

**SECTION ONE - QUALITY OF LIFE**

2012 Survey Results

**How do you rate the following?**

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
1-1 Overall quality of your neighborhood	249 35.83%	386 55.54% 91.37%	54 7.77% 99.14%	5 0.72%	1 0.14% 0.86%	695	1	696
1-2 Overall quality of the Elmhurst community	250 35.92%	413 59.34% 95.26%	31 4.45% 99.71%	2 0.29%	0 0.00% 0.29%	696	0	696
1-3 The Elmhurst community as a place to live	322 46.46%	335 48.34% 94.81%	33 4.76% 99.57%	3 0.43%	0 0.00% 0.43%	693	0	693
1-4 The Elmhurst community as a place to raise children	362 54.44%	270 40.60% 95.04%	29 4.36% 99.40%	4 0.60%	0 0.00% 0.60%	665	29	694
1-5 The Elmhurst community as a place to retire	106 17.24%	212 34.47% 51.71%	201 32.68% 84.39%	75 12.20%	21 3.41% 15.61%	615	78	693
1-6 Physical appearance of private property	156 22.48%	465 67.00% 89.48%	64 9.22% 98.70%	7 1.01%	2 0.29% 1.30%	694	0	694
1-7 Physical appearance of public property	222 32.13%	404 58.47% 90.59%	59 8.54% 99.13%	4 0.58%	2 0.29% 0.87%	691	0	691
1-8 How would you rate the overall quality of life in Elmhurst now compared to five years ago?	About the				Total			
	Better	same	Worse	Responses				
	116 17.37%	478 71.56%	74 11.08%	668				

**SECTION TWO - PUBLIC SAFETY**

2-1 Have you called 9-1-1 in the past 12 months?	Yes	No	Total Responses
	121 17.46%	572 82.54%	693
2-2 If "Yes," what type of call(s) did you make?	Responses		
Fire emergency (a)	11	8.40%	
Ambulance (b)	55	41.98%	
Police emergency (c)	29	22.14%	
Other (d)	36	27.48%	

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
2-3 Response time	35 64.81%	11 20.37% 85.19%	4 7.41% 92.59%	2 3.70%	2 3.70% 7.41%	54	42	96

2-4 Quality of service	38 73.08%	8 15.38% 88.46%	3 5.77% 94.23%	1 1.92%	2 3.85% 5.77%	52	43	95
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2-5 Professionalism and courtesy	39 73.58%	7 13.21% 86.79%	5 9.43% 96.23%	0 0.00%	2 3.77% 3.77%	53	43	96
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	Yes	No	Total Responses
2-6 Have you been in contact with non-emergency Fire Department staff in the past 12 months?	62 9.60%	584 90.40%	646

	Responses
2-7 If yes, please check the type of experience:	
Medical Training	4 7.02%
Installation of Car Seats	7 12.28%
Public Education	19 33.33%
Other	27 47.37%

	Yes	No	Total Responses
2-8 Do you have carbon monoxide detectors in your home?	603 90.00%	67 10.00%	670

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
2-9 Response time	44 72.13%	12 19.67% 91.80%	4 6.56% 98.36%	0 0.00%	1 1.64% 1.64%	61	47	108

2-10 Quality of service	44 73.33%	13 21.67% 95.00%	1 1.67% 96.67%	1 1.67%	1 1.67% 3.33%	60	46	106
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2-11 Professionalism and courtesy	45 73.77%	12 19.67% 93.44%	2 3.28% 96.72%	0 0.00%	2 3.28% 3.28%	61	46	107
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**How do you rate the overall visibility of police in ....**

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
2-12 Your neighborhood	88 13.58%	304 46.91% 60.49%	194 29.94% 90.43%	49 7.56%	13 2.01% 9.57%	648	7	655
2-13 The City as a whole	126 21.95%	315 54.88% 76.83%	116 20.21% 97.04%	14 2.44%	3 4.00% 2.96%	574	7	581

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
2-14 Response time	34 44.74%	23 30.26% 75.00%	14 18.42% 93.42%	3 3.95%	2 2.63% 6.58%	76	49	125
2-15 Quality of service	38 49.35%	22 28.57% 77.92%	10 12.99% 90.91%	4 5.19%	3 3.90% 9.09%	77	48	125
2-16 Professionalism and courtesy	43 55.13%	19 24.36% 79.49%	5 6.41% 85.90%	6 7.69%	5 6.41% 14.10%	78	47	125

**2-17 Have you been stopped by the Elmhurst Police for a traffic violation in the past 12 months?**

	Yes	No	Total Responses
	65 9.62%	611 90.38%	676

**2-18 If Yes, what penalty (or penalties) did you receive?**

	Responses	
Written Warning	31	47.69%
Written Citation	34	52.31%

**2-19 How do you rate the professionalism and courtesy of the officer during the traffic stop?**

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
	26 26.53%	39 39.80% 66.33%	21 21.43% 87.76%	6 6.12%	6 6.12% 12.24%	98	53	151

How safe do you feel ...		Very Safe (5)	Safe (4)	Neither Safe Nor Unsafe (3)	Unsafe (2)	Very Unsafe (1)	Responses With Opinion	No Opinion (0)	Total Responses
2-20	In your neighborhood	236 34.45%	379 55.33% 89.78%	58 8.47% 98.25%	10 1.46%	2 0.29% 1.75%	685	1	686
2-21	On City streets at night	159 23.80%	384 57.49% 81.29%	102 15.27% 96.56%	20 2.99%	3 0.45% 3.44%	668	18	686
2-22	In City parks	145 22.98%	338 53.57% 76.55%	128 20.29% 96.83%	17 2.69%	3 0.48% 3.17%	631	50	681
2-23	In Elmhurst City Centre	232 35.20%	353 53.57% 88.77%	66 10.02% 98.79%	8 1.21%	0 0.00% 1.21%	659	25	684
2-24	In the City in general	180 26.63%	423 62.57% 89.20%	67 9.91% 99.11%	6 0.89%	0 0.00% 0.89%	676	10	686

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**SECTION THREE - PUBLIC WORKS DEPARTMENT**

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3-1 Have you called, written or personally visited the Public Works Department in the past 12 months?

Yes	No	Total Responses
187	500	687
27.22%	72.78%	

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

		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
3-2	Response time	69 36.13%	76 39.79% 75.92%	25 13.09% 89.01%	14 7.33%	7 3.66% 10.99%	191	32	223
3-3	Quality of service	72 38.10%	69 36.51% 74.60%	26 13.76% 88.36%	16 8.47%	6 3.17% 11.64%	189	32	221
3-4	Professionalism and courtesy	91 49.19%	58 31.35% 80.54%	23 12.43% 92.97%	8 4.32%	3 1.62% 5.95%	185	37	222

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
3-5 Street maintenance	88 13.04%	352 52.15% 65.19%	176 26.07% 91.26%	44 6.52%	15 2.22% 8.74%	675	5	680
3-6 Street sweeping	97 14.52%	352 52.69% 67.22%	164 24.55% 91.77%	39 5.84%	16 2.40% 8.23%	668	16	684
3-7 Snow/ice removal	144 21.21%	359 52.87% 74.08%	137 20.18% 94.26%	29 4.27%	10 1.47% 5.74%	679	7	686
3-8 Quantity of parkway trees	155 23.27%	361 54.20% 77.48%	112 16.82% 94.29%	30 4.50%	8 1.20% 5.71%	666	16	682
3-9 Quality of parkway trees	144 21.88%	350 53.19% 75.08%	128 19.45% 94.53%	29 4.41%	7 1.06% 5.47%	658	21	679
3-10 Parkway tree maintenance	136 20.80%	322 49.24% 70.03%	127 19.42% 89.45%	48 7.34%	21 3.21% 10.55%	654	26	680
3-11 Street lighting	143 21.09%	415 61.21% 82.30%	97 14.31% 96.61%	18 2.65%	5 0.74% 3.39%	678	3	681
3-12 Sidewalks in your area (if applicable)	87 14.52%	302 50.42% 64.94%	152 25.38% 90.32%	37 6.18%	21 3.51% 9.68%	599	33	632
3-13 Mosquito Control	59 9.59%	314 51.06% 60.65%	175 28.46% 89.11%	56 9.11%	11 1.79% 10.89%	615	64	679
3-14 Refuse Collection	207 30.26%	399 58.33% 88.60%	67 9.80% 98.39%	4 0.58%	7 1.02% 1.61%	684	4	688
3-15 Yardwaste Collection	192 28.70%	363 54.26% 82.96%	81 12.11% 95.07%	19 2.84%	14 2.09% 4.93%	669	15	684
3-16 Recycling	216 31.08%	395 56.83% 87.91%	58 8.35% 96.26%	5 0.72%	6 0.86% 1.58%	695	5	700

**SECTION FOUR - TRAFFIC AND TRANSPORTATION**

Please rate each of the following?

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
4-1 Commuter Parking	92 18.70%	270 54.88% 73.58%	105 21.34% 94.92%	19 3.86%	6 1.22% 5.08%	492	181	673
4-2 Shopper Parking	74 11.16%	299 45.10% 56.26%	216 32.58% 88.84%	51 7.69%	23 3.47% 11.16%	663	17	680
4-3 Ease of Travel By Car	86 12.72%	375 55.47% 68.20%	179 26.48% 94.67%	30 4.44%	6 0.89% 5.33%	676	7	683
4-4 Traffic Enforcement	73 11.59%	396 62.86% 74.44%	135 21.43% 95.87%	16 2.54%	10 1.59% 4.13%	630	50	680
4-5 Condition of Streets	72 10.65%	366 54.14% 64.79%	183 27.07% 91.86%	50 7.40%	5 0.74% 8.14%	676	4	680
4-6 Ease of travel by bike	56 12.50%	228 50.89% 63.39%	126 28.13% 91.52%	28 6.25%	10 2.23% 8.48%	448	217	665
4-7 Bike parking	34 9.26%	172 46.87% 56.13%	121 32.97% 89.10%	32 8.72%	8 2.18% 10.90%	367	293	660
<b>How do you rate traffic speed compliance in ....</b>								
4-8 Your neighborhood	50 7.42%	280 41.54% 48.96%	204 30.27% 79.23%	84 12.46%	56 8.31% 20.77%	674	6	680
4-9 Throughout the City	50 7.58%	374 56.67% 64.24%	188 28.48% 92.73%	36 5.45%	12 1.82% 7.27%	660	17	677
4-10 Have you observed the Police Department's SMART trailer in the community during the last year?	Yes 459 66.72%	No 229 33.28%	Total Responses 688					
4-11 If "Yes," how do you rate its effectiveness in controlling vehicular speeds?	Excellent (5) 49 11.04%	Good (4) 205 46.17% 57.21%	Fair (3) 142 31.98% 89.19%	Poor (2) 39 8.78%	Very Poor (1) 9 2.03% 10.81%	Responses With Opinion 444	No Opinion (0) 32	Total Responses 476

4-12 Are you aware of the 25 mile per hour speed limit (unless otherwise posted) on Elmhurst streets?

	Yes	No	Total Responses
	632	56	688
	91.86%	8.14%	

4-13 If you work outside the home, how far do you normally commute to work?

	Responses	
	Number	Percentage
20 miles or more	112	23.58%
16 - 19 miles	73	15.37%
11 - 15 miles	85	17.89%
6 - 10 miles	88	18.53%
Less than 5 miles	117	24.63%
Total Responses	475	100.00%

4-14 If you work outside the home, how do you normally commute to work?

	Responses	
	Number	Percentage
Personal Vehicle (a)	386	79.42%
Carpool (b)	6	1.23%
Bus to train (c)	2	0.41%
Car to train (d)	51	10.49%
Walk/bike to Train (e)	21	4.32%
Bike (f)	7	1.44%
Walk (g)	5	1.03%
Other (h)	8	1.65%
Total Responses	486	100.00%

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

	Responses	
	Number	Percentage
Recreation (a)	276	67.15%
Exercise (b)	173	42.09%
Transportation/Commuting (c)	16	3.89%
Errands around town (d)	51	12.41%
Total Responses	411	100.00%

## SECTION FIVE - DOWNTOWN

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

						Responses	No	Total
	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	Opinion (0)	Responses
5-1 Attractiveness and appearance	213 30.96%	426 61.92%	49 7.12%	0 0.00%	0 0.00%	688	8	696
5-2 Parking convenience and accessibility	88 12.88%	329 48.17%	196 28.70%	54 7.91%	16 2.34%	683	12	695
5-3 Special events and promotions	88 14.38%	322 52.61%	167 27.29%	31 5.07%	4 0.65%	612	76	688
5-4 Snow removal (walks/parking lots)	144 23.11%	391 62.76%	76 12.20%	10 1.61%	2 0.32%	623	70	693

5-5 Litter and trash clean-up	192 28.92%	412 62.05% 90.96%	56 8.43% 99.40%	3 0.45%	1 0.15% 0.60%	664	28	692
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5-6 Pedestrian accessibility and security	188 28.53%	401 60.85% 89.38%	67 10.17% 99.54%	2 0.30%	1 0.15% 0.46%	659	31	690
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5-7 How would you rate the overall quality of Elmhurst City Centre now compared to five years ago?	About the				Total			
	Better	Same	Worse		Responses			
	315	334	22		671			
	46.94%	49.78%	3.28%					

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5-8 What is your best source for City event information?

	Responses	
	Number	Percentage
www.elmhurst.org (a)	65	9.63%
"Front Porch" newsletter (b)	311	46.07%
Newspaper (c)	266	39.41%
School Newsletters (d)	13	1.93%
Social Media (Facebook/Twitter) (e)	6	0.89%
Other (f)	14	2.07%
Total Responses	675	100.00%

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5-9 How often do you or member of your family visit or shop in the City Centre?

	Responses	
	Number	Percentage
At least once a week (a)	268	38.67%
At least once a month (b)	226	32.61%
Every few months (c)	116	16.74%
1 - 2 times per year (d)	49	7.07%
Never (e)	34	4.91%
Total Responses	693	100.00%

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5-10 How would coordinated and extended weekday evening retail hours in the City Centre impact your shopping habits?

	Responses	
	Number	Percentage
I would shop there much more if the hours were extended (a)	41	5.98%
I would shop there a little more if the hours were extended (b)	124	18.08%
There would be no change in my shopping habits (c)	518	75.51%
Other (d)	3	0.44%
Total Responses	686	100.00%

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5-11 What type of retail stores would you most like to see added to downtown Elmhurst? (Mark all that apply)

	Responses	
	Number	Percentage
Restaurants (a)	219	35.15%
Clothing (b)	153	24.56%
Specialty Items / Gifts (c)	146	23.43%
Book Store (d)	275	44.14%
Music Store (e)	84	13.48%
Gourmet foods / Specialty grocery (f)	227	36.44%
Other (g)	76	12.20%

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

	Responses	
Spring Road (a)	238	35.47%
York & Vallette(b)	255	38.00%
Butterfield & York (c)	321	47.84%
Elmhurst Crossing (Rt 83 & St Charles) (d)	553	82.41%
Other (e)	20	2.98%

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

	About the			Total
	More	Same	Less	Responses
	78	556	49	683
	11.42%	81.41%	7.17%	

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)

	In Elmhurst	Outside Elmhurst	Online	All about equally	% at least		Responses
					exclusively in Elmhurst	partially in Elmhurst	
Automobiles	239	257	42	133	33.54%	57.99%	638
Electronics	32	504	99	65	3.52%	14.83%	654
Large Appliances	131	451	26	79	17.00%	32.16%	653
Small Appliances	129	419	53	103	11.18%	40.33%	662
Groceries	528	188	5	50	65.17%	83.38%	692
Sporting Goods	49	484	36	71	6.73%	19.70%	609
Fabrics/Home Goods	51	501	22	78	5.63%	18.49%	622
Toys	114	341	41	116	15.88%	40.14%	573
Books	40	418	185	36	5.71%	12.04%	631
Clothing	114	485	58	105	8.57%	32.78%	665
Shoes	122	469	56	89	12.01%	31.68%	666
Hardware/Home Improvement	297	353	10	120	30.59%	60.74%	680

#### SECTION SIX - BUILDING AND CODE ENFORCEMENT

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

	Total		
	Yes	No	Responses
	118	568	686
	17.20%	82.80%	

If yes, how do you rate the following?

	Responses					With Opinion	No Opinion (0)	Total Responses
	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)			
6-2 Response Time	46 38.66%	44 36.97% 75.63%	17 14.29% 89.92%	6 5.04%	6 5.04% 10.08%	119	20	139
6-3 Accuracy of information	45 37.50%	46 38.33% 75.83%	17 14.17% 90.00%	6 5.00%	6 5.00% 10.00%	120	19	139
6-4 Quality of Service	47 39.17%	46 38.33% 77.50%	16 13.33% 90.83%	4 3.33%	7 5.83% 9.17%	120	19	139
6-5 Professionalism and courtesy	53 44.54%	49 41.18% 85.71%	7 5.88% 91.60%	5 4.20%	5 4.20% 8.40%	119	19	138

**SECTION SEVEN - CULTURAL ATTRACTIONS**

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

	Responses	
	Number	Percentage
At least once a week (a)	219	31.51%
At least once a month (b)	193	27.77%
Every few months (c)	127	18.27%
1 - 2 times per year (d)	79	11.37%
Never (e)	77	11.08%
<b>Total Responses</b>	<b>695</b>	<b>100.00%</b>

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

	Responses	
	Number	Percentage
To check out items	561	91.82%
Meeting Room Space	66	10.80%
To use the computer	88	14.40%
Attend programs	168	27.50%
As a place to work/study	142	23.24%
As a place to meet with others	67	10.97%
	<b>611</b>	

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses		Total Responses
						With Opinion	No Opinion (0)	
7-3 Professionalism and courtesy	406 67.44%	176 29.24%	16 2.66%	3 0.50%	1 0.17%	602 96.68%	8 0.66%	610
7-4 Library services in general	409 68.51%	178 29.82%	9 1.51%	1 0.17%	0 0.00%	597 98.32%	9 1.47%	606
7-5 Children's programs	233 68.13%	101 29.53%	7 2.05%	1 0.29%	0 0.00%	342 97.66%	238 99.71%	580

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

	Responses	
Bi-Monthly Newsletter (Fine Print)(a)	386	62.87%
Library website (www.elmhurstpubliclibrary.org) (b)	157	25.57%
Local newspapers (c)	224	36.48%
Library flyers/posters (d)	165	26.87%
Twitter (e)	1	0.16%
Facebook (f)	9	1.47%

	Yes	No	Total Responses
7-7 Do you use an e-reader device?	204 30.58%	463 69.42%	667

**Elmhurst Historical Museum**

	Yes	No	Total Responses
7-8 Have you visited the Elmhurst Historical Museum in the past 12 months?	139 20.20%	549 79.80%	688

7-9 What are the reasons you visited the Museum? (Mark all that apply)

	Responses	
See an exhibit (a)	137	77.84%
School/scout field trip (b)	17	9.66%
Children's program (c)	31	17.61%
Family program (d)	17	9.66%
Adult program (e)	32	18.18%
Conduct research (f)	11	6.25%
Take visiting friends/family (g)	35	19.89%
Other (h)	10	5.68%

If you visited the Elmhurst Historical Museum in the past 12 months, please rate the following:

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
7-10 Professionalism and courtesy	92 62.59%	52 35.37%	2 1.36%	0 0.00%	1 0.68%	147	22	149
		97.96%	99.32%					

7-11 Overall satisfaction with visit:	91 61.90%	49 33.33%	6 4.08%	0 0.00%	1 0.68%	147	22	150
		95.24%	99.32%					

7-12 Quality of Service (exhibit, educational program, research)	90 61.22%	49 33.33%	7 4.76%	0 0.00%	1 0.68%	147	22	150
		94.56%	99.32%					

	More Than 10	6 - 10	3 - 5	Twice	Once	Never	Total Responses
7-13 How many times in the past 12 months have you or a member of your family visited the Elmhurst Historical Museum	2 0.35%	8 1.42%	42 7.43%	58 10.27%	66 11.68%	389 68.85%	565
				19.47%	31.15%		

7-14 If there was an admission fee, would you have visited the Elmhurst Historical Museum the same number of times?

Yes	No	Not Sure	Total Responses
145 29.23%	123 24.80%	228 45.97%	496

7-15 What do you believe is a reasonable admission fee for the Elmhurst Historical Museum?

	Responses	
\$1-\$3 (a)	311	65.47%
\$4-\$5 (b)	103	21.68%
More than \$5 (c)	9	1.89%
Other (d)	52	10.95%

7-16 In the past 12 months how many times have you or a member of your family visited other museums?

	More Than 10	6 - 10	3 - 5	Twice	Once	Never	Total Responses
	21 3.31%	28 4.42%	120 18.93%	124 19.56%	96 15.14%	245 38.64%	634
				46.21%	61.36%		

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

	Yes	No	Total Responses
	168	454	622
	27.01%	72.99%	

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

	Responses	
Family/friends (a)	83	16.18%
"Front Porch" newsletter (b)	395	77.00%
Local newspapers (c)	311	60.62%
City/Museum website (d)	27	5.26%
Backpack flyers(e)	96	18.71%
Word of mouth (f)	39	7.60%
Museum calendars of events and flyers (g)	89	17.35%
District 205 website (h)	52	10.14%
Social Media/Facebook (i)	6	1.17%
Other (j)	12	2.34%

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

	Responses	
Weekday morning (a)	97	20.64%
Weekday afternoon (b)	127	27.02%
Weekday evening (c)	79	16.81%
Saturday (d)	317	67.45%
Sunday (e)	261	55.53%

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

	Yes	No	Total Responses
	195	369	564
	34.57%	65.43%	

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

	Responses	
Entertainment (a)	360	64.63%
Social Opportunity (b)	59	10.59%
Educational (c)	459	82.41%
Other (please specify)	3	0.54%

7-22 Which other Elmhurst cultural opportunities have you and/or your family visited in the past 12 months? (Mark all that apply)

	Responses	
Elmhurst Symphony (a)	75	19.43%
Elmhurst Art Museum (b)	155	40.16%
Elmhurst Historical Museum (c)	135	34.97%
Elmhurst Choral Union (d)	13	3.37%
Lizzadro Museum of Lapidary Art (e)	183	47.41%
Theatre Historical Society of America (f)	9	2.33%
Elmhurst Children's Theatre (g)	167	43.26%
Elmhurst College lectures/concerts (h)	51	13.21%
Other	25	6.48%

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
	138	355	92	10	2	597	44	641
	23.12%	59.46%	15.41%	1.68%	0.34%			
		82.58%	97.99%					

**SECTION EIGHT - FINANCE**

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

	Yes	No	Total Responses
	311	373	684
	45.47%	54.53%	

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
8-2 Response time	161	128	26	2	3	323	19	342
	49.85%	39.63%	8.05%	0.62%	0.93%			
		89.47%	97.52%		1.55%			

8-3 Quality of service	165	119	27	6	4	321	18	339
	51.40%	37.07%	8.41%	1.87%	1.25%			
		88.47%	96.88%		3.12%			

8-4 Professionalism and courtesy	173	110	24	6	6	319	19	338
	54.23%	34.48%	7.52%	1.88%	1.88%			
		88.71%	96.24%		3.76%			

	Over 10	6-10	2-5	Once	Never	Total Responses
8-5 How many times in the past 12 months have you visited City Hall?	20	45	281	164	154	664
	3.01%	6.78%	42.32%	24.70%	23.19%	

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

	Yes	No	Total Responses
	457	217	674
	67.80%	32.20%	

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))?

	Yes	No	Total Responses
	517	150	667
	77.51%	22.49%	

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
	184	376	57	6	4	627	40	667
	29.35%	59.97%	9.09%	0.96%	0.64%			
		89.31%	98.41%		1.59%			

**SECTION NINE - COMMUNICATIONS**

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

	Responses	
"Front Porch" newsletter (a)	577	84.98%
Cable Channel 6 (b)	54	7.95%
<a href="http://www.elmhurst.org">www.elmhurst.org</a> (c)	183	26.95%
Social Media/Facebook (d)	17	2.50%
Elmhurst Press (e)	469	69.07%
The Doings (f)	122	17.97%
Elmhurst Independent (g)	413	60.82%

9-2 Do you use the Internet?			Total
	Yes	No	Responses
	618	71	689
	89.70%	10.30%	

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9-3 If "Yes", where do you use the Internet?			Cell Phone	Laptop/			Total
	Home	Work	/Mobile	Library	Wi-Fi	Other	Responses
	605	354	306	79	267	9	623
	97.11%	56.82%	49.12%	12.68%	42.86%	1.44%	

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9-4 If "Yes", how often do you use the Internet?			Monthly	Total
	Daily	Weekly	Responses	
	573	40	5	618
	92.72%	6.47%	0.81%	

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

		Responses	
Dial up modem (a)	7	1.15%	
Broadband cable connection (b)	301	49.51%	
DSL line (c)	261	42.93%	
Wireless Cell Card (3G/4G) (d)	35	5.76%	
Don't know (e)	4	0.66%	
Total Responses	608	100.00%	

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9-6 Do you have a telephone landline at home?			Total
	Yes	No	Responses
	602	72	674
	89.32%	10.68%	

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

						Total
Over 10	6 - 10	4 - 6	3 - 5	1 - 2	Never	Responses
37	37	46	101	202	247	670
5.52%	5.52%	6.87%	15.07%	30.15%	36.87%	

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9-8 What was the reason for your visit? (Mark all that apply)

		Responses	
Information regarding City services (a)	305	71.43%	
Calendar information (b)	171	40.05%	
City Code information (c)	82	19.20%	
City Council minutes and agendas (d)	25	5.85%	
Contact information for elected officials and staff (e)	39	9.13%	
City forms and applications (f)	94	22.01%	
Electronic payments (g)	110	25.76%	
Other (h)	23	5.39%	

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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?

				Responses			Total
Excellent			Poor	Very	With	No	Responses
(5)	Good (4)	Fair (3)	(2)	Poor (1)	Opinion	Opinion (0)	
46	267	93	13	4	423	94	517
10.87%	63.12%	21.99%	3.07%	0.95%			
	74.00%	95.98%		4.02%			

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9-10 How would you rate the quality of the City's "Front Porch" newsletter	Excellent	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
	(5)							
	165	374	77	5	2	631	43	674
	30.73%	59.27%	12.20%	0.79%	0.32%			
		85.42%	97.62%		1.11%			

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))

More Than 10	6 - 10	4 - 6	3 - 5	1 - 2	Never	Total Responses
14	6	11	25	86	536	678
2.06%	0.88%	1.62%	3.69%	12.68%	79.06%	100.00%

9-12 How many times have you watched a City Council meeting online? (Available through City's website-www.elmhurst.org).

More Than 10	6 - 10	4 - 6	3 - 5	1 - 2	Never	Total Responses
4	1	1	7	40	624	677
0.59%	0.15%	0.15%	1.03%	5.91%	92.17%	100.00%

9-13 How would you rate City efforts to keep you informed?

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
73	385	145	21	5	629	36	665
11.61%	61.21%	23.05%	3.34%	0.79%			
	72.81%	95.87%		4.13%			

9-14 If the City were to pursue new approaches to building public awareness of a community-wide issues, what activities/initiatives would have an impact on your awareness of those issues: (Mark all that apply)

Online questions/suggestions with responses (a)	221	40.33%
One-time information/public suggestion and Q&A session in your area on a weeknight? (b)	107	19.53%
One-time information/public suggestion and Q&A session in your area on a Saturday? (c)	61	11.13%
A series of 2-4 weekly workshops held over consecutive weeks on weeknights? (d)	47	8.58%
A series of 2-4 weekly workshops held over consecutive weeks on Saturdays? (e)	26	4.74%
Regular updates on the City website (f)	214	39.05%
Twitter (g)	14	2.55%
Facebook (h)	60	10.95%
Special edition of the City's Front Porch newsletter (i)	410	74.82%
Other suggestions (j)	24	4.38%
No opinion (k)	113	

**SECTION TEN - BUDGET**

10-1 How would you rate the value of City programs/services for the fees and taxes you pay to the City?

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion (0)	Total Responses
49	285	232	61	12	639	30	669
7.67%	44.60%	36.31%	9.55%	1.88%			
	52.27%	88.58%		11.42%			

10-2 How do you get information non the City budget and finance? (Mark all that apply?)

	Responses	
City website (a)	95	14.18%
City newsletter (b)	251	37.46%
Attend meetings and hearings (c)	21	3.13%
Library (d)	15	2.24%
Local newspapers (e)	439	65.52%
Local blogs (f)	12	1.79%
Word of mouth (g)	138	20.60%
Don't know (h)	116	17.31%

10-3 How would you rate your awareness of the City budget?

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion (0)	Total Responses
6	133	300	165	38	642	39	681
0.93%	20.72%	46.73%	25.70%	5.92%			
	21.65%	68.38%		31.62%			

10-4 How would you rate the City's financial management (in the current recession)?

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion (0)	Total Responses
15	191	259	46	12	523	151	674
2.87%	36.52%	49.52%	8.80%	2.29%			
	39.39%	88.91%		11.09%			

10-5 Are you aware the City budget and financial reports are available on the City website?

Yes	No	Total Responses
308	346	654
47.09%	52.91%	

10-6 In the last two years have you viewed the City budget online or in person at the Library?

Yes	No	Total Responses
70	590	660
10.61%	89.39%	

10-7 If Yes, how would you rate the quality of information in the budget?

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion (0)	Total Responses
3	57	32	3	2	97	113	210
3.09%	58.76%	32.99%	3.09%	2.06%			
	61.86%	94.85%		5.15%			

10-8 How would you rate the level of service for the following?

	Too Much (3)	About Right (2)	Not Enough (1)	With Opinion	No Opinion (0)	Total Responses
Police protection	34 5.23%	551 84.77%	65 10.00%	650	5	655
Traffic enforcement	76 11.64%	479 73.35%	98 15.01%	653	8	661
Parking enforcement	139 22.60%	449 73.01%	27 4.39%	615	44	659
Fire protection	13 2.05%	614 96.69%	8 1.26%	635	25	660
Ambulance services	12 2.37%	489 96.45%	6 1.18%	507	152	659
Building code enforcement	42 8.64%	379 77.98%	65 13.37%	486	169	655
Street maintenance	7 1.06%	456 69.30%	195 29.64%	658	3	661
Street sweeping/cleaning	7 1.07%	485 74.27%	161 24.66%	653	11	664
Sidewalk maintenance	5 0.83%	396 65.67%	202 33.50%	603	52	655
50/50 sidewalk program	13 2.96%	325 74.03%	101 23.01%	439	203	642
Tree maintenance	12 1.88%	466 73.04%	160 25.08%	638	22	660
Tree replacement	14 2.30%	448 73.68%	146 24.01%	608	54	662
Snow/ice removal	14 2.14%	531 81.32%	108 16.54%	653	7	660
Historical museum programs/services	33 6.88%	433 90.21%	14 2.92%	480	175	655
Library programs/services	30 5.17%	534 92.07%	16 2.76%	580	78	658
Refuse collection	17 2.59%	601 91.48%	39 5.94%	657	2	659
Mosquito control	16 2.68%	421 70.64%	159 26.68%	596	62	658
Animal control	2 0.35%	388 68.67%	175 30.97%	565	91	656
Sanitary collection and treatment	7 1.18%	565 95.44%	20 3.38%	592	62	654
Water production and distribution	9 1.50%	576 96.00%	15 2.50%	600	55	655
Stormwater management	7 1.19%	331 56.48%	248 42.32%	586	67	653
Private property stormwater assistance (Rear yard drain program)	9 1.95%	262 56.83%	190 41.21%	461	193	654
Private property sanitary sewer assistance (Overhead sewer program)	10 2.40%	263 63.22%	143 34.38%	416	233	649

10-9 How would you rate the City's efforts to inform the public about the budget and finances?

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion (0)	Total Responses
24	208	256	69	18	575	87	662
4.17%	36.17%	44.52%	12.00%	3.13%			
	40.35%	84.87%		15.13%			

**SECTION ELEVEN - DEMOGRAPHIC INFORMATION**

11-1 Which category best reflects your age?

18 - 25 Years	26 - 35 Years	36 - 45 Years	46 - 55 Years	56 - 65 Years	Over 65 Years	Total Responses
1	45	131	167	136	202	682
0.15%	6.60%	19.21%	24.49%	19.94%	29.62%	100.00%

11-2 What is your gender?

Male	Female	Total Responses
315	356	671
46.94%	53.06%	

11-3 How long have you lived in Elmhurst?

5 years or less	6 - 10 years	11 - 20 years	21 - 35 years	36 - 50 years	Over 50 years	Total Responses
73	72	121	169	154	93	682
10.70%	10.56%	17.74%	24.78%	22.58%	13.64%	100.00%
				61.00%		

11-4 Do you own or rent your residence?

Own	Rent	Total Responses
659	18	677
97.34%	2.66%	

11-5 Please identify the area of the City in which you live.

	Responses	
	Number	Percentage
North of North Avenue & East of York Street (a)	77	11.36%
North of North Avenue & West of York Street (b)	99	14.60%
Between IL Prairie Path & North Ave. & East of York St. (c)	115	16.96%
Between IL Prairie Path & North Ave. & West of York St. (d)	122	17.99%
South of the IL Prairie Path & East of York Street (e)	106	15.63%
South of the IL Prairie Path & West of York Street (f)	159	23.45%
Total Responses	678	100.00%

**SECTION TWELVE - GENERAL COMMENTS**

12-1 What three things do you like most about living in Elmhurst?

Response	Ranking			Total Responses	Percentage
	#1	#2	#3		
Access to transportation (a)	60	48	38	146	7.23%
Central location/convenience (b)	194	101	79	374	18.52%
City services (c)	12	15	11	38	1.88%
Cultural opportunities (d)	5	5	6	16	0.79%
Library (e)	21	46	45	112	5.55%
Overall appearance of City (f)	20	38	69	127	6.29%
Parks, recreation/leisure opportunities (g)	4	29	35	68	3.37%
Property value (h)	35	64	58	157	7.78%
Quality of life (i)	171	102	98	371	18.38%
Quality of schools (j)	67	119	70	256	12.68%
Retail shopping opportunities (k)	1	5	8	14	0.69%
Safety (l)	35	48	58	141	6.98%
Sense of community/neighborhood (m)	48	53	79	180	8.92%
Street and sidewalk maintenance (n)	0	0	0	0	0.00%
Other (o)	8	0	11	19	0.94%
Total Responses	681	673	665	2,019	100.00%

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

Response	Ranking			Total Responses	Percentage	
	#1	#2	#3			
Airplane noise (a)	118	79	55	252	12.91%	37%
Building/zoning codes (b)	4	16	15	35	1.79%	5%
City services (c )	4	2	6	12	0.61%	2%
Cost of living, general (d)	59	89	78	226	11.58%	33%
Housing prices (e)	21	36	31	88	4.51%	13%
Parking (f)	13	26	29	68	3.48%	10%
Parks, recreation/leisure opportunities (g)	0	1	3	4	0.20%	1%
Quality of schools (h)	5	4	11	20	1.02%	3%
Refuse collection services (i)	5	9	6	20	1.02%	3%
Retail shopping opportunities (j)	14	39	61	114	5.84%	17%
Safety (k)	2	6	8	16	0.82%	2%
Street/sidewalk maintenance (l)	11	24	35	70	3.59%	10%
Stormwater management/flooding (m)	88	63	52	203	10.40%	30%
Taxes (n)	239	104	62	405	20.75%	59%
Traffic congestions (o)	42	71	72	185	9.48%	27%
Traffic noise (p)	10	21	22	53	2.72%	8%
Traffic speed (q)	5	18	19	42	2.15%	6%
Train noise ( r )	17	26	24	67	3.43%	10%
Other (s)	27	21	24	72	3.69%	11%
Total Responses	684	655	613	1,952	100.00%	

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

Response	Ranking			Total Responses	Percentage	
	#1	#2	#3			
Airplane noise/airport expansion (a)	62	36	40	138	6.87%	
Cost of government services (b)	69	62	58	189	9.40%	
Cost of living/affordability (c )	99	111	77	287	14.28%	
Crime (d)	33	26	38	97	4.83%	
Housing replacement (e)	5	8	17	30	1.49%	
Maintaining infrastructure (f)	14	42	26	82	4.08%	
Maintaining quality of life (g)	15	36	40	91	4.53%	
Parking (h)	6	5	3	14	0.70%	
Population inc./demographics change (i)	18	23	19	60	2.99%	
Property value decline (j)	60	90	66	216	10.75%	
Quality of businesses (k)	10	11	19	40	1.99%	
Quality of City services (l)	2	7	15	24	1.19%	
Quality of Parks and rec. programs (m)	1	0	1	2	0.10%	
Quality of schools (n)	26	24	40	90	4.48%	
Stormwater management/flooding (o)	73	51	44	168	8.36%	
Substance abuse (p)	4	19	24	47	2.34%	
Taxes (q)	155	96	87	338	16.82%	
Traffic congestion (r )	22	22	34	78	3.88%	
Other (s)	7	5	7	19	0.95%	
Total Responses	681	674	655	2,010	100.00%	

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

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses		Total Responses
					With Opinion	No Opinion (0)	
59	392	185	18	5	659	21	680
8.95%	59.48%	28.07%	2.73%	0.76%	659	21	680
	68.44%	96.51%		3.49%			