

| | | |
|--|--|--|
| <p>Village President P. Sean Michels</p> <p>Village Clerk Cynthia Galbreath</p> <p>Village Administrator Brent M. Eichelberger</p> |  <p>SUGAR GROVE 10 S. Municipal Drive Sugar Grove, Illinois 60554 Phone: 630-466-4507 Fax: 630-466-4521</p> | <p>Village Trustees</p> <p>Robert Bohler Kevin Geary Sean Herron Mari Johnson Rick Montalto David Paluch</p> |
|--|--|--|

**November 05, 2013
Board Meeting
6:00 P.M.**

1. Call to Order
2. Pledge of Allegiance
3. Roll Call
4. Public Hearing:
 - a. None
5. Appointments and Presentations
 - a. Appointment: Plan Commissioner
6. Public Comment on Items Scheduled for Action
7. Consent Agenda
 - a. Approval: Minutes October 1 and 15, 2013 Meetings
 - b. Approval: Vouchers
 - c. Approval: Treasurer's Report
 - d. Proclamation: National Drunk and Drugged Driving Prevention Month
 - e. Ordinance: Authorizing the Purchase of Real Property
8. General Business
 - a. Approval: Acknowledgement and Acceptance of the FY11-12 Comprehensive Annual Finance Report (CAFR)
 - b. Ordinance: Granting a Major PUD Amendment & Final PUD for Lot 10 Sugar Grove Center – Proposed Hardware Store
 - c. Approval & Announcement: 2013 Proposed Property Tax Levy
 - d. Approval: Hotel Feasibility Study
 - e. Resolution: Amending the Village Communications Policy
9. New Business
10. Reports
 - a. Staff Reports
 - b. Trustee Reports
 - c. Presidents Report
11. Public Comments
12. Airport Report
13. Closed Session: Land Acquisition, Personnel, Litigation
14. Adjournment

*The consent agenda is made up of items that have been previously discussed, non-controversial, or routine in subject manner and are voted on as a 'package'. However, by simple request any member of the Board may remove an item from the consent agenda to have it voted upon separately. Items that are marked as *STAR – indicate that the item is Subject to Attorney Review*

Members of the public wishing to address the Board shall adhere to the following rules and procedures:

1. Complete the public comment sign-in sheet prior to the start of the meeting.
2. The Village President will call members of the public to the podium at the appropriate time.
3. Upon reaching the podium, the speaker should clearly state his or her name and address.
4. Individual comment is limited to three (3) minutes. The Village President will notify the speaker when time has expired.
5. Persons addressing the Board shall refrain from commenting about the private activities, lifestyles, or beliefs of others, including Village employees and elected officials, which are unrelated to the business of the Village Board. Also, speakers should refrain from comments or conduct that is uncivil, rude, vulgar, profane, or otherwise disruptive. Any person engaging in such conduct shall be requested to leave the meeting.
6. The aforementioned rules pertaining to public comment may be waived by the Village President, or by a majority of a quorum of the Village Board.
7. Except during the time allotted for public discussion and comment, no person, other than a member of the Board, shall address that body, except with the consent of two (2) of the members present.

| | | |
|--|---|--|
| <p>Village President P. Sean Michels</p> <p>Village Clerk Cynthia Galbreath</p> <p>Village Administrator Brent M. Eichelberger</p> |  <p>10 S. Municipal Drive Sugar Grove, Illinois 60554 Phone: 630-466-4507 Fax: 630-466-4521</p> | <p>Village Trustees</p> <p>Robert Bohler Kevin Geary Sean Herron Mari Johnson Rick Montalto David Paluch</p> |
|--|---|--|

November 05, 2013
Committee of the Whole Meeting
6:30 P.M.

1. Call to Order
2. Roll Call
3. Public Comments
4. Discussion: 769 Heartland Temporary Use – Auto Sales
5. Discussion: 2013 Citizens Survey Results
6. Closed Session: Land Acquisition, Personnel, Litigation
7. Adjournment

**VILLAGE OF SUGAR GROVE
BOARD REPORT**

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES
FROM: CINDY GALBREATH, VILLAGE CLERK
SUBJECT: APPOINTMENT: PLAN COMMISSION
AGENDA: NOVEMBER 05, 2013 REGULAR BOARD MEETING
DATE: FRIDAY, NOVEMBER 01, 2013

ISSUE

Should the Board of Trustees of the Village of Sugar Grove ratify President Michel's appointment of Ms. Heidi Lendi to the Zoning Board of Appeals/Plan Commission.

DISCUSSION

The Plan Commission / Zoning Board of Appeals currently has a vacant position due to the resignation of Mr. Meisenger due to relocation. Ms. Lendi would be appointed to fill the remaining two years of the vacated term. (Commissioners are originally appointed for a five year term).

The Plan Commission is comprised of seven members, six (6) members must be residents of the Village, and the seventh may be a citizen of Sugar Grove Township, outside any municipal limits. Members are selected by the President and confirmed by the Board.

This appointment is authorized by Village Code 1-8-6-C, which states that the mode of appointment is by the President and Trustees, subject to the advice and consent of the Board of Trustees.

COSTS

There are no costs associated with this appointment.

RECOMMENDATION

That the Village Board ratifies the appointment of Ms. Heidi Lendi to the Sugar Zoning Board of Appeals / Plan Commission to fill the remainder of the term (two years) for the vacant position.



NATIONAL DRUNK AND DRUGGED DRIVING (3-D) PREVENTION MONTH
DECEMBER 2013

WHEREAS, motor vehicle crashes killed 956 people in Illinois during 2012; and

WHEREAS, hundreds of those deaths involved a driver impaired by alcohol; and

WHEREAS, the December holiday season is traditionally one of the most deadly times of the year for impaired driving; and

WHEREAS, for thousands of families across the state and the nation, holidays are a time to remember loved ones lost; and

WHEREAS, organizations across the state and the nation are joined with the, You Drink & Drive, You Lose, and other campaigns that foster public awareness of the dangers of impaired driving and anti-impaired driving law enforcement efforts; and

WHEREAS, the community of Sugar Grove is proud to partner with the Illinois Department of Transportation's Division of Traffic Safety and other traffic safety groups in that effort to make our roads and streets safer.

NOW, THEREFORE, I, P. Sean Michels do hereby proclaim December 2013 as Drunk and Drugged Driving (3-D) Prevention Month in the Village of Sugar Grove and do hereby call upon all citizens, government, agencies, business leaders, hospitals and health care providers, schools, and public and private institutions to promote awareness of the impaired driving problem, to support programs and policies to reduce the incidence of impaired driving, and to promote safer and healthier behaviors regarding the use of alcohol and other drugs this December holiday season and throughout the year.



P. Sean Michels, President of the Board of Trustees

Attest: Cynthia L. Galbreath, Village Clerk



**VILLAGE OF SUGAR GROVE
BOARD REPORT**

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES
FROM: BRENT EICHELBERGER, ADMINISTRATOR
JENNIFER MILEWSKI, ACCOUNTANT
SUBJECT: PRESENTATION OF APRIL 30, 2013 FINANCIAL STATEMENTS
AGENDA: NOVEMBER 5, 2013 REGULAR BOARD MEETING
DATE: OCTOBER 29, 2013

ISSUE

To present the April 30, 2013 Comprehensive Annual Financial Report (CAFR).

DISCUSSION

Lauterbach & Amen, LLP will briefly go over some of the important aspects of the CAFR. Any questions the Board may have regarding the financial statements will be answered at this time.

A PDF copy of the April 30, 2013 CAFR included with your Board packet; a hard copy of the CAFR will available Tuesday, November 5th.

COST

Not applicable.

RECOMMENDATION

No motion is required at this time, only that the Board acknowledge receipt of the CAFR.

**VILLAGE OF SUGAR GROVE
BOARD REPORT**

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES
FROM: RICH YOUNG, COMMUNITY DEVELOPMENT DIRECTOR
MIKE FERENCAK, VILLAGE PLANNER
SUBJECT: ORDINANCE: FINAL PUD AND MAJOR PUD AMENDMENT FOR
A HARDWARE STORE IN THE B-3 REGIONAL BUSINESS
DISTRICT PUD AT THE NORTHWEST CORNER OF GALENA
BLVD. & CAPITOL DRIVE
AGENDA: NOVEMBER 5, 2013 REGULAR VILLAGE BOARD MEETING
DATE: NOVEMBER 1, 2013

ISSUE

Should the Village Board approve a Final PUD to develop a hardware store with outdoor sales area, outdoor display areas, and propane refilling and dispensing tank in the Sugar Grove Center PUD, as well as a Major PUD Amendment for changes to the approved preliminary plan and including deviations for this lot.

DISCUSSION

The Committee of the Whole reviewed this request at the October 15, 2013 meeting. The Committee was in favor of the plans as presented, including three small planters on the west side of the building rather than larger planting beds. The Committee reviewed the canopy color and also discussed the propane tank location and screening.

The plans submitted for the October 16, 2013 Plan Commission meeting were reviewed by staff and a recommendation was provided to the Plan Commission. The public hearing which had been continued from the last Plan Commission meeting was closed after receiving no public comment.

The Plan Commission recommended approval of the Final PUD and Major PUD Amendment requests subject to the staff recommendation, though two conditions were not included and two conditions were modified (see attached memo).

The conditions or portions of conditions that were removed had to do with the staff recommendations for planting beds on the west side of the building, taller landscaping south of the outdoor sales area, installation of 4 Fir trees in the

south buffer (trees that were due to be installed in 2005, but were never installed), and changing the canopy to a different color.

Revised plans were submitted on October 29, 2013. Most of the conditions that required further changes to the plans have been addressed. Some minor items remain. Highlights of the latest plan review are:

- 1) The lot coverage will be 71.6%, a little over the 70% allowed. It was originally thought that this figure would be closer to 75%.
- 2) An existing parking space that is striped with hatch lines can be “unstriped” and utilized as the one parking space that the plan was short, avoiding a parking deviation.
- 3) Existing dead trees and shrubs are generally shown for replacement in the plans.
- 4) The applicant added some new shrubs and perennials in the south buffer.
- 5) The photometric plan still needs several adjustments.
- 6) The Village engineering consultant has not yet provided a review letter during this process. The plans will remain subject to engineering review.

All remaining items identified by staff at this time will be addressed after Board approval and prior to building permitting.

ATTACHMENTS

1. Final PUD and Major PUD Amendment Ordinance
2. Staff Report to the October 16, 2013 Plan Commission
3. Staff Memo to the October 16, 2013 Plan Commission
4. Site / Engineering / Landscape / Lighting Plan Set last revised October 23, 2013
5. Building and Trash Enclosure Elevation / Wall Signage Plan last revised October 29, 2013 and Floor Plan last revised September 24, 2013

The following items were previously provided:

1. Staff Report to the September 25, 2013 Plan Commission
2. Color references for “Ace” sign and canopy
3. Applicant and staff designs for west side of building
4. Area Map
5. Site / Engineering / Landscape / Lighting Plan Set dated October 8, 2013
6. Building and Trash Enclosure Elevation / Wall Signage Plan last revised September 24, 2013 and Floor Plan last revised September 24, 2013

COSTS

There is no cost associated with this proposal. All costs will be paid for by the petitioner.

RECOMMENDATION

That the Board adopts Ordinance 2013-1105_, An Ordinance Granting a Final PUD and Major PUD Amendment for a hardware store with outdoor sales area, outdoor display areas, and propane refilling and dispensing tank at Lot 10 in the Sugar Grove Center, 160 E. Galena Boulevard.

**STAFF REPORT TO THE SUGAR GROVE PLANNING COMMISSION
FROM MIKE FERENCAK, PLANNER**

GENERAL CASEFILE INFORMATION

Commission Meeting Date: September 25, 2013

Petition Number: 13-011

Project Name: Sugar Grove Center Lot 10

Petitioner: Dri Bar Holdings, LLC and Dri Bar Ace, LLC

Request: 1. Final PUD for a proposed hardware store with outdoor sales area, outdoor display areas, and propane tank on 2.42 acres, pursuant to Sugar Grove Center PUD Ordinance 2004-0921C and Section 11-11-6-D of the Sugar Grove Zoning Ordinance.

2. Major PUD Amendment for changes to the plans, including deviations, pursuant to Sugar Grove Center PUD Ordinance 2004-0921C and Section 11-11-7 of the Sugar Grove Zoning Ordinance.

Location: Northwest corner of Galena Boulevard & Capitol Drive
160 E. Galena Boulevard

Parcel Number(s): 14-16-401-007

Size: 105,217 square feet or 2.42 acres

Street Frontage: Approximately 359' along Galena Boulevard
Approximately 279' along Capitol Drive

Current Zoning: B-3 Regional Business District PUD

Contiguous Zoning: NORTH: B-3 Regional Business District
SOUTH: (across Galena Boulevard) unincorporated Kane County R-1 Residential District
EAST: (across Capitol Drive) B-3 Regional Business District PUD
WEST: B-3 Regional Business District PUD

Current Land Use: Open / Vacant (but with some existing pavement, landscaping, and lighting)

Contiguous Land Use: NORTH: Jewel-Osco grocery store / pharmacy
 SOUTH: (across Galena Boulevard) Agricultural field
 EAST: (across Capitol Drive) Open / vacant
 WEST: Open / vacant

Comp Plan Designation: Corridor Commercial

Exhibits: Final PUD / Major PUD Amendment Application
 Responses to Special Use Standards / Statement
 Mailing confirmation (applicant to bring to meeting)
 Color references for “Ace” sign and canopy
 Applicant and staff designs for west side of building
 Site / Engineering / Landscape / Lighting Plan Set last revised October 8, 2013
 Building and Trash Enclosure Elevation Plan including Wall Signage last revised September 24, 2013
 Floor Plan last revised September 24, 2013

CHARACTER OF THE AREA

The subject property is along the north side of Galena Boulevard, south of the Jewel-Osco building and within the Sugar Grove Center development. The character of the area is commercial with commercial uses in existence or planned nearby. The south side of Galena Boulevard is planned for commercial, but in the future there may be residential, institutional, or other uses located there as well.

DEVELOPMENT PROPOSAL

The Planning Commission will consider requests for:

1. Final PUD for a proposed hardware store with outdoor sales area, outdoor display areas, and propane tank on 2.42 acres, pursuant to Sugar Grove Center PUD Ordinance 2004-0921C and Section 11-11-6-D of the Sugar Grove Zoning Ordinance.
2. Major PUD Amendment for changes to the plans, including deviations, pursuant to Sugar Grove Center PUD Ordinance 2004-0921C and Section 11-11-7 of the Sugar Grove Zoning Ordinance.

HISTORY

The applicant, Dri Bar Holdings, LLC and Dri Bar Ace, LLC, has made a submittal for the development of a hardware store with outdoor sales area, outdoor display areas, and propane tank on Lot 10 of Sugar Grove Center.

The Sugar Grove Center PUD was approved on September 21, 2004. The Sugar Grove Center was planned from the start to include a Jewel/Osco grocery store, a Jewel Express gas station, a multi-

tenant commercial building attached to the Jewel/Osco, a freestanding multi-tenant commercial building and a detention pond on the following lots within the development: 1, 2, 5, 10, 14, and 15. Other lots, including 3, 4, 6, 7, 8, 9, 11, 12, and 13 were only given Preliminary PUD approval and were required to come back for Final PUD approval.

While Lot 10 did have Final PUD approval, that approval has now expired (as of September 21, 2010) per the Ordinance. Therefore, Lot 10 reverts back to requiring a new Final PUD review. Lot 10 was planned to be a multi-tenant commercial building so a new Final PUD review is needed to accommodate the change in plans.

A Major PUD Amendment is also requested by the applicant for changes to the preliminary plan and deviations to the requirements of the Sugar Grove Center PUD and / or the Zoning Ordinance, but for this lot only.

Staff first began working with the applicant for this site around June 2013. An ARRG meeting was held on September 13, 2013. No Plan Council meeting was held. The submittal was completed on October 8, 2013.

COMPREHENSIVE PLAN RECOMMENDATIONS

The Comprehensive Plan designates the site as Corridor Commercial. The Comprehensive Plan does not provide any policy regarding specific uses allowed in various districts of the Zoning Ordinance. Uses on this site are limited to the permitted and Special Uses allowed in the Preliminary PUD Ordinance Exhibit D. A hardware store is a permitted use in the Preliminary PUD Ordinance.

Contiguous properties to the north, east, and west are designated Corridor Commercial. Contiguous property to the south is designated Town Center Commercial. The proposed hardware store with outdoor sales area, outdoor display areas, and propane tank would be compatible with surrounding uses.

ZONING ORDINANCE

Note: The italicized portions in the Findings of Fact item/s below constitute staff's suggestions (possibly affirmative, negative, and / or neutral) on the various required findings. The Plan Commission should remember that they are free to depart from these suggestions and adopt their own if the Plan Commission so desires.

1. Findings of Fact (Special Use) – Several standards must be met in order to grant a Special Use. These standards, and the status of each, are detailed below. The Planning Commission must determine that the Special Use:

- a. Will be harmonious with and in accordance with the general objectives of the Comprehensive Land Use Plan and/or this zoning ordinance.

The proposed hardware store is consistent with the objectives of the Comprehensive Plan and the Zoning Ordinance for commercial use in this area. The proposed use is compatible with surrounding uses.

- b. Will be designed, constructed, operated and maintained so as to be harmonious and appropriate in appearance with the existing or intended character of the general vicinity, and that such use will not alter the essential character of the same area.

Plans show the building will have a primarily masonry façade. This will be harmonious with the intended character of the area. Plans for canopy color and outdoor display of items for sale are continuing to be reviewed. This use would not alter the essential character of the area.

- c. Will not be hazardous or disturbing to existing or future neighborhood uses.

A hardware store will not be hazardous or disturbing to nearby uses in this location. This site is not located near residences (where noise would be an issue) and has been designed to accommodate traffic and trash, so it should not be hazardous or disturbing to neighborhood uses.

- d. Will be adequately served by essential public facilities and services such as highways, streets, police and fire protection, drainage structures, refuse disposal, water, sewers and schools, or that the persons or agencies responsible for the establishment of the proposed use shall be able to provide adequately any such services.

The site is adequately served by or will be adequately served by all public facilities near the central area the Village.

- e. Will not create excessive additional requirements at public cost for public facilities and services, and will not be detrimental to the economic welfare of the Village.

The use will be beneficial to the economic welfare of the Village and will generate revenue and benefits in the form of sales tax, property tax, and jobs with a minimal burden on public services.

- f. Will not involve uses, activities, processes, materials, equipment and/or conditions of operation that will be detrimental to any persons, property or the general welfare by reason of excessive production of traffic, noise, smoke, fumes, glare or odors.

The use may produce traffic, noise, and glare, however these should all be minimal. It should not produce smoke, fumes, or odors. Overall, it should not be detrimental to any persons, property, or the general welfare.

- g. Will have vehicular approaches to the property which shall be so designed as to not create an undue interference with traffic on surrounding public streets or highways.

The proposed plans take into account the vehicular and bicycle / pedestrian traffic associated with this use. Several access points would be provided to the site for both types of traffic. Undue interference with traffic on surrounding public streets and highways should not be created.

- h. Will not increase the potential for flood damage to adjacent property, or require additional public expense for flood protection, rescue or relief.

Stormwater management is addressed in the Sugar Grove Center plans, as well as the proposed plans for this site and therefore will not increase the potential for flood damage.

- i. Will not result in the destruction, loss or damage of natural, scenic or historic features of major importance to the Village.

There are no historical features on this site. There are existing natural / scenic features in the form of landscaping along the south, east, and west property lines and some landscaping interior to the site that was installed with the development of Sugar Grove Center. For the most part, this landscaping is proposed to remain on the site.

2. Findings of Fact (PUD) – The Planning Commission’s statement of findings of fact for the Final PUD and Major PUD Amendment shall also specify in what respects the proposal would, or would not be in the public interest, and shall, at a minimum, address:

- a. The extent to which the proposed planned unit development departs from the zoning and subdivision regulations otherwise applicable to the subject property, including, but not limited to, density, setbacks, lot area, bulk and use, and the reasons why such departures are, or are not in the public interest.

The known standards that are not met are lot coverage, fuel tank in front yard, fence height, fuel tank screening, parking, and wall sign area. The ways in which these are not met are detailed below. As proposed, these items do not meet the Sugar Grove Center PUD (including plan exhibits) and Sugar Grove Zoning Ordinance requirements, but staff finds they are acceptable deviations, with the exception of the wall signage. As the landscaping and lighting plans were recently submitted, it is unknown at this time whether additional deviations may be requested for these plans.

- b. The extent to which the proposed planned unit development meets the requirements and standards of the planned unit development regulations, and the reasons why such departures are, or are not deemed to be in the public interest.

With the exception of the items listed in number 1 above, the Final PUD essentially meets all requirements of the PUD and Zoning Ordinance.

- c. The physical design of the proposed planned unit development, and the manner in which said design does, or does not:

- a. Make adequate provision for public services;
- b. Provide adequate control over vehicular traffic;
- c. Provide for and protect designated open space; and
- d. Furnish the amenities of light and air, recreation and visual enjoyment.

Water and sanitary sewer lines are already stubbed into the site. Storm sewer lines already serve the site. Vehicular access to the site is already provided from the north. Pedestrian access would be made to the south. The maximum lot coverage requirement would be slightly exceeded. The building is positioned to not block light and air to other properties and would be acceptable from a visual standpoint.

- d. Compatibility of the proposed planned unit development with adjacent properties and neighborhoods.

The proposed Final PUD would be compatible with the surrounding properties.

- e. The desirability of the proposed planned unit development, or lack thereof, for the Village's tax base and economic well being.

The Final PUD will be beneficial to the economic welfare of the Village and will generate revenue and benefits in the form of sales tax, property tax, and jobs with a minimal burden on public services.

- f. The adequacy of the methods by which the proposed planned unit development:
 - a. Provides control over pedestrian and vehicular traffic;
 - b. Makes provision of landscaping and open space;
 - c. Provides adequate parking, loading and lighting; and
 - d. Furnishes the amenities of light, air, and visual enjoyment.

All appropriate vehicular and pedestrian connections would be made with the proposed Final PUD. The open space requirement would be deviated from slightly. The landscape plan needs revision, but should be able to be revised so that all requirements are met. The parking requirement would be deviated from slightly. The loading requirement is met. The lighting plan needs revision, but should be able to be revised so that all requirements are met. Light and air will not be impeded with the proposed plan. The building would generally not discourage visual enjoyment.

- g. Compatibility with the comprehensive plan and the goals and policies for planning within the Village.

The proposed Final PUD would be consistent with the objectives of the Comprehensive Plan for commercial use in this area.

EVALUATION

Generally, this development is required to conform to the Village of Sugar Grove Zoning Ordinance, including the requirements of the B-3 Regional Business District, except as modified by Sugar Grove Center PUD Ordinance 2004-0921C. The following is based on the PUD requirements, Zoning Ordinance requirements, Comprehensive Plan guidelines, and the staff and ARRG review.

1. Land Use / General – The land use is a permitted use in the B-3 Regional Business District and this PUD.

2. Existing Conditions – Existing natural, scenic, or historic features will not be impacted, except that some existing landscaping may be removed, mostly at the northeast portion of the property.

3. Lots & Buildings Layout – The lot coverage is shown on the plan as 70.86%. The maximum allowed is 70%. This would be a **deviation**. The actual lot coverage is subject to change with other revisions to the plan, but in any case will be slightly above 70%.

A 10' drainage & utility easement will be vacated on the north side of this lot (with the exception of an area for a gas line at the northeast corner of the lot) to accommodate the building placement. The building and outdoor sales area will be shifted two feet north so that the south sidewalk and landscape area can each be widened one foot.

4. Building Setbacks – The required building setbacks have been met and are shown correctly on the plan.

5. Parking / Loading / Islands / Drive Aisles – The plan shows 99 parking spaces, including 4 accessible spaces. The building and outdoor sales area combined, require 100 parking spaces based on the retail parking requirement of 5 spaces per 1,000 square feet. This would be a **deviation** of one (1) parking space.

The plan will be revised to show striped areas for the accessible parking spaces next to each other. The pairs of accessible parking spaces will also need to be brought closer to the doors.

One (1) required loading space is shown on the plan at the east side of the building.

The plans were revised at staff's suggestion to provide some lacking landscape islands in the south rows of parking spaces. One island in the row near the propane dispensing tank will be shifted west to provide more landscape area around the propane dispensing tank.

6. Pavement Setbacks – The required pavement setbacks have been met and are shown correctly on the plan.

7. Sidewalk / Path Access – The sidewalk next to the west parking stalls is shown on the plan as a minimum of 7' wide. The sidewalk next to the south parking stalls will be widened to a 7' width, from the 6' currently shown.

A sidewalk is shown on the plan connecting the building to the sidewalk along Galena Boulevard.

A bicycle rack is shown on the sidewalk near the building. The plan will need to be revised to show two bicycle racks. A bicycle rack detail will need to be added to the plans.

The sidewalk along Capitol Drive may require some replacement due to settling.

8. Street Access / Traffic Study – Access to the site is not provided directly from a public street. All access to nearby public streets is provided by existing shared drive aisles in the Sugar Grove Center at the north and west.

9. Design / Special Accessory Uses – Three Special Accessory Use approvals are requested from the Plan Commission for an outdoor sales area (south side of building), propane dispenser tank (south of outdoor sales area, 1,000 gallon tank), and outdoor display area (west side of building). All three uses require a paved surface and are limited to a designated location on a site plan per the Zoning Ordinance. The designated location for the outdoor display area will need to be added to the plan.

Of the three, only the propane dispensing tank is not allowed in a front yard and requires fence and landscape screening. The propane dispensing tank being located in the front yard will be a **deviation**. (Note: the front yard is considered the Galena Blvd. from a Zoning Ordinance perspective side even though this building will face west.)

10. Landscaping – This section is broken down as follows:

Foundation Plantings – This section is broken down as follows:

North side of building: The plan shows four (4) ornamental trees and 53 shrubs, which staff believes is adequate for this side.

South side of building: See “Outdoor Sales Area Screening” below.

East side of building: The plan shows 28 shrubs, which staff believes is adequate for that side.

West side of building: The plan shows three (3) landscape planters with flowers, which staff does not believe is adequate for that side. On this side is where the outdoor display area is proposed. A comparison of what the applicant proposes and what staff recommends is attached.

Outdoor Sales Area Screening – The plan shows an 8’ iron fence. Though the outdoor sales area does not require landscape screening, staff has asked for some to be shown on the plan. Shown is 20 shrubs and 27 perennials of a height less than 24”. Staff recommends that 34 - 6’ evergreen shrubs are shown in this location instead to help screen the outdoor sales area. The 8’ iron fence would be a **deviation** for exceeding the maximum fence height of 3’ in a front yard.

Propane Tank Dispenser Screening – The plan shows a 4’ iron fence and 10 – 6’ Arborvitae shrubs for screening. With the relocation of the nearby parking island, additional shrubs would be placed at the east side of the propane tank dispenser fence. The 4’ iron fence would be a **deviation** for exceeding the maximum fence height of 3’ in a front yard. The fence around the propane dispensing tank would only be on three sides (not four as required) and this would also be a **deviation**.

Trash Enclosure Screening – The trash enclosure would be screened by the north and east buffer landscaping and the existing berm, rather than tall evergreen shrubs. This is probably sufficient.

Parking Island Trees – The existing trees and shrubs will remain in place in the existing islands, though one (1) dead tree and several groups of shrubs will need to be shown for replacement. One (1) tree and groups of shrubs are proposed in each of the new islands.

Parkway Trees – The five (5) existing trees in the Capitol Drive right-of-way meet the parkway tree requirement along Capitol Drive. There are no parkway trees in the Galena Boulevard right-of-way because they were installed in the south buffer per the original Sugar Grove Center PUD.

Buffer Trees and Shrubs – This section is broken down as follows:

Along the south property line: The existing trees and shrubs will remain in place with the exception that one existing Spruce tree will be removed near the subdivision sign. Four (4) Fir trees need to be shown for planting in the gap at the south per the PUD. There are also some missing or dead shrubs that will need to be replaced.

Along the east property line: The existing trees and shrubs will remain in place. There is one (1) existing deciduous tree on the site that is not shown on the plan and needs to be added. There are also some dead shrubs that will need to be replaced.

Along the west property line: The existing trees and shrubs will remain in place. There are some dead shrubs that will need to be replaced.

Along the north property line: Four (4) existing Spruce trees will be removed and four (4) new Spruce trees will be planted to accommodate the shift in drive aisle location at the northeast. One (1) existing Ash tree will also be removed for this reason. There is one (1) additional existing dead deciduous tree near the northeast that is not shown on the plan that should be shown on the plan and labeled for removal. The Skyline Honeylocust near the west parking lot should be shifted west into the island more. Staff is not requesting that any north buffer trees and shrubs be added to the plan due to the drive aisle at the north blocking the normal planting location for these.

With the exception of the fence height and having a fence on the fourth side of the propane dispenser tank, it believed the other requirements could be met and further deviations avoided.

11. Architecture – The Architectural Elevation Plan shows a predominantly brick and masonry building. The Architectural Review and Resource Group did not request any changes to the

building itself. Staff notes the high location of the windows on the west elevation which leads to the recommendation for tall evergreen shrubs or ornamental trees in planting beds near the building foundation on this side.

Any HVAC or utility equipment on the roof, the side of the building, or the ground will need to be screened.

12. Signage – For background knowledge, Ace may choose to place tenant panels on the Sugar Grove Center subdivision signs that are already installed on this Lot 10 and Lot 7, but those plans do not need to be included with this approval. They will only need a building permit.

Staff also plans to pursue creation of an easement for the owners association in Sugar Grove Center for the subdivision signs. The signs are not currently in an easement and so the signs are controlled by the owner of Lot 10 and Lot 7, rather than the collective subdivision.

No ground sign is proposed with this development.

West wall signs – The proposal for the west wall includes one red and white “Ace Hardware” sign, one red, black, and white “Sugar Grove Pet Supply” sign, and one red canopy for total signage of about 264 square feet. 147 square feet is allowed. The proposed signage constitutes a **deviation**, unless the color of the canopy is changed to a neutral color, black, a muted color, or a darker / deeper color to avoid it appearing to be part of the sign.

South wall signs – The proposal for the south wall includes one red and white “Ace Hardware” sign and one red canopy for total signage of about 327 square feet. 145 square feet is allowed. The proposed signage constitutes a **deviation**, unless the color of the canopy is changed to a neutral color, black, a muted color, or a darker / deeper color to avoid it appearing to be part of the sign.

East wall signs – The proposal for the east wall includes one red and white “Ace Hardware” sign and one red canopy for total signage of about 236 square feet. 147 square feet is allowed. The proposed signage constitutes a **deviation**, unless the color of the canopy is changed to a neutral color, black, a muted color, or a darker / deeper color to avoid it appearing to be part of the sign.

13. Lighting – The Photometric Plan still needs considerable work. It is not clear whether the foot candles shown are the original proposed footcandles for the site or the actual footcandles found on the site as it stands today. There are no notes on the plan, nor a table listing the average foot candles, maximum foot candles at the property line, and maximum hot spot foot candles. Some light poles are shown in the drive aisle. Some are shown in white, hatched, or black, and it is not clear what these mean. Lighting on nearby lots to the north and west will need to be shown on the plan to ensure sufficient lighting is provided for the nearby drive aisles. All lighting on this lot will need to be controlled at this building, including showing any necessary rewiring in the Sugar Grove Center. The plan will need to be updated to reflect building-mounted lighting, which also may affect the foot candle numbers. A detail of the parking lot poles showing their height and color is also needed. They should match the existing poles in height and color.

14. Trash – The trash enclosure is proposed as masonry matching the building with a 6’ height at

the northeast corner of the site. The design shown will require manual roll-out of the garbage dumpster, rather than direct access by the truck. The trash enclosure could be turned to face south to allow direct access by the truck.

15. Engineering – EEI has not reviewed the plans at this time.

16. Water supply – Water and fire service is already stubbed on site from the north and water mains surround this site. The plans show a 2” water service and 6” fire service to the building connected to the 8” line at the north.

17. Sanitary sewer – Sanitary sewer service is already stubbed on site from the north. The plans show a 6” service to the building connected to the 8” line at the north.

18. Stormwater management – Stormwater service is already installed throughout the parking lot on this site. The plans show internal roof drains for the building and, though not shown, there would be external downspouts on the canopy. Both the internal and external drainage will need to be tied in to the storm sewer system.

19. Building / Fire / Fox Metro – The Building Division has reviewed the plans and has no immediate comment. They will review the building plans in detail upon building permit submittal.

The Fire District has reviewed the plans and has no immediate comment. They will review the building plans in detail upon building permit submittal.

PUBLIC RESPONSE

Staff has not received any communication from the public regarding the public hearing notice. The newspaper publication confirmation and a photo of the public hearing sign were provided with the last report. The applicant will need to provide the mailing confirmation at this meeting.

STAFF RECOMMENDATION

A complete staff recommendation based on the evaluation above will be provided at the meeting.

Memorandum

Date: October 16, 2013

To: Plan Commission
Staff

From: Mike Ferencak, Village Planner

CC: Rich Young, Community Development Director

Re: October 16, 2013 Meeting – Sugar Grove Center Lot 10 Recommendation

Following is the staff recommendation for the Sugar Grove Center Lot 10 development:

Staff recommends approval of the Final PUD and Major PUD Amendment for a proposed hardware store with outdoor sales area, outdoor display areas, and propane tank pursuant to Sugar Grove Center PUD Ordinance 2004-0921C and Sections 11-11-6-D and 11-11-7 of the Sugar Grove Zoning Ordinance, subject to the following conditions:

1. The Final PUD and Major PUD Amendment shall substantially conform to:
 - a. the Site / Engineering / Landscape / Lighting Plan Set, titled “Ace Hardware”, by Craig R. Knoche & Associates, Sheets C0.1 to C7.4, dated October 8, 2013;
 - b. the Building and Trash Enclosure Elevation Plan, titled “Sugar Grove Center Proposed Ace Hardware Preliminary Exterior Elevations”, by Reitan Architects, LLC, last revised September 24, 2013
 - c. the Floor Plan, titled “Sugar Grove Center Proposed Ace Hardware Preliminary Floor Plan”, by Reitan Architects, LLC, last revised September 24, 2013except as such plans will be revised to address the staff review and conform to Village codes and ordinances and the conditions below.
2. That a deviation is granted for up to 76% lot coverage, from the 70% maximum lot coverage allowed. (The actual deviation percentage will be determined and noted in the final ordinance.)
3. That the 10’ drainage and utility easement (or portion thereof) at the north side of the property is vacated. The Plat of Vacation shall be reviewed and recorded by staff with the County prior to building construction.
4. That a deviation is granted to allow one (1) less parking space than the 100 parking spaces required, for a total of 99 parking spaces.

5. That the parking table is revised on the plan to show 100 required spaces prior to final review by the Village Board.
6. That the accessible parking space striping is adjusted according to staff direction and that the accessible parking space locations are adjusted according to staff direction and shown on the plans prior to final review by the Village Board.
7. That the parking island east of the propane dispensing tank is relocated next to the propane dispensing tank and shown on the plans prior to final review by the Village Board.
8. That the 6' sidewalk and 4' landscape area south of the outdoor sales area is revised to a 7' sidewalk and 5' landscape area and shown on the plans prior to final review by the Village Board.
9. That two bicycle racks (rather than one) and a bicycle pad and rack detail are shown on the plans prior to final review by the Village Board.
10. That failing portions of sidewalk along Capitol Drive (as identified by staff) are shown on the plans for replacement prior to final review by the Village Board.
11. That three Special Accessory Uses are hereby approved for an outdoor sales area, outdoor display area, and propane dispensing tank as identified on the plans.
12. The outdoor display area shall be identified on the plans with labels and maximum limit lines prior to final review by the Village Board.
13. That a deviation is granted to allow the propane dispensing tank in the front yard which is otherwise not allowed.
14. That the plans are revised to show foundation landscape planting beds at the west elevation of the building per the staff concept and that the landscape plan is revised to include a mix of ornamental trees or 6' evergreen shrubs and lower shrubs and perennials in these planting beds. The revisions shall be shown on the plans prior to final review by the Village Board.
15. That the landscape plan is revised to show thirty-four 6' evergreen shrubs in the planting bed at the south side of the outdoor sales area (in place of the twenty 24" shrubs and twenty-seven perennials currently shown) prior to final review by the Village Board.
16. That a deviation is granted to allow an 8' fence around the outdoor sales area and a 4' fence around the propane dispensing tank instead of the maximum allowed 3' height for fences in the front yard.
17. That a deviation is granted to allow a three-sided fence around the propane dispensing tank in place of the required four-sided fence.

18. That one existing dead tree and several existing dead groups of shrubs in the parking lot islands (as identified by staff) are shown on the plan for replacement prior to final review by the Village Board.
19. That four 8' Concolor Fir trees are shown on the plan for placement in the south buffer and several existing dead or missing groups of shrubs (as identified by staff) are shown on the plan for replacement prior to final review by the Village Board.
20. That an existing healthy deciduous tree in the east buffer that is not shown on the plan is added to the plan and that several existing dead shrubs (as identified by staff) are shown on the plan for replacement prior to final review by the Village Board.
21. That several existing dead shrubs in the west buffer (as identified by staff) are shown on the plan for replacement prior to final review by the Village Board.
22. That an existing dead deciduous tree in the north buffer that is not shown on the plan is added to the plan and shown "to be removed" and that the Skyline Honeylocust is shifted west into the island prior to final review by the Village Board.
23. That all HVAC or utility equipment on the roof, building walls, or ground shall be shown on the plans and shown screened prior to final review by the Village Board.
24. That the owner cooperates with Village staff in the potential creation of an easement for the owners association in Sugar Grove Center for proper control of the subdivision sign on this property.
25. That the outdoor sales area canopy color is revised to a neutral color, black, a muted color, or a darker / deeper color (to avoid it appearing to be part of the sign and therefore being counted in the sign area calculation) prior to final review by the Village Board.

Or

That a deviation is granted for total sign area exceeding the maximum allowed on three sides of the building.

26. That the photometric plan is revised per staff comments in the Plan Commission report prior to final review by the Village Board.
27. That the applicant considers re-orienting the trash enclosure entrance to the south so that garbage trucks can complete an automated pickup of trash. If this will be modified, it shall shown as such on the plans prior to final review by the Village Board.
28. That all roof drainage from the building and canopy is tied in to the storm sewers and shown as such on the plans prior to final review by the Village Board.



**VILLAGE OF SUGAR GROVE
KANE COUNTY, ILLINOIS**

ORDINANCE NO. 2013-1105B

**AN ORDINANCE
GRANTING A FINAL PLANNED UNIT DEVELOPMENT AND
A MAJOR PLANNED UNIT DEVELOPMENT AMENDMENT
FOR A HARDWARE STORE
AT LOT 10 IN THE SUGAR GROVE CENTER PUD
(160 E. GALENA BOULEVARD)**

Adopted by the
Board of Trustees and President
of the Village of Sugar Grove
this 5th day of November, 2013.

Published in Pamphlet Form
by authority of the Board of Trustees
of the Village of Sugar Grove, Kane County,
Illinois, this 5th day of November, 2013.

ORDINANCE NO. 2013-1105B

**AN ORDINANCE
GRANTING A FINAL PLANNED UNIT DEVELOPMENT AND
A MAJOR PLANNED UNIT DEVELOPMENT AMENDMENT
FOR A HARDWARE STORE
AT LOT 10 IN THE SUGAR GROVE CENTER PUD
(160 E. GALENA BOULEVARD)**

BE IT ORDAINED by the Board of Trustees of the Village of Sugar Grove, Kane County, Illinois as follows:

WHEREAS, the Village of Sugar Grove is not a home rule municipality within Article VII, Section 6A of the 1970 Constitution of the State of Illinois and therefore pursuant to those powers granted to it under 65 ILCS 5/1-1 *et seq.*; and,

WHEREAS, the land described in Section One of this ordinance is within the boundaries of the Village of Sugar Grove and presently zoned B-3 Regional Business District Planned Unit Development; and,

WHEREAS, the Sugar Grove Center Planned Unit Development was approved by Ordinance 2004-0921C; and,

WHEREAS, DriBar Ace, LLC and DriBar Illinois, LLC have petitioned for a Final Planned Unit Development and Major Planned Unit Development Amendment for development of a hardware store with outdoor sales area, outdoor display areas, and propane refilling and dispensing tank; and,

WHEREAS, the Plan Commission reviewed the requests at a public meeting on October 16, 2013 and recommended to the Village Board of Trustees conditional approval of each of the requests 5-0; and,

WHEREAS, the Village Board of Trustees has reviewed the request and has deemed that approval of the Final Planned Unit Development and Major Planned Unit Development Amendment would be in compliance with the Zoning Ordinance of the Village of Sugar Grove.

NOW, THEREFORE, BE IT ORDAINED by the President and Board of Trustees of the Village of Sugar Grove, Kane County, Illinois, as follows:

SECTION ONE: FINAL PLANNED UNIT DEVELOPMENT AND MAJOR PLANNED UNIT DEVELOPMENT AMENDMENT

The subject property legally described on attached Exhibit A (hereby incorporated by reference) is hereby granted a Final Planned Unit Development and Major Planned Unit Development

Amendment pursuant to Ordinance 2004-0921C. Said Final Planned Unit Development and Major Planned Unit Development Amendment are conditioned upon compliance with the conditions enumerated on Exhibit B which is attached and made a part of this ordinance.

SECTION TWO: GENERAL PROVISIONS

REPEALER: All ordinances or portions thereof in conflict with this ordinance are hereby repealed.

SEVERABILITY: Should any provision of this Ordinance be declared invalid by a court of competent jurisdiction, the remaining provisions will remain in full force and effect the same as if the invalid provision had not been a part of this Ordinance.

EFFECTIVE DATE: This Ordinance shall be in full force and effect on and after its approval, passage and publication in pamphlet form as provided by law.

PASSED AND APPROVED by the President and Board of Trustees of the Village of Sugar Grove, Kane County, Illinois, this 5th day of November, 2013.

P. Sean Michels,
President of the Board of Trustees
of the Village of Sugar Grove, Kane
County, Illinois

ATTEST: _____
Cynthia L. Galbreath
Clerk, Village of Sugar Grove

| | Aye | Nay | Absent | Abstain |
|---------------------------|-----|-----|--------|---------|
| Trustee Robert E. Bohler | ___ | ___ | ___ | ___ |
| Trustee Kevin M. Geary | ___ | ___ | ___ | ___ |
| Trustee Sean Herron | ___ | ___ | ___ | ___ |
| Trustee Mari Johnson | ___ | ___ | ___ | ___ |
| Trustee Rick Montalto | ___ | ___ | ___ | ___ |
| Trustee David Paluch | ___ | ___ | ___ | ___ |
| President P. Sean Michels | ___ | ___ | ___ | ___ |

EXHIBIT A – LEGAL DESCRIPTION

LOT 10 IN SUGAR GROVE CENTER, IN THE VILLAGE OF SUGAR GROVE, KANE COUNTY, ILLINOIS, ACCORDING TO THE PLAT THEREOF RECORDED FEBRUARY 4, 2005 AS DOCUMENT 2005K014439

EXHIBIT B – CONDITIONS OF APPROVAL

1. The Final PUD and Major PUD Amendment shall substantially conform to:
 - a. the Site / Engineering / Landscape / Lighting Plan Set, titled “Ace Hardware”, by Craig R. Knoche & Associates, Sheets C0.1 to C7.4, last revised October 23, 2013;
 - b. the Building and Trash Enclosure Elevation Plan, titled “Sugar Grove Center Proposed Ace Hardware Preliminary Exterior Elevations”, by Reitan Architects, LLC, last revised October 29, 2013 and Floor Plan, titled “Sugar Grove Center Proposed Ace Hardware Preliminary Floor Plan”, by Reitan Architects, LLC, last revised September 24, 2013

except as such plans will be revised to address the staff review and conform to Village codes and ordinances and the conditions below.

2. That a deviation is granted for 71.60% lot coverage, which is otherwise 70% maximum.
3. That the 10’ drainage and utility easement (or portion thereof) at the north side of the property is vacated. The Plat of Vacation shall be reviewed and recorded by staff with the County prior to building construction.
4. That the accessible parking space striping is adjusted according to staff direction and that the accessible parking space locations are adjusted according to staff direction and shown on the plans prior to recording.
5. That three Special Accessory Uses are hereby approved for an outdoor sales area, outdoor display area, and propane dispensing tank as identified on the plans.
6. The outdoor display area shall be identified on the plans with labels and maximum limit lines prior to recording.
7. That a deviation is granted to allow the propane dispensing tank in the front yard which is otherwise not allowed.
8. That a deviation is granted to allow an 8’ fence around the outdoor sales area and a 4’ fence around the propane dispensing tank instead of the maximum allowed 3’ height for fences in the front yard.
9. That a deviation is granted to allow a three-sided fence around the propane dispensing tank in place of the required four-sided fence.

10. That all five existing deciduous trees at the northeast corner of the site are shown on the plan and three of those deciduous trees are labeled for removal. One new tree shall be added to the plan to replace the southeastern-most dead tree in this area.
11. That all HVAC or utility equipment on the roof, building walls, or ground shall be shown on the plans and shown screened prior to recording.
12. That the owner cooperates with Village staff in the potential creation of an easement for the owners association in Sugar Grove Center for proper control of the subdivision sign on this property.
13. That three deviations are granted for total sign area (including red canopies) exceeding the maximum allowed on each of three sides of the building specifically as shown in the plans.
14. That the photometric plan is revised per staff comments in the Plan Commission report prior to recording.
15. That all roof drainage from the building and canopy is tied in to the storm sewers and shown as such on the plans prior to recording.
16. That all plans remain subject to review and approval by the Village engineering consultant.

**VILLAGE OF SUGAR GROVE
BOARD REPORT**

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES
FROM: BRENT EICHELBERGER, VILLAGE ADMINISTRATOR
SUBJECT: 2013 PROPOSED PROPERTY TAX LEVY ANNOUNCEMENT
AGENDA: NOVEMBER 5, 2013 REGULAR BOARD MEETING
DATE: OCTOBER 29, 2013

ISSUE

Should the Village announce and approve the estimated and proposed 2013 property tax levy.

DISCUSSION

State statute requires that the Village announce and approve its estimated and proposed 2013 property tax levy at least 20 days prior to the passage of the tax levy ordinance. The tax levy ordinance is scheduled for approval on December 3, 2013, in advance of the December 24, 2013 filing deadline.

Staff recommends that the Village Board announce and approve an estimated and proposed levy of \$4,020,171.82. After reductions for bond abatements and actual EAV adjustments, the estimated property taxes are \$1,518,162, which is \$35,461 (2.4%) above the 2012 extension amount of \$1,482,701.

The Special Assessment for the MP/ROA project will continue and the SSA is schedule to begin at [\\$54.59MP/\\$36.85RO](#).

Attached is the memo describing the tax levy process and the spreadsheet used to calculate the tax levy.

COST

Costs associated with this item include the required publication notice, estimated to cost \$380. These costs will be deducted from account 01-56-6503, Publishing, which has a current balance remaining of \$382.

RECOMMENDATION

That the Board announce and approve the estimated and proposed 2013 property tax levy in the amount of \$4,020,171.82.

VILLAGE OF SUGAR GROVE
MEMO

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES
FROM: BRENT EICHELBERGER, VILLAGE ADMINISTRATOR
SUBJECT: 2013 PROPERTY TAX LEVY PROCESS
DATE: NOVEMBER 1, 2013

It is that time again when the Village, as well as all taxing bodies in the State, establishes its property tax levy for 2013. The Village must pass the Tax Levy Ordinance and file the Ordinance with the County Clerk's office no later than Tuesday, December 24, 2013. During the beginning of the following calendar year, the County Clerk's office calculates the tax extension. The Village will then receive tax collections from Kane County in various installments from May 2014 through December 2014.

There are two State Statute provisions that affect the Village's tax levy process. The first provision is what is commonly known as the "Tax Cap". In the early 1990's, State legislators approved the Property Tax Limitation Act, which provides that operating levy increases cannot exceed the Consumer Price Index increase for the prior calendar year, plus new growth. New growth consists of annexations of property and new building activity. For the 2013 tax levy, the CPI is 1.7%. New growth is even more difficult to determine during the current economy and construction period.

Because the Village and similar taxing bodies are not in a position to precisely estimate new growth, a consistent means of developing the tax levy is to increase the prior year levy by an over-inflated amount. The taxing bodies do this because if a taxing body's assumption on growth is too low, the taxing body loses the revenue increase related to those properties forever. During the tax extension process, the County will then decrease the proposed levies to the maximum amount allowed under the Tax Cap.

The second State Statute provision that affects the levy process is what is known as the Truth in Taxation Act. The Act provides that if the proposed property tax levy, excluding the debt portion, exceeds the prior year's property tax extension (excluding debt) by more than 5%, then the Village must meet certain public hearing and notice/publication requirements outlined in the Act. In addition, the amount of the proposed property tax levy, regardless of size, must be announced at least 20 days prior to passage of the Tax Levy Ordinance.

Based upon the above provisions, I have prepared a tax levy totaling \$4,020,171.82 that reflects a 30.66% increase over the 2013 tax levy extension. This year's levy amount includes \$1,425,445.00 in General Obligation Bonds that will be abated in the current year. Based upon prior experience and the current economic situation, the actual levy amount extended and

collected should be approximately 2.4% above last year's levy extension. Details of the proposed tax levy can be found on the attached spreadsheet.

The schedule for passage of the tax levy is as follows:

| Date | Action |
|---------------------------------|--|
| November 5, 2013 Board Meeting | Announcement and presentation to the Village Board of the proposed tax levy in the amount of \$4,020,171.80. |
| November 7, 2013 | Publish public hearing notice in the Kane County Chronicle |
| November 19, 2013 Board Meeting | Conduct the public hearing |
| December 3, 2013 Board Meeting | Pass Tax Levy and related Ordinances |
| December 10, 2013 | File ordinances and Truth in Taxation Certificate with County Clerk's Office |

Also, be advised that for levy purposes the Village has six General Obligation Alternate Revenue Bonds outstanding; dated 2006, 2006A, 2008A, 2009, 2013A and 2013B. These bond issues use revenue sources other than property taxes to fund debt service payments; however, the bond issues have an ultimate funding backup of property taxes. State Law provides that each year, the Village must pass abatement ordinances so property taxes are not extended on the bond issues. Staff will place the Abatement Ordinances before the Board for consideration at the December 3, 2013 Board Meeting.

In addition, the Village passed a special assessment ordinance in 2012 to assess a tax levy to cover the costs of improvements in Mallard Point/Rolling Oaks Area. These taxes are required to pay down the principal & interest on the debt assumed by the Village to cover the cost of the improvements.

The Village is also scheduled to initiate the MP/ROA SSA at [\\$54.59MP/\\$36.85RO](#).

Should you have questions regarding this matter, please contact me.

Village of Sugar Grove
 2013 Tax Levy Calculation
 For Ordinance Purposes Only

| Property Tax Type | 2012 Kane County Extension | 2013 Proposed Levy | % Change |
|--------------------------------|-------------------------------------|--------------------------|----------------|
| Corporate | \$ 761,683.80 | \$ 1,302,946.65 | |
| IMRF | 39,048.60 | 53,335.05 | |
| Police Protection | 127,632.77 | 223,357.35 | |
| Police Pension | 235,597.36 | 472,295.38 | |
| Audit | 13,114.83 | 22,950.95 | |
| Liability Insurance | 71,101.35 | 109,427.36 | |
| Street Lighting | 51,908.25 | 90,839.44 | |
| Social Security | 182,614.08 | 319,574.64 | |
| Total excluding bonds | 1,482,701.04 | 2,594,726.82 | 75.00% |
| Bonds & Interest | | | |
| *2006 General Obligation Bond | 383,550.00 | 377,137.00 | |
| *2006A General Obligation Bond | 616,630.00 | 390,187.00 | |
| *2008A General Obligation Bond | 141,425.00 | 140,525.00 | |
| *2008B General Obligation Bond | 134,680.00 | - | |
| *2009 General Obligation Bond | 317,835.00 | 316,465.00 | |
| *2013A General Obligation Bond | - | 142,513.00 | |
| *2013B General Obligation Bond | - | 58,618.00 | |
| Total bonds | 1,594,120.00 | 1,425,445.00 | -10.58% |
| GRAND TOTAL | \$ 3,076,821.04 | \$ 4,020,171.82 | 30.66% |

*Bond and Interest for the 2006, 2006A, 2008A, 2008B, and 2009 General Obligation Bonds were abated in the prior year. Bond and Interest for the 2006, 2006A, 2008A, 2009, 2013A and 2013B General Obligation Bonds will be abated in the current year.

Village of Sugar Grove
 2013 Tax Levy Calculation
 For Ordinance Purposes Only

| Property Tax Type | 2012 Kane County Extension | 2013 Proposed Levy | % Change | Projected 2013 Tax Levy Extension | |
|--------------------------------|-------------------------------------|--------------------------|-------------|--|----------------|
| Corporate | \$ 761,683.80 | \$ 1,302,946.65 | (30,000.00) | 762,347.73 | 50.22% |
| IMRF | 39,048.60 | 53,335.05 | (15,000.00) | 31,206.08 | 2.06% |
| Police Protection | 127,632.77 | 223,357.35 | | 130,685.30 | 8.61% |
| Police Pension | 235,597.36 | 472,295.38 | 60,000.00 | 276,337.72 | 18.20% |
| Audit | 13,114.83 | 22,950.95 | | 13,428.49 | 0.88% |
| Liability Insurance | 71,101.35 | 109,427.36 | (15,000.00) | 64,025.41 | 4.22% |
| Street Lighting | 51,908.25 | 90,839.44 | | 53,149.71 | 3.50% |
| Social Security | 182,614.08 | 319,574.64 | | 186,981.56 | 12.32% |
| | | | | <u>1,518,162.00</u> | <u>100.00%</u> |
| Total excluding bonds | <u>1,482,701.04</u> | <u>2,594,726.82</u> | 75.00% | <u>75.00%</u> | |
| Bonds & Interest | | | | | |
| *2006 General Obligation Bond | 383,550.00 | 377,137.00 | | | |
| *2006A General Obligation Bond | 616,630.00 | 390,187.00 | | | |
| *2008A General Obligation Bond | 141,425.00 | 140,525.00 | | | |
| *2008B General Obligation Bond | 134,680.00 | - | | | |
| *2009 General Obligation Bond | 317,835.00 | 316,465.00 | | | |
| *2013A General Obligation Bond | - | 142,513.00 | | | |
| *2013B General Obligation Bond | - | 58,618.00 | | | |
| | | | | | |
| Total bonds | <u>1,594,120.00</u> | <u>1,425,445.00</u> | -10.58% | | |
| GRAND TOTAL | <u>\$ 3,076,821.04</u> | <u>\$ 4,020,171.82</u> | 30.66% | | |

*Bond and Interest for the 2006, 2006A, 2008A, 2008B, and 2009 General Obligation Bonds were abated in the prior year. Bond and Interest for the 2006, 2006A, 2008A, 2009, 2013A and 2013B General Obligation Bonds will be abated in the current year.



Prime Retail and Mixed-Use Opportunity



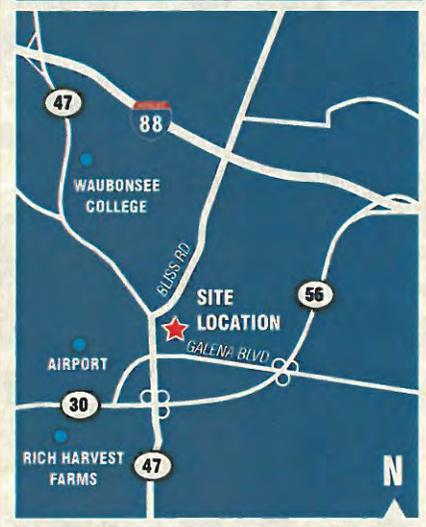
Quick Facts

| | |
|----------------------|---------------|
| POPULATION | 9,252 |
| EMPLOYEES | 2,753 |
| AVG HOUSEHOLD INCOME | \$121,710 |
| TOTAL RETAIL DEMAND | \$131,195,291 |
| FOOD & DRINK | \$14,507,926 |
| TOTAL BUSINESSES | 493 |

© 2013 ESRI BUSINESS ANALYST

Location Map

SUGAR GROVE, ILLINOIS



Proposed Uses

Owner will consider build to suit

| KEY | LAND USE / # OF STORIES | CONCEPTUAL BUILDING SF | SITE SIZE |
|-----|-----------------------------|------------------------|------------|
| A | RETAIL / RESTAURANT / 1 STY | 8,000 SF | 1.40 ACRES |
| B | RESTAURANT / 1 STY | 4,000 SF | 1.40 ACRES |
| C | RETAIL / 1 STY | 15,000 SF | 2.68 ACRES |
| D | HOTEL / 3 STY | 39,000 SF | 2.15 ACRES |
| E | RETAIL / OFFICE / 2 STY | 14,000 SF | 1.20 ACRES |
| F | RETAIL / OFFICE / 2 STY | 14,000 SF | 1.38 ACRES |
| G | PARK / ENTERTAINMENT | -- | 3.35 ACRES |
| H | RESTAURANTS / 1 STY | 12,000 SF | 0.82 ACRES |
| I | RETAIL / OFFICE / 2 STY | 32,000 SF | 1.93 ACRES |

For More Info:

RICHARD YOUNG
VILLAGE OF SUGAR GROVE
COMMUNITY DEVELOPMENT DIRECTOR
 (630) 466-8954
 RYOUNG@SUGAR-GROVE.IL.US

**VILLAGE OF SUGAR GROVE
BOARD REPORT**

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES
FROM: RICHARD YOUNG, COMMUNITY DEVELOPMENT DIRECTOR
SUBJECT: HOTEL FEASIBILITY STUDY
AGENDA: NOVEMBER 5, 2013 REGULAR VILLAGE BOARD MEETING
DATE: NOVEMBER 1, 2013

ISSUE

Should the Village share the cost of a Hotel Feasibility Study with the Sugar Grove Economic Development Corporation.

DISCUSSION

In the ongoing effort to bring a hotel to the community, the EDC, staff and President Michel's have been reviewing options and funding for a Hotel Feasibility Study. Through a contact with The Prime Group, Inc. (a major hotel developer), which recently completed the new JW Marriott Hotel in downtown Chicago, we have a firm which is ready to provide us with a scope of services for the completion of this study. HVS International is a major services consulting and valuation firm which specializes in hotel management, asset management, and convention and entertainment facilities development, along with a number of other services. The feasibility Study would be done in three phases and after the first phase, if the projected hotel room nights did not match up with what is needed for a franchisee to look at the Village as a viable location, the consulting work could be halted.

Phase I of the study would provide market research regarding room night demand for our area and how this relates to a possible hotel development in the Village. Phase I would also provide information regarding whether or not we should continue with a second and third phase of the study. Phase II, would provide a detailed forecast and Phase III would provide a complete market analysis for the area.

Earlier this year the EDC authorized the use of \$2500 for a study of this type. The cost for Phase I, as outlined above would be \$7200 for service provided by HVS. At this point Staff is recommending that the Village and the EDC consider sharing the cost of the Phase I study and each commit \$3600 for this project. Please note that if a Phase II Study (\$3000) and a Phase III Study (\$2000-\$4000) are developed, an expanded agreement on shared costs would be needed.

ATTACHMENT

- Map of one proposed target area for a hotel and entertainment area.

COSTS

There are consultant fees totaling a not to exceed amount of \$7200 associated with the preparation of the Phase I Feasibility Study, of which the Village would be responsible for one half (\$3600) of these fees. Funds could be used from the Economic Development Fund approved as a part of the FY13-14 General Fund Budget.

RECOMMENDATION

That the Village Board review and approve the proposed cost sharing agreement for a Hotel Feasibility Study with the Sugar Grove EDC.

**VILLAGE OF SUGAR GROVE
BOARD REPORT**

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES
FROM: CINDY GALBREATH, VILLAGE CLERK
SUBJECT: RESOLUTION: USE OF VILLAGE COMMUNICATION SYSTEMS BY
COMMUNITY ORGANIZATIONS
AGENDA: NOVEMBER 5, 2013 REGULAR BOARD MEETING
DATE: OCTOBER 31, 2013

ISSUE

Does the Village Board desire to expand the usage of Village communication systems.

DISCUSSION

In April of 2010 the Village Board adopted a Resolution setting a policy on the use of Village communications systems. At that time only community organizations and not-for profits specifically listed were given the ability to use Village communication systems, on a limited basis to publish a notice of their events in the monthly newsletter and other communication methods used by the Village.

Recently the Village was asked to consider placing information for an upcoming event that is being held by an entity that does comply with the current policy. It is recognized that this request is made on behalf of an event (the International Crown), an event that will bring a large amount of visitors to the area and be a benefit to the community.

In order for staff to be able to honor this request the current policy would need to be amended. When considering amending the policy please bear in mind that once advertizing is allowed it is difficult to say no to others. The Village has to remain fair and equitable. Staff suggests that should the Board decide to amend the policy that in the event the Village gets multiple or improper requests that the policy be repealed, access removed, and the policy revisited.

The major amendments in the policy are:

1. Economic development type advertizing – the type the Village does for ribbon cuttings etc. and for large “tourism” events.
2. Add accredited learning institution
3. Must be a tourism related event with an estimated attendance over 300.
4. No advertisements for products or goods

5. No request shall be made no more than three months prior to an event
6. Request shall be limited to no more than 30 words. (for messaging on bills)
7. No request shall be honored for any one event more than one time per year

COSTS

There are no costs associated with the resolution.

RECOMMENDATION

That the Village Board adopt a Resolution Enacting an Amended Policy for the Use of Village Communication Systems by Community Organizations, subject to attorney review.

**Village of Sugar Grove
Use of Village Communications Systems
By Community Organizations
Policy
(CSCO Policy)**

Purpose

The purpose of this policy is to establish guidelines and standards governing the use of and access to Village Communication Systems for the purpose of making public service announcements. Village Communication Systems are used to communicate with elected officials, with other governmental entities, staff, companies, and individuals for the purpose of distributing information.

The Village of Sugar Grove's Communication systems is used to advance the public's health, safety and welfare by providing information for and interacting with the citizens, businesses, and visitors of Sugar Grove. This includes promoting tourism and economic development within the Village.

The Village of Sugar Grove Communications System by Community Organizations policy is herein established to maintain the integrity of Village communications and establish procedures.

Definitions

Community Organizations: One of the following criteria that must be met in order to qualify as a Community Organization:

1. The organization must be not-for-profit and must have a significant relationship to the Sugar Grove community. A significant relationship can be demonstrated by meeting one of the following:
 - a. Having members or participants (minimum of 20) of which 55% or more reside within the corporate limits of the Village.
 - b. Having a charter or other official recognition by a parent state or national organization that designates it a Sugar Grove chapter.
 - c. The Corporate Authorities hereby find that the organizations listed on Exhibit A satisfy the foregoing criteria in subparagraphs (A) and/or (B):
2. Being one of the following governmental entity serving Village residents:
 - Kane County
 - School District 129
 - School District 302
 - Sugar Grove Fire Protection District
 - Sugar Grove Park District
 - Fox Valley Special Recreation Association

Sugar Grove Public Library
Sugar Grove Township
Waubonsee Community College
An accredited learning institution

3. Being one of the following entities serving the Village:
 1. Federal and State Representatives for purposes of announcing the place and time of Town Meetings
 2. Sugar Grove Chamber of Commerce
 3. Being an organization which provides a recreational service within Sugar Grove.
4. Being a tourism related event occurring with the Village with an estimated attendance of over 300.

Definitions

Communications Systems: Electronic Communications, Village Newsletters, Social Networking Systems, Website, Monthly Billing message.

Recipients: Elected Officials, Village Staff, Village Residents & Business, other Governmental Entities, and others who request to receive notices via any Village Communication system.

Policy

This policy is herein established to safeguard the personal information of all recipients and insure the integrity and impartiality of Village communications. Further, this policy is meant to insure the proper use of Village funds and set guidelines for use of communications systems.

The Village of Sugar Grove communications systems are designed to facilitate Village communication. The Village Communication System has **not** been established as a public forum for personal expression. All communication systems are Village property and not to be used for personal gain or to support or advocate for non-village or non-community organization related business or purposes. Village communications are public records to the same extent as other Village records, and as such are subject to Illinois Freedom of Information Act.

The Village, through its managers and supervisors, reserves the right to edit all communications for typographical errors and to edit for space limitations. The Village, through its Administration Departments, purchases, owns and administers the necessary software and licenses to provide access to E-mail and Internet services and produce the monthly newsletter. No organization may rent, copy or borrow any software, documentation, or email addresses. The Village has invested considerable time and money to secure its electronic systems from intrusion and harmful viruses. Department heads are responsible for the implementation and adherence of this policy within their departments.

Website Guidelines

The following is the policy of the Village of Sugar Grove regarding advertising on the Village's website. Advertisements will be limited to tourism event-related information only for events occurring within the Village and for notification of grand openings and ribbon cuttings, as well as articles written by or for the Village regarding business activities. The Village shall maintain control and have final approval of all website elements.

The Village of Sugar Grove website will not consider a request for any advertisement that falls within one or more of the following categories:

Outside Village Limits.

The advertisement focuses on an event wholly outside of the Sugar Grove Village limits.

Products or Goods.

The advertisement promotes a specific product or service rather than a specific event occurring during a specified time and date.

Electronic, Social Networking and Monthly Billing Communications Guidelines

Electronic Communications, Social Networking, and Monthly Billing messages shall be limited to a notice only of an upcoming event.

No request shall be made no more than three months prior to an event.

Shall be limited to no more than 30 words.

No request shall be honored for any one event more than one time per year.

Newsletter Guidelines

Requested usage shall be only for the purpose of publicizing an event that is held within and for the benefit of the Sugar Grove community. The announcement shall be for giving notice of meetings or functions and may not contain language tending to promote a commercial, political or religious position or belief. The content of the announcement shall be limited to providing a time, date and place for the event, the nature of the event, a contact person and a phone number to call for additional information.

1. All associated costs shall be borne by the requesting entity or agency.
 - a. Costs may include but are not limited to:
 - i. Actual per copy charge
 - ii. Paper
 - iii. Additional postage
 - iv. Administrative charge should staff time be estimated to be more than ¼ of an hour for additional time.
2. All requests shall be submitted in an electronic format.
3. All requests must include a contact person for the organization.
4. Request shall be made for no more than 2 pages

5. Any request for 2 pages shall be produced as 1 page – double sided.
6. The Village shall have the right to deny any and all requests in excess of one page (double sided). Also the Village shall have the right to deny any request if there is already a request for a given newsletter for a given month (processed on a first come, first served basis) or if Village needs preclude the granting of any requests.
 - a. The Village shall notify the requestor in a timely manner of any denial.
7. All requests must be received no later than 45 (forty-five) days prior to the requested publication month.
8. No request shall be made more than three months prior to the event.
9. No request shall be honored for any one event more than one time per year.

Acceptance of Policy Terms and Conditions

The Village will require all potential users to read and follow the terms of this policy as part of making these communication systems available.

1. The Village shall retain the right to repeal the policy at any time.

Approved Users

Upon approval of this policy the following organizations as listed on Exhibit A shall be granted status as a Sugar Grove Communication Systems approved Community Organization. Should other entities or organizations desire to be established as an approved Community Organization approval a request for approval shall be submitted and if the criterion specified above is met, they shall be added as an approved user. The request shall be in the form of a letter addressed to the Village Clerk, 10 S. Municipal Drive, Sugar Grove, IL 60554. Letter shall include the requesting entity, proof of not-for-profit status, contact information and the nature of information to be communicated.

Responsible Village Official

The Administrator or his designee shall be the Village official responsible for the overall implementation and administration of this Policy.

Exhibit A

**Village of Sugar Grove
Use of Village Communications Systems
By Community Organizations
Policy**

On: ____/____/____

Sugar Grove Corn Boil
Sugar Grove Lions Club
Sugar Grove Chamber of Commerce
Sugar Grove Food Pantry – Between Two Friends
Sugar Grove Farmers Market (subsidiary of the Sugar Grove Chamber)
Sugar Grove Library Friends
Sugar Grove Holiday in the Grove



**A RESOLUTION ESTABLISHING POLICY FOR THE
USE OF VILLAGE COMMUNICATION SYSTEMS BY COMMUNITY ORGANIZATIONS
POLICY**

WHEREAS, the President and Board of Trustees of the Village of Sugar Grove, Kane County, Illinois, desire to allow for limited use of Village Communication Systems by others; and,

WHEREAS, as all the Village Communication System method are produced in-house; and

WHEREAS, as Village has limited resources and funds available for the production of communications; and

WHEREAS, as the Village Communication Systems are used to inform residents, businesses, and other governmental entities on Village activities, events, and items that may have an impact on their travel, neighborhood or daily lives; and

WHEREAS, many of those who choose to have Village Communications have indicated that they do not want to share their personal information, nor receive advertising from for profit agencies not affiliated with the Sugar Grove Community; and

WHEREAS, the Village desires that this policy sets in place guidelines for use only by not-for-profit community organizations that provide events and activities that are for the benefit of Sugar Grove; and

WHEREAS, the Village desires that this policy protects the personal information of those who receive Village Communications.

NOW THEREFORE BE IT RESOLVED by the President and Board of Trustees of the Village of Sugar Grove, Kane County, Illinois, that a Use of Village Communications Systems by Community Organization policy be established as described in attached Exhibit A.

ADOPTED this 5th day of November, 2013, by the Corporate Authorities of the Village of Sugar Grove by roll call vote as follows:

| | Aye | Nay | Absent |
|----------|-------|-------|--------|
| Bohler | _____ | _____ | _____ |
| Herron | _____ | _____ | _____ |
| Paluch | _____ | _____ | _____ |
| Johnson | _____ | _____ | _____ |
| Montalto | _____ | _____ | _____ |
| Geary | _____ | _____ | _____ |

APPROVED by the President of the Village of Sugar Grove on the 5th day of April, 2013.

P. Sean Michels, Village President

Attest: Cynthia L. Galbreath, Village Clerk

Village of Sugar Grove
Use of Village Communications Systems
By Community Organizations
Policy
(CSCO Policy)

Purpose

The purpose of this policy is to establish guidelines and standards governing the use of and access to Village Communication Systems for the purpose of making public service announcements. Village Communication Systems are used to communicate with elected officials, with other governmental entities, staff, companies, and individuals for the purpose of distributing information.

The Village of Sugar Grove's Communication systems is used to advance the public's health, safety and welfare by providing information for and interacting with the citizens, businesses, and visitors of Sugar Grove. This includes promoting tourism and economic development within the Village.

The Village of Sugar Grove Communications System by Community Organizations policy is herein established to maintain the integrity of Village communications and establish procedures.

Definitions

Community Organizations: One of the following criteria that must be met in order to qualify as a Community Organization:

1. The organization must be not-for-profit and must have a significant relationship to the Sugar Grove community. A significant relationship can be demonstrated by meeting one of the following:
 - a. Having members or participants (minimum of 20) of which 55% or more reside within the corporate limits of the Village.
 - b. Having a charter or other official recognition by a parent state or national organization that designates it a Sugar Grove chapter.
 - c. The Corporate Authorities hereby find that the organizations listed on Exhibit A satisfy the foregoing criteria in subparagraphs (A) and/or (B):
2. Being one of the following governmental entity serving Village residents:
 - Kane County
 - School District 129
 - School District 302
 - Sugar Grove Fire Protection District
 - Sugar Grove Park District

Fox Valley Special Recreation Association
Sugar Grove Public Library
Sugar Grove Township
Waubonsee Community College
An accredited learning institution

3. Being one of the following entities serving the Village:
 1. Federal and State Representatives for purposes of announcing the place and time of Town Meetings
 2. Sugar Grove Chamber of Commerce
 3. Being an organization which provides a recreational service within Sugar Grove.
4. Being a tourism related event occurring with the Village with an estimated attendance of over 300.

Definitions

Communications Systems: Electronic Communications, Village Newsletters, Social Networking Systems, Website, Monthly Billing message.

Recipients: Elected Officials, Village Staff, Village Residents & Business, other Governmental Entities, and others who request to receive notices via any Village Communication system.

Policy

This policy is herein established to safeguard the personal information of all recipients and insure the integrity and impartiality of Village communications. Further, this policy is meant to insure the proper use of Village funds and set guidelines for use of communications systems.

The Village of Sugar Grove communications systems are designed to facilitate Village communication. The Village Communication System has **not** been established as a public forum for personal expression. All communication systems are Village property and not to be used for personal gain or to support or advocate for non-village or non-community organization related business or purposes. Village communications are public records to the same extent as other Village records, and as such are subject to Illinois Freedom of Information Act.

The Village, through its managers and supervisors, reserves the right to edit all communications for typographical errors and to edit for space limitations. The Village, through its Administration Departments, purchases, owns and administers the necessary software and licenses to provide access to E-mail and Internet services and produce the monthly newsletter. No organization may rent, copy or borrow any software, documentation, or email addresses. The Village has invested considerable time and money to secure its electronic systems from intrusion and harmful viruses. Department heads are responsible for the implementation and adherence of this policy within their departments.

Website Guidelines

The following is the policy of the Village of Sugar Grove regarding advertising on the Village's website. Advertisements will be limited to tourism event-related information only for events occurring within the Village and for notification of grand openings and ribbon cuttings, as well as articles written by or for the Village regarding business activities. The Village shall maintain control and have final approval of all website elements.

The Village of Sugar Grove website will not consider a request for any advertisement that falls within one or more of the following categories:

Outside Village Limits.

The advertisement focuses on an event wholly outside of the Sugar Grove Village limits.

Products or Goods.

The advertisement promotes a specific product or service rather than a specific event occurring during a specified time and date.

Electronic, Social Networking and Monthly Billing Communications Guidelines

Electronic Communications, Social Networking, and Monthly Billing messages shall be limited to a notice only of an upcoming event.

No request shall be made no more than three months prior to an event.

Shall be limited to no more than 30 words.

No request shall be honored for any one event more than one time per year.

Newsletter Guidelines

Requested usage shall be only for the purpose of publicizing an event that is held within and for the benefit of the Sugar Grove community. The announcement shall be for giving notice of meetings or functions and may not contain language tending to promote a commercial, political or religious position or belief. The content of the announcement shall be limited to providing a time, date and place for the event, the nature of the event, a contact person and a phone number to call for additional information.

1. All associated costs shall be borne by the requesting entity or agency.
 - a. Costs may include but are not limited to:
 - i. Actual per copy charge
 - ii. Paper
 - iii. Additional postage
 - iv. Administrative charge should staff time be estimated to be more than ¼ of an hour for additional time.
2. All requests shall be submitted in an electronic format.
3. All requests must include a contact person for the organization.
4. Request shall be made for no more than 2 pages
5. Any request for 2 pages shall be produced as 1 page – double sided.

6. The Village shall have the right to deny any and all requests in excess of one page (double sided). Also the Village shall have the right to deny any request if there is already a request for a given newsletter for a given month (processed on a first come, first served basis) or if Village needs preclude the granting of any requests.
 - a. The Village shall notify the requestor in a timely manner of any denial.
7. All requests must be received no later than 45 (forty-five) days prior to the requested publication month.
8. No request shall be made more than three months prior to the event.
9. No request shall be honored for any one event more than one time per year.

Acceptance of Policy Terms and Conditions

The Village will require all potential users to read and follow the terms of this policy as part of making these communication systems available.

1. The Village shall retain the right to repeal the policy at any time.

Approved Users

Upon approval of this policy the following organizations as listed on Exhibit A shall be granted status as a Sugar Grove Communication Systems approved Community Organization. Should other entities or organizations desire to be established as an approved Community Organization approval a request for approval shall be submitted and if the criterion specified above is met, they shall be added as an approved user. The request shall be in the form of a letter addressed to the Village Clerk, 10 S. Municipal Drive, Sugar Grove, IL 60554. Letter shall include the requesting entity, proof of not-for-profit status, contact information and the nature of information to be communicated.

Responsible Village Official

The Administrator or his designee shall be the Village official responsible for the overall implementation and administration of this Policy.

Exhibit A

**Village of Sugar Grove
Use of Village Communications Systems
By Community Organizations
Policy**

On: ____/____/____

Sugar Grove Corn Boil
Sugar Grove Lions Club
Sugar Grove Chamber of Commerce
Sugar Grove Food Pantry – Between Two Friends
Sugar Grove Farmers Market (subsidiary of the Sugar Grove Chamber)
Sugar Grove Library Friends
Sugar Grove Holiday in the Grove

**VILLAGE OF SUGAR GROVE
BOARD REPORT**

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES
FROM: RICH YOUNG, COMMUNITY DEVELOPMENT DIRECTOR
MIKE FERENCAK, VILLAGE PLANNER
SUBJECT: DISCUSSION: TEMPORARY USE AT 769 N. HEARTLAND
DRIVE – SLKM ENTERPRISES, INC.
AGENDA: NOVEMBER 5, 2013 COMMITTEE OF THE WHOLE MEETING
DATE: OCTOBER 30, 2013

ISSUE

Discussion of administrative approval of a Temporary Use for outdoor storage, display and sale of automobiles at 769 N. Heartland Drive.

DISCUSSION

In January 2013, staff received a request to answer whether an *internet-based automobile sales* business would be permissible in the M-1 Limited Manufacturing District. Staff determined that an *internet-based automobile sales* business would be considered an *administrative building*, which is a permitted use in the M-1 District, if the showing of vehicles would not take place and all processing of sales from transactions over the internet are occurring wholly within the building at issue. Also, any incidental storage of vehicles would be inside the building.

Based on the determination, SLKM Enterprises, Inc., an *internet-based automobile sales business*, began operations in the M-1 District at 769 N. Heartland Drive, Unit F subject to the limitations of an *administrative building* stated in the paragraph above.

In August of 2013, SLKM and their representative James White, requested that the Village consider an allowance for limited outdoor display and sale of automobiles.

Discussions between SLKM and staff have resulted in mutual support of a temporary use with a storage / display limit of six vehicles for sale (typically not plated) and no flags, streamers, etc. allowed. Mr. White submitted a formal request for Temporary Use dated October 18, 2013 (attached) which requests a Temporary Use through March 31, 2015.

Per Section 11-4-8 Temporary Uses of the Zoning Ordinance, the Community Development Director may approve of temporary uses, provided that a written review, including findings, is completed by staff, the temporary use is granted with a specific

time limit, and subject to any conditions which may be necessary to ensure the public health, safety, and general welfare.

Staff determined that the storage and display of vehicles for sale would fit into the category of Temporary Use listed as “Other temporary uses which, in the opinion of the Community Development Director or his/her designee, are similar to the uses listed in this section, and are otherwise consistent with the comprehensive plan and zoning for the district in which said use is sought”. This type of temporary use does not require Village Board approval. However, staff is bringing this item to the Committee of the Whole to review as the use is not a typical temporary use and a permanent use of this nature would not be allowed in this location.

Staff’s review of the request including responses to Section 11-4-8-E Findings, Section 11-4-8-F Temporary Use Permit, and Section 11-4-8-G Conditions is attached.

No landscape or other screening is being proposed by the applicant or requested by staff. The applicant will need to provide proof of ownership and a letter from the property owner supporting this request, as well as pay a basic fee of \$40.

The specific request is as follows:

1. Temporary Use for outdoor storage, display, and sale of automobiles, pursuant to Section 11-4-8 Temporary Uses, Structures, and Buildings of the Sugar Grove Zoning Ordinance.

Staff has reviewed this request and intends to approve the request subject to the following conditions:

1. That this Temporary Use is valid until March 31, 2015.
2. That the outdoor storage, display, and sale of vehicles is limited to a maximum of six (6) vehicles at any one time in the parking lot of the subject property.
3. That flags, streamers, and other attention-getting devices are not allowed at any time.
4. That no screening is required with this temporary use.
5. That the applicant submit proof of ownership and a letter from the owner supporting this temporary use.
6. That the applicant pay a \$40 fee.

The following items are attached for your information:

1. Letter from Attorney James White, dated October 18, 2013.
2. Staff’s review.

COST

There is no cost associated with this proposal.

RECOMMENDATION

That the Committee review the request and determination by the Community Development Director and provide any further comment or direction.

WHITE & EKKER, P.C.

263 MAIN STREET
SUGAR GROVE, IL 60554
(630) 466-1600
(630) 466-9972 *Fax*

JAMES F. WHITE

STEVEN B. EKKER

October 18, 2013

Village President Sean Michels
and Trustees of the Village Board
Village of Sugar Grove
10 Municipal Dr.
Sugar Grove, IL 60554

Re: REQUEST FOR TEMPORARY USE
SLKM Enterprises, Inc.
769 Heartland Drive, Unit "E", Sugar Grove, IL

Dear President Michels and Trustees:

SLKM Enterprises, Inc. ("SLKM"), currently maintains an internet based automobile sales center at the referenced address within the Village of Sugar Grove. Steve DeAmico, the President of SLKM, desires to sell automobiles at retail from that location, with automobiles that are for sale displayed in the parking area of the property. The property is presently zoned M-1, Limited Manufacturing District, and does not allow as a permitted use automobile dealerships. I am advised by staff for the Village that rezoning to the B-3, Regional Business District, as well as a Special Use for Automobile Sales would be required to allow outdoor display of automobile for sale on the property. Since SLKM is merely a tenant in this property, the expense and time to obtain such rezoning and special use would be prohibitive.

It in my understanding that Village Manager Eichelberger and Community Development Director Young do not object to the temporary and limited display and sale of automobiles from the property for the remainder of the SLKM lease term, which is March 31, 2015. They believe, however, and Mr. DeAmico would agree, that the display of automobiles should be limited to no more than six (6) un plated vehicles (vehicles without license plates) at any time. Additionally, flags and streamers would not be permitted on a permanent basis.

Section 11-4-8 of the Village Zoning Ordinance authorizes the Village Board to grant SLKM a temporary use as described above. The approval of a temporary use for the referenced property as described above will benefit the Village and result in additional revenue to the Village in the form of retail sales tax revenue. Granting the temporary use will also help promote the Village as being mindful of the needs of area businesses, with the hope that as businesses seek to relocate or expand within the area, they will look to Sugar Grove. At the end of the SLKM lease, Mr.

Village of Sugar Grove
October 18, 2013
Page 2

DeAmico and the Village can then assess whether to seek proper zoning approval to allow the limited sale of automobiles from the property.

Accordingly, on behalf of Mr. DeAmico and SLKM Enterprises, Inc., request is hereby made to permit the use of the referenced property for the display and retail sale of automobiles, through March 31, 2015.

Sincerely,



James F. White
Attorney at Law

Cc: Mr. DeAmico
Mr. Eichelberger
Mr. Young

**Temporary Use – outdoor storage, display, and sales of vehicles
769 N. Heartland Drive, SLKM Enterprises, Inc.
October 30, 2013**

Note 11-4-8-A Purpose:

These regulations are intended to prescribe the conditions under which limited duration activities may be conducted. The intent is to safeguard the public health, safety, and general welfare and prevent the creation of any nuisance or annoyance to the occupants of adjacent buildings, premises or property, and the general public.

Note 11-4-8-B Approval Needed:

A temporary use approval shall be required for all temporary uses listed in this chapter. Any use not expressly listed herein, or otherwise allowed in the zoning district in which the use is sought, is prohibited. A temporary use approval must be issued prior to the commencement of any temporary use listed herein.

Per 11-4-8-C Type of Approval and Duration of Uses:

Other temporary uses which, in the opinion of the community development director or his/her designee, are similar to the uses listed in this section, and are otherwise consistent with the comprehensive plan and zoning for the district in which said use is sought, with Community Development Director or his/her designee approval.

The proposed use would be considered under the above classification which does not list a specific maximum duration. The applicant is requesting about 15 months, which is reasonable.

Other uses listed in this section not applicable.

Note 11-4-8-D Exemptions:

Not applicable to the proposed use.

Per 11-4-8-E Findings:

The village board or community development director or his/her designee shall only approve an application for a temporary use permit if all of the following findings can be made:

1. The proposed temporary use will be compatible with adjacent uses and will not adversely affect the surrounding neighborhood by means of odor, noise, dust or other nuisances.

The outdoor storage, display, and sales of vehicles would be compatible with adjacent uses on a limited basis.

2. The additional parking required by the temporary use will be provided on site, if applicable, or adequate street parking is available in the immediate area.

There are 54 total parking spaces at 769 N. Heartland Drive. The other four tenants in the building require 39 parking spaces. This use requires 2 parking spaces. There is also one vacant tenant unit. Assuming the vacant tenant unit may need 7 parking spaces at some time, there are 6 remaining parking spaces available on the site. The outdoor storage, display, and sale of vehicles will be limited to 6 parking spaces.

3. Increased traffic caused by the temporary use will not adversely affect the surrounding neighborhood or village at large.

There will be increased traffic to the site, but it will not adversely affect the neighborhood.

4. The proposed temporary use is generally consistent with the comprehensive plan, municipal code, and other applicable codes.

Outdoor storage, display, and sales of vehicles is not consistent with the zoning ordinance for a permanent use. As a temporary use, it is being considered by the Community Development Director on a limited basis.

Per 11-4-8-F Temporary Use Permit:

Each temporary use approval shall be described in a permit thereby issued by the community development director or his/her designee prior to commencement of the use. The permit shall include the following:

1. A defined area with an outer perimeter line for the temporary use shall be outlined on a site plan of the site. The site plan shall show all permanent and temporary structures. Permanent required parking spaces shall generally not be obstructed by the temporary use.

The defined area of the temporary use will be considered to be the entire 769 N. Heartland Drive property. In practice, SLKM Enterprises, Inc. will tend to park the stored and displayed vehicles for sale at the northwest corner of the property. Permanent required parking spaces will be obstructed by this temporary use as described in the parking discussion above.

2. The number of parking spaces required for the temporary use shall be determined by the community development director or his/her designee. Required parking spaces for permanent use may be used to fulfill the parking requirements for the temporary use to the extent it will not practically interfere with the permanent use.

The temporary use will be limited to six (6) parking spaces.

3. The traffic associated with the temporary use and whether the traffic routes will be able to handle the additional burden.

Traffic should not be an issue with this temporary use.

4. That all unimproved parking areas and main walk areas shall be kept damp or shall be covered with a material to prevent rising dust.

Dust will not be an issue with this temporary use.

5. That all sites shall be completely cleaned of debris and temporary structures including, but not limited to: trash receptacles, signs, stands, poles, electrical wiring or any other fixtures and appurtenances or equipment connected therewith, after the termination of the temporary use.

These items will not be an issue with this temporary use.

6. That temporary structures shall conform to zoning setback and height requirements for principal uses in the applicable district, unless stated otherwise by the specific permit.

There will be no temporary structures with this temporary use.

Per 11-4-8-G Conditions:

The village board or community development director or his/her designee may impose such additional conditions on a temporary use permit as are necessary to meet the purposes of this chapter and protect the public health, safety and welfare and adjacent uses. Conditions which may be imposed may include, but are not limited to:

1. Additional parking requirements, such as which surfaces may be parked upon.

None.

2. Additional traffic related requirements, such as additional ingress and egress.

None.

3. Additional yard setback and open space requirements.

None.

4. Placement requirements for the temporary use.

None.

5. Extent of permanence of the buildings, structures, or equipment involved.

None.

6. Cash deposit requirements.

None.

7. Fences, walls or other screening.

No screening is proposed, nor being requested for this temporary outdoor storage and display of vehicles for sale.

8. Temporary fencing or barricades.

None.

9. Signs.

No additional signs will be allowed with this temporary use.

10. Property maintenance during the course of the activity.

None.

11. Control of illumination, noise, odor, vibration or other nuisances.

None.

12. Hours of operations.

None.

13. Number of locations.

None.

14. Security and lighting.

None.

15. Other conditions.

None.

Per 11-4-8-I Requirements Specific to Certain Temporary Uses:

Not applicable to the proposed use.

Per 11-4-8-J Submittal:

A submittal for one or more temporary uses may be made to the community development department on forms provided and amended from time to time by the community development department. Proof of ownership, or a signed letter from either the property owner or their authorized representative, for the property on which the activity is to take place shall be presented at the time the temporary use permit is requested.

The applicant will need to submit proof of ownership and a letter from the owner supporting this request.

Per 11-4-8-K Fees:

A fee for a temporary use permit shall be charged. The fee shall be set by separate resolution of the village and may be amended from time to time. Provided, however, those fees shall be waived for not for profit entities with an internal revenue code 501(c) designation, and units of local government. The schedule of fees shall be available in the community development department.

The schedule of fees for temporary uses has not been set at this time. A basic permit cost of \$40 shall be charged for this temporary use.

**VILLAGE OF SUGAR GROVE
BOARD REPORT**

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES
FROM: CYNTHIA L. GALBREATH, VILLAGE CLERK
SUBJECT: DISCUSSION: NATIONAL CITIZEN SURVEY
AGENDA DATE: NOVEMBER 5, 2013 COMMITTEE OF THE WHOLE
DATE: OCTOBER 2013

ISSUE

Should the Village Board review the National Research Center citizen survey.

DISCUSSION

The Board approved the National Research Center (NRC) Citizen Survey on June 18, 2013. The National Citizen Survey results have been received. Overall the Village of Sugar Grove results as compared to the 2007 survey show a higher rating in most all areas.

Four separate reports were received, 1) Results of the Survey, 2) Report of Demographic Subgroups Comparisons, 3) Benchmark Report, and 4) Open-ended questions. The reports contain an abundance of information worthy of thorough reading. Staff suggests the Board take the time to read and review the survey results and to further discuss the survey results and possible actions, if any, at the December 3, 2013 meeting.

The reports have been reviewed and a very brief summary of a few highlights are as follows.

The public perception of transportation in Sugar Grove improved significantly in the area of ease of travel and traffic flow. Pedestrian travel (walking, pathways, bike travel) are still seen as lacking but show improvements in the overall ratings.

Areas of street repair, cleaning, lighting, snow removal, signal timing, and sidewalk maintenance all ratings increased remaining and most are much above the national level of approval. This is also true for code enforcement for items such as weeds, abandoned buildings etc.

Economic sustainability is still below the national average however the overall ratings have increased in this area.

Public safety remains at a high approval rating. The public's perception of the Village's preparedness for emergencies has greatly increased.

The cleanliness, quality of natural environment and the preservation of open and natural areas also improved and are much above the natural comparisons.

Sewer, storm, water, and refuse/recycling collection all had increases, with drinking water significantly increasing from 52 to 72 percent.

Although below national comparison the availability of health care, food and health services received increases in ratings from the prior survey.

Sugar Grove's sense of community, overall acceptance, and being a place to raise children remain high, however, as a place to retire the rating decreased. Services to seniors, youth and low income increased but remain below the national comparisons. The survey shows that people readily provide help to a friend or a neighbor but are not likely to volunteer time or attend a public meeting. However, it should be noted that responders indicated that the opportunity to participate in community matters or to volunteer were higher.

Responders indicated visiting the Sugar Grove website more often, that public information services improved, however cable services declined.

The participants also indicated a high level of confidence in the knowledge, responsiveness, and courtesy of Village employees.

Knowing where to focus limited resources to improve the quality of life for resident is the primary goal of the Village Board and Staff. It goes without saying that local government core services – like police protection, water quality, and street maintenance – invariably land at the top of the list when residents are asked what they consider to be the most important local services. These services are focused directly on life and safety and should remain the focus of continuous monitoring and improvement where necessary.

However as noted in the key driver, the Village of Sugar Grove should also focus on the services that have the greatest likelihood of improving residents' opinions about overall service quality.

Services found to be most strongly correlated with ratings of overall service quality from the Sugar Grove Key Driver Analysis were code enforcement and public information services.

The results of the 2013 survey show that code enforcement improved from similar to above benchmark. It is evident from the survey results that participants enjoy the Village and the look and the feel of the Village. Continuing to focus on code

enforcement efforts should therefore logically increase the overall good feeling about Sugar Grove. Code enforcement does not always mean that the Village will be the “bad guy” and impose fines, it also means that staff is responsive to residents request to do something about which they have a concern and in turn to keep the requestor informed of the progress.

Public information services increased in the 2013 survey as well, from below to similar to benchmark. Keeping the public informed has been and will continue to be a focus of the Board and Staff. Staff should continue the effort to keep the public aware of items that the Village is working on using the newsletter, webpage and social media.

One of the overall recurring complaints or dislike was with cable programming/internet services and the perception that the Village is not allowing competition in this area. This will be a communication focus and will be three fold – one, to let residents understand that the Village is not holding back competition, two, to advise residents that they should contact alternative providers directly to request the extension of service to the Village, and three, to let residents know that if they are have heard “rumors” or just have a question, to contact the Village (and of course how to do so).

The Village had three custom questions.

- 1) To what extent do you support a Park and Ride facility in Sugar Grove? 81% support
- 2) To what extent do you support a Metra Commuter Rail Station in Sugar Grove? 84% support

Although the above numbers indicate a high support, when the question was asked how much a participant would be willing to pay for the construction of the service, the underlying response was that financial support is not supported.

- 3) How much additional annual property tax, if any, would you be willing to pay per year to support the following efforts? (noted in %'s and reordered by support with the the most supported on top)

| | \$50+ | \$26 - \$50 | \$1 - \$25 | \$0 |
|--|-------|-------------|------------|-----|
| Construction of a Metra Rail Station | 12 | 14 | 29 | 45 |
| Fiber Optic / High Speed Internet | 14 | 10 | 31 | 45 |
| Bike Trail Improvements | 9 | 9 | 35 | 46 |
| Parkway Tree Program | 5 | 10 | 33 | 52 |
| Street Improvements | 4 | 8 | 37 | 50 |
| Construction of a Park & Ride Facility | 5 | 9 | 27 | 59 |
| Sidewalk Improvements | 3 | 7 | 32 | 58 |
| Storm Water Improvements | 3 | 6 | 28 | 63 |
| Broadcasting Village Board Meetings | 1 | 1 | 13 | 84 |

| | | | | |
|--|--|--|--|--|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

COSTS

There are no associated costs with the review of the survey.

RECOMMENDATION

That the Board review the results of the survey and further discusses the results and possible actions at the December 3, 2013 Committee of the Whole Meeting.



VILLAGE OF SUGAR GROVE, IL 2013



2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863



777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

C O N T E N T S

Survey Background..... 1
 About The National Citizen Survey™ 1
 Understanding the Results..... 3

Executive Summary 5

Community Ratings 7
 Overall Community Quality..... 7
 Community Design 9
 Transportation 9
 Housing 13
 Land Use and Zoning..... 15
 Economic Sustainability 18
 Public Safety 21
 Environmental Sustainability 26
 Recreation and Wellness..... 29
 Parks and Recreation..... 29
 Culture, Arts and Education..... 31
 Health and Wellness 33
 Community Inclusiveness 35
 Civic Engagement 37
 Civic Activity..... 37
 Information and Awareness..... 40
 Social Engagement 41
 Public Trust..... 43
 Village of Sugar Grove Employees 45

From Data to Action 47
 Resident Priorities 47
 Village of Sugar Grove Action Chart 48
 Using Your Action Chart™ 50

Custom Questions 52

Appendix A: Complete Survey Frequencies..... 53
 Frequencies Excluding “Don’t Know” Responses..... 53
 Frequencies Including “Don’t Know” Responses..... 65

Appendix B: Survey Methodology..... 81

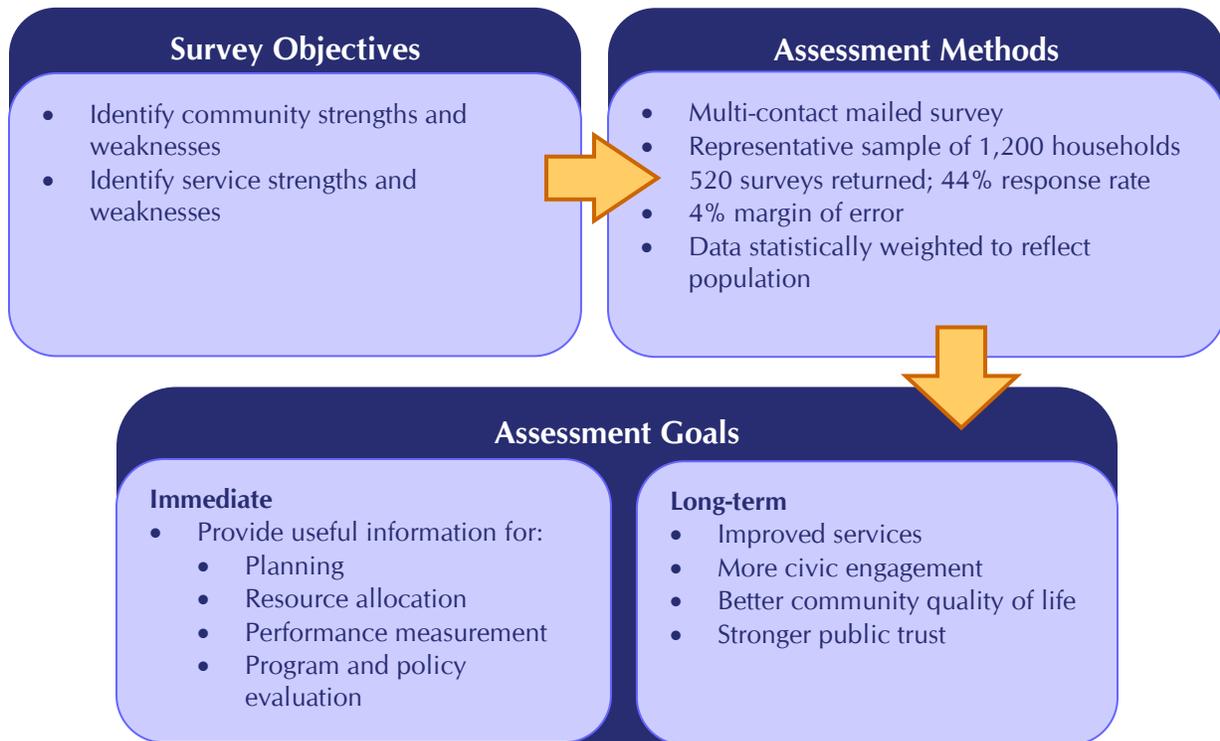
Appendix C: Survey Materials..... 91

SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 520 completed surveys were obtained, providing an overall response rate of 44%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the Village of Sugar Grove was developed in close cooperation with local jurisdiction staff. Sugar Grove staff selected items from a menu of questions about services and community issues and provided the appropriate letterhead and signatures for mailings. Village of Sugar Grove staff also augmented The National Citizen Survey™ basic service through a variety of options including a custom set of benchmark comparisons, demographic crosstabulation of results and several custom questions.

UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' opinions about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each report section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

The margin of error around results for the Village of Sugar Grove Survey (520 completed surveys) is plus or minus four percentage points. This is a measure of the precision of your results; a larger number of completed surveys gives a smaller (more precise) margin of error, while a smaller number of surveys yields a larger margin of error. With your margin of error, you may conclude that when 60% of survey respondents report that a particular service is "excellent" or "good," somewhere between 56-64% of all residents are likely to feel that way.

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the Village of Sugar Grove, but from Village of Sugar Grove services to services like them provided by other jurisdictions.

Interpreting Comparisons to Previous Years

This report contains comparisons with prior years' results. In this report, we are comparing this year's data with existing data in the graphs. Differences between years can be considered "statistically significant" if they are greater than six percentage points. Trend data for your jurisdiction represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Village of Sugar Grove chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (populations less than 40,000). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Village of Sugar Grove survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the Village of Sugar Grove results were generally noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as “more,” “similar” or “less” (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of the Village of Sugar Grove’s rating to the benchmark.

“Don’t Know” Responses and Rounding

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 Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

EXECUTIVE SUMMARY

This report of the Village of Sugar Grove survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experienced a good quality of life in the Village of Sugar Grove and believed the Village was a good place to live. The overall quality of life in the Village of Sugar Grove was rated as “excellent” or “good” by 86% of respondents. Almost all reported they plan on staying in the Village of Sugar Grove for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. The three characteristics receiving the most favorable ratings were ease of car travel, the cleanliness of Sugar Grove and air quality. The three characteristics receiving the least positive ratings were opportunities to attend cultural activities, employment opportunities and shopping opportunities.

Ratings of community characteristics were compared to the national benchmark database. Of the 29 characteristics for which comparisons were available, 10 were above the national benchmark comparison, six were similar to the national benchmark comparison and 13 were below.

Residents in the Village of Sugar Grove were somewhat civically engaged. While only 25% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 96% had provided help to a friend or neighbor. Less than half had volunteered their time to some group or activity in the Village of Sugar Grove, which was much lower than the national benchmark.

In general, survey respondents demonstrated mild distrust in local government. Less than half rated the overall direction being taken by the Village of Sugar Grove as “good” or “excellent.” This was much lower than the national benchmark. Those residents who had interacted with an employee of the Village of Sugar Grove in the previous 12 months gave high marks to those employees. Most rated their overall impression of employees as “excellent” or “good.”

On average, residents gave generally favorable ratings to most local government services. Village services rated were able to be compared to the benchmark database. Of the 36 services for which comparisons were available, 23 were above the national benchmark comparison, five were similar to the national benchmark comparison and eight were below.

Respondents were asked to rate how frequently they participated in various activities in Sugar Grove. The most popular activities included reading the Sugar Grove newsletter and recycling; while the least popular activities were attending a meeting of local elected officials and participating in a club. Generally, participation rates in the various activities in the community were similar to or lower than communities across the nation.

A large number of ratings increased when compared to the 2007 survey. Ratings increased for a variety of transportation features and services such as ease of car travel, ease of bicycle travel, traffic flow, street repair, snow removal, and traffic signal timing. Ratings also increased for the overall appearance of Sugar Grove, code enforcement, economic development, drinking water, recreation opportunities, and many more services and community features.

A Key Driver Analysis was conducted for the Village of Sugar Grove which examined the relationships between ratings of each service and ratings of the Village of Sugar Grove's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall Village service quality have been identified. By targeting improvements in key services, the Village of Sugar Grove can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Code enforcement
- Public information services

Of these services, those deserving the most attention may be that which was similar to the national benchmark comparison: public information services. For code enforcement services, the Village of Sugar Grove was above the national benchmark and should continue to ensure high quality performance.

COMMUNITY RATINGS

OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the Village of Sugar Grove – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents’ commitment to the Village of Sugar Grove. Residents were asked whether they planned to move soon or if they would recommend the Village of Sugar Grove to others. Intentions to stay and willingness to make recommendations provide evidence that the Village of Sugar Grove offers services and amenities that work.

Most of the Village of Sugar Grove’s residents gave high ratings to their neighborhoods and the community as a place to live. Further, most reported they would recommend the community to others and plan to stay for the next five years.

FIGURE 3: RATINGS OF OVERALL COMMUNITY QUALITY BY YEAR

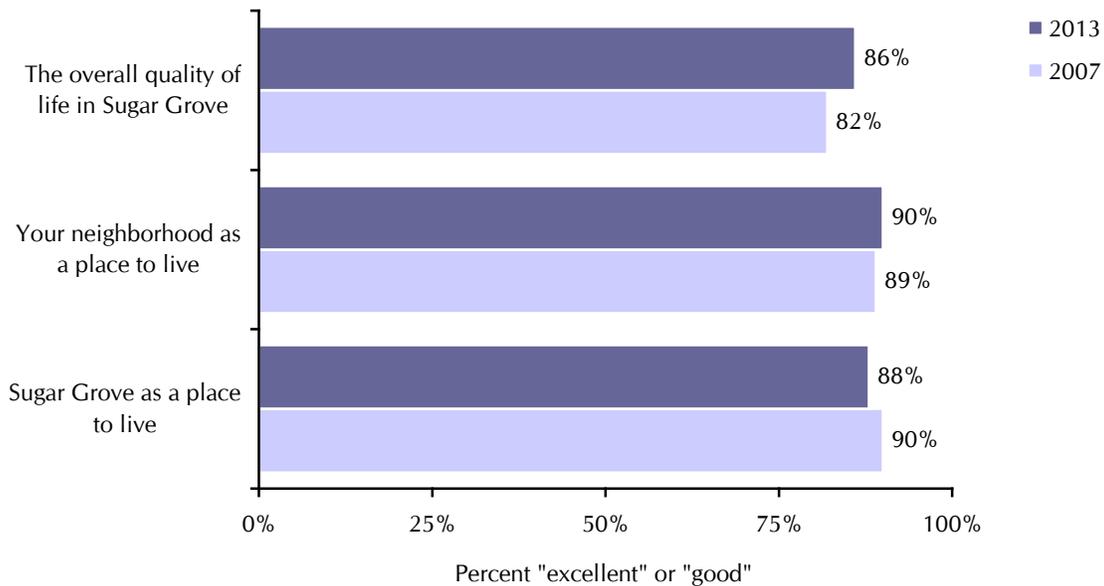


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

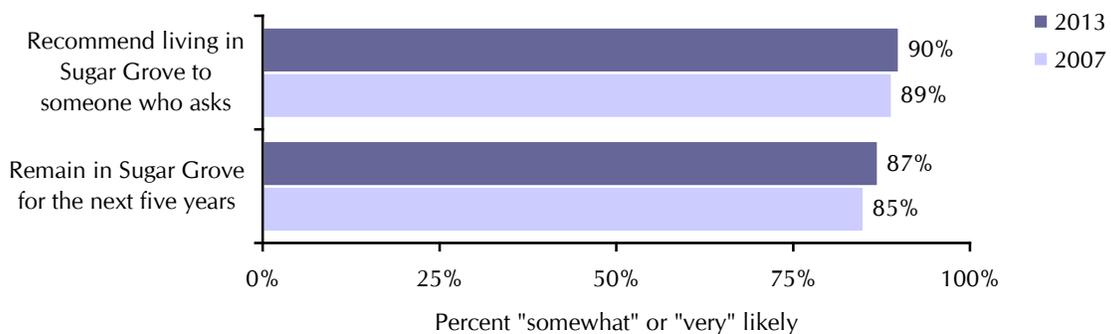


FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Overall quality of life in Sugar Grove | Similar | Similar |
| Your neighborhood as place to live | Much above | Above |
| Sugar Grove as a place to live | Similar | Similar |
| Recommend living in Sugar Grove to someone who asks | Above | Above |
| Remain in Sugar Grove for the next five years | Above | Above |

COMMUNITY DESIGN

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of five aspects of mobility to rate on a scale of "excellent," "good," "fair" and "poor." Ease of car travel was given the most positive rating, followed by traffic flow. These ratings were higher than years past.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

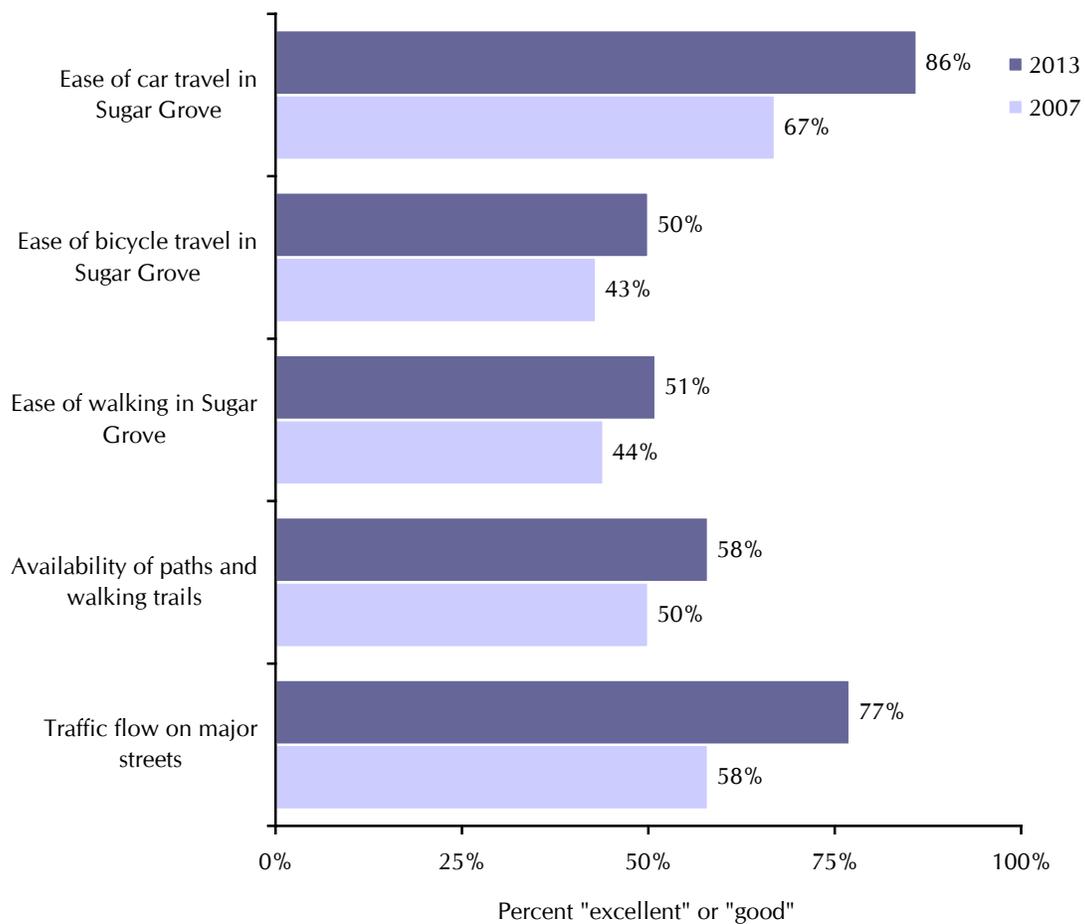


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Ease of car travel in Sugar Grove | Much above | Much above |
| Ease of bicycle travel in Sugar Grove | Similar | Below |
| Ease of walking in Sugar Grove | Much below | Much below |
| Availability of paths and walking trails | Similar | Below |
| Traffic flow on major streets | Much above | Much above |

Six transportation services were rated in Sugar Grove. Dissimilar to most communities across America, ratings tended to be very favorable. All six services were above the benchmarks. Compared to the previous survey, ratings increased for all services except sidewalk maintenance.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

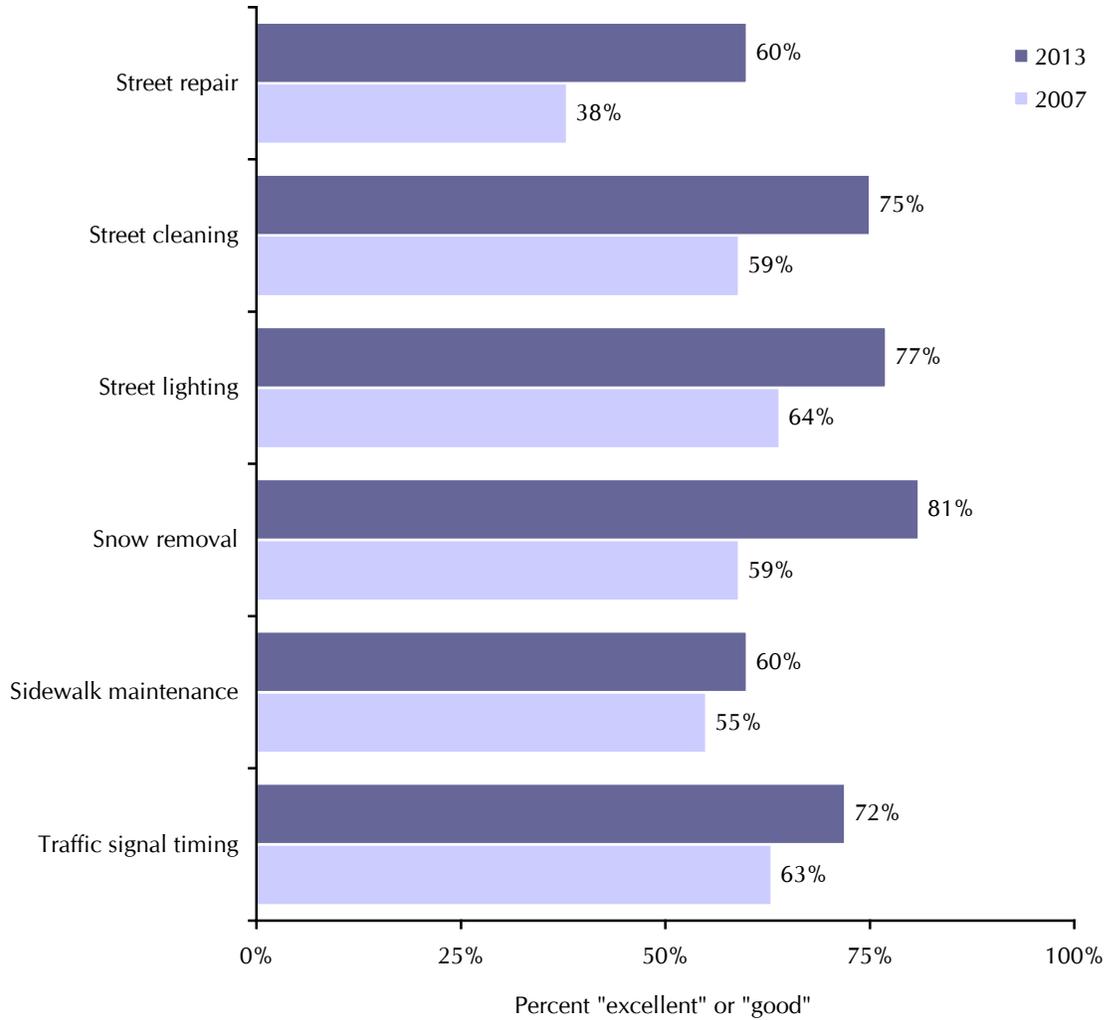


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|-----------------------|---------------------|--|
| Street repair | Much above | Much above |
| Street cleaning | Much above | Much above |
| Street lighting | Much above | Much above |
| Snow removal | Much above | Much above |
| Sidewalk maintenance | Above | Above |
| Traffic signal timing | Much above | Much above |

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 8% of work commute trips were made by carpooling and 3% were made by transit; 8% worked from home.

FIGURE 10: MODE OF TRAVEL USED FOR WORK COMMUTE

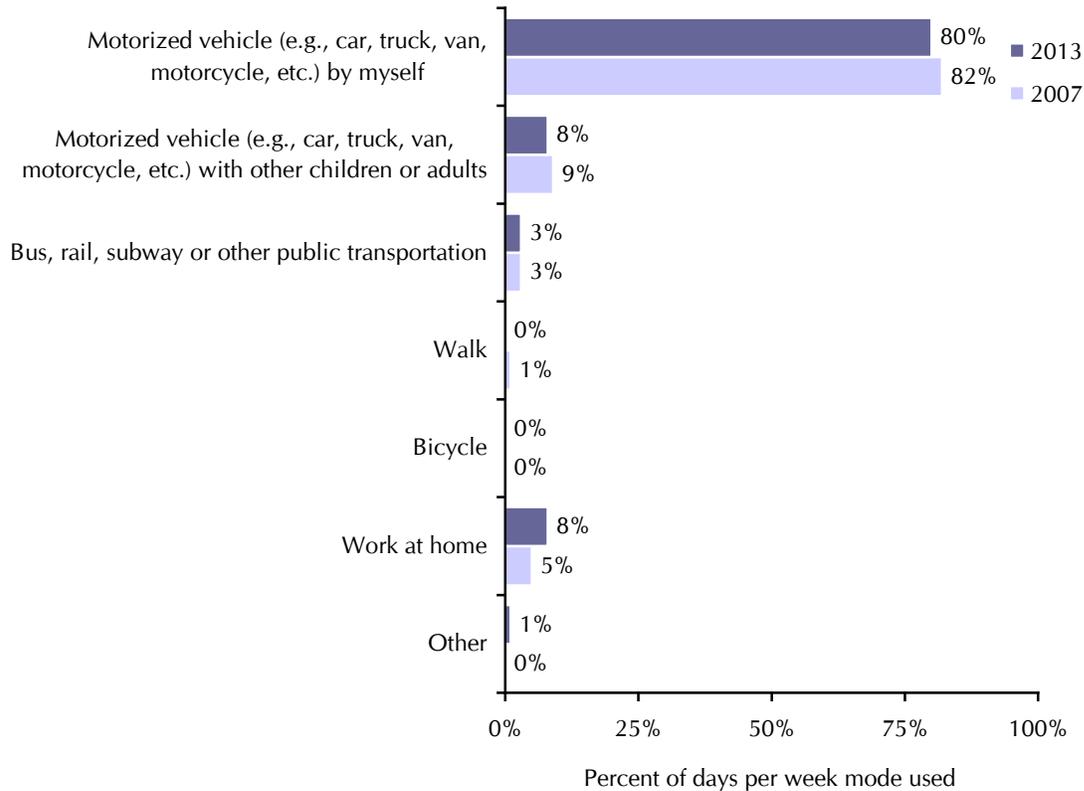


FIGURE 11: DRIVE ALONE BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Average percent of work commute trips made by driving alone | Much more | Much more |

Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the Village of Sugar Grove residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as “excellent” or “good” by 62% of respondents, while the variety of housing options was rated as “excellent” or “good” by 60% of respondents. The rating of perceived affordable housing availability was much better in the Village of Sugar Grove than the ratings, on average, in comparison jurisdictions.

FIGURE 12: RATINGS OF HOUSING IN COMMUNITY BY YEAR

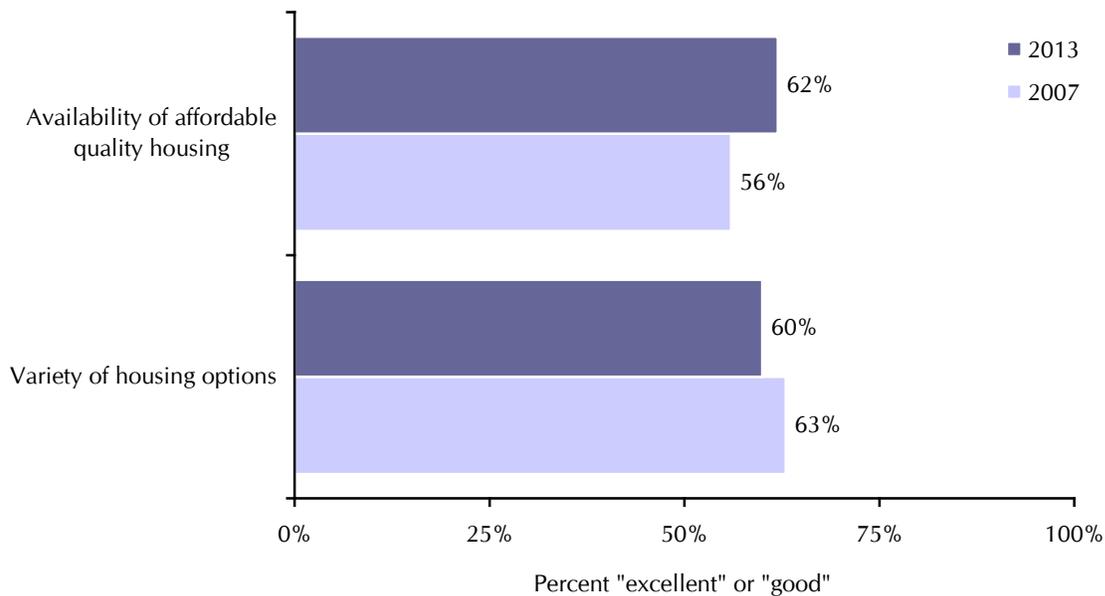


FIGURE 13: HOUSING CHARACTERISTICS BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Availability of affordable quality housing | Much above | Much above |
| Variety of housing options | Similar | Similar |

To augment the perceptions of affordable housing in Sugar Grove, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the Village of Sugar Grove experiencing housing cost stress. About one-third of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 14: PROPORTION OF RESPONDENTS EXPERIENCING HOUSING COST STRESS BY YEAR

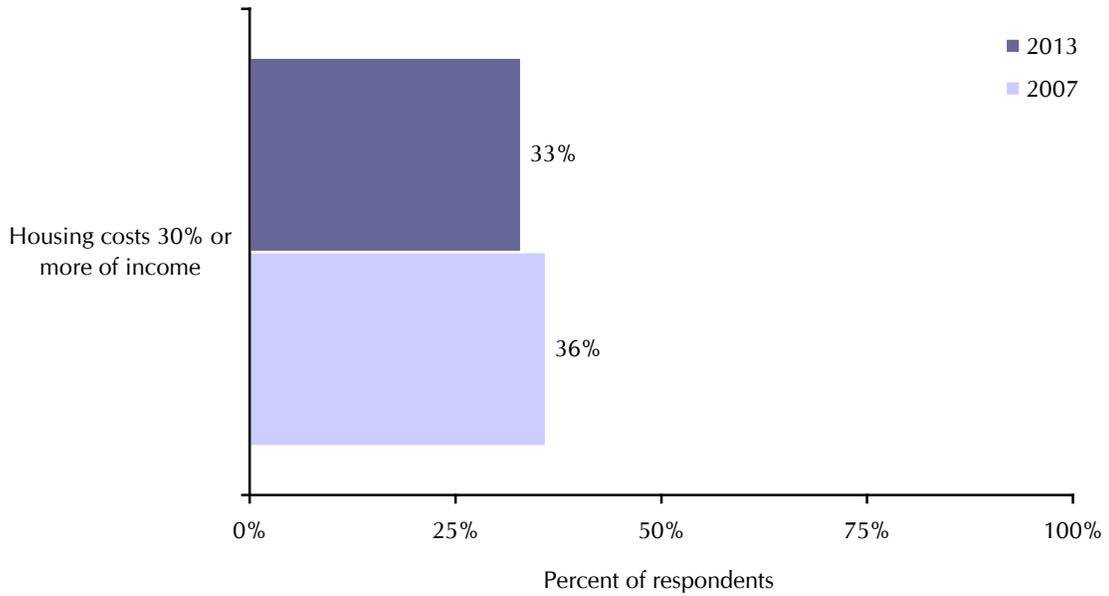


FIGURE 15: HOUSING COSTS BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Experiencing housing costs stress (housing costs 30% or MORE of income) | Similar | Similar |

Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community's overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the Village of Sugar Grove and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the Village of Sugar Grove was rated as "excellent" by 13% of respondents and as "good" by an additional 36%. The overall appearance of Sugar Grove was rated as "excellent" or "good" by 68% of respondents and was similar to the benchmarks. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the Village of Sugar Grove, 2% thought they were a "major" problem. The services of code enforcement and animal control were rated above the benchmarks and the service of land use, planning and zoning was rated similar to the benchmarks. Ratings showed a varied pattern when compared to past years.

FIGURE 16: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT" BY YEAR

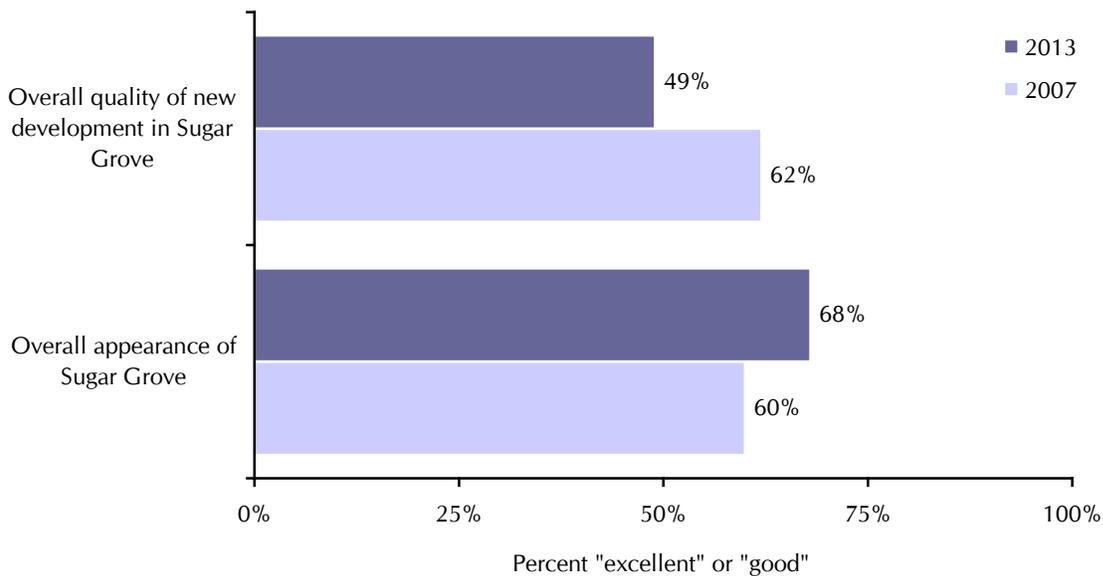


FIGURE 17: BUILT ENVIRONMENT BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Quality of new development in Sugar Grove | Much below | Much below |
| Overall appearance of Sugar Grove | Similar | Similar |

FIGURE 18: RATINGS OF POPULATION GROWTH BY YEAR

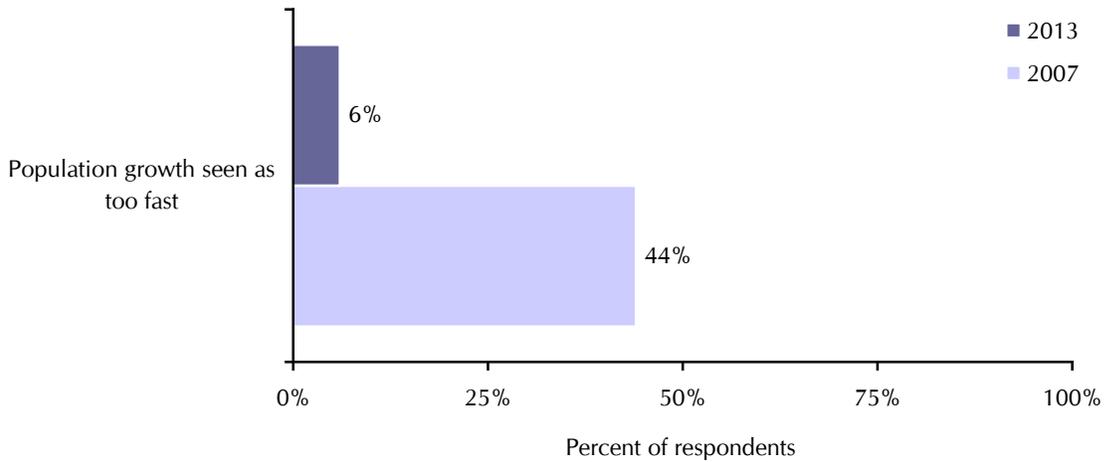


FIGURE 19: POPULATION GROWTH BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|------------------------------------|---------------------|--|
| Population growth seen as too fast | Much less | Much less |

FIGURE 20: RATINGS OF NUISANCE PROBLEMS BY YEAR

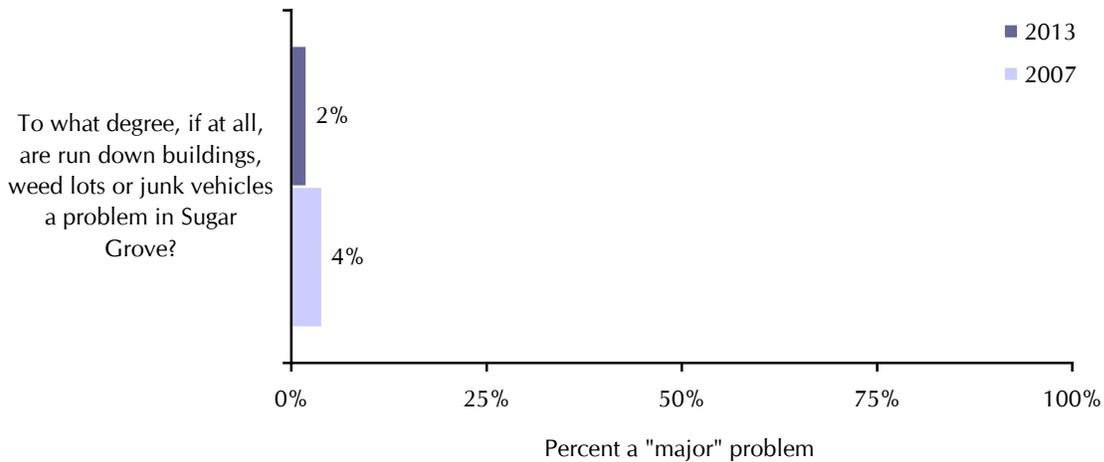


FIGURE 21: NUISANCE PROBLEMS BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Run down buildings, weed lots and junk vehicles seen as a "major" problem | Much less | Much less |

FIGURE 22: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

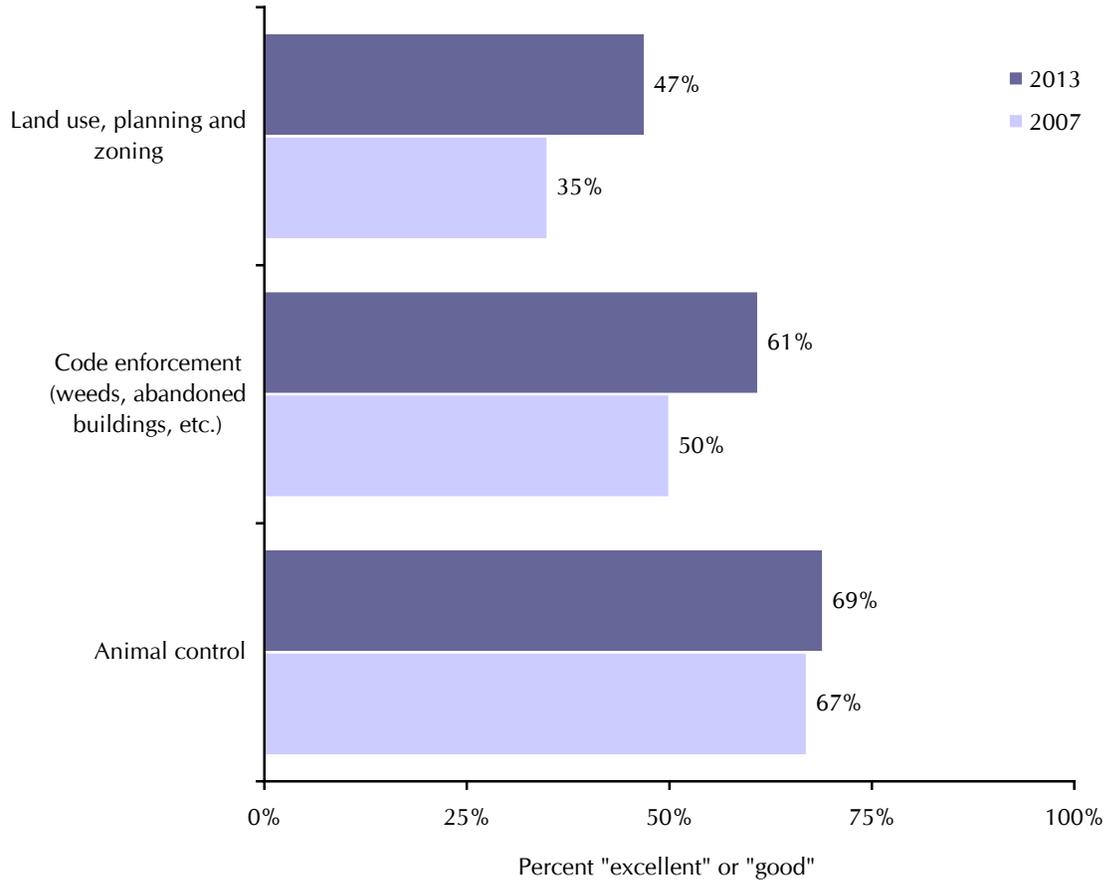


FIGURE 23: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Land use, planning and zoning | Similar | Similar |
| Code enforcement (weeds, abandoned buildings, etc.) | Much above | Much above |
| Animal control | Above | Above |

ECONOMIC SUSTAINABILITY

The United States has been in recession since late 2007 with an accelerated downturn occurring in the fourth quarter of 2008. Officially we emerged from recession in the third quarter of 2009, but high unemployment lingers, keeping a lid on a strong recovery. Many readers worry that the ill health of the economy will color how residents perceive their environment and the services that local government delivers. NRC researchers have found that the economic downturn has chastened Americans' view of their own economic futures but has not colored their perspectives about community services or quality of life.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were the overall quality of business and service establishments in Sugar Grove and Sugar Grove as a place to work; both of these ratings increased compared to the previous survey. Receiving the lowest rating was shopping opportunities.

FIGURE 24: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

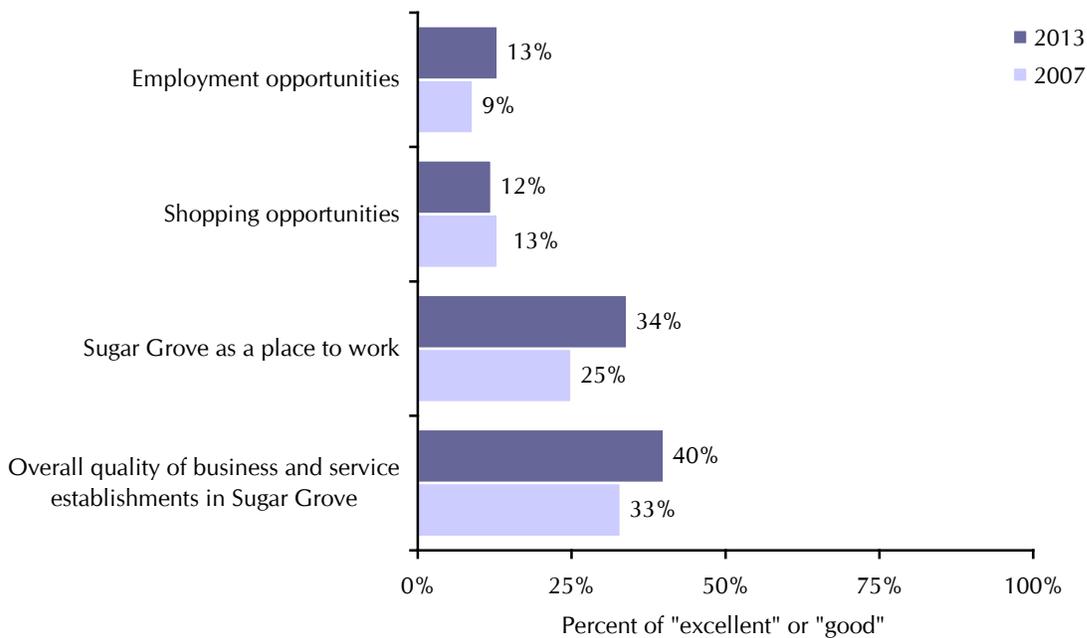


FIGURE 25: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Employment opportunities | Much below | Much below |
| Shopping opportunities | Much below | Much below |
| Sugar Grove as a place to work | Much below | Much below |
| Overall quality of business and service establishments in Sugar Grove | Much below | Much below |

Residents were asked to evaluate the speed of jobs growth and retail growth on a scale from “much too slow” to “much too fast.” When asked about the rate of jobs growth in Sugar Grove, 91% responded that it was “too slow,” while 77% reported retail growth as “too slow.” Many more residents in Sugar Grove compared to other jurisdictions believed that retail growth was too slow and that jobs growth was too slow.

FIGURE 26: RATINGS OF RETAIL AND JOB GROWTH BY YEAR

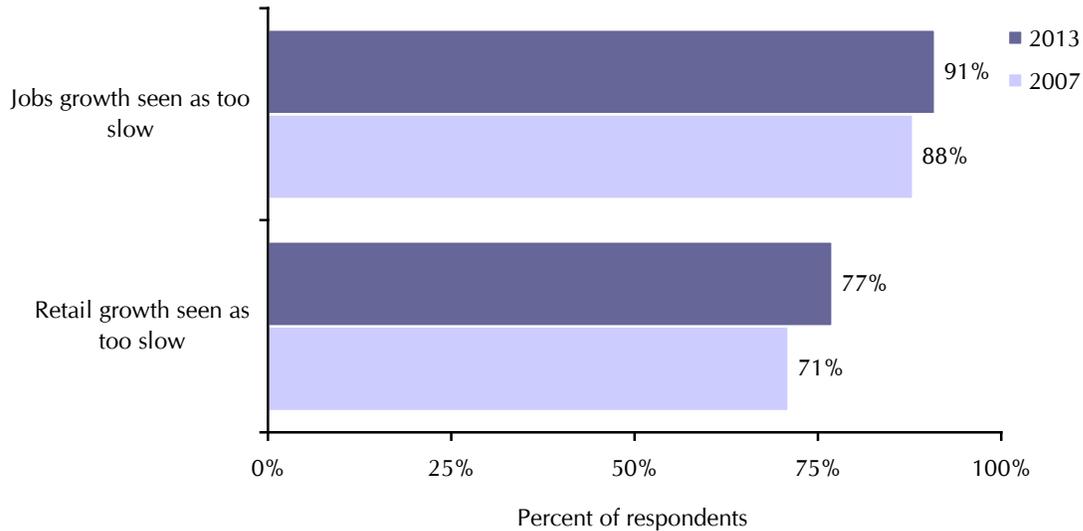


FIGURE 27: RETAIL AND JOB GROWTH BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--------------------------------|---------------------|--|
| Retail growth seen as too slow | Much more | Much more |
| Jobs growth seen as too slow | Much more | Much more |

FIGURE 28: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR

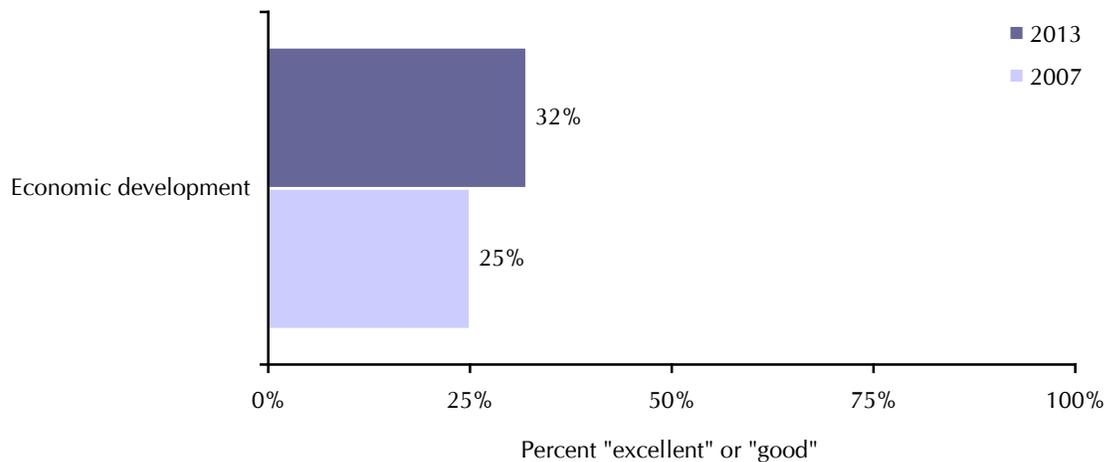


FIGURE 29: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|----------------------|---------------------|--|
| Economic development | Much below | Much below |

Residents were asked to reflect on their economic prospects in the near term. Twenty percent of the Village of Sugar Grove residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family. The percent of residents with an optimistic outlook on their household income was the same as comparison jurisdictions.

FIGURE 30: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR

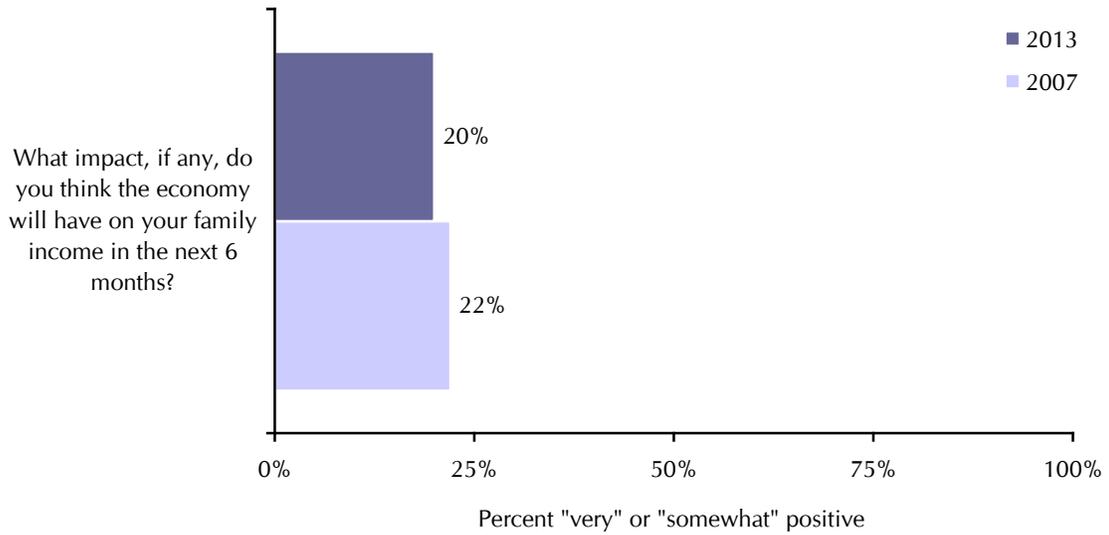


FIGURE 31: PERSONAL ECONOMIC FUTURE BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Positive impact of economy on household income | Similar | Similar |

PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Almost all respondents gave positive ratings of safety in the Village of Sugar Grove. About 96% of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 91% felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety and neighborhoods felt safer than downtown.

FIGURE 32: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY BY YEAR

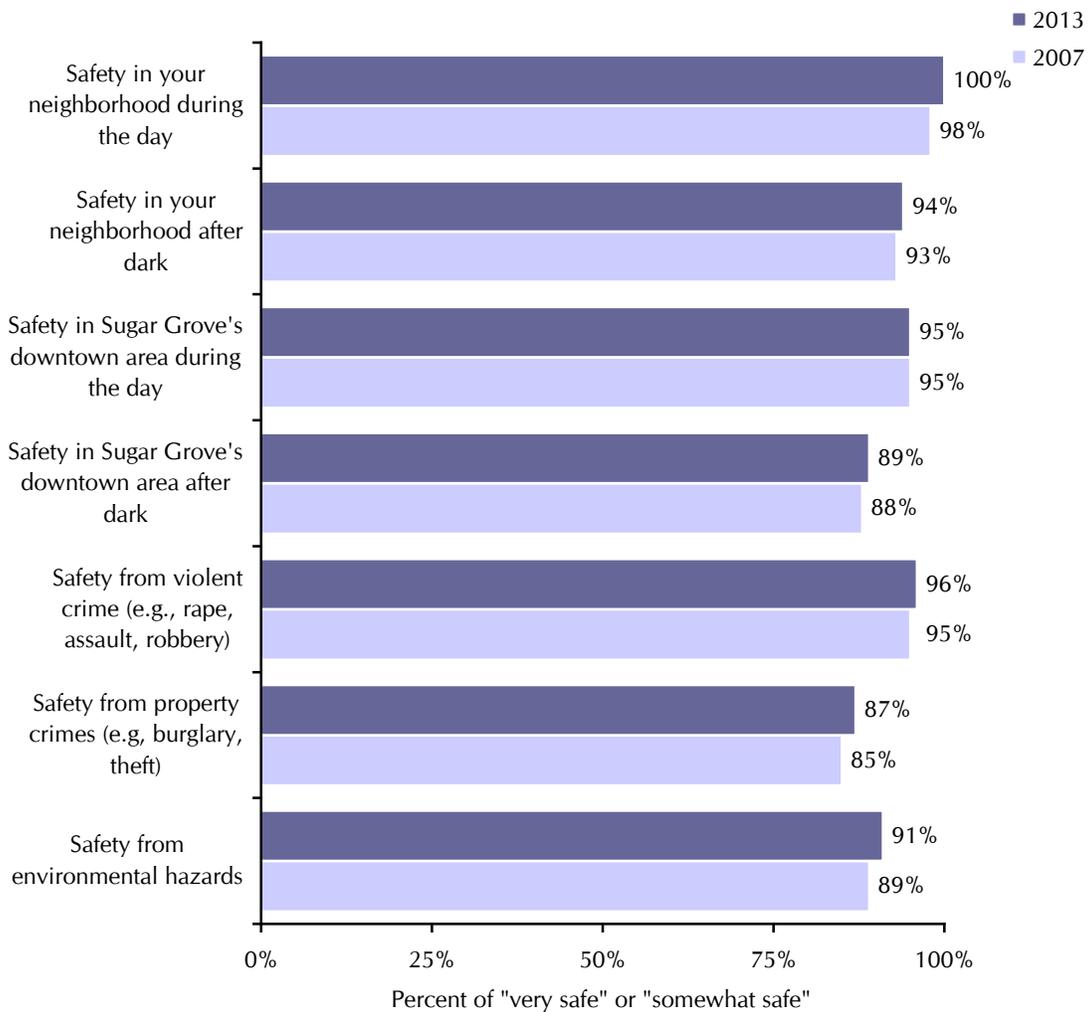


FIGURE 33: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| In your neighborhood during the day | Much above | Much above |
| In your neighborhood after dark | Much above | Much above |
| In Sugar Grove's downtown area during the day | Much above | Above |
| In Sugar Grove's downtown area after dark | Much above | Much above |
| Violent crime (e.g., rape, assault, robbery) | Much above | Much above |
| Property crimes (e.g., burglary, theft) | Much above | Much above |
| Environmental hazards, including toxic waste | Much above | Much above |

As assessed by the survey, 8% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 81% had reported it to police. Compared to other jurisdictions fewer Sugar Grove residents had been victims of crime in the 12 months preceding the survey and about the same percent of Sugar Grove residents had reported their most recent crime victimization to the police.

FIGURE 34: CRIME VICTIMIZATION AND REPORTING BY YEAR

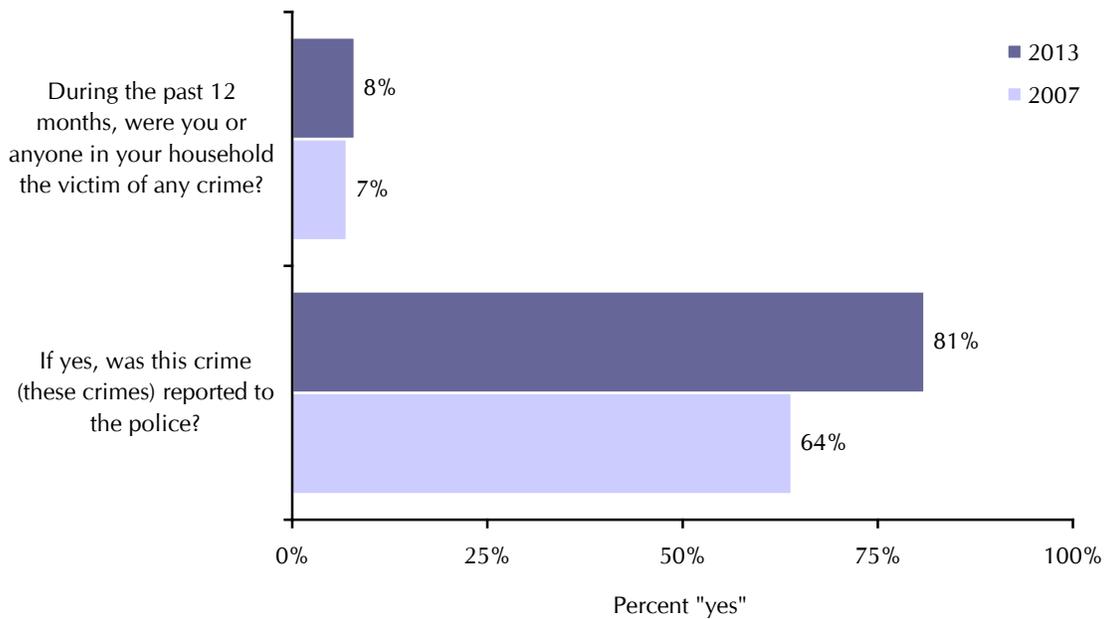


FIGURE 35: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|-----------------|---------------------|--|
| Victim of crime | Less | Less |
| Reported crimes | Similar | Similar |

Residents rated eight Village public safety services; of these, all eight were rated above the national benchmark comparison. Fire services and ambulance or emergency medical services received the highest ratings, while traffic enforcement and emergency preparedness received the lowest ratings. Ratings increased however for traffic enforcement and emergency preparedness compared to the 2007 survey.

FIGURE 36: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

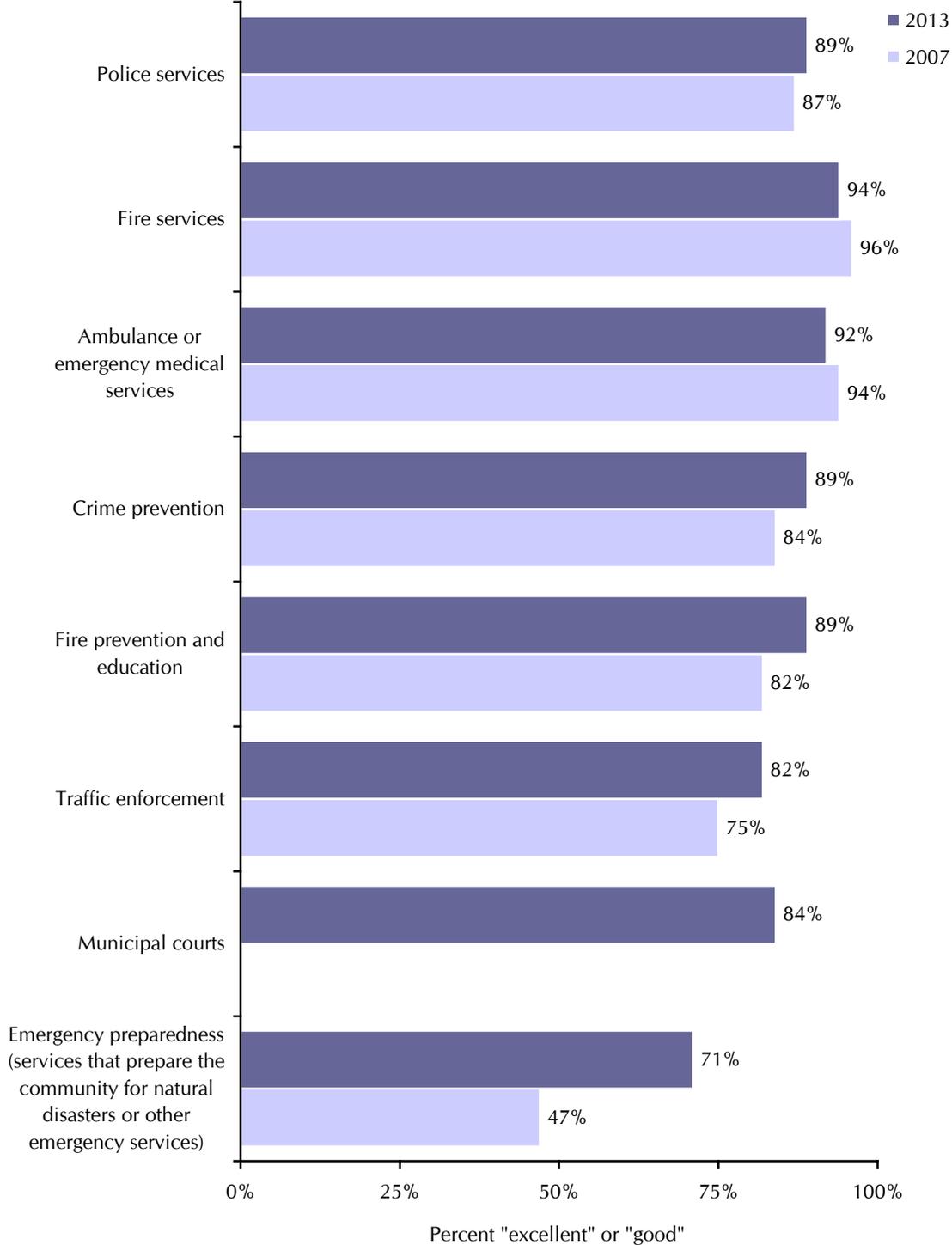


FIGURE 37: PUBLIC SAFETY SERVICES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Police services | Much above | Much above |
| Fire services | Above | Similar |
| Ambulance or emergency medical services | Above | Similar |
| Crime prevention | Much above | Much above |
| Fire prevention and education | Much above | Above |
| Traffic enforcement | Much above | Much above |
| Courts | Much above | Much above |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | Above | Similar |

FIGURE 38: CONTACT WITH POLICE DEPARTMENT

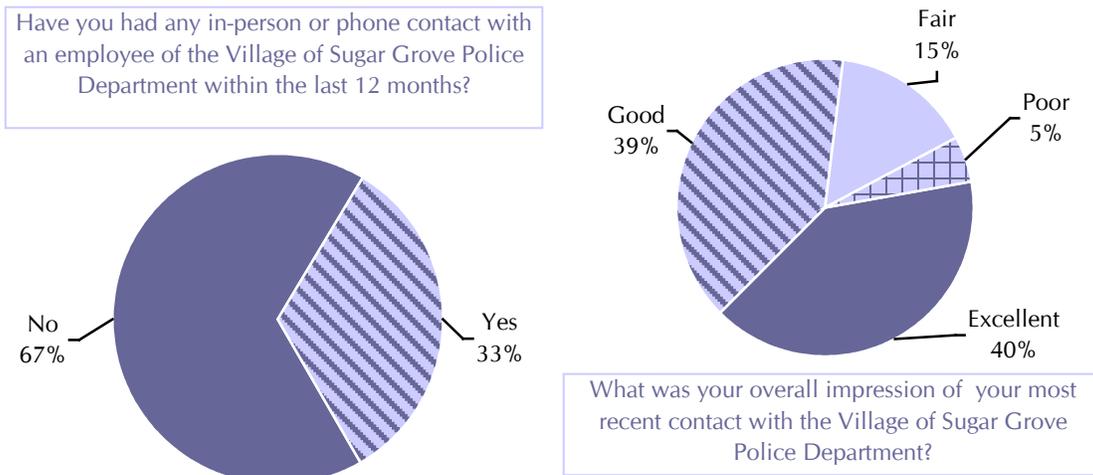


FIGURE 39: CONTACT WITH FIRE DEPARTMENT

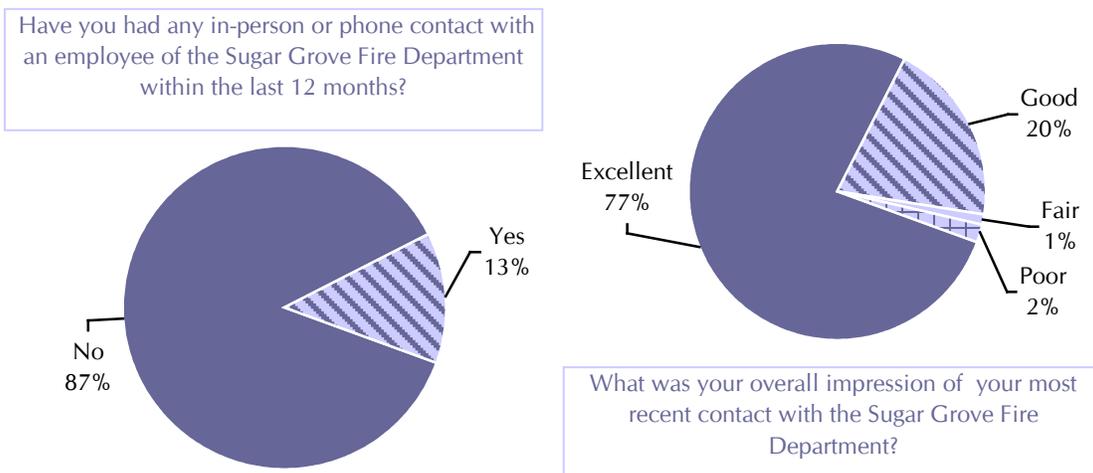


FIGURE 40: CONTACT WITH POLICE AND FIRE DEPARTMENTS BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Had contact with the Village of Sugar Grove Police Department | Less | Much less |
| Overall impression of most recent contact with the Village of Sugar Grove Police Department | Above | Similar |
| Had contact with the Sugar Grove Fire Department | Similar | Less |
| Overall impression of most recent contact with the Sugar Grove Fire Department | Much above | Much above |

ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green”. These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears.

Residents of the Village of Sugar Grove were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as “excellent” or “good” by 83% of survey respondents. The cleanliness of Sugar Grove and air quality received the highest ratings, and were above the benchmarks. Ratings for the overall quality of the natural environment and preservation of natural areas have increased over time.

FIGURE 41: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT BY YEAR

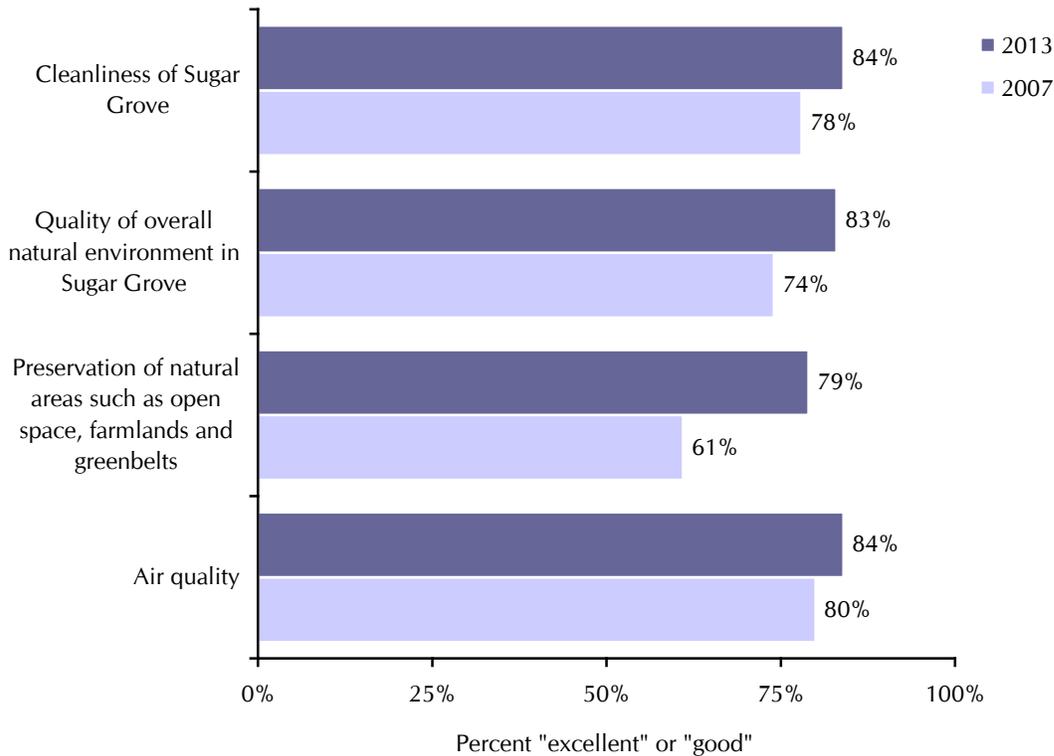


FIGURE 42: COMMUNITY ENVIRONMENT BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Cleanliness of Sugar Grove | Much above | Above |
| Quality of overall natural environment in Sugar Grove | Much above | Above |
| Preservation of natural areas such as open space, farmlands and greenbelts | Much above | Much above |
| Air quality | Much above | Above |

Resident recycling was much greater than recycling reported in comparison communities.

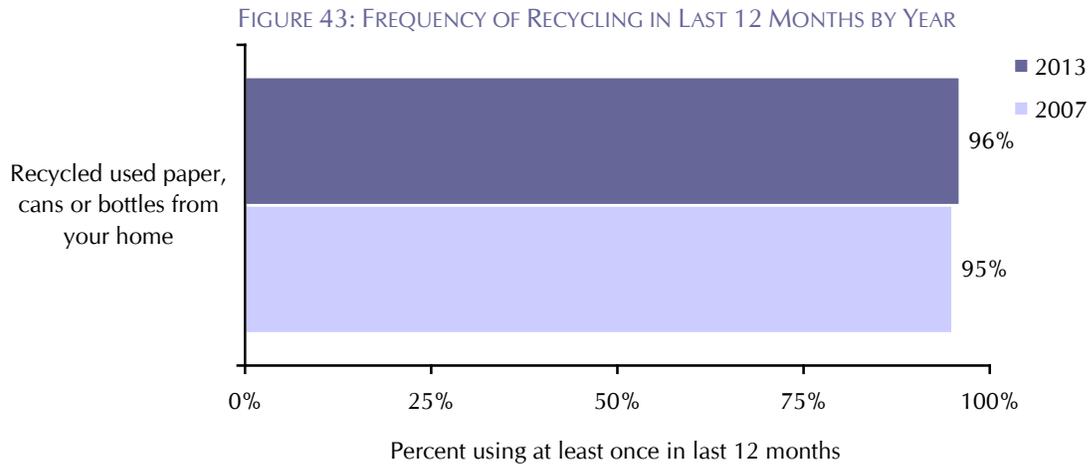


FIGURE 44: FREQUENCY OF RECYCLING BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Recycled used paper, cans or bottles from your home | Much more | Much more |

Of the six utility services rated by those completing the questionnaire, five were higher than the benchmark comparisons, one was similar and none were below the benchmark comparisons. Ratings for drinking water increased when compared to the past survey.

FIGURE 45: RATINGS OF UTILITY SERVICES BY YEAR

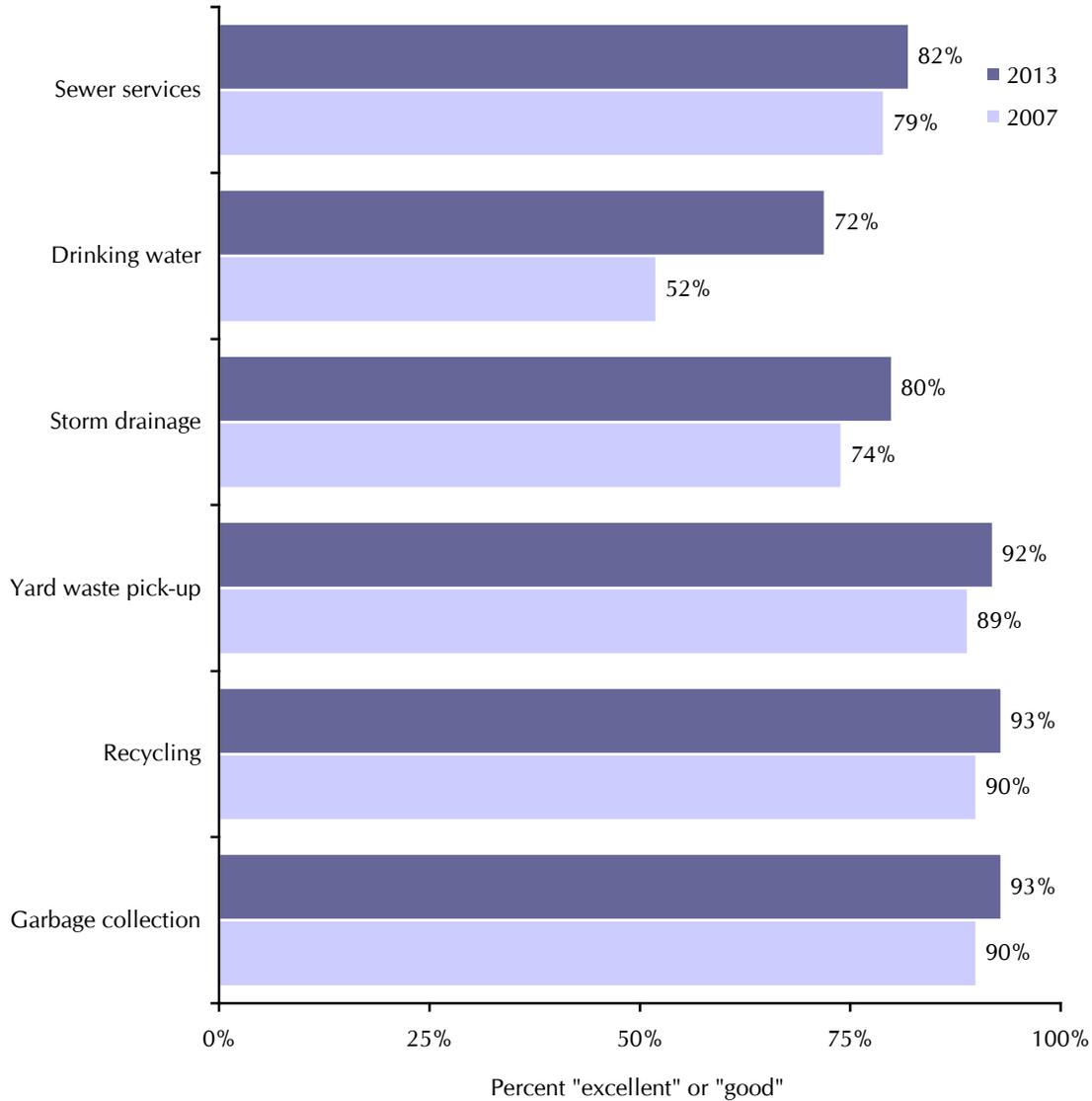


FIGURE 46: UTILITY SERVICES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--------------------|---------------------|--|
| Sewer services | Above | Above |
| Drinking water | Similar | Similar |
| Storm drainage | Much above | Much above |
| Yard waste pick-up | Much above | Much above |
| Recycling | Much above | Much above |
| Garbage collection | Much above | Much above |

RECREATION AND WELLNESS

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the Village of Sugar Grove were rated somewhat positively as were services related to parks and recreation. Community parks were rated similar to the national benchmark while recreation programs and recreation facilities were lower than the national benchmark. Ratings for recreation opportunities and recreation services have increased over time.

Resident use of Sugar Grove parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used Sugar Grove recreation centers was smaller than the percent of users in national jurisdictions. However, recreation program use in Sugar Grove was about the same as use in national jurisdictions.

FIGURE 47: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES BY YEAR

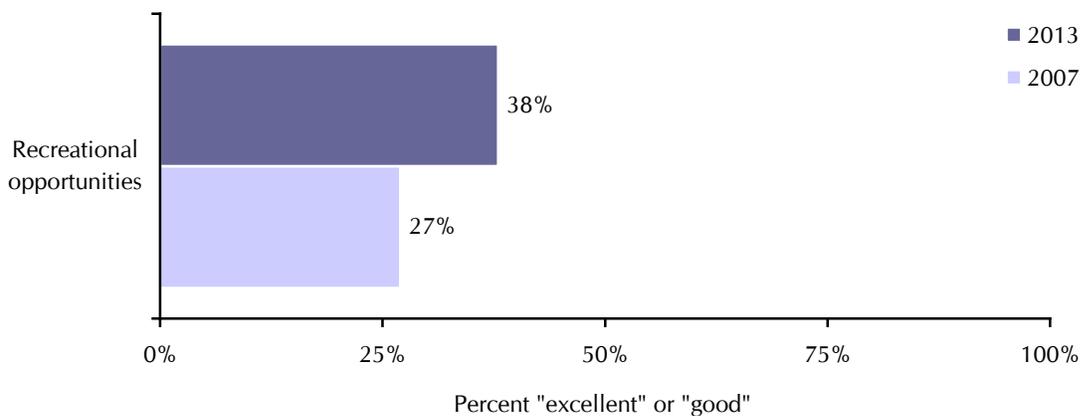


FIGURE 48: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--------------------------|---------------------|--|
| Recreation opportunities | Much below | Much below |

FIGURE 49: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

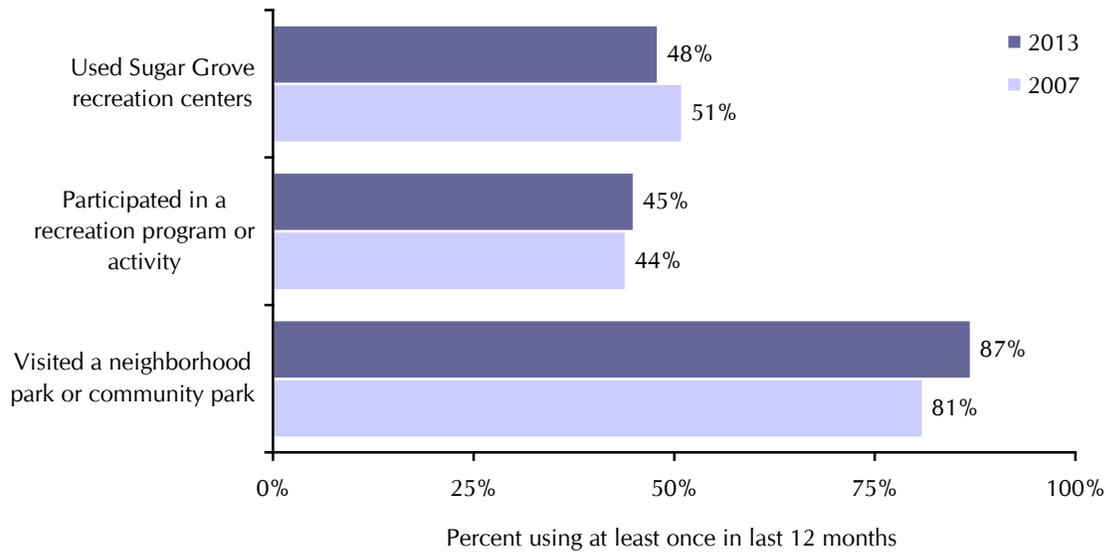


FIGURE 50: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Used Sugar Grove recreation centers | Much less | Much less |
| Participated in a recreation program or activity | Similar | Less |
| Visited a neighborhood park or community park | Similar | Similar |

FIGURE 51: RATINGS OF PARKS AND RECREATION SERVICES BY YEAR

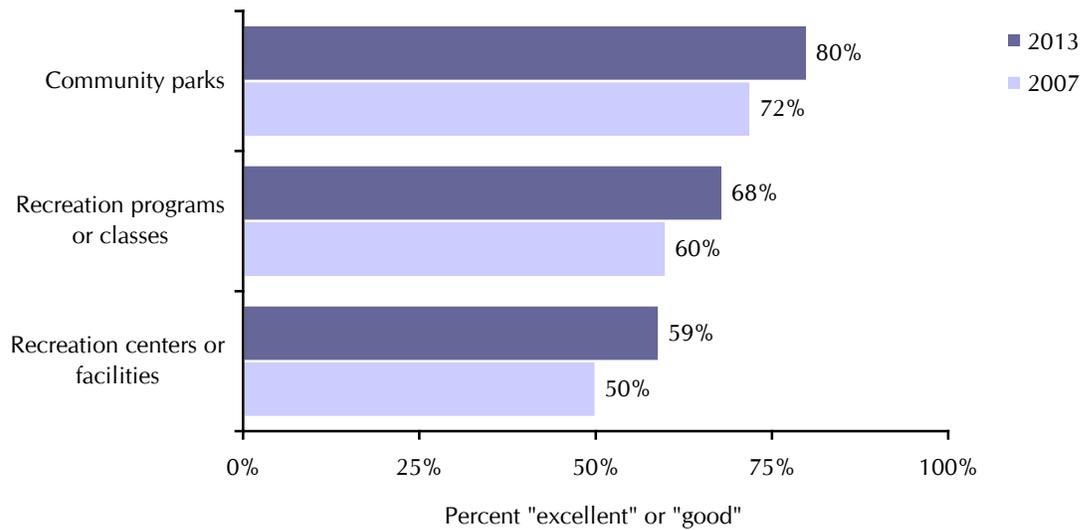


FIGURE 52: PARKS AND RECREATION SERVICES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|----------------------------------|---------------------|--|
| Community parks | Similar | Below |
| Recreation programs or classes | Below | Much below |
| Recreation centers or facilities | Much below | Much below |

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like individuals who simply go to the office and return home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as “excellent” or “good” by 20% of respondents. Educational opportunities were rated as “excellent” or “good” by 68% of respondents. Compared to the benchmark data, educational opportunities were above the average of comparison jurisdictions, while cultural activity opportunities were rated much below the benchmark comparisons. Ratings for educational opportunities have increased over time.

About 73% of Sugar Grove residents used a Village library at least once in the 12 months preceding the survey. This participation rate for library use was above national jurisdictions. Library use and participation in religious or spiritual activities have increased since the previous survey.

FIGURE 53: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

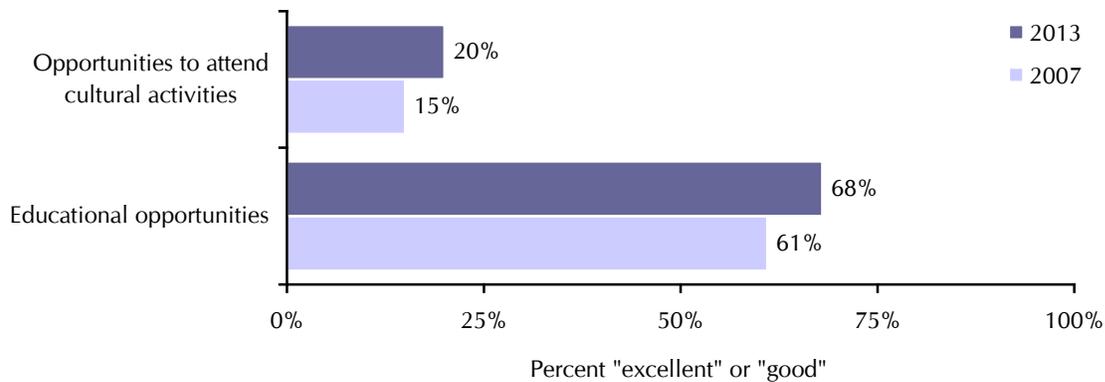


FIGURE 54: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Opportunities to attend cultural activities | Much below | Much below |
| Educational opportunities | Above | Above |

FIGURE 55: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

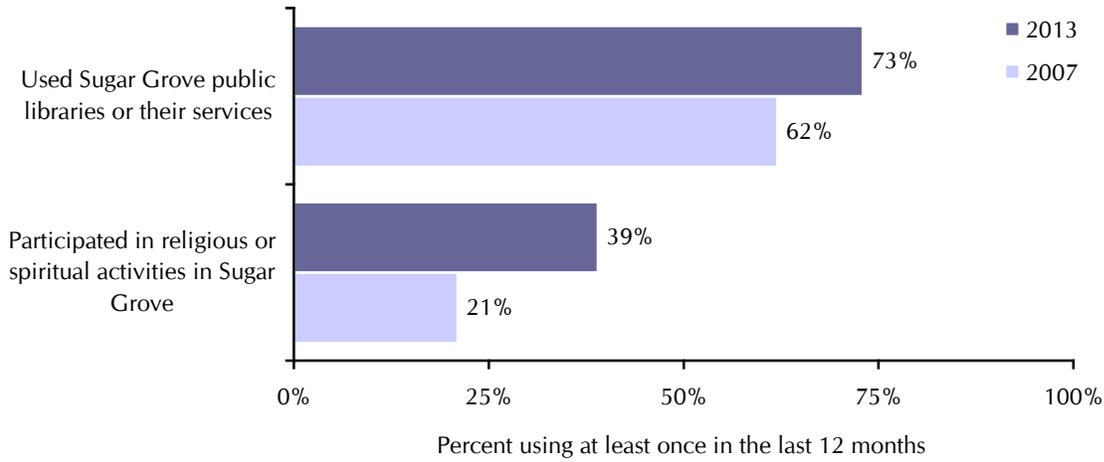


FIGURE 56: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Used Sugar Grove public libraries or their services | More | Similar |
| Participated in religious or spiritual activities in Sugar Grove | Much less | Much less |

FIGURE 57: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

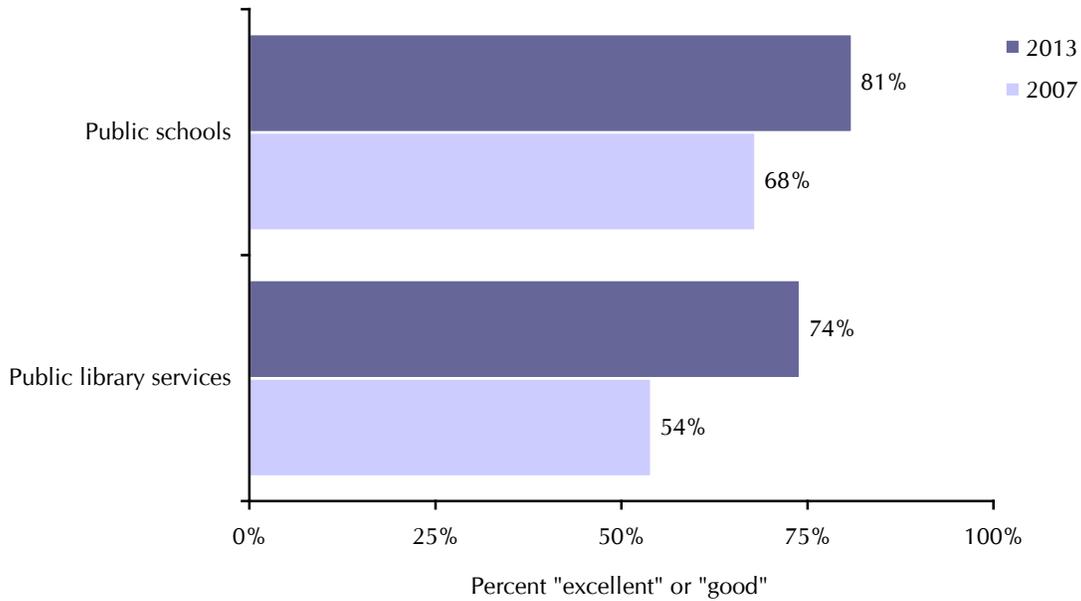


FIGURE 58: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|-------------------------|---------------------|--|
| Public schools | Much above | Similar |
| Public library services | Much below | Much below |

Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the Village of Sugar Grove were asked to rate the community's health services as well as the availability of health care, high quality affordable food and preventive health care services. The availability of affordable quality food was rated most positively for the Village of Sugar Grove, while the availability of preventive health services were rated less favorably by residents. Ratings for the availability of affordable quality health care and preventive health services have increased since 2007.

Among Sugar Grove residents, 45% rated affordable quality health care as "excellent" or "good." Those ratings were much below the ratings of comparison communities.

FIGURE 59: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BY YEAR

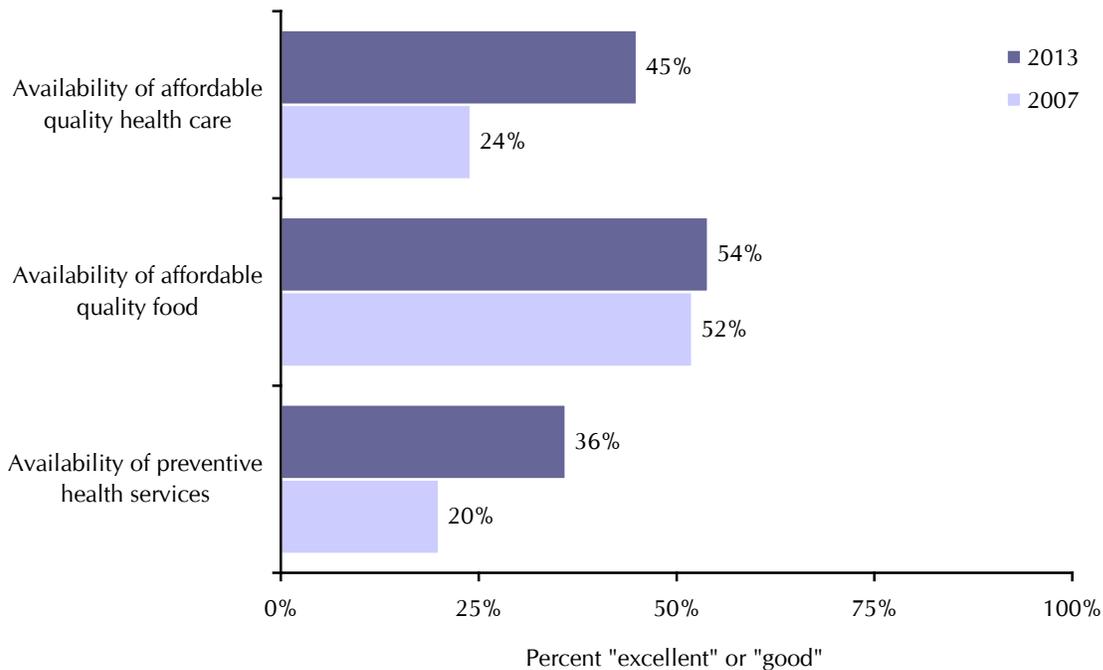


FIGURE 60: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Availability of affordable quality health care | Much below | Much below |
| Availability of affordable quality food | Much below | Much below |
| Availability of preventive health services | Much below | Much below |

FIGURE 61: RATINGS OF HEALTH AND WELLNESS SERVICES BY YEAR

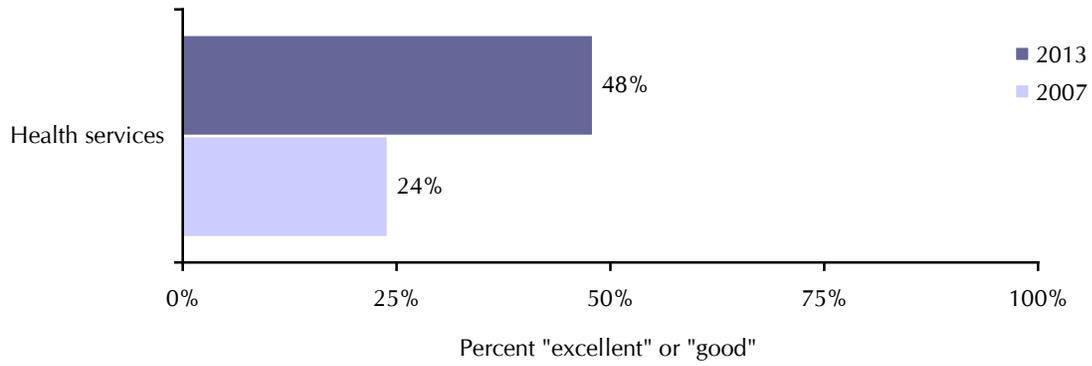


FIGURE 62: HEALTH AND WELLNESS SERVICES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|-----------------|---------------------|--|
| Health services | Much below | Much below |

COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the Village of Sugar Grove as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

A high percentage of residents rated the Village of Sugar Grove as an “excellent” or “good” place to raise kids and a moderate percentage rated it as an excellent or good place to retire. Most residents felt that the local sense of community was “excellent” or “good.” Most survey respondents felt the Village of Sugar Grove was open and accepting towards people of diverse backgrounds. Sugar Grove as a place to retire was rated the lowest by residents and was much lower than the benchmarks. Ratings have increased over time for sense of community, openness and acceptance toward people of diverse backgrounds and availability of affordable quality child care.

FIGURE 63: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

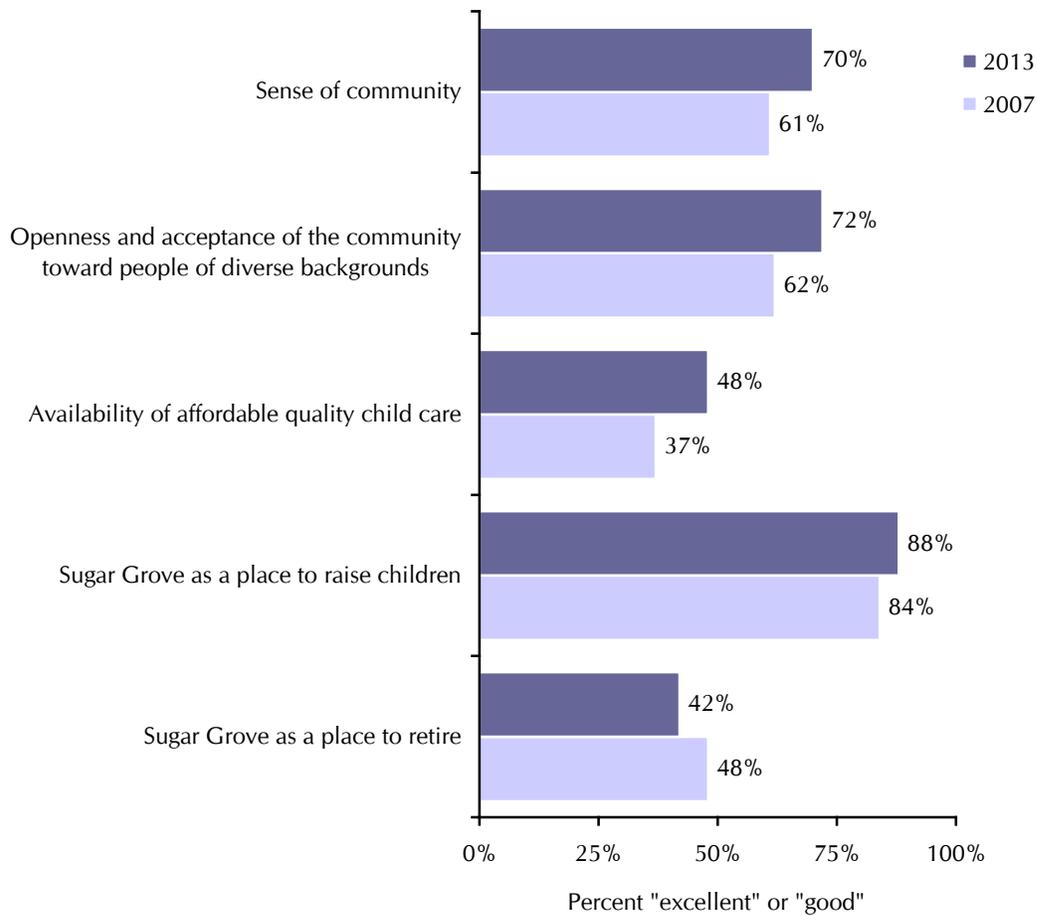


FIGURE 64: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Sense of community | Similar | Similar |
| Openness and acceptance of the community toward people of diverse backgrounds | Much above | Above |
| Availability of affordable quality child care | Above | Similar |
| Sugar Grove as a place to raise kids | Much above | Above |
| Sugar Grove as a place to retire | Much below | Much below |

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 47% to 56% with ratings of “excellent” or “good.” Services to seniors and to youth were below the benchmarks while services to low-income residents were the same.

FIGURE 65: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS BY YEAR

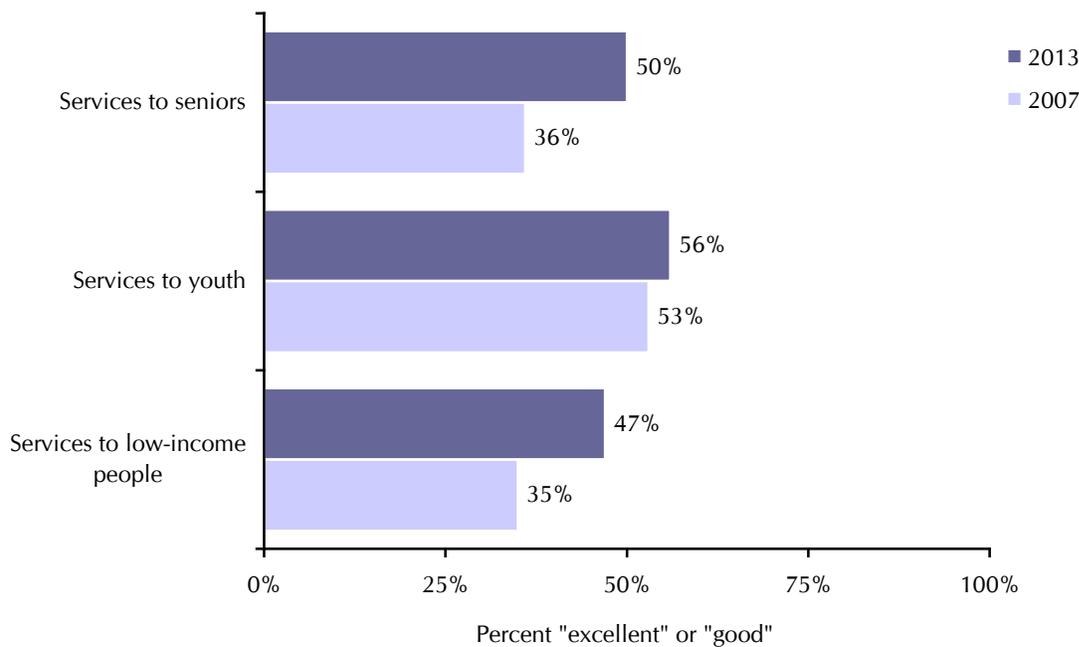


FIGURE 66: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|-------------------------------|---------------------|--|
| Services to seniors | Much below | Much below |
| Services to youth | Below | Much below |
| Services to low income people | Similar | Similar |

CIVIC ENGAGEMENT

Community leaders cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the Village can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs.

Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the Village of Sugar Grove. Survey participants rated the volunteer opportunities in the Village of Sugar Grove favorably. Opportunities to attend or participate in community matters were rated similarly. The rating for opportunities to participate in community matters was similar to the national benchmark while the rating for opportunities to volunteer was below. Ratings for civic engagement opportunities have increased since 2007.

FIGURE 67: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

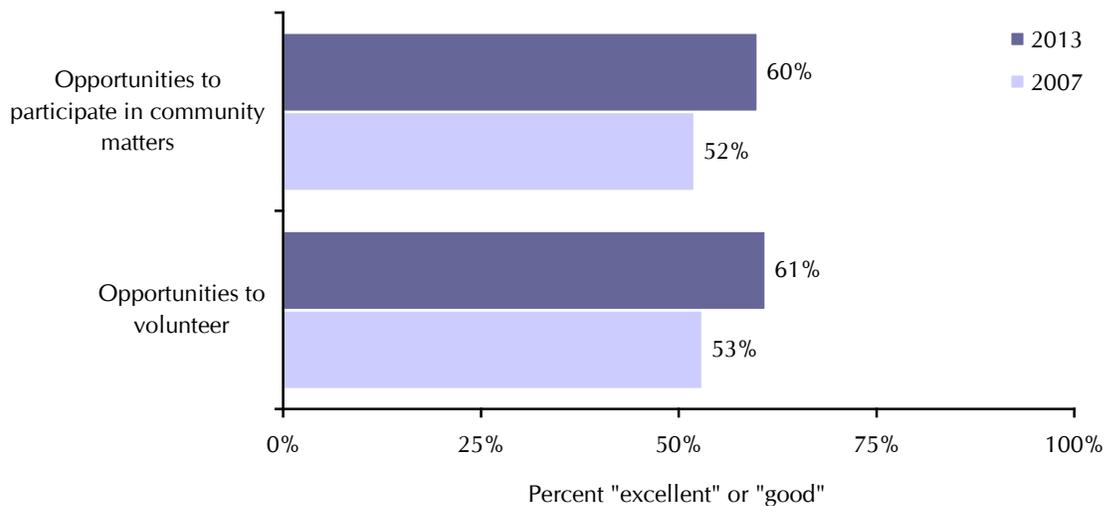


FIGURE 68: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Opportunities to participate in community matters | Similar | Below |
| Opportunities to volunteer | Much below | Much below |

Most of the participants in this survey had not attended a public meeting, volunteered time to a group or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Attending a meeting of local elected officials and providing help to a friend or neighbor showed similar rates of involvement; while volunteering and participating in a club showed lower rates of community engagement.

FIGURE 69: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR¹

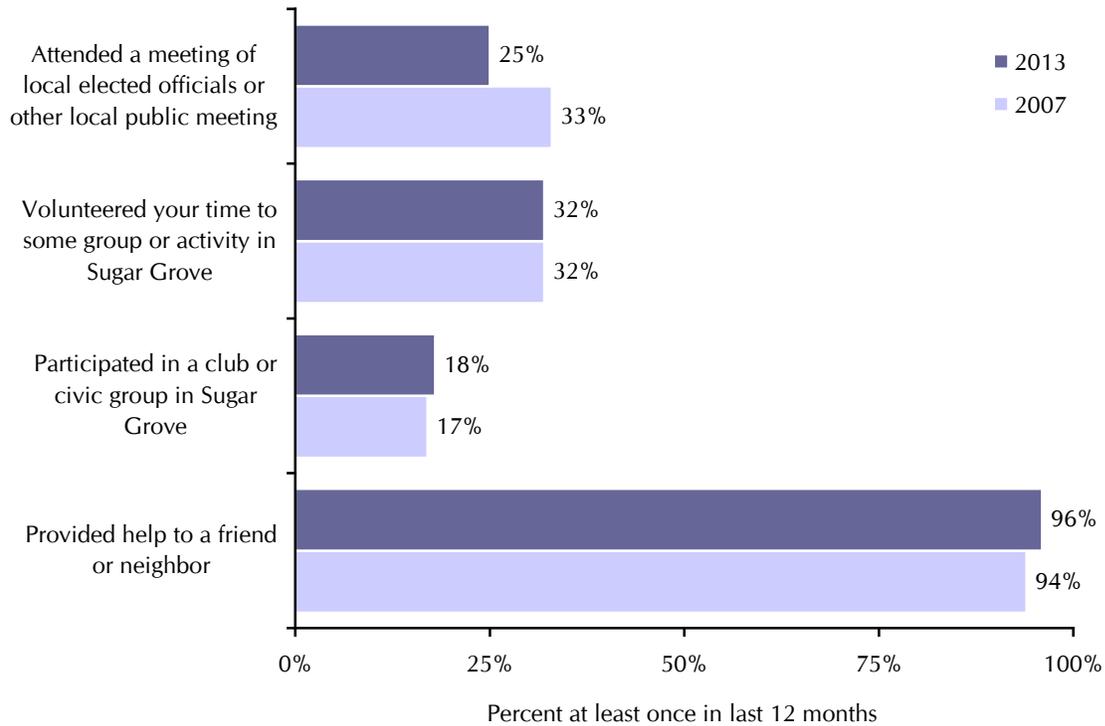
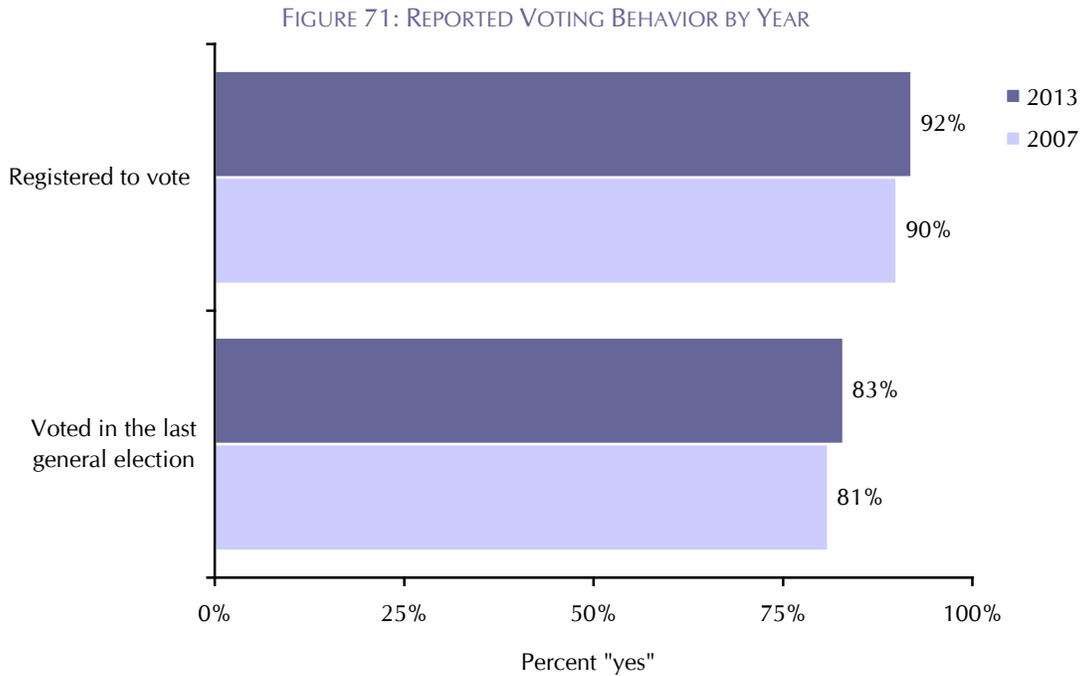


FIGURE 70: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Attended a meeting of local elected officials or other local public meeting | Similar | Similar |
| Volunteered your time to some group or activity in Sugar Grove | Much less | Much less |
| Participated in a club or civic group in Sugar Grove | Much less | Much less |
| Provided help to a friend or neighbor | Similar | Similar |

¹ Over the past few years, local governments have adopted communication strategies that embrace the Internet and new media. In 2010, the question, “Watched a meeting of local elected officials or other local public meeting on cable television” was revised to include “the Internet or other media” to better reflect this trend.

Village of Sugar Grove residents showed the largest amount of civic engagement in the area of electoral participation. Ninety-two percent reported they were registered to vote and 83% indicated they had voted in the last general election. This rate of self-reported voting was much higher than comparison communities.



Note: In addition to the removal of “don’t know” responses, those who said “ineligible to vote” also have been omitted from this calculation. The full frequencies appear in Appendix A.

FIGURE 72: VOTING BEHAVIOR BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--------------------------------|---------------------|--|
| Registered to vote | Much more | Much more |
| Voted in last general election | Much more | Much more |

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the Village of Sugar Grove Web site in the previous 12 months, 77% reported they had done so at least once, a percentage that has increased since 2007. Ratings also increased for public information services and were rated similarly compared to benchmark data.

FIGURE 73: USE OF INFORMATION SOURCES

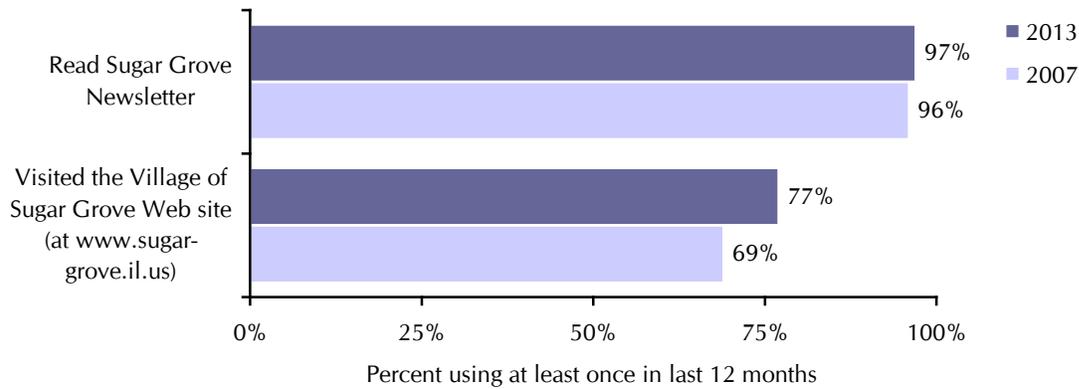


FIGURE 74: USE OF INFORMATION SOURCES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Read Sugar Grove Newsletter | Much more | Much more |
| Visited the Village of Sugar Grove Web site | Much more | Much more |

FIGURE 75: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BY YEAR

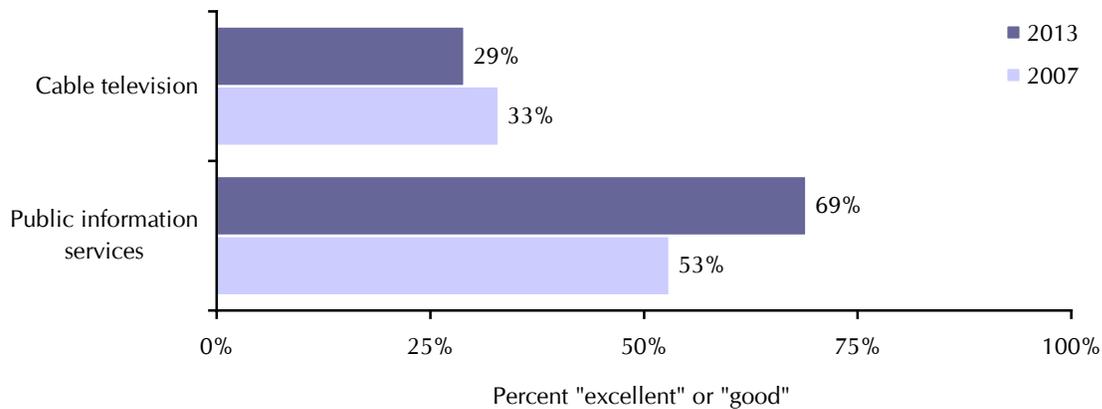


FIGURE 76: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|-----------------------------|---------------------|--|
| Cable television | Much below | Much below |
| Public information services | Similar | Similar |

Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 48% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.” Compared to the previous survey, ratings for social engagement opportunities have increased.

FIGURE 77: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

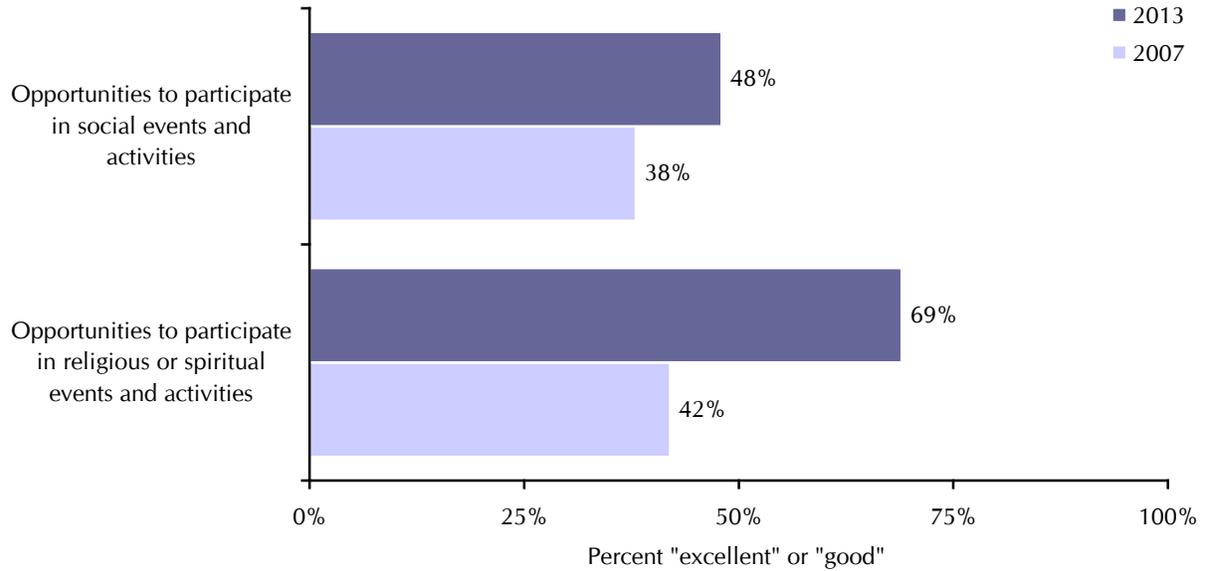


FIGURE 78: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Opportunities to participate in social events and activities | Much below | Much below |
| Opportunities to participate in religious or spiritual events and activities | Much below | Much below |

Residents in Sugar Grove reported a strong amount of neighborliness. More than 60% indicated talking or visiting with their neighbors at least several times a week. This amount of contact with neighbors was much greater than the amount of contact reported in other communities.

FIGURE 79: CONTACT WITH IMMEDIATE NEIGHBORS

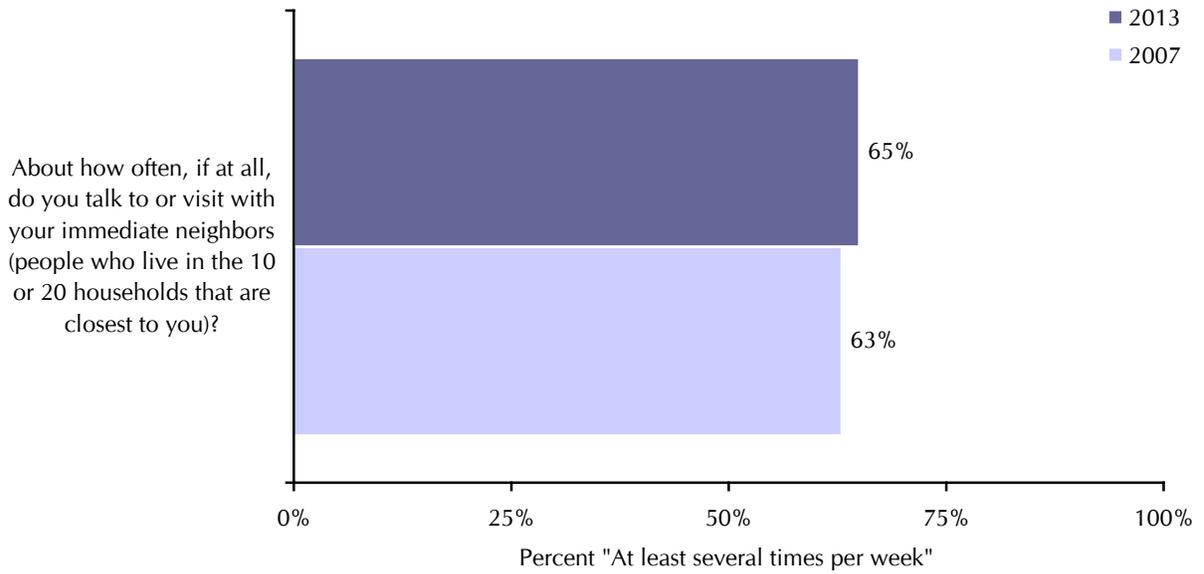


FIGURE 80: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

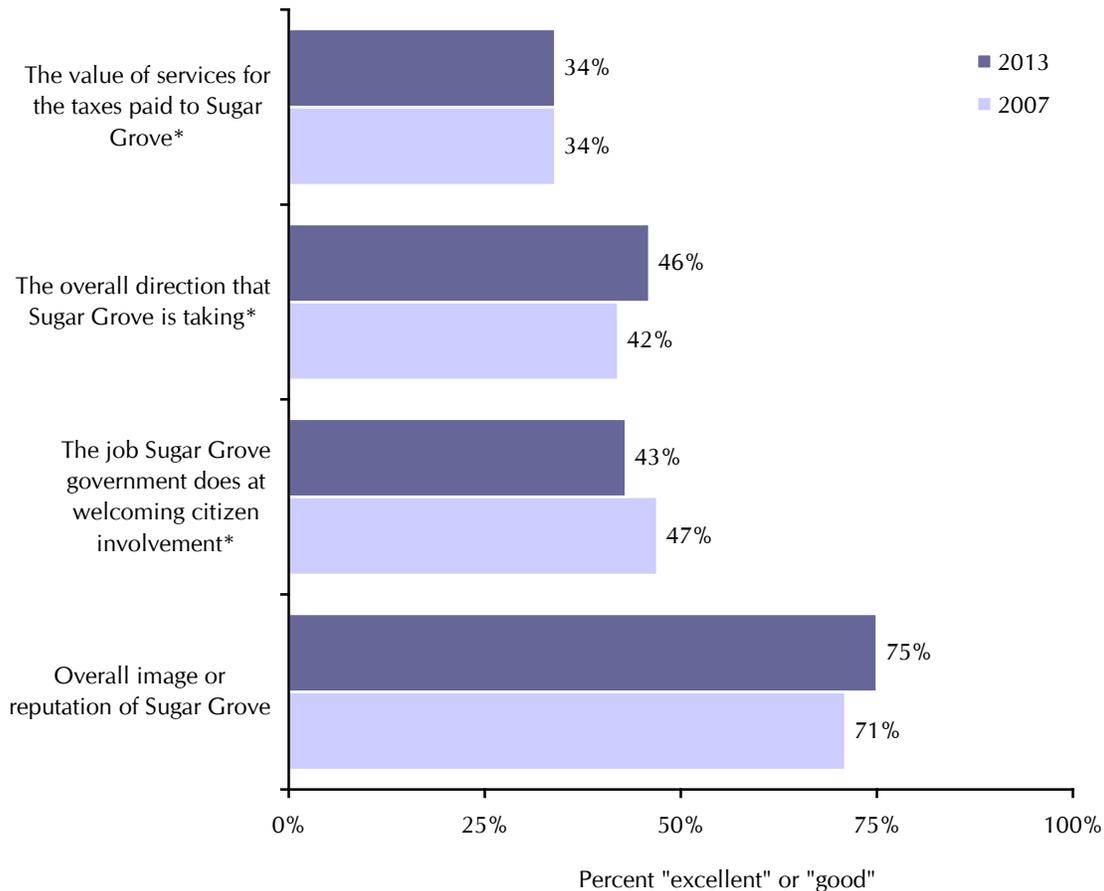
| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Has contact with neighbors at least several times per week | Much more | Much more |

PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction the Village of Sugar Grove is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the Village of Sugar Grove could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the Village of Sugar Grove may be colored by their dislike of what all levels of government provide.

Less than half of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job the Village of Sugar Grove does at welcoming citizen involvement, 43% rated it as "excellent" or "good." Of these four ratings, one was similar to the national benchmark and three were below the benchmark.

FIGURE 81: PUBLIC TRUST RATINGS BY YEAR



* For jurisdictions that have conducted The NCS prior to 2008, a change in the wording of response options may cause a decline in the percent of residents who offer a positive perspective on public trust. It is well to factor in the possible change due to question wording this way: if you show an increase, you may have found even more improvement with the same question wording; if you show no change, you may have shown a slight increase with the same question wording; if you show a decrease, community sentiment is probably about stable.

FIGURE 82: PUBLIC TRUST BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Value of services for the taxes paid to Sugar Grove | Much below | Much below |
| The overall direction that Sugar Grove is taking | Much below | Much below |
| Job Sugar Grove government does at welcoming citizen involvement | Below | Much below |
| Overall image or reputation of Sugar Grove | Above | Similar |

On average, residents of the Village of Sugar Grove gave the highest evaluations to their own local government and the lowest average rating to the State Government. The overall quality of services delivered by the Village of Sugar Grove was rated as “excellent” or “good” by 79% of survey participants. The Village of Sugar Grove’s rating was similar to the benchmarks. Ratings of overall Village services have increased over the last six years.

FIGURE 83: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR

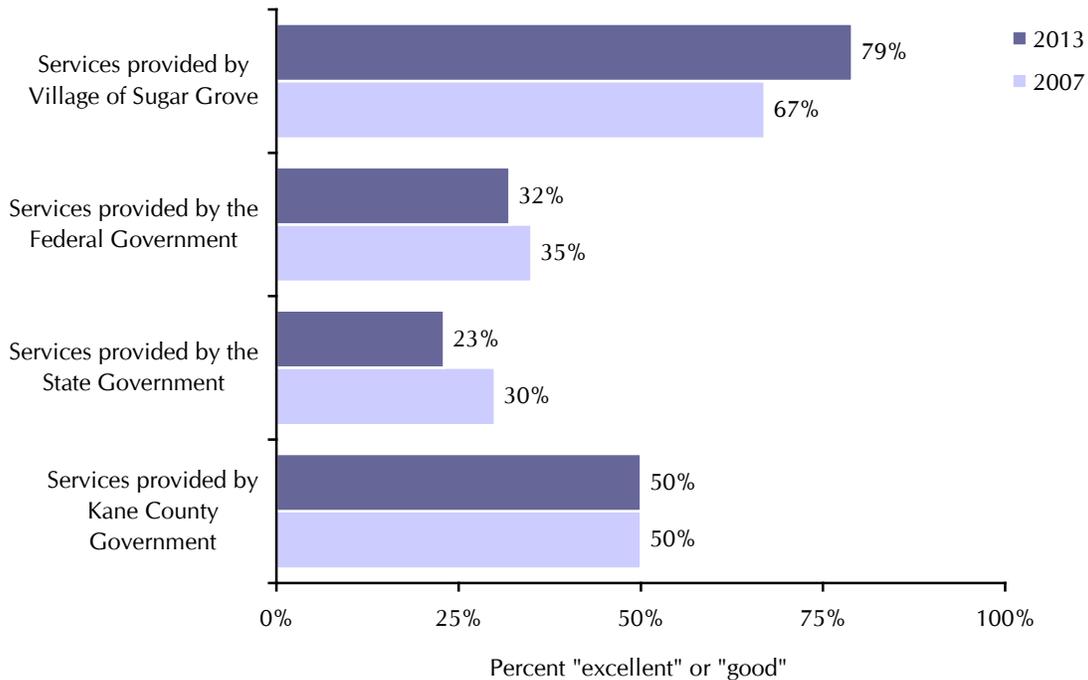


FIGURE 84: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|---|---------------------|--|
| Services provided by the Village of Sugar Grove | Similar | Similar |
| Services provided by the Federal Government | Much below | Much below |
| Services provided by the State Government | Much below | Much below |
| Services provided by Kane County Government | Similar | Similar |

Village of Sugar Grove Employees

The employees of the Village of Sugar Grove who interact with the public create the first impression that most residents have of the Village of Sugar Grove. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the Village of Sugar Grove. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the Village of Sugar Grove staff.

Those completing the survey were asked if they had been in contact with a Village employee either in-person, over the phone or via email in the last 12 months; the 50% who reported that they had been in contact (a percent that is similar to the national benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. Village employees were rated highly; 85% of respondents rated their overall impression as "excellent" or "good." Employees' ratings were higher than the benchmarks.

FIGURE 85: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH VILLAGE EMPLOYEES IN PREVIOUS 12 MONTHS BY YEAR

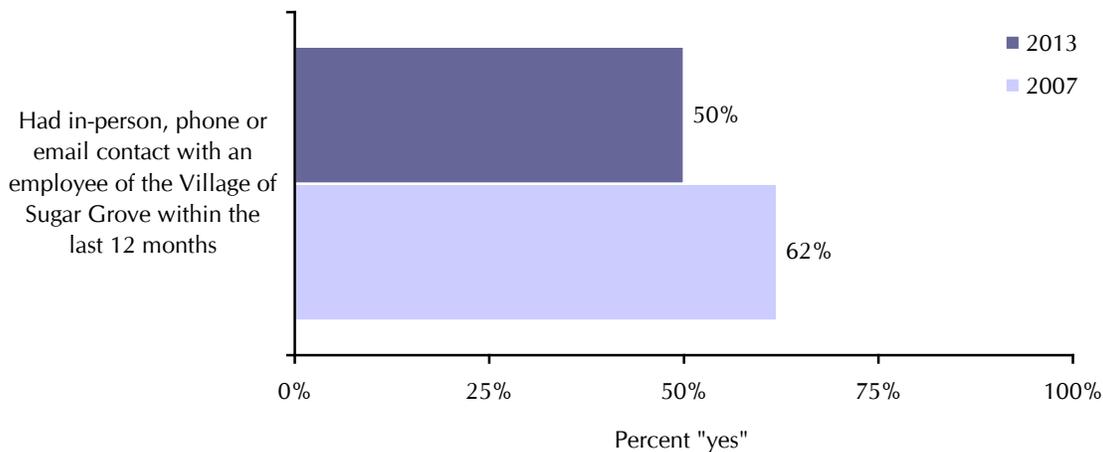


FIGURE 86: CONTACT WITH VILLAGE EMPLOYEES BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--|---------------------|--|
| Had contact with Village employee(s) in last 12 months | Similar | Less |

FIGURE 87: RATINGS OF VILLAGE EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BY YEAR

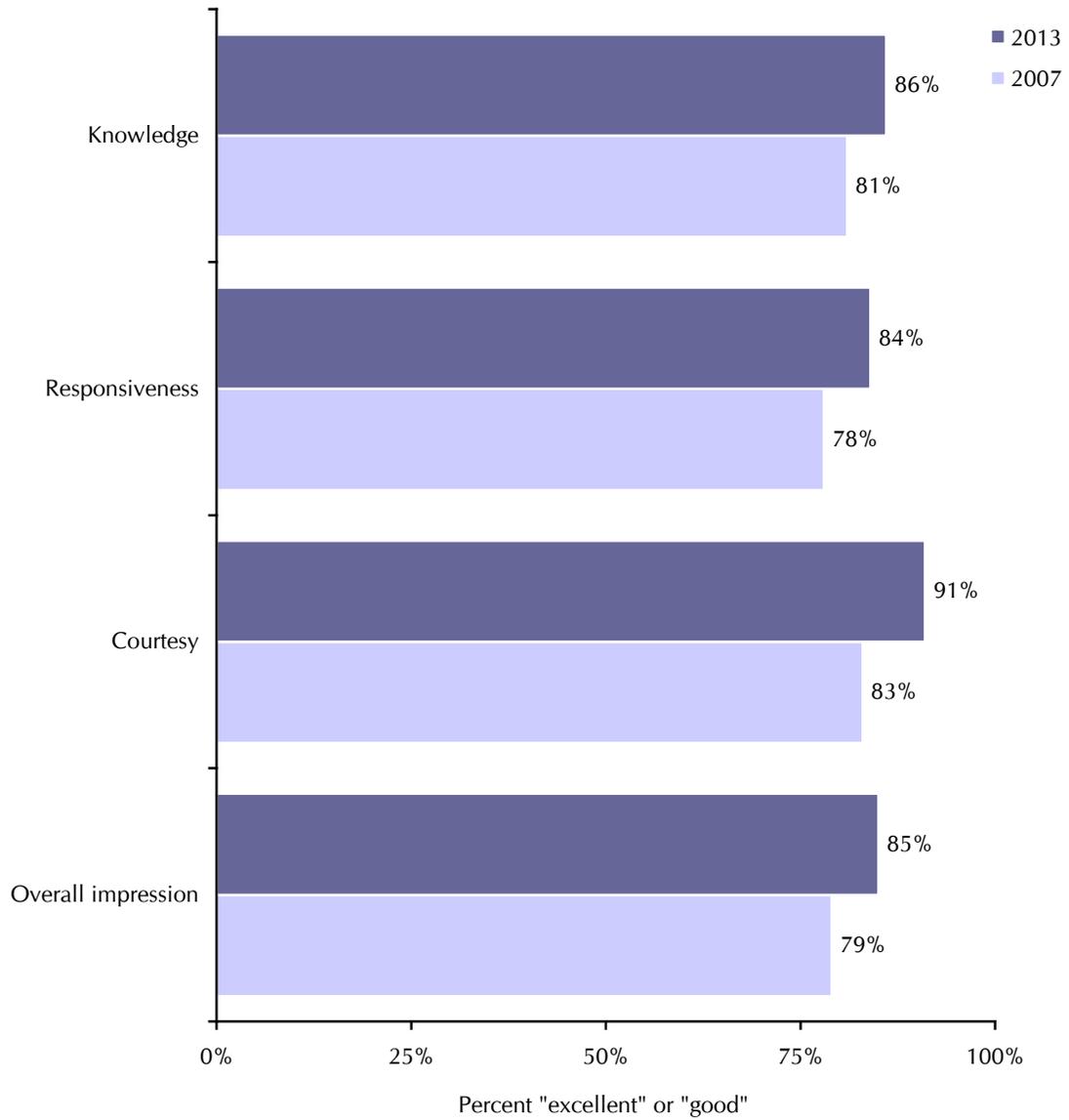


FIGURE 88: RATINGS OF VILLAGE EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

| | National comparison | Population less than 40,000 comparison |
|--------------------|---------------------|--|
| Knowledge | Above | Above |
| Responsiveness | Much above | Above |
| Courteousness | Much above | Much above |
| Overall impression | Much above | Above |

FROM DATA TO ACTION

RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis (KDA). The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using KDA, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A KDA was conducted for the Village of Sugar Grove by examining the relationships between ratings of each service and ratings of the Village of Sugar Grove's overall services. Those Key Driver services that correlated most highly with residents' perceptions about overall Village service quality have been identified. By targeting improvements in key services, the Village of Sugar Grove can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Because a strong correlation is not the same as a cause, there is no guarantee that improving ratings on key drivers necessarily will improve ratings. What is certain from these analyses is that key drivers are good predictors of overall resident opinion and that the key drivers presented may be useful focus areas to consider for enhancement of overall service ratings.

Services found to be most strongly correlated with ratings of overall service quality from the Sugar Grove Key Driver Analysis were:

- Code enforcement
- Public information services

VILLAGE OF SUGAR GROVE ACTION CHART

The 2013 Village of Sugar Grove Action Chart™ on the following page combines two dimensions of performance:

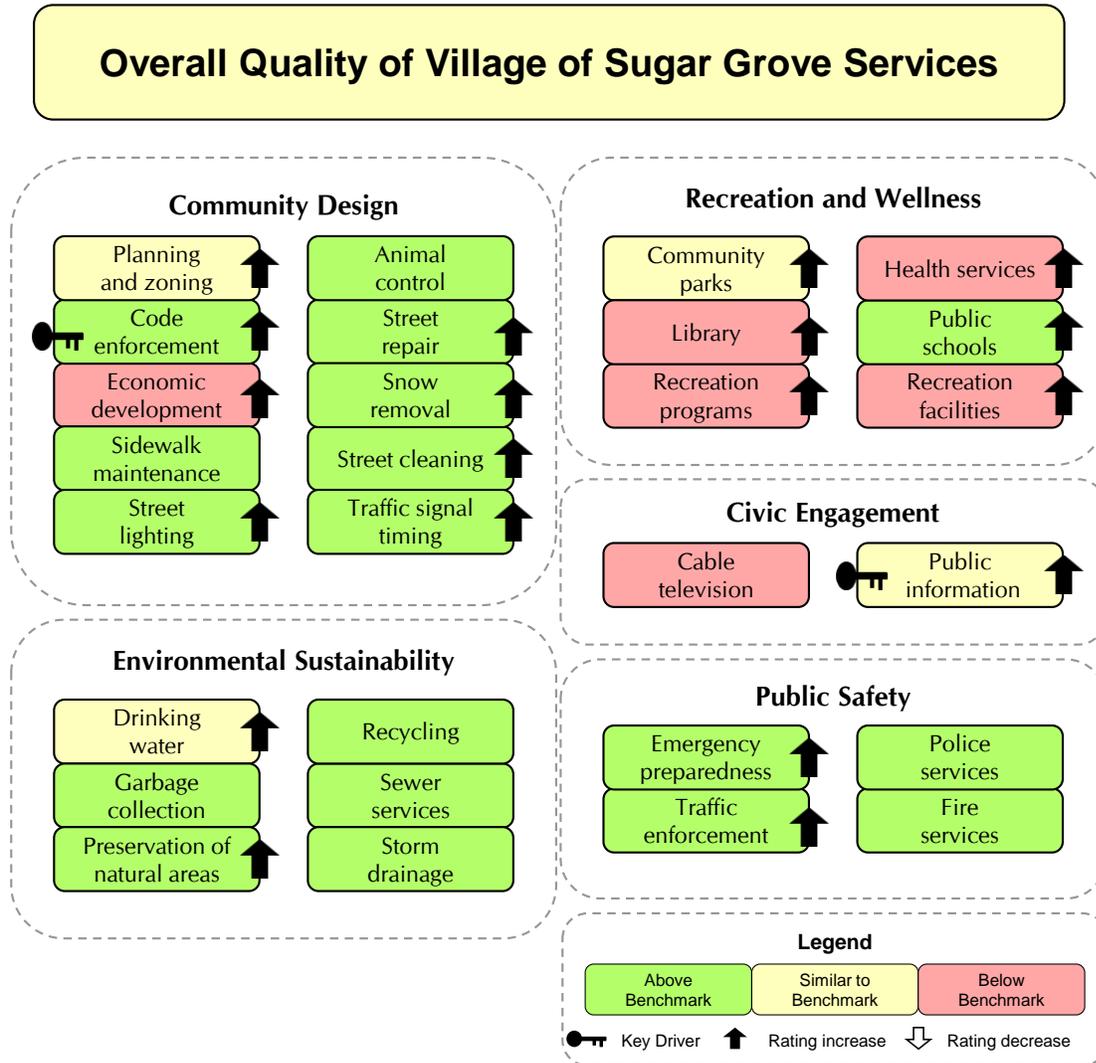
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the national benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates it as a key driver for the Village.
- Trendline icons (up and down arrows), indicating whether the current ratings are higher or lower than the previous survey.

Twenty-eight services were included in the KDA for the Village of Sugar Grove. Of these, 18 were above the national benchmark, six were below the national benchmark and four were similar to the national benchmark.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. In the case of Sugar Grove, no key drivers were below the benchmark. Therefore, Sugar Grove may wish to seek improvements to public information services, as this key driver received ratings similar to national benchmark jurisdictions. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including “Don’t Know” Responses for the percent “don’t know” for each service.

FIGURE 89: VILLAGE OF SUGAR GROVE ACTION CHART™



Using Your Action Chart™

The key drivers derived for the Village of Sugar Grove provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the Village of Sugar Grove, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC dataset. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services.

As staff review key drivers, not all drivers may resonate as likely links to residents' perspectives about overall service quality. For example, in Sugar Grove, planning and zoning and police services may be obvious links to overall service delivery (and each is a key driver from our national database), since it could be easy for staff to see how residents' view of overall service delivery could be colored by how well they perceive police and land use planning to be delivered. But animal control could be a surprise. Before rejecting a key driver that does not pass the first test of conventional wisdom, consider whether residents' opinions about overall service quality could reasonably be influenced by this unexpected driver. For example, in the case of animal control, was there a visible case of violation prior to the survey data collection? Do Sugar Grove residents have different expectations for animal control than what current policy provides? Are the rare instances of violation serious enough to cause a word of mouth campaign about service delivery?

If, after deeper review, the "suspect" driver still does not square with your understanding of the services that could influence residents' perspectives about overall service quality (and if that driver is not a core service or a key driver from NRC's national research), put action in that area on hold and wait to see if it appears as a key driver the next time the survey is conducted.

In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated (in bold typeface and with the symbol "•"), the Village of Sugar Grove key drivers that overlap core services or the nationally derived keys. In general, key drivers below the benchmark may be targeted for improvement. Additionally, we have indicated (with the symbol "°") those services that neither are local nor national key drivers nor are they core services. It is these services that could be considered first for resource reductions.

FIGURE 90: KEY DRIVERS COMPARED

| Service | Village of Sugar Grove Key Driver | National Key Driver | Core Service |
|--------------------------------------|-----------------------------------|---------------------|--------------|
| Police services | | ✓ | ✓ |
| Fire services | | | ✓ |
| ◦ Traffic enforcement | | | |
| Street repair | | | ✓ |
| ◦ Street cleaning | | | |
| ◦ Street lighting | | | |
| ◦ Snow removal | | | |
| ◦ Sidewalk maintenance | | | |
| ◦ Traffic signal timing | | | |
| Garbage collection | | | ✓ |
| ◦ Recycling | | | |
| Storm drainage | | | ✓ |
| Drinking water | | | ✓ |
| Sewer services | | | ✓ |
| ◦ Community parks | | | |
| ◦ Recreation programs or classes | | | |
| ◦ Recreation centers or facilities | | | |
| Land use planning and zoning | | ✓ | |
| • Code enforcement | ✓ | | ✓ |
| ◦ Animal control | | | |
| Economic development | | ✓ | |
| Health services | | | ✓ |
| ◦ Public library | | | |
| • Public information services | ✓ | ✓ | |
| Public schools | | ✓ | |
| ◦ Cable television | | | |
| ◦ Emergency preparedness | | | |
| ◦ Preservation of natural areas | | | |

- Key driver overlaps with national and or core services
- Service may be targeted for reductions it is not a key driver or core service

CUSTOM QUESTIONS

“Don’t know” responses have been removed from the following questions, when applicable.

| Custom Question 1 | |
|--|------------------------|
| To what extent do you support or oppose a Park and Ride facility in Sugar Grove? | Percent of respondents |
| Strongly support | 32% |
| Somewhat support | 49% |
| Somewhat oppose | 9% |
| Strongly oppose | 10% |
| Total | 100% |

| Custom Question 2 | |
|---|------------------------|
| To what extent do you support or oppose a Metra Commuter Rail Station in Sugar Grove? | Percent of respondents |
| Strongly support | 50% |
| Somewhat support | 34% |
| Somewhat oppose | 6% |
| Strongly oppose | 10% |
| Total | 100% |

| Custom Question 3 | | | | | |
|---|-------|-------------|------------|-----|-------|
| How much additional annual property tax, if any, would you be willing to pay per year to support the following efforts? | \$50+ | \$26 - \$50 | \$1 - \$25 | \$0 | Total |
| Fiber optic / high speed Internet | 14% | 10% | 31% | 45% | 100% |
| Construction of a Metra Rail Station | 12% | 14% | 29% | 45% | 100% |
| Bike trail improvements | 9% | 9% | 35% | 46% | 100% |
| Parkway tree program | 5% | 10% | 33% | 52% | 100% |
| Construction of a Park & Ride facility | 5% | 9% | 27% | 59% | 100% |
| Street improvements | 4% | 8% | 37% | 50% | 100% |
| Storm water improvements | 3% | 6% | 28% | 63% | 100% |
| Sidewalk improvements | 3% | 7% | 32% | 58% | 100% |
| Broadcasting Village Board meetings | 1% | 1% | 13% | 84% | 100% |

APPENDIX A: COMPLETE SURVEY FREQUENCIES

FREQUENCIES EXCLUDING "DON'T KNOW" RESPONSES

| Question 1: Quality of Life | | | | | |
|--|-----------|------|------|------|-------|
| Please rate each of the following aspects of quality of life in Sugar Grove: | Excellent | Good | Fair | Poor | Total |
| Sugar Grove as a place to live | 33% | 54% | 12% | 0% | 100% |
| Your neighborhood as a place to live | 45% | 46% | 9% | 1% | 100% |
| Sugar Grove as a place to raise children | 41% | 47% | 10% | 1% | 100% |
| Sugar Grove as a place to work | 9% | 25% | 33% | 34% | 100% |
| Sugar Grove as a place to retire | 18% | 24% | 31% | 27% | 100% |
| The overall quality of life in Sugar Grove | 25% | 61% | 13% | 1% | 100% |

| Question 2: Community Characteristics | | | | | |
|---|-----------|------|------|------|-------|
| Please rate each of the following characteristics as they relate to Sugar Grove as a whole: | Excellent | Good | Fair | Poor | Total |
| Sense of community | 18% | 52% | 25% | 5% | 100% |
| Openness and acceptance of the community toward people of diverse backgrounds | 20% | 52% | 24% | 4% | 100% |
| Overall appearance of Sugar Grove | 20% | 48% | 27% | 5% | 100% |
| Cleanliness of Sugar Grove | 27% | 57% | 15% | 1% | 100% |
| Overall quality of new development in Sugar Grove | 13% | 36% | 31% | 19% | 100% |
| Variety of housing options | 13% | 47% | 32% | 8% | 100% |
| Overall quality of business and service establishments in Sugar Grove | 7% | 32% | 41% | 19% | 100% |
| Shopping opportunities | 4% | 8% | 38% | 49% | 100% |
| Opportunities to attend cultural activities | 4% | 15% | 38% | 42% | 100% |
| Recreational opportunities | 8% | 30% | 40% | 22% | 100% |
| Employment opportunities | 2% | 11% | 32% | 55% | 100% |
| Educational opportunities | 19% | 49% | 27% | 5% | 100% |
| Opportunities to participate in social events and activities | 10% | 39% | 39% | 13% | 100% |
| Opportunities to participate in religious or spiritual events and activities | 18% | 51% | 27% | 4% | 100% |
| Opportunities to volunteer | 14% | 46% | 34% | 5% | 100% |
| Opportunities to participate in community matters | 15% | 45% | 33% | 7% | 100% |
| Ease of car travel in Sugar Grove | 30% | 56% | 11% | 3% | 100% |
| Ease of bicycle travel in Sugar Grove | 16% | 34% | 31% | 19% | 100% |
| Ease of walking in Sugar Grove | 16% | 35% | 30% | 18% | 100% |
| Availability of paths and walking trails | 22% | 36% | 28% | 14% | 100% |
| Traffic flow on major streets | 16% | 61% | 20% | 3% | 100% |

| Question 2: Community Characteristics | | | | | |
|---|-----------|------|------|------|-------|
| Please rate each of the following characteristics as they relate to Sugar Grove as a whole: | Excellent | Good | Fair | Poor | Total |
| Availability of affordable quality housing | 10% | 52% | 30% | 8% | 100% |
| Availability of affordable quality child care | 10% | 38% | 39% | 12% | 100% |
| Availability of affordable quality health care | 7% | 38% | 35% | 20% | 100% |
| Availability of affordable quality food | 10% | 44% | 32% | 14% | 100% |
| Availability of preventive health services | 7% | 30% | 46% | 18% | 100% |
| Air quality | 25% | 59% | 15% | 1% | 100% |
| Quality of overall natural environment in Sugar Grove | 25% | 58% | 16% | 1% | 100% |
| Overall image or reputation of Sugar Grove | 25% | 50% | 21% | 4% | 100% |

| Question 3: Growth | | | | | | |
|---|---------------|-------------------|--------------|-------------------|---------------|-------|
| Please rate the speed of growth in the following categories in Sugar Grove over the past 2 years: | Much too slow | Somewhat too slow | Right amount | Somewhat too fast | Much too fast | Total |
| Population growth | 9% | 27% | 58% | 5% | 1% | 100% |
| Retail growth (stores, restaurants, etc.) | 34% | 43% | 22% | 1% | 0% | 100% |
| Jobs growth | 43% | 48% | 9% | 1% | 0% | 100% |

| Question 4: Code Enforcement | |
|---|------------------------|
| To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Sugar Grove? | Percent of respondents |
| Not a problem | 41% |
| Minor problem | 44% |
| Moderate problem | 13% |
| Major problem | 2% |
| Total | 100% |

| Question 5: Community Safety | | | | | | |
|--|-----------|---------------|-------------------------|-----------------|-------------|-------|
| Please rate how safe or unsafe you feel from the following in Sugar Grove: | Very safe | Somewhat safe | Neither safe nor unsafe | Somewhat unsafe | Very unsafe | Total |
| Violent crime (e.g., rape, assault, robbery) | 72% | 24% | 3% | 0% | 0% | 100% |
| Property crimes (e.g., burglary, theft) | 40% | 47% | 7% | 6% | 1% | 100% |
| Environmental hazards, including toxic waste | 67% | 24% | 6% | 2% | 0% | 100% |

| Question 6: Personal Safety | | | | | | |
|---|-----------|---------------|-------------------------|-----------------|-------------|-------|
| Please rate how safe or unsafe you feel: | Very safe | Somewhat safe | Neither safe nor unsafe | Somewhat unsafe | Very unsafe | Total |
| In your neighborhood during the day | 84% | 15% | 0% | 0% | 0% | 100% |
| In your neighborhood after dark | 59% | 35% | 3% | 3% | 0% | 100% |
| In Sugar Grove's downtown area during the day | 78% | 18% | 5% | 0% | 0% | 100% |
| In Sugar Grove's downtown area after dark | 54% | 35% | 9% | 2% | 0% | 100% |

| Question 7: Contact with Police Department | | | |
|---|-----|-----|-------|
| Have you had any in-person or phone contact with an employee of the Village of Sugar Grove Police Department within the last 12 months? | No | Yes | Total |
| Have you had any in-person or phone contact with an employee of the Village of Sugar Grove Police Department within the last 12 months? | 67% | 33% | 100% |

| Question 8: Ratings of Contact with Police Department | | | | | |
|---|-----------|------|------|------|-------|
| What was your overall impression of your most recent contact with the Village of Sugar Grove Police Department? | Excellent | Good | Fair | Poor | Total |
| What was your overall impression of your most recent contact with the Village of Sugar Grove Police Department? | 40% | 39% | 15% | 5% | 100% |

| Question 9: Crime Victim | |
|--|------------------------|
| During the past 12 months, were you or anyone in your household the victim of any crime? | Percent of respondents |
| No | 92% |
| Yes | 8% |
| Total | 100% |

| Question 10: Crime Reporting | |
|---|------------------------|
| If yes, was this crime (these crimes) reported to the police? | Percent of respondents |
| No | 19% |
| Yes | 81% |
| Total | 100% |

| Question 11: Resident Behaviors | | | | | | |
|--|-------|---------------|---------------|----------------|--------------------|-------|
| In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Sugar Grove? | Never | Once or twice | 3 to 12 times | 13 to 26 times | More than 26 times | Total |
| Used Sugar Grove public libraries or their services | 27% | 27% | 29% | 12% | 5% | 100% |
| Used Sugar Grove recreation centers | 52% | 24% | 18% | 4% | 2% | 100% |
| Participated in a recreation program or activity | 55% | 25% | 15% | 4% | 2% | 100% |
| Visited a neighborhood park or community park | 13% | 23% | 35% | 16% | 14% | 100% |
| Attended a meeting of local elected officials or other local public meeting | 75% | 17% | 6% | 1% | 1% | 100% |
| Read Sugar Grove Newsletter | 3% | 18% | 65% | 9% | 5% | 100% |
| Visited the Village of Sugar Grove Web site (at www.sugar-grove.il.us) | 23% | 37% | 31% | 6% | 3% | 100% |
| Recycled used paper, cans or bottles from your home | 4% | 1% | 6% | 9% | 80% | 100% |
| Volunteered your time to some group or activity in Sugar Grove | 68% | 17% | 9% | 3% | 4% | 100% |
| Participated in religious or spiritual activities in Sugar Grove | 61% | 11% | 10% | 6% | 12% | 100% |
| Participated in a club or civic group in Sugar Grove | 82% | 10% | 5% | 2% | 1% | 100% |
| Provided help to a friend or neighbor | 4% | 22% | 42% | 18% | 14% | 100% |

| Question 12: Neighborliness | |
|---|------------------------|
| About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)? | Percent of respondents |
| Just about everyday | 29% |
| Several times a week | 36% |
| Several times a month | 20% |
| Less than several times a month | 15% |
| Total | 100% |

| Question 13: Service Quality | | | | | |
|--|-----------|------|------|------|-------|
| Please rate the quality of each of the following services in Sugar Grove: | Excellent | Good | Fair | Poor | Total |
| Police services | 41% | 48% | 10% | 1% | 100% |
| Fire services | 48% | 46% | 5% | 1% | 100% |
| Ambulance or emergency medical services | 48% | 44% | 7% | 1% | 100% |
| Crime prevention | 36% | 53% | 10% | 1% | 100% |
| Fire prevention and education | 36% | 53% | 10% | 2% | 100% |
| Municipal courts | 32% | 51% | 15% | 2% | 100% |
| Traffic enforcement | 25% | 57% | 13% | 5% | 100% |
| Street repair | 14% | 46% | 32% | 7% | 100% |
| Street cleaning | 22% | 53% | 21% | 4% | 100% |
| Street lighting | 18% | 59% | 18% | 5% | 100% |
| Snow removal | 29% | 52% | 14% | 4% | 100% |
| Sidewalk maintenance | 18% | 42% | 29% | 11% | 100% |
| Traffic signal timing | 19% | 53% | 22% | 6% | 100% |
| Garbage collection | 41% | 52% | 5% | 2% | 100% |
| Recycling | 42% | 50% | 5% | 2% | 100% |
| Yard waste pick-up | 40% | 52% | 6% | 2% | 100% |
| Storm drainage | 26% | 54% | 14% | 6% | 100% |
| Drinking water | 23% | 49% | 20% | 8% | 100% |
| Sewer services | 26% | 55% | 16% | 2% | 100% |
| Community parks | 25% | 55% | 18% | 2% | 100% |
| Recreation programs or classes | 17% | 51% | 22% | 9% | 100% |
| Recreation centers or facilities | 15% | 44% | 29% | 12% | 100% |
| Land use, planning and zoning | 10% | 37% | 36% | 17% | 100% |
| Code enforcement (weeds, abandoned buildings, etc.) | 14% | 46% | 28% | 11% | 100% |
| Animal control | 22% | 47% | 21% | 10% | 100% |
| Economic development | 5% | 28% | 38% | 30% | 100% |
| Health services | 9% | 39% | 37% | 14% | 100% |
| Services to seniors | 9% | 42% | 31% | 18% | 100% |
| Services to youth | 11% | 45% | 31% | 13% | 100% |
| Services to low-income people | 12% | 36% | 35% | 18% | 100% |
| Public library services | 28% | 46% | 21% | 5% | 100% |
| Public information services | 19% | 50% | 28% | 4% | 100% |
| Public schools | 23% | 58% | 15% | 4% | 100% |
| Cable television | 5% | 25% | 32% | 38% | 100% |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 14% | 58% | 22% | 7% | 100% |
| Preservation of natural areas such as open space, farmlands and greenbelts | 25% | 54% | 19% | 2% | 100% |

| Question 14: Government Services Overall | | | | | |
|--|-----------|------|------|------|-------|
| Overall, how would you rate the quality of the services provided by each of the following? | Excellent | Good | Fair | Poor | Total |
| The Village of Sugar Grove | 18% | 61% | 17% | 4% | 100% |
| The Federal Government | 3% | 28% | 42% | 26% | 100% |
| The State Government | 3% | 20% | 36% | 42% | 100% |
| Kane County Government | 8% | 42% | 43% | 7% | 100% |

| Question 15: Recommendation and Longevity | | | | | |
|---|-------------|-----------------|-------------------|---------------|-------|
| Please indicate how likely or unlikely you are to do each of the following: | Very likely | Somewhat likely | Somewhat unlikely | Very unlikely | Total |
| Recommend living in Sugar Grove to someone who asks | 49% | 41% | 7% | 3% | 100% |
| Remain in Sugar Grove for the next five years | 54% | 32% | 8% | 5% | 100% |

| Question 16: Impact of the Economy | |
|--|------------------------|
| 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: | Percent of respondents |
| Very positive | 2% |
| Somewhat positive | 17% |
| Neutral | 56% |
| Somewhat negative | 21% |
| Very negative | 4% |
| Total | 100% |

| Question 17: Contact with Fire Department | | | |
|--|-----|-----|-------|
| Have you had any in-person or phone contact with an employee of the Sugar Grove Fire Department within the last 12 months? | No | Yes | Total |
| Have you had any in-person or phone contact with an employee of the Sugar Grove Fire Department within the last 12 months? | 87% | 13% | 100% |

| Question 18: Ratings of Contact with Fire Department | | | | | |
|--|-----------|------|------|------|-------|
| What was your overall impression of your most recent contact with the Sugar Grove Fire Department? | Excellent | Good | Fair | Poor | Total |
| What was your overall impression of your most recent contact with the Sugar Grove Fire Department? | 77% | 20% | 1% | 2% | 100% |

| Question 19: Contact with Village Employees | |
|--|------------------------|
| Have you had any in-person, phone or email with an employee of the Village of Sugar Grove within the last 12 months (including police, receptionists, planners or any others)? | Percent of respondents |
| No | 50% |
| Yes | 50% |
| Total | 100% |

| Question 20: Village Employees | | | | | |
|--|-----------|------|------|------|-------|
| What was your impression of the employee(s) of the Village of Sugar Grove in your most recent contact? | Excellent | Good | Fair | Poor | Total |
| Knowledge | 45% | 41% | 10% | 4% | 100% |
| Responsiveness | 48% | 36% | 9% | 7% | 100% |
| Courtesy | 56% | 35% | 6% | 3% | 100% |
| Overall impression | 45% | 39% | 10% | 5% | 100% |

| Question 21: Government Performance | | | | | |
|---|-----------|------|------|------|-------|
| Please rate the following categories of Sugar Grove government performance: | Excellent | Good | Fair | Poor | Total |
| The value of services for the taxes paid to Sugar Grove | 5% | 29% | 42% | 23% | 100% |
| The overall direction that Sugar Grove is taking | 7% | 38% | 41% | 13% | 100% |
| The job Sugar Grove government does at welcoming citizen involvement | 6% | 36% | 43% | 15% | 100% |

| Question 22a: Custom Question 1 | |
|--|------------------------|
| To what extent do you support or oppose a Park and Ride facility in Sugar Grove? | Percent of respondents |
| Strongly support | 32% |
| Somewhat support | 49% |
| Somewhat oppose | 9% |
| Strongly oppose | 10% |
| Total | 100% |

| Question 22b: Custom Question 2 | |
|---|------------------------|
| To what extent do you support or oppose a Metra Commuter Rail Station in Sugar Grove? | Percent of respondents |
| Strongly support | 50% |
| Somewhat support | 34% |
| Somewhat oppose | 6% |
| Strongly oppose | 10% |
| Total | 100% |

| Question 22c: Custom Question 3 | | | | | |
|---|-------|-------------|------------|-----|-------|
| How much additional annual property tax, if any, would you be willing to pay per year to support the following efforts? | \$50+ | \$26 - \$50 | \$1 - \$25 | \$0 | Total |
| Street improvements | 4% | 8% | 37% | 50% | 100% |
| Storm water improvements | 3% | 6% | 28% | 63% | 100% |
| Sidewalk improvements | 3% | 7% | 32% | 58% | 100% |
| Bike trail improvements | 9% | 9% | 35% | 46% | 100% |
| Parkway tree program | 5% | 10% | 33% | 52% | 100% |
| Fiber optic / high speed Internet | 14% | 10% | 31% | 45% | 100% |
| Construction of a Park & Ride facility | 5% | 9% | 27% | 59% | 100% |
| Construction of a Metra Rail Station | 12% | 14% | 29% | 45% | 100% |
| Broadcasting Village Board meetings | 1% | 1% | 13% | 84% | 100% |

| Question D1: Employment Status | |
|-------------------------------------|------------------------|
| Are you currently employed for pay? | Percent of respondents |
| No | 19% |
| Yes, full-time | 68% |
| Yes, part-time | 12% |
| Total | 100% |

| Question D2: Mode of Transportation Used for Commute | |
|--|---------------------------|
| During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? | Percent of days mode used |
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself | 80% |
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults | 8% |
| Bus, rail, subway or other public transportation | 3% |
| Walk | 0% |
| Bicycle | 0% |
| Work at home | 8% |
| Other | 1% |

| Question D3: Length of Residency | |
|---|------------------------|
| How many years have you lived in Sugar Grove? | Percent of respondents |
| Less than 2 years | 11% |
| 2 to 5 years | 16% |
| 6 to 10 years | 37% |
| 11 to 20 years | 27% |
| More than 20 years | 9% |
| Total | 100% |

| Question D4: Housing Unit Type | |
|---|------------------------|
| Which best describes the building you live in? | Percent of respondents |
| One family house detached from any other houses | 78% |
| House attached to one or more houses (e.g., a duplex or townhome) | 19% |
| Building with two or more apartments or condominiums | 3% |
| Mobile home | 0% |
| Other | 0% |
| Total | 100% |

| Question D5: Housing Tenure (Rent/Own) | |
|---|------------------------|
| Is this house, apartment or mobile home... | Percent of respondents |
| Rented for cash or occupied without cash payment | 9% |
| Owned by you or someone in this house with a mortgage or free and clear | 91% |
| Total | 100% |

| Question D6: Monthly Housing Cost | |
|--|------------------------|
| About how much is the monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)? | Percent of respondents |
| Less than \$300 per month | 1% |
| \$300 to \$599 per month | 3% |
| \$600 to \$999 per month | 9% |
| \$1,000 to \$1,499 per month | 25% |
| \$1,500 to \$2,499 per month | 40% |
| \$2,500 or more per month | 22% |
| Total | 100% |

| Question D7: Presence of Children in Household | |
|---|------------------------|
| Do any children 17 or under live in your household? | Percent of respondents |
| No | 54% |
| Yes | 46% |
| Total | 100% |

| Question D8: Presence of Older Adults in Household | |
|--|------------------------|
| Are you or any other members of your household aged 65 or older? | Percent of respondents |
| No | 83% |
| Yes | 17% |
| Total | 100% |

| Question D9: Household Income | |
|--|------------------------|
| 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.) | Percent of respondents |
| Less than \$24,999 | 3% |
| \$25,000 to \$49,999 | 10% |
| \$50,000 to \$99,999 | 30% |
| \$100,000 to \$149,999 | 35% |
| \$150,000 or more | 21% |
| Total | 100% |

| Question D10: Ethnicity | |
|--|------------------------|
| Are you Spanish, Hispanic or Latino? | Percent of respondents |
| No, not Spanish, Hispanic or Latino | 96% |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 4% |
| Total | 100% |

| Question D11: Race | |
|---|------------------------|
| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent of respondents |
| American Indian or Alaskan Native | 2% |
| Asian, Asian Indian or Pacific Islander | 2% |
| Black or African American | 2% |
| White | 94% |
| Other | 4% |
| Total may exceed 100% as respondents could select more than one option | |

| Question D12: Age | |
|--------------------------------|------------------------|
| In which category is your age? | Percent of respondents |
| 18 to 24 years | 2% |
| 25 to 34 years | 22% |
| 35 to 44 years | 20% |
| 45 to 54 years | 27% |
| 55 to 64 years | 18% |
| 65 to 74 years | 9% |
| 75 years or older | 2% |
| Total | 100% |

| Question D13: Gender | |
|----------------------|------------------------|
| What is your sex? | Percent of respondents |
| Female | 52% |
| Male | 48% |
| Total | 100% |

| Question D14: Registered to Vote | |
|--|------------------------|
| Are you registered to vote in your jurisdiction? | Percent of respondents |
| No | 8% |
| Yes | 92% |
| Ineligible to vote | 0% |
| Total | 100% |

| Question D15: Voted in Last General Election | |
|--|------------------------|
| Many people don't have time to vote in elections. Did you vote in the last general election? | Percent of respondents |
| No | 17% |
| Yes | 83% |
| Ineligible to vote | 0% |
| Total | 100% |

| Question D16: Has Cell Phone | |
|------------------------------|------------------------|
| Do you have a cell phone? | Percent of respondents |
| No | 2% |
| Yes | 98% |
| Total | 100% |

| Question D17: Has Land Line | |
|----------------------------------|------------------------|
| Do you have a land line at home? | Percent of respondents |
| No | 41% |
| Yes | 59% |
| Total | 100% |

| Question D18: Primary Phone | |
|---|------------------------|
| If you have both a cell phone and a land line, which do you consider your primary telephone number? | Percent of respondents |
| Cell | 31% |
| Land line | 52% |
| Both | 18% |
| Total | 100% |

FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

| Question 1: Quality of Life | | | | | | | | | | | | |
|--|--------------------------------|-----|------|-----|------|-----|------|-----|------------|-----|-------|------|
| Please rate each of the following aspects of quality of life in Sugar Grove: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
| | Sugar Grove as a place to live | 33% | 172 | 54% | 278 | 12% | 62 | 0% | 1 | 0% | 0 | 100% |
| Your neighborhood as a place to live | 45% | 230 | 46% | 235 | 9% | 45 | 1% | 4 | 0% | 0 | 100% | 514 |
| Sugar Grove as a place to raise children | 38% | 194 | 44% | 223 | 9% | 48 | 1% | 6 | 8% | 40 | 100% | 512 |
| Sugar Grove as a place to work | 6% | 29 | 16% | 80 | 21% | 106 | 21% | 109 | 36% | 185 | 100% | 510 |
| Sugar Grove as a place to retire | 14% | 70 | 19% | 97 | 24% | 124 | 21% | 108 | 22% | 113 | 100% | 512 |
| The overall quality of life in Sugar Grove | 25% | 129 | 61% | 313 | 13% | 68 | 1% | 4 | 0% | 0 | 100% | 515 |

| Question 2: Community Characteristics | | | | | | | | | | | | |
|---|--------------------|-----|------|-----|------|-----|------|-----|------------|-----|-------|------|
| Please rate each of the following characteristics as they relate to Sugar Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
| | Sense of community | 18% | 91 | 51% | 255 | 25% | 125 | 5% | 24 | 1% | 7 | 100% |
| Openness and acceptance of the community toward people of diverse backgrounds | 18% | 89 | 46% | 231 | 21% | 107 | 4% | 20 | 12% | 59 | 100% | 506 |
| Overall appearance of Sugar Grove | 20% | 102 | 48% | 241 | 27% | 138 | 5% | 27 | 0% | 0 | 100% | 508 |
| Cleanliness of Sugar Grove | 27% | 138 | 57% | 289 | 15% | 74 | 1% | 7 | 0% | 0 | 100% | 509 |
| Overall quality of new development in Sugar Grove | 13% | 65 | 35% | 177 | 30% | 153 | 19% | 95 | 4% | 20 | 100% | 511 |
| Variety of housing options | 12% | 62 | 45% | 226 | 30% | 152 | 8% | 40 | 5% | 26 | 100% | 506 |
| Overall quality of business and service establishments in Sugar Grove | 7% | 38 | 32% | 163 | 41% | 208 | 19% | 98 | 0% | 2 | 100% | 509 |
| Shopping opportunities | 4% | 21 | 8% | 41 | 38% | 196 | 49% | 252 | 0% | 1 | 100% | 511 |
| Opportunities to attend cultural activities | 4% | 20 | 14% | 70 | 34% | 171 | 38% | 192 | 11% | 55 | 100% | 508 |
| Recreational opportunities | 8% | 40 | 28% | 145 | 39% | 197 | 21% | 108 | 4% | 21 | 100% | 511 |
| Employment opportunities | 2% | 8 | 8% | 43 | 25% | 126 | 42% | 213 | 24% | 122 | 100% | 512 |

| Question 2: Community Characteristics | | | | | | | | | | | | |
|---|---------------------------|-----|------|-----|------|-----|------|----|------------|-----|-------|------|
| Please rate each of the following characteristics as they relate to Sugar Grove as a whole: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
| | Educational opportunities | 18% | 92 | 46% | 233 | 25% | 127 | 5% | 25 | 6% | 30 | 100% |
| Opportunities to participate in social events and activities | 9% | 45 | 36% | 181 | 36% | 182 | 12% | 60 | 7% | 38 | 100% | 506 |
| Opportunities to participate in religious or spiritual events and activities | 15% | 76 | 41% | 208 | 22% | 110 | 3% | 17 | 19% | 99 | 100% | 509 |
| Opportunities to volunteer | 12% | 59 | 37% | 190 | 28% | 141 | 4% | 20 | 20% | 100 | 100% | 510 |
| Opportunities to participate in community matters | 13% | 65 | 39% | 195 | 29% | 146 | 6% | 31 | 13% | 67 | 100% | 503 |
| Ease of car travel in Sugar Grove | 30% | 148 | 56% | 279 | 11% | 55 | 3% | 14 | 1% | 3 | 100% | 500 |
| Ease of bicycle travel in Sugar Grove | 15% | 74 | 30% | 156 | 28% | 141 | 17% | 89 | 10% | 51 | 100% | 511 |
| Ease of walking in Sugar Grove | 16% | 81 | 35% | 176 | 30% | 152 | 18% | 91 | 2% | 9 | 100% | 509 |
| Availability of paths and walking trails | 21% | 108 | 35% | 178 | 27% | 139 | 14% | 70 | 3% | 14 | 100% | 509 |
| Traffic flow on major streets | 16% | 80 | 61% | 310 | 20% | 100 | 3% | 16 | 1% | 3 | 100% | 508 |
| Availability of affordable quality housing | 9% | 48 | 47% | 237 | 27% | 135 | 7% | 37 | 10% | 49 | 100% | 507 |
| Availability of affordable quality child care | 5% | 25 | 18% | 91 | 19% | 94 | 6% | 29 | 53% | 266 | 100% | 505 |
| Availability of affordable quality health care | 5% | 24 | 28% | 141 | 26% | 130 | 15% | 75 | 27% | 136 | 100% | 506 |
| Availability of affordable quality food | 10% | 51 | 44% | 223 | 31% | 160 | 14% | 70 | 1% | 7 | 100% | 510 |
| Availability of preventive health services | 5% | 26 | 23% | 115 | 35% | 178 | 14% | 70 | 23% | 117 | 100% | 506 |
| Air quality | 24% | 120 | 57% | 286 | 14% | 72 | 1% | 6 | 4% | 22 | 100% | 505 |
| Quality of overall natural environment in Sugar Grove | 25% | 125 | 57% | 289 | 16% | 82 | 1% | 4 | 2% | 8 | 100% | 508 |
| Overall image or reputation of Sugar Grove | 24% | 124 | 49% | 251 | 20% | 102 | 4% | 21 | 2% | 12 | 100% | 510 |

| Question 3: Growth | | | | | | | | | | | | | | |
|---|-------------------|-----|-------------------|-----|--------------|-----|-------------------|----|---------------|----|------------|-----|-------|------|
| Please rate the speed of growth in the following categories in Sugar Grove over the past 2 years: | Much too slow | | Somewhat too slow | | Right amount | | Somewhat too fast | | Much too fast | | Don't know | | Total | |
| | Population growth | 8% | 42 | 24% | 124 | 52% | 264 | 5% | 25 | 1% | 4 | 10% | 53 | 100% |
| Retail growth (stores, restaurants, etc.) | 34% | 173 | 42% | 217 | 22% | 111 | 1% | 4 | 0% | 0 | 2% | 8 | 100% | 513 |
| Jobs growth | 30% | 154 | 34% | 173 | 6% | 31 | 0% | 2 | 0% | 0 | 30% | 152 | 100% | 511 |

| Question 4: Code Enforcement | | |
|---|------------------------|-------|
| To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Sugar Grove? | Percent of respondents | Count |
| Not a problem | 38% | 192 |
| Minor problem | 40% | 205 |
| Moderate problem | 12% | 62 |
| Major problem | 2% | 11 |
| Don't know | 8% | 38 |
| Total | 100% | 509 |

| Question 5: Community Safety | | | | | | | | | | | | | | |
|--|--|-----|---------------|-----|-------------------------|----|-----------------|----|-------------|----|------------|----|-------|------|
| Please rate how safe or unsafe you feel from the following in Sugar Grove: | Very safe | | Somewhat safe | | Neither safe nor unsafe | | Somewhat unsafe | | Very unsafe | | Don't know | | Total | |
| | Violent crime (e.g., rape, assault, robbery) | 72% | 371 | 24% | 122 | 3% | 16 | 0% | 1 | 0% | 2 | 0% | 2 | 100% |
| Property crimes (e.g., burglary, theft) | 39% | 203 | 47% | 240 | 7% | 34 | 6% | 29 | 0% | 3 | 1% | 5 | 100% | 514 |
| Environmental hazards, including toxic waste | 62% | 320 | 23% | 116 | 6% | 30 | 2% | 9 | 0% | 2 | 7% | 37 | 100% | 513 |

| Question 6: Personal Safety | | | | | | | | | | | | | | |
|---|-------------------------------------|-----|---------------|-----|-------------------------|----|-----------------|----|-------------|----|------------|-----|-------|------|
| Please rate how safe or unsafe you feel: | Very safe | | Somewhat safe | | Neither safe nor unsafe | | Somewhat unsafe | | Very unsafe | | Don't know | | Total | |
| | In your neighborhood during the day | 84% | 433 | 15% | 79 | 0% | 0 | 0% | 2 | 0% | 0 | 0% | 0 | 100% |
| In your neighborhood after dark | 59% | 305 | 35% | 178 | 3% | 15 | 3% | 15 | 0% | 1 | 0% | 0 | 100% | 514 |
| In Sugar Grove's downtown area during the day | 64% | 326 | 14% | 74 | 4% | 19 | 0% | 0 | 0% | 0 | 18% | 90 | 100% | 509 |
| In Sugar Grove's downtown area after dark | 42% | 214 | 27% | 138 | 7% | 34 | 2% | 9 | 0% | 0 | 22% | 113 | 100% | 509 |

| Question 7: Contact with Police Department | | | | | | | | | |
|---|-----|-----|-----|-----|------------|---|-------|-----|--|
| Have you had any in-person or phone contact with an employee of the Village of Sugar Grove Police Department within the last 12 months? | No | | Yes | | Don't know | | Total | | |
| Have you had any in-person or phone contact with an employee of the Village of Sugar Grove Police Department within the last 12 months? | 66% | 340 | 33% | 171 | 0% | 1 | 100% | 512 | |

| Question 8: Ratings of Contact with Police Department | | | | | | | | | | | | |
|---|-----------|----|------|----|------|----|------|---|------------|---|-------|-----|
| What was your overall impression of your most recent contact with the Village of Sugar Grove Police Department? | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
| What was your overall impression of your most recent contact with the Village of Sugar Grove Police Department? | 40% | 69 | 39% | 66 | 15% | 26 | 5% | 9 | 0% | 0 | 100% | 170 |

| Question 9: Crime Victim | | |
|--|------------------------|-------|
| During the past 12 months, were you or anyone in your household the victim of any crime? | Percent of respondents | Count |
| No | 92% | 473 |
| Yes | 8% | 39 |
| Don't know | 0% | 0 |
| Total | 100% | 512 |

| Question 10: Crime Reporting | | |
|---|------------------------|-------|
| If yes, was this crime (these crimes) reported to the police? | Percent of respondents | Count |
| No | 19% | 8 |
| Yes | 81% | 31 |
| Don't know | 0% | 0 |
| Total | 100% | 39 |

| Question 11: Resident Behaviors | | | | | | | | | | | | |
|--|---|-----|---------------|-----|---------------|-----|----------------|-----|--------------------|-----|-------|------|
| In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Sugar Grove? | Never | | Once or twice | | 3 to 12 times | | 13 to 26 times | | More than 26 times | | Total | |
| | Used Sugar Grove public libraries or their services | 27% | 135 | 27% | 136 | 29% | 150 | 12% | 60 | 5% | 28 | 100% |
| Used Sugar Grove recreation centers | 52% | 265 | 24% | 122 | 18% | 89 | 4% | 21 | 2% | 10 | 100% | 507 |
| Participated in a recreation program or activity | 55% | 276 | 25% | 125 | 15% | 74 | 4% | 20 | 2% | 10 | 100% | 506 |
| Visited a neighborhood park or community park | 13% | 65 | 23% | 114 | 35% | 176 | 16% | 83 | 14% | 69 | 100% | 507 |
| Attended a meeting of local elected officials or other local public meeting | 75% | 382 | 17% | 88 | 6% | 30 | 1% | 7 | 1% | 5 | 100% | 511 |
| Read Sugar Grove Newsletter | 3% | 15 | 18% | 89 | 65% | 329 | 9% | 44 | 5% | 27 | 100% | 504 |
| Visited the Village of Sugar Grove Web site (at www.sugar-grove.il.us) | 23% | 116 | 37% | 185 | 31% | 158 | 6% | 28 | 3% | 17 | 100% | 503 |
| Recycled used paper, cans or bottles from your home | 4% | 19 | 1% | 7 | 6% | 31 | 9% | 43 | 80% | 402 | 100% | 501 |
| Volunteered your time to some group or activity in Sugar Grove | 68% | 344 | 17% | 84 | 9% | 43 | 3% | 15 | 4% | 22 | 100% | 508 |
| Participated in religious or spiritual activities in Sugar Grove | 61% | 311 | 11% | 57 | 10% | 53 | 6% | 32 | 12% | 60 | 100% | 511 |
| Participated in a club or civic group in Sugar Grove | 82% | 419 | 10% | 50 | 5% | 25 | 2% | 10 | 1% | 5 | 100% | 509 |
| Provided help to a friend or neighbor | 4% | 20 | 22% | 112 | 42% | 216 | 18% | 94 | 14% | 69 | 100% | 511 |

| Question 12: Neighborliness | | |
|---|------------------------|-------|
| About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)? | Percent of respondents | Count |
| Just about everyday | 29% | 147 |
| Several times a week | 36% | 185 |
| Several times a month | 20% | 103 |
| Less than several times a month | 15% | 78 |
| Total | 100% | 513 |

| Question 13: Service Quality | | | | | | | | | | | | |
|---|-----------------|-----|------|-----|------|-----|------|-----|------------|-----|-------|------|
| Please rate the quality of each of the following services in Sugar Grove: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
| | Police services | 36% | 182 | 42% | 214 | 9% | 44 | 1% | 6 | 12% | 59 | 100% |
| Fire services | 34% | 172 | 33% | 167 | 3% | 16 | 1% | 3 | 29% | 144 | 100% | 503 |
| Ambulance or emergency medical services | 29% | 145 | 27% | 134 | 5% | 23 | 0% | 2 | 40% | 199 | 100% | 502 |
| Crime prevention | 28% | 139 | 40% | 203 | 8% | 39 | 1% | 4 | 24% | 118 | 100% | 503 |
| Fire prevention and education | 21% | 107 | 32% | 159 | 6% | 30 | 1% | 5 | 40% | 201 | 100% | 502 |
| Municipal courts | 9% | 45 | 14% | 72 | 4% | 20 | 0% | 2 | 72% | 359 | 100% | 499 |
| Traffic enforcement | 21% | 106 | 47% | 236 | 11% | 53 | 4% | 21 | 17% | 84 | 100% | 499 |
| Street repair | 13% | 68 | 45% | 225 | 31% | 156 | 7% | 36 | 4% | 19 | 100% | 503 |
| Street cleaning | 21% | 107 | 51% | 257 | 20% | 103 | 4% | 20 | 4% | 19 | 100% | 507 |
| Street lighting | 17% | 88 | 59% | 296 | 17% | 88 | 5% | 27 | 1% | 5 | 100% | 504 |
| Snow removal | 28% | 143 | 50% | 253 | 14% | 70 | 4% | 20 | 4% | 19 | 100% | 506 |
| Sidewalk maintenance | 16% | 81 | 38% | 189 | 26% | 132 | 10% | 49 | 10% | 53 | 100% | 504 |
| Traffic signal timing | 18% | 92 | 51% | 259 | 22% | 110 | 5% | 27 | 3% | 17 | 100% | 504 |
| Garbage collection | 41% | 206 | 52% | 262 | 5% | 26 | 2% | 9 | 1% | 3 | 100% | 507 |
| Recycling | 42% | 211 | 50% | 250 | 5% | 27 | 2% | 9 | 2% | 8 | 100% | 504 |
| Yard waste pick-up | 36% | 182 | 47% | 235 | 5% | 27 | 2% | 9 | 11% | 53 | 100% | 506 |
| Storm drainage | 24% | 122 | 51% | 257 | 13% | 68 | 5% | 26 | 6% | 32 | 100% | 505 |
| Drinking water | 22% | 110 | 48% | 241 | 19% | 98 | 8% | 39 | 4% | 19 | 100% | 507 |
| Sewer services | 24% | 121 | 50% | 253 | 15% | 74 | 2% | 11 | 9% | 46 | 100% | 505 |
| Community parks | 24% | 119 | 51% | 255 | 17% | 86 | 1% | 7 | 7% | 36 | 100% | 503 |
| Recreation programs or classes | 11% | 55 | 33% | 167 | 14% | 72 | 6% | 30 | 35% | 178 | 100% | 503 |
| Recreation centers or facilities | 10% | 52 | 30% | 147 | 20% | 98 | 8% | 41 | 32% | 160 | 100% | 498 |
| Land use, planning and zoning | 7% | 36 | 27% | 133 | 26% | 129 | 12% | 60 | 28% | 141 | 100% | 499 |
| Code enforcement (weeds, abandoned buildings, etc.) | 11% | 56 | 36% | 180 | 22% | 110 | 9% | 43 | 22% | 111 | 100% | 502 |
| Animal control | 14% | 73 | 31% | 155 | 14% | 69 | 6% | 32 | 35% | 177 | 100% | 505 |
| Economic development | 4% | 20 | 23% | 114 | 31% | 157 | 24% | 122 | 18% | 91 | 100% | 504 |

| Question 13: Service Quality | | | | | | | | | | | | |
|--|-----------------|-----|------|-----|------|-----|------|-----|------------|-----|-------|------|
| Please rate the quality of each of the following services in Sugar Grove: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
| | Health services | 6% | 30 | 26% | 128 | 24% | 122 | 9% | 47 | 35% | 173 | 100% |
| Services to seniors | 3% | 17 | 16% | 81 | 12% | 61 | 7% | 36 | 61% | 309 | 100% | 503 |
| Services to youth | 6% | 30 | 26% | 129 | 18% | 89 | 7% | 37 | 43% | 217 | 100% | 502 |
| Services to low-income people | 3% | 17 | 10% | 51 | 10% | 50 | 5% | 26 | 71% | 357 | 100% | 501 |
| Public library services | 24% | 118 | 38% | 191 | 17% | 88 | 4% | 22 | 17% | 83 | 100% | 503 |
| Public information services | 14% | 71 | 38% | 192 | 21% | 106 | 3% | 15 | 23% | 117 | 100% | 501 |
| Public schools | 17% | 85 | 43% | 216 | 11% | 56 | 3% | 14 | 26% | 134 | 100% | 505 |
| Cable television | 4% | 20 | 20% | 102 | 27% | 134 | 32% | 160 | 17% | 86 | 100% | 502 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 9% | 43 | 37% | 182 | 14% | 70 | 4% | 21 | 36% | 181 | 100% | 496 |
| Preservation of natural areas such as open space, farmlands and greenbelts | 21% | 105 | 45% | 223 | 16% | 79 | 1% | 7 | 16% | 81 | 100% | 495 |

| Question 14: Government Services Overall | | | | | | | | | | | | |
|--|----------------------------|-----|------|-----|------|-----|------|-----|------------|-----|-------|------|
| Overall, how would you rate the quality of the services provided by each of the following? | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
| | The Village of Sugar Grove | 17% | 87 | 59% | 300 | 17% | 83 | 3% | 17 | 3% | 17 | 100% |
| The Federal Government | 3% | 13 | 23% | 113 | 34% | 170 | 21% | 104 | 20% | 103 | 100% | 503 |
| The State Government | 2% | 12 | 16% | 81 | 29% | 146 | 34% | 172 | 18% | 92 | 100% | 503 |
| Kane County Government | 7% | 34 | 35% | 175 | 35% | 177 | 6% | 29 | 18% | 89 | 100% | 503 |

| Question 15: Recommendation and Longevity | | | | | | | | | | | | |
|---|---|-----|-----------------|-----|-------------------|----|---------------|----|------------|----|-------|------|
| Please indicate how likely or unlikely you are to do each of the following: | Very likely | | Somewhat likely | | Somewhat unlikely | | Very unlikely | | Don't know | | Total | |
| | Recommend living in Sugar Grove to someone who asks | 49% | 246 | 41% | 205 | 7% | 33 | 3% | 16 | 1% | 4 | 100% |
| Remain in Sugar Grove for the next five years | 53% | 268 | 32% | 159 | 8% | 41 | 5% | 24 | 2% | 11 | 100% | 503 |

| Question 16: Impact of the Economy | | |
|--|------------------------|-------|
| 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: | Percent of respondents | Count |
| Very positive | 2% | 11 |
| Somewhat positive | 17% | 80 |
| Neutral | 56% | 259 |
| Somewhat negative | 21% | 96 |
| Very negative | 4% | 17 |
| Total | 100% | 462 |

| Question 17: Contact with Fire Department | | | | | | | | | |
|--|-----|-----|-----|----|------------|---|-------|-----|--|
| Have you had any in-person or phone contact with an employee of the Sugar Grove Fire Department within the last 12 months? | No | | Yes | | Don't know | | Total | | |
| Have you had any in-person or phone contact with an employee of the Sugar Grove Fire Department within the last 12 months? | 87% | 451 | 13% | 65 | 0% | 0 | 100% | 516 | |

| Question 18: Ratings of Contact with Fire Department | | | | | | | | | | | |
|--|-----------|----|------|----|------|---|------|---|------------|---|---------|
| What was your overall impression of your most recent contact with the Sugar Grove Fire Department? | Excellent | | Good | | Fair | | Poor | | Don't know | | Total |
| What was your overall impression of your most recent contact with the Sugar Grove Fire Department? | 77% | 50 | 19% | 13 | 1% | 1 | 2% | 1 | 1% | 1 | 100% 65 |

| Question 19: Contact with Village Employees | | |
|--|------------------------|-------|
| Have you had any in-person, phone or email with an employee of the Village of Sugar Grove within the last 12 months (including police, receptionists, planners or any others)? | Percent of respondents | Count |
| No | 50% | 237 |
| Yes | 50% | 234 |
| Total | 100% | 472 |

| Question 20: Village Employees | | | | | | | | | | | | |
|--|-----------|-----|------|----|------|----|------|----|------------|---|-------|-----|
| What was your impression of the employee(s) of the Village of Sugar Grove in your most recent contact? | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
| Knowledge | 45% | 104 | 41% | 96 | 10% | 23 | 4% | 9 | 0% | 1 | 100% | 233 |
| Responsiveness | 47% | 110 | 36% | 83 | 9% | 21 | 6% | 15 | 1% | 3 | 100% | 233 |
| Courtesy | 56% | 130 | 35% | 81 | 6% | 14 | 3% | 7 | 0% | 0 | 100% | 233 |
| Overall impression | 45% | 105 | 39% | 91 | 10% | 24 | 5% | 12 | 0% | 0 | 100% | 232 |

| Question 21: Government Performance | | | | | | | | | | | | |
|---|-----------|----|------|-----|------|-----|------|-----|------------|-----|-------|-----|
| Please rate the following categories of Sugar Grove government performance: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
| The value of services for the taxes paid to Sugar Grove | 5% | 23 | 28% | 142 | 40% | 205 | 22% | 113 | 5% | 28 | 100% | 512 |
| The overall direction that Sugar Grove is taking | 7% | 34 | 35% | 178 | 37% | 191 | 12% | 60 | 10% | 49 | 100% | 513 |
| The job Sugar Grove government does at welcoming citizen involvement | 4% | 23 | 27% | 137 | 32% | 161 | 11% | 55 | 26% | 136 | 100% | 512 |

| Question 22a: Custom Question 1 | | |
|--|------------------------|-------|
| To what extent do you support or oppose a Park and Ride facility in Sugar Grove? | Percent of respondents | Count |
| Strongly support | 27% | 135 |
| Somewhat support | 41% | 207 |
| Somewhat oppose | 7% | 37 |
| Strongly oppose | 9% | 44 |
| Don't know | 17% | 85 |
| Total | 100% | 507 |

| Question 22b: Custom Question 2 | | |
|---|------------------------|-------|
| To what extent do you support or oppose a Metra Commuter Rail Station in Sugar Grove? | Percent of respondents | Count |
| Strongly support | 47% | 241 |
| Somewhat support | 32% | 162 |
| Somewhat oppose | 6% | 28 |
| Strongly oppose | 9% | 48 |
| Don't know | 6% | 30 |
| Total | 100% | 510 |

| Question 22c: Custom Question 3 | | | | | | | | | | | | |
|---|-------|----|-------------|----|------------|-----|-----|-----|------------|----|-------|-----|
| How much additional annual property tax, if any, would you be willing to pay per year to support the following efforts? | \$50+ | | \$26 - \$50 | | \$1 - \$25 | | \$0 | | Don't know | | Total | |
| Street improvements | 4% | 18 | 7% | 37 | 32% | 162 | 43% | 218 | 14% | 70 | 100% | 505 |
| Storm water improvements | 3% | 13 | 5% | 23 | 24% | 120 | 53% | 270 | 16% | 80 | 100% | 506 |
| Sidewalk improvements | 2% | 11 | 6% | 32 | 28% | 139 | 50% | 254 | 13% | 66 | 100% | 502 |
| Bike trail improvements | 8% | 41 | 8% | 39 | 31% | 158 | 41% | 207 | 11% | 57 | 100% | 503 |
| Parkway tree program | 5% | 24 | 9% | 45 | 29% | 147 | 46% | 232 | 11% | 57 | 100% | 505 |
| Fiber optic / high speed Internet | 13% | 63 | 9% | 47 | 28% | 139 | 40% | 201 | 11% | 54 | 100% | 504 |
| Construction of a Park & Ride facility | 5% | 23 | 7% | 37 | 23% | 116 | 51% | 255 | 14% | 70 | 100% | 502 |
| Construction of a Metra Rail Station | 11% | 53 | 13% | 65 | 26% | 129 | 40% | 204 | 11% | 53 | 100% | 505 |
| Broadcasting Village Board meetings | 1% | 5 | 1% | 6 | 11% | 58 | 74% | 373 | 13% | 63 | 100% | 506 |

| Question D1: Employment Status | | |
|-------------------------------------|------------------------|-------|
| Are you currently employed for pay? | Percent of respondents | Count |
| No | 19% | 99 |
| Yes, full-time | 68% | 347 |
| Yes, part-time | 12% | 62 |
| Total | 100% | 508 |

| Question D2: Mode of Transportation Used for Commute | |
|--|---------------------------|
| During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? | Percent of days mode used |
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself | 80% |
| Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults | 8% |
| Bus, rail, subway or other public transportation | 3% |
| Walk | 0% |
| Bicycle | 0% |
| Work at home | 8% |
| Other | 1% |

| Question D3: Length of Residency | | |
|---|------------------------|-------|
| How many years have you lived in Sugar Grove? | Percent of respondents | Count |
| Less than 2 years | 11% | 59 |
| 2 to 5 years | 16% | 83 |
| 6 to 10 years | 37% | 190 |
| 11 to 20 years | 27% | 138 |
| More than 20 years | 9% | 45 |
| Total | 100% | 515 |

| Question D4: Housing Unit Type | | |
|---|------------------------|-------|
| Which best describes the building you live in? | Percent of respondents | Count |
| One family house detached from any other houses | 78% | 397 |
| House attached to one or more houses (e.g., a duplex or townhome) | 19% | 98 |
| Building with two or more apartments or condominiums | 3% | 17 |
| Mobile home | 0% | 0 |
| Other | 0% | 0 |
| Total | 100% | 512 |

| Question D5: Housing Tenure (Rent/Own) | | |
|---|------------------------|-------|
| Is this house, apartment or mobile home... | Percent of respondents | Count |
| Rented for cash or occupied without cash payment | 9% | 45 |
| Owned by you or someone in this house with a mortgage or free and clear | 91% | 460 |
| Total | 100% | 505 |

| Question D6: Monthly Housing Cost | | |
|--|------------------------|-------|
| About how much is the monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)? | Percent of respondents | Count |
| Less than \$300 per month | 1% | 4 |
| \$300 to \$599 per month | 3% | 15 |
| \$600 to \$999 per month | 9% | 42 |
| \$1,000 to \$1,499 per month | 25% | 123 |
| \$1,500 to \$2,499 per month | 40% | 201 |
| \$2,500 or more per month | 22% | 110 |
| Total | 100% | 497 |

| Question D7: Presence of Children in Household | | |
|---|------------------------|-------|
| Do any children 17 or under live in your household? | Percent of respondents | Count |
| No | 54% | 277 |
| Yes | 46% | 236 |
| Total | 100% | 513 |

| Question D8: Presence of Older Adults in Household | | |
|--|------------------------|-------|
| Are you or any other members of your household aged 65 or older? | Percent of respondents | Count |
| No | 83% | 428 |
| Yes | 17% | 87 |
| Total | 100% | 515 |

| Question D9: Household Income | | |
|--|------------------------|-------|
| 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.) | Percent of respondents | Count |
| Less than \$24,999 | 3% | 16 |
| \$25,000 to \$49,999 | 10% | 49 |
| \$50,000 to \$99,999 | 30% | 144 |
| \$100,000 to \$149,999 | 35% | 165 |
| \$150,000 or more | 21% | 100 |
| Total | 100% | 474 |

| Question D10: Ethnicity | | |
|--|------------------------|-------|
| Are you Spanish, Hispanic or Latino? | Percent of respondents | Count |
| No, not Spanish, Hispanic or Latino | 96% | 483 |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 4% | 23 |
| Total | 100% | 506 |

| Question D11: Race | | |
|---|------------------------|-------|
| What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.) | Percent of respondents | Count |
| American Indian or Alaskan Native | 2% | 8 |
| Asian, Asian Indian or Pacific Islander | 2% | 9 |
| Black or African American | 2% | 10 |
| White | 94% | 470 |
| Other | 4% | 18 |
| Total may exceed 100% as respondents could select more than one option | | |

| Question D12: Age | | |
|--------------------------------|------------------------|-------|
| In which category is your age? | Percent of respondents | Count |
| 18 to 24 years | 2% | 9 |
| 25 to 34 years | 22% | 111 |
| 35 to 44 years | 20% | 102 |
| 45 to 54 years | 27% | 136 |
| 55 to 64 years | 18% | 93 |
| 65 to 74 years | 9% | 43 |
| 75 years or older | 2% | 12 |
| Total | 100% | 506 |

| Question D13: Gender | | |
|----------------------|------------------------|-------|
| What is your sex? | Percent of respondents | Count |
| Female | 52% | 262 |
| Male | 48% | 245 |
| Total | 100% | 507 |

| Question D14: Registered to Vote | | |
|--|------------------------|-------|
| Are you registered to vote in your jurisdiction? | Percent of respondents | Count |
| No | 8% | 41 |
| Yes | 91% | 463 |
| Ineligible to vote | 0% | 0 |
| Don't know | 1% | 7 |
| Total | 100% | 512 |

| Question D15: Voted in Last General Election | | |
|--|------------------------|-------|
| Many people don't have time to vote in elections. Did you vote in the last general election? | Percent of respondents | Count |
| No | 17% | 85 |
| Yes | 83% | 421 |
| Ineligible to vote | 0% | 1 |
| Don't know | 0% | 1 |
| Total | 100% | 509 |

| Question D16: Has Cell Phone | | |
|------------------------------|------------------------|-------|
| Do you have a cell phone? | Percent of respondents | Count |
| No | 2% | 11 |
| Yes | 98% | 501 |
| Total | 100% | 512 |

| Question D17: Has Land Line | | |
|----------------------------------|------------------------|-------|
| Do you have a land line at home? | Percent of respondents | Count |
| No | 41% | 209 |
| Yes | 59% | 302 |
| Total | 100% | 511 |

| Question D18: Primary Phone | | |
|---|------------------------|-------|
| If you have both a cell phone and a land line, which do you consider your primary telephone number? | Percent of respondents | Count |
| Cell | 31% | 89 |
| Land line | 52% | 151 |
| Both | 18% | 51 |
| Total | 100% | 291 |

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ (The NCS™) was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The NCS™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The NCS™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The NCS™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by Village officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the “objective” quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

Research on the correlation of resident opinion about service quality and “objective” ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC’s own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

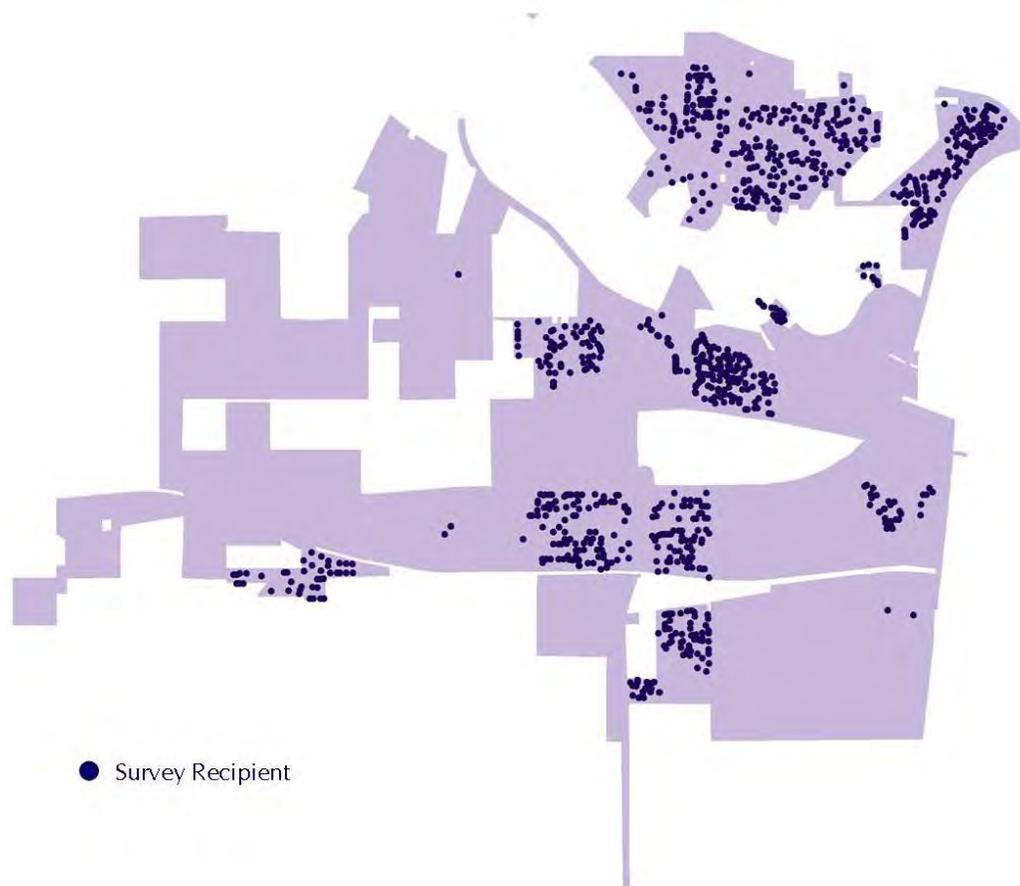
SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within the Village of Sugar Grove were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the Village of Sugar Grove boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the Village of Sugar Grove households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the Village of Sugar Grove boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within the Village of Sugar Grove. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

FIGURE 91: LOCATION OF SURVEY RECIPIENTS

The National Citizen Survey™
Sugar Grove, IL 2013



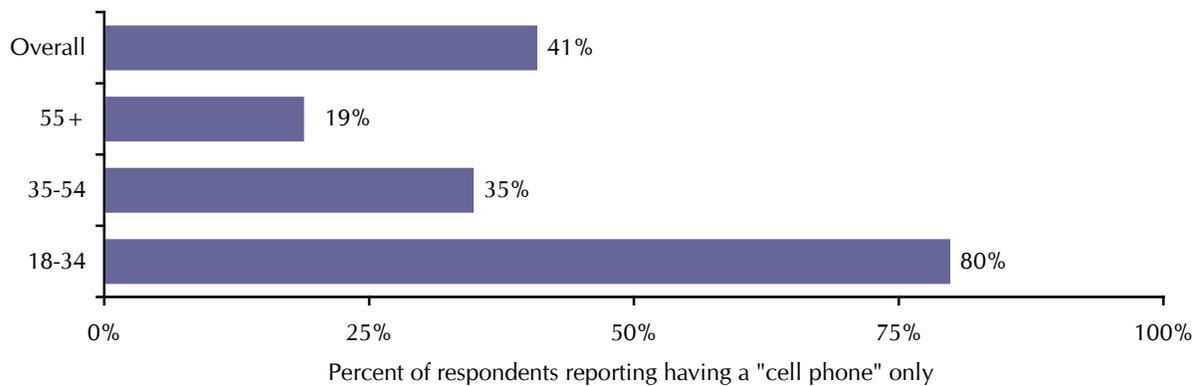
An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In response to the growing number of the cell-phone population (so-called “cord cutters”), which includes a large proportion of young adults, questions about cell phones and land lines are included on The NCS™ questionnaire. As of the middle of 2010 (the most recent estimates available as of the end of 2010), 26.6% of U.S. households had a cell phone but no landline.² Among

² <http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201012.pdf>

younger adults (age 18-34), 53.7% of households were “cell-only.” Based on survey results, Sugar Grove has a “cord cutter” population greater than the nationwide 2010 estimates.

FIGURE 92: PREVALENCE OF CELL-PHONE ONLY RESPONDENTS IN SUGAR GROVE



SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning August 9, 2013. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Village President inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Both cover letters also contained a Web link directing participants to take the survey online if they would prefer. Completed surveys were collected over the following six weeks.

SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

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 confidence interval for the Village of Sugar Grove survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (520 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 71% and 79%. This source of error is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points

SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2010 Census estimates and other population norms for adults in the Village of Sugar Grove. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure, housing unit type, race and ethnicity and sex and age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The importance to the community of correct ethnic representation

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Data weighting can adjust up to five demographic variables. Several different weighting “schemes” may be tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

| Sugar Grove 2013 Citizen Survey Weighting Table | | | |
|---|------------------------------|-----------------|---------------|
| Characteristic | Population Norm ¹ | Unweighted Data | Weighted Data |
| Housing | | | |
| Rent home | 9% | 5% | 9% |
| Own home | 91% | 95% | 91% |
| Detached unit | 78% | 70% | 78% |
| Attached unit | 22% | 30% | 22% |
| Race and Ethnicity | | | |
| White | 94% | 94% | 92% |
| Not white | 6% | 6% | 8% |
| Not Hispanic | 93% | 96% | 96% |
| Hispanic | 7% | 4% | 4% |
| White alone, not Hispanic | 89% | 92% | 89% |
| Hispanic and/or other race | 11% | 8% | 11% |
| Sex and Age | | | |
| Female | 51% | 50% | 52% |
| Male | 49% | 50% | 48% |
| 18-34 years of age | 25% | 10% | 24% |
| 35-54 years of age | 48% | 48% | 47% |
| 55+ years of age | 27% | 42% | 29% |
| Females 18-34 | 13% | 5% | 13% |
| Females 35-54 | 25% | 26% | 24% |
| Females 55+ | 14% | 20% | 15% |
| Males 18-34 | 12% | 5% | 12% |
| Males 35-54 | 23% | 23% | 23% |
| Males 55+ | 14% | 22% | 14% |

¹ Source: 2010 Census/2005-2009 ACS

SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

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 Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that are conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the *Citizen Surveys* book, but also in *Public Administration Review*, *Journal of Policy Analysis and Management*. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. &

Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Sugar Grove to the Benchmark Database

The Village of Sugar Grove chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (population less than 40,000). A benchmark comparison (the

average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Village of Sugar Grove Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the Village of Sugar Grove's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the Village of Sugar Grove's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the Village of Sugar Grove.

Dear Sugar Grove Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the Village of Sugar Grove. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Sean Michels
Village President

Dear Sugar Grove Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the Village of Sugar Grove. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Sean Michels
Village President

Dear Sugar Grove Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the Village of Sugar Grove. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Sean Michels
Village President

Dear Sugar Grove Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the Village of Sugar Grove. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Sean Michels
Village President



VILLAGE OF SUGAR GROVE
10 South Municipal Drive
Sugar Grove, Illinois 60554-6901

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



VILLAGE OF SUGAR GROVE
10 South Municipal Drive
Sugar Grove, Illinois 60554-6901

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



VILLAGE OF SUGAR GROVE
10 South Municipal Drive
Sugar Grove, Illinois 60554-6901

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



VILLAGE OF SUGAR GROVE
10 South Municipal Drive
Sugar Grove, Illinois 60554-6901

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

VILLAGE PRESIDENT

P. Sean Michels

VILLAGE ADMINISTRATOR

Brent M. Eichelberger

VILLAGE CLERK

Cynthia Galbreath



VILLAGE TRUSTEES

Robert Bohler
Kevin Geary
Sean Herron
Mari Johnson
Rick Montalto
David Paluch

August 2013

Dear Village of Sugar Grove Resident:

The Village of Sugar Grove wants to know what you think about our community and municipal government. You have been randomly selected to participate in Sugar Grove's 2013 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the Village set benchmarks for tracking the quality of services provided to residents. Your answers will help the Village Board make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Sugar Grove residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

You may complete the survey online if you would prefer, at:

www.n-r-c.com/survey/sugargrove2013.htm

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call 630-466-4507 extension 24.

Please help us shape the future of Sugar Grove. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink that reads "P. Sean Michels". The signature is written in a cursive style.

Sean Michels
Village President

VILLAGE PRESIDENT

P. Sean Michels

VILLAGE ADMINISTRATOR

Brent M. Eichelberger

VILLAGE CLERK

Cynthia Galbreath



VILLAGE TRUSTEES

Robert Bohler
Kevin Geary
Sean Herron
Mari Johnson
Rick Montalto
David Paluch

August 2013

Dear Village of Sugar Grove Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The Village of Sugar Grove wants to know what you think about our community and municipal government. You have been randomly selected to participate in Sugar Grove's 2013 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the Village set benchmarks for tracking the quality of services provided to residents. Your answers will help the Village Board make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Sugar Grove residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

You may complete the survey online if you would prefer, at:

www.n-r-c.com/survey/sugargrove2013.htm

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call 630-466-4507 extension 24.

Please help us shape the future of Sugar Grove. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink that reads "P. Sean Michels". The signature is written in a cursive style.

Sean Michels
Village President

The Village of Sugar Grove 2013 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Sugar Grove:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Sugar Grove as a place to live | 1 | 2 | 3 | 4 | 5 |
| Your neighborhood as a place to live | 1 | 2 | 3 | 4 | 5 |
| Sugar Grove as a place to raise children | 1 | 2 | 3 | 4 | 5 |
| Sugar Grove as a place to work | 1 | 2 | 3 | 4 | 5 |
| Sugar Grove as a place to retire..... | 1 | 2 | 3 | 4 | 5 |
| The overall quality of life in Sugar Grove | 1 | 2 | 3 | 4 | 5 |

2. Please rate each of the following characteristics as they relate to Sugar Grove as a whole:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Sense of community..... | 1 | 2 | 3 | 4 | 5 |
| Openness and acceptance of the community toward people of diverse backgrounds | 1 | 2 | 3 | 4 | 5 |
| Overall appearance of Sugar Grove | 1 | 2 | 3 | 4 | 5 |
| Cleanliness of Sugar Grove | 1 | 2 | 3 | 4 | 5 |
| Overall quality of new development in Sugar Grove..... | 1 | 2 | 3 | 4 | 5 |
| Variety of housing options | 1 | 2 | 3 | 4 | 5 |
| Overall quality of business and service establishments in Sugar Grove..... | 1 | 2 | 3 | 4 | 5 |
| Shopping opportunities | 1 | 2 | 3 | 4 | 5 |
| Opportunities to attend cultural activities..... | 1 | 2 | 3 | 4 | 5 |
| Recreational opportunities | 1 | 2 | 3 | 4 | 5 |
| Employment opportunities | 1 | 2 | 3 | 4 | 5 |
| Educational opportunities | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in social events and activities | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in religious or spiritual events and activities | 1 | 2 | 3 | 4 | 5 |
| Opportunities to volunteer..... | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in community matters..... | 1 | 2 | 3 | 4 | 5 |
| Ease of car travel in Sugar Grove..... | 1 | 2 | 3 | 4 | 5 |
| Ease of bicycle travel in Sugar Grove | 1 | 2 | 3 | 4 | 5 |
| Ease of walking in Sugar Grove..... | 1 | 2 | 3 | 4 | 5 |
| Availability of paths and walking trails | 1 | 2 | 3 | 4 | 5 |
| Traffic flow on major streets..... | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality housing..... | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality child care | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality health care | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality food | 1 | 2 | 3 | 4 | 5 |
| Availability of preventive health services | 1 | 2 | 3 | 4 | 5 |
| Air quality..... | 1 | 2 | 3 | 4 | 5 |
| Quality of overall natural environment in Sugar Grove | 1 | 2 | 3 | 4 | 5 |
| Overall image or reputation of Sugar Grove..... | 1 | 2 | 3 | 4 | 5 |

3. Please rate the speed of growth in the following categories in Sugar Grove over the past 2 years:

| | <i>Much too slow</i> | <i>Somewhat too slow</i> | <i>Right amount</i> | <i>Somewhat too fast</i> | <i>Much too fast</i> | <i>Don't know</i> |
|--|----------------------|--------------------------|---------------------|--------------------------|----------------------|-------------------|
| Population growth | 1 | 2 | 3 | 4 | 5 | 6 |
| Retail growth (stores, restaurants, etc.)..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Jobs growth..... | 1 | 2 | 3 | 4 | 5 | 6 |

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Sugar Grove?
 Not a problem Minor problem Moderate problem Major problem Don't know

5. Please rate how safe or unsafe you feel from the following in Sugar Grove:

| | Very safe | Somewhat safe | Neither safe nor unsafe | Somewhat unsafe | Very unsafe | Don't know |
|--|-----------|---------------|-------------------------|-----------------|-------------|------------|
| Violent crime (e.g., rape, assault, robbery) | 1 | 2 | 3 | 4 | 5 | 6 |
| Property crimes (e.g., burglary, theft)..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Environmental hazards, including toxic waste..... | 1 | 2 | 3 | 4 | 5 | 6 |

6. Please rate how safe or unsafe you feel:

| | Very safe | Somewhat safe | Neither safe nor unsafe | Somewhat unsafe | Very unsafe | Don't know |
|--|-----------|---------------|-------------------------|-----------------|-------------|------------|
| In your neighborhood during the day..... | 1 | 2 | 3 | 4 | 5 | 6 |
| In your neighborhood after dark..... | 1 | 2 | 3 | 4 | 5 | 6 |
| In Sugar Grove's downtown area during the day..... | 1 | 2 | 3 | 4 | 5 | 6 |
| In Sugar Grove's downtown area after dark..... | 1 | 2 | 3 | 4 | 5 | 6 |

7. Have you had any in-person or phone contact with an employee of the Village of Sugar Grove Police Department within the last 12 months?

- No → Go to Question 9 Yes → Go to Question 8 Don't know → Go to Question 9

8. What was your overall impression of your most recent contact with the Village of Sugar Grove Police Department?

- Excellent Good Fair Poor Don't know

9. During the past 12 months, were you or anyone in your household the victim of any crime?

- No → Go to Question 11 Yes → Go to Question 10 Don't know → Go to Question 11

10. If yes, was this crime (these crimes) reported to the police?

- No Yes Don't know

11. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Sugar Grove?

| | Never | Once or twice | 3 to 12 times | 13 to 26 times | More than 26 times |
|---|-------|---------------|---------------|----------------|--------------------|
| Used Sugar Grove public libraries or their services | 1 | 2 | 3 | 4 | 5 |
| Used Sugar Grove recreation centers | 1 | 2 | 3 | 4 | 5 |
| Participated in a recreation program or activity | 1 | 2 | 3 | 4 | 5 |
| Visited a neighborhood park or community park | 1 | 2 | 3 | 4 | 5 |
| Attended a meeting of local elected officials or other local public meeting | 1 | 2 | 3 | 4 | 5 |
| Read Sugar Grove Newsletter | 1 | 2 | 3 | 4 | 5 |
| Visited the Village of Sugar Grove Web site (at www.sugar-grove.il.us).... | 1 | 2 | 3 | 4 | 5 |
| Recycled used paper, cans or bottles from your home..... | 1 | 2 | 3 | 4 | 5 |
| Volunteered your time to some group or activity in Sugar Grove | 1 | 2 | 3 | 4 | 5 |
| Participated in religious or spiritual activities in Sugar Grove | 1 | 2 | 3 | 4 | 5 |
| Participated in a club or civic group in Sugar Grove..... | 1 | 2 | 3 | 4 | 5 |
| Provided help to a friend or neighbor..... | 1 | 2 | 3 | 4 | 5 |

12. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

- Just about every day
 Several times a week
 Several times a month
 Less than several times a month

The Village of Sugar Grove 2013 Citizen Survey

13. Please rate the quality of each of the following services in Sugar Grove:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Police services | 1 | 2 | 3 | 4 | 5 |
| Fire services | 1 | 2 | 3 | 4 | 5 |
| Ambulance or emergency medical services..... | 1 | 2 | 3 | 4 | 5 |
| Crime prevention | 1 | 2 | 3 | 4 | 5 |
| Fire prevention and education | 1 | 2 | 3 | 4 | 5 |
| Municipal courts | 1 | 2 | 3 | 4 | 5 |
| Traffic enforcement..... | 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 |
| Traffic signal timing | 1 | 2 | 3 | 4 | 5 |
| Garbage collection..... | 1 | 2 | 3 | 4 | 5 |
| Recycling..... | 1 | 2 | 3 | 4 | 5 |
| Yard waste pick-up | 1 | 2 | 3 | 4 | 5 |
| Storm drainage..... | 1 | 2 | 3 | 4 | 5 |
| Drinking water..... | 1 | 2 | 3 | 4 | 5 |
| Sewer services | 1 | 2 | 3 | 4 | 5 |
| Community parks..... | 1 | 2 | 3 | 4 | 5 |
| Recreation programs or classes | 1 | 2 | 3 | 4 | 5 |
| Recreation centers or facilities..... | 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 |
| Animal control..... | 1 | 2 | 3 | 4 | 5 |
| Economic development | 1 | 2 | 3 | 4 | 5 |
| Health services | 1 | 2 | 3 | 4 | 5 |
| Services to seniors..... | 1 | 2 | 3 | 4 | 5 |
| Services to youth..... | 1 | 2 | 3 | 4 | 5 |
| Services to low-income people | 1 | 2 | 3 | 4 | 5 |
| Public library services | 1 | 2 | 3 | 4 | 5 |
| Public information services | 1 | 2 | 3 | 4 | 5 |
| Public schools..... | 1 | 2 | 3 | 4 | 5 |
| Cable television | 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 such as open space, farmlands and greenbelts | 1 | 2 | 3 | 4 | 5 |

14. Overall, how would you rate the quality of the services provided by each of the following?

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|----------------------------------|------------------|-------------|-------------|-------------|-------------------|
| The Village of Sugar Grove | 1 | 2 | 3 | 4 | 5 |
| The Federal Government | 1 | 2 | 3 | 4 | 5 |
| The State Government | 1 | 2 | 3 | 4 | 5 |
| Kane County Government..... | 1 | 2 | 3 | 4 | 5 |

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

| | <i>Very likely</i> | <i>Somewhat likely</i> | <i>Somewhat unlikely</i> | <i>Very unlikely</i> | <i>Don't know</i> |
|---|--------------------|------------------------|--------------------------|----------------------|-------------------|
| Recommend living in Sugar Grove to someone who asks | 1 | 2 | 3 | 4 | 5 |
| Remain in Sugar Grove for the next five years..... | 1 | 2 | 3 | 4 | 5 |

16. 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

17. Have you had any in-person or phone contact with an employee of the Sugar Grove Fire Department within the last 12 months?

- No → Go to Question 19 Yes → Go to Question 18 Don't know → Go to Question 19

18. What was your overall impression of your most recent contact with the Sugar Grove Fire Department?

- Excellent Good Fair Poor Don't know

19. Have you had any in-person, phone or email contact with an employee of the Village of Sugar Grove within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to Question 21 Yes → Go to Question 20

20. What was your impression of the employee(s) of the Village of Sugar Grove in your most recent contact? (Rate each characteristic below.)

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|-------------------------|------------------|-------------|-------------|-------------|-------------------|
| Knowledge..... | 1 | 2 | 3 | 4 | 5 |
| Responsiveness..... | 1 | 2 | 3 | 4 | 5 |
| Courtesy..... | 1 | 2 | 3 | 4 | 5 |
| Overall impression..... | 1 | 2 | 3 | 4 | 5 |

21. Please rate the following categories of Sugar Grove government performance:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|---|------------------|-------------|-------------|-------------|-------------------|
| The value of services for the taxes paid to Sugar Grove..... | 1 | 2 | 3 | 4 | 5 |
| The overall direction that Sugar Grove is taking..... | 1 | 2 | 3 | 4 | 5 |
| The job Sugar Grove government does at welcoming citizen involvement..... | 1 | 2 | 3 | 4 | 5 |

22. Please check the response that comes closest to your opinion for each of the following questions:

a. To what extent do you support or oppose a Park and Ride facility in Sugar Grove?

- Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know

b. To what extent do you support or oppose a Metra Commuter Rail Station in Sugar Grove?

- Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know

c. How much additional annual property tax, if any, would you be willing to pay per year to support the following efforts?

| | <i>\$50+</i> | <i>\$26 - \$50</i> | <i>\$1 - \$25</i> | <i>\$0</i> | <i>Don't know</i> |
|---|--------------|--------------------|-------------------|------------|-------------------|
| Street improvements..... | 1 | 2 | 3 | 4 | 5 |
| Storm water improvements..... | 1 | 2 | 3 | 4 | 5 |
| Sidewalk improvements..... | 1 | 2 | 3 | 4 | 5 |
| Bike trail improvements..... | 1 | 2 | 3 | 4 | 5 |
| Parkway tree program..... | 1 | 2 | 3 | 4 | 5 |
| Fiber optic / high speed Internet..... | 1 | 2 | 3 | 4 | 5 |
| Construction of a Park & Ride facility..... | 1 | 2 | 3 | 4 | 5 |
| Construction of a Metra Rail Station..... | 1 | 2 | 3 | 4 | 5 |
| Broadcasting Village Board meetings..... | 1 | 2 | 3 | 4 | 5 |

d. What do you like best about Sugar Grove?

The Village of Sugar Grove 2013 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. Are you currently employed for pay?

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults days
- Bus, rail, subway or other public transportation days
- Walk days
- Bicycle days
- Work at home days
- Other days

D3. How many years have you lived in Sugar Grove?

- Less than 2 years 11-20 years
- 2-5 years More than 20 years
- 6-10 years

D4. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

D5. Is this house, apartment or mobile home...

- Rented for cash or occupied without cash payment?
- Owned by you or someone in this house with a mortgage or free and clear?

D6. 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)?

- Less than \$300 per month
- \$300 to \$599 per month
- \$600 to \$999 per month
- \$1,000 to \$1,499 per month
- \$1,500 to \$2,499 per month
- \$2,500 or more per month

D7. Do any children 17 or under live in your household?

- No Yes

D8. Are you or any other members of your household aged 65 or older?

- No Yes

D9. 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.)

- Less than \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

Please respond to both questions D10 and D11:

D10. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

D12. In which category is your age?

- 18-24 years 55-64 years
- 25-34 years 65-74 years
- 35-44 years 75 years or older
- 45-54 years

D13. What is your sex?

- Female Male

D14. Are you registered to vote in your jurisdiction?

- No Ineligible to vote
- Yes Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?

- No Ineligible to vote
- Yes Don't know

D16. Do you have a cell phone?

- No Yes

D17. Do you have a land line at home?

- No Yes

D18. If you have both a cell phone and a land line, which do you consider your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



VILLAGE OF SUGAR GROVE
10 South Municipal Drive
Sugar Grove, Illinois 60554-6901

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO.94



VILLAGE OF SUGAR GROVE, IL 2013

Benchmark Report

CONTENTS

| | |
|---|----|
| Understanding the Benchmark Comparisons | 1 |
| Comparison Data | 1 |
| Putting Evaluations onto the 100-point Scale | 2 |
| Interpreting the Results..... | 3 |
| National Benchmark Comparisons | 4 |
| Jurisdictions Included in National Benchmark Comparisons | 13 |
| Population less than 40,000 Benchmark Comparisons | 19 |
| Jurisdictions Included in Population Less Than 40,000 Benchmark Comparisons | 28 |

UNDERSTANDING THE BENCHMARK COMPARISONS

COMPARISON DATA

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Village of Sugar Grove chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (populations less than 40,000). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Village of Sugar Grove Survey was included in NRC’s database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

| Jurisdiction Characteristic | Percent of Jurisdictions |
|---------------------------------|--------------------------|
| Region | |
| West Coast ¹ | 17% |
| West ² | 20% |
| North Central West ³ | 11% |
| North Central East ⁴ | 13% |
| South Central ⁵ | 7% |
| South ⁶ | 26% |
| Northeast West ⁷ | 2% |
| Northeast East ⁸ | 4% |
| Population | |
| Less than 40,000 | 46% |
| 40,000 to 74,999 | 19% |
| 75,000 to 149,000 | 17% |
| 150,000 or more | 18% |

¹ Alaska, Washington, Oregon, California, Hawaii

² Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

³ North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

⁴ Illinois, Indiana, Ohio, Michigan, Wisconsin

⁵ Oklahoma, Texas, Louisiana, Arkansas

⁶ West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

⁷ New York, Pennsylvania, New Jersey

⁸ Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

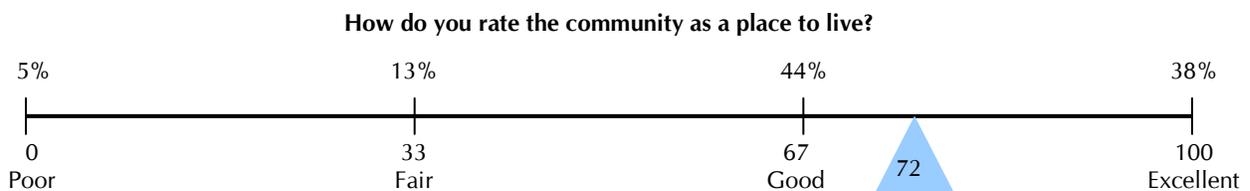
PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

| How do you rate the community as a place to live? | | | | | | |
|---|-------------------------|--|----------------------------|-----------------------------|---|---|
| Response option | Total with “don’t know” | Step 1: Remove the percent of “don’t know” responses | Total without “don’t know” | Step 2: Assign scale values | Step 3: Multiply the percent by the scale value | Step 4: Sum to calculate the average rating |
| Excellent | 36% | $= 36 \div (100-5) =$ | 38% | 100 | $= 38\% \times 100 =$ | 38 |
| Good | 42% | $= 42 \div (100-5) =$ | 44% | 67 | $= 44\% \times 67 =$ | 30 |
| Fair | 12% | $= 12 \div (100-5) =$ | 13% | 33 | $= 13\% \times 33 =$ | 4 |
| Poor | 5% | $= 5 \div (100-5) =$ | 5% | 0 | $= 5\% \times 0 =$ | 0 |
| Don’t know | 5% | | -- | | | |
| Total | 100% | | 100% | | | 72 |



INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC’s database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction’s rating on the 100-point scale. The second column is the rank assigned to your jurisdiction’s rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of your jurisdiction’s average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the Village of Sugar Grove’s results were generally noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as “more,” “similar” or “less” (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of the Village of Sugar Grove’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “above,” “below,” “more” or “less” if the difference between your jurisdiction’s rating and the benchmark is greater the margin of error; and “much above,” “much below,” “much more” or “much less” if the difference between your jurisdiction’s rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level, as well as for jurisdictions with populations less than 40,000.

NATIONAL BENCHMARK COMPARISONS

| Overall Community Quality Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Overall quality of life in Sugar Grove | 70 | 211 | 434 | Similar |
| Your neighborhood as place to live | 78 | 57 | 273 | Much above |
| Sugar Grove as a place to live | 74 | 199 | 359 | Similar |
| Recommend living in Sugar Grove to someone who asks | 90 | 97 | 234 | Above |
| Remain in Sugar Grove for the next five years | 87 | 89 | 233 | Above |

| Community Transportation Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Ease of car travel in Sugar Grove | 71 | 11 | 272 | Much above |
| Ease of bicycle travel in Sugar Grove | 49 | 145 | 273 | Similar |
| Ease of walking in Sugar Grove | 50 | 184 | 267 | Much below |
| Availability of paths and walking trails | 55 | 133 | 242 | Similar |
| Traffic flow on major streets | 63 | 22 | 325 | Much above |

| Drive Alone Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Average percent of work commute trips made by driving alone | 80 | 65 | 217 | Much more |

| Transportation and Parking Services Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Street repair | 56 | 96 | 417 | Much above |
| Street cleaning | 64 | 61 | 261 | Much above |
| Street lighting | 63 | 38 | 298 | Much above |
| Snow removal | 69 | 28 | 280 | Much above |
| Sidewalk maintenance | 56 | 97 | 275 | Above |
| Traffic signal timing | 62 | 6 | 231 | Much above |

| Housing Characteristics Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Availability of affordable quality housing | 55 | 50 | 282 | Much above |
| Variety of housing options | 55 | 114 | 231 | Similar |

| Housing Costs Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Experiencing housing costs stress (housing costs 30% or MORE of income) | 33 | 122 | 223 | Similar |

| Built Environment Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Quality of new development in Sugar Grove | 48 | 201 | 256 | Much below |
| Overall appearance of Sugar Grove | 61 | 177 | 321 | Similar |

| Population Growth Benchmarks | | | | |
|------------------------------------|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Population growth seen as too fast | 6 | 220 | 224 | Much less |

| Nuisance Problems Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Run down buildings, weed lots and junk vehicles seen as a "major" problem | 2 | 194 | 223 | Much less |

| Planning and Community Code Enforcement Services Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Land use, planning and zoning | 47 | 138 | 266 | Similar |
| Code enforcement (weeds, abandoned buildings, etc.) | 55 | 92 | 339 | Much above |
| Animal control | 61 | 94 | 313 | Above |

| Economic Sustainability and Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Employment opportunities | 20 | 266 | 282 | Much below |
| Shopping opportunities | 22 | 252 | 264 | Much below |
| Sugar Grove as a place to work | 36 | 302 | 322 | Much below |
| Overall quality of business and service establishments in Sugar Grove | 43 | 210 | 230 | Much below |

| Economic Development Services Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Economic development | 36 | 221 | 263 | Much below |

| Job and Retail Growth Benchmarks | | | | |
|----------------------------------|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Retail growth seen as too slow | 77 | 9 | 224 | Much more |
| Jobs growth seen as too slow | 91 | 22 | 226 | Much more |

| Personal Economic Future Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Positive impact of economy on household income | 20 | 110 | 221 | Similar |

| Community and Personal Public Safety Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| In your neighborhood during the day | 96 | 17 | 320 | Much above |
| In your neighborhood after dark | 87 | 10 | 310 | Much above |
| In Sugar Grove's downtown area during the day | 93 | 43 | 271 | Much above |
| In Sugar Grove's downtown area after dark | 85 | 13 | 275 | Much above |
| Violent crime (e.g., rape, assault, robbery) | 92 | 7 | 261 | Much above |
| Property crimes (e.g., burglary, theft) | 80 | 9 | 262 | Much above |
| Environmental hazards, including toxic waste | 89 | 7 | 224 | Much above |

| Crime Victimization and Reporting Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Victim of crime | 8 | 188 | 238 | Less |
| Reported crimes | 81 | 128 | 233 | Similar |

| Public Safety Services Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Police services | 76 | 66 | 409 | Much above |
| Fire services | 81 | 98 | 343 | Above |
| Ambulance or emergency medical services | 80 | 98 | 324 | Above |
| Crime prevention | 75 | 19 | 334 | Much above |
| Fire prevention and education | 74 | 48 | 264 | Much above |
| Traffic enforcement | 68 | 24 | 360 | Much above |
| Courts | 71 | 6 | 192 | Much above |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 59 | 106 | 256 | Above |

| Contact with Police and Fire Departments Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Had contact with the Village of Sugar Grove Police Department | 33 | 101 | 141 | Less |
| Overall impression of most recent contact with the Village of Sugar Grove Police Department | 72 | 48 | 141 | Above |
| Had contact with the Village of Sugar Grove Fire Department | 13 | 70 | 105 | Similar |
| Overall impression of most recent contact with the Village of Sugar Grove Fire Department | 91 | 19 | 105 | Much above |

| Community Environment Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Cleanliness of Sugar Grove | 70 | 74 | 241 | Much above |
| Quality of overall natural environment in Sugar Grove | 69 | 73 | 240 | Much above |
| Preservation of natural areas such as open space, farmlands and greenbelts | 68 | 29 | 239 | Much above |
| Air quality | 69 | 57 | 222 | Much above |

| Frequency of Recycling Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Recycled used paper, cans or bottles from your home | 96 | 23 | 224 | Much more |

| Utility Services Benchmarks | | | | |
|-----------------------------|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Sewer services | 69 | 84 | 285 | Above |
| Drinking water | 62 | 155 | 306 | Similar |
| Storm drainage | 67 | 32 | 345 | Much above |
| Yard waste pick-up | 77 | 26 | 239 | Much above |
| Recycling | 78 | 35 | 342 | Much above |
| Garbage collection | 77 | 55 | 338 | Much above |

| Community Recreational Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Recreation opportunities | 41 | 256 | 275 | Much below |

| Participation in Parks and Recreation Opportunities Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Used Sugar Grove recreation centers | 48 | 164 | 197 | Much less |
| Participated in a recreation program or activity | 45 | 126 | 224 | Similar |
| Visited a neighborhood park or community park | 87 | 112 | 231 | Similar |

| Parks and Recreation Services Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Community parks | 68 | 194 | 298 | Similar |
| Recreation programs or classes | 59 | 229 | 314 | Below |
| Recreation centers or facilities | 54 | 211 | 256 | Much below |

| Cultural and Educational Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Opportunities to attend cultural activities | 27 | 279 | 282 | Much below |
| Educational opportunities | 61 | 100 | 246 | Above |

| Participation in Cultural and Educational Opportunities Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Used Sugar Grove public libraries or their services | 73 | 78 | 204 | More |
| Participated in religious or spiritual activities in Sugar Grove | 39 | 138 | 165 | Much less |

| Cultural and Educational Services Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Public schools | 67 | 98 | 234 | Much above |
| Public library services | 66 | 264 | 325 | Much below |

| Community Health and Wellness Access and Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Availability of affordable quality health care | 44 | 180 | 228 | Much below |
| Availability of affordable quality food | 50 | 152 | 182 | Much below |
| Availability of preventive health services | 42 | 167 | 178 | Much below |

| Health and Wellness Services Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Health services | 48 | 152 | 174 | Much below |

| Community Quality and Inclusiveness Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Sense of community | 61 | 113 | 280 | Similar |
| Openness and acceptance of the community toward people of diverse backgrounds | 62 | 69 | 266 | Much above |
| Availability of affordable quality child care | 49 | 85 | 227 | Above |
| Sugar Grove as a place to raise kids | 76 | 119 | 353 | Much above |
| Sugar Grove as a place to retire | 44 | 301 | 332 | Much below |

| Services Provided for Population Subgroups Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Services to seniors | 47 | 254 | 272 | Much below |
| Services to youth | 51 | 161 | 250 | Below |
| Services to low income people | 47 | 123 | 227 | Similar |

| Civic Engagement Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Opportunities to participate in community matters | 56 | 129 | 227 | Similar |
| Opportunities to volunteer | 57 | 197 | 231 | Much below |

| Participation in Civic Engagement Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Attended a meeting of local elected officials or other local public meeting | 25 | 95 | 231 | Similar |
| Volunteered your time to some group or activity in Sugar Grove | 32 | 183 | 227 | Much less |
| Participated in a club or civic group in Sugar Grove | 18 | 182 | 196 | Much less |
| Provided help to a friend or neighbor | 96 | 41 | 193 | Similar |

| Voter Behavior Benchmarks | | | | |
|--------------------------------|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Registered to vote | 92 | 25 | 228 | Much more |
| Voted in last general election | 83 | 48 | 230 | Much more |

| Use of Information Sources Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Read Sugar Grove Newsletter | 97 | 6 | 165 | Much more |
| Visited the Village of Sugar Grove Web site | 77 | 16 | 226 | Much more |

| Local Government Media Services and Information Dissemination Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Cable television | 32 | 174 | 175 | Much below |
| Public information services | 61 | 112 | 250 | Similar |

| Social Engagement Opportunities Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Opportunities to participate in social events and activities | 48 | 179 | 220 | Much below |
| Opportunities to participate in religious or spiritual events and activities | 61 | 144 | 180 | Much below |

| Contact with Immediate Neighbors Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Has contact with neighbors at least several times per week | 65 | 6 | 214 | Much more |

| Public Trust Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Value of services for the taxes paid to Sugar Grove | 39 | 347 | 376 | Much below |
| The overall direction that Sugar Grove is taking | 47 | 219 | 303 | Much below |
| Job Sugar Grove government does at welcoming citizen involvement | 45 | 195 | 279 | Below |
| Overall image or reputation of Sugar Grove | 65 | 137 | 325 | Above |

| Services Provided by Local, State and Federal Governments Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Services provided by the Village of Sugar Grove | 65 | 184 | 409 | Similar |
| Services provided by the Federal Government | 36 | 207 | 230 | Much below |
| Services provided by the State Government | 28 | 226 | 229 | Much below |
| Services provided by Kane County Government | 50 | 93 | 193 | Similar |

| Contact with Village Employees Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Had contact with Village employee(s) in last 12 months | 50 | 127 | 264 | Similar |

| Perceptions of Village Employees (Among Those Who Had Contact) Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Knowledge | 76 | 77 | 287 | Above |
| Responsiveness | 75 | 73 | 288 | Much above |
| Courteousness | 81 | 24 | 246 | Much above |
| Overall impression | 75 | 74 | 332 | Much above |

JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

| | | | |
|--------------------------|-----------|---------------------------------|-----------|
| Valdez, AK..... | 3,976 | Encinitas, CA..... | 59,518 |
| Auburn, AL..... | 53,380 | Fremont, CA | 214,089 |
| Dothan, AL..... | 65,496 | Galt, CA..... | 23,647 |
| Gulf Shores, AL | 9,741 | Laguna Beach, CA..... | 22,723 |
| Tuskegee, AL..... | 9,865 | Laguna Hills, CA | 30,344 |
| Vestavia Hills, AL | 34,033 | Livermore, CA..... | 80,968 |
| Fayetteville, AR | 73,580 | Lodi, CA | 62,134 |
| Fort Smith, AR..... | 86,209 | Long Beach, CA | 462,257 |
| Little Rock, AR | 193,524 | Marin County, CA..... | 252,409 |
| Casa Grande, AZ | 48,571 | Menlo Park, CA..... | 32,026 |
| Chandler, AZ..... | 236,123 | Mission Viejo, CA | 93,305 |
| Cococino County, AZ..... | 134,421 | Monterey, CA | 27,810 |
| Dewey-Humboldt, AZ..... | 3,894 | Newport Beach, CA | 85,186 |
| Flagstaff, AZ | 65,870 | Novato, CA..... | 51,904 |
| Florence, AZ | 25,536 | Palm Springs, CA | 44,552 |
| Fountain Hills, AZ | 22,489 | Palo Alto, CA | 64,403 |
| Gilbert, AZ | 208,453 | Pasadena, CA..... | 137,122 |
| Goodyear, AZ | 65,275 | Richmond, CA | 103,701 |
| Green Valley, AZ | 21,391 | San Carlos, CA | 28,406 |
| Kingman, AZ | 28,068 | San Diego, CA | 1,307,402 |
| Marana, AZ | 34,961 | San Francisco, CA | 805,235 |
| Maricopa, AZ | 43,482 | San Jose, CA..... | 945,942 |
| Maricopa County, AZ..... | 3,817,117 | San Luis Obispo County, CA..... | 269,637 |
| Mesa, AZ..... | 439,041 | San Mateo, CA | 97,207 |
| Nogales, AZ | 20,837 | San Rafael, CA | 57,713 |
| Peoria, AZ | 154,065 | Santa Clarita, CA..... | 176,320 |
| Phoenix, AZ | 1,445,632 | Santa Monica, CA | 89,736 |
| Pinal County, AZ..... | 375,770 | Seaside, CA..... | 33,025 |
| Prescott Valley, AZ..... | 38,822 | South Lake Tahoe, CA..... | 21,403 |
| Queen Creek, AZ | 26,361 | Stockton, CA..... | 291,707 |
| Sahuarita, AZ..... | 25,259 | Sunnyvale, CA | 140,081 |
| Scottsdale, AZ | 217,385 | Temecula, CA | 100,097 |
| Sedona, AZ | 10,031 | Thousand Oaks, CA | 126,683 |
| Surprise, AZ | 117,517 | Visalia, CA | 124,442 |
| Tempe, AZ | 161,719 | Walnut Creek, CA..... | 64,173 |
| Yuma, AZ..... | 93,064 | Adams County, CO..... | 441,603 |
| Yuma County, AZ..... | 195,751 | Arapahoe County, CO..... | 572,003 |
| Apple Valley, CA..... | 69,135 | Archuleta County, CO..... | 12,084 |
| Benicia, CA | 26,997 | Arvada, CO..... | 106,433 |
| Brea, CA..... | 39,282 | Aspen, CO | 6,658 |
| Brisbane, CA | 4,282 | Aurora, CO | 325,078 |
| Burlingame, CA..... | 28,806 | Boulder, CO | 97,385 |
| Citrus Heights, CA..... | 83,301 | Boulder County, CO | 294,567 |
| Clovis, CA | 95,631 | Broomfield, CO | 55,889 |
| Concord, CA | 122,067 | Castle Pines, CO | 10,360 |
| Coronado, CA | 18,912 | Castle Rock, CO..... | 48,231 |
| Cupertino, CA | 58,302 | Centennial, CO | 100,377 |
| Davis, CA..... | 65,622 | Clear Creek County, CO | 9,088 |
| Dublin, CA..... | 46,036 | Colorado Springs, CO | 416,427 |
| El Cerrito, CA | 23,549 | Commerce City, CO..... | 45,913 |
| Elk Grove, CA | 153,015 | Craig, CO..... | 9,464 |

| | | | |
|---------------------------|---------|-------------------------------|-----------|
| Crested Butte, CO | 1,487 | Cape Coral, FL | 154,305 |
| Denver, CO..... | 600,158 | Charlotte County, FL | 159,978 |
| Douglas County, CO | 285,465 | Clearwater, FL..... | 107,685 |
| Eagle County, CO..... | 52,197 | Collier County, FL..... | 321,520 |
| Edgewater, CO | 5,170 | Cooper City, FL..... | 28,547 |
| El Paso County, CO..... | 622,263 | Dade City, FL..... | 6,437 |
| Englewood, CO..... | 30,255 | Dania Beach, FL..... | 29,639 |
| Erie, CO | 18,135 | Daytona Beach, FL..... | 61,005 |
| Estes Park, CO..... | 5,858 | Delray Beach, FL..... | 60,522 |
| Fort Collins, CO | 143,986 | Destin, FL | 12,305 |
| Frisco, CO..... | 2,683 | Escambia County, FL..... | 297,619 |
| Fruita, CO | 12,646 | Gainesville, FL | 124,354 |
| Georgetown, CO..... | 1,034 | Hillsborough County, FL | 1,229,226 |
| Gilpin County, CO..... | 5,441 | Jupiter, FL | 55,156 |
| Golden, CO | 18,867 | Lee County, FL..... | 618,754 |
| Grand County, CO | 14,843 | Martin County, FL | 146,318 |
| Greeley, CO..... | 92,889 | Miami Beach, FL | 87,779 |
| Gunnison County, CO..... | 15,324 | North Palm Beach, FL | 12,015 |
| Highlands Ranch, CO..... | 96,713 | Oakland Park, FL | 41,363 |
| Hudson, CO..... | 2,356 | Ocala, FL | 56,315 |
| Jackson County, CO | 1,394 | Oviedo, FL..... | 33,342 |
| Jefferson County, CO..... | 534,543 | Palm Bay, FL..... | 103,190 |
| Lafayette, CO | 24,453 | Palm Beach County, FL | 1,320,134 |
| Lakewood, CO..... | 142,980 | Palm Coast, FL | 75,180 |
| Larimer County, CO | 299,630 | Panama City, FL | 36,484 |
| Littleton, CO | 41,737 | Pasco County, FL | 464,697 |
| Lone Tree, CO..... | 10,218 | Pinellas County, FL | 916,542 |
| Longmont, CO | 86,270 | Port Orange, FL..... | 56,048 |
| Louisville, CO | 18,376 | Port St. Lucie, FL | 164,603 |
| Loveland, CO..... | 66,859 | Sanford, FL..... | 53,570 |
| Mesa County, CO..... | 146,723 | Sarasota, FL..... | 51,917 |
| Montrose, CO | 19,132 | Sarasota County, FL..... | 379,448 |
| Northglenn, CO | 35,789 | St. Cloud, FL | 35,183 |
| Park County, CO | 16,206 | Titusville, FL | 43,761 |
| Parker, CO | 45,297 | Winter Garden, FL | 34,568 |
| Pitkin County, CO | 17,148 | Albany, GA | 77,434 |
| Pueblo, CO | 106,595 | Alpharetta, GA | 57,551 |
| Rifle, CO | 9,172 | Cartersville, GA..... | 19,731 |
| Salida, CO..... | 5,236 | Conyers, GA | 15,195 |
| Summit County, CO..... | 27,994 | Decatur, GA..... | 19,335 |
| Teller County, CO | 23,350 | McDonough, GA | 22,084 |
| Thornton, CO..... | 118,772 | Peachtree City, GA..... | 34,364 |
| Vail, CO | 5,305 | Roswell, GA..... | 88,346 |
| Westminster, CO..... | 106,114 | Sandy Springs, GA | 93,853 |
| Wheat Ridge, CO | 30,166 | Savannah, GA | 136,286 |
| Windsor, CO..... | 18,644 | Smyrna, GA | 51,271 |
| Coventry, CT | 2,990 | Snellville, GA..... | 18,242 |
| Hartford, CT | 124,775 | Suwanee, GA..... | 15,355 |
| Windsor, CT..... | 29,044 | Valdosta, GA..... | 54,518 |
| Dover, DE | 36,047 | Honolulu, HI | 953,207 |
| Milford, DE | 9,559 | Altoona, IA..... | 14,541 |
| Rehoboth Beach, DE | 1,327 | Ames, IA | 58,965 |
| Brevard County, FL..... | 543,376 | Ankeny, IA..... | 45,582 |

| | | | |
|---------------------------------|---------|----------------------------------|---------|
| Bettendorf, IA..... | 33,217 | Gardner, KS | 19,123 |
| Cedar Falls, IA..... | 39,260 | Johnson County, KS | 544,179 |
| Cedar Rapids, IA..... | 126,326 | Lawrence, KS | 87,643 |
| Clive, IA..... | 15,447 | Merriam, KS..... | 11,003 |
| Davenport, IA..... | 99,685 | Mission, KS..... | 9,323 |
| Des Moines, IA..... | 203,433 | Olathe, KS..... | 125,872 |
| Dubuque, IA | 57,637 | Roeland Park, KS..... | 6,731 |
| Indianola, IA..... | 14,782 | Shawnee, KS | 62,209 |
| Muscatine, IA..... | 22,886 | Wichita, KS..... | 382,368 |
| Urbandale, IA..... | 39,463 | Bowling Green, KY | 58,067 |
| West Des Moines, IA..... | 56,609 | Paducah, KY | 25,024 |
| Boise, ID | 205,671 | New Orleans, LA | 343,829 |
| Hailey, ID | 7,960 | Andover, MA | 8,762 |
| Jerome, ID..... | 10,890 | Barnstable, MA | 45,193 |
| Meridian, ID..... | 75,092 | Bedford, MA | 13,320 |
| Moscow, ID | 23,800 | Burlington, MA | 24,498 |
| Pocatello, ID | 54,255 | Cambridge, MA..... | 105,162 |
| Post Falls, ID | 27,574 | Concord, MA | 17,668 |
| Twin Falls, ID..... | 44,125 | Holden, MA..... | 17,346 |
| Batavia, IL | 26,045 | Hopkinton, MA..... | 14,925 |
| Bloomington, IL..... | 76,610 | Needham, MA | 28,886 |
| Centralia, IL..... | 13,032 | Shrewsbury, MA | 35,608 |
| Collinsville, IL | 25,579 | Southborough, MA..... | 9,767 |
| Crystal Lake, IL..... | 40,743 | Wrentham, MA | 10,955 |
| DeKalb, IL | 43,862 | Annapolis, MD..... | 38,394 |
| Elmhurst, IL | 44,121 | Baltimore, MD | 620,961 |
| Evanston, IL | 74,486 | Baltimore County, MD | 805,029 |
| Freeport, IL..... | 25,638 | Dorchester County, MD | 32,618 |
| Highland Park, IL..... | 29,763 | Gaithersburg, MD | 59,933 |
| Lincolnwood, IL | 12,590 | La Plata, MD | 8,753 |
| Lyons, IL..... | 10,729 | Montgomery County, MD | 971,777 |
| Naperville, IL | 141,853 | Prince George's County, MD | 863,420 |
| Normal, IL..... | 52,497 | Rockville, MD..... | 61,209 |
| Oak Park, IL | 51,878 | Takoma Park, MD | 16,715 |
| O'Fallon, IL | 28,281 | Freeport, ME | 1,485 |
| Orland Park, IL..... | 56,767 | Lewiston, ME | 36,592 |
| Palatine, IL | 68,557 | Saco, ME..... | 18,482 |
| Park Ridge, IL | 37,480 | Scarborough, ME..... | 4,403 |
| Peoria County, IL..... | 186,494 | South Portland, ME | 25,002 |
| Riverside, IL | 8,875 | Ann Arbor, MI..... | 113,934 |
| Rockford Park District, IL..... | 152,871 | Battle Creek, MI | 52,347 |
| Sherman, IL | 4,148 | Bloomfield Hills, MI..... | 3,869 |
| Shorewood, IL | 15,615 | Delhi Township, MI | 25,877 |
| Skokie, IL | 64,784 | East Lansing, MI | 48,579 |
| Wilmington, IL | 5,724 | Escanaba, MI..... | 12,616 |
| Brownsburg, IN | 21,285 | Farmington Hills, MI | 79,740 |
| Fishers, IN | 76,794 | Flushing, MI..... | 8,389 |
| Munster, IN | 23,603 | Gladstone, MI | 4,973 |
| Noblesville, IN..... | 51,969 | Holland, MI | 33,051 |
| Arkansas City, KS..... | 12,415 | Howell, MI | 9,489 |
| Auburn, KS..... | 6,844 | Hudsonville, MI | 7,116 |
| Fairway, KS | 3,882 | Jackson County, MI | 160,248 |
| Garden City, KS..... | 26,658 | Kalamazoo, MI..... | 74,262 |

| | | | |
|------------------------------------|---------|------------------------------|---------|
| Kalamazoo County, MI..... | 250,331 | Jefferson City, MO | 43,079 |
| Meridian Charter Township, MI..... | 39,688 | Lee's Summit, MO | 91,364 |
| Midland, MI | 41,863 | Maryland Heights, MO | 27,472 |
| Novi, MI..... | 55,224 | Platte City, MO | 4,691 |
| Oakland Township, MI..... | 16,779 | Raymore, MO | 19,206 |
| Otsego County, MI | 24,164 | Richmond Heights, MO | 8,603 |
| Petoskey, MI..... | 5,670 | Riverside, MO..... | 2,937 |
| Port Huron, MI | 30,184 | Rolla, MO | 19,559 |
| Rochester, MI | 12,711 | Wentzville, MO | 29,070 |
| Royal Oak, MI..... | 57,236 | Billings, MT | 104,170 |
| South Haven, MI | 4,403 | Bozeman, MT | 37,280 |
| Sterling Heights, MI..... | 129,699 | Missoula, MT | 66,788 |
| Whitewater Township, MI | 2,597 | Asheville, NC..... | 83,393 |
| Albert Lea, MN..... | 18,016 | Cabarrus County, NC | 178,011 |
| Beltrami County, MN | 44,442 | Cary, NC..... | 135,234 |
| Blaine, MN..... | 57,186 | Chapel Hill, NC | 57,233 |
| Bloomington, MN | 82,893 | Charlotte, NC..... | 731,424 |
| Carver County, MN | 91,042 | Davidson, NC | 10,944 |
| Chanhassen, MN | 22,952 | Durham, NC | 228,330 |
| Coon Rapids, MN..... | 61,476 | High Point, NC | 104,371 |
| Dakota County, MN | 398,552 | Hillsborough, NC..... | 6,087 |
| Duluth, MN..... | 86,265 | Huntersville, NC | 46,773 |
| East Grand Forks, MN | 8,601 | Indian Trail, NC | 33,518 |
| Eden Prairie, MN..... | 60,797 | Mecklenburg County, NC | 919,628 |
| Edina, MN | 47,941 | Mooresville, NC..... | 32,711 |
| Elk River, MN..... | 22,974 | Pinehurst, NC | 13,124 |
| Fridley, MN..... | 27,208 | Stallings, NC | 13,831 |
| Hutchinson, MN | 14,178 | Wake Forest, NC..... | 30,117 |
| Inver Grove Heights, MN | 33,880 | Weddington, NC..... | 9,459 |
| Lakeville, MN..... | 55,954 | Wilmington, NC | 106,476 |
| Mankato, MN..... | 39,309 | Winston-Salem, NC..... | 229,617 |
| Maple Grove, MN | 61,567 | Wahpeton, ND | 7,766 |
| Mayer, MN..... | 1,749 | Grand Island, NE..... | 48,520 |
| Minneapolis, MN | 382,578 | La Vista, NE | 15,758 |
| New Brighton, MN..... | 21,456 | Lincoln, NE | 258,379 |
| Olmsted County, MN | 144,248 | Papillion, NE..... | 18,894 |
| Plymouth, MN..... | 70,576 | Brookline, NH | 4,991 |
| Savage, MN..... | 26,911 | Dover, NH..... | 29,987 |
| Scott County, MN..... | 129,928 | Lebanon, NH | 13,151 |
| Shorewood, MN..... | 7,307 | Lyme, NH | 1,716 |
| St. Cloud, MN | 65,842 | Summit, NJ | 21,457 |
| St. Louis County, MN | 200,226 | Albuquerque, NM..... | 545,852 |
| St. Louis Park, MN..... | 45,250 | Farmington, NM..... | 45,877 |
| Washington County, MN..... | 238,136 | Las Cruces, NM..... | 97,618 |
| Woodbury, MN..... | 61,961 | Los Alamos County, NM | 17,950 |
| Blue Springs, MO | 52,575 | Rio Rancho, NM | 87,521 |
| Branson, MO..... | 10,520 | San Juan County, NM..... | 130,044 |
| Cape Girardeau, MO..... | 37,941 | Carson City, NV | 55,274 |
| Clay County, MO | 221,939 | Henderson, NV | 257,729 |
| Clayton, MO | 15,939 | North Las Vegas, NV | 216,961 |
| Columbia, MO | 108,500 | Reno, NV | 225,221 |
| Ellisville, MO | 9,133 | Sparks, NV | 90,264 |
| Harrisonville, MO | 10,019 | Washoe County, NV | 421,407 |

| | | | |
|---|-----------|--------------------------|-----------|
| Geneva, NY | 13,261 | Rock Hill, SC | 66,154 |
| New York City, NY..... | 8,175,133 | Rapid City, SD | 67,956 |
| Ogdensburg, NY | 11,128 | Sioux Falls, SD | 153,888 |
| Blue Ash, OH..... | 12,114 | Bristol, TN | 26,702 |
| Delaware, OH..... | 34,753 | Cookeville, TN..... | 30,435 |
| Dublin, OH..... | 41,751 | Germantown, TN | 38,844 |
| Hamilton, OH | 62,477 | Johnson City, TN..... | 63,152 |
| Hudson, OH | 22,262 | Morristown, TN | 29,137 |
| Kettering, OH..... | 56,163 | Nashville, TN..... | 601,222 |
| Orange Village, OH | 3,323 | Sevierville, TN | 14,807 |
| Piqua, OH | 20,522 | White House, TN..... | 10,255 |
| Springboro, OH..... | 17,409 | Arlington, TX | 365,438 |
| Sylvania Township, OH | 18,965 | Austin, TX | 790,390 |
| Upper Arlington, OH | 33,771 | Baytown, TX | 71,802 |
| West Carrollton, OH | 13,143 | Benbrook, TX..... | 21,234 |
| Westerville, OH | 36,120 | Bryan, TX..... | 76,201 |
| Broken Arrow, OK..... | 98,850 | Burleson, TX | 36,690 |
| Edmond, OK | 81,405 | College Station, TX..... | 93,857 |
| Norman, OK | 110,925 | Colleyville, TX | 22,807 |
| Oklahoma City, OK..... | 579,999 | Corpus Christi, TX..... | 305,215 |
| Stillwater, OK..... | 45,688 | Cross Roads, TX | 1,563 |
| Tulsa, OK | 391,906 | Dallas, TX | 1,197,816 |
| Albany, OR | 50,158 | Denton, TX | 113,383 |
| Ashland, OR..... | 20,078 | Duncanville, TX | 38,524 |
| Bend, OR | 76,639 | El Paso, TX..... | 649,121 |
| Corvallis, OR..... | 54,462 | Flower Mound, TX | 64,669 |
| Forest Grove, OR | 21,083 | Fort Worth, TX | 741,206 |
| Hermiston, OR..... | 16,745 | Galveston, TX | 47,743 |
| Jackson County, OR | 203,206 | Georgetown, TX..... | 47,400 |
| Keizer, OR | 36,478 | Houston, TX..... | 2,099,451 |
| Lake Oswego, OR | 36,619 | Hurst, TX..... | 37,337 |
| Lane County, OR..... | 351,715 | Hutto, TX | 14,698 |
| McMinnville, OR | 32,187 | La Porte, TX | 33,800 |
| Medford, OR | 74,907 | League City, TX..... | 83,560 |
| Portland, OR | 583,776 | McAllen, TX..... | 129,877 |
| Springfield, OR..... | 59,403 | McKinney, TX | 131,117 |
| Tualatin, OR..... | 26,054 | New Braunfels, TX | 57,740 |
| Umatilla, OR..... | 6,906 | Plano, TX | 259,841 |
| Wilsonville, OR..... | 19,509 | Round Rock, TX | 99,887 |
| Chambersburg, PA | 20,268 | Rowlett, TX | 56,199 |
| Cranberry Township, PA | 28,098 | San Antonio, TX..... | 1,327,407 |
| Cumberland County, PA..... | 235,406 | San Marcos, TX | 44,894 |
| Kennett Square, PA..... | 6,072 | Southlake, TX..... | 26,575 |
| Kutztown Borough, PA | 5,012 | Sugar Land, TX..... | 78,817 |
| Lower Providence Township, PA... 25,436 | | Temple, TX | 66,102 |
| Peters Township, PA..... | 21,213 | The Woodlands, TX | 93,847 |
| Radnor Township, PA..... | 31,531 | Tomball, TX | 10,753 |
| State College, PA..... | 42,034 | Tyler, TX | 96,900 |
| Upper Merion Township, PA..... | 28,395 | Watauga, TX | 23,497 |
| West Chester, PA..... | 18,461 | Westlake, TX..... | 992 |
| East Providence, RI | 47,037 | Park City, UT | 7,558 |
| Newport, RI..... | 24,672 | Provo, UT | 112,488 |
| Greer, SC | 25,515 | Riverdale, UT..... | 8,426 |

| | | | |
|---------------------------------|---------|-------------------------------|---------|
| Salt Lake City, UT..... | 186,440 | Gig Harbor, WA..... | 7,126 |
| Sandy, UT | 87,461 | Hoquiam, WA..... | 8,726 |
| Saratoga Springs, UT | 17,781 | Kenmore, WA | 20,460 |
| Springville, UT | 29,466 | Kirkland, WA | 48,787 |
| Washington City, UT..... | 18,761 | Lynnwood, WA..... | 35,836 |
| Albemarle County, VA | 98,970 | Maple Valley, WA..... | 22,684 |
| Arlington County, VA..... | 207,627 | Mountlake Terrace, WA | 19,909 |
| Ashland, VA..... | 7,225 | Pasco, WA | 59,781 |
| Botetourt County, VA | 33,148 | Redmond, WA | 54,144 |
| Charlottesville, VA | 43,475 | Renton, WA | 90,927 |
| Chesapeake, VA | 222,209 | Sammamish, WA | 45,780 |
| Chesterfield County, VA..... | 316,236 | SeaTac, WA | 26,909 |
| Fredericksburg, VA..... | 24,286 | Shoreline, WA | 53,007 |
| Hampton, VA..... | 137,436 | Snoqualmie, WA..... | 10,670 |
| Hanover County, VA..... | 99,863 | Spokane Valley, WA | 89,755 |
| Herndon, VA..... | 23,292 | Tacoma, WA..... | 198,397 |
| James City County, VA | 67,009 | Tacoma Public Works, WA | 198,397 |
| Lexington, VA | 7,042 | Vancouver, WA | 161,791 |
| Lynchburg, VA | 75,568 | West Richland, WA..... | 11,811 |
| Montgomery County, VA..... | 94,392 | Woodland, WA..... | 5,509 |
| Newport News, VA | 180,719 | Yakima, WA..... | 91,067 |
| Norfolk, VA..... | 242,803 | Chippewa Falls, WI..... | 13,661 |
| Prince William County, VA | 402,002 | Columbus, WI..... | 4,991 |
| Purcellville, VA | 7,727 | De Pere, WI | 23,800 |
| Radford, VA | 16,408 | Eau Claire, WI..... | 65,883 |
| Reston, VA | 58,404 | Grafton, WI..... | 11,459 |
| Roanoke, VA | 97,032 | Madison, WI | 233,209 |
| Spotsylvania County, VA | 122,397 | Merrill, WI | 9,661 |
| Virginia Beach, VA | 437,994 | Oshkosh, WI..... | 66,083 |
| Williamsburg, VA..... | 14,068 | Racine, WI..... | 78,860 |
| York County, VA | 65,464 | River Falls, WI..... | 15,000 |
| Montpelier, VT | 7,855 | Wauwatosa, WI | 46,396 |
| Airway Heights, WA..... | 6,114 | Wind Point, WI..... | 1,723 |
| Auburn, WA..... | 70,180 | Casper, WY..... | 55,316 |
| Bellevue, WA..... | 122,363 | Cheyenne, WY..... | 59,466 |
| Clark County, WA | 425,363 | Gillette, WY..... | 29,087 |
| Edmonds, WA | 39,709 | | |
| Federal Way, WA..... | 89,306 | | |

**POPULATION LESS THAN 40,000
BENCHMARK COMPARISONS**

| Overall Community Quality Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Overall quality of life in Sugar Grove | 70 | 101 | 180 | Similar |
| Your neighborhood as place to live | 78 | 39 | 126 | Above |
| Sugar Grove as a place to live | 74 | 97 | 155 | Similar |
| Recommend living in Sugar Grove to someone who asks | 90 | 51 | 114 | Above |
| Remain in Sugar Grove for the next five years | 87 | 44 | 113 | Above |

| Community Transportation Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Ease of car travel in Sugar Grove | 71 | 10 | 123 | Much above |
| Ease of bicycle travel in Sugar Grove | 49 | 74 | 124 | Below |
| Ease of walking in Sugar Grove | 50 | 99 | 125 | Much below |
| Availability of paths and walking trails | 55 | 68 | 114 | Below |
| Traffic flow on major streets | 63 | 21 | 150 | Much above |

| Drive Alone Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Average percent of work commute trips made by driving alone | 80 | 36 | 105 | Much more |

| Transportation and Parking Services Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Street repair | 56 | 56 | 196 | Much above |
| Street cleaning | 64 | 37 | 133 | Much above |
| Street lighting | 63 | 21 | 146 | Much above |
| Snow removal | 69 | 25 | 150 | Much above |
| Sidewalk maintenance | 56 | 55 | 137 | Above |
| Traffic signal timing | 62 | 6 | 108 | Much above |

| Housing Characteristics Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Availability of affordable quality housing | 55 | 27 | 127 | Much above |
| Variety of housing options | 55 | 54 | 115 | Similar |

| Housing Costs Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Experiencing housing costs stress (housing costs 30% or MORE of income) | 33 | 51 | 106 | Similar |

| Built Environment Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Quality of new development in Sugar Grove | 48 | 97 | 122 | Much below |
| Overall appearance of Sugar Grove | 61 | 97 | 158 | Similar |

| Population Growth Benchmarks | | | | |
|------------------------------------|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Population growth seen as too fast | 6 | 101 | 105 | Much less |

| Nuisance Problems Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Run down buildings, weed lots and junk vehicles seen as a "major" problem | 2 | 90 | 109 | Much less |

| Planning and Community Code Enforcement Services Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Land use, planning and zoning | 47 | 73 | 126 | Similar |
| Code enforcement (weeds, abandoned buildings, etc.) | 55 | 47 | 154 | Much above |
| Animal control | 61 | 45 | 138 | Above |

| Economic Sustainability and Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Employment opportunities | 20 | 115 | 126 | Much below |
| Shopping opportunities | 22 | 117 | 129 | Much below |
| Sugar Grove as a place to work | 36 | 128 | 138 | Much below |
| Overall quality of business and service establishments in Sugar Grove | 43 | 100 | 114 | Much below |

| Economic Development Services Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Economic development | 36 | 102 | 119 | Much below |

| Job and Retail Growth Benchmarks | | | | |
|----------------------------------|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Retail growth seen as too slow | 77 | 9 | 106 | Much more |
| Jobs growth seen as too slow | 91 | 13 | 106 | Much more |

| Personal Economic Future Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Positive impact of economy on household income | 20 | 53 | 105 | Similar |

| Community and Personal Public Safety Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| In your neighborhood during the day | 96 | 16 | 141 | Much above |
| In your neighborhood after dark | 87 | 10 | 142 | Much above |
| In Sugar Grove's downtown area during the day | 93 | 34 | 126 | Above |
| In Sugar Grove's downtown area after dark | 85 | 12 | 127 | Much above |
| Violent crime (e.g., rape, assault, robbery) | 92 | 7 | 124 | Much above |
| Property crimes (e.g., burglary, theft) | 80 | 9 | 124 | Much above |
| Environmental hazards, including toxic waste | 89 | 7 | 109 | Much above |

| Crime Victimization and Reporting Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Victim of crime | 8 | 83 | 113 | Less |
| Reported crimes | 81 | 69 | 111 | Similar |

| Public Safety Services Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Police services | 76 | 40 | 181 | Much above |
| Fire services | 81 | 55 | 165 | Similar |
| Ambulance or emergency medical services | 80 | 57 | 157 | Similar |
| Crime prevention | 75 | 17 | 154 | Much above |
| Fire prevention and education | 74 | 34 | 124 | Above |
| Traffic enforcement | 68 | 20 | 162 | Much above |
| Courts | 71 | 4 | 85 | Much above |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 59 | 47 | 112 | Similar |

| Contact with Police and Fire Departments Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Had contact with the Village of Sugar Grove Police Department | 33 | 60 | 71 | Much less |
| Overall impression of most recent contact with the Village of Sugar Grove Police Department | 72 | 29 | 70 | Similar |
| Had contact with the Village of Sugar Grove Fire Department | 13 | 40 | 53 | Less |
| Overall impression of most recent contact with the Village of Sugar Grove Fire Department | 91 | 12 | 52 | Much above |

| Community Environment Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Cleanliness of Sugar Grove | 70 | 46 | 118 | Above |
| Quality of overall natural environment in Sugar Grove | 69 | 47 | 114 | Above |
| Preservation of natural areas such as open space, farmlands and greenbelts | 68 | 17 | 113 | Much above |
| Air quality | 69 | 40 | 104 | Above |

| Frequency of Recycling Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Recycled used paper, cans or bottles from your home | 96 | 10 | 106 | Much more |

| Utility Services Benchmarks | | | | |
|-----------------------------|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Sewer services | 69 | 45 | 132 | Above |
| Drinking water | 62 | 73 | 135 | Similar |
| Storm drainage | 67 | 20 | 168 | Much above |
| Yard waste pick-up | 77 | 16 | 107 | Much above |
| Recycling | 78 | 21 | 148 | Much above |
| Garbage collection | 77 | 32 | 156 | Much above |

| Community Recreational Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Recreation opportunities | 41 | 121 | 131 | Much below |

| Participation in Parks and Recreation Opportunities Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Used Sugar Grove recreation centers | 48 | 78 | 91 | Much less |
| Participated in a recreation program or activity | 45 | 65 | 108 | Less |
| Visited a neighborhood park or community park | 87 | 62 | 111 | Similar |

| Parks and Recreation Services Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Community parks | 68 | 99 | 137 | Below |
| Recreation programs or classes | 59 | 110 | 139 | Much below |
| Recreation centers or facilities | 54 | 103 | 115 | Much below |

| Cultural and Educational Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Opportunities to attend cultural activities | 27 | 128 | 131 | Much below |
| Educational opportunities | 61 | 42 | 116 | Above |

| Participation in Cultural and Educational Opportunities Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Used Sugar Grove public libraries or their services | 73 | 49 | 97 | Similar |
| Participated in religious or spiritual activities in Sugar Grove | 39 | 63 | 87 | Much less |

| Cultural and Educational Services Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Public schools | 67 | 56 | 106 | Similar |
| Public library services | 66 | 123 | 142 | Much below |

| Community Health and Wellness Access and Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Availability of affordable quality health care | 44 | 83 | 104 | Much below |
| Availability of affordable quality food | 50 | 71 | 91 | Much below |
| Availability of preventive health services | 42 | 81 | 87 | Much below |

| Health and Wellness Services Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Health services | 48 | 68 | 79 | Much below |

| Community Quality and Inclusiveness Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Sense of community | 61 | 69 | 137 | Similar |
| Openness and acceptance of the community toward people of diverse backgrounds | 62 | 32 | 121 | Above |
| Availability of affordable quality child care | 49 | 47 | 109 | Similar |
| Sugar Grove as a place to raise kids | 76 | 61 | 158 | Above |
| Sugar Grove as a place to retire | 44 | 139 | 149 | Much below |

| Services Provided for Population Subgroups Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Services to seniors | 47 | 112 | 118 | Much below |
| Services to youth | 51 | 84 | 115 | Much below |
| Services to low income people | 47 | 58 | 98 | Similar |

| Civic Engagement Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Opportunities to participate in community matters | 56 | 69 | 113 | Below |
| Opportunities to volunteer | 57 | 99 | 114 | Much below |

| Participation in Civic Engagement Opportunities Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Attended a meeting of local elected officials or other local public meeting | 25 | 49 | 111 | Similar |
| Volunteered your time to some group or activity in Sugar Grove | 32 | 83 | 109 | Much less |
| Participated in a club or civic group in Sugar Grove | 18 | 88 | 99 | Much less |
| Provided help to a friend or neighbor | 96 | 19 | 99 | Similar |

| Voter Behavior Benchmarks | | | | |
|--------------------------------|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Registered to vote | 92 | 17 | 111 | Much more |
| Voted in last general election | 83 | 29 | 113 | Much more |

| Use of Information Sources Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Read Sugar Grove Newsletter | 97 | 6 | 84 | Much more |
| Visited the Village of Sugar Grove Web site | 77 | 11 | 106 | Much more |

| Local Government Media Services and Information Dissemination Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Cable television | 32 | 84 | 84 | Much below |
| Public information services | 61 | 61 | 117 | Similar |

| Social Engagement Opportunities Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Opportunities to participate in social events and activities | 48 | 97 | 114 | Much below |
| Opportunities to participate in religious or spiritual events and activities | 61 | 77 | 96 | Much below |

| Contact with Immediate Neighbors Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Has contact with neighbors at least several times per week | 65 | 4 | 103 | Much more |

| Public Trust Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Value of services for the taxes paid to Sugar Grove | 39 | 156 | 163 | Much below |
| The overall direction that Sugar Grove is taking | 47 | 101 | 137 | Much below |
| Job Sugar Grove government does at welcoming citizen involvement | 45 | 102 | 132 | Much below |
| Overall image or reputation of Sugar Grove | 65 | 68 | 146 | Similar |

| Services Provided by Local, State and Federal Governments Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Services provided by the Village of Sugar Grove | 65 | 89 | 166 | Similar |
| Services provided by the Federal Government | 36 | 102 | 110 | Much below |
| Services provided by the State Government | 28 | 107 | 109 | Much below |
| Services provided by Kane County Government | 50 | 53 | 100 | Similar |

| Contact with Village Employees Benchmarks | | | | |
|--|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Had contact with Village employee(s) in last 12 months | 50 | 73 | 121 | Less |

| Perceptions of Village Employees (Among Those Who Had Contact) Benchmarks | | | | |
|---|----------------------------|------|--|-------------------------|
| | Sugar Grove average rating | Rank | Number of jurisdictions for comparison | Comparison to benchmark |
| Knowledge | 76 | 45 | 129 | Above |
| Responsiveness | 75 | 40 | 132 | Above |
| Courteousness | 81 | 14 | 119 | Much above |
| Overall impression | 75 | 41 | 152 | Above |

JURISDICTIONS INCLUDED IN POPULATION LESS THAN 40,000 BENCHMARK COMPARISONS

| | | | |
|----------------------------|--------|----------------------------|--------|
| Gulf Shores, AL | 9,741 | Hallandale Beach, FL | 37,113 |
| Vestavia Hills, AL | 34,033 | North Palm Beach, FL | 12,015 |
| Dewey-Humboldt, AZ | 3,894 | Oviedo, FL | 33,342 |
| Fountain Hills, AZ | 22,489 | Panama City, FL | 36,484 |
| Globe, AZ | 7,532 | Winter Garden, FL | 34,568 |
| Green Valley, AZ | 21,391 | Cartersville, GA..... | 19,731 |
| Nogales, AZ | 20,837 | Conyers, GA | 15,195 |
| Queen Creek, AZ | 26,361 | Decatur, GA..... | 19,335 |
| Sahuarita, AZ..... | 25,259 | McDonough, GA | 22,084 |
| Benicia, CA | 26,997 | Peachtree City, GA..... | 34,364 |
| Brea, CA..... | 39,282 | Snellville, GA..... | 18,242 |
| Coronado, CA | 18,912 | Suwanee, GA | 15,355 |
| El Cerrito, CA | 23,549 | Altoona, IA..... | 14,541 |
| Laguna Beach, CA | 22,723 | Bettendorf, IA..... | 33,217 |
| Laguna Hills, CA | 30,344 | Cedar Falls, IA..... | 39,260 |
| Menlo Park, CA..... | 32,026 | Clive, IA..... | 15,447 |
| Monterey, CA..... | 27,810 | Indianola, IA | 14,782 |
| San Carlos, CA | 28,406 | Marion, IA..... | 33,309 |
| Seaside, CA | 33,025 | Muscatine, IA | 22,886 |
| South Lake Tahoe, CA | 21,403 | Urbandale, IA | 39,463 |
| Halton Hills, Canada | 10,255 | Waverly, IA..... | 9,874 |
| Aspen, CO | 6,658 | Hailey, ID | 7,960 |
| Castle Pines, CO | 10,360 | Jerome, ID | 10,890 |
| Crested Butte, CO | 1,487 | Moscow, ID | 23,800 |
| Englewood, CO..... | 30,255 | Post Falls, ID | 27,574 |
| Erie, CO | 18,135 | Centralia, IL | 13,032 |
| Estes Park, CO..... | 5,858 | Collinsville, IL | 25,579 |
| Fruita, CO | 12,646 | Freeport, IL | 25,638 |
| Georgetown, CO..... | 1,034 | Highland Park, IL | 29,763 |
| Gunnison County, CO..... | 15,324 | Lake Zurich, IL | 19,631 |
| Hudson, CO..... | 2,356 | Lyons, IL | 10,729 |
| Lafayette, CO | 24,453 | O'Fallon, IL..... | 28,281 |
| Lone Tree, CO..... | 10,218 | Park Ridge, IL..... | 37,480 |
| Louisville, CO | 18,376 | Riverside, IL | 8,875 |
| Montrose, CO | 19,132 | Sherman, IL..... | 4,148 |
| Northglenn, CO | 35,789 | Wilmington, IL | 5,724 |
| Rifle, CO | 9,172 | Brownsburg, IN..... | 21,285 |
| Salida, CO..... | 5,236 | Munster, IN..... | 23,603 |
| Vail, CO..... | 5,305 | Abilene, KS | 6,844 |
| Wheat Ridge, CO | 30,166 | Derby, KS | 22,158 |
| Windsor, CO..... | 18,644 | Edgerton, KS | 1,671 |
| Coventry, CT | 2,990 | Garden City, KS | 26,658 |
| Windsor, CT..... | 29,044 | Gardner, KS | 19,123 |
| Dover, DE | 36,047 | Merriam, KS..... | 11,003 |
| Milford, DE | 9,559 | Roeland Park, KS..... | 6,731 |
| Rehoboth Beach, DE | 1,327 | Paducah, KY | 25,024 |
| Cooper City, FL | 28,547 | Andover, MA | 8,762 |
| Dade City, FL | 6,437 | Bedford, MA | 13,320 |
| Dania Beach, FL | 29,639 | Concord, MA | 17,668 |
| Destin, FL..... | 12,305 | Holden, MA..... | 17,346 |

| | | | |
|------------------------------------|--------|------------------------------------|--------|
| Hopkinton, MA | 14,925 | Mooresville, NC..... | 32,711 |
| Needham, MA..... | 28,886 | Morrisville, NC | 18,576 |
| Southborough, MA | 9,767 | Pinehurst, NC | 13,124 |
| Wrentham, MA | 10,955 | Stallings, NC | 13,831 |
| Annapolis, MD..... | 38,394 | Wake Forest, NC..... | 30,117 |
| Dorchester County, MD | 32,618 | Weddington, NC..... | 9,459 |
| Hyattsville, MD | 17,557 | Wahpeton, ND | 7,766 |
| La Plata, MD | 8,753 | La Vista, NE | 15,758 |
| Takoma Park, MD | 16,715 | Papillion, NE..... | 18,894 |
| Freeport, ME..... | 1,485 | Brookline, NH | 4,991 |
| Lewiston, ME..... | 36,592 | Dover, NH..... | 29,987 |
| Saco, ME | 18,482 | Lebanon, NH | 13,151 |
| Scarborough, ME..... | 4,403 | Summit, NJ | 21,457 |
| South Portland, ME..... | 25,002 | Los Alamos County, NM | 17,950 |
| Bloomfield Hills, MI..... | 3,869 | Geneva, NY | 13,261 |
| Escanaba, MI | 12,616 | Ogdensburg, NY | 11,128 |
| Flushing, MI | 8,389 | Blue Ash, OH | 12,114 |
| Holland, MI..... | 33,051 | Hudson, OH | 22,262 |
| Howell, MI..... | 9,489 | Piqua, OH..... | 20,522 |
| Hudsonville, MI | 7,116 | Springboro, OH | 17,409 |
| Meridian Charter Township, MI..... | 39,688 | Upper Arlington, OH | 33,771 |
| Oakland Township, MI..... | 16,779 | West Carrollton, OH..... | 13,143 |
| Otsego County, MI | 24,164 | Westerville, OH | 36,120 |
| Petoskey, MI..... | 5,670 | Ashland, OR | 20,078 |
| Port Huron, MI | 30,184 | Dallas, OR | 14,583 |
| Rochester, MI | 12,711 | Forest Grove, OR | 21,083 |
| Whitewater Township, MI | 2,597 | Hermiston, OR..... | 16,745 |
| Albert Lea, MN..... | 18,016 | Lake Oswego, OR..... | 36,619 |
| Chanhassen, MN..... | 22,952 | McMinnville, OR | 32,187 |
| East Grand Forks, MN | 8,601 | Tualatin, OR | 26,054 |
| Elk River, MN..... | 22,974 | Umatilla, OR..... | 6,906 |
| Hopkins, MN | 17,591 | Wilsonville, OR | 19,509 |
| Hutchinson, MN | 14,178 | Carlisle, PA | 18,682 |
| Mankato, MN..... | 39,309 | Chambersburg, PA | 20,268 |
| Mayer, MN..... | 1,749 | Cranberry Township, PA | 28,098 |
| New Brighton, MN..... | 21,456 | Kennett Square, PA | 6,072 |
| Savage, MN..... | 26,911 | Kutztown Borough, PA..... | 5,012 |
| Shorewood, MN..... | 7,307 | Lower Providence Township, PA | 25,436 |
| Boonville, MO | 8,319 | Peters Township, PA | 21,213 |
| Branson, MO..... | 10,520 | Radnor Township, PA | 31,531 |
| Cape Girardeau, MO..... | 37,941 | West Chester, PA | 18,461 |
| Clayton, MO | 15,939 | Newport, RI | 24,672 |
| Harrisonville, MO | 10,019 | Greer, SC | 25,515 |
| Maryland Heights, MO..... | 27,472 | Bristol, TN | 26,702 |
| Platte City, MO | 4,691 | Cookeville, TN..... | 30,435 |
| Raymore, MO | 19,206 | Germantown, TN | 38,844 |
| Richmond Heights, MO | 8,603 | Morristown, TN | 29,137 |
| Riverside, MO | 2,937 | Sevierville, TN | 14,807 |
| Rolla, MO | 19,559 | White House, TN..... | 10,255 |
| Wentzville, MO | 29,070 | Benbrook, TX..... | 21,234 |
| Davidson, NC | 10,944 | Burleson, TX | 36,690 |
| Hillsborough, NC | 6,087 | Colleyville, TX | 22,807 |
| Indian Trail, NC..... | 33,518 | Cross Roads, TX | 1,563 |

| | | | |
|----------------------------|--------|-----------------------------|--------|
| Duncanville, TX | 38,524 | Montpelier, VT | 7,855 |
| Friendswood, TX | 35,805 | Airway Heights, WA | 6,114 |
| Hurst, TX | 37,337 | Edmonds, WA | 39,709 |
| Hutto, TX | 14,698 | Gig Harbor, WA..... | 7,126 |
| La Porte, TX..... | 33,800 | Hoquiam, WA..... | 8,726 |
| Southlake, TX..... | 26,575 | Kenmore, WA | 20,460 |
| Tomball, TX | 10,753 | Lynnwood, WA..... | 35,836 |
| Watauga, TX..... | 23,497 | Maple Valley, WA..... | 22,684 |
| Westlake, TX | 992, | Mountlake Terrace, WA | 19,909 |
| Park City, UT..... | 7,558 | SeaTac, WA | 26,909 |
| Riverdale, UT | 8,426 | West Richland, WA..... | 11,811 |
| Springville, UT | 29,466 | Woodland, WA..... | 5,509 |
| Ashland, VA..... | 7,225 | Chippewa Falls, WI..... | 13,661 |
| Botetourt County, VA | 33,148 | Columbus, WI..... | 4,991 |
| Fredericksburg, VA..... | 24,286 | De Pere, WI | 23,800 |
| Herndon, VA..... | 23,292 | Grafton, WI..... | 11,459 |
| Lexington, VA | 7,042 | Merrill, WI | 9,661 |
| Purcellville, VA | 7,727 | River Falls, WI..... | 15,000 |
| Radford, VA | 16,408 | Wind Point, WI | 1,723 |
| Williamsburg, VA..... | 14,068 | Gillette, WY | 29,087 |
| Winchester, VA | 26,203 | | |



VILLAGE OF SUGAR GROVE, IL 2013

Report of Demographic Subgroup Comparisons

CONTENTS

| | |
|---|---|
| Survey Background..... | 1 |
| About The National Citizen Survey™..... | 1 |
| Understanding the Results | 2 |
| “Don’t Know” Responses | 2 |
| Understanding the Tables | 2 |
| Comparisons | 3 |

SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The Village of Sugar Grove staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. Village of Sugar Grove staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Sugar Grove chose was to have crosstabulations of evaluative questions 1-22 by demographic questions D3 (number of years in Sugar Grove), D4 (housing unit type), D9 (annual household income) and D12 (age of respondent).

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

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 Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

| Question 1: Quality of Life (Percent "excellent" or "good") | | | | | | | | | | | | | | | | |
|--|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| Please rate each of the following aspects of quality of life in Sugar Grove: | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Sugar Grove as a place to live | 91% | 89% | 83% | 88% | 87% | 91% | 88% | 94% | 86% | 87% | 92% | 88% | 91% | 88% | 85% | 88% |
| Your neighborhood as a place to live | 97% | 90% | 85% | 90% | 90% | 91% | 90% | 87% | 91% | 90% | 93% | 91% | 97% | 87% | 91% | 90% |
| Sugar Grove as a place to raise children | 94% | 88% | 84% | 88% | 89% | 85% | 88% | 91% | 88% | 90% | 85% | 89% | 90% | 88% | 88% | 88% |
| Sugar Grove as a place to work | 42% | 29% | 31% | 33% | 31% | 39% | 33% | 46% | 38% | 28% | 24% | 33% | 33% | 28% | 39% | 33% |
| Sugar Grove as a place to retire | 49% | 37% | 40% | 41% | 35% | 64% | 41% | 53% | 48% | 40% | 29% | 42% | 51% | 35% | 43% | 42% |
| The overall quality of life in Sugar Grove | 93% | 87% | 80% | 86% | 86% | 86% | 86% | 90% | 87% | 86% | 87% | 87% | 92% | 87% | 80% | 86% |

| Question 2: Community Characteristics (Percent "excellent" or "good") | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| Please rate each of the following characteristics as they relate to Sugar Grove as a whole: | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Sense of community | 80% | 73% | 61% | 70% | 69% | 74% | 70% | 79% | 72% | 71% | 65% | 71% | 74% | 73% | 63% | 70% |
| Openness and acceptance of the community toward people of diverse backgrounds | 89% | 67% | 63% | 72% | 69% | 82% | 72% | 78% | 78% | 74% | 61% | 73% | 84% | 66% | 71% | 72% |
| Overall appearance of Sugar Grove | 76% | 63% | 66% | 68% | 65% | 76% | 67% | 85% | 70% | 65% | 60% | 68% | 68% | 64% | 72% | 67% |
| Cleanliness of Sugar Grove | 90% | 88% | 75% | 84% | 83% | 87% | 84% | 91% | 84% | 81% | 83% | 84% | 86% | 83% | 83% | 84% |
| Overall quality of new development in Sugar Grove | 60% | 43% | 47% | 49% | 45% | 63% | 49% | 62% | 55% | 43% | 43% | 49% | 57% | 47% | 47% | 49% |
| Variety of housing options | 66% | 64% | 50% | 60% | 57% | 69% | 60% | 58% | 60% | 58% | 63% | 59% | 66% | 60% | 53% | 60% |
| Overall quality of business and service establishments in Sugar Grove | 45% | 41% | 33% | 40% | 36% | 54% | 40% | 53% | 40% | 41% | 31% | 40% | 50% | 35% | 40% | 40% |
| Shopping opportunities | 12% | 13% | 11% | 12% | 10% | 21% | 12% | 25% | 19% | 7% | 4% | 13% | 10% | 11% | 15% | 12% |
| Opportunities to attend cultural activities | 29% | 18% | 15% | 20% | 16% | 31% | 20% | 45% | 21% | 12% | 15% | 20% | 30% | 16% | 18% | 20% |
| Recreational opportunities | 52% | 33% | 33% | 38% | 35% | 46% | 38% | 49% | 39% | 34% | 39% | 39% | 43% | 36% | 37% | 38% |
| Employment opportunities | 19% | 12% | 10% | 13% | 10% | 22% | 13% | 26% | 14% | 7% | 10% | 13% | 20% | 10% | 10% | 13% |
| Educational opportunities | 77% | 65% | 65% | 68% | 67% | 70% | 68% | 64% | 70% | 70% | 65% | 68% | 72% | 66% | 68% | 68% |
| Opportunities to participate in social events and activities | 54% | 47% | 45% | 48% | 46% | 55% | 48% | 59% | 51% | 51% | 40% | 50% | 52% | 44% | 53% | 49% |
| Opportunities to participate in religious or spiritual events and activities | 75% | 72% | 64% | 69% | 69% | 69% | 69% | 72% | 69% | 68% | 66% | 69% | 74% | 64% | 74% | 70% |
| Opportunities to volunteer | 57% | 67% | 58% | 61% | 61% | 60% | 61% | 62% | 62% | 63% | 56% | 61% | 59% | 62% | 61% | 61% |
| Opportunities to participate in community matters | 62% | 60% | 57% | 60% | 59% | 60% | 60% | 66% | 64% | 59% | 55% | 61% | 58% | 60% | 60% | 60% |
| Ease of car travel in Sugar Grove | 85% | 93% | 81% | 86% | 85% | 90% | 86% | 85% | 86% | 86% | 88% | 86% | 92% | 85% | 84% | 86% |

| Question 2: Community Characteristics (Percent "excellent" or "good") | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| Please rate each of the following characteristics as they relate to Sugar Grove as a whole: | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Ease of bicycle travel in Sugar Grove | 63% | 57% | 33% | 50% | 47% | 60% | 50% | 58% | 50% | 48% | 51% | 50% | 63% | 48% | 45% | 51% |
| Ease of walking in Sugar Grove | 63% | 51% | 43% | 51% | 47% | 66% | 51% | 68% | 54% | 48% | 47% | 52% | 64% | 45% | 53% | 52% |
| Availability of paths and walking trails | 65% | 62% | 47% | 58% | 54% | 71% | 58% | 55% | 58% | 54% | 67% | 58% | 59% | 56% | 61% | 58% |
| Traffic flow on major streets | 83% | 81% | 69% | 77% | 76% | 80% | 77% | 67% | 77% | 75% | 88% | 77% | 84% | 78% | 70% | 77% |
| Availability of affordable quality housing | 72% | 62% | 55% | 62% | 59% | 72% | 62% | 67% | 62% | 60% | 68% | 63% | 72% | 61% | 54% | 62% |
| Availability of affordable quality child care | 41% | 62% | 39% | 48% | 46% | 55% | 48% | 41% | 51% | 46% | 59% | 49% | 42% | 53% | 43% | 48% |
| Availability of affordable quality health care | 55% | 46% | 37% | 45% | 43% | 51% | 45% | 36% | 62% | 35% | 44% | 46% | 61% | 43% | 35% | 45% |
| Availability of affordable quality food | 65% | 48% | 52% | 54% | 54% | 57% | 54% | 55% | 60% | 56% | 45% | 55% | 62% | 50% | 55% | 54% |
| Availability of preventive health services | 41% | 43% | 27% | 36% | 32% | 51% | 36% | 30% | 49% | 35% | 29% | 37% | 46% | 35% | 31% | 36% |
| Air quality | 86% | 86% | 80% | 84% | 85% | 81% | 84% | 79% | 83% | 86% | 88% | 84% | 87% | 85% | 81% | 84% |
| Quality of overall natural environment in Sugar Grove | 85% | 87% | 77% | 83% | 83% | 84% | 83% | 87% | 79% | 83% | 86% | 83% | 87% | 80% | 84% | 83% |
| Overall image or reputation of Sugar Grove | 84% | 73% | 71% | 75% | 74% | 81% | 75% | 82% | 78% | 76% | 65% | 75% | 80% | 71% | 78% | 75% |

| Question 3: Growth (Percent of respondents) | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| Please rate the speed of growth in the following categories in Sugar Grove over the past 2 years: | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| | Population growth too fast | 6% | 7% | 6% | 6% | 5% | 10% | 6% | 13% | 10% | 4% | 3% | 7% | 8% | 6% | 6% |
| Retail growth too slow | 63% | 85% | 79% | 77% | 80% | 68% | 77% | 84% | 56% | 83% | 87% | 76% | 71% | 80% | 77% | 77% |
| Job growth too slow | 80% | 93% | 95% | 91% | 92% | 85% | 91% | 93% | 81% | 94% | 96% | 90% | 84% | 92% | 95% | 91% |

| Question 4: Code Enforcement (Percent a "major" problem) | | | | | | | | | | | | | | | | |
|--|--|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| Run down buildings, weed lots or junk vehicle a major problem in Sugar Grove | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| | Run down buildings, weed lots or junk vehicle a major problem in Sugar Grove | 1% | 2% | 4% | 2% | 3% | 2% | 2% | 1% | 2% | 1% | 5% | 2% | 0% | 4% | 3% |

| Question 5: Community Safety (Percent "very" or "somewhat" safe) | | | | | | | | | | | | | | | | |
|--|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| Please rate how safe or unsafe you feel from the following in Sugar Grove: | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Violent crime (e.g., rape, assault, robbery) | 97% | 96% | 95% | 96% | 97% | 92% | 96% | 97% | 92% | 98% | 100% | 96% | 95% | 97% | 96% | 96% |
| Property crimes (e.g., burglary, theft) | 86% | 92% | 83% | 87% | 88% | 83% | 87% | 85% | 85% | 85% | 92% | 86% | 84% | 89% | 86% | 87% |
| Environmental hazards, including toxic waste | 93% | 92% | 89% | 91% | 92% | 89% | 91% | 89% | 90% | 91% | 95% | 91% | 91% | 91% | 92% | 91% |

| Question 6: Personal Safety (Percent "very" or "somewhat" safe) | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|------|---------|
| Please rate how safe or unsafe you feel: | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| In your neighborhood during the day | 100% | 99% | 99% | 100% | 99% | 100% | 100% | 100% | 99% | 99% | 100% | 99% | 100% | 99% | 100% | 100% |
| In your neighborhood after dark | 93% | 97% | 91% | 94% | 94% | 93% | 94% | 99% | 92% | 90% | 98% | 94% | 89% | 97% | 94% | 94% |
| In Sugar Grove's downtown area during the day | 97% | 94% | 95% | 95% | 97% | 91% | 95% | 94% | 92% | 96% | 97% | 95% | 94% | 95% | 96% | 95% |
| In Sugar Grove's downtown area after dark | 91% | 91% | 85% | 89% | 90% | 85% | 89% | 86% | 87% | 88% | 93% | 88% | 84% | 91% | 89% | 89% |

| Question 7: Contact with Police Department (Percent "yes") | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Have you had any in-person or phone contact with an employee of the Village of Sugar Grove Police Department within the last 12 months? | 33% | 36% | 31% | 33% | 35% | 27% | 34% | 36% | 26% | 33% | 38% | 32% | 29% | 35% | 35% | 33% |

| Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good") | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| What was your overall impression of your most recent contact with the Village of Sugar Grove Police Department? | 84% | 80% | 75% | 79% | 78% | 87% | 79% | 88% | 83% | 78% | 74% | 80% | 82% | 78% | 79% | 79% |

| Questions 9 and 10: Crime Victimization and Reporting (Percent "yes") | | | | | | | | | | | | | | | | |
|--|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| During the past 12 months, were you or anyone in your household the victim of any crime? | 12% | 5% | 7% | 8% | 8% | 6% | 8% | 18% | 5% | 7% | 6% | 8% | 17% | 5% | 4% | 8% |
| If yes, was this crime (these crimes) reported to the police? | 74% | 93% | 80% | 81% | 77% | 100% | 81% | 75% | 100% | 83% | 61% | 80% | 85% | 69% | 87% | 80% |

| Question 11: Resident Behaviors (Percent at least once in past 12 months) | | | | | | | | | | | | | | | | |
|--|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Sugar Grove? | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Used Sugar Grove public libraries or their services | 65% | 85% | 68% | 73% | 74% | 71% | 73% | 83% | 72% | 74% | 66% | 73% | 78% | 72% | 71% | 73% |
| Used Sugar Grove recreation centers | 40% | 58% | 43% | 48% | 50% | 40% | 48% | 47% | 48% | 44% | 59% | 49% | 48% | 58% | 31% | 48% |
| Participated in a recreation program or activity | 39% | 56% | 40% | 45% | 48% | 36% | 45% | 45% | 47% | 44% | 54% | 47% | 45% | 59% | 26% | 46% |
| Visited a neighborhood park or community park | 91% | 87% | 84% | 87% | 88% | 84% | 87% | 81% | 88% | 88% | 92% | 88% | 90% | 94% | 74% | 87% |
| Attended a meeting of local elected officials or other local public meeting | 12% | 25% | 36% | 25% | 27% | 17% | 25% | 22% | 30% | 24% | 24% | 25% | 7% | 28% | 35% | 25% |
| Read Sugar Grove Newsletter | 96% | 98% | 98% | 97% | 98% | 95% | 97% | 99% | 95% | 98% | 97% | 97% | 97% | 98% | 96% | 97% |
| Visited the Village of Sugar Grove Web site (at www.sugar-grove.il.us) | 79% | 78% | 75% | 77% | 80% | 68% | 77% | 55% | 78% | 79% | 85% | 77% | 89% | 79% | 66% | 78% |
| Recycled used paper, cans or bottles from your home | 92% | 98% | 97% | 96% | 98% | 92% | 96% | 87% | 96% | 98% | 99% | 96% | 96% | 97% | 95% | 96% |
| Volunteered your time to some group or activity in Sugar Grove | 25% | 31% | 39% | 32% | 35% | 21% | 32% | 41% | 29% | 31% | 33% | 32% | 25% | 40% | 24% | 32% |
| Participated in religious or spiritual activities in Sugar Grove | 32% | 45% | 38% | 39% | 41% | 33% | 39% | 48% | 37% | 38% | 37% | 39% | 34% | 39% | 40% | 38% |
| Participated in a club or civic group in Sugar Grove | 7% | 19% | 24% | 18% | 19% | 14% | 18% | 22% | 17% | 16% | 18% | 18% | 10% | 23% | 16% | 18% |
| Provided help to a friend or neighbor | 91% | 97% | 99% | 96% | 97% | 91% | 96% | 96% | 97% | 94% | 99% | 96% | 94% | 98% | 95% | 96% |

| Question 12: Neighborliness (Percent at least several times a week) | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Visit with neighbors at least several times a week | 64% | 71% | 59% | 65% | 66% | 59% | 65% | 70% | 56% | 66% | 71% | 65% | 71% | 65% | 59% | 65% |

| Question 13: Service Quality (Percent "excellent" or "good") | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| Please rate the quality of each of the following services in Sugar Grove: | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Police services | 88% | 91% | 86% | 89% | 90% | 82% | 89% | 89% | 86% | 89% | 92% | 89% | 86% | 90% | 89% | 88% |
| Fire services | 89% | 96% | 97% | 95% | 96% | 91% | 95% | 100% | 95% | 93% | 97% | 95% | 91% | 96% | 95% | 95% |
| Ambulance or emergency medical services | 86% | 93% | 94% | 92% | 92% | 93% | 92% | 96% | 93% | 91% | 94% | 93% | 89% | 93% | 92% | 92% |
| Crime prevention | 88% | 91% | 87% | 89% | 89% | 87% | 89% | 89% | 92% | 87% | 88% | 89% | 87% | 89% | 90% | 89% |
| Fire prevention and education | 92% | 88% | 86% | 88% | 88% | 89% | 88% | 97% | 90% | 84% | 86% | 89% | 95% | 88% | 82% | 88% |
| Municipal courts | 83% | 83% | 85% | 84% | 83% | 84% | 84% | 89% | 88% | 74% | 86% | 84% | 86% | 86% | 76% | 84% |
| Traffic enforcement | 83% | 83% | 80% | 82% | 82% | 84% | 82% | 80% | 85% | 81% | 81% | 82% | 89% | 81% | 76% | 82% |
| Street repair | 74% | 55% | 55% | 60% | 57% | 70% | 60% | 70% | 63% | 54% | 63% | 61% | 67% | 57% | 60% | 60% |
| Street cleaning | 86% | 71% | 71% | 75% | 73% | 80% | 75% | 72% | 76% | 75% | 77% | 75% | 86% | 73% | 69% | 75% |
| Street lighting | 80% | 78% | 74% | 77% | 75% | 81% | 77% | 78% | 80% | 77% | 72% | 77% | 87% | 74% | 73% | 77% |
| Snow removal | 80% | 84% | 80% | 82% | 81% | 84% | 81% | 74% | 82% | 82% | 82% | 81% | 81% | 80% | 85% | 81% |
| Sidewalk maintenance | 65% | 61% | 54% | 60% | 56% | 73% | 60% | 57% | 69% | 56% | 58% | 61% | 54% | 63% | 60% | 60% |
| Traffic signal timing | 74% | 75% | 67% | 72% | 71% | 75% | 72% | 59% | 74% | 73% | 78% | 72% | 73% | 75% | 66% | 72% |
| Garbage collection | 93% | 92% | 94% | 93% | 93% | 93% | 93% | 85% | 94% | 96% | 91% | 93% | 96% | 91% | 95% | 93% |
| Recycling | 90% | 94% | 94% | 93% | 93% | 91% | 93% | 84% | 94% | 96% | 93% | 93% | 96% | 91% | 94% | 93% |
| Yard waste pick-up | 89% | 96% | 91% | 92% | 92% | 92% | 92% | 86% | 93% | 94% | 92% | 92% | 93% | 90% | 95% | 92% |
| Storm drainage | 81% | 84% | 75% | 80% | 79% | 83% | 80% | 63% | 85% | 83% | 80% | 80% | 77% | 84% | 75% | 80% |
| Drinking water | 66% | 82% | 67% | 72% | 72% | 74% | 72% | 67% | 71% | 75% | 72% | 72% | 71% | 72% | 72% | 72% |
| Sewer services | 79% | 82% | 83% | 82% | 82% | 80% | 82% | 76% | 82% | 82% | 83% | 81% | 74% | 84% | 84% | 82% |
| Community parks | 83% | 80% | 77% | 80% | 78% | 86% | 80% | 84% | 83% | 82% | 80% | 82% | 86% | 77% | 78% | 80% |
| Recreation programs or classes | 66% | 70% | 68% | 68% | 65% | 80% | 68% | 74% | 73% | 63% | 70% | 69% | 63% | 71% | 69% | 69% |
| Recreation centers or facilities | 58% | 61% | 57% | 59% | 55% | 69% | 58% | 62% | 66% | 51% | 57% | 59% | 56% | 58% | 61% | 58% |
| Land use, planning and zoning | 49% | 47% | 47% | 47% | 43% | 63% | 47% | 47% | 53% | 38% | 50% | 46% | 53% | 43% | 49% | 47% |

| Question 13: Service Quality (Percent "excellent" or "good") | | | | | | | | | | | | | | | | |
|--|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| Please rate the quality of each of the following services in Sugar Grove: | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Code enforcement (weeds, abandoned buildings, etc.) | 69% | 58% | 56% | 60% | 57% | 72% | 60% | 74% | 63% | 56% | 56% | 60% | 71% | 56% | 55% | 60% |
| Animal control | 66% | 71% | 69% | 69% | 69% | 70% | 69% | 70% | 69% | 67% | 81% | 71% | 77% | 67% | 68% | 69% |
| Economic development | 46% | 26% | 30% | 32% | 26% | 55% | 32% | 50% | 41% | 28% | 24% | 34% | 47% | 27% | 30% | 32% |
| Health services | 55% | 48% | 45% | 48% | 44% | 62% | 48% | 51% | 61% | 39% | 47% | 49% | 57% | 47% | 41% | 48% |
| Services to seniors | 63% | 44% | 47% | 50% | 45% | 63% | 50% | 62% | 62% | 29% | 49% | 51% | 55% | 54% | 41% | 50% |
| Services to youth | 69% | 53% | 49% | 56% | 54% | 63% | 56% | 73% | 65% | 48% | 50% | 56% | 58% | 57% | 51% | 56% |
| Services to low-income people | 59% | 61% | 28% | 47% | 49% | 43% | 47% | 49% | 63% | 34% | 45% | 49% | 53% | 46% | 42% | 47% |
| Public library services | 77% | 77% | 68% | 74% | 71% | 84% | 74% | 80% | 77% | 73% | 71% | 75% | 77% | 78% | 66% | 74% |
| Public information services | 66% | 75% | 64% | 69% | 69% | 66% | 69% | 63% | 74% | 64% | 75% | 69% | 69% | 70% | 65% | 69% |
| Public schools | 85% | 81% | 80% | 82% | 80% | 88% | 81% | 92% | 85% | 76% | 81% | 82% | 85% | 83% | 75% | 81% |
| Cable television | 30% | 35% | 22% | 29% | 28% | 34% | 29% | 33% | 40% | 24% | 24% | 30% | 34% | 30% | 22% | 29% |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 64% | 76% | 72% | 71% | 70% | 75% | 72% | 74% | 76% | 68% | 69% | 71% | 75% | 69% | 71% | 71% |
| Preservation of natural areas such as open space, farmlands and greenbelts | 85% | 78% | 76% | 79% | 79% | 78% | 79% | 82% | 77% | 77% | 83% | 79% | 83% | 77% | 78% | 79% |

| Question 14: Government Services Overall (Percent "excellent" or "good") | | | | | | | | | | | | | | | | |
|--|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| Overall, how would you rate the quality of the services provided by each of the following? | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| | The Village of Sugar Grove | 85% | 80% | 74% | 79% | 79% | 82% | 79% | 83% | 81% | 80% | 75% | 80% | 84% | 79% | 77% |
| The Federal Government | 37% | 32% | 26% | 32% | 32% | 30% | 32% | 32% | 36% | 28% | 30% | 31% | 40% | 28% | 31% | 32% |
| The State Government | 30% | 21% | 18% | 23% | 22% | 25% | 22% | 22% | 31% | 17% | 19% | 22% | 30% | 21% | 20% | 23% |
| Kane County Government | 58% | 47% | 48% | 50% | 48% | 58% | 50% | 62% | 55% | 40% | 56% | 51% | 56% | 49% | 48% | 51% |

| Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely) | | | | | | | | | | | | | | | | |
|---|---|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| Please indicate how likely or unlikely you are to do each of the following: | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| | Recommend living in Sugar Grove to someone who asks | 94% | 92% | 85% | 90% | 89% | 93% | 90% | 94% | 91% | 89% | 93% | 91% | 97% | 89% | 88% |
| Remain in Sugar Grove for the next five years | 88% | 88% | 84% | 87% | 85% | 91% | 87% | 86% | 85% | 90% | 88% | 87% | 93% | 87% | 83% | 87% |

| Question 16: Impact of the Economy (Percent "somewhat" or "very" positive) | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| 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: | 23% | 22% | 15% | 20% | 19% | 23% | 20% | 13% | 26% | 17% | 22% | 20% | 19% | 21% | 18% | 20% |

| Question 17: Contact with Fire Department (Percent "yes") | | | | | | | | | | | | | | | | |
|--|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Have you had any in-person or phone contact with an employee of the Sugar Grove Fire Department within the last 12 months? | 14% | 14% | 9% | 13% | 12% | 14% | 13% | 13% | 12% | 12% | 9% | 11% | 16% | 10% | 13% | 13% |

| Question 18: Ratings of Contact with Fire Department (Percent "excellent" or "good") | | | | | | | | | | | | | | | | |
|--|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|------|---------|
| | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| What was your overall impression of your most recent contact with the Sugar Grove Fire Department? | 100% | 98% | 91% | 97% | 98% | 94% | 97% | 100% | 95% | 94% | 100% | 96% | 100% | 92% | 100% | 97% |

| Question 19: Contact with Village Employees (Percent "yes") | | | | | | | | | | | | | | | | |
|--|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Have you had any in-person, phone or email with an employee of the Village of Sugar Grove within the last 12 months (including police, receptionists, planners or any others)? | 51% | 51% | 48% | 50% | 51% | 46% | 50% | 45% | 46% | 49% | 56% | 49% | 46% | 50% | 50% | 49% |

| Question 20: Village Employees (Percent "excellent" or "good") | | | | | | | | | | | | | | | | |
|--|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| What was your impression of the employee(s) of the Village of Sugar Grove in your most recent contact? | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Knowledge | 86% | 85% | 87% | 86% | 85% | 90% | 86% | 95% | 89% | 83% | 81% | 86% | 100% | 81% | 87% | 87% |
| Responsiveness | 90% | 81% | 82% | 84% | 82% | 90% | 84% | 90% | 85% | 82% | 78% | 83% | 93% | 82% | 81% | 84% |
| Courtesy | 93% | 92% | 88% | 91% | 90% | 94% | 91% | 94% | 92% | 90% | 89% | 91% | 100% | 88% | 90% | 91% |
| Overall impression | 88% | 84% | 82% | 84% | 83% | 90% | 84% | 90% | 86% | 82% | 79% | 84% | 100% | 80% | 81% | 84% |

| Question 21: Government Performance (Percent "excellent" or "good") | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| Please rate the following categories of Sugar Grove government performance: | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| The value of services for the taxes paid to Sugar Grove | 45% | 30% | 31% | 34% | 31% | 46% | 34% | 25% | 41% | 37% | 27% | 35% | 36% | 32% | 38% | 34% |
| The overall direction that Sugar Grove is taking | 62% | 34% | 46% | 46% | 44% | 51% | 45% | 39% | 54% | 46% | 40% | 47% | 48% | 45% | 46% | 46% |
| The job Sugar Grove government does at welcoming citizen involvement | 47% | 40% | 41% | 42% | 43% | 39% | 42% | 29% | 50% | 45% | 39% | 43% | 41% | 45% | 41% | 43% |

| Question 22a: Custom Question 1 (Percent "strongly support" or 'somewhat support') | | | | | | | | | | | | | | | | |
|--|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| To what extent do you support or oppose a Park and Ride facility in Sugar Grove? | 88% | 82% | 74% | 81% | 81% | 81% | 81% | 81% | 79% | 82% | 85% | 82% | 82% | 80% | 81% | 81% |

| Question 22b: Custom Question 2 (Percent "strongly support" or 'somewhat support') | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| To what extent do you support or oppose a Metra Commuter Rail Station in Sugar Grove? | 84% | 89% | 79% | 84% | 84% | 85% | 84% | 82% | 82% | 84% | 90% | 84% | 86% | 85% | 81% | 84% |

| Question 22c: Custom Question 3 (Percent "\$1 or more") | | | | | | | | | | | | | | | | |
|---|--------------------------------|---------------|--------------------|---------|-------------------|----------|---------|--------------------|----------------------|------------------------|-------------------|---------|-------|-------|-----|---------|
| How much additional annual property tax, if any, would you be willing to pay per year to support the following efforts? | Number of years in Sugar Grove | | | | Housing unit type | | | Household income | | | | | Age | | | |
| | 5 years or less | 6 to 10 years | More than 11 years | Overall | Detached | Attached | Overall | Less than \$49,999 | \$50,000 to \$99,999 | \$100,000 to \$149,999 | \$150,000 or more | Overall | 18-34 | 35-54 | 55+ | Overall |
| Street improvements | 59% | 47% | 47% | 50% | 49% | 55% | 50% | 41% | 55% | 54% | 48% | 51% | 68% | 48% | 41% | 51% |
| Storm water improvements | 49% | 32% | 33% | 37% | 36% | 40% | 37% | 36% | 41% | 41% | 31% | 38% | 52% | 33% | 32% | 37% |
| Sidewalk improvements | 47% | 40% | 41% | 42% | 38% | 57% | 42% | 52% | 49% | 38% | 38% | 43% | 54% | 39% | 39% | 43% |
| Bike trail improvements | 65% | 47% | 52% | 53% | 53% | 57% | 54% | 52% | 62% | 57% | 48% | 56% | 74% | 52% | 41% | 54% |
| Parkway tree program | 50% | 48% | 47% | 48% | 49% | 48% | 48% | 37% | 52% | 53% | 45% | 49% | 62% | 47% | 41% | 49% |
| Fiber optic / high speed Internet | 64% | 52% | 53% | 55% | 56% | 55% | 56% | 51% | 58% | 59% | 56% | 57% | 66% | 57% | 46% | 56% |
| Construction of a Park & Ride facility | 51% | 39% | 35% | 41% | 39% | 49% | 41% | 38% | 49% | 40% | 39% | 42% | 50% | 42% | 34% | 41% |
| Construction of a Metra Rail Station | 68% | 55% | 46% | 55% | 54% | 59% | 55% | 47% | 62% | 57% | 57% | 57% | 62% | 57% | 48% | 56% |
| Broadcasting Village Board meetings | 18% | 19% | 9% | 15% | 14% | 22% | 15% | 17% | 14% | 17% | 17% | 16% | 17% | 17% | 12% | 16% |



VILLAGE OF SUGAR GROVE, IL 2013

Report of Open-ended Question



2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863



777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

CONTENTS

| | |
|---|----|
| Survey Background..... | 1 |
| About The National Citizen Survey™..... | 1 |
| Understanding the Results | 2 |
| About Closed-ended and Open-ended Questions | 2 |
| Verbatims..... | 2 |
| Verbatim Responses to Open-ended Questions..... | 3 |
| What do you like best about Sugar Grove? | 3 |
| Quiet, peaceful, clean, no congestion..... | 3 |
| Small town feel, country/rural living | 5 |
| Neighborhood, friendly people, community, family friendly | 8 |
| Location | 9 |
| Quality of life, local amenities, schools, affordability | 11 |
| Safety | 12 |
| Open space, environment, recreation | 12 |
| Dislikes/complaints | 13 |
| Other or Don't know | 15 |

SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The Village of Sugar Grove staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. Village of Sugar Grove staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

ABOUT CLOSED-ENDED AND OPEN-ENDED QUESTIONS

Questions can either be asked in a closed-ended or open-ended manner. A closed-ended question is one where a set of response options is listed on the survey. Those taking the survey respond to each option listed. Open-ended questions have no answer choices from which respondents select their response. Instead, respondents must “create” their own answers and state them in their own words. The verbatim responses are categorized by topic area using codes. An "other" category is used for responses falling outside the coded categories. In general, a code is assigned when at least 5-10% of responses will fit the code.

Advantages of an open-ended question include:

- Responses are not prompted, allowing respondents to provide answers that are not anticipated or well known.
- This type of question tends to capture response options that come to mind most quickly.
- The final result can be richer, since verbatim responses are included in an appendix, giving you and others a chance to “hear” the voice of respondents in their own words.
- There is a smaller risk of missing important dimensions.

VERBATIMS

Respondents were asked to record their opinions about Sugar Grove in the following question:

- What do you like best about Sugar Grove?

The verbatim responses were categorized by topic area and those topics are reported in the following table with the percent of responses given in each category. Those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic. Verbatim comments that contain more than one topic nevertheless appear only once (in the category of the first topic listed), however the analysis in the table below counts each of the topic areas given by all respondents regardless where those topics appeared in the comment.

Results from the open-ended question are best understood by reviewing the table of frequencies that summarize responses as well as the actual verbatim responses themselves. Five hundred and twenty surveys were completed by Sugar Grove residents; of these 382 wrote in responses for the open-ended question

| What do you like best about Sugar Grove? | |
|---|------------------------|
| | Percent of Respondents |
| Quiet, peaceful, clean, no congestion | 22% |
| Small town feel, country/rural living | 20% |
| Neighborhood, friendly people, community, family friendly | 18% |
| Location | 13% |
| Quality of life, local amenities, schools, affordability | 9% |
| Safety | 6% |
| Open space, environment, recreation | 5% |
| Dislikes/complaints | 4% |
| Other or Don't know | 3% |
| Total | 100% |

VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS

The following pages contain the respondents' verbatim responses as written on the survey or entered in the Web survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

WHAT DO YOU LIKE BEST ABOUT SUGAR GROVE?

Quiet, peaceful, clean, no congestion

- Traffic
- My neighborhood is quiet
- The not so busy area feel "Quiet town"
- Peaceful and clean. Needs more restaurants and stores.
- It is quiet where I live great neighbors fill safe day & night great walking places.
- Quiet & peaceful
- Quite a peaceful village love the nature and quite
- 1) No congestion, good traffic patterns 2) safe, quiet 3) Good people. Neighbors
- We move to Sugar Grove because of the lack of congestion as compared to the Chicago land area. Also, a reasonable travel time to Lisle.
- I love the natural areas and the quiet. I appreciate the speed of the road repair / resurfacing. Even though you didn't ask - I really dislike mediacom. Please do something about them.
- It is low-key. You can hear the birds sing! What I like least is that we don't have a big box. Store such as target, Wal-Mart, etc. We need this! I am tired of driving to Geneva or Batavia to shop! Also you need more commercial development to help residential taxes go lower! Way too high.
- It's a quiet community without all the hustle & bustle. Sugar Grove is a great place to raise a family!
- Quiet friendly neighbors and helpful and most of all safe for my kids.
- The tranquility of the surroundings.
- Quiet, peaceful, safe, affordable.
- Clean, quiet
- Its quiet, clean, close to shopping, easy access to highway
- Close to "nature" quiet place
- Fairly small quite friendly town need more rental housing for mid to lower income
- It's a nice, quiet, and almost rural place to live with plenty of trees.
- Slow pace & quiet. Conn. To I88. Need more family services /rest. & Eatery's.
- Peaceful, quiet community. Love our neighborhood.
- The quiet of a rural community one excellent access to rte 88 for commute.
- No traffic lights! The corn
- Serenity and friendliness
- Clean, friendly, ease of getting to I-88, comfortable, home town feel.
- Quiet community-very low crime.
- Quiet community-nothing going on
- Reasonably quiet (except for fireworks in the neighborhoods close by in summer) 2. Safe
- Such a quaint quiet town
- Calm atmosphere
- It's a peaceful and quiet community.
- Quiet

- Quiet small town feel with access to shopping & services in bordering towns. Not over crowded w/ big box stores & chains.
- It's a quiet village that we feel safe in. The negative is we find the real-estate taxes extremely excessive. If we move from "Sugar Grove" it will be because of the excessive tax. It costs us \$750.00 as per month to live in our house but there's no mortgage on this house that entire amount is for real estate taxes and fire insurance.
- Sugar Grove is a very quiet and friendly village - a good place to return and a good place for a family with children to reside neighbors nearby and throughout the village including most all of the village and town employees are considerate and helpful when needed.
- We move to Sugar Grove to get away from the congestion of our old neighborhood. We will not be able to retire here because we will not be able to afford the property taxes.
- Peaceful, well kept, nice homes.
- Quiet peaceful neighborhood
- It's a nice place to live.
- Quiet living community for retirement.
- Quiet, peaceful, friendly community
- Very peaceful and quiet place to live. Feel very safe.
- Quiet and safe place to live.
- Quiet & peaceful environment.
- The peacefulness & quiet times & information you receive about the weather
- It's quiet
- Quiet. Easy access to I-88 our home.
- Quiet people
- Light traffic, friendly community, what I don't like is the lack of family restaurants, Sports bar & shopping.
- Quiet nights no gangs no unnecessary tax hikes.
- Quiet, good traffic, library virgil gilman train
- Clean, quiet and not near my ex-wife
- Peaceful & quiet. I Feel safe in this community. However - we need more grocery stores, and sources of shopping.
- Clean air, quietness
- Lack of congestion.
- Quiet place, great police & fire depts, low traffic where I live, great service from village.
- It is a relatively quiet community. Easy access to I-88 and highway 30.
- Quiet country setting near major interstate.
- It is a quiet, peaceful village that is close to & accessible to more populous areas with museums, etc easily traveled to
- Clean, rural area-but like rest of area taxes very high
- Quiet
- Quiet place to live, Taxes are to high for most families raising children and for the retired
- Clean, safe, not much going on. Would be nice if we had stores or a down town love the country feel
- Clean, new areas, library, safe
- Cleanliness, safety, access to I88
- Quiet small environment nice "bedroom" community friendly people
- Peaceful, no congestion, well maintained Black berry woods
- Great traffic flow. Quiet neighborhood, less congestion. Yet accessible to most shopping etc. Less crime, lots of nature!

- Quiet feel yet thanks to I-88 close to everything. Comment: with mediacom rated the worst of the cable co's by "consumer reports" why does Sugar Grove renew thing contract?
- The quiet small town feeling, good people good demographics, good schools, good crime rates.
- Clean & friendly
- Quiet
- Quiet village good place to raise family
- It's small & quiet
- It's a nice quiet town with a strong sense of community.
- The tranquility
- Generally, a great place to live quiet
- It's a quite community, small town feel, & proximity to interstate
- Quiet & peaceful yet somewhat of a city feel.
- Quiet
- Quieter community, lower crime
- It is quiet a nice place to live but it isn't going any where
- Very pleasant & safe environment. Clean, low crime, very easy access to I-88
- Peace and quiet!
- Best peaceful. We feel safe. Bike trails. worst 1) Phillips 66 gas station makes a bad impression of Sugar Grove. It is ugly the trees are dying. This needs a complete renovation. 2) Would like a closer/good high school.
- Quietness
- Clean well cared for! new homes in the area. Sad that each townhouse in Windsor Point needs to * pay \$250.00 each yr. For some common ground that I don't need. Not right for us in the townhomes.
- It is small, quiet and peaceful.
- We love the quiet (no train whistles) and the corn fields! We like that there is less traffic congestion.
- We like the quietness of our surroundings, and the calmness of living in a smaller community. We feel it is for the most part crime free. We have lived here for 11 years and have totally enjoyed the community and people. No complaints at all. A wonderful place for retirement.
- Lack of hustle and bustle
- quietness of my neighborhood
- Quiet, attractive, and peaceful subdivisions with friendly neighbors.

Small town feel, country/rural living

- Small town feel
- It feels like a small town. Sugar Grove needs major updating, but I hope the village agrees to keep the small town atmosphere.
- Area -"country living"
- Small town atmosphere
- Small community feel & lots park space
- Rural atmosphere
- Small town-feel safe-close to tollway - corn boil
- Small town feel, I've grown up out live or in Big Rock most my life. I like hearing the sounds of the country. I like knowing my neighbors and my other community members.
- Village atmosphere, park-like setting.
- The small-town atmosphere-the way natural areas have been un spoiled and untouched the way access to shopping in nearby-town-great water, clean air.

- Small - I don't like the tax growth it will make me move-get some businesses here to pick up tax burden off home owners
- Community feel, small town feel
- Small town feel
- Semi rural location
- Small, quiet community with not a ton of traffic. I have that there are just a few restaurants and almost no retail shopping. We need a Khol's, Petsmart, Buy Buy Baby etc. I hate having to drive 15-20 min to do any basic shopping.
- It is a smaller community
- Family feel - good town- not to big - good schools HMS and KHJ - mostly friendly - love corn boil-nice work! people services always seem professional - helpful thank you for energy savings with Verde energy. I am saving money. I need more cost cutting w/o loss of good service.
- The small town community feeling. The ability to get on a major highway. The fact that I feel safe enough to walk or run throughout the neighborhood.
- Small & quiet
- Small town feel. Quality housing. Well thought out city planning.
- I like the small town feel and family atmosphere. I would love to see Sugar Groves town see more small business. Like Geneva's town but on a smaller scale quality stores. Family friendly!
- It has a small town feel, the right population, open space it is close to businesses but far enough away from hustle and bustle. The less the city government does the better. Plow the snow, pick up the garbage, police and fire mostly ambulance support. Limit apartments and condos. Limit strip malls. The worst problem in our area is teen age vandalizm and car burglaries. My wife and I both completed this together.
- It's progressive enough to keep a small town feel.
- The rural atmosphere while being able to access good roads & express ways with ease.
- The rural feel-so far it has been a quiet and safe community.
- Have the village of Sugar Grove, the country lay back feeling do not like and cable company we should have a choice of cable company when we lived in Naperville we could choose are cable company we cannot chose the cable we would
- Small town "feel" -close knit neighbors like / walking trails close to 88
- Small town feel but would like more shopping & eating out options land entertainment
- Small town feel our neighbors
- Rural area small crime rate low friendly
- I like the country setting.
- Maintained the "small town" feel as business has the community.
- Beautiful community that feels like small town with excellent access to nearly communities for shopping entertainment etc.
- The openness & country type living feel
- Small community
- A small town feel good neighbors
- Small quiet town, good neighbors
- Small town feel but easy access to highway and close to everything you need shopping, restaurants, train, etc.
- Small town atmosphere open space on edge of development. Accessibility neighborhood.
- I like that it still has a small town feel. If it gets too much bigger I may feel the need to move part of its appeal is that it is quiet and not congested.
- Small, open spaces and good people and very safe to live, great roads & close to work

- I like the slower /small town feel vs big city since I work in a fast paced environment. The property taxes where we live all very high for what you get & that would be my reason for relocating.
- It is a semi-rural area, close to the tollway.
- I did like the small-town, cornfield I moved to. Now its a rich, snobby (becoming) over-developed wanna-be. Disappointing.
- Country atmosphere green areas & trees
- Small town atmosphere. Friendliness of people, lack of traffic.
- It is a small community and that is why we are here.
- Small town feel open space, in particular, the KKFP trails rich harvest farm & St. Katharine Drexel
- The country feel, safeness, and cleanliness.
- Small community, which usually means safer community.
- Small town feel openness / country feel. Clean-very protected no fear living here senior
- The small community feel, availability to get involved if desired in various programs. The park district is nice benefit. The people are welcoming & helpful our positive is there is a combination of neighborhoods & farms. We like the blend of developed & rural !
- Country living close to work & I-88 negative-small town without small town appeal or camaraderie
- It like the small town feeling and close shopping.
- Small town atmosphere-chance to feel like you live in the county yet be close to a larger city.
- Small town
- It's a nice small and peaceful community. The people are all kind and friendly. Our neighbors are nice and our community is very willing to help each other. What I dislike about the community: We strongly dislike the homeowners association. We strongly dislike the taxes we pay and we will not be retiring in this community due to these dislikes. Our homeowners association is too controlling and we feel that as taxpayers we should be able to have whatever we desire in our yard.
- Small town feel
- I love the country feel yet the access to many "Big City" opportunities.
- Sugar Grove is a small, quiet community with great access to running/biking trails and very convenient to the city. We also enjoy access to real recreational facilities. Its a great place to live!
- Small town feel. Modern is way too expensive, we need alternative at&t.
- Small town feel with easy access to toll way and other services.
- The small town feel & friendliness of town
- Country feel low traffic quiet still close to shopping
- I like the country living. But we need more businesses & shopping. We have to go on Randall rd for all the shopping & restaurants. What I don't like about Sugar Grove are the high taxes. I'm in walnut woods and the value of my home went down but my taxes keep going up. We are retired and it is hard to think I'll be able to stay in this community with high taxes.
- Small community
- I like the feel of living in a rural area, but yet, being close enough to a library, church, grocery store, banks etc. It is a very open beautiful area with a small town feeling!
- I like the fact that Sugar Grove is not overpopulated and still has a rural feel with urban conveniences.
- Smaller community St. Katherine Drexel parish location bike trail close by vicinity to Aurora.

- It's country living with city amenities close by. I love the Forest Preserves, parks and bike trails that intermingle with the village. I like the overall road plan in that it seems read for growth and mitigation of traffic concerns long term
- Small town feel but close to larger area. If we could get more services in SG I wouldn't have to travel to Batavia, Aurora, Geneva for restaurants, store, etc.
- I love the small town feel while still being near any activity that I want to do.
- The small town feeling
- Laid back life style/country living feel. Addl note: no bike trail from Waterford/Weisman Hughes subds to Gilman Trail. Biking Bliss Road to trail is NOT an option. The trail is only 1/4 mile away but have to put bike in car and drive--no way to cross Blackberry Creek. Have been waiting 11 years for them to build a bridge! Also could use a non fast food restaurant. One last thing, Park District doesn't provide enough nite/Weekend exercise classes for older adults who are still working. Thank you!
- The Country Feel and great upkeep of everything.
- Small town feel, close proximity to all goods and services, and good road improvements. /

Neighborhood, friendly people, community, family friendly

- I like the tranquility of the neighborhood, and dislike the annual property tax for retire seniors.
- I like that everyone is so friendly!
- My neighbors! Nice community.
- Just the overall friendliness of the entire community. Also the location is great. Easy access to 88 and there so much to enroll the kids in.
- The people.
- Friendly people, farmland, close proximity to everything, small town feel.
- The neighborhood are beautiful! Walking path are great!
- Very friendly town. Having I 88 close by leading to all major express-ways thanks for St. Katherine - Drexel church!
- Friendliness of community members
- The people are nice and we feel safe living here. What we don't like is the lack of good restaurants. The grill is great but its the only one. We have to travel a good distance to find other restaurants. One of the reasons we are thinking of moving out of Sugar Grove is the high taxes and the fact \$8 million was spent on a library a select few use-waste of taxpayers' money.
- Friendly people.
- The people that live here.
- The community, cleanliness, safety, and small traffic.
- Very nice community respectful inhabitants
- It is a family friendly town that is safe and has the necessary amenities for adults children.
- Good community great neighbors not too congested close to highway
- Most folks are friendly and I like to remember the Sugar Grove quaintness of years gone bye,
- Most of my neighbors
- 1 My neighbors. 2 It's close proximity to work 3 small town remaining small town
- Friendly, clean, grocery store, take out restaurants local to a lot of services.
- Good place to raise family-negative-taxes too high plan to relocate out of area/state.
- Like the sense of community, the protected land, small town feeling. The police & fire departments are great with the kids! Going forward I would recommend you leave a spot to write would S.G could improve on.
- The people and neighborhood & live in. are taxes are too high as it is.
- Great community to raise children in
- I like the friendly people. I have lived here since 1952

- The neighborhoods are well kept & people are friendly. Plus lots of kids are around so its a nice place to raise a family.
- My neighbors are fantastic. I love being within 10-20 mins of most shopping and restaurants and still being away from the traffic. I 88 is my life line to everything. I love the farms and forest that surround us. Its like a sanctuary but you're still able to get to everything.
- Friendliness clean growth
- Family friendly neighborhood I did have to laugh-the library had on display in the children's section a series of four books called "The four freedoms". One of them is the "Freedom from want" which should have been in the fantasy section. I guess progressive has to start young.
- My neighbors
- The atmosphere
- Our neighbors & neighborhood!
- Sense of community and how safe it is
- I live in a quiet neighborhood, which I greatly like!
- Good community to raise a family. Small crime rate.
- The community closeness
- Friendly, well-kept, supportive community safe.
- The sense of community, closeness to highway, and all the trees, parks, and like trails
- Community & people
- I like my neighborhood, being close to a major roads, Kaneland schools, small-town living.
- Community feel, safety, cleanliness, areas to 88. My family!
- Our neighborhood is well - established & police are visible, so we feel more confident that our family & young children are safe.
- Nice community friendly neighborhoods
- How everyone knows each other.
- Neighborhoods, quiet, easy access to major highways.
- Friendly people, village maximize their dollars.
- My neighbors
- Its very community minded, clean, quiet peaceful, good schools
- People are friendly and helpful schools are safe and encourage of learning.
- Wonderful community where neighbors watch out for each other.
- The people and community.
- People are friendly in this peaceful town
- Sense of a small community feel.
- It has pleasant neighborhoods and is convenient to Aurora and other nearby communities.
- Its a very close community that is in dire need for business development in Sugar Grove. We need to stop taxing the residents and start looking to get the tax revenue from small businesses. We're spending our money in surrounding towns for restaurants and entertainment and Sugar Grove needs to see that.
- It's a great place for my kids to grow up. While Sugar Grove is small, there is a lot to do in the area.

Location

- Central location, easy access to 88 "still country"
- That it is close to Chicago, but far enough away & so we don't have to deal w/ big-city things. Small-town feel is also a big plus.
- Location, access to highways public services
- Close to work and other amenities (malls, shopping, entertainment) yet far enough away to feel "country" easy access to major highways

- Location: close to 56188 & 47 Like least! No downtown area.
- Location - access to I-88
- Great 3b access-open space, not high density natural areas, smaller size town good schools, nice people
- Proximity to highway and the small town feel
- It is west of Aurora !
- Close to 88 toll way
- Proximity to rural and developed areas.
- Location (close to tollway - Aurora, where I work)
- Accessibility to I-88 & quality housing
- Location to roads/expressways/transportation
- Access to I-88
- Location- access to 88 - 47- Randal corridor
- Location-rural setting but easy access to I-88
- The location-country living-small town, but chose to shopping entertainment etc. Best of 2 worlds
- Location!
- Access to the interstate.
- Location 4g please!
- Close to all of our family. My husband grew up in Sugar Grove it's quiet we have lots of privacy. The fire department is very friendly, the police department needs to take a class from them especially the lady in the front office.
- Location and family-orientated community
- I love the easy access to Aurora & Geneva friendly people
- Location (by 88 & 47) and "small-town" atmosphere
- It's like we are in the "country" but close to shopping, 88, work
- Location and country feeling, quiet, great place to raise kids.
- Good location for most things our neighborhood
- Ease of access to I-88
- Location
- Still in the corn growing country. near to Aurora entertainment & radiation. We need a traffic light at park & 47-teens & McDonald new park to corn boil.
- It is near the central arteries for I-88, Rt 47, Rt 30, I liked the small town feeling - we have been have 32 years.
- Access to my city job in a country setting living environment
- Its location & accessibility to other towns & the Highway. Its a quiet place w/ good schools.
- Living very near the east-west tollway.
- The close proximity to all the amenities s.g. Doesn't offer (employment, arts, sports, etc.)
- Away from big cities
- Proximity to I-88
- Access to I-88 is quick. We have an Aldi and a Jewel and a few restaurants - so we are beginning to have some options - need ice cream place, and for Mobil gas station to improve its roads - parking lot, overhangs, etc. Really an eyesore.
- The openness, closeness to 88 general good roads however the streets in lakes or bliss woods need repair. Good planning. We need a standard 25 mph speed limit in the residential areas similar to all the communities.
- Can live near daughter & family!
- Location to I-88 for commuting Recent addition of businesses (i.e. Jewel) The potential of the community

- Proximity to activities & places
- Fairly easy to get to off I-88 & Ill. 56 as my daily commute to work in the north suburbs is 56 miles one-way (my employer moved further north to Vernon hills last year)
- Location
- Ease of access to I 88 quietness neighbors Access to know county forest preserver
- Close to I 88
- Location is rural yet close enough to major roads and business. Affordability
- The proximity to Randall road and I-88
- Proximity to I-88.
- It has nice accessibility to surrounding towns and highways.
- The location of the community to everything my family does and where we go

Quality of life, local amenities, schools, affordability

- I own my home plenty of yard space good neighbors
- Great quality of life, good access to highway -
- Affordable, safe, & friendly
- Sugar Grove is an affordable community that is close to work but more affordable than my previous community general. I like the fact that it is quiet and less expensive than neighboring communities. Geneva, Batavia, preferred neighborhoods in Aurora. Yet it is not "as far out" as Yorkville, Elbuin, etc. Easy interstate access was a major reason I moved here.
- That we finally have some shopping Jewel, Aldi, Walgreens & a couple different food choices besides pizza!
- Comfortable living conditions and feeling close to the interstate 88
- Schools, we have a quiet neighborhood that we love. We have wonderful family neighbors.
- Up to this point, it has been a nice blend of growing infrastructure and commercial growth. But both have virtually stopped.
- Golf courses
- School district
- That I can walk to the grocery stores, bank, fast food, etc. Please, Please, Please, install a stoplight or 4 way stop at park ave & rt 47.
- Opportunities
- The quality of life, closeness to 88.
- Services
- Good school district, close to highway, small town feel
- John Shields elementary
- The overall quality of life. Small town atmosphere
- I am a single father living with my two daughters living in Sugar Grove since 2001. We love it here. Availability of services stores, gas medical etc. The feeling of safety & comfortability.
- Great schools-safe place to raise a facility
- The quality of life!
- Sugar Grove in a beautiful little town and I hope to find a permanent home here. I love the corn boil!
- There is no excess, implying there are enough stores to provide the essentials. This keeps out extra traffic, and keeps SG a smaller well kept town. That is what brought out family here. By running in a park and side facility you are changing the dynamic of this town. It would make our family re-think staying in SG. Also is anyone aware of the water park in Yorkville and the effect it had on real state? the value of homes in the Yorkville, plane area dramatically decreased

- Grocery stores
- That we are close enough to stores but still have the relaxed lifestyle
- Show plowing is the best all around! street maintenance is great ! good street lights!
- More house for the money
- Great snow plowing! Great public work! Streets and street lights are well maintained!
- I love everything. It's a nice place for families. You feel relax and safe.
- Sugar Grove seems to have high standards for new businesses coming in, as well as new housing development all of which we like very much. Would like to see a Starbucks come in however !
- 1) A more relaxed way of living 2) closeness to expressway (I-88) to get where we need to go 3) communities nestled into separate zone & land space in between them.
- That it is finally getting more retail along 47

Safety

- Love it !! Moved here in June safe, beautiful, clean. Shopping nearby. Yet not to big. No park and ride! Can't pay any more though
- It's safe. Nice neighbors, close to my family not too far from bigger cities
- Low crime Quiet
- Sugar Grove is a relatively clean, safe place to live, while growing wisely, (Good stores businesses)
- Safety, location, people here
- Security fire dept response to emergencies cheap rent need a Dairy Queen w/ road Wal-Mart and a Ross
- How safe I feel here and the small town feel. People are very friendly and welcoming.
- A sense of safety
- Safety for my children, quiet, farmland, just a tad bit removed from the "city" but close enough to get anywhere fast.
- Safety, nice people-hard working & good values.
- The absence of gangs
- Low crime, affordable housing, quiet neighborhoods.
- Safe! small town feel, no congestion, balance of farms, parks, residential, etc. Being a part of a growing community
- Safe, peaceful, clean, bliss forest
- Safe
- Safe & quite community.
- Safe quality living-but is no entertainment
- Safety, Schools, sense of being a little further away from the "busier" suburbs while still being close enough to get to those other suburbs shopping and businesses.

Open space, environment, recreation

- The bike paths & trees
- Autumn colors / foliage and my immediate neighbors in my development.
- The open space & easy access to highways
- The wide open spaces and small town feel with proximity to amenities.
- Open land mixed w/ easy transportation access to Chicago, Geneva, and other surrounding areas. Good county forest preserves in area. Easy access to local hospitals, shopping, excellent police/fire.

- Open areas, not congested, individual looking home customs in my neighborhood with lots of trees small town atmosphere, Virgil Fillman trail forest pleasure, golf course, farmer's field, quiet,
- Nature trails; Prestbury community
- The open space where it is possible to observe lots of different birds.
- Forest preserves; nature, sense of small community
- The natural areas
- Forest preserve & bike trails. Access to interstate hwy.
- Prestbury bike/walking path
- Corn fields that surround the town, forest reserve, pond around subdivisions over all country style! would like to see a bridge that will connect to forest reserve trails
- I love that the neighborhoods have green space & parks. I do not want to live in an over-crowded, traffic, congested town, I appreciate that the growth development has been thought-out so Sugar Grove still has a small-town feel and sense of community
- I like the farmlands.
- The forest preserve acquisitions & paths
- The open space.
- I hunt a lot and have found many farmers willing to allow me and my family on to harvest animals for food. Its quiet, Don't like; my kids are enrolled at a private school because of the drugs and misbehaved kids at the public school. I pay 8200.00 in taxes and don't feel comfortable sending my children to these schools. There should be enough funding from taxes to help the efforts in question 22c.
- Trees, proximity to expressway
- The open spaces, small town atmosphere, trails.
- Trees and farms
- The open land, greenery, commitment to the natural environment
- open environment

Dislikes/complaints

- What I dislike most is loose dogs, especially pit-bulls running in the public parks. Lack of response to this problem by city and police city council and mayor do not care about citizens concerns do not address or responds corn boil committee is extremely rude, in considerate, and imposing on residents around volunteer park. This town is the worst in terms of government
- Least - I pay 2 association fees - I thought that was illegal
- I have one complaint regarding snow removal. I live on a cul de sac and understand that my street is not a priority what I don't agree with or understand is when a plow truck comes down the cul de sac they almost always make (1) loop around the outer edge and then leave They should take the 10-15 minutes to plow the entire area rather than returning later to finish the job. I think the village needs to improve in this service area.
- S.G. Needs to lower property taxes. It needs to attract more business to the area. Both corporate and residential.
- This is crazy. I live in settlers ridge Sugar Grove and pay \$6k in taxes already. My streets are unpaved, weeds are everywhere-along sidewalks and streets. There is a train that blows its horns at least 20x's a day, when the train crossing is near identical to the one near orchard and prairie where it is a "no horn zone" take care of us here with the money already provided to the village.
- We really need a cross walk at IL47 & park ave! A stop light would be nice, but a cross walk is a must! This intersection is very dangerous for drivers and pedestrians.

- Taxes are ridiculous in this town! They grow every year, yet the property values are still lower than when we purchased the townhouse. Please do not add anything to the infrastructure that would cause the taxes to go up!!!
- The taxes are way to high
- We pay enough in taxes. A very quiet comfortable community we have seen grow some in lost few years
- I don't like anything best. Hate the rate of town growth & the way the village turns away businesses. The tax money generated by stores & restaurants would be greatly appreciated in our community.
- I love being in Sugar Grove but we need growth restaurants, shopping a pool-something! People want a downtown-people want to spend money in Sugar Grove-not have to travel to surrounding towns all the time.
- It's too far for my family to drive out to visit than I like.
- For the most part, I am very happy with Sugar Grove as a whole. However I do pay over 7 k a year in real estate taxes. I understand this amount is necessary to keep our same standard of living here, but I feel that Sugar Grove needs more businesses in it to help homeowners with this tax burden. I kind of resent being asked if I would be willing to pay even more for things like a rail station which would bring more consumers and business to the town and in the long run, should pay for itself. I also know that there are companies, like At+t that would pay to bring in fiber if Sugar Grove would let them compete for local business. I think that only having mediacom as a cable/internet provider is a shame in this day and age.
- Are you kidding more property taxes!! For what? We pay way to much now and have nothing, no downtown area no shopping, very little business, corn boil is a joke. bus kids to Montgomery, high school is a laughing stock compared to other schools. For what we have or in this case don't have our property should be half of what they are. I think what we really need are more banks. I saw plans for a real downtown area 13 yrs ago, whatever happened to that?
- I live in Settles Ridge and am very disappointed with the future progress of the development. I would like to see a more aggressive approach to finishing the neighborhood. We also had forward progress on creating a "no horn" zone crossing at the train track @ garden and park. Let move both projects up relative to their current importance level.
- I am disappointed in the direction SG has taken over the last 15 yrs! why pay such high taxes when our property values have decreased 25% in the last 5 years. SG was supposed to be a place to raise a family & offer much more, so we were told when we built our home 15 years ago. Now nothing has really changed ! Where are all the family restaurants, shopping, comm. Pool. Activities & safe neighborhoods? Why are we putting money into other towns for the amenities we need here no access to I 88, which is another disappointment. Schools are located too far & not enough improvements being done over 15 Yrs!
- Our taxes are for too high already for the seniors quality of schools & school programs in S.G. You will do best by your citizens to bring in business to support the tax base and growth opportunity listed in 22c. We pay \$17,000 in taxes already w/ roads sidewalks unfinished & with to no opportunity for our grade & middle school kids
- Not much the school tax is so high & going up every year. That is why so many people are moving tax-school too high. The district is forcing us out of our homes. Property taxes are more than some mortgages. Think out of the box and go in a different direction for more school money. Maybe the district needs a tighter budget.

Other or Don't know

- The library, I also liked the farmers market when it opened about 7 or 8 years ago.
- Cindy Galbreath I feel that she genuinely loves her jobs & her communications skills are awesome. She keeps the village in touch with their citizens through email, Facebook email mail & I'm sure much more. Do not lose her as an employee.
- Growth
- No comment - cannot think of anything good to be saying about this town how come there is no section for what I like least?
- Its a nice size community in a good location.
- Not much
- Library and corn boil.
- Nothing my daughter goes to school in Montgomery and feel totally detached from Sugar Grove yet I live closer to John Shields
- Corn boil
- I like my house but the taxes I pay are too high in comparison to other towns. Also, I feel its time to move the corn boil to a new location. My neighborhood has taken it's turn for many years!
- Lack of regulations
- Corn Boil

MEMORANDUM

TO: President Michels and Board of Trustees

From: Pat Rollins, Chief of Police

Date: November 1, 2013

RE: Police Department Staff Report

Significant Police Events

- Afternoon shift officers handled a domestic call on Halloween night. Offender was taken into custody after making threatening texts messages and verbal comments to a girlfriend. He was initially waiting for her at her residence. The offender drove off from the residence and was followed by our officer. He dumped a backpack out the window once seeing our officer. The backpack contained a loaded handgun. The offender was taken into custody and charged. This is still a volatile relationship with threats continuing. Law Enforcement from multi-agencies are involved.

Training

- Sergeant Fenili completed week four of ten for Northwestern University Center for Public Safety Staff and Command class hosted at North Aurora Police Department. He attends the program every other two weeks (rotation: two weeks of classroom, returns to the department for his regular duties for the next two weeks.)
- Officer Kurzawa attended a two day seminar for Homicide Investigation. Annual training is required of lead investigators for handling any homicide in the State.
- Officer Thoele attended a Grant Writing seminar for police officers.
- Officers spent time out at the St. Charles Range on October 29, 2013 fulfilling State qualification for handguns and department rifle qualifications.

Administrative Issues

- Update: (Three ordered Ford Police Interceptor sedan vehicles). The marked patrol unit has been returned to the department for patrol use. The radio and emergency equipment was completed on November 1, 2013. The marked unit is available for use by the officers, however the laptop computer assigned to the unit was sent back in to Panasonic for repairs. It is brand new and is under warranty. We are awaiting the laptop to be returned from the manufacturer sometime this month. In the mean time, officers are able to still use the squad; they just need to move a laptop from one of the other squads to fully utilize it. The black unmarked vehicle for Investigations was

delivered on Friday to the vendor to outfit it with radios and emergency lighting. The Chief's vehicle will follow the Investigation vehicle for outfitting. The three replaced Crown Vics will be sold by the end of the year via E-Bay.

- Chief Rollins attended the Kane County Chiefs of Police monthly meeting on October 17, 2013
- Chief Rollins participated in Kaneland School Districts First Responder Meeting held on October 30 at the Middle School building in Maple Park. Multi-jurisdictional public safety (fire and police departments) participated in the annual required meeting.
- Chief Rollins attended the International Chiefs of Police conference in Philadelphia, Pa from October 18-23. (Conference summary will be sent out in another document)
- October 26, 2013 Sugar Grove Police Department participated in the National Take Back Unwanted/Unused prescription drive. During the 4 hour block, citizens filled four large boxes with a total weight of approximately seventy-two pounds of drugs being turned in. Sugar Grove along with other local police agencies turned in their collections to the DEA at a regional collection site.

Directed Patrols and Activity

- Speed Trailer deployed on Merrill New Rd - receiving positive comments from the residents.
- Continuation: Addressing after hour hangout of individuals leaving broken glass bottles and breaking the parking lot light at John Shields Elementary School.
- Afternoon Shift officers handed out candy during their shift to the trick-or-treaters in the neighborhoods. Positive feedback from the officers and residents about them interacting with the kids.

Upcoming Activities:

- The Police Department will participate with John Shields Elementary School in a lock-down drill this November.



VILLAGE OF SUGAR GROVE
ORDINANCE NO. 20131105A

AN ORDINANCE FOR PURCHASE OF REAL PROPERTY

PASSED BY THE PRESIDENT AND BOARD OF TRUSTEES
OF THE VILLAGE OF SUGAR GROVE, KANE COUNTY, ILLINOIS
THIS 5TH DAY OF NOVEMBER, 2013.

PUBLISHED IN PAMPHLET FORM BY AUTHORITY
OF THE PRESIDENT AND BOARD OF TRUSTEES
OF THE VILLAGE OF SUGAR GROVE, KANE COUNTY, ILLINOIS
ILLINOIS, THIS 5TH DAY OF NOVEMBER, 2013.

ORDINANCE NO. 20131105A

**ORDINANCE NO. 20131105A
AN ORDINANCE FOR PURCHASE OF REAL PROPERTY**

BE IT ORDAINED by the President and Board of Trustees of the Village of Sugar Grove, Kane County, Illinois, as follows:

WHEREAS, the Village of Sugar Grove is not a home rule municipality within Article VII, Section 6A of the Illinois Constitution and, pursuant to the powers granted to it under 65 ILCS 5/1-1 *et seq.*; and,

WHEREAS, the Village of Sugar Grove has negotiated with Northern Illinois Land Company for purchase of real property located in the Village of Sugar Grove;

WHEREAS, said real property is adjacent to Sugar Grove Village Hall, consisting of approximately 1.03 acres, and which is commonly known as Parcel No. 14-20-226-009;

NOW, THEREFORE, BE IT ORDAINED by the President and Board of Trustees of the Village of Sugar Grove, Kane County, Illinois, as follows:

SECTION ONE: THE PURCHASE OF REAL PROPERTY

That pursuant to the authority granted to them in 65 ILCS 5/11-76.1-1, the corporate authorities of the Village of Sugar Grove have negotiated with Northern Illinois Land Company, for the purchase of real property legally described on Exhibit A, for the sum of \$8,000.00, and which will be used for public purposes. Accordingly, the Village President and Clerk (and Village staff and Attorney) are hereby authorized and directed to purchase said real property in accordance with the terms of agreement contained in the attached Agreement (Attached as Exhibit B). The President and Clerk (and Village staff and Attorney) are further authorized to execute any and all related documents necessary to effectuate the transfer contemplated herein.

SECTION TWO: GENERAL PROVISIONS

REPEALER: All ordinances or portions thereof in conflict with this ordinance are hereby repealed.

SEVERABILITY: Should any provision of this Ordinance be declared invalid by a court of competent jurisdiction, the remaining provisions will remain in full force and effect the same as if the invalid provision had not been a part of this Ordinance.

EFFECTIVE DATE: This Ordinance shall be in full force and effect after its approval, passage and publication in pamphlet form as provided by law.

INCORPORATION: The exhibits hereto are incorporated herein by reference as though fully set forth herein.

PASSED AND APPROVED by the President and Board of Trustees of the Village of Sugar Grove, Kane County, Illinois this 5th day of November, 2013.

P. Sean Michels
President of the Board of Trustees
of the Village of Sugar Grove, Kane
County, Illinois

ATTEST: _____
Cynthia L. Galbreath
Clerk, Village of Sugar Grove

| | Aye | Nay | Absent | Abstain |
|---------------------------|-------|-------|--------|---------|
| Trustee Mari Johnson | _____ | _____ | _____ | _____ |
| Trustee Sean Herron | _____ | _____ | _____ | _____ |
| Trustee Rick Montalto | _____ | _____ | _____ | _____ |
| Trustee Robert E. Bohler | _____ | _____ | _____ | _____ |
| Trustee David Paluch | _____ | _____ | _____ | _____ |
| Trustee Kevin M. Geary | _____ | _____ | _____ | _____ |
| President P. Sean Michels | _____ | _____ | _____ | _____ |

Exhibit A
Legal Description of Subject Property

THE EAST 80.01 FEET OF LOT 235 IN SUGAR CREEK SUBDIVISION UNIT ONE,
PHASE TWO, IN THE VILLAGE OF SUGAR GROVE, KANE COUNTY, ILLINOIS.

Exhibit B
Real Estate Purchase Agreement

REAL ESTATE PURCHASE AGREEMENT

THIS REAL ESTATE PURCHASE AGREEMENT ("Agreement") is entered into and effective as of the ___ day of November, 2013, by and between **NORTHERN ILLINOIS LAND COMPANY** ("Seller"), and **the VILLAGE OF SUGAR GROVE** ("Purchaser").

WHEREAS, Purchaser desires to purchase the real estate hereinafter described on Exhibit "A" ("Property"), consisting of approximately 1.03 acres, and which is commonly known as Parcel No. 14-20-226-009; and

WHEREAS, Seller desires to sell the same to Purchaser pursuant to the terms of this Agreement.

NOW, THEREFORE, in consideration of the mutual promises set forth herein, and other good and valuable consideration, the receipt and adequacy of which are acknowledged, the parties agree as follows:

1. **Purchase.** The Purchaser agrees to purchase and the Seller agrees to sell the Property on the terms and conditions as contained herein.

2. **Purchase Price.** The purchase price ("Purchase Price") of the Property shall be \$8,000.00.

3. **Reserved.**

4. **Seller Obligations.**

A. Evidence of Title, Objections to Title or Survey. Purchaser has satisfied itself with the conditions of title as of November ____, 2013. Purchaser has obtained a survey

and is satisfied with the results thereof. Except for any changes in title or survey between said date and the execution of the deed by the Seller hereunder, no title issues exist herein.

6. **Tax Prorations.** There shall be no proration of taxes hereunder.

7. **Representations and Warranties.** As a material inducement for Purchaser to enter into this Agreement and to proceed to Closing, Seller represents and warrants to Purchaser with respect to the Property as of the date of this Agreement and the closing date, as follows:

(a) To the best of Sellers knowledge, the conditions of title have no changed since _____, _____ 2013 and Seller has taken no action that would change the conditions of title.

(b) Seller has no knowledge of any assessments, charges, pay backs, or obligations requiring payment of any nature or description against the Property that remain unpaid.

(c) Seller is the lawful owner of the Property and holds insurable and marketable title to the Property free and clear of all liens and encumbrances. The Seller has the power and authority to sell the Property to Purchaser and perform its obligations in accordance with the terms of this Agreement, and each person who executes this Agreement and all other instruments and documents in connection with it, has or will have due power and authority to so act. Seller will have complied with all applicable statutes, laws, ordinances and regulations in order to effectively convey and transfer all of Seller's right, title and interest in the Property to Purchaser.

(d) Seller has not contracted for the furnishing of labor or materials to the Property which will not be paid for in full.

(e) As of the date of this Agreement, Seller has no knowledge of any suit, action or other legal proceeding arising out of or related to any environmental laws with respect to the Property which is pending or threatened before any court, agency or governmental authority, or knowledge of any facts that would give rise to the same. Seller has not received any notice that the Property is in violation of the environmental laws.

(f) Seller is not a "foreign person" within the meaning of 26 U.S.C.A.1445(f)(3).

(g) Seller and Purchaser agree that no brokers commission are due under this contract or any contract related to the Property.

8. Closing. The Parties agree that no formal closing will take place. Upon execution of by Seller of 1) this agreement, 2) the attached deed, 3) the attached ALTA statement and 4) the attached Affidavit of title, and the return of the same to the Purchaser, the Purchaser will within 2 business days issue a check to the Seller for the Purchase price.

9. Controlling Law. This Agreement will be controlled, construed and enforced in accordance with the laws of the State of Illinois.

10. Entire Agreement. This instrument and the exhibit attached to it constitute the entire agreement between the parties with respect to the transaction contemplated herein and the matters set forth herein. Any modification or amendment to this Agreement will be effective only if writing and executed by each of the parties hereto.

11. Notices. Any notice, election, demand, request, consent, approval, concurrence or other communication given or made under any provision of this Agreement or required by law will be deemed duly served if a) personally served, b) deposited in the U.S. Certified Mail, return receipt requested, c) sent via overnight courier service, addressed to each party as follows:

SELLER: NORTHERN ILLINOIS LAND COMPANY
1551 Henry Ave
Des Plaines, IL 60016

PURCHASER: VILLAGE OF SUGAR GROVE
10 S. Municipal Drive
Sugar Grove, IL 60554

Any party may change the name and address of the designee to which notice will be sent by giving written notice of such change to the other parties herein as provided. Notices may be signed by the Seller or Purchaser, as the case may be, or their attorney.

12. Binding. The terms herein will be binding on and will inure to the benefit of the parties hereto, their successors and assigns.

13. Time is of the Essence. Time is of the essence in this Agreement.

14. Costs. The Purchaser agrees to pay for the costs of this transaction including but not limited to title insurance charges, survey charges, transfer taxes (if any). Purchasers attorney shall, if desired, order title and survey. Seller shall pay for the costs of its own attorney should it wish to retain one.

IN WITNESS WHEREOF, the parties have set their hands and seals as of the day and year first above written.

SELLER:
NORTHERN ILLINOIS LAND COMPANY

PURCHASER:
VILLAGE OF SUGAR GROVE

By: _____
Title:

By: _____
Village President

Acceptance date: _____, 2013.

**VILLAGE OF SUGAR GROVE
BOARD REPORT**

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES
FROM: CINDY GALBREATH, VILLAGE CLERK
SUBJECT: ORDINANCE: PURCHASE OF REAL PROPERTY - BERM
AGENDA: NOVEMBER 5, 2013 REGULAR MEETING – CONSENT AGENDA
DATE: OCTOBER 29, 2013

ISSUE

Shall the Village purchase the berm adjacent to the Municipal Center.

DISCUSSION

The berm adjacent to the Municipal Center was bought at tax sale by Northern Illinois Land Company. Northern Illinois Land Company has indicated that they would like to sell the parcel. The Board has previously discussed the purchase of this parcel and agreed that it is the Village's best interest to acquire the parcel.

An Ordinance has been prepared granting authority, as required by State Statute, to purchase the property.

COSTS

The cost of for the acquisition of this property was budgeted in GF- Contingency.

.

RECOMMENDATION

That the Board Adopts Ordinance No. 20131105A, An Ordinance for Purchase of Real Property.