



Village of Montgomery

Community Survey

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NORTHERN ILLINOIS UNIVERSITY

Center for Governmental Studies

Outreach, Engagement, and Regional Development

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Executive Summary

Quality of Life

Most residents expressed positive perceptions of life in Montgomery:

- Three-quarters (75.0%) rated the Village as an 'excellent' or 'good' place to live.
- Nearly all (96.1%) reported feeling 'very safe' or 'somewhat safe' in the Village.
- Most residents appreciate that Montgomery is quiet, is in a convenient location, has excellent parks, and has a small-town feel.
- Top concerns for quality-of-life improvements included the need for business attraction and development, high taxes, and a lack of entertainment or dining options.

Belonging and Inclusion

Residents reported a strong sense of community and civic pride:

- 93.8% agreed that they and their household think of Montgomery as their home.
- 85.1% said they feel they belong in the Village.
- 90.1% indicated they are proud of the Village.
- Notably, Hispanic and Spanish-speaking households expressed even higher levels of belonging and pride than other demographic groups.

Village Government Services

Residents indicated that most Village services are both important and well-delivered:

- Services rated as most important included water quality (94.4%), water/sewer maintenance (87.9%), and garbage/recycling collection (86.6%).
- High satisfaction was reported for services such as stormwater management (96.7%), water/sewer system maintenance (96.0%), and police/public safety (91.6%).
- The following services are rated by respondents as high importance and low satisfaction and are identified as "improvement opportunity" areas:
 - Water quality
 - Neighborhood street maintenance and repair
 - Business attraction and retention
 - Yard Waste pickup
 - Planning and zoning
 - Property maintenance regulation
 - Green initiatives/sustainability to maintain the environment

- The four services below are rated by respondents as high importance and high satisfaction and are identified as areas to “keep up the good work”:
 - Water and sewer system maintenance and repair
 - Garbage and recycling collection
 - Stormwater management
 - Police/public safety

Village Customer Service

- Among the 22.5% of residents who had contacted the Village in the past two years, 69.5% rated their experience as ‘excellent’ or ‘good.’
- Respondents appreciated staff knowledge (87.5%) and courtesy (84.6%), though some noted unresolved issues and lack of follow-up.

Communications

- 88.1% of respondents were ‘very’ or ‘somewhat satisfied’ with the Village’s communication efforts.
- The most commonly used information sources were the utility bill (72.5%), monthly newsletter (50.1%), and Village website (48.0%).
- The Village mobile app had low usage and awareness, with 62.7% indicating they do not use it for Village communications or updates. Of those who were familiar with it, only 53.3% rated it as useful.
- Communication gaps were more pronounced among renters and newer residents.

Economic Development and Priorities for the Future

- Residents prioritized business attraction, economic development, and downtown revitalization as top concerns.
- 21.0% of respondents said these areas should be the Village’s top focus in the next 5 years.
- Infrastructure, especially roads, and water quality also emerged as major themes.

Introduction

Background and Purpose

The Village of Montgomery commissioned the Center for Governmental Studies (CGS) at Northern Illinois University to conduct a survey of residents to gather their opinions of living in the Village and the provided Village government services.

The findings of the survey will be used to plan for ongoing and future Village government-provided services.

Methodology

Questionnaire

A 48-question questionnaire, which may be found in Appendix A (pgs. 48-56), was developed by CGS and Village of Montgomery staff.

The following topics were included in the questionnaire:

- Quality of Life,
- Village Government Services,
- Village Customer Service Experiences,
- Communications,
- Economic Development,
- Community Events and Civic Engagement,
- Inclusion and Belonging in the Village of Montgomery, and
- Personal and Household Characteristics.

The questionnaire was translated into Spanish.

Sample

A random sample of 2,000 households within the Village of Montgomery was provided by the Marketing Systems Group, a survey sampling firm. The sample included names, mailing addresses, email addresses, and telephone numbers.

Data Collection

Each household in the random sample was sent an invitation email with a unique ID code and a link to the survey. This email may be found in Appendix A (pg. 46).

Follow-up communications are important to get responses from as high a proportion of the sample as possible, as it is often harder to reach respondents who have different experiences and responses than easier to reach respondents. Therefore, CGS sent up to 6 reminder emails to those who did not respond after the initial email. Three weeks after the invitation email was sent, nonresponding households were mailed a cover letter, the questionnaire, and a self-addressed, stamped envelope in which to return the questionnaire to CGS. The cover letter explained the purpose of the survey and how the results will be used, expressed assurances of confidentiality, identified the Village of Montgomery as the sponsor, and provided a web address and unique password for completing the online survey (See Appendix A, pg. 47). Two weeks after the questionnaire was mailed CGS made reminder calls to nonresponding households.

The survey was open from January 13, 2025, to May 1, 2025.

A total of 506 complete surveys were received. The margin of error for the survey is +/- 4.2 percentage points at the 95 percent level of confidence.

Data Analysis

The data was weighted on age, gender, race/ethnicity, educational attainment, and annual household income using information from the 2023 American Community Survey 5-year estimates. Data weighing on key demographic variables ensures that respondents to the survey are representative of the population of all adults in the Village of Montgomery and that the findings can be generalized to the total adult population. Weighting is a statistical technique which adjusts for the over- or under-representation of a demographic group in the respondents to a study.

Chi-square tests were used to test significance between demographic groups. All demographic differences reported are statistically significant at the $p \leq 0.05$ level.

Survey Results

Perceptions of the Village of Montgomery

Respondents were asked several questions to understand their perceptions of the quality of life in the Village of Montgomery (“the Village,” “Village,” or “Montgomery”).

The Village of Montgomery as a Place to Live

Respondents were first asked to rate the Village as a *place to live* (Figure 1).

Three-quarters (75.0%) of respondents said the Village was an ‘excellent’ (15.0%) or ‘good’ (60.0%) place to live.

Figure 1: How would you rate the Village of Montgomery as a place to live?



Respondents were asked to explain the reason for their rating.

The most common positive responses were that:

- The Village is a quiet, peaceful, or good place to live (36.8%)
- The Village is safe/has low crime (8.7%)
- The Village is in a convenient location or in close proximity to work or amenities (7.1%)

On the other hand, some respondents cited challenges the Village faces:

- The Village needs to attract businesses, needs economic development, or should focus on developing the downtown area (6.3%)
- Taxes are high (3.1%) (See Appendix B for verbatim responses, pg. 63).

The Village of Montgomery as a Place to Live by Demographic Groups

Though 75% of respondents say that the Village is an excellent or good place to live, there is some variation by demographic groups.

By Age

Generally, older respondents were more likely to say that the village is an excellent or good place to live:

- 70.3% of those 29 years of age or younger,
- 79.3% of those 30-44,
- 89.7% of those 45-64, and
- 85.7% of those 65+.

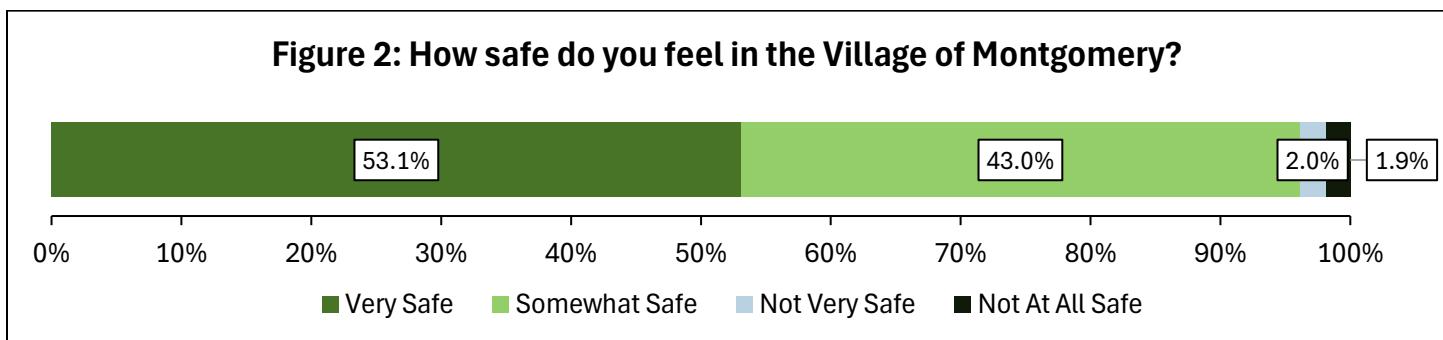
By Primary Language

Nearly all (95.0%) households where Spanish is the primary language spoken said that the Village is an excellent or good place to live, compared to 77.3% of English speakers.

Sense of Safety

Nearly all (96.1%) Montgomery residents said they feel very safe or somewhat safe in the Village (Figure 2).

- Nearly all respondents (96.1%) felt very (53.1%) or somewhat (43.0%) safe
- Very few respondents (3.9%) felt they were not very safe (2.0%) or not at all safe (1.9%) safe



Sense of Safety by Demographic Characteristics

No statistically significant differences were found by demographic groups in the likelihood of feeling very/somewhat safe in the Village of Montgomery.

Most/Least Liked Aspects of Living in Montgomery

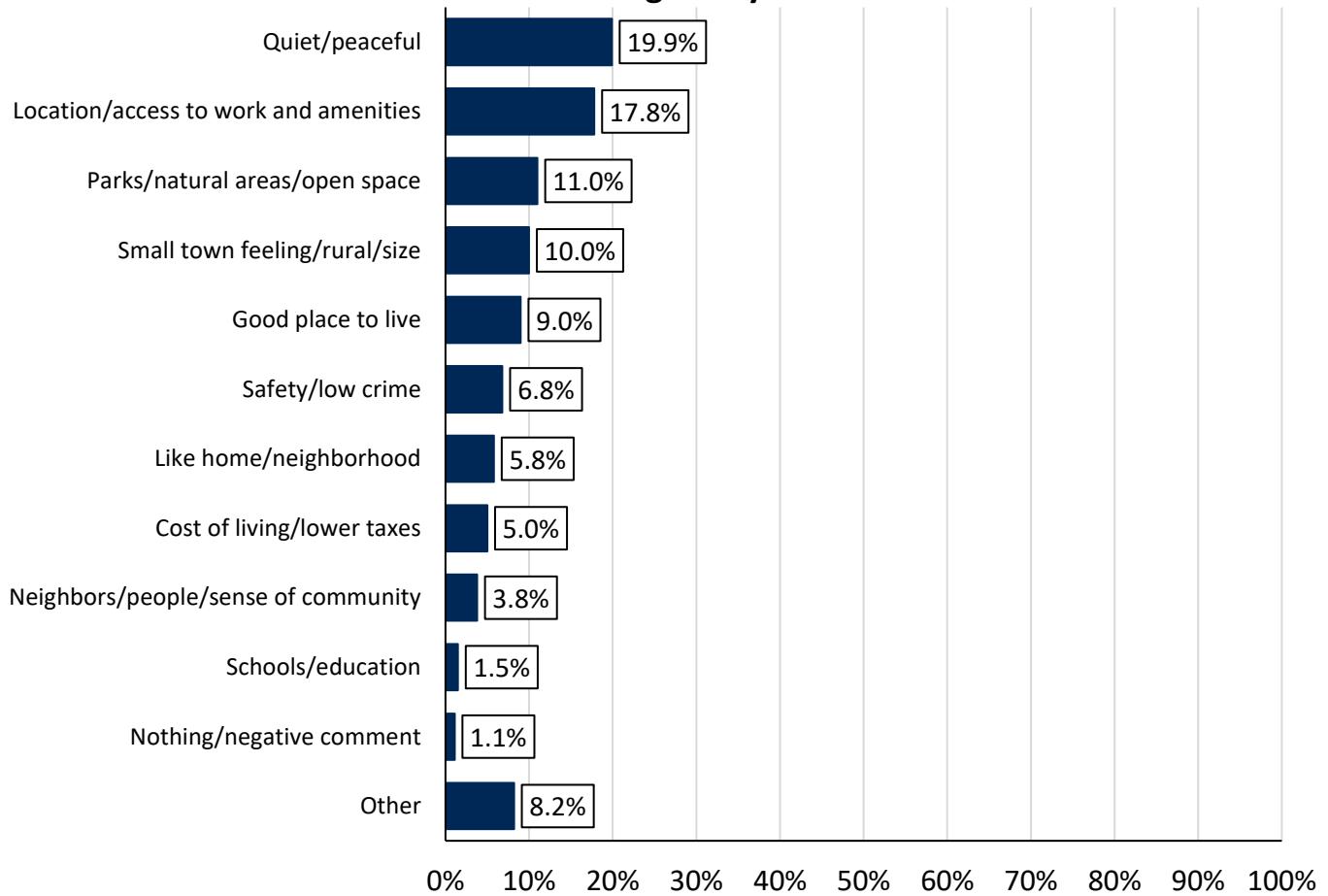
Respondents were also asked to provide what they liked most and least about living in Montgomery Village (pgs. 67-75).

Like Most About the Village of Montgomery

In response to a question about what they liked most about living in the Village of Montgomery, many respondents noted that the Village:

- Is quiet and peaceful (19.9%),
- Is conveniently located or near to work or amenities (17.8%),
- Has access to parks, natural areas, or open space (11.0%), or
- Has a small town, rural feeling or is a good size (10.0%) (Figure 3) (See Appendix B for verbatim comments, pgs. 70-71).

Figure 3: What do you like most about living in the Village of Montgomery?

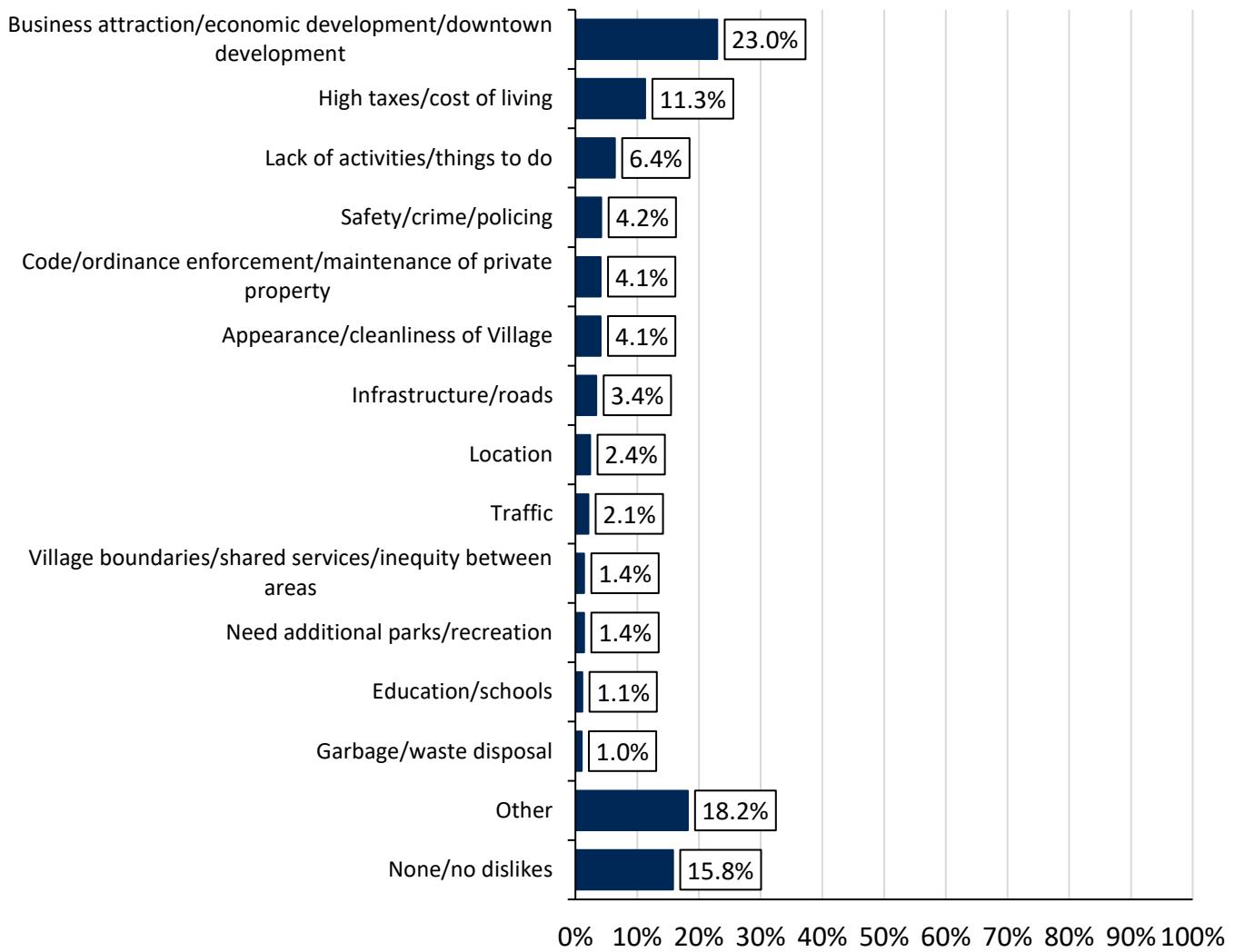


Like Least About the Village of Montgomery

Residents were also asked about what they liked least about living in the Village (Figure 4). In response to this question, they cited:

- A need for business attraction, economic development, and/or development of the downtown area, including a need for more shopping and dining options (23.0%),
- High taxes/cost of living (11.3%), and
- A lack of activities or things to do (6.4%) (See Appendix B for verbatim comments, pgs. 74-82).

Figure 4: What do you like least about living in the Village of Montgomery?



A further 15.8% said there was nothing they liked least about living in the Village, or that they were satisfied with Village life (See Appendix B for verbatim comments, pg. 83).

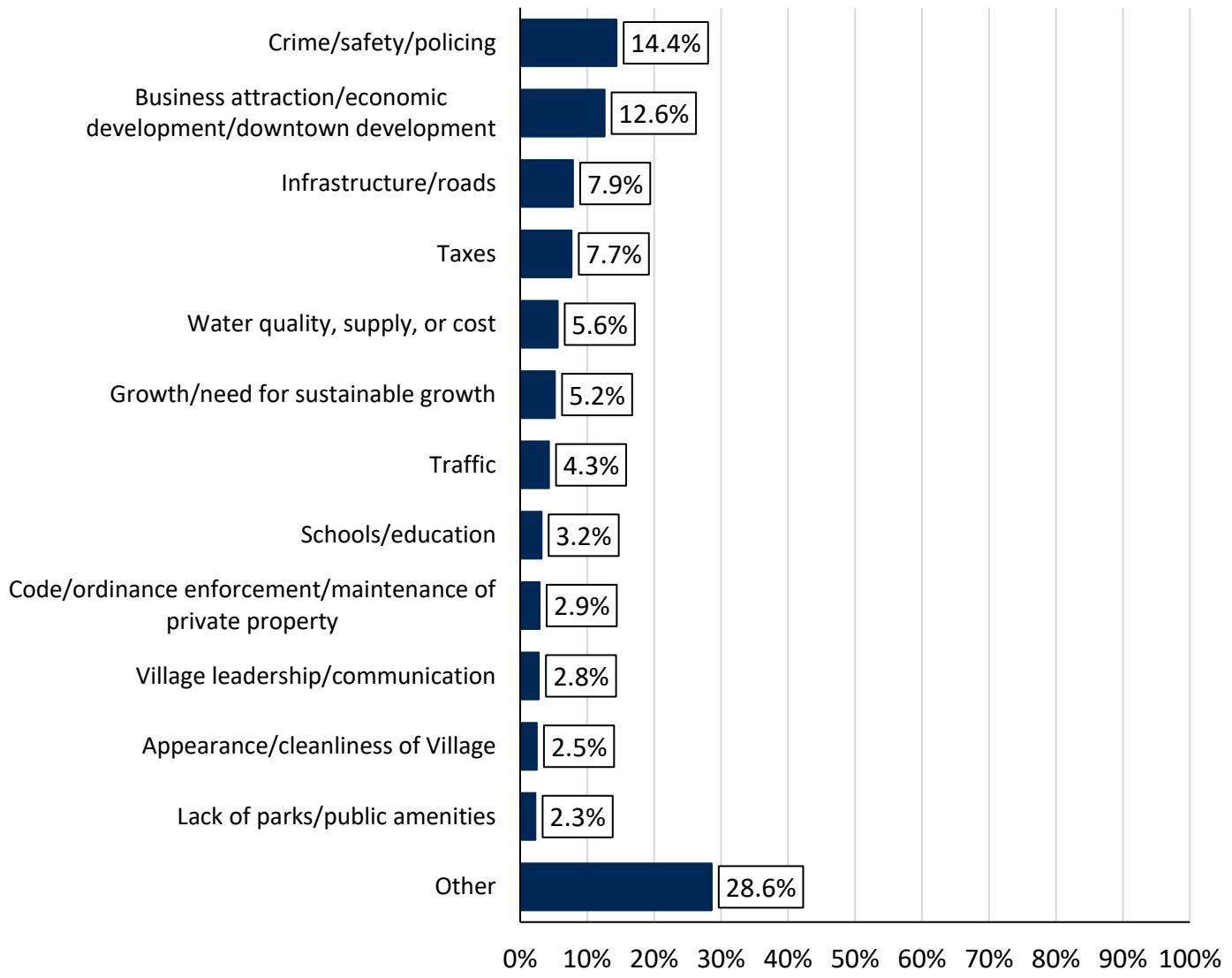
Most Important Issues in Montgomery

Asked to provide what they believe are the three most important issues facing the Village, residents provided a wide variety of responses, the most common of which were:

- Concerns about crime, safety, and policing (14.4% responses),
- A need for business attraction, economic development, and/or development of the downtown area, including a need for more shopping and dining options (12.6%), and

- Concerns about Village infrastructure, particularly streets and roads (7.9%) (Figure 5) (See (Appendix B for verbatim comments, pg. 79).

Figure 5: What are the most important issues the Village of Montgomery faces?



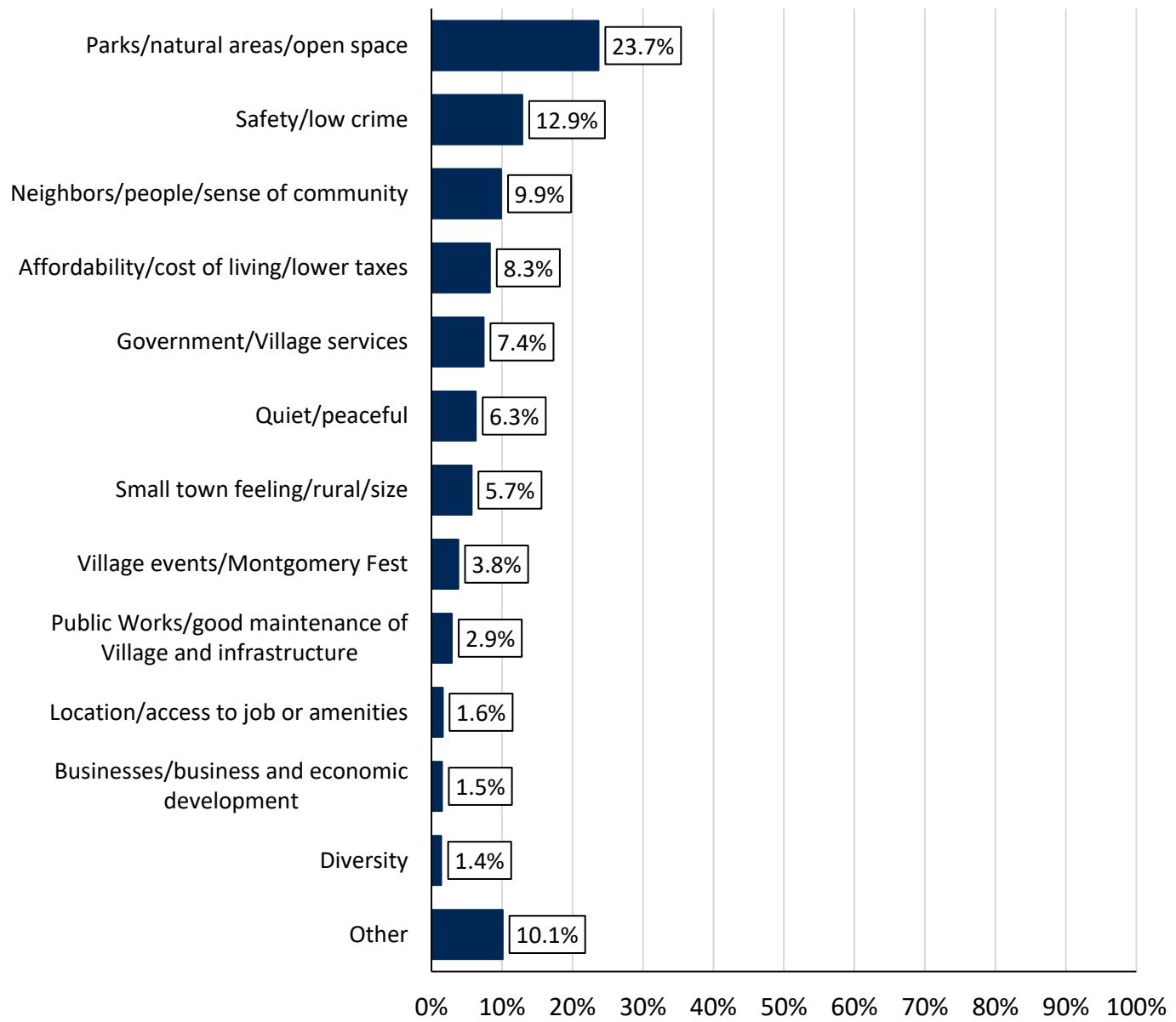
Strengths and Assets of Montgomery

Respondents were asked about the greatest strengths and assets of the Village (Figure 6). Verbatim comments can be found in Appendix B (pgs.66-73). The greatest strengths and assets included:

- Parks, natural areas, and open space (23.7%),
- Safety and low crime (12.9%), and

- Their neighbors, the people in the Village, and/or a sense of community (9.9%).

Figure 6: What are the Village of Montgomery's greatest strengths and assets?



What Makes Montgomery Unique

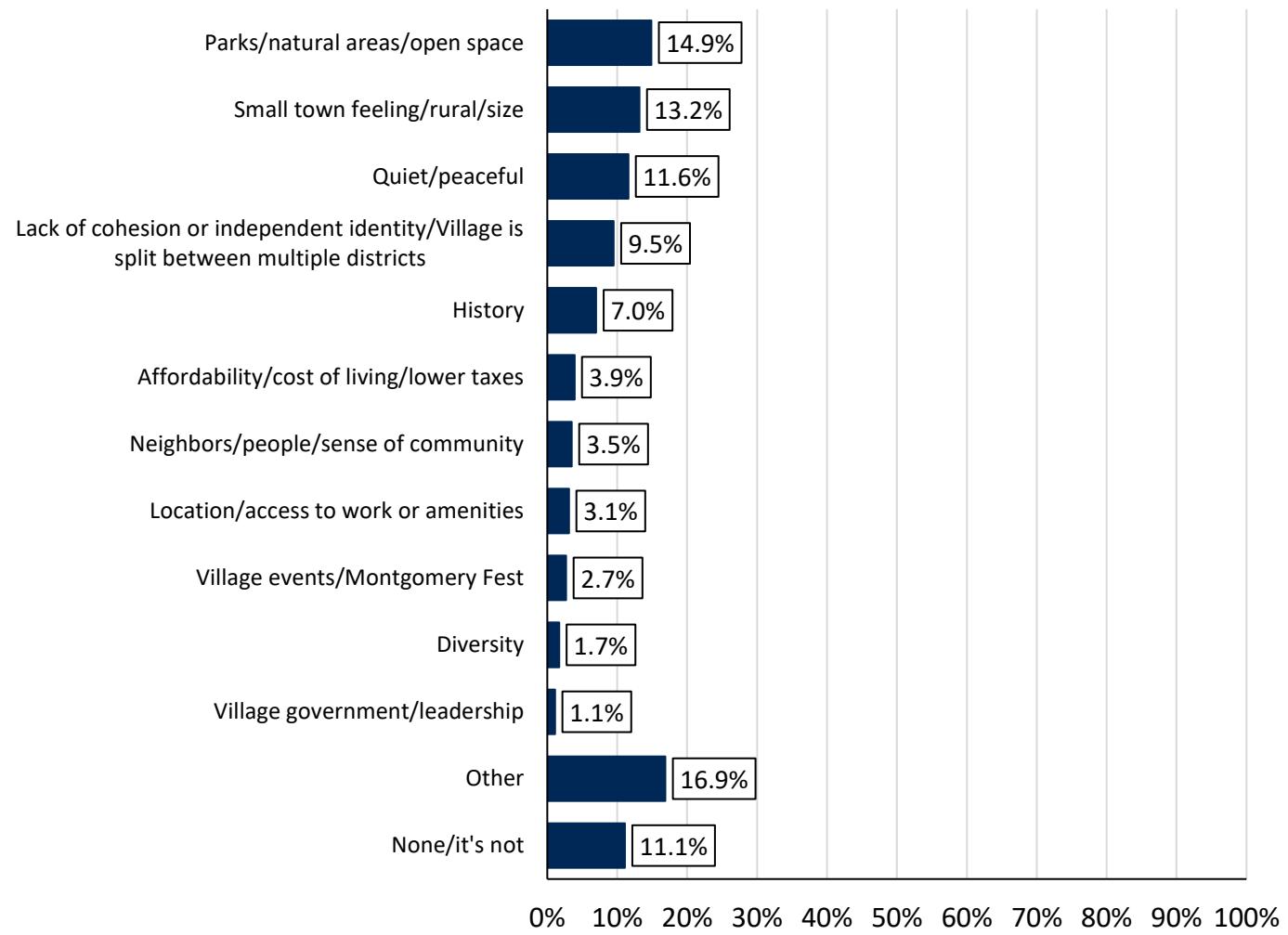
Respondents were asked what makes the Village of Montgomery unique. The most common responses were:

- Parks, natural areas, and open spaces (14.9% of those who provided a response),

- Small or rural feeling; Village is a good size (13.2%), and
- Village is quiet or peaceful (11.6%)

A further 11.1% of respondents said that Montgomery is not unique, or that it is like other municipalities in the area. Additionally, 9.5% of respondents noted that there is a lack of cohesion or identity within the Village, and/or that the Village is split between governmental entities such as school districts (Figure 7) (See verbatim comments in Appendix B, pgs. 108-109).

Figure 7: What makes the Village of Montgomery unique?



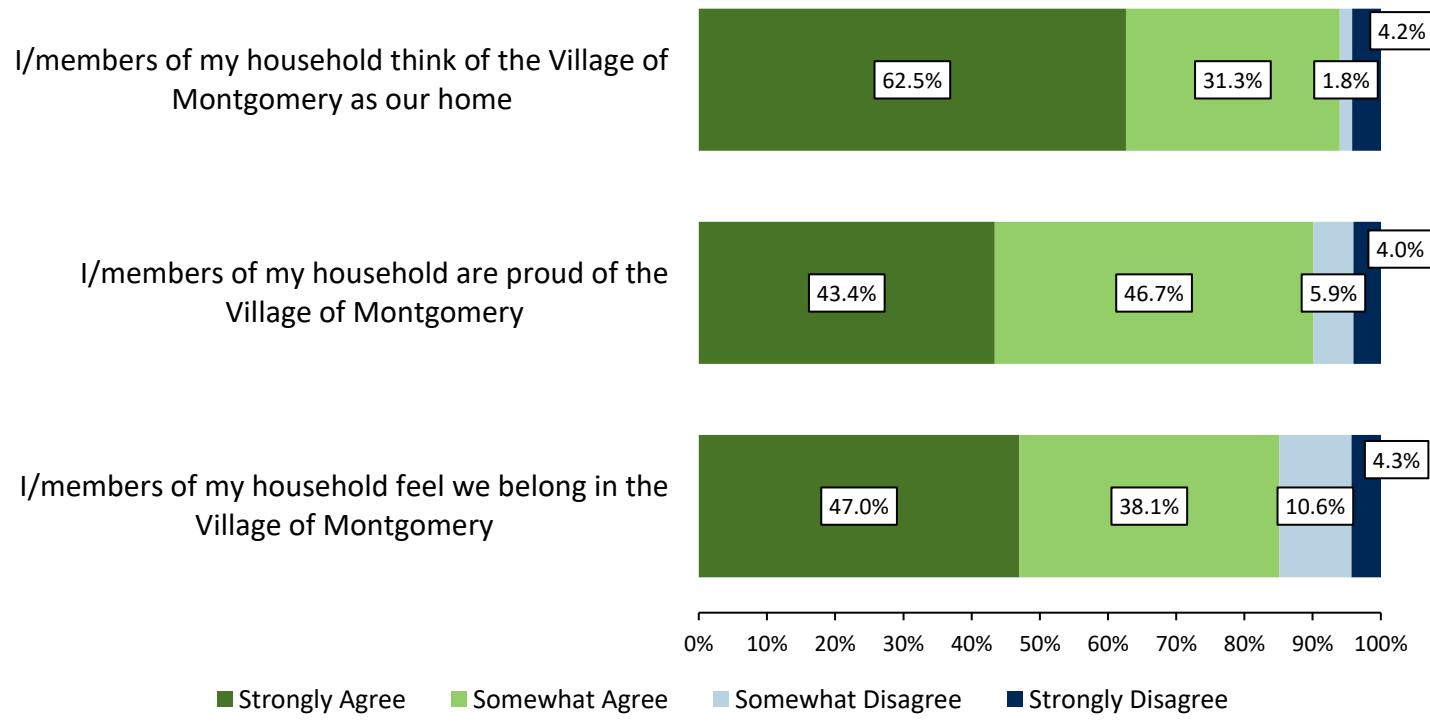
Perceptions of Belonging in Montgomery

Respondents were asked to rate how much they agreed or disagreed with 3 statements about feeling a sense of belonging and community in Montgomery (Figure 8).

A majority of respondents agreed with each statement; less than 15% of respondents somewhat or strongly disagreed with any of the statements.

- 93.8% strongly or somewhat agreed that they and their household think of the Village as their home,
- 90.1% strongly or somewhat agreed that they and their household are proud of the Village, and
- 85.1% strongly or somewhat agreed that they and their household feel they belong in the Village.

Figure 8: Rate your agreement or disagreement with the following statements.



Belonging in Montgomery by Demographic Groups

Though nearly all respondents agree with each of the statements about belonging, there is some variation by demographic groups.

Hispanic residents (98.8%) were *more likely* than non-Hispanic residents (87.4%) to agree that they are proud of the Village.

96.7% of household where the primary language is Spanish agreed that they feel like they belong in Montgomery, compared to 85.6% of households where English is the primary language.

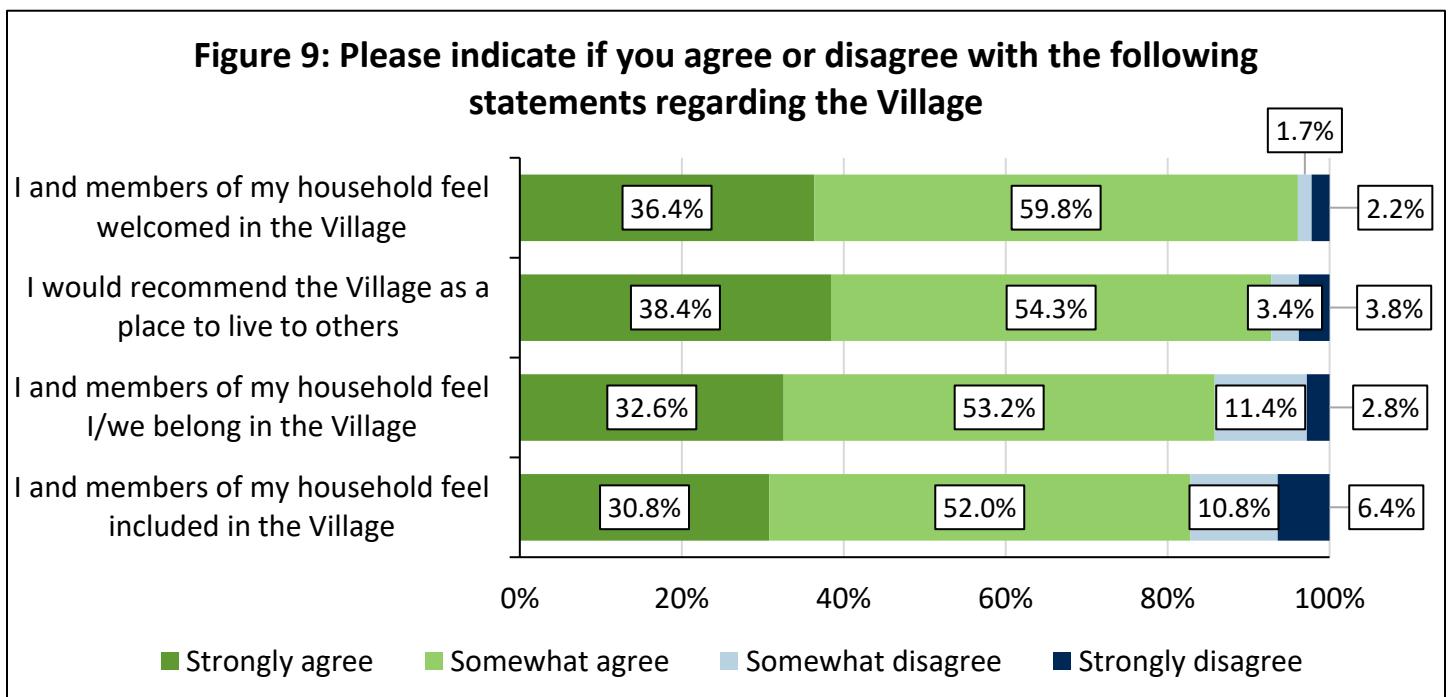
Sense of Community

Welcoming and Inclusion in the Village

Respondents were asked to rate their agreement with a series of 4 statements about whether the Village is a welcoming and inclusive place.

A broad majority of Montgomery respondents *agreed* with each of these statements, indicating that they and their households feel welcomed and included in the Village

- 96.2% say they and members of their household feel welcome in the Village,
- 92.7% would recommend the Village as a place to live to others,
- 85.8% say they and members of their household feel they belong in the Village, and
- 82.8% say they and members of their household feel included in the Village (Figure 9).



Respondents who disagreed with any of these statements were asked to explain why. By far, the top reasons cited for disagreeing with the statements were:

- A lack of community events, and/or that the Village does not facilitate connection or have a sense of community (37.0%), and
- A lack of connection between neighbors or people in the Village (25.1%) (See Appendix B for verbatim comments, pg. 114).

Feelings of Belonging and Inclusion by Demographic Groups

Most respondents strongly or somewhat agree with each of the 4 statements about belonging. However, some differences in *feelings of belonging and inclusion* were found by demographic groups.

By Age

Younger residents and older residents were the *most likely* to agree that they feel like *they belong* in the Village:

- 96.0% of residents 29 or younger agree that they and members of their household feel they belong in the Village,
- 84.1% of residents 30 to 44,
- 68.8% of residents 45 to 64, and
- 97.6% of residents 65 and older.

Residents aged 45-64 were the *least likely* to say they *feel included* in the Village:

- 87.3% of residents 29 or younger agree that they and members of their household feel included in the Village,
- 84.5% of residents 30 to 44,
- 68.4% of residents 45 to 64, and
- 97.6% of residents 65 and older.

By Gender

Men (91.2%) were *more likely* than women (82.2%) to agree that they and their households *belong* in the Village.

Men (92.7%) were also *more likely* than women (75.0%) to agree that they and their households *feel included* in the Village.

By Ethnicity

Hispanic residents (97.6%) were *more likely* than non-Hispanic residents (81.3%) to agree that they and their household feel *they belong* in the Village.

By Educational Attainment

Respondents who attended trade school, some college, or who had an associate's degree were *less likely* than respondents with any other educational attainment level to agree that they *feel included* in the Village:

- 93.3% of respondents with a high school diploma, GED, or less than a high school diploma agreed that they and their households feel included,
- 68.6% of respondents who attended trade school, some college, or who had an associate's degree,

- 85.8% of respondents with a bachelor's degree or some graduate study, and
- 87.8% of respondents with a graduate degree.

By Primary Language Spoken in the Home

Households where Spanish is the primary language spoken (95.1%) were *more likely* than households where English is the primary language spoken (82.9%) to agree that they *feel they belong* in the Village.

Likewise, households where Spanish is the primary language spoken (92.3%) were *more likely* than households where English is the primary language (79.2%) to agree that they *feel included* in the Village.

Own/Rent Home

Respondents who own their home (89.9%) were *more likely* than households who rent (73.8%) to agree that they feel that they *belong* in the Village.

Homeowners (89.9%) were also *more likely* than renters (73.8%) to agree that they *feel included* in the Village.

Length of Time Living in the Village

Longer term residents (living in the village for more than 10 years) were *less likely* to agree that they *feel they belong* in the Village:

- 89.9% of residents who have lived in the Village for less than 5 years agreed that they and their household feel like they belong in the Village,
- 90.8% of those who have lived in the Village for 5 to 10 years, and
- 79.4% of those who have lived in the Village for more than 10 years.

Longer term residents were also *less likely* to agree that they *feel included* in the Village:

- 88.8% of residents who have lived in the Village for less than 5 years agreed that they and their household feel included in the Village
- 91.0% of those who have lived in the Village for 5 to 10 years, and
- 71.7 of those who have lived in the Village for more than 10 years.

County

Kendall County residents (89.8%) were *more likely* than Kane County residents (80.2%) to agree that they *feel they belong* in the Village.

Civic Pride and Connection to the Village

Respondents were also asked how the Village could help them feel more connected to the Village or increase their sense of civic pride.

The most common response was through *more community events or activities* (28.1%).

Other common responses were:

- Improved or additional communication, or listening to community input (8.3%),
- Business attraction, economic development, or development of the downtown area (4.9%), and
- Lower taxes or cost of living (3.3%).

3.1% of respondents said that the Village does not need to do anything, or that they are satisfied with the way things are (See Appendix B for verbatim comments, pgs. 123-124).

Village -Provided Services

Residents were shown a list of 11 Village government provided services/areas. For each, they were asked to rate the importance of the service to themselves and their household. Then, they were asked to rate their satisfaction with the service.

Importance of Village Services

For each of the 11 Village services, respondents were asked to first select how important the service is to their household.

Most respondents consider nearly all services to be important; a wide majority of (between 76.8% and 100.0%) rated most services “very” or ‘somewhat important.’ Therefore, to present the most meaningful and actionable data, *only* ‘very important’ responses are shown below.

Residents were *most* likely to consider the following services to be ‘very important’:

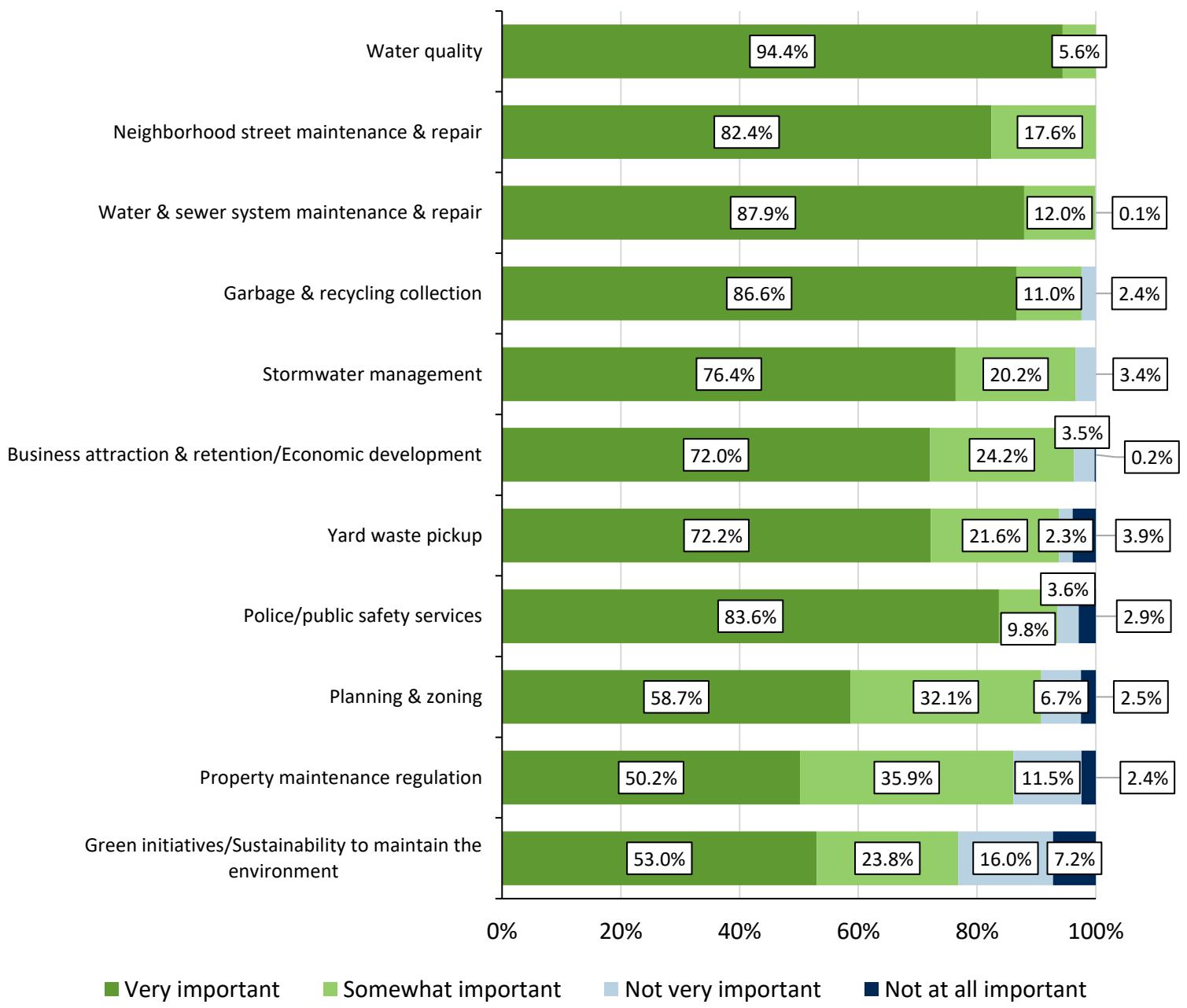
- Water quality (94.4%)
- Water and sewer system maintenance and repair (87.9%), and
- Garbage & recycling collection (86.6%).

They were *least* likely to consider the following services to be ‘very important’:

- Property maintenance regulation (50.2%)
- Green initiatives/sustainability to maintain the environment (53.0%)
- Planning and Zoning (58.7%)

Details of importance ratings for all 11 Village services can be found in Figure 10, on the following page.

Figure 10: How important to you and your household are each of the following Village government provided services?



Satisfaction with Village Services

Satisfaction with all Village services was high. More than half of residents considered themselves to be very or somewhat satisfied with all 11 Village services.

More than one-half residents were very satisfied with the following Village services:

- Stormwater management (53.8%),
- Water & sewer system maintenance & repair (59.9%),
- Garbage & recycling collection (57.8%), and
- Police/public safety services (51.5%).

Respondents were *least likely* to be very satisfied with these Village services:

- Planning and zoning (20.6%)
- Business attraction and retention/economic development (13.4%)

Details of satisfaction ratings for all eleven (11) Village services can be found in Figure 11, on the following page.

Figure 11: How satisfied or dissatisfied are you and your household with each of the following Village government provided services?



Importance-Satisfaction Analysis of Village Services

An importance-satisfaction analysis was conducted. The ratings of importance and the ratings of satisfaction of the services provided by the respondents were looked at together. The analysis provides information on how much emphasis the Village should place on each service. It identifies those services that require improvement, those that should be maintained, those that are a low priority, and those where emphasis can be reduced. Figure 12 displays the findings of the analysis.

The following services are rated by respondents as high importance and low satisfaction and are identified as “improvement opportunity” areas:

- Water quality
- Neighborhood street maintenance and repair
- Business attraction and retention
- Yard Waste pickup
- Planning and zoning
- Property maintenance regulation
- Green initiatives/sustainability to maintain the environment

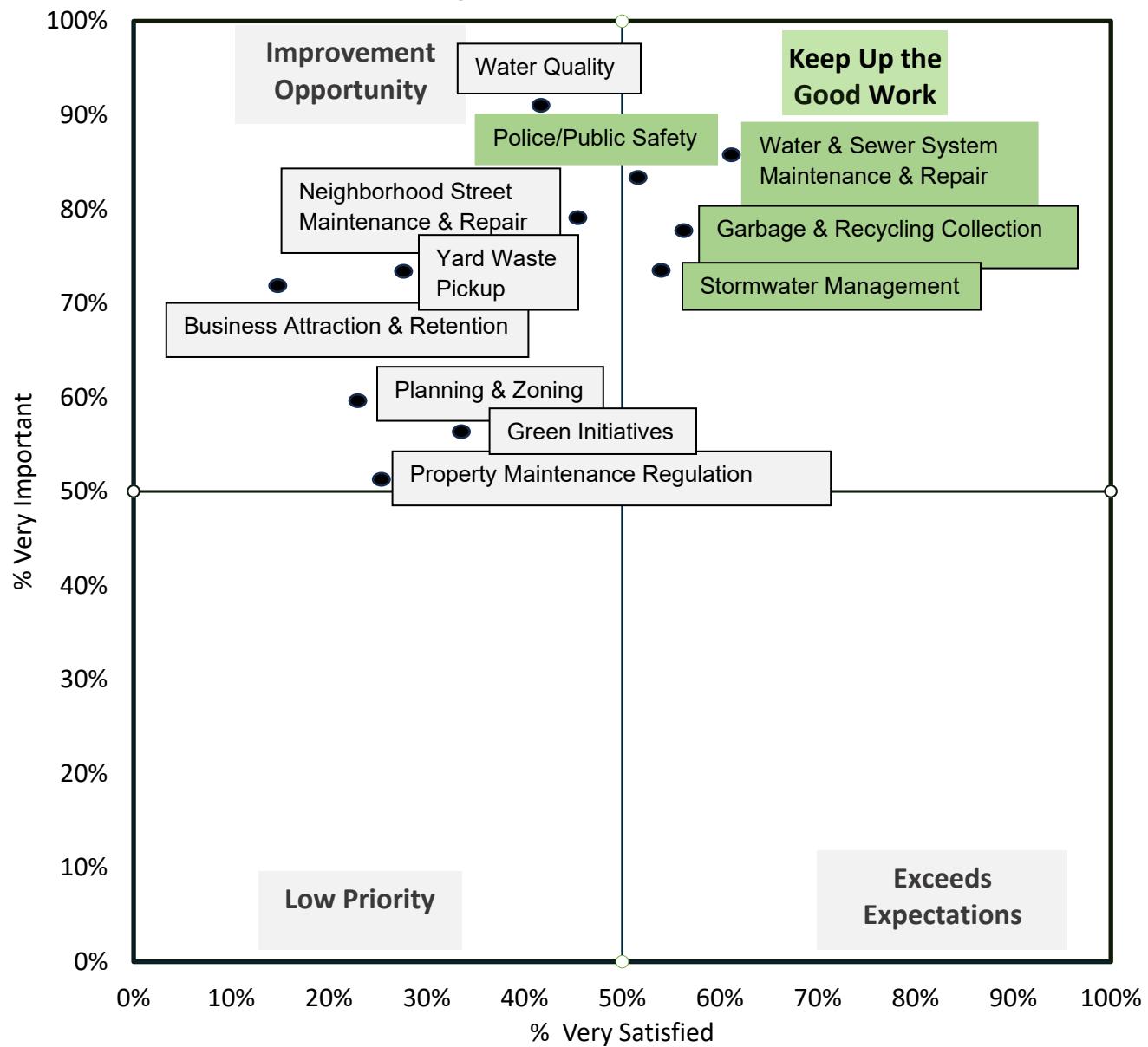
The four services below are rated by respondents as high importance and high satisfaction and are identified as areas to “keep up the good work”:

- Water and sewer system maintenance and repair
- Garbage and recycling collection
- Stormwater management
- Police/public safety

No services are rated by residents as low importance and low satisfaction and are identified as “low priority” areas:

No services are rated by residents as low importance and high satisfaction and are identified as “exceeding expectations”.

Figure 12: Importance vs. Satisfaction with Village-Provided Services



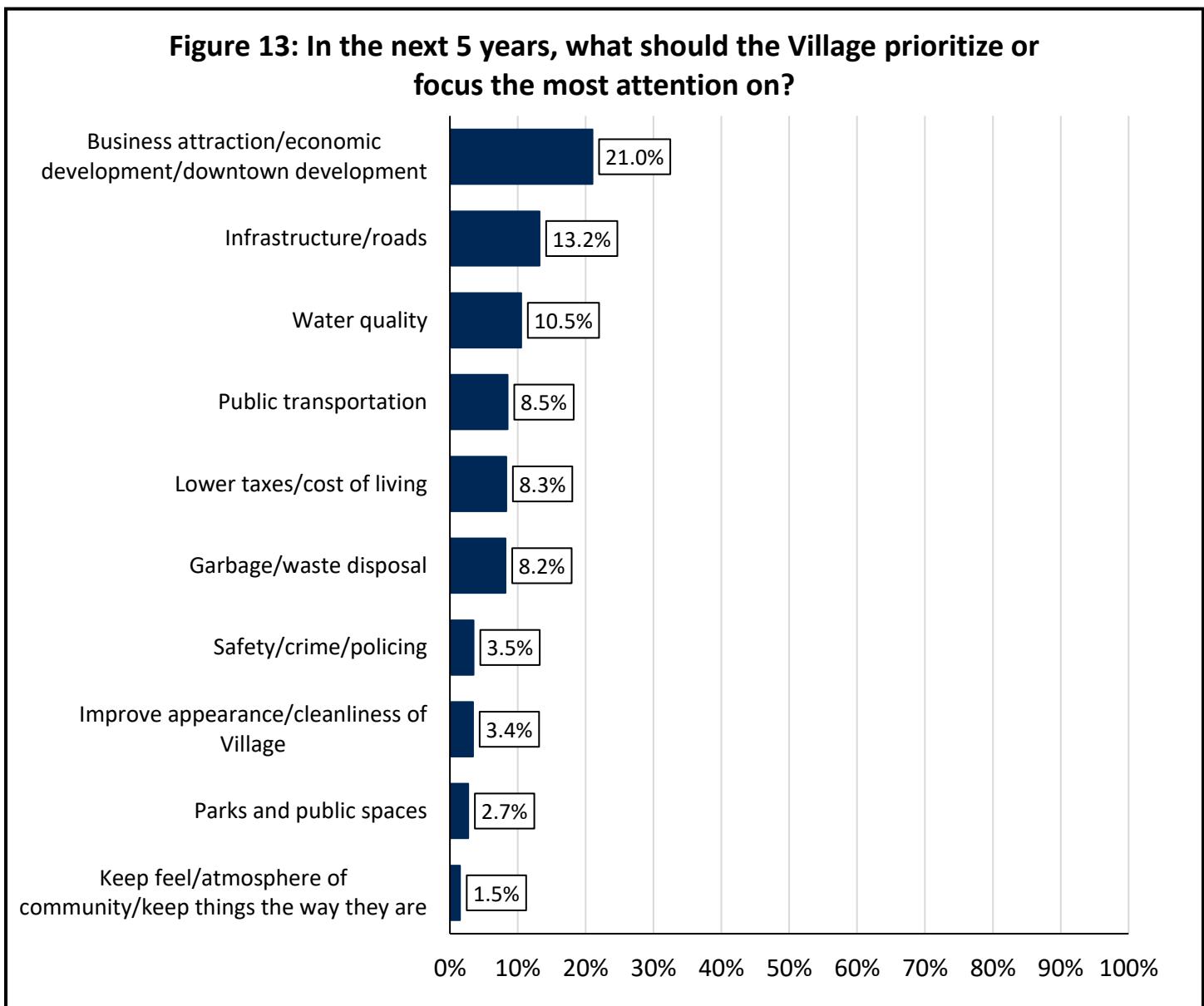
Village Priorities in the Next 5 Years

Respondents were asked to name what the village should prioritize or focus the most attention on in the next five (5) years.

The most common responses include:

- Business attraction, economic development, or development of the downtown area (21.0%)
- Infrastructure, particularly roads and streets (13.2%), and
- Water quality (10.5%) (See Appendix B for verbatim comments, pgs. 128-129).

Figure 13 shows all response categories.



Village Government Customer Service

Contact with the Village Government

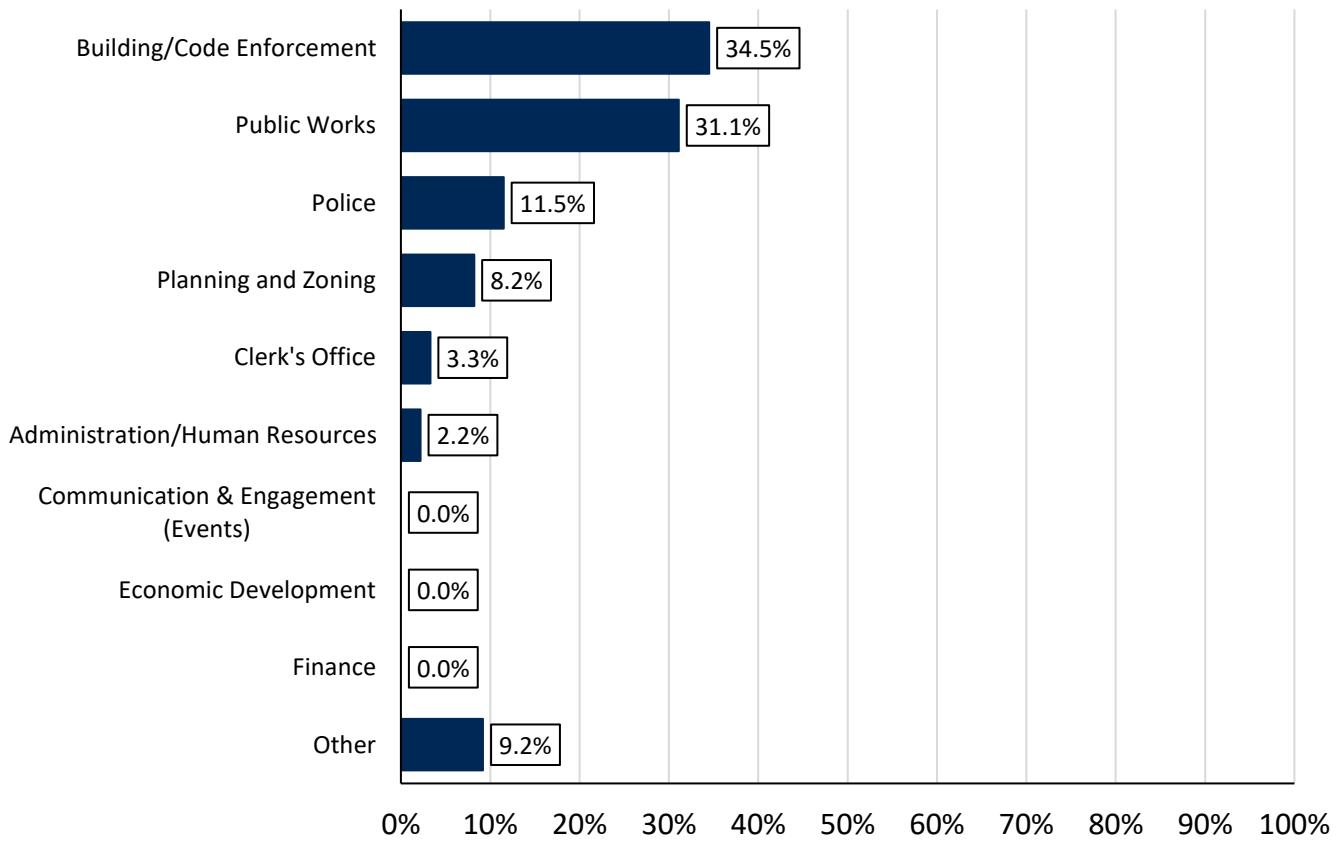
Households were asked if they had contacted the Village government in the past 2 years. 22.5% of respondents had done so.

These respondents were asked questions about their experience. Respondents were asked to consider their *most recent interaction* with the Village when answering questions about their experience.

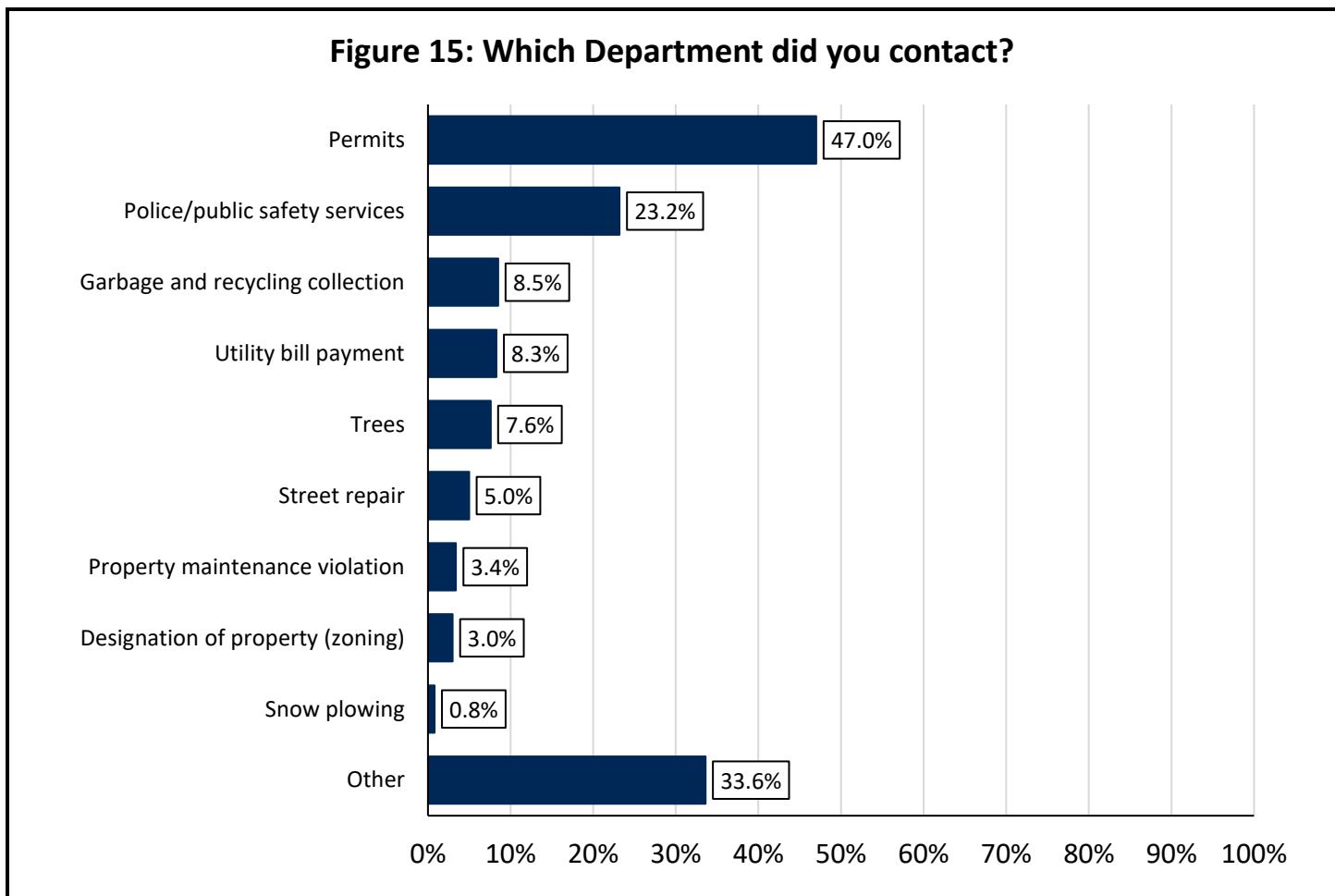
Respondents were asked which department they contacted in their most recent contact with the Village government (Figure 14). The most contacted Departments were:

- Building/Code Enforcement (34.5%)
- Public Works (31.1%)

Figure 14: Which Department did you contact?



Then, these respondents were asked to select their reason for the contact; they could select as many as applied to their most recent contact (Figure 15). By far, the most common reason for contact with the Village government was for permits (47.0%).



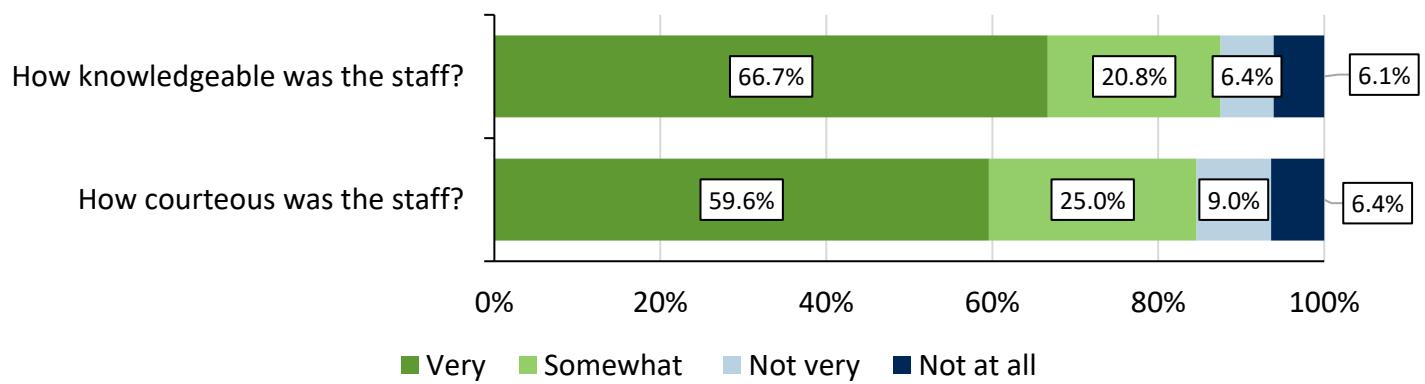
These respondents were also asked about their interactions with the staff. Generally, respondents reported positive experiences with staff.

- 73.7% said they did not have difficulty finding the appropriate staff person to contact
- 72.3% said that 1 staff person was able to assist them
- 75.4% said the staff responded to them in a timely manner (within 48 hours, excluding weekends/holidays)

Additionally, the broad majority of respondents considered the staff to be knowledgeable and courteous. (Figure 16, on the following page)

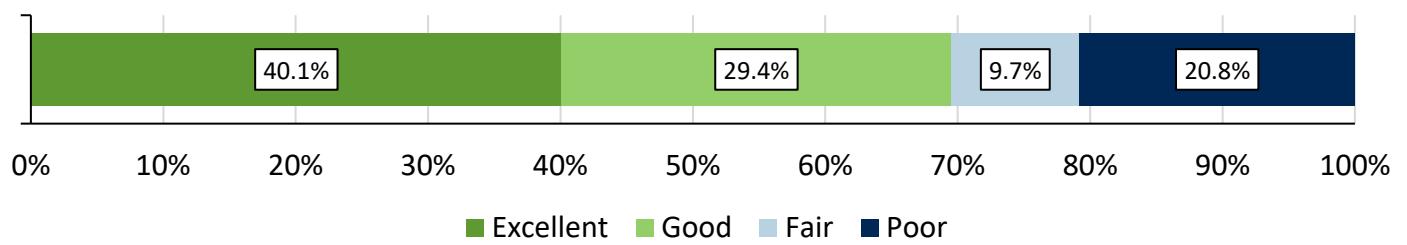
- 87.5% of these respondents considered the staff to be very or somewhat knowledgeable
- 84.6% considered the staff to be very or somewhat courteous (Figure 16).

Figure 16: How knowledgeable/courteous was the staff?



Seven in ten (69.5%) respondents who had contacted the Village in the past two (2) years rated their experience excellent or good. (Figure 17).

Figure 17: How would you rate your experience?



Respondents were asked the reason for their rating.

Positive experiences included the following:

- A positive experience with Village staff (16.1%)
- Quick resolution to the issue and/or responsiveness (15.6%)
- A good experience overall (14.6%)

Those who reported a *negative* experience said:

- They received poor, slow, or no communication (20.1%)
- Their issues were not resolved (8.0%) (See Appendix B for verbatim responses, pg. 140).

Village Government Communications

Sources of Information about the Village

Respondents were asked several questions specific to the Village of Montgomery's communications.

First, they were asked to select from a list of 12 sources of information, *all sources* from which they got information about the Village. Next, they were asked to select their *single most preferred* information source. Figure 18 shows these details.

All Sources of Information

The most commonly reported sources of information about the Village were:

- Utility bill (72.5%)
- Monthly e-newsletter (50.1%)
- Village website (48.0%)
- Facebook (38.4%)

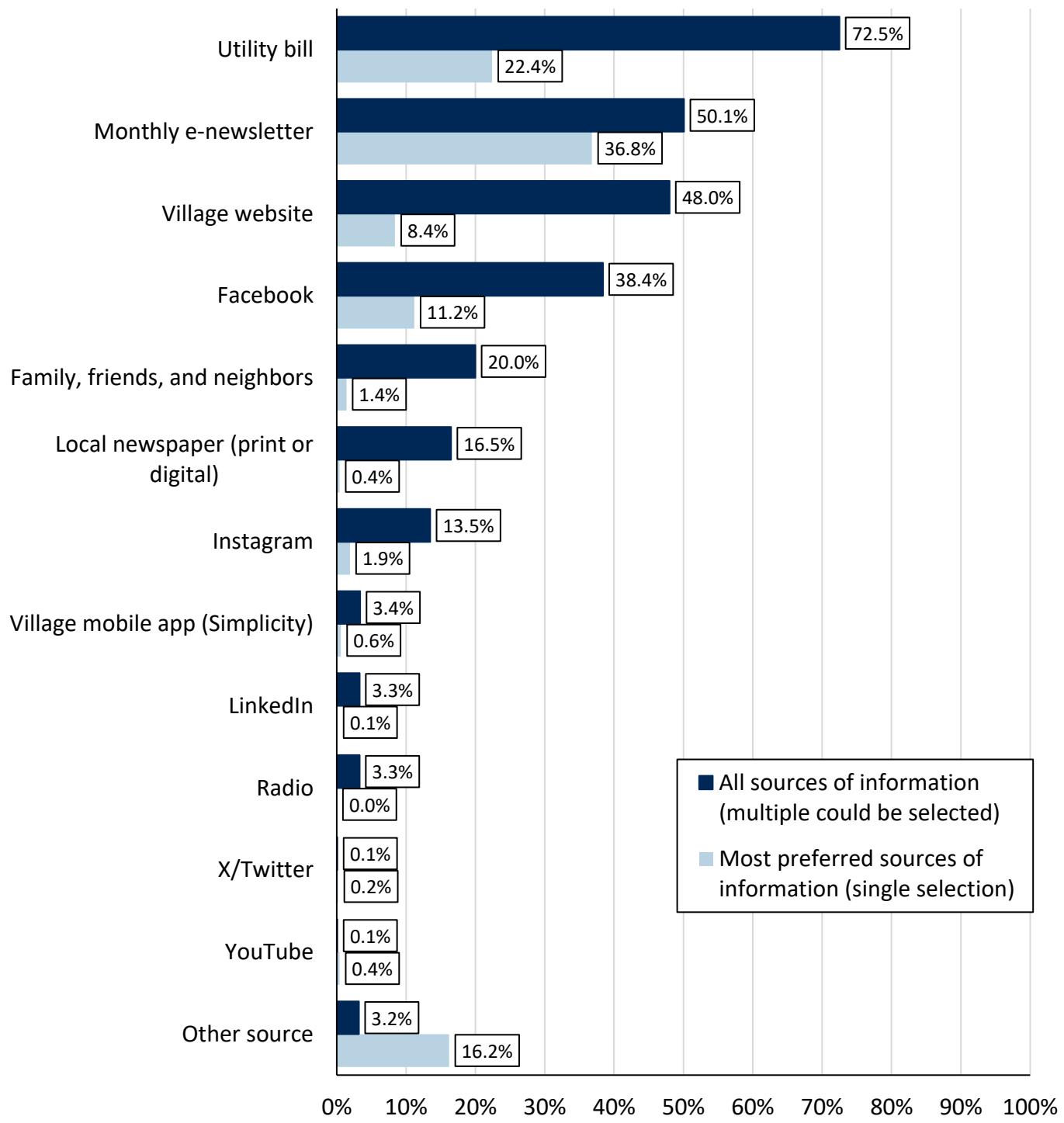
Additionally, 7.8% of all respondents said they do not receive information about the Village.

Single Most Preferred Source of Information

Next, respondents were asked to select their *single most preferred* source of information about the Village from the same list of sources. The 3 most preferred sources of information were:

- Monthly E-Newsletter (36.8%)
- Utility Bill (22.4%)
- Facebook (11.2%)

Figure 18: From what sources do you receive information about the Village of Montgomery?



Information About the Village by Demographic Groups

Though nearly all (92.2%) respondents get information about the Village from at least 1 source, some differences were found in likelihood of getting information by demographic groups.

By Gender

Men (96.2%) were *more likely* than women (89.2%) to get information about the Village.

By Years Living in the Village

Households living in the Village for less than 5 years were *less likely* to get information about the Village than households residing in the Village for 5 years or more:

- 79.4% of households living in the Village for less than 5 years said they got information about the Village from at least 1 source
- 94.1% of households living in the Village for 5 to 10 years
- 99.1% of households living in the Village for more than 10 years

By County

Kendall County residents (98.4%) were *more likely* than Kane County residents (87.2%) to get information about the Village.

Usefulness of Information Sources

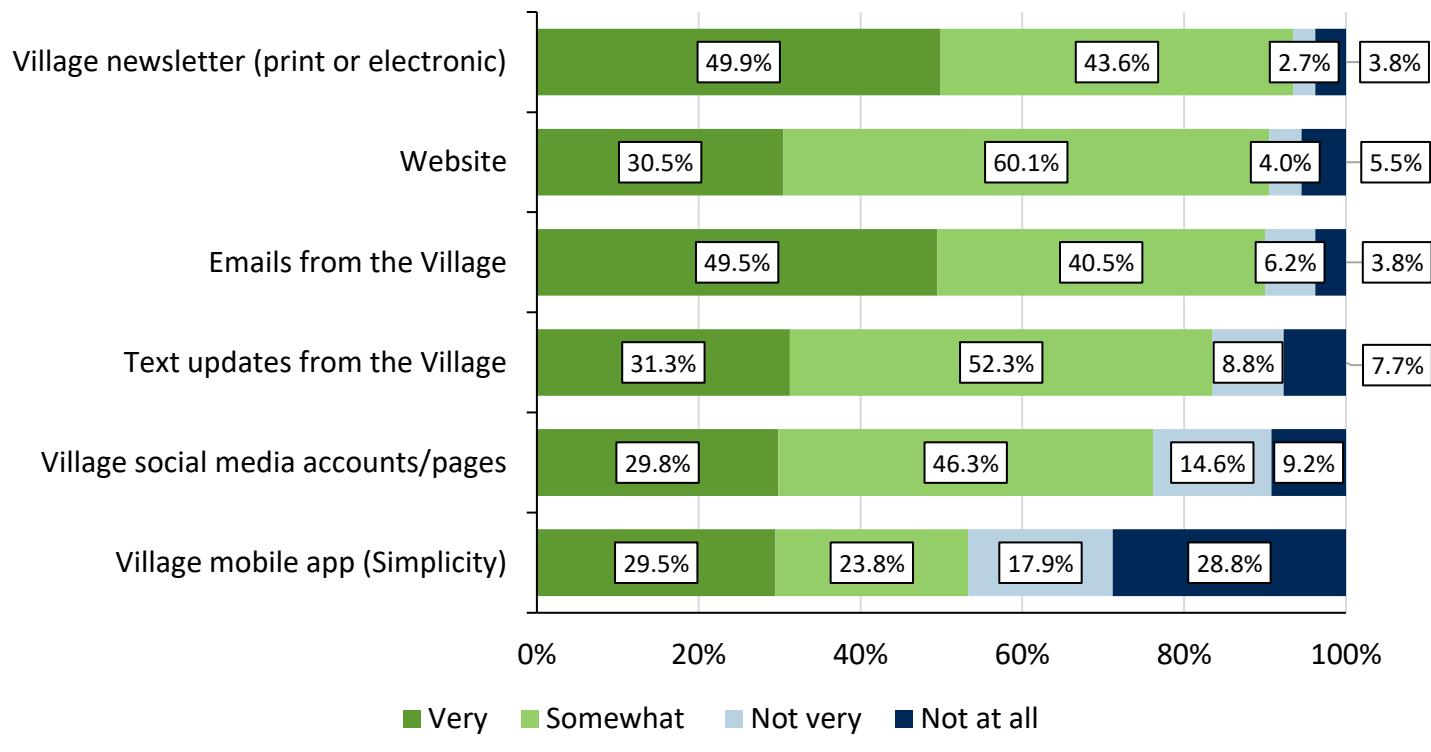
Next, respondents were asked to rate the usefulness of six (6) information sources provided by the Village of Montgomery.

More than three-quarters or more of respondents considered each information source – except the Village mobile app - to be ‘very’ or ‘somewhat useful.’

- 93.5% considered the Village newsletter (print or electronic) to be very or somewhat useful,
- 90.6% considered the website to be very or somewhat useful,
- 90.0% considered emails from the Village to be very or somewhat useful,
- 83.6% considered text updated from the Village to be very or somewhat useful, and
- 76.1% considered the Village social media accounts/pages, such as Facebook, Twitter, Instagram, LinkedIn, and YouTube, to be very or somewhat useful.

However, only 53.3% considered the Village mobile app, *Simplicity*, to be ‘very’ or ‘somewhat useful’ (Figure 19).

Figure 19: How useful to you and your household are the following sources of information provided by the Village of Montgomery?



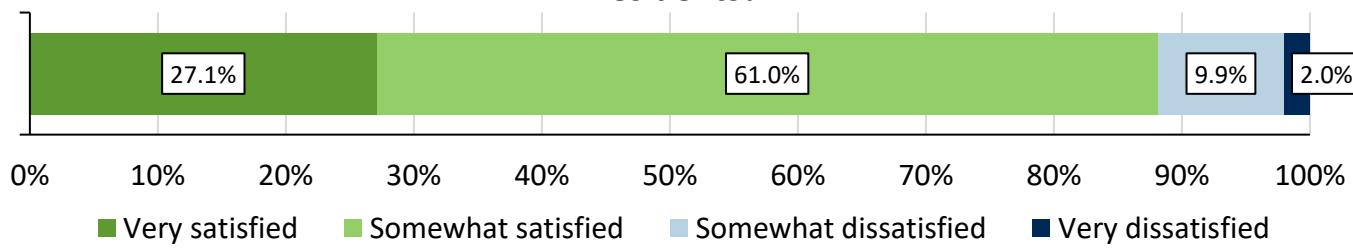
Many respondents selected 'not applicable' when asked to rate the usefulness of an information source. These respondents are not included in the figure above.

- Village newsletter (11.8% selected not applicable)
- Website (12.5% selected not applicable)
- Emails from the Village (28.8% selected not applicable)
- Text updates from the Village (47.7% selected not applicable)
- Village social media accounts/pages (23.9% selected not applicable)
- Village mobile app (62.7% selected not applicable)

Satisfaction with Information from Village

Overall, residents were satisfied with the means through which the Village communicated with its residents; 88.1% were very (27.1%) or somewhat satisfied (61.0%). Only 11.9% of respondents indicated they were either 'somewhat' (9.9%) or 'very dissatisfied' (Figure 20).

Figure 20: Overall, how satisfied or dissatisfied are you with the job the Village of Montgomery does in providing information to residents?



Respondents were asked why they gave the rating they did.

Positive responses included:

- Positive remarks about the newsletter (21.3%) and
- Satisfied with communication, get the information needed (14.7%)

Suggestions for improvement or negative experiences included:

- Do not get information, or do not get sufficient information, about the Village (7.5%),
- Do not get information directly; have to seek it out (5.4%), and
- Would like information from multiple/more sources (See Appendix B for verbatim responses)

Satisfaction with Information from Village by Demographic Groups

Though most (88.1%) respondents were very or somewhat satisfied with the job the Village of Montgomery does in providing information to residents, there were some differences in likelihood of being satisfied by demographic groups.

Longer-term residents (those in the village for more than 10 years) were more likely to be very satisfied with information from the Village:

- 87.9% of those living in the village for less than 3 years were very or somewhat satisfied with the job the Village does in providing information,
- 84.4% of those living in the village for 5-10 years, and
- 98.1% of those living in the village for more than 10 years.

Kane County residents (97.9%) were more likely to be satisfied than Kendall County residents (88.7%).

Suggestions for Improvement to Communication

Respondents were asked to describe how the Village could improve communication with residents.

9.5% of those who provided a response indicated that the Village is currently doing a good job with communications, or that no improvements are needed.

Some respondents indicated a preference for a specific method of communication. Overwhelmingly, respondents preferred a newsletter or other types of printed materials:

- Newsletter, flyers, printed materials, or materials mailed to their home (23.1%)
- Text (2.4%)
- Email (1.6%)

Some respondents provided suggestions for improvement:

- 9.9% said the Village should provide more or more timely information
- 6.1% wanted the Village to work to increase awareness of the app
- 5.6% needed more information on how to sign up or opt in for communications
- 3.9% wanted the Village to have more or improved social media presence (See Appendix B for verbatim comments, pg. 149).

Demographic Characteristics

Respondents were asked questions about themselves and their households.

Respondent Demographic Characteristics

Respondents answered questions about themselves, including their age, gender, ethnicity, race, and highest level of educational achievement (Table 1).

Table 1: Respondent Characteristics		
What is your age?		
	29 years of age or younger	23.4%
	30-44	32.1%
	45-64	28.7%
	65-69	4.8%
	70-79	7.4%
	80 years of age or older	3.6%
What is your gender?		
	Male	47.5%
	Female	51.9%
	Another gender identity	0.6%
Are you of Hispanic, Latino, or Spanish origin?		
	Hispanic, Latino, or Spanish origin	31.0%
	Not Hispanic, Latino, or Spanish origin	69.0%
What is your race? (Respondents could check as many responses as applied) *		
	Asian	13.4%
	Black	13.3%
	Middle Eastern	0.0%
	Native Hawaiian or Pacific Islander	0.3%
	Native American or Alaska Native	3.8%
	White	76.5%
	Another race	11.9%
*19.2% of respondents chose more than one race		
What is the highest degree or level of education you have completed?		
	Less than a high school diploma	7.8%
	High school graduate or GED	3.7%
	Trade school, some college, or associate's degree	26.9%
	Bachelor's degree or some graduate study, no degree	42.1%
	Graduate school degree (Master's, Ph.D., J.D., M.D.)	19.5%

Respondents were also asked about their employment location (Table 2).

Table 2: Respondent Employment Location		
Do you work in the Village of Montgomery?		
	Yes, outside the home	5.8%
	Yes, from home	8.0%
	No	75.0%
	Not currently employed	11.2%

88.4% of respondents reported current employment.

- 13.8% work in Montgomery
 - 5.8% worked in Montgomery outside their home
 - 8.0% worked in Montgomery from home
- 75.0% do not work in Montgomery

The 75.0% of respondents who work outside the Village of Montgomery were asked to name the town in which they worked. Of these, the most common responses were:

- Other municipalities located within or partially within Kane or Kendall County (37.3%)
- DuPage County (27.9%)
- Chicago (20.6%)
- Cook County (4.3%)

Household Characteristics

Respondents also answered questions about their household, including their primary household language, the type of home they live in, whether they own or rent their home, their 2024 household income, and the length of time living in Montgomery (Table 3).

Table 3: Household Characteristics		
What is the primary language spoken in your home?		
	English	82.9%
	Spanish	16.3%
	Another language	0.8%
Do you own or rent your home?		
	Own	72.4%
	Rent	24.2%
	Another situation	3.4%

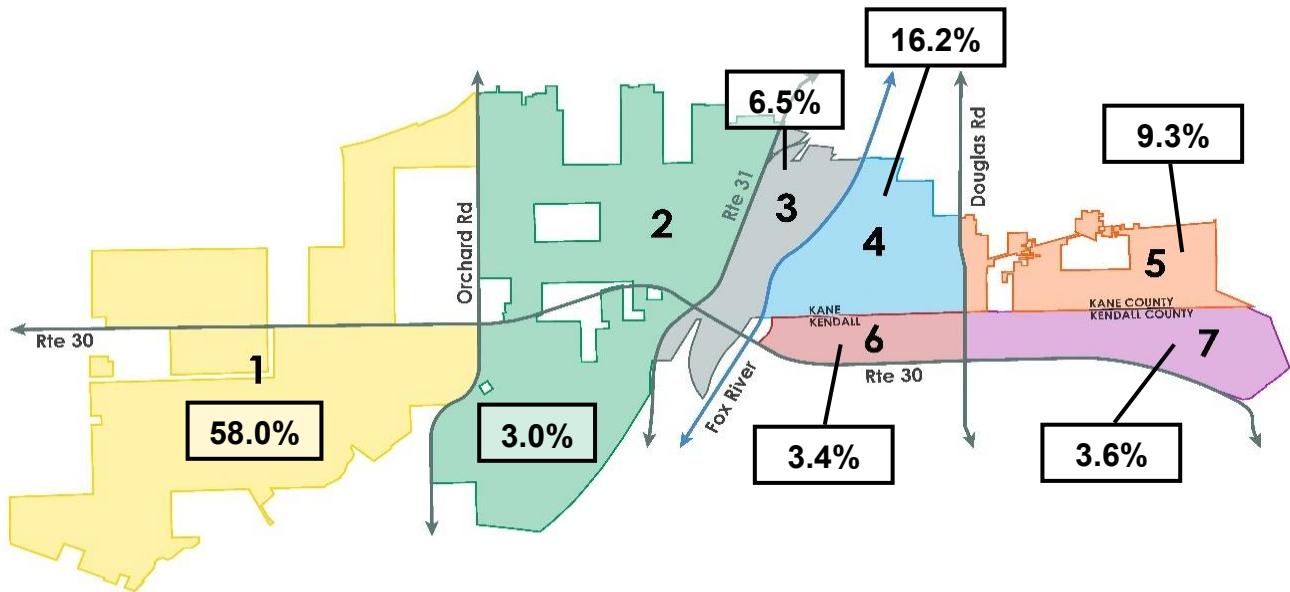
Table 3, Continued: Household Characteristics	
Which of the following best describes the type of home you live in?	
Single family	73.4%
Townhome/duplex	17.4%
Apartment/condo	9.1%
Trailer/mobile home park	0.1%
What was your 2024 household income?	
Less than \$25,000	6.7%
\$25,000-\$49,999	12.3%
\$50,000-\$74,999	13.8%
\$75,000-\$99,999	6.5%
\$100,000-\$149,999	31.6%
\$150,000-\$199,999	16.7%
\$200,000 or more	12.4%
How many years have you lived in the Village of Montgomery?	
Less than 5 years	33.7%
5 years to 10 years	25.1%
More than 10 years	41.2%

Household Location

Then, respondents were asked a series of questions about their household's location and residence within other governmental bodies such as the township, the school district, and the library district.

First, households were asked to identify, using a map of Montgomery, the area in which they reside. The greatest proportion of survey responses came from Area 1, at 58.0%, and the smallest proportions of survey responses came from Areas 2 (3.0%), 6 (3.4%), and 7 (3.6%) (Figure 21).

Figure 21: In which area of the Village of Montgomery do you live?



Then, they answered a series of questions about their household's location within various governmental bodies: county, township, school district, fire district, library district, and park district (Table 4).

Table 4: Respondent Characteristics		
In which county do you live?		
	Kendall County	56.1%
	Kane County	43.9%
In which township do you live?		
	Bristol Township	39.0%
	Aurora Township	30.9%
	Sugar Grove Township	16.4%
	Oswego Township	13.8%
In which school district do you live? ¹		
	Oswego Community #308	52.0%
	East Aurora #131	18.5%
	Yorkville #115	16.5%
	West Aurora #129	7.0%
	Kaneland #302	6.0%

¹ 27.0% of respondents selected "don't know." These responses are not included in the figures in the table above.

Table 4, Continued: Respondent Characteristics

In which fire district do you live?		
	Bristol-Kendall	34.8%
	Montgomery-Countryside	30.0%
	Oswego	17.7%
	Sugar Grove	13.0%
	Aurora Township	4.4%
In which library district do you live?		
	Oswego Public Library District	87.7%
	Sugar Grove Public Library District	12.3%
In which park district do you live?		
	Fox Valley Park District	73.4%
	Oswegoland Park District	26.6%

Concluding Remarks

Perceptions of Life in Montgomery

Montgomery residents express a strong sense of satisfaction with community life. Three-quarters (75.0%) rate the Village as a “good” or “excellent” place to live. A vast majority feel safe (96.1%) and welcomed (96.2%), with over 85.0% reporting a sense of belonging and pride in the community.

Respondents reported that living in Montgomery is unique due to the parks and natural areas (14.9%), the small-town or rural feeling (13.2%), and quiet characteristics (11.6%). A further 11.1% of respondents said that Montgomery *is not* unique, or that it is like other municipalities in the area. Additionally, 9.5% of respondents noted that there is a lack of cohesion or identity within the Village, and/or that the Village is split between governmental entities such as school districts.

High Satisfaction with Core Village Services

Essential services such as drinking water, police/public safety, stormwater management, and garbage/recycling collection received high satisfaction ratings. An importance-satisfaction analysis revealed that there are several services that are areas for improvement including neighborhood street maintenance and repair, business attraction, and retention, and property maintenance regulation.

Strong Customer Service with Room for Follow-Up Improvement

Among residents who contacted the Village, 69.5% rated their experience as “excellent” or “good.” Staff were generally reported as courteous and knowledgeable, though nearly 20% cited unresolved issues or lack of follow-up.

Communication is Effective Overall, but Gaps Remain

Most residents (88.1%) are satisfied with Village communications, with the utility bill, e-newsletter, website, and Facebook being the most preferred sources. However, 16.7% - especially renters (21.2%) and newer residents – reported not receiving any information. These gaps may contribute to lower civic connectedness among these groups. The *Simplicity* mobile app has low engagement, with only 53.3% rating it as useful and 62.7% selecting “not applicable.” This suggests low awareness rather than disinterest, indicating a need for better promotion or reevaluation of the app’s role.

Economic Development and Infrastructure are Top Priorities

Residents consistently voiced a desire for more restaurants, grocery stores, and entertainment options. Business attraction and retention emerged as top priorities for future investment.

Infrastructure – particularly road conditions and expansion along Route 30 – was the second most frequently cited concern, with 13.2% naming it a top priority for the next five years. Some residents expressed concerns about high taxes, crime, and the lack of a downtown area. There is room to improve public transportation awareness and engagement with underrepresented groups, including renters and non-English speakers.

Planning, Zoning, and Economic Development Lag in Satisfaction

Planning and zoning (63.2%) and economic development (55.8%) received lower satisfaction scores compared to other services. These areas were also frequently mentioned in open-ended responses, with concerns about ‘inconsistent development,’ a lack of ‘sit-down restaurants,’ and ‘overdevelopment of certain business types.’

Demographic Disparities in Belonging and Communication

Hispanic and Spanish-speaking households reported higher feelings of belonging and inclusion than non-Hispanic and English-speaking households. In contrast, renters and long-term residents (10+ years) were less likely to feel included. These findings highlight opportunities for targeted engagement to improve inclusivity and communication with underrepresented groups.

Appendix A: Community Survey Materials

Invitation Email



Village of Montgomery Community Survey

Encuesta a la Comunidad de la Localidad de Montgomery

Dear [FirstName] [LastName],
Estimado residente de Pueblo de Montgomery,

The Village of Montgomery would like to hear from you! We would like your opinions!
¡A la localidad de Montgomery le gustaría saber su opinión!

The Village is conducting a survey of residents focused on provided municipal services. A third party, the Center for Governmental Studies at Northern Illinois University, is assisting with the survey. Your address was randomly selected by the organization. The feedback you and your household provide will help the Village with future planning.
Montgomery está realizando una encuesta entre los residentes centrada en los servicios municipales. Una entidad externa, el Centro de Estudios Gubernamentales de la Universidad del Norte de Illinois, está colaborando con la encuesta. Su dirección fue seleccionada al azar por la organización. Los comentarios que usted y su familia brinden ayudarán a la localidad con la planificación futura.

Your responses are very important to us, and all responses are confidential and anonymous. Information provided to the Village will be in summary form only. No identifying information of survey respondents will be reported.
Sus respuestas son muy importantes para nosotros y todas son confidenciales y anónimas. La información proporcionada a la localidad aparecerá solo de forma resumida. No se proporcionará ningún dato que permita identificar a los encuestados.

If you have any questions about the survey, please email Mindy Schneiderman, Assistant Director, Center for Governmental Studies at schneiderman@niu.edu.

Si tiene alguna pregunta sobre la encuesta, envíe un correo electrónico a Mindy Schneiderman, subdirectora del Centro de Estudios Gubernamentales, a schneiderman@niu.edu.

Thank you for your participation.
Gracias por participar.

To complete the survey the survey please click the "Begin" button below.
Para completar la encuesta, haga clic en el botón "Comenzar" a continuación.

[Begin](#)

Please do not forward this email as its survey link is unique to you.
[Privacy](#) | [Unsubscribe](#)

Cover Letter

[INSERT ID #]



February 2025

Dear Resident,

The Village of Montgomery would like to hear from you!

The Village is conducting a survey of residents focused on provided municipal services. A third party, the Center for Governmental Studies at Northern Illinois University, is assisting with the survey. Your address was randomly selected by the organization. The feedback you and your household provide will help the Village with future planning.

Your responses are very important to us, and all responses are confidential and anonymous. Information provided to the Village will be in summary form only. No identifying information of survey respondents will be reported.

You may complete the survey online at:

<https://www.research.net/r/MontgomerySurvey>

You will need to enter your ID# included in the top left-hand corner of this letter to access the online survey. If you prefer, you may complete the enclosed survey and return it in the postage paid envelope provided. Please complete and return the survey before March 29, 2025.

If you have questions about the survey, please contact Mindy Schneiderman, Assistant Director, Center for Governmental Studies at schneiderman@niu.edu.

Thank you for your participation.

Sincerely,



Matt Brolley

Village President

Approved Contractor | Montgomery Community Survey 2024-2025



NORTHERN ILLINOIS UNIVERSITY

Center for Governmental Studies

Outreach, Engagement, and Regional Development

Survey Questionnaire



VILLAGE OF MONTGOMERY COMMUNITY SURVEY

The Village of Montgomery has contracted a third party, the Center for Governmental Studies at Northern Illinois University, to understand better residents' opinions regarding provided services and perceptions of the Village. All survey responses will be kept confidential. The information collected will be used to plan for the future.

I. PERCEPTIONS

The questions in this section are about your perceptions, as a resident of the Village of Montgomery.

1. How would you rate the Village of Montgomery as a place to live?
 Excellent Poor
 Good Don't Know/Unsure
 Fair

2. Why did you rate the Village of Montgomery this way?

3. What do you like most about living in the Village of Montgomery?

4. What do you like least about living in the Village of Montgomery?

5. What are the three most important issues the Village of Montgomery faces?

Please list each issue(s) below:

1. _____
2. _____
3. _____

6. Please indicate your agreement or disagreement with each of the following sentences.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Unsure
a. I/members of my household think of the Village of Montgomery <u>as our home</u>	<input type="checkbox"/>				
b. I/members of my household <u>feel we belong</u> in the Village of Montgomery	<input type="checkbox"/>				

c. I/members of my household <u>are proud of</u> the Village of Montgomery	<input type="checkbox"/>				
--	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

7. What makes the Village of Montgomery unique?

8. What are the Village of Montgomery's greatest strengths and assets?

9. What could the Village of Montgomery do to help make you feel more connected to the Village or increase your sense of civic pride?

10. How safe do you feel in the Village of Montgomery?

<input type="checkbox"/> Very safe	<input type="checkbox"/> Not at all safe
<input type="checkbox"/> Somewhat safe	<input type="checkbox"/> Don't know/Not sure
<input type="checkbox"/> Not very safe	

II. GOVERNMENT SERVICES

These next questions are about the importance of and your satisfaction with Village government provided services.

11. How important to you and your household are each of the following Village government provided services?

	Very Important	Somewhat Important	Not Very Important	Not At All Important	Don't Know
a. Police/Public Safety Services	<input type="checkbox"/>				
b. Water Quality	<input type="checkbox"/>				
c. Water and Sewer System Maintenance and Repair	<input type="checkbox"/>				
d. Stormwater Management	<input type="checkbox"/>				
e. Garbage and Recycling Collection	<input type="checkbox"/>				
f. Yard Waste Pickup	<input type="checkbox"/>				
g. Neighborhood Street Maintenance and Repair	<input type="checkbox"/>				
h. Business Attraction and Retention/Economic Development	<input type="checkbox"/>				
i. Planning and Zoning (Land use planning, zoning, and building permits)	<input type="checkbox"/>				
j. Property Maintenance Regulation (Property monitoring, code enforcement, and regulation compliance)	<input type="checkbox"/>				
k. Green Initiatives/Sustainability to Maintain the Environment (Solar farm power, Electric vehicle chargers)	<input type="checkbox"/>				

12. How satisfied or dissatisfied are you with each of the following Village government provided services?

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
a. Police/Public Safety Services	<input type="checkbox"/>				
b. Water Quality	<input type="checkbox"/>				
c. Water and Sewer System Maintenance and Repair	<input type="checkbox"/>				
d. Stormwater Management	<input type="checkbox"/>				
e. Garbage and Recycling Collection	<input type="checkbox"/>				
f. Yard Waste Pickup	<input type="checkbox"/>				
g. Neighborhood Street Maintenance and Repair	<input type="checkbox"/>				
h. Business Attraction and Retention/Economic Development	<input type="checkbox"/>				
i. Planning and Zoning (Land use planning, zoning, and building permits)	<input type="checkbox"/>				
j. Property Maintenance Regulation (Property monitoring, code enforcement, and regulation compliance)	<input type="checkbox"/>				
k. Green Initiatives/Sustainability (Solar farm power, electric vehicle chargers)	<input type="checkbox"/>				

13. In the next five years, what should the Village prioritize or focus the most attention on?

III. CUSTOMER SERVICE

The following questions are about your perceptions of the customer service provided by Village staff.

14. In the past two years, have you contacted the Village government?

- Yes
- No

PLEASE ANSWER THE FOLLOWING QUESTIONS IN REGARD TO YOUR MOST RECENT CONTACT WITH THE VILLAGE.

15. Which Department did you contact?

- Administration/Human Resources
- Building/Code Enforcement
- Clerk's Office
- Communications & Engagement (Events)
- Economic Development
- Finance
- Planning and Zoning
- Police
- Public Works
- Other (PLEASE SPECIFY) _____
- Unsure

16. What was the reason(s) for your most recent contact? (CHECK ALL THAT APPLY)

- Utility bill payment
- Trees
- Street repair
- Garbage and recycling collection
- Snow plowing
- Property maintenance violation
- Permits
- Designation of property (zoning)
- Police/public safety services
- Other (PLEASE SPECIFY)

17. Did you have difficulty finding the appropriate staff person to contact?

Yes No

18. Was one staff person able to assist you or did you need to contact multiple staff members to resolve your issue or answer your question?

One Staff Person Multiple Staff Members

19. How knowledgeable was the staff?

Very knowledgeable Not very knowledgeable
 Somewhat knowledgeable Not at all knowledgeable

20. How courteous were the staff?

Very courteous Not very courteous
 Somewhat courteous Not at all courteous

21. Did the staff respond to you in a timely manner (within 48 hours, excluding weekends/holidays)?

Yes No

22. How would you rate your overall experience?

Excellent Poor
 Good Don't know
 Fair

23. Why did you rate your overall experience this way?

IV. COMMUNICATIONS

The following questions are about your opinions on communications from the Village.

24. From what sources do you receive information about the Village of Montgomery? (CHECK ALL THAT APPLY)

- Facebook
- X/Twitter
- Instagram
- YouTube
- LinkedIn
- Radio
- Local newspaper
(print or digital)
- Monthly e-newsletter
- Village mobile app (Simplicity)
- Village website
- Utility bill
- Family, friends and neighbors
- Other (PLEASE SPECIFY)

- Do not receive information about the Village government

25. Which of the following is your **most** preferred source for receiving information about the Village of Montgomery? (SELECT ONLY ONE)

<input type="checkbox"/> Facebook	<input type="checkbox"/> Local newspaper (print or digital)	<input type="checkbox"/> Utility bill
<input type="checkbox"/> X/Twitter	<input type="checkbox"/> Monthly e-newsletter	<input type="checkbox"/> Family, friends and neighbors
<input type="checkbox"/> Instagram	<input type="checkbox"/> Village mobile app (Simplicity)	<input type="checkbox"/> Other (PLEASE SPECIFY) _____
<input type="checkbox"/> YouTube		
<input type="checkbox"/> LinkedIn		
<input type="checkbox"/> Radio	<input type="checkbox"/> Village website	

26. How useful to you and your household are the following sources of information provided by the Village of Montgomery?

	Very Useful	Somewhat Useful	Not Very Useful	Not At All Useful	Not Applicable
a. Website (montgomeryil.org)	<input type="checkbox"/>				
b. Village Social Media Accounts/Pages (Facebook, Twitter, Instagram, LinkedIn, YouTube)	<input type="checkbox"/>				
c. Village Newsletter (print or electronic)	<input type="checkbox"/>				
d. Text Updates from the Village	<input type="checkbox"/>				
e. Emails from the Village	<input type="checkbox"/>				
f. Village mobile app (Simplicity)	<input type="checkbox"/>				

27. Overall, how satisfied or dissatisfied are you with the job the Village of Montgomery does in providing information to residents?

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied
- Don't Know/Not Sure

28. Why did you rate the Village this way in question #27?

29. How can the Village government improve communication with residents?

V. SENSE OF COMMUNITY

The following questions are about your opinions of whether the Village is a welcoming and inclusive place.

30a. Please indicate if you agree or disagree with the following statements regarding the Village.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
a. I, and members of my household feel welcomed in the Village	<input type="checkbox"/>				
b. I/members of my household feel I/we belong in the Village. Belonging describes the feeling of being welcomed, included, accepted or valued as part of a group	<input type="checkbox"/>				
c. I and members of my household feel included in the Village	<input type="checkbox"/>				
d. I would recommend the Village as a place to live to others	<input type="checkbox"/>				

IF YOU RESPONDED, "SOMEWHAT OR STRONGLY DISAGREE" FOR ANY ITEM IN QUESTION 30a PLEASE ANSWER QUESTION 30b.

PLEASE INDICATE THE ITEM(S) YOU ARE COMMENTING ABOUT IN YOUR RESPONSE.

30b. Why do you somewhat or strongly disagree with the lack of sense of community within the Village?

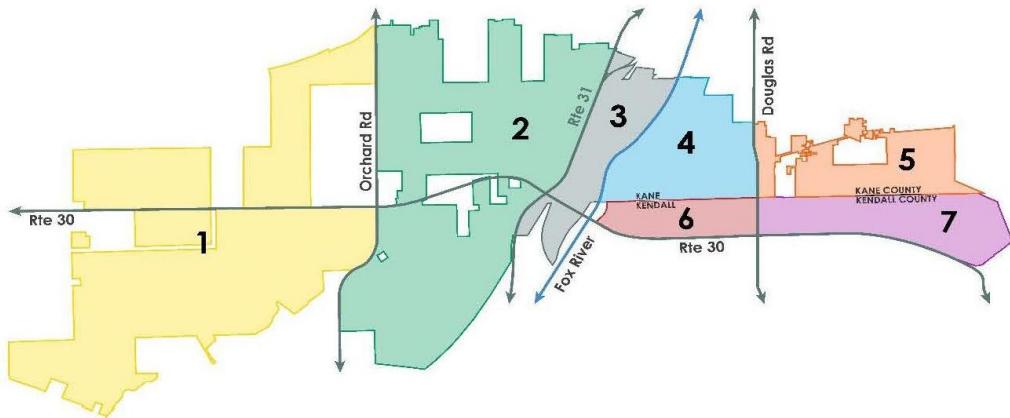
VI. PERSONAL AND HOUSEHOLD DEMOGRAPHICS

Finally, we would like to know a little more about you and your household. This information will help make sure that our data represents everyone in The Village of Montgomery.

31. How many years have you lived in the Village of Montgomery?

<input type="checkbox"/> Less than 5 years	<input type="checkbox"/> More than 10 years
<input type="checkbox"/> 5-10 years	<input type="checkbox"/> Prefer not to answer

32. In which area of the Village of Montgomery do you live? (See map below)



- Area 1
- Area 2
- Area 3
- Area 4

- Area 5
- Area 6
- Area 7

33. In which County do you live?

- Kane County
- Kendall County
- Other (Please Specify) _____
- I don't know

34. In which Township do you live?

- Aurora Township
- Bristol Township
- Oswego Township
- Sugar Grove Township
- Other (Please Specify) _____
- I don't know

35. In which School District do you live?

- East Aurora #131
- Kaneland #302
- Oswego Community #308
- Yorkville #115
- West Aurora #129
- Other (Please Specify) _____
- I don't know

36. In which Fire District do you live?

- Oswego
- Aurora Township
- Bristol-Kendall
- Montgomery-Countryside
- Sugar Grove
- Other (Please Specify) _____
- I don't know

37. In which Library District do you live?

- Oswego Public Library District
- Sugar Grove Public Library District
- Other (Please Specify) _____
- I don't know

38. In which Park District do you live?

- Oswegoland Park District
- Fox Valley Park District

- Other (Please Specify) _____
- I don't know

39. What is your age?

- 29 years of age or younger
- 30-44
- 45-64

- 65-69
- 70-79
- 80 years of age older

40. What is your gender?

- Male
- Female

- Another gender identity, not listed here
- Prefer not to answer

41. Are you of Hispanic, Latino, or Spanish origin?

- Yes
- No
- Prefer not to answer

42. Are you ...? (CHECK ALL THAT APPLY)

- Asian
- Black
- Middle Eastern

- Native Hawaiian or Pacific Islander
- Native American or Alaska Native

- White
- Another race (PLEASE SPECIFY) _____
- Prefer not to answer

43. What is the primary language spoken in your home?

- English
- Other (PLEASE SPECIFY) _____
- Spanish

44. What is your highest degree or level of education?

- Less than a high school diploma
- High school graduate or GED
- Trade school, some college, or associate's degree
- Bachelor's degree or some graduate study, no degree
- Graduate school degree (Master's, Ph.D., J.D., M.D.)

45. Do you work in the Village of Montgomery?

- Yes, outside the home
- Yes, from home
- No (PLEASE SPECIFY) *In which town do you work?* _____
- Not currently employed

46. Which of the following best describes the type of home you live in?

- Single Family
- Apartment/Condo
- Trailer/Mobile Home Park
- Townhome/Duplex
- Other (PLEASE SPECIFY) _____

47. Do you rent or own your home?

- Rent
- Own
- Other (PLEASE SPECIFY) _____

48. What was your 2023 annual household income? Please consider all sources of income, before taxes, for everyone living with you in 2023.

<input type="checkbox"/> Less than \$25,000	<input type="checkbox"/> \$100,000-\$149,999
<input type="checkbox"/> \$25,000-\$49,999	<input type="checkbox"/> \$150,000-\$199,999
<input type="checkbox"/> \$50,000-\$74,999	<input type="checkbox"/> \$200,000 or more
<input type="checkbox"/> \$75,000-\$99,999	<input type="checkbox"/> Prefer not to answer

THANK YOU FOR YOUR PARTICIPATION. PLEASE RETURN YOUR COMPLETED SURVEY IN THE POSTAGE-PAID ENVELOPE TO NORTHERN ILLINOIS UNIVERSITY CENTER FOR GOVERNMENTAL STUDIES.

Appendix B: Verbatim Responses

Perceptions

Why did you rate the Village of Montgomery as a place to live this way?²

Quiet, peaceful, a good place to live³ (65 comments)

Safety, crime, and policing (22 comments)

Good location, proximity to work or amenities (7 comments)

Need for business attraction, economic development, or downtown development (22 comments)

Small town feeling, sense of community (5 comments)

Lower cost of living, affordability (5 comments)

Taxes (7 comments)

Shared services or lack of services (8 comments)

Appearance or cleanliness of Village (6 comments)

Lack of safety, crime (10 comments)

Village is divided, some areas are better than others (4 comments)

Good amenities or activities (2 comments)

Schools or education (1 comment)

Village government or leadership (4 comments)

Long-term resident of Village (9 comments)

Other (51 comments)

² Responses were lightly edited for spelling and capitalization.

³ Where needed, responses were coded by CGS staff into broad categories according to the first topic mentioned in the response.

What do you like most about living in the Village of Montgomery?

Quiet, peaceful (50 comments)

Good location, proximity to work or amenities (38 comments)

Parks, natural areas, or open spaces (17 comments)

Small town feeling, rural, good size (39 comments)

Good place to live (5 comments)

Safety, low crime, policing (40 comments)

Lower cost of living or lower taxes (11 comments)

Neighbors, people, and sense of community (13 comments)

Schools/education (5 comments)

Other (32 comments)

Nothing, negative comment (8 comments)

Don't know or not sure (1 comment)

What do you like least about living in the Village of Montgomery?

Need for business attraction, economic development, or development of the downtown area (46 comments)

High taxes or cost of living (28 comments)

Lack of activities or things to do (8 comments)

Safety, crime, policing (22 comments)

Code or ordinance enforcement and maintenance of private property (10 comments)

Appearance or cleanliness of Village (13 comments)

Infrastructure, particularly roads (9 comments)

Location (9 comments)

Traffic (13 comments)

Village boundaries, shared services, belong to many different governmental entities, and inequity between areas (10 comments)

Need more parks and recreation (4 comments)

Education and schools (2 comments)

Garbage and waste disposal (5 comments)

Other (51 comments)

Don't know or not sure (1 comment)

None, nothing least liked (19 comments)

What are the three most important issues the Village of Montgomery faces?

Crime, safety, and policing (48 comments)

Business attraction, economic development, and development of downtown area (74 comments)

Infrastructure, particularly roads (48 comments)

Taxes (83 comments)

Water quality, supply, or cost (42 comments)

Growth, need for sustainable growth (49 comments)

Traffic (39 comments)

Education and schools (22 comments)

Code or ordinance enforcement and maintenance of private property (17 comments)

Village leadership and communication (28 comments)

Appearance or cleanliness of Village (21 comments)

Lack of parks and public amenities (9 comments)

Other (142 comments)

None/nothing (4 comments)

Don't know or not sure (5 comments)

What are the Village of Montgomery's greatest strengths and assets?

Parks, natural areas, and open space (27 comments)

Safety, low crime, policing (21 comments)

Neighbors, people, and sense of community (25 comments)

Lower cost of living and taxes (7 comments)

Village government, leadership, and services (19 comments)

Quiet and peaceful (6 comments)

Small town or rural feeling, good size (14 comments)

Village events, Montgomery Fest (8 comments)

Public Works, good maintenance of the Village and infrastructure (12)

Location and access to work and amenities (9)

Businesses and business and economic development (5)

Diversity (5)

Other (40)

Nothing, no strengths and assets (12)

Don't know/not sure (17)

What makes the Village of Montgomery unique?

Parks, natural areas, and open space (14 comments)

Small town or rural feeling, good size (58)

Quiet and peaceful (10)

Lack of cohesion or independent identity, Village is split between multiple governmental entities (21)

Affordable cost of living, lower taxes (3)

Neighbors, people, and sense of community (14)

Location and access to work and amenities (15)

Village events and Montgomery Fest (5)

Diversity (9)

Village government and leadership (3)

Other (39)

Nothing, the Village is not unique (33)

Don't know or not sure (10)

Sense of Community

Why do you somewhat or strongly disagree with the lack of sense of community within the Village?

Lack of community events, the Village does not facilitate connection (9)

Lack of connection between residents or neighbors (6)

Safety, crime, or policing (7)

Village boundaries, shared services, part of many different governmental entities, inequity between areas (8)

Taxes (4)

Not welcoming to diversity or need for inclusion (4)

Other (24)

Don't know or not sure (1)

None or N/A (2)

What could the Village of Montgomery do to help make you feel more connected to the Village or increase your sense of civic pride?

Community events or activities (46 comments/mentions)

Improved or additional communication, listen to community input (29)

Business attraction, economic development, or development of the downtown area (17)

Lower taxes or cost of living (8)

Code or ordinance enforcement or maintenance of private property (5)

Improve the appearance or cleanliness of the Village (10)

Infrastructure or roads (6)

Other (55)

None, happy as is (10)

Don't know or not sure (16)

None or nothing (16)

Government Services

In the next 5 years, what should the Village prioritize or focus the most attention on?

Business attraction, economic development, or development of the downtown area (50 comments/mentions)

Infrastructure, particularly roads (34)

Water quality (25)

Public transportation (4)

Lower taxes or cost of living (21)

Garbage or waste disposal (3)

Safety or crime (21)

Improve the appearance or cleanliness of the Village (9)

Parks and public spaces (9)

Keep the feel and atmosphere of the community, keep things the way they are (9)

Traffic (8)

Other (53)

Don't know or not sure (4)

None or nothing (1)

Customer Service

Which department did you contact: Other department (11 comments/responses)

What was the reason for your most recent contact: Other reason

Water (9 comments/responses)

Waste collection (3)

Streets, sidewalks or other infrastructure (except for water and sewer) (3)

Sewage or wastewater (2)

Other (17)

Why did you rate your overall experience this way?

Poor communication, slow communication, or no communication (16 comments/responses)

Positive experience with staff (19)

Quick resolution and responsiveness (18)

Good experience overall (13)

Issues were not resolved (14)

Negative experience with staff (4)

Resolution of issues was slow (3)

Other (7)

Communications

From what sources do you receive information about the Village of Montgomery:

Other sources (15 comments/responses)

Which of the following is your most preferred source of information about the Village of Montgomery: Other source

Email (10)

Text (2)

Don't Care (1)

Mail (3)

N/A or None (3)

Paper/Printed Newsletter (2)

Social media (1)

Why did you rate your satisfaction with the job the Village of Montgomery does in providing information to residents this way?

Positive comment about newsletter (9 comments/responses)

Satisfied with communication, get information needed (36)

Do not get information/do not get sufficient information about the Village (16)

Do not get information directly, have to seek it out (8)

Would like information from multiple or more sources (8)

Improve website (2)

Would like additional types of information (9)

Would like more frequent/more timely communication (6)

Other (34)

None, N/A (3)

How can the Village government improve communication with residents?

Prefer newsletters, flyers, and mailed information (21)

Provide more or more timely information (11)

Satisfied with communication, Village is doing a good job (25)

Increase awareness of the app (8)

Need more information on how to sign up or opt in for communications (4)

More or improved social media presence (9)

In-person engagement (8)

Prefer text (7)

Provide additional information or additional types of information (6)

Prefer email (9)

Transparency, truth, or honesty in communications (7)

Other (31)

Don't know/not sure (13)

None, N/A (8)



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