

## **Clarendon Hills 2014 Community Needs Survey Analysis**

Attached, please find the results of the tenth annual Clarendon Hills Community Needs Survey. The survey was developed as a method for evaluating Village services and obtaining feedback from residents. Questions on the 2014 survey asked what the Village is doing well and where residents would like to see improvement. Specifically, questions were asked regarding village departments, the central business district, miscellaneous village services, quality of life, and demographics. This narrative analysis combines the answers of the respondents to portray a statistically accurate picture of resident opinions.

The results of the survey are presented as follows:

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## **Survey Participation and Statistical Information**

The 2014 Community Needs Survey was distributed to a randomly selected sample of 999 Clarendon Hills households. A total of 328 surveys were completed, for a response rate of 32.8 percent. This sample size provides a confidence level of 95 percent and a margin of error of 5.14 based on a population of 3,200 households.

The 2014 Community Needs Survey is the ninth consecutive year the Village has conducted the survey. The survey is used to provide a statistically valid evaluation of the services the Village provides. This information helps target areas for improvement and areas for commendation. The survey includes questions from each Village department, focusing on core services. It also seeks feedback on policy questions the Village may face.

Each year the Village reviews the scope and format of the survey to ensure it gathers essential information in a convenient manner for residents. As a result, several questions from previous years were removed and questions were added based on feedback from the Village Board. Overall, the survey length decreased to a single page, front and back. The survey was again offered in both paper and online formats. The survey timing was changed to early summer distribution in order to develop results in advance of the Board's 2014 Strategic Planning Session. It seems these changes resulted in a higher response rate.

The value of the survey is to provide education to residents, to create a forum for feedback, to give a quick take on special projects, and to allow for ongoing benchmarking.

## **Demographics**

In order to determine whether respondents of the Community Needs Survey accurately represent the citizens of Clarendon Hills, the demographic information of respondents was compared to demographic information compiled by the 2010 U.S. Census and the demographics of respondents in previous years. The demographic data collected over previous years was significantly reduced to essential elements for comparison to Census data.

- Previous surveys show that residents over the age of 60 tend to be over-represented in the survey results (or respond in greater numbers). The 20 to 39 population group was significantly underrepresented. For comparison purposes, those under age 20 were removed from Census data as this age group typically does not serve as head of household for purposes of responding to the survey.

	< 20	20-29	30-39	40-49	50-59	60-69	>70
Survey Response	0%	1.2%	13.5%	23.2%	24.2%	16.8%	15.3%
2010 Census Data	NA	10.1%	15.7%	28.7%	21.8%	11.4%	6.4%

- 42.5 percent of respondents reported they had lived in Clarendon Hills for more than 20 years.

- The Village uses four geographic regions to determine where in the Village respondents live.
  - 1) North of Chicago Avenue
  - 2) North of Burlington Northern Railroad and South of Chicago Avenue
  - 3) South of Burlington Northern Railroad and North of 55<sup>th</sup> Street
  - 4) South of 55<sup>th</sup> Street

The chart below illustrates the percentage of households and the percentage of survey respondents in each area of the Village. Respondents generally represent the distribution of households in Clarendon Hills.

<b>Area of the Village</b>	<b>% of Households in Area</b>	<b>% of Respondents in Area</b>
N. of Chicago Ave.	15.9%	16.2%
N. of BNSF Railroad and S. of Chicago Ave.	33.8%	38.2%
S. of BNSF Railroad and N. of 55 <sup>th</sup> St.	32.4%	31.4%
S. of 55 <sup>th</sup> St.	17.9%	4.8%
No Answer	0%	9.1%

Bias of sample: the sample therefore is biased older, towards longer term residents and geographically towards all residents that do not reside south of 55<sup>th</sup>.

### **Question Responses**

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

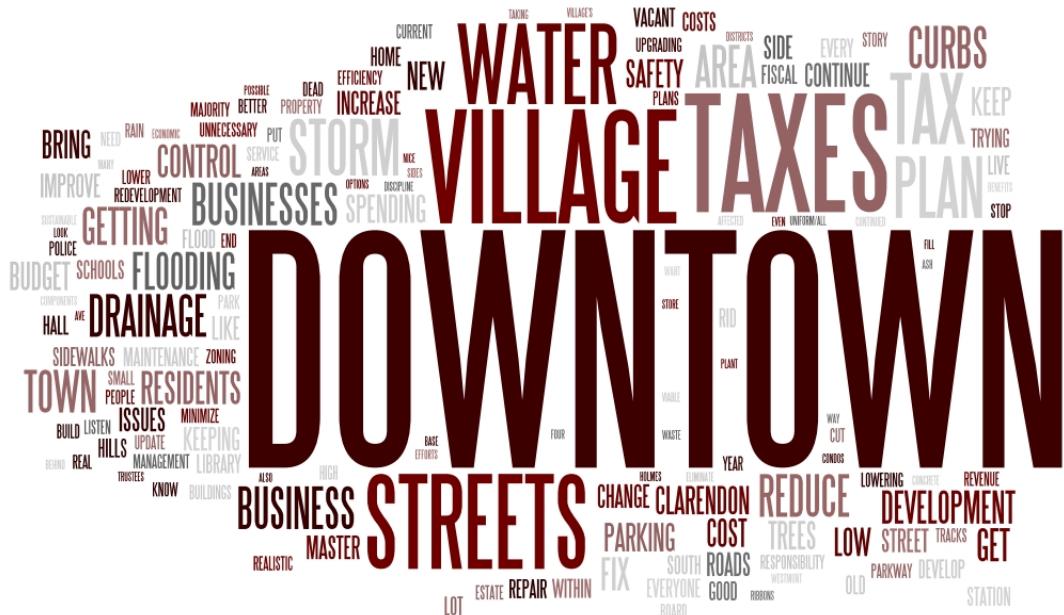
The response options were revised to improve symmetry during the 2012 survey, which limits comparability on some questions to only a few years even though the question has been asked for many years.

For most questions a number of respondents chose not to answer the question at all. These responses are put under the non-response category.

## Special Projects/Priorities

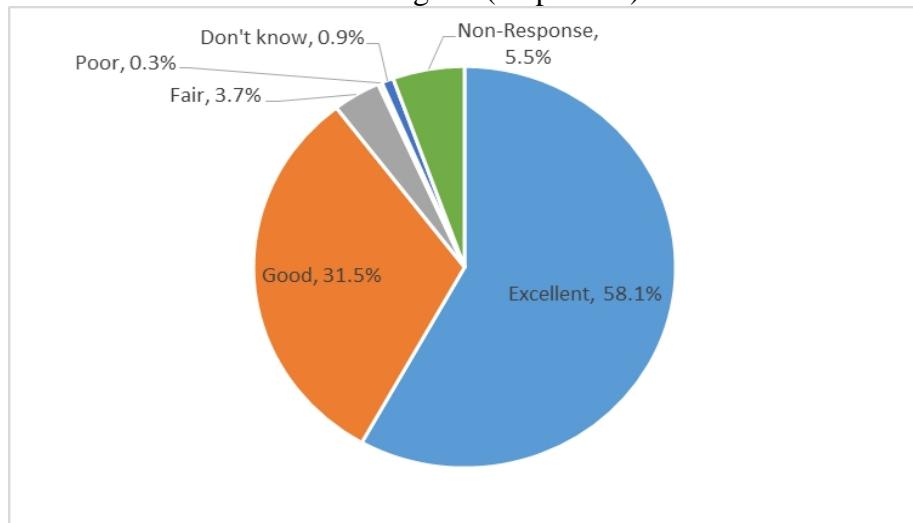
## **Priorities**

When asked as an open ended question what the number one priority of the Village should be in the next fiscal year, the most common word mentioned was downtown, followed by Village and Taxes. Storm, water, flooding and drainage also came up as frequently mentioned words. A complete list of responses can be found in the appendix.



## Quality of Life

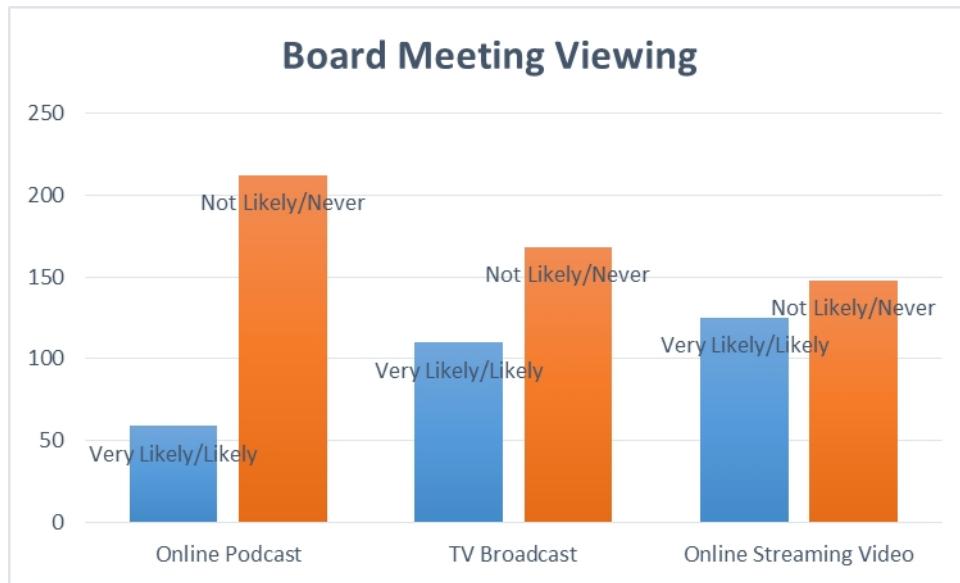
For the tenth year in a row, nearly all respondents rated the overall quality of life in Clarendon Hills as excellent or good (89 percent).



## **Village Board Meeting**

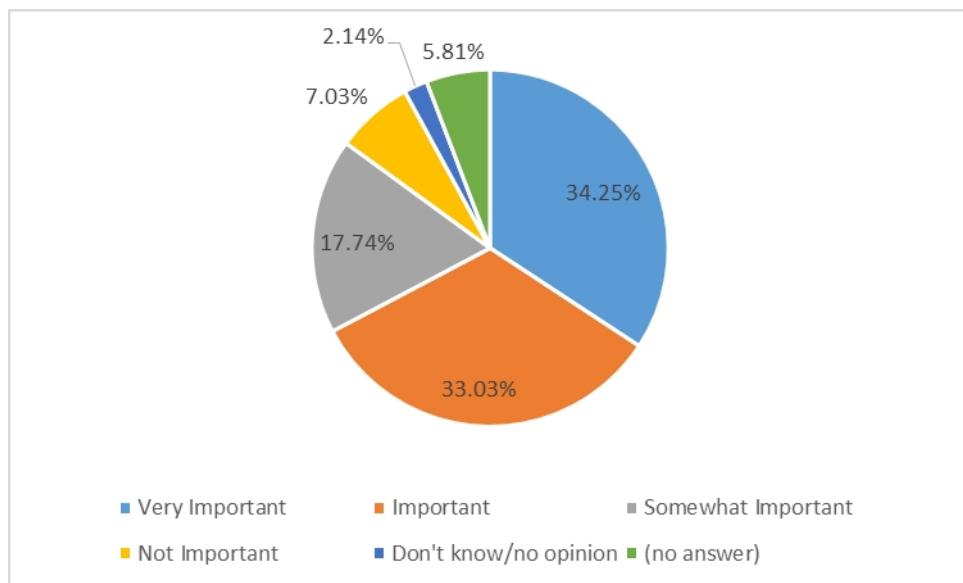
Online Streaming Video ranked as the most popular way that respondents felt they would view board meetings. Podcast ranked the lowest with only 17.1% indicating they were likely or very likely to view the meeting in the manner. As shown in the graph below under each method, more residents indicated that they were not likely or would never use the service than were likely or very likely to use the service.

	Online Podcast	TV Broadcast	Online Streaming Video
<b>Very Likely</b>	3.7%	7.6%	8.6%
<b>Likely</b>	14.4%	26.0%	29.7%
<b>Not Likely</b>	33.3%	26.3%	22.3%
<b>Never</b>	31.5%	25.1%	22.9%
<b>I Don't Know</b>	7.3%	7.3%	5.8%
<b>Refused Response</b>	9.8%	7.6%	10.7%



## **Sustainability**

When asked the question: *How important to you is it that the Village is environmentally sustainable in its practices?* A vast majority of respondents indicated that sustainability was at least somewhat important (85%), with only 7% indicating it was not important.



## **Road Improvement Program**

The Village's Road Improvement Program is currently funded through Special Service Areas. The SSAs are property taxes that typically run 15 years to fund a portion of the road improvements. SSAs carry additional legal and financing costs. The Village has considered a dedicated property tax as an alternative. The 2014 Survey asked whether respondents preferred to maintain the current SSA program or whether the Village should consider a property tax. Overwhelmingly, respondents believed they were not adequately informed to make a determination. The results were as follows:

Maintain the current SSA program:	25.7 percent
Consider a property tax dedicated to road improvements:	20.8 percent
Do not know/need more information:	43.7 percent

## Village Departments/ Board Approval

### Police Department

- In general, respondents are satisfied with the performance of the Village's Police Department. Overall, 61.8 respondents were "Very Satisfied" with Department Performance with 22.6% of respondents somewhat satisfied.
- The survey asked residents how safe and secure they felt in their own neighborhoods. 63.9% meaning respondents felt "Very Safe" with 21.1 % feeling somewhat safe. Going a step further, we can see a distribution of perceived safety by geographic region of the Village.

### Perception of Safety and Security by Geographic Area

	No Answer	North of Chicago	BNSF to Chicago	55 <sup>th</sup> Street to BNSF	South of 55 <sup>th</sup> Street
Very Safe	50.0%	83.2%	72.0%	73.8%	56.3%
Somewhat Safe	30.0%	15.1%	22.4%	22.3%	37.5%
Somewhat Unsafe	0.0%	0.0%	1.6%	0.0%	0.0%
Very unsafe	3.3%	0.0%	3.2%	1.0%	0.0%
Don't know	3.3%	0.0%	0.8%	0.0%	6.2%
No Answer	13.3%	1.9%	3.2%	2.9%	0.0%

As the chart indicates, people have somewhat similar perceptions of safety across the community, with those residing south of 55<sup>th</sup> Street feeling significantly less safe than other neighborhoods but with an overall generally feeling of safety. This occurred last year as well, but given the small sample of people south of 55<sup>th</sup> it is difficult to draw any conclusions.

### Fire Department

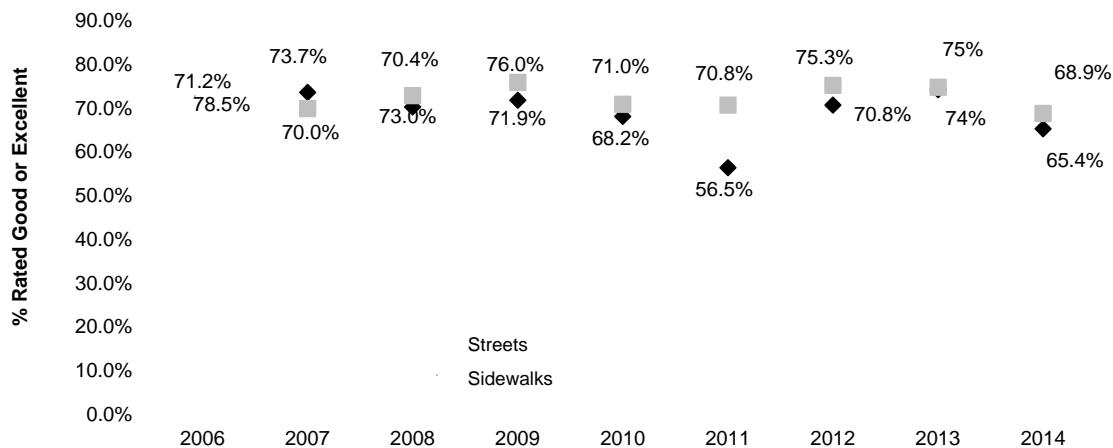
- 64.2% Respondents were also very satisfied with the performance of the Fire Department. The next largest group held no opinion with 21.4%.
- Fire protection services, Education on fire prevention, and fire fighter attitude all flowed the same trend with a majority very satisfied, and the highest second group "no opinion".

### Public Works Department

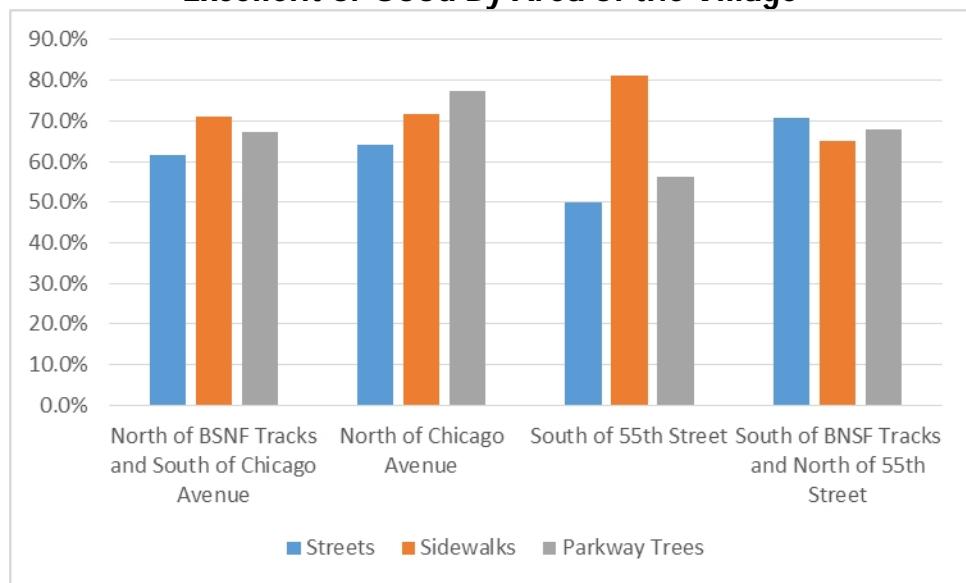
- Snow plowing was among the highest-rated of Public Works Services. 62% of respondents said they were "Very Satisfied" with snow plowing.
- Storm water stands out as an issue where a large percentage of residents are unsatisfied (13.8%) or somewhat unsatisfied (16.2%)
- Street and sidewalk condition were rated on a scale of Excellent, Good, Fair or Poor. 65.4 percent of respondents rated Street Condition as Excellent or Good, which is the lowest since 2011 and the third lowest since 2005. Sidewalk conditions were also rated as good or excellent by 68.9 percent of respondents.
- The respondents in the area south of 55<sup>th</sup> have the lowest ratings of the Village infrastructure, again this subgroup has a very low sample size.

### Percentage of Residents Rating Infrastructure

### Condition of Sidewalks and Streets



### Excellent or Good By Area of the Village



### Front Desk Service

- The Survey asked respondents to rate the front desk service at Village Hall. While a full third did not know or had no opinion, the Village front desk received less than 1% of residents indicating poor customer service.

### Communication

- The survey asked respondents to evaluate the Village's various means of communication. Respondents were asked to rate it as Excellent, Good, Fair, Poor or Don't use.

- The most popular method of communication was the Trustee Topics newsletter, with 84 percent of respondents Very Likely or Likely to look there for Village News. The newsletter was rated well with 84% giving the letter good or excellent ratings.
- The Trustee Topics e-mail newsletter is gaining in use over previous years. Only 10% percent of respondents reported that they never look to email blasts for news. However, when gauging quality 38.5% of respondents indicated that they did not know what to rate the newsletter as, indicating at least some confusion about the format. The Village continues to expand this format to target certain groups with the appropriate information.
- The Village continues to focus on growing its social media presence. In general, while these are used by residents, they are significantly less popular than email blasts and newsletter. 73 percent of residents reported they are not likely or never look to Facebook for village news while 80.4 percent said the same about Twitter. This is in contrast to what is observed by Facebook traffic stats that regularly report posts reaching hundreds of households, perhaps showing the generational divide in social media users and survey responses (though the cross tabs to not bear this out).
- The Village's website is very likely or likely to be a source of Village information for about 50% of residents.
- Cross tabs did not reveal an age bias in the way residents receive information, perhaps due to an internet savvy population or sample size problems.

### **Village Board**

- Respondents were asked to rate the Board on Communication, Transparency, Decision Making and Strategic Planning on a scale of very satisfied to very unsatisfied or no opinion.
- Overall, 64.5 percent of respondents indicated that the Board's Communication were "Very Satisfied" or "Somewhat Satisfied" 17.7 percent of respondents had no opinion on the Board's communication.
- In the other areas, strategic planning stuck out as an area where the Village Board had a significant number of residents indicate they were "Somewhat unsatisfied" ( 16.8%) or "Very Unsatisfied" (14.7%). Transparency and Decision Making also received a significant number of residents who indicated low satisfaction.

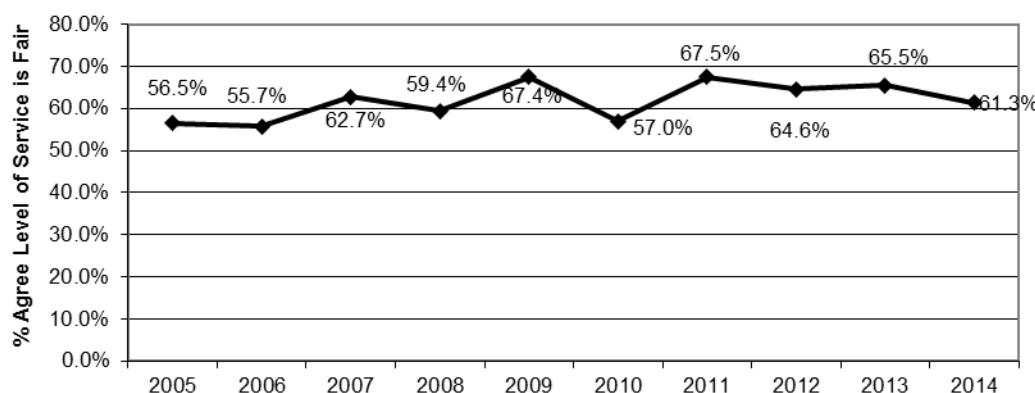
## Respondent Rating of the Village President and Board of Trustees

	Communication	Transparency	Decision Making	Strategic Planning
Very Satisfied	22.3%	15.9%	13.1%	13.1%
Somewhat Satisfied	42.2%	34.9%	33.6%	31.2%
Somewhat Unsatisfied	8.6%	13.1%	16.5%	16.8%
Very unsatisfied	5.2%	11.3%	11.6%	14.7%
No Opinion	17.7%	21.4%	22.0%	19.9%
Non-Response	4.0%	3.4%	3.1%	4.3%

### **Taxes**

For the seventh year in a row, the majority (61.3 percent) of respondents who answered said they agree they received a fair level of services for their tax dollars. Of the remaining responses, 26.1 percent believed they did not receive a fair level of service for their tax dollars, 12.5 percent did not know or had no opinion and 4.3% did not answer. The graph below shows a year-to-year comparison of those who said they received a fair level of service for their tax dollars.

**Level of Service for Property Tax Dollars**



### **Village Events**

- The 2014 survey asked respondents to rate the community events. 60% of respondents rated Daisy Days as Good or excellent, 64.2 % rated Dancin' in the Street as Excellent or Good and 47.7% rated Christmas Walk as Excellent or Good. Less than 2% of respondents indicated these events were poor.
- The survey then asked respondents if they did not go, the most common responses were scheduling conflicts and the fact the events were geared towards families.

## Open Ended Responses

### Comments

long term street department should consider paving the shoulder area of walker road. People take the road too fast and drive down the middle on a few of the curves. Seen multiple cars almost clipped. Of course the ""bad"" driver is typically on their cell phone or with some other distraction - which is another issue
The park district's plan to make over Hosek Park is a joke - zero actual research, thought or planning actually went into it. It is just a money grab for the grant and needs to be stopped before it creates bigger problems for the Village.
Post demolition/construction street patching. Cases in point (1)Burlington Avenue between McIntosh and Blodgett and (2) in front of 7 McIntosh. 7 McIntosh isn't even patched, just gravel dumped into the hole. Patching of 7 holes on Burlington is pathetic and harmful to automobiles. These has been this way for about a year. Have you noticed this President Karaba? Why hasn't anyone done anything about it? Whose responsibility is it? When will this be taken care of President Karaba? Please email me at brucembldgs@yahoo.com with your solution to this problem. Village follow-up on builder/developer caused problems like this is terrible. When will it improve?
There are certain residents of Clarendon Hills that are very misguided in their understanding of how much of the property tax they pay is for Village operation needs vs mandated pensions payments. Unless a better job is made to educate more residents about how little control the Village has over these things I fear increasingly fringe forces shall continue to hold sway over too much of the electorate.
Equally important as flooding/ storm water control is public safety. The Village needs to make sure our police department is fully funded so they can aggressively patrol our streets.
the rain barrels are not a good idea. I prefer grasses and big masses of flowers, like Hinsdale has.
LOVE all the extra activities the village holds! CH rocks for the size of the community that it is. Thank you!
Need to create viable businesses that will draw more people to the downtown area both during the day and at night. We need an energized downtown not a sleepy downtown. We also need to spend more time making the downtown space a beautiful space. The planters have been pitiful (other than some that the businesses do themselves) and are a poor reflection of Clarendon Hills. Having Dancing in the streets in the middle of a street during the hot summer months is not always appealing. Could we consider doing this in a green space?
I am very concerned about the safety of the 5 way intersection at Holmes/Eastern/Harris. I have communicated with the police chief about this and the only result was that crosswalks were painted. That was a good first step, but not enough. I truly don't understand why a blinking stop light cannot be put in. People going north and south on Holmes simply do not stop. About 80% of the time I go through the intersection, I see cars on Holmes failing to stop and yield to other traffic from Eastern and Harris. I didn't feel comfortable letting my son walk to Walker School because of this.
Try to find a way to get all downtown sidewalks on Prospect Street and Park Avenue plowed in the winter.
I was surprise to see that with the new garbage collection contract we are going with these larger (95 gallon) containers. If you are really interested in helping the environment, I would think that the trash containers would be getting smaller not larger. We have very little garbage (in our household) to begin with and now you are giving me a larger container for trash? Doesn't make sense. How about reducing my bill? Why should my family of two pay the same amount as a family of 4, 6, etc.? But regardless of size, if I'm making more of an effort to help the environment by reducing my garbage, shouldn't I be rewarded for that instead of penalized? Just my thoughts.
Too much regulation in village. I wouldn't buy in CH again if I knew how much regulation there is. Fire department makes up rules as it goes along and there is no recourse.
Encourage open, transparent debate about the strategic plan. The goal should be to inspire community engagement and debate, not limit it. We are new to the village, so I am not sure of all of the history here...

As above.
I think you need a communication manager to improve the communication level of all the work you do for the residents in improving the quality of life compared to other localities.
Do not go with a village plan that has three and four story buildings. Show that you do are about the very residents you will adversely affect through this plan. Consider how you are justifying this plan? If a four story building were in your backyard (literally) would you like it? Why not? Do you care that we don't?
I am still concerned with enforcement of speed limits through town especially during school hours/commuter hours. I am concerned with some of the vacant areas near downtown where buildings were demolished and no development took place. I would also like to see more police driving patrols to deter home burglary, etc.
Redistribute a portion of other budgets (such as roadway maintenance) towards steady incremental drainage improvements.
Please keep adding curbs!!
Keep up the good work!
I was trying to answer the question about attending community events and somehow couldn't finish my answer. So many of the events planned are geared to young families and that's a good thing. The cooperative July 4th Fireworks with Hinsdale CC is eagerly attended by our household every year. We hope that continues.
In 42 years this is the first time I have received a survey. I appreciate the opportunity! Thank you
I'd like to see greater information / transparency on annual budget decision making matters and well as any large capital spending programs. Also, I'd like to see some discussion of a 5 year plan or something similar that outlines the key priorities for the village.
To retain the character of the Village, definite height and area constrictions should be placed on all new construction. This would also aid in flood control.
I would like better storm sewer systems on the roads. I would like curbs or at least edging on the road so I know how far to mow the lawn. The current edge of the road has small pebbles which damage the blades of my mower.
Abandon the silly condo project at 103 S Prospect. Also - stop using taxpayer money to fund a developer's defense. Karaba and his lap dogs have no basis for funding their friend Van Zandt's defense with taxpayer's money against the small shop owners and resident when there is a clear case against the Village breaking the rules.
I reached out to Public Works about a tree on my parkway that is not growing but not dying. It doesn't look good but they refused to replace it because they said it was not in the budget. What!?? I am at 108 Burlington Ave.
Huge Yard Sale Build those condos!
I don't support the proposed/supported mega development for downtown. Might make sense for a town with a major street through down town (LaGrange, Downers Grove) but not Clarendon Hills
Flood solutions need to be the #1 priority . way too many front yards, backyards, sidewalks, and streets are flooded. Also the permit process for home work is too lengthy, unorganized and unpleasant.
1. we are currently in the SSA in the area east of Holmes and South of Harris. Workmanship was shoddy, culverts DO NOT drain properly. Standing water is mosquito heaven. Engineering is horrible.2. If there is a village tax, what happens to those already paying for SSA?3. We may be over reacting but have seen MANY village trucks with two men - they stop and pick up one stick
CH is a great place to live with many people involved in sharing their views toward a common goal to make life here better. We to continue to manage costs. It is relatively easy to just ""raise taxes"" . The hard work is to find ways to manage costs. Some areas that would help would be to post the public workers compensation on line on the village web site. Is it true that the ""fire chief"" gets \$200K/year? That would be an incredible over payment for what is needed here. It would be good to figure out how to merge the police and fire departments with neighboring cities. I know work has been done, but it is still likely the best first steps.
Too many non-publicized permit fees and fines. For example, the separate fee for a security alarm call

is counter-intuitive, it is an underlining component of police protection in the community. It could potentially lead to residents not calling which is unsafe.

Please consider making the intersection of Norfolk & Woodstock a 4-way stop. We live on that corner and have seen several car accidents (one just this past June & one involving a family member last year) over the years and many close calls (just yesterday (7/2) there was a close call.) Speeds build up on Norfolk since there is no stop on Norfolk between Iroquois and Oxford. Vehicles are going too fast over that stretch and there are many children and pedestrians. Thanks for your consideration.

The recent home rule fiasco and decisions on dense development of vacant land have undermined our confidence in the Village Board and President.

Ever since a new house was constructed next door to us (2013) we have experienced flooding and standing water in our back yard. I am very concerned with this especially with the upcoming mosquito season. The board needs to take a hard look at tightening up the standards for new housing water retention and assisting current problem residents have.

overall, I am pleased with things, but worry tax increase may force me to leave. I don't understand how over the last 10 years, how the increased tax base overall with the large expensive new homes, didn't bend the total tax bill downward. Revenues must have increased dramatically, but there are continual large increases. doesn't make sense..

We'd like to see more evergreen trees planted in C.H. Lasting beauty/green all yr. long (esp. during winter). The company that fills the pot holes does a terrible job. We need more trees in parkways. The trees planted today are planted too far apart - considering their growth rate (width). Concerts in the parks - serve food and drinks from local restaurants. Concerts

The development approach is a bit frustrating. Continue to add housing as the sale strategy seems to be a no win - increase demand for services with limited revenue other than property tax.

I think the village has the right amount of events. I was unable to attend recent meeting about redevelopment of downtown - but think ideas prior to that were not realistic given size of village. Parking is an issue and there are vacant properties without stores (Walker). When events are held and parking is filled on both sides of walkways with vans and large cars - two way traffic is difficult

We need a continuous sidewalk on Oxford Ave. We need better attention to streets on this side of town.

Great Events Clean streets If budget requires check police/fire/vehicles Recycle

too much waste, particularly in having a separate and distinct fire and police dept. from other suburbs. The decision not to merge should be reevaluated.

We live near Burlington Ave. and west of Prospect. Maintenance of this area seems low on priority list. When I drive thru village south side of tracks always seems to be getting facelift on something (curbs, beautification)

Town gym maybe or open house at HCC, some indoor winter events

very happy living in Clarendon Hills

speed bumps or additional stop signs on Walker near school or stop sign at Harris and Walker.

I was very disappointed with the plowing of the streets this past winter. No buildings over 3 stories please!

WE TOTALLY DISAGREE WITH THE DTMP. THE LIBRARY WAS JUST REMODELED - WE HAVE A BRAND NEW POLICE STATION AND NOW THEY ARE TO BE DEMOLISHED! PLEASE DO NOT RUIN THE BEAUTY AND CHARACTER OF OUR WONDERFUL VILLAGE WITH HIGH-RISED BUILDINGS!!! FUTURE COMMUNITY EVENTS = Arts and Crafts fair

#15 - depends on what aspect! #17 - history of Clarendon Hills publishing \$10 book #23 - C. H. estimate only young people's place but long years living from 30 > all children and having their household, but we love to live >

Would love to see more updates to the library. It's so dark in the kids area - Hinsdale has a wonderful library.

we need new businesses throughout the village to absorb more of the tax base, but do not need village sponsored development that would raise taxes.

We love our new home and look forward to getting to know more about Clarendon Hills

Fall/Winter events

What is going on with the abandoned property on 55th St. It is a hazard to the neighbors (fire, animals, health, electrical)
Thanks for being a great village.
I feel that people are not polite during musical concerts. Its better in Hinsdale. They have more variety! Need more variety of music at concerts and control children!
A way to walk to police station over tracks w/o having to go downtown. Why do we get to the point where we tear down buildings and then the vacant lots sit for years? Scheme to avoid tax increases or bring in revenue never enough ex: car dealer, tax on phone services. ie: utilities started 1% for ltd. time now 3 -4 %
The streets in the village are in good condition. You spend too much time and tax money worrying about the streets.
A painting contest for Daisy Days with them having something to do with daisies or history of town .Getting more vendors (arts and crafts type) might help. Maybe a small parade to kick off Daisy Days and invite kids groups/sports teams to participate. Get the word out through Dist 181 before school ends. A talent show at Daisy Days, art show at Daisy Days featuring youth artists. If you can involve historical society that might be fun - a booth with pictures from early 1900s, artifacts and people dressed up in costumes.
Again, would love to see the rezoning school districts to include all C.H. into Prospect and CHMS and HCHS. Paying taxes for services - would like to have all benefits!
Living in C.H. has become difficult in recent years because of the continued construction and trucks of all sorts.
In 1995 you had the best Village President ever. No one has matched that since. Hazardous waste recycling more frequently
I have lived here a long time and raised my family. I am very disappointed in the direct the Village is taking. It has lost its charm and small town feel. The plans for the improvement for the Downtown area is an example of attempting to take about the best part of Clarendon Hills....it's small town charm. You can improve the Downtown and the Village without attempting to be something you are not. The current administration should be removed as they believe their vision is the only vision. For example the residents voted down Home Rule yet the administration believe they can still move forward with what they want ..... it is what the residents want.
Yes, our children wonder why we are still here. Aside from Quinns (#1) and Starbucks (#2) there is nothing here for us. We have tried all the restaurants with poor results at Talley's and Marios. Also the tow signs directing to the ""CBD"" are not useful. Finally I do believe in combining under one roof as proposed. And we will be leaving C.H. probably next year or two. 3 or 4 Amnesty Days, not just 1. Also a get acquainted with all of you 2x yr.Mr. Karaba....we don't know you and been here almost 70 years.
We want to know/wonder how the information will be used when/if results will be available.
Please do not change our downtown - thereby destroying our small town ambience. That is why we live here and love C.H. We do not want to be Hinsdale, Westmont or Downers Grove
The water tower in downtown area is unsightly. Midway, Naperville and Stonegate Rd. need more traffic monitoring. Drivers routinely drive over limit and swerve into oncoming lanes.
How could the idiots in control approve and change codes for a project that will be a misfit on Prospect in the D.T. area?
Please do not get carried away by your personal ambitions and desire to leave a legacy through over-investment in infrastructure. We are just a small town and like it that way!!
The police response time has seemed a little slow at times when responding to alarms Would like to see more trees in parkway. Large holes in street which need to be leveled. Thanks!
Farmers Market Day Library open on Sundays
Please consider putting limits on Lawn Services to not use commercial leaf blowers. Also, to not allow them to ""drive"" their lawn mowers to various customer property on the streets.
More and better Park District for age 9 -15 group. Park District needs review. When jobs open up in the Village departments, they should be advertised so everyone gets to apply. Thanks.

Revitalize downtown area. More condos/townhouses. Expand village real estate tax base. Expand south off 55th Street. Retain quaint small town feel, but not at the expense of some growth and progress.
Art Shows
All of these tall buildings going up are taking away from the idea of a quaint village. It is starting to loose its small town feeling. Farmers market
complete work on filling in concrete where grass and street meet. I've seen this on some streets throughout CH and like the look of it...it's better than having gravel
Like the white lights on the downtown tree Need better/easier access from ogden
Please consider adding a fast casual restaurant (Similar to Noodles, Portillos and Chipolte).Would love to have a small grocery store. Give back day to the residents. Businesses provide service soupon/give-a-way
One of the biggest reasons families move to CH is for the quality of the local schools. However there does not appear to be much interaction or coordination between the village and school districts (There are at least 4 public serving CH kids to private/parochial) Realize the village and school district have different visions and there may be limits to how much coordination is feasible but it would be good to understand if there are areas of possible cross-agency interaction, communication, infrastructure planning etc that would be beneficial to both entities and their overall delivery of services Possibly this is already occurring and there needs to be better visibility for residents.
The police HATE teenagers and assume they're guilty of anything and everything. More salt needed on top and bottom of streets that have hills. Streets need to be patched better.
Need to address water issues on 55th St. Also make sure village is following up on roads that are fixed. Make sure they are holding up under warranty. Some roads show cracks after on season. Art show might be nice during an afternoon.
grade school should start at 8:15 so parents can catch the last express train (8:23) downtown
Stop pretending the downtown area will be a vibrant business district, because as much as I'd love to see it, it's just not a destination for people outside of CH. And opening Coe road will NOT help so keep it the way it is! For our downtown to be as successful as Hinsdale, we would literally have to reconfigure the whole town because there needs to be significantly more straight North/South/East/West streets similar to how Hinsdale is set up.
Clean up the train station! The bench is disgusting and the landscaping makes CH look very unappealing from the train.
None
school redistricting/ boundaries s. of 55th??
I appreciate the opportunity to complete a survey
Earlier start to Dancin in the Streets
We're paying for crappy burbs that we did not want and can not afford!! We always get plowed in with snow over our heads and are blocked in. Our taxes are ridiculous and unaffordable. Your village plats of our area are outdated and inaccurate. We never see any police cruising around for safe streets.
More concerts
Wish to keep small town feel/not turn into a Mega City
Maybe a Farmers Market in conjunction with Daisy Days or Dancin in the Street - it works at the Bolingbrook Promenade on Thursday evenings.
I would like to see Blackhawk Heights become part of CH School District
Flea Market or town garage Sale. Use more grasses, , perennials in planters, triangles to help reduce the cost of annuals every year. Tree on north side of tracks are pretty much dead and should be replaced. South side of tracks is a mess of dead roses, etc. Triangles are boring and in need of attention, except by Notre Dame Church.
thank you!
Do not change downtown Clarendon Hills. Tell the Village President hands off.

Clarendon Hills Library is a joke!
Improvements;1. Line of sight issues when driving due to overgrown bushes and trees.2. Some sidewalks are overgrown with bushes and trees. We don't live in a jungle.3. Maintenance of culverts and street edges.4. Octoberfest
1. Need better restaurants in downtown and2. more options for shopping (boutiques) and 3. exercise(Daily Method Barre pilates studio and4. venues for kids to play
We love Dancing in the Street, but wish it started earlier for families with young children like ours. Thanks!
It would be nice to have jazz at the Park. Music night for grown ups!
It's time to stop promoting a giant metra/village hall complex. Pipe dreams are wonderful fantasies. But so far, all we have to show for them is an ugly empty lot at Park and Walker, an empty lot at Park and Prospect and a mostly empty office building where Delizios Pizza once stood. It is time for the adults to say ""bring us your grand ideas, only when you've secured the funding for them.
Great job by all - We have a great community, board and staff. Keep up the good work.
We should have a small park in that gravel lot behind Marianos just a few benches and some flowers
Major parkway/ditch in front of property . storm water issues in Blackhawk Heights (specifically lower Iroquois west side of street) needs attention - Please! Farmers Markets
Limit pestiside use - educate the community Fantastic that the village officials proceeded w/the downtown development. Critical to the future of the Village and economic stability/growth.
Zoning property should limit downtown building height to 2 stories.4-5 story PUD developments are a ridiculous concept for our quiet/quaint village!
My question to you: What do you (the board) want from this community
very unhappy with the current downtown development plan with possibility of buildings higher than two stories. We can go to other towns if we wanted tall buildings, not here in C.H.
The trustees have taken this community down. They are self-serving. Trustees used to care about what is best for CH p not any more.
Regular recycling of electronics and hazardous materials
Wish DARE was back in the schools with Officer Tallerico
Keep up the good work! Try to make Clarendon Hills affordable for Seniors.
- rated police low as their attitude seems anti-resident- I'm in favor of a thriving bus downtown. I don't understand all the panic about an over developed downtown. I feel the opposite.
Art fairsWine tasting eventsBe open and honest with C.H. - no back door real estate deals - C.H. for what it is and don't spend \$ on something it will not be - CH businesses struggle - work on that!
construction traffic and damage to streets is ongoing. The block traffic and run over culvert drain pipes. Stand water on parkway Community artists show
The shoulder on east side of Middaugh (249) just south of Walnut is a mess. Construction vehicles have turned it into a pernicious swamp!
1. Farmers Market2. Overall, we have an excellent quality of life in CH. However, I am very concerned for our children having to cross busy streets like Norfolk with no stop signs due to missing sidewalks on properties. This, above all else, is my biggest concern.
more rides at Daisy Days, like a carnival
There are too many solicitors who go door-to-door in our neighborhood. This does not contribute to a peaceful neighborhood. Cooking/sustainable gardening events on plant exchanges.
We love living in Clarendon Hills! More winter activities would be nice also. Concert series run longer in the summer.
city wide garage sale date
Real estate taxes are ridiculous! People are moving out of town because they can't afford the taxes any more. Really liked the suburbanathlon last fall. Very fun for the family and the community. Liked seeing local businesses afterwards.
Storm water is a major issue!

We live near Burlington Ave. and West of Prospect. Maintenance of this area seems low on priority list. When I drive thru village south side of tracks always seems to be getting facelift on something (curbs, beautification)
Rezoning Blackhawk Estates so my kids could go to the same village schools as their friends would be great. It seems extremely odd that we live in Clarendon Hills, attend all village events, make friends with others in the village, yet the four blocks in Blackhawk Estates are zone for Westmont Schools. Pet days or events, wine tastings, more winter time activities
special thanks to the streets department for putting up signs on our street to warn drivers of the turn that is in front of our house - no more cars in our yard! Thanks
Don't tear up the town for something as ugly as the fake bricks. Not charming tasteless
Find ways to revitalize downtown C.H.Farmers Market
I requested a new parkway tree 12-18 months ago. New trees were planted this May and June; I didn't get one.
Out with the same old same old way of doing business. President needs to show/take leadership!

## Number of Priority from the Village

Continue downtown strategy
DRAINAGE IN PARKWAY-STAGNET WATER -STANDS TO LONG -SMELLS
road maintenance
Flood prevention - persistent water issues on Hosek Park and along Richmond put several homes at risk of flooding on a regular basis.
Concrete shoulders/curbs for all streets.
Stimulate small business in downtown area.
Master plan, downtown development
The challenge of HIGH QUALITY redevelopment is extremely difficult. ""Spot zoning"" is never desirable and when folks buy parcels in the commercial districts within the Village they should NOT expect exceptions to enable more density that is acceptable. It is vital that logical, defensible, appropriate zoning is in place.
restrict property tax increases
Deal with the problem of the water pressure because of the old pipes.
Downtown Masterplan
Cut out unnecessary costs to minimize tax impact
storm water/flooding control
To plant more flowers in the downtown area, fill empty lot at the end of Walker, to bring in viable new businesses that will stay.
Attract and retain businesses downtown.
Not sure it would be the number one priority, but repaving some of the streets in the village would be nice.
Continued investment in storm water control projects
Ensure good use of our tax dollars.
SCHOOLS
Downtown development
Stop trying to engineer every change in the Village. Villages should (and used to) develop their character over time, via the efforts of the residents. Now it seems that only the grandiose plans of arrogant trustees and administrators are viewed as the proper path to take. Stop trying to change everything so you can put it on your resume. The Village's current charm is what attracts residents, not the desire to constantly change it!

Roadwork

redevelopment of downtown

update the metra station

vibrant business district

Do not follow through with the village plan. The Clarendon Hills Village has an obligation and responsibility to listen to the residents. The project to 'improve' Clarendon will change the look and feel directly to many residents in the downtown area. Is anyone listening to us, that we do not want this. Privacy, security, noise, parking, smells from businesses and more garbage, etc. are all components to where a person lives. This plan will touch negatively each and every one of those components for everyone in town and especially for those who live in the downtown area. I wonder if anyone in the Village cares. When we purchased our home, we did not sign up for a downtown that has three and four story buildings. Unfortunately for us, we thought Clarendon wanted to stick to it's 'home town' feel. I don't know who is the driving force to these plans but will their home be affected? Will they have four story buildings next to their home? I would like to think our town cares about their neighbor. Shame on those who think this is 'for the better' or don't want to listen to the affects their plan(s) will have on people who live in homes who did not sign up for this.

Water problems/flooding. Blackhawk Heights is not given the same level of service as the more expensive areas of CH.

Safety of town for families/children and keep good fiscal/budget discipline.

Getting downtown into the 21st century

Storm-water drainage improvements!!

Cut costs

safeguard against flooding in special hazard areas

Improve roads

1. Safety2. Roads3. Downtown

Fix / upgrade curb sides of local street.

water/storm drainage

It would be nice to have a small park where the old police station was.

Balance the budget

Reduce taxes and eliminate vehicle stickers

Rain storm flooding prevention. Attracting new business to downtown area.

Eliminating the complex and bureaucratic SSA structure. Slowing down the spending spree of the current Board majority for 1 year on roads. Spending is not sustainable and it is silly that roads are being replaced before the end of their useful life. Holmes avenue and Allen Ct both did not need replacement. Stonegate should also be postponed. The civil servants proposing such clearly lack the professional financial and project management skills to control and adjust the spending when assets do not need replacement.

lower taxes

keeping crime at a low level

better stores downtown

Budget Control

liven up downtown

Generate additional revenue from sources other than homeowners

Flood control

prevent future flooding

Flood solutions

minimize service - minimize cost. Be realistic about future planning

Fiscal responsibility. More efforts to bring in business to downtown and surrounding area--e.g., a convenience store and gas station.

Be more pro-business.

Cost efficiency

storm water retention!!

look for intergovernmental efficiency options: 1. Can maintenance of park district and village be merged? people and facilities. Also, how hard has staffing at village hall be reviewed? seems like we have too much staff/overhead for the size of our village. can we combine roles anywhere?

Doesn't really matter what I say.

Increase businesses in Clarendon Hills

make the village more affordable to middle income residents

Not five story buildings downtown C.H.

Keeping the budget balance. Living within it!

rain water

Parking if village builds stores to replace those torn down.

upkeep of streets/sidewalks on the north side of C.Hills

return to basics

getting rid of waste

hold down taxes

better and more retail in downtown

Police should not sit and give \$500 ticket daily to commuters crossing tracks

developing downtown businesses

control vehicle speed on village streets

Getting rid of Tom Karaba

**DO NOT INITIATE THE DOWNTOWN MASTER PLAN!!**

downtown rehab

Cultural development!

transparency

update library

do not know

Determine a viable plan for business development excluding a new city hall and library.

flood control measures

Promote village commerce

renovating downtown

spending controlled

Redevelopment and taxes

more parking and snow plowing

downtown plan

**KEEP TAXES LOW AND NO UNNECESSARY SPENDING.**

lowering taxes

to revitalize downtown

Safety of residents, lowering tax burden

sewer/storm drainage

Rezoning school districts boundary lines to include ALL C.H. residents. Why should we have to attend Westmont when we live on Hiawatha?

Improve the streets

Add businesses to downtown.

Community events

developing multi family condos and townhomes in downtown area
development of downtown with parking
keep taxes low and no unnecessary spending
is to beautify the downtown landscape. It has been downgraded. What happened? Rain barrels are an eyesore. Pavers pulled up!
To remove the Village President and Board of Directors. Their myopic, empire building attitude is leading the Village in an unsatisfactory way. They and their cronies believe that they are the majority. This is not true. The vast majority of the Village finds their behavior inappropriate.
OPEN SOME OF THE STREETS! Planning and of same downtown and . AND you've got a big job to do to build retain and allow VanZandt's condo plans to germinate
Gets streets uniform/all completed
Taking down street signs
Do not teardown City Hall, Library or Post Office
Upgrading downtown. Currently looks like an old strip center.
Get rid of Village President and Zoning Board. Two major floods so far.
Get streets uniform/all completed
Develop an economic plan for downtown
Repair the roads, more trees in parkway
Have realistic plan for Prospect Ave/ area of town. The latest plan is unrealistic from cost and scope perspective.
Sustainability and Economic Growth
to keep property taxes as low as possible
Get an officer back in the grade schools ASAP.
Find ways to expand real estate base. More condo, townhouse units near down town.
Improve streets and landscaping south of 55th St.
cutting real estate taxes
don't know
easy accessibility from Ogden
water drainage
Continued fiscal discipline
streets
Keeping taxes in the low end.
Finalize downtown master plan and start taking steps to implement t!
Reduce property tax
Improving downtown
Getting some outside revenue so taxes don't go up EVERY YEAR!
more restaurants
Safety
Efficiency in services, keep costs in line
take care of vacant land in the town
Building/cleaning up vacant lots in town
master plan for downtown
teaching Public Works Dept. to answer the phone and respond to voice mails.
Remove and replace dead or diseased parkway trees. Put curbs or concrete ribbons on as many streets as possible even though the special tax on it is way too high. Good streets with curbs/concrete ribbons benefit everyone in the village and everyone uses the streets so EVERYONE should have to pay a small tax. The fact that I'm even suggesting a tax increase is ludicrous considering how high our taxes

are to begin with. So first choice would be no tax increase, just fix the streets within our current budget, but I understand that may not be realistic.

Reduce taxes

No tax increase

Reducing cost

fix curbs and sidewalks - weather related cracking is pretty bad.

1. Slow down traffic2. no tax hikes

Annexation south of 55h

Continue good service and safety, on-going beautification

Development of downtown

improve communication and transparency

Build on vacant lot behind Scapa

settling lawsuit and getting new dev. underway

Aim to live within budget

Reduce house sizes

Streets/Standing water

Village Beautification

Streets and gutters

new library with parking lot

Inspect all Ash trees and removal of dead Ash trees

fix flooding issues

storm water drainage

Bring sustainable business to downtown for more of a tax base. (Retail/Restaurant business - create a more thriving downtown - every benefits)

Continue to vitalize downtown including easier access

Don't build the apartments

upgrading downtown Clarendon Hills

upgrading downtown Clarendon Hills

keeping the downtown vital

Storm water management and limiting construction size

continue to develop downtown area, reduce pestiside use, recycle more

contain expenses

Cost reduction/Zero levy

stop trying to change Village since nobody can get here.

Streets

Don't spend more

storm maintenance and schools

Quality streets and repair; improved water drainage

Listen to what the community wants. Not the trustees who are all out for themselves.

storm water management

fiscal restraint - maintain excellent bond rating

lowering taxes

getting the new condos built!

get control of the double digit increase in the pension programs.

Get more businesses in the downtown

Pay more attention to south side of 55th Street

soft curbs in all of the village  
keeping to a budget that doesn't raise taxes  
fix parkways/culvers were stormwater just sits. Road program last year was a disaster.  
reduce taxes  
\*Resolving this dispute over the master plan\*more retail in the village\*paved should on Colfax and Western  
containing costs  
Do not raise taxes and water rates  
Lower taxes and give up trying to make us a Naperville safety  
fix drainage on shoulders  
Getting rid of waste in the budget  
Storm water  
downtown development  
cut Village Hall employees paid holidays and benefits!  
fill in missing sidewalks for kids walking to school  
parkway trees affected by virus/bugs .Roads and getting ""curbs"" on N. side of tracks like S. side has downtown  
Sidewalks on both sides of each street  
Bring more business into the town  
not raising taxes  
storm water - flooding issues  
streets, storm water, downtown events  
work on downtown area(develop on vacant lot behind Marios)  
Streets  
keep taxes low  
update the train depot  
Soft curbs - streets - repair and metra station ugly!  
Hosek Parking Flooding  
curbs on all streets  
1. streets2. parkways3. curbs  
Bring in more sales tax revenue to lower real estate taxes  
Tree trimming Road maintenance  
no hirer taxes  
fiscal responsibility  
more businesses downtown  
hold down taxes  
Reduce my tax burden  
  
street repair  
limit tax hikes  
rezone Blackhawk Estes so we are fully included in our village schools  
helping homeowners get solar and wind power and help with storm options  
Do no harm  
repairing old sidewalks and cutting down dead trees

assess drainage issues and resolve constant flooding on Woodstock south of Chicago, as it causes safety issues in Winter. Continue adding curbs like on Holmes and Ridge on n. side of tracks.
Decrease taxes
more business (grocery store) downtown
?
Bring in businesses
Fix curbs on Western Ave.
Reduce cost in Police and Fire Departments. Eliminate costly equipment. No need for SUVs Dissolve Fire Dept. and negotiate with Hinsdale and Westmont. We have technology to respond timely. Suggest reducing staff and heavy iron by 50% to 75%. Allocate funds to infrastructure and reduce taxes. Let's not be afraid in offending people. You represent us.

### Other Communication methods?

CABLE
How about an online way for residents to post questions? Or if this is available, how can I find out about it?
Putting important notices on the monthly water bill
CCTV cameras at Holmes and Sheridan Ave. and in village
think of improving content of local tv channel/link to village website
ALERT's or SIGNAGE at the triangle telling us to be aware of mailing's,e-mail's or whatever other ""rallying"" shout you are conveying
text message blasts might be helpful for emergency situations or traffic interrupting issues like train issues or weather related importance
Mail - especially for water related events.
For important village matters, I still prefer written / mail communication. Like this survey, however, I do like the ability to go online to react / comment or provide information back to the village.
texting
village posting board in village triangle
none
Facebook might work if implemented properly
(no answer)
N/A
Ability to raise a live voice when calling offices, especially Public Works
Email only option for newsletters and information, e.g., the garbage pick-up change would have been good to get in an email.
Emergency Robocalls
text for urgent messages might be worthwhile
email a specific topic with advance notification
text when emergency issues
You are doing fine
text messaging for emergencies
voicemail for emergency situations
Facebook and email
provide the C.H. Library with more visible information
<email system>
email
no opinion

My opinion is send all village comm. out via email or other electronic means. Paper/mail is not needed
N/A
home mailings
I read the Hinsdale - Clarendon Hills Patch and enjoy it
home mailings
snail mail
Phone calls alerts
maybe consider cable TV
texting for emergency issues
Posters Downtown Square
timely mailings - sometimes by the time the trustee topics comes out the event announced has already passed.
mail - newsletters
None
Better on-line village news
(no answer)
mess text for emergencies
N/A
text messages
website - when I looked at it - pretty unprofessional. Needs new update format; changing design
N/A
text message for emergency or closures, etc.
I think email is best
instagram - post pics of events as reminders before, show events after
N/A
I live in Blackhawk Heights. There is little news about School Dist. #201 in Westmont.
?