



# Village of Clarendon Hills

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## Clarendon Hills 2005 Community Needs Survey Analysis

### Introduction

Attached, please find the results of Clarendon Hills 2005 Community Needs Survey. The survey is designed to indicate how well the Village is serving the needs of its residents. In an attempt to obtain this information, surveys were randomly distributed to 1,000 Clarendon Hills households. A total of 391 surveys were returned and thus a response rate of 39.1% was achieved.

The results of the survey are presented as follows:

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For some questions in which items are rated on a four-point or five-point scale, an overall mean was taken. Mean scores are interpreted as follows:

#### Four-Point Scale

- 1-1.75 = “excellent (extremely satisfied)”
- 1.76-2.5 = “good (very satisfied)”
- 2.51-3.25 = “fair (somewhat satisfied)”
- 3.26-4.0 = “poor (not satisfied)”

#### Five-Point Scale

- 1-1.80 = “strongly agree (much better)”
- 1.81-2.60 = “agree (somewhat better)”
- 2.61-3.40 = “no opinion (about the same)”
- 3.41 – 4.20 = “disagree (somewhat worse)”
- 4.21-5.0 = “strongly disagree (much worse)”

A valid percentage was also used on specific questions. This percentage excludes blank and “no opinion” responses. A valid percentage more accurately assess responses for questions that do not apply to all respondents. Questions that were analyzed with a valid percentage are denoted with an asterisk (\*).

### **Survey Participation**

Survey participation was structured so that both single-family and multi-family households would be accurately represented. In Clarendon Hills, 27.8% of households are multi-family and 72.2% are single-family. Therefore, of the 1,000 surveys delivered, 278 surveys were randomly distributed to multi-family households and 722 surveys were randomly distributed to single-family households. Of the 391 surveys returned, 77.2% were from single-family households and 19.9% were from multi-family households.

### **Highlights and Significant Findings**

#### **Quality of Life**

Nearly all respondents rated the overall quality of life in Clarendon Hills as good or excellent (94.1%)! In addition, a mean score taken on a five-point scale shows that respondents believe the quality of life is about the same as it was ten years ago. Multiple questions throughout the survey indicate respondents' satisfaction with the location, schools, residents, and safety of the Village. In fact, 96.7% of respondents reported that they feel safe and secure in their neighborhood!

#### **Economic Development**

The Village is currently undertaking a CBD Planning Process which will result in a redevelopment strategy for the downtown. The Village has currently held two of three public workshops in an attempt to gain resident insight. Questions 41 through 48 of the community needs survey sought provide the Village with supplemental data from the public regarding development issues affecting downtown. Results from these questions indicate that 81.6% of respondents are somewhat or not satisfied with the range of shopping choices and 66.5% are somewhat or not satisfied with the quality of shopping choices in downtown Clarendon Hills. In addition, results from multiple open-ended questions indicate respondent support for additional restaurants, grocery, and retail. This information will be used to help develop the CBD Plan.

The Village is also currently looking towards commercial redevelopment on Ogden Avenue. In order to gauge citizen opinions regarding Ogden Avenue, the Village held a meeting in December where residents were asked to vote on physical improvement, land use, and business use alternatives. Supplementing this information, questions 49-51 of the survey sought respondent input regarding economic development along Ogden Avenue. The results reveal that most of respondents are in favor of economic development on Ogden Avenue (69.1%). Moreover, location of residence did not greatly affect this outcome. 63.2% of residents living North of Chicago Avenue supported economic development initiatives Ogden Avenue.

#### **Police Department**

- In the last 3 years, the majority of respondents (64.7%) have personally had contact with the Police Department. Results indicate that most respondents have had contact with an officer (52.4%) or dispatch (27.1%). Moreover, this contact most often took place in a non-emergency situation (48.6%). Based upon this contact, a mean score

calculated on a four-point scale determined adequacy of service provided by dispatch, records staff, community service officer, police officer, sergeant/deputy chief/chief, and the investigator are “excellent.” In addition, officer attitude and behavior as well as emergency and non-emergency response time was also deemed “excellent” by respondents.

- Most respondents are satisfied with the level of speed enforcement (69.8%) and the level of parking enforcement (80.8%) in the Village of Clarendon Hills. It is important to note that of the 23.8% of respondents that were not satisfied with traffic enforcement, 8.9% stated that traffic in general is underregulated while 3.3% stated that it is overregulated (3.3%) in their additional comments regarding the Police Department. In addition, when responses were crosstabulated with location of residence (question 65), only 60.3% of households north of Chicago Avenue are satisfied with speed enforcement while between 77.2% and 82.1% are satisfied in remaining locations of the Village.
- The majority of residents are aware of programs offered by the Police Department (55.5%). Awareness of the DARE School Program and Citizen’s Police Academy was the greatest with 58.8% and 34.0%, respectively. Vacation House Watch at 5.9% is the program that respondents are most interested in learning more about.
- Finally, services provided by the Police Department were surveyed regardless of whether the respondent had been in contact with the Police in the last 3 years. Mean scores ranging between 1.89 and 2.00 on a four-point scale indicate that respondents are “very satisfied” with department performance, competence of employees, officer attitude and behavior, and safety and security in the Village.

### **Fire Department**

- In the last 3 years, only 28.6% of respondents have had contact with the Fire Department. Contact with a firefighter was the most common at 14.1%. Responses indicate that contact most frequently took place during a visit to the Fire Department (16.1%), an emergency situation (14.8%), or a non-emergency situation (14.3%). More than 94.3% of all respondents who had contact with the Fire Department ranked the adequacy of service provided by dispatch, firefighters, paramedics/EMT, fire personnel at the fire station as good or excellent. In addition, 96.6% reported that firefighter/EMT attitude and behavior is good or excellent. Moreover, on a four-point scale all aspects of the fire department mentioned above as well as emergency and non-emergency response time were categorized as “excellent.”
- A majority of respondents is aware of the Fire Department Open House (65.5%), Block Party Attendance (54.7%), and Fire Prevention Week and Education at Schools (51.2%). CPR Training at 4.3% is the program that respondents are most interested in learning more about.
- Finally, services provided by the Fire Department were surveyed regardless of whether a respondent had been in contact with the department in the last 3 years. Mean scores ranging between 1.5 and 1.71 on a four-point scale indicate respondents are “extremely satisfied” with Department Performance, Fire Protection Service, Fire Inspection of Commercial Buildings, Education on Fire

Prevention, Blood Pressure Screenings and CPR Classes, and Firefighter/ EMT Attitude and Behavior.

### **Finance Department**

- The majority of respondents feel they receive a fair level of service for their property tax dollars (54.2%). If the Village were to require an increase in services, most would prefer to pay for these service through user fees as their first choice (55.0%), sales tax as their second choice (35.5%), and property tax as their last choice (42.5%).
- The majority of respondents conduct routine business with the Village through mail (59.1%) but many conduct business in person (37.9%). Most respondents find the service at the Village Hall to be good or better (56.6%) but a great number of respondents have not visited the front desk and therefore have no opinion (28.6%).

### **Public Works Department**

- A mean score based on a four-point scale categorizes snow plowing as “excellent.” Scores for storm water maintenance, streetscape, and street maintenance categorize these services as “good.” However, 26.6% of respondents find street maintenance to be fair or poor and 34.8% of respondents believe street conditions to fair or poor. This evidence justifies the need for Public Works street maintenance program. However, south of 55<sup>th</sup> Street, respondents were more satisfied with street maintenance and condition and less than 20% ranked these services as fair or poor.
- Most respondents believe sidewalks in the Village are in good condition (80.6%).
- 51.4% of respondents want to continue snow removal services in the central business district. However, it is important to note that 28.6% of respondents had no opinion on this issue. Comments placed throughout the survey indicate that some respondents may not have known alternatives courses of action from this service.
- 78.0% of respondents are aware that Flag Creek Water Reclamation District (formally Hinsdale Sanitary District) owns and operates the sanitary sewers. The majority of respondents have not had a sanitary sewer backup in the last two years (86.4%). Of the 8.7% who have had a backup, most reported having only one (4.6%) or two (1.5%).
- Most respondents are satisfied with the scope and level of beautification projects throughout the Village (77.2%). Of those 13.3% that are not satisfied, many indicated through comments that they believe there is either too much beautification or too little beautification. In addition, results indicate that 27.9% of respondents believe existing beautification is sufficient. Most respondents would not like to see beautification at the Burlington Commuter Station (41.4%) or the east side of the Commuter Station along the south side of the tracks (46.0%). However, 41.7% of respondents would like to beautification at key entrances to the Village.
- Respondents were almost equally divided regarding the creation of Heritage Hall. 37.6% support the idea while 35.0% are opposed. Most respondents would like the project to be funded through private donations (45.3%).

## **Building and Zoning/ Code Enforcement**

- 39.6% of respondents have applied for a building permit and most were for home improvement (23.5%). Of those respondents who have applied for a permit, the majority reported that they were given adequate instructions and information to successfully obtain the permit and complete the work (61.3%). Because in many cases contractors apply for the permits and not the respondents themselves, 27.6% of respondents answered don't know/no opinion for this question.
- Most residents believe that the new single-family homes being constructed are too high (47.1%), too large (51.9%), and do not leave enough green space on lots (65.5%). Most of respondents who wish to change the regulations recommend reducing or limiting FAR (floor area ratio) or size of the home (14.0%). Other ideas mentioned were to reduce or limit height (4.6%), increase green space (4.3%), eliminate the fire sprinkler ordinance (4.3%), and better enforce current construction regulations (3.8%).
- On a four-point scale, weed, storage of junk, and construction site enforcement were categorized as "fair." Vehicle parking and garbage enforcement were classified as "good."

## **Planning and Economic Development**

- In the last 2 years, the majority of respondents have attended Daisy Days (65.0%), Dancin' in the Street (65.7%), and the Christmas Walk (51.7%) one or more times. Moreover, 22.0% of respondents have attended the concerts of Dancin' in the Street 5 or more times!

## **Central Business District**

- Most respondents are somewhat or not satisfied with the range of shopping choices currently in downtown Clarendon Hills (81.6%). In addition, most of respondents are somewhat or not satisfied with the quality of the shopping (66.5%). However, respondents are very or somewhat satisfied with the availability of parking (70.9%) and the condition of buildings (75.5%) in the central business district.
- Almost half of respondents shop in Downtown Clarendon Hills 1 to 2 times a week or more (48.6%). 88.7% of respondents would like to see either an upscale or casual restaurant added to the downtown and 34.5% would like to see clothing store. Moreover, open-ended responses also indicate that 30.0% of respondents would like to see a specific grocery or convenience store and 25.5% would like to see a specific restaurant in the downtown.
- When respondents were asked what businesses they are patrons of outside of Clarendon Hills, most respondents reported grocery or convenience stores (40.5%), restaurants (28.5%), and clothing stores (26.2%). Most respondents indicated that they shop in OakBrook (43.0%), Hinsdale (23.4%), Westmont (17.3%), and Downers Grove (15.0%). Finally, most respondents reported that they shop outside of Clarendon Hills for variety and selection (34.1%), price (13.5%), quality (13.5%), and convenience (12.5%).

### **Ogden Avenue**

- The majority (69.1%) of respondents would like to see the Village pursue economic development activity along Ogden Avenue. Most respondents would like to see a casual restaurant (55.2%), a gourmet grocer (44.5%), or an upscale restaurant (40.5%). In order to accomplish this economic development, most respondents would like the Village to promote development and marketing areas (44.2%), assist existing businesses that wish to expand and upgrade (42.5%), provide economic incentives to developers of new and existing business (37.3%), or establish signage and design standards for new businesses (35.3%).

### **Quality of Life**

- 94.1% of respondents rate the overall quality of life in Clarendon Hills as good or better! Furthermore, a mean score based on a five-point scale, characterized the quality of life today as compared to 10 years ago as about the same. Respondents had a variety of ideas for improving quality of life. Obtaining more and better businesses was cited most frequently (11.5%).
- When respondents were asked open-endedly what 3 things they like best about Clarendon Hills, the top 3 responses were convenient location (35.9%), schools (30.0%), and friendly residents (28.8%). In addition, a majority of respondents indicated in a follow-up closed-ended question that major assets of the Village are location (87.5%), schools (75.7%), residential neighborhood (75.4%), friendliness of residents (65.2%), transportation (59.3%), and housing quality (58.3%).
- When respondents were asked open-endedly what 3 things they liked least about Clarendon Hills, the top 3 responses were teardowns and the construction associated with them (22.9%), lack of commerce (22.4%), and high and increasing taxes (21.1%). In addition, results from a follow-up closed-ended question indicate housing costs (47.1%) and shopping (42.7%) to be seen as the major disadvantages of Clarendon Hills.

### **Demographics**

In order to determine whether respondents of the community needs survey accurately represented the citizens of Clarendon Hills, the demographic information of respondents was compared to demographic information compiled by the 2000 U.S. Census Bureau.

- 66.7% of respondents were between the ages of 20 and 59 and 30.6% of respondents were 60 years of age and older. According to the U.S. Census Bureau, the percentage of Clarendon Hills residents between the age 20 and 59 is 77.3% when excluding persons under 19. The percentage of residents 60 and over when excluding those under 19 is 22.7%. Thus, people 60 and older are slightly overrepresented in this survey (or responded in greater numbers).
- Taking the category four or more persons per household to equate to four, the average number of person per household that responded to the survey was 2.64. This is comparable to the U.S. Census Bureau's 2000 figure of 2.65.

- Results indicate that respondents as well as their spouses work all over the Chicago Metropolitan Area. Chicago was most frequently cited as a place of work for respondents (16.6%) and spouses (13.0%).
- 78% of respondents reside in a single-family home and 77.2% own the home. In addition, 19.9% of respondent live in a multi-family home and only apartments are rental properties (5.1%). 72.2% of surveys were distributed to single-family homes and 27.8% were distributed to multi-family households. Therefore, residents of single-family homes were more likely to return the survey and are therefore slightly overrepresented in the results. Vacancies in multi-family households can help to explain some of the underrepresentation of multi-family households.
- The median income bracket of respondents was \$100,000 - \$150,000. This is slightly higher than the median income of \$84,795 reported by the 2000 U.S. Census. Thus, households with larger combined incomes may have been more likely to respond to the survey. This too may be connected to the vacancies of multi-family households and the inflation that has occurred since the 2000 U.S. Census.
- Most respondents have resided in Clarendon Hills for 6 or more years (77.8%) and of these 44.8% have been here 16 years or more.
- 15.9% of households in Clarendon Hills are located north of Chicago Avenue and 19.2% of households that responded to the survey are in this section of the Village. 33.8% of households are located north of Burlington Northern Railroad and south of Chicago Avenue and 35.0% of household that responded to the survey are in this section of the Village. 32.4% of residents live north of 55<sup>th</sup> Street and south of the Burlington Northern Railroad and 29.9% of respondents live in that same area. Lastly, 17.9% of residents live south of 55<sup>th</sup> Street and 10.7% of respondents live in that area. Therefore, aside from south of 55<sup>th</sup> Street, respondents accurately represented the distribution of residences. South of 55<sup>th</sup> Street was underrepresented because of the high multi-family households in this section of the Village. Therefore, because multi-family households were less likely to return the survey, south of 55<sup>th</sup> was slightly underrepresented.

## Clarendon Hills 2005 Community Needs Survey

For each question, indicate your response by placing an "X" in the appropriate box.

<b>POLICE DEPARTMENT</b>																																																																																																	
<p>1. Do you feel safe and secure in your neighborhood?</p> <p style="text-align: center;">Yes      96.7%    No      2.8%</p>	<p>5. If yes, with whom have you had contact with?</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">Dispatch</td><td style="text-align: right; padding: 2px;">27.1%</td></tr> <tr><td style="padding: 2px;">Records Staff</td><td style="text-align: right; padding: 2px;">12.0%</td></tr> <tr><td style="padding: 2px;">Community Service Officer</td><td style="text-align: right; padding: 2px;">10.0%</td></tr> <tr><td style="padding: 2px;">Police Officer</td><td style="text-align: right; padding: 2px;">52.4%</td></tr> <tr><td style="padding: 2px;">Sergeant/Deputy Chief/Chief</td><td style="text-align: right; padding: 2px;">11.5%</td></tr> <tr><td style="padding: 2px;">Investigator</td><td style="text-align: right; padding: 2px;">4.1%</td></tr> </table>					Dispatch	27.1%	Records Staff	12.0%	Community Service Officer	10.0%	Police Officer	52.4%	Sergeant/Deputy Chief/Chief	11.5%	Investigator	4.1%																																																																																
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<p>2. Taking into consideration the last three years, what is your perception of the level of crime in Clarendon Hills? Has it increased, decreased, or remained the same?</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">Increased</td><td style="text-align: right; padding: 2px;">11.8%</td></tr> <tr><td style="padding: 2px;">Decreased</td><td style="text-align: right; padding: 2px;">5.6%</td></tr> <tr><td style="padding: 2px;">Remained the same</td><td style="text-align: right; padding: 2px;">73.4%</td></tr> </table>	Increased	11.8%	Decreased	5.6%	Remained the same	73.4%	<p>6. What contact have you had with the Police Department over the past three years? (Check all that apply)</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">Emergency Situation</td><td style="text-align: right; padding: 2px;">10.5%</td></tr> <tr><td style="padding: 2px;">Non-emergency Situation</td><td style="text-align: right; padding: 2px;">48.6%</td></tr> <tr><td style="padding: 2px;">Visited Police Department</td><td style="text-align: right; padding: 2px;">33.0%</td></tr> <tr><td style="padding: 2px;">Requested Services</td><td style="text-align: right; padding: 2px;">21.0%</td></tr> <tr><td style="padding: 2px;">Traffic Violation</td><td style="text-align: right; padding: 2px;">13.3%</td></tr> <tr><td style="padding: 2px;">Other:</td><td style="text-align: right; padding: 2px;">3.3%</td></tr> <tr><td style="padding: 2px;">-Police Programs</td><td style="text-align: right; padding: 2px;">1.7%</td></tr> </table>					Emergency Situation	10.5%	Non-emergency Situation	48.6%	Visited Police Department	33.0%	Requested Services	21.0%	Traffic Violation	13.3%	Other:	3.3%	-Police Programs	1.7%																																																																								
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<p>3. Please respond whether you agree or disagree with the following statements. (check one for each item)</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="text-align: center; padding: 2px;">Strongly <u>Agree</u></th> <th style="text-align: center; padding: 2px;"><u>Agree</u></th> <th style="text-align: center; padding: 2px;">No <u>Opinion</u></th> <th style="text-align: center; padding: 2px;"><u>Disagree</u></th> <th style="text-align: center; padding: 2px;">Strongly <u>Disagree</u></th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">The police patrols in my neighborhood are satisfactory.</td> <td style="text-align: center; padding: 2px;">18.4%</td> <td style="text-align: center; padding: 2px;">59.3%</td> <td style="text-align: center; padding: 2px;">7.4%</td> <td style="text-align: center; padding: 2px;">12.0%</td> <td style="text-align: center; padding: 2px;">1.8%</td> </tr> <tr> <td style="padding: 2px;">Traffic enforcement meets the needs of the community.</td> <td style="text-align: center; padding: 2px;">16.4%</td> <td style="text-align: center; padding: 2px;">51.4%</td> <td style="text-align: center; padding: 2px;">7.9%</td> <td style="text-align: center; padding: 2px;">17.1%</td> <td style="text-align: center; padding: 2px;">5.6%</td> </tr> <tr> <td style="padding: 2px;">The Police give proper attention to minor crimes.</td> <td style="text-align: center; padding: 2px;">14.3%</td> <td style="text-align: center; padding: 2px;">49.9%</td> <td style="text-align: center; padding: 2px;">27.1%</td> <td style="text-align: center; padding: 2px;">5.6%</td> <td style="text-align: center; padding: 2px;">2.3%</td> </tr> <tr> <td style="padding: 2px;">The Police are providing appropriate community education and outreach programs.</td> <td style="text-align: center; padding: 2px;">23.5%</td> <td style="text-align: center; padding: 2px;">43.5%</td> <td style="text-align: center; padding: 2px;">28.6%</td> <td style="text-align: center; padding: 2px;">3.8%</td> <td style="text-align: center; padding: 2px;">-</td> </tr> <tr> <td style="padding: 2px;">Clarendon Hills police officers treat people with respect.</td> <td style="text-align: center; padding: 2px;">28.9%</td> <td style="text-align: center; padding: 2px;">50.9%</td> <td style="text-align: center; padding: 2px;">10.2%</td> <td style="text-align: center; padding: 2px;">7.4%</td> <td style="text-align: center; padding: 2px;">1.8%</td> </tr> <tr> <td style="padding: 2px;">Clarendon Hills police officers are respected by the community.</td> <td style="text-align: center; padding: 2px;">28.1%</td> <td style="text-align: center; padding: 2px;">53.2%</td> <td style="text-align: center; padding: 2px;">12.5%</td> <td style="text-align: center; padding: 2px;">4.1%</td> <td style="text-align: center; padding: 2px;">1.3%</td> </tr> </tbody> </table>		Strongly <u>Agree</u>	<u>Agree</u>	No <u>Opinion</u>	<u>Disagree</u>	Strongly <u>Disagree</u>	The police patrols in my neighborhood are satisfactory.	18.4%	59.3%	7.4%	12.0%	1.8%	Traffic enforcement meets the needs of the community.	16.4%	51.4%	7.9%	17.1%	5.6%	The Police give proper attention to minor crimes.	14.3%	49.9%	27.1%	5.6%	2.3%	The Police are providing appropriate community education and outreach programs.	23.5%	43.5%	28.6%	3.8%	-	Clarendon Hills police officers treat people with respect.	28.9%	50.9%	10.2%	7.4%	1.8%	Clarendon Hills police officers are respected by the community.	28.1%	53.2%	12.5%	4.1%	1.3%	<p>7. * Please mark a response to each of the following aspects regarding your contact with the Police Department over the last three years. (If you have not had contact with the Police in a particular area, please leave blank).</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;"></th> <th style="text-align: center; padding: 2px;"><u>Excellent</u></th> <th style="text-align: center; padding: 2px;"><u>Good</u></th> <th style="text-align: center; padding: 2px;"><u>Fair</u></th> <th style="text-align: center; padding: 2px;"><u>Poor</u></th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;"><i>Adequacy of Service:</i> Provided by Dispatch</td> <td style="text-align: center; padding: 2px;">51.3%</td> <td style="text-align: center; padding: 2px;">39.9%</td> <td style="text-align: center; padding: 2px;">6.3%</td> <td style="text-align: center; padding: 2px;">2.5%</td> </tr> <tr> <td style="padding: 2px;">Provided by Records Staff</td> <td style="text-align: center; padding: 2px;">52.3%</td> <td style="text-align: center; padding: 2px;">40.9%</td> <td style="text-align: center; padding: 2px;">6.8%</td> <td style="text-align: center; padding: 2px;">-</td> </tr> <tr> <td style="padding: 2px;">Provided by Community Service Officer</td> <td style="text-align: center; padding: 2px;">58.8%</td> <td style="text-align: center; padding: 2px;">32.5%</td> <td style="text-align: center; padding: 2px;">6.3%</td> <td style="text-align: center; padding: 2px;">2.5%</td> </tr> <tr> <td style="padding: 2px;">Provided by Police Officer</td> <td style="text-align: center; padding: 2px;">50.2%</td> <td style="text-align: center; padding: 2px;">34.9%</td> <td style="text-align: center; padding: 2px;">7.9%</td> <td style="text-align: center; padding: 2px;">7.0%</td> </tr> <tr> <td style="padding: 2px;">Provided by Sergeant/ Deputy Chief/ Chief</td> <td style="text-align: center; padding: 2px;">57.8%</td> <td style="text-align: center; padding: 2px;">28.1%</td> <td style="text-align: center; padding: 2px;">4.7%</td> <td style="text-align: center; padding: 2px;">9.4%</td> </tr> <tr> <td style="padding: 2px;">Provided by Investigator</td> <td style="text-align: center; padding: 2px;">62.1%</td> <td style="text-align: center; padding: 2px;">31.0%</td> <td style="text-align: center; padding: 2px;">3.4%</td> <td style="text-align: center; padding: 2px;">3.4%</td> </tr> <tr> <td style="padding: 2px;">Officer Attitude and Behavior</td> <td style="text-align: center; padding: 2px;">52.7%</td> <td style="text-align: center; padding: 2px;">33.0%</td> <td style="text-align: center; padding: 2px;">7.4%</td> <td style="text-align: center; padding: 2px;">6.9%</td> </tr> <tr> <td style="padding: 2px;"><i>Response Time:</i> Emergency</td> <td style="text-align: center; padding: 2px;">70.7%</td> <td style="text-align: center; padding: 2px;">21.3%</td> <td style="text-align: center; padding: 2px;">5.3%</td> <td style="text-align: center; padding: 2px;">2.7%</td> </tr> <tr> <td style="padding: 2px;">Non-emergency</td> <td style="text-align: center; padding: 2px;">51.9%</td> <td style="text-align: center; padding: 2px;">38.6%</td> <td style="text-align: center; padding: 2px;">7.4%</td> <td style="text-align: center; padding: 2px;">2.1%</td> </tr> </tbody> </table>						<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<i>Adequacy of Service:</i> Provided by Dispatch	51.3%	39.9%	6.3%	2.5%	Provided by Records Staff	52.3%	40.9%	6.8%	-	Provided by Community Service Officer	58.8%	32.5%	6.3%	2.5%	Provided by Police Officer	50.2%	34.9%	7.9%	7.0%	Provided by Sergeant/ Deputy Chief/ Chief	57.8%	28.1%	4.7%	9.4%	Provided by Investigator	62.1%	31.0%	3.4%	3.4%	Officer Attitude and Behavior	52.7%	33.0%	7.4%	6.9%	<i>Response Time:</i> Emergency	70.7%	21.3%	5.3%	2.7%	Non-emergency	51.9%	38.6%	7.4%	2.1%
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<p>8. Are you satisfied with the level of speed enforcement by the Police Department?</p> <p>Yes 69.8% No 23.8%</p>	<p>12. Please indicate if you are interested in learning more about the programs listed in question #11. Note the program(s) of interest below.</p> <p>Vacation House Watch 5.9%</p> <p>Home Security Checks 2.5%</p> <p>Citizen's Police Academy 1.5%</p> <p>Neighborhood Crime Watch 1.5%</p> <p>Crime Watch Alert 1.3%</p> <p>Senior Reassurance 1.0%</p> <p>SMART- Radar Trailer 1.0%</p> <p>DARE 0.8%</p>																														
<p>9. Are you satisfied with the level of parking enforcement by the Police Department?</p> <p>Yes 80.8% No 14.6%</p>	<p>13. Overall, with respect to the services provided by the Police Department , I am:</p> <table border="1"> <thead> <tr> <th></th> <th>Extremely Satisfied</th> <th>Very Satisfied</th> <th>Somewhat Satisfied</th> <th>Not Satisfied</th> <th>No Opinion</th> </tr> </thead> <tbody> <tr> <td>Department Performance</td> <td>17.6%</td> <td>47.1%</td> <td>11.5%</td> <td>2.8%</td> <td>4.6%</td> </tr> <tr> <td>Competence of Employees</td> <td>18.9%</td> <td>46.3%</td> <td>9.0%</td> <td>1.8%</td> <td>6.1%</td> </tr> <tr> <td>Officer Attitude and Behavior</td> <td>20.5%</td> <td>43.0%</td> <td>10.2%</td> <td>5.1%</td> <td>4.6%</td> </tr> <tr> <td>Safety and Security in Village</td> <td>22.8%</td> <td>48.3%</td> <td>9.2%</td> <td>2.3%</td> <td>2.3%</td> </tr> </tbody> </table>		Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion	Department Performance	17.6%	47.1%	11.5%	2.8%	4.6%	Competence of Employees	18.9%	46.3%	9.0%	1.8%	6.1%	Officer Attitude and Behavior	20.5%	43.0%	10.2%	5.1%	4.6%	Safety and Security in Village	22.8%	48.3%	9.2%	2.3%	2.3%
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<p>10. Are you aware of citizen involvement programs offered by the Police Department?</p> <p>Yes 55.5% No 40.9%</p>	<p>Additional Comments:</p> <p style="text-align: center;">See Attachment</p>																														
<p>11. If yes, please mark the Police programs with which you are aware.</p> <p>Citizen's Police Academy 34.0%</p> <p>Operation Life Saver 9.2%</p> <p>DARE School Program 58.8%</p> <p>Neighborhood Crime Watch 28.9%</p> <p>Vacation House Watch 27.9%</p> <p>Home Security Checks 12.3%</p> <p>Crime Watch Alert 6.4%</p> <p>Senior Reassurance Program 10.7%</p> <p>SMART – Radar Trailer 16.6%</p>	<p style="text-align: center;"><b>FIRE DEPARTMENT</b></p>																														

<p>14. Have you personally had contact with the Fire Department in the past three years? (If no, skip to question #16)</p> <p>Yes 28.6% No 65.7%</p>	<p>16. What contact have you had with the Fire Department over the past three years? (Check all that apply)</p> <p>Emergency Situation – Ambulance/Fire etc. 14.8%</p> <p>Non-emergency Situation 14.3%</p> <p>Visited Fire Department 16.1%</p> <p>Requested Services 4.9%</p> <p>Inspection Services 2.6%</p> <p>Other: 3.3%</p> <p>-Block Party 1.8%</p>
<p>15. If yes, with whom have you had contact with?</p> <p>9-1-1 Dispatch 9.0%</p> <p>Firefighter 14.1%</p> <p>Paramedic/ EMT 10.7%</p> <p>Fire Personnel at Station 10.5%</p>	

<p>17. * Please mark a response to each of the following aspects regarding your contact with the Fire Department over the past three years. (If you have not had contact with the Fire Department in a particular case, please leave blank.)</p> <table border="1"> <thead> <tr> <th><i>Adequacy of Service:</i></th> <th><u>Excellent</u></th> <th><u>Good</u></th> <th><u>Fair</u></th> <th><u>Poor</u></th> </tr> </thead> <tbody> <tr> <td>Provided by Dispatch</td> <td>62.3%</td> <td>33.8%</td> <td>2.6%</td> <td>1.3%</td> </tr> <tr> <td>Provided by Firefighter</td> <td>70.9%</td> <td>26.6%</td> <td>2.5%</td> <td>-</td> </tr> <tr> <td>Provided by Paramedic/EMT</td> <td>69.8%</td> <td>24.5%</td> <td>5.7%</td> <td>-</td> </tr> <tr> <td>Provided by Fire Personnel at Station</td> <td>75.0%</td> <td>23.2%</td> <td>1.8%</td> <td>-</td> </tr> <tr> <td>Firefighter/ EMT Attitude and Behavior</td> <td>75.0%</td> <td>21.6%</td> <td>3.4%</td> <td>-</td> </tr> <tr> <td><i>Response Time:</i></td> <td><u>Excellent</u></td> <td><u>Good</u></td> <td><u>Fair</u></td> <td><u>Poor</u></td> </tr> <tr> <td>Emergency</td> <td>71.8%</td> <td>23.1%</td> <td>5.1%</td> <td>-</td> </tr> <tr> <td>Non-emergency</td> <td>66.7%</td> <td>21.6%</td> <td>11.8%</td> <td>-</td> </tr> </tbody> </table>	<i>Adequacy of Service:</i>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Provided by Dispatch	62.3%	33.8%	2.6%	1.3%	Provided by Firefighter	70.9%	26.6%	2.5%	-	Provided by Paramedic/EMT	69.8%	24.5%	5.7%	-	Provided by Fire Personnel at Station	75.0%	23.2%	1.8%	-	Firefighter/ EMT Attitude and Behavior	75.0%	21.6%	3.4%	-	<i>Response Time:</i>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Emergency	71.8%	23.1%	5.1%	-	Non-emergency	66.7%	21.6%	11.8%	-	<p>19. Please indicate if you are interested in learning more about the programs listed in question #18.</p> <table border="1"> <tbody> <tr> <td>CPR Training</td> <td>4.3%</td> </tr> <tr> <td>Home Fire Safety Inspections</td> <td>2.0%</td> </tr> <tr> <td>Fire Station Tours</td> <td>1.3%</td> </tr> <tr> <td>Blood Pressure Screening</td> <td>1.0%</td> </tr> <tr> <td>Fire Dept. Open House</td> <td>0.5%</td> </tr> <tr> <td>Block Party Attendance</td> <td>0.3%</td> </tr> <tr> <td>Fire Prevention Week/ Schools</td> <td>0.3%</td> </tr> <tr> <td>Fire Safety Trailer at Functions</td> <td>0.3%</td> </tr> </tbody> </table>	CPR Training	4.3%	Home Fire Safety Inspections	2.0%	Fire Station Tours	1.3%	Blood Pressure Screening	1.0%	Fire Dept. Open House	0.5%	Block Party Attendance	0.3%	Fire Prevention Week/ Schools	0.3%	Fire Safety Trailer at Functions	0.3%
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Fire Inspection of Commercial Buildings	10.5%	14.6%	1.3%	-	30.9%																																																									
Education on Fire Prevention	20.2%	25.6%	1.8%	-	17.9%																																																									
Blood Pressure Screenings and CPR Classes	11.8%	16.1%	2.0%	0.5%	27.4%																																																									
Firefighter/ EMT Attitude and Behavior	26.9%	22.0%	1.3%	0.3%	17.4%																																																									

### FINANCE DEPARTMENT

Approximately fourteen cents (\$.14) of every property tax dollar you pay goes to the Village. The Village's portion of property tax pays for the following services: Police, Fire, Public Works (street maintenance, snow removal, etc.), Building, Zoning, Planning, and Finance. The remaining \$.86 of your property tax dollar goes to the Township, County, Grade and High School Districts, College of DuPage, Library, and Park District.

<p>21. Do you feel you receive a fair level of service for the property tax dollars you pay to the Village of Clarendon Hills?</p> <table border="1"> <tbody> <tr> <td>Yes</td> <td>54.2%</td> <td>No</td> <td>21.2%</td> <td>Don't Know/No Opinion</td> <td>20.5%</td> </tr> </tbody> </table>	Yes	54.2%	No	21.2%	Don't Know/No Opinion	20.5%	<p>22. If the Village were to require an increase in services (such as Fire services), how would you prefer to pay? (Please rank your order of preference with "1" being your first choice.)</p> <table border="1"> <thead> <tr> <th></th> <th><u>1<sup>st</sup> Choice</u></th> <th><u>2<sup>nd</sup> Choice</u></th> <th><u>3<sup>rd</sup> Choice</u></th> </tr> </thead> <tbody> <tr> <td>Property Tax</td> <td>13.8%</td> <td>11.0%</td> <td><b>42.5%</b></td> </tr> <tr> <td>User Fees</td> <td><b>55.0%</b></td> <td>16.4%</td> <td>7.7%</td> </tr> <tr> <td>Sales Tax</td> <td>23.0%</td> <td><b>35.5%</b></td> <td>12.8%</td> </tr> </tbody> </table>		<u>1<sup>st</sup> Choice</u>	<u>2<sup>nd</sup> Choice</u>	<u>3<sup>rd</sup> Choice</u>	Property Tax	13.8%	11.0%	<b>42.5%</b>	User Fees	<b>55.0%</b>	16.4%	7.7%	Sales Tax	23.0%	<b>35.5%</b>	12.8%
Yes	54.2%	No	21.2%	Don't Know/No Opinion	20.5%																		
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<p>23. How do you conduct routine business with the Village? Check all that apply. (example: payment of water bills)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Mail</td> <td style="width: 25%;">59.1%</td> <td style="width: 25%;">In Person</td> <td style="width: 25%;">37.9%</td> </tr> <tr> <td>Direct Debit</td> <td>17.6%</td> <td>Drop Box</td> <td>20.2%</td> </tr> <tr> <td>Other</td> <td>1.3%</td> <td></td> <td></td> </tr> </table>	Mail	59.1%	In Person	37.9%	Direct Debit	17.6%	Drop Box	20.2%	Other	1.3%			<p>24. How would you rate the front desk service at Village Hall?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Excellent</td> <td style="text-align: right;">22.3%</td> </tr> <tr> <td>Good</td> <td style="text-align: right;">34.3%</td> </tr> <tr> <td>Fair</td> <td style="text-align: right;">9.5%</td> </tr> <tr> <td>Poor</td> <td style="text-align: right;">0.8%</td> </tr> <tr> <td>Don't Know/No Opinion</td> <td style="text-align: right;">28.6%</td> </tr> </table>	Excellent	22.3%	Good	34.3%	Fair	9.5%	Poor	0.8%	Don't Know/No Opinion	28.6%
Mail	59.1%	In Person	37.9%																				
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Fair	9.5%																						
Poor	0.8%																						
Don't Know/No Opinion	28.6%																						

**PUBLIC WORKS**

<p>25. How would you rate the quality of the following services provided by Public Works?</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>Excellent</u></th> <th style="text-align: center;"><u>Good</u></th> <th style="text-align: center;"><u>Fair</u></th> <th style="text-align: center;"><u>Poor</u></th> </tr> </thead> <tbody> <tr> <td>Street Maintenance</td> <td style="text-align: center;">20.7%</td> <td style="text-align: center;">48.3%</td> <td style="text-align: center;">20.5%</td> <td style="text-align: center;">6.1%</td> </tr> <tr> <td>Snow Plowing</td> <td style="text-align: center;">40.9%</td> <td style="text-align: center;">46.8%</td> <td style="text-align: center;">6.4%</td> <td style="text-align: center;">1.5%</td> </tr> <tr> <td>Storm Water Maintenance</td> <td style="text-align: center;">18.4%</td> <td style="text-align: center;">46.3%</td> <td style="text-align: center;">15.1%</td> <td style="text-align: center;">9.0%</td> </tr> <tr> <td>Streetscape (flowers, banners, entry signage, parkway trees)</td> <td style="text-align: center;">29.4%</td> <td style="text-align: center;">48.6%</td> <td style="text-align: center;">12.8%</td> <td style="text-align: center;">3.6%</td> </tr> </tbody> </table>		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Street Maintenance	20.7%	48.3%	20.5%	6.1%	Snow Plowing	40.9%	46.8%	6.4%	1.5%	Storm Water Maintenance	18.4%	46.3%	15.1%	9.0%	Streetscape (flowers, banners, entry signage, parkway trees)	29.4%	48.6%	12.8%	3.6%	<p>29. Did you know that the Hinsdale Sanitary District owns and operates the sanitary sewers?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Yes</td> <td style="text-align: center;">78.0%</td> <td>No</td> <td style="text-align: center;">20.5%</td> </tr> </table>	Yes	78.0%	No	20.5%
	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>																										
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<p>26. How would you rate the condition of street and road surfaces in the Village?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Excellent</td> <td style="text-align: center;">11.8%</td> </tr> <tr> <td>Good</td> <td style="text-align: center;">51.2%</td> </tr> <tr> <td>Fair</td> <td style="text-align: center;">23.5%</td> </tr> <tr> <td>Poor</td> <td style="text-align: center;">11.3%</td> </tr> <tr> <td>Don't Know/No Opinion</td> <td style="text-align: center;">-</td> </tr> </table>	Excellent	11.8%	Good	51.2%	Fair	23.5%	Poor	11.3%	Don't Know/No Opinion	-	<p>30. Have you had sanitary sewer backups in the last two years?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Yes</td> <td style="text-align: center;">8.7%</td> <td>No</td> <td style="text-align: center;">86.4%</td> <td>Don't Know</td> <td style="text-align: center;">3.3%</td> </tr> </table> <p>If yes, number of backups during the last two years:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;"><u>1</u></td> <td style="text-align: center;"><u>2</u></td> <td style="text-align: center;"><u>3</u></td> <td style="text-align: center;"><u>4</u></td> <td style="text-align: center;"><u>5</u></td> <td style="text-align: center;"><u>6</u></td> </tr> <tr> <td style="text-align: center;">4.6%</td> <td style="text-align: center;">1.5%</td> <td style="text-align: center;">0.8%</td> <td style="text-align: center;">0.5%</td> <td style="text-align: center;">0.3%</td> <td style="text-align: center;">0.3%</td> </tr> </table>	Yes	8.7%	No	86.4%	Don't Know	3.3%	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	4.6%	1.5%	0.8%	0.5%	0.3%	0.3%	
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4.6%	1.5%	0.8%	0.5%	0.3%	0.3%																									
<p>27. Are the sidewalks in the Village generally in good condition?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Yes</td> <td style="text-align: center;">80.6%</td> <td>No</td> <td style="text-align: center;">11.3%</td> <td>Don't Know/No Opinion</td> <td style="text-align: center;">5.9%</td> </tr> </table>	Yes	80.6%	No	11.3%	Don't Know/No Opinion	5.9%	<p>31. The Village currently provides parkway tree trimming on a six-year rotational basis. Do you consider this amount:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Excessive</td> <td style="text-align: center;">2.0%</td> </tr> <tr> <td>Adequate</td> <td style="text-align: center;">67.8%</td> </tr> <tr> <td>Insufficient</td> <td style="text-align: center;">22.8%</td> </tr> </table>	Excessive	2.0%	Adequate	67.8%	Insufficient	22.8%																	
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<p>28. Since the Village has limited staff, it currently contracts for snow removal services in the central business district at a cost of approximately \$30,000 per year. Should the Village continue this service?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Yes</td> <td style="text-align: center;">51.4%</td> <td>No</td> <td style="text-align: center;">15.9%</td> <td>Don't Know/No Opinion</td> <td style="text-align: center;">28.6%</td> </tr> </table>	Yes	51.4%	No	15.9%	Don't Know/No Opinion	28.6%	<p>32. How many times during the past year have you been without drinking water for more than two hours?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>None</td> <td style="text-align: center;">72.4%</td> </tr> <tr> <td>Once</td> <td style="text-align: center;">10.2%</td> </tr> <tr> <td>Twice</td> <td style="text-align: center;">3.6%</td> </tr> <tr> <td>Three or more</td> <td style="text-align: center;">1.5%</td> </tr> <tr> <td>Don't Know</td> <td style="text-align: center;">10.7%</td> </tr> </table>	None	72.4%	Once	10.2%	Twice	3.6%	Three or more	1.5%	Don't Know	10.7%													
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Once	10.2%																													
Twice	3.6%																													
Three or more	1.5%																													
Don't Know	10.7%																													
<p>33. Over the past five years, the Village has undertaken beautification projects throughout the community including triangles, entryways, and projects in the downtown area. Are you satisfied with the scope and level of these projects?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Yes</td> <td style="text-align: center;">77.2%</td> <td>No</td> <td style="text-align: center;">13.3%</td> <td>Don't Know/No Opinion</td> <td style="text-align: center;">8.2%</td> </tr> </table>	Yes	77.2%	No	13.3%	Don't Know/No Opinion	8.2%																								
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<p>34. Would you like to see additional beautification improvements in any of the following areas?</p> <table border="0" style="width: 100%;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>Yes</u></th> <th style="text-align: center;"><u>No</u></th> </tr> </thead> <tbody> <tr> <td>Burlington Commuter Station</td> <td style="text-align: center;">33.2%</td> <td style="text-align: center;">41.4%</td> </tr> <tr> <td>East of Commuter Station along the south side of the tracks</td> <td style="text-align: center;">27.1%</td> <td style="text-align: center;">46.0%</td> </tr> <tr> <td>Enhancements at key entrances to the Village (55<sup>th</sup> Street, Ogden Ave., Chicago Ave.)</td> <td style="text-align: center;">41.7%</td> <td style="text-align: center;">37.3%</td> </tr> <tr> <td>No other areas, existing beautification sufficient</td> <td style="text-align: center;">27.9%</td> <td style="text-align: center;">18.2%</td> </tr> <tr> <td>Other</td> <td style="text-align: center;">6.4%</td> <td style="text-align: center;">-</td> </tr> </tbody> </table>		<u>Yes</u>	<u>No</u>	Burlington Commuter Station	33.2%	41.4%	East of Commuter Station along the south side of the tracks	27.1%	46.0%	Enhancements at key entrances to the Village (55 <sup>th</sup> Street, Ogden Ave., Chicago Ave.)	41.7%	37.3%	No other areas, existing beautification sufficient	27.9%	18.2%	Other	6.4%	-	<p>35. Currently, the Village is exploring the option of remodeling a former water treatment building at Ann &amp; Sheridan to create a historical center (Heritage Hall). The purpose of this project is to display historical items about the Village and to create an additional meeting space for the community. Do you support this project?</p> <p style="text-align: center;">Yes    37.6%            No    35.0%            Don't Know    21.7%</p> <p style="text-align: center;">If yes, how would you like this project to be funded?</p> <table border="0" style="width: 100%;"> <tr> <td>Private Donations</td> <td style="text-align: right;">45.3%</td> </tr> <tr> <td>Village Taxes</td> <td style="text-align: right;">6.4%</td> </tr> <tr> <td>Special Museum Tax</td> <td style="text-align: right;">8.4%</td> </tr> <tr> <td>Eliminate other Village programs</td> <td style="text-align: right;">2.3%</td> </tr> </table>	Private Donations	45.3%	Village Taxes	6.4%	Special Museum Tax	8.4%	Eliminate other Village programs	2.3%
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Eliminate other Village programs	2.3%																										

**BUILDING & ZONING/ CODE ENFORCEMENT**

<p>36. Have you applied for a permit to construct any of the following? (Check all that apply)</p> <table border="0" style="width: 100%;"> <tr> <td>Home Improvement</td> <td style="text-align: right;">23.5%</td> </tr> <tr> <td>Driveway</td> <td style="text-align: right;">7.7%</td> </tr> <tr> <td>New Residence</td> <td style="text-align: right;">7.4%</td> </tr> <tr> <td>Other</td> <td style="text-align: right;">1.0%</td> </tr> </table>	Home Improvement	23.5%	Driveway	7.7%	New Residence	7.4%	Other	1.0%	<p>39. What changes to the regulations on home construction would you recommend?</p> <p style="text-align: center;">See Attachment</p>
Home Improvement	23.5%								
Driveway	7.7%								
New Residence	7.4%								
Other	1.0%								

<p>37. * If you did apply for a permit, were adequate instructions and information given to you to successfully obtain the permit and complete the work?</p> <p style="text-align: center;">Yes 61.3%    No 11.0%    Don't Know/No Opinion 27.6%</p>	<p>40. How well do you believe the following regulatory ordinances are enforced?</p> <table border="0" style="width: 100%;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>Excellent</u></th> <th style="text-align: center;"><u>Good</u></th> <th style="text-align: center;"><u>Fair</u></th> <th style="text-align: center;"><u>Poor</u></th> <th style="text-align: center;"><u>Don't Know</u></th> </tr> </thead> <tbody> <tr> <td>Weeds</td> <td style="text-align: center;">6.4%</td> <td style="text-align: center;">37.6%</td> <td style="text-align: center;">17.1%</td> <td style="text-align: center;">10.0%</td> <td style="text-align: center;">21.5%</td> </tr> <tr> <td>Vehicle Parking</td> <td style="text-align: center;">14.1%</td> <td style="text-align: center;">51.2%</td> <td style="text-align: center;">14.3%</td> <td style="text-align: center;">6.1%</td> <td style="text-align: center;">7.7%</td> </tr> <tr> <td>Garbage</td> <td style="text-align: center;">18.7%</td> <td style="text-align: center;">54.2%</td> <td style="text-align: center;">9.5%</td> <td style="text-align: center;">4.1%</td> <td style="text-align: center;">7.4%</td> </tr> <tr> <td>Storage of Junk</td> <td style="text-align: center;">7.9%</td> <td style="text-align: center;">38.4%</td> <td style="text-align: center;">14.3%</td> <td style="text-align: center;">6.4%</td> <td style="text-align: center;">22.8%</td> </tr> <tr> <td>Construction and Site Maintenance</td> <td style="text-align: center;">7.2%</td> <td style="text-align: center;">33.8%</td> <td style="text-align: center;">25.6%</td> <td style="text-align: center;">15.3%</td> <td style="text-align: center;">11.0%</td> </tr> </tbody> </table>		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>	Weeds	6.4%	37.6%	17.1%	10.0%	21.5%	Vehicle Parking	14.1%	51.2%	14.3%	6.1%	7.7%	Garbage	18.7%	54.2%	9.5%	4.1%	7.4%	Storage of Junk	7.9%	38.4%	14.3%	6.4%	22.8%	Construction and Site Maintenance	7.2%	33.8%	25.6%	15.3%	11.0%
	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>																																
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<p>38. How do you feel about the new single-family homes built under the current zoning provisions?</p> <table border="0" style="width: 100%;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>Agree</u></th> <th style="text-align: center;"><u>Disagree</u></th> <th style="text-align: center;"><u>Don't Know</u></th> </tr> </thead> <tbody> <tr> <td>The houses are too high</td> <td style="text-align: center;">47.1%</td> <td style="text-align: center;">29.2%</td> <td style="text-align: center;">9.2%</td> </tr> <tr> <td>The houses are too large (floor area)</td> <td style="text-align: center;">51.9%</td> <td style="text-align: center;">27.1%</td> <td style="text-align: center;">9.0%</td> </tr> <tr> <td>There is not enough green space left on lots</td> <td style="text-align: center;">65.5%</td> <td style="text-align: center;">21.5%</td> <td style="text-align: center;">5.9%</td> </tr> </tbody> </table>		<u>Agree</u>	<u>Disagree</u>	<u>Don't Know</u>	The houses are too high	47.1%	29.2%	9.2%	The houses are too large (floor area)	51.9%	27.1%	9.0%	There is not enough green space left on lots	65.5%	21.5%	5.9%																					
	<u>Agree</u>	<u>Disagree</u>	<u>Don't Know</u>																																		
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**PLANNING & ECONOMIC DEVELOPMENT**  
**Central Business District (downtown Clarendon Hills)**

41. The Village is currently conducting an evaluation of the central business district (downtown Clarendon Hills). How satisfied are you with the following aspects of the central business district?

	<u>Extremely Satisfied</u>	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Not Satisfied</u>	<u>No Opinion</u>
Range of shopping choices	3.3%	10.2%	43.7%	37.9%	2.6%
Quality of shopping	5.4%	22.8%	43.7%	22.8%	2.8%
Availability of parking	5.4%	30.9%	39.4%	19.4%	2.3%
Condition of buildings	5.9%	37.9%	37.6%	12.3%	2.6%

42. How often do you shop in downtown Clarendon Hills?

3 or more times a week	17.9%
1 to 2 times a week	30.7%
2 to 3 times per month	25.3%
Once per month	12.0%
Less than once per month	10.0%
Never shop downtown	2.0%

43. What type of businesses would you like to see added to downtown Clarendon Hills? (Check all that apply)

Clothing Stores	34.5%	Children Stores	19.7%
Casual Restaurants	60.6%	Upscale Restaurants	28.1%
Home Décor	11.0%	Professional Services	9.2%
Other:	See Attachment		

44. Please list specific stores, restaurants, or businesses you would like in the downtown.

See Attachment

45. Have you attended any of the following downtown Clarendon Hills events in the past two years?

<u>Event</u>	<u>0</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5 or More</u>
Daisy Days (June)	11.5%	26.6%	35.8%	0.8%	1.3%	0.5%
Dancin' in the Streets Concerts (Summer)	12.0%	21.5%	10.7%	5.1%	6.4%	22.0%
Christmas Walk (December)	21.2%	27.9%	23.0%	0.5%	0.3%	-

46. What types of events, festivals, or activities would you attend if they were held in downtown Clarendon Hills?

Art and/or Craft Fair	6.6%	Food Festival	2.54%
No Change	6.4%	Family Event	1.78%
Concerts	5.6%	Antique Show	1.53%

47. Which stores do you regularly shop that are located outside of Clarendon Hills? Why do you shop at these stores?

See Attachment

48. Where else, outside of Clarendon Hills, do you go for shopping and/or dining and why?

See Attachment

**Ogden Avenue Business District (Oxford to Richmond Avenue)**

The Village has been pursuing economic development strategies along the south side of Ogden Avenue between Richmond and Oxford Avenue with the specific objective of increasing sales tax receipts for the Village. This effort has been fueled by the need to generate higher sales tax revenue for the Village due to flat sales tax growth and diminished State of Illinois revenue with the Village, and to reduce reliance on property taxes.

49. Should the Village pursue economic development activities within the commercial area on the south side of Ogden Avenue (between Oxford and Richmond Avenues) in order to increase the level of sales tax revenue available to fund Village services?

Yes 69.1%      No 11.0%      Don't Know 12.3%

50. If development were to occur along Ogden Avenue, what would you like to see there (two block area between Oxford and Richmond on the south side)? Check all that apply.

Drug Stores (Osco, CSV, Walgreens)	39.1%
Home Electronics	15.3%
Casual Restaurants	55.2%
Upscale Restaurants	40.4%
Gourmet Grocery	44.5%
Auto Dealership	22.8%
Furniture/ Home Furnishings	22.3%
Office Supplies	20.2%
Specialty Retail	35.8%
Other:	15.5%
-Whatever generates the most revenue	3.1%
-None	1.9%

51. The following is a list of actions typically taken by communities in order to encourage successful economic development within the community. What actions should the Village undertake to bring about development within the Village? (Check all that apply)

Promote Development/Marketing Areas	44.2%
Upgrade area infrastructure to attract high sales tax producing businesses	33.2%
Assist with the relocation of businesses/residents	20.5%
Provide financial assistance to development projects	15.9%
Assist in assembling and purchasing land parcels for redevelopment	24.0%
Provide assistance to existing businesses that wish to expand and upgrade	42.5%
Provide economic incentives to developers of new and existing businesses	37.3%
Fund façade improvements for businesses	23.3%
Establish signage and design standards for new businesses	35.3%
Require increased screening from adjacent residential properties	19.4%
Other:	6.9%
-Reduce Spending/ Don't Spend	1.5%

**QUALITY OF LIFE**

52. Taking all things into consideration, how would you rate your overall quality of life in Clarendon Hills?

Excellent	57.0%
Good	37.1%
Fair	2.3%
Poor	0.5%
Don't Know/No Opinion	0.3%

53. How would you rate the quality of life in Clarendon Hills today as compared to ten years ago?

Much Better	9.2%
Somewhat Better	21.2%
About the Same	32.2%
Somewhat Worse	10.7%
Much Worse	3.1%
Don't Know/No Opinion	19.2%

<p>54. What three things do you like <i>best</i> about living in Clarendon Hills?</p> <table border="0"> <tr> <td>Convenient Location</td> <td>35.9%</td> <td>Safety</td> <td>23.4%</td> </tr> <tr> <td>Schools</td> <td>30.0%</td> <td>Small Town Feel</td> <td>23.4%</td> </tr> <tr> <td>Friendly Residents</td> <td>28.8%</td> <td>Other: See Attachment</td> <td></td> </tr> </table>	Convenient Location	35.9%	Safety	23.4%	Schools	30.0%	Small Town Feel	23.4%	Friendly Residents	28.8%	Other: See Attachment		<p>57. What do you consider to be the major assets and advantages of living in Clarendon Hills? (Check all that apply)</p> <table border="0"> <tr> <td>Location</td> <td>87.5%</td> </tr> <tr> <td>Schools</td> <td>75.7%</td> </tr> <tr> <td>Residential Neighborhoods</td> <td>75.4%</td> </tr> <tr> <td>Friendliness of Residents</td> <td>65.2%</td> </tr> <tr> <td>Transportation</td> <td>59.3%</td> </tr> <tr> <td>Housing Quality</td> <td>58.3%</td> </tr> <tr> <td>Recreational Amenities</td> <td>22.3%</td> </tr> <tr> <td>Shopping</td> <td>8.4%</td> </tr> <tr> <td>Other:</td> <td>3.3%</td> </tr> </table>	Location	87.5%	Schools	75.7%	Residential Neighborhoods	75.4%	Friendliness of Residents	65.2%	Transportation	59.3%	Housing Quality	58.3%	Recreational Amenities	22.3%	Shopping	8.4%	Other:	3.3%
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**DEMOGRAPHIC**  
(Information for statistical purposes only)

<p>59. Check the box that best describes your age.</p> <table border="0"> <tr> <td>Under 19</td> <td>-</td> </tr> <tr> <td>20-29</td> <td>2.0%</td> </tr> <tr> <td>30-39</td> <td>12.5%</td> </tr> <tr> <td>40-49</td> <td>33.5%</td> </tr> <tr> <td>50-59</td> <td>18.7%</td> </tr> <tr> <td>60-69</td> <td>15.3%</td> </tr> <tr> <td>70 and over</td> <td>15.3%</td> </tr> </table>	Under 19	-	20-29	2.0%	30-39	12.5%	40-49	33.5%	50-59	18.7%	60-69	15.3%	70 and over	15.3%	<p>61. Please indicate the cities where you and your spouse work.</p> <table border="0"> <thead> <tr> <th colspan="2"><u>Respondent</u></th> <th colspan="2"><u>Spouse</u></th> </tr> </thead> <tbody> <tr> <td>Chicago</td> <td>16.6%</td> <td>Chicago</td> <td>13.0%</td> </tr> <tr> <td>Retired</td> <td>14.3%</td> <td>Clarendon Hills</td> <td>6.9%</td> </tr> <tr> <td>Clarendon Hills</td> <td>9.2%</td> <td>Retired</td> <td>6.4%</td> </tr> <tr> <td>OakBrook</td> <td>5.6%</td> <td>Hinsdale</td> <td>3.1%</td> </tr> <tr> <td>Hinsdale</td> <td>3.3%</td> <td>OakBrook</td> <td>2.8%</td> </tr> </tbody> </table>	<u>Respondent</u>		<u>Spouse</u>		Chicago	16.6%	Chicago	13.0%	Retired	14.3%	Clarendon Hills	6.9%	Clarendon Hills	9.2%	Retired	6.4%	OakBrook	5.6%	Hinsdale	3.1%	Hinsdale	3.3%	OakBrook	2.8%
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<p>60. How many people currently live in your household?</p> <table border="0"> <tr> <td>One</td> <td>19.9%</td> </tr> <tr> <td>Two</td> <td>29.2%</td> </tr> <tr> <td>Three</td> <td>12.0%</td> </tr> <tr> <td>Four or more</td> <td>35.0%</td> </tr> </table>	One	19.9%	Two	29.2%	Three	12.0%	Four or more	35.0%	<p>62. Please indicate the type of home in which you currently live and whether you own or rent.</p> <table border="0"> <thead> <tr> <th></th> <th><u>Own</u></th> <th><u>Rent</u></th> </tr> </thead> <tbody> <tr> <td>Single-Family</td> <td>77.2%</td> <td>0.8%</td> </tr> <tr> <td>Apartment</td> <td>-</td> <td>5.1%</td> </tr> <tr> <td>Condominium</td> <td>6.9%</td> <td>-</td> </tr> <tr> <td>Townhome</td> <td>7.9%</td> <td>-</td> </tr> </tbody> </table>		<u>Own</u>	<u>Rent</u>	Single-Family	77.2%	0.8%	Apartment	-	5.1%	Condominium	6.9%	-	Townhome	7.9%	-															
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Townhome	7.9%	-																																					

<p>63. How long have you been a resident of Clarendon Hills?</p> <table border="0"> <tr><td>Less than one year</td><td>2.8%</td></tr> <tr><td>1-5 years</td><td>16.4%</td></tr> <tr><td>6-10 years</td><td>20.2%</td></tr> <tr><td>11-15 years</td><td>12.8%</td></tr> <tr><td>16-20 years</td><td>10.0%</td></tr> <tr><td>20 years or more</td><td>34.8%</td></tr> </table>	Less than one year	2.8%	1-5 years	16.4%	6-10 years	20.2%	11-15 years	12.8%	16-20 years	10.0%	20 years or more	34.8%	<p>65. Please indicate the geographic area that most accurately describes where you reside in the Village.</p> <table border="0"> <tr><td>North of Chicago Avenue</td><td>19.2%</td></tr> <tr><td>North of Burlington Northern Railroad Tracks and South of Chicago Avenue</td><td>35.0%</td></tr> <tr><td>South of Burlington Northern Railroad Tracks and North of 55<sup>th</sup> Street</td><td>29.9%</td></tr> <tr><td>South of 55<sup>th</sup> Street</td><td>10.7%</td></tr> </table>	North of Chicago Avenue	19.2%	North of Burlington Northern Railroad Tracks and South of Chicago Avenue	35.0%	South of Burlington Northern Railroad Tracks and North of 55 <sup>th</sup> Street	29.9%	South of 55 <sup>th</sup> Street	10.7%
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<p>64. What is your combined household income?</p> <table border="0"> <tr><td>Under \$25,000</td><td>2.3%</td></tr> <tr><td>\$25,000 to \$49,999</td><td>11.0%</td></tr> <tr><td>\$50,000 to \$74,999</td><td>10.2%</td></tr> <tr><td>\$75,000 to \$99,999</td><td>10.0%</td></tr> <tr><td>\$100,000 to \$149,999</td><td>19.9%</td></tr> <tr><td>\$150,000 and over</td><td>27.9%</td></tr> </table>	Under \$25,000	2.3%	\$25,000 to \$49,999	11.0%	\$50,000 to \$74,999	10.2%	\$75,000 to \$99,999	10.0%	\$100,000 to \$149,999	19.9%	\$150,000 and over	27.9%	<p>66. Would you like a copy of the results of this survey? If yes, please provide your name and address below so we can send you a copy. Your name will be kept separate from the tabulated results. Results will also be posted to the Village's website.</p> <table border="0"> <tr><td>Yes</td><td>29.9%</td><td>No</td><td>41.7%</td></tr> </table>	Yes	29.9%	No	41.7%				
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\$150,000 and over	27.9%																				
Yes	29.9%	No	41.7%																		
<p>67. Suggestions/ Comments:</p> <p style="text-align: center;">See Attachment</p>																					



## OPEN-ENDED RESPONSES

### 13. Additional comments regarding the Police Department.

Need More Traffic Enforcement/ Patrolling (Due to speeding and the running stop signs on residential streets)	8.9%
Traffic/ Parking Enforcement Too Strict (Regarding parking over sidewalks and other minor crimes)	3.3%
Good Job by the Police	3.1%
Police Officers Have Negative Attitudes	3.1%
Other	7.4%

### 20. Additional comments regarding the Fire Department.

Fire Department Does a Good Job	3.6%
Other	5.1%

### 39. What changes to the regulations on home construction would you recommend?

Reduce or Limit FAR/ Home Size	14.0%	Increase Setbacks	3.1%
Reduce or Limit Height	5.9%	Keep Diversity/ balance of Homes	2.5%
Increase Green Space	4.6%	Make Developer Pay For Construction Damage	2.0%
Eliminate Fire Sprinkler Requirement	4.3%	Better Clean Up/ Repair of Streets and Sidewalks	1.8%
Better Enforcement of Rules	3.8%	Limit Construction by Street/ Area/ Time	1.5%
Eliminate “Snout” Houses (Large Garages that Face Front)	3.6%	Monitor Drainage	1.5%

**44. Please list specific stores, restaurants, or businesses you would like to see in the downtown.** (Because both specific and very general answers were given for this question, answers were generalized in order to tabulate the results. In addition, alternative answers for question 43 are included in these results.)

Grocery/ Convenience	30.0%		Video Store	2.5%
Restaurant (upscale, casual, ethnic, deli, fast food, etc.)	25.5%		Bar/Pub	2.0%
Apparel (men, women, children)	10.2%		Florist	2.0%
Bakery	6.1%		Gas Station	2.0%
Bookstore	3.8%		Craft/ Hobby Store	1.5%
Butcher Shop	3.8%		Gift Shop	1.5%

**47. Which stores do you regularly shop that are located outside of Clarendon Hills? Why do you shop at these stores? AND 48. Where else, outside of Clarendon Hills, do you go for shopping and/or dining and why?**

(These questions were answered very differently for each survey. The answers included specific businesses, general types of businesses, and names of municipalities. Therefore the answers were combined to reflect the types of businesses that residents shop at, the municipalities that they shop in, and the reasons that they shop at these places.)

**Types of Businesses**

Grocery/ Convenience	40.5%		Office Supplies	2.5%
Restaurant (upscale, casual, ethnic, deli, fast food, etc.)	28.5%		Sports Store	2.5%
Apparel (men, women, children)	26.2%		Gas Station	2.3%
Discount/Dime Store	18.1%		Gift Shop	2.3%
Department Store	13.7%		Home Goods	2.0%
Hardware Store	9.9%		Liquor/ Wine	2.0%
Bookstore	5.3%		Craft/ Hobby Store	1.8%
Bakery	3.3%		Butcher Shop	1.5%
Video Store	3.1%			

**Municipalities/ Location**

OakBrook	43.0%	Chicago	5.9%
Hinsdale	23.4%	Western Springs	3.3%
Westmont	17.3%	Darien	2.5%
Downers Grove	15.0%	75 <sup>th</sup> Street	2.0%
Lombard	10.4%	Willowbrook	2.0%
LaGrange	9.4%	Elmhurst	1.5%
Naperville	6.1%		

**Why Shop/ Dine Outside Clarendon Hills**

Variety/ Selection	34.1%	No Comparable Place in CH	9.7%
Price/ Value	13.5%	Ambience	2.3%
Quality	13.5%	Parking	1.8%
Convenience	12.5%		

**54. What three things do you like *best* about living in Clarendon Hills? (Many respondents listed more than three things.)**

Convenient Location (Train, Hwys., Shopping)	35.9%	My Residence/ Neighborhood	5.1%
Schools	30.0%	Housing Quality	4.6%
Friendly People/ Neighbors	28.8%	Businesses	3.6%
Safety	23.4%	Little Traffic	3.3%
Small Town Feel/ Sense of Community	20.6%	Downtown CH	3.1%
Quiet/ Peaceful	13.0%	Families/ Family Activities	2.5%
Small Size	12.5%	Property Values	2.3%
Appearance	10.4%	Library	2.0%
Trees/ Greenery	6.1%	Village Events	1.8%
Parks/ Pool	5.6%	Village Events	1.8%
Easy to Walk Places/ Close to Town	5.1%		

**55. What three things do you like *least* about living in Clarendon Hills.** (Many respondents listed more than three things.)

Teardowns/ New Construction	22.9%		Parking	3.3%
Lack of Commerce	22.4%		Street Conditions	3.3%
High/ Increasing Taxes	21.1%		Train (noise, traffic)	2.8%
Traffic (congestion, speeding, noise)	10.2%		Lack of Diversity	2.5%
Village Officials/ Politics	7.6%		Neighbors/ Residents	2.5%
Housing Costs/ Lack of Affordable Housing	6.1%		Lack of Green Space	2.0%
Downtown	5.1%		Police Department	2.0%
Access into/out of the Village	4.6%		Sidewalk Condition	2.0%
Parks and Recreation	4.1%		Village Programs/Money Spent	2.0%
No Curbs	3.3%			

**56. What suggestions do you have to improve the quality of life in Clarendon Hills?**

Need More and Better Businesses	11.5%		Better Regulation of Construction Sites	2.3%
Restrictions on New Construction	5.6%		Better Enforcement of Traffic Regulations	1.8%
Improve Downtown	4.1%		Curbs	1.8%
Improve Park District	4.1%		Cut Village Staff/ Spending	1.8%
Decrease/Don't Increase Taxes	3.1%		Improve Police Force	1.8%
Affordable Housing	2.3%		Access/ Traffic Flow from Ogden Avenue	1.5%
Better Village Board	2.3%		Support Middle-Aged/ Senior Residents	1.5%
Reduce # of Teardowns	2.3%			