



Bannockburn Citizen Survey Calendar Year 2016

Please Return Completed Survey No Later Than 02/10/17

The Village of Bannockburn is conducting a Village of Bannockburn 2016 Citizen Survey. 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.

The results from the Village of Bannockburn 2016 Citizen Survey will help us plan for the future, to balance priorities, to set new objectives and to plan budgets, all of which require a credible feedback system. In addition, your input can help us achieve the following goals:

1. Preserve Village Character. Adapt and Encourage Progress.
2. Ensure Operational Excellence
3. Ensure Excellence in Governance
4. Foster an Engaged Community and Strengthen Partnerships
5. Promote Economic Development
6. Promote the Village of Bannockburn

Thank you for your input.

Village of Bannockburn

Following the completion of this survey, please return the survey to the Village Hall via any of the following methods:

Fax it :
847-945-6538

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

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



Part I – Village of Bannockburn 2016 Citizen Survey

The Village of Bannockburn Board of Trustees and administrative personnel are committed to ensuring thoughtful and strategic thinking, planning and action. Our strategic design process articulates priorities, focuses decision-making and fosters a coherent and transparent accountability of service to our community.

Overarching Goals:

Below are our overarching goals. This year we are striving to articulate overall goals for the Village to help us ensure thoughtful and relevant decision-making, prioritization and budgeting.

Please **rank** the goals in order of importance to you from 1 to 6 with 6 being the most important.

- a) Preserve Village Character. Adapt and Encourage Progress _____
- b) Ensure Operational Excellence _____
- c) Ensure Excellence in Governance _____
- d) Foster an Engaged Community and Strengthen Partnerships _____
- e) Promote Economic Development _____
- f) Promote the Village of Bannockburn _____

Please comment on what you feel the most important goals are for the community and why.

Preserve Village Character. Adapt and Encourage Progress:

The Village of Bannockburn Mission statement includes the following.

Mission of The Village of Bannockburn:

- *Provide* quality services, programs and facilities in the most cost effective and efficient manner to all citizens of the community.
- *Preserve* Village history and tradition.
- *Facilitate* a partnership with all members of the community to improve Bannockburn, making it a better place to live and work.

Do you agree with the Village's Mission Statement: Yes _____ No _____

Please advise whether you would be willing to participate in a focus group that would discuss the Village's goals and mission statement. Yes _____ No _____

Additional Comments:

Ensure Operational Excellence:

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 Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	
5	4	3	2	1	
Service or Condition / General			Rate	Rank	
			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			_____	_____	

Additional Comments Related to Service or Condition / General:

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

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) Quality of service from the Village Staff

a) knowledge _____ b) courteous _____ c) efficient _____

10) Quality of the Police Department's Service

a) helpful _____ b) courteous _____ c) efficient _____

11) How do we salt the roads (Please check one)?

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

12) Should we salt roads only if the snow pack gets icy? Yes_____ NO_____

Additional Comments Related to Service or Condition / Roads:

Foster an Engaged Community and Strengthen Partnerships

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

- 13) Navigating the Village’s website: www.bannockburn.org _____
- 14) Quality of content in Village’s Bi-Monthly Newsletter _____
- 15) Overall effectiveness of Village Communication _____

How can we make it easier for you to connect to others in the community?

Ensure Excellence in Governance

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

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

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

What are some of the reasons you do or do not attend the regular public meetings in the Village?

Promote the Village of Bannockburn

Citizen's Perception of Bannockburn

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

19) Please rate Bannockburn as a place to live _____

20) Please rate the appearance of the Village entrances/features

- | | |
|-----------------------------|---------------------------------------|
| a) signs _____ | b) pillars and fences _____ |
| c) flowers at corners _____ | d) holiday lighting _____ |
| e) path maintenance _____ | f) open space _____ |
| g) Village Shelter _____ | h) Village playground equipment _____ |

21) What areas would you like to see improved in our Village?

22) What specific qualities about Bannockburn do you feel are important for the future? Check all that apply.

- _____ Size of home
- _____ Lot Size
- _____ Natural physical beauty
- _____ Abundance of trees and landscaping
- _____ Privacy and opacity requirements
- _____ Estate community
- _____ Close knit community
- _____ Bannockburn School
- _____ Deerfield High School
- _____ Value for tax dollars
- _____ Village location
- _____ Dark at night community

Have the most important qualities changed for you over time as you have lived here in the Village of Bannockburn? _____

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

Promote Economic Development

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

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

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

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

Additional Comments / Suggestions to Add in General (about anything)

Part II – 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 _____

Distribution Lists

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:

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 _____ Text Message
_____ Voice Message to Cell Phone

Other (Specify) _____

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

1) _____

2) _____

3) _____

The Village Board of Trustees and Staff appreciate you completing the enclosed survey. If you would like to complete it online, the survey is also available via "SurveyMonkey" through the homepage of the Village of Bannockburn website at www.bannockburn.org.