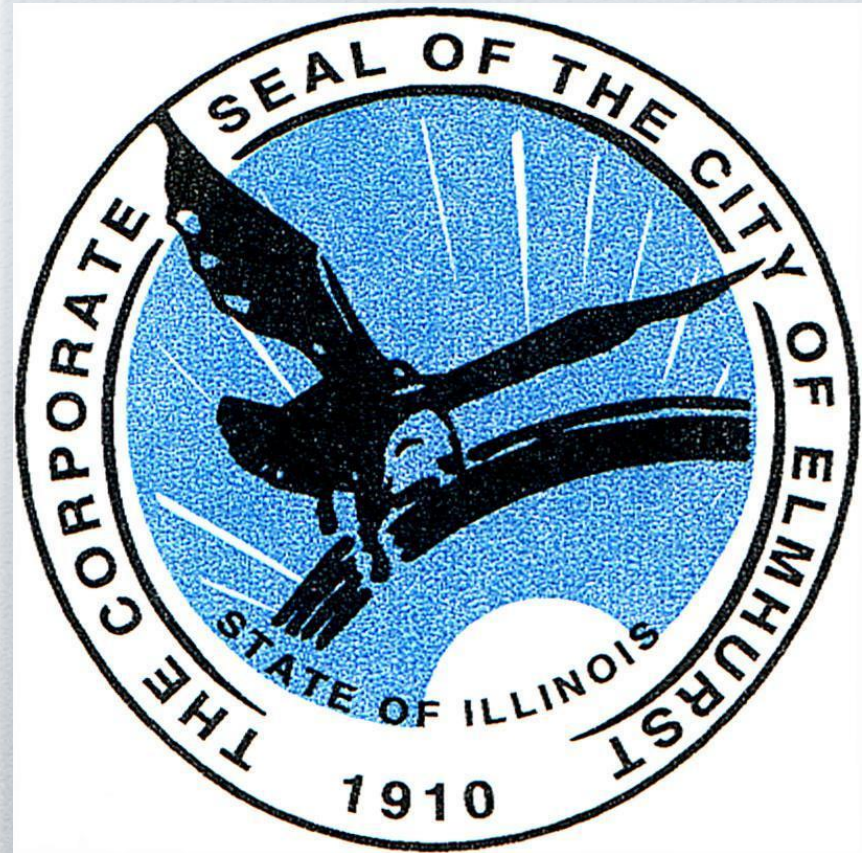


# 2012 Citizen Survey Summary



---

October 15, 2012



# 2012 Citizen Survey Summary

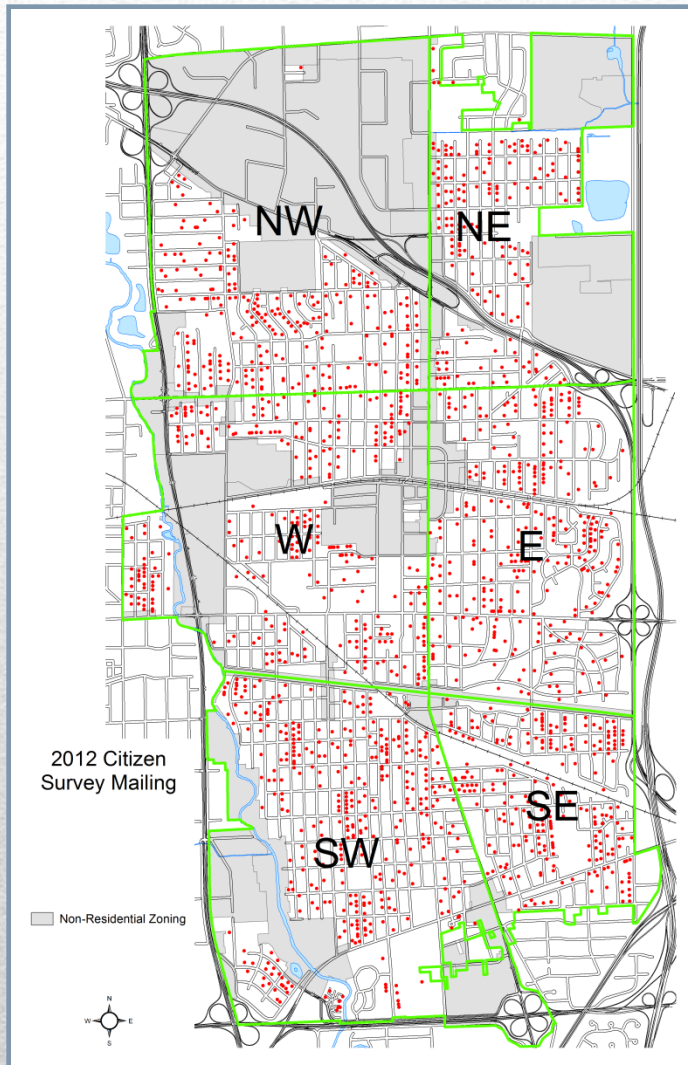
- **Completed biennially since 1994**
- **Mailed to 1,600 residents**
- **701 responses (43.81%)**
- **Historical data included (1996 – 2012)**
- **Results available at City Hall, Library and [www.elmhurst.org](http://www.elmhurst.org)**



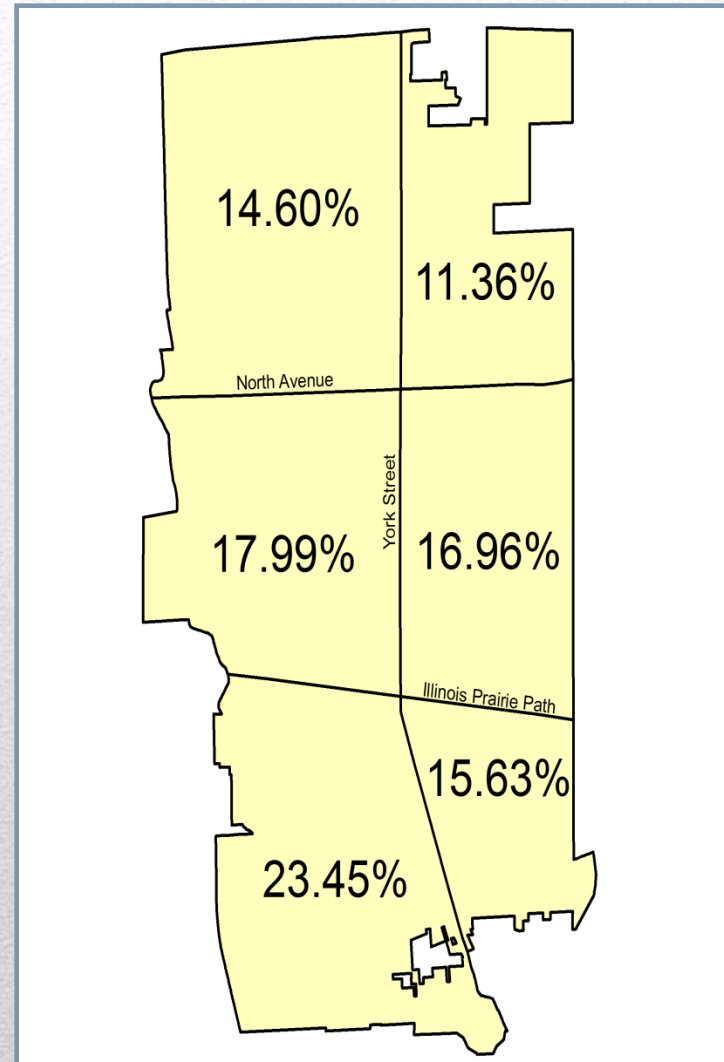
# 2012 Citizen Survey



## Mailing Locations

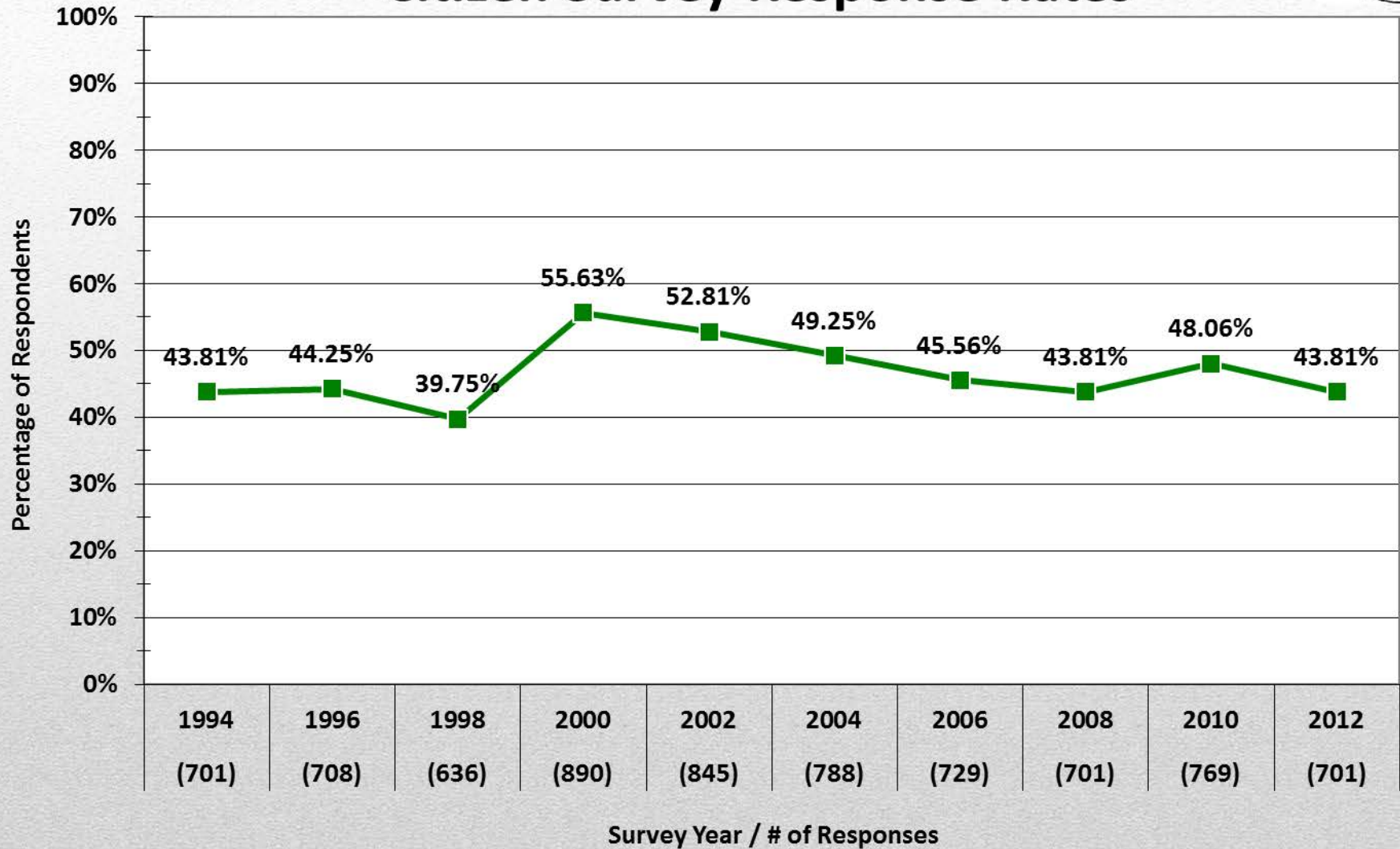


## % of Questionnaires Returned





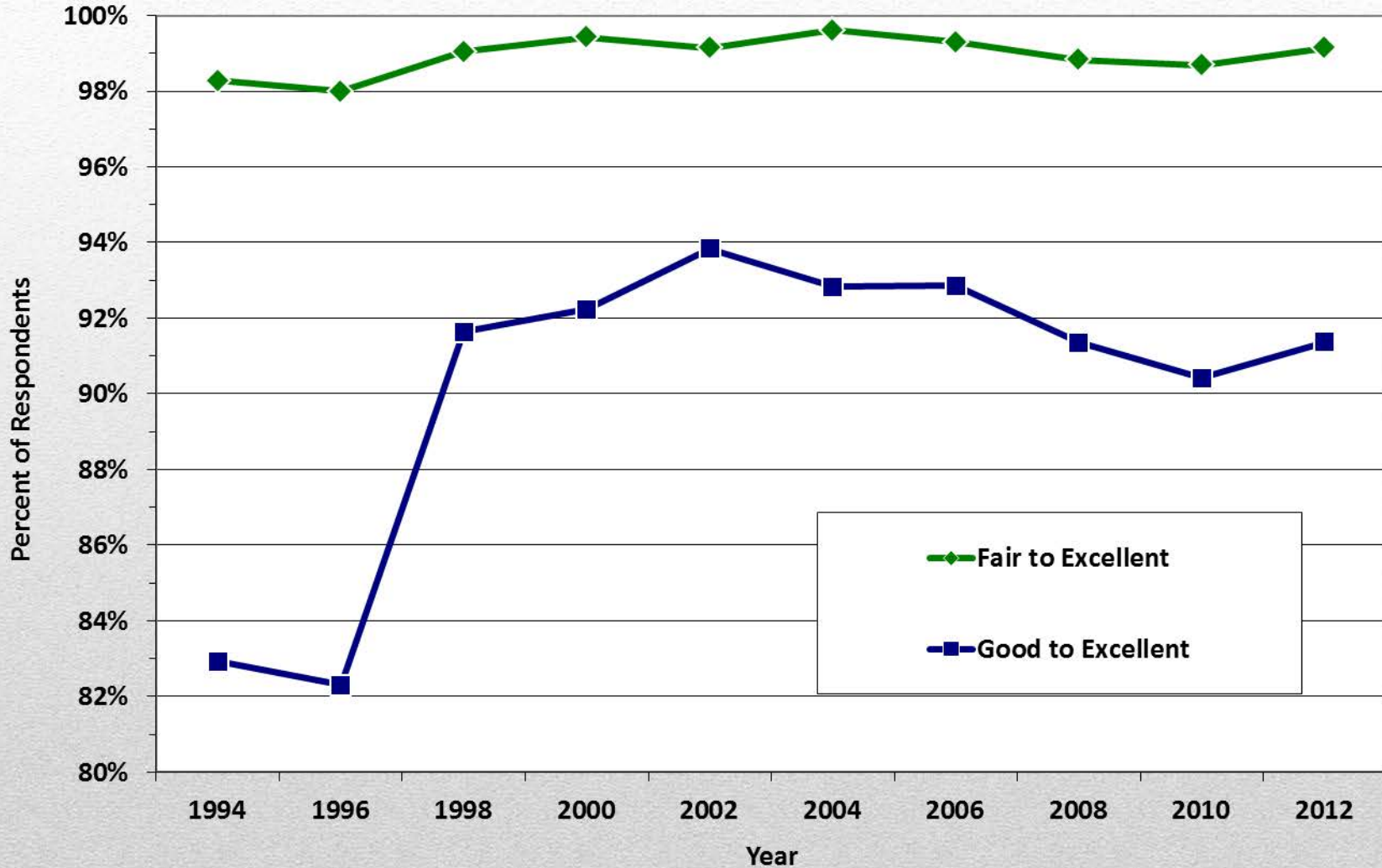
# Citizen Survey Response Rates





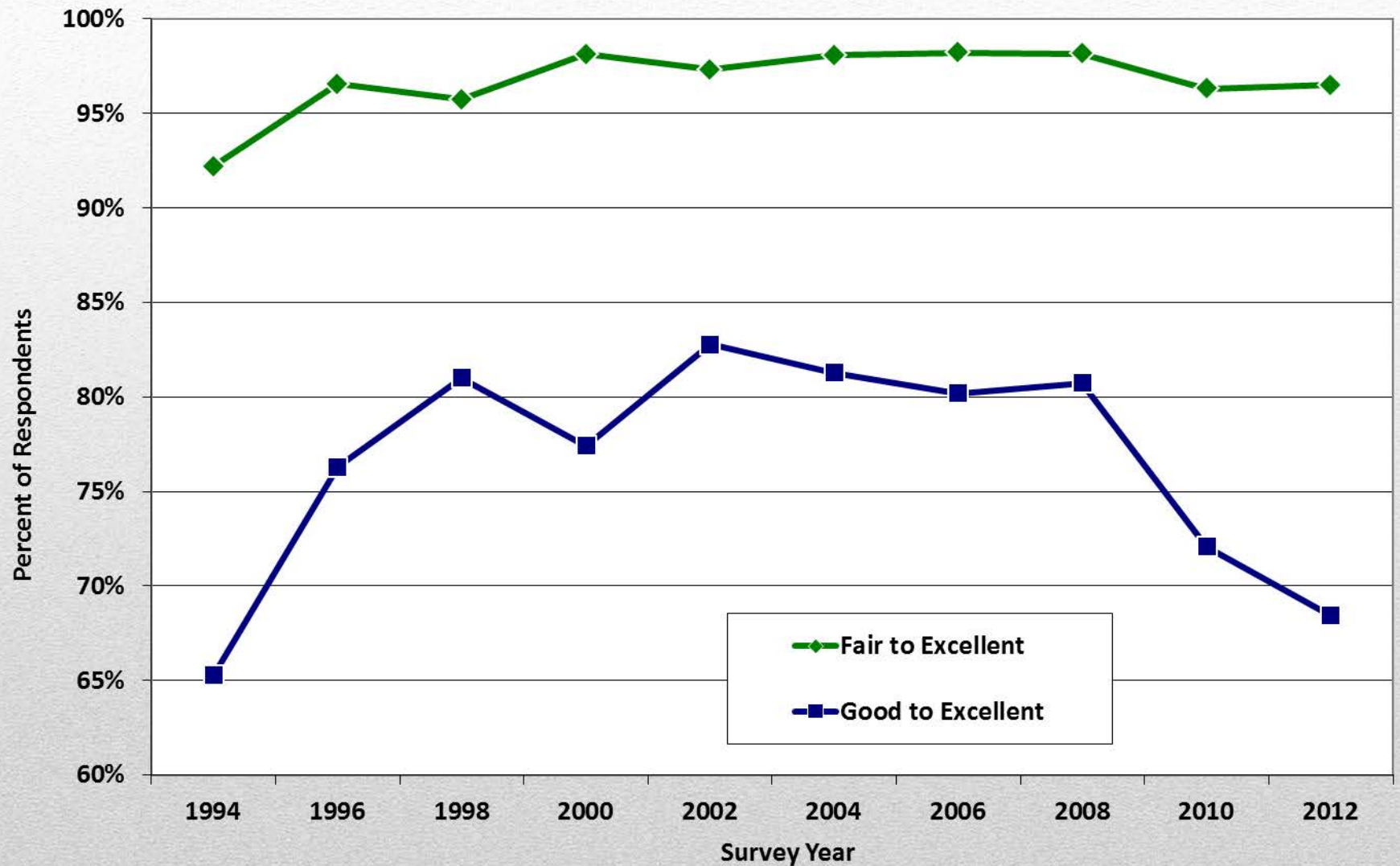


## Overall Quality of Your Neighborhood



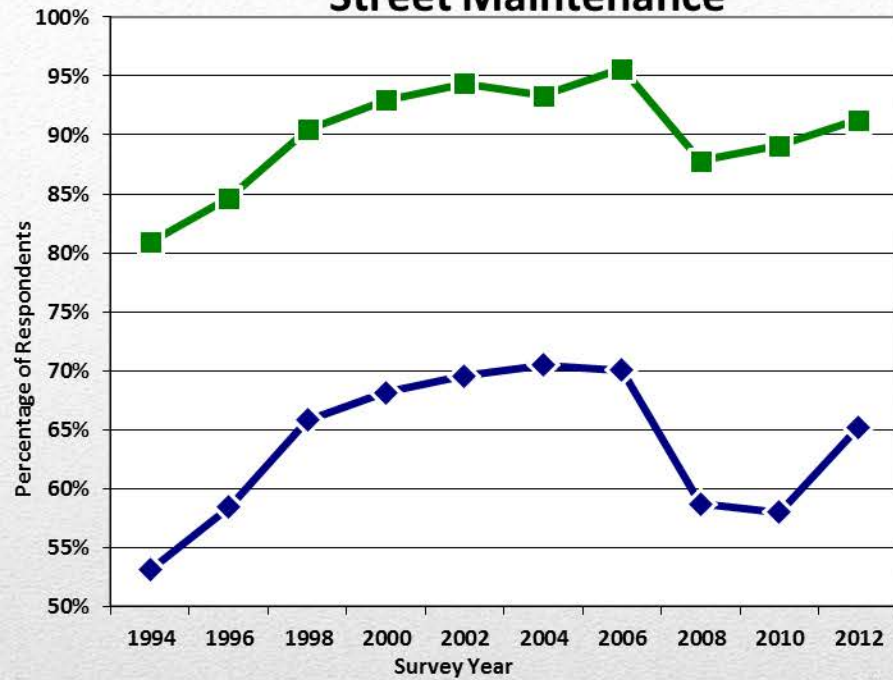


## Overall City of Elmhurst Operations

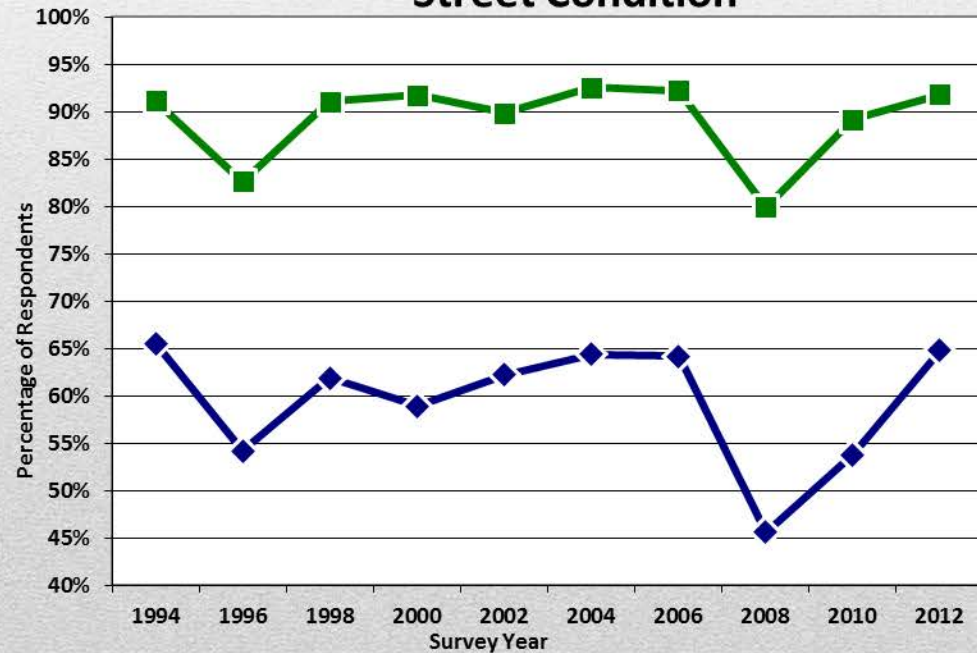




## Street Maintenance



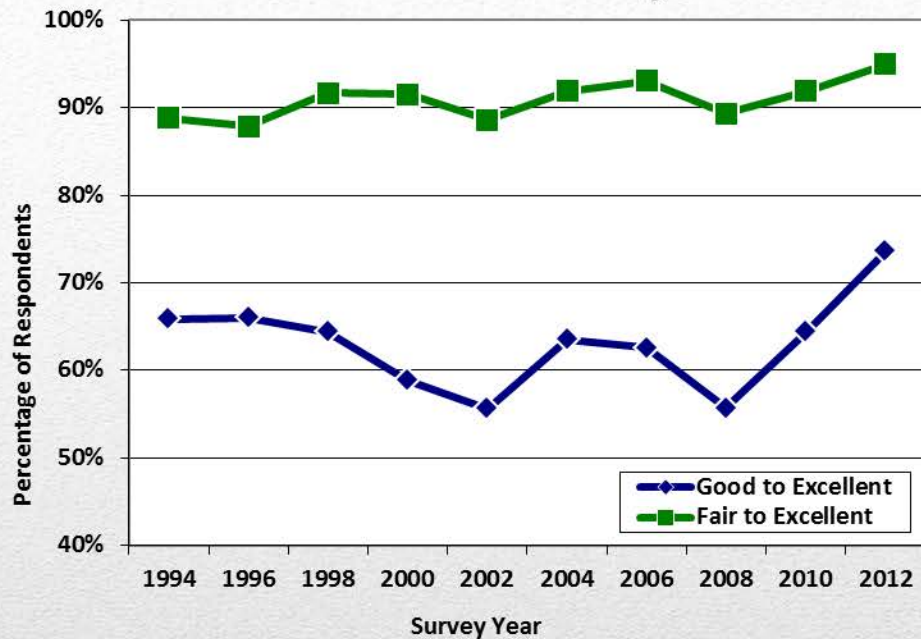
## Street Condition



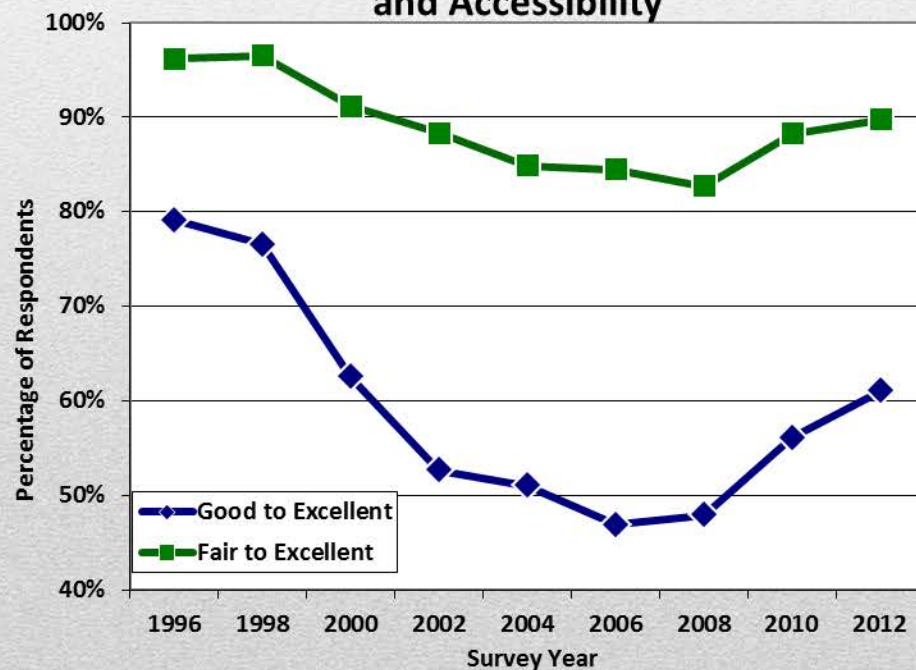




## Commuter Parking



## City Centre Parking Convenience and Accessibility

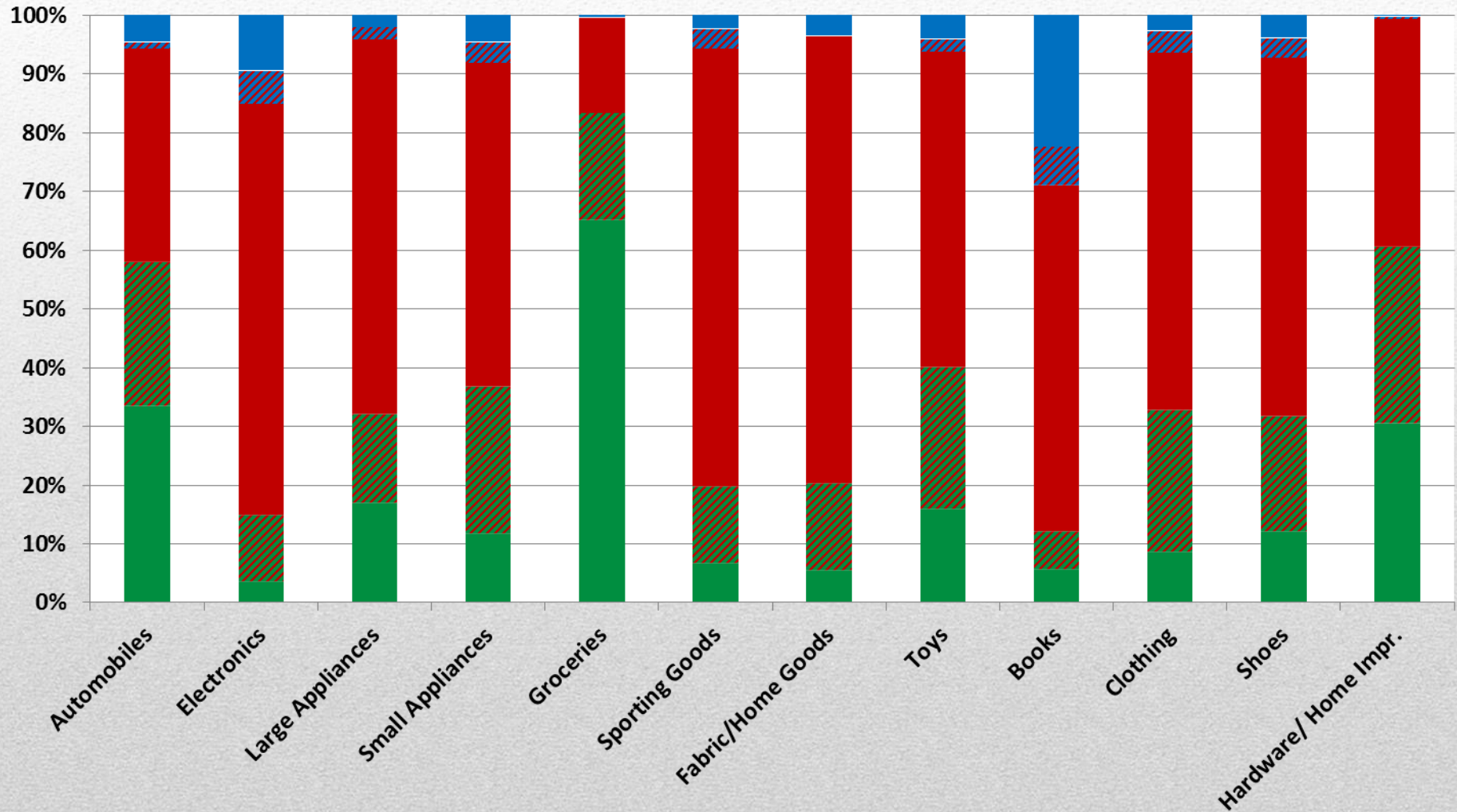






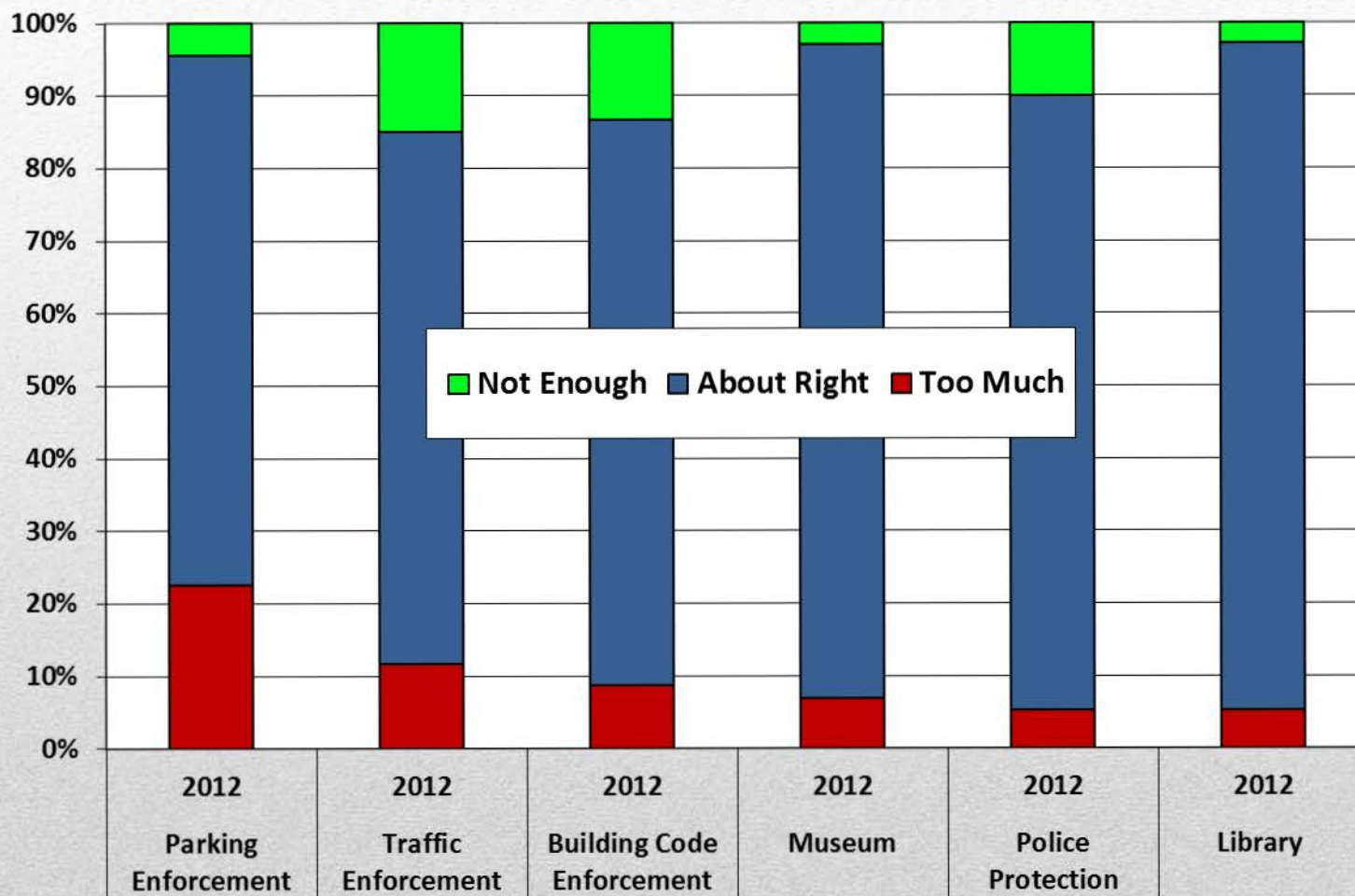
# Where Residents Shop

■ Only in Elmhurst ■ At least partly in Elmhurst ■ Only Outside Elmhurst ■ Outside Elmhurst+Online ■ Online Only





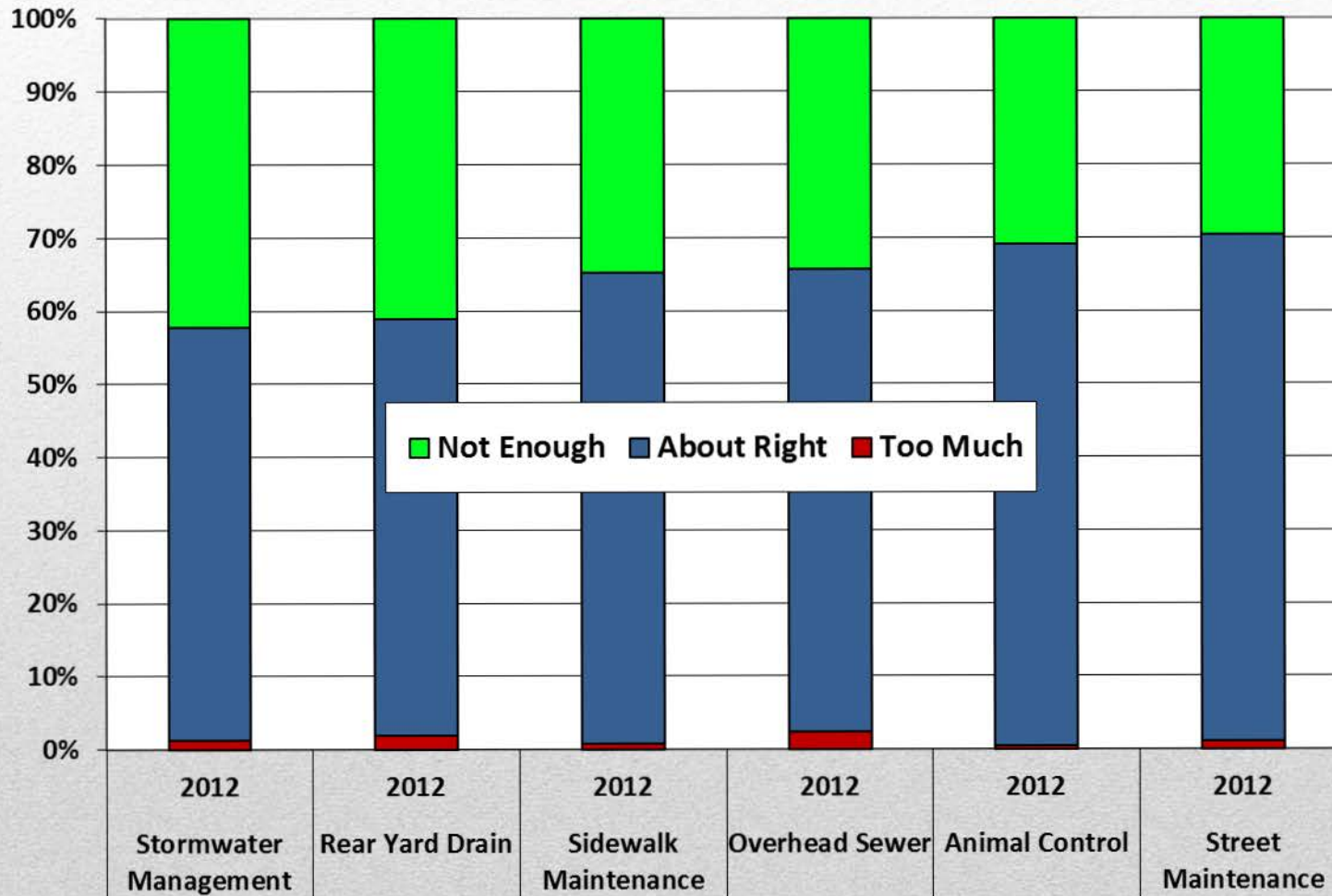
## Highest Ratings of "Too Much" Service







## Highest Ratings of "Not Enough" Service





## General Comments

### What three things do you like most about living in Elmhurst?

|                              | 2012   | 2010   | 2008   | 2006   | 2004   |
|------------------------------|--------|--------|--------|--------|--------|
| Central location/convenience | 18.52% | 18.80% | 19.76% | 18.89% | 18.44% |
| Quality of life              | 18.38% | 13.79% | 16.44% | 16.58% | 17.90% |
| Quality of schools           | 12.68% | 13.43% | 13.88% | 15.09% | 15.33% |
| Sense of comm./neighborhood  | 8.92%  | 8.64%  | 9.01%  | 8.60%  | 8.00%  |
| Property value               | 7.78%  | 9.56%  | 9.68%  | 12.59% | 14.39% |

### What three things do you like least about living in Elmhurst?

|                           | 2012   | 2010   | 2008   | 2006   | 2004   |
|---------------------------|--------|--------|--------|--------|--------|
| Taxes                     | 20.75% | 20.98% | 18.60% | 18.85% | 18.88% |
| Airplane noise            | 12.91% | 14.42% | 13.24% | 11.59% | 12.51% |
| Cost of living, general   | 11.58% | 10.22% | 11.04% | 8.91%  | 8.42%  |
| Stormwater mngt./flooding | 10.40% | 4.39%  | 2.47%  | 1.34%  | 1.67%  |
| Traffic congestion        | 9.48%  | 10.27% | 10.25% | 11.74% | 11.12% |

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

|                              | 2012   | 2010   | 2008   | 2006   | 2004   |
|------------------------------|--------|--------|--------|--------|--------|
| Taxes                        | 16.82% | 16.89% | 15.28% | 15.04% | 15.37% |
| Cost of living/affordability | 14.28% | 14.70% | 17.61% | 20.86% | 20.40% |
| Property value decline       | 10.75% | 9.77%  | 5.96%  | 2.91%  | 0.91%  |
| Cost of government services  | 9.40%  | 10.18% | 6.47%  | 4.12%  | 4.81%  |
| Stormwater mngt./flooding    | 8.36%  | 2.28%  | 1.81%  | 0.68%  | 1.31%  |





## *The citizen survey results should be:*

- **used as a tool in developing the 2013 budget, including goals and objectives for City of Elmhurst departments;**
- **shared with other local agencies;**
- **highlighted in the Front Porch newsletter;**
- **made available at City Hall, Library and posted on website;**
- **considered by the Mayor/City Council as they prepare the annual budget goals message to the City Manager;**
- **continue to be completed biennially to track citizen usage and satisfaction with city services.**

# 2013 EIGHT MONTH BUDGET SCHEDULE

| <u>TARGET DATES</u>   | <u>BUDGET ACTIVITY</u>  |
|-----------------------|---|
| Sept. 13, 2012        | City Manager memo to Mayor and City Council regarding budget and budget schedule.   |
| Sept. 17, 2012        | Five Year Capital Improvement Budget worksheets distributed to department heads.  |
| Oct. 9, 2012          | Finance Committee begins review of 2012 property tax levy.  |
| Oct. 22, 2012         | Five Year Capital Improvement budgets due to Finance Department.  |
| Oct. 22, 2012         | Mayor and City Council message to City Manager regarding budget goals for 2013 eight month budget received by City Manager. |
| Oct. 22, 2012         | Operating budget worksheets and guidelines delivered to department heads for detailed budget process.                       |
| <b>Nov. 5, 2012*</b>  | Truth in Taxation Estimated Tax Resolution  |
| Dec. 3, 2012          | Preliminary Five Year Capital Improvement Budget distributed to Mayor and City Council.                                     |
| <b>Dec. 3, 2012*</b>  | Tax levy public hearing held, if necessary.   |
| Dec. 10, 2012         | Operating budgets due to City Manager.  |
| <b>Dec. 17, 2012*</b> | City Council approves 2012 property tax levy. (Tax levy may be approved on Dec. 3, 2012 if public hearing is not required.) |
| Jan. 7, 2013          | City Council reviews Five Year Capital Improvement Budget.  |
| Feb. 19, 2013         | Operating budget delivered to City Council.   |
| Mar. 18, 2013         | Public hearing for 2013 eight month operating budget.   |
| <b>Apr. 1, 2013*</b>  | 2013 eight month operating budget approved.   |

\*City Council action required.