

Lake Zurich, IL

The National Community Survey

Report of Results
2021

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Lake Zurich. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 777 residents of the Village of Lake Zurich collected from August 10th, 2021 to September 28th, 2021. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2021 survey was 26%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Lake Zurich.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Lake Zurich’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Lake Zurich residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Lake Zurich’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Lake Zurich’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your Village’s 2021 ratings compare to other communities’ ratings from the past five years.



Trends over time

Trend data for Lake Zurich represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than six percentage points between the 2019 and 2021 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

All households within the Village of Lake Zurich were eligible to participate in the survey. A list of all households within the zip codes serving Lake Zurich was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the Village of Lake Zurich households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the Village of Lake Zurich boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 3,000 randomly selected households received mailings beginning on August 10th, 2021 and the survey remained open for seven weeks. For 1,500 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 1% of the 3,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,968 households that received the invitations to participate, 777 completed the survey, providing an overall response rate of 26%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the Village of Lake Zurich survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (777 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the Village of Lake Zurich. The open participation survey was identical to the probability sample survey with one small update; it included a question about where they heard about the survey. The open participation survey was open to all village residents and became available on September 14th, 2021. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the Village of Lake Zurich. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g.,...

		Unweighted	Weighted	Target*
Age	18-34	5%	24%	27%
	35-54	34%	44%	42%
	55+	61%	32%	31%
Hispanic origin	No, not Spanish, Hispanic, or Latino	96%	91%	91%
	Spanish, Hispanic, or Latino	4%	9%	9%
Housing tenure	Own	94%	84%	84%
	Rent	6%	16%	16%
Housing type	Attached	12%	18%	18%
	Detached	88%	82%	82%
Race & Hispanic origin	Not white alone	16%	20%	20%
	White alone, not Hispanic or Latino	84%	80%	80%
Sex	Female	50%	51%	51%
	Male	50%	49%	49%
Sex/age	Female 18-34	2%	11%	13%
	Female 35-54	18%	23%	22%
	Female 55+	30%	17%	16%
	Male 18-34	3%	13%	14%
	Male 35-54	16%	21%	20%
	Male 55+	31%	15%	15%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The Village of Lake Zurich funded this research. Please contact Kyle Kordell of the Village of Lake Zurich at Kyle.Kordell@lakezurich.org if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

Residents continue to rate the quality of life in Lake Zurich highly.

About 9 in 10 Lake Zurich residents gave excellent or good ratings to the overall quality of life in the Village and Lake Zurich as a place to live and to raise children. About 8 in 10 residents gave favorable marks to the overall image or reputation of Lake Zurich. Roughly 9 in 10 respondents would recommend living in Lake Zurich to someone who asked and planned to remain in the County for the next five years. These ratings were similar to those observed in 2019, and most were similar to the national benchmarks except for Lake Zurich as a place to raise children, which was higher than ratings given elsewhere across the nation.

Ratings for Village government performance are strong, with some increases since 2019.

About 9 in 10 residents gave excellent or good ratings to the overall customer service provided by Lake Zurich employees and about three-quarters were pleased with the overall quality of the services provided by the Village, public information services, and the job Village government does at treating residents with respect. About 6 in 10 survey participants or more gave favorable marks to the value of services for taxes paid, the overall direction of the Village, the job Village government does at welcoming resident involvement, overall confidence in Village government, generally acting in the best interest of the community, being open and transparent to the public, informing residents about issues facing the community, and treating all residents fairly. These ratings were all similar to the national and peer community benchmarks and several, including Village customer service, the value of services for taxes paid, overall direction, and being honest, increased from 2019 to 2021.

Public safety is an asset to the community.

Nearly all Lake Zurich residents (95%) gave positive ratings to the overall feeling of safety in the Village, which was higher than the national benchmark. At least 9 in 10 residents indicated feeling safe in their neighborhood during the day, in the downtown/commercial area during the day, from property crime, and from violent crime, and these ratings were also above average. Further, when evaluating safety-related services, about 9 in 10 respondents or more gave favorable scores to police, fire, and ambulance/EMS services, crime prevention, and fire prevention and education. These ratings remained stable from 2019 to 2021.

Some economy ratings have also improved, with most residents supporting policy and zoning regulation changes to support local businesses.

About three-quarters of residents gave favorable marks to the overall economic health of the Village, the overall quality of business and service establishments, and shopping opportunities, while about 6 in 10 were pleased with the Village as a place to work and to visit and with the variety of business and service establishments. Compared to 2019, ratings in 2021 improved for overall economic health, the Village as a place to visit, overall quality of business and service establishments, vibrancy of the downtown/commercial area, and economic development.

When asked to indicate their level of support for changes to policies and zoning regulations that would allow businesses to operate differently as part of economic recovery from COVID-19, almost all residents supported using sections of parking lots or vacant lots for outdoor dining or retail, converting large vacant buildings to smaller retail/office spaces, allowing underdeveloped lots to be used for overflow parking, changing zoning requirements to accommodate food trucks, and creating small areas on streets for retail. Further, at least half of residents strongly or somewhat supported the remaining policy changes listed.

Facets of livability

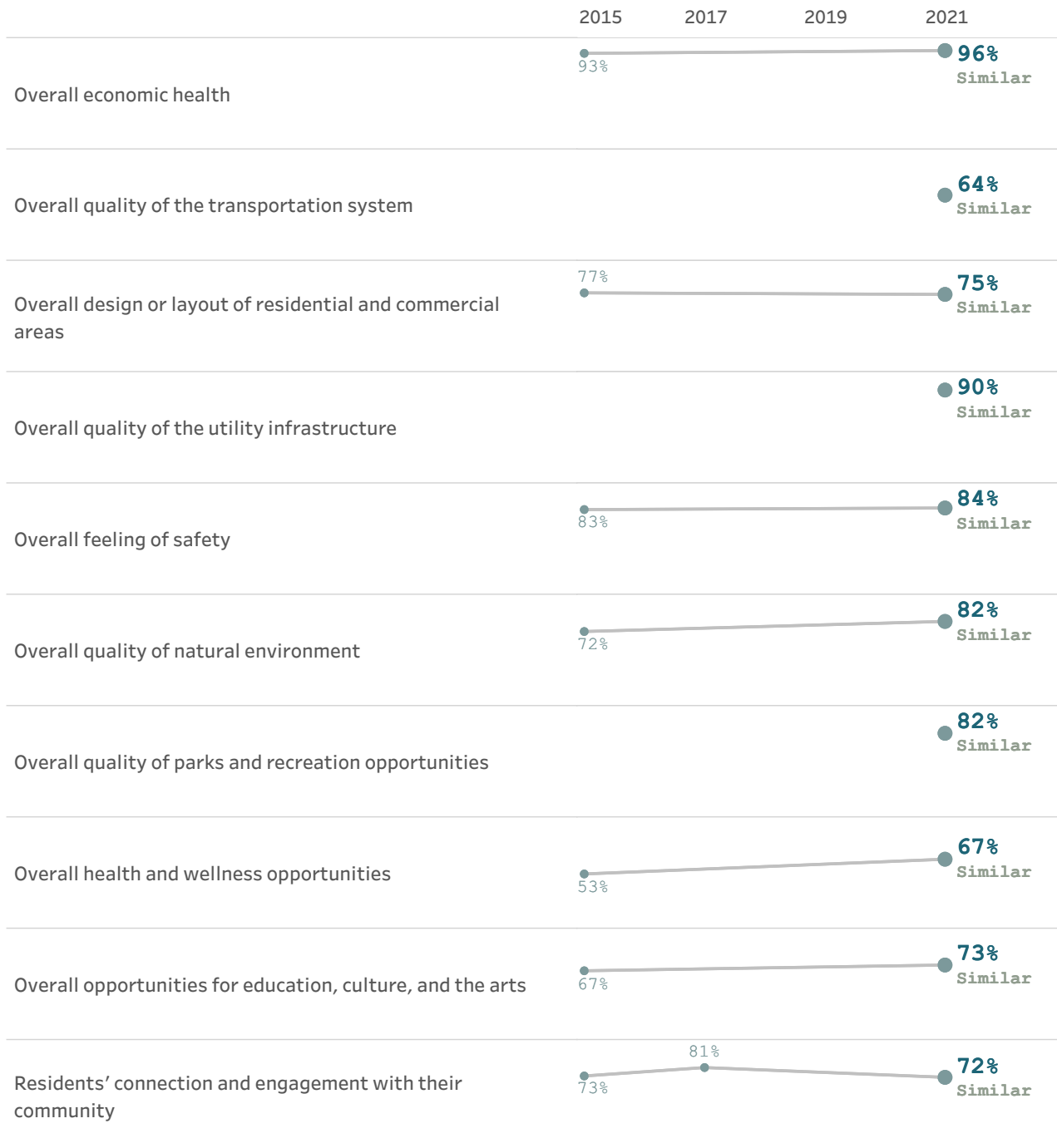
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Lake Zurich as a whole.
(% excellent or good)



Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.
 (% essential or very important)



Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

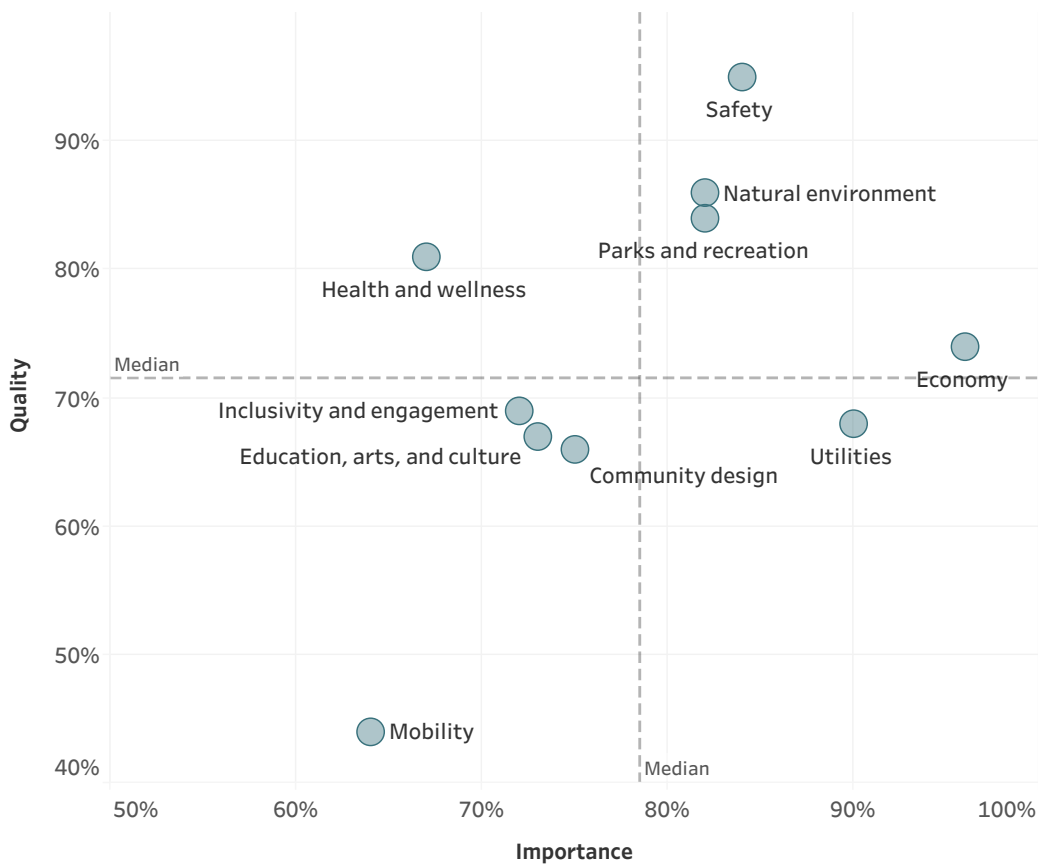
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide Village staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 71.2% or more of respondents were considered of “higher quality” and those with ratings lower than 71.2% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 78.4% or more of respondents. Services were rated as “less important” if they received a rating of less than 78.4%. This classification uses the median ratings for quality and importance to divide the services in half.

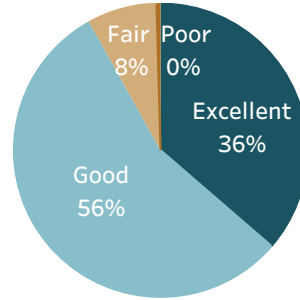
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where ..



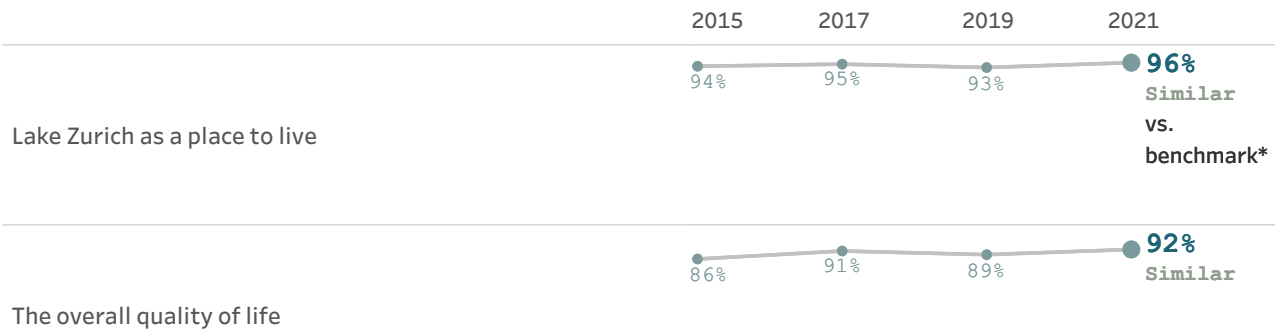
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

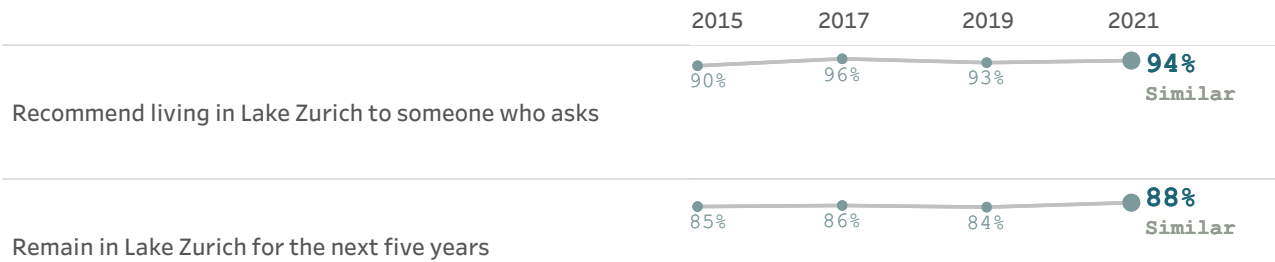
The overall quality of life in Lake Zurich, 2021



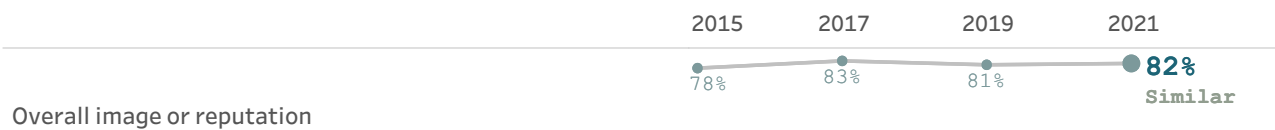
Please rate each of the following aspects of quality of life in Lake Zurich. (% excellent or good)



Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)



Please rate each of the following in the Lake Zurich community. (% excellent or good)

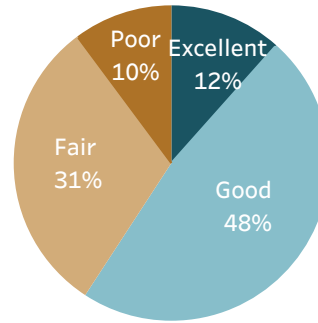


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

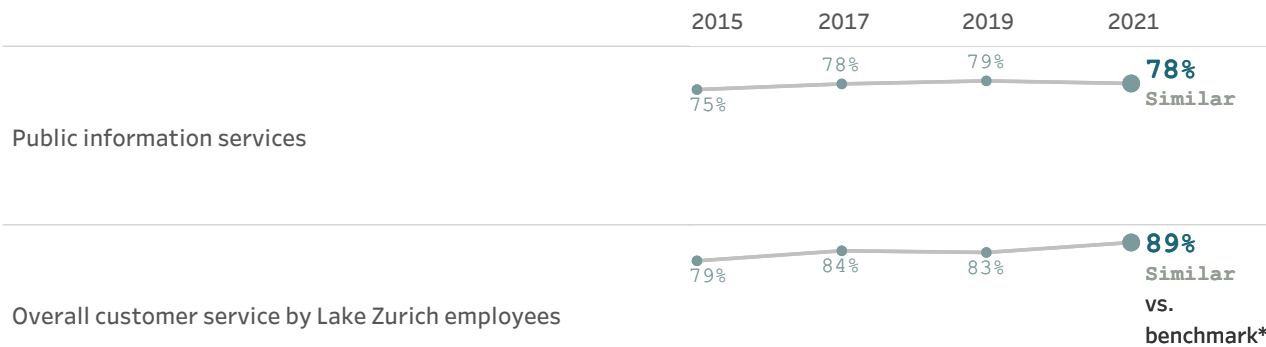
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

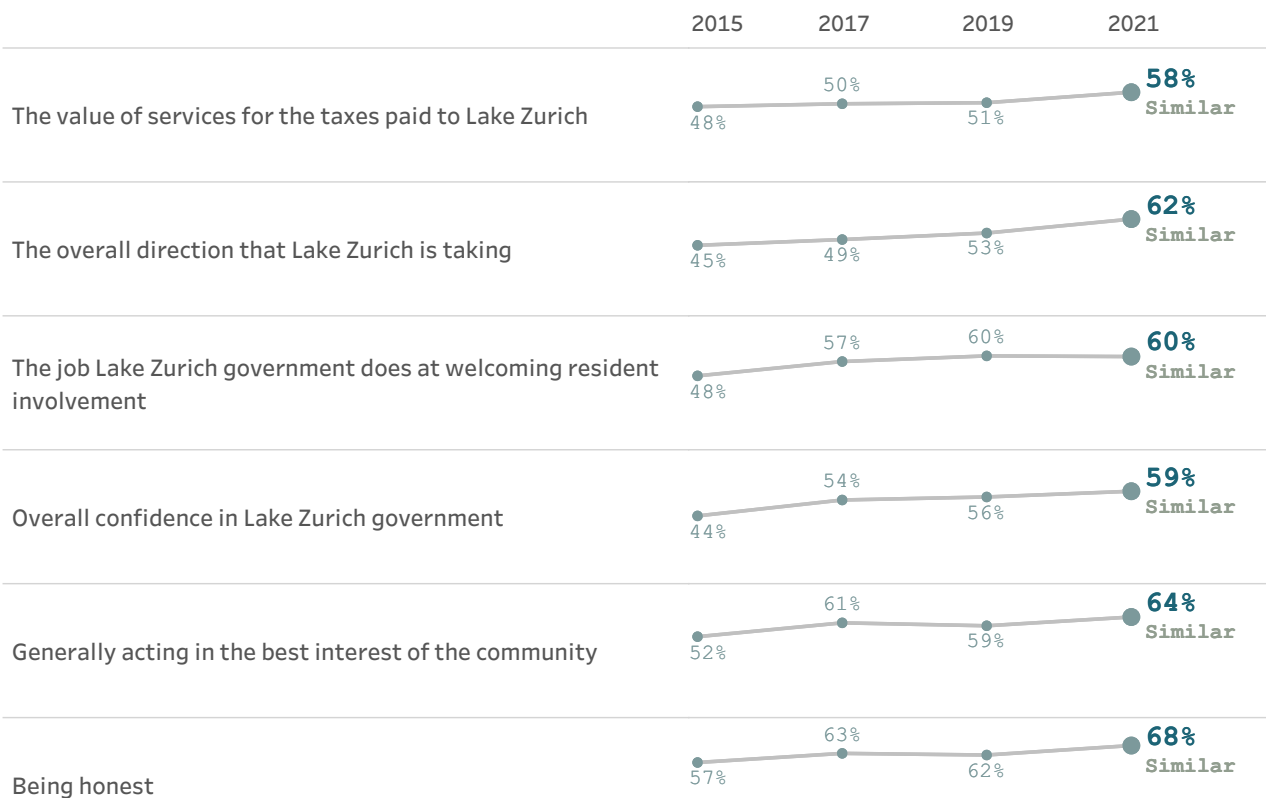
Overall confidence in Lake Zurich government, 2021

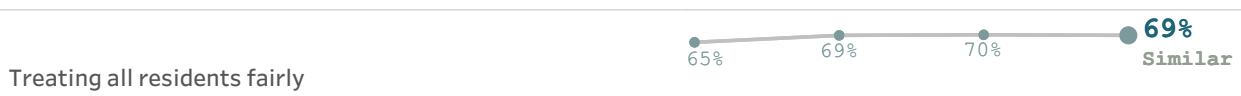


Please rate the quality of each of the following services in Lake Zurich. (% excellent or good)

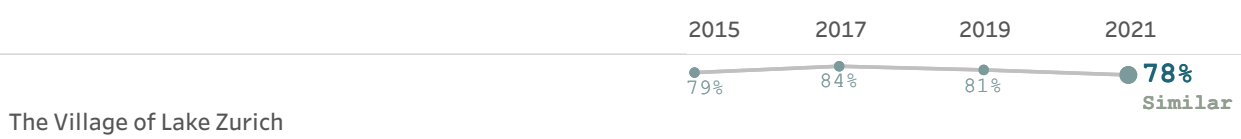


Please rate the following categories of Lake Zurich government performance. (% excellent or good)





**Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)**

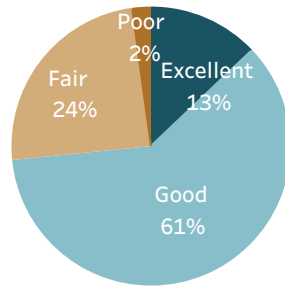


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

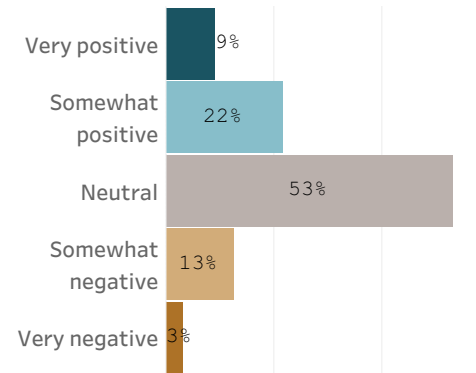
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

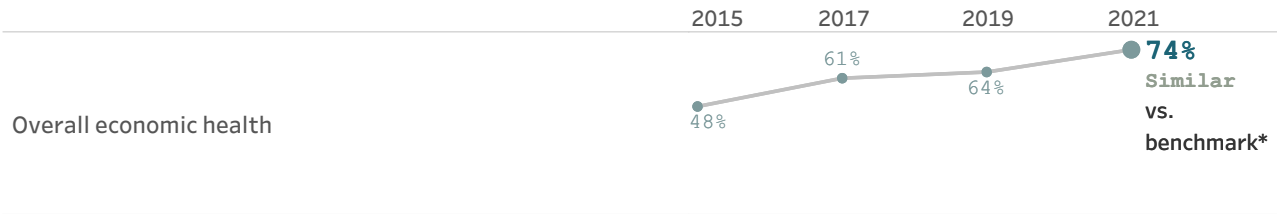
Overall economic health of Lake Zurich, 2021



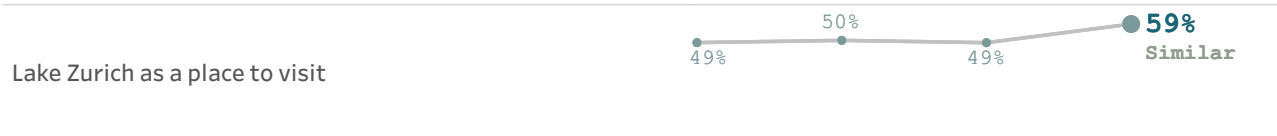
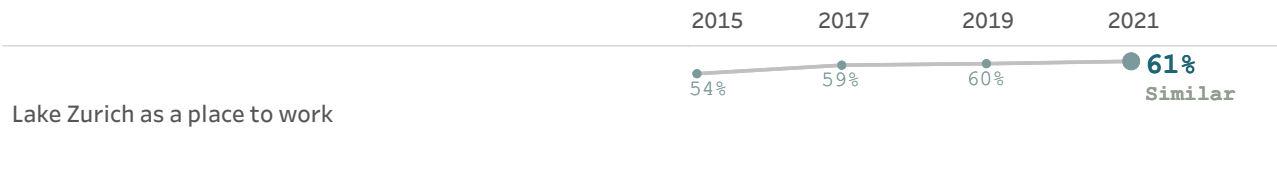
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



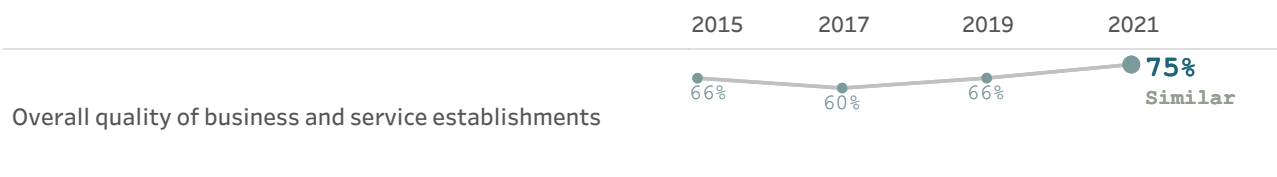
Please rate each of the following characteristics as they relate to Lake Zurich as a whole. (% excellent or good)



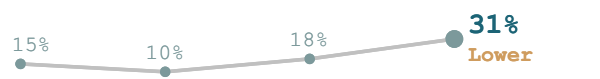
Please rate each of the following aspects of quality of life in Lake Zurich. (% excellent or good)

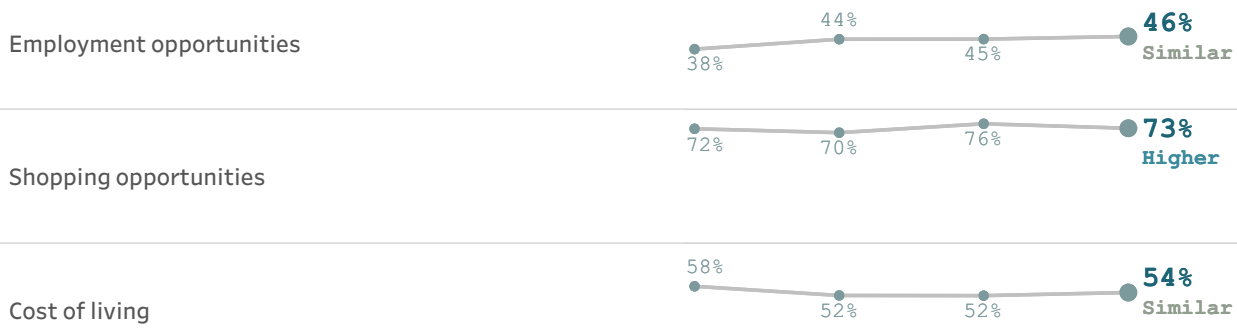


Please rate each of the following in the Lake Zurich community. (% excellent or good)

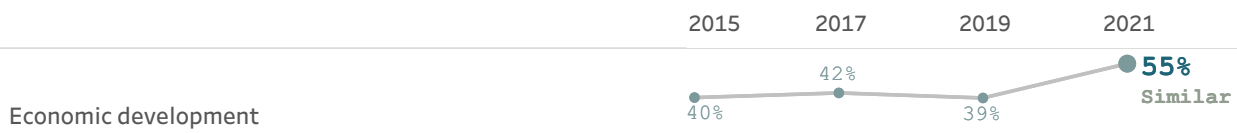


Vibrancy of downtown/commercial area

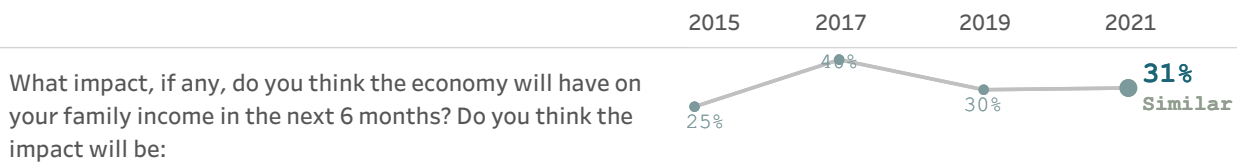




Please rate the quality of each of the following services in Lake Zurich.
(% excellent or good)



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

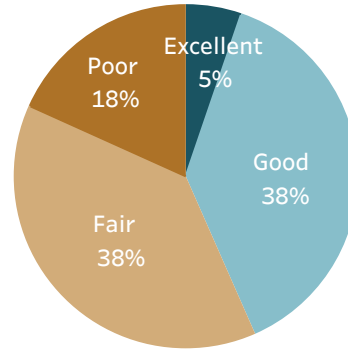


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Mobility

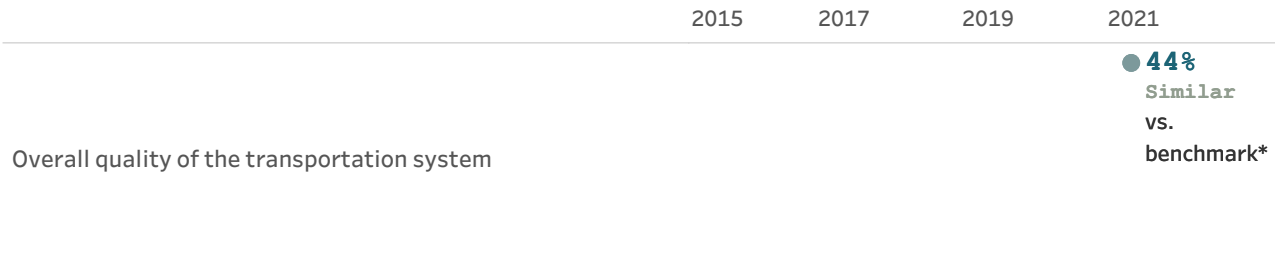
The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Lake Zurich, 2021



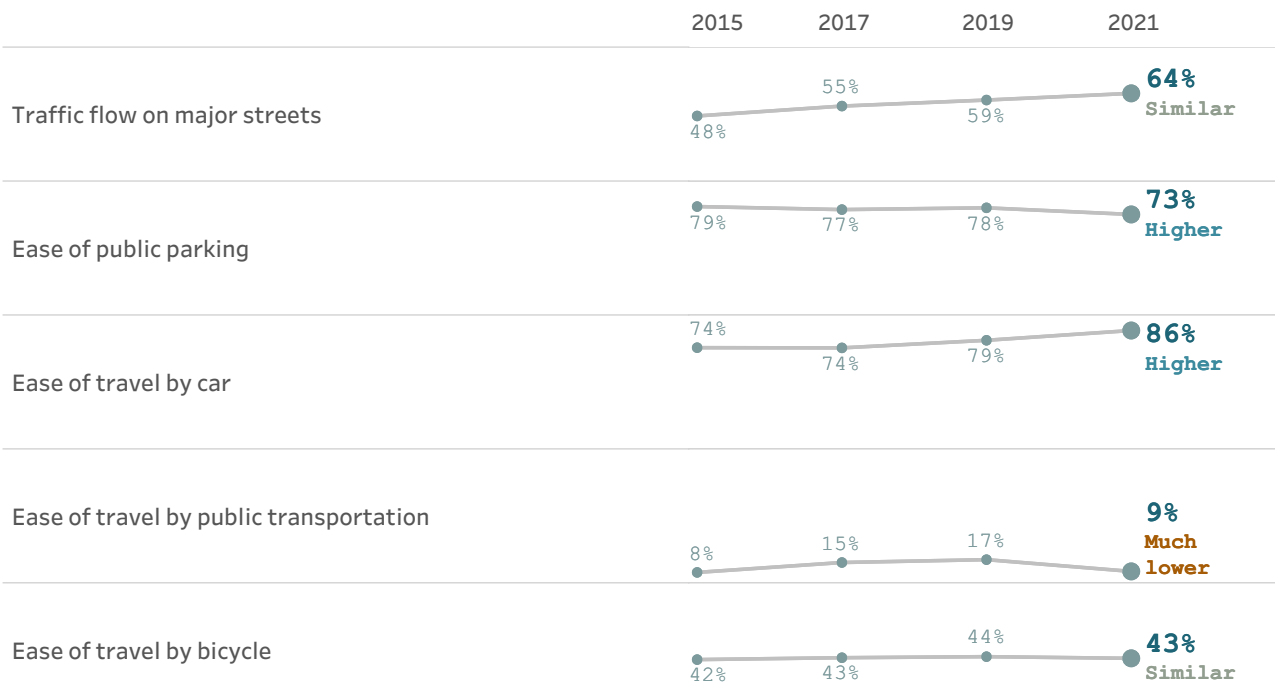
Please rate each of the following characteristics as they relate to Lake Zurich as a whole.

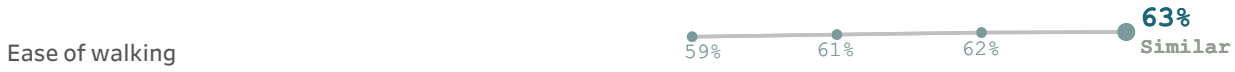
(% excellent or good)



Please also rate each of the following in the Lake Zurich community.

(% excellent or good)

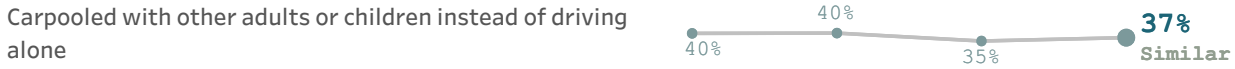




Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)

2015 2017 2019 2021



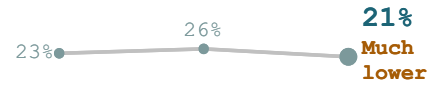
Please rate the quality of each of the following services in Lake Zurich.

(% excellent or good)

2015 2017 2019 2021



Bus or transit services



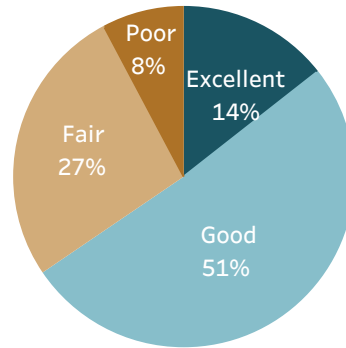
Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

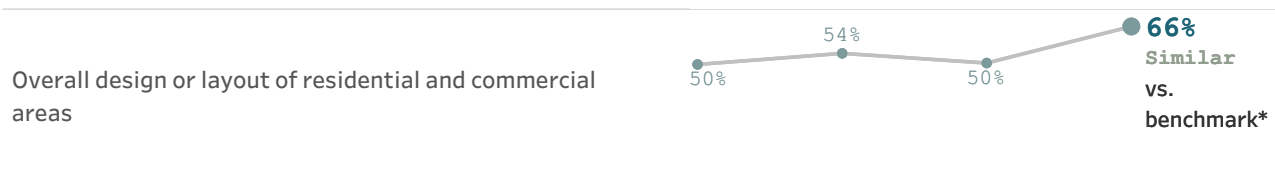
Overall design or layout of Lake Zurich's residential and commercial areas, 2021

Community design

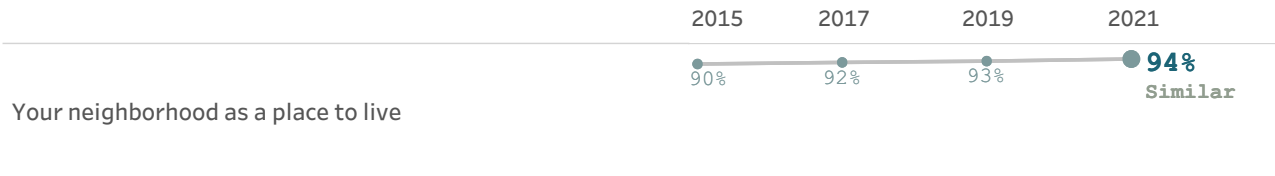
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



Please rate each of the following characteristics as they relate to Lake Zurich as a whole. (% excellent or good)

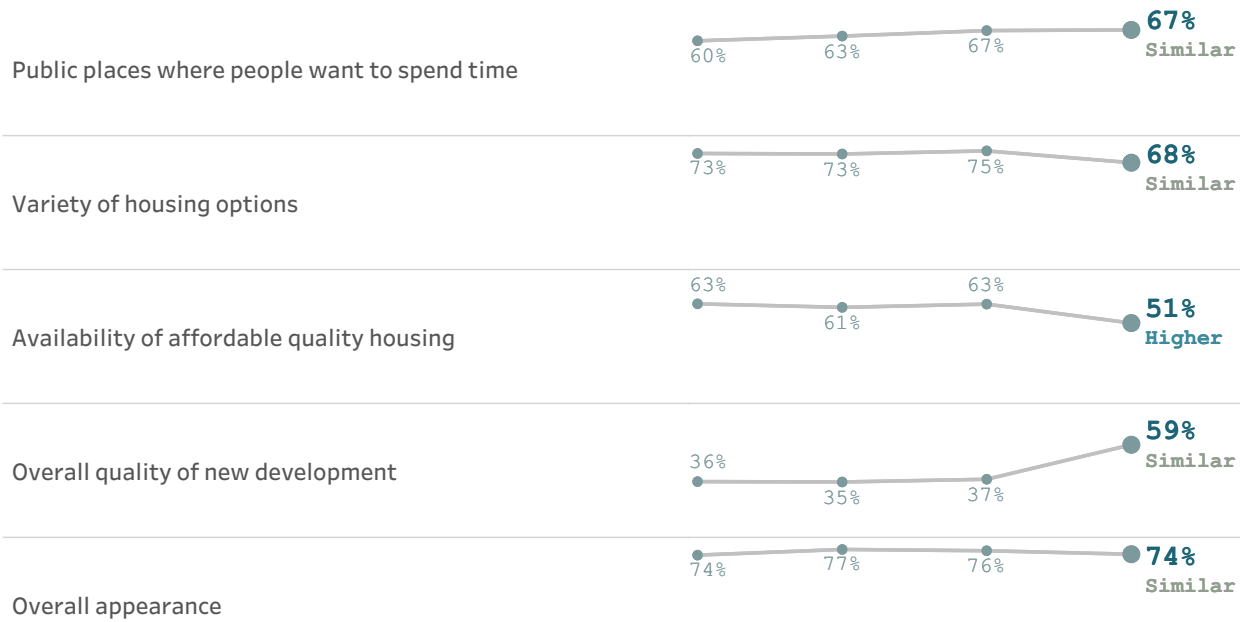


Please rate each of the following aspects of quality of life in Lake Zurich. (% excellent or good)

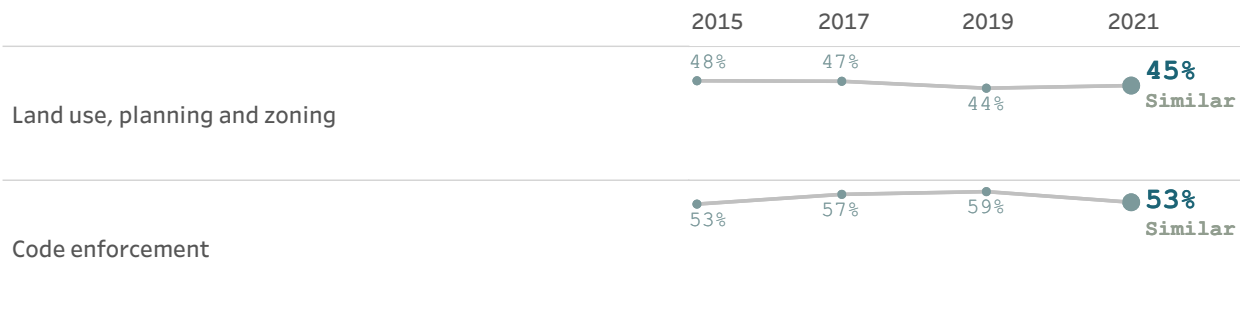


Please also rate each of the following in the Lake Zurich community. (% excellent or good)



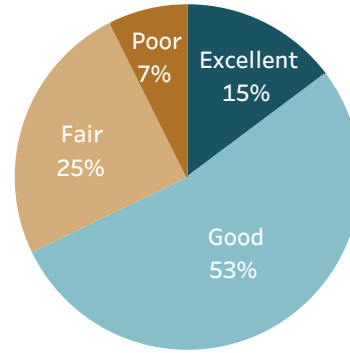


**Please rate the quality of each of the following services in Lake Zurich.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

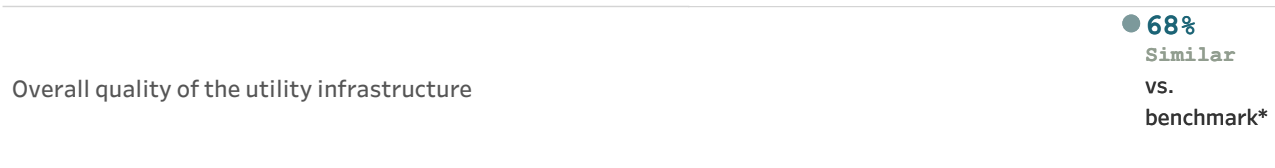
Overall quality of the utility infrastructure in Lake Zurich, 2021



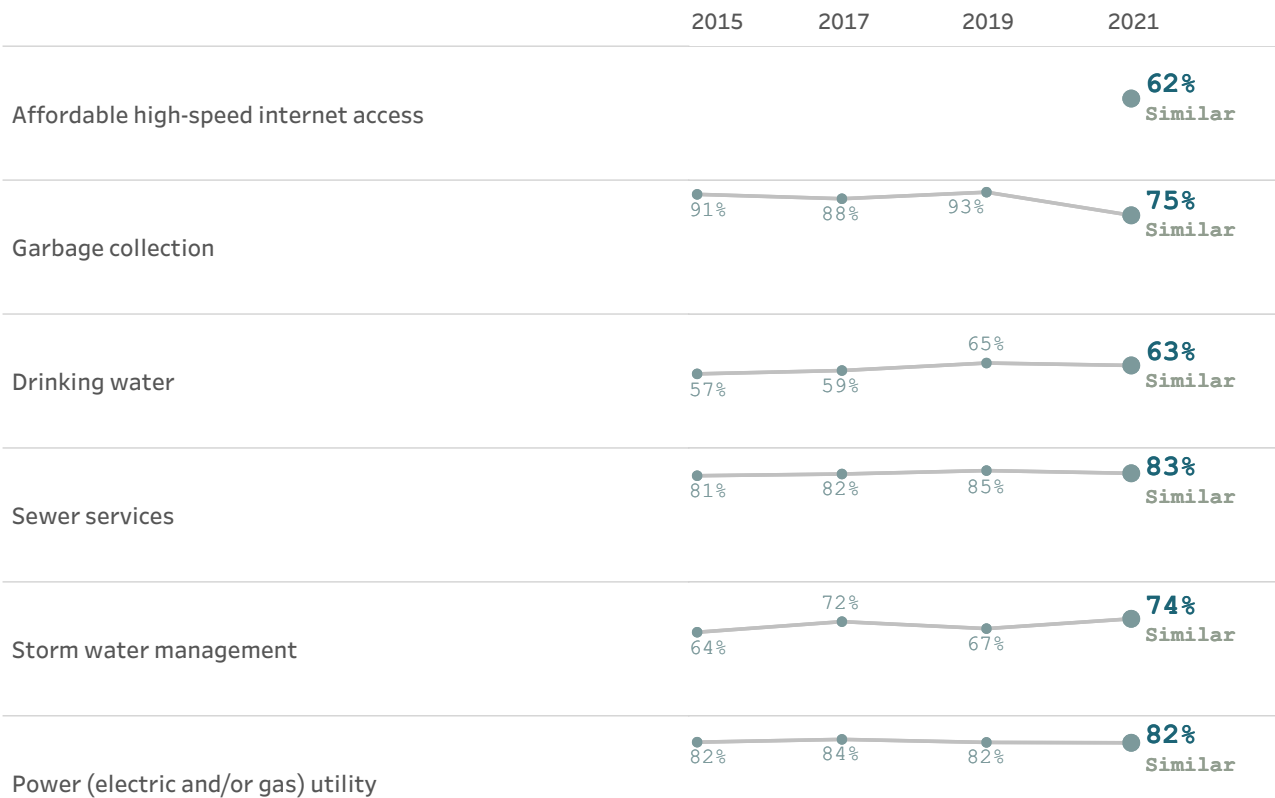
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate each of the following characteristics as they relate to Lake Zurich as a whole. (% excellent or good)



Please rate the quality of each of the following services in Lake Zurich. (% excellent or good)



Utility billing

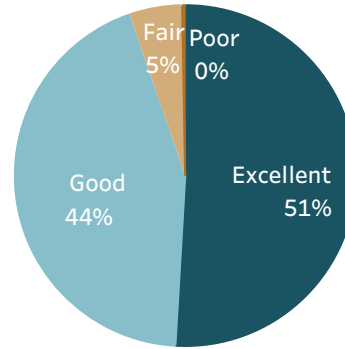


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

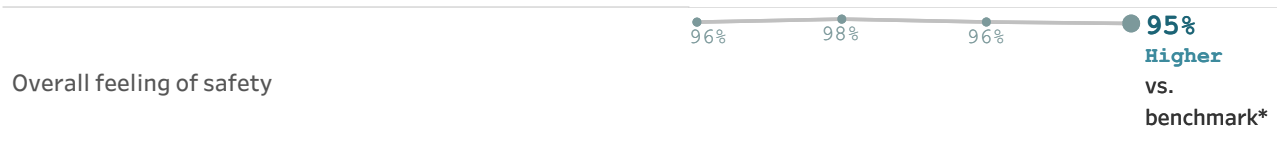
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

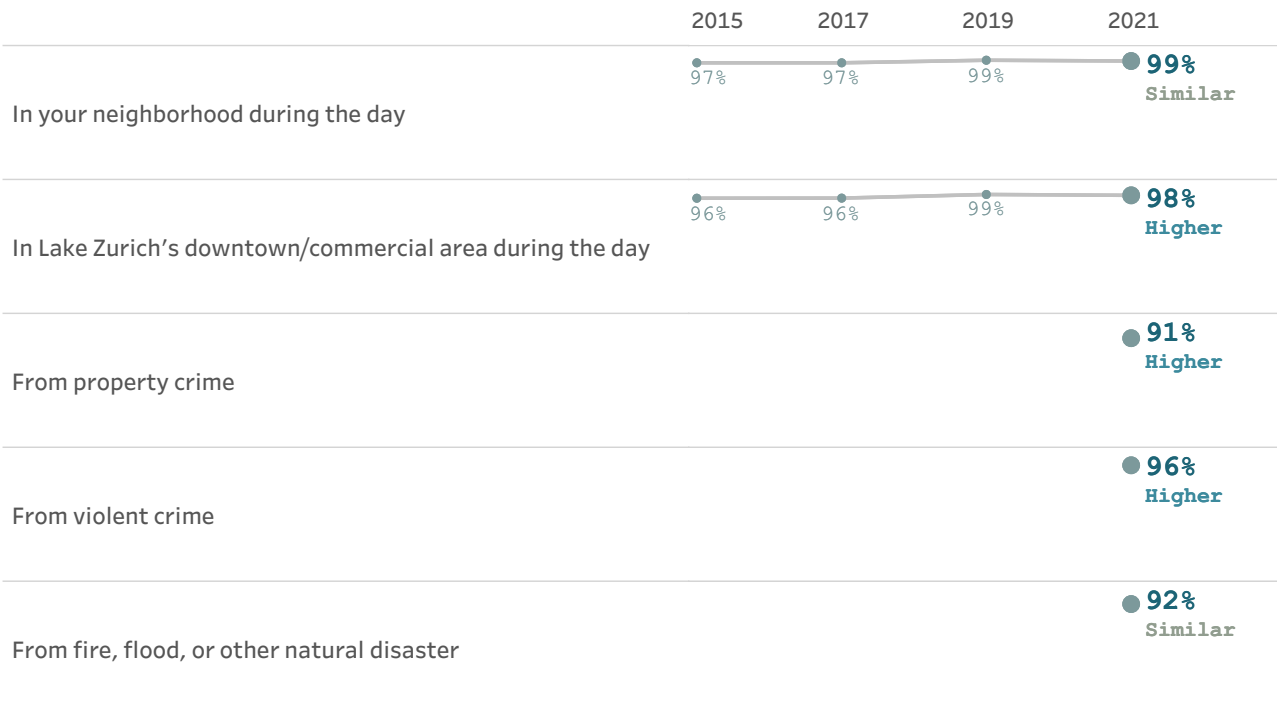
Overall feeling of safety in Lake Zurich, 2021



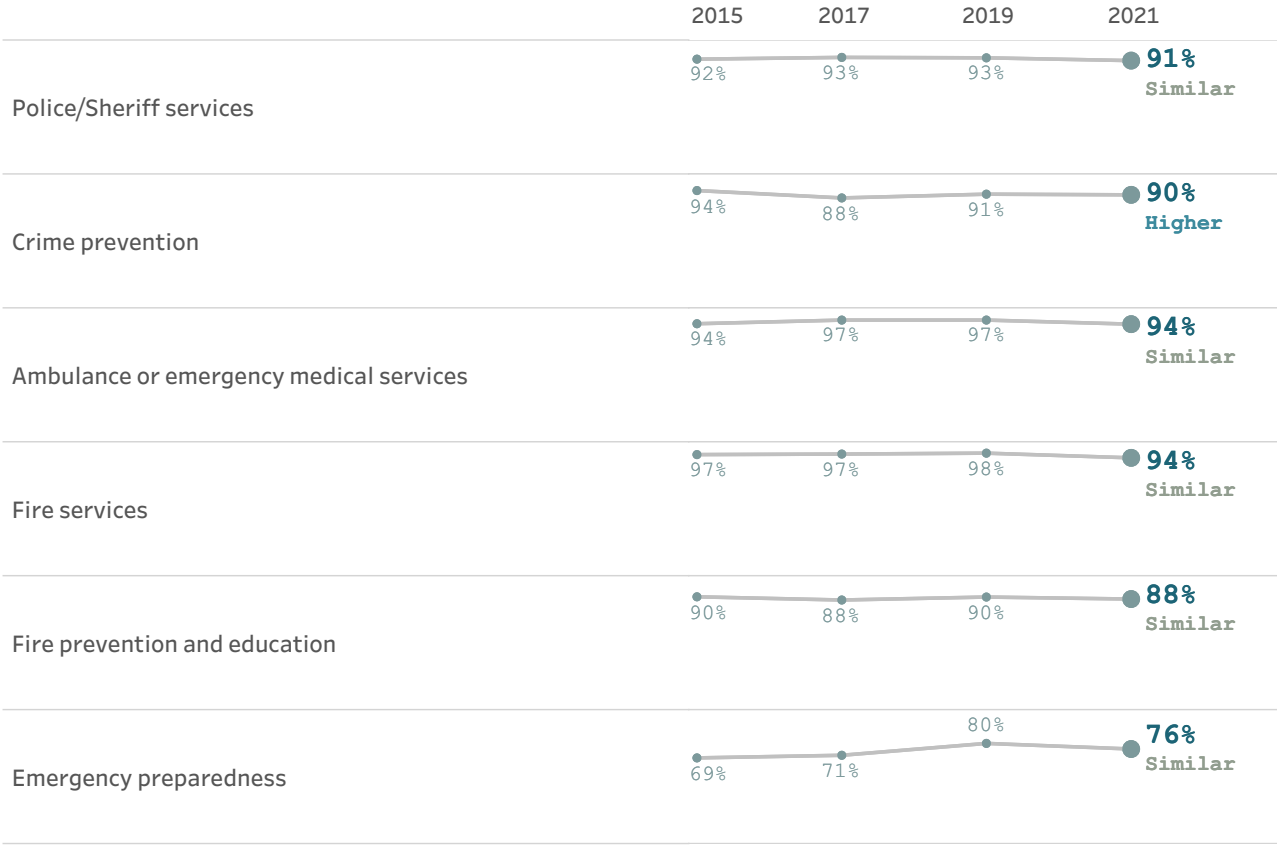
Please rate each of the following characteristics as they relate to Lake Zurich as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)

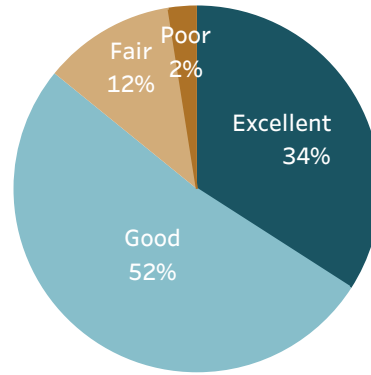


Please rate the quality of each of the following services in Lake Zurich.
 (% excellent or good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

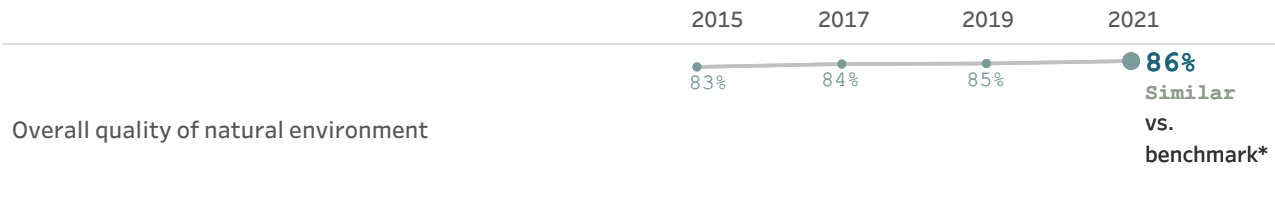
Overall quality of natural environment in Lake Zurich, 2021



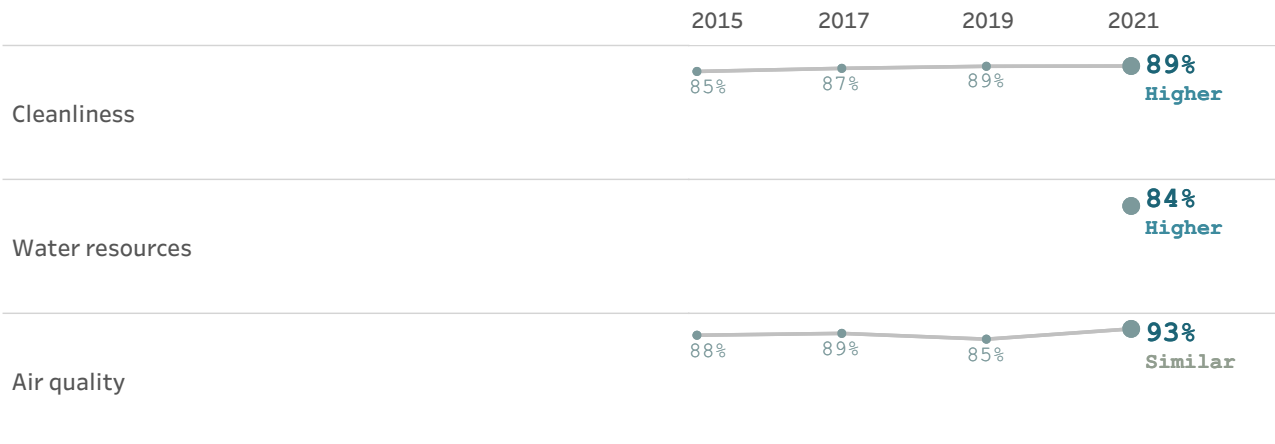
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

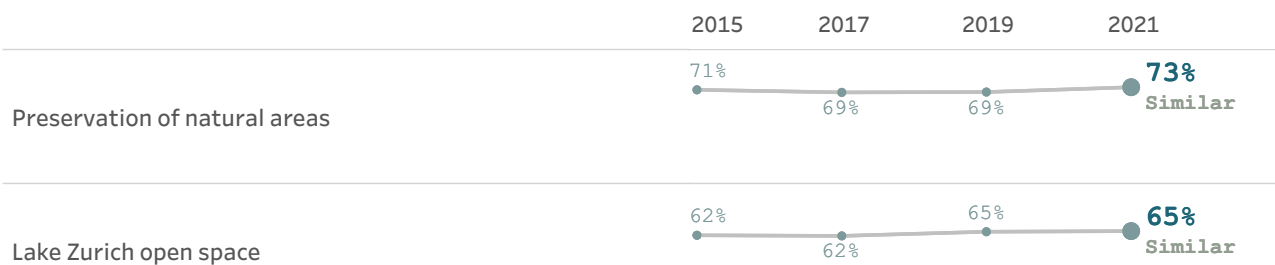
Please rate each of the following characteristics as they relate to Lake Zurich as a whole.
(% excellent or good)

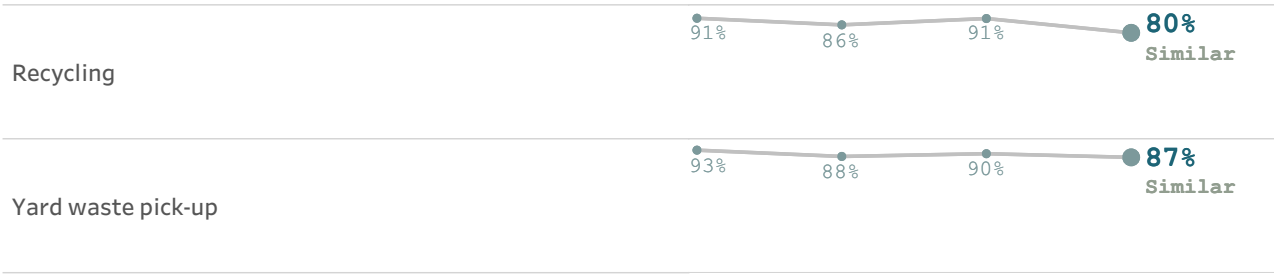


Please also rate each of the following in the Lake Zurich community.
(% excellent or good)



Please rate the quality of each of the following services in Lake Zurich.
(% excellent or good)



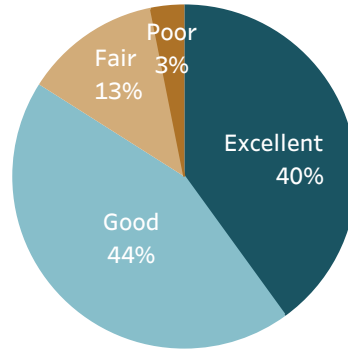


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

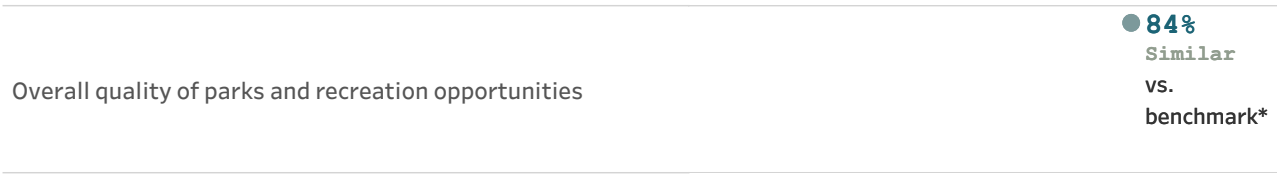
Overall quality of parks and recreation opportunities, 2021

Parks and recreation

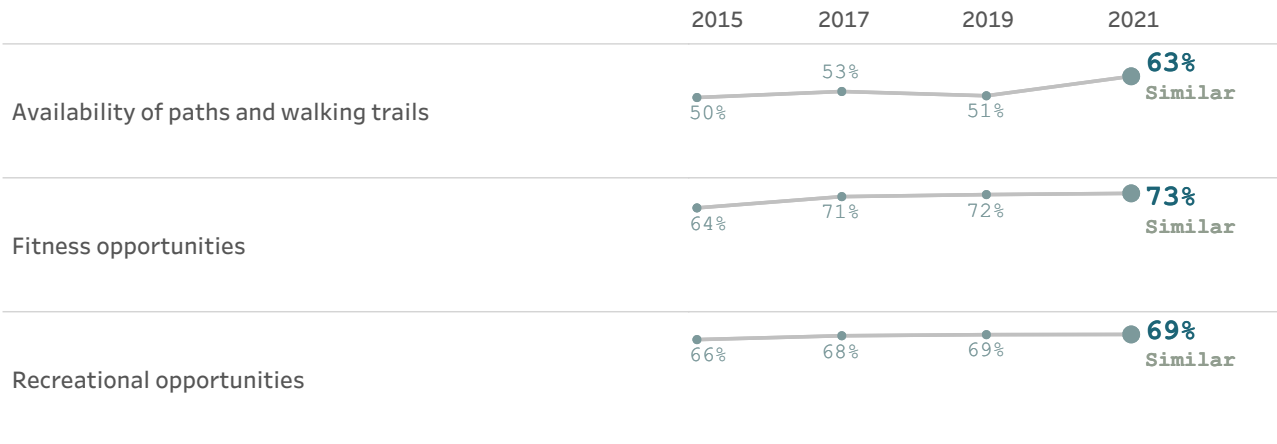
“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”
- National Recreation and Park Association



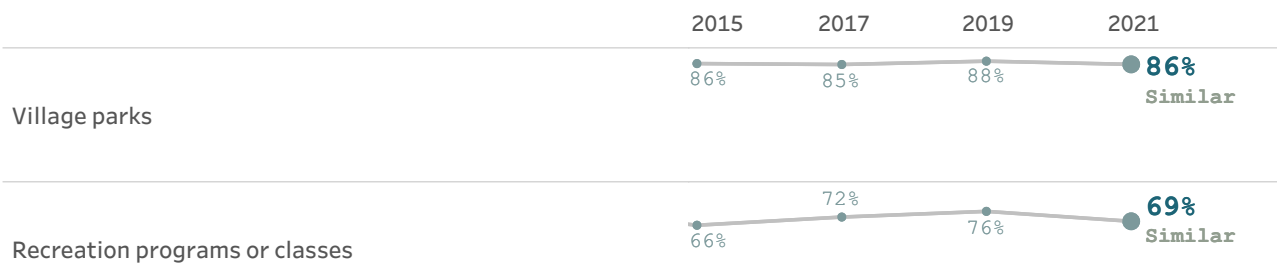
Please rate each of the following characteristics as they relate to Lake Zurich as a whole.
(% excellent or good)

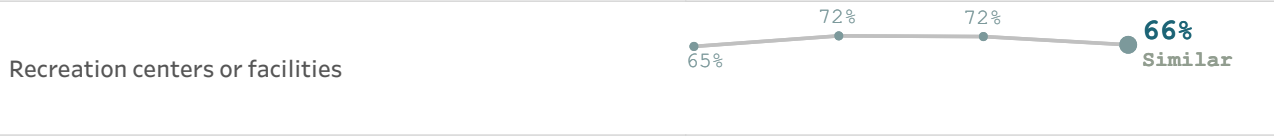


Please also rate each of the following in the Lake Zurich community.
(% excellent or good)



Please rate the quality of each of the following services in Lake Zurich.
(% excellent or good)



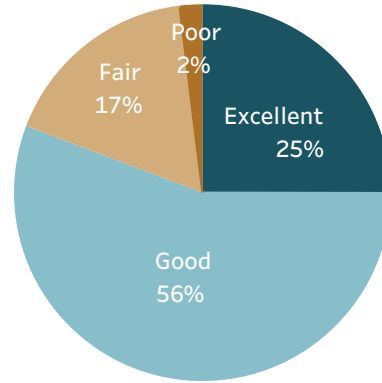


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

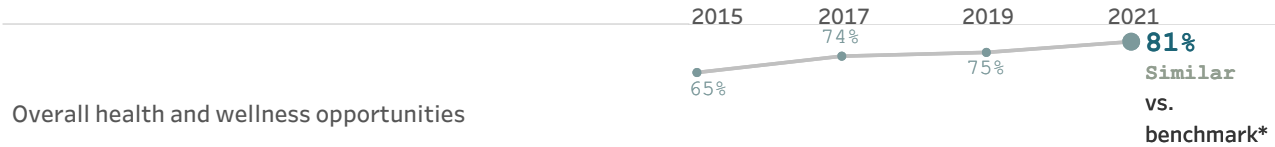
Overall health and wellness opportunities in Lake Zurich, 2021

Health and wellness

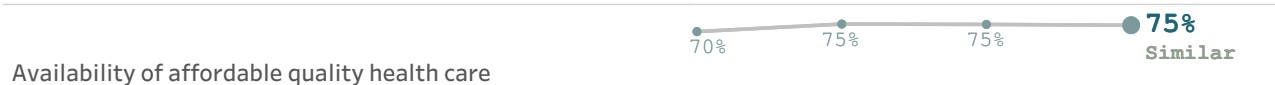
The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.



Please rate each of the following characteristics as they relate to Lake Zurich as a whole. (% excellent or good)



Please also rate each of the following in the Lake Zurich community. (% excellent or good)



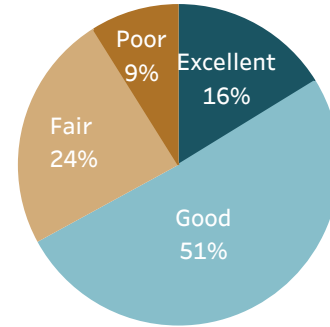
Please rate your overall health. (% excellent or very good)



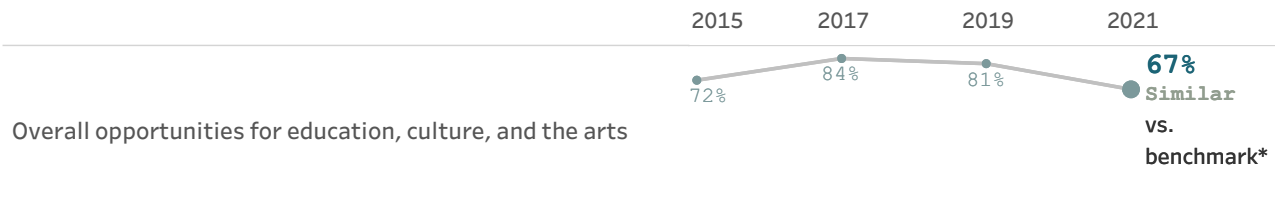
Overall opportunities for education, culture and the arts, 2021

Education, arts, and culture

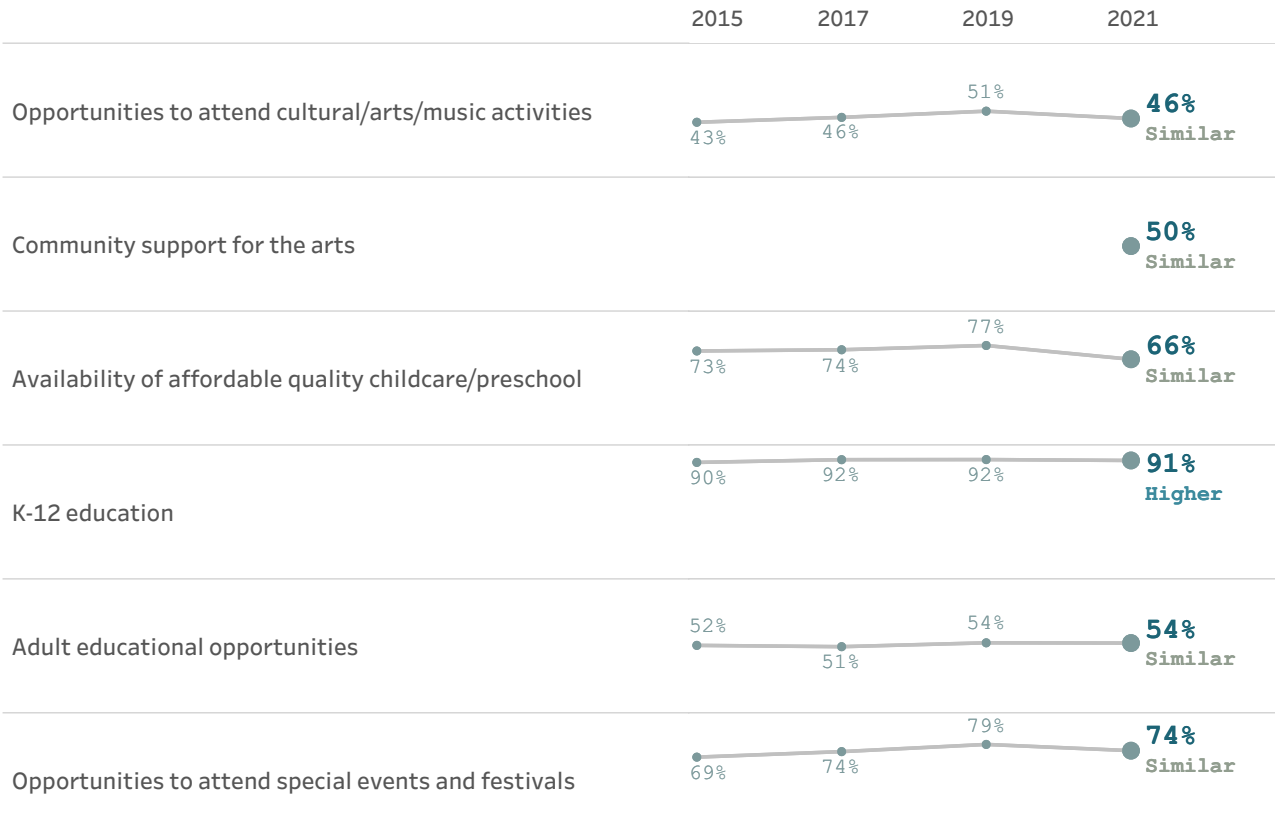
Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.



Please rate each of the following characteristics as they relate to Lake Zurich as a whole. (% excellent or good)

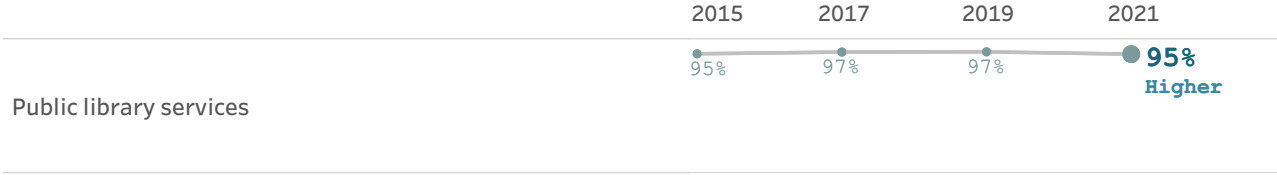


Please also rate each of the following in the Lake Zurich community. (% excellent or good)



Please rate the quality of each of the following services in Lake Zurich.

(% excellent or good)

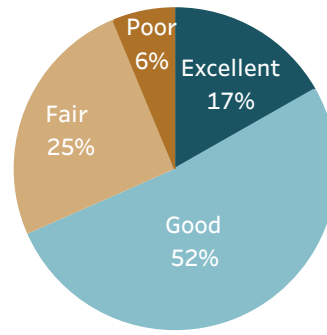


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

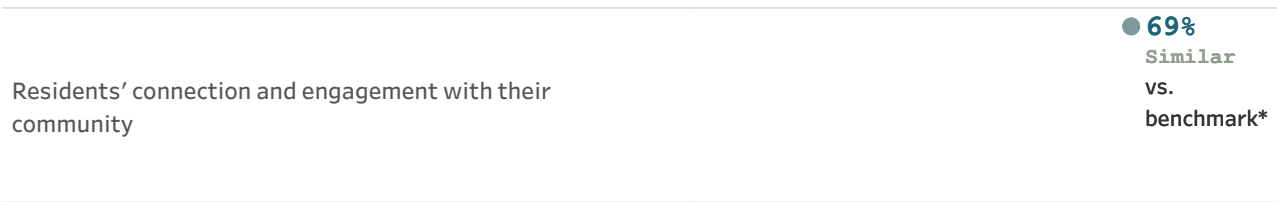
Residents' connection and engagement with their community, 2021

Inclusivity and engagement

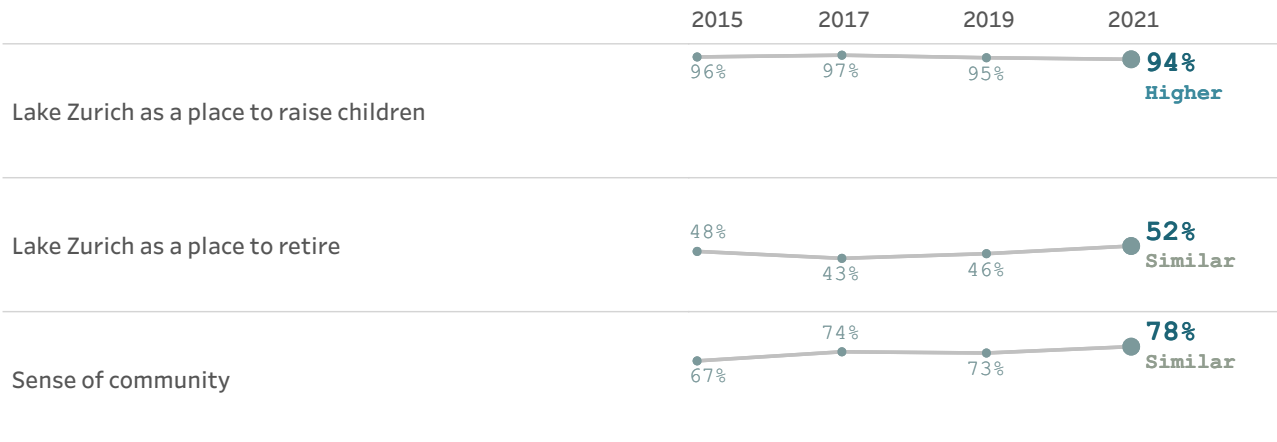
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



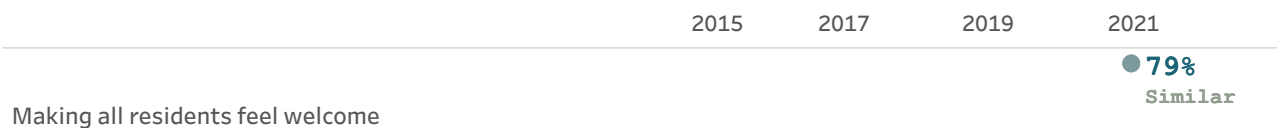
Please rate each of the following characteristics as they relate to Lake Zurich as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Lake Zurich. (% excellent or good)



Please rate the job you feel the Lake Zurich community does at each of the following. (% excellent or good)



Attracting people from diverse backgrounds **65%**
Similar

Valuing/respecting residents from diverse backgrounds **76%**
Similar

Taking care of vulnerable residents **76%**
Similar

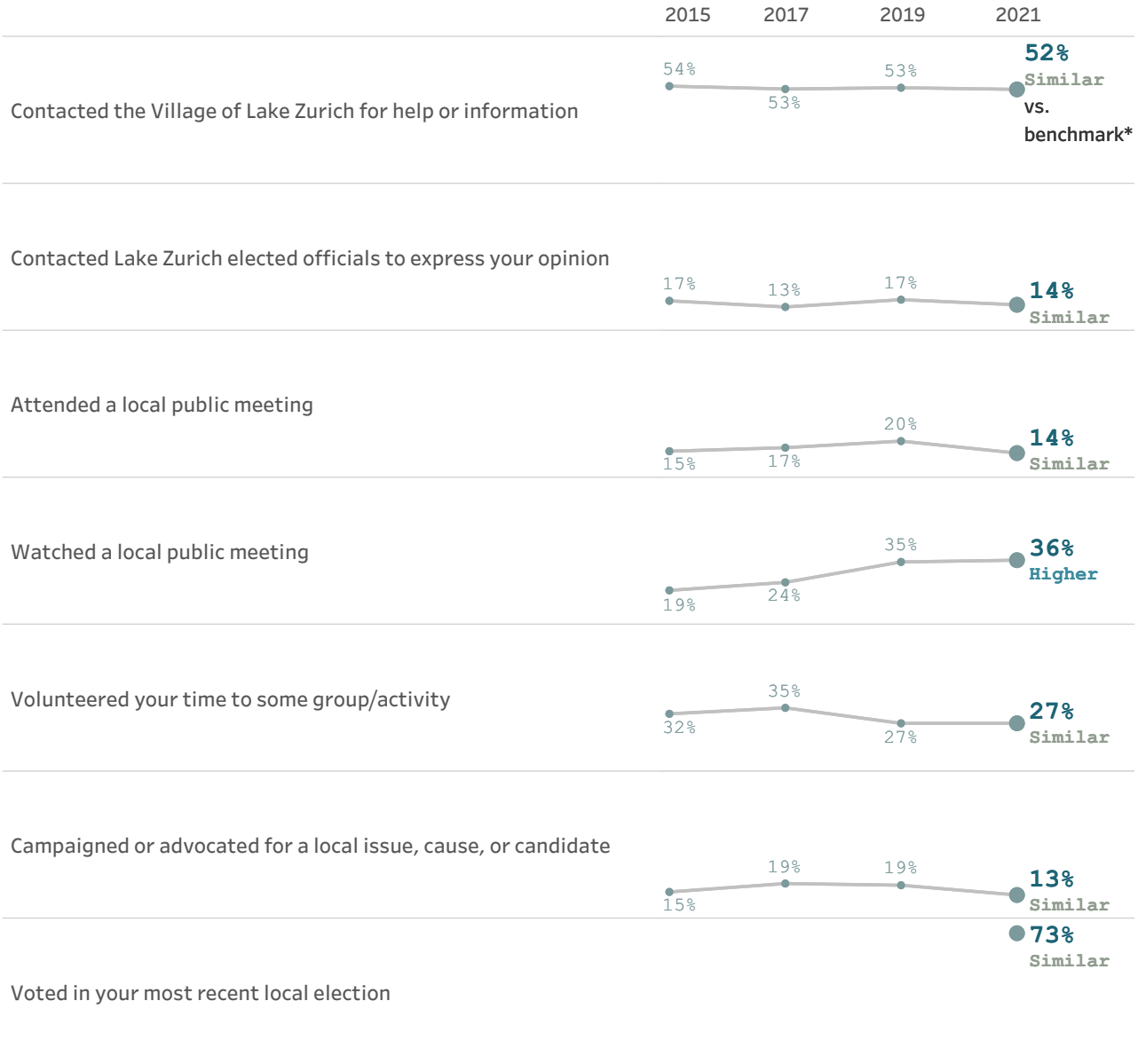
**Please also rate each of the following in the Lake Zurich community.
(% excellent or good)**



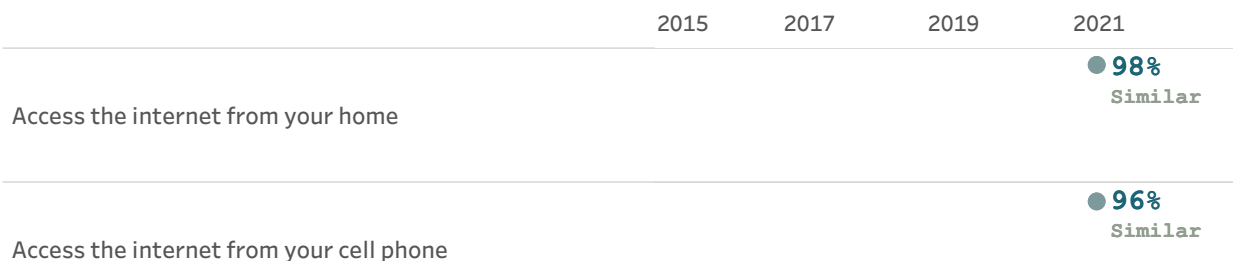
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)



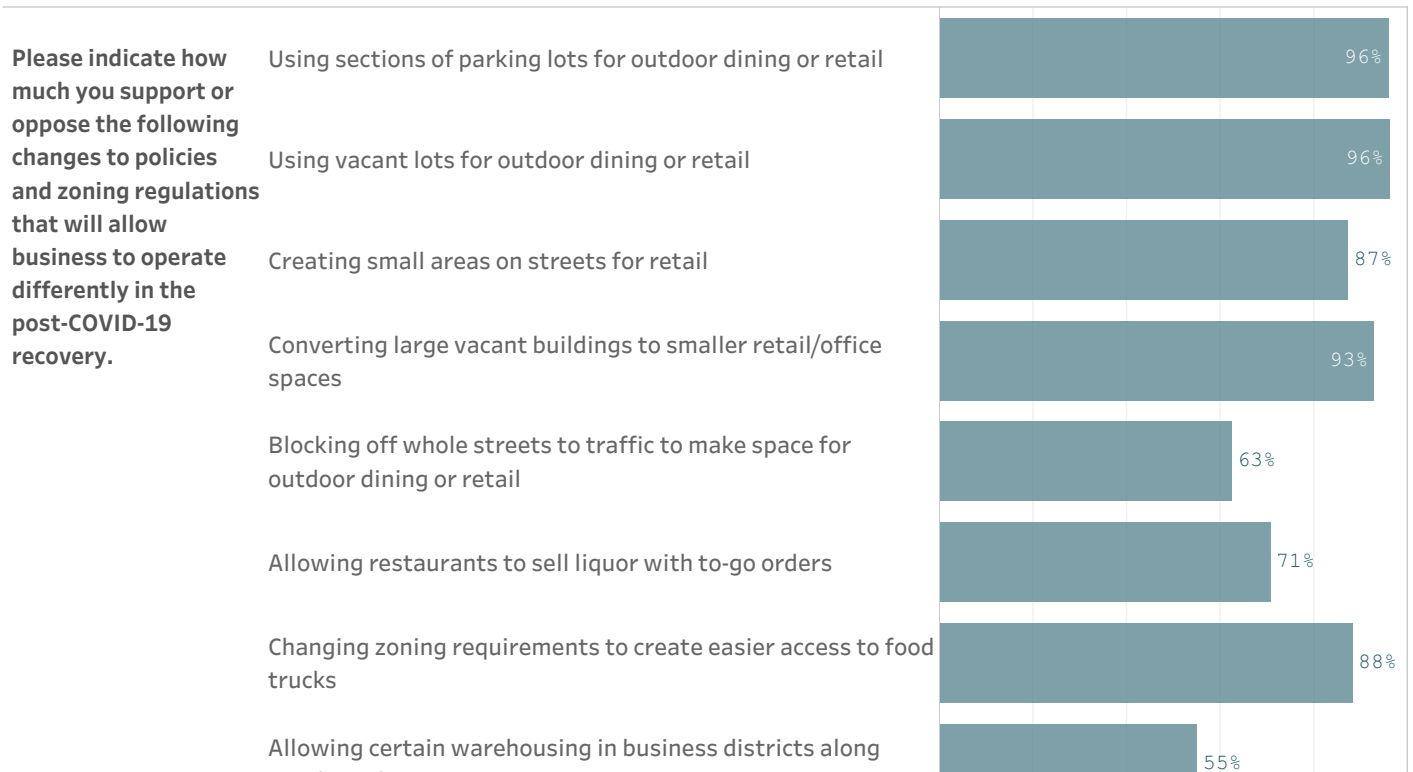
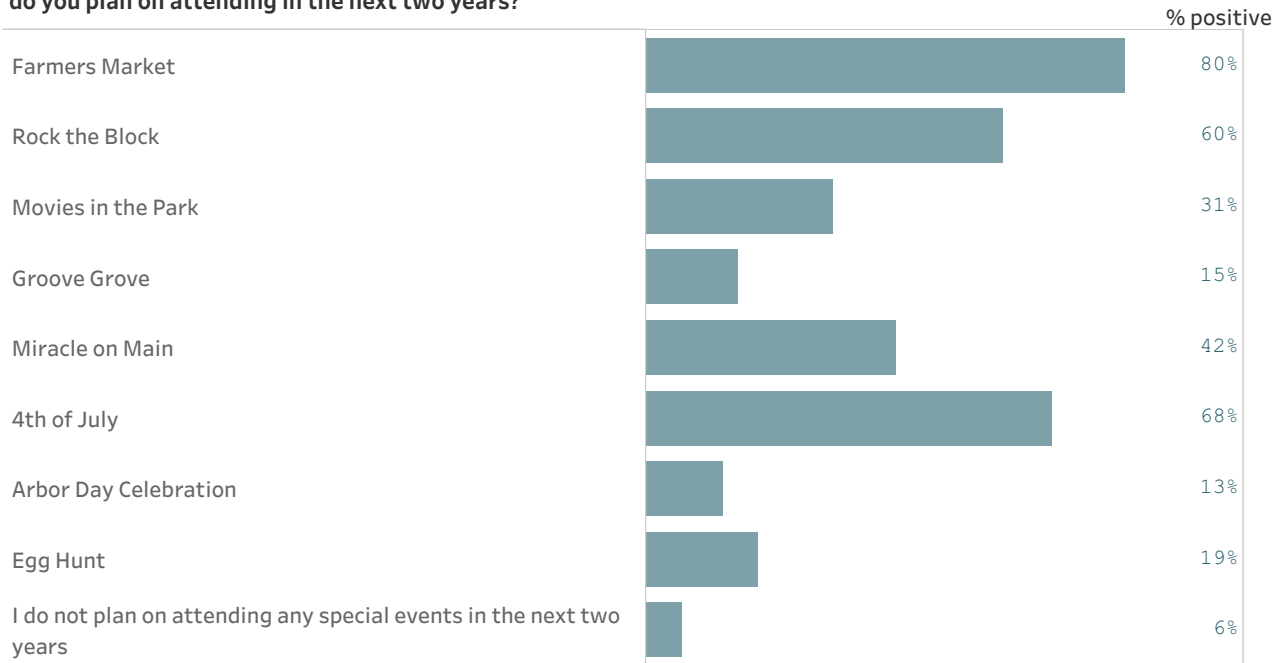
Visit social media sites	● 82% Similar
Use or check email	● 99% Similar
Share your opinions online	● 28% Similar
Shop online	● 65% Similar

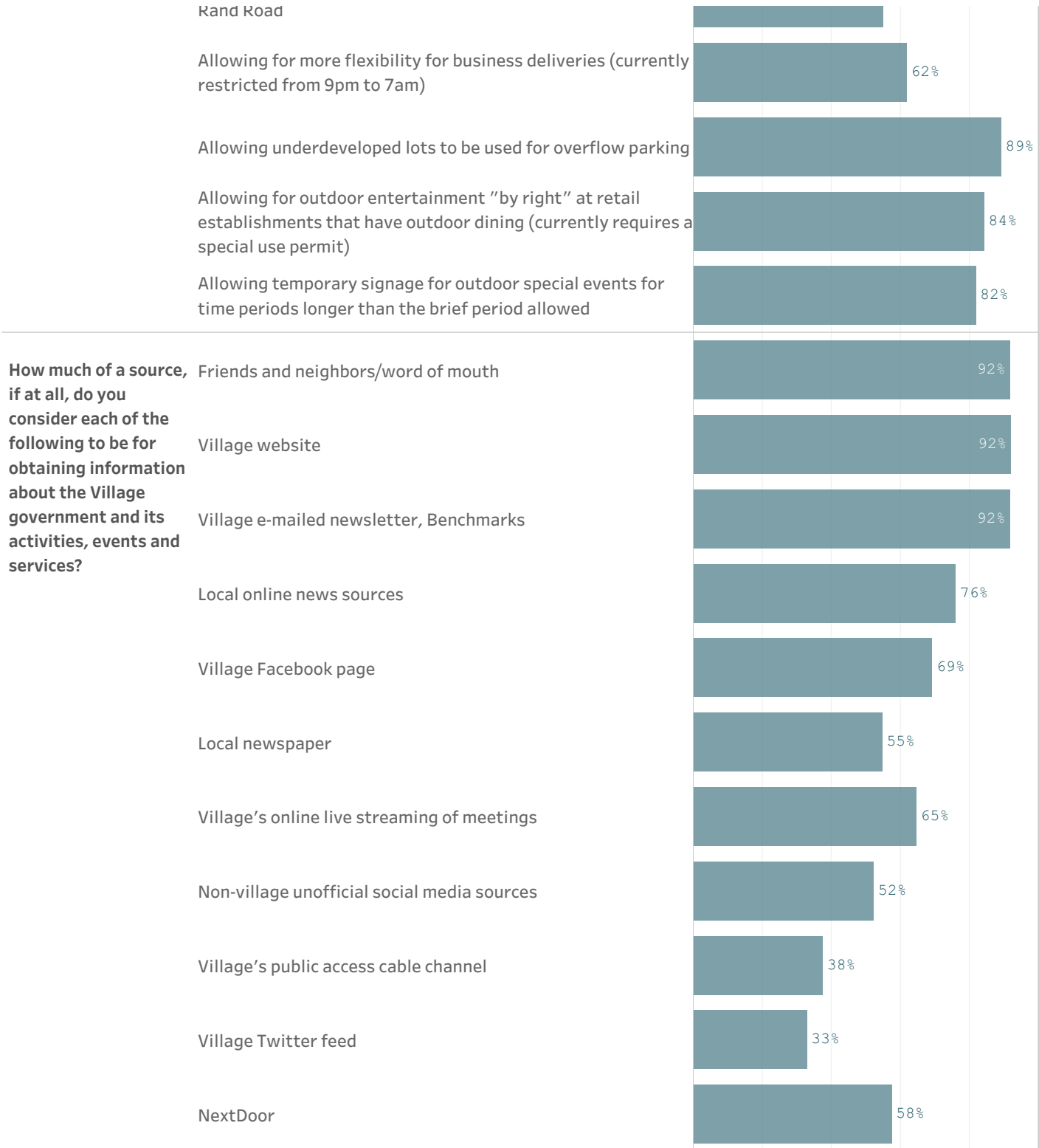
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

The complete set of responses to the first custom question on the survey is shown. Below that, the percentage of positive responses (Strongly/somewhat support or Major/minor source) is shown for the remaining custom questions.

As Lake Zurich emerges from the COVID-19 pandemic climate, the Village has begun restoring its schedule of special community events. As we move into a post-pandemic environment, which of the following events, if any, do you plan on attending in the next two years?





National benchmark tables

This table contains the comparisons of Lake Zurich's results to those from other communities. The first column shows the comparison of Lake Zurich's rating to the benchmark. Lake Zurich's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Lake Zurich residents is statistically similar to or different than the benchmark. The second column is Lake Zurich's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Lake Zurich's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Lake Zurich's result -- that is what percent of surveyed communities had a lower rating than Lake Zurich.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Lake Zurich.	Lake Zurich as a place to live	Similar	96%	96	369	74
	Your neighborhood as a place to live	Similar	94%	30	310	90
	Lake Zurich as a place to raise children	Higher	94%	60	369	84
	Lake Zurich as a place to work	Similar	61%	185	354	48
	Lake Zurich as a place to visit	Similar	59%	178	298	40
	Lake Zurich as a place to retire	Similar	52%	268	356	25
	The overall quality of life	Similar	92%	108	406	73
	Sense of community	Similar	78%	40	309	87
Please rate each of the following characteristics as they relate to Lake Zurich as a whole.	Overall economic health	Similar	74%	126	283	55
	Overall quality of the transportation system	Similar	44%	73	96	25
	Overall design or layout of residential and commercial areas	Similar	66%	127	278	54
	Overall quality of the utility infrastructure	Similar	68%	62	95	35
	Overall feeling of safety	Higher	95%	45	352	87
	Overall quality of natural environment	Similar	86%	104	288	64
	Overall quality of parks and recreation opportunities	Similar	84%	42	96	57
	Overall health and wellness opportunities	Similar	81%	91	279	67
	Overall opportunities for education, culture, and the arts	Similar	67%	152	279	45
	Residents' connection and engagement with their community	Similar	69%	22	97	78
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lake Zurich to someone who asks	Similar	94%	52	294	82
	Remain in Lake Zurich for the next five years	Similar	88%	74	288	74
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	99%	28	337	91
	In Lake Zurich's downtown/commercial area during the day	Higher	98%	25	317	92

Please rate how safe or unsafe you feel:	From property crime	Higher	91%	11	106	90
	From violent crime	Higher	96%	9	106	92
	From fire, flood, or other natural disaster	Similar	92%	15	95	85
Please rate the job you feel the Lake Zurich community does at each of the following.	Making all residents feel welcome	Similar	79%	24	100	77
	Attracting people from diverse backgrounds	Similar	65%	43	99	57
	Valuing/respecting residents from diverse backgrounds	Similar	76%	24	98	76
	Taking care of vulnerable residents	Similar	76%	13	97	87
Please rate each of the following in the Lake Zurich community.	Overall quality of business and service establishments	Similar	75%	88	285	69
	Variety of business and service establishments	Similar	64%	48	96	51
	Vibrancy of downtown/commercial area	Lower	31%	233	267	13
	Employment opportunities	Similar	46%	139	311	55
	Shopping opportunities	Higher	73%	74	299	75
	Cost of living	Similar	54%	74	280	73
	Overall image or reputation	Similar	82%	122	346	65
Please also rate each of the following in the Lake Zurich community.	Traffic flow on major streets	Similar	64%	71	324	78
	Ease of public parking	Higher	73%	47	252	81
	Ease of travel by car	Higher	86%	37	311	88
	Ease of travel by public transportation	Much lower	9%	253	258	2
	Ease of travel by bicycle	Similar	43%	213	312	32
	Ease of walking	Similar	63%	170	312	45
	Well-planned residential growth	Similar	58%	42	98	58
	Well-planned commercial growth	Similar	43%	59	98	40
	Well-designed neighborhoods	Similar	70%	38	97	61
	Preservation of the historical or cultural character of the communi..	Similar	63%	53	93	44
	Public places where people want to spend time	Similar	67%	142	274	48
	Variety of housing options	Similar	68%	68	290	76
	Availability of affordable quality housing	Higher	51%	59	307	81
	Overall quality of new development	Similar	59%	117	299	61
	Overall appearance	Similar	74%	178	340	47
	Cleanliness	Higher	89%	57	312	82
	Water resources	Higher	84%	17	88	81

Please also rate each of the following in the Lake Zurich community.	Air quality	Similar	93%	63	267	76
	Availability of paths and walking trails	Similar	63%	185	309	40
	Fitness opportunities	Similar	73%	144	269	46
	Recreational opportunities	Similar	69%	173	298	42
	Availability of affordable quality food	Similar	78%	51	265	81
	Availability of affordable quality health care	Similar	75%	83	279	70
	Availability of preventive health services	Similar	72%	97	262	63
	Availability of affordable quality mental health care	Similar	55%	77	257	70
	Opportunities to attend cultural/arts/music activities	Similar	46%	214	297	28
	Community support for the arts	Similar	50%	60	96	38
	Availability of affordable quality childcare/preschool	Similar	66%	63	275	77
	K-12 education	Higher	91%	38	275	86
	Adult educational opportunities	Similar	54%	137	265	48
	Sense of civic/community pride	Similar	73%	30	96	69
	Neighborliness of residents	Higher	82%	13	274	95
	Opportunities to participate in social events and activities	Similar	72%	80	279	71
	Opportunities to attend special events and festivals	Similar	74%	92	286	68
	Opportunities to volunteer	Similar	65%	166	278	40
	Opportunities to participate in community matters	Similar	70%	98	282	65
	Openness and acceptance of the community toward people of diverse...	Similar	71%	58	305	81
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Village of Lake Zurich for help or information	Similar	52%	69	334	79
	Contacted Lake Zurich elected officials to express your opinion	Similar	14%	192	274	30
	Attended a local public meeting	Similar	14%	236	275	14
	Watched a local public meeting	Higher	36%	33	251	87
	Volunteered your time to some group/activity	Similar	27%	209	280	25
	Campaigned or advocated for a local issue, cause, or candidate	Similar	13%	236	263	10
	Voted in your most recent local election	Similar	73%	75	99	25
	Used public transportation instead of driving	Lower	10%	158	243	35
	Carpooled with other adults or children instead of driving alone	Similar	37%	192	268	28
	Walked or biked instead of driving	Higher	71%	45	272	83
Please rate the quality of each of the following	Public information services	Similar	78%	64	289	78

Please rate the quality of each of the following services in Lake Zurich.

Economic development	Similar	55%	163	289	43
Traffic enforcement	Similar	78%	67	350	81
Traffic signal timing	Similar	68%	46	278	83
Street repair	Similar	61%	78	338	77
Street cleaning	Similar	78%	70	301	77
Street lighting	Similar	71%	99	331	70
Snow removal	Similar	74%	88	260	66
Sidewalk maintenance	Similar	61%	114	302	62
Bus or transit services	Much lower	21%	229	252	9
Land use, planning and zoning	Similar	45%	163	300	46
Code enforcement	Similar	53%	157	353	55
Affordable high-speed internet access	Similar	62%	26	94	73
Garbage collection	Similar	75%	255	331	23
Drinking water	Similar	63%	222	297	25
Sewer services	Similar	83%	155	301	48
Storm water management	Similar	74%	135	325	58
Power (electric and/or gas) utility	Similar	82%	122	216	43
Utility billing	Similar	69%	158	255	38
Police/Sheriff services	Similar	91%	87	396	78
Crime prevention	Higher	90%	24	350	93
Ambulance or emergency medical services	Similar	94%	86	318	73
Fire services	Similar	94%	133	345	61
Fire prevention and education	Similar	88%	48	288	83
Emergency preparedness	Similar	76%	65	289	77
Preservation of natural areas	Similar	73%	80	271	70
Lake Zurich open space	Similar	65%	115	260	56
Recycling	Similar	80%	182	336	46
Yard waste pick-up	Similar	87%	69	277	75
Village parks	Similar	86%	125	310	60
Recreation programs or classes	Similar	69%	166	307	46
Recreation centers or facilities	Similar	66%	182	280	35

Please rate the quality of each of the following services in Lake Zurich.	Public library services	Higher	95%	10	313	97
	Overall customer service by Lake Zurich employees	Similar	89%	42	364	88
Please rate the following categories of Lake Zurich government performance.	The value of services for the taxes paid to Lake Zurich	Similar	58%	126	370	66
	The overall direction that Lake Zurich is taking	Similar	62%	135	320	58
	The job Lake Zurich government does at welcoming resident involv..	Similar	60%	78	322	76
	Overall confidence in Lake Zurich government	Similar	59%	113	282	60
	Generally acting in the best interest of the community	Similar	64%	93	286	67
	Being honest	Similar	68%	74	277	73
	Being open and transparent to the public	Similar	62%	36	98	64
	Informing residents about issues facing the community	Similar	61%	34	104	68
	Treating all residents fairly	Similar	69%	57	283	80
	Treating residents with respect	Similar	76%	26	96	73
	Overall, how would you rate the quality of the services provided by each ..	The Village of Lake Zurich	Similar	78%	157	374
The Federal Government		Similar	40%	136	266	49
Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.	Overall economic health	Similar	96%	54	261	79
	Overall quality of the transportation system	Lower	64%	87	95	9
	Overall design or layout of residential and commercial areas	Similar	75%	152	261	41
	Overall quality of the utility infrastructure	Similar	90%	31	94	68
	Overall feeling of safety	Similar	84%	185	261	29
	Overall quality of natural environment	Similar	82%	161	261	38
	Overall quality of parks and recreation opportunities	Similar	82%	59	95	38
	Overall health and wellness opportunities	Similar	67%	218	261	16
	Overall opportunities for education, culture, and the arts	Similar	73%	190	261	27
	Residents' connection and engagement with their community	Similar	72%	203	261	22
In general, how many times do you:	Access the internet from your home	Similar	98%	19	95	81
	Access the internet from your cell phone	Similar	96%	14	95	86
	Visit social media sites	Similar	82%	23	94	76
	Use or check email	Similar	99%	9	95	91
	Share your opinions online	Similar	28%	68	95	29
	Shop online	Similar	65%	14	95	86
	Please rate your overall health.	Similar	78%	12	267	95

What impact, if any, do you think the economy will have on your fa..

Similar

31%

125

270

54

Custom benchmark tables

This table contains the comparisons of Lake Zurich's results to those from other communities in Illinois. The first column shows the comparison of Lake Zurich's rating to the benchmark. Lake Zurich's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Lake Zurich residents is statistically similar to or different than the benchmark. The second column is Lake Zurich's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Lake Zurich's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Lake Zurich's result -- that is what percent of surveyed communities had a lower rating than Lake Zurich.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Lake Zurich.	Lake Zurich as a place to live	Similar	96%	7	28	78
	Your neighborhood as a place to live	Similar	94%	2	23	95
	Lake Zurich as a place to raise children	Similar	94%	6	28	82
	Lake Zurich as a place to work	Similar	61%	18	27	37
	Lake Zurich as a place to visit	Similar	59%	13	26	53
	Lake Zurich as a place to retire	Similar	52%	15	28	50
	The overall quality of life	Similar	92%	7	27	77
	Sense of community	Similar	78%	6	24	79
Please rate each of the following characteristics as they relate to Lake Zurich as a whole.	Overall economic health	Similar	74%	13	23	47
	Overall quality of the transportation system	Lower	44%	6	6	16
	Overall design or layout of residential and commercial areas	Similar	66%	19	24	25
	Overall quality of the utility infrastructure	Similar	68%	6	6	16
	Overall feeling of safety	Similar	95%	5	27	85
	Overall quality of natural environment	Similar	86%	11	24	58
	Overall quality of parks and recreation opportunities	Similar	84%	5	6	33
	Overall health and wellness opportunities	Similar	81%	12	23	52
	Overall opportunities for education, culture, and the arts	Similar	67%	17	23	30
	Residents' connection and engagement with their community	Similar	69%	2	6	83
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lake Zurich to someone who asks	Similar	94%	3	24	91
	Remain in Lake Zurich for the next five years	Similar	88%	2	24	95
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	99%	4	26	88
	In Lake Zurich's downtown/commercial area during the day	Similar	98%	5	25	84
	From property crime	Similar	91%	2	6	83
	From violent crime	Similar	96%	1	6	100

Please rate how safe or unsafe you feel:	From fire, flood, or other natural disaster	Similar	92%	2	6	83
Please rate the job you feel the Lake Zurich community does at each of the following.	Making all residents feel welcome	Similar	79%	3	6	66
	Attracting people from diverse backgrounds	Similar	65%	5	6	33
	Valuing/respecting residents from diverse backgrounds	Similar	76%	5	6	33
	Taking care of vulnerable residents	Similar	76%	3	6	66
Please rate each of the following in the Lake Zurich community.	Overall quality of business and service establishments	Similar	75%	7	23	73
	Variety of business and service establishments	Similar	64%	3	6	66
	Vibrancy of downtown/commercial area	Lower	31%	18	21	19
	Employment opportunities	Similar	46%	12	23	52
	Shopping opportunities	Similar	73%	7	25	76
	Cost of living	Similar	54%	4	23	86
	Overall image or reputation	Similar	82%	11	25	60
Please also rate each of the following in the Lake Zurich community.	Traffic flow on major streets	Similar	64%	10	25	64
	Ease of public parking	Similar	73%	8	19	63
	Ease of travel by car	Similar	86%	5	24	83
	Ease of travel by public transportation	Much lower	9%	18	18	5
	Ease of travel by bicycle	Lower	43%	24	26	11
	Ease of walking	Similar	63%	17	24	33
	Well-planned residential growth	Similar	58%	6	6	16
	Well-planned commercial growth	Similar	43%	5	6	33
	Well-designed neighborhoods	Similar	70%	6	6	16
	Preservation of the historical or cultural character of the communi..	Similar	63%	6	6	16
	Public places where people want to spend time	Similar	67%	17	24	33
	Variety of housing options	Similar	68%	14	24	45
	Availability of affordable quality housing	Similar	51%	10	24	62
	Overall quality of new development	Similar	59%	7	23	73
	Overall appearance	Similar	74%	21	26	23
	Cleanliness	Similar	89%	6	25	80
	Water resources	Null	84%			
	Air quality	Similar	93%	5	21	80
	Availability of paths and walking trails	Similar	63%	20	24	20

Please also rate each of the following in the Lake Zurich community.	Fitness opportunities	Similar	73%	14	20	35
	Recreational opportunities	Similar	69%	17	22	27
	Availability of affordable quality food	Similar	78%	10	22	59
	Availability of affordable quality health care	Similar	75%	15	23	39
	Availability of preventive health services	Similar	72%	14	22	40
	Availability of affordable quality mental health care	Similar	55%	13	20	40
	Opportunities to attend cultural/arts/music activities	Similar	46%	21	26	23
	Community support for the arts	Similar	50%	4	6	50
	Availability of affordable quality childcare/preschool	Similar	66%	17	22	27
	K-12 education	Similar	91%	6	21	76
	Adult educational opportunities	Similar	54%	13	19	36
	Sense of civic/community pride	Similar	73%	3	6	66
	Neighborliness of residents	Similar	82%	2	24	95
	Opportunities to participate in social events and activities	Similar	72%	10	22	59
	Opportunities to attend special events and festivals	Similar	74%	13	24	50
	Please indicate whether or not you have done each of the following in the last 12 months.	Opportunities to volunteer	Similar	65%	14	23
Opportunities to participate in community matters		Similar	70%	9	22	63
Openness and acceptance of the community toward people of diverse backgrounds		Similar	71%	11	24	58
Contacted the Village of Lake Zurich for help or information		Similar	52%	9	23	65
Contacted Lake Zurich elected officials to express your opinion		Similar	14%	11	22	54
Attended a local public meeting		Similar	14%	14	23	43
Watched a local public meeting		Higher	36%	2	21	95
Volunteered your time to some group/activity		Similar	27%	12	23	52
Campaigned or advocated for a local issue, cause, or candidate		Similar	13%	18	21	19
Voted in your most recent local election		Similar	73%	3	6	66
Used public transportation instead of driving		Lower	10%	17	20	20
Carpooled with other adults or children instead of driving alone		Similar	37%	9	22	63
Please rate the quality of each of the following services in Lake Zurich.	Walked or biked instead of driving	Similar	71%	6	23	78
	Public information services	Similar	78%	11	23	56
	Economic development	Similar	55%	15	23	39
	Traffic enforcement	Similar	78%	12	25	56

Please rate the quality of each of the following services in Lake Zurich.
































Traffic signal timing	Similar	68%	11	23	56
Street repair	Similar	61%	13	27	55
Street cleaning	Similar	78%	12	26	57
Street lighting	Similar	71%	15	24	41
Snow removal	Similar	74%	17	27	40
Sidewalk maintenance	Similar	61%	16	25	40
Bus or transit services	Much lower	21%	18	18	5
Land use, planning and zoning	Similar	45%	20	23	17
Code enforcement	Similar	53%	20	26	26
Affordable high-speed internet access	Similar	62%	6	6	16
Garbage collection	Similar	75%	27	28	7
Drinking water	Lower	63%	20	25	24
Sewer services	Similar	83%	18	24	29
Storm water management	Similar	74%	14	26	50
Power (electric and/or gas) utility	Similar	82%	17	20	20
Utility billing	Similar	69%	18	20	15
Police/Sheriff services	Similar	91%	15	26	46
Crime prevention	Similar	90%	4	25	88
Ambulance or emergency medical services	Similar	94%	18	26	34
Fire services	Similar	94%	19	25	28
Fire prevention and education	Similar	88%	10	22	59
Emergency preparedness	Similar	76%	12	24	54
Preservation of natural areas	Similar	73%	11	20	50
Lake Zurich open space	Similar	65%	13	18	33
Recycling	Similar	80%	23	27	18
Yard waste pick-up	Similar	87%	11	25	60
Village parks	Similar	86%	18	23	26
Recreation programs or classes	Similar	69%	11	15	33
Recreation centers or facilities	Similar	66%	14	17	23
Public library services	Similar	95%	4	22	86
Overall customer service by Lake Zurich employees	Similar	89%	3	26	92
































Please rate the following categories of Lake Zurich government performance.	The value of services for the taxes paid to Lake Zurich	Similar	58%	5	25	84
	The overall direction that Lake Zurich is taking	Similar	62%	15	25	44
	The job Lake Zurich government does at welcoming resident involv..	Similar	60%	10	24	62
	Overall confidence in Lake Zurich government	Similar	59%	15	24	41
	Generally acting in the best interest of the community	Similar	64%	11	24	58
	Being honest	Similar	68%	9	23	65
	Being open and transparent to the public	Similar	62%	6	6	16
	Informing residents about issues facing the community	Similar	61%	5	6	33
	Treating all residents fairly	Similar	69%	9	23	65
	Treating residents with respect	Similar	76%	4	6	50
Overall, how would you rate the quality of the services provided by each ..	The Village of Lake Zurich	Similar	78%	19	26	30
	The Federal Government	Similar	40%	11	21	52
Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.	Overall economic health	Similar	96%	11	23	56
	Overall quality of the transportation system	Similar	64%	5	6	33
	Overall design or layout of residential and commercial areas	Similar	75%	15	23	39
	Overall quality of the utility infrastructure	Similar	90%	3	6	66
	Overall feeling of safety	Similar	84%	23	23	4
	Overall quality of natural environment	Similar	82%	9	23	65
	Overall quality of parks and recreation opportunities	Similar	82%	5	6	33
	Overall health and wellness opportunities	Similar	67%	18	23	26
	Overall opportunities for education, culture, and the arts	Similar	73%	21	23	13
	Residents' connection and engagement with their community	Similar	72%	22	23	8
In general, how many times do you:	Access the internet from your home	Similar	98%	1	6	100
	Access the internet from your cell phone	Similar	96%	1	6	100
	Visit social media sites	Similar	82%	2	6	83
	Use or check email	Similar	99%	1	6	100
	Share your opinions online	Similar	28%	5	6	33
	Shop online	Similar	65%	1	6	100
	Please rate your overall health.	Similar	78%	1	22	100
	What impact, if any, do you think the economy will have on your fa..	Similar	31%	11	23	56

Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.
































Please rate each of the following aspects of quality of life in Lake Zurich.	Question	Rating	Frequency	
			Percentage	Count
Lake Zurich as a place to live	Lake Zurich as a place to live	Excellent	47%	10
		Good	49%	11
		Fair	4%	1
		Poor	0%	0
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	57%	13
		Good	37%	9
		Fair	5%	1
		Poor	1%	0
Lake Zurich as a place to raise children	Lake Zurich as a place to raise children	Excellent	54%	13
		Good	40%	9
		Fair	5%	1
		Poor	1%	0
Lake Zurich as a place to work	Lake Zurich as a place to work	Excellent	23%	5
		Good	38%	9
		Fair	30%	7
		Poor	10%	2
Lake Zurich as a place to visit	Lake Zurich as a place to visit	Excellent	19%	4
		Good	40%	9
		Fair	34%	8
		Poor	7%	1
Lake Zurich as a place to retire	Lake Zurich as a place to retire	Excellent	20%	4
		Good	32%	7
		Fair	31%	7
		Poor	17%	4
The overall quality of life	The overall quality of life	Excellent	36%	8
		Good	56%	13
		Fair	8%	2
		Poor	0%	0

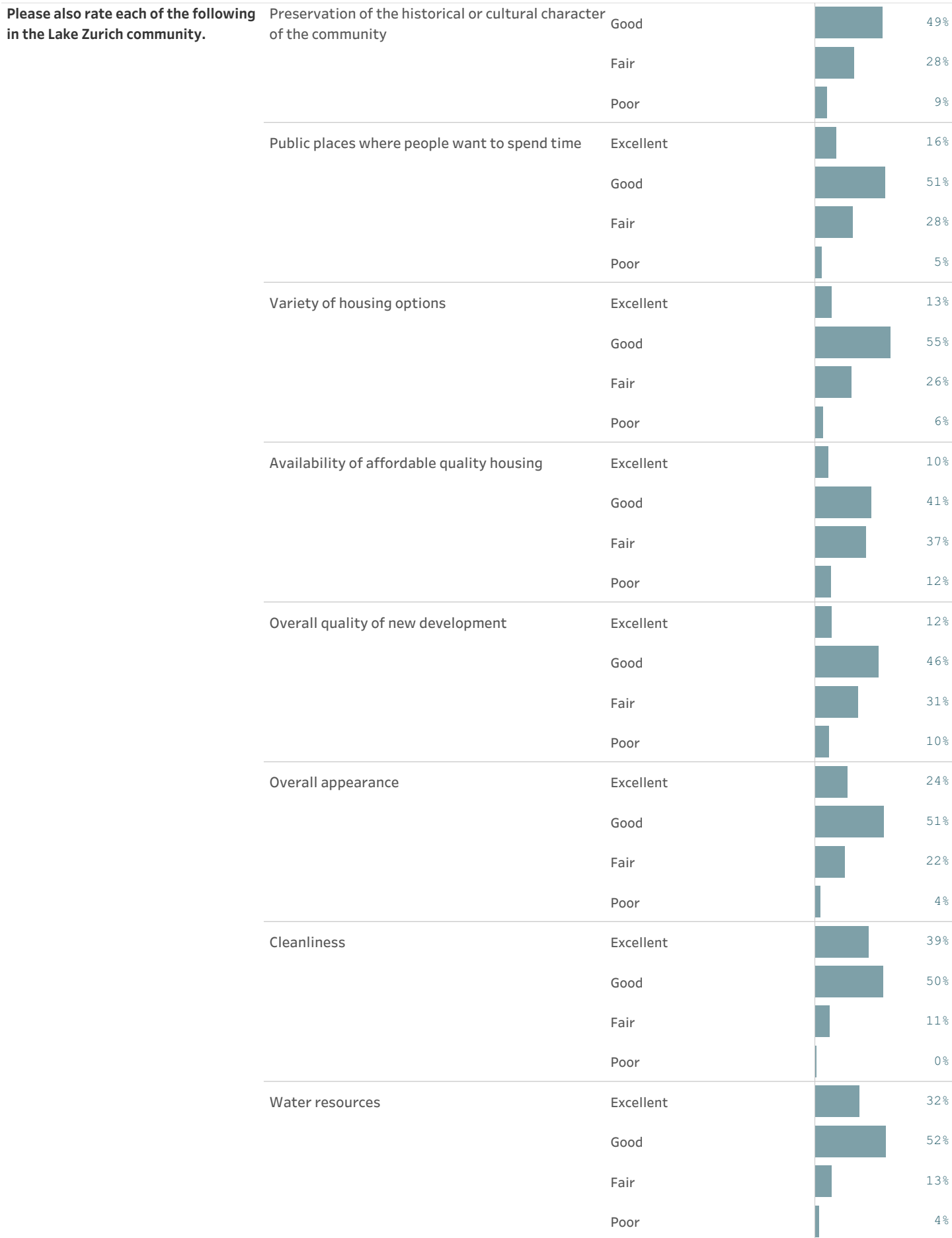
Please rate each of the following aspects of quality of life in Lake Zurich.	Sense of community	Excellent		27%
		Good		51%
		Fair		17%
		Poor		4%
Please rate each of the following characteristics as they relate to Lake Zurich as a whole.	Overall economic health	Excellent		13%
		Good		61%
		Fair		24%
		Poor		2%
Overall quality of the transportation system	Excellent		5%	
	Good		38%	
	Fair		38%	
	Poor		18%	
Overall design or layout of residential and commercial areas	Excellent		14%	
	Good		51%	
	Fair		27%	
	Poor		8%	
Overall quality of the utility infrastructure	Excellent		15%	
	Good		53%	
	Fair		25%	
	Poor		7%	
Overall feeling of safety	Excellent		51%	
	Good		44%	
	Fair		5%	
	Poor		0%	
Overall quality of natural environment	Excellent		34%	
	Good		52%	
	Fair		12%	
	Poor		2%	
Overall quality of parks and recreation opportunities	Excellent		40%	
	Good		44%	
	Fair		13%	

Please rate each of the following characteristics as they relate to Lake Zurich as a whole.	Overall quality of parks and recreation opportunities	Poor		3%	
	Overall health and wellness opportunities	Excellent		25%	
		Good		56%	
		Fair		17%	
		Poor		2%	
	Overall opportunities for education, culture, and the arts	Excellent		16%	
		Good		51%	
		Fair		24%	
		Poor		9%	
	Residents' connection and engagement with their community	Excellent		17%	
		Good		52%	
		Fair		25%	
		Poor		6%	
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lake Zurich to someone who asks	Very likely		63%
			Somewhat likely		31%
			Somewhat unlikely		5%
Very unlikely				1%	
Remain in Lake Zurich for the next five years		Very likely		64%	
		Somewhat likely		23%	
		Somewhat unlikely		6%	
		Very unlikely		6%	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		87%	
		Somewhat safe		11%	
		Neither safe nor unsafe		1%	
		Somewhat unsafe		0%	
	In Lake Zurich's downtown/commercial area during the day	Very safe		84%	
		Somewhat safe		14%	
		Neither safe nor unsafe		2%	
		Somewhat unsafe		0%	
	From property crime	Very safe		52%	
		Somewhat safe		38%	

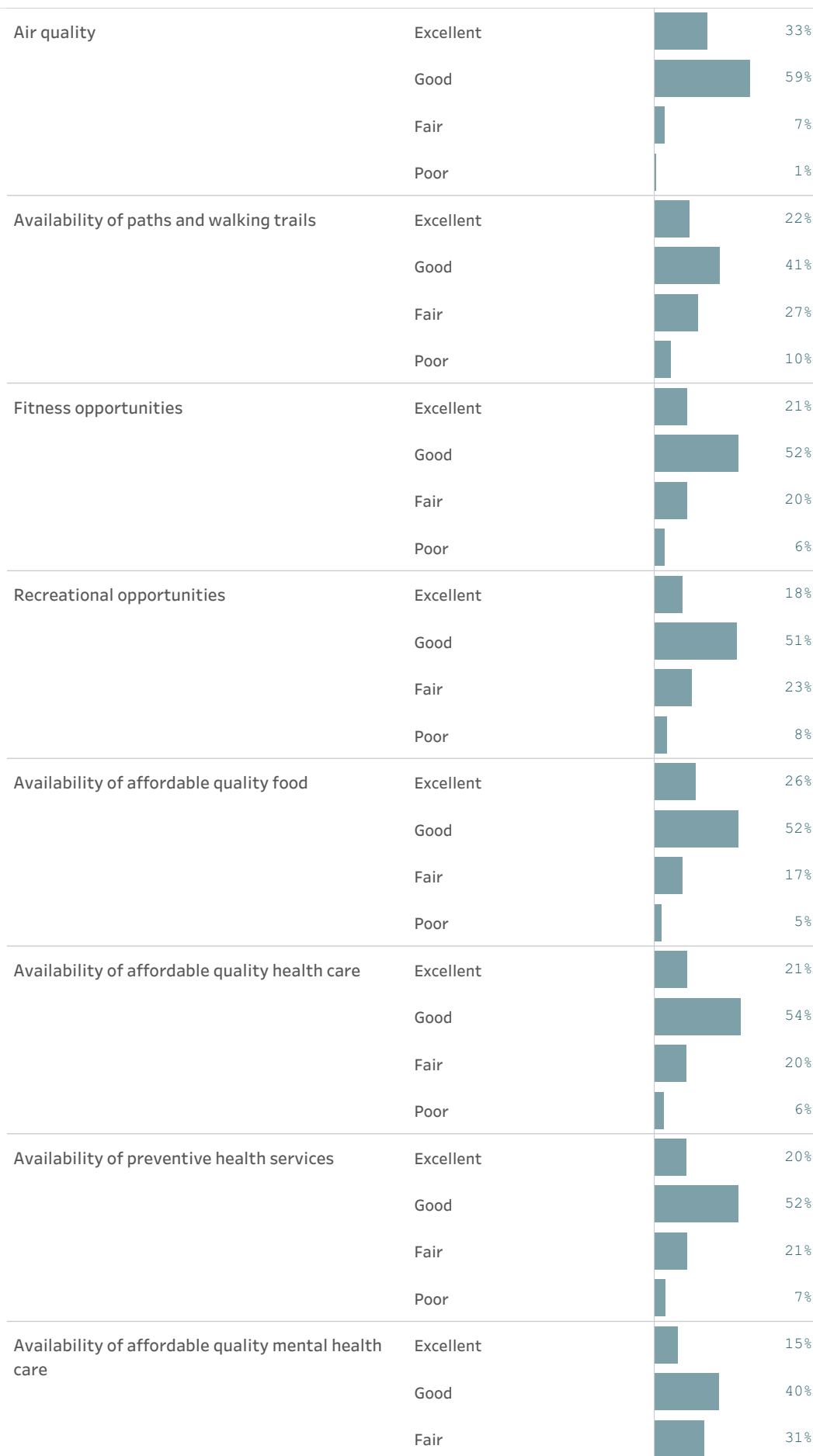
Please rate how safe or unsafe you feel:	From property crime	Neither safe nor unsafe		5%
		Somewhat unsafe		4%
		Very unsafe		0%
	From violent crime	Very safe		77%
		Somewhat safe		20%
		Neither safe nor unsafe		3%
		Somewhat unsafe		1%
	From fire, flood, or other natural disaster	Very safe		58%
		Somewhat safe		35%
Neither safe nor unsafe			7%	
Somewhat unsafe			1%	
Very unsafe			0%	
Please rate the job you feel the Lake Zurich community does at each of the following.	Making all residents feel welcome	Excellent		29%
		Good		50%
		Fair		16%
		Poor		5%
	Attracting people from diverse backgrounds	Excellent		19%
		Good		46%
		Fair		20%
		Poor		15%
	Valuing/respecting residents from diverse backgrounds	Excellent		26%
		Good		50%
		Fair		15%
		Poor		9%
	Taking care of vulnerable residents	Excellent		24%
		Good		52%
		Fair		16%
		Poor		8%
Please rate each of the following in the Lake Zurich community.	Overall quality of business and service establishments	Excellent		22%
		Good		53%
		Fair		19%

Please rate each of the following in the Lake Zurich community.	Overall quality of business and service establishments	Poor		6%
	Variety of business and service establishments	Excellent		20%
		Good		44%
		Fair		28%
		Poor		8%
Vibrancy of downtown/commercial area	Excellent		5%	
	Good		25%	
	Fair		33%	
	Poor		37%	
Employment opportunities	Excellent		7%	
	Good		39%	
	Fair		41%	
	Poor		13%	
Shopping opportunities	Excellent		26%	
	Good		47%	
	Fair		20%	
	Poor		7%	
Cost of living	Excellent		7%	
	Good		46%	
	Fair		38%	
	Poor		9%	
Overall image or reputation	Excellent		27%	
	Good		54%	
	Fair		17%	
	Poor		2%	
Please also rate each of the following in the Lake Zurich community.	Traffic flow on major streets	Excellent		12%
		Good		52%
		Fair		27%
		Poor		9%
	Ease of public parking	Excellent		20%
	Good		53%	
































Please also rate each of the following in the Lake Zurich community.			
Ease of public parking	Fair		23%
	Poor		4%
Ease of travel by car	Excellent		31%
	Good		55%
	Fair		12%
	Poor		2%
Ease of travel by public transportation	Excellent		1%
	Good		8%
	Fair		27%
	Poor		65%
Ease of travel by bicycle	Excellent		10%
	Good		32%
	Fair		34%
	Poor		23%
Ease of walking	Excellent		18%
	Good		44%
	Fair		29%
	Poor		8%
Well-planned residential growth	Excellent		10%
	Good		48%
	Fair		30%
	Poor		11%
Well-planned commercial growth	Excellent		7%
	Good		36%
	Fair		36%
	Poor		21%
Well-designed neighborhoods	Excellent		14%
	Good		56%
	Fair		25%
	Poor		5%
Preservation of the historical or cultural character of the community	Excellent		14%


































Please also rate each of the following in the Lake Zurich community.

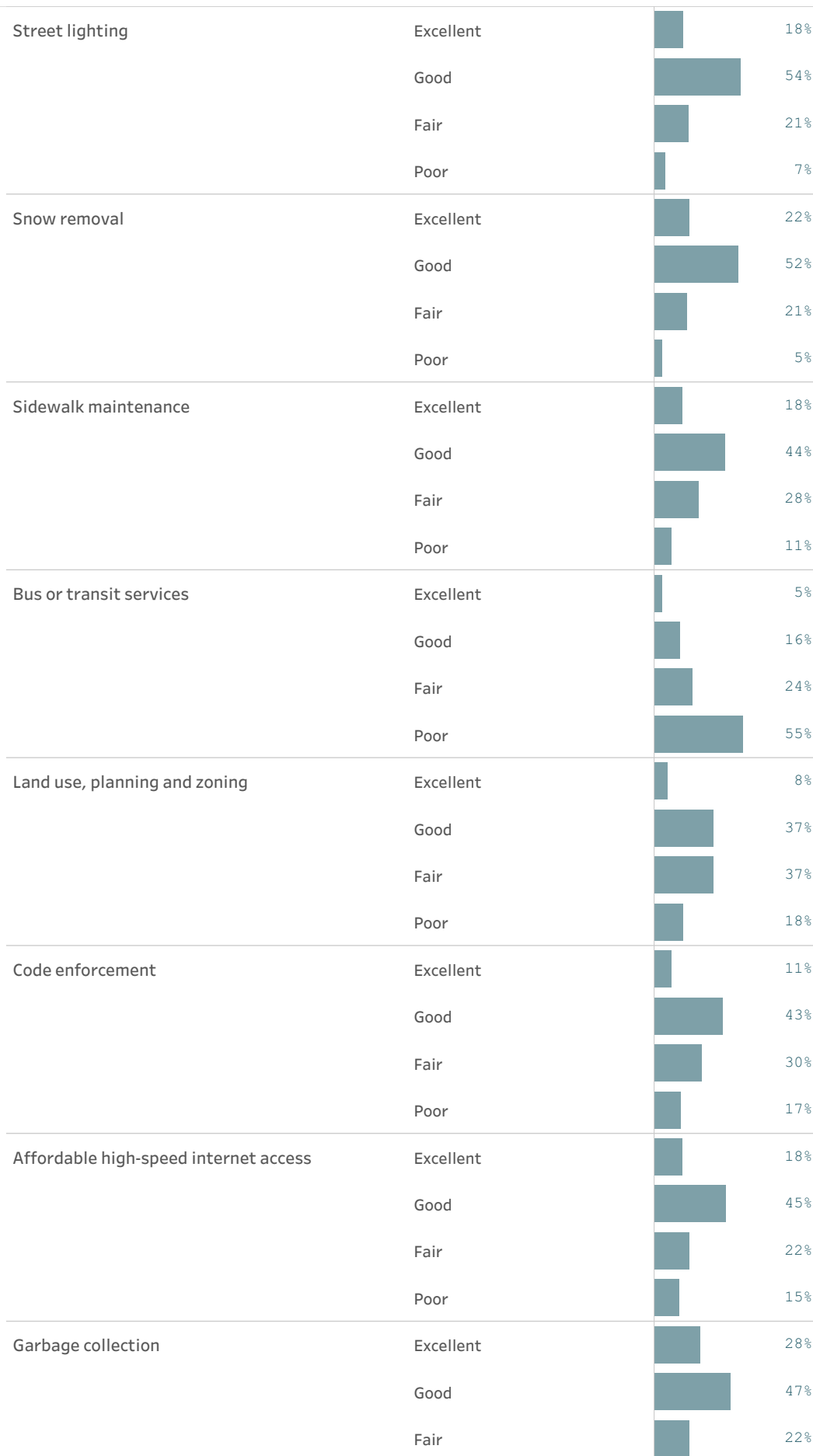


Please also rate each of the following in the Lake Zurich community.				
Availability of affordable quality mental health care	Poor			15%
	Excellent			9%
	Good			37%
	Fair			41%
Opportunities to attend cultural/arts/music activities	Poor			14%
	Excellent			10%
	Good			41%
	Fair			36%
Community support for the arts	Poor			14%
	Excellent			16%
	Good			51%
	Fair			24%
Availability of affordable quality childcare/preschool	Poor			9%
	Excellent			47%
	Good			45%
	Fair			6%
K-12 education	Poor			2%
	Excellent			14%
	Good			40%
	Fair			38%
Adult educational opportunities	Poor			8%
	Excellent			18%
	Good			54%
	Fair			24%
Sense of civic/community pride	Poor			4%
	Excellent			28%
	Good			54%
	Fair			15%
Neighborliness of residents	Poor			3%
	Excellent			17%
	Good			55%
	Fair			
Opportunities to participate in social events and activities	Excellent			17%
	Good			55%
































Please also rate each of the following in the Lake Zurich community.	Opportunities to participate in social events and activities	Fair		24%
		Poor		5%
	Opportunities to attend special events and festivals	Excellent		23%
		Good		51%
		Fair		20%
		Poor		6%
	Opportunities to volunteer	Excellent		18%
		Good		47%
		Fair		29%
		Poor		6%
	Opportunities to participate in community matters	Excellent		17%
		Good		53%
		Fair		23%
		Poor		7%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		21%
		Good		49%
		Fair		21%
		Poor		9%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Village of Lake Zurich for help or information	No		48%
		Yes		52%
	Contacted Lake Zurich elected officials to express your opinion	No		85%
		Yes		15%
	Attended a local public meeting	No		86%
		Yes		14%
	Watched a local public meeting	No		64%
		Yes		36%
	Volunteered your time to some group/activity	No		73%
		Yes		27%
	Campaigned or advocated for a local issue, cause, or candidate	No		87%
		Yes		13%
	Voted in your most recent local election	No		27%
































Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	Yes		73%
	Used public transportation instead of driving	No		89%
		Yes		11%
	Carpooled with other adults or children instead of driving alone	No		63%
		Yes		37%
	Walked or biked instead of driving	No		29%
Yes			71%	
Please rate the quality of each of the following services in Lake Zurich.	Public information services	Excellent		22%
		Good		56%
		Fair		18%
		Poor		4%
	Economic development	Excellent		8%
		Good		48%
		Fair		32%
		Poor		12%
	Traffic enforcement	Excellent		16%
		Good		62%
		Fair		18%
		Poor		5%
	Traffic signal timing	Excellent		12%
		Good		56%
		Fair		22%
		Poor		10%
	Street repair	Excellent		14%
		Good		47%
		Fair		29%
		Poor		11%
Street cleaning	Excellent		21%	
	Good		57%	
	Fair		18%	
	Poor		4%	

Please rate the quality of each of the following services in Lake Zurich.






























































Please rate the quality of each of the following services in Lake Zurich.			
Garbage collection	Poor		3%
Drinking water	Excellent		18%
	Good		45%
	Fair		23%
	Poor		14%
Sewer services	Excellent		22%
	Good		60%
	Fair		14%
	Poor		3%
Storm water management	Excellent		20%
	Good		54%
	Fair		19%
	Poor		7%
Power (electric and/or gas) utility	Excellent		21%
	Good		60%
	Fair		16%
	Poor		2%
Utility billing	Excellent		16%
	Good		52%
	Fair		26%
	Poor		5%
Police/Sheriff services	Excellent		41%
	Good		50%
	Fair		7%
	Poor		2%
Crime prevention	Excellent		38%
	Good		53%
	Fair		9%
	Poor		0%
Ambulance or emergency medical services	Excellent		50%
	Good		44%

Please rate the quality of each of the following services in Lake Zurich.			
Ambulance or emergency medical services	Fair		6%
	Poor		0%
Fire services	Excellent		49%
	Good		46%
	Fair		6%
	Poor		0%
Fire prevention and education	Excellent		38%
	Good		50%
	Fair		9%
	Poor		2%
Emergency preparedness	Excellent		26%
	Good		50%
	Fair		18%
	Poor		7%
Preservation of natural areas	Excellent		21%
	Good		52%
	Fair		17%
	Poor		10%
Lake Zurich open space	Excellent		16%
	Good		49%
	Fair		28%
	Poor		6%
Recycling	Excellent		27%
	Good		53%
	Fair		13%
	Poor		7%
Yard waste pick-up	Excellent		32%
	Good		56%
	Fair		11%
	Poor		2%
Village parks	Excellent		37%

Please rate the quality of each of the following services in Lake Zurich.	Village parks	Good		49%
		Fair		14%
		Poor		1%
	Recreation programs or classes	Excellent		21%
		Good		48%
		Fair		26%
		Poor		5%
	Recreation centers or facilities	Excellent		15%
		Good		51%
		Fair		26%
		Poor		8%
	Public library services	Excellent		64%
Good			31%	
Fair			5%	
Poor			0%	
Overall customer service by Lake Zurich employees	Excellent		38%	
	Good		51%	
	Fair		9%	
	Poor		2%	
Please rate the following categories of Lake Zurich government performance.	The value of services for the taxes paid to Lake Zurich	Excellent		15%
		Good		43%
		Fair		32%
		Poor		10%
	The overall direction that Lake Zurich is taking	Excellent		13%
		Good		49%
		Fair		29%
		Poor		10%
	The job Lake Zurich government does at welcoming resident involvement	Excellent		17%
		Good		43%
		Fair		30%
		Poor		10%

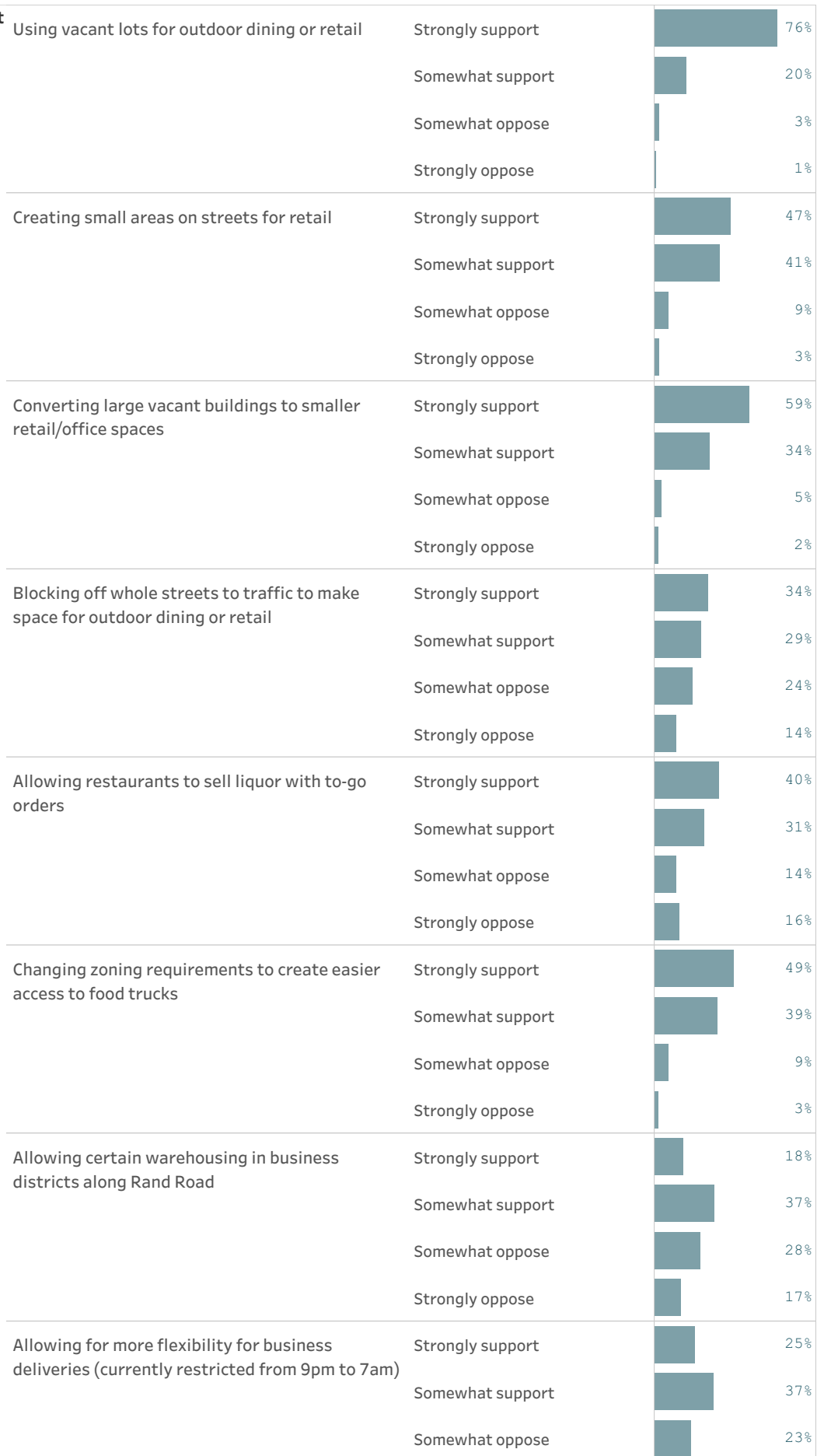
Please rate the following categories of Lake Zurich government performance.
































Overall confidence in Lake Zurich government	Excellent		12%	
	Good		48%	
	Fair		31%	
	Poor		10%	
Generally acting in the best interest of the community	Excellent		15%	
	Good		49%	
	Fair		28%	
	Poor		8%	
Being honest	Excellent		20%	
	Good		48%	
	Fair		23%	
	Poor		9%	
Being open and transparent to the public	Excellent		18%	
	Good		43%	
	Fair		29%	
	Poor		9%	
Informing residents about issues facing the community	Excellent		19%	
	Good		43%	
	Fair		28%	
	Poor		11%	
Treating all residents fairly	Excellent		23%	
	Good		47%	
	Fair		22%	
	Poor		8%	
Treating residents with respect	Excellent		27%	
	Good		48%	
	Fair		19%	
	Poor		6%	
Overall, how would you rate the quality of the services provided by each of the following?	The Village of Lake Zurich	Excellent		23%
		Good		55%
		Fair		19%

Overall, how would you rate the quality of the services provided by each of the following?	The Village of Lake Zurich	Poor		3%
	The Federal Government	Excellent		5%
		Good		35%
		Fair		39%
		Poor		21%
	The State of Illinois	Excellent		5%
		Good		27%
		Fair		33%
		Poor		35%
	Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.	Overall economic health	Essential	
Very important				47%
Somewhat important				4%
Not at all important				0%
Overall quality of the transportation system		Essential		21%
		Very important		42%
		Somewhat important		32%
		Not at all important		4%
Overall design or layout of residential and commercial areas		Essential		29%
		Very important		46%
		Somewhat important		23%
		Not at all important		2%
Overall quality of the utility infrastructure		Essential		50%
	Very important		41%	
	Somewhat important		8%	
	Not at all important		1%	
Overall feeling of safety	Essential		55%	
	Very important		29%	
	Somewhat important		14%	
	Not at all important		2%	
Overall quality of natural environment	Essential		33%	
	Very important		49%	

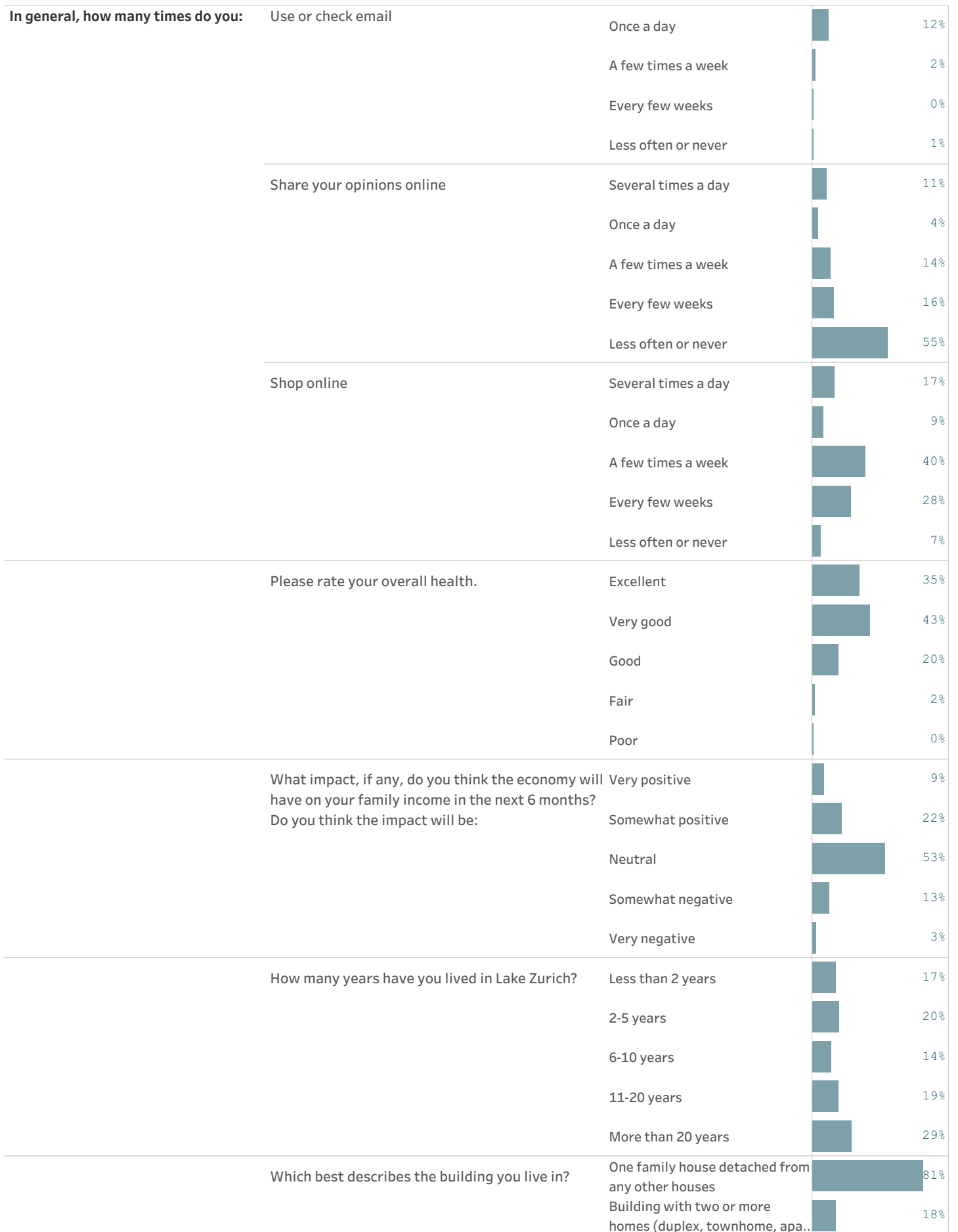
Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.	Overall quality of natural environment	Somewhat important		16%
		Not at all important		2%
	Overall quality of parks and recreation opportunities	Essential		28%
		Very important		54%
		Somewhat important		17%
		Not at all important		1%
	Overall health and wellness opportunities	Essential		24%
		Very important		44%
		Somewhat important		30%
		Not at all important		3%
Overall opportunities for education, culture, and the arts	Essential		28%	
	Very important		44%	
	Somewhat important		25%	
	Not at all important		2%	
Residents' connection and engagement with their community	Essential		21%	
	Very important		51%	
	Somewhat important		25%	
	Not at all important		3%	
As Lake Zurich emerges from the COVID-19 pandemic climate, the Village has begun restoring its schedule of special community events. As we move into a post-pandemic environment, which of the following events, if any, do you plan on attending in the next two years?	Farmers Market		80%	
	Rock the Block		60%	
	Movies in the Park		31%	
	Groove Grove		15%	
	Miracle on Main		42%	
	4th of July		68%	
	Arbor Day Celebration		13%	
	Egg Hunt		19%	
	I do not plan on attending any special events in the next two y..		6%	
Please indicate how much you support or oppose the following changes to policies and zoning regulations that will allow business to operate differently in the post-COVID-19 recovery.	Using sections of parking lots for outdoor dining or retail	Strongly support		70%
		Somewhat support		26%
		Somewhat oppose		3%
		Strongly oppose		1%

Please indicate how much you support or oppose the following changes to policies and zoning regulations that will allow business to operate differently in the post-COVID-19 recovery.

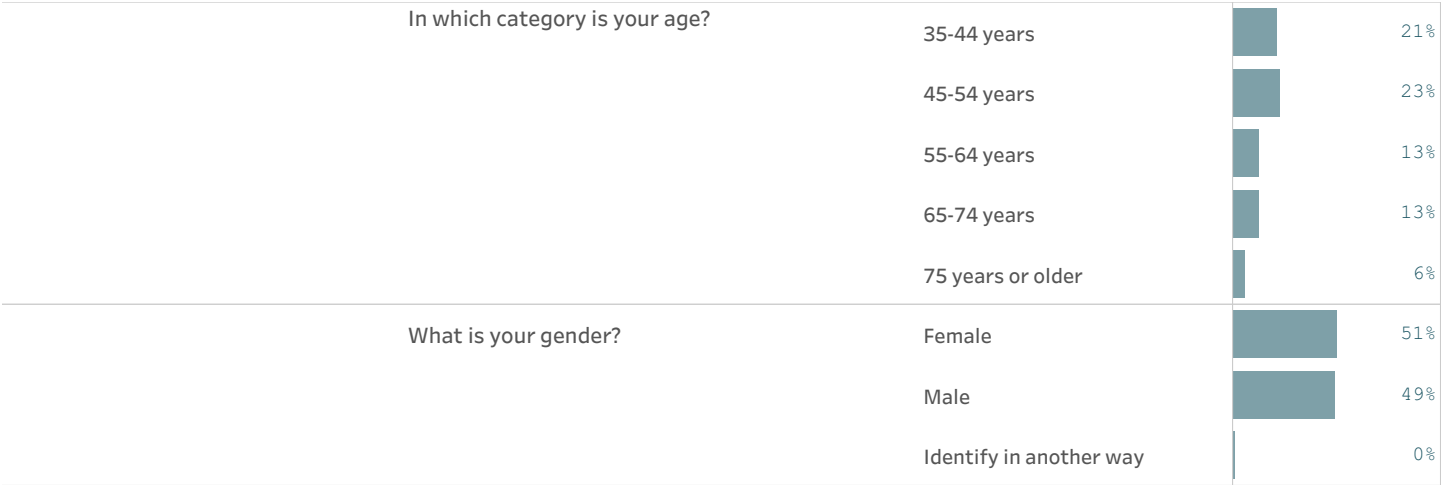


Please indicate how much you support or oppose the following changes to policies and zoning regulations that will allow business to operate differently in the post-COVID-19 recovery.	Allowing for more flexibility for business deliveries (currently restricted from 9pm to 7am)	Strongly oppose		16%
	Allowing underdeveloped lots to be used for overflow parking	Strongly support		46%
		Somewhat support		44%
		Somewhat oppose		7%
		Strongly oppose		4%
	Allowing for outdoor entertainment "by right" at retail establishments that have outdoor dining (currently requires a special use permit)	Strongly support		45%
		Somewhat support		40%
		Somewhat oppose		8%
		Strongly oppose		7%
	Allowing temporary signage for outdoor special events for time periods longer than the brief period allowed	Strongly support		36%
		Somewhat support		46%
		Somewhat oppose		14%
		Strongly oppose		5%
How much of a source, if at all, do you consider each of the following to be for obtaining information about the Village government and its activities, events and services?	Friends and neighbors/word of mouth	Major source		54%
		Minor source		37%
		Not a source		8%
	Village website	Major source		54%
		Minor source		38%
		Not a source		8%
	Village e-mailed newsletter, Benchmarks	Major source		67%
		Minor source		24%
		Not a source		8%
	Local online news sources	Major source		34%
		Minor source		42%
		Not a source		24%
	Village Facebook page	Major source		37%
		Minor source		33%
		Not a source		31%
	Local newspaper	Major source		21%
		Minor source		34%
		Not a source		45%

How much of a source, if at all, do you consider each of the following to be for obtaining information about the Village government and its activities, events and services?			
	Village's online live streaming of meetings	Major source	23%
		Minor source	42%
		Not a source	35%
	Non-village unofficial social media sources	Major source	15%
		Minor source	38%
		Not a source	48%
	Village's public access cable channel	Major source	10%
		Minor source	28%
		Not a source	62%
Village Twitter feed	Major source	10%	
	Minor source	23%	
	Not a source	67%	
NextDoor	Major source	23%	
	Minor source	34%	
	Not a source	43%	
In general, how many times do you:	Access the internet from your home	Several times a day	91%
		Once a day	4%
		A few times a week	3%
		Every few weeks	1%
		Less often or never	1%
	Access the internet from your cell phone	Several times a day	88%
		Once a day	4%
		A few times a week	3%
		Every few weeks	0%
		Less often or never	4%
	Visit social media sites	Several times a day	60%
		Once a day	12%
		A few times a week	10%
		Every few weeks	3%
		Less often or never	14%
Use or check email	Several times a day	85%	



Which best describes the building you live in?	Mobile home	1%
	Other	1%
Do you rent or own your home?	Rent	16%
	Own	84%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500	1%
	\$500 to \$999	6%
	\$1,000 to \$1,499	19%
	\$1,500 to \$1,999	21%
	\$2,000 to \$2,499	26%
	\$2,500 to \$2,999	11%
	\$3,000 to \$3,499	7%
	\$3,500 or more	8%
	Do any children 17 or under live in your household?	No
Yes		44%
Are you or any other members of your household aged 65 or older?	No	78%
	Yes	22%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000	6%
	\$25,000 to \$49,999	8%
	\$50,000 to \$74,999	11%
	\$75,000 to \$99,999	12%
	\$100,000 to \$149,999	24%
	\$150,000 or more	37%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino	91%
	Yes, I consider myself to be Spanish, Hispanic, or Latino	9%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native	1%
	Asian, Asian Indian, or Pacific Islander	8%
	Black or African American	1%
	White	87%
	Other	5%
In which category is your age?	18-24 years	1%
	25-34 years	23%



Full trends

This table contains the trends over time for the Village of Lake Zurich. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2019 and 2021 surveys is greater than six percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2015	2017	2019	2021
Please rate each of the following aspects of quality of life in Lake Zurich.	Lake Zurich as a place to live	94%	95%	93%	96%
	Your neighborhood as a place to live	90%	92%	93%	94%
	Lake Zurich as a place to raise children	96%	97%	95%	94%
	Lake Zurich as a place to work	54%	59%	60%	61%
	Lake Zurich as a place to visit	49%	50%	49%	59%
	Lake Zurich as a place to retire	48%	43%	46%	52%
	The overall quality of life	86%	91%	89%	92%
	Sense of community	67%	74%	73%	78%
Please rate each of the following characteristics as they relate to Lake Zurich as a whole.	Overall economic health	48%	61%	64%	74%
	Overall quality of the transportation system				44%
	Overall design or layout of residential and commercial areas	50%	54%	50%	66%
	Overall quality of the utility infrastructure				68%
	Overall feeling of safety	96%	98%	96%	95%
	Overall quality of natural environment	83%	84%	85%	86%
	Overall quality of parks and recreation opportunities				84%
	Overall health and wellness opportunities	65%	74%	75%	81%
	Overall opportunities for education, culture, and the arts	72%	84%	81%	67%
	Residents' connection and engagement with their community				69%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lake Zurich to someone who asks	90%	96%	93%	94%
	Remain in Lake Zurich for the next five years	85%	86%	84%	88%

Please rate how safe or unsafe you feel:	In your neighborhood during the day	97%	97%	99%	99%
	In Lake Zurich's downtown/commercial area during the day	96%	96%	99%	98%
	From property crime				91%
	From violent crime				96%
	From fire, flood, or other natural disaster				92%
Please rate the job you feel the Lake Zurich community does at each of the following.	Making all residents feel welcome				79%
	Attracting people from diverse backgrounds				65%
	Valuing/respecting residents from diverse backgrounds				76%
	Taking care of vulnerable residents				76%
Please rate each of the following in the Lake Zurich community.	Overall quality of business and service establishments	66%	60%	66%	75%
	Variety of business and service establishments				64%
	Vibrancy of downtown/commercial area	15%	10%	18%	31%
	Employment opportunities	38%	44%	45%	46%
	Shopping opportunities	72%	70%	76%	73%
	Cost of living	58%	52%	52%	54%
	Overall image or reputation	78%	83%	81%	82%
Please also rate each of the following in the Lake Zurich community.	Traffic flow on major streets	48%	55%	59%	64%
	Ease of public parking	79%	77%	78%	73%
	Ease of travel by car	74%	74%	79%	86%
	Ease of travel by public transportation	8%	15%	17%	9%
	Ease of travel by bicycle	42%	43%	44%	43%
	Ease of walking	59%	61%	62%	63%
	Well-planned residential growth				58%
	Well-planned commercial growth				43%
	Well-designed neighborhoods				70%
	Preservation of the historical or cultural character of the community				63%
	Public places where people want to spend time	60%	63%	67%	67%

Please also rate each of the following in the Lake Zurich community.	Variety of housing options	73%	73%	75%	68%
	Availability of affordable quality housing	63%	61%	63%	51%
	Overall quality of new development	36%	35%	37%	59%
	Overall appearance	74%	77%	76%	74%
	Cleanliness	85%	87%	89%	89%
	Water resources				84%
	Air quality	88%	89%	85%	93%
	Availability of paths and walking trails	50%	53%	51%	63%
	Fitness opportunities	64%	71%	72%	73%
	Recreational opportunities	66%	68%	69%	69%
	Availability of affordable quality food	75%	73%	76%	78%
	Availability of affordable quality health care	70%	75%	75%	75%
	Availability of preventive health services	70%	73%	77%	72%
	Availability of affordable quality mental health care	56%	64%	59%	55%
	Opportunities to attend cultural/arts/music activities	43%	46%	51%	46%
	Community support for the arts				50%
	Availability of affordable quality childcare/preschool	73%	74%	77%	66%
	K-12 education	90%	92%	92%	91%
	Adult educational opportunities	52%	51%	54%	54%
	Sense of civic/community pride				73%
Neighborliness of residents	74%	76%	80%	82%	
Opportunities to participate in social events and activities	54%	58%	61%	72%	
Opportunities to attend special events and festivals	69%	74%	79%	74%	
Opportunities to volunteer	63%	69%	76%	65%	
Opportunities to participate in community matters	56%	62%	73%	70%	
Openness and acceptance of the community toward people of diver..	69%	70%	71%	71%	
Please indicate whether or not you have done each of the following in	Contacted the Village of Lake Zurich for help or information	54%	53%	53%	52%

Please indicate whether or not you have done each of the following in the last 12 months.	Contacted Lake Zurich elected officials to express your opinion	17%	13%	17%	14%
	Attended a local public meeting	15%	17%	20%	14%
	Watched a local public meeting	19%	24%	35%	36%
	Volunteered your time to some group/activity	32%	35%	27%	27%
	Campaigned or advocated for a local issue, cause, or candidate	15%	19%	19%	13%
	Voted in your most recent local election				73%
	Used public transportation instead of driving				10%
	Carpooled with other adults or children instead of driving alone	40%	40%	35%	37%
	Walked or biked instead of driving	67%	61%	61%	71%
Please rate the quality of each of the following services in Lake Zurich.	Public information services	75%	78%	79%	78%
	Economic development	40%	42%	39%	55%
	Traffic enforcement	79%	79%	79%	78%
	Traffic signal timing	58%	59%	58%	68%
	Street repair	50%	60%	47%	61%
	Street cleaning	66%	70%	70%	78%
	Street lighting	67%	66%	68%	71%
	Snow removal	72%	79%	77%	74%
	Sidewalk maintenance	54%	60%	58%	61%
	Bus or transit services		23%	26%	21%
	Land use, planning and zoning	48%	47%	44%	45%
	Code enforcement	53%	57%	59%	53%
	Affordable high-speed internet access				62%
	Garbage collection	91%	88%	93%	75%
	Drinking water	57%	59%	65%	63%
	Sewer services	81%	82%	85%	83%
	Storm water management	64%	72%	67%	74%
Power (electric and/or gas) utility	82%	84%	82%	82%	

Please rate the quality of each of the following services in Lake Zurich.	Utility billing	75%	75%	68%	69%
	Police/Sheriff services	92%	93%	93%	91%
	Crime prevention	94%	88%	91%	90%
	Ambulance or emergency medical services	94%	97%	97%	94%
	Fire services	97%	97%	98%	94%
	Fire prevention and education	90%	88%	90%	88%
	Emergency preparedness	69%	71%	80%	76%
	Preservation of natural areas	71%	69%	69%	73%
	Lake Zurich open space	62%	62%	65%	65%
	Recycling	91%	86%	91%	80%
	Yard waste pick-up	93%	88%	90%	87%
	Village parks	86%	85%	88%	86%
	Recreation programs or classes	66%	72%	76%	69%
	Recreation centers or facilities	65%	72%	72%	66%
	Public library services	95%	97%	97%	95%
	Overall customer service by Lake Zurich employees	79%	84%	83%	89%
Please rate the following categories of Lake Zurich government performance.	The value of services for the taxes paid to Lake Zurich	48%	50%	51%	58%
	The overall direction that Lake Zurich is taking	45%	49%	53%	62%
	The job Lake Zurich government does at welcoming resident involv..	48%	57%	60%	60%
	Overall confidence in Lake Zurich government	44%	54%	56%	59%
	Generally acting in the best interest of the community	52%	61%	59%	64%
	Being honest	57%	63%	62%	68%
	Being open and transparent to the public				62%
	Informing residents about issues facing the community				61%
	Treating all residents fairly	65%	69%	70%	69%
	Treating residents with respect				76%
Overall, how would you rate the quality of the services provided by	The Village of Lake Zurich	79%	84%	81%	78%

quality of the services provided by each of the following?	The Federal Government	30%	30%	36%	40%
Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.	Overall economic health	93%			96%
	Overall quality of the transportation system				64%
	Overall design or layout of residential and commercial areas	77%			75%
	Overall quality of the utility infrastructure				90%
	Overall feeling of safety	83%			84%
	Overall quality of natural environment	72%			82%
	Overall quality of parks and recreation opportunities				82%
	Overall health and wellness opportunities	53%			67%
	Overall opportunities for education, culture, and the arts	67%			73%
	Residents' connection and engagement with their community	73%	81%		72%
In general, how many times do you:	Access the internet from your home				98%
	Access the internet from your cell phone				96%
	Visit social media sites				82%
	Use or check email				99%
	Share your opinions online				28%
	Shop online				65%
	Please rate your overall health.	72%	73%	74%	78%
	What impact, if any, do you think the economy will have on your fa..	25%	40%	30%	31%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the Village of Lake Zurich conducted a survey of 777 residents. Survey invitations were mailed to randomly selected households and data were collected from August 10th, 2021 to September 28th, 2021. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the Village of Lake Zurich. The open participation survey was identical to the probability sample survey with one small update; it included a question about where they heard about the survey. The open participation survey was open to all village residents and became available on September 28th, 2021. The survey remained open for two weeks and there were 178 responses.





























The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the Village of Lake Zurich. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

































* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>






















		Unweighted	Weighted	Target*
Age	18-34	5%	22%	27%
	35-54	44%	47%	42%
	55+	51%	31%	31%
Hispanic origin	No, not Spanish, Hispanic, or Latino	97%	92%	91%
	Yes, I consider myself to be Spanish, Hispana..	3%	8%	9%
Housing tenure	Own	99%	94%	84%
	Rent	1%	6%	16%
Housing type	Attached	4%	18%	18%
	Detached	96%	82%	82%
Race & Hispanic origin	Not white alone	10%	22%	20%
	White alone, not Hispanic or Latino	90%	78%	80%
Sex	Female	54%	52%	51%
	Male	46%	48%	49%
Sex/age	Female 18-34	4%	14%	13%
	Female 35-54	27%	25%	22%
	Female 55+	24%	13%	16%
	Male 18-34	2%	9%	14%
	Male 35-54	18%	22%	20%
	Male 55+	26%	17%	15%

































Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

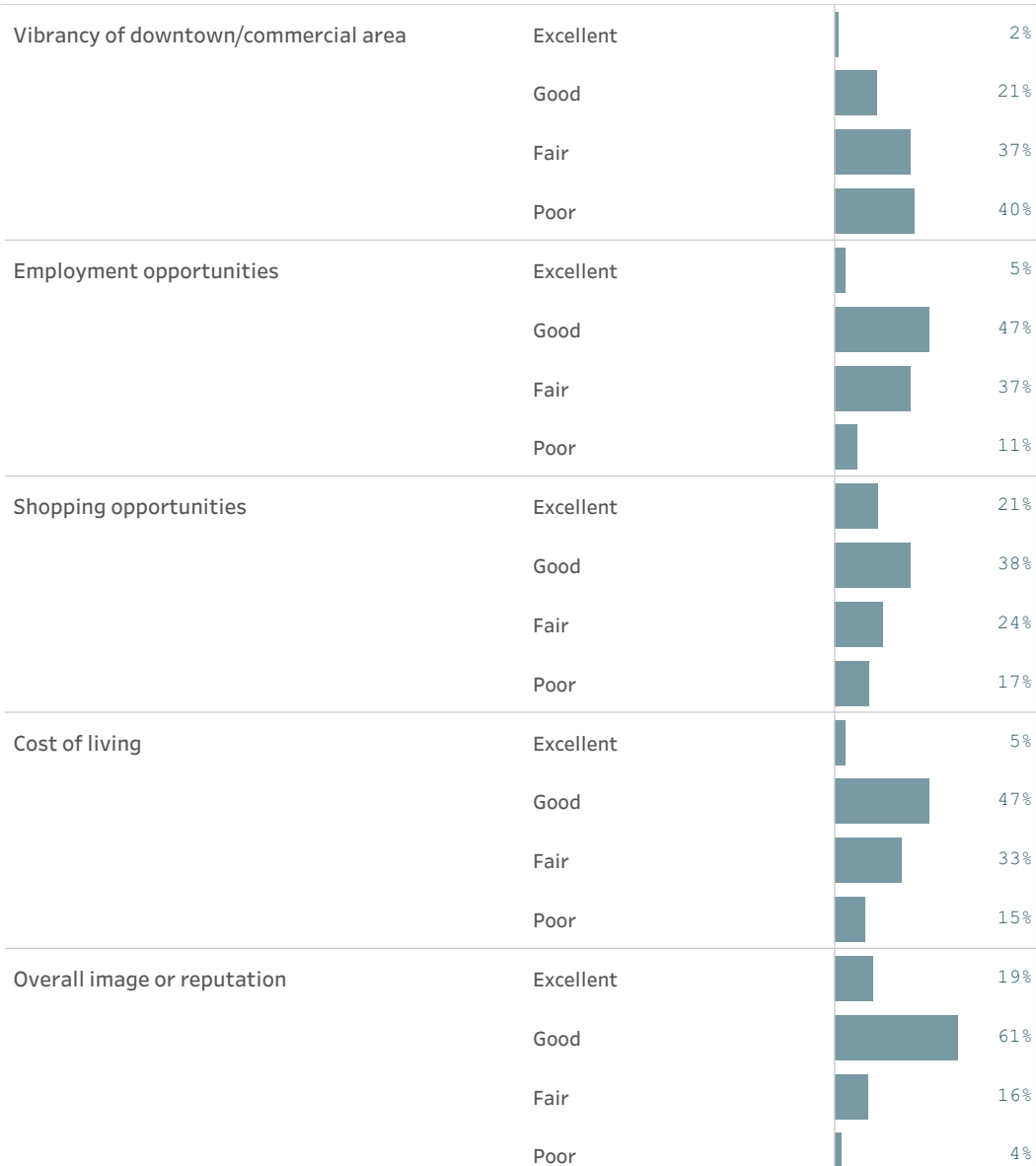
Please rate each of the following aspects of quality of life in Lake Zurich.	Question	Rating	Percentage	
			Bar	Value
Lake Zurich as a place to live	Lake Zurich as a place to live	Excellent		34%
		Good		57%
		Fair		7%
		Poor		2%
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent		50%
		Good		45%
		Fair		3%
		Poor		1%
Lake Zurich as a place to raise children	Lake Zurich as a place to raise children	Excellent		45%
		Good		46%
		Fair		7%
		Poor		2%
Lake Zurich as a place to work	Lake Zurich as a place to work	Excellent		25%
		Good		39%
		Fair		31%
		Poor		5%
Lake Zurich as a place to visit	Lake Zurich as a place to visit	Excellent		14%
		Good		38%
		Fair		27%
		Poor		20%
Lake Zurich as a place to retire	Lake Zurich as a place to retire	Excellent		13%
		Good		41%
		Fair		21%
		Poor		25%
The overall quality of life	The overall quality of life	Excellent		22%
		Good		67%
		Fair		8%
		Poor		2%

Please rate each of the following aspects of quality of life in Lake Zurich.	Sense of community	Excellent		28%
		Good		43%
		Fair		27%
		Poor		3%
Please rate each of the following characteristics as they relate to Lake Zurich as a whole.	Overall economic health	Excellent		12%
		Good		60%
		Fair		24%
		Poor		4%
Overall quality of the transportation system	Excellent		7%	
	Good		24%	
	Fair		48%	
	Poor		21%	
Overall design or layout of residential and commercial areas	Excellent		9%	
	Good		51%	
	Fair		30%	
	Poor		9%	
Overall quality of the utility infrastructure	Excellent		12%	
	Good		58%	
	Fair		19%	
	Poor		11%	
Overall feeling of safety	Excellent		44%	
	Good		52%	
	Fair		4%	
	Poor		0%	
Overall quality of natural environment	Excellent		30%	
	Good		51%	
	Fair		12%	
	Poor		6%	
Overall quality of parks and recreation opportunities	Excellent		32%	
	Good		52%	
	Fair		15%	
	Poor		2%	

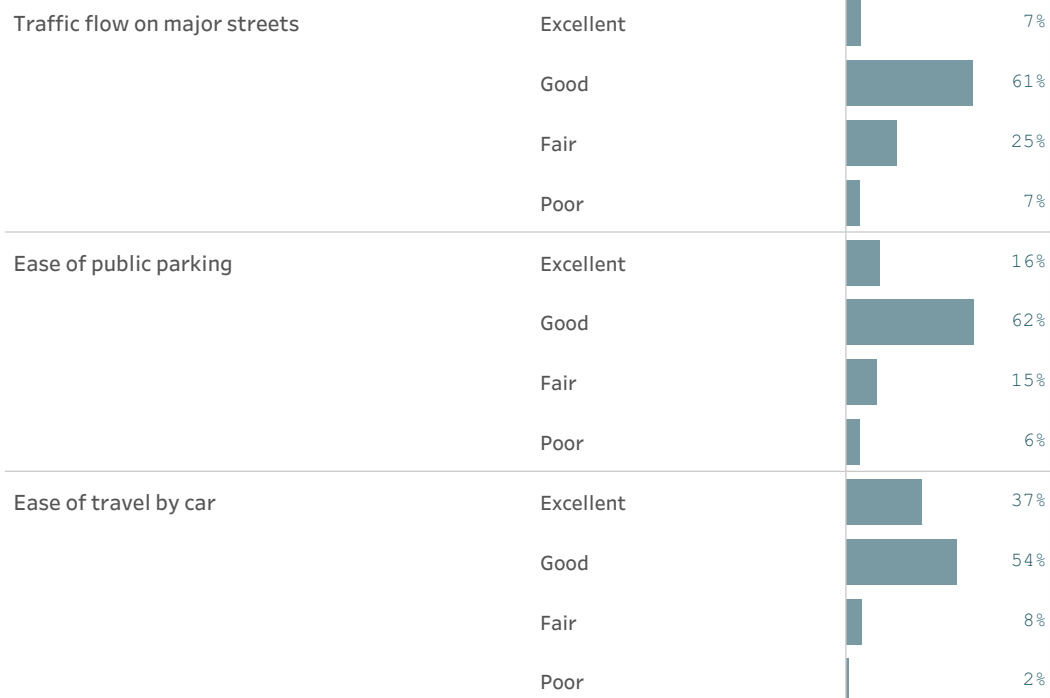
Please rate each of the following characteristics as they relate to Lake Zurich as a whole.	Overall health and wellness opportunities	Excellent		21%
		Good		52%
		Fair		21%
		Poor		6%
	Overall opportunities for education, culture, and the arts	Excellent		11%
		Good		55%
		Fair		25%
		Poor		10%
	Residents' connection and engagement with their community	Excellent		17%
		Good		47%
		Fair		28%
		Poor		8%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lake Zurich to someone who asks	Very likely		50%
		Somewhat likely		40%
		Somewhat unlikely		8%
		Very unlikely		2%
	Remain in Lake Zurich for the next five years	Very likely		55%
		Somewhat likely		29%
		Somewhat unlikely		11%
		Very unlikely		5%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		84%
		Somewhat safe		15%
		Neither safe nor unsafe		1%
		Very unsafe		0%
	In Lake Zurich's downtown/commercial area during the day	Very safe		79%
		Somewhat safe		19%
		Neither safe nor unsafe		2%
	From property crime	Very safe		45%
		Somewhat safe		46%
		Neither safe nor unsafe		7%
		Somewhat unsafe		2%
		Very unsafe		0%

Please rate how safe or unsafe you feel:	From violent crime	Very safe		81%
		Somewhat safe		17%
		Neither safe nor unsafe		2%
	From fire, flood, or other natural disaster	Very safe		40%
		Somewhat safe		49%
		Neither safe nor unsafe		9%
		Somewhat unsafe		1%
Very unsafe			1%	
Please rate the job you feel the Lake Zurich community does at each of the following.	Making all residents feel welcome	Excellent		32%
		Good		45%
		Fair		18%
		Poor		5%
	Attracting people from diverse backgrounds	Excellent		16%
		Good		46%
		Fair		27%
		Poor		11%
	Valuing/respecting residents from diverse backgrounds	Excellent		16%
		Good		54%
		Fair		18%
		Poor		11%
	Taking care of vulnerable residents	Excellent		20%
		Good		54%
		Fair		23%
		Poor		3%
Please rate each of the following in the Lake Zurich community.	Overall quality of business and service establishments	Excellent		15%
		Good		54%
		Fair		25%
		Poor		7%
	Variety of business and service establishments	Excellent		16%
		Good		38%
		Fair		31%
		Poor		16%

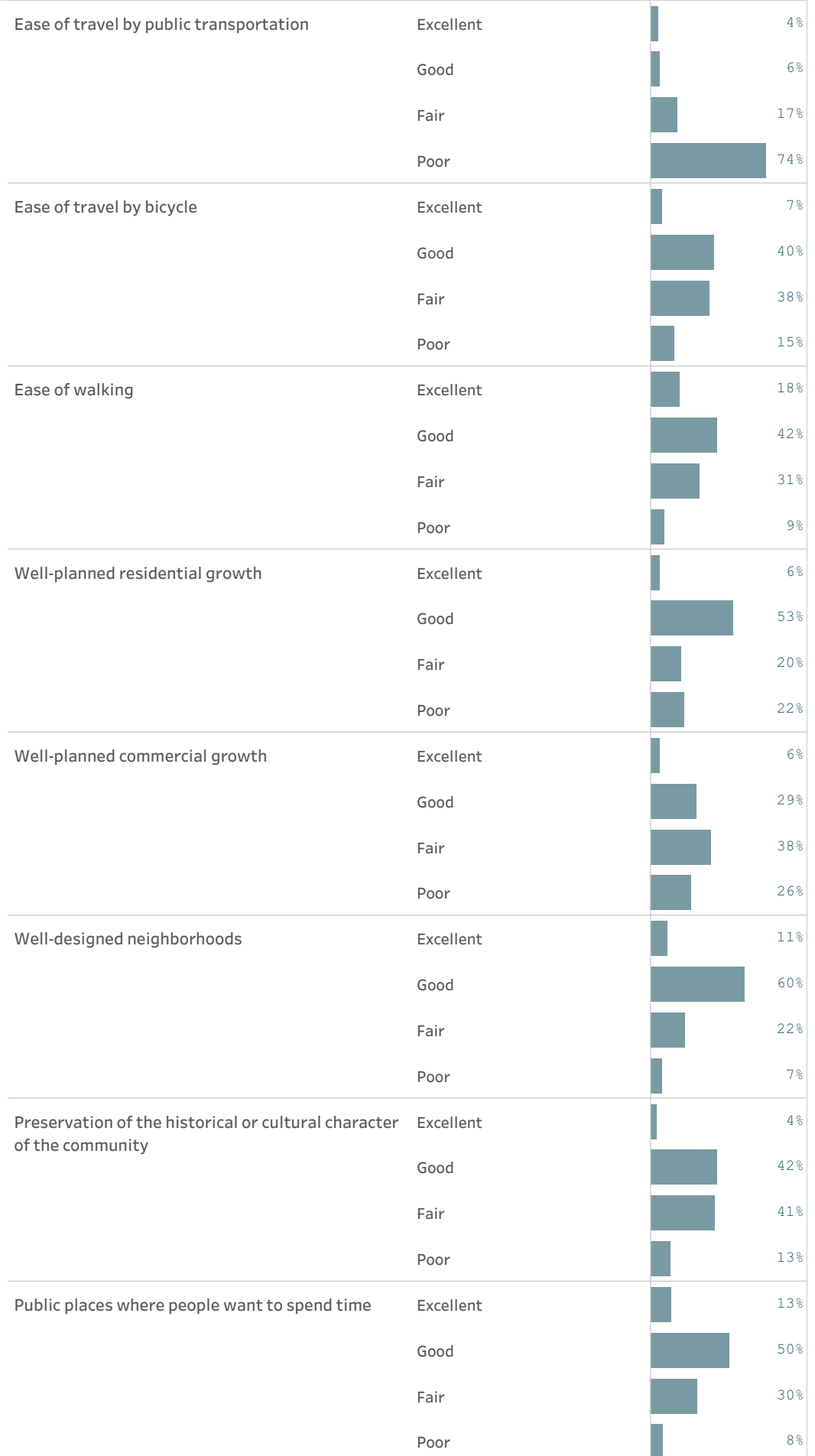
Please rate each of the following in the Lake Zurich community.



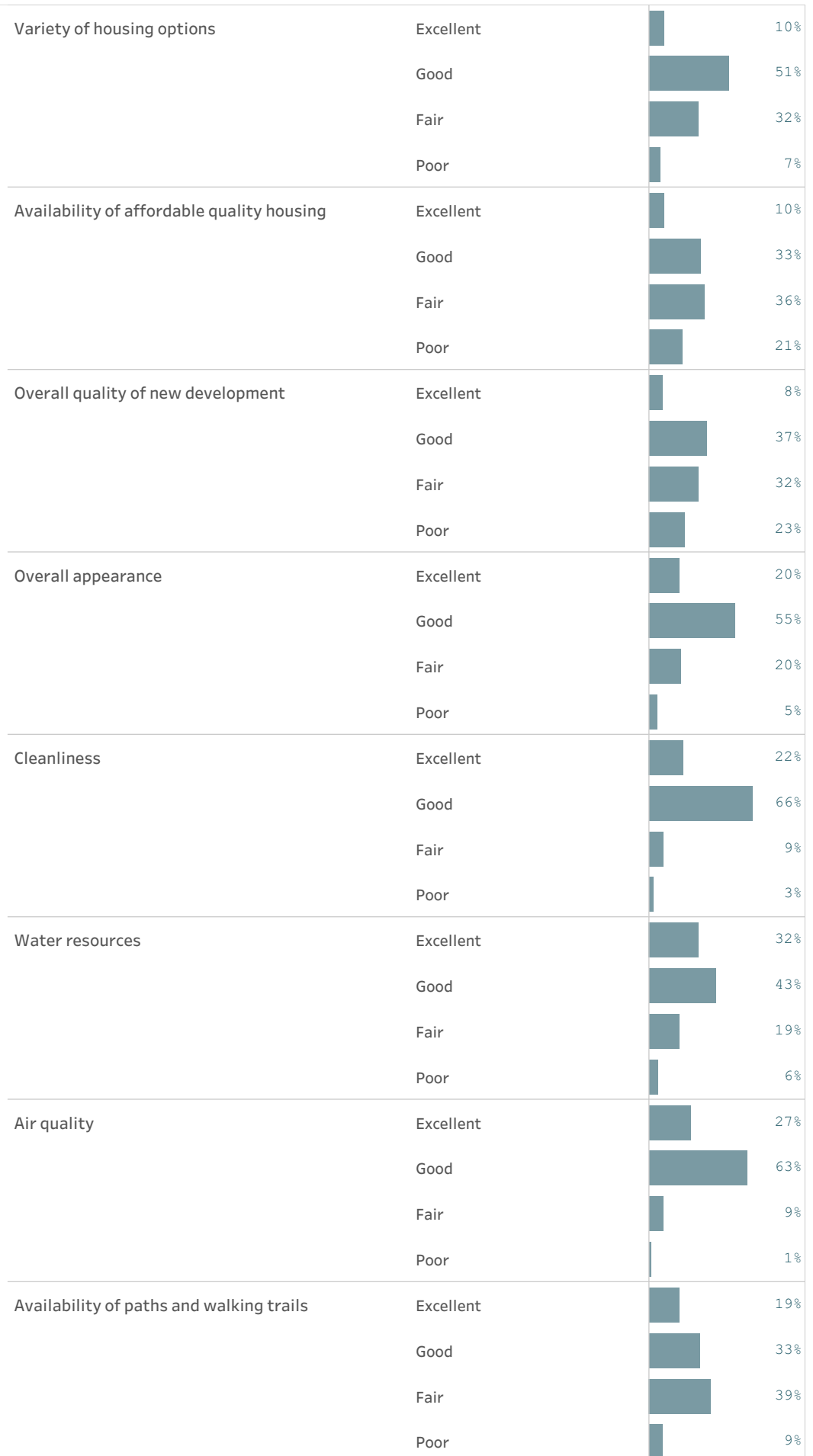
Please also rate each of the following in the Lake Zurich community.



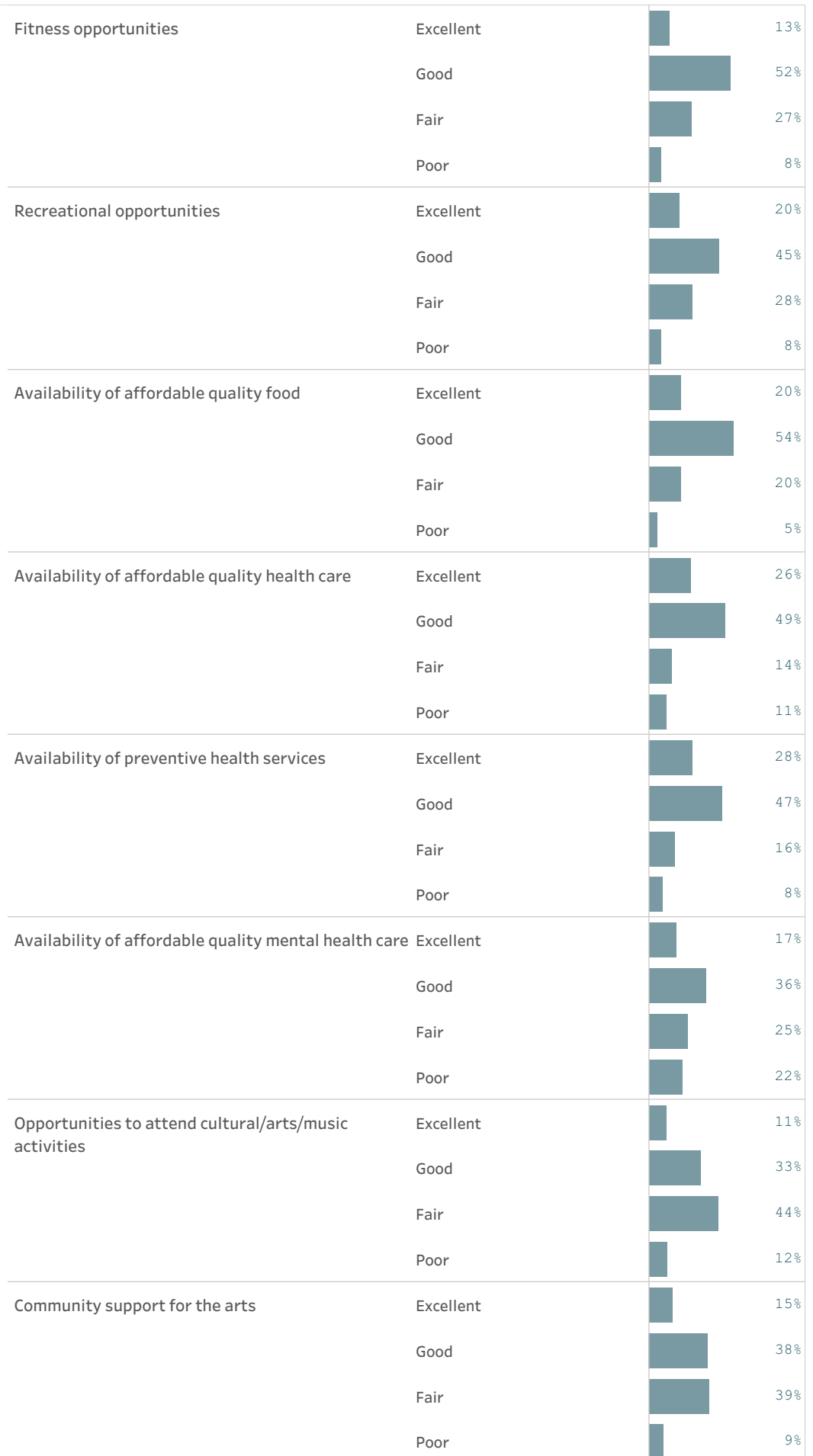
Please also rate each of the following in the Lake Zurich community.



Please also rate each of the following in the Lake Zurich community.



































Please also rate each of the following in the Lake Zurich community.

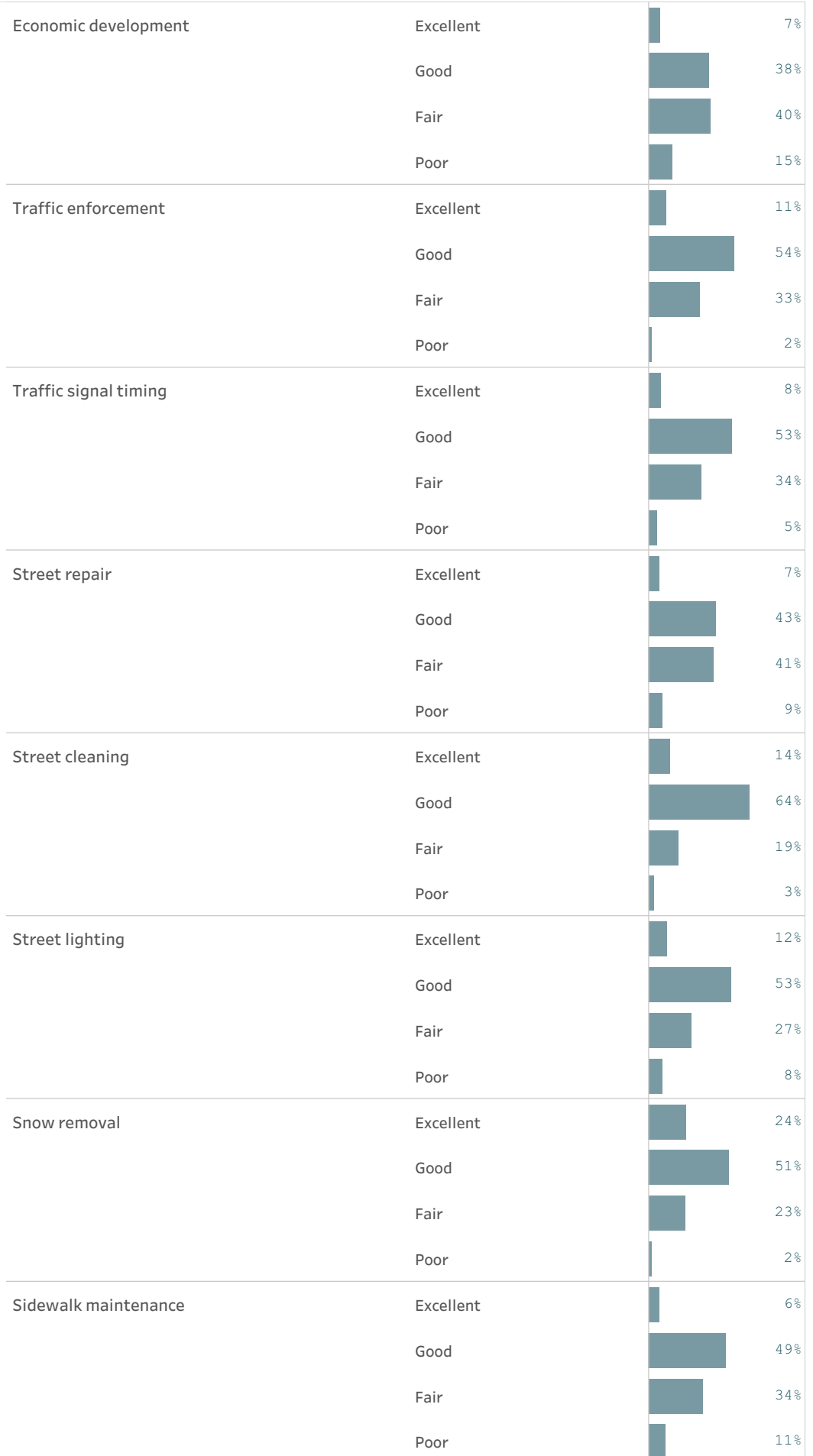


Please also rate each of the following in the Lake Zurich community.

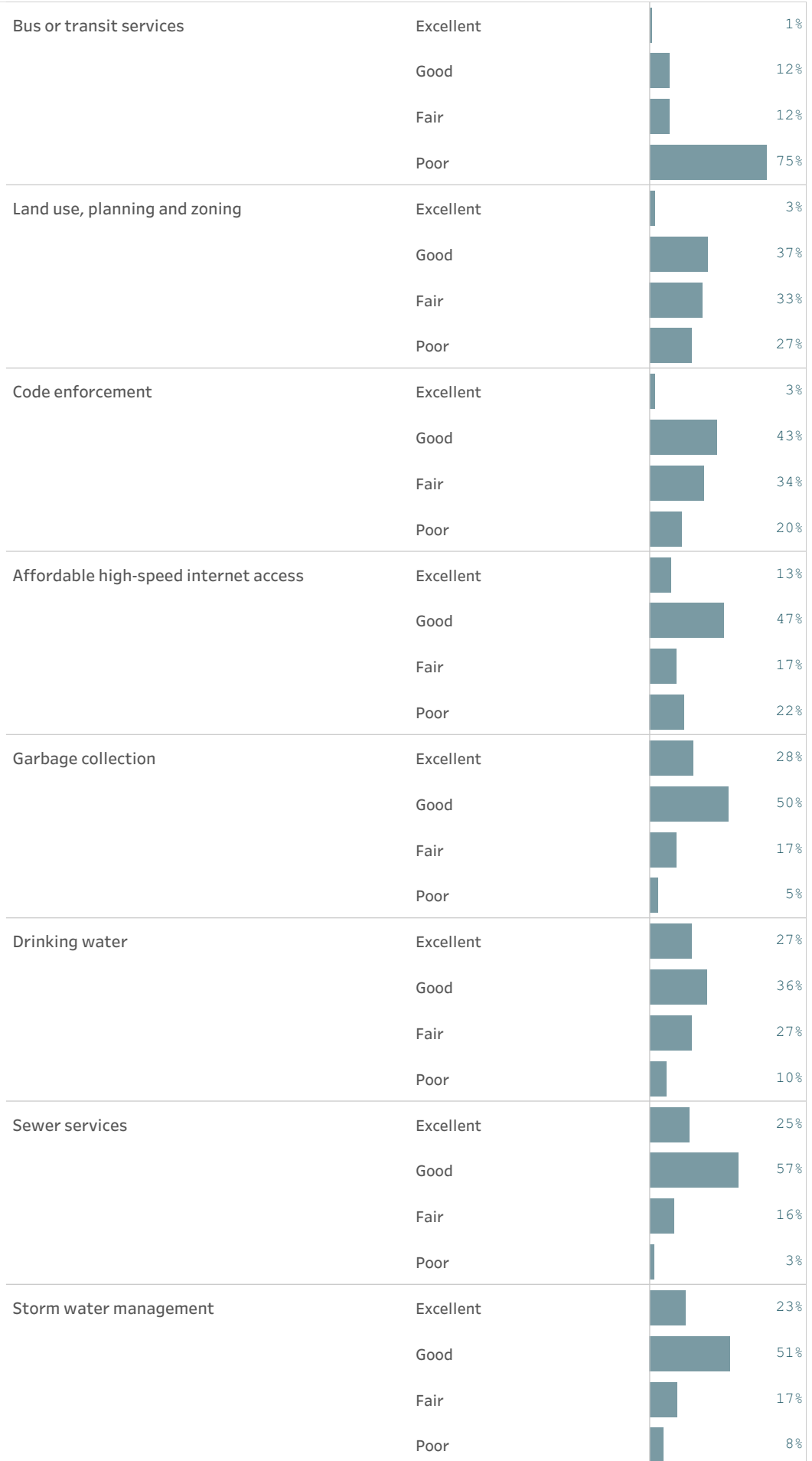


Please also rate each of the following in the Lake Zurich community.	Opportunities to participate in community matters	Excellent		14%
		Good		51%
		Fair		32%
		Poor		3%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		17%
		Good		52%
		Fair		17%
		Poor		14%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Village of Lake Zurich for help or information	No		44%
		Yes		56%
	Contacted Lake Zurich elected officials to express your opinion	No		69%
		Yes		31%
	Attended a local public meeting	No		77%
		Yes		23%
	Watched a local public meeting	No		53%
		Yes		47%
	Volunteered your time to some group/activity	No		69%
		Yes		31%
	Campaigned or advocated for a local issue, cause, or candidate	No		73%
		Yes		27%
	Voted in your most recent local election	No		19%
		Yes		81%
	Used public transportation instead of driving	No		85%
		Yes		15%
	Carpooled with other adults or children instead of driving alone	No		51%
		Yes		49%
	Walked or biked instead of driving	No		37%
		Yes		63%
Please rate the quality of each of the following services in Lake Zurich.	Public information services	Excellent		19%
		Good		53%
		Fair		26%
		Poor		3%



























Please rate the quality of each of the following services in Lake Zurich.






























Please rate the quality of each of the following services in Lake Zurich.



































































Please rate the quality of each of the following services in Lake Zurich.

Power (electric and/or gas) utility	Excellent		24%
	Good		57%
	Fair		12%
	Poor		7%
Utility billing	Excellent		17%
	Good		50%
	Fair		24%
	Poor		10%
Police/Sheriff services	Excellent		43%
	Good		48%
	Fair		8%
	Poor		1%
Crime prevention	Excellent		41%
	Good		47%
	Fair		10%
	Poor		2%
Ambulance or emergency medical services	Excellent		56%
	Good		42%
	Fair		2%
	Poor		0%
Fire services	Excellent		57%
	Good		40%
	Fair		2%
Fire prevention and education	Excellent		37%
	Good		55%
	Fair		7%
	Poor		1%
Emergency preparedness	Excellent		21%
	Good		60%
	Fair		14%
	Poor		4%
Preservation of natural areas	Excellent		20%

































Please rate the quality of each of the following services in Lake Zurich.

Preservation of natural areas	Good		38%
	Fair		32%
	Poor		10%
Lake Zurich open space	Excellent		13%
	Good		42%
	Fair		32%
	Poor		12%
Recycling	Excellent		27%
	Good		50%
	Fair		19%
	Poor		4%
Yard waste pick-up	Excellent		31%
	Good		55%
	Fair		12%
	Poor		2%
Village parks	Excellent		32%
	Good		57%
	Fair		9%
	Poor		1%
Recreation programs or classes	Excellent		15%
	Good		57%
	Fair		24%
	Poor		4%
Recreation centers or facilities	Excellent		13%
	Good		50%
	Fair		28%
	Poor		9%
Public library services	Excellent		82%
	Good		15%
	Fair		3%
	Poor		1%
Overall customer service by Lake Zurich employees	Excellent		31%

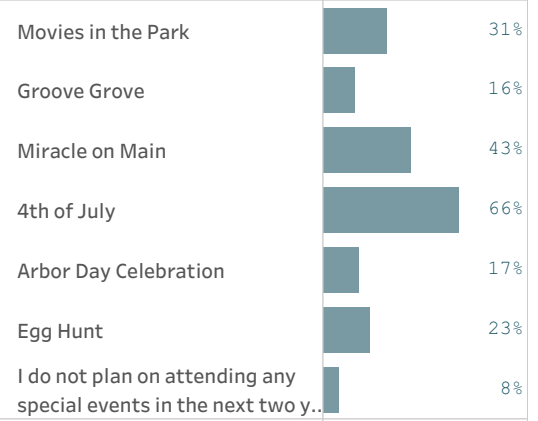
Please rate the quality of each of the following services in Lake Zurich.	Overall customer service by Lake Zurich employees	Good		52%
		Fair		15%
		Poor		2%
Please rate the following categories of Lake Zurich government performance.	The value of services for the taxes paid to Lake Zurich	Excellent		10%
		Good		43%
		Fair		35%
		Poor		11%
	The overall direction that Lake Zurich is taking	Excellent		11%
		Good		38%
		Fair		34%
		Poor		17%
	The job Lake Zurich government does at welcoming resident involvement	Excellent		10%
		Good		40%
		Fair		41%
		Poor		10%
Overall confidence in Lake Zurich government	Excellent		9%	
	Good		43%	
	Fair		39%	
	Poor		9%	
Generally acting in the best interest of the community	Excellent		9%	
	Good		48%	
	Fair		33%	
	Poor		10%	
Being honest	Excellent		11%	
	Good		45%	
	Fair		35%	
	Poor		9%	
Being open and transparent to the public	Excellent		14%	
	Good		43%	
	Fair		35%	
	Poor		8%	
Informing residents about issues facing the community	Excellent		15%	

Please rate the following categories of Lake Zurich government performance.	Informing residents about issues facing the community	Good		43%
		Fair		31%
		Poor		11%
	Treating all residents fairly	Excellent		18%
		Good		49%
		Fair		26%
		Poor		7%
	Treating residents with respect	Excellent		21%
		Good		52%
		Fair		21%
		Poor		6%
	Overall, how would you rate the quality of the services provided by each of the following?	The Village of Lake Zurich	Excellent	
Good				57%
Fair				18%
Poor				4%
The Federal Government		Excellent		8%
		Good		33%
		Fair		38%
		Poor		22%
The State of Illinois		Excellent		6%
		Good		24%
		Fair		30%
		Poor		40%
Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.	Overall economic health	Essential		54%
		Very important		38%
		Somewhat important		7%
		Not at all important		1%
	Overall quality of the transportation system	Essential		19%
		Very important		38%
		Somewhat important		37%
		Not at all important		6%
	Overall design or layout of residential and commercial areas	Essential		31%

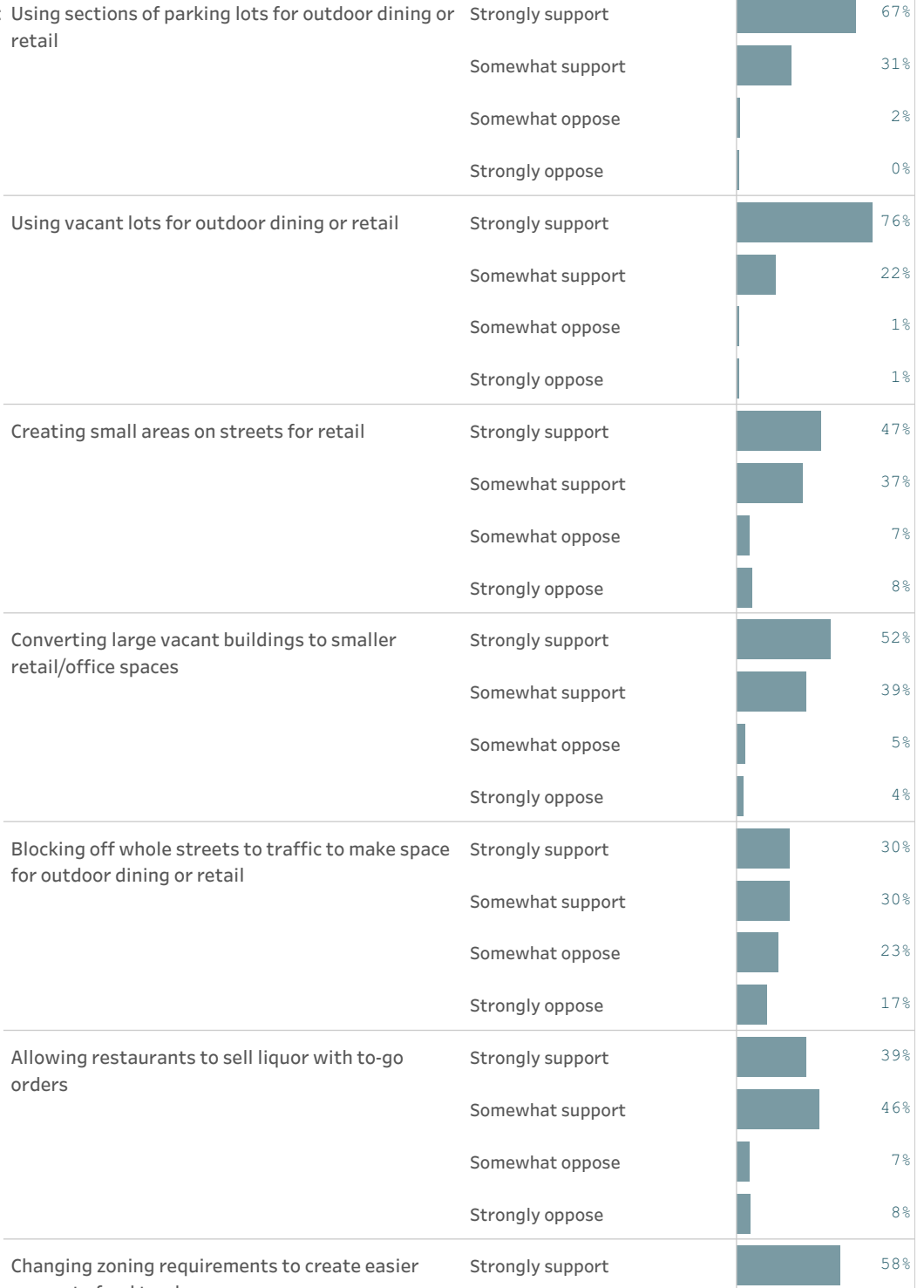
Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.

Overall design or layout of residential and commercial areas	Very important		37%
	Somewhat important		28%
	Not at all important		5%
Overall quality of the utility infrastructure	Essential		58%
	Very important		29%
	Somewhat important		13%
Overall feeling of safety	Essential		51%
	Very important		36%
	Somewhat important		11%
	Not at all important		2%
Overall quality of natural environment	Essential		26%
	Very important		50%
	Somewhat important		23%
	Not at all important		1%
Overall quality of parks and recreation opportunities	Essential		24%
	Very important		54%
	Somewhat important		22%
	Not at all important		0%
Overall health and wellness opportunities	Essential		16%
	Very important		44%
	Somewhat important		36%
	Not at all important		3%
Overall opportunities for education, culture, and the arts	Essential		22%
	Very important		48%
	Somewhat important		29%
	Not at all important		2%
Residents' connection and engagement with their community	Essential		19%
	Very important		48%
	Somewhat important		33%
	Not at all important		1%
As Lake Zurich emerges from the COVID-19 pandemic climate, the Village has begun restoring its schedule of special community events. As we	Farmers Market		76%
	Rock the Block		65%

As Lake Zurich emerges from the COVID-19 pandemic climate, the Village has begun restoring its schedule of special community events. As we move into a post-pandemic environment, which of the following events, if any, do you plan on attending in the next two years?

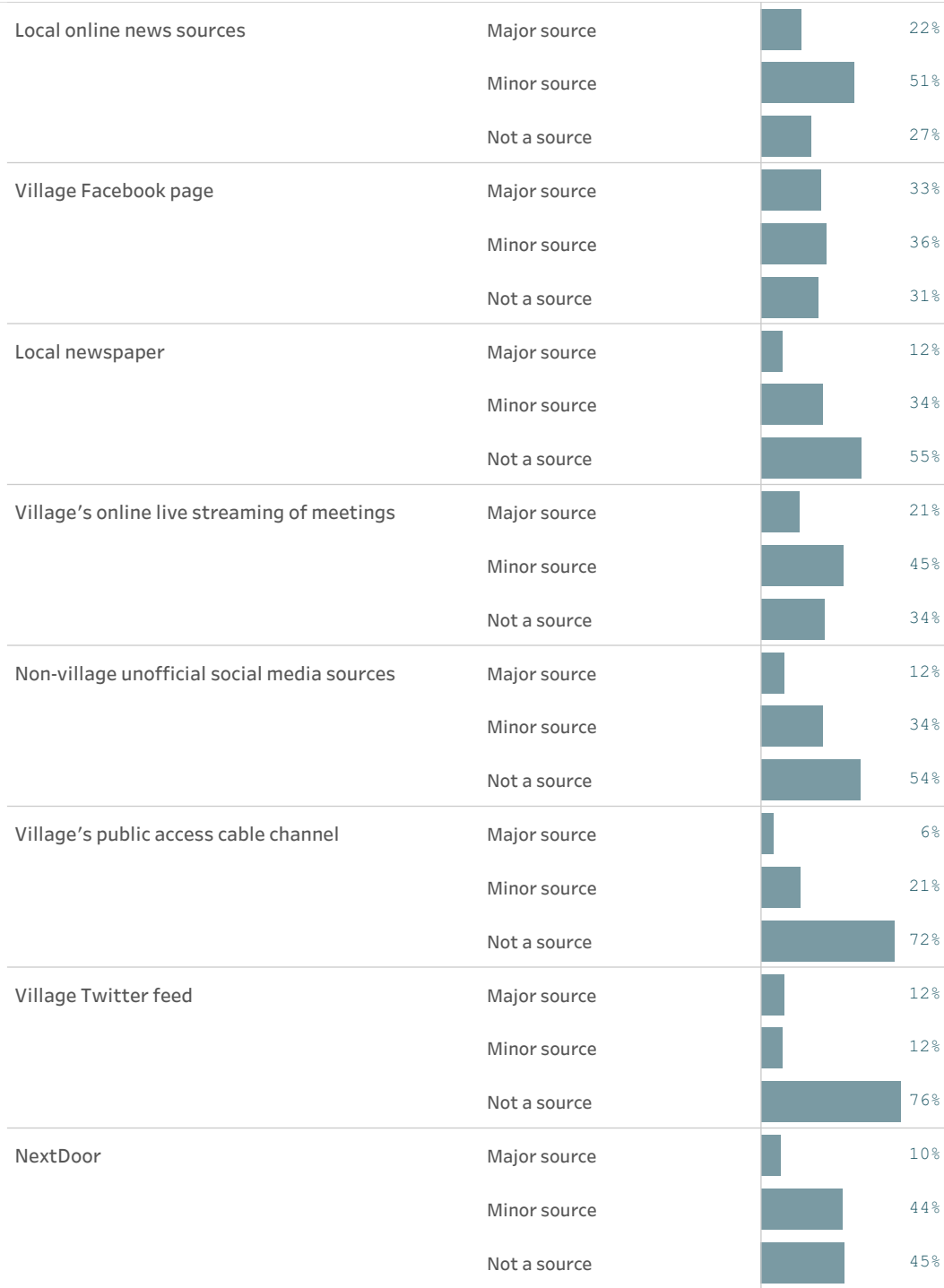


Please indicate how much you support or oppose the following changes to policies and zoning regulations that will allow business to operate differently in the post-COVID-19 recovery.

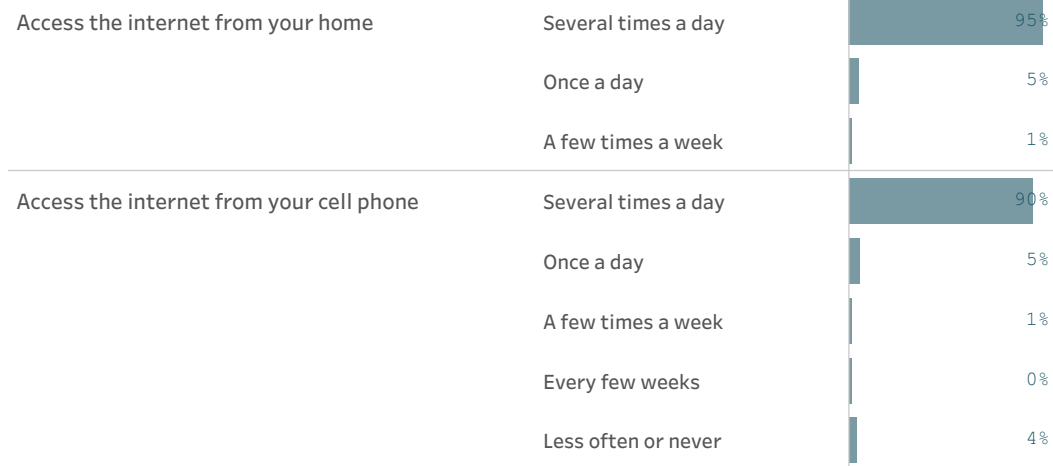


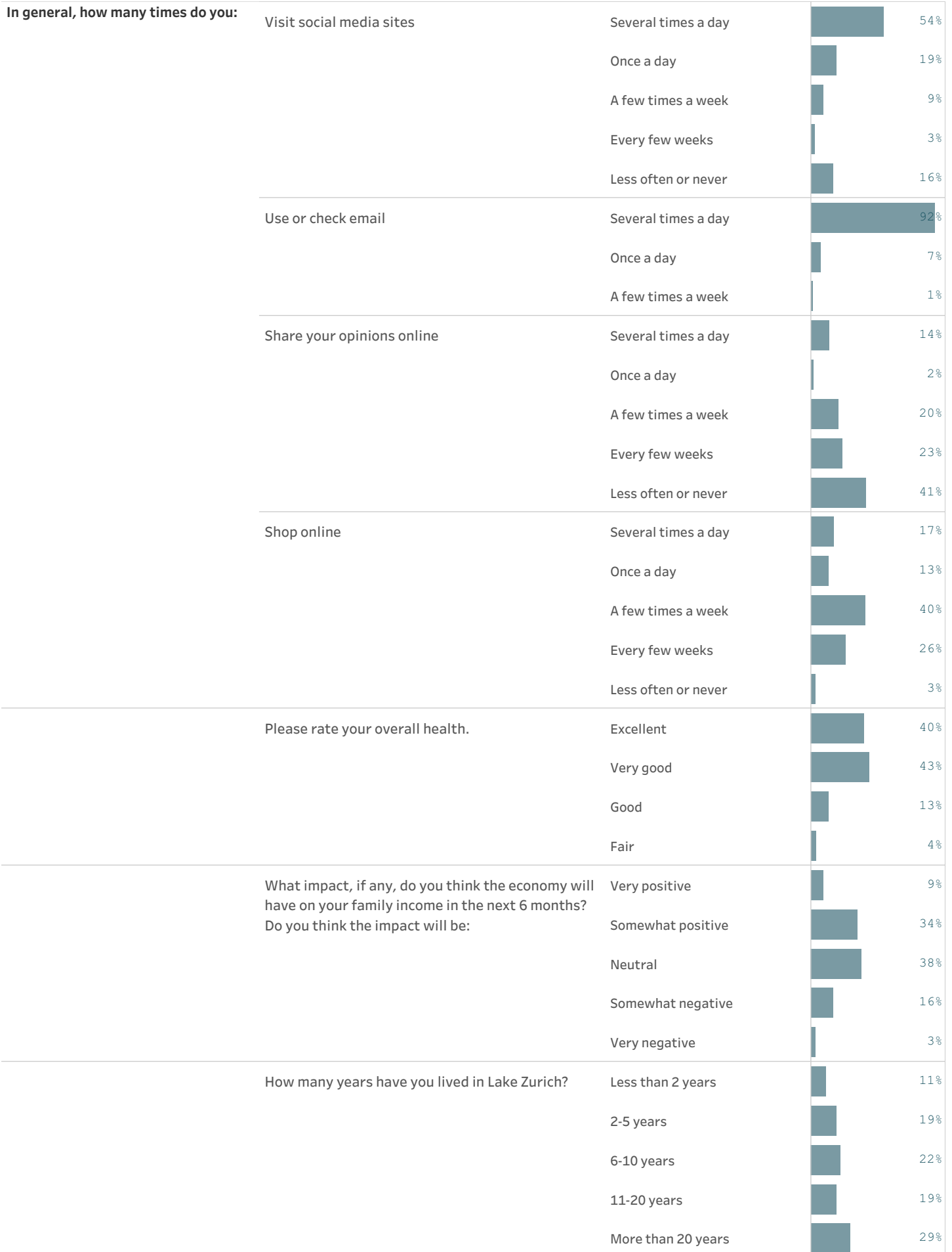
Please indicate how much you support or oppose the following changes to policies and zoning regulations that will allow business to operate differently in the post-COVID-19 recovery.	Changing zoning requirements to create easier access to food trucks	Somewhat support		34%
		Somewhat oppose		6%
		Strongly oppose		3%
	Allowing certain warehousing in business districts along Rand Road	Strongly support		16%
		Somewhat support		31%
		Somewhat oppose		24%
		Strongly oppose		29%
	Allowing for more flexibility for business deliveries (currently restricted from 9pm to 7am)	Strongly support		23%
		Somewhat support		30%
		Somewhat oppose		17%
		Strongly oppose		30%
	Allowing underdeveloped lots to be used for overflow parking	Strongly support		37%
Somewhat support			50%	
Somewhat oppose			6%	
Strongly oppose			8%	
Allowing for outdoor entertainment "by right" at retail establishments that have outdoor dining (currently requires a special use permit)	Strongly support		41%	
	Somewhat support		42%	
	Somewhat oppose		8%	
	Strongly oppose		8%	
Allowing temporary signage for outdoor special events for time periods longer than the brief period allowed	Strongly support		30%	
	Somewhat support		51%	
	Somewhat oppose		9%	
	Strongly oppose		10%	
How much of a source, if at all, do you consider each of the following to be for obtaining information about the Village government and its activities, events and services?	Friends and neighbors/word of mouth	Major source		60%
		Minor source		26%
		Not a source		14%
	Village website	Major source		59%
		Minor source		32%
		Not a source		10%
	Village e-mailed newsletter, Benchmarks	Major source		69%
		Minor source		24%
		Not a source		7%
































How much of a source, if at all, do you consider each of the following to be for obtaining information about the Village government and its activities, events and services?

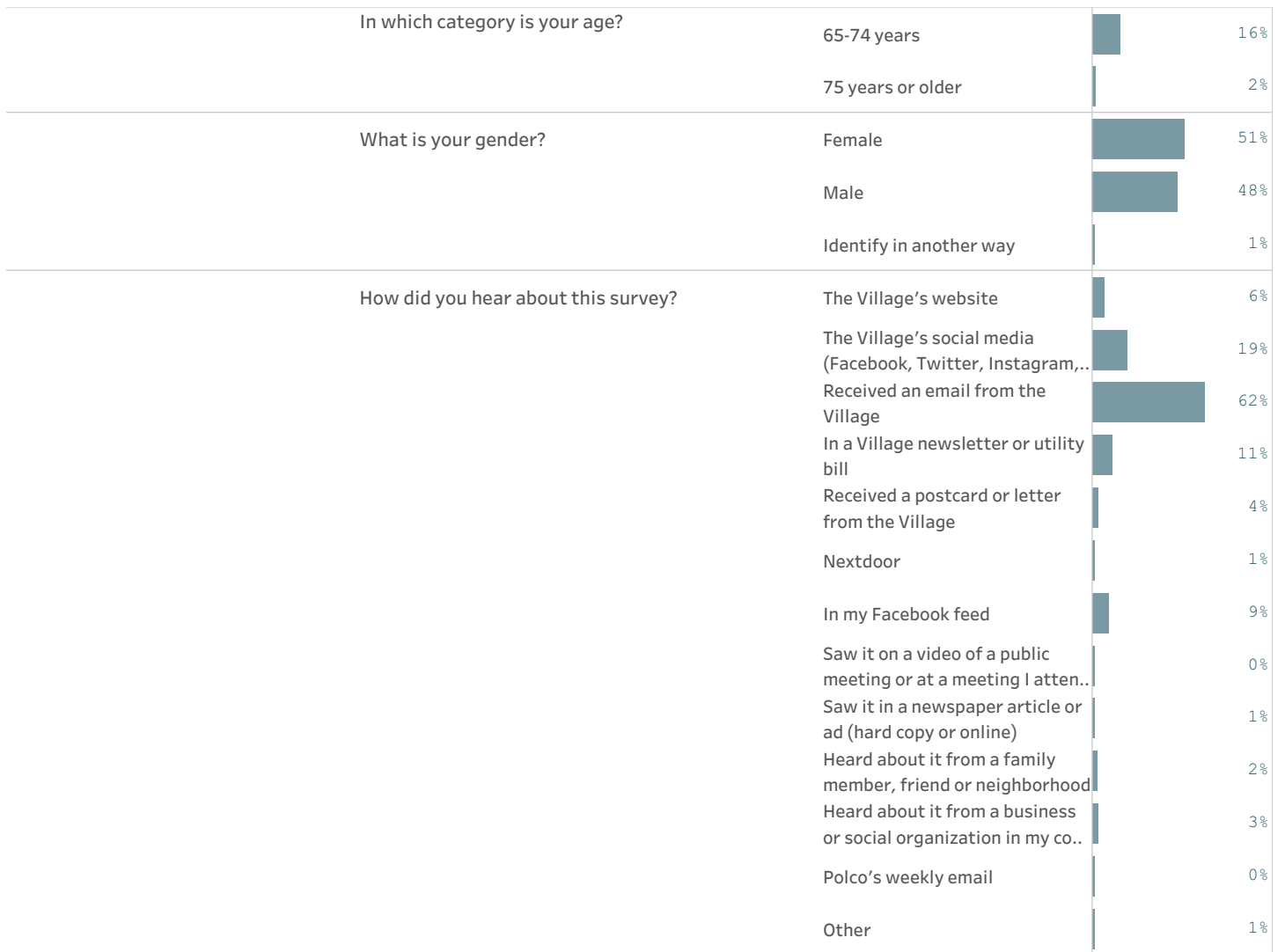


In general, how many times do you:





	Which best describes the building you live in?	One family house detached from any other houses		82%
		Building with two or more homes (duplex, townhome, apa..		18%
	Do you rent or own your home?	Rent		6%
		Own		94%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		1%
		\$500 to \$999		8%
		\$1,000 to \$1,499		11%
		\$1,500 to \$1,999		19%
		\$2,000 to \$2,499		26%
		\$2,500 to \$2,999		19%
		\$3,000 to \$3,499		8%
		\$3,500 or more		9%
			Do any children 17 or under live in your household?	No
Yes				52%
	Are you or any other members of your household aged 65 or older?	No		82%
		Yes		18%
	How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		1%
		\$25,000 to \$49,999		4%
		\$50,000 to \$74,999		10%
		\$75,000 to \$99,999		14%
		\$100,000 to \$149,999		23%
		\$150,000 or more		48%
Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		92%
		Yes, I consider myself to be Spanish, Hispanic, or Latino		8%
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian, or Pacific Islander		9%
		White		89%
		Other		5%
	In which category is your age?	18-24 years		3%
		25-34 years		20%
		35-44 years		25%
		45-54 years		24%
		55-64 years		11%



The Village of Lake Zurich 2021 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Lake Zurich.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Lake Zurich as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Lake Zurich as a place to raise children	1	2	3	4	5
Lake Zurich as a place to work.....	1	2	3	4	5
Lake Zurich as a place to visit.....	1	2	3	4	5
Lake Zurich as a place to retire	1	2	3	4	5
The overall quality of life in Lake Zurich	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Lake Zurich as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Lake Zurich.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Lake Zurich.....	1	2	3	4	5
Overall design or layout of Lake Zurich's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Lake Zurich (water, sewer, storm water, electric, gas)	1	2	3	4	5
Overall feeling of safety in Lake Zurich	1	2	3	4	5
Overall quality of natural environment in Lake Zurich.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Lake Zurich	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Lake Zurich to someone who asks.....	1	2	3	4	5
Remain in Lake Zurich for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Lake Zurich's Main Street area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Lake Zurich community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Lake Zurich community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Lake Zurich.....	1	2	3	4	5
Variety of business and service establishments in Lake Zurich	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Lake Zurich	1	2	3	4	5
Overall image or reputation of Lake Zurich	1	2	3	4	5

7. Please also rate each of the following in the Lake Zurich community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Lake Zurich	1	2	3	4	5
Ease of travel by public transportation in Lake Zurich	1	2	3	4	5
Ease of travel by bicycle in Lake Zurich	1	2	3	4	5
Ease of walking in Lake Zurich.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Lake Zurich.....	1	2	3	4	5
Overall appearance of Lake Zurich.....	1	2	3	4	5
Cleanliness of Lake Zurich	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Lake Zurich.....	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the Village of Lake Zurich (in-person, phone, email, or web) for help or information.....	1	2
Contacted Lake Zurich elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like Village Board or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Lake Zurich	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving.....	1	2

The Village of Lake Zurich 2021 Community Survey

9. Please rate the quality of each of the following services in Lake Zurich.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Lake Zurich open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Village parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Lake Zurich employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Lake Zurich government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Lake Zurich.....	1	2	3	4	5
The overall direction that Lake Zurich is taking.....	1	2	3	4	5
The job Lake Zurich government does at welcoming resident involvement ...	1	2	3	4	5
Overall confidence in Lake Zurich government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The Village of Lake Zurich.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5
The State of Illinois.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Lake Zurich.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Lake Zurich.....	1	2	3	4
Overall design or layout of Lake Zurich’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Lake Zurich (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Lake Zurich.....	1	2	3	4
Overall quality of natural environment in Lake Zurich.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Lake Zurich.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents’ connection and engagement with their community.....	1	2	3	4

13. As Lake Zurich emerges from the COVID-19 pandemic climate, the Village has begun restoring its schedule of special community events. As we move into a post-pandemic environment, which of the following events, if any, do you plan on attending in the next two years? (Please select all that apply.)

- Farmers Market
- Groove Grove
- Arbor Day Celebration
- Rock the Block
- Miracle on Main
- Egg Hunt
- Movies in the Park
- 4th of July
- I do not plan on attending any special events in the next two years

14. Please indicate how much you support or oppose the following changes to policies and zoning regulations that will allow business to operate differently in the post-COVID-19 recovery.

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know</u>
Using sections of parking lots for outdoor dining or retail.....	1	2	3	4	5
Using vacant lots for outdoor dining or retail.....	1	2	3	4	5
Creating small areas on streets for retail.....	1	2	3	4	5
Converting large vacant buildings to smaller retail/office spaces.....	1	2	3	4	5
Blocking off whole streets to traffic to make space for outdoor dining or retail.....	1	2	3	4	5
Allowing restaurants to sell liquor with to-go orders.....	1	2	3	4	5
Changing zoning requirements to create easier access to food trucks.....	1	2	3	4	5
Allowing certain warehousing in business districts along Rand Road.....	1	2	3	4	5
Allowing for more flexibility for business deliveries (currently restricted from 9pm to 7am).....	1	2	3	4	5
Allowing underdeveloped lots to be used for overflow parking.....	1	2	3	4	5
Allowing for outdoor entertainment “by right” at retail establishments that have outdoor dining (currently requires a special use permit).....	1	2	3	4	5
Allowing temporary signage for outdoor special events for time periods longer than the brief period allowed.....	1	2	3	4	5

15. How much of a source, if at all, do you consider each of the following to be for obtaining information about the Village government and its activities, events and services?

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
Friends and neighbors/word of mouth.....	1	2	3
Village website.....	1	2	3
Village e-mailed newsletter, Benchmarks.....	1	2	3
Local online news sources.....	1	2	3
Village Facebook page.....	1	2	3
Local newspaper.....	1	2	3
Village’s online live streaming of meetings.....	1	2	3
Non-village unofficial social media sources.....	1	2	3
Village’s public access cable channel.....	1	2	3
Village Twitter feed.....	1	2	3
Nextdoor.....	1	2	3

The Village of Lake Zurich 2021 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Lake Zurich?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment, or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic, or Latino
 Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian, or Pacific Islander
 Black or African American
 White
 Other

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502