Village of Burr Ridge Bi-Annual Community Survey (Paper)

Dear Neighbor,

The community survey aims to understand the community's needs and shape the planning process for Village services.

Your participation in this survey is voluntary. You may choose not to participate. If you decide to participate in this survey, you may withdraw at any time.

The procedure involves filling out an online survey that will take approximately 15 minutes. Your responses will be confidential, and we do not collect identifying information such as your name, email address, or IP address.

We will do our best to keep your information confidential. To help protect your confidentiality, the surveys will not contain information that will personally identify you. The survey results will be presented to the Village Board once compiled and analyzed, and a comprehensive report will be available on the Village's website.

If you have any questions regarding the survey, please feel free to contact Hannah Weyant, Community Engagement Analyst, via phone at 630-654-8181 or via email at hweyant@burr-ridge.gov.

Thank you for providing input that will help us make Burr Ridge a very special place.

Sincerely,

Gary Grasso
Mayor

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Village Demographics

* 1. How many years have you lived in Burr Ridge?

* 2. Please select the area below that best represents where you live.

- Cook County North of 55
- Cook County South of 55
- DuPage County North of 55
- DuPage County south of 55
- Unsure/I prefer not to answer

* 3. What is the primary language spoken in your home (Please choose only one.)

- English
- Polish
- Gujarati/Hindi
- Korean
- Spanish
- Arabic
- I prefer not to answer
- Other/multiple languages (please specify)

* 4. What is your gender identity?

- Male
- Female
- Non binary / transgender / third gender
- I prefer not to answer
- Prefer to self describe

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Community Services

* 5. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissastified," please rate how satisfied you are with the following community services.

	Very Satisfied (5)	Satisfied (4)	Neither Satisfied Nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	N/A
The overall value that you receive for your Village tax dollars	○	○	○	○	○	○
The overall image of the Village	○	○	○	○	○	○
The overall quality of life in the Village	○	○	○	○	○	○
The overall feeling of safety in the Village	○	○	○	○	○	○
The overall maintenance of private property	○	○	○	○	○	○
Overall access to shopping	○	○	○	○	○	○
Overall access to restaurants	○	○	○	○	○	○
The quality of Village sponsored events (Concerts on the Green, Taste of Burr Ridge, Car Show, Deck the Green, etc.)	○	○	○	○	○	○

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Infrastructure Services

* 6. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissastified," please rate how satisfied you are with Village infrastructure and facilities services.

	Very Satisfied (5)	Satisfied (4)	Neither Satisfied Nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	N/A
Condition of the street in front of your residence	○	○	○	○	○	○
Condition of sidewalks or pathways near your residence	○	○	○	○	○	○
Street lighting in your neighborhood	○	○	○	○	○	○
Cleanliness of streets	○	○	○	○	○	○
Condition of Village-owned buildings	○	○	○	○	○	○

* 7. Please rank the following Village infrastructure and facilities services in order of what should receive the most emphasis from Village leaders over the next two years, where 1 represents "most important," and 5 represents "least important."

	1 (Most Important)	2	3	4	5 (Least Important)
Condition of the street in front of your residence	○	○	○	○	○
Condition of sidewalks or pathways near your residence	○	○	○	○	○
Street lighting in your neighborhood	○	○	○	○	○
Cleanliness of streets	○	○	○	○	○
Condition of Village-owned buildings	○	○	○	○	○

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Public Services

* 8. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with the following public services.

	Very Satisfied (5)	Satisfied (4)	Neither Satisfied Nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	N/A
Quality of drinking water	○	○	○	○	○	○
Quality of residential garbage pickup service	○	○	○	○	○	○
Quality of neighborhood aesthetics, including parkway trees	○	○	○	○	○	○
Quality of snow removal on Village streets	○	○	○	○	○	○
Management of storm water runoff and adequate drainage facilities	○	○	○	○	○	○
Network and connectivity of sidewalks and/or walking paths	○	○	○	○	○	○

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Community Development

* 9. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissastified," please rate how satisfied you are with the following community development services.

	Very Satisfied (5)	Satisfied (4)	Neither Satisfied Nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	N/A
Enforcement of property maintenance standards (unkempt properties… etc.)	○	○	○	○	○	○
The appearance of commercial corridors	○	○	○	○	○	○
The appearance of industrial corridors	○	○	○	○	○	○
Signage on or at commercial/industrial buildings	○	○	○	○	○	○
Wayfinding signage (Village name monument signs, directional signs to businesses from roadways)	○	○	○	○	○	○
Building permit process	○	○	○	○	○	○

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Public Safety

* 10. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissastified," please rate how satisfied you are with the following public safety services.

	Very Satisfied (5)	Satisfied (4)	Neither Satisfied Nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	N/A
Visibility of police in residential neighborhoods	○	○	○	○	○	○
Visibility of police in commercial areas	○	○	○	○	○	○
The overall quality of police protection and effort to prevent crime	○	○	○	○	○	○
Enforcement of traffic and parking laws	○	○	○	○	○	○
Police department's response time	○	○	○	○	○	○
The overall professionalism and friendliness of the police department	○	○	○	○	○	○

* 11. Please rank the following public safety services in order of what should receive the most emphasis from Village leaders over the next two years, where 1 represents "most important," and 5 represents "least important."

	1 (Most Important)	2	3	4	5 (Least Important)
Visibility of Police					
Police protection and efforts to prevent crime					
Enforcement of traffic and parking laws					
Police department's response time					
Overall professionalism and friendliness of the Police Department					

* 12. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feelings of safety in the following situations.

	Very Safe (5)	Safe (4)	Neither safe nor unsafe (3)	Unsafe (2)	Very Unsafe (1)	N/A
In your neighborhood during the day						
In your neighborhood at night						
In parks, trails, and recreational areas within the Village						
In commercial and retail areas (including Downtown) during the day						
In commercial and retail areas (including Downtown) at night						
Overall feeling of safety in the Village						

13. What suggestions do you have for improving the Burr Ridge Police Department?

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Village Communications

* 14. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissastified," please rate how satisfied you are with the following communication services.

	Very Satisfied (5)	Satisfied (4)	Neither Satisfied Nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	N/A
Availability of information on Village services and activities	○	○	○	○	○	○
Timeliness of information provided by the Village	○	○	○	○	○	○
Quality of the Village website (www.burr-ridge.gov)	○	○	○	○	○	○
Quality of the Village email newsletter (Oak Leaf)	○	○	○	○	○	○
Quality of Village social media (Facebook, Twitter)	○	○	○	○	○	○
Transparency of Village information	○	○	○	○	○	○
Clarity of Village bills	○	○	○	○	○	○

* 15. Which of the following are your primary sources of information about Village issues, services, and events? [Select all that apply.]

- [ ] Village website
- [ ] Local newspaper
- [ ] Social Media
- [ ] YouTube
- [ ] Word of mouth (friends/neighbors)
- [ ] Channel 6 Public Access
- [ ] Public meetings
- [ ] Annual Village Report
- [ ] Monthly Email Newsletter
- [ ] Other (please specify)

* 16. What type of content would you like to see from Village communication?

- [ ] Village News
- [ ] Community Updates
- [ ] Operations
- [ ] Upcoming Events
- [ ] Educational
- [ ] Emergency Alerts
- [ ] Other (please specify)

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Customer Service

* 17. Have you contacted the Village with a request for service or to pay a bill during the past year?

- ◯ Yes
- ◯ No

18. How did you contact the Village for your most recent request?

- ☐ Phone
- ☐ Email
- ☐ Social Media
- ☐ Website
- ☐ Elected Official
- ☐ Other (please specify)

  _____

- ☐ Not Applicable

19. Please rate your satisfaction with the Village employees you have contacted regarding your most recent inquiry.

	Very Satisfied (5)	Satisfied (4)	Neither Satisfied Nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	N/A
They helped you resolve the issue.	◯	◯	◯	◯	◯	◯
They answered your call or inquiry promptly and accurately.	◯	◯	◯	◯	◯	◯
Your inquiry was resolved by the first employee you worked with.	◯	◯	◯	◯	◯	◯
You felt the interaction was a positive experience.	◯	◯	◯	◯	◯	◯

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Downtown Burr Ridge

* 20. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissastified," please rate how satisfied you are with the following aspects of Downtown Burr Ridge.

	Very Satisfied (5)	Satisfied (4)	Neither Satisfied Nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	N/A
The overall appearance of the downtown	○	○	○	○	○	○
Variety of restaurants	○	○	○	○	○	○
Types of retail and entertainment establishments available	○	○	○	○	○	○
Availability and convenience of parking	○	○	○	○	○	○
Adequacy of green space	○	○	○	○	○	○
Overall walkability	○	○	○	○	○	○
Availability of bicycle parking facilities	○	○	○	○	○	○

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Community Priorities

* 21. Using a scale of 1-5, where 5 means "Very High Priority" and 1 means "Very Low Priority", rank the importance of the following issues.

	Very High Priority (5)	High Priority (4)	Neutral (3)	Low Priority (2)	Very Low Priority (1)	N/A
A balanced Village budget	○	○	○	○	○	○
Overall quality of services provided by the Village	○	○	○	○	○	○
Flood prevention	○	○	○	○	○	○
Village sidewalks/walkability	○	○	○	○	○	○
Planning for the future	○	○	○	○	○	○
Business recruitment and retention	○	○	○	○	○	○
Crime prevention	○	○	○	○	○	○
Diverse housing options (single-family homes, duplexes, small and large multifamily buildings, etc.)	○	○	○	○	○	○
Village Amenities (Downtown, Arts, Cultural Events)	○	○	○	○	○	○
Overall quality of life	○	○	○	○	○	○

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Comments

22. What is your favorite thing about living in Burr Ridge?

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Survey Complete

Thank you for your time spent taking this survey.

A comprehensive report will be available on the Village's website after the results are compiled and analyzed. You can also stay up to date on these results and future village news by subscribing to the monthly newsletter: Oak Leaf and following our social media channels: Facebook or Twitter.