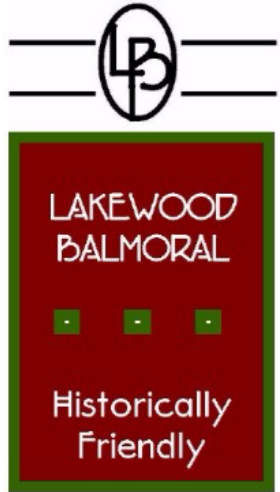


LBRC 2020 Resident Experience Survey Results

September 22, 2020



LBRC 2020 Survey Results

Introduction

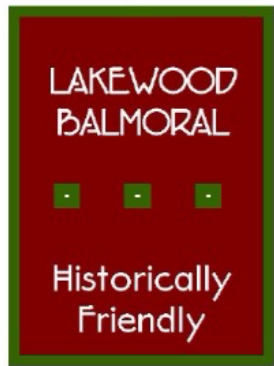
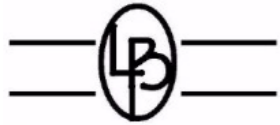
October 2014, survey conducted to better understand the needs, opinions and experiences of Lakewood Balmoral (LB) residents. Developed with input from board members, block reps and residents.

September 2020, second survey conducted. Most of the questions can be benchmarked against the 2014 results. Refined with input from board members, block reps and residents.

Timing of the survey and the uncertainty about the impact of the COVID-19 pandemic may have influenced responses.

It's been six years since the last survey. Feedback resulted in the creation of the new website, updates to social activities and events, creation of the LB historic preservation guide and educational activities.

The 2020 survey will help inform LBRC's future activities.



LBRC 2020 Survey Results

2020 Methodology

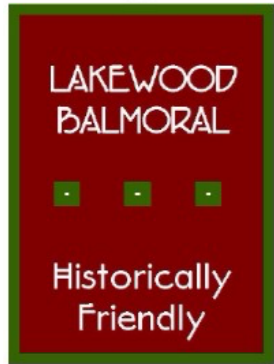
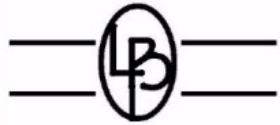
An anonymous link to the online survey was emailed to LBRC members using the email list provided by each block representative.

Announcements about the survey and reminder emails were sent out weekly for four weeks. No paper copies were distributed as few responses were received by paper in 2014.

The survey represents the views of a significant number of neighborhood residents.

Survey	Distribution	Responses	Response Rate
Oct 2014	(Estimated 425 households) Email and Hard Copy	198	N/A*
Sept 2020	492 individual emails provided by block reps	211	43%

*Note: The response rate in 2014 was calculated differently due to a lack of information about the total number of households that received paper surveys and is not comparable to 2020.



LBRC 2020 Survey Results

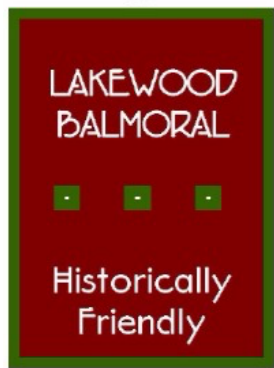
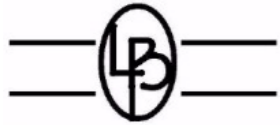
Survey Sections

Demographics, Satisfaction, Participation, City Services, General Perceptions, Historic Character, Permit Parking, Open Ended, Volunteering

Results (Sample)

Results from the 2014 and 2020 surveys will be presented side-by-side for comparison. In some cases no prior data was collected in 2014 and will be noted as N/A - not applicable.

Response Options to Question	Percentage of Responses to Question from 2014	Percentage of Responses to Question from 2020	Percentage Difference Between 2014 vs 2020
Answers	2014	2020	%_+/-
Yes	70%	80%	10% +
No	30%	20%	10% -



LBRC 2020 Survey Results

Demographic Information

Q2: How long have you lived in the LB neighborhood?

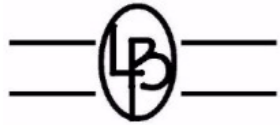
Answers	2014	2020	%_+/-
<1 year	6%	2%	4%-
1-5 years	19%	21%	2%+
5-10 years	15%	13%	2%-
10-15 years	7%	12%	5%+
15+ years	53%	52%	1%-

34% (for 1-5 years and 5-10 years)

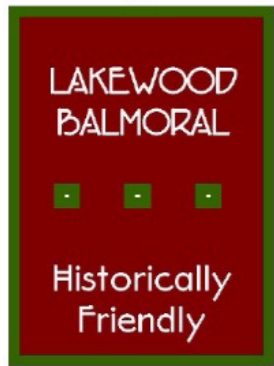
64% (for 10-15 years and 15+ years)

Note: 78 homes have sold from 2014-2020 in Lakewood Balmoral (avg of 13 per year) Estimated turn over of 3% per year.

SOURCE: MLS (Multiple Listing Service)



LBRC 2020 Survey Results



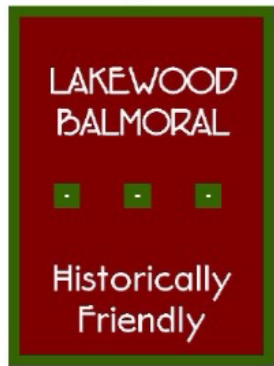
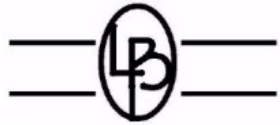
Demographic Information

Q3: What is your age range?

Answers	2014	2020
<30 yo	N/A	0%
30-39 yo	N/A	10%
40-49 yo	N/A	22%
50-65 yo	N/A	36%
65+ yo	N/A	30%
No Answer	N/A	2%

} 32%

} 66%



LBRC 2020 Survey Results

Demographic Information

Q4: Did you know you can join LBRC regardless of whether you rent or own your home?

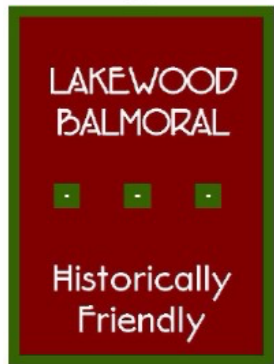
Answers	2014	2020	%_+/-
Yes	89%	85%	4%-
No	11%	15%	4%+

Q5: Do you rent or own your home?

Answers	2014	2020	%_+/-
Rent	6%	9%	3%+
Own	94%	91%	3%-



LBRC 2020 Survey Results



Satisfaction

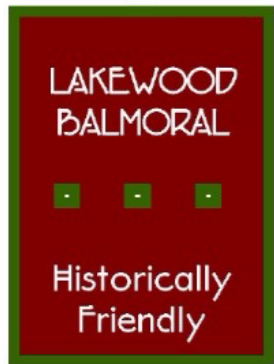
Q6: Overall, how satisfied would you say you are living in the LB neighborhood?

Answers	2014	2020	%_+/-
Very Satisfied	77%	74%	3%-
Satisfied	18%	19%	1%+
Somewhat Satisfied	1%	5%	4%+
Neutral	1%	1%	0%
Somewhat Dissatisfied	1%	1%	0%
Dissatisfied	0%	0%	0%
Very Dissatisfied	2%	0%	2%-

} 98%



LBRC 2020 Survey Results

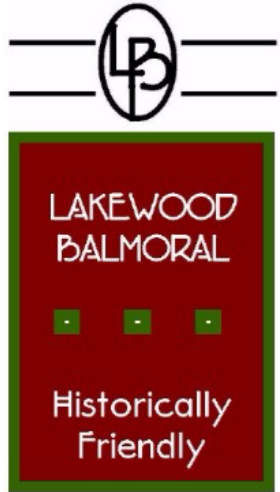


Participation

Q7: How often during the past 3 years have you participated in the following LBRC activities?

Answers	2014	2020
Often-Sometimes	Read LBRC newsletter Attend block party Donate to Care for Real Neighborhood Yard Sale Attend LBRC Social Gathering	Read LBRC newsletter Attend block party <u>Neighborhood Yard Sale</u> ↑ <u>Donate to Care for Real</u> ↓ Attend LBRC Social Gathering
Rarely-Never	Harvest Moon Festival Annual LBRC Meeting Attend Ice Cream Social Participate in Plant Swap	<u>Attend Ice Cream Social</u> ↑ Harvest Moon Festival <u>Visit the LB Website</u> <u>Annual LBRC Meeting</u> ↓ Participate in Plant Swap

Note: Listed in order of most often to sometimes and rarely to never

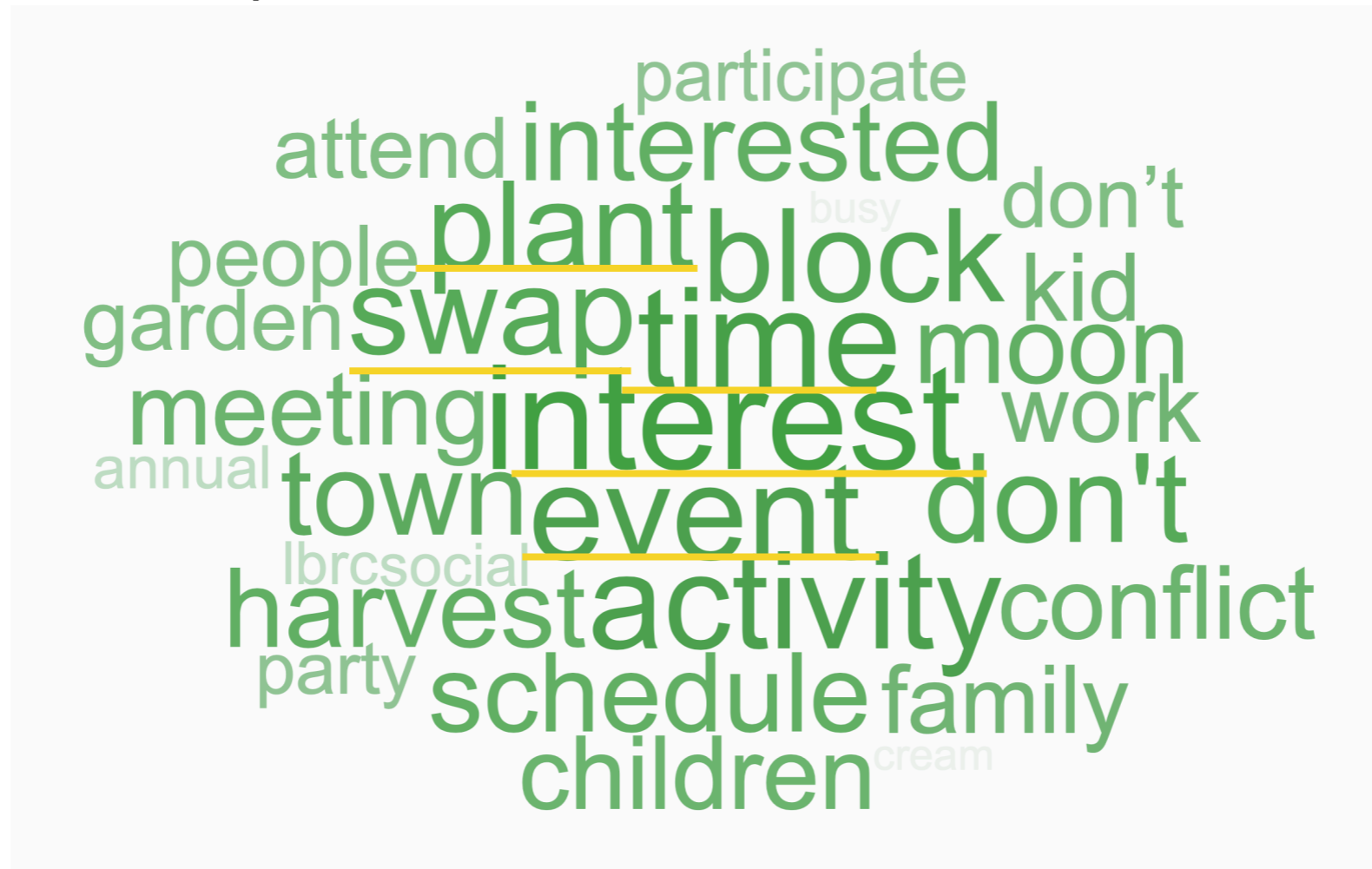


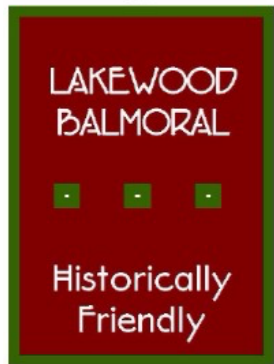
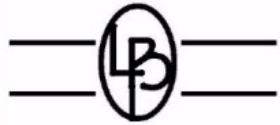
LBRC 2020 Survey Results

Participation

Q8: If you answered rarely or never tell us why you have not participated in these activities?

- Lack of interest in offerings
- Scheduling conflicts with timing of events
- Some activities are geared towards kids or families and not retired or single people, which impacts interest and attendance
- Plant swap was of least interest based on feedback



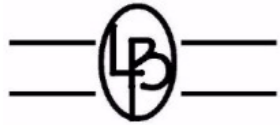


LBRC 2020 Survey Results

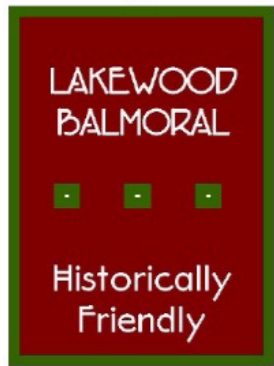
Experience with City Services

Q10: How would you rate the following city services in the LB neighborhood?

Answers	2014	2020
Very Good-Good	Police Response Trash Collection Fire Dept Response Street Cleaning Snow Removal Parks and Recreation	Trash Collection Street Cleaning Snow Removal Police Response Parks and Recreation Fire Dept Response
Fair, Poor or Very Poor	Tree Trimming	Tree Trimming
Not Applicable	Ambulance Response	Ambulance Response Fire Dept Response



LBRC 2020 Survey Results



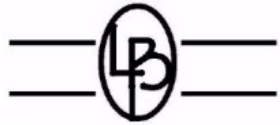
General Perceptions

Q12: Compared to 3 years ago, how would you say the LB neighborhood has changed overall?

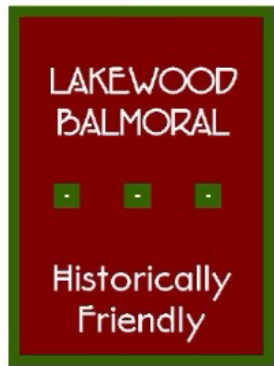
Answers	2014	2020	%_+/-
Improved a lot	6%	6%	0%
Improved Some	35%	28%	7%-
Stayed about the same	55%	61%	6%+
Declined Some	4%	5%	1%+
Declined a lot	0%	0%	0%

} 34%

} 5%



LBRC 2020 Survey Results



General Perceptions

Q13: Thinking about the next 3 years, how would you say the LB neighborhood is likely to change?

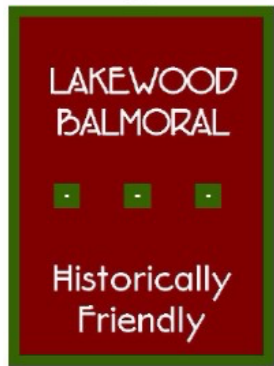
Answers	2014	2020	%_+/-
Improve a lot	10%	3%	7%-
Improve Some	40%	34%	6%-
Stayed about the same	47%	55%	8%+
Decline Some	3%	8%	5%+
Decline a lot	0%	0%	0%

} 14%-

} 5%+



LBRC 2020 Survey Results



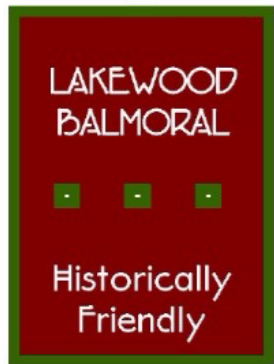
Historic Character

Q14: How important is the character and historic status of LB to your decision to reside in the neighborhood?

Answers	2014	2020	%_+/-	
Very Important	44%	50%	6%+	} 74%
Important	24%	24%	0%	
Somewhat Important	18%	17%	1%-	
Not Important	7%	5%	2%-	} 9%
Not a Factor	6%	4%	2%-	



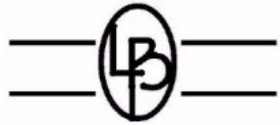
LBRC 2020 Survey Results



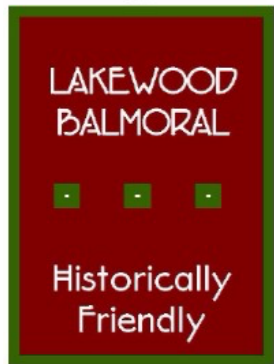
Historic Character

Q15: How interested are you in learning more about the pros and cons or LB becoming a Chicago Landmark District?

Answers	2014	2020	%_+/-	
Very Interested	30%	33%	3%+	} 69%
Interested	35%	36%	1%+	
Neutral	19%	18%	1%-	
Not Interested	9%	8%	1%-	} 13%
Definitely Not Interested	8%	5%	3%-	



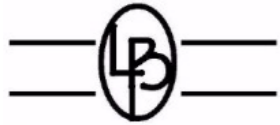
LBRC 2020 Survey Results



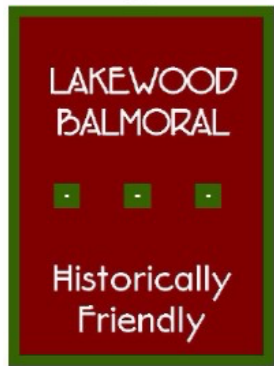
Historic Character

Q16: Do you have any concerns about the increased number of teardowns in LB?

Answers	2014	2020
Yes	N/A	63%
No	N/A	37%



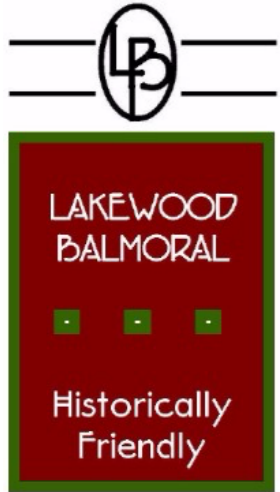
LBRC 2020 Survey Results



Permit Parking

Q17: How interested are you in learning more about the pros and cons of permit parking in LB?

Answers	2014	2020	
Very Interested	N/A	30%	} 51%
Interested	N/A	21%	
Neutral	N/A	23%	
Not Interested	N/A	14%	} 26%
Definitely Not Interested	N/A	12%	



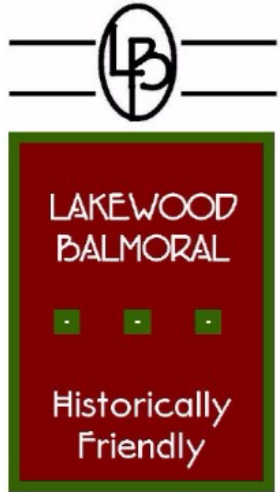
LBRC 2020 Survey Results

Open Ended Questions

Q19: What ideas do you have to improve the quality of life for residents in the LB neighborhood?

- Similar responses to question 18
- Supporting local businesses and schools
- More focus on needs of seniors in the neighborhood
- Reducing traffic, lawn care noise





LBRC 2020 Survey Results

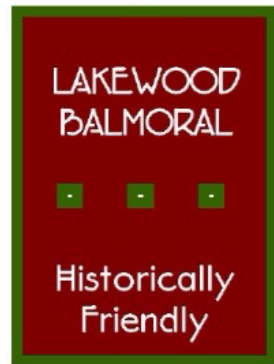
Volunteering

Q20: Would you be interested in volunteering time to support LBRC activities and events? Are you interested in being a block representative or serving on the board?

Answers	2014	2020	%_+/-
Yes	42%	17%	25%-
No	58%	83%	25%+



LBRC 2020 Survey Results



The survey committee will discuss the feedback from the survey and general meeting and formulate some recommendations to the Board.

Special thanks to the volunteers on the survey committee for all of their hard work and to all those that responded to the survey.

Results will be published in the newsletter and updated on the website.