

# 2012 CITY OF ELMHURST CITIZEN SURVEY

**Stand up and speak out!** Your City officials need your input on various City services and your opinion on what it is like to live in Elmhurst. Please let us know what you like about our community, as well as what needs to be improved. You are one of approximately 1,600 households in Elmhurst randomly selected to participate in this survey and your participation is very important. By completing this survey, you have the opportunity to influence the operations and policies of the City, as well as to improve the quality of life in our community. Please fill out this survey if you are an adult (age 18 or older) in the household. Unless otherwise indicated, mark only one answer per question. When the survey is completed, simply mail it back in the enclosed self-addressed stamped envelope, no later than **July 9, 2012** or drop it off at City Hall by that date. You can be assured that your answers will remain completely anonymous. Of course, you are always welcome to either call or stop by City Hall with your suggestions or concerns. With your help, Elmhurst will continue to be a wonderful place to live, work and play.

## SECTION 1 QUALITY OF LIFE

How do you rate the following?

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
1.1 Overall quality of your neighborhood	5	4	3	2	1	0
1.2 Overall quality of the Elmhurst community	5	4	3	2	1	0
1.3 The Elmhurst community as a place to live	5	4	3	2	1	0
1.4 The Elmhurst community as a place to raise children	5	4	3	2	1	0
1.5 The Elmhurst community as a place to retire	5	4	3	2	1	0
1.6 Physical appearance of private property	5	4	3	2	1	0
1.7 Physical appearance of public property	5	4	3	2	1	0

1.8 How would you rate the overall quality of life in Elmhurst now compared to five years ago?

- a. Better                     
  b. About the same                     
  c. Worse

## SECTION 2 PUBLIC SAFETY

2.1 Have you called 9-1-1 in the past 12 months?

- a. Yes                                     
  b. No

2.2 If "Yes," what type of call(s) did you make? (Mark all that apply.)

- a. Fire emergency                     
  c. Police emergency  
 b. Ambulance                             
  d. Other (please specify) \_\_\_\_\_

If you used the Fire Department in an emergency situation in the past 12 months, rate the following:

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
2.3 Response time	5	4	3	2	1	0
2.4 Quality of service	5	4	3	2	1	0
2.5 Professionalism and courtesy	5	4	3	2	1	0

2.6 Have you been in contact with non-emergency Fire Department staff in the past 12 months?

a. Yes  b. No

2.7 If "Yes," please check the type of experience:

a. Medical Training  c. Public Education  
 b. Installation of Car Seats  d. Other (please specify)

2.8 Do you have carbon monoxide detectors in your home?

a. Yes  b. No

If you used an ambulance in the past 12 months, please rate the following:

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
2.9 Response time	5	4	3	2	1	0
2.10 Quality of service	5	4	3	2	1	0
2.11 Professionalism and courtesy	5	4	3	2	1	0

How do you rate the overall visibility of police in...

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
2.12 Your neighborhood	5	4	3	2	1	0
2.13 The City as a whole	5	4	3	2	1	0

If you used the Police Department in an emergency situation in the past 12 months, rate the following:

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
2.14 Response time	5	4	3	2	1	0
2.15 Quality of service	5	4	3	2	1	0
2.16 Professionalism and courtesy	5	4	3	2	1	0

2.17 Have you been stopped by the Elmhurst Police for a traffic violation in the past 12 months?

a. Yes  b. No

2.18 If "Yes," what penalty (or penalties) did you receive? (Mark all that apply.)

a. Written warning  b. Written citation

2.19 How do you rate the professionalism and courtesy of the officer during the traffic stop?

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
	5	4	3	2	1	0



**SECTION 4  
TRAFFIC AND TRANSPORTATION**

Please rate each of the following:

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
4.1 Commuter parking	5	4	3	2	1	0
4.2 Shopper parking	5	4	3	2	1	0
4.3 Ease of travel by car	5	4	3	2	1	0
4.4 Traffic enforcement	5	4	3	2	1	0
4.5 Condition of streets	5	4	3	2	1	0
4.6 Ease of travel by bike	5	4	3	2	1	0
4.7 Bike parking	5	4	3	2	1	0

How do you rate traffic speed compliance in . . .

4.8 Your neighborhood	5	4	3	2	1	0
4.9 Throughout the City	5	4	3	2	1	0

4.10 Have you observed the Police Department's SMART trailer ("Speed Monitoring Awareness Radar Trailer") in the community during the last year?

a. Yes                       b. No

4.11 If "Yes," how do you rate its effectiveness in controlling vehicular speeds?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

4.12 Are you aware of the 25 mile per hour (unless otherwise posted) speed limit on Elmhurst residential streets?

a. Yes                       b. No

4.13 If you work outside the home, how far do you normally commute to work?

a. 20 or more miles                       d. 6-10 miles  
 b. 16-19 miles                               e. Less than 5 miles  
 c. 11-15 miles

4.14 If you work outside the home, how do you normally commute to work?

a. Personal vehicle                       e. Walk/bike to train  
 b. Car-pool                                       f. Bike  
 c. Bus to train                                   g. Walk  
 d. Car to train                                   h. Other (please specify) \_\_\_\_\_

4.15 If you ride a bicycle, what is the primary purpose?

a. Recreation                                   c. Transportation/Commuting  
 b. Exercise                                       d. Errands around town

**SECTION 5**  
**DOWNTOWN (City Centre)**

Please rate the following aspects of Elmhurst's City Centre:

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
5.1 Attractiveness and appearance	5	4	3	2	1	0
5.2 Parking convenience and accessibility	5	4	3	2	1	0
5.3 Special events and promotions	5	4	3	2	1	0
5.4 Snow removal (walks, parking lot)	5	4	3	2	1	0
5.5 Litter and trash clean-up	5	4	3	2	1	0
5.6 Pedestrian accessibility and Security	5	4	3	2	1	0

5.7 How would you rate the overall quality of the Elmhurst City Centre now compared to five years ago?

\_\_\_\_ a. Better                      \_\_\_\_ b. About the same                      \_\_\_\_ c. Worse

5.8 What is your best source for City event information?

\_\_\_\_ a. City website (www.elmhurst.org)                      \_\_\_\_ d. School newsletters  
 \_\_\_\_ b. "Front Porch" newsletter                      \_\_\_\_ e. Social Media/Facebook  
 \_\_\_\_ c. Local newspapers                      \_\_\_\_ f. Other (please specify) \_\_\_\_\_

5.9 How often do you or members of your family visit or shop in the City Centre?

\_\_\_\_ a. At least once a week                      \_\_\_\_ d. 1-2 times per year  
 \_\_\_\_ b. At least once a month                      \_\_\_\_ e. Not at all  
 \_\_\_\_ c. Every few months

5.10 How would coordinated and extended weekday evening retail hours in the City Centre impact your shopping habits?

\_\_\_\_ a. I would shop there much more if the hours were extended.  
 \_\_\_\_ b. I would shop there a little more if the hours were extended.  
 \_\_\_\_ c. There would be no change in my shopping habits.  
 \_\_\_\_ d. Other (please specify)

5.11 What type of retail stores would you most like to see added to downtown Elmhurst?

\_\_\_\_ a. Restaurants                      \_\_\_\_ e. Music store  
 \_\_\_\_ b. Clothing                      \_\_\_\_ f. Gourmet foods / Specialty grocery  
 \_\_\_\_ c. Specialty items / Gifts                      \_\_\_\_ g. Other (please specify) \_\_\_\_\_  
 \_\_\_\_ d. Book store

5.12 Besides the City Centre, in what areas of Elmhurst do you shop:

\_\_\_\_ a. Spring Road                      \_\_\_\_ d. Elmhurst Crossing (Rt 83 & St. Charles)  
 \_\_\_\_ b. York&Vallette                      \_\_\_\_ e. Other (please specify) \_\_\_\_\_  
 \_\_\_\_ c. Butterfield & York

5.13 Compared to last year, do you shop in Elmhurst?

\_\_\_\_ a. More

\_\_\_\_ b. About the same

\_\_\_\_ c. Less

5.14 For each of the following types of products, please identify whether you shop for them typically in Elmhurst, outside Elmhurst, or all about equally (mark all that apply):

	In Elmhurst	Outside Elmhurst	Online	All about equally
Automobiles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Appliances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Appliances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Groceries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sporting Goods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fabrics/Home Goods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clothing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shoes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hardware/Home Improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION 6  
BUILDING AND CODE ENFORCEMENT**

This department is responsible for building permits, plan review, inspections, and code enforcement.

6.1 Have you called, written or personally visited the Building Department in the past 12 months?

\_\_\_\_ a. Yes

\_\_\_\_ b. No

If “Yes,” how do you rate the following?

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
6.2 Response time	5	4	3	2	1	0
6.3 Accuracy of information	5	4	3	2	1	0
6.4 Quality of service	5	4	3	2	1	0
6.5 Professionalism and courtesy	5	4	3	2	1	0

**SECTION 7  
CULTURAL ATTRACTIONS**

**Elmhurst Public Library**

7.1 How often do you or members of your family visit the Elmhurst Public Library?

\_\_\_\_ a. At least once a week

\_\_\_\_ d. 1-2 times per year

\_\_\_\_ b. At least once a month

\_\_\_\_ e. Not at all

\_\_\_\_ c. Every few months



7.14 If there was an admission fee, would you have visited the Elmhurst Historical Museum the same number of times?

- a. Yes                       b. No                       c. Not sure

7.15 What do you believe is a reasonable admission fee for the Elmhurst Historical Museum?

- a. \$1 - \$3                       c. More than \$5  
 b. \$4 - \$5                       d. Other (please specify) \_\_\_\_\_

7.16 In the past 12 months how many times have you or a member of your family visited other museums?

- a. More than 10                       d. Twice  
 b. 6 – 10                       e. Once  
 c. 3 – 5                       f. Not at all

7.17 Have you recommended a visit to the Elmhurst Historical Museum to friends or other families?

- a. Yes                       b. No

7.18 From this list, indicate ALL the ways you get information about the Elmhurst Historical Museum: (Mark all that apply.)

- a. Family/friends                       f. Backpack flyers  
 b. "Front Porch" newsletter                       g. Museum calendars of events and flyers  
 c. Local newspapers                       h. District 205 website  
 d. City/Museum website                       i. Social Media/Facebook  
 e. Word of mouth                       j. Other (please specify)

7.19 If you or members of your household visit museums, what day(s) and time(s) are most convenient? (Mark all that apply.)

- a. Weekday morning                       d. Saturday  
 b. Weekday afternoon                       e. Sunday  
 c. Weekday evening

7.20 Would you or your family be interested in evening hours and/or programs?

- a. Yes                       b. No

7.21 Do you consider going to a museum as (list all that apply):

- a. Entertainment                       c. Educational  
 b. Social opportunity                       d. Other (please specify)

7.22 Which Elmhurst cultural venues have you or members of your household visited in the past year? (Mark all that apply.)

- a. Elmhurst Symphony                       f. Theatre Historical Society of America  
 b. Elmhurst Art Museum                       g. Elmhurst College lectures/concerts  
 c. Elmhurst Historical Museum                       h. Elmhurst Children's Theatre  
 d. Elmhurst Choral Union                       i. Other (please specify)  
 e. Lizzadro Museum of Lapidary Art

7.23 How do you rate the overall cultural opportunities in Elmhurst?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

### SECTION 8 FINANCE DEPARTMENT

This department is responsible for vehicle stickers, utility billing, parking permits, real estate transfer stamps, and the collection of parking ticket fines.

8.1 Have you called, written or personally visited the Finance Department in the past 12 months?

a. Yes  b. No

If "Yes," how do you rate the quality of service?

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
8.2 Response time	5	4	3	2	1	0
8.3 Quality of service	5	4	3	2	1	0
8.4 Professionalism and courtesy	5	4	3	2	1	0

8.5 How many times in the past 12 months have you visited City Hall?

a. Over 10  d. Once  
 b. 6 - 10  e. Not at all  
 c. 2 - 5

8.6 Are you aware of the EZ Pay direct debit payment system for utility bills?

a. Yes  b. No

8.7 Are you aware that you can purchase your vehicle sticker and pay your water bill or parking ticket online through the City's website ([www.elmhurst.org](http://www.elmhurst.org))?

a. Yes  b. No

8.8 How would you rate the payment options available for municipal service bills?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

### SECTION 9 COMMUNICATIONS

9.1 From what source(s) do you get information about the City? (Mark all that apply.)

a. "Front Porch" newsletter  e. Elmhurst Press  
 b. Cable TV (Comcast-6 or AT&T-99)  f. The Doings  
 c. City website ([www.elmhurst.org](http://www.elmhurst.org))  g. Elmhurst Independent  
 d. Social Media/Facebook

9.2 Do you use the Internet?

- a. Yes
- b. No

9.3 If “Yes,” where do you use the Internet? (Mark all that apply.)

- a. Home
- b. Work
- c. Cell phone/mobile device
- d Library
- e. Laptop using Wi-Fi
- f. Other (please specify)

9.4 If “Yes,” how often do you use the Internet?

- a. Every day
- b. At least once a week
- c. Once a month or less

9.5 If you have access to the Internet from home, how do you connect?

- a. Dial Up Modem
- b. Comcast (Cable modem)
- c. AT&T (DSL line)
- d. Wireless Cell Card (3G/4G)
- e. Don’t know

9.6 Do you have a telephone landline at home?

- a. Yes
- b. No

9.7 How many times in the past 6 months have you visited the City website?

- a. Over 10
- b. 6 – 10
- c. 4 – 6
- d. 3 - 5
- e. 1 - 2
- f. Not at all

9.8 What was the reason for your visit? (Mark all that apply.)

- a. Information regarding City services
- b. Calendar information
- c. City Code information
- d. City Council minutes and agendas
- e. Contact information for elected officials and staff
- f. City forms or applications
- g. Electronic payments
- h. Other (please specify) \_\_\_\_\_

9.9 How would you rate the website in terms of its ability to solve your problem or get you the information you were looking for?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

9.10 How would you rate the quality of the City’s Front Porch newsletter?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

9.11 How many times in the past 12 months have you watched a City Council meeting on television? (Local Government Channels on Comcast (Channel 6) or AT&T U-verse (Channel 99)).

- a. Over 10
- b. 6 – 10
- c. 4 – 6
- d. 3 - 5
- e. 1 - 2
- f. Not at all

9.12 How many times have you watched a City Council meeting online?

(Available through City’s website – [www.elmhurst.org](http://www.elmhurst.org)).

- a. Over 10
- b. 6 – 10
- c. 4 – 6
- d. 3 - 5
- e. 1 - 2
- f. Not at all

9.13 How would you rate City efforts to keep you informed?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

9.14 If the City were to pursue new approaches to building public awareness of a community-wide issue, what activities/initiatives would have an impact on your awareness of those issues? (Mark all that apply)

- a. Online questions/suggestions with responses
- b. One-time information/public suggestion and Q&A session in your area on a weeknight
- c. One-time information/public suggestion and Q&A session in your area on a Saturday
- d. A series of 2-4 weekly workshops held over consecutive weeks on weeknights
- e. A series of 2-4 weekly workshops held over consecutive weeks on Saturdays
- f. Regular updates on the City website
- g. Twitter
- h. Facebook
- i. Special edition of the City’s Front Porch newsletter
- j. Other suggestions
- k. No opinion

**SECTION 10  
BUDGET**

10.1 How would you rate the value of City programs/services for the fees and taxes you pay to the City?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

10.2 How do you get information on the City budget and finances? (Mark all that apply)

- a. City Website
- b. City Newsletter
- c. Attend Meetings and Hearings
- d. Library
- e. Local newspapers
- f. Local blogs
- g. Word of Mouth
- h. Don’t Know

10.3 How would you rate your awareness of the City budget?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

10.4 How would you rate the City’s financial management?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0



10.9 How would you rate the City's efforts to inform the public about the budget and finances?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

**SECTION 11  
DEMOGRAPHIC INFORMATION**

11.1 Which category best reflects your age?

- |   |   |
|---|---|
| <input type="checkbox"/> a. 18 – 25 years | <input type="checkbox"/> d. 46 – 55 years |
| <input type="checkbox"/> b. 26 – 35 years | <input type="checkbox"/> e. 56 – 65 years |
| <input type="checkbox"/> c. 36 – 45 years | <input type="checkbox"/> f. Over 65 years |

11.2 What is your gender?

- |                                  |                                    |
|----------------------------------|------------------------------------|
| <input type="checkbox"/> a. Male | <input type="checkbox"/> b. Female |
|----------------------------------|------------------------------------|

11.3 How long have you lived in Elmhurst?

- |   |   |
|---|---|
| <input type="checkbox"/> a. 5 years or less | <input type="checkbox"/> d. 21 – 35 years |
| <input type="checkbox"/> b. 6 – 10 years    | <input type="checkbox"/> e. 36 – 50 years |
| <input type="checkbox"/> c. 11 – 20 years   | <input type="checkbox"/> f. Over 50 years |

11.4 Do you own or rent your residence?

- |                                 |                                  |
|---------------------------------|----------------------------------|
| <input type="checkbox"/> a. Own | <input type="checkbox"/> b. Rent |
|---------------------------------|----------------------------------|

11.5 Please identify the area of the City in which you live.

- a. North of North Avenue & East of York Street
- b. North of North Avenue & West of York Street
- c. Between the Illinois Prairie Path & North Avenue & East of York Street
- d. Between the Illinois Prairie Path & North Avenue & West of York Street
- e. South of the Illinois Prairie Path & East of York Street
- f. South of the Illinois Prairie Path & West of York Street

**SECTION 12  
GENERAL COMMENTS**

12.1 What three things do you like most about living in Elmhurst? Rank the top three in order of importance with one (1) being the most important.

- |   |   |
|---|---|
| <input type="checkbox"/> a. Access to transportation                | <input type="checkbox"/> h. Property value                  |
| <input type="checkbox"/> b. Central location/convenience            | <input type="checkbox"/> i. Quality of life                 |
| <input type="checkbox"/> c. City services                           | <input type="checkbox"/> j. Quality of schools              |
| <input type="checkbox"/> d. Cultural opportunities                  | <input type="checkbox"/> k. Retail shopping opportunities   |
| <input type="checkbox"/> e. Library                                 | <input type="checkbox"/> l. Safety                          |
| <input type="checkbox"/> f. Overall appearance of City              | <input type="checkbox"/> m. Sense of community/neighborhood |
| <input type="checkbox"/> g. Parks, recreation/leisure opportunities | <input type="checkbox"/> n. Street and sidewalk maintenance |
| <input type="checkbox"/> o. Other (please describe) _____           |   |

12.2 What three things do you like least about living in Elmhurst? Rank the top three in order of importance with one (1) being the most important.

- |   |  |
|---|--|
| <input type="checkbox"/> a. Airplane noise                          | <input type="checkbox"/> j. Retail shopping opportunities  |
| <input type="checkbox"/> b. Building/zoning codes                   | <input type="checkbox"/> k. Safety                         |
| <input type="checkbox"/> c. City services                           | <input type="checkbox"/> l. Street/sidewalk maintenance    |
| <input type="checkbox"/> d. Cost of living, general                 | <input type="checkbox"/> m. Stormwater management/flooding |
| <input type="checkbox"/> e. Housing prices                          | <input type="checkbox"/> n. Taxes                          |
| <input type="checkbox"/> f. Parking                                 | <input type="checkbox"/> o. Traffic congestion             |
| <input type="checkbox"/> g. Parks, recreation/leisure opportunities | <input type="checkbox"/> p. Traffic noise                  |
| <input type="checkbox"/> h. Quality of schools                      | <input type="checkbox"/> q. Traffic speed                  |
| <input type="checkbox"/> i. Refuse collection services              | <input type="checkbox"/> r. Train noise                    |
| <input type="checkbox"/> s. Other (please describe) _____           |  |

12.3 What do you think will be the three biggest problems Elmhurst will face in the next five years? Rank the top three in order of importance with one (1) being the most important.

- |  |   |
|--|---|
| <input type="checkbox"/> a. Airplane noise/airport expansion               | <input type="checkbox"/> j. Property value decline          |
| <input type="checkbox"/> b. Cost of government services                    | <input type="checkbox"/> k. Quality of businesses           |
| <input type="checkbox"/> c. Cost of living/affordability                   | <input type="checkbox"/> l. Quality of City services        |
| <input type="checkbox"/> d. Crime  | <input type="checkbox"/> m. Quality of parks/ rec. programs |
| <input type="checkbox"/> e. Housing replacement                            | <input type="checkbox"/> n. Quality of schools              |
| <input type="checkbox"/> f. Maintaining infrastructure (streets/sidewalks) | <input type="checkbox"/> o. Stormwater management/flooding  |
| <input type="checkbox"/> g. Maintaining quality of life                    | <input type="checkbox"/> p. Substance abuse                 |
| <input type="checkbox"/> h. Parking  | <input type="checkbox"/> q. Taxes                           |
| <input type="checkbox"/> i. Population increase/demographics change        | <input type="checkbox"/> r. Traffic congestion              |
| <input type="checkbox"/> s. Other (please describe) _____                  |   |

12.4 In general, how do you rate City of Elmhurst government operations?

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
	5	4	3	2	1	0

**COMMENTS:**

---



---



---



---



---

**OPTIONAL:**

Name: \_\_\_\_\_ Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_

**Thank you for taking the time to respond.  
 Please return this survey in the enclosed envelope no later than July 9, 2012**

