



# Lake Zurich, IL

## The National Community Survey

Report of Results  
2023

**Report by:**



POWERED BY POLCO



Visit us online!  
[www.polco.us](http://www.polco.us)



National Research Center at Polco  
is a charter member of the AAPOR  
Transparency Initiative, providing  
clear disclosure of our sound and  
ethical survey research practices.

## 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 630 residents of the Village of Lake Zurich collected from July 10th, 2023 to August 21, 2023. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2023 survey was 21%. 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 after 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 or during the pandemic. This may impact how your Village’s 2023 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 five percentage points between the 2021 and 2023 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 July 10th, 2023 and the survey remained open for 6 weeks. 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 last mailing was 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, 630 completed the survey, providing an overall response rate of 21%. 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 4 percentage points around any given percent reported for all respondents (630 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 two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all village residents and became available on August 7th, 2023. The survey remained open for 2 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 2020 Census and 2022 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, and housing tenure. 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., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	5%	24%	26%
	35-54	29%	37%	36%
	55+	66%	39%	38%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish ..	96%	97%	97%
	Yes, I consider myself to be of Hispanic, La..	4%	3%	3%
Housing tenure	Own	94%	80%	80%
	Rent	6%	20%	20%
Housing type	Attached	11%	21%	21%
	Detached	89%	79%	79%
Race & Hispanic origin	Not white alone	10%	13%	13%
	White alone, not Hispanic or Latino	90%	87%	87%
Sex	Man	51%	48%	48%
	Woman	49%	52%	52%
Sex/age	Man 18-34	2%	12%	13%
	Man 35-54	14%	18%	17%
	Man 55+	34%	18%	17%
	Woman 18-34	2%	12%	13%
	Woman 35-54	15%	19%	19%
	Woman 55+	31%	21%	20%

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](mailto:Kyle.Kordell@lakezurich.org) if you have any questions about the survey.

## Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged, and can include non-response error, coverage error, recall bias and social desirability bias. Non-response error arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than survey responders. For general resident surveys, where the results are meant to be generalized to the entire adult population living in households, the mailing lists based on the Delivery Sequence File from the United States Post Office may exclude certain types of housing units, such as those in multi-family buildings where mail is addressed to a named resident at the address rather than to a specific unit or where residents only receive their mail at a post office box and the geographic location of a residence cannot be determined, there may be a coverage error, although for most locations, this is minimal. Respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events), and for some survey items they may answer in ways they think cast their responses in a more favorable light (recall bias and social desirability bias).

## Survey Validity

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

\* See AAPOR’s Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>

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

<https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>

\* Targets come from the 2020 Census and 2022 American Community Survey

## Key Findings

### **The economic outlook is improving, and Lake Zurich's economy continues to be a focus area.**

The overall economic health in Lake Zurich increased 9 percentage points, from 74% in 2021 to 83% this year, and remained the top priority, receiving essential or very important by 9 in 10 residents. Roughly 7 in 10 residents offered positive reviews for the overall quality of business and service establishments, and shopping opportunities, the latter of which was higher than national and peer averages. Several items related to the economy improved from the previous survey, including Lake Zurich as a place to work (70%), employment opportunities (60%), and economic development (61%), all increasing at least 6 percentage points. About 6 in 10 residents gave high marks to Lake Zurich as a place to visit, and the variety of business and service establishments. While the vibrancy of the downtown/commercial area has increased significantly since 2017, just one-third of respondents offered positive ratings, scoring lower than the national average.

### **Aspects of community design improved, and it remains a priority, but resident concerns about affordable quality housing continue.**

Ratings for Lake Zurich's community design tended to be positive, with several items improving since 2021's survey. The majority of respondents (94%) offered high marks for their neighborhood as a place to live. Roughly three-quarters of residents gave positive ratings to the Village's overall appearance, and well-designed neighborhoods, both higher than the national average. Positive ratings for well-planned residential growth (64%), commercial growth (52%), and the overall quality of the new development (66%) all increased by at least 6 percentage points and scored on par with national averages. Roughly two-thirds of respondents gave positive reviews for the Village's public places where people want to spend time, preservation of historical or cultural character, and the variety of housing options, the latter of which scored higher than national averages. Resident ratings for the availability of affordable housing were higher than national averages, but the continued decline indicates a potential area of opportunity for the Village.

### **Lake Zurich residents continue to experience a high quality of life, and appreciate it's natural environment.**

Ratings for the overall natural environment remained steady from the previous survey in 2021, with more than 8 in 10 residents providing excellent or good ratings. A similar proportion praised the cleanliness and water resources of the Village, both scoring higher than national averages. Air quality remained strong in resident opinion, with about 9 in 10 residents offering positive ratings. Lake Zurich's open space and preservation of natural areas received high marks from roughly two-thirds of respondents, staying consistent with previous ratings. These strong ratings for the natural environment likely contribute to the high quality of life experienced by residents. The majority of respondents offered high marks to Lake Zurich as a place to live (97%), scoring higher than national averages. A similar proportion offered positive reviews of the overall quality of life, and the overall image or reputation of the Village, the latter of which scored higher than national peers. Roughly 9 in 10 respondents reported that they were very or somewhat likely to recommend living in Lake Zurich to someone who asked and planned to remain for the next five years.

### **Residents place a high value on opportunities for education, arts, and culture in Lake Zurich.**

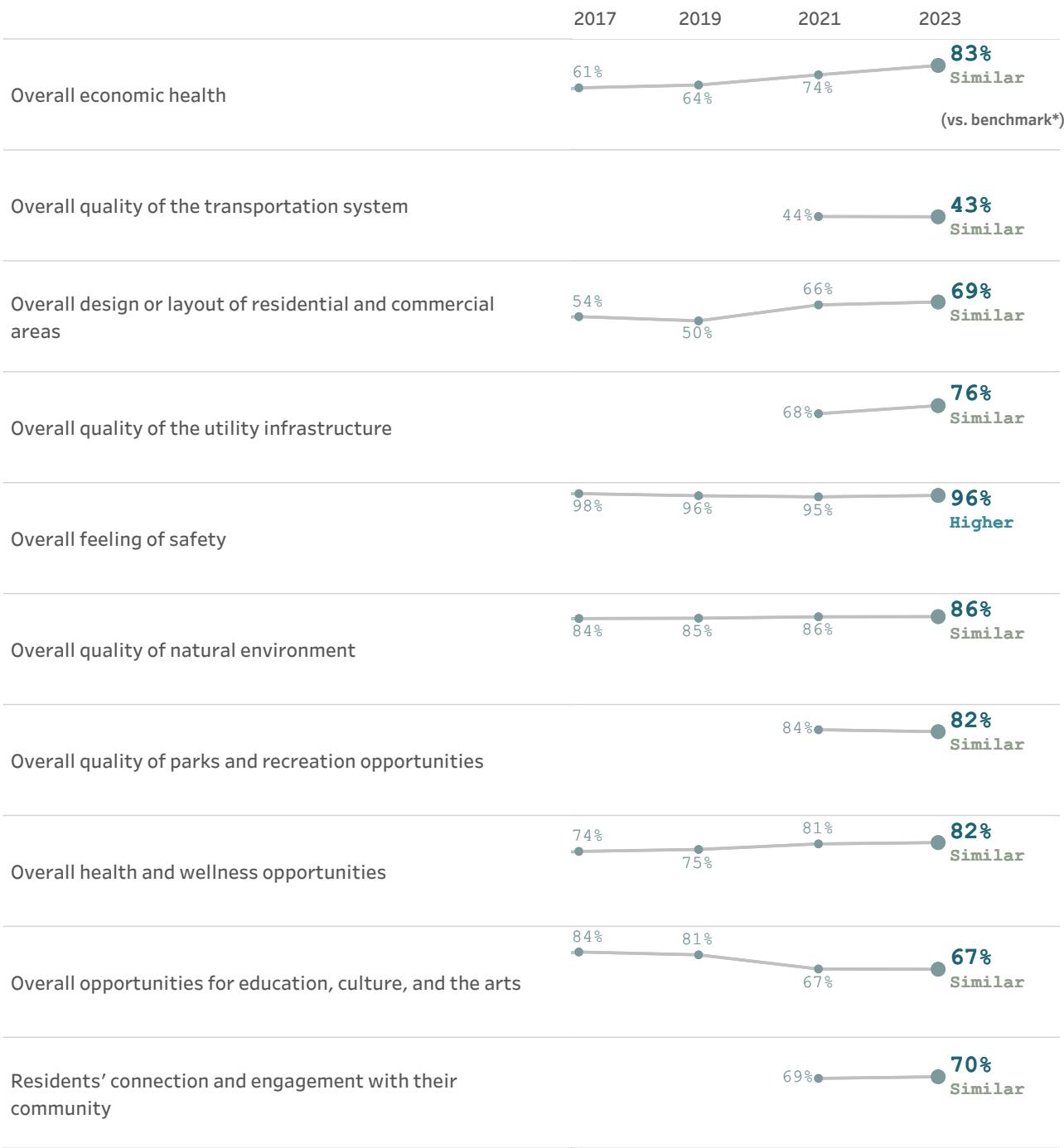
While ratings for the overall opportunities for education, arts, and culture (67%) remained stable since 2021, several items related to education, arts, and culture saw improvements. About 9 in 10 residents praised the Village's K-12 education and public library services, scoring higher than national averages. Roughly 8 in 10 residents offered positive reviews for the opportunities to attend special events and festivals, an increase of seven percentage points and higher than national averages. Both the community support for the arts, and opportunities to attend cultural/arts/music activities saw increases of at least 9 percentage points, receiving positive rating from 6 in 10 respondents. Availability of affordable childcare/preschool received high marks from about two-thirds of residents, scoring higher than national benchmarks.

## Facets of livability

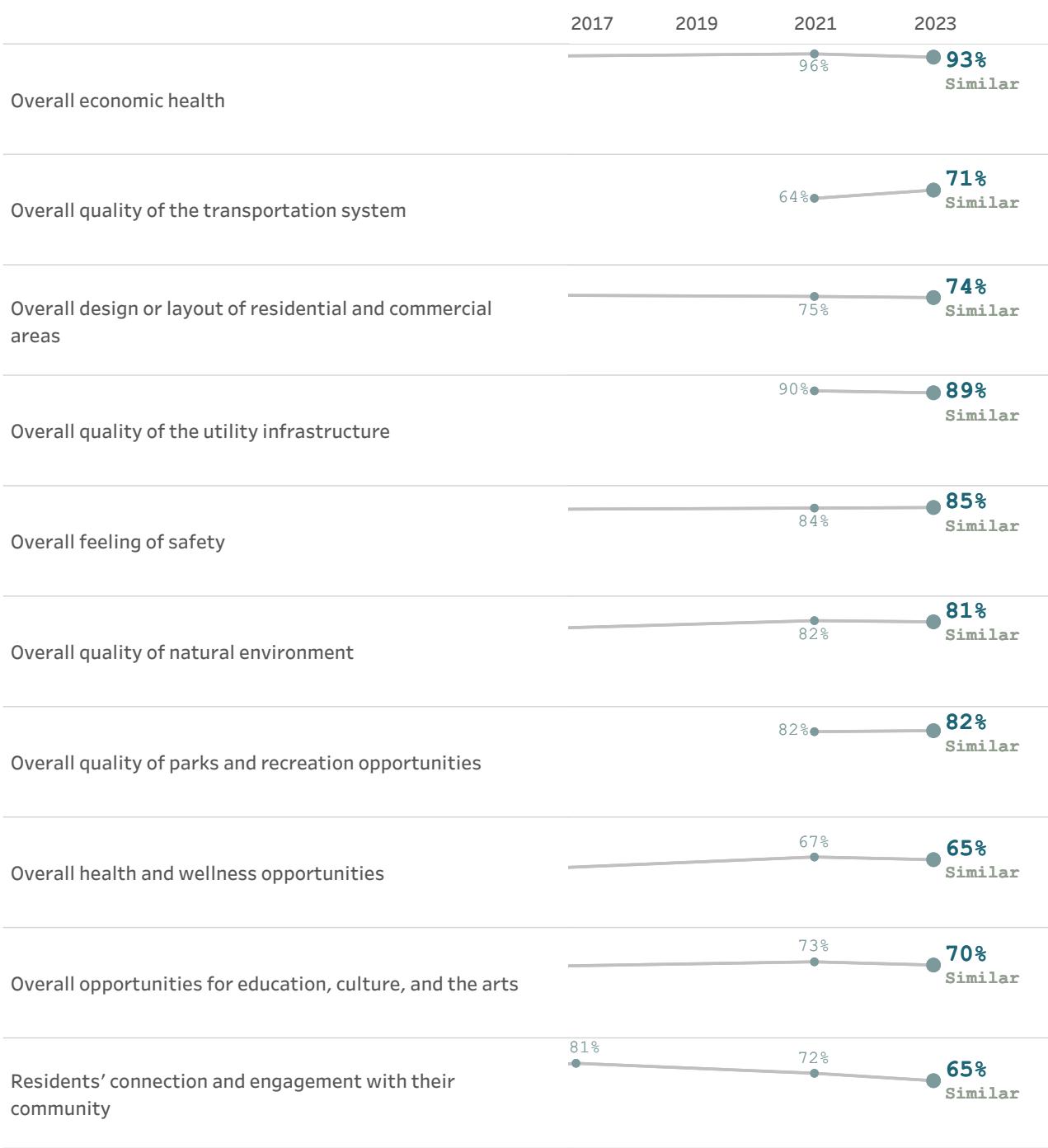
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

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)



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

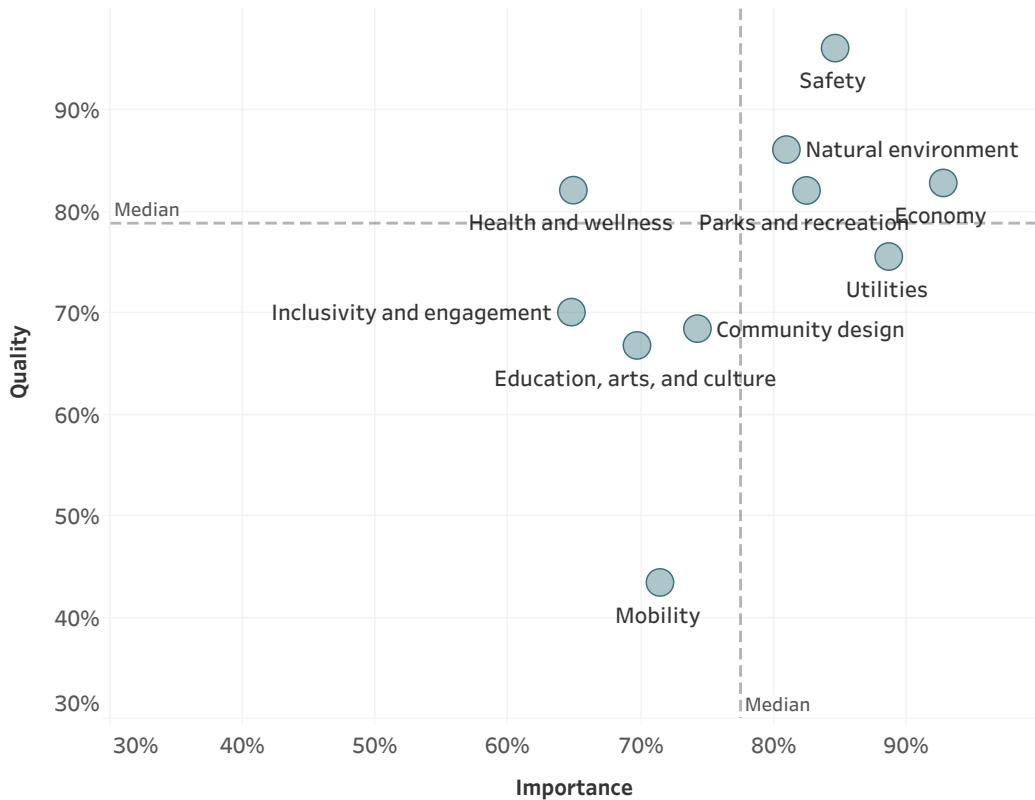
## Balancing performance and importance

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 79% or more of respondents were considered of "higher quality" and those with ratings lower than 79% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 78% or more of respondents. Services were rated as "less important" if they received a rating of less than 78%. 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 (right-left) and which had higher or lower quality ratings (up-down). 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 performance may outscore resident priorities, and may be a consideration for lower resource allocation.



The overall quality of life in  
Lake Zurich, 2023

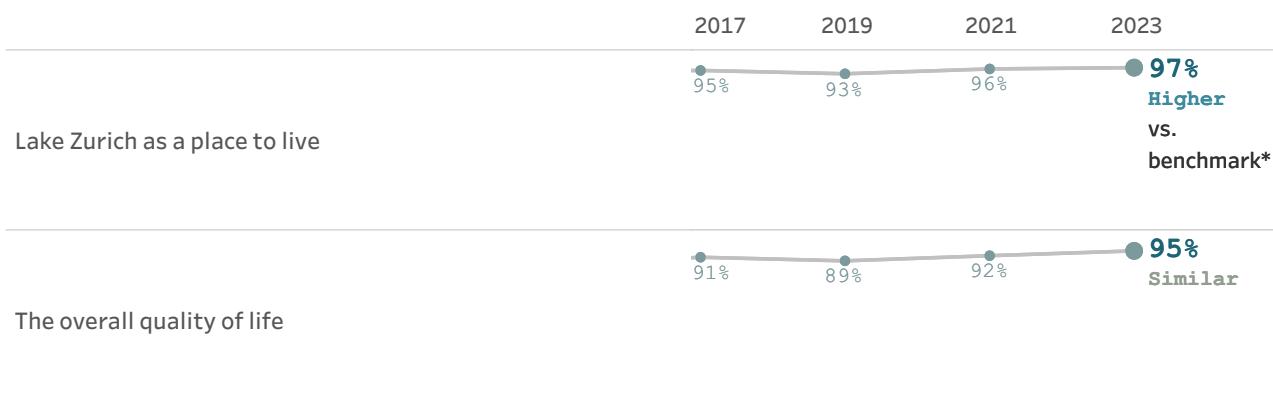


## Quality of life

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.

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

(% excellent or good)



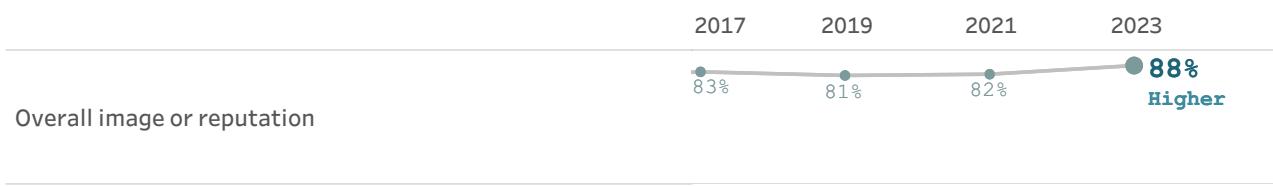
**Please indicate how likely or unlikely you are to do each of the following.**

(% very or somewhat likely)



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

(% excellent or good)

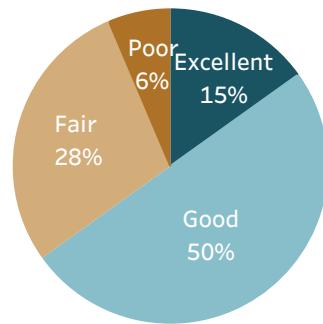


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## 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.

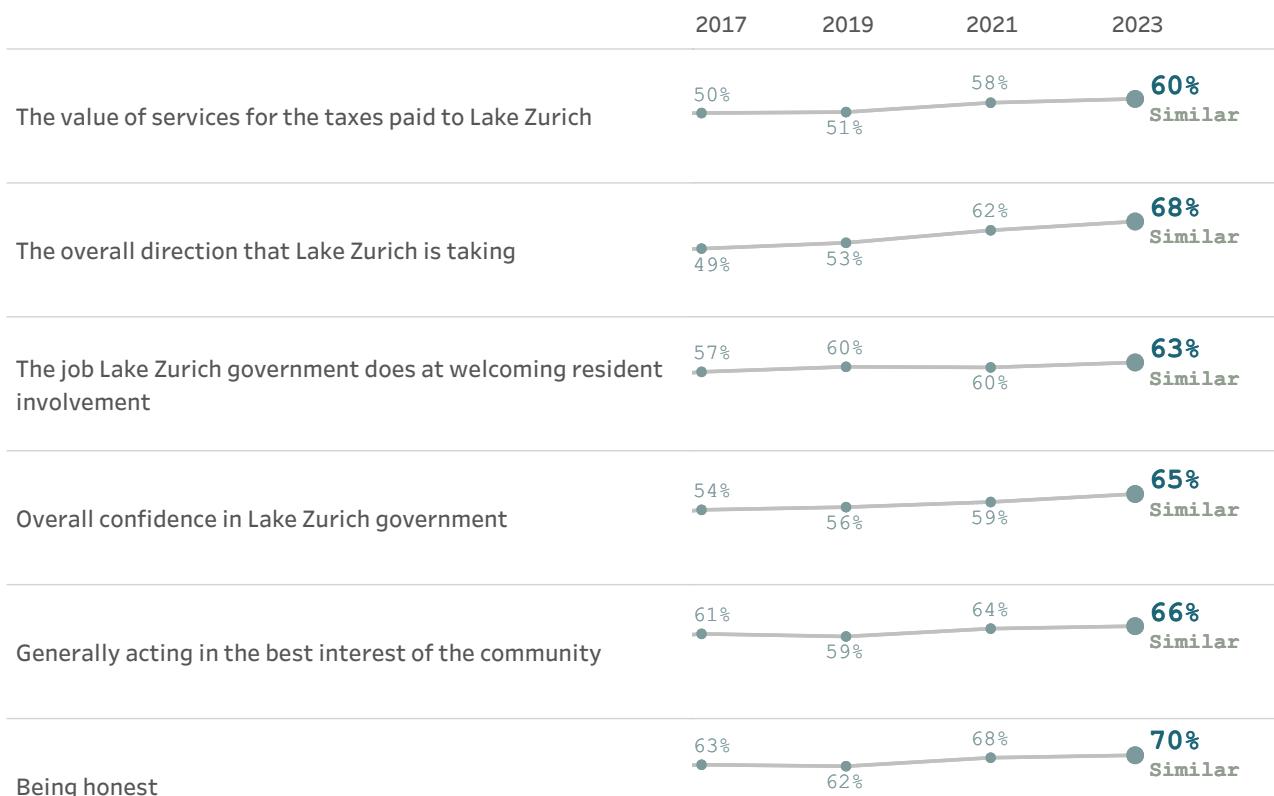
Overall confidence in Lake Zurich government, 2023



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)**

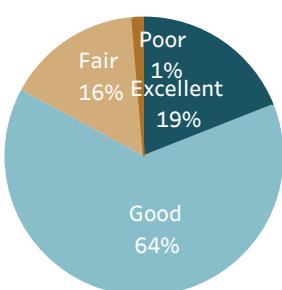


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

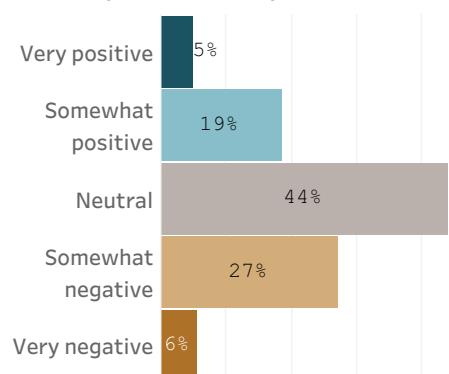
## Economy

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, 2023



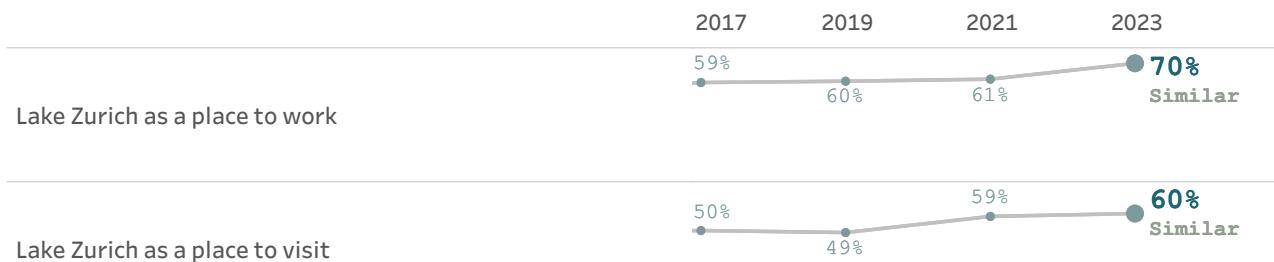
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



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



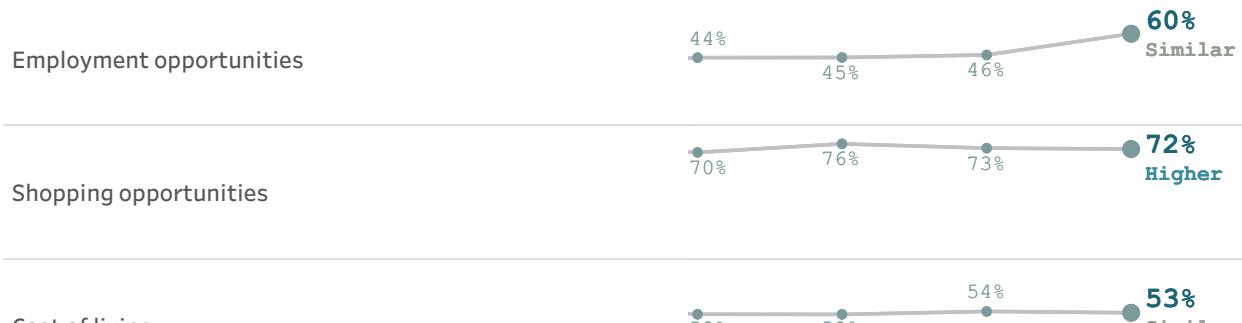
Please rate each of the following aspects of quality of life in Lake Zurich.  
(% excellent or good)



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



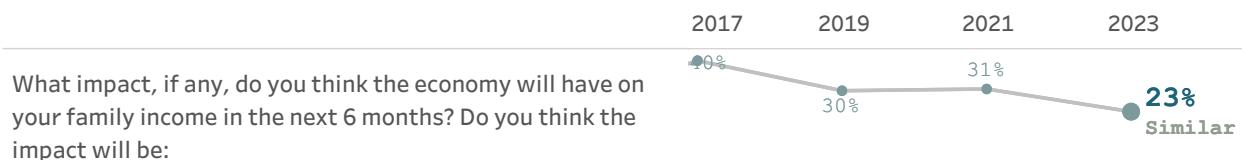
Vibrancy of downtown/commercial area



**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)**

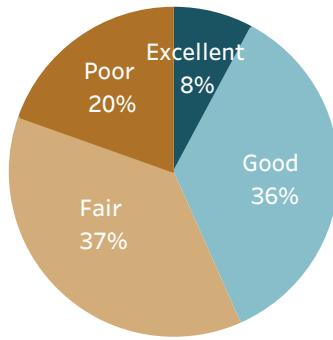


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Mobility

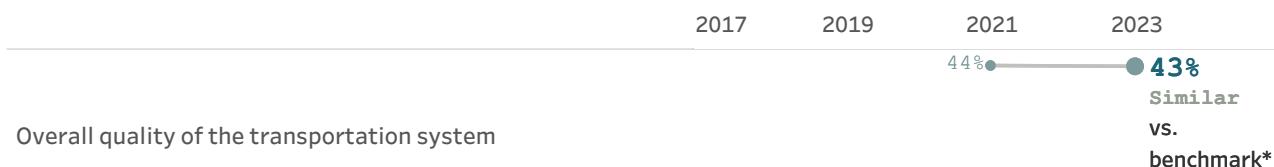
The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Lake Zurich, 2023



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)

2017

2019

2021

2023

Used public transportation instead of driving

16%  
Similar

Carpooled with other adults or children instead of driving alone

40%  
35%  
37%  
48%  
Similar

Walked or biked instead of driving

61%  
61%  
71%  
67%  
Similar

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

(% excellent or good)

2017

2019

2021

2023

Traffic enforcement

79%  
79%  
78%  
77%  
Similar

Traffic signal timing

59%  
58%  
68%  
68%  
Similar

Street repair

60%  
47%  
61%  
58%  
Similar

Street cleaning

70%  
70%  
78%  
79%  
Similar

Street lighting

66%  
68%  
71%  
75%  
Similar

Snow removal

79%  
77%  
74%  
81%  
Similar

Sidewalk maintenance

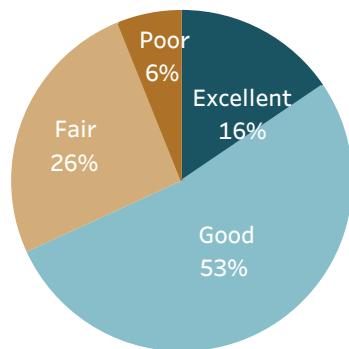
60%  
58%  
61%  
63%  
Similar

Bus or transit services

23%  
26%  
21%  
18%  
Much lower

\* 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, 2023



## 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)

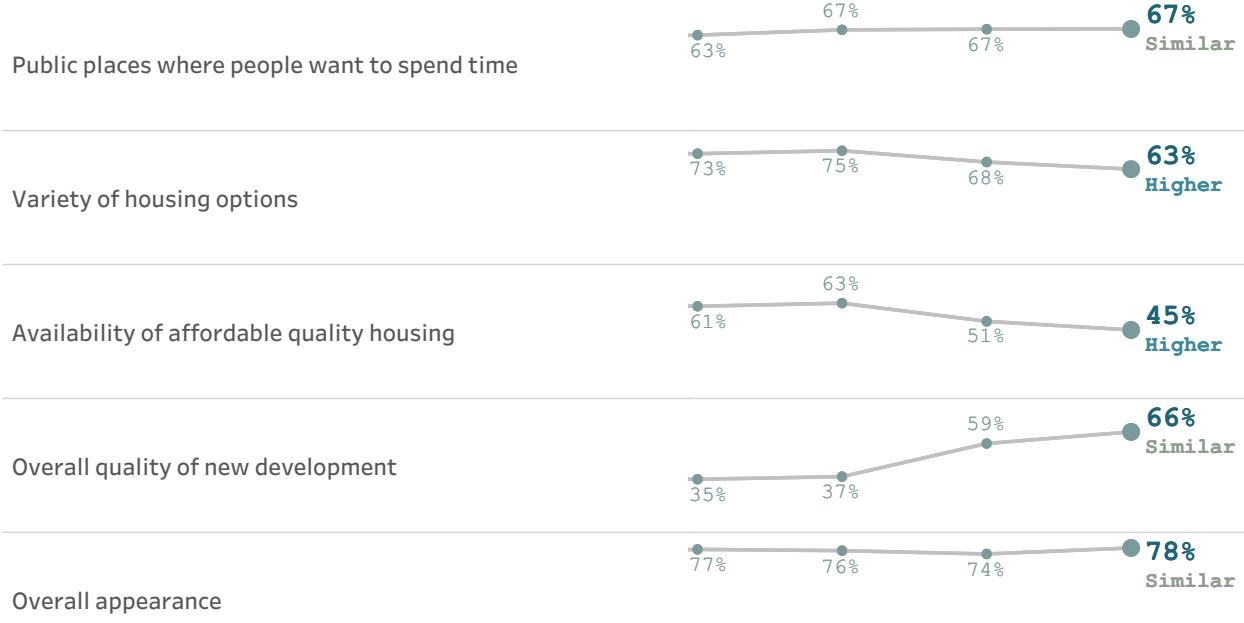


Please rate each of the following aspects of quality of life in Lake Zurich.  
(% excellent or good)

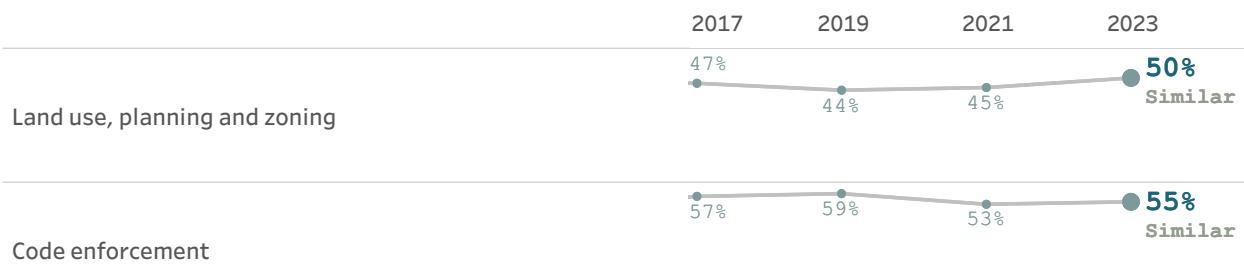


Please also rate each of the following in the Lake Zurich community.  
(% excellent or good)



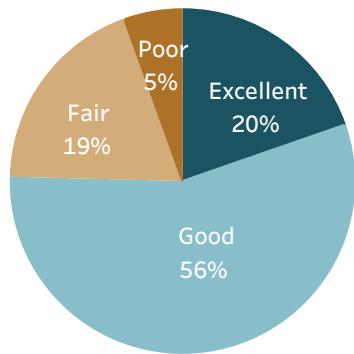


Please rate the quality of each of the following services in Lake Zurich.  
(% excellent or good)



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

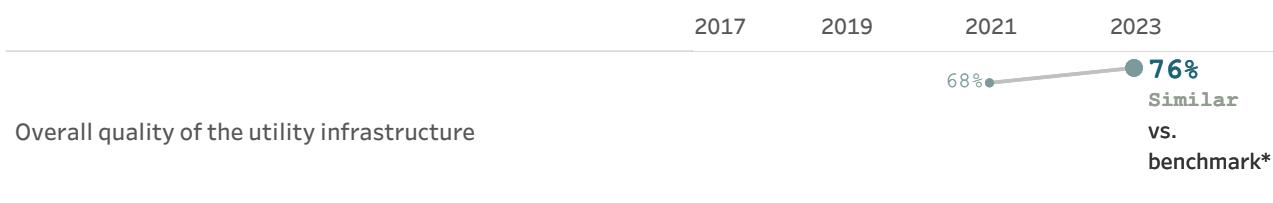
### Overall quality of the utility infrastructure in Lake Zurich, 2023



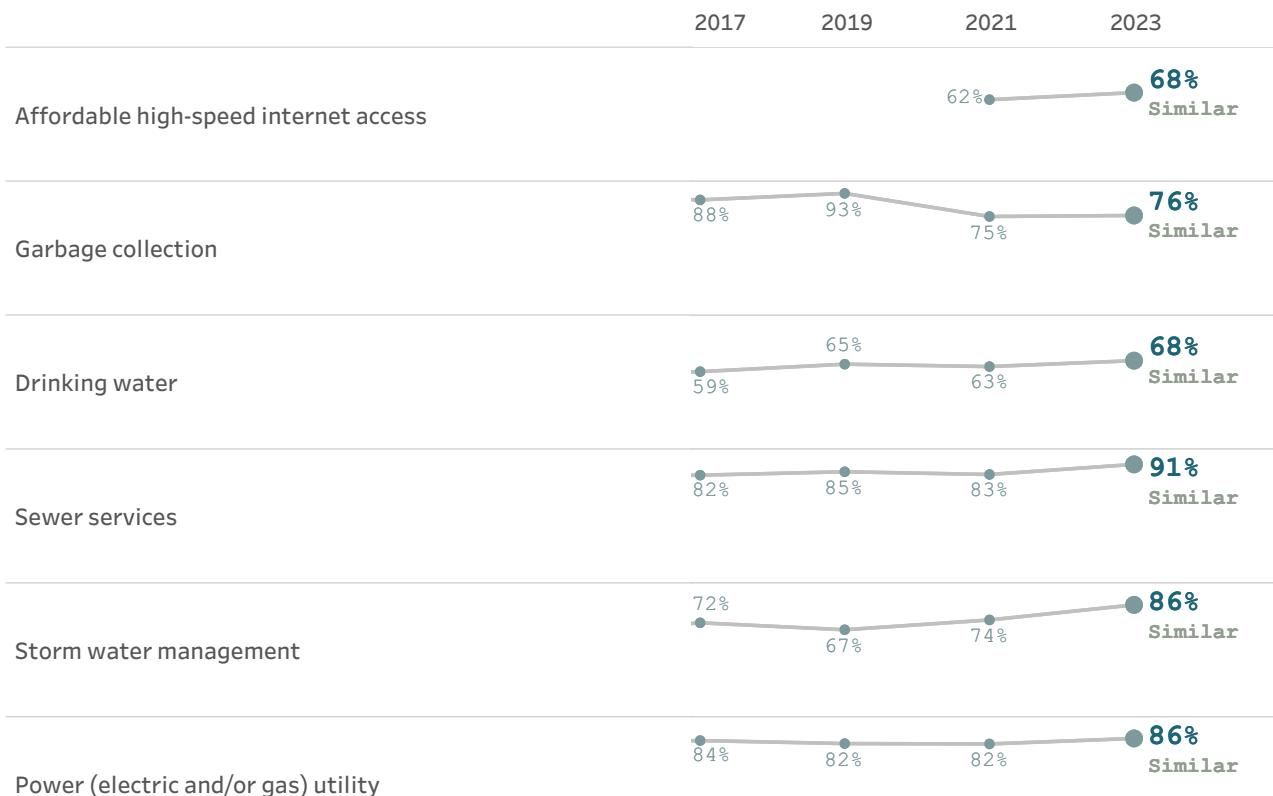
## Utilities

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)



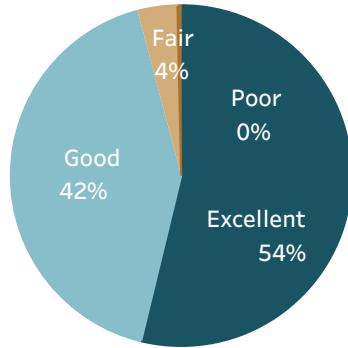
Please rate the quality of each of the following services in Lake Zurich.  
(% excellent or good)





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

### Overall feeling of safety in Lake Zurich, 2023



## 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.

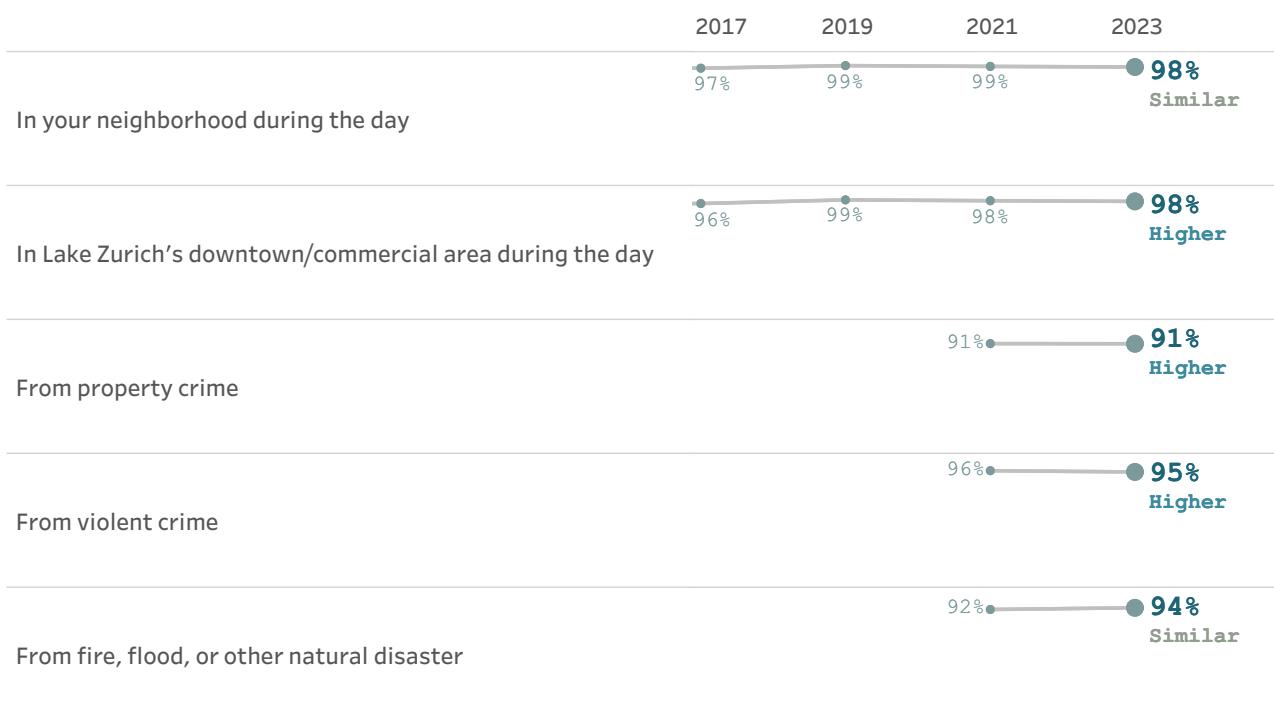
**Please rate each of the following characteristics as they relate to Lake Zurich as a whole.**

(% excellent or good)



**Please rate how safe or unsafe you feel:**

(% very or somewhat safe)

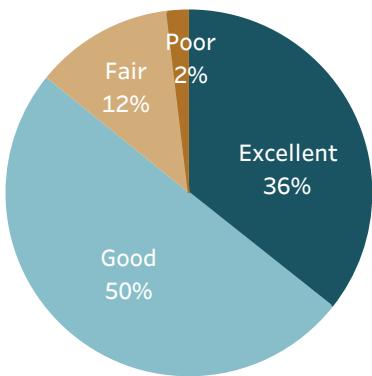


**Please rate the quality of each of the following services in Lake Zurich.  
(% excellent or good)**



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

### Overall quality of natural environment in Lake Zurich, 2023

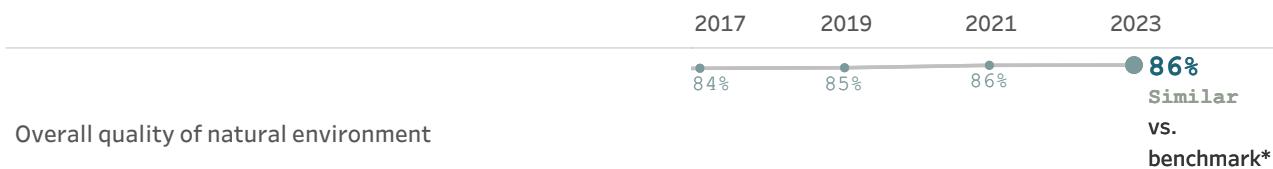


## Natural environment

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.

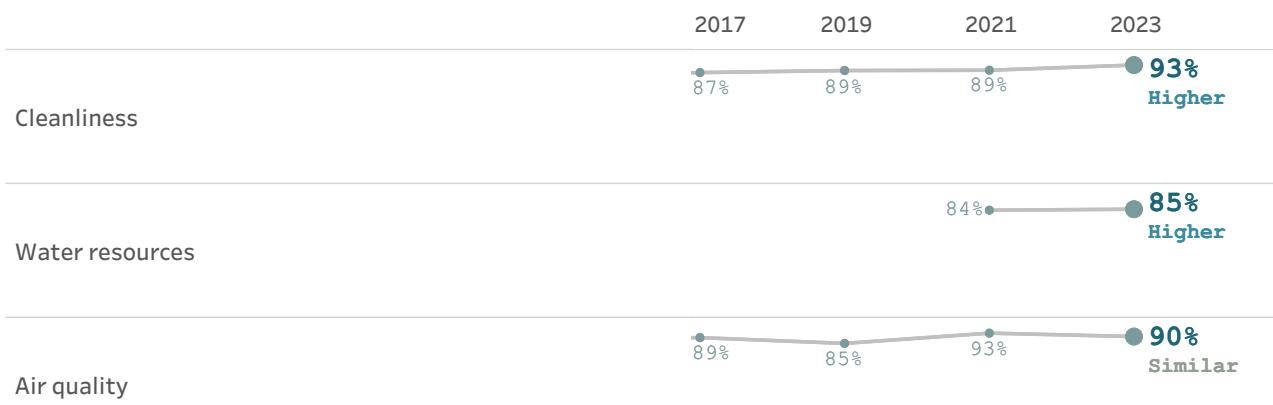
Please rate each of the following characteristics as they relate to Lake Zurich as a whole.

(% excellent or good)



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

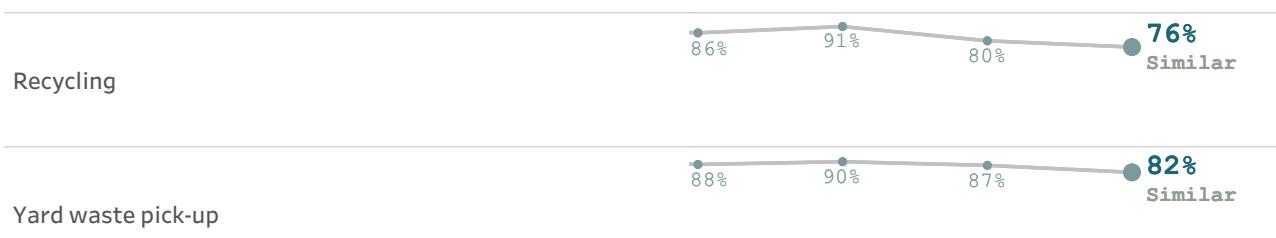
(% excellent or good)



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

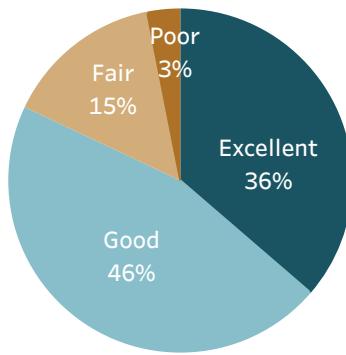
(% excellent or good)





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

### Overall quality of parks and recreation opportunities, 2023



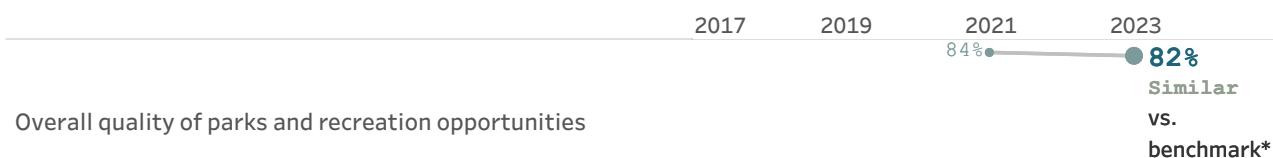
## Parks and recreation

"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

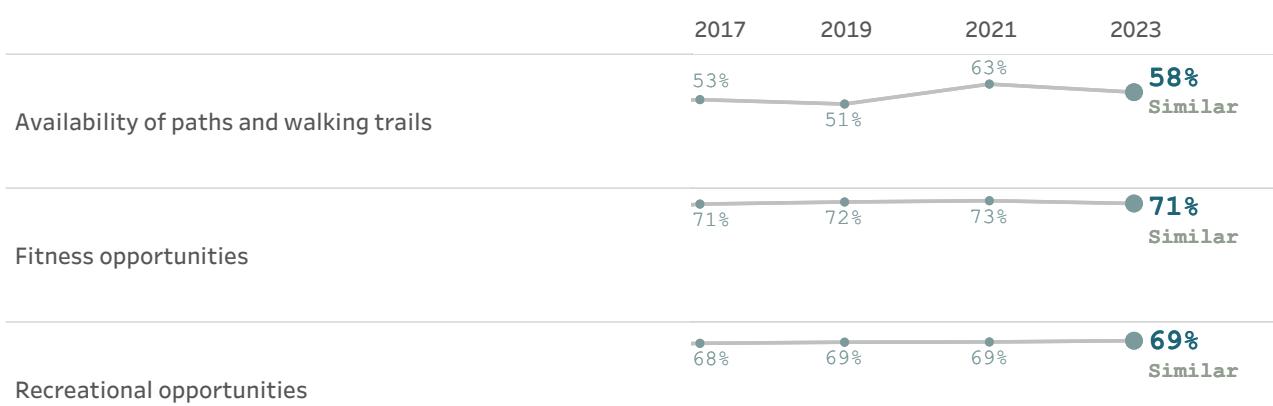
Please rate each of the following characteristics as they relate to Lake Zurich as a whole.

(% 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.

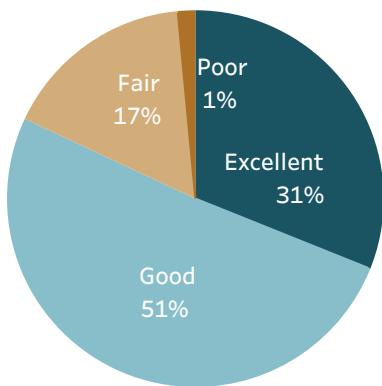
(% excellent or good)





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

### Overall health and wellness opportunities in Lake Zurich, 2023



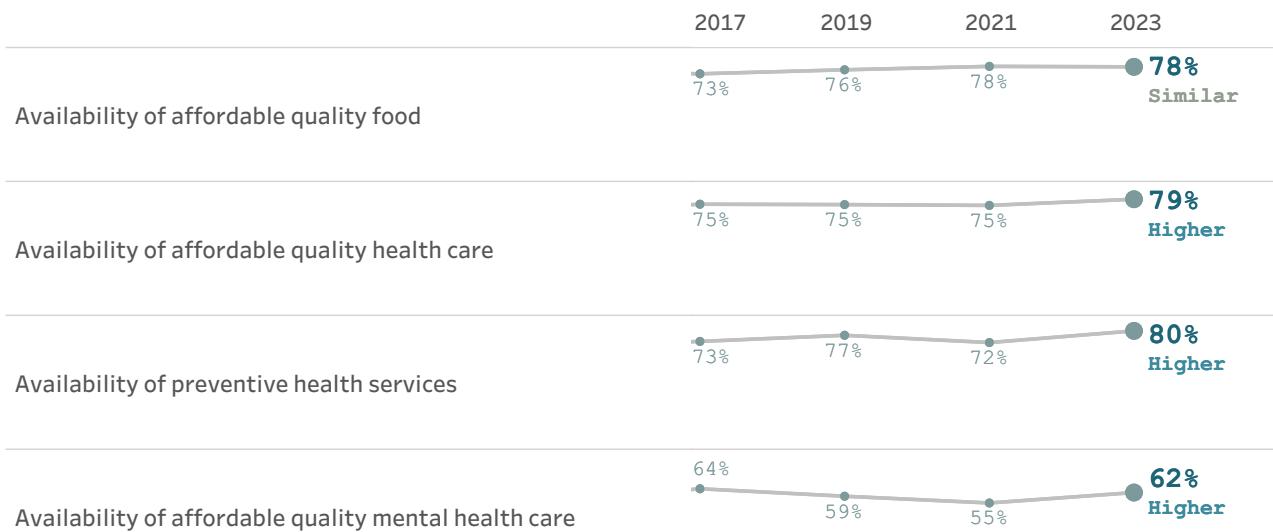
## Health and wellness

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.

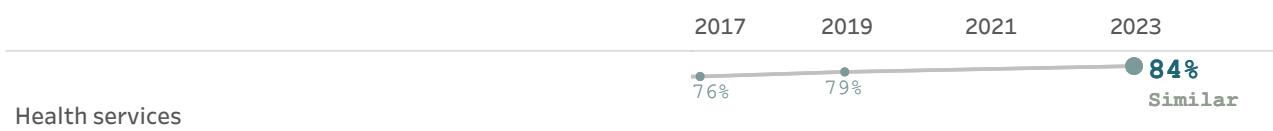
**Please rate each of the following characteristics as they relate to Lake Zurich as a whole.**  
(% excellent or good)



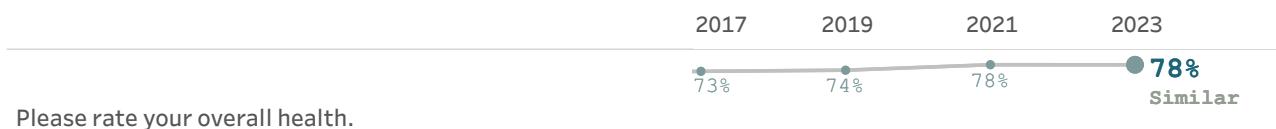
**Please also rate each of the following in the Lake Zurich community.**  
(% excellent or good)



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



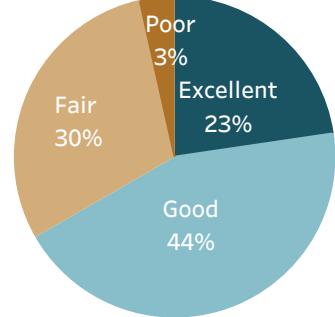
**Please rate your overall health.  
(% excellent or very good)**



Please rate your overall health.

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

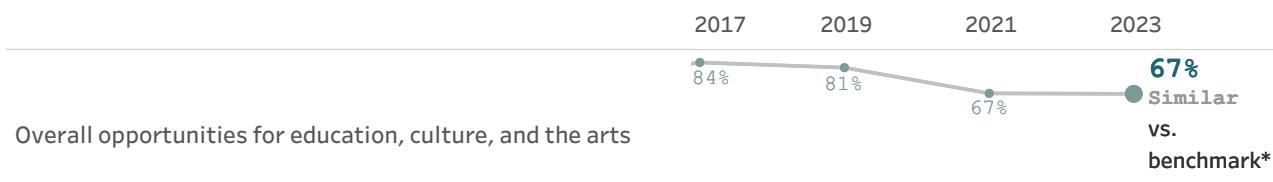
### Overall opportunities for education, culture and the arts, 2023



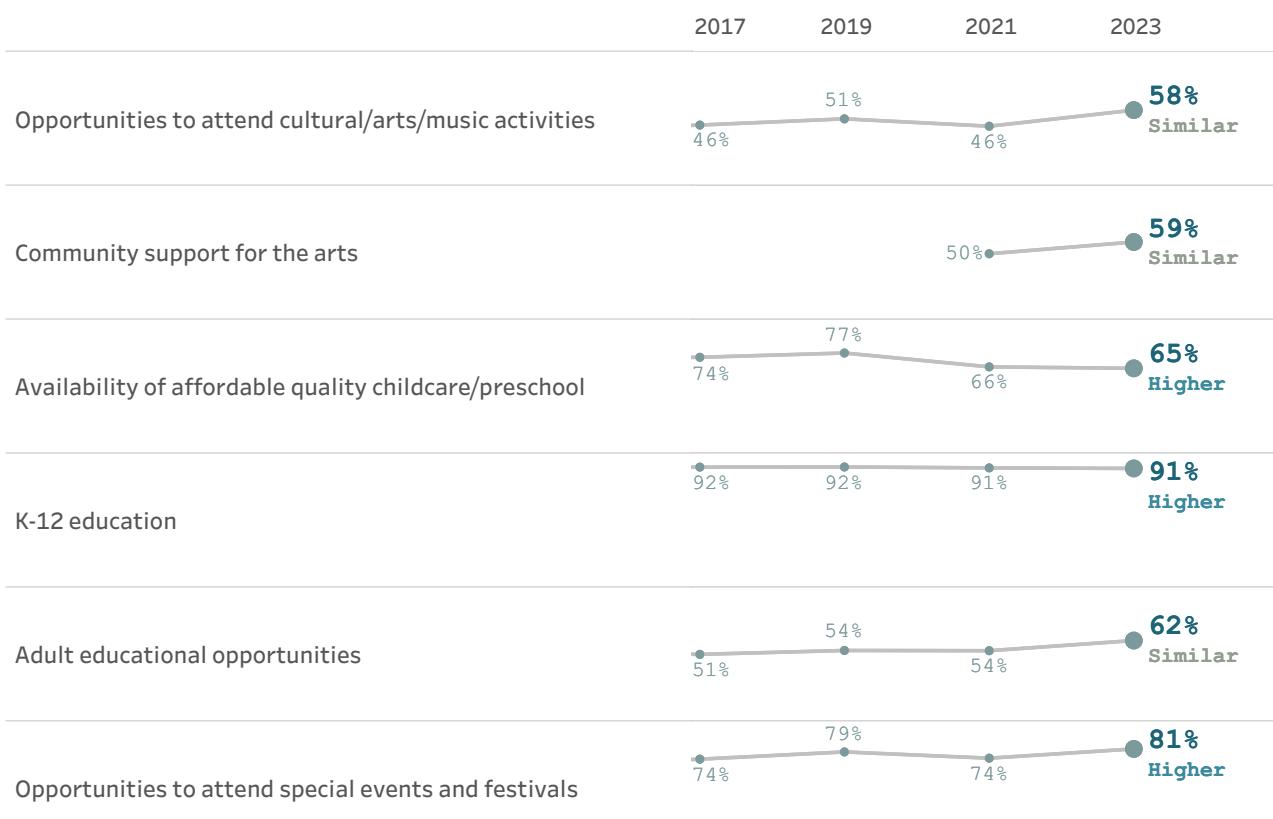
## Education, arts, and culture

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)



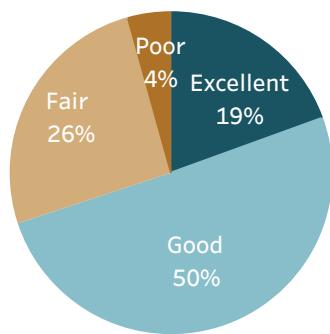
Please rate the quality of each of the following services in Lake Zurich.

(% 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, 2023



## 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)

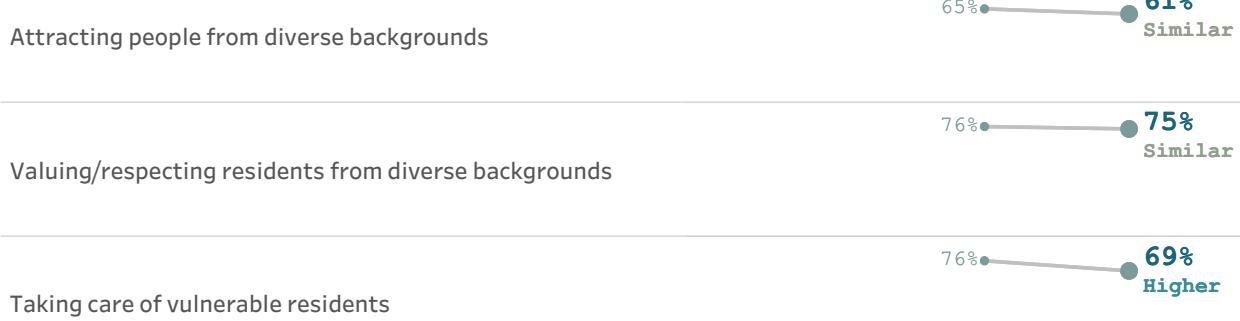


Please rate each of the following aspects of quality of life in Lake Zurich.  
(% excellent or good)

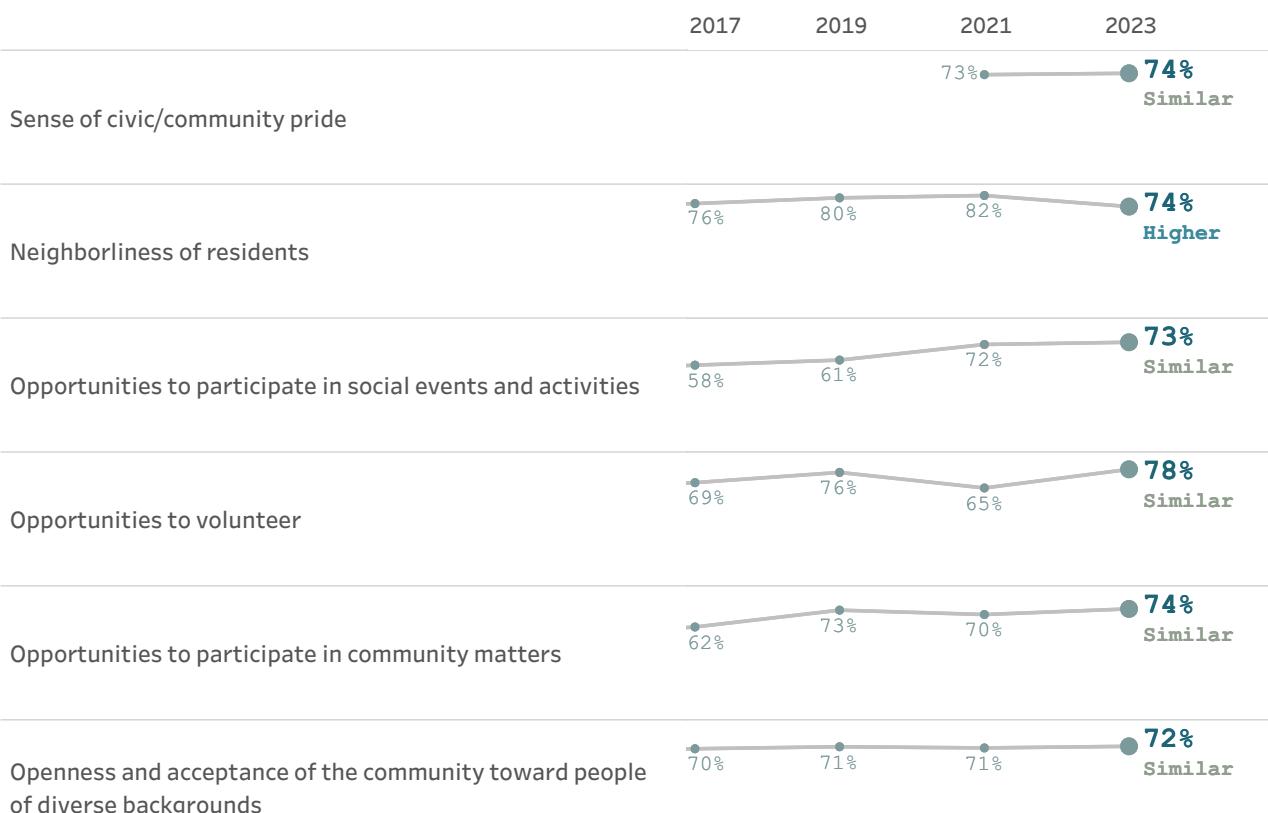


Please rate the job you feel the Lake Zurich community does at each of the following.  
(% excellent or good)





**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

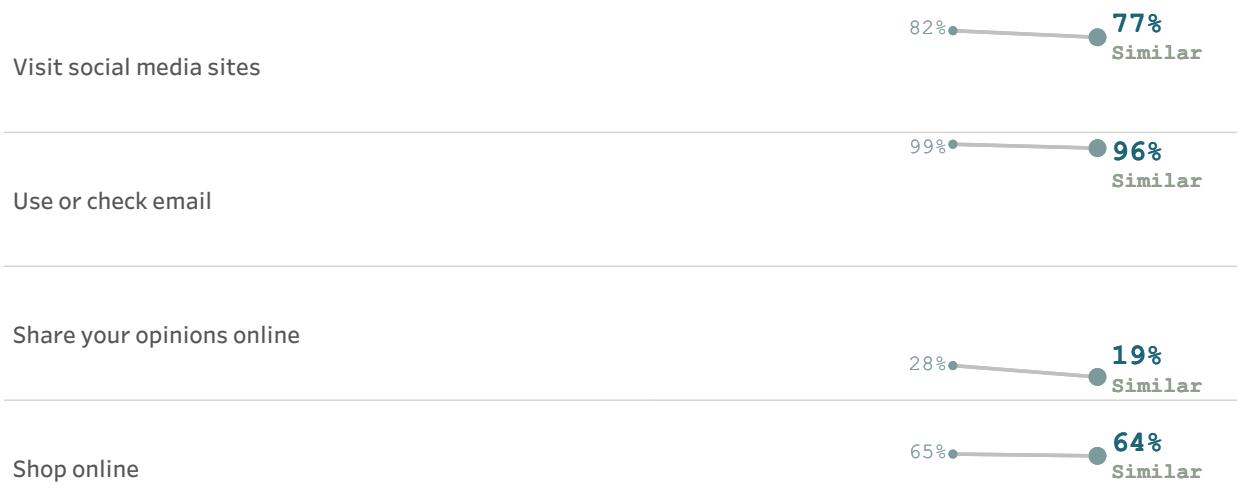
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



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

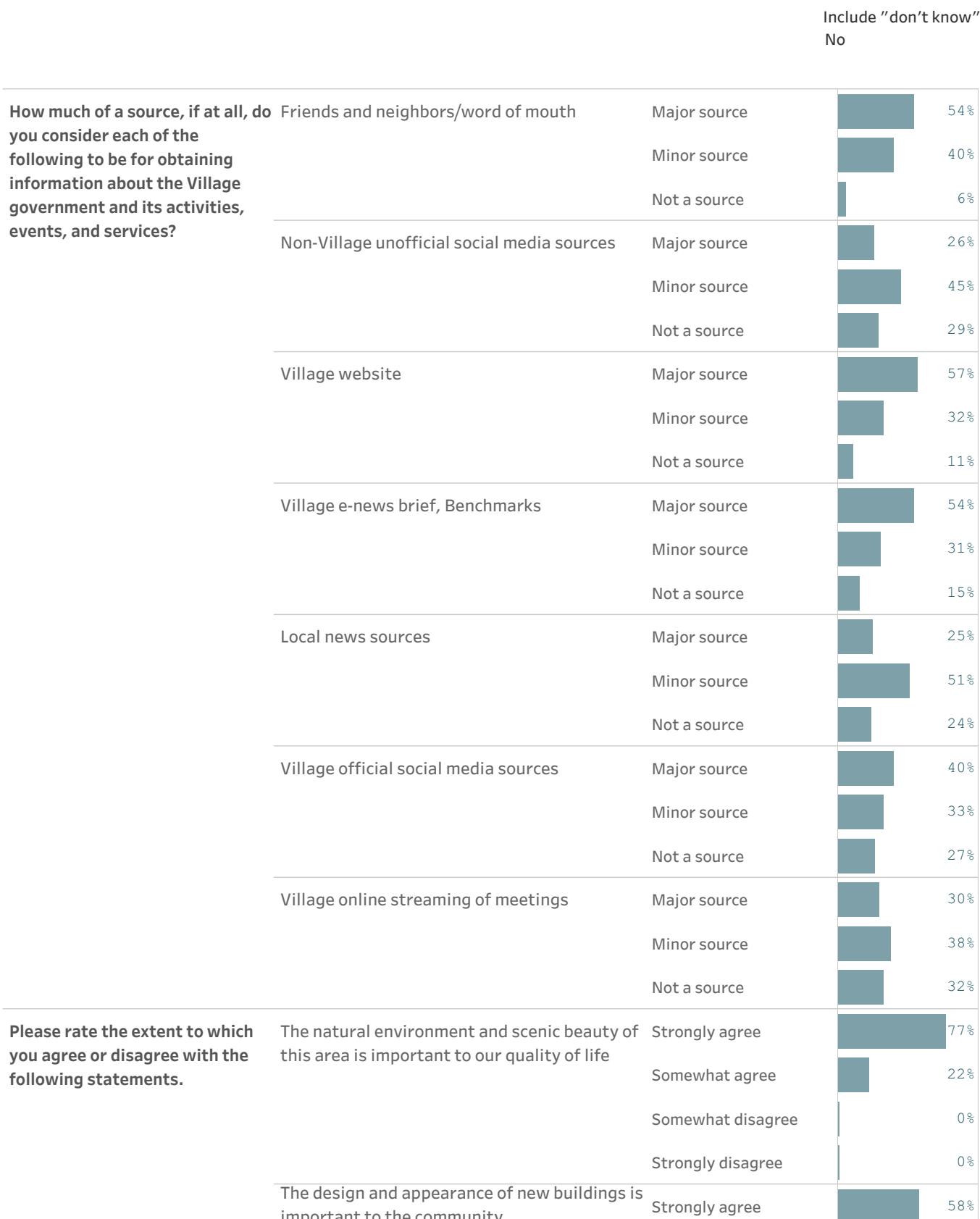


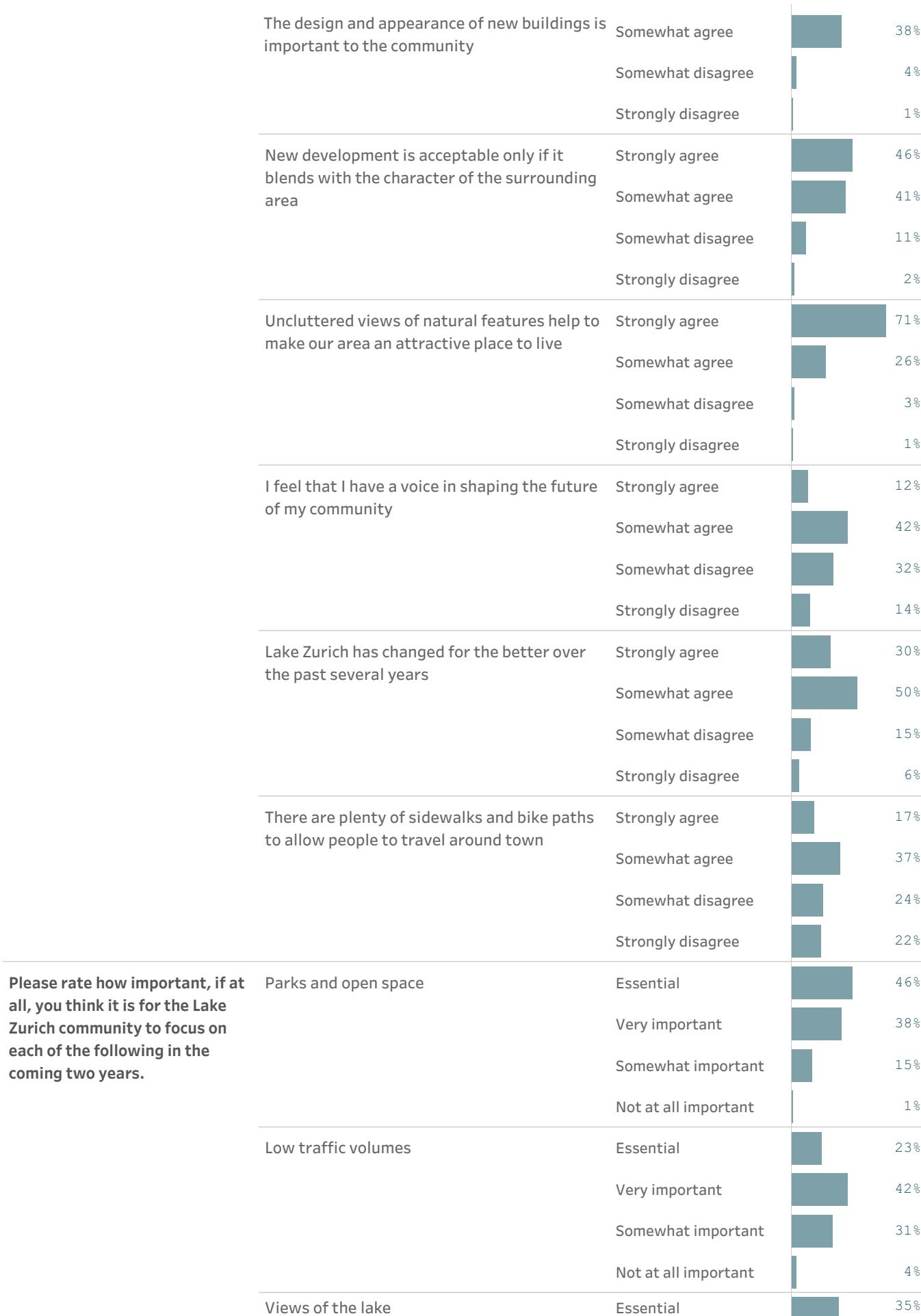


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Custom questions

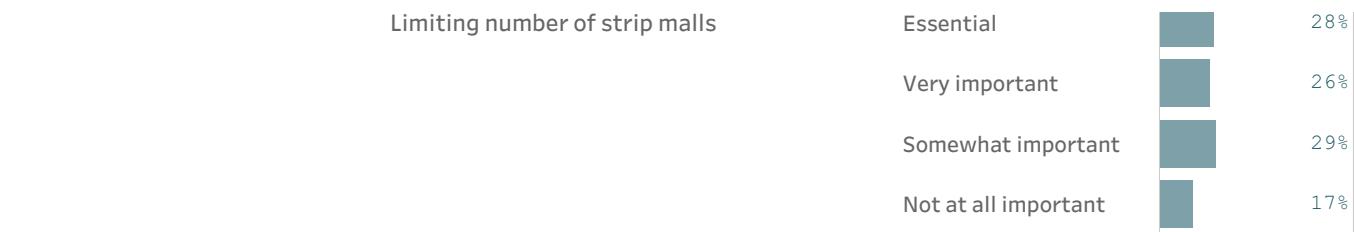
Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.





### Views of the lake





## 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
<b>Please rate each of the following aspects of quality of life in Lake Zurich.</b>	Lake Zurich as a place to live	Higher	97%	53	378	86
	Your neighborhood as a place to live	Higher	94%	25	329	92
	Lake Zurich as a place to raise children	Higher	95%	29	382	92
	Lake Zurich as a place to work	Similar	70%	126	373	66
	Lake Zurich as a place to visit	Similar	60%	187	330	43
	Lake Zurich as a place to retire	Similar	59%	238	377	37
	The overall quality of life	Similar	95%	67	403	83
	Sense of community	Higher	79%	28	330	91
<b>Please rate each of the following characteristics as they relate to Lake Zurich as a whole.</b>	Overall economic health	Similar	83%	80	316	75
	Overall quality of the transportation system	Similar	43%	143	221	35
	Overall design or layout of residential and commercial areas	Similar	69%	97	310	69
	Overall quality of the utility infrastructure	Similar	76%	76	215	65
	Overall feeling of safety	Higher	96%	30	367	92
	Overall quality of natural environment	Similar	86%	100	319	68
	Overall quality of parks and recreation opportunities	Similar	82%	95	221	57
	Overall health and wellness opportunities	Similar	82%	72	312	77
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Overall opportunities for education, culture, and the arts	Similar	67%	125	313	60
	Residents' connection and engagement with their community	Similar	70%	32	218	85
	Recommend living in Lake Zurich to someone who asks	Similar	93%	65	320	80

<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Remain in Lake Zurich for the next five years	Similar	88%	75	317	76
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	98%	16	347	95
	In Lake Zurich's downtown/commercial area during the day	Higher	98%	12	331	96
	From property crime	Higher	91%	16	226	93
	From violent crime	Higher	95%	11	226	95
	From fire, flood, or other natural disaster	Similar	94%	16	216	93
<b>Please rate the job you feel the Lake Zurich community does at each of the following.</b>	Making all residents feel welcome	Similar	82%	26	223	88
	Attracting people from diverse backgrounds	Similar	61%	75	220	66
	Valuing/respecting residents from diverse backgrounds	Similar	75%	30	221	86
	Taking care of vulnerable residents	Higher	69%	34	217	84
<b>Please rate each of the following in the Lake Zurich community.</b>	Overall quality of business and service establishments	Similar	78%	88	319	72
	Variety of business and service establishments	Similar	65%	79	218	64
	Vibrancy of downtown/commercial area	Lower	33%	246	297	17
	Employment opportunities	Similar	60%	96	332	71
	Shopping opportunities	Higher	72%	41	323	87
	Cost of living	Similar	53%	66	310	79
	Overall image or reputation	Higher	88%	71	372	81
<b>Please also rate each of the following in the Lake Zurich community.</b>	Traffic flow on major streets	Similar	65%	71	344	79
	Ease of public parking	Similar	73%	66	292	77
	Ease of travel by car	Higher	87%	37	331	89
	Ease of travel by public transportation	Much lower	12%	277	292	5
	Ease of travel by bicycle	Similar	43%	224	333	33
	Ease of walking	Similar	63%	183	334	45
	Well-planned residential growth	Similar	64%	51	219	77
	Well-planned commercial growth	Similar	52%	65	219	70
	Well-designed neighborhoods	Higher	76%	29	217	87

<b>Please also rate each of the following in the Lake Zurich community.</b>	Preservation of the historical or cultural character of the community	Similar	67%	95	216	56
	Public places where people want to spend time	Similar	67%	100	305	67
	Variety of housing options	Higher	63%	56	317	82
	Availability of affordable quality housing	Higher	45%	74	339	78
	Overall quality of new development	Similar	66%	73	328	78
	Overall appearance	Similar	78%	144	351	59
	Cleanliness	Higher	93%	49	340	85
	Water resources	Higher	85%	30	199	85
	Air quality	Similar	90%	76	305	75
	Availability of paths and walking trails	Similar	58%	241	335	28
	Fitness opportunities	Similar	71%	130	305	57
	Recreational opportunities	Similar	69%	165	325	49
	Availability of affordable quality food	Similar	78%	36	301	88
	Availability of affordable quality health care	Higher	79%	45	310	85
	Availability of preventive health services	Higher	80%	45	296	85
	Availability of affordable quality mental health care	Higher	62%	36	298	88
	Opportunities to attend cultural/arts/music activities	Similar	58%	140	322	56
	Community support for the arts	Similar	59%	96	216	56
	Availability of affordable quality childcare/preschool	Higher	65%	44	308	86
	K-12 education	Higher	91%	23	310	92
	Adult educational opportunities	Similar	62%	115	302	62
	Sense of civic/community pride	Similar	74%	36	217	83
	Neighborliness of residents	Higher	74%	22	307	93
	Opportunities to participate in social events and activities	Similar	73%	55	314	82
	Opportunities to attend special events and festivals	Higher	81%	35	311	89
	Opportunities to volunteer	Similar	78%	53	310	83

<b>Please also rate each of the following in the Lake Zurich community.</b>	Opportunities to participate in community matters	Similar	74%	43	311	86
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	72%	45	328	86
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the Village of Lake Zurich for help or information	Similar	56%	58	346	83
	Contacted Lake Zurich elected officials to express your opinion	Similar	12%	234	304	23
	Attended a local public meeting	Similar	16%	196	307	36
	Watched a local public meeting	Similar	33%	51	289	82
	Volunteered your time to some group/activity	Similar	24%	233	310	25
	Campaigned or advocated for a local issue, cause, or candidate	Similar	14%	241	300	20
	Voted in your most recent local election	Similar	76%	124	218	43
	Used public transportation instead of driving	Similar	16%	129	279	54
	Carpooled with other adults or children instead of driving alone	Similar	48%	73	301	76
	Walked or biked instead of driving	Similar	67%	74	305	76
<b>Please rate the quality of each of the following services in Lake Zurich.</b>	Public information services	Similar	75%	77	323	76
	Economic development	Similar	61%	104	317	67
	Traffic enforcement	Similar	77%	51	366	86
	Traffic signal timing	Similar	68%	33	309	89
	Street repair	Similar	58%	89	359	75
	Street cleaning	Similar	79%	74	323	77
	Street lighting	Similar	75%	73	353	79
	Snow removal	Similar	81%	51	270	81
	Sidewalk maintenance	Similar	63%	104	322	68
	Bus or transit services	Much lower	18%	261	288	9
	Land use, planning and zoning	Similar	50%	118	325	64
	Code enforcement	Similar	55%	124	359	65
	Affordable high-speed internet access	Similar	68%	28	213	87
	Garbage collection	Similar	76%	253	343	26

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

Drinking water	Similar	68%	210	322	35
Sewer services	Similar	91%	82	324	75
Storm water management	Similar	86%	61	335	82
Power (electric and/or gas) utility	Similar	86%	67	266	75
Utility billing	Similar	73%	123	290	57
Police/Sheriff services	Similar	92%	71	393	82
Crime prevention	Higher	90%	26	364	93
Animal control	Higher	87%	15	336	95
Ambulance or emergency medical services	Similar	98%	39	331	88
Fire services	Similar	97%	65	356	82
Fire prevention and education	Similar	88%	32	321	90
Emergency preparedness	Similar	75%	89	319	72
Preservation of natural areas	Similar	70%	88	303	71
Lake Zurich open space	Similar	65%	119	299	60
Recycling	Similar	76%	154	345	55
Yard waste pick-up	Similar	82%	84	301	72
Village parks	Similar	89%	62	337	81
Recreation programs or classes	Similar	76%	101	332	69
Recreation centers or facilities	Similar	71%	129	313	59
Health services	Similar	84%	54	290	81
Public library services	Higher	96%	2	335	99
Overall customer service by Lake Zurich employees	Similar	87%	46	380	88
<b>Please rate the following categories of Lake Zurich government performance.</b>					
The value of services for the taxes paid to Lake Zurich	Similar	60%	113	384	70
The overall direction that Lake Zurich is taking	Similar	68%	78	350	78
The job Lake Zurich government does at welcoming resident involvement	Similar	63%	55	348	84
Overall confidence in Lake Zurich government	Similar	65%	57	314	82

<b>Please rate the following categories of Lake Zurich government performance.</b>	Generally acting in the best interest of the community	Similar	66%	60	319	81
	Being honest	Similar	70%	54	309	82
	Being open and transparent to the public	Similar	67%	45	223	80
	Informing residents about issues facing the community	Similar	65%	40	228	82
	Treating all residents fairly	Higher	79%	23	315	93
	Treating residents with respect	Higher	85%	21	219	90
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The Village of Lake Zurich	Similar	85%	88	376	76
	The Federal Government	Similar	31%	234	299	22
<b>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.</b>	Overall economic health	Similar	93%	48	292	83
	Overall quality of the transportation system	Similar	71%	112	215	48
	Overall design or layout of residential and commercial areas	Similar	74%	162	293	44
	Overall quality of the utility infrastructure	Similar	89%	80	214	63
	Overall feeling of safety	Similar	85%	209	293	28
	Overall quality of natural environment	Similar	81%	174	293	40
	Overall quality of parks and recreation opportunities	Similar	82%	85	216	61
	Overall health and wellness opportunities	Similar	65%	266	293	9
	Overall opportunities for education, culture, and the arts	Similar	70%	216	292	26
	Residents' connection and engagement with their community	Similar	65%	210	292	28
<b>In general, how many times do you:</b>	Access the internet from your home	Similar	96%	76	216	65
	Access the internet from your cell phone	Similar	96%	49	216	77
	Visit social media sites	Similar	77%	149	215	31
	Use or check email	Similar	96%	144	216	33
	Share your opinions online	Similar	19%	212	216	2
	Shop online	Similar	64%	40	215	81
	Please rate your overall health.	Similar	78%	35	300	88
	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:	Similar	23%	160	302	47

## Custom benchmark tables

This table contains the comparisons of Lake Zurich's results to those from communities in Illinois. The first column shows Lake Zurich's rating compared to the benchmark: results are noted as "higher" or "lower" if the average rating given by Lake Zurich residents is at least 10 points above or below the benchmark, and "similar" if it is within 10 points. The second column shows Lake Zurich's "percent positive", which is the combination of the most positive response options (e.g., excellent/good). The third column shows Lake Zurich's ranking in comparison to other communities where a similar question was asked, and the fourth column shows the number of communities that asked that question. The fifth column shows the percentile for Lake Zurich's result (the percent of communities that had a lower rating).

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Lake Zurich.</b>	Lake Zurich as a place to live	Similar	97%	7	22	72
	Your neighborhood as a place to live	Similar	94%	2	20	95
	Lake Zurich as a place to raise children	Similar	95%	4	22	86
	Lake Zurich as a place to work	Similar	70%	14	22	40
	Lake Zurich as a place to visit	Similar	60%	13	22	45
	Lake Zurich as a place to retire	Similar	59%	12	22	50
	The overall quality of life	Similar	95%	7	23	73
	Sense of community	Similar	79%	4	22	86
<b>Please rate each of the following characteristics as they relate to Lake Zurich as a whole.</b>	Overall economic health	Similar	83%	5	20	80
	Overall quality of the transportation system	Lower	43%	16	17	11
	Overall design or layout of residential and commercial areas	Similar	69%	15	20	30
	Overall quality of the utility infrastructure	Similar	76%	11	15	33
	Overall feeling of safety	Higher	96%	2	21	95
	Overall quality of natural environment	Similar	86%	7	20	70
	Overall quality of parks and recreation opportunities	Similar	82%	12	15	26
	Overall health and wellness opportunities	Similar	82%	8	20	65
	Overall opportunities for education, culture, and the arts	Similar	67%	14	21	38
	Residents' connection and engagement with their community	Similar	70%	6	15	66
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Lake Zurich to someone who asks	Similar	93%	7	20	70
	Remain in Lake Zurich for the next five years	Similar	88%	7	20	70

<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	98%	1	21	100
	In Lake Zurich's downtown/commercial area during the day	Similar	98%	1	20	100
	From property crime	Similar	91%	1	15	100
	From violent crime	Higher	95%	1	15	100
	From fire, flood, or other natural disaster	Similar	94%	2	15	93
<b>Please rate the job you feel the Lake Zurich community does at each of the following.</b>	Making all residents feel welcome	Similar	82%	7	16	62
	Attracting people from diverse backgrounds	Similar	61%	11	15	33
	Valuing/respecting residents from diverse backgrounds	Similar	75%	9	16	50
	Taking care of vulnerable residents	Similar	69%	9	15	46
<b>Please rate each of the following in the Lake Zurich community.</b>	Overall quality of business and service establishments	Similar	78%	7	20	70
	Variety of business and service establishments	Similar	65%	8	15	53
	Vibrancy of downtown/commercial area	Lower	33%	17	20	20
	Employment opportunities	Similar	60%	7	21	71
	Shopping opportunities	Higher	72%	5	22	81
	Cost of living	Similar	53%	6	20	75
	Overall image or reputation	Similar	88%	6	23	78
<b>Please also rate each of the following in the Lake Zurich community.</b>	Traffic flow on major streets	Similar	65%	11	22	54
	Ease of public parking	Similar	73%	10	18	50
	Ease of travel by car	Similar	87%	6	20	75
	Ease of travel by public transportation	Much lower	12%	21	21	4
	Ease of travel by bicycle	Lower	43%	19	20	10
	Ease of walking	Similar	63%	17	20	20
	Well-planned residential growth	Similar	64%	10	15	40
	Well-planned commercial growth	Similar	52%	9	15	46
	Well-designed neighborhoods	Similar	76%	6	15	66
	Preservation of the historical or cultural character of the community	Similar	67%	13	16	25
	Public places where people want to spend time	Similar	67%	10	20	55
	Variety of housing options	Similar	63%	13	20	40

<b>Please also rate each of the following in the Lake Zurich community.</b>	Availability of affordable quality housing	Similar	45%	15	22	36
	Overall quality of new development	Similar	66%	9	21	61
	Overall appearance	Similar	78%	13	21	42
	Cleanliness	Similar	93%	6	21	76
	Water resources	Higher	85%	3	14	85
	Air quality	Similar	90%	5	20	80
	Availability of paths and walking trails	Lower	58%	16	20	25
	Fitness opportunities	Similar	71%	11	19	47
	Recreational opportunities	Similar	69%	15	20	30
	Availability of affordable quality food	Similar	78%	7	20	70
	Availability of affordable quality health care	Similar	79%	9	21	61
	Availability of preventive health services	Similar	80%	8	20	65
	Availability of affordable quality mental health care	Similar	62%	10	20	55
	Opportunities to attend cultural/arts/music activities	Similar	58%	12	20	45
	Community support for the arts	Similar	59%	10	15	40
	Availability of affordable quality childcare/preschool	Similar	65%	12	20	45
	K-12 education	Similar	91%	6	22	77
	Adult educational opportunities	Similar	62%	12	19	42
	Sense of civic/community pride	Similar	74%	5	15	73
	Neighborliness of residents	Similar	74%	3	20	90
	Opportunities to participate in social events and activities	Similar	73%	8	19	63
	Opportunities to attend special events and festivals	Similar	81%	7	20	70
	Opportunities to volunteer	Similar	78%	4	20	85
	Opportunities to participate in community matters	Similar	74%	3	19	89
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	72%	9	21	61
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the Village of Lake Zurich for help or information	Similar	56%	4	20	85
	Contacted Lake Zurich elected officials to express your opinion	Similar	12%	12	20	45
	Attended a local public meeting	Similar	16%	7	20	70

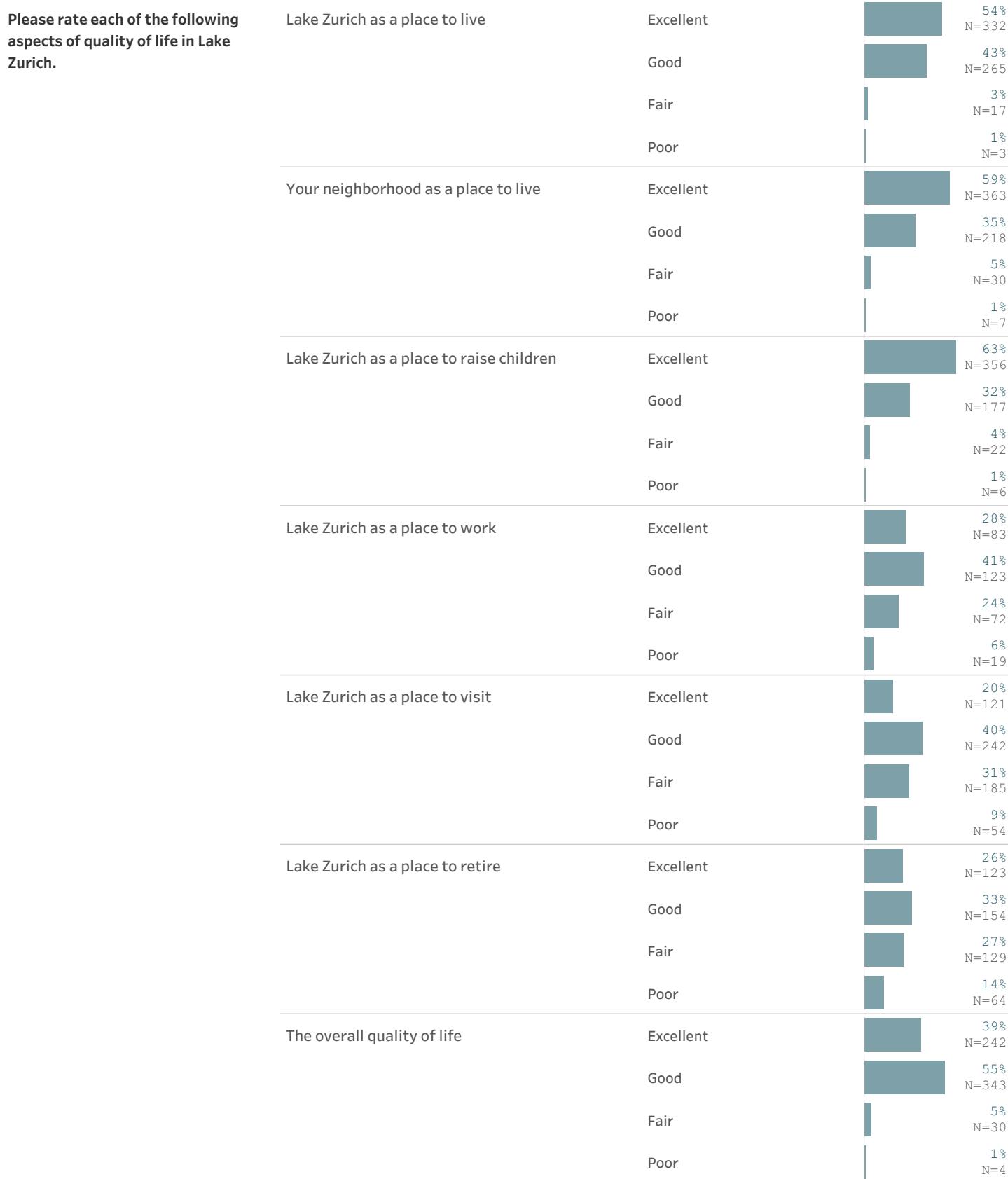
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Watched a local public meeting	Higher	33%	1	20	100
	Volunteered your time to some group/activity	Similar	24%	8	20	65
	Campaigned or advocated for a local issue, cause, or candidate	Similar	14%	14	19	31
	Voted in your most recent local election	Similar	76%	4	14	78
	Used public transportation instead of driving	Similar	16%	10	19	52
	Carpooled with other adults or children instead of driving alone	Similar	48%	2	20	95
	Walked or biked instead of driving	Similar	67%	7	20	70
<b>Please rate the quality of each of the following services in Lake Zurich.</b>	Public information services	Similar	75%	12	22	50
	Economic development	Similar	61%	11	20	50
	Traffic enforcement	Similar	77%	13	23	47
	Traffic signal timing	Similar	68%	4	20	85
	Street repair	Similar	58%	11	23	56
	Street cleaning	Similar	79%	9	20	60
	Street lighting	Similar	75%	15	23	39
	Snow removal	Similar	81%	9	21	61
	Sidewalk maintenance	Similar	63%	16	21	28
	Bus or transit services	Much lower	18%	19	20	10
	Land use, planning and zoning	Similar	50%	17	20	20
	Code enforcement	Similar	55%	16	21	28
	Affordable high-speed internet access	Similar	68%	8	15	53
	Garbage collection	Similar	76%	19	21	14
	Drinking water	Similar	68%	18	21	19
	Sewer services	Similar	91%	7	20	70
	Storm water management	Similar	86%	7	20	70
	Power (electric and/or gas) utility	Similar	86%	10	20	55
	Utility billing	Similar	73%	13	20	40
	Police/Sheriff services	Similar	92%	9	21	61
	Crime prevention	Similar	90%	4	22	86

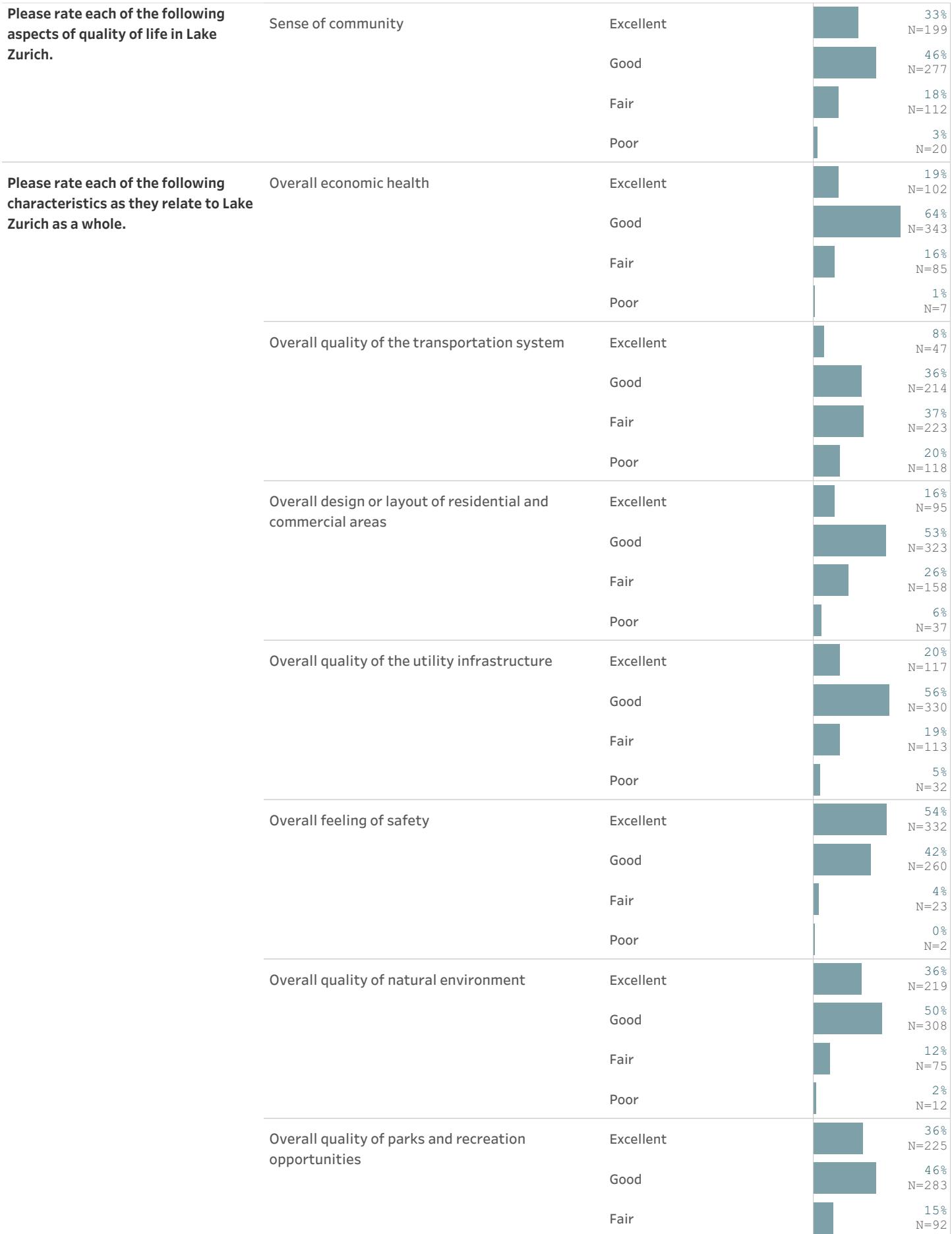
<b>Please rate the quality of each of the following services in Lake Zurich.</b>	Animal control	Similar	87%	3	18	88
	Ambulance or emergency medical services	Similar	98%	8	21	66
	Fire services	Similar	97%	8	20	65
	Fire prevention and education	Similar	88%	6	19	73
	Emergency preparedness	Similar	75%	14	22	40
	Preservation of natural areas	Similar	70%	9	19	57
	Lake Zurich open space	Similar	65%	12	19	42
	Recycling	Similar	76%	17	20	20
	Yard waste pick-up	Similar	82%	11	21	52
	Village parks	Similar	89%	7	20	70
	Recreation programs or classes	Similar	76%	12	18	38
	Recreation centers or facilities	Similar	71%	13	18	33
	Health services	Similar	84%	9	20	60
	Public library services	Similar	96%	3	21	90
<b>Please rate the following categories of Lake Zurich government performance.</b>	Overall customer service by Lake Zurich employees	Similar	87%	6	22	77
	The value of services for the taxes paid to Lake Zurich	Similar	60%	11	24	58
	The overall direction that Lake Zurich is taking	Similar	68%	11	22	54
	The job Lake Zurich government does at welcoming resident involvement	Similar	63%	10	21	57
	Overall confidence in Lake Zurich government	Similar	65%	9	21	61
	Generally acting in the best interest of the community	Similar	66%	10	21	57
	Being honest	Similar	70%	10	21	57
	Being open and transparent to the public	Similar	67%	9	16	50
	Informing residents about issues facing the community	Similar	65%	9	16	50
	Treating all residents fairly	Similar	79%	5	21	80
<b>Overall, how would you rate the quality of the services provided by each ..</b>	Treating residents with respect	Similar	85%	4	16	81
	The Village of Lake Zurich	Similar	85%	13	22	45
	The Federal Government	Similar	31%	16	19	21
<b>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.</b>	Overall economic health	Similar	93%	11	20	50

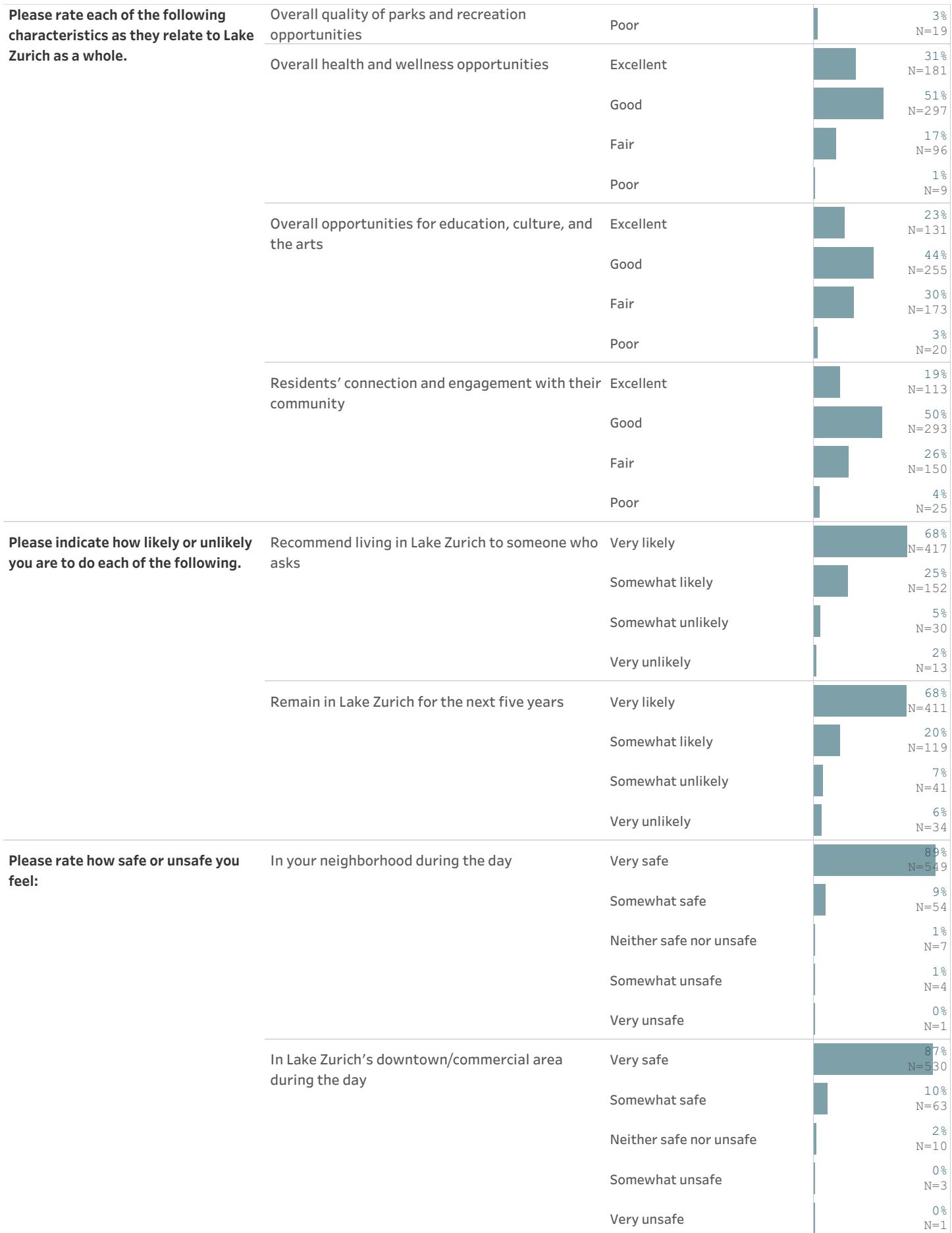
<b>Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.</b>	Overall quality of the transportation system	Similar	71%	7	15	60
	Overall design or layout of residential and commercial areas	Similar	74%	9	20	60
	Overall quality of the utility infrastructure	Similar	89%	8	15	53
	Overall feeling of safety	Similar	85%	18	20	15
	Overall quality of natural environment	Similar	81%	6	20	75
	Overall quality of parks and recreation opportunities	Similar	82%	8	15	53
	Overall health and wellness opportunities	Similar	65%	20	20	5
	Overall opportunities for education, culture, and the arts	Similar	70%	17	20	20
<b>Residents' connection and engagement with their community</b>		Similar	65%	19	20	10
<b>In general, how many times do you:</b>	Access the internet from your home	Similar	96%	7	15	60
	Access the internet from your cell phone	Similar	96%	4	15	80
	Visit social media sites	Similar	77%	12	15	26
	Use or check email	Similar	96%	12	15	26
	Share your opinions online	Lower	19%	15	15	6
	Shop online	Similar	64%	1	15	100
	Please rate your overall health.	Similar	78%	3	20	90
<b>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:</b>		Similar	23%	12	20	45

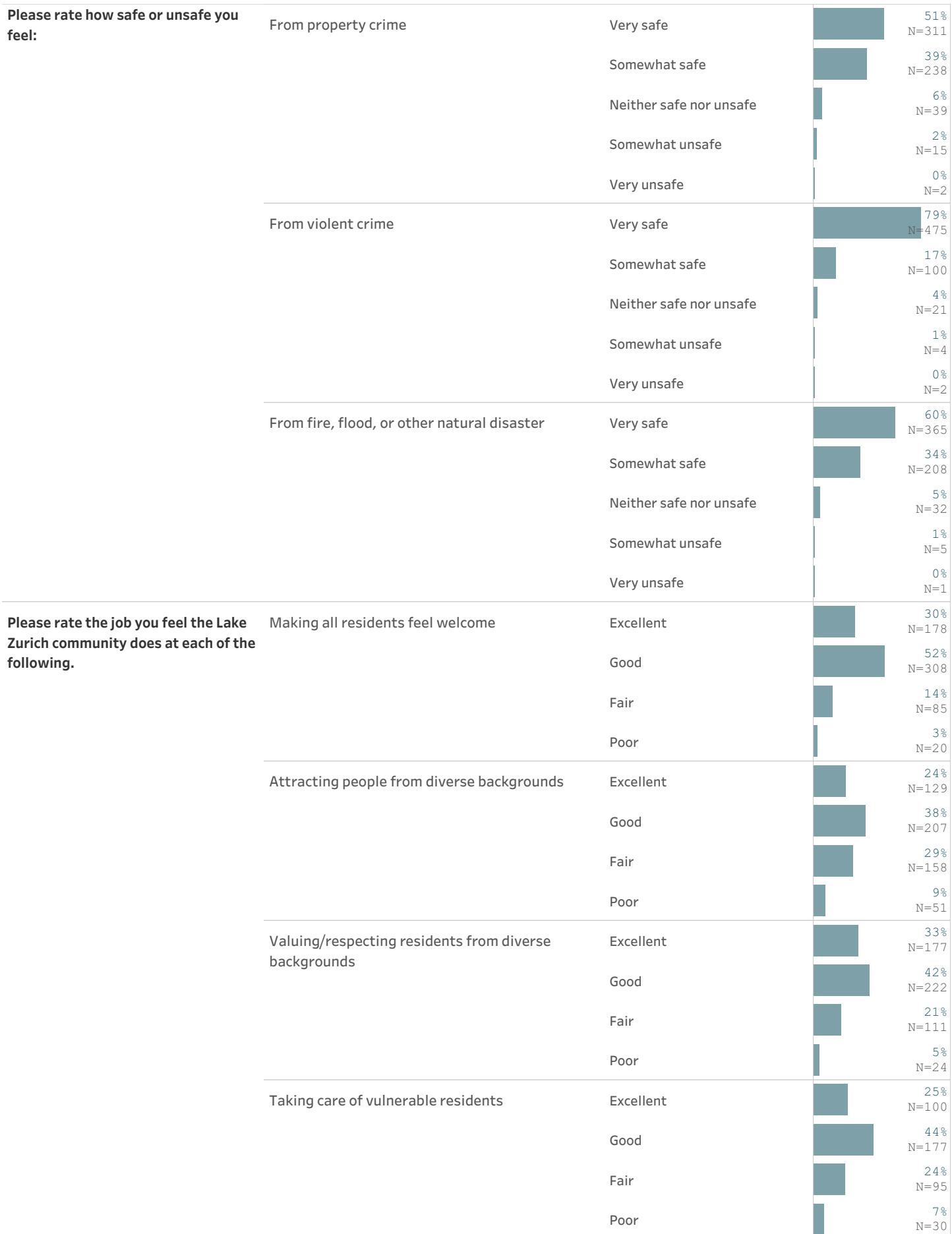
## Complete set of frequencies

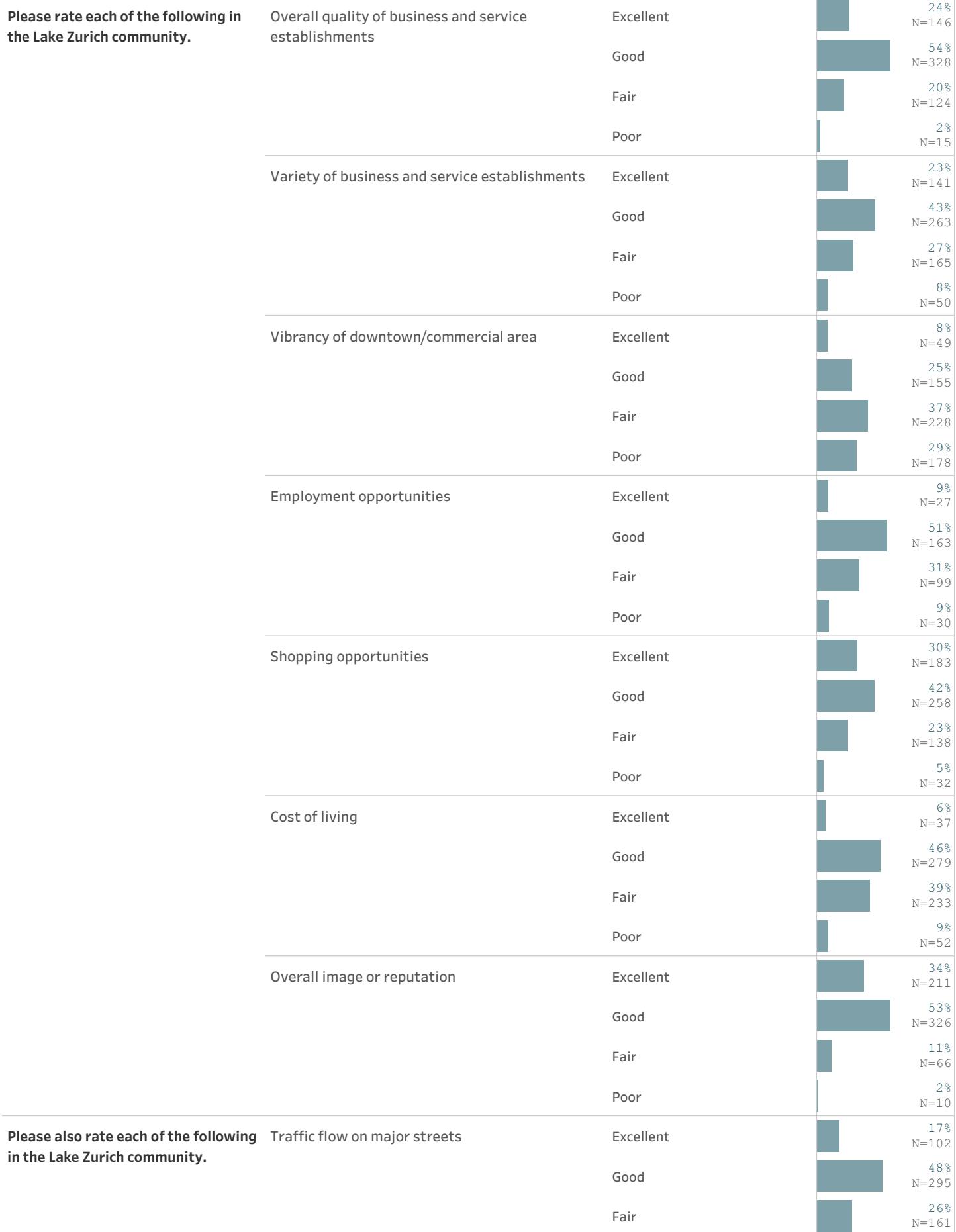
This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

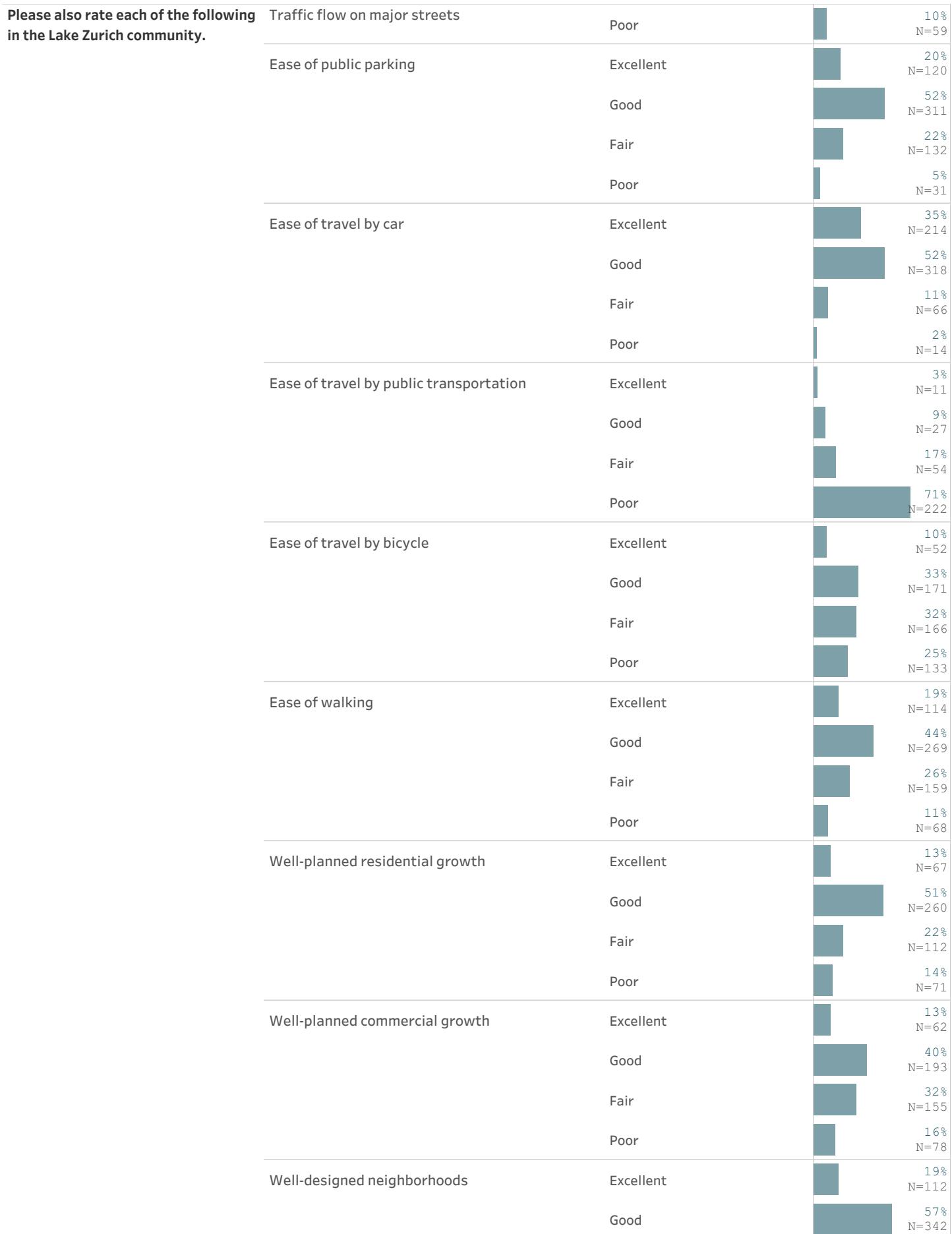


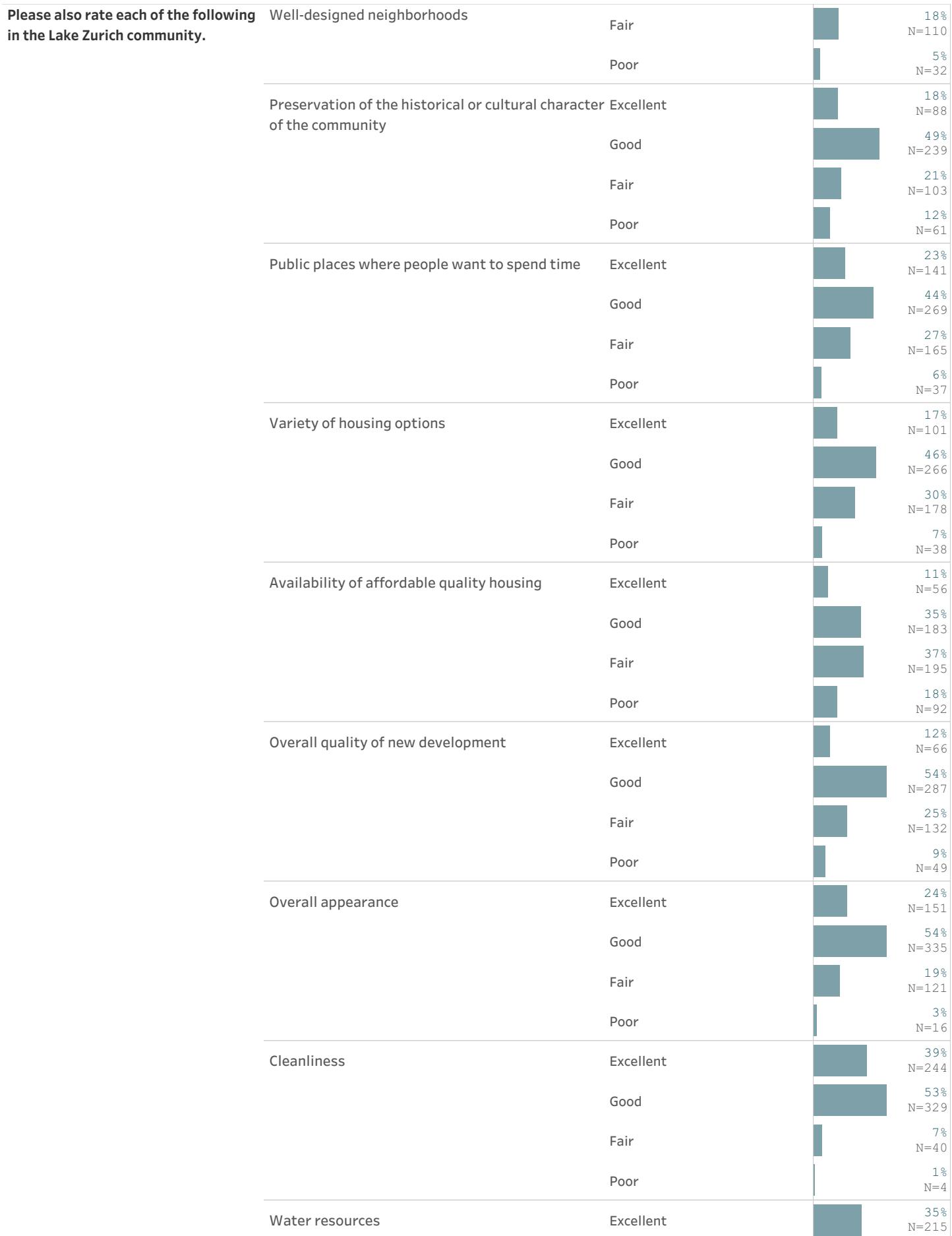




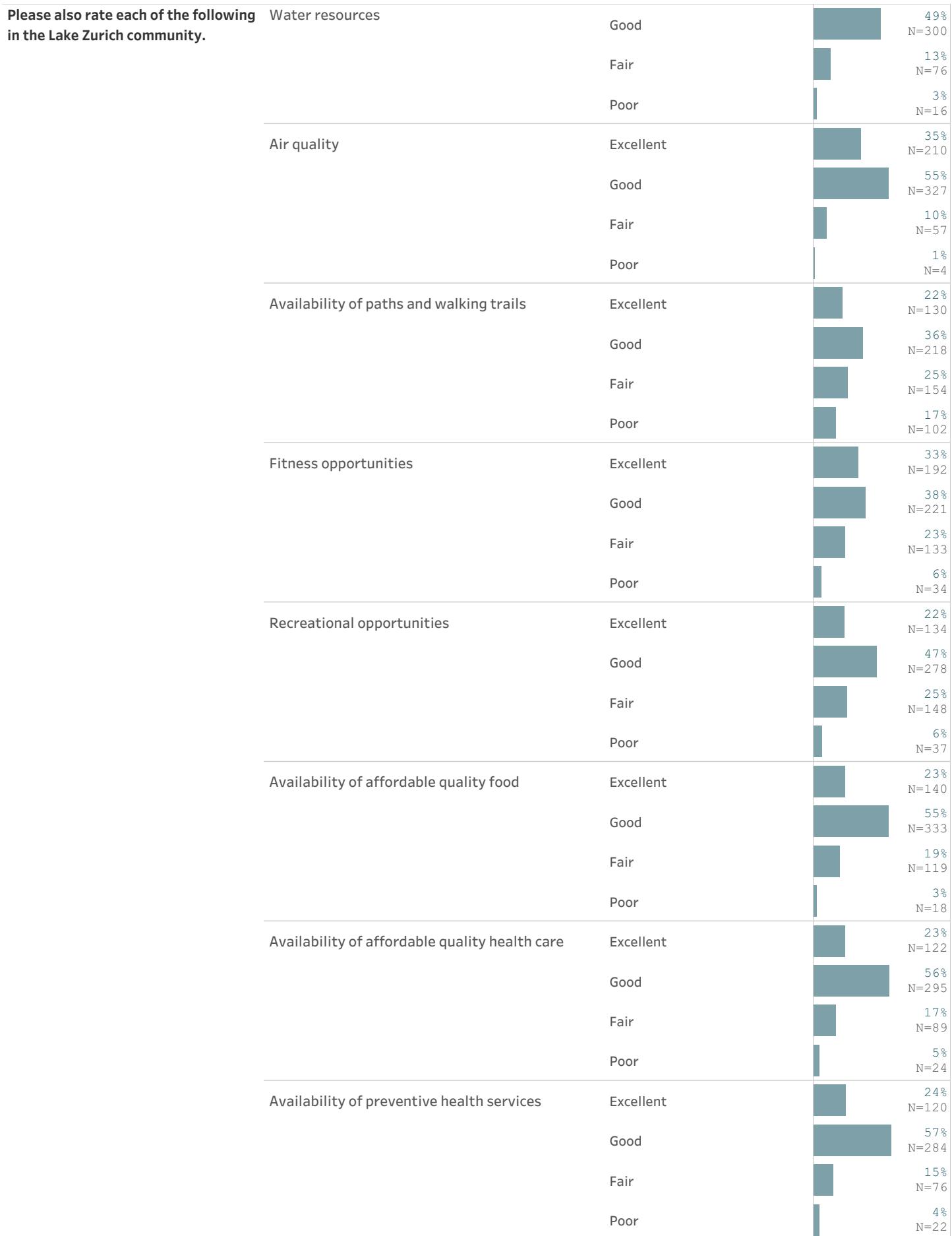




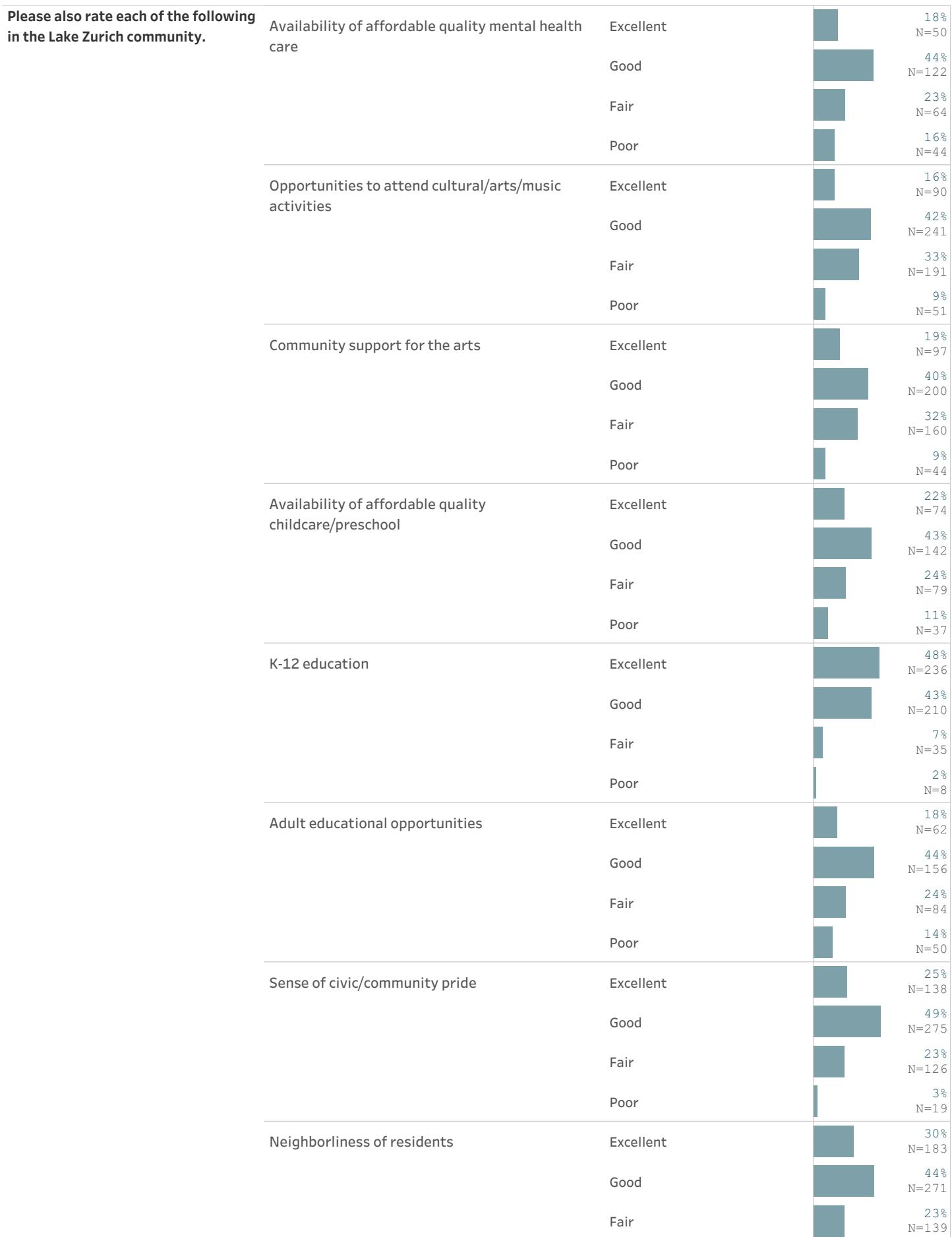


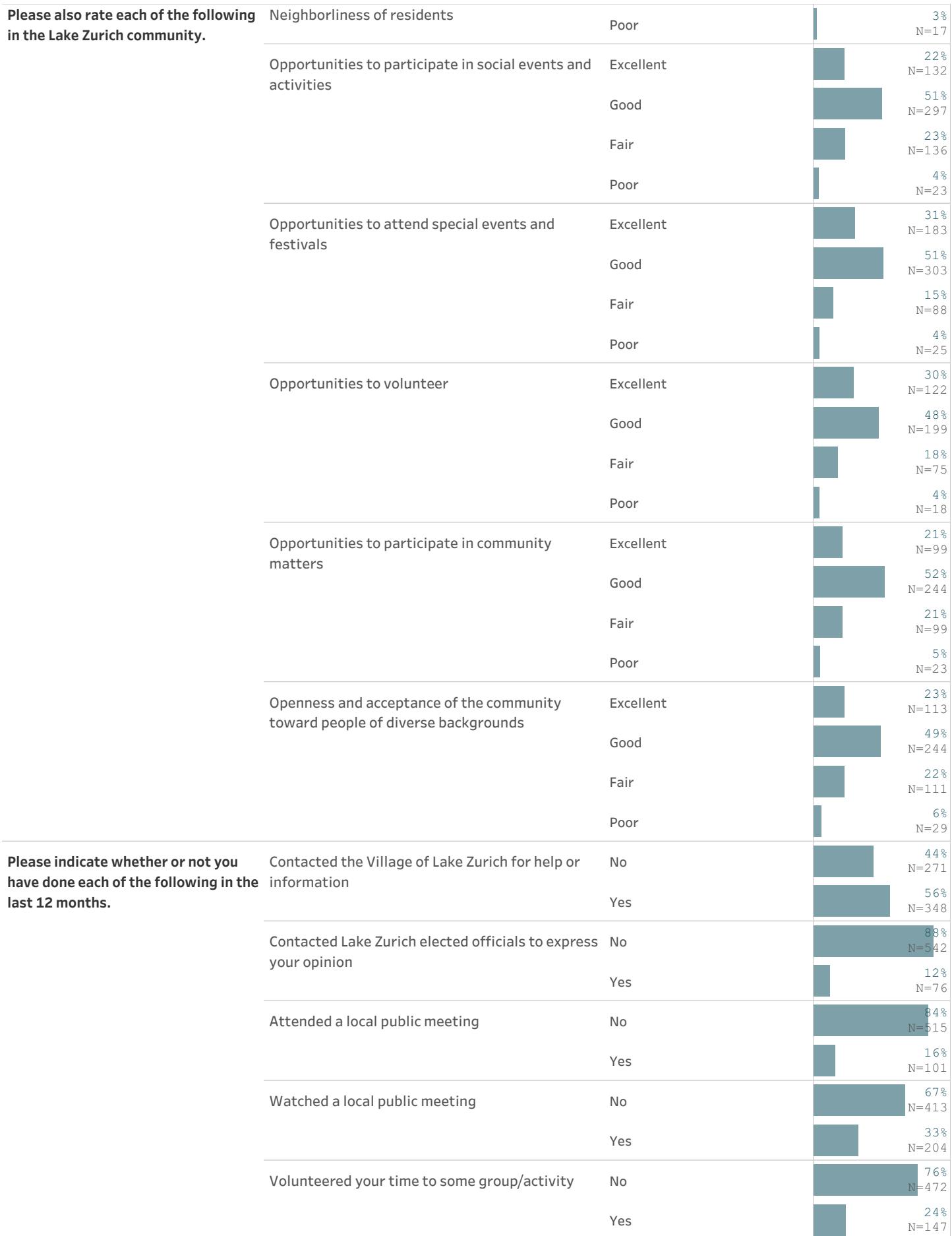


**Please also rate each of the following** Water resources  
in the Lake Zurich community.

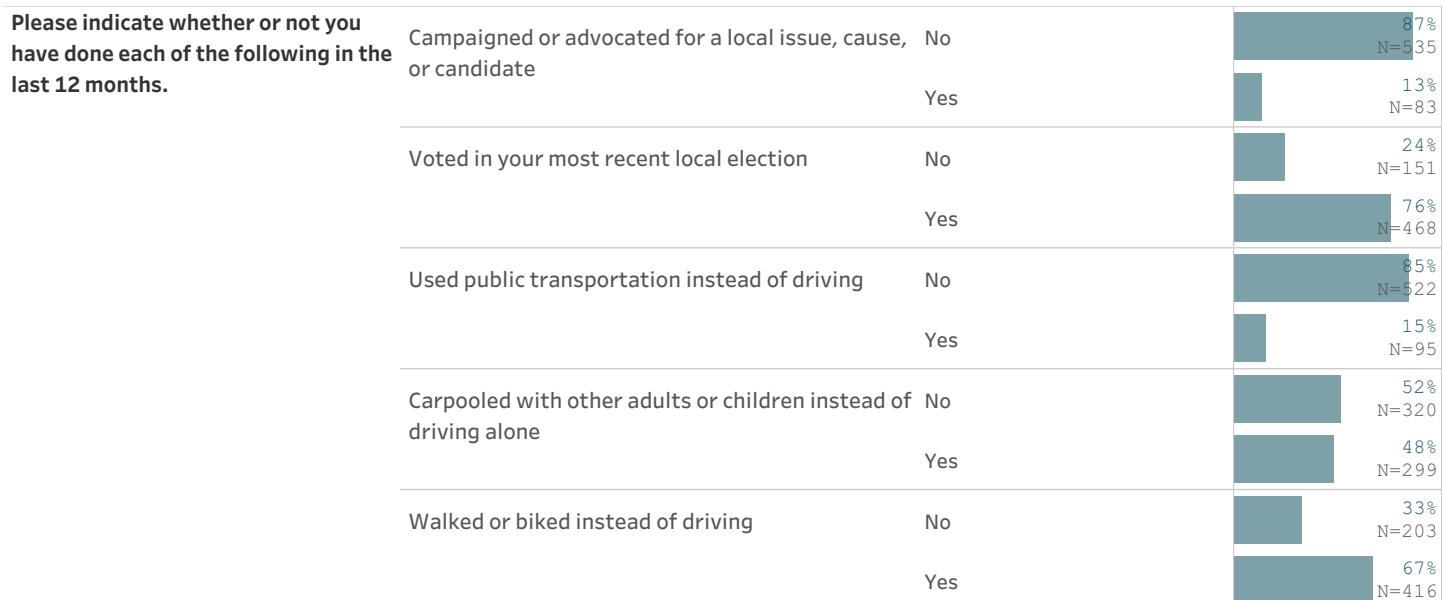


**Please also rate each of the following in the Lake Zurich community.**

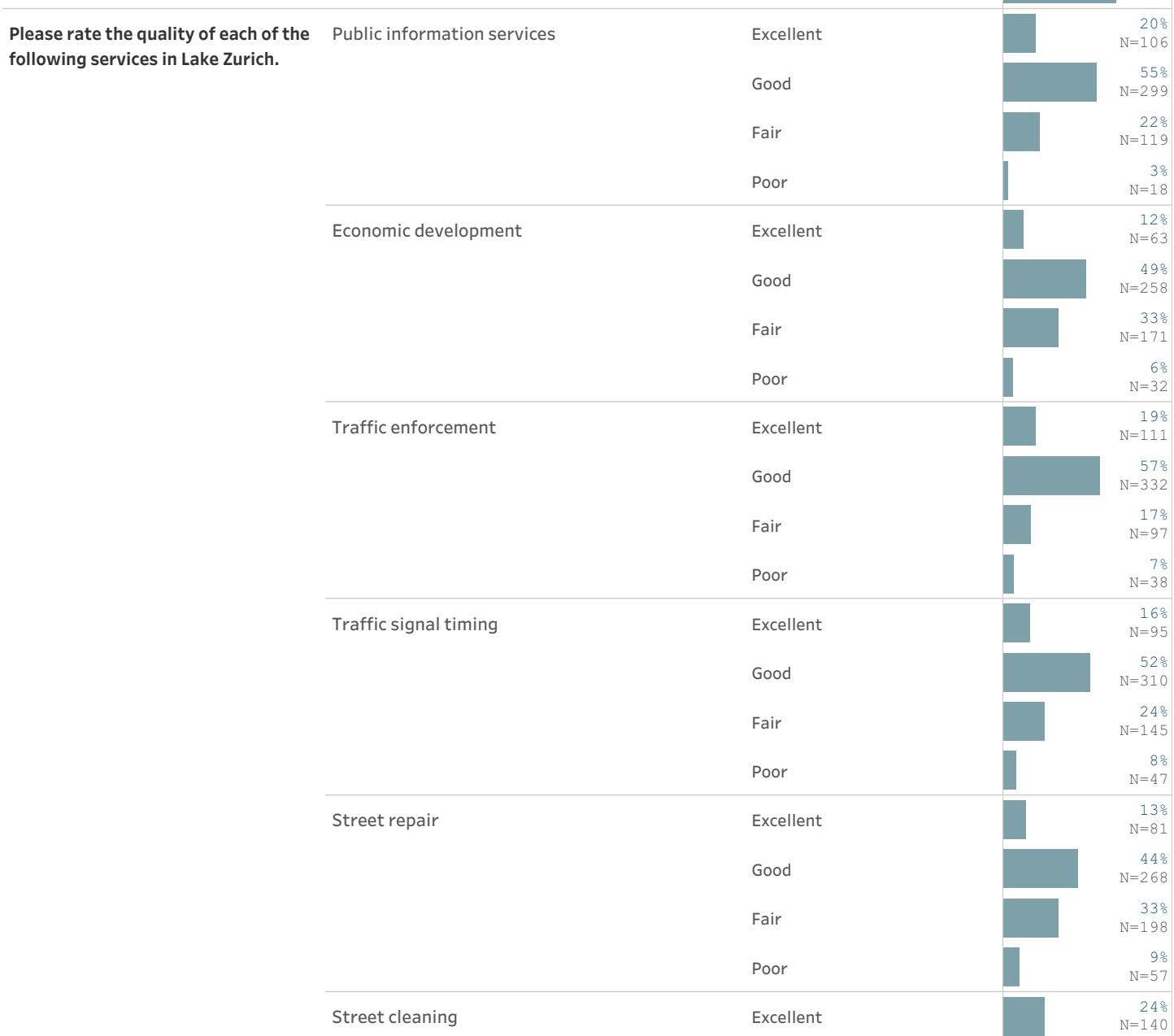




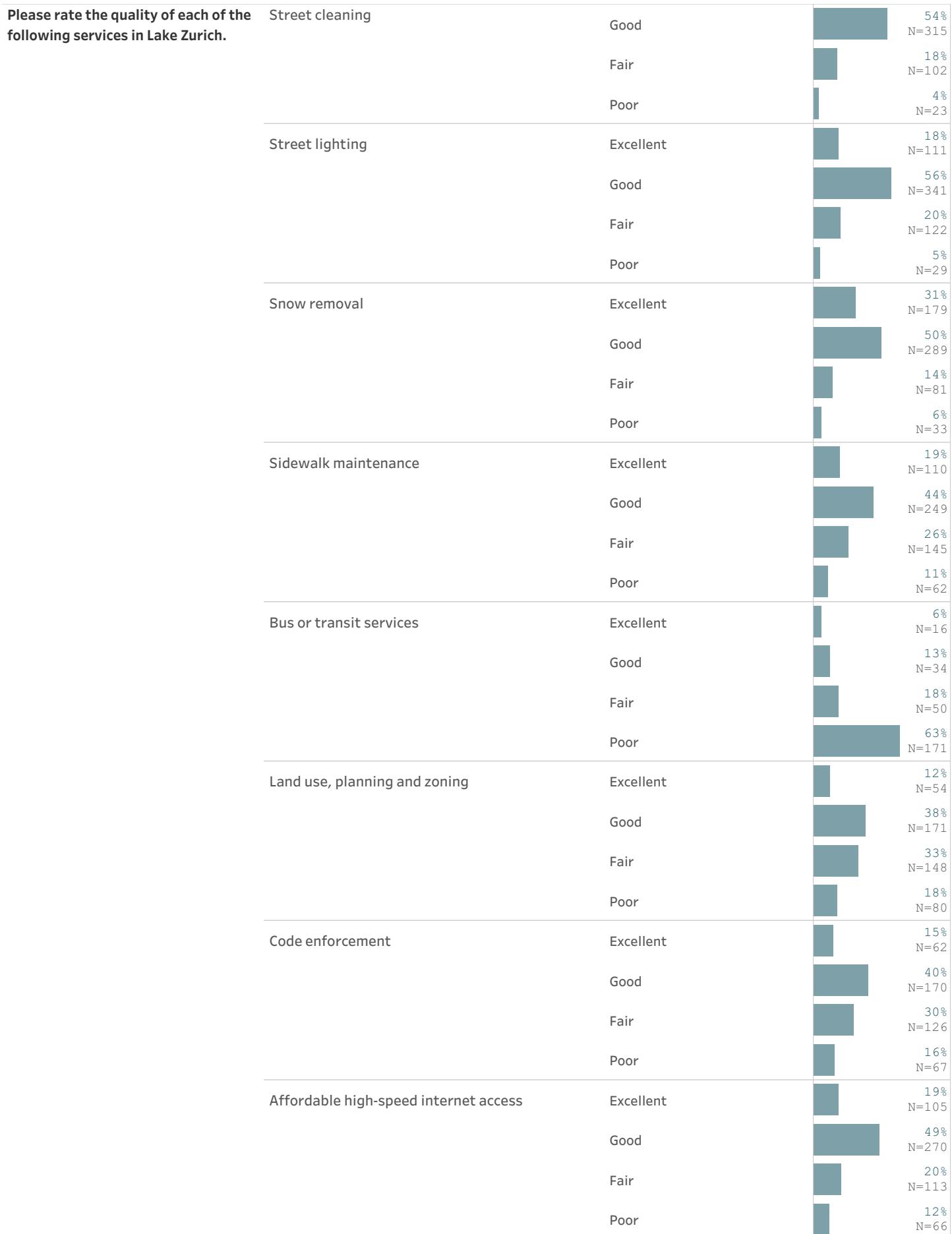
**Please indicate whether or not you have done each of the following in the last 12 months.**



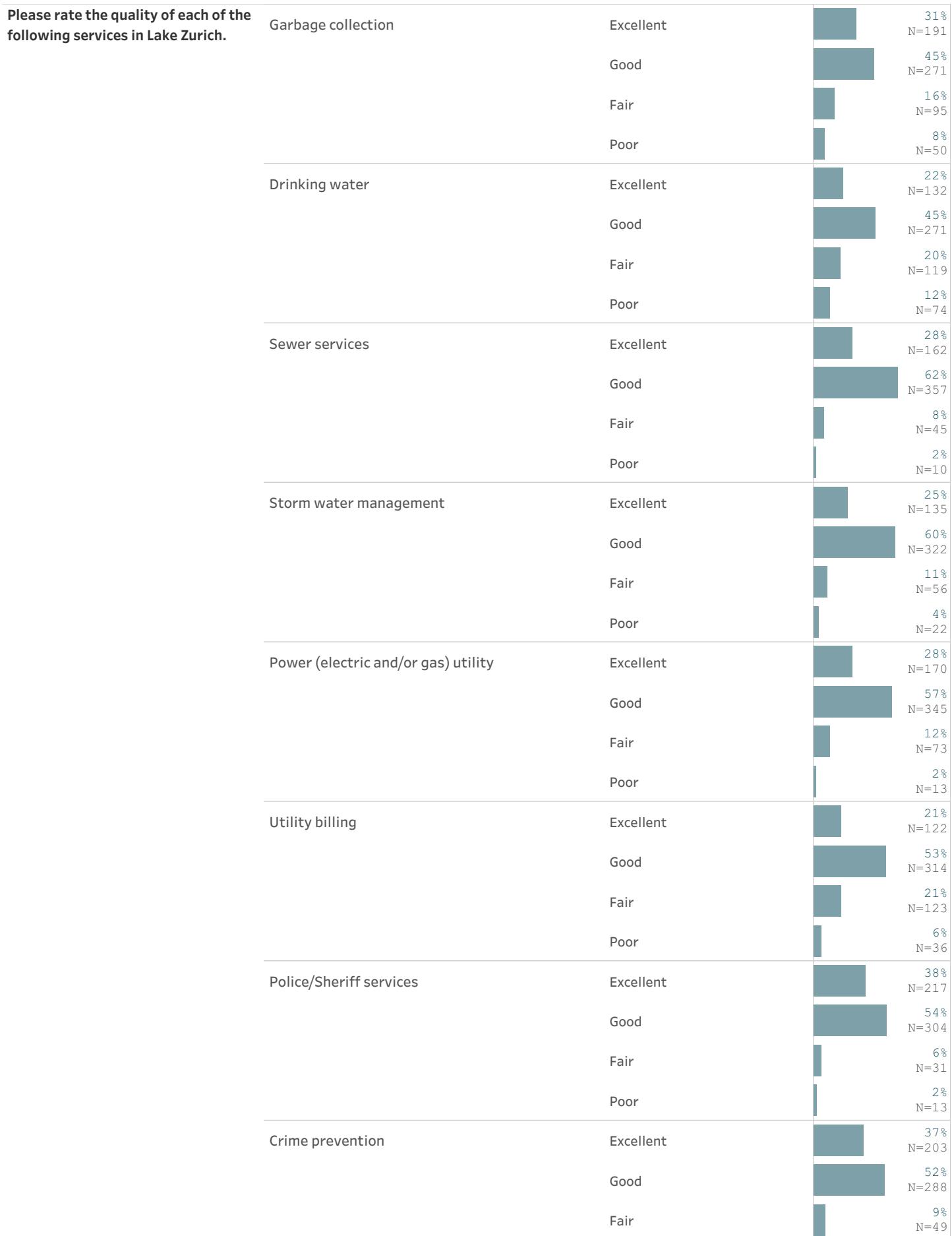
**Please rate the quality of each of the following services in Lake Zurich.**



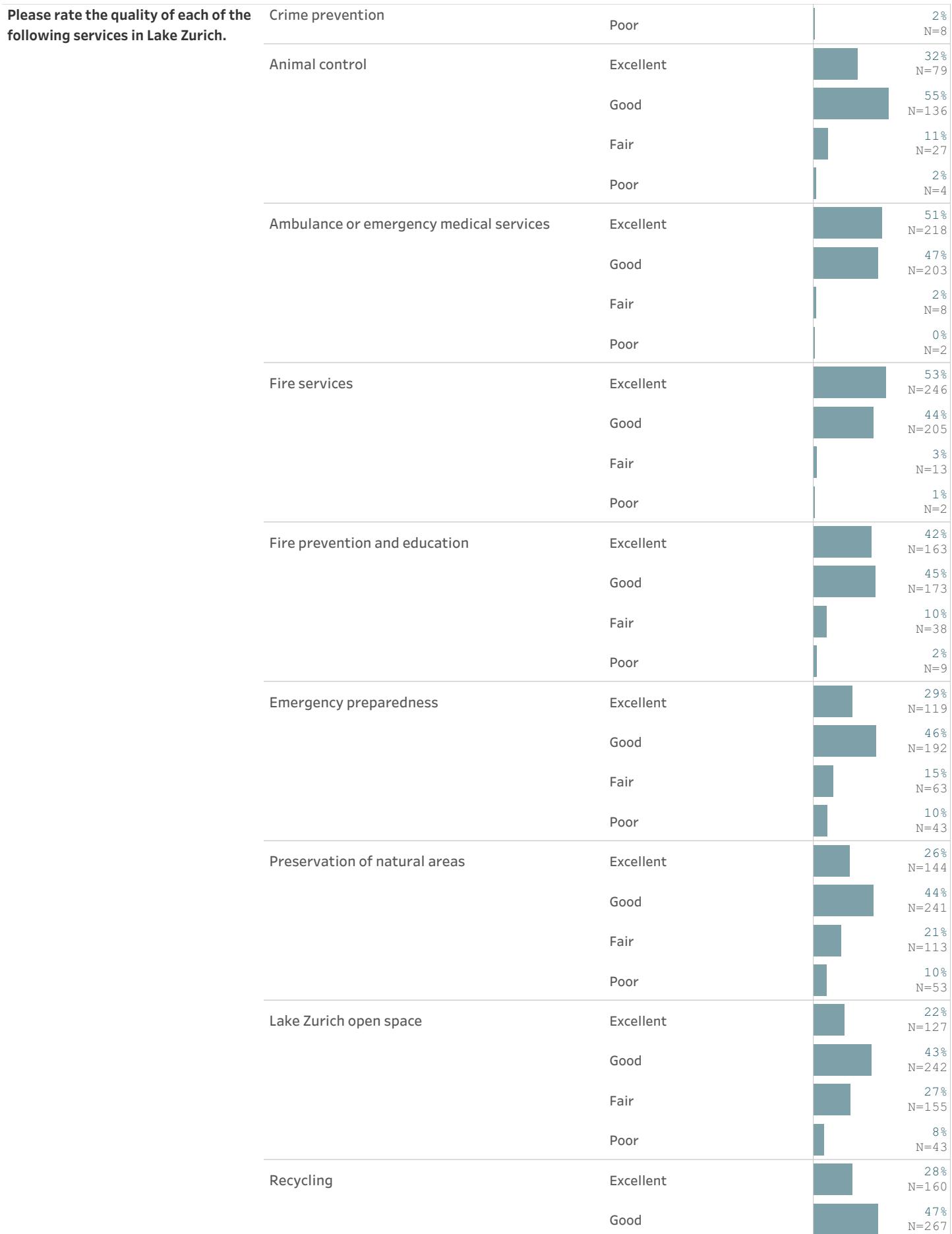
**Please rate the quality of each of the following services in Lake Zurich.**

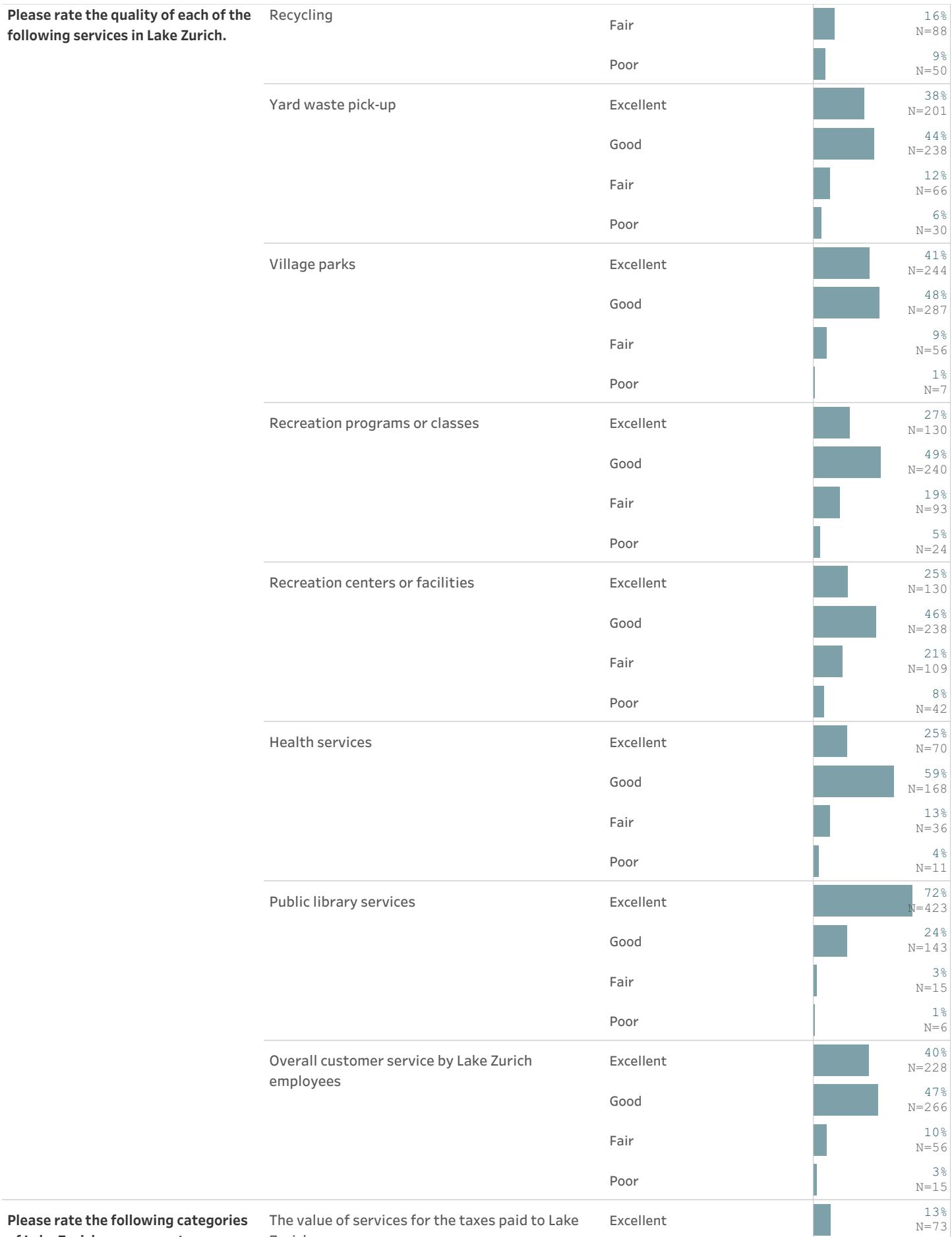


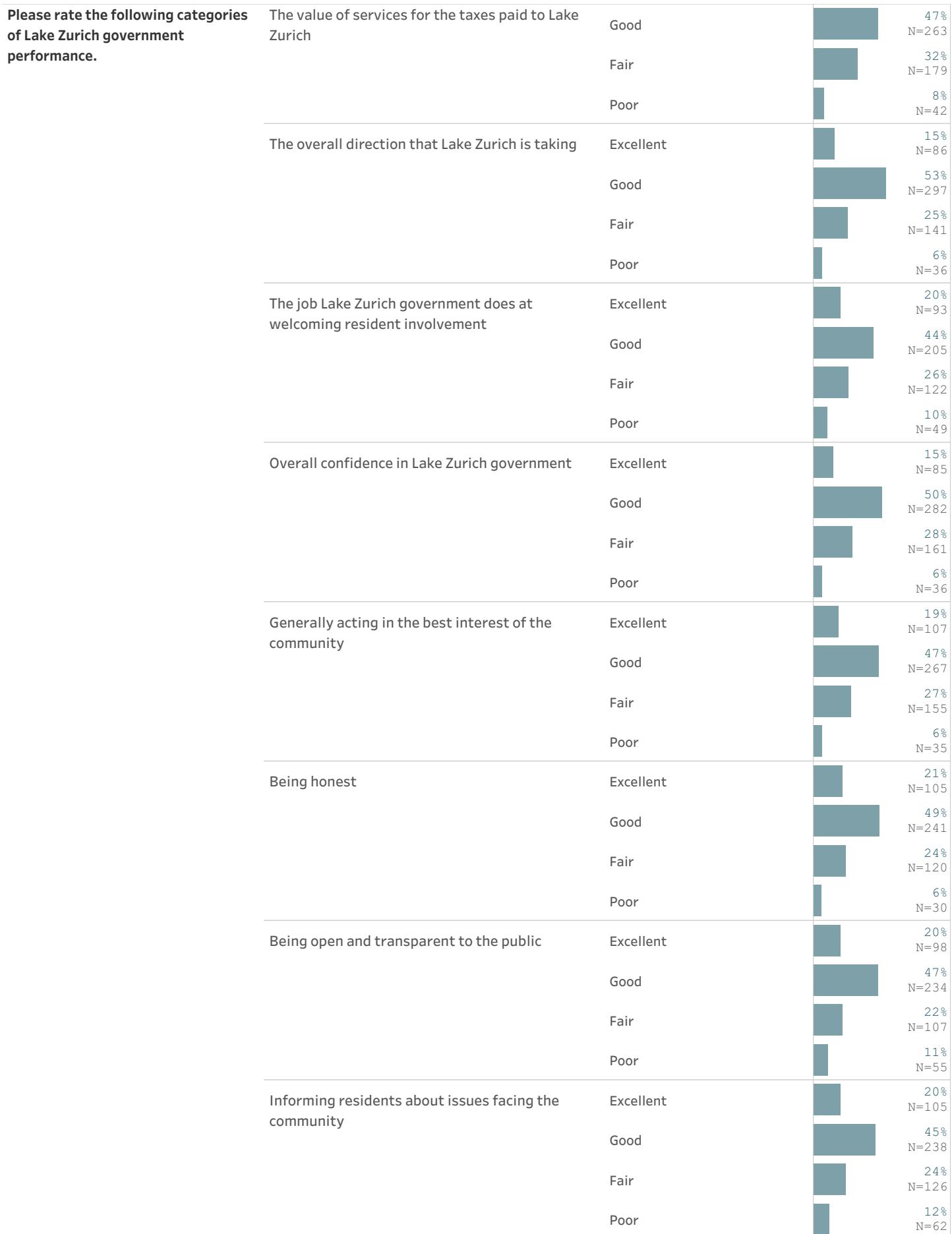
**Please rate the quality of each of the following services in Lake Zurich.**

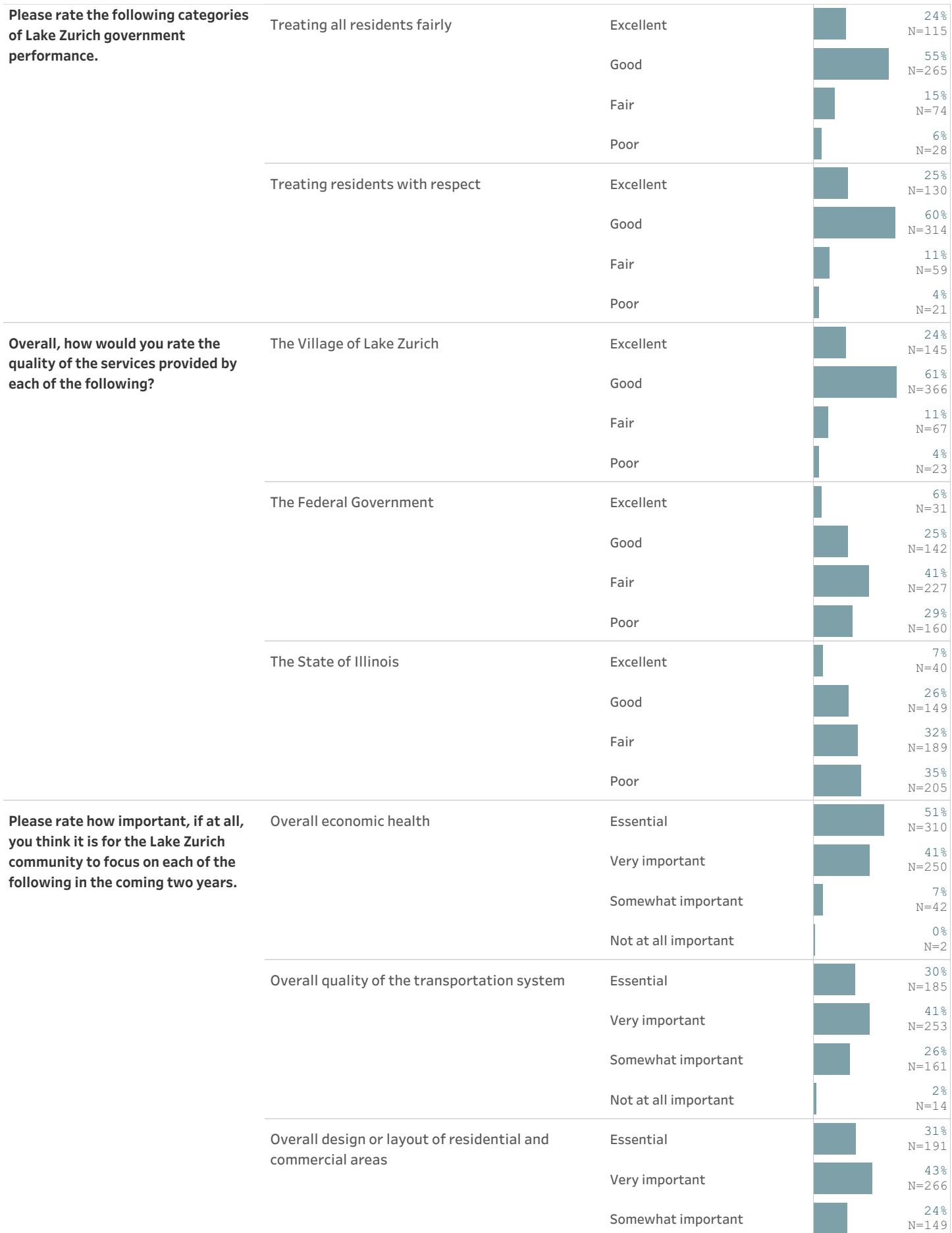


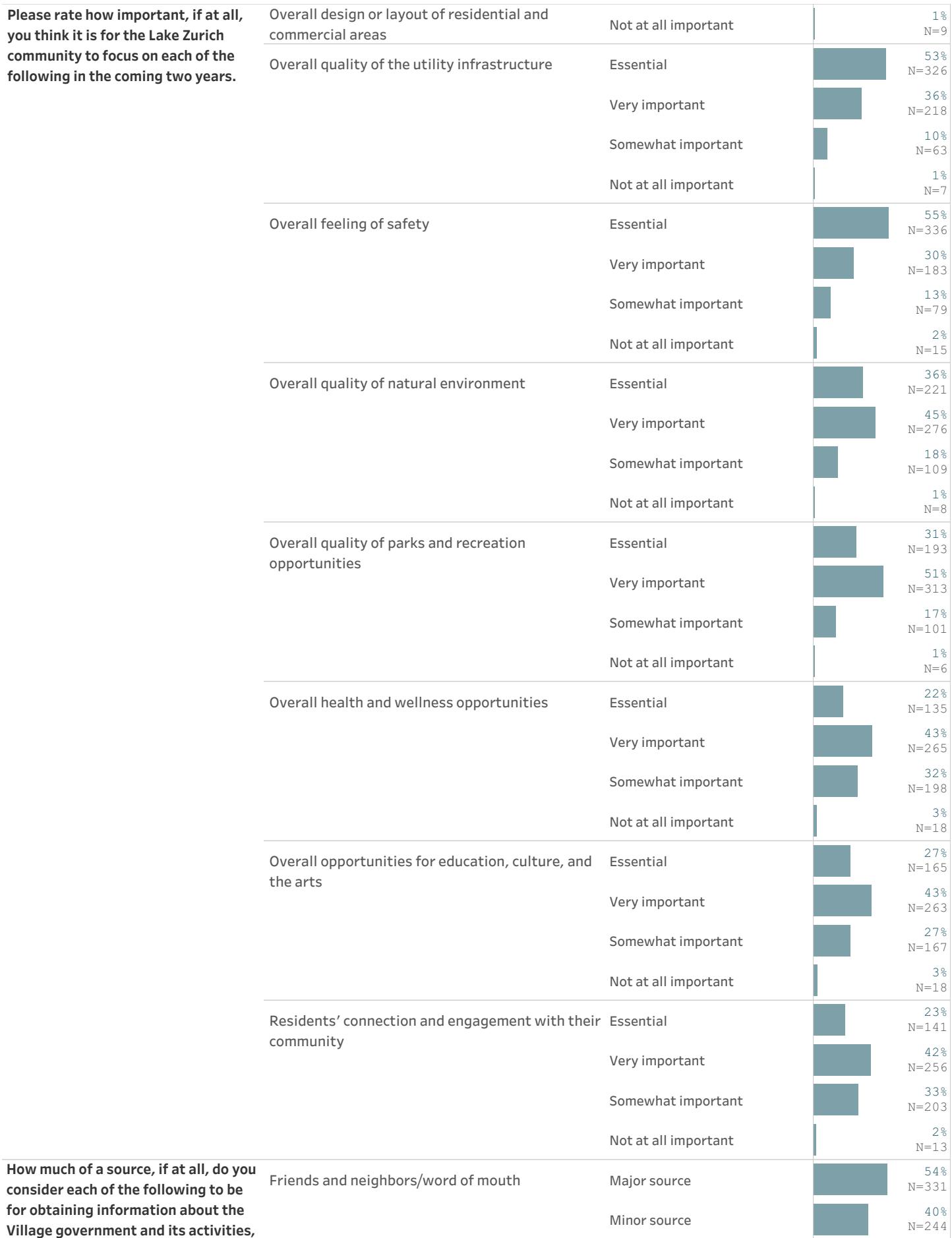
**Please rate the quality of each of the following services in Lake Zurich.**

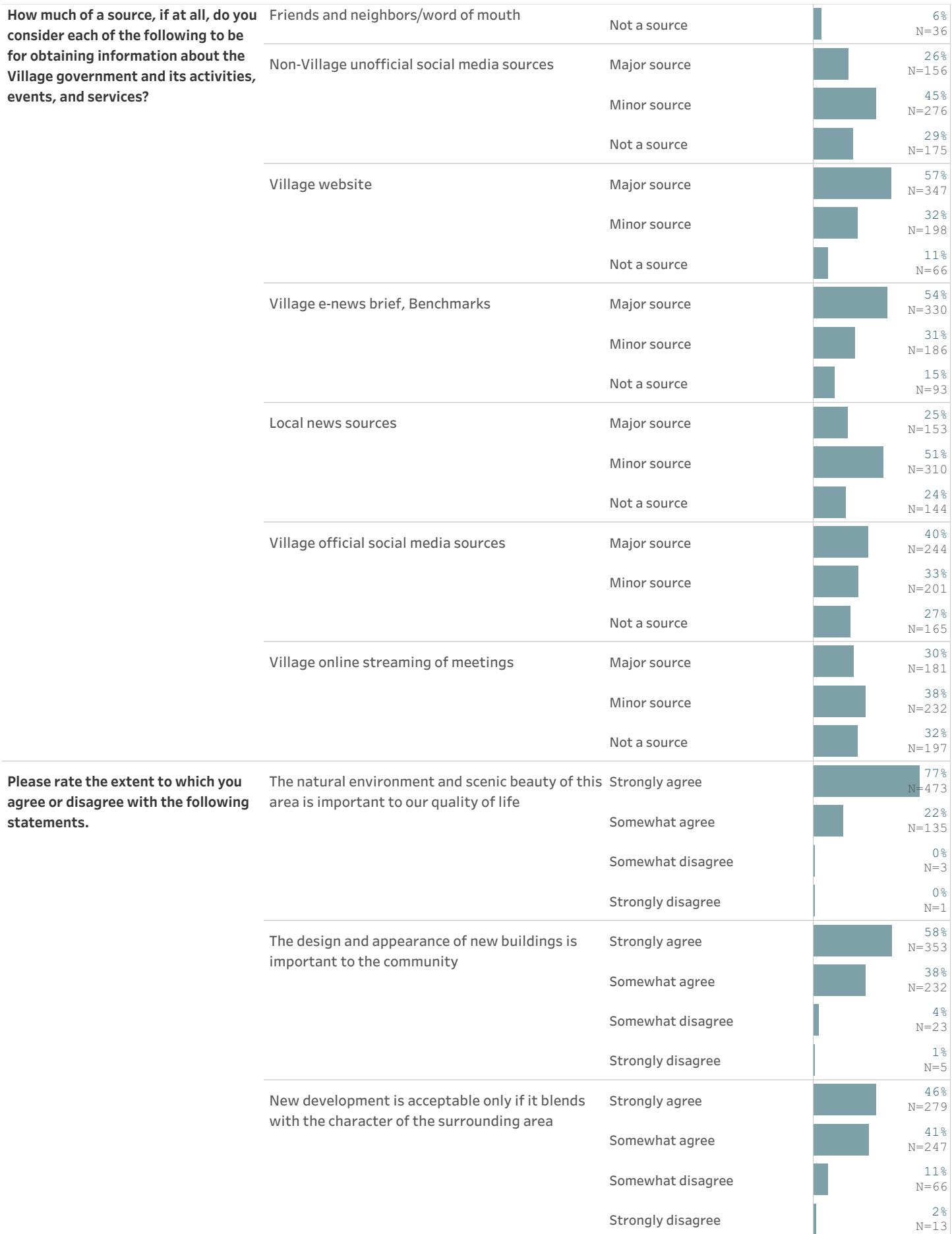




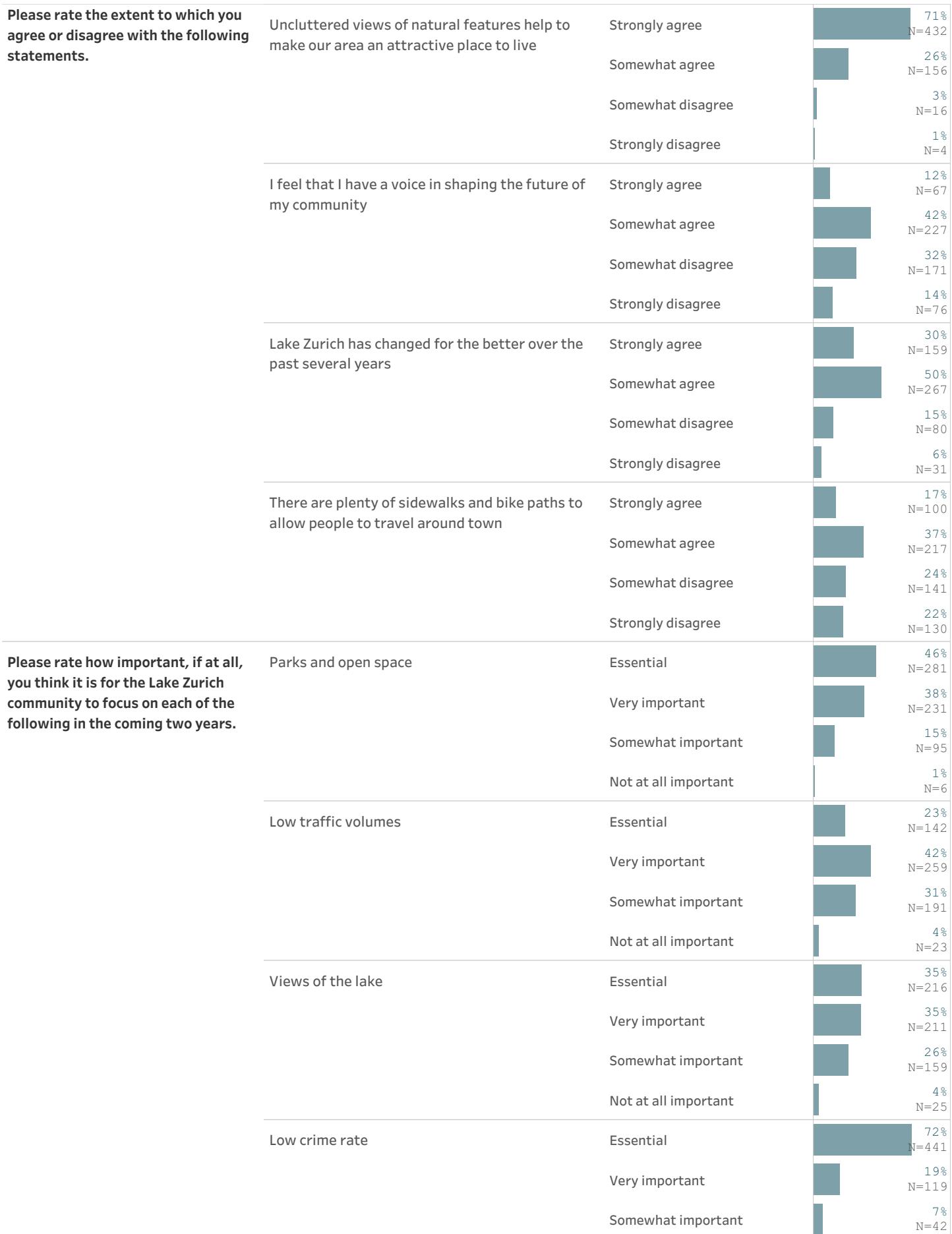




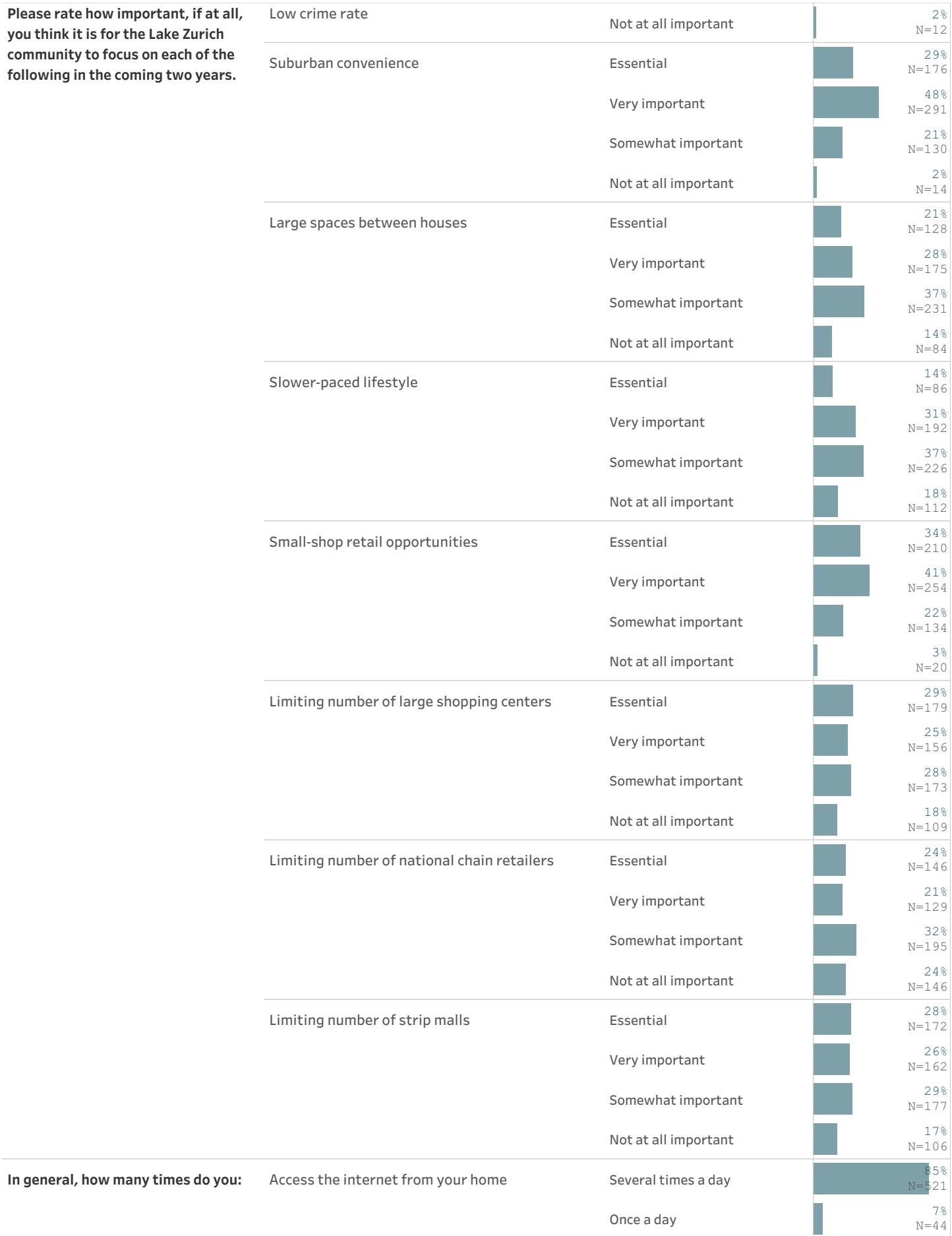


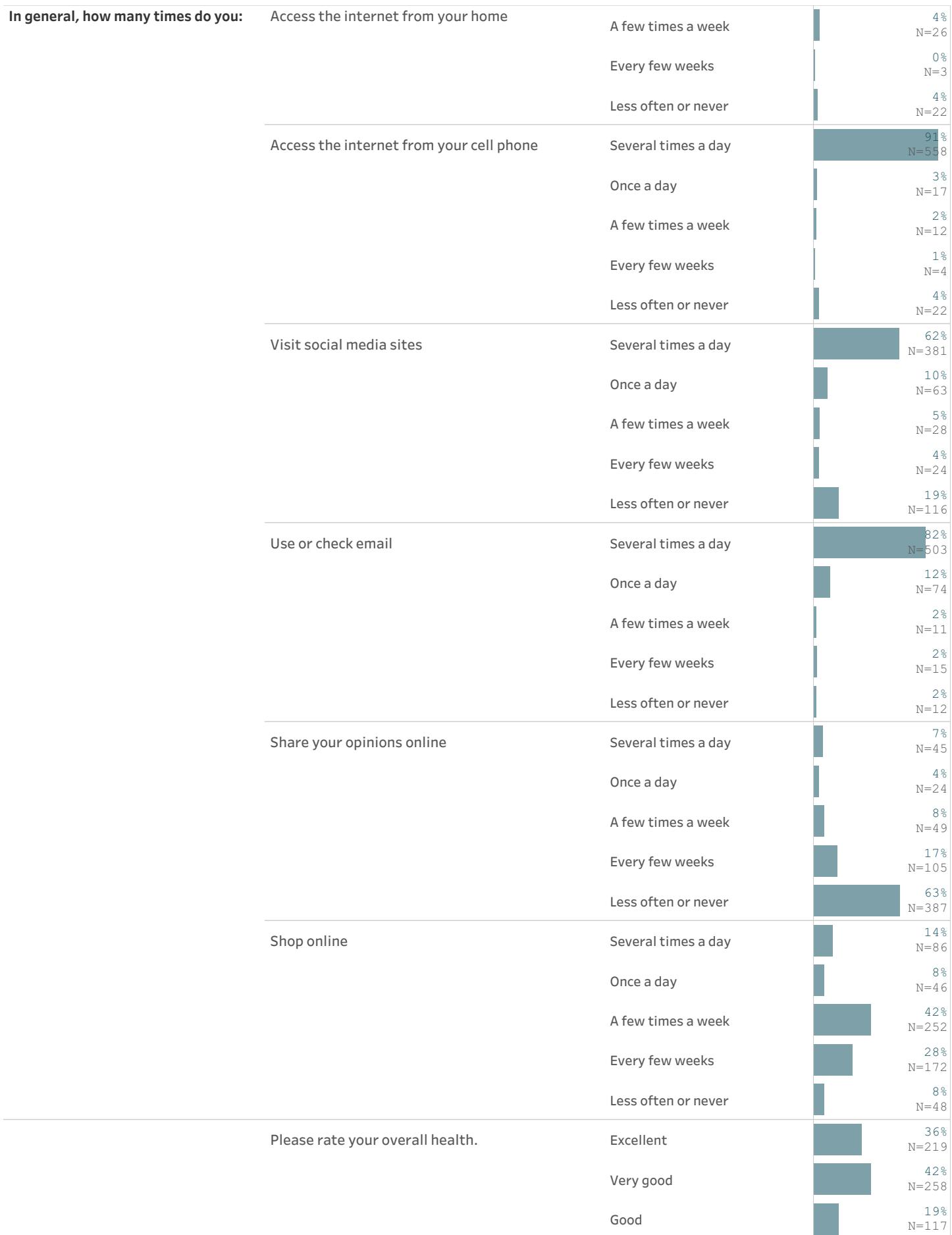


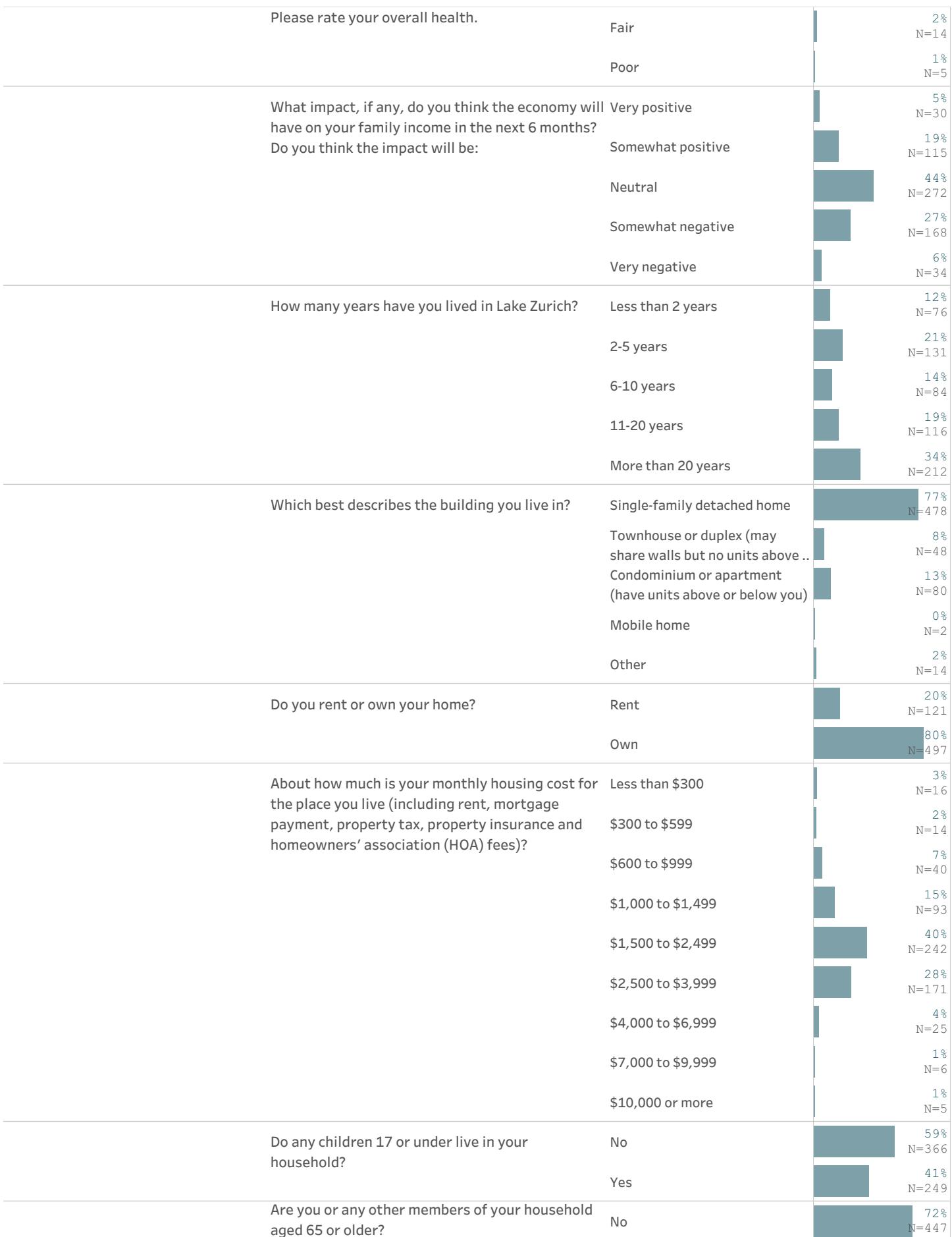
**Please rate the extent to which you agree or disagree with the following statements.**

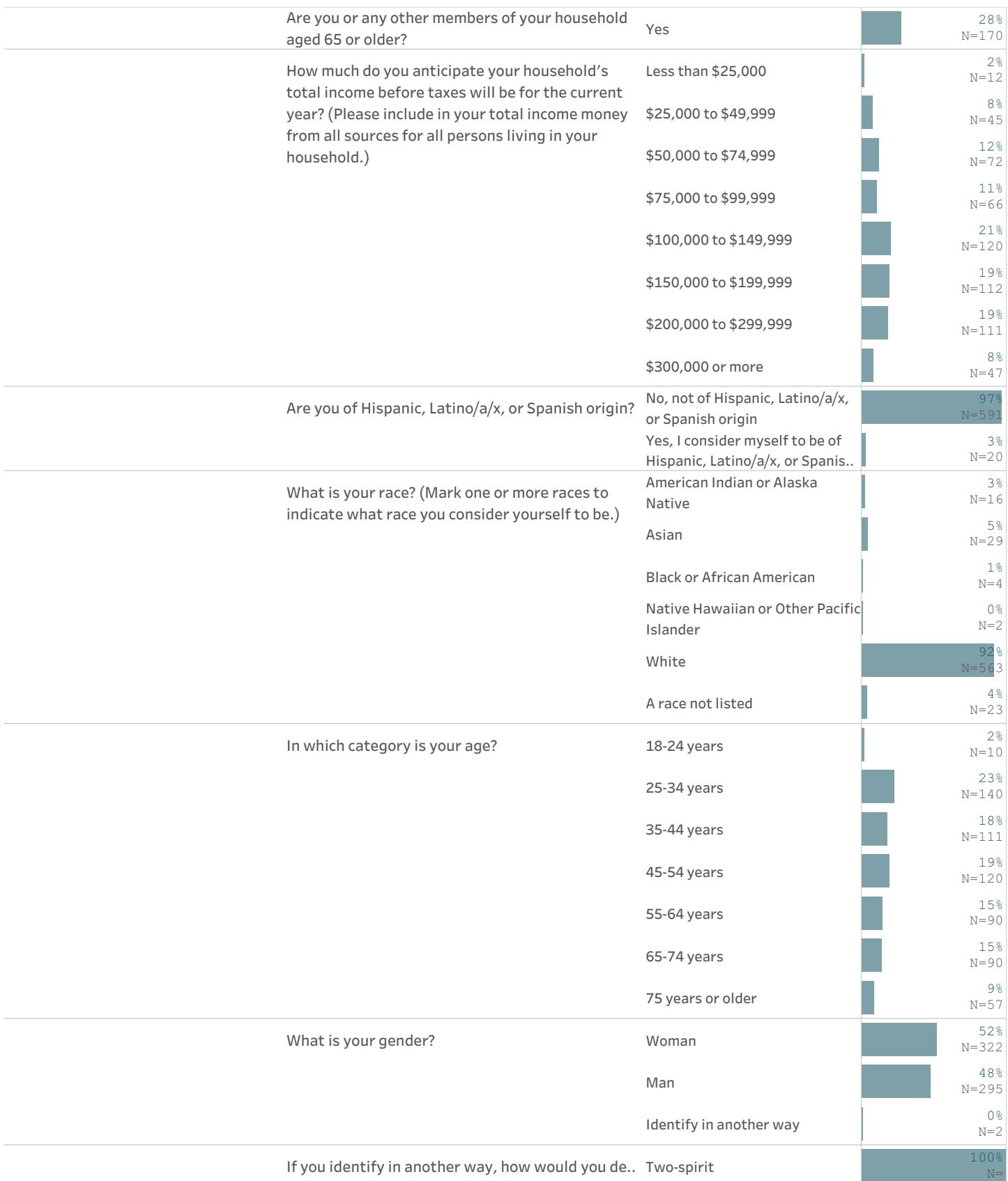


**Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.**









## 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 2021 and 2023 surveys is greater than five 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.

		2011	2015	2017	2019	2021	2023
<b>Please rate each of the following aspects of quality of life in Lake Zurich.</b>	Lake Zurich as a place to live	94%	95%	93%	96%	97%	
	Your neighborhood as a place to live	90%	92%	93%	94%	94%	
	Lake Zurich as a place to raise children	96%	97%	95%	94%	95%	
	Lake Zurich as a place to work	54%	59%	60%	61%	70%	
	Lake Zurich as a place to visit	49%	50%	49%	59%	60%	
	Lake Zurich as a place to retire	48%	43%	46%	52%	59%	
	The overall quality of life	86%	91%	89%	92%	95%	
	Sense of community	67%	74%	73%	78%	79%	
<b>Please rate each of the following characteristics as they relate to Lake Zurich as a whole.</b>	Overall economic health	48%	61%	64%	74%	83%	
	Overall quality of the transportation system				44%	43%	
	Overall design or layout of residential and commercial areas	50%	54%	50%	66%	69%	
	Overall quality of the utility infrastructure				68%	76%	
	Overall feeling of safety	96%	98%	96%	95%	96%	
	Overall quality of natural environment	83%	84%	85%	86%	86%	
	Overall quality of parks and recreation opportunities				84%	82%	
	Overall health and wellness opportunities	65%	74%	75%	81%	82%	
	Overall opportunities for education, culture, and the arts	72%	84%	81%	67%	67%	
	Residents' connection and engagement with their community				69%	70%	
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Lake Zurich to someone who asks	90%	96%	93%	94%	93%	
	Remain in Lake Zurich for the next five years	85%	86%	84%	88%	88%	
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	97%	97%	99%	99%	98%	
	In Lake Zurich's downtown/commercial area during the day	96%	96%	99%	98%	98%	

<b>Please rate how safe or unsafe you feel:</b>	From property crime	91%	91%			
	From violent crime	96%	95%			
	From fire, flood, or other natural disaster	92%	94%			
<b>Please rate the job you feel the Lake Zurich community does at each of the following.</b>	Making all residents feel welcome	79%	82%			
	Attracting people from diverse backgrounds	65%	61%			
	Valuing/respecting residents from diverse backgrounds	76%	75%			
	Taking care of vulnerable residents	76%	69%			
<b>Please rate each of the following in the Lake Zurich community.</b>	Overall quality of business and service establishments	66%	60%	66%	75%	78%
	Variety of business and service establishments				64%	65%
	Vibrancy of downtown/commercial area	15%	10%	18%	31%	33%
	Employment opportunities	38%	44%	45%	46%	60%
	Shopping opportunities	72%	70%	76%	73%	72%
	Cost of living	58%	52%	52%	54%	53%
	Overall image or reputation	78%	83%	81%	82%	88%
<b>Please also rate each of the following in the Lake Zurich community.</b>	Traffic flow on major streets	48%	55%	59%	64%	65%
	Ease of public parking	79%	77%	78%	73%	73%
	Ease of travel by car	74%	74%	79%	86%	87%
	Ease of travel by public transportation	8%	15%	17%	9%	12%
	Ease of travel by bicycle	42%	43%	44%	43%	43%
	Ease of walking	59%	61%	62%	63%	63%
	Well-planned residential growth				58%	64%
	Well-planned commercial growth				43%	52%
	Well-designed neighborhoods				70%	76%
	Preservation of the historical or cultural character of the community				63%	67%
	Public places where people want to spend time	60%	63%	67%	67%	67%
	Variety of housing options	73%	73%	75%	68%	63%
	Availability of affordable quality housing	63%	61%	63%	51%	45%
	Overall quality of new development	36%	35%	37%	59%	66%
	Overall appearance	74%	77%	76%	74%	78%

<b>Please also rate each of the following in the Lake Zurich community.</b>	Cleanliness	85% 87% 89% 89% 93%
	Water resources	84% 85%
	Air quality	88% 89% 85% 93% 90%
	Availability of paths and walking trails	50% 53% 51% 63% 58%
	Fitness opportunities	64% 71% 72% 73% 71%
	Recreational opportunities	66% 68% 69% 69% 69%
	Availability of affordable quality food	75% 73% 76% 78% 78%
	Availability of affordable quality health care	70% 75% 75% 75% 79%
	Availability of preventive health services	70% 73% 77% 72% 80%
	Availability of affordable quality mental health care	56% 64% 59% 55% 62%
	Opportunities to attend cultural/arts/music activities	43% 46% 51% 46% 58%
	Community support for the arts	50% 59%
	Availability of affordable quality childcare/preschool	73% 74% 77% 66% 65%
	K-12 education	90% 92% 92% 91% 91%
	Adult educational opportunities	52% 51% 54% 54% 62%
	Sense of civic/community pride	73% 74%
	Neighborliness of residents	74% 76% 80% 82% 74%
	Opportunities to participate in social events and activities	54% 58% 61% 72% 73%
	Opportunities to attend special events and festivals	69% 74% 79% 74% 81%
	Opportunities to volunteer	63% 69% 76% 65% 78%
	Opportunities to participate in community matters	56% 62% 73% 70% 74%
	Openness and acceptance of the community toward people of diver..	69% 70% 71% 71% 72%
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the Village of Lake Zurich for help or information	54% 53% 53% 52% 56%
	Contacted Lake Zurich elected officials to express your opinion	17% 13% 17% 14% 12%
	Attended a local public meeting	15% 17% 20% 14% 16%
	Watched a local public meeting	19% 24% 35% 36% 33%
	Volunteered your time to some group/activity	32% 35% 27% 27% 24%
	Campaigned or advocated for a local issue, cause, or candidate	15% 19% 19% 13% 14%
	Voted in your most recent local election	73% 76%

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Used public transportation instead of driving	10%	16%
	Carpooled with other adults or children instead of driving alone	40%	40% 35% 37% 48%
	Walked or biked instead of driving	67%	61% 61% 71% 67%
<b>Please rate the quality of each of the following services in Lake Zurich.</b>	Public information services	75%	78% 79% 78% 75%
	Economic development	40%	42% 39% 55% 61%
	Traffic enforcement	79%	79% 79% 78% 77%
	Traffic signal timing	58%	59% 58% 68% 68%
	Street repair	50%	60% 47% 61% 58%
	Street cleaning	66%	70% 70% 78% 79%
	Street lighting	67%	66% 68% 71% 75%
	Snow removal	72%	79% 77% 74% 81%
	Sidewalk maintenance	54%	60% 58% 61% 63%
	Bus or transit services	23%	26% 21% 18%
	Land use, planning and zoning	48%	47% 44% 45% 50%
	Code enforcement	53%	57% 59% 53% 55%
	Affordable high-speed internet access		62% 68%
	Garbage collection	91%	88% 93% 75% 76%
	Drinking water	57%	59% 65% 63% 68%
	Sewer services	81%	82% 85% 83% 91%
	Storm water management	64%	72% 67% 74% 86%
	Power (electric and/or gas) utility	82%	84% 82% 82% 86%
	Utility billing	75%	75% 68% 69% 73%
	Police/Sheriff services	92%	93% 93% 91% 92%
	Crime prevention	94%	88% 91% 90% 90%
	Animal control	74%	70% 74% 87%
	Ambulance or emergency medical services	94%	97% 97% 94% 98%
	Fire services	97%	97% 98% 94% 97%
	Fire prevention and education	90%	88% 90% 88% 88%
	Emergency preparedness	69%	71% 80% 76% 75%

<b>Please rate the quality of each of the following services in Lake Zurich.</b>	Preservation of natural areas	71% 69% 69% 73% 70%
	Lake Zurich open space	62% 62% 65% 65% 65%
	Recycling	91% 86% 91% 80% 76%
	Yard waste pick-up	93% 88% 90% 87% 82%
	Village parks	86% 85% 88% 86% 89%
	Recreation programs or classes	89% 66% 72% 76% 69% 76%
	Recreation centers or facilities	65% 72% 72% 66% 71%
	Health services	75% 76% 79% 84%
	Public library services	95% 97% 97% 95% 96%
	Overall customer service by Lake Zurich employees	79% 84% 83% 89% 87%
<b>Please rate the following categories of Lake Zurich government performance.</b>	The value of services for the taxes paid to Lake Zurich	48% 50% 51% 58% 60%
	The overall direction that Lake Zurich is taking	45% 49% 53% 62% 68%
	The job Lake Zurich government does at welcoming resident involv..	48% 57% 60% 60% 63%
	Overall confidence in Lake Zurich government	44% 54% 56% 59% 65%
	Generally acting in the best interest of the community	52% 61% 59% 64% 66%
	Being honest	57% 63% 62% 68% 70%
	Being open and transparent to the public	62% 67%
	Informing residents about issues facing the community	61% 65%
	Treating all residents fairly	65% 69% 70% 69% 79%
	Treating residents with respect	76% 85%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The Village of Lake Zurich	79% 84% 81% 78% 85%
	The Federal Government	30% 30% 36% 40% 31%
<b>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.</b>	Overall economic health	93% 96% 93%
	Overall quality of the transportation system	64% 71%
	Overall design or layout of residential and commercial areas	77% 75% 74%
	Overall quality of the utility infrastructure	90% 89%
	Overall feeling of safety	83% 84% 85%
	Overall quality of natural environment	72% 82% 81%
	Overall quality of parks and recreation opportunities	82% 82%

<b>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.</b>	Overall health and wellness opportunities	53%	67%	65%
	Overall opportunities for education, culture, and the arts	67%	73%	70%
	Residents' connection and engagement with their community	73%	81%	72% 65%
<b>In general, how many times do you:</b>	Access the internet from your home			98% 96%
	Access the internet from your cell phone			96% 96%
	Visit social media sites			82% 77%
	Use or check email			99% 96%
	Share your opinions online			28% 19%
	Shop online			65% 64%
<b>Please rate your overall health.</b>		72%	73%	74% 78% 78%
<b>What impact, if any, do you think the economy will have on your fa..</b>		25%	40%	30% 31% 23%

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the Village of Lake Zurich conducted a survey of 630 residents. Survey invitations were mailed to randomly selected households and data were collected from July 10th, 2023 to August 21st, 2023. 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 two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all village residents and became available on August 7th, 2023. The survey remained open for 2 weeks and there were 46 responses.

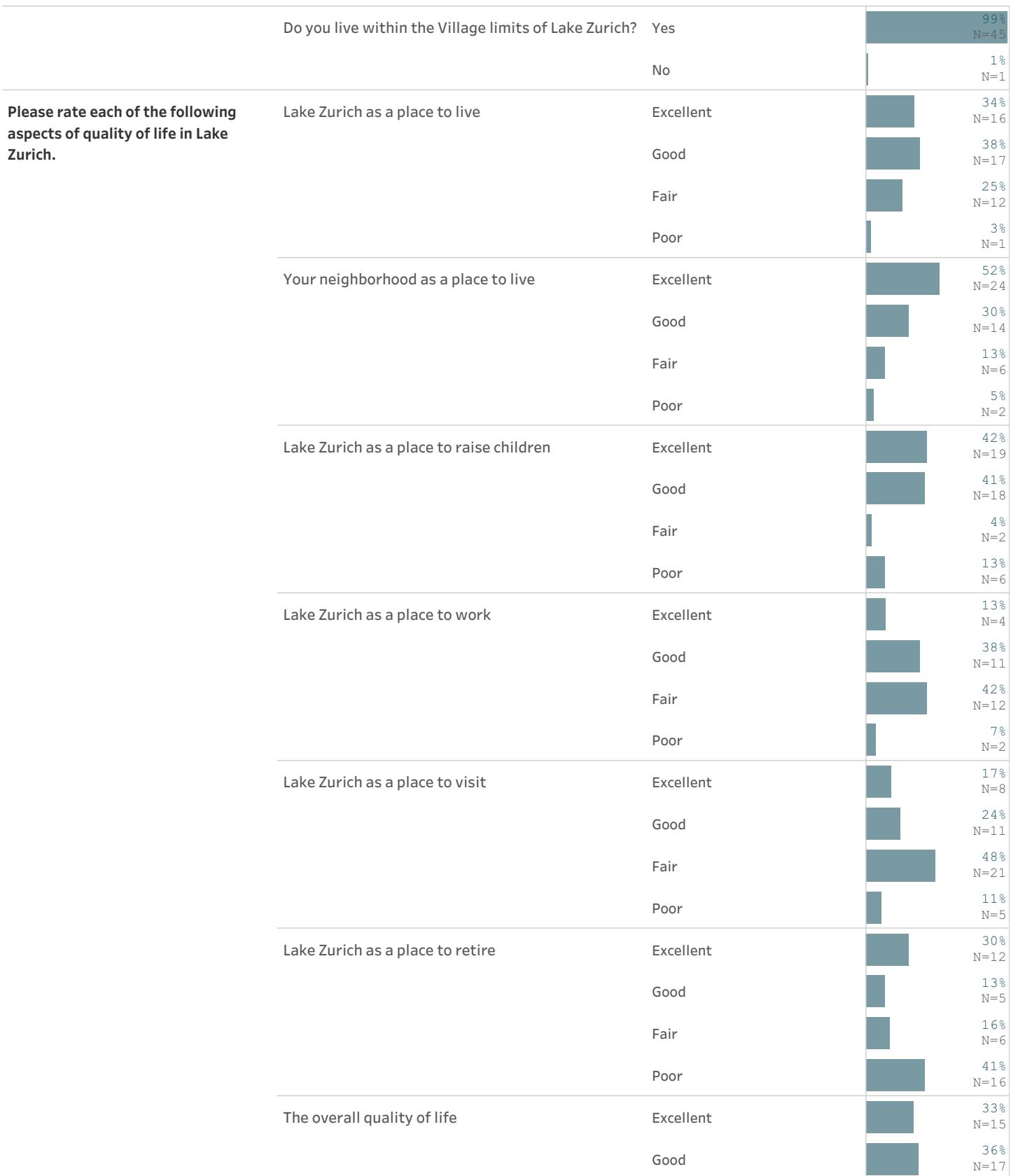
The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2020 Census and 2022 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, and housing tenure. 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.

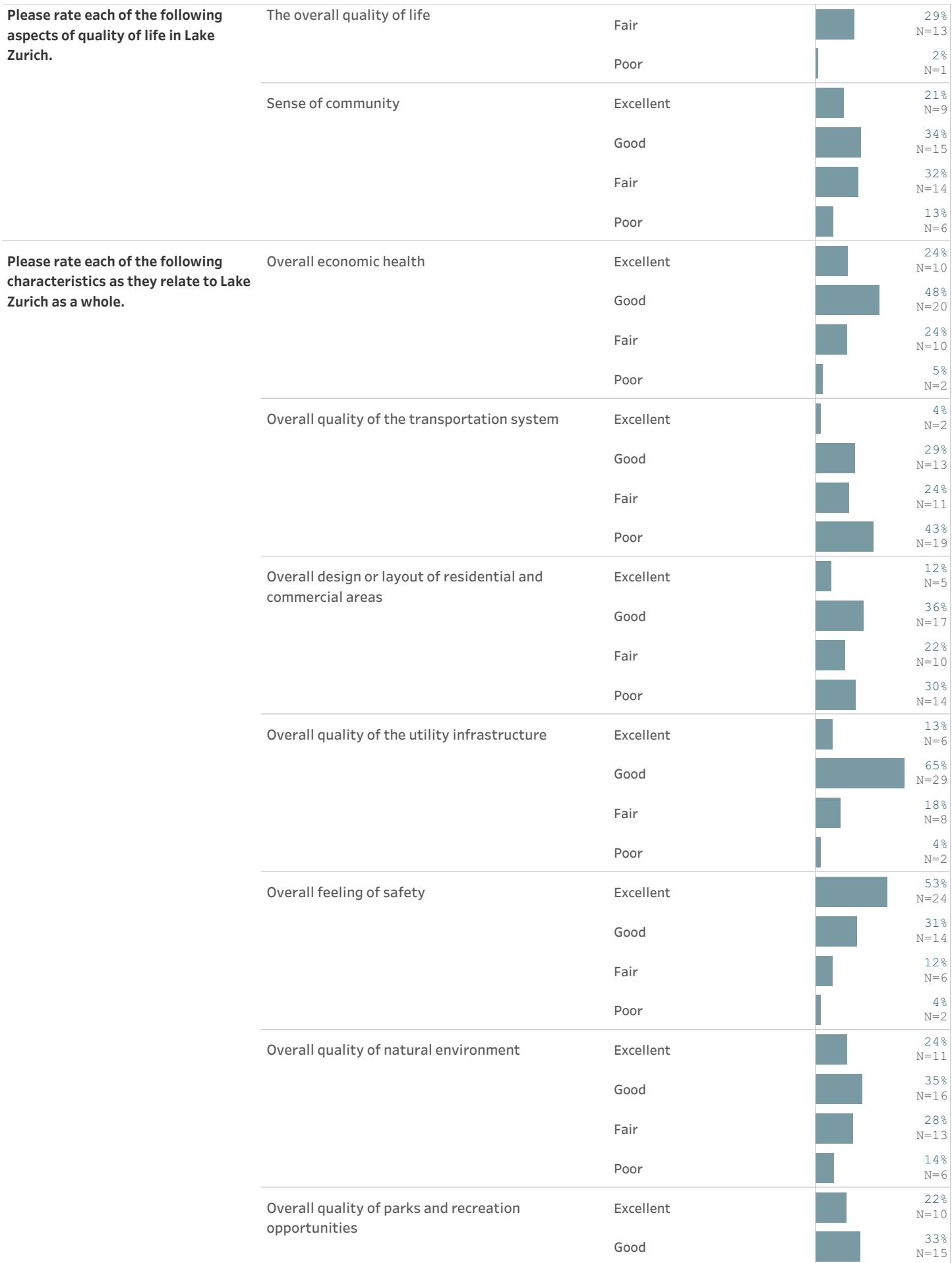
\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>

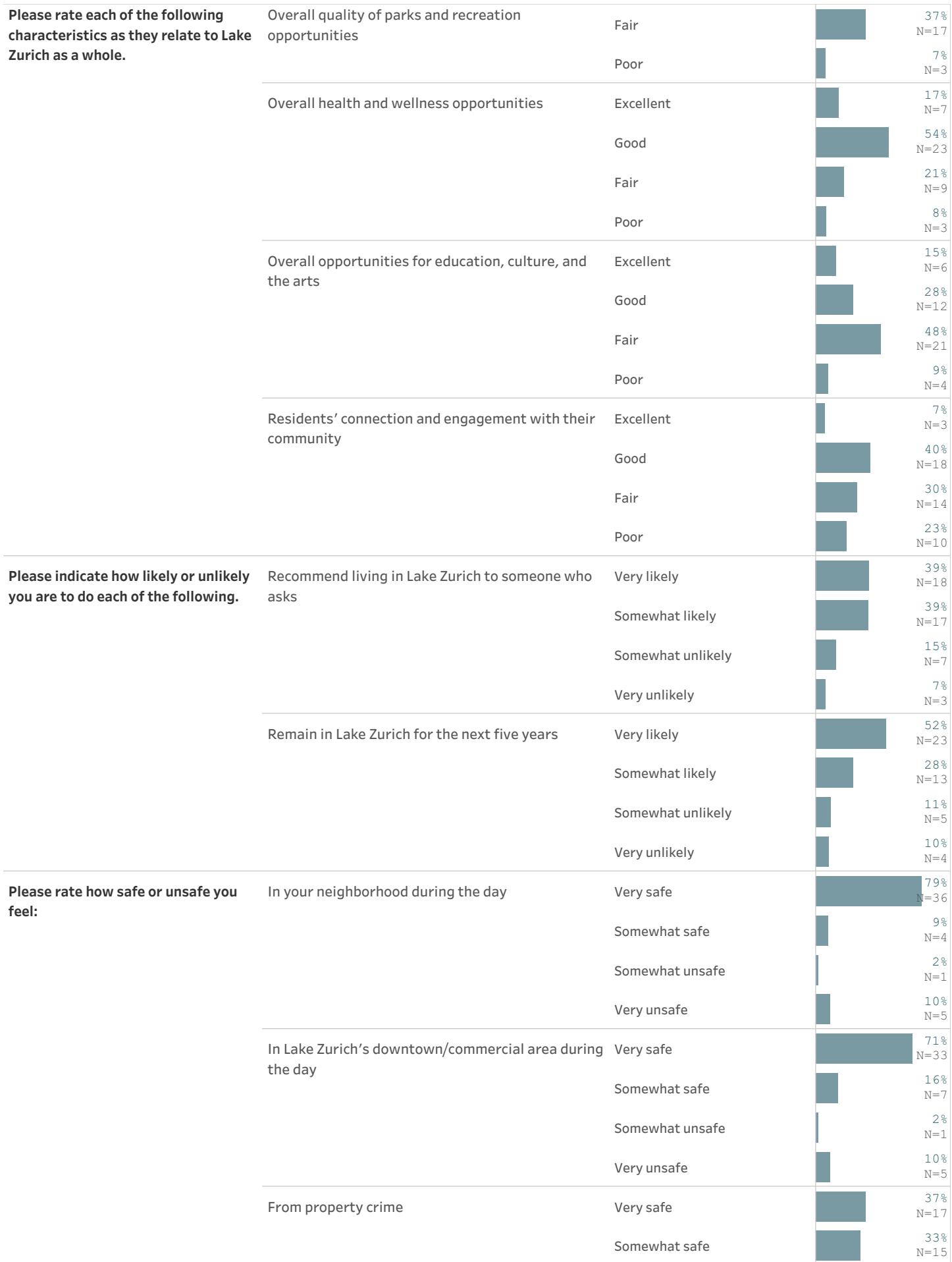
		Unweighted	Weighted	Target*
Age	18-34	11%	25%	26%
	35-54	39%	37%	36%
	55+	50%	38%	38%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish ..	93%	97%	97%
	Yes, I consider myself to be of Hispanic, La..	7%	3%	3%
Housing type	Attached	11%	21%	21%
	Detached	89%	79%	79%
Race & Hispanic origin	Not white alone	14%	13%	13%
	White alone, not Hispanic or Latino	86%	87%	87%
Sex	Man	48%	48%	48%
	Woman	52%	52%	52%
Sex/age	Man 18-34	5%	13%	13%
	Man 35-54	18%	17%	17%
	Man 55+	25%	17%	17%
	Woman 18-34	7%	13%	13%
	Woman 35-54	20%	19%	19%
	Woman 55+	25%	20%	20%

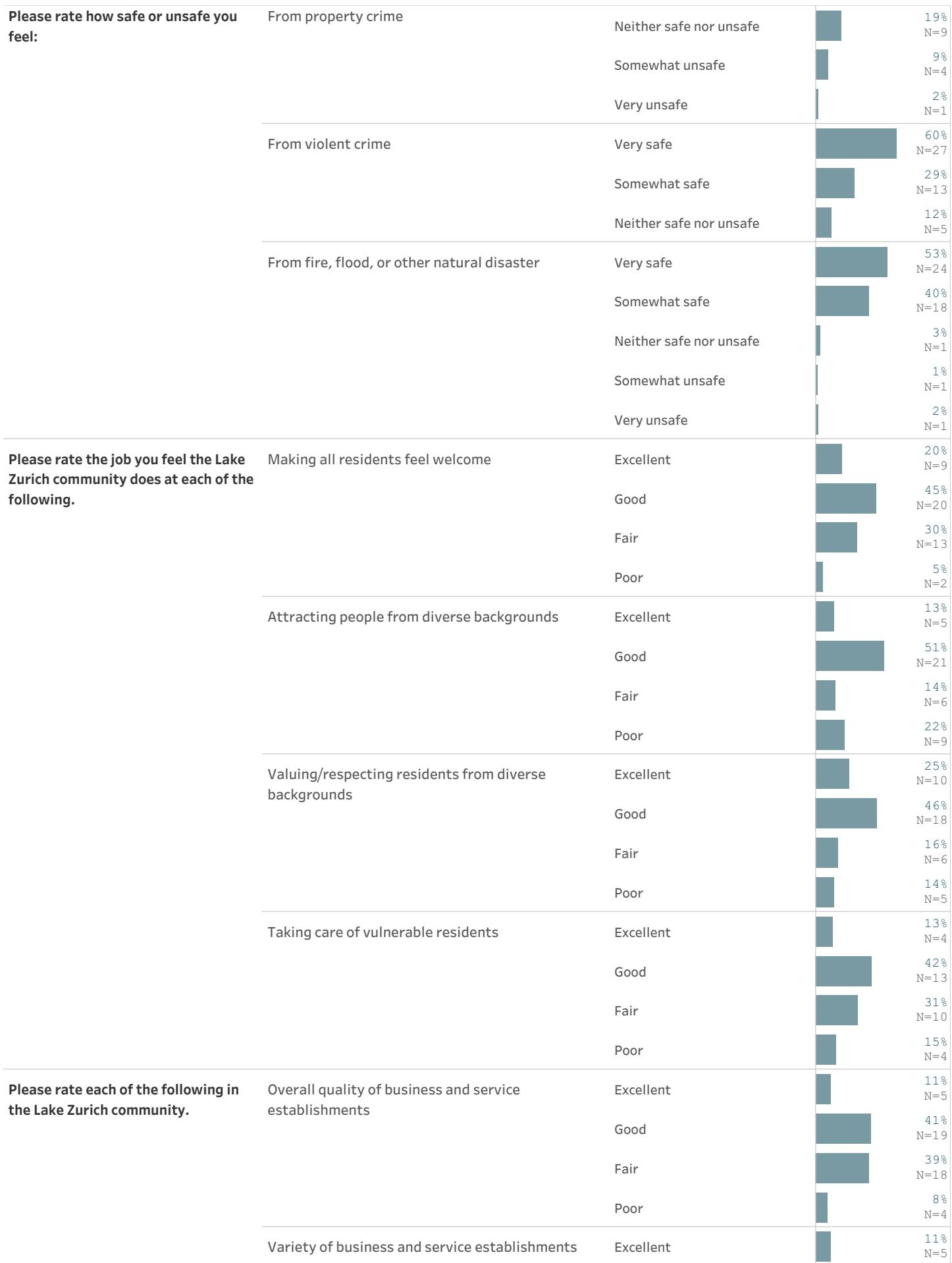
## Open participation survey results

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. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

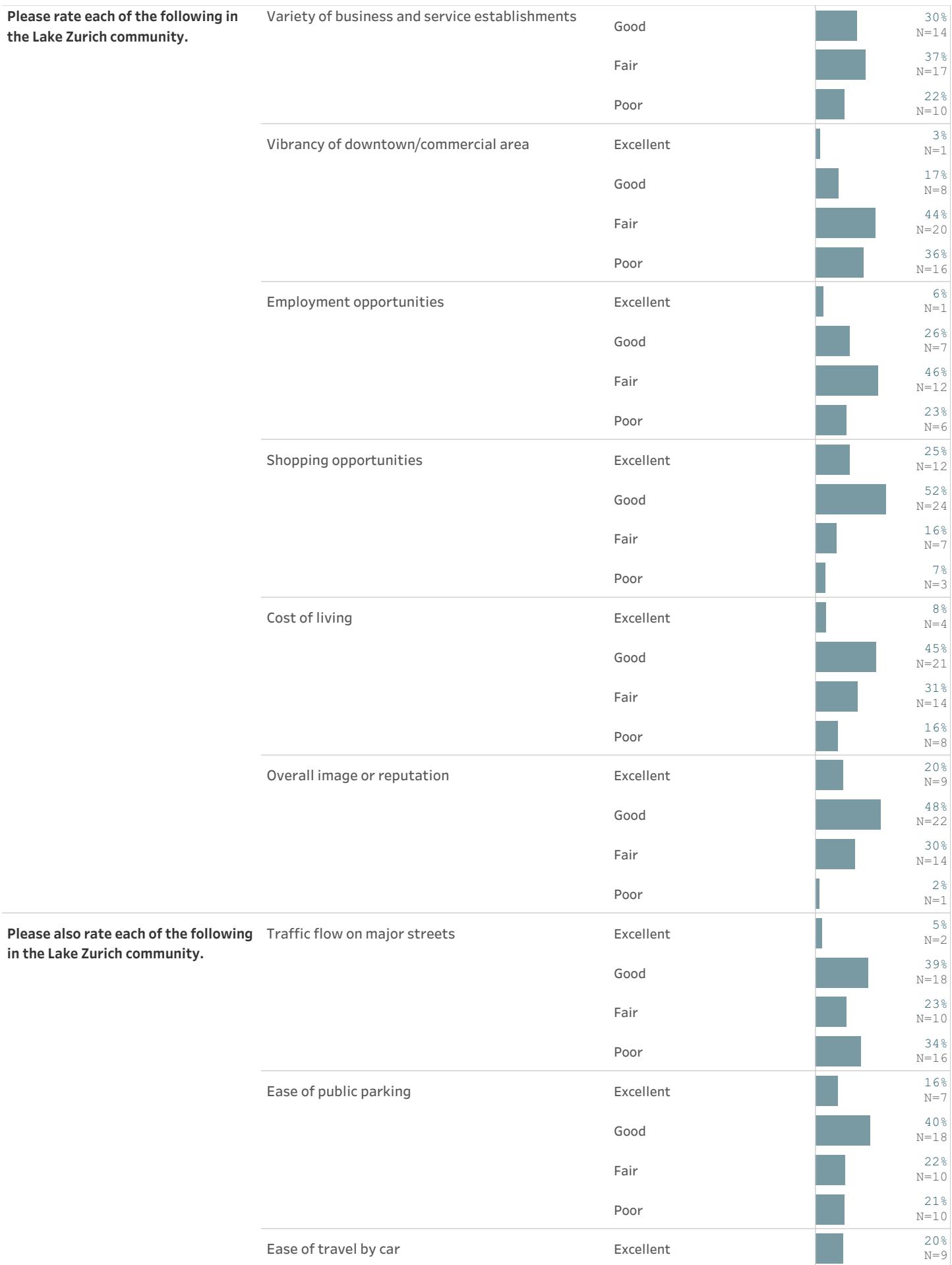




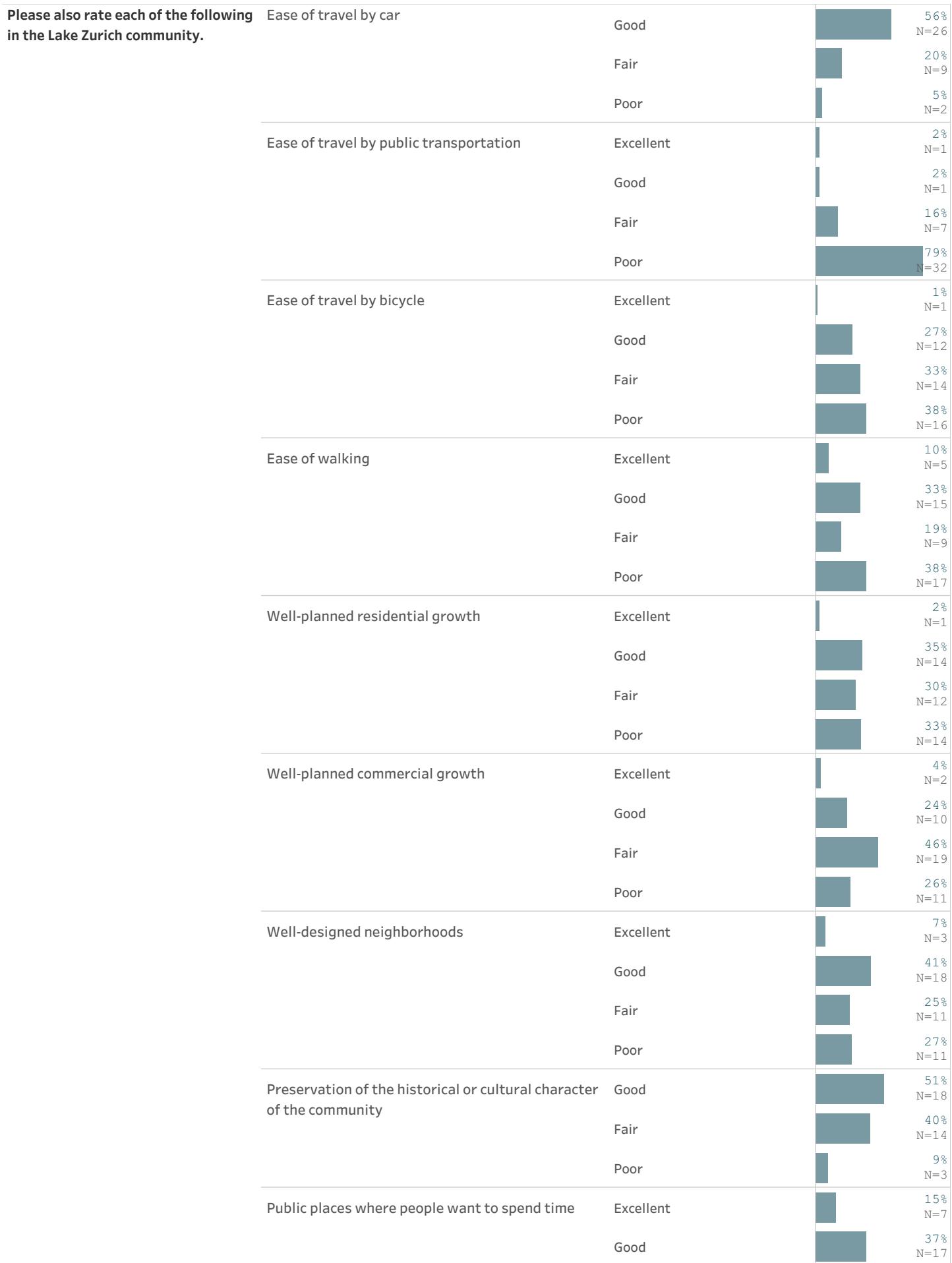


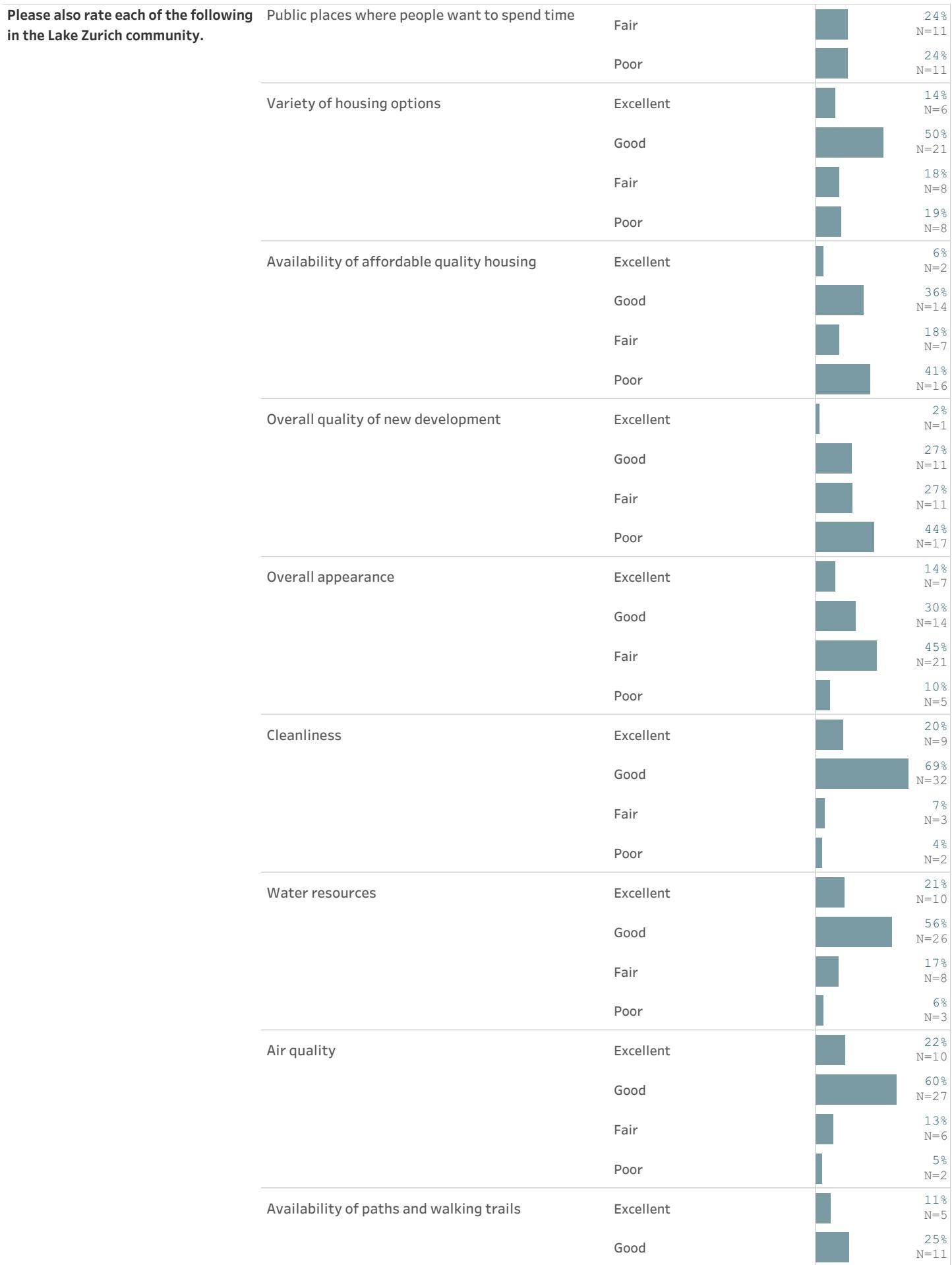


**Please rate each of the following in the Lake Zurich community.**



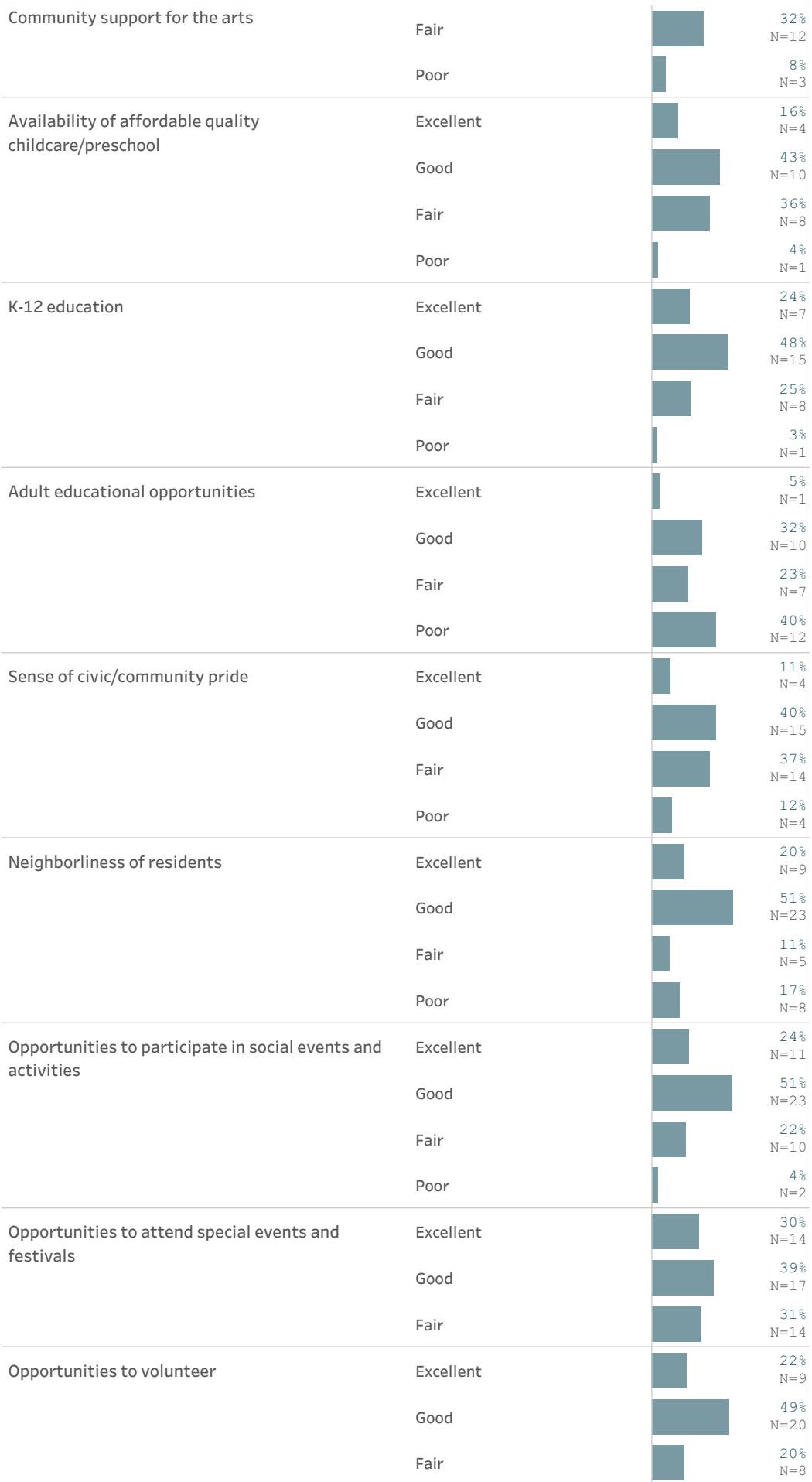
**Please also rate each of the following in the Lake Zurich community.**

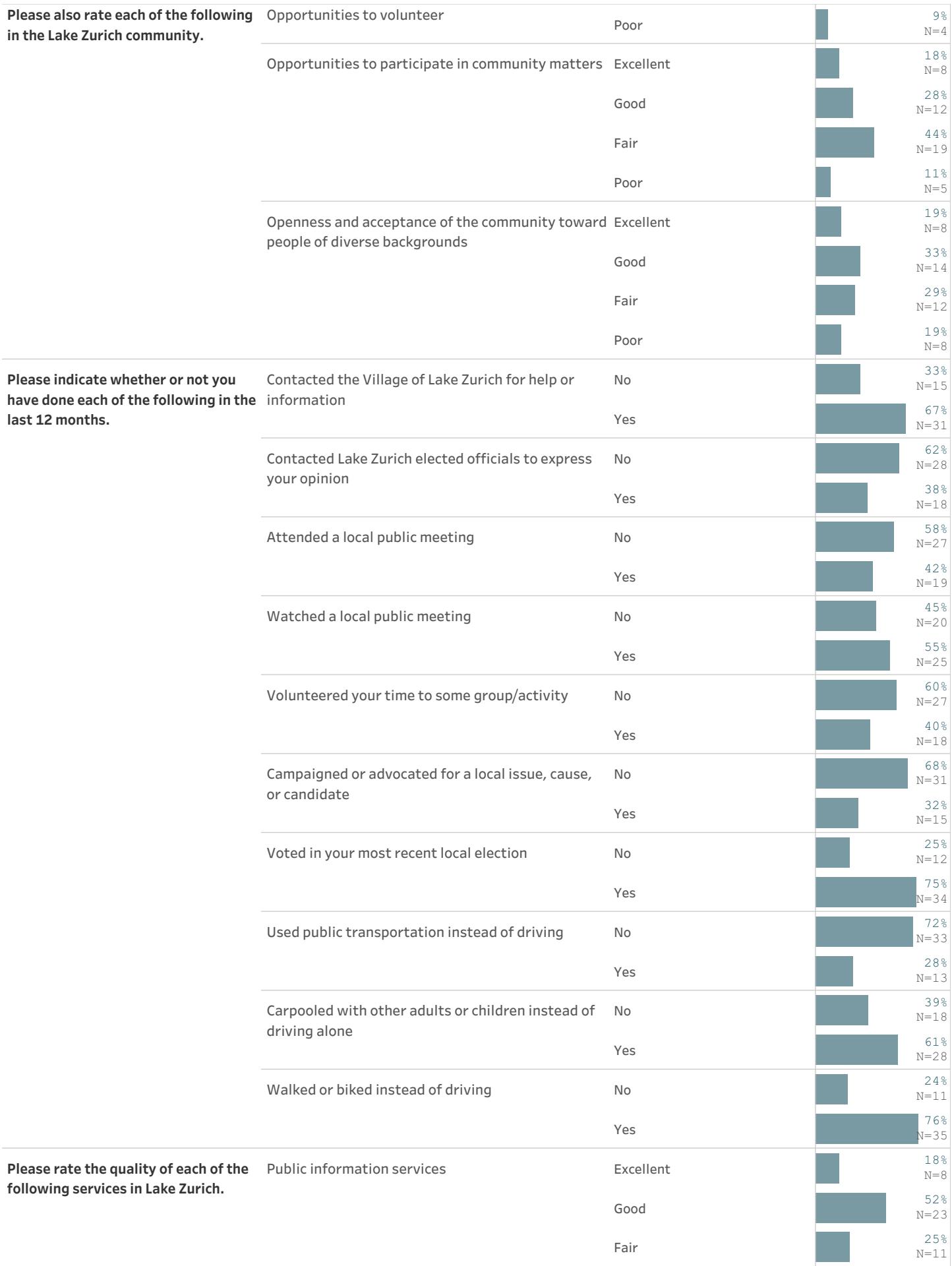




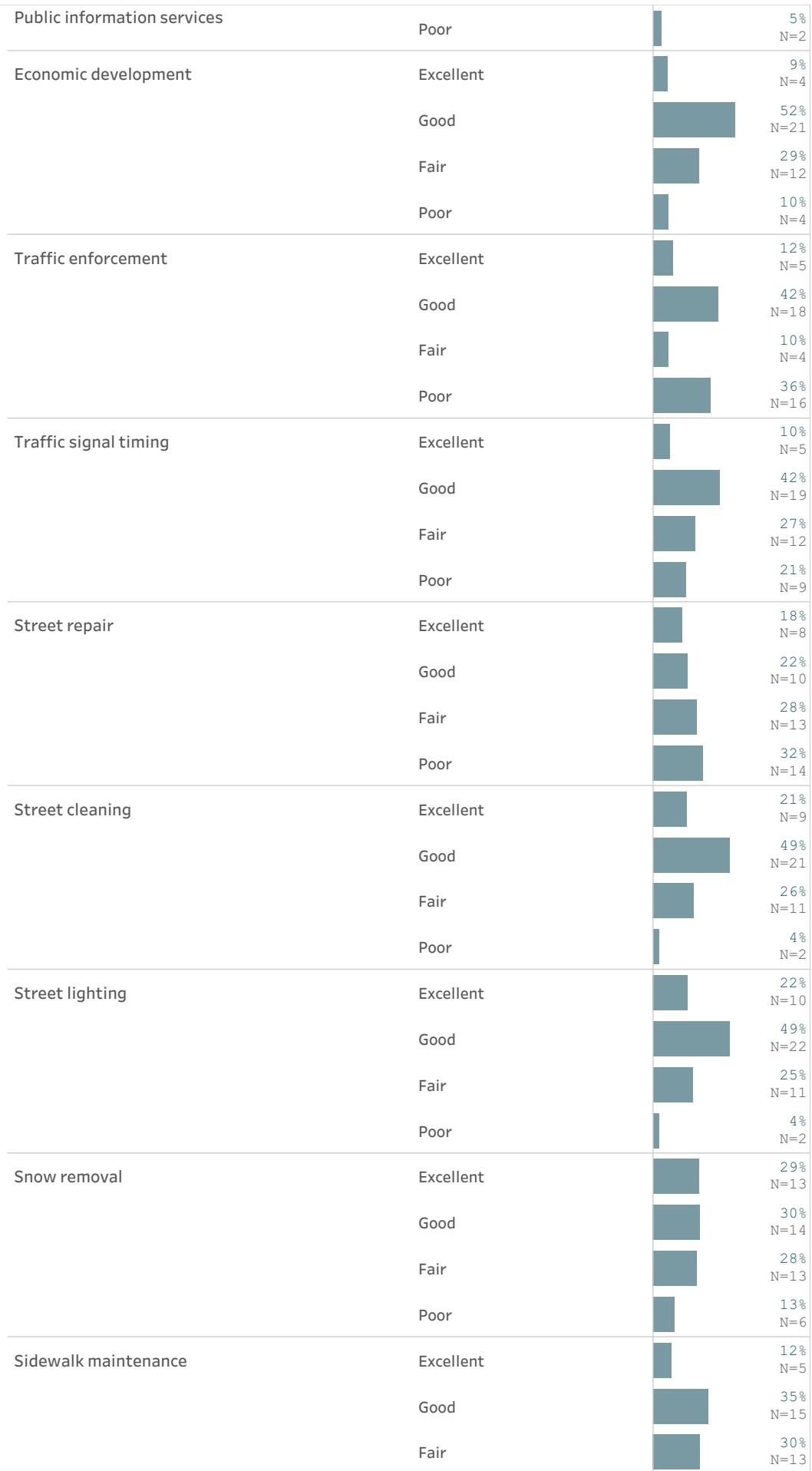


**Please also rate each of the following in the Lake Zurich community.**

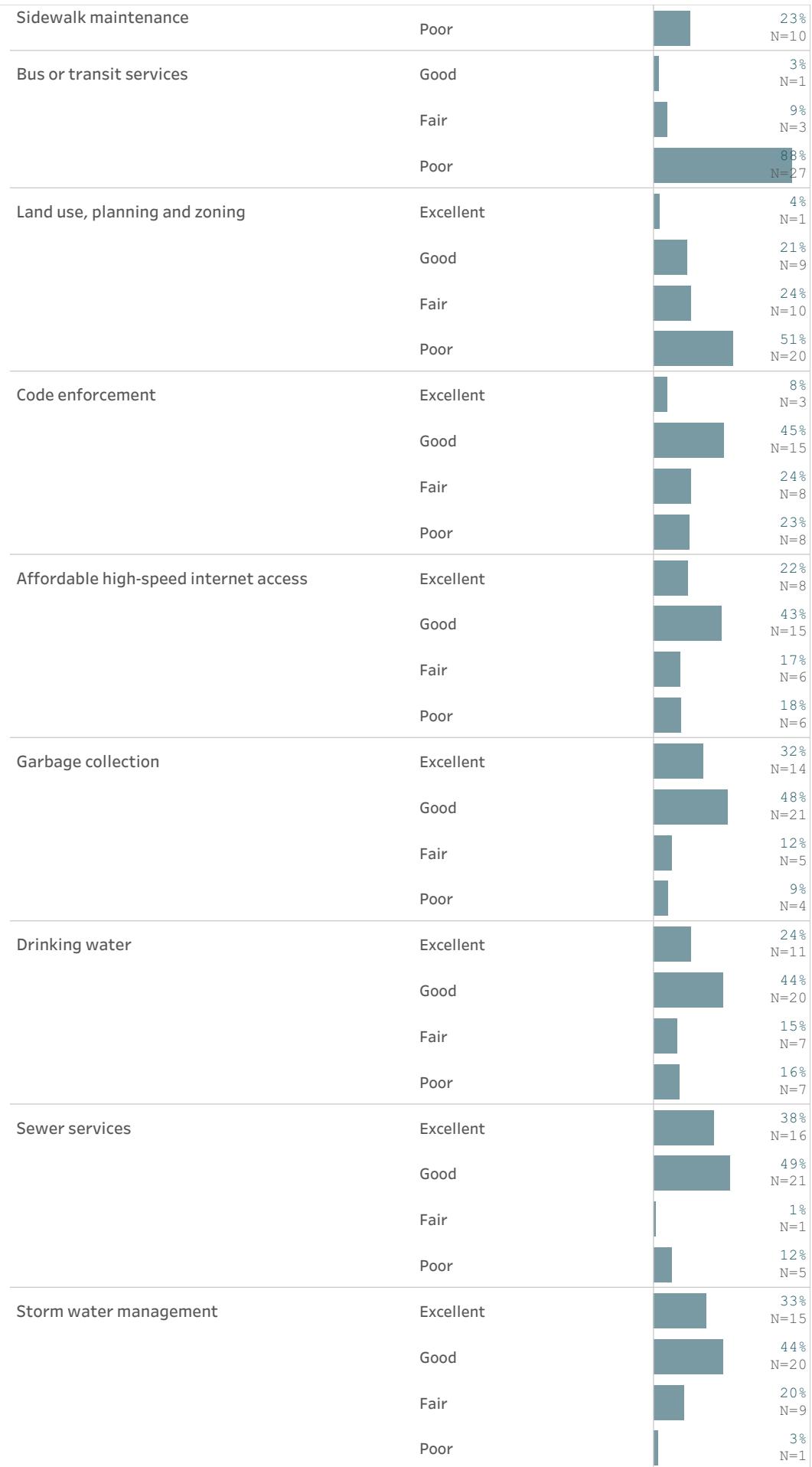




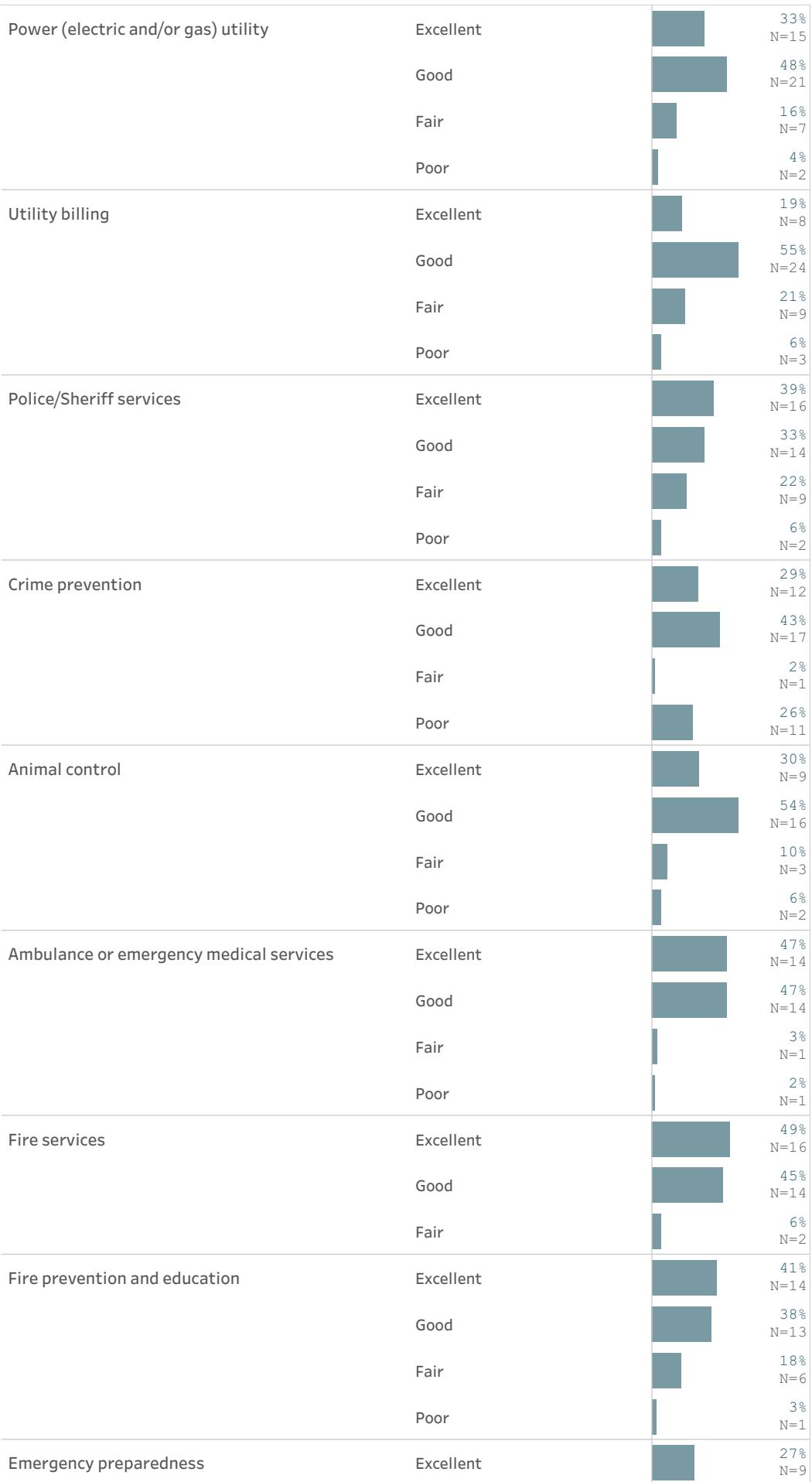
**Please rate the quality of each of the following services in Lake Zurich.**



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

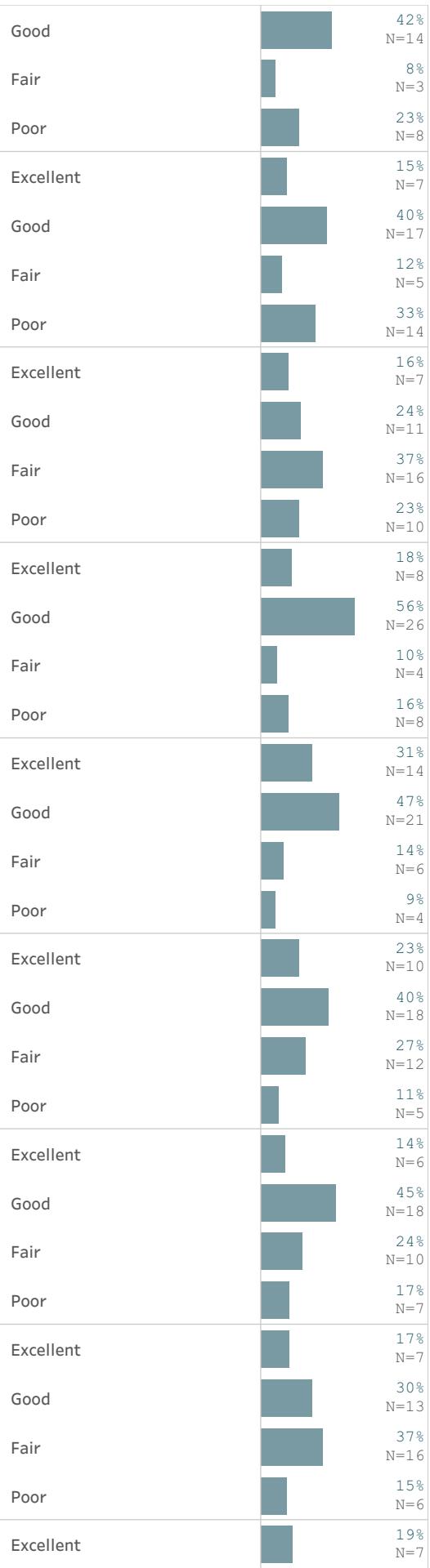


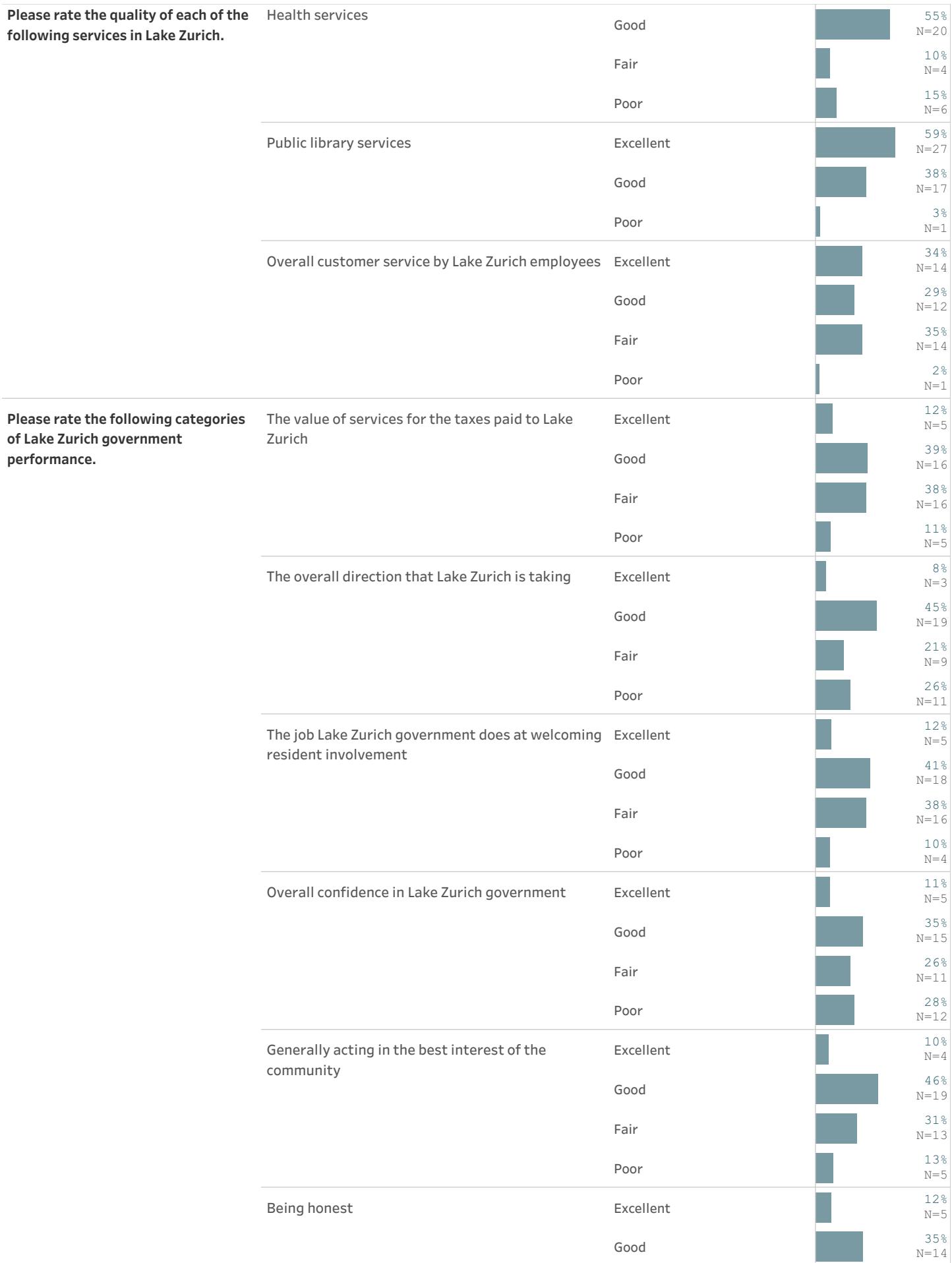
**Please rate the quality of each of the following services in Lake Zurich.**

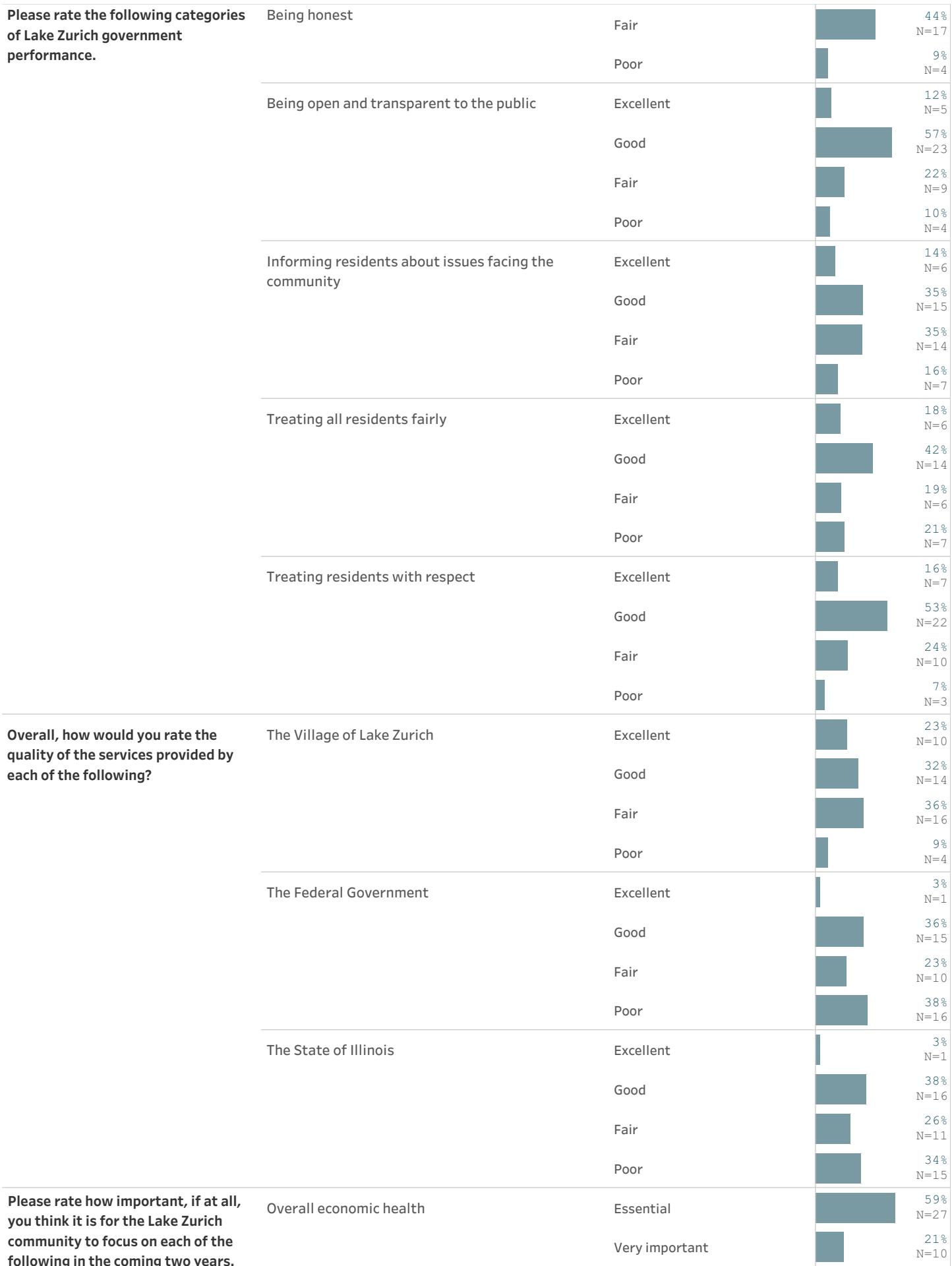


**Please rate the quality of each of the following services in Lake Zurich.**

Emergency preparedness

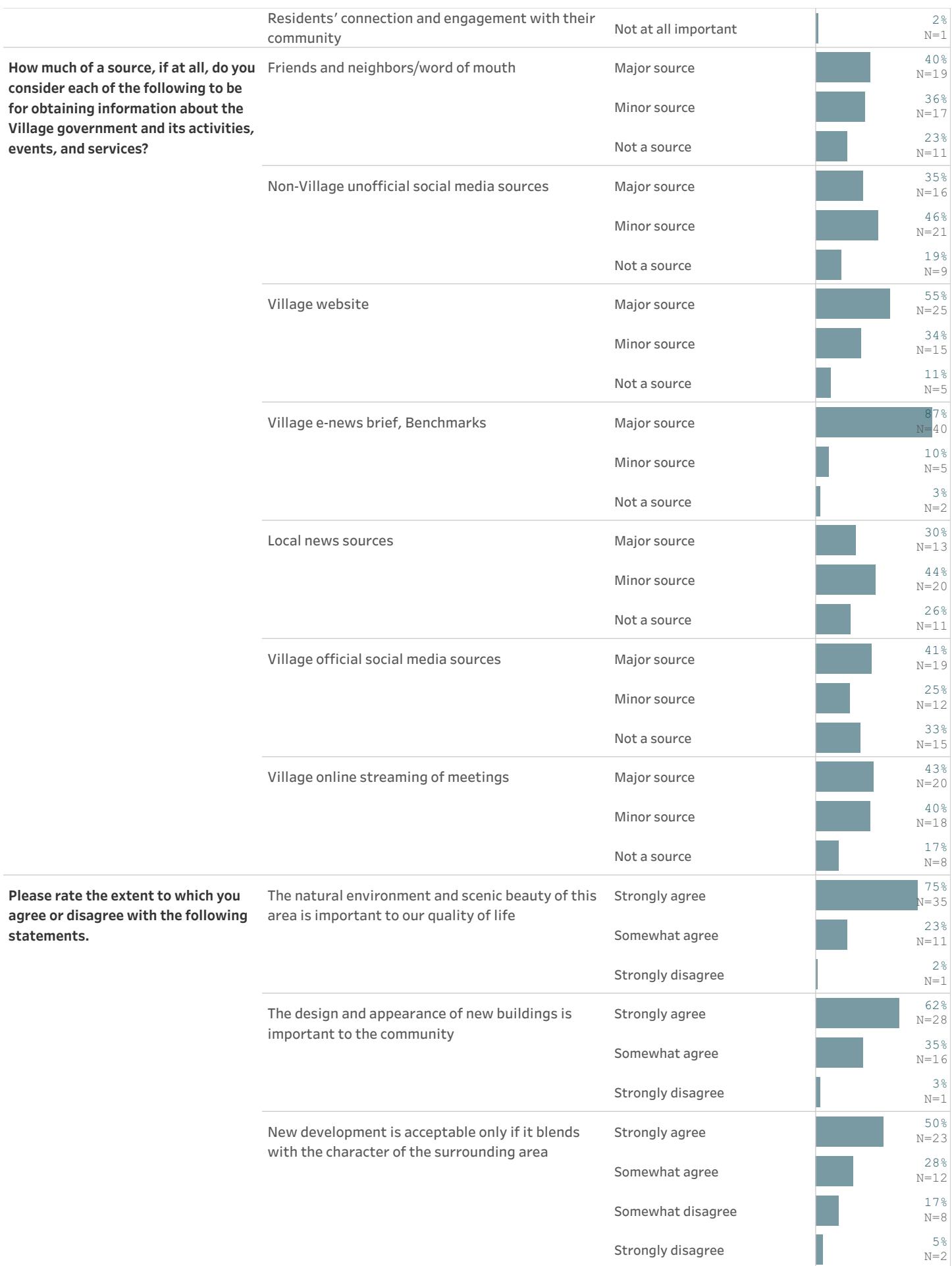




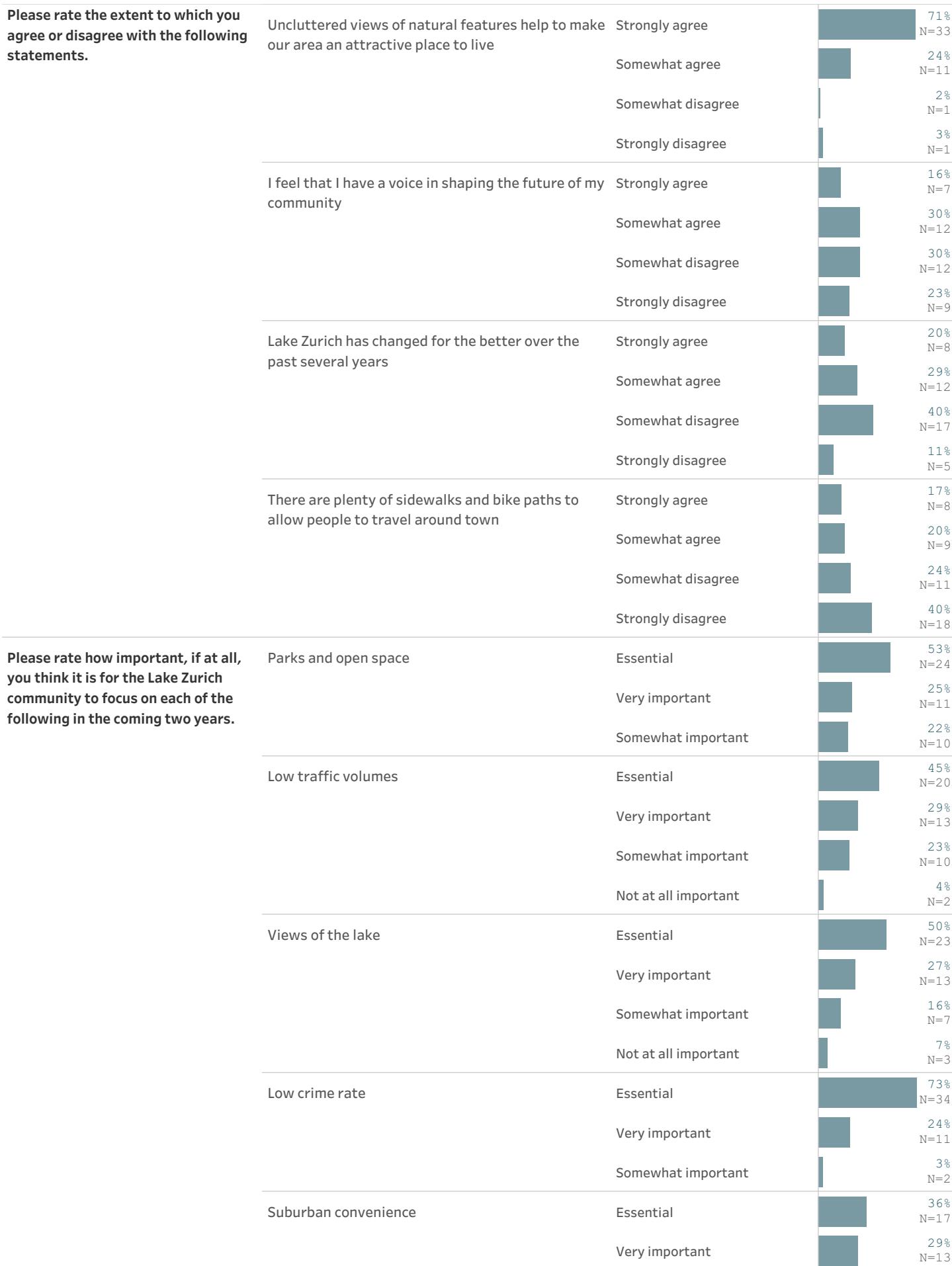


**Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.**

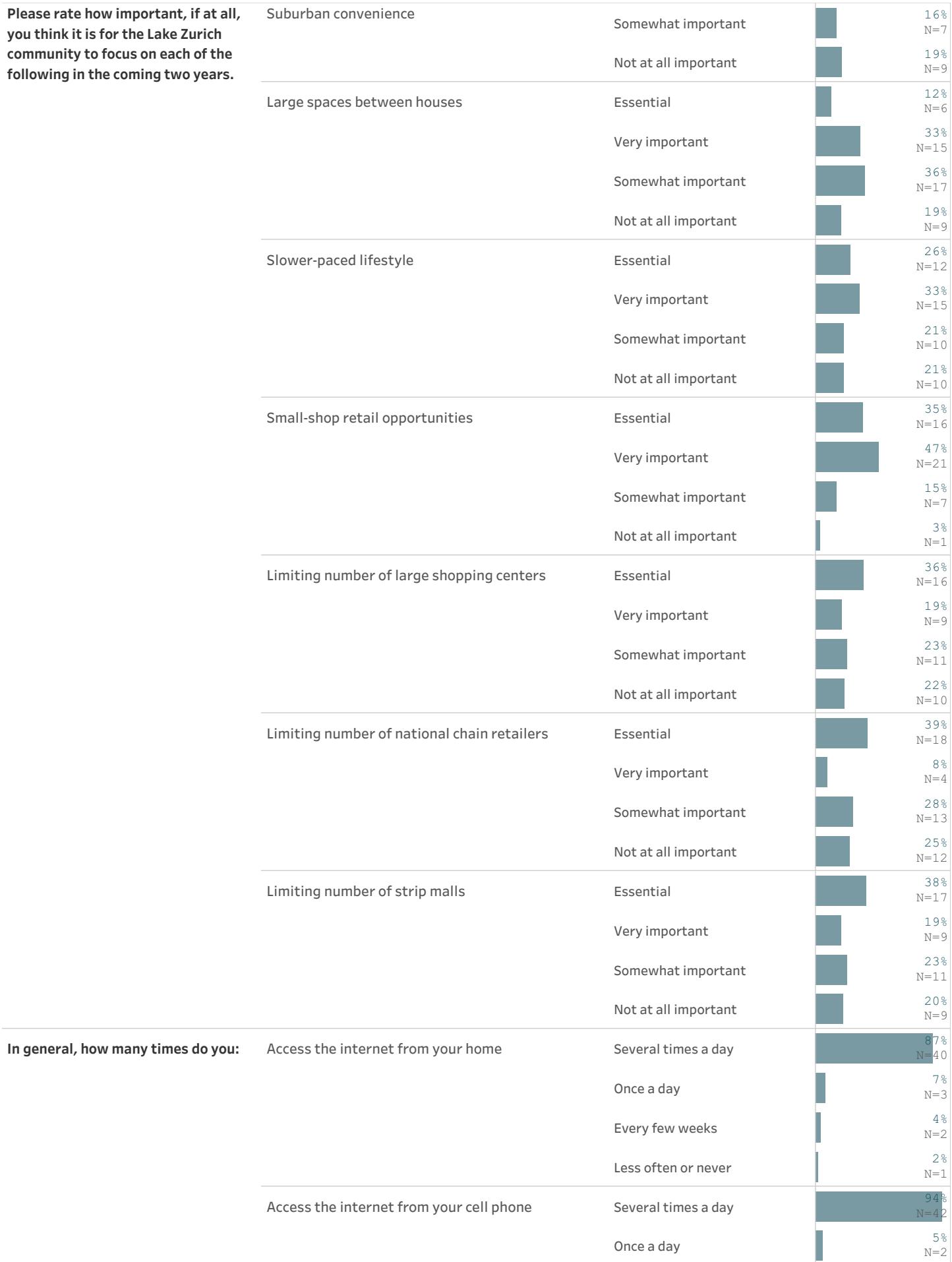


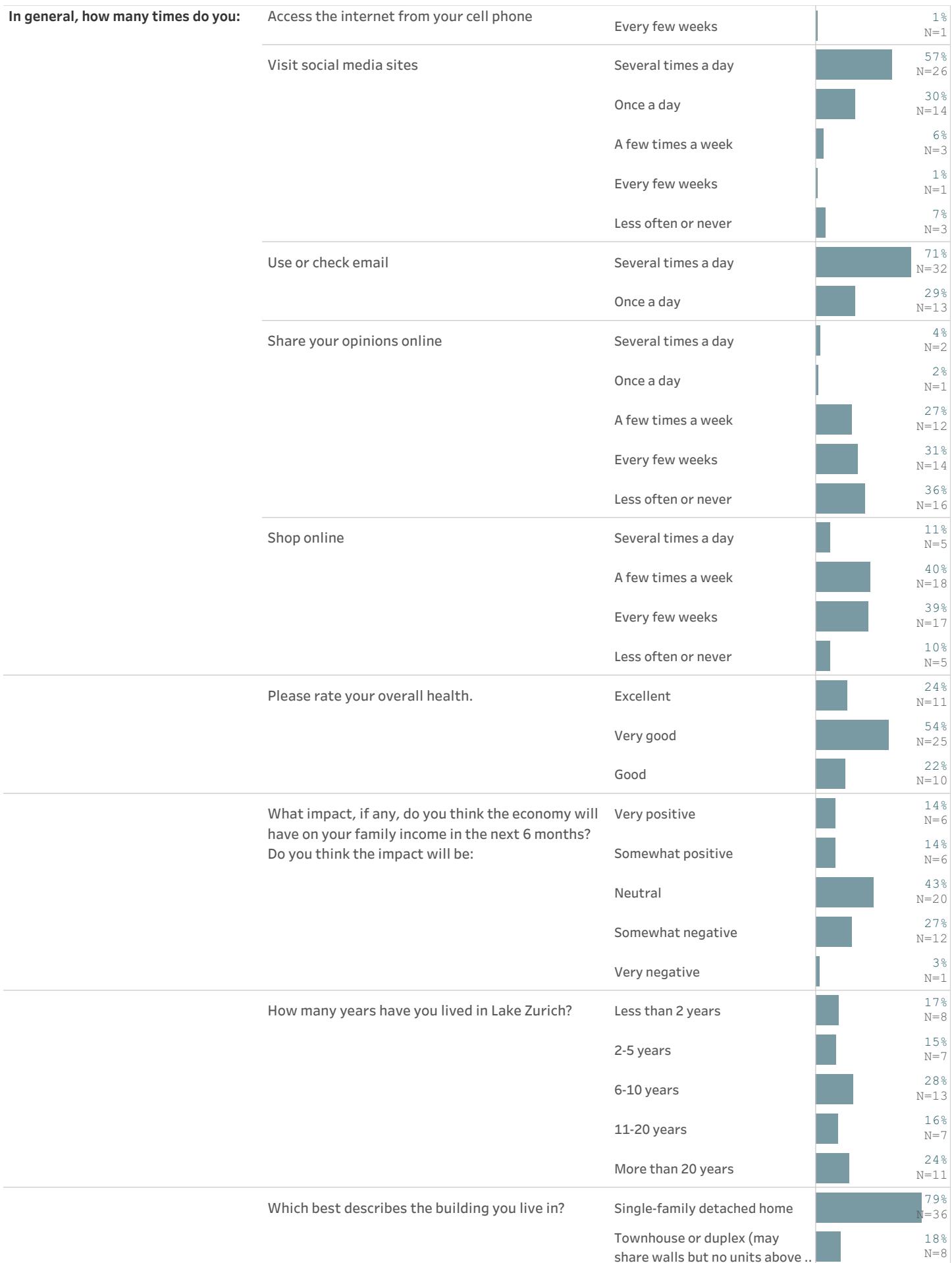


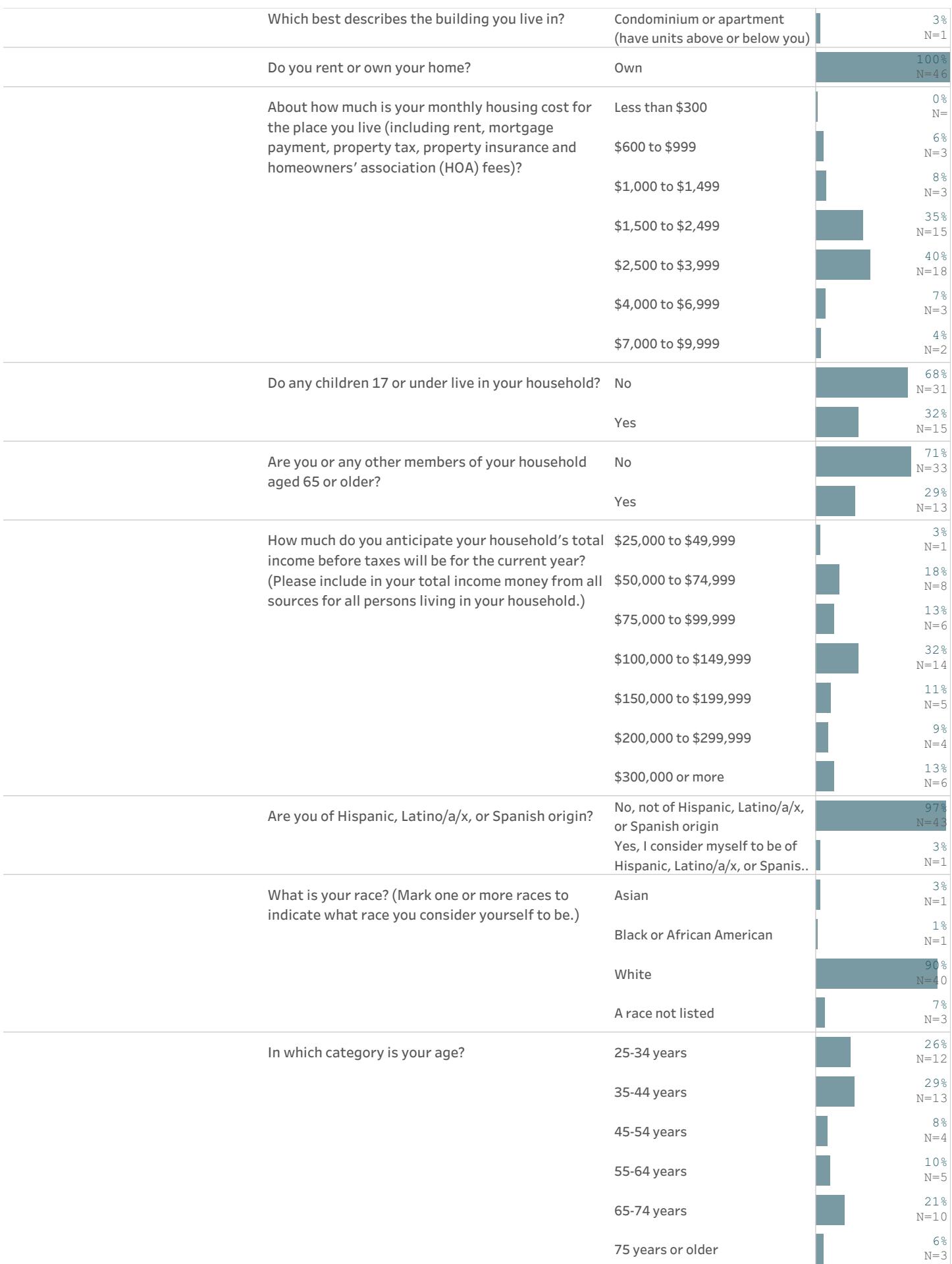
**Please rate the extent to which you agree or disagree with the following statements.**

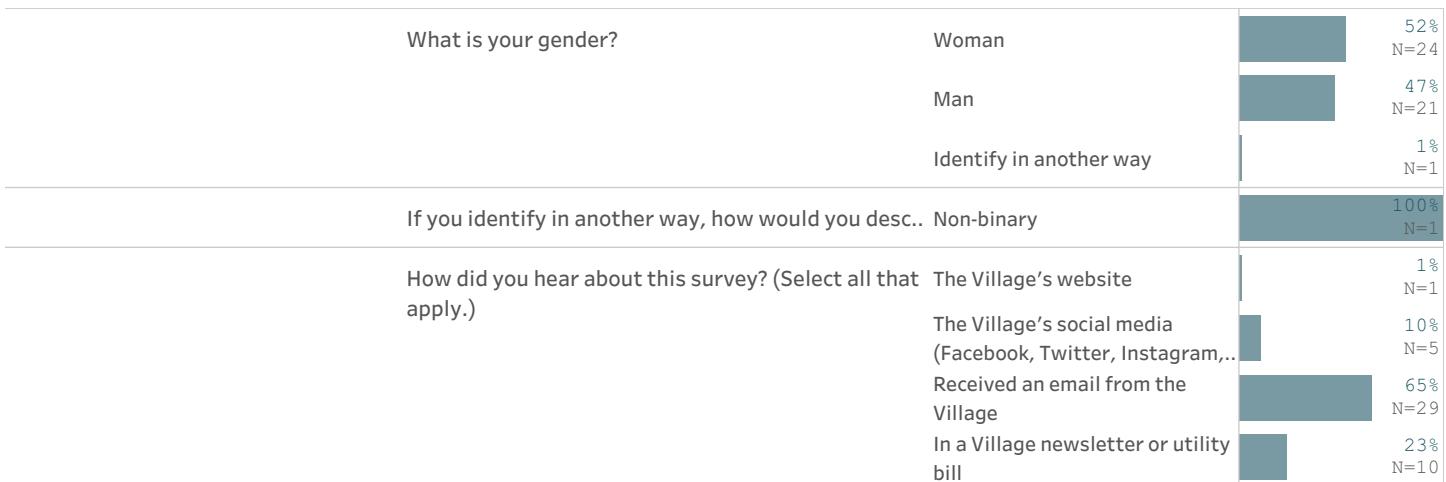


**Please rate how important, if at all, you think it is for the Lake Zurich community to focus on each of the following in the coming two years.**









# The Village of Lake Zurich 2023 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, broadband).....	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 downtown/commercial 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 Council 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 2023 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
Animal control.....	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
Health services.....	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

**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, broadband).....	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. 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
Non-Village unofficial social media sources.....	1	2	3
Village website .....	1	2	3
Village e-news brief, <i>Benchmarks</i> .....	1	2	3
Local news sources .....	1	2	3
Village official social media sources .....	1	2	3
Village online streaming of meetings .....	1	2	3

**14. Please rate the extent to which you agree or disagree with the following statements.**

	<u>Strongly agree</u>	<u>Somewhat agree</u>	<u>Somewhat disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
The natural environment and scenic beauty of this area is important to our quality of life.....	1	2	3	4	5
The design and appearance of new buildings is important to the community.....	1	2	3	4	5
New development is acceptable only if it blends with the character of the surrounding area.....	1	2	3	4	5
Uncluttered views of natural features help to make our area an attractive place to live.....	1	2	3	4	5
I feel that I have a voice in shaping the future of my community .....	1	2	3	4	5
Lake Zurich has changed for the better over the past several years.....	1	2	3	4	5
There are plenty of sidewalks and bike paths to allow people to travel around town.....	1	2	3	4	5

**15. 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>
Parks and open space.....	1	2	3	4
Low traffic volumes .....	1	2	3	4
Views of the lake .....	1	2	3	4
Low crime rate .....	1	2	3	4
Suburban convenience .....	1	2	3	4
Large spaces between houses .....	1	2	3	4
Slower-paced lifestyle.....	1	2	3	4
Small-shop retail opportunities.....	1	2	3	4
Limiting number of large shopping centers.....	1	2	3	4
Limiting number of national chain retailers .....	1	2	3	4
Limiting number of strip malls .....	1	2	3	4

# The Village of Lake Zurich 2023 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?

Single-family detached home  
 Townhouse or duplex (may share walls but no units above or below you)  
 Condominium or apartment (have units above or below you)  
 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)?

<input type="radio"/> Less than \$300	<input type="radio"/> \$2,500 to \$3,999
<input type="radio"/> \$300 to \$599	<input type="radio"/> \$4,000 to \$6,999
<input type="radio"/> \$600 to \$999	<input type="radio"/> \$7,000 to \$9,999
<input type="radio"/> \$1,000 to \$1,499	<input type="radio"/> \$10,000 or more
<input type="radio"/> \$1,500 to \$2,499	

## 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.)

<input type="radio"/> Less than \$25,000	<input type="radio"/> \$100,000 to \$149,999
<input type="radio"/> \$25,000 to \$49,999	<input type="radio"/> \$150,000 to \$199,999
<input type="radio"/> \$50,000 to \$74,999	<input type="radio"/> \$200,000 to \$299,999
<input type="radio"/> \$75,000 to \$99,999	<input type="radio"/> \$300,000 or more

## D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

No     Yes

## 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  
 Black or African American  
 Native Hawaiian or Other Pacific Islander  
 White  
 A race not listed

## D13. In which category is your age?

<input type="radio"/> 18-24 years	<input type="radio"/> 55-64 years
<input type="radio"/> 25-34 years	<input type="radio"/> 65-74 years
<input type="radio"/> 35-44 years	<input type="radio"/> 75 years or older
<input type="radio"/> 45-54 years	

## D14. What is your gender?

Woman  
 Man  
 Identify in another way → go to D14a

## D14a. If you identify in another way, how would you describe your gender?

Agender/I don't identify with any gender  
 Genderqueer/gender fluid  
 Non-binary  
 Transgender man  
 Transgender woman  
 Two-spirit  
 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**