



Village of Clarendon Hills

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Clarendon Hills 2009 Community Needs Survey Analysis

Attached, please find the results of the fifth 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 2009 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, miscellaneous village services, quality of life, and demographics. This narrative analysis combines the answers of the respondents to portray a statistically accurate picture of resident opinions.

The results of the survey are presented as follows:

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Survey Participation and Statistical Information

The 2009 Community Needs Survey was randomly distributed to 1,000 Clarendon Hills' households. A total of 384 surveys were returned and thus a response rate of 38.4% was achieved. Survey participation was structured so that both single-family and multi-family households would be accurately represented. In Clarendon Hills, 30.6% of households are multi-family and 69.4% are single-family. Therefore, 306 surveys were randomly distributed to multi-family households and 694 surveys were randomly distributed to single-family households. Of the 384 surveys returned, a valid percentage indicates approximately 80% were from single-family households and 20% were from multi-family households. This over-representation of single-family households is primarily due to a large number of vacancies in 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 generally represent the distribution of households in Clarendon Hills. A high number of multi-family households South of 55th Street could have led to the under-representation of households in this area since similar results were produced for the 2005 - 2008 surveys.

Area of the Village	% of Households in Area	% of Respondents in Area
N. of Chicago Ave.	15.9%	15.9%
N. of BNSF Railroad and S. of Chicago Ave.	33.8%	34.1%
S. of BNSF Railroad and N. of 55 th St.	32.4%	34.1%
S. of 55 th St.	17.9%	12.2%

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

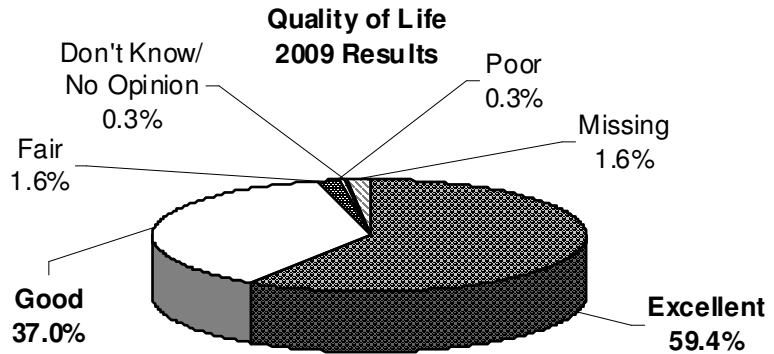
- 1-1.80 = "strongly agree (much better)"
- 1.81-2.60 = "agree (somewhat better)"
- 2.61-3.40 = "no opinion (about the same)"
- 3.41-4.20 = "disagree (somewhat worse)"
- 4.21-5.0 = "strongly disagree (much worse)"

A valid percentage was also used on specific questions. This percentage excludes blank and "no opinion" responses. A valid percentage more accurately assesses 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

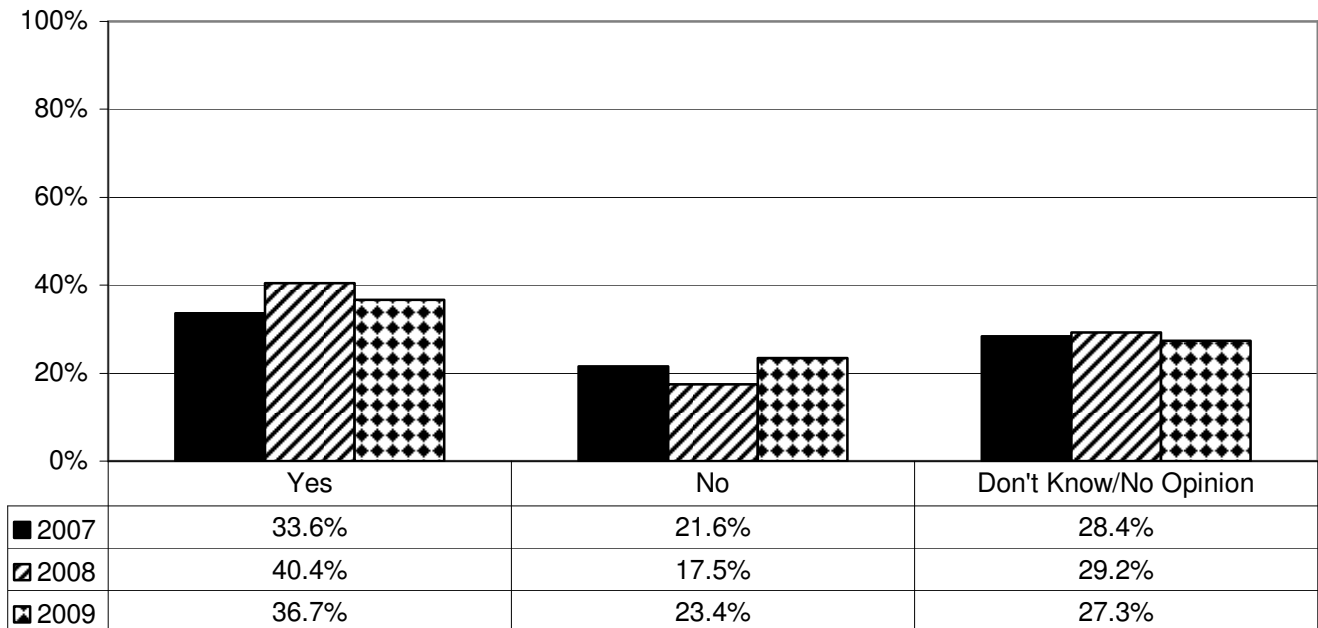
For the fifth year in a row, nearly all respondents rated the overall quality of life in Clarendon Hills as good or excellent (96.4%)! In addition, a mean score taken on a five-point scale shows that respondents believe the quality of life is about the same as it was ten years ago. Multiple questions throughout the survey indicate respondents' satisfaction with the location, schools, residents, safety, and the "small town feel" of the Village. In fact, 95.1% of respondents reported that they feel safe and secure in their neighborhood!



Fire Service Tax

Due to a decrease in the number of paid-on-call ("volunteer") firefighter/paramedics in the Village, surveys from 2007 – 2009 asked whether respondents would support a tax increase to hire additional fire personnel and sustain minimum service levels. The 2009 results indicate that 36.7% of respondents would support a tax increase for fire services, which is consistent with the 2007 and 2008 surveys. Similar to the past two years, 23.4% of respondents indicated that they would not support a tax increase and nearly a third of respondents indicated that they do not know or do not have an opinion about the tax increase.

**Tax Increase for Fire Personnel
2007 - 2009**



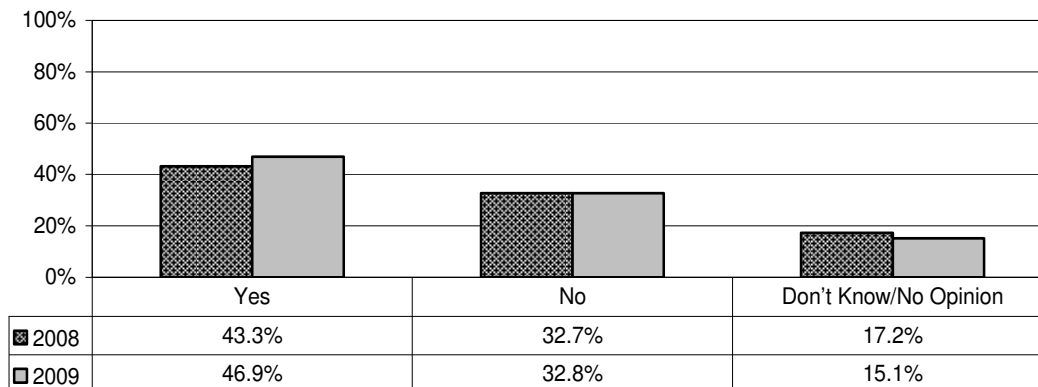
Metra Lot Redevelopment

As in 2008, this year’s survey included a question inquiring whether respondents would support redevelopment of the Metra parking lot and adjacent properties as illustrated below.



The redevelopment would include a three-story mixed-use building with 6,000 square feet of first-floor retail, 22 condominium units, and 68 first-floor parking spaces. This redevelopment concept is a component of the Village’s Downtown Master Plan which was approved in 2006 after significant resident input. The survey results below illustrate that more respondents would support the redevelopment than not (46.9% vs. 32.8%).

**Do You Support Redevelopment of the Metra Lot?
2008 - 2009**

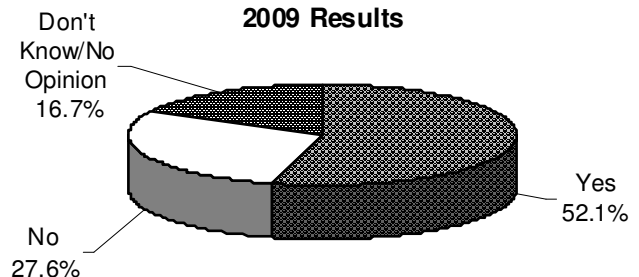


Concrete Shoulders

Last year’s survey involved a question regarding the replacement of the current gravel shoulder and culvert system with a curb, gutter, and storm sewer system. Unfortunately, estimates indicate that the cost of installing this system would be approximately 50 million dollars, which is cost prohibitive for the Village. Alternatively, the Village is considering the replacement of gravel shoulders with concrete shoulders and recently tested this concept on Grant, Churchill, and the 200 block of Hudson since these roads were due for improvement. Estimates indicate that concrete shoulders cost nearly 25% less than gravel shoulders over a 45 year period.

This year’s survey contained a question asking residents if they would favor the replacement of gravel shoulders with concrete shoulders throughout the Village. The pie chart indicates the percentage of respondents that stated whether or not they would support the replacement. As illustrated, about half of all respondents support the replacement of gravel shoulders with concrete shoulders while just over a quarter of respondents do not support the replacement.

**Replacement of Gravel Shoulders with
Concrete Shoulders
2009 Results**

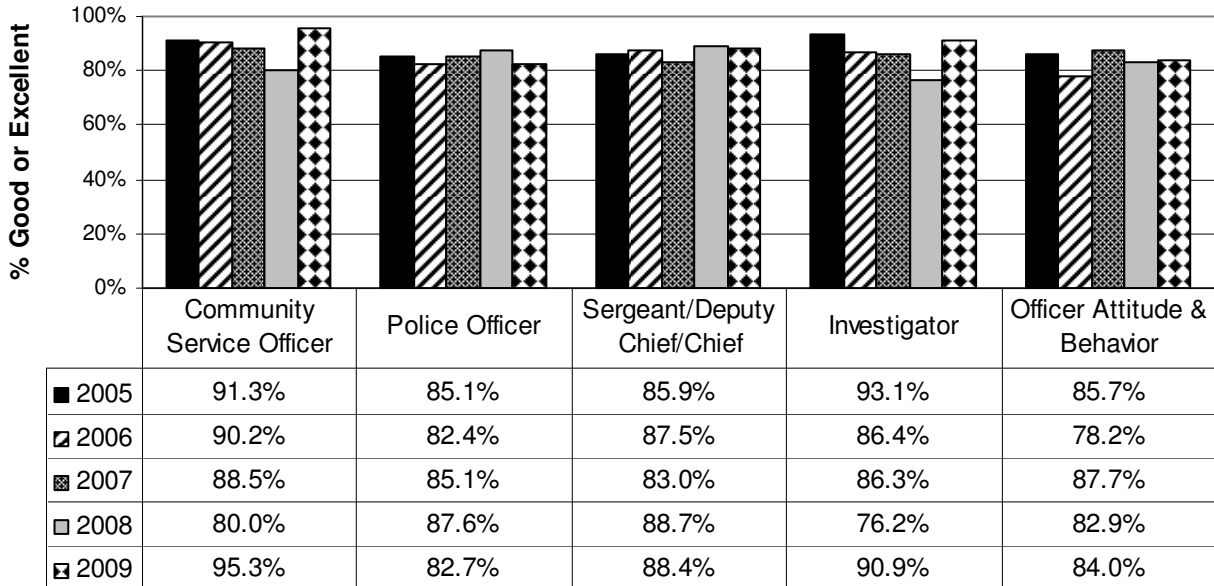


Village Departments

Police Department

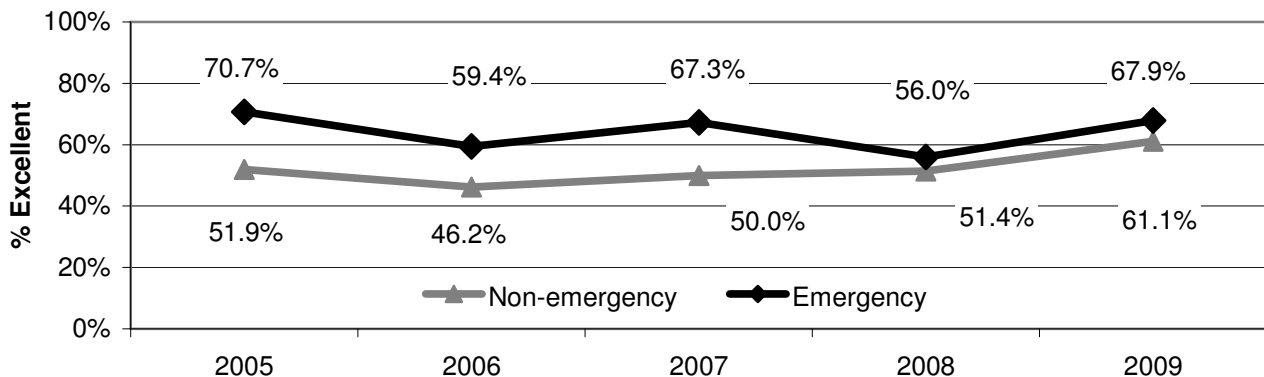
- In the last three years, the majority of respondents (59.6%) have had contact with the Police Department. Results indicate that most respondents have had contact with an officer (42.2%) or dispatch (23.2%). Moreover, this contact most often took place in a non-emergency situation (40.6%). The graph below illustrates the percentage of respondents who have had contact with the Police Department and rated the services provided by the Police Department as good or excellent.

**Adequacy of Police Department Services
2005 - 2009**



- A mean score calculated on a four-point scale rated the adequacy of service provided by dispatch, records staff, community service officer, sergeant/deputy chief/chief, and investigator as “excellent.” Moreover, officer attitude and behavior and response times were also rated as “excellent.” The adequacy of service provided by the prosecutor was rated as “good.”
- The graph below illustrates the percentage of respondents who rated response times as excellent. Although the percentage associated with emergency response times has fluctuated since 2005, the percentage of respondents who rated non-emergency response times as excellent has shown a steady increase of 9.2% since 2005!

**Police Department Response Times
Percent Rated as Excellent
2005 - 2009**

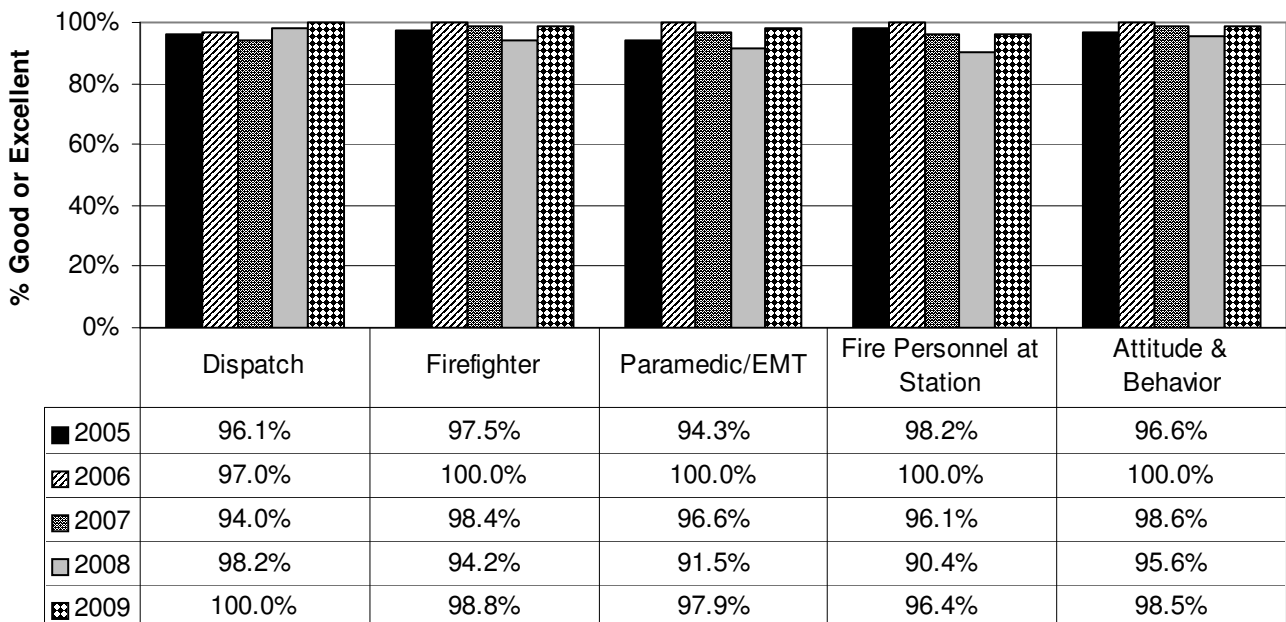


- Most respondents believe that the level of speed enforcement is adequate for the Village of Clarendon Hills (74.2%). The percentage of respondents that indicated the level of parking enforcement is adequate (77.1%) has increased 4.6% since 2008. However, when provided with the choices of excessive, adequate, and insufficient, 15.1% believe that parking enforcement is excessive.
- Awareness of some Police educational and outreach programs has increased since 2005. The percentage of respondents that are aware of DARE, Neighborhood Crime Watch, Vacation House Watch, and SMART Radar Trailer has increased by 18.5%, 16.4%, 13.5%, and 11.0%, respectively. However, the awareness of the Citizen’s Police Academy (19.3%) has decreased 14.7% since 2005.
- Services provided by the Police Department were surveyed regardless of whether the respondent had been in contact with the Police in the last three years. Mean scores ranging between 1.86 and 2.04 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 regards to alcohol/drug use trends and prevention, 23.4% of respondents indicated they were receiving enough information about this topic.
- When respondents were asked if they would call a youth officer to their home to talk to their teenager about drug use, risky behavior, and unsafe driving, about 18.2% indicated they would not be interested in this service, while 12.2% indicated that they would.

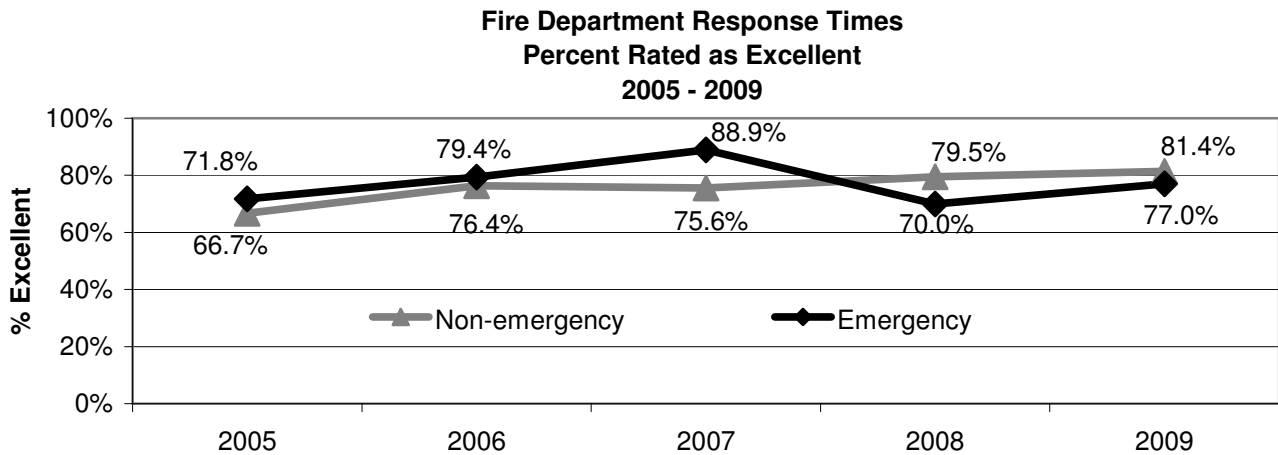
Fire Department

- In the last three years, 29.9% of respondents have had contact with the Fire Department, which is consistent with past years. Contact with a firefighter, paramedic/EMT, 911 dispatch, and fire personnel at the station ranged between 7.8 – 16.9%. Responses indicate that contact most frequently took place during a block party (15.6%), a non-emergency situation (12.2%), or an emergency situation (11.2%).
- Of all respondents who had contact with the Fire Department, more than 96% ranked the adequacy of service provided by dispatch, firefighters, paramedics/EMT, fire personnel at the fire station, and firefighter/EMT attitude and behavior as good or excellent.

**Adequacy of Fire Department Services
Rated as Good or Excellent
2005 - 2009**



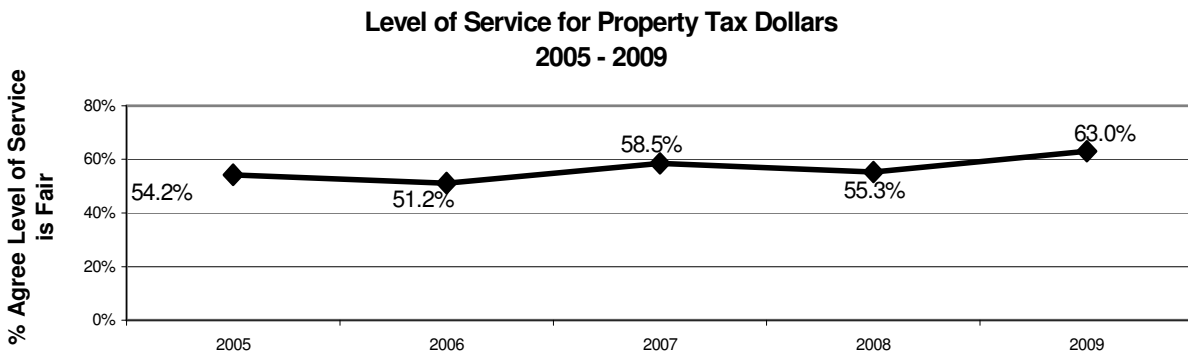
- On a four-point scale, emergency and non-emergency response times were also categorized as “excellent”. As shown below, the percentage of respondents who classified emergency response times as excellent in 2009 (77.0%) has increased 7.0% since 2008, although the percentage has varied greatly since 2005. However, the percentage of respondents who classified non-emergency response times as excellent has increased steadily by 14.7% since 2005!



- A majority of respondents are aware of the Fire Department Open House (69.5%), Fire Prevention Week and Education at Schools (54.9%), Block Party Attendance (54.4%), and Fire Station Tours (46.9%). Awareness of Fire Station Tours and Home Fire Safety Inspections has increased 7.3% and 7.2% respectively since 2005.
- Services provided by the Fire Department were surveyed regardless of whether a respondent had been in contact with the department in the last three years. Mean scores ranging between 1.57 and 1.68 on a four-point scale indicate that respondents are “extremely satisfied” with Department Performance, Fire Protection Services, Fire Inspection of Commercial Buildings, Education on Fire Prevention, Blood Pressure Screenings and CPR Classes, and Firefighter/EMT Attitude and Behavior.

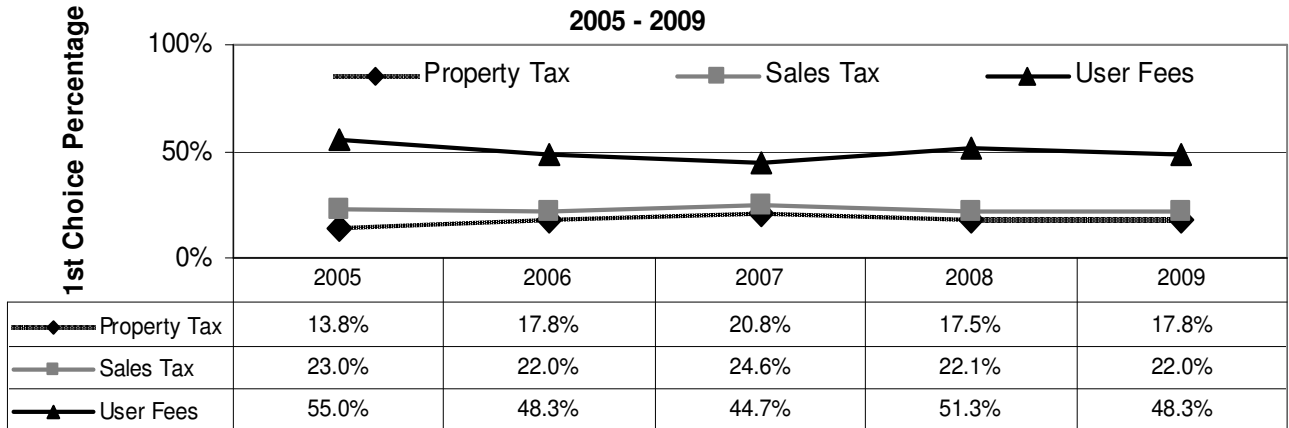
Finance Department

- For the fifth year in a row, the majority of respondents feel they receive a fair level of service for their property tax dollars (63.0%), which has increased 8.8% since 2005. The graph illustrates this increase over the past five years.



- If the Village were to require an increase in services, most respondents would prefer to pay for these services through user fees as their first choice (43.5%), sales tax as their second choice (25.8%), and property tax as their last choice (29.7%). These results have been consistent since 2005 although the percentages have varied slightly. The graph on the following page illustrates the first choice preferences of respondents from 2005 to 2009.

**Tax Increase Preference: 1st Choice
2005 - 2009**

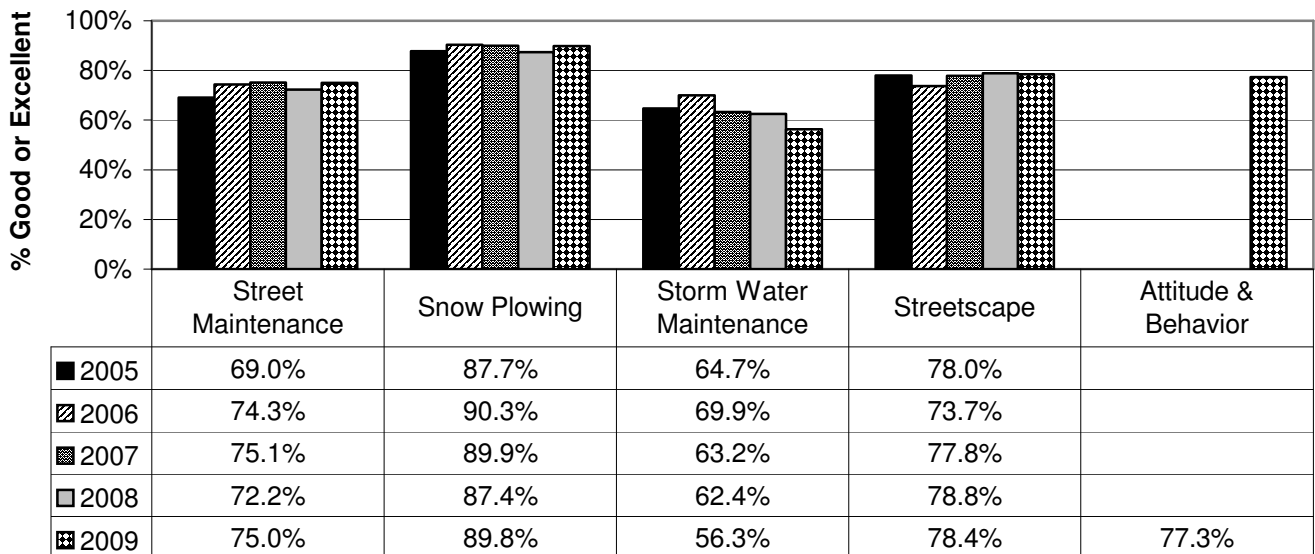


- Similar to previous survey results, the majority of respondents conduct routine business with the Village through the mail (53.1%) but many conduct business in person (38.8%). Since 2005, there has been a 7.4% increase in the number of respondents who make payments using direct debit (25.0%). For the fifth year in a row, most respondents find the service at the Village Hall to be good or excellent (61.2%).

Public Works Department

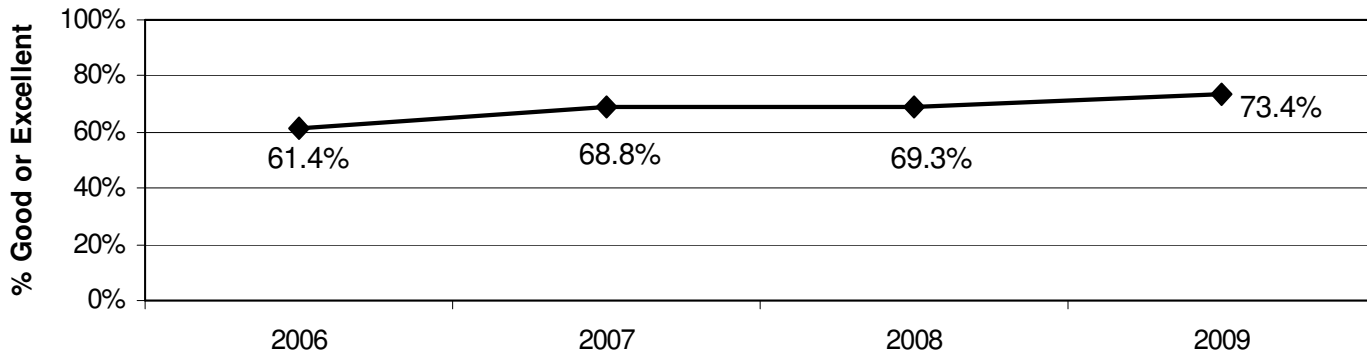
- Most services provided by the Public Works Department have been rated consistently since 2005. The graph below illustrates the percentage of respondents who rated public works services as good or excellent from 2005-2009. As illustrated, a large majority of respondents are satisfied with snow plowing (89.8%), streetscape (78.4%), and street maintenance (75.0%). For the first time, this year’s survey asked residents to rate the attitude and behavior of the employees within the Public Works Department. As shown in the graph below, a large majority of respondents indicated that their attitude and behavior is good or excellent (77.3%).
- The percentage of respondents who rated storm water maintenance as good or excellent has decreased 8.4% since 2005. This decrease may be the result of larger storms that the area has experienced over the last several years.

**Public Works Department Services
Rated as Good or Excellent
2005 - 2009**



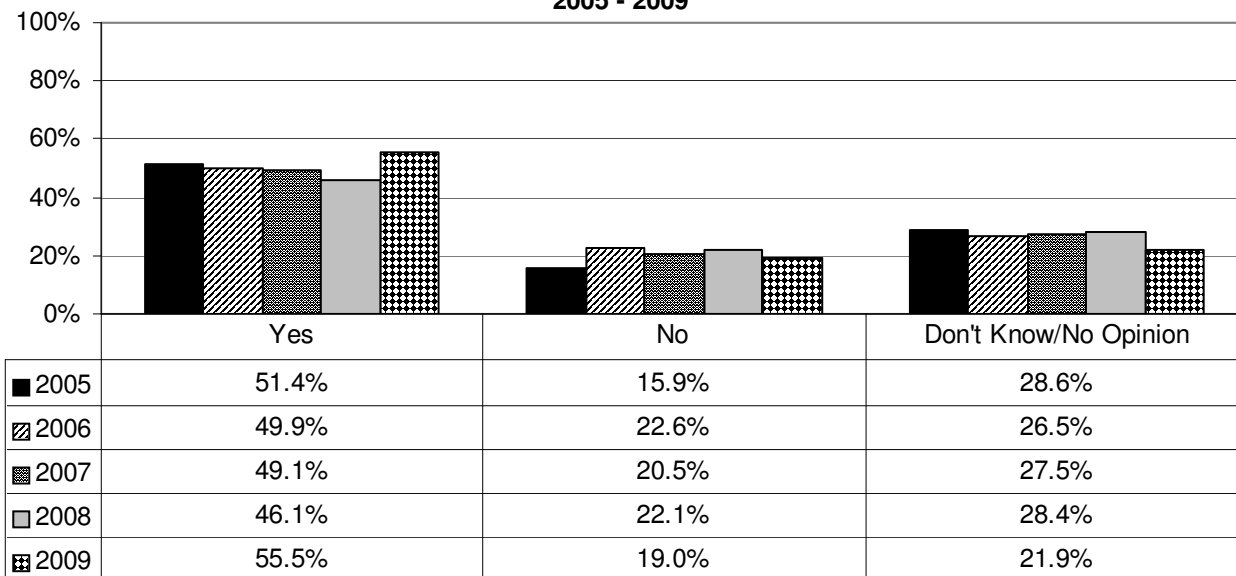
- Since 2005, the majority of respondents believe that street and road conditions are good or excellent (70.6%).
- Most respondents ranked the condition of sidewalks in the Village as either good or excellent (73.4%), which has steadily increased by 12% since 2006. This increase is illustrated below.

**Condition of Sidewalks
Rated as Good or Excellent
2006 - 2009**



- As in past years, a large majority of respondents believe that trimming for the parkways trees which occurs on a six-year rotational basis is adequate (77.9%). However 18.0% believe trimming is insufficient.
- Similar to the last four surveys, approximately half of respondents believe that the Village should contract for snow removal services in the central business district.

**Should the Village Contract for Snow Removal Services in the CBD
2005 - 2009**

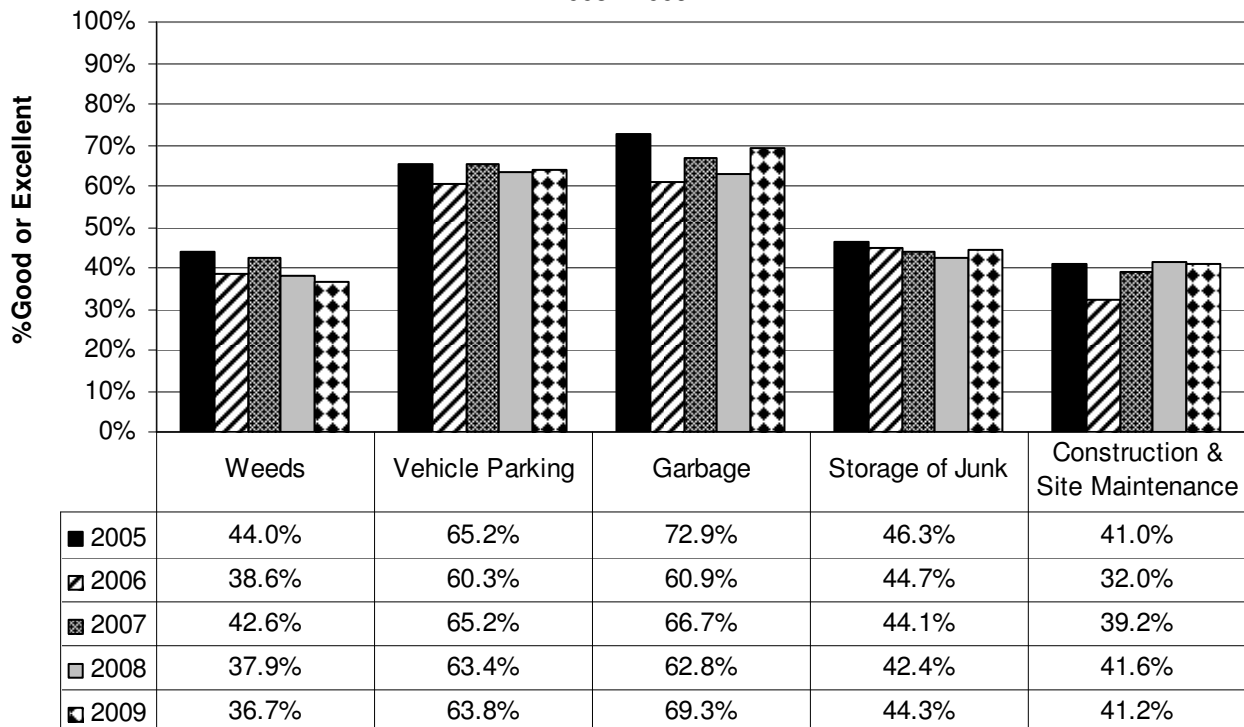


- A large majority of respondents have not been without drinking water in the past year. Of the 14.1% who have been without water, most have been without water once (10.2%).
- Similar to previous survey results, a large majority of respondents are aware that Flagg Creek Water Reclamation District (formally Hinsdale Sanitary District) owns and operates the sanitary sewers (81.8%). This year, 10.2% of respondents stated that they have had a sanitary sewer backup in the last two years. Of the 10.0% who have had a backup, most reported having one (4.9%) or two (1.3%).

Building and Zoning/ Code Enforcement

- The percentage of respondents who indicated that the Village provides adequate information about when a building permit is required (31.3%) has remained low since 2006. However, as in past years, many respondents (41.7%) do not know or have no opinion about when a building permit is required.
- Of those respondents who have applied for a permit, only 26.4% of respondents indicated that they were given adequate instructions and information to successfully obtain the permit and complete the work. However, it is important to note that 66.7% of respondents reported that they did not know or had no opinion on the question. This high percentage is related to the fact that in many instances, contractors apply for the necessary permits and not the homeowner.
- This year’s survey included a question regarding the overall attitude and behavior of the employees within the building department. Only 30.8% of respondents rated these employees as good or excellent. However, more than half (51.3%) indicated that they do not know or do not have an opinion since they may not have had any interaction with the building department.
- Most respondents who wish to change building regulations recommend limiting home size by volume (5.2%), providing better flooding and drainage control (5.0%), and eliminating the fire sprinkler requirement (3.4%).
- The figure below illustrates the percentage of respondents who indicated that code enforcement in the Village is good or excellent. As shown, satisfaction with code enforcement measures has slightly varied since 2005 in all areas.
- Over the past five years, satisfaction with the enforcement of weeds, garbage, and storage of junk has decreased 7.3%, 3.6%, and 2.0%, respectively, although these percentages have slightly varied over the past five years. Compared with other Village services, satisfaction with most areas of code enforcement has been low since 2005.

**Code Enforcement
Rated as Good or Excellent
2005 - 2009**

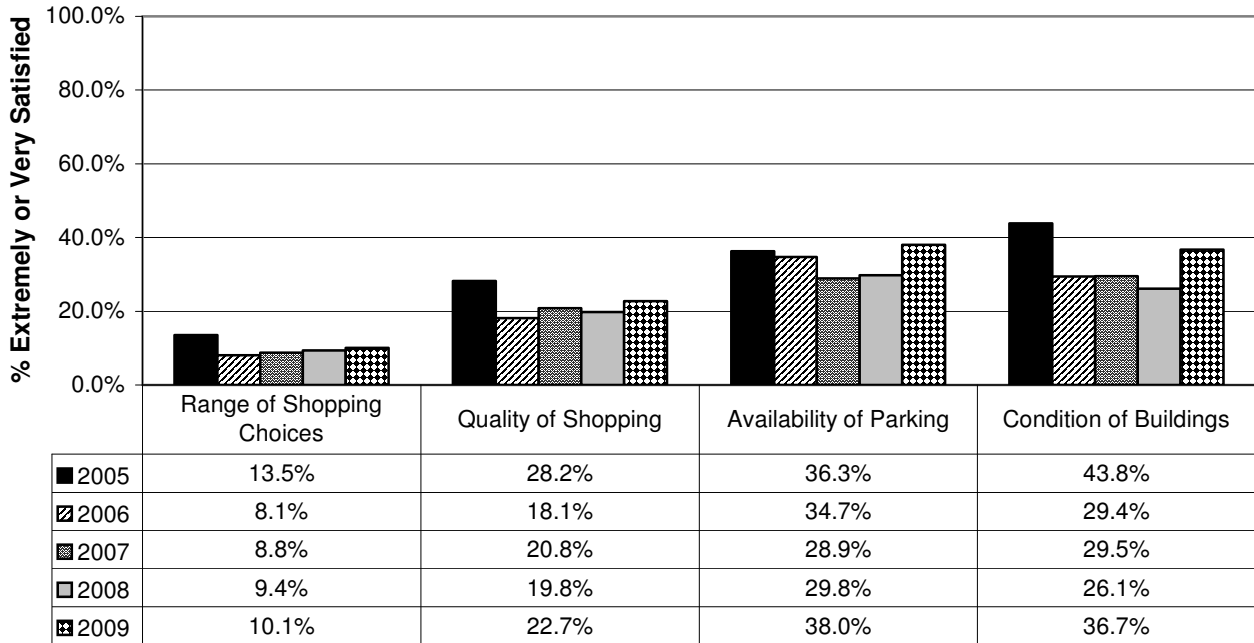


Central Business District (Downtown Clarendon Hills)

Central Business District

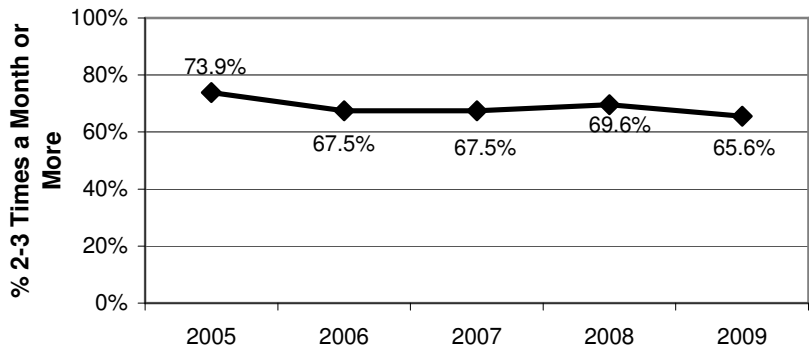
- Since 2005, respondents have rated their satisfaction with various aspects of the central business district by responding that they are extremely satisfied, very satisfied, somewhat satisfied, or not satisfied. The percentage of respondents who indicated that they are extremely or very satisfied with the range of shopping choices, the quality of shopping, the availability of parking, and the condition of buildings in the central business district has increased since 2008. However, it is important to note that over the past five years, a majority of respondents remain somewhat satisfied or not satisfied with the range of shopping choices and the quality of shopping in the central business district (about 80% and 70%, respectively). The graph below illustrates the percentage of respondents who indicated they were extremely or very satisfied.

**Downtown Clarendon Hills Shopping
2005 - 2009**



- Discontent with the downtown has ultimately resulted in a low percentage of respondents who patron the downtown on a regular basis. 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 graph below illustrates the percentage of respondents who shop in downtown Clarendon Hills 2-3 times a month or more which has decreased 8.3% since 2005.

**Frequency of Shopping Downtown Clarendon Hills
2005 - 2009**

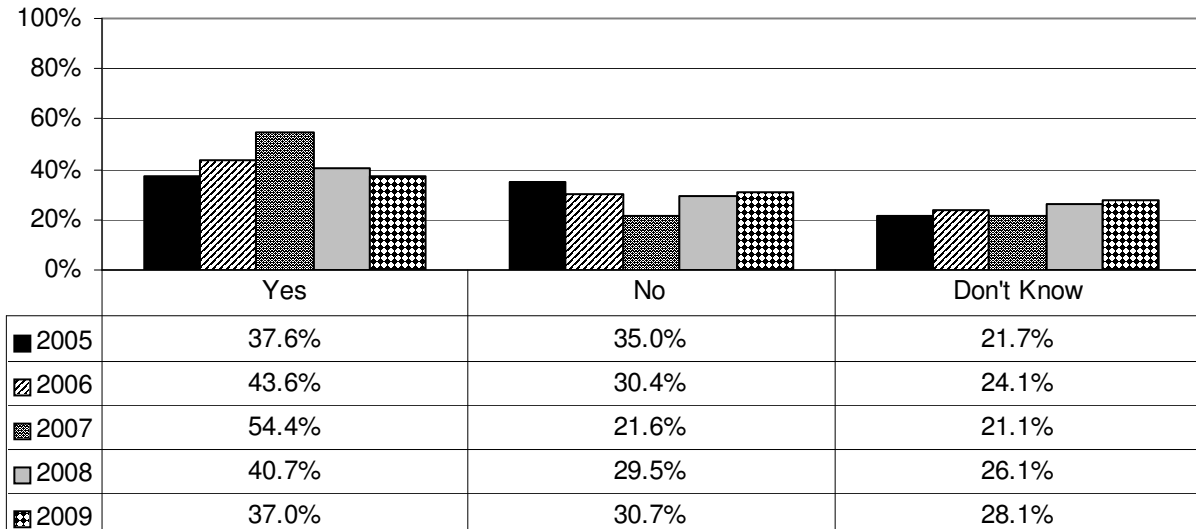


Other Village Services

Heritage Hall

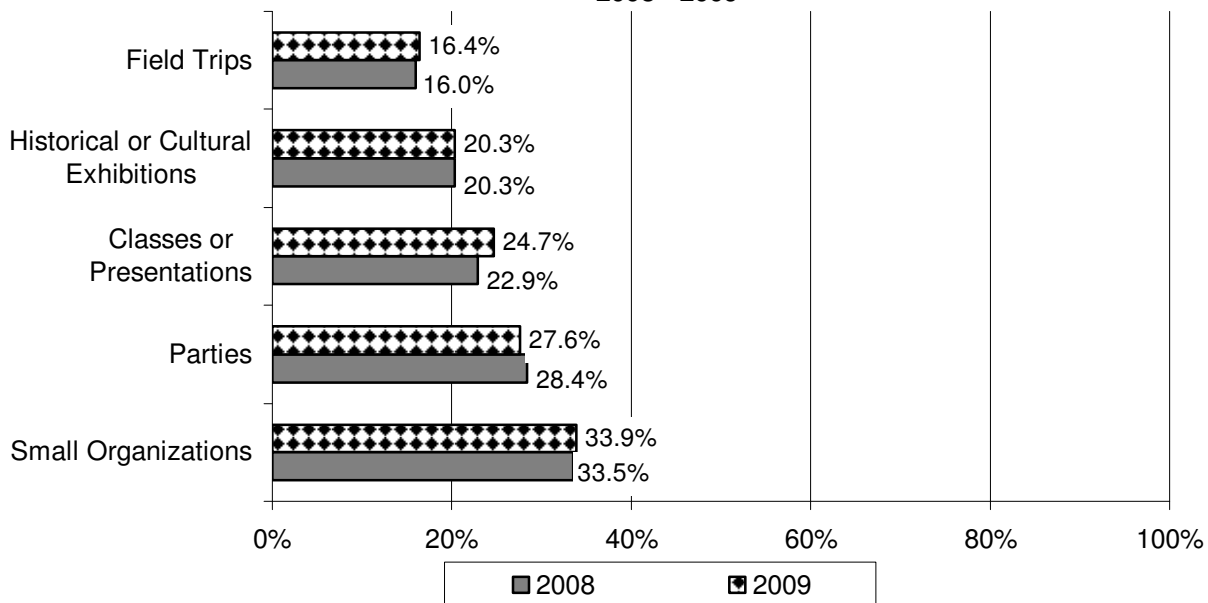
- Since 2005, the percentage of respondents that support the creation of Heritage Hall has decreased slightly. Moreover, similar to previous survey results, a large percentage of respondents (28.1%) indicated that they do not know if they support the project. The graph below illustrates the support for Heritage Hall.

**Support for Heritage Hall
2005 - 2009**



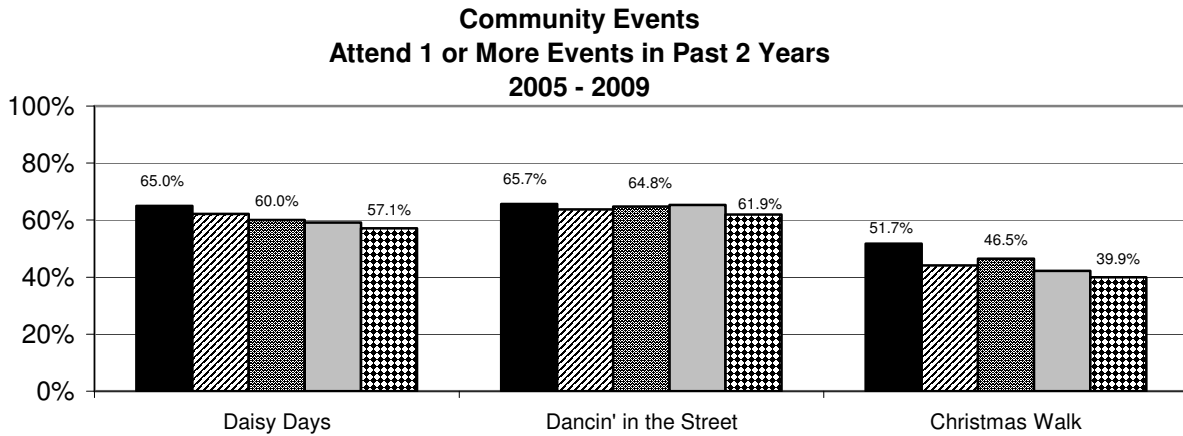
- In both 2008 and 2009, the survey inquired whether respondents would consider using Heritage Hall as a meeting space for various purposes. Similar to last year's results, respondents are most interested in using Heritage Hall for small organizations (33.9%) and parties (27.6%).

**Heritage Hall Meeting Space
2008 - 2009**



Village Events

- The survey asked residents if they had attended any of the downtown Clarendon Hills events in the last two years. Attendance at Daisy Days and the Christmas Walk has consistently decreased since 2005 by 7.9% and 11.8% respectively. Although respondent attendance has also decreased for Dancin' in the Street, attendance has slightly varied over the past five years. The graph below illustrates these percentages.

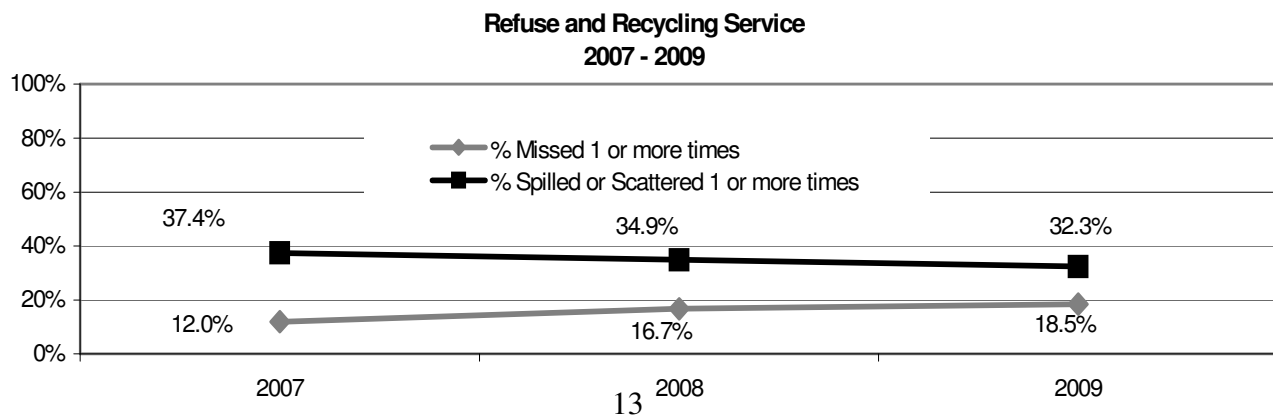


Communication

- As indicated in previous surveys, most respondents read the *Trustee Topics* newsletter every month for Village information (80.5%) and only 2.3% of respondents have never read the newsletter. Moreover, 84.4% of respondents rated the overall quality of the newsletter as good or excellent. A small percentage (10.4%) of respondents would like to receive an emailed version of the *Trustee Topics* newsletter every month and the Village has recently made this service available to residents.
- Far less respondents visit the Village's website for information. Many respondents never visit the website (41.9%) or do not have access to the Internet at their home (6.5%). The percentage of respondents who indicated that the quality of the website is good or excellent has increased 9% since 2007.

Refuse Service

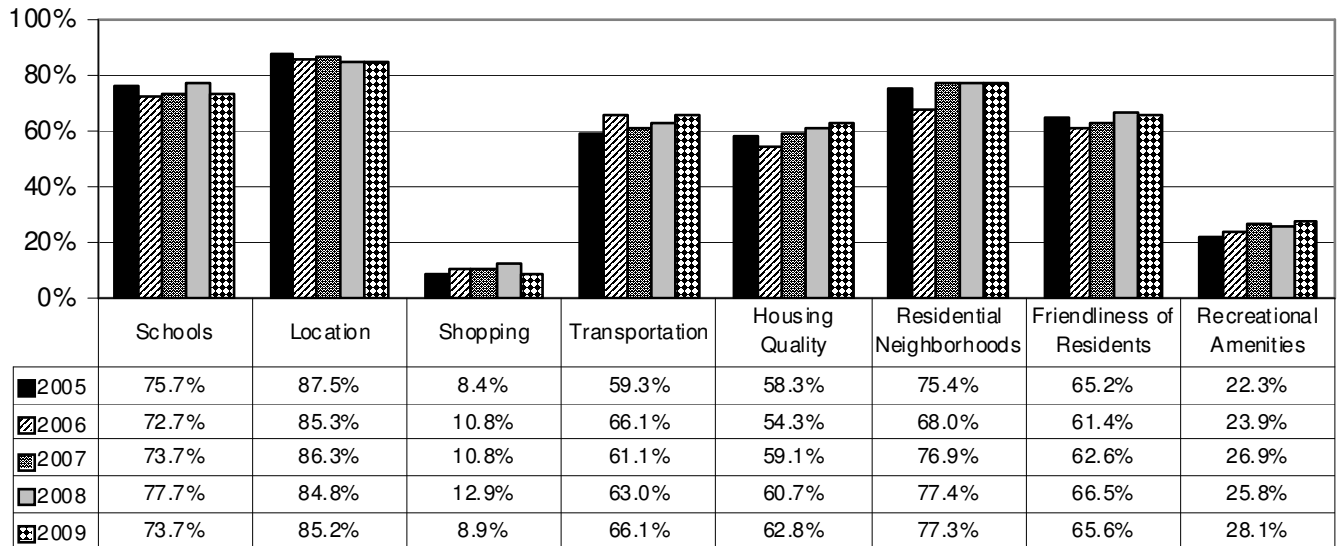
- Most respondents (72.9%) indicated that the refuse collectors have never missed picking up their garbage or recycling on a scheduled pick-up day. However, 18.5% indicated that the garbage collectors have missed their refuse one or more times, an increase of 6.5% since 2007.
- The majority of respondents (56.3%) indicated that the refuse collectors have never spilled or scattered their garbage or recycling. Moreover, the percentage of respondents who indicated that the refuse collectors have spilled or scattered their garbage or recycling one or more times (32.3%) has decreased 5.1% since 2007.



Quality of Life

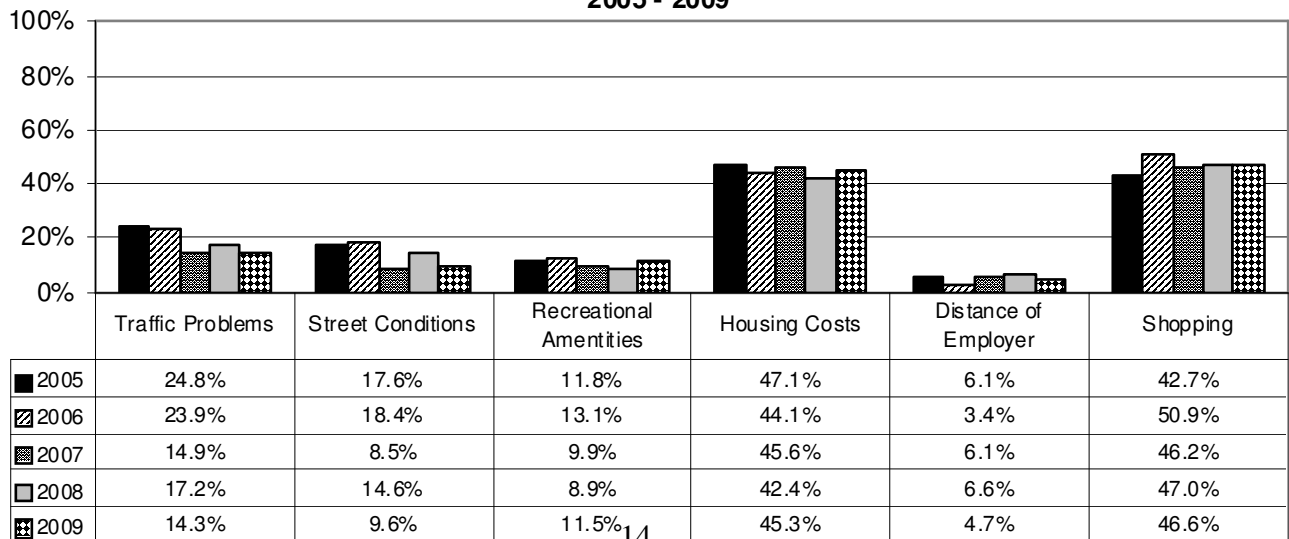
- Approximately 96% of respondents rated the overall quality of life in Clarendon Hills as good or excellent! Furthermore, a mean score based on a five-point scale, characterized the quality of life today as compared to ten years ago as about the same.
- When respondents were asked open-endedly what three things they like best about Clarendon Hills, the top response for the fifth year in a row was convenient location (33.1%). The people and residents (29.2%) and safety or low crime (26.8%) were listed as the second and third best-liked quality. The results of a follow-up, closed-ended question asking for the major advantages of living in Clarendon Hills are illustrated below.

**Major Advantages of Clarendon Hills
2005 - 2009**



- When respondents were asked open-endedly what three things they like least about Clarendon Hills, the top three responses were the lack of shopping and restaurants (27.6%), high or increasing taxes and fees (15.9%), and the overall downtown area (10.2%). The results of a follow-up, closed-ended question asking for the major disadvantages of living in Clarendon Hills are illustrated below.

**Major Disadvantages of Clarendon Hills
2005 - 2009**



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.

- Similar to last year's survey results, 64.8% of respondents of the 2009 survey were between the ages of 20 and 59 and 33.1% of respondents were 60 years of age and older. According to the U.S. Census Bureau, the percentage of Clarendon Hills residents between ages 20 and 59 is 77.3% and the percentage of residents 60 years and over is 22.7%. Therefore, as in previous years, residents 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 2009 survey was 2.63. 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 fifth year in a row, Chicago was most frequently cited as a place of work for respondents (17.2%) and spouses (14.3%).
- Using a valid percentage, 80.4% of respondents reside in a single-family home and all own the home. In addition, 20.0% of respondents live in a multi-family home and only 3.5% are rental properties. Since 69.4% of surveys were distributed to single-family homes and 30.6% 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 under-representation of multi-family households.
- For the fifth 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 the significant rise in incomes since the 2000 U.S. Census. For instance, the medium income of Clarendon Hills' households in 2005 was estimated at \$95,717.
- As in previous survey results, most respondents have resided in Clarendon Hills for 6 or more years (75.5%), while 49.5% have lived here 16 years or more.

Clarendon Hills 2009 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> <p style="text-align: center;">Yes 95.1% No 3.9%</p>	<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;">23.2%</td></tr> <tr><td style="padding-left: 20px;">Records Staff</td><td style="text-align: right;">11.7%</td></tr> <tr><td style="padding-left: 20px;">Community Service Officer</td><td style="text-align: right;">9.4%</td></tr> <tr><td style="padding-left: 20px;">Police Officer</td><td style="text-align: right;">42.2%</td></tr> <tr><td style="padding-left: 20px;">Sergeant/Deputy Chief/Chief</td><td style="text-align: right;">9.9%</td></tr> <tr><td style="padding-left: 20px;">Investigator</td><td style="text-align: right;">3.9%</td></tr> </table>	Dispatch	23.2%	Records Staff	11.7%	Community Service Officer	9.4%	Police Officer	42.2%	Sergeant/Deputy Chief/Chief	9.9%	Investigator	3.9%																																																																																															
Dispatch	23.2%																																																																																																											
Records Staff	11.7%																																																																																																											
Community Service Officer	9.4%																																																																																																											
Police Officer	42.2%																																																																																																											
Sergeant/Deputy Chief/Chief	9.9%																																																																																																											
Investigator	3.9%																																																																																																											
<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;">16.1%</td></tr> <tr><td style="padding-left: 20px;">Decreased</td><td style="text-align: right;">5.2%</td></tr> <tr><td style="padding-left: 20px;">Remained the same</td><td style="text-align: right;">73.4%</td></tr> </table>	Increased	16.1%	Decreased	5.2%	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: none;"> <tr><td style="padding-left: 20px;">Emergency Situation</td><td style="text-align: right;">8.9%</td></tr> <tr><td style="padding-left: 20px;">Non-emergency Situation</td><td style="text-align: right;">40.6%</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;">12.0%</td></tr> <tr><td style="padding-left: 20px;">Traffic Violation</td><td style="text-align: right;">12.2%</td></tr> <tr><td style="padding-left: 20px;">Police Department Programs</td><td style="text-align: right;">5.5%</td></tr> <tr><td style="padding-left: 20px;">Other</td><td style="text-align: right;">7.0%</td></tr> </table>	Emergency Situation	8.9%	Non-emergency Situation	40.6%	Visited Police Department	29.4%	Requested Services	12.0%	Traffic Violation	12.2%	Police Department Programs	5.5%	Other	7.0%																																																																																							
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<p>8. In your opinion, the level of speed enforcement by the Police Department is:</p> <p>Excessive 11.2% Adequate 74.2% Insufficient 10.9%</p>	<p>12. If you are a parent, are you receiving enough information about alcohol/drug use trends and prevention strategies?</p> <p>Yes 23.4% No 8.6% Not applicable 38.3%</p>																																																				
<p>9. In your opinion, the level of parking enforcement by the Police Department is:</p> <p>Excessive 15.1% Adequate 77.1% Insufficient 2.9%</p>	<p>13. If you are a parent, would you call a youth officer to your home to help you start a dialogue with your teen on drug use, risky behavior, or unsafe driving?</p> <p>Yes 12.2% No 18.2% Not applicable 40.1%</p>																																																				
<p>10. Please mark the Police programs with which you are aware.</p> <table border="0"> <tr><td>Citizen's Police Academy</td><td>19.3%</td></tr> <tr><td>Operation Life Saver</td><td>11.7%</td></tr> <tr><td>DARE School Program</td><td>77.3%</td></tr> <tr><td>Neighborhood Crime Watch</td><td>45.3%</td></tr> <tr><td>Vacation House Watch</td><td>41.1%</td></tr> <tr><td>Home Security Checks</td><td>14.8%</td></tr> <tr><td>Crime Watch Alert</td><td>8.9%</td></tr> <tr><td>Senior Reassurance Program</td><td>8.1%</td></tr> <tr><td>SMART – Radar Trailer</td><td>27.6%</td></tr> <tr><td>Alive at 25 Teen Driving</td><td>16.4%</td></tr> <tr><td>Block Party Attendance</td><td>52.6%</td></tr> </table>	Citizen's Police Academy	19.3%	Operation Life Saver	11.7%	DARE School Program	77.3%	Neighborhood Crime Watch	45.3%	Vacation House Watch	41.1%	Home Security Checks	14.8%	Crime Watch Alert	8.9%	Senior Reassurance Program	8.1%	SMART – Radar Trailer	27.6%	Alive at 25 Teen Driving	16.4%	Block Party Attendance	52.6%	<p>14. Overall, with respect to the services provided by the Police Department , I am:</p> <table border="0"> <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>16.1%</td> <td>43.8%</td> <td>9.1%</td> <td>1.6%</td> <td>5.7%</td> </tr> <tr> <td>Competence of Employees</td> <td>16.1%</td> <td>43.5%</td> <td>7.3%</td> <td>1.0%</td> <td>8.3%</td> </tr> <tr> <td>Officer Attitude and Behavior</td> <td>15.1%</td> <td>42.2%</td> <td>8.6%</td> <td>4.7%</td> <td>5.7%</td> </tr> <tr> <td>Safety/Security in Village</td> <td>19.8%</td> <td>43.5%</td> <td>7.8%</td> <td>1.0%</td> <td>4.4%</td> </tr> </tbody> </table>		Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion	Department Performance	16.1%	43.8%	9.1%	1.6%	5.7%	Competence of Employees	16.1%	43.5%	7.3%	1.0%	8.3%	Officer Attitude and Behavior	15.1%	42.2%	8.6%	4.7%	5.7%	Safety/Security in Village	19.8%	43.5%	7.8%	1.0%	4.4%
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<p>11. Please indicate if you are interested in learning more about the programs listed in question #10. Note the program(s) of interest and include your name and address below or contact Chief Patrick Anderson at 286-5460 for more information.</p> <p>Program(s) of interest _____</p> <p>Name _____</p> <p>Address _____</p>	<p>15. The Police Department relies heavily upon volunteers for administrative support. If you are interested in becoming a volunteer, please include your contact information below or contact Chief Patrick Anderson directly at 286-5460.</p> <p>Name _____</p> <p>Address _____</p> <p>Phone # _____</p>																																																				

FIRE DEPARTMENT

<p>16. Have you had contact with the Fire Department in the past three years? (If no, skip to question #20.)</p> <p>Yes 29.9% No 66.1%</p>	<p>18. What contact have you had with the Fire Department over the past three years? (Check all that apply.)</p> <table border="0"> <tr><td>Emergency Situation – Ambulance/Fire etc.</td><td>11.2%</td></tr> <tr><td>Non-emergency Situation</td><td>12.2%</td></tr> <tr><td>Visited Fire Department</td><td>10.9%</td></tr> <tr><td>Requested Services</td><td>4.7%</td></tr> <tr><td>Inspection Services</td><td>6.3%</td></tr> <tr><td>Fire Department Programs</td><td>3.4%</td></tr> <tr><td>Block Party</td><td>15.6%</td></tr> <tr><td>Other</td><td>1.3%</td></tr> </table>	Emergency Situation – Ambulance/Fire etc.	11.2%	Non-emergency Situation	12.2%	Visited Fire Department	10.9%	Requested Services	4.7%	Inspection Services	6.3%	Fire Department Programs	3.4%	Block Party	15.6%	Other	1.3%
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<p>17. If yes, with whom have you had contact with?</p> <table border="0"> <tr><td>9-1-1 Dispatch</td><td>7.8%</td><td>Paramedic/ EMT</td><td>9.4%</td></tr> <tr><td>Firefighter</td><td>16.9%</td><td>Fire Personnel at Station</td><td>12.8%</td></tr> </table>	9-1-1 Dispatch	7.8%	Paramedic/ EMT	9.4%	Firefighter	16.9%	Fire Personnel at Station	12.8%									
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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.)

<i>Adequacy of Service:</i>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Provided by Dispatch	74.6%	25.4%	-	-
Provided by Firefighter	86.1%	12.7%	1.3%	-
Provided by Paramedic/EMT	81.6%	16.3%	2.0%	-
Provided by Fire Personnel at Station	85.5%	10.9%	1.8%	1.8%
Firefighter/EMT Attitude and Behavior	83.6%	14.9%	1.5%	-
<i>Response Time:</i>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Emergency	77.0%	18.0%	1.6%	3.3%
Non-emergency	81.4%	15.3%	1.7%	1.7%

20. Please mark the Fire programs with which you are aware.

Fire Department Open House	69.5%
Fire Prevention Week/Education at Schools	54.9%
Fire Station Tours	46.9%
Home Fire Safety Inspections	14.6%
Block Party Attendance	54.4%
Blood Pressure Screening	15.1%
CPR Training	19.3%
Fire Safety Trailer at Functions & Schools	22.4%

21. Please indicate if you are interested in learning more about the programs listed in question #20. Note the program(s) of interest and include your name and address below or contact Chief Brian Leahy at 286-5430 for more information.

Program(s) of interest _____
 Name _____
 Address _____

22. Overall, with respect to the services provided by the Fire Department, I am:

	<u>Extremely Satisfied</u>	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Not Satisfied</u>	<u>No Opinion</u>
Department Performance	28.4%	39.6%	2.1%	0.3%	14.6%
Fire Protection Services	26.8%	37.8%	1.3%	0.5%	16.1%
Fire Inspection of Commercial Buildings	12.5%	17.7%	2.1%	-	44.3%
Education on Fire Prevention	21.6%	31.8%	1.3%	0.5%	25.8%
Blood Pressure Screenings & CPR Classes	12.2%	19.0%	1.3%	-	42.7%
Firefighter/EMT Attitude and Behavior	26.0%	28.1%	1.6%	0.3%	25.8%

23. The Fire Department relies heavily upon local paid-on-call ("volunteer") firefighter/paramedics. Over the years, the number of daytime volunteers has significantly decreased. A recent Fire Service Study conducted by The PAR Group recommends that the Village hire an additional 2-3 part-time firefighter/paramedics per shift to maintain minimum fire service levels and appropriate response times. Would you support a tax increase for additional part-time firefighter/paramedic personnel?

Yes 36.7% No 23.4% Don't Know/No Opinion 27.3%

24. If you are interested in becoming a paid-on-call (volunteer) firefighter/paramedic, for the Clarendon Hills Fire Department, please include your contact information below or contact Chief Brian Leahy at 286-5430.

Name _____
 Address _____
 Phone # _____

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 63.0% No 14.1% Don't Know/No Opinion 16.4%

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

Mail	53.1%	In Person	38.8%
Direct Debit	25.0%	Drop Box	18.8%
Other	2.6%		

27. If the Village were to require an increase in revenue to sustain services (e.g. fire services), how would you prefer to pay? (Please rank your preference with "1" being your 1st choice.)

	<u>1st Choice</u>	<u>2nd Choice</u>	<u>3rd Choice</u>
Property Tax	20.8%	11.5%	29.7%
User Fees	43.5%	17.2%	10.7%
Sales Tax	25.3%	25.8%	13.5%

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

Excellent	25.3%
Good	35.9%
Fair	8.3%
Poor	1.0%
Don't Know/No Opinion	26.6%

PUBLIC WORKS

29. 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	18.0%	57.0%	16.7%	4.9%
Snow Plowing	44.0%	45.8%	6.0%	1.3%
Storm Water Maintenance	12.5%	43.8%	18.2%	17.2%
Streetscape (flowers, entry signage, parkway trees)	26.3%	52.1%	12.8%	4.4%
Employee Attitude and Behavior	23.7%	53.6%	5.5%	2.6%

33. The limited Public Works staff is primarily assigned to Village road snow removal efforts, and given the current staffing levels, cannot allocate time to sidewalk snow removal in the central business district. In order to limit the number of staff, the Village currently contracts out snow removal services for sidewalks in the central business district for the benefit of commuters, business owners, and merchants. At a cost of approximately \$40,000 per year, the service ensures consistent and timely removal of snow on the downtown sidewalks and commuter parking lots. Should the Village continue to pay for this service?

Yes 55.5% No 19.0% Don't Know/No Opinion 21.9%

30. How would you rate the condition of street and road surfaces?

Excellent	12.5%
Good	58.1%
Fair	24.0%
Poor	3.6%
Don't Know/No Opinion	0.3%

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

None	76.6%	Three or More	0.3%
Once	10.2%	Don't Know	8.1%
Twice	3.6%		

31. Do you know that the Flagg Creek Water Reclamation District owns and operates the sanitary sewers?

Yes 81.8% No 17.2%

35. The Village currently provides parkway tree trimming on a six-year rotational basis. Do you consider this amount:

Excessive 1.3% Adequate 77.9% Insufficient 18.0%

32. Have you had sanitary sewer backups in the last two years?

Yes 10.2% No 82.8% Don't Know 5.7%

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

<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>10</u>
4.9%	1.3%	0.8%	1.0%	0.3%

36. How would you rate the condition of sidewalks in the Village?

Excellent	15.1%
Good	58.3%
Fair	19.3%
Poor	3.9%
Don't Know/No Opinion	2.3%

37. In the past, the Village has been approached by several residents interested in replacing the current gravel shoulder and culvert system with a curb, gutter, and stormsewer system. Estimates indicate that the cost of installing this system would be approximately 50 million in today's dollars which is cost prohibitive for the Village.

Alternatively, the picture on the right illustrates a concrete shoulder that would replace the gravel shoulder but maintain the current culvert drainage system. Projections indicate that the existing gravel shoulders cost approximately 25% more than concrete shoulders over a 45 year period. The primary reason for this cost savings is the concrete shoulder's ability to extend the life of the roads. In addition, concrete shoulders provide other benefits including improved aesthetics, decreased maintenance, and improved drainage.



Should the Village pursue the replacement of gravel shoulders with concrete shoulders?

Yes 52.1% No 27.6% Don't Know/No Opinion 16.7%

BUILDING & ZONING/ CODE ENFORCEMENT

38. 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?

Yes 31.3% No 24.7% Don't Know/No Opinion 41.7%

39.* If you did apply for a permit, were adequate instructions and information given to you to successfully obtain the permit and complete the work?

Yes 26.4% No 6.9% Don't Know/No Opinion 66.7%

40. How would you rate the overall attitude and behavior of the employees in the Building Department?

Excellent	8.9%
Good	21.9%
Fair	8.6%
Poor	2.6%
Don't Know/No Opinion	51.3%

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

See Attachment

42. If you have had recent experience with a zoning case before the Zoning Board of Appeals/Plan Commission, either as an applicant or a neighbor, do you have any suggestions for improvements to the process?

Other .1%

43. How well do you believe the following regulatory ordinances are enforced?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
Weeds	6.5%	30.2%	18.0%	12.2%	25.0%
Vehicle Parking	13.3%	50.5%	12.5%	6.3%	10.7%
Garbage	13.3%	56.0%	8.1%	3.6%	12.2%
Storage of Junk	6.8%	37.5%	10.9%	5.5%	29.7%
Construction and Site Maintenance	7.3%	33.9%	22.1%	7.0%	20.8%

CENTRAL BUSINESS DISTRICT

(downtown Clarendon Hills)

44. The Village is currently pursuing grant funding for preliminary engineering, costs projections, and a fiscal analysis for the future redevelopment of the Metra lot. The redevelopment of the Metra lot is a focal point of the Village's Downtown Master plan which includes a 3-story mixed-use building with 6,000 square feet of retail, 22 condominiums, and 68 parking spaces. The plan also calls for a new train station with a turnaround drop off and additional commuter parking located beneath adjacent residential condominium units and in front of the station. Would you support a three-story mixed-use development project on the Metra Commuter Lot?

Yes 46.9% No 32.8% Don't Know /No Opinion 15.1%



45. How satisfied are you with the following aspects of the central business district?						46. How often do you shop in downtown Clarendon Hills?						
	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion	3 or more times a week	11.7%					
Range of shopping choices	1.0%	9.1%	43.8%	39.8%	2.9%	1 to 2 times a week	27.1%					
Quality of shopping	2.6%	20.1%	46.6%	23.7%	3.4%	2 to 3 times per month	26.8%					
Availability of parking	4.9%	33.1%	44.0%	11.5%	3.4%	Once per month	13.5%					
Condition of buildings	3.4%	33.3%	43.5%	10.2%	6.5%	Less than once per month	15.1%					
						Never shop downtown	3.9%					
						47. 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+</u>
						Daisy Days (June)	12.5%	31.5%	24.7%	-	.3	.6%
						Dancin' in the Streets Concerts (Summer)	9.1%	21.6%	8.9%	4.4%	8.1%	18.9%
						Christmas Walk (December)	17.4%	27.6%	11.7%	.3%	.3%	-

OTHER VILLAGE SERVICES

48. The Clarendon Hills Historical Society is leasing the building at Ann & Sheridan from the Village and is actively pursuing plans to renovate the building into a historical center called Heritage Hall. The purpose of Heritage Hall is to display historical Village items, create local programming, and provide additional meeting space for the community. Do you support this project to establish Heritage Hall?						51. If you have read the <i>Trustee Topics</i> newsletter, how would you rate the overall quality of the newsletter?					
Yes	37.0%	No	30.7%	Don't Know	28.1%	Excellent	25.8%	Poor	0.5%		
						Good	58.6%	Don't Know/No Opinion	3.1%		
						Fair	9.4%				
49. One of the functions of Heritage Hall is to provide additional meeting space for the community. The space will accommodate approximately 40 people and will feature a catering kitchen, a fireplace, various historical displays, and artifacts from the Middaugh Mansion. Would you consider using this space for any of the following purposes? Check all that apply.						52. Would you like to receive an emailed version of <i>Trustee Topics</i> in addition to the monthly mailing. If yes, please include your email address below or contact the Village at 286-5402.					
Small Organizations (i.e. scouts, clubs, hobby groups)	33.9%					Yes	10.4%				
Parties (i.e. showers, birthdays, holidays)	27.6%										
Classes or Presentations	24.7%										
Historical or Cultural Exhibitions	20.3%										
Field Trips	16.4%										
Other	2.6%										
50. The Village distributes the monthly newsletter <i>Trustee Topics</i> . How frequently do you read this newsletter?						53. The Village's website is www.clarendonhills.us . How frequently do you visit the website?					
Every Month	80.5%					Daily	-	Two or three times a year	39.8%		
Sometimes	13.3%					Weekly	-	Never visit website	41.9%		
Never	2.3%					Monthly	7.8%	Do not have access to the internet	6.5%		
54. If you have visited the Village's website, how would you rate the overall quality of the site?						Excellent	2.3%	Poor	1.3%		
						Good	28.9%	Don't Know/No Opinion	24.5%		
						Fair	12.8%				

55. In the past year, did the refuse collectors ever miss picking up your garbage or recycling? If yes, how many times?				56. In the past year, did the refuse collectors ever spill or scatter your garbage or recycling? If yes, how many times?			
No, never missed	72.9%	Yes, 5+ times	.3%	No, never spilled	56.3%	Yes, 5+ times	4.7%
Yes, 1-2 times	16.9%	Don't Know	6.0%	Yes, 1-2 times	20.3%	Don't Know	6.3%
Yes, 3-4 times	1.3%			Yes, 3-4 times	7.3%		

QUALITY OF LIFE

57. Taking all things into consideration, how would you rate your overall quality of life in Clarendon Hills?				61. What do you consider to be the major assets and advantages of living in Clarendon Hills? Check all that apply.			
Excellent	59.4%	Poor	0.3%	Schools	73.7%		
Good	37.0%	Don't Know/No Opinion	0.3%	Location	85.2%		
Fair	1.6%			Shopping	8.9%		
				Transportation	66.1%		
				Housing Quality	62.8%		
				Residential Neighborhoods	77.3%		
				Friendliness of Residents	65.6%		
				Recreational Amenities	28.1%		
				Other	2.1%		
58. How would you rate the quality of life in Clarendon Hills today as compared to ten years ago?				62. What do you consider to be major disadvantages of living in Clarendon Hills? Check all that apply.			
Much Better	6.0%	Somewhat Worse	8.6%	Traffic Problems	14.3%		
Somewhat Better	20.6%	Much Worse	0.8%	Street Conditions	9.6%		
About the Same	45.1%			Recreational Amenities	11.5%		
				Housing Costs	45.3%		
				Distance of Employer	4.7%		
				Shopping	46.6%		
				Other	17.2%		
				-Lack of Restaurants/Businesses	3.7%		
				-Taxes	3.7%		
59. What 3 things do you like <i>best</i> about living in the Village?				60. What 3 things do you like <i>least</i> about living in the Village?			
Convenient Location	33.1%	Schools	25.8%	Lack of Businesses	27.6%	Traffic	7.0%
People/Neighbors	29.2%	Small Size/Feeling	21.6%	High/Increasing Taxes	15.9%	Parking	6.5%
Safety/Security	26.8%	Other: See Attachment		Downtown	10.2%	Other: See Attachment	

DEMOGRAPHICS

(Information for statistical purposes only)

63. Check the box that best describes your age.				65. Please indicate the cities where you and your spouse are employed (if applicable).			
Under 20	-	50-59	21.9%	<u>Respondent</u>		<u>Spouse</u>	
20-29	2.6%	60-69	15.9%	Chicago	17.2%	Chicago	14.3%
30-39	12.2%	70 and over	17.2%	Clarendon Hills	5.5%	Clarendon Hills	5.5%
40-49	28.1%			Oak Brook	3.9%	Oak Brook	3.9%
				Naperville	2.9%	Naperville	1.8%
				Retired	2.6%	Downers Grove	1.6%
64. How many people currently live in your household?				66.* Please indicate the type of home in which you currently live and whether you own or rent.			
One	19.8%			<u>Own</u>		<u>Rent</u>	
Two	29.9%			Single-Family	80.4%	-	
Three	14.3%			Apartment	.6%	4.3%	
Four or more	33.3%			Condominium	7.0%	1.6%	
				Townhome	5.9%	.6%	

67. How long have you been a resident of Clarendon Hills?			
Less than 1 year	2.6%	11-15 years	12.2%
1-5 years	20.6%	16-20 years	9.4%
6-10 years	13.8%	More than 20 years	40.1%

68. What is your combined household income?			
Under \$25,000	2.3%	\$75,000 to \$99,999	11.2%
\$25,000 to \$49,999	8.3%	\$100,000 to \$149,999	13.3%
\$50,000 to \$74,999	13.3%	\$150,000 and over	34.1%

69. Please indicate the geographic area that most accurately describes where you reside in the Village.	
North of Chicago Avenue	15.9%
North of Burlington Northern Railroad Tracks and South of Chicago Avenue	34.1%
South of Burlington Northern Railroad Tracks and North of 55 th Street	34.1%
South of 55 th Street	12.2%

70. Would you like a copy of the results of this survey? If yes, please provide your name and address at the bottom of the survey. Your name will be kept separate from the tabulated results. Results will also be available on the Village's website and at the Clarendon Hills Public Library.	
Yes	24.0%
No	43.5%

Suggestions/Comments:

(Optional)

NAME: _____ **ADDRESS:** _____

Open-Ended Responses

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

Reduce or Limit Home Size/Footprint/FAR	5.2%	Support for Neighbors/Give Notice	1.3%
Better Drainage/Flooding Control	5.0%	Increase Green Space	1.0%
Eliminate Fire Sprinkler Requirement	3.4%	Strict Enforcement of Construction/Parking Rules	0.8%
Better Clean Up	1.8%		

59. What three things do you like *best* about living in Clarendon Hills?

(Many respondents listed more than three things.)

Convenient Location (Train, Hwys., Shopping)	33.1%	Village Services/Staff	4.4%
People/Friends/Neighbors	29.2%	Downtown Clarendon Hills	3.9%
Safety/Security/Low Crime	26.8%	My Neighborhood	3.9%
School	25.8%	Clarendon Hills Business	3.7%
Small Town/Community Size/Feeling	21.6%	Tress/Greenery	2.3%
Appearance (Attractive, Clean)	14.3%	Family Oriented	2.3%
Quiet/Peaceful	10.9%	Housing/Property Quality	1.8%
Parks/Pool	5.2%	Little Traffic Congestion	0.5%
Easy to Walk Places/Close to Town	5.0%		

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

Lack of Shopping/Restaurants	27.6%	People/Neighbors/Residents	3.9%
High/Increasing Taxes & Fees	15.9%	Police Department	3.4%
Downtown	10.2%	Access into Village	2.9%
Traffic (congestion, speeding, noise)	7.0%	Village Officials/Politics/Staff	2.0%
Parking	6.5%	Parks and Recreation	1.6%
Flooding/Drainage Problems	6.0%	Street Conditions	1.6%
Housing Costs/Lack of Affordable Housing	6.0%	Teardowns/Housing Construction	1.6%
Lack of Curbs and Gutters	5.7%	Downtown Development	1.3%
Train (Traffic, Noise)	5.0%	Schools	0.3%