

MEMORANDUM

To: Village of Bannockburn Residents
From: Village of Bannockburn
Re: 2014 Citizen Survey & Deer Survey Results.

The last day to fill out the 2014 Citizen Survey and Deer Survey was April 23, 2015. The survey was available on the Village website, in two of the Village's newsletters and sent out multiple times through email to our Village contacts. This is the first year that we have combined the Citizen Survey with the Deer Survey. Normally, the Deer Survey is done in the fall and the Citizen Survey in the spring, but as an attempt to gain additional participation with the Citizen Survey, the Board suggested combining the surveys. Overall, participation in the Citizen Survey was up dramatically from 2013.

In summary, the following summary of the results are for the Citizen Survey results received via hard copy and online via SurveyMonkey.com:

- We received 55 total responses this year (17 online & 38 paper copies). We received a total of 18 last year and it appears the combination of the Deer Survey with the Citizen Survey could have helped increase participation.
 - Of the 55 responses, one response was from the Unitarian Church and was left in the results considering their location "within" Bannockburn. (Within simply references the fact that they are completely surrounded by the Village of Bannockburn boundaries).

CITIZEN SURVEY SUMMARY

- When comparing 2014 to 2013 (#1 below – page 3), and looking at the "Service or Condition", "Public Information & Communication", Public Information & Communication – Police and Admin Staff", "Citizen's Interaction with Village Government", Citizen's Perception of Bannockburn" and the "Perception of Bannockburn Green Retail Center", the Village improved the satisfaction scores on 25 of 38 of the total topics.
 - The percentage range of the increased scores varied from 0.21% - 38.58%. The "Interaction with the ARC Commission" had the highest year over year increase with a 38.58% increase.
 - The percentage range of decreased scores varied from 0.22% - 6.39%. The two lowest scores were from the topics "Value received for Village Taxes" (-6.39%) and "Value Received for Village Fees Paid" (-5.90%).

- When comparing 2014 to 2013 in regards to the event satisfaction (#1 below – page 3), there is no comparison available for the “Tennis Day/Old Fashioned Picnic” or the “Community Safety Day at Bannockburn Green Retail Center” because it was not a question in last year’s survey. However, we were able to compare the “Battle of Bannockburn BBQ Challenge”, “Bannockburn Day/Battle of Bannockburn Festival”, “Golf Scramble” and “Winter Wagon-Ride and Sing-a-Long”.
 - The Battle of Bannockburn BBQ saw an increase of 0.66% in satisfaction from last year.
 - The Bannockburn Day Festival saw an increase of 6.78% in satisfaction from last year.
 - The Golf Scramble saw a decrease of 1.78% and the Winter Wagon-Ride saw a decrease of 0.71%.

- The “demographics” of the survey takers are as follows (#4 below – page 3):
 - The average length of time a resident filling out the survey has lived in their current residence is 20.73 years.
 - The largest age group within the residences who filled out the survey is for “persons over 65” years of age: 26.
 - There were 12 persons under 19; 10 persons 20-34; 15 persons 35-54; 16 persons 55-65.

DEER SURVEY SUMMARY

- The Deer Survey results (#3 below – page 3) are attached and the following can be withdrawn from them:
 - Regarding the number of deer seen on property in 2014, the largest range chosen by residents was 0-10 times for the year. (35 total responses) This accounted for 67% of the responses.
 - Regarding the Observed Effects of Deer on Residents Property, the top two effects noted were that they “left hoof prints” (33) and they “ate vegetation” (28).
 - Regarding the perception as to how the deer activity compared to the previous year, a majority of the people noted that the activity was the “Same” (22) or “Decreased a little” (13). If you also include “Decreased Substantially” to the majority above, this accounts for 75% of the residents responses.
 - Regarding deterrents utilized on the property, a majority of the residents utilized “no deterrents” (33). The most utilized deterrent was fencing (10).
 - Regarding the residents estimate as to the number of deer observed on the streets of Bannockburn, 42 of the 54 responses noted they observed between 0 and 5 deer over the last year on the streets of Bannockburn.
 - Lastly, regarding the number of deer related accidents in 2014, the respondents noted that 2 accidents occurred. However, it should be noted that neither of the respondents noted that they reported the incident to the Police Department.

Documents Associated with the Analysis of the 2014 Citizen Survey and Deer Survey

1. Bannockburn 2014 Annual Citizen Survey Results (for year 2014 services) – which is a summary of the scores received from the residents for each category. The document contains the scores from the categories: Service or Condition, Public Information & Communication, Citizen’s Interaction with Village Government, Citizen’s Perception of Bannockburn, Citizen’s perception of Bannockburn Green Retail Center & the 2014 Village of Bannockburn Events. The document also compares the 2014 score to the 2013 score to determine whether perceived improvement occurred in each category.
2. 2014 Citizen Survey Open Ended Responses – provides a summary of the comments residents provided for each of the categories (typically which they scored the category low).
3. 2015 (2014) Deer Survey Results – provides a summary of results from the residents and their interaction with deer in the Village of Bannockburn.
4. 2014 Village Citizen Survey and Deer Survey – All Responses – provides all the tabulated responses from all 55 respondents. No analysis is included in this section; however, you will note that the citizen survey section is separated from the deer survey.
5. The actual citizen survey questions that was provided to the residents.

Bannockburn 2015 Annual Citizen Survey Results
(for year 2014 services)
 (Total Responses: 55)

Rating Scale

5 - Very Satisfied 4- Satisfied 3 - Neutral 2- Dissatisfied 1- Very Dissatisfied Blank or N/A- Not counted

"Service or Condition" (Traffic, Safety, Visibility, Storm water, Landscape, Maintenance, Cleanliness, Snow Removal, Water)	2014 Score	2013 Score	% Difference between 2013-2014
Traffic flow within the Village	4.64	4.61	0.65%
Safety within the Village	4.85	4.72	2.75%
Police Visibility	4.84	4.78	1.26%
Storm water management	4.35	3.94	10.41%
Landscape maintenance in public areas	4.39	4.33	1.39%
Street - maintenance (repaired and in good condition)	4.47	4.50	-0.67%
Path - maintenance (repaired and in good condition)	4.25	4.17	1.92%
Public areas - maintenance (repaired and in good condition)	4.55	4.50	1.11%
Street - cleanliness	4.51	4.39	2.73%
Path - cleanliness	4.33	4.11	5.35%
Public areas - cleanliness	4.66	4.50	3.56%
Street - Snow Removal	4.26	4.28	-0.47%
Path - Snow Removal	3.99	3.69	8.13%
Public areas - Snow Removal	4.29	4.33	-0.92%
Water - Pressure	4.58	4.39	4.33%
Water - Service	4.59	4.50	2.00%
"Public Information & Communication"	2014 Score	2013 Score	% Difference between 2013-2014
Navigating Village's website (www.bannockburn.org)	4.12	4.14	-0.48%
Quality of content in Village Newsletter	4.44	4.50	-1.33%
Overall effectiveness of Village Communication	4.37	4.25	2.82%

"Public Information & Communication" related only to Village Staff's customer service	2014 Score	2013 Score	% Difference between 2013-2014
Village Staff's Customer Service - Knowledgeable	4.67	4.50	3.78%
Village Staff's Customer Service - Courteous	4.81	4.38	9.82%
Village Staff's Customer Service- Efficient	4.68	4.44	5.41%
"Public Information & Communication" related only to Police Department Staff's customer service	2014 Score	2013 Score	% Difference between 2013-2014
Village Police Department's Service - Helpful	4.91	4.94	-0.61%
Village Police Department's Service - Courteous	4.87	4.94	-1.42%
Village Police Department's Service - Efficient	4.87	4.94	-1.42%
"Citizen's Interaction with Village Government"	2014 Score	2013 Score	% Difference between 2013-2014
Interaction with Board of Trustees	3.94	3.31	19.03%
Interaction with Plan Commission and Zoning Board of Appeals	3.88	3.00	29.33%
Interaction with Architectural Review Commission	3.70	2.67	38.58%
"Citizen's Perception of Bannockburn"	2014 Score	2013 Score	% Difference between 2013-2014
Bannockburn as a place to live	4.72	4.71	0.21%
Appearance of Village entrances - Signs	4.29	4.27	0.47%
Appearance of Village entrances - Pillars and Fences	4.22	4.27	-1.17%
Appearance of Village entrances - Garden Club's flowers	4.46	4.47	-0.22%
Appearance of Village entrances - Holiday Lighting	4.30	4.31	-0.23%
Value received for Village taxes	3.81	4.07	-6.39%
Value received for Village fees paid	3.83	4.07	-5.90%
"Citizen's Perception of Bannockburn Green Retail Center"	2014 Score	2013 Score	% Difference between 2013-2014
Parking and access to stores	4.51	4.33	4.16%
Quality of retail stores	3.93	3.33	18.02%
Quality of restaurants	3.44	3.13	9.90%

Village Events	2014 Score	2013 Score	% Difference between 2013-2014
Tennis Day at Village residences and an Old Fashioned Picnic at the Village's Open Space and Shelter on 6/8/14	4.18	NEW	n/a
Total Attendees	11	NEW	n/a
Community Safety Day at Bannockburn Green Retail Center on 7/26/14	4	NEW	n/a
Total Attendees	13	NEW	n/a
The Battle of Bannockburn BBQ Challenge on 8/9/14 at Bannockburn Green Retail Center	4.59	4.56	0.66%
Total Attendees	27	9	
Bannockburn Day/Battle of Bannockburn Festival on 9/7/14 at the Village's Open Space Shelter	4.41	4.13	6.78%
Total Attendees	37	8	
Golf Scramble on 9/14/14 at the Deerfield Golf Club	4.42	4.50	-1.78%
Total Attendees	13	6	
Winter Wagon-Ride and Sing-a-Long on 12/21/14 at the Village's Open Space and Shelter	4.22	4.25	-0.71%
Total Attendees	19	8	

2014 Citizen Survey
Open Ended Responses

	Additional Comments Related to <u>Service or Condition</u>	Additional Comments Related to <u>Public Information & Communication</u>	Additional Comments Related to <u>Public Information & Communication (Village Staff Only)</u>	Additional Comments Related to <u>Public Information & Communication (Police Department Only)</u>	Additional Comments Related to <u>Citizen's Interaction with Village Government</u>	Additional Comments Related to <u>Citizen's Perception of Bannockburn</u>	Additional Comments Related to <u>Citizen's Perception of Bannockburn Green Retail Center</u>	
OPEN ENDED RESPONSES	I wasn't using the paths that much this year so not sure about the conditions/snow removal. The streets are generally ok but still snow covered --though we certainly had a lot of snow this year. I wouldn't say it's been a big problem for me, but those who are walking probably faced slippery conditions.	Village newsletter has gone down a bit- seems more sales (go to this company) vs how funds/policy/infrastructure are being worked on. Village government is new to me and I really enjoyed reading the previous mayors editorial about his office, IL government, and what the village was doing now to invest in the future. Please consider adding more detail around village strategy.	Every interaction I've had with staff has been just wonderful. Top notch service and information.	So helpful and attentive. Thank you!	I don't interact much, but everything seems to be in good working order.	Need a library for adults. Agreement with Trinity is nice, but very limited fiction. No online book or periodicals either. Students at Trinity get reciprocal library privileges with Deerfield and Vernon Hills library but Bannockburn citizens (non students) do not. There has to be a way!	we would love some newer restaurants to come to the Village.	
	It took a long time to remove snow from the path after the last big storm. First attempts only addressed some parts of the path, requiring users to move in and out of the street.	during the blizzard last week the village's weather information was not updated after Saturday morning. I looked to other news outlets to find out about roadways and expected snow fall. It would have been nice to go to the Village's webpage for updated information about snowfall and travel restrictions.	Excellent, from staff to police	I like our police. They are visible and helpful. They went out of their way to be welcoming when we first moved in last year.	It takes active ("get up and go") participation for a resident to experience interaction in Village Government especially by serving on a Committee or the Board. Also, some people just need an invitation.	Prop. Taxes are quite high - senior citizens should not have to pay such high rates, especially on schools. We are in our mid eighties and have limited income to pay for school to which we have no connection or use.	Grateful to have a new grocery store. Heinen's is a nice addition. I would like more stores and restaurants incorporated so it feels more like a community center and less like a strip mall.	
	It would be nice if the service plowing the path would clean up the clumps of snow he leaves behind in the apron of the driveway as he plows the path. When the service plows the path, it is after the driveways have been cleaned. The person plowing the path leaves a trail of clumps of snow in the driveway aprons that were clean before he cleared the path.	Village newsletter is very simple more like a church newsletter. Should be more professional in its presentation.	very positive	See above	"we keep our distance :)" [to the ARC interaction comment]	Bannockburn has lost its reputation as a "quiet" place due to tollway 24/7 noise. Charging a "minimum bill" for water/sewer is discriminatory to those who choose to conserve water.	The San Gabriel Mexican restaurant at the Green Retail Center is a big disappointment. We ate there twice and will not go back. Such a great location. It could really be a wonderful dining choice if the right operator was in that space. However, LOVE the new Heinen's.	
	there is a pathway easement in my neighborhood that is not maintained and is overgrown. i really would like to be able to use the pathway but cannot.	(i) Do not use the website		Suggest creating a volunary Village directory of names/emails	Excessive amount of time for permits approval between Bannockburn & Lake Forest.	We used to be able to see the park and the beautiful property between the school and the Village Hall. The "Natural" look that has been allowed to grow blocks the view and looks "weedy" and unkept. I would not let me kids to there because it was so "out of view"	Adding a McDonalds diinished the perception of Bannockburn Green. I hope itl ooks very special, but doubt it will be.	
	There are a large number of dead or missing trees on Illinois route 22 that need to be replaced. All overhead utilites need to be buried, I don't want to live in "Hooterville".			very positive	Interaction with Board of Trustees: Friendly!	Do not live in Bannockburn	Enjoying Heinen's but would love a family sit down restaurant!	
	While I appreciate the efforts on the paths, I would like to see them improved. I would also like to see better howeowner cooperation by those residents who have drieways that intersect with a path.				Interaction with Board of Trustees: not much but ok; Interaction with Architectural Review Commission: not much but ok.	all white (holiday lighting) is the best ever!	Good change of stores and good parking	
	The snow removal on our neighborhood street (Meadow/Aitken) was bad...now worse. Needs to be salted.				very positive	Need to clear Meadow lane of snow during winter	Love Dog Out!	
	We work in Bannockburn & the worst snow always seems to be on Half Day Road, in comparison with other Villages, it doesn't seem to get enough snow attention.				Arch review seems to have no direction or concern for the image of Bannockburn as a special place or want to maintain it.	quiet, prinate	Quality of restaurants: need more options	
	I simply wish people would <u>use</u> the paths instead of the streets!					Water bill charges 5 times actual usage. Is this reasonable? Bannockburn lacks any real identification. Seems like the dumbest place on earth without a library service.	Restaurants, grocery store, gas station, pharmacy, convenience and a short distance from the house.	
	water costs are way to high!					Real Estate (home) stay on the market way too long and it is not because the asking prices are too high.	If the MacDonald's is built as generac type 3 the retail center and Bannockburn in general will be downgraded. No reason Mac Donald's can't conform to the retail center architecture and be an asset except lack of concern by Village Board.	

2014 Citizen Survey
Open Ended Responses

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	I wasn't using the paths that much this year so not sure about the conditions/snow removal. The streets are generally ok but still snow covered --though we certainly had a lot of snow this year. I wouldn't say it's been a big problem for me, but those who are walking probably faced slippery conditions.	Village newsletter has gone down a bit- seems more sales (go to this company) vs how funds/policy/infrastructure are being worked on. Village government is new to me and I really enjoyed reading the previous mayors editorial about his office, IL government, and what the village was doing now to invest in the future. Please consider adding more detail around village strategy.	Every interaction I've had with staff has been just wonderful. Top notch service and information.	So helpful and attentive. Thank you!	I don't interact much, but everything seems to be in good working order.	Need a library for adults. Agreement with Trinity is nice, but very limited fiction. No online book or periodicals either. Students at Trinity get reciprocal library privileges with Deerfield and Vernon Hills library but Bannockburn citizens (non students) do not. There has to be a way!	we would love some newer restaurants to come to the Village.
OPEN ENDED RESPONSES	need more paths					very high taxes	Do not renew leases for underperforming establishments
	Consider annexing Hilltop Lane					holiday lighting: "more is better" Better definition of Village entrances. Time to spend the funds for pillars at all entrances. Do a couple per year. Designs/plans were created 10 years + ago.	Maybe more retail quality stores should be there? I completely agree with McDonalds we should be able to have a McDonalds -- and a drive thru would be great!
	I would like to have a stump removed from a tree cut down in the parkway in front of my home.						
	Landscape in public area - the park around the Village Hall - I think too many trees were cut.						
	Meadow needs more [snow removal]						
	There seems to be no ordinance to keep a 5' to 10' parkway clean of bushes that sometimes overhand the street and cause blind spots. In general Bannockburn presents an unkept uneven visual appearance in some areas.						
	Need expanded right turn capabilities on Rte 22 from northbound Telegraph.						

2014 Citizen Survey
Open Ended Responses

SPECIAL EVENT COMMENTS						Additional Comments / Suggestions Related to the Citizen Survey
Tennis Day	Community Safety Day	BBQ Challenge	Bannockburn Day	Golf Day	Winter Ride	
Just attended old fashioned picnic at the Village Open Space	We did not make it on that day, but our kids enjoyed it much	Very nice event. Enjoyed the bagpipes and the show.	Loved it! Great time of year (school has just started).	So much fun! Thanks for including kids!!	Better music	Per village ordinance, if you cut down a tree, there is a requirement to re-plant. I see the Village is cutting down a bunch of thorn bush trees / toxic trees throughout the village. What are plans for re-planting?
we look forward to participating in the future.	We look forward to participating in the future	I need to get there earlier next year!	Very nice event. Enjoyed the bagpipes and the presentation	Need to be assigned a professional level player for equality, fairness, etc.	Love it here!	Thank you for organizing all the community events. Although this year we were not able to attend that many, we hope we can do more next year. We feel like Bannockburn is a great community
I was traveling in Tuscany otherwise I am a huge fan	I missed this event	Great showcase for Village	Food quality much lower than previous years.			An criticism given in this survey is done in the spirit of constructive, continuous improvement. We moved into our home in June and so far have been very happy here.
		great fun - but ran out of ribs!	It was a great way to meet some of the neighbors and learn more about the village.			Survey did not function very well. Thank you for asking citizen opinions.
		we look forward to participating in the future	Very good effort, especially considering the heat !			I have a major deer problem
		Tough one to schedule summer days etc	Food was weak			Please stop the "natural" look throughout the Village. It makes us look sloppy. We are starting to look like Riverwoods instead of the nice "estate community" it did. Even the water "garden" look like weeds. A lot of us think it looks trashy. Very unhappy with the direction that is going.
			Everything about this event was truly a success!			The newsletter is excellent for information.
			Was unable to attend			The planned events are fine but have limited interaction with the residents. In the past, several progressive dinners were plaed by the school mother's club which were the most effective in bring residents together. Would be great if some group would start this up.
			Food was average			Well done to the Village Police Dept on the increased visibility & exceptional services provided for our safety & to the Village Staff on your hard work & orginazation for the community. Thank you!

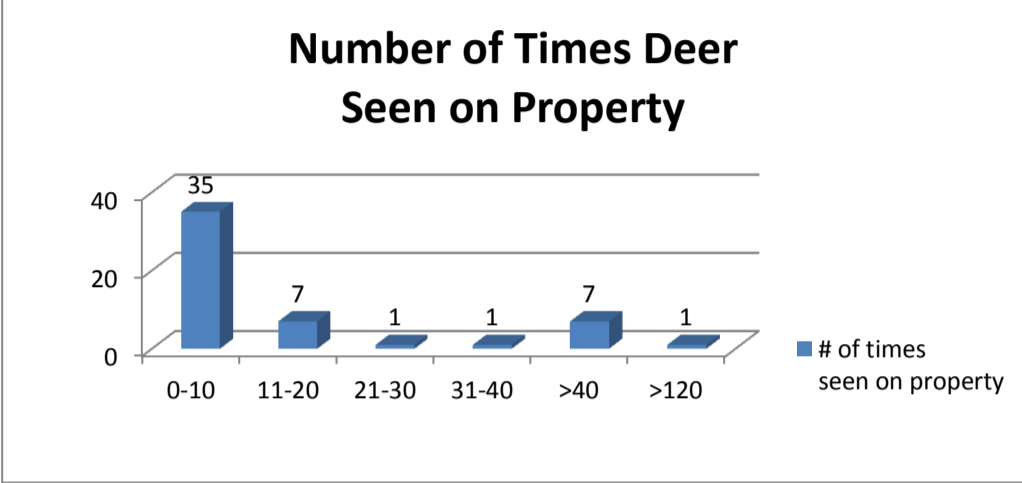
OPEN ENDED RESPONSES

2015 Deer Survey Results
(2014 year)

(Total Responses: 55)

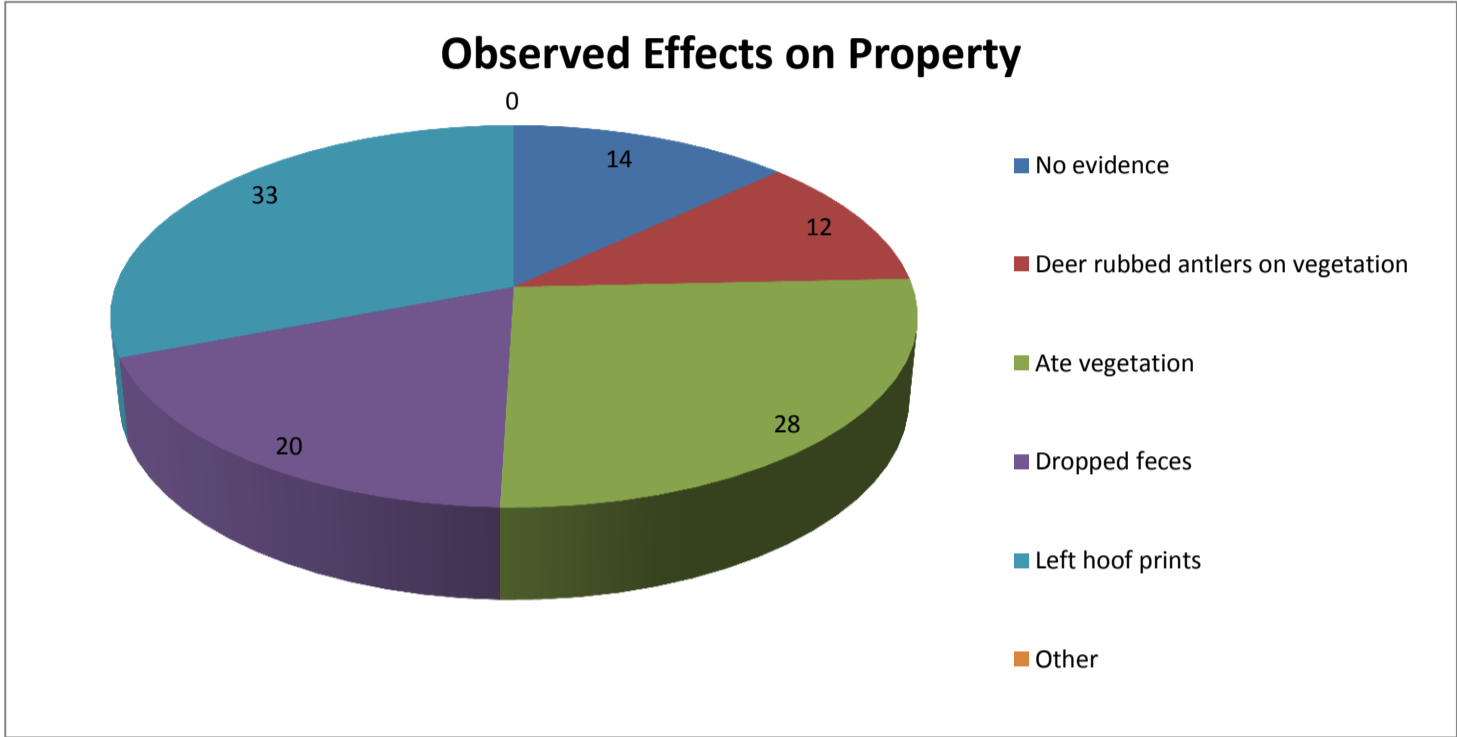
Number of times deer were seen on property this year

	# of times seen on property
0-10	35
11-20	7
21-30	1
31-40	1
>40	7
>120	1



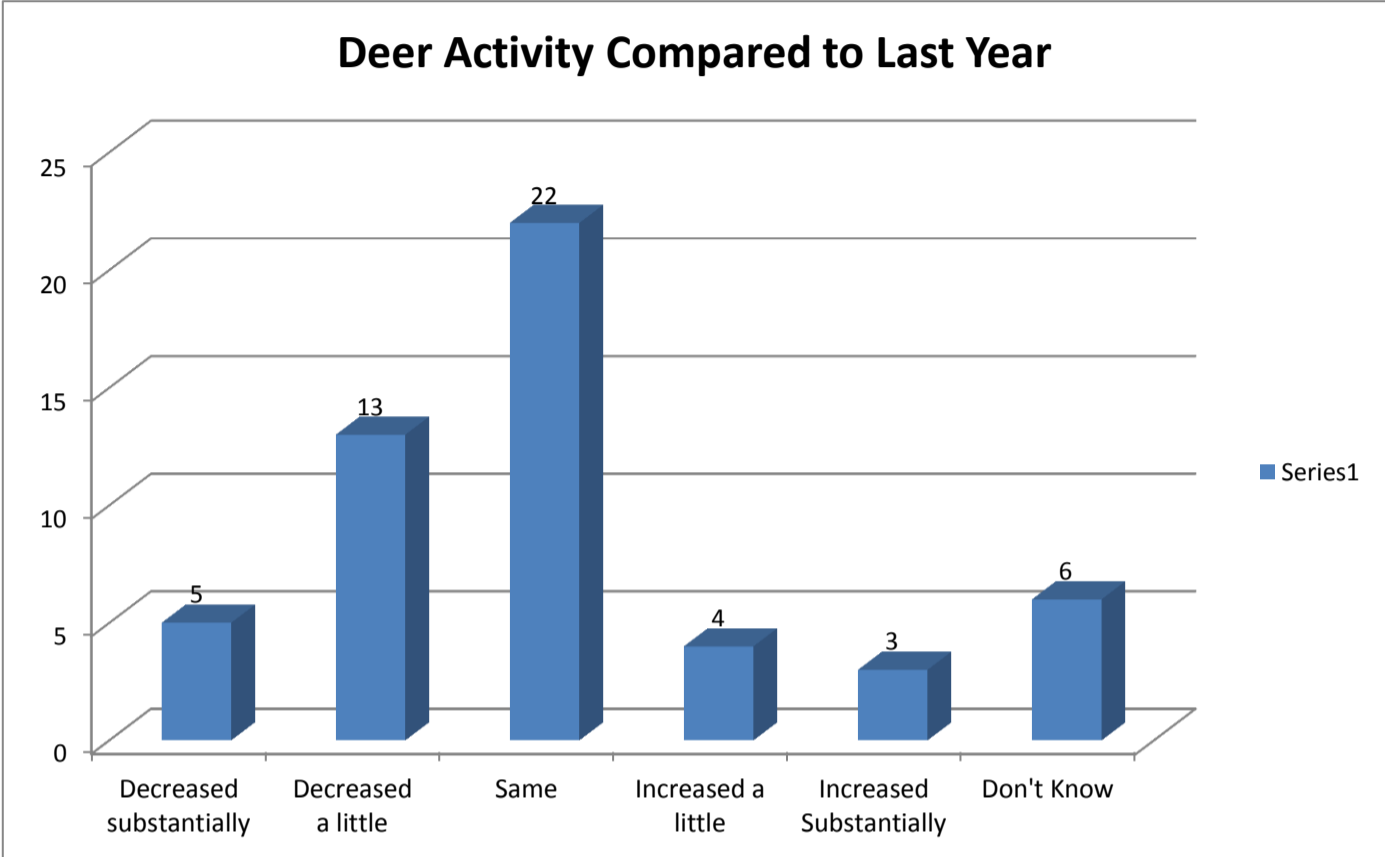
Comments		
We enjoy seeing the deer		love seeing them.
It's gir to stop!!		no trouble or plant destruction
Wish we would see them more !		They are beautiful and enhance my life
Seen in our yard and 4 have seen additional track in the snow		I like the deer - I am always very happy to see them
A <u>herd</u> of deer located in the backyard which is all wooded		easily 2 times per week
See deer almost daily usually dining on my vegetation.		
Love seeing the deer - we moved here for the woods and wild life. Would be terribly disappointed if the deer disappeared. Ate Vegetation but only the first shoots of daylilies - then no more - and lilies later bloomed!		
Deer show in our garden less and less because of the fences of our north neighbor		
almost every day except when the repellent has been used. Don't use it in late fall or winter only during the months when the flowers are out.		

Number of Observed Effects of Deer on Residents Property (total from survey)						
No evidence	Deer rubbed antlers on vegetation	Ate vegetation	Dropped feces	Left hoof prints	Other	Other (please specify)
14	12	28	20	33	0	See comments

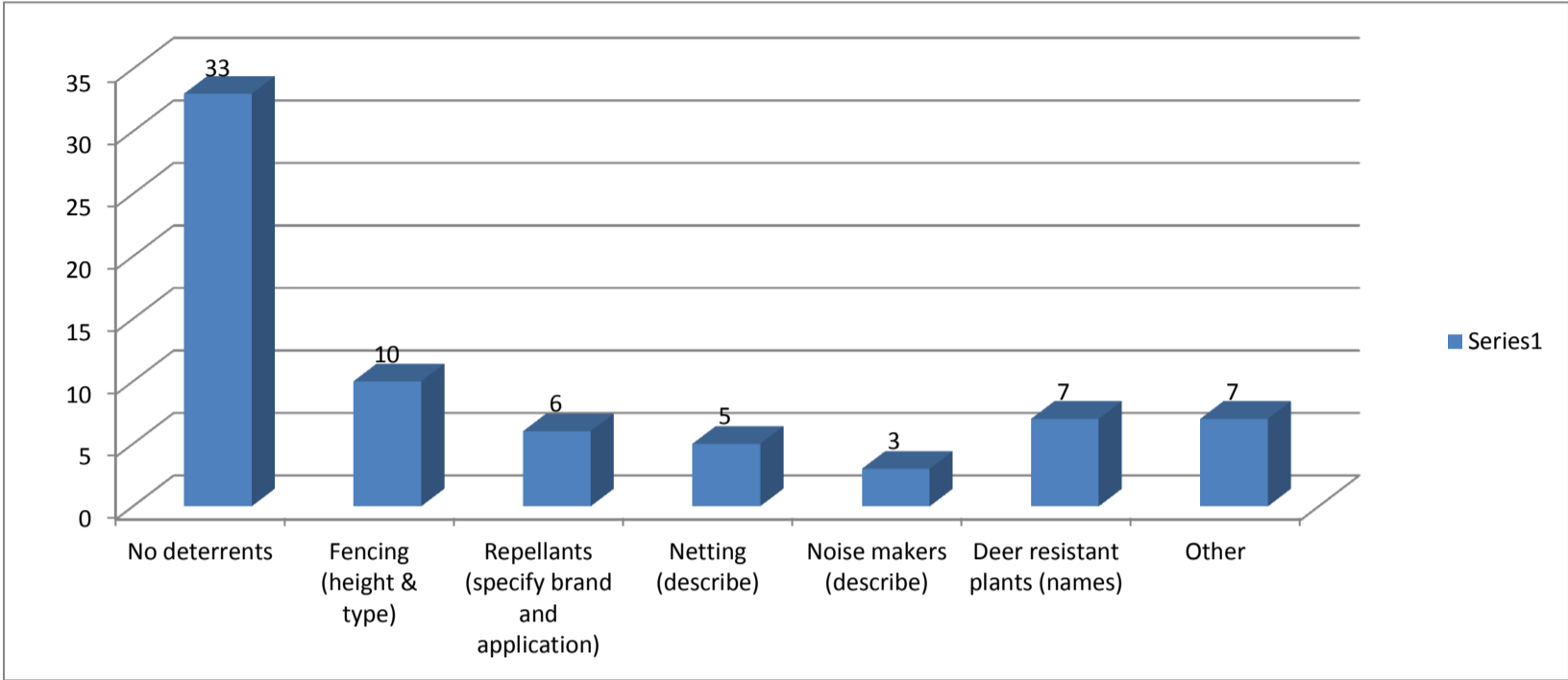


Comments	
	Found antlers on the lawn.
	They are destroying my burning bushes. I have to wrap them during the winter
	Killed vegetation requiring replacement

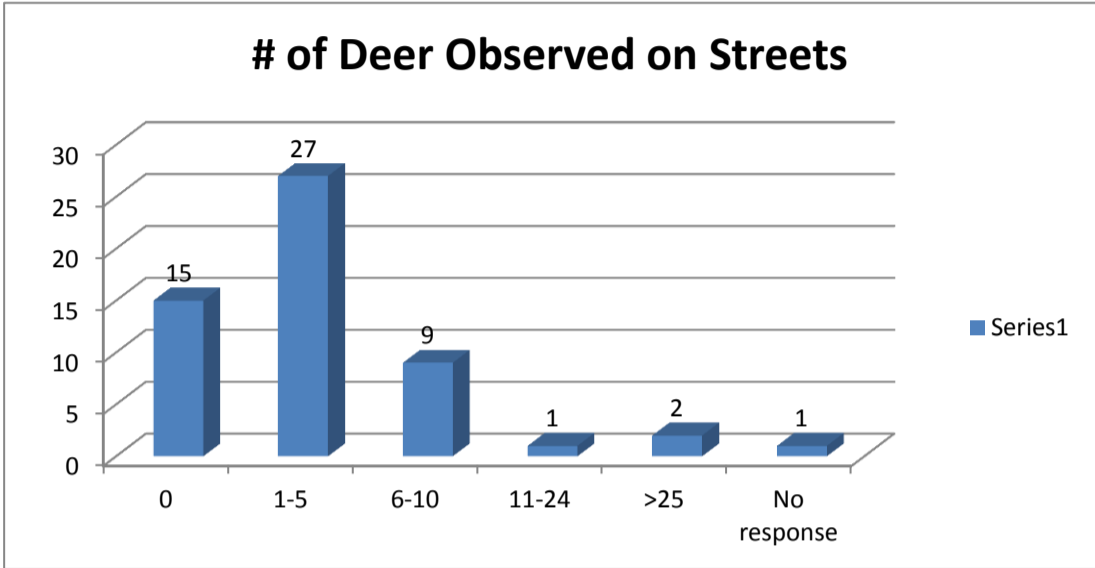
How does deer activity on your property compare to last year?					
Decreased substantially	Decreased a little	Same	Increased a little	Increased Substantially	Don't Know
5	13	22	4	3	6



The following deterrents to deer activity were used on the property						
No deterrents	Fencing (height & type)	Repellants (specify brand and application)	Netting (describe)	Noise makers (describe)	Deer resistant plants (names)	Other
33	10	6	5	3	7	7



In 2014, on the streets of Bannockburn, how many times have deer been observed					
0	1-5	6-10	11-24	>25	No response
15	27	9	1	2	1



In 2014, were you involved in a deer-vehicle accident in Bannockburn?

Yes	No
2	53

*Of the two "yes" responses, neither noted that they reported this to the police department.

