

2022 COMMUNITY SURVEY RESULTS

Summary

In the spring/summer of 2022, the Village administered its bi-annual community survey through SurveyMonkey. The Village also sent a postcard mailer to every home in the Village, which included information on how to access the survey online or request a paper copy. About 300 total homes participated in the survey. In this discussion, the percentage shown indicates the rate of “positive” responses, defined by rating a service as “satisfied” or “very satisfied”, as opposed to “neutral”, “dissatisfied”, or “very dissatisfied” i.e., “90% of respondents” would indicate that 90% of respondents were at least “satisfied” with the service described.

The full survey results are available at https://www.burr-ridge.gov/government/community_survey.php.

Key Findings

1. Residents are overwhelmingly satisfied with their overall quality of life in the Village.
2. Planning for the future and crime prevention are very important to the community.
3. Over 95% of respondents report feeling safe in the Burr Ridge.
4. Increasing police presence is a top safety priority for respondents.
5. Improving neighborhood connectivity with sidewalks and walking paths is a top priority for respondents.
6. The Village website, word of mouth, and our monthly newsletter are the top ways respondents stay connected with Village issues, services & events.

Overall Community

Feelings of safety (95.11%) and the quality of Village sponsored events (95.75%) had the highest positivity ratings. Even the lowest ranked services maintained high levels of positivity as respondents had positive associations with the overall value received for their tax dollars (85.14%) and overall access to shopping (86.22%).

Public Safety

As has occurred in every community survey in the Village, public safety services received overwhelmingly high marks. Respondents had very favorable feelings toward public safety services overall (93.63%). Respondents had nearly unanimous feelings regarding the overall professionalism and friendliness of the police department (98.47%) and the police department's response time (97.63%), while the visibility of police in commercial areas (92.82%), enforcement of traffic and parking laws (92.82%), and overall quality of police protection and effort to prevent crime (91.26%) were also well-received. A large majority of respondents (>90%) feel safe both in day and night settings in their neighborhoods, in recreational areas, walking, and in the Downtown.

Infrastructure & Public Services

Public services were well received by respondents as 90.76% of responses were positive, with one outlier, the network and connectivity of sidewalks and walking paths (67.82%). Respondents had strong feelings of positivity toward the quality of residents' garbage pickup services (98.56%), the quality of their drinking water (92.86%), the quality of neighborhood aesthetics (91.98%), and the quality of snow removal on Village streets (89.20%). The management of stormwater runoff and adequate drainage facilities ranked slightly below the majority of other services (81.22%).

When asked what infrastructure should receive the most emphasis from Village leaders over the next two years, respondents indicated the condition of streets (80.09%) and sidewalks near their residence (73.58%) as their two top priorities.

Community Development

Respondents had positive feelings toward community development services (91.46%). The community responded positively to current standards such as signage (both commercial and wayfinding (95.61%) and the appearance of industrial (95.12%) and commercial corridors (92.34%). Respondents also had generally positive feelings

toward the building permit process (84.29%) and the enforcement of property maintenance standards (85.15%).

Communication

Respondents had positive feelings toward the Village's communication platforms (89.66%). Respondents indicated positive feelings (>90%) toward the clarity of Village bills, the quality of the Oak Leaf email newsletter, the availability of information on Village services and activities, and the quality of Village social media. Most respondents receive information about Village issues, services, and events through the Village website, word of mouth, and the monthly email newsletter. It should be noted that the 2022 Survey was released to the community prior to the launch of the Village's new website and the annual print newsletter, therefore we are projecting some of these marks to rise slightly over time.

Priorities

When asked to rank the importance of various issues, respondents believed that planning for the future and crime prevention are the highest priorities for the Village.

1. Crime prevention
2. Planning for the future
3. Overall quality of life
4. Overall quality of services provided by the Village
5. Balanced Village budget
6. Business recruitment and retention
7. Flood prevention
8. Village sidewalks/walkability
9. Village amenities (Downtown, Arts, Cultural Events)
10. Diverse housing options (single-family homes, duplexes, small and large multifamily buildings, etc.)