

**Bannockburn 2016 Annual Citizen Survey Results**  
**(for year 2015 services)**  
 (Total Responses: 56)

**Rating Scale**

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

<b>"Service or Condition"</b> (Traffic, Safety, Visibility, Storm water, Landscape, Maintenance, Cleanliness, Snow Removal, Water)	2015 Score	2014 Score	% Difference between 2014-2015
Traffic flow within the Village	4.48	4.64	-3.45%
Safety within the Village	4.82	4.85	-0.62%
Police Visibility	4.81	4.84	-0.62%
Storm water management	4.09	4.35	-5.98%
Landscape maintenance in public areas	4.37	4.39	-0.46%
Street - maintenance (repaired and in good condition)	4.58	4.47	2.46%
Path - maintenance (repaired and in good condition)	4.35	4.25	2.35%
Public areas - maintenance (repaired and in good condition)	4.65	4.55	2.20%
Street - cleanliness	4.61	4.51	2.22%
Path - cleanliness	4.26	4.33	-1.62%
Public areas - cleanliness	4.58	4.66	-1.72%
Street - Snow Removal	4.34	4.26	1.88%
Path - Snow Removal	4.14	3.99	3.76%
Public areas - Snow Removal	4.24	4.29	-1.17%
Water - Pressure	4.46	4.58	-2.62%
Water - Service	4.57	4.59	-0.44%
Village Use of Road Salt [1 (Too much), 2 (Not enough), 3 (About right)]	2.77	n/a	
<b>"Public Information &amp; Communication"</b>	2015 Score	2014 Score	% Difference between 2014-2015
Navigating Village's website (www.bannockburn.org)	4.26	4.12	3.40%
Quality of content in Village Newsletter	4.55	4.44	2.48%
Overall effectiveness of Village Communication	4.44	4.37	1.60%

<b>"Public Information &amp; Communication" related only to Village Staff's customer service</b>	2015 Score	2014 Score	% Difference between 2014-2015
Village Staff's Customer Service - Knowledgeable	4.71	4.67	0.86%
Village Staff's Customer Service - Courteous	4.69	4.81	-2.49%
Village Staff's Customer Service- Efficient	4.67	4.68	-0.21%
<b>"Public Information &amp; Communication" related only to Police Department Staff's customer service</b>	2015 Score	2014 Score	% Difference between 2014-2015
Village Police Department's Service - Helpful	4.84	4.91	-1.43%
Village Police Department's Service - Courteous	4.88	4.87	0.21%
Village Police Department's Service - Efficient	4.85	4.87	-0.41%
<b>"Citizen's Interaction with Village Government"</b>	2015 Score	2014 Score	% Difference between 2014-2015
Interaction with Board of Trustees	4.17	3.94	5.84%
Interaction with Plan Commission and Zoning Board of Appeals	3.94	3.88	1.55%
Interaction with Architectural Review Commission	3.67	3.70	-0.81%
<b>"Citizen's Perception of Bannockburn"</b>	2015 Score	2014 Score	% Difference between 2014-2015
Bannockburn as a place to live	4.83	4.72	2.33%
Appearance of Village entrances - Signs	4.29	4.29	0.00%
Appearance of Village entrances - Pillars and Fences	4.33	4.22	2.61%
Appearance of Village entrances - Garden Club's flowers	4.43	4.46	-0.67%
Appearance of Village entrances - Holiday Lighting	4.33	4.30	0.70%
Value received for Village taxes	4.30	3.81	12.86%
Value received for Village fees paid	Removed	3.83	
<b>"Citizen's Perception of Bannockburn Green Retail Center"</b>	2015 Score	2014 Score	% Difference between 2014-2015
Parking and access to stores	4.46	4.51	-1.11%
Quality of retail stores	3.97	3.93	1.02%
Quality of restaurants	3.65	3.44	6.10%

Village Events	2015 Score	2014 Score	% Difference between 2014-2015
Concert in the Park at the Village's Open Space and Shelter on 7/12/15	4.42	4.18	5.74%
Total Attendees	19	11	
Community Safety Day at Bannockburn Green Retail Center on 6/20/15	4.25	4	6.25%
Total Attendees	9	13	
The Battle of Bannockburn BBQ Challenge on 8/22/15 at Bannockburn Green Retail Center	4.54	4.59	-1.09%
Total Attendees	26	27	
Bannockburn Day on 9/12/15 at the Village's Open Space Shelter	4.52	4.41	2.49%
Total Attendees	29	37	
Golf Scramble on 9/27/15 at the Deerfield Golf Club	4.83	4.42	9.28%
Total Attendees	12	13	
Winter Hayride and Sing-a-Long on 12/20/15 at the Village's Open Space and Shelter	4.54	4.22	7.58%
Total Attendees	13	19	