



Village of Clarendon Hills

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Clarendon Hills 2010 Community Needs Survey Analysis

Attached, please find the results of the sixth 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 2010 survey asked what the Village is doing well and where the Village needs to improve. Specifically, questions were asked regarding village departments, the central business district, miscellaneous village services, quality of life, and demographics. This narrative analysis combines the answers of the respondents to portray a statistically accurate picture of resident opinions.

The results of the survey are presented as follows:

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Survey Participation and Statistical Information

The 2010 Community Needs Survey was randomly distributed to 1,000 Clarendon Hills' households. A total of 380 surveys were returned, providing a response rate of 38.0 percent. Survey participation was structured so that both single-family and multi-family households would be accurately represented. In Clarendon Hills, 30.6 percent of households are multi-family and 69.4 percent 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 380 surveys returned, approximately 81 percent were from single-family households and 19 percent were from multi-family households. This over-representation of single-family households is expected to be caused by 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. Respondents generally represent the distribution of households in Clarendon Hills, with households located north of the BNSF railroad tracks and south of Chicago Avenue and households south of 55th Street somewhat over-represented. 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 - 2009 surveys.

Area of the Village	% of Households in Area	% of Respondents in Area
N. of Chicago Ave.	15.9%	14.0%
N. of BNSF Railroad and S. of Chicago Ave.	33.8%	40.8%
S. of BNSF Railroad and N. of 55 th St.	32.4%	35.5%
S. of 55 th St.	17.9%	9.6%

A variation in the 2010 Survey was the change in distribution timing. The 2010 Survey was distributed in September, rather than in previous years when it was distributed during late spring/early summer. The overall response rate, however, was not significantly affected by the changes in survey distribution as last year's survey received 384 responses.

Question Responses

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

For questions in which items are rated on a four-point or five-point scale, an overall mean was calculated. 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)”

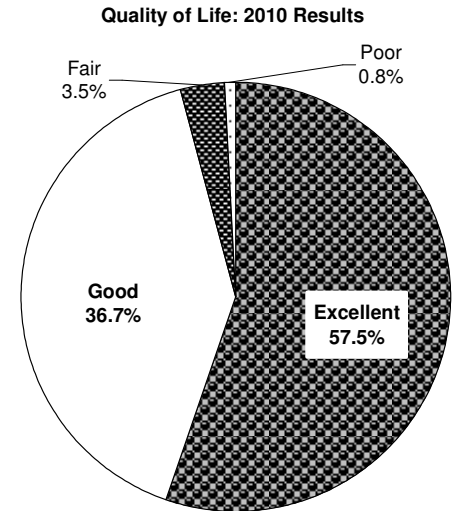
4.21-5.0 = “strongly disagree (much worse)”

The survey analysis will cite a percentage response for several questions. These responses were calculated based on a valid percentage, meaning the response for any given answer is the percent of respondents who answer that question, not the percentage of overall respondents because some chose not to answer all questions or in some cases questions did not apply. One difference in calculations from the 2010 survey from past surveys is the inclusion of the responses “Don’t Know” and “Undecided” as valid responses in some instances. When a comparison is made to a previous years’ response to the same questions, responses in past years have been recalculated to account for “Don’t Know” and “Undecided” responses to ensure an accurate year-to-year comparison.

Highlights and Significant Findings

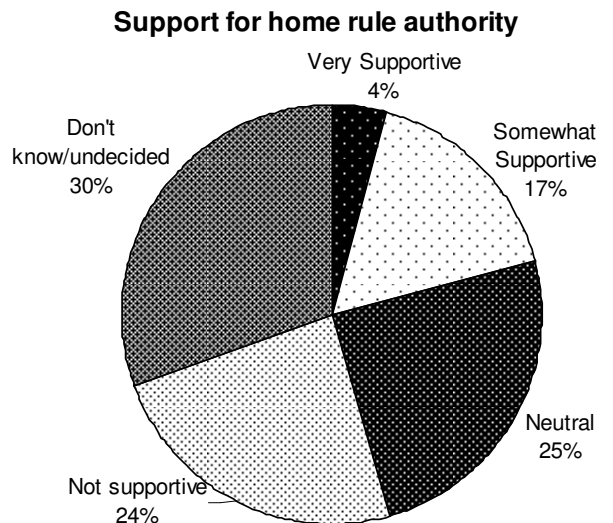
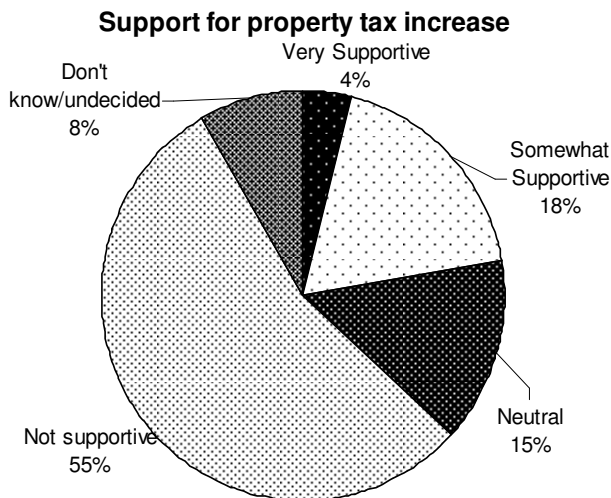
Quality of Life

For the fifth year in a row, nearly all respondents rated the overall quality of life in Clarendon Hills as good or excellent (95.7 percent). 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 (2.76). Multiple questions throughout the survey indicate respondents' satisfaction with the location, schools, residents, safety, and the "small town feel" of the Village. In fact, 96.3 percent of respondents reported that they feel safe and secure in their neighborhood.



Village Finances

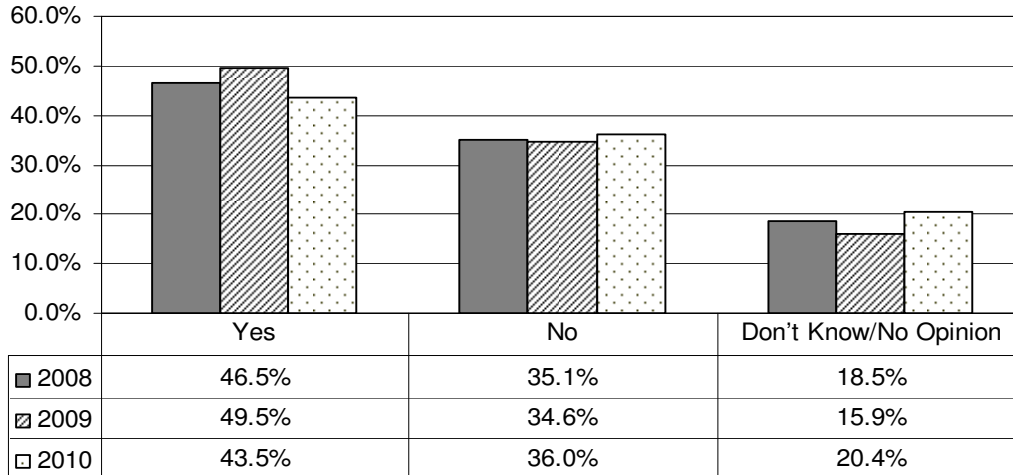
Included in this year's survey were several questions regarding options to address the Village's financial condition. Financial projects for the next 10 years show required expenditures outpacing expected revenues, eventually resulting in a negative fund balance for the Village even after making substantial cuts to Village expenditures. Currently, the Village Board is beginning to explore revenue options to counteract these trends. This year's survey included two questions seeking feedback on favorability of seeking a property tax increase through referendum or through seeking home rule authority, which would allow the Village several options for additional revenue, including raising property taxes. The mean score for support of a property tax referendum indicated respondents were not supportive (3.30). The mean score for pursuing home rule authority showed respondents were neutral (2.98). Both means were calculated on a five-point scale. The distribution of responses for each question is shown in the graphs below.



Metra Lot Redevelopment

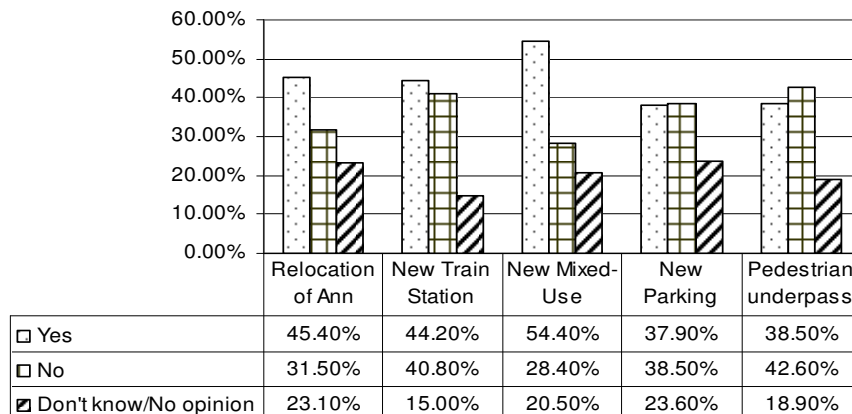
The Village is currently undertaking a Train Station Area Redevelopment Planning study to expand on ideas for the current Metra Lot and train station area proposed in the Village’s 2006 Downtown Plan. Questions regarding the redevelopment of the train station site have appeared on the survey the past several years. This year, however, a series of questions sought resident input on various aspects of the plan, including the development of a multi-use commercial property, parking deck and pedestrian underpass. As in past years, in general more respondents would support the redevelopment than not (43.5 percent versus 36.0 percent).

Do you support redevelopment of the train station area?



In all of the remaining questions, respondents were generally more supportive of the project than not with the exception of the construction of a pedestrian underpass, in which 38.5 percent of respondents supported it while 42.6 percent did not; 18.9 percent were undecided.

Support for Possible Components of Train Station Area Redevelopment



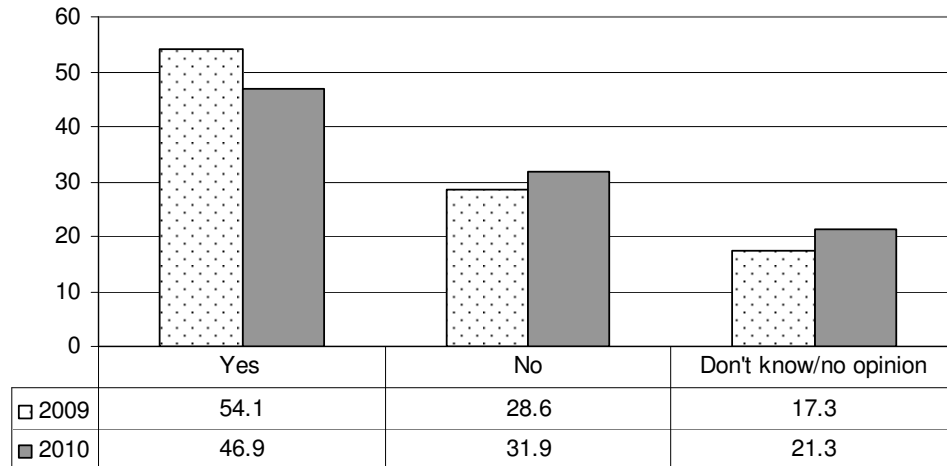
Concrete Shoulders

Over the past several years, the survey has included questions regarding the replacement of the current gravel shoulder and culvert system with a curb, gutter, and storm sewer system or a concrete shoulder and culvert system. Due to the high cost of installing curb

and gutter (approximately \$50 million), the Village in 2009 adopted the concrete shoulder and culvert system as its road standard. The Village recently replaced gravel shoulders with concrete shoulders on Grant, Churchill, and the 200 block of Hudson and received positive feedback from the community. The concrete shoulders do have a higher cost than the gravel shoulders initially, but cost less over time due to reduced maintenance needs.

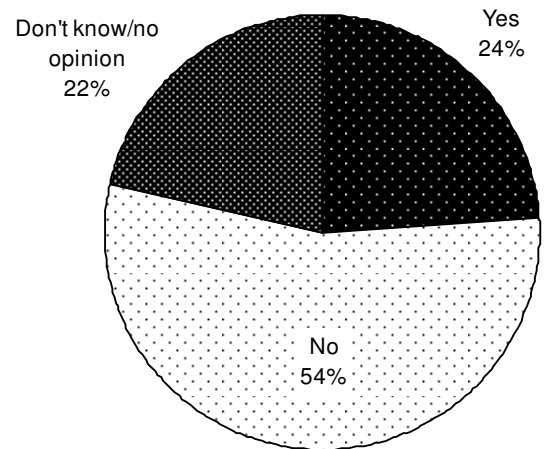
Again this year, respondents were asked if they favored the replacement of gravel shoulders with concrete shoulders. Support for the concrete shoulders was slightly lower for the 2010 survey compared to the 2009 survey, illustrated by the following chart.

Support for Concrete Shoulder 2009-2010



The responses related to the support of concrete shoulders may be skewed more negatively in this year's survey because of the inclusion of the next question, which asks about funding options for the concrete shoulders. The 2010 Survey explained that road improvements have typically been funded in part through a Special Service Area. Due to the high cost of installing the concrete shoulders, the survey asked respondents if they would be willing to pay an additional SSA cost to fund the installation. A majority, 54.4 percent, said they were not willing to pay an additional property tax. The overall response is illustrated by the following graph.

Support property tax to fund concrete shoulders.

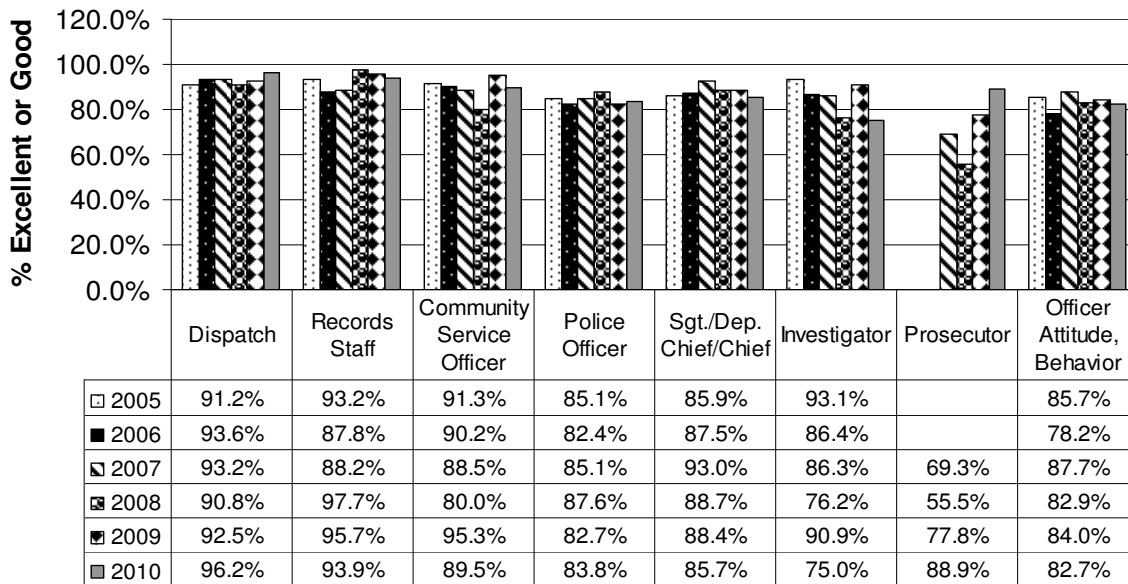


Village Departments

Police Department

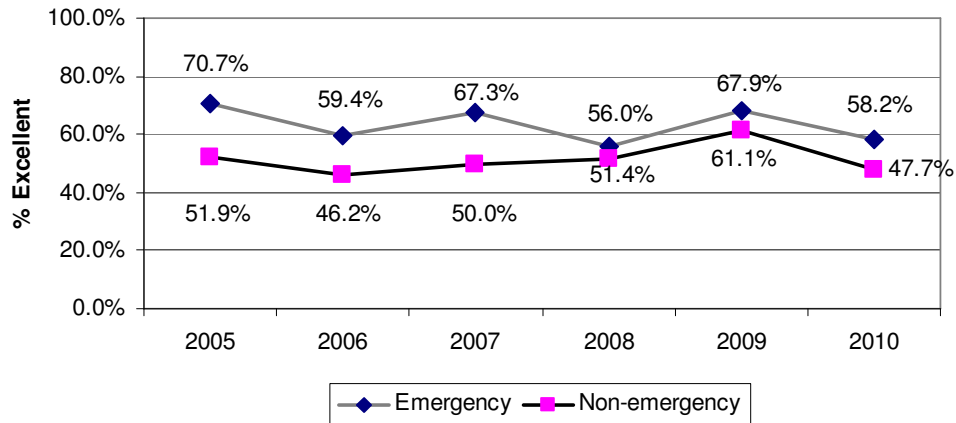
- A majority of respondents (58.5 percent) reported that they have had contact with the Police Department at some point in the last three years. Results indicate that most respondents have had contact with an officer (41.6 percent) or dispatch (25.5 percent). Moreover, this contact most often took place in a non-emergency situation (40.5 percent). 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
2005-2010**



- A mean score calculated on a four-point scale rated the adequacy of service provided by dispatch, records staff, community service officer, police officers and sergeant/deputy chief/chief as “excellent.” Services provided by investigators and prosecutor were rated as “good” based on the mean score. Moreover, officer attitude and behavior and response times were also rated as “excellent.”
- The Police Department received its highest margin of respondents ranking the level of traffic enforcement as adequate since the survey began (80.0 percent). A corresponding decline occurs in the number of respondents rating traffic enforcement as excessive: 8.8 percent in 2010, down from 11.6 percent in 2009. In regard to parking enforcement, 78.0 percent of respondents rated it as adequate, while 17.4 percent felt it was excessive and 4.7 percent felt it was inadequate.
- The percentage of respondents rating non-emergency and emergency response times as excellent declined from 2009, but is in line with previous years. year. The year-to-year comparison is illustrated in the graph below. Combined “excellent” and “good” rating declined only 4.6 percent from the previous

**Police Department Response Times
Percent Rated as Excellent
2005-2010**

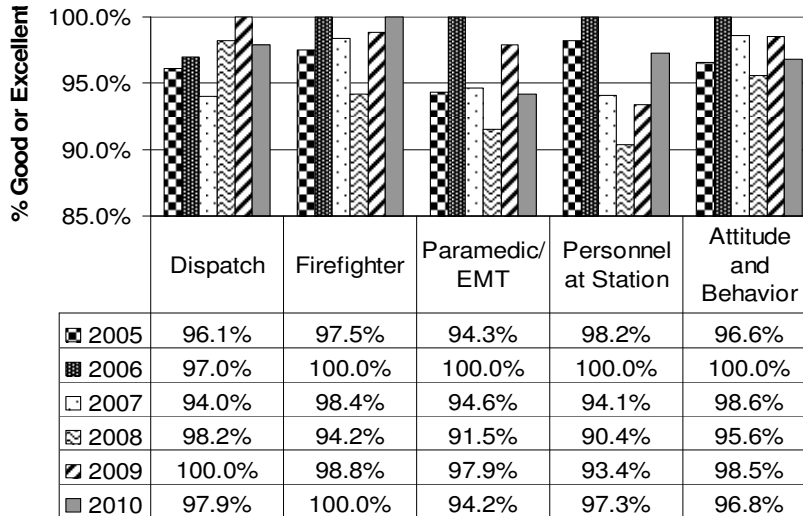


- Overall, awareness of some Police educational and outreach programs has increased since 2005. Awareness of Operation Lifesaver, Neighborhood Crime Watch, Vacation House Watch, and SMART Radar Trailer has increased by 6.3 percent, 16.6 percent, 13.2 percent, and 8.4 percent, respectively. Knowledge of the DARE Program, while increasing generally from 2005 to 2010, declined slightly to 72.6 percent in 2010 from 77.3 percent in 2009. Awareness of the Alive at 25 program has decreased 5 percent from 2008, the year in which it first appeared on the survey, to 15.3 percent awareness in 2010 from 20.3 percent in 2008. However, it is likely that decline in these youth-oriented programs may be attributable to the change in demographics among the survey respondents, as respondents generally were slightly older than in past years' surveys.
- The survey asked parents if they believed they were receiving enough information about alcohol/drug use trends and prevention strategies; 25.2 percent of respondents indicated they were receiving enough information about this topic. However, of the remaining responses, the question was not applicable to 57.3 percent of respondents and 17.6 percent responded "No."
- 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 17.8 percent indicated they would be interested in this service, while 25.7 percent indicated that they would not.
- 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 1.90 and 1.99 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.

Fire Department

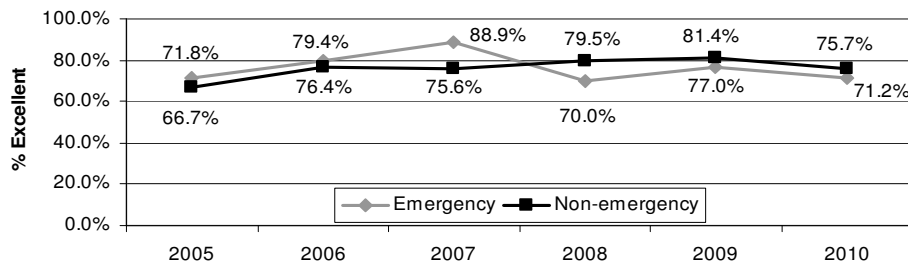
- In the last three years, 23.5 percent of respondents have had contact with the Fire Department, which is lower than previous years. This may be attributable in part to the elimination of Fire Department visits to local block parties. Contact with a firefighter, paramedic/EMT, 911 dispatch, and fire personnel at the station ranged between 6.3 percent (911 Dispatch) and 11.1 percent (paramedic). Responses indicate that contact most frequently took place during an emergency situation (12.2 percent), when visiting the Fire Department (10.3 percent), or during non-emergency situations (8.4 percent).
- Of all respondents who had contact with the Fire Department, more than 97 percent ranked the adequacy of service provided by dispatch, firefighters, fire personnel at the fire station, and firefighter/EMT attitude and behavior as good or excellent. Paramedic/EMT service was rated excellent or good by 94.2 percent of respondents.

**Adequacy of Fire Department Services
Rated as Good or Excellent
2005-2010**



- On a four-point scale, mean emergency and non-emergency response times were also categorized as “excellent.” The percentage of respondents who classified emergency response times as excellent was 96.6 percent, while 97.3 percent of respondents classified non-emergency response times as excellent or good.

**Fire Department Response Times
Percent Rated Excellent
2005-2010**

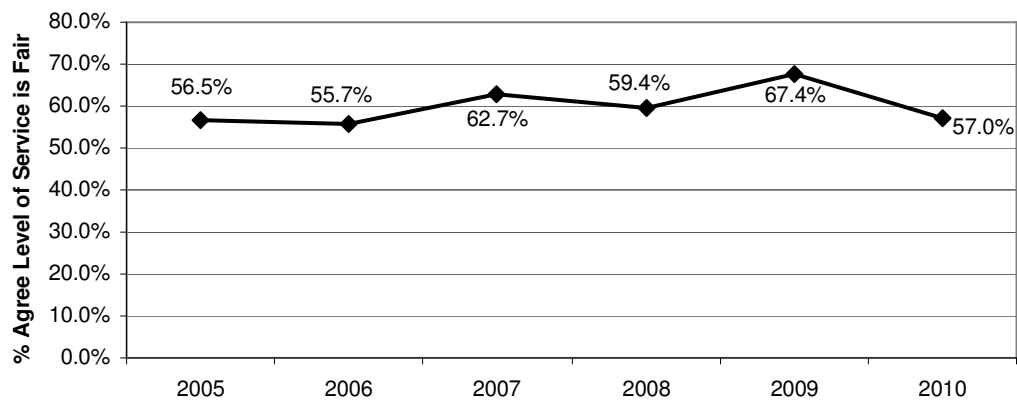


- A majority of respondents are aware of the Fire Department Open House (69.7 percent) and Fire Prevention Week and Education at Schools (55.3 percent). Awareness of all other programs, including safety inspections, blood pressure screenings and CPR training has increase both over the previous year and overall since the survey began in 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 1.61 and 1.74 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 sixth year in a row, the majority (57.0 percent) or respondents said they felt they received a fair level of services for their tax dollars. This proportion, however, declined from last year’s high of 67.4 percent, as the graph below illustrates. Of the remaining responses, 20.3 percent believed they did not receive a fair level of service for their tax dollars and 22.7 percent did not know or had no opinion.

Level of Service for Property Tax Dollars

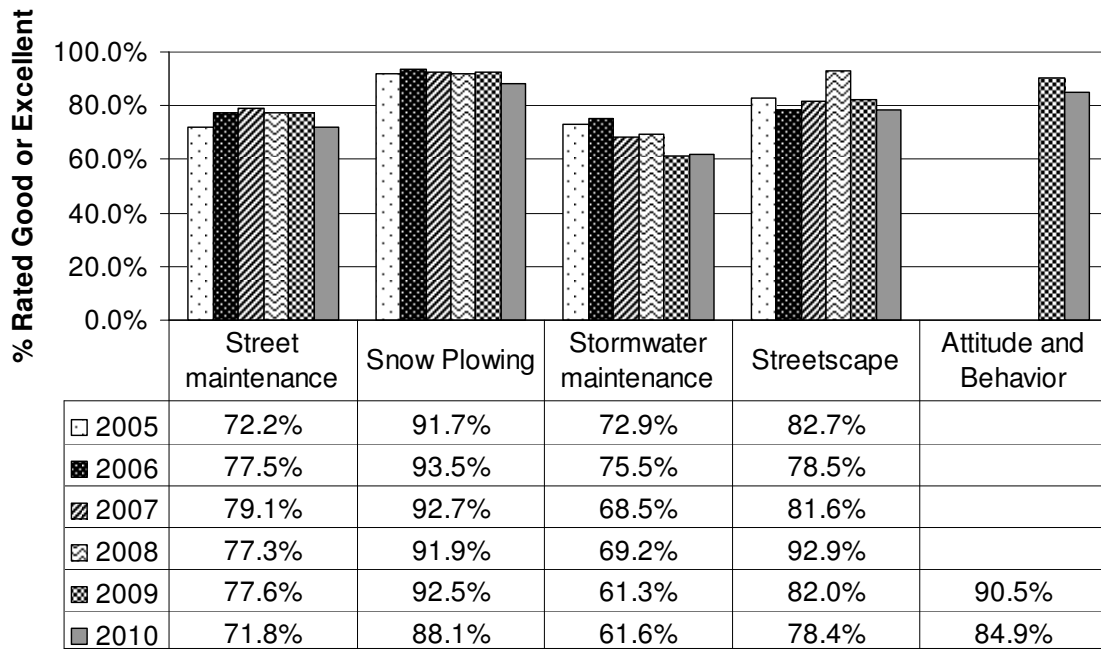


- Similar to previous survey results, the majority of respondents conduct routine business with the Village through the mail (44.5 percent) but many conduct business in person (34.5 percent). Since 2005, respondents who make payments using direct debit has increased by 11.9 percent to 29.5 percent. An additional 20.5 percent utilize the Village’s Drop Box.

Public Works Department

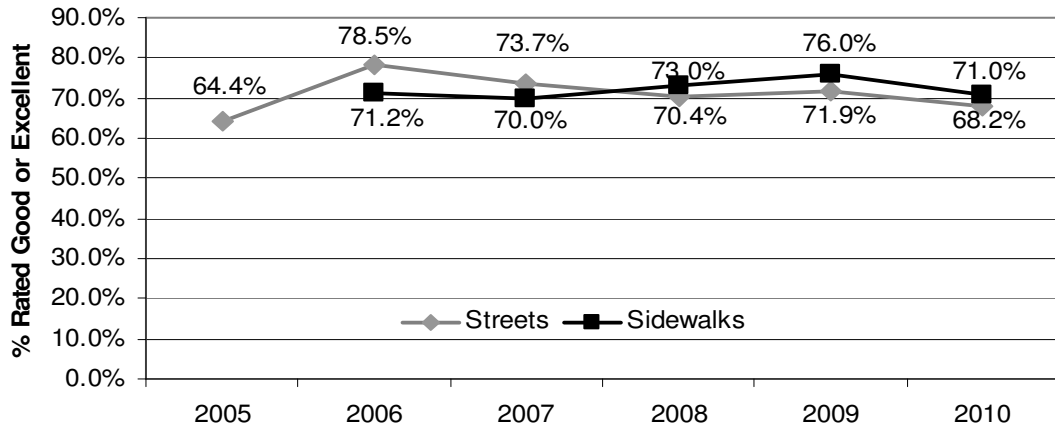
- The graph below illustrates the percentage of respondents who rated Public Works services as good or excellent from 2005 to 2010, with a majority of respondents are satisfied with snow plowing, streetscape, storm water maintenance and street maintenance. Beginning in 2009, the survey asked residents to rate the attitude and behavior of the employees within the Public Works Department. As shown in the graph below, 84.9 percent of respondents indicated employee attitude and behavior is good or excellent.

**Public Works Department Services
Rated as Good or Excellent
2005-2010**



- As in past years, the majority of respondents think that street and road conditions are good or excellent (68.2 percent). Most respondents also think sidewalk conditions were either good or excellent (71.0 percent). While the condition ratings are on par with responses from 2005 through 2008, both ratings declined from 2009. This trend is illustrated below.

Condition of Sidewalks and Streets



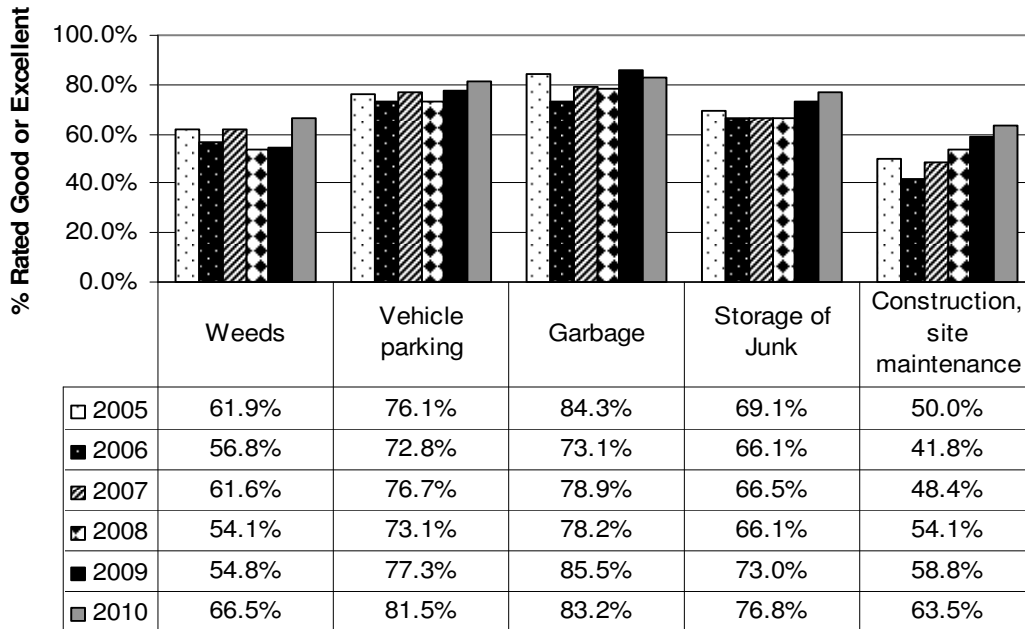
- This year’s survey saw a decline in the proportion of respondents who felt parkway tree trimming was sufficient. In 2010, 64.9 percent felt trimming was adequate while 80.2 percent felt it was adequate in 2009. This decline is most likely attributable to an increase in the time between trimmings to every nine years versus the previous six-year basis. However, a majority find that time frame adequate.
- The survey asked how many times the respondent had been without drinking water in the past year. In total, 18.9 percent of the respondents had been without drinking water, and of those, most have been without water only once (12.7 percent).
- Similar to previous survey results, a large majority of respondents are aware that Flag Creek Water Reclamation District owns and operates the sanitary sewers (82.3 percent). This year, 11.3 percent of respondents stated that they have had a sanitary sewer backup within the last two years, an increase over the prior two years. Of those who had experienced a backup, 48.6 percent experienced one and 29.7 percent experienced two. The remaining 21.7 percent experienced more than two.

Building and Zoning/ Code Enforcement

- The percentage of respondents who indicated that the Village provides adequate information about when a building permit is required (36.2 percent) has remained low. However, as in past years, many respondents (41.3 percent) do not know or have no opinion about when a building permit is required.
- Of those respondents who have applied for a permit, 29.8 percent 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 62.6 percent of respondents reported that they did not know or had no opinion on the question. Only 7.6 percent felt they had inadequate information. This high percentage is related to the fact that in many instances, contractors apply for the necessary permits and not the homeowner.
- The survey included a question regarding the overall attitude and behavior of the employees in the building department. Of those who provided a response other than “Don’t know” or “No opinion,” 66.5 rated the department as good or excellent. This is a decline from 73.3 percent responding the same way in the 2009 survey, the first year in which the question was asked.

- The figure below illustrates the percentage of respondents who indicated that code enforcement in the Village is good or excellent. The proportion of respondents rating code enforcement as good or excellent has varied slightly over the past five years of surveys. The survey allows respondents to answer “Don’t Know” or “No Opinion,” however, in this instance, these responses were removed as valid responses to provide a more accurate basis of comparison.

**Code Enforcement
Rated as Good or Excellent
2005-2010**

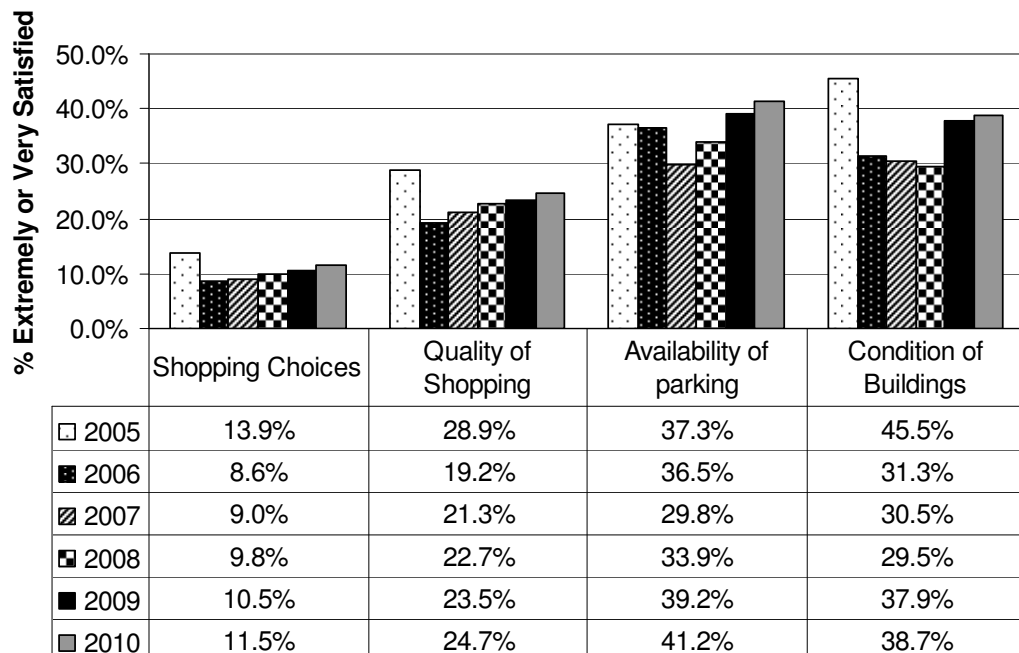


Central Business District (Downtown Clarendon Hills)

Central Business District

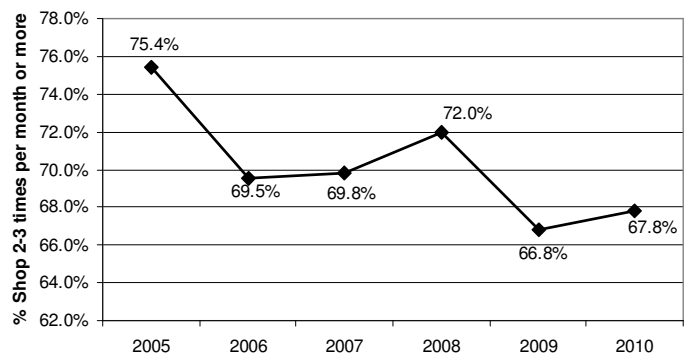
- Since 2005, respondents have rated their satisfaction with various aspects of the Central Business District (CBD) by responding that they are extremely satisfied, very satisfied, somewhat satisfied, or not satisfied. The percentage of respondents who indicated that they are extremely or very satisfied 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 continued to increase since 2008, though they remain lower than 2005 responses. Over the past five years, a majority of respondents remain somewhat satisfied or not satisfied with the various aspects of the CBD. The graph below illustrates the percentage of respondents who indicated they were extremely or very satisfied.

**Downtown Clarendon Hills Shopping
2005-2010**



Frequency Shopping in Downtown Clarendon Hills

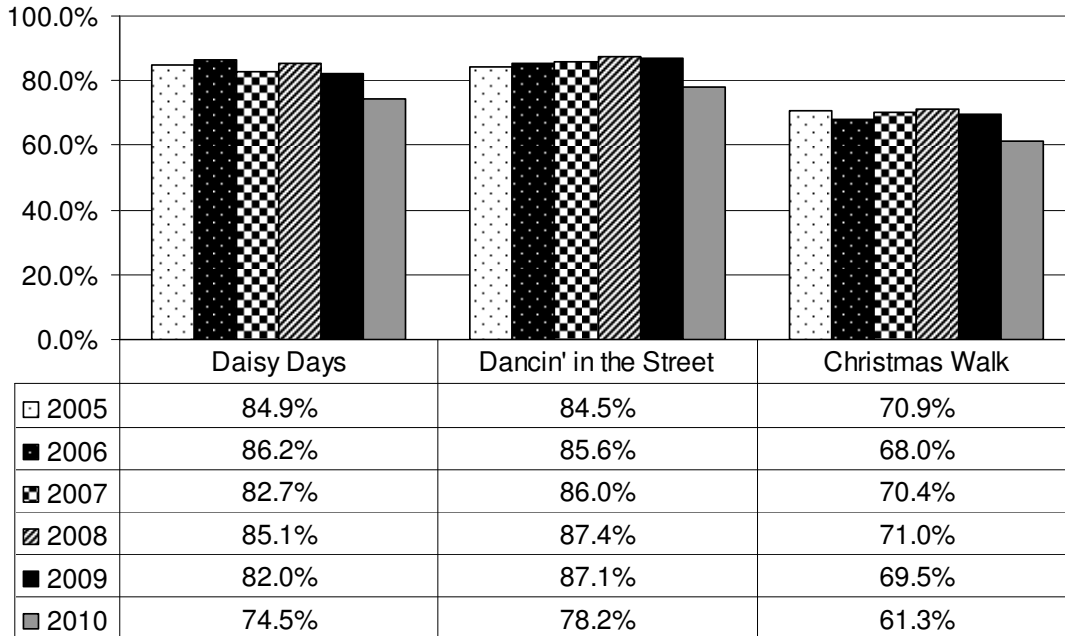
- The number of respondents who shop downtown at least two to three times per month has remained relatively stable, though still lower than 2005. The graph below illustrates the percentage of respondents who shop in downtown Clarendon Hills two to three times a month or more.



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 varied slightly over the past five years. The graph below illustrates these percentages.

**Community Events
Attended 1 or More in Past 2 Years
2005-2010**



Other Village Services

Front Desk Service

- The 2010 survey asked respondents to rate the front desk service at Village Hall. In all, 85 percent of respondents rated it as excellent or good, which is consistent with previous years.

Communication

- The Village made several changes to its communication methods during 2010, though most changes were made in July, just a few months prior to the survey being distributed. The percentage of respondents who reported reading every issue of Trustee Topics declined this year to 76.3 percent, down from a high of 88.1 percent in 2007. The overall quality rating of the publication remained stable at 89.6 percent rating it as excellent or good. Similarly, 84.4 percent rated the e-mail edition of Trustee Topics as excellent or good.
- Far fewer respondents visit the Village's website for information. Many respondents never visit the website (48.0 percent) or do not have access to the Internet at their home (6.7 percent). The percentage of respondents who indicated that the quality of the website is good or excellent has increased 6 percent since 2007 to 73.2 percent.

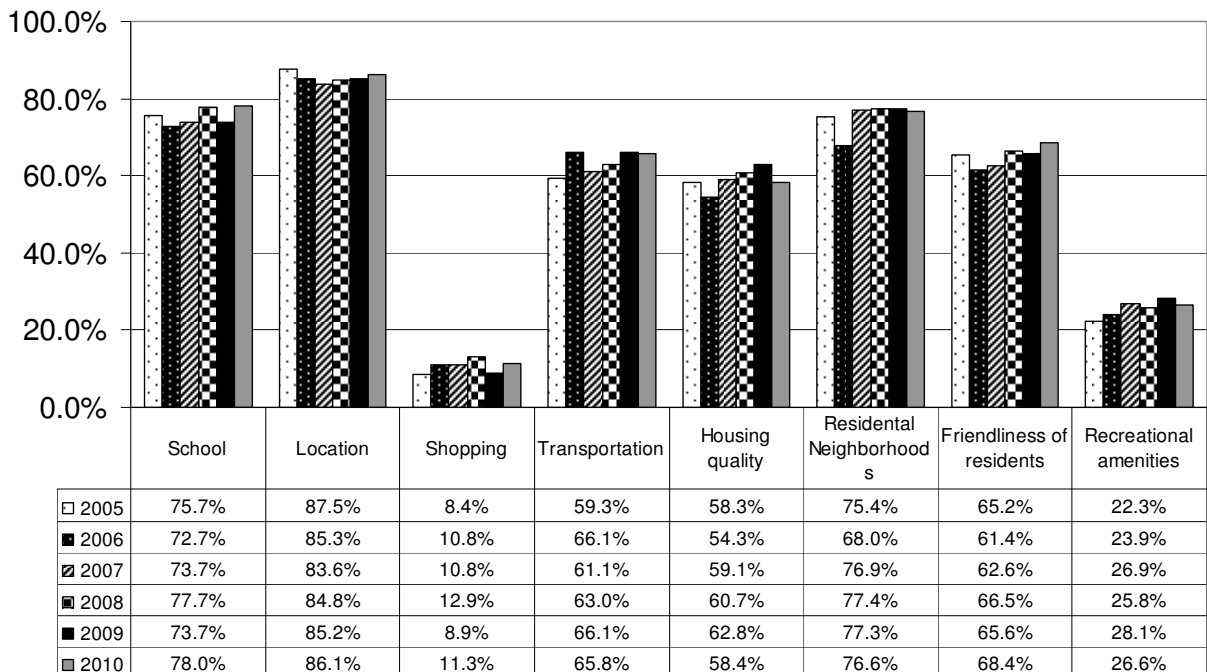
Refuse Service

- Most respondents (75.3 percent) indicated that the refuse collectors had never missed picking up their garbage or recycling. The majority of respondents (60.3 percent) also indicated that the refuse collectors had never spilled or scattered their garbage or recycling. This rating has improved overall to 60.3 percent in 2010 from 55.6 percent in 2005.
- The survey also sought feedback on respondents' interest in having a wheeled recycling cart rather than the recycling bins the Village's refuse collector currently uses. The response was generally negative, with 34.4 percent of respondents answering yes and 50.1 percent of respondents answering no. The rest (15.4 percent) indicated they were undecided. However, the question also indicated there may be an additional charge with the use of wheeled carts. The charge amount was not listed because it is not known by the Village at this time. Therefore, the high number of negative responses might be attributable to the undefined cost rather than to the cart itself.

Quality of Life

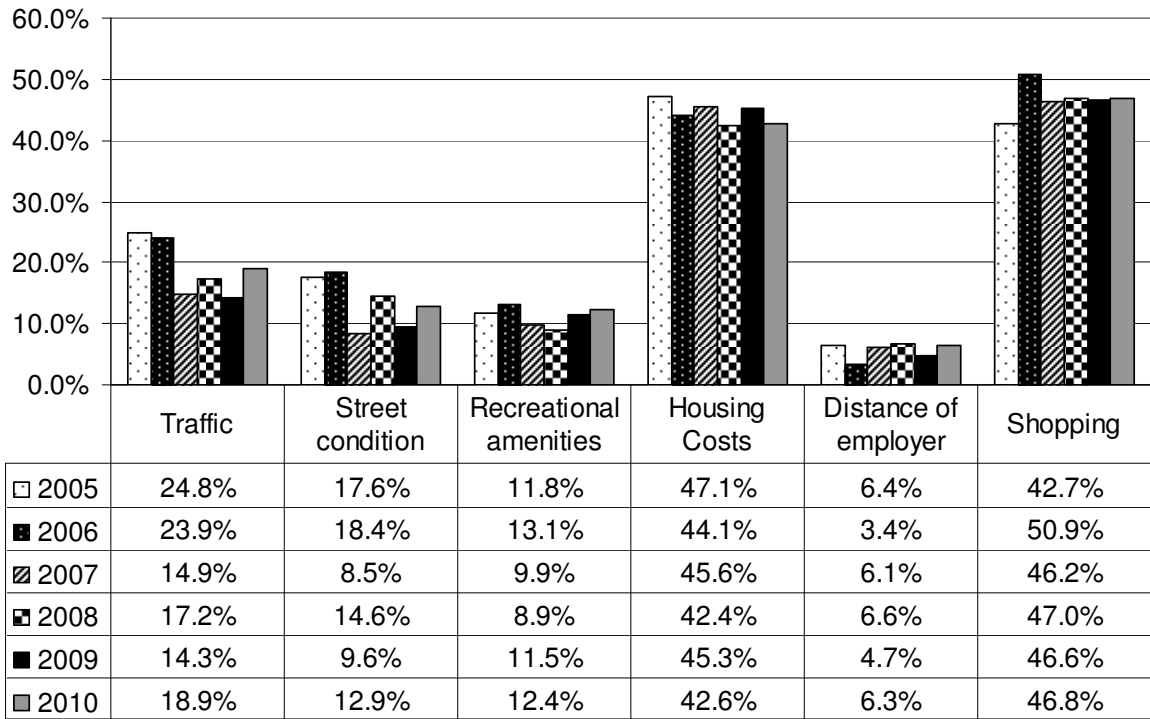
- Approximately 95.4 percent of respondents rated the overall quality of life in Clarendon Hills as good or excellent. Furthermore, a mean score based on a five-point scale, characterized the quality of life today as about the same compared to ten years ago.
- When respondents were asked open-endedly what three things they like best about Clarendon Hills, the two top responses were the people and the schools (29.9 percent). The small size and small-town feel of the community ranked next with 28.4 percent, while location came in fourth with 24.2 percent. The percentage was calculated by the number of respondents who named that aspect or a similar item that could be logically grouped together taken as a ratio of the total 380 respondents. 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 living in Clarendon Hills 2005-2010



- 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 (26.3 percent), high or increasing taxes and fees (15.1 percent), and traffic (10.9 percent). 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 living in Clarendon Hills 2005-2010



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 and the demographics of respondents in previous years..

- Similar to last year's survey results, 61.8 percent of respondents of the 2010 survey were between the ages of 20 and 59, and 38.4 percent of respondents were 60 years of age and older, which is slightly higher than previous years. 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 2010 survey was 2.61. 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 (28.7 percent) and spouses (35.5 percent).
- Using a valid percentage, 79.9 percent of respondents reside in a single-family home that they own and 1.4 percent live in a single-family home they rent. In addition, 23.5 percent of respondents live in a multi-family home, including 11.7 percent of respondents who rent. Since 69.4 percent of surveys were distributed to single-family homes and 30.6 percent 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 - \$149,999. 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 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 (73.6 percent), while 49.6 percent have lived here 16 years or more. This year's survey did indicate a rise in respondents who had lived in the Village for less than one year, up to 4 percent in 2010 from 2.8 percent in 2009.

Clarendon Hills 2010 Community Needs Survey

Percentage indicates the proportion responses out of the total valid responses for each question.

POLICE DEPARTMENT

<p>1. Do you feel safe and secure in your neighborhood?</p> <p style="text-align: center;">Yes 96.3% No 3.7%</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;">25.5%</td></tr> <tr><td style="padding-left: 20px;">Records Staff</td><td style="text-align: right;">12.1%</td></tr> <tr><td style="padding-left: 20px;">Community Service Officer</td><td style="text-align: right;">6.6%</td></tr> <tr><td style="padding-left: 20px;">Police Officer</td><td style="text-align: right;">41.6%</td></tr> <tr><td style="padding-left: 20px;">Sergeant/Deputy Chief/Chief</td><td style="text-align: right;">8.4%</td></tr> <tr><td style="padding-left: 20px;">Investigator</td><td style="text-align: right;">4.7%</td></tr> </table>	Dispatch	25.5%	Records Staff	12.1%	Community Service Officer	6.6%	Police Officer	41.6%	Sergeant/Deputy Chief/Chief	8.4%	Investigator	4.7%																																																																																															
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<p>3. Please respond whether you agree or disagree with the following statements. (Check one for each item.)</p> <table style="width: 100%; border: none;"> <thead> <tr> <th style="width: 60%;"></th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">No Opinion</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> </tr> </thead> <tbody> <tr> <td style="padding-left: 20px;">The police patrols in my neighborhood are satisfactory.</td> <td style="text-align: center;">14.3%</td> <td style="text-align: center;">60.4%</td> <td style="text-align: center;">11.1%</td> <td style="text-align: center;">12.9%</td> <td style="text-align: center;">1.3%</td> </tr> <tr> <td style="padding-left: 20px;">Traffic enforcement meets the needs of the community.</td> <td style="text-align: center;">16.9%</td> <td style="text-align: center;">58.4%</td> <td style="text-align: center;">9.1%</td> <td style="text-align: center;">13.9%</td> <td style="text-align: center;">1.6%</td> </tr> <tr> <td style="padding-left: 20px;">The police give proper attention to minor crimes.</td> <td style="text-align: center;">10.5%</td> <td style="text-align: center;">50.8%</td> <td style="text-align: center;">32.3%</td> <td style="text-align: center;">5.1%</td> <td style="text-align: center;">1.3%</td> </tr> <tr> <td style="padding-left: 20px;">The police are providing appropriate community education and outreach programs.</td> <td style="text-align: center;">18.8%</td> <td style="text-align: center;">42.1%</td> <td style="text-align: center;">36.2%</td> <td style="text-align: center;">2.1%</td> <td style="text-align: center;">0.8%</td> </tr> <tr> <td style="padding-left: 20px;">Clarendon Hills police officers treat people with respect.</td> <td style="text-align: center;">27.5%</td> <td style="text-align: center;">52.8%</td> <td style="text-align: center;">13.3%</td> <td style="text-align: center;">5.6%</td> <td style="text-align: center;">0.8%</td> </tr> <tr> <td style="padding-left: 20px;">Clarendon Hills police officers are respected by the community.</td> <td style="text-align: center;">25.3%</td> <td style="text-align: center;">58.4%</td> <td style="text-align: center;">12.8%</td> <td style="text-align: center;">2.4%</td> <td style="text-align: center;">1.1%</td> </tr> </tbody> </table>		Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	The police patrols in my neighborhood are satisfactory.	14.3%	60.4%	11.1%	12.9%	1.3%	Traffic enforcement meets the needs of the community.	16.9%	58.4%	9.1%	13.9%	1.6%	The police give proper attention to minor crimes.	10.5%	50.8%	32.3%	5.1%	1.3%	The police are providing appropriate community education and outreach programs.	18.8%	42.1%	36.2%	2.1%	0.8%	Clarendon Hills police officers treat people with respect.	27.5%	52.8%	13.3%	5.6%	0.8%	Clarendon Hills police officers are respected by the community.	25.3%	58.4%	12.8%	2.4%	1.1%	<p>7. 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(If you have not had contact with the Police Department in a particular area, please leave blank.)</p> <table style="width: 100%; border: none;"> <thead> <tr> <th style="width: 40%;"></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;"><i>Adequacy of Service:</i></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Provided by Dispatch</td> <td style="text-align: center;">53.0%</td> <td style="text-align: center;">43.2%</td> <td style="text-align: center;">3.0%</td> <td style="text-align: center;">0.8%</td> </tr> <tr> <td style="padding-left: 20px;">Provided by Records Staff</td> <td style="text-align: center;">46.2%</td> <td style="text-align: center;">47.7%</td> <td style="text-align: center;">6.2%</td> <td style="text-align: center;">0%</td> </tr> <tr> <td style="padding-left: 20px;">Provided by Community Service Officer</td> <td style="text-align: center;">45.8%</td> <td style="text-align: center;">41.7%</td> <td style="text-align: center;">10.4%</td> <td style="text-align: center;">2.1%</td> </tr> <tr> <td style="padding-left: 20px;">Provided by Police Officer</td> <td style="text-align: center;">49.4%</td> <td style="text-align: center;">34.4%</td> <td style="text-align: center;">12.3%</td> <td style="text-align: center;">3.9%</td> </tr> <tr> <td style="padding-left: 20px;">Provided by Sergeant/Deputy Chief/Chief</td> <td style="text-align: center;">46.9%</td> <td style="text-align: center;">38.8%</td> <td style="text-align: center;">12.2%</td> <td style="text-align: center;">2.0%</td> </tr> <tr> <td style="padding-left: 20px;">Provided by Prosecutor</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">88.9%</td> <td style="text-align: center;">11.1%</td> <td style="text-align: center;">0%</td> </tr> <tr> <td style="padding-left: 20px;">Provided by Investigator</td> <td style="text-align: center;">21.4%</td> <td style="text-align: center;">53.6%</td> <td style="text-align: center;">17.9%</td> <td style="text-align: center;">7.1%</td> </tr> <tr> <td style="padding-left: 20px;">Officer Attitude and Behavior</td> <td style="text-align: center;">52.4%</td> <td style="text-align: center;">30.3%</td> <td style="text-align: center;">11.7%</td> <td style="text-align: center;">5.5%</td> </tr> <tr> <td style="padding-left: 20px;"><i>Response Time:</i></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Emergency</td> <td style="text-align: center;">58.2%</td> <td style="text-align: center;">34.5%</td> <td style="text-align: center;">7.3%</td> <td style="text-align: center;">0%</td> </tr> <tr> <td style="padding-left: 20px;">Non-emergency</td> <td style="text-align: center;">47.7%</td> <td style="text-align: center;">40.3%</td> <td style="text-align: center;">9.4%</td> <td style="text-align: center;">2.7%</td> </tr> </tbody> </table>		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<i>Adequacy of Service:</i>					Provided by Dispatch	53.0%	43.2%	3.0%	0.8%	Provided by Records Staff	46.2%	47.7%	6.2%	0%	Provided by Community Service Officer	45.8%	41.7%	10.4%	2.1%	Provided by Police Officer	49.4%	34.4%	12.3%	3.9%	Provided by Sergeant/Deputy Chief/Chief	46.9%	38.8%	12.2%	2.0%	Provided by Prosecutor	0%	88.9%	11.1%	0%	Provided by Investigator	21.4%	53.6%	17.9%	7.1%	Officer Attitude and Behavior	52.4%	30.3%	11.7%	5.5%	<i>Response Time:</i>					Emergency	58.2%	34.5%	7.3%	0%	Non-emergency	47.7%	40.3%	9.4%	2.7%
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<p>8. In your opinion, the level of traffic enforcement by the Police Department is:</p> <p style="text-align: center;">Excessive 8.8% Adequate 80.0% Insufficient 11.2%</p>	<p>12. If you are a parent, are you receiving enough information about alcohol/drug use trends and prevention strategies?</p> <p style="text-align: center;">Yes 25.2% No 17.6% Not applicable 57.3%</p>																																																																				
<p>9. In your opinion, the level of parking enforcement by the Police Department is:</p> <p style="text-align: center;">Excessive 17.4% Adequate 78.0% Insufficient 4.7%</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 style="text-align: center;">Yes 17.5% No 25.7% Not applicable 56.8%</p>																																																																				
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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 style="text-align: center;">Yes 23.5% No 76.5%</p>	<p>18. What contact have you had with the Fire 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 – Ambulance/Fire etc.</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;">8.4%</td></tr> <tr><td style="padding-left: 20px;">Visited Fire Department</td><td style="text-align: right;">10.3%</td></tr> <tr><td style="padding-left: 20px;">Requested Services</td><td style="text-align: right;">3.4%</td></tr> <tr><td style="padding-left: 20px;">Inspection Services</td><td style="text-align: right;">3.7%</td></tr> <tr><td style="padding-left: 20px;">Fire Department Programs</td><td style="text-align: right;">1.8%</td></tr> <tr><td style="padding-left: 20px;">Other _____</td><td></td></tr> </table>	Emergency Situation – Ambulance/Fire etc.	12.1%	Non-emergency Situation	8.4%	Visited Fire Department	10.3%	Requested Services	3.4%	Inspection Services	3.7%	Fire Department Programs	1.8%	Other _____	
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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	71.4%	26.5%	2.0%	0%
Provided by Firefighter	79.1%	20.9%	0%	0%
Provided by Paramedic/EMT	82.4%	11.8%	3.9%	2.0%
Provided by Fire Personnel at Station	68.4%	28.9%	2.6%	0%
Firefighter/EMT Attitude and Behavior	84.1%	12.7%	0%	3.2%
<i>Response Time:</i>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Emergency	71.2%	25.4%	1.7%	1.7%
Non-emergency	75.7%	21.6%	2.7%	0%

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

Fire Department Open House	69.7%
Fire Prevention Week/Education at Schools	55.3%
Fire Station Tours	48.4%
Home Fire Safety Inspections	15.8%
Blood Pressure Screening	15.8%
CPR Training	22.4%
Fire Safety Trailer at Functions & Schools	26.8%

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:

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion
Department Performance	30.0%	45.3%	3.2%	0.3%	21.2%
Fire Protection Services	25.7%	45.9%	29.7%	0.6%	24.8%
Fire Inspection of Commercial Buildings	8.8%	27.4%	10.0%	0.4%	59.3%
Education on Fire Prevention	22.3%	39.7%	3.0%	0.3%	34.7%
Blood Pressure Screenings & CPR Classes	12.5%	22.6%	2.2%	0.3%	62.4%
Firefighter/EMT Attitude and Behavior	27.7%	34.5%	1.3%	1.0%	35.5%

23. 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, street 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.

<p>24. Do you feel you receive a fair level of service for the property tax dollars you pay to the Village of Clarendon Hills?</p> <p style="text-align: center;">Yes 57.0% No 20.3% Don't Know/No Opinion 22.7%</p>	<p>27. The State of Illinois allows some municipalities (population 25,000 or greater or by referendum) more local authority through what is known as "home rule." Home rule allows a community greater control over local zoning issues, local authority on certain state regulations and greater financial flexibility by allowing the municipality to implement certain user fees, sales tax and property taxes. Some argue that home rule could result in higher property taxes. Others argue home rule allows for greater financial flexibility, resulting in lower property taxes.</p> <p>Clarendon Hills is not currently a home rule community. Acknowledging that most residents would require additional information on home rule, in general, how supportive would you be about Clarendon Hills becoming a home rule community?</p> <table style="width: 100%; margin-top: 20px;"> <tr> <td style="width: 70%;">Very supportive</td> <td style="text-align: right;">4.1%</td> </tr> <tr> <td>Somewhat supportive</td> <td style="text-align: right;">16.9%</td> </tr> <tr> <td>Neutral</td> <td style="text-align: right;">24.6%</td> </tr> <tr> <td>Not supportive</td> <td style="text-align: right;">24.0%</td> </tr> <tr> <td>Don't Know/Undecided</td> <td style="text-align: right;">30.4%</td> </tr> </table>	Very supportive	4.1%	Somewhat supportive	16.9%	Neutral	24.6%	Not supportive	24.0%	Don't Know/Undecided	30.4%		
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Somewhat supportive	16.9%												
Neutral	24.6%												
Not supportive	24.0%												
Don't Know/Undecided	30.4%												
<p>25. How do you conduct routine business with the Village? Check all that apply. (example: payment of water bills)</p> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 30%;">Mail</td> <td style="width: 20%;">44.5%</td> <td style="width: 30%;">In Person</td> <td style="width: 20%;">34.5%</td> </tr> <tr> <td>Direct Debit</td> <td>29.5%</td> <td>Drop Box</td> <td>20.5%</td> </tr> <tr> <td>Other</td> <td>3.5%</td> <td></td> <td></td> </tr> </table>	Mail	44.5%	In Person	34.5%	Direct Debit	29.5%	Drop Box	20.5%	Other	3.5%			
Mail	44.5%	In Person	34.5%										
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Other	3.5%												
<p>26. Over the last several years, the Village has increased user fees and other revenue sources in order to sustain services, while also reducing or deferring \$1.7 million in expenses. The Village's authority to raise property taxes is limited to the growth of consumer price index by state law. However, the Village could seek a property tax increase through referendum. Should the Village need additional funding to sustain basic services, how supportive would you be to a property tax increase?</p> <table style="width: 100%; margin-top: 20px;"> <tr> <td style="width: 70%;">Very supportive</td> <td style="text-align: right;">3.8%</td> </tr> <tr> <td>Somewhat supportive</td> <td style="text-align: right;">18.3%</td> </tr> <tr> <td>Neutral</td> <td style="text-align: right;">14.8%</td> </tr> <tr> <td>Not supportive</td> <td style="text-align: right;">54.7%</td> </tr> <tr> <td>Don't Know/Undecided</td> <td style="text-align: right;">8.4%</td> </tr> </table>	Very supportive	3.8%	Somewhat supportive	18.3%	Neutral	14.8%	Not supportive	54.7%	Don't Know/Undecided	8.4%			
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Neutral	14.8%												
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PUBLIC WORKS

<p>28. How would you rate the quality of the following services provided by Public Works?</p> <table style="width: 100%; margin-top: 10px;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>Excellent</u></th> <th style="text-align: center;"><u>Good</u></th> <th style="text-align: center;"><u>Fair</u></th> <th style="text-align: center;"><u>Poor</u></th> </tr> </thead> <tbody> <tr> <td>Street Maintenance</td> <td style="text-align: center;">23.6%</td> <td style="text-align: center;">48.2%</td> <td style="text-align: center;">21.9%</td> <td style="text-align: center;">6.3%</td> </tr> <tr> <td>Snow Plowing</td> <td style="text-align: center;">46.1%</td> <td style="text-align: center;">42.0%</td> <td style="text-align: center;">8.8%</td> <td style="text-align: center;">3.0%</td> </tr> <tr> <td>Storm Water Maintenance</td> <td style="text-align: center;">13.6%</td> <td style="text-align: center;">48.0%</td> <td style="text-align: center;">25.1%</td> <td style="text-align: center;">13.3%</td> </tr> <tr> <td>Streetscape (flowers, entry signage, parkway trees)</td> <td style="text-align: center;">29.8%</td> <td style="text-align: center;">48.6%</td> <td style="text-align: center;">17.8%</td> <td style="text-align: center;">3.8%</td> </tr> <tr> <td>Employee Attitude and Behavior</td> <td style="text-align: center;">27.9%</td> <td style="text-align: center;">57.0%</td> <td style="text-align: center;">13.4%</td> <td style="text-align: center;">1.7%</td> </tr> </tbody> </table>		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Street Maintenance	23.6%	48.2%	21.9%	6.3%	Snow Plowing	46.1%	42.0%	8.8%	3.0%	Storm Water Maintenance	13.6%	48.0%	25.1%	13.3%	Streetscape (flowers, entry signage, parkway trees)	29.8%	48.6%	17.8%	3.8%	Employee Attitude and Behavior	27.9%	57.0%	13.4%	1.7%	<p>30. How many times during the past year have you been without drinking water for more than two hours?</p> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 30%;">None</td> <td style="width: 20%;">72.9%</td> <td style="width: 30%;">Three or More</td> <td style="width: 20%;">1.4%</td> </tr> <tr> <td>Once</td> <td>12.7%</td> <td>Don't Know</td> <td>8.1%</td> </tr> <tr> <td>Twice</td> <td>4.9%</td> <td></td> <td></td> </tr> </table>	None	72.9%	Three or More	1.4%	Once	12.7%	Don't Know	8.1%	Twice	4.9%		
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<p>29. How would you rate the condition of street and road surfaces?</p> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 30%;">Excellent</td> <td style="width: 20%;">12.6%</td> </tr> <tr> <td>Good</td> <td>55.3%</td> </tr> <tr> <td>Fair</td> <td>24.0%</td> </tr> <tr> <td>Poor</td> <td>7.5%</td> </tr> <tr> <td>Don't Know/No Opinion</td> <td>0.5%</td> </tr> </table>	Excellent	12.6%	Good	55.3%	Fair	24.0%	Poor	7.5%	Don't Know/No Opinion	0.5%	<p>31. The Village currently provides parkway tree trimming on a nine-year rotational basis. Do you consider this amount:</p> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 20%;">Excessive</td> <td style="width: 10%;">0.8%</td> <td style="width: 20%;">Adequate</td> <td style="width: 20%;">64.9%</td> <td style="width: 30%;">Insufficient</td> <td style="width: 10%;">34.2%</td> </tr> </table>	Excessive	0.8%	Adequate	64.9%	Insufficient	34.2%																										
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<p>32. How would you rate the condition of sidewalks in the Village?</p> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 30%;">Excellent</td> <td style="width: 20%;">10.0%</td> </tr> <tr> <td>Good</td> <td>59.6%</td> </tr> <tr> <td>Fair</td> <td>24.3%</td> </tr> <tr> <td>Poor</td> <td>4.0%</td> </tr> <tr> <td>Don't Know/No Opinion</td> <td>2.1%</td> </tr> </table>	Excellent	10.0%	Good	59.6%	Fair	24.3%	Poor	4.0%	Don't Know/No Opinion	2.1%																																	
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<p>33. Do you know that the Flagg Creek Water Reclamation District owns and operates the sanitary sewers?</p> <p>Yes 82.3% No 17.7%</p>	<p>34. Have you had sanitary sewer backups in the last two years?</p> <p>Yes 11.3% No 82.6% Don't Know 6.1%</p> <p>If yes, number of backups during the last two years:</p> <p><u>1</u> <u>2</u> <u>3</u> <u>4</u> <u>6</u> <u>8</u> 4.7% 2.9% 1.1% 0.5% 0.3% 0.3%</p>
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35. 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 show 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 percent 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. However, upfront installation costs are greater. Concrete shoulders also provide other benefits including improved aesthetics, decreased maintenance, and improved drainage.



a. Should the Village pursue the replacement of gravel shoulders with concrete shoulders?
Yes 46.9% No 31.9% Don't Know/No Opinion 21.3%

b. In prior years, the Village has funded road program improvements by establishing Special Service Areas (SSAs). Would you be willing to pay an additional property tax through an SSA to cover the cost of installing the concrete shoulders in front of your home?
Yes 24.0% No 54.5% Don't Know/No Opinion 21.5%

BUILDING & ZONING/ CODE ENFORCEMENT

<p>36. 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 36.2% No 22.5% Don't Know/No Opinion 41.3%</p>	<p>40. 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?</p> <hr/> <hr/>																																				
<p>37. If you did apply for a permit, were adequate instructions and information given to you to successfully obtain the permit and complete the work?</p> <p>Yes 29.8% No 7.6% Don't Know/No Opinion 62.6%</p>	<p>41. 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>6.6%</td> <td>38.4%</td> <td>13.8%</td> <td>8.8%</td> <td>32.3%</td> </tr> <tr> <td>Vehicle Parking</td> <td>15.3%</td> <td>54.5%</td> <td>10.7%</td> <td>5.2%</td> <td>14.2%</td> </tr> <tr> <td>Garbage</td> <td>19.0%</td> <td>50.3%</td> <td>10.7%</td> <td>3.3%</td> <td>16.8%</td> </tr> <tr> <td>Storage of Junk</td> <td>7.7%</td> <td>40.7%</td> <td>10.4%</td> <td>4.1%</td> <td>37.1%</td> </tr> <tr> <td>Construction and Site Maintenance</td> <td>6.3%</td> <td>41.5%</td> <td>17.3%</td> <td>10.2%</td> <td>24.7%</td> </tr> </tbody> </table>		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>	Weeds	6.6%	38.4%	13.8%	8.8%	32.3%	Vehicle Parking	15.3%	54.5%	10.7%	5.2%	14.2%	Garbage	19.0%	50.3%	10.7%	3.3%	16.8%	Storage of Junk	7.7%	40.7%	10.4%	4.1%	37.1%	Construction and Site Maintenance	6.3%	41.5%	17.3%	10.2%	24.7%
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<p>38. How would you rate the overall attitude and behavior of the employees in the Building Department?</p> <table border="1"> <tbody> <tr> <td>Excellent</td> <td>13.0%</td> </tr> <tr> <td>Good</td> <td>53.5%</td> </tr> <tr> <td>Fair</td> <td>21.6%</td> </tr> <tr> <td>Poor</td> <td>11.9%</td> </tr> </tbody> </table>	Excellent	13.0%	Good	53.5%	Fair	21.6%	Poor	11.9%																													
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<p>39. What changes to the regulations on home construction would you recommend?</p> <hr/> <hr/>																																					

CENTRAL BUSINESS DISTRICT

(downtown Clarendon Hills)

42. The redevelopment of the Metra lot is a focal point of the Village's Downtown Master plan. 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. It is expected that the project would be funded by grants, private investment and public funds. The Village has received a grant to fund a detailed implementation study for redevelopment of the train station site. The study will include cost and engineering estimates, fiscal analysis and opportunities for public input, including a public workshop, online surveys and other meetings, but the Village is seeking general input through this survey.



a. Would you support a three-story mixed-use development project on the Metra Commuter Lot?

Yes 43.5% No 36.0% Don't Know /No Opinion 20.4%

b. Currently, Ann Street intersects Prospect Avenue at an acute angle. The Downtown Plan proposes realigning Ann Street to intersect Prospect at a right angle, opening additional space for development and improving the traffic flow through the area. Would you support the relocation of Ann Street?

Yes 45.4% No 31.5% Don't Know /No Opinion 23.1%

c. Would you support the construction of a new train station?

Yes 44.2% No 40.8% Don't Know /No Opinion 15.0%

d. Do you support the construction of a new, privately funded mixed-use development at Prospect and Ann?

Yes 51.1% No 28.4% Don't Know /No Opinion 20.5%

e. The Downtown Master Plan proposed the construction of a parking deck on Ann Street east of the commuter station. Would you support the construction of this parking deck?

Yes 37.9% No 38.5% Don't Know /No Opinion 23.6%

f. Would you support the construction of a pedestrian underpass or overpass?

Yes 38.5% No 42.6% Don't Know /No Opinion 18.9%

43. How satisfied are you with the following aspects of the central business district?

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion
Range of shopping choices	1.9%	9.6%	48.8%	36.5%	3.2%
Quality of shopping	3.7%	21.0%	42.9%	27.7%	4.5%
Availability of parking	6.6%	34.6%	40.7%	15.2%	2.9%
Condition of buildings	6.4%	32.3%	43.2%	12.8%	5.3%

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

3 or more times a week	17.6%
1 to 2 times a week	26.3%
2 to 3 times per month	23.6%
Once per month	16.2%
Less than once per month	12.5%
Never shop downtown	3.5%

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

<u>Event</u>	<u>0</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5+</u>
Daisy Days (June)	25.5%	45.0%	27.7%	0.7%	1.1%	-
Dancin' in the Streets Concerts (Summer)	21.8%	30.6%	10.2%	4.1%	6.5%	24.8%
Christmas Walk (December)	38.7%	40.2%	30.1%	-	-	-

OTHER VILLAGE SERVICES

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

Excellent	33.7%
Good	51.3%
Fair	13.9%
Poor	1.1%

51. If you have visited the Village's website, how would you rate the overall quality of the site?

Excellent	7.0%	Fair	23.6%
Good	66.2%	Poor	3.2%

47. If you have read the **print** *Trustee Topics* newsletter, how would you rate the overall quality of the newsletter?

Excellent	32.7%	Fair	9.8%
Good	56.9%	Poor	0.6%

52. Most residents currently use bins for recycled materials and 95-gallon wheeled carts for refuse collection. The Village has the option of using 65-gallon wheeled carts for recycling collection in lieu of the bins. The carts would increase recycling capacity and prevent material from scattering when out for collection. However, there may be an additional increase in the monthly collection rate to implement the cart program. Would you be supportive of switching to the wheeled carts for recycling collection?



95- and 65-gallon containers shown

Yes 34.4% No 50.1% Don't Know /No Opinion 15.4%

48. How frequently do you read *Trustee Topics* print newsletter?

Every issue	76.3%
Sometimes	16.8%
Never	6.9%

53. In the past year, did the refuse collectors ever miss picking up your garbage or recycling? If yes, how many times?

No, never missed	75.3%	Yes, 5+ times	0.3%
Yes, 1-2 times	13.7%	Don't Know	8.6%
Yes, 3-4 times	2.1%		

49. If you have read the new **e-mail** *Trustee Topics* newsletter, how would you rate the overall quality of the newsletter?

Excellent	32.5%	Fair	16.3%
Good	51.9%	Poor	1.3%

54. In the past year, did the refuse collectors ever spill or scatter your garbage or recycling? If yes, how many times?

No, never spilled	60.3%	Yes, 5+ times	2.7%
Yes, 1-2 times	21.9%	Don't Know	8.7%
Yes, 3-4 times	6.4%		

If you are not currently subscribed and would like to receive the new e-mail *Trustee Topics*, please include your e-mail address below or visit the Village's website.

Email: _____

<p>50. The Village's website is www.clarendonhills.us. How frequently do you visit the website?</p> <table border="0"> <tr> <td>Daily</td> <td>0.3%</td> <td>Two or three times a year</td> <td>39.1%</td> </tr> <tr> <td>Weekly</td> <td>0.8%</td> <td>Never visit website</td> <td>48.0%</td> </tr> <tr> <td>Monthly</td> <td>5.1%</td> <td>Do not have access to the internet</td> <td>6.7%</td> </tr> </table>	Daily	0.3%	Two or three times a year	39.1%	Weekly	0.8%	Never visit website	48.0%	Monthly	5.1%	Do not have access to the internet	6.7%	<p>55. The State of Illinois now allows Video Gaming (also referred to as video poker or video gambling) in establishments that hold a valid liquor license and that are not located within 100 feet of a school or place of worship. However, local governments may choose to prohibit video gaming within their limits through an ordinance. Video gaming revenues will be used by the State to fund capital projects in Illinois. The bill does not currently contain provisions for withholding capital funding for municipalities that ban video gaming. Do you favor allowing video gaming in the Village?</p> <p>Yes 14.1% No 72.0% Don't Know /No Opinion 13.7%</p>
Daily	0.3%	Two or three times a year	39.1%										
Weekly	0.8%	Never visit website	48.0%										
Monthly	5.1%	Do not have access to the internet	6.7%										

QUALITY OF LIFE

<p>56. Taking all things into consideration, how would you rate your overall quality of life in Clarendon Hills?</p> <table border="0"> <tr> <td>Excellent</td> <td>55.2%</td> <td>Fair</td> <td>3.5%</td> </tr> <tr> <td>Good</td> <td>40.5%</td> <td>Poor</td> <td>0.8%</td> </tr> </table>	Excellent	55.2%	Fair	3.5%	Good	40.5%	Poor	0.8%	<p>59. How would you rate the quality of life in Clarendon Hills today as compared to ten years ago?</p> <table border="0"> <tr> <td>Much Better</td> <td>7.4%</td> <td>Somewhat Worse</td> <td>12.1%</td> </tr> <tr> <td>Somewhat Better</td> <td>22.9%</td> <td>Much Worse</td> <td>1.7%</td> </tr> <tr> <td>About the Same</td> <td>55.9%</td> <td></td> <td></td> </tr> </table>	Much Better	7.4%	Somewhat Worse	12.1%	Somewhat Better	22.9%	Much Worse	1.7%	About the Same	55.9%		
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Somewhat Better	22.9%	Much Worse	1.7%																		
About the Same	55.9%																				

<p>57. What 3 things do you like <i>best</i> about living in the Village?</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>	<p>60. 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>78.4%</td> </tr> <tr> <td>Location</td> <td>86.1%</td> </tr> <tr> <td>Shopping</td> <td>11.3%</td> </tr> <tr> <td>Transportation</td> <td>65.8%</td> </tr> <tr> <td>Housing Quality</td> <td>58.4%</td> </tr> <tr> <td>Residential Neighborhoods</td> <td>76.6%</td> </tr> <tr> <td>Friendliness of Residents</td> <td>68.4%</td> </tr> <tr> <td>Recreational Amenities</td> <td>26.6%</td> </tr> <tr> <td>Other _____</td> <td></td> </tr> </table>	Schools	78.4%	Location	86.1%	Shopping	11.3%	Transportation	65.8%	Housing Quality	58.4%	Residential Neighborhoods	76.6%	Friendliness of Residents	68.4%	Recreational Amenities	26.6%	Other _____	
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Other _____																			

<p>58. What 3 things do you like <i>least</i> about living in the Village?</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>	<p>61. 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>18.9%</td> </tr> <tr> <td>Street Conditions</td> <td>12.9%</td> </tr> <tr> <td>Recreational Amenities</td> <td>12.4%</td> </tr> <tr> <td>Housing Costs</td> <td>42.6%</td> </tr> <tr> <td>Distance of Employer</td> <td>6.3%</td> </tr> <tr> <td>Shopping</td> <td>46.8%</td> </tr> <tr> <td>Other _____</td> <td></td> </tr> </table>	Traffic Problems	18.9%	Street Conditions	12.9%	Recreational Amenities	12.4%	Housing Costs	42.6%	Distance of Employer	6.3%	Shopping	46.8%	Other _____	
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Shopping	46.8%														
Other _____															

DEMOGRAPHICS

(Information for statistical purposes only)

<p>62. Check the box that best describes your age.</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Under 20</td> <td style="width: 12.5%;">0.3%</td> <td style="width: 25%;">50-59</td> <td style="width: 12.5%;">23.8%</td> </tr> <tr> <td>20-29</td> <td>3.0%</td> <td>60-69</td> <td>16.8%</td> </tr> <tr> <td>30-39</td> <td>11.6%</td> <td>70 and over</td> <td>21.6%</td> </tr> <tr> <td>40-49</td> <td>23.0%</td> <td></td> <td></td> </tr> </table>	Under 20	0.3%	50-59	23.8%	20-29	3.0%	60-69	16.8%	30-39	11.6%	70 and over	21.6%	40-49	23.0%			<p>64. Please indicate the cities where you and your spouse are employed (if applicable).</p> <p>Respondent _____</p> <p>Spouse _____</p>											
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<p>63. How many people currently live in your household?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">One</td> <td style="width: 12.5%;">20.5%</td> </tr> <tr> <td>Two</td> <td>30.3%</td> </tr> <tr> <td>Three</td> <td>17.3%</td> </tr> <tr> <td>Four or more</td> <td>31.9%</td> </tr> </table>	One	20.5%	Two	30.3%	Three	17.3%	Four or more	31.9%	<p>65. How long have you been a resident of Clarendon Hills?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Less than 1 year</td> <td style="width: 12.5%;">4.0%</td> <td style="width: 25%;">11-15 years</td> <td style="width: 12.5%;">9.3%</td> </tr> <tr> <td>1-5 years</td> <td>22.4%</td> <td>16-20 years</td> <td>8.0%</td> </tr> <tr> <td>6-10 years</td> <td>14.7%</td> <td>More than 20 years</td> <td>41.6%</td> </tr> </table>	Less than 1 year	4.0%	11-15 years	9.3%	1-5 years	22.4%	16-20 years	8.0%	6-10 years	14.7%	More than 20 years	41.6%							
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<p>66. What is your combined household income?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Under \$25,000</td> <td style="width: 12.5%;">3.6%</td> <td style="width: 25%;">\$75,000 to \$99,999</td> <td style="width: 12.5%;">14.3%</td> </tr> <tr> <td>\$25,000 to \$49,999</td> <td>12.3%</td> <td>\$100,000 to \$149,999</td> <td>15.9%</td> </tr> <tr> <td>\$50,000 to \$74,999</td> <td>14.0%</td> <td>\$150,000 and over</td> <td>39.9%</td> </tr> </table>	Under \$25,000	3.6%	\$75,000 to \$99,999	14.3%	\$25,000 to \$49,999	12.3%	\$100,000 to \$149,999	15.9%	\$50,000 to \$74,999	14.0%	\$150,000 and over	39.9%	<p>68. Please indicate the type of home in which you currently live and whether you own or rent.</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%; text-align: center;"><u>Own</u></th> <th style="width: 20%; text-align: center;"><u>Rent</u></th> </tr> </thead> <tbody> <tr> <td>Single-Family</td> <td style="text-align: center;">79.9%</td> <td style="text-align: center;">1.4%</td> </tr> <tr> <td>Apartment</td> <td style="text-align: center;">0.3%</td> <td style="text-align: center;">5.5%</td> </tr> <tr> <td>Condominium</td> <td style="text-align: center;">6.3%</td> <td style="text-align: center;">3.7%</td> </tr> <tr> <td>Townhome</td> <td style="text-align: center;">5.2%</td> <td style="text-align: center;">2.7%</td> </tr> </tbody> </table>		<u>Own</u>	<u>Rent</u>	Single-Family	79.9%	1.4%	Apartment	0.3%	5.5%	Condominium	6.3%	3.7%	Townhome	5.2%	2.7%
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<p>67. 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.</p> <p>Yes 32.6% No 67.4%</p>	<p>69. Please indicate the geographic area that most accurately describes where you reside in the Village.</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">North of Chicago Avenue</td> <td style="width: 20%; text-align: right;">14.0%</td> </tr> <tr> <td>North of Burlington Northern Railroad Tracks and South of Chicago Avenue</td> <td style="text-align: right;">40.8%</td> </tr> <tr> <td>South of Burlington Northern Railroad Tracks and North of 55th Street</td> <td style="text-align: right;">35.5%</td> </tr> <tr> <td>South of 55th Street</td> <td style="text-align: right;">9.6%</td> </tr> </table>	North of Chicago Avenue	14.0%	North of Burlington Northern Railroad Tracks and South of Chicago Avenue	40.8%	South of Burlington Northern Railroad Tracks and North of 55 th Street	35.5%	South of 55 th Street	9.6%																			
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