



# Village of Clarendon Hills

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## Clarendon Hills 2012 Community Needs Survey Analysis

Attached, please find the results of the seventh annual Clarendon Hills Community Needs Survey. The survey was developed as a method for evaluating Village services and obtaining feedback from residents. Questions on the 2012 survey asked what the Village is doing well and where residents would like to see improvement. Specifically, questions were asked regarding village departments, the central business district, miscellaneous village services, quality of life, and demographics. This narrative analysis combines the answers of the respondents to portray a statistically accurate picture of resident opinions.

The results of the survey are presented as follows:

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## Survey Participation and Statistical Information

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The 2012 Community Needs Survey presented substantial revisions over the survey from previous years. The length of the survey was significantly reduced with the goal of increasing participation. We also used this revision of the survey to improve questions and symmetry of the available responses. The Village offered both an online format and mailed version of the survey for respondent convenience.

As in past years, the survey was randomly distributed to 1,000 Clarendon Hills' households. In Clarendon Hills, 30.3 percent of households are multi-family and 69.7 percent are single-family according to the 2010 Census Data. Therefore, 303 surveys were randomly distributed to multi-family households and 697 surveys were randomly distributed to single-family households. A total of 378 surveys were completed, for a response rate of 37.8 percent. Of the responses, 84.49 percent resided in single-family homes while 15.72 percent lived in multi-family residences. This aligns with response rates for previous years with residents of single-family homes over-represented relative to the actual population.

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 55<sup>th</sup> Street
- 4) South of 55<sup>th</sup> Street

The chart below illustrates the percentage of households and the percentage of survey respondents in each area of the Village. Respondents generally represent the distribution of households in Clarendon Hills, with households located north of the BNSF railroad tracks and south of Chicago Avenue, and households north of 55<sup>th</sup> Street somewhat over-represented. A high number of multi-family households south of 55<sup>th</sup> Street could have led to the under-representation of households in this area since similar results were produced in previous surveys.

Area of the Village	% of Households in Area	% of Respondents in Area
N. of Chicago Ave.	15.9%	17.4%
N. of BNSF Railroad and S. of Chicago Ave.	33.8%	34.8%
S. of BNSF Railroad and N. of 55 <sup>th</sup> St.	32.4%	38.2%
S. of 55 <sup>th</sup> St.	17.9%	9.69%

## **Question Responses**

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

For the 2012 Survey, the response options were revised to improve symmetry. Whereas previous survey asked for respondents to choose between Extremely Satisfied, Very Satisfied, Somewhat Satisfied, Not Satisfied and No Opinion, the 2012 surveys provided the options of Very Satisfied, Somewhat Satisfied, Somewhat Unsatisfied, Very Unsatisfied and No Opinion.

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/very satisfied

1.76-2.5 = good/somewhat satisfied

2.51-3.25 = fair/somewhat unsatisfied

3.26-4.0 = poor/very unsatisfied

### Five-Point Scale

1-1.80 = much better

1.81-2.60 = somewhat better

2.61-3.40 = about the same

3.41-4.20 = somewhat worse

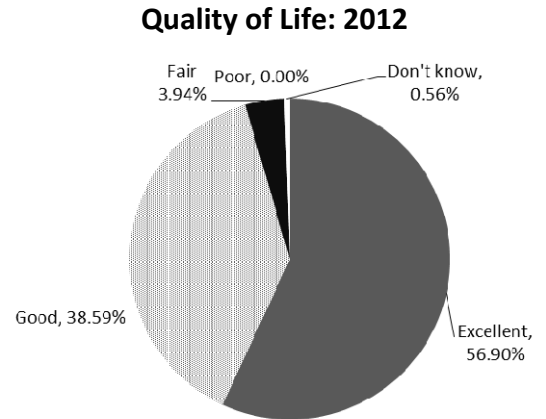
4.21-5.0 = much worse

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. “Don’t Know” and “Undecided” were considered and calculated as valid responses.

## Highlights and Significant Findings

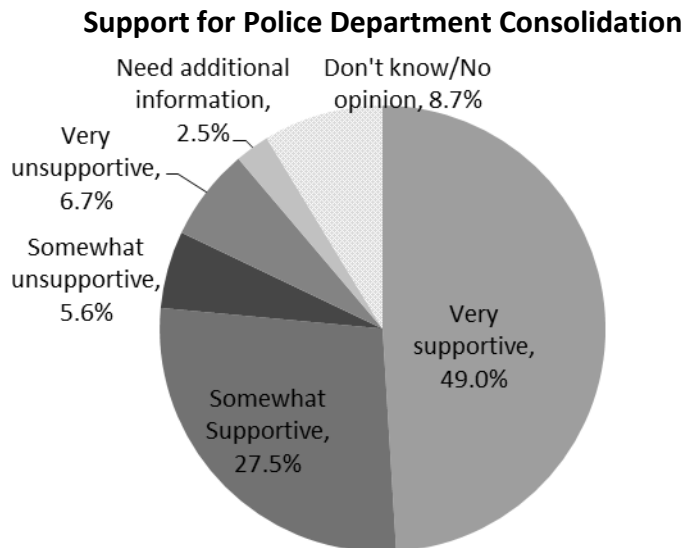
### Quality of Life

For the seventh year in a row, nearly all respondents rated the overall quality of life in Clarendon Hills as good or excellent (95.5 percent). In addition, a mean score taken on a five-point scale shows that respondents believe the quality of life is somewhat better than ten years ago (1.89). In fact, 70.6 percent of respondents reported that they feel very safe in their neighborhood.



### Police Consolidation

Over the last several years, the Village has examined the possibility of consolidating its police department with neighboring municipalities. Beginning in 2011, the Village began studying in earnest the possibility of consolidating its police department with the Village of Hinsdale. Estimates indicate that the consolidation could save a combined \$700,000 to \$800,000. Both Villages have committed to maintaining current service levels and to not conduct layoffs. In the 2012 survey, residents were asked how supportive they were of the proposed consolidation. The results were as follows:



## Village Departments

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### **Police Department**

- In general, respondents are satisfied with the performance of the Village’s Police Department. Overall, respondents were “Very Satisfied” with Department Performance with a mean score of 1.28. Mean scores show that respondents were similarly satisfied with Police Services (1.47), Office Attitude and Behavior (1.57), and the Safety/Security of the Village (1.58).
- The survey asked residents how safe and secure they felt in their own neighborhoods. The mean score on a four point scale was 1.32, meaning respondents felt “Very Safe.” Going a step further, we can see a distribution of perceived safety by geographic region of the Village.

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

	North of Chicago	BNSF to Chicago	55 <sup>th</sup> Street to BNSF	South of 55 <sup>th</sup> Street
Very Safe	72.1%	70.5%	73.3%	61.8%
Somewhat Safe	21.3%	25.4%	23.6%	32.4%
Somewhat Unsafe	6.6%	3.3%	1.5%	2.9%
Very unsafe	0%	1%	0%	0%
Don’t know	0%	0%	1.5%	2.9%

As the chart indicates, people have generally the same perception of safety across the community.

### **Fire Department**

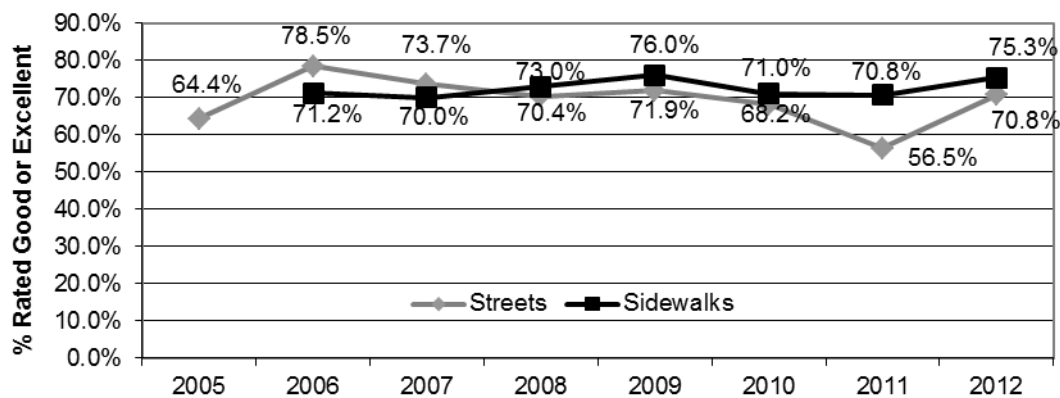
- Respondents were also very satisfied with the performance of the Fire Department. Fire Department Performance received a mean score of 1.18, meaning respondents were “Very Satisfied.”
- Fire protection services, Education on fire prevention, and fire fighter attitude and behavior received a mean of between 1.19 and 1.44 on a four-point scale. Blood pressure screening and CPR classes, and Fire Inspections received similarly positive ratings, however in both instances more than 60 percent of respondents had no opinion. This is in line with previous survey years.

### **Public Works Department**

- Respondents were asked their satisfaction levels of various Public Works services. However, in order to align the scale with similar questions on the survey, the response choices were changed. In the past, respondents were asked to rank the services as “Excellent,” “Good,” “Fair,” or “Poor.” This ranking was again used for rating the condition of Village infrastructure, but not services for which the range of responses from “Very satisfied” to “Very unsatisfied” was provided. As a result, the 2012 Survey does not allow for year-to-year comparison, but we can generally compare the magnitude of these responses with previous years.
- Snow plowing was among the highest-rated of Public Works Services. Respondents said they were “Very Satisfied” with snow plowing, with a mean score of 1.43 on a four-point scale. On average, 91.2 percent of respondents have rated snow plowing as excellent or good in previous years’ surveys.

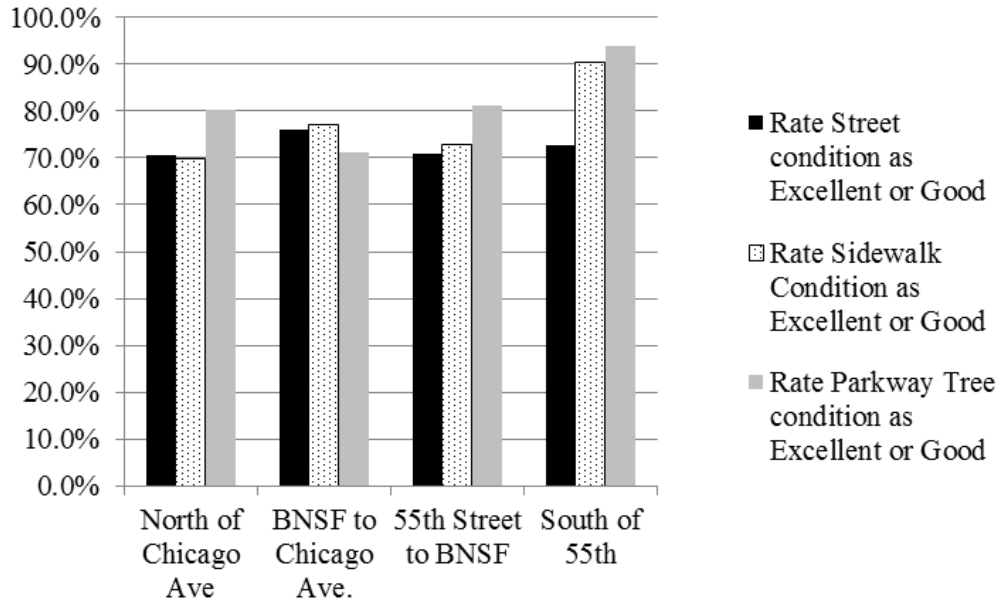
- For the first time this year, the Village surveyed on the quality of water supply service. This was also a top-rated service, with residents stating they were “Very Satisfied.” The mean score of 1.42.
- Scores for storm water maintenance, streetscape and Public Works employee attitude also received a “Very Satisfied” rating with mean scores of 1.79, 1.69 and 1.54 respectively. Residents said they were “Satisfied” with Street Maintenance Services (1.83).
- Street and sidewalk condition were rated on a scale of Excellent, Good, Fair or Poor. More than 70 percent of respondents rated Street Condition as Excellent or Good. This is an improvement over last year’s 56.5 percent, which coincided with ongoing construction by the Flag Creek Water Reclamation District, but in line with years prior. Sidewalk condition rating saw a moderate improvement climbing to 75 percent from 70 percent.

**Condition of Sidewalks and Streets**



- This year’s survey asked respondents to rate the condition of Parkway Trees. Respondents mean response said Parkway Tree condition was Good (1.99 on a four-point scale). Previous surveys asked whether residents believed the frequency of parkway tree trimming was sufficient, satisfaction of which was trending downward likely attributable to the extension of time between tree trimmings to nine years versus the previous six-year cycle. The question was modified in order to determine satisfaction with the overall quality of the trees, rather than the trimming cycle alone.
- A comparison of infrastructure condition rating by neighborhood shows that in general, people are comparably satisfied with the Village’s streets, sidewalks and parkway trees regardless of what area of the Village they live in.

## Percentage of Residents Rating Infrastructure Excellent or Good By Area of the Village

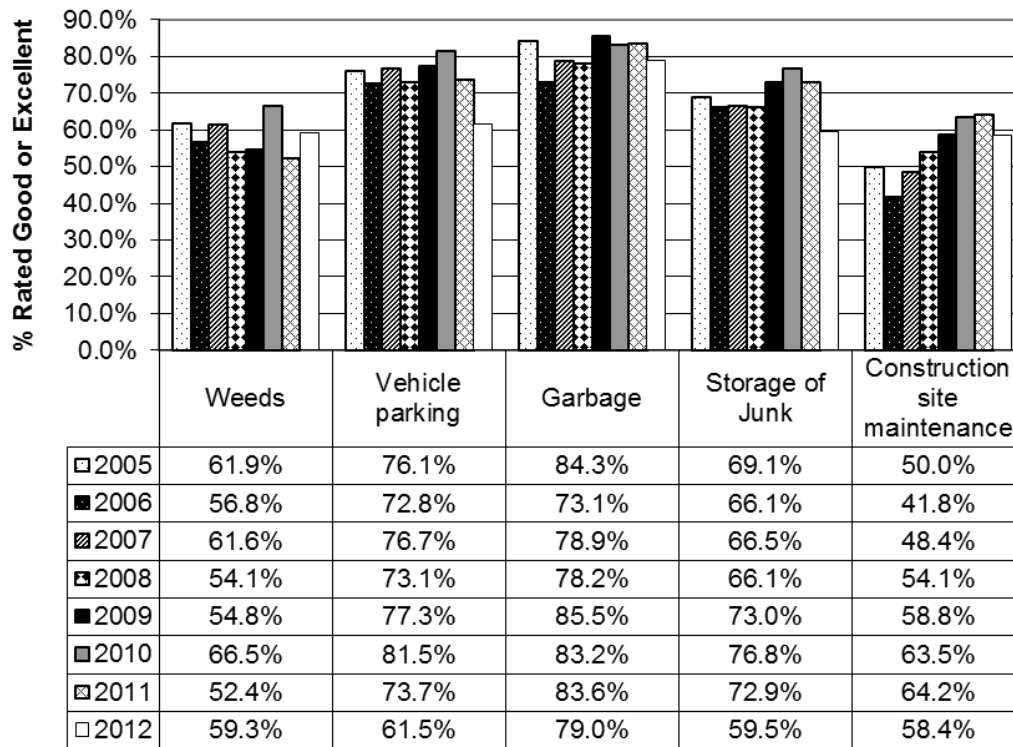


- The survey asked residents how they would rate the condition of Village facilities. 30.1 percent classified them as Excellent, with 55.8 percent calling them Good. The mean score was 1.77 on a four-point scale.

**Code Enforcement**

- 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. Satisfaction ratings for code enforcement related to Vehicle Parking and Storage of Junk saw declines for 2012 over previous years.

**Code Enforcement  
Rated as Good or Excellent  
2005-2012**



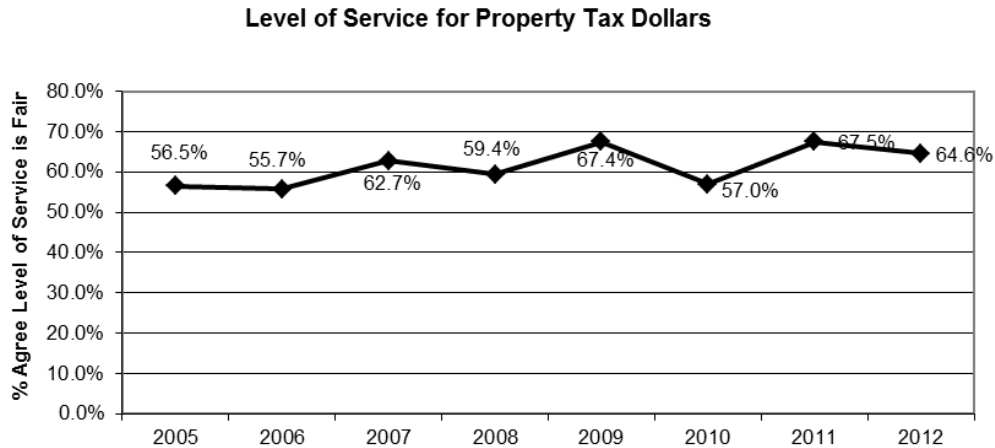
**Front Desk Service**

- The 2012 Survey asked respondents to rate the front desk service at Village Hall. Nearly 65 percent of respondents rated the service as “Excellent” or “Good.” This is consistent with responses from previous years. More than a quarter of respondents said they did not know or had no opinion about the quality of front-desk service.



## Taxes

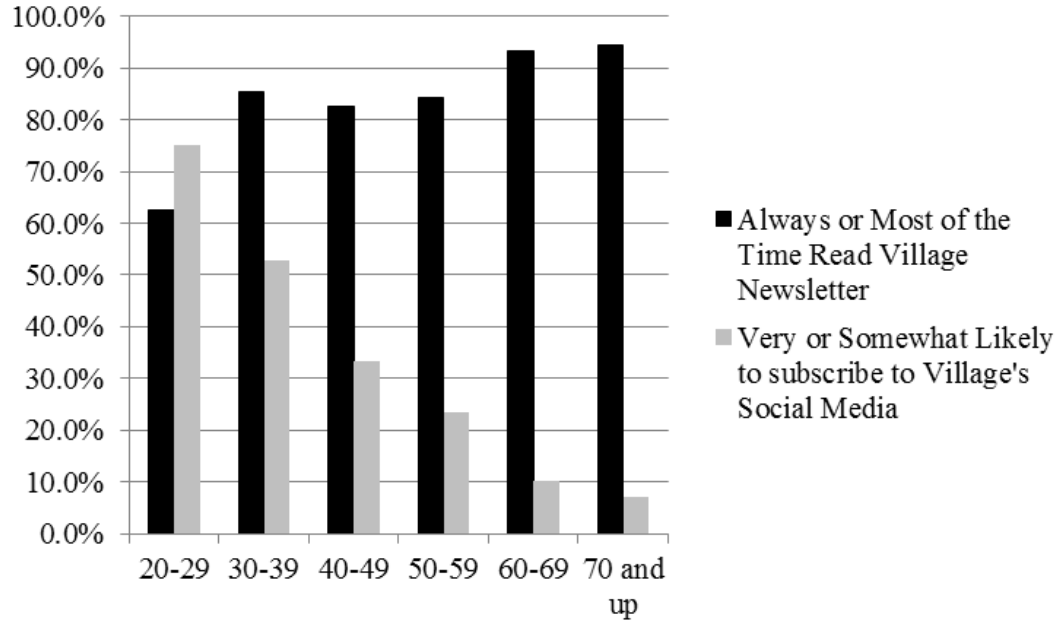
- For the sixth year in a row, the majority (64.6 percent) of respondents said they agree they received a fair level of services for their tax dollars. Of the remaining responses, 17.8 percent believed they did not receive a fair level of service for their tax dollars and 17.6 percent did not know or had no opinion. The graph below shows a year-to-year comparison of those who said they received a fair level of service for their tax dollars.



## Communication

- The Village made several changes to its communication methods during the last several years. 87.5 percent of respondents read all or most issues of Trustee Topics. In previous years, the responses offered were “Every issue,” “Sometimes” and “Never.” The 2012 survey results are similar to previous years’, in which between 75 and 85 percent of respondents said they read every issue of Trustee Topics.
- The number of respondents that said they never visited the Village’s website was 25 percent. Last year’s responses indicated that 28.5 percent of respondents never visit the website, down from 48 percent in previous years. At the time, this was attributed to the change in format to an online survey. This year, the Village offered both a printed and online version, though most responses were sent via postal mail. The survey results may be indicative of a trend toward increased online presence and should continue to be watched in future years.
- Over the last few years, the Village has emphasized its presence on social media. The 2012 survey asked respondents how likely they were to subscribe to the Village’s Facebook and Twitter accounts. 9 percent of respondents said they were very likely to use it. Nearly 15 percent said they were somewhat likely, and 39 percent said they were not likely to use it. This compares to 36 percent who do not use social media at all and 1.4 percent already subscribe to the Village’s social media.
- The data indicate that there is a difference in how people are likely to receive their news based on their age. A comparison of residents who said they Always or Most of the Time read the Village newsletter, and those who were Very or Somewhat Likely to subscribe the Village’s Social Media compared by respondents age shows a higher likelihood of reading the newsletter for older respondents and a higher likelihood of using social media for younger respondents. The newsletter overall remains the most popular source of information, but this is a trend worth watching for the foreseeable future.

### Information Source compared to Respondent Age



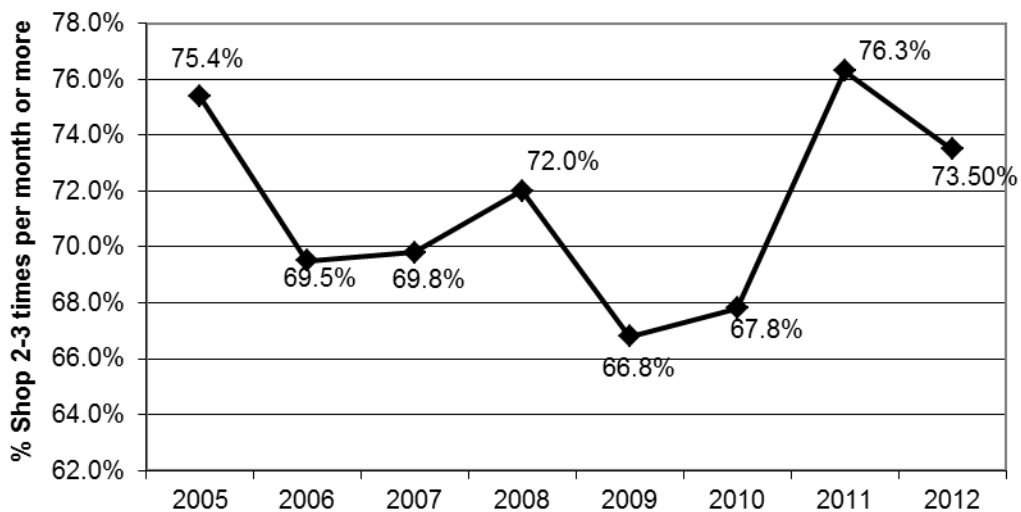
- The 2012 survey asked what sources respondents are most likely to look to for information on Village news and events. Respondents were asked to check all that apply. The Print Trustee Topics newsletter remains the most prevalent source of information, with 73.6 percent of respondents saying it was an information source for them. Local newspapers (43.8 percent), E-mail Trustee Topics Newsletter (36.15 percent), the Village website (30.0 percent) and social media (12.7 percent) followed. Five respondents wrote in that they often referred to banners placed in the Kenneth J. Sloan Triangle in downtown Clarendon Hills.

## Central Business District

### Central Business District

- Respondents were asked to rate their satisfaction with various aspects of the Central Business District (CBD) by responding whether they are very satisfied, somewhat satisfied, somewhat unsatisfied or very unsatisfied. This response scale for this question was changed from previous years to provide for a symmetrical range of responses, which means it is not possible to directly compare the 2012 results with previous years. However, the results from previous years are provided to provide a relative basis for comparison.
- Respondents have generally not shown favorability toward shopping choices in downtown Clarendon Hills in previous years. In the 2012 Survey, 6.2 percent of respondents reported they were “Very Satisfied” while 47.9 percent said they were “Somewhat Satisfied.” This compares to responses in previous years in that range from 14 percent to 8.6 percent of respondents indicating they were “Extremely” or “Very Satisfied.”
- Respondents said they were satisfied with the quality of shopping, with 15.2 percent saying they were “Very Satisfied” and 46.2 saying they were “Somewhat Satisfied.” Previous years surveys showed that approximately one quarter of respondents were extremely or very satisfied with the quality of shopping in downtown Clarendon Hills.
- New to the 2012 survey was a question about restaurant choices in downtown Clarendon Hills. Most respondents said they were satisfied with the choices, with 20.4 percent saying they were “Very satisfied” and 47.9 saying they were “Somewhat Satisfied” with a mean of 2.50.
- The number of respondents who shop downtown at least two to three times per month declined slightly to 73.5 percent, but stayed within the general range of previous years. The graph below illustrates the percentage of respondents who shop in downtown Clarendon Hills two to three times a month or more.

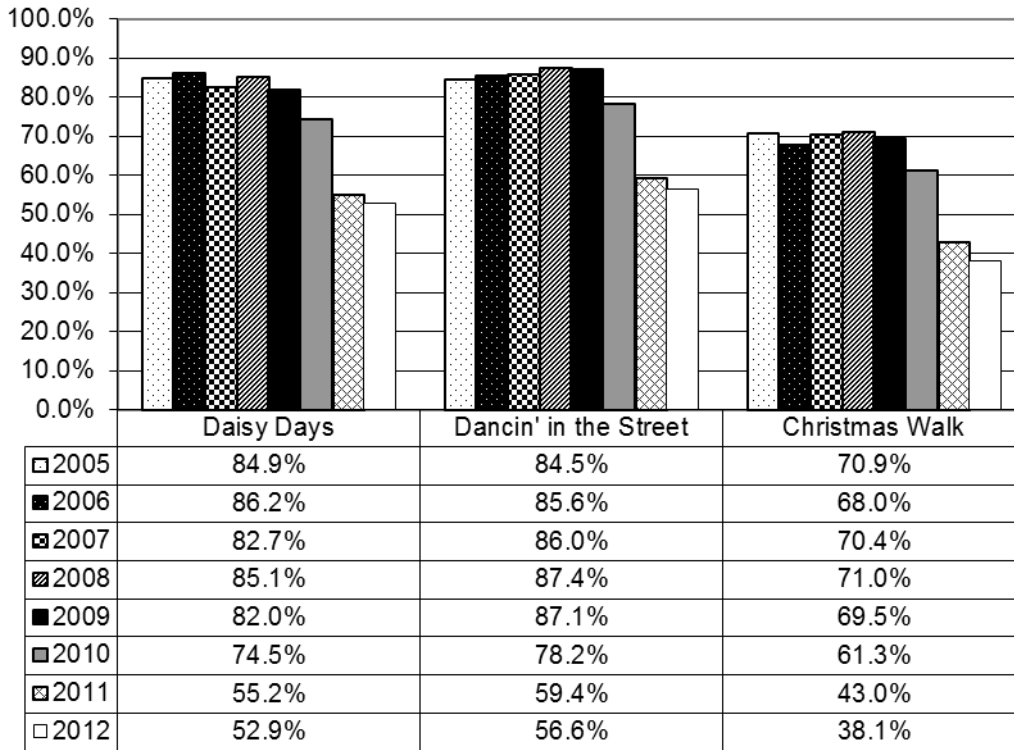
**Frequency Shopping in Downtown Clarendon Hills**



**Village Events**

- The number of survey respondents indicating they had attended one of the Village community events in the past two years again declined for all events. The graph below illustrates these declines.

**Community Events  
Attended 1 or More in Past 2 Years  
2005-2012**



- The 2012 survey asked respondents to rate the community events. Using the mean score, respondents rated Daisy Days as Good (1.76), Dancin' in the Street as Excellent (1.62) and Christmas Walk as Good (1.82).
- The survey then asked respondents if they did not go, why. 60.1 percent of respondents said scheduling conflicts contributed to them not attending. 26.2 said Activity Selection; 2.8 percent said Accessibility; 0.5 percent said location; and 11.5 percent said event quality. 26.2 percent of respondents cited other reasons, among them were age of family (both too old or too young to be interested in attending) and a desire to avoid the crowds.

## Quality of Life

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- Approximately 95.5 percent of respondents rated the overall quality of life in Clarendon Hills as “Excellent” or “Good.” Furthermore, a mean score based on a five-point scale, characterized the quality of life today as somewhat better compared to ten years ago (1.88).
- Respondents were asked what three things they like best about Clarendon Hills. Choices included categories that consistently appeared on previous years’ surveys when an open-ended response was provided. In addition, respondents could write in additional items. The three top responses were location (74.2 percent), residential neighborhoods (62.6 percent) and schools (57.2 percent). Following were friendliness of residents (44.76 percent), housing quality (35.4 percent), transportation (34.6 percent), recreational amenities (6.8 percent) and shopping (3.68 percent). 4 percent of respondents included “Other.” This closely mirrors past trends, with top responses being location, schools and residential neighborhoods.
- Conversely, respondents were asked what three things they like least about Clarendon Hills. Choices included categories that consistently appeared on previous years’ surveys when an open-ended response was provided, again with an “Other” option. The top responses were housing cost (51.2 percent) and shopping (47.8 percent). Street condition (28.3 percent), traffic problems (25.2 percent) and distance to employer (11.5 percent) followed. Nearly 40 percent of respondents wrote in another response. Of the total number of people who responded to the question, 11.5 percent wrote in taxes.

## Demographics

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In order to determine whether respondents of the Community Needs Survey accurately represent the citizens of Clarendon Hills, the demographic information of respondents was compared to demographic information compiled by the 2010 U.S. Census and the demographics of respondents in previous years.

- Previous surveys show that residents over the age of 60 tend to be over-represented in the survey results (or respond in greater numbers). Relative to the 2010 Census Data, this trend holds true but also shows slightly less overrepresentation of those age 40 to 59. The 20 to 39 population group was significantly underrepresented. For comparison purposes, those under age 20 were removed from Census data as this age group typically does not serve as head of household for purposes of responding to the survey.

	< 20	20-29	30-39	40-49	50-59	60-69	>70
Survey Response	0.0%	2.3%	9.69%	23.1%	27.1%	17.1%	20.8%
2010 Census Data	NA	10.1%	15.7%	28.7%	21.8%	11.4%	6.4%

- According to survey, the average number of persons per household that responded to the 2012 survey was 2.42. This is comparable to the U.S. Census Bureau's 2010 figure of 2.69.
- In previous years, the survey asked open-endedly where respondents and their spouses work in the Chicago region. For the 2012 Survey, this question was changed to provide a choice of regions in the Chicago area. In past years, the survey indicated that Chicago was the most frequently cited place of work for respondents and their spouses. For the 2012 Survey, the top choice was the Western Suburbs (37.2 percent of respondents and 29.5 percent of spouses). Chicago ranked second (23.4 percent of respondents and 27.4 percent of spouses). Clarendon Hills ranked third (14.1 percent of respondents and 13.2 percent of spouses). It is not certain whether the change from Chicago to a Western Suburb resulted from the change in question format or actual work location trends.
- Using a valid percentage, 82.0 percent of respondents reside in a single-family home that they own and 2.3 percent live in a single-family home they rent. In addition, 15.7 percent of respondents live in a multi-family home. This reflects previous years' survey responses. The U.S. Census Data shows that 81.6 percent of homes in Clarendon Hills are owner occupied, compared to 18.4 percent that are renter occupied.
- The median household income bracket of respondents was \$150,000 to \$249,999. This higher than the median income of \$111,753 reported by the 2010 U.S. Census.
- Nearly half of respondents (47.5 percent) reported they have lived in Clarendon Hills for 20 or more years. Another 33.8 percent have lived in Clarendon Hills for between 6 and 20 years.

## **Open Ended Responses**

### **2012 Community Needs Survey**

#### **Central Business District/Downtown**

- I don't know if the Village owns the vacant lot west of Prospect, but it makes our Village look like a ghost town of days long gone....if no business is buying can we turn it into park space?
- Pass a TIF district in CBD to encourage development that the Village desires.
- Continue to build up downtown space; specifically a family diner restaurant and sandwich shop would be great.
- Clarendon Hills is an awesome place to live. I just wish there were more things downtown to do.
- The downtown business area needs a major facelift to attract better businesses.
- The grass and weeds along the abandoned building on Burlington Ave. west of Prospect grown high and across the sidewalk and they gets in the way when walking to the train. It would be nice if the owners would maintain the property.
- The downtown of Clarendon Hills is the worst in the Western Suburbs. It was never built up and there is nothing for the residents to do there. It is NOT a destination.
- Would like to see overnight parking along Park Ave. (near Park Avenue Park) on the weekends (Fri/Sat night). Expand downtown area north of the tracks and make it a bit more modern, to have a mix of old and new in the downtown area. A Farmer's market once a week during the summer/fall.
- Need a family style restaurant
- Talk to Lemon Tree in Downers Grove about putting one in C.H. Brew Pub in town would be nice -- brews its own beer
- Make downtown area more fun. I like LaGrange, Hinsdale, Downers Grove downtown.
- Encourage better shopping, development, business in downtown area.
- The vacant lots (old meat market and area near Starbucks) have been vacant too long.
- Convenience store downtown - like a 7-11 or mini grocery store.
- Would like to have a reasonable family restaurant, similar to the Town Kitchen-just basic, non-specialty food.
- I wish we had a place where we could pick up a gallon of milk in town without having to go to the Jewel.
- Improve shopping
- My biggest concern is any type of apartment housing construction or other efforts to "urbanize" our village. The nicest aspect of living here is the small-town look and ambience. At the same time, I realize that our small shops sometimes struggle for enough business. I wish I had an answer for that. Like most people I too find the "Big Store" experience more convenient-comfort and inexpensive. We should try harder to somehow get people into our stores - myself included. I feel safer here than elsewhere, agreed?
- We need a restaurant like Town Kitchen back. We need a meat market/grocery store. Other shops, but I have a hard time thinking about what would make it here. Route 83 access to Village would be so great again @ Chicago Ave.
- How about an Irish pub we can walk to and crawl home from?
- Village Board should put top priority on doing what it can to get tax paying businesses on Walker Ave and former police station property.
- Stores should have hours on Sunday. Add apartment/condo living and shopping on second floors/third floors of existing bldgs in town. Stop spending money on downtown walkways - there didn't seem to be anything wrong with them prior to updating.
- Discontinue empty lot behind Scapa as a construction holding site-force landlord to pave or seed.
- WE is the availability of all the downtown merchants removed as part of the ill-planned development of Walker St.

- Village needs a meat market/grocery store a reasonably priced family restaurant. Long term it would be nice to have a pedestrian bridge over the RR tracks by the police station. Easier for people to walk to the station and for children who walk or ride bikes to friends' homes on other side of tracks.
- Restaurants in CH do virtually nothing to promote themselves and offer promotions via couponing to residents (except Country House which is successful). They fail because they are complacent.
- Get a Walgreens or CVS downtown. Not only would that be convenient to residents but would draw more people to shop downtown.
- Bring back Maijean.
- A grocery store in town would be great.
- More focus on how to get a well-rounded shopping environment should be a focus vs - How to make money on energy!
- I no longer shop at a hair dresser in Clarendon Hills because of 2 hour parking spaces on Prospect. It takes more than 2 hours to get a permanent wave - some of these spaces should be increased to 4 hours and metered. The area in front of Zablers and the two restaurants might be good for this. I miss the Town Kitchen and hope at least one of the new restaurants will be informal family style as it was. Local restaurants might be encouraged to offer a delivery services (as opposed to carry out). Can land be purchased to offer more parking spaces? Such parking could be metered. What about the vacant space across from 5/3 Bank (northside)
- As always - wish we could attract a grocery-convenience store to the downtown Also, no more high-priced restaurants - would like a lower cost sandwich or hamburger place
- Our downtown needs more stores for shopping. Ashley Custom Stationery, The English Garden, Zablers - these are all great retailers and we need more stores like - shoe store, women's clothing store or sports clothing store. Please do not build condo on the corner of Park and Prospect. That needs to be developed for retail on the first floor - condos upstairs. There needs to be more reasons for people to shop in our downtown.
- We should have more variety in restaurants.....seems like just about all we have is Mexican food!
- On the vacant village land near the downtown we should allow landscapers to show off their abilities and improve this land with plants, water displays, etc. for the opportunity to advertise. Also the big lot behind Scapa should be either a parking lot or make it grass. It should not be a dumping area for dirt, road materials and road equipment. It looks like a dump. It is shameful for our Village to look like that.
- This village has procrastinated way too long to about improving the commercial tax base. There have been too many downtown studies that went nowhere..... When the village finally got serious about this, the economic downturn hit. Hopefully, something can be done over the next couple of years to address this. If the village wants to lure multiple restaurants, it would be nice to see some moderately-priced venues.
- The open area where the old Police Dept was should be turned into something useful! A landscaped area with a fountain would be an attraction....The train station is embarrassingly dirty and dated. It looks terrible to people & doesn't accurately represent what a lovely town this is. At the very least, get a new bench.
- A grocery store. A medium priced family restaurant.
- Nice town! Looking forward to more restaurants!
- Get family style bar/restaurant like Palmer's in LaGrange. Kids got \$5 burgers/malt cheese, parents have burgers and beer out for about \$70 per family.
- I am VERY disappointed in the downtown appearance after the tear-up. Looks like complete hodge-podge! That's (unreadable) should have been evenly distributed from the trucks -- south to and including Park and E/W along Park from Ann and Walker. All you see now is patchwork. Also, whose idea was it to have yellow patches at the crosswalks -- when they are red everywhere else? What a mess ... one only has to look at Lisle, Downers Grove, Hinsdale, Western Springs to see how nicely the aesthetics flow in these neighboring downtown areas.



- We wish a family type restaurant like Town Kitchen or Corner Bakery would open in town. We have never been to the other restaurants now in town because they are too expensive and we refuse to go to them.
- RE Question 14: We shop locally as much as possible all of my grocery shopping is done at Jewel on 55th Street -
- I am thrilled with the addition of The English Garden Flower Shop and would LOVE other shops that could give our village a unique European atmosphere. There could be bakery, cheese, meat shops. Added to our wine shop, coffee shops and ice cream shop (Village Gourmet) - we would have it all! We lost a lot when we lost the pharmacy.
- Enlarge the downtown.
- Would love to have an outdoor market on Saturday mornings in the Village, similar to what they do on Mondays in Hinsdale. Would love to have a small grocery store or convenience store for milk, bread, etc. in the downtown. Would love to have a family friend great breakfast/brunch restaurant that is not fancy or expensive. Love the Village of Clarendon Hills.

### **Village Board**

- Have been to town hall meeting where one of the Trustees was so negative, but chairperson Tom K. counter-balanced that negativity.
- I appreciate the dedication of many individuals involved in village activities.
- Please make more of effort to get the meetings of the Village Board of Trustees / ZBA available via web like those of D181.

### **Staff/Village Operations**

- Management of government buildings. Old Police and fire station?
- You should return phone calls from residents when they have a concern or request. I called the village regarding possibly getting signage put in along Holmes Avenue to remind people they need to pick up after their dogs. The parkway in front of Woodcreek is a prime dog walking area and unfortunately people leave dog feces there. My phone call was never returned.
- We love Clarendon Hills! Great Village staff, very respectful. Always upgrading appearance of parks, streets, business district etc. Very friendly and helpful employees (even contractors are respectful and helpful). We had a great experience w/the street resurfacing-through the hardship of parking/moving cars, police were forgiving and friendly and helpful. Beautiful job to all around!
- Make it easier to pass permits/inspections for building additions, etc.
- Village Hall front desk should be open during the noon hour and Saturday 9-12.
- For several years, I submitted a complaint about the quality of the sidewalk in front of our house (buckling, ices over in the winter, etc. I was told then that it was "on the list" or "too late in the season" or something else. But there has never been anything done about it. I am not sure what the procedures are for asking for services, and I have stopped asking. I think these kinds of things could be handled better, even though everyone I speak to is always very cordial.
- The Comcast Channel 6 site is useless.
- Village office -- answer the phone in person. Less Village employees.
- Hold all employees accountable in doing their jobs.
- 1. Cooperative Building Department 2. Good Public Works
- Village Hall should not close for lunch or have an outside drop box for water bills. I have been charged a penalty fee because door was closed on due date. Should have same monthly due date every month
- Susan at the Village is helpful and cheery. Love her.
- Called Fire Dept. about CPR classes. Never heard back would like CPR class for residents.

### **Police Consolidation**

- Somewhat apprehensive re: consolidation of police - I am sure CHILLS and Hinsdale will do a great job - if it doesn't work you'll hear about it!

- I think the cost effective solution would be to combine the police and fire department.
- Do not merge services with Hinsdale! Control cost or eliminate services.
- Don't merge the police.

### **Public Works/Infrastructure**

- Storm water issues, curbs
- 1 major complaint: We called the village about water retention in the ditch in front of our house. When it rains water will sit there for days / weeks. We were told it is because our sump drains there. It absolutely does not. I got tired of arguing with whoever it was and just walked away. I would like the issue resolved. West Nile is a major issue and standing water in my front yard that is the village's responsibility is not a good thing.  $1 + 1 = ?$  I have 2 small children and there are countless little ones that play around here. It is a hazard.
- We are especially impressed with Public Works. Streets are in great shape (especially compared to Hinsdale), and they are plowed very quickly. During the last blizzard, we couldn't get onto Ogden, but were able to get anywhere within the village - thanks!
- Flooding issues on 55th Street need to be addressed before someone is hurt. Not convinced current project is going to address the problem fully.
- Reactivate wells to reduce water costs.
- My only complaint about snow plowing is that as soon as I clean my driveway they come along and fill my entrance w/snow & ice! I'm getting too old for this!!!!
- Let's finish the curbs project for the entire community.
- Parkway drainage needs to be improved. Snow removal is the best
- We live by the pool and people park on our grass - tire tracks create poor drainage. The water has smelled very musty since the pipes were replaced - this was never a problem before.
- Pond on Burlington needs cleaning - especially the weeds. McDaniels Dr. needs a No U Turn sign
- Cost sharing options to improve size/variety of tree replacement. Street borders and width.
- It would be nice to have periodic tree limb/branch pickup like Westmont.
- Middaugh needs extreme work on the street. There are no ditches - they have been lost to erosion over the years. We take the rain water from across the street onto our property. We have spent thousands of dollars and have still flooded twice. I would not recommend living on this street to anyone. When we build our house we were told Middaugh was next. I have brought people from the village out to see how much rain water we take - no action in 9 years!
- I would like to see either Coe Rd or Middaugh opened for traffic both ways. I would like to see the "Stonegate Entrance" planted as well as lighted better. This is the entrance and exit to our community and it is poorly maintained. i.e.: broken fences, weeds, dying plants. Can't we do better?
- Sidewalks around construction sites should be cleaned better, very muddy.
- Items 5 and 6 - Something should be done about branches and bushes overhanging the sidewalks. It is not only a nuisance, but it is also dangerous, particularly in the winter when leaves are off the branches and they become virtually invisible in the dark. Twice I have almost had eye damage walking on the sidewalks particularly along Burlington and Norfolk.
- Streets with curbs and drains in the street would alleviate water issues in yards. Snow plow piles the snow on drains.
- Holmes Ave. needs to be re-done soon - not just resurfaced, but taken down 4 - 6 inches, and resurfaced so that the existing curbs work. Continual hot patch lasts 1 week max. I've observed workers patching holes without even cleaning the loose gravel, leaves, etc. first.
- Install curbs or shoulders on all streets. Gravel right of ways are downright ugly!!!
- Continue with the installation of curbs but at a faster rate.
- East-West Streets and dead ends are the least travelled, but were the first to be repaired. How economically practical was that? We need better access to village from Ogden Avenue to help businesses and restaurants thrive. Coe and Middaugh cannot both be closed to autos coming to town from East and West on Ogden.
- Streets can always be improved!

- Keep up the good work. We like the concrete shoulder on our street. We hope they meet the expectations for longevity.
- Blue Lake cleaned up. Remove weeds as we get a lot of geese, ducks and egrets landing during daytime hours.
- The new low curbs are great and I would love to see them everywhere along with better street lights at corners.
- I feel that there should be more colorful replacement trees, i.e. gingko, scarlet red maples, etc. I also would like to see replacement of the redbud trees in the downtown area.
- We plow snow too often.
- We live on Eastern Ave. and we were going through construction last year for the sewers. Directly in front of our house along the street where people park - they never replaced it w/ new fresh gravel. The Village sent us a letter stating they would take care of it, but they didn't. It makes our landscaping look mess, but it's also very muddy. We are along the creeks and the creeks are very dirty with weeds and dead branches. The city is responsible for cleaning & upkeeping the southside of creek to street & is not maintained. We have called about this and they said they would fix it but they never did.
- I strongly believe a community of this caliber should have finished streets with curbs.
- Wish the cement shoulder project would progress quicker.
- Glad to see sidewalk repairs but many trees/shrubs block sidewalk.
- We are tolerant of the Village's road construction and repair of streets, however how construction trucks and contractors that park on our street is intolerable. These construction crews are rude to Village residents.
- I'm not a fan of the red sidewalks -- the stamped concrete is not worth the cost/effort. I suggest better investment is in economic development of better and more diverse food and beverage for adults and children. But overall, very well run community. Thank you to all who volunteer their time and effort.

### **Construction/Development**

- This is a very pleasant village. My only real unhappiness is in granting of construction permits. Why aren't residents informed when permits are being applied for next door or where one would be directly affected by the construction? I do not say this to create a forum for complaint, but it is simply more "neighborly" to inform folks, in advance, when they will be put out--as they certainly will when construction takes place. Noise, dirt, parking and other issues always create problems in the neighborhood when there is construction. It seems that things would go smoother if there could be a simple process that informs the neighbors when a home is to be built or renovated. It really doesn't make much sense that there is no communication. It keeps everyone in the loop and avoids unhappy rumbling later--both in the neighborhood and importantly, Village Hall. Additionally, when neighbors complain, it almost certainly impedes the construction, move in time and increases costs for the folks who are trying to build or renovate a home and move in as quickly as they can. Thank you.
- The new take down and build bigger and bigger has changed the town to a community of mega homes on small lots.
- The character of the Village has changed due to the tear downs, resulting in a density of population not suitable for the size of the village. It has created crowding and more traffic and less of the delightful small town atmosphere which attracted us more than sixty years ago.
- Clean up the apt's just east of town on Ann Street. If they are going to be there then make them a positive.
- Dislike number of new tall houses being built. Houses on both sides of my house replaced with tall (large) houses. Night lights in my house now on all day. The general nature of CH has changed in the last 46 years I have lived here - for the worst. In general, however, CH is a wonderful place to live.
- It is important we not get carried away with lofty ideas of development or big projects that will change the small village feel of our town. Building clock towers or train track under passes and similar items are not in fitting with our village.

- I love our small town feel. I get nervous when I hear the board talking about more shopping, more restaurants or getting more foot traffic into our downtown. I/We chose CH because it is small and quiet. Please leave well enough alone. If I wanted to live in Hinsdale, I would have bought a home there. Don't let the village businesses try to convince you we need CH to be bigger, busier. The residents like it just fine.
- When we moved to Clarendon Hills, it was a small charming Village, unpretentious, split-level homes, nothing "fancy." Now, lately Village allows developers to wreck these homes and in its places permits them to build the 3-story "monstrosities" on very narrow lots. These huge homes would be appropriate for 1/2 acre lots but not on narrow lots where you have 6 feet between homes and you have shades so people from these "monsters" are not staring at you. Most of the buyers of these homes were speculators: buy a home and then sell after 2-3 years with a huge profit. We don't need these people here.
- Can something be done about the vacant buildings on Burlington between McIntosh and Blodgett? These buildings have been empty for a few years and are an eyesore. The owner should be encouraged, if not forced, to demolish all of them. Open space, like the old police station, is much better than what is there now.
- Improve downtown area and train station. Look at all the towns around us - Downers, Hinsdale, Westmont, Western Springs, Belmont, LaGrange, etc. All have improved their downtowns & train stations. We still have facilities (except for new police dept.) that are at least 50 years old - everything. Even the small, old post office. Also the streets (with no curbs) are terrible. Time to upgrade. Love how the new schools add value to the town. We need to stay current. Sad to say but I spend 90% of my money outside of Clarendon. I use Starbucks, hardware store and a restaurant every so often. Would do lots more if downtown was appealing and had some choice and "buzz." It's amazing what every community (even Westmont) has done around us and we've done nothing to improve. Sad.
- What is going on with house on Colfax that has been under construction for years. It is an eyesore. Isn't there an ordinance about this?
- Zoning: Limit size of new home construction (smaller sq. ft. size max., 2 story height, wider side yards) Tighter controls on building contractors. (Reduce debris on parkways, limit working hours, restrict street parking).
- 1. Real estate tax is exceedingly high. Need to develop open/vacant lots in town immediately. No value to shoppers. No tax revenue. Town looks like war zone.

### **Code Enforcement**

- Code enforcement is poor. In the past year I have had to call about cars parked on lawns, garbage cans left out all week, bushes over growing sidewalks. The lack of upkeep of the vacant properties on Burlington is an embarrassment especially in summer when weeds overgrow the properties. The end of Gilbert Ave. near Prospect Park is a mess. There is gravel across the entire intersection.
- Allow garage, yard and estate sale signs to be posted as long as the property owner agrees to remove afterward. Payment for permit to have a sale is required -- one should be allowed to post signs to advertise.
- The Village should consider allowing residents to raise a limited number of chickens for personal egg production. Evanston and Oak Park currently allow this and Elmhurst is considering it. It would be educational for children and foster a sense of locally focused and sustainable food production.
- If there is an ordinance on large backup generators, it isn't enforced.
- Need an ordinance on number of cars allowed at one address. Cars and trucks being parked at some addresses is extreme. Check 55th St. in mid-block between Walker and Western by the abandoned house.
- Enforce building codes and update work hours. No Saturdays. No 24 hours working indoors. Shorten work to be completed daily by.
- Daily visitors park in driveways, not in front of neighbor's house, if possible. Service men park in driveway, not on street

### **Public Safety**

- The police seem more preoccupied with slapping tickets for petty offenses like village stickers, etc, vs fighting crime....
- The single greatest complaint I have is people speed on streets and roll through stop signs way too much for a residential area where kids walk to school, families bike and people jog. There needs to be better policing of these attributes, and not just speed traps on Chicago Avenue. Through streets like Norfolk, stop signs at Norfolk and Golf, and I'm sure many others, people (including residents I'm sure) regularly race 40+ mph while heading to the train or Ogden Ave.
- There should be No Parking on the corner of Western and Park intersection. It's dangerous. Post office semi-trucks speeding on Park between Post Office and Richmond.
- We had packages stolen off our porch and have a concern for petty theft in the area
- Enforce traffic laws. "Enact Spite Fence" ordinance. Increase police presence in community. Enforce "dog walking" ordinance.
- Watch kids going home after school. I can no longer put decorations on my front lawn due to vandalism. 100 block of Ann Street.
- Police should protect residents against vandalism and no giving so many tickets.
- It would be nice if you had police out on 58th & Holmes where the kids catch the bus. There is a stop sign there but the cars don't obey it. I pray to God that none of those children get hit. It's a shame. Holmes School is there and a very large church catch the bus there. The children have to cross best as they can. Someone needs to do something; cars are not obeying the stop sign.
- We heard about some robberies in the area and are concerned about the village being diligence about safety for our community.
- The police are terrible waste of money. A cat in the tree -- 4 cars. Real Crime -- they are useless, harass residents, youth. Get rid of half of them and put the other half on bicycles. We are only one square mile. They do not serve the public. They harass them. Don't combine. Eliminate. And by the way, wasn't the old police station going to pay for half of the cost of the oversized new one.
- Village officers exert too much control - or at least want to.
- Consider consolidating fire departments with area communities. Equipment/personnel utilization for Fire Protection is (I am supposing - not having seen statistics) low. Equipment should be shared in a wider area and fire station numbers' needed for adequate coverage should be evaluated.
- Many undesirable individuals from South of 55th Street need to be carefully monitored (patrolled) as they frequently our town. It certainly does not seem as safe as it used to.
- Enforce vehicle stickers or eliminate. Speed laws on side streets.
- Enforce speed limit on Park Ave., especially early am/end of work day.
- I would put a ban on cell phones for our town especially in school zones and in the downtown area.
- Need more police enforcement regarding motorists speeding, lack of use of turn signals and not stopping fully at stop signs. Also, not stopping at white line.
- Train police officers on how to handle growing juvenile problems.
- The village gauges us for sticker purchases as well as parking at Burlington. There's a police officer who does nothing but patrol around cars in the business district willing to write a ticket for anything.
- Too many solicitors walking throughout the neighborhood. Most are very aggressive. Needs to eliminate. More patrols?

### **Events**

- We love the Daisy Days etc. When kids were young everyone went and made the community feel special and close. Now it seems too many outsiders are coming in and not so many community residents.
- Dancin in the Streets could start earlier for little kids to be able to attend like 6 pm
- It would be nice if more entertainment, bands/music events were in a park near grassy areas and/or play equipment.
- I love CH and support all the festivals even though I do not attend any more as they are designed for families -- which is very good. Most residents my age have moved away.

### **Taxes**

- Keep looking for ways to reduce villages costs/taxes. Think outside the box. (Should we just try total merger with Hinsdale - we are pretty small town to support all the government overhead costs) You say village only 12 % of taxes we pay. How does that benchmark vs. other towns? Hinsdale, Downers Grove, Westmont, Oak Brook, etc. are they only 6%? Also, you don't mention park district costs. Certainly we need them, but can it be merged with village, to reduce overhead and administrative costs? Maybe not, but thought I'd toss that out there. Please note above comments above as constructive ideas, we do have a nice community. I just feel "tapped out" on costs, and don't feel government thinks the same way - I (and many of my friends) feel while our pay is flat, or minimally increases, as well as our benefits costs get pushed more to us, we also feel the government employees continue to not understand this, and also want us to pay more of their costs with higher taxes - where is the fairness in that? Village personnel costs are likely biggest line item - let's try to make some serious savings.
- The government should become more efficient. There are too many wasted little expenses, like adding fake bricks to the sidewalks. That project provided absolutely no utility for the cost.
- The property tax increases seen in the village are completely unrealistic to the market conditions in the area and the general economic climate.
- The thing that brought us to CH originally, the excellent schools, is no longer used by our older children so therefore it becomes more and more frivolous to pay the extremely high property taxes. We love the Village we moved into but not all of what it has become.
- Attempt to have a boarder tax base so that property taxes could be kept in check.
- Obviously the Village Board is out of touch with economic realities, politicians LOVE TO SPEND! Home rule was soundly defeated and hopefully other residents are ready to step up and take leadership roles so we can vote the current administration out! The TAJ MAHAL of police stations and now we can't even afford our own P.D. What a joke - AMATEUR HOUR - No new train station needed.
- Seems like we pay a ton of property tax for the services we get. Consolidation on police and fire department is a good start. Also we have three libraries about 1.5 miles apart which does not make a lot of sense.
- Town is a great place to live. Keep costs and services bare bone. Look to reduce health care cost of workers, maybe switch to high deductible plan. Any new hires receive 401K instead of defined benefit plan. Work with state to reduce cost of pension obligations. Work on structural reform of pensions. Look for ways to reduce the number of taxing bodies in Clarendon Hills. Do not go through with plans to upgrade rail station and parking lot. I thought replacing the brick pavers downtown with concrete and colored brick pattern was a waste of money.
- Try to reduce spending knowing the difference between wants and needs.
- Property taxes are getting too high that people cannot afford to stay in their homes.
- Taxes are getting out of control?
- We will be selling our home next spring after living here 25 years. We can no longer afford the taxes.
- Lower the tax burden and you will increase number of people moving into area
- Do not raise taxes.
- Rationalize government - take out non-core services of Police (safety belt harassment, DARE, etc), if consolidate reduce headcount immediately, immediately move to defined contribution pension plans. Run it like a business and like it is your own money!

### **Refuse/Recycling**

- Offer brush and tree removal 3 or 4 times a year for a fee to residents. Use the Village's tree contractor if they want to provide service and charge residents who wish to use this service.
- Recycling bins downtown at Starbucks -- what a waste when kids and families are out at summer time.
- Investigate leaf pickup at curbs like Western Springs. Watch for scrap collectors. They dumped my garbage one day so they could take my metal trash can -- wildlife made a mess of it after it was dumped.
- I believe some of the services such as lawn/leave pick up is really a joke. Naperville is more current with various practices and I think C.H. should evaluate. Buying Bags? Really! Save Trees. A charge for street pick up would be feasible. This is one huge example of out of date practices.

### **Train Station**

- The train station is also the oldest and most dated of any neighborhood in the Western Suburbs. It's so disappointing.
- Would like to see parking lot and R.R. station area improved. It is a big part/focal point of central business district and looks shabby.
- No smoking on train platform.
- Allow pay to park daily options at train station
- Please abandon the ridiculous idea of re-developing the train station! What are you thinking?
- I favor downtown development of a new train station, although I do not favor construction of an underpass for the railroad crossing. I think it is too expensive and not necessary.
- We need a better train station! Look at Westmont, Downers Grove, Hinsdale, Western Springs, LaGrange, etc. etc.
- Move the crosswalk over the train tracks closer to the covered shelter, east of the Main Station. The two crosswalks are too close to one another as they currently exist. Give the businesses north of the rail road tracks a face lift. Most of them are an eye sore and give the people passing through the village a bad impression of our great village.
- Not in favor of train station underpass with two elevators -- seems dangerous.
- Don't waste our money on the train station.
- Renovate train station.

### **Home Rule**

- I'm surprised the village forced the Home-Rule initiative on residents without building support or making a viable case for the vote. Residents will be difficult to persuade when village tries for this initiative again.
- Home Rule attempt really shines a light on the problem with those in charge - improve CH - Don't run it like it's yours!
- Very pleased home rule was defeated.

### **General Comments**

- I would prefer Clarendon Hills remains as residential neighborhood. Residential property tax is the most stable form of income for the village. Business come and go. Sales tax is not stable. Business might attract unnecessary traffic and thus ruin the neighborhood
- Open closed roads off Ogden Ave as feeders into business district. Dillard and Bellock should be pressured to look at what is good for the many not just the few. Can't get downtown from Ogden, too much of a hassle. And we wonder why we can't draw magnet business in the business district.
- Many residents are unhappy with the town in general.
- The Trustee Topics online inclusion of social activities of various groups in town is very valuable since The Doings no longer useful for that information. My age group sometimes is unaware of news since we no longer have interest in school affairs. I do make copies of the Trustee Topics to place on my condo bulletin board.
- Town is not accessible enough by major roads to properly sustain a business
- Happy with the town. Commercial tax base is an issue that is impossible to solve because of the poor decisions made in the '50s and '60s to keep the town small and cute.
- I love living in Clarendon Hills. I'd still rather have a home than a condo but I am still happy to be a part of the community
- I love C.H.!
- You run a nice Village!

- I suggest the Village Board take a realistic view of the Village. Grandiose plans make headlines, but proposed train station cost, building a new police station and then attempting to merge with Hinsdale, vacant downtown properties with no ability to rebuild, street devastation the past 2 years with only patchwork repair. These examples do not inspire confidence in the Village Board. My suggestion is to not stay married to Village Master Plans when they no longer work. Be flexible and adjust when situations demand it. Nothing is more aggravating than to hear a logical suggestion from a resident dismissed outright because "it is not in the Master Plan." This pattern left Clarendon Hills with a bombed out appearance to downtown that cannot be inviting to home buyers or merchants.
- This suggestion is for the Village Board. Grandiose plans look good in the paper. Be realistic. We do not need a \$17 Million train station. Our police received a new building that cost several million dollars in the recent past. Now, you want to merge with Hinsdale Police. Buildings were razed downtown. Due to market conditions, we cannot rebuild - cover the rubble and at least put in temporary tennis courts or basketball hoops - something, anything. Street destruction the past 2 years with patchwork repairs dragged on far longer than it should have. Bottom line, do not stay married to a Master Plan when it no longer works. Be flexible and realize it is not the Bible and it can be changed and must be changed when conditions change.
- Improved access from north side of town.
- Clarendon Hills has been a wonderful place to raise our family. As we enter the empty nester stage, we will be moving to allow a younger family to take advantage of the village's family friendly atmosphere.
- An outstanding community in which to raise a family. Close to excellent schools, parks and nice downtown. Love Scapa too!
- Thank You!
- We are very happy living in Clarendon Hills and wish we had moved here earlier. The people are so friendly and kind. We enjoy dining at Scapas and plan to visit the new restaurants soon. The staff does such a great job.
- Living in Clarendon Hills and raising our family here has been a very pleasant experience. As you notice by this question I am still here. It has been a great experience and was a wise choice. I have been a very Happy Camper. Keep up the quality as I'm sure others feel the same as since I'm up in years - I travel less but use the Post Office - Hardware Store and Jewel Osco. They serve me well.
- Everything until know is ok.
- We have lived in C.H. close to 40 years - it has been a great place to live.
- Overall, C.H. is a great place to live. Thanks for looking to improve the quality of life here.
- It's a good questionnaire. We have been in Clarendon Hills "all our lives." Our four children went to Westmont School and the other schools as we lived on. We love our house and corner peace. Keep up the good job. Do not (illegible) into the neighborhood.
- As a long-time resident I'd like to thank the many volunteers that make this Village a great place to live. I think long term the downtown area needs to be improved with improved buildings that would enhance retail prospects. With a slow economy, the Village needs to balance costs against desired improvements and revenue.

#### **Miscellaneous**

- Squirrels are a major nuisance, eating holiday decorations, defecating on porches and patio furniture
- Don't let the annoying citizens for CH group bully the Village leads. Stand up to them and don't let them define the issues.
- Please no more best awards!
- Restaurants Country House - Lisle, Bohemian Crystal, Blueberry Hills, Olive Garden, Egg Harbor, Golden Basket, Portillos. All types worth driving - price - time
- AT&T put in new wiring along North Prospect Ave., and it is still dug up - never fixed plus the Village never alerted the residents that their yards are being dug up.
- Access to the village while traveling west on Ogden Avenue is not safe. There are two lights but no left turn allowed. If people cannot get to CH then they will not come to CH for shopping, etc.
- Thank you for asking my opinion!
- Need mailbox on northside of tracks.



- Don't let C4CH drive the train.
- Have set hours for trick or treating at Halloween. 4:00 - 7:00 p.m.
- Have a better wildlife removal program.

#### **Other taxing bodies**

- The library is also the worst of all of the surrounding suburbs including Hinsdale, Westmont, Downers Grove and LaGrange. The only draw to this town is the schools. But honestly, if we could do it over again, we might pick a different neighborhood because other suburbs have so much more to offer.
- Leash laws need to be enforced and parks seem to be used as dog parks
- Let dogs be off leash at Prospect Park.
- Park District could take lessons from the Westmont Part District. Over the years, I believe Westmont has continuously improved. Hinsdale - no improvement.
- Add a dog park. No dogs allowed in any of our parks.
- Please stop the Blackhawk Heights segregation. If we move to Hinsdale facilities, why not send our kids to Hinsdale Schools. It's totally unfair.
- I live in the Blackhawk Heights neighborhood. I would like to revisit the school district issue. Our neighborhood is often "left out" as are the kids because they attend a different school district. Our kids/families would benefit from a community school district that includes the entire community, with all neighborhoods being included.
- Redistrict Blackhawk Heights into 181!! If the village accommodates builders with cash (new construction) how about residents already in C.H. going to Clarendon Hills Schools?!!! We want 181!!!!
- Also we enjoy the wonderful senior trips planned by Kathy sponsored by the Park District.
- Like to see more village support for our library - it is a wonderful asset to our village.
- Residents of Clarendon Hills should be able to send their children to the one school district. Since our children have been made to go to Westmont schools, we as a family are more involved in the Westmont community than in the Clarendon Hills community. Community events and park district events -- It would be nice to receive email notices on upcoming events.
- The survey didn't ask about the Library, which I visit 2 to 3 times a month and find the personnel to be friendly and helpful. My stay here in Clarendon Hills has been thus far safe, peaceful. I live in a condo-town home complex and wish places like these were not allowed as rentals. Thank you.

## 2012 Community Needs Survey

1. Overall, with respect to the services provided by the Police Department listed below, I am:

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	No Opinion
Department performance	55.34%	30.06%	3.65%	2.53%	8.43%
Police services	56.98%	31.34%	2.56%	2.56%	6.55%
Officer attitude and behavior	54.42%	24.79%	6.27%	5.13%	9.40%
Safety/security in Village	64.29%	26.57%	2.86%	3.43%	2.86%

2. How safe and secure do you feel in your neighborhood?

Very safe	70.59%	Somewhat unsafe	3.64%
Somewhat safe	24.65%	Very unsafe	0.28%
		Don't know	0.84%

3. Overall, with respect to the services provided by the Fire Department listed below, I am:

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	No Opinion
Department performance	69.10%	11.80%	0.28%	0.84%	17.98%
Fire Protection services	66.48%	12.11%	0.85%	0.56%	20.00%
Education on Fire Prevention	53.69%	15.34%	1.14%	0.57%	29.26%
Blood pressure screenings & CPR Classes	26.36%	8.88%	0.57%	2.29%	61.89%
Fire inspection of commercial buildings	26.99%	7.10%	0.28%	2.27%	63.33%
Firefighter/EMT attitude and behavior	59.14%	8.00%	0.86%	1.43%	30.57%

4. Overall, with respect to the services provided by the Public Works Department listed below, I am:

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	No Opinion
Street maintenance	37.11%	44.19%	10.79%	5.10%	2.83%
Snow plowing	61.65%	32.95%	0.00%	2.56%	2.84%
Water supply and service	63.35%	25.85%	4.55%	1.70%	4.55%
Storm water maintenance	42.17%	30.48%	9.69%	6.84%	10.83%
Streetscape (flowers, signage, parkway trees)	49.43%	34.29%	10.57%	4.29%	1.43%
Employee attitude and behavior	46.59%	24.72%	4.83%	2.84%	21.02%

5. How would you rate the condition of the following:

	Excellent	Good	Fair	Poor	Don't know
Street condition	18.64%	54.24%	21.75%	5.08%	0.28%
Sidewalk condition	19.38%	55.90%	20.79%	3.65%	0.28%
Parkway trees	27.25%	51.97%	13.48%	6.46%	0.84%
Village facilities	30.14%	55.77%	6.48%	1.13%	6.48%

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

	Excellent	Good	Fair	Poor	Don't know
Weeds	16.10%	43.22%	14.12%	6.21%	20.34%
Vehicle storage	20.96%	40.51%	8.78%	3.12%	26.63%
Garbage	31.05%	47.86%	8.55%	3.70%	8.83%
Storage of junk	21.94%	37.61%	11.11%	3.42%	25.93%
Construction site maintenance	16.52%	41.88%	17.66%	7.98%	15.95%

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

Excellent	35.29%	Poor	0.28%
Good	29.69%	Don't know/no opinion	27.17%
Fair	7.56%		

8. How frequently do you read the Trustee Topics print newsletter?

All the time	60.17%	Rarely	1.67%
Most of the time	27.30%	Never	2.23%
Sometimes	8.64%		

9. The Village's website is [www.clarendonhills.us](http://www.clarendonhills.us). How frequently do you visit the website?

Daily	0.56%	Two to three times a year	47.91%
Weekly	1.96%	Never visit website	25.07%
Monthly	15.04%	Do not have internet access	9.47%

10. The Village of Clarendon Hills recently began using Facebook ([www.facebook.com/VillageofCH](http://www.facebook.com/VillageofCH)) and Twitter (@VillageofCH) as additional ways to distribute updates on Village news and events. How likely are you to use these resources?

Very likely	9.01%
Somewhat likely	14.65%
Not likely	38.87%
Do not use social media	36.06%
Already subscribe to the Village's social media	1.41%

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11. The Village offers a number of ways to get information about Village news and events. In what ways are you most likely to look for information about the Village? Please check all that apply.

Print Trustee Topics newsletter	73.61%
E-mail Trustee Topics newsletter	36.51%
Visiting Village website	30.01%
Social media	12.66%
Local newspaper	43.80%
Other	5.28%

12. The Village of Clarendon Hills represents approximately 12 percent of your total property tax bill. Do you feel you receive a fair level of service for the property tax dollars you pay to the Village of Clarendon Hills?  
 Yes 64.59% No 17.85% Don't know/no opinion 17.56%

13. The Village of Clarendon Hills is currently working with the Village of Hinsdale to determine the feasibility of consolidating the two communities' police department into a joint agency that would be governed by both communities. The goal of the proposed consolidation is to maintain current service levels, including patrol staffing, while reducing costs. The combined annual operating cost reductions are expected to be \$700,000 to \$800,000. Both Villages have committed to not conducting layoffs as part of the consolidation; staffing reductions would occur through attrition. How supportive are you of the proposed consolidation?

Very supportive	49.02%
Somewhat supportive	27.45%
Somewhat unsupportive	5.60%
Very unsupportive	6.72%
Need additional information.	2.52%
Don't know/No opinion	8.68%

14. How often do you shop in downtown Clarendon Hills, including restaurants and service providers?

3 or more times a week	24.22%
1 to 2 times per month	20.51%
2 to 3 times per month	28.77%
Once per month	10.26%
Less than once per month	6.55%
Rarely shop downtown	8.26%
Never shop downtown	1.42%

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

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	No Opinion
Shopping choices	6.23%	47.88%	28.05%	12.75%	5.10%
Restaurant choices	20.40%	47.88%	17.00%	6.52%	8.22%
Quality of shopping	15.19%	46.42%	22.64%	9.74%	6.02%
Availability of parking	36.44%	42.66%	10.17%	4.24%	6.50%

16. If you don't often shop in downtown Clarendon Hills, why not?

Shopping choices	59.00%
Store hours	6.35%
Parking accessibility	7.14%
Available price points	9.26%
Location	1.06%
Other	7.94%

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

Event	# of events attended in the past 2 years
Daisy Days festival	_____
Dancin' in the Street concert series	_____
Christmas Walk (December)	_____

18. If you have attended a downtown Clarendon Hills event in the past 2 years, how would you rate the event?

	Excellent	Good	Fair	Poor	Don't know
Daisy Days	28.21%	37.36%	8.79%	0.73%	24.91%
Dancin' in the Street	37.81%	35.69%	4.24%	1.77%	20.49%
Christmas Walk	21.29%	25.86%	9.13%	1.52%	42.21%

19. If you do not attend community events, why not? Please select all that apply.

Scheduling conflicts	60.10%
Activity selection	26.15%
Accessibility	2.75%
Location	0.46%
Event quality	11.47%
Other	26.15%

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

Excellent	56.90%	Poor	0.00%
Good	38.59%	Don't know/no opinion	0.56%
Fair	3.94%		

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

Much better	8.94%	Somewhat worse	10.06%
Somewhat better	15.08%	Much worse	2.79%
About the same	43.02%	Did not live here	20.11%

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