

Bannockburn 2017 Annual Citizen Survey Results
(for year 2016 services)
 (Total Responses: 67)

"Rank the Strategic Planning goals in order of importance"	2016 Score
Preserve Village Character. Adapt and Encourage Progress	4.10
Ensure Operational Excellence	4.12
Ensure Excellence in Governance	3.70
Foster an Engaged Community and Strengthen Partnerships	3.41
Promote Economic Development	3.51
Promote the Village of Bannockburn	3.39

Do you agree with the Village's Mission Statement?	% Yes
	95.45%
Would you be able to be part of a Focus Group?	%Yes
	43.08%

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<i>Rating Scale</i>			
5 - Very Satisfied 4- Satisfied 3 - Neutral 2- Dissatisfied 1- Very Dissatisfied Blank or N/A- Not counted			
"Operational Excellence" (Part 1) (Traffic, Safety, Visibility, Storm water, Landscape, Maintenance, Cleanliness, Snow Removal, Water)	2016 Score	2015 Score	% Difference between 2015-2016
Traffic flow within the Village	4.21	4.48	-6.05%
Safety within the Village	4.70	4.82	-2.46%
Police Visibility	4.69	4.81	-2.57%
Storm water management	4.02	4.09	-1.80%
Landscape maintenance in public areas	4.21	4.37	-3.69%

Ranking Scale

5 - Very Important 4- Important 3 - Neutral 2- Kind of Important 1- Not Important Blank or N/A- Not counted

"Operational Excellence" (Part 2) - Ranking	2016 Score
Traffic flow within the Village	3.19
Safety within the Village	3.69
Police Visibility	3.44
Storm water management	3.45
Landscape maintenance in public areas	3.22

"Operational Excellence" (Part 3)

5 - Very Important 4- Important 3 - Neutral 2- Kind of Important 1- Not Important Blank or N/A- Not counted

	2016 Score	2015 Score	
Street - maintenance (repaired and in good condition)	4.46	4.58	-2.56%
Path - maintenance (repaired and in good condition)	3.97	4.35	-8.83%
Public areas - maintenance (repaired and in good condition)	4.30	4.65	-7.53%
Street - cleanliness	4.46	4.61	-3.20%
Path - cleanliness	4.03	4.26	-5.51%
Public areas - cleanliness	4.43	4.58	-3.28%
Street - Snow Removal	4.27	4.34	-1.55%
Path - Snow Removal	3.80	4.14	-8.32%
Public areas - Snow Removal	4.06	4.24	-4.25%
Village Staff's Customer Service - Knowledgeable	4.69	4.71	-0.34%
Village Staff's Customer Service - Courteous	4.77	4.69	1.72%
Village Staff's Customer Service- Efficient	4.67	4.67	-0.07%
Village Police Department's Service - Helpful	4.92	4.84	1.75%
Village Police Department's Service - Courteous	4.92	4.88	0.88%
Village Police Department's Service - Efficient	4.88	4.85	0.71%

Foster an Engaged Community & Strengthen Partnerships "Public Information & Communication"	2016 Score	2015 Score	% Difference between 2015-2016
Navigating Village's website (www.bannockburn.org)	3.98	4.26	-6.59%
Quality of content in Village Newsletter	4.24	4.55	-6.88%
Overall effectiveness of Village Communication	4.08	4.44	-8.09%

Excellence in Government "Citizen's Interaction with Village Government"	2016 Score	2015 Score	% Difference between 2015-2016
Interaction with Board of Trustees	3.77	4.17	-9.61%
Interaction with Plan Commission and Zoning Board of Appeals	3.59	3.94	-8.77%
Interaction with Architectural Review Commission	3.32	3.67	-9.42%

Promote the Village "Citizen's Perception of Bannockburn"	2016 Score	2015 Score	% Difference between 2015-2016
Bannockburn as a place to live	4.72	4.83	-2.23%
Appearance of Village entrances - Signs	4.23	4.29	-1.30%
Appearance of Village entrances - Pillars and Fences	4.21	4.33	-2.70%
Appearance of Village entrances - Garden Club's flowers at corners	4.32	4.43	-2.54%
Appearance of Village entrances - Holiday Lighting	4.21	4.33	-2.70%
Appearance of Village entrances - Path Maintenance	4.07		
Appearance of Village entrances - Open Space	4.34		
Appearance of Village entrances - Village Shelter	4.40		
Appearance of Village entrances - Village Playground Equipment	4.25		

"Citizen's Perception of Bannockburn Green Retail Center"	2016 Score	2015 Score	% Difference between 2015-2016
Parking and access to stores	4.43	4.46	-0.66%
Quality of retail stores	3.68	3.97	-7.38%
Quality of restaurants	3.23	3.65	-11.49%