

## **Clarendon Hills 2018 Community Needs Survey Narrative**

Attached, please find the results of the eleventh 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 2016 survey asked what the Village is doing well and where residents would like to see improvement. Specifically, questions were asked regarding Village departments, the Village board, events, communication, quality of life, and demographics. This narrative analysis combines the answers of the respondents to portray a statistically accurate picture of resident opinions.

### **Table of Contents**

|   |           |
|---|-----------|
| <b>Survey Participation and Statistical Information</b> | <b>1</b>  |
| <b>Responders' Demographic Information</b>              | <b>1</b>  |
| <b>Quality of Life in the Village</b>                   | <b>3</b>  |
| <b>Quality of Life in the Village</b>                   | <b>3</b>  |
| <b>Taxes</b>  | <b>4</b>  |
| <b>Department Service Review</b>                        | <b>4</b>  |
| Police Department                                       | 4         |
| Fire Department   | 6         |
| Administration  | 6         |
| <b>Village Board</b>                                    | <b>8</b>  |
| <b>Communications</b>                                   | <b>9</b>  |
| <b>Infrastructure</b>                                   | <b>10</b> |
| <b>Events</b>   | <b>11</b> |
| <b>Appendix A - Comments</b>                            | <b>12</b> |
| <b>Appendix B – Priorities</b>                          | <b>17</b> |
| <b>Appendix C – Blank Survey</b>                        | <b>22</b> |

## **Survey Participation and Statistical Information**

The Community Needs Survey was first conducted in 2005 and had been conducted in every subsequent year except for 2017. This year's survey is the 12<sup>th</sup> of its kind. The survey allows recipients to rate the Village's core services and provide feedback on issues facing Clarendon Hills. All of the responses are reviewed and helps staff target areas for improvement.

The 2018 Community Needs Survey was distributed to 1,000 randomly selected households in the Village via the United States Postal Service. Enclosed is a cover letter explaining the survey, a unique key and web address allowing recipients to complete the survey online, and a paper copy of the survey allowing and a return envelope should a recipient choose to fill out the paper copy. The survey was mailed in early March and recipients had until March 30<sup>th</sup> to either fill out the survey online or mail it back to the Village. Staff was accepting responses until the second week of April.

The 2018 survey uses the same one page, front and back, format as was used in 2016. The survey consists of Village Board-approved questions for each department ranging from customer service to core services provided to infrastructure and communications. Types of questions include rating-scale questions, dichotomous question and open ended responses. A copy of the survey can be viewed in the appendix.

Of the 1,000 randomly selected households in the Village, 203 surveys were sent to staff representing a survey response rate 20.3%. Using the Village's total number of residents of 8,427 as the population, and a confidence level of 95%, this survey's results are shown with a 6.8% margin of error. Of the surveys received, 118 were completed online while 85 were mailed in (58% to 42% ratio). Not all questions asked were answered. Only 194 respondents answered where they lived in the Village, the lowest responded-to question, while 201 respondents rated the Village's sidewalks and parkway trees, the highest responded-to question.

## **Responders' Demographic Information**

Recipients were asked to fill out four questions related to recipients' demographic information. These questions are asked to help determine how representative of the general population the respondents are. The demographic information answered by respondents on the survey was compared against the demographic information provided by the U.S. Census from 2010.

| Age of Respondents |     |        |        |        |        |        |        |
|--------------------|-----|--------|--------|--------|--------|--------|--------|
|                    | <20 | 20-29  | 30-39  | 40-49  | 50-59  | 60-9   | 70+    |
| Survey Response    | 0%  | 2.46%  | 12.81% | 18.23% | 24.14% | 17.73% | 20.20% |
| 2010 Census Data   | NA  | 10.10% | 15.70% | 28.70% | 21.80% | 11.40% | 6.40%  |

While the age range of the respondents is relatively evenly distributed across all age groups except for 0-29 year olds, respondents' age groups are not proportional to all residents' age groups. Specifically, the survey skews towards residents who are 70+ years old. According to the Census data, 70+ year olds make up 6.50% of residents while 70+ year olds make up 20.20% of the survey's respondents.

Additionally, the survey divided the Village into four geographic subsections. The estimated percentage of households in each subsection was also compared to the area in which responders reside.

| Household Location of Responses Received           |                          |                                   |
|--|--------------------------|-----------------------------------|
| Area of the Village Household is in                | % of Respondents in Area | Estimated % of Households in Area |
| North of Chicago Avenue                            | 14.29%                   | 15.90%                            |
| North of BNSF Railroad and South of Chicago Avenue | 30.05%                   | 33.80%                            |
| South of BNSF Railroad and North of 55th Street    | 41.38%                   | 32.40%                            |
| South of 55th Street                               | 9.36%                    | 17.90%                            |
| <b>Total</b>                                       | <b>95.08%</b>            | <b>100.00%</b>                    |

\*4.92% respondent did not indicate household location

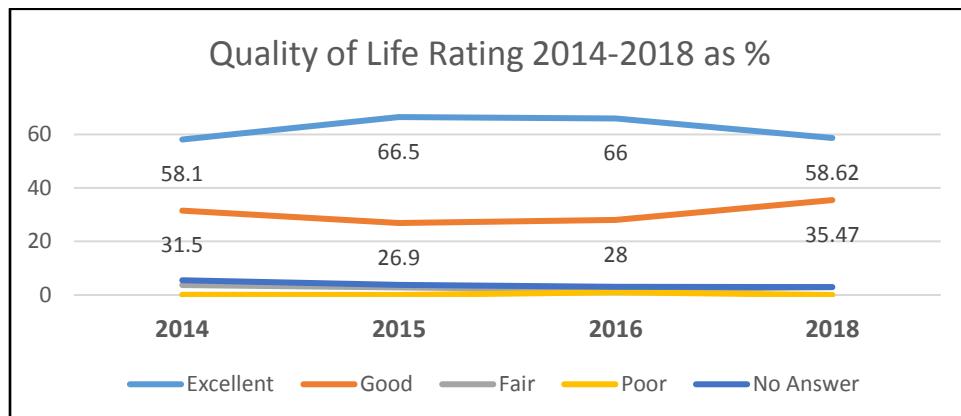
Residents north of the BNSF railroad are underrepresented when compared to residents south of BNSF who are slightly overrepresented. Whereas north of BNSF makes up 49.7% of the households in the Village, 44.34% respondents reside there. Compared to south of BNSF which has 50.30% of households but 50.74% of the respondents. Residents south of 55<sup>th</sup> Street are under-represented the most in this survey.

52.22% of respondents do not have people under the age of 18 in their home with the second highest being 19.70%, having two under the age 18. Number of years lived in Clarendon Hills was also asked with 39.9% of responders having lived here more than 20 years as the most and 1-5 years being the second greatest with 21.67%.

After reviewing the demographic information, the responses are biased towards an overrepresentation of 70+ year old residents. There is also an overrepresentation of residents who live south of BNSFW but north of 55<sup>th</sup> street, do not have children, and/or have lived in the Village for 20+ years.

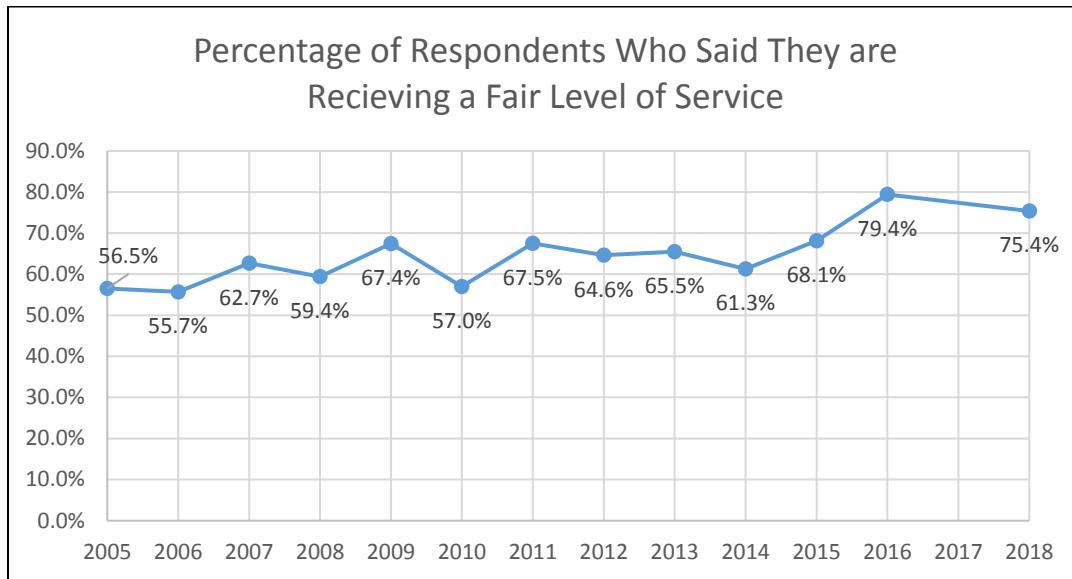
### Quality of Life in the Village

94.09% respondents rated their quality of life in the Village as "Excellent" or "Good." 2.96% listed their quality of life as fair. 0% listed it as poor. This is the 12<sup>th</sup> year in a row the majority of respondents gave quality of life high remarks and falls in line with 2016's respondents' results. These ratings have remained consistent throughout the last four times the survey was conducted (it was not conducted in 2017).



## Taxes

The Village asked recipients whether they believe they are receiving a fair level of service given that the Village collects approximately 11% of their total tax bill. 75.37% of respondents believe they are receiving a fair level. This is slightly below 2016's survey but still higher than 2005-2015's results. There has been increasing satisfaction with Village services since 2015 despite the elimination of 2.5 positions from staff.

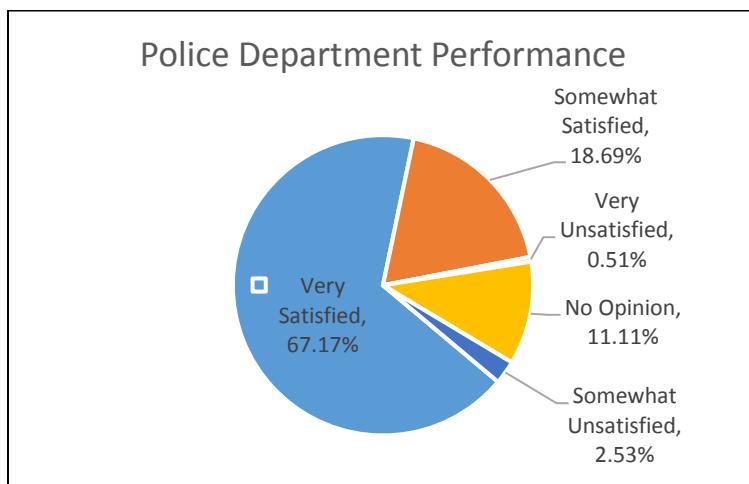


## Department Service Review

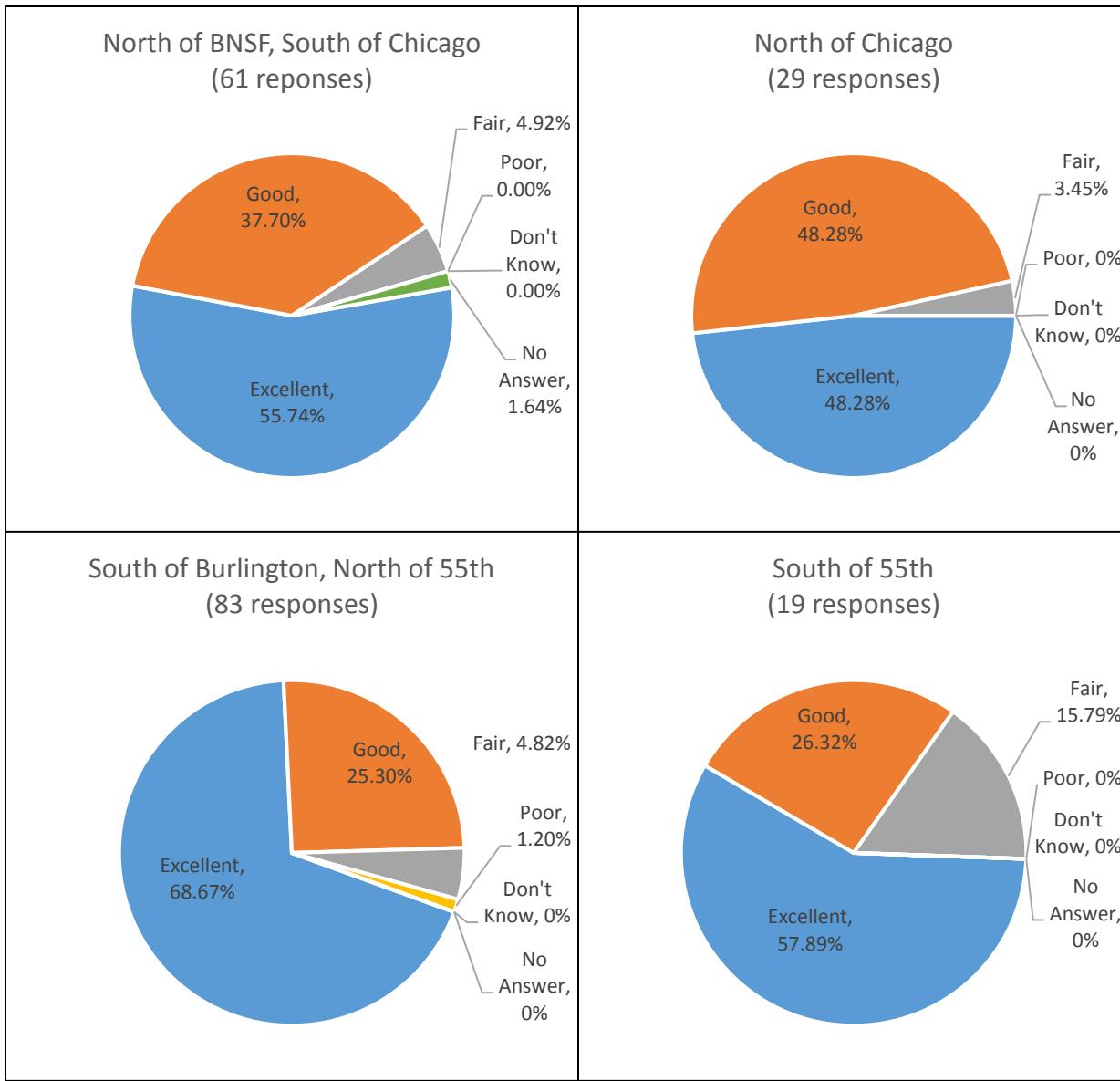
The survey asked residents to provide feedback on services provided by each department and the attitude of their employees. The analysis for each department is below.

### Police Department

Feedback on Police Department Performance has remained consistent with 67.17% being very satisfied versus 2016's results of 65.9%. This is worth noting as there has been a change in leadership with the appointment of a new Police Chief and Sergeant.



Survey recipients were asked to rate the safety in their neighborhood. The breakdown is as follows:



Overall, 60.91% of respondents rated the safety of their neighborhood as "Excellent" with 32.49% rating it as "Good." 6.09 % rated it as "Fair" with 0.51% (1 respondent) rating safety as "Poor." These rating are similar to the ratings observed in the 2016 survey.

67.34% of respondents are "Very Satisfied" with Police Attitude and behavior with the second highest being "No Opinion" at 15.08%. Similarly 39.49% of respondents rated the Police Department Service Window as "Excellent", 28.21% rated it as "Don't Know" while 26.67% rating it as "Good."

### Fire Department

65.48% respondents reported being “Very Satisfied” with the Fire Department. The next largest group was “No Opinion” with 27.41%. Fire Fighter and EMT attitude and behavior was rated at 64.97% being “Very Satisfied” with the second largest group being “No Opinion” with 28.93%. This is within 2016’s results of 70.6% being “Very Satisfied” with the department’s performance and 67.8% “Very Satisfied” with their attitude.

### Public Works Department

For the second straight year, snow plowing was the highest rated service performed by Public Works with 71.14% and 23.88% reported being “Very Satisfied” and “Somewhat Satisfied” respectively. These results come after a winter in which the Department was down a man for the second half of winter. Storm water Infrastructure is the lowest rated service maintained by Public Works with 48.98% reporting being either “Very Satisfied” or “Somewhat Satisfied” versus 34.69% respondents being “Somewhat Unsatisfied” or “Very Unsatisfied.”

Public Works staff attitude and behavior received high marks with 66.67% being “Very Satisfied” or “Somewhat Satisfied.” Only 4.04% reported being either “Somewhat Unsatisfied” or “Very Unsatisfied.” 29.29% had no opinion. The service window at the Department is at 15.3% find it “Excellent”, the highest versus 1.03% who reported service being “Poor.” 68.21% of respondents listed “Don’t Know” indicating they have not interacted or are unaware that the window exists.

Of the other services offered, (street maintenance, water supply and service, streetscape maintenance), on average 73.74% of respondents were “Very Satisfied” or “Somewhat Satisfied” with the services versus, 22.04% who were “Somewhat Unsatisfied” or “Very Unsatisfied.”

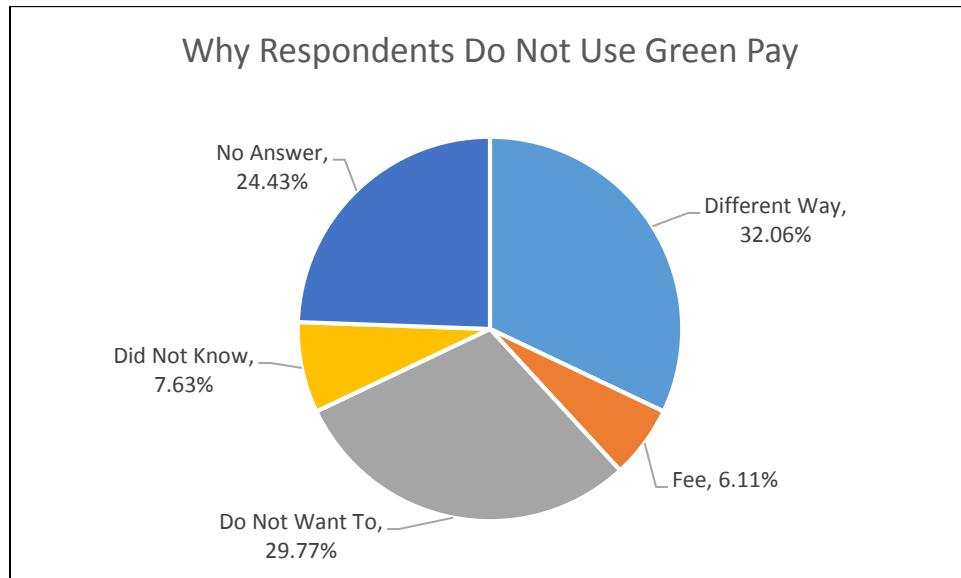
### Administration

Administration consists of the Finance Department, Community Development Department, and Village Manager’s Office. Services and attitude of office staff was also solicited.

Questions related to Community Development asked about the permitting process. Over half of respondents expressed they had “No Opinion” or did not know, for all three related categories. This could be indicative of their lack of experience with the permitting process. For those who did express an opinion, they were mostly positive. The breakdown is below:

| Building Permit Process Results |                              |                         |                           |                           |                           |
|---------------------------------|------------------------------|-------------------------|---------------------------|---------------------------|---------------------------|
|                                 | Very Satisfied/<br>Excellent | Somewhat Satisfied/Good | Somewhat Unsatisfied/Fair | Very Unsatisfied/<br>Poor | No Opinion/<br>Don't Know |
| Process for Applying for Permit | 15.82%                       | 20.41%                  | 7.14%                     | 3.06%                     | 53.57%                    |
| Timeliness of Permit Issuance   | 14.29%                       | 19.39%                  | 6.63%                     | 4.08%                     | 55.61%                    |
| Building Inspector Attitude     | 22.84%                       | 8.12%                   | 5.58%                     | 2.54%                     | 60.91%                    |
| <b>Average</b>                  | <b>17.65%</b>                | <b>15.97%</b>           | <b>6.45%</b>              | <b>3.23%</b>              | <b>56.70%</b>             |

The Finance Department introduced a new way to pay for water bills in 2017 called “Green Pay.” This year’s survey asked whether or not residents used the new software and if they do not use it, why. The results are, 131 said they use it versus 69 who do not. The reasons for not using were broken down into 5 categories: Different Way (different method of paying bills), Fee (did not want to pay a fee), Do Not Want To (for many reasons from security concerns to not having a computer, Did Not Know (resident did not know about it, and No Answer (resident did not answer).



Most residents prefer paying through a different method, most commonly being their bank. Many residents have decided not to for many reasons including not using a computer. Most importantly, there is no fee to use Green Pay. Staff will make this a point to mention next time it is marketed.

The survey asked for recipients to rate Village Hall front counter staff on the main floor, and front counter staff in the Manager’s Office. The front counter staff on the main floor received “Excellent” or “Good” from 68.37%, 7.14% marked it as “Fair” or “Poor” with 24.49% marking they did not know. The Manager’s Counter staff received a 39.49% in “Excellent” or “Good” and a 3.59% in “Fair” or “Poor” with 56.92% saying they did not know. The counter staff in both offices have continued to receive high remarks from residents.

Block party and Sloan Triangle banner requests are fulfilled by the Manager’s Office. 92.31% do not have an opinion on Sloan Triangle requests while 75.38% do not have an opinion on block party requests. The majority in both cases rated the permit process for hanging a banner at the Triangle and receiving approval for a block party as “Excellent” or “Good.” Similar rating were shared last year.

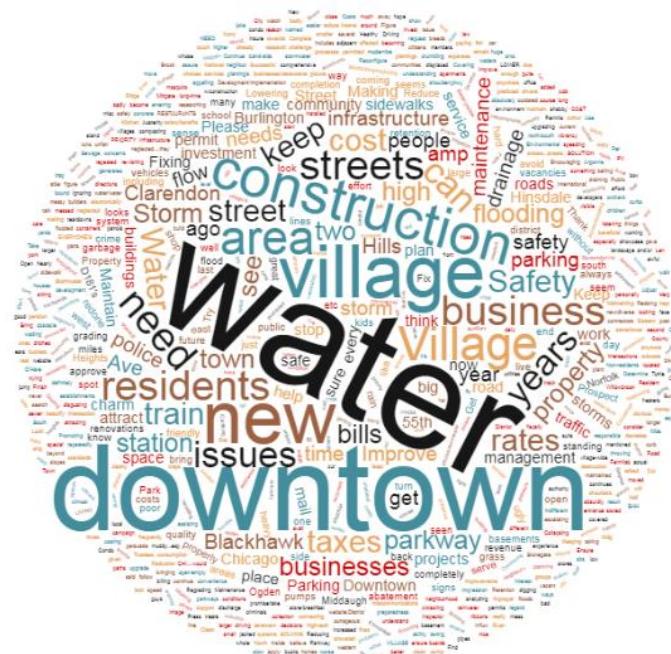
## Village Board

Respondents ranked the Village Board on Communication, Transparency, Decision making, and Strategic Planning. The breakdown is below:

| Village Board Rankings |               |               |                 |                    |
|------------------------|---------------|---------------|-----------------|--------------------|
|                        | Communication | Transparency  | Decision Making | Strategic Planning |
|                        | 2016% / 2018% | 2016% / 2018% | 2016% / 2018%   | 2016% / 2018%      |
| Very Satisfied         | 51.87 / 51.26 | 35.98 / 41.00 | 33.64 / 34.67   | 28.50 / 31.98      |
| Somewhat Satisfied     | 32.24 / 31.16 | 31.78 / 25.00 | 27.10 / 27.14   | 34.58 / 28.43      |
| Somewhat Unsatisfied   | 3.74 / 5.03   | 7.48 / 8.00   | 14.95 / 13.07   | 13.08 / 12.18      |
| Very Unsatisfied       | 1.40 / 2.51   | 3.74 / 3.00   | 4.67 / 5.03     | 6.54 / 5.08        |
| No Opinion             | 8.88 / 10.05  | 18.22 / 23.00 | 17.29 / 20.1    | 14.95 22.34        |

\* Survey not conducted in 2017

Recipients were also asked to list what, in their opinion the number one priority for the Village should be. Due to the varying responses, these were measured based on the number of times a specific word was mentioned in their opinion. The word *Water* was written 43 times, with the majority being in the context of mitigating storm water and controlling water rates. *Downtown* is written 26 times, primarily stating the need to attract economic development and maintain infrastructure including roads and sidewalk. *Construction* is mentioned 12 times, mostly due to issues with parking on roads and downtown due to the development of the two condos. *Tax* and *taxes* were mentioned seven times, mostly in terms of keeping them low. The word cloud illustrates the words used the most with the larger text corresponding with the number of times the word was mentioned. All responses in their entirety can be viewed in Appendix B.



## Communications

This year's survey asked residents to rate the communications offered by the Village. Trustee topics continues to be the highest rated with 81.93% of respondents reporting they are "Excellent" or "Good." The Village's social media presence includes Facebook and Twitter. Respondents have expressed the use of them as being "Fair" with the majority responding they "Don't Know." This is indicative that the Village needs to do a better job marketing these platforms and better utilize them. Staff will explore ways to make them relevant. The breakdown for each communication is as follows:

| <b>Satisfaction of Communication Methods</b> |                |               |          |         |
|--|----------------|---------------|----------|---------|
|  | Trustee Topics | E-Mail Blasts | Facebook | Twitter |
| Excellent                                    | 48.74%         | 22.00%        | 4.55%    | 2.04%   |
| Good   | 33.19%         | 25.50%        | 9.09%    | 4.59%   |
| Fair   | 6.03%          | 9.00%         | 12.12%   | 10.20%  |
| Poor   | 1.51%          | 3.00%         | 1.52%    | 1.53%   |
| Don't Know                                   | 5.53%          | 40.50%        | 72.73%   | 81.63%  |

Below is the average for each communication without the Trustee Topics outlier.

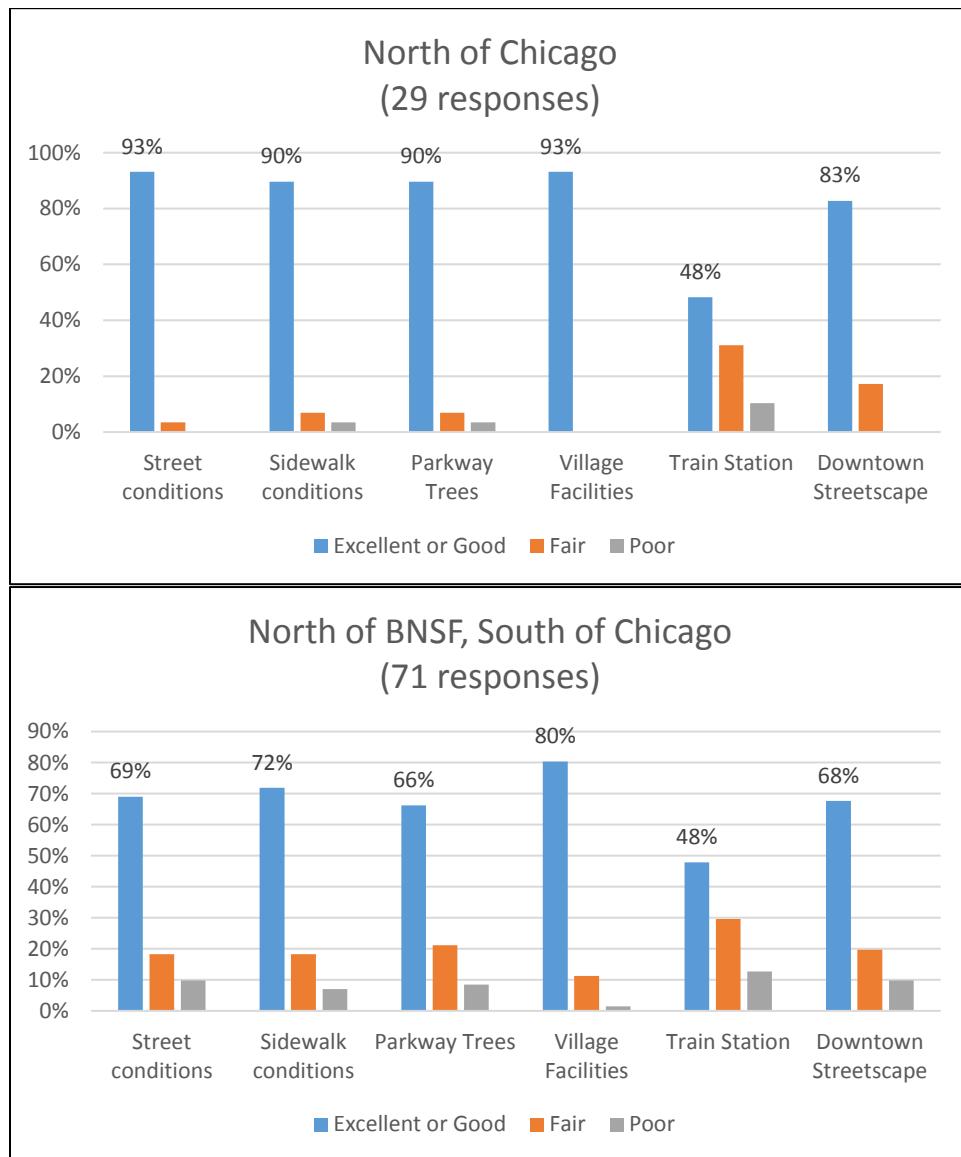
| <b>Average of All Communications without Trustee Topics</b> |        |
|---|--------|
| Very Satisfied  | 9.53%  |
| Somewhat Satisfied  | 13.06% |
| Somewhat Unsatisfied  | 10.44% |
| Very Unsatisfied  | 2.02%  |
| Don't Know  | 64.95% |

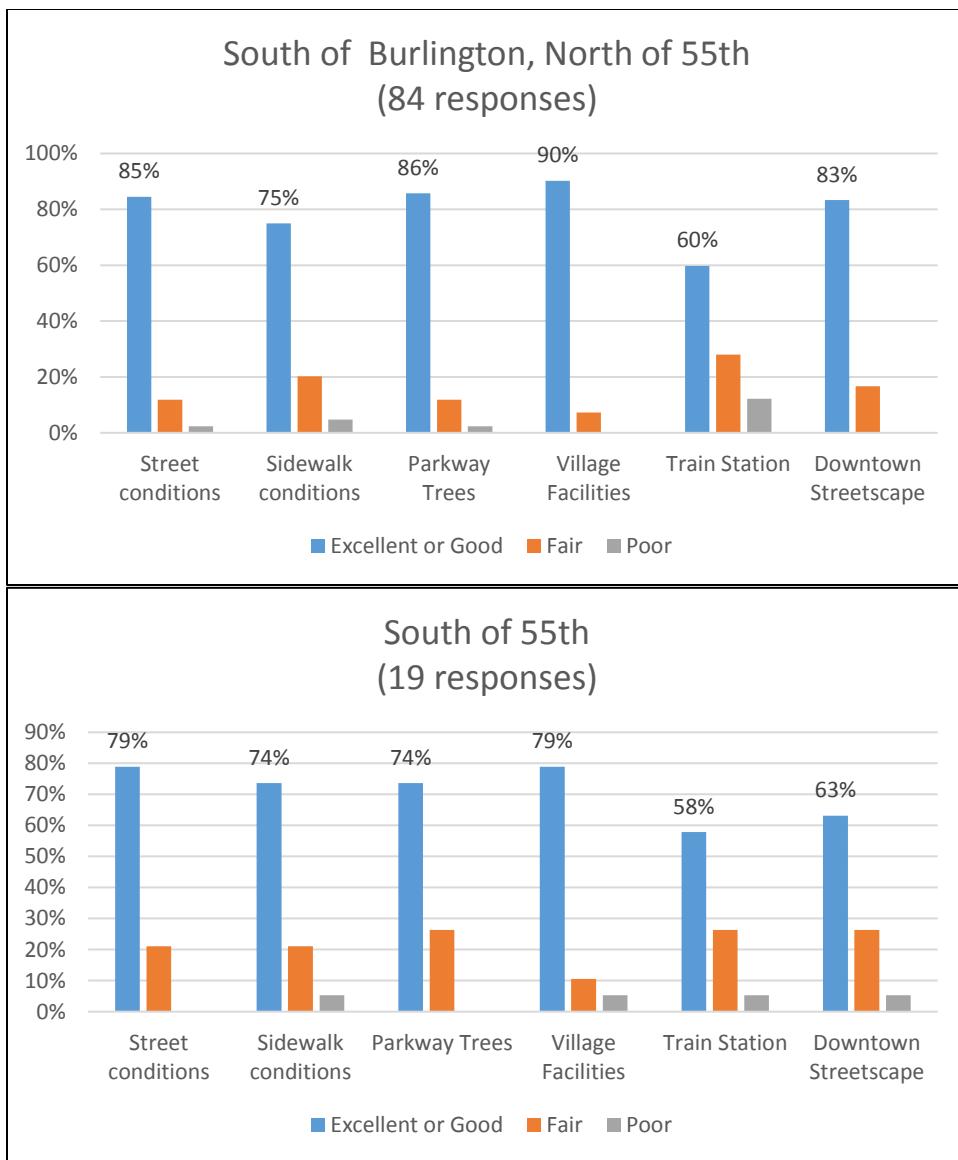
## Website

The Village's website is the most effective way for residents to find answers to questions they many have. While it is a method of communication, due to its all-encompassing nature, it has been separated from the other methods. Overall, it performs well with 46.49% of respondents rating it as "Excellent" or "Good." With that being said, "Don't Know" is the second largest group with 32.83% marking it. The Village markets its website through various methods including the highly rated Trustee Topics. Many communications sent out by the Village directly link residents to the website. Staff continues to make the website more important including the addition of the aforementioned Green Pay. Staff is confident its utilization will increase over time as digital platforms become the norm.

## Infrastructure

Recipients were asked to rate infrastructure across the Village. The results were separated to each of their respective geographic areas to help identify any trend that may exist. Below is the breakdown (graphs do not include “Don’t Know” and no answer responses):





On average, 75% of respondents believe infrastructure is “Excellent” or “Good” while 17% believe it is “Fair” and 5% believe it to be poor.

### Events

The survey asked recipients to rate events held in the Village including, Dancin’ in the Street, Daisy Days, the Walk/Run after Daisy Days and Christmas Walk. Most events scored well with the majority of respondents rating all events as “Excellent” followed by either “Good” or “Don’t Know.”

## Appendix A - Comments

The survey gave residents an opportunity to make comments to staff and the Board. The comments are listed below.

|   |
|---|
| 1. I need a ""no outlet"" or ""Dead End"" sign on my street.2. The waterway that goes under Hwy 83 needs a gate on it to keep kids out. They walk across the top of it as well and could fall.  |
| 1. Very disappointed with stormwater drainage overall on Middaugh/overflow from golf course; it has improved some in last 1-2 years.2. Extremely disappointed that tax \$'s were spent on all the engineering, surveys, and voting on building additions in Prospect/downtown area; and then board (all but pres.) went directly against studies and residents votes. If decisions are going to be made by Bd. of Trustees, ignoring plans and votes, then don't waste our time and tax dollars. Instead, residents can focus on putting people on the board that do what they say/the residents want. :( |
| 5/3rd bank should become a drive in Starbucks.RE: Christmas Walk, it's a shame all stores don't partake.  |
| a modern train station is needed in the near future.  |
| A stop sign is needed at the intersection closest to my residence. Cars do not stop prior to making the turn at the ?T? intersection and many young children and elderly live in the adjacent homes. The street intersection is Hickory turning onto Coe. I called last summer and never received follow up.  |
| A village wide plea to reduce dog barking! Also to pick up after pets and take it with!!! How about an ordinance now to deter future drones? Campaign to pick up litter perhaps on Earth day? See litter on 55th St. from Holmes to over bridge and parking fence on way to West Hinsdale train station. Thank you for giving us the chance to bring these to your attention!   |
| Add additional police patrols with warmer weather coming.   |
| Any new buildings approved should facilitate parking and rain water run-off. With the recently built buildings downtown, it's not clear to me if we have enough parking and/or if there will be any rain water flooding issues associated with this new construction?   |
| APPLYING FOR EXPANSION PERMITS COULD BE DONE A LITTLE QUICKER FOR CONVENIENCE OF BOTH HOMEOWNER AND VILLAGE.  |
| As always, we would love to have a small grocery- deli store in the downtown!!!   |
| Avoids village business area due to congestion!   |
| Better explanation of our water rates and the progress we are making in ensuring our water system is working properly.  |
| Can the bikes at the train station that are obviously not claimed by anyone, and have been left locked up for years be removed? That would free up several bike spots that are needed.  |
| CH snow removal is BEST in all areas around in other towns.   |
| Continue to monitor car theft, respond to 911 calls right away  |
| Cost of our water compound to other Villages.   |
| Curb spending   |
| Dancin' in the Street - just noise. Not much for seniors to do in this town. Neighbors have water in driveway - maybe a parkway tree would help.  |
| DARE program being gone.  |
| Do not like new water billing, rates too high!  |
| Do not like the ribbons on the street. People park off the ribbon and it has put huge gouges in the grass so that there is no grass, just mud that hardens. Is the village going to fix this? We have already paid to fix it once, placed up reflectors to help drivers see that there grass, but the Village told us to  |

remove them. Now the huge gouge is back. Worse than before. When will the Village repair it? Construction workers and their vehicles are another issue in this town. They do not respect the rules. The guys on Oxford and Chicago for example, parked on the wrong side of the street several times. A problem when others park opposite them on the correct side of the street. One day 3 of their vehicles parked on the correct side of the street while their huge tractor trailer parked on the incorrect side of the street opposite their vehicles and unloaded during the busiest part of morning commute. There was only one lane available for cars to go North or South right at the Chicago Street intersection. These construction companies should not be allowed to work in our Village that way. They should be ticketed. And, their permits should cost more for all the aggravation they place on everyone. I was also upset about the construction for the complex behind LaBrama on Park Avenue. For months before they started any demolition, they placed their fence up and blocked the sidewalk. Seriously? For a town where we want to be able to walk safely to post offices, parks, etc. Why should they have been permitted to block the sidewalk when they were not even active? Poor judgement by our Village to allow that to happen. If there was a delay, the construction company should take down the fence until ready. Residents should not have to be burdened due to their issues.

Electronic sign great idea for triangle to help communicate better to residents

Enforce the laws we have on the books. Parking in no parking zones near new construction is never enforced. So we deal with the garbage trucks, landscapers, school buses trying to get by a line of parked cars and trucks. Drive by the house just north of gulf on Norfolk. The signs have been on the wrong side of the street since ground breaking. Lastly, any house for sale that borders the golf course should acknowledge the skeet shooting that goes on in the winter. Every year we have to go through issues with the Country Clubs' right because a new homeowner bought in the summer and was not told of the skeet shooting. I'm sure they were told of the beautiful view of the golf course, skeet shooting must have slipped the agents mind. If the basement leaks when it rains that must be disclosed, but not gun fire in the winter.

Frustrated that the Village didn't better support the families whose houses got flooded for the second time. An elderly couple (On Walnut) lost both of their cars again this last storm, plus they lost their basement again. Also, haven't seen any improvements at the golf course to avoid the flooded areas. ?

High water concerns and flooding due to the Richmond retention pond not having proper drainage

I am still scratching my head why the water main replacement and curb installation on Arthur Avenue was not done concurrently. It's incredibly inefficient and a great nuisance. The extra cost and delays are infuriating.

I am VERY appreciative of the Village President and Trustees. I feel you do an excellent job and know it is a thankless job. I know there has been discussion of annexing the area south of 55th Street. I am NOT in favor of this idea due to issues with a water and diluting our overall community as this area is not consistent with the rest of the village.

I don't agree with the condos next to post office. The one by Starbucks is okay. Downtown configuration is a mess with commuters walking everywhere and cars not stopping. 13 years of flooding problem on Tuttle. Now finally being fixed-maybe. We have had problems with strange solicitors but I think the police have done a good job addressing concerns. It would be nice if PD had longer hours on Saturday. CH is a progressive village. It's done a nice job staying current despite the limited resources. Watch who sees moves into the condos in downtown CH. Young families will overcrowd Walker. Some of the parkway trees on Tuttle need pruning. Hopefully the new pipes will help with flooding. The new construction on Tuttle has caused drainage problems. Maybe add that cost to the cost of obtaining permits to build new homes.

I get a sense that the village officials work more for the Hinsdale Golf Club then for the residents. It is astonishing to see the push back and blow-offs from village officials towards the residents who

|   |
|---|
| <p>complain about the unlivable loud noises from skeet shooting throughout the winter. Sounds like living in a Syrian neighborhood then in a subdivision of Clarendon Hills. Responses from village officials for residents' concerns come across more as blow offs versus of a genuine empathy and of sincerity to resolve. Moreover, what kind of people enjoy firearms games in a populated residential neighborhood. Are we trying to support gun culture in this day and age when the entire gold course is surrounded by families with little kids?</p> |
| <p>I slipped on thick patch of ice 1.5 weeks ago (Survey received 3/22/18) in front of Starbucks and fell while holding my 1.5 yr old. Should have been a cone or warning</p>   |
| <p>I wish the Police would do a more thorough job of enforcing No Parking on restricted sides of streets. Service vans and lawn services make it hard to get through the streets because they do not follow the no parking signs.</p>   |
| <p>I would like to say that the library is great - the librarians are very nice and helpful, and the facilities are nice and clean. It would be great if there were benches at the train station. It looks like there were benches at one time, but now there is just the one, right outside the station doors. There should be a few benches, definitely one under the shelter.</p>  |
| <p>If the response to (54) was not sufficient let me reiterate-&gt; WE NEED A SOLUTION TO THE FLOODING PROBLEM!!!</p>   |
| <p>I'm concerned at the traffic with the new buildings going up and also the vacancies downtown, which are due to increase just as the village is building a new building with apartments and offices. Will we be able to fill them?</p>  |
| <p>In my opinion, the village doesn't listen to its residents and does these surveys as check boxes to make themselves feel better. Zoning is a big issue these days.</p>   |
| <p>In regard to Water supply, service, and maintenance: too low water pressure.</p>   |
| <p>Inadequate parking available for casual Metra use (medical appointments). 12 hour spaces utilized by 8AM. No street parking until 10:30 AM. That means no train before 11 AM. Jewel grassy area filled with litter (cigarette butts, debris). Complained to village but do not want to offend Jewel ---- tax base.</p>   |
| <p>Increase communication</p>   |
| <p>Integration of the areas south of 55th street. Would love more support for the historical society :) Maybe some plantings and better integration with the rest of the public services?</p>   |
| <p>Interested in understanding what the benefits will be from the two new multi-unit dwellings downtown. How is this expected to impact the Village in terms of additional residents, capacity of train station, revenues, etc.</p>   |
| <p>It's disappointing to see cracks on the sides of newly paved streets. This is too common.</p>  |
| <p>I've never understood why there can't be heat lamps in the train shelter area at the station. Those would certainly be welcome on some of the very cold winter days.</p>   |
| <p>Keep up the good work Len.</p>   |
| <p>Like to see lower property taxes going to the schools.</p>   |
| <p>Lower taxes</p>  |
| <p>Make sure new construction doesn't cause flooding for neighbors that never had it before - please make sure they install proper drainage from back to front. It's a big problem. New homes cover a much bigger area - common sense.</p>  |
| <p>No staffing at PD front desk sometimes? Why?</p>   |
| <p>Only other comment is that we do notice that we rarely see a police car drive down our street but every once in awhile. Just wonder if that's the same as in ""in-town"" area of CH.</p>   |

|   |
|---|
| Our continued concern regarding backyard flooding. Recommend signage to park on concrete ribbon to prevent parkway damage; cars parked on street after snowfalls so plow has to maneuver around them.   |
| Our roads were redone less than two years ago and they are already showing cracks. The project took much longer than we were told it was going to take.   |
| Parking on Park Ave at Walker is horrible and unsafe. Spots are too shallow resulting in poor passing. Construction doesn't help but is not the issue.  |
| Parking spaced downtown (Prospect) are too close together - too many ""dings"".   |
| Parkway trees: THEY CHOP THEM OFF.  |
| Please bring in more commerce. We need a tavern and a Corner Bakery/Panera  |
| Please continue with the street/curb upgrades. Prospect is crumbling along the edges.   |
| Please work with whatever governing jurisdictions to make the intersection of Holmes and 55th Safer and more village like for vehicles, pedestrians and bicycles and all.   |
| Police vehicles & uniforms are designed to intimidate, rather than present a positive image to the public. In the 60's and 70's police cars were white and police uniforms were blue pants and white shirts. Why did it change? ??? is the advantage of ???? visibility and presence of a police car. |
| Post cancelation notices of monthly zoning meetings on website.   |
| Recommend reminding people that Jewel on 55th is our tax base too. DAISY DAYS: Would like few rides for older kids/teens.   |
| Something should be done with the vacant lot at Burlington and Prospect where the police station once stood. A park?  |
| Spoken to rudely when called Village Hall. Regarding podcasts - very slanted. Water too expensive   |
| Thank you!  |
| Thank you! Just help with Green Pay.  |
| The apartment buildings east of the train station need to be cleaned up. There is garbage, overgrown trees, dead trees, broken windows, stone walls falling down, and pealing paint to name just a few things that need attention.  |
| the drainage / culverts are garbage   |
| The female clerk who works in the office isn't aware of a lot of things. She gave me some misinformation when I have gone in the ???  |
| The new street improvements look good but quickly deteriorate. Contractors are not made accountable. Why?   |
| The Park District programs are excellent.   |
| The Trustee Topics newsletter is good but is there a place where Village staff are acknowledged or where they communicate with residents? In other places I've lived their names are mentioned and they are occasionally recognized for their service.  |
| The vacant lots near the tracks on the north side are eye sores. It would be nice to have them maintained or landscaped, particularly the corner lot on the north west side of the tracks. The downtown could stand to be updated too, it looks a little tired.                                       |
| The village seems super inefficient to me. Our water bills are absurdly high, but you know that already. Find a way to attract new business to CH either along Ogden/55th or through downtown. The current business in downtown CH are not traffic drivers, and the streetscape is so old looking.    |
| There is a great need to hold property taxes low, many older residents are being forced out.  |
| To Whom it May Concern -Read your plans for making Railroad Ave a one way for westward bound. As one who drives often S and N crossing Burlington railroad I think this is a big mistake. It should be the other way around. Make Railroad Ave going East a one way so that traffic southbound on     |

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| Prospect crossing the railroad after a train goes by does not hold up traffic as they try to make a left turn. The right turn onto Railroad Ave gives us a chance to get out of that gridlock. Traffic crossing the tracks should make a left turn on Park, but not immediately after crossing the tracks. The Pace bus will also free traffic as it will be traveling eastward instead of making a left turn southbound onto Prospect. Making Railroad Ave a one way will make the short mid town strip very congested. Its already challenging going around the right side of the Triangle to make a right turn with large SUVs parked or trying to back out. Thank you for your consideration. Concerned Resident  |
| Too much ""wild"" unsupervised running by kids (Dancin'n Street)  |
| Too much water collects on sidewalks, so one can't walk safely. It seems the water issues are always an after thought should be in planning stage and enforced on builders.   |
| Train Station needs some work and sketchy apartments by train station need to GO!!  |
| Vacant Stores - New construction downtown very slow.  |
| Wanting to change Railroad to one-way. Bad idea, it will cause more traffic problems. People will try to turn right, causing accidents (if changed)- greater issue is people turning left off Railroad Ave. Snowplow drivers need to be mindful of their speed. They are clearing residential streets not I-88, take it easy and slow down!   |
| Water bills are astronomically high.  |
| Water costs are much higher than Westmont - Why?  |
| Water is too expensive! Public Works Staff are great.   |
| Water prices have gone thru the roof  |
| When I initially came to the area the parking ordinances were not clear, as not all entrances to the village have the ordinance displayed, and I received parking tickets during the 6am to 10am slot when vehicles without daisy stickers are ticketed. That has not been the experience for the owner of a vehicle that has been visibly parking on the street in order to use the Metra for commuting. Apparently, some locals without village stickers can simply leave a note on their dashboard and skirt the parking ordinance day after day, month after month, when vehicles feet away are ticketed for the same offense. The street parking ordinance was ostensibly written (and then restricted even further this past year) to prevent commuter parking on Clarendon Hills? apparently clogged streets; yet some vehicles are permitted, without a village sticker, to park every morning of the work week for months, even as other vehicles are targeted for ticketing. I feel that while the parking ordinances are unnecessarily restrictive and were implemented out of an irrational fear of criminals from the city, if they are to be enforced, they should be evenly applied. |
| When the streets were paved and the concrete ribbon was placed, I thought a main goal during that process was to address the storm water issues. We live at the bottom of a hill on Coe Rd and no change was made to our drainage system, although we specifically requested to have the water backup issue addressed during that time. Storm water pools at the bottom of the hill, which is along the side of our driveway apron and covers the sidewalk. In the winter, there is dangerous ice buildup on the sidewalk, and in the summer there is water pooling which attracts a lot of mosquitoes. When there is no water, there is always residual mud and it is sometimes slippery. It is frustrating to see that we paid the same special assessment for the road work, but did not get the upgrade in storm water drainage that other streets received.  |
| whoever sprayed along the railroad fence by the pool parking lot or under the pool fence, used such a strong weed killer that nothing has grown there for a couple of years. That is poisoning the environment unnecessarily. A weed whacker would have done a good job.  |
| Would it be possible to get street lights along Ann Street?   |

## Appendix B – Priorities

|   |
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| 1. Parking ribbons on ALL streets...streets without look shabby and get muddy..esp Norfolk. 2. Covering up ALL open drainage throughout this town. It's messy, ugly and breeds mosquitoes. If they were covered up, no standing water and no need for mosquito poison. I've seen kids wading in the standing water! 3. Bring more planting's and charm to CH!....would love to see Better/ prettier plantings and maintenance of the ?pork chop? triangles through the village. The ones in Blackhawk area are very neglected....they could bring a real touch of charm to the village.   |
| 1. Maintain low crime rate.2. Insure that all the new construction generates revenue.   |
| 1. Safety 2. Environmental issues – composting. Have you see the amount of trash people throw away?   |
| Accommodating to the new villagers coming into downtown incl parking, etc.  |
| Adjust water rates, too high  |
| As a 25 year Hinsdale resident who moved to Blackhawk Heights a few years ago, I was fair warned that the village treats BHH like to ugly stepchild. I see that now, sadly. Our parkway storm water drainage is absolutely horrible - the grading is off, the land is receding from the concrete curb to the grass, each year we have to keep trying to build it back up to no avail. Water sits in our parkway because of the slopes from each neighbor. This is parkway property, shouldn't the village be assisting in making sure these areas flow during storms? We clean out the pipes to the best of our ability, but the village should assist with the grading and digging so they all flow properly. Almost two years ago some village guys were out in our street reviewing the area, I talked to them, they said they were analyzing the issues. That was two years ago!! |
| attracting new business to downtown   |
| Attracting new stores to the open/empty storefronts and upgrading the train station. A larger inside space, space heaters and sound system further down the sidewalk would all be very beneficial.  |
| Austerity   |
| Building revenue - filling vacancies in town.   |
| Clarifying where garbage cans should be placed and that sidewalks should be shoveled.   |
| Clean up of debris from construction in downtown area...( I approve of buildings, but we need to keep things looking great to attract quality people!)  |
| Collapsing the Village and Park District boards and taxing authority into one unit. Reducing police salary/benefits and pension costs.  |
| Complete all sidewalks so kids can safely walk to school from anywhere in CH, esp Norfolk Ave.  |
| Continue to beautify downtown district  |
| Cut Costs.  |
| Dealing with road conditions and traffic issues as a result of the construction of the two condo buildings. Develop a plan to improve traffic flow once the condos are inhabited.   |
| Determine and find solution for flooding issues. (yards, parkways, ditches, and basements have never flooded as badly as they do now). Ever since the streets were redone and curbs were added in Blackhawk Heights, the flood water is a huge and costly issue.  |
| Development/Implementation of the ""South of 55th"" plan  |
| Do more to attract businesses in downtown CH and continue to educate residents on safety. CH is becoming a target for criminals. CH is not a sleepy village anymore.  |

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| Downtown vibrancy is an obvious need, but I can't say it should be number one without a more comprehensive understanding of the big picture.  |
| Encourage new/diverse businesses - small convenience store/breakfast spot - Miss Town Kitchen!  |
| Encouraging investment in downtown commercial space, including vacant bank property.  |
| Ensure all intersections have stop signs installed in either the north/south or east/west directions.   |
| Ensuring that safety is maintained with visible police presence. It is now good.  |
| Figure out storm water management. There is too much water displaced by all the new construction that impacts the older smaller homes. The village needs to work with residents to figure out a plan that works for the whole neighborhood. Do all sump pumps discharge to the parkway and not backyards?   |
| Find a way to widen roads - the new roads do not work. We need shoulder/pkwy parking back.  |
| Finish the road projects completely   |
| Fix Eastern Ave. by downtown where construction has ruined the road.  |
| Fix Prospect Ave. street and poor rainwater management.   |
| Fixing EVERYONE'S storm water infrastructure to working condition.  |
| Fixing the stormwater infrastructure  |
| Fixing the way the train station and downtown CH looks. It's a very nice place to live, but these areas seem quite neglected - and they are the first to be seen by any new people coming to CH. We can definitely do better and we can afford it, too.   |
| Get new downtown buildings done. Improve street maintenance.  |
| Get the Condo to hurry up!  |
| Help CH businesses remain viable so they don't close, including a campaign to persuade residents to shop in the village.  |
| How about a mail box on North side.   |
| How about a speed trap north of Tuttle & Burlington. I frequently see people ignoring stop signs and speeding on Burlington and Arthur. What can police do about this?  |
| I believe that the permitting system should be completely redone, I am very surprised that there is not a public online search for permits. Permits should be electronically stored with no date of destruction. The actual systems that are being permitted, such as a roof, last longer than the permit is kept and stored. That really doesn't make any sense to me. |
| I had a bad experience with a permit a few years ago. Took too long to approve. Inspector gave me a hard time, didn't have a copy of permit and didn't know the Village code!   |
| Improve cost of water bills   |
| Improve downtown Clarendon Hills image  |
| Improve processes, reduce expenses.   |
| Improving the train station, modernize and bike paths   |
| Increase the quality of service from the post office. We don't receive our mail many times and given the wrong mail.  |
| Increased police patrols south of 55th Street   |
| Irrigation. We are at the end of the street and our neighbor's water all runs downhill towards our property and we need to manage the water when there are storms. This seems unfair and inappropriate.   |
| Keep costs down.  |

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| Keep Downtown Healthy   |
| keep taxes down   |
| Keep up on the maintenance of streets. They already show cracks.  |
| Keeping the Village safe is always #1 priority.   |
| LOWER THE COST OF LIVING HERE.  |
| Lowering our water bills!   |
| Lowering Property taxes!  |
| Maintain a friendly place to live and shop!   |
| Maintain level of service with same/lower taxes.  |
| Maintaining the safe environment in the face of escalating crime in the Chicago area.   |
| Maintaining/replacing streets and water mains. Continuing to be fiscally responsible. CH does a great job. Parkway maintenance is a big challenge with new roads.   |
| Making above and beyond effort to showcase public safety members connecting with residents. Not just driving around or sitting in vehicles with safety traps. We need to have a sense of community from all.  |
| Making construction contractors fix the streets properly. The downtown area is messed up for years with improper temporary fixes to the streets after they were cut for water lines, gas lines, etc. the streets have been jacked up for years and they are getting worse with all the new downtown construction. They leave the streets a mess every day. It is disgusting that the village allows this to happen.               |
| Making life easier for residents. Driving through the village is like an obstacle course w/construction parking; garbage containers far into street and crumbling shoulders on Prospect. Non-residents entering CH from 55th Street get a poor 1st impression. Board always makes decisions in favor of developers with no regard for long-time residents.  |
| Mitigate the insane taxes and water bills.  |
| MORE RESTAURANTS  |
| New businesses in downtown.   |
| Not sure I know   |
| Not sure, but I think the very high water rates needs to be addressed. The rates are outrageous.  |
| Open Coe and/or Middaugh to east bound Ogden Ave. You can not get to our business district from Ogden unless you are going east. Nearly every day I encounter a u turn on the Stonegate entrance so the car can turn down Middaugh. Look into a different water source. We have the second deepest well in the western suburbs and it's not used. As the City of Chicago looks for more cash it our water rates will keep rising. |
| Our sewer line backs up into our basement at least once a year during heavy rain - it's awful - storm water abatement!  |
| Our utilities bills are absurdly high because as Len mentioned, Clarendon Hills has an extreme lack of business investment. Downtown CH is a joke. The business that exist are not traffic drivers. The village needs to do more to make CH a business friendly town and attract investment from business. If Hinsdale can re-vamp their downtown over a period of time, there's no reason CH can't                               |
| Parking - large vehicles on main street should be prohibited.   |
| Parking issues especially taking train into city and you are not paying for a parking spot.   |
| Plan for the future of downtown business area has an outdated feel. I'm so happy to see the new construction and hope that it continues.  |

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| Please consider re-visiting the rates for water billing. I understand that we want to upgrade the infrastructure (costing money), but the cost seems higher than other districts.  |
| Please watch taxes (services on) Thank you.  |
| Please work with builders to assure water does not flow onto neighbor's property   |
| Police officers in the school daily.   |
| Press for completion of downtown bldg. projects.   |
| Promoting new business in the downtown area. I think a brunch place would help all the local establishments personally   |
| Proper water issues from large home construction & not enough planning of water collection and drainage.   |
| Public orchard on the Village Property.  |
| Reconfigure intersection in front of Village Hall.   |
| Redoing the train station, improving streets and sidewalks downtown.   |
| Reduce taxes & cost of water!  |
| Reduce Water cost and stop building in town-   |
| Reduction of water rates   |
| Regrading of parkway ditches/stormwater management   |
| Remembering Blackhawk heights is part of the village. Your support of bringing into D181 schools. D181's website says they serve Clarendon Hills- not all of CH! Per D181's website:District 181 is located about 20 miles west of Chicago, 19 miles south of O'Hare International Airport, and adjacent to a high-tech research corridor that includes Fermilab and Argonne National Laboratory. We serve the communities of Hinsdale and Clarendon Hills, as well as parts of Burr Ridge, Oak Brook and Willowbrook. |
| researching ways to decrease cost of water/water bills   |
| Resident Safety  |
| Retention pond at Hosek Park   |
| Road and water infrastructure improvements. The Village very clearly needs to invest in these two items.   |
| Safety   |
| Safety of community and preparedness for storms to avoid floods.   |
| Safety.  |
| Sewage & flood prevention  |
| SOLVING (not just band-aids) the flooding problems in the Village. These are not tenement houses, they cost big bucks and it is ridiculous that every time a heavy rain is predicted we have to get out the waders, bailing buckets, and auxillary pumps in an effort to keep our basements dry! Even then we still end up repeatedly throwing out soggy furniture and misc. that were not able to move above water-level in time. WE NEED A SOLUTION!!!   |
| Storm draining on the west side of the Village   |
| Storm water  |
| Storm water abatement - flooding   |
| Storm water drainage   |
| Storm Water issues!  |
| Stormwater Infrastructure  |
| Street Maintenance   |

|   |
|---|
| Successful completion of two downtown construction projects.  |
| Take care of the flooding!  |
| There has been talk of renovations to the downtown area and train station for many years. To keep up with other villages in DuPage County, these renovations need to start happening.   |
| To maintain current high standards. Thank you.  |
| To take a careful look at future development to ensure the village doesn't lose more of its waning charm. The downtown high rises and village-wide teardowns are appalling!   |
| Trustees listening to citizens and their concerns to avoid miscommunications that seem to too easily led to law suits. I think that when they make a promise/take a stand, they need to follow through and not jump ship when choices become hard and special interest groups apply pressure. |
| Try to bring in more businesses/restaurants   |
| Try to slow consumption of open spaces.   |
| Use a landscape service for downtown or plant ??? flowers. Add something to grass area across from track on Burlington.   |
| Village Safety  |
| water   |
| Water Main  |
| Water retention   |
| Water retention/ property flooding, help residents who are affected by run off due to new construction over last several years and whose repeated request for help have fallen on deaf and indifferent ears.  |
| We currently have a safe community for our children - Concerned with the influx of residents at new apartments right in downtown.   |
| Working with businesses to fill vacancies in town   |

## 2018 COMMUNITY NEEDS SURVEY

To help us provide the best services for our community, please complete this survey and return it to Village Hall at 1 N Prospect Ave by **March 30, 2018**.

| Statement  | Very Satisfied | Somewhat Satisfied | No Opinion | Somewhat Unsatisfied | Very Unsatisfied |
|--|----------------|--------------------|------------|----------------------|------------------|
| <b>Overall, with Respect to the Services Provided by the Village Listed Below, I Am:</b> |                |                    |            |                      |                  |
| Police Department performance  |                |                    |            |                      |                  |
| Police officer attitude and behavior   |                |                    |            |                      |                  |
| Fire Department performance  |                |                    |            |                      |                  |
| Fire Fighter/EMT attitude and behavior   |                |                    |            |                      |                  |
| Street maintenance   |                |                    |            |                      |                  |
| Snow plowing   |                |                    |            |                      |                  |
| Water supply, service, and maintenance   |                |                    |            |                      |                  |
| Streetscape (flowers, signage, parkway trees)  |                |                    |            |                      |                  |
| Public Works staff attitude and behavior   |                |                    |            |                      |                  |
| Parkway maintenance  |                |                    |            |                      |                  |
| Stormwater infrastructure  |                |                    |            |                      |                  |
| Building inspectors  |                |                    |            |                      |                  |

### In General, How Would You Rate the Village President and Board of Trustees in the Following Areas?

|  |                  |             |             |             |                   |
|--|------------------|-------------|-------------|-------------|-------------------|
| Communication                                      |                  |             |             |             |                   |
| Transparency                                       |                  |             |             |             |                   |
| Decision making                                    |                  |             |             |             |                   |
| Strategic planning                                 |                  |             |             |             |                   |
| <b>Please Rate the Condition of the Following:</b> | <b>Excellent</b> | <b>Good</b> | <b>Fair</b> | <b>Poor</b> | <b>Don't Know</b> |
| Street condition                                   |                  |             |             |             |                   |
| Sidewalk condition                                 |                  |             |             |             |                   |
| Parkway trees                                      |                  |             |             |             |                   |
| Village facilities                                 |                  |             |             |             |                   |
| Train station                                      |                  |             |             |             |                   |
| Downtown streetscape                               |                  |             |             |             |                   |

### How Would You Rate the Village's Communication?

|   |  |  |  |  |  |
|---|--|--|--|--|--|
| Trustee Topics                              |  |  |  |  |  |
| Email blasts                                |  |  |  |  |  |
| Facebook                                    |  |  |  |  |  |
| Twitter                                     |  |  |  |  |  |
| Village website                             |  |  |  |  |  |
| Village Board Meeting recordings (Podcasts) |  |  |  |  |  |

Is there another means of communication you would like to see the Village utilize? If yes, please list it below:

### Please Answer the Questions Below by Checking Yes OR No

|  |                          |                                     |                          |
|--|--------------------------|-------------------------------------|--------------------------|
| The Village of Clarendon Hills is responsible for the core services listed above and collects approximately 11% of your total property bill. Do you feel you receive a fair level of service for the property tax dollars you pay? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Do you use the Village's new online water billing payment service, <i>Green Pay</i> ?  |                          | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| If you do not use <i>Green Pay</i> , please explain why:   |                          |                                     |                          |

| Please Rate the Following:   |  | Excellent | Good | Fair | Poor | Don't Know |
|--|--|-----------|------|------|------|------------|
| <b>How Would You Rate The Following?</b>                           |  |           |      |      |      |            |
| The safety of your neighborhood                                    |  |           |      |      |      |            |
| Process applying for permits                                       |  |           |      |      |      |            |
| Timeliness of permits being issued                                 |  |           |      |      |      |            |
| Timeliness to Block Party requests                                 |  |           |      |      |      |            |
| Timeliness to Sloan Triangle (banner) requests                     |  |           |      |      |      |            |
| <b>How Would You Rate Village Office Staff?</b>                    |  |           |      |      |      |            |
| Village Hall main service window                                   |  |           |      |      |      |            |
| Village Hall Manager's Office service window                       |  |           |      |      |      |            |
| Police Department service window                                   |  |           |      |      |      |            |
| Public Works service window  |  |           |      |      |      |            |
| <b>Please Rate These Events:</b>                                   |  |           |      |      |      |            |
| Village's Dancin' in the Street (Summer Concerts)                  |  |           |      |      |      |            |
| Chamber of Commerce's Daisy Days (Carnival)                        |  |           |      |      |      |            |
| Chamber of Commerce's Christmas Walk                               |  |           |      |      |      |            |
| Daisy Dash Foundation's Walk/Run                                   |  |           |      |      |      |            |
| <b>Please Rate Your overall Quality of Life in Clarendon Hills</b> |  |           |      |      |      |            |

**What Should the Village's Number One Priority be in the Next Calendar Year?**

**Please list any additional Comments/Concerns**

**If you have concerns that require a response or assistance, please provide your name, address and contact information.**

|        |          |
|--------|----------|
| Name:  | Address: |
| Phone: | Email:   |

**Please describe the geographic area that most accurately describes where you reside in the Village:**

|   |
|---|
| North of Chicago Avenue   |
| North of Burlington Northern Railroad tracks and south of Chicago Avenue          |
| South of Burlington Northern Railroad tracks and north of 55 <sup>th</sup> Street |
| South of 55 <sup>th</sup> Street  |

**How do you request services from the Village? Check all that apply.**

|   |
|---|
| Email   |
| Phone   |
| Online Service Request from the Village Website |
| Other:  |

**How long have you been a resident of Clarendon Hills?**

|                  |                    |
|------------------|--------------------|
| Less than 1 year | 11- 15 years       |
| 1-5 years        | 16-20 years        |
| 6 to 10 years    | More than 20 years |

**Check the box that best describes your age.**

|          |             |
|----------|-------------|
| Under 20 | 50-59       |
| 20-29    | 60-69       |
| 30-39    | 70 and over |
| 40-49    |             |

**How many people under the age of 18 currently live in your household?**

|      |               |
|------|---------------|
| Zero | Two           |
| One  | Three or more |