

## MEMORANDUM

**To:** Village President Austin and Board Trustees  
Kevin Barr, Village Manager

**From:** Peter Nickell, Assistant to the Village Manager

**Date:** June 13, 2019

**Subject:** Annual Community Survey

**Issue:** The 2019 Community Survey results have been analyzed and consolidated to the attached narrative.

**Background:** Since 2005, the Village has conducted a Community Needs Survey with the exception of 2017. The survey is designed to obtain feedback from the residents and benchmarking data on Village services and policy.

This year the Village sent out 1,000 surveys to residents on a variety of topics approved by the Village Board in March. The results of the survey are analyzed in the attached 2019 Survey Narrative.

**Action Requested:** Discussion only.

# Clarendon Hills 2019 Community Needs Survey Narrative

## Table of Contents

Title	Page
Background, Participation and Statistical information	1
Respondents' Demographics Information	2
Quality of Life in the Village	4
Services Provided by the Village	4
Streets, Sidewalks, Parkway Trees and Village Facilities Conditions	10
Train Station and Streetscape Conditions	11
Village Communications	11
Village Board	12
Open Ended Comments- Quick Summary	14
Appendix A- Open Ended Comment Responses	15
Appendix B- Copy of Survey with Results	23

## Background, 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 13<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 help staff target areas for improvement.

The 2019 Community Needs Survey was distributed to 1,000 randomly selected households in the Village via the United States Postal Service. Enclosed in the mailing was a cover letter explaining the survey, a unique key and web address allowing recipients to complete the survey online, a paper copy of the survey and return envelope should a recipient choose to complete the survey offline. The survey was mailed in early March and recipients had until March 30<sup>th</sup> to complete it. Staff accepted responses one week after the March 30<sup>th</sup> deadline.

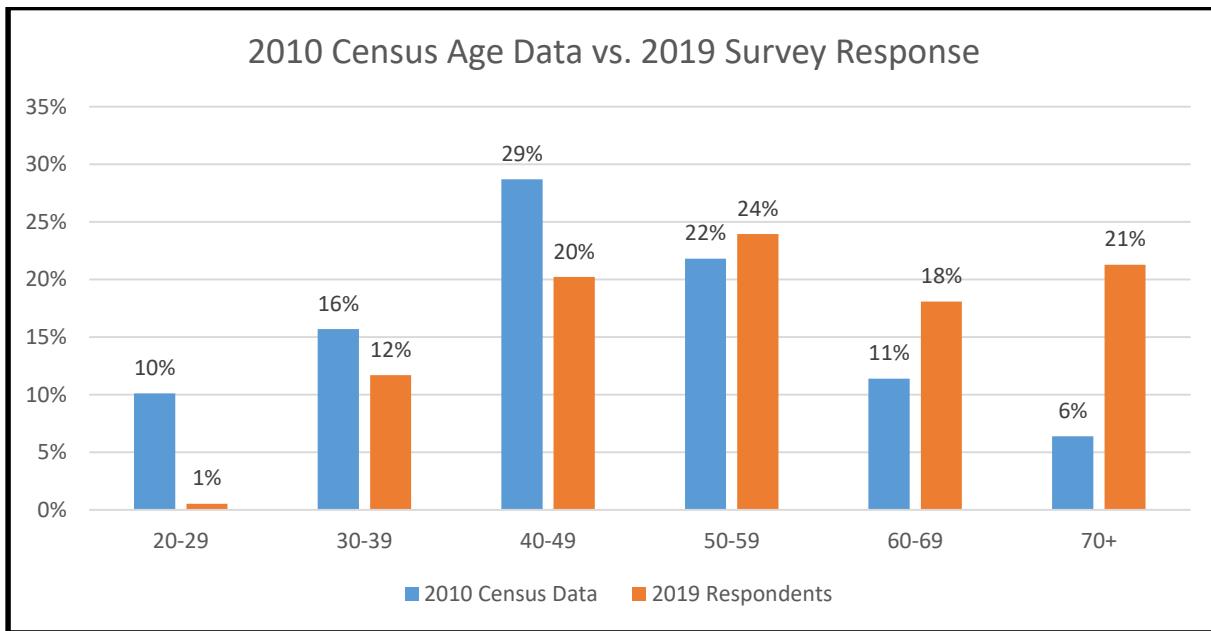
The 2019 survey used the same format as the 2018 survey. The survey consists of Village Board-approved questions, asking residents to rate each department on questions ranging from customer service to infrastructure and communications. The types of questions included rating-scale questions, dichotomous question and open ended responses. A copy of the survey and their results can be viewed in Appendix B. Please note, graphs in this narrative may not add up to 100%, this is either due to rounding or respondents not answering the question.

Of the 1,000 randomly selected households in the Village, 189 surveys were completed representing a survey response rate of 18.9%. 114 of the 189 were mailed in (60%) versus 75 that were completed online (40%). This is a reversal from the 2018 survey in which 58% were completed online and 42% mailed in. Using the Village's total number of residents of 8,427 as the population, with a confidence level of 95%, this survey's results have a 7% margin of error.

## Respondents' Demographic Information

### **Age:**

The respondents were asked to provide their age which was then compared against the ages provided by the 2010 Census. As illustrated below, residents 70+ in age responded the second highest amongst any age group despite only representing 6% of the Clarendon Hills Population. This indicates a strong bias towards residents who are 70+ in age. Additionally, the 20-29 range is underrepresented, while residents 40-49 are over presented.



### **Where Respondents Live:**

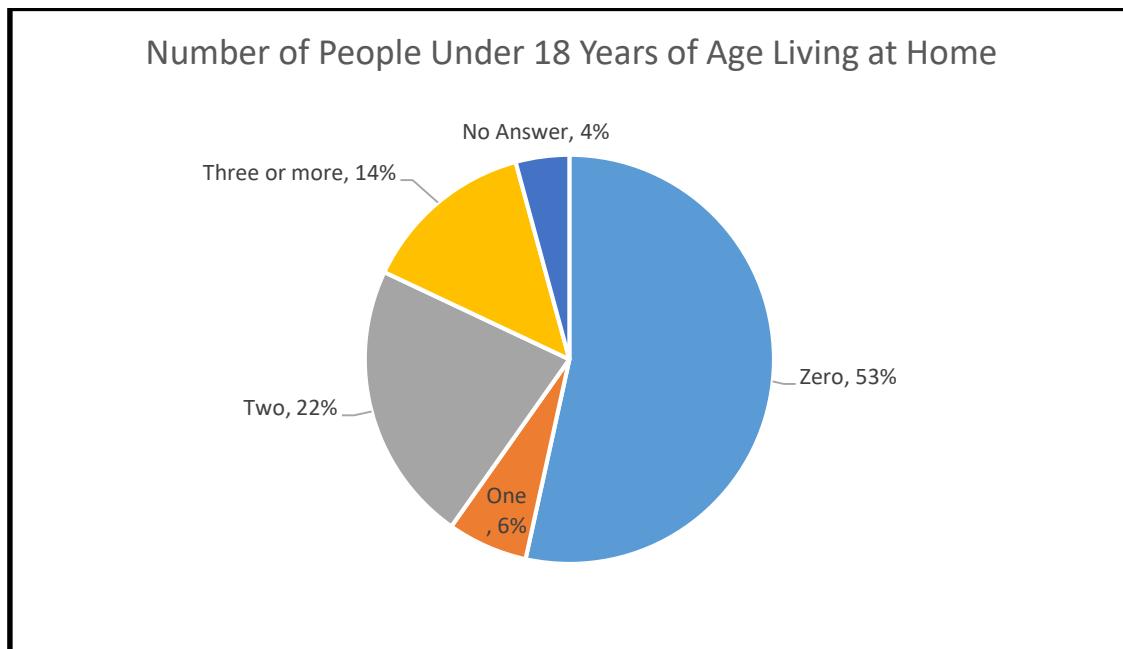
Respondents live primarily north of the BNSF tracks and south of Chicago. When comparing where respondents live to the estimated number of households in each of the four areas, north of Chicago is well represented, the two areas north of 55<sup>th</sup> Street and south of Chicago Avenue are slightly over represented and south of 55<sup>th</sup> Street is under represented. 4% of survey respondents did not indicate where they lived.

This indicates most of the respondents live north of 55<sup>th</sup> Street with 72% of them living between Chicago Avenue and 55<sup>th</sup> Street.

Household Location of Responses Received		
Area of the Village Responder Lives	% of Respondents in Area	Estimated % of Households in Area
North of Chicago Ave	16%	16%
North of BNSF Tracks, South of	37%	34%
South of BNSF Tracks, North of 55th	35%	32%
South of 55th Street	8%	18%

#### ***Children under 18 Living at Home:***

Respondents were asked how many people, under the age of 18, lived at their home. Over half had zero living at home. This indicates a bias of respondents having no children or having children whom have moved out of their homes.

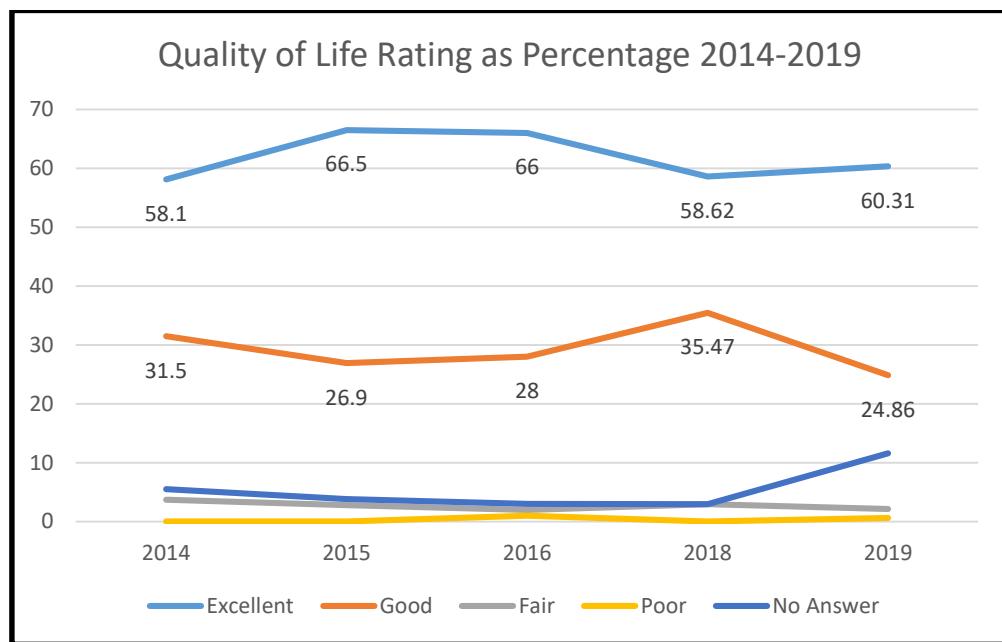


#### ***Demographic Summary:***

Demographics were presented to indicate bias that may exist. Based on the information above, there is a strong bias towards respondents who are 70+ years in age. Additionally, respondents who live north of 55<sup>th</sup> Street and south of Chicago Avenue are slightly over represented while those south of 55<sup>th</sup> are underrepresented.

## Quality of Life in the Village

Respondents were asked to rate the quality of life living in the Village from Excellent, Good, Fair, Poor and Don't Know. Overall, 85.17% of respondents rank the quality of life as Excellent or Good, 2.71% say it is fair or poor. There was an increase in respondents not answering the question which helps explain the decrease in the "Good" rating. The "Fair" and "Poor" ratings are stagnant with a slight decrease from 2.96% in 2018 to 2.12% in 2019 in the "Fair" category and a 0.59% increase in the "Poor" rating in 2019, up from 0% in 2018 (0.59% is 1 respondent of the 189 total surveys received).



Overall the survey shows the Village continues to be a high quality place to live as agreed upon amongst residents. The majority of respondents from 2014 rank it as "Excellent" or "Good."

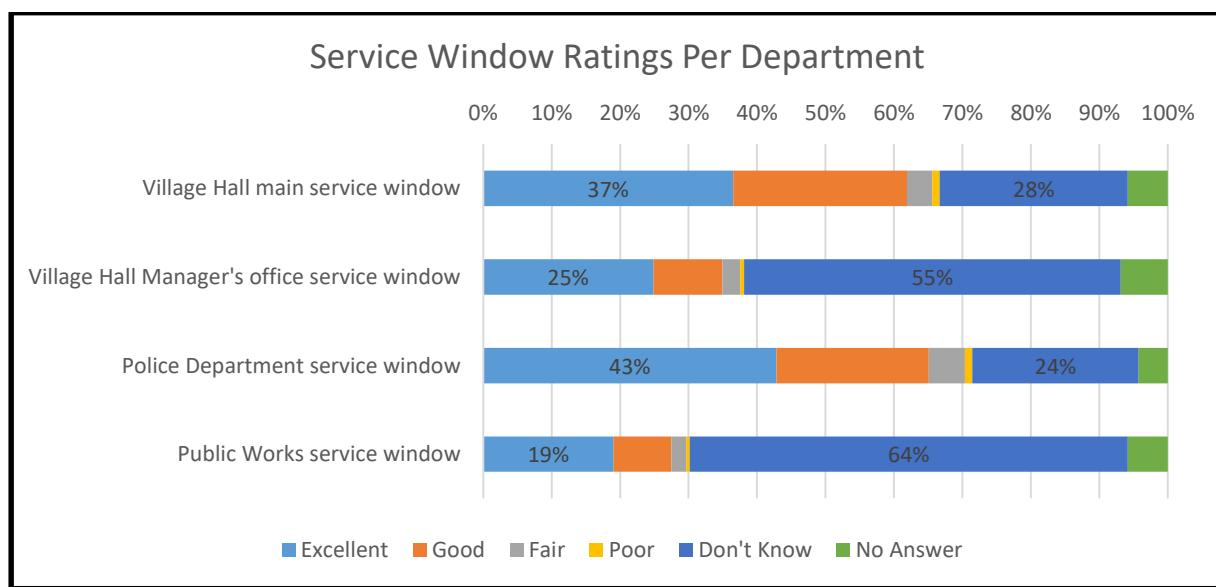
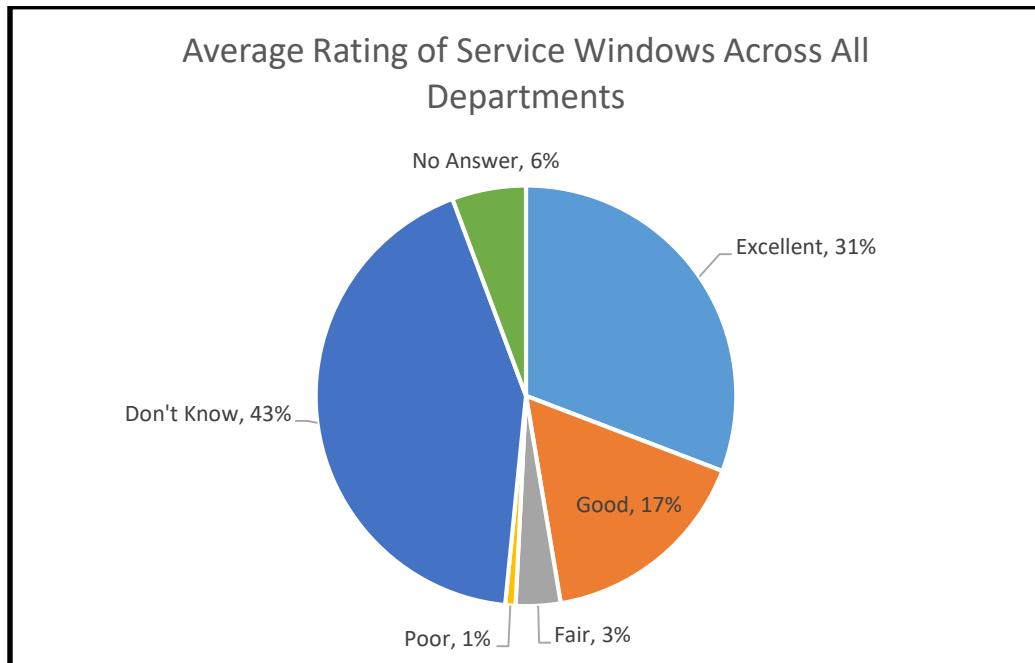
## Services Provided by the Village

The survey included several questions regarding services, attitude and performance of departments within the Village.

### **Office Staff:**

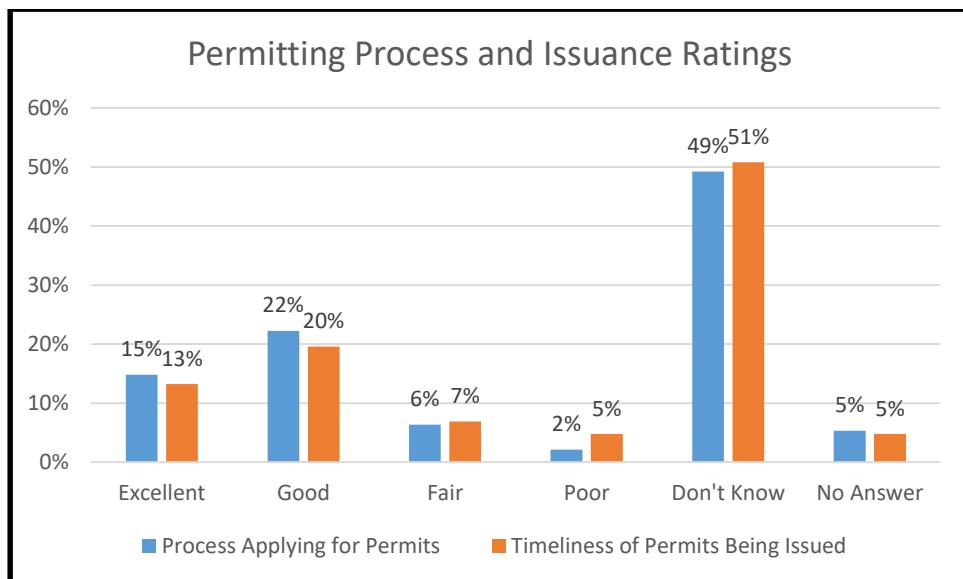
The Village Hall, Manager's Office, Public Works Department and Police Department all have front office staff that provide customer service to residents. Residents were asked to rank the attitude of each departments' staff between Excellent, Good, Fair, Poor and Don't Know. When

averaging each department's score, the majority of residents indicated they "Don't Know" meaning their interactions have been limited or minor. After "Don't Know" the second highest was "Excellent." Averages and individual rankings can be found below.



#### ***Permitting Process:***

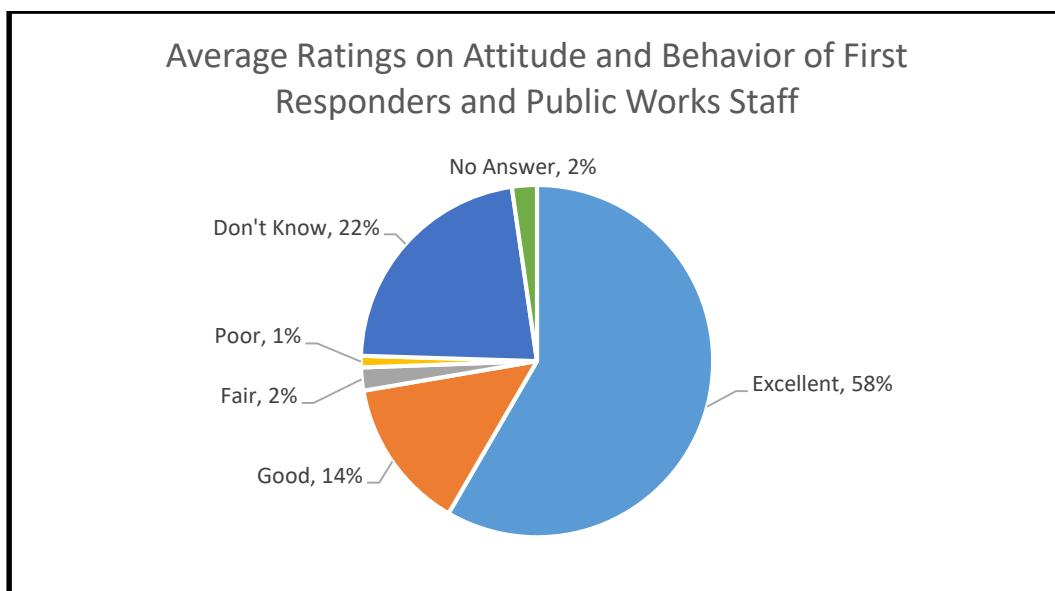
Recipients were asked to rate the construction permit process based on the processes of applying for permits and the timeliness of the permits being issued. Generally, respondents who do know the process rate it as Excellent or Good.



***First Responders and Public Works Attitude and Behavior:***

Residents were asked to rate the attitude and behavior of Police Officers, Fire Fighters/Paramedics, and Public Works staff. They were asked to rank each based on whether they were Very Satisfied, Somewhat Satisfied, Somewhat Unsatisfied and Very Unsatisfied.

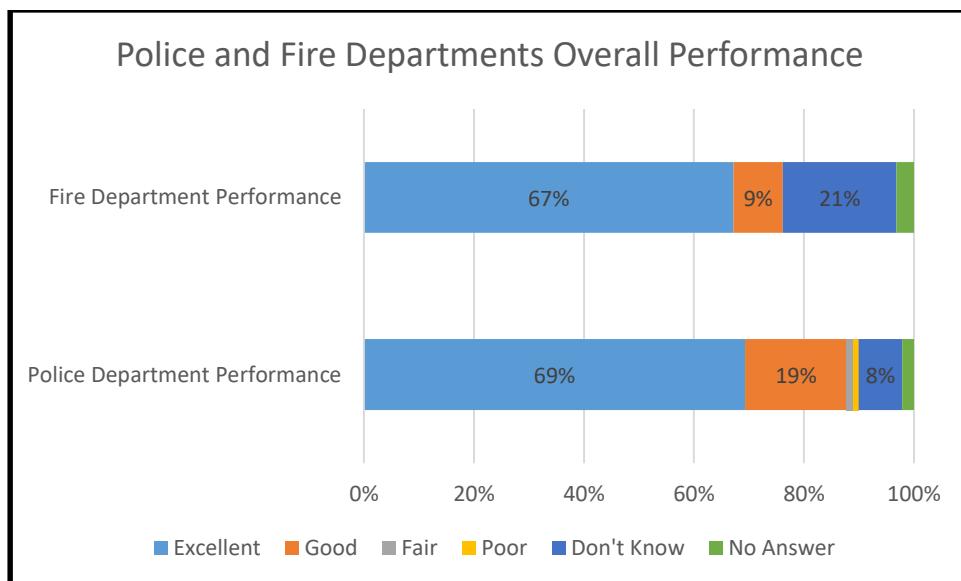
On average, the majority of respondents rated attitude and behavior of these department employees as “Excellent” with “Don’t Know” being the second highest category. Individually, each Department ranked highly in “Excellent” with “Don’t Know” being the second highest for Fire and Public Works staff.



Attitude and Behavior of Police Department, Fire Department and Public Works Employees			
Rating	Police Department	Fire Department	Public Works
Excellent	65%	62%	48%
Good	16%	6%	19%
Fair	2%	1%	4%
Poor	1%	1%	2%
Don't Know	14%	28%	25%
No Answer	2%	3%	3%

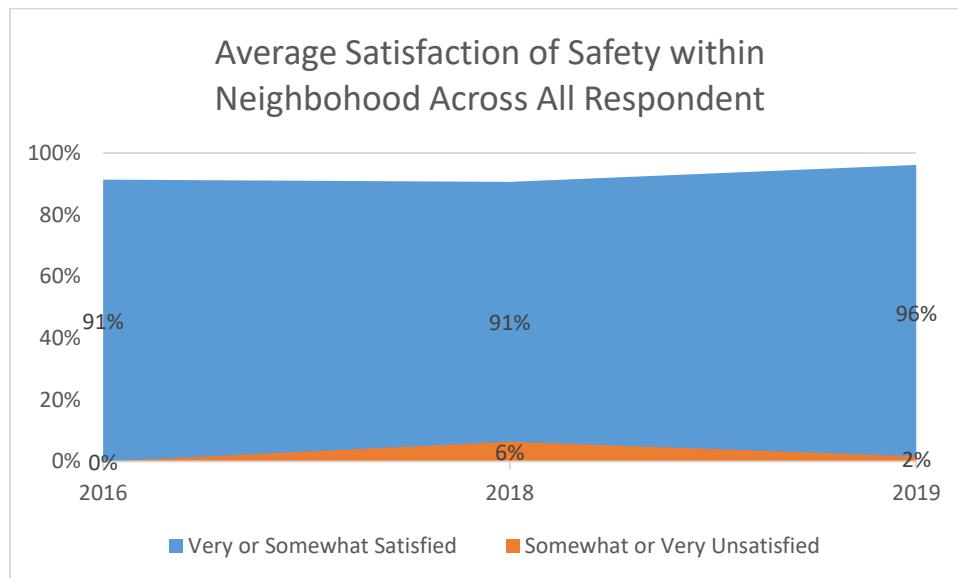
#### ***First Responders Performance:***

Survey recipients were asked to rate the performance of both the Police Department and Fire Department on Excellent, Good, Fair, Poor and Don't Know. Both departments scored highly in the "Excellent" category.

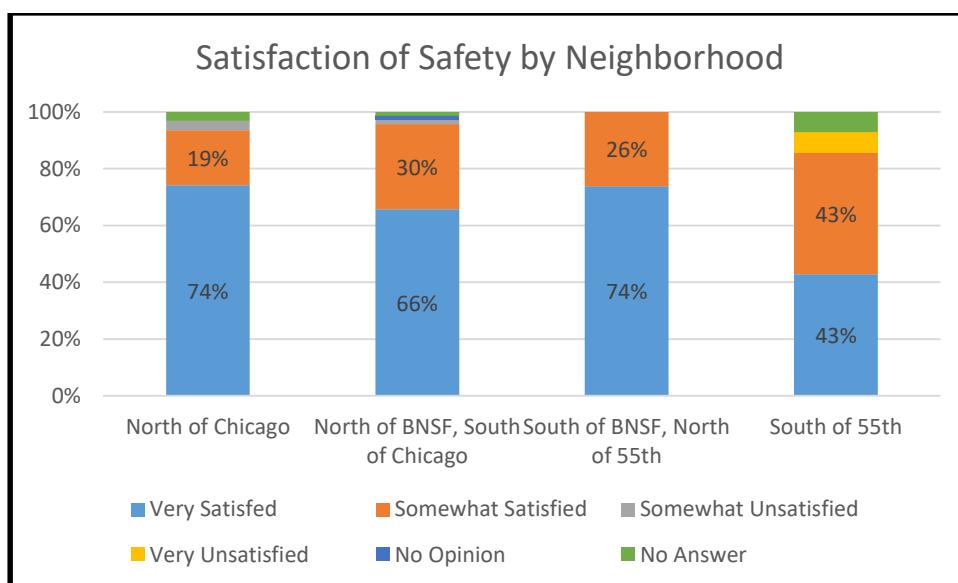


### ***Safety of Neighborhoods:***

Respondents were asked to rate the safety of their neighborhood between Very Satisfied, Somewhat Satisfied, Somewhat Unsatisfied, Very Unsatisfied and No Opinion. On Average, the majority of respondents are very satisfied or somewhat satisfied with the safety of their neighborhood.

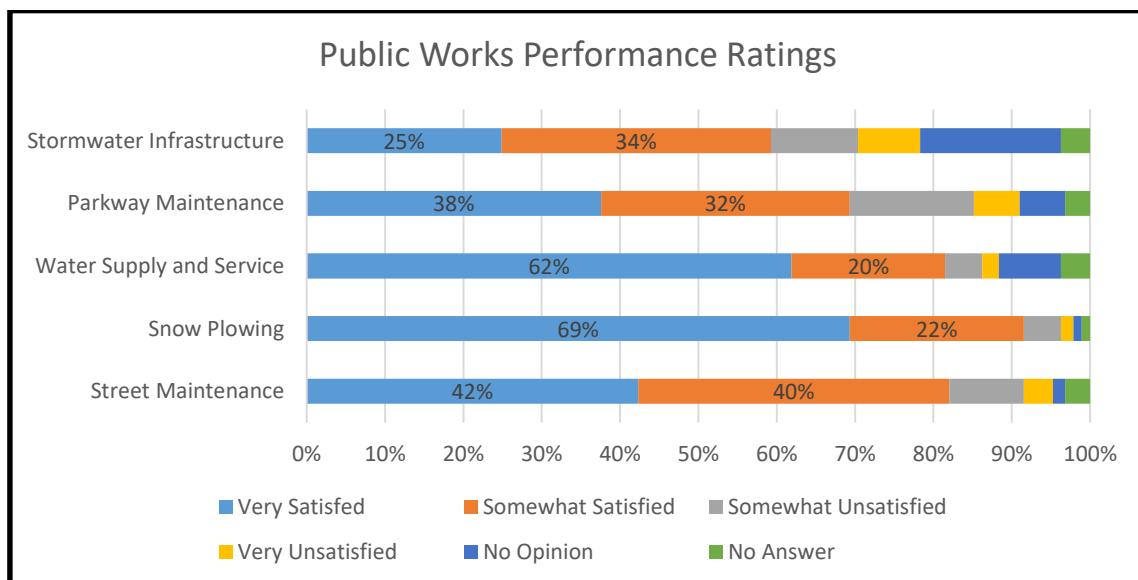


Respondents' neighborhood safety ratings were linked to the area in the Village which they indicated they lived in. When broken down by neighborhood, the majority of respondents were "Very Satisfied" or "Somewhat Satisfied" regardless of where they lived. Residents north of Chicago and residents south of the BNSF tracks but north of 55<sup>th</sup> are the most satisfied. Residents south of 55<sup>th</sup> are least though still overwhelmingly satisfied.

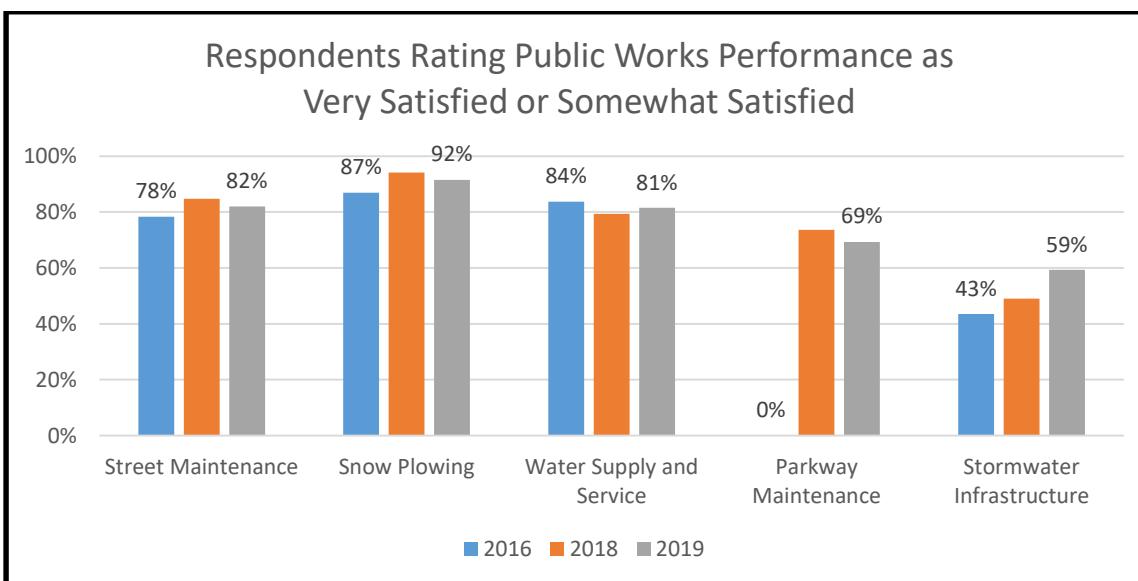


### ***Public Works Performance:***

Respondents were asked to rank individual activities performed by Public Works between Very Satisfied, Somewhat Satisfied, Somewhat Unsatisfied, Very Unsatisfied and No Opinion. Snow plowing is the highest rated activity whereas stormwater infrastructure upkeep is the lowest (though 59% are still satisfied).



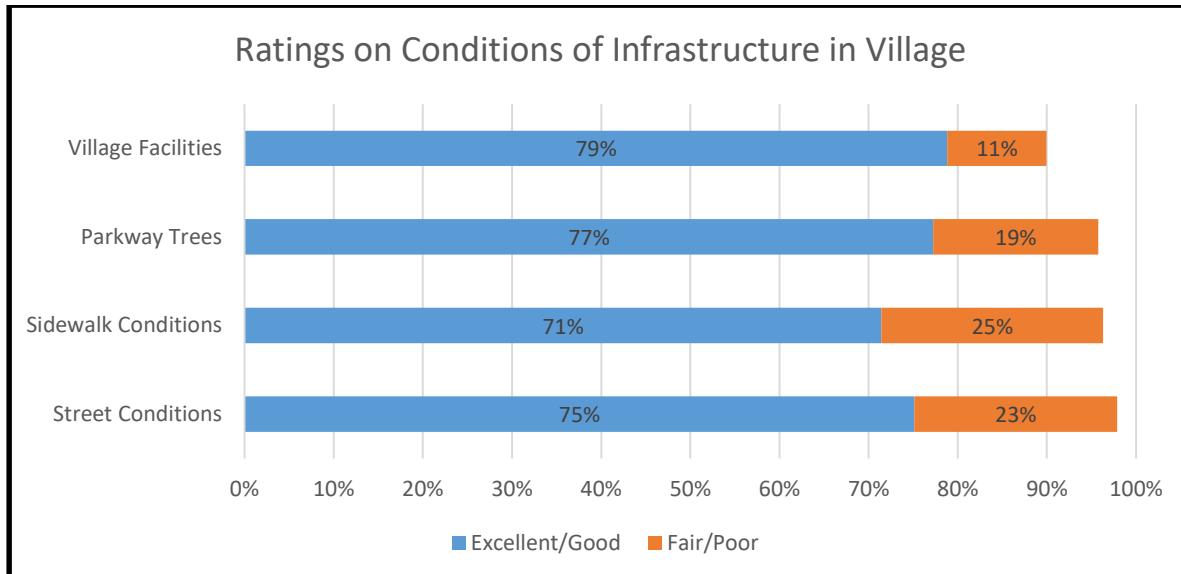
Public Works performance remains steady in each category compared to the 2016 and 2018 responses with the greatest change being increased satisfaction with stormwater infrastructure upkeep.



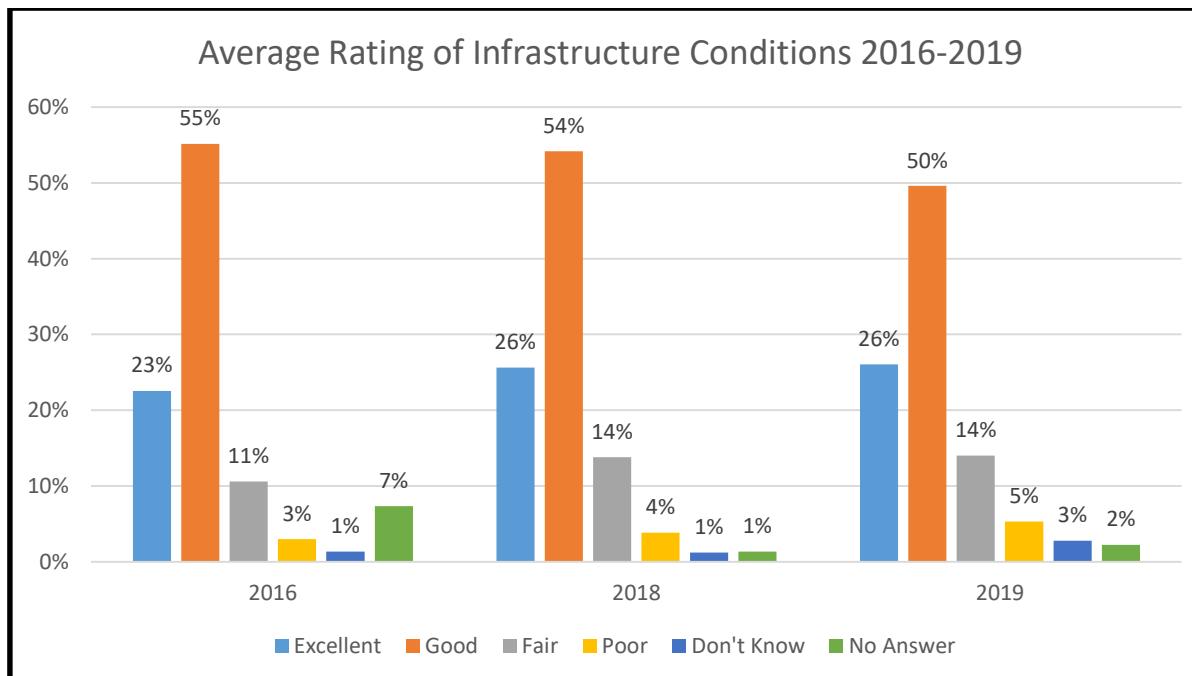
*\*Parkway Maintenance was not asked about in 2016*

## Street, Sidewalks, Parkway Trees and Village Facilities Conditions

Residents were asked to rate conditions of various pieces of infrastructure as Excellent, Good, Fair, Poor and Don't Know.

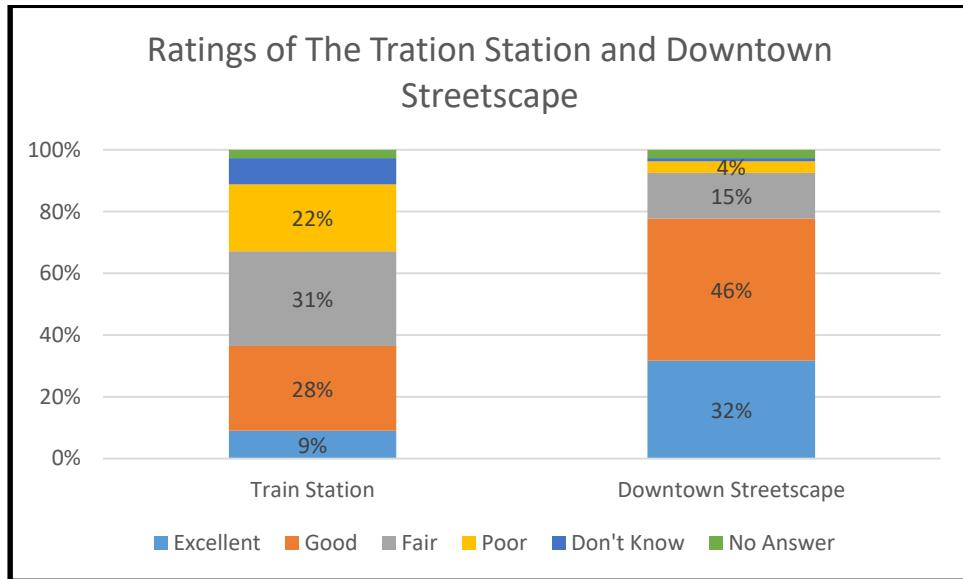


The average scores of each category listed above were compared to previous years' surveys. Generally, each category's rating has remained stable.



## Train Station and Streetscape Conditions

Survey recipients were asked to rate the condition of the train station and the Downtown streetscape between Excellent, Good, Fair, Poor and Don't Know. The train station has the lowest rating compared to the Downtown streetscape and the infrastructure listed above, with 53% rating it as "Fair" or "Poor."

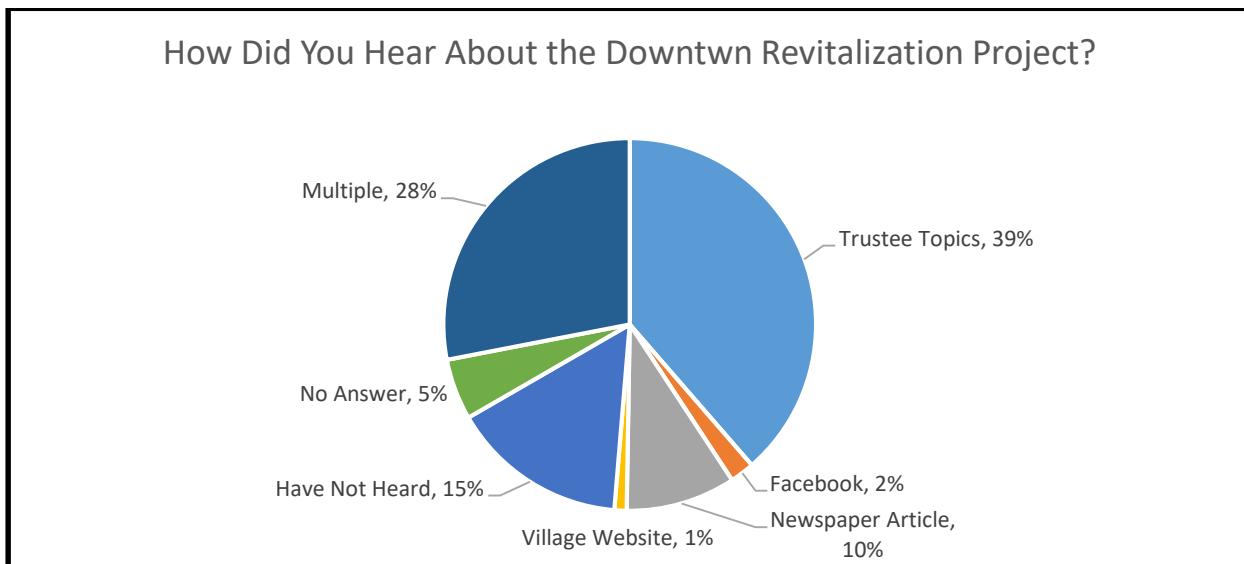


## Village Communication

Recipients were asked to rate the various forms of communication used by the Village from Excellent, Good, Fair, Poor and Don't Know. If the "Excellent" and "Good" categories were combined, each medium of communication rated higher than the combined "Fair" and "Poor" categories. With that being said, "Don't Know" had the highest percentage of residents who do not know of the other forms of communication offered by the Village.

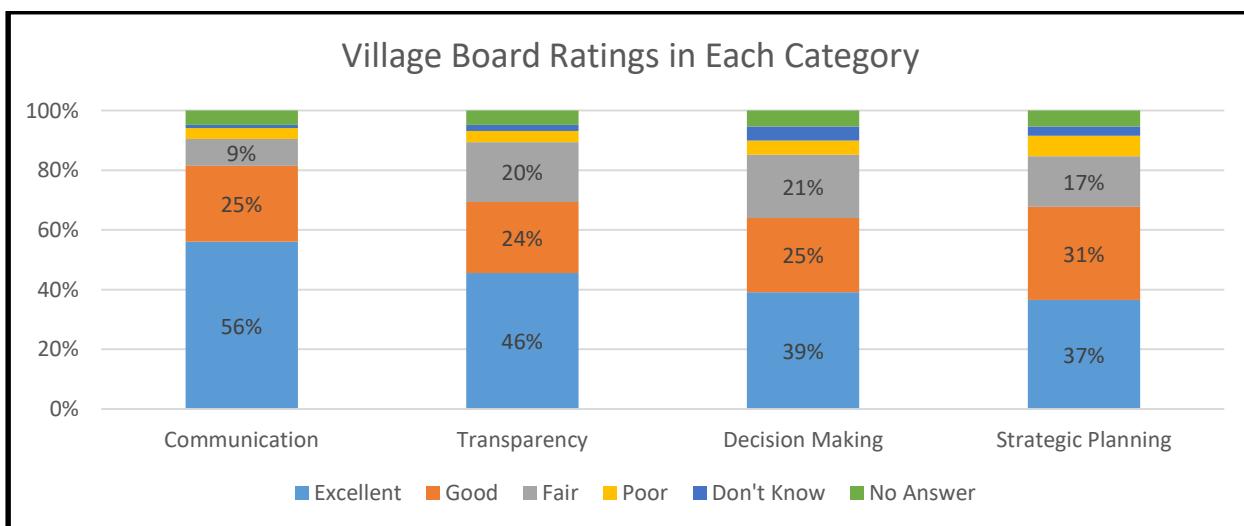
Village Communication Ratings							
Rating	Trustee Topics	E-Mail Blast	Facebook	Twitter	Website	Meeting Podcast	Average
Excellent	53%	27%	12%	5%	18%	7%	20%
Good	34%	26%	14%	4%	33%	8%	20%
Fair	3%	8%	7%	6%	15%	4%	7%
Poor	2%	2%	2%	2%	2%	1%	2%
Don't Know	5%	33%	61%	78%	28%	75%	47%
No Answer	3%	4%	4%	5%	5%	5%	4%

Additionally the survey asked recipients how they heard of the Downtown Revitalization Project ("Project"). An explanation of the Project was provided which stated it was improvements to Prospect Avenue and Burlington Avenue and the train station. This information helps determine awareness of the project and the medium of communication that is most effective. The majority of recipients have heard of the project. The most effective communication tool was Trustee Topics. The second most effective group was a combination of all mediums (people heard about it through more than one source).

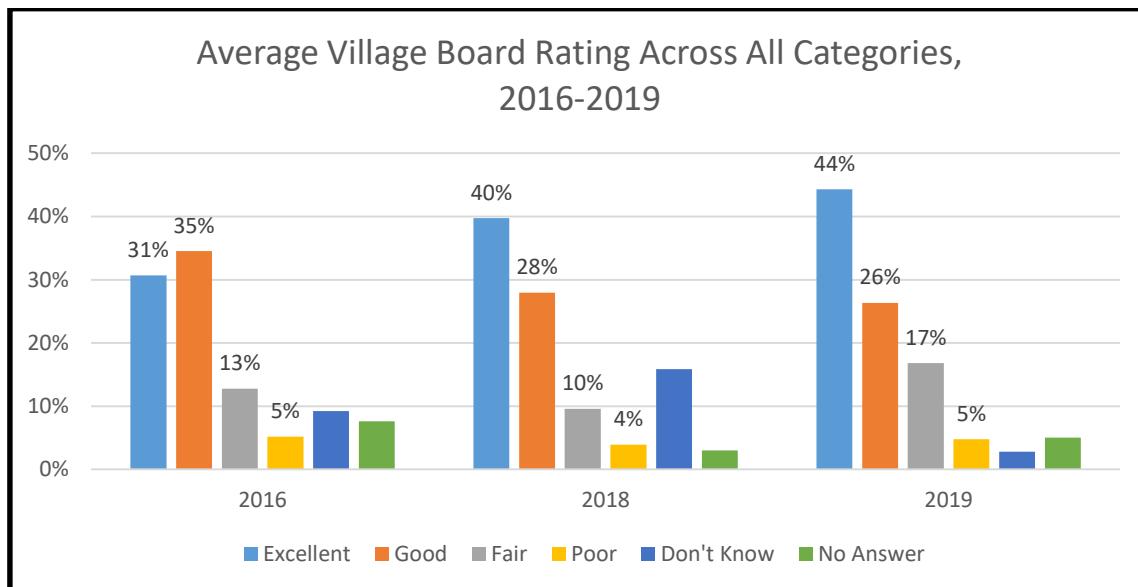


## Village Board

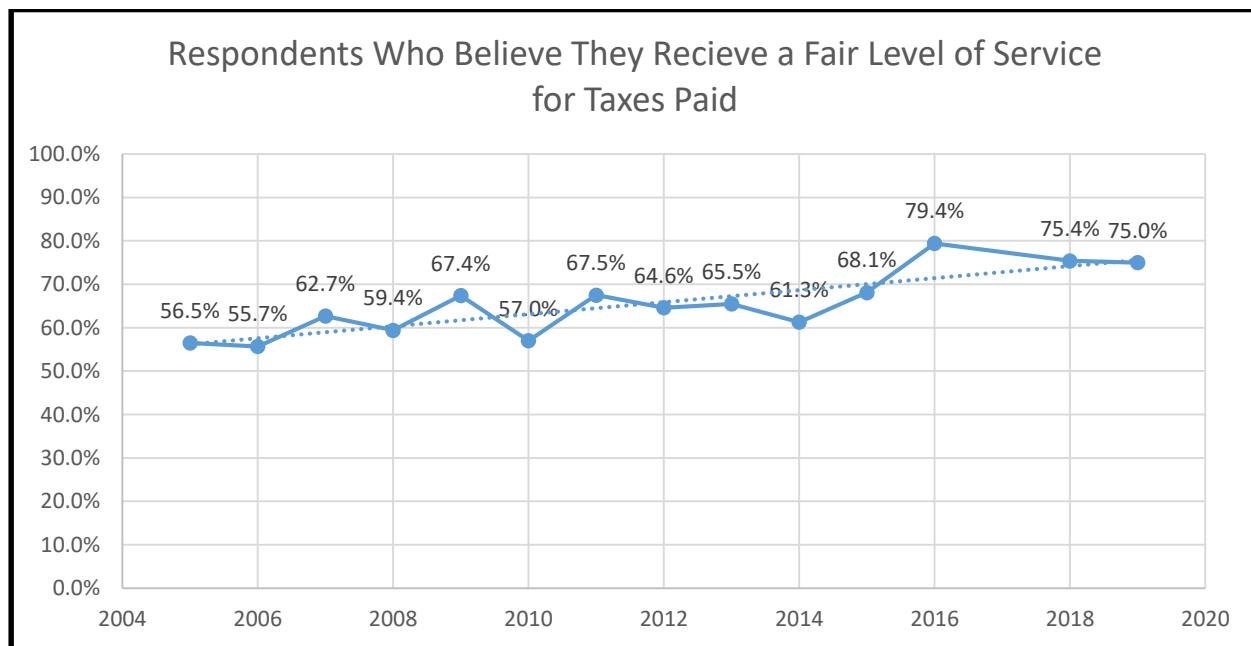
Recipients were asked to rate the Village Board in categories between Excellent, Good, Fair, Poor and Don't Know. Recipients rated Communication, Transparency, Decision Making and Strategic Planning. Overall, the Village Board is rated highly in each category.



When you average each of the categories listed above, and combine the “Excellent” and “Good” ratings, average opinion of the Village Board has increased by 2% each year since 2016 (66% in 2016, 68% in 2018, 70% in 2019).

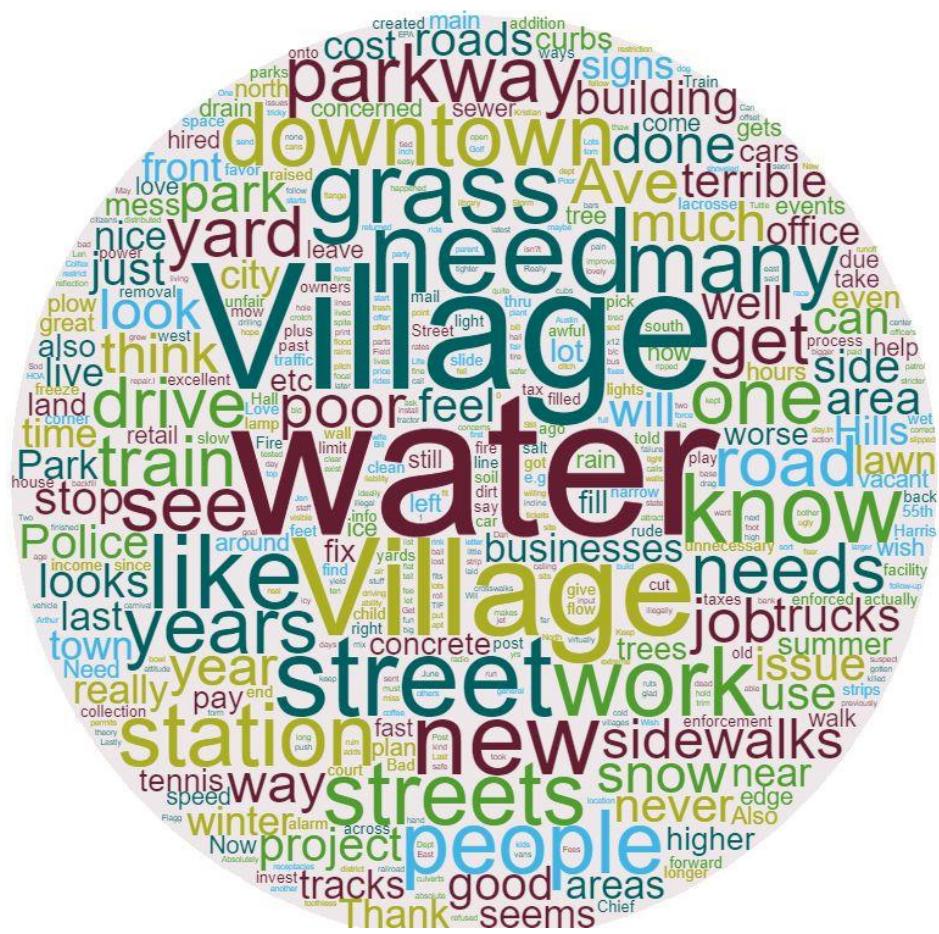


Respondents were asked if they believe they receive a fair level of service for the amount of taxes they pay. 75% of the respondents believe they do, which continues the upward trend of responses since this question was first asked in 2005.



## Open Ended Comments – Quick Summary

The survey gave the opportunity for respondents to write comments regarding the Village and its services. The comments were inserted into a word cloud generator. The generated word cloud displays the words most frequent used in the comments in larger font and infrequently used words in small font. Outside of the word “village,” which was used 39 times, “water” was the most frequently used word at 31 times. It was primarily used in the context of stormwater and retention as well as in the context of water bills, though less frequently. All comments can be viewed in Appendix A.



## Appendix A(1) - Open Ended Comments

56th street between Clarendon Hills Rd and Holmes needs to be resurfaced. Continuing to repair the same potholes for the past 10+ years isn't working or improving the situation.
CH needs to be making a stand against Sterigenics. It's doubtful it will reopen, but if it does it would drive us to leave.
Concerned the train station revitalization has grown to be so much more and the entire budget of over \$8M. Would like to see this scaled down.
Concerned with car break-ins and we still see excessive speeding through town during commuting hours which is concerning b/c of schools.
Continue to invest in trees. Keep pushing for new and innovative ways to fill empty business spaces.
Disappointed in how the FIRE DEPARTMENT railroaded our HOA into a VERY expensive radio alarm system under the guise of an ordinance that does not exist on the village books, and when the same system is available from other vendors at a more economical cost. And did not follow a bid process to award this high cost vendor contract. This unfair practice raised our annual alarm cost x12. Very unhappy with ... performance and attitude toward home owners.
Every winter season our mailbox/post is damaged from the truck going too fast and the force of the snow knocking it off and/or damaging the post. It's a real pain to repair, especially when you're old!
glad to be living here
Hosek park is in need of some improvements. Poor bathroom facility, minimal plantings at entrance and Harris side park signs, unused smaller baseball diamond on the southwest side of park.
How about some new Christmas decorations! So tired of the wreath with candles!!!
I have lived in my home for over 60 years and for the last years have been concerned about a water issue: My neighbor's water drain in his yard (... Ridge) flows through my yard. In 2006: a letter was sent from the village to neighbor regarding keeping his water on his property. In 2017 I called ...THE VILLAGE r regarding water issue, which continues to flow from ... Ridge. Reply: He would have a person check yard. In 2018 Neighbor had flagstones placed around drain in his yard. In 2019 water continues to flow through my yard causing a sad wet state. This water issue needs to be resolved. Thank you!
I live in the Reserve and get no tax break for streets, sidewalks, sewer, etc. We pay for our own.
I marked only ""Good"" for safety because we really need a 4 way stop coming down Middaugh.
I wish I could have my Flagg Creek payment completed automatically. But, I don't think this has anything to do with the Village.
I'm not in favor of the village annexing additional property south of 55th. The roads and water are a disaster and think it will drag down the village image and budget.

Interestingly, I see a decline in the Christmas Walk which I think is a reflection of businesses closing and businesses not participating.
Need more for seniors. Inconsistent response to messages. Lived here 60 plus years (age 93)
new curbs are still problematic
None. I'm in favor of more housing density downtown to support more retail.
Our downtown is struggling. Bad. It is sad that more and more businesses go under and there seem to be way too many vacant retail locations. CH must do more to incent and attract businesses to invest here.
Our water rates are outrageous
Really need to fix the drainage on Woodstock...winter it's a liability, its safer to walk on the road than the sidewalk or lawn as there is extreme puddling and build up on both.
Sometimes when we need to get something, e.g. vehicle stickers, at the Village Hall it can be difficult since both my wife and I are commuters. It can be hard to get to the Hall to pick things up during business hours. We would be willing to pay a small fee for stickers and permits to be mailed, if we cannot pick up.
The Christmas Walk is such a special event but because of the time of year it is not as well attended. it would feel more fun if events were kept within a tighter area of space so it isn't so sparse.
The cost of water is just insane. I cannot believe how much we pay. Something really needs to be done here.
The design for the new metra train station is horrible. It looks like a bus stop in the city. Completely inappropriate for the character of Clarendon Hills.
The police should give tickets for speeding on village streets. Not enough is done to keep people from speeding.
There is a Clarendon Hills magazine called Daisy Field Life that doesn't get distributed to everyone in the village. They even had my neighbor on the cover but don't bother delivering it to Blackhawk Heights. I find this unfair. We get the Hinsdale magazines but not our own town? I know this might be created by a private party but if you have any say in it I think this should be addressed.
Very dissatisfied with the Spring/Summer/Fall 2018 road project in our area. The Village Board's choice of contractor was a VERY poor decision. They choose price over competency. Our lives were an absolute nightmare & that is not hyperbole. I have a private landscaper completing work on the 2018 punch list that was never completed. I do not want any of the subcontractors near the property they did more damage than repair. I hope the Board hired a more responsible contractor for the 2019 road project.
Village needs to help control floodwater drainage from other residences onto private property! Over building and very poor building inspection of planned drainage for new homes has flooded our entire neighborhood in rain events.
Would like to see stricter enforcement of parking regulations, especially around construction--and also more enforcement of construction site regulations in general.
Would love to see more downtown development / development incentives in terms of restaurants, bars, coffee shops etc. as well as other commerce.

## Appendix A(2) - Village Service Comments

56th Street west of Holmes. It is not maintained. We paid for the portion from Holmes to the Village limit when it was repaved 20 plus years ago. Now we just have cold mix once in a while. Bad holes!

After the concrete shoulders went in, many vehicles park on the roadway and completely ruin the adjacent grass. It seems there was no backfill. Its an eyesore of 6 inch mud in many places.

Again, the flooding and storm infrastructure remains terrible. We fear the rain storms every time they come.

Appreciate the opportunity to give input through the survey.

Construction killed beautiful maple in parkway. Sewer in parkway cause water backup to yard. All Village communication is via computer and I do not use computer. Would appreciate more accommodation for seniors. ...

Could do a better job of reminding owners to shovel and salt sidewalks. I slipped and fell on the ice numerous times this winter, very dangerous!

Don't know if things have changed since the PW Director left, but was very dissatisfied previously. Was continuously told things would be done and then no follow-up.

Don't pay much attention to as everything seems fine.

Excellent job

Excellent services but I do think we need a new train station - thank you! We do need more trash receptacles for summer weekends.

I am concerned about the home building and zoning on Norfolk Ave. The parking of work trucks, vans and cars is too much for the residents.

I am so dissatisfied with the flat curbs they installed. The plows and mail trucks have torn up our grass and made a muddy mess by the mailbox. I have installed rocks to prevent this from happening but they just push them aside and continue to make a mess.

I am very blessed to live in this lovely Village for 45 yrs. I thank all of you for your wonderful hard work and service!

I have been unsatisfied with previous attempts to get better signage and/or monitoring at the 5 way stop at the Holmes/Harris/Eastern intersection. Other than that, though, police service has been very good.

I know many families who would really appreciate a new and clean bathroom at Hosek Park! There is only a porta-potty compared to Prospect Parks restroom facility.

I know the new train station is going to be really nice, and we're excited to see it and use it when it's finished. I rated the current train station fair, but it is time for an upgraded station! The Village is doing a good job!

I love the Village but the road work last summer and the response to concerns very poor. Cheaper is not better. Village workers can only do what they can do and leadership in street and repair work NOT like a few years ago. No one wants to be responsible. Who hired the business doing the work?

I think the Village Trustees headed by Len Austin do an excellent job for our community. I know they work hard to make CH an excellent community to live in.

I was dissatisfied this past year when I had a parkway tree that multiple times lost larger branches that could have seriously injured someone or property. I left multiple messages and Emails and spoke to a few people but not one communication was returned. 6 months later the tree was trimmed but a response to such a serious issues should have been done. Also, the charging of residents to park on our own streets in front of our own houses is very ridiculous and only serves as an income opportunity for the village. We are not a large city with overcrowded streets so to restrict overnight parking to a few times a month is highly inconvenient for those of us with many family drivers without the ability to afford a large house with a 3 car garage. I feel this tax is inadvertently impacting our residences with the lower incomes as compared to our neighbors and seems unnecessary. I don't believe it was well communicated and feel it should be reviewed and reversed. Can you explain the purpose other than city income and why you feel the need to burden the citizens of the city with this?

I wish the sidewalks were in better condition especially when it comes to water pooling in many areas. I also wish we can get some of the open retail spaces filled with good tenants.

I would like to see the police monitoring the Western and Ridge intersection more frequently. The stop signs here are often not obeyed - typically the North-South traffic on Western. The playground equipment at Hosek near the tennis courts could use to be updated to equipment similar to what was installed at Prospect Park.

I'd like to see a wall for lacrosse wall ball with a goal silhouette for lacrosse practice. One could be painted on the tennis walls, but the courts are labeled tennis only. At Hosek, one could be put on the outside of the tennis court at the midpoint of the basketball court.

I'd like to see more emphasis on management of stormwater for CH. It affects residents in many parts of CH, most recently Hosek and Colfax families. It's not enough to say: ""We've studied it and can't afford to fix the problems.""" More solutions are needed - ideally the acquisition of parcels in poor shape (though there are few) and the modification into stormwater runoff collection areas, and the modification of current collection areas to allow even small additional percentages of water would help. In addition, what about an incentive to significantly offset a homeowner's cost if they have to replace/renovate - if they used permeable ground coverings? Other incentives are needed and necessary to manage this going forward.

I'm concerned that people do not stop at stop signs- either we need to change them to yield signs or start ticketing. I've even seen squad cars roll thru without stopping.

It would be preferable if the snow plows and garbage trucks did not drive up onto the grass. I now have deep ruts in my parkway grass along the edge of the concrete strips that make it virtually impossible for me to mow in that area. When these vehicles do damage to the grass, I believe that the village should take responsibility for repairing the damage. From the tire tracks, it is clear that the damage was done by heavy trucks and not cars. My parkway is not the only one with this kind of damage.

lots of potholes in streets. parkway tree maintenance has deteriorated over the years and many are in poor shape. the ""plantings"" in the intersections in blackhawk heights are terrible-they have deteriorated over the years-and appear to have neglected/forgotten. Lots of people with illegal sump pumps draining into the parkway and sidewalks. the culverts from the ""street improvement"" program are terrible and hold standing water way too long .

-Maintaining/Watering/replacing when necessary flowers & Shrubs in common areas- The ""space"" north of the tracks on Prospect is awful - we could have enjoyed a little park there, ALL THESE YEARS it's been vacant, instead of an unkept mess!- Need to Beautify!

many sidewalks covered in water after rains -

Need longer office hours e.g. police dept- people leave for work well before 8 am and are back after 5 pm

No washroom at train station. Sidewalks need to be repaired.

none

Overall, the Village is well maintained. Our frontage could use some work. we are at ... norfolk. fill in the dirt, trim trees, stuff like that. Also, for some reason, the pitch is steep for the water drainage, which makes cutting the grass tricky. thanks

Park Ave is very poor if you have to drive.

Parking in front of new construction is not enforced. No parking signs are misplaced and I've witnessed patrol cars just drive right by the illegally parked cars. You can really tell during a snowfall when you leave CH. Roads to the east and west of town are nowhere near as clean as ours.

Parkway trees need more attention

Please have a playground on the north side of Chicago Ave and Ogden! Thank you.

Please inform snow plow drivers to slow down, they race through streets. A few years ago on super bowl Sunday, I observed speeding snow plow driver slide on street and wound up in culvert in front of house. They need to observe speed limits and be more cautious.

Police and fire are great, responsive and helpful. Train station and boarding area, benches are awful. Concerned about budgetary process leading to continued higher taxes. Will eventually impact livability/desirability

Police and Fire do a great job. Their response time is amazing and I feel safe in this Village. I commute to the city, and I am frustrated by fellow commuters who disobey crosswalks and walk diagonally across Prospect near the tracks. The intersection is confusing enough for drivers without pedestrians complicating things. This Village still has a problem with flooding and water

accumulating in areas. Do you require the builders of homes to take some action to alleviate? Newer and bigger homes are contributing to the problem. I look forward to the train station changes.

Return of phone message is good : Police, Village, Water Dept.

Sewer line expansion was difficult and annoying but it proceeded as quickly and painlessly as could be expected and I love the new look of Woodstock Ave.

Sidewalk on N side of Harris between Prospect & Eastern gets very wet and freezes and is so DANGEROUS for the kids to walk on heading to/from school. Sidewalk by new condo building is not shoveled & is usually icy thru winter. SO DISAPPOINTED in CH leadership for not speaking out against Sterigenics!!!

Sidewalk south of 55th were never cleared of snow by the Village. They are heavily used by locals ( to buses, Jewel, dog walking, etc)

South of Ogden Ave and north of Chicago Ave there are a lot of unnecessary power lines, some stretching a block over multiple yards to light one street lamp. We have one crossing our front yard and our neighbor's yard to light the one lamp at SE Middaugh and Naperville. Solar lights should be used, the power lights are unsightly.

Speeding down residential street is getting worse. Seems people use side streets as cut-throughs. Burlington and Prospect also are very fast.

Street project last summer was terrible on Tuttle and Woodstock. Workers were rude and work took so much longer than should have. Sod was laid at a terrible time and now looks like a lot of the grass is struggling. The trucks drive all over - even on the grass. Last summer was a nightmare - our windows were caked with dirt and the entire project seemed mismanaged.

Suggest you send an email summary of the trustee meetings rather than print and mail. Save money and easier for most to access.

The concrete ribbons on the roads in the village are a complete failure. The roads are all too narrow now. The downtown apt. building on Park/Walker is un-wanted by ALL of the community members that I know.

The landscaping in the parks and downtown is poor. This is easy to fix - some nice bushes or perennials in the entrance to the parks is not a big expense but would make a difference.

The New sidewalk corner (southeast) at Prospect and Park Sticks out too much - some of the street is tight driving East on Park.

The new street curbs present a problem in town. People feel the need to park along neighborhood streets instead of driveways and they end up on parkway grass. This grass gets destroyed so either looks muddy and dead and people have stakes up, which looks equally as bad. Also, something needs to be addressed about the ribbons constantly tied around trees. They do it without the owner's approval and then they take sometimes a year to be taken down! The area along the railroad tracks and anything related to the train station looks VERY rundown. I understand that it is in the master plan to be redone but maybe a plan that fits

in with our charming downtown? The current plan looks very "modern" and in ten years will end up looking dated. A classic look will always be nice- something to fit in with downtown buildings, bank, village hall, library...

The road design on residential streets is so very poor, parkways are a muddy mess, gauged and look terrible.

The road shoulders/parkways aren't maintained. Granted, people and vendors drive on them a lot, but the new roads are so nice and the shoulders are horrible when not repaired.

The snow plow drivers this year, went down our street very fast. He destroyed our mailbox, which the village reimbursed us, and about 10 others. This was the first year we experienced this with snow removal.

The village and employees do a fabulous job making our community a beautiful and welcoming community! Our street was redone last year - and it is beautiful. Love the emails reminding us about a change in garbage pickup days and info in the newsletter. Love the community events. All make CH a very special community. Thank you for your awesome work!

The village continues to squander taxpayer money on useless monuments to bureaucracy rendering the land difficult to mow, hideous to look at and I suspect it will be impossible to sell. The latest monument for which a TIF was created so we will have the pleasure of paying additional taxes for years to come consists of useless strips of concrete. The incline of the lawn near this strip is 60 degrees from horizontal making it dangerous to cut the grass with a small tractor. In May and June of 2017 while this project was under way and the lawn ripped up I contacted Bill Sprague 3 times to ask him to fill in the hole left by the village's horizontal drilling operation which was done on my land to install the main water line. Absolutely nothing was done to fill this depression and it remains to this day. In 1959 when this land was purchased the fire hydrant was on the North side of Naperville Road Down in a ditch, a far superior location than after the water main was moved. Now it is prominently displayed many feet higher in the middle of my front yard. The base flange of the hydrant starts 10 inches above the soil. I request that this be lowered by a foot or preferably 6 feet. In addition the water shutoff valve is also above the soil and cannot be lowered. The Village of Clarendon Hills next project should be restoring this land so it does not look like the badlands of Clarendon Hills.

There is a dramatic change in amount of water use in my home. I live alone, do laundry for one. I never resolve the issue of why.... after calling to village office.

There is way too much road salt used! It is damaging to roads and the environment. POLICE need to enforce speeding/texting on roads feeding to CHMS!!! Please, MORE Village involvement and info on increasing jet noise from O'Hare and the impact on CH of Sterigenics contamination in Willowbrook. Get our Village air tested by EPA! Thank you.

Too many of our sidewalks become ponds after an average rain, or an ice rink in the winter. Please find ways to correct.

Train station needs to be razed.....come into 2019 please!!

Two phone calls to Public Works didn't remedy a problem but, contact with a trustee did the job! Police - a refresher course for officers re: all village ordinances would be quite beneficial. The speed limit needs to be enforced as do truck weight restriction on the streets. Police need to be more visible.

very good.

Village service comments

Water Fees are outrageous - RIDICULOUS

We do not approve the removal of the triangle (?) at Golf and Burlington. This adds character to our Village. It is a nice touch!

We don't see the village maintaining the parkway at all. We cut grass, plant sod, repair culvert, improve drainage. Storm water seems to be an issue, there needs to be some sort of storage because there is nowhere for it to go except some unfortunate basements.

We live on Arthur Ave, it would have been appreciated to offer us an opportunity to widen our street when doing the road improvement. We have one of the narrowest streets and cars\landscape trucks consistently drive on the parkway grass leaving ugly deep mud ditches that the town NEVER fixes.

We need to rebuild the commercial district of the Village; be proactive, accommodating, etc.

We think you are doing a great job! Thank you for your work. Now, if only we could get downtown businesses filled up :)

We would like the Village to do more to slow down the speed of traffic, especially on Chicago Ave.

Wish the vacant lot on the NW corner of the downtown tracks where the old police station was located could be improved. Not a good looking focal point for the center of our village or for train passengers to look at.

With the curbs, sewer and drains being redone, my neighbors and I were hoping that the puddles that form on the sidewalk would be alleviated, but it actually got worse. We are being told that it's due to the way the landscapers edge the lawn but that is an excuse in my opinion and our neighbors. Everyone that gets a service edges the sidewalks. The issue at hand here is with the update, the sewer actually sits higher than the lawn so there is no depression and we all know water doesn't run uphill. This winter with the quick freeze and thaw, the ice extended two full yards on the sidewalk, this has never happened before and this was not due to the deep freeze. This was due to water not being able to get to the drain as it should. Both sewers have been raised higher than the ground level. What's worse is we are at the top of the street so in theory this area should never flood. Even the neighbor who grew up here said it's just gotten worse with the street being redone. Lastly, the road narrowed significantly so now more people drive across the edge of the lawns it seems, especially on garbage day. The curbs should have been made wider so the cans don't protrude into the street.

Would like to know more about our water bill expense and the water main development. Still hard to drive through downtown but don't know how you would fix it. Too narrow. Great that we allowed the building of the apartments downtown.

To help us provide the best services for our community, complete this survey and return it to Village Hall 1 North Prospect Ave. **For your answers to be in the Board presentation, please return by March 30, 2019.**

Statement	Very Satisfied	Somewhat Satisfied	No Opinion	Somewhat Unsatisfied	Very Unsatisfied
<b>Please Rate the Following Services Provided by the Village:</b>					
Police Department performance	69%	19%	8%	1%	1%
Police officer attitude and behavior	65%	16%	14%	2%	1%
Fire Department performance	67%	9%	21%	0%	0%
Fire Fighter/EMT attitude and behavior	62%	6%	28%	1%	1%
Street maintenance	42%	40%	2%	10%	4%
Snow plowing	69%	22%	1%	5%	2%
Water supply, service, and maintenance	62%	20%	8%	5%	2%
Streetscape (flowers, signage, parkway trees)	51%	34%	3%	7%	2%
Stormwater infrastructure	25%	34%	18%	11%	8%
Parkway maintenance	38%	32%	6%	16%	6%
Public Works staff attitude and behavior	48%	19%	25%	4%	2%
Building inspectors	17%	10%	63%	4%	3%
<b>In General, How Would You Rate the Village President and Board of Trustees in the Following Areas?</b>					
Communication	56%	25%	9%	4%	1%
Transparency	46%	24%	20%	4%	2%
Decision making	39%	25%	21%	5%	5%
Strategic planning	37%	31%	17%	7%	3%
<b>Please Rate the Condition of the Following:</b>					
Street condition	24%	51%	16%	7%	1%
Sidewalk condition	19%	52%	20%	5%	1%
Parkway trees	32%	46%	12%	6%	2%
Village facilities	29%	50%	8%	3%	8%
Train station	9%	28%	31%	22%	8%
Downtown streetscape	32%	46%	15%	4%	1%
<b>How Would You Rate the Village's Communication?</b>					
Trustee Topics	53%	34%	3%	2%	5%
Email blasts	27%	26%	8%	2%	33%
Facebook	12%	14%	7%	2%	61%
Twitter	5%	4%	6%	2%	78%
Village website	18%	33%	15%	2%	28%
Village Board Meeting recordings (Podcasts)	7%	8%	4%	1%	75%
How did you hear about the upcoming Village's Downtown Revitalization Project which includes improvements to Prospect and Burlington Avenue, a safer railroad crossing and improved train station/shelters? (Select all which apply)					
Trustee Topics: <u>39%</u> Village Website: <u>1%</u> Facebook: <u>2%</u> Newspapers Article: <u>10%</u> Have not heard: <u>15%</u>					
<b>Please list any current comments you have regarding Village Services.</b>					
See Service Comments Table and Open Ended Responses.					

Rating	Excellent	Good	Fair	Poor	Don't Know
--------	-----------	------	------	------	------------

**How Would You Rate The Following?**

The safety of your neighborhood	65%	27%	2%	1%	1%
Process applying for permits	15%	22%	6%	2%	49%
Timeliness of permits being issued	13%	20%	7%	5%	51%
Timeliness to Block Party requests	15%	10%	1%	1%	67%
Timeliness to Sloan Triangle (banner) requests	11%	5%	0%	1%	78%

**How Would You Rate Village Office Staff?**

Village Hall main service window	37%	25%	4%	1%	28%
Village Hall Manager's Office service window	25%	10%	3%	1%	55%
Police Department service window	43%	22%	5%	1%	24%
Public Works service window	19%	8%	2%	1%	64%

**Please Rate These Events:**

Village's Dancin' in the Street (Summer Concerts)	49%	29%	4%	1%	14%
Chamber of Commerce's Daisy Days (Carnival)	44%	28%	5%	1%	17%
Chamber of Commerce's Christmas Walk	42%	25%	7%	1%	20%
Daisy Dash Foundation's Walk/Run	47%	12%	2%	1%	34%
<b>Please Rate Your overall Quality of Life in Clarendon Hills</b>	60%	25%	2%	1%	1%

**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?	<b>Yes</b> 75%	<b>No</b> 14%
Do you use the Village's new online water billing payment service, <i>Green Pay</i> ?	<b>Yes</b> 33%	<b>No</b> 59%
If you do not use <i>Green Pay</i> , please explain why:	<a href="#">See Explanation Table.</a>	

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

Name:	Address:
Phone:	Email:

<b>Check the geographic area that most accurately describes where you reside in the Village:</b>			
	North of Chicago Avenue		16%
	North of Burlington Northern Railroad tracks and south of Chicago Avenue		37%
	South of Burlington Northern Railroad tracks and north of 55 <sup>th</sup> Street		35%
	South of 55 <sup>th</sup> Street		8%
<b>How do you request services from the Village? Check all that apply.</b>			
	Email		8%
	Phone		61%
	Online Service Request from the Village Website		3%
	Other:		3%
<b>Check how long have you been a resident of Clarendon Hills:</b>			
	Less than 1 year	11- 15 years	12%
14%	1-5 years	16-20 years	10%
15%	6 to 10 years	More than 20 years	49%
<b>Check the box that best describes your age:</b>			
	Under 20	50-59	24%
1%	20-29	60-69	18%
12%	30-39	70 and over	21%
20%	40-49		
<b>Please check how many people under the age of 18 currently live in your household:</b>			
53%	Zero	Two	22%
6%	One	Three or more	14%