

## **Clarendon Hills 2016 Community Needs Survey Analysis**

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.

The results of the survey are presented as follows:

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## Survey Participation and Statistical Information

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The 2016 Community Needs Survey was distributed to a randomly selected sample of 1,000 Clarendon Hills' households. A total of 215 surveys were completed, for a response rate of 21.5 percent.

The 2016 Community Needs Survey is the 11th 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 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

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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.

	< 20	20-29	30-39	40-49	50-59	60-69	>70
Survey Response	0%	0.5%	9.3%	22.0%	25.2%	20.1%	18.2%
2010 Census Data	NA	10.1%	15.7%	28.7%	21.8%	11.4%	6.4%

- 47.2 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%	21.0%
N. of BNSF Railroad and S. of Chicago Ave.	33.8%	36.9%
S. of BNSF Railroad and N. of 55 <sup>th</sup> St.	32.4%	34.1%
S. of 55 <sup>th</sup> St.	17.9%	4.2%
No Answer	0%	3.7%

Bias of sample: the sample therefore is biased older, toward longer term residents and geographically toward 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, and questions asking respondents to rate something on a scale of quality or desirability (for example, Excellent, Good, Fair, Poor or Don't Know).

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**

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### **Priorities**

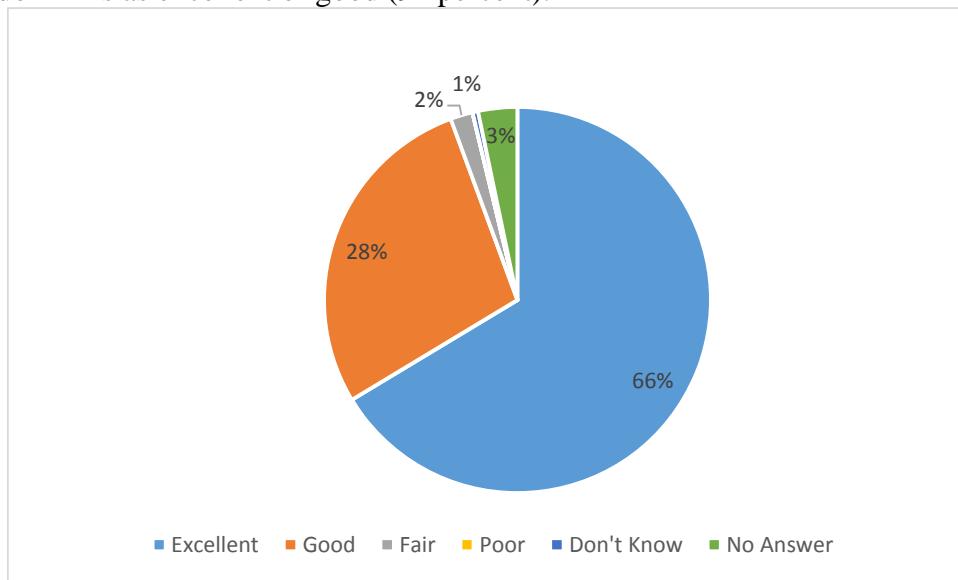
When asked as an open ended question what the number one priority of the Village should be in the next fiscal year, the most common word mentioned was downtown,

followed by Train station and Taxes. Storm, water, drainage and streets also came up as frequently mentioned words. A complete list of responses can be found in the appendix.



## Quality of Life

For the eleventh year in a row, nearly all respondents rated the overall quality of life in Clarendon Hills as excellent or good (94 percent).



## Village Departments/ Board Approval

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### Police Department

- In general, respondents are satisfied with the performance of the Village's Police Department. Overall, 65.9 respondents were "Very Satisfied" with Department Performance with 21.5% of respondents somewhat satisfied.
- The survey asked residents how they rate the safety of their own neighborhoods. 65.0% respondents felt "Excellent" with 27.6 % feeling "Good". 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
Excellent	25.0%	62.2%	67.1%	68.4%	66.7%
Good	0.0%	35.6%	27.4%	26.6%	22.2%
Fair	0.0%	0.0%	1.4%	1.3%	0.0%
Poor	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	1.4%	1.3%	0.0%
No Answer	75.0%	2.2%	2.7%	2.5%	11.1%

As the chart indicates, people have somewhat similar perceptions of safety across the community.

### Fire Department

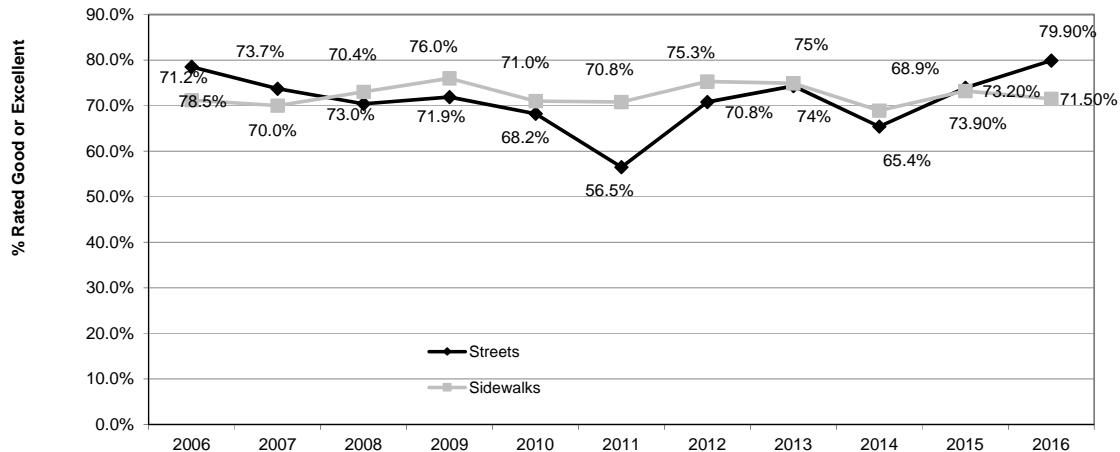
- 70.6% Respondents were also very satisfied with the performance of the Fire Department. The next largest group held no opinion with 19.6%.
- Fire Fighter attitude was rated at 67.8% very satisfied with 22.9% having no opinion

### Public Works Department

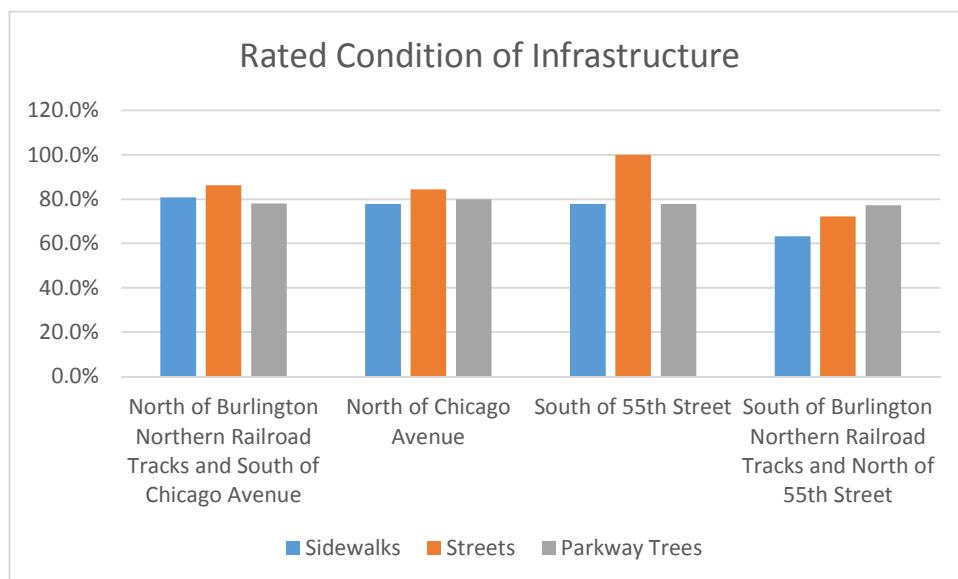
- Snow plowing was among the highest-rated of Public Works Services. 63.6% of respondents said they were "Very Satisfied" with snow plowing.
- Storm water stands out as an issue where a large percentage of residents are very unsatisfied (23.4%) or somewhat unsatisfied (12.1%). Additionally, Ditch maintenance was an area where 24.3% of people were somewhat unsatisfied.
- Street and sidewalk condition were rated on a scale of Excellent, Good, Fair or Poor. 79.9 percent of respondents rated Street Condition as Excellent or Good, which highest on record. Sidewalk conditions were also rated as good or excellent by 71.5 percent of respondents.

## Percentage of Residents Rating Infrastructure

### Condition of Sidewalks and Streets



### Excellent or Good By Area of the Village



### Customer Service

- The Survey asked respondents to rate the Village Hall main service window, service at the Village Manager's service window, Public Works service window and the service window at the Police Department. Out of all of these locations, both Public Works and the Village Manager's service windows had high levels of respondents indicating that they did not use service there. The Village Hall main service window and the Police service window both had heavy use and significant positive

ratings with only 1.9% indicating poor service at Village Hall and 3.3% indicating poor service at the Police Department.

### **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 Know.
- The most popular method of communication was the Trustee Topics newsletter, with 85.5 percent of respondents rating the communication "excellent" or "good".
- The e-mail newsletter is gaining in use over previous years. Only 32.2% of residents indicated that they do not use the service.
- 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. 58.9 percent of residents reported they do not use Facebook for Village news while 68.2% 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.
- The Village's website is more widely used, with only 27.6% indicating that they do not use the service.
- The podcast is not widely used with 72.4% indicating that they do not listen to the podcast. This is borne out by our other metrics which show low use (we average about two dozen or so views).

### **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, 84.1 percent of respondents indicated they were "Very Satisfied" or "Somewhat Satisfied" with the Board's communication. 8.9 percent of respondents had no opinion on the Board's communication.
- The Village Board received high ratings on all of the rated conditions, with significant improvement over 2015 below is a chart of those improvements.

**Actual Ratings:**

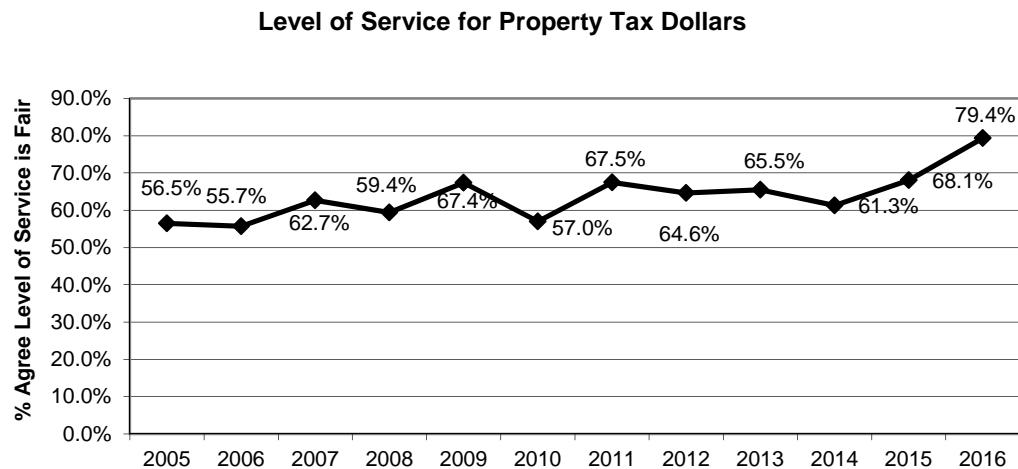
	Communication	Transparency	Decision Making	Strategic Planning
Very Satisfied	51.87%	<b>35.98%</b>	33.64%	28.50%
Somewhat Satisfied	32.24%	<b>31.78%</b>	27.10%	34.58%
Somewhat Unsatisfied	3.74%	<b>7.48%</b>	14.95%	13.08%
Very unsatisfied	1.40%	<b>3.74%</b>	4.67%	6.54%
No Opinion	8.88%	<b>18.22%</b>	17.29%	14.95%
Non-Response	1.87%	<b>2.80%</b>	2.34%	2.34%

**Change in Respondent Rating of the Village President and Board of Trustees From 2015**

	Communication	Transparency	Decision Making	Strategic Planning
Very Satisfied	<b>29.57%</b>	<b>20.08%</b>	<b>20.54%</b>	<b>15.40%</b>
Somewhat Satisfied	-9.96%	-3.12%	-6.50%	3.38%
Somewhat Unsatisfied	-4.86%	-5.62%	-1.55%	-3.72%
Very unsatisfied	-3.80%	-7.56%	-6.93%	-8.16%
No Opinion	-8.82%	-3.18%	-4.71%	-4.95%
Non-Response	-2.13%	-0.60%	-0.76%	-1.96%

## Taxes

For the 11th year in a row, the majority (79.4 percent) of respondents who answered said they agree they received a fair level of services for their tax dollars. This is the highest rating we have gotten on record. The graph below shows a year-to-year comparison of those who said they received a fair level of service for their tax dollars.



## Village Events

- The 2016 survey asked respondents to rate the community events. 65% of respondents rated Daisy Days as “Good” or “Excellent”, 74.8 % rated Dancin’ in the Street as “Excellent” or “Good” and 67.3% rated Christmas Walk as Excellent or Good. Daisy Dash was the lowest rated, but still 58.4% of residents rated it as “Excellent” or “Good”. Less than 2% of respondents indicated these events were poor.

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## Open Ended Responses

### Comments

History of CH. Has been published?
We've loved living here for the past 19 years.
I have lots of comments and concerns, but the reality is that even though BH residents are officially part of the town, no one at village hall cares about us. When the current group of elected officials came ( the one time ) door to door, they were unaware that the village of CH uses blackhawk heights as a retention pond with no regard for it's citizens safety. So shocked as in, ""It floods here?"" and then quickly ran away rather than talk about the issues.
There is no need for new schools and other frivolous expenses. Taxes and assessments are already too high in the village. How come the village does not enforce overnight parking in the park parking lots. One of my neighbors uses the Hosek park parking lot every night. It appears to be their personal driveway.
I would like more money put to the tree trimming. There are still many trees that need to be cut and removed. Also when it rains many ditches retain water and is a breeding ground for mosquitos
I would have liked to have the one rained-out Dancing in the Streets rescheduled to the end of the season.
Please keep Dancin' In the Streets. It's one of the best events the Village has.
If there is a way for the city to plant trees or plants along Jackson Avenue so that the barrier is not visible to motorists or pedestrians traveling along the street, I believe that would contribute to the further beautification of the city. If the city is unwilling or unable to allocate funds to do so, can there be a public/private partnership to help make this a reality?
All Trustees voted for the rental complex in downtown clarendon hills should be removed from the board. PERIOD! By taking unpredictable revenue, you are destroying our school permanently.
Protection of the parkways from vehicle damage (parking ordinances should be enforced and residents / guests reminded to keep vehicles off the grass); grooming of trees in parkways could be better.
Continuing problems: 1)Vehicles not stopping at stop signs, especially in the CBD; 2)Cars making U-turns and left turns into parking spaces in CBD; 3)inadequate snow removal at the Prospect/Park corners and on South Prospect sidewalks that are part of the CBD.
Just saw new web site. I HOPE you included obvious things, like information on trash pickup....what you can throw away, when, etc. That's pretty basic and absent from the old one.
I am very pleased with the timely email blasts. Communication is excellent. The road was re-done in front of our home last summer, and communication was very good for that.
We need to make it easier for new and different businesses to move into our town. Rumor has it that it's very difficult. There needs to be a committee with young and older people to discuss what types of businesses would thrive in our town. Not the same 4 people that have been doing it forever.
I love living in this village. I have lived in Oak Brook and Hinsdale, and CH has just the right balance.

Easier way to call in overnight vehicles on street - now the call routes to 911 rather than CHPD desk. Or at least more communication around how you can 'call in' a vehicle online now as I've seen no communication on that feature.

I do not think the village listened to residents particularly well when it came to the apartment building being built on the empty lot at the corner of walker and park. Residents did not want as large a structure put in place there and the village moved ahead anyway. In addition it would be nice to get some updated store fronts in the downtown area. The vacant restaurant at the corner of park and prospect would be a good place to start. If a future owner approaches the village with a unique/different idea I would not dismiss it because it doesn't fit with anything else. Ideas such as a bar (like fullers in Hinsdale) a brewpub or upscale convenience store would all be great additions to the downtown foot print.

Please keep on builders at tear-downs to not block streets and leave a mess. Need to be considerate of residents.

Clarendon Hills' events are a great reason to live here!

Although the parkway aprons look much better than what we had before, trucks and cars continue to drive over the parkway and destroy part of the sod closest to the street. Curbs would have been much better.

Would like the Police Dept. to be more responsive about parking on wrong side of street and particularly enforcing the rules with contractors, work trucks and landscapers. Some days it is impossible to navigate the streets.

Need to complete drainage ditch work on west side of Walker Ave between Hudson and Ruby. Water drains into yards and our garage!

Watch for speeding on Chicago Ave.

The sidewalk in front of our house has sunk and the water collects when it rains and freezes in the winter. If someone falls and sues I wish to go on the record that I have reported this condition for two years and told this will be put on the list for next year.

If you are considering renovation to the train station, please extend the capability of the loudspeaker so that announcements reach the east end of the platform where people stand and wait. Very few people wait for trains where the announcements can be heard.

I believe that the majority of the community opposed the new condo building going up in downtown but it was allowed anyway. This greatly reduced my trust and my neighbors trust in the Village.

I think the ""no garage sale"" signs in yard policy is crazy. Maybe when you get a permit you sign something that says your signs must be removed within 2 hours of your sale ending. If not, you will be subject to some type of fine?

1. attractive landscaping is sorely needed on berm along sidewalk waiting area at train station.  
2. despise the Village logo 3. Daisy Days - need better attitudes and more participation from businesses 4. Dancin' in the Street - good but it's over way too soon 5. I am at 432 Hudson. In heavy rains, the water is over the street, up into our front yard and at our doorstep. This needed to be fixed before the street project even began! I have pictures if anyone cares enough to try to fix this problem.

The low income apartments on Ann St are in very poor appearance and upkeep. They are becoming a Village eye sore.

We are so fortunate to live in CH and in a community that cares. I love our Village crews! They care and are polite. I need to write a letter thanking them.

Our street was done last year. The sod in the ditches is torn away due to the steepness of the street and heavy rains. Sod should not have been laid in the ditches on the steep portions of the street.

Please note that PD contact with student crosswalks for Walker project & CHMS would be appreciated.

Website is great - much improved! Would love to see more tickets given to cars that don't stop at stop signs and for speeding on village streets. Also, I would love to see police more visible up & down the streets. Love seeing the police cruising around.

We have asked for several years to deal with flooding of our sidewalks in front of our house - no one ever calls. We have sent in letters, emails.

This survey could have been organized better :) Honestly, the village does a great job. As I said earlier, with small children in the home, we have noticed that there are some spots in town with unnecessary traffic/pedestrian risks (i.e., places where fast traffic meets pedestrians without adequate signage)

A community run garden in the large unused area of Hosek Park would be a nice addition to the park.

I notice and am concerned for the salty of school kids during their after school hours in the downtown now that the new condo construction has begun. I have observed a couple of ""near misses"" with the large construction equipment backing in and out. It was the kiddos fault...but still, could there be a detour posted, that area blocked off to the public from 2:30-5? It would be inconvenient, but maybe give better visual boundaries for the kids. Just a thought!

Road construction takes way too long with many idle days of nothing happening.

Putting yearly car sticker renewals in a utility bill that is stuffed with ads feels like an opportunity to get late fee revenue. Also, when the new water meters were installed decorative stone and dirt was pulled away and left a mess. Disrespectful.

Residents south of 55th Street need some additional attention to better feel like part of the village. Also, communication is not always consistent. Garbage pick-up is an example.

We have live in CH for the past 60+ years and have enjoyed it and feel we have had a good quality of life! We have seen much change and progress!

I just moved here last year and did not know I could sign up for email alerts from Village/police, etc until this survey. You need to do a better job communicating this to new residents.

Would be nice if the service window at the police station was open on Saturday mornings for people who work during the week and cannot get there by 7 pm.

4+ story buildings in the downtown area are out of character for this village. Current village representatives ran for office opposed to high-rise development that only benefits the developers - then switched sides once elected. Clear lack of leadership has been demonstrated by giving in to nearly all developer requests. Additionally, the village does not need a new fire station or train station. The objective should be driving overall village operating cost reductions. Continued pension related mismanagement at the state level will continue to increase pressures for all municipalities.

Police Officers are very rude. Don't even wave to kids. It's small town living, not the big city!! I feel the police just want to make money and not be nice to people! They drive around town like they are bad asses.
Dancin' in the Street should be moved to a larger area - Prospect Park - so kids can move around easier and have safe play.
Len Austin A+ PD Service Window A+ Can't imagine a better place to live and raise our kids!
Follow the example of LaGrange. Build housing/townhouse/condos/ in town and business will follow.
Village Logo - unnecessary & costly. No parking on Holmes and the intersection corner of Harris, Eastern, Holmes is dangerous. In light of death of Pamela French and constant complaining of parents whose kids walk to school, do we really need another fatality before the Village takes action. Commuters disobey this stop sign on a daily basis. Fix it before a child or resident is injured.
Can the Village work with local businesses/ landlords to improve condition and decor of store fronts? Looking pretty dated, with only a few exceptions. Cost Sharing?
Wish you hadn't decided to build on Park. Feel sorry for the neighborhood.
Not at all happy about being double billed a ridiculous amount of \$ for a return inspection. Permits are also overpriced. Also please help stop the incessant fall weekend skeet shooting at HCC. It's awful, we live around it. Thx
Super disappointed that eyesore across from Starbucks is going up. You should focus on filling current space before building new space.
I would love to see the Clarendon Hills ""Brand"" - i.e. name and daisies on the water tower in town!!!
New development on Park & Prospect should have had Retail space as originally planned.
Too many fees - car, dog, etc. There is no reason for a CH car sticker- none!
Haven't participated since children grown, but found these events beneficial when we attended as a family in the past.
Traffic remains a concern- speeders on Holmes, Prospect and by Walker school. Also, Harris, Eastern, Holmes intersection. Would like to see more police cars patrolling.
Park District is excellent. Enjoy the Services they provide.
Village staff are rude and short. They replaced Rose with another crusty person.
Park benches at Park Ave park have mold. Been there for years. Empty lot on Walker - grass?
Logo looks like a weed. What services are available and how can we request them?
Tell unofficial policeman (Does parking tickets, permit checks) to smile - life is good. Needs a better attitude.
Need more convenient disposal for batteries, electronics/computers and hazardous waste, closer to CH and more frequently. Need to promote this to get these out of household waste stream. Hazardous waste = lawn chemicals, oil, etc.
Why have you never bothered to put in outlets downtown so that generators would not have to be used during every festival?

As I see new development in town, I am hoping that the Trustees will consider adequate space for parking. If parking becomes a serious issue, it will effect the success of our small businesses. In other towns I have seen recycled mail boxes used for the deposit of faded/torn American flags. Usually a civic group such as the veterans or Boy Scouts take the responsibility of collecting the flags and destroying them properly. I think it is a lovely idea for CH as well.

Nice place to live if village will be able to upgrade storm water infrastructure. Also concerned about recent increase in car thefts reports in the area and trusting that police will ensure safety.

Water from neighbors sump (?) causes puddles on our driveway and flows across our driveway which freezes in winter. Who allowed this?

In 25 years of home ownership, I've never had water exceed ComEd and Nicor bills until I moved to Clarendon Hills. Approving a 5 story apartment building goes against the majority of residents wishes. Let residents vote on it in next election.

Wish more things to do in town for seniors

Love the village, schools, parks. I just feel that we are neglected north of Chicago Ave and west of the golf course with sidewalks and streets

### **Number one Priority for the Village**

Development culture than only activities
Fixing the storm water issues and firing all employees of the Public Works department. And perhaps treating Blackhawk Heights citizens like they are part of the village and not just the poor kids on the other side of the tracks.
Slowing down residents. Giving them tickets for speeding even 5 miles over.
Improve overall appearance and cleanliness. Properly trim trees in parkways, improve drainage and sewers.
DITCHES FOR STORM RUN OFF SOME BAD SHAPE
Lower Costs and taxes
Improved, fiscally responsible decision making that is based on sound zoning, community needs, quality and future of the community. We do not need a new million dollar train station. The "cosmetic" changes to the downtown sidewalk look horrible and cheap. Some of the asphalt and cement work done last year already has cracked. (Poor quality). Who monitors the contracts and quality of work?
Promoting and attracting businesses
resident safety/ appropriate police/fire staffing
Moving forward with the master redevelopment plan for the train station and surrounding apartment buildings.
Resolve downtown development issues.
Encourage more business in town and be more inviting to folks using them. Other town, LaGrange and Downers Grove, have free parking and garages so folks can shop, walk around and work without having to worry about meters and tire marking!
Maintaining public safety. This is even more important because of the lack of policing in Chicago.

Reducing costs and fees. Consider adding trees along the section of the village that abuts Route 83.
Beautification of the downtown. I had read that there was some discussion over an electronic sign in the Sloan triangle. This would NOT enhance the downtown but would, in fact, cheapen the town and take away the charm of Clarendon Hills.
streets and train station
Economic development in downtown.
downtown and the train station
unknown
Watch the money. Current board doesn't seem to need to spend money just to spend it, but that's always a risk. Say no to the police unless it's a clearly needed expenditure...those guys are bored and always want to buy something.
Economic development. What happened to the new pizza restaurant that was supposed to be built on the old Police Station property?
Improving downtown and bringing in new business.
The corner of Norfolk and Prospect avenue needs a better solution in regards to motorists obeying the stop sign. My suggestion would be is to put a blinking stop sign in both directions. This is a small cost and will protect our children at this busy intersection.
sidewalks and parkways
Getting a plan together to replace that eyesore we call a train station. Complete embarrassment
Public Safety
Keeping residents' taxes flat, to the extent the Village can control this.
Signage, cars speeding and lack of respect for stop signage at the crossing Norfolk and Prospect is very poor. Policy is doing a good job enforcing the stop sign during school hours. At other times the enforcement is completely lacking. I have personally witnessed several accidents and even more close calls. Something needs to be done!!
Renovate/replace train station and update/improve the downtown appearance.
Recruiting businesses for our downtown district to fill vacant space.
Modernization of downtown - severe lack of retail options. CH can be modernized a bit without losing old town charm. Allow for construction on vacant lots near downtown.
Look for ways to monetize unused parcels of land.
revitalizing downtown area, following through on strategic plans
Finish the road program
Security
resurfacing streets
taxes are too high for services provided
Get the streets that were done completed.
Streets and curbs in the section of Clarendon Hills north of Chicago Avenue
I would love to see more evergreen trees on parkways specifically as they add beautiful greener in the long winters.
Listening to what residents want--not making promises that are then ignored
Have buildings downtown freshen up paint to tidy up a little.
Doing the best you can for the residents.

Don't know
I don't think that this should be not, but something positive should be done to alleviate the flooding in Blackhawk Heights (Iroquois Ave)
storm water drainage and ditch maintenance
Village parks and eliminating some apartments
stormwater management
The train station.
Keep up the good work!
trying to fill vacancies downtown Clarendon Hills
Fiscal discipline
Fix sidewalks on Norfolk between Arthur & Tuttle. Fix sidewalk and flooding issue on sidewalk at corner of Tuttle and Norfolk, it has been awful for over a decade!!
Stormwater infrastructure, ditch maintenance & street maintenance.
Electronic Village Sign
Keep up with regularly scheduled infrastructure update & repair projects. Plant replacement trees where diseased ash trees have been removed.
Development of downtown
Saving money! No more tax increases. The middle class are being driven out.
Train station updating or replace
I admit to being a non-participant. By all appearances the village runs well except for the malcontents who drive up our bills and obviously need a good dose of ""real"" life and some volunteering for those less fortunate.
The vacant lots downtown on Burlington and Walker.
More and better signage about which side of the street to park on.
Safety and speeding on our streets
Control the number of rentals
Development of downtown parcels
Ditches - engineer properly so water doesn't collect. Maintain the ducts that go under the driveway entrances, keep ditches cleaned as much as possible. People do not always keep theirs in good shape. Some are muddy and irregular. Parkway trees - trim & Plant
Downtown Development
Work on finishing streets, great job and deal with sidewalks
I'm sure you will get lots of responses about fiscal responsibility, transparent governance, etc. To add something new, I think the village needs to reevaluate speed limit and stop sign placement. There are too many unnecessary risk spots where existing signage has outlived its usefulness (e.g., Burlington & Rose intersection)
Bringing in more stores to downtown area and perhaps a small grocery store.
Street paving and sidewalk repairs.
Enforcing speed violations in school zones.
Water rates are too high. Lower water rates and school costs for elders.
1) More police patrols and citations for speeding and disregarding stop signs. I fear for my life while walking/biking/running on the streets of CH. This is especially the case in the mornings.2) Storm water drainage.

Tree planting, maintenance, health. Our property values are tied to the feeling the town gives us and right now some streets look like a new subdivision in Plainfield. Tiny, sad, dying trees.

I live by Notre Dame Church. I would like to vote at the middle school or Prospect again, not in the Church on 55th street. Too inconvenient. I would like to see Dancing in the Street go back to 8 weeks again. When we lose a week or two due bad weather, it really cuts down on the event.

Upgrades to the downtown area and the train station.

No opinion

Lower taxes- main reason people don't want to live here anymore!

Keep working on getting these vacant lots filled! Nobody needs higher taxes! The increases have been ridiculous over the years.

Balancing budget and living within it. Control unnecessary spending.

Better signage on side roads with curves and hills, too much speeding on hilly streets and not aware of what is coming due to hills.

Ogden Ave. development and old police station development

Storm water drainage

Cleaning up area downtown around train tracks and station

Saving money so the residents are burdened further by increase in taxes.

Addressing concerns about escalating property taxes.

Halt all further, developer-driven high-rise apartment/condo developments that a majority of residents strongly oppose.

Focus on bringing new businesses into the Village without giving tax breaks and/or instituting petty regulations. The Village has been too picky about authorizing new businesses.

Check parkway trees, turn with design in thought.

The rest of the streets

Do not increase taxes. Make Middaugh & Coe one way before someone is killed.

Get new apartment building started on Walker.

Downtown development of empty lots and updating of some existing mid-century buildings - give the town a Nantucket or Martha's Vineyard quaintness. Quaint encourages shoppers.

Rental kills property values. The downtown stores need a facelift (store fronts). While new development is nice, existing store fronts need to be more appealing.

Weed/dandelion control, particular around public areas and schools. Getting worse each year.

ACCESS FROM 55TH AND OGDEN

More retail business and staying open later than 6 pm.

Street renovation in NW quarter

Lower Taxes

Keeping taxes low.

Cutting or at least maintaining expenditures; do not increase taxes or fees on residents.

Pest Control (skunks) and tree care. Leaf pickup at curbside like other villages (without bags and stickers!)

Stormwater Management and development of area south of 55th
Lowering taxes
Doing a great job! Keep up the good work.
Fix drainage and flooding
Village relies too much on resident property taxes. Need to diversify funding or will run into problems soon. Also, certain trustees like to spend other people's money. Be more humble.
Finish repaving - street improvements
Get more business downtown, the areas that have been empty for so long should be developed.
Fiduciary responsibility
Fill empty Retail spaces with tenants.
find buyers/retailers for empty storefront in town, and empty property at Park and Walker avenue
Address expenses - combine Fire and Police with Hinsdale
Ongoing problem - stormwater run-off from Prospect Park; across the golf course onto private property
Improve village access.
More business in downtown - a market?
Regarding Police: Never see them! Where are they? No one hardly stops at signs - People drive to fast. Snowplowing is Excellent!
Reducing Property Tax Level
Health of downtown area. Non-residential tax revenue
Working towards a more vibrant and essential downtown business district.
Keeping the community safe and maintaining the feel of the community. It is also important to support our local businesses and grow the number of businesses in the town (downtown).
Stormwater
Economic growth and flexible zoning for more downsizing residents who which to stay within the Village.
With all the building of very large and expensive homes, why are the taxed getting so high?
Stop the construction at 88 Park Ave! Stop the tear-downs.
Reducing costs. I know I haven't gotten a raise in over 5 years, how can our Village Employees keep getting raises we need to all share.
* reducing cost structure - sharing/pooling w/other west suburban villages/cities.* redeveloping few underperforming commercial sites in town (i.e. old pet store on Ogden)
water run-off and drainage
Progress in street renovation
Safety at stop signs and pedestrian walks
Don't spend money on new facilities - too much!! Police: too many, useless. Reduce the size of the police. Stop looking for ways to spend money. Re-evaluate how many vehicles the Village has. Police window is a bit of a joke - they refuse to help.

Encourage small businesses to thrive in the village. Would like to see all downtown buildings occupied.
Improving the services offers through retail services in our town.
Storm water infrastructure is highly inadequate and I hope it becomes a priority. Every heavy rain easily overwhelms the drainage system in multiple areas of the city, water stays in the ditch for days leading to mosquitoes, putrid waters and potential other health hazards for residents. Only random pipes were replaced during recent sideways work and new drainage continues to be highly inefficient, especially in the low lying areas close to Ogden (Middaugh rd, both side of Napperville rd, additionally Prospect Park etc)
Train station
Downtown Parking - more, but need larger spots- all too tight
Resident awareness
Fixing the roads and drainage
Attracting more businesses in town.
Stormwater drainage: yard flood in moderate to heavy rain.
The new larger homes, with huge (10' ?) ceilings in basements is causing flooding. Why aren't we restricting the size of some of these homes? Huge homes went up next door, and now our basement floods! Very upsetting.
The street repair this summer has been a complete mess and seems extremely unorganized. Time and money is wasted when what's done has to be consistently redone because of a lack of communication. The person (engineer/outside source) is a difficult person to work with and the job done at our house and on our street is unsatisfactory.
Getting more people to use the downtown
Water supply and service - cost too high. Decision making - not happy with 5 story apartments
Improving the street North of Chicago Ave and west of golf course.