



Village of Clarendon Hills

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Clarendon Hills 2006 Community Needs Survey Analysis

Attached, please find the results of the second annual Clarendon Hills Community Needs Survey. The survey was developed as a method for evaluating Village services and obtaining feedback from residents each year. Questions on the 2006 survey asked what the Village is doing well and where the Village needs to improve. Specifically, questions were targeted towards village departments, the central business district, communication, quality of life, and demographics. The answers from all respondents were combined to portray a statistically accurate picture of residents' opinions.

The results of the survey are presented as follows:

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Survey Participation and Statistical Information

The 2006 Community Needs Survey was randomly distributed to 1,000 Clarendon Hills households. A total of 381 surveys were returned and thus a response rate of 38.1% was achieved. Survey participation was structured so that both single-family and multi-family households would be accurately represented. In Clarendon Hills, 31.0% of households are multi-family and 69.0% are single-family. Therefore, 310 surveys were randomly distributed to multi-family households and 690 surveys were randomly distributed to single-family households. Of the 381 surveys returned, 81.6% were from single-family households and 18.4% were from multi-family households. This overrepresentation of single-family households is primarily due to a larger number of vacancies amongst rental properties.

For the basis of distinguishing where survey respondents live in Clarendon Hills, the survey separated the Village into four separate geographical areas. These areas were labeled as the following:

- 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 55th Street
- 4) South of 55th Street

The chart below illustrates the percentage of households and the percentage of survey respondents in each area of the Village. Aside from South of 55th Street, respondents accurately represent the distribution of households in Clarendon Hills. A high number of multi-family households South of 55th Street could have led to the underrepresentation of households in this area since similar results occurred in 2005.

Area of the Village	% of Households in Area	% of Respondents in Area
N. of Chicago Ave.	15.9%	18.1%
N. of BNSF Railroad and S. of Chicago Ave.	33.8%	35.1%
S. of BNSF Railroad and N. of 55 th St.	32.4%	33.9%
S. of 55 th St.	17.9%	8.9%

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

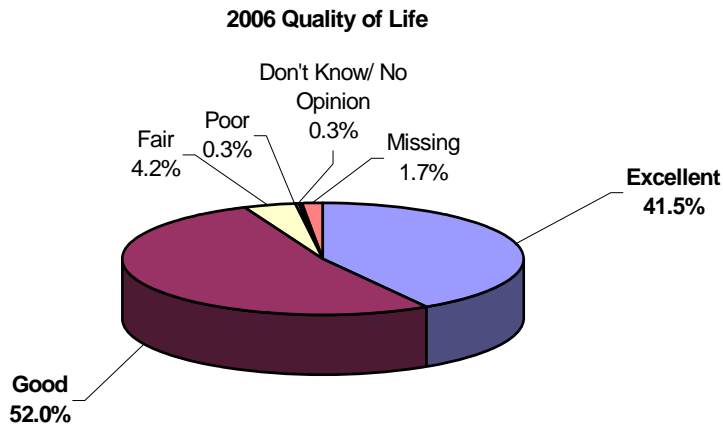
- 1-1.80 = “strongly agree (much better)”
- 1.81-2.60 = “agree (somewhat better)”
- 2.61-3.40 = “no opinion (about the same)”
- 3.41 – 4.20 = “disagree (somewhat worse)”
- 4.21-5.0 = “strongly disagree (much worse)”

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 by an asterisk (*).

Highlights and Significant Findings

Quality of Life

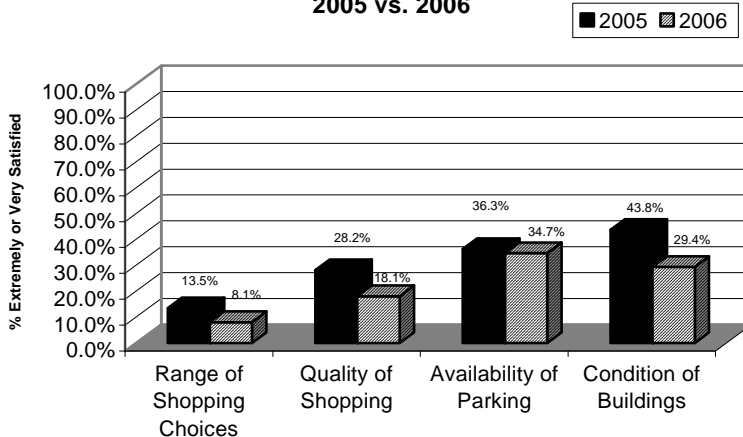
For the second year in a row, nearly all respondents rated the overall quality of life in Clarendon Hills as good or excellent (93.5%)! In addition, a mean score taken on a five-point scale shows that respondents believe the quality of life is about the same as it was ten years ago. Multiple questions throughout the survey indicate respondents' satisfaction with the location, schools, residents, and safety of the Village. In fact, 94.2% of respondents reported that they feel safe and secure in their neighborhood!



Central Business District

Although respondents appreciate the quality of life in Clarendon Hills, the number of respondents who are satisfied with the condition of downtown Clarendon Hills has decreased since 2005. The chart to the right illustrates the declining percentage of respondents who are extremely or very satisfied with the range and quality of shopping choices, availability of parking, and condition of buildings in downtown Clarendon Hills. As shown, satisfaction with the condition of buildings and quality of shopping choices has decreased 14.6% and 10.1% since 2005.

**Respondents "Extremely" or "Very Satisfied" with Downtown Clarendon Hills
2005 vs. 2006**

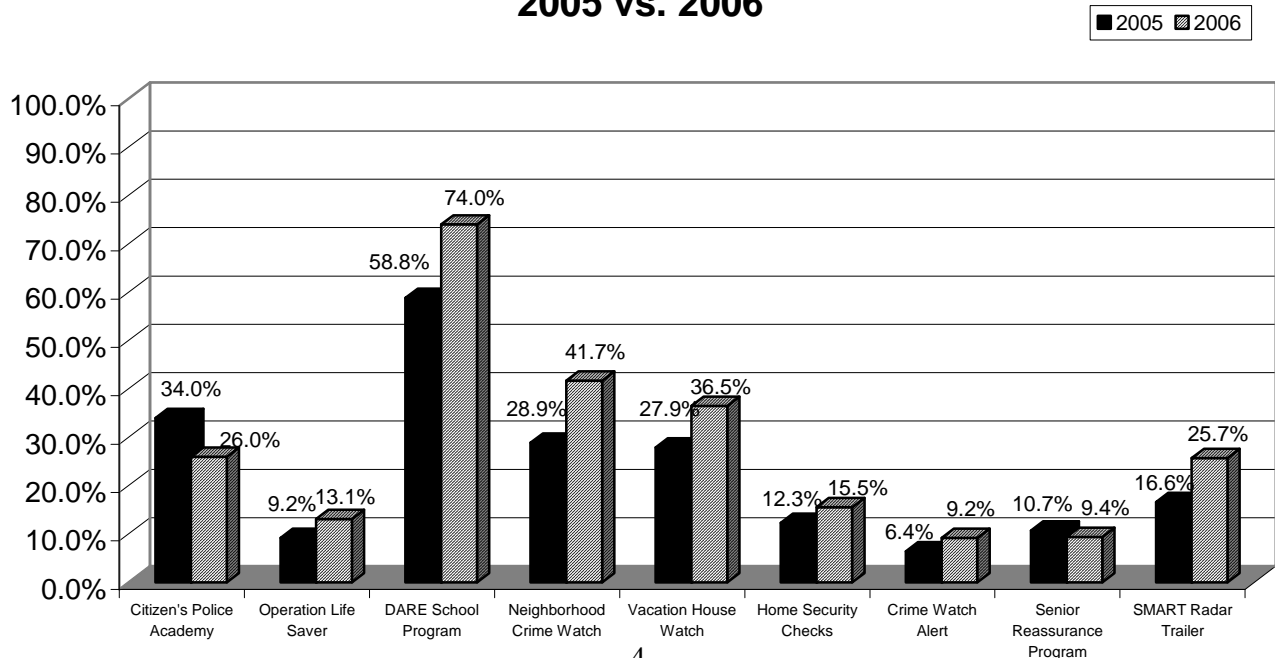


Village Departments

Police Department

- In the last 3 years, the majority of respondents (64.0%) have had contact with the Police Department. Results indicate that most respondents have had contact with an officer (47.5%) or dispatch (32.5%). Moreover, this contact most often took place in a non-emergency situation (43.6%). 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, sergeant/ deputy chief/ chief, and emergency and non-emergency response times as “excellent.” In addition, adequacy of service provided by the investigator and police officer as well as officer attitude and behavior were rated as “good.”
- Most respondents believe that the level of speed enforcement (69.8%) and the level of parking enforcement (70.6%) is adequate for the Village of Clarendon Hills. However, when provided with the choices of excessive, adequate, and insufficient, roughly 18% of respondents believe that speed enforcement is insufficient and parking enforcement is excessive.
- When responses were crosstabulated with location of residence in 2005, only 60.3% of households north of Chicago Avenue were satisfied with speed enforcement in the Village. This year, 78.5% of respondents north of Chicago Avenue are satisfied with the level of speed enforcement.
- For the most part, awareness of Police educational and outreach programs has increased since 2005. As demonstrated by the following graph, the percentage of respondents that are aware of the DARE, Neighborhood Crime Watch, SMART Radar Trailer, and Vacation House Watch has increased since 2005 by 11.2%, 12.8%, 9.1%, and 8.6% respectively. Awareness of the DARE School Program and Neighborhood Crime Watch was the greatest with 74% and 41.7%.

Awareness of Police Programs 2005 vs. 2006

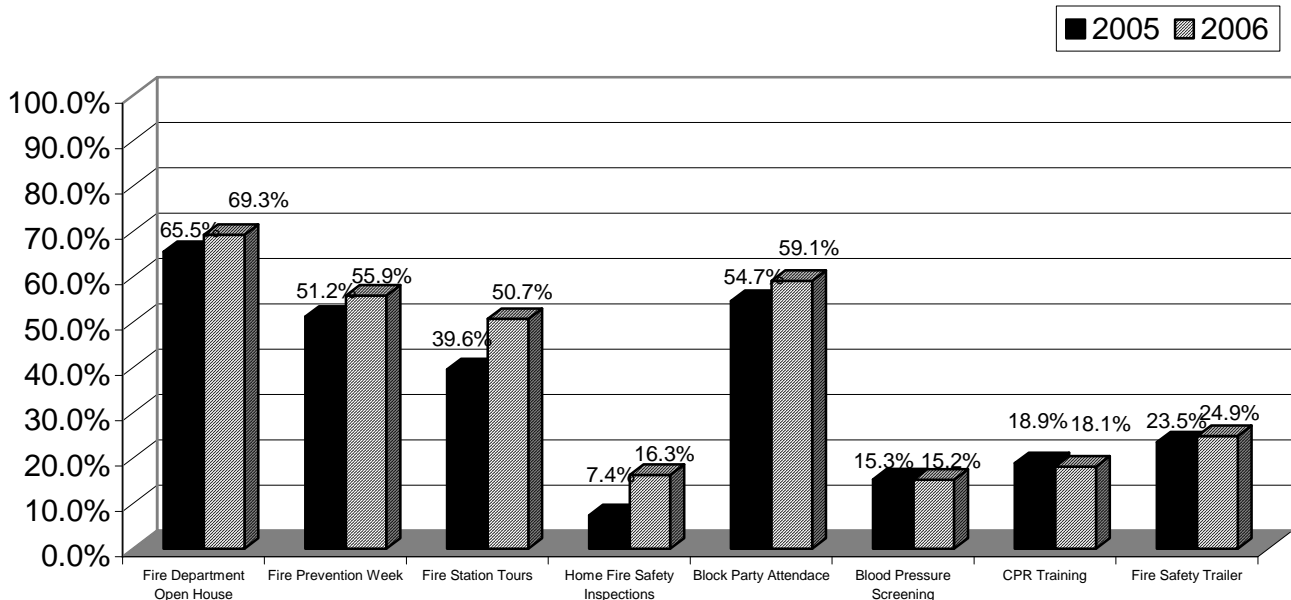


- Most respondents learned about the programs offered by the Police Department through the Village’s *Trustee Topics* newsletter (35.7%) or through family and friends (16.0%). Vacation House Watch at 3.7% is the program that respondents are most interested in learning more about.
- Services provided 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 2.00 and 2.13 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 30.4% of respondents have had contact with the Fire Department. Contact with 9-1-1 dispatch, firefighters, paramedics/EMTs, and fire personnel all came in at 12%. Responses indicate that contact most frequently took place during an emergency situation (14.2%), a block party visit (13.6%), or a non-emergency situation (12.9%). Of all respondents who had contact with the Fire Department, 97% ranked the adequacy of service provided by dispatch as good or excellent and 100% ranked the adequacy of service provided by firefighters, paramedics/EMT, fire personnel at the fire station, and firefighter/EMT attitude as good or excellent. On a four-point scale, emergency and non-emergency response time were also categorized as “excellent.” Moreover, the percentage of respondents who classified non-emergency response time as good or excellent increased from 88.3% in 2005 to 96.4% in 2006.
- A majority of respondents are aware of the Fire Department Open House (69.3%), Block Party Attendance (59.1%), Fire Prevention Week and Education at Schools (55.9%), and Fire Station Tours (50.7%). Moreover, knowledge about Fire Station Tours, Home Fire Safety Inspections, Fire Prevention Week, Block Party Attendance, and Fire Department Open House increased 21.1%, 8.9%, 4.7%, 4.4%, and 3.8%

**Awareness of Fire Programs
2005 vs. 2006**



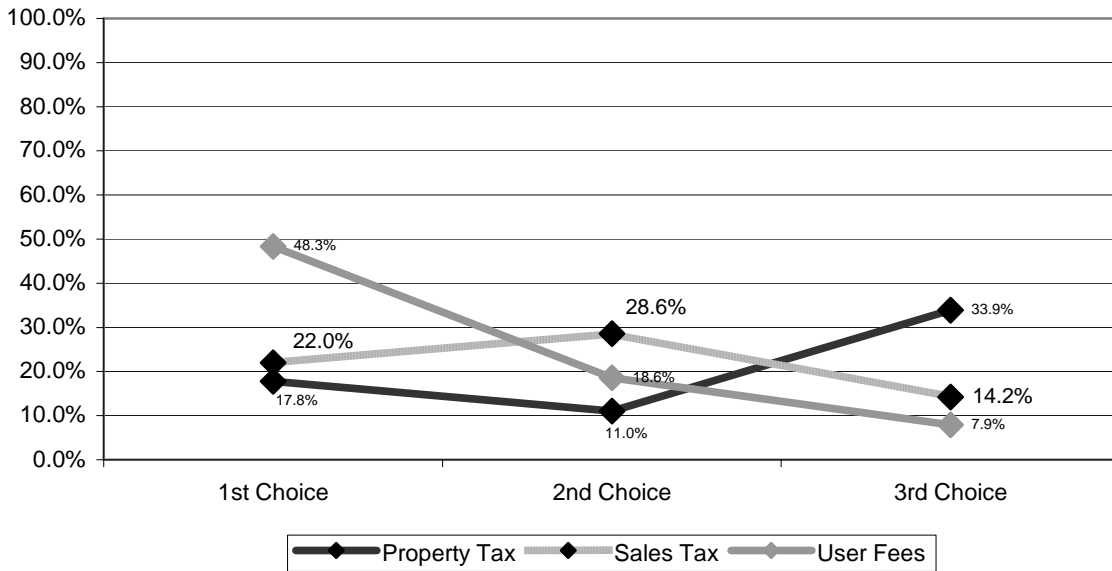
respectively since 2005. Awareness of Blood Pressure Screening, CPR Training, and Fire Safety Trailer has remained relatively constant.

- Similar to police programs, most respondents learned about fire outreach and education programs through the Village newsletter *Trustee Topics* (36.7%). In addition, 14.2% learned of these programs by visiting the fire station. CPR Training at 2.1% is the program that respondents are most interested in learning more about.
- 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. For the second year in a row, mean scores ranging between 1.5 and 1.71 on a four-point scale indicate that 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

- For the second year in a row, the majority of respondents feel they receive a fair level of service for their property tax dollars (51.2%). 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 (48.3%), sales tax as their second choice (28.6%), and property tax as their last choice (33.9%). These results mimic those of last year’s survey. The following graph illustrates the preferences of respondents.

2006 Potential Tax Increase Options



- Similar to 2005, the majority of respondents conduct routine business with the Village through the mail (56.7%) but many conduct business in person (35.4%). There has been roughly a 4% increase in the number of respondents who conduct routine business using direct deposit (21.5%). When asked, a majority of respondents

indicated that they would not be interested in an online payment program with a small convenience fee (63.3%).

- Most respondents find the service at the Village Hall to be good or excellent (58.4%) but a great number of respondents have not visited the front desk and therefore have no opinion (25.7%).

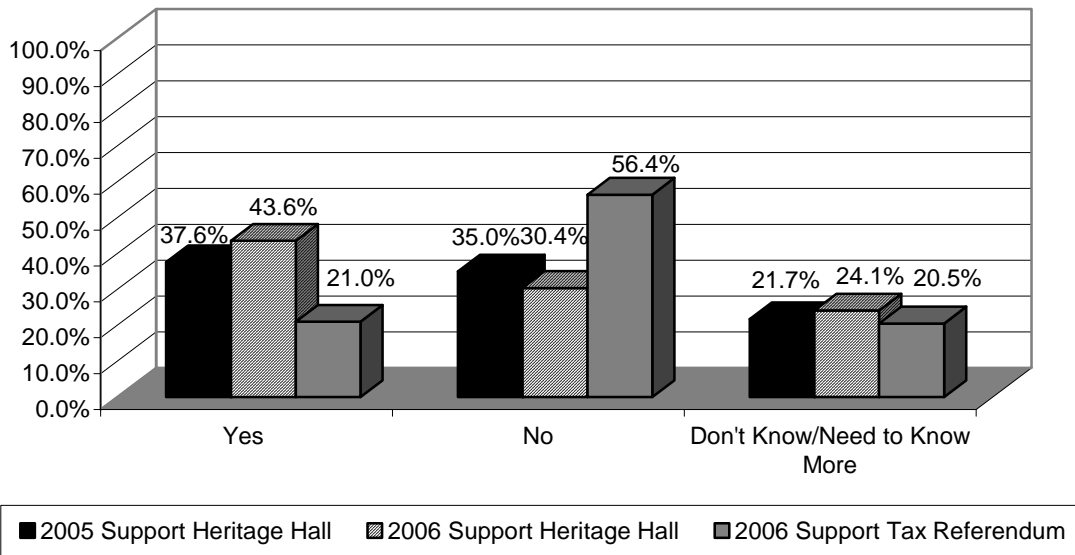
Public Works Department

- For the second year in a row, 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.”
- According to respondents, street maintenance and street conditions in the Village seem to be improving. This year, 21.5% as opposed to 26.6% of respondents in 2005 find street maintenance to be fair or poor and 29.5% as opposed to 34.8% of respondents in 2005 believe street conditions are fair or poor. In addition, these numbers are most likely inflated due to Chicago Avenue reconstruction. When street maintenance and street conditions are crosstabulated with location of residence, respondents north of Chicago Avenue and those between Chicago Avenue and the BNSF Railroad rated street maintenance as fair or poor (39.3% and 24.3%) and street conditions as fair or poor (40.2% and 35.1%) more frequently than respondents of the other areas in the Village. For instance, only 3.6% of respondents who live south of 55th Street rated street maintenance as fair or poor.
- In 2005, most respondents believed sidewalks in the Village were generally in good condition (80.6%). However, when given the scale of excellent, good, fair, or poor in 2006, only 63% of respondents rated the sidewalks as being in good or excellent condition.
- Similar to 2005, approximately half (49.9%) of respondents want to continue snow removal services in the central business district. However, it is important to note that similar to last year, 26.5% of respondents have no opinion on this issue. Comments placed throughout the survey indicate that some respondents may not have knowledge about alternate courses of action for this service.
- As in 2005, 78.0% of respondents are aware that Flag Creek Water Reclamation District (formally Hinsdale Sanitary District) owns and operates the sanitary sewers. A large majority of respondents have not had a sanitary sewer backup in the last two years (85.3%). Of the 8.7% who have had a backup, most reported having only one (4.6%) or two (2.9%).
- This year, fewer respondents than in 2005 indicated that they are satisfied with the scope and level of beautification projects throughout the Village (70.3% as opposed to 77.2%). However, of those 16.5% that are not satisfied, many indicated through comments that they believe there is either too much beautification or too little beautification. This is evidenced by a follow-up question that indicates that more respondents (38.3%) do not want to see any additional beautification than last year (27.9%). Of those respondents who wish to see additional beautification efforts taken by the Village, 38.1% would like enhancements at key entrances into the Village, 37.0% would like enhancements at the commuter station, and 27.6% would like to beautification along the south side of the tracks.

Heritage Hall

- Last year, respondents were almost equally divided regarding the creation of Heritage Hall with support from 37.6% of respondents and opposition from 35.0% of respondents. In 2005, most respondents wanted the project to be funded through private donations (45.3%).
- Although the questions on the 2006 survey differed slightly than those on the 2005 survey, the following graph illustrates that support for the Heritage Hall project has increased slightly although there is strong dissent about funding the project through property taxes.

**Support for Heritage Hall
2005 vs. 2006**



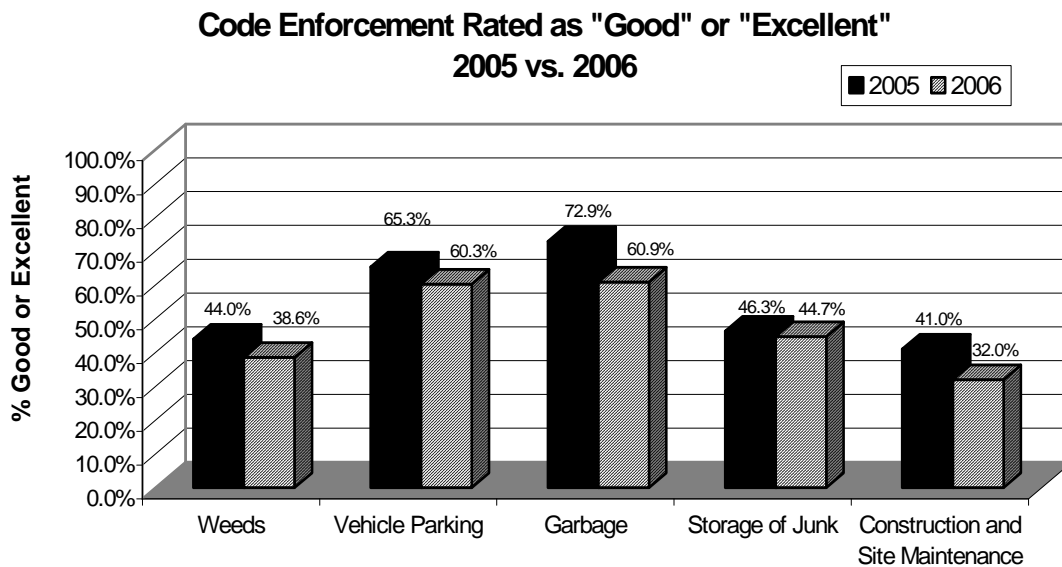
- The figure above illustrates that for 2006, slightly less than half, 43.6%, of respondents would support Heritage Hall based on the goals of the project, 30.4% would not support Heritage Hall, and 24% do not know at this time. However, when respondents were asked whether they would support a \$20 - \$60 tax increase for Heritage Hall construction and operating costs, only 21% said they would support a tax increase, 56.4% said they would not support a tax increase, and 20.5% said they need to know more about the Heritage Hall project before they can make a decision.

Building and Zoning/ Code Enforcement

- Respondents were almost equally divided about whether the Village provides adequate information about when a building permit is required (29.7% vs. 27.3%). Many respondents (39.6%) do not know or have no opinion about when a building permit is required.
- Roughly 40% of respondents have applied for a building permit from the Village and most were for home improvement projects (24.1%). Of those respondents who have applied for a permit, nearly half (48.9%) of respondents reported that they did not know whether they were given adequate instructions and information to

successfully obtain the permit and complete the work. This percentage is primarily due to the fact that for many permits, contractors and not homeowners apply for the permit. Most respondents who were involved in the permit process indicated that they were given adequate information (42.5% vs. 8.7%).

- Only 2.9% or 11 respondents have applied for a case to be heard before the zoning board of appeals. When asked whether those who have applied for a case were provided with adequate information about the zoning process, 12 respondents said that they were provided with adequate information and 47 said that they were not provided with adequate information. Since more than 11 respondents answered follow-up question #48, the results are inaccurate and must be dismissed. Nevertheless, most respondents (47.8%) indicated in a separate question that the Village sufficiently publicizes zoning cases.
- As in 2005, most residents believe that the new single-family homes being constructed are too tall (43.6%), too large (50.7%), and do not leave enough green space on lots (64.7%). Most of respondents who wish to change building regulations recommend reducing or limiting FAR (floor area ratio) or size of the home (13.4%). Other ideas mentioned were to reduce or limit height (6.6%), increase setbacks (6.6%), increase green space (3.9%), and improve code enforcement (3.9%).
- As the figure below illustrates, satisfaction with code enforcement measures has decreased since 2005.



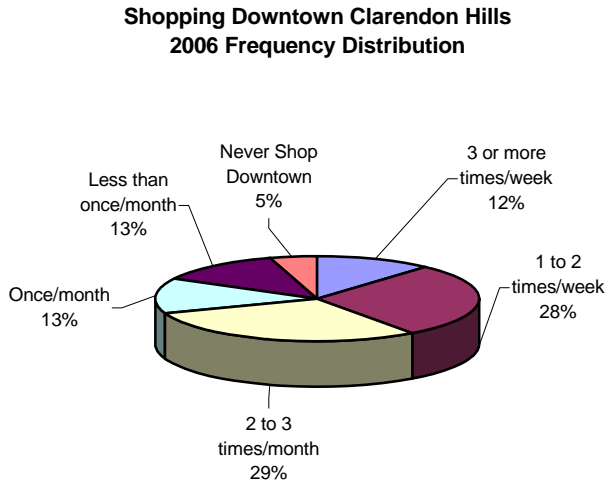
Although a majority of respondents believe that garbage (60.9%) and vehicle parking (60.3%) enforcement is good or excellent, since 2005 these percentages have decreased by 12% and 5% respectively. In addition, the percentage of respondents who believe that enforcement of weeds is good or excellent has decreased from 44% to 38.6% since 2005. Satisfaction with enforcement of junk has also decreased since last year and now only 44.7% of respondents believe enforcement is good or excellent.

- For the second year in a row, the enforcement of construction and site maintenance was rated the lowest with only 32% of respondents classifying it as good or

excellent. Furthermore, this percentage has decreased 9% since 2005. The Village has recently created a code enforcement position that will respond to many of the construction related concerns in the Village as well as concerns arising from the remaining areas of code enforcement.

Central Business District

- For the second year in a row, more than 80% of respondents are somewhat or not satisfied with the range of shopping choices in the downtown. In addition, 71.1% of respondents are somewhat or not satisfied with the quality of shopping downtown.
- The percentage of respondents who are somewhat or not satisfied with the condition of the buildings downtown has increased 10.3% since 2005. In addition, the percentage of respondents who are somewhat or not satisfied with the availability of parking in the downtown has also increased slightly since 2005 to 57%.
- Growing discontent with the downtown has ultimately resulted in fewer respondents who patron the downtown on a regular basis. The percentage of respondents who shop in the downtown Clarendon Hills 1 to 2 times a week or more (38.9%) has decreased almost 10% since 2005. Downtown redevelopment efforts have been implemented to improve the shopping, condition of buildings, and availability of parking in the downtown so that more residents will patronize the central business district in the future. The pie graph illustrates the percentage of respondents who shop downtown Clarendon Hills.
- Similar to 2005 results, in the last 2 years, the majority of respondents have attended Dancin’ in the Street (63.8%) and Daisy Days (62.2%) one or more times. Attendance at the Christmas Walk has dropped by 7.6% since 2005 and less than half (44.1%) of respondents have attended the Christmas Walk at least one time in the last 2 years.



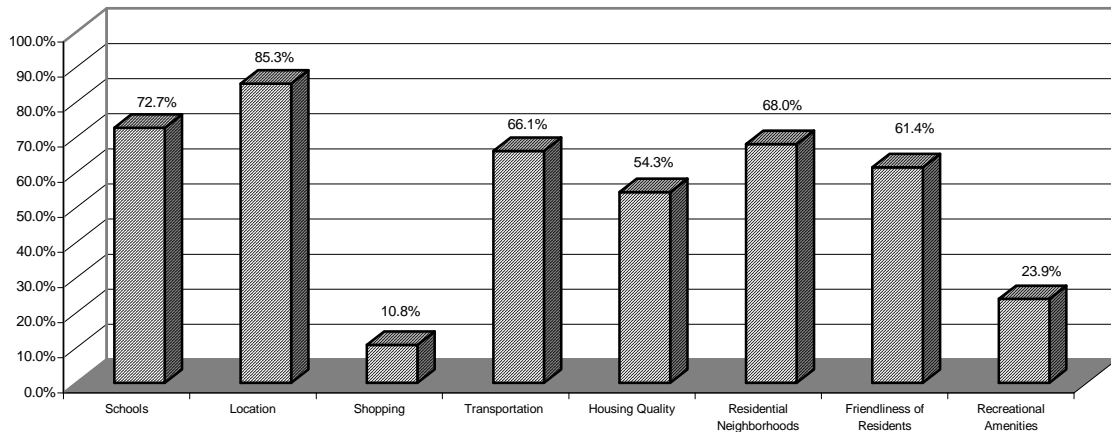
Communication

- Most respondents read the *Trustee Topics* newsletter every month for Village information (83.7%) and only 2.9% of respondents have never read the newsletter. In addition, 10.8% of respondents would like to receive an emailed version of the *Trustee Topics* newsletter every month.
- Far less respondents visit the Village website or watch the Village’s cable television station for Village information. Many respondents never visit the website (54.1%) or do not have access to the internet at their home (10.8%). Similarly, 46.5% of respondents never watch the Village’s cable television station and 16% do not have cable television at home.

Quality of Life

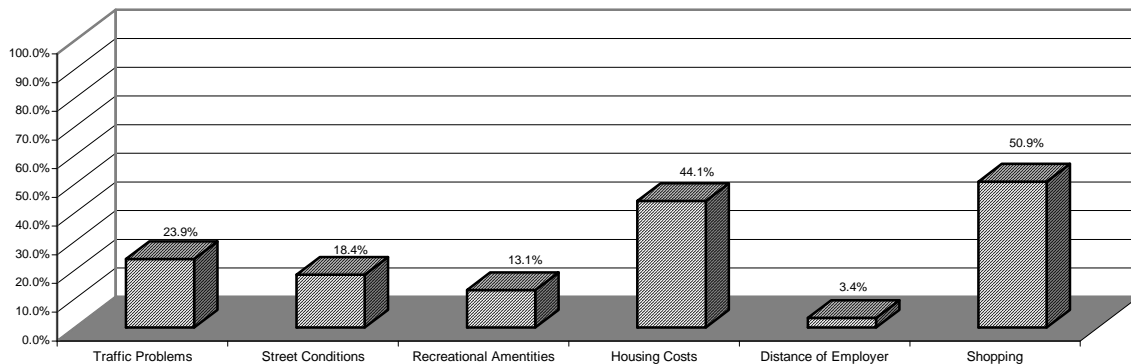
- For the second year in a row, approximately 94% of respondents rate the overall quality of life in Clarendon Hills as good or better! Furthermore, a mean score based on a five-point scale, characterized the quality of life today as compared to 10 years ago as about the same.
- Respondents had a variety of ideas for improving the quality of life in Clarendon Hills. For the second year in a row, obtaining more and better businesses was cited most frequently (18.9%). This percentage has increased 7.4% since 2005.
- When respondents were asked open-endedly what 3 things they like best about Clarendon Hills, the top response for the second year in a row was convenient location with 40.7%. People and residents (28.4%) and the small size and feeling of the Village (27%) were listed as the second and third aspect that respondents like best about living in Clarendon Hills. The results of a follow-up, closed-ended question asking for the major advantages of living in Clarendon Hills are illustrated below.

2006 Advantages of Living in Clarendon Hills



- When respondents were asked open-endedly what 3 things they like least about Clarendon Hills, the top 3 responses were lack of commerce (26.3%), teardowns and the construction associated with them (17.3%), and high and increasing taxes (15.2%). The results of a follow-up, closed-ended question asking for the major disadvantages of living in Clarendon Hills are illustrated below.

2006 Disadvantages of Living in Clarendon Hills



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 2000 U.S. Census Bureau.

- 68% of respondents were between the ages of 20 and 59 and 29% 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% and the percentage of residents 60 years and over is 22.7%. Therefore, as in 2005, 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 persons per household that responded to the survey was 2.70. 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 throughout the Chicago Metropolitan Area. For the second year in a row, Chicago was most frequently cited as a place of work for respondents (17.1%) and spouses (16.3%).
- 81.1% of respondents reside in a single-family home and 80.6% own the home. In addition, 18.4% of respondents live in a multi-family home and only 3% are rental properties. Since 69% of surveys were distributed to single-family homes and 31% were distributed to multi-family households, 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.
- For the second year in a row, 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. However, this finding may be connected to the vacancies of multi-family households and inflation in the cost of housing that has occurred since the 2000 U.S. Census.
- As in 2005, most respondents have resided in Clarendon Hills for 6 or more years (71.9%) and of these respondents, more than 40% of respondents have been here 16 years or more. However, the number of respondents that have resided in the Village for less than 10 years has increased 9.7% since 2005 indicating that the number of newer residents in the Village may be growing.

Clarendon Hills 2006 Community Needs Survey

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

POLICE DEPARTMENT																																																																																																						
<p>1. Do you feel safe and secure in your neighborhood?</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">94.2%</td> <td style="text-align: center;">No</td> <td style="text-align: center;">3.9%</td> </tr> </table>	Yes	94.2%	No	3.9%	<p>5. If yes, with whom have you had contact with?</p> <table style="width: 100%; border: none;"> <tr> <td style="padding-left: 20px;">Dispatch</td> <td style="text-align: right;">32.5%</td> </tr> <tr> <td style="padding-left: 20px;">Records Staff</td> <td style="text-align: right;">13.4%</td> </tr> <tr> <td style="padding-left: 20px;">Community Service Officer</td> <td style="text-align: right;">8.1%</td> </tr> <tr> <td style="padding-left: 20px;">Police Officer</td> <td style="text-align: right;">47.5%</td> </tr> <tr> <td style="padding-left: 20px;">Sergeant/Deputy Chief/Chief</td> <td style="text-align: right;">14.2%</td> </tr> <tr> <td style="padding-left: 20px;">Investigator</td> <td style="text-align: right;">7.3%</td> </tr> </table>					Dispatch	32.5%	Records Staff	13.4%	Community Service Officer	8.1%	Police Officer	47.5%	Sergeant/Deputy Chief/Chief	14.2%	Investigator	7.3%																																																																																	
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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: none;"> <tr> <td style="padding-left: 20px;">Increased</td> <td style="text-align: right;">28.1%</td> </tr> <tr> <td style="padding-left: 20px;">Decreased</td> <td style="text-align: right;">2.6%</td> </tr> <tr> <td style="padding-left: 20px;">Remained the same</td> <td style="text-align: right;">64.0%</td> </tr> </table>	Increased	28.1%	Decreased	2.6%	Remained the same	64.0%	<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: none;"> <tr> <td style="padding-left: 20px;">Emergency Situation</td> <td style="text-align: right;">12.1%</td> </tr> <tr> <td style="padding-left: 20px;">Non-emergency Situation</td> <td style="text-align: right;">43.6%</td> </tr> <tr> <td style="padding-left: 20px;">Visited Police Department</td> <td style="text-align: right;">29.4%</td> </tr> <tr> <td style="padding-left: 20px;">Requested Services</td> <td style="text-align: right;">14.7%</td> </tr> <tr> <td style="padding-left: 20px;">Traffic Violation</td> <td style="text-align: right;">11.3%</td> </tr> <tr> <td style="padding-left: 20px;">Police Department Programs</td> <td style="text-align: right;">5.0%</td> </tr> <tr> <td style="padding-left: 20px;">Other</td> <td style="text-align: right;">1.0%</td> </tr> </table>					Emergency Situation	12.1%	Non-emergency Situation	43.6%	Visited Police Department	29.4%	Requested Services	14.7%	Traffic Violation	11.3%	Police Department Programs	5.0%	Other	1.0%																																																																													
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<p>3. Please respond whether you agree or disagree with the following statements. 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(If you have not had contact with the Police in a particular area, please leave blank.)</p> <table style="width: 100%; border: none;"> <thead> <tr> <th style="width: 60%;"><i>Adequacy of Service:</i></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 style="padding-left: 20px;">Provided by Dispatch</td> <td style="text-align: center;">48.4%</td> <td style="text-align: center;">45.2%</td> <td style="text-align: center;">4.5%</td> <td style="text-align: center;">1.9%</td> </tr> <tr> <td style="padding-left: 20px;">Provided by Records Staff</td> <td style="text-align: center;">43.2%</td> <td style="text-align: center;">44.6%</td> <td style="text-align: center;">6.5%</td> <td style="text-align: center;">5.4%</td> </tr> <tr> <td style="padding-left: 20px;">Provided by Community Service Officer</td> <td style="text-align: center;">39.2%</td> <td style="text-align: center;">51.0%</td> <td style="text-align: center;">5.9%</td> <td style="text-align: center;">3.9%</td> </tr> <tr> <td style="padding-left: 20px;">Provided by Police Officer</td> <td style="text-align: center;">45.9%</td> <td style="text-align: center;">36.5%</td> <td style="text-align: center;">11.0%</td> <td style="text-align: center;">6.6%</td> </tr> <tr> <td style="padding-left: 20px;">Provided by Sergeant/ Deputy Chief/ Chief</td> <td style="text-align: center;">55.6%</td> <td style="text-align: center;">31.9%</td> <td style="text-align: center;">4.2%</td> <td style="text-align: center;">8.3%</td> </tr> <tr> <td style="padding-left: 20px;">Provided by Investigator</td> <td style="text-align: center;">34.1%</td> <td style="text-align: center;">52.3%</td> <td style="text-align: center;">4.5%</td> <td style="text-align: center;">9.1%</td> </tr> <tr> <td style="padding-left: 20px;">Officer Attitude and Behavior</td> <td style="text-align: center;">43.0%</td> <td style="text-align: center;">35.2%</td> <td style="text-align: center;">12.8%</td> <td style="text-align: center;">8.9%</td> </tr> <tr> <td style="padding-left: 20px;"><i>Response Time:</i></td> <td style="text-align: center;"><u>Excellent</u></td> <td style="text-align: center;"><u>Good</u></td> <td style="text-align: center;"><u>Fair</u></td> <td style="text-align: center;"><u>Poor</u></td> </tr> <tr> <td style="padding-left: 20px;">Emergency</td> <td style="text-align: center;">59.4%</td> <td style="text-align: center;">32.8%</td> <td style="text-align: center;">4.7%</td> <td style="text-align: center;">3.1%</td> </tr> <tr> <td style="padding-left: 20px;">Non-emergency</td> <td style="text-align: center;">46.2%</td> <td style="text-align: center;">38.6%</td> <td style="text-align: center;">11.7%</td> <td style="text-align: center;">3.5%</td> </tr> </tbody> </table>					<i>Adequacy of Service:</i>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Provided by Dispatch	48.4%	45.2%	4.5%	1.9%	Provided by Records Staff	43.2%	44.6%	6.5%	5.4%	Provided by Community Service Officer	39.2%	51.0%	5.9%	3.9%	Provided by Police Officer	45.9%	36.5%	11.0%	6.6%	Provided by Sergeant/ Deputy Chief/ Chief	55.6%	31.9%	4.2%	8.3%	Provided by Investigator	34.1%	52.3%	4.5%	9.1%	Officer Attitude and Behavior	43.0%	35.2%	12.8%	8.9%	<i>Response Time:</i>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Emergency	59.4%	32.8%	4.7%	3.1%	Non-emergency	46.2%	38.6%	11.7%	3.5%
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<p>8. In your opinion, the level of speed enforcement by the Police Department is:</p> <table border="0"> <tr> <td>Excessive</td> <td>6.0%</td> </tr> <tr> <td>Adequate</td> <td>69.8%</td> </tr> <tr> <td>Insufficient</td> <td>18.1%</td> </tr> </table>	Excessive	6.0%	Adequate	69.8%	Insufficient	18.1%	<p>12. Please indicate if you are interested in learning more about the programs listed in question #10.</p> <table border="0"> <tr> <td>Vacation House Watch</td> <td>3.7%</td> </tr> <tr> <td>Home Security Checks</td> <td>1.8%</td> </tr> <tr> <td>Citizen's Police Academy</td> <td>1.6%</td> </tr> <tr> <td>Neighborhood Crime Watch</td> <td>1.3%</td> </tr> <tr> <td>Senior Reassurance</td> <td>1.3%</td> </tr> <tr> <td>Crime Watch Alert</td> <td>1.0%</td> </tr> <tr> <td>SMART- Radar Trailer</td> <td>1.0%</td> </tr> <tr> <td>DARE</td> <td>1.0%</td> </tr> </table>	Vacation House Watch	3.7%	Home Security Checks	1.8%	Citizen's Police Academy	1.6%	Neighborhood Crime Watch	1.3%	Senior Reassurance	1.3%	Crime Watch Alert	1.0%	SMART- Radar Trailer	1.0%	DARE	1.0%																										
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FIRE DEPARTMENT

<p>16. Have you had contact with the Fire Department in the past three years? (If no, skip to question #20.)</p> <table border="0"> <tr> <td>Yes</td> <td>30.4%</td> <td>No</td> <td>64.6%</td> </tr> </table>	Yes	30.4%	No	64.6%	<p>17. If yes, with whom have you had contact with?</p> <table border="0"> <tr> <td>9-1-1 Dispatch</td> <td>30.4%</td> </tr> <tr> <td>Firefighter</td> <td>11.8%</td> </tr> <tr> <td>Paramedic/ EMT</td> <td>11.8%</td> </tr> <tr> <td>Fire Personnel at Station</td> <td>12.3%</td> </tr> </table>	9-1-1 Dispatch	30.4%	Firefighter	11.8%	Paramedic/ EMT	11.8%	Fire Personnel at Station	12.3%
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<p>19.* 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="0"> <tr> <td><i>Adequacy of Service:</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>Provided by Dispatch</td> <td>71.6%</td> <td>25.4%</td> <td>1.5%</td> <td>1.5%</td> </tr> <tr> <td>Provided by Firefighter</td> <td>80.3%</td> <td>19.7%</td> <td>-</td> <td>-</td> </tr> <tr> <td>Provided by Paramedic/EMT</td> <td>79.9%</td> <td>20.3%</td> <td>-</td> <td>-</td> </tr> <tr> <td>Provided by Fire Personnel at Station</td> <td>79.3%</td> <td>20.7%</td> <td>-</td> <td>-</td> </tr> <tr> <td>Firefighter/ EMT Attitude and Behavior</td> <td>79.0%</td> <td>21.0%</td> <td>-</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>79.4%</td> <td>17.6%</td> <td>1.5%</td> <td>1.5%</td> </tr> <tr> <td>Non-emergency</td> <td>76.4%</td> <td>20.0%</td> <td>-</td> <td>3.6%</td> </tr> </table>	<i>Adequacy of Service:</i>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Provided by Dispatch	71.6%	25.4%	1.5%	1.5%	Provided by Firefighter	80.3%	19.7%	-	-	Provided by Paramedic/EMT	79.9%	20.3%	-	-	Provided by Fire Personnel at Station	79.3%	20.7%	-	-	Firefighter/ EMT Attitude and Behavior	79.0%	21.0%	-	-	<i>Response Time:</i>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Emergency	79.4%	17.6%	1.5%	1.5%	Non-emergency	76.4%	20.0%	-	3.6%	<p>22. Please indicate if you are interested in learning more about the programs listed in question #20.</p> <table border="0"> <tr><td>CPR Training</td><td>2.1%</td></tr> <tr><td>Home Fire Safety Inspections</td><td>1.0%</td></tr> <tr><td>Blood Pressure Screening</td><td>.5%</td></tr> <tr><td>Fire Station Tours</td><td>.3%</td></tr> <tr><td>Fire Dept. Open House</td><td>0%</td></tr> <tr><td>Block Party Attendance</td><td>0%</td></tr> <tr><td>Fire Prevention Week/ Schools</td><td>0%</td></tr> <tr><td>Fire Safety Trailer at Functions</td><td>0%</td></tr> </table>	CPR Training	2.1%	Home Fire Safety Inspections	1.0%	Blood Pressure Screening	.5%	Fire Station Tours	.3%	Fire Dept. Open House	0%	Block Party Attendance	0%	Fire Prevention Week/ Schools	0%	Fire Safety Trailer at Functions	0%
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FINANCE DEPARTMENT

Approximately twelve cents (\$.12) 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 \$.88 of your property tax dollar goes to the Township, County, Grade and High School Districts, College of DuPage, Library, and Park District.

25. Do you feel you receive a fair level of service for the property tax dollars you pay to the Village of Clarendon Hills?

Yes 51.2% No 20.7% Don't Know/No Opinion 19.9%

26. How do you conduct routine business with the Village? Check all that apply. (example: payment of water bills)

Mail	56.7%	In Person	35.4%
Direct Debit	21.5%	Drop Box	19.4%
Other	2.1%		

27. Many municipalities offer online payments of utility bills for a small convenience fee. If the Village were to offer online payments for water services in the future, would you utilize this service?

Yes 16.5% No 63.3% Don't Know/No Opinion 15.5%

28. 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.)

	<u>1st Choice</u>	<u>2nd Choice</u>	<u>3rd Choice</u>
Property Tax	17.8%	11.0%	33.9%
User Fees	48.3%	18.6%	7.9%
Sales Tax	22.0%	28.6%	14.2%

29. How would you rate the front desk service at the Village Hall?

Excellent	21.8%
Good	36.5%
Fair	9.4%
Poor	3.4%
Don't Know/No Opinion	25.7%

PUBLIC WORKS

30. How would you rate the quality of the following services provided by Public Works?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Street Maintenance	21.0%	53.3%	18.1%	3.4%
Snow Plowing	37.0%	53.3%	5.5%	.8%
Storm Water Maintenance	19.2%	50.7%	15.5%	7.1%
Streetscape (flowers, banners, entry signage, parkway trees)	25.7%	48.0%	15.7%	4.5%

31. How would you rate the condition of street and road surfaces in the Village?

Excellent	14.4%
Good	53.5%
Fair	23.6%
Poor	5.8%
Don't Know/No Opinion	1.0%

32. Do you know that the Flagg Creek Water Reclamation District (formally Hinsdale Sanitary District) owns and operates the sanitary sewers?

Yes	78.2%	No	19.7%
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33. Have you had sanitary sewer backups in the last two years?

Yes	8.7%	No	85.3%	Don't Know	3.4%
-----	------	----	-------	------------	------

If yes, number of backups during the last two years:

<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>
4.5%	2.9%	.5%	-	.3%	.3%

34. How many times during the past year have you been without drinking water for more than two hours?

None	75.6%
Once	11.0%
Twice	4.2%
Three or more	.5%
Don't Know	7.1%

<p>35. The Village currently provides parkway tree trimming on a six-year rotational basis. Do you consider this amount:</p> <p>Excessive 1.0% Adequate 70.6% Insufficient 25.2%</p>	<p>39. Would you like to see additional beautification improvements?</p> <p>Yes 52.5% No 38.3%</p> <p>If yes, where of the following areas would you like to see additional beautification?</p> <table border="1"> <thead> <tr> <th></th> <th><u>Yes</u></th> <th><u>No</u></th> </tr> </thead> <tbody> <tr> <td>Burlington Commuter Station</td> <td>37.0%</td> <td>14.2%</td> </tr> <tr> <td>East of Commuter Station along the south side of the tracks</td> <td>27.6%</td> <td>21.0%</td> </tr> <tr> <td>Enhancements at key entrances to the Village (55th St., Ogden, Chicago)</td> <td>38.1%</td> <td>14.2%</td> </tr> <tr> <td>Other</td> <td>12.9%</td> <td>-</td> </tr> <tr> <td>-Downtown/Prospect</td> <td>2.1%</td> <td>-</td> </tr> <tr> <td>-Triangle</td> <td>1.6%</td> <td>-</td> </tr> <tr> <td>-Burlington Avenue</td> <td>1.3%</td> <td>-</td> </tr> </tbody> </table>		<u>Yes</u>	<u>No</u>	Burlington Commuter Station	37.0%	14.2%	East of Commuter Station along the south side of the tracks	27.6%	21.0%	Enhancements at key entrances to the Village (55 th St., Ogden, Chicago)	38.1%	14.2%	Other	12.9%	-	-Downtown/Prospect	2.1%	-	-Triangle	1.6%	-	-Burlington Avenue	1.3%	-
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<p>36. How would you rate the condition of sidewalks in the Village?</p> <p>Excellent 9.2% Good 52.2% Fair 31.0% Poor 4.5% Don't Know/No Opinion 2.6%</p>	<p>40. The Village has entered into an agreement to lease the former water treatment building at Ann & Sheridan to the Historical Society for 99 years. The goal of this lease is to create a historical center called Heritage Hall that will display historical Village items, create local programming, and have additional meeting space for the community. Do you support this project to establish Heritage Hall?</p> <p>Yes 43.6% No 30.4% Don't Know 24.1%</p>																								
<p>37. Since the Village has limited staff, it currently contracts out snow removal services for sidewalks in the central business district at a cost of approximately \$30,000 per year. Should the Village continue this service?</p> <p>Yes 49.9% No 22.6% Don't Know/No Opinion 26.5%</p>	<p>41. The costs of constructing and operating Heritage Hall would be funded through a combination of privately raised funds and a possible \$20-\$60 increase in your property taxes. The property tax increase could only be passed by referendum. Would you support the tax increase for Heritage Hall?</p> <p>Yes 21.0% No 56.4% Need to know more 20.5%</p>																								
<p>38. 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> <p>Yes 70.3% No 16.5% Don't Know/No Opinion 11.8%</p>	<p align="center">BUILDING & ZONING/ CODE ENFORCEMENT</p>																								

<p>42. The Village requires building permits for most types of home improvement projects. In your opinion, is adequate information about when a building permit is required available to residents?</p> <p>Yes 29.7% No 27.3% Don't Know/No Opinion 39.6%</p>	<p>44.* 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>Yes 42.5% No 8.7% Don't Know/No Opinion 48.9%</p>																
<p>43. Have you applied for a permit to construct any of the following? (Check all that apply)</p> <p>Home Improvement 24.1% Driveway 10.2% New Residence 5.8% Other 2.10%</p>	<p>45. How do you feel about the new single-family homes built under the current zoning provisions?</p> <table border="1"> <thead> <tr> <th></th> <th><u>Agree</u></th> <th><u>Disagree</u></th> <th><u>Don't Know</u></th> </tr> </thead> <tbody> <tr> <td>The houses are too tall</td> <td>43.6%</td> <td>29.7%</td> <td>15.7%</td> </tr> <tr> <td>The houses are too large (floor area)</td> <td>50.7%</td> <td>27.6%</td> <td>12.9%</td> </tr> <tr> <td>There is not enough green space left on lots</td> <td>64.8%</td> <td>20.5%</td> <td>8.9%</td> </tr> </tbody> </table>		<u>Agree</u>	<u>Disagree</u>	<u>Don't Know</u>	The houses are too tall	43.6%	29.7%	15.7%	The houses are too large (floor area)	50.7%	27.6%	12.9%	There is not enough green space left on lots	64.8%	20.5%	8.9%
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<p>46. What changes to the regulations on home construction would you recommend?</p> <p style="text-align: center;">See Attachment</p>	<p>49. The Village publicizes zoning cases through the Village newsletter, mailings to surrounding residences, and posted notices at the Village Hall. Does this process provide sufficient notice on zoning cases?</p> <p>Yes 47.8% No 13.1% Don't Know/No Opinion 30.4%</p>																																				
<p>47. Have you applied for a case to be heard before the zoning board of appeals?</p> <p>Yes 2.9% No 89.2%</p>	<p>50. How well do you believe the following regulatory ordinances are enforced?</p> <table border="1"> <thead> <tr> <th></th> <th><u>Excellent</u></th> <th><u>Good</u></th> <th><u>Fair</u></th> <th><u>Poor</u></th> <th><u>Don't Know</u></th> </tr> </thead> <tbody> <tr> <td>Weeds</td> <td>5.8%</td> <td>32.8%</td> <td>16.5%</td> <td>12.9%</td> <td>23.4%</td> </tr> <tr> <td>Vehicle Parking</td> <td>14.4%</td> <td>45.9%</td> <td>12.9%</td> <td>9.7%</td> <td>10.2%</td> </tr> <tr> <td>Garbage</td> <td>11.8%</td> <td>49.1%</td> <td>11.5%</td> <td>7.6%</td> <td>12.6%</td> </tr> <tr> <td>Storage of Junk</td> <td>6.6%</td> <td>38.1%</td> <td>15.0%</td> <td>7.9%</td> <td>24.4%</td> </tr> <tr> <td>Construction and Site Maintenance</td> <td>5.0%</td> <td>27.0%</td> <td>25.5%</td> <td>19.2%</td> <td>16.0%</td> </tr> </tbody> </table>		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>	Weeds	5.8%	32.8%	16.5%	12.9%	23.4%	Vehicle Parking	14.4%	45.9%	12.9%	9.7%	10.2%	Garbage	11.8%	49.1%	11.5%	7.6%	12.6%	Storage of Junk	6.6%	38.1%	15.0%	7.9%	24.4%	Construction and Site Maintenance	5.0%	27.0%	25.5%	19.2%	16.0%
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<p>48.* If you have applied for a case to be heard before the zoning board of appeals, were adequate information and instructions provided to fulfill the necessary requirements of the application process?</p> <p>Yes 7.9% No 30.9% Don't Know/No Opinion 61.2%</p>																																					

CENTRAL BUSINESS DISTRICT
(downtown Clarendon Hills)

<p>51. How satisfied are you with the following aspects of the central business district?</p> <table border="1"> <thead> <tr> <th></th> <th><u>Extremely Satisfied</u></th> <th><u>Very Satisfied</u></th> <th><u>Somewhat Satisfied</u></th> <th><u>Not Satisfied</u></th> <th><u>No Opinion</u></th> </tr> </thead> <tbody> <tr> <td>Range of shopping choices</td> <td>.8%</td> <td>7.3%</td> <td>30.2%</td> <td>52.5%</td> <td>3.7%</td> </tr> <tr> <td>Quality of shopping</td> <td>2.1%</td> <td>16.0%</td> <td>37.8%</td> <td>33.3%</td> <td>4.7%</td> </tr> <tr> <td>Availability of parking</td> <td>5.8%</td> <td>28.9%</td> <td>37.8%</td> <td>19.2%</td> <td>3.4%</td> </tr> <tr> <td>Condition of buildings</td> <td>3.9%</td> <td>25.5%</td> <td>43.6%</td> <td>16.0%</td> <td>5.0%</td> </tr> </tbody> </table>		<u>Extremely Satisfied</u>	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Not Satisfied</u>	<u>No Opinion</u>	Range of shopping choices	.8%	7.3%	30.2%	52.5%	3.7%	Quality of shopping	2.1%	16.0%	37.8%	33.3%	4.7%	Availability of parking	5.8%	28.9%	37.8%	19.2%	3.4%	Condition of buildings	3.9%	25.5%	43.6%	16.0%	5.0%	<p>53. Have you attended any of the following downtown Clarendon Hills events in the past two years?</p> <table border="1"> <thead> <tr> <th><u>Event</u></th> <th><u>0</u></th> <th><u>1</u></th> <th><u>2</u></th> <th><u>3</u></th> <th><u>4</u></th> <th><u>5 or More</u></th> </tr> </thead> <tbody> <tr> <td>Daisy Days (June)</td> <td>10.0%</td> <td>35.7%</td> <td>26.2%</td> <td>-</td> <td>.3%</td> <td>-</td> </tr> <tr> <td>Dancin' in the Streets Concerts (Summer)</td> <td>10.8%</td> <td>24.9%</td> <td>9.7%</td> <td>4.2%</td> <td>5.2%</td> <td>19.8%</td> </tr> <tr> <td>Christmas Walk (December)</td> <td>20.7%</td> <td>26.5%</td> <td>17.6%</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	<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)	10.0%	35.7%	26.2%	-	.3%	-	Dancin' in the Streets Concerts (Summer)	10.8%	24.9%	9.7%	4.2%	5.2%	19.8%	Christmas Walk (December)	20.7%	26.5%	17.6%	-	-	-
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COMMUNICATION

55. The Village distributes the monthly newsletter *Trustee Topics*. How frequently do you read this newsletter?

Every Month	83.7%
Sometimes	11.0%
Never	2.9%

58. The Village operates a Village website at www.clarendon-hill.il.us. How frequently do you visit the website?

Daily	.3%
Weekly	1.3%
Monthly	23.4%
Never visit website	54.1%
Do not have access to the internet	10.8%

56. Would like to receive an emailed version of *Trustee Topics* in addition to the monthly mailing. If yes, please include your email address below or contact the Village at 323-3500 x22.

Yes	10.8%
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59. What suggestions do you have to improve the design or content of the Village website?

Update More Frequently	1.1%
Website is Good	1.1%
Other	4.2%

57. What suggestions do you have to improve the distribution or content of the *Trustee Topics* newsletter?

Local Ords. & Fines	1.1%
More Brd. Meeting Info.	1.1%
Recognize Residents/ Volunteers	1.1%
Send by Email	1.1%
Other	8.7%

60. The Village operates an information page on cable television channel 6. How frequently do you use this resource for Village information?

Daily	2.9%
Weekly	9.2%
Monthly	17.3%
Never watch channel 6	46.5%
Do not have cable television	16.0%

QUALITY OF LIFE

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

Excellent	41.5%
Good	52.0%
Fair	4.2%
Poor	.3%
Don't Know/No Opinion	.3%

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

Much Better	7.6%
Somewhat Better	21.5%
About the Same	33.9%
Somewhat Worse	15.2%
Much Worse	2.6%

<p>63. What three things do you like <i>best</i> about living in Clarendon Hills?</p> <table border="0"> <tr> <td>Convenient Location</td> <td>40.7%</td> <td>Safety</td> <td>24.2%</td> </tr> <tr> <td>Friendly People</td> <td>28.4%</td> <td>Schools</td> <td>23.4%</td> </tr> <tr> <td>Small Size/Feeling</td> <td>27.0%</td> <td>Other: See Attachment</td> <td></td> </tr> </table>	Convenient Location	40.7%	Safety	24.2%	Friendly People	28.4%	Schools	23.4%	Small Size/Feeling	27.0%	Other: See Attachment		<p>66. 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>Schools</td> <td>72.7%</td> </tr> <tr> <td>Location</td> <td>85.3%</td> </tr> <tr> <td>Shopping</td> <td>10.8%</td> </tr> <tr> <td>Transportation</td> <td>66.1%</td> </tr> <tr> <td>Housing Quality</td> <td>54.3%</td> </tr> <tr> <td>Residential Neighborhoods</td> <td>68.0%</td> </tr> <tr> <td>Friendliness of Residents</td> <td>61.4%</td> </tr> <tr> <td>Recreational Amenities</td> <td>23.9%</td> </tr> <tr> <td>Other</td> <td>3.4%</td> </tr> </table>	Schools	72.7%	Location	85.3%	Shopping	10.8%	Transportation	66.1%	Housing Quality	54.3%	Residential Neighborhoods	68.0%	Friendliness of Residents	61.4%	Recreational Amenities	23.9%	Other	3.4%				
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<p>64. What three things do you like <i>least</i> about living in Clarendon Hills?</p> <table border="0"> <tr> <td>Lack of Commerce</td> <td>26.3%</td> <td>Traffic Problems</td> <td>7.6%</td> </tr> <tr> <td>Teardowns/Construction</td> <td>17.3%</td> <td>Downtown</td> <td>6.6%</td> </tr> <tr> <td>High/ Increasing Taxes</td> <td>15.2%</td> <td>Other: See Attachment</td> <td></td> </tr> </table>	Lack of Commerce	26.3%	Traffic Problems	7.6%	Teardowns/Construction	17.3%	Downtown	6.6%	High/ Increasing Taxes	15.2%	Other: See Attachment		<p>67. What do you consider to be major disadvantages of living in Clarendon Hills? (Check all that apply.)</p> <table border="0"> <tr> <td>Traffic Problems</td> <td>23.9%</td> </tr> <tr> <td>Street Conditions</td> <td>18.4%</td> </tr> <tr> <td>Recreational Amenities</td> <td>13.1%</td> </tr> <tr> <td>Housing Costs</td> <td>44.1%</td> </tr> <tr> <td>Distance of Employer</td> <td>3.4%</td> </tr> <tr> <td>Shopping</td> <td>50.9%</td> </tr> <tr> <td>Other</td> <td>8.9%</td> </tr> <tr> <td>- Taxes</td> <td>2.4%</td> </tr> <tr> <td>- Lack of Commerce</td> <td>2.1%</td> </tr> <tr> <td>- Teardowns/Construction</td> <td>2.1%</td> </tr> <tr> <td>- Access into Village</td> <td>1.8%</td> </tr> </table>	Traffic Problems	23.9%	Street Conditions	18.4%	Recreational Amenities	13.1%	Housing Costs	44.1%	Distance of Employer	3.4%	Shopping	50.9%	Other	8.9%	- Taxes	2.4%	- Lack of Commerce	2.1%	- Teardowns/Construction	2.1%	- Access into Village	1.8%
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DEMOGRAPHICS
(Information for statistical purposes only)

<p>68. Check the box that best describes your age.</p> <table border="0"> <tr> <td>Under 20</td> <td>.3%</td> </tr> <tr> <td>20-29</td> <td>2.6%</td> </tr> <tr> <td>30-39</td> <td>13.4%</td> </tr> <tr> <td>40-49</td> <td>32.3%</td> </tr> <tr> <td>50-59</td> <td>19.7%</td> </tr> <tr> <td>60-69</td> <td>12.6%</td> </tr> <tr> <td>70 and over</td> <td>16.5%</td> </tr> </table>	Under 20	.3%	20-29	2.6%	30-39	13.4%	40-49	32.3%	50-59	19.7%	60-69	12.6%	70 and over	16.5%	<p>70. Please indicate the cities where you and your spouse are employed (if applicable).</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>17.1%</td> <td>Chicago</td> <td>16.3%</td> </tr> <tr> <td>Clarendon Hills</td> <td>6.3%</td> <td>Clarendon Hills</td> <td>4.7%</td> </tr> <tr> <td>Oak Brook</td> <td>5.8%</td> <td>Retired</td> <td>3.4%</td> </tr> <tr> <td>Retired</td> <td>5.0%</td> <td>Oak Brook</td> <td>3.1%</td> </tr> <tr> <td>Hinsdale</td> <td>2.9%</td> <td>Downers Grove</td> <td>2.6%</td> </tr> <tr> <td>Downers Grove</td> <td>2.6%</td> <td>Hinsdale</td> <td>2.6%</td> </tr> </tbody> </table>	<u>Respondent</u>		<u>Spouse</u>		Chicago	17.1%	Chicago	16.3%	Clarendon Hills	6.3%	Clarendon Hills	4.7%	Oak Brook	5.8%	Retired	3.4%	Retired	5.0%	Oak Brook	3.1%	Hinsdale	2.9%	Downers Grove	2.6%	Downers Grove	2.6%	Hinsdale	2.6%
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<p>69. How many people currently live in your household?</p> <table border="0"> <tr> <td>One</td> <td>17.1%</td> </tr> <tr> <td>Two</td> <td>30.4%</td> </tr> <tr> <td>Three</td> <td>13.4%</td> </tr> <tr> <td>Four or more</td> <td>36.0%</td> </tr> </table>	One	17.1%	Two	30.4%	Three	13.4%	Four or more	36.0%	<p>71. 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>81.1%</td> <td>.5%</td> </tr> <tr> <td>Apartment</td> <td>.3%</td> <td>2.7%</td> </tr> <tr> <td>Condominium</td> <td>8.9%</td> <td>.3%</td> </tr> <tr> <td>Townhome</td> <td>6.2%</td> <td>-</td> </tr> </tbody> </table>		<u>Own</u>	<u>Rent</u>	Single-Family	81.1%	.5%	Apartment	.3%	2.7%	Condominium	8.9%	.3%	Townhome	6.2%	-																			
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<p>72. How long have you been a resident of Clarendon Hills?</p> <table border="0"> <tr><td>Less than one year</td><td>1.6%</td></tr> <tr><td>1-5 years</td><td>23.6%</td></tr> <tr><td>6-10 years</td><td>16.5%</td></tr> <tr><td>11-15 years</td><td>12.6%</td></tr> <tr><td>16-20 years</td><td>8.4%</td></tr> <tr><td>More than 20 years</td><td>34.4%</td></tr> </table>	Less than one year	1.6%	1-5 years	23.6%	6-10 years	16.5%	11-15 years	12.6%	16-20 years	8.4%	More than 20 years	34.4%	<p>74. 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>18.1%</td></tr> <tr><td>North of Burlington Northern Railroad Tracks and South of Chicago Avenue</td><td>35.1%</td></tr> <tr><td>South of Burlington Northern Railroad Tracks and North of 55th Street</td><td>33.9%</td></tr> <tr><td>South of 55th Street</td><td>8.9%</td></tr> </table>	North of Chicago Avenue	18.1%	North of Burlington Northern Railroad Tracks and South of Chicago Avenue	35.1%	South of Burlington Northern Railroad Tracks and North of 55 th Street	33.9%	South of 55 th Street	8.9%
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<p>73. What is your combined household income?</p> <table border="0"> <tr><td>Under \$25,000</td><td>2.6%</td></tr> <tr><td>\$25,000 to \$49,999</td><td>6.6%</td></tr> <tr><td>\$50,000 to \$74,999</td><td>10.5%</td></tr> <tr><td>\$75,000 to \$99,999</td><td>11.8%</td></tr> <tr><td>\$100,000 to \$149,999</td><td>18.1%</td></tr> <tr><td>\$150,000 and over</td><td>30.2%</td></tr> </table>	Under \$25,000	2.6%	\$25,000 to \$49,999	6.6%	\$50,000 to \$74,999	10.5%	\$75,000 to \$99,999	11.8%	\$100,000 to \$149,999	18.1%	\$150,000 and over	30.2%	<p>75. Would you like a copy of the results of this survey? If yes, please provide your name and address at the end of the survey 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 and on file at Clarendon Hills Public Library.</p> <table border="0"> <tr><td>Yes</td><td>26.2%</td><td>No</td><td>41.2%</td></tr> </table>	Yes	26.2%	No	41.2%				
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\$150,000 and over	30.2%																				
Yes	26.2%	No	41.2%																		
<p>76. Suggestions/Comments:</p> <p style="text-align: center;">See Attachment</p>																					

OPEN-ENDED RESPONSES

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

Reduce or Limit FAR/ Home Size	13.4%		Eliminate Fire Sprinkler Requirement	2.4%
Reduce or Limit Height	6.6%		Nothing	1.8%
Increase Setbacks	6.6%		Reduce/Stop Teardowns	1.6%
Increase Green Space	3.9%		Better Drainage/Flooding Control	1.6%
Better Enforcement of Rules	3.9%		Limit Construction by Street/ Area/ Time	1.3%
Make Developer Pay For Construction Damage	2.4%		Garage Regulations	1.3%

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

Convenient Location (Train, Hwys., Shopping)	40.7%		Housing/Property Quality	3.9%
People/Friends/ Neighbors	28.4%		Village Services/Staff	3.9%
Small Town Size/Feeling	27.0%		Family Oriented	3.7%
Safety	24.2%		Village Festivals	2.9%
Schools	23.4%		My Neighborhood	2.6%
Quiet/ Peaceful	11.6%		CH Businesses	2.4%
Appearance (Attractive, Clean)	6.0%		Winding Streets	2.1%
Parks/Pool	5.5%		Property Values	1.8%
Trees/ Greenery	5.3%		Little Traffic Congestion	1.8%
Downtown Clarendon Hills	4.7%		Churches	1.3%
Easy to Walk Places/ Close to Town	4.5%		Layout of Town	1.3%

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

Lack of Shopping/Restaurants	26.3%		Police Department	2.6%
Teardowns/Housing Construction	17.3%		Crime	2.4%
High/ Increasing Taxes & Fees	15.2%		Lack of Diversity	2.1%
Traffic (congestion, speeding, noise)	7.6%		Water/Drainage Management	2.1%
Downtown	6.6%		Changing/Loss of Charm	1.8%
Access into/out of the Village	6.0%		Downtown Development	1.8%
Lack of Curbs	5.3%		Lack of Entertainment	1.6%
Village Officials/Politics	3.7%		Landscapers	1.6%
Housing Costs/Lack or Affordable Housing	3.4%		Mayflower Motel	1.6%
Parks District Offerings	3.2%		Village Programs/Money Spent	1.6%
Parking	2.9%		Code Enforcement	1.3%
Residents/Neighbors	2.9%		Library	1.3%
Road Construction	2.9%		Schools	1.3%
Trains (Traffic, Noise)	2.9%			

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

Need More and Better Businesses	18.9%		Curbs	2.1%
Downtown Redevelopment/Renovations	6.3%		Lower Property Taxes	2.1%
More Building Restrictions	5.5%		Access/ Traffic Flow from Ogden Avenue	2.1%
Better Police Enforcement	3.9%		Keep Small Town/Unique Feel	1.6%
Better Code Enforcement	3.7%		Improve/Add Sidewalks	1.6%
Decrease Building Construction	2.9%		Improve Police Department	1.3%
Improve Parking	2.9%		Teardown the Mayflower Motel	1.3%
Improve Park District Programs/ Services	2.9%		Streetlights and Signage	1.3%
Improve Village Staff	1.6%		Beautification	1.3%