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?						Responses		
		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion (0	Total) Responses
1-1	Overall quality of your neighborhood	262 36.90%	396 55.77% 92.68%	6.62% 99.30%	0.56%	0.14% 0.70%	710		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%	0.29% 0.43%	700	2	702
1-8	How would you rate the overall quality of	life in Elmhu		pared to five					· · · · · · · · · · · · · · · · · · ·
		Better	About the same	Worse	Total Responses				
		151 22.14%	470 68.91%	61 8.94%	682				
-umil	SECTION TWO - PUBLIC SAFETY				在中国19	and records	10 10 E		
2-1	Have you called 9-1-1 in the past 12 mont	ths?		Total					
	TO COME AND THE SECOND COME CONTROL OF THE SECOND CONTROL OF THE S	Yes	No	Responses					
		115 16.22%	594 83.78%	709					
2-2	If "Yes," what type of call(s) did you make	Respo	onses				0074 0		
	Fire emergency (a) Ambulance (b)	22 42	15.38% 29.37%						
	Police emergency (c)	44	30.77%						
	Other (d)	35	24.48%						
	If you used the Fire Department in an em	nergency situ	ation in the	past 12 mor	nths, rate the	following:	Dannanaa		
		Excellent				Very	Responses With	No	Total
		(5)	Good (4)	Fair (3)	Poor (2)	Poor (1)	Opinion	Opinion (0)	Responses
2-3	Response time	50 80.65%	9.68%	6.45%	1 1.61%	1 1.61%	62	49	111

2-4	Quality of service	50 87.72%	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%	7.14% 100.00%	0 0.00%	0 0.00% 0.00%	56	48	104
2-6	Have you been in contact with non-emer	gency Fire De	partment st	aff in the pas	t 12 months	?			
		Yes	No	Total Responses					
		67	594	661					
		10.14%	89.86%						
2-7	If "Yes," please check the type of experies	nce:							
		Respo	onses						
	Station Tour/Block Party	28	40.58%						
	Installation of Car Seats Public Education	9	13.04% 4.35%						
	Community Event	8	11.59%						
	Other	21	30.43%						
7_8	Do you have carbon monoxide detectors	in your home	.7						
2-0	Do you have carbon monoxide detectors	in your nome	••	Total					
		Yes	No	Responses					
		620	64	684					
		90.64%	9.36%						
	If you used an ambulance in the past 12	months, plea	se rate the	following:		-			
		22 20 3				102	Responses	20	
		Excellent	C1/4\	F-:- (2)	D (2)	Very	With	No (a)	Total
2.0	Response time	(5)	Good (4)	Fair (3)	Poor (2)	Poor (1)	Opinion 55	Opinion (0)	Responses 114
2-9	Response time	76.36%	23.64%	0.00%	0.00%	0.00%	33	39	114
		, , , , , , ,	100.00%	100.00%		0.00%			
2-10	Quality of service	42	10	2	0	0	54	56	110
2 10	Quality of service	77.78%	18.52%	3.70%	0.00%	0.00%	34	30	110
			96.30%	100.00%		0.00%			
2-11	Professionalism and courtesy	44	9	1	1	0	55	56	111
2 11	Trotessionalism and courtesy	80.00%	16.36%	1.82%	1.82%	0.00%	-	50	
			96.36%	98.18%		1.82%			
	How do you rate the overall visibility of	police in							
							Responses		
		Excellent	201422	507 - 201 (1940)		Very	With	No	Total
		(5)	Good (4)	Fair (3)	Poor (2)	Poor (1)	Opinion	Opinion (0)	
2-12	Your neighborhood	106	321	175	45	12	659	10	669
		16.08%	48.71% 64.80%	26.56% 91.35%	6.83%	1.82% 8.65%			
2.42	The City on a subala	142	202	02	0	4	C24	4.7	CAD
2-13	The City as a whole	143 22.66%	392 62.12%	83 13.15%	9 1.43%	4.00%	631	12	643
		22.00%	84.79%	97.94%	1.45%	2.06%			
	If you used the Police Department in an	emergency s	ituation in th	ne past 12 m	onths, rate t	the following			
		Excellent				Very	Responses With	No	Total
		(5)	Good (4)	Fair (3)	Poor (2)	Poor (1)	Opinion	Opinion (0)	
2-14	Response time	38	19	6	6	2	71	67	138
	***************************************	53.52%	26.76%	8.45%	8.45%	2.82%	Poliffic	2756)	
			80.28%	88.73%		11.27%			

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 F	Police for a tr	affic violatio	n in the past Total	12 months?				
	Yes 60 8.66%	No 633 91.34%	Responses 693					
2-18 If "Yes," what penalty (or penalties) did yo								
Written Warning Written Citation	29 29	50.00% 50.00%						
2-19 How do you rate the professionalism and	courtesy of t	he officer du	iring the traf	fic stop?		Posnonsos		
	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	
	30 37.50%	29 36.25% 73.75%	11 13.75% 87.50%	5 6.25%	6.25% 12.50%	80	48	128
How safe do you feel	Very		Neither Safe Nor		Very	Responses With	No	Total
2.20	Safe (5)	Safe (4)	Unsafe (3)	Unsafe (2)	Unsafe (1)	Opinion 697	Opinion (0)	Response
2-20 In your neighborhood	39.89%	49.78% 89.67%	8.75% 98.42%	1.43%	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	353	112	23	1	650	43	693
2-22 III City parks	24.77%	54.31% 79.08%	17.23% 96.31%	3.54%	0.15% 3.69%	030	43	033
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 DEPART	TMENT					is desc	5, 5, 1	
3-1 Have you called, written or personally visi	ited the Publ	ic Works Dep	partment in t	he past 12 n	nonths?			
	V	NI						
	Yes 215	No 470	Responses 685					

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

	If "Yes," how would you rate the follow	ing?							
3-2	Response time	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion 221	No Opinion (0) 28	Total Responses
50025		34.39%	39.37% 73.76%	14.93% 88.69%	4.98%	6.33% 11.31%			(99.474-90)
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 ser	vices?			Responses		
		Excellent				Very	With	No	Total
2 5		(5)	Good (4)	Fair (3)	Poor (2)	Poor (1)	Opinion	Opinion (0)	
3-5	Street maintenance	79 11.40%	320 46.18% 57.58%	210 30.30% 87.88%	9.09%	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	Ĝ	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
-314	SECTION FOUR - TRAFFIC AND TRANSP Please rate each of the following?	ORTATION							
4-1	Commuter parking	Excellent (5) 101 19.50%	Good (4) 274 52.90%	Fair (3) 121 23.36%	Poor (2) 19 3.67%	Very Poor (1) 3 0.58%	Responses With Opinion 518	No Opinion (0) 186	Total Responses 704
		13.30%	72.39%	95.75%	3.07%	4.25%			
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

					10
Haurd	a vall rat	o traffic c	peed com	nlianco	in

4-8 Y	our 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 1	Throughout the City	59 8.79%	376 56.04%	195 29.06%	32 4.77%	9 1.34%	671	15	686
			64.83%	93.89%		6.11%			

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

		Total
Yes	No	Responses
500	201	701
71.33%	28.67%	

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

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

		Total
Yes	No	Responses
658	45	703
93 60%	6 40%	

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

	Kesponses		
	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?

	Resp	onses
	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?

	Resp	onses
	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:

5-1	Attractiveness and appearance	Excellent (5) 182 26.07%	Good (4) 456 65.33% 91.40%	Fair (3) 57 8.17% 99.57%	Poor (2) 3 0.43%	Very Poor (1) 0 0.00% 0.43%	Responses With Opinion 698	No Opinion (0) 9	Total Responses 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?

	Respo	nses
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	
285	40.20%	
228	32.16%	
124	17.49%	
46	6.49%	
26	3.67%	
709	100.00%	
	Number 285 228 124 46 26	

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 if the hours were extended (a)	
I would shop there a little more if the hours were extended (b)	
There would be no change in my shopping habits (c)	
Other (d)	
Total Responses	

45	6.45%
116	16.62%
526	75.36%
11	1.58%
698	100.00%
	116 526 11

Responses

	Respo	nses	
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%	
Besides the City Centre, in what areas of Elr	nhurst do yo Respo		
Besides the City Centre, in what areas of Elr Spring Road (a)			
<u> </u>	Respo	nses	
Spring Road (a)	Respoi	44.18%	

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

Other (f)

Elmhurst Crossing (Rt 83 & St Charles) (d)

North York Street)North of North Ave.) (e)

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

75.19%

32.83%

3.78%

497

217

25

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) % at least

					exclusively	partially	
		Outside		All about	in	in	
	In Elmhurst	Elmhurst	Online	equally	Elmhurst	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

		Total
Yes	No	Responses
116	578	694
16.71%	83 29%	

If "Yes," how do you rate the followard for the	If "Yes," how do you rate the following?	"Yes," how do you rate the following? Excellent (5) Good (4) Fair (3)		Poor (2)	Very Poor (1)	The state of the s		Total Responses	
	Response Time	46 38.66%	46	12 10.08% 87.39%	9 7.56%	5.04% 12.61%	119	24	143
6-3	Accuracy of information	49 42.61%	43 37.39%	14 12.17%	6 5.22%	3 2.61%	115	25	140
		42.0170	80.00%	92.17%	3.2270	7.83%			

6-4	Quality of Service	54 45.76%	39 33.05% 78.81%	9.32% 88.14%	8 6.78%	5.08% 11.86%	118	23	141
6-5	Professionalism and courtesy	57 47.90%	41 34.45%	12 10.08%	6 5.04%	3 2.52%	119	23	142
			82.35%	92.44%		7.56%			
N. S. S. S.	SECTION SEVEN - CULTURAL ATTRACTION	VS				MELVE		4-11-15	
7-1	How often do you or members of your far	mily visit the Respo		lic Library?					
		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 a	ll that apply)							
		Respo							
		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								
	As a place to work study As a place to meet with others If you visited the Elmhurst Public Library	167 65 in the past 1	26.26% 10.22% 2 months, pl	ease rate th	e following:		Development		
	As a place to meet with others	65 in the past 1 Excellent	10.22% 2 months, pl			Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Response
7-3	As a place to meet with others	65	10.22%	ease rate th Fair (3)	e following: Poor (2)	Very Poor (1)	The second secon	No Opinion (0) 13	Response
7-3	As a place to meet with others If you visited the Elmhurst Public Library	65 in the past 1 Excellent (5)	10.22% 2 months, pl Good (4)	Fair (3)	Poor (2)	Poor (1)	With Opinion	Opinion (0)	Response
7-3	As a place to meet with others If you visited the Elmhurst Public Library	in the past 1 Excellent (5) 449	10.22% 2 months, pl Good (4) 155	Fair (3)	Poor (2) 2	Poor (1)	With Opinion	Opinion (0)	Response
	As a place to meet with others If you visited the Elmhurst Public Library	in the past 1 Excellent (5) 449	10.22% 2 months, pl Good (4) 155 25.08%	Fair (3) 12 1.94%	Poor (2) 2	Poor (1) 0 0.00%	With Opinion	Opinion (0)	Response 633
7.70	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy	65 in the past 1 Excellent (5) 449 72.65%	10.22% 2 months, pl Good (4) 155 25.08% 97.73%	Fair (3) 12 1.94% 99.68%	Poor (2) 2 0.32%	Poor (1) 0 0.00% 0.32%	With Opinion 618	Opinion (0) 13	Response 63:
	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy	65 in the past 1 Excellent (5) 449 72.65%	10.22% 2 months, pl Good (4) 155 25.08% 97.73%	Fair (3) 12 1.94% 99.68%	Poor (2) 2 0.32%	Poor (1) 0 0.00% 0.32%	With Opinion 618	Opinion (0) 13	Response 63:
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy	65 in the past 1 Excellent (5) 449 72.65%	10.22% 2 months, pl Good (4) 155 25.08% 97.73%	Fair (3) 12 1.94% 99.68%	Poor (2) 2 0.32%	Poor (1) 0 0.00% 0.32% 0 0.00%	With Opinion 618	Opinion (0) 13	Response 63:
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general	65 in the past 1 Excellent (5) 449 72.65% 438 71.92%	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03%	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00%	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.00% 0.00% 0.00% 0.00%	With Opinion 618	Opinion (0) 13	
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general	65 in the past 1 Excellent (5) 449 72.65% 438 71.92%	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03%	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00%	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.32% 0 0.00% 0.30% 0 0.00%	With Opinion 618	Opinion (0) 13	Response 633
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general	65 in the past 1 Excellent (5) 449 72.65% 438 71.92%	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03% 76 23.17% 96.95%	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00% 10 3.05%	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.00% 0.32% 0 0.00% 0.00%	With Opinion 618	Opinion (0) 13	Response 63
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general Children's programs From what sources do you get your inform	65 in the past 1 Excellent (5) 449 72.65% 438 71.92% 242 73.78% mation about	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03% 76 23.17% 96.95% the Library? Respo	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00% 10 3.05% 100.00%	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.00% 0.32% 0 0.00% 0.00%	With Opinion 618	Opinion (0) 13	Response 63
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general Children's programs From what sources do you get your inform Quarterly newsletter (Fi	65 in the past 1 Excellent (5) 449 72.65% 438 71.92% 242 73.78% mation about ine Print)(a)	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03% 76 23.17% 96.95% the Library? Respo	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00% 10 3.05% 100.00%	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.00% 0.32% 0 0.00% 0.00%	With Opinion 618	Opinion (0) 13	Responses 63
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general Children's programs From what sources do you get your inform Quarterly newsletter (Fi	65 in the past 1 Excellent (5) 449 72.65% 438 71.92% 242 73.78% mation about ine Print)(a) rary.org) (b)	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03% 76 23.17% 96.95% the Library? Respo	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00% 10 3.05% 100.00%	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.00% 0.32% 0 0.00% 0.00%	With Opinion 618	Opinion (0) 13	Response 63
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general Children's programs From what sources do you get your inform Quarterly newsletter (Fi Library website (www.elmhurstpubliclibr Local new	65 in the past 1 Excellent (5) 449 72.65% 438 71.92% 242 73.78% mation about ine Print)(a) rary.org) (b) vspapers (c)	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03% 76 23.17% 96.95% the Library? Respo 455 178 208	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00% 10 3.05% 100.00% nses 72.45% 28.34% 33.12%	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.00% 0.32% 0 0.00% 0.00%	With Opinion 618	Opinion (0) 13	Responses 63
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general Children's programs From what sources do you get your inform Quarterly newsletter (Fi	65 in the past 1 Excellent (5) 449 72.65% 438 71.92% 242 73.78% mation about ine Print)(a) rary.org) (b) respapers (c) /posters (d)	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03% 76 23.17% 96.95% the Library? Respo 455 178 208 148	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00% 10 3.05% 100.00% nses 72.45% 28.34% 33.12% 23.57%	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.00% 0.32% 0 0.00% 0.00%	With Opinion 618	Opinion (0) 13	Responses 63
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general Children's programs From what sources do you get your inform Quarterly newsletter (Fi Library website (www.elmhurstpubliclibr Local new Library flyers	65 in the past 1 Excellent (5) 449 72.65% 438 71.92% 242 73.78% mation about ine Print)(a) rary.org) (b) vspapers (c)	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03% 76 23.17% 96.95% the Library? Respo 455 178 208	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00% 10 3.05% 100.00% nses 72.45% 28.34% 33.12%	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.00% 0.32% 0 0.00% 0.00%	With Opinion 618	Opinion (0) 13	Responses 63
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general Children's programs From what sources do you get your inform Quarterly newsletter (Fi Library website (www.elmhurstpubliclibr Local new Library flyers	65 in the past 1 Excellent (5) 449 72.65% 438 71.92% 242 73.78% mation about ine Print)(a) rary.org) (b) vspapers (c) /posters (d) Twitter (e)	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03% 76 23.17% 96.95% the Library? Respo 455 178 208 148 3	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00% 10 3.05% 100.00% nses 72.45% 28.34% 33.12% 23.57% 0.48% 3.03%	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.00% 0.32% 0 0.00% 0.00%	With Opinion 618	Opinion (0) 13	Response 63:
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general Children's programs From what sources do you get your inform Quarterly newsletter (Fi Library website (www.elmhurstpubliclibr Local new Library flyers	in the past 1 Excellent (5) 449 72.65% 438 71.92% 242 73.78% mation about ine Print)(a) rary.org) (b) vspapers (c) /posters (d) Twitter (e) racebook (f)	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03% 76 23.17% 96.95% the Library? Respo 455 178 208 148 3 19	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00% 10 3.05% 100.00% nses 72.45% 28.34% 33.12% 23.57% 0.48% 3.03% Total	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.00% 0.32% 0 0.00% 0.00%	With Opinion 618	Opinion (0) 13	Response 63:
7-4	As a place to meet with others If you visited the Elmhurst Public Library Professionalism and courtesy Library services in general Children's programs From what sources do you get your inform Quarterly newsletter (Fi Library website (www.elmhurstpubliclibr Local new Library flyers	65 in the past 1 Excellent (5) 449 72.65% 438 71.92% 242 73.78% mation about ine Print)(a) rary.org) (b) vspapers (c) /posters (d) Twitter (e)	10.22% 2 months, pl Good (4) 155 25.08% 97.73% 159 26.11% 98.03% 76 23.17% 96.95% the Library? Respo 455 178 208 148 3	Fair (3) 12 1.94% 99.68% 12 1.97% 100.00% 10 3.05% 100.00% nses 72.45% 28.34% 33.12% 23.57% 0.48% 3.03%	Poor (2) 2 0.32% 0 0.00%	0 0.00% 0.00% 0.32% 0 0.00% 0.00%	With Opinion 618	Opinion (0) 13	Response 63

Elmhurst Historical Museum

				Total	
7-8	Have you visited the Elmhurst Historical	Yes	No	Responses	
	Museum in the past 12 months?	128	554	682	
		18.77%	81.23%		
-9	If yes, what are the reasons you visited the	Elmhurst His	storical Mu	um in the past 12 months? (Mark all	that apply)
		Respor	nses		
	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%		
	C11 (C)	1.5	44 5004		
	Conduct research (f)	16	11.59%		
	Take visiting friends/family (g)	28	20.29%		

5.07%

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

Other (h)

7

7-10	Professionalism and courtesy	Excellent (5) 89 67.42%	Good (4) 39 29.55% 96.97%	Fair (3) 3 2.27% 99.24%	Poor (2) 0 0.00%	Very Poor (1) 1 0.76%	Responses With Opinion 132	No Opinion (0) 20	Total Responses 149
7-11	Overall satisfaction with visit:	78 59.54%	49 37.40% 96.95%	4 3.05% 100.00%	0.00%	0 0.00%	131	20	150
7-12	Quality of Service (exhibit, educational program, research)	73 56.15%	56 43.08% 99.23%	1 0.77% 100.00%	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	7	27	51	80	447	612
0.00%	1.14%	4.41%	8.33%	13.07%	73.04%	
			13.89%	26.96%		

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

			INOL	iotai
	Yes	No	Sure	Responses
_	161	119	236	516
	31.20%	23.06%	45.74%	

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

Respoi	1562
320	65.71%
95	19.51%
9	1.85%
63	12.94%
	320 95 9

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	34	144	136	101	232	665
2.71%	5.11%	21.65%	20.45%	15.19%	34.89%	
			49.92%	65.11%		
	18	Than 10 6 - 10 34	Than 10 6 - 10 3 - 5 18 34 144	Than 10 6 - 10 3 - 5 Twice 18 34 144 136 2.71% 5.11% 21.65% 20.45%	Than 10 6 - 10 3 - 5 Twice Once 18 34 144 136 101 2.71% 5.11% 21.65% 20.45% 15.19%	Than 10 6 - 10 3 - 5 Twice Once Not at all 18 34 144 136 101 232 2.71% 5.11% 21.65% 20.45% 15.19% 34.89%

7-17	Have you recommended	a visit to the Elmhurst	Historical Museum	to friends or other families?
	riare jour coommittee	a ribit to tire cirriniarse	mstorical mascarri	to mends of other families.

		Total
Yes	No	Responses
164	460	624
26.28%	73.72%	

	26.28%							
7-18 From this list, indicate ALL the ways you	not informatio	n about Elm	hurst Histori	ical Musaum	· (Mark all th	at apply)		
7-18 From this list, indicate ALL the ways you	Respo		nurst mistori	icai iviuseum	: (IVIark all th	at apply)		
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) a	nd time(s) a	re most conv	venient? (Ma	rk all that an	nly)		
, 13 II you of family members visit museums,	Respo		e most com	remente. (ivia	rk an that ap	P11.)		
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%						
	0.000.00	0.635.3	Total					
	Yes 214 37.35%	No 359 62.65%	Responses 573					
7-21 Do you consider going to a museum as: (214 37.35% Mark all that a	359 62.65%	Responses					
	214 37.35% Mark all that a Respo	359 62.65% apply) nses	Responses				du, ereze e	H
Entertainment (a)	214 37.35% Mark all that a Respo 395	359 62.65% apply) nses 66.39%	Responses				, 1 ,	11
Entertainment (a) Social Opportunity (b)	214 37.35% Mark all that a Respo 395 93	359 62.65% apply) nses 66.39% 15.63%	Responses				, 1	
Entertainment (a) Social Opportunity (b) Educational (c)	214 37.35% Mark all that a Respo 395 93 516	359 62.65% apply) nses 66.39% 15.63% 86.72%	Responses				 	
Entertainment (a) Social Opportunity (b)	214 37.35% Mark all that a Respo 395 93	359 62.65% apply) nses 66.39% 15.63%	Responses					
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify)	214 37.35% Mark all that a Respo 395 93 516 8	359 62.65% apply) nses 66.39% 15.63% 86.72% 1.34%	Responses 573	12 months?	(Mark all tha	at apply)		
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you	214 37.35% Mark all that a Respo 395 93 516 8	359 62.65% ipply) nses 66.39% 15.63% 86.72% 1.34%	Responses 573	12 months?	(Mark all tha	at apply)		
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72	359 62.65% ipply) nses 66.39% 15.63% 86.72% 1.34%	Responses 573	12 months?	(Mark all tha	at apply)		
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b)	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72 165	359 62.65% ipply) nses 66.39% 15.63% 86.72% 1.34% family visite nses 18.90% 43.31%	Responses 573	12 months?	(Mark all tha	at apply)		
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c)	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72 165 118	359 62.65% ipply) nses 66.39% 15.63% 86.72% 1.34% family visite nses 18.90% 43.31% 30.97%	Responses 573	12 months?	(Mark all tha	at apply)		
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d)	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72 165 118 17	359 62.65% ipply) nses 66.39% 15.63% 86.72% 1.34% family visite nses 18.90% 43.31% 30.97% 4.46%	Responses 573	12 months?	(Mark all tha	at apply)		
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d) Lizzadro Museum of Lapidary Art (e)	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72 165 118 17 159	359 62.65% ipply) nses 66.39% 15.63% 86.72% 1.34% family visite nses 18.90% 43.31% 30.97% 4.46% 41.73%	Responses 573	12 months?	(Mark all tha	at apply)		
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d) Lizzadro Museum of Lapidary Art (e) Theatre Historical Society of America (f)	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72 165 118 17 159 8	359 62.65% ipply) nses 66.39% 15.63% 86.72% 1.34% family visite nses 18.90% 43.31% 30.97% 4.46% 41.73% 2.10%	Responses 573	12 months?	(Mark all tha	at apply)		
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d) Lizzadro Museum of Lapidary Art (e) Theatre Historical Society of America (f) Elmhurst College lectures/concerts (g)	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72 165 118 17 159 8	359 62.65% ipply) nses 66.39% 15.63% 86.72% 1.34% family visite nses 18.90% 43.31% 30.97% 4.46% 41.73% 2.10% 41.47%	Responses 573	12 months?	(Mark all tha	at apply)		
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d) Lizzadro Museum of Lapidary Art (e) Theatre Historical Society of America (f) Elmhurst College lectures/concerts (g) Elmhurst Children's Theatre (h)	214 37.35% Mark all that a Respo 395 93 516 8 1 and/or your 1 Respo 72 165 118 17 159 8 158 49	359 62.65% ipply) nses 66.39% 15.63% 86.72% 1.34% family visite nses 18.90% 43.31% 30.97% 4.46% 41.73% 2.10% 41.47% 12.86%	Responses 573	12 months?	(Mark all tha	at apply)		
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d) Lizzadro Museum of Lapidary Art (e) Theatre Historical Society of America (f) Elmhurst College lectures/concerts (g)	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72 165 118 17 159 8	359 62.65% ipply) nses 66.39% 15.63% 86.72% 1.34% family visite nses 18.90% 43.31% 30.97% 4.46% 41.73% 2.10% 41.47%	Responses 573	12 months?	(Mark all tha	at apply)		
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d) Lizzadro Museum of Lapidary Art (e) Theatre Historical Society of America (f) Elmhurst College lectures/concerts (g) Elmhurst Children's Theatre (h) GreenMan Theatre Troupe (i)	214 37.35% Mark all that a Respo 395 93 516 8 1 and/or your 1 Respo 72 165 118 17 159 8 158 49	359 62.65% apply) nses 66.39% 15.63% 86.72% 1.34% family visite nses 18.90% 43.31% 30.97% 4.46% 41.73% 2.10% 41.47% 12.86% 3.67%	Responses 573	12 months?	(Mark all tha			
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d) Lizzadro Museum of Lapidary Art (e) Theatre Historical Society of America (f) Elmhurst College lectures/concerts (g) Elmhurst Children's Theatre (h) GreenMan Theatre Troupe (i) Other	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72 165 118 17 159 8 158 49 14 30	359 62.65% apply) nses 66.39% 15.63% 86.72% 1.34% family visite nses 18.90% 43.31% 30.97% 4.46% 41.73% 2.10% 41.47% 12.86% 3.67%	Responses 573	12 months?		Responses		Total
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d) Lizzadro Museum of Lapidary Art (e) Theatre Historical Society of America (f) Elmhurst College lectures/concerts (g) Elmhurst Children's Theatre (h) GreenMan Theatre Troupe (i) Other	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72 165 118 17 159 8 158 49 14 30	359 62.65% ipply) nses 66.39% 15.63% 86.72% 1.34% family visite: nses 18.90% 43.31% 30.97% 4.46% 41.73% 2.10% 41.47% 12.86% 3.67% 7.87%	Responses 573		Very	Responses With	No	Total Response
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d) Lizzadro Museum of Lapidary Art (e) Theatre Historical Society of America (f) Elmhurst College lectures/concerts (g) Elmhurst Children's Theatre (h) GreenMan Theatre Troupe (i) Other	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72 165 118 17 159 8 158 49 14 30	359 62.65% apply) nses 66.39% 15.63% 86.72% 1.34% family visite nses 18.90% 43.31% 30.97% 4.46% 41.73% 2.10% 41.47% 12.86% 3.67%	Responses 573	12 months? Poor (2) 3		Responses		Response
Entertainment (a) Social Opportunity (b) Educational (c) Other (please specify) 7-22 Which Elmhurst cultural venues have you Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d) Lizzadro Museum of Lapidary Art (e) Theatre Historical Society of America (f) Elmhurst College lectures/concerts (g) Elmhurst Children's Theatre (h) GreenMan Theatre Troupe (i) Other	214 37.35% Mark all that a Respo 395 93 516 8 a and/or your t Respo 72 165 118 17 159 8 158 49 14 30	359 62.65% Ipply) nses 66.39% 15.63% 86.72% 1.34% family visite: nses 18.90% 43.31% 30.97% 4.46% 41.73% 2.10% 41.47% 12.86% 7.87%	Responses 573 d in the past	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	

SECTION EIGHT - FINANCE

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

		Total
Yes	No	Responses
297	401	698
42.55%	57.45%	

	If "Yes," how do you rate the qualit	y of service?					Ď		
		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	Total Response
8-2	Response time	164	109	23	1	5	305	22	327
	• Annual of the	53.77%	35.74% 89.51%	7.54% 97.05%	0.33%	1.64% 1.97%			
8-3	Quality of service	158 53.20%	104 35.02%	23 7.74%	5 1.68%	7 2.36%	297	20	317
			88.22%	95.96%		4.04%			
8-4	Professionalism and courtesy	157	96	28	6	7	294	20	314
		53.40%	32.65% 86.05%	9.52% 95.58%	2.04%	2.38% 4.42%			
8-5	How many times in the past 12 mon	ths have you visite	d City Hall?	200		(5-2)70	Total		===
		Over 10	6-10	2-5	Once	Not at all	Responses		
		31	45	274	183	150	683		
		4.54%	6.59%	40.12%	26.79%	21.96%			

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

Yes No 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 Responses 545 144 689 79.10% 20.90%

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

					Responses		
Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion (0)	Total Responses
212	376	55	5	3	651	36	687
32.57%	57.76%	8.45%	0.77%	0.46%			
	90.32%	98.77%		1.23%			

SECTION NINE - COMMUNICATIONS

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

	Kespoi	sponses			
"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?	Yes	No	Total Responses					
5 2 Bo you use the internet!	634	57	691					
	91.75%	8.25%						
			Mobile		Laptop/		Total	
9-3 If "Yes", where do you use the Internet?	Home	Work	Device	Library	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 Interne	t?			Total				
<u>-</u>	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				2-1409-12-200	
-	Yes	No	Responses					
	565	120	685					
	82.48%	17.52%						
9-6 How many times in the past 6 months hav	e you visited	d the City we	ebsite?					
							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 t	the City web	site?						
9-7 What type of device do you use to access t	the City web Respo							
Computer (a)								
Computer (a) Tablet (b)	Respo 487 27	91.54% 5.08%						
Computer (a)	Respo 487	91.54%						
Computer (a) Tablet (b) Smart phone (c)	Respo 487 27 18	91.54% 5.08% 3.38%						
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark	Respo 487 27 18	91.54% 5.08% 3.38%		a to a time Company of company				
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark	Respo 487 27 18 all that app	91.54% 5.08% 3.38%	74.25%					
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City s	Respo 487 27 18 all that app services (a) mation (b)	91.54% 5.08% 3.38% ly) Respr 395 219	74.25% 41.17%	and the state of t				
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City so Calendar infor City Code infor	Respo 487 27 18 all that app services (a) mation (b) mation (c)	91.54% 5.08% 3.38% ly) Respondance 395 219 70	74.25% 41.17% 13.16%	13. The Company of Company				
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City so Calendar infor City Code infor	Respo 487 27 18 all that app services (a) mation (b) mation (c) gendas (d)	91.54% 5.08% 3.38% ly) Responses 219 70 45	74.25% 41.17% 13.16% 8.46%					
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City S Calendar infor City Code infor City Council minutes and a Contact information for elected officials a	Responder 487 27 18 all that approximation (b) mation (c) gendas (d) nd staff (e)	91.54% 5.08% 3.38% ly) Response 395 219 70 45 43	74.25% 41.17% 13.16% 8.46% 8.08%					
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City S Calendar infor City Code infor City Council minutes and a Contact information for elected officials a City forms and appl	Responder 487 27 18 all that apponder (b) mation (c) gendas (d) nd staff (e) ications (f)	91.54% 5.08% 3.38% ly) Responses 219 70 45 43 114	74.25% 41.17% 13.16% 8.46% 8.08% 21.43%					
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City S Calendar infor City Code infor City Council minutes and a Contact information for elected officials a	Responder 487 27 18 all that apponder (b) mation (c) gendas (d) nd staff (e) ications (f)	91.54% 5.08% 3.38% ly) Response 395 219 70 45 43	74.25% 41.17% 13.16% 8.46% 8.08%					
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City s Calendar infor City Code infor City Council minutes and a Contact information for elected officials a City forms and appl Electronic pa	Response A	91.54% 5.08% 3.38% ly) Responses 219 70 45 43 114 168 25	74.25% 41.17% 13.16% 8.46% 8.08% 21.43% 31.58% 4.70%		information		oking for 2	
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City s Calendar infor City Code infor City Council minutes and a Contact information for elected officials a City forms and appl Electronic pa	Response A	91.54% 5.08% 3.38% ly) Responses 219 70 45 43 114 168 25	74.25% 41.17% 13.16% 8.46% 8.08% 21.43% 31.58% 4.70%	r get you the	information			
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City s Calendar infor City Code infor City Council minutes and a Contact information for elected officials a City forms and appl Electronic pa	Response A	91.54% 5.08% 3.38% ly) Responses 219 70 45 43 114 168 25	74.25% 41.17% 13.16% 8.46% 8.08% 21.43% 31.58% 4.70%	r get you the	information v	you were lo Responses With		Total
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City s Calendar infor City Code infor City Council minutes and a Contact information for elected officials a City forms and appl Electronic pa	Responder 487 27 18 all that app services (a) mation (b) mation (c) gendas (d) nd staff (e) ications (f) yments (g) Other (h)	91.54% 5.08% 3.38% ly) Responses 219 70 45 43 114 168 25	74.25% 41.17% 13.16% 8.46% 8.08% 21.43% 31.58% 4.70%	r get you the Poor (2)		Responses		
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City s Calendar infor City Code infor City Council minutes and a Contact information for elected officials a City forms and appl Electronic pa	Responder 487 27 18 all that app services (a) mation (b) mation (c) gendas (d) nd staff (e) lications (f) yments (g) Other (h) of its ability Excellent	91.54% 5.08% 3.38% ly) Respr 70 45 43 114 168 25 to solve you	74.25% 41.17% 13.16% 8.46% 8.08% 21.43% 4.70%		Very	Responses With	No	Response
Computer (a) Tablet (b) Smart phone (c) 9-8 What was the reason for your visit? (Mark Information regarding City S Calendar infor City Code infor City Council minutes and a Contact information for elected officials a City forms and appl	Responder 487 27 18 all that app services (a) mation (b) mation (c) gendas (d) nd staff (e) ications (f) yments (g) Other (h) of its ability Excellent (5)	91.54% 5.08% 3.38% ly) Respr 70 45 43 114 168 25 to solve you Good (4)	74.25% 41.17% 13.16% 8.46% 8.08% 21.43% 4.70% r problem o	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion (0)	

9-10	How would you rate the quality of the City's "Front Porch" newsletter	Excellent (5) 210 30.73%	Good (4) 374 58.16% 90.82%	Fair (3) 47 7.31% 98.13%	Poor (2) 4 0.62%	Very Poor (1) 0 0.00% 0.62%	Responses With Opinion 643	No Opinion (0) 48	Total Responses 691
9-11	How many times in the past 12 months					ion?			
	(Local Government Channels on Cor	ncast (Channe More	el 6) or Al & I	U-verse (Ch	iannei 99)			Total	
		Than 10	6 - 10	4 - 6	3 - 5	1 - 2	Not at all	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 Cit		eting online?	(Available t	hrough City's	website-ww	w.elmhurst		
		More Than 10	6 - 10	1-6	2 5	1 - 2	Not at all	Total Responses	
		2	3	4-6	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 (5)	? Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion (0)	Total Responses
		88	375	149	16	8	636	45	681
		13.84%	58.96% 72.80%	23.43% 96.23%	2.52%	1.26% 3.77%			
9-14	If the City were to pursue new approach an impact on your awareness of those is:	sues: (Mark al	l that apply)					itiatives wou	ld have
	One-time information/public suggestion a		ions/suggesti		sponses (a)	227	40.39%		
				02 00 2 11100	knight2 (h)	90			
	One-time information/public suggestion					90 55	16.01% 9.79%		
	One-time information/public suggestion A series of 2-4 weekly workshops	and Q&A ses	ssion in your a	area on a Sa	turday? (c)	90 55 41	9.79% 7.30%		
		n and Q&A ses s held over co ps held over c	ssion in your a nsecutive we onsecutive w	area on a Sa eks on week eeks on Sat	turday? (c) knights? (d) urdays? (e)	55 41 27	9.79% 7.30% 4.80%		
	A series of 2-4 weekly workshops	n and Q&A ses s held over co ps held over c	ssion in your a	area on a Sa eks on week eeks on Sat on the City	turday? (c) knights? (d) urdays? (e) website (f)	55 41 27 215	9.79% 7.30% 4.80% 38.26%		
	A series of 2-4 weekly workshops	n and Q&A ses s held over co ps held over c	ssion in your a nsecutive we onsecutive w	area on a Sa eks on week eeks on Sat on the City	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g)	55 41 27 215 26	9.79% 7.30% 4.80% 38.26% 4.63%		
	A series of 2-4 weekly workshop: A series of 2-4 weekly worksho	n and Q&A ses s held over co ps held over c	ssion in your a nsecutive wer consecutive w gular updates	area on a Sa eks on week eeks on Sat on the City Fa	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) icebook (h)	55 41 27 215	9.79% 7.30% 4.80% 38.26%		
	A series of 2-4 weekly workshop: A series of 2-4 weekly worksho	n and Q&A ses s held over co ps held over c Rep	ssion in your a nsecutive wer consecutive w gular updates	area on a Sa eks on week reeks on Sat on the City Fa ont Porch ne Other sug	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) icebook (h)	55 41 27 215 26 97	9.79% 7.30% 4.80% 38.26% 4.63% 17.26%		
9-15	A series of 2-4 weekly workshop: A series of 2-4 weekly worksho	n and Q&A sessifications of the control of the cont	ssion in your a nsecutive we consecutive w gular updates the City's Fro erts through t	area on a Sa eks on week reeks on Sat on the City Fa ont Porch ne Other sug No he City's "No	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) cebook (h) wsletter (i) gestions (j) opinion (k)	55 41 27 215 26 97 395 29 126	9.79% 7.30% 4.80% 38.26% 4.63% 17.26% 70.28% 5.16%	lmhurst.org/	list.aspx).
9-15	A series of 2-4 weekly workshops A series of 2-4 weekly worksho Spe The City offers electronic message (e-ma	n and Q&A sees held over co ps held over co Reg cial edition of il and text) ale up for? (Mark	ssion in your a nsecutive we consecutive we gular updates the City's Fro erts through t all that apply City Council/C	area on a Sa eks on week reeks on Sat on the City Fa ont Porch ne Other sug No he City's "No y)	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) icebook (h) wsletter (i) gestions (j) opinion (k) otify Me" we	55 41 27 215 26 97 395 29 126 bsite applica	9.79% 7.30% 4.80% 38.26% 4.63% 17.26% 70.28% 5.16% tion (www.e	lmhurst.org/	list.aspx).
9-15	A series of 2-4 weekly workshops A series of 2-4 weekly worksho Spe The City offers electronic message (e-ma	n and Q&A sees held over co ps held over co Reg cial edition of il and text) ale up for? (Mark	ssion in your a nsecutive we consecutive we gular updates the City's Fro erts through t all that apply City Council/C City News a	area on a Sa eks on week reeks on Sat on the City Fa ont Porch ne Other sug No he City's "Ne y) Committee A nd Announce	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) icebook (h) wsletter (i) gestions (j) opinion (k) otify Me" we agendas (a) ements (b)	55 41 27 215 26 97 395 29 126 bsite applica	9.79% 7.30% 4.80% 38.26% 4.63% 17.26% 70.28% 5.16% tion (www.e	lmhurst.org/	list.aspx).
9-15	A series of 2-4 weekly workshops A series of 2-4 weekly worksho Spe The City offers electronic message (e-ma	n and Q&A sessifications of the control of the cont	ssion in your a nsecutive we consecutive we gular updates the City's Fro erts through t all that apply City Council/C City News an Econ	eks on a Sa eks on week eeks on Sat on the City Fa ont Porch ne Other sug No he City's "Ne y) Committee A nd Announch	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) knights? (i) wsletter (i) gestions (j) opinion (k) otify Me" we agendas (a) mements (b) opment (c)	55 41 27 215 26 97 395 29 126 bsite applica	9.79% 7.30% 4.80% 38.26% 4.63% 17.26% 70.28% 5.16% tion (www.e	lmhurst.org/	list.aspx).
9-15	A series of 2-4 weekly workshops A series of 2-4 weekly worksho Spe The City offers electronic message (e-ma	n and Q&A sessifications of the control of the cont	erts through to all that apply City Council/C City News an Ecor	area on a Sa eks on week reeks on Sat on the City Fa ont Porch ne Other sug No he City's "Ne y) Committee A nd Announce	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) knights? (i) webook (h) wsletter (i) gestions (j) opinion (k) otify Me" we agendas (a) ements (b) opment (c) rmation (d)	55 41 27 215 26 97 395 29 126 bsite applica	9.79% 7.30% 4.80% 38.26% 4.63% 17.26% 70.28% 5.16% tion (www.e	lmhurst.org/	list.aspx).
9-15	A series of 2-4 weekly workshops A series of 2-4 weekly worksho Spe The City offers electronic message (e-ma	n and Q&A sessifications of the control of the cont	erts through to all that apply City Council/C City News an Ecor E Elmhurst Storm	eks on a Saeks on weeks on Sateks on Sater on the City Factor of the City's "New York on the City's "	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) icebook (h) wsletter (i) gestions (j) opinion (k) otify Me" we agendas (a) ements (b) opment (c) rmation (d) duseum (e) irmation (f)	55 41 27 215 26 97 395 29 126 bsite applica 49 11 11 8 103	9.79% 7.30% 4.80% 38.26% 4.63% 17.26% 5.16% 5.16% tion (www.e	lmhurst.org/	list.aspx).
9-15	A series of 2-4 weekly workshops A series of 2-4 weekly worksho Spe The City offers electronic message (e-ma	n and Q&A sessifications of the control of the cont	erts through to all that apply City Council/C City News an Econ E Elmhurst Storm Visit	eks on a Saeks on weeks on Sateks on Sater on the City Factor of the City's "New Y) Committee And Announch omic Devel election Information of the City's "New Y) Committee And Announch of the City's "New Y) Committee And Announch of Announch of the City's "New Y) Committee And Announch of	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) icebook (h) wsletter (i) gestions (j) opinion (k) otify Me" we agendas (a) ements (b) opment (c) rmation (d) Museum (e) irmation (f) m News (g)	55 41 27 215 26 97 395 29 126 bsite applica 49 11 11 8 103 10	9.79% 7.30% 4.80% 38.26% 4.63% 17.26% 70.28% 5.16% tion (www.e	lmhurst.org/	list.aspx).
9-15	A series of 2-4 weekly workshops A series of 2-4 weekly worksho Spe The City offers electronic message (e-ma	n and Q&A sessifications of the control of the cont	erts through t all that apply City Council/C City News ar Econ E Elmhurst Storm Visit	eks on a Sa eks on week eeks on Sat on the City on the City Other sug No Committee A nomic Devel lection Infor Historical N n/Flood Info cor & Tourist Veather Eme	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) kebook (h) wsletter (i) gestions (j) opinion (k) otify Me" we agendas (a) ements (b) opment (c) rmation (d) Museum (e) rmation (f) m News (g) ergency (h)	55 41 27 215 26 97 395 29 126 bsite applica 49 11 11 8 103 10 128	9.79% 7.30% 4.80% 38.26% 4.63% 17.26% 70.28% 5.16% tion (www.e 3.10% 7.60% 1.71% 1.24% 15.97% 1.55% 19.84%	lmhurst.org/	list.aspx).
9-15	A series of 2-4 weekly workshops A series of 2-4 weekly worksho Spe The City offers electronic message (e-ma	n and Q&A sessifications of the control of the cont	erts through t all that apply City Council/C City News ar Econ E Elmhurst Storm Visit	eks on a Sa eks on week eeks on Sat on the City Fa ont Porch ne Other sug No Committee A nd Announce lection Infor Historical N n/Flood Info cor & Tourist Veather Eme	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) cebook (h) wsletter (i) gestions (j) opinion (k) otify Me" we agendas (a) ements (b) opment (c) rmation (d) Museum (e) rmation (f) m News (g) ergency (h) rtunities (i)	55 41 27 215 26 97 395 29 126 bsite applica 49 11 11 11 8 103 10 128 19	9.79% 7.30% 4.80% 38.26% 4.63% 17.26% 70.28% 5.16% tion (www.e	lmhurst.org/	list.aspx).
9-15	A series of 2-4 weekly workshops A series of 2-4 weekly worksho Spe The City offers electronic message (e-ma	n and Q&A sessifications of the control of the cont	erts through t all that apply City Council/C City News ar Econ E Elmhurst Storm Visit	eks on a Sa eks on week eeks on Sat on the City Fa ont Porch ne Other sug No he City's "No Committee A nd Announc nomic Devel lection Infoi lection Infoi cor & Tourisi Veather Eme	turday? (c) knights? (d) urdays? (e) website (f) Twitter (g) kebook (h) wsletter (i) gestions (j) opinion (k) otify Me" we agendas (a) ements (b) opment (c) rmation (d) Museum (e) rmation (f) m News (g) ergency (h)	55 41 27 215 26 97 395 29 126 bsite applica 49 11 11 8 103 10 128	9.79% 7.30% 4.80% 38.26% 4.63% 17.26% 70.28% 5.16% tion (www.e 3.10% 7.60% 1.71% 1.24% 15.97% 1.55% 19.84%	lmhurst.org/	list.aspx).

SECTION TEN - BUDGET

	How would you rate the value of City programs/ Excellent	services for the fees and taxes you pay			y to the City? Very	With	No	Total
	(5)	Good (4) 293	Fair (3) 222	Poor (2) 44	Poor (1) 26	Opinion 629	Opinion (0)	
	7.00%	46.58% 53.58%	35.29% 88.87%	7.00%	4.13% 11.13%			
10-2	How do you get information on the City budget and fir	nances? (Mar Respo		pply?)				
	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) Don't know (h)	128 155	18.96% 22.96%					
10-3	How would you rate your awareness of the City budge	t?			N.A.	ETHER:	ONDERS.	
	Excellent	Good (4)	Fair (2)	Door (2)	Very	With	No	Total
	(5)	115	Fair (3) 284	Poor (2) 161	Poor (1) 57	Opinion 625	Opinion (0) 59	684
	1.28%	18.40%	45.44%	25.76%	9.12%	023	39	004
	2.257	19.68%	65.12%	23.7.070	34.88%			
10-4	How would you rate the City's financial management (in the current	t recession)	?				
	Excellent				Very	With	No	Total
	(5)	Good (4)	Fair (3)	Poor (2)	Poor (1)	Opinion	Opinion (0)	
	24	212	227	47	14	524	162	686
	4.58%	40.46% 45.04%	43.32% 88.36%	8.97%	2.67% 11.64%			
					11.0 1/0			
10-5	Are you aware the City budget and financial reports ar	e available or			22.01/0			
10-5	Are you aware the City budget and financial reports ar		n the City w	Total	22.0.170			
10-5	Are you aware the City budget and financial reports ar	Yes	n the City w	Total Responses	22.0170			
10-5	Are you aware the City budget and financial reports ar	Yes 324	n the City w No 353	Total	2210170			
10-5	Are you aware the City budget and financial reports ar	Yes	n the City w	Total Responses	210 1/0			
	Are you aware the City budget and financial reports are	Yes 324 47.86%	No 353 52.14%	Total Responses 677 e Library?	210 1/0			
		Yes 324 47.86% online or in p	No 353 52.14% erson at the	Total Responses 677 e Library? Total				
		Yes 324 47.86% online or in p	No 353 52.14% erson at the	Total Responses 677 e Library? Total Responses	210 7/0			
		Yes 324 47.86% online or in p	No 353 52.14% erson at the	Total Responses 677 e Library? Total				
10-6	In the last two years have you viewed the City budget If Yes, how would you rate the quality of information i	Yes 324 47.86% online or in p Yes 77 11.21%	No 353 52.14% erson at the No 610 88.79%	Total Responses 677 e Library? Total Responses		With	No	Total
10-6	In the last two years have you viewed the City budget If Yes, how would you rate the quality of information i Excellent	Yes 324 47.86% online or in p Yes 77 11.21%	No 353 52.14% erson at the No 610 88.79%	Total Responses 677 e Library? Total Responses 687	Very Poor (1)	With	No Opinion (0)	Total Responses
10-6	In the last two years have you viewed the City budget If Yes, how would you rate the quality of information i	Yes 324 47.86% online or in p Yes 77 11.21%	No 353 52.14% erson at the No 610 88.79%	Total Responses 677 e Library? Total Responses	Very		No Opinion (0) 159	
10-6	In the last two years have you viewed the City budget If Yes, how would you rate the quality of information i Excellent	Yes 324 47.86% online or in p Yes 77 11.21% In the budget? Good (4)	No 353 52.14% erson at the No 610 88.79%	Total Responses 677 e Library? Total Responses 687	Very Poor (1)	Opinion	Opinion (0)	Responses

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

	Too Much (3)	About Right (2)	Not Enough (1)	Oninion	Opinion (0)	Rosponsos
Police protection	26	603	43	672	16	688
Tonce protection	3.87%	89.73%	6.40%	072	10	1000
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		505 77.45%	130 19.94%	652	38	690
Tree replacement		485 77.35%	127 20.26%	627	58	685
Snow/ice removal		523 77.83%	129 19.20%	672	14	686
Historical museum programs/services		419 90.30%	14 3.02%	464	211	675
Library programs/services		562 93.05%	13 2.15%	604	78	682
Refuse collection	19	618	32	669	18	687
Mosquito control		92.38%	4.78%	605	80	685
Animal control		75.70%	21.49%	563	116	679
Sanitary collection and treatment		67.67% 563	31.26% 28	599	83	682
Water production and distribution	1.34%	93.99%	4.67% 22	597	83	680
	2.01%	94.30%	3.69%			
Stormwater management	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
Within the second secon						

About

Not

With

No

Total

(5) Good (4) Fair (3) Poor (2) Poor (1) Opinion Opinion (0) Responses	10-9	How would you rate the City's efforts to in	nform the pul Excellent	blic about th	ne budget and	d finances?	Very	With	No	Total
23 214 256 65 19 577 113 690				Good (4)	Fair (3)	Poor (2)				
11-1 Which category best reflects your age? 18-25 26-35 76-45 76-85 76-65 76-8						TATALOGUE AND COMMENT	- July Andrews Company	CANCEL CONTRACTOR CONTRACTOR	Company of the Company	690
11-1 Which category best reflects your age? 18 - 25 Years Ye			3.99%	37.09%	44.37%	11.27%	3.29%			
11-1 Which category best reflects your age? 18 - 25 Years Ye				41.07%	85.44%		14.56%			
Years Year	-4	SECTION ELEVEN - DEMOGRAPHIC INFOR	MATION							WITE HARD
11-2 What is your gender?	11-1	Which category best reflects your age?								
11-2 What is your gender? Male Female Responses 51.01% 48.99% 100.00%		\$								
11-2 What is your gender?				190.00						
11-3 How long have you lived in Elmhurst? 5 years or less years ye	- A TANKS OF THE PARTY OF THE P			North Company			· · · · · · · · · · · · · · · · · · ·			
11-3 How long have you lived in Elmhurst? 5 years 6-10 11-20 21-35 36-50 Over 50 Total or less years ye	11-2	What is your gender?								
11-3 How long have you lived in Elmhurst? 5 years or less years ye					690					
Or less Years Ye			51.01%	48.99%						
11-4 Do you own or rent your residence? Own Rent Responses G58 28 95.92% 4.08% 15.09% 1	11-3	How long have you lived in Elmhurst?	5 years	6 - 10	11 - 20	21 - 35	36 - 50	Over 50	Total	
9.93% 11.08% 19.71% 26.47% 19.57% 13.24% 100.00%		500 S								
11-4 Do you own or rent your residence? Own Rent Responses 686 95.92% 4.08%			200000000000000000000000000000000000000							
11-4 Do you own or rent your residence? Own Rent Responses			9.93%	11.08%	19.71%	26.47%		13.24%	100.00%	
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) North of North Avenue & West of York Street (b) Between IL Prairie Path & North Ave. & East of York St. (c) Between IL Prairie Path & North Ave. & West of York St. (d) South of the IL Prairie Path & East of York Street (e) South of the IL Prairie Path & West of York Street (f) 110-88 128 886 886 Responses Number Percentage 10-90% 99 14.39% 19-04%	1.2402 . 10		V24500	1776 - 77					"	
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) North of North Avenue & West of York Street (b) Between IL Prairie Path & North Ave. & East of York St. (c) Between IL Prairie Path & North Ave. & West of York St. (d) South of the IL Prairie Path & East of York Street (e) South of the IL Prairie Path & West of York Street (f) 104 15.12% South of the IL Prairie Path & West of York Street (f) 168 24.42%	11-4	Do you own or rent your residence?								
North of North Avenue & East of York Street (a) North of North Avenue & West of York Street (b) Between IL Prairie Path & North Ave. & East of York St. (c) Between IL Prairie Path & North Ave. & West of York St. (d) South of the IL Prairie Path & East of York Street (e) South of the IL Prairie Path & West of York Street (f) Responses Number Percentage 10.90% 14.39% 19.04% 19.04% 10.13% 10.			1990	100000	686					
North of North Avenue & East of York Street (a) North of North Avenue & West of York Street (b) Between IL Prairie Path & North Ave. & East of York St. (c) Between IL Prairie Path & North Ave. & West of York St. (d) South of the IL Prairie Path & East of York Street (e) South of the IL Prairie Path & West of York Street (f) Number 10.90% 14.39% 19.04% 16.13% 16.13% 24.42%	11-5	Please identify the area of the City in which	h you live.	to technological						
North of North Avenue & East of York Street (a) North of North Avenue & West of York Street (b) Between IL Prairie Path & North Ave. & East of York St. (c) Between IL Prairie Path & North Ave. & West of York St. (d) South of the IL Prairie Path & East of York Street (e) South of the IL Prairie Path & West of York Street (f) 10.90% 14.39% 19.04% 16.13% 16.13% 24.42%										
North of North Avenue & West of York Street (b) Between IL Prairie Path & North Ave. & East of York St. (c) Between IL Prairie Path & North Ave. & West of York St. (d) South of the IL Prairie Path & East of York Street (e) South of the IL Prairie Path & West of York Street (f) 104 15.12% 24.42%			200							
Between IL Prairie Path & North Ave. & East of York St. (c) Between IL Prairie Path & North Ave. & West of York St. (d) South of the IL Prairie Path & East of York Street (e) South of the IL Prairie Path & West of York Street (f) 104 15.12% 24.42%										
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%			50 (6)	(c)						
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%				70000						
South of the IL Prairie Path & West of York Street (f) 168 24.42%				. (4)						
1000 10000										

SECTION TWELVE - GENERAL COMMENTS

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

		Ranking	Total			
Response	#1	#2	#3	Responses	Percentage	
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)	(2)	4	13	17	0.83%	
Safety (I)	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?

		Ranking	Total		
Response	#1	#2	#3	Responses	Percentage
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 (I)	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?

		Ranking	Total		
Response	#1	#2	#3	Responses	Percentage
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 (I)	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?

					Responses		
Excellent				Very	With	No	Total
(5)	Good (4)	Fair (3)	Poor (2)	Poor (1)	Opinion	Opinion (0)	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%			