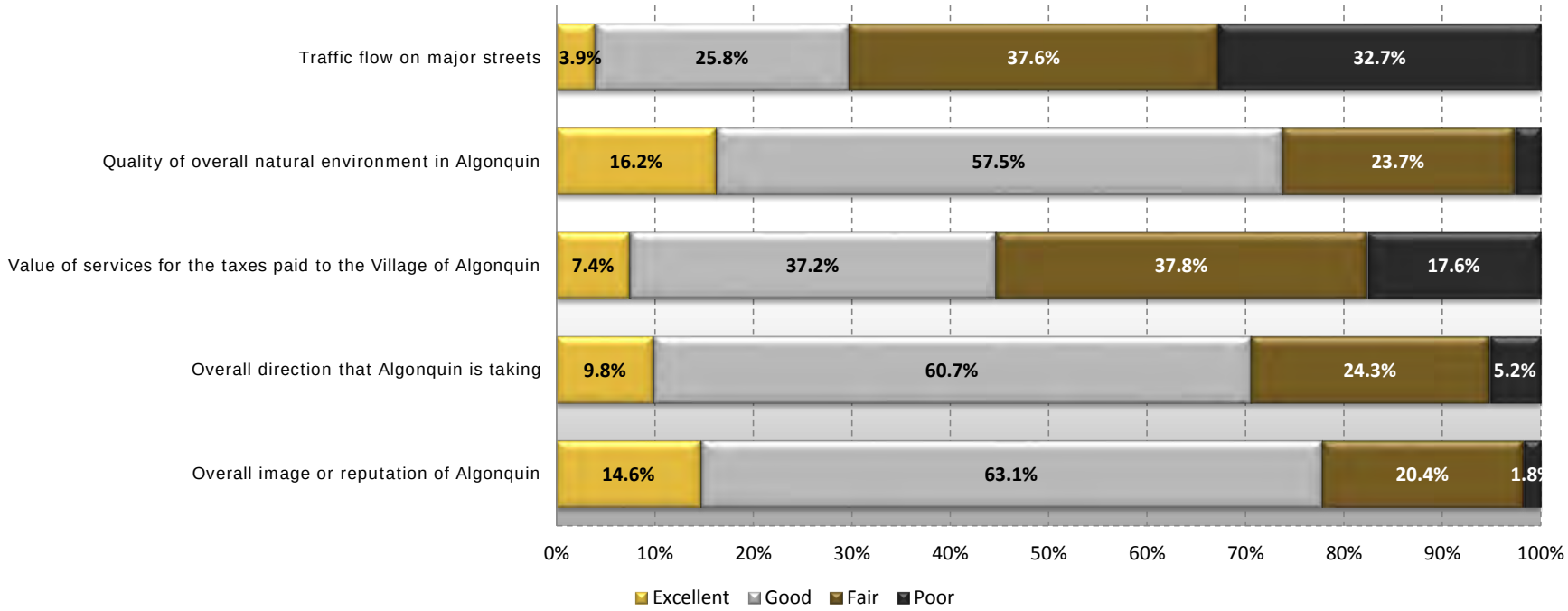
The above chart illustrates the second of four charts that quantify perceptions of quality of life in Algonquin. **88.2% of respondents rated shopping opportunities as either Excellent or Good.** Variety of housing options was rated similarly and also showed the largest increase in the high range (Excellent or Good) of 1.9%. An area of concern is recreational opportunities which 59.0% rated as either Excellent or Good. Additionally, it is important to note that the overall quality of new development decreased by 1.5%. Village staff will continue to monitor this concern.

Quality of Life in Algonquin - Part 3



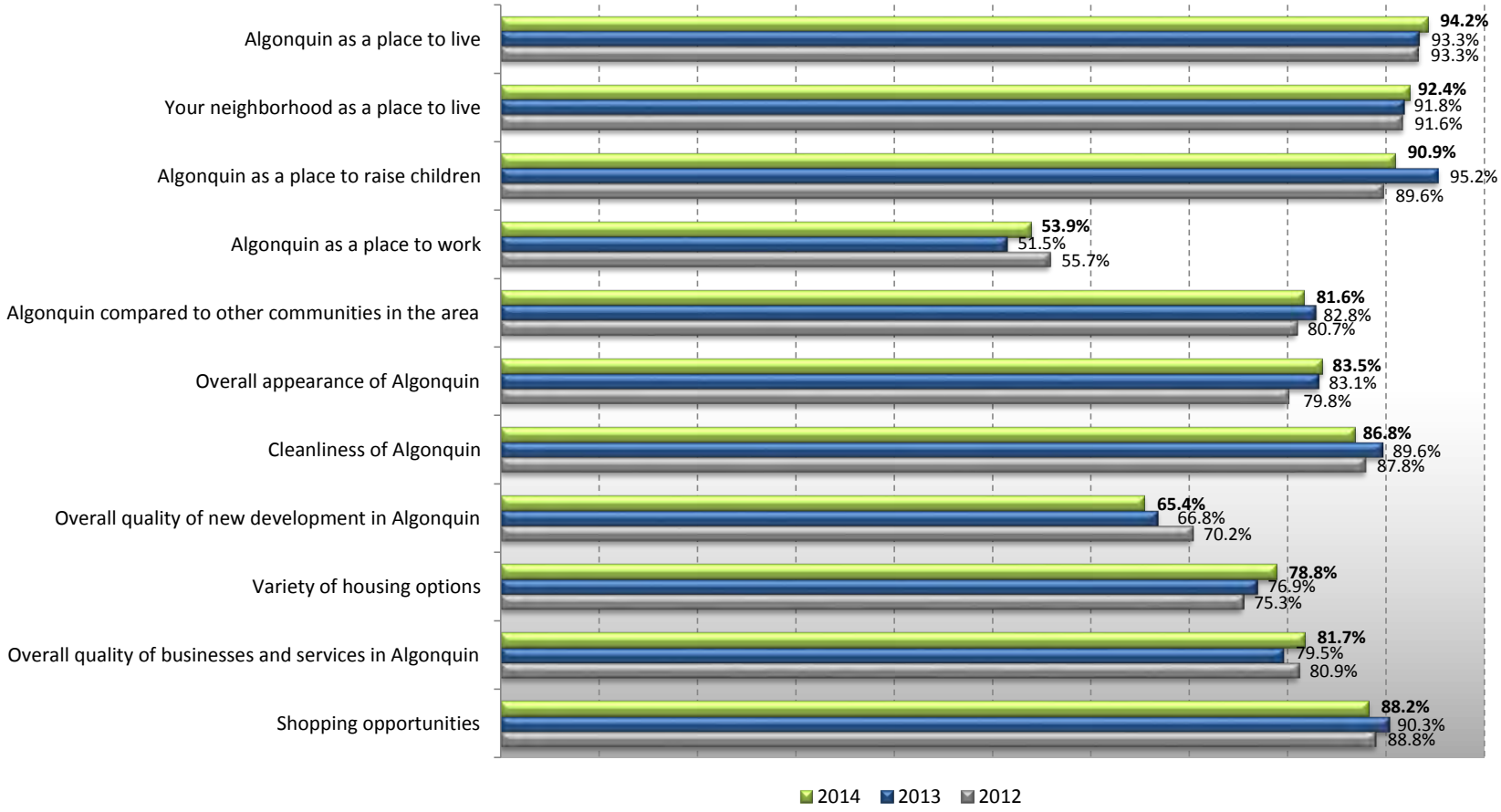
The above chart illustrates the third of four charts that quantify perceptions of quality of life in Algonquin. 68.6% of respondents rated availability of paths and walking trails as either Excellent or Good. Additionally, this category increased in high (Excellent or Good) ratings the most by 1.5%. The two areas of concern from the previous year, ease of car travel and employment opportunities, showed the most significant increase in the Excellent or Good range of 7.0% and 7.4% respectively.

Quality of Life in Algonquin - Part 4

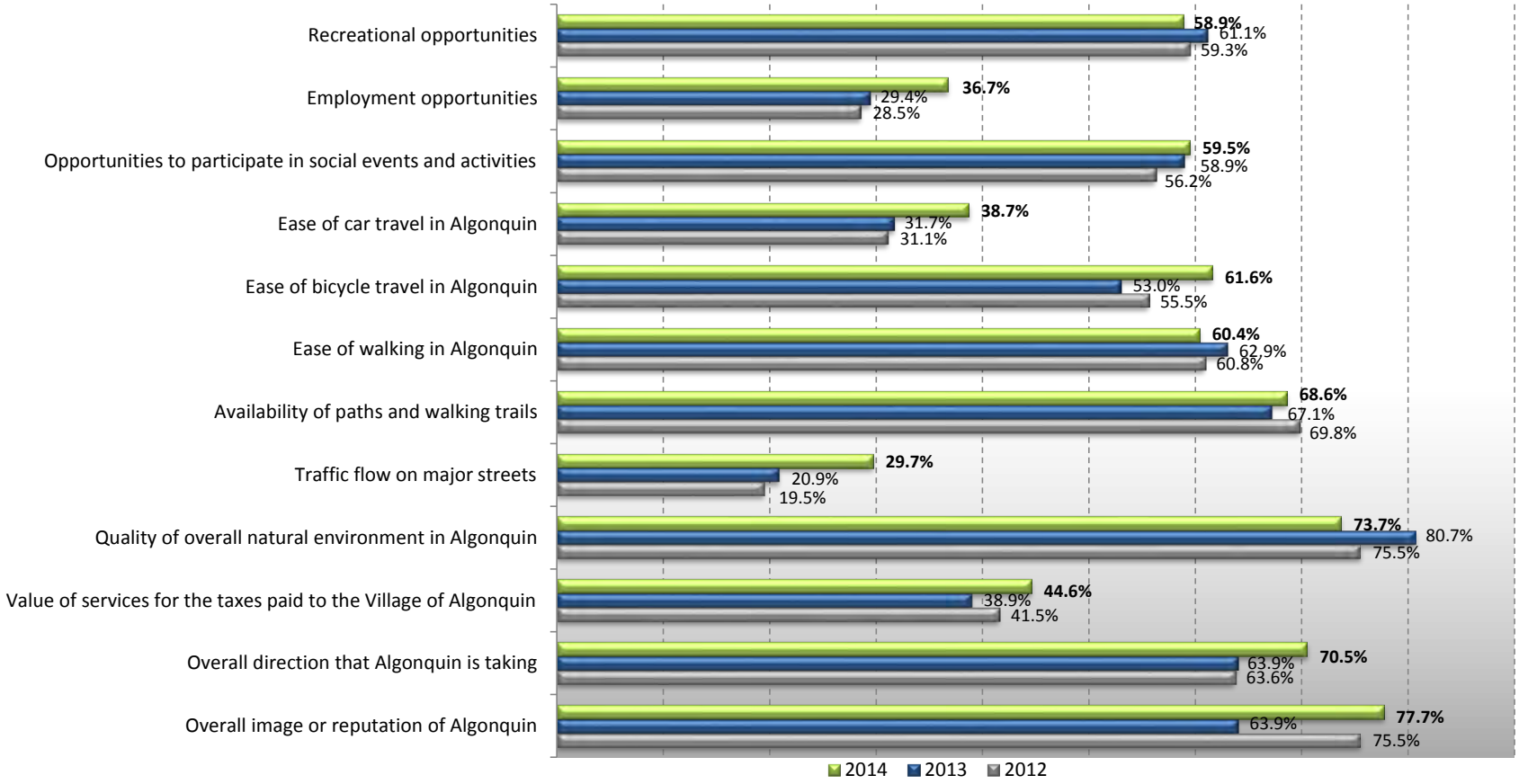


The above chart illustrates the last of four charts that quantify perceptions of quality of life in Algonquin. 77.7% of respondents rated the overall image or reputation of Algonquin as either Excellent or Good. Traffic flow on major streets, an area that has been of continued concern in previous years, has demonstrated a significant increase in high ratings (Excellent or Good) by 8.8%. Streets such as Algonquin Road, Main Street, and Randall Road are considered "major" and are maintained by either the Illinois Department of Transportation or the Kane or McHenry County Division of Transportation, depending on location. Also worth noting, is that 44.6% of respondents rated the value of services for the taxes paid to the Village of Algonquin as either Excellent or Good; this rating increased by 5.7% from 2013. Algonquin residents, on average, pay approximately 6% of their property tax bill to the Village of Algonquin. The largest increase in Excellent or Good rating was the quality of the overall image or reputation of Algonquin with 13.8%. The quality of the overall natural environment saw the largest Excellent or Good decrease with 7.0%. Staff will continue to focus on this area in the future.

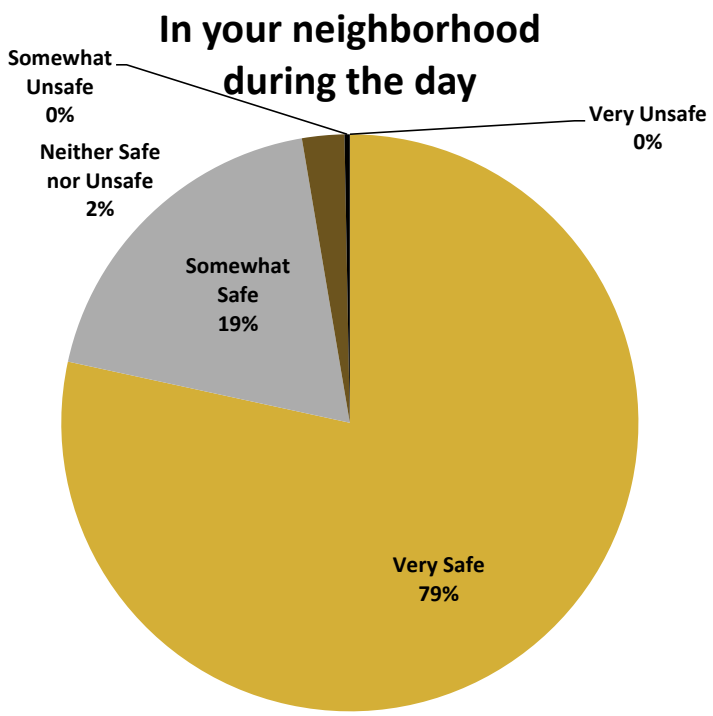
Quality of Life Year-to-Year Excellent and Good Ratings Comparison: 2012 - 2014



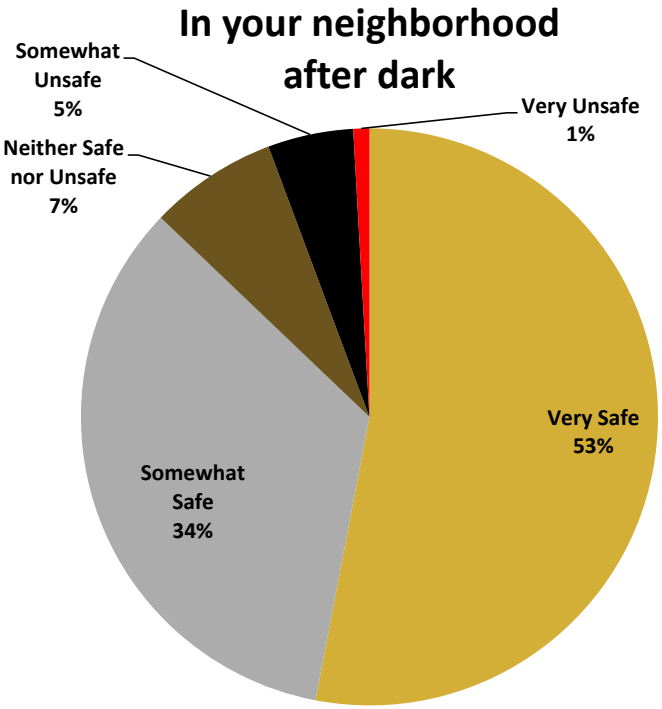
Quality of Life Year-to-Year Excellent and Good Ratings Comparison: 2012 - 2014 - Part 2



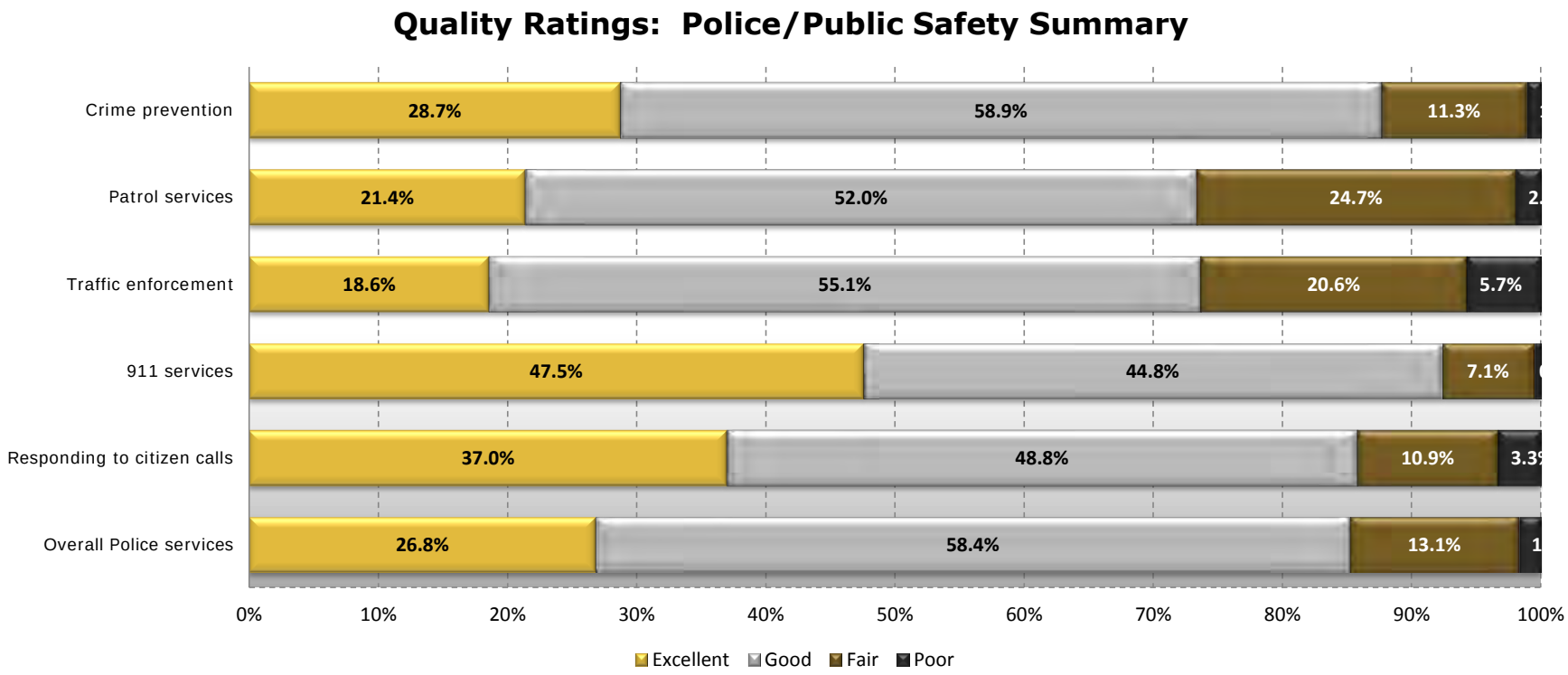
Public Safety: How Safe Do You Feel...



The above chart illustrates respondents' ratings as to how safe they feel in their neighborhood during the day. **Overall, 98% of respondents indicated that they feel either Very Safe or Somewhat Safe in their neighborhood during the day.** None of the respondents state that they feel Very Unsafe in their neighborhood during the day.

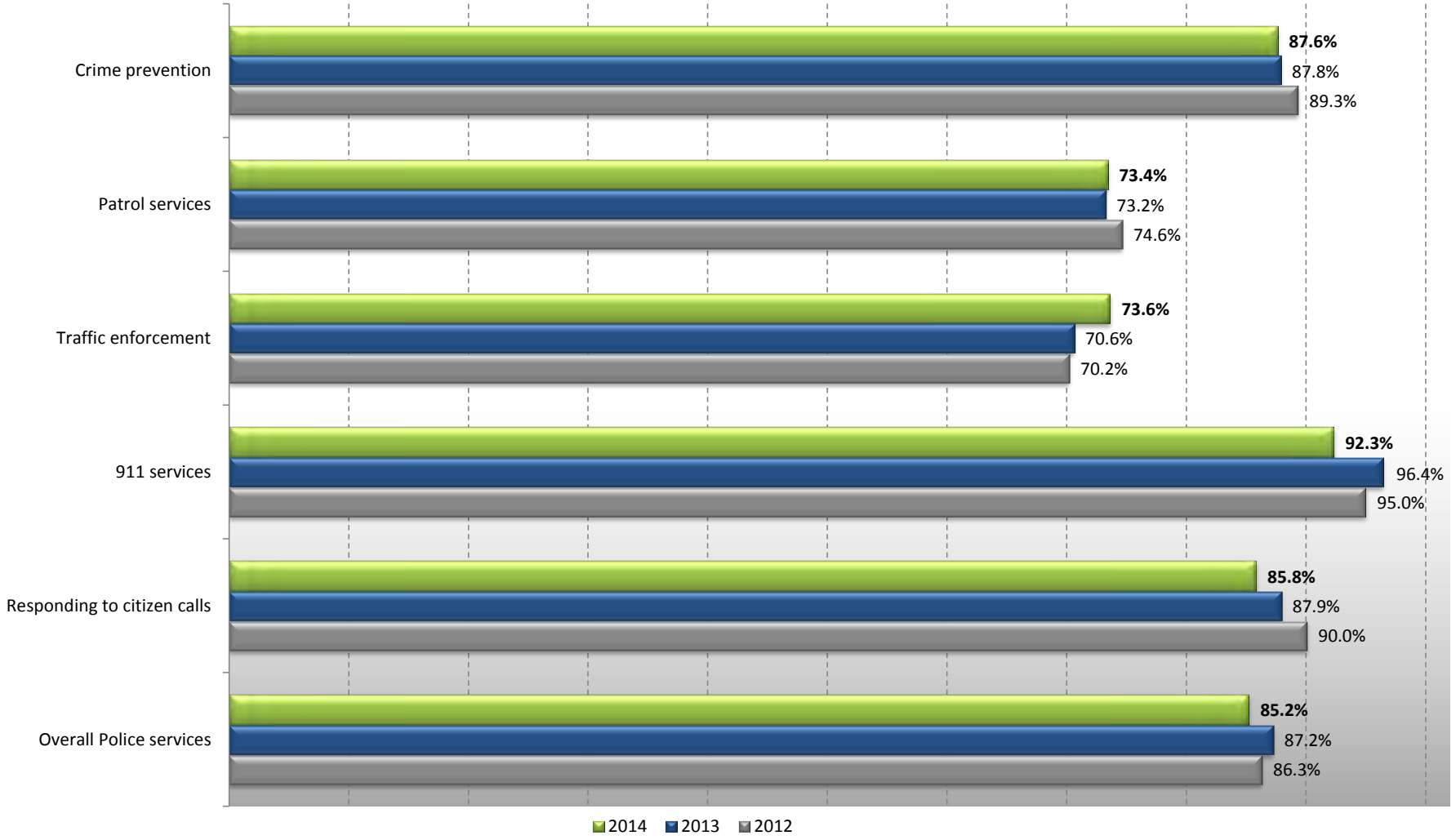


The above chart illustrates respondents' ratings on how safe they feel in their neighborhood after dark. **Overall, 87% of respondents indicated that they feel either Very Safe or Somewhat Safe in their neighborhood after dark.** None of the respondents state that they feel Very Unsafe in their neighborhood after dark.

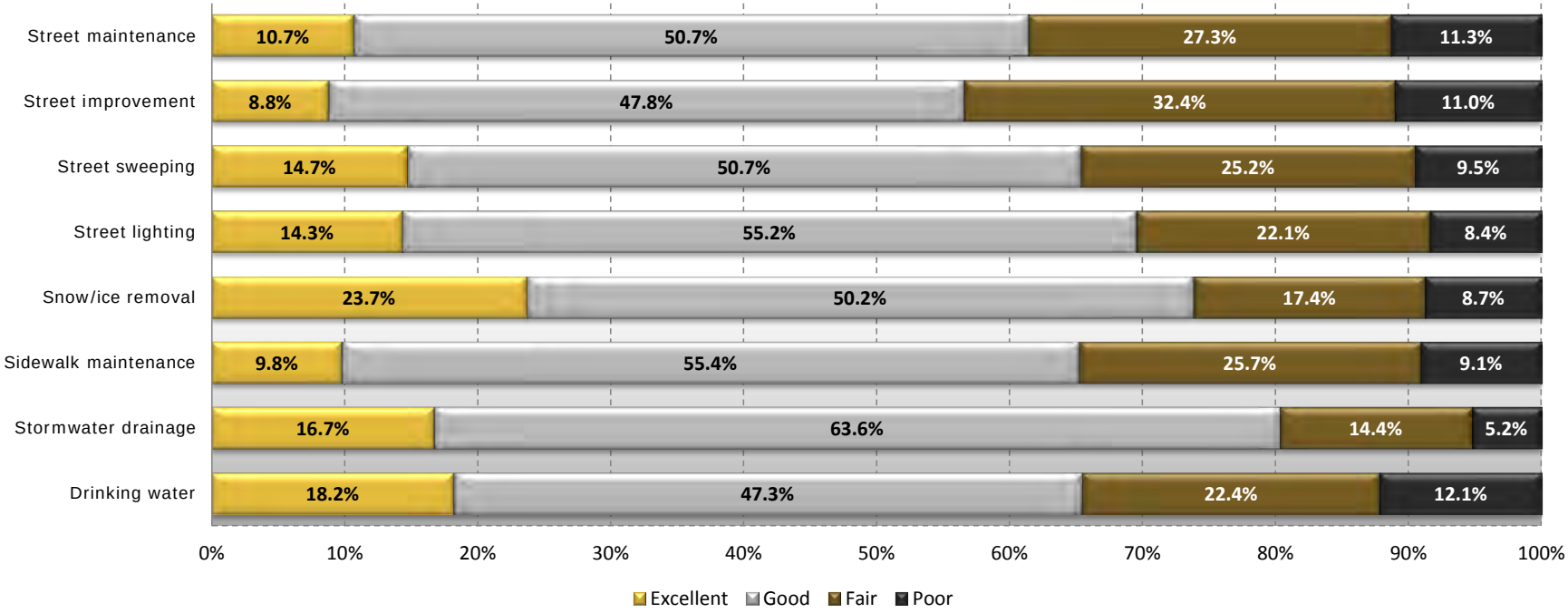


The above chart illustrates quality ratings related to police and public safety services. Residents generally rated these services as being Excellent or Good quality. 85.2% of respondents rated overall police services as either Excellent or Good. The quality of 911 services, responding to citizen calls, and crime prevention rate among the highest quality services of those surveyed. The largest increase was in quality ratings of Excellent or Good was of traffic enforcement with 3.0%. The rating for responding to citizen calls decreased by 2.1% in the high (Excellent or Good) ratings; the Village will continue to observe this area in future surveys.

Police Year-to-Year Excellent and Good Rating Comparison: 2012-2014

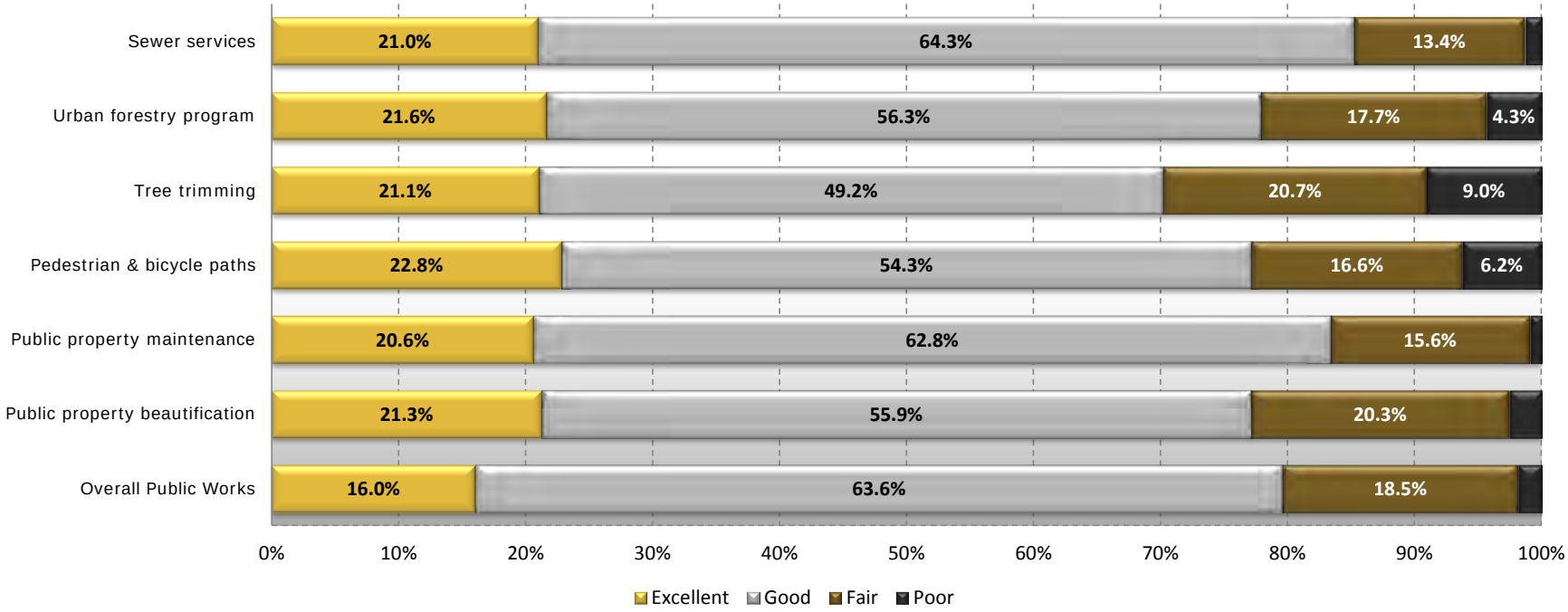


Quality Ratings: Public Works/Infrastructure Summary



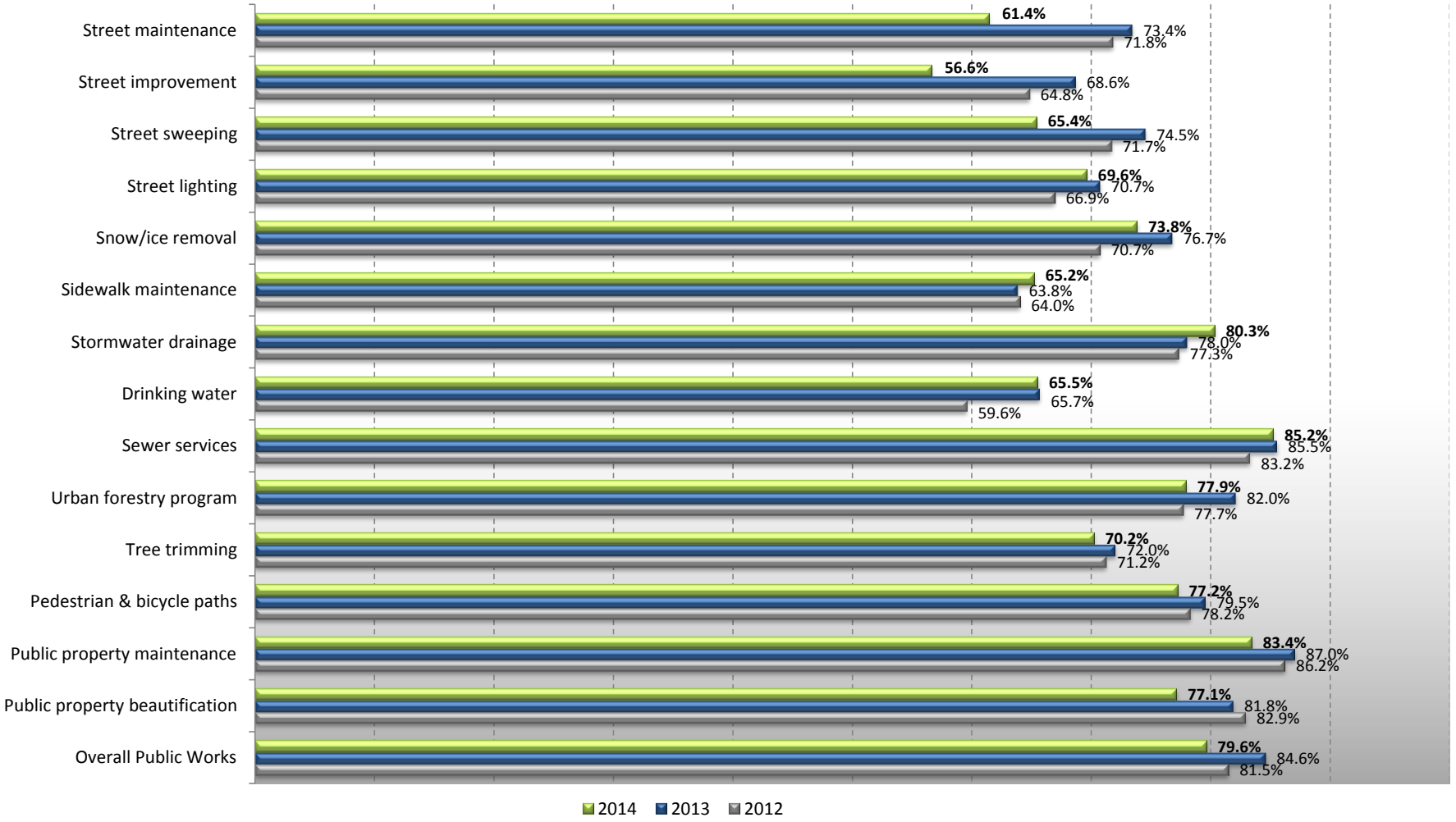
The above chart illustrates quality ratings related to public works and infrastructure services. Services such as stormwater drainage and snow/ice removal rank high in quality with respondents rating these services as Excellent or Good over 70%. Drinking water is one area of concern in which 12.1% of respondents rated it as Poor quality. Sidewalk maintenance which decreased in the previous survey, showed an increase of 1.4% in the Excellent or Good range.

Quality Ratings: Public Works/Infrastructure Summary - Part 2

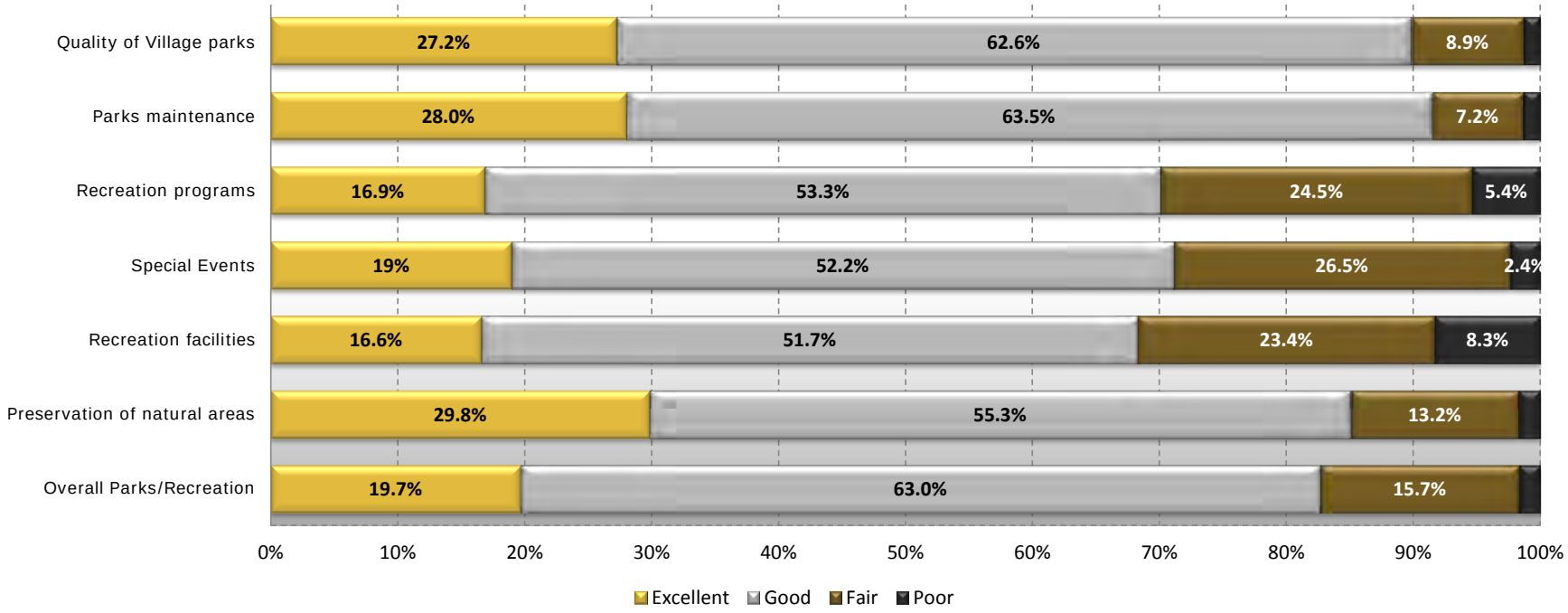


Above is another chart that illustrates quality ratings related to public works and infrastructure services. Residents generally rated these services as being Excellent or Good quality. 79.6% of respondents rated overall public works services as either Excellent or Good. All services displayed on this chart generally rank high in quality with respondents ranking these services as Excellent or Good over 70% on average. Public property beautification and urban forestry decreased by 4.7% and 4.1% respectively in Excellent or Good rating and is something the Village will continue to monitor.

Public Works Year-to-Year Excellent and Good Rating Comparison: 2012 - 2014

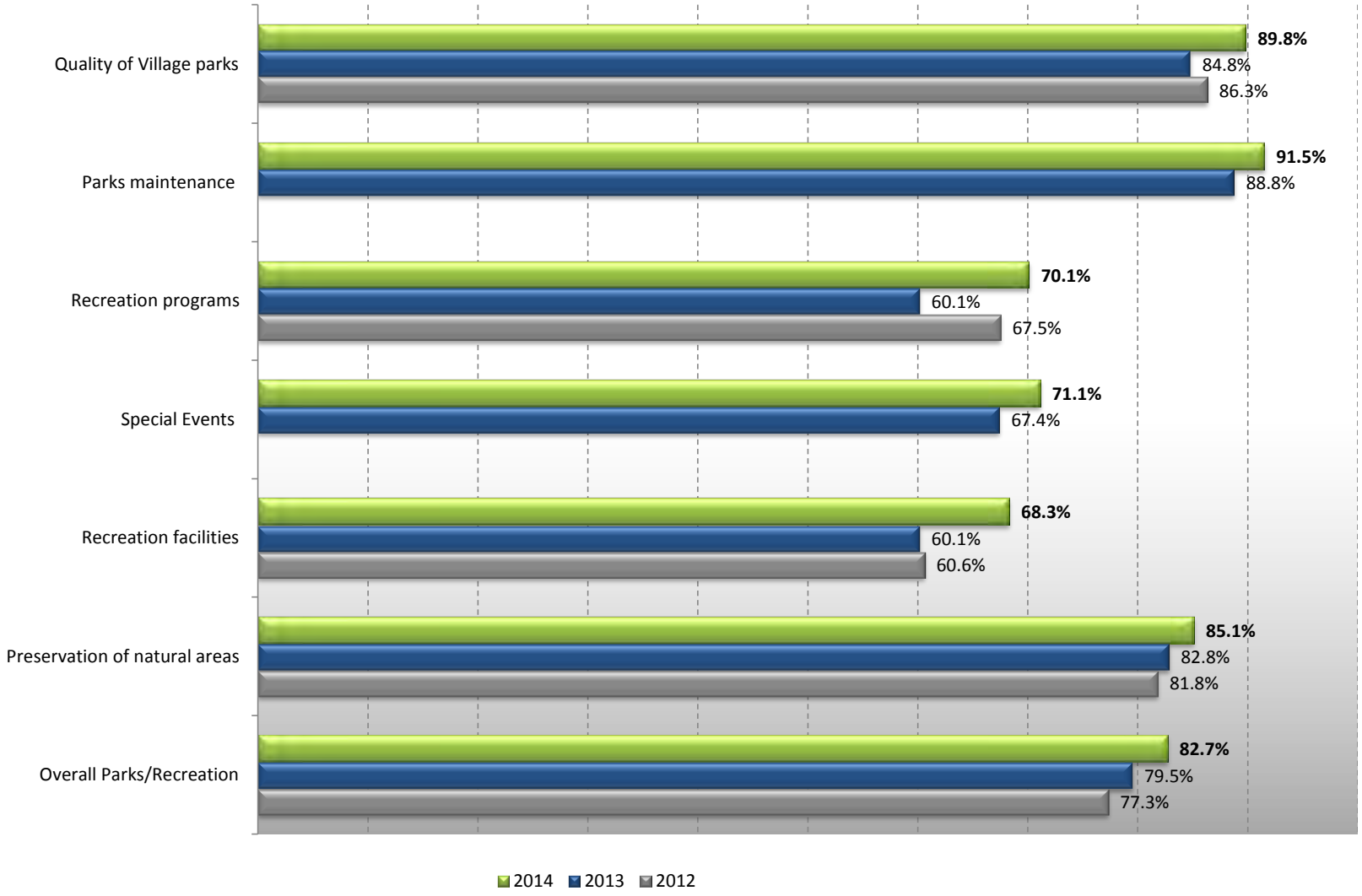


Quality Ratings: Parks/Recreation

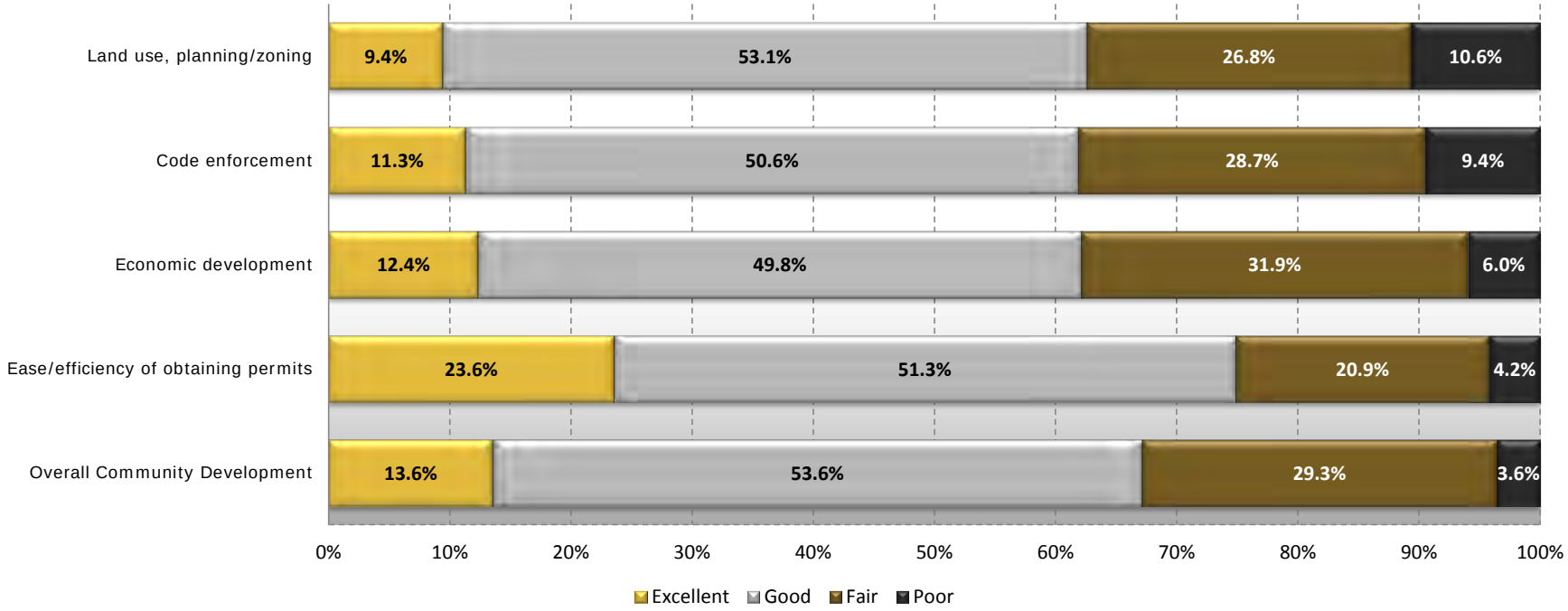


The above chart illustrates quality ratings related to parks and recreation services. Overall parks and recreation was rated high with 82.7% of respondents rating it Excellent or Good. The quality of Village parks, parks maintenance, and preservation of natural areas all rated highly with over 80% Excellent or Good. The two areas of concern from the previous year, recreation facilities and recreation programs, each drastically increased by 8.2% and 10.0% in the Excellent or Good ratings, respectively. Overall parks and recreation improved from last year by 3.2% in the Excellent or Good range. The two categories added last year (park maintenance and special events) improved by 2.7% and 3.7% respectively.

Parks/Recreation Year-to-Year Excellent and Good Rating Comparison: 2012 - 2014

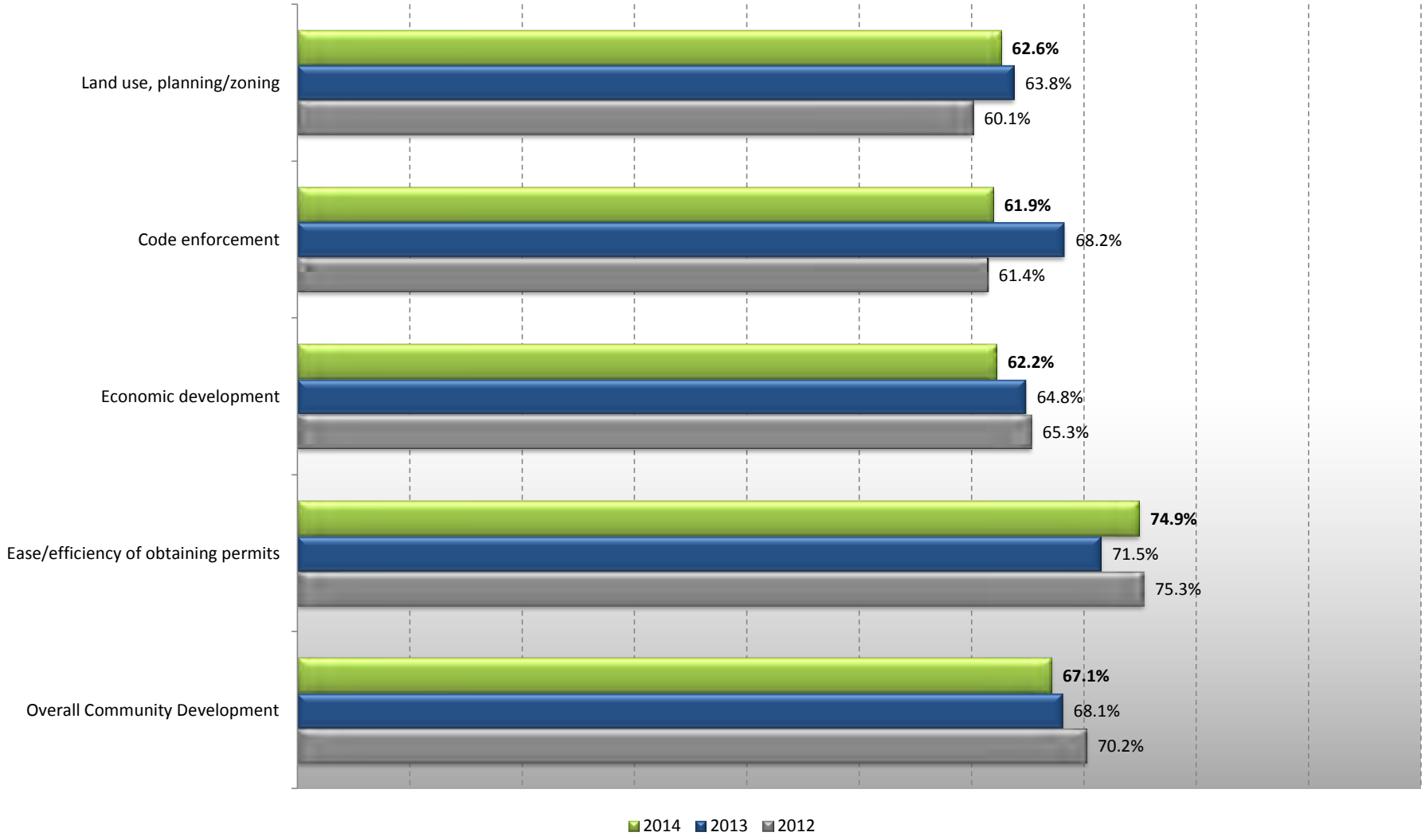


Quality Ratings: Community Development

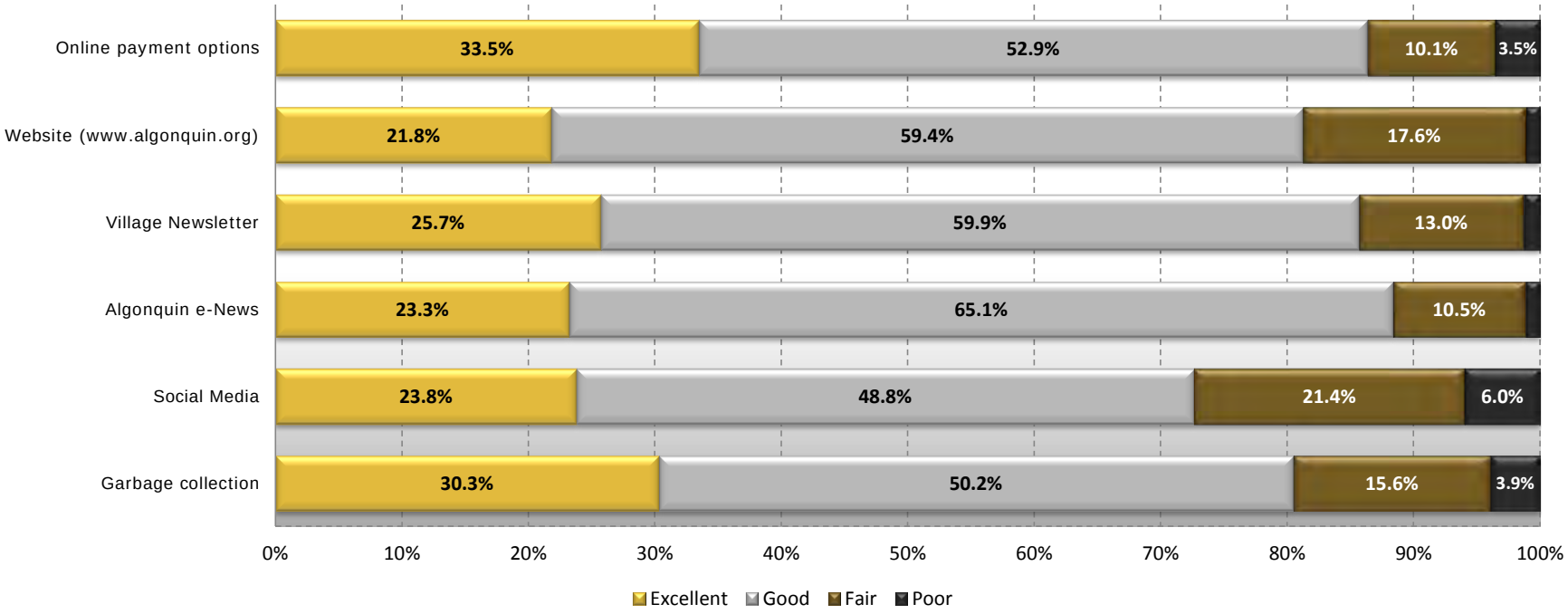


The above chart illustrates quality ratings related to community development services. 67.2% of respondents rated overall community development as either Excellent or Good. 74.9% of respondents rated the ease/efficiency of obtaining permits as either Excellent or Good which also received the largest increase of 3.4% from the previous year. Code enforcement decreased by 6.3% in Excellent or Good ratings from the previous year. The Village will continue to monitor this area.

Community Development Year-to-Year Excellent and Good Rating Comparison: 2012 - 2014

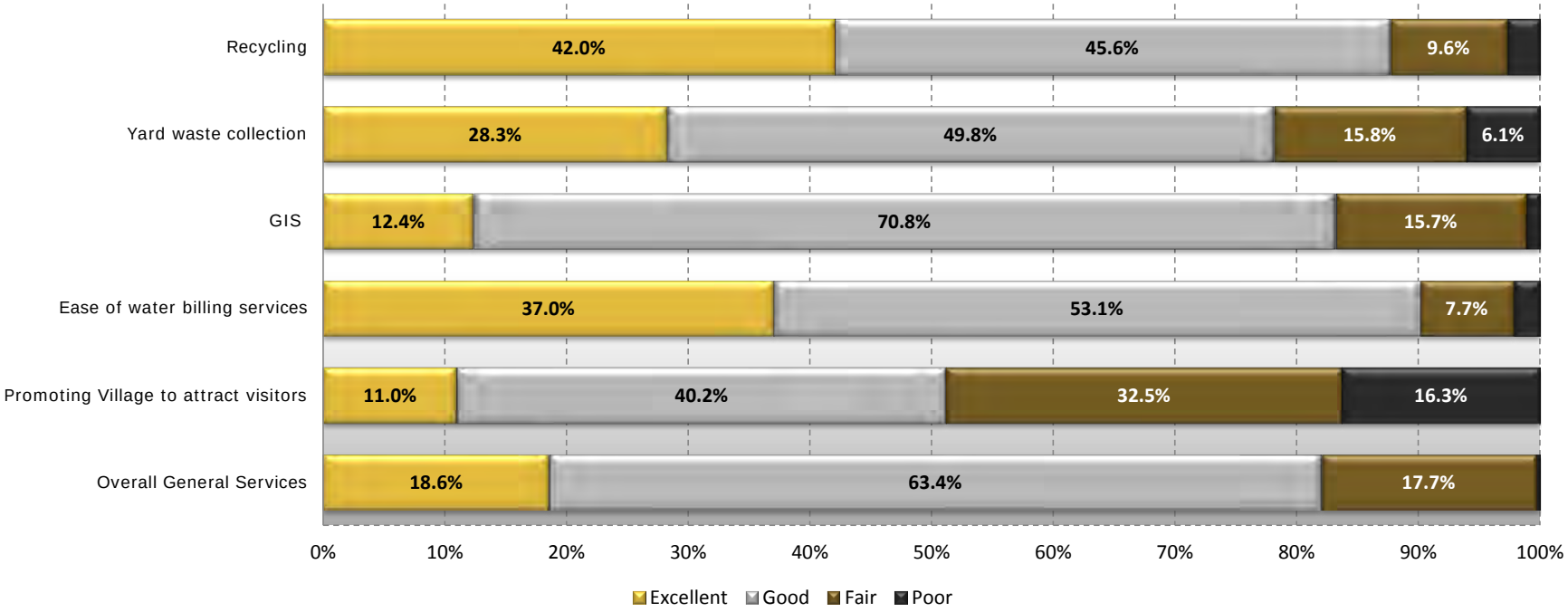


Quality Ratings: General Services



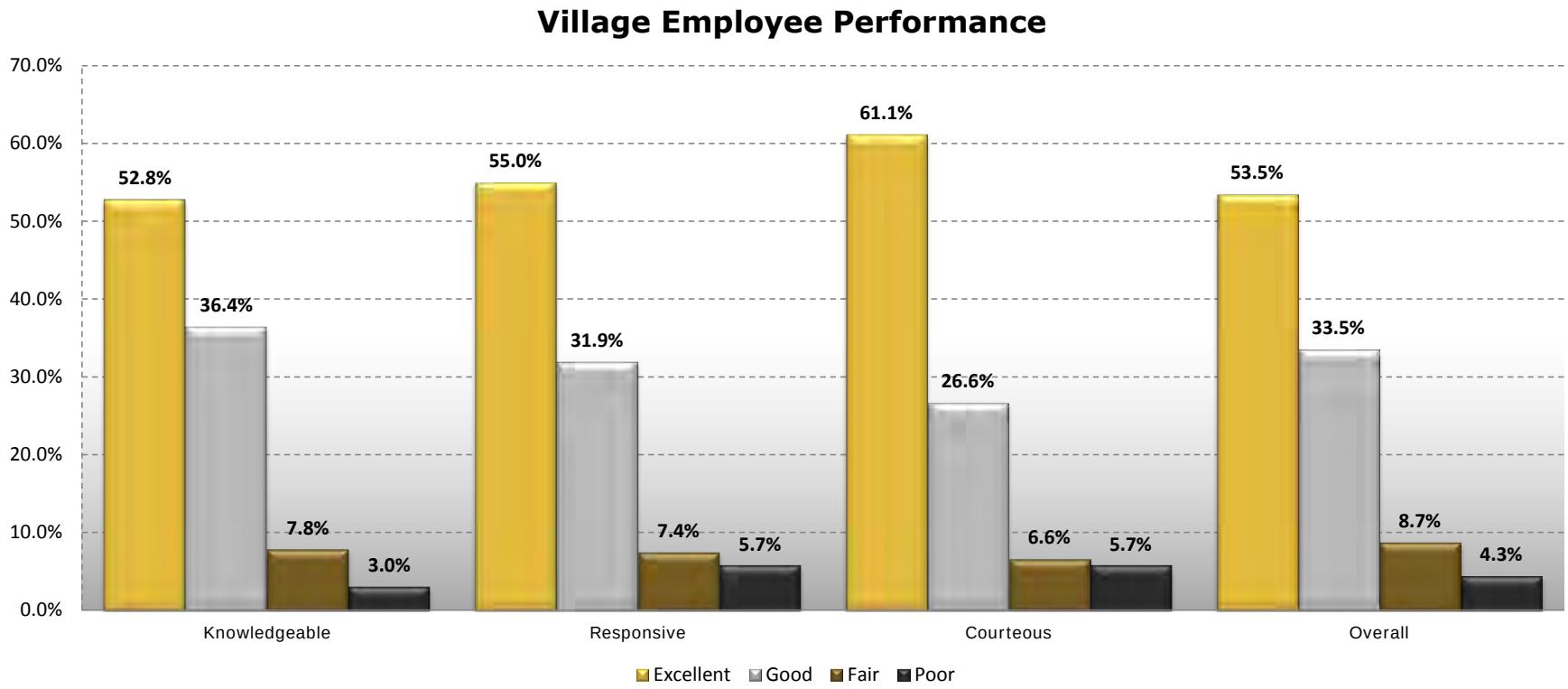
The above chart illustrates the first of two groupings of quality ratings related to general services. Algonquin e-News was highly rated with 88.4% of respondents rating this category as either Excellent or Good. 86.4% of respondents also rated online payment options as high (Excellent or Good). **Additionally, communications services rated highly with website and Village newsletter being rated Excellent or Good by over 80% of respondents.** The Village will continue to monitor garbage collection as Excellent or Good ratings declined by 10.3% from 2013.

Quality Ratings: General Services - Part 2



This chart shows the second grouping of general services evaluated in the Algonquin Community Survey. Quality ratings indicated residents rated ease of water billing services Excellent or Good 90.1% of the time. 82.0% of respondents rated overall general services as either Excellent or Good. Promoting the Village to attract visitors is an area of concern with 51.2% or respondents rating this category as either Excellent or Good. An additional area of concern, yard waste collection was rated Excellent or Good 78.1% of the time which is a decrease of 8.5% from 2013.

General Services Year-to-Year Excellent and Good Rating Comparison: 2012 - 2014



This chart illustrates the performance rating of Village employees by those residents who have had contact with staff. Overall, employee interaction was rated overwhelmingly Excellent in all four evaluation categories: knowledgeable, responsive, courteous, and overall. Employees were ranked Excellent or Good on being knowledgeable by 89.2% of those who responded. Rankings of Excellent or Good on being responsive were received by 86.9% of those who responded. Additionally, rankings of Excellent or Good on being courteous were received 87.8% of the time. Finally, overall ratings of Excellent or Good were received 87.0% of the time. Approximately 33% of survey respondents reported not having contact with a Village employee.

Comprehensive Survey Results

1. Please indicate how you would describe the following quality of life measures in Algonquin:

Algonquin as a place to live

	2012	2013	2014
(1) Excellent	36.5%	38.3%	31.6%
(2) Good	55.2%	53.6%	62.0%
(3) Fair	5.5%	5.8%	5.2%
(4) Poor	1.2%	0.8%	0.6%
(N) Don't Know	0.0%	0.0%	0.0%
No Answer	1.7%	1.6%	0.6%
Average	**1.71**	**1.69**	**1.75**

Algonquin as a place to work

	2012	2013	2014
(1) Excellent	9.5%	9.0%	7.8%
(2) Good	19.4%	18.2%	22.0%
(3) Fair	14.9%	17.2%	17.7%
(4) Poor	8.1%	8.4%	7.8%
(N) Don't Know	45.0%	44.1%	41.2%
No Answer	3.1%	3.2%	3.5%
Average	**2.42**	**2.48**	**2.46**

Your neighborhood as a place to live

	2012	2013	2014
(1) Excellent	38.9%	42.0%	40.0%
(2) Good	51.7%	49.3%	51.6%
(3) Fair	8.1%	6.9%	6.1%
(4) Poor	0.2%	1.3%	1.4%
(N) Don't Know	0.5%	0.0%	0.0%
No Answer	0.7%	0.5%	0.9%
Average	**1.69**	**1.67**	**1.69**

Algonquin compared to other communities in the area

	2012	2013	2014
(1) Excellent	23.9%	21.6%	21.7%
(2) Good	52.4%	54.6%	53.9%
(3) Fair	16.6%	13.2%	15.4%
(4) Poor	1.7%	2.6%	1.7%
(N) Don't Know	2.8%	4.5%	4.1%
No Answer	2.6%	3.4%	3.2%
Average	**1.96**	**1.97**	**1.97**

Algonquin as a place to raise children

	2012	2013	2014
(1) Excellent	24.9%	26.4%	28.1%
(2) Good	46.9%	46.2%	47.2%
(3) Fair	7.6%	7.7%	6.7%
(4) Poor	0.7%	1.1%	0.9%
(N) Don't Know	15.6%	16.1%	14.5%
No Answer	4.3%	2.6%	2.6%
Average	**1.80**	**1.69**	**1.76**

Overall appearance of Algonquin

	2012	2013	2014
(1) Excellent	25.1%	22.7%	23.2%
(2) Good	53.6%	59.1%	58.8%
(3) Fair	17.8%	14.2%	15.7%
(4) Poor	2.1%	2.4%	0.6%
(N) Don't Know	0.0%	0.0%	0.3%
No Answer	1.4%	1.6%	1.4%
Average	**1.97**	**1.96**	**1.94**

Cleanliness of Algonquin

	2012	2013	2014
(1) Excellent	29.9%	29.6%	28.7%
(2) Good	56.9%	57.0%	56.8%
(3) Fair	10.7%	9.5%	11.9%
(4) Poor	1.4%	0.5%	1.2%
(N) Don't Know	0.0%	0.3%	0.0%
No Answer	1.2%	3.2%	1.4%
Average	**1.83**	**1.80**	**1.85**

Overall quality of businesses and services in Algonquin

	2012	2013	2014
(1) Excellent	31.3%	31.7%	28.4%
(2) Good	47.2%	46.2%	50.4%
(3) Fair	16.8%	17.2%	15.4%
(4) Poor	1.7%	2.9%	2.3%
(N) Don't Know	1.7%	1.1%	1.4%
No Answer	1.4%	1.1%	2.0%
Average	**1.89**	**1.91**	**1.91**

Overall quality of new development in Algonquin

	2012	2013	2014
(1) Excellent	16.6%	15.6%	16.2%
(2) Good	46.9%	42.2%	42.3%
(3) Fair	21.3%	22.2%	24.3%
(4) Poor	5.7%	6.6%	6.7%
(N) Don't Know	7.6%	10.6%	9.3%
No Answer	1.9%	2.9%	1.2%
Average	**2.18**	**2.23**	**2.24**

Shopping opportunities

	2012	2013	2014
(1) Excellent	50.5%	51.5%	48.1%
(2) Good	36.3%	36.9%	38.6%
(3) Fair	8.8%	9.0%	8.4%
(4) Poor	2.1%	0.5%	3.2%
(N) Don't Know	0.0%	0.0%	0.3%
No Answer	2.4%	0.0%	1.4%
Average	**1.62**	**1.58**	**1.66**

Variety of housing options

	2012	2013	2014
(1) Excellent	17.1%	15.6%	19.7%
(2) Good	49.3%	51.2%	51.6%
(3) Fair	19.4%	17.2%	16.2%
(4) Poor	2.4%	2.9%	2.6%
(N) Don't Know	9.0%	10.6%	9.9%
No Answer	2.8%	2.6%	1.4%
Average	**2.08**	**2.09**	**2.04**

Recreational opportunities

	2012	2013	2014
(1) Excellent	16.1%	14.2%	12.2%
(2) Good	38.2%	40.4%	42.3%
(3) Fair	28.0%	27.7%	29.6%
(4) Poor	9.2%	7.1%	8.4%
(N) Don't Know	6.9%	8.7%	5.8%
No Answer	1.7%	1.8%	1.7%
Average	**2.33**	**2.31**	**2.37**

Employment opportunities

	2012	2013	2014
(1) Excellent	4.3%	3.4%	2.0%
(2) Good	10.7%	11.9%	18.8%
(3) Fair	23.0%	24.5%	25.5%
(4) Poor	14.5%	12.1%	10.4%
(N) Don't Know	45.3%	44.6%	41.2%
No Answer	2.4%	3.4%	2.0%
Average	**2.91**	**2.87**	**2.78**

Opportunities to participate in social events and activities

	2012	2013	2014
(1) Excellent	11.6%	9.5%	10.4%
(2) Good	34.8%	40.4%	41.4%
(3) Fair	29.6%	28.5%	29.3%
(4) Poor	6.6%	6.3%	6.1%
(N) Don't Know	13.5%	12.9%	11.0%
No Answer	3.8%	2.4%	1.7%
Average	**2.38**	**2.37**	**2.36**

Ease of car travel in Algonquin

	2012	2013	2014
(1) Excellent	6.2%	6.3%	6.7%
(2) Good	23.9%	24.3%	30.7%
(3) Fair	35.1%	33.8%	36.8%
(4) Poor	31.8%	32.2%	22.3%
(N) Don't Know	0.9%	0.8%	2.0%
No Answer	2.1%	2.6%	1.4%
Average	**2.95**	**2.95**	**2.77**

Ease of bicycle travel in Algonquin

	2012	2013	2014
(1) Excellent	11.6%	9.5%	9.9%
(2) Good	28.9%	30.6%	37.1%
(3) Fair	23.9%	25.6%	21.4%
(4) Poor	8.5%	10.0%	7.8%
(N) Don't Know	24.9%	21.9%	21.4%
No Answer	2.1%	2.4%	2.3%
Average	**2.40**	**2.48**	**2.36**

Ease of walking in Algonquin

	2012	2013	2014
(1) Excellent	16.8%	15.0%	14.5%
(2) Good	38.6%	42.7%	41.2%
(3) Fair	28.7%	27.2%	28.4%
(4) Poor	7.1%	6.9%	8.1%
(N) Don't Know	6.4%	5.0%	6.1%
No Answer	2.4%	3.2%	1.7%
Average	**2.29**	**2.28**	**2.33**

Availability of paths and walking trails

	2012	2013	2014
(1) Excellent	20.9%	19.5%	18.6%
(2) Good	43.1%	40.1%	42.3%
(3) Fair	23.2%	25.1%	22.3%
(4) Poor	4.5%	4.2%	5.5%
(N) Don't Know	6.4%	7.7%	7.8%
No Answer	1.9%	3.4%	3.5%
Average	**2.12**	**2.16**	**2.17**

Traffic flow on major streets

	2012	2013	2014
(1) Excellent	2.6%	4.2%	3.8%
(2) Good	16.1%	16.1%	24.6%
(3) Fair	34.6%	35.6%	35.9%
(4) Poor	42.9%	41.4%	31.3%
(N) Don't Know	0.5%	0.3%	0.3%
No Answer	3.3%	2.4%	4.1%
Average	**3.22**	**3.17**	**2.99**

Quality of overall natural environment in Algonquin

	2012	2013	2014
(1) Excellent	19.7%	18.7%	15.7%
(2) Good	53.3%	54.1%	55.7%
(3) Fair	20.4%	21.1%	22.9%
(4) Poor	3.3%	1.6%	2.6%
(N) Don't Know	1.7%	2.6%	1.2%
No Answer	1.7%	1.8%	2.0%
Average	**2.08**	**2.02**	**2.13**

Value of services for the taxes paid to the Village of Algonquin

	2012	2013	2014
(1) Excellent	7.6%	5.3%	7.0%
(2) Good	31.8%	31.4%	34.8%
(3) Fair	40.5%	44.3%	35.4%
(4) Poor	14.9%	13.2%	16.5%
(N) Don't Know	2.8%	3.7%	3.8%
No Answer	2.4%	2.1%	2.6%
Average	**2.66**	**2.69**	**2.66**

Overall direction that Algonquin is taking

	2012	2013	2014
(1) Excellent	11.6%	10.8%	8.7%
(2) Good	46.0%	46.7%	53.6%
(3) Fair	27.5%	28.8%	21.4%
(4) Poor	5.5%	3.7%	4.6%
(N) Don't Know	7.6%	8.2%	10.4%
No Answer	1.9%	1.8%	1.2%
Average	**2.30**	**2.28**	**2.25**

Overall image or reputation of Algonquin

	2012	2013	2014
(1) Excellent	18.2%	15.3%	13.9%
(2) Good	54.7%	53.6%	60.0%
(3) Fair	21.3%	23.5%	19.4%
(4) Poor	2.4%	1.3%	1.7%
(N) Don't Know	2.4%	5.0%	3.5%
No Answer	0.9%	1.3%	1.4%
Average	**2.08**	**2.28**	**2.09**

2. To what degree, if at all, are run-down buildings, weed lots or junk vehicles a problem in Algonquin?

	2012	2013	2014
Not a problem	27.5%	24.8%	23.8%
Minor problem	41.9%	43.3%	39.7%
Moderate problem	16.1%	17.2%	19.4%
Major problem	3.8%	4.0%	4.6%
Don't Know	8.5%	8.4%	10.4%
No Answer	2.1%	2.4%	2.0%

3. Please rate how safe you feel:

In your neighborhood during the day

	2012	2013	2014
(1) Very Safe	77.7%	77.6%	76.8%
(2) Somewhat Safe	17.1%	17.9%	18.6%
(3) Neither Safe nor Unsafe	2.8%	1.3%	2.3%
(4) Somewhat Unsafe	1.2%	0.5%	0.3%
(5) Very Unsafe	0.5%	0.8%	0.0%
(N) Don't Know	0.2%	0.8%	0.0%
No Answer	0.5%	1.8%	2.0%
Average	**1.28**	**1.26**	**1.25**

In your neighborhood after dark

	2012	2013	2014
(1) Very Safe	49.3%	52.5%	51.3%
(2) Somewhat Safe	37.7%	34.6%	33.0%
(3) Neither Safe nor Unsafe	5.7%	7.9%	7.0%
(4) Somewhat Unsafe	5.0%	1.3%	4.6%
(5) Very Unsafe	0.5%	1.3%	0.0%
(N) Don't Know	0.5%	0.8%	0.9%
No Answer	1.4%	1.3%	3.2%
Average	**1.67**	**1.61**	**1.66**

4. During the past 12 months, were you or anyone in your household the victim of any crime in Algonquin?

	2012	2013	2014
Yes	7.3%	7.4%	5.5%
No	91.5%	91.8%	93.3%
Don't Know	0.5%	0.5%	0.9%
No Answer	0.7%	0.3%	0.3%

5. If yes, was this crime (these crimes) reported to the police?

	2012	2013	2014
Yes	5.7%	5.8%	3.8%
No	1.2%	1.3%	2.0%
Don't Know	0.2%	0.0%	1.2%
No Answer	92.9%	92.1%	93.0%

6. The following section lists specific services provided by the Village. Please rate both the quality and importance of the Village services by circling your answer for each specific service statement.

POLICE/PUBLIC SAFETY

Crime prevention

Quality:	2012	2013	2014
(1) Excellent	25.6%	24.8%	22.9%
(2) Good	45.5%	43.8%	47.0%
(3) Fair	6.2%	8.2%	9.0%
(4) Poor	2.4%	1.3%	0.9%
(N) Don't Know	17.8%	20.1%	19.1%
No Answer	2.6%	1.8%	1.2%
Average	**1.82**	**1.82**	**1.85**

Importance:	2012	2013	2014
(1) High	80.3%	81.3%	80.0%
(2) Medium	5.9%	9.0%	8.4%
(3) Low	0.9%	0.8%	1.2%
(N) Don't Know	3.1%	2.6%	2.9%
No Answer	9.7%	6.3%	7.5%
Average	**1.09**	**1.12**	**1.12**

Patrol services

Quality:	2012	2013	2014
(1) Excellent	20.6%	19.0%	18.8%
(2) Good	44.1%	45.1%	45.8%
(3) Fair	19.4%	19.3%	21.7%
(4) Poor	2.6%	4.2%	1.7%
(N) Don't Know	10.7%	11.3%	11.3%
No Answer	2.6%	1.1%	0.6%
Average	**2.05**	**2.10**	**2.07**

Importance:	2012	2013	2014
(1) High	70.6%	62.8%	67.2%
(2) Medium	14.7%	25.3%	21.4%
(3) Low	1.7%	2.4%	1.2%
(N) Don't Know	2.8%	2.6%	2.9%
No Answer	10.2%	6.9%	7.2%
Average	**1.21**	**1.33**	**1.26**

Traffic enforcement

Quality:	2012	2013	2014
(1) Excellent	15.4%	14.5%	15.9%
(2) Good	44.8%	47.5%	47.2%
(3) Fair	18.0%	21.1%	17.7%
(4) Poor	7.6%	4.7%	4.9%
(N) Don't Know	11.6%	9.8%	13.0%
No Answer	2.6%	2.4%	1.2%
Average	**2.21**	**2.18**	**2.14**

Importance:	2012	2013	2014
(1) High	50.5%	43.0%	47.0%
(2) Medium	30.6%	38.5%	35.1%
(3) Low	5.9%	9.0%	8.4%
(N) Don't Know	3.1%	2.1%	1.7%
No Answer	10.0%	7.4%	7.8%
Average	**1.49**	**1.62**	**1.57**

Responding to citizen calls

Quality:	2012	2013	2014
(1) Excellent	22.3%	25.3%	22.6%
(2) Good	33.4%	28.2%	29.9%
(3) Fair	4.0%	5.3%	6.7%
(4) Poor	2.1%	2.1%	2.0%
(N) Don't Know	35.3%	37.7%	36.8%
No Answer	2.8%	1.3%	2.0%
Average	**1.77**	**1.74**	**1.81**

Importance:	2012	2013	2014
(1) High	74.4%	67.8%	71.0%
(2) Medium	9.7%	17.9%	16.2%
(3) Low	0.5%	2.1%	0.3%
(N) Don't Know	5.5%	5.3%	4.9%
No Answer	10.0%	6.9%	7.5%
Average	**1.13**	**1.25**	**1.73**

911 services

Quality:	2012	2013	2014
(1) Excellent	27.3%	29.3%	25.2%
(2) Good	21.8%	20.1%	23.8%
(3) Fair	2.1%	1.6%	3.8%
(4) Poor	0.5%	0.3%	0.3%
(N) Don't Know	46.0%	47.2%	46.4%
No Answer	2.4%	1.6%	0.6%
Average	**1.53**	**1.47**	**1.61**

Importance:	2012	2013	2014
(1) High	80.1%	79.7%	80.6%
(2) Medium	3.8%	7.7%	6.7%
(3) Low	0.2%	0.5%	0.0%
(N) Don't Know	5.7%	5.0%	5.2%
No Answer	10.2%	7.1%	7.5%
Average	**1.05**	**1.10**	**1.08**

Overall Police services

Quality:	2012	2013	2014
(1) Excellent	22.3%	23.2%	22.6%
(2) Good	52.1%	52.2%	49.3%
(3) Fair	9.5%	9.8%	11.0%
(4) Poor	2.4%	1.3%	1.4%
(N) Don't Know	11.8%	12.4%	15.4%
No Answer	1.9%	1.1%	0.3%
Average	**1.91**	**1.88**	**1.90**

Importance:	2012	2013	2014
(1) High	77.7%	73.4%	77.7%
(2) Medium	9.2%	16.4%	11.6%
(3) Low	0.7%	0.3%	0.3%
(N) Don't Know	2.8%	3.2%	2.3%
No Answer	9.5%	6.9%	8.1%
Average	**1.12**	**1.19**	**1.14**

PUBLIC WORKS/INFRASTRUCTURE

Street maintenance

Quality:	2012	2013	2014
(1) Excellent	13.0%	16.1%	10.4%
(2) Good	58.1%	55.9%	49.6%
(3) Fair	22.0%	21.1%	26.7%
(4) Poor	5.9%	5.0%	11.0%
(N) Don't Know	0.5%	0.8%	1.2%
No Answer	0.5%	1.1%	1.2%
Average	**2.21**	**2.15**	**2.39**

Importance:	2012	2013	2014
(1) High	69.2%	60.9%	71.0%
(2) Medium	21.8%	29.6%	23.2%
(3) Low	0.9%	1.1%	0.3%
(N) Don't Know	0.7%	1.3%	0.3%
No Answer	7.3%	7.1%	5.2%
Average	**1.26**	**1.35**	**1.25**

Street sweeping

Quality:	2012	2013	2014
(1) Excellent	16.8%	16.6%	13.0%
(2) Good	46.7%	51.2%	44.9%
(3) Fair	19.2%	20.3%	22.3%
(4) Poor	5.9%	2.9%	8.4%
(N) Don't Know	10.0%	6.9%	7.8%
No Answer	1.4%	2.1%	3.5%
Average	**2.16**	**2.10**	**2.29**

Importance:	2012	2013	2014
(1) High	33.2%	23.5%	29.9%
(2) Medium	42.2%	47.0%	43.8%
(3) Low	14.5%	19.8%	18.8%
(N) Don't Know	1.2%	1.6%	1.7%
No Answer	9.0%	8.2%	5.8%
Average	**1.79**	**1.96**	**1.88**

Street improvement

Quality:	2012	2013	2014
(1) Excellent	11.1%	14.2%	8.1%
(2) Good	51.7%	49.9%	44.1%
(3) Fair	25.8%	24.5%	29.9%
(4) Poor	8.3%	4.7%	10.1%
(N) Don't Know	1.9%	3.7%	5.2%
No Answer	1.2%	2.9%	2.6%
Average	**2.32**	**2.21**	**2.46**

Importance:	2012	2013	2014
(1) High	58.8%	50.1%	55.1%
(2) Medium	30.1%	39.8%	36.8%
(3) Low	2.1%	1.3%	1.2%
(N) Don't Know	0.9%	1.3%	1.2%
No Answer	8.1%	7.4%	5.8%
Average	**1.38**	**1.47**	**1.42**

Street lighting

Quality:	2012	2013	2014
(1) Excellent	13.7%	16.9%	13.9%
(2) Good	52.4%	52.5%	53.6%
(3) Fair	25.4%	23.2%	21.4%
(4) Poor	7.3%	5.5%	8.1%
(N) Don't Know	0.2%	0.5%	0.9%
No Answer	0.9%	1.3%	2.0%
Average	**2.27**	**2.18**	**2.24**

Importance:	2012	2013	2014
(1) High	63.3%	51.5%	54.8%
(2) Medium	26.8%	36.7%	35.1%
(3) Low	1.9%	2.6%	3.2%
(N) Don't Know	0.5%	1.1%	0.3%
No Answer	7.6%	8.2%	6.7%
Average	**1.33**	**1.46**	**1.45**

Snow/ice removal

Quality:	2012	2013	2014
(1) Excellent	19.9%	23.7%	22.0%
(2) Good	48.1%	49.3%	46.7%
(3) Fair	19.4%	14.8%	16.2%
(4) Poor	8.8%	7.4%	8.1%
(N) Don't Know	2.4%	2.6%	4.6%
No Answer	1.4%	2.1%	2.3%
Average	**2.18**	**2.06**	**2.11**

Importance:	2012	2013	2014
(1) High	80.3%	74.1%	80.9%
(2) Medium	9.7%	16.1%	12.2%
(3) Low	1.2%	0.5%	0.3%
(N) Don't Know	0.5%	1.3%	0.3%
No Answer	8.3%	7.9%	6.4%
Average	**1.13**	**1.19**	**1.14**

Sidewalk maintenance

Quality:	2012	2013	2014
(1) Excellent	10.4%	9.8%	7.8%
(2) Good	42.7%	41.4%	44.3%
(3) Fair	22.7%	21.9%	20.6%
(4) Poor	7.1%	7.1%	7.2%
(N) Don't Know	15.4%	16.9%	18.6%
No Answer	1.7%	2.9%	1.4%
Average	**2.32**	**2.33**	**2.34**

Importance:	2012	2013	2014
(1) High	45.5%	36.4%	38.6%
(2) Medium	36.7%	45.6%	43.2%
(3) Low	5.5%	4.7%	5.5%
(N) Don't Know	3.8%	5.5%	6.7%
No Answer	8.5%	7.7%	6.1%
Average	**1.54**	**1.64**	**1.62**

Stormwater drainage

Quality:	2012	2013	2014
(1) Excellent	16.4%	16.1%	14.8%
(2) Good	52.1%	53.0%	56.2%
(3) Fair	17.5%	15.0%	12.8%
(4) Poor	2.6%	4.5%	4.6%
(N) Don't Know	10.0%	8.4%	9.6%
No Answer	1.4%	2.6%	2.0%
Average	**2.07**	**2.09**	**2.08**

Importance:	2012	2013	2014
(1) High	59.5%	54.9%	55.4%
(2) Medium	25.8%	31.1%	31.3%
(3) Low	2.6%	2.1%	4.1%
(N) Don't Know	2.8%	3.4%	2.0%
No Answer	9.2%	8.4%	7.2%
Average	**1.35**	**1.40**	**1.43**

Drinking water

Quality:	2012	2013	2014
(1) Excellent	13.3%	16.9%	17.4%
(2) Good	44.3%	45.6%	45.2%
(3) Fair	23.9%	20.3%	21.4%
(4) Poor	15.2%	12.4%	11.6%
(N) Don't Know	2.6%	3.2%	3.2%
No Answer	0.7%	1.6%	1.2%
Average	**2.42**	**2.30**	**2.28**

Importance:	2012	2013	2014
(1) High	80.6%	76.8%	80.3%
(2) Medium	9.5%	12.1%	11.6%
(3) Low	1.9%	1.1%	1.7%
(N) Don't Know	0.5%	2.1%	0.3%
No Answer	7.6%	7.9%	6.1%
Average	**1.14**	**1.16**	**1.16**

Sewer services

Quality:	2012	2013	2014
(1) Excellent	17.3%	21.1%	18.6%
(2) Good	54.5%	55.1%	56.8%
(3) Fair	12.6%	11.3%	11.9%
(4) Poor	1.9%	1.6%	1.2%
(N) Don't Know	12.3%	8.4%	9.0%
No Answer	1.4%	2.4%	2.6%
Average	**1.99**	**1.93**	**1.95**

Importance:	2012	2013	2014
(1) High	63.3%	61.7%	63.5%
(2) Medium	21.6%	25.6%	25.8%
(3) Low	0.5%	1.8%	2.0%
(N) Don't Know	5.0%	8.4%	2.0%
No Answer	9.7%	2.4%	6.7%
Average	**1.26**	**1.33**	**1.33**

Urban forestry program

Quality:	2012	2013	2014
(1) Excellent	15.4%	15.0%	14.5%
(2) Good	34.8%	38.0%	37.7%
(3) Fair	10.2%	10.0%	11.9%
(4) Poor	4.3%	1.6%	2.9%
(N) Don't Know	33.9%	34.3%	31.3%
No Answer	1.4%	1.1%	1.7%
Average	**2.05**	**1.97**	**2.05**

Importance:	2012	2013	2014
(1) High	30.1%	22.4%	26.1%
(2) Medium	41.2%	43.5%	42.0%
(3) Low	7.8%	14.2%	13.3%
(N) Don't Know	12.1%	10.6%	11.3%
No Answer	8.8%	9.2%	7.2%
Average	**1.72**	**1.90**	**1.84**

Tree trimming

Quality:	2012	2013	2014
(1) Excellent	16.1%	21.1%	18.3%
(2) Good	46.0%	43.3%	42.6%
(3) Fair	17.8%	19.0%	18.0%
(4) Poor	7.3%	6.1%	7.8%
(N) Don't Know	10.4%	8.2%	12.2%
No Answer	2.4%	2.4%	1.2%
Average	**2.19**	**2.11**	**2.18**

Importance:	2012	2013	2014
(1) High	32.0%	22.7%	26.4%
(2) Medium	47.4%	51.5%	49.0%
(3) Low	8.1%	14.0%	15.1%
(N) Don't Know	3.3%	3.2%	2.6%
No Answer	9.2%	8.7%	7.0%
Average	**1.73**	**1.90**	**1.88**

Pedestrian & bicycle paths

Quality:	2012	2013	2014
(1) Excellent	22.7%	20.8%	19.1%
(2) Good	42.9%	46.7%	45.5%
(3) Fair	17.1%	13.5%	13.9%
(4) Poor	1.2%	4.0%	5.2%
(N) Don't Know	14.5%	12.4%	15.1%
No Answer	1.7%	2.6%	1.2%
Average	**1.96**	**2.01**	**2.06**

Importance:	2012	2013	2014
(1) High	40.5%	32.2%	36.2%
(2) Medium	40.0%	47.0%	42.9%
(3) Low	6.4%	6.6%	10.1%
(N) Don't Know	5.0%	6.6%	4.9%
No Answer	8.1%	7.7%	5.8%
Average	**1.61**	**1.70**	**1.71**

Public property maintenance

Quality:	2012	2013	2014
(1) Excellent	23.9%	23.2%	19.1%
(2) Good	57.3%	56.2%	58.3%
(3) Fair	11.8%	10.6%	14.5%
(4) Poor	1.2%	1.3%	0.9%
(N) Don't Know	5.2%	6.9%	6.1%
No Answer	0.5%	1.8%	1.2%
Average	**1.90**	**1.89**	**1.97**

Importance:	2012	2013	2014
(1) High	45.5%	36.7%	40.9%
(2) Medium	41.5%	48.5%	47.2%
(3) Low	1.7%	4.5%	3.5%
(N) Don't Know	3.1%	2.9%	2.3%
No Answer	8.3%	7.4%	6.1%
Average	**1.51**	**1.64**	**1.59**

Public property beautification

Quality:	2012	2013	2014
(1) Excellent	22.3%	21.9%	19.4%
(2) Good	55.7%	53.0%	51.0%
(3) Fair	14.9%	13.7%	18.6%
(4) Poor	1.2%	2.9%	2.3%
(N) Don't Know	5.2%	6.6%	7.0%
No Answer	0.7%	1.8%	1.7%
Average	**1.95**	**1.97**	**2.04**

Importance:	2012	2013	2014
(1) High	41.2%	29.3%	34.2%
(2) Medium	41.2%	48.5%	48.1%
(3) Low	4.5%	11.3%	7.8%
(N) Don't Know	3.8%	2.4%	2.0%
No Answer	9.2%	8.4%	7.8%
Average	**1.58**	**1.80**	**1.71**

Overall Public Works

Quality:	2012	2013	2014
(1) Excellent	15.4%	16.6%	15.1%
(2) Good	61.6%	62.8%	59.7%
(3) Fair	15.9%	13.2%	17.4%
(4) Poor	1.7%	1.3%	1.7%
(N) Don't Know	1.4%	3.2%	2.3%
No Answer	4.0%	2.9%	3.8%
Average	**2.04**	**1.99**	**2.06**

Importance:	2012	2013	2014
(1) High	55.7%	44.1%	53.3%
(2) Medium	30.1%	41.2%	34.8%
(3) Low	1.2%	1.1%	0.9%
(N) Don't Know	1.4%	1.3%	0.9%
No Answer	11.6%	12.4%	10.1%
Average	**1.37**	**1.50**	**1.41**

PARKS/RECREATION

Quality of Village parks

Quality:	2012	2013	2014
(1) Excellent	25.1%	24.8%	24.1%
(2) Good	52.8%	48.5%	55.4%
(3) Fair	10.9%	11.3%	7.8%
(4) Poor	1.4%	1.8%	1.2%
(N) Don't Know	8.5%	11.6%	9.9%
No Answer	1.2%	1.8%	1.7%
Average	**1.87**	**1.89**	**1.84**

Importance:	2012	2013	2014
(1) High	47.9%	42.2%	44.1%
(2) Medium	36.5%	43.3%	43.5%
(3) Low	1.9%	2.9%	3.2%
(N) Don't Know	4.5%	4.0%	2.6%
No Answer	9.2%	7.7%	6.7%
Average	**1.47**	**1.56**	**1.55**

Recreation facilities

Quality:	2012	2013	2014
(1) Excellent	9.0%	9.5%	12.8%
(2) Good	34.4%	34.3%	39.7%
(3) Fair	20.1%	22.2%	18.0%
(4) Poor	8.1%	6.9%	6.4%
(N) Don't Know	26.1%	24.0%	19.7%
No Answer	2.4%	3.2%	3.5%
Average	**2.38**	**2.36**	**2.23**

Importance:	2012	2013	2014
(1) High	32.5%	26.6%	31.0%
(2) Medium	41.2%	50.4%	47.2%
(3) Low	6.9%	6.3%	8.1%
(N) Don't Know	9.7%	7.7%	4.6%
No Answer	9.7%	9.0%	9.0%
Average	**1.68**	**1.76**	**1.73**

Park Maintenance

Quality:	2012	2013	2014
(1) Excellent	-	22.4%	23.8%
(2) Good	-	52.5%	53.9%
(3) Fair	-	7.7%	6.1%
(4) Poor	-	1.8%	1.2%
(N) Don't Know	-	13.5%	12.5%
No Answer	-	2.1%	2.6%
Average	**-**	**1.87**	**1.82**

Importance:	2012	2013	2014
(1) High	-	42.0%	28.4%
(2) Medium	-	43.3%	48.7%
(3) Low	-	2.9%	9.6%
(N) Don't Know	-	4.2%	5.5%
No Answer	-	7.7%	7.8%
Average	**-**	**1.56**	**1.78**

Special Events

Quality:	2012	2013	2014
(1) Excellent	-	10.3%	13.9%
(2) Good	-	38.3%	38.3%
(3) Fair	-	17.9%	19.4%
(4) Poor	-	5.5%	1.7%
(N) Don't Know	-	25.9%	22.9%
No Answer	-	2.1%	3.8%
Average	**-**	**2.26**	**2.12**

Importance:	2012	2013	2014
(1) High	-	19.5%	24.3%
(2) Medium	-	48.8%	46.1%
(3) Low	-	15.3%	14.8%
(N) Don't Know	-	8.2%	6.7%
No Answer	-	8.2%	8.1%
Average	**-**	**1.95**	**1.89**

Recreation programs

Quality:	2012	2013	2014
(1) Excellent	9.5%	12.9%	12.8%
(2) Good	39.8%	30.9%	40.3%
(3) Fair	18.0%	22.4%	18.6%
(4) Poor	5.7%	6.6%	4.1%
(N) Don't Know	25.6%	25.6%	21.7%
No Answer	1.4%	1.6%	2.6%
Average	**2.27**	**2.31**	**2.18**

Importance:	2012	2013	2014
(1) High	31.8%	26.6%	45.8%
(2) Medium	42.7%	46.2%	42.3%
(3) Low	8.1%	9.8%	2.3%
(N) Don't Know	9.0%	9.2%	2.3%
No Answer	8.5%	8.2%	7.2%
Average	**1.71**	**1.80**	**1.52**

Overall Parks/Recreation

Quality:	2012	2013	2014
(1) Excellent	13.5%	16.1%	17.1%
(2) Good	54.3%	50.4%	54.8%
(3) Fair	17.5%	14.8%	13.6%
(4) Poor	2.4%	2.4%	1.4%
(N) Don't Know	10.2%	9.5%	7.5%
No Answer	2.1%	6.9%	5.5%
Average	**2.10**	**2.04**	**1.99**

Importance:	2012	2013	2014
(1) High	40.8%	33.0%	38.3%
(2) Medium	42.7%	47.0%	43.2%
(3) Low	2.6%	4.0%	3.8%
(N) Don't Know	5.0%	2.4%	1.7%
No Answer	9.0%	13.7%	13.0%
Average	**1.56**	**1.65**	**1.60**

Preservation of natural areas (open space, wetlands, etc.)

Quality:	2012	2013	2014
(1) Excellent	23.2%	22.7%	25.5%
(2) Good	49.1%	48.5%	47.2%
(3) Fair	13.3%	12.7%	11.3%
(4) Poor	2.8%	2.1%	1.4%
(N) Don't Know	10.9%	12.1%	12.5%
No Answer	0.7%	1.8%	2.0%
Average	**1.95**	**1.93**	**1.87**

Importance:	2012	2013	2014
(1) High	46.2%	39.1%	42.6%
(2) Medium	34.6%	40.6%	40.0%
(3) Low	4.5%	8.2%	6.4%
(N) Don't Know	6.4%	4.5%	3.5%
No Answer	8.3%	7.7%	7.5%
Average	**1.51**	**1.65**	**1.59**

COMMUNITY DEVELOPMENT

Land use, planning/zoning

Quality:	2012	2013	2014
(1) Excellent	9.2%	9.2%	7.0%
(2) Good	37.9%	39.1%	39.1%
(3) Fair	22.7%	20.1%	19.7%
(4) Poor	8.5%	7.4%	7.8%
(N) Don't Know	19.7%	21.4%	24.1%
No Answer	1.9%	2.9%	2.3%
Average	**2.39**	**2.34**	**2.39**

Importance:	2012	2013	2014
(1) High	47.4%	41.7%	42.9%
(2) Medium	32.0%	34.8%	35.7%
(3) Low	2.4%	5.0%	3.8%
(N) Don't Know	9.5%	8.7%	8.7%
No Answer	8.8%	9.8%	9.0%
Average	**1.45**	**1.55**	**1.52**

Code enforcement (weeds, property maintenance, etc.)

Quality:	2012	2013	2014
(1) Excellent	7.1%	11.3%	8.7%
(2) Good	41.2%	38.5%	38.8%
(3) Fair	21.6%	18.5%	22.0%
(4) Poor	8.8%	4.7%	7.2%
(N) Don't Know	19.4%	23.0%	20.9%
No Answer	1.9%	4.0%	2.3%
Average	**2.41**	**2.23**	**2.36**

Importance:	2012	2013	2014
(1) High	43.1%	33.5%	42.6%
(2) Medium	35.3%	42.7%	36.2%
(3) Low	4.3%	6.9%	7.5%
(N) Don't Know	8.8%	7.4%	5.8%
No Answer	8.5%	9.5%	7.8%
Average	**1.53**	**1.68**	**1.59**

Economic Development

Quality:	2012	2013	2014
(1) Excellent	10.4%	10.0%	9.0%
(2) Good	41.5%	38.5%	36.2%
(3) Fair	22.7%	20.6%	23.2%
(4) Poor	4.7%	5.8%	4.3%
(N) Don't Know	17.3%	21.4%	24.6%
No Answer	3.3%	3.7%	2.6%
Average	**2.27**	**2.30**	**2.31**

Importance:	2012	2013	2014
(1) High	50.2%	45.4%	45.8%
(2) Medium	28.7%	31.7%	33.0%
(3) Low	1.7%	5.0%	3.2%
(N) Don't Know	9.0%	7.9%	9.6%
No Answer	10.4%	10.0%	8.4%
Average	**1.40**	**1.51**	**1.48**

Overall Community Development

Quality:	2012	2013	2014
(1) Excellent	9.0%	9.8%	11.0%
(2) Good	51.2%	45.9%	43.5%
(3) Fair	21.6%	21.9%	23.8%
(4) Poor	4.0%	4.2%	2.9%
(N) Don't Know	12.1%	15.6%	16.2%
No Answer	2.1%	2.6%	2.6%
Average	**2.24**	**2.25**	**2.23**

Importance:	2012	2013	2014
(1) High	45.7%	36.1%	43.2%
(2) Medium	34.6%	41.7%	40.6%
(3) Low	1.4%	4.5%	2.3%
(N) Don't Know	6.9%	7.4%	5.8%
No Answer	11.4%	10.3%	8.1%
Average	**1.46**	**1.62**	**1.53**

Ease and efficiency of obtaining permits

Quality:	2012	2013	2014
(1) Excellent	10.7%	10.0%	13.0%
(2) Good	30.3%	26.4%	28.4%
(3) Fair	10.4%	9.5%	11.6%
(4) Poor	3.1%	5.0%	2.3%
(N) Don't Know	44.5%	46.7%	43.2%
No Answer	0.9%	2.4%	1.4%
Average	**2.11**	**2.19**	**2.06**

Importance:	2012	2013	2014
(1) High	32.7%	27.4%	29.0%
(2) Medium	35.1%	38.3%	42.6%
(3) Low	3.3%	7.1%	5.2%
(N) Don't Know	19.7%	17.7%	15.9%
No Answer	9.2%	9.5%	7.2%
Average	**1.59**	**1.72**	**1.69**

GENERAL SERVICES

Online payment options

Quality:	2012	2013	2014
(1) Excellent	25.4%	25.9%	22.0%
(2) Good	33.4%	32.7%	34.8%
(3) Fair	4.5%	5.0%	6.7%
(4) Poor	0.7%	1.6%	2.3%
(N) Don't Know	34.4%	31.4%	31.0%
No Answer	1.7%	3.4%	3.2%
Average	**1.70**	**1.73**	**1.84**

Importance:	2012	2013	2014
(1) High	28.7%	27.4%	26.4%
(2) Medium	34.6%	33.8%	42.9%
(3) Low	13.3%	17.7%	11.9%
(N) Don't Know	15.6%	11.3%	9.9%
No Answer	7.8%	9.8%	9.0%
Average	**1.80**	**1.88**	**1.82**

Website (algonquin.org)

Quality:	2012	2013	2014
(1) Excellent	19.0%	16.9%	16.5%
(2) Good	44.3%	45.9%	44.9%
(3) Fair	9.7%	14.8%	13.3%
(4) Poor	0.5%	0.8%	0.9%
(N) Don't Know	23.2%	17.9%	20.3%
No Answer	3.3%	3.7%	4.1%
Average	**1.89**	**1.99**	**1.98**

Importance:	2012	2013	2014
(1) High	24.9%	21.6%	27.2%
(2) Medium	44.1%	43.5%	45.8%
(3) Low	9.2%	16.1%	7.8%
(N) Don't Know	12.8%	8.7%	10.4%
No Answer	9.0%	10.0%	8.7%
Average	**2.20**	**1.93**	**1.76**

Village Newsletter

Quality:	2012	2013	2014
(1) Excellent	27.7%	26.9%	22.9%
(2) Good	56.9%	50.1%	53.3%
(3) Fair	10.2%	12.1%	11.6%
(4) Poor	0.2%	1.6%	1.2%
(N) Don't Know	2.8%	4.5%	7.5%
No Answer	2.1%	4.7%	3.5%
Average	**1.82**	**1.87**	**1.90**

Importance:	2012	2013	2014
(1) High	29.4%	25.9%	28.4%
(2) Medium	48.1%	42.0%	46.1%
(3) Low	9.2%	17.4%	11.6%
(N) Don't Know	3.6%	3.4%	3.5%
No Answer	9.7%	11.3%	10.4%
Average	**1.77**	**1.90**	**1.80**

Algonquin e-News

Quality:	2012	2013	2014
(1) Excellent	15.6%	14.2%	11.6%
(2) Good	29.4%	28.5%	32.5%
(3) Fair	7.6%	7.9%	5.2%
(4) Poor	0.5%	1.6%	0.6%
(N) Don't Know	44.3%	44.3%	47.2%
No Answer	2.6%	3.4%	2.9%
Average	**1.87**	**1.94**	**1.90**

Importance:	2012	2013	2014
(1) High	17.1%	16.6%	20.0%
(2) Medium	39.1%	32.7%	34.8%
(3) Low	13.3%	21.4%	17.7%
(N) Don't Know	22.0%	18.7%	18.3%
No Answer	8.5%	10.6%	9.3%
Average	**1.95**	**2.07**	**1.97**

Social Media: Facebook, Twitter, etc.

Quality:	2012	2013	2014
(1) Excellent	6.2%	5.0%	5.8%
(2) Good	13.0%	14.0%	11.9%
(3) Fair	3.3%	6.1%	5.2%
(4) Poor	0.9%	1.3%	1.4%
(N) Don't Know	74.6%	69.9%	72.8%
No Answer	1.9%	3.7%	2.9%
Average	**1.96**	**2.14**	**2.10**

Importance:	2012	2013	2014
(1) High	10.9%	9.5%	11.9%
(2) Medium	23.2%	20.3%	23.2%
(3) Low	24.9%	30.1%	29.0%
(N) Don't Know	32.5%	30.6%	25.8%
No Answer	8.5%	9.5%	10.1%
Average	**2.24**	**2.34**	**2.27**

Recycling

Quality:	2012	2013	2014
(1) Excellent	47.9%	52.0%	40.6%
(2) Good	42.9%	41.7%	44.1%
(3) Fair	8.1%	3.4%	9.3%
(4) Poor	0.0%	0.8%	2.6%
(N) Don't Know	0.5%	0.8%	0.9%
No Answer	0.7%	1.6%	2.6%
Average	**1.60**	**1.52**	**1.73**

Importance:	2012	2013	2014
(1) High	73.7%	67.8%	68.7%
(2) Medium	17.8%	20.6%	22.0%
(3) Low	0.5%	1.3%	0.9%
(N) Don't Know	1.2%	1.1%	1.2%
No Answer	6.9%	9.2%	7.2%
Average	**1.20**	**1.26**	**1.26**

Garbage collection

Quality:	2012	2013	2014
(1) Excellent	41.9%	45.9%	29.3%
(2) Good	46.9%	42.7%	48.4%
(3) Fair	8.1%	5.8%	15.1%
(4) Poor	1.9%	3.2%	3.8%
(N) Don't Know	0.7%	0.5%	0.9%
No Answer	0.5%	1.8%	2.6%
Average	**1.70**	**1.65**	**1.93**

Importance:	2012	2013	2014
(1) High	73.5%	68.6%	70.1%
(2) Medium	18.2%	21.4%	20.0%
(3) Low	0.5%	0.8%	0.9%
(N) Don't Know	1.2%	0.5%	1.2%
No Answer	6.6%	8.7%	7.8%
Average	**1.21**	**1.25**	**1.24**

Yard waste collection

Quality:	2012	2013	2014
(1) Excellent	33.9%	36.7%	24.3%
(2) Good	41.2%	38.3%	42.9%
(3) Fair	8.8%	8.7%	13.6%
(4) Poor	3.6%	2.9%	5.2%
(N) Don't Know	10.9%	11.9%	10.7%
No Answer	1.7%	1.6%	3.2%
Average	**1.79**	**1.74**	**2.00**

Importance:	2012	2013	2014
(1) High	62.1%	54.9%	58.3%
(2) Medium	22.5%	28.5%	25.8%
(3) Low	1.2%	2.9%	3.2%
(N) Don't Know	7.3%	4.2%	4.1%
No Answer	6.9%	9.5%	8.7%
Average	**1.29**	**1.40**	**1.37**

GIS Mapping

Quality:	2012	2013	2014
(1) Excellent	-	5.8%	3.2%
(2) Good	-	12.9%	18.3%
(3) Fair	-	4.7%	4.1%
(4) Poor	-	0.3%	0.3%
(N) Don't Know	-	72.0%	70.7%
No Answer	-	4.2%	3.5%
Average	-	**1.98**	**2.06**

Importance:	2012	2013	2014
(1) High	-	10.3%	12.8%
(2) Medium	-	22.7%	23.8%
(3) Low	-	19.5%	15.7%
(N) Don't Know	-	37.5%	38.0%
No Answer	-	10.0%	9.9%
Average	-	**2.18**	**2.06**

Ease of water billing services

Quality:	2012	2013	2014
(1) Excellent	37.9%	40.1%	34.8%
(2) Good	46.2%	44.9%	49.9%
(3) Fair	6.2%	8.2%	7.2%
(4) Poor	2.6%	2.1%	2.0%
(N) Don't Know	5.0%	2.4%	4.1%
No Answer	2.1%	2.4%	2.0%
Average	**1.71**	**1.71**	**1.75**

Importance:	2012	2013	2014
(1) High	36.0%	37.7%	38.6%
(2) Medium	47.9%	43.5%	47.8%
(3) Low	3.3%	7.4%	3.8%
(N) Don't Know	3.8%	2.1%	2.0%
No Answer	9.0%	9.2%	7.8%
Average	**1.63**	**1.66**	**1.61**

Promoting the Village to attract visitors

Quality:	2012	2013	2014
(1) Excellent	6.9%	9.0%	6.7%
(2) Good	25.6%	25.1%	24.3%
(3) Fair	19.0%	17.7%	19.7%
(4) Poor	8.5%	6.3%	9.9%
(N) Don't Know	38.4%	39.1%	36.8%
No Answer	1.7%	2.9%	2.6%
Average	**2.49**	**2.37**	**2.54**

Importance:	2012	2013	2014
(1) High	29.4%	23.2%	28.4%
(2) Medium	42.4%	37.7%	38.8%
(3) Low	8.1%	17.2%	14.2%
(N) Don't Know	12.8%	12.4%	10.1%
No Answer	7.3%	9.5%	8.4%
Average	**1.73**	**1.92**	**1.83**

Overall General Services

Quality:	2012	2013	2014
(1) Excellent	19.4%	22.4%	17.7%
(2) Good	62.8%	58.6%	60.3%
(3) Fair	13.0%	12.7%	16.8%
(4) Poor	0.2%	0.5%	0.3%
(N) Don't Know	2.1%	3.2%	2.3%
No Answer	2.4%	2.6%	2.6%
Average	**1.94**	**1.91**	**2.00**

Importance:	2012	2013	2014
(1) High	42.9%	34.8%	38.8%
(2) Medium	43.4%	47.8%	49.0%
(3) Low	1.7%	3.7%	1.4%
(N) Don't Know	3.1%	2.4%	2.0%
No Answer	9.0%	11.3%	8.7%
Average	**1.53**	**1.64**	**1.58**

7. Have you had any in-person, phone or email contact with an employee of the Village of Algonquin within the last 12 months (including police, counter staff, inspectors, or any others)?

	2012	2013	2014
Yes	58.5%	60.9%	65.2%
No	37.0%	36.1%	32.2%
Don't know	0.7%	0.3%	0.3%
No Answer	3.8%	2.6%	2.3%

8. Please rate the performance of the Village employee(s) you interacted with during your most recent contact.

Knowledgeable

	2012	2013	2014
(1) Excellent	32.9%	33.2%	35.4%
(2) Good	18.7%	23.2%	24.3%
(3) Fair	3.3%	5.0%	5.2%
(4) Poor	3.6%	1.6%	2.0%
(N) Don't Know	0.7%	1.3%	1.7%
No Answer	40.8%	35.6%	31.3%
Average	**1.62**	**1.60**	**1.61**

Courteous

	2012	2013	2014
(1) Excellent	35.8%	38.3%	40.6%
(2) Good	14.9%	20.8%	17.7%
(3) Fair	4.5%	3.7%	4.3%
(4) Poor	4.0%	0.8%	3.8%
(N) Don't Know	0.0%	0.8%	1.2%
No Answer	40.8%	35.6%	32.5%
Average	**1.61**	**1.48**	**1.57**

Responsive

	2012	2013	2014
(1) Excellent	33.9%	34.8%	36.5%
(2) Good	16.4%	23.7%	21.2%
(3) Fair	4.5%	4.0%	4.9%
(4) Poor	4.3%	1.3%	3.8%
(N) Don't Know	0.0%	0.5%	1.2%
No Answer	41.0%	35.6%	32.5%
Average	**1.65**	**1.56**	**1.64**

Overall

	2012	2013	2014
(1) Excellent	33.6%	35.6%	35.7%
(2) Good	16.4%	22.4%	22.3%
(3) Fair	5.7%	4.2%	5.8%
(4) Poor	3.3%	1.6%	2.9%
(N) Don't Know	0.0%	0.5%	1.2%
No Answer	41.0%	35.6%	32.2%
Average	**1.64**	**1.56**	**1.64**

9. Please indicate how likely or unlikely you are to do each of the following:

Recommend living in Algonquin to someone who asks

	2012	2013	2014
(1) Very Likely	44.3%	41.4%	40.3%
(2) Likely	34.1%	35.4%	39.4%
(3) Neither Likely or Unlikely	12.6%	11.3%	13.3%
(4) Unlikely	2.6%	3.4%	1.7%
(5) Very Unlikely	1.7%	1.1%	0.9%
(N) Don't Know	1.7%	1.3%	0.3%
No Answer	3.1%	6.1%	4.1%

Remain in Algonquin for the next five years

	2012	2013	2014
(1) Very Likely	50.0%	47.0%	46.7%
(2) Likely	29.6%	26.6%	30.4%
(3) Neither Likely or Unlikely	7.3%	9.2%	8.1%
(4) Unlikely	3.3%	5.3%	4.1%
(5) Very Unlikely	3.6%	1.8%	2.9%
(N) Don't Know	2.1%	3.7%	4.1%
No Answer	4.0%	6.3%	3.8%

10. How long have you been a resident of Algonquin?

	2012	2013	2014
Less than 1 year	2.8%	4.0%	4.1%
1 - 5 years	9.0%	10.6%	11.9%
6 - 10 years	23.7%	18.2%	9.3%
11 - 15 years	20.9%	18.2%	20.3%
Over 15 years	43.1%	48.3%	54.2%
No Answer	0.5%	0.8%	0.3%

11. In what type of home do you currently live?

	2012	2013	2014
Single family house	83.2%	78.1%	80.3%
Townhome/Duplex	15.2%	19.3%	18.0%
Condominium/Apartment	1.2%	1.8%	1.7%
Other	0.0%	0.0%	0.0%
No Answer	0.5%	0.8%	0.0%

12. Please indicate your current housing status.

	2012	2013	2014
Own	96.2%	95.0%	97.4%
Rent	3.3%	4.0%	2.6%
No Answer	0.5%	1.1%	0.0%

13. Do any children age 17 or under live in your household?

	2012	2013	2014
Yes	33.2%	29.6%	28.1%
No	66.4%	69.1%	71.6%
No Answer	0.5%	1.3%	0.3%

14. Are you or any other member/s of your household aged 65 or older?

	2012	2013	2014
Yes	27.0%	31.7%	37.1%
No	72.5%	68.1%	62.9%
No Answer	0.5%	0.3%	0.0%

15. Please indicate your age.

	2012	2013	2014
18 - 25	0.0%	0.3%	0.3%
26 - 35	8.5%	7.4%	7.5%
36 - 45	16.4%	16.6%	11.3%
46 - 55	29.9%	28.2%	27.2%
56 - 65	24.6%	22.7%	22.6%
Over 65	19.2%	23.7%	29.0%
No Answer	1.4%	1.3%	2.0%

16. Please indicate your gender.

	2012	2013	2014
Male	44.5%	40.6%	42.6%
Female	53.1%	56.7%	52.2%
No Answer	2.4%	2.6%	5.2%

17. In what area of Algonquin do you reside?

	2012	2013	2014
East of the Fox River	31.5%	30.6%	29.0%
West of Fox River, East of Randall	50.2%	47.2%	52.2%
West of Randall Road	16.1%	20.3%	16.5%
No Answer	2.1%	1.8%	2.3%

Crosstabulation of Survey Results

1. Please indicate how you would describe the following quality of life measures in Algonquin:

Algonquin as a place to live

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=343	*n=146*	*n=179*	*n=1*	*n=26*	*n=39*	*n=94*	*n=77*	*n=99*
(1) Excellent	31.8%	34.2%	29.6%	0.0%	30.8%	28.2%	22.3%	31.2%	42.4%
(2) Good	62.4%	61.0%	64.2%	100.0%	69.2%	64.1%	69.1%	62.3%	54.5%
(3) Fair	5.2%	4.8%	5.0%	0.0%	0.0%	5.1%	8.5%	5.2%	3.0%
(4) Poor	0.6%	0.0%	1.1%	0.0%	0.0%	2.6%	0.0%	1.3%	0.0%
Average	**1.75**	**1.71**	**1.78**	**2.00**	**1.69**	**1.82**	**1.86**	**1.77**	**1.61**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=100	*n=179*	*n=56*	*n=14*	*n=41*	*n=32*	*n=70*	*n=185*
(1) Excellent	23.0%	38.0%	30.4%	28.6%	41.5%	31.3%	30.0%	30.8%
(2) Good	67.0%	58.1%	67.9%	64.3%	53.7%	68.8%	64.3%	62.2%
(3) Fair	9.0%	3.4%	1.8%	7.1%	2.4%	0.0%	5.7%	6.5%
(4) Poor	1.0%	0.6%	0.0%	0.0%	2.4%	0.0%	0.0%	0.5%
Average	**1.88**	**1.66**	**1.71**	**1.79**	**1.66**	**1.69**	**1.76**	**1.77**

Your neighborhood as a place to live

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=342	*n=147*	*n=177*	*n=1*	*n=26*	*n=39*	*n=94*	*n=77*	*n=98*
(1) Excellent	40.4%	45.6%	36.7%	0.0%	34.6%	48.7%	33.0%	39.0%	48.0%
(2) Good	52.0%	49.0%	54.2%	100.0%	57.7%	43.6%	59.6%	50.6%	45.9%
(3) Fair	6.1%	4.1%	7.3%	0.0%	7.7%	2.6%	7.4%	7.8%	5.1%
(4) Poor	1.5%	1.4%	1.7%	0.0%	0.0%	5.1%	0.0%	2.6%	1.0%
Average	**1.69**	**1.61**	**1.74**	**2.00**	**1.73**	**1.64**	**1.74**	**1.74**	**1.59**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=100	*n=177*	*n=57*	*n=14*	*n=41*	*n=32*	*n=70*	*n=184*
(1) Excellent	36.0%	45.2%	35.1%	42.9%	48.8%	43.8%	32.9%	40.8%
(2) Good	55.0%	47.5%	59.6%	50.0%	48.8%	46.9%	60.0%	50.5%
(3) Fair	7.0%	6.2%	5.3%	0.0%	2.4%	9.4%	5.7%	7.1%
(4) Poor	2.0%	1.1%	0.0%	7.1%	0.0%	0.0%	1.4%	1.6%
Average	**1.75**	**1.63**	**1.70**	**1.71**	**1.54**	**1.66**	**1.76**	**1.70**

Algonquin as a place to raise children

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=286	*n=125*	*n=147*	*n=0*	*n=24*	*n=37*	*n=87*	*n=61*	*n=73*
(1) Excellent	33.9%	36.8%	32.0%	-	29.2%	43.2%	26.4%	32.8%	38.4%
(2) Good	57.0%	56.0%	57.1%	-	62.5%	48.6%	59.8%	60.7%	56.2%
(3) Fair	8.0%	7.2%	8.8%	-	8.3%	5.4%	11.5%	6.6%	5.5%
(4) Poor	1.0%	0.0%	2.0%	-	0.0%	2.7%	2.3%	0.0%	0.0%
Average	**1.76**	**1.70**	**1.81**	**-**	**1.79**	**1.68**	**1.90**	**1.74**	**1.67**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=77	*n=156*	*n=48*	*n=11*	*n=31*	*n=24*	*n=58*	*n=161*
(1) Excellent	29.9%	39.7%	22.9%	54.5%	41.9%	25.0%	24.1%	36.0%
(2) Good	57.1%	52.6%	72.9%	36.4%	54.8%	66.7%	65.5%	54.0%
(3) Fair	11.7%	7.1%	4.2%	0.0%	3.2%	8.3%	10.3%	8.7%
(4) Poor	1.3%	0.6%	0.0%	9.1%	0.0%	0.0%	0.0%	1.2%
Average	**1.84**	**1.69**	**1.81**	**1.64**	**1.61**	**1.83**	**1.86**	**1.75**

Algonquin as a place to work

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=191	*n=79*	*n=104*	*n=0*	*n=13*	*n=24*	*n=59*	*n=46*	*n=47*
(1) Excellent	14.1%	15.2%	14.4%	-	0.0%	8.3%	6.8%	13.0%	29.8%
(2) Good	39.8%	35.4%	42.3%	-	46.2%	33.3%	37.3%	47.8%	38.3%
(3) Fair	31.9%	32.9%	30.8%	-	46.2%	25.0%	40.7%	30.4%	21.3%
(4) Poor	14.1%	16.5%	12.5%	-	7.7%	33.3%	15.3%	8.7%	10.6%
Average	**2.46**	**2.51**	**2.41**	**-**	**2.62**	**2.83**	**2.64**	**2.35**	**2.13**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=51	*n=102*	*n=33*	*n=6*	*n=20*	*n=11*	*n=40*	*n=113*
(1) Excellent	11.8%	14.7%	15.2%	0.0%	10.0%	18.2%	10.0%	16.8%
(2) Good	41.2%	38.2%	42.4%	16.7%	55.0%	45.5%	40.0%	38.1%
(3) Fair	27.5%	35.3%	30.3%	33.3%	20.0%	27.3%	37.5%	31.9%
(4) Poor	19.6%	11.8%	12.1%	50.0%	15.0%	9.1%	12.5%	13.3%
Average	**2.55**	**2.44**	**2.39**	**3.33**	**2.40**	**2.27**	**2.53**	**2.42**

Algonquin compared to other communities in the area

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=320	*n=137*	*n=168*	*n=1*	*n=26*	*n=38*	*n=90*	*n=73*	*n=87*
(1) Excellent	23.4%	25.5%	23.2%	0.0%	7.7%	18.4%	21.1%	26.0%	32.2%
(2) Good	58.1%	59.1%	57.7%	0.0%	76.9%	65.8%	54.4%	52.1%	57.5%
(3) Fair	16.6%	14.6%	16.7%	100.0%	15.4%	10.5%	24.4%	19.2%	9.2%
(4) Poor	1.9%	0.7%	2.4%	0.0%	0.0%	5.3%	0.0%	2.7%	1.1%
Average	**1.97**	**1.91**	**1.98**	**3.00**	**2.08**	**2.03**	**2.03**	**1.99**	**1.79**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=96	*n=163*	*n=54*	*n=14*	*n=37*	*n=29*	*n=66*	*n=173*
(1) Excellent	15.6%	27.6%	24.1%	7.1%	29.7%	20.7%	25.8%	23.1%
(2) Good	61.5%	57.1%	57.4%	71.4%	59.5%	58.6%	48.5%	60.1%
(3) Fair	20.8%	14.1%	18.5%	14.3%	10.8%	20.7%	24.2%	14.5%
(4) Poor	2.1%	1.2%	0.0%	7.1%	0.0%	0.0%	1.5%	2.3%
Average	**2.09**	**1.89**	**1.94**	**2.21**	**1.81**	**2.00**	**2.02**	**1.96**

Overall appearance of Algonquin

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=339	*n=143*	*n=178*	*n=1*	*n=26*	*n=39*	*n=93*	*n=76*	*n=98*
(1) Excellent	23.6%	25.9%	23.0%	0.0%	11.5%	23.1%	16.1%	27.6%	31.6%
(2) Good	59.9%	55.2%	63.5%	100.0%	69.2%	56.4%	63.4%	53.9%	59.2%
(3) Fair	15.9%	17.5%	13.5%	0.0%	19.2%	20.5%	19.4%	17.1%	9.2%
(4) Poor	0.6%	1.4%	0.0%	0.0%	0.0%	0.0%	1.1%	1.3%	0.0%
Average	**1.94**	**1.94**	**1.90**	**2.00**	**2.08**	**1.97**	**2.05**	**1.92**	**1.78**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=97	*n=177*	*n=57*	*n=14*	*n=41*	*n=31*	*n=68*	*n=184*
(1) Excellent	14.4%	28.2%	24.6%	21.4%	22.0%	19.4%	25.0%	24.5%
(2) Good	71.1%	55.9%	54.4%	64.3%	65.9%	61.3%	51.5%	60.9%
(3) Fair	13.4%	15.3%	21.1%	14.3%	12.2%	19.4%	23.5%	13.6%
(4) Poor	1.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%
Average	**2.01**	**1.88**	**1.96**	**1.93**	**1.90**	**2.00**	**1.99**	**1.91**

Cleanliness of Algonquin

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=340	*n=145*	*n=178*	*n=1*	*n=26*	*n=38*	*n=92*	*n=77*	*n=99*
(1) Excellent	29.1%	31.0%	28.7%	0.0%	15.4%	31.6%	31.5%	32.5%	28.3%
(2) Good	57.6%	56.6%	57.3%	100.0%	73.1%	55.3%	52.2%	49.4%	63.6%
(3) Fair	12.1%	11.0%	12.9%	0.0%	11.5%	10.5%	15.2%	16.9%	7.1%
(4) Poor	1.2%	1.4%	1.1%	0.0%	0.0%	2.6%	1.1%	1.3%	1.0%
Average	**1.85**	**1.83**	**1.87**	**2.00**	**1.96**	**1.84**	**1.86**	**1.87**	**1.81**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=99	*n=176*	*n=57*	*n=14*	*n=41*	*n=31*	*n=68*	*n=185*
(1) Excellent	22.2%	33.5%	28.1%	21.4%	26.8%	25.8%	27.9%	31.4%
(2) Good	64.6%	54.0%	56.1%	71.4%	65.9%	54.8%	51.5%	57.3%
(3) Fair	12.1%	11.4%	15.8%	0.0%	2.4%	19.4%	20.6%	10.8%
(4) Poor	1.0%	1.1%	0.0%	7.1%	4.9%	0.0%	0.0%	0.5%
Average	**1.92**	**1.80**	**1.88**	**1.93**	**1.85**	**1.94**	**1.93**	**1.81**

Overall quality of new development in Algonquin

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=309	*n=131*	*n=161*	*n=1*	*n=20*	*n=36*	*n=88*	*n=74*	*n=85*
(1) Excellent	18.1%	17.6%	19.9%	0.0%	0.0%	19.4%	11.4%	21.6%	27.1%
(2) Good	47.2%	45.0%	50.3%	100.0%	65.0%	58.3%	43.2%	43.2%	45.9%
(3) Fair	27.2%	30.5%	23.6%	0.0%	35.0%	19.4%	35.2%	27.0%	20.0%
(4) Poor	7.4%	6.9%	6.2%	0.0%	0.0%	2.8%	10.2%	8.1%	7.1%
Average	**2.24**	**2.27**	**2.16**	**2.00**	**2.35**	**2.06**	**2.44**	**2.22**	**2.07**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=91	*n=158*	*n=52*	*n=12*	*n=30*	*n=25*	*n=65*	*n=176*
(1) Excellent	11.0%	23.4%	15.4%	8.3%	13.3%	16.0%	18.5%	19.9%
(2) Good	48.4%	46.2%	48.1%	58.3%	63.3%	44.0%	44.6%	44.9%
(3) Fair	33.0%	22.8%	30.8%	33.3%	20.0%	40.0%	27.7%	26.1%
(4) Poor	7.7%	7.6%	5.8%	0.0%	3.3%	0.0%	9.2%	9.1%
Average	**2.37**	**2.15**	**2.27**	**2.25**	**2.13**	**2.24**	**2.28**	**2.24**

Variety of housing options

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=306	*n=132*	*n=162*	*n=1*	*n=23*	*n=36*	*n=85*	*n=71*	*n=86*
(1) Excellent	20.6%	18.2%	22.8%	0.0%	17.4%	27.8%	20.0%	15.5%	23.3%
(2) Good	58.2%	56.1%	59.9%	100.0%	65.2%	55.6%	58.8%	57.7%	58.1%
(3) Fair	18.3%	23.5%	13.6%	0.0%	13.0%	13.9%	20.0%	22.5%	15.1%
(4) Poor	2.9%	2.3%	3.7%	0.0%	4.3%	2.8%	1.2%	4.2%	3.5%
Average	**2.04**	**2.10**	**1.98**	**2.00**	**2.04**	**1.92**	**2.02**	**2.15**	**1.99**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=88	*n=158*	*n=54*	*n=12*	*n=35*	*n=29*	*n=65*	*n=164*
(1) Excellent	14.8%	24.1%	20.4%	16.7%	25.7%	6.9%	23.1%	21.3%
(2) Good	61.4%	55.1%	63.0%	66.7%	60.0%	69.0%	53.8%	56.7%
(3) Fair	20.5%	17.7%	14.8%	16.7%	14.3%	20.7%	21.5%	17.7%
(4) Poor	3.4%	3.2%	1.9%	0.0%	0.0%	3.4%	1.5%	4.3%
Average	**2.13**	**2.00**	**1.98**	**2.00**	**1.89**	**2.21**	**2.02**	**2.05**

Overall quality of businesses and services in Algonquin

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=333	*n=144*	*n=173*	*n=0*	*n=26*	*n=39*	*n=93*	*n=74*	*n=96*
(1) Excellent	29.4%	29.9%	29.5%	-	34.6%	30.8%	28.0%	25.7%	30.2%
(2) Good	52.3%	49.3%	56.6%	-	50.0%	48.7%	53.8%	58.1%	50.0%
(3) Fair	15.9%	18.1%	11.6%	-	15.4%	15.4%	15.1%	13.5%	18.8%
(4) Poor	2.4%	2.8%	2.3%	-	0.0%	5.1%	3.2%	2.7%	1.0%
Average	**1.91**	**1.94**	**1.87**	**-**	**1.81**	**1.95**	**1.94**	**1.93**	**1.91**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=99	*n=172*	*n=56*	*n=13*	*n=40*	*n=31*	*n=69*	*n=179*
(1) Excellent	18.2%	35.5%	32.1%	15.4%	37.5%	41.9%	23.2%	28.5%
(2) Good	62.6%	47.7%	48.2%	61.5%	42.5%	41.9%	52.2%	55.9%
(3) Fair	14.1%	15.7%	19.6%	15.4%	17.5%	16.1%	20.3%	14.0%
(4) Poor	5.1%	1.2%	0.0%	7.7%	2.5%	0.0%	4.3%	1.7%
Average	**2.06**	**1.83**	**1.88**	**2.15**	**1.85**	**1.74**	**2.06**	**1.89**

Shopping opportunities

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=339	*n=146*	*n=175*	*n=1*	*n=26*	*n=38*	*n=94*	*n=77*	*n=96*
(1) Excellent	49.0%	49.3%	49.7%	0.0%	53.8%	55.3%	45.7%	48.1%	49.0%
(2) Good	39.2%	39.0%	38.9%	100.0%	34.6%	34.2%	40.4%	37.7%	41.7%
(3) Fair	8.6%	8.9%	8.6%	0.0%	11.5%	5.3%	9.6%	9.1%	8.3%
(4) Poor	3.2%	2.7%	2.9%	0.0%	0.0%	5.3%	4.3%	5.2%	1.0%
Average	**1.66**	**1.65**	**1.65**	**2.00**	**1.58**	**1.61**	**1.72**	**1.71**	**1.61**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=100	*n=176*	*n=56*	*n=13*	*n=41*	*n=32*	*n=69*	*n=183*
(1) Excellent	32.0%	57.4%	53.6%	46.2%	53.7%	56.3%	43.5%	48.6%
(2) Good	47.0%	34.7%	37.5%	38.5%	34.1%	31.3%	43.5%	40.4%
(3) Fair	13.0%	6.8%	7.1%	15.4%	4.9%	12.5%	7.2%	8.7%
(4) Poor	8.0%	1.1%	1.8%	0.0%	7.3%	0.0%	5.8%	2.2%
Average	**1.97**	**1.52**	**1.57**	**1.69**	**1.66**	**1.56**	**1.75**	**1.64**

Recreational opportunities

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=319	*n=137*	*n=165*	*n=1*	*n=25*	*n=36*	*n=91*	*n=72*	*n=88*
(1) Excellent	13.2%	10.2%	16.4%	0.0%	20.0%	11.1%	7.7%	16.7%	14.8%
(2) Good	45.8%	47.4%	46.1%	0.0%	48.0%	52.8%	36.3%	44.4%	53.4%
(3) Fair	32.0%	32.8%	29.1%	0.0%	24.0%	19.4%	42.9%	31.9%	28.4%
(4) Poor	9.1%	9.5%	8.5%	100.0%	8.0%	16.7%	13.2%	6.9%	3.4%
Average	**2.37**	**2.42**	**2.30**	**4.00**	**2.20**	**2.42**	**2.62**	**2.29**	**2.20**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=165*	*n=51*	*n=12*	*n=36*	*n=31*	*n=64*	*n=175*
(1) Excellent	9.5%	13.9%	17.6%	16.7%	22.2%	9.7%	12.5%	12.0%
(2) Good	49.5%	42.4%	49.0%	66.7%	50.0%	58.1%	39.1%	44.0%
(3) Fair	30.5%	33.9%	27.5%	8.3%	22.2%	22.6%	34.4%	36.0%
(4) Poor	10.5%	9.7%	5.9%	8.3%	5.6%	9.7%	14.1%	8.0%
Average	**2.42**	**2.39**	**2.22**	**2.08**	**2.11**	**2.32**	**2.50**	**2.40**

Employment opportunities

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=196	*n=82*	*n=107*	*n=0*	*n=13*	*n=21*	*n=59*	*n=44*	*n=55*
(1) Excellent	3.6%	2.4%	4.7%	0.0%	0.0%	4.8%	1.7%	2.3%	7.3%
(2) Good	33.2%	25.6%	39.3%	0.0%	38.5%	28.6%	30.5%	27.3%	41.8%
(3) Fair	44.9%	53.7%	39.3%	0.0%	38.5%	28.6%	52.5%	52.3%	38.2%
(4) Poor	18.4%	18.3%	16.8%	0.0%	23.1%	38.1%	15.3%	18.2%	12.7%
Average	**2.78**	**2.88**	**2.68**	**0.00**	**2.85**	**3.00**	**2.81**	**2.86**	**2.56**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=53	*n=107*	*n=30*	*n=6*	*n=15*	*n=18*	*n=37*	*n=119*
(1) Excellent	3.8%	2.8%	3.3%	0.0%	13.3%	0.0%	2.7%	3.4%
(2) Good	35.8%	31.8%	36.7%	50.0%	40.0%	27.8%	35.1%	31.1%
(3) Fair	39.6%	47.7%	46.7%	16.7%	26.7%	44.4%	43.2%	49.6%
(4) Poor	20.8%	17.8%	13.3%	33.3%	20.0%	27.8%	18.9%	16.0%
Average	**2.77**	**2.80**	**2.70**	**2.83**	**2.53**	**3.00**	**2.78**	**2.78**

Opportunities to participate in social events and activities

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=301	*n=128*	*n=156*	*n=0*	*n=25*	*n=33*	*n=88*	*n=65*	*n=84*
(1) Excellent	12.0%	12.5%	11.5%	-	8.0%	9.1%	8.0%	12.3%	17.9%
(2) Good	47.5%	46.9%	49.4%	-	56.0%	30.3%	45.5%	49.2%	51.2%
(3) Fair	33.6%	35.9%	30.8%	-	36.0%	45.5%	39.8%	30.8%	25.0%
(4) Poor	7.0%	4.7%	8.3%	-	0.0%	15.2%	6.8%	7.7%	6.0%
Average	**2.36**	**2.33**	**2.36**	**-**	**2.28**	**2.67**	**2.45**	**2.34**	**2.19**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=92	*n=155*	*n=47*	*n=9*	*n=34*	*n=29*	*n=58*	*n=170*
(1) Excellent	12.0%	12.9%	10.6%	22.2%	11.8%	3.4%	12.1%	12.9%
(2) Good	44.6%	49.0%	44.7%	22.2%	52.9%	51.7%	43.1%	48.2%
(3) Fair	35.9%	32.3%	36.2%	44.4%	32.4%	37.9%	34.5%	32.4%
(4) Poor	7.6%	5.8%	8.5%	11.1%	2.9%	6.9%	10.3%	6.5%
Average	**2.39**	**2.31**	**2.43**	**2.44**	**2.26**	**2.48**	**2.43**	**2.32**

Ease of car travel in Algonquin

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=333	*n=145*	*n=172*	*n=1*	*n=26*	*n=39*	*n=94*	*n=75*	*n=92*
(1) Excellent	6.9%	4.1%	8.7%	0.0%	3.8%	7.7%	2.1%	2.7%	15.2%
(2) Good	31.8%	27.6%	36.0%	0.0%	26.9%	48.7%	23.4%	33.3%	32.6%
(3) Fair	38.1%	40.0%	36.0%	0.0%	53.8%	33.3%	39.4%	33.3%	39.1%
(4) Poor	23.1%	28.3%	19.2%	100.0%	15.4%	10.3%	35.1%	30.7%	13.0%
Average	**2.77**	**2.92**	**2.66**	**4.00**	**2.81**	**2.46**	**3.07**	**2.92**	**2.50**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=99	*n=171*	*n=56*	*n=14*	*n=39*	*n=32*	*n=66*	*n=181*
(1) Excellent	5.1%	8.2%	5.4%	14.3%	7.7%	0.0%	10.6%	6.1%
(2) Good	26.3%	33.3%	35.7%	28.6%	41.0%	46.9%	30.3%	27.6%
(3) Fair	36.4%	36.8%	44.6%	35.7%	23.1%	31.3%	37.9%	43.1%
(4) Poor	32.3%	21.6%	14.3%	21.4%	28.2%	21.9%	21.2%	23.2%
Average	**2.96**	**2.72**	**2.68**	**2.64**	**2.72**	**2.75**	**2.70**	**2.83**

Ease of bicycle travel in Algonquin

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=263	*n=114*	*n=134*	*n=0*	*n=21*	*n=32*	*n=81*	*n=59*	*n=65*
(1) Excellent	12.9%	12.3%	13.4%	-	14.3%	9.4%	7.4%	8.5%	24.6%
(2) Good	48.7%	47.4%	50.7%	-	57.1%	50.0%	45.7%	47.5%	50.8%
(3) Fair	28.1%	27.2%	28.4%	-	23.8%	31.3%	33.3%	30.5%	18.5%
(4) Poor	10.3%	13.2%	7.5%	-	4.8%	9.4%	13.6%	13.6%	6.2%
Average	**2.36**	**2.41**	**2.30**	**-**	**2.19**	**2.41**	**2.53**	**2.49**	**2.06**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=77	*n=140*	*n=40*	*n=10*	*n=27*	*n=21*	*n=53*	*n=151*
(1) Excellent	10.4%	16.4%	5.0%	30.0%	14.8%	0.0%	9.4%	14.6%
(2) Good	49.4%	50.0%	45.0%	50.0%	48.1%	57.1%	49.1%	47.0%
(3) Fair	31.2%	25.0%	32.5%	10.0%	25.9%	28.6%	28.3%	29.8%
(4) Poor	9.1%	8.6%	17.5%	10.0%	11.1%	14.3%	13.2%	8.6%
Average	**2.39**	**2.26**	**2.63**	**2.00**	**2.33**	**2.57**	**2.45**	**2.32**

Ease of walking in Algonquin

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=318	*n=136*	*n=167*	*n=1*	*n=25*	*n=36*	*n=90*	*n=73*	*n=87*
(1) Excellent	15.7%	16.9%	15.0%	0.0%	24.0%	13.9%	10.0%	12.3%	23.0%
(2) Good	44.7%	45.6%	44.3%	0.0%	32.0%	41.7%	44.4%	45.2%	50.6%
(3) Fair	30.8%	27.9%	32.3%	0.0%	36.0%	36.1%	33.3%	35.6%	19.5%
(4) Poor	8.8%	9.6%	8.4%	100.0%	8.0%	8.3%	12.2%	6.8%	6.9%
Average	**2.33**	**2.30**	**2.34**	**4.00**	**2.28**	**2.39**	**2.48**	**2.37**	**2.10**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=166*	*n=51*	*n=13*	*n=32*	*n=32*	*n=65*	*n=175*
(1) Excellent	8.4%	19.9%	15.7%	15.4%	18.8%	9.4%	15.4%	16.6%
(2) Good	43.2%	47.0%	39.2%	30.8%	53.1%	46.9%	36.9%	46.9%
(3) Fair	42.1%	25.3%	29.4%	38.5%	18.8%	34.4%	40.0%	28.0%
(4) Poor	6.3%	7.8%	15.7%	15.4%	9.4%	9.4%	7.7%	8.6%
Average	**2.46**	**2.21**	**2.45**	**2.54**	**2.19**	**2.44**	**2.40**	**2.29**

Availability of paths and walking trails

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=306	*n=128*	*n=161*	*n=1*	*n=23*	*n=36*	*n=88*	*n=70*	*n=82*
(1) Excellent	20.9%	23.4%	19.3%	0.0%	30.4%	22.2%	14.8%	17.1%	26.8%
(2) Good	47.7%	47.7%	49.7%	0.0%	39.1%	44.4%	48.9%	51.4%	46.3%
(3) Fair	25.2%	23.4%	23.6%	0.0%	30.4%	25.0%	28.4%	25.7%	22.0%
(4) Poor	6.2%	5.5%	7.5%	100.0%	0.0%	8.3%	8.0%	5.7%	4.9%
Average	**2.17**	**2.11**	**2.19**	**4.00**	**2.00**	**2.19**	**2.30**	**2.20**	**2.05**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=89	*n=160*	*n=50*	*n=13*	*n=34*	*n=29*	*n=63*	*n=166*
(1) Excellent	13.5%	23.8%	22.0%	30.8%	32.4%	13.8%	17.5%	20.5%
(2) Good	50.6%	47.5%	46.0%	38.5%	35.3%	62.1%	44.4%	50.0%
(3) Fair	28.1%	24.4%	24.0%	15.4%	29.4%	20.7%	28.6%	24.1%
(4) Poor	7.9%	4.4%	8.0%	15.4%	2.9%	3.4%	9.5%	5.4%
Average	**2.30**	**2.09**	**2.18**	**2.15**	**2.03**	**2.14**	**2.30**	**2.14**

Traffic flow on major streets

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=330	*n=142*	*n=171*	*n=1*	*n=26*	*n=38*	*n=92*	*n=70*	*n=97*
(1) Excellent	3.9%	4.2%	4.1%	0.0%	0.0%	2.6%	2.2%	5.7%	6.2%
(2) Good	25.8%	19.0%	30.4%	0.0%	23.1%	26.3%	18.5%	27.1%	33.0%
(3) Fair	37.6%	40.1%	35.7%	0.0%	50.0%	47.4%	34.8%	25.7%	40.2%
(4) Poor	32.7%	36.6%	29.8%	100.0%	26.9%	23.7%	44.6%	41.4%	20.6%
Average	**2.99**	**3.09**	**2.91**	**4.00**	**3.04**	**2.92**	**3.22**	**3.03**	**2.75**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=96	*n=173*	*n=55*	*n=14*	*n=38*	*n=32*	*n=66*	*n=179*
(1) Excellent	2.1%	5.2%	1.8%	0.0%	2.6%	0.0%	6.1%	4.5%
(2) Good	18.8%	30.1%	27.3%	42.9%	28.9%	25.0%	18.2%	26.8%
(3) Fair	29.2%	38.7%	47.3%	28.6%	39.5%	37.5%	42.4%	36.3%
(4) Poor	50.0%	26.0%	23.6%	28.6%	28.9%	37.5%	33.3%	32.4%
Average	**3.27**	**2.86**	**2.93**	**2.86**	**2.95**	**3.13**	**3.03**	**2.97**

Quality of overall natural environment in Algonquin

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=334	*n=145*	*n=171*	*n=1*	*n=26*	*n=39*	*n=93*	*n=75*	*n=93*
(1) Excellent	16.2%	17.2%	15.8%	0.0%	26.9%	15.4%	8.6%	17.3%	19.4%
(2) Good	57.5%	60.0%	55.6%	0.0%	53.8%	64.1%	57.0%	50.7%	62.4%
(3) Fair	23.7%	21.4%	25.1%	100.0%	19.2%	17.9%	30.1%	29.3%	16.1%
(4) Poor	2.7%	1.4%	3.5%	0.0%	0.0%	2.6%	4.3%	2.7%	2.2%
Average	**2.13**	**2.07**	**2.16**	**3.00**	**1.92**	**2.08**	**2.30**	**2.17**	**2.01**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=99	*n=174*	*n=53*	*n=14*	*n=40*	*n=32*	*n=67*	*n=180*
(1) Excellent	11.1%	21.8%	7.5%	28.6%	7.5%	28.1%	10.4%	17.2%
(2) Good	58.6%	57.5%	56.6%	42.9%	67.5%	59.4%	56.7%	56.7%
(3) Fair	26.3%	19.0%	34.0%	21.4%	25.0%	12.5%	29.9%	22.8%
(4) Poor	4.0%	1.7%	1.9%	7.1%	0.0%	0.0%	3.0%	3.3%
Average	**2.23**	**2.01**	**2.30**	**2.07**	**2.18**	**1.84**	**2.25**	**2.12**

Value of services for the taxes paid to the Village of Algonquin

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=323	*n=143*	*n=164*	*n=1*	*n=22*	*n=38*	*n=92*	*n=71*	*n=93*
(1) Excellent	7.4%	5.6%	9.1%	0.0%	4.5%	5.3%	4.3%	8.5%	9.7%
(2) Good	37.2%	35.7%	39.6%	0.0%	31.8%	36.8%	29.3%	36.6%	49.5%
(3) Fair	37.8%	44.1%	32.3%	0.0%	54.5%	42.1%	42.4%	36.6%	28.0%
(4) Poor	17.6%	14.7%	18.9%	100.0%	9.1%	15.8%	23.9%	18.3%	12.9%
Average	**2.66**	**2.68**	**2.61**	**4.00**	**2.68**	**2.68**	**2.86**	**2.65**	**2.44**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=167*	*n=55*	*n=12*	*n=35*	*n=31*	*n=67*	*n=177*
(1) Excellent	4.2%	9.6%	5.5%	0.0%	11.4%	6.5%	3.0%	9.0%
(2) Good	34.7%	39.5%	38.2%	16.7%	31.4%	45.2%	38.8%	37.9%
(3) Fair	44.2%	36.5%	32.7%	66.7%	37.1%	45.2%	35.8%	35.0%
(4) Poor	16.8%	14.4%	23.6%	16.7%	20.0%	3.2%	22.4%	18.1%
Average	**2.74**	**2.56**	**2.75**	**3.00**	**2.66**	**2.45**	**2.78**	**2.62**

Overall direction that Algonquin is taking

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=305	*n=134*	*n=156*	*n=0*	*n=22*	*n=36*	*n=83*	*n=68*	*n=91*
(1) Excellent	9.8%	6.7%	12.8%	-	0.0%	11.1%	8.4%	10.3%	12.1%
(2) Good	60.7%	61.9%	61.5%	-	81.8%	66.7%	56.6%	54.4%	61.5%
(3) Fair	24.3%	26.9%	21.2%	-	18.2%	16.7%	27.7%	27.9%	24.2%
(4) Poor	5.2%	4.5%	4.5%	-	0.0%	5.6%	7.2%	7.4%	2.2%
Average	**2.25**	**2.29**	**2.17**	**-**	**2.18**	**2.17**	**2.34**	**2.32**	**2.16**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=91	*n=158*	*n=50*	*n=12*	*n=35*	*n=26*	*n=64*	*n=167*
(1) Excellent	5.5%	12.7%	8.0%	0.0%	17.1%	11.5%	7.8%	9.6%
(2) Good	64.8%	60.1%	58.0%	66.7%	68.6%	61.5%	53.1%	61.1%
(3) Fair	24.2%	24.1%	26.0%	25.0%	11.4%	23.1%	32.8%	24.0%
(4) Poor	5.5%	3.2%	8.0%	8.3%	2.9%	3.8%	6.3%	5.4%
Average	**2.30**	**2.18**	**2.34**	**2.42**	**2.00**	**2.19**	**2.38**	**2.25**

Overall image or reputation of Algonquin

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=328	*n=142*	*n=170*	*n=1*	*n=25*	*n=38*	*n=92*	*n=70*	*n=97*
(1) Excellent	14.6%	13.4%	16.5%	0.0%	4.0%	13.2%	8.7%	15.7%	21.6%
(2) Good	63.1%	62.7%	64.7%	0.0%	88.0%	63.2%	65.2%	55.7%	61.9%
(3) Fair	20.4%	23.2%	15.9%	100.0%	8.0%	21.1%	23.9%	27.1%	14.4%
(4) Poor	1.8%	0.7%	2.9%	0.0%	0.0%	2.6%	2.2%	1.4%	2.1%
Average	**2.09**	**2.11**	**2.05**	**3.00**	**2.04**	**2.13**	**2.20**	**2.14**	**1.97**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=98	*n=172*	*n=53*	*n=14*	*n=39*	*n=32*	*n=68*	*n=174*
(1) Excellent	9.2%	18.6%	11.3%	7.1%	15.4%	18.8%	10.3%	16.1%
(2) Good	62.2%	65.7%	58.5%	57.1%	71.8%	68.8%	55.9%	63.2%
(3) Fair	27.6%	14.0%	28.3%	28.6%	12.8%	12.5%	33.8%	17.8%
(4) Poor	1.0%	1.7%	1.9%	7.1%	0.0%	0.0%	0.0%	2.9%
Average	**2.20**	**1.99**	**2.21**	**2.36**	**1.97**	**1.94**	**2.24**	**2.07**

2. To what degree, if at all, are run-down buildings, weed lots, or junk vehicles a problem in Algonquin?

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=302	*n=133*	*n=155*	*n=1*	*n=25*	*n=34*	*n=90*	*n=68*	*n=79*
Not a problem	27.2%	30.1%	26.5%	0.0%	16.0%	32.4%	23.3%	26.5%	35.4%
Minor problem	45.4%	45.1%	45.8%	0.0%	64.0%	44.1%	47.8%	44.1%	39.2%
Moderate problem	22.2%	18.8%	23.2%	100.0%	16.0%	23.5%	21.1%	25.0%	19.0%
Major problem	5.3%	6.0%	4.5%	0.0%	4.0%	0.0%	7.8%	4.4%	6.3%
	2.06	**2.01**	**2.06**	**3.00**	**2.08**	**1.91**	**2.13**	**2.07**	**1.96**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=92	*n=155*	*n=50*	*n=12*	*n=34*	*n=29*	*n=62*	*n=164*
Not a problem	17.4%	31.0%	34.0%	33.3%	17.6%	20.7%	30.6%	28.7%
Minor problem	46.7%	43.9%	50.0%	33.3%	58.8%	48.3%	51.6%	40.2%
Moderate problem	28.3%	20.0%	14.0%	33.3%	20.6%	27.6%	14.5%	23.8%
Major problem	7.6%	5.2%	2.0%	0.0%	2.9%	3.4%	3.2%	7.3%
	2.26	**1.99**	**1.84**	**2.00**	**2.09**	**2.14**	**1.90**	**2.10**

3. Please rate how safe you feel:

In your neighborhood during the day

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=338	*n=144*	*n=177*	*n=1*	*n=26*	*n=37*	*n=94*	*n=77*	*n=97*
(1) Very Safe	78.4%	79.2%	79.1%	100.0%	88.5%	81.1%	76.6%	79.2%	77.3%
(2) Somewhat Safe	18.9%	17.4%	19.2%	0.0%	11.5%	16.2%	21.3%	19.5%	17.5%
(3) Neither Safe nor Unsafe	2.4%	3.5%	1.7%	0.0%	0.0%	2.7%	2.1%	1.3%	4.1%
(4) Somewhat Unsafe	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%
(5) Very Unsafe	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	**1.25**	**1.24**	**1.23**	**1.00**	**1.12**	**1.22**	**1.26**	**1.22**	**1.29**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=98	*n=177*	*n=56*	*n=14*	*n=41*	*n=32*	*n=70*	*n=180*
(1) Very Safe	80.6%	77.4%	82.1%	85.7%	78.0%	71.9%	82.9%	77.2%
(2) Somewhat Safe	19.4%	17.5%	17.9%	14.3%	22.0%	28.1%	12.9%	19.4%
(3) Neither Safe nor Unsafe	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	4.3%	2.8%
(4) Somewhat Unsafe	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
(5) Very Unsafe	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	**1.19**	**1.28**	**1.18**	**1.14**	**1.22**	**1.28**	**1.21**	**1.27**

In your neighborhood after dark

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=334	*n=143*	*n=173*	*n=1*	*n=26*	*n=37*	*n=94*	*n=75*	*n=93*
(1) Very Safe	53.0%	58.7%	50.9%	0.0%	50.0%	43.2%	56.4%	56.0%	54.8%
(2) Somewhat Safe	34.1%	31.5%	34.1%	0.0%	50.0%	43.2%	34.0%	26.7%	32.3%
(3) Neither Safe nor Unsafe	7.2%	6.3%	8.7%	0.0%	0.0%	10.8%	3.2%	12.0%	8.6%
(4) Somewhat Unsafe	4.8%	3.5%	6.4%	100.0%	0.0%	2.7%	6.4%	5.3%	4.3%
(5) Very Unsafe	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	**1.66**	**1.55**	**1.71**	**4.00**	**1.50**	**1.73**	**1.60**	**1.67**	**1.62**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=98	*n=171*	*n=56*	*n=14*	*n=41*	*n=31*	*n=70*	*n=174*
(1) Very Safe	52.0%	56.1%	50.0%	50.0%	53.7%	48.4%	57.1%	53.4%
(2) Somewhat Safe	36.7%	31.6%	39.3%	21.4%	41.5%	45.2%	31.4%	32.8%
(3) Neither Safe nor Unsafe	7.1%	7.6%	7.1%	7.1%	2.4%	6.5%	5.7%	9.2%
(4) Somewhat Unsafe	4.1%	4.7%	3.6%	21.4%	2.4%	0.0%	5.7%	4.6%
(5) Very Unsafe	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	**1.63**	**1.61**	**1.64**	**2.00**	**1.54**	**1.58**	**1.60**	**1.65**

6. Please rate the quality and the importance of the service provided by the Village:

POLICE/PUBLIC SAFETY

Crime Prevention: Quality

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=275	*n=124*	*n=137*	*n=1*	*n=17*	*n=28*	*n=81*	*n=62*	*n=81*
(1) Excellent	28.7%	30.6%	26.3%	0.0%	35.3%	25.0%	22.2%	25.8%	35.8%
(2) Good	58.9%	55.6%	62.0%	0.0%	41.2%	71.4%	63.0%	59.7%	56.8%
(3) Fair	11.3%	12.9%	10.2%	100.0%	17.6%	0.0%	13.6%	14.5%	7.4%
(4) Poor	1.1%	0.8%	1.5%	0.0%	5.9%	3.6%	1.2%	0.0%	0.0%
Average	**1.85**	**1.84**	**1.87**	**3.00**	**1.94**	**1.82**	**1.94**	**1.89**	**1.72**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=81	*n=140*	*n=49*	*n=7*	*n=32*	*n=21*	*n=53*	*n=162*
(1) Excellent	23.5%	32.9%	26.5%	28.6%	34.4%	23.8%	22.6%	30.2%
(2) Good	61.7%	55.7%	63.3%	42.9%	56.3%	66.7%	60.4%	58.6%
(3) Fair	14.8%	10.0%	10.2%	14.3%	9.4%	4.8%	17.0%	10.5%
(4) Poor	0.0%	1.4%	0.0%	14.3%	0.0%	4.8%	0.0%	0.6%
Average	**1.91**	**1.80**	**1.84**	**2.14**	**1.75**	**1.90**	**1.94**	**1.81**

Crime Prevention: Importance

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=309	*n=132*	*n=161*	*n=1*	*n=25*	*n=37*	*n=89*	*n=70*	*n=81*
(1) High	89.3%	87.9%	90.7%	100.0%	92.0%	91.9%	88.8%	85.7%	90.1%
(2) Medium	9.4%	10.6%	8.1%	0.0%	8.0%	8.1%	9.0%	14.3%	7.4%
(3) Low	1.3%	1.5%	1.2%	0.0%	0.0%	0.0%	2.2%	0.0%	2.5%
Average	**1.12**	**1.14**	**1.11**	**1.00**	**1.08**	**1.08**	**1.13**	**1.14**	**1.12**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=91	*n=160*	*n=52*	*n=14*	*n=35*	*n=30*	*n=66*	*n=163*
(1) High	85.7%	91.9%	88.5%	85.7%	85.7%	93.3%	89.4%	89.6%
(2) Medium	12.1%	6.9%	11.5%	14.3%	11.4%	6.7%	10.6%	8.6%
(3) Low	2.2%	1.3%	0.0%	0.0%	2.9%	0.0%	0.0%	1.8%
Average	**1.16**	**1.09**	**1.12**	**1.14**	**1.17**	**1.07**	**1.11**	**1.12**

Patrol Services: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=304	*n=131*	*n=157*	*n=0*	*n=21*	*n=36*	*n=87*	*n=68*	*n=87*
(1) Excellent	21.4%	22.9%	19.7%	-	19.0%	16.7%	16.1%	23.5%	27.6%
(2) Good	52.0%	48.1%	56.1%	-	38.1%	55.6%	58.6%	48.5%	48.3%
(3) Fair	24.7%	27.5%	21.7%	-	42.9%	22.2%	23.0%	27.9%	21.8%
(4) Poor	2.0%	1.5%	2.5%	-	0.0%	5.6%	2.3%	0.0%	2.3%
Average	**2.07**	**2.08**	**2.07**	**-**	**2.24**	**2.17**	**2.11**	**2.04**	**1.99**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=89	*n=158*	*n=52*	*n=9*	*n=34*	*n=25*	*n=60*	*n=176*
(1) Excellent	15.7%	26.6%	15.4%	11.1%	26.5%	16.0%	16.7%	23.3%
(2) Good	58.4%	46.8%	55.8%	44.4%	52.9%	56.0%	48.3%	52.8%
(3) Fair	25.8%	24.1%	26.9%	33.3%	20.6%	28.0%	31.7%	22.2%
(4) Poor	0.0%	2.5%	1.9%	11.1%	0.0%	0.0%	3.3%	1.7%
Average	**2.10**	**2.03**	**2.15**	**2.44**	**1.94**	**2.12**	**2.22**	**2.02**

Patrol Services: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=310	*n=131*	*n=163*	*n=1*	*n=24*	*n=37*	*n=89*	*n=70*	*n=83*
(1) High	74.8%	74.0%	74.2%	0.0%	66.7%	67.6%	69.7%	81.4%	79.5%
(2) Medium	23.9%	25.2%	23.9%	100.0%	29.2%	32.4%	28.1%	17.1%	20.5%
(3) Low	1.3%	0.8%	1.8%	0.0%	4.2%	0.0%	2.2%	1.4%	0.0%
Average	**1.26**	**1.27**	**1.28**	**2.00**	**1.38**	**1.32**	**1.33**	**1.20**	**1.20**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=90	*n=160*	*n=54*	*n=14*	*n=35*	*n=28*	*n=67*	*n=165*
(1) High	75.6%	75.6%	70.4%	64.3%	65.7%	64.3%	74.6%	79.4%
(2) Medium	23.3%	23.8%	25.9%	28.6%	31.4%	32.1%	25.4%	20.0%
(3) Low	1.1%	0.6%	3.7%	7.1%	2.9%	3.6%	0.0%	0.6%
Average	**1.26**	**1.25**	**1.33**	**1.43**	**1.37**	**1.39**	**1.25**	**1.21**

Traffic Enforcement: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=296	*n=130*	*n=150*	*n=0*	*n=20*	*n=35*	*n=81*	*n=67*	*n=88*
(1) Excellent	18.6%	16.9%	19.3%	-	25.0%	20.0%	13.6%	17.9%	21.6%
(2) Good	55.1%	54.6%	57.3%	-	40.0%	62.9%	55.6%	50.7%	56.8%
(3) Fair	20.6%	24.6%	16.7%	-	30.0%	11.4%	23.5%	25.4%	17.0%
(4) Poor	5.7%	3.8%	6.7%	-	5.0%	5.7%	7.4%	6.0%	4.5%
Average	**2.14**	**2.15**	**2.11**	**-**	**2.15**	**2.03**	**2.25**	**2.19**	**2.05**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=85	*n=152*	*n=53*	*n=7*	*n=34*	*n=27*	*n=57*	*n=171*
(1) Excellent	11.8%	23.0%	17.0%	14.3%	17.6%	18.5%	17.5%	19.3%
(2) Good	56.5%	54.6%	50.9%	57.1%	55.9%	59.3%	57.9%	53.2%
(3) Fair	25.9%	16.4%	26.4%	28.6%	23.5%	18.5%	17.5%	21.1%
(4) Poor	5.9%	5.9%	5.7%	0.0%	2.9%	3.7%	7.0%	6.4%
Average	**2.26**	**2.05**	**2.21**	**2.14**	**2.12**	**2.07**	**2.14**	**2.15**

Traffic Enforcement: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=312	*n=132*	*n=163*	*n=1*	*n=24*	*n=37*	*n=88*	*n=73*	*n=83*
(1) High	51.9%	50.0%	54.0%	0.0%	50.0%	43.2%	52.3%	52.1%	55.4%
(2) Medium	38.8%	37.1%	38.7%	0.0%	37.5%	40.5%	36.4%	41.1%	39.8%
(3) Low	9.3%	12.9%	7.4%	100.0%	12.5%	16.2%	11.4%	6.8%	4.8%
Average	**1.57**	**1.63**	**1.53**	**3.00**	**1.63**	**1.73**	**1.59**	**1.55**	**1.49**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=90	*n=162*	*n=54*	*n=14*	*n=36*	*n=30*	*n=67*	*n=164*
(1) High	56.7%	50.6%	44.4%	42.9%	41.7%	53.3%	53.7%	53.7%
(2) Medium	37.8%	40.1%	38.9%	21.4%	47.2%	40.0%	40.3%	37.8%
(3) Low	5.6%	9.3%	16.7%	35.7%	11.1%	6.7%	6.0%	8.5%
Average	**1.49**	**1.59**	**1.72**	**1.93**	**1.69**	**1.53**	**1.52**	**1.55**

911 Services: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=183	*n=80*	*n=94*	*n=0*	*n=8*	*n=23*	*n=48*	*n=42*	*n=59*
(1) Excellent	47.5%	50.0%	42.6%	-	25.0%	39.1%	35.4%	54.8%	57.6%
(2) Good	44.8%	46.3%	46.8%	-	62.5%	52.2%	52.1%	35.7%	40.7%
(3) Fair	7.1%	3.8%	9.6%	-	12.5%	4.3%	12.5%	9.5%	1.7%
(4) Poor	0.5%	0.0%	1.1%	-	0.0%	4.3%	0.0%	0.0%	0.0%
Average	**1.61**	**1.54**	**1.69**	**-**	**1.88**	**1.74**	**1.77**	**1.55**	**1.44**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=49	*n=102*	*n=27*	*n=2*	*n=13*	*n=16*	*n=39*	*n=113*
(1) Excellent	42.9%	52.9%	40.7%	0.0%	30.8%	50.0%	33.3%	54.9%
(2) Good	49.0%	43.1%	40.7%	50.0%	61.5%	43.8%	56.4%	38.9%
(3) Fair	8.2%	2.9%	18.5%	50.0%	0.0%	6.3%	10.3%	6.2%
(4) Poor	0.0%	1.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%
Average	**1.65**	**1.52**	**1.78**	**2.50**	**1.85**	**1.56**	**1.77**	**1.51**

911 Services: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=301	*n=128*	*n=157*	*n=1*	*n=24*	*n=37*	*n=85*	*n=71*	*n=77*
(1) High	92.4%	91.4%	92.4%	100.0%	91.7%	86.5%	94.1%	91.5%	93.5%
(2) Medium	7.6%	8.6%	7.6%	0.0%	8.3%	13.5%	5.9%	8.5%	6.5%
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	**1.08**	**1.09**	**1.08**	**1.00**	**1.08**	**1.14**	**1.06**	**1.08**	**1.06**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=85	*n=159*	*n=51*	*n=13*	*n=33*	*n=28*	*n=65*	*n=161*
(1) High	91.8%	92.5%	94.1%	84.6%	87.9%	85.7%	93.8%	94.4%
(2) Medium	8.2%	7.5%	5.9%	15.4%	12.1%	14.3%	6.2%	5.6%
(3) Low	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average	**1.08**	**1.08**	**1.06**	**1.15**	**1.12**	**1.14**	**1.06**	**1.06**

Responding to Citizen Calls: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=211	*n=91*	*n=108*	*n=0*	*n=10*	*n=23*	*n=56*	*n=50*	*n=67*
(1) Excellent	37.0%	36.3%	35.2%	-	40.0%	26.1%	33.9%	30.0%	46.3%
(2) Good	48.8%	51.6%	48.1%	-	40.0%	65.2%	48.2%	54.0%	43.3%
(3) Fair	10.9%	9.9%	12.0%	-	10.0%	0.0%	14.3%	14.0%	9.0%
(4) Poor	3.3%	2.2%	4.6%	-	10.0%	8.7%	3.6%	2.0%	1.5%
Average	**1.81**	**1.78**	**1.86**	**-**	**1.90**	**1.91**	**1.88**	**1.88**	**1.66**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=66	*n=110*	*n=30*	*n=2*	*n=18*	*n=19*	*n=40*	*n=132*
(1) Excellent	33.3%	43.6%	23.3%	0.0%	33.3%	36.8%	22.5%	42.4%
(2) Good	50.0%	47.3%	50.0%	50.0%	55.6%	36.8%	57.5%	47.0%
(3) Fair	13.6%	7.3%	20.0%	0.0%	5.6%	15.8%	20.0%	8.3%
(4) Poor	3.0%	1.8%	6.7%	50.0%	5.6%	10.5%	0.0%	2.3%
Average	**1.86**	**1.67**	**2.10**	**3.00**	**1.83**	**2.00**	**1.98**	**1.70**

Responding to Citizen Calls: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=302	*n=127*	*n=158*	*n=1*	*n=25*	*n=37*	*n=87*	*n=69*	*n=77*
(1) High	81.1%	78.7%	81.6%	100.0%	84.0%	70.3%	82.8%	76.8%	85.7%
(2) Medium	18.5%	20.5%	18.4%	0.0%	16.0%	29.7%	17.2%	21.7%	14.3%
(3) Low	0.3%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%
Average	**1.19**	**1.22**	**1.18**	**1.00**	**1.16**	**1.30**	**1.17**	**1.25**	**1.14**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=87	*n=158*	*n=51*	*n=13*	*n=33*	*n=29*	*n=64*	*n=162*
(1) High	80.5%	81.6%	80.4%	76.9%	81.8%	75.9%	81.3%	82.1%
(2) Medium	19.5%	17.7%	19.6%	23.1%	18.2%	24.1%	18.8%	17.3%
(3) Low	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
Average	**1.20**	**1.19**	**1.20**	**1.23**	**1.18**	**1.24**	**1.19**	**1.19**

Overall Police Services: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=291	*n=127*	*n=147*	*n=1*	*n=17*	*n=33*	*n=83*	*n=69*	*n=83*
(1) Excellent	26.8%	27.6%	25.2%	0.0%	23.5%	24.2%	19.3%	24.6%	37.3%
(2) Good	58.4%	57.5%	59.2%	0.0%	47.1%	60.6%	65.1%	56.5%	56.6%
(3) Fair	13.1%	13.4%	13.6%	100.0%	29.4%	9.1%	14.5%	17.4%	6.0%
(4) Poor	1.7%	1.6%	2.0%	0.0%	0.0%	6.1%	1.2%	1.4%	0.0%
Average	**1.90**	**1.89**	**1.93**	**3.00**	**2.06**	**1.97**	**1.98**	**1.96**	**1.69**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=85	*n=154*	*n=47*	*n=7*	*n=29*	*n=27*	*n=55*	*n=173*
(1) Excellent	24.7%	29.2%	23.4%	14.3%	27.6%	25.9%	25.5%	27.7%
(2) Good	58.8%	59.1%	55.3%	42.9%	58.6%	51.9%	54.5%	61.3%
(3) Fair	15.3%	9.7%	21.3%	28.6%	6.9%	22.2%	20.0%	9.8%
(4) Poor	1.2%	1.9%	0.0%	14.3%	6.9%	0.0%	0.0%	1.2%
Average	**1.93**	**1.84**	**1.98**	**2.43**	**1.93**	**1.96**	**1.95**	**1.84**

Overall Police Services: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=309	*n=131*	*n=161*	*n=1*	*n=24*	*n=37*	*n=88*	*n=72*	*n=81*
(1) High	86.7%	86.3%	87.0%	100.0%	87.5%	83.8%	87.5%	84.7%	87.7%
(2) Medium	12.9%	13.0%	13.0%	0.0%	12.5%	16.2%	12.5%	13.9%	12.3%
(3) Low	0.3%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%
Average	**1.14**	**1.15**	**1.13**	**1.00**	**1.13**	**1.16**	**1.13**	**1.17**	**1.12**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=90	*n=159*	*n=54*	*n=14*	*n=35*	*n=30*	*n=66*	*n=163*
(1) High	84.4%	89.9%	81.5%	78.6%	85.7%	76.7%	89.4%	88.3%
(2) Medium	15.6%	9.4%	18.5%	21.4%	14.3%	23.3%	10.6%	11.0%
(3) Low	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
Average	**1.16**	**1.11**	**1.19**	**1.21**	**1.14**	**1.23**	**1.11**	**1.12**

PUBLIC WORKS/INFRASTRUCTURE

Street Maintenance: Quality

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=337	*n=146*	*n=174*	*n=1*	*n=26*	*n=38*	*n=94*	*n=75*	*n=96*
(1) Excellent	10.7%	11.0%	10.3%	0.0%	15.4%	10.5%	8.5%	9.3%	12.5%
(2) Good	50.7%	45.9%	55.2%	0.0%	53.8%	42.1%	52.1%	54.7%	50.0%
(3) Fair	27.3%	30.1%	24.1%	100.0%	23.1%	42.1%	26.6%	26.7%	21.9%
(4) Poor	11.3%	13.0%	10.3%	0.0%	7.7%	5.3%	12.8%	9.3%	15.6%
Average	**2.39**	**2.45**	**2.34**	**3.00**	**2.23**	**2.42**	**2.44**	**2.36**	**2.41**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=98	*n=175*	*n=56*	*n=13*	*n=41*	*n=32*	*n=69*	*n=181*
(1) Excellent	11.2%	12.0%	7.1%	7.7%	19.5%	12.5%	7.2%	9.9%
(2) Good	46.9%	54.3%	50.0%	69.2%	46.3%	59.4%	46.4%	50.8%
(3) Fair	30.6%	24.0%	28.6%	15.4%	26.8%	21.9%	31.9%	27.1%
(4) Poor	11.2%	9.7%	14.3%	7.7%	7.3%	6.3%	14.5%	12.2%
Average	**2.42**	**2.31**	**2.50**	**2.23**	**2.22**	**2.22**	**2.54**	**2.41**

Street Maintenance: Importance

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=326	*n=142*	*n=167*	*n=1*	*n=26*	*n=39*	*n=90*	*n=74*	*n=89*
(1) High	75.2%	76.1%	73.1%	100.0%	92.3%	71.8%	72.2%	74.3%	75.3%
(2) Medium	24.5%	23.9%	26.3%	0.0%	7.7%	25.6%	27.8%	25.7%	24.7%
(3) Low	0.3%	0.0%	0.6%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Average	**1.25**	**1.24**	**1.28**	**1.00**	**1.08**	**1.31**	**1.28**	**1.26**	**1.25**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=170*	*n=55*	*n=14*	*n=40*	*n=32*	*n=65*	*n=174*
(1) High	72.6%	78.2%	70.9%	71.4%	72.5%	87.5%	69.2%	75.9%
(2) Medium	27.4%	21.2%	29.1%	28.6%	25.0%	12.5%	30.8%	24.1%
(3) Low	0.0%	0.6%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%
Average	**1.27**	**1.22**	**1.29**	**1.29**	**1.30**	**1.13**	**1.31**	**1.24**

Street Improvement: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=318	*n=139*	*n=163*	*n=1*	*n=24*	*n=38*	*n=92*	*n=69*	*n=89*
(1) Excellent	8.8%	8.6%	8.6%	0.0%	16.7%	7.9%	4.3%	7.2%	12.4%
(2) Good	47.8%	44.6%	52.8%	0.0%	66.7%	44.7%	52.2%	46.4%	41.6%
(3) Fair	32.4%	34.5%	29.4%	0.0%	16.7%	42.1%	29.3%	36.2%	32.6%
(4) Poor	11.0%	12.2%	9.2%	100.0%	0.0%	5.3%	14.1%	10.1%	13.5%
Average	**2.46**	**2.50**	**2.39**	**4.00**	**2.00**	**2.45**	**2.53**	**2.49**	**2.47**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=163*	*n=53*	*n=12*	*n=36*	*n=28*	*n=64*	*n=177*
(1) Excellent	9.5%	9.8%	5.7%	8.3%	13.9%	10.7%	6.3%	8.5%
(2) Good	44.2%	52.8%	41.5%	41.7%	52.8%	53.6%	43.8%	48.0%
(3) Fair	33.7%	30.1%	35.8%	33.3%	30.6%	28.6%	34.4%	32.2%
(4) Poor	12.6%	7.4%	17.0%	16.7%	2.8%	7.1%	15.6%	11.3%
Average	**2.49**	**2.35**	**2.64**	**2.58**	**2.22**	**2.32**	**2.59**	**2.46**

Street Improvement: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=321	*n=138*	*n=166*	*n=1*	*n=26*	*n=38*	*n=90*	*n=72*	*n=87*
(1) High	59.2%	60.9%	57.8%	100.0%	61.5%	57.9%	60.0%	54.2%	62.1%
(2) Medium	39.6%	39.1%	39.8%	0.0%	38.5%	39.5%	40.0%	44.4%	35.6%
(3) Low	1.2%	0.0%	2.4%	0.0%	0.0%	2.6%	0.0%	1.4%	2.3%
Average	**1.42**	**1.39**	**1.45**	**1.00**	**1.38**	**1.45**	**1.40**	**1.47**	**1.40**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=94	*n=167*	*n=54*	*n=13*	*n=39*	*n=31*	*n=64*	*n=173*
(1) High	66.0%	55.1%	59.3%	53.8%	48.7%	61.3%	62.5%	60.7%
(2) Medium	34.0%	42.5%	40.7%	46.2%	48.7%	38.7%	37.5%	37.6%
(3) Low	0.0%	2.4%	0.0%	0.0%	2.6%	0.0%	0.0%	1.7%
Average	**1.34**	**1.47**	**1.41**	**1.46**	**1.54**	**1.39**	**1.38**	**1.41**

Street Sweeping: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=306	*n=133*	*n=156*	*n=0*	*n=22*	*n=36*	*n=84*	*n=67*	*n=91*
(1) Excellent	14.7%	11.3%	17.3%	-	27.3%	16.7%	9.5%	11.9%	18.7%
(2) Good	50.7%	47.4%	53.2%	-	54.5%	50.0%	47.6%	50.7%	50.5%
(3) Fair	25.2%	27.8%	23.7%	-	18.2%	22.2%	31.0%	28.4%	22.0%
(4) Poor	9.5%	13.5%	5.8%	-	0.0%	11.1%	11.9%	9.0%	8.8%
Average	**2.29**	**2.44**	**2.18**	**-**	**1.91**	**2.28**	**2.45**	**2.34**	**2.21**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=89	*n=160*	*n=50*	*n=8*	*n=37*	*n=26*	*n=63*	*n=171*
(1) Excellent	18.0%	14.4%	12.0%	12.5%	21.6%	19.2%	11.1%	14.0%
(2) Good	50.6%	50.0%	52.0%	62.5%	43.2%	50.0%	44.4%	54.4%
(3) Fair	23.6%	26.9%	24.0%	12.5%	21.6%	26.9%	34.9%	22.2%
(4) Poor	7.9%	8.8%	12.0%	12.5%	13.5%	3.8%	9.5%	9.4%
Average	**2.21**	**2.30**	**2.36**	**2.25**	**2.27**	**2.15**	**2.43**	**2.27**

Street Sweeping: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=319	*n=138*	*n=164*	*n=1*	*n=25*	*n=37*	*n=88*	*n=73*	*n=88*
(1) High	32.3%	30.4%	32.9%	100.0%	28.0%	27.0%	31.8%	30.1%	35.2%
(2) Medium	47.3%	46.4%	50.0%	0.0%	40.0%	54.1%	45.5%	47.9%	51.1%
(3) Low	20.4%	23.2%	17.1%	0.0%	32.0%	18.9%	22.7%	21.9%	13.6%
Average	**1.88**	**1.93**	**1.84**	**1.00**	**2.04**	**1.92**	**1.91**	**1.92**	**1.78**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=93	*n=167*	*n=53*	*n=12*	*n=39*	*n=31*	*n=65*	*n=171*
(1) High	35.5%	31.1%	30.2%	41.7%	35.9%	41.9%	33.8%	28.7%
(2) Medium	48.4%	46.7%	49.1%	41.7%	43.6%	35.5%	49.2%	49.7%
(3) Low	16.1%	22.2%	20.8%	16.7%	20.5%	22.6%	16.9%	21.6%
Average	**1.81**	**1.91**	**1.91**	**1.75**	**1.85**	**1.81**	**1.83**	**1.93**

Street Lighting: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=335	*n=144*	*n=173*	*n=0*	*n=26*	*n=39*	*n=94*	*n=73*	*n=96*
(1) Excellent	14.3%	11.8%	16.2%	-	19.2%	12.8%	7.4%	17.8%	17.7%
(2) Good	55.2%	54.2%	56.6%	-	53.8%	46.2%	61.7%	53.4%	54.2%
(3) Fair	22.1%	25.0%	19.7%	-	19.2%	35.9%	23.4%	20.5%	17.7%
(4) Poor	8.4%	9.0%	7.5%	-	7.7%	5.1%	7.4%	8.2%	10.4%
Average	**2.24**	**2.31**	**2.18**	**-**	**2.15**	**2.33**	**2.31**	**2.19**	**2.21**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=99	*n=174*	*n=56*	*n=13*	*n=41*	*n=30*	*n=69*	*n=181*
(1) Excellent	17.2%	14.9%	8.9%	0.0%	19.5%	13.3%	13.0%	14.9%
(2) Good	49.5%	55.7%	62.5%	69.2%	36.6%	60.0%	58.0%	56.9%
(3) Fair	21.2%	20.7%	26.8%	30.8%	24.4%	26.7%	20.3%	20.4%
(4) Poor	12.1%	8.6%	1.8%	0.0%	19.5%	0.0%	8.7%	7.7%
Average	**2.28**	**2.23**	**2.21**	**2.31**	**2.44**	**2.13**	**2.25**	**2.21**

Street Lighting: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=321	*n=138*	*n=166*	*n=1*	*n=26*	*n=38*	*n=90*	*n=73*	*n=87*
(1) High	58.9%	51.4%	64.5%	100.0%	46.2%	55.3%	51.1%	60.3%	70.1%
(2) Medium	37.7%	42.8%	34.3%	0.0%	46.2%	42.1%	47.8%	34.2%	27.6%
(3) Low	3.4%	5.8%	1.2%	0.0%	7.7%	2.6%	1.1%	5.5%	2.3%
Average	**1.45**	**1.54**	**1.37**	**1.00**	**1.62**	**1.47**	**1.50**	**1.45**	**1.32**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=168*	*n=52*	*n=14*	*n=40*	*n=29*	*n=64*	*n=173*
(1) High	57.9%	60.1%	59.6%	57.1%	62.5%	48.3%	60.9%	59.5%
(2) Medium	38.9%	36.3%	38.5%	35.7%	35.0%	44.8%	39.1%	36.4%
(3) Low	3.2%	3.6%	1.9%	7.1%	2.5%	6.9%	0.0%	4.0%
Average	**1.45**	**1.43**	**1.42**	**1.50**	**1.40**	**1.59**	**1.39**	**1.45**

Snow/Ice Removal: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=321	*n=136*	*n=169*	*n=0*	*n=21*	*n=35*	*n=93*	*n=72*	*n=94*
(1) Excellent	23.7%	29.4%	19.5%	-	14.3%	22.9%	9.7%	31.9%	35.1%
(2) Good	50.2%	50.0%	50.3%	-	61.9%	60.0%	51.6%	41.7%	47.9%
(3) Fair	17.4%	14.0%	19.5%	-	19.0%	8.6%	23.7%	15.3%	14.9%
(4) Poor	8.7%	6.6%	10.7%	-	4.8%	8.6%	15.1%	11.1%	2.1%
Average	**2.11**	**1.98**	**2.21**	**-**	**2.14**	**2.03**	**2.44**	**2.06**	**1.84**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=166*	*n=53*	*n=2*	*n=40*	*n=30*	*n=66*	*n=182*
(1) Excellent	20.0%	28.3%	17.0%	0.0%	25.0%	23.3%	21.2%	24.7%
(2) Good	50.5%	48.8%	54.7%	50.0%	47.5%	63.3%	45.5%	50.0%
(3) Fair	17.9%	15.1%	22.6%	0.0%	20.0%	10.0%	24.2%	15.9%
(4) Poor	11.6%	7.8%	5.7%	50.0%	7.5%	3.3%	9.1%	9.3%
Average	**2.21**	**2.02**	**2.17**	**3.00**	**2.10**	**1.93**	**2.21**	**2.10**

Snow/Ice Removal: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=322	*n=139*	*n=166*	*n=1*	*n=26*	*n=38*	*n=89*	*n=74*	*n=88*
(1) High	86.6%	86.3%	87.3%	100.0%	88.5%	89.5%	82.0%	85.1%	90.9%
(2) Medium	13.0%	13.7%	12.0%	0.0%	11.5%	10.5%	18.0%	13.5%	9.1%
(3) Low	0.3%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%
Average	**1.14**	**1.14**	**1.13**	**1.00**	**1.12**	**1.11**	**1.18**	**1.16**	**1.09**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=168*	*n=53*	*n=13*	*n=40*	*n=31*	*n=64*	*n=173*
(1) High	83.2%	88.1%	92.5%	92.3%	90.0%	96.8%	84.4%	84.4%
(2) Medium	16.8%	11.3%	7.5%	7.7%	10.0%	3.2%	15.6%	15.0%
(3) Low	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
Average	**1.17**	**1.13**	**1.08**	**1.08**	**1.10**	**1.03**	**1.16**	**1.16**

Sidewalk Maintenance: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=276	*n=119*	*n=142*	*n=0*	*n=20*	*n=32*	*n=82*	*n=56*	*n=81*
(1) Excellent	9.8%	12.6%	7.7%	-	10.0%	12.5%	6.1%	8.9%	13.6%
(2) Good	55.4%	48.7%	62.0%	-	70.0%	59.4%	57.3%	51.8%	51.9%
(3) Fair	25.7%	26.1%	23.9%	-	15.0%	18.8%	28.0%	25.0%	27.2%
(4) Poor	9.1%	12.6%	6.3%	-	5.0%	9.4%	8.5%	14.3%	7.4%
Average	**2.34**	**2.39**	**2.29**	**-**	**2.15**	**2.25**	**2.39**	**2.45**	**2.28**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=85	*n=146*	*n=39*	*n=9*	*n=31*	*n=26*	*n=55*	*n=154*
(1) Excellent	7.1%	11.6%	10.3%	11.1%	16.1%	11.5%	12.7%	7.1%
(2) Good	49.4%	55.5%	69.2%	55.6%	51.6%	65.4%	56.4%	54.5%
(3) Fair	32.9%	24.0%	15.4%	22.2%	22.6%	19.2%	21.8%	28.6%
(4) Poor	10.6%	8.9%	5.1%	11.1%	9.7%	3.8%	9.1%	9.7%
Average	**2.47**	**2.30**	**2.15**	**2.33**	**2.26**	**2.15**	**2.27**	**2.41**

Sidewalk Maintenance: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=301	*n=131*	*n=155*	*n=1*	*n=24*	*n=36*	*n=87*	*n=64*	*n=82*
(1) High	44.2%	36.6%	49.7%	100.0%	41.7%	52.8%	39.1%	37.5%	50.0%
(2) Medium	49.5%	52.7%	47.7%	0.0%	54.2%	41.7%	55.2%	56.3%	43.9%
(3) Low	6.3%	10.7%	2.6%	0.0%	4.2%	5.6%	5.7%	6.3%	6.1%
Average	**1.62**	**1.74**	**1.53**	**1.00**	**1.63**	**1.53**	**1.67**	**1.69**	**1.56**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=90	*n=158*	*n=47*	*n=14*	*n=34*	*n=32*	*n=60*	*n=160*
(1) High	42.2%	45.6%	42.6%	57.1%	41.2%	40.6%	53.3%	41.3%
(2) Medium	54.4%	45.6%	55.3%	35.7%	52.9%	53.1%	40.0%	52.5%
(3) Low	3.3%	8.9%	2.1%	7.1%	5.9%	6.3%	6.7%	6.3%
Average	**1.61**	**1.63**	**1.60**	**1.50**	**1.65**	**1.66**	**1.53**	**1.65**

Stormwater Drainage: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=305	*n=134*	*n=154*	*n=0*	*n=23*	*n=36*	*n=87*	*n=65*	*n=89*
(1) Excellent	16.7%	19.4%	14.9%	-	30.4%	27.8%	10.3%	16.9%	15.7%
(2) Good	63.6%	59.7%	66.9%	-	56.5%	52.8%	70.1%	60.0%	65.2%
(3) Fair	14.4%	13.4%	16.2%	-	13.0%	13.9%	13.8%	16.9%	13.5%
(4) Poor	5.2%	7.5%	1.9%	-	0.0%	5.6%	5.7%	6.2%	5.6%
Average	**2.08**	**2.09**	**2.05**	**-**	**1.83**	**1.97**	**2.15**	**2.12**	**2.09**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=91	*n=158*	*n=49*	*n=9*	*n=37*	*n=25*	*n=63*	*n=170*
(1) Excellent	13.2%	17.7%	22.4%	22.2%	27.0%	20.0%	19.0%	12.9%
(2) Good	64.8%	63.3%	61.2%	44.4%	59.5%	60.0%	61.9%	66.5%
(3) Fair	16.5%	12.7%	14.3%	33.3%	8.1%	20.0%	14.3%	14.1%
(4) Poor	5.5%	6.3%	2.0%	0.0%	5.4%	0.0%	4.8%	6.5%
Average	**2.14**	**2.08**	**1.96**	**2.11**	**1.92**	**2.00**	**2.05**	**2.14**

Stormwater Drainage: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=313	*n=138*	*n=160*	*n=1*	*n=26*	*n=38*	*n=88*	*n=69*	*n=85*
(1) High	61.0%	54.3%	65.0%	100.0%	69.2%	52.6%	58.0%	59.4%	65.9%
(2) Medium	34.5%	39.1%	32.5%	0.0%	30.8%	42.1%	36.4%	33.3%	31.8%
(3) Low	4.5%	6.5%	2.5%	0.0%	0.0%	5.3%	5.7%	7.2%	2.4%
Average	**1.43**	**1.52**	**1.38**	**1.00**	**1.31**	**1.53**	**1.48**	**1.48**	**1.36**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=94	*n=165*	*n=50*	*n=14*	*n=37*	*n=30*	*n=64*	*n=167*
(1) High	53.2%	64.2%	64.0%	78.6%	56.8%	60.0%	70.3%	56.9%
(2) Medium	42.6%	30.3%	34.0%	14.3%	37.8%	33.3%	29.7%	37.7%
(3) Low	4.3%	5.5%	2.0%	7.1%	5.4%	6.7%	0.0%	5.4%
Average	**1.51**	**1.41**	**1.38**	**1.29**	**1.49**	**1.47**	**1.30**	**1.49**

Drinking Water: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=330	*n=143*	*n=170*	*n=0*	*n=26*	*n=36*	*n=91*	*n=73*	*n=98*
(1) Excellent	18.2%	23.1%	15.3%	-	11.5%	8.3%	14.3%	19.2%	26.5%
(2) Good	47.3%	44.8%	48.2%	-	53.8%	44.4%	41.8%	57.5%	43.9%
(3) Fair	22.4%	24.5%	21.2%	-	23.1%	19.4%	27.5%	17.8%	22.4%
(4) Poor	12.1%	7.7%	15.3%	-	11.5%	27.8%	16.5%	5.5%	7.1%
Average	**2.28**	**2.17**	**2.36**	**-**	**2.35**	**2.67**	**2.46**	**2.10**	**2.10**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=96	*n=173*	*n=54*	*n=12*	*n=41*	*n=32*	*n=64*	*n=180*
(1) Excellent	17.7%	21.4%	11.1%	0.0%	14.6%	12.5%	15.6%	22.2%
(2) Good	52.1%	48.6%	35.2%	25.0%	46.3%	53.1%	48.4%	47.8%
(3) Fair	21.9%	21.4%	24.1%	41.7%	17.1%	25.0%	18.8%	22.8%
(4) Poor	8.3%	8.7%	29.6%	33.3%	22.0%	9.4%	17.2%	7.2%
Average	**2.21**	**2.17**	**2.72**	**3.08**	**2.46**	**2.31**	**2.38**	**2.15**

Drinking Water: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=323	*n=140*	*n=166*	*n=1*	*n=26*	*n=39*	*n=90*	*n=73*	*n=87*
(1) High	85.8%	83.6%	87.3%	100.0%	84.6%	79.5%	86.7%	83.6%	89.7%
(2) Medium	12.4%	13.6%	11.4%	0.0%	11.5%	20.5%	12.2%	13.7%	9.2%
(3) Low	1.9%	2.9%	1.2%	0.0%	3.8%	0.0%	1.1%	2.7%	1.1%
Average	**1.16**	**1.19**	**1.14**	**1.00**	**1.19**	**1.21**	**1.14**	**1.19**	**1.11**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=167*	*n=55*	*n=14*	*n=40*	*n=32*	*n=65*	*n=171*
(1) High	81.1%	86.2%	92.7%	92.9%	87.5%	81.3%	84.6%	86.0%
(2) Medium	18.9%	10.2%	7.3%	0.0%	12.5%	12.5%	15.4%	12.3%
(3) Low	0.0%	3.6%	0.0%	7.1%	0.0%	6.3%	0.0%	1.8%
Average	**1.19**	**1.17**	**1.07**	**1.14**	**1.13**	**1.25**	**1.15**	**1.16**

Sewer Services: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=305	*n=135*	*n=154*	*n=0*	*n=24*	*n=36*	*n=86*	*n=66*	*n=89*
(1) Excellent	21.0%	23.0%	20.1%	-	20.8%	22.2%	14.0%	24.2%	25.8%
(2) Good	64.3%	64.4%	63.6%	-	62.5%	63.9%	70.9%	56.1%	62.9%
(3) Fair	13.4%	11.1%	15.6%	-	16.7%	11.1%	14.0%	19.7%	9.0%
(4) Poor	1.3%	1.5%	0.6%	-	0.0%	2.8%	1.2%	0.0%	2.2%
Average	**1.95**	**1.91**	**1.97**	**-**	**1.96**	**1.94**	**2.02**	**1.95**	**1.88**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=89	*n=162*	*n=48*	*n=9*	*n=41*	*n=26*	*n=63*	*n=165*
(1) Excellent	16.9%	22.8%	22.9%	11.1%	22.0%	15.4%	22.2%	21.8%
(2) Good	69.7%	63.0%	60.4%	77.8%	63.4%	69.2%	57.1%	65.5%
(3) Fair	13.5%	12.3%	14.6%	11.1%	12.2%	15.4%	19.0%	11.5%
(4) Poor	0.0%	1.9%	2.1%	0.0%	2.4%	0.0%	1.6%	1.2%
Average	**1.97**	**1.93**	**1.96**	**2.00**	**1.95**	**2.00**	**2.00**	**1.92**

Sewer Services: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=315	*n=136*	*n=163*	*n=1*	*n=26*	*n=37*	*n=88*	*n=70*	*n=87*
(1) High	69.5%	69.9%	68.1%	100.0%	80.8%	56.8%	62.5%	71.4%	74.7%
(2) Medium	28.3%	26.5%	30.7%	0.0%	19.2%	43.2%	34.1%	25.7%	23.0%
(3) Low	2.2%	3.7%	1.2%	0.0%	0.0%	0.0%	3.4%	2.9%	2.3%
Average	**1.33**	**1.34**	**1.33**	**1.00**	**1.19**	**1.43**	**1.41**	**1.31**	**1.28**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=93	*n=165*	*n=52*	*n=13*	*n=40*	*n=31*	*n=63*	*n=167*
(1) High	60.2%	74.5%	71.2%	76.9%	62.5%	67.7%	69.8%	70.7%
(2) Medium	37.6%	22.4%	28.8%	23.1%	35.0%	25.8%	28.6%	27.5%
(3) Low	2.2%	3.0%	0.0%	0.0%	2.5%	6.5%	1.6%	1.8%
Average	**1.42**	**1.28**	**1.29**	**1.23**	**1.40**	**1.39**	**1.32**	**1.31**

Urban Forestry Program: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=231	*n=111*	*n=110*	*n=0*	*n=17*	*n=27*	*n=65*	*n=53*	*n=65*
(1) Excellent	21.6%	20.7%	21.8%	-	23.5%	18.5%	12.3%	26.4%	29.2%
(2) Good	56.3%	53.2%	59.1%	-	64.7%	70.4%	56.9%	49.1%	52.3%
(3) Fair	17.7%	18.9%	17.3%	-	11.8%	7.4%	24.6%	20.8%	13.8%
(4) Poor	4.3%	7.2%	1.8%	-	0.0%	3.7%	6.2%	3.8%	4.6%
Average	**2.05**	**2.13**	**1.99**	**-**	**1.88**	**1.96**	**2.25**	**2.02**	**1.94**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=71	*n=126*	*n=32*	*n=6*	*n=27*	*n=19*	*n=45*	*n=133*
(1) Excellent	21.1%	23.8%	12.5%	33.3%	18.5%	31.6%	11.1%	24.1%
(2) Good	60.6%	54.8%	53.1%	33.3%	59.3%	68.4%	53.3%	56.4%
(3) Fair	15.5%	17.5%	25.0%	16.7%	18.5%	0.0%	33.3%	14.3%
(4) Poor	2.8%	4.0%	9.4%	16.7%	3.7%	0.0%	2.2%	5.3%
Average	**2.00**	**2.02**	**2.31**	**2.17**	**2.07**	**1.68**	**2.27**	**2.01**

Urban Forestry Program: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=281	*n=126*	*n=144*	*n=1*	*n=22*	*n=34*	*n=78*	*n=69*	*n=72*
(1) High	32.0%	27.8%	34.7%	0.0%	31.8%	41.2%	33.3%	26.1%	31.9%
(2) Medium	51.6%	51.6%	51.4%	100.0%	50.0%	44.1%	43.6%	58.0%	56.9%
(3) Low	16.4%	20.6%	13.9%	0.0%	18.2%	14.7%	23.1%	15.9%	11.1%
Average	**1.84**	**1.93**	**1.79**	**2.00**	**0.00**	**1.74**	**1.90**	**1.90**	**1.79**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=81	*n=150*	*n=46*	*n=13*	*n=34*	*n=28*	*n=56*	*n=150*
(1) High	33.3%	31.3%	32.6%	61.5%	23.5%	42.9%	26.8%	31.3%
(2) Medium	53.1%	50.7%	50.0%	30.8%	61.8%	39.3%	60.7%	50.0%
(3) Low	13.6%	18.0%	17.4%	7.7%	14.7%	17.9%	12.5%	18.7%
Average	**1.80**	**1.87**	**1.85**	**1.46**	**1.91**	**1.75**	**1.86**	**1.87**

Tree Trimming: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=299	*n=132*	*n=150*	*n=0*	*n=21*	*n=31*	*n=85*	*n=65*	*n=91*
(1) Excellent	21.1%	22.7%	20.0%	-	33.3%	22.6%	15.3%	16.9%	26.4%
(2) Good	49.2%	42.4%	54.0%	-	47.6%	58.1%	48.2%	52.3%	42.9%
(3) Fair	20.7%	22.7%	18.7%	-	14.3%	12.9%	25.9%	18.5%	23.1%
(4) Poor	9.0%	12.1%	7.3%	-	4.8%	6.5%	10.6%	12.3%	7.7%
Average	**2.18**	**2.24**	**2.13**	**-**	**1.90**	**2.03**	**2.32**	**2.26**	**2.12**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=85	*n=160*	*n=46*	*n=7*	*n=31*	*n=28*	*n=63*	*n=169*
(1) Excellent	16.5%	26.3%	13.0%	14.3%	22.6%	25.0%	12.7%	23.7%
(2) Good	57.6%	44.4%	50.0%	42.9%	48.4%	57.1%	44.4%	50.3%
(3) Fair	17.6%	18.8%	30.4%	42.9%	19.4%	10.7%	38.1%	14.8%
(4) Poor	8.2%	10.6%	6.5%	0.0%	9.7%	7.1%	4.8%	11.2%
Average	**2.18**	**2.14**	**2.30**	**2.29**	**2.16**	**2.00**	**2.35**	**2.14**

Tree Trimming: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=312	*n=135*	*n=160*	*n=1*	*n=25*	*n=38*	*n=85*	*n=72*	*n=84*
(1) High	29.2%	20.0%	36.3%	0.0%	28.0%	23.7%	28.2%	30.6%	31.0%
(2) Medium	54.2%	60.0%	50.0%	100.0%	44.0%	50.0%	55.3%	51.4%	59.5%
(3) Low	16.7%	20.0%	13.8%	0.0%	28.0%	26.3%	16.5%	18.1%	9.5%
Average	**1.88**	**2.00**	**1.78**	**2.00**	**2.00**	**2.03**	**1.88**	**1.88**	**1.79**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=91	*n=163*	*n=52*	*n=14*	*n=37*	*n=31*	*n=62*	*n=167*
(1) High	34.1%	28.2%	23.1%	35.7%	24.3%	25.8%	27.4%	31.1%
(2) Medium	53.8%	52.8%	57.7%	42.9%	56.8%	58.1%	53.2%	53.9%
(3) Low	12.1%	19.0%	19.2%	21.4%	18.9%	16.1%	19.4%	15.0%
Average	**1.78**	**1.91**	**1.96**	**1.86**	**1.95**	**1.90**	**1.92**	**1.84**

Pedestrian & bicycle paths: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=289	*n=126*	*n=147*	*n=1*	*n=23*	*n=35*	*n=84*	*n=68*	*n=72*
(1) Excellent	22.8%	27.0%	20.4%	0.0%	26.1%	25.7%	21.4%	22.1%	25.0%
(2) Good	54.3%	50.0%	55.8%	0.0%	56.5%	51.4%	54.8%	51.5%	54.2%
(3) Fair	16.6%	15.9%	17.7%	0.0%	13.0%	17.1%	15.5%	19.1%	18.1%
(4) Poor	6.2%	7.1%	6.1%	100.0%	4.3%	5.7%	8.3%	7.4%	2.8%
Average	**2.06**	**2.03**	**2.10**	**4.00**	**1.96**	**2.03**	**2.11**	**2.12**	**1.99**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=88	*n=148*	*n=47*	*n=11*	*n=32*	*n=29*	*n=58*	*n=158*
(1) Excellent	25.0%	26.4%	10.6%	36.4%	28.1%	17.2%	20.7%	22.8%
(2) Good	54.5%	53.4%	57.4%	27.3%	53.1%	62.1%	51.7%	55.7%
(3) Fair	14.8%	15.5%	21.3%	18.2%	12.5%	10.3%	20.7%	17.1%
(4) Poor	5.7%	4.7%	10.6%	18.2%	6.3%	10.3%	6.9%	4.4%
Average	**2.01**	**1.99**	**2.32**	**2.18**	**1.97**	**2.14**	**2.14**	**2.03**

Pedestrian & bicycle paths: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=308	*n=133*	*n=159*	*n=1*	*n=26*	*n=37*	*n=87*	*n=69*	*n=81*
(1) High	40.6%	36.8%	41.5%	0.0%	53.8%	48.6%	40.2%	33.3%	38.3%
(2) Medium	48.1%	46.6%	51.6%	0.0%	30.8%	40.5%	54.0%	55.1%	46.9%
(3) Low	11.4%	16.5%	6.9%	100.0%	15.4%	10.8%	5.7%	11.6%	14.8%
Average	**1.71**	**1.80**	**1.65**	**3.00**	**1.62**	**1.62**	**1.66**	**1.78**	**1.77**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=92	*n=160*	*n=50*	*n=13*	*n=35*	*n=31*	*n=61*	*n=167*
(1) High	37.0%	43.1%	38.0%	76.9%	48.6%	41.9%	31.1%	39.5%
(2) Medium	54.3%	44.4%	50.0%	7.7%	45.7%	38.7%	54.1%	50.9%
(3) Low	8.7%	12.5%	12.0%	15.4%	5.7%	19.4%	14.8%	9.6%
Average	**1.72**	**1.69**	**1.74**	**1.38**	**1.57**	**1.77**	**1.84**	**1.70**

Public Property maintenance: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=320	*n=141*	*n=163*	*n=1*	*n=25*	*n=37*	*n=88*	*n=70*	*n=94*
(1) Excellent	20.6%	23.4%	19.0%	0.0%	20.0%	21.6%	15.9%	21.4%	25.5%
(2) Good	62.8%	61.7%	63.2%	0.0%	60.0%	62.2%	68.2%	61.4%	58.5%
(3) Fair	15.6%	14.2%	17.2%	100.0%	20.0%	16.2%	15.9%	15.7%	13.8%
(4) Poor	0.9%	0.7%	0.6%	0.0%	0.0%	0.0%	0.0%	1.4%	2.1%
Average	**1.97**	**1.92**	**1.99**	**3.00**	**2.00**	**1.95**	**2.00**	**1.97**	**1.93**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=93	*n=171*	*n=50*	*n=14*	*n=36*	*n=31*	*n=64*	*n=174*
(1) Excellent	17.2%	24.6%	14.0%	14.3%	11.1%	29.0%	17.2%	23.0%
(2) Good	61.3%	64.9%	60.0%	57.1%	69.4%	48.4%	62.5%	64.4%
(3) Fair	20.4%	10.5%	22.0%	28.6%	19.4%	22.6%	17.2%	12.1%
(4) Poor	1.1%	0.0%	4.0%	0.0%	0.0%	0.0%	3.1%	0.6%
Average	**2.05**	**1.86**	**2.16**	**2.14**	**2.08**	**1.94**	**2.06**	**1.90**

Public Property maintenance: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=316	*n=140*	*n=161*	*n=1*	*n=26*	*n=38*	*n=87*	*n=70*	*n=88*
(1) High	44.6%	37.9%	48.4%	0.0%	46.2%	36.8%	43.7%	47.1%	45.5%
(2) Medium	51.6%	55.0%	50.9%	100.0%	53.8%	55.3%	50.6%	50.0%	52.3%
(3) Low	3.8%	7.1%	0.6%	0.0%	0.0%	7.9%	5.7%	2.9%	2.3%
Average	**1.59**	**1.69**	**1.52**	**2.00**	**1.54**	**1.71**	**1.62**	**1.56**	**1.57**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=91	*n=167*	*n=53*	*n=14*	*n=38*	*n=17*	*n=64*	*n=168*
(1) High	46.2%	44.3%	43.4%	57.1%	36.8%	100.0%	40.6%	45.2%
(2) Medium	49.5%	52.7%	50.9%	28.6%	60.5%	76.5%	53.1%	52.4%
(3) Low	4.4%	3.0%	5.7%	14.3%	2.6%	5.9%	6.3%	2.4%
Average	**1.58**	**1.59**	**1.62**	**1.57**	**1.66**	**2.71**	**1.66**	**1.57**

Public Property beautification: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=315	*n=136*	*n=163*	*n=1*	*n=25*	*n=36*	*n=88*	*n=66*	*n=94*
(1) Excellent	21.3%	24.3%	19.6%	0.0%	16.0%	19.4%	15.9%	28.8%	24.5%
(2) Good	55.9%	52.9%	58.9%	0.0%	56.0%	58.3%	60.2%	45.5%	59.6%
(3) Fair	20.3%	20.6%	19.6%	100.0%	24.0%	22.2%	22.7%	21.2%	13.8%
(4) Poor	2.5%	2.2%	1.8%	0.0%	4.0%	0.0%	1.1%	4.5%	2.1%
Average	**2.04**	**2.01**	**2.04**	**3.00**	**2.16**	**2.03**	**2.09**	**2.02**	**1.94**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=167*	*n=47*	*n=13*	*n=36*	*n=29*	*n=63*	*n=173*
(1) Excellent	21.1%	24.6%	10.6%	15.4%	11.1%	20.7%	20.6%	24.3%
(2) Good	55.8%	56.3%	55.3%	61.5%	58.3%	48.3%	49.2%	58.4%
(3) Fair	21.1%	17.4%	27.7%	23.1%	27.8%	27.6%	27.0%	15.0%
(4) Poor	2.1%	1.8%	6.4%	0.0%	2.8%	3.4%	3.2%	2.3%
Average	**2.04**	**1.96**	**2.30**	**2.08**	**2.22**	**2.14**	**2.13**	**1.95**

Public Property beautification: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=311	*n=135*	*n=160*	*n=1*	*n=25*	*n=37*	*n=87*	*n=71*	*n=84*
(1) High	37.9%	35.6%	38.1%	0.0%	44.0%	27.0%	35.6%	40.8%	40.5%
(2) Medium	53.4%	53.3%	55.6%	100.0%	52.0%	62.2%	55.2%	52.1%	50.0%
(3) Low	8.7%	11.1%	6.3%	0.0%	4.0%	10.8%	9.2%	7.0%	9.5%
Average	**1.71**	**1.76**	**1.68**	**2.00**	**1.60**	**1.84**	**1.74**	**1.66**	**1.69**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=91	*n=164*	*n=51*	*n=12*	*n=38*	*n=28*	*n=64*	*n=168*
(1) High	36.3%	39.0%	37.3%	66.7%	39.5%	46.4%	32.8%	36.3%
(2) Medium	57.1%	51.8%	52.9%	25.0%	50.0%	53.6%	53.1%	56.0%
(3) Low	6.6%	9.1%	9.8%	8.3%	10.5%	0.0%	14.1%	7.7%
Average	**1.70**	**1.70**	**1.73**	**1.42**	**1.71**	**1.54**	**1.81**	**1.71**

Overall Public Works: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=324	*n=143*	*n=164*	*n=1*	*n=25*	*n=39*	*n=92*	*n=73*	*n=88*
(1) Excellent	16.0%	17.5%	15.9%	0.0%	8.0%	15.4%	9.8%	23.3%	20.5%
(2) Good	63.6%	63.6%	62.8%	0.0%	80.0%	64.1%	65.2%	56.2%	63.6%
(3) Fair	18.5%	17.5%	18.9%	100.0%	12.0%	20.5%	22.8%	19.2%	13.6%
(4) Poor	1.9%	1.4%	2.4%	0.0%	0.0%	0.0%	2.2%	1.4%	2.3%
Average	**2.06**	**2.03**	**2.08**	**3.00**	**2.04**	**2.05**	**2.17**	**1.99**	**1.98**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=94	*n=172*	*n=52*	*n=13*	*n=38*	*n=32*	*n=67*	*n=173*
(1) Excellent	20.2%	16.9%	7.7%	7.7%	15.8%	15.6%	14.9%	17.3%
(2) Good	61.7%	65.7%	61.5%	69.2%	60.5%	71.9%	56.7%	64.7%
(3) Fair	16.0%	16.3%	26.9%	23.1%	21.1%	12.5%	26.9%	15.6%
(4) Poor	2.1%	1.2%	3.8%	0.0%	2.6%	0.0%	1.5%	2.3%
Average	**2.00**	**2.02**	**2.27**	**2.15**	**2.11**	**1.97**	**2.15**	**2.03**

Overall Public Works: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=307	*n=134*	*n=158*	*n=1*	*n=25*	*n=38*	*n=86*	*n=70*	*n=81*
(1) High	59.9%	59.7%	58.9%	100.0%	60.0%	55.3%	60.5%	62.9%	58.0%
(2) Medium	39.1%	38.8%	40.5%	0.0%	40.0%	42.1%	39.5%	35.7%	40.7%
(3) Low	1.0%	1.5%	0.6%	0.0%	0.0%	2.6%	0.0%	1.4%	1.2%
Average	**1.41**	**1.42**	**1.42**	**1.00**	**1.40**	**1.47**	**1.40**	**1.39**	**1.43**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=89	*n=162*	*n=51*	*n=13*	*n=40*	*n=31*	*n=62*	*n=160*
(1) High	52.8%	64.2%	60.8%	76.9%	55.0%	58.1%	62.9%	59.4%
(2) Medium	46.1%	34.6%	39.2%	23.1%	37.5%	41.9%	37.1%	40.6%
(3) Low	1.1%	1.2%	0.0%	0.0%	7.5%	0.0%	0.0%	0.0%
Average	**1.48**	**1.37**	**1.39**	**1.23**	**1.53**	**1.42**	**1.37**	**1.41**

PARKS/RECREATION

Quality of Village Parks: Quality

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=305	*n=131*	*n=158*	*n=0*	*n=22*	*n=36*	*n=87*	*n=71*	*n=83*
(1) Excellent	27.2%	29.8%	25.9%	-	27.3%	36.1%	19.5%	28.2%	31.3%
(2) Good	62.6%	58.0%	66.5%	-	63.6%	52.8%	70.1%	60.6%	60.2%
(3) Fair	8.9%	11.5%	6.3%	-	9.1%	8.3%	9.2%	9.9%	7.2%
(4) Poor	1.3%	0.8%	1.3%	-	0.0%	2.8%	1.1%	1.4%	1.2%
Average	**1.84**	**1.83**	**1.83**	**-**	**1.82**	**1.78**	**1.92**	**1.85**	**1.78**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=93	*n=161*	*n=44*	*n=10*	*n=33*	*n=30*	*n=56*	*n=175*
(1) Excellent	24.7%	31.1%	20.5%	40.0%	27.3%	30.0%	21.4%	28.0%
(2) Good	69.9%	57.1%	63.6%	60.0%	63.6%	66.7%	64.3%	61.1%
(3) Fair	5.4%	9.3%	15.9%	0.0%	6.1%	3.3%	14.3%	9.1%
(4) Poor	0.0%	2.5%	0.0%	0.0%	3.0%	0.0%	0.0%	1.7%
Average	**1.81**	**1.83**	**1.95**	**1.60**	**1.85**	**1.73**	**1.93**	**1.85**

Quality of Village Parks: Importance

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=313	*n=134*	*n=163*	*n=1*	*n=25*	*n=35*	*n=89*	*n=72*	*n=85*
(1) High	48.6%	46.3%	48.5%	0.0%	72.0%	74.3%	39.3%	47.2%	41.2%
(2) Medium	47.9%	49.3%	49.1%	100.0%	24.0%	25.7%	58.4%	50.0%	52.9%
(3) Low	3.5%	4.5%	2.5%	0.0%	4.0%	0.0%	2.2%	2.8%	5.9%
Average	**1.55**	**1.58**	**1.54**	**2.00**	**1.32**	**1.26**	**1.63**	**1.56**	**1.65**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=96	*n=162*	*n=50*	*n=13*	*n=38*	*n=32*	*n=61*	*n=168*
(1) High	45.8%	50.0%	50.0%	61.5%	60.5%	46.9%	47.5%	45.8%
(2) Medium	50.0%	47.5%	46.0%	38.5%	31.6%	53.1%	49.2%	50.6%
(3) Low	4.2%	2.5%	4.0%	0.0%	7.9%	0.0%	3.3%	3.6%
Average	**1.58**	**1.52**	**1.54**	**1.38**	**1.47**	**1.53**	**1.56**	**1.58**

Parks Maintenance: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=293	*n=129*	*n=150*	*n=0*	*n=21*	*n=35*	*n=85*	*n=66*	*n=80*
(1) Excellent	28.0%	28.7%	28.0%	-	23.8%	37.1%	18.8%	28.8%	35.0%
(2) Good	63.5%	60.5%	65.3%	-	61.9%	54.3%	69.4%	62.1%	61.3%
(3) Fair	7.2%	9.3%	5.3%	-	14.3%	5.7%	9.4%	7.6%	3.8%
(4) Poor	1.4%	1.6%	1.3%	-	0.0%	2.9%	2.4%	1.5%	0.0%
Average	**1.82**	**1.84**	**1.80**	**-**	**1.90**	**1.74**	**1.95**	**1.82**	**1.69**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=90	*n=154*	*n=42*	*n=9*	*n=33*	*n=30*	*n=54*	*n=166*
(1) Excellent	25.6%	32.5%	19.0%	33.3%	27.3%	30.0%	25.9%	28.3%
(2) Good	71.1%	56.5%	69.0%	66.7%	69.7%	63.3%	59.3%	63.3%
(3) Fair	3.3%	8.4%	11.9%	0.0%	0.0%	6.7%	14.8%	6.6%
(4) Poor	0.0%	2.6%	0.0%	0.0%	3.0%	0.0%	0.0%	1.8%
Average	**1.78**	**1.81**	**1.93**	**1.67**	**1.79**	**1.77**	**1.89**	**1.82**

Parks Maintenance: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=299	*n=127*	*n=160*	*n=1*	*n=24*	*n=33*	*n=88*	*n=68*	*n=80*
(1) High	32.8%	26.0%	38.1%	0.0%	62.5%	45.5%	27.3%	26.5%	30.0%
(2) Medium	56.2%	57.5%	55.6%	100.0%	33.3%	42.4%	63.6%	58.8%	58.8%
(3) Low	11.0%	16.5%	6.3%	0.0%	4.2%	12.1%	9.1%	14.7%	11.3%
Average	**1.78**	**1.91**	**1.68**	**2.00**	**1.42**	**1.67**	**1.82**	**1.88**	**1.81**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=156*	*n=44*	*n=14*	*n=36*	*n=30*	*n=56*	*n=162*
(1) High	34.7%	34.0%	27.3%	21.4%	36.1%	33.3%	37.5%	31.5%
(2) Medium	55.8%	54.5%	61.4%	57.1%	50.0%	63.3%	51.8%	57.4%
(3) Low	9.5%	11.5%	11.4%	21.4%	13.9%	3.3%	10.7%	11.1%
Average	**1.75**	**1.78**	**1.84**	**2.00**	**1.78**	**1.70**	**1.73**	**1.80**

Recreation Programs: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=261	*n=107*	*n=143*	*n=0*	*n=21*	*n=33*	*n=78*	*n=57*	*n=67*
(1) Excellent	16.9%	15.0%	17.5%	-	14.3%	6.1%	10.3%	21.1%	25.4%
(2) Good	53.3%	49.5%	55.9%	-	57.1%	72.7%	53.8%	47.4%	47.8%
(3) Fair	24.5%	29.9%	21.0%	-	23.8%	12.1%	26.9%	29.8%	23.9%
(4) Poor	5.4%	5.6%	5.6%	-	4.8%	9.1%	9.0%	1.8%	3.0%
Average	**2.18**	**2.26**	**2.15**	**-**	**2.19**	**2.24**	**2.35**	**2.12**	**2.04**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=82	*n=137*	*n=37*	*n=8*	*n=29*	*n=27*	*n=47*	*n=149*
(1) Excellent	17.1%	18.2%	10.8%	25.0%	13.8%	11.1%	12.8%	19.5%
(2) Good	59.8%	46.0%	62.2%	75.0%	69.0%	63.0%	53.2%	47.7%
(3) Fair	18.3%	29.9%	21.6%	0.0%	17.2%	18.5%	25.5%	27.5%
(4) Poor	4.9%	5.8%	5.4%	0.0%	0.0%	7.4%	8.5%	5.4%
Average	**2.11**	**2.23**	**2.22**	**1.75**	**2.03**	**2.22**	**2.30**	**2.19**

Recreation Programs: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=312	*n=135*	*n=164*	*n=1*	*n=25*	*n=34*	*n=89*	*n=71*	*n=86*
(1) High	50.6%	50.4%	49.4%	0.0%	76.0%	64.7%	42.7%	52.1%	43.0%
(2) Medium	46.8%	46.7%	48.8%	100.0%	20.0%	35.3%	56.2%	45.1%	53.5%
(3) Low	2.6%	3.0%	1.8%	0.0%	4.0%	0.0%	1.1%	2.8%	3.5%
Average	**1.52**	**1.53**	**1.52**	**2.00**	**1.28**	**1.35**	**1.58**	**1.51**	**1.60**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=96	*n=163*	*n=48*	*n=14*	*n=38*	*n=31*	*n=59*	*n=169*
(1) High	49.0%	51.5%	52.1%	57.1%	57.9%	61.3%	49.2%	47.3%
(2) Medium	47.9%	47.2%	43.8%	42.9%	34.2%	38.7%	49.2%	50.3%
(3) Low	3.1%	1.2%	4.2%	0.0%	7.9%	0.0%	1.7%	2.4%
Average	**1.54**	**1.50**	**1.52**	**1.43**	**1.50**	**1.39**	**1.53**	**1.55**

Special Events: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=253	*n=112*	*n=130*	*n=0*	*n=18*	*n=29*	*n=77*	*n=57*	*n=66*
(1) Excellent	19.0%	19.6%	18.5%	-	5.6%	20.7%	9.1%	26.3%	25.8%
(2) Good	52.2%	47.3%	56.2%	-	66.7%	51.7%	53.2%	45.6%	53.0%
(3) Fair	26.5%	30.4%	23.1%	-	27.8%	24.1%	32.5%	26.3%	21.2%
(4) Poor	2.4%	2.7%	2.3%	-	0.0%	3.4%	5.2%	1.8%	0.0%
Average	**2.12**	**2.16**	**2.09**	**-**	**2.22**	**2.10**	**2.34**	**2.04**	**1.95**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=79	*n=133*	*n=35*	*n=6*	*n=30*	*n=23*	*n=45*	*n=148*
(1) Excellent	16.5%	22.6%	11.4%	16.7%	16.7%	21.7%	11.1%	21.6%
(2) Good	55.7%	48.9%	51.4%	83.3%	63.3%	52.2%	48.9%	49.3%
(3) Fair	25.3%	27.1%	31.4%	0.0%	20.0%	26.1%	33.3%	27.0%
(4) Poor	2.5%	1.5%	5.7%	0.0%	0.0%	0.0%	6.7%	2.0%
Average	**2.14**	**2.08**	**2.31**	**1.83**	**2.03**	**2.04**	**2.36**	**2.09**

Special Events: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=294	*n=127*	*n=154*	*n=1*	*n=24*	*n=34*	*n=87*	*n=65*	*n=77*
(1) High	28.6%	25.2%	30.5%	0.0%	37.5%	35.3%	25.3%	29.2%	24.7%
(2) Medium	54.1%	52.8%	56.5%	100.0%	37.5%	50.0%	58.6%	50.8%	59.7%
(3) Low	17.3%	22.0%	13.0%	0.0%	25.0%	14.7%	16.1%	20.0%	15.6%
Average	**1.89**	**1.97**	**1.82**	**2.00**	**1.88**	**1.79**	**1.91**	**1.91**	**1.91**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=153*	*n=42*	*n=14*	*n=37*	*n=28*	*n=53*	*n=161*
(1) High	35.8%	26.1%	21.4%	21.4%	35.1%	25.0%	28.3%	28.6%
(2) Medium	48.4%	57.5%	54.8%	57.1%	48.6%	64.3%	52.8%	53.4%
(3) Low	15.8%	16.3%	23.8%	21.4%	16.2%	10.7%	18.9%	18.0%
Average	**1.80**	**1.90**	**2.02**	**2.00**	**1.81**	**1.86**	**1.91**	**1.89**

Recreation Facilities: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=265	*n=115*	*n=137*	*n=0*	*n=22*	*n=29*	*n=76*	*n=59*	*n=73*
(1) Excellent	16.6%	14.8%	18.2%	-	18.2%	13.8%	9.2%	22.0%	20.5%
(2) Good	51.7%	47.8%	56.2%	-	50.0%	62.1%	55.3%	42.4%	49.3%
(3) Fair	23.4%	27.8%	19.0%	-	22.7%	13.8%	23.7%	30.5%	23.3%
(4) Poor	8.3%	9.6%	6.6%	-	9.1%	10.3%	11.8%	5.1%	6.8%
Average	**2.23**	**2.32**	**2.14**	**-**	**2.23**	**2.21**	**2.38**	**2.19**	**2.16**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=79	*n=141*	*n=38*	*n=9*	*n=25*	*n=27*	*n=51*	*n=152*
(1) Excellent	16.5%	17.7%	13.2%	33.3%	12.0%	11.1%	11.8%	19.1%
(2) Good	54.4%	48.2%	55.3%	66.7%	60.0%	74.1%	52.9%	45.4%
(3) Fair	24.1%	22.0%	28.9%	0.0%	16.0%	11.1%	29.4%	25.7%
(4) Poor	5.1%	12.1%	2.6%	0.0%	12.0%	3.7%	5.9%	9.9%
Average	**2.18**	**2.28**	**2.21**	**1.67**	**2.28**	**2.07**	**2.29**	**2.26**

Recreation Facilities: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=298	*n=130*	*n=156*	*n=1*	*n=24*	*n=33*	*n=85*	*n=68*	*n=81*
(1) High	35.9%	32.3%	37.8%	0.0%	54.2%	51.5%	27.1%	32.4%	34.6%
(2) Medium	54.7%	56.2%	54.5%	100.0%	41.7%	42.4%	63.5%	55.9%	56.8%
(3) Low	9.4%	11.5%	7.7%	0.0%	4.2%	6.1%	9.4%	11.8%	8.6%
Average	**1.73**	**1.79**	**1.70**	**2.00**	**1.50**	**1.55**	**1.82**	**1.79**	**1.74**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=93	*n=156*	*n=44*	*n=14*	*n=36*	*n=30*	*n=58*	*n=159*
(1) High	37.6%	36.5%	29.5%	21.4%	38.9%	30.0%	37.9%	37.1%
(2) Medium	51.6%	55.1%	61.4%	71.4%	50.0%	66.7%	55.2%	51.6%
(3) Low	10.8%	8.3%	9.1%	7.1%	11.1%	3.3%	6.9%	11.3%
Average	**1.73**	**1.72**	**1.80**	**1.86**	**1.72**	**1.73**	**1.69**	**1.74**

Preservation of Natural Areas: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=295	*n=132*	*n=149*	*n=0*	*n=23*	*n=34*	*n=84*	*n=67*	*n=80*
(1) Excellent	29.8%	28.8%	31.5%	-	39.1%	26.5%	26.2%	29.9%	33.8%
(2) Good	55.3%	51.5%	58.4%	-	52.2%	58.8%	58.3%	53.7%	52.5%
(3) Fair	13.2%	17.4%	8.7%	-	4.3%	8.8%	13.1%	16.4%	13.8%
(4) Poor	1.7%	2.3%	1.3%	-	4.3%	5.9%	2.4%	0.0%	0.0%
Average	**1.87**	**1.93**	**1.80**	**-**	**1.74**	**1.94**	**1.92**	**1.87**	**1.80**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=88	*n=153*	*n=48*	*n=12*	*n=33*	*n=29*	*n=53*	*n=167*
(1) Excellent	23.9%	34.6%	27.1%	33.3%	21.2%	41.4%	26.4%	30.5%
(2) Good	61.4%	51.6%	52.1%	50.0%	63.6%	48.3%	56.6%	54.5%
(3) Fair	13.6%	12.4%	16.7%	16.7%	6.1%	10.3%	17.0%	13.8%
(4) Poor	1.1%	1.3%	4.2%	0.0%	9.1%	0.0%	0.0%	1.2%
Average	**1.92**	**1.80**	**1.98**	**1.83**	**2.03**	**1.69**	**1.91**	**1.86**

Preservation of Natural Areas: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=307	*n=135*	*n=158*	*n=1*	*n=24*	*n=32*	*n=88*	*n=70*	*n=86*
(1) High	47.9%	47.4%	48.1%	0.0%	66.7%	59.4%	45.5%	44.3%	44.2%
(2) Medium	45.0%	42.2%	47.5%	100.0%	25.0%	34.4%	48.9%	44.3%	50.0%
(3) Low	7.2%	10.4%	4.4%	0.0%	8.3%	6.3%	5.7%	11.4%	5.8%
Average	**1.59**	**1.63**	**1.56**	**2.00**	**1.42**	**1.47**	**1.60**	**1.67**	**1.62**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=93	*n=159*	*n=50*	*n=14*	*n=35*	*n=30*	*n=59*	*n=168*
(1) High	45.2%	49.7%	48.0%	57.1%	48.6%	60.0%	54.2%	42.3%
(2) Medium	51.6%	42.1%	40.0%	35.7%	40.0%	36.7%	37.3%	51.2%
(3) Low	3.2%	8.2%	12.0%	7.1%	11.4%	3.3%	8.5%	6.5%
Average	**1.58**	**1.58**	**1.64**	**1.50**	**1.63**	**1.43**	**1.54**	**1.64**

Overall Parks/Recreation: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=300	*n=130*	*n=156*	*n=0*	*n=23*	*n=35*	*n=88*	*n=71*	*n=77*
(1) Excellent	19.7%	18.5%	21.2%	-	21.7%	20.0%	13.6%	23.9%	22.1%
(2) Good	63.0%	61.5%	64.7%	-	52.2%	62.9%	67.0%	60.6%	63.6%
(3) Fair	15.7%	17.7%	12.8%	-	26.1%	14.3%	17.0%	14.1%	13.0%
(4) Poor	1.7%	2.3%	1.3%	-	0.0%	2.9%	2.3%	1.4%	1.3%
Average	**1.99**	**2.04**	**1.94**	**-**	**2.04**	**2.00**	**2.08**	**1.93**	**1.94**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=92	*n=156*	*n=45*	*n=10*	*n=33*	*n=30*	*n=58*	*n=168*
(1) Excellent	17.4%	22.4%	15.6%	40.0%	15.2%	20.0%	17.2%	20.2%
(2) Good	69.6%	59.0%	62.2%	60.0%	66.7%	73.3%	56.9%	62.5%
(3) Fair	12.0%	16.7%	20.0%	0.0%	15.2%	6.7%	24.1%	15.5%
(4) Poor	1.1%	1.9%	2.2%	0.0%	3.0%	0.0%	1.7%	1.8%
Average	**1.97**	**1.98**	**2.09**	**1.60**	**2.06**	**1.87**	**2.10**	**1.99**

Overall Parks/Recreation: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=294	*n=125*	*n=156*	*n=1*	*n=25*	*n=33*	*n=86*	*n=68*	*n=75*
(1) High	44.9%	41.6%	46.8%	0.0%	68.0%	57.6%	37.2%	42.6%	42.7%
(2) Medium	50.7%	53.6%	49.4%	100.0%	28.0%	42.4%	59.3%	51.5%	52.0%
(3) Low	4.4%	4.8%	3.8%	0.0%	4.0%	0.0%	3.5%	5.9%	5.3%
Average	**1.60**	**1.63**	**1.57**	**2.00**	**1.36**	**1.42**	**1.66**	**1.63**	**1.63**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=91	*n=153*	*n=45*	*n=13*	*n=35*	*n=30*	*n=59*	*n=156*
(1) High	38.5%	50.3%	40.0%	46.2%	48.6%	43.3%	54.2%	41.0%
(2) Medium	58.2%	44.4%	55.6%	53.8%	48.6%	53.3%	39.0%	54.5%
(3) Low	3.3%	5.2%	4.4%	0.0%	2.9%	3.3%	6.8%	4.5%
Average	**1.65**	**1.55**	**1.64**	**1.54**	**1.54**	**1.60**	**1.53**	**1.63**

COMMUNITY DEVELOPMENT

Land use, planning and zoning: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=254	*n=123*	*n=118*	*n=1*	*n=16*	*n=29*	*n=69*	*n=63*	*n=71*
(1) Excellent	9.4%	7.3%	12.7%	0.0%	0.0%	10.3%	5.8%	14.3%	11.3%
(2) Good	53.1%	48.8%	56.8%	0.0%	68.8%	69.0%	49.3%	44.4%	56.3%
(3) Fair	26.8%	31.7%	23.7%	0.0%	31.3%	13.8%	29.0%	31.7%	23.9%
(4) Poor	10.6%	12.2%	6.8%	100.0%	0.0%	6.9%	15.9%	9.5%	8.5%
Average	**2.39**	**2.49**	**2.25**	**4.00**	**2.31**	**2.17**	**2.55**	**2.37**	**2.30**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=77	*n=135*	*n=39*	*n=10*	*n=25*	*n=23*	*n=51*	*n=145*
(1) Excellent	7.8%	11.9%	5.1%	20.0%	4.0%	4.3%	5.9%	11.7%
(2) Good	44.2%	57.0%	56.4%	40.0%	64.0%	65.2%	56.9%	49.0%
(3) Fair	32.5%	23.7%	25.6%	30.0%	24.0%	21.7%	27.5%	27.6%
(4) Poor	15.6%	7.4%	12.8%	10.0%	8.0%	8.7%	9.8%	11.7%
Average	**2.56**	**2.27**	**2.46**	**2.30**	**2.36**	**2.35**	**2.41**	**2.39**

Land use, planning and zoning: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=284	*n=128*	*n=144*	*n=1*	*n=19*	*n=33*	*n=85*	*n=63*	*n=78*
(1) High	52.1%	52.3%	50.0%	100.0%	47.4%	42.4%	57.6%	52.4%	48.7%
(2) Medium	43.3%	41.4%	46.5%	0.0%	47.4%	51.5%	40.0%	42.9%	44.9%
(3) Low	4.6%	6.3%	3.5%	0.0%	5.3%	6.1%	2.4%	4.8%	6.4%
Average	**1.52**	**1.54**	**1.53**	**1.00**	**1.58**	**1.64**	**1.45**	**1.52**	**1.58**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=89	*n=150*	*n=41*	*n=13*	*n=29*	*n=26*	*n=58*	*n=157*
(1) High	50.6%	53.3%	53.7%	46.2%	37.9%	61.5%	51.7%	53.5%
(2) Medium	43.8%	41.3%	46.3%	53.8%	55.2%	30.8%	46.6%	41.4%
(3) Low	5.6%	5.3%	0.0%	0.0%	6.9%	7.7%	1.7%	5.1%
Average	**1.55**	**1.52**	**1.46**	**1.54**	**1.69**	**1.46**	**1.50**	**1.52**

Code Enforcement: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=265	*n=126*	*n=126*	*n=0*	*n=17*	*n=29*	*n=74*	*n=63*	*n=77*
(1) Excellent	11.3%	10.3%	13.5%	-	5.9%	13.8%	16.2%	9.5%	9.1%
(2) Good	50.6%	46.8%	53.2%	-	64.7%	51.7%	39.2%	52.4%	55.8%
(3) Fair	28.7%	34.1%	24.6%	-	29.4%	31.0%	35.1%	27.0%	23.4%
(4) Poor	9.4%	8.7%	8.7%	-	0.0%	3.4%	9.5%	11.1%	11.7%
Average	**2.36**	**2.41**	**2.29**	**-**	**2.24**	**2.24**	**2.38**	**2.40**	**2.38**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=88	*n=133*	*n=40*	*n=8*	*n=27*	*n=22*	*n=53*	*n=154*
(1) Excellent	13.6%	10.5%	10.0%	12.5%	7.4%	13.6%	11.3%	11.7%
(2) Good	40.9%	58.6%	42.5%	50.0%	63.0%	54.5%	43.4%	50.6%
(3) Fair	34.1%	24.1%	35.0%	25.0%	25.9%	27.3%	39.6%	25.3%
(4) Poor	11.4%	6.8%	12.5%	12.5%	3.7%	4.5%	5.7%	12.3%
Average	**2.43**	**2.27**	**2.50**	**2.38**	**2.26**	**2.23**	**2.40**	**2.38**

Code Enforcement: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=298	*n=132*	*n=153*	*n=1*	*n=20*	*n=34*	*n=89*	*n=65*	*n=84*
(1) High	49.3%	47.7%	50.3%	0.0%	40.0%	32.4%	49.4%	58.5%	50.0%
(2) Medium	41.9%	41.7%	41.8%	100.0%	40.0%	58.8%	40.4%	33.8%	44.0%
(3) Low	8.7%	10.6%	7.8%	0.0%	20.0%	8.8%	10.1%	7.7%	6.0%
Average	**1.59**	**1.63**	**1.58**	**2.00**	**1.80**	**1.76**	**1.61**	**1.49**	**1.56**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=93	*n=155*	*n=46*	*n=14*	*n=30*	*n=28*	*n=62*	*n=163*
(1) High	53.8%	50.3%	39.1%	42.9%	36.7%	50.0%	40.3%	55.2%
(2) Medium	35.5%	40.6%	56.5%	50.0%	50.0%	39.3%	48.4%	38.0%
(3) Low	10.8%	9.0%	4.3%	7.1%	13.3%	10.7%	11.3%	6.7%
Average	**1.57**	**1.59**	**1.65**	**1.64**	**1.77**	**1.61**	**1.71**	**1.52**

Economic Development: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=251	*n=115*	*n=123*	*n=1*	*n=17*	*n=31*	*n=71*	*n=60*	*n=68*
(1) Excellent	12.4%	8.7%	17.1%	0.0%	5.9%	9.7%	11.3%	13.3%	16.2%
(2) Good	49.8%	47.0%	52.8%	0.0%	64.7%	51.6%	42.3%	45.0%	58.8%
(3) Fair	31.9%	34.8%	27.6%	100.0%	29.4%	29.0%	39.4%	36.7%	19.1%
(4) Poor	6.0%	9.6%	2.4%	0.0%	0.0%	9.7%	7.0%	5.0%	5.9%
Average	**2.31**	**2.45**	**2.15**	**3.00**	**2.24**	**2.39**	**2.42**	**2.33**	**2.15**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=76	*n=132*	*n=41*	*n=10*	*n=23*	*n=21*	*n=51*	*n=145*
(1) Excellent	11.8%	14.4%	7.3%	10.0%	8.7%	19.0%	7.8%	13.8%
(2) Good	43.4%	53.0%	53.7%	40.0%	60.9%	47.6%	49.0%	49.0%
(3) Fair	39.5%	28.0%	26.8%	40.0%	21.7%	28.6%	37.3%	31.7%
(4) Poor	5.3%	4.5%	12.2%	10.0%	8.7%	4.8%	5.9%	5.5%
Average	**2.38**	**2.23**	**2.44**	**2.50**	**2.30**	**2.19**	**2.41**	**2.29**

Economic Development: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=283	*n=125*	*n=146*	*n=1*	*n=20*	*n=34*	*n=87*	*n=61*	*n=75*
(1) High	55.8%	58.4%	52.1%	100.0%	50.0%	50.0%	55.2%	57.4%	57.3%
(2) Medium	40.3%	36.0%	45.2%	0.0%	45.0%	44.1%	43.7%	36.1%	38.7%
(3) Low	3.9%	5.6%	2.7%	0.0%	5.0%	5.9%	1.1%	6.6%	4.0%
Average	**1.48**	**1.47**	**1.51**	**1.00**	**1.55**	**1.56**	**1.46**	**1.49**	**1.47**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=87	*n=148*	*n=44*	*n=14*	*n=30*	*n=25*	*n=60*	*n=153*
(1) High	49.4%	56.8%	68.2%	57.1%	43.3%	64.0%	53.3%	58.2%
(2) Medium	43.7%	39.9%	31.8%	42.9%	46.7%	32.0%	45.0%	37.9%
(3) Low	6.9%	3.4%	0.0%	0.0%	10.0%	4.0%	1.7%	3.9%
Average	**1.57**	**1.47**	**1.32**	**1.43**	**1.67**	**1.40**	**1.48**	**1.46**

Ease and Efficiency of Obtaining Permits: Quality

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=191	*n=91*	*n=92*	*n=0*	*n=10*	*n=20*	*n=59*	*n=45*	*n=52*
(1) Excellent	23.6%	23.1%	25.0%	-	10.0%	25.0%	18.6%	28.9%	26.9%
(2) Good	51.3%	50.5%	50.0%	-	60.0%	50.0%	55.9%	44.4%	53.8%
(3) Fair	20.9%	23.1%	19.6%	-	30.0%	20.0%	20.3%	22.2%	15.4%
(4) Poor	4.2%	3.3%	5.4%	-	0.0%	5.0%	5.1%	4.4%	3.8%
Average	**2.06**	**2.07**	**2.05**	**-**	**2.20**	**2.05**	**2.12**	**2.02**	**1.96**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=56	*n=104*	*n=27*	*n=3*	*n=14*	*n=14*	*n=40*	*n=120*
(1) Excellent	16.1%	28.8%	14.8%	33.3%	35.7%	21.4%	25.0%	21.7%
(2) Good	51.8%	51.0%	55.6%	33.3%	35.7%	57.1%	50.0%	53.3%
(3) Fair	25.0%	17.3%	25.9%	33.3%	28.6%	21.4%	22.5%	19.2%
(4) Poor	7.1%	2.9%	3.7%	0.0%	0.0%	0.0%	2.5%	5.8%
Average	**2.23**	**1.94**	**2.19**	**2.00**	**1.93**	**2.00**	**2.03**	**2.09**

Ease and Efficiency of Obtaining Permits: Importance

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=265	*n=117*	*n=139*	*n=1*	*n=19*	*n=32*	*n=82*	*n=57*	*n=69*
(1) High	37.7%	34.2%	41.0%	0.0%	36.8%	34.4%	35.4%	35.1%	43.5%
(2) Medium	55.5%	57.3%	53.2%	0.0%	47.4%	59.4%	54.9%	59.6%	55.1%
(3) Low	6.8%	8.5%	5.8%	100.0%	15.8%	6.3%	9.8%	5.3%	1.4%
Average	**1.69**	**1.74**	**1.65**	**3.00**	**1.79**	**1.72**	**1.74**	**1.70**	**1.58**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=81	*n=138*	*n=43*	*n=11*	*n=27*	*n=25*	*n=56*	*n=146*
(1) High	45.7%	36.2%	30.2%	54.5%	44.4%	40.0%	26.8%	39.0%
(2) Medium	44.4%	58.7%	62.8%	36.4%	44.4%	52.0%	66.1%	55.5%
(3) Low	9.9%	5.1%	7.0%	9.1%	11.1%	8.0%	7.1%	5.5%
Average	**1.64**	**1.69**	**1.77**	**1.55**	**1.67**	**1.68**	**1.80**	**1.66**

Overall Community Development: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=280	*n=133*	*n=134*	*n=1*	*n=18*	*n=30*	*n=78*	*n=71*	*n=78*
(1) Excellent	13.6%	12.0%	16.4%	0.0%	0.0%	13.3%	10.3%	15.5%	19.2%
(2) Good	53.6%	50.4%	57.5%	0.0%	77.8%	56.7%	50.0%	47.9%	55.1%
(3) Fair	29.3%	33.1%	24.6%	100.0%	22.2%	26.7%	37.2%	32.4%	21.8%
(4) Poor	3.6%	4.5%	1.5%	0.0%	0.0%	3.3%	2.6%	4.2%	3.8%
Average	**2.23**	**2.30**	**2.11**	**3.00**	**2.22**	**2.20**	**2.32**	**2.25**	**2.10**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=86	*n=149*	*n=41*	*n=10*	*n=25*	*n=26*	*n=57*	*n=161*
(1) Excellent	10.5%	16.1%	9.8%	20.0%	12.0%	15.4%	10.5%	14.3%
(2) Good	45.3%	59.7%	48.8%	30.0%	56.0%	61.5%	52.6%	53.4%
(3) Fair	40.7%	21.5%	34.1%	50.0%	32.0%	23.1%	31.6%	28.0%
(4) Poor	3.5%	2.7%	7.3%	0.0%	0.0%	0.0%	5.3%	4.3%
Average	**2.37**	**2.11**	**2.39**	**2.30**	**2.20**	**2.08**	**2.32**	**2.22**

Overall Community Development: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=297	*n=134*	*n=149*	*n=1*	*n=19*	*n=34*	*n=89*	*n=67*	*n=81*
(1) High	50.2%	47.0%	52.3%	100.0%	52.6%	47.1%	47.2%	50.7%	49.4%
(2) Medium	47.1%	48.5%	46.3%	0.0%	42.1%	47.1%	51.7%	46.3%	48.1%
(3) Low	2.7%	4.5%	1.3%	0.0%	5.3%	5.9%	1.1%	3.0%	2.5%
Average	**1.53**	**1.57**	**1.49**	**1.00**	**1.53**	**1.59**	**1.54**	**1.52**	**1.53**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=92	*n=156*	*n=45*	*n=13*	*n=29*	*n=28*	*n=62*	*n=164*
(1) High	54.3%	46.8%	53.3%	69.2%	37.9%	53.6%	50.0%	50.6%
(2) Medium	39.1%	51.9%	46.7%	30.8%	51.7%	42.9%	46.8%	48.2%
(3) Low	6.5%	1.3%	0.0%	0.0%	10.3%	3.6%	3.2%	1.2%
Average	**1.52**	**1.54**	**1.47**	**1.31**	**1.72**	**1.50**	**1.53**	**1.51**

GENERAL SERVICES

Online Payment Options: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=227	*n=94*	*n=126*	*n=0*	*n=21*	*n=28*	*n=63*	*n=48*	*n=64*
(1) Excellent	33.5%	34.0%	34.1%	-	28.6%	39.3%	33.3%	31.3%	35.9%
(2) Good	52.9%	55.3%	49.2%	-	38.1%	42.9%	57.1%	54.2%	54.7%
(3) Fair	10.1%	7.4%	12.7%	-	23.8%	3.6%	9.5%	14.6%	6.3%
(4) Poor	3.5%	3.2%	4.0%	-	9.5%	14.3%	0.0%	0.0%	3.1%
Average	**1.84**	**1.80**	**1.87**	**-**	**2.14**	**1.93**	**1.76**	**1.83**	**1.77**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=71	*n=115*	*n=39*	*n=6*	*n=31*	*n=24*	*n=46*	*n=120*
(1) Excellent	32.4%	34.8%	33.3%	33.3%	35.5%	41.7%	28.3%	33.3%
(2) Good	50.7%	53.9%	51.3%	50.0%	38.7%	37.5%	58.7%	57.5%
(3) Fair	12.7%	8.7%	10.3%	16.7%	16.1%	12.5%	8.7%	8.3%
(4) Poor	4.2%	2.6%	5.1%	0.0%	9.7%	8.3%	4.3%	0.8%
Average	**1.89**	**1.79**	**1.87**	**1.83**	**2.00**	**1.88**	**1.89**	**1.77**

Online Payment Options: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=280	*n=121*	*n=150*	*n=1*	*n=25*	*n=33*	*n=84*	*n=62*	*n=71*
(1) High	32.5%	31.4%	32.7%	0.0%	44.0%	39.4%	35.7%	25.8%	26.8%
(2) Medium	52.9%	51.2%	54.0%	0.0%	52.0%	51.5%	44.0%	59.7%	59.2%
(3) Low	14.6%	17.4%	13.3%	100.0%	4.0%	9.1%	20.2%	14.5%	14.1%
Average	**1.82**	**1.86**	**1.81**	**3.00**	**1.60**	**1.70**	**1.85**	**1.89**	**1.87**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=87	*n=145*	*n=46*	*n=13*	*n=38*	*n=30*	*n=55*	*n=144*
(1) High	34.5%	31.0%	34.8%	30.8%	39.5%	43.3%	27.3%	30.6%
(2) Medium	55.2%	51.0%	52.2%	38.5%	52.6%	53.3%	61.8%	50.7%
(3) Low	10.3%	17.9%	13.0%	30.8%	7.9%	3.3%	10.9%	18.8%
Average	**1.76**	**1.87**	**1.78**	**2.00**	**1.68**	**1.60**	**1.84**	**1.88**

Website: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=261	*n=115*	*n=136*	*n=1*	*n=25*	*n=35*	*n=80*	*n=58*	*n=58*
(1) Excellent	21.8%	21.7%	22.1%	0.0%	12.0%	37.1%	12.5%	19.0%	32.8%
(2) Good	59.4%	59.1%	58.8%	0.0%	64.0%	42.9%	67.5%	62.1%	55.2%
(3) Fair	17.6%	17.4%	18.4%	100.0%	20.0%	17.1%	20.0%	19.0%	10.3%
(4) Poor	1.1%	1.7%	0.7%	0.0%	4.0%	2.9%	0.0%	0.0%	1.7%
Average	**1.98**	**1.99**	**1.98**	**3.00**	**2.16**	**1.86**	**2.08**	**2.00**	**1.81**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=78	*n=139*	*n=41*	*n=9*	*n=35*	*n=26*	*n=51*	*n=139*
(1) Excellent	23.1%	21.6%	19.5%	22.2%	28.6%	23.1%	15.7%	22.3%
(2) Good	59.0%	61.2%	53.7%	33.3%	54.3%	57.7%	62.7%	61.2%
(3) Fair	16.7%	16.5%	24.4%	44.4%	17.1%	15.4%	19.6%	15.8%
(4) Poor	1.3%	0.7%	2.4%	0.0%	0.0%	3.8%	2.0%	0.7%
Average	**1.96**	**1.96**	**2.10**	**2.22**	**1.89**	**2.00**	**2.08**	**1.95**

Website: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=279	*n=123*	*n=147*	*n=1*	*n=24*	*n=36*	*n=84*	*n=66*	*n=64*
(1) High	33.7%	29.3%	36.1%	0.0%	37.5%	44.4%	36.9%	27.3%	28.1%
(2) Medium	56.6%	60.2%	55.1%	0.0%	58.3%	52.8%	51.2%	62.1%	60.9%
(3) Low	9.7%	10.6%	8.8%	100.0%	4.2%	2.8%	11.9%	10.6%	10.9%
Average	**1.76**	**1.81**	**1.73**	**3.00**	**1.67**	**1.58**	**1.75**	**1.83**	**1.83**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=90	*n=144*	*n=43*	*n=11*	*n=38*	*n=29*	*n=55*	*n=145*
(1) High	37.8%	34.0%	25.6%	45.5%	28.9%	34.5%	36.4%	33.1%
(2) Medium	53.3%	54.2%	69.8%	36.4%	63.2%	65.5%	58.2%	53.8%
(3) Low	8.9%	11.8%	4.7%	18.2%	7.9%	0.0%	5.5%	13.1%
Average	**1.71**	**1.78**	**1.79**	**1.73**	**1.79**	**1.66**	**1.69**	**1.80**

Village Newsletter: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=307	*n=134*	*n=157*	*n=1*	*n=23*	*n=36*	*n=87*	*n=69*	*n=85*
(1) Excellent	25.7%	26.9%	24.8%	0.0%	13.0%	36.1%	23.0%	23.2%	29.4%
(2) Good	59.9%	57.5%	63.1%	100.0%	82.6%	52.8%	62.1%	60.9%	54.1%
(3) Fair	13.0%	14.9%	10.2%	0.0%	0.0%	5.6%	14.9%	15.9%	15.3%
(4) Poor	1.3%	0.7%	1.9%	0.0%	4.3%	5.6%	0.0%	0.0%	1.2%
Average	**1.90**	**1.90**	**1.89**	**2.00**	**1.96**	**1.81**	**1.92**	**1.93**	**1.88**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=91	*n=161*	*n=49*	*n=10*	*n=36*	*n=30*	*n=66*	*n=164*
(1) Excellent	26.4%	25.5%	24.5%	40.0%	27.8%	20.0%	19.7%	28.0%
(2) Good	56.0%	62.7%	57.1%	40.0%	69.4%	66.7%	62.1%	56.7%
(3) Fair	15.4%	10.6%	18.4%	10.0%	2.8%	10.0%	16.7%	14.6%
(4) Poor	2.2%	1.2%	0.0%	10.0%	0.0%	3.3%	1.5%	0.6%
Average	**1.93**	**1.88**	**1.94**	**1.90**	**1.75**	**1.97**	**2.00**	**1.88**

Village Newsletter: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=297	*n=132*	*n=155*	*n=1*	*n=25*	*n=35*	*n=84*	*n=70*	*n=79*
(1) High	33.0%	28.8%	34.8%	0.0%	28.0%	40.0%	29.8%	24.3%	41.8%
(2) Medium	53.5%	56.1%	53.5%	0.0%	48.0%	51.4%	54.8%	61.4%	49.4%
(3) Low	13.5%	15.2%	11.6%	100.0%	24.0%	8.6%	15.5%	14.3%	8.9%
Average	**1.80**	**1.86**	**1.77**	**3.00**	**1.96**	**1.69**	**1.86**	**1.90**	**1.67**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=89	*n=158*	*n=48*	*n=12*	*n=38*	*n=29*	*n=58*	*n=159*
(1) High	33.7%	34.8%	27.1%	25.0%	28.9%	31.0%	29.3%	35.8%
(2) Medium	55.1%	50.6%	58.3%	50.0%	50.0%	62.1%	56.9%	52.2%
(3) Low	11.2%	14.6%	14.6%	25.0%	21.1%	6.9%	13.8%	11.9%
Average	**1.78**	**1.80**	**1.88**	**2.00**	**1.92**	**1.76**	**1.84**	**1.76**

Algonquin e-News: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=172	*n=75*	*n=90*	*n=0*	*n=12*	*n=23*	*n=50*	*n=38*	*n=46*
(1) Excellent	23.3%	24.0%	23.3%	-	8.3%	26.1%	24.0%	15.8%	30.4%
(2) Good	65.1%	60.0%	68.9%	-	91.7%	69.6%	62.0%	71.1%	56.5%
(3) Fair	10.5%	13.3%	7.8%	-	0.0%	0.0%	14.0%	13.2%	10.9%
(4) Poor	1.2%	2.7%	0.0%	-	0.0%	4.3%	0.0%	0.0%	2.2%
Average	**1.90**	**1.95**	**1.84**	**-**	**1.92**	**1.83**	**1.90**	**1.97**	**1.85**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=50	*n=94*	*n=26*	*n=4*	*n=24*	*n=16*	*n=35*	*n=92*
(1) Excellent	28.0%	25.5%	7.7%	25.0%	20.8%	6.3%	14.3%	30.4%
(2) Good	58.0%	64.9%	76.9%	75.0%	79.2%	81.3%	71.4%	55.4%
(3) Fair	12.0%	8.5%	15.4%	0.0%	0.0%	6.3%	11.4%	14.1%
(4) Poor	2.0%	1.1%	0.0%	0.0%	0.0%	6.3%	2.9%	0.0%
Average	**1.88**	**1.85**	**2.08**	**1.75**	**1.79**	**2.13**	**2.03**	**1.84**

Algonquin e-News: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=250	*n=106*	*n=135*	*n=1*	*n=21*	*n=32*	*n=70*	*n=59*	*n=63*
(1) High	27.6%	26.4%	28.1%	0.0%	28.6%	28.1%	31.4%	16.9%	31.7%
(2) Medium	48.0%	48.1%	47.4%	0.0%	28.6%	53.1%	41.4%	59.3%	50.8%
(3) Low	24.4%	25.5%	24.4%	100.0%	42.9%	18.8%	27.1%	23.7%	17.5%
Average	**1.97**	**1.99**	**1.96**	**3.00**	**2.14**	**1.91**	**1.96**	**2.07**	**1.86**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=78	*n=130*	*n=40*	*n=12*	*n=34*	*n=26*	*n=49*	*n=128*
(1) High	29.5%	30.0%	17.5%	33.3%	26.5%	19.2%	26.5%	29.7%
(2) Medium	43.6%	46.2%	60.0%	33.3%	44.1%	61.5%	53.1%	45.3%
(3) Low	26.9%	23.8%	22.5%	33.3%	29.4%	19.2%	20.4%	25.0%
Average	**1.97**	**1.94**	**2.05**	**2.00**	**2.03**	**2.00**	**1.94**	**1.95**

Social Media: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=84	*n=33*	*n=48*	*n=1*	*n=7*	*n=15*	*n=27*	*n=14*	*n=17*
(1) Excellent	23.8%	18.2%	29.2%	0.0%	28.6%	40.0%	22.2%	14.3%	23.5%
(2) Good	48.8%	42.4%	54.2%	100.0%	57.1%	33.3%	51.9%	50.0%	52.9%
(3) Fair	21.4%	33.3%	12.5%	0.0%	0.0%	20.0%	25.9%	35.7%	11.8%
(4) Poor	6.0%	6.1%	4.2%	0.0%	14.3%	6.7%	0.0%	0.0%	11.8%
Average	**2.10**	**2.27**	**1.92**	**2.00**	**2.00**	**1.93**	**2.04**	**2.21**	**2.12**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=27	*n=46*	*n=9*	*n=4*	*n=8*	*n=11*	*n=19*	*n=41*
(1) Excellent	29.6%	21.7%	22.2%	0.0%	37.5%	18.2%	21.1%	26.8%
(2) Good	40.7%	52.2%	44.4%	100.0%	37.5%	36.4%	52.6%	46.3%
(3) Fair	22.2%	23.9%	11.1%	0.0%	0.0%	36.4%	21.1%	24.4%
(4) Poor	7.4%	2.2%	22.2%	0.0%	25.0%	9.1%	5.3%	2.4%
Average	**2.07**	**2.07**	**2.33**	**2.00**	**2.13**	**2.36**	**2.11**	**2.02**

Social Media: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=221	*n=91*	*n=123*	*n=1*	*n=22*	*n=29*	*n=72*	*n=46*	*n=49*
(1) High	18.6%	12.1%	22.0%	0.0%	18.2%	20.7%	16.7%	13.0%	24.5%
(2) Medium	36.2%	33.0%	39.0%	100.0%	18.2%	44.8%	40.3%	34.8%	32.7%
(3) Low	45.2%	54.9%	39.0%	0.0%	63.6%	34.5%	43.1%	52.2%	42.9%
Average	**2.27**	**2.43**	**2.17**	**2.00**	**2.45**	**2.14**	**2.26**	**2.39**	**2.18**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=72	*n=110*	*n=37*	*n=11*	*n=30*	*n=23*	*n=49*	*n=107*
(1) High	18.1%	21.8%	10.8%	27.3%	23.3%	26.1%	16.3%	15.9%
(2) Medium	37.5%	31.8%	43.2%	36.4%	36.7%	43.5%	30.6%	36.4%
(3) Low	44.4%	46.4%	45.9%	36.4%	40.0%	30.4%	53.1%	47.7%
Average	**2.26**	**2.25**	**2.35**	**2.09**	**2.17**	**2.04**	**2.37**	**2.32**

Garbage collection: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=333	*n=142*	*n=175*	*n=1*	*n=25*	*n=39*	*n=94*	*n=75*	*n=93*
(1) Excellent	30.3%	33.1%	28.0%	0.0%	24.0%	35.9%	23.4%	26.7%	37.6%
(2) Good	50.2%	46.5%	52.6%	100.0%	40.0%	46.2%	46.8%	60.0%	51.6%
(3) Fair	15.6%	18.3%	14.9%	0.0%	24.0%	12.8%	21.3%	13.3%	10.8%
(4) Poor	3.9%	2.1%	4.6%	0.0%	12.0%	5.1%	8.5%	0.0%	0.0%
Average	**1.93**	**1.89**	**1.96**	**2.00**	**2.24**	**1.87**	**2.15**	**1.87**	**1.73**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=98	*n=172*	*n=56*	*n=13*	*n=40*	*n=31*	*n=70*	*n=178*
(1) Excellent	25.5%	32.0%	32.1%	7.7%	40.0%	22.6%	34.3%	29.2%
(2) Good	51.0%	51.7%	46.4%	69.2%	30.0%	54.8%	47.1%	53.9%
(3) Fair	19.4%	13.4%	16.1%	7.7%	20.0%	19.4%	14.3%	15.2%
(4) Poor	4.1%	2.9%	5.4%	15.4%	10.0%	3.2%	4.3%	1.7%
Average	**2.02**	**1.87**	**1.95**	**2.31**	**2.00**	**2.03**	**1.89**	**1.89**

Garbage collection: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=314	*n=137*	*n=163*	*n=1*	*n=25*	*n=37*	*n=89*	*n=72*	*n=86*
(1) High	77.1%	79.6%	75.5%	100.0%	84.0%	70.3%	77.5%	75.0%	77.9%
(2) Medium	22.0%	18.2%	24.5%	0.0%	16.0%	27.0%	22.5%	22.2%	22.1%
(3) Low	1.0%	2.2%	0.0%	0.0%	0.0%	2.7%	0.0%	2.8%	0.0%
Average	**1.24**	**1.23**	**1.25**	**1.00**	**1.16**	**1.32**	**1.22**	**1.28**	**1.22**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=164*	*n=52*	*n=13*	*n=40*	*n=31*	*n=62*	*n=167*
(1) High	73.7%	79.9%	76.9%	76.9%	70.0%	90.3%	80.6%	74.9%
(2) Medium	25.3%	19.5%	21.2%	15.4%	27.5%	9.7%	19.4%	24.6%
(3) Low	1.1%	0.6%	1.9%	7.7%	2.5%	0.0%	0.0%	0.6%
Average	**1.27**	**1.21**	**1.25**	**1.31**	**1.33**	**1.10**	**1.19**	**1.26**

Recycling: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=333	*n=141*	*n=176*	*n=1*	*n=25*	*n=39*	*n=93*	*n=74*	*n=95*
(1) Excellent	42.0%	43.3%	39.8%	100.0%	60.0%	51.3%	35.5%	33.8%	44.2%
(2) Good	45.6%	39.7%	50.6%	0.0%	32.0%	38.5%	47.3%	56.8%	43.2%
(3) Fair	9.6%	12.8%	8.0%	0.0%	4.0%	7.7%	11.8%	9.5%	10.5%
(4) Poor	2.7%	4.3%	1.7%	0.0%	4.0%	2.6%	5.4%	0.0%	2.1%
Average	**1.73**	**1.78**	**1.72**	**1.00**	**1.52**	**1.62**	**1.87**	**1.76**	**1.71**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=99	*n=171*	*n=57*	*n=13*	*n=41*	*n=32*	*n=68*	*n=178*
(1) Excellent	37.4%	44.4%	43.9%	38.5%	58.5%	46.9%	38.2%	38.8%
(2) Good	46.5%	46.2%	43.9%	46.2%	31.7%	46.9%	47.1%	48.3%
(3) Fair	14.1%	7.0%	8.8%	7.7%	4.9%	6.3%	11.8%	10.7%
(4) Poor	2.0%	2.3%	3.5%	7.7%	4.9%	0.0%	2.9%	2.2%
Average	**1.81**	**1.67**	**1.72**	**1.85**	**1.56**	**1.59**	**1.79**	**1.76**

Recycling: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=316	*n=139*	*n=163*	*n=1*	*n=25*	*n=37*	*n=89*	*n=72*	*n=87*
(1) High	75.0%	76.3%	74.2%	100.0%	84.0%	70.3%	75.3%	70.8%	75.9%
(2) Medium	24.1%	21.6%	25.8%	0.0%	16.0%	27.0%	24.7%	26.4%	24.1%
(3) Low	0.9%	2.2%	0.0%	0.0%	0.0%	2.7%	0.0%	2.8%	0.0%
Average	**1.26**	**1.26**	**1.26**	**1.00**	**1.16**	**1.32**	**1.25**	**1.32**	**1.24**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=165*	*n=53*	*n=13*	*n=40*	*n=32*	*n=62*	*n=168*
(1) High	69.5%	79.4%	73.6%	76.9%	70.0%	78.1%	79.0%	73.8%
(2) Medium	29.5%	20.0%	24.5%	15.4%	30.0%	21.9%	19.4%	25.6%
(3) Low	1.1%	0.6%	1.9%	7.7%	0.0%	0.0%	1.6%	0.6%
Average	**1.32**	**1.21**	**1.28**	**1.31**	**1.30**	**1.22**	**1.23**	**1.27**

Yard waste collection: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=297	*n=129*	*n=155*	*n=1*	*n=20*	*n=35*	*n=89*	*n=67*	*n=81*
(1) Excellent	28.3%	30.2%	26.5%	0.0%	20.0%	28.6%	22.5%	26.9%	37.0%
(2) Good	49.8%	45.0%	53.5%	100.0%	45.0%	48.6%	50.6%	55.2%	46.9%
(3) Fair	15.8%	17.8%	14.8%	0.0%	25.0%	17.1%	18.0%	14.9%	11.1%
(4) Poor	6.1%	7.0%	5.2%	0.0%	10.0%	5.7%	9.0%	3.0%	4.9%
Average	**2.00**	**2.02**	**1.99**	**2.00**	**2.25**	**2.00**	**2.13**	**1.94**	**1.84**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=94	*n=153*	*n=45*	*n=12*	*n=32*	*n=23*	*n=64*	*n=165*
(1) Excellent	26.6%	29.4%	28.9%	0.0%	37.5%	26.1%	26.6%	29.1%
(2) Good	50.0%	49.7%	51.1%	75.0%	25.0%	52.2%	50.0%	52.7%
(3) Fair	18.1%	15.0%	13.3%	8.3%	28.1%	17.4%	18.8%	12.7%
(4) Poor	5.3%	5.9%	6.7%	16.7%	9.4%	4.3%	4.7%	5.5%
Average	**2.02**	**1.97**	**1.98**	**2.42**	**2.09**	**2.00**	**2.02**	**1.95**

Yard waste collection: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=301	*n=131*	*n=158*	*n=1*	*n=24*	*n=35*	*n=87*	*n=68*	*n=81*
(1) High	66.8%	66.4%	67.1%	100.0%	70.8%	62.9%	71.3%	58.8%	66.7%
(2) Medium	29.6%	28.2%	30.4%	0.0%	25.0%	34.3%	27.6%	33.8%	29.6%
(3) Low	3.7%	5.3%	2.5%	0.0%	4.2%	2.9%	1.1%	7.4%	3.7%
Average	**1.37**	**1.39**	**1.35**	**1.00**	**1.33**	**1.40**	**1.30**	**1.49**	**1.37**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=94	*n=155*	*n=49*	*n=13*	*n=38*	*n=27*	*n=61*	*n=161*
(1) High	66.0%	71.6%	55.1%	76.9%	60.5%	70.4%	65.6%	67.1%
(2) Medium	31.9%	23.9%	40.8%	7.7%	36.8%	25.9%	32.8%	29.2%
(3) Low	2.1%	4.5%	4.1%	15.4%	2.6%	3.7%	1.6%	3.7%
Average	**1.36**	**1.33**	**1.49**	**1.38**	**1.42**	**1.33**	**1.36**	**1.37**

GIS Mapping: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=89	*n=42*	*n=43*	*n=0*	*n=7*	*n=9*	*n=21*	*n=21*	*n=29*
(1) Excellent	12.4%	7.1%	16.3%	-	0.0%	22.2%	9.5%	4.8%	17.2%
(2) Good	70.8%	66.7%	76.7%	-	57.1%	77.8%	71.4%	85.7%	62.1%
(3) Fair	15.7%	26.2%	4.7%	-	42.9%	0.0%	19.0%	4.8%	20.7%
(4) Poor	1.1%	0.0%	2.3%	-	0.0%	0.0%	0.0%	4.8%	0.0%
Average	**2.06**	**2.19**	**1.93**	**-**	**2.43**	**1.78**	**2.10**	**2.10**	**2.03**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=23	*n=52*	*n=11*	*n=3*	*n=13*	*n=8*	*n=19*	*n=46*
(1) Excellent	21.7%	9.6%	9.1%	0.0%	15.4%	0.0%	15.8%	13.0%
(2) Good	56.5%	76.9%	63.6%	66.7%	69.2%	87.5%	73.7%	67.4%
(3) Fair	17.4%	13.5%	27.3%	33.3%	15.4%	12.5%	10.5%	17.4%
(4) Poor	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%
Average	**2.04**	**2.04**	**2.18**	**2.33**	**2.00**	**2.13**	**1.95**	**2.09**

GIS Mapping: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=180	*n=73*	*n=100*	*n=1*	*n=13*	*n=22*	*n=56*	*n=43*	*n=41*
(1) High	24.4%	20.5%	26.0%	0.0%	30.8%	22.7%	23.2%	18.6%	26.8%
(2) Medium	45.6%	41.1%	50.0%	100.0%	46.2%	36.4%	39.3%	46.5%	58.5%
(3) Low	30.0%	38.4%	24.0%	0.0%	23.1%	40.9%	37.5%	34.9%	14.6%
Average	**2.06**	**2.18**	**1.98**	**2.00**	**1.92**	**2.18**	**2.14**	**2.16**	**1.88**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=59	*n=87*	*n=32*	*n=10*	*n=27*	*n=16*	*n=36*	*n=91*
(1) High	28.8%	27.6%	9.4%	30.0%	25.9%	18.8%	22.2%	25.3%
(2) Medium	42.4%	43.7%	53.1%	40.0%	51.9%	56.3%	44.4%	42.9%
(3) Low	28.8%	28.7%	37.5%	30.0%	22.2%	25.0%	33.3%	31.9%
Average	**2.00**	**2.01**	**2.28**	**2.00**	**1.96**	**2.06**	**2.11**	**2.07**

Ease of Water Billing Service: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=324	*n=140*	*n=169*	*n=1*	*n=24*	*n=37*	*n=91*	*n=73*	*n=92*
(1) Excellent	37.0%	40.7%	34.9%	0.0%	50.0%	37.8%	29.7%	42.5%	37.0%
(2) Good	53.1%	49.3%	55.6%	100.0%	29.2%	43.2%	62.6%	49.3%	55.4%
(3) Fair	7.7%	7.9%	7.1%	0.0%	16.7%	8.1%	6.6%	8.2%	6.5%
(4) Poor	2.2%	2.1%	2.4%	0.0%	4.2%	10.8%	1.1%	0.0%	1.1%
Average	**1.75**	**1.71**	**1.77**	**2.00**	**1.75**	**1.92**	**1.79**	**1.66**	**1.72**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=169*	*n=54*	*n=9*	*n=40*	*n=31*	*n=66*	*n=177*
(1) Excellent	31.6%	43.2%	29.6%	22.2%	45.0%	45.2%	31.8%	36.2%
(2) Good	60.0%	46.7%	57.4%	66.7%	37.5%	38.7%	54.5%	58.2%
(3) Fair	8.4%	7.1%	9.3%	0.0%	7.5%	12.9%	12.1%	5.6%
(4) Poor	0.0%	3.0%	3.7%	11.1%	10.0%	3.2%	1.5%	0.0%
Average	**1.77**	**1.70**	**1.87**	**2.00**	**1.83**	**1.74**	**1.83**	**1.69**

Ease of Water Billing Service: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=311	*n=138*	*n=161*	*n=1*	*n=25*	*n=35*	*n=87*	*n=72*	*n=86*
(1) High	42.8%	38.4%	46.6%	100.0%	56.0%	42.9%	37.9%	36.1%	46.5%
(2) Medium	53.1%	55.8%	50.3%	0.0%	44.0%	51.4%	57.5%	59.7%	48.8%
(3) Low	4.2%	5.8%	3.1%	0.0%	0.0%	5.7%	4.6%	4.2%	4.7%
Average	**1.61**	**1.67**	**1.57**	**1.00**	**1.44**	**1.63**	**1.67**	**1.68**	**1.58**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=162*	*n=51*	*n=13*	*n=39*	*n=31*	*n=61*	*n=166*
(1) High	44.2%	46.3%	29.4%	61.5%	48.7%	58.1%	37.7%	38.6%
(2) Medium	51.6%	49.4%	66.7%	30.8%	46.2%	38.7%	57.4%	57.8%
(3) Low	4.2%	4.3%	3.9%	7.7%	5.1%	3.2%	4.9%	3.6%
Average	**1.60**	**1.58**	**1.75**	**1.46**	**1.56**	**1.45**	**1.67**	**1.65**

Promoting the Village to attract visitors: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=209	*n=91*	*n=110*	*n=1*	*n=17*	*n=21*	*n=53*	*n=49*	*n=65*
(1) Excellent	11.0%	9.9%	12.7%	0.0%	5.9%	14.3%	3.8%	14.3%	15.4%
(2) Good	40.2%	33.0%	47.3%	0.0%	29.4%	28.6%	35.8%	40.8%	49.2%
(3) Fair	32.5%	37.4%	27.3%	0.0%	41.2%	28.6%	41.5%	32.7%	26.2%
(4) Poor	16.3%	19.8%	12.7%	100.0%	23.5%	28.6%	18.9%	12.2%	9.2%
Average	**2.54**	**2.67**	**2.40**	**4.00**	**2.82**	**2.71**	**2.75**	**2.43**	**2.29**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=57	*n=113*	*n=34*	*n=7*	*n=24*	*n=19*	*n=43*	*n=116*
(1) Excellent	12.3%	12.4%	5.9%	0.0%	16.7%	5.3%	9.3%	12.1%
(2) Good	38.6%	39.8%	38.2%	28.6%	33.3%	36.8%	44.2%	41.4%
(3) Fair	33.3%	30.1%	44.1%	28.6%	25.0%	36.8%	34.9%	32.8%
(4) Poor	15.8%	17.7%	11.8%	42.9%	25.0%	21.1%	11.6%	13.8%
Average	**2.53**	**2.53**	**2.62**	**3.14**	**2.58**	**2.74**	**2.49**	**2.48**

Promoting the Village to attract visitors: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=281	*n=124*	*n=147*	*n=1*	*n=24*	*n=31*	*n=80*	*n=65*	*n=75*
(1) High	34.9%	32.3%	36.1%	0.0%	33.3%	41.9%	33.8%	33.8%	33.3%
(2) Medium	47.7%	46.8%	49.0%	0.0%	37.5%	41.9%	46.3%	49.2%	54.7%
(3) Low	17.4%	21.0%	15.0%	100.0%	29.2%	16.1%	20.0%	16.9%	12.0%
Average	**1.83**	**1.89**	**1.79**	**3.00**	**1.96**	**1.74**	**1.86**	**1.83**	**1.79**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=84	*n=148*	*n=46*	*n=13*	*n=37*	*n=26*	*n=56*	*n=148*
(1) High	32.1%	39.9%	23.9%	46.2%	32.4%	50.0%	25.0%	35.8%
(2) Medium	53.6%	41.2%	56.5%	23.1%	54.1%	38.5%	51.8%	48.0%
(3) Low	14.3%	18.9%	19.6%	30.8%	13.5%	11.5%	23.2%	16.2%
Average	**1.82**	**1.79**	**1.96**	**1.85**	**1.81**	**1.62**	**1.98**	**1.80**

Overall General Services: Quality

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=328	*n=141*	*n=172*	*n=1*	*n=26*	*n=37*	*n=89*	*n=74*	*n=95*
(1) Excellent	18.6%	15.6%	22.1%	0.0%	3.8%	18.9%	12.4%	24.3%	24.2%
(2) Good	63.4%	67.4%	60.5%	100.0%	73.1%	56.8%	69.7%	62.2%	57.9%
(3) Fair	17.7%	17.0%	16.9%	0.0%	23.1%	24.3%	16.9%	13.5%	17.9%
(4) Poor	0.3%	0.0%	0.6%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%
Average	**2.00**	**2.01**	**1.96**	**2.00**	**2.19**	**2.05**	**2.07**	**1.89**	**1.94**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=95	*n=173*	*n=53*	*n=13*	*n=40*	*n=31*	*n=68*	*n=175*
(1) Excellent	16.8%	22.0%	11.3%	0.0%	15.0%	16.1%	19.1%	21.1%
(2) Good	64.2%	63.0%	62.3%	84.6%	62.5%	64.5%	51.5%	66.3%
(3) Fair	18.9%	14.5%	26.4%	15.4%	20.0%	19.4%	29.4%	12.6%
(4) Poor	0.0%	0.6%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%
Average	**2.02**	**1.94**	**2.15**	**2.15**	**2.10**	**2.03**	**2.10**	**1.91**

Overall General Services: Importance

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=308	*n=136*	*n=158*	*n=1*	*n=26*	*n=35*	*n=85*	*n=71*	*n=84*
(1) High	43.5%	35.3%	48.7%	0.0%	53.8%	51.4%	40.0%	38.0%	42.9%
(2) Medium	54.9%	61.8%	50.6%	100.0%	42.3%	48.6%	58.8%	57.7%	57.1%
(3) Low	1.6%	2.9%	0.6%	0.0%	3.8%	0.0%	1.2%	4.2%	0.0%
Average	**1.58**	**1.68**	**1.52**	**2.00**	**1.50**	**1.49**	**1.61**	**1.66**	**1.57**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=93	*n=161*	*n=50*	*n=13*	*n=40*	*n=30*	*n=61*	*n=163*
(1) High	41.9%	46.0%	36.0%	69.2%	50.0%	36.7%	39.3%	42.9%
(2) Medium	55.9%	52.2%	64.0%	30.8%	47.5%	63.3%	60.7%	54.6%
(3) Low	2.2%	1.9%	0.0%	0.0%	2.5%	0.0%	0.0%	2.5%
Average	**1.60**	**1.56**	**1.64**	**1.31**	**1.53**	**1.63**	**1.61**	**1.60**

8. Please rate the performance of the Village employee(s) you interacted with during your most recent contact

Knowledgeable

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=231	*n=101*	*n=116*	*n=1*	*n=20*	*n=27*	*n=60*	*n=52*	*n=67*
(1) Excellent	52.8%	55.4%	50.0%	0.0%	45.0%	51.9%	51.7%	55.8%	56.7%
(2) Good	36.4%	33.7%	37.9%	100.0%	35.0%	29.6%	38.3%	36.5%	34.3%
(3) Fair	7.8%	8.9%	7.8%	0.0%	15.0%	7.4%	6.7%	7.7%	7.5%
(4) Poor	3.0%	2.0%	4.3%	0.0%	5.0%	11.1%	3.3%	0.0%	1.5%
Average	**1.61**	**1.57**	**1.66**	**2.00**	**1.80**	**1.78**	**1.62**	**1.52**	**1.54**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=75	*n=120*	*n=32*	*n=10*	*n=27*	*n=21*	*n=43*	*n=129*
(1) Excellent	48.0%	55.0%	53.1%	50.0%	48.1%	52.4%	51.2%	54.3%
(2) Good	42.7%	34.2%	31.3%	50.0%	33.3%	42.9%	34.9%	35.7%
(3) Fair	5.3%	10.0%	6.3%	0.0%	11.1%	4.8%	9.3%	7.8%
(4) Poor	4.0%	0.8%	9.4%	0.0%	7.4%	0.0%	4.7%	2.3%
Average	**1.65**	**1.57**	**1.72**	**1.50**	**1.78**	**1.52**	**1.67**	**1.58**

Responsive

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=229	*n=99*	*n=116*	*n=1*	*n=20*	*n=27*	*n=60*	*n=52*	*n=65*
(1) Excellent	55.0%	57.6%	51.7%	0.0%	45.0%	48.1%	55.0%	55.8%	61.5%
(2) Good	31.9%	33.3%	30.2%	100.0%	35.0%	33.3%	28.3%	36.5%	29.2%
(3) Fair	7.4%	3.0%	12.1%	0.0%	10.0%	11.1%	11.7%	3.8%	4.6%
(4) Poor	5.7%	6.1%	6.0%	0.0%	10.0%	7.4%	5.0%	3.8%	4.6%
Average	**1.64**	**1.58**	**1.72**	**2.00**	**1.85**	**1.78**	**1.67**	**1.56**	**1.52**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=75	*n=119*	*n=32*	*n=10*	*n=27*	*n=21*	*n=43*	*n=127*
(1) Excellent	49.3%	57.1%	59.4%	50.0%	55.6%	57.1%	55.8%	54.3%
(2) Good	34.7%	32.8%	25.0%	30.0%	25.9%	28.6%	30.2%	34.6%
(3) Fair	9.3%	5.9%	6.3%	20.0%	3.7%	9.5%	11.6%	5.5%
(4) Poor	6.7%	4.2%	9.4%	0.0%	14.8%	4.8%	2.3%	5.5%
Average	**1.73**	**1.57**	**1.66**	**1.70**	**1.78**	**1.62**	**1.60**	**1.62**

Courteous

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=229	*n=99*	*n=116*	*n=1*	*n=20*	*n=27*	*n=60*	*n=52*	*n=65*
(1) Excellent	61.1%	60.6%	60.3%	100.0%	45.0%	59.3%	63.3%	63.5%	63.1%
(2) Good	26.6%	29.3%	24.1%	0.0%	20.0%	18.5%	25.0%	28.8%	32.3%
(3) Fair	6.6%	5.1%	8.6%	0.0%	25.0%	11.1%	5.0%	3.8%	3.1%
(4) Poor	5.7%	5.1%	6.9%	0.0%	10.0%	11.1%	6.7%	3.8%	1.5%
Average	**1.57**	**1.55**	**1.62**	**1.00**	**2.00**	**1.74**	**1.55**	**1.48**	**1.43**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=75	*n=119*	*n=32*	*n=10*	*n=27*	*n=21*	*n=43*	*n=127*
(1) Excellent	57.3%	63.0%	62.5%	60.0%	51.9%	66.7%	67.4%	59.8%
(2) Good	29.3%	27.7%	18.8%	30.0%	18.5%	23.8%	23.3%	29.9%
(3) Fair	4.0%	6.7%	12.5%	0.0%	14.8%	9.5%	4.7%	5.5%
(4) Poor	9.3%	2.5%	6.3%	10.0%	14.8%	0.0%	4.7%	4.7%
Average	**1.65**	**1.49**	**1.63**	**1.60**	**1.93**	**1.43**	**1.47**	**1.55**

Overall

	Overall	Gender		Age					
		Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=230	*n=100*	*n=116*	*n=1*	*n=20*	*n=27*	*n=59*	*n=53*	*n=66*
(1) Excellent	53.5%	57.0%	50.0%	0.0%	45.0%	55.6%	55.9%	52.8%	54.5%
(2) Good	33.5%	31.0%	34.5%	100.0%	30.0%	22.2%	32.2%	35.8%	37.9%
(3) Fair	8.7%	8.0%	10.3%	0.0%	20.0%	14.8%	8.5%	7.5%	4.5%
(4) Poor	4.3%	4.0%	5.2%	0.0%	5.0%	7.4%	3.4%	3.8%	3.0%
Average	**1.64**	**1.59**	**1.71**	**2.00**	**1.85**	**1.74**	**1.59**	**1.62**	**1.56**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=74	*n=120*	*n=32*	*n=10*	*n=27*	*n=21*	*n=43*	*n=128*
(1) Excellent	50.0%	55.8%	53.1%	50.0%	51.9%	52.4%	55.8%	53.1%
(2) Good	36.5%	33.3%	28.1%	40.0%	22.2%	33.3%	30.2%	36.7%
(3) Fair	5.4%	9.2%	12.5%	10.0%	14.8%	14.3%	11.6%	5.5%
(4) Poor	8.1%	1.7%	6.3%	0.0%	11.1%	0.0%	2.3%	4.7%
Average	**1.72**	**1.57**	**1.72**	**1.60**	**1.85**	**1.62**	**1.60**	**1.62**

9. How likely are you to recommend living in Algonquin to someone who asks?

		Gender		Age					
	Overall	Male	Female	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	Over 65
	n=330	*n=139*	*n=173*	*n=1*	*n=26*	*n=38*	*n=88*	*n=75*	*n=95*
(1) Very Likely	42.1%	43.9%	41.6%	100.0%	38.5%	44.7%	37.5%	41.3%	48.4%
(2) Likely	41.2%	41.7%	39.9%	0.0%	50.0%	39.5%	37.5%	40.0%	43.2%
(3) Neither Likely nor Unlikely	13.9%	11.5%	16.2%	0.0%	11.5%	13.2%	20.5%	16.0%	6.3%
(4) Unlikely	1.8%	1.4%	1.7%	0.0%	0.0%	0.0%	2.3%	2.7%	2.1%
(5) Very Unlikely	0.9%	1.4%	0.6%	0.0%	0.0%	2.6%	2.3%	0.0%	0.0%
Average	**1.78**	**1.75**	**1.80**	**1.00**	**1.73**	**1.76**	**1.94**	**1.80**	**1.62**

	Location			Residency				
	East	Central	West	Under 1	1 to 5	6 to 10	11 to 15	Over 15
	n=94	*n=174*	*n=54*	*n=14*	*n=39*	*n=32*	*n=68*	*n=176*
(1) Very Likely	38.3%	44.3%	42.6%	42.9%	51.3%	56.3%	29.4%	42.0%
(2) Likely	40.4%	43.7%	35.2%	35.7%	35.9%	40.6%	50.0%	39.8%
(3) Neither Likely nor Unlikely	19.1%	8.6%	20.4%	21.4%	12.8%	3.1%	16.2%	14.8%
(4) Unlikely	1.1%	2.3%	1.9%	0.0%	0.0%	0.0%	1.5%	2.8%
(5) Very Unlikely	1.1%	1.1%	0.0%	0.0%	0.0%	0.0%	2.9%	0.6%
Average	**1.86**	**1.72**	**1.81**	**1.79**	**1.62**	**1.47**	**1.99**	**1.80**

Quality of Life Rankings

Quality Rating	2012 Rank	2013 Rank	2014 Value	
Shopping opportunities	1	1	1	1.66
Your neighborhood as a place to live	2	2	2	1.69
Algonquin as a place to live	3	3	3	1.75
Algonquin as a place to raise children	4	4	4	1.76
Cleanliness of Algonquin	5	5	5	1.85
Overall quality of businesses and services in Algonquin	6	6	6	1.91
Overall appearance of Algonquin	8	7	7	1.94
Algonquin compared to other communities in the area	7	8	8	1.97
Variety of housing options	9	10	9	2.04
Overall image or reputation of Algonquin	11	13	10	2.09
Quality of overall natural environment in Algonquin	10	9	11	2.13
Availability of paths and walking trails	12	11	12	2.17
Overall quality of new development in Algonquin	16	12	13	2.24
Overall direction that Algonquin is taking	15	14	14	2.25
Ease of walking in Algonquin	14	15	15	2.33
Opportunities to participate in social events and activities	17	17	16	2.36
Ease of bicycle travel in Algonquin	18	19	17	2.36
Recreational opportunities	16	16	18	2.37
Algonquin as a place to work	19	18	19	2.46
Value of services for the taxes paid to the Village of Algonquin	20	20	20	2.66
Ease of car travel in Algonquin	22	22	21	2.77
Employment opportunities	21	21	22	2.78
Traffic flow on major streets	23	23	23	2.99

Each Quality of Life area is ranked by their Quality rating score. The service areas are ordered by their current year ranking. For example, Shopping Opportunities is listed first because it ranked first. Next to the current year's ranking for 2014 is to the far right, the previous year's rakings are listed.

Quality and Importance Rankings

Quality Rating	2012 Rank	2013 Rank	2014 Rank	2014 Value
911 services	1	1	1	1.61
Recycling	2	2	2	1.73
Ease of water billing services	5	4	3	1.75
Responding to citizen calls	6	6	4	1.81
Park maintenance	-	9	5	1.82
Online payment options	3	5	6	1.84
Quality of Village parks	11	12	7	1.84
Crime prevention	9	8	8	1.85
Preservation of natural areas	18	16	9	1.87
Algonquin e-News	12	17	10	1.90
Overall Police Services	15	11	11	1.90
Village newsletter	10	10	12	1.90
Garbage collections	4	3	13	1.93
Sewer services	21	15	14	1.95
Public property maintenance	14	13	15	1.97
Website	13	22	16	1.98
Overall Parks and Recreation	26	24	17	1.99
Yard waste collection	8	7	18	2.00
Overall General Services	16	14	19	2.00
Public property beautification	17	19	20	2.04
Urban forestry program	24	18	21	2.05
GIS mapping	-	20	22	2.06
Ease/efficiency of obtaining permits	27	34	23	2.06
Overall Public Works	22	21	24	2.06
Pedestrian and bicycle paths	19	23	25	2.06
Patrol services	23	27	26	2.07
Stormwater drainage	25	26	27	2.08
Social media	20	30	28	2.10
Snow/ice removal	29	25	29	2.11
Special events	-	38	30	2.12
Traffic enforcement	31	33	31	2.14
Tree trimming	30	29	32	2.18
Recreation programs	35	41	33	2.18
Overall Community Development	33	37	34	2.23
Recreation facilities	39	44	35	2.23
Street lighting	34	32	36	2.24
Drinking water	41	40	37	2.28
Street sweeping	28	28	38	2.29
Economic development	36	39	39	2.31
Sidewalk maintenance	38	42	40	2.34
Code enforcement	41	36	41	2.36
Land use, planning/zoning	40	43	42	2.39
Street maintenance	32	31	43	2.39
Street improvement	37	35	44	2.46
Promoting Village to visitors	43	45	45	2.54

Importance Rating	2012 Rank	2013 Rank	2014 Rank	2014 Value
911 services	1	1	1	1.08
Crime prevention	2	2	2	1.12
Overall Police Services	3	4	3	1.14
Snow/ice removal	5	5	4	1.14
Drinking water	6	3	5	1.16
Garbage collections	9	7	6	1.24
Street maintenance	10	11	7	1.25
Recycling	7	8	8	1.26
Patrol services	8	10	9	1.26
Sewer services	11	9	10	1.33
Yard waste collection	12	12	11	1.37
Overall Public Works	15	16	12	1.41
Street improvement	16	15	13	1.42
Stormwater drainage	14	13	14	1.43
Street lighting	13	14	15	1.45
Economic development	17	17	16	1.48
Recreation programs	34	33	17	1.52
Land use, planning/zoning	18	18	18	1.52
Overall Community Development	19	21	19	1.53
Quality of Village parks	20	19	20	1.55
Traffic enforcement	21	22	21	1.57
Overall General Services	25	24	22	1.58
Public property maintenance	22	25	23	1.59
Preservation of natural areas	23	26	24	1.59
Code enforcement	24	29	25	1.59
Overall Parks and Recreation	27	27	26	1.60
Ease of water billing services	32	28	27	1.61
Sidewalk maintenance	26	23	28	1.62
Ease/efficiency of obtaining permits	29	31	29	1.69
Public property beautification	28	34	30	1.71
Pedestrian and bicycle paths	31	30	31	1.71
Responding to citizen calls	4	6	32	1.73
Recreation facilities	33	32	33	1.73
Website	41	40	34	1.76
Park maintenance	-	20	35	1.78
Village newsletter	38	37	36	1.80
Online payment options	40	35	37	1.82
Promoting Village to visitors	37	39	38	1.83
Urban forestry program	35	36	39	1.84
Tree trimming	36	38	40	1.88
Street sweeping	39	42	41	1.88
Special events	-	41	42	1.89
Algonquin e-News	42	43	43	1.97
GIS mapping	-	44	44	2.06
Social media	43	45	45	2.27

2014 Algonquin Community Survey – Page 1

Please complete the 2014 Community Survey if you are an adult (anyone 18 years or older) in your household. Please circle the response that best describes your opinion for each question. Your responses are anonymous and will be reported in aggregate form only. Thank you for your assistance!

Please return the completed questionnaire by October 10, 2014. *Postage is pre-paid, so please make sure the "Return to" side of this form is facing up prior to mailing. Thank you again for participating.*

1. Please indicate how you would describe the following quality of life measures in Algonquin:

	Excellent	Good	Fair	Poor	Don't Know
Algonquin as a place to live	1	2	3	4	N
Your neighborhood as a place to live	1	2	3	4	N
Algonquin as a place to raise children	1	2	3	4	N
Algonquin as a place to work	1	2	3	4	N
Algonquin compared to other communities in the area	1	2	3	4	N
Overall appearance of Algonquin	1	2	3	4	N
Cleanliness of Algonquin	1	2	3	4	N
Overall quality of new development in Algonquin	1	2	3	4	N
Variety of housing options	1	2	3	4	N
Overall quality of businesses and services in Algonquin	1	2	3	4	N
Shopping opportunities	1	2	3	4	N
Recreational opportunities	1	2	3	4	N
Employment opportunities	1	2	3	4	N
Opportunities to participate in social events and activities	1	2	3	4	N
Ease of car travel in Algonquin	1	2	3	4	N
Ease of bicycle travel in Algonquin	1	2	3	4	N
Ease of walking in Algonquin	1	2	3	4	N
Availability of paths and walking trails	1	2	3	4	N
Traffic flow on major streets	1	2	3	4	N
Quality of overall natural environment in Algonquin	1	2	3	4	N
Value of services for the taxes paid to the Village of Algonquin	1	2	3	4	N
Overall direction that Algonquin is taking	1	2	3	4	N
Overall image or reputation of Algonquin	1	2	3	4	N

2. To what degree, if at all, are run-down buildings, weed lots or junk vehicles a problem in Algonquin?

O Not a problem O Minor problem O Moderate problem O Major problem O Don't know

3. Please rate how safe you feel:

	Very Safe	Somewhat Safe	Neither Safe nor Unsafe	Somewhat Unsafe	Very Unsafe	Don't Know
In your neighborhood during the day	1	2	3	4	5	N
In your neighborhood after dark.	1	2	3	4	5	N

4. During the past 12 months, were you or anyone in your household the victim of any crime in Algonquin?

O Yes → *Go to #5* O No → *Go to #6* O Don't know → *Go to #6*

5. If yes, was this crime (these crimes) reported to the police?

O Yes O No O Don't know

6. The following section lists specific services provided by the Village. Please rate both the quality and importance of the Village service by circling your answer for each specific service statement.

	Please rate the quality of this service					*Please rate the level of importance that this service be provided*			
Police/Public Safety	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**	**High**	**Medium**	**Low**	**Don't Know**
Crime prevention	1	2	3	4	N	1	2	3	N
Patrol services	1	2	3	4	N	1	2	3	N
Traffic enforcement	1	2	3	4	N	1	2	3	N
911 services	1	2	3	4	N	1	2	3	N
Responding to citizen calls	1	2	3	4	N	1	2	3	N
Overall Police services	1	2	3	4	N	1	2	3	N

2014 Algonquin Community Survey – Page 2

	Please rate the quality of this service					*Please rate the level of importance that this service be provided*			
Public Works/ Infrastructure	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**	**High**	**Medium**	**Low**	**Don't Know**
Street maintenance	1	2	3	4	N	1	2	3	N
Street improvement	1	2	3	4	N	1	2	3	N
Street sweeping	1	2	3	4	N	1	2	3	N
Street lighting	1	2	3	4	N	1	2	3	N
Snow/ice removal	1	2	3	4	N	1	2	3	N
Sidewalk maintenance	1	2	3	4	N	1	2	3	N
Stormwater drainage	1	2	3	4	N	1	2	3	N
Drinking water	1	2	3	4	N	1	2	3	N
Sewer services	1	2	3	4	N	1	2	3	N
Urban forestry program	1	2	3	4	N	1	2	3	N
Tree trimming	1	2	3	4	N	1	2	3	N
Pedestrian & bicycle paths	1	2	3	4	N	1	2	3	N
Public property maintenance	1	2	3	4	N	1	2	3	N
Public property beautification	1	2	3	4	N	1	2	3	N
Overall Public Works	1	2	3	4	N	1	2	3	N

Parks/Recreation	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**	**High**	**Medium**	**Low**	**Don't Know**
Quality of Village parks	1	2	3	4	N	1	2	3	N
Parks maintenance	1	2	3	4	N	1	2	3	N
Recreation programs	1	2	3	4	N	1	2	3	N
Special Events	1	2	3	4	N	1	2	3	N
Recreation facilities	1	2	3	4	N	1	2	3	N
Preservation of natural areas (open space, wetlands, etc.)	1	2	3	4	N	1	2	3	N
Overall Parks/Recreation	1	2	3	4	N	1	2	3	N

Community Development	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**	**High**	**Medium**	**Low**	**Don't Know**
Land use, planning/zoning	1	2	3	4	N	1	2	3	N
Code enforcement (weeds, property maintenance, etc.)	1	2	3	4	N	1	2	3	N
Economic development	1	2	3	4	N	1	2	3	N
Ease and efficiency of obtaining permits	1	2	3	4	N	1	2	3	N
Overall Community Development	1	2	3	4	N	1	2	3	N

General Services	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**	**High**	**Medium**	**Low**	**Don't Know**
Online payment options	1	2	3	4	N	1	2	3	N
Website (www.algonquin.org)	1	2	3	4	N	1	2	3	N
Village Newsletter	1	2	3	4	N	1	2	3	N
Algonquin e-News	1	2	3	4	N	1	2	3	N
Social Media (Facebook, Twitter, etc.)	1	2	3	4	N	1	2	3	N
GIS Mapping (www.algonquin.org/gis)	1	2	3	4	N	1	2	3	N
Garbage collection	1	2	3	4	N	1	2	3	N
Recycling	1	2	3	4	N	1	2	3	N
Yard waste collection	1	2	3	4	N	1	2	3	N
Ease of water billing services	1	2	3	4	N	1	2	3	N
Promoting the Village to attract visitors	1	2	3	4	N	1	2	3	N
Overall General Services	1	2	3	4	N	1	2	3	N

2014 Algonquin Community Survey – Page 3

7. Have you had any in-person, phone or email contact with an employee of the Village of Algonquin within the last 12 months (including police, counter staff, inspectors, or any others)?

O Yes → *Go to #8* O No → *Go to #9* O Don't know → *Go to #9*

8. Please rate the performance of the Village employee(s) you interacted with during your most recent contact?

	Excellent	Good	Fair	Poor	Don't Know
Knowledgeable	1	2	3	4	N
Responsive	1	2	3	4	N
Courteous	1	2	3	4	N
Overall	1	2	3	4	N

9. Please indicate how likely or unlikely you are to do each of the following:

	Very Likely	Likely	Neither Likely or Unlikely	Unlikely	Very Unlikely	Don't Know
Recommend living in Algonquin to someone who asks	1	2	3	4	5	N
Remain in Algonquin for the next five years	1	2	3	4	5	N

10. How long have you been a resident of Algonquin?

O Less than 1 year O 1 – 5 years O 6 – 10 years O 11 – 15 years O Over 15 years

11. In what type of home do you currently live?

O Single family house O Townhome/Duplex O Condominium/Apartment O Other

12. Please indicate your current housing status.

O Own O Rent

13. Do any children age 17 or under live in your household?

O Yes O No

14. Are you or any other member/s of your household aged 65 or older?

O Yes O No

15. Please indicate your age.

O 18 - 25 O 26 – 35 O 36 – 45 O 46 – 55 O 56 – 65 O Over 65

16. Please indicate your gender.

O Male O Female

17. In what area of Algonquin do you reside?

O East of the Fox River O West of the Fox River, East of Randall Road O West of Randall Road

Please explain your answers for the questions above or leave any suggestions for future goals for the Village of Algonquin, indicate below. (Please note Village services do not include schools, fire department, or library.)

_____

_____

_____

_____

_____

_____

*Please return the completed questionnaire by **October 10, 2014**. **Postage is pre-paid**; just make sure the "Return to" side of this form is facing up prior to mailing. You may also drop off at Ganek Municipal Center, 2200 Harnish Drive. Thank you for participating!*

VILLAGE OF ALGONQUIN
2200 HARNISH DRIVE
ALGONQUIN, IL 60102

PRE-SORTED
Standard
U.S. Postage
PAID
Algonquin, Illinois
Permit No. 33

Please remove or black out label if anonymity is an issue

2014 Algonquin Community Survey

Dear Resident:

Your household has been selected at random to participate in a project that will help shape the future of Algonquin. You are one of approximately 1,500 randomly selected residents who have the opportunity to participate.

The *2014 Community Survey* will be used to help the Village Board make decisions that affect our community. The results will also be used as a baseline comparison with other future surveys to track the Village's progress in meeting community needs, so we do hope you will participate.

To ensure survey results are truly representative of resident opinion, it is very important that each survey be completed and returned by an adult (anyone 18 years or older) in your household. **We ask that you respond as soon as possible, but no later than October 10, 2014.**

Results are reported in aggregate form; therefore, **your responses will remain completely anonymous.** If you have any questions about the *2014 Community Survey*, please contact the Village Manager's Office at 847-658-2700, or contact us online at www.algonquin.org.

Thank you for your interest and involvement in this project. We look forward to your participation in shaping the future of Algonquin!

Sincerely,

John C. Schmitt
Village President

Tim Schloneger
Village Manager

Please Tape Your Completed Form Closed

Return to:
VILLAGE OF ALGONQUIN
2200 HARNISH DRIVE
ALGONQUIN, IL 60102

POSTAGE WILL BE PAID BY ADDRESSEE