



VILLAGE OF SCHAUMBURG
PROGRESS THROUGH THOUGHTFUL PLANNING

PRESS RELEASE

Schaumburg Continues to Receive Praise from Residents Through National Community Survey

Village Remains an Exceptional Place to Live and Raise a Family Safely

SCHAUMBURG, IL (February 14, 2022) – The Village of Schaumburg remains an exceptional place to live and raise a family safely, according to the most recent results from residents who participated in the National Community Survey™ (NCS).

The survey was administered in the fall of 2021 to 2,607 random households that were asked to provide feedback on the quality and usefulness of village services. Survey findings will be used to guide strategic planning, allocate resources, and provide insights to departments regarding programs and services.

This is the fourth time the survey has been implemented in the village, and respondents rated several village services more positively in 2021 than in 2018. Some of these services included economic development, traffic signal timing, street repair, sidewalk maintenance, garbage collection, drinking water, and overall customer service by Schaumburg employees.

Other key highlights from the 2021 survey where Schaumburg met or exceeded national benchmarks include:

- 95% of respondents rate the village as an excellent or good place to live.
- 93% rated their overall quality of life in Schaumburg as excellent or good.
- 94% of respondents would recommend Schaumburg as a place to raise a family.
- 91% gave positive ratings to the overall image or reputation of Schaumburg.

“The survey findings have allowed the village to measure its performance to ensure we’re addressing items that are important to residents based on their feedback,” said Village Manager Brian Townsend. “I am pleased with the positive sentiments received and proud that residents continue to recommend Schaumburg as a place to live, work and visit.”

For the first time this year, the NCS contained several questions on diversity and inclusion. Schaumburg received positive ratings in this area for its ability to take care of vulnerable residents (84%), valuing and respecting residents from diverse backgrounds (87%), and attracting people from diverse backgrounds (85%), all of which exceeded national benchmarks. In addition, the village exceeded national benchmarks for the quality of businesses and services, economic development, business and service variety, the vibrancy of commercial areas, and as a place to work.

The village previously conducted the survey in 2018, 2016 and 2014. By resurveying residents, the village is able to assess its progress and determine areas for future improvement. Overall, ratings in Schaumburg for 2021 increased across most categories. Some notable trends include:

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- Mobility ratings have improved significantly since the initial 2014 survey findings concerning traffic flow on major streets, street repair and traffic signal timing. This can be attributed to some of the roadway improvements made through the Vital Streets Program, as well as the expansion of the residential street repair program.
- Respondents gave favorable ratings to the overall appearance of Schaumburg, housing variety, quality of new development, well-planned residential and commercial growth, land use, planning and zoning, and code enforcement.
- Nearly nine in ten respondents rated Schaumburg's utilities, including garbage collection, drinking water, sewer services and storm water management as excellent or good.

Areas that the survey identified as opportunities for improvement in the future include:

- Address the perception of high cost of living
- Promote diversity and inclusion
- Ensure public safety
- Promote economic development
- Enhance community engagement
- Maintain transportation infrastructure

The National Community Survey™, in partnership with the International City/County Management Association (ICMA), is the gold standard in community assessments today. This benchmarking survey provides a comprehensive and accurate picture of livability and resident perspectives about local government services, policies and management. For more information on the survey, visit www.schaumburg.com/ncs, contact Clayton Black at cblack@schaumburg.com or dial 311 in Schaumburg.

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