



Village of Clarendon Hills

1 North Prospect Avenue
Clarendon Hills, Illinois 60514-1292
www.clarendonhills.us

Phone (630) 286-5400
Fax (630) 286-5409
Admin@clarendonhills.us

Clarendon Hills 2011 Community Needs Survey Analysis

Attached, please find the results of the sixth annual Clarendon Hills Community Needs Survey. The survey was developed as a method for evaluating Village services and obtaining feedback from residents each year. Questions on the 2011 survey asked what the Village is doing well and where the Village needs to improve. Specifically, questions were asked regarding village departments, the central business district, miscellaneous village services, quality of life, and demographics. This narrative analysis combines the answers of the respondents to portray a statistically accurate picture of resident opinions.

The results of the survey are presented as follows:

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Survey Participation and Statistical Information

For the 2011 Community Needs Survey, the Village used an online survey format, transitioning away from the previous mailed version. The online format provided the advantages of being more cost effective and was intended to be more user-friendly. As in past years, the survey was randomly distributed to 1,000 Clarendon Hills' households. In Clarendon Hills, 30.3 percent of households are multi-family and 69.7 percent are single-family. Therefore, 303 surveys were randomly distributed to multi-family households and 697 surveys were randomly distributed to single-family households. A total of 165 surveys were completed, for a response rate of 16.5 percent. Of the responses, 84.4 percent resided in single-family homes while 15.6 lived in multi-family residences. As in past years, residents of single-family homes are over-represented relative to the actual population.

The response rate of 16.5 percent varies significantly from past years, when the Village had a response rate between 31 and 39 percent. As a result of the lower response rate, the statistics may not correlate as strongly to the opinion of the total population, however they can provide a comparison of the results from past years. Other communities that have transitioned to an online format have seen a similar drop in results, which then improved in subsequent years.

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

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

The chart below illustrates the percentage of households and the percentage of survey respondents in each area of the Village. Respondents generally represent the distribution of households in Clarendon Hills, with households located north of the BNSF railroad tracks and south of Chicago Avenue and households south of 55th Street somewhat over-represented. A high number of multi-family households south of 55th Street could have led to the under-representation of households in this area since similar results were produced for the 2005 - 2010 surveys.

Area of the Village	% of Households in Area	% of Respondents in Area
N. of Chicago Ave.	15.9%	20.2%
N. of BNSF Railroad and S. of Chicago Ave.	33.8%	34.4%
S. of BNSF Railroad and N. of 55 th St.	32.4%	35.0%
S. of 55 th St.	17.9%	10.4%

Question Responses

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

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

Four-Point Scale

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

Five-Point Scale

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

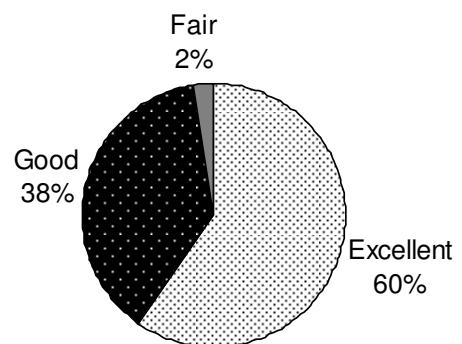
The survey analysis will cite a percentage response for several questions. These responses were calculated based on a valid percentage, meaning the response for any given answer is the percent of respondents who answer that question, not the percentage of overall respondents because some chose not to answer all questions or in some cases questions did not apply. “Don’t Know” and “Undecided” were considered and calculated as valid responses.

Highlights and Significant Findings

Quality of Life

For the sixth year in a row, nearly all respondents rated the overall quality of life in Clarendon Hills as good or excellent (97.6 percent). In addition, a mean score taken on a five-point scale shows that respondents believe the quality of life is about the same as it was ten years ago (2.79). Multiple questions throughout the survey indicate respondents' satisfaction with the location, schools, residents, safety, and the "small town feel" of the Village. In fact, 96.3 percent of respondents reported that they feel safe and secure in their neighborhood.

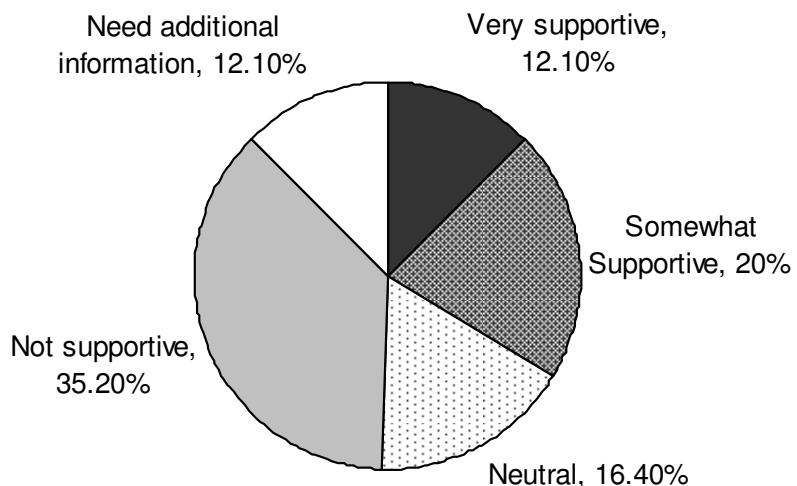
Quality of Life: 2011 Results



Home Rule

Last year's survey included several questions regarding options to address the Village's financial condition, seeking feedback on various courses of action. Since that survey, the Village has focused on the possibility of pursuing home rule status via referendum. At the time of the survey, the Village Board was actively seeking input from the community. The survey asked respondents whether they would be supportive of the Village becoming a home rule municipality.

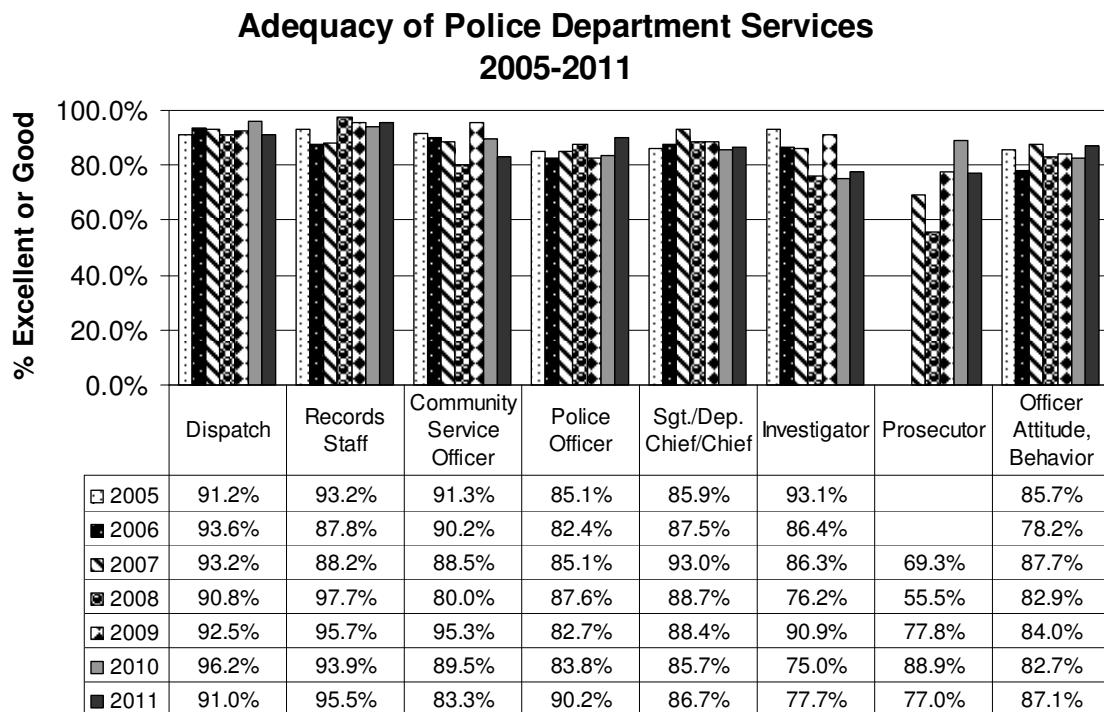
Support for Home Rule Status



Village Departments

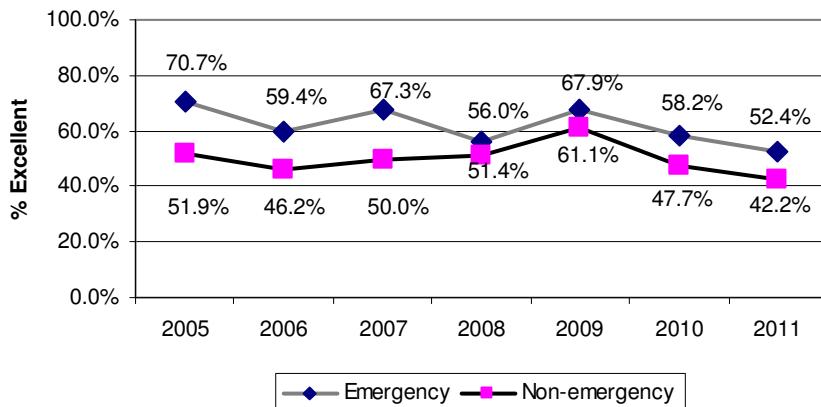
Police Department

- A majority of respondents (73.5 percent) reported that they have had contact with the Police Department at some point in the last three years. Results indicate that most respondents have had contact with an officer (51.5 percent) or dispatch (35.8 percent). Moreover, this contact most often took place in a non-emergency situation (52.1 percent). The graph below illustrates the percentage of respondents who have had contact with the Police Department and rated those services as good or excellent.



- A mean score calculated on a four-point scale rated the adequacy of service provided by dispatch, records staff, community service officer, police officers and sergeant/deputy chief/chief as “excellent.” Services provided by investigators and prosecutor were rated as “good” based on the mean score. Moreover, officer attitude and behavior and response times were also rated as “excellent.”
- A majority of respondents rated the level of traffic enforcement as adequate (77.4 percent). The number of respondents rating traffic enforcement as excessive declined to 7.1 percent, down from 8.8 percent in 2010. The number of respondents ranking traffic enforcement as insufficient increased to 15.5 percent from 11.2 percent the previous year. In regard to parking enforcement, 75.5 percent of respondents rated it as adequate, while 20.1 percent felt it was excessive and 4.4 percent felt it was inadequate.
- The percentage of respondents rating non-emergency and emergency response times as excellent is illustrated in the graph below. The ratings were the lowest since the survey began, however the combined “Excellent” and “Good” responses related to response times has remained stable at approximately 92 percent, with the exception of a spike to 98 percent in 2009.

Police Department Response Times
Percent Rated as Excellent
2005-2011

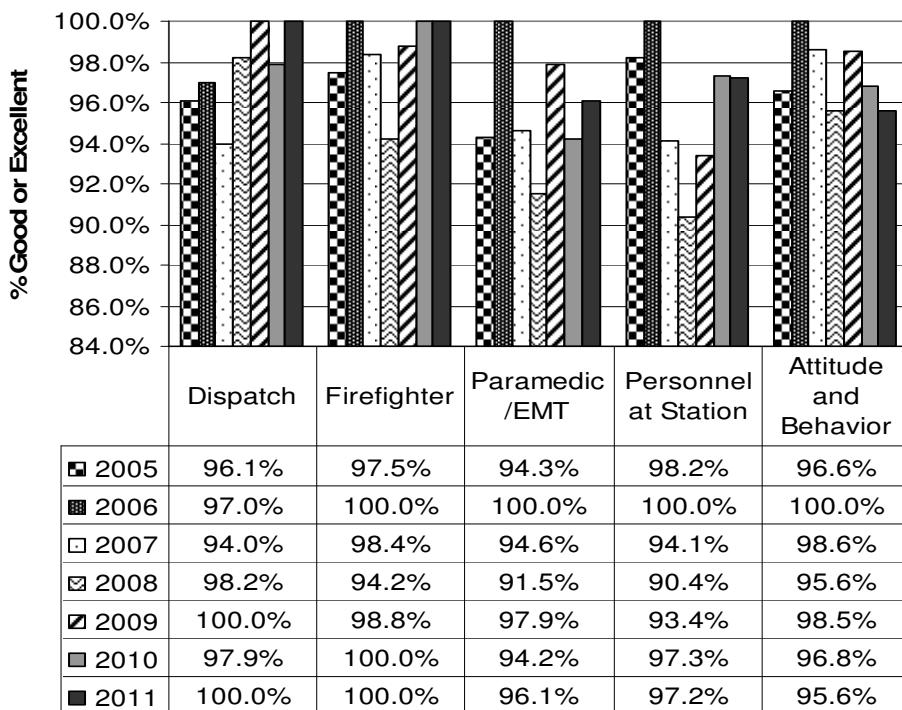


- Overall, awareness of most Police educational and outreach programs has remained strong. Awareness of the Operation Lifesaver program declined significantly to zero percent from 15.5 percent. This may be as a result of the transition to an online format or a technical error or awareness declined because of lack of publicity for the program. Other programs, however, remain recognizable, including Neighborhood Crime Watch (38.8 percent), Vacation House Watch (44.2 percent), and SMART Radar Trailer (30.3 percent). DARE remains one of the most recognized programs, with 77.6 percent of respondents indicating they were aware of it. Awareness of the Alive at 25 program increased over the past two years to 22.4 percent.
- The survey asked parents if they believed they were receiving enough information about alcohol/drug use trends and prevention strategies; 23.2 percent of respondents indicated they were receiving enough information about this topic, which is the lowest since the question began 2007. However, of the remaining responses, the question was not applicable to 53.5 percent of respondents and 23.2 percent responded "No."
- When respondents were asked if they would call a youth officer to their home to talk to their teenager about drug use, risky behavior, and unsafe driving, 21.2 percent indicated they would, while 31.5 percent indicated that they would not. Both of these responses were the highest since the question began in 2007, while the number to whom the question was not applicable dropped to 47.3 percent from 56.8 percent the previous year.
- Services provided by the Police Department were surveyed regardless of whether the respondent had been in contact with the Police in the last three years. Mean scores ranging between 1.90 and 2.16 on a four-point scale indicate that respondents are "very satisfied" with department performance, competence of employees, officer attitude and behavior, and safety and security.

Fire Department

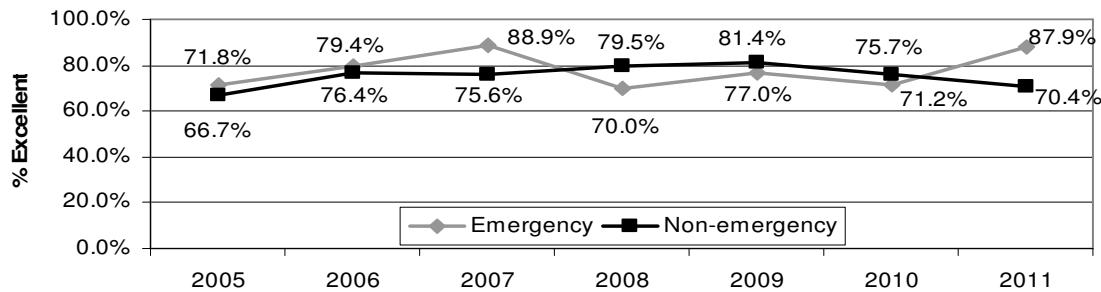
- In the last three years, 31.2 percent of respondents have had contact with the Fire Department, which is up from 23.5 percent the previous year. A large portion of contact occurred with fire department personnel at the station (14.5 percent) and with firefighters (13.9 percent). Responses indicate that contact most frequently took place during a non-emergency situation (15.2 percent), when visiting the Fire Department (12.7 percent), or during emergency situations (11.5 percent).
- Of all respondents who had contact with the Fire Department, 100 percent of respondents ranked the adequacy of service provided by dispatch and firefighters as good or excellent, which is the highest ranking since the survey began. The graph below show a year-to-year comparison of respondents' rankings of each service:

Adequacy of Fire Department Services Rated as Good or Excellent
2005-2011



- On a four-point scale, emergency and non-emergency response times were also categorized as “excellent” based on the mean response. All respondents rated both emergency and non-emergency response times as either excellent or good, which is the highest ranking in both categories since the survey began.

Fire Department Response Times
Percent Rated Excellent
2005-2011

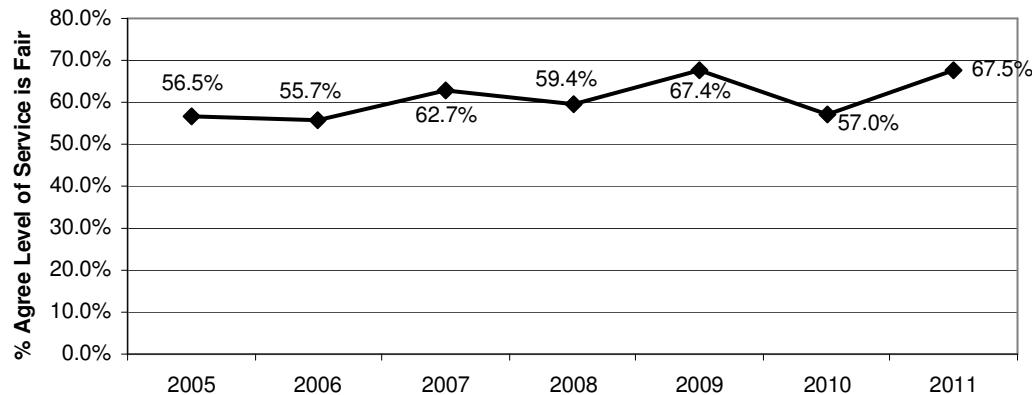


- A majority of respondents are aware of the Fire Department Open House (75.2 percent) and Fire Prevention Week and Education at Schools (60.6 percent). Awareness of block party attendance dropped from 12.7 percent in 2011 from 54.4 percent in 2009, most likely due to a temporary discontinuation of fire department attendance at block parties in 2010. Awareness of all other programs, including safety inspections, blood pressure screenings and CPR training has increase both over the previous year and overall since the survey began in 2005.
- Services provided by the Fire Department were surveyed regardless of whether a respondent had been in contact with the department in the last three years. Mean scores ranging between 1.54 and 1.71 on a four-point scale indicate that respondents are “extremely satisfied” with Department Performance, Fire Protection Services, Fire Inspection of Commercial Buildings, Education on Fire Prevention, Blood Pressure Screenings and CPR Classes, and Firefighter/EMT Attitude and Behavior.

Finance Department

- For the sixth year in a row, the majority (67.5 percent) of respondents said they felt they received a fair level of services for their tax dollars. This is up from 57.0 percent in 2010. Of the remaining responses, 17.2 percent believed they did not receive a fair level of service for their tax dollars and 15.3 percent did not know or had no opinion. The year-to-year comparison of those who believed they received a fair level of service for their tax dollars is demonstrated in the graph below.

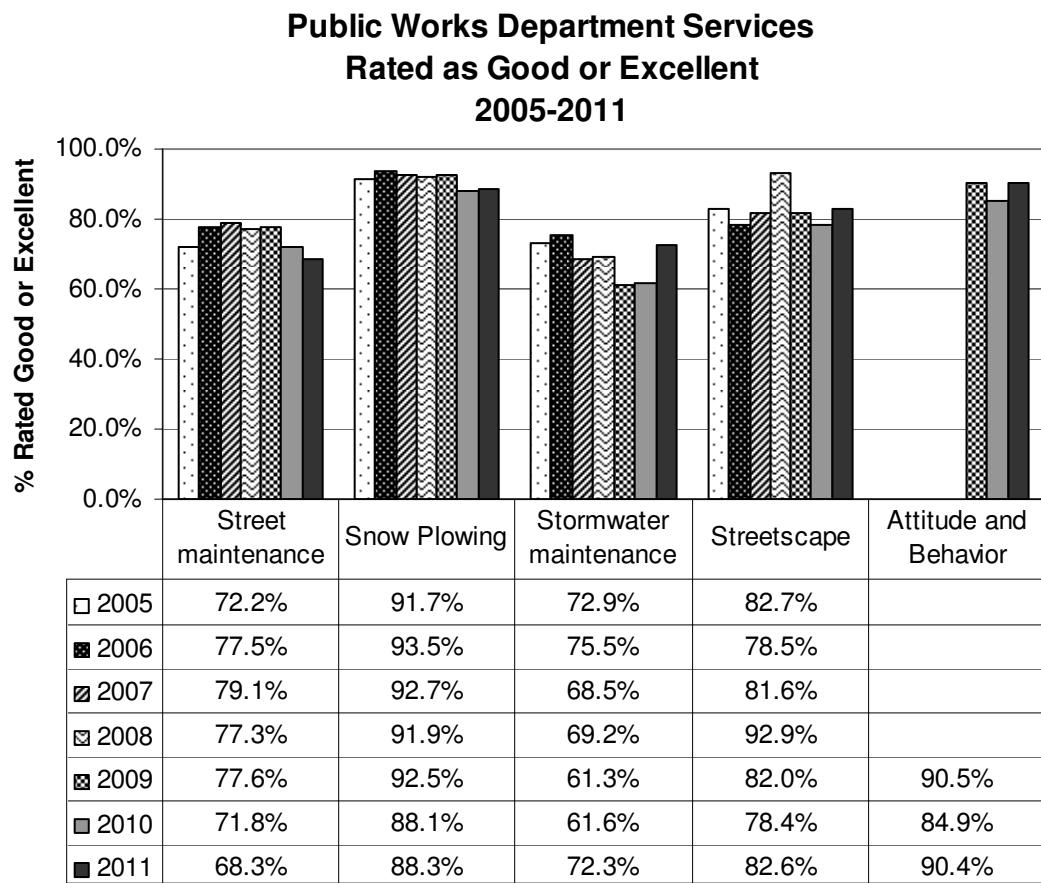
Level of Service for Property Tax Dollars



- The 2011 survey showed that a growing number of respondents are utilizing direct debit to conduct routine business with the Village, primarily paying water bills. Conversely, fewer people conduct business in-person (15.8 percent in 2011 versus 34.5 percent in 2010). While the Village has seen a significant increase in the number of people using direct debit, this question in particular may have been impacted by the transition to an online format as presumably those who responded to the online survey are more comfortable using technology for their regular personal business. The number of people using the mail (40.0 percent) and using the Village's drop box (17.6 percent) remained relatively unchanged.
- The survey asked respondents whether they would utilize online bill pay if the Village were to offer it. The response was generally positive with 51.9 percent indicating they would use it.

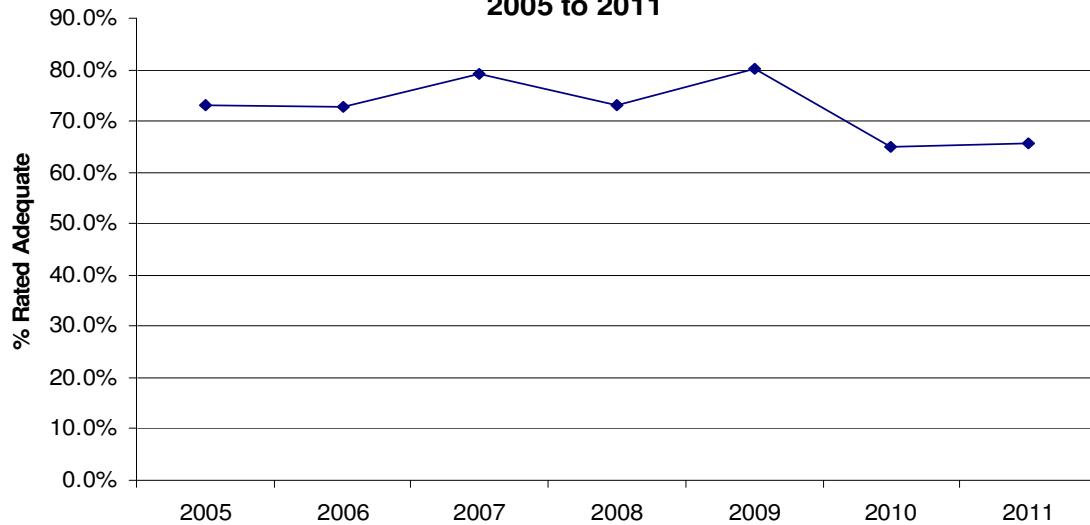
Public Works Department

- The graph below illustrates the percentage of respondents who rated Public Works services as good or excellent from 2005 to 2011, with a majority of respondents are satisfied with snow plowing, streetscape, storm water maintenance and street maintenance. Surveys from 2010 and 2011 indicate a decline in opinion regarding street maintenance. This is likely attributable to the construction related to the Flagg Creek Water Reclamation project, which the Village did not oversee. Beginning in 2009, the survey asked residents to rate the attitude and behavior of the employees within the Public Works Department. As shown in the graph below, 90.4 percent of respondents indicated employee attitude and behavior is good or excellent.



- The percentage of respondents rating street condition as excellent or good fell to 56.5 percent in 2011 from 68.2 percent in 2010. Again, this is most likely attributable to the construction undertaken by Flagg Creek Water Reclamation district in 2011, which significantly impacted the quality of streets impacted for the duration of the project.
- In the last two years of the survey, the percentage of respondents who felt parkway tree trimming was sufficient declined from the previous years. This trend is illustrated in the graph below. This decline is most likely attributable to an increase in the time between trimmings to every nine years versus the previous six-year basis.

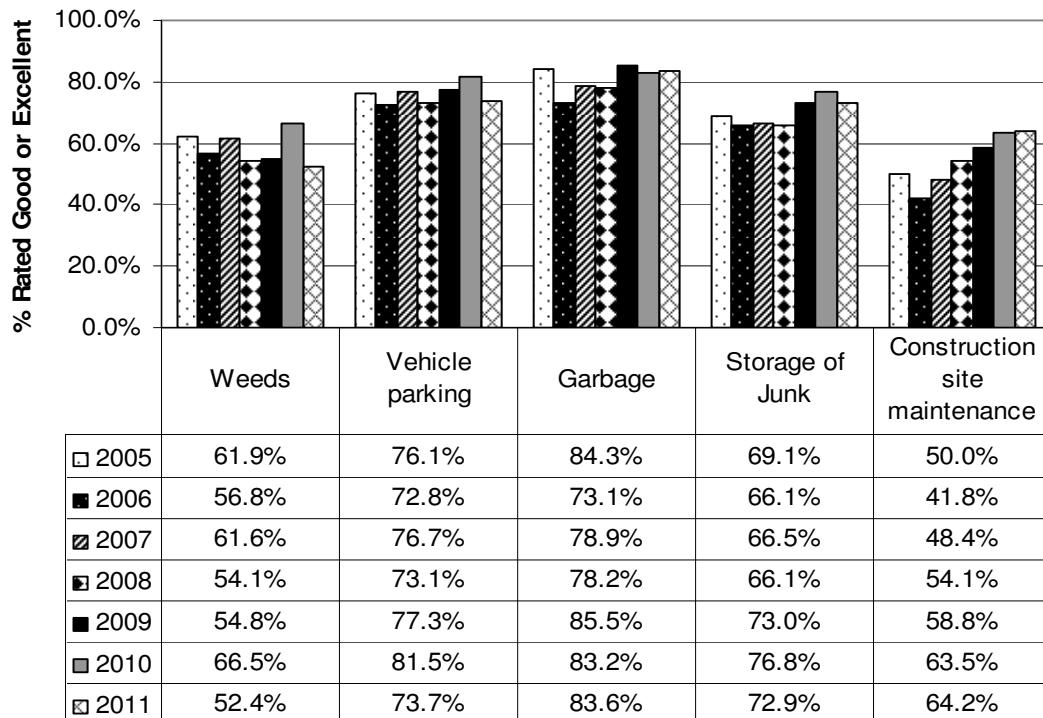
Parkway Tree Trimming
2005 to 2011



Building and Zoning/ Code Enforcement

- The percentage of respondents who indicated that the Village provides adequate information about when a building permit is required (26.5 percent) has remained low, declining from 36.2 percent last year. Twenty-nine percent of respondents felt there was not enough information about when a building permit was required. However, as in past years, many respondents (44.4 percent) did not have an opinion about when a building permit is required.
- Of those respondents who have applied for a permit, 23.8 percent of respondents indicated that they were given adequate instructions and information to successfully obtain the permit and complete the work. However, it is important to note that 66.9 percent of respondents reported that they did not know or had no opinion on the question. Only 9.3 percent felt they had inadequate information. The high percentage responding “Do not know” is most likely related to the fact that in many instances, contractors apply for the necessary permits and not the homeowner.
- The survey included a question regarding the overall attitude and behavior of the employees in the building department. Of those who provided a response other than “Don’t know” or “No opinion,” 72.0 percent rated the department as good or excellent, which is an increase from 66.5 percent last year and in line with 73.3 percent in 2009, the first year in which the question was asked.
- The figure below illustrates the percentage of respondents who indicated that code enforcement in the Village is good or excellent. The proportion of respondents rating code enforcement as good or excellent has varied slightly over the past five years of surveys.

Code Enforcement
Rated as Good or Excellent
2005-2011



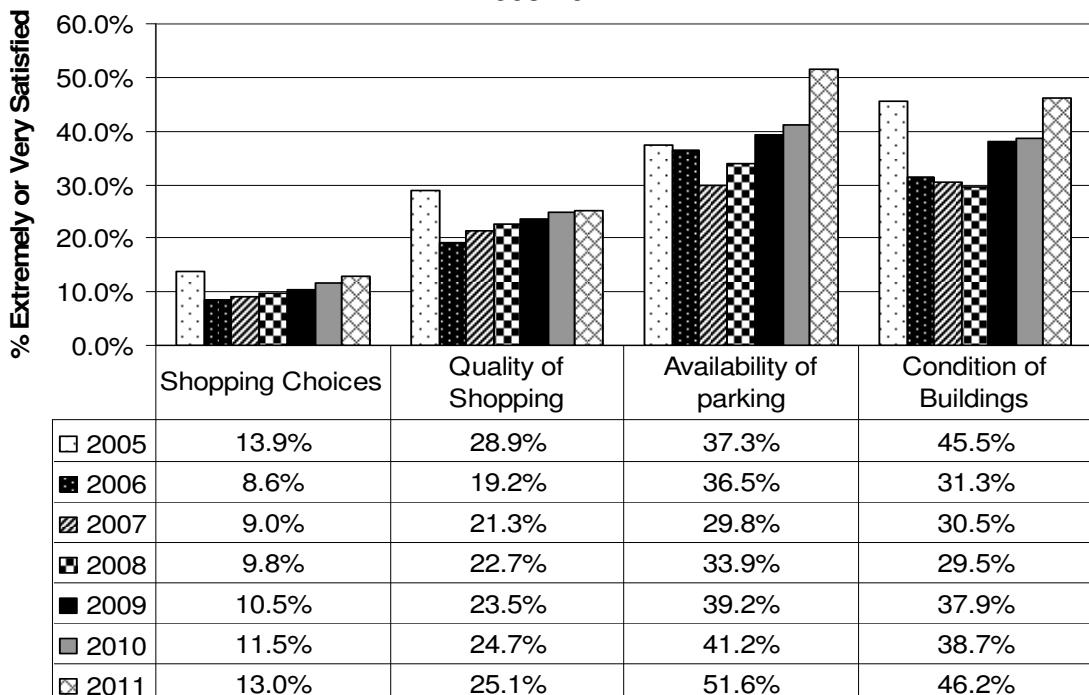
Central Business District

(Downtown Clarendon Hills)

Central Business District

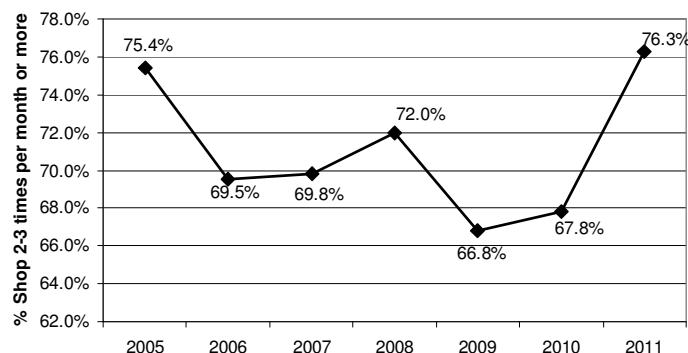
- Respondents were asked to rate their satisfaction with various aspects of the Central Business District (CBD) by responding whether they are extremely satisfied, very satisfied, somewhat satisfied, or not satisfied. The percentage of respondents who indicated that they are extremely or very satisfied with the range of shopping choices and the quality of shopping has continued to increase since 2008, though they remain lower than 2005 responses. The percentage of respondents extremely or very satisfied with the availability of parking and the condition of buildings increased in 2011 over previous years. The graph below illustrates the percentage of respondents who indicated they were extremely or very satisfied with various aspects of the CBD.

**Downtown Clarendon Hills Shopping
2005-2011**



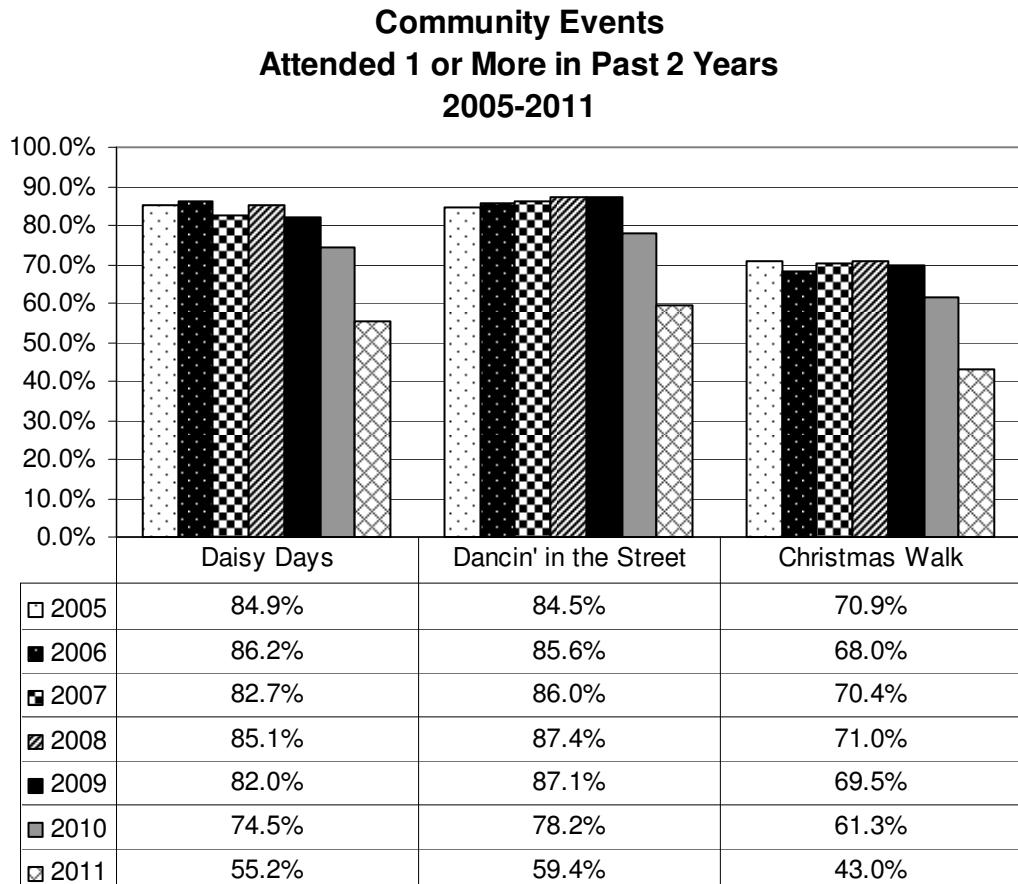
Frequency Shopping in Clarendon Hills

- The number of respondents who shop downtown at least two to three times per month increased last year to 76.3 percent from 67.8 percent the previous year. The graph below illustrates the percentage of respondents who shop in downtown Clarendon Hills two to three times a month or more.



Village Events

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



Other Services

Front Desk Service

- The 2010 survey asked respondents to rate the front desk service at Village Hall. In all, 82.9 percent of respondents rated it as excellent or good, which is consistent with previous years.

Communication

- The Village made several changes to its communication methods during the last two years. The percentage of respondents who reported reading every issue of Trustee Topics was 80.2 percent, up from 76.3 percent last year but down from a high of 88.1 percent in 2007. The overall quality rating of the publication remained stable at 90.7 percent of respondents rating it as excellent or good. Similarly, 90.1 percent rated the e-mail edition of Trustee Topics as excellent or good, up from 84.4 percent the previous year.
- In 2011, the Village began mailing Trustee Topics in water bills as a cost-savings measure. Generally, this is well received with 68.3 saying they liked receiving the newsletter this way.
- The number of respondents indicating that they never visit the Village's website declined to 28.5 percent from 48.0 percent last year. This may be attributable to the use of the online survey format, which likely had a higher number of respondents comfortable finding information online. The percentage of respondents who indicated that the quality of the website is good or excellent remained relatively steady at 73.5 percent.

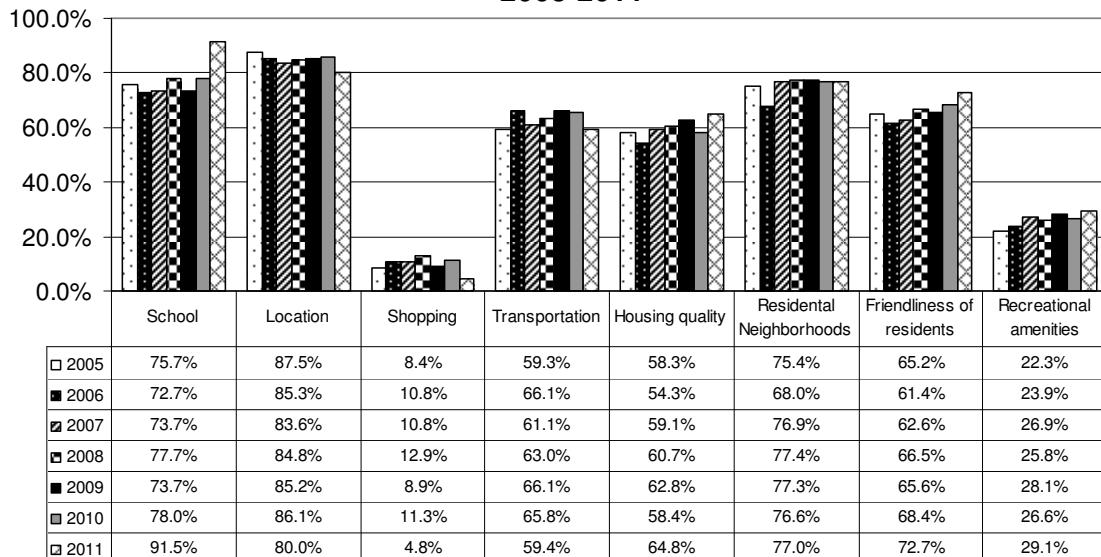
Non-Village Service

- Overall, respondents were very satisfied with the refuse and recycling services provided by Republic Services. A total of 95.4 percent of respondents rated their services as excellent or good. Republic Services implemented a recycling cart program in 2011. Nearly all respondents (96.4 percent) indicated they were either very or somewhat satisfied with the recycling carts.
- Similar to previous survey results, a large majority of respondents are aware that Flagg Creek Water Reclamation District owns and operates the sanitary sewers (87.7 percent). This year, 16.5 percent of respondents stated that they have had a sanitary sewer backup within the last two years, an increase over the prior three years. Of those who had experienced a backup, 46.2 percent experienced one and 23.1 percent experienced two. The remaining 26.9 percent experienced more than two.
- During 2011, many Village residents were without power for extended periods of time mostly due to weather events. ComEd owns and operates the electric utility in the Village, however the Village wanted to receive feedback on the impact of electrical outages on residents. On a four-point scale, survey respondents rated their satisfaction with ComEd as fair (2.91). Most respondents who experienced outages rated ComEd's communication as either fair (33.8 percent) or poor (41.9 percent). Nearly all respondents experienced a power outage in the last year (99.5 percent), while 26.6 percent were without power for more than 24 hours once and 36.1 percent were without power for more than 24 hours twice.

Quality of Life

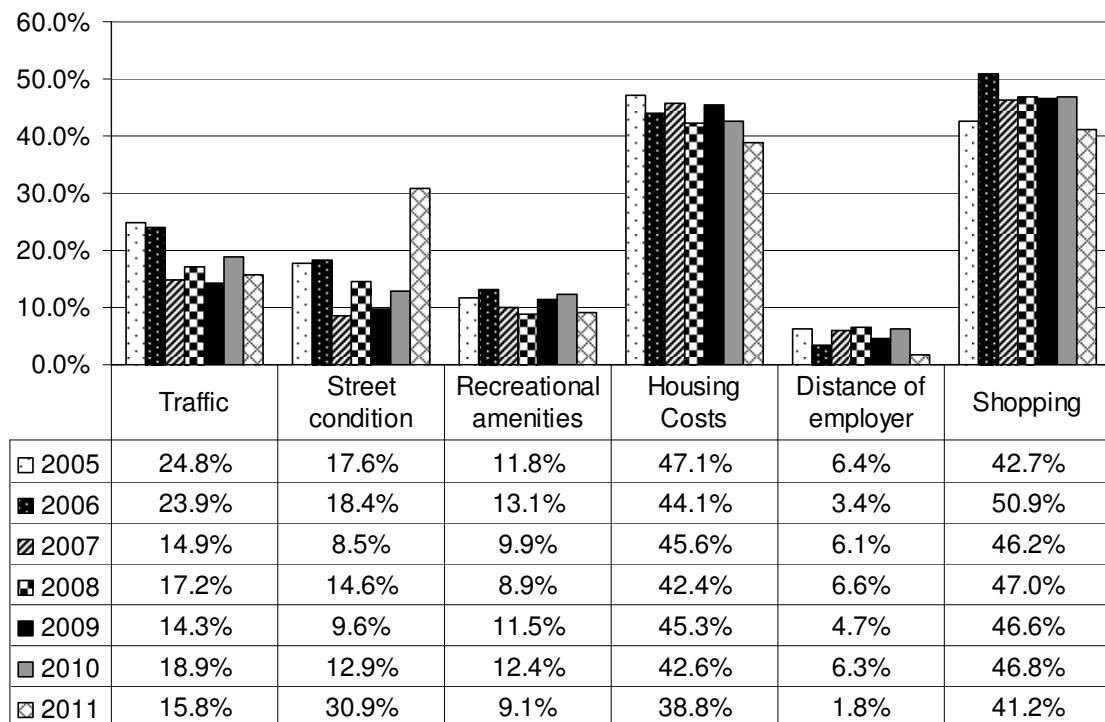
- Approximately 97.6 percent of respondents rated the overall quality of life in Clarendon Hills as good or excellent. Furthermore, a mean score based on a five-point scale, characterized the quality of life today as about the same compared to ten years ago.
- When respondents were asked open-endedly what three things they like best about Clarendon Hills, the three top responses were people (36.4 percent), location (32.7 percent), and schools (27.2 percent). Other responses included size (20 percent), safety (19.4 percent), homes (11.5 percent), downtown/businesses (8.5 percent) and parks/Park District programs (7.2 percent). The percentage was calculated by the number of respondents who named that aspect or a similar item that could be logically grouped together taken as a ratio of the total 165 respondents. The results of a follow-up, closed-ended question asking for the major advantages of living in Clarendon Hills are illustrated below.

**Major advantages of living in Clarendon Hills
2005-2011**



- When respondents were asked open-endedly what three things they like least about Clarendon Hills, the top three responses were the lack of shopping/restaurants or about the vacant properties downtown (31.5 percent), high or increasing taxes and fees (18.2 percent), road condition (10.9 percent), and traffic (9.1 percent). The results of a follow-up, closed-ended question asking for the major disadvantages of living in Clarendon Hills are illustrated below.

Major disadvantages of living in Clarendon Hills 2005-2011



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 age of survey respondents did not shift dramatically, but did have a higher percentage of people between the ages of 20 and 59 responding – up to 67.5 percent in 2011 from 61.8 percent in 2010. For the 2011 survey, 31.9 percent of respondents were 60 years of age and older, down from 38.4 percent in 2010. According to the U.S. Census Bureau, the percentage of Clarendon Hills residents between ages 20 and 59 is 50.7 percent and the percentage of residents 60 years and over is 15.9 percent. Therefore, as in previous years, residents 60 and older are somewhat overrepresented in this survey (or responded in greater numbers).
- Taking the category “four or more persons per household” to equate to four, the average number of persons per household that responded to the 2010 survey was 2.77. This is comparable to the U.S. Census Bureau’s 2010 figure of 2.67.
- Results indicate that respondents as well as their spouses work throughout the Chicago Metropolitan Area. For the sixth year in a row, Chicago was most frequently cited as a place of work for respondents (28.7 percent) and spouses (35.5 percent).
- Using a valid percentage, 83.1 percent of respondents reside in a single-family home that they own and 1.3 percent live in a single-family home they rent. In addition, 15.6 percent of respondents live in a multi-family home.
- The median income bracket of respondents was \$100,000 - \$149,999. This is in line with the median income of \$111,753 reported by the 2010 U.S. Census.
- As in previous survey results, most respondents have resided in Clarendon Hills for 6 or more years (80.0 percent), while 41.8 percent have lived here 16 years or more.

Clarendon Hills 2010 Community Needs Survey

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

POLICE DEPARTMENT

<p>1. Do you feel safe and secure in your neighborhood?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">Yes</td><td style="width: 10%;">97.5%</td><td style="width: 10%;">No</td><td style="width: 10%;">2.5%</td></tr> </table>	Yes	97.5%	No	2.5%	<p>5. If yes, with whom have you had contact?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Dispatch</td><td style="width: 30%;">35.8%</td></tr> <tr> <td>Records Staff</td><td>16.4%</td></tr> <tr> <td>Community Service Officer</td><td>11.5%</td></tr> <tr> <td>Police Officer</td><td>51.5%</td></tr> <tr> <td>Sergeant/Deputy Chief/Chief</td><td>13.3%</td></tr> <tr> <td>Investigator</td><td>3.0%</td></tr> </table>	Dispatch	35.8%	Records Staff	16.4%	Community Service Officer	11.5%	Police Officer	51.5%	Sergeant/Deputy Chief/Chief	13.3%	Investigator	3.0%																																																																																						
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<p>2. Taking into consideration the last three years, what is your perception of the level of crime in Clarendon Hills? Has it increased, decreased, or remained the same?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">Increased</td><td style="width: 10%;">21.3%</td></tr> <tr> <td>Decreased</td><td>6.9%</td></tr> <tr> <td>Remained the same</td><td>71.9%</td></tr> </table>	Increased	21.3%	Decreased	6.9%	Remained the same	71.9%	<p>6. What contact have you had with the Police Department over the past three years? (Check all that apply.)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Emergency Situation</td><td style="width: 30%;">9.1%</td></tr> <tr> <td>Non-emergency Situation</td><td>52.1%</td></tr> <tr> <td>Visited Police Department</td><td>32.7%</td></tr> <tr> <td>Requested Services</td><td>13.3%</td></tr> <tr> <td>Traffic Violation</td><td>10.3%</td></tr> <tr> <td>Police Department Programs</td><td>3.6%</td></tr> <tr> <td>Other</td><td></td></tr> </table>	Emergency Situation	9.1%	Non-emergency Situation	52.1%	Visited Police Department	32.7%	Requested Services	13.3%	Traffic Violation	10.3%	Police Department Programs	3.6%	Other																																																																																			
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<p>3. Please respond whether you agree or disagree with the following statements. (Check one for each item.)</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;"></th> <th style="width: 10%;">Strongly Agree</th> <th style="width: 10%;">Agree</th> <th style="width: 10%;">No Opinion</th> <th style="width: 10%;">Disagree</th> <th style="width: 10%;">Strongly Disagree</th> </tr> </thead> <tbody> <tr> <td>The police patrols in my neighborhood are satisfactory.</td> <td>10.4%</td> <td>57.1%</td> <td>12.9%</td> <td>16.0%</td> <td>3.7%</td> </tr> <tr> <td>Traffic enforcement meets the needs of the community.</td> <td>1.8%</td> <td>72.4%</td> <td>6.7%</td> <td>16.6%</td> <td>2.5%</td> </tr> <tr> <td>The police give proper attention to minor crimes.</td> <td>11.1%</td> <td>42.0%</td> <td>37.0%</td> <td>7.4%</td> <td>2.5%</td> </tr> <tr> <td>The police are providing appropriate community education and outreach programs.</td> <td>13.0%</td> <td>50.9%</td> <td>30.4%</td> <td>4.3%</td> <td>1.2%</td> </tr> <tr> <td>Clarendon Hills police officers treat people with respect.</td> <td>27.5%</td> <td>52.5%</td> <td>13.8%</td> <td>5.6%</td> <td>0.6%</td> </tr> <tr> <td>Clarendon Hills police officers are respected by the community.</td> <td>23.3%</td> <td>60.1%</td> <td>12.3%</td> <td>3.7%</td> <td>0.6%</td> </tr> </tbody> </table>		Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	The police patrols in my neighborhood are satisfactory.	10.4%	57.1%	12.9%	16.0%	3.7%	Traffic enforcement meets the needs of the community.	1.8%	72.4%	6.7%	16.6%	2.5%	The police give proper attention to minor crimes.	11.1%	42.0%	37.0%	7.4%	2.5%	The police are providing appropriate community education and outreach programs.	13.0%	50.9%	30.4%	4.3%	1.2%	Clarendon Hills police officers treat people with respect.	27.5%	52.5%	13.8%	5.6%	0.6%	Clarendon Hills police officers are respected by the community.	23.3%	60.1%	12.3%	3.7%	0.6%	<p>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 Department in a particular area, please leave blank.)</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Adequacy of Service:</th> <th style="width: 10%;">Excellent</th> <th style="width: 10%;">Good</th> <th style="width: 10%;">Fair</th> <th style="width: 10%;">Poor</th> </tr> </thead> <tbody> <tr> <td>Provided by Dispatch</td> <td>46.1%</td> <td>44.9%</td> <td>9.0%</td> <td>0%</td> </tr> <tr> <td>Provided by Records Staff</td> <td>56.1%</td> <td>40.4%</td> <td>3.5%</td> <td>0%</td> </tr> <tr> <td>Provided by Community Service Officer</td> <td>61.9%</td> <td>21.4%</td> <td>11.9%</td> <td>4.8%</td> </tr> <tr> <td>Provided by Police Officer</td> <td>50.0%</td> <td>40.2%</td> <td>9.8%</td> <td>0%</td> </tr> <tr> <td>Provided by Sergeant/Deputy Chief/Chief</td> <td>57.8%</td> <td>28.9%</td> <td>13.3%</td> <td>0%</td> </tr> <tr> <td>Provided by Prosecutor</td> <td>38.5%</td> <td>38.5%</td> <td>15.4%</td> <td>7.7%</td> </tr> <tr> <td>Provided by Investigator</td> <td>44.4%</td> <td>33.3%</td> <td>16.7%</td> <td>5.6%</td> </tr> <tr> <td>Officer Attitude and Behavior</td> <td>51.6%</td> <td>35.5%</td> <td>8.6%</td> <td>4.3%</td> </tr> <tr> <td><i>Response Time:</i></td> <td><i>Excellent</i></td> <td><i>Good</i></td> <td><i>Fair</i></td> <td><i>Poor</i></td> </tr> <tr> <td>Emergency</td> <td>52.4%</td> <td>40.5%</td> <td>7.1%</td> <td>0%</td> </tr> <tr> <td>Non-emergency</td> <td>42.2%</td> <td>46.7%</td> <td>11.1%</td> <td>0%</td> </tr> </tbody> </table>	Adequacy of Service:	Excellent	Good	Fair	Poor	Provided by Dispatch	46.1%	44.9%	9.0%	0%	Provided by Records Staff	56.1%	40.4%	3.5%	0%	Provided by Community Service Officer	61.9%	21.4%	11.9%	4.8%	Provided by Police Officer	50.0%	40.2%	9.8%	0%	Provided by Sergeant/Deputy Chief/Chief	57.8%	28.9%	13.3%	0%	Provided by Prosecutor	38.5%	38.5%	15.4%	7.7%	Provided by Investigator	44.4%	33.3%	16.7%	5.6%	Officer Attitude and Behavior	51.6%	35.5%	8.6%	4.3%	<i>Response Time:</i>	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	Emergency	52.4%	40.5%	7.1%	0%	Non-emergency	42.2%	46.7%	11.1%	0%
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<p>8. In your opinion, the level of traffic enforcement by the Police Department is:</p> <p>Excessive 7.1% Adequate 77.4% Insufficient 15.5%</p>	<p>12. If you are a parent, are you receiving enough information about alcohol/drug use trends and prevention strategies?</p> <p>Yes 23.2% No 23.2% Not applicable 53.5%</p>																																																		
<p>9. In your opinion, the level of parking enforcement by the Police Department is:</p> <p>Excessive 20.1% Adequate 75.5% Insufficient 4.4%</p>	<p>13. If you are a parent, would you call a youth officer to your home to help you start a dialogue with your teen on drug use, risky behavior or unsafe driving?</p> <p>Yes 21.2% No 31.5% Not applicable 47.3%</p>																																																		
<p>10. Please mark the Police programs with which you are aware.</p> <table> <tbody> <tr><td>Operation Life Saver</td><td>0%</td></tr> <tr><td>DARE School Program</td><td>77.6%</td></tr> <tr><td>Neighborhood Crime Watch</td><td>38.8</td></tr> <tr><td>Vacation House Watch</td><td>44.2%</td></tr> <tr><td>Home Security Checks</td><td>13.9%</td></tr> <tr><td>Crime Watch Alert</td><td>10.9%</td></tr> <tr><td>Senior Reassurance Program</td><td>12.7%</td></tr> <tr><td>SMART – Radar Trailer</td><td>30.3%</td></tr> <tr><td>Alive at 25 Teen Driving Program</td><td>22.4%</td></tr> <tr><td>Block Party Attendance</td><td>49.1%</td></tr> </tbody> </table>	Operation Life Saver	0%	DARE School Program	77.6%	Neighborhood Crime Watch	38.8	Vacation House Watch	44.2%	Home Security Checks	13.9%	Crime Watch Alert	10.9%	Senior Reassurance Program	12.7%	SMART – Radar Trailer	30.3%	Alive at 25 Teen Driving Program	22.4%	Block Party Attendance	49.1%	<p>14. Overall, with respect to the services provided by the Police Department listed below, I am:</p> <table> <thead> <tr> <th>Department Performance</th> <th>Extremely Satisfied</th> <th>Very Satisfied</th> <th>Somewhat Satisfied</th> <th>Not Satisfied</th> <th>No Opinion</th> </tr> </thead> <tbody> <tr><td>Competence of Employees</td><td>14.0%</td><td>48.4%</td><td>26.1%</td><td>1.3%</td><td>10.2%</td></tr> <tr><td>Officer Attitude and Behavior</td><td>15.4%</td><td>50.0%</td><td>18.0%</td><td>0.6%</td><td>16.0%</td></tr> <tr><td>Safety/Security in Village</td><td>42.6%</td><td>3.9%</td><td>36.1%</td><td>3.2%</td><td>14.2%</td></tr> <tr><td></td><td>24.7%</td><td>52.1%</td><td>12.3%</td><td>1.3%</td><td>4.6%</td></tr> </tbody> </table>	Department Performance	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion	Competence of Employees	14.0%	48.4%	26.1%	1.3%	10.2%	Officer Attitude and Behavior	15.4%	50.0%	18.0%	0.6%	16.0%	Safety/Security in Village	42.6%	3.9%	36.1%	3.2%	14.2%		24.7%	52.1%	12.3%	1.3%	4.6%
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<p>11. Please indicate if you are interested in learning more about the programs listed in question #10. Note the program(s) of interest and include your name and address below or contact Chief Ted Jenkins at 286-5460 for more information.</p>	<p>15. The Police Department relies heavily upon volunteers for administrative support. If you are interested in becoming a volunteer, please include your contact information below or contact Chief Ted Jenkins directly at 286-5460.</p>																																																		
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<p>16. Have you had contact with the Fire Department in the past three years? (If no, skip to question #20.)</p> <p>Yes 31.2% No 68.8%</p>	<p>18. What contact have you had with the Fire Department over the past three years? (Check all that apply.)</p> <table> <tbody> <tr><td>Emergency Situation – Ambulance/Fire etc.</td><td>11.5%</td></tr> <tr><td>Non-emergency Situation</td><td>15.2%</td></tr> <tr><td>Visited Fire Department</td><td>12.7%</td></tr> <tr><td>Requested Services</td><td>3.6%</td></tr> <tr><td>Inspection Services</td><td>1.8%</td></tr> <tr><td>Fire Department Programs</td><td>5.5%</td></tr> <tr><td>Other _____</td><td></td></tr> </tbody> </table>	Emergency Situation – Ambulance/Fire etc.	11.5%	Non-emergency Situation	15.2%	Visited Fire Department	12.7%	Requested Services	3.6%	Inspection Services	1.8%	Fire Department Programs	5.5%	Other _____																																					
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19. Please mark a response to each of the following aspects regarding your contact with the Fire Department over the past three years. (If you have not had contact with the Fire Department in a particular case, please leave blank.)

Adequacy of Service: Excellent Good Fair Poor

Provided by Dispatch 80.0% 20.0% 0% 0%

Provided by Firefighter 74.4% 25.6% 0% 0%

Provided by Paramedic/EMT 84.6% 11.5% 0% 3.8%

Provided by Fire Personnel at Station 82.9% 14.3% 2.9% 0%

Firefighter/EMT Attitude and Behavior 86.7% 8.9% 2.2% 2.2%

Response Time: Excellent Good Fair Poor

Emergency 87.9% 12.1% 0% 0%

Non-emergency 70.4% 29.6% 0% 0%

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

Fire Department Open House 75.2%

Fire Department visits to Block Parties 60.6%

Fire Prevention Week/Education at Schools 50.9%

Fire Station Tours 46.1%

Home Fire Safety Inspections 12.7%

Blood Pressure Screening 13.3%

CPR Training 20.6%

Fire Safety Trailer at Functions & Schools 25.5%

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

Program(s) of interest _____

Name _____

Address _____

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

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion
Department Performance	40.7%	38.0%	5.3%	0%	16.0%
Fire Protection Services	37.9%	35.9%	6.2%	0%	20.4%
Fire Inspection of Commercial Buildings	10.5%	12.8%	3.7%	0%	73.0%
Education on Fire Prevention	22.5%	31.9%	4.3%	0%	41.3%
Blood Pressure Screenings & CPR Classes	5.6%	10.5%	0.8%	0%	83.1%
Firefighter/EMT Attitude and Behavior	35.8%	20.9%	3.0%	2.2%	38.1%

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

Name _____

Address _____

Phone # _____

FINANCE DEPARTMENT

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

<p>24. Do you feel you receive a fair level of service for the property tax dollars you pay to the Village of Clarendon Hills?</p> <p>Yes 67.5% No 17.2% Don't Know/No Opinion 15.3%</p>	<p>26. The Village is currently considering whether to offer online bill payment. Would you use online bill pay to pay your Village bills and fees?</p> <p>Yes 51.9% No 38.0% Don't Know/No Opinion 10.1%</p>
<p>25. How do you conduct routine business with the Village? Check all that apply. (example: payment of water bills)</p> <p>Mail 40.0% In Person 15.8%</p> <p>Direct Debit 38.2% Drop Box 17.6%</p> <p>Other _____</p>	

PUBLIC WORKS

<p>27. 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="text-align: center; width: 15%;">Excellent</th><th style="text-align: center; width: 15%;">Good</th><th style="text-align: center; width: 15%;">Fair</th><th style="text-align: center; width: 15%;">Poor</th></tr> </thead> <tbody> <tr> <td>Street Maintenance</td><td style="text-align: center;">17.4%</td><td style="text-align: center;">50.9%</td><td style="text-align: center;">21.1%</td><td style="text-align: center;">10.6%</td></tr> <tr> <td>Snow Plowing</td><td style="text-align: center;">42.6%</td><td style="text-align: center;">45.7%</td><td style="text-align: center;">11.1%</td><td style="text-align: center;">0.6%</td></tr> <tr> <td>Storm Water Maintenance</td><td style="text-align: center;">15.7%</td><td style="text-align: center;">56.6%</td><td style="text-align: center;">16.4%</td><td style="text-align: center;">11.3%</td></tr> <tr> <td>Streetscape (flowers, entry signage, parkway trees)</td><td style="text-align: center;">26.1%</td><td style="text-align: center;">56.5%</td><td style="text-align: center;">14.3%</td><td style="text-align: center;">3.1%</td></tr> <tr> <td>Employee Attitude and Behavior</td><td style="text-align: center;">33.3%</td><td style="text-align: center;">57.1%</td><td style="text-align: center;">8.3%</td><td style="text-align: center;">1.3%</td></tr> </tbody> </table>		Excellent	Good	Fair	Poor	Street Maintenance	17.4%	50.9%	21.1%	10.6%	Snow Plowing	42.6%	45.7%	11.1%	0.6%	Storm Water Maintenance	15.7%	56.6%	16.4%	11.3%	Streetscape (flowers, entry signage, parkway trees)	26.1%	56.5%	14.3%	3.1%	Employee Attitude and Behavior	33.3%	57.1%	8.3%	1.3%	<p>29. The Village currently provides parkway tree trimming on a nine-year rotational basis. Do you consider this amount:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;"></th><th style="text-align: center; width: 15%;">Excessive</th><th style="text-align: center; width: 15%;">Adequate</th><th style="text-align: center; width: 15%;">Insufficient</th></tr> </thead> <tbody> <tr> <td>Excessive</td><td style="text-align: center;">1.3%</td><td style="text-align: center;">65.6%</td><td style="text-align: center;">33.1%</td></tr> </tbody> </table>		Excessive	Adequate	Insufficient	Excessive	1.3%	65.6%	33.1%
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Don't Know/No Opinion	1.8%																																						

BUILDING & ZONING/ CODE ENFORCEMENT

<p>31. 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 26.5% No 29.0% Don't Know/No Opinion 44.4%</p>	<p>32. 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 23.8% No 9.3% Don't Know/No Opinion 66.9%</p>
---	---

33. How would you rate the overall attitude and behavior of the employees in the Building Department?	34. How well do you believe the following regulatory ordinances are enforced?					
	Excellent	Good	Fair	Poor	Don't Know	
Excellent	13.0%					
Good	31.7%					
Fair	11.2%					
Poor	6.2%					
Don't Know/No Opinion	37.9%					
	Weeds	3.8%	30.4%	22.2%	8.9%	34.8%
	Vehicle Parking	15.0%	48.1%	19.4%	3.1%	14.4%
	Garbage	21.7%	47.8%	11.8%	2.5%	16.1%
	Storage of Junk	6.4%	36.3%	14.0%	1.9%	41.1%
	Construction and Site Maintenance	7.6%	41.1%	18.4%	8.9%	24.1%

CENTRAL BUSINESS DISTRICT (downtown Clarendon Hills)

35. How often do you shop in downtown Clarendon Hills?		37. Have you attended any of the following downtown Clarendon Hills events in the past two years? If so, how many?						
3 or more times a week	12.4%	<u>Event</u>	<u>0</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5+</u>
1 to 2 times a week	33.5%	Daisy Days (June)	44.8%	18.2%	36.9%	--	--	--
2 to 3 times per month	30.4%	Dancin' in the Streets Concerts (Summer)	40.6%	7.3%	10.9%	6.7%	13.9%	20.5%
Once per month	13.7%	Christmas Walk (December)	57.0%	20.0%	23.0%	-	-	-
Less than once per month	1.2%							
Never shop downtown	8.7%							

36. How satisfied are you with the following aspects of the central business district?					38. If you have attended a downtown Clarendon Hills event in the past 2 years, how would you rate the event?					
	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion	Event	Excellent	Good	Fair	Poor
Shopping choices	0.6%	12.4%	52.2%	29.8%	5.0%	Daisy Days	36.9%	55.3%	7.8%	0%
Quality of shopping	5.0%	20.1%	50.9%	17.7%	6.3%	Dancin' in the Street	46.7%	42.9%	9.5%	1.0%
Availability of parking	8.1%	43.5%	31.7%	12.4%	4.3%	Christmas Walk	38.0%	49.4%	11.4%	1.3%
Condition of buildings	5.0%	41.2%	42.5%	6.9%	4.4%					

VILLAGE SERVICES

<p>39. How would you rate the front desk service at the Village Hall?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Excellent</td><td style="width: 10%;">18.9%</td></tr> <tr> <td>Good</td><td>44.0%</td></tr> <tr> <td>Fair</td><td>10.1%</td></tr> <tr> <td>Poor</td><td>3.8%</td></tr> <tr> <td>Don't Know/No Opinion</td><td>23.2%</td></tr> </table>	Excellent	18.9%	Good	44.0%	Fair	10.1%	Poor	3.8%	Don't Know/No Opinion	23.2%	<p>44. The State of Illinois allows some municipalities (population 25,000 or greater or by referendum) more local authority through what is known as "home rule." There are 203 home rule communities in Illinois, covering two-thirds of the population of the State. Home rule allows a community greater control over local zoning issues, greater local authority and freedom from certain state regulations and greater financial flexibility by allowing the municipality to implement certain user fees, sales tax and property taxes. Clarendon Hills is not currently a home rule community. The Village Board is considering the placement of a referendum question on the ballot regarding Home Rule, as it could give the Village additional flexibility in solving its problems. How supportive would you be about Clarendon Hills becoming a home rule community?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Very supportive</td><td style="width: 10%;">12.1%</td></tr> <tr> <td>Somewhat supportive</td><td>20.0%</td></tr> <tr> <td>Neutral</td><td>16.4%</td></tr> <tr> <td>Not supportive</td><td>35.2%</td></tr> <tr> <td>Need additional information</td><td>12.1%</td></tr> </table>	Very supportive	12.1%	Somewhat supportive	20.0%	Neutral	16.4%	Not supportive	35.2%	Need additional information	12.1%				
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<p>40. If you have visited the Village's website, how would you rate the overall quality of the site?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Excellent</td><td style="width: 10%;">5.7%</td> <td style="width: 30%;">Poor</td><td style="width: 10%;">1.9%</td></tr> <tr> <td>Good</td><td>40.1%</td> <td>Don't Know/No Opinion</td><td>37.6%</td></tr> <tr> <td>Fair</td><td>14.7%</td><td></td><td></td></tr> </table>	Excellent	5.7%	Poor	1.9%	Good	40.1%	Don't Know/No Opinion	37.6%	Fair	14.7%															
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Good	40.1%	Don't Know/No Opinion	37.6%																						
Fair	14.7%																								
<p>41. The Village's website is www.clarendonhills.us. How frequently do you visit the website?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Daily</td><td style="width: 10%;">0%</td> <td style="width: 30%;">Two or three times a year</td><td style="width: 10%;">51.3%</td></tr> <tr> <td>Weekly</td><td>0.6%</td> <td>Never visit website</td><td>29.7%</td></tr> <tr> <td>Monthly</td><td>15.2%</td> <td>Do not have access to the internet</td><td>3.2%</td></tr> </table>	Daily	0%	Two or three times a year	51.3%	Weekly	0.6%	Never visit website	29.7%	Monthly	15.2%	Do not have access to the internet	3.2%	<p>45. If you have read the print <i>Trustee Topics</i> newsletter, how would you rate the overall quality of the newsletter?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Excellent</td><td style="width: 10%;">23.4%</td> <td style="width: 30%;">Poor</td><td style="width: 10%;">0.6%</td></tr> <tr> <td>Good</td><td>62.0%</td> <td>Don't Know/No Opinion</td><td>5.8%</td></tr> <tr> <td>Fair</td><td>8.2%</td><td></td><td></td></tr> </table>	Excellent	23.4%	Poor	0.6%	Good	62.0%	Don't Know/No Opinion	5.8%	Fair	8.2%		
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Good	62.0%	Don't Know/No Opinion	5.8%																						
Fair	8.2%																								
<p>42. The Village recently began mailing the print version of <i>Trustee Topics</i> in water bills for those residents who receive separate water bills. Do you like receiving your <i>Trustee Topics</i> newsletter this way?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Yes</td><td style="width: 10%;">68.3%</td> <td style="width: 30%;">No</td><td style="width: 10%;">14.9%</td> <td style="width: 30%;">Don't Know /No Opinion</td><td style="width: 10%;">13.0%</td></tr> <tr> <td>Do not receive a water bill</td><td>3.7%</td><td></td><td></td><td></td><td></td></tr> </table>	Yes	68.3%	No	14.9%	Don't Know /No Opinion	13.0%	Do not receive a water bill	3.7%					<p>46. If you have read the new e-mail <i>Trustee Topics</i> newsletter, how would you rate the overall quality of the newsletter?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Excellent</td><td style="width: 10%;">13.3%</td> <td style="width: 30%;">Poor</td><td style="width: 10%;">0%</td></tr> <tr> <td>Good</td><td>41.3%</td> <td>Don't Know/No Opinion</td><td>39.4%</td></tr> <tr> <td>Fair</td><td>6.0%</td><td></td><td></td></tr> </table>	Excellent	13.3%	Poor	0%	Good	41.3%	Don't Know/No Opinion	39.4%	Fair	6.0%		
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Do not receive a water bill	3.7%																								
Excellent	13.3%	Poor	0%																						
Good	41.3%	Don't Know/No Opinion	39.4%																						
Fair	6.0%																								
<p>43. How frequently do you read <i>Trustee Topics</i> print newsletter?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Every issue</td><td style="width: 10%;">80.2%</td></tr> <tr> <td>Sometimes</td><td>16.0%</td></tr> <tr> <td>Never</td><td>3.7%</td></tr> </table>	Every issue	80.2%	Sometimes	16.0%	Never	3.7%	<p>If you are not currently subscribed and would like to receive the new e-mail <i>Trustee Topics</i>, please include your e-mail address below or visit the Village's website at www.clarendonhills.us/subscribe.cfm.</p> <p>Email: _____</p>																		
Every issue	80.2%																								
Sometimes	16.0%																								
Never	3.7%																								
<h2>OTHER SERVICES</h2>																									
<p>47. Republic Services (formerly Allied Waste) provides refuse and recycling collection for the Village. How would you rate the quality of service that Republic provides?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Excellent</td><td style="width: 10%;">44.0%</td> <td style="width: 30%;">Poor</td><td style="width: 10%;">0.6%</td></tr> <tr> <td>Good</td><td>46.5%</td> <td>Don't Know/No Opinion</td><td>5.1%</td></tr> <tr> <td>Fair</td><td>3.8%</td><td></td><td></td></tr> </table>	Excellent	44.0%	Poor	0.6%	Good	46.5%	Don't Know/No Opinion	5.1%	Fair	3.8%			<p>48. Do you know that the Flagg Creek Water Reclamation District owns and operates the sanitary sewers?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Yes</td><td style="width: 10%;">87.7%</td> <td style="width: 30%;">No</td><td style="width: 10%;">12.3%</td></tr> </table>	Yes	87.7%	No	12.3%								
Excellent	44.0%	Poor	0.6%																						
Good	46.5%	Don't Know/No Opinion	5.1%																						
Fair	3.8%																								
Yes	87.7%	No	12.3%																						

<p>49. The Village worked with Republic Services (formerly Allied Waste) to recently implement a recycling cart program. How satisfied are you with the new recycling carts?</p> <table> <tr> <td>Very Satisfied</td><td>70.2%</td><td>Not Satisfied</td><td>3.1%</td></tr> <tr> <td>Somewhat satisfied</td><td>12.4%</td><td>Don't Know/No Opinion</td><td>14.3%</td></tr> </table>	Very Satisfied	70.2%	Not Satisfied	3.1%	Somewhat satisfied	12.4%	Don't Know/No Opinion	14.3%	<p>50. Have you had sanitary sewer backups in the last two years?</p> <table> <tr> <td>Yes</td><td>16.5%</td><td>No</td><td>83.5%</td></tr> <tr> <td colspan="4">If yes, number of backups during the last two years:</td></tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>6</td></tr> <tr> <td>7.3%</td><td>3.6%</td><td>0.6%</td><td>3.6%</td><td>0.6%</td></tr> </table>	Yes	16.5%	No	83.5%	If yes, number of backups during the last two years:				1	2	3	4	6	7.3%	3.6%	0.6%	3.6%	0.6%
Very Satisfied	70.2%	Not Satisfied	3.1%																								
Somewhat satisfied	12.4%	Don't Know/No Opinion	14.3%																								
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1	2	3	4	6																							
7.3%	3.6%	0.6%	3.6%	0.6%																							
<p>51. ComEd owns and operates the electric utility in the Village of Clarendon Hills. The Village has no direct ability to regulate or direct ComEd's activities, however we can share feedback from residents.</p> <ol style="list-style-type: none"> How would you rate ComEd services? Excellent 4.9% Good 31.5% Fair 30.9% Poor 32.7% Don't Know /No Opinion 0% If you have experienced a power outage, how would you rate ComEd's communication about the outage? Excellent 3.8% Good 20.6% Fair 33.8% Poor 41.9% Don't Know /No Opinion 0% How many times in the last year have you been without power? 1 to 2 times 19.0% 3 to 4 times 44.2% 5 to 6 times 25.8% 7 to 8 times 7.4% 9 times or more 3.1% How many times in the last year have you been without power for more than 24 hours? 1 time 26.6% 2 times 36.1% 3 times 12.0% 4 times 3.2% 5 times or more 1.9% None 20.3% As a percentage of your current electrical costs, how much additional would you be willing to pay for substantially improved electrical service? None 45.3% Less than 10 percent 39.1% 10 to 25 percent 14.3% 26 to 50 percent 1.2% More than 50 percent 0% 																											
QUALITY OF LIFE																											
<p>52. Taking all things into consideration, how would you rate your overall quality of life in Clarendon Hills?</p> <table> <tr> <td>Excellent</td> <td>59.9%</td> <td>Poor</td> <td>0%</td> </tr> <tr> <td>Good</td> <td>37.7%</td> <td>Don't Know/No Opinion</td> <td>0%</td> </tr> <tr> <td>Fair</td> <td>2.5%</td> <td></td> <td></td> </tr> </table>	Excellent	59.9%	Poor	0%	Good	37.7%	Don't Know/No Opinion	0%	Fair	2.5%			<p>54. 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>5.6%</td> <td>Somewhat Worse</td> <td>12.0%</td> </tr> <tr> <td>Somewhat Better</td> <td>23.2%</td> <td>Much Worse</td> <td>0.8%</td> </tr> <tr> <td>About the Same</td> <td>58.4%</td> <td></td> <td></td> </tr> </table>	Much Better	5.6%	Somewhat Worse	12.0%	Somewhat Better	23.2%	Much Worse	0.8%	About the Same	58.4%				
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Somewhat Better	23.2%	Much Worse	0.8%																								
About the Same	58.4%																										
<p>53. What 3 things do you like best about living in the Village?</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>	<p>55. What do you consider to be the major assets and advantages of living in Clarendon Hills? Check all that apply.</p> <table> <tr> <td>Schools</td> <td>91.5%</td> </tr> <tr> <td>Location</td> <td>80.0%</td> </tr> <tr> <td>Shopping</td> <td>4.8%</td> </tr> <tr> <td>Transportation</td> <td>59.4%</td> </tr> <tr> <td>Housing Quality</td> <td>64.8%</td> </tr> <tr> <td>Residential Neighborhoods</td> <td>77.0%</td> </tr> <tr> <td>Friendliness of Residents</td> <td>72.7%</td> </tr> <tr> <td>Recreational Amenities</td> <td>29.1%</td> </tr> <tr> <td>Other _____</td> <td></td> </tr> </table>	Schools	91.5%	Location	80.0%	Shopping	4.8%	Transportation	59.4%	Housing Quality	64.8%	Residential Neighborhoods	77.0%	Friendliness of Residents	72.7%	Recreational Amenities	29.1%	Other _____									
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Recreational Amenities	29.1%																										
Other _____																											

<p>56. What 3 things do you like <i>least</i> about living in the Village?</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>	<p>57. What do you consider to be major disadvantages of living in Clarendon Hills? Check all that apply.</p> <table> <tr> <td>Traffic Problems</td> <td>15.8%</td> </tr> <tr> <td>Street Conditions</td> <td>30.9%</td> </tr> <tr> <td>Recreational Amenities</td> <td>9.1%</td> </tr> <tr> <td>Housing Costs</td> <td>38.8%</td> </tr> <tr> <td>Distance of Employer</td> <td>1.8%</td> </tr> <tr> <td>Shopping</td> <td>41.2%</td> </tr> <tr> <td>Other _____</td> <td></td> </tr> </table>	Traffic Problems	15.8%	Street Conditions	30.9%	Recreational Amenities	9.1%	Housing Costs	38.8%	Distance of Employer	1.8%	Shopping	41.2%	Other _____	
Traffic Problems	15.8%														
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Distance of Employer	1.8%														
Shopping	41.2%														
Other _____															

DEMOGRAPHICS

(Information for statistical purposes only)

<p>58. How long have you been a resident of Clarendon Hills?</p> <table> <tr> <td>Less than 1 year</td> <td>2.5%</td> <td>11-15 years</td> <td>12.3%</td> </tr> <tr> <td>1-5 years</td> <td>16.0%</td> <td>16-20 years</td> <td>11.1%</td> </tr> <tr> <td>6-10 years</td> <td>15.4%</td> <td>More than 20 years</td> <td>42.6%</td> </tr> </table>	Less than 1 year	2.5%	11-15 years	12.3%	1-5 years	16.0%	16-20 years	11.1%	6-10 years	15.4%	More than 20 years	42.6%	<p>62. Please indicate the cities where you and your spouse are employed (if applicable).</p> <p>Respondent _____</p> <p>Spouse _____</p>																			
Less than 1 year	2.5%	11-15 years	12.3%																													
1-5 years	16.0%	16-20 years	11.1%																													
6-10 years	15.4%	More than 20 years	42.6%																													
<p>59. Check the box that best describes your age.</p> <table> <tr> <td>Under 20</td> <td>0.6%</td> <td>50-59</td> <td>23.8%</td> </tr> <tr> <td>20-29</td> <td>0.6%</td> <td>60-69</td> <td>15.6%</td> </tr> <tr> <td>30-39</td> <td>12.5%</td> <td>70 and over</td> <td>16.3%</td> </tr> <tr> <td>40-49</td> <td>30.6%</td> <td></td> <td></td> </tr> </table>	Under 20	0.6%	50-59	23.8%	20-29	0.6%	60-69	15.6%	30-39	12.5%	70 and over	16.3%	40-49	30.6%			<p>63. Please indicate the type of home in which you currently live and whether you own or rent.</p> <table> <thead> <tr> <th></th> <th style="text-align: center;"><u>Own</u></th> <th style="text-align: center;"><u>Rent</u></th> </tr> </thead> <tbody> <tr> <td>Single-Family</td> <td style="text-align: center;">83.1%</td> <td style="text-align: center;">1.3%</td> </tr> <tr> <td>Apartment</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">0.6%</td> </tr> <tr> <td>Condominium</td> <td style="text-align: center;">4.4%</td> <td style="text-align: center;">0%</td> </tr> <tr> <td>Townhome</td> <td style="text-align: center;">10.0%</td> <td style="text-align: center;">0.6%</td> </tr> </tbody> </table>		<u>Own</u>	<u>Rent</u>	Single-Family	83.1%	1.3%	Apartment	0%	0.6%	Condominium	4.4%	0%	Townhome	10.0%	0.6%
Under 20	0.6%	50-59	23.8%																													
20-29	0.6%	60-69	15.6%																													
30-39	12.5%	70 and over	16.3%																													
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	<u>Own</u>	<u>Rent</u>																														
Single-Family	83.1%	1.3%																														
Apartment	0%	0.6%																														
Condominium	4.4%	0%																														
Townhome	10.0%	0.6%																														
<p>60. How many people currently live in your household?</p> <table> <tr> <td>One</td> <td>14.3%</td> </tr> <tr> <td>Two</td> <td>33.5%</td> </tr> <tr> <td>Three</td> <td>12.4%</td> </tr> <tr> <td>Four or more</td> <td>39.8%</td> </tr> </table>	One	14.3%	Two	33.5%	Three	12.4%	Four or more	39.8%	<p>64. 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 style="text-align: right;">20.2%</td> </tr> <tr> <td>North of Burlington Northern Railroad Tracks and South of Chicago Avenue</td> <td style="text-align: right;">34.4%</td> </tr> <tr> <td>South of Burlington Northern Railroad Tracks and North of 55th Street</td> <td style="text-align: right;">35.0%</td> </tr> <tr> <td>South of 55th Street</td> <td style="text-align: right;">10.4%</td> </tr> </table>	North of Chicago Avenue	20.2%	North of Burlington Northern Railroad Tracks and South of Chicago Avenue	34.4%	South of Burlington Northern Railroad Tracks and North of 55 th Street	35.0%	South of 55 th Street	10.4%															
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South of Burlington Northern Railroad Tracks and North of 55 th Street	35.0%																															
South of 55 th Street	10.4%																															
<p>61. What is your combined household income?</p> <table> <tr> <td>Under \$25,000</td> <td>2.1%</td> <td>\$100,000 to \$149,999</td> <td>26.4%</td> </tr> <tr> <td>\$25,000 to \$49,999</td> <td>4.3%</td> <td>\$150,000 to \$199,999</td> <td>10.7%</td> </tr> <tr> <td>\$50,000 to \$74,999</td> <td>9.3%</td> <td>\$200,000 and over</td> <td>33.6%</td> </tr> <tr> <td>\$75,000 to \$99,999</td> <td>13.6%</td> <td></td> <td></td> </tr> </table>	Under \$25,000	2.1%	\$100,000 to \$149,999	26.4%	\$25,000 to \$49,999	4.3%	\$150,000 to \$199,999	10.7%	\$50,000 to \$74,999	9.3%	\$200,000 and over	33.6%	\$75,000 to \$99,999	13.6%																		
Under \$25,000	2.1%	\$100,000 to \$149,999	26.4%																													
\$25,000 to \$49,999	4.3%	\$150,000 to \$199,999	10.7%																													
\$50,000 to \$74,999	9.3%	\$200,000 and over	33.6%																													
\$75,000 to \$99,999	13.6%																															

Open Ended Responses

2012 Community Needs Survey

Access

- Make access easier from Ogden in town. Opening Middaugh would be nice.

Village Board and Staff

- How about the mayor, city council and key Village employees get out to neighborhood block parties and other village events so people can meet them? I've lived in this town for over 10 years and I wouldn't recognize anyone except Mike Brown on the street. Completely unacceptable for a small Village.
- Thomas Karaba does an excellent job as Village President!
- Don't make dealing through the front desk at the Village Hall by residents on minor building permit issues like dealing with the Wizard of Oz.
- Village board shoud respect the people instead of trying to fleece them.
- We appreciate that we have a dedicated Board of Trustees.
- Lack of service by Village Hall personnel.
- Trust in the Village Board has declined since Diane Hiller was elected Village President. The majority of the village's voters expressed a clear desire for change, and the Village Board seemed to go out of its way to undermine Ms. Hiller and to enforce the status quo. The Caucus process has become suspect, as minority groups appear able to manipulate the process to suit their own private agenda. As long as the membership in the Village Board and its decision-making appear as though they can be manipulated by small special interest groups, giving them broader authority (e.g., home rule) will be viewed with suspicion.
- I have not had any contact with the Building Department for about 10 years, but, at that time, they were more interested inprotecting the builders' interests and not the residents' needs. After contacting one of the Village Trustees at that time, we were advised to contact the DuPage County States Attorney to get the Building Department to enforce the village and county building codes over the objections of a builder. It was only after threatening the Development Director with taking this action that we got any results, and the enforcement was still not entirely adequate. I hope this has changed, but I do not have any more recent experience to know one way or the other.
- Continue to be extremely impressed with Public Works, especially with snow removal.
- My sense is that the current compensation/raise schedule for some village employees is more generous than the current business climate.

Brush pick up

- A brush pickup twice a year would be nice
- Offer free brush pick-up at least a couple times a year.

Central Business District/Business Development

- Lead the community to shop and to be proud of our downtown business community. Figure a way to plow sidewalks for our shoppers and pedestrians.
- Do something creative with unfinished projects downtown.
- Make store rentals more appealing.
- Do something with that ugly lot at Park and Walker. What happened there?
- Would love to see a teen/youth center in our community. Also would like some more family friendly stores and restaurants.
- Downtown Clarendon Hills is an ideal, strategic location for businesses to locate if they had the right incentives to move in.
- Do something about the downtown.
- We need to be more agressive about getting some business tax revenue, and need to provide a better way to attract and allow shop keepers to make a profit to keep our village shopping area vibrant.

- We need a bigger variety of businesses in downtown Clarendon Hills. I hear many stories of how difficult the Village makes it for people to open businesses. It is too political. We need a casual burger place for the tweens to hang out. Chain restaurants or stores would bring in a lot of business if the Village would allow chains to open up. With all the empty lots and buildings, the Village should welcome anyone who wants to open up a shop.
- We were disappointed when The Pointe of Clarendon Hills folded. This would have been a good transition for us from a big house to a more manageable living arrangement.
- We are most looking forward to the completion of the downtown train station and additional shopping and restaurants.
- Great town with many assets. Let's get a downtown to match. If there's a Gap in Hinsdale and a Gap in Oak Brook, we don't need another Gap. I would like to the restaurants I mentioned above-- pizza place, hamburger joint, breakfast restaurant.
- Clean up the empty lot on Walker Ave. (Even if it is only with grass, like you did on Prospect). Open a grocery store and an affordable breakfast/lunch place.
- Fast food type restaurant, similar to the now-closed Zingleman's in Hinsdale, where a variety would be available at reasonable prices. This would be frequented, I believe, by young teens as well as families.
- The addition of a family-style restaurant (affordable and open for breakfast, lunch and dinner) and a small convenient grocery store -- this would greatly enhance the downtown business district.

ComEd

- Get ComEd to provide better service. It really is awful.
- Improving Electrical Systems would be good, there was just too many times we were out of power this summer. One time it lasted 4 days!!! That's just not acceptable, and ComEd was horrible. We (as a Village) should perhaps propose something else.
- The ComEd power situation is the biggest issue in CH. We need more consistency and less power interruption.

Dancin' in the Street

- Dancin' in the Streets should be held at a park similar to what Hinsdale does. It would provide more room for parents with little kids. Also starting the music earlier than 7 p.m. would allow parents with younger kids to attend for a longer time period.
- Have Dancing in the Streets a few nights in the fall or spring.

Electrical Lines

- Investigate burial of electrical lines - review the potential cost and the option of referendum or special assessment to pay for the upgrade.

Flagg Creek Water Reclamation District

- Get the Flagg Creek project over and fix the streets and parkways. The downtown area near Park looks terrible -- brick laying around stacked. The open lot behind Scapa is a mess. All summer long and now into the fall.
- The repaving of Park Avenue after the Flagg Creek project has taken entirely too long. The Village's prioritization of paving and putting in curbs on minor village streets rather than repaving a road that is in horrible condition and receives ten times the traffic is a complete mystery.
- Please work with Flagg Creek to get this flooding situation fixed!
- The sewer project revamp really left the streets a bumpy mess and it's gone on far too long. This is really my one complaint.
- The Village Board should have been tougher on Flagg Creek. Our streets are still a mess, the construction caused dangerous hazards, and police did not patrol speeders on alternate routes, nor did Flagg Creek direct detour traffic properly. It seemed like they goofed up and had to re-do the project along Harris...it was torn up for two years.
- Resurfacing of downtown area, particularly Walker intersection has been bad for over a year. Glad to see they're working on it this month.
- Please fix the damaged roads that resulted from the Flagg Creek sewer project!

Fires

- The issue of open fires need to be addressed as they are alarmingly on the increase in this village. Last evening, block party participants made a fire in the middle of the street! What I find particularly annoying is that the dense smoke makes breathing very difficult. I strongly feel that open pit fires be abolished before a house gets burned down. If people want a fire so badly they should go camping!

Foreclosures

- Get after the banks on the foreclosed property conditions.

Compliments

- I feel the Village does a wonderful job in keeping our neighborhoods safe and attractive. Keep up the good work!
- Outstanding place to live and raise a family.
- Thanks for communicating with us!
- Thanks for making the effort to find ways to improve our Village.

Home Rule

- Let's try to keep the charm of Clarendon Hills. Let's not try to make it Hinsdale -- we all bought here instead of Hinsdale for a reason - it has a different feel, people are more genuine, more connected, more helpful, there is a stronger sense of true community. Part of the reason we have that is our age, economic, and cultural diversity and we need to keep things in place to preserve that. I believe home-rule will greatly threaten these things. I am uncomfortable giving a small group of people that much control over decisions that will affect the entire community. And, lastly -- our schools are the way they are because we pay our teachers well. We are a high maintenance group to serve - partially because we have so many smart kids, so many involved parents, such high expectations for our district -- our teachers are incredible and 80% go consistently above and beyond and yes, I do think they should be some of the highest paid teachers in the country if that's what we expect.
- Please do not move forward with the idea to become a home rule unit.

Library

- Would like to see more Library programming.
- Based on years of experience, our Clarendon Hills library is an important center of the community and should continue to have the Village's strong support for monies and expansion.

Parks

- The Prospect Park ponds have been an eyesore the past several years. Excessive algae build up can be controlled with the right pond management program. Dog walking in the parks should be encouraged and waste recepticals should be marked and maintained year round for dog waste. In my opinion dogs should be allowed to be off leash if the owner is responsible.
- Gardens around Hosek Park are horrible. Create jogging path at Hosek Park.

Police Department

- You need to get a squad car over by Hosek Park on Harris. Many speeders like to go flying by on certain nights coming from the east to the west.
- Continue to pursue ""Community Policing"" policies - everyone in our village should get to know their officers, and like them.
- Extremely disappointed with the events that occurred within the police department and the resignation/retirement of the Police Chief and the events surrounding that incident and the lack of transparency and disclosure about what took place. What happened is a ""black eye"" for the Village and demonstrates a lack of competency within the police department.
- I would like to see more police patrol of the neighborhood streets and crack down on unwanted/unlicensed solicitors.
- I feel we need more police patrols on our side of 55th St.
- Enforce the traffic laws on the local streets during rush hours.
- Increased Police presence for the many cars who "blow or roll" through the stop signs on Naperville Road and Coe.

- Increase feeling of uneasiness/lack of safety. I live south of 55th street. Never have police driving through our subdivision on patrol We have many senior citizens who live here and they are also worried about increased crime in our area. Would love to have a police car drive through our subdivision a couple times during the day and at night.

Refuse/Recycling

- Blue recycling cards great but what about waste carts? Hinsdale has them. I've lived in Clarendon Hills for 2.5 years and Allied Waste has damaged 2 garbage carts of mine. I finally ordered Allied Waste Cart but it's costing me \$20 extra a month. This isn't right. If all residents had the Allied Waste Carts wouldn't make the garbage pick-up easier for Allied's employees?

Roads

- Repair Park Street. It's horrible it's been left so bad for so long.
- Add the option of adding speed bumps to local streets when requested as a speed management tool.
- Plow 55th street or make sure county does. It is lethal. The roads have really gotten terrible, need to be fixed.
- Is there any way of accelerating the new street resurfacing/replacement program with concrete shoulders, which I believe would increase the village's attractiveness to new home buyers?
- Traffic lights needed at Ogden and Woodstock Avenue.
- I truly believe the quality of road work and repair is the worst I have ever seen. Either have it redone correctly or sue the contractors.
- Would like to see curbs installed.

Schools

- Would like to see rezoning for schools.

Sewer

- I would like to not have to worry about my sewer backing up. It's expensive to have rotted out twice a year and very inconveniant as well.

Shared Services

- The village needs to look into shared services with other villages.

Sidewalks

- Shovel sidewalks downtown.
- Public works needs to shovel the downtown sidewalks and trim the trees more often.

Skunks

- Can you help get rid of the skunks? :)
- Let's get rid of the skunks.

Stormwater

- Make sure each street has a place for rain water to go.
- Please enforce new construction water erosion code.
- Do the storm water / sump pump discharge planning before the monster house gets built on the block - please, don't pass the buck to FCWRD.
- Monitor new construction to prevent water problems for neighboring property owners.

Streets/Snow

- They provide an excellent job plowing the snow in the winter. I feel the streets are basically in good shape. When you redo other streets in the future, please consider making them wider.

Survey

- Survey is a great idea - continued dialogue is helpful.
- Thanks for asking for our feedback.
- Recently (within year or so) did a similar survey. Save money do the survey less often!

Taxes

- Don't raise taxes - cut expenses - cut employee head count - cut some services just don't raise taxes.
- Lower the tax, cut the cost like everybody does.

- Overall we are very happy living in Clarendon Hills. However I am concerned about increased property taxes and escalating housing costs. I am afraid that Clarendon Hills will not be a viable consideration for young families in light of ever increasing housing costs. Also retired persons who would like to continue to reside in Clarendon Hills will be priced out of the market.
- Keep the deficits and payable within the budget. The Village needs to live within its means just like individual taxpayers. Don't spend more or ask for more than you have.
- Tax breaks needed for residents who no longer have children in school and paid their fair share when using schools.
- Average income earners are being priced out of the Village

Traffic

- Please enforce stop signs at the railroad tracks: When crossing the tracks, there is only about a 50-50 chance that vehicles at the stop signs on the other side will actually stay stopped. This is particularly bad when you are turning left after crossing the tracks. In addition, cars frequently make U-turns at the triangle downtown or make partial U-turns to park in spaces on the opposite side of the street from their direction of travel. I find these both to be dangerous driving behaviors and my understanding is that both of these maneuvers are illegal, but I have never seen anyone challenged for doing this -- even when a police squad car was visible. There used to be a "No U-Turn" sign mounted at the north tip of the triangle, but it disappeared a number of years ago. Finally, please enforce the "No Parking This Side of Street" signs. It is frequently difficult to get through the streets with vehicles parked on both sides of the street. There are often cars parked right next to the "No Parking" sign, and I have never seen a ticket on their windshield. Service vehicles, especially landscape maintenance vehicles violate this with impunity; since they are parked in the same spot at about the same time on the same day every week, I find it hard to believe that a police patrol car has not noticed the violation. I often have a hard time getting through, and I hate to imagine what it would be like if I were driving a fire truck or an ambulance that needed to get through quickly.
- 55th Street has become a race track. I see little or no police presence in enforcing speed limits. The idea of letting people heading south or north on Prospect and allowing them to make a U-Turn into a parking space in the opposite direction on Prospect is dangerous and slows traffic.
- Oxford Street between Ogden and Chicago should have sidewalks. Cars drive too fast down the cut-thru streets of Oxford, Woodstock, etc. How about some speed bumps or police tickets?
- Consider angle parking at library and post office

Train Station

- Glad to have the train station open longer. Need to provide covered inbound platform for waiting passengers (we are the only major station without one). Glad to see new auto dealer on Ogden.
- Metra station really needs updating. Pedestrian and vehicle traffic over the railroad tracks is very bad.

Trees

- With the number of storms this year, maybe more frequent tree trimmings. A lot of older trees. I called several times about a tree in front of my house that lost limbs with every storm. I was told the tree was healthy and safe. The last major storm we had took half that tree down and just missed my house. If it wasn't for the Maple in my front yard, it would have been in my dining room.

Village Hall

- Village hall should have an external drop box for water bills (outside of the building for after hours).