

**Press Release  
Village of Lincolnwood**

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For Immediate Release

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**Lincolnwood Residents Give Their Community High Marks**

The Village of Lincolnwood significantly exceeds national standards in virtually all categories, according to a scientific survey conducted by an independent survey firm. In April 2007, the Village contracted with The National Research Center, of Boulder Colorado, to survey its residents concerning the quality of Village services and the overall quality of life in the Village. In May, surveys were sent via mail to a randomly selected 25%, or 1,200 Lincolnwood homes, and responses were received from 41% of the recipients. The National Research Center then compared Lincolnwood's results with its nationwide database of over 500 local governments that have conducted similar surveys.

When asked to evaluate the Village as a place to live, 94% answered either *excellent* or *good*, placing the Village in the 94<sup>th</sup> percentile of national norms in this category. In the ratings of public trust category, the Village achieved the 95<sup>th</sup> percentile for listening to its citizens and the 90<sup>th</sup> percentile for welcoming citizen involvement.

Village services also received very high marks. 88% of Lincolnwood residents rated the overall services provided by the Village as *excellent/good*. This placed the Village in the 96<sup>th</sup> percentile. More specifically, in the area of Public Safety, 91% rated the services of the Police Department *excellent/good*; and 98% rated the services of the Fire Department as *excellent/good*. Astoundingly, this placed the Village in the 99<sup>th</sup> and 98<sup>th</sup> percentile respectively. Overall, of 35 Village services rated in the survey, 89% were rated above national norms, 9% were similar to national norms and one was below national norms. The one service rated below national norms was storm drainage. Coincidentally, the Village Board recently directed Village staff to move forward with implementing a comprehensive Stormwater Management Plan to address deficiencies in the Village's ability to handle stormwater runoff.

In response to the survey results, Village President Gerald Turry expressed his satisfaction. "Obviously, I am pleased that our residents view Lincolnwood as a great place to live. I believe the efforts of the Village Board, and the over 75 residents that volunteer their time on Village Boards and Commissions, is the reason for the positive endorsement of our government and the community. Given that August was Diversity Month in Lincolnwood, I am especially proud that we achieved the 93<sup>rd</sup> percentile in the

area of openness and acceptance of the community towards people of diverse backgrounds. I was also very pleased to see high marks in the area of listening. It is critically important to the electoral process to foster honest discourse between residents and their government officials and staff. Lastly, this is not the end of our efforts. As I like to remember about these instruments, they point only to a moment in time. All Village officials and staff are in it for the long haul. We welcome the challenges and pledge to keep improving.”

Village Administrator Timothy Wiberg also expressed his pleasure with the results. “I view the overwhelming positive results as an affirmation of the hard work and dedication I see on a daily basis from all of our employees. I am gratified that their work is being recognized by the residents of our community.”

Wiberg indicated that the Village will begin to look into concerns raised in the survey and work to address them. As mentioned, stormwater management is an ongoing weakness, and the Village will be working on a comprehensive plan to address it. In addition, 45% of respondents indicated that street lighting is either *fair/poor*. The Village does have a long-term plan to replace all Village-owned street lights with modern fixtures, and will use funds collected from the Gasoline Tax to pay the costs. Finally, 44% responded that the overall quality of new development in the Village was *fair/poor*. Wiberg stated that new design standards and updated tables of allowable uses have been incorporated into recently approved zoning changes for Lincoln Avenue and general design standards governing the overall Village are part of the draft of the revised Zoning Code currently under review by the Plan Commission.

At its Committee of the Whole meeting on September 6, and in lieu of the current financial crises in Springfield, the Village Board discussed the poor ratings for quality of bus travel. 51% of respondents rated public bus services as *fair/poor*, placing the Village in the 33<sup>rd</sup> percentile. The Village Board directed a letter be sent to the Village’s State Representatives urging them to support additional public transportation funding.