

# Clarendon Hills 2015 Community Needs Survey Analysis

Attached, please find the results of the tenth annual Clarendon Hills Community Needs Survey. The survey was developed as a method for evaluating Village services and obtaining feedback from residents. Questions on the 2015 survey asked what the Village is doing well and where residents would like to see improvement. Specifically, questions were asked regarding village departments, the central business district, miscellaneous village services, quality of life, and demographics. This narrative analysis combines the answers of the respondents to portray a statistically accurate picture of resident opinions.

The results of the survey are presented as follows:

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## Survey Participation and Statistical Information

The 2015 Community Needs Survey was distributed to a randomly selected sample of 1000 Clarendon Hills households. A total of 213 surveys were completed, for a response rate of 21.3 percent. This sample size provides a confidence level of 95 percent and a margin of error of 3.5% based on a population of 3,200 households.

The 2015 Community Needs Survey is the ninth consecutive year the Village has conducted the survey. The survey is used to provide a statistically valid evaluation of the services the Village provides. This information helps target areas for improvement and areas for commendation. The survey includes questions from each Village department, focusing on core services. It also seeks feedback on policy questions the Village may face.

Each year the Village reviews the scope and format of the survey to ensure it gathers essential information in a convenient manner for residents. As a result, several questions from previous years were removed and questions were added based on feedback from the Village Board. Overall, the survey length decreased to a single page, front and back. The survey was again offered in both paper and online formats. The survey timing was changed to early summer distribution in order to develop results in advance of the Board's 2015 Strategic Planning Session. It seems these changes resulted in a higher response rate.

The value of the survey is to provide education to residents, to create a forum for feedback, to give a quick take on special projects, and to allow for ongoing benchmarking.

### Demographics

In order to determine whether respondents of the Community Needs Survey accurately represent the citizens of Clarendon Hills, the demographic information of respondents was compared to demographic information compiled by the 2010 U.S. Census and the demographics of respondents in previous years. The demographic data collected over previous years was significantly reduced to essential elements for comparison to Census data.

- Previous surveys show that residents over the age of 60 tend to be over-represented in the survey results (or respond in greater numbers). The 20 to 39 population group was significantly underrepresented. For comparison purposes, those under age 20 were removed from Census data as this age group typically does not serve as head of household for purposes of responding to the survey.

|                  | < 20 | 20-29 | 30-39 | 40-49 | 50-59 | 60-69 | >70   |
|------------------|------|-------|-------|-------|-------|-------|-------|
| Survey Response  | 0%   | .5%   | 11.5% | 20.7% | 26.4% | 18.8% | 22.1% |
| 2010 Census Data | NA   | 10.1% | 15.7% | 28.7% | 21.8% | 11.4% | 6.4%  |

- 43.2 percent of respondents reported they had lived in Clarendon Hills for more than 20 years.

- The Village uses four geographic regions to determine where in the Village respondents live.
  - 1) North of Chicago Avenue
  - 2) North of Burlington Northern Railroad and South of Chicago Avenue
  - 3) South of Burlington Northern Railroad and North of 55<sup>th</sup> Street
  - 4) South of 55<sup>th</sup> Street

The chart below illustrates the percentage of households and the percentage of survey respondents in each area of the Village. Respondents generally represent the distribution of households in Clarendon Hills.

| Area of the Village                                | % of Households in Area | % of Respondents in Area |
|--|-------------------------|--------------------------|
| N. of Chicago Ave.                                 | 15.9%                   | 17.4%                    |
| N. of BNSF Railroad and S. of Chicago Ave.         | 33.8%                   | 38.5%                    |
| S. of BNSF Railroad and N. of 55 <sup>th</sup> St. | 32.4%                   | 34.7%                    |
| S. of 55 <sup>th</sup> St.                         | 17.9%                   | 6.6%                     |
| No Answer  | 0%                      | 9.1%                     |

Bias of sample: the sample therefore is biased older, towards longer term residents and geographically towards all residents that do not reside south of 55<sup>th</sup>.

**Question Responses**

The survey contained several different types of questions, including Yes-No response, questions with multiple response options, and questions asking respondents to rate something on a scale of quality or desirability (for example, Excellent, Good, Fair, or Poor).

The response options were revised to improve symmetry during the 2012 survey, which limits comparability on some questions to only a few years even though the question has been asked for many years.

For most questions a number of respondents chose not to answer the question at all. These responses are put under the non-response category.



## Village Departments and Board

### Police Department

- In general, respondents are satisfied with the performance of the Village’s Police Department. Overall, 68.5 respondents were “Very Satisfied” with Department Performance with 15.5% of respondents somewhat satisfied.
- The survey asked residents how safe and secure they felt in their own neighborhoods. 77.3% meaning respondents felt “Very Safe” with 17.5 % feeling somewhat safe. Going a step further, we can see a distribution of perceived safety by geographic region of the Village.

#### Perception of Safety and Security by Geographic Area

|                 | No Answer | North of Chicago | BNSF to Chicago | 55 <sup>th</sup> Street to BNSF | South of 55 <sup>th</sup> Street |
|-----------------|-----------|------------------|-----------------|---------------------------------|----------------------------------|
| Very Safe       | 50.0%     | 81.1%            | 76.8%           | 82.84%                          | 42.93%                           |
| Somewhat Safe   | 16.7%     | 10.8%            | 18.3%           | 13.5%                           | 50.0%                            |
| Somewhat Unsafe | 0.0%      | 2.70%            | 1.2%            | 0.0%                            | 0.0%                             |
| Very unsafe     | 0.0%      | 0.0%             | 1.2%            | 0.0%                            | 0.0%                             |
| Don’t know      | 0.0%      | 2.7%             | 1.2%            | 0.0%                            | 7.1%                             |
| No Answer       | 33.3%     | 2.7%             | 2.4%            | 4.1%                            | 0.0%                             |

As the chart indicates, people have somewhat similar perceptions of safety across the community, with those residing south of 55<sup>th</sup> Street feeling significantly less safe than other neighborhoods but with an overall generally feeling of safety. This occurred the last two year as well, perhaps showing a trend.

### Fire Department

- 74.6% Respondents were also very satisfied with the performance of the Fire Department. The next largest group held no opinion with 13.6%.
- Fire protection services, Education on fire prevention, and fire fighter attitude all followed the same trend with a majority very satisfied, and the highest second group “no opinion”. Blood pressure screening services had only a small number that had no opinion, perhaps showing an educational area.

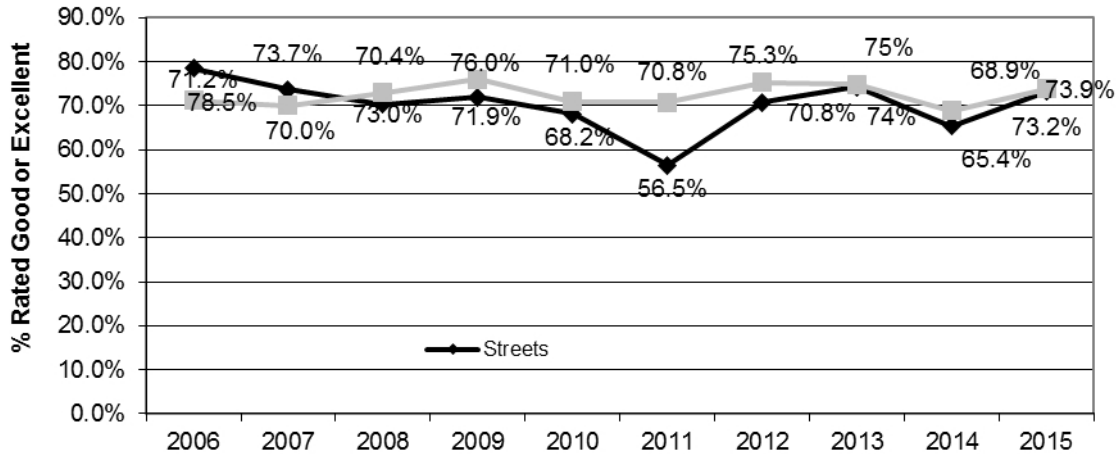
### Public Works Department

- Snow plowing was among the highest-rated of Public Works Services. 68.5% of respondents said they were “Very Satisfied” with snow plowing.
- Storm water management has shifted significantly since last year and improved in both the number indicating very unsatisfied from 13.8% to 8.9% and those indicating somewhat unsatisfied from 16.2% to 14.6%. However, it still remains the lowest rated village service.
- Street and sidewalk condition were rated on a scale of Excellent, Good, Fair or Poor. 73.9 percent of respondents rated Street Condition as Excellent or Good, which is back in line with historic numbers after a significant decline last year. Sidewalk conditions were also rated as good or excellent by 73.2 percent of respondents.

- The respondents in the area south of 55<sup>th</sup> have the lowest ratings of the Village infrastructure, again this subgroup has a very low sample size.

## Percentage of Residents Rating Infrastructure

### Condition of Sidewalks and Streets



### Front Desk Service

- The Survey asked respondents to rate the front desk service at Village Hall. While a full third did not know or had no opinion, the Village front desk received less than 1% of residents indicating poor customer service.

### Communication

- The survey asked respondents to evaluate the Village's various means of communication. Respondents were asked to rate it as Excellent, Good, Fair, Poor or Don't use.
- The most popular method of communication was the Trustee Topics newsletter, with 92 percent of respondents Very Likely or Likely to look there for Village News. The newsletter was rated well with 87 percent giving the letter good or excellent ratings.
- The ongoing email blast program is showing the second greatest level of presence. Though a large portion of the survey population does not receive the "blasts" (33.3%) and the significant portion of the population giving these communications fair (9.9%) or poor (2.8%) ratings.
- The Village continues to focus on growing its social media presence. In general, while these are used by residents, they are significantly less popular than email blasts and newsletter. 68.6 percent of residents reported they are not likely or never look to Facebook for village news while 76.6 percent said the same about Twitter. These numbers each have gone down by about 5 percent since last year, which may

reflect a growing usage. This growth is reflected in the number of “likes” on Facebook which has increased significantly year over year.

- The Village’s website is very likely or likely to be a source of Village information for 46.9% of respondents. The website got the lowest ratings of any of the sources with 15% of respondents calling the information poor or fair.

**Village Events**

- The 2015 survey asked respondents to rate the community events. 66.7% of respondents rated Daisy Days as Good or excellent, 67.1 % rated Dancin’ in the Street as Excellent or Good and 59.1% rated Christmas Walk as Excellent or Good. Less than 2% of respondents indicated these events were poor.
- Christmas Walk was the least popular event with 30.5% indicating that they “don’t use”.
- There was no large difference when it came to age demographics for ratings of the events

**Village Board**

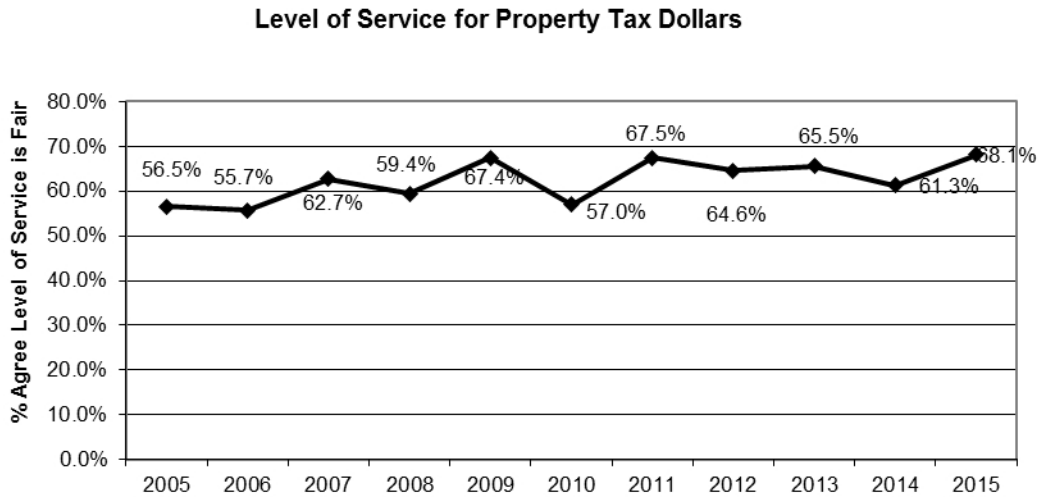
- Respondents were asked to rate the Board on Communication, Transparency, Decision Making and Strategic Planning on a scale of very satisfied to very unsatisfied or no opinion.
- Overall, 69.9 percent of respondents indicated that the Board’s Communication were “Very Satisfied” or “Somewhat Satisfied” 16.4 percent of respondents had no opinion on the Board’s communication.

**Respondent Rating of the Village President and Board of Trustees**

|                             | <b>Communication</b> | <b>Transparency</b> | <b>Decision Making</b> | <b>Strategic Planning</b> |
|-----------------------------|----------------------|---------------------|------------------------|---------------------------|
| <b>Very Satisfied</b>       | 33.3%                | 29.6%               | 25.4%                  | 20.7%                     |
| <b>Somewhat Satisfied</b>   | 36.6%                | 29.1%               | 33.3%                  | 28.2%                     |
| <b>Somewhat Unsatisfied</b> | 7.0%                 | 10.8%               | 11.3%                  | 17.4%                     |
| <b>Very Unsatisfied</b>     | 2.8%                 | 3.3%                | 4.2%                   | 4.2%                      |
| <b>No Opinion</b>           | 16.4%                | 22.1%               | 21.6%                  | 24.4%                     |
| <b>(no answer)</b>          | 3.8%                 | 5.2%                | 4.2%                   | 5.2%                      |

**Taxes**

For the seventh year in a row, the majority (68.1 percent) of respondents who answered said they agree they received a fair level of services for their tax dollars. Of the remaining responses, 16.9 percent believed they did not receive a fair level of service for their tax dollars, 8.9 percent did not know or had no opinion and 6.1% did not answer. The graph below shows a year-to-year comparison of those who said they received a fair level of service for their tax dollars.





## Open Ended Responses

### Village's Number One Priority

|   |
|---|
| repave western ave  |
| Stormwater improvements, especially along known flood areas like S. Prospect Avenue.  |
| Downtown improvement and redevelopment.   |
| Fixing the drainage ditches. They are horrible.   |
| pave streets, better street lighting  |
| Water and Flood control. When there are storms and rain there continues to be issues with proper water control.   |
| Safety  |
| Keep safe and build a beautiful community.  |
| Water mains   |
| Balancing the budget without raising taxes  |
| MORE PARKING AT THE TRAIN STATION   |
| Bringing in new business.   |
| Water drainage issues in the public walkway along streets. The water drainage in the city needs to be improved.   |
| Addressing of the flooding issues in town, bringing more business/restaurant into the downtown area. I would like to see more filled storefronts vs. empty  |
| Improving Storm water maintenance and road conditions   |
|   |
| Inputt regarding safety of freight trains with tankers should be raised loudly. National ""tanker fires"" have been publicized. The BNSF has major problems. Train services has become less than reliable. The waits for freight trans at crossing are longer and longer The potential for a disaster with a derailment of a tanker along the BNSF tracks is frightening. Maybe VCH can be the starting point to have all towns and villages along BNSF do something. |
| Street Maintenance  |
| Control flooding. Since the 55th street ""improvements, all the storm water flow and stays on my property. 55th street is not flooding as bad but no one gives a crap the flooding is 10 times worse for those living near 55th street.   |
| Encourage Development   |
| Improve downtown/train station area   |
| I wish there was more the village could do about the individual upkeep of resident's property. For example, there are some neighbors that have entirely dead trees on their lot, but I don't know if there is any recourse for the village. So, we just get to look at them:(   |

Police enforcing stops at stop signs (randomly & forever)! Especially at the intersection on Prospect just north of the tracks & all along Norfolk Ave. I've only ever seen police stationed at the Presbyterian Church when a crossing guard is present precisely when there is no need for police because everyone is stopping anyway. The other location I've only ever seen them is at CHMS looking for speeders along Chicago Ave. We NEED police at all intersections along Norfolk. People travel very fast here (avoiding police & traffic on Chicago Ave) & I see & have been hit by other drivers blowing through stop signs here. This is my biggest concern with living here. Speeding along Prospect Ave is also very prevalent. We have such a great little community but no one takes a few seconds to think of others' safety & the police are no where to be found & frankly I'm not really sure what else they could be doing since it's a fairly quite town...? May as well put our tax dollars to work for us by keeping the roads safe (not just well paved/plowed). I have previously voiced this concern when my 3 year old was also almost run over at Oxford & Norfolk months ago via email with the police department, but I have yet to see any police near any of these concerning areas enforcing it. Hopefully now I am going through the appropriate means to get something done about it.

don't raise taxes

Telling the homeowners with plenty of notice when there will be street closures or they will be ripping up their driveway. I was trapped in my driveway and damaged the tires on my car trying to get out. The workers apologized for not notifying me but how does that happen??!

Nothing

Creating a downtown area that is a bit more vibrant. Not sure how you would do that - but if there was a bit more a destination feel to it. Would love to have a small grocery store. Pie in the sky, I know. :)

Streets Do not destroy the current Village atmosphere of Clarendon Hills

Keep the taxes as they are - Keep Village as Village

infrastructure

Train track safety: perhaps a pedestrian bridge over tracks at the Prospect intersection and at Stough in Hinsdale. Also fencing on both sides of the track at least through our town.

Maintaining adequate fund balances in our General and Capital Projects funds. Our tax rate is reasonable.

water retention and flooding issues

Encouraging investment in our downtown area, including condo development projects.....NEED new sources of tax revenue!!

controlling costs

Attracting new and varied businesses. Its not really the village's fault, but constant tear downs and pushing out of people who have been in the area for years is sad. Its a shame that people who don't have kids using the schools can't afford to live here anymore.

The recent maintenance on the water main system in Clarendon Hills was quite disruptive. Some of the workers appeared to be complacent regarding the inconvenience of their work and were at times doing their work in a way that was unsafe to us. They would park and/or block traffic for no other reason than not wanting to move a truck before taking a break. At one point a backhoe driver almost ran my family over. I had to lay on my horn before he realized we were stopped in front of him. Also, there needed to be a better clean up after the work is completed. The rocks and debris have caused damage to our cars.

Personal safety

Fix the terrible condition of street on South Prospect - Hudson to 55th!

Getting settled land development in downtown area.

Lower property taxes by scrutinizing our town budget, eliminate waste

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| Constructive Political Discussions  |
| ?   |
| School  |
| Allowing taller residential bldgs. to increase more shops on 1st floor.   |
| Don't know  |
| Budget and keeping taxes down!  |
| No new taxes or tax increases   |
| Downtown development  |
| Safety  |
| Financial Health of Village   |
| developing more commercial ventures in the downtown area  |
| Encourage more businesses to locate to CH   |
| Keeping the village downtown vibrant and the townspeople safe.  |
| Street and culvert repair every time it rains the area from the front sidewalk to the street becomes a lake.  |
| Learning to live on less tax money  |
| Limit the commercial development of downtown - the tax dollars generated from business downtown is an extremely small part of the overall tax revenue and we should not seek to attract more traffic to our downtown for the sake of profits. We already have traffic challenges with vehicles trying to get through town by using some streets as thoroughfares to get to downtown and we do not need to increase those pressures. |
| Putting a program in place to deal with excessive rainfall in ESTABLISHED neighborhoods as opposed to new construction rules  |
| Keep the Sloan Triangle looking great.....it looks shabby and grass is destroyed  |
| Finish road work  |
| Supporting downtown development   |
| New streets Increase water pressure   |
| Reduce taxes  |
| Promoting our towns businesses to surrounding communities. Open up Coe Road to inbound traffic from the Rt 83 exit.   |
| Provide quality services in a fiscally responsible manner.  |
| Obtain new businesses - would especially like to have an Asian restaurant, either dine-inn or carry-out.  |
| Bring in more business street parking   |
| reducing cost of operations   |
| Fixing the streets as a lot of them are in poor condition.  |
| Streets and water retention   |
| Create a more appealing downtown (parking/congestion problems)  |
| No increase in property tax   |
| Storm water control   |
| Hold the line on tax increases  |
| Maintain services at reasonable costs   |
| Growth in downtown shops  |
| safety and cleanliness  |
| 1. cut property taxes2. cut property taxes3. get the point  |
| Keeping the village safe especially as it pertains to our children.   |

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| Mosquito/bug control  |
| making sure that the retention ponds are available during heavy rains to combat the amount of water   |
| Community development for the 21st Century. While the village has transitioned to new well appointed modern homes, there is a resistance to see that the downtown area keep pace with times. This is not 1953!  |
| Community development for the 21st Century. While the village has transitioned to new well appointed modern homes, there is a resistance to see that the downtown area keep pace with times. This is not 1953!  |
| To provide incentives to businesses/restaurants to open in the Village. Those tax dollars will help to pay for things we cannot predict - such as a loss of funding from the state. And build those condos downtown already - the more people the more chance that businesses will survive.   |
| road repair / shoulder upgrades   |
| Good question. I'm very happy with how the village has handled overall operations in general. I'd like to protect more of the trees that make the streets as nice as they are. The trees on my property have been decimated by storms and disease. But keep doing what you've been doing without raising taxes :)   |
| Car going S over railroad & crossing left   |
| Update library Salt the sidewalks with bad weather  |
| New curb/gutter and street maintenance.   |
| Encourage development of the empty and underutilized commercial space in the CBD.   |
| Improving DRAINAGE in culverts. We live in the service area that has the new paving and drainage system. Water stands for days in some of the culverts--in some areas it has not drained properly from the beginning. We are amazed at the extent of pavement failure along the concrete strips--these cracks appeared almost immediately after the work was done. The Village should have insisted that the contractor replace/repair all areas. |
| Balanced Budget   |
| Review the plans for this town. Not to rip down center of town and replace with condos  |
| Downtown development  |
| vacant lot needs to be planted  |
| Progress on Master Plan for downtown. Fix drainage on streets. Looks bad especially without curbs or shoulders on road with all new construction.   |
| Annex Blackhawk Heights into the CH school system   |
| Limit the size of new construction on a lot   |
| Downtown plan to attract more tax revenue through businesses and a greater range of dwellings (apt, townhouse, condo, single family homes)  |
| Roads and supervision of construction sites.  |
| Widen StreetsBring a grocery store to town  |
| Listen to the village occupants   |
| Taking care of dead trees and/or dead branches on trees in the parkways. There is a need for more aggressive trimming of dead branches.   |
| Work on getting businesses here.  |
| Finishing the roads - they are horrible   |
| Avoid wasteful spending   |
| Work to eliminate ""townships"" an unnecessary layer of gov't and not to buy new gov't toys - i.e. police cars, fire trucks or new FD station.  |

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| Streets north of tracks and west of Prospect Attracting new businesses  |
| I'm sure there are lots of priorities that are more important, but to pick one that isn't obvious. We need to reevaluate traffic flow and speeding in our neighborhood (Chestnut/Waverly/Rose)  |
| Maintain streets  |
| Hold the line regarding spending  |
| reducing property taxes for seniors   |
| Leaf pick-up should be a free service as in other communities.  |
| Storm water drainage - especially north of Chicago Avenue   |
| Balance budget  |
| Prepare to resist the Obama Administration's Affirmatively Furthering Fair Housing initiative. Do not accept HUD block grants or other Federal Assistance.  |
| Downtown revitalization! More shops & restaurants.  |
| Flood Management  |
| fiscal responsiveness; stop the Board infighting  |
| Additional stop signs for safety. Parking places for people who would like to go into the city for the day, near train.   |
| Downtown development Fiscal Prudence  |
| Police service continued in the same respectful & efficient way.  |
| Maintain current quality of services  |
| update downtown & train station   |
| Upgrade library, I would imagine that children with special projects go to Hinsdale   |
| Control Finances  |
| Roads and flooding problems   |
| I wouldn't know - hope you do!  |
| Why the Walker area blank space for 10 these many years? We used to have such a choice of shops - knitting, clothing, groceries.  |
| Finish the streets! It's an absolute mess!  |
| Helping to bring taxes down while providing good services.  |
| Maintaining a beautiful & pleasant community  |
| Maintain high quality services (police, fire and public works AND the quaint charm of the downtown area (e.g. keep the developers in check!!) Two, I know ... sorry!  |
| I probably wouldn't call it a top priority, but something needs to be done about storm water. With all of the McMansions being built, it seems that no consideration at all is given to what will happen to the ground water they displace. Our current system of culverts was meant for the more reasonable-sized homes that used to be the norm in the village. Now that most new houses typically have deep basements and take up a huge percentage of the lot that they are built on, there is no place for the water to go. I never had a water problem before oversized homes were built on all sides of my modest-sized home. However, in the past 10 years or so, I have had to spend thousands of dollars to keep my basement from flooding. When I asked him about it, the Village Water Engineer pretty much told me that the Village was interested in the revenue from all of the building, and if existing homes flooded, it was left up to the homeowner to remedy. This is not right. Perhaps we need a storm sewer system, and those people who choose to buy/build the enormous homes that make such a system necessary should bear the burden of financing it. |
| Business Survival   |
| Attracting business to the community  |
| Storm water maintenance/sewer maintenance: Downtown master plan - we need to revitalize   |

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| our downtown  |
| Explore options to eliminate the growing pension burden on the village for village employees. Look at transitioning new employees to non-pensioned positions, explore options such that Lincolnwood, IL, has for some public employees and services to be non-pensioned. Although little can be done for current employees, this is something that we should plan for being an issue going forward in a fiscally responsible way. |
| Getting something done with the vacant lots downtown so that we can maximize property tax revenue   |
| Solve the potential flooding in the prospect park region/ oxford  |

**Comments**

**Do you have any further comments or questions you would like to share?**

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| I think we have the best village board in years. Wish we could get that downtown condo project off the ground.   |
| Our drainage ditch has been an ongoing problem for about 7 years. I call and public works comes and looks at it and does a few things but the problem is now worse than ever. It holds water even when there has been no rain, breeds mosquitos and algae, and is extremely difficult to mow because it is so wet. It is on level ground and they say they can't afford to pipe it. That is what needs to be done. It has to be fixed. |
| Grass never grows in our drainage ditch and water stands in it after rains. We contacted the village a year or 2 ago and some mope came out and told us that it's always wet because our sump drains to the front. I told the guy that it 1,000% does not. The drain is clearly in the back of our house. I got tired of the conversation and walked away. We really need to get the drainage ditch buried and eliminate the problem.  |
| I some cases I answered no opinion, or just satisfied. However, that id because I have had no personal contact or need to use certain services. That doesn't mean those services aren't very good.   |
| Front desk lady at village hall was dismissive and short with me once.   |
| Utility work and street improvements on Golf Avenue have proceeded very slowly this summer. Also, there was much tree root damage of the parkway trees.  |

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| <p>There is a feeling within the Blackhawk Heights area that we are not of any concern to the village board. Example: when election season was around and candidates from the winning slate came to our home in BH, we asked ""what are you going to do about flooding here."" The response as he stood on my steps ""Oh you flood here?"". An email follow up was promised, nothing ever received. I've called about people speeding down our street and blowing the 4 way stop at the intersection, I have not seen any traffic patrolling, or speed signs, nothing in response. I would like to see more/easier to find updates about what is going on. Example: Blackhawk Park - what is going on there this week with all the construction? I searched the Village Managers' weekly reports, I did not see any mention of anything. The park seemed perfectly fine. Sidewalks were in tact, so what are tax dollars being spent doing there? It would be nice to have that readily available.</p> |
| <p>I don't understand the benefit of the car stickers and feel like it's a burden on residents.</p>  |
| <p>Keep communications brief (efficient) - - less chatty, and more bullet points would be more effective. I'd love to have the roadside mail boxes north of Chicago Ave eliminated in favor of by the front door mail boxes, but the Post Office won't hear of it. Not sure what the village can do.</p>   |
| <p>Please address the storm water flooding!!!!</p>   |
| <p>Keep up the good work!</p>  |
| <p>I feel a better job could be done in monitoring and enforcing construction projects in the village</p>  |
| <p>Joggers should use the side walks and should get fined for not using them since there are so many vehicles here on the narrow streets</p>   |
| <p>We moved to CH in September of 2013 from out of state. We love it here and have had predominantly good experiences with schools, services, etc. I would love to see a more active strategic plan addressing the state of the downtown. I know that some love it, and it is somewhat quaint; however, it does have the feel of a slowly dying place. It seems like it could be more of a destination location with a bit of thought and creativity. Otherwise, we appreciate all of the work done by employees of the village and its volunteers to make this such a lovely place to live.</p>   |
| <p>Keep CH a friendly place to live and shop. Assist retailers in town to survive.</p>   |
| <p>Would the board listen or would they have their own agenda?</p>   |
| <p>I like the current administrations transparency and frequency of communication.</p>   |
| <p>Good to see local PAC groups have toned down the BS.</p>  |
| <p>Water issues on 55th St (at Bently) continue. Water continues to be dumped off of Bently to 55th st. During long or heavy rains the road continues to flood. This could be a dangerous situation.</p>   |
| <p>Please control building in CH. Specifically Park and Prospect.</p>  |
| <p>Speed limit on South Prospect needs to be enforced South Prospect Ave from Hudson to 55th St is terrible. The asphalt is broken and the original street beneath is showing. Huge chunks of asphalt are gone. This section of Prospect has NEVER been asphalted or repaired EVER! The stones are missing/gone near the ""curbs"", terrible entrance to downtown. Asphalt is down to to the core on the street! Looks like a town that doesn't care.</p>  |
| <p>Clarendon Hills is a delightful place to live and has a dedicated group of decision makers.</p>   |

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| <p>Congestion in traffic due to increased # and length of trains is a problem. Talk with BSNF to see if long freights can be moved to nights .Put signs on station platform to say Clarendon Hills that can be read at night (i.e. lights)Limit the height of buildings to 40' and give up the dream of a downtown with lots of stores and pedestrians. CH too hidden for that to happen.</p>  |
| <p>We need to move forward. Stalling reasonable development is detrimental. The Village has so many tear downs, it does not look so charming, so get a grip, develop for the future.</p>   |
| <p>Keep fighting the good fight for community development of downtown. Our town can be so much more with more businesses that people want to shop at - also - a sportsbar downtown would be AWESOME!</p>   |
| <p>(no answer)</p>   |
| <p>I think our new Village President will keep the Village going in the right direction. He is great.</p>  |
| <p>Would like to see a wider variety of businesses in our downtown--namely a food mart or a type of general store for people who do not have access to a car.</p>  |
| <p>I've needed to use the ambulance and EMT service and found them to be very respectful, caring and just great in every way.</p>  |
| <p>Overall property tax bill is too high - trustees need more budget discipline, era of automatic increases is over. Get with reality of the business world and stop spending money on surveys, plans and nice to haves.</p>   |
| <p>I think the Village has done a poor job of overseeing the workers and forcing them to keep the streets usable and open during the water upgrade on the Chestnut/Golf/Waverly project. I even called to find out progress and I was blown off and told to call the contractor's cellphone My guests and house workers have not been able to park within 50 yards of my house on the street for OVER FOUR WEEKS. That is not acceptable. I am very unsatisfied with follow up, follow through and overall concern for the residents and the charm of our village with this project.</p> |
| <p>village fees are incomprehensible for the value received. Village vehicles and facilities are first rate.. not a spot of rust anywhere. We receive not a single winter weather service yet pay just as much as everyone else (or should I say much more). And we pay fees to replace streets and drives that the village does not maintain.</p>   |
| <p>I will reserve my opinion of question 11 (47-51 electronic) until I see how this Village Board listens to what the residents say- I love living here!</p>   |
| <p>Don't snowplow before 5:30 AM especially when there is very little snow accumulation. Great job in our Village</p>  |
| <p>I consider the last responsive (?) and the incoming, to be overbearing, underhanded and deceitful.</p>  |
| <p>Dancin in the Street should be longer</p>   |
| <p>Village hall hours are too short. Can be difficult to get someone to answer phone, especially around lunch time. I would be nice if there could be Sat hrs, perhaps 9 to noon.</p>  |
| <p>We would love to see a permanent ""YOUR SPEED IS XXX"" digital sign on Byrd Ct. Next year we will have 11 kids under the age of 10 on a high-traffic street from May-August. Many teenage lifeguards and moms in a hurry regularly drive 30-40 mph as they race to and from the pool on a 20 mph, one-block street. The kids are always out playing and we feel a sign like this would really help keep people from excessive speeds. Another thought is 2-3 temporary speed bumps to be put in place for those 3-plus months. Thank you for your consideration.</p>                  |
| <p>My side (east) of Arthur Ave. gets all the construction traffic. The ditch is a mess. End of drainage pipe under driveway is crushed. Why can't Public Works do something about this mess beyond a few scoops of gravel every few years?</p>  |



Although you don't mention the Park District or Library in this questionnaire, I think they are both wonderful resources in our community and I'm very happy with their services. I hope the Village can expand its serves for its senior citizens. Even though young families are drawn to our village because of our well-regarded education system, another part of our community is made up of an aging population which would like to stay in CH after the children have grown up. Having programs and services geared to this group would show that we value their presence and their presence would strengthen our diversity.

Would like to thank you for removing the graffiti from underneath the Rt. 83 overpass.

The concept of taking the Prospect RR crossing from 4 lanes to 3 to add a bike path & take advantage of state or federal funds is a terrible idea. Don't make the biggest choke point in our small town even bigger. We are also very concerned about any plans that would involve tax \$ to expand or consolidate Village facilities or grow the village center beyond its naturally limited size and utility. Also strongly opposed to any economic or other development committed populated w/non-residents. Its a small town and charming. You don't always need to be ""doing something"". The tomorrow in housing stock will lead the way, not the downtown. Need to ditch pensions, too. Completely unaffordable.

The Village has been working to control the major flooding problem we experienced when we first lived here (2005). Thank you. (Blackhawk area)

Reduce the size of the coal and tanker freights passing thru town during the day. Street projects need to be done as quick as possible. Big hole still in the intersection of Prospect and Norfolk. Ban all parking on side streets. Side streets are too narrow.

Ticket Nazi"" goes overboard

Would like the flooding issue resolved in Woodcreek. It seems the gully in the back cold use some regrading and storm water management

Taxes are too high. CH spends too much money. We do not want a new library, a new village hall, a new fire station, etc. Why? Our property taxes are already too high. Higher property taxes will further decrease our home values. All the nice people are leaving CH because the property taxes are too high and they can't afford them. Are you aware we may also get stuck with part of the teacher pension short fall? The state is also broke.

I love our village. While I believe the police are great, I'd like to see them driving around more. I would like the speed of traffic through town at peak commuting/train hours addressed. For example, Holmes/Harris/Eastern is unacceptable and dangerous. I want our kids safe and want to make sure we have a safe village for them. i.e. parks and methods of reporting suspicious cars, activity.

in regards to rating the Village President and Board - do you mean current or past ones. Please pay a little more attention to survey design. This is a good effort but we can improve. Thanks K.

Please use the microphones you purchased with taxpayers money. Could not believe Mr. Jordan told the residents that they did not know how to use them - Decisions are usually made before we hear about things. Please stop looking how to spend our money over and over on the same things.

I know the village is trying to increase traffic to the downtown area to help the businesses. But I'm hoping they don't make Coe Road accessible from the West on Ogden Ave. because that will only increase traffic on Coe Road and won't make much of a difference to the traffic downtown. There's already too many ""cut-throughs"" on Coe Road and it's too dangerous of a street as is. Our town is not a destination unfortunately for people living outside of CH and it most likely never will be. The design of all the streets is one of the main issues, so trying to open one or two more routes won't solve the problem in my opinion. Thanks.

Great place to live and raise a family!

1. How many service vehicles and employees are there in the department of public works?2. The condition of parkway trees right now is awful. Dead and hanging branches seem like they would be a big hazard and liability. We walk daily and have observed this all over town, especially south of the railroad tracks.

Regarding PW employee attitude/behavior: Bad experience with one guy (bad attitude) everyone else has been fine. Our biggest concern living in CH (which we love) is property taxes. we recognize that the schools take the lions share of that, but there has been talk or rumor (not sure which) that they need to be increased. There are many people who would be adversely affected by that. We ask that this be watched and managed closely, and that complete transparency be in place - no surprises, please!

Please have a member of the Board of Trustees or a police official contact me. I need a face-to-face meeting to describe some very intimidating & unprofessional behavior by someone associated with the police dept. It was a situation that never should occur in Clarendon Hills and was a disgrace to the Police Dept. This is serious enough that I don not want to handle it over the phone. My wife and I would like either a meeting at our home or in the city or police facilities. Your prompt action is appreciated and essential for the community. Thank you.

Would like to see more officers out and about. Like Chicago, how about police officers on bicycles. Like reading reminders in the local news about fire prevention. In the past few years many dead end and side streets have been repaved. The most used street, S Prospect, needs to be re-designed. It's too narrow for all the vehicles that park on it and cars go way too fast, always exceeding the speed limit and conditions. What are the plans for improvements and what is the implementation time line? Can anything go out about the fairly recent practice of leaving bags of dog poop on private property? People seem to think that this an improvement to leaving poop itself. There is no excuse for doing this to any neighbor!!!

I have noticed our street this past winter were not plowed until 7 am. I leave early in the morning and it is challenging to travel on snowy streets. Also, the rule of garbage pick-up is not enforced. I see mattresses on the park-way for a week to two at a time.

The downtown area has far to many vacant properties that could be developed by building multi purpose facilities, parking garage, updated stones or multi housing units, etc. Look at examples like the downtowns in the surrounding suburbs. Give people a reason to come to downtown Clarendon Hills.

We live on Arthur btw Norfolk & Chicago Ave. Our street has had 3 new houses built in the last year. Our roads and drainage ditches are a mess. They are eroding, get daily traffic, parking, that makes the drainage worse and visually look bad. I am hoping the Village will rehab these roads and Arthur is in time for new concrete shoulder or curb soon.

Several of us in Blackhawk Heights would like to be part of the Clarendon Hills & Hinsdale school district. Please re-open this issue and take a survey.

Our Village is truly unique with its quaint village feeling - why do you think people want to live here!Also, as so many people have been requesting for years - we need a medium sized grocery store and a family style restaurant where you can bring your family - restaurant that are reasonably priced.

Walking around town can be hazardous as so many people fail to stop at stop sign. I wish we could have monitors periodically at different crossroads. Wish we had widened streets when they were made pretty - with all the construction, yard services, etc - it's many times difficult to get down a street.

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| <p>Paying for the lawsuit by the village to defend against that of a homeowner who many of us agreed with is/was WRONG! Village funds being used for that purpose was appalling. Then, to have GOOD OLD BOYS take over - disgusting-so much for UNITY and CHOICE.</p>  |
| <p>More oversight of builders is needed. They extend their working hours, park illegally, and play by their own rules. also, landscapers and construction workers NEVER use a wet cut when cutting stone.Clean up the weeds downtown, especially around the empty lots one Walker. Must that look like a junkyard?Adding condos at Prospect and Park is a mistake - too huge for that lot.</p>   |
| <p>No</p>  |
| <p>Th Village needs to use restraint in its capital projects. We have a vacant fire station and a vacant lot where there was a police station. We retired firetrucks prematurely. It should not be ""toys for boys"" on tax payer dollars.</p>   |
| <p>Unsatisfied with the lack of speed limit enforcement on Woodstock Ave between Chicago and Ogden Ave. This section has become a veritable speedway!</p>  |
| <p>The recent election was embarrassing, and I was truly ashamed to be associated with Clarendon Hills during that time. Regardless of your political views, your opponents were members of the community, have/had children in the local school system, and everyone was attempting to better the Village. Ordinance 14-11-37 Storm Water and Flood Plain is horrible. It is completely unfair to residents looking to improve their homes. It adds significant cost to projects. The exemptions are too small. Who builds a patio less the 300 sq feet? You really want a Village of homes with 4 rain barrels surrounding their hose? CH government continues to penalize new construction homeowners who continually bring in more and more property tax dollars to the village.</p> |
| <p>I live on Oxford north of Chicago Avenue. In my opinion, there is a stark contrast in street maintenance and storm water drainage north and south of Chicago Avenue. I've seen that the Village is making improvements in some areas (Middaugh, for e.g.), I just hope that my street is on the list for improvement.</p>   |
| <p>Restrict development of building construction in Downtown Area to three stories. Maintain village small town charm.</p>   |
| <p>Thank you Len Austin! Do we have enough water and power for all of the new 3 story ""Mega"" Houses?! think the power grid was originally planned for 2 story houses. Lot line to lot line houses have got to stop. Flooding is in the town's future. Buy a Kayak!!</p>  |
| <p>Grounds crew excellent. Joe does a terrific job! Good people. Really dislike the behavior of community member regarding growth proposal/condo. What is their agenda? Why do we allow mean-spirited behavior - Get with the times?</p>   |
| <p>I would to see a campaign to stop cars and people from going over the tracks before the gates are completely up and signals are off. Cars are rushing over while gates are going up.</p>  |
| <p>Our fees relative to Village services do not compare to ""core"" Clarendon Hills.Tracy's Tavern is a nuisance not dealt with well: -noise-trees-dead &amp; Dangerous-eyesore-compliance w/lawTavern &amp; ""House""</p>   |
| <p>I am pleased with the services in Clarendon Hills, IL. It is a friendly &amp; pleasant community. I enjoy living here.</p>  |
| <p>I hope the new village president is as wonderful as Tom Karaba!</p>   |
| <p>I have a neighbor who has been adding on &amp; finished probably 3 months ago - no grading. Horrible appearance - I have called once (village Engineer) no changes in property. I want to put my fence back up and am afraid his regrade will cause me issues. Also his sump shoot water into our back yard - Engineer did not see that as an issue.</p>  |

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| <p>With all the building going on, do we have adequate sewer service - am a little concerned about this! Do we charge developers enough when they are replacing small houses with the super large ones? I am also concerned about the accuracy of our water meters. I don't think we are using 4,000 gallons of water in the winter - just my wife &amp; myself.</p>  |
| <p>I love living here. It's quiet &amp; very nice. The best place ever.</p>   |
| <p>Keep seeking the truth by surveys. Good idea! Serve the people of our community. Don't compare us to other communities. Embrace &amp; understand our uniqueness. See the goodwill of other, not self.</p>  |
| <p>Because I live close to the downtown area, I don't care for Dancin in the Street. The music is too loud. I'm always thankful when it is over. Also, why ""Dancin"" why not Dancing - proper spelling. Why not use the pavilion in the park? Also clogged streets. I always plan on being out of town for Daisy Days. Far too frenetic! Also - 3 days is too much!! avoid the downtown area when the middle school children are dropped off in the afternoon.</p>   |
| <p>Any chance we could have a backboard added to the tennis courts at Prospect Park?We love our town!</p>   |
| <p>Not fair to rate my street because it's under construction.I would like to see a crime report in Trustee Topics so I am aware.Trees need more trimming by contractors.Streets are too dark, curbs are not replaced enough/quickly.We feel we get good value here. Friendly staff! Hard working too!</p>  |
| <p>We love this community.We're not Hinsdale or Downers Grove. Let's just be us. A lovely, pleasant, little community.</p>  |
| <p>(no answer)</p>  |
| <p>I am not happy with ""outside"" services to the Village - for example, Comcast (outages), hanging wires) and ComEd (facilities maintenance); for example, general conditions of overhead wires, poles and hookup from common lines. Wires are hanging loose, poles are leaning dangerously, some even hanging precariously. I don't feel the Village demands enough of such providers as to their keeping their physical ""plant"" in good repair.</p>   |
| <p>I am not really satisfied with the attention that the Village personnel pay to the concerns of existing homeowners vis-à-vis builders. Over the past 8-10 years I have complained several times about damage done by or resulting from builders (flooding, parkway torn up from trucks, gravel and other material dumped and left on my parkway). Despite being told by Village personnel that the builders would be held responsible for making repairs or doing clean-up, this never actually happened. Instead, I had to either live with the damage or fix it myself (which I did). I think builders need to be held responsible for damages to surrounding property and disruptions that their businesses cause. Quality of community life and consideration for neighbors should take priority over simply concern for the money that the builders bring in. I love Clarendon Hills and have spent my entire adult life in the Village. Generally, I find it to be a beautiful, safe area with excellent public schools and facilities. The library is especially good. Also, I think that most Police, Fire Department and Public Works employees work hard to insure the quality of life in Clarendon Hills, and I do appreciate their efforts. The concerns I have voiced here are connected, in my view, with outside business that are simply interested in profits and do not always respect the community. Thank you for considering my feedback.</p> |
| <p>We feel blessed to live in such a beautiful friendly safe community. Our children love it here and so do we. Having grown up in Hinsdale, since it has become over crowded in the downtown area and experiencing the different attitudes between CH and Hinsdale - we prefer here by far.</p>  |
| <p>Thank you for distributing this survey.</p>  |

More tax dollars need to go the the Village1. need improved roads2. need better retail3. need condos for young commuters - not retired peopleRoadwork - worth the inconvenience - LOVE the flat curbs and newly paved streets are EXCELLENT!To maintain a good mix of Clarendon Hills population - build upscale condos for young married or single professionals who commute to Chicago. Then, when these couples are married and have children, they will buy Clarendon Hills houses. Have you checked out the re-vitalized downtown of Arlington Heights?

Thank you for your service to our city, and for providing a great level of service.

unable to answer alot of these questions because the i have no interaction with the village other then paying bills.