

SECTION ONE - QUALITY OF LIFE

1-1	Overall quality of your neighborhood	2012	2010	2008	2006	2004	2002	2000	1998	1996
	Good to Excellent	91.37%	90.10%	91.35%	92.86%	92.83%	93.84%	92.23%	91.64%	82.30%
	Fair to Excellent	99.14%	98.69%	98.83%	99.30%	99.61%	99.15%	99.43%	99.04%	97.99%
1-2	Overall quality of the Elmhurst community									
	Good to Excellent	95.26%	93.28%	95.74%	95.74%	95.55%	95.77%	95.21%	n/a	n/a
	Fair to Excellent	99.71%	99.60%	98.97%	98.97%	99.87%	99.64%	99.66%	n/a	n/a
1-3	The Elmhurst Community as a place to live									
	Good to Excellent	94.81%	95.05%	95.45%	96.50%	96.21%	96.12%	95.32%	n/a	n/a
	Fair to Excellent	99.57%	99.48%	99.12%	99.86%	99.74%	99.51%	99.32%	n/a	n/a
1-4	The Elmhurst community as a place to raise children									
	Good to Excellent	95.04%	95.86%	96.04%	97.28%	96.21%	97.09%	94.18%	n/a	n/a
	Fair to Excellent	99.40%	99.72%	99.54%	99.71%	99.32%	99.62%	99.17%	n/a	n/a
1-5	The Elmhurst community as a place to retire									
	Good to Excellent	51.71%	55.23%	59.94%	58.97%	57.38%	61.67%	62.23%	n/a	n/a
	Fair to Excellent	84.73%	85.27%	88.64%	85.71%	84.53%	85.96%	87.07%	n/a	n/a
1-6	Physical appearance of private property									
	Good to Excellent	89.48%	87.47%	89.09%	89.89%	90.17%	91.64%	88.75%	86.73%	82.40%
	Fair to Excellent	98.70%	98.42%	98.38%	99.30%	99.21%	98.55%	98.85%	98.71%	98.71%
1-7	Physical appearance of public property									
	Good to Excellent	90.59%	92.25%	94.21%	94.63%	94.90%	94.32%	93.27%	92.25%	86.93%
	Fair to Excellent	99.13%	98.82%	99.41%	99.58%	100.0%	99.64%	99.54%	99.19%	98.99%
1-8	How would you rate the overall quality of life in Elmhurst now compared to five years ago?									
	Better	17.37%	20.88%	44.29%	56.06%	n/a	n/a	n/a	n/a	n/a
	About the Same or Better	88.93%	89.15%	93.45%	95.62%	n/a	n/a	n/a	n/a	n/a

SECTION TWO - PUBLIC SAFETY

2-1	Have you called 9-1-1 in the past 12 months?	2012	2010	2008	2006	2004	2002	2000	1998	1996
	Yes	17.46%	18.11%	20.55%	21.17%	22.61%	21.86%	19.47%	23.43%	26.34%
	No	82.54%	81.89%	79.45%	78.83%	77.39%	78.14%	80.53%	76.57%	73.66%
2-2	If "Yes," what type of call(s) did you make?									
	Fire emergency	11	14	8	6	10	14	5	8	19
	Fire non-emergency	n/a	n/a	10	10	17	13	11	10	21
	Ambulance	55	47	40	47	45	53	44	29	41
	Police emergency	29	48	25	20	33	35	36	24	38
	Police non-emergency	n/a	n/a	69	70	87	89	95	79	80
	Other	36	24	24	23	27	19	30	46	28

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

	2012	2010	2008	2006	2004	2002	2000	1998	1996
2-3 Response time									
Good to Excellent	85.19%	90.48%	92.86%	91.67%	98.11%	95.00%	96.92%	86.84%	89.04%
Fair to Excellent	92.59%	97.62%	95.24%	95.00%	100.0%	100.0%	98.46%	94.74%	100.0%
2-4 Quality of service									
Good to Excellent	88.46%	92.50%	92.86%	93.22%	96.15%	98.31%	92.06%	94.87%	90.28%
Fair to Excellent	94.23%	97.50%	95.24%	98.31%	98.08%	100.0%	96.83%	100.0%	98.61%
2-5 Professionalism and courtesy									
Good to Excellent	86.79%	92.50%	95.24%	93.33%	98.04%	95.16%	93.75%	94.74%	88.73%
Fair to Excellent	96.23%	97.50%	95.24%	98.33%	98.04%	100.0%	98.44%	100.0%	95.77%
2-6 Have you been in contact with non-emergency Fire Department staff in the past 12 months?									
Yes	9.60%	8.57%	11.18%	9.78%	11.29%	8.61%	n/a	n/a	n/a
No	90.40%	91.43%	88.82%	90.22%	88.71%	91.39%	n/a	n/a	n/a
2-7 If yes, please check the type of experience:									
Medical Training	4	0	3	4	3	2	n/a	n/a	n/a
Installation of Car Seats	7	8	4	13	13	13	n/a	n/a	n/a
Public Education	19	16	23	23	42	35	n/a	n/a	n/a
Other	27	23	38	23	26	22	n/a	n/a	n/a
2-8 Do you have carbon monoxide detectors in your home?									
Yes	90.00%	87.19%	86.18%	72.96%	72.27%	68.59%	62.22%	50.64%	43.50%
No	10.00%	12.81%	13.82%	27.04%	27.73%	31.41%	37.78%	49.36%	56.50%

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

	2012	2010	2008	2006	2004	2002	2000	1998	1996
2-9 Response time									
Good to Excellent	91.80%	94.74%	91.80%	94.92%	96.36%	97.01%	95.16%	90.70%	78.33%
Fair to Excellent	98.36%	98.25%	100.0%	98.31%	98.18%	98.51%	98.39%	95.35%	90.00%
2-10 Quality of service									
Good to Excellent	95.00%	96.36%	96.61%	98.25%	96.30%	97.01%	90.16%	86.67%	78.69%
Fair to Excellent	96.67%	98.18%	98.31%	100.00%	98.15%	98.51%	95.08%	97.78%	96.72%
2-11 Professionalism and courtesy									
Good to Excellent	93.44%	96.36%	98.28%	98.25%	96.23%	95.52%	90.00%	79.55%	78.33%
Fair to Excellent	96.72%	98.18%	100.0%	98.25%	96.23%	100.0%	95.00%	97.73%	91.67%

How do you rate the overall visibility of police in

	2012	2010	2008	2006	2004	2002	2000	1998	1996
2-12 Your neighborhood									
Good to Excellent	60.49%	64.61%	60.67%	58.49%	57.31%	57.86%	58.91%	57.92%	50.50%
Fair to Excellent	90.43%	91.01%	90.03%	87.45%	89.23%	88.53%	90.07%	87.29%	79.36%
2-13 The City as a whole									
Good to Excellent	76.83%	83.60%	83.18%	79.00%	83.47%	79.08%	79.97%	82.83%	69.38%
Fair to Excellent	97.04%	98.55%	97.86%	97.50%	98.63%	98.47%	97.93%	97.17%	92.39%

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

	2012	2010	2008	2006	2004	2002	2000	1998	1996
2-14 Response time									
Good to Excellent	75.00%	79.22%	88.75%	81.58%	84.95%	83.78%	84.82%	80.90%	90.70%
Fair to Excellent	93.42%	92.21%	96.25%	90.79%	96.77%	97.30%	94.64%	95.51%	91.23%
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2-15 Quality of service									
Good to Excellent	77.92%	80.00%	92.41%	79.17%	82.22%	88.07%	81.08%	81.18%	84.40%
Fair to Excellent	90.91%	93.33%	98.73%	90.28%	94.44%	96.33%	92.79%	92.94%	91.74%
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2-16 Professionalism and courtesy									
Good to Excellent	79.49%	89.47%	93.59%	82.19%	84.62%	85.05%	82.30%	n/a	n/a
Fair to Excellent	85.90%	92.11%	98.72%	90.41%	93.41%	94.39%	92.92%	n/a	n/a
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2-17 Have you been stopped by the Elmhurst Police for a traffic violation in the past 12 months?									
Yes	9.62%	14.15%	13.06%	9.13%	11.93%	7.19%	7.36%	9.31%	10.19%
No	90.38%	85.85%	86.94%	90.87%	88.07%	92.81%	92.64%	90.69%	89.81%
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2-18 If Yes, what penalty (or penalties) did you receive?									
Verbal Warning	n/a	n/a	22	16	20	16	15	17	23
Written Warning	31	53	22	21	37	18	15	10	15
Written Citation	34	52	52	29	36	26	30	25	32
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2-19 How do you rate the professionalism and courtesy of the officer during the traffic stop?									
Good to Excellent	66.33%	67.72%	60.18%	74.19%	81.25%	68.42%	70.00%	71.01%	77.22%
Fair to Excellent	87.76%	85.04%	81.42%	89.25%	93.75%	85.26%	91.67%	88.41%	94.30%
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How safe do you feel ...									
2-20 In your neighborhood									
Safe to Very Safe	89.78%	89.04%	92.26%	91.33%	90.90%	88.75%	91.38%	86.66%	82.15%
Neither Safe nor Unsafe to Very Safe	98.25%	98.28%	98.39%	98.88%	98.94%	99.76%	99.18%	98.68%	96.76%
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2-21 On City streets at night									
Safe to Very Safe	81.29%	83.33%	84.88%	84.13%	81.50%	80.23%	81.59%	74.46%	67.07%
Neither Safe nor Unsafe to Very Safe	96.56%	96.99%	97.60%	98.27%	95.98%	96.35%	97.32%	96.49%	91.99%
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2-22 In City parks									
Safe to Very Safe	76.55%	76.79%	79.13%	72.73%	69.44%	70.52%	70.60%	63.65%	54.64%
Neither Safe nor Unsafe to Very Safe	96.83%	95.13%	97.41%	95.07%	92.25%	94.35%	93.22%	92.04%	84.99%
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2-23 In Elmhurst City Centre									
Safe to Very Safe	88.77%	86.76%	89.60%	89.36%	84.54%	89.92%	89.27%	88.52%	81.26%
Neither Safe nor Unsafe to Very Safe	98.79%	97.52%	98.32%	97.34%	96.72%	99.22%	99.24%	98.61%	96.68%
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2-24 In the City in general									
Safe to Very Safe	89.20%	90.27%	92.73%	91.57%	90.32%	88.01%	89.68%	86.71%	79.46%
Neither Safe nor Unsafe to Very Safe	99.11%	99.47%	99.11%	99.57%	98.79%	99.75%	99.05%	98.67%	97.15%

SECTION THREE - PUBLIC WORKS DEPARTMENT

3-1 Have you called, written or personally visited the Public Works Department in the past 12 months?		2012	2010	2008	2006	2004	2002	2000	1998	1996
Yes		27.22%	27.08%	36.28%	37.39%	36.45%	34.94%	41.54%	50.40%	48.76%
No		72.78%	72.92%	63.72%	62.61%	63.55%	65.06%	58.46%	49.60%	51.24%

If "Yes," how would you rate the following?

3-2 Response time										
Good to Excellent		75.92%	73.89%	78.76%	78.06%	72.13%	77.63%	72.53%	71.43%	73.96%
Fair to Excellent		89.01%	88.67%	93.82%	91.01%	88.15%	91.86%	88.53%	88.75%	88.64%

3-3 Quality of service										
Good to Excellent		74.60%	71.84%	77.61%	78.75%	74.83%	76.27%	73.39%	70.13%	70.47%
Fair to Excellent		88.36%	90.29%	92.28%	90.48%	90.91%	89.15%	88.17%	88.05%	87.47%

3-4 Professionalism and courtesy										
Good to Excellent		80.54%	82.09%	87.01%	89.01%	87.02%	83.39%	83.11%	78.86%	77.91%
Fair to Excellent		92.97%	95.52%	95.28%	97.44%	95.79%	95.02%	93.83%	90.54%	93.83%

How do you rate the quality of each of the following Elmhurst services?

3-5 Street maintenance		2012	2010	2008	2006	2004	2002	2000	1998	1996
Good to Excellent		65.19%	58.01%	58.69%	70.03%	70.50%	69.56%	68.16%	65.80%	58.41%
Fair to Excellent		91.26%	89.10%	87.74%	95.60%	93.34%	94.38%	92.95%	90.44%	84.64%

3-6 Street sweeping										
Good to Excellent		67.22%	65.13%	64.75%	67.48%	62.24%	67.04%	70.27%	71.52%	62.35%
Fair to Excellent		91.77%	91.45%	90.56%	92.69%	88.82%	90.90%	92.51%	92.23%	89.12%

3-7 Snow/ice removal										
Good to Excellent		74.08%	73.37%	73.61%	76.60%	75.65%	75.79%	76.93%	68.01%	74.74%
Fair to Excellent		94.26%	92.81%	91.35%	96.31%	95.05%	93.46%	93.44%	90.47%	91.09%

3-8 Quantity of parkway trees										
Good to Excellent		77.48%	78.94%	81.49%	78.56%	81.77%	83.09%	77.96%	76.48%	77.44%
Fair to Excellent		94.29%	96.20%	97.31%	95.54%	96.30%	96.54%	96.41%	95.07%	91.85%

3-9 Quality of parkway trees										
Good to Excellent		75.08%	74.93%	76.84%	74.82%	78.61%	79.85%	75.66%	73.86%	75.77%
Fair to Excellent		94.53%	95.01%	94.29%	94.82%	94.09%	96.31%	93.88%	93.63%	91.92%

3-10 Parkway tree maintenance										
Good to Excellent		70.03%	67.82%	66.11%	64.48%	66.67%	66.50%	65.18%	77.73%	62.28%
Fair to Excellent		89.45%	90.71%	89.16%	88.65%	88.27%	91.10%	88.80%	92.86%	84.47%

3-11 Street lighting										
Good to Excellent		82.30%	81.23%	83.95%	84.63%	86.88%	84.12%	82.15%	84.27%	83.57%
Fair to Excellent		96.61%	96.51%	97.35%	97.74%	97.92%	98.06%	97.43%	96.79%	95.57%

How do you rate traffic speed compliance in

	2012	2010	2008	2006	2004	2002	2000	1998	1996
4-8 Your neighborhood									
Good to Excellent	48.96%	51.28%	46.24%	41.46%	39.97%	40.97%	42.94%	50.34%	n/a
Fair to Excellent	79.23%	78.26%	77.61%	71.85%	72.87%	71.15%	72.78%	84.52%	n/a

Note: 1998 survey referred to traffic volume

4-9 Throughout the City									
Good to Excellent	64.24%	64.16%	60.84%	56.51%	53.98%	52.95%	55.81%	36.24%	n/a
Fair to Excellent	92.73%	91.66%	94.02%	90.13%	89.92%	87.59%	90.47%	80.84%	n/a

Note: 1998 survey referred to traffic volume

4-10 Have you observed the Police Department's SMART trailer in the community during the last year?									
Yes	66.72%	79.58%	77.96%	82.19%	86.55%	92.54%	79.00%	n/a	n/a
No	33.28%	20.42%	22.04%	17.81%	13.45%	7.46%	21.00%	n/a	n/a

4-11 If "Yes," how do you rate its effectiveness in controlling vehicular speeds?									
Good to Excellent	57.21%	65.98%	62.93%	64.44%	60.28%	61.38%	61.48%	n/a	n/a
Fair to Excellent	89.19%	91.24%	89.16%	90.53%	89.56%	89.35%	91.41%	n/a	n/a

4-12 Are you aware of the 25 mile per hour speed limit (unless otherwise posted) on Elmhurst streets?									
Yes	91.86%	94.09%	96.38%	94.54%	93.24%	95.78%	94.20%	n/a	n/a
No	8.14%	5.91%	3.62%	5.46%	6.76%	4.22%	5.80%	n/a	n/a

4-13 If you work outside the home, how far do you normally commute to work?									
20 miles or more	23.58%	22.18%	21.84%	18.60%	19.54%	18.45%	n/a	n/a	n/a
16 - 19 miles	15.37%	14.85%	14.75%	14.04%	15.56%	13.72%	n/a	n/a	n/a
11 - 15 miles	17.89%	15.04%	18.01%	17.84%	16.23%	14.67%	n/a	n/a	n/a
6 - 10 miles	18.53%	21.05%	19.54%	21.25%	20.53%	21.45%	n/a	n/a	n/a
Less than 5 miles	24.63%	26.88%	25.86%	28.27%	28.15%	31.70%	n/a	n/a	n/a

4-14 If you work outside the home, how do you normally commute to work?									
Personal Vehicle	79.42%	78.96%	83.33%	83.49%	84.49%	82.85%	n/a	n/a	n/a
Bus	n/a	n/a	0.00%	0.00%	0.00%	0.15%	n/a	n/a	n/a
Carpool	1.23%	1.12%	0.95%	1.11%	1.65%	0.92%	n/a	n/a	n/a
Bus to train	0.41%	0.00%	0.57%	0.19%	0.33%	0.46%	n/a	n/a	n/a
Car to train	10.49%	12.10%	9.47%	8.35%	8.58%	9.19%	n/a	n/a	n/a
Walk/bike to Train	4.32%	3.91%	3.03%	2.97%	2.15%	2.45%	n/a	n/a	n/a
Cab	n/a	n/a	0.19%	0.00%	0.00%	0.31%	n/a	n/a	n/a
Bike	1.44%	1.30%	0.57%	0.37%	0.50%	0.92%	n/a	n/a	n/a
Walk	1.03%	0.37%	0.38%	1.11%	1.85%	2.45%	n/a	n/a	n/a
Other	1.65%	2.23%	1.52%	2.41%	0.50%	0.31%	n/a	n/a	n/a

4-15 If you ride a bicycle, what is the primary purpose?

	2012
Recreation (a)	67.15%
Exercise (b)	42.09%
Transportation/Commuting (c)	3.89%
Errands around town (d)	12.41%

SECTION FIVE - DOWNTOWN (CITY CENTRE)

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

	2012	2010	2008	2006	2004	2002	2000	1998	1996
5-1 Attractiveness and appearance									
Good to Excellent	92.88%	90.69%	86.03%	87.22%	86.68%	83.15%	81.63%	89.53%	90.59%
Fair to Excellent	100.0%	99.19%	98.96%	99.01%	99.09%	98.40%	97.56%	97.84%	98.84%
5-2 Parking convenience and accessibility									
Good to Excellent	61.05%	56.08%	47.93%	46.91%	51.04%	52.61%	62.56%	76.54%	79.12%
Fair to Excellent	89.75%	88.24%	82.69%	84.46%	84.86%	88.34%	91.20%	96.51%	96.20%
5-3 Special events and promotions									
Good to Excellent	66.99%	70.58%	75.45%	74.84%	80.50%	77.32%	79.64%	83.96%	74.55%
Fair to Excellent	94.28%	93.90%	97.40%	97.34%	97.34%	97.32%	97.07%	97.57%	96.60%
5-4 Snow removal (walks/parking lots)									
Good to Excellent	85.87%	85.88%	85.74%	88.82%	89.27%	87.38%	87.19%	86.69%	n/a
Fair to Excellent	98.07%	97.26%	97.52%	98.47%	97.74%	98.41%	98.93%	97.91%	n/a
5-5 Litter and trash clean-up									
Good to Excellent	90.96%	89.66%	89.54%	89.87%	88.09%	87.98%	87.05%	84.44%	n/a
Fair to Excellent	99.40%	98.62%	98.36%	98.24%	98.26%	98.72%	98.52%	97.20%	n/a
5-6 Pedestrian accessibility and security									
Good to Excellent	89.38%	88.24%	87.80%	87.43%	83.40%	n/a	n/a	n/a	n/a
Fair to Excellent	99.54%	97.93%	98.66%	98.12%	96.90%	n/a	n/a	n/a	n/a
5-7 How would you rate the overall quality of Elmhurst City Centre now compared to five years ago?									
Better	46.94%	54.11%	63.90%	74.59%	n/a	n/a	n/a	n/a	n/a
About the Same or Better	96.72%	96.99%	97.13%	97.77%	n/a	n/a	n/a	n/a	n/a
5-8 What is your best source for City event information?									
www.elmhurst.org	9.63%	7.33%	5.96%	7.43%	4.34%	3.53%	n/a	n/a	n/a
"Front Porch" newsletter	46.07%	43.07%	42.47%	42.29%	58.55%	47.53%	n/a	n/a	n/a
Newspaper	39.41%	45.33%	42.62%	47.00%	33.03%	31.45%	n/a	n/a	n/a
School Newsletters	1.93%	2.40%	5.22%	2.29%	2.11%	3.36%	n/a	n/a	n/a
Social Media/Facebook	0.89%	n/a							
Other	2.07%	1.87%	3.73%	1.00%	1.97%	14.13%	n/a	n/a	n/a
5-9 How often do you or member of your family visit or shop in the City Centre?									
At least once a week	38.67%	41.47%	43.55%	40.96%	41.12%	n/a	n/a	n/a	n/a
At least once a month	32.61%	30.58%	30.21%	33.05%	31.46%	n/a	n/a	n/a	n/a
Every few months	16.74%	16.54%	16.86%	15.25%	16.45%	n/a	n/a	n/a	n/a
1 - 2 times per year	7.07%	8.40%	6.89%	7.77%	8.62%	n/a	n/a	n/a	n/a
Never	4.91%	3.02%	2.49%	2.97%	2.35%	n/a	n/a	n/a	n/a
5-10 How would coordinated and extended weekday evening retail hours in the City Centre impact your shopping habits?									
I would shop there much more	5.98%	7.53%	7.19%	10.01%	11.93%	10.57%	n/a	n/a	n/a
I would shop there a little more	18.08%	18.15%	20.66%	27.43%	26.14%	30.31%	n/a	n/a	n/a
There would be no change	75.51%	73.12%	70.81%	61.97%	60.99%	57.23%	n/a	n/a	n/a
Other	0.44%	1.21%	1.35%	0.58%	0.94%	1.89%	n/a	n/a	n/a
5-11 What type of retail stores would you most like to see added to downtown Elmhurst?									
Restaurants	219	216	211	199	193	118	n/a	n/a	n/a
Clothing	153	167	215	275	319	212	n/a	n/a	n/a
Specialty Items / Gifts	146	139	153	189	258	107	n/a	n/a	n/a
Book Store	275	328	343	362	342	n/a	n/a	n/a	n/a
Music Store	84	87	155	162	215	n/a	n/a	n/a	n/a
Gourmet foods / Specialty grocery	227	249	261	225	275	n/a	n/a	n/a	n/a
Other	76	70	109	79	49	292	n/a	n/a	n/a

5-12 Besides the City Centre, in what areas of Elmhurst do you shop?

Spring Road (a)	238	260
York & Vallette(b)	255	312
Butterfield & York (c)	321	368
Elmhurst Crossing (Rt 83 & St Charles) (d)	553	549
Other (g)	20	23

5-13 Compared to last year, do you shop in Elmhurst?

More	11.42%	13.70%
About the Same or More	92.83%	92.40%

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

	2012	
	% exclusively in Elmhurst	% at least partially in
Automobiles	33.54%	57.99%
Electronics	3.52%	14.83%
Large Appliances	17.00%	32.16%
Small Appliances	11.18%	40.33%
Groceries	65.17%	83.38%
Sporting Goods	6.73%	19.70%
Fabrics/Home Goods	5.63%	18.49%
Toys	15.88%	40.14%
Books	5.71%	12.04%
Clothing	8.57%	32.78%
Shoes	12.01%	31.68%
Hardware/Home Improvement	30.59%	60.74%

SECTION SIX - BUILDING AND CODE ENFORCEMENT

6-1 Have you called, written or personally visited the Building Department in the past 12 months?

	2012	2010	2008	2006	2004	2002	2000	1998	1996
Yes	17.20%	15.37%	44.13%	n/a	n/a	n/a	n/a	n/a	n/a
No	82.80%	84.63%	55.87%	n/a	n/a	n/a	n/a	n/a	n/a

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

6-2 Response time	2012	2010	2008	2006	2004	2002	2000	1998	1996
Good to Excellent	75.63%	80.99%	76.19%	n/a	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	89.92%	94.21%	92.86%	n/a	n/a	n/a	n/a	n/a	n/a

6-3 Accuracy of Information

Good to Excellent	75.83%	77.59%	76.19%	n/a	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	90.00%	93.10%	92.86%	n/a	n/a	n/a	n/a	n/a	n/a

6-4 Quality of service

Good to Excellent	77.50%	74.79%	75.20%	n/a	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	90.83%	91.60%	90.40%	n/a	n/a	n/a	n/a	n/a	n/a

6-5 Professionalism and courtesy

Good to Excellent	85.71%	89.17%	83.46%	n/a	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	91.60%	95.83%	93.70%	n/a	n/a	n/a	n/a	n/a	n/a

SECTION SEVEN - CULTURAL ATTRACTIONS

7-1 How often do you or members of your family visit the Elmhurst Public Library?

At least once a week	31.51%	27.93%	26.83%	25.82%	24.39%	n/a	n/a	n/a	n/a
At least once a month	27.77%	35.69%	30.94%	35.15%	33.20%	n/a	n/a	n/a	n/a
Every few months	18.27%	18.12%	20.97%	19.94%	18.97%	n/a	n/a	n/a	n/a
1 - 2 times per year	11.37%	11.31%	15.25%	10.62%	13.14%	n/a	n/a	n/a	n/a
Never	11.08%	6.95%	6.01%	8.46%	10.30%	n/a	n/a	n/a	n/a

7-2 What do you use the Library for? (Mark all that apply)

	2012	2010	2008	2006	2004	2002	2000	1998	1996
To check out items	91.82%	n/a							
Meeting Room Space	10.80%	n/a							
To use the computer	14.40%	n/a							
Attend programs	27.50%	n/a							
As a place to work/study	23.24%	n/a							
As a place to meet with others	10.97%	n/a							

If you visited the Elmhurst Public Library in the past 12 months, please rate the following:

7-3 Professionalism and courtesy	2012	2010	2008	2006	2004	2002	2000	1998	1996
Good to Excellent	96.68%	97.89%	96.91%	98.35%	96.57%	94.56%	95.11%	94.27%	93.03%
Fair to Excellent	99.34%	99.55%	99.35%	99.83%	99.67%	99.56%	99.73%	98.85%	97.18%

7-4 Library services in general									
Good to Excellent	98.32%	97.13%	96.73%	98.02%	97.70%	92.97%	92.50%	93.74%	92.09%
Fair to Excellent	99.83%	99.70%	99.35%	100.00%	99.51%	99.27%	99.32%	99.05%	97.47%

7-5 Children's programs									
Good to Excellent	97.66%	96.62%	98.12%	96.13%	97.98%	94.47%	95.15%	93.90%	n/a
Fair to Excellent	99.71%	99.74%	100.0%	99.72%	100.0%	99.21%	99.49%	98.64%	n/a

7-6 From what sources do you get your information about the Library

	2012	2010	2008	2006	2004	2002	2000	1998
Bi-Monthly Newsletter (Fine Print)	62.78%	67.22%	n/a	n/a	n/a	n/a	n/a	n/a
Library website (www.elmhurstpubliclibrary.org)	25.57%	21.50%	n/a	n/a	n/a	n/a	n/a	n/a
Local newspapers	36.48%	33.68%	n/a	n/a	n/a	n/a	n/a	n/a
Library flyers/posters	26.87%	27.37%	n/a	n/a	n/a	n/a	n/a	n/a
Twitter	0.16%	0.00%	n/a	n/a	n/a	n/a	n/a	n/a
Facebook	1.47%	1.05%	n/a	n/a	n/a	n/a	n/a	n/a

7-7 Do you use an e-reader device?

	2012	2010	2008	2006	2004	2002	2000	1998	1996
Yes	30.58%	n/a							
No	69.42%	n/a							

Elmhurst Historical Museum

7-8 Have you visited the Elmhurst Historical Museum in the last 12 months

	2012	2010	2008	2006	2004	2002	2000	1998	1996
Yes	20.20%	22.62%	19.11%	n/a	n/a	n/a	n/a	n/a	n/a
No	79.80%	77.38%	80.89%	n/a	n/a	n/a	n/a	n/a	n/a

2008 wording: In the past 12 months, have you or members of your household visited the Elmhurst Historical Museum?

7-17 Have you recommended a visit to the Elmhurst Historical Museum to friends or other families?

Yes	27.01%	28.34%	n/a						
No	72.99%	71.66%	n/a						

Previously asked:

Have you recommended a visit to the Elmhurst Historical Museum to friends?

Yes		32.62%	81.33%	n/a	n/a	n/a	n/a	n/a	n/a
No		69.00%	18.67%	n/a	n/a	n/a	n/a	n/a	n/a

Have you recommended a visit to the Elmhurst Historical Museum to families with small children?

Yes		22.94%	70.37%	n/a	n/a	n/a	n/a	n/a	n/a
No		77.06%	29.63%	n/a	n/a	n/a	n/a	n/a	n/a

7-18 From this list, indicate ALL the ways you get information about EHM:

Family/Friends	16.18%	12.16%	22.67%	n/a	n/a	n/a	n/a	n/a	n/a
"Front Porch" newsletter	77.00%	72.80%	87.25%	n/a	n/a	n/a	n/a	n/a	n/a
Local newspapers	60.62%	60.64%	68.02%	n/a	n/a	n/a	n/a	n/a	n/a
Museum calendars of events and flyers	17.35%	15.37%	30.36%	n/a	n/a	n/a	n/a	n/a	n/a
Backpack flyers	18.71%	18.75%	8.10%	n/a	n/a	n/a	n/a	n/a	n/a
Word of mouth	7.60%	5.74%	19.23%	n/a	n/a	n/a	n/a	n/a	n/a
City/Museum website	5.26%	3.38%	4.86%	n/a	n/a	n/a	n/a	n/a	n/a
District 205 website	10.14%	7.09%	9.31%	n/a	n/a	n/a	n/a	n/a	n/a
Social Media/Facebook	1.17%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	2.34%	2.70%	2.23%	n/a	n/a	n/a	n/a	n/a	n/a

7-19 If you or family members visit museums, what day(s) and time(s) are most convenient? (Mark all that apply.)

Weekday morning	97	90	85	124	172	142	129	n/a	n/a
Weekday afternoon	127	145	146	139	171	171	180	n/a	n/a
Weekday evening	79	81	79	78	39	81	79	n/a	n/a
Saturday	317	341	291	286	307	329	320	n/a	n/a
Sunday	261	279	236	250	269	303	302	n/a	n/a

7-20 Would you or your family be interested in evening hours and/or programs?

Yes	34.57%	37.40%	34.85%	n/a	n/a	n/a	n/a	n/a	n/a
No	65.43%	62.60%	65.23%	n/a	n/a	n/a	n/a	n/a	n/a

2008 asked: Would you or your family be interested in evening programs?

7-21 Do you consider going to a museum as: (List all the apply)

Entertainment	360	386	328	395	n/a	n/a	n/a	n/a	n/a
Social opportunity	59	82	96	109	n/a	n/a	n/a	n/a	n/a
Educational	459	557	456	496	n/a	n/a	n/a	n/a	n/a
Other	3	7	13	9	n/a	n/a	n/a	n/a	n/a

7-22 Which other Elmhurst cultural opportunities have you and/or your family visited in the past 12 months?

	2012	2010	2008	2006	2004	2002	2000	1998	1996
Elmhurst Symphony	75	97	125	103	101	112	n/a	n/a	n/a
Elmhurst Art Museum	155	239	211	254	206	226	n/a	n/a	n/a
Elmhurst Historical Museum	135	149	115	n/a	n/a	n/a	n/a	n/a	n/a
Lizzadro Museum of Lapidary Art	183	228	189	225	168	202	n/a	n/a	n/a
Elmhurst Choral Union	13	21	21	28	24	21	n/a	n/a	n/a
Theatre Historical Society of America	9	18	9	20	n/a	n/a	n/a	n/a	n/a
Elmhurst Children's Theatre	167	176	57	75	n/a	n/a	n/a	n/a	n/a
Elmhurst College lectures/concerts	51	48	192	165	n/a	n/a	n/a	n/a	n/a
Other	25	25	12	17	153	253	n/a	n/a	n/a

7-23 How do you rate the overall cultural opportunities in Elmhurst?

Good to Excellent	82.58%	86.35%	88.62%	n/a	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	97.99%	98.93%	99.31%	n/a	n/a	n/a	n/a	n/a	n/a

SECTION EIGHT - FINANCE

8-1 Have you called, written or personally visited the Finance Department in the past 12 months?

	2012	2010	2008	2006	2004	2002	2000	1998	1996
Yes	45.47%	44.47%	44.13%	38.97%	41.51%	40.15%	37.59%	n/a	n/a
No	54.53%	55.53%	55.87%	61.03%	58.49%	59.85%	62.41%	n/a	n/a

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

8-2 Response time	2012	2010	2008	2006	2004	2002	2000	1998	1996
Good to Excellent	89.47%	88.29%	91.18%	89.21%	88.57%	90.66%	86.18%	86.38%	77.36%
Fair to Excellent	97.52%	97.14%	97.71%	97.84%	98.10%	96.99%	97.35%	97.67%	95.05%

8-3 Quality of service	2012	2010	2008	2006	2004	2002	2000	1998	1996
Good to Excellent	88.47%	88.89%	90.52%	88.03%	86.75%	88.32%	83.38%	85.44%	76.29%
Fair to Excellent	96.88%	98.25%	95.75%	96.13%	95.58%	97.31%	97.67%	96.93%	94.50%

8-4 Professionalism and courtesy	2012	2010	2008	2006	2004	2002	2000	1998	1996
Good to Excellent	88.71%	83.63%	86.05%	82.27%	81.27%	84.52%	83.09%	86.15%	79.52%
Fair to Excellent	96.24%	95.35%	95.35%	94.68%	94.29%	97.02%	94.17%	95.38%	95.90%

8-5 How many times in the past 12 months have you visited City Hall?

	2012	2010	2008	2006	2004	2002	2000	1998	1996
Over 10	3.01%	3.46%	3.70%	3.13%	4.76%	4.60%	6.23%	n/a	n/a
6 - 10	6.78%	7.05%	6.36%	6.84%	7.80%	9.85%	18.30%	n/a	n/a
2 - 5	42.32%	43.02%	44.23%	41.60%	42.33%	37.47%	32.10%	n/a	n/a
Once	24.70%	26.83%	26.33%	28.21%	25.53%	27.49%	25.20%	n/a	n/a
Never	23.19%	19.64%	19.38%	20.23%	19.58%	20.59%	18.17%	n/a	n/a

8-6 Are you aware of the EZ Pay direct debit payment system for utility bills?

Yes	67.80%	60.92%	62.96%	60.51%	52.58%	54.47%	n/a	n/a	n/a
No	32.20%	39.08%	37.04%	39.49%	47.42%	45.53%	n/a	n/a	n/a

8-7 Are you aware that you can purchase your vehicle sticker and pay your water bill or parking ticket online (www.elmhurst.org)?

Yes	77.51%	62.60%	57.78%	55.01%	38.07%	n/a	n/a	n/a	n/a
No	22.49%	37.40%	42.22%	44.99%	61.93%	n/a	n/a	n/a	n/a

**added vehicle stickers to question in 2010*

8-8 How would you rate the payment options available for municipal service bills?

Good to Excellent	89.31%	88.49%
Fair to Excellent	98.41%	98.80%

SECTION NINE - COMMUNICATIONS

9-1 From what source(s) do you get information about the City?

	2012	2010	2008	2006	2004	2002	2000	1998	1996
"Front Porch" newsletter	577	545	545	558	617	669	744	499	n/a
Cable Channel 6	54	99	99	131	135	142	132	88	n/a
www.elmhurst.org	183	120	120	118	88	82	73	45	n/a
Social Media/Facebook	17	n/a							
Elmhurst Press	469	521	521	578	458	470	639	544	n/a
The Doings	122	215	215	229	293	325	n/a	n/a	n/a
Elmhurst Independent	413	389	389	408	423	n/a	n/a	n/a	n/a

9-2 Do you use the internet

Yes	89.70%	87.45%	88.01%	85.59%	83.98%	79.18%	69.50%	61.60%	34.12%
No	10.30%	12.55%	11.99%	14.41%	16.02%	20.82%	30.50%	38.40%	65.88%

2008 and before: Do you have access to the Internet?

9-3 If "Yes", where do you use the Internet?

Home	605	644	572	570	601	611	539	n/a	n/a
Work	354	384	345	329	357	395	364	n/a	n/a
Cell phone/Mobile device	306	186	n/a						
Library	79	101	85	78	94	n/a	n/a	n/a	n/a
Laptop/Wi-Fi	267	185	n/a						
Other	9	4	10	10	14	21	24	n/a	n/a

9-4 If "Yes", how often do you use the Internet?

Daily	92.72%	89.39%	88.13%	82.58%	79.75%	72.80%	70.07%	n/a	n/a
Weekly	6.47%	8.03%	10.54%	14.07%	15.61%	23.03%	24.25%	n/a	n/a
Monthly	0.81%	2.58%	1.34%	3.35%	4.64%	4.17%	5.69%	n/a	n/a

9-5 If you have access to the Internet at home how do you connect?

Dial up modem	1.15%	2.92%	5.65%	21.57%	41.41%	54.00%	n/a	n/a	n/a
Broadband cable connection	49.51%	45.01%	51.58%	42.26%	33.16%	29.41%	n/a	n/a	n/a
DSL line	42.93%	43.93%	40.25%	33.04%	22.22%	7.99%	n/a	n/a	n/a
T-1 line	n/a	n/a	0.35%	0.70%	0.67%	2.11%	n/a	n/a	n/a
Wireless Cell Card (3G/4G)	5.76%	6.45%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Don't know	0.66%	1.69%	1.93%	2.43%	2.53%	6.49%	n/a	n/a	n/a

9-6 Do you have a telephone landline at home?

Yes	89.32%	91.06%	n/a						
No	10.68%	8.94%	n/a						

9-7 How many times in the past 6 months have you visited the City website?

Over 10	5.52%	3.39%	4.80%	3.93%	n/a	n/a	n/a	n/a	n/a
6 - 10	5.52%	5.43%	5.57%	3.78%	n/a	n/a	n/a	n/a	n/a
4 - 6	6.87%	5.16%	4.49%	5.44%	n/a	n/a	n/a	n/a	n/a
3 - 5	15.07%	12.21%	13.00%	10.27%	n/a	n/a	n/a	n/a	n/a
1 - 2	30.15%	29.99%	26.16%	24.92%	n/a	n/a	n/a	n/a	n/a
Never	36.87%	43.83%	45.98%	51.66%	n/a	n/a	n/a	n/a	n/a

SECTION ELEVEN - DEMOGRAPHIC INFORMATION

11-1 Which category best reflects your age?	2012	2010	2008	2006	2004	2002	2000	1998	1996
18 - 25 Years	0.15%	0.13%	0.44%	0.42%	0.39%	0.36%	0.35%	0.48%	0.14%
26 - 35 Years	6.60%	5.87%	5.14%	8.33%	9.74%	12.77%	12.67%	16.53%	16.81%
36 - 45 Years	19.21%	20.80%	21.29%	22.32%	26.18%	25.67%	26.27%	27.13%	23.33%
46 - 55 Years	24.49%	25.33%	27.17%	25.14%	23.55%	22.26%	20.62%	18.30%	19.42%
56 - 65 Years	19.94%	20.93%	19.82%	19.92%	18.42%	15.45%	14.52%	17.01%	15.36%
Over 65 Years	29.62%	26.93%	26.14%	23.87%	21.71%	23.48%	25.58%	20.55%	24.93%

11-2 What is your gender?	2012	2010	2008	2006	2004	2002	2000	1998	1996
Male	46.94%	46.42%	46.59%	43.42%	45.07%	48.16%	48.28%	47.41%	49.85%
Female	53.06%	53.58%	53.41%	56.58%	54.93%	51.84%	51.72%	52.59%	50.15%

11-3 How long have you lived in Elmhurst?	2012	2010	2008	2006	2004	2002	2000	1998	1996
5 Years or Less	10.70%	12.07%	11.27%	14.16%	14.32%	16.16%	17.28%	16.24%	17.17%
6 - 10 Years	10.56%	11.42%	13.18%	11.61%	12.61%	12.52%	10.53%	14.63%	14.74%
11 - 20 Years	17.74%	17.59%	19.33%	19.69%	19.19%	20.66%	20.37%	18.81%	20.46%
21 - 35 Years	24.78%	24.39%	25.33%	25.21%	53.88%	50.67%	51.83%	50.32%	47.64%
36 - 50 Years	22.58%	24.65%	21.96%	19.41%	n/a	n/a	n/a	n/a	n/a
Over 50 Years	13.64%	9.88%	8.93%	9.92%	n/a	n/a	n/a	n/a	n/a

Note: 1994 - 2004 fourth category include "more than 20 years"

11-4 Do you own or rent your residence?	2012	2010	2008	2006	2004	2002	2000	1998	1996
Own	97.34%	95.58%	97.95%	98.01%	97.61%	97.68%	96.78%	97.91%	98.40%
Rent	2.66%	4.42%	2.05%	1.99%	2.39%	2.32%	3.22%	2.09%	1.60%

11-5 Please identify the area of the City in which you live.	2012	2010	2008	2006	2004	2002	2000	1998	1996
N. of North. & E. of York St.	11.36%	9.50%	11.75%	9.90%	10.50%	11.79%	n/a	n/a	n/a
N. of North & W. of York St.	14.60%	15.26%	14.10%	13.44%	14.57%	16.22%	n/a	n/a	n/a
Between Prairie Path/North & E. of York	16.96%	19.14%	17.33%	21.78%	16.93%	20.02%	n/a	n/a	n/a
Between Prairie Path/North & W. of York	17.99%	19.54%	20.26%	18.67%	20.21%	16.71%	n/a	n/a	n/a
S. of the Prairie Path & E. of York St.	15.63%	14.73%	12.48%	12.59%	13.78%	12.78%	n/a	n/a	n/a
S. of the Prairie Path & W. of York St.	23.45%	21.82%	24.08%	23.62%	24.02%	22.48%	n/a	n/a	n/a

SECTION TWELVE - GENERAL COMMENTS

12-1 What three things do you like most about living in Elmhurst?	2012	2010	2008	2006	2004	2002	2000	1998	1996
Central location/convenience	18.52%	18.80%	19.76%	18.89%	18.44%	18.86%	17.38%	17.07%	16.65%
Quality of life	18.38%	13.79%	16.44%	16.58%	17.90%	17.57%	16.16%	14.09%	13.84%
Quality of schools	12.68%	13.43%	13.88%	15.09%	15.33%	14.67%	14.60%	11.30%	13.26%
Sense of community/neighborhood	8.92%	8.64%	9.01%	8.60%	8.00%	8.77%	10.07%	9.31%	8.76%
Property value	7.78%	9.56%	9.68%	12.59%	14.39%	14.58%	13.71%	2.73%	1.99%
Access to transportation	7.23%	8.28%	5.84%	5.09%	4.50%	5.11%	5.05%	5.83%	7.48%
Safety	6.98%	7.13%	7.37%	7.45%	7.87%	8.97%	8.32%	8.94%	6.60%
Overall appearance of City	6.29%	4.92%	4.51%	2.74%	3.28%	3.41%	5.50%	6.08%	9.29%
Library	5.55%	6.85%	5.22%	4.85%	3.37%	n/a	n/a	n/a	n/a
Parks, rec./leisure opportunities	3.37%	4.46%	3.94%	3.46%	3.64%	3.66%	4.12%	5.90%	5.49%
City services	1.88%	1.70%	1.54%	1.35%	1.17%	1.37%	2.27%	5.83%	6.54%
Retail shopping opportunities	0.69%	0.83%	0.36%	1.06%	0.67%	0.75%	0.74%	4.47%	3.45%
Cultural opportunities	0.79%	0.74%	1.54%	0.91%	0.58%	0.87%	0.93%	2.55%	0.93%
Other	0.94%	0.74%	0.67%	0.91%	0.54%	1.08%	0.33%	5.90%	5.72%
Street and sidewalk maintenance	0.00%	0.14%	0.26%	0.43%	0.31%	0.33%	0.82%	n/a	n/a

12-2 What three things do you like least about living in Elmhurst?

	2012	2010	2008	2006	2004	2002	2000	1998	1996
Taxes	20.75%	20.98%	18.60%	18.85%	18.88%	16.01%	15.63%	10.97%	14.94%
Airplane noise	12.91%	14.42%	13.24%	11.59%	12.51%	15.40%	14.02%	6.98%	7.43%
Cost of living, general	11.58%	10.22%	11.04%	8.91%	8.42%	6.61%	6.25%	n/a	n/a
Stormwater management/flooding	10.40%	4.39%	2.47%	1.34%	1.67%	2.49%	2.80%	1.15%	1.86%
Traffic congestion	9.48%	10.27%	10.25%	11.74%	11.12%	12.77%	12.66%	14.66%	14.35%
Retail shopping opportunities	5.84%	5.59%	5.25%	4.22%	5.91%	6.91%	7.73%	7.52%	5.13%
Housing prices	4.51%	6.65%	7.15%	7.93%	7.02%	7.09%	6.13%	2.61%	1.19%
Other	3.69%	3.76%	4.89%	4.99%	4.51%	3.15%	1.92%	23.64%	18.74%
Street/sidewalk maintenance	3.59%	3.09%	2.73%	2.01%	1.91%	2.62%	2.88%	4.83%	5.58%
Parking	3.48%	4.39%	4.83%	6.64%	5.49%	4.72%	2.72%	2.84%	1.56%
Train noise	3.43%	3.18%	5.41%	5.20%	5.91%	5.29%	7.65%	2.23%	2.08%
Traffic noise	2.72%	3.18%	3.73%	4.58%	4.70%	5.21%	4.65%	n/a	n/a
Traffic speed	2.15%	3.13%	3.36%	4.27%	4.88%	3.98%	3.45%	n/a	n/a
Building/zoning codes	1.79%	1.98%	2.68%	2.83%	3.72%	2.80%	3.00%	5.45%	6.77%
Refuse collection services	1.02%	1.49%	2.31%	2.06%	2.05%	2.58%	4.09%	6.68%	5.28%
Quality of schools	1.02%	1.11%	0.63%	0.72%	0.37%	0.35%	1.20%	3.15%	3.72%
Safety	0.82%	0.53%	0.16%	0.41%	0.09%	0.31%	0.72%	n/a	n/a
City services	0.61%	0.77%	0.63%	0.57%	0.14%	1.01%	1.36%	4.22%	8.18%
Parks, rec./leisure opportunities	0.20%	0.53%	0.63%	1.13%	0.70%	0.70%	1.12%	3.07%	3.20%

12-3 What do you think will be the three biggest problems Elmhurst will face in the next five years?

	2012	2010	2008	2006	2004	2002	2000	1998	1996
Taxes	16.82%	16.89%	15.28%	15.04%	15.37%	11.86%	13.91%	6.27%	8.68%
Cost of living/affordability	14.28%	14.70%	17.61%	20.86%	20.40%	15.87%	15.23%	1.33%	1.32%
Property value decline	10.75%	9.77%	5.96%	2.91%	0.91%	1.65%	1.16%	0.94%	0.88%
Cost of government services	9.40%	10.18%	6.47%	4.12%	4.81%	4.55%	3.77%	n/a	n/a
Stormwater management/flooding	8.36%	2.28%	1.81%	0.68%	1.31%	1.57%	2.08%	0.39%	0.44%
Airplane noise/airport expansion	6.87%	7.80%	9.99%	9.22%	10.88%	16.83%	10.98%	4.39%	2.94%
Crime	4.83%	3.74%	3.57%	3.30%	3.54%	7.90%	10.74%	10.97%	13.54%
Maintaining quality of life	4.53%	4.88%	5.90%	5.14%	4.08%	4.13%	n/a	1.18%	2.65%
Quality of schools	4.48%	4.38%	2.12%	5.09%	1.81%	1.78%	3.97%	17.01%	12.95%
Maintaining infrastructure	4.08%	5.11%	5.02%	3.25%	3.08%	4.01%	4.61%	5.49%	4.34%
Traffic congestion	3.88%	4.56%	7.98%	8.54%	10.34%	10.46%	10.30%	15.52%	12.44%
Population inc./demo. change	2.99%	3.47%	5.28%	8.25%	6.48%	5.83%	6.41%	5.96%	5.59%
Substance abuse	2.34%	2.33%	1.09%	1.21%	1.31%	n/a	n/a	n/a	1.25%
Quality of businesses	1.99%	2.92%	3.00%	2.13%	3.22%	4.01%	5.93%	4.62%	3.09%
Housing replacement	1.49%	1.23%	3.47%	4.85%	6.80%	5.33%	6.49%	2.98%	1.77%
Quality of City services	1.19%	2.97%	0.73%	0.39%	0.41%	0.87%	1.04%	2.82%	4.42%
Other	0.95%	1.00%	1.45%	1.41%	1.59%	0.62%	0.72%	18.42%	23.18%
Parking	0.70%	1.41%	2.95%	3.06%	3.17%	2.11%	1.64%	1.72%	0.52%
Quality of parks and rec. programs	0.10%	0.37%	0.31%	0.53%	0.50%	0.62%	1.00%	n/a	n/a

12-4 In general, how do you rate City of Elmhurst government operations?

	2012	2010	2008	2006	2004	2002	2000	1998	1996
Good to Excellent	68.44%	72.07%	80.37%	80.18%	81.27%	82.78%	77.41%	81.00%	76.30%
Fair to Excellent	96.51%	96.32%	98.16%	98.22%	98.07%	97.32%	98.13%	95.75%	96.55%