



Village of Clarendon Hills

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Clarendon Hills 2013 Community Needs Survey Analysis

Attached, please find the results of the ninth 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 2013 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

The 2013 Community Needs Survey was distributed to a randomly selected sample of 1,000 Clarendon Hills households. A total of 268 surveys were completed, for a response rate of 26.8 percent. This sample size provides a confidence level of 95 percent and a margin of error of 5.73 based on a population of 3,200 households.

The 2013 Community Needs Survey is the ninth consecutive year the Village has conducted the survey. The survey is used to provide a statistically valid evaluation of the services the Village provides. This information helps target areas for improvement and areas for commendation. The survey includes questions from each Village department, focusing on core services. It also seeks feedback on policy questions the Village may face.

Each year the Village reviews the scope and format of the survey to ensure it gathers essential information in a convenient manner for residents. As a result, several questions from previous years were removed and questions were added based on feedback from the Village Board. The survey was again offered in both paper and online formats. The survey timing was changed to summer distribution in order to develop results in advance of the Board's 2013 Strategic Planning Session. It is likely that this change in timing resulted in a decrease in responses over previous years, however the response rate provides a valid sample for analysis purposes.

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).

The response options were revised to improve symmetry during the 2012 survey, which limits comparability on some questions to only a few years even though the question has been asked for many years.

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

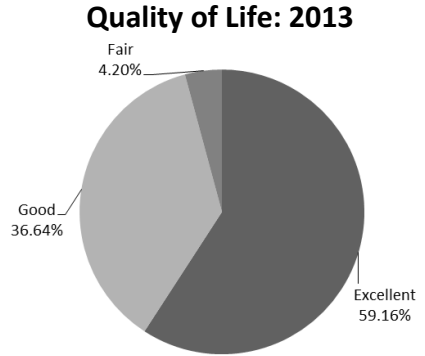
1-1.80 = much better
1.81-2.60 = somewhat better
2.61-3.40 = about the same
3.41-4.20 = somewhat worse
4.21-5.0 = much worse

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 ninth year in a row, nearly all respondents rated the overall quality of life in Clarendon Hills as excellent or good (95.8 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 (1.96). In fact, 74.23 percent of respondents reported that they feel very safe in their neighborhood.



Stormwater Management

Each year's survey asks questions on timely topics. In response to the April 18 flood event, that impacted a number of properties throughout the community, the Village began a review of its stormwater management system. About one quarter of the town indicated that their property was significantly or moderately impacted by the flooding. The areas impacted were spread fairly equally throughout the town according to the survey results:

Impact of Flooding in Region of Clarendon Hills

	North of Chicago	BNSF to Chicago	55 th Street to BNSF	South of 55 th Street
Significantly	11.63%	18.39%	8.99%	3.03%
Moderately	13.95%	16.09%	10.11%	6.06%
Somewhat	25.58%	33.33%	34.83%	15.15%
Not at all	48.84%	32.18%	46.07%	75.76%

As part of the stormwater management system review, it is clear that any meaningful system improvements will require a sizeable investment. The Village is not currently considering a stormwater fee, but sought feedback on the issue as a fee is one way to fund improvements. Respondents were asked how much they would be willing to pay for potential stormwater management improvements. The majority of residents (53.28 percent) were willing to pay up to \$5 per month. Another 20 percent were willing to pay \$10 per month. 22 percent of residents said they would not be willing to pay anything extra for stormwater improvements, whereas nearly 5 percent would contribute up to \$20 a month.

It is logical to conclude that those who were most impacted by the flooding would be willing to contribute to stormwater management, however the results were fairly spread out. It is notable that 43 percent of respondents who were impacted somewhat or not at all would pay up to \$5 per month for stormwater system improvements.

	None	Up to \$5 per month	Up to \$10 per month	Up to \$20 per month
Significantly	1.60%	4.80%	2.80%	2.00%
Moderately	2.40%	5.60%	3.20%	0.80%
Somewhat	8.00%	14.80%	6.40%	0.80%
Not at all	10.40%	28.80%	6.40%	1.20%
All respondents	22.39%	53.28%	19.69%	4.63%

Refuse Collection

The Village will be reviewing its single-family refuse contract soon for renewal in summer 2014. Respondents were asked how satisfied they were with the current service options. Overall, respondents were Very Satisfied with a mean score of 1.60 percent.

Respondents were asked what aspects of the refuse service program were most important to them, with the ability to choose up to three responses. Cost ranked as the most important factor (55.97 percent), followed by yard waste collection (46.27 percent) and Amnesty Day (46.27 percent). Availability of cart service, size of cart or can available each received more than 20 percent of responses. 14.18 percent said day of collection and 7.84 percent listed other. Other responses included suggestions for pay by volume incentives and an improved recycling program.

Road Improvement Program

The Village’s Road Improvement Program is currently funded through Special Service Areas. The SSAs are property taxes that typically run 15 years to fund a portion of the road improvements. SSAs carry additional legal and financing costs. The Village has considered a dedicated property tax as an alternative. The 2013 Survey asked whether respondents preferred to maintain the current SSA program or whether the Village should consider a property tax. Overwhelmingly, respondents believed they were not adequately informed to make a determination. The results were as follows:

Maintain the current SSA program:	22.62 percent
Consider a property tax dedicated to road improvements:	20.24 percent
Do not know/need more information:	57.14 percent

Village Departments

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 1.35. Mean scores show that respondents were similarly satisfied with Police Services (1.33), Officer Attitude and Behavior (1.46), and the Safety/Security of the Village (1.33).
- The survey asked residents how safe and secure they felt in their own neighborhoods. The mean score on a four point scale was 1.26, 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 th Street to BNSF	South of 55 th Street
Very Safe	77.78%	70.33%	79.55%	64.58%
Somewhat Safe	22.22%	27.47%	20.45%	29.03%
Somewhat Unsafe	0.0%	1.10%	0.0%	3.23%
Very unsafe	0.0%	0.0%	0.0%	0.0%
Don’t know	0.0%	1.10%	0.0%	3.23%

As the chart indicates, people have somewhat similar perceptions of safety across the community, with those residing south of 55th Street feeling slightly less safe than other neighborhoods but with an overall generally feeling of safety.

Fire Department

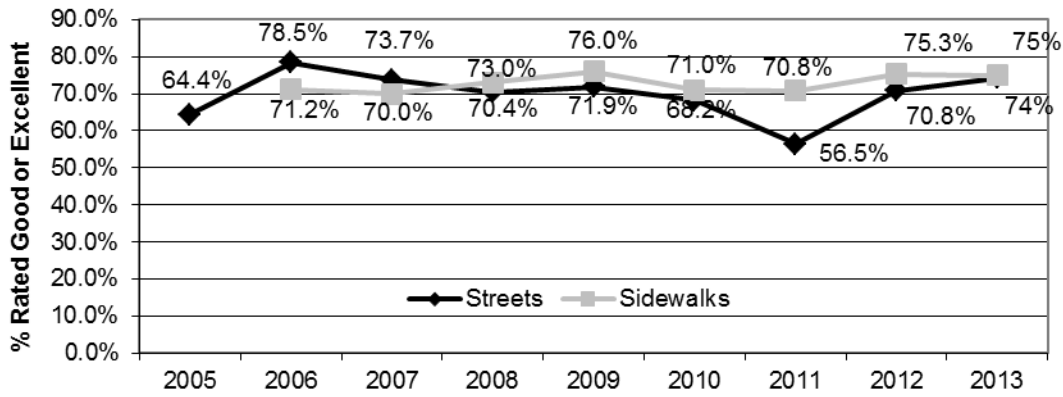
- Respondents were also very satisfied with the performance of the Fire Department. Fire Department Performance received a mean score of 1.14, meaning respondents were “Very Satisfied.”
- Fire protection services, Education on fire prevention, and fire fighter attitude and behavior received a mean of between 1.08 and 1.16 on a four-point scale, or very satisfied. Blood pressure screening and CPR classes received similarly positive ratings, however nearly 60 percent of respondents had no opinion. This is in line with previous survey years.

Public Works Department

- 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 1.42 on a four-point scale.
- Street maintenance, water supply, streetscaping and employee attitude and behavior were all rated as “Very Satisfied” with a rating between 1.44 and 1.74.
- Scores for stormwater maintenance received the lowest rating of “Somewhat satisfied,” (2.07). Stormwater maintenance had consistently received middle of the range scores, with an average of 68.8 rating it as Excellent or Good in surveys between 2005 and 2011. It is worth noting that the April 18 flood event was still a community topic of discussion during the survey period.

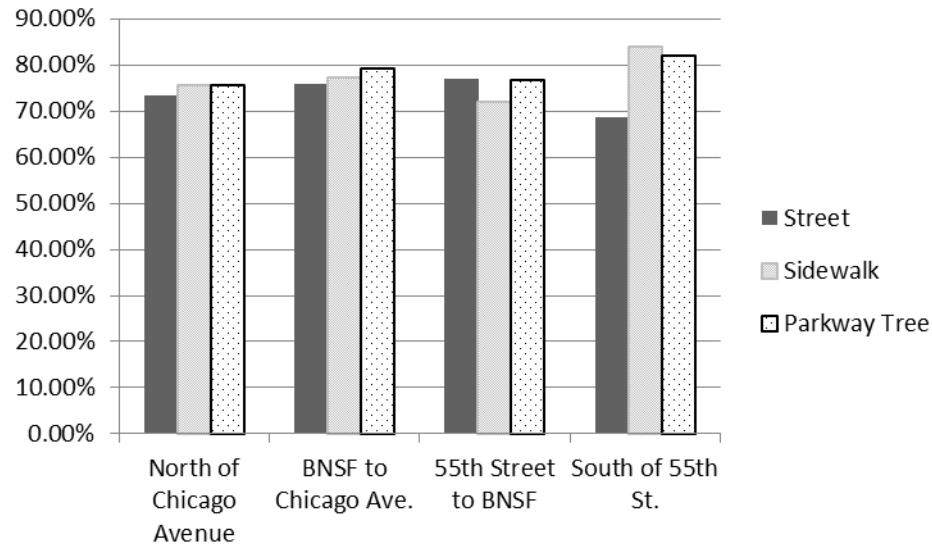
- Street and sidewalk condition were rated on a scale of Excellent, Good, Fair or Poor. Nearly 75 percent of respondents rated Street Condition as Excellent or Good, which is higher than any previous survey years since 2006. Sidewalk conditions were also rated as good or excellent by nearly 75 percent of respondents.

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 (1.98 on a four-point scale). The question was first asked in the 2012 Survey with similar results (1.99). Previous surveys asked whether residents believed the frequency of parkway tree trimming was sufficient. 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. 31.4 percent classified them as Excellent, with 53.49 percent calling them Good. The mean score was 1.77 on a four-point scale.

Front Desk Service

- The 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. 30 percent of respondents said they did not know or had no opinion about the quality of front-desk service.

Communication

- The survey asked respondents to evaluate the Village’s various means of communication. Respondents were asked to rate it as Excellent, Good, Fair, Poor or Don’t use.
- The most popular method of communication was the Trustee Topics newsletter, with nearly 93 percent of respondents using. The newsletter was rated as Excellent, with a mean of 1.66.
- The Trustee Topics e-mail newsletter is gaining in use over previous years. Only 39 percent of respondents reported that they did not use the e-mail newsletter. The quality of the e-mail newsletter was rated as Excellent with a mean score of 1.68.
- The Village continues to focus on growing its social media presence. In general, while these are used by residents, they are significantly less popular than Trustee Topics e-mail and newsletter. 78 percent of residents reported they did not use Facebook while 87 percent said they did not use Twitter. The quality of the social media was rated as Good with means of 1.77 and 1.93.
- The Village’s website is used by more than half of residents. The quality of the website was rated as Good with a mean of 1.95.

Village Board

- The 2013 Community Needs Survey added new questions seeking feedback on the Village President and Board of Trustees. Respondents were asked to rate the Board on Communication, Transparency, Decision Making and Strategic Planning on a scale of very satisfied to very unsatisfied or no opinion.
- Overall, respondents indicated that the Board’s Communication was “Very Satisfied” with a mean score of 1.71. 23 percent of respondents had no opinion on the Board’s communication.
- In the other areas, respondents indicated that they were “Satisfied” with the Board, however approximately one third of respondents had no opinion. The results were as follows:

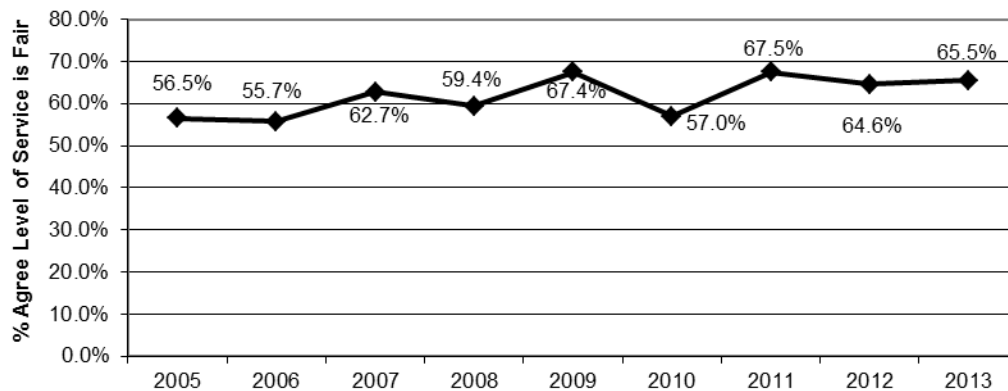
Respondent Rating of the Village President and Board of Trustees

	Communication	Transparency	Decision Making	Strategic Planning
Very Satisfied	31.66%	19.07%	15.50%	13.57%
Somewhat Satisfied	38.22%	38.13%	43.41%	41.09%
Somewhat Unsatisfied	5.79%	6.23%	6.59%	10.47%
Very unsatisfied	1.54%	2.72%	3.88%	5.43%
No opinion	22.78%	33.85%	30.62%	29.46%

Taxes

- For the sixth year in a row, the majority (65.5 percent) of respondents said they agree they received a fair level of services for their tax dollars. Of the remaining responses, 18.01 percent believed they did not receive a fair level of service for their tax dollars and 16.48 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.

Level of Service for Property Tax Dollars

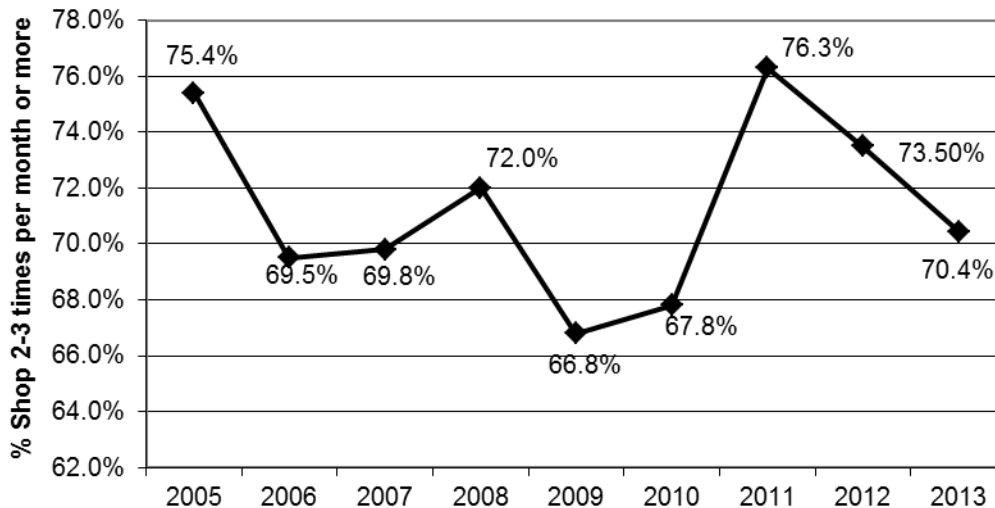


Central Business District

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 in 2012 to provide for a symmetrical range of responses, which means it is not possible to directly compare the 2013 results with any year except 2012. 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 2013 Survey, 6.8 percent of respondents reported they were “Very Satisfied” while 43.2 percent said they were “Somewhat Satisfied.” This compares to responses in previous years.
- Respondents said they were somewhat satisfied with the quality of shopping, with 11.4 percent saying they were “Very Satisfied” and 46.5 percent saying they were “Somewhat Satisfied.” The 2012 Survey indicated that 15.2 percent of respondents were “Very Satisfied” with shopping choices.
- Most respondents said they were satisfied with the choice of restaurants, with 21.76 percent saying they were “Very satisfied” and 48.46 percent saying they were “Somewhat Satisfied” with a mean of 2.08.
- 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

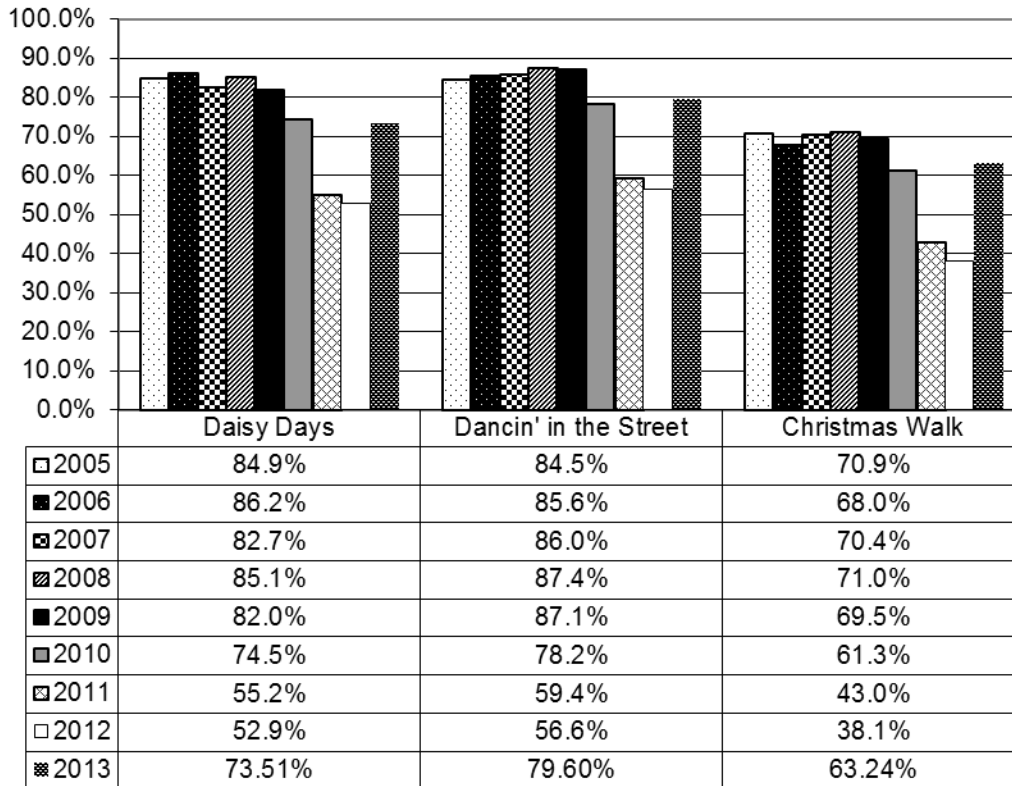


Village Events

- The number of survey respondents indicating they had attended one of the Village community events in the past two years increased significantly after two years of

lower reported attendance. This may be attributable to change in survey timing or some other survey anomaly. The graph below illustrates these trends.

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



- The 2013 survey asked respondents to rate the community events. Using the mean score, respondents rated Daisy Days as Good (1.80), Dancin' in the Street as Excellent (1.74) and Christmas Walk as Excellent (1.64).
- The survey then asked respondents if they did not go, why. 44.60 percent of respondents said scheduling conflicts contributed to them not attending. 17.37 percent said Activity Selection; 1.88 percent said Accessibility; 1.41 percent said location; and 12.21 percent said event quality. 22.54 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

- Approximately 95.8 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 (1.96).
- 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 (71.52 percent), schools (55.83 percent) and residential neighborhoods (55.83 percent). Following were friendliness of residents (38.75 percent), transportation (30.42 percent) and housing quality (28.22 percent). Lower on the rankings were shopping (3.33 percent) and recreational amenities (2.5 percent).
- 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 shopping (50.22 percent) and housing cost (47.14 percent). Street condition (32.60 percent), traffic problems (21.59 percent) and distance to employer (7.93 percent) followed. More than one third of respondents wrote in another response. Of the total number of people who responded to the question, 7.93 percent wrote in taxes.

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 2010 U.S. Census and the demographics of respondents in previous years. The demographic data collected over previous years was significantly reduced to essential elements for comparison to Census data.

- 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%	3.9%	10.9%	23.7%	22.2%	17.9%	21.4%
2010 Census Data	NA	10.1%	15.7%	28.7%	21.8%	11.4%	6.4%

- 35.9 percent of respondents reported they had lived in Clarendon Hills for more than 20 years. Another 40.9 percent have lived in Clarendon Hills for between 6 and 20 years.
- The Village uses four geographic regions to determine where in the Village respondents live.
 - 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.

Area of the Village	% of Households in Area	% of Respondents in Area
N. of Chicago Ave.	15.9%	17.6%
N. of BNSF Railroad and S. of Chicago Ave.	33.8%	34.7%
S. of BNSF Railroad and N. of 55 th St.	32.4%	35.1%
S. of 55 th St.	17.9%	12.6%

Open Ended Responses

2013 Community Needs Survey

Central Business District/Downtown

- Please shovel the sidewalks for the merchants!
- Invite different shopping choices to downtown.
- More chain restaurants.
- Wish there was a convenience store in town like 7-11 or other for milk etc.
- I miss shoveled sidewalks in business district. I understand it is expensive - solution (better one) needed. Would like to see walkway above or under the railroad tracks.
- Improve choices of shopping.
- Why can't there be more kid friendly offerings in downtown, restaurants and such.
- The continuing effort to promote the downtown area is a waste of taxpayer money.
- The empty lot on Park and Walker needs to be maintained and the use as a parking lot needs to be controlled. Restaurants and businesses are using it to avoid blue dot parking fees and it looks terrible - like a back alley!
- No condos on property across from Starbucks. Make the old Police Dept. a parking lot. Much Needed. Better relationship with current business owners so they don't leave. No more money spent on consultant work on how to improve downtown.*a suggestion* Look into how LaGrange brought back their downtown area! It is thriving.
- For shopping because Hinsdale has great shopping. Clarendon Hills loses out on the basics also i.e.: Starbucks, dry cleaners. Easier to get the basics while shopping in Hinsdale than to make a stop in C. Hills before lunch. Store fronts - The levels need to be updated. Look very old. The town needs to get shops) women will want to go through with friends and then stay for lunch or coffee. I always make it a point of supporting of the business in our town, Ace, Quinn's, buying shampoo, Starbucks, Hallmark but it doesn't give me a reason to shop and stay. I go to Hinsdale.
- We think the business district has missed the boat with multiple upscale restaurants and very little casual dining. A carryout pizza establishment is not what I am referring to. We need a lower cost family or pub-style location. Village Gourmet & Daily Scoop are as close as we can get. Odd.
- The village downtown needs a face lift to render it more attractive to families and the youth.
- The building project across from Starbucks is a major concern. Charm and timeless ""feel"" to downtown would be in jeopardy if there was a cookie cutter, tall condo building going up. Don't sacrifice charm for revenue.
- greater variety of restaurants - too similar. more recreational options - too many baby/toddler option not enough for older kids/adults. what is going on with the site of the old police station?
- Angle parking is scary, driving thru downtown or if parked there, backing up. Railroad tracks are too bumpy to cross. Wish we had more casual restaurant. Miss Maijean though, but did not go there that often.
- It is a shame that downtown Clarendon Hills offers limited shopping and restaurant choices. I am not part of the wine and cheese crowd. More casual restaurants and bars would increase my interest in downtown.
- A bakery in downtown Clarendon Hills would be an excellent addition to the area.
- As to the downtown. If there is no direct route to the downtown, there is no need to talk about what kind of businesses need to be there.
- We have worse downtown in probably in DuPage. It's time do something about that - look Downers Grove, LaGrange, Westmont.

- - Need downtown small grocery store. Better downtown shopping. (More everyday useful offerings) - Bigger Park District facilities- Prediction - Mario's will close by end of year, we need a better quality family casual restaurant
- Re-mark the parking spaces back to normal vehicle width. It appears you have made them narrower to make more parking spaces and they are too narrow causing damages and door dings to my vehicles. Get a White Hen or 7/11 in town something we could use.
- Access to the town is the biggest problem. The new restaurants need to be checked out seriously. Except for one I would not be inclined to go a second time to any of the others. I would like to be more supportive but the attraction is not there.
- Also, will the vacant lot opposite the bank ever be sold as it would make either a nice green space or a public parking lot if for no other reason. I think it's been vacant for a number of years now. I thought it was going to turn into a senior condominium unit/store complex.
- The village is fine. I am a little concerned about all of the razed building and the resulting vacant lots in the downtown area. Something needs to be done with this land
- I would like to do more of my shopping in downtown Clarendon Hills. I believe it's important for a town to keep its resident's money in their town. I wish there could be more stores for groceries (I know this is difficult due to competition from the ""big chains"". I think the new Hills Diner is a wonderful addition to the town. The owners of the hardware store are always pleasant and helpful.
- I think something needs to be developed on the vacant lot for of rocks near the post office. I really try to shop in town and would love to see a few more ideas make their way to the downtown area. I think the police do a great job, but wish I saw them patrolling more. I also have expressed to the police dept. our concern with the speeding into town down Holmes Ave. especially near Harris where kids walk to school (and they were very responsive). I am very happy with the quality of life in Clarendon Hills.
- The biggest disappointment in the time we have lived here is the quality of shopping. Case in point, it was great having a pet-oriented shop. Unfortunately that went under recently. Another challenge has been to bring in a restaurant other than the higher-end types. Hopefully Mario's will make it. Dominos is not my idea of a quality restaurant. Another point is it seems to take forever to make a decision in this town about enticing & supporting quality downtown commercial construction. When a decision was finally made, the economy tanked, & we were left with 2 major vacant lots. Our commercial tax base is so low compared to surrounding areas. Several other communities, albeit larger I do admit, seem to have supported the combination of downtown commercial & residential living. The rental situation is lousy with only the 4 buildings on Anne St. These buildings appear to be extremely out-of-date & have not had any major renovations that I am aware of in many years. So not much choice.
- I realize that this is not a village problem, but I really miss the meat market/small grocery store that closed. I would stop there at least twice a week, if not more frequently. I would love to see another shop of this kind be in the village.
- Recycling cans/receptacles downtown esp. o/s Starbuck's would be most welcomed. Would like to see empty lots and downtown green areas weeded. We need to pay more attention to trash that misses the cans! Perhaps the staff could regularly pick up garbage downtown and around town?!
- Really ugly with buildings being torn down and nothing new to replace - corner of Park and Walker - what happened there?
- Parking is difficult in downtown C.H. because of the large SUVs. I drive a 4-door sedan and if I park downtown on Prospect, on takes risks backing out of parking places - many drivers are rude and driving too fast!!! Also people make u-turns in downtown and in the post office area. That should come to a halt!!! It is the same story in Hinsdale. I don't go downtown Hinsdale unless absolutely necessary!

- I love Clarendon Hills, but when I ventured out to downtown area I didn't find people friendly. I would love to go downtown more. I'm always in downtown LaGrange, window shopping and eating. I would like to go the downtown Clarendon Hills and spend my \$.
- Access from Ogden Avenue traveling west or access to Ogden Avenue from town turning left is not safe or convenient. Continue to pursue developments for the empty lots in downtown.
- We truly do need more parking in the downtown area and more family-friendly food options - anxious to see how Mario's will do! Could you a better boutique too - clothing, jewelry. We do NOT need another gift shop or consignment shop or hair salon.
- I haven't thought of anything yet, but it seems like the empty space could be set up as a meeting place of sort to get people together there on a regular basis. The vacant lot (one full block) in town looks terrible. Put up a big tent for games, get something. Sorry about the envelope. CH is a great place to live.
- Stop wasting money designing master plans for downtown. They all end up being useless. Adopt policies that will attract businesses to build on the open land.
- We love living in Clarendon Hills. Only suggestion would be that the Village should plow the sidewalks in the downtown area. When they aren't shoveled, it's a statement against the Village, not the merchants (perception) and it's a safety issue. Communication has been great--keep up the good work!

Village Board

- Failure on Village Board to enact a Spite Fence Ordinance is promotion friction among residents and decreasing property value.
- Is it customary that when a resident writes a letter to the Village President that it goes unanswered?
- Communicate more on upcoming Village board proposals or topics of discussions
- #10 should be a two part question. Some of the new trustees are taking some positive action. The previous trustees were too willing to rubber stamp Karaba's ideas.
- Glad to see that the proposal to ban assault weapons was defeated. Just goes to show the benefit of the defeat of home rule. The proposed condos in downtown should have a first floor of retail shops.
- When the Village Bd. committed to Home Rule it was not transparent. It appeared the plan to allocate new taxes with Home Rule was in place before review of the discussion vote on Home Rule. Transparency is important

Staff/Village Operations

- #8 - How did you get our email address? we didn't supply. The channel #6 on Comcast is awful.
Don't like firefighters can wash their cars (personal) with ""our"" water

Public Works/Infrastructure

- Still bitter about the destruction of all vegetation on the south side of Chicago Ave b/t Wilmette & Blackhawk.
- Trees damaged on the parkway should be trimmed or removed.
- Find solutions to drain low areas where stormwater collects.
- Streets in Clarendon Hills need to be completed with curbs.
- #4 - you have really botched up thing on Grant St. with deep, sharply angle ditches - exposed tree roots, poor re-seeding. Almost impossible to mow. Snow plowing seems excessive - tears up the street.
- 1. Need larger trees in parkways when replacing old ones 2. Gravel shoulders must go!

- My issue with street conditions is from when the sewer lines were replaced that run under Eastern Ave and Holmes Ave. After the work was done and the roads were opened back up for driving; these roads were horrible to drive on. The road surface was filled with ruts and pot holes. Those roads were resurfaced later and are much improved.
- Ash trees were planted in the parkway. Now it looks like they will be removed poor planning - insight? Unsure of ""storm water maintenance"" and what it referred to
- The water main was replaced in my front yard a few years ago with a grant the village received. They finished in the winter so the ground was cold. That area in my front yard has now settled and there is a dangerous dip by the water main. I have nearly twisted my ankle three times while doing yard work.
- How about speed bumps and/or permanent speed monitoring on North Prospect Ave.?
- Would really love to see some of the common roads repaired, specifically the road just north of the Burlington tracks at the West Hinsdale train station. It's in horrible condition.
- More regular attention to the trees on the parkway would be good.
- There is a huge flooding problem that needs to be addressed and fixed. Cement curbs look great but that doesn't solve the flooding problems.
- fix the storm/drainage system now. back yards have been flooding for years. the current system is need of a complete overhaul.
- Put in curbs on all streets. Those gravel aprons look like crap, lead to road and lawn deterioration and are unsafe.
- Flooding from Oxford came thru back yard of Tuttle and runs down toward our foundation of our house. When it floods always. The deep ditches on Tuttle from the railroad and digging more ditches and getting (illegible). Water stands on the (illegible) at the top of hill on east side for a long time (days)
- 1. I am a bike rider, and would like to see more street resurfacing. CH is not as bad as Hinsdale, but I don't think I have seen any resurfacing this summer in CH. 2. Gravel on the road. Again, as a bike rider, gravel on the roadway is hazardous, particularly at intersections. Please consider using less gravel, or sweep it up more often.
- Our sidewalks are in bad condition in several locations. I hope they will be repaired this year. Some parkway trees need to be pruned so they do not obstruct pedestrians.
- Plowing and salting need to be better by corners on side streets especially where there's an incline. Village is stingy with the rocks for the parkway/street parking and then it all turns into mud.
- The sidewalks added to 55th Street are helpful, but more sidewalks are needed in the residential streets off the main thorough fare. It is crowded for autos, bikes and joggers and walkers of some of these side streets, such as Western Ave. (south of 55th)
- Infrastructure must be maintained. To maintain housing prices we need better streets and we need to not have massive flooding.
- flooding overflow on Richmond is causes for homes major problems
- Q 4 & 6 - We paid major sums to landscape our yard so that storm water that flooded our backyard was diverted to the culver. This should have been done by the village; thus, I won't be happy to pay further to solve storm water problems.Q5 - Parkway trees are rarely trimmed without owners calling
- I would like to know that Clarendon Hills is a good town to live in, but where I live across 55th St. (south) there are many problems with the street and the pond on Clarendon Hills Rd. The village or township needs to cut the brush from coming on to the roadway. It is very overgrown and they need to get the trees that are dead out of the pond. (It clogs up the pond and doesn't let the pond flow freely. There are a lot of potholes and when they did 55th Street, the semis and all the other trucks used by street (Alabama) all the time. Concrete trucks aren't meant to go down residential streets through the whole project.

- I would like to thank the city for putting up street signs on the corner near our house to prevent people from missing the town and ending up in our yard. Also, I would like to thank the water department's crew for our broken water line last year and the crew who fixed the yard in the spring. Good job and thanks again.
- 1. There are obstructions at the storm drain just south of Walnut St. between 105 and corner that have not been touched since April flood. Andy may have exacerbated the effect of the flood! 2. I have requested that "curbside" gravel on south side of Walnut - no action. 3. Walnut St. Pavement continues to deteriorate - Village person "I cannot do anything about it."
- Streets are not in great condition.
- Streets need attention as do sidewalks and they to be fully completed smoothly.
- The storm sewers are a huge issue in our Blackhawk heights neighborhood. The water has nowhere to go. All water flows to Burlington and then sits. The water rises and floods out houses. It must have somewhere to go! Perhaps the village could buy a house on Burlington, next to Blackhawk Park and extend the park, and make a storm basin for excess water? This would be similar to the basin at Park. People on our block had 9 FEET of water in their basement which got in the basement from the window wells. Had the storm water somewhere to flow, this standing water wouldn't have invaded so many homes! Their sump was actually working throughout the flood. But when the entire house was surrounded by water, where could it go? I would also like to see the Village finish sidewalks in Blackhawk Heights along Norfolk. The Norfolk intersections have rounded corners and this dumps young children trying to ride bikes around the block smack in the middle of Norfolk. On Norfolk (between Mohawk and Indian) the Village recently made a sidewalk which stretches HALF the block). This is a worse safety hazard than not having a sidewalk at all! Now young kids enter Norfolk, which is a busy street, right in the middle of the block. Cars DO NOT EXPECT this at all. Please finish the sidewalks in town. I don't know of any other neighborhoods so lacking sidewalk as Blackhawk Heights. Please look at this issue.
- Sometime snow piled to high and Western & 55th - can't see oncoming traffic
- Also suggest village review policies for clean up after storm damage, drain maintenance and follow up on tree pruning after storms. We still have several large, dead tree limbs caught in trees along street a month after recent storm
- Trim trees on Arthurs. Was told you ran out of money.
- Please seriously consider helping the homeowners who continually flood by either fixing your storm water management or offer to buy (fair market value) the few houses that flood. The Village allowed the monster mansions to be built without considering the future ramifications to smaller homes in the area. Look at what Downers Grove has done recently...they've bought several houses which have flooded many times over the years and are turning them into retention/detention basins so other houses will not flood around them.
- Storm water management improvements should be incorporated in the Road Improvement Program or Special Service Areas. We would like to thank the all the service volunteers in the village that help make Clarendon Hills a delightful place to live.

Construction/Development

- I moved here because of the mix of residents. I am not enamored with the mansion.
- We are not happy with the village's tear downs of property for grandiose plans that do not materialize.
- I also want to see the fire sprinkler requirement eliminated
- There are times when it's terribly difficult to drive on the streets of the Village due to the increasing number of over-sized trucks used in new house construction as well as, an increasing number of over-sized trucks/trailers used by professional landscapers. It is a real challenge in maneuvering around these vehicles.

- Require that developers plant grass in any vacant lot after 60 days that it's been cleared.
- The FAR rules are ridiculous for new construction
- We live in Blackhawk Heights and we were very negatively effected by the floods. After initial communication, I have heard nothing. My street just filled up like a swimming pool. Something needs to be done. Perhaps turn some low income housing into retention ponds. The SSA was also annoying.
- The Village and the Police dept. must do a much better job of managing the construction in the Village. Rebuilds are good for all of us in the long run, when const. happens on the block - quality of life goes way down. The village ha rules for builders to follow. There are parking laws to obey as well. I wish the Village would actually enforce its own regulations. Direct observation over the last 15 years shows the village does not enforce dumpsters on site, cleanliness, accessible sidewalks, parking laws (contractors routinely are given a pass for parking on the illegal side of the street, parking facing the wrong way, parking between the signs that instruct not to - I have watched the police drive past all this - why do we pay them at all?) Builders have a callous attitude to the community they work in. I believe this has come about because the village and the P.D. have gone about with a policy of non-enforcement. As a result, builders don't respect the neighborhood. I've seen concrete truck driver try to do a burn-out in the middle of the street after he had emptied his truck. Seen framing carpenters drinking on the parkway and front yard as kids were walking home from school. While you are not responsible for every wood joist or lockset on the job, the village is responsible for creating a culture of obedience for village regulations and respect for those neighboring construction. You have not done so. It is time to enforce the parking laws not just on soccer moms in minivans, but also on builders with tool belts. Please put away your double standard.
- I think residents should be considered and respected when new construction is going on in CH. We have had several new homes built on our street and the builders do not abide by the CH codes. We call the police, the police come, the builders wait and go right back to what they were doing, i.e. parking both sides of the street, working before and after hours, just to name a few. When the house behind us was built, the builder moved the fence that had been up for several years, three feet in to our yard while we were gone. When we confronted her, she said we were wrong. When we went to the village we were told to hire an attorney. We had 3' x 65' of our property ""taken away"" from us and not one person in the village would help us. It is still an ongoing problem and we still get no help. It is sad that previous residents are not getting the same respect and/or help that new residents are getting.

Code Enforcement

- There are some very nice, well maintained houses in Clarendon Hills, but we do not understand how some homes can be allowed to have an actual freight container parked in the driveway/yard full time? Are there not ordinances in the village about this. As a resident and neighbor why would we want to look at a shipping container that is either use for storage or operating a business from? It is located in Blackhawk Hgts.. on Algonquin/Hiawatha, right behind Chicago Ave. Please look into situations like this. There seems like there are no restrictions in the village like this.

Public Safety

- some police officers are over-zealous in issuing tickets-don't listen to any explanations
- Post crime statistics.
- Certain streets are so dark at night there needs to be some kind of lighting system. The skunks are also a major problem in the evenings which with better lighting may make them find a better area where to live.
- With respect to the traffic and parking regulations - the Police Dept. regarding Parking and traffic control are totally derelict. Sometimes 60 mph down our side street.

- need better parking enforcement near Starbucks Traffic near triangle is a nightmare - lines should be painted to not allow left turns at north end. Why this was allowed to continue I don't understand. VERY DANGEROUS. There used to be a no turn sign in triangle, but was taken down and this is not enforced. Village needs to paint lines on streets in town - it is a free for all.
- Get our police force out at night to stop all of the car theft and break ins....they never seem to catch anybody!
- The only negative of the town concerns the apartment complexes near the train tracks. They seem ""seedy: and unsafe. While I would like my teenagers and pre-teens to use the train and walk to downtown, this is the one area that makes me reluctant. Can't the city have some type of zoning that makes these apartments adhere to higher standards of living? It really distracts from the beautiful downtown and train. I wish it felt safer.
- We called to ask to have a hole in the street by our driveway repaired and they were here very promptly! We are very pleased. We live on Holmes north of 55th St. My husband is still angry with lousy (illegible) put in 15 years ago. Our street condition currently is very poor. Despite this we like living here very much.
- A stop sign on Ann and Eastern for people coming from the pool. A place for people to park during the day if they wish to go downtown on the train and are unable to walk the distance from home to the train and back.
- Patrol on Ogden Ave. for speeding trucks and motorcycles that make excessive noise (by design).
- combine fire, police and other services with Hinsdale, Westmont to reduce overall cost. Have the police act like real people and not storm troopers
- Q 1 - I was stopped by a police officer once and found him rather rude 2 - I would feel safe in my neighborhood with improved lighting. Q 3 - Really not a fire Dept issue, but a neighbor called 911 this past yr re: an ill child, and the call went to Canada - call delay was ridiculous!
- Limit number and size of trucks parking on side streets
- Would like to see more police monitor of intersection of Ann & Eastern by the train parking lot - I live on Ann and no one seems to realize the stop sign by the apartments mean stop - not roll through - I often have to give right of way to them - they all think there is a top sign for cars coming down Ann St. into downtown. Same for the 5 way stop at Harris-Eastern & Holmes And the cars leaving the swimming pool at dinner time - they do not all stop coming out of Byrd Ct. and I can't back out of my drive...
- 1. sidewalks in business street are too wide-the narrow street has caused fender benders and made it extremely difficult to park and back out of spaces! 2. Lawn care services vehicles should not be allowed to park on the wrong side of the street! A law is a law. 3. Parking at the top of the hill on Middaugh (about three houses north of Chicago Ave.) should be prohibited. It is impossible to see oncoming cars. We have submitted these comments on every survey response.
- Please add a stop sign on the corner of Naperville Rd and Middaugh Rd. It is a kids bus stop and very dangerous with cars speeding through. Middaugh Rd parkways are in terrible condition, please consider adding it as the next priority for the road improvement project.
- Wish police would enforce parking restrictions on residential streets especially the corner of Golf and Chestnut, Coe Road and Walker. Would like to see ordinance prohibiting cars being parked on front lawns--not only an eye sore but makes Village as whole look bad. Please enforce no cell phones in school zones--parents at Notre Dame are awful about pulling out onto Norwalk without looking and talking away.
- Police rarely patrol my neighborhood. Teens congregate along Burlington tracks near Cass at night. Too many dogs left in yards on leashes and barking all night.

Events

- Daisy Days was awful and too expensive and closed at 5:00 p.m. Awful amusements and

bad food.

- classical music instead of Daninc in in the Street.
- #21 - the Dancin/Streets music is really low-brow.
- Love the town and everything the village does to make this a great place to live. Daisy Days was strange this year: Animal show was at a different time than posted (1 hour off so many people missed it) Rides were supposed to open at 10 (according to fliers) but really opened at 11 or later so there were many families waiting around for an hour. If you went to animal show you had an hour of downtime before the rides started. Nothing open and nothing to do during this time. So this year there were times that advertised wrong and timing that didn't make sense. Oh and no one knew about the poor vendors in the parking lot I felt sorry for them. All in all, the town is great. Keep up the good work.
- Dancin in the Street could use a better variety of music. Would love a big band or golden oldies evening or perhaps such as Spanish, Hawaiian, German, etc. I am sure young families enjoy Daisy Days and Christmas Walk.
- overall living here is wonderful. I am not a fan of loud music is the main reason I do not attend many of the Dancin in the streets.
- Should move Daisy Days back to original Father's Day weekend Better advertising of events such as Daisy Days and accurate listing of times for Daisy Days and accurate listing of times for Daisy Days event would be welcomed. If you don't shop downtown very often then a person easily can miss the posters for the event. Perhaps moving the event to another location (?Prospect Park) would reduce the impact on the downtown restaurants. Higher quality entertainment (i.e.: midway rides) would be appreciated.

Taxes

- I feel that the Police and Fire have too high of pensions and too short for early retirement. Hinsdale costs are lower. That is hard to believe.
- DO NOT RAISE TAXES
- The village gets \$ for my taxes and yet I see NO improvement in my neighborhood (Blackhawk Heights). The village landscaping is overgrown, some streets are still in poor condition and snow removal is slow The police rarely patrol the amount of cars cutting through speeding at a high rate of speed is crazy. Yet, no police force the issue. I see police patrolling near schools and in town yet never in BHH with the traffic from Chicago Ave. BHH residents ""know"" we are the step children of the village - we are treated that way constantly from village leaders and yet you still get my tax \$. So - am I happy with the village - NO! do I LOVE MY NEIGHBORHOOD - yes but as 1 person who grew up here - little has changed - and it SHOULD!
- Taxes way too high for services received.
- Taxes too high for services received.
- I think we pay nof taxes
- #14 - You've already rammed through an assessment for Grant St. - an additional tax would double tax us - BAD IDEA
- Raising the property taxes are not the solution to every village problem. What about the people who live on fixed incomes. At some point the village will have a homogeneous population of 100 incomes and variety of people will be gone.

- 1. Really was upset about the additional cost for paying the streets. I feel like we pay enough. 2. The letters regarding the SSA are not clear. Just received one after complaining and it still was not clear. We are being assessed on Powell St. an additional \$11,000 plus. I spoke with Randy Recklaus he said we could have protested the SSA for the road improvement . If we had petitioned against he said we would have moved to the end of the list for repairs. I did not like that remark. 3. I feel like pensions are not sustainable they need to be eliminated. 4. What will o do if you eliminate SSA for road improvements. Would the individuals already charged be credited. 5. Letter do not state important facts ex: SSA letter for Powell St. did not say when charge would start. How much per year. An amount was given with no information 6. Surveys that ask about storm water without complete information necessary to make a decision
- Taxes our too high can't afford to continue living here much longer-especially since we don't use the schools! Taxes go up every year at least by \$1,000 - each year. How is that justified?

Refuse/Recycling

- Change refuses to pay per usage/# of cans - use stickers for each one.
- Refuse removal too expensive.
- Use sticker for garbage not fair. single person pays as much as family.
- We live in condominiums in Clarendon Hills and something that all condos and apartments need is recycling methods. There is no need for recyclable products to be thrown out with waste on these properties. A solution must be found
- #13 - If the rest of the world operated as well as Allied Waste, Waste Mgmt., Rotts -- wouldn't we all be better off! #12 - Are you getting ready to supply blue containers for garbage (to facilitate dumping)? If so, a smaller option would be good.
- My opinion has changed over the last few years regarding Amnesty Day. I previously enjoyed the service as it allowed us to get rid of clutter and unused household items in a convenient fashion. However, the parade of trucks down our street, and the resulting traffic issues, has changed my view. It has sort of a flea market feel to it, which I don't think fits the character and essence of CH.

Train Station

- I would love an improved railroad crossing - above ground or below ground.
- While I know the village is considering complete renovation of the commuter train building, perhaps the village in the meantime could build a better shelter. The one down the platform is pretty bad.
- If one parks correctly with the present marked width, you can't get out of your car. Stop trying to spend tax payer dollars on the train station. Who gives a CARE! Sell the vacant police station lot for the ""million dollars"" you promised you would get when you build the huge oversized/overpriced unit in or near Westmont on the complete outskirts of town. Sell the old fire station north side of tracks. Apply to reduce taxes*Designate the normal % of handicap parking meters near the train station. Apply to reduce taxes. At present a handicapped individual must walk over a block from the meters to the train (located near F.D). With the new IL law many handicapped parking will not qualify for free parking so a few meters should be provided by the trains station.
- When riding by on the train our town does not look as nice as it really is. The train depot is a turn off and screams 1960. I think improvements on the station will be useful and helpful in bringing people back to explore more of our town. When Western Springs improved their station it transformed the look of downtown.

Other governments/organizations

- The railroad crossing was very poorly done compared to how it was done in Hinsdale.
- School expenditures are a joke
- The pool should be for residents only. My family was infected with two different pool related diseases this year. The lack of seating was disappointing. I would be willing to

pay more for residents only.

- Get rid of the parkway trees, fix the water drainage issues, fix the roads.
- Mail service is awful
- It is criminal to have Score Tennis ACAP. Teach tennis in our parks - more corruption in Park District Trustees - Clique. Tennis classes must leave/court open to residents all the times. Check the Glenview Park District for a model. With the taxes the McMansion pay - we must have something better than our current park - and past park policies and officials. Is it a future policy to asphalt all of Prospect Park - what a disgusting sight of asphalt around a beautiful green park!!
- We treasure our parks and consider ourselves lucky to live across from one. We use the library and enjoy the digital offerings as well.
- include Blackhawk Heights in 86 School District please!
- Love the new path at Prospect Park!!
- 1. More offering through Park District. Ability to register on line. 2. Replacing overhead electric cables with underground wiring. 3. Bus service to Walker Elementary - would like to get more out of my tax dollars
- Please reconsider BH to be included in Dist. 181. This is very important to the people that live in this neighborhood and know of at least five families that are planning on moving out of the area due to school restrictions! Thank you and hope you take this matter seriously!
- Please consider redistricting the Blackhawk Heights neighborhood into Clarendon Hills schools. There are many wonderful families with great kids in that area of CH who would significantly benefit from that decision. Redistricting Blackhawk Heights would most certainly raise property values and assessed valuation in the area, spurring greater investment in overall CH. Thanks for the survey!
- The parkway trees need to be trimmed regularly and the village needs to ensure that COMED does the same. My power goes off constantly due to trees hitting the lines. In the 14 years that I have lived here, ComEd only trimmed the trees by my house one time. Calls to them from a single resident - do nothing. The village needs to demand better service and response from this company.

General Comments

- Thanks for all the hard work. I appreciate the jobs that you do, and don't envy the amount of Monday morning quarterbacking you must deal with on a daily basis.
- Library is good. Govt. seems to be well run. Taxes are reasonable. My neighbors are great
- There are not many mid priced homes in Clarendon Hills, either starter (not may left) or high end. You cannot move up, most people must add on to their existing home.
- I think overall Clarendon Hills is excellent. The only issue I see is the price of housing. I feel my wife and I earn a nice living, but I can purchase so much more at a fraction of the price with equal schools in other suburbs. For that reason we will be selling our home and moving.
- When we purchased our home, people described our town as ""Mayberry"". Some areas still hold that value while other areas feel as if we are more interested in status and an 'uncomfortable' perfection over a 'nice, friendly town'. I'm not sure what we can do about it, but it's sad to see us move away from it.
- Someone needs to proof read this for correct spelling even though the errors are minor.
- People do not clean up after dogs. Electricity goes out too often. Village should remove leaves in the fall and all fallen tree limbs. Water Dept. employees are rude. Need a bakery and Walgreens.
- Start doing something. There is a lot of talking, meetings and surveys but no action as a result.

- It has been most helpful to have the water bill deducted from my bank acct. This is a wonderful place to live, communication from the village is great.
- Love the village and how friendly everyone is. Great location - would highly recommend it to anyone, any age. Biggest challenge is increasing traffic thru downtown to bring in more people. We are currently the ""best kept little secret"" Not fair to the businesses in town. Limited access off Ogden is a bummer. We don't want to be Hinsdale but it would be great to have more shops, etc.
- Us folks that live south of 55th Street are a forgotten entity. I live in the Reserve of C.H. We pay taxes for schools, streets, etc. which we are empty nesters and our streets, have no children in schools and receive very little in return. Tracy's Tavern is an eye sore and a detriment to our area and this town. Noisy late night drunks walking thru our complex. Vandalism to our fence and property. The new park is great. A gazebo would be an asset.
- wonderful place to live and raise our two children. Excellent schools and safe, family friendly neighborhoods.
- For block parties it should be required that all neighbors be notified of the date of the party. I don't mind them having it, but as I live in the middle of the block I found last year I couldn't leave my home when I went to drive out of my garage. They were setting up in the street directly in front of my house (4 p.m.) No notice given! This year I'm worried as I have to work two Saturday 2 - 10 p.m. - hope I can get out and back in to my own home!
- A wonderful town to live and raise a family in
- Could not get online to do this survey
- I rent so the questions of tax increase would fall on my landlord. The area is convenient for my business travels (south Chicago territory) and access to I55 to visit out of town family and friends. The improvement of 55th Street did wonders for traffic flow, but the area near 83 is eternally congested. I enjoy the access to Oak Brook and Downers Grove for shopping and restaurants.

2013 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	61.83%	22.14%	1.15%	1.91%	12.98%
Police services	65.03%	20.15%	1.52%	1.90%	11.41%
Officer attitude and behavior	58.02%	22.14%	4.96%	2.67%	12.21%
Safety/security in Village	70.00%	18.85%	3.85%	1.54%	5.77%

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

Very safe	74.23%	Somewhat unsafe	1.15%
Somewhat safe	23.85%	Very unsafe	0.00%
		Don't know	0.77%

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	70.88%	6.90%	0.77%	0.77%	20.96%
Fire Protection services	73.08%	5.77%	0.38%	0.00%	20.77%
Education on Fire Prevention	49.81%	10.34%	1.53%	0.38%	37.89%
Blood pressure screenings & CPR Classes	34.77%	4.96%	1.17%	0.39%	58.98%
Firefighter/EMT attitude and behavior	63.32%	6.18%	0.77%	1.16%	28.57%

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	41.54%	40.00%	11.54%	2.69%	4.23%
Snow plowing	61.98%	30.80%	3.04%	1.14%	3.04%
Water supply and service	64.48%	25.10%	6.56%	1.54%	2.32%
Storm water maintenance	35.52%	27.03%	18.15%	11.97%	7.34%
Streetscape (flowers, signage, parkway trees)	50.58%	34.63%	9.34%	3.11%	2.33%
Employee attitude and behavior	51.53%	21.37%	5.73%	1.91%	19.47%

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

	Excellent	Good	Fair	Poor	Don't know
Street condition	18.11%	56.23%	20.75%	4.53%	0.38%
Sidewalk condition	17.49%	57.41%	20.51%	3.04%	1.90%
Parkway trees	26.32%	51.13%	19.17%	2.63%	0.75%
Village facilities	31.40%	53.28%	9.30%	0.00%	5.81%

6. The Village is conducting a comprehensive review of its stormwater management systems. Analysis will include identification of potential improvements, as well as review of costs and predicted benefits. Improvements in the system will require additional investment from the Village, which is not currently included in the Village's 10-year Capital Fund. How much would you be willing to pay as an additional tax or fee to fund any potential stormwater management improvements?

None	22.39%
Up to the equivalent of \$5 a month	53.28%
Up to the equivalent of \$10 a month	19.69%
Up to the equivalent of \$20 a month	4.63%

7. To what extent did the April flooding impact your property?

Significantly	11.72%	Somewhat	30.08%
Moderately	12.11%	Not at all	46.09%

8. How would you rate the Village's communications?

	Excellent	Good	Fair	Poor	Don't use
Trustee Topics	38.49%	48.41%	4.76%	1.19%	7.14%
Trustee Topics e-mail	26.51%	29.32%	4.42%	1.20%	38.55%
Facebook	6.43%	13.65%	0.80%	0.40%	78.71%
Twitter	2.86%	7.76%	1.22%	0.41%	87.76%
Website (www.clarendonhills.us)	10.84%	35.74%	6.43%	0.80%	46.18%

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

Excellent	27.38%	Poor	0.38%
Good	37.26%	Don't know	30.04%
Fair	4.94%	/no opinion	

10. In general, how would you rate the Village President and Board of Trustees in the following areas?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	No Opinion
Communication	31.66%	38.22%	5.79%	1.54%	22.78%
Transparency	19.07%	38.13%	6.23%	2.72%	33.85%
Decision making	15.50%	43.41%	6.59%	3.88%	30.62%
Strategic planning	13.57%	41.09%	10.47%	5.43%	29.46%

Continued on next page.

11. 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 65.52% No 18.01% Don't know/no opinion 16.48%

12. The Village will be reviewing its single-family refuse contract in the coming year. How satisfied are you with the current service options?

Very satisfied	44.71%
Somewhat satisfied	33.73%
Somewhat unsatisfied	7.06%
Very unsatisfied	1.57%
Don't know/No opinion	12.94%

13. What aspects of refuse collection are most important to you? (Chose up to three responses.)

Availability of cart service	22.92%
Size of cart or can available	23.88%
Yard waste collection	46.27%
Amnesty Day	46.64%
Cost	55.97%
Day of collection	14.18%
Other	7.84%

14. The Village currently funds a portion of its annual Road Improvement Program through Special Service Areas, which are property taxes that fund a specific service in a defined area and typically last 15 years. This funding model excludes properties on certain roads, such as Ogden and 55th St., from contributing to road improvements, and they carry additional legal and financing costs. An alternative would be a Village-wide property tax dedicated to road improvement applied to all properties and likely at a lower rate than those currently in SSAs. Which funding source do you prefer?

Maintain the current SSA program	22.62%
Consider a property tax dedicated to road improvements	20.24%
Do not know/need more information	57.14%

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

3 or more times a week	13.41%
1 to 2 times per week	30.65%
2 to 3 times per month	26.44%
Once per month	11.49%
Less than once per month	4.21%
Rarely shop downtown	10.73%
Never shop downtown	3.07%

16. Which of the following public improvements do you think would most benefit the downtown?

Green (outdoor) space	17.32%
Additional parking	23.81%
Public gathering spaces	14.29%
Public art	5.19%
Recreation amenities	20.78%
Other	18.61%

17. 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	6.08%	43.20%	32.40%	11.60%	6.00%
Restaurant choices	21.76%	48.47%	17.56%	5.73%	6.49%
Quality of shopping	11.42%	46.46%	23.62%	11.02%	7.48%
Availability of parking	26.77%	44.49%	12.99%	9.45%	6.30%

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

Shopping choices	59.13%
Store hours	10.00%
Parking accessibility	10.43%
Available price points	11.30%
Location	0.87%
Other	8.26%

19. 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)	_____

20. 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	24.24%	37.37%	10.10%	3.03%	25.25%
Dancin' in the Street	33.33%	37.37%	9.09%	1.52%	18.69%
Christmas Walk	28.27%	25.13%	5.76%	0.52%	40.31%

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

Scheduling conflicts	44.60%
Activity selection	17.37%
Accessibility	1.88%
Location	1.44%
Event quality	12.21%
Other	22.54%

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

Excellent	59.14%	Poor	0.00%
Good	36.64%	Don't know/no opinion	0.00%
Fair	4.20%		

