

**VILLAGE OF JOHNSBURG
2003 MUNICIPAL SERVICE SURVEY**

Excellent		Satisfactory		Poor	No Comment
5	4	3	2	1	0
Strongly Agree		Neutral		Strongly Disagree	No Comment

Question	PUBLIC WORKS	Total Responses	5	4	3	2	1	Average Rating
1	How would you describe the general condition of the streets and sidewalks in your neighborhood?	548	92	177	190	43	46	3.41
2	Do you think the Village provides clear and ice-free streets & intersections on a timely basis after a snowfall?	544	146	183	155	34	26	3.72
3	In your opinion, how would you describe the level of service provided through the spring and fall brush collection program	439	77	110	174	44	34	3.35
4	Do you think there is adequate street lighting in your neighborhood?	536	90	103	138	59	146	2.87
5	In your opinion, how would you describe the overall condition of the community?	552	76	258	182	31	5	3.67
6	Overall, how would you rate the quality of service provided by the refuse handler?	548	180	211	122	21	14	3.95
7	What other services would you like to see provided?	134						
PUBLIC SAFETY								
(Complete this section if 9-1-1 emergency services were used within last 5 years)								
8	How would you rate the dispatcher(s) in handling your call?	230	106	64	44	11	5	4.11
9	How would you describe the response time of the services received in an emergency situation from the Police Department?	210	95	65	37	11	2	4.14
10	How would you describe the response time of the services received in an emergency situation from the Fire Department?	160	83	45	26	4	2	4.27
11	How would you describe the response time of the services received in an emergency situation from the Paramedic Squad?	190	110	50	26	3	1	4.39
POLICE SERVICE								
12	Is the amount of time you observe a patrol car in your area appropriate?	546	113	155	177	70	31	3.46
13	How would you rate the safety and security you feel in your neighborhood?	555	163	215	151	19	7	3.92
14	Do you believe having police officers on bicycles is an effective method of patrol?	504	75	98	133	71	127	2.85

15	Do you think the various crime prevention programs such as House Watch and D.A.R.E. are effective in reducing crime and criminal activity?	490	117	159	151	42	21	3.63
----	--	-----	-----	-----	-----	----	----	------

Excellent 5	4	Satisfactory 3	2	Poor 1	No Comment 0	Total Responses	5	4	3	2	1	Average Rating
Strongly Agree		Neutral		Strongly Disagree	No Comment							

If you have personally had contact with the police department in the past 5 years please proceed with question 16. Otherwise, proceed to the section on the Building Department.

16	Please rate the professionalism and general attitude of the officers?	324	133	94	65	23	9	3.98	
17	How would you rate the explanation of situations and the actions taken by officers?	303	105	87	69	26	16	3.79	
18	Were the officers responsive to your questions and needs?	302	116	86	67	14	19	3.88	
19	What other suggestions do you have that will help reduce crime and criminal activity in Johnsburg?	138	See summary of written responses						

BUILDING DEPARTMENT

(Complete this section if you have used the services of the Building Department in past 5 years)

20	The Building Department conducts inspections to ensure adherence to the fire and building codes. How would you rate the building inspections completed?	259	62	67	97	12	21	3.53
21	How would you rate the timeliness and quality of the services provided?	254	58	63	95	17	21	3.47
22	Do you feel the application process is clear and easy to understand?	245	57	60	99	19	10	3.55

VILLAGE COMMUNICATIONS

23	How effective is the Village in communicating information regarding the projects, issues, and polices in the Village?	539	85	203	174	45	32	3.49
24	Is the information contained within the Village Newsletter valuable?	548	183	229	112	19	5	4.03
25	When you call the Village offices, how courteous and helpful is the staff in answering your questions or addressing your concerns?	510	199	183	101	16	11	4.06
26	Do you believe the Village Website would be a useful resource for communicating information to village residents?	480	154	128	138	32	28	3.73
27	What primary sources do you use to receive information regarding the Village? (Ranked in priority from 1-8, 1 being the source most often used)							

2 Newspaper	7 Public Access Chann	1 Newsletter
6 Web Site	3 Calling Village Office	4 Elected Off

5 Attend Mtgs 8 Other

28	What type of information would you like to see on our web site or in the Village Newsletter?	161	See summary of written responses
29	Do you have access to the internet 454 yes /88 no		
30	How frequently would you like to receive a Village Newsletter?	486	See summary of written responses
31	What other sources of communication could the Village use to better communicate with the public?	144	See summary of written responses

Excellent		Satisfactory		Poor	No Comment
5	4	3	2	1	0
Strongly Agree		Neutral		Strongly Disagree	No Comment

FIRE / PARAMEDIC SERVICE

Total Responses	5	4	3	2	1	Average Rating
------------------------	----------	----------	----------	----------	----------	-----------------------

(Questions are provided in cooperation with the McHenry Township Fire Protection District)

32	Do you think the various public education and awareness programs provided by the McHenry McHenry Township Fire District (Smoke Detector Program, CPR classes, Fire Safety House) are affi	441	138	154	131	10	8	3.92
33	Do you think the McHenry Township Fire Protection District takes an active role in educating the pub about fire and safety awareness?	447	133	145	132	26	11	3.81
34	How would you rate McHenry Township Fire Protection District's programs to promote fire awareness and safety to the community?	251	70	87	72	17	5	3.8

If you have personally had contact with the McHenry Township Fire Protection District in the past 5 years please proceed with question 35, otherwise proceed with Planning and Growth

35	How would you rate the overall service and performance provided?	125	62	40	22	1	0	4.3
36	Rate the professionalism and general attitude of the representatives for the service provided?	114	60	34	18	2	0	4.33
37	How would you rate the explanation of situations and the actions taken by the representatives on duty?	108	51	35	20	2	0	4.25
38	Were the representatives on duty responsive to your questions and needs?	115	56	32	23	3	1	4.21

PLANNING AND GROWTH

39	How would you describe the recent growth and development with Johnsburg?	513	41	101	216	75	80	2.9
40	Should the Village continue to pursue undeveloped land to reserve for open space?	514	335	86	46	17	30	4.32

- 41 What should be the most important consideration for new development? **409 See summary of written responses**
- 42 What type of new development would you like on Route 31 in Johnsburg?
(Results shown in total number of persons choosing the particular type of development)
- | | | |
|---------------------------------------|------------------------------|-------------------------|
| 59 Traditional Neighborhoods | 387 Commercial Retail | 203 Office Space |
| 40 Suburban Estate Development | 246 Light Industry | 26 None |
| 17 Apartments | 42 Townhouses | 22 Other |
- 43 What type of new development would you like in the Historic District of Johnsburg?
(Results shown in total number of persons choosing the particular type of development)
- | | | |
|---------------------------------------|------------------------------|------------------------|
| 196 Traditional Neighborhoods | 214 Commercial Retail | 96 Office Space |
| 28 Suburban Estate Development | 22 Light Industry | 29 None |
| 15 Apartments | 22 Townhouses | 19 Other |
- 44 Are there other locations where you would like to see new development? **94 See summary of written responses**

Excellent		Satisfactory		Poor	No Comment
5	4	3	2	1	0
Strongly Agree		Neutral		Strongly Disagree	No Comment

COMMUNITY AFFAIRS

		Total Responses	5	4	3	2	1	Average Rating
45	How would you rate the recreational facilities (i.e., parks, bike trails, playing fields) in Johnsburg?	527	72	169	175	73	38	3.31
46	In your opinion has the Village's recent community projects (such as Hiller Park and Sunnyside Park) improve the quality of life in Johnsburg?	505	122	186	147	28	22	3.71
47	Overall, how would you rate the quality of life in Johnsburg?	548	156	266	113	9	4	4.02
48	Should the Village provide recreational programs that are related to our natural resources on the Fox River?	509	163	134	125	20	67	3.6
49	How would you rate the boat launching facilities provided by the Village?	324	17	65	136	44	62	2.79
50	Do you agree with the Village continuing the support of self-funded programs for village resident's entertainment and recreation?	436	133	133	138	17	15	3.81
51	What types of recreational facilities are needed?	265	See summary of written responses					
52	What types of community activities (i.e. youth programs, community events, sports, teen activities, senior activities, crafts, safety programs, etc) would you like to see in Johnsburg?	221	See summary of written responses					

VILLAGE SERVICES

53	How would you rate the safety and courteousness of Village employees while driving municipal vehicles?	483	127	179	156	14	7	3.84
54	How do you view the availability of the Village Board members?	354	57	85	168	23	21	3.38
55	Please rate the responsiveness of the Village Board to your needs and those of the community?	360	50	85	157	32	36	3.23
56	How do you view the availability of the Village Administrative Staff?	394	79	120	158	25	12	3.58
57	Please rate the responsiveness of the Village Administrative Staff to your needs and those of the community?	402	76	126	154	28	18	3.53

58 In your opinion, what areas of general municipal service should the Village enhance? (Ranked in priority from 1.14, #1 being the service most selected to be enhanced)

- | | | |
|------------------------|--------------|-------------------------------|
| 4 Police Services | 7 Water | 6 Storm Water & Drainage |
| 1 Economic Development | 3 Sewer | 2 Parks and Recreation |
| 14 Administration | 5 Streets | 10 Code/Ordinance Enforcement |
| 9 Community Facilities | 12 Utilities | 8 Community Appearance |
| 11 Landscaping | 13 Other | |

59 What additional services would you like to see the Village provide? **106 See summary of written responses**

60 Currently about 6.46% of your total property tax bill goes to fund the Village services. Do you think the residents are getting a good value for their tax dollar?

286 Yes 72 No

If no, please explain

61 What changes and/or improvements would you like to see in the Village?

In the next 1 -4 years **320 comments**

In the next 5 - 10 years **169 comments**

TRANSPORTATION

Transportation is one of McHenry County's number one challenges.

62 What enhancements would you like to see made to local and regional transportation? **213 See summary of written responses**

63 Do you commute on a daily basis? **330 Yes 195 No**

64 If you do commute daily, what form of transportation do you use?

365 Auto 8 Train 0 Bus 2 Other

65 What is your preferred method of transportation for the miles you commute each day?

407 Auto 26 Train 3 Bus 2 Other

GENERAL COMMENTS:

Your comments in relation to any service provided by the Village are welcome:

See summary of written responses

For any question that was answered with a rating of 1 or 2 please explain to assist us on determining how the services or functions can be improved?

See summary of written responses

