
2014 City of Elmhurst Citizen Survey

SECTION II

SURVEY RESULTS - 2014

SECTION ONE - QUALITY OF LIFE

2014 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	262 36.90%	396 55.77% 92.68%	47 6.62% 99.30%	4 0.56%	1 0.14% 0.70%	710	1	711
1-2 Overall quality of the Elmhurst community	255 36.02%	425 60.03% 96.05%	23 3.25% 99.29%	3 0.42%	2 0.28% 0.71%	708	1	709
1-3 The Elmhurst community as a place to live	358 50.56%	322 45.48% 96.05%	22 3.11% 99.15%	4 0.56%	2 0.28% 0.85%	708	2	710
1-4 The Elmhurst community as a place to raise children	395 58.43%	255 37.72% 96.15%	21 3.11% 99.26%	2 0.30%	3 0.44% 0.74%	676	29	705
1-5 The Elmhurst community as a place to retire	109 16.90%	237 36.74% 53.64%	204 31.63% 85.27%	68 10.54%	27 4.19% 14.73%	645	60	705
1-6 Physical appearance of private property	153 21.61%	475 67.09% 88.70%	71 10.03% 98.73%	7 0.99%	2 0.28% 1.27%	708	2	710
1-7 Physical appearance of public property	236 33.71%	416 59.43% 93.14%	45 6.43% 99.57%	1 0.14%	2 0.29% 0.43%	700	2	702
1-8 How would you rate the overall quality of life in Elmhurst now compared to five years ago?	<div> <div>Better</div> <div>About the same</div> <div>Worse</div> <div>Total Responses</div> </div>				151 22.14%	470 68.91%	61 8.94%	682

SECTION TWO - PUBLIC SAFETY

2-1 Have you called 9-1-1 in the past 12 months?	Yes	No	Total Responses
	115 16.22%	594 83.78%	709

2-2 If "Yes," what type of call(s) did you make? (Mark all that apply)

	Responses	
Fire emergency (a)	22	15.38%
Ambulance (b)	42	29.37%
Police emergency (c)	44	30.77%
Other (d)	35	24.48%

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	50 80.65%	6 9.68% 90.32%	4 6.45% 96.77%	1 1.61%	1 1.61% 3.23%	62	49	111

2-4 Quality of service	50 87.72%	2 3.51% 91.23%	5 8.77% 100.00%	0 0.00%	0 0.00% 0.00%	57	46	103
------------------------	--------------	----------------------	-----------------------	------------	---------------------	----	----	-----

2-5 Professionalism and courtesy	49 87.50%	3 5.36% 92.86%	4 7.14% 100.00%	0 0.00%	0 0.00% 0.00%	56	48	104
----------------------------------	--------------	----------------------	-----------------------	------------	---------------------	----	----	-----

2-6 Have you been in contact with non-emergency Fire Department staff in the past 12 months?

Yes	No	Total Responses
67	594	661
10.14%	89.86%	

2-7 If "Yes," please check the type of experience:

	Responses	
Station Tour/Block Party	28	40.58%
Installation of Car Seats	9	13.04%
Public Education	3	4.35%
Community Event	8	11.59%
Other	21	30.43%

2-8 Do you have carbon monoxide detectors in your home?

Yes	No	Total Responses
620	64	684
90.64%	9.36%	

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	42 76.36%	13 23.64% 100.00%	0 0.00% 100.00%	0 0.00%	0 0.00% 0.00%	55	59	114

2-10 Quality of service	42 77.78%	10 18.52% 96.30%	2 3.70% 100.00%	0 0.00%	0 0.00% 0.00%	54	56	110
-------------------------	--------------	------------------------	-----------------------	------------	---------------------	----	----	-----

2-11 Professionalism and courtesy	44 80.00%	9 16.36% 96.36%	1 1.82% 98.18%	1 1.82%	0 0.00% 1.82%	55	56	111
-----------------------------------	--------------	-----------------------	----------------------	------------	---------------------	----	----	-----

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	106 16.08%	321 48.71% 64.80%	175 26.56% 91.35%	45 6.83%	12 1.82% 8.65%	659	10	669

2-13 The City as a whole	143 22.66%	392 62.12% 84.79%	83 13.15% 97.94%	9 1.43%	4 4.00% 2.06%	631	12	643
--------------------------	---------------	-------------------------	------------------------	------------	---------------------	-----	----	-----

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	38 53.52%	19 26.76% 80.28%	6 8.45% 88.73%	6 8.45%	2 2.82% 11.27%	71	67	138

2-15 Quality of service	40 58.82%	18 26.47% 85.29%	8 11.76% 97.06%	1 1.47%	1 1.47% 2.94%	68	60	128
-------------------------	--------------	------------------------	-----------------------	------------	---------------------	----	----	-----

2-16 Professionalism and courtesy	43 62.32%	18 26.09% 88.41%	6 8.70% 97.10%	1 1.45%	1 1.45% 2.90%	69	59	128
-----------------------------------	--------------	------------------------	----------------------	------------	---------------------	----	----	-----

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

Yes	No	Total Responses
60	633	693
8.66%	91.34%	

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

	Responses
Written Warning	29 50.00%
Written Citation	29 50.00%

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
30 37.50%	29 36.25% 73.75%	11 13.75% 87.50%	5 6.25%	5 6.25% 12.50%	80	48	128

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	278 39.89%	347 49.78% 89.67%	61 8.75% 98.42%	10 1.43%	1 0.14% 1.58%	697	2	699
2-21 On City streets at night	172 25.33%	395 58.17% 83.51%	98 14.43% 97.94%	13 1.91%	1 0.15% 2.06%	679	18	697
2-22 In City parks	161 24.77%	353 54.31% 79.08%	112 17.23% 96.31%	23 3.54%	1 0.15% 3.69%	650	43	693
2-23 In Elmhurst City Centre	248 37.18%	348 52.17% 89.36%	63 9.45% 98.80%	8 1.20%	0 0.00% 1.20%	667	27	694
2-24 In the City in general	195 28.22%	423 61.22% 89.44%	67 9.70% 99.13%	5 0.72%	1 0.14% 0.87%	691	5	696

SECTION THREE - PUBLIC WORKS DEPARTMENT

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

Yes	No	Total Responses
215	470	685
31.39%	68.61%	

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	76 34.39%	87 39.37% 73.76%	33 14.93% 88.69%	11 4.98%	14 6.33% 11.31%	221	28	249
3-3 Quality of service	76 35.68%	78 36.62% 72.30%	34 15.96% 88.26%	13 6.10%	12 5.63% 11.74%	213	31	244
3-4 Professionalism and courtesy	91 43.13%	86 40.76% 83.89%	23 10.90% 94.79%	2 0.95%	7 3.32% 4.27%	211	37	248

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	79 11.40%	320 46.18% 57.58%	210 30.30% 87.88%	63 9.09%	21 3.03% 12.12%	693	6	699
3-6 Street sweeping	100 14.56%	350 50.95% 65.50%	177 25.76% 91.27%	46 6.70%	14 2.04% 8.73%	687	15	702
3-7 Snow/ice removal	166 23.71%	343 49.00% 72.71%	133 19.00% 91.71%	44 6.29%	14 2.00% 8.29%	700	6	706
3-8 Quantity of parkway trees	143 20.82%	395 57.50% 78.31%	121 17.61% 95.92%	20 2.91%	8 1.16% 4.08%	687	14	701
3-9 Quality of parkway trees	131 19.01%	380 55.15% 74.17%	139 20.17% 94.34%	31 4.50%	8 1.16% 5.66%	689	12	701
3-10 Parkway tree maintenance	127 18.68%	364 53.53% 72.21%	137 20.15% 92.35%	40 5.88%	12 1.76% 7.65%	680	24	704
3-11 Street lighting	153 21.95%	413 59.25% 81.21%	109 15.64% 96.84%	16 2.30%	6 0.86% 3.16%	697	8	705
3-12 Sidewalks in your area (if applicable)	90 14.02%	317 49.38% 63.40%	165 25.70% 89.10%	52 8.10%	18 2.80% 10.90%	642	34	676
3-13 Mosquito control	86 13.80%	330 52.97% 66.77%	175 28.09% 94.86%	25 4.01%	7 1.12% 5.14%	623	77	700
3-14 Refuse collection (including new toter program)	273 39.17%	346 49.64% 88.81%	62 8.90% 97.70%	9 1.29%	7 1.00% 2.30%	697	6	703

3-15 Yardwaste collection	192 28.32%	367 54.13% 82.45%	87 12.83% 95.28%	22 3.24%	10 1.47% 4.72%	678	21	699
3-16 Recycling (including new toter program)	286 41.27%	346 49.93% 91.20%	46 6.64% 97.84%	9 1.30%	6 0.87% 2.16%	693	5	698
3-17 Sanitary sewer maintenance	96 16.47%	310 53.17% 69.64%	118 20.24% 89.88%	35 6.00%	24 4.12% 10.12%	583	118	701
3-18 Storm sewer maintenance	84 14.07%	258 43.22% 57.29%	141 23.62% 80.90%	67 11.22%	47 7.87% 19.10%	597	105	702
3-19 Water supply maintenance	134 22.26%	369 61.30% 83.55%	82 13.62% 97.18%	8 1.33%	9 1.50% 2.82%	602	99	701
3-20 City building maintenance	128 21.88%	394 67.35% 89.23%	59 10.09% 99.32%	1 0.17%	3 0.51% 0.68%	585	113	698

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	101 19.50%	274 52.90% 72.39%	121 23.36% 95.75%	19 3.67%	3 0.58% 4.25%	518	186	704
4-2 Shopper parking	86 12.61%	296 43.40% 56.01%	224 32.84% 88.86%	65 9.53%	11 1.61% 11.14%	682	21	703
4-3 Ease of travel by car	114 16.38%	395 56.75% 73.13%	153 21.98% 95.11%	28 4.02%	6 0.86% 4.89%	696	6	702
4-4 Traffic enforcement	93 14.40%	409 63.31% 77.71%	123 19.04% 96.75%	13 2.01%	8 1.24% 3.25%	646	47	693
4-5 Condition of streets	52 7.53%	314 45.44% 52.97%	246 35.60% 88.57%	62 8.97%	17 2.46% 11.43%	691	10	701
4-6 Ease of travel by bike	68 14.02%	259 53.40% 67.42%	126 25.98% 93.40%	27 5.57%	5 1.03% 6.60%	485	210	695
4-7 Bike parking	41 10.76%	192 50.39% 61.15%	118 30.97% 92.13%	26 6.82%	4 1.05% 7.87%	381	305	686

How do you rate traffic speed compliance in

4-8 Your neighborhood	55 7.99%	301 43.75% 51.74%	188 27.33% 79.07%	97 14.10%	47 6.83% 20.93%	688	6	694
-----------------------	-------------	-------------------------	-------------------------	--------------	-----------------------	-----	---	-----

4-9 Throughout the City	59 8.79%	376 56.04% 64.83%	195 29.06% 93.89%	32 4.77%	9 1.34% 6.11%	671	15	686
-------------------------	-------------	-------------------------	-------------------------	-------------	---------------------	-----	----	-----

4-10 Have you observed the Police Department's SMART trailer in the community during the last year?

Yes	No	Total Responses
500 71.33%	201 28.67%	701

4-11 If "Yes," how do you rate its effectiveness in controlling vehicular speeds?	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
	51 10.45%	246 50.41% 60.86%	142 29.10% 89.96%	38 7.79%	11 2.25% 10.04%	488	33	521

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

Yes	No	Total Responses
658 93.60%	45 6.40%	703

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

	Number	Percentage
20 miles or more	104	21.80%
16 - 19 miles	71	14.88%
11 - 15 miles	79	16.56%
6 - 10 miles	82	17.19%
Less than 5 miles	141	29.56%
Total Responses	477	100.00%

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

	Number	Percentage
Personal Vehicle (a)	407	83.23%
Carpool (b)	5	1.02%
Bus to train (c)	2	0.41%
Car to train (d)	37	7.57%
Walk/bike to Train (e)	20	4.09%
Bike (f)	3	0.61%
Walk (g)	5	1.02%
Other (h)	10	2.04%
Total Responses	489	100.00%

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

	Number	Percentage
Recreation (a)	292	53.28%
Exercise (b)	202	36.86%
Transportation/Commuting (c)	22	4.01%
Errands around town (d)	32	5.84%
Total Responses	548	100.00%

SECTION FIVE - DOWNTOWN

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

		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
5-1	Attractiveness and appearance	182 26.07%	456 65.33% 91.40%	57 8.17% 99.57%	3 0.43%	0 0.00% 0.43%	698	9	707
5-2	Parking convenience and availability	84 12.12%	312 45.02% 57.14%	223 32.18% 89.32%	57 8.23%	17 2.45% 10.68%	693	12	705
5-3	Special events and promotions	100 16.69%	325 54.26% 70.95%	149 24.87% 95.83%	23 3.84%	2 0.33% 4.17%	599	100	699
5-4	Snow removal (walks/parking lots)	149 23.24%	392 61.15% 84.40%	90 14.04% 98.44%	5 0.78%	5 0.78% 1.56%	641	65	706
5-5	Litter and trash clean-up	186 27.60%	428 63.50% 91.10%	53 7.86% 98.96%	3 0.45%	4 0.59% 1.04%	674	34	708
5-6	Pedestrian accessibility and security	201 30.00%	420 62.69% 92.69%	44 6.57% 99.25%	5 0.75%	0 0.00% 0.75%	670	29	699
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				
		284	381	19	684				
		41.52%	55.70%	2.78%					
5-8	What is your best source for City event information?								
		Responses							
	City Centre website (a)	42	6.18%						
	"Front Porch" newsletter (b)	366	53.82%						
	Local newspapers (c)	188	27.65%						
	Virtual Backpack flyers (d)	7	1.03%						
	Social Media (Facebook/Twitter) (e)	16	2.35%						
	City website (www.elmhurst.org) (f)	24	3.53%						
	Other (g)	37	5.44%						
	Total Responses	680	100.00%						
5-9	How often do you or members of your family visit or shop in the City Centre?								
		Responses							
		Number	Percentage						
	At least once a week (a)	285	40.20%						
	At least once a month (b)	228	32.16%						
	Every few months (c)	124	17.49%						
	1 - 2 times per year (d)	46	6.49%						
	Not at all (e)	26	3.67%						
	Total Responses	709	100.00%						
5-10	How would coordinated and extended weekday evening retail hours in the City Centre impact your shopping habits?								
		Responses							
	I would shop there much more if the hours were extended (a)	45	6.45%						
	I would shop there a little more if the hours were extended (b)	116	16.62%						
	There would be no change in my shopping habits (c)	526	75.36%						
	Other (d)	11	1.58%						
	Total Responses	698	100.00%						

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

	Responses	
Restaurants (a)	281	42.26%
Clothing (b)	162	24.36%
Specialty Items / Gifts (c)	167	25.11%
Book Store (d)	269	40.45%
Music Store (e)	78	11.73%
Gourmet foods / Specialty grocery (f)	210	31.58%
Other (g)	142	21.35%

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

	Responses	
Spring Road (a)	292	44.18%
York & Vallette(b)	298	45.08%
Butterfield & York (c)	357	54.01%
Elmhurst Crossing (Rt 83 & St Charles) (d)	497	75.19%
North York Street)North of North Ave.) (e)	217	32.83%
Other (f)	25	3.78%

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

	About the		Total
	More	Same	Less
	107	537	34
	15.78%	79.20%	5.01%
			678

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	% exclusively in Elmhurst	% at least partially in Elmhurst	Responses
Automobiles	245	269	36	129	35.23%	57.23%	650
Electronics	14	522	116	51	1.66%	9.82%	662
Large Appliances	35	565	34	56	3.91%	13.68%	665
Small Appliances	93	467	59	84	10.86%	26.55%	663
Groceries	559	126	8	64	72.17%	89.24%	697
Sporting Goods	46	489	57	71	6.38%	18.66%	627
Fabrics/Home Goods	63	511	37	78	5.78%	21.88%	640
Toys	73	393	73	107	8.63%	30.12%	591
Books	36	413	173	60	4.44%	14.90%	631
Clothing	117	471	61	113	10.60%	33.58%	670
Shoes	122	460	68	93	13.57%	32.28%	663
Hardware/Home Improvement	312	324	14	126	34.69%	63.13%	689
Dining	353	238	3	236	31.49%	85.42%	686

SECTION SIX - BUILDING AND CODE ENFORCEMENT

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

	Yes	No	Total Responses
	116	578	694
	16.71%	83.29%	

If "Yes," 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
6-2 Response Time	46	46	12	9	6	119	24	143
	38.66%	38.66%	10.08%	7.56%	5.04%			
		77.31%	87.39%		12.61%			
6-3 Accuracy of information	49	43	14	6	3	115	25	140
	42.61%	37.39%	12.17%	5.22%	2.61%			
		80.00%	92.17%		7.83%			

6-4 Quality of Service	54 45.76%	39 33.05% 78.81%	11 9.32% 88.14%	8 6.78%	6 5.08% 11.86%	118	23	141
6-5 Professionalism and courtesy	57 47.90%	41 34.45% 82.35%	12 10.08% 92.44%	6 5.04%	3 2.52% 7.56%	119	23	142

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)	205	29.12%
At least once a month (b)	227	32.24%
Every few months (c)	114	16.19%
1 - 2 times per year (d)	92	13.07%
Not at all (e)	66	9.38%
Total Responses	704	100.00%

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

	Responses	
	Number	Percentage
To check out items	561	88.21%
Meeting Room Space	77	12.11%
To use the computer	96	15.09%
Attend programs	149	23.43%
As a place to work/study	167	26.26%
As a place to meet with others	65	10.22%

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 With Opinion	No Opinion (0)	Total Responses
7-3 Professionalism and courtesy	449 72.65%	155 25.08% 97.73%	12 1.94% 99.68%	2 0.32%	0 0.00% 0.32%	618	13	631
7-4 Library services in general	438 71.92%	159 26.11% 98.03%	12 1.97% 100.00%	0 0.00%	0 0.00% 0.00%	609	17	626
7-5 Children's programs	242 73.78%	76 23.17% 96.95%	10 3.05% 100.00%	0 0.00%	0 0.00% 0.00%	328	275	603

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

	Responses	
Quarterly newsletter (Fine Print)(a)	455	72.45%
Library website (www.elmhurstpubliclibrary.org) (b)	178	28.34%
Local newspapers (c)	208	33.12%
Library flyers/posters (d)	148	23.57%
Twitter (e)	3	0.48%
Facebook (f)	19	3.03%

	Yes	No	Total Responses
7-7 Do you use an e-reader device?	229 33.93%	446 66.07%	675

Elmhurst Historical Museum

7-8 Have you visited the Elmhurst Historical Museum in the past 12 months?	Yes	No	Total Responses
	128 18.77%	554 81.23%	682

7-9 If yes, what are the reasons you visited the Elmhurst Historical Museum in the past 12 months? (Mark all that apply)

	Responses	
See an exhibit (a)	106	76.81%
School/scout field trip (b)	12	8.70%
Children's program (c)	11	7.97%
Family program (d)	6	4.35%
Adult program (e)	22	15.94%
Conduct research (f)	16	11.59%
Take visiting friends/family (g)	28	20.29%
Other (h)	7	5.07%

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

7-10 Professionalism and courtesy	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
	89 67.42%	39 29.55%	3 2.27%	0 0.00%	1 0.76%	132	20	149

7-11 Overall satisfaction with visit:	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
	78 59.54%	49 37.40%	4 3.05%	0 0.00%	0 0.00%	131	20	150

7-12 Quality of Service (exhibit, educational program, research)	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Responses
	73 56.15%	56 43.08%	1 0.77%	0 0.00%	0 0.00%	130	20	150

7-13 How many times in the past 12 months have you or a member of your family visited the Elmhurst Historical Museum	More Than 10	6 - 10	3 - 5	Twice	Once	Never	Total Responses
	0 0.00%	7 1.14%	27 4.41%	51 8.33%	80 13.07%	447 73.04%	612

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
161 31.20%	119 23.06%	236 45.74%	516

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

	Responses	
\$1 - \$3 (a)	320	65.71%
\$4 - \$5 (b)	95	19.51%
More than \$5 (c)	9	1.85%
Other (d)	63	12.94%

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

More Than 10	6 - 10	3 - 5	Twice	Once	Not at all	Total Responses
18 2.71%	34 5.11%	144 21.65%	136 20.45%	101 15.19%	232 34.89%	665

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

Yes	No	Total Responses
164	460	624
26.28%	73.72%	

7-18 From this list, indicate ALL the ways you get information about Elmhurst Historical Museum: (Mark all that apply)

	Responses	
Family/friends (a)	96	17.94%
"Front Porch" newsletter (b)	421	78.69%
Local newspapers (c)	323	60.37%
City/Museum website (d)	35	6.54%
Word of mouth (e)	113	21.12%
Virtual Backpack flyers(f)	28	5.23%
Museum calendars of events and flyers (g)	75	14.02%
District 205 website (h)	42	7.85%
Social Media/Facebook (i)	17	3.18%
Other (j)	12	2.24%

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)	83	16.15%
Weekday afternoon (b)	131	25.49%
Weekday evening (c)	68	13.23%
Saturday (d)	359	69.84%
Sunday (e)	299	58.17%

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

Yes	No	Total Responses
214	359	573
37.35%	62.65%	

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

	Responses	
Entertainment (a)	395	66.39%
Social Opportunity (b)	93	15.63%
Educational (c)	516	86.72%
Other (please specify)	8	1.34%

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

	Responses	
Elmhurst Symphony (a)	72	18.90%
Elmhurst Art Museum (b)	165	43.31%
Elmhurst Historical Museum (c)	118	30.97%
Elmhurst Choral Union (d)	17	4.46%
Lizzadro Museum of Lapidary Art (e)	159	41.73%
Theatre Historical Society of America (f)	8	2.10%
Elmhurst College lectures/concerts (g)	158	41.47%
Elmhurst Children's Theatre (h)	49	12.86%
GreenMan Theatre Troupe (i)	14	3.67%
Other	30	7.87%

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
148	347	82	3	3	583	56	639
25.39%	59.52%	14.07%	0.51%	0.51%			
	84.91%	98.97%					

SECTION EIGHT - FINANCE

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

Yes	No	Total Responses
297	401	698
42.55%	57.45%	

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	164 53.77%	109 35.74% 89.51%	23 7.54% 97.05%	1 0.33%	5 1.64% 1.97%	305	22	327
8-3 Quality of service	158 53.20%	104 35.02% 88.22%	23 7.74% 95.96%	5 1.68%	7 2.36% 4.04%	297	20	317
8-4 Professionalism and courtesy	157 53.40%	96 32.65% 86.05%	28 9.52% 95.58%	6 2.04%	7 2.38% 4.42%	294	20	314

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

Over 10	6-10	2-5	Once	Not at all	Total Responses
31 4.54%	45 6.59%	274 40.12%	183 26.79%	150 21.96%	683

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

Yes	No	Total Responses
447	243	690
64.78%	35.22%	

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)?

Yes	No	Total Responses
545	144	689
79.10%	20.90%	

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
212 32.57%	376 57.76% 90.32%	55 8.45% 98.77%	5 0.77%	3 0.46% 1.23%	651	36	687

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)	576	84.33%
Cable TV (b)	44	6.44%
City Website (www.elmhurst.org) (c)	226	33.28%
Social Media/Facebook (d)	49	7.22%
Suburban Life (e)	381	56.11%
Chicago Tribune (f)	158	23.27%
Elmhurst Independent (g)	391	57.58%
Notify Me (City e-messages) (h)	35	5.15%
Virtual Backpack flyers (i)	46	6.77%

9-2 Do you use the Internet?			Total
	Yes	No	Responses
	634	57	691
	91.75%	8.25%	

9-3 If "Yes", where do you use the Internet?							Total
	Home	Work	Mobile Device	Library	Laptop/Wi-Fi	Other	Responses
	627	345	370	82	288	11	643
	97.51%	53.65%	57.54%	12.75%	44.79%	1.71%	

9-4 If "Yes", how often do you use the Internet?				Total
	Daily	Weekly	Monthly	Responses
	594	31	14	639
	92.96%	4.85%	2.19%	

9-5 Do you have a telephone landline at home?			Total
	Yes	No	Responses
	565	120	685
	82.48%	17.52%	

9-6 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
	54	61	39	117	228	186	685
	7.88%	8.91%	5.69%	17.08%	33.28%	27.15%	

9-7 What type of device do you use to access the City website?			Responses	
Computer (a)	487	91.54%		
Tablet (b)	27	5.08%		
Smart phone (c)	18	3.38%		

9-8 What was the reason for your visit? (Mark all that apply)			Responses	
Information regarding City services (a)	395	74.25%		
Calendar information (b)	219	41.17%		
City Code information (c)	70	13.16%		
City Council minutes and agendas (d)	45	8.46%		
Contact information for elected officials and staff (e)	43	8.08%		
City forms and applications (f)	114	21.43%		
Electronic payments (g)	168	31.58%		
Other (h)	25	4.70%		

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
Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion (0)	Total Responses
79	322	105	9	1	516	74	590
15.31%	62.40%	20.35%	1.74%	0.19%			
	77.71%	98.06%		1.94%			

9-10 How would you rate the quality of the City's "Front Porch" newsletter	Excellent	Good (4)	Fair (3)	Poor (2)	Very	Responses	No	Total
	(5)				Poor (1)	With		
	210	374	47	4	0	643	48	691
	30.73%	58.16%	7.31%	0.62%	0.00%			
		90.82%	98.13%		0.62%			

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	6 - 10	4 - 6	3 - 5	1 - 2	Not at all	Total
Than 10						Responses
8	1	9	12	75	584	689
1.16%	0.15%	1.31%	1.74%	10.89%	84.76%	100.00%

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

More	6 - 10	4 - 6	3 - 5	1 - 2	Not at all	Total
Than 10						Responses
2	3	2	5	25	648	685
0.29%	0.44%	0.29%	0.73%	3.65%	94.60%	100.00%

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

Excellent	Good (4)	Fair (3)	Poor (2)	Very	With	No	Total
(5)				Poor (1)			
88	375	149	16	8	636	45	681
13.84%	58.96%	23.43%	2.52%	1.26%			
	72.80%	96.23%		3.77%			

9-14 If the City were to pursue new approaches to building public awareness of 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)	227	40.39%
One-time information/public suggestion and Q&A session in your area on a weeknight? (b)	90	16.01%
One-time information/public suggestion and Q&A session in your area on a Saturday? (c)	55	9.79%
A series of 2-4 weekly workshops held over consecutive weeks on weeknights? (d)	41	7.30%
A series of 2-4 weekly workshops held over consecutive weeks on Saturdays? (e)	27	4.80%
Regular updates on the City website (f)	215	38.26%
Twitter (g)	26	4.63%
Facebook (h)	97	17.26%
Special edition of the City's Front Porch newsletter (i)	395	70.28%
Other suggestions (j)	29	5.16%
No opinion (k)	126	

9-15 The City offers electronic message (e-mail and text) alerts through the City's "Notify Me" website application (www.elmhurst.org/list.aspx). Which "Notify Me" alerts are you signed up for? (Mark all that apply)

City Council/Committee Agendas (a)	20	3.10%
City News and Announcements (b)	49	7.60%
Economic Development (c)	11	1.71%
Election Information (d)	11	1.71%
Elmhurst Historical Museum (e)	8	1.24%
Storm/Flood Information (f)	103	15.97%
Visitor & Tourism News (g)	10	1.55%
Weather Emergency (h)	128	19.84%
Volunteer Opportunities (i)	19	2.95%
News Flash (j)	49	7.60%
Calendars (k)	26	4.03%
None (l)	476	73.80%

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
44	293	222	44	26	629	39	668
7.00%	46.58%	35.29%	7.00%	4.13%			
	53.58%	88.87%		11.13%			

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

	Responses	
City website (a)	112	16.59%
City newsletter (b)	234	34.67%
Attend meetings and hearings (c)	37	5.48%
Library (d)	17	2.52%
Local newspapers (e)	391	57.93%
Local blogs (f)	11	1.63%
Word of mouth (g)	128	18.96%
Don't know (h)	155	22.96%

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
8	115	284	161	57	625	59	684
1.28%	18.40%	45.44%	25.76%	9.12%			
	19.68%	65.12%		34.88%			

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
24	212	227	47	14	524	162	686
4.58%	40.46%	43.32%	8.97%	2.67%			
	45.04%	88.36%		11.64%			

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

Yes	No	Total Responses
324	353	677
47.86%	52.14%	

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

Yes	No	Total Responses
77	610	687
11.21%	88.79%	

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
7	48	43	11	1	110	159	269
6.36%	43.64%	39.09%	10.00%	0.91%			
	50.00%	89.09%		10.91%			

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	26 3.87%	603 89.73%	43 6.40%	672	16	688
Traffic enforcement	52 7.80%	528 79.16%	87 13.04%	667	21	688
Parking enforcement	112 17.61%	497 78.14%	27 4.25%	636	52	688
Fire protection	20 3.17%	606 96.19%	4 0.63%	630	55	685
Ambulance services	14 2.76%	486 95.67%	8 1.57%	508	172	680
Building code enforcement	27 5.35%	402 79.60%	76 15.05%	505	174	679
Street maintenance	10 1.48%	396 58.58%	270 39.94%	676	11	687
Street sweeping/cleaning	13 1.95%	474 71.06%	180 26.99%	667	19	686
Sidewalk maintenance	6 0.97%	375 60.58%	238 38.45%	619	61	680
50/50 sidewalk program	13 2.86%	337 74.07%	105 23.08%	455	222	677
Tree maintenance	17 2.61%	505 77.45%	130 19.94%	652	38	690
Tree replacement	15 2.39%	485 77.35%	127 20.26%	627	58	685
Snow/ice removal	20 2.98%	523 77.83%	129 19.20%	672	14	686
Historical museum programs/services	31 6.68%	419 90.30%	14 3.02%	464	211	675
Library programs/services	29 4.80%	562 93.05%	13 2.15%	604	78	682
Refuse collection	19 2.84%	618 92.38%	32 4.78%	669	18	687
Mosquito control	17 2.81%	458 75.70%	130 21.49%	605	80	685
Animal control	6 1.07%	381 67.67%	176 31.26%	563	116	679
Sanitary collection and treatment	8 1.34%	563 93.99%	28 4.67%	599	83	682
Water production and distribution	12 2.01%	563 94.30%	22 3.69%	597	83	680
Stormwater management	14 2.35%	270 45.23%	313 52.43%	597	79	676
Private property stormwater assistance (Rear yard drain program)	18 3.79%	244 51.37%	213 44.84%	475	197	672
Private property sanitary sewer assistance (Overhead sewer program)	13 3.00%	269 61.98%	152 35.02%	434	239	673

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
23	214	256	65	19	577	113	690
3.99%	37.09%	44.37%	11.27%	3.29%			
	41.07%	85.44%		14.56%			

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
3	36	113	174	147	225	698
0.43%	5.16%	16.19%	24.93%	21.06%	32.23%	100.00%

11-2 What is your gender?

Male	Female	Total Responses
352	338	690
51.01%	48.99%	

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
69	77	137	184	136	92	695
9.93%	11.08%	19.71%	26.47%	19.57%	13.24%	100.00%
				59.28%		

11-4 Do you own or rent your residence?

Own	Rent	Total Responses
658	28	686
95.92%	4.08%	

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)	75	10.90%
North of North Avenue & West of York Street (b)	99	14.39%
Between IL Prairie Path & North Ave. & East of York St. (c)	131	19.04%
Between IL Prairie Path & North Ave. & West of York St. (d)	111	16.13%
South of the IL Prairie Path & East of York Street (e)	104	15.12%
South of the IL Prairie Path & West of York Street (f)	168	24.42%
Total Responses	688	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)	70	45	43	158	7.67%
Central location/convenience (b)	193	106	76	375	18.21%
City services (c)	6	16	14	36	1.75%
Cultural opportunities (d)	2	6	2	10	0.49%
Library (e)	22	48	66	136	6.61%
Overall appearance of City (f)	19	33	43	95	4.61%
Parks, recreation/leisure opportunities (g)	11	33	53	97	4.71%
Property value (h)	50	81	84	215	10.44%
Quality of life (i)	164	97	84	345	16.76%
Quality of schools (j)	89	127	56	272	13.21%
Retail shopping opportunities (k)	-	4	13	17	0.83%
Safety (l)	25	49	68	142	6.90%
Sense of community/neighborhood (m)	38	38	70	146	7.09%
Street and sidewalk maintenance (n)	-	2	3	5	0.24%
Other (o)	5	1	4	10	0.49%
Total Responses	694	686	679	2,059	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)	65	74	43	182	9.28%
Building/zoning codes (b)	15	18	16	49	2.50%
City services (c)	5	8	4	17	0.87%
Cost of living, general (d)	60	82	65	207	10.56%
Housing prices (e)	32	45	35	112	5.71%
Parking (f)	12	26	28	66	3.37%
Parks, recreation/leisure opportunities (g)	0	4	7	11	0.56%
Quality of schools (h)	14	8	4	26	1.33%
Refuse collection services (i)	2	4	13	19	0.97%
Retail shopping opportunities (j)	24	36	60	120	6.12%
Safety (k)	4	3	5	12	0.61%
Street/sidewalk maintenance (l)	21	24	40	85	4.33%
Stormwater management/flooding (m)	125	86	54	265	13.51%
Taxes (n)	215	107	87	409	20.86%
Traffic congestions (o)	30	57	63	150	7.65%
Traffic noise (p)	8	16	11	35	1.78%
Traffic speed (q)	8	15	24	47	2.40%
Train noise (r)	14	27	38	79	4.03%
Other (s)	28	14	28	70	3.57%
Total Responses	682	654	625	1,961	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)	41	29	34	104	5.19%
Cost of government services (b)	37	48	32	117	5.84%
Cost of living/affordability (c)	95	99	72	266	13.29%
Crime (d)	23	21	31	75	3.75%
Housing replacement (e)	8	18	14	40	2.00%
Maintaining infrastructure (f)	29	45	52	126	6.29%
Maintaining quality of life (g)	29	32	36	97	4.85%
Parking (h)	5	15	8	28	1.40%
Population inc./demographics change (i)	21	37	38	96	4.80%
Property value decline (j)	17	26	30	73	3.65%
Quality of businesses (k)	17	17	28	62	3.10%
Quality of City services (l)	2	6	13	21	1.05%
Quality of Parks and rec. programs (m)	3	2	1	6	0.30%
Quality of schools (n)	22	20	26	68	3.40%
Stormwater management/flooding (o)	151	83	59	293	14.64%
Substance abuse (p)	26	41	54	121	6.04%
Taxes (q)	133	91	84	308	15.38%
Traffic congestion (r)	15	33	35	83	4.15%
Other (s)	8	5	5	18	0.90%
Total Responses	682	668	652	2,002	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 With Opinion	No Opinion (0)	Total Responses
57	419	146	11	6	639	24	663
8.92%	65.57%	22.85%	1.72%	0.94%			
	74.49%	97.34%		2.66%			