

Survey Question: Question	Survey Question: Ave. Weight Value	Percent Positive	Outreach Opportunity
<b>Title: City of Choice (38 records)</b>	avg 3.61	avg 0.59	avg 0.43
<b>Survey Question: Category: Communications (4 records)</b>	avg 3.44	avg 0.49	avg 0.52
Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43
Q25c. Your ability to provide feedback to City	3.31	0.43	0.54
Q25d. Your ability to volunteer/serve (City commissions, task forces, committees, etc.)	3.4	0.44	0.72
<b>Survey Question: Category: Community Development (3 records)</b>	avg 3.53	avg 0.54	avg 0.56
Q21a. City's historic preservation efforts	3.97	0.76	0.36
Q21c. City's efforts to plan for future growth (e.g. residential, business, commercial)	3.44	0.49	0.63
Q21d. Overall communication from community development staff	3.18	0.36	0.69
<b>Survey Question: Category: How would you rate Elgin (13 records)</b>	avg 3.48	avg 0.56	avg 0.32
Q1a. As a place to live	3.81	0.76	0.16
Q1b. As a place to raise children	3.48	0.57	0.31
Q1c. As a place to work	3.5	0.55	0.46
Q1d. As a place to retire	2.94	0.37	0.39
Q1e. As a place to visit	3.33	0.48	0.35
Q1f. As a place for single adults (age 18-35)	3.19	0.41	0.59
Q1g. As a City moving in right direction	3.56	0.58	0.31
Q1h. As a place you are proud to call home	3.66	0.64	0.22
Q1i. As a place for recreation	3.37	0.49	0.35
Q2a. Recommend living in Elgin to someone who asks	3.52	0.6	0.22
Q2b. Remain in Elgin for next five years	3.85	0.71	0.14
Q2c. Recommend visiting Elgin	3.48	0.54	0.28
Q2d. Recommend doing business in Elgin	3.49	0.53	0.38
<b>Survey Question: Category: Parks and Recreation (15 records)</b>	avg 3.76	avg 0.65	avg 0.49
Q17a. Maintenance of parks	3.89	0.75	0.3
Q17b. Number of parks in Elgin	3.86	0.73	0.29
Q17c. Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	3.75	0.65	0.39
Q17d. Quality of outdoor athletic fields (i.e. baseball, soccer, football)	3.81	0.66	0.48
Q17e. Quality of walking & biking trails	3.76	0.67	0.39
Q17f. Number of walking/biking trails	3.51	0.55	0.44
Q17g. Overall quality of recreation facilities	3.83	0.7	0.4
Q17h. Maintenance & appearance of The Centre	4.1	0.8	0.32
Q17i. Maintenance & appearance of the Eastside Recreation Center	3.72	0.6	0.78
Q17j. Indoor pools at The Centre	3.92	0.72	0.52
Q17k. Golf courses	3.85	0.64	0.77
Q17l. Quality of communication from Parks & Recreation	3.53	0.54	0.52
Q17m. Quality of customer service from Parks & Recreation employees	3.71	0.62	0.59

Q17n. Ease of registering for programs	3.67	0.59	0.66
Q17o. Availability of information about Parks & Recreation programs	3.51	0.53	0.49
<b>Survey Question: Category: Special Events (3 records)</b>			
	avg 3.76	avg 0.66	avg 0.32
Q24a. Opportunities to attend festivals/events	3.88	0.72	0.28
Q24b. Opportunities to attend cultural arts programs	3.86	0.7	0.36
Q24c. Ability to find information about upcoming City events	3.53	0.57	0.31
<b>Title: Cultivate an organizational culture that values continuous improvement and supports innovative thinking. (16 records)</b>			
	avg 3.77	avg 0.67	avg 0.31
<b>Survey Question: Category: Communications (4 records)</b>			
	avg 3.44	avg 0.49	avg 0.52
Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43
Q25c. Your ability to provide feedback to City	3.31	0.43	0.54
Q25d. Your ability to volunteer/serve (City commissions, task forces, committees, etc.)	3.4	0.44	0.72
<b>Survey Question: Category: Fire EMS (1 record)</b>			
	avg 4.30	avg 0.87	avg 0.38
Q8a. Overall effectiveness of fire services	4.3	0.87	0.38
<b>Survey Question: Category: How would you rate Elgin (10 records)</b>			
	avg 3.82	avg 0.70	avg 0.24
Q3a. Overall quality of police, fire & ambulance services	4.29	0.87	0.13
Q3b. Overall enforcement of local codes & ordinances	3.51	0.6	0.24
Q3c. Overall maintenance of City streets, sidewalks & infrastructure	3.51	0.59	0.22
Q3d. Overall access to information about City programs, services & alerts	3.86	0.71	0.24
Q3e. Overall quality of customer service provided by City	3.7	0.63	0.35
Q3f. Overall quality of stormwater management	3.77	0.68	0.34
Q3g. Overall quality of water utility services	3.93	0.75	0.21
Q3h. Overall quality of billing services provided	3.87	0.73	0.24
Q3i. Overall quality of trash & yard waste services	3.84	0.74	0.15
Q3j. Overall quality of parks & recreation programs & facilities	3.95	0.72	0.25
<b>Survey Question: Category: Police Services (1 record)</b>			
	avg 4.09	avg 0.82	avg 0.18
Q6a. Overall effectiveness of police protection	4.09	0.82	0.18
<b>Title: Cultivate partnerships with local human service agencies, nonprofits and community institutions to support the needs of our residents. (16 records)</b>			
	avg 3.58	avg 0.58	avg 0.41
<b>Survey Question: Category: Communications (2 records)</b>			
	avg 3.52	avg 0.54	avg 0.41
Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43
<b>Survey Question: Category: Fire EMS (2 records)</b>			
	avg 3.65	avg 0.52	avg 0.78
Q8d. Fire education programs in your community	3.65	0.52	0.76
Q8e. Fire inspection programs in your community	3.64	0.51	0.8
<b>Survey Question: Category: How would you rate Elgin (9 records)</b>			
	avg 3.50	avg 0.57	avg 0.30

Q1a. As a place to live	3.81	0.76	0.16
Q1b. As a place to raise children	3.48	0.57	0.31
Q1d. As a place to retire	2.94	0.37	0.39
Q1f. As a place for single adults (age 18-35)	3.19	0.41	0.59
Q1g. As a City moving in right direction	3.56	0.58	0.31
Q1h. As a place you are proud to call home	3.66	0.64	0.22
Q2a. Recommend living in Elgin to someone who asks	3.52	0.6	0.22
Q2b. Remain in Elgin for next five years	3.85	0.71	0.14
Q2d. Recommend doing business in Elgin	3.49	0.53	0.38
<b>Survey Question: Category: Police Services (3 records)</b>			
	avg 3.84	avg 0.67	avg 0.46
Q6e. Police efforts to prevent crime	3.82	0.67	0.37
Q6f. 911 call handling	4.08	0.77	0.51
Q6h. Availability of information about police programs & activities	3.61	0.56	0.5
<b>Title: Equip Elgin's diverse workforce with the needed resources, training and support to provide services to all segments of our community. (46 records)</b>			
	avg 3.74	avg 0.66	avg 0.35
<b>Survey Question: Category: Communications (4 records)</b>			
	avg 3.44	avg 0.49	avg 0.52
Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43
Q25c. Your ability to provide feedback to City	3.31	0.43	0.54
Q25d. Your ability to volunteer/serve (City commissions, task forces, committees, etc.)	3.4	0.44	0.72
<b>Survey Question: Category: Community Development (1 record)</b>			
	avg 3.57	avg 0.56	avg 0.68
Q21b. Process to obtain a building permit	3.57	0.56	0.68
<b>Survey Question: Category: Fire EMS (1 record)</b>			
	avg 4.30	avg 0.87	avg 0.38
Q8a. Overall effectiveness of fire services	4.3	0.87	0.38
<b>Survey Question: Category: How would you rate Elgin (10 records)</b>			
	avg 3.82	avg 0.70	avg 0.24
Q3a. Overall quality of police, fire & ambulance services	4.29	0.87	0.13
Q3b. Overall enforcement of local codes & ordinances	3.51	0.6	0.24
Q3c. Overall maintenance of City streets, sidewalks & infrastructure	3.51	0.59	0.22
Q3d. Overall access to information about City programs, services & alerts	3.86	0.71	0.24
Q3e. Overall quality of customer service provided by City	3.7	0.63	0.35
Q3f. Overall quality of stormwater management	3.77	0.68	0.34
Q3g. Overall quality of water utility services	3.93	0.75	0.21
Q3h. Overall quality of billing services provided	3.87	0.73	0.24
Q3i. Overall quality of trash & yard waste services	3.84	0.74	0.15
Q3j. Overall quality of parks & recreation programs & facilities	3.95	0.72	0.25
<b>Survey Question: Category: Parks and Recreation (13 records)</b>			
	avg 3.77	avg 0.65	avg 0.51
Q17l. Quality of communication from Parks & Recreation	3.53	0.54	0.52
Q17m. Quality of customer service from Parks & Recreation employees	3.71	0.62	0.59
Q17n. Ease of registering for programs	3.67	0.59	0.66

Q17o. Availability of information about Parks & Recreation programs	3.51	0.53	0.49
Q17a. Maintenance of parks	3.89	0.75	0.3
Q17c. Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	3.75	0.65	0.39
Q17d. Quality of outdoor athletic fields (i.e. baseball, soccer, football)	3.81	0.66	0.48
Q17e. Quality of walking & biking trails	3.76	0.67	0.39
Q17g. Overall quality of recreation facilities	3.83	0.7	0.4
Q17h. Maintenance & appearance of The Centre	4.1	0.8	0.32
Q17i. Maintenance & appearance of the Eastside Recreation Center	3.72	0.6	0.78
Q17j. Indoor pools at The Centre	3.92	0.72	0.52
Q17k. Golf courses	3.85	0.64	0.77
<b>Survey Question: Category: Police Services (1 record)</b>	avg 4.09	avg 0.82	avg 0.18
Q6a. Overall effectiveness of police protection	4.09	0.82	0.18
<b>Survey Question: Category: Public Works (12 records)</b>	avg 3.58	avg 0.61	avg 0.27
Q10a. Condition of major City streets	3.47	0.58	0.25
Q10b. Condition of neighborhood streets	3.26	0.5	0.25
Q10c. Condition of City sidewalks & bikeways	3.52	0.61	0.3
Q10d. Maintenance of street signs, pavements & markings	3.6	0.62	0.27
Q10e. Maintenance & cleanliness of Downtown Elgin	3.74	0.64	0.34
Q10f. Maintenance & cleanliness of your neighborhood	3.73	0.68	0.21
Q10h. Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	3.79	0.71	0.21
Q10i. Snow removal on residential streets	3.46	0.58	0.23
Q10j. Leaf removal or collection program	3.65	0.64	0.27
Q10k. Mowing & tree trimming along streets & other public areas	3.56	0.59	0.32
Q10l. Overall cleanliness of streets & other public areas	3.68	0.65	0.27
Q10n. Condition of street drainage/water drainage	3.48	0.57	0.33
<b>Survey Question: Category: Water Service (4 records)</b>	avg 4.07	avg 0.79	avg 0.16
Q15a. Water pressure on a typical day	4.23	0.86	0.08
Q15b. Overall quality of your tap water	3.81	0.68	0.22
Q15c. Ease of paying water bill	4.17	0.82	0.16
Q15d. Overall quality of water service	4.08	0.79	0.18
<b>Title: Foster a clean environment by safeguarding and protecting our natural resources and physical assets. (2 records)</b>	avg 3.93	avg 0.74	avg 0.26
<b>Survey Question: Category: How would you rate Elgin (1 record)</b>	avg 3.77	avg 0.68	avg 0.34
Q3f. Overall quality of stormwater management	3.77	0.68	0.34
<b>Survey Question: Category: Water Service (1 record)</b>	avg 4.08	avg 0.79	avg 0.18
Q15d. Overall quality of water service	4.08	0.79	0.18
<b>Title: High Performing, Financially Stable Government (52 records)</b>	avg 3.73	avg 0.65	avg 0.35
<b>Survey Question: Category: Communications (4 records)</b>	avg 3.44	avg 0.49	avg 0.52

Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43
Q25c. Your ability to provide feedback to City	3.31	0.43	0.54
Q25d. Your ability to volunteer/serve (City commissions, task forces, committees, etc.)	3.4	0.44	0.72
<b>Survey Question: Category: Community Development (2 records)</b>			
	avg 3.51	avg 0.53	avg 0.66
Q21b. Process to obtain a building permit	3.57	0.56	0.68
Q21c. City's efforts to plan for future growth (e.g. residential, business, commercial)	3.44	0.49	0.63
<b>Survey Question: Category: Fire EMS (1 record)</b>			
	avg 4.30	avg 0.87	avg 0.38
Q8a. Overall effectiveness of fire services	4.3	0.87	0.38
<b>Survey Question: Category: How would you rate Elgin (15 records)</b>			
	avg 3.75	avg 0.67	avg 0.24
Q3a. Overall quality of police, fire & ambulance services	4.29	0.87	0.13
Q3b. Overall enforcement of local codes & ordinances	3.51	0.6	0.24
Q3c. Overall maintenance of City streets, sidewalks & infrastructure	3.51	0.59	0.22
Q3d. Overall access to information about City programs, services & alerts	3.86	0.71	0.24
Q3e. Overall quality of customer service provided by City	3.7	0.63	0.35
Q3f. Overall quality of stormwater management	3.77	0.68	0.34
Q3g. Overall quality of water utility services	3.93	0.75	0.21
Q3h. Overall quality of billing services provided	3.87	0.73	0.24
Q3i. Overall quality of trash & yard waste services	3.84	0.74	0.15
Q3j. Overall quality of parks & recreation programs & facilities	3.95	0.72	0.25
Q2a. Recommend living in Elgin to someone who asks	3.52	0.6	0.22
Q2b. Remain in Elgin for next five years	3.85	0.71	0.14
Q2d. Recommend doing business in Elgin	3.49	0.53	0.38
Q1g. As a City moving in right direction	3.56	0.58	0.31
Q1h. As a place you are proud to call home	3.66	0.64	0.22
<b>Survey Question: Category: Parks and Recreation (13 records)</b>			
	avg 3.77	avg 0.65	avg 0.51
Q17k. Golf courses	3.85	0.64	0.77
Q17l. Quality of communication from Parks & Recreation	3.53	0.54	0.52
Q17m. Quality of customer service from Parks & Recreation employees	3.71	0.62	0.59
Q17n. Ease of registering for programs	3.67	0.59	0.66
Q17o. Availability of information about Parks & Recreation programs	3.51	0.53	0.49
Q17a. Maintenance of parks	3.89	0.75	0.3
Q17c. Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	3.75	0.65	0.39
Q17d. Quality of outdoor athletic fields (i.e. baseball, soccer, football)	3.81	0.66	0.48
Q17e. Quality of walking & biking trails	3.76	0.67	0.39
Q17g. Overall quality of recreation facilities	3.83	0.7	0.4
Q17h. Maintenance & appearance of The Centre	4.1	0.8	0.32
Q17i. Maintenance & appearance of the Eastside Recreation Center	3.72	0.6	0.78
Q17j. Indoor pools at The Centre	3.92	0.72	0.52

<b>Survey Question: Category: Police Services (1 record)</b>			
	avg 4.09	avg 0.82	avg 0.18
Q6a. Overall effectiveness of police protection	4.09	0.82	0.18
<b>Survey Question: Category: Public Works (12 records)</b>			
	avg 3.58	avg 0.61	avg 0.27
Q10a. Condition of major City streets	3.47	0.58	0.25
Q10b. Condition of neighborhood streets	3.26	0.5	0.25
Q10c. Condition of City sidewalks & bikeways	3.52	0.61	0.3
Q10d. Maintenance of street signs, pavements & markings	3.6	0.62	0.27
Q10e. Maintenance & cleanliness of Downtown Elgin	3.74	0.64	0.34
Q10f. Maintenance & cleanliness of your neighborhood	3.73	0.68	0.21
Q10h. Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	3.79	0.71	0.21
Q10i. Snow removal on residential streets	3.46	0.58	0.23
Q10j. Leaf removal or collection program	3.65	0.64	0.27
Q10k. Mowing & tree trimming along streets & other public areas	3.56	0.59	0.32
Q10l. Overall cleanliness of streets & other public areas	3.68	0.65	0.27
Q10n. Condition of street drainage/water drainage	3.48	0.57	0.33
<b>Survey Question: Category: Water Service (4 records)</b>			
	avg 4.07	avg 0.79	avg 0.16
Q15a. Water pressure on a typical day	4.23	0.86	0.08
Q15b. Overall quality of your tap water	3.81	0.68	0.22
Q15c. Ease of paying water bill	4.17	0.82	0.16
Q15d. Overall quality of water service	4.08	0.79	0.18
<b>Title: Implement high quality, strategic design guidelines as the city continues to grow and develop. (21 records)</b>			
	avg 3.57	avg 0.59	avg 0.38
<b>Survey Question: Category: Community Development (2 records)</b>			
	avg 3.71	avg 0.63	avg 0.50
Q21a. City's historic preservation efforts	3.97	0.76	0.36
Q21c. City's efforts to plan for future growth (e.g. residential, business, commercial)	3.44	0.49	0.63
<b>Survey Question: Category: How would you rate Elgin (13 records)</b>			
	avg 3.48	avg 0.56	avg 0.32
Q1a. As a place to live	3.81	0.76	0.16
Q1b. As a place to raise children	3.48	0.57	0.31
Q1c. As a place to work	3.5	0.55	0.46
Q1d. As a place to retire	2.94	0.37	0.39
Q1e. As a place to visit	3.33	0.48	0.35
Q1f. As a place for single adults (age 18-35)	3.19	0.41	0.59
Q1g. As a City moving in right direction	3.56	0.58	0.31
Q1h. As a place you are proud to call home	3.66	0.64	0.22
Q1i. As a place for recreation	3.37	0.49	0.35
Q2a. Recommend living in Elgin to someone who asks	3.52	0.6	0.22
Q2b. Remain in Elgin for next five years	3.85	0.71	0.14
Q2c. Recommend visiting Elgin	3.48	0.54	0.28
Q2d. Recommend doing business in Elgin	3.49	0.53	0.38
<b>Survey Question: Category: Parks and Recreation (6 records)</b>			
	avg 3.73	avg 0.64	avg 0.46
Q17c. Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	3.75	0.65	0.39

Q17d. Quality of outdoor athletic fields (i.e. baseball, soccer, football)	3.81	0.66	0.48
Q17e. Quality of walking & biking trails	3.76	0.67	0.39
Q17g. Overall quality of recreation facilities	3.83	0.7	0.4
Q17l. Quality of communication from Parks & Recreation	3.53	0.54	0.52
Q17m. Quality of customer service from Parks & Recreation employees	3.71	0.62	0.59
<b>Title: Invest in the continued maintenance of the City's roads, bridges, sidewalks and underground utility infrastructure. (17 records)</b>	avg 3.60	avg 0.62	avg 0.28
<b>Survey Question: Category: How would you rate Elgin (3 records)</b>	avg 3.74	avg 0.67	avg 0.26
Q3c. Overall maintenance of City streets, sidewalks & infrastructure	3.51	0.59	0.22
Q3f. Overall quality of stormwater management	3.77	0.68	0.34
Q3g. Overall quality of water utility services	3.93	0.75	0.21
<b>Survey Question: Category: Public Works (14 records)</b>	avg 3.57	avg 0.61	avg 0.28
Q10a. Condition of major City streets	3.47	0.58	0.25
Q10b. Condition of neighborhood streets	3.26	0.5	0.25
Q10c. Condition of City sidewalks & bikeways	3.52	0.61	0.3
Q10d. Maintenance of street signs, pavements & markings	3.6	0.62	0.27
Q10e. Maintenance & cleanliness of Downtown Elgin	3.74	0.64	0.34
Q10f. Maintenance & cleanliness of your neighborhood	3.73	0.68	0.21
Q10g. Adequacy of street lighting in your neighborhood	3.54	0.59	0.22
Q10h. Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	3.79	0.71	0.21
Q10i. Snow removal on residential streets	3.46	0.58	0.23
Q10j. Leaf removal or collection program	3.65	0.64	0.27
Q10k. Mowing & tree trimming along streets & other public areas	3.56	0.59	0.32
Q10l. Overall cleanliness of streets & other public areas	3.68	0.65	0.27
Q10m. On-street bicycle infrastructure (bike lanes/signs)	3.48	0.53	0.49
Q10n. Condition of street drainage/water drainage	3.48	0.57	0.33
<b>Title: Leverage Elgin's thriving arts and cultural opportunities to continue to attract residents, visitors, small businesses and entrepreneurs. (11 records)</b>	avg 3.55	avg 0.58	avg 0.34
<b>Survey Question: Category: Communications (2 records)</b>	avg 3.52	avg 0.54	avg 0.41
Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43
<b>Survey Question: Category: How would you rate Elgin (6 records)</b>	avg 3.45	avg 0.55	avg 0.33
Q1a. As a place to live	3.81	0.76	0.16
Q1e. As a place to visit	3.33	0.48	0.35
Q1f. As a place for single adults (age 18-35)	3.19	0.41	0.59
Q1i. As a place for recreation	3.37	0.49	0.35
Q2a. Recommend living in Elgin to someone who asks	3.52	0.6	0.22
Q2c. Recommend visiting Elgin	3.48	0.54	0.28
<b>Survey Question: Category: Special Events (3 records)</b>	avg 3.76	avg 0.66	avg 0.32
Q24a. Opportunities to attend festivals/events	3.88	0.72	0.28

Q24b. Opportunities to attend cultural arts programs	3.86	0.7	0.36
Q24c. Ability to find information about upcoming City events	3.53	0.57	0.31

**Title: Maintain responsible tax policies and sound financial management practices to provide both short-term and long-term stability. (7 records)**

	avg 3.56	avg 0.57	avg 0.36
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**Survey Question: Category: Communications (2 records)**

	avg 3.52	avg 0.54	avg 0.41
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Q25a. Availability of public information 3.51 0.54 0.39

Q25b. Accessibility of public information 3.53 0.53 0.43

**Survey Question: Category: Community Development (1 record)**

	avg 3.44	avg 0.49	avg 0.63
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Q21c. City's efforts to plan for future growth (e.g. residential, business, commercial) 3.44 0.49 0.63

**Survey Question: Category: How would you rate Elgin (4 records)**

	avg 3.61	avg 0.61	avg 0.26
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Q1g. As a City moving in right direction 3.56 0.58 0.31

Q2a. Recommend living in Elgin to someone who asks 3.52 0.6 0.22

Q2b. Remain in Elgin for next five years 3.85 0.71 0.14

Q2d. Recommend doing business in Elgin 3.49 0.53 0.38

**Title: Position the city for continued success as it grows by promoting long-term and sustainable design practices. (5 records)**

	avg 3.54	avg 0.57	avg 0.36
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**Survey Question: Category: Code Enforcement (1 record)**

	avg 3.31	avg 0.48	avg 0.48
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Q19a. Overall effectiveness of Code Enforcement 3.31 0.48 0.48

**Survey Question: Category: Community Development (1 record)**

	avg 3.44	avg 0.49	avg 0.63
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Q21c. City's efforts to plan for future growth (e.g. residential, business, commercial) 3.44 0.49 0.63

**Survey Question: Category: How would you rate Elgin (3 records)**

	avg 3.64	avg 0.63	avg 0.22
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Q2a. Recommend living in Elgin to someone who asks 3.52 0.6 0.22

Q2b. Remain in Elgin for next five years 3.85 0.71 0.14

Q1g. As a City moving in right direction 3.56 0.58 0.31

**Title: Promote and preserve the Elgin's cultural, parks and recreation amenities to encourage activity and wellness. (25 records)**

	avg 3.69	avg 0.63	avg 0.42
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**Survey Question: Category: How safe do you feel (1 record)**

	avg 3.54	avg 0.54	avg 0.44
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Q5f. In public parks 3.54 0.54 0.44

**Survey Question: Category: How would you rate Elgin (5 records)**

	avg 3.59	avg 0.60	avg 0.28
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Q1a. As a place to live 3.81 0.76 0.16

Q1b. As a place to raise children 3.48 0.57 0.31

Q1e. As a place to visit 3.33 0.48 0.35

Q1i. As a place for recreation 3.37 0.49 0.35

Q3j. Overall quality of parks & recreation programs & facilities 3.95 0.72 0.25

**Survey Question: Category: Parks and Recreation (15 records)**

	avg 3.76	avg 0.65	avg 0.49
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Q17a. Maintenance of parks 3.89 0.75 0.3

Q17b. Number of parks in Elgin 3.86 0.73 0.29

Q17c. Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	3.75	0.65	0.39
Q17d. Quality of outdoor athletic fields (i.e. baseball, soccer, football)	3.81	0.66	0.48
Q17e. Quality of walking & biking trails	3.76	0.67	0.39
Q17f. Number of walking/biking trails	3.51	0.55	0.44
Q17g. Overall quality of recreation facilities	3.83	0.7	0.4
Q17h. Maintenance & appearance of The Centre	4.1	0.8	0.32
Q17i. Maintenance & appearance of the Eastside Recreation Center	3.72	0.6	0.78
Q17j. Indoor pools at The Centre	3.92	0.72	0.52
Q17k. Golf courses	3.85	0.64	0.77
Q17l. Quality of communication from Parks & Recreation	3.53	0.54	0.52
Q17m. Quality of customer service from Parks & Recreation employees	3.71	0.62	0.59
Q17n. Ease of registering for programs	3.67	0.59	0.66
Q17o. Availability of information about Parks & Recreation programs	3.51	0.53	0.49
<b>Survey Question: Category: Public Works (4 records)</b>			
	avg 3.57	avg 0.59	avg 0.33
Q10g. Adequacy of street lighting in your neighborhood	3.54	0.59	0.22
Q10k. Mowing & tree trimming along streets & other public areas	3.56	0.59	0.32
Q10l. Overall cleanliness of streets & other public areas	3.68	0.65	0.27
Q10m. On-street bicycle infrastructure (bike lanes/signs)	3.48	0.53	0.49
<b>Title: Promote Elgin's competitive advantage as The City in the Suburbs to attract and support diverse industries and opportunities for development. (9 records)</b>			
	avg 3.47	avg 0.53	avg 0.44
<b>Survey Question: Category: Communications (3 records)</b>			
	avg 3.45	avg 0.50	avg 0.45
Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43
Q25c. Your ability to provide feedback to City	3.31	0.43	0.54
<b>Survey Question: Category: Community Development (2 records)</b>			
	avg 3.31	avg 0.43	avg 0.66
Q21c. City's efforts to plan for future growth (e.g. residential, business, commercial)	3.44	0.49	0.63
Q21d. Overall communication from community development staff	3.18	0.36	0.69
<b>Survey Question: Category: How would you rate Elgin (4 records)</b>			
	avg 3.57	avg 0.60	avg 0.32
Q1a. As a place to live	3.81	0.76	0.16
Q1c. As a place to work	3.5	0.55	0.46
Q2c. Recommend visiting Elgin	3.48	0.54	0.28
Q2d. Recommend doing business in Elgin	3.49	0.53	0.38
<b>Title: Promote the community's strong and proud identity to tell Elgin's story and enhance its image among internal and external audiences. (26 records)</b>			
	avg 3.53	avg 0.56	avg 0.40
<b>Survey Question: Category: Communications (4 records)</b>			
	avg 3.44	avg 0.49	avg 0.52
Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43
Q25c. Your ability to provide feedback to City	3.31	0.43	0.54

Q25d. Your ability to volunteer/serve (City commissions, task forces, committees, etc.)	3.4	0.44	0.72
<b>Survey Question: Category: Community Development (2 records)</b>			
	avg 3.58	avg 0.56	avg 0.53
Q21a. City's historic preservation efforts	3.97	0.76	0.36
Q21d. Overall communication from community development staff	3.18	0.36	0.69
<b>Survey Question: Category: How would you rate Elgin (13 records)</b>			
	avg 3.48	avg 0.56	avg 0.32
Q1a. As a place to live	3.81	0.76	0.16
Q1b. As a place to raise children	3.48	0.57	0.31
Q1c. As a place to work	3.5	0.55	0.46
Q1d. As a place to retire	2.94	0.37	0.39
Q1e. As a place to visit	3.33	0.48	0.35
Q1f. As a place for single adults (age 18-35)	3.19	0.41	0.59
Q1g. As a City moving in right direction	3.56	0.58	0.31
Q1h. As a place you are proud to call home	3.66	0.64	0.22
Q1i. As a place for recreation	3.37	0.49	0.35
Q2a. Recommend living in Elgin to someone who asks	3.52	0.6	0.22
Q2b. Remain in Elgin for next five years	3.85	0.71	0.14
Q2c. Recommend visiting Elgin	3.48	0.54	0.28
Q2d. Recommend doing business in Elgin	3.49	0.53	0.38
<b>Survey Question: Category: Parks and Recreation (4 records)</b>			
	avg 3.61	avg 0.57	avg 0.57
Q17l. Quality of communication from Parks & Recreation	3.53	0.54	0.52
Q17m. Quality of customer service from Parks & Recreation employees	3.71	0.62	0.59
Q17n. Ease of registering for programs	3.67	0.59	0.66
Q17o. Availability of information about Parks & Recreation programs	3.51	0.53	0.49
<b>Survey Question: Category: Special Events (3 records)</b>			
	avg 3.76	avg 0.66	avg 0.32
Q24a. Opportunities to attend festivals/events	3.88	0.72	0.28
Q24b. Opportunities to attend cultural arts programs	3.86	0.7	0.36
Q24c. Ability to find information about upcoming City events	3.53	0.57	0.31
<b>Title: Promote the Downtown as a unique destination where commerce, culture and recreation intersect. (6 records)</b>			
	avg 3.63	avg 0.63	avg 0.32
<b>Survey Question: Category: How would you rate Elgin (3 records)</b>			
	avg 3.51	avg 0.59	avg 0.32
Q1a. As a place to live	3.81	0.76	0.16
Q1f. As a place for single adults (age 18-35)	3.19	0.41	0.59
Q2a. Recommend living in Elgin to someone who asks	3.52	0.6	0.22
<b>Survey Question: Category: Special Events (3 records)</b>			
	avg 3.76	avg 0.66	avg 0.32
Q24a. Opportunities to attend festivals/events	3.88	0.72	0.28
Q24b. Opportunities to attend cultural arts programs	3.86	0.7	0.36
Q24c. Ability to find information about upcoming City events	3.53	0.57	0.31
<b>Title: Promote transparency, accountability and communication to provide the community with opportunities to engage and be informed. (11 records)</b>			
	avg 3.62	avg 0.58	avg 0.49

<b>Survey Question: Category: Communications (4 records)</b>	avg 3.44	avg 0.49	avg 0.52
Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43
Q25c. Your ability to provide feedback to City	3.31	0.43	0.54
Q25d. Your ability to volunteer/serve (City commissions, task forces, committees, etc.)	3.4	0.44	0.72
<b>Survey Question: Category: Community Development (1 record)</b>	avg 3.57	avg 0.56	avg 0.68
Q21b. Process to obtain a building permit	3.57	0.56	0.68
<b>Survey Question: Category: How would you rate Elgin (1 record)</b>	avg 3.87	avg 0.73	avg 0.24
Q3h. Overall quality of billing services provided	3.87	0.73	0.24
<b>Survey Question: Category: Parks and Recreation (4 records)</b>	avg 3.61	avg 0.57	avg 0.57
Q17l. Quality of communication from Parks & Recreation	3.53	0.54	0.52
Q17m. Quality of customer service from Parks & Recreation employees	3.71	0.62	0.59
Q17n. Ease of registering for programs	3.67	0.59	0.66
Q17o. Availability of information about Parks & Recreation programs	3.51	0.53	0.49
<b>Survey Question: Category: Water Service (1 record)</b>	avg 4.17	avg 0.82	avg 0.16
Q15c. Ease of paying water bill	4.17	0.82	0.16
<b>Title: Protect and enhance property values through preservation, code compliance and engagement practices. (17 records)</b>	avg 3.49	avg 0.55	avg 0.38
<b>Survey Question: Category: Code Enforcement (6 records)</b>	avg 3.17	avg 0.40	avg 0.52
Q19a. Overall effectiveness of Code Enforcement	3.31	0.48	0.48
Q19b. Overall effectiveness of communication from Code Enforcement	3.24	0.41	0.58
Q19c. Enforcing clean-up of trash & debris on private property	3.05	0.38	0.45
Q19d. Enforcing mowing & cutting of weeds on private property	3.12	0.37	0.51
Q19e. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	3.03	0.36	0.49
Q19f. Enforcing exterior maintenance of commercial/business property	3.27	0.42	0.59
<b>Survey Question: Category: Community Development (1 record)</b>	avg 3.44	avg 0.49	avg 0.63
Q21c. City's efforts to plan for future growth (e.g. residential, business, commercial)	3.44	0.49	0.63
<b>Survey Question: Category: How safe do you feel (6 records)</b>	avg 3.68	avg 0.61	avg 0.32
Q5a. In your neighborhood during the day	4.33	0.88	0.1
Q5b. In your neighborhood at night	3.87	0.73	0.18
Q5c. In Downtown Elgin during the day	4	0.75	0.25
Q5d. In Downtown Elgin at night	3.11	0.37	0.44
Q5e. In City parking garages	3.23	0.4	0.51
Q5f. In public parks	3.54	0.54	0.44
<b>Survey Question: Category: How would you rate Elgin (4 records)</b>			

	avg 3.71	avg 0.68	avg 0.19
Q1a. As a place to live	3.81	0.76	0.16
Q1h. As a place you are proud to call home	3.66	0.64	0.22
Q2a. Recommend living in Elgin to someone who asks	3.52	0.6	0.22
Q2b. Remain in Elgin for next five years	3.85	0.71	0.14
<b>Title: Provide highly responsive public safety services that include police and fire. (36 records)</b>	avg 3.73	avg 0.64	avg 0.36
<b>Survey Question: Category: Fire EMS (6 records)</b>	avg 4.07	avg 0.74	avg 0.53
Q8a. Overall effectiveness of fire services	4.3	0.87	0.38
Q8b. Overall effectiveness of ambulance services	4.3	0.87	0.4
Q8c. Response time for emergency calls	4.27	0.83	0.47
Q8d. Fire education programs in your community	3.65	0.52	0.76
Q8e. Fire inspection programs in your community	3.64	0.51	0.8
Q8f. Overall professionalism of Fire Department	4.25	0.82	0.39
<b>Survey Question: Category: How safe do you feel (6 records)</b>	avg 3.68	avg 0.61	avg 0.32
Q5a. In your neighborhood during the day	4.33	0.88	0.1
Q5b. In your neighborhood at night	3.87	0.73	0.18
Q5c. In Downtown Elgin during the day	4	0.75	0.25
Q5d. In Downtown Elgin at night	3.11	0.37	0.44
Q5e. In City parking garages	3.23	0.4	0.51
Q5f. In public parks	3.54	0.54	0.44
<b>Survey Question: Category: How would you rate Elgin (15 records)</b>	avg 3.54	avg 0.59	avg 0.29
Q1a. As a place to live	3.81	0.76	0.16
Q1b. As a place to raise children	3.48	0.57	0.31
Q1c. As a place to work	3.5	0.55	0.46
Q1d. As a place to retire	2.94	0.37	0.39
Q1e. As a place to visit	3.33	0.48	0.35
Q1f. As a place for single adults (age 18-35)	3.19	0.41	0.59
Q1g. As a City moving in right direction	3.56	0.58	0.31
Q1h. As a place you are proud to call home	3.66	0.64	0.22
Q2a. Recommend living in Elgin to someone who asks	3.52	0.6	0.22
Q2b. Remain in Elgin for next five years	3.85	0.71	0.14
Q2c. Recommend visiting Elgin	3.48	0.54	0.28
Q2d. Recommend doing business in Elgin	3.49	0.53	0.38
Q3a. Overall quality of police, fire & ambulance services	4.29	0.87	0.13
Q3b. Overall enforcement of local codes & ordinances	3.51	0.6	0.24
Q3c. Overall maintenance of City streets, sidewalks & infrastructure	3.51	0.59	0.22
<b>Survey Question: Category: Police Services (9 records)</b>	avg 3.86	avg 0.69	avg 0.37
Q6a. Overall effectiveness of police protection	4.09	0.82	0.18
Q6b. Visibility of police in neighborhoods	3.68	0.62	0.26
Q6c. Visibility of police in City	3.89	0.71	0.3
Q6d. Response time for emergency calls	4.04	0.76	0.45
Q6e. Police efforts to prevent crime	3.82	0.67	0.37
Q6f. 911 call handling	4.08	0.77	0.51

Q6g. Parking enforcement services	3.46	0.51	0.55
Q6h. Availability of information about police programs & activities	3.61	0.56	0.5
Q6i. Overall professionalism of Police Department	4.07	0.79	0.23
<b>Title: Provide high quality, responsive city services that are performed efficiently and effectively. (45 records)</b>	avg 3.75	avg 0.66	avg 0.34
<b>Survey Question: Category: Communications (3 records)</b>	avg 3.45	avg 0.50	avg 0.45
Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43
Q25c. Your ability to provide feedback to City	3.31	0.43	0.54
<b>Survey Question: Category: Community Development (1 record)</b>	avg 3.57	avg 0.56	avg 0.68
Q21b. Process to obtain a building permit	3.57	0.56	0.68
<b>Survey Question: Category: Fire EMS (1 record)</b>	avg 4.30	avg 0.87	avg 0.38
Q8a. Overall effectiveness of fire services	4.3	0.87	0.38
<b>Survey Question: Category: How would you rate Elgin (10 records)</b>	avg 3.82	avg 0.70	avg 0.24
Q3a. Overall quality of police, fire & ambulance services	4.29	0.87	0.13
Q3b. Overall enforcement of local codes & ordinances	3.51	0.6	0.24
Q3c. Overall maintenance of City streets, sidewalks & infrastructure	3.51	0.59	0.22
Q3d. Overall access to information about City programs, services & alerts	3.86	0.71	0.24
Q3e. Overall quality of customer service provided by City	3.7	0.63	0.35
Q3f. Overall quality of stormwater management	3.77	0.68	0.34
Q3g. Overall quality of water utility services	3.93	0.75	0.21
Q3h. Overall quality of billing services provided	3.87	0.73	0.24
Q3i. Overall quality of trash & yard waste services	3.84	0.74	0.15
Q3j. Overall quality of parks & recreation programs & facilities	3.95	0.72	0.25
<b>Survey Question: Category: Parks and Recreation (13 records)</b>	avg 3.77	avg 0.65	avg 0.51
Q17a. Maintenance of parks	3.89	0.75	0.3
Q17c. Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	3.75	0.65	0.39
Q17d. Quality of outdoor athletic fields (i.e. baseball, soccer, football)	3.81	0.66	0.48
Q17e. Quality of walking & biking trails	3.76	0.67	0.39
Q17g. Overall quality of recreation facilities	3.83	0.7	0.4
Q17h. Maintenance & appearance of The Centre	4.1	0.8	0.32
Q17i. Maintenance & appearance of the Eastside Recreation Center	3.72	0.6	0.78
Q17j. Indoor pools at The Centre	3.92	0.72	0.52
Q17k. Golf courses	3.85	0.64	0.77
Q17l. Quality of communication from Parks & Recreation	3.53	0.54	0.52
Q17m. Quality of customer service from Parks & Recreation employees	3.71	0.62	0.59
Q17n. Ease of registering for programs	3.67	0.59	0.66
Q17o. Availability of information about Parks & Recreation programs	3.51	0.53	0.49

<b>Survey Question: Category: Police Services (1 record)</b>			
	avg 4.09	avg 0.82	avg 0.18
Q6a. Overall effectiveness of police protection	4.09	0.82	0.18
<b>Survey Question: Category: Public Works (12 records)</b>			
	avg 3.58	avg 0.61	avg 0.27
Q10a. Condition of major City streets	3.47	0.58	0.25
Q10b. Condition of neighborhood streets	3.26	0.5	0.25
Q10c. Condition of City sidewalks & bikeways	3.52	0.61	0.3
Q10d. Maintenance of street signs, pavements & markings	3.6	0.62	0.27
Q10e. Maintenance & cleanliness of Downtown Elgin	3.74	0.64	0.34
Q10f. Maintenance & cleanliness of your neighborhood	3.73	0.68	0.21
Q10h. Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	3.79	0.71	0.21
Q10i. Snow removal on residential streets	3.46	0.58	0.23
Q10j. Leaf removal or collection program	3.65	0.64	0.27
Q10k. Mowing & tree trimming along streets & other public areas	3.56	0.59	0.32
Q10l. Overall cleanliness of streets & other public areas	3.68	0.65	0.27
Q10n. Condition of street drainage/water drainage	3.48	0.57	0.33
<b>Survey Question: Category: Water Service (4 records)</b>			
	avg 4.07	avg 0.79	avg 0.16
Q15a. Water pressure on a typical day	4.23	0.86	0.08
Q15b. Overall quality of your tap water	3.81	0.68	0.22
Q15c. Ease of paying water bill	4.17	0.82	0.16
Q15d. Overall quality of water service	4.08	0.79	0.18
<b>Title: Safe and Healthy Community (83 records)</b>			
	avg 3.68	avg 0.62	avg 0.37
<b>Survey Question: Category: Code Enforcement (6 records)</b>			
	avg 3.17	avg 0.40	avg 0.52
Q19a. Overall effectiveness of Code Enforcement	3.31	0.48	0.48
Q19b. Overall effectiveness of communication from Code Enforcement	3.24	0.41	0.58
Q19c. Enforcing clean-up of trash & debris on private property	3.05	0.38	0.45
Q19d. Enforcing mowing & cutting of weeds on private property	3.12	0.37	0.51
Q19e. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	3.03	0.36	0.49
Q19f. Enforcing exterior maintenance of commercial/business property	3.27	0.42	0.59
<b>Survey Question: Category: Communications (2 records)</b>			
	avg 3.52	avg 0.54	avg 0.41
Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43
<b>Survey Question: Category: Community Development (1 record)</b>			
	avg 3.44	avg 0.49	avg 0.63
Q21c. City's efforts to plan for future growth (e.g. residential, business, commercial)	3.44	0.49	0.63
<b>Survey Question: Category: Fire EMS (6 records)</b>			
	avg 4.07	avg 0.74	avg 0.53
Q8a. Overall effectiveness of fire services	4.3	0.87	0.38
Q8b. Overall effectiveness of ambulance services	4.3	0.87	0.4

Q8c. Response time for emergency calls	4.27	0.83	0.47
Q8d. Fire education programs in your community	3.65	0.52	0.76
Q8e. Fire inspection programs in your community	3.64	0.51	0.8
Q8f. Overall professionalism of Fire Department	4.25	0.82	0.39

<b>Survey Question: Category: How safe do you feel (6 records)</b>	avg 3.68	avg 0.61	avg 0.32
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Q5a. In your neighborhood during the day	4.33	0.88	0.1
Q5b. In your neighborhood at night	3.87	0.73	0.18
Q5c. In Downtown Elgin during the day	4	0.75	0.25
Q5d. In Downtown Elgin at night	3.11	0.37	0.44
Q5e. In City parking garages	3.23	0.4	0.51
Q5f. In public parks	3.54	0.54	0.44

<b>Survey Question: Category: How would you rate Elgin (20 records)</b>	avg 3.60	avg 0.61	avg 0.29
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Q1b. As a place to raise children	3.48	0.57	0.31
Q1c. As a place to work	3.5	0.55	0.46
Q1d. As a place to retire	2.94	0.37	0.39
Q1e. As a place to visit	3.33	0.48	0.35
Q1a. As a place to live	3.81	0.76	0.16
Q1f. As a place for single adults (age 18-35)	3.19	0.41	0.59
Q1g. As a City moving in right direction	3.56	0.58	0.31
Q1h. As a place you are proud to call home	3.66	0.64	0.22
Q1i. As a place for recreation	3.37	0.49	0.35
Q3a. Overall quality of police, fire & ambulance services	4.29	0.87	0.13
Q3b. Overall enforcement of local codes & ordinances	3.51	0.6	0.24
Q3c. Overall maintenance of City streets, sidewalks & infrastructure	3.51	0.59	0.22
Q3d. Overall access to information about City programs, services & alerts	3.86	0.71	0.24
Q3f. Overall quality of stormwater management	3.77	0.68	0.34
Q3g. Overall quality of water utility services	3.93	0.75	0.21
Q3j. Overall quality of parks & recreation programs & facilities	3.95	0.72	0.25
Q2a. Recommend living in Elgin to someone who asks	3.52	0.6	0.22
Q2b. Remain in Elgin for next five years	3.85	0.71	0.14
Q2c. Recommend visiting Elgin	3.48	0.54	0.28
Q2d. Recommend doing business in Elgin	3.49	0.53	0.38

<b>Survey Question: Category: Parks and Recreation (15 records)</b>	avg 3.76	avg 0.65	avg 0.49
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Q17a. Maintenance of parks	3.89	0.75	0.3
Q17b. Number of parks in Elgin	3.86	0.73	0.29
Q17e. Quality of walking & biking trails	3.76	0.67	0.39
Q17f. Number of walking/biking trails	3.51	0.55	0.44
Q17h. Maintenance & appearance of The Centre	4.1	0.8	0.32
Q17i. Maintenance & appearance of the Eastside Recreation Center	3.72	0.6	0.78
Q17j. Indoor pools at The Centre	3.92	0.72	0.52
Q17c. Quality of park facilities, such as picnic shelters, playgrounds, & tennis courts	3.75	0.65	0.39
Q17d. Quality of outdoor athletic fields (i.e. baseball, soccer, football)	3.81	0.66	0.48

Q17g. Overall quality of recreation facilities	3.83	0.7	0.4
Q17k. Golf courses	3.85	0.64	0.77
Q17l. Quality of communication from Parks & Recreation	3.53	0.54	0.52
Q17m. Quality of customer service from Parks & Recreation employees	3.71	0.62	0.59
Q17n. Ease of registering for programs	3.67	0.59	0.66
Q17o. Availability of information about Parks & Recreation programs	3.51	0.53	0.49
<b>Survey Question: Category: Police Services (9 records)</b>			
	avg 3.86	avg 0.69	avg 0.37
Q6d. Response time for emergency calls	4.04	0.76	0.45
Q6e. Police efforts to prevent crime	3.82	0.67	0.37
Q6f. 911 call handling	4.08	0.77	0.51
Q6g. Parking enforcement services	3.46	0.51	0.55
Q6h. Availability of information about police programs & activities	3.61	0.56	0.5
Q6i. Overall professionalism of Police Department	4.07	0.79	0.23
Q6a. Overall effectiveness of police protection	4.09	0.82	0.18
Q6b. Visibility of police in neighborhoods	3.68	0.62	0.26
Q6c. Visibility of police in City	3.89	0.71	0.3
<b>Survey Question: Category: Public Works (14 records)</b>			
	avg 3.57	avg 0.61	avg 0.28
Q10a. Condition of major City streets	3.47	0.58	0.25
Q10d. Maintenance of street signs, pavements & markings	3.6	0.62	0.27
Q10b. Condition of neighborhood streets	3.26	0.5	0.25
Q10c. Condition of City sidewalks & bikeways	3.52	0.61	0.3
Q10e. Maintenance & cleanliness of Downtown Elgin	3.74	0.64	0.34
Q10f. Maintenance & cleanliness of your neighborhood	3.73	0.68	0.21
Q10g. Adequacy of street lighting in your neighborhood	3.54	0.59	0.22
Q10h. Snow removal on major City streets (not including Randall Road, Route 20, Route 25, Route 31)	3.79	0.71	0.21
Q10i. Snow removal on residential streets	3.46	0.58	0.23
Q10j. Leaf removal or collection program	3.65	0.64	0.27
Q10k. Mowing & tree trimming along streets & other public areas	3.56	0.59	0.32
Q10l. Overall cleanliness of streets & other public areas	3.68	0.65	0.27
Q10m. On-street bicycle infrastructure (bike lanes/signs)	3.48	0.53	0.49
Q10n. Condition of street drainage/water drainage	3.48	0.57	0.33
<b>Survey Question: Category: Water Service (4 records)</b>			
	avg 4.07	avg 0.79	avg 0.16
Q15a. Water pressure on a typical day	4.23	0.86	0.08
Q15c. Ease of paying water bill	4.17	0.82	0.16
Q15b. Overall quality of your tap water	3.81	0.68	0.22
Q15d. Overall quality of water service	4.08	0.79	0.18
<b>Title: Support employees' use of technology and management systems to increase productivity and contribute to a high performing, customer focused organization. (11 records)</b>			
	avg 3.67	avg 0.60	avg 0.45
<b>Survey Question: Category: Communications (4 records)</b>			
	avg 3.44	avg 0.49	avg 0.52
Q25a. Availability of public information	3.51	0.54	0.39
Q25b. Accessibility of public information	3.53	0.53	0.43

Q25c. Your ability to provide feedback to City	3.31	0.43	0.54
Q25d. Your ability to volunteer/serve (City commissions, task forces, committees, etc.)	3.4	0.44	0.72
<b>Survey Question: Category: Community Development (1 record)</b>			
	avg 3.57	avg 0.56	avg 0.68
Q21b. Process to obtain a building permit	3.57	0.56	0.68
<b>Survey Question: Category: How would you rate Elgin (3 records)</b>			
	avg 3.83	avg 0.70	avg 0.27
Q3e. Overall quality of customer service provided by City	3.7	0.63	0.35
Q3g. Overall quality of water utility services	3.93	0.75	0.21
Q3h. Overall quality of billing services provided	3.87	0.73	0.24
<b>Survey Question: Category: Parks and Recreation (2 records)</b>			
	avg 3.69	avg 0.61	avg 0.63
Q17m. Quality of customer service from Parks & Recreation employees	3.71	0.62	0.59
Q17n. Ease of registering for programs	3.67	0.59	0.66
<b>Survey Question: Category: Water Service (1 record)</b>			
	avg 4.17	avg 0.82	avg 0.16
Q15c. Ease of paying water bill	4.17	0.82	0.16
<b>Title: Support the enhancement of our public schools and educational institutions through aligned community partnerships to ensure a prepared and educated workforce. (2 records)</b>			
	avg 3.49	avg 0.55	avg 0.35
<b>Survey Question: Category: How would you rate Elgin (2 records)</b>			
	avg 3.49	avg 0.55	avg 0.35
Q1b. As a place to raise children	3.48	0.57	0.31
Q2d. Recommend doing business in Elgin	3.49	0.53	0.38
<b>Title: Utilize technology, partnerships and proactive strategies to provide a safe community. (12 records)</b>			
	avg 3.84	avg 0.67	avg 0.43
<b>Survey Question: Category: Fire EMS (3 records)</b>			
	avg 3.85	avg 0.62	avg 0.68
Q8c. Response time for emergency calls	4.27	0.83	0.47
Q8d. Fire education programs in your community	3.65	0.52	0.76
Q8e. Fire inspection programs in your community	3.64	0.51	0.8
<b>Survey Question: Category: How would you rate Elgin (3 records)</b>			
	avg 3.77	avg 0.69	avg 0.20
Q3a. Overall quality of police, fire & ambulance services	4.29	0.87	0.13
Q3b. Overall enforcement of local codes & ordinances	3.51	0.6	0.24
Q3c. Overall maintenance of City streets, sidewalks & infrastructure	3.51	0.59	0.22
<b>Survey Question: Category: Police Services (5 records)</b>			
	avg 3.80	avg 0.65	avg 0.48
Q6d. Response time for emergency calls	4.04	0.76	0.45
Q6e. Police efforts to prevent crime	3.82	0.67	0.37
Q6f. 911 call handling	4.08	0.77	0.51
Q6g. Parking enforcement services	3.46	0.51	0.55
Q6h. Availability of information about police programs & activities	3.61	0.56	0.5
<b>Survey Question: Category: Water Service (1 record)</b>			
	avg 4.17	avg 0.82	avg 0.16
Q15c. Ease of paying water bill	4.17	0.82	0.16
<b>Grand Totals (514 records)</b>			

avg 3.68

avg 0.62

avg 0.37