



Village of Clarendon Hills

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Clarendon Hills 2008 Community Needs Survey Analysis

Attached, please find the results of the fourth annual Clarendon Hills Community Needs Survey. The survey was developed as a method for evaluating Village services and obtaining feedback from residents each year. Questions on the 2008 survey asked what the Village is doing well and where the Village needs to improve. Specifically, questions were targeted towards village departments, the central business district, miscellaneous village services, quality of life, and demographics. This narrative analysis combines the answers of the respondents to portray a statistically accurate picture of resident opinions.

The results of the survey are presented as follows:

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Survey Participation and Statistical Information

The 2008 Community Needs Survey was randomly distributed to 1,000 Clarendon Hills' households. A total of 349 surveys were returned and thus a response rate of 34.9% was achieved. Survey participation was structured so that both single-family and multi-family households would be accurately represented. In Clarendon Hills, 30.8% of households are multi-family and 69.2% are single-family. Therefore, 308 surveys were randomly distributed to multi-family households and 692 surveys were randomly distributed to single-family households. Of the 349 surveys returned, 77.1% were from single-family households and 19.2% were from multi-family households. This overrepresentation of single-family households is primarily due to a large number of vacancies amongst rental properties.

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

- 1) North of Chicago Avenue
- 2) North of Burlington Northern Railroad and South of Chicago Avenue
- 3) South of Burlington Northern Railroad and North of 55th Street
- 4) South of 55th Street

The chart below illustrates the percentage of households and the percentage of survey respondents in each area of the Village. Aside from South of 55th Street, respondents generally represent the distribution of households in Clarendon Hills. A high number of multi-family households South of 55th Street could have led to the underrepresentation of households in this area since similar results were produced for the 2005 - 2007 surveys.

Area of the Village	% of Households in Area	% of Respondents in Area
N. of Chicago Ave.	15.9%	16.3%
N. of BNSF Railroad and S. of Chicago Ave.	33.8%	31.5%
S. of BNSF Railroad and N. of 55 th St.	32.4%	38.1%
S. of 55 th St.	17.9%	11.2%

For some questions in which items are rated on a four-point or five-point scale, an overall mean was taken. Mean scores are interpreted as follows:

Four-Point Scale

1-1.75 = "excellent (extremely satisfied)"
1.76-2.5 = "good (very satisfied)"
2.51-3.25 = "fair (somewhat satisfied)"
3.26-4.0 = "poor (not satisfied)"

Five-Point Scale

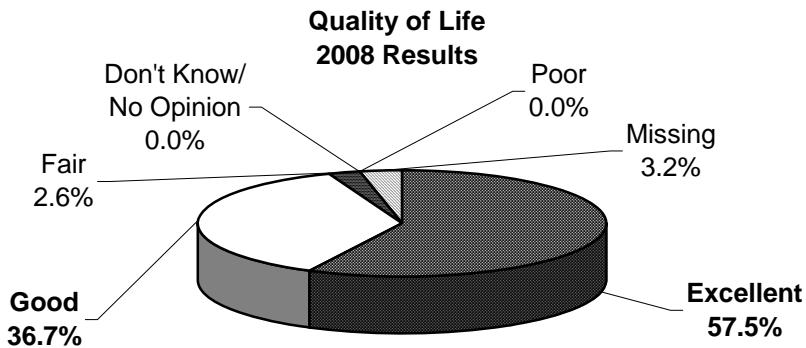
1-1.80 = "strongly agree (much better)"
1.81-2.60 = "agree (somewhat better)"
2.61-3.40 = "no opinion (about the same)"
3.41 – 4.20 = "disagree (somewhat worse)"
4.21-5.0 = "strongly disagree (much worse)"

A valid percentage was also used on specific questions. This percentage excludes blank and "no opinion" responses. A valid percentage more accurately assesses responses for questions that do not apply to all respondents. Questions that were analyzed with a valid percentage are denoted by an asterisk (*).

Highlights and Significant Findings

Quality of Life

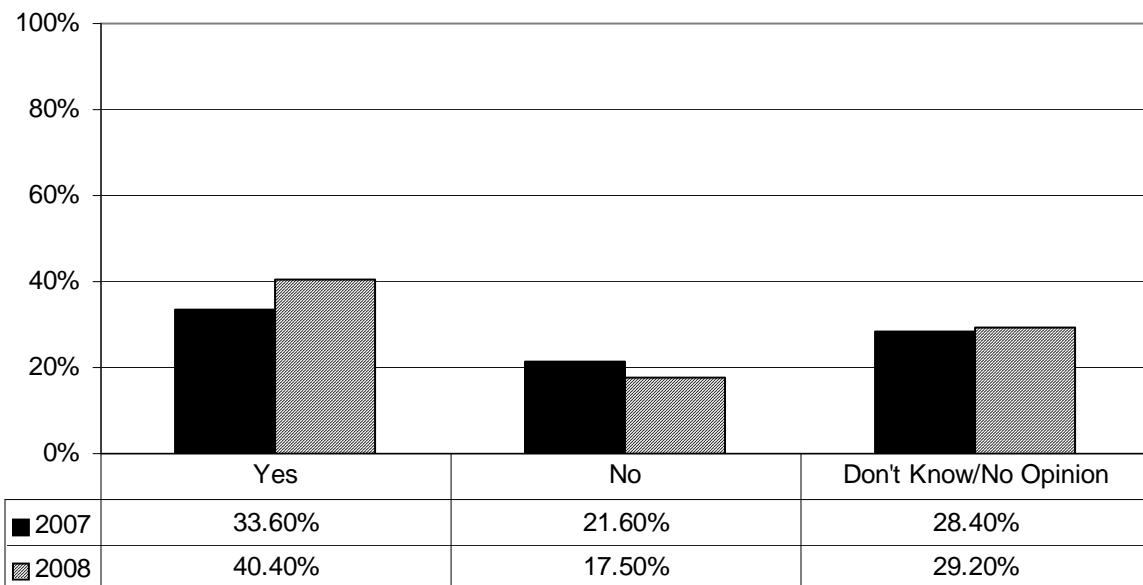
For the fourth year in a row, nearly all respondents rated the overall quality of life in Clarendon Hills as good or excellent (94.3%)! In addition, a mean score taken on a five-point scale shows that respondents believe the quality of life is about the same as it was ten years ago. Multiple questions throughout the survey indicate respondents' satisfaction with the location, schools, residents, safety, and the small town feel of the Village. In fact, 96.6% of respondents reported that they feel safe and secure in their neighborhood!



Fire Service Tax

Due to a decrease in the number of paid-on-call ("volunteer") firefighter/paramedics in the Village, the 2007 and 2008 surveys asked whether respondents would support a tax increase to hire additional fire personnel and sustain minimum service levels. The 2008 results indicate that 40.4% of respondents would support a tax increase (an increase of 6.8% from 2007). 17.5% of respondents indicated that they would not support a tax increase for fire services. In both 2007 and 2008, nearly a third of respondents indicated that they do not know or do not have an opinion about the tax increase.

**Tax Increase for Fire Personnel
2007 - 2008**

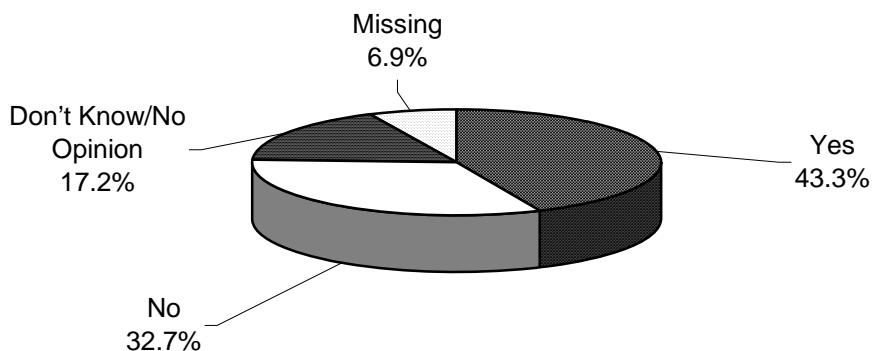


Metra Lot Redevelopment

This year's survey included a question inquiring whether respondents would support redevelopment of the Metra parking lot. The redevelopment would consist of a three-story mixed-use building which includes 6,000 square feet of first-floor retail, 22 condominium units, and 68 first-floor parking spaces. This redevelopment concept is a component of the Village's Downtown Master Plan which was approved in 2006 after significant resident input. The survey results below illustrate that more respondents would support the redevelopment than not (43.3% vs. 32.7%).

Do You Support Redevelopment of the Metra Lot?

2008 Results



Curb, Gutter, and Stormwater System

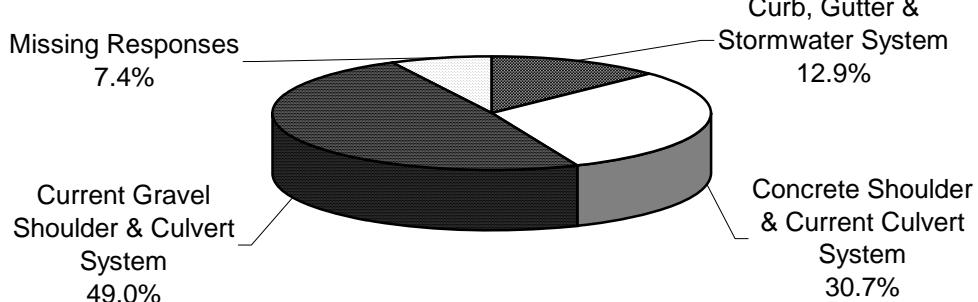
This year's survey contained a question regarding an upgrade to the Village's current gravel shoulder and culvert system. The question presented respondents with the following three alternatives:

1. Replace the current gravel shoulder and culvert system with a curb, gutter, and stormwater system. Estimates indicate that the cost of installing curb, gutter, and stormwater throughout the Village would be approximately \$50 million in today's dollars.
2. Replace the current gravel shoulder with a concrete shoulder and maintain the current culvert system. Estimates indicate that the cost of installing a concrete shoulder throughout the Village would be approximately \$17 million in today's dollars.
3. Maintain the current gravel shoulder and culvert system. Estimates indicate that the cost of maintaining the current system would be approximately \$7 million in today's dollars.

The pie chart below indicates the percentage of respondents that selected each alternative. As illustrated, nearly half of all respondents prefer to maintain the current gravel shoulder and culvert system.

Installation of a Curb, Gutter and Stormwater System

2008 Results

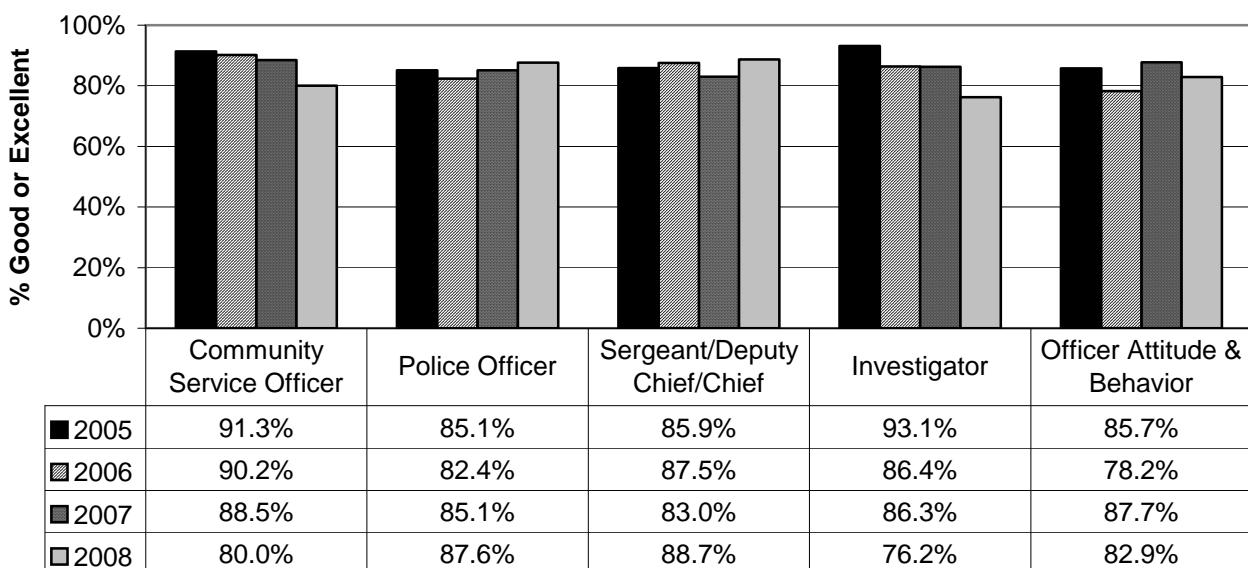


Village Departments

Police Department

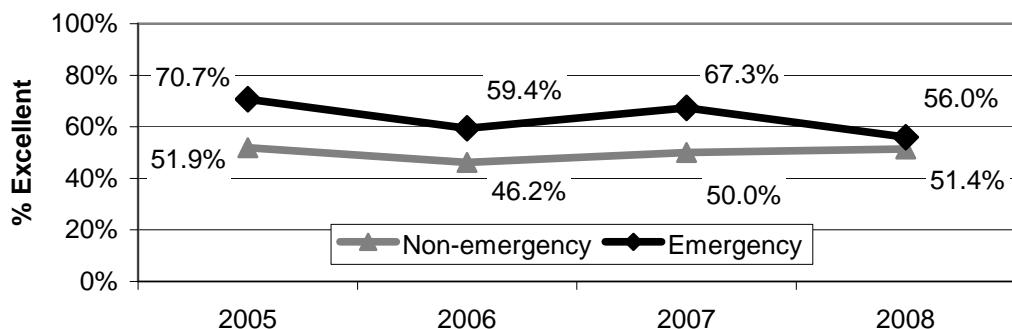
- In the last 3 years, the majority of respondents (55.9%) have had contact with the Police Department. Results indicate that most respondents have had contact with an officer (43.0%) or dispatch (26.4%). Moreover, this contact most often took place in a non-emergency situation (41.5%). The graph below illustrates the percentage of respondents who have had contact with the Police Department and rated the services provided by the Police Department as good or excellent.

**Adequacy of Police Department Services
2005- 2008**



- A mean score calculated on a four-point scale rated that the adequacy of service provided by dispatch, records staff, community service officer, and sergeant/deputy chief/chief as “excellent.” Moreover, officer attitude and behavior and response times were also rated as “excellent.” The adequacy of service provided by the investigator and prosecutor were rated as “good.”
- The graph below illustrates the percentage of respondents who rated response times as excellent. Although non-emergency response times have remained consistent since 2005, the percentage of respondents who rated emergency response times as excellent has dropped 14.7% since 2005.

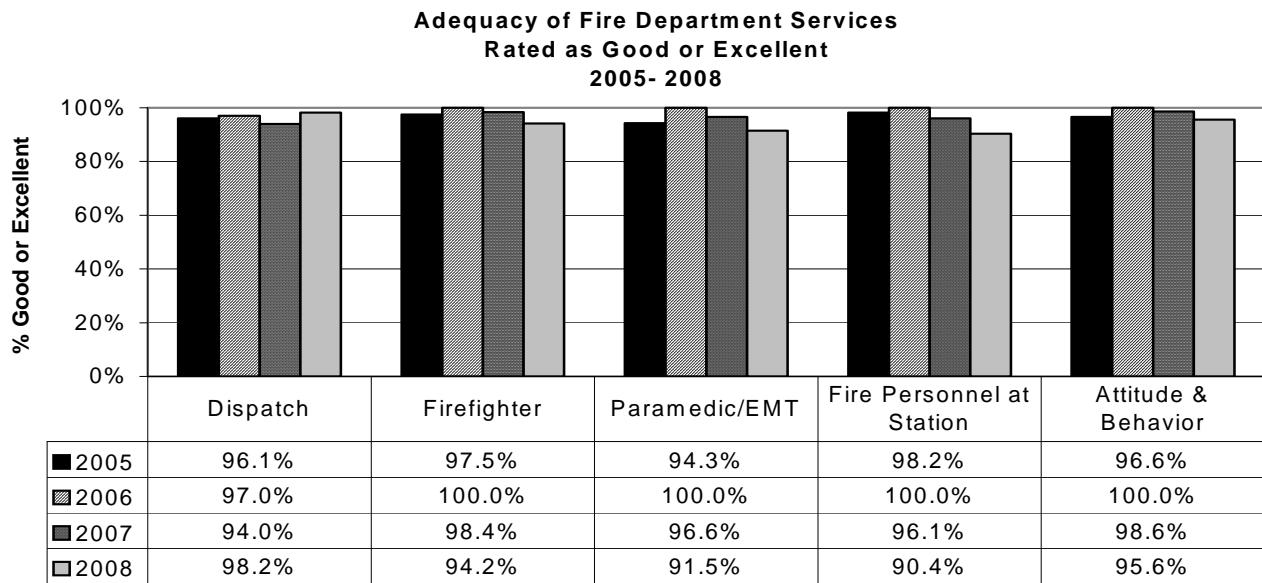
**Police Department Response Times
Rated as Excellent
2005- 2008**



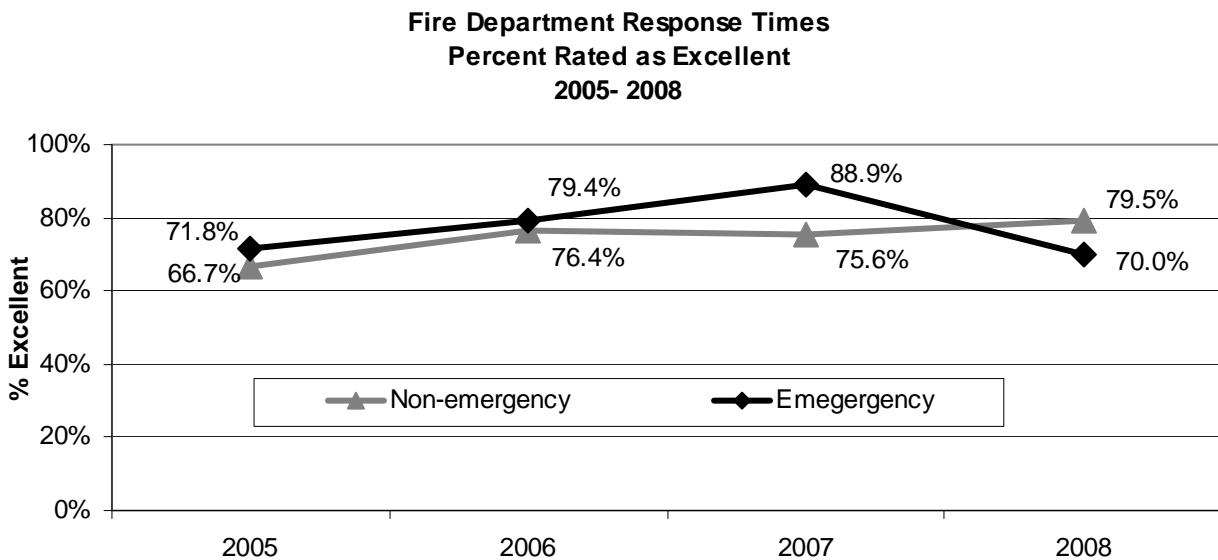
- Most respondents believe that the level of speed enforcement (73.9%) and the level of parking enforcement (72.5%) are adequate for the Village of Clarendon Hills. However, when provided with the choices of excessive, adequate, and insufficient, 13.2% of respondents believe that speed enforcement is insufficient and 16.9% believe that parking enforcement is excessive.
- Awareness of some Police educational and outreach programs has increased since 2005. The percentage of respondents that are aware of DARE, Neighborhood Crime Watch, Vacation House Watch, and SMART Radar Trailer has increased by 19.4%, 16.9%, 11.9%, and 8.6%, respectively. This year, the new teen driving program “Alive at 25” was also surveyed and 20.3% of respondents indicated that they are aware of this new program.
- As in past years, most respondents learned about the programs offered by the Police Department through the Village’s *Trustee Topics* newsletter (40.7%) or through family and friends (17.8%). As in 2006 and 2007, Vacation House Watch at 3.5% is the program respondents are most interested in learning more about.
- Services provided by the Police Department were surveyed regardless of whether the respondent had been in contact with the Police in the last 3 years. Mean scores ranging between 1.90 and 2.02 on a four-point scale indicate that respondents are “very satisfied” with department performance, competence of employees, officer attitude and behavior, and safety and security.
- Most respondents indicated that police prevention information communicated by the Police Department is very or somewhat helpful (55.3%). Moreover, 25.5% of respondents indicated that they are receiving enough information about alcohol/drugs use trends and prevention information.
- Respondents are almost evenly split whether they would call a youth officer to their home to discuss risky behaviors with their teenager.

Fire Department

- In the last 3 years, only 26.6% of respondents have had contact with the Fire Department. Contact with a firefighter, paramedic/EMT, 911 dispatch, and fire personnel at the station ranged between 8.9 – 11.5%. Responses indicate that contact most frequently took place during an emergency situation (13.5%), a block party (12.9%), or a non-emergency situation (11.2%).



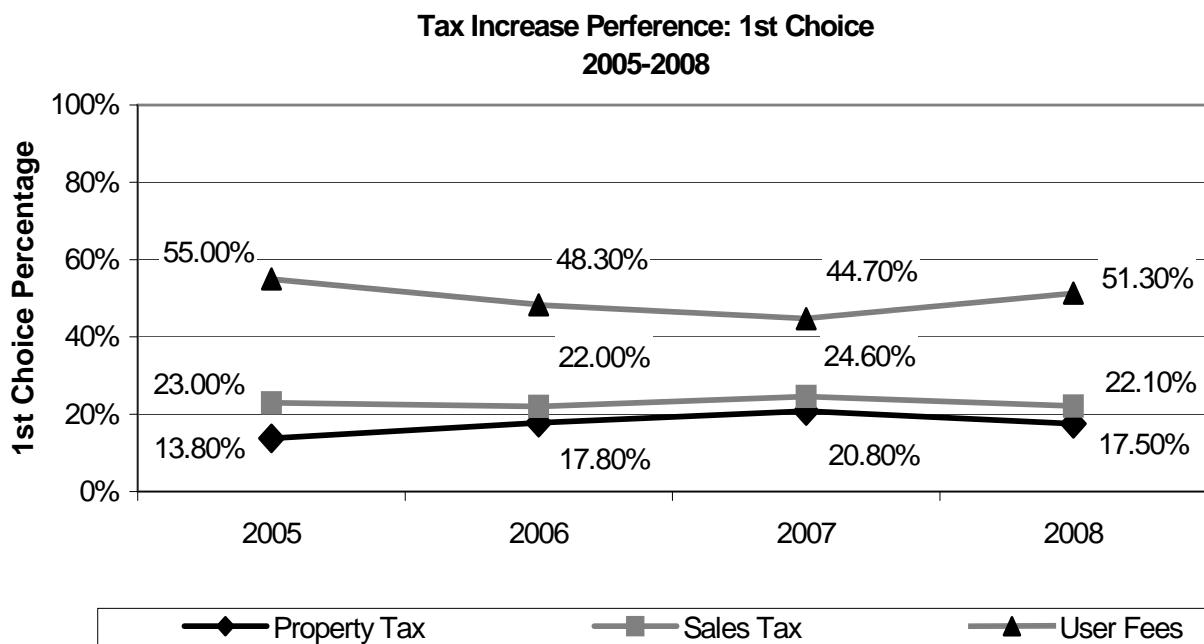
- Of all respondents who had contact with the Fire Department, more than 90% ranked the adequacy of service provided by dispatch, firefighters, paramedics/EMT, fire personnel at the fire station, and firefighter/EMT attitude and behavior as good or excellent.
- On a four-point scale, emergency and non-emergency response times were also categorized as “excellent.” As shown below, the percentage of respondents who classified emergency response times as excellent in 2008 is similar to 2005 although the percentage has varied greatly over the years. However, the percentage of respondents who classified non-emergency response times as excellent has increased 12.8% since 2005.



- A majority of respondents are aware of the Fire Department Open House (70.2%), Block Party Attendance (56.2%), Fire Prevention Week and Education at Schools (55.0%), and Fire Station Tours (50.7%). Awareness of Fire Station Tours, Fire Safety Trailer, and Home Fire Safety Inspections has increased 11.1%, 7.1%, and 6.6% respectively since 2005.
- Similar to police programs, most respondents learned about fire outreach and education programs through the Village newsletter *Trustee Topics* (36.4%) or a family member or friend (16.9%). As in 2006 and 2007, CPR Training at 2.9% is the program respondents are most interested in learning more about.
- Services provided by the Fire Department were surveyed regardless of whether a respondent had been in contact with the department in the last 3 years. For the second year in a row, mean scores ranging between 1.59 and 1.73 on a four-point scale indicate that respondents are “extremely satisfied” with Department Performance, Fire Protection Services, Fire Inspection of Commercial Buildings, Education on Fire Prevention, Blood Pressure Screenings and CPR Classes, and Firefighter/EMT Attitude and Behavior.

Finance Department

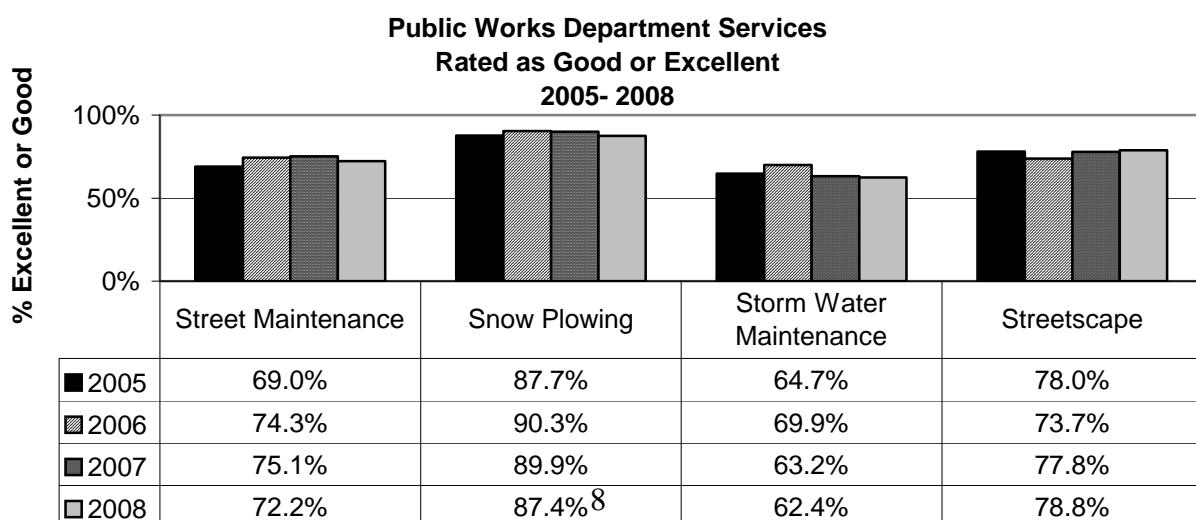
- For the fourth year in a row, the majority of respondents feel they receive a fair level of service for their property tax dollars (55.3%). If the Village were to require an increase in services, most would prefer to pay for these services through user fees as their first choice (51.3%), sales tax as their second choice (33.4%), and property tax as their last choice (39.0%). These results mimic those of the 2005, 2006, and 2007 surveys although the percentages have changed slightly. The graph on the following page illustrates the first choice preferences of respondents from 2005 to 2008.



- Similar to the 2005, 2006, and 2007 surveys, the majority of respondents conduct routine business with the Village through the mail (51.3%) but many conduct business in person (43.3%). Since 2005, there has been a 7.0% increase in the number of respondents who make payments using direct debit (24.6%).
- A majority of respondents would not be interested in making payments online for a small convenience fee (59.6%). Moreover, a majority of respondents would not be interested in making payments by credit card for a small convenience fee (64.2%).
- For the fourth year in a row, most respondents find the service at the Village Hall to be good or excellent (58.2%).

Public Works Department

- Services provided by the Public Works Department have been rated consistently since 2005. The graph below illustrates the percentage of respondents who rated street maintenance, snow plowing, storm water maintenance, and streetscape as good or excellent. As illustrated, a large majority of respondents are satisfied with snow plowing (87.4%), streetscape (78.8%), and street maintenance (72.2%).

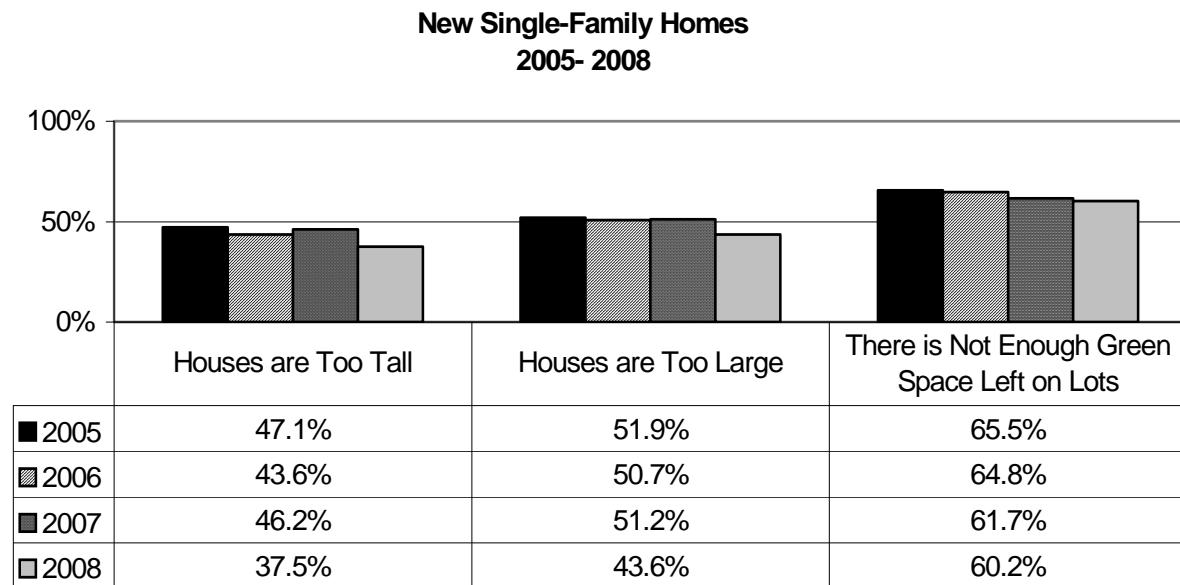


- Since 2005, the majority of respondents believe that street and road conditions are good or excellent (67.4%).
- In 2005, most respondents believed sidewalks in the Village were generally in good condition (80.6%). However, when given the scale of excellent, good, fair, or poor in 2006, 63.0% of respondents rated the sidewalks as being in good or excellent condition. Since 2006, this percentage has increased to 69.3%.
- Since 2005, the percentage of respondents who believe that the Village should contract for snow removal services in the central business district has decreased 5.3% to 46.1%. However, it is important to note that similar to the last four years, 28.4% of respondents have no opinion on this issue. Comments placed throughout the survey indicate that some respondents may not have knowledge about alternative methods of providing this service.
- Similar to 2005, 2006, and 2007, 87.1% of respondents are aware that Flagg Creek Water Reclamation District (formally Hinsdale Sanitary District) owns and operates the sanitary sewers. In 2008, 10.0% of respondents stated that they have had a sanitary sewer backup in the last two years. Of the 10.0% who have had a backup, most reported having one (4.9%) or two (1.4%).
- This year, 81.1% of respondents indicated that they are satisfied with the scope and level of beautification projects throughout the Village. Similar to 2006 and 2007, the majority (52.4%) of respondents would like to see additional beautification improvements in the Village. Of those respondents who wish to see additional beautification efforts taken by the Village, 39.5% would like to see enhancements at key entrances into the Village and at the commuter station and 32.7% would like to see beautification along the south side of the tracks.

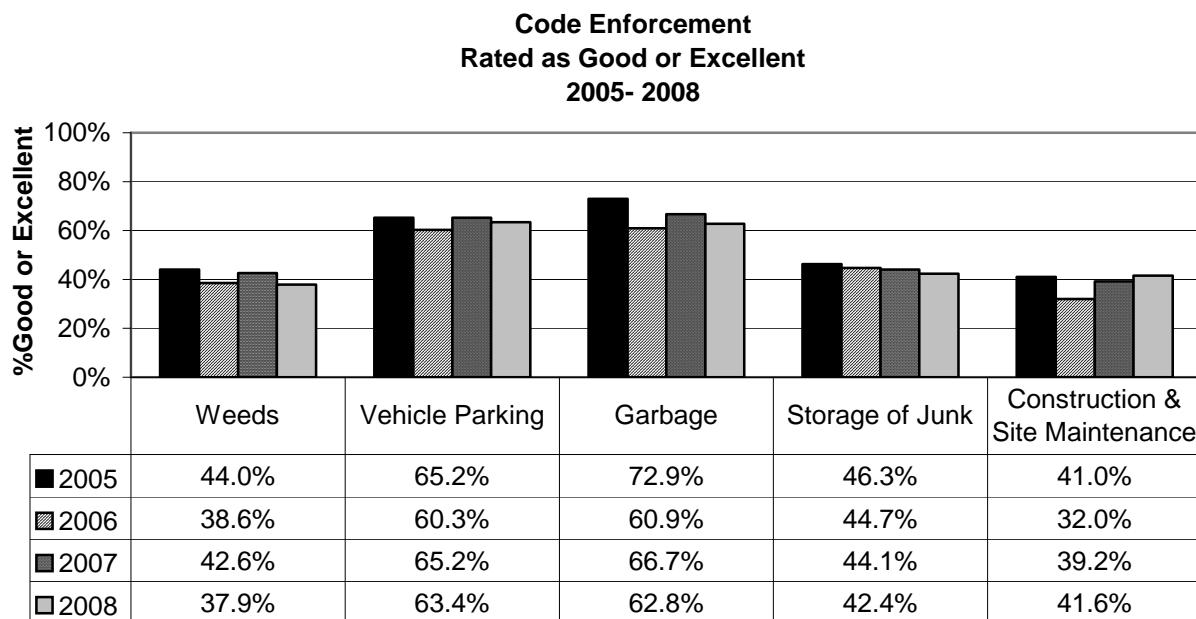
Building and Zoning/ Code Enforcement

- Since 2006, the percentage of respondents who indicated that the Village provides adequate information about when a building permit is required increased 7.0% to 36.7%. Many respondents (39.0%) do not know or have no opinion about when a building permit is required.
- As in 2005, 2006, and 2007, roughly 45% of respondents have applied for a building permit from the Village and most were for home improvement projects (24.9%). Of those respondents who have applied for a permit, 44.7% of respondents reported that they did not know whether they were given adequate instructions and information to successfully obtain the permit and complete the work. This high percentage is related to the fact that in many instances contractors apply for the necessary permits. Most respondents who were involved in the permit process indicated that they were given adequate instructions and information (50.0% vs. 5.3%).
- Only 4.0% or 14 respondents have applied for a case to be heard before the Zoning Board of Appeals. When asked whether those who have applied for a case were provided with adequate information about the zoning process, 12 respondents said that they were provided with adequate information and 40 said that they were not provided with adequate information. Since more than 14 respondents answered follow-up question #52, the results are inaccurate and must be dismissed. Nevertheless, most respondents (49.6%) indicated in a separate question that the Village sufficiently publicizes zoning cases.

- Since 2005, the percentage of respondents who agree that the new single-family homes being constructed are too tall, too large, and do not leave enough green space on lots has decreased by 9.6%, 8.3%, and 5.3%, respectively. This decline is most likely related to a decline in the construction of single-family homes over the last couple of years.



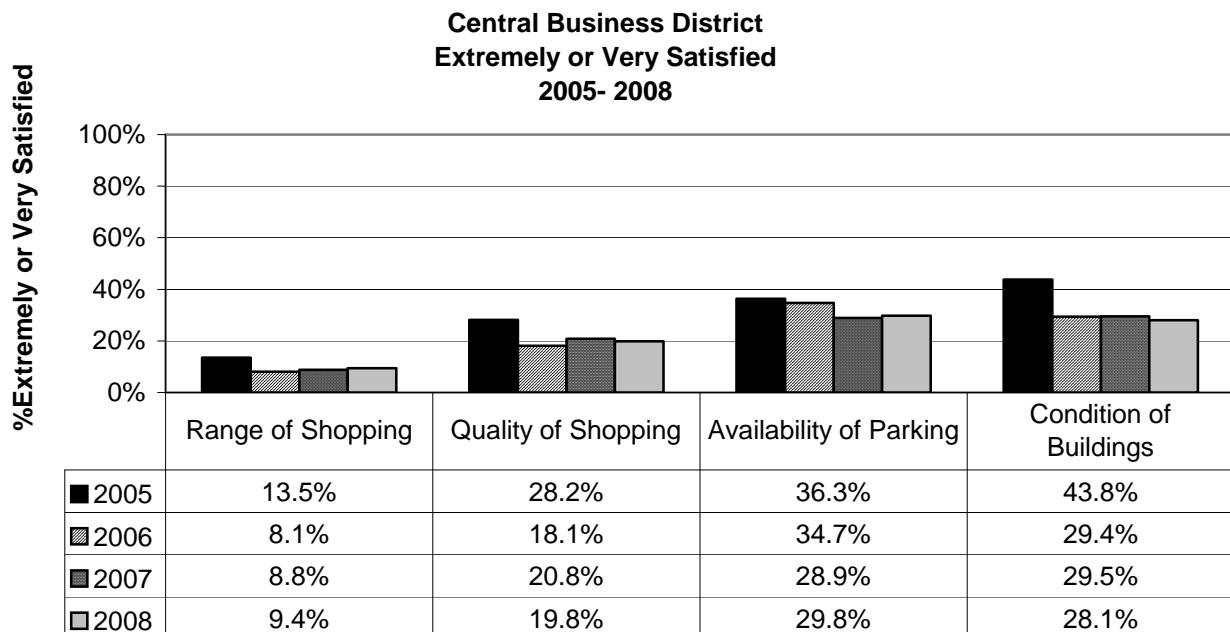
- Most respondents who wish to change building regulations recommend reducing or limiting size, footprint, or floor area ratio of new construction (8.3%). Other ideas mentioned were to increase setbacks (3.7%) and increase green space (3.4%).
- The figure below illustrates the percentage of respondents who indicated that code enforcement in the Village is good or excellent. As shown, satisfaction with code enforcement measures has remained consistent since 2005 in the areas of vehicle parking and construction site maintenance.
- Since 2005, satisfaction with the enforcement of weeds, garbage, and storage of junk has decreased 6.1%, 10.1%, and 3.9%, respectively. Compared with other Village services, satisfaction with most areas of code enforcement has been low since 2005.



Central Business District (Downtown Clarendon Hills)

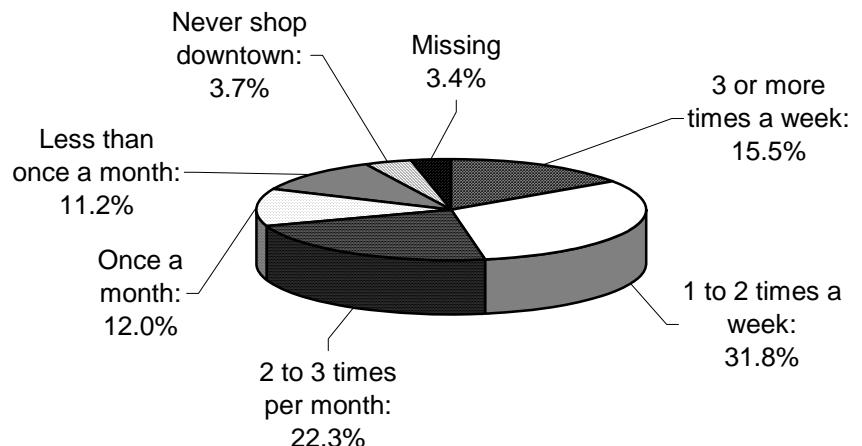
Central Business District

- Since 2005, respondents have indicated their satisfaction with various aspects of the central business district by responding that they are extremely satisfied, very satisfied, somewhat satisfied, or not satisfied. Since 2005, the percentage of respondents who indicated that they are extremely or very satisfied with the range of shopping choices, the quality of shopping, the availability of parking, and the condition of buildings in the central business district has decreased. The graph below illustrates these percentages.



- Growing discontent with the downtown has ultimately resulted in a low percentage of respondents who patron the downtown on a regular basis. Since 2005, approximately 50% of respondents indicated that they shop in downtown Clarendon Hills less than 2-3 times a month. Downtown redevelopment efforts have been implemented to improve the shopping, condition of buildings, and availability of parking in the downtown so that more residents will patronize the central business district in the future. The pie graph illustrates the percentage of respondents who shop in downtown Clarendon Hills.

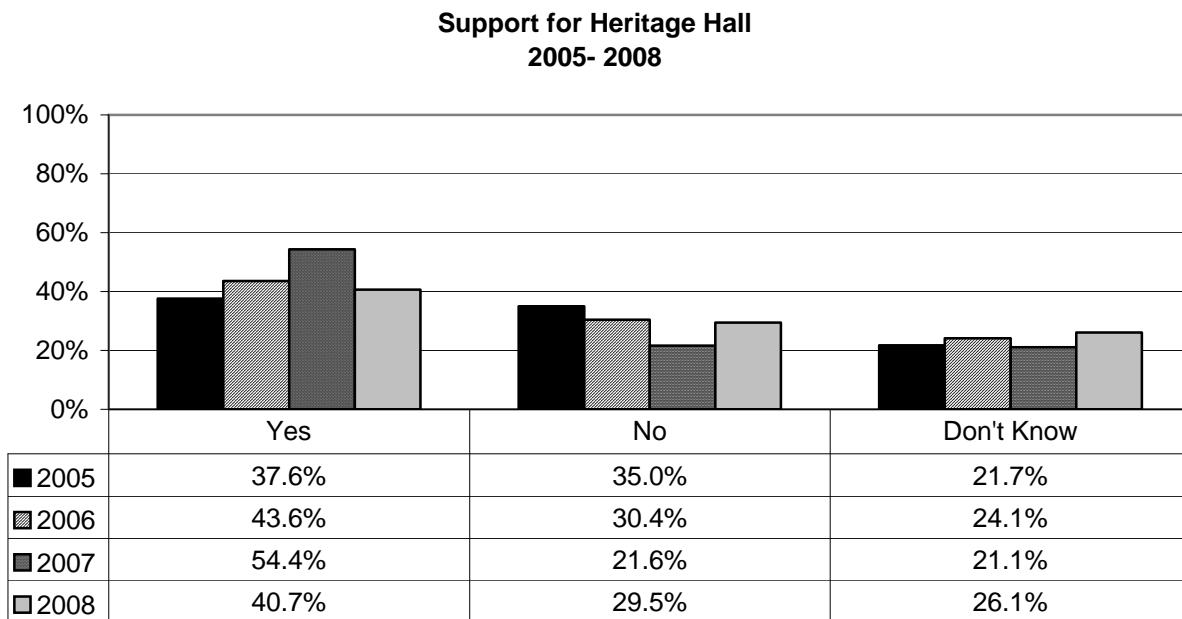
**Frequency of Shopping Downtown Clarendon Hills
2008 Results**



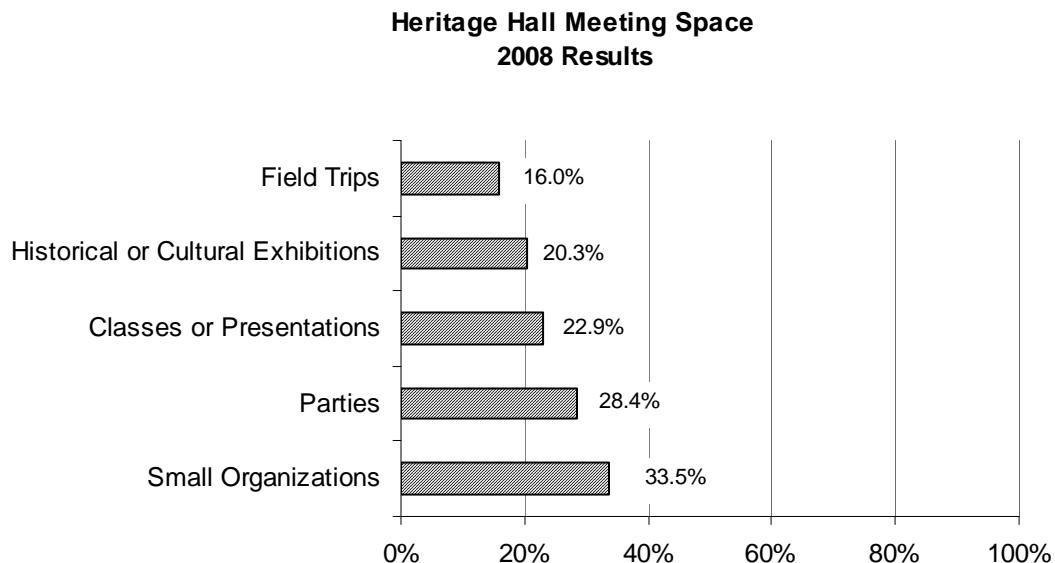
Other Village Services

Heritage Hall

- Since 2005, the percentage of respondents that support the creation of Heritage Hall has increased slightly. Moreover, similar to 2005, 2006, and 2007, a large percentage of respondents (26.1%) indicated that they do not know if they support the project. The graph below indicates the support for Heritage Hall.

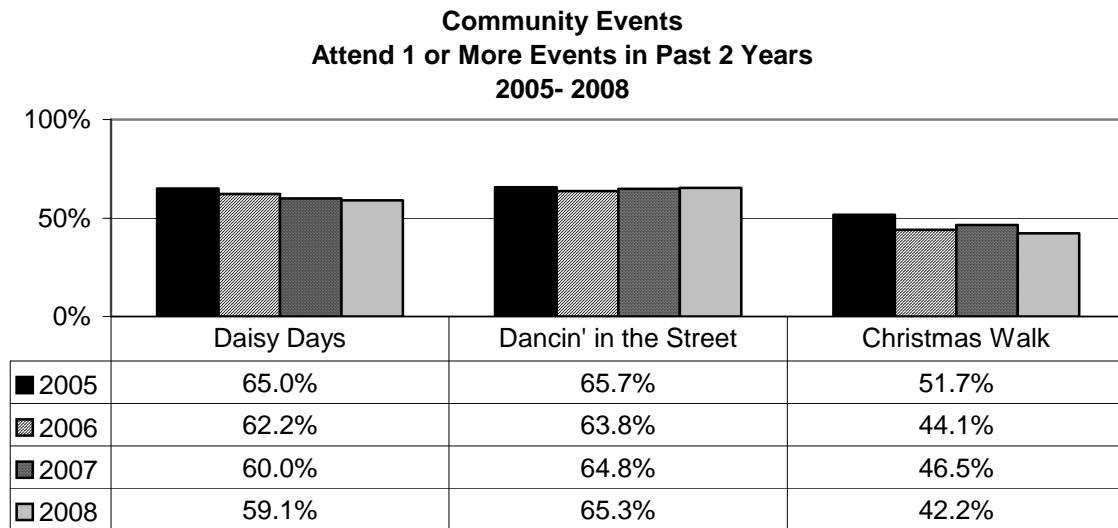


- This year, the survey inquired whether respondents would consider using Heritage Hall as a meeting space for various purposes. As illustrated below, respondents are most interested in using Heritage Hall for small organizations (33.5%) and parties (28.4%).



Village Events

- As in past years, 65.3% of respondents have attended Dancin' in the Street and 59.1% have attended Daisy Days one or more times in the past two years. Attendance at the Christmas Walk has dropped by 9.5% since 2005 and only 42.2% have attended the Christmas Walk at least one time in the last 2 years.



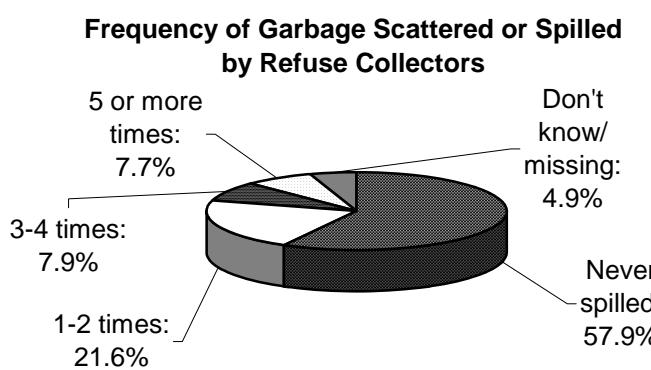
- When asked what other events, festivals, or activities respondents would attend if they were held in Clarendon Hills, most respondents indicated they would attend an art or craft fair (6.3%), a food/wine festival (4.9%), or more or different concerts (3.7%).

Communication

- As indicated on the 2006 and 2007 survey, most respondents read the *Trustee Topics* newsletter every month for Village information (85.1%) and only 1.7% of respondents have never read the newsletter. Moreover, 86.8% of respondents rated the overall quality of the newsletter as good or excellent. A small percentage (12.0%) of respondents would like to receive an emailed version of the *Trustee Topics* newsletter every month.
- Far less respondents visit the Village website or watch the Village's cable television station for Village information. Many respondents never visit the website (43.6%) or do not have access to the Internet at their home (7.2%). Most respondents who have visited the website (25.2%) rated the overall quality of the website as good. Similar to the Village website, 50.7% of respondents never watch the Village's cable television station and 5.7% do not have cable television at home.

Refuse Service

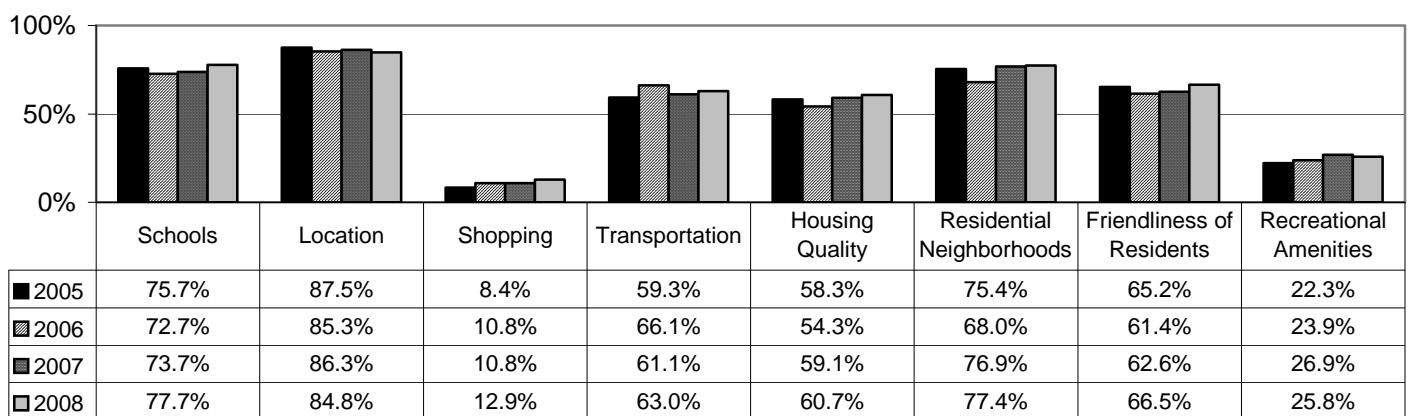
- Most respondents (73.4%) indicated that the refuse collectors have never missed picking up their garbage on a scheduled pick-up day. However, 16.7% indicated that the garbage collectors have missed their refuse 1 or more times.
- The majority of respondents (54.4%) indicated that the refuse collectors had never spilled or scattered their garbage or recycling. However, 34.9% of respondents indicated that the refuse collectors have spilled or scattered their garbage or recycling 1 or more times.



Quality of Life

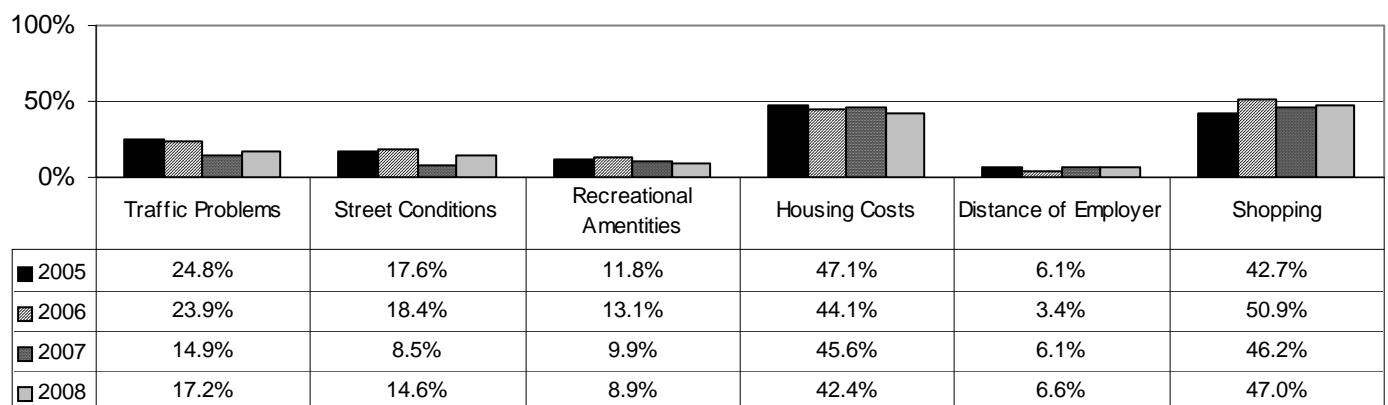
- Approximately 95% of respondents rated the overall quality of life in Clarendon Hills as good or better! Furthermore, a mean score based on a five-point scale, characterized the quality of life today as compared to 10 years ago as about the same. Respondents had a variety of ideas for improving the quality of life in Clarendon Hills. For the fourth year in a row, obtaining more and better businesses was cited most frequently (12.3%).
- When respondents were asked open-endedly what 3 things they like best about Clarendon Hills, the top response for the fourth year in a row was convenient location (32.7%). The small size and feeling of the Village (29.8%) and people and residents (28.4%) were listed as the second and third best-liked quality. The results of a follow-up, closed-ended question asking for the major advantages of living in Clarendon Hills are illustrated below.

**Major Advantages of Clarendon Hills
2005- 2008**



- When respondents were asked open-endedly what 3 things they like least about Clarendon Hills, the top 3 responses were the lack of shopping and restaurants (22.9%), high and increasing taxes and fees (18.1%), and teardowns and the construction associated with them (13.2%). The results of a follow-up, closed-ended question asking for the major disadvantages of living in Clarendon Hills are illustrated below.

**Major Disadvantages of Clarendon Hills
2005- 2008**



Demographics

In order to determine whether respondents of the community needs survey accurately represent the citizens of Clarendon Hills, the demographic information of respondents was compared to demographic information compiled by the 2000 U.S. Census Bureau.

- 62.4% of respondents of the 2008 survey were between the ages of 20 and 59 and 33.8% of respondents were 60 years of age and older. According to the U.S. Census Bureau, the percentage of Clarendon Hills residents between the age 20 and 59 is 77.3% and the percentage of residents 60 years and over is 22.7%. Therefore, as in previous years, people 60 and older are slightly overrepresented in this survey (or responded in greater numbers).
- Taking the category “four or more persons per household” to equate to four, the average number of persons per household that responded to the 2008 survey was 2.58. This is comparable to the U.S. Census Bureau’s 2000 figure of 2.65.
- Results indicate that respondents as well as their spouses work throughout the Chicago Metropolitan Area. For the fourth year in a row, Chicago was most frequently cited as a place of work for respondents (15.2%) and spouses (13.8%).
- 77.1% of respondents reside in a single-family home and all but .9% own the home. In addition, 19.2% of respondents live in a multi-family home and only 3.5% are rental properties. Since 69.2% of surveys were distributed to single-family homes and 30.8% were distributed to multi-family households, residents of single-family homes were more likely to return the survey and are, therefore, slightly overrepresented in the results. Vacancies in multi-family households can help to explain some of the underrepresentation of multi-family households.
- For the fourth year in a row, the median income bracket of respondents was \$100,000 - \$150,000. This is slightly higher than the median income of \$84,795 reported by the 2000 U.S. Census. Thus, households with larger combined incomes may have been more likely to respond to the survey. However, this finding may be connected to the vacancies of multi-family households and the significant rise in incomes since the 2000 U.S. Census. For instance, the medium income of Clarendon Hills’ households in 2005 was estimated at \$95,717.
- As in 2005, 2006, and 2007, most respondents have resided in Clarendon Hills for 6 or more years (78.2%) and of these respondents, 46.4% of respondents have lived here 16 years or more.

Clarendon Hills 2008 Community Needs Survey

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

POLICE DEPARTMENT

1. Do you feel safe and secure in your neighborhood?

Yes 96.6% No 2.6%

2. Taking into consideration the last three years, what is your perception of the level of crime in Clarendon Hills?
Has it increased, decreased, or remained the same?

Increased 20.1%
Decreased 4.6%
Remained the same 70.2%

3. Please respond whether you agree or disagree with the following statements. (Check one for each item.)

	Strongly <u>Agree</u>	Agree	No <u>Opinion</u>	Disagree	Strongly <u>Disagree</u>
The police patrols in my neighborhood are satisfactory.	17.2%	51.3%	10.3%	16.3%	2.0%

	18.6%	54.2%	8.3%	12.6%	3.7%
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	14.3%	43.8%	30.1%	6.9%	1.7%
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	23.5%	43.6%	26.1%	3.7%	.6%
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	26.6%	50.1%	13.8%	6.3%	.9%
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	25.8%	51.3%	14.3%	4.9%	.9%
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4. Have you had contact with the Police Department in the past three years? (If no, skip to question #8.)

Yes 55.9% No 37.0%

5. If yes, with whom have you had contact with?

Dispatch	26.4%
Records Staff	8.3%
Community Service Officer	8.0%
Police Officer	43.0%
Sergeant/Deputy Chief/Chief	9.2%
Investigator	4.3%

6. What contact have you had with the Police Department over the past three years? (Check all that apply.)

Emergency Situation	9.5%
Non-emergency Situation	41.5%
Visited Police Department	25.2%
Requested Services	8.9%
Traffic Violation	10.0%
Police Department Programs	2.6%
Other	8.9%

7.* Please mark a response to each of the following aspects regarding your contact with the Police Department over the last three years. (If you have not had contact with the Police in a particular area, please leave blank.)

Adequacy of Service:	Excellent	Good	Fair	Poor
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Provided by Dispatch	50.0%	40.8%	6.7%	2.5%
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Provided by Records Staff	53.7%	40.7%	3.7%	1.9%
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Provided by Community Service Officer	50.0%	30.0%	17.5%	2.5%
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Provided by Police Officer	46.9%	40.7%	9.7%	2.8%
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Provided by Sergeant/Deputy Chief/ Chief	52.3%	36.4%	2.3%	9.1%
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Provided by Prosecutor	11.1%	44.4%	22.2%	22.2%
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Provided by Investigator	42.9%	33.3%	9.5%	14.3%
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Officer Attitude and Behavior	52.9%	30.0%	11.4%	5.7%
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Response Time:	Excellent	Good	Fair	Poor
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Emergency	56.0%	36.0%	6.0%	2.0%
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Non-emergency	51.4%	38.9%	6.3%	3.5%
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<p>8. In your opinion, the level of speed enforcement by the Police Department is:</p> <p>Excessive 7.4% Adequate 73.9% Insufficient 13.2%</p>	<p>14. If you are a parent, are you receiving enough information about alcohol/drug use trends and prevention strategies?</p> <p>Yes 25.5% No 17.2% Not applicable 47.0%</p>																														
<p>9. In your opinion, the level of parking enforcement by the Police Department is:</p> <p>Excessive 16.9% Adequate 72.5% Insufficient 4.9%</p>	<p>15. If you are a parent, would you call a youth officer to your home to help you start a dialogue with your teen on drug use, risky behavior, or unsafe driving?</p> <p>Yes 18.9% No 20.3% Not applicable 49.9%</p>																														
<p>10. Please mark the Police programs with which you are aware.</p> <table> <tbody> <tr><td>Citizen's Police Academy</td><td>22.9%</td></tr> <tr><td>Operation Life Saver</td><td>11.2%</td></tr> <tr><td>DARE School Program</td><td>78.2%</td></tr> <tr><td>Neighborhood Crime Watch</td><td>45.8%</td></tr> <tr><td>Vacation House Watch</td><td>39.8%</td></tr> <tr><td>Home Security Checks</td><td>14.3%</td></tr> <tr><td>Crime Watch Alert</td><td>6.3%</td></tr> <tr><td>Senior Reassurance Program</td><td>8.6%</td></tr> <tr><td>SMART – Radar Trailer</td><td>25.2%</td></tr> <tr><td>Alive at 25 Teen Driving Program</td><td>20.3%</td></tr> </tbody> </table>	Citizen's Police Academy	22.9%	Operation Life Saver	11.2%	DARE School Program	78.2%	Neighborhood Crime Watch	45.8%	Vacation House Watch	39.8%	Home Security Checks	14.3%	Crime Watch Alert	6.3%	Senior Reassurance Program	8.6%	SMART – Radar Trailer	25.2%	Alive at 25 Teen Driving Program	20.3%	<p>16. Overall, with respect to the services provided by the Police Department, I am:</p>										
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<p>Address _____</p>	<p>18. Please indicate below any Police related subject that requires further discussion or should be included on future surveys.</p>																														
<p>13. The Police Department regularly communicates prevention information on domestic violence, identity theft, child abuse, internet crime, etc. in the Village newsletter and on the Village website. How helpful has this information been?</p> <table> <tbody> <tr><td>Very Helpful</td><td>23.5%</td><td>Not Helpful</td><td>2.6%</td></tr> <tr><td>Somewhat Helpful</td><td>31.8%</td><td>No Opinion</td><td>35.2%</td></tr> </tbody> </table>	Very Helpful	23.5%	Not Helpful	2.6%	Somewhat Helpful	31.8%	No Opinion	35.2%	<p>See Attachment</p>																						
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FIRE DEPARTMENT

<p>19. Have you had contact with the Fire Department in the past three years? (If no, skip to question #23.)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Yes</td> <td style="width: 15%;">26.6%</td> <td style="width: 15%;">No</td> <td style="width: 15%;">69.6%</td> </tr> </table>		Yes	26.6%	No	69.6%	<p>23. Please mark the Fire programs with which you are aware.</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Fire Department Open House</td> <td style="width: 30%;">70.2%</td> </tr> <tr> <td>Fire Prevention Week/ Education at Schools</td> <td>55.0%</td> </tr> <tr> <td>Fire Station Tours</td> <td>50.7%</td> </tr> <tr> <td>Home Fire Safety Inspections</td> <td>14.0%</td> </tr> <tr> <td>Block Party Attendance</td> <td>56.2%</td> </tr> <tr> <td>Blood Pressure Screening</td> <td>15.2%</td> </tr> <tr> <td>CPR Training</td> <td>20.1%</td> </tr> <tr> <td>Fire Safety Trailer at Functions & Schools</td> <td>30.7%</td> </tr> </table>		Fire Department Open House	70.2%	Fire Prevention Week/ Education at Schools	55.0%	Fire Station Tours	50.7%	Home Fire Safety Inspections	14.0%	Block Party Attendance	56.2%	Blood Pressure Screening	15.2%	CPR Training	20.1%	Fire Safety Trailer at Functions & Schools	30.7%																																		
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<p>20. If yes, with whom have you had contact with?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">9-1-1 Dispatch</td> <td style="width: 15%;">8.9%</td> <td style="width: 25%;">Paramedic/ EMT</td> <td style="width: 15%;">11.2%</td> </tr> <tr> <td>Firefighter</td> <td>11.5%</td> <td>Fire Personnel at Station</td> <td>10.6%</td> </tr> </table>		9-1-1 Dispatch	8.9%	Paramedic/ EMT	11.2%	Firefighter	11.5%	Fire Personnel at Station	10.6%	<p>24. How did you learn about the education and outreach programs sponsored by the Fire Department?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">At Fire Dept.</td> <td style="width: 20%;">13.5%</td> <td style="width: 20%;">Village Channel 6</td> <td style="width: 20%;">.3%</td> </tr> <tr> <td>Village Website</td> <td>2.0%</td> <td>Other</td> <td>16.6%</td> </tr> <tr> <td>Family or Friend</td> <td>16.9%</td> <td>- School</td> <td>9.5%</td> </tr> <tr> <td>Trustee Topics</td> <td>36.4%</td> <td>- Newspaper</td> <td>2.9%</td> </tr> </table>		At Fire Dept.	13.5%	Village Channel 6	.3%	Village Website	2.0%	Other	16.6%	Family or Friend	16.9%	- School	9.5%	Trustee Topics	36.4%	- Newspaper	2.9%																														
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<p>21. What contact have you had with the Fire Department over the past three years? (Check all that apply.)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Emergency Situation – Ambulance/Fire etc.</td> <td style="width: 30%;">13.5%</td> </tr> <tr> <td>Non-emergency Situation</td> <td>11.2%</td> </tr> <tr> <td>Visited Fire Department</td> <td>8.9%</td> </tr> <tr> <td>Requested Services</td> <td>3.7%</td> </tr> <tr> <td>Inspection Services</td> <td>2.0%</td> </tr> <tr> <td>Fire Department Programs</td> <td>3.2%</td> </tr> <tr> <td>Block Party</td> <td>12.9%</td> </tr> <tr> <td>Other</td> <td>2.6%</td> </tr> </table>		Emergency Situation – Ambulance/Fire etc.	13.5%	Non-emergency Situation	11.2%	Visited Fire Department	8.9%	Requested Services	3.7%	Inspection Services	2.0%	Fire Department Programs	3.2%	Block Party	12.9%	Other	2.6%																																								
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<p>27. The Fire Department relies heavily upon local paid-on-call (“volunteer”) firefighter/paramedics. Over the years, the number of daytime volunteers has significantly decreased. A recent Fire Service Study conducted by The PAR Group recommends that the Village hire an additional 2-3 part-time firefighter/paramedics per shift to maintain minimum fire service levels and appropriate response times. Would you support a tax increase for additional part-time firefighter/paramedic personnel?</p> <p>Yes 40.4% No 17.5% Don't Know/No Opinion 29.2%</p>	<p>28. If you are interested in becoming a paid-on-call (volunteer) firefighter/paramedic, please include your name and telephone number below or contact Chief Brian Leahy at 286-5430.</p> <p>Name _____</p> <p>Phone # _____</p>
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FINANCE DEPARTMENT

Approximately twelve cents (\$.12) of every property tax dollar you pay goes to the Village. The Village's portion of property tax pays for the following services: Police, Fire, Public Works (street maintenance, snow removal, etc.), Building, Zoning, Planning, and Finance. The remaining \$.88 of your property tax dollar goes to the Township, County, Grade and High School Districts, College of DuPage, Library, and Park District.

<p>29. Do you feel you receive a fair level of service for the property tax dollars you pay to the Village of Clarendon Hills?</p> <p>Yes 55.3% No 18.3% Don't Know/No Opinion 19.5%</p>	<p>32. Many municipalities offer the payment of utility bills by credit/debit card for a small convenience fee. If the Village were to offer payment by credit/debit card, would you use this service?</p> <p>Yes 16.0% No 64.2% Don't Know/No Opinion 12.0%</p>																												
<p>30. How do you conduct routine business with the Village? Check all that apply. (example: payment of water bills)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Mail</td> <td style="width: 15%;">51.3%</td> <td style="width: 15%;">Drop Box</td> <td style="width: 15%;">21.2%</td> </tr> <tr> <td>Direct Debit</td> <td>24.6%</td> <td>Other</td> <td>2.6%</td> </tr> <tr> <td>In Person</td> <td>43.3%</td> <td>Online Banking</td> <td>2.0%</td> </tr> </table>	Mail	51.3%	Drop Box	21.2%	Direct Debit	24.6%	Other	2.6%	In Person	43.3%	Online Banking	2.0%	<p>33. If the Village were to require an increase in revenue to sustain Village services (e.g. fire services), how would you prefer to pay? (Please rank your order of preference with “1” being your first choice.)</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;"></th> <th style="width: 25%; text-align: center;"><u>1st Choice</u></th> <th style="width: 25%; text-align: center;"><u>2nd Choice</u></th> <th style="width: 25%; text-align: center;"><u>3rd Choice</u></th> </tr> </thead> <tbody> <tr> <td>Property Tax</td> <td style="text-align: center;">17.5%</td> <td style="text-align: center;">10.9%</td> <td style="text-align: center;">39.0%</td> </tr> <tr> <td>User Fees</td> <td style="text-align: center;">51.3%</td> <td style="text-align: center;">15.2%</td> <td style="text-align: center;">7.2%</td> </tr> <tr> <td>Sales Tax</td> <td style="text-align: center;">22.1%</td> <td style="text-align: center;">33.4%</td> <td style="text-align: center;">13.5%</td> </tr> </tbody> </table>		<u>1st Choice</u>	<u>2nd Choice</u>	<u>3rd Choice</u>	Property Tax	17.5%	10.9%	39.0%	User Fees	51.3%	15.2%	7.2%	Sales Tax	22.1%	33.4%	13.5%
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<p>31. Many municipalities offer online payments of utility bills for a small convenience fee. If the Village were to offer online payments for water services in the future, would you use this service?</p> <p>Yes 20.1% No 59.6% Don't Know/No Opinion 13.8%</p>	<p>34. How would you rate the front desk service at the Village Hall?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 75%;">Excellent</td> <td style="width: 25%;">25.5%</td> </tr> <tr> <td>Good</td> <td>32.7%</td> </tr> <tr> <td>Fair</td> <td>9.5%</td> </tr> <tr> <td>Poor</td> <td>.9%</td> </tr> <tr> <td>Don't Know/No Opinion</td> <td>26.6%</td> </tr> </table>	Excellent	25.5%	Good	32.7%	Fair	9.5%	Poor	.9%	Don't Know/No Opinion	26.6%																		
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PUBLIC WORKS

<p>35. How would you rate the quality of the following services provided by Public Works?</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;"></th><th style="width: 25%; text-align: center;"><u>Excellent</u></th><th style="width: 25%; text-align: center;"><u>Good</u></th><th style="width: 25%; text-align: center;"><u>Fair</u></th></tr> </thead> <tbody> <tr> <td>Street Maintenance</td><td style="text-align: center;">20.6%</td><td style="text-align: center;">51.6%</td><td style="text-align: center;">15.2%</td></tr> <tr> <td>Snow Plowing</td><td style="text-align: center;">44.7%</td><td style="text-align: center;">42.7%</td><td style="text-align: center;">7.4%</td></tr> <tr> <td>Storm Water Maintenance</td><td style="text-align: center;">16.3%</td><td style="text-align: center;">46.1%</td><td style="text-align: center;">17.2%</td></tr> <tr> <td>Streetscape (flowers, banners, entry signage, parkway trees)</td><td style="text-align: center;">28.1%</td><td style="text-align: center;">50.7%</td><td style="text-align: center;">11.5%</td></tr> <tr> <td></td><td></td><td></td><td style="text-align: center;">3.7%</td></tr> </tbody> </table>		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	Street Maintenance	20.6%	51.6%	15.2%	Snow Plowing	44.7%	42.7%	7.4%	Storm Water Maintenance	16.3%	46.1%	17.2%	Streetscape (flowers, banners, entry signage, parkway trees)	28.1%	50.7%	11.5%				3.7%	<p>36. How would you rate the condition of street and road surfaces in the Village?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 75%;">Excellent</td><td style="width: 25%;">9.2%</td></tr> <tr> <td>Good</td><td>58.2%</td></tr> <tr> <td>Fair</td><td>22.1%</td></tr> <tr> <td>Poor</td><td>6.3%</td></tr> <tr> <td>Don't Know/No Opinion</td><td>4.3%</td></tr> </table>	Excellent	9.2%	Good	58.2%	Fair	22.1%	Poor	6.3%	Don't Know/No Opinion	4.3%
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<p>37. Do you know that the Flagg Creek Water Reclamation District (formally Hinsdale Sanitary District) owns and operates the sanitary sewers?</p> <p>Yes 81.7% No 15.8%</p>	<p>44. Would you like to see additional beautification improvements?</p> <table> <tr> <td>Yes</td><td>52.4%</td><td>No</td><td>37.5%</td></tr> </table> <p>If yes, where of the following areas would you like to see additional beautification?</p>	Yes	52.4%	No	37.5%																					
Yes	52.4%	No	37.5%																							
<p>38. Have you had sanitary sewer backups in the last two years?</p> <p>Yes 10.0% No 82.8% Don't Know 2.9%</p> <p>If yes, number of backups during the last two years:</p> <table> <tr> <td><u>1</u></td> <td><u>2</u></td> <td><u>3</u></td> <td><u>4</u></td> <td><u>5</u></td> </tr> <tr> <td>4.9%</td> <td>1.4%</td> <td>1.1%</td> <td>.3%</td> <td>.3%</td> </tr> </table>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	4.9%	1.4%	1.1%	.3%	.3%	<table> <thead> <tr> <th></th> <th><u>Yes</u></th> <th><u>No</u></th> </tr> </thead> <tbody> <tr> <td>Burlington Commuter Station</td> <td>39.5%</td> <td>9.2%</td> </tr> <tr> <td>East of Commuter Station along the south side of the tracks</td> <td>32.7%</td> <td>13.2%</td> </tr> <tr> <td>Enhancements at key entrances to the Village (55th St., Ogden, Chicago)</td> <td>39.5%</td> <td>14.0%</td> </tr> <tr> <td>Other</td> <td>8.6%</td> <td>-</td> </tr> </tbody> </table>		<u>Yes</u>	<u>No</u>	Burlington Commuter Station	39.5%	9.2%	East of Commuter Station along the south side of the tracks	32.7%	13.2%	Enhancements at key entrances to the Village (55 th St., Ogden, Chicago)	39.5%	14.0%	Other	8.6%	-
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<p>39. How many times during the past year have you been without drinking water for more than two hours?</p> <table> <tr> <td>None</td> <td>72.5%</td> <td>Three or More</td> <td>.6%</td> </tr> <tr> <td>Once</td> <td>9.5%</td> <td>Don't Know</td> <td>9.7%</td> </tr> <tr> <td>Twice</td> <td>4.0%</td> <td></td> <td></td> </tr> </table>	None	72.5%	Three or More	.6%	Once	9.5%	Don't Know	9.7%	Twice	4.0%			<p>45. In the past, the Village has been approached by several residents interested in replacing the current gravel shoulder and culvert system with a curb, gutter, and stormsewer system. Estimates indicate that the cost of installing curb, gutter, and stormwater throughout the Village would be approximately \$50 million in today's dollars.</p>													
None	72.5%	Three or More	.6%																							
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<p>40. The Village currently provides parkway tree trimming on a six-year rotational basis. Do you consider this amount:</p> <p>Excessive 1.1% Adequate 69.6% Insufficient 24.4%</p>	<p>Alternatively, the picture on the right illustrates a concrete shoulder that could replace the gravel shoulder but would maintain the current culvert drainage system. This shoulder would not incur the high cost of constructing a new stormwater system.</p>																									
<p>41. How would you rate the condition of sidewalks in the Village?</p> <table> <tr> <td>Excellent</td> <td>12.6%</td> </tr> <tr> <td>Good</td> <td>56.7%</td> </tr> <tr> <td>Fair</td> <td>22.9%</td> </tr> <tr> <td>Poor</td> <td>4.0%</td> </tr> <tr> <td>Don't Know/No Opinion</td> <td>1.1%</td> </tr> </table>	Excellent	12.6%	Good	56.7%	Fair	22.9%	Poor	4.0%	Don't Know/No Opinion	1.1%	<p>Which of the following options should the Village consider to address the current gravel shoulder and culvert system?</p> 															
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<p>42. Since the Village has limited staff, it currently contracts out snow removal services for sidewalks in the central business district at a cost of approximately \$30,000 per year. Should the Village continue this service?</p> <p>Yes 46.1% No 22.1% Don't Know/No Opinion 28.4%</p>	<table> <tr> <td>Install a Curb, Gutter, and Stormwater System (\$50 Million)</td> <td>12.9%</td> </tr> <tr> <td>Install a Concrete Shoulder and Maintain the Current Culvert System (\$17 Million)</td> <td>30.7%</td> </tr> <tr> <td>Neither. Maintain the Current Gravel Shoulder and Culvert System (\$7 Million)</td> <td>49.0%</td> </tr> </table>	Install a Curb, Gutter, and Stormwater System (\$50 Million)	12.9%	Install a Concrete Shoulder and Maintain the Current Culvert System (\$17 Million)	30.7%	Neither. Maintain the Current Gravel Shoulder and Culvert System (\$7 Million)	49.0%																			
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<p>43. Over the past five years, the Village has undertaken beautification projects throughout the community including triangles, entryways, and projects in the downtown area. Are you satisfied with the scope and level of these projects?</p> <p>Yes 81.1% No 6.9% Don't Know/No Opinion 8.3%</p>																										

BUILDING & ZONING/ CODE ENFORCEMENT

<p>46. The Village requires building permits for most types of home improvement projects. In your opinion, is adequate information about when a building permit is required available to residents?</p> <p>Yes 36.7% No 20.3% Don't Know/No Opinion 39.0%</p>	<p>51. Have you applied for a case to be heard before the zoning board of appeals?</p> <p>Yes 4.0% No 88.3%</p>																																																				
<p>47. Have you applied for a permit to construct any of the following? (Check all that apply)</p> <table> <tr> <td>Home Improvement</td> <td>24.9%</td> </tr> <tr> <td>Driveway</td> <td>11.7%</td> </tr> <tr> <td>New Residence</td> <td>6.9%</td> </tr> <tr> <td>Other</td> <td>1.5%</td> </tr> </table>	Home Improvement	24.9%	Driveway	11.7%	New Residence	6.9%	Other	1.5%	<p>52.* If you have applied for a case to be heard before the zoning board of appeals, were adequate information and instructions provided to fulfill the necessary requirements of the application process?</p> <p>Yes 7.9% No 26.3% Don't Know/No Opinion 65.8%</p>																																												
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<p>48.* If you did apply for a permit, were adequate instructions and information given to you to successfully obtain the permit and complete the work?</p> <p>Yes 50.0% No 5.3% Don't Know/No Opinion 44.7%</p>	<p>53. The Village publicizes zoning cases through the Village newsletter, mailings to surrounding residences, and posted notices at the Village Hall. Does this process provide sufficient notice on zoning cases?</p> <p>Yes 49.6% No 6.9% Don't Know/No Opinion 28.9%</p>																																																				
<p>49. How do you feel about the new single-family homes built under the current zoning provisions?</p> <table> <thead> <tr> <th></th> <th>Agree</th> <th>Disagree</th> <th>Don't Know</th> </tr> </thead> <tbody> <tr> <td>The houses are too tall</td> <td>37.5%</td> <td>30.4%</td> <td>16.3%</td> </tr> <tr> <td>The houses are too large (floor area)</td> <td>43.6%</td> <td>26.6%</td> <td>16.6%</td> </tr> <tr> <td>There is not enough green space left on lots</td> <td>60.2%</td> <td>17.8%</td> <td>13.2%</td> </tr> </tbody> </table>		Agree	Disagree	Don't Know	The houses are too tall	37.5%	30.4%	16.3%	The houses are too large (floor area)	43.6%	26.6%	16.6%	There is not enough green space left on lots	60.2%	17.8%	13.2%	<p>54. How well do you believe the following regulatory ordinances are enforced?</p> <table> <thead> <tr> <th></th> <th>Excellent</th> <th>Good</th> <th>Fair</th> <th>Poor</th> <th>Don't Know</th> </tr> </thead> <tbody> <tr> <td>Weeds</td> <td>4.9%</td> <td>33.0%</td> <td>18.1%</td> <td>14.0%</td> <td>20.6%</td> </tr> <tr> <td>Vehicle Parking</td> <td>15.5%</td> <td>47.9%</td> <td>14.0%</td> <td>8.9%</td> <td>5.7%</td> </tr> <tr> <td>Garbage</td> <td>17.8%</td> <td>45.0%</td> <td>10.9%</td> <td>6.6%</td> <td>10.9%</td> </tr> <tr> <td>Storage of Junk</td> <td>8.0%</td> <td>34.4%</td> <td>14.3%</td> <td>7.4%</td> <td>26.4%</td> </tr> <tr> <td>Construction and Site Maintenance</td> <td>6.9%</td> <td>34.7%</td> <td>22.1%</td> <td>13.2%</td> <td>14.3%</td> </tr> </tbody> </table>		Excellent	Good	Fair	Poor	Don't Know	Weeds	4.9%	33.0%	18.1%	14.0%	20.6%	Vehicle Parking	15.5%	47.9%	14.0%	8.9%	5.7%	Garbage	17.8%	45.0%	10.9%	6.6%	10.9%	Storage of Junk	8.0%	34.4%	14.3%	7.4%	26.4%	Construction and Site Maintenance	6.9%	34.7%	22.1%	13.2%	14.3%
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CENTRAL BUSINESS DISTRICT (downtown Clarendon Hills)

<p>55. With significant resident input from surveys and workshops, the Downtown Master Plan was approved in 2006. A focal point of the plan is the redevelopment of the Metra lot into a 3-story mixed-use building that includes 6,000 square feet of first-floor retail, 22 condominium units, and 68 first-floor parking spaces. The plan also calls for a new train station with a turnaround drop off. Additional commuter parking would be located beneath adjacent residential condominium units and in front of the station. Overall, commuter parking spaces would increase by approximately 60 spaces.</p> <p>Would you support a three-story mixed-use development project on the Metra Commuter Lot?</p> <p>Yes 43.3% No 32.7% Don't Know /No Opinion 17.2%</p>	
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56. How satisfied are you with the following aspects of the central business district?					58. Have you attended any of the following downtown Clarendon Hills events in the past two years?								
	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion		Event	0	1	2	3	4	5+
Range of shopping choices	1.7%	7.7%	39.0%	45.6%	2.3%	Daisy Days (June)	10.3%	33.0%	24.6%	-	.3	1.2%	
Quality of shopping	2.6%	17.2%	43.6%	29.2%	2.3%	Dancin' in the Streets	9.5%	26.6%	6.6%	5.4%	6.6%	20.1%	
Availability of parking	3.7%	26.1%	43.6%	20.6%	1.4%	Concerts (Summer)							
Condition of buildings	2.6%	25.5%	47.9%	16.9%	2.3%	Christmas Walk (December)	17.2%	26.4%	14.6%	-	-	1.2%	

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

3 or more times a week	15.5%
1 to 2 times a week	31.8%
2 to 3 times per month	22.3%
Once per month	12.0%
Less than once per month	11.2%
Never shop downtown	3.7%

OTHER VILLAGE SERVICES

60. The Clarendon Hills Historical Society is leasing the building at Ann & Sheridan from the Village and is actively pursuing plans to renovate the building into a historical center called Heritage Hall. The purpose of Heritage Hall is to display historical Village items, create local programming, and provide additional meeting space for the community.

Do you support this project to establish Heritage Hall?



Yes 40.7% No 29.5% Don't Know 26.1%

61. One of the functions of Heritage Hall is to provide additional meeting space for the community. The space will accommodate approximately 40 people and will feature a catering kitchen, a fireplace, various historical displays, and artifacts from the Middaugh Mansion. Would you consider using this space for any of the following purposes? Check all that apply.

Small Organizations (i.e. scouts, clubs, hobby groups)	33.5%
Parties (i.e. showers, birthdays, holidays)	28.4%
Classes or Presentations	22.9%
Historical or Cultural Exhibitions	20.9%
Field Trips	16.0%
Other	.9%

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

Every Month	85.1%
Sometimes	10.6%
Never	1.7%

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

Excellent	29.2%
Good	57.6%
Fair	7.4%
Poor	.6%
Don't Know/No Opinion	1.4%

<p>64. Would you like to receive an emailed version of <i>Trustee Topics</i> in addition to the monthly mailing. If yes, please include your email address below or contact the Village at 286-5402.</p> <p>Yes 13.0%</p>	<p>67. The Village operates an information page on cable television channel 6. How frequently do you use this resource for Village information?</p>																								
	<table> <tr> <td>Daily</td> <td>1.1%</td> </tr> <tr> <td>Weekly</td> <td>4.9%</td> </tr> <tr> <td>Monthly</td> <td>8.0%</td> </tr> <tr> <td>Two or three times a year</td> <td>21.8%</td> </tr> <tr> <td>Never visit channel 6</td> <td>50.7%</td> </tr> <tr> <td>Do not have cable television</td> <td>5.7%</td> </tr> </table>	Daily	1.1%	Weekly	4.9%	Monthly	8.0%	Two or three times a year	21.8%	Never visit channel 6	50.7%	Do not have cable television	5.7%												
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<p>65. The Village's website is www.clarendonhills.us. How frequently do you visit the website?</p> <table> <tr> <td>Daily</td> <td>-</td> </tr> <tr> <td>Weekly</td> <td>.9%</td> </tr> <tr> <td>Monthly</td> <td>6.0%</td> </tr> <tr> <td>Two or three times a year</td> <td>37.2%</td> </tr> <tr> <td>Never visit website</td> <td>43.6%</td> </tr> <tr> <td>Do not have access to the internet</td> <td>7.2%</td> </tr> </table>	Daily	-	Weekly	.9%	Monthly	6.0%	Two or three times a year	37.2%	Never visit website	43.6%	Do not have access to the internet	7.2%	<p>68. In the past year, did the refuse collectors ever miss picking up your garbage or recycling on the scheduled pick-up day? If yes, how many times would you say this has occurred?</p> <table> <tr> <td>No, never missed</td> <td>73.4%</td> </tr> <tr> <td>Yes, 1-2 times</td> <td>12.9%</td> </tr> <tr> <td>Yes, 3-4 times</td> <td>3.2%</td> </tr> <tr> <td>Yes, 5+ times</td> <td>.6%</td> </tr> <tr> <td>Don't Know</td> <td>4.9%</td> </tr> </table>	No, never missed	73.4%	Yes, 1-2 times	12.9%	Yes, 3-4 times	3.2%	Yes, 5+ times	.6%	Don't Know	4.9%		
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<p>66. If you have visited the Village's website, how would you rate the overall quality of the site?</p> <table> <tr> <td>Excellent</td> <td>2.3%</td> </tr> <tr> <td>Good</td> <td>25.2%</td> </tr> <tr> <td>Fair</td> <td>14.6%</td> </tr> <tr> <td>Poor</td> <td>.3%</td> </tr> <tr> <td>Don't Know/No Opinion</td> <td>19.5%</td> </tr> </table>	Excellent	2.3%	Good	25.2%	Fair	14.6%	Poor	.3%	Don't Know/No Opinion	19.5%	<p>69. In the past year, did the refuse collectors ever spill or scatter garbage or recycling? If yes, how many times would you say this has occurred?</p> <table> <tr> <td>No, never spilled</td> <td>54.4%</td> </tr> <tr> <td>Yes, 1-2 times</td> <td>20.3%</td> </tr> <tr> <td>Yes, 3-4 times</td> <td>7.4%</td> </tr> <tr> <td>Yes, 5+ times</td> <td>7.2%</td> </tr> <tr> <td>Don't Know</td> <td>4.6%</td> </tr> </table>	No, never spilled	54.4%	Yes, 1-2 times	20.3%	Yes, 3-4 times	7.4%	Yes, 5+ times	7.2%	Don't Know	4.6%				
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<p>QUALITY OF LIFE</p>																									
<p>70. Taking all things into consideration, how would you rate your overall quality of life in Clarendon Hills?</p> <table> <tr> <td>Excellent</td> <td>57.6%</td> </tr> <tr> <td>Good</td> <td>36.7%</td> </tr> <tr> <td>Fair</td> <td>2.6%</td> </tr> <tr> <td>Poor</td> <td>-</td> </tr> <tr> <td>Don't Know/No Opinion</td> <td>-</td> </tr> </table>	Excellent	57.6%	Good	36.7%	Fair	2.6%	Poor	-	Don't Know/No Opinion	-	<p>72. What three things do you like best about living in Clarendon Hills?</p> <table> <tr> <td>Convenient Location</td> <td>32.7%</td> <td>Schools</td> <td>23.5%</td> </tr> <tr> <td>Small Size/Feeling</td> <td>29.8%</td> <td>Safety</td> <td>21.8%</td> </tr> <tr> <td>Friendly People</td> <td>28.4%</td> <td>Other: See Attachment</td> <td></td> </tr> </table>	Convenient Location	32.7%	Schools	23.5%	Small Size/Feeling	29.8%	Safety	21.8%	Friendly People	28.4%	Other: See Attachment			
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<p>71. How would you rate the quality of life in Clarendon Hills today as compared to ten years ago?</p> <table> <tr> <td>Much Better</td> <td>8.9%</td> <td>Somewhat Worse</td> <td>9.5%</td> </tr> <tr> <td>Somewhat Better</td> <td>22.9%</td> <td>Much Worse</td> <td>2.3%</td> </tr> <tr> <td>About the Same</td> <td>41.3%</td> <td></td> <td></td> </tr> </table>	Much Better	8.9%	Somewhat Worse	9.5%	Somewhat Better	22.9%	Much Worse	2.3%	About the Same	41.3%			<p>73. What three things do you like least about living in Clarendon Hills?</p> <table> <tr> <td>Lack of Businesses</td> <td>22.9%</td> <td>Traffic Problems</td> <td>6.3%</td> </tr> <tr> <td>High/Increasing Taxes</td> <td>18.1%</td> <td>Lack of Curbs</td> <td>6.0%</td> </tr> <tr> <td>Teardowns/Construction</td> <td>13.2%</td> <td>Other: See Attachment</td> <td></td> </tr> </table>	Lack of Businesses	22.9%	Traffic Problems	6.3%	High/Increasing Taxes	18.1%	Lack of Curbs	6.0%	Teardowns/Construction	13.2%	Other: See Attachment	
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74. What do you consider to be the major assets and advantages of living in Clarendon Hills? (Check all that apply.)	75. What do you consider to be major disadvantages of living in Clarendon Hills? (Check all that apply.)
<p>Schools 77.7%</p> <p>Location 84.8%</p> <p>Shopping 12.9%</p> <p>Transportation 63.0%</p> <p>Housing Quality 60.7%</p> <p>Residential Neighborhoods 77.4%</p> <p>Friendliness of Residents 66.5%</p> <p>Recreational Amenities 25.8%</p> <p>Other 2.6%</p>	<p>Traffic Problems 17.2%</p> <p>Street Conditions 14.6%</p> <p>Recreational Amenities 8.9%</p> <p>Housing Costs 42.4%</p> <p>Distance of Employer 6.6%</p> <p>Shopping 47.0%</p> <p>Other 13.8%</p> <p>- Taxes 3.7%</p> <p>- Lack of Restaurants/Shopping 2.6%</p>

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

See Attachment

DEMOGRAPHICS

(Information for statistical purposes only)

77. Check the box that best describes your age.	80. Please indicate the type of home in which you currently live and whether you own or rent.																																				
<p>Under 20 - 50-59 22.3%</p> <p>20-29 2.0% 60-69 16.3%</p> <p>30-39 13.5% 70 and over 17.5%</p> <p>40-49 24.6%</p>	<table> <thead> <tr> <th></th> <th>Own</th> <th>Rent</th> </tr> </thead> <tbody> <tr> <td>Single-Family</td> <td>76.2%</td> <td>.9%</td> </tr> <tr> <td>Apartment</td> <td>-</td> <td>3.2%</td> </tr> <tr> <td>Condominium</td> <td>7.4%</td> <td>.3%</td> </tr> <tr> <td>Townhome</td> <td>8.3%</td> <td>-</td> </tr> </tbody> </table>		Own	Rent	Single-Family	76.2%	.9%	Apartment	-	3.2%	Condominium	7.4%	.3%	Townhome	8.3%	-																					
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78. How many people currently live in your household?	81. How long have you been a resident of Clarendon Hills?																																				
<p>One 20.9%</p> <p>Two 29.2%</p> <p>Three 15.8%</p> <p>Four or more 30.7%</p>	<table> <tbody> <tr> <td>Less than 1 year</td> <td>1.1%</td> <td>11-15 years</td> <td>12.6%</td> </tr> <tr> <td>1-5 years</td> <td>17.5%</td> <td>16-20 years</td> <td>8.3%</td> </tr> <tr> <td>6-10 years</td> <td>19.2%</td> <td>More than 20 years</td> <td>38.1%</td> </tr> </tbody> </table>	Less than 1 year	1.1%	11-15 years	12.6%	1-5 years	17.5%	16-20 years	8.3%	6-10 years	19.2%	More than 20 years	38.1%																								
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79. Please indicate the cities where you and your spouse are employed (if applicable).	82. What is your combined household income?																																				
<table> <thead> <tr> <th><u>Respondent</u></th> <th></th> <th><u>Spouse</u></th> <th></th> </tr> </thead> <tbody> <tr> <td>Chicago</td> <td>15.2%</td> <td>Chicago</td> <td>13.8%</td> </tr> <tr> <td>Clarendon Hills</td> <td>8.3%</td> <td>Clarendon Hills</td> <td>4.9%</td> </tr> <tr> <td>Hinsdale</td> <td>5.7%</td> <td>Retired</td> <td>3.4%</td> </tr> <tr> <td>Retired</td> <td>5.2%</td> <td>Oak Brook</td> <td>3.2%</td> </tr> <tr> <td>Oak Brook</td> <td>4.9%</td> <td>Hinsdale</td> <td>2.6%</td> </tr> </tbody> </table>	<u>Respondent</u>		<u>Spouse</u>		Chicago	15.2%	Chicago	13.8%	Clarendon Hills	8.3%	Clarendon Hills	4.9%	Hinsdale	5.7%	Retired	3.4%	Retired	5.2%	Oak Brook	3.2%	Oak Brook	4.9%	Hinsdale	2.6%	<table> <tbody> <tr> <td>Under \$25,000</td> <td>1.4%</td> </tr> <tr> <td>\$25,000 to \$49,999</td> <td>5.7%</td> </tr> <tr> <td>\$50,000 to \$74,999</td> <td>13.5%</td> </tr> <tr> <td>\$75,000 to \$99,999</td> <td>10.9%</td> </tr> <tr> <td>\$100,000 to \$149,999</td> <td>17.2%</td> </tr> <tr> <td>\$150,000 and over</td> <td>34.7%</td> </tr> </tbody> </table>	Under \$25,000	1.4%	\$25,000 to \$49,999	5.7%	\$50,000 to \$74,999	13.5%	\$75,000 to \$99,999	10.9%	\$100,000 to \$149,999	17.2%	\$150,000 and over	34.7%
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<p>83. Please indicate the geographic area that most accurately describes where you reside in the Village.</p> <table> <tr> <td>North of Chicago Avenue</td> <td>16.3%</td> </tr> <tr> <td>North of Burlington Northern Railroad Tracks and South of Chicago Avenue</td> <td>31.5%</td> </tr> <tr> <td>South of Burlington Northern Railroad Tracks and North of 55th Street</td> <td>38.1%</td> </tr> <tr> <td>South of 55th Street</td> <td>11.2%</td> </tr> </table>	North of Chicago Avenue	16.3%	North of Burlington Northern Railroad Tracks and South of Chicago Avenue	31.5%	South of Burlington Northern Railroad Tracks and North of 55 th Street	38.1%	South of 55 th Street	11.2%	<p>84. Would you like a copy of the results of this survey? If yes, please provide your name and address at the end of the survey so we can send you a copy. Your name will be kept separate from the tabulated results. Results will also be posted to the Village's website and on file at Clarendon Hills Public Library.</p> <table> <tr> <td>Yes</td> <td>33.8%</td> <td>No</td> <td>47.3%</td> </tr> </table>	Yes	33.8%	No	47.3%
North of Chicago Avenue	16.3%												
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South of 55 th Street	11.2%												
Yes	33.8%	No	47.3%										
<p>Suggestions/Comments:</p> <p style="text-align: center;">See Attachment</p>													
<p>(Optional)</p> <p>NAME: _____</p> <p>ADDRESS: _____</p>													

Open-Ended Responses

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

Reduce or Limit Home Size/Footprint/FAR	8.3%	Better Drainage/Flooding Control	2.0%
Increase Setbacks	3.7%	Appearance Regulations	1.7%
Increase Green Space	3.4%	Strict Enforcement of Construction/Parking Rules	1.7%
Eliminate Fire Sprinkler Requirement	2.0%		

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

Convenient Location (Train, Hwys., Shopping)	32.7%	Clarendon Hills Businesses	5.7%
Small Town/ Community Size or Feeling	29.8%	Parks/Pool	4.6%
People/Friends/ Neighbors	28.4%	Village Services/Staff	4.3%
School	23.5%	Family Oriented	3.7%
Safety/Security/Low Crime	21.8%	Downtown Clarendon Hills	3.4%
Appearance (Attractive, Clean)	10.3%	My Neighborhood	2.9%
Quiet/Peaceful	8.6%	Housing/Property Quality	2.6%
Easy to Walk Place/Close to Town	6.3%	Little Traffic Congestion	1.7%
Trees/Greener	6.0%		

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

Lack of Shopping/Restaurants	22.9%	Street Conditions	3.4%
High/Increasing Taxes & Fees	18.1%	Train (Traffic, Noise)	3.4%
Teardowns/Housing Construction	13.2%	Downtown Development	3.2%
Traffic (congestion, speeding, noise)	6.3%	Flooding/Drainage Problems	3.2%
Lack of Curbs and Gutters	6.0%	Parks and Recreation	2.9%
Parking	5.7%	Schools	2.9%
Downtown	4.9%	People/Neighbors/Residents	2.6%
Police Department	4.3%	Housing Costs/Lack of Affordable Housing	2.0%
Access into the Village	3.7%	Village Officials/Politics/Staff	2.0%

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

Need More and Better Businesses	12.3%	Lower/Maintain Property Taxes	2.9%
More Building Restrictions	3.7%	Parking	2.9%
More Parks/Programs/Services	3.4%	Downtown Redevelopment/ Renovation	2.0%
Better Code Enforcement	2.9%	Open Ogden Avenue Access	2.0%