



****NEW THIS YEAR****

Residents who submit the completed survey prior to the deadline, will be entered into a random drawing for one (1) set of four Bannockburn Executive Old Fashion Glasses.¹

Bannockburn Citizen and Deer Survey Calendar Year 2015

**Please Return Completed Survey
No Later Than 03/11/16**

The Village of Bannockburn is conducting a Village of Bannockburn 2015 Citizen and Deer Survey. The survey consists of three parts: Citizen Survey, Deer Survey, and Additional Information Request. The Village Board of Trustees and Staff would appreciate you completing the enclosed survey and returning it to the Village Hall. The survey is also available on the homepage of the Village of Bannockburn website at www.bannockburn.org.

There are several reasons to complete this Village of Bannockburn 2015 Citizen and Deer Survey.

- 1) The survey helps the Village, in conjunction with the Illinois Department of Natural Resources, monitor the deer population in the community to minimize safety hazards and damage to residential property.
- 2) The best way to encourage good performance is to measure it. The best indicator of good government is citizen satisfaction.
- 3) The survey's results confirm what is working well and helps to identify and improve what could be made even better.
- 4) The results from the survey will help to plan for the future, to balance priorities, to set new objectives and to plan budgets, all of which require a credible feedback system.
- 5) We plan to annually monitor the deer population and to also annually measure performance in the Village.

Thank you for your input.

Village of Bannockburn

¹Deadline for entries is March 11, 2016, unless extended by the Village Board. The prize drawing will be held no later than two days following the close of survey at the Village of Bannockburn Village Hall. Winners will be notified via the contact information provided on the survey.



Part I – Village of Bannockburn 2015 Citizen Survey

Please rate each item on a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied”. Where there is no exposure to a particular item, please rate the item as “N/A”. Also under the Service or Condition / General section, please rate the item on its importance to you on a scale of 1 to 5 with 5 being very important and 1 being not important.

<u>Very Dissatisfied</u>	<u>Dissatisfied</u>	<u>Neutral</u>	<u>Satisfied</u>	<u>Very Satisfied</u>
1	2	3	4	5
			Rate	Rank
Service or Condition /General			Satisfaction	Importance
1) Traffic flow within the Village			_____	_____
2) Safety within the Village			_____	_____
3) Police visibility			_____	_____
4) Storm water management			_____	_____
5) Landscape maintenance in public areas			_____	_____

Service or Condition / Roads

- 6) Maintenance (repaired and in good condition)
 a) streets _____ b) paths _____ c) public areas _____
- 7) Cleanliness
 a) streets _____ b) paths _____ c) public areas _____
- 8) Snow Removal
 a) streets _____ b) paths _____ c) public areas _____
- 9) Water
 a) pressure _____ b) service _____

Please choose one and mark with “X”

10) Salting on Roads

- a) not enough ____ b) about right ____ c) too much salt (kills plants and grass) ____

Additional Comments Related to Service or Condition:

Please rate each item on a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied”. Where there has been no exposure to a particular item, please rate the item as “N/A”.

<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>
5	4	3	2	1

Public Information & Communication

- 11) Navigating Village website: www.bannockburn.org _____
- 12) Quality of content in Village’s Bi-Monthly Newsletter _____
- 13) Overall effectiveness of Village Communication _____
- 14) Quality of Village Staff’s Service
 - a) knowledge _____ b) courteous _____ c) efficient _____
- 15) Quality of the Police Department’s Service
 - a) helpful _____ b) courteous _____ c) efficient _____

Please Answer the Following:

- 16) What information is most important to you in the newsletter? _____
 - 17) How many times a month do you access the Village website? _____
 - 18) What information do you search for on the Village website? _____
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Additional Comments Related to Public Information & Communication:

Please rate each item on a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied”. Where there has been no exposure to a particular item, please rate the item as “N/A”.

<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>
5	4	3	2	1

Citizen’s Interaction with Village Government

- 17) Interaction with Board of Trustees _____
- 18) Interaction with Plan Commission and Zoning Board of Appeals _____
- 19) Interaction with Architectural Review Commission _____

Additional Comments Related to Citizen’s Interaction with Village Government:

Citizen’s Perception of Bannockburn

- 20) Bannockburn as a place to live _____
- 21) Appearance of Village entrances
 - a) signs _____
 - b) pillars and fences _____
 - c) Garden Club's flowers _____
 - d) holiday lighting _____
- 22) The Village’s percentage of the tax is 7%, please rate the value you received for Village taxes _____
- 23) What areas would you like to see improved in our Village?

Additional Comments Related to Citizen’s Perception of Bannockburn:

Citizen’s Perception of Bannockburn Green Retail Center (Corner of Route 43 and Route 22)

- 24) Parking and access to stores _____
- 25) Quality of retail stores _____
- 26) Quality of restaurants _____

Additional Comments Related to Citizen's Perception of Bannockburn Green Retail Center:

Special Questions:

Part of building a good sense of community is to offer events throughout the year that will bring families and neighbors together for activities. If you attended any of the events below that were held during 2015, please rate and/or comment on the events. If you did not attend a particular event, please indicate "N/A".

27) On 6/20/15, the **Community Safety Day** at Bannockburn Green Retail Center.

Rate _____

Additional Comments Related to Community Safety Day:

28) On 7/12/15, **Concert in the Park** at the Village's Open Space and Shelter.

Rate _____

Additional Comments Related to Concert in the Park:

29) On 8/22/15, the **Bannockburn BBQ Challenge** at Bannockburn Green Retail Center.

Rate _____

Additional Comments Related to Bannockburn BBQ Challenge:

30) On 9/12/15, **Bannockburn Day** at the Village's Open Space and Shelter.

Rate _____

Additional Comments Related to Bannockburn Day:

31) On 9/27/15, Golf Scramble at the Deerfield Golf Club.

Rate _____

Additional Comments Related to Golf Scramble:

32) On 12/20/15, Winter Hayride and Sing-a-Long at the Village's Open Space and Shelter.

Rate _____

Additional Comments Related to the Winter Hayride and Sing-a-Long:

Invitations to the events noted were included in newsletters during the year and an email was sent to residents if they were on a distribution list. If you would like to be added to the activity distribution list, enter your email address here:

If you are currently receiving emails about activities and wish to be removed from the distribution list, enter your email here:

Additional Comments / Suggestions to Add

Part II – Village of Bannockburn 2015 Deer Survey

In conjunction with the Illinois Department of Natural Resources, the Village monitors the deer population in the community to minimize safety hazards and damage to residential property. Residents are asked to fill out the following brief survey for calendar year 2015.

1. How many times have deer been seen on your property this year?
(Please estimate.) _____ # of times this year.

Comments:

2. This year, have you observed effects of deer on your property? (Check all that apply.)

- No evidence
- Deer rubbed antlers on vegetation
- Ate vegetation
- Dropped feces
- Left hoof prints
- Other (please describe)

Comments:

3. How does deer activity on your property compare to last year?

- Decreased substantially
- Decreased a little
- Same
- Increased a little
- Increased substantially
- Don't know

Comments:

4. Which of the following deterrents to deer activity on your property have you used?

No deterrents, because _____

____ Fencing (height and type): _____

____ Repellents (specify brand and application): _____

____ Netting (describe): _____

____ Noise makers (describe): _____

____ Deer resistant plants (names): _____

____ Other (please describe): _____

Comments:

**5. This year, on the streets in Bannockburn, how many times have you observed deer?
(Please estimate) _____ # of times this year. If not zero, what are the nearest intersecting
Bannockburn streets where you have seen deer?**

INTERSECTION OF:

_____ and _____

_____ and _____

_____ and _____

Comments:

**6. This year, were you involved in a deer-vehicle accident in Bannockburn? _____ No _____ Yes
Did you report it to the Police Department? _____ No _____ Yes**

Comments:



Part III – Additional Information Request

Additional Questions

How many years have you lived at your current residence? _____

How many persons in your household (including yourself) are in each of the following age groups?

_____ Under age 19 _____ Ages 20 -34 _____ Ages 35-54

_____ Ages 55-65 _____ Over 65

Optional Information

Name _____ Phone _____

Address _____

Email Address _____

In case of an emergency or a natural disaster which of the following methods of communication would you most like to receive? **Please list 1st, 2nd and 3rd choice.**

_____ Email _____ Voice Message to Home Phone _____ Radio

_____ Voice Message to Cell Phone _____ Text Message

Other (Specify) _____

Please provide point of contact information in correlation with above to be added to the notification system.

1) _____

2) _____

3) _____

Thank you for completing the survey. Please return the completed survey to the Village Hall. You may:

Fax it to:
847-945-6538

Mail/Drop it off:
2275 Telegraph Road
Bannockburn, IL 60015

Email to:
Mlasday@villageofbannockburn.org
Frothing@villageofbannockburn.org



2016 Bannockburn Survey “One Last Question”

What specific qualities about Bannockburn attracted you to the Village when you originally purchased your home? Check all that apply.

- Size of home
- Lot size
- Natural physical beauty
- Abundance of trees and landscaping
- Privacy and opacity (landscape screening) requirements
- Estate community
- Close knit community
- Bannockburn School System
- Value for tax dollars
- Village location

What would you like to see improved in the Village of Bannockburn?

To be entered into the drawing for a set of 4 Bannockburn Cocktail glasses, please provide us your contact information below.

Name: _____ Address: _____

Email: _____ Phone: (_____) _____