
2014 City of Elmhurst Citizen Survey

SECTION IV

HISTORICAL DATA (1998 – 2014)

SECTION ONE - QUALITY OF LIFE

1-1	Overall quality of your neighborhood	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	92.68%	91.37%	90.10%	91.35%	92.86%	92.83%	93.84%	92.23%	91.64%
	Fair to Excellent	99.30%	99.14%	98.69%	98.83%	99.30%	99.61%	99.15%	99.43%	99.04%
1-2	Overall quality of the Elmhurst community									
	Good to Excellent	96.05%	95.26%	93.28%	95.74%	95.74%	95.55%	95.77%	95.21%	n/a
	Fair to Excellent	99.29%	99.71%	99.60%	98.97%	98.97%	99.87%	99.64%	99.66%	n/a
1-3	The Elmhurst Community as a place to live									
	Good to Excellent	96.05%	94.81%	95.05%	95.45%	96.50%	96.21%	96.12%	95.32%	n/a
	Fair to Excellent	99.15%	99.57%	99.48%	99.12%	99.86%	99.74%	99.51%	99.32%	n/a
1-4	The Elmhurst community as a place to raise children									
	Good to Excellent	96.15%	95.04%	95.86%	96.04%	97.28%	96.21%	97.09%	94.18%	n/a
	Fair to Excellent	99.26%	99.40%	99.72%	99.54%	99.71%	99.32%	99.62%	99.17%	n/a
1-5	The Elmhurst community as a place to retire									
	Good to Excellent	53.64%	51.71%	55.23%	59.94%	58.97%	57.38%	61.67%	62.23%	n/a
	Fair to Excellent	85.27%	84.73%	85.27%	88.64%	85.71%	84.53%	85.96%	87.07%	n/a
1-6	Physical appearance of private property									
	Good to Excellent	88.70%	89.48%	87.47%	89.09%	89.89%	90.17%	91.64%	88.75%	86.73%
	Fair to Excellent	98.73%	98.70%	98.42%	98.38%	99.30%	99.21%	98.55%	98.85%	98.71%
1-7	Physical appearance of public property									
	Good to Excellent	93.14%	90.59%	92.25%	94.21%	94.63%	94.90%	94.32%	93.27%	92.25%
	Fair to Excellent	99.57%	99.13%	98.82%	99.41%	99.58%	100.0%	99.64%	99.54%	99.19%
1-8	How would you rate the overall quality of life in Elmhurst now compared to five years ago?									
	Better	22.14%	17.37%	20.88%	44.29%	56.06%	n/a	n/a	n/a	n/a
	About the Same or Better	91.05%	88.93%	89.15%	93.45%	95.62%	n/a	n/a	n/a	n/a

SECTION TWO - PUBLIC SAFETY

2-1	Have you called 9-1-1 in the past 12 months?	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Yes	16.22%	17.46%	18.11%	20.55%	21.17%	22.61%	21.86%	19.47%	23.43%
	No	83.78%	82.54%	81.89%	79.45%	78.83%	77.39%	78.14%	80.53%	76.57%
2-2	If "Yes," what type of call(s) did you make?									
	Fire emergency	22	11	14	8	6	10	14	5	8
	Ambulance	42	55	47	40	47	45	53	44	29
	Police emergency	44	29	48	25	20	33	35	36	24
	Other	35	36	24	24	23	27	19	30	46
If you used the Fire Department in an emergency situation in the past 12 months, rate the following:										
2-3	Response time	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	90.32%	85.19%	90.48%	92.86%	91.67%	98.11%	95.00%	96.92%	86.84%
	Fair to Excellent	96.77%	92.59%	97.62%	95.24%	95.00%	100.0%	100.0%	98.46%	94.74%
2-4	Quality of service									
	Good to Excellent	91.23%	88.46%	92.50%	92.86%	93.22%	96.15%	98.31%	92.06%	94.87%
	Fair to Excellent	100.00%	94.23%	97.50%	95.24%	98.31%	98.08%	100.0%	96.83%	100.0%
2-5	Professionalism and courtesy									
	Good to Excellent	92.86%	86.79%	92.50%	95.24%	93.33%	98.04%	95.16%	93.75%	94.74%
	Fair to Excellent	100.00%	96.23%	97.50%	95.24%	98.33%	98.04%	100.0%	98.44%	100.0%

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2-6	Have you been in contact with non-emergency Fire Department staff in the past 12 months?									
	Yes	10.14%	9.60%	8.57%	11.18%	9.78%	11.29%	8.61%	n/a	n/a
	No	89.86%	90.40%	91.43%	88.82%	90.22%	88.71%	91.39%	n/a	n/a
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2-7	If yes, please check the type of experience:									
	Station Tour/Block Party	28	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Installation of Car Seats	9	7	8	4	13	13	13	n/a	n/a
	Public Education	3	19	16	23	23	42	35	n/a	n/a
	Community Event	8	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Other	21	27	23	38	23	26	22	n/a	n/a
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2-8	Do you have carbon monoxide detectors in your home?									
	Yes	90.64%	90.00%	87.19%	86.18%	72.96%	72.27%	68.59%	62.22%	50.64%
	No	9.36%	10.00%	12.81%	13.82%	27.04%	27.73%	31.41%	37.78%	49.36%
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If you used an ambulance in the past 12 months, please rate the following:										
2-9	Response time	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	100.00%	91.80%	94.74%	91.80%	94.92%	96.36%	97.01%	95.16%	90.70%
	Fair to Excellent	100.00%	98.36%	98.25%	100.0%	98.31%	98.18%	98.51%	98.39%	95.35%
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2-10	Quality of service									
	Good to Excellent	96.30%	95.00%	96.36%	96.61%	98.25%	96.30%	97.01%	90.16%	86.67%
	Fair to Excellent	100.00%	96.67%	98.18%	98.31%	100.00%	98.15%	98.51%	95.08%	97.78%
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2-11	Professionalism and courtesy									
	Good to Excellent	96.36%	93.44%	96.36%	98.28%	98.25%	96.23%	95.52%	90.00%	79.55%
	Fair to Excellent	98.18%	96.72%	98.18%	100.0%	98.25%	96.23%	100.0%	95.00%	97.73%
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How do you rate the overall visibility of police in ...										
2-12	Your neighborhood	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	64.80%	60.49%	64.61%	60.67%	58.49%	57.31%	57.86%	58.91%	57.92%
	Fair to Excellent	91.35%	90.43%	91.01%	90.03%	87.45%	89.23%	88.53%	90.07%	87.29%
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2-13	The City as a whole									
	Good to Excellent	84.79%	76.83%	83.60%	83.18%	79.00%	83.47%	79.08%	79.97%	82.83%
	Fair to Excellent	97.94%	97.04%	98.55%	97.86%	97.50%	98.63%	98.47%	97.93%	97.17%
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If you used the Police Department in an emergency situation in the past 12 months, rate the following:										
2-14	Response time	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	80.28%	75.00%	79.22%	88.75%	81.58%	84.95%	83.78%	84.82%	80.90%
	Fair to Excellent	88.73%	93.42%	92.21%	96.25%	90.79%	96.77%	97.30%	94.64%	95.51%
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2-15	Quality of service									
	Good to Excellent	85.29%	77.92%	80.00%	92.41%	79.17%	82.22%	88.07%	81.08%	81.18%
	Fair to Excellent	97.06%	90.91%	93.33%	98.73%	90.28%	94.44%	96.33%	92.79%	92.94%
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2-16	Professionalism and courtesy									
	Good to Excellent	88.41%	79.49%	89.47%	93.59%	82.19%	84.62%	85.05%	82.30%	n/a
	Fair to Excellent	97.10%	85.90%	92.11%	98.72%	90.41%	93.41%	94.39%	92.92%	n/a
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2-17	Have you been stopped by the Elmhurst Police for a traffic violation in the past 12 months?									
	Yes	8.66%	9.62%	14.15%	13.06%	9.13%	11.93%	7.19%	7.36%	9.31%
	No	91.34%	90.38%	85.85%	86.94%	90.87%	88.07%	92.81%	92.64%	90.69%
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2-18	If Yes, what penalty (or penalties) did you receive?									
	Written Warning	29	31	53	22	21	37	18	15	10
	Written Citation	29	34	52	52	29	36	26	30	25

2-19	How do you rate the professionalism and courtesy of the officer during the traffic stop?									
	Good to Excellent	73.75%	66.33%	67.72%	60.18%	74.19%	81.25%	68.42%	70.00%	71.01%
	Fair to Excellent	87.50%	87.76%	85.04%	81.42%	89.25%	93.75%	85.26%	91.67%	88.41%

How safe do you feel ...

2-20	In your neighborhood	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Safe to Very Safe	89.67%	89.78%	89.04%	92.26%	91.33%	90.90%	88.75%	91.38%	86.66%
	Neither Safe nor Unsafe to Very Safe	98.42%	98.25%	98.28%	98.39%	98.88%	98.94%	99.76%	99.18%	98.68%

2-21	On City streets at night									
	Safe to Very Safe	83.51%	81.29%	83.33%	84.88%	84.13%	81.50%	80.23%	81.59%	74.46%
	Neither Safe nor Unsafe to Very Safe	97.94%	96.56%	96.99%	97.60%	98.27%	95.98%	96.35%	97.32%	96.49%

2-22	In City parks									
	Safe to Very Safe	79.08%	76.55%	76.79%	79.13%	72.73%	69.44%	70.52%	70.60%	63.65%
	Neither Safe nor Unsafe to Very Safe	96.31%	96.83%	95.13%	97.41%	95.07%	92.25%	94.35%	93.22%	92.04%

2-23	In Elmhurst City Centre									
	Safe to Very Safe	89.36%	88.77%	86.76%	89.60%	89.36%	84.54%	89.92%	89.27%	88.52%
	Neither Safe nor Unsafe to Very Safe	98.80%	98.79%	97.52%	98.32%	97.34%	96.72%	99.22%	99.24%	98.61%

2-24	In the City in general									
	Safe to Very Safe	89.44%	89.20%	90.27%	92.73%	91.57%	90.32%	88.01%	89.68%	86.71%
	Neither Safe nor Unsafe to Very Safe	99.13%	99.11%	99.47%	99.11%	99.57%	98.79%	99.75%	99.05%	98.67%

SECTION THREE - PUBLIC WORKS DEPARTMENT

3-1	Have you called, written or personally visited the Public Works Department in the past 12 months?									
		2014	2012	2010	2008	2006	2004	2002	2000	1998
	Yes	31.39%	27.22%	27.08%	36.28%	37.39%	36.45%	34.94%	41.54%	50.40%
	No	68.61%	72.78%	72.92%	63.72%	62.61%	63.55%	65.06%	58.46%	49.60%

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

3-2	Response time									
	Good to Excellent	73.76%	75.92%	73.89%	78.76%	78.06%	72.13%	77.63%	72.53%	71.43%
	Fair to Excellent	88.69%	89.01%	88.67%	93.82%	91.01%	88.15%	91.86%	88.53%	88.75%

3-3	Quality of service									
	Good to Excellent	72.30%	74.60%	71.84%	77.61%	78.75%	74.83%	76.27%	73.39%	70.13%
	Fair to Excellent	88.26%	88.36%	90.29%	92.28%	90.48%	90.91%	89.15%	88.17%	88.05%

3-4	Professionalism and courtesy									
	Good to Excellent	83.89%	80.54%	82.09%	87.01%	89.01%	87.02%	83.39%	83.11%	78.86%
	Fair to Excellent	94.79%	92.97%	95.52%	95.28%	97.44%	95.79%	95.02%	93.83%	90.54%

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

3-5	Street maintenance	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	57.58%	65.19%	58.01%	58.69%	70.03%	70.50%	69.56%	68.16%	65.80%
	Fair to Excellent	87.88%	91.26%	89.10%	87.74%	95.60%	93.34%	94.38%	92.95%	90.44%

3-6	Street sweeping									
	Good to Excellent	65.50%	67.22%	65.13%	64.75%	67.48%	62.24%	67.04%	70.27%	71.52%
	Fair to Excellent	91.27%	91.77%	91.45%	90.56%	92.69%	88.82%	90.90%	92.51%	92.23%

3-7	Snow/ice removal									
	Good to Excellent	72.71%	74.08%	73.37%	73.61%	76.60%	75.65%	75.79%	76.93%	68.01%
	Fair to Excellent	91.71%	94.26%	92.81%	91.35%	96.31%	95.05%	93.46%	93.44%	90.47%
3-8	Quantity of parkway trees									
	Good to Excellent	78.31%	77.48%	78.94%	81.49%	78.56%	81.77%	83.09%	77.96%	76.48%
	Fair to Excellent	95.92%	94.29%	96.20%	97.31%	95.54%	96.30%	96.54%	96.41%	95.07%
3-9	Quality of parkway trees									
	Good to Excellent	74.17%	75.08%	74.93%	76.84%	74.82%	78.61%	79.85%	75.66%	73.86%
	Fair to Excellent	94.34%	94.53%	95.01%	94.29%	94.82%	94.09%	96.31%	93.88%	93.63%
3-10	Parkway tree maintenance									
	Good to Excellent	72.21%	70.03%	67.82%	66.11%	64.48%	66.67%	66.50%	65.18%	77.73%
	Fair to Excellent	92.35%	89.45%	90.71%	89.16%	88.65%	88.27%	91.10%	88.80%	92.86%
3-11	Street lighting									
	Good to Excellent	81.21%	82.30%	81.23%	83.95%	84.63%	86.88%	84.12%	82.15%	84.27%
	Fair to Excellent	96.84%	96.61%	96.51%	97.35%	97.74%	97.92%	98.06%	97.43%	96.79%
3-12	Sidewalks in your area (if applicable)	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	63.40%	64.94%	63.92%	65.42%	64.18%	60.51%	56.91%	56.84%	42.20%
	Fair to Excellent	89.10%	90.32%	88.17%	87.97%	89.38%	87.44%	84.43%	85.82%	63.50%
3-13	Mosquito control									
	Good to Excellent	66.77%	60.65%	61.65%	70.39%	77.01%	61.74%	65.10%	59.68%	63.55%
	Fair to Excellent	94.86%	89.11%	92.92%	95.75%	95.83%	91.42%	91.50%	89.95%	88.15%
3-14	Refuse collection (Including new toter program)									
	Good to Excellent	88.81%	88.60%	86.27%	86.87%	84.52%	83.78%	79.62%	73.49%	76.94%
	Fair to Excellent	97.70%	98.39%	96.00%	96.83%	95.54%	95.75%	94.00%	91.35%	92.73%
3-15	Yardwaste collection									
	Good to Excellent	82.45%	82.96%	81.87%	80.59%	76.39%	78.66%	73.15%	72.39%	71.61%
	Fair to Excellent	95.28%	95.07%	94.72%	95.00%	92.70%	95.26%	92.73%	90.49%	90.16%
3-16	Recycling (Including new toter program)									
	Good to Excellent	91.20%	87.91%	86.82%	86.84%	85.81%	89.21%	85.38%	85.32%	87.76%
	Fair to Excellent	97.84%	96.26%	95.52%	95.42%	97.05%	98.18%	96.22%	97.13%	96.98%
3-17	Sanitary sewer maintenance									
	Good to Excellent	69.64%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Fair to Excellent	89.88%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3-18	Storm sewer maintenance									
	Good to Excellent	57.29%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Fair to Excellent	80.90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3-19	Water supply maintenance									
	Good to Excellent	83.55%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Fair to Excellent	97.18%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3-20	City building maintenance									
	Good to Excellent	89.23%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Fair to Excellent	99.32%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

SECTION FOUR - TRAFFIC AND TRANSPORTATION

Please rate each of the following:

4-1	Commuter Parking	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	72.39%	73.58%	64.41%	55.67%	62.55%	63.52%	55.60%	58.81%	64.37%
	Fair to Excellent	95.75%	94.92%	91.89%	89.29%	93.07%	91.87%	88.62%	91.55%	91.65%
4-2	Shopper Parking									
	Good to Excellent	56.01%	56.26%	52.54%	44.25%	42.02%	45.30%	44.82%	54.43%	50.99%
	Fair to Excellent	88.86%	88.84%	85.19%	80.38%	81.34%	83.18%	80.90%	89.71%	87.01%
4-3	Ease of Travel By Car									
	Good to Excellent	73.13%	68.20%	65.36%	56.02%	55.40%	57.59%	50.55%	58.59%	56.68%
	Fair to Excellent	95.11%	94.67%	92.18%	89.55%	88.22%	87.94%	81.52%	89.62%	90.55%
4-4	Traffic Enforcement									
	Good to Excellent	77.71%	74.44%	73.16%	73.66%	73.07%	71.02%	69.64%	71.04%	70.83%
	Fair to Excellent	96.75%	95.87%	94.69%	94.79%	92.41%	95.01%	90.94%	91.53%	92.71%
4-5	Condition of Streets									
	Good to Excellent	52.97%	64.79%	53.77%	45.60%	64.17%	64.40%	62.21%	58.88%	61.87%
	Fair to Excellent	88.57%	91.86%	89.22%	79.94%	92.22%	92.57%	89.89%	91.75%	91.11%
4-6	Ease of travel by bike									
	Good to Excellent	67.42%	63.39%	62.82%	n/a	n/a	n/a	n/a	n/a	n/a
	Fair to Excellent	93.40%	91.52%	87.28%	n/a	n/a	n/a	n/a	n/a	n/a
4-7	Bike parking									
	Good to Excellent	61.15%	56.13%	53.38%	n/a	n/a	n/a	n/a	n/a	n/a
	Fair to Excellent	92.13%	89.10%	85.99%	n/a	n/a	n/a	n/a	n/a	n/a
How do you rate traffic speed compliance in										
4-8	Your neighborhood	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	51.74%	48.96%	51.28%	46.24%	41.46%	39.97%	40.97%	42.94%	50.34%
	Fair to Excellent	79.07%	79.23%	78.26%	77.61%	71.85%	72.87%	71.15%	72.78%	84.52%
Note: 1998 survey referred to traffic										
4-9	Throughout the City									
	Good to Excellent	64.83%	64.24%	64.16%	60.84%	56.51%	53.98%	52.95%	55.81%	36.24%
	Fair to Excellent	93.89%	92.73%	91.66%	94.02%	90.13%	89.92%	87.59%	90.47%	80.84%
Note: 1998 survey referred to traffic										
4-10	Have you observed the Police Department's SMART trailer in the community during the last year?									
	Yes	71.33%	66.72%	79.58%	77.96%	82.19%	86.55%	92.54%	79.00%	n/a
	No	28.67%	33.28%	20.42%	22.04%	17.81%	13.45%	7.46%	21.00%	n/a
4-11	If "Yes," how do you rate its effectiveness in controlling vehicular speeds?									
	Good to Excellent	60.86%	57.21%	65.98%	62.93%	64.44%	60.28%	61.38%	61.48%	n/a
	Fair to Excellent	89.96%	89.19%	91.24%	89.16%	90.53%	89.56%	89.35%	91.41%	n/a
4-12	Are you aware of the 25 mile per hour speed limit (unless otherwise posted) on Elmhurst streets?									
	Yes	93.60%	91.86%	94.09%	96.38%	94.54%	93.24%	95.78%	94.20%	n/a
	No	6.40%	8.14%	5.91%	3.62%	5.46%	6.76%	4.22%	5.80%	n/a

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

20 miles or more	21.80%	23.58%	22.18%	21.84%	18.60%	19.54%	18.45%	n/a	n/a
16 - 19 miles	14.88%	15.37%	14.85%	14.75%	14.04%	15.56%	13.72%	n/a	n/a
11 - 15 miles	16.56%	17.89%	15.04%	18.01%	17.84%	16.23%	14.67%	n/a	n/a
6 - 10 miles	17.19%	18.53%	21.05%	19.54%	21.25%	20.53%	21.45%	n/a	n/a
Less than 5 miles	29.56%	24.63%	26.88%	25.86%	28.27%	28.15%	31.70%	n/a	n/a

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

Personal Vehicle	83.23%	79.42%	78.96%	83.33%	83.49%	84.49%	82.85%	n/a	n/a
Carpool	1.02%	1.23%	1.12%	0.95%	1.11%	1.65%	0.92%	n/a	n/a
Bus to train	0.41%	0.41%	0.00%	0.57%	0.19%	0.33%	0.46%	n/a	n/a
Car to train	7.57%	10.49%	12.10%	9.47%	8.35%	8.58%	9.19%	n/a	n/a
Walk/bike to Train	4.09%	4.32%	3.91%	3.03%	2.97%	2.15%	2.45%	n/a	n/a
Bike	0.61%	1.44%	1.30%	0.57%	0.37%	0.50%	0.92%	n/a	n/a
Walk	1.02%	1.03%	0.37%	0.38%	1.11%	1.85%	2.45%	n/a	n/a
Other	2.04%	1.65%	2.23%	1.52%	2.41%	0.50%	0.31%	n/a	n/a

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

	2014	2012
Recreation (a)	53.28%	67.15%
Exercise (b)	36.86%	42.09%
Transportation/Commuting (c)	4.01%	3.89%
Errands around town (d)	5.84%	12.41%

SECTION FIVE - DOWNTOWN (CITY CENTRE)

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

5-1	Attractiveness and appearance	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	91.40%	92.88%	90.69%	86.03%	87.22%	86.68%	83.15%	81.63%	89.53%
	Fair to Excellent	99.57%	100.00%	99.19%	98.96%	99.01%	99.09%	98.40%	97.56%	97.84%
5-2	Parking convenience and availability	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	57.14%	61.05%	56.08%	47.93%	46.91%	51.04%	52.61%	62.56%	76.54%
	Fair to Excellent	89.32%	89.75%	88.24%	82.69%	84.46%	84.86%	88.34%	91.20%	96.51%
5-3	Special events and promotions	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	70.95%	66.99%	70.58%	75.45%	74.84%	80.50%	77.32%	79.64%	83.96%
	Fair to Excellent	95.83%	94.28%	93.90%	97.40%	97.34%	97.34%	97.32%	97.07%	97.57%
5-4	Snow removal (walks/parking lots)	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	84.40%	85.87%	85.88%	85.74%	88.82%	89.27%	87.38%	87.19%	86.69%
	Fair to Excellent	98.44%	98.07%	97.26%	97.52%	98.47%	97.74%	98.41%	98.93%	97.91%
5-5	Litter and trash clean-up	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	91.10%	90.96%	89.66%	89.54%	89.87%	88.09%	87.98%	87.05%	84.44%
	Fair to Excellent	98.96%	99.40%	98.62%	98.36%	98.24%	98.26%	98.72%	98.52%	97.20%
5-6	Pedestrian accessibility and security	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent	92.69%	89.38%	88.24%	87.80%	87.43%	83.40%	n/a	n/a	n/a
	Fair to Excellent	99.25%	99.54%	97.93%	98.66%	98.12%	96.90%	n/a	n/a	n/a
5-7	How would you rate the overall quality of Elmhurst City Centre now compared to five years ago?	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Better	41.52%	46.94%	54.11%	63.90%	74.59%	n/a	n/a	n/a	n/a
	About the Same or Better	97.22%	96.72%	96.99%	97.13%	97.77%	n/a	n/a	n/a	n/a

5-8 What is your best source for City event information?										
City Centre Website	6.18%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
"Front Porch" newsletter	53.82%	46.07%	43.07%	42.47%	42.29%	58.55%	47.53%	n/a	n/a	
Local Newspapers	27.65%	39.41%	45.33%	42.62%	47.00%	33.03%	31.45%	n/a	n/a	
Virtual Backpack flyers	1.03%	1.93%	2.40%	5.22%	2.29%	2.11%	3.36%	n/a	n/a	
Social Media/Facebook	2.35%	0.89%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
City Website (www.elmhurst.org)	3.53%	9.63%	7.33%	5.96%	7.43%	4.34%	3.53%	n/a	n/a	
Other	5.44%	2.07%	1.87%	3.73%	1.00%	1.97%	14.13%	n/a	n/a	
5-9 How often do you or members of your family visit or shop in the City Centre?										
At least once a week	40.20%	38.67%	41.47%	43.55%	40.96%	41.12%	n/a	n/a	n/a	
At least once a month	32.16%	32.61%	30.58%	30.21%	33.05%	31.46%	n/a	n/a	n/a	
Every few months	17.49%	16.74%	16.54%	16.86%	15.25%	16.45%	n/a	n/a	n/a	
1 - 2 times per year	6.49%	7.07%	8.40%	6.89%	7.77%	8.62%	n/a	n/a	n/a	
Never	3.67%	4.91%	3.02%	2.49%	2.97%	2.35%	n/a	n/a	n/a	
5-10 How would coordinated and extended weekday evening retail hours in the City Centre impact your shopping habits?										
I would shop there much more	6.45%	5.98%	7.53%	7.19%	10.01%	11.93%	10.57%	n/a	n/a	
I would shop there a little more	16.62%	18.08%	18.15%	20.66%	27.43%	26.14%	30.31%	n/a	n/a	
There would be no change	75.36%	75.51%	73.12%	70.81%	61.97%	60.99%	57.23%	n/a	n/a	
Other	1.58%	0.44%	1.21%	1.35%	0.58%	0.94%	1.89%	n/a	n/a	
5-11 What type of retail stores would you most like to see added to downtown Elmhurst? (Mark all that apply)										
Restaurants	281	219	216	211	199	193	118	n/a	n/a	
Clothing	162	153	167	215	275	319	212	n/a	n/a	
Specialty Items / Gifts	167	146	139	153	189	258	107	n/a	n/a	
Book Store	269	275	328	343	362	342	n/a	n/a	n/a	
Music Store	78	84	87	155	162	215	n/a	n/a	n/a	
Gourmet foods / Specialty grocery	210	227	249	261	225	275	n/a	n/a	n/a	
Other	142	76	70	109	79	49	292	n/a	n/a	
5-12 Besides the City Centre, in what areas of Elmhurst do you shop?										
Spring Road (a)	292	238	260							
York & Vallette(b)	298	255	312							
Butterfield & York (c)	357	321	368							
Elmhurst Crossing (Rt 83 & St Charles) (d)	497	553	549							
North York St - North of North Ave (e)	217	n/a	n/a							
Other (f)	25	20	23							
5-13 Compared to last year, do you shop in Elmhurst?										
More	15.78%	11.42%	13.70%							
About the Same or More	94.98%	92.83%	92.40%							
5.14 For each of the following types of products please identify whether you shop for them typically in Elmhurst, outside Elmhurst, online, or all about equally (Mark all that apply)										
	2014		2012							
	% exclusively in Elmhurst	partially in Elmhurst	% exclusively in Elmhurst	% at least partially in						
Automobiles	35.23%	57.23%	33.54%	57.99%						
Electronics	1.66%	9.82%	3.52%	14.83%						
Large Appliances	3.91%	13.68%	17.00%	32.16%						
Small Appliances	10.86%	26.55%	11.18%	40.33%						
Groceries	72.17%	89.24%	65.17%	83.38%						
Sporting Goods	6.38%	18.66%	6.73%	19.70%						
Fabrics/Home Goods	5.78%	21.88%	5.63%	18.49%						
Toys	8.63%	30.12%	15.88%	40.14%						
Books	4.44%	14.90%	5.71%	12.04%						
Clothing	10.60%	33.58%	8.57%	32.78%						
Shoes	13.57%	32.28%	12.01%	31.68%						
Hardware/Home Improvement	34.69%	63.13%	30.59%	60.74%						
Dining	31.49%	85.42%	n/a	n/a						

SECTION SIX - BUILDING AND CODE ENFORCEMENT

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
Yes	16.71%	17.20%	15.37%	44.13%	n/a	n/a	n/a	n/a	n/a
No	83.29%	82.80%	84.63%	55.87%	n/a	n/a	n/a	n/a	n/a

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

6-2 Response time	2014	2012	2010	2008	2006	2004	2002	2000	1998
Good to Excellent	77.31%	75.63%	80.99%	76.19%	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	87.39%	89.92%	94.21%	92.86%	n/a	n/a	n/a	n/a	n/a

6-3 Accuracy of Information

Good to Excellent	80.00%	75.83%	77.59%	76.19%	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	92.17%	90.00%	93.10%	92.86%	n/a	n/a	n/a	n/a	n/a

6-4 Quality of service

Good to Excellent	78.81%	77.50%	74.79%	75.20%	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	88.14%	90.83%	91.60%	90.40%	n/a	n/a	n/a	n/a	n/a

6-5 Professionalism and courtesy

Good to Excellent	82.35%	85.71%	89.17%	83.46%	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	92.44%	91.60%	95.83%	93.70%	n/a	n/a	n/a	n/a	n/a

SECTION SEVEN - CULTURAL ATTRACTIONS

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

At least once a week (a)	29.12%	31.51%	27.93%	26.83%	25.82%	24.39%	n/a	n/a	n/a
At least once a month (b)	32.24%	27.77%	35.69%	30.94%	35.15%	33.20%	n/a	n/a	n/a
Every few months (c)	16.19%	18.27%	18.12%	20.97%	19.94%	18.97%	n/a	n/a	n/a
1 - 2 times per year (d)	13.07%	11.37%	11.31%	15.25%	10.62%	13.14%	n/a	n/a	n/a
Not at all (e)	9.38%	11.08%	6.95%	6.01%	8.46%	10.30%	n/a	n/a	n/a

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
To check out items	88.21%	91.82%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Meeting Room Space	12.11%	10.80%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
To use the computer	15.09%	14.40%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Attend programs	23.43%	27.50%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
As a place to work/study	26.26%	23.24%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
As a place to meet with others	10.22%	10.97%	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

7-3 Professionalism and courtesy	2014	2012	2010	2008	2006	2004	2002	2000	1998
Good to Excellent	97.73%	96.68%	97.89%	96.91%	98.35%	96.57%	94.56%	95.11%	94.27%
Fair to Excellent	99.68%	99.34%	99.55%	99.35%	99.83%	99.67%	99.56%	99.73%	98.85%

7-4 Library services in general

Good to Excellent	98.03%	98.32%	97.13%	96.73%	98.02%	97.70%	92.97%	92.50%	93.74%
Fair to Excellent	100.00%	99.83%	99.70%	99.35%	100.00%	99.51%	99.27%	99.32%	99.05%

7-5 Children's programs

Good to Excellent	96.95%	97.66%	96.62%	98.12%	96.13%	97.98%	94.47%	95.15%	93.90%
Fair to Excellent	100.00%	99.71%	99.74%	100.0%	99.72%	100.0%	99.21%	99.49%	98.64%

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

	2014	2012	2010	2008	2006	2004	2002	2000
Quarterly Newsletter (Fine Print) (a)	72.45%	62.78%	67.22%	n/a	n/a	n/a	n/a	n/a
Library website (www.elmhurstpubliclibrary.org) (b)	28.34%	25.57%	21.50%	n/a	n/a	n/a	n/a	n/a
Local newspapers (c)	33.12%	36.48%	33.68%	n/a	n/a	n/a	n/a	n/a
Library flyers/posters (d)	23.57%	26.87%	27.37%	n/a	n/a	n/a	n/a	n/a
Twitter (e)	0.48%	0.16%	0.00%	n/a	n/a	n/a	n/a	n/a
Facebook (f)	3.03%	1.47%	1.05%	n/a	n/a	n/a	n/a	n/a

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
Yes	33.93%	30.58%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
No	66.07%	69.42%	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Elmhurst Historical Museum

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
Yes	18.77%	20.20%	22.62%	19.11%	n/a	n/a	n/a	n/a	n/a
No	81.23%	79.80%	77.38%	80.89%	n/a	n/a	n/a	n/a	n/a

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

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

See an exhibit (a)	106	137	141	91	167	128	166	181	n/a
School/scout field trip (b)	12	17	17	24	67	n/a	n/a	n/a	n/a
Children's program (c)	11	31	35	25	60	38	11	35	n/a
Family program (d)	6	17	8	12	26	17	41	35	n/a
Adult program (e)	22	32	26	31	43	37	32	37	n/a
Conduct research (f)	16	11	12	9	32	20	23	28	n/a
Take visiting friends/family (g)	28	35	35	32	66	n/a	n/a	n/a	n/a
Other (h)	7	10	16	15	42	15	0	0	n/a

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

7-10 Professionalism and courtesy	2014	2012	2010	2008	2006	2004	2002	2000	1998
Good to Excellent	96.97%	97.96%	95.40%	87.91%	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	99.24%	99.32%	99.43%	88.58%	n/a	n/a	n/a	n/a	n/a

7-11 Overall satisfaction with the visit

Good to Excellent	96.95%	95.24%	92.49%	86.67%	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	100.00%	99.32%	98.27%	88.67%	n/a	n/a	n/a	n/a	n/a

7-12 Quality of Service (exhibit, educational program, research)

Good to Excellent	99.23%	94.56%	94.22%	84.00%	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	100.00%	99.32%	99.42%	86.00%	n/a	n/a	n/a	n/a	n/a

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	0.00%	0.35%	0.67%	0.76%	n/a	n/a	n/a	n/a	n/a
6 - 10	1.14%	1.42%	1.17%	0.76%	n/a	n/a	n/a	n/a	n/a
3 - 5	4.41%	7.43%	7.72%	5.92%	n/a	n/a	n/a	n/a	n/a
Twice	8.33%	10.27%	9.06%	10.88%	n/a	n/a	n/a	n/a	n/a
Once	13.07%	11.68%	18.79%	13.55%	n/a	n/a	n/a	n/a	n/a
Never	73.04%	68.85%	62.58%	68.13%	n/a	n/a	n/a	n/a	n/a

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

Yes	31.20%	29.23%	33.46%	n/a	n/a	n/a	n/a	n/a	n/a
No	23.06%	24.80%	25.83%	n/a	n/a	n/a	n/a	n/a	n/a
Not Sure	45.74%	45.97%	40.70%	n/a	n/a	n/a	n/a	n/a	n/a

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
\$1 - \$3 (a)	65.71%	65.47%	67.77%	n/a	n/a	n/a	n/a	n/a	n/a
\$4 - \$5 (b)	19.51%	21.68%	1.76%	n/a	n/a	n/a	n/a	n/a	n/a
More than \$5 (c)	1.85%	1.89%	18.75%	n/a	n/a	n/a	n/a	n/a	n/a
Other (d)	12.94%	10.95%	11.72%	n/a	n/a	n/a	n/a	n/a	n/a

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	2.71%	3.31%	2.86%	n/a	n/a	n/a	n/a	n/a	n/a
6 - 10	5.11%	4.42%	3.86%	n/a	n/a	n/a	n/a	n/a	n/a
3 - 5	21.65%	18.93%	21.89%	n/a	n/a	n/a	n/a	n/a	n/a
Twice	20.45%	19.56%	19.60%	n/a	n/a	n/a	n/a	n/a	n/a
Once	15.19%	15.14%	21.03%	n/a	n/a	n/a	n/a	n/a	n/a
Never	34.89%	38.64%	30.76%	n/a	n/a	n/a	n/a	n/a	n/a

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

Yes	26.28%	27.01%	28.34%	n/a	n/a	n/a	n/a	n/a	n/a
No	73.72%	72.99%	71.66%	n/a	n/a	n/a	n/a	n/a	n/a

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

Family/Friends (a)	17.94%	16.18%	12.16%	22.67%	n/a	n/a	n/a	n/a	n/a
"Front Porch" newsletter (b)	78.69%	77.00%	72.80%	87.25%	n/a	n/a	n/a	n/a	n/a
Local newspapers (c.)	60.37%	60.62%	60.64%	68.02%	n/a	n/a	n/a	n/a	n/a
City/Museum website (d)	6.54%	5.26%	3.38%	4.86%	n/a	n/a	n/a	n/a	n/a
Word of mouth (e.)	21.12%	7.60%	5.74%	19.23%	n/a	n/a	n/a	n/a	n/a
Virtual Backpack flyers (f)	5.23%	18.71%	18.75%	8.10%	n/a	n/a	n/a	n/a	n/a
Museum calendars of events and flyers (g)	14.02%	17.35%	15.37%	30.36%	n/a	n/a	n/a	n/a	n/a
District 205 website (h)	7.85%	10.14%	7.09%	9.31%	n/a	n/a	n/a	n/a	n/a
Social Media/Facebook (i)	3.18%	1.17%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other (j)	2.24%	2.34%	2.70%	2.23%	n/a	n/a	n/a	n/a	n/a

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

Weekday morning (a)	83	97	90	85	124	172	142	129	n/a
Weekday afternoon (b)	131	127	145	146	139	171	171	180	n/a
Weekday evening (c)	68	79	81	79	78	39	81	79	n/a
Saturday (d)	359	317	341	291	286	307	329	320	n/a
Sunday (e)	299	261	279	236	250	269	303	302	n/a

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

Yes	37.35%	34.57%	37.40%	34.85%	n/a	n/a	n/a	n/a	n/a
No	62.65%	65.43%	62.60%	65.23%	n/a	n/a	n/a	n/a	n/a

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

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

Entertainment (a)	395	360	386	328	395	n/a	n/a	n/a	n/a
Social opportunity (b)	93	59	82	96	109	n/a	n/a	n/a	n/a
Educational (c)	516	459	557	456	496	n/a	n/a	n/a	n/a
Other (please specify)	8	3	7	13	9	n/a	n/a	n/a	n/a

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
Elmhurst Symphony (a)	72	75	97	125	103	101	112	n/a	n/a
Elmhurst Art Museum (b)	165	155	239	211	254	206	226	n/a	n/a
Elmhurst Historical Museum (c)	118	135	149	115	n/a	n/a	n/a	n/a	n/a
Elmhurst Choral Union (d)	17	13	21	21	28	24	21	n/a	n/a
Lizzadro Museum of Lapidary Art (e)	159	183	228	189	225	168	202	n/a	n/a
Theatre Historical Society of America (f)	8	9	18	9	20	n/a	n/a	n/a	n/a
Elmhurst College lectures/concerts (g)	158	51	48	192	165	n/a	n/a	n/a	n/a
Elmhurst Children's Theatre (h)	49	167	176	57	75	n/a	n/a	n/a	n/a
GreenMan Theatre Troupe (i)	14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	30	25	25	12	17	153	253	n/a	n/a

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

Good to Excellent	84.91%	82.58%	86.35%	88.62%	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	98.97%	97.99%	98.93%	99.31%	n/a	n/a	n/a	n/a	n/a

SECTION EIGHT - FINANCE

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
Yes	42.55%	45.47%	44.47%	44.13%	38.97%	41.51%	40.15%	37.59%	n/a
No	57.45%	54.53%	55.53%	55.87%	61.03%	58.49%	59.85%	62.41%	n/a

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

8-2 Response time	2014	2012	2010	2008	2006	2004	2002	2000	1998
Good to Excellent	89.51%	89.47%	88.29%	91.18%	89.21%	88.57%	90.66%	86.18%	86.38%
Fair to Excellent	97.05%	97.52%	97.14%	97.71%	97.84%	98.10%	96.99%	97.35%	97.67%

8-3 Quality of service	2014	2012	2010	2008	2006	2004	2002	2000	1998
Good to Excellent	88.22%	88.47%	88.89%	90.52%	88.03%	86.75%	88.32%	83.38%	85.44%
Fair to Excellent	95.96%	96.88%	98.25%	95.75%	96.13%	95.58%	97.31%	97.67%	96.93%

8-4 Professionalism and courtesy	2014	2012	2010	2008	2006	2004	2002	2000	1998
Good to Excellent	86.05%	88.71%	83.63%	86.05%	82.27%	81.27%	84.52%	83.09%	86.15%
Fair to Excellent	95.58%	96.24%	95.35%	95.35%	94.68%	94.29%	97.02%	94.17%	95.38%

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

Over 10	4.54%	3.01%	3.46%	3.70%	3.13%	4.76%	4.60%	6.23%	n/a
6 - 10	6.59%	6.78%	7.05%	6.36%	6.84%	7.80%	9.85%	18.30%	n/a
2 - 5	40.12%	42.32%	43.02%	44.23%	41.60%	42.33%	37.47%	32.10%	n/a
Once	26.79%	24.70%	26.83%	26.33%	28.21%	25.53%	27.49%	25.20%	n/a
Not at all	21.96%	23.19%	19.64%	19.38%	20.23%	19.58%	20.59%	18.17%	n/a

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

Yes	64.78%	67.80%	60.92%	62.96%	60.51%	52.58%	54.47%	n/a	n/a
No	35.22%	32.20%	39.08%	37.04%	39.49%	47.42%	45.53%	n/a	n/a

8-7 Are you aware that you can purchase your vehicle sticker and pay your water bill or parking ticket through the City's Website (www.elmhurst.org)?

Yes	79.10%	77.51%	62.60%	57.78%	55.01%	38.07%	n/a	n/a	n/a
No	20.90%	22.49%	37.40%	42.22%	44.99%	61.93%	n/a	n/a	n/a

*added vehicle stickers to question in 2010

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

Good to Excellent	90.32%	89.31%	88.49%
Fair to Excellent	98.77%	98.41%	98.80%

SECTION NINE - COMMUNICATIONS

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
"Front Porch" newsletter (a)	576	577	545	545	558	617	669	744	499
Cable TV (b)	44	54	99	99	131	135	142	132	88
www.elmhurst.org (c)	226	183	120	120	118	88	82	73	45
Social Media/Facebook (d)	49	17	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Suburban Life (e)	381	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
ChicagoTribune (f)	158	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst Independent (g)	391	413	389	389	408	423	n/a	n/a	n/a
Notify Me (City e-messages) (h)	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Virtual Backpack flyers (i)	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

9-2	Do you use the internet?									
	Yes	91.75%	89.70%	87.45%	88.01%	85.59%	83.98%	79.18%	69.50%	61.60%
	No	8.25%	10.30%	12.55%	11.99%	14.41%	16.02%	20.82%	30.50%	38.40%
2008 and before: Do you have access to the Internet?										
9-3	If "Yes", where do you use the Internet?									
	Home	627	605	644	572	570	601	611	539	n/a
	Work	345	354	384	345	329	357	395	364	n/a
	Mobile device	370	306	186	n/a	n/a	n/a	n/a	n/a	n/a
	Library	82	79	101	85	78	94	n/a	n/a	n/a
	Laptop/Wi-Fi	288	267	185	n/a	n/a	n/a	n/a	n/a	n/a
	Other	11	9	4	10	10	14	21	24	n/a
9-4	If "Yes", how often do you use the Internet?									
	Daily	92.96%	92.72%	89.39%	88.13%	82.58%	79.75%	72.80%	70.07%	n/a
	Weekly	4.85%	6.47%	8.03%	10.54%	14.07%	15.61%	23.03%	24.25%	n/a
	Monthly	2.19%	0.81%	2.58%	1.34%	3.35%	4.64%	4.17%	5.69%	n/a
9-5	Do you have a telephone landline at home?									
	Yes	82.48%	89.32%	91.06%	n/a	n/a	n/a	n/a	n/a	n/a
	No	17.52%	10.68%	8.94%	n/a	n/a	n/a	n/a	n/a	n/a
9-6	How many times in the past 6 months have you visited the City website?									
	Over 10	7.88%	5.52%	3.39%	4.80%	3.93%	n/a	n/a	n/a	n/a
	6 - 10	8.91%	5.52%	5.43%	5.57%	3.78%	n/a	n/a	n/a	n/a
	4 - 6	5.69%	6.87%	5.16%	4.49%	5.44%	n/a	n/a	n/a	n/a
	3 - 5	17.08%	15.07%	12.21%	13.00%	10.27%	n/a	n/a	n/a	n/a
	1 - 2	33.28%	30.15%	29.99%	26.16%	24.92%	n/a	n/a	n/a	n/a
	Never	27.15%	36.87%	43.83%	45.98%	51.66%	n/a	n/a	n/a	n/a
9-7	What type of device do you use to access the City website?									
	Computer (a)	487	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Tablet (b)	27	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Smart phone (c)	18	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
9-8	What was the reason for your visit? (Mark all that apply)									
		2014	2012	2010	2008	2006	2004	2002	2000	1998
	Information regarding City services (a)	395	305	280	n/a	n/a	n/a	n/a	n/a	n/a
	Calendar information (b)	219	171	168	n/a	n/a	n/a	n/a	n/a	n/a
	City Code information (c)	70	82	75	n/a	n/a	n/a	n/a	n/a	n/a
	City Council minutes and agendas (d)	45	25	24	n/a	n/a	n/a	n/a	n/a	n/a
	Contact info for elected officials/staff (e)	43	39	46	n/a	n/a	n/a	n/a	n/a	n/a
	City forms and applications (f)	114	94	75	n/a	n/a	n/a	n/a	n/a	n/a
	Electronic payments (g)	168	110	51	n/a	n/a	n/a	n/a	n/a	n/a
	Other	25	23	27	n/a	n/a	n/a	n/a	n/a	n/a
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?									
	Good to Excellent	77.71%	74.00%	69.40%	64.74%	72.20%	n/a	n/a	n/a	n/a
	Fair to Excellent	98.06%	95.98%	95.90%	93.01%	95.76%	n/a	n/a	n/a	n/a
9-10	How would you rate the quality of the City's "Front Porch" newsletter									
	Good to Excellent	90.82%	85.42%	86.11%	85.91%	87.24%	89.16%	84.53%	86.43%	83.42%
	Fair to Excellent	98.13%	97.62%	97.83%	98.30%	98.35%	99.19%	98.59%	98.33%	98.31%
9-11	How many times in the past 12 months have you watched a City Council meeting on television? (Local Government Channels on Comcast (Channel 6) or AT&T U-verse (Channel 99))									
	More Than 10	1.16%	2.06%	1.61%	1.52%	2.47%	2.78%	2.09%	n/a	n/a
	6 - 10	0.15%	0.88%	1.88%	1.98%	2.91%	3.84%	1.84%	n/a	n/a
	4 - 6	1.31%	1.62%	2.02%	4.57%	4.80%	4.50%	3.31%	n/a	n/a
	3 - 5	1.74%	3.69%	4.97%	7.61%	9.30%	11.24%	10.31%	n/a	n/a
	1 - 2	10.89%	12.68%	16.94%	19.63%	23.84%	21.83%	20.74%	n/a	n/a
	Never	84.76%	79.06%	72.58%	64.69%	56.69%	55.82%	61.72%	n/a	n/a

9-12 How many times have you watched a City Council meeting online? (Available through City's website-www.elmhurst.org)									
More Than 10	0.29%	0.59%	0.14%	0.18%	n/a	n/a	n/a	n/a	n/a
6 - 10	0.44%	0.15%	0.28%	0.00%	n/a	n/a	n/a	n/a	n/a
4 - 6	0.29%	0.15%	0.28%	0.35%	n/a	n/a	n/a	n/a	n/a
3 - 5	0.73%	1.03%	0.55%	0.35%	n/a	n/a	n/a	n/a	n/a
1 - 2	3.65%	5.91%	4.55%	2.11%	n/a	n/a	n/a	n/a	n/a
Never	94.60%	92.17%	94.21%	97.01%	n/a	n/a	n/a	n/a	n/a

9-13 How would you rate City efforts to keep you informed?									
Good to Excellent	72.80%	72.81%	73.93%	n/a	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	96.23%	95.87%	96.91%	n/a	n/a	n/a	n/a	n/a	n/a

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)

	2014	2012	2010
Online questions/suggestions with responses (a)	227	221	223
One-time information/public suggestion and Q&A session in your area on a weeknight? (b)	90	107	117
One-time information/public suggestion and Q&A session in your area on a Saturday? (c)	55	61	64
A series of 2-4 weekly workshops held over consecutive weeks on weeknights? (d)	41	47	57
A series of 2-4 weekly workshops held over consecutive weeks on Saturdays? (e)	27	26	23
Regular updates on the City website (f)	215	214	217
Twitter (g)	26	14	9
Facebook (h)	97	60	48
Special edition of the City's Front Porch newsletter (i)	395	410	457
Other suggestions (j)	29	24	28
No opinion (k)	126	113	127

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

	2014
City Council/Committee Agendas (a)	20
City News and Announcements (b)	49
Economic Development (c)	11
Election Information (d)	11
Elmhurst Historical Museum (e)	8
Storm/Flood Information (f)	103
Visitor & Tourism News (g)	10
Weather Emergency (h)	128
Volunteer Opportunities (i)	19
News Flash (j)	49
Calendars (k)	26
None (l)	476

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?

	2014	2012	2010	2008	2006	2004	2002	2000	1998
Good to Excellent	53.58%	55.27%	56.00%	n/a	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	88.87%	88.58%	90.57%	n/a	n/a	n/a	n/a	n/a	n/a

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

City website (a)	16.59%	14.18%	11.22%	n/a	n/a	n/a	n/a	n/a	n/a
City newsletter (b)	34.67%	37.46%	41.59%	n/a	n/a	n/a	n/a	n/a	n/a
Attend meetings and hearings (c)	5.48%	3.13%	3.69%	n/a	n/a	n/a	n/a	n/a	n/a
Library (d)	2.52%	2.24%	2.46%	n/a	n/a	n/a	n/a	n/a	n/a
Local newspapers (e)	57.93%	65.52%	68.26%	n/a	n/a	n/a	n/a	n/a	n/a
Local blogs (f)	1.63%	1.79%	0.68%	n/a	n/a	n/a	n/a	n/a	n/a
Word of mouth (g)	18.96%	20.60%	26.40%	n/a	n/a	n/a	n/a	n/a	n/a
Don't know (h)	22.96%	17.31%	13.13%	n/a	n/a	n/a	n/a	n/a	n/a

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

Good to Excellent	19.68%	21.65%	21.52%	n/a	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	65.12%	68.38%	68.87%	n/a	n/a	n/a	n/a	n/a	n/a

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

Good to Excellent	45.04%	39.39%	34.64%	n/a	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	88.36%	88.91%	83.62%	n/a	n/a	n/a	n/a	n/a	n/a

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

Yes	47.86%	47.09%	49.26%	n/a	n/a	n/a	n/a	n/a	n/a
No	52.14%	52.91%	50.74%	n/a	n/a	n/a	n/a	n/a	n/a

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
Yes	11.21%	10.61%	10.22%	n/a	n/a	n/a	n/a	n/a	n/a
No	88.79%	89.39%	89.78%	n/a	n/a	n/a	n/a	n/a	n/a

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

Good to Excellent	50.00%	61.86%	51.69%	n/a	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	89.09%	94.85%	89.83%	n/a	n/a	n/a	n/a	n/a	n/a

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

	2014			2012		
	Too Much	About Right	Not Enough	Too Much	About Right	Not Enough
Police protection	3.87%	89.73%	6.40%	5.23%	84.77%	10.00%
Traffic enforcement	7.80%	79.16%	13.04%	11.64%	73.35%	15.01%
Parking enforcement	17.61%	78.14%	4.25%	22.60%	73.01%	4.39%
Fire protection	3.17%	96.19%	0.63%	2.05%	96.69%	1.26%
Ambulance services	2.76%	95.67%	1.57%	2.37%	96.45%	1.18%
Building code enforcement	5.35%	79.60%	15.05%	8.64%	77.98%	13.37%
Street maintenance	1.48%	58.58%	39.94%	1.06%	69.30%	29.64%
Street sweeping/cleaning	1.95%	71.06%	26.99%	1.07%	74.27%	24.66%
Sidewalk maintenance	0.97%	60.58%	38.45%	0.83%	65.67%	33.50%
50/50 sidewalk program	2.86%	74.07%	23.08%	2.96%	74.03%	23.01%
Tree maintenance	2.61%	77.45%	19.94%	1.88%	73.04%	25.08%
Tree replacement	2.39%	77.35%	20.26%	2.30%	73.68%	24.01%
Snow/ice removal	2.98%	77.83%	19.20%	2.14%	81.32%	16.54%
Historical museum programs/services	6.68%	90.30%	3.02%	6.88%	90.21%	2.92%
Library programs/services	4.80%	93.05%	2.15%	5.17%	92.07%	2.76%
Refuse collection	2.84%	92.38%	4.78%	2.59%	91.48%	5.94%
Mosquito control	2.81%	75.70%	21.49%	2.68%	70.64%	26.68%
Animal control	1.07%	67.67%	31.26%	0.35%	68.67%	30.97%
Sanitary collection and treatment	1.34%	93.99%	4.67%	1.18%	95.44%	3.38%
Water production and distribution	2.01%	94.30%	3.69%	1.50%	96.00%	2.50%
Stormwater management	2.35%	45.23%	52.43%	1.19%	56.48%	42.32%
Private property stormwater assistance (Rear yard drain program)	3.79%	51.37%	44.84%	1.95%	56.83%	41.21%
Private property sanitary sewer assistance (Overhead sewer program)	3.00%	61.98%	35.02%	2.40%	63.22%	34.38%

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

Good to Excellent	41.07%	40.35%	43.01%	n/a	n/a	n/a	n/a	n/a	n/a
Fair to Excellent	85.44%	84.87%	86.18%	n/a	n/a	n/a	n/a	n/a	n/a

SECTION ELEVEN - DEMOGRAPHIC INFORMATION

11-1 Which category best reflects your age?	2014	2012	2010	2008	2006	2004	2002	2000	1998
18 - 25 Years	0.43%	0.15%	0.13%	0.44%	0.42%	0.39%	0.36%	0.35%	0.48%
26 - 35 Years	5.16%	6.60%	5.87%	5.14%	8.33%	9.74%	12.77%	12.67%	16.53%
36 - 45 Years	16.19%	19.21%	20.80%	21.29%	22.32%	26.18%	25.67%	26.27%	27.13%
46 - 55 Years	24.93%	24.49%	25.33%	27.17%	25.14%	23.55%	22.26%	20.62%	18.30%
56 - 65 Years	21.06%	19.94%	20.93%	19.82%	19.92%	18.42%	15.45%	14.52%	17.01%
Over 65 Years	32.23%	29.62%	26.93%	26.14%	23.87%	21.71%	23.48%	25.58%	20.55%

11-2 What is your gender?									
Male	51.01%	46.94%	46.42%	46.59%	43.42%	45.07%	48.16%	48.28%	47.41%
Female	48.99%	53.06%	53.58%	53.41%	56.58%	54.93%	51.84%	51.72%	52.59%

11-3 How long have you lived in Elmhurst?									
5 Years or Less	9.93%	10.70%	12.07%	11.27%	14.16%	14.32%	16.16%	17.28%	16.24%
6 - 10 Years	11.08%	10.56%	11.42%	13.18%	11.61%	12.61%	12.52%	10.53%	14.63%
11 - 20 Years	19.71%	17.74%	17.59%	19.33%	19.69%	19.19%	20.66%	20.37%	18.81%
21 - 35 Years	26.47%	24.78%	24.39%	25.33%	25.21%	53.88%	50.67%	51.83%	50.32%
36 - 50 Years	19.57%	22.58%	24.65%	21.96%	19.41%	n/a	n/a	n/a	n/a
Over 50 Years	13.24%	13.64%	9.88%	8.93%	9.92%	n/a	n/a	n/a	n/a

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

11-4 Do you own or rent your residence?									
Own	95.92%	97.34%	95.58%	97.95%	98.01%	97.61%	97.68%	96.78%	97.91%
Rent	4.08%	2.66%	4.42%	2.05%	1.99%	2.39%	2.32%	3.22%	2.09%

11-5 Please identify the area of the City in which you live.									
N. of North. & E. of York St. (a)	10.90%	11.36%	9.50%	11.75%	9.90%	10.50%	11.79%	n/a	n/a
N. of North & W. of York St. (b)	14.39%	14.60%	15.26%	14.10%	13.44%	14.57%	16.22%	n/a	n/a
Between Prairie Path/North & E. of York (c)	19.04%	16.96%	19.14%	17.33%	21.78%	16.93%	20.02%	n/a	n/a
Between Prairie Path/North & W. of York (d)	16.13%	17.99%	19.54%	20.26%	18.67%	20.21%	16.71%	n/a	n/a
S. of the Prairie Path & E. of York St. (e)	15.12%	15.63%	14.73%	12.48%	12.59%	13.78%	12.78%	n/a	n/a
S. of the Prairie Path & W. of York St. (f)	24.42%	23.45%	21.82%	24.08%	23.62%	24.02%	22.48%	n/a	n/a

SECTION TWELVE - GENERAL COMMENTS

12-1 What three things do you like most about living in Elmhurst?	2014	2012	2010	2008	2006	2004	2002	2000	1998
Access to transportation (a)	7.67%	7.23%	8.28%	5.84%	5.09%	4.50%	5.11%	5.05%	5.83%
Central location/convenience (b)	18.21%	18.52%	18.80%	19.76%	18.89%	18.44%	18.86%	17.38%	17.07%
City services (c)	1.75%	1.88%	1.70%	1.54%	1.35%	1.17%	1.37%	2.27%	5.83%
Cultural opportunities (d)	0.49%	0.79%	0.74%	1.54%	0.91%	0.58%	0.87%	0.93%	2.55%
Library (e)	6.61%	5.55%	6.85%	5.22%	4.85%	3.37%	n/a	n/a	n/a
Overall appearance of City (f)	4.61%	6.29%	4.92%	4.51%	2.74%	3.28%	3.41%	5.50%	6.08%
Parks, rec./leisure opportunities (g)	4.71%	3.37%	4.46%	3.94%	3.46%	3.64%	3.66%	4.12%	5.90%
Property value (h)	10.44%	7.78%	9.56%	9.68%	12.59%	14.39%	14.58%	13.71%	2.73%
Quality of life (i)	16.76%	18.38%	13.79%	16.44%	16.58%	17.90%	17.57%	16.16%	14.09%
Quality of schools (j)	13.21%	12.68%	13.43%	13.88%	15.09%	15.33%	14.67%	14.60%	11.30%
Retail shopping opportunities (k)	0.83%	0.69%	0.83%	0.36%	1.06%	0.67%	0.75%	0.74%	4.47%
Safety (l)	6.90%	6.98%	7.13%	7.37%	7.45%	7.87%	8.97%	8.32%	8.94%
Sense of community/neighborhood (m)	7.09%	8.92%	8.64%	9.01%	8.60%	8.00%	8.77%	10.07%	9.31%
Street and sidewalk maintenance (n)	0.24%	0.00%	0.14%	0.26%	0.43%	0.31%	0.33%	0.82%	n/a
Other (s)	0.49%	0.94%	0.74%	0.67%	0.91%	0.54%	1.08%	0.33%	5.90%

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
Airplane noise (a)	9.28%	12.91%	14.42%	13.24%	11.59%	12.51%	15.40%	14.02%	6.98%
Building/zoning codes (b)	2.50%	1.79%	1.98%	2.68%	2.83%	3.72%	2.80%	3.00%	5.45%
City services (c)	0.87%	0.61%	0.77%	0.63%	0.57%	0.14%	1.01%	1.36%	4.22%
Cost of living, general (d)	10.56%	11.58%	10.22%	11.04%	8.91%	8.42%	6.61%	6.25%	n/a
Housing prices (e)	5.71%	4.51%	6.65%	7.15%	7.93%	7.02%	7.09%	6.13%	2.61%
Parking (f)	3.37%	3.48%	4.39%	4.83%	6.64%	5.49%	4.72%	2.72%	2.84%
Parks, rec./leisure opportunities (g)	0.56%	0.20%	0.53%	0.63%	1.13%	0.70%	0.70%	1.12%	3.07%
Quality of schools (h)	1.33%	1.02%	1.11%	0.63%	0.72%	0.37%	0.35%	1.20%	3.15%
Refuse collection services (i)	0.97%	1.02%	1.49%	2.31%	2.06%	2.05%	2.58%	4.09%	6.68%
Retail shopping opportunities (j)	6.12%	5.84%	5.59%	5.25%	4.22%	5.91%	6.91%	7.73%	7.52%
Safety (k)	0.61%	0.82%	0.53%	0.16%	0.41%	0.09%	0.31%	0.72%	n/a
Street/sidewalk maintenance (l)	4.33%	3.59%	3.09%	2.73%	2.01%	1.91%	2.62%	2.88%	4.83%
Stormwater management/flooding (m)	13.51%	10.40%	4.39%	2.47%	1.34%	1.67%	2.49%	2.80%	1.15%
Taxes (n)	20.86%	20.75%	20.98%	18.60%	18.85%	18.88%	16.01%	15.63%	10.97%
Traffic congestion (o)	7.65%	9.48%	10.27%	10.25%	11.74%	11.12%	12.77%	12.66%	14.66%
Traffic noise (p)	1.78%	2.72%	3.18%	3.73%	4.58%	4.70%	5.21%	4.65%	n/a
Traffic speed (q)	2.40%	2.15%	3.13%	3.36%	4.27%	4.88%	3.98%	3.45%	n/a
Train noise (r)	4.03%	3.43%	3.18%	5.41%	5.20%	5.91%	5.29%	7.65%	2.23%
Other (s)	3.57%	3.69%	3.76%	4.89%	4.99%	4.51%	3.15%	1.92%	23.64%

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
Airplane noise/airport expansion (a)	5.19%	6.87%	7.80%	9.99%	9.22%	10.88%	16.83%	10.98%	4.39%
Cost of government services (b)	5.84%	9.40%	10.18%	6.47%	4.12%	4.81%	4.55%	3.77%	n/a
Cost of living/affordability (c)	13.29%	14.28%	14.70%	17.61%	20.86%	20.40%	15.87%	15.23%	1.33%
Crime (d)	3.75%	4.83%	3.74%	3.57%	3.30%	3.54%	7.90%	10.74%	10.97%
Housing replacement (e)	2.00%	1.49%	1.23%	3.47%	4.85%	6.80%	5.33%	6.49%	2.98%
Maintaining infrastructure (f)	6.29%	4.08%	5.11%	5.02%	3.25%	3.08%	4.01%	4.61%	5.49%
Maintaining quality of life (g)	4.85%	4.53%	4.88%	5.90%	5.14%	4.08%	4.13%	n/a	1.18%
Parking (h)	1.40%	0.70%	1.41%	2.95%	3.06%	3.17%	2.11%	1.64%	1.72%
Population inc./demo. Change (i)	4.80%	2.99%	3.47%	5.28%	8.25%	6.48%	5.83%	6.41%	5.96%
Property value decline (j)	3.65%	10.75%	9.77%	5.96%	2.91%	0.91%	1.65%	1.16%	0.94%
Quality of businesses (k)	3.10%	1.99%	2.92%	3.00%	2.13%	3.22%	4.01%	5.93%	4.62%
Quality of City services (l)	1.05%	1.19%	2.97%	0.73%	0.39%	0.41%	0.87%	1.04%	2.82%
Quality of parks and rec. programs (m)	0.30%	0.10%	0.37%	0.31%	0.53%	0.50%	0.62%	1.00%	n/a
Quality of schools (n)	3.40%	4.48%	4.38%	2.12%	5.09%	1.81%	1.78%	3.97%	17.01%
Stormwater management/flooding (o)	14.64%	8.36%	2.28%	1.81%	0.68%	1.31%	1.57%	2.08%	0.39%
Substance abuse (p)	6.04%	2.34%	2.33%	1.09%	1.21%	1.31%	n/a	n/a	n/a
Taxes (q)	15.38%	16.82%	16.89%	15.28%	15.04%	15.37%	11.86%	13.91%	6.27%
Traffic congestion (r)	4.15%	3.88%	4.56%	7.98%	8.54%	10.34%	10.46%	10.30%	15.52%
Other (s)	0.90%	0.95%	1.00%	1.45%	1.41%	1.59%	0.62%	0.72%	18.42%

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

	2014	2012	2010	2008	2006	2004	2002	2000	1998
Good to Excellent	74.49%	68.44%	72.07%	80.37%	80.18%	81.27%	82.78%	77.41%	81.00%
Fair to Excellent	97.34%	96.51%	96.32%	98.16%	98.22%	98.07%	97.32%	98.13%	95.75%