



Resident Survey

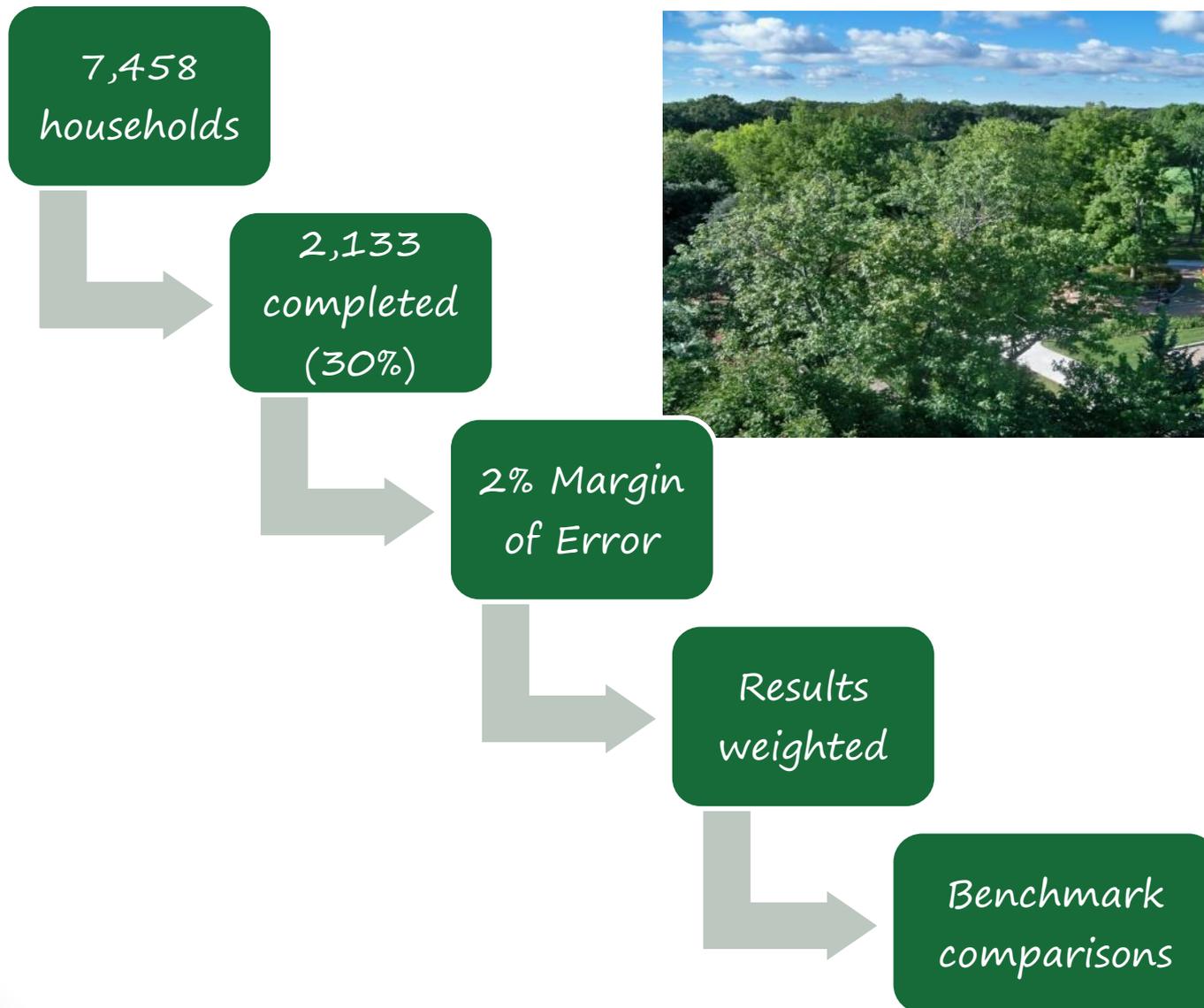
2016 Results

Prepared by



NRC
National Research Center Inc

Survey Methods



National Benchmark Comparisons

39

received
higher
ratings

11

received similar
ratings

0

received
lower
ratings



Peer Community Benchmark Comparisons

11

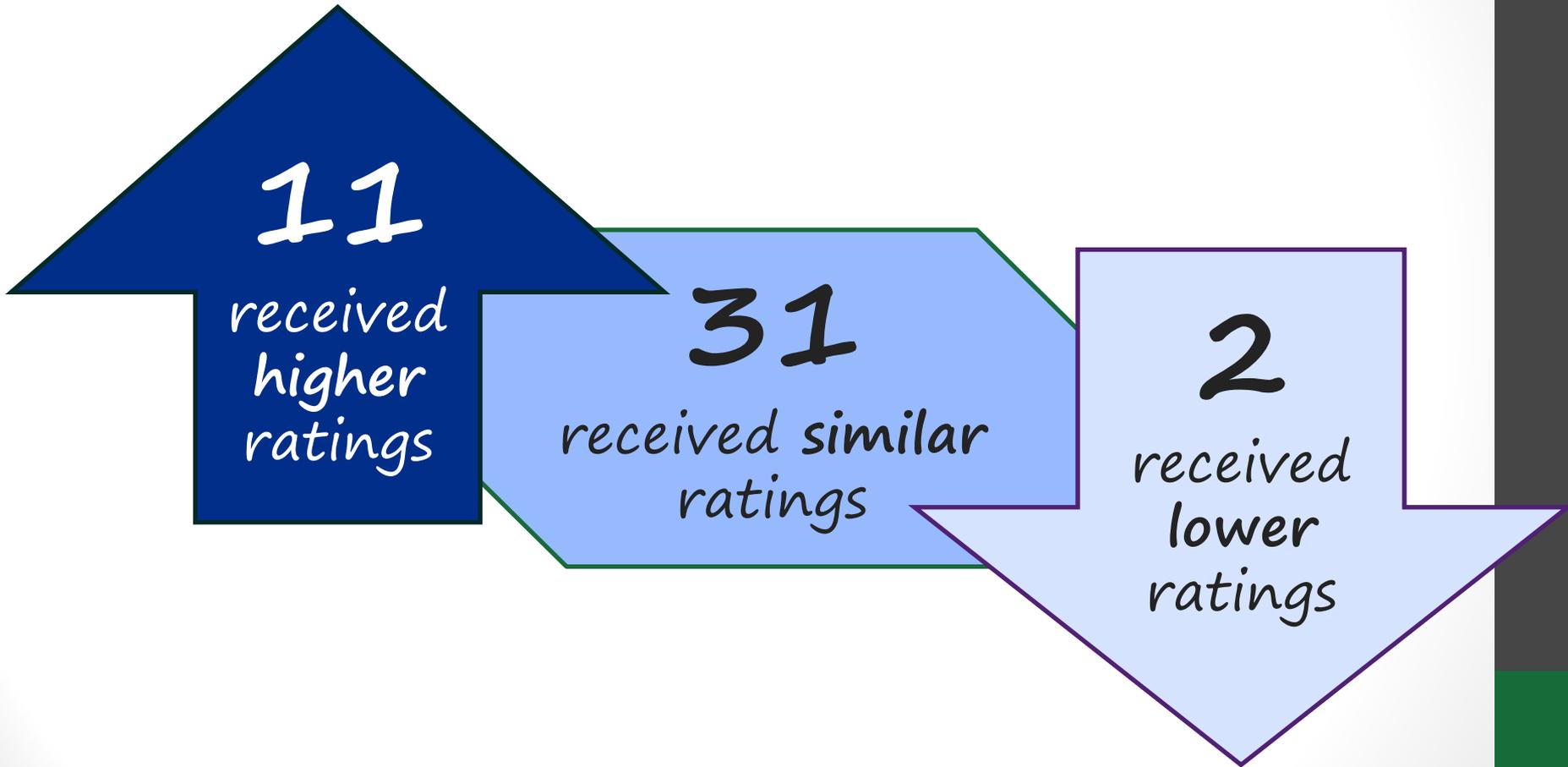
received
higher
ratings

31

received similar
ratings

2

received
lower
ratings



Residents enjoy

A HIGH QUALITY OF LIFE

Overall quality of life



93%

Excellent or good

9 *in* 10

excellent or good

Place to live

Place to raise children



Reasons for Living in Lake Forest

5/10



3/10



*Schools, environment,
public amenities, quietness*

*Raised here, open space,
property taxes, housing,
sense of community*

Residents feel

SAFE IN THEIR COMMUNITY



98%

*Residents think overall
safety in Lake Forest
is excellent or good*

Safe Community



7
in
10

Residents appreciate

**ENVIRONMENTAL ASPECTS
OF THE COMMUNITY**

Aspects of Environment

Overall appearance 

99%

Overall natural environment 

98%

Public beach

97%

Public parks

95%

Amount of open space

95%

Bike paths and walking trails 

92%

 Higher than peer benchmarks

excellent or good

Environmental Sustainability as a Priority

people think
environmental sustainability
is **essential** or **very important**

3 in 5



Residents think

HIGHLY OF CITY SERVICES

Overall **City Services**

*Excellent or
good*



Ratings of City Services

Highest Rated Services

- Police
- Fire
- Ambulance/EMS
- 911 dispatch
- Parks and beach maintenance



Other Highly Rated Services

- Garbage collection ★
- Recycling ★
- Library
- Senior services
- Youth services



★ Higher than benchmarks

Trends

Consistent

- Police
- Fire
- Ambulance/EMS
- Senior services
- Youth services
- Parks and beach maintenance
- Recreation Center
- Library

Decreases

- Drinking water
- Street repair
- Sewer services
- Snow and ice removal
- Building permit and inspection process
- Storm water management
- Sidewalk maintenance
- Deerpath Golf Course

Budget Priorities

Road maintenance
Crime prevention
Police response
Snow removal

8
in
10

Fire response
Ambulance service
Fire prevention
Storm water management

7
in
10

Essential or very important

Government performance

IS VIEWED FAVORABLY

Government Performance

City response to questions and concerns

71%



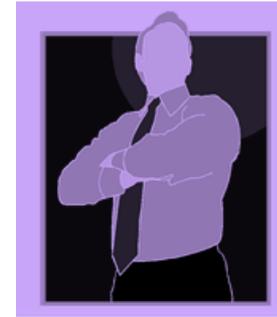
Value of services for taxes paid

68%



Overall confidence

68%



Managing tax dollars

67%



Overall direction

66%



Acting in the best interest of community

62%



Listening to residents

59%



excellent or good

Residents shop and dine frequently in

LAKE FOREST

2 *in* 5



Excellent or good

- Shopping opportunities



1 *in* 5

Excellent or good

- Shopping variety

Shopping

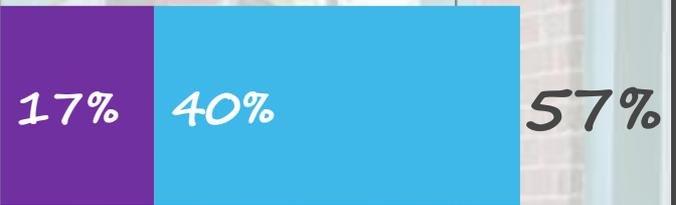
- Spend a lot more
- Spend a little more

Made a purchase

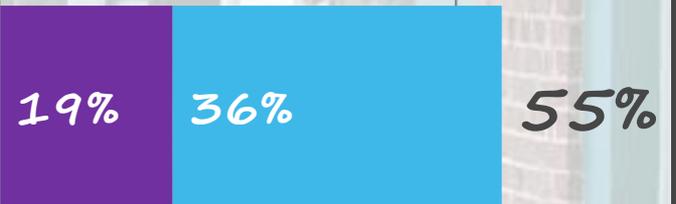
98%

At least once a month

Apparel



Hardware

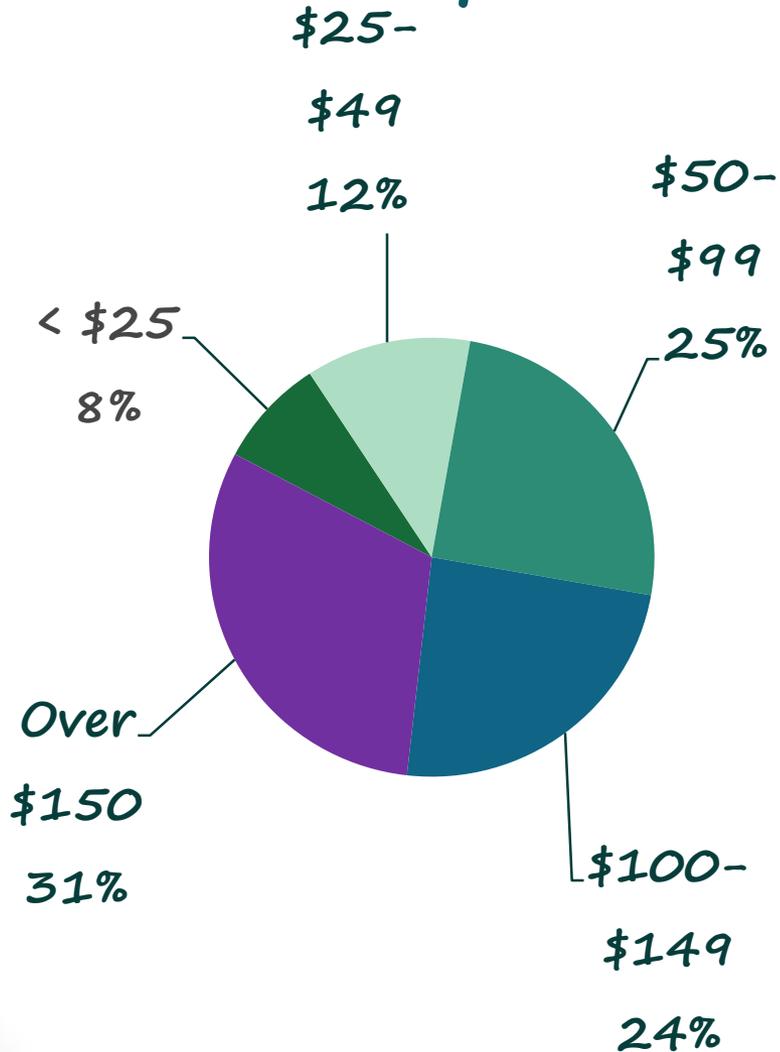


Home accessories



DINING IN LAKE FOREST

Amount Spent



Want casual dining



Residents identified
infrastructure and parks as

TOP PRIORITIES

Maintaining *Quality of Life*

City infrastructure

98%

City parks

95%

AAA bonded

93%

Traffic flow

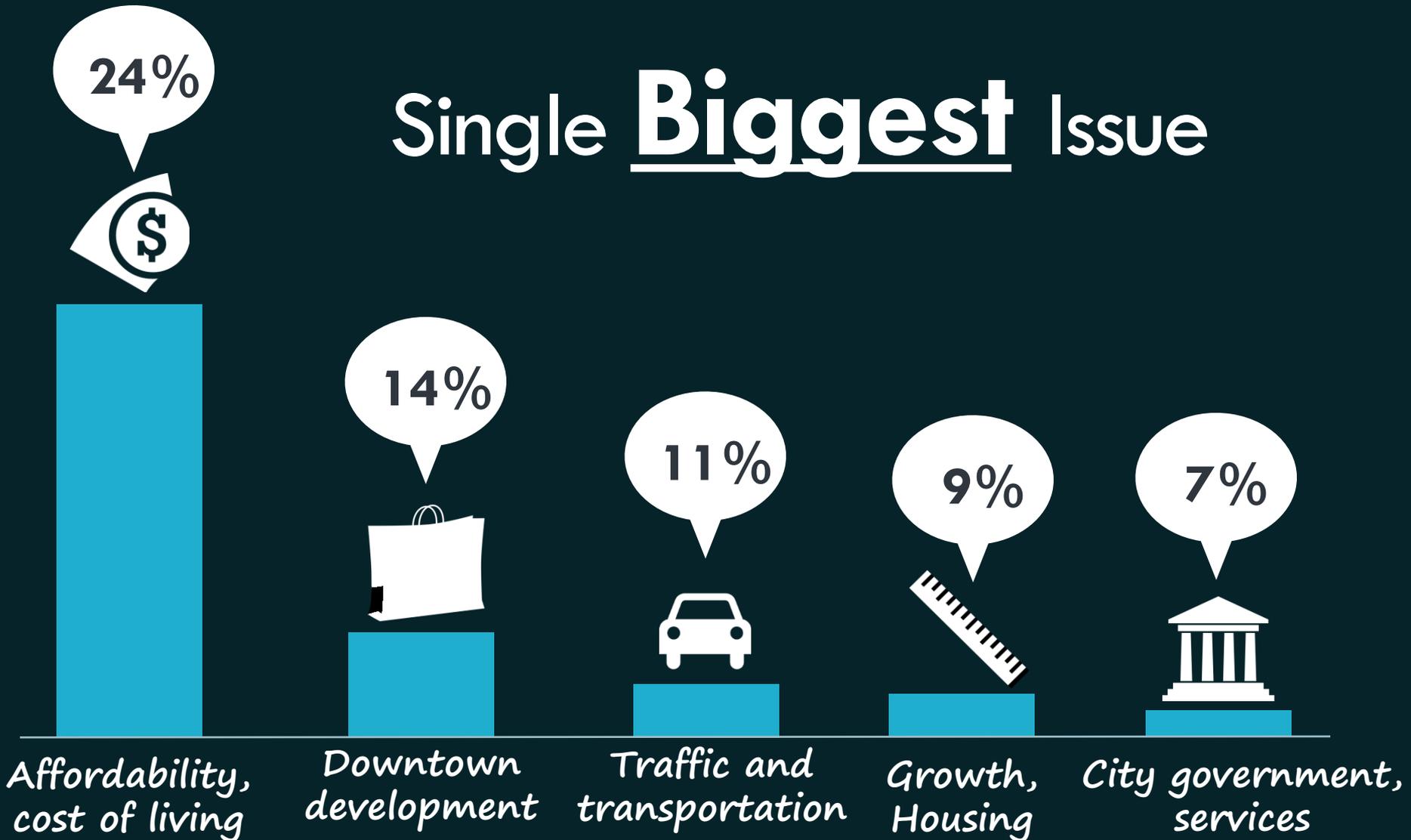
79%

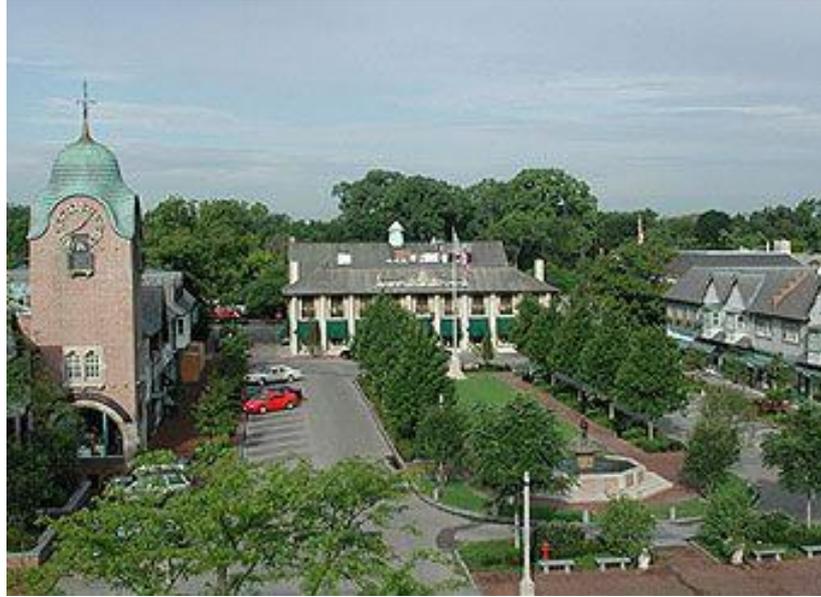
Economic development

78%

Essential or very important

Single Biggest Issue





QUESTIONS?

Thank you!

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