2014 City of Elmhurst Citizen Survey

SECTION IV HISTORICAL DATA (1998 – 2014)

	SECTION ONE - QUALITY OF LIFE			Villa Edwa				- SIDT (1-2)		
1-1	Overall quality of your neighborhood Good to Excellent Fair to Excellent	2014 92.68% 99.30%	2012 91.37% 99.14%	2010 90.10% 98.69%	2008 91.35% 98.83%	2006 92.86% 99.30%	2004 92.83% 99.61%	2002 93.84% 99.15%	2000 92.23% 99.43%	1998 91.64% 99.04%
1-2	Overall quality of the Elmhurst commu Good to Excellent Fair to Excellent	96.05% 99.29%	95.26% 99.71%	93.28% 99.60%	95.74% 98.97%	95.74% 98.97%	95.55% 99.87%	95.77% 99.64%	95.21% 99.66%	n/a n/a
1-3	The Elmhurst Community as a place to Good to Excellent Fair to Excellent	live 96.05% 99.15%	94.81% 99.57%	95.05% 99.48%	95.45% 99.12%	96.50% 99.86%	96.21% 99.74%	96.12% 99.51%	95.32% 99.32%	n/a n/a
1-4	The Elmhurst community as a place to Good to Excellent Fair to Excellent	raise childr 96.15% 99.26%	95.04% 99.40%	95.86% 99.72%	96.04% 99.54%	97.28% 99.71%	96.21% 99.32%	97.09% 99.62%	94.18% 99.17%	n/a n/a
1-5	The Elmhurst community as a place to Good to Excellent Fair to Excellent	retire 53.64% 85.27%	51.71% 84.73%	55.23% 85.27%	59.94% 88.64%	58.97% 85.71%	57.38% 84.53%	61.67% 85.96%	62.23% 87.07%	n/a n/a
1-6	Physical appearance of private propert Good to Excellent Fair to Excellent	y 88.70% 98.73%	89.48% 98.70%	87,47% 98.42%	89.09% 98.38%	89.89% 99.30%	90.17% 99.21%	91.64% 98.55%	88.75% 98.85%	86.73% 98.71%
1-7	Physical appearance of public property Good to Excellent Fair to Excellent	93.14% 99.57%	90.59% 99.13%	92.25% 98.82%	94.21% 99.41%	94.63% 99.58%	94.90% 100.0%	94.32% 99.64%	93.27% 99.54%	92.25% 99.19%
1-8	How would you rate the overall quality Better About the Same or Better	of life in E 22.14% 91.05%	17.37% 88.93%	v compared 20.88% 89.15%	d to five ye 44.29% 93.45%	ars ago? 56.06% 95.62%	n/a n/a	n/a n/a	n/a n/a	n/a n/a
	SECTION TWO - PUBLIC SAFETY									E 15 15 15 15
2-1	Have you called 9-1-1 in the past 12 mo Yes No	2014 16.22% 83.78%	2012 17.46% 82.54%	2010 18.11% 81.89%	2008 20.55% 79.45%	2006 21.17% 78.83%	2004 22.61% 77.39%	2002 21.86% 78.14%	2000 19.47% 80.53%	1998 23.43% 76.57%
2-2	If "Yes," what type of call(s) did you ma Fire emergency Ambulance Police emergency Other	ke? 22 42 44 35	11 55 29 36	14 47 48 24	8 40 25 24	6 47 20 23	10 45 33 27	14 53 35 19	5 44 36 30	8 29 24 46
	If you used the Fire Department in an	emergency	situation i	n the past	12 months	, rate the fo	ollowing:			·
2-3	Response time Good to Excellent Fair to Excellent	2014 90.32% 96.77%	2012 85.19% 92.59%	2010 90.48% 97.62%	2008 92.86% 95.24%	2006 91.67% 95.00%	2004 98.11% 100.0%	2002 95.00% 100.0%	2000 96.92% 98.46%	1998 86.84% 94.74%
2-4	Quality of service Good to Excellent Fair to Excellent	91.23% 100.00%	88.46% 94.23%	92.50% 97.50%	92.86% 95.24%	93.22% 98.31%	96.15% 98.08%	98.31% 100.0%	92.06% 96.83%	94.87% 100.0%
2-5	Professionalism and courtesy Good to Excellent Fair to Excellent	92.86% 100.00%	86.79% 96.23%	92.50% 97.50% 84	95.24% 95.24%	93.33% 98.33%	98.04% 98.04%	95.16% 100.0%	93.75% 98.44%	94.74% 100.0%

	Have you been in contact with non 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
2-7	If yes, please check the type of exp	erience:								
_	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
2.0		200 CON 100 CO								
2-8	Do you have carbon monoxide determined Yes	ectors in your n 90.64%	90.00%	87.19%	86.18%	72.96%	72.27%	68.59%	62.22%	EO 649
	No	9.36%	10.00%	12.81%	13.82%	27.04%	27.73%	31.41%	37.78%	50.649 49.369
	If you used an ambulance in the pa	ast 12 months,	please rate	the follow	ving:					
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%	90.709
	Fair to Excellent	100.00%	98.36%	98.25%	100.0%	98.31%	98.18%	98.51%	98.39%	95.35
2-10	Quality of service									
	Good to Excellent	96.30%	95.00%	96.36%	96.61%	98.25%	96.30%	97.01%	90.16%	86.679
	Fair to Excellent	100.00%	96.67%	98.18%	98.31%	100.00%	98.15%	98.51%	95.08%	97.789
			m.mintuuti	CHEST STATES WITH	19/23/23/23/3					
2-11	Professionalism and courtesy	06.369/	02 440/	06.369/	00 200/	00.350/	06 230/	05 530/	00.000/	70 55
	Good to Excellent	96.36% 98.18%	93.44% 96.72%	96.36% 98.18%	98.28% 100.0%	98.25% 98.25%	96.23% 96.23%	95.52% 100.0%	90.00% 95.00%	79.55 97.73
	Fair to Excellent	98.18%	90.72%	90.10%	100.076	30.2370	50.2570	100.070	33,0070	
	How do you rate the overall visibil	#100 Din #1000		90.10%	100.076	30.2370	30.2370	100.070	33,0070	
2-12	How do you rate the overall visibil	#100 Din #1000		2010	2008	2006	2004	2002	2000	1998
2-12	soulcationale, committantenera	ity of police in							S7(99) 37(2) 60(4) 61(2)	APPEN A DOCUMENT
2-12	How do you rate the overall visibil	ity of police in		2010	2008	2006	2004	2002	2000	1998 57.92
	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent	2014 64.80%	 2012 60.49%	2010 64.61%	2008 60.67%	2006 58.49%	2004 57.31%	2002 57.86%	2000 58.91%	1998 57.92
	How do you rate the overall visibil Your neighborhood Good to Excellent	2014 64.80%	 2012 60.49%	2010 64.61%	2008 60.67%	2006 58.49%	2004 57.31%	2002 57.86%	2000 58.91%	1998 57.929 87.299
	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole	2014 64.80% 91.35%		2010 64.61% 91.01%	2008 60.67% 90.03%	2006 58.49% 87.45%	2004 57.31% 89.23%	2002 57.86% 88.53%	2000 58.91% 90.07%	1998 57.92 87.29
	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent	2014 64.80% 91.35% 84.79% 97.94%	2012 60.49% 90.43% 76.83% 97.04%	2010 64.61% 91.01% 83.60% 98.55%	2008 60.67% 90.03% 83.18% 97.86%	2006 58.49% 87.45% 79.00% 97.50%	2004 57.31% 89.23% 83.47% 98.63%	2002 57.86% 88.53% 79.08% 98.47%	2000 58.91% 90.07%	1998 57.92 87.29
2-13	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent Fair to Excellent If you used the Police Department Response time	2014 64.80% 91.35% 84.79% 97.94% in an emergen	2012 60.49% 90.43% 76.83% 97.04% cy situation 2012	2010 64.61% 91.01% 83.60% 98.55%	2008 60.67% 90.03% 83.18% 97.86% st 12 mont	2006 58.49% 87.45% 79.00% 97.50% hs, rate the	2004 57.31% 89.23% 83.47% 98.63% 2 following 2004	2002 57.86% 88.53% 79.08% 98.47% :	2000 58.91% 90.07% 79.97% 97.93%	1998 57.929 87.299 82.839 97.179
2-13	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent Fair to Excellent If you used the Police Department Response time Good to Excellent	2014 64.80% 91.35% 84.79% 97.94% in an emergen 2014 80.28%	76.83% 97.04% cy situation	2010 64.61% 91.01% 83.60% 98.55% In the paragraph 2010 79.22%	2008 60.67% 90.03% 83.18% 97.86% st 12 mont 2008 88.75%	2006 58.49% 87.45% 79.00% 97.50% hs, rate the	2004 57.31% 89.23% 83.47% 98.63% 2 following 2004 84.95%	2002 57.86% 88.53% 79.08% 98.47% : 2002 83.78%	2000 58.91% 90.07% 79.97% 97.93%	1998 57.92 87.29 82.83 97.17 1998 80.90
2-13	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent Fair to Excellent If you used the Police Department Response time	2014 64.80% 91.35% 84.79% 97.94% in an emergen	2012 60.49% 90.43% 76.83% 97.04% cy situation 2012	2010 64.61% 91.01% 83.60% 98.55%	2008 60.67% 90.03% 83.18% 97.86% st 12 mont	2006 58.49% 87.45% 79.00% 97.50% hs, rate the	2004 57.31% 89.23% 83.47% 98.63% 2 following 2004	2002 57.86% 88.53% 79.08% 98.47% :	2000 58.91% 90.07% 79.97% 97.93%	1998 57.92' 87.29' 82.83' 97.17' 1998 80.90'
2-13	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent Fair to Excellent If you used the Police Department Response time Good to Excellent Fair to Excellent Cuality of service	2014 64.80% 91.35% 84.79% 97.94% in an emergen 2014 80.28%	76.83% 97.04% cy situation	2010 64.61% 91.01% 83.60% 98.55% In the paragraph 2010 79.22%	2008 60.67% 90.03% 83.18% 97.86% st 12 mont 2008 88.75%	2006 58.49% 87.45% 79.00% 97.50% hs, rate the	2004 57.31% 89.23% 83.47% 98.63% 2 following 2004 84.95%	2002 57.86% 88.53% 79.08% 98.47% : 2002 83.78%	2000 58.91% 90.07% 79.97% 97.93%	1998 57.92° 87.29° 82.83° 97.17°
2-13	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent Fair to Excellent If you used the Police Department Response time Good to Excellent Fair to Excellent Fair to Excellent	2014 64.80% 91.35% 84.79% 97.94% in an emergen 2014 80.28%	76.83% 97.04% cy situation	2010 64.61% 91.01% 83.60% 98.55% In the paragraph 2010 79.22%	2008 60.67% 90.03% 83.18% 97.86% st 12 mont 2008 88.75%	2006 58.49% 87.45% 79.00% 97.50% hs, rate the	2004 57.31% 89.23% 83.47% 98.63% 2 following 2004 84.95%	2002 57.86% 88.53% 79.08% 98.47% : 2002 83.78%	2000 58.91% 90.07% 79.97% 97.93%	1998 57.92 87.29 82.83 97.17
2-13	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent Fair to Excellent If you used the Police Department Response time Good to Excellent Fair to Excellent Cuality of service	2014 64.80% 91.35% 84.79% 97.94% in an emergen 2014 80.28% 88.73%	2012 60.49% 90.43% 76.83% 97.04% cy situation 2012 75.00% 93.42%	2010 64.61% 91.01% 83.60% 98.55% n in the particular pa	2008 60.67% 90.03% 83.18% 97.86% st 12 mont 2008 88.75% 96.25%	2006 58.49% 87.45% 79.00% 97.50% hs, rate the 2006 81.58% 90.79%	2004 57.31% 89.23% 83.47% 98.63% e following 2004 84.95% 96.77%	2002 57.86% 88.53% 79.08% 98.47% : 2002 83.78% 97.30%	2000 58.91% 90.07% 79.97% 97.93% 2000 84.82% 94.64%	1998 57.92 87.29 82.83 97.17 1998 80.90 95.51
2-14	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent Fair to Excellent If you used the Police Department Response time Good to Excellent Fair to Excellent Quality of service Good to Excellent Fair to Excellent Fair to Excellent	2014 64.80% 91.35% 84.79% 97.94% in an emergen 2014 80.28% 88.73%	2012 60.49% 90.43% 76.83% 97.04% cy situation 2012 75.00% 93.42%	2010 64.61% 91.01% 83.60% 98.55% In the particular part	2008 60.67% 90.03% 83.18% 97.86% st 12 mont 2008 88.75% 96.25%	2006 58.49% 87.45% 79.00% 97.50% hs, rate the 2006 81.58% 90.79%	2004 57.31% 89.23% 83.47% 98.63% 2 following 2004 84.95% 96.77%	2002 57.86% 88.53% 79.08% 98.47% : 2002 83.78% 97.30%	2000 58.91% 90.07% 79.97% 97.93% 2000 84.82% 94.64% 81.08%	1998 57.92 87.29 82.83 97.17 1998 80.90 95.51
2-14	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent Fair to Excellent If you used the Police Department Response time Good to Excellent Fair to Excellent Quality of service Good to Excellent Fair to Excellent Professionalism and courtesy	2014 64.80% 91.35% 84.79% 97.94% in an emergen 2014 80.28% 88.73%	2012 60.49% 90.43% 76.83% 97.04% cy situation 2012 75.00% 93.42%	2010 64.61% 91.01% 83.60% 98.55% In the particular part	2008 60.67% 90.03% 83.18% 97.86% st 12 mont 2008 88.75% 96.25%	2006 58.49% 87.45% 79.00% 97.50% hs, rate the 2006 81.58% 90.79%	2004 57.31% 89.23% 83.47% 98.63% e following 2004 84.95% 96.77% 82.22% 94.44%	2002 57.86% 88.53% 79.08% 98.47% : 2002 83.78% 97.30% 88.07% 96.33%	2000 58.91% 90.07% 79.97% 97.93% 2000 84.82% 94.64% 81.08% 92.79%	1998 57.92 87.29 82.83 97.17 1998 80.90 95.51 81.189 92.949
2-14	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent Fair to Excellent If you used the Police Department Response time Good to Excellent Fair to Excellent Quality of service Good to Excellent Fair to Excellent Fair to Excellent	2014 64.80% 91.35% 84.79% 97.94% in an emergen 2014 80.28% 88.73% 85.29% 97.06%	2012 60.49% 90.43% 76.83% 97.04% cy situation 2012 75.00% 93.42%	2010 64.61% 91.01% 83.60% 98.55% 1 in the part 2010 79.22% 92.21% 80.00% 93.33%	2008 60.67% 90.03% 83.18% 97.86% st 12 mont 2008 88.75% 96.25% 92.41% 98.73%	2006 58.49% 87.45% 79.00% 97.50% hs, rate the 2006 81.58% 90.79% 79.17% 90.28%	2004 57.31% 89.23% 83.47% 98.63% 2 following 2004 84.95% 96.77%	2002 57.86% 88.53% 79.08% 98.47% : 2002 83.78% 97.30%	2000 58.91% 90.07% 79.97% 97.93% 2000 84.82% 94.64% 81.08%	1998 57.92 87.29 82.83 97.17 1998 80.90 95.51
2-13	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent Fair to Excellent If you used the Police Department Response time Good to Excellent Fair to Excellent Quality of service Good to Excellent Fair to Excellent Professionalism and courtesy Good to Excellent	2014 64.80% 91.35% 84.79% 97.94% In an emergen 2014 80.28% 88.73% 85.29% 97.06%	2012 60.49% 90.43% 76.83% 97.04% cy situation 2012 75.00% 93.42% 77.92% 90.91%	2010 64.61% 91.01% 83.60% 98.55% In the particular part	2008 60.67% 90.03% 83.18% 97.86% st 12 mont 2008 88.75% 96.25% 92.41% 98.73% 93.59% 98.72%	2006 58.49% 87.45% 79.00% 97.50% hs, rate the 2006 81.58% 90.79% 79.17% 90.28% 82.19% 90.41%	2004 57.31% 89.23% 83.47% 98.63% 2 following 2004 84.95% 96.77% 82.22% 94.44%	2002 57.86% 88.53% 79.08% 98.47% : 2002 83.78% 97.30% 88.07% 96.33%	2000 58.91% 90.07% 79.97% 97.93% 2000 84.82% 94.64% 81.08% 92.79%	1998 57.92 87.29 82.83 97.17 1998 80.90 95.51 81.189 92.949
2-13	How do you rate the overall visibil Your neighborhood Good to Excellent Fair to Excellent The City as a whole Good to Excellent Fair to Excellent If you used the Police Department Response time Good to Excellent Fair to Excellent Quality of service Good to Excellent Fair to Excellent Professionalism and courtesy Good to Excellent Fair to Excellent Fair to Excellent	2014 64.80% 91.35% 84.79% 97.94% In an emergen 2014 80.28% 88.73% 85.29% 97.06%	2012 60.49% 90.43% 76.83% 97.04% cy situation 2012 75.00% 93.42% 77.92% 90.91%	2010 64.61% 91.01% 83.60% 98.55% In the particular part	2008 60.67% 90.03% 83.18% 97.86% st 12 mont 2008 88.75% 96.25% 92.41% 98.73% 93.59% 98.72%	2006 58.49% 87.45% 79.00% 97.50% hs, rate the 2006 81.58% 90.79% 79.17% 90.28% 82.19% 90.41%	2004 57.31% 89.23% 83.47% 98.63% 2 following 2004 84.95% 96.77% 82.22% 94.44%	2002 57.86% 88.53% 79.08% 98.47% : 2002 83.78% 97.30% 88.07% 96.33%	2000 58.91% 90.07% 79.97% 97.93% 2000 84.82% 94.64% 81.08% 92.79%	1998 57.92 87.29 82.83 97.17 1998 80.90 95.51 81.189 92.949

2-18	If Yes, what penalty (or penalties) did y Written Warning Written Citation	you receive? 29 29	31 34	53 52	22 52	21 29	37 36	18 26	15 30	10 25
2-19	How do you rate the professionalism a	and courtesy	of the offi	cer 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%	74.469
	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%	86.719
									OO OFO	98.67%
	Neither Safe nor Unsafe to Very Safe	99.13%	99.11%	99.47%	99.11%	99.57%	98.79%	99.75%	99.05%	36.077
- 1112	SECTION THREE - PUBLIC WORKS DEP.	ARTIVIENT					The Property	99.75%	99.05%	38.07 /
3-1	VISIANO PRODUCE CONTRACTOR CONTRA	ARTIVIENT visited the P	ublic Work	ss Departm	ent in the p	past 12 mor	nths?			
3-1	SECTION THREE - PUBLIC WORKS DEPA	ARTIVIENT visited the P 2014	ublic Work 2012	ss Departm 2010	ent in the p	past 12 mor	nths? 2004	2002	2000	1998
3-1	SECTION THREE - PUBLIC WORKS DEP.	ARTIVIENT visited the P	ublic Work	ss Departm	ent in the p	past 12 mor	nths?			1998 50.40%
3-1	SECTION THREE - PUBLIC WORKS DEPA Have you called, written or personally Yes	visited the P 2014 31.39% 68.61%	Public Work 2012 27.22%	ss Departm 2010 27.08%	ent in the p 2008 36.28%	past 12 mor 2006 37.39%	nths? 2004 36.45%	2002 34.94%	2000 41.54%	1998 50.40%
	Have you called, written or personally Yes No If "Yes," how would you rate the follow	visited the P 2014 31.39% 68.61%	Public Work 2012 27.22%	ss Departm 2010 27.08%	ent in the p 2008 36.28%	past 12 mor 2006 37.39%	nths? 2004 36.45%	2002 34.94%	2000 41.54%	
	Have you called, written or personally Yes No If "Yes," how would you rate the follow	visited the P 2014 31.39% 68.61%	Public Work 2012 27.22%	ss Departm 2010 27.08%	ent in the p 2008 36.28%	past 12 mor 2006 37.39%	nths? 2004 36.45%	2002 34.94%	2000 41.54%	1998 50.409 49.609
	Have you called, written or personally Yes No If "Yes," how would you rate the followasponse time	visited the F 2014 31.39% 68.61% wing?	Public Work 2012 27.22% 72.78%	ss Departm 2010 27.08% 72.92%	ent in the p 2008 36.28% 63.72%	past 12 mor 2006 37.39% 62.61%	nths? 2004 36.45% 63.55%	2002 34.94% 65.06%	2000 41.54% 58.46%	1998 50.409 49.609
3-2	Have you called, written or personally Yes No If "Yes," how would you rate the followaspense time Good to Excellent	visited the F 2014 31.39% 68.61% wing? 73.76%	Public Work 2012 27.22% 72.78%	2010 27.08% 72.92%	ent in the p 2008 36.28% 63.72% 78.76%	past 12 mor 2006 37.39% 62.61% 78.06%	nths? 2004 36.45% 63.55%	2002 34.94% 65.06%	2000 41.54% 58.46%	1998 50.409 49.609
3-2	Have you called, written or personally Yes No If "Yes," how would you rate the followas Good to Excellent Fair to Excellent	visited the F 2014 31.39% 68.61% wing? 73.76%	Public Work 2012 27.22% 72.78%	2010 27.08% 72.92%	ent in the p 2008 36.28% 63.72% 78.76%	past 12 mor 2006 37.39% 62.61% 78.06%	nths? 2004 36.45% 63.55%	2002 34.94% 65.06%	2000 41.54% 58.46%	1998 50.409 49.609 71.439 88.759
3-2	Have you called, written or personally Yes No If "Yes," how would you rate the follow Response time Good to Excellent Fair to Excellent Quality of service	visited the F 2014 31.39% 68.61% wing? 73.76% 88.69%	Public Work 2012 27.22% 72.78% 75.92% 89.01%	73.89% 88.67%	ent in the p 2008 36.28% 63.72% 78.76% 93.82%	78.06% 91.01%	72.13% 88.15%	2002 34.94% 65.06% 77.63% 91.86%	2000 41.54% 58.46% 72.53% 88.53%	1998 50.409 49.609 71.439 88.759
	Have you called, written or personally Yes No If "Yes," how would you rate the follo Response time Good to Excellent Fair to Excellent Cuality of service Good to Excellent Fair to Excellent Fair to Excellent Professionalism and courtesy	visited the F 2014 31.39% 68.61% wing? 73.76% 88.69%	75.92% 89.01%	73.89% 88.67%	ent in the page 2008 36.28% 63.72% 78.76% 93.82% 77.61%	78.06% 91.01%	72.13% 88.15%	2002 34.94% 65.06% 77.63% 91.86%	2000 41.54% 58.46% 72.53% 88.53%	1998 50.409 49.609 71.439 88.759
3-2	Have you called, written or personally Yes No If "Yes," how would you rate the folloo Response time Good to Excellent Fair to Excellent Quality of service Good to Excellent Fair to Excellent Fair to Excellent	visited the F 2014 31.39% 68.61% wing? 73.76% 88.69%	75.92% 89.01%	73.89% 88.67%	ent in the page 2008 36.28% 63.72% 78.76% 93.82% 77.61%	78.06% 91.01%	72.13% 88.15%	2002 34.94% 65.06% 77.63% 91.86%	2000 41.54% 58.46% 72.53% 88.53%	1998 50.409 49.609 71.439 88.759 70.139 88.059
3-2	Have you called, written or personally Yes No If "Yes," how would you rate the follo Response time Good to Excellent Fair to Excellent Cuality of service Good to Excellent Fair to Excellent Fair to Excellent Professionalism and courtesy	visited the F 2014 31.39% 68.61% wing? 73.76% 88.69% 72.30% 88.26%	75.92% 89.01% 74.60% 88.36%	73.89% 88.67%	78.76% 93.82%	78.06% 91.01%	72.13% 88.15%	2002 34.94% 65.06% 77.63% 91.86% 76.27% 89.15%	2000 41.54% 58.46% 72.53% 88.53% 73.39% 88.17%	1998 50.409 49.609 71.439 88.759 70.139 88.059
3-2	Have you called, written or personally Yes No If "Yes," how would you rate the follo Response time Good to Excellent Fair to Excellent Quality of service Good to Excellent Fair to Excellent Professionalism and courtesy Good to Excellent	visited the F 2014 31.39% 68.61% wing? 73.76% 88.69% 72.30% 88.26% 83.89% 94.79%	75.92% 89.01% 74.60% 88.36%	73.89% 88.67% 71.84% 90.29%	78.76% 93.82% 77.61% 92.28%	78.06% 91.01%	72.13% 88.15% 74.83% 90.91%	2002 34.94% 65.06% 77.63% 91.86% 76.27% 89.15%	2000 41.54% 58.46% 72.53% 88.53% 73.39% 88.17%	1998 50.409 49.609 71.439 88.759 70.139 88.059
3-2	Have you called, written or personally Yes No If "Yes," how would you rate the folloon Response time Good to Excellent Fair to Excellent Good to Excellent Fair to Excellent Professionalism and courtesy Good to Excellent Fair to Excellent	visited the F 2014 31.39% 68.61% 68.61% wing? 73.76% 88.69% 72.30% 88.26% 83.89% 94.79% f the follow 2014	75.92% 89.01% 74.60% 88.36% 80.54% 92.97%	73.89% 88.67% 71.84% 90.29% 82.09% 95.52% st services	78.76% 93.82% 77.61% 92.28%	78.06% 91.01% 78.048% 92.01%	72.13% 88.15% 74.83% 90.91%	2002 34.94% 65.06% 77.63% 91.86% 76.27% 89.15% 83.39% 95.02%	2000 41.54% 58.46% 72.53% 88.53% 73.39% 88.17% 83.11% 93.83%	1998 50.409 49.609 71.439 88.759 70.139 88.059 78.869 90.549
3-2	Have you called, written or personally Yes No If "Yes," how would you rate the follo Response time Good to Excellent Fair to Excellent Professionalism and courtesy Good to Excellent Fair to Excellent Professionalism and courtesy Good to Excellent Fair to Excellent Street maintenance Good to Excellent	visited the F 2014 31.39% 68.61% 68.61% wing? 73.76% 88.69% 88.26% 83.89% 94.79% f the follow 2014 57.58%	75.92% 89.01% 74.60% 88.36% 80.54% 92.97%	73.89% 88.67% 71.84% 90.29% 82.09% 95.52% st services	78.76% 93.82% 77.61% 92.28% 87.01% 95.28%	78.06% 91.01% 78.048% 92.048%	72.13% 88.15% 74.83% 90.91% 87.02% 95.79%	2002 34.94% 65.06% 77.63% 91.86% 76.27% 89.15% 83.39% 95.02%	2000 41.54% 58.46% 72.53% 88.53% 73.39% 88.17% 83.11% 93.83%	1998 50.409 49.609 71.439 88.759 70.139 88.059 78.869 90.549
3-2	Have you called, written or personally Yes No If "Yes," how would you rate the folloon Response time Good to Excellent Fair to Excellent Good to Excellent Fair to Excellent Professionalism and courtesy Good to Excellent Fair to Excellent	visited the F 2014 31.39% 68.61% 68.61% wing? 73.76% 88.69% 72.30% 88.26% 83.89% 94.79% f the follow 2014	75.92% 89.01% 74.60% 88.36% 80.54% 92.97%	73.89% 88.67% 71.84% 90.29% 82.09% 95.52% st services	78.76% 93.82% 77.61% 92.28%	78.06% 91.01% 78.048% 92.01%	72.13% 88.15% 74.83% 90.91%	2002 34.94% 65.06% 77.63% 91.86% 76.27% 89.15% 83.39% 95.02%	2000 41.54% 58.46% 72.53% 88.53% 73.39% 88.17% 83.11% 93.83%	1998 50.409 49.609 71.439 88.759 70.139 88.059 78.869 90.549
3-2 3-3 3-4	Have you called, written or personally Yes No If "Yes," how would you rate the follo Response time Good to Excellent Fair to Excellent Quality of service Good to Excellent Fair to Excellent Professionalism and courtesy Good to Excellent Fair to Excellent How do you rate the quality of each of Street maintenance Good to Excellent Fair to Excellent Street sweeping	visited the F 2014 31.39% 68.61% 68.61% wing? 73.76% 88.69% 72.30% 88.26% 83.89% 94.79% f the follow 2014 57.58% 87.88%	75.92% 89.01% 74.60% 88.36% 80.54% 92.97% 91.26%	73.89% 88.67% 71.84% 90.29% 82.09% 95.52% st services 2010 58.01% 89.10%	78.76% 93.82% 77.61% 92.28% 87.01% 95.28% 70.01% 95.28%	78.06% 91.01% 78.048% 92.048% 93.01% 94.01%	72.13% 88.15% 74.83% 90.91% 87.02% 95.79%	2002 34.94% 65.06% 77.63% 91.86% 76.27% 89.15% 83.39% 95.02%	2000 41.54% 58.46% 72.53% 88.53% 73.39% 88.17% 83.11% 93.83%	1998 50.409 49.609 71.439 88.759 70.139 88.059 78.869 90.549
3-2 3-3 3-4	Have you called, written or personally Yes No If "Yes," how would you rate the follo Response time Good to Excellent Fair to Excellent Professionalism and courtesy Good to Excellent Fair to Excellent How do you rate the quality of each of Street maintenance Good to Excellent Fair to Excellent Fair to Excellent	visited the F 2014 31.39% 68.61% 68.61% wing? 73.76% 88.69% 88.26% 83.89% 94.79% f the follow 2014 57.58%	75.92% 89.01% 74.60% 88.36% 80.54% 92.97%	73.89% 88.67% 71.84% 90.29% 82.09% 95.52% st services	78.76% 93.82% 77.61% 92.28% 87.01% 95.28%	78.06% 91.01% 78.048% 92.048%	72.13% 88.15% 74.83% 90.91% 87.02% 95.79%	2002 34.94% 65.06% 77.63% 91.86% 76.27% 89.15% 83.39% 95.02%	2000 41.54% 58.46% 72.53% 88.53% 73.39% 88.17% 83.11% 93.83%	1998 50.409 49.609 71.439 88.759 70.139 88.059 78.869 90.549

3-7	Snow/ice removal									
	Good to Excellent Fair to Excellent	72.71% 91.71%	74.08% 94.26%	73.37% 92.81%	73.61% 91.35%	76.60% 96.31%	75.65% 95.05%	75.79% 93.46%	76.93% 93.44%	68.01% 90.47%
3-8										100
	Good to Excellent Fair to Excellent	78.31% 95.92%	77.48% 94.29%	78.94% 96.20%	81.49% 97.31%	78.56% 95.54%	81.77% 96.30%	83.09% 96.54%	77.96% 96.41%	76.48% - 95.07%
3-9	Quality of parkway trees									
	Good to Excellent Fair to Excellent	74.17% 94.34%	75.08% 94.53%	74.93% 95.01%	76.84% 94.29%	74.82% 94.82%	78.61% 94.09%	79.85% 96.31%	75.66% 93.88%	73.86% 93.63%
3-10	Parkway tree maintenance			Manager Mr. of Man		NAMES OF STREET				
	Good to Excellent Fair to Excellent	72.21% 92.35%	70.03% 89.45%	67.82% 90.71%	66.11% 89.16%	64.48% 88.65%	66.67% 88.27%	66.50% 91.10%	65.18% 88.80%	77.73% 92.86%
3-11	Street lighting									
	Good to Excellent Fair to Excellent	81.21% 96.84%	82.30% 96.61%	81.23% 96.51%	83.95% 97.35%	84.63% 97.74%	86.88% 97.92%	84.12% 98.06%	82.15% 97.43%	84.27% 96.79%
3-12	Sidewalks in your area (if applicable)	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Good to Excellent Fair to Excellent	63.40% 89.10%	64.94% 90.32%	63.92% 88.17%	65.42% 87.97%	64.18% 89.38%	60.51% 87.44%	56.91% 84.43%	56.84% 85.82%	42.20% 63.50%
3-13	Mosquito control									
	Good to Excellent Fair to Excellent	66.77% 94.86%	60.65% 89.11%	61.65% 92.92%	70.39% 95.75%	77.01% 95.83%	61.74% 91.42%	65.10% 91.50%	59.68% 89.95%	63.55% 88.15%
3-14	Refuse collection (Including new toter			Vienes no action	eans services	774 Oct 2012 (1900)	BASE SHEET	NATH NAMES		
	Good to Excellent Fair to Excellent	88.81% 97.70%	88.60% 98.39%	86.27% 96.00%	86.87% 96.83%	84.52% 95.54%	83.78% 95.75%	79.62% 94.00%	73.49% 91.35%	76.94% 92.73%
3-15	Yardwaste collection	SCAT COMPANY	50-10 MC100466				Hand to seem			
	Good to Excellent Fair to Excellent	82.45% 95.28%	82.96% 95.07%	81.87% 94.72%	80.59% 95.00%	76.39% 92.70%	78.66% 95.26%	73.15% 92.73%	72.39% 90.49%	71.61% 90.16%
3-16	Recycling (Including new toter program							*		
	Good to Excellent Fair to Excellent	91.20% 97.84%	87.91% 96.26%	86.82% 95.52%	86.84% 95.42%	85.81% 97.05%	89.21% 98.18%	85.38% 96.22%	85.32% 97.13%	87.76% 96.98%
3-17	Sanitary sewer maintenance			Y						
	Good to Excellent Fair to Excellent	69.64% 89.88%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
3-18	Storm sewer maintenance	F7 200/			0211 1 00	•		Warra # CO		2004
	Good to Excellent Fair to Excellent	57.29% 80.90%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
3-19	Water supply maintenance	02 550/	- I-	/s	<i>□ 1</i> −	- 1-	o to	/ :	. r	
	Good to Excellent Fair to Excellent	83.55% 97.18%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
3-20	City building maintenance	00 2204	2.Vs		= 1=				æ	9
	Good to Excellent Fair to Excellent	89.23% 99.32%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a

	SECTION FOUR - TRAFFIC AND TRA Please rate each of the following:									
<i>1</i> _1	Commuter Parking	2014	2012	2010	2008	2006	2004	2002	2000	1998
- T	Good to Excellent	72.39%	73.58%	64.41%	55.67%	62.55%	63.52%	55.60%	58.81%	64.379
	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									· · · · · · · · · · · · · · · · · · ·
- 0.1	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								300000	
	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	,									
	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 com	npliance 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 surve	y referred	to traffic
4-9	Throughout the City						Note:	1998 surve	y referred	to traffic
4-9	Good to Excellent	64.83%	64.24%	64.16%	60.84%	56.51%	53.98%	52.95%	55.81%	36.24%
4-9		64.83% 93.89%	64.24% 92.73%	64.16% 91.66%	60.84% 94.02%	56.51% 90.13%	53.98% 89.92%	52.95% 87.59%	55.81% 90.47%	36.24% 80.84%
4-9	Good to Excellent						53.98% 89.92%	52.95%	55.81% 90.47%	36.24% 80.84%
	Good to Excellent Fair to Excellent Have you observed the Police Depart	93.89% artment's SMAR	92.73% T trailer in	91.66%	94.02% unity during	90.13% the last ye	53.98% 89.92% Note:	52.95% 87.59% 1998 surve	55.81% 90.47% y referred	36.24% 80.84% to traffic
	Good to Excellent Fair to Excellent Have you observed the Police Depa	93.89% artment's SMAR 71.33%	92.73% T trailer in 66.72%	91.66% the commu 79.58%	94.02% unity during 77.96%	90.13% the last ye 82.19%	53.98% 89.92% Note:	52.95% 87.59% 1998 surve 92.54%	55.81% 90.47% y referred 79.00%	36.24% 80.84% to traffic n/a
	Good to Excellent Fair to Excellent Have you observed the Police Depart	93.89% artment's SMAR	92.73% T trailer in	91.66%	94.02% unity during	90.13% the last ye	53.98% 89.92% Note:	52.95% 87.59% 1998 surve	55.81% 90.47% y referred	36.24% 80.84% to traffic
4-10	Good to Excellent Fair to Excellent Have you observed the Police Departures Yes No If "Yes," how do you rate its effecti	93.89% ertment's SMAR 71.33% 28.67% veness in contro	92.73% T trailer in 66.72% 33.28%	91.66% the commu 79.58% 20.42%	94.02% unity during 77.96% 22.04%	90.13% the last ye 82.19% 17.81%	53.98% 89.92% Note: ar? 86.55% 13.45%	52.95% 87.59% 1998 surve 92.54% 7.46%	55.81% 90.47% y referred 79.00% 21.00%	36.24% 80.84% to traffic n/a n/a
4-10	Good to Excellent Fair to Excellent Have you observed the Police Depa Yes No	93.89% artment's SMAR 71.33% 28.67%	92.73% T trailer in 66.72% 33.28%	91.66% the commu 79.58% 20.42%	94.02% unity during 77.96% 22.04%	90.13% the last ye 82.19%	53.98% 89.92% Note:	52.95% 87.59% 1998 surve 92.54%	55.81% 90.47% y referred 79.00%	36.24% 80.84% to traffic n/a
4-10	Good to Excellent Fair to Excellent Have you observed the Police Departures Yes No If "Yes," how do you rate its effecti Good to Excellent Fair to Excellent	93.89% ortment's SMAR 71.33% 28.67% veness in contro 60.86% 89.96%	92.73% T trailer in 66.72% 33.28% Dilling vehic 57.21% 89.19%	91.66% the commu 79.58% 20.42% ular speeds 65.98% 91.24%	94.02% unity during 77.96% 22.04%	90.13% the last ye 82.19% 17.81% 64.44% 90.53%	53.98% 89.92% Note: ar? 86.55% 13.45%	52.95% 87.59% 1998 surve 92.54% 7.46%	55.81% 90.47% y referred 79.00% 21.00%	36.24% 80.84% to traffic n/a n/a
4-10	Good to Excellent Fair to Excellent Have you observed the Police Departures Yes No If "Yes," how do you rate its effection Good to Excellent	93.89% ortment's SMAR 71.33% 28.67% veness in contro 60.86% 89.96%	92.73% T trailer in 66.72% 33.28% Dilling vehic 57.21% 89.19%	91.66% the commu 79.58% 20.42% ular speeds 65.98% 91.24%	94.02% unity during 77.96% 22.04%	90.13% the last ye 82.19% 17.81% 64.44% 90.53%	53.98% 89.92% Note: ar? 86.55% 13.45%	52.95% 87.59% 1998 surve 92.54% 7.46%	55.81% 90.47% y referred 79.00% 21.00%	36.24% 80.84% to traffic n/a n/a

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 If you work outside the home, how	w do you norma	lly commut	e to work?						
	CONTROL OF	arms agreement		02 220/	82.400/	84.400/	02.050/	/-	/
Personal Vehicle	83.23%	79.42%	78.96%	83.33%	83,49%	84.49%	82.85%	n/a	
Personal Vehicle Carpool	83.23% 1.02%	79.42% 1.23%	78.96% 1.12%	0.95%	1.11%	1.65%	0.92%	n/a	n/
Personal Vehicle Carpool Bus to train	83.23% 1.02% 0.41%	79.42% 1.23% 0.41%	78.96% 1.12% 0.00%	0.95% 0.57%	1.11% 0.19%	1.65% 0.33%	0.92% 0.46%	n/a n/a	n/ n/ n/,
Personal Vehicle Carpool Bus to train Car to train	83.23% 1.02% 0.41% 7.57%	79.42% 1.23% 0.41% 10.49%	78.96% 1.12% 0.00% 12.10%	0.95% 0.57% 9.47%	1.11% 0.19% 8.35%	1.65% 0.33% 8.58%	0.92% 0.46% 9.19%	n/a n/a n/a	n/ n/ n/
Personal Vehicle Carpool Bus to train	83.23% 1.02% 0.41%	79.42% 1.23% 0.41%	78.96% 1.12% 0.00%	0.95% 0.57%	1.11% 0.19%	1.65% 0.33%	0.92% 0.46%	n/a n/a	n/ n/
Personal Vehicle Carpool Bus to train Car to train	83.23% 1.02% 0.41% 7.57%	79.42% 1.23% 0.41% 10.49%	78.96% 1.12% 0.00% 12.10%	0.95% 0.57% 9.47%	1.11% 0.19% 8.35%	1.65% 0.33% 8.58%	0.92% 0.46% 9.19%	n/a n/a n/a	n/ n/ n/
Personal Vehicle Carpool Bus to train Car to train Walk/bike to Train	83.23% 1.02% 0.41% 7.57% 4.09%	79.42% 1.23% 0.41% 10.49% 4.32%	78.96% 1.12% 0.00% 12.10% 3.91%	0.95% 0.57% 9.47% 3.03%	1.11% 0.19% 8.35% 2.97%	1.65% 0.33% 8.58% 2.15%	0.92% 0.46% 9.19% 2.45%	n/a n/a n/a n/a	n/ n/ n/

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%

	Please rate the following aspects of E	lmhurst's C	ity 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									
	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)									
	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									
	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									
	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 Elmhurs	st City Centr	e now com	pared to fi	ve years ag	907			
	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 even	t informatio	in?							
	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
	other.	5.4470	2.0770	2.0770	3.7370	1.0070	1.5770	14.1570	1.7.4	11/4
5-9	How often do you or members of your	family visit	or shop in	the City Ce	ntre?					
	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
- 40	Hammond a management and amponded	Designation Face of the		O L	L 01 0				.	
2-10	How would coordinated and extended	스타트 이용 전에 가게 되었다.	보기 경기 하는 이렇게 되었다. 그런 프로스트		and the analysis of the second	Action of the Particular of th				Y
	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 m	ost like to	see added t	to downtov	vn Elmhurst	t? (Mark all	that apply	1		
THE STREET	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 sho	?qq						
	Spring Road (a)	292	238	260						
	York & Vallette(b)	292		312						
	· ·		255							
El	Butterfield & York (c)	357	321	368						
	hhurst Crossing (Rt 83 & St Charles) (d)	497	553	549						
	North York St - North of North Ave (e) Other (f)	217 25	n/a 20	n/a 23						
	Other (I)	25	20	23						
5-13	Compared to last year, do you shop in	Elmhurst?			3111					
	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)

	201	.4	201	.2
	% exclusively	partially in	% exclusively	% at least partially
8.8	in Elmhurst	Elmhurst	in Elmhurst	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

-	Have you called, written or personally							2002	2000	1000
	Yes	2014	2012 17.20%	2010	44.13%	2006 n/a	2004 n/a		2000 n/a	1998 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	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
5-3	Accuracy of Information	12321207	2012011					79%		-
	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	A STATE OF THE STA								- 1	
	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	02.250/	05 740/	00.470/	02.460/		-1-		4	7
	Good to Excellent Fair to Excellent	82.35% 92.44%	85.71% 91.60%	89.17% 95.83%	83.46% 93.70%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
	SEGTION SEVEN GULTURAL ANTRAGI	IONS								
7-1	How often do you or members of your	family visit	the Elmhu	rst Public Li	brary?					
	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% 16.19%	27.77% 18.27%	35.69%	30.94%	35.15% 19.94%	33.20% 18.97%	n/a	n/a	n/a
	Every few months (c) 1 - 2 times per year (d)	13.07%	11.37%	18.12% 11.31%	20.97% 15.25%	10.62%	13.14%	n/a n/a	n/a 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? (Mar	k all that ap	ply)							
		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 As a place to work/study	23.43% 26.26%	27.50% 23.24%	n/a n/a	n/a n/a	n/a n/a	n/a 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 Libra	ry in the p	ast 12 mon	ths, please	rate the fo	ollowing:				
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
	Library services in general	00 022	00.0004	07.400/	06 7004	00.000/	07 700	02.072	02 5004	02.7
7-4	C	98.03%	98.32%	97.13%	96.73%	98.02% 100.00%	97.70% 99.51%	92.97% 99.27%	92.50% 99.32%	93.74
7-4	Good to Excellent Fair to Excellent	100.00%	99.83%	99.70%	99.35%	100.00%	33.3170	33.2770	33.3270	99.05
7-4 7-5	Fair to Excellent		99.83%	99.70%	99.35%	100.00%	33.31%	33.27%	99.32%	99.05
7-4 7-5			99.83%	99.70%	98.12%	96.13%	97.98%	94.47%	95.15%	93.90

Lib	Quarterly Newsletter (Fin rary website (www.elmhurstpubliclibra	ary.org) (b)	2014 72.45% 28.34%	2012 62.78% 25.57%	2010 67.22% 21.50%	2008 n/a n/a	2006 n/a n/a			2000 n/a
Lib	rary website (www.elmhurstpubliclibra	ary.org) (b)						74.77	1000	
Lib			28.34%	25.5/%	21.50%	n/a	n/2			
	Local news							n/a	n/a	n/a
		spapers (c)	33.12%	36.48%	33.68%	n/a	n/a	n/a	n/a	n/a
	Library flyers/		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
	Fa	cebook (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?									1111111111
6	Do you use an e reader devicer	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								1-3% (1)	
7-8	Have you visited the Elmhurst Historic	al 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 o	of your hou	sehold visite	ed the Elm	hurst Histo	rical Muse	um?	
7-9	What are the reasons you visited the N	/luseum? (N	1ark all that	t apply)				· · · · · · · · · · · · · · · · · · ·		
	See an exhibit (a)	106	137	141	91	167	128	166	181	n/n
	School/scout field trip (b)	12	17	17	24	67				n/a
	Children's program (c)	11	31	35	25	60	n/a 38	n/a 11	n/a 35	n/a n/a
	Family program (d)	6	17	8	12	26	17	41	35	
	Adult program (e)	22	32	26	31	43	37	32	35 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 n/a
			10	10		74				II/a
	If you visited the Elmhurst Historical N	/luseum in t	the past 12	months, p	lease rate t	he followi	ng:			
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								- A	
, ++ >	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
7.10 (2 - No F.C	stativities (1900	SECTION IN							
7-12	Quality of Service (exhibit, educational Good to Excellent	99.23%	94.56%	94.22%	84.00%	n/a	n/a	n/a	n/2	2/2
	Fair to Excellent	100.00%	99.32%	99.42%	86.00%	n/a	n/a	n/a	n/a n/a	n/a n/a
	rail to excellent	100.00%	33.3270	33.4270	80.0070	11/4	11/4	11/4	11/4	11/4
7-13 H	How many times in the past 12 months									72.0
	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 Never	13.07% 73.04%	11.68% 68.85%	18.79% 62.58%	13.55% 68.13%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
	f there was an admission for would w	au hava visi	tod the El-	hurst Ulsta	rical Musa:	ım the see	ao numba-	of times?		
7141	f there was an admission fee, would yo	ou have visi	ted the Elm	murst Histo	irical iviuset	in the san	ie number	of times?		
7-14		and the second			nagar Para		1/2-1-1/2 E			/11.5.Co.
7-14	Yes	31.20%	29.23%	33.46%	n/a	n/a	n/a	n/a	n/a	n/a
7-14		31.20% 23.06% 45.74%	29.23% 24.80% 45.97%	33.46% 25.83% 40.70%	n/a n/a n/a	n/a n/a n/a	n/a n/a n/a	n/a n/a n/a	n/a n/a n/a	n/a n/a n/a

	2014	2012	2010	orical Muse 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 1-46	. have very			and the sector of the sec	d wall an over		-!-! £ =!	EVENT	
7-16 In the past 12 months how many time: More Than 10	2.71%	3.31%	2.86%	n/a	n/a	n/a	n/a	nurstr 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 I	Elmhurst His	storical Mu	seum to fri	ends or oth	er 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
						.,.			
-18 From this list, indicate ALL the ways y	ou get infor	mation abo	ut 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/
Local newspapers (c.)	60.37%	60.62%	60.64%	68.02%	n/a	n/a	n/a	n/a	n/
City/Museum website (d)	6.54%	5.26%	3.38%	4.86%	n/a	n/a	n/a	n/a	n/
Word of mouth (e.)	21.12%	7.60%	5.74%	19.23%	n/a	n/a	n/a	n/a	n/
Virtual Backpack flyers (f)	5.23%	18.71%	18.75%	8.10%	n/a	n/a	n/a	n/a	n/
Museum calendars of events and flyers (g)	14.02%	17.35%	15.37%	30.36%	n/a	n/a	n/a	n/a	n/
District 205 website (h)	7.85%	10.14%	7.09%	9.31%	n/a	n/a	n/a	n/a	n/
Social Media/Facebook (i)	3.18%	1.17%	n/a	n/a	n/a	n/a	n/a	n/a	n/i
	2 24%	2 34%	2 70%	2 23%	n/a	n/a	n/a	n/a	n/:
Other (j)	2.24%	2.34%	2.70%	2.23%	n/a	n/a	n/a	n/a	n/a
Other (j) 7-19 If you or family members visit museum					AN TOWN		ply.)	20,400	
Other (j) 7-19 If you or family members visit museum Weekday morning (a)		(s) and time	e(s) are mo		AN TOWN		ply.) 142	n/a 129	
7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b)	s, what day 83 131	(s) and time 97 127	e(s) are mo 90 145	st convenie 85 146	ent? (Mark 124 139	all that app 172 171	ply.) 142 171	129 180	n/a n/a
Other (j) 7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c)	s, what day 83 131 68	(s) and time 97 127 79	e(s) are mo 90 145 81	st convenie 85 146 79	ent? (Mark 124 139 78	all that ap 172 171 39	ply.) 142 171 81	129 180 79	n/a n/a n/a
Other (j) 7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d)	s, what day 83 131 68 359	(s) and time 97 127 79 317	e(s) are mo 90 145 81 341	st convenie 85 146 79 291	ent? (Mark 124 139 78 286	all that ap 172 171 39 307	ply.) 142 171 81 329	129 180 79 320	n/a n/a n/a n/a
Other (j) 7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c)	s, what day 83 131 68	(s) and time 97 127 79	e(s) are mo 90 145 81	st convenie 85 146 79	ent? (Mark 124 139 78	all that ap 172 171 39	ply.) 142 171 81	129 180 79	n/a n/a n/a
Other (j) 7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e)	s, what day 83 131 68 359 299	(s) and time 97 127 79 317 261	e(s) are mo 90 145 81 341 279	st convenie 85 146 79 291 236	ent? (Mark 124 139 78 286	all that ap 172 171 39 307	ply.) 142 171 81 329	129 180 79 320	n/a n/a n/a
Other (j) 1-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 20 Would you or your family be interested Yes	s, what day 83 131 68 359 299 d in evening 37.35%	(s) and time 97 127 79 317 261 shours and, 34.57%	e(s) are mo 90 145 81 341 279 /or program 37.40%	st convenie 85 146 79 291 236	ent? (Mark 124 139 78 286 250	all that app 172 171 39 307 269	ply.) 142 171 81 329 303	129 180 79 320 302	n/a n/a n/a n/a
Other (j) 1-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 20 Would you or your family be interested	s, what day 83 131 68 359 299	(s) and time 97 127 79 317 261	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60%	st convenie 85 146 79 291 236 ns? 34.85% 65.23%	ent? (Mark 124 139 78 286 250 n/a n/a	all that app 172 171 39 307 269	ply.) 142 171 81 329 303 n/a n/a	129 180 79 320 302 n/a n/a	n/a n/a n/a n/a n/a
Other (j) 7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 20 Would you or your family be interested Yes	s, what day 83 131 68 359 299 d in evening 37.35%	(s) and time 97 127 79 317 261 shours and, 34.57%	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60%	st convenie 85 146 79 291 236	ent? (Mark 124 139 78 286 250 n/a n/a	all that app 172 171 39 307 269	ply.) 142 171 81 329 303 n/a n/a	129 180 79 320 302 n/a n/a	n/a n/a n/a n/a n/a
Other (j) -19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 20 Would you or your family be interested Yes No	s, what day 83 131 68 359 299 d in evening 37.35% 62.65%	(s) and time 97 127 79 317 261 shours and, 34.57% 65.43%	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske	st convenie 85 146 79 291 236 ns? 34.85% 65.23% d: Would ye	ent? (Mark 124 139 78 286 250 n/a n/a ou or your	all that ap 172 171 39 307 269 n/a n/a family be i	nly.) 142 171 81 329 303 n/a n/a nterested i	129 180 79 320 302 n/a n/a in evening	n/a n/a n/a n/a n/a n/a
Other (j) -19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 20 Would you or your family be interested Yes No -21 Do you consider going to a museum as Entertainment (a)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65%	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43%	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske	st convenie 85 146 79 291 236 ns? 34.85% 65.23% d: Would ye	ent? (Mark 124 139 78 286 250 n/a n/a ou or your	all that ap 172 171 39 307 269 n/a n/a family be i	nly.) 142 171 81 329 303 n/a n/a nterested i	129 180 79 320 302 n/a n/a in evening	n/a n/a n/a n/a n/a progra
Other (j) 7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) -20 Would you or your family be interested Yes No 7-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65%	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43%	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske	st convenie 85 146 79 291 236 ns? 34.85% 65.23% d: Would years	ent? (Mark 124 139 78 286 250 n/a n/a ou or your	all that ap 172 171 39 307 269 n/a n/a family be i	n/a n/a n/a n/a n/a	129 180 79 320 302 n/a n/a in evening	n/a n/a n/a n/a n/a n/a n/a n/a
7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) -20 Would you or your family be interested Yes No 7-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b) Educational (c)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65%	(s) and time 97 127 79 317 261 s hours and, 34.57% 65.43% he apply) 360 59 459	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske	st convenie 85 146 79 291 236 ns? 34.85% 65.23% d: Would years 328 96 456	ent? (Mark 124 139 78 286 250 n/a n/a ou or your 395 109 496	all that app 172 171 39 307 269 n/a n/a family be i	n/a n/a n/a n/a n/a n/a	129 180 79 320 302 n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a progra
Other (j) 7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 20 Would you or your family be interested Yes No 7-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65%	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43%	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske	st convenie 85 146 79 291 236 ns? 34.85% 65.23% d: Would years	ent? (Mark 124 139 78 286 250 n/a n/a ou or your	all that ap 172 171 39 307 269 n/a n/a family be i	n/a n/a n/a n/a n/a	129 180 79 320 302 n/a n/a in evening	n/a n/a n/a n/a n/a n/a progra
Other (j) 1-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 20 Would you or your family be interested Yes No 1-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b) Educational (c) Other (please specify)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65%	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43% he apply) 360 59 459 3	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske	st convenie 85 146 79 291 236 ns? 34.85% 65.23% d: Would years 328 96 456 13	ent? (Mark 124 139 78 286 250 n/a n/a ou or your 395 109 496 9	all that app 172 171 39 307 269 n/a n/a family be i	n/a n/a n/a n/a n/a n/a	129 180 79 320 302 n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a progra
Other (j) 7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 7-20 Would you or your family be interested Yes No 7-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b) Educational (c) Other (please specify)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65%	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43% he apply) 360 59 459 3	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske 386 82 557 7	st convenie 85 146 79 291 236 ns? 34.85% 65.23% d: Would years 328 96 456 13	ent? (Mark 124 139 78 286 250 n/a n/a ou or your 395 109 496 9	all that app 172 171 39 307 269 n/a n/a family be in n/a n/a n/a	nly.) 142 171 81 329 303 n/a n/a n/a n/a n/a n/a n/a 2002	129 180 79 320 302 n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a progra n/a n/a
Other (j) 7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 7-20 Would you or your family be interested Yes No 7-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b) Educational (c) Other (please specify) 7-22 Which other Elmhurst cultural venues he Elmhurst Symphony (a)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65% (Mark all to 395 93 516 8 nave you an 2014 72	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43% he apply) 360 59 459 3	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske 386 82 557 7	st convenie 85 146 79 291 236 ns? 34.85% 65.23% d: Would years 328 96 456 13 d in the past 2008 125	ent? (Mark 124 139 78 286 250 n/a n/a ou or your 395 109 496 9	all that app 172 171 39 307 269 n/a n/a family be i n/a n/a n/a n/a	n/a n/a n/a n/a n/a 2002 112	129 180 79 320 302 n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a progra n/a n/a n/a
Other (j) 1-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 20 Would you or your family be interested Yes No 1-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b) Educational (c) Other (please specify) 1-22 Which other Elmhurst cultural venues by Elmhurst Symphony (a) Elmhurst Art Museum (b)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65% (Mark all to 395 93 516 8 nave you an 2014 72 165	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43% he apply) 360 59 459 3 d/or your fa 2012 75 155	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske 386 82 557 7 amily visite 2010 97 239	st convenie 85 146 79 291 236 ns? 34.85% 65.23% d: Would years 328 96 456 13 d in the past 2008 125 211	ent? (Mark 124 139 78 286 250 n/a n/a ou or your 395 109 496 9	all that app 172 171 39 307 269 n/a n/a family be i n/a n/a n/a 101 206	n/a n/a n/a n/a n/a 2002 112 226	129 180 79 320 302 n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a progra n/a n/a n/a
Other (j) -19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 20 Would you or your family be interested Yes No -21 Do you consider going to a museum as Entertainment (a) Social opportunity (b) Educational (c) Other (please specify) -22 Which other Elmhurst cultural venues h Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65% (Mark all ti 395 93 516 8 nave you an 2014 72 165 118	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43% he apply) 360 59 459 3 d/or your fr 2012 75 155 135	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske 386 82 557 7 amily visite 2010 97 239 149	st convenience 85 146 79 291 236 236 236 25 236 25 211 115	ent? (Mark 124 139 78 286 250 n/a n/a ou or your 395 109 496 9	all that app 172 171 39 307 269 n/a n/a family be i n/a n/a n/a 101 206 n/a	n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a	129 180 79 320 302 n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a progra n/a n/a n/a n/a
Other (j) 1-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 20 Would you or your family be interested Yes No 1-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b) Educational (c) Other (please specify) 1-22 Which other Elmhurst cultural venues in Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65% (Mark all ti 395 93 516 8 nave you an 2014 72 165 118 17	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43% he apply) 360 59 459 3 d/or your fr 2012 75 155 135 13	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske 386 82 557 7 amily visite 2010 97 239 149 21	st convenience 85 146 79 291 236 236 236 25 211 115 21	ent? (Mark 124 139 78 286 250 n/a n/a ou or your 395 109 496 9	all that app 172 171 39 307 269 n/a n/a family be i n/a n/a n/a 101 206 n/a 24	n/a n/a n/a n/a n/a n/a n/a 2002 112 226 n/a 21	129 180 79 320 302 n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a progra n/a n/a n/a n/a n/a
Other (j) 7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 7-20 Would you or your family be interested Yes No 7-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b) Educational (c) Other (please specify) 7-22 Which other Elmhurst cultural venues in Elmhurst Symphony (a) Elmhurst Art Museum (b) Elmhurst Historical Museum (c) Elmhurst Choral Union (d) Lizzadro Museum of Lapidary Art (e)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65% (Mark all ti 395 93 516 8 nave you an 2014 72 165 118 17 159	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43% he apply) 360 59 459 3 d/or your fr 2012 75 155 135 13 183	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske 386 82 557 7 amily visite 2010 97 239 149 21 228	st convenience 85 146 79 291 236 236 236 25 21 115 21 189	ent? (Mark 124 139 78 286 250 n/a n/a ou or your 395 109 496 9 st 12 mont 2006 103 254 n/a 28 225	all that app 172 171 39 307 269 n/a n/a family be i n/a n/a n/a 101 206 n/a 24 168	n/a n/a n/a n/a n/a n/a n/a 2002 112 226 n/a 21	129 180 79 320 302 n/a n/a n/a n/a n/a n/a n/a n/a	n/a
Other (j) 7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) 7-20 Would you or your family be interested Yes No 7-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b) Educational (c) Other (please specify) 7-22 Which other Elmhurst cultural venues in 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)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65% (Mark all ti 395 93 516 8 nave you an 2014 72 165 118 17 159 8	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43% he apply) 360 59 459 3 d/or your fr 2012 75 155 135 13 183 9	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske 386 82 557 7 amily visite 2010 97 239 149 21 228 18	st convenience 85 146 79 291 236 236 236 25 23% 26 208 208 208 208 211 115 21 189 9	286 250 n/a n/a n/a ou or your 395 109 496 9 st 12 mont 2006 103 254 n/a 28 225 20	all that app 172 171 39 307 269 n/a n/a family be i n/a n/a n/a 101 206 n/a 24 168 n/a	n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a	129 180 79 320 302 n/a n/a n/a n/a n/a n/a n/a n/a n/a	n/a
7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) -20 Would you or your family be interested Yes No 7-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b) Educational (c) Other (please specify) 7-22 Which other Elmhurst cultural venues in 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)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65% f (Mark all ti 395 93 516 8 nave you an 2014 72 165 118 17 159 8 158	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43% he apply) 360 59 459 3 d/or your fi 2012 75 135 13 183 9 51	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske 386 82 557 7 amily visite 2010 97 239 149 21 228 18 48	st convenience 85 146 79 291 236 236 236 236 25 238 96 456 13 25 211 115 21 189 9 192	nt? (Mark 124 139 78 286 250 n/a n/a ou or your 395 109 496 9 st 12 mont 2006 103 254 n/a 28 225 20 165	all that app 172 171 39 307 269 n/a n/a family be i n/a n/a n/a 101 206 n/a 24 168 n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a	129 180 79 320 302 n/a n/a n/a n/a n/a n/a n/a n/a n/a n/	n/a
7-19 If you or family members visit museum Weekday morning (a) Weekday afternoon (b) Weekday evening (c) Saturday (d) Sunday (e) -20 Would you or your family be interested Yes No 7-21 Do you consider going to a museum as Entertainment (a) Social opportunity (b) Educational (c) Other (please specify) 7-22 Which other Elmhurst cultural venues in 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)	s, what day 83 131 68 359 299 d in evening 37.35% 62.65% (Mark all ti 395 93 516 8 nave you an 2014 72 165 118 17 159 8	(s) and time 97 127 79 317 261 (hours and, 34.57% 65.43% he apply) 360 59 459 3 d/or your fr 2012 75 155 135 13 183 9	e(s) are mo 90 145 81 341 279 /or program 37.40% 62.60% 2008 aske 386 82 557 7 amily visite 2010 97 239 149 21 228 18	st convenience 85 146 79 291 236 236 236 25 23% 26 208 208 208 208 211 115 21 189 9	286 250 n/a n/a n/a ou or your 395 109 496 9 st 12 mont 2006 103 254 n/a 28 225 20	all that app 172 171 39 307 269 n/a n/a family be i n/a n/a n/a 101 206 n/a 24 168 n/a	n/a n/a n/a n/a n/a n/a n/a n/a n/a n/a	129 180 79 320 302 n/a n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a n/a

7-23	How do you rate the overall cultural o									
	Good to Excellent Fair to Excellent	84.91% 98.97%	82.58% 97.99%	86.35% 98.93%	88.62% 99.31%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
1000	SECTION EIGHT - FINANCE			Marine Contract		Sup Indian				
8-1	Have you called, written or personally									
	93	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
7	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									
100	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 Good to Excellent	86.05%	88.71%	02.620/	86.05%	02 270/	01 270/	04 530/	02.000/	06 150/
	Fair to Excellent	95.58%	96.24%	83.63% 95.35%	95.35%	82.27% 94.68%	81.27% 94.29%	84.52% 97.02%	83.09% 94.17%	86.15% 95.38%
							5 112570	J1.02/0	J 112770	35.3070
8-5	How many times in the past 12 month									
	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 deb	it 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 (www.elmhurst.org)?	our vehicle	sticker and	pay your v	vater bill or	parking tio	ket throug	the City'	s Website	
	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 ve	hicle sticke	ers to quest	ion in 2010		10°00 € 10°000	Sharin Marada P
8-8	How would you rate the payment optic	ons available	e for munic	inal service	hills?					
	Good to Excellent	90.32%	89.31%	88.49%	1511152					
	Fair to Excellent	98.77%	98.41%	98.80%						
	SECTION NINE COMMUNICATIONS									
9-1	From what source(s) do you get inform				2222		202.00.00	2010		
	Illegat Basalille and take 174	2014	2012	2010	2008	2006	2004	2002	2000	1998
	"Front Porch" newsletter (a)	576 44	577	545	545	558	617	669	744	499
	Cable TV (b) www.elmhurst.org (c)	226	54 183	99 120	99 120	131 118	135 88	142 82	132 73	88 45
	Social Media/Facebook (d)	49	17	n/a						
	Suburban Life (e)	381	n/a							
	ChicagoTribune (f)	158	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							
	Virtual Backpack flyers (i)	46	n/a							
	as 42 A0091				mv.	©	.72	76	- 172	

	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 th	ne Internet	?
9-3	If "Yes", where do you use the Internet		505	544			501			
	Home Work	627	605 354	644 384	572	570 329	601 357	611 395	539	n/a
	Mobile device	345 370	306	186	345 n/a	n/a	n/a	n/a	364 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 Inte	rnet?								
	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 ho	ome?								0
	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 vi	sited the Ci	ty 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 Never	33.28% 27.15%	30.15% 36.87%	29.99% 43.83%	26.16% 45.98%	24.92% 51.66%	n/a n/a	n/a n/a	n/a n/a	n/a n/a
		.1 .00	1 11 5							
9-7	What type of device do you use to acce Computer (a)	ess the City 487	website? 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? (M	ark all that	apply)							
	What was the reason for your visit? (M	2014	2012	2010	2008	2006	2004	2002	2000	1998
	What was the reason for your visit? (M	2014 395	2012	280	n/a	n/a	n/a	n/a	n/a	n/a
	What was the reason for your visit? (M information regarding City services (a) Calendar information (b)	2014 395 219	2012 305 171	280 168	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
	What was the reason for your visit? (M information regarding City services (a) Calendar information (b) City Code information (c)	2014 395 219 70	2012 305 171 82	280 168 75	n/a n/a n/a	n/a n/a n/a	n/a n/a n/a	n/a n/a n/a	n/a n/a n/a	n/a n/a n/a
1	What was the reason for your visit? (M Information regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d)	2014 395 219 70 45	2012 305 171 82 25	280 168 75 24	n/a n/a n/a n/a	n/a n/a n/a n/a	n/a n/a n/a n/a	n/a n/a n/a n/a	n/a n/a n/a n/a	n/a n/a n/a n/a
1	What was the reason for your visit? (M information regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) ntact info for elected officials/staff (e)	2014 395 219 70 45 43	2012 305 171 82 25 39	280 168 75 24 46	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a
1	What was the reason for your visit? (M Information regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f)	2014 395 219 70 45 43 114	305 171 82 25 39 94	280 168 75 24 46 75	n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a
1	What was the reason for your visit? (M information regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) ntact info for elected officials/staff (e)	2014 395 219 70 45 43	2012 305 171 82 25 39	280 168 75 24 46	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a	n/a n/a n/a n/a
Con	What was the reason for your visit? (M information regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) ntact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g)	2014 395 219 70 45 43 114 168 25	2012 305 171 82 25 39 94 110 23	280 168 75 24 46 75 51 27	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a
Con	What was the reason for your visit? (M Information regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g) Other How would you rate the website in term Good to Excellent	2014 395 219 70 45 43 114 168 25	2012 305 171 82 25 39 94 110 23	280 168 75 24 46 75 51 27	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a
Con	What was the reason for your visit? (M Information regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g) Other How would you rate the website in terr	2014 395 219 70 45 43 114 168 25	2012 305 171 82 25 39 94 110 23	280 168 75 24 46 75 51 27	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a
Con	What was the reason for your visit? (Monformation regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g) Other How would you rate the website in terring Good to Excellent Fair to Excellent How would you rate the quality of the	2014 395 219 70 45 43 114 168 25 ms of its ab 77.71% 98.06%	2012 305 171 82 25 39 94 110 23 illity to solve 74.00% 95.98%	280 168 75 24 46 75 51 27 e your prot 69.40% 95.90%	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a	n/a n/a n/a n/a n/a n/a n/a you were lo	n/a	n/a n/a n/a n/a n/a n/a n/a n/a
Con	What was the reason for your visit? (Manformation regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g) Other How would you rate the website in terr Good to Excellent Fair to Excellent	2014 395 219 70 45 43 114 168 25 ms of its ab 77.71% 98.06%	2012 305 171 82 25 39 94 110 23 illity to solve 74.00% 95.98%	280 168 75 24 46 75 51 27 e your prot 69.40% 95.90%	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a	n/a n/a n/a n/a n/a n/a n/a you were lo	n/a	n/a
Con	What was the reason for your visit? (Monformation regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g) Other How would you rate the website in terring Good to Excellent Fair to Excellent How would you rate the quality of the	2014 395 219 70 45 43 114 168 25 ms of its ab 77.71% 98.06%	2012 305 171 82 25 39 94 110 23 illity to solve 74.00% 95.98%	280 168 75 24 46 75 51 27 e your prof 69.40% 95.90%	n/a n/a n/a n/a n/a n/a n/a olem or get 64.74% 93.01%	n/a n/a n/a n/a n/a n/a n/a vou the in 72.20% 95.76%	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a you were lo n/a	n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a
-10	What was the reason for your visit? (Monformation regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g) Other How would you rate the website in term Good to Excellent Fair to Excellent How would you rate the quality of the Good to Excellent Fair to Excellent Fair to Excellent How many times in the past 12 months	2014 395 219 70 45 43 114 168 25 ms of its ab 77.71% 98.06% City's "Fron 90.82% 98.13%	2012 305 171 82 25 39 94 110 23 illity to solve 74.00% 95.98% t Porch" ne 85.42% 97.62%	280 168 75 24 46 75 51 27 e your prot 69.40% 95.90% wsletter 86.11% 97.83%	n/a	n/a n/a n/a n/a n/a n/a n/a n/a you the in 72.20% 95.76%	n/a	n/a n/a n/a n/a n/a n/a n/a you were lo n/a n/a	n/a	n/a n/a n/a n/a n/a n/a n/a n/a
-10	What was the reason for your visit? (Monformation regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g) Other How would you rate the website in term Good to Excellent Fair to Excellent How would you rate the quality of the Good to Excellent Fair to Excellent How many times in the past 12 months (Local Government Channels on Comca	2014 395 219 70 45 43 114 168 25 ms of its ab 77.71% 98.06% City's "Fron 90.82% 98.13%	2012 305 171 82 25 39 94 110 23 illity to solve 74.00% 95.98% t Porch" ne 85.42% 97.62%	280 168 75 24 46 75 51 27 e your prot 69.40% 95.90% wsletter 86.11% 97.83%	n/a	n/a n/a n/a n/a n/a n/a n/a n/a n/a 2.20% 95.76%	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a you were lo n/a n/a 84.53% 98.59%	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a n/a 83.42'
-10	What was the reason for your visit? (Monformation regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g) Other How would you rate the website in term Good to Excellent Fair to Excellent How would you rate the quality of the Good to Excellent Fair to Excellent How many times in the past 12 months (Local Government Channels on Comca	2014 395 219 70 45 43 114 168 25 ms of its ab 77.71% 98.06% City's "Fron 90.82% 98.13% s have you wast (Channe 1.16%	2012 305 171 82 25 39 94 110 23 illity to solve 74.00% 95.98% t Porch" ne 85.42% 97.62%	280 168 75 24 46 75 51 27 e your prot 69.40% 95.90% wsletter 86.11% 97.83%	n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a you were lo n/a n/a 84.53% 98.59%	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a n/a 83.42' 98.31'
Col	What was the reason for your visit? (Monformation regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g) Other How would you rate the website in term Good to Excellent Fair to Excellent How would you rate the quality of the Good to Excellent Fair to Excellent How many times in the past 12 months (Local Government Channels on Comcan More Than 10 6 - 10	2014 395 219 70 45 43 114 168 25 ms of its ab 77.71% 98.06% City's "Fron 90.82% 98.13% s have you wast (Channe 1.16% 0.15%	2012 305 171 82 25 39 94 110 23 illity to solve 74.00% 95.98% t Porch" ne 85.42% 97.62% watched a Cl 16) or AT&T 2.06% 0.88%	280 168 75 24 46 75 51 27 e your prol 69.40% 95.90% wsletter 86.11% 97.83%	n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a n/a 83.42' 98.31'
Col	What was the reason for your visit? (Monformation regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g) Other How would you rate the website in term Good to Excellent Fair to Excellent How would you rate the quality of the Good to Excellent Fair to Excellent How many times in the past 12 months (Local Government Channels on Comcan More Than 10 6 - 10 4 - 6	2014 395 219 70 45 43 114 168 25 ms of its ab 77.71% 98.06% City's "Fron 90.82% 98.13% s have you wast (Channe 1.16% 0.15% 1.31%	2012 305 171 82 25 39 94 110 23 illity to solve 74.00% 95.98% t Porch" ne 85.42% 97.62% watched a Cl 16) or AT&1 2.06% 0.88% 1.62%	280 168 75 24 46 75 51 27 e your prol 69.40% 95.90% wsletter 86.11% 97.83%	n/a	n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a n/a 83.429 98.319
-10	What was the reason for your visit? (Monformation regarding City services (a) Calendar information (b) City Code information (c) City Council minutes and agendas (d) Intact info for elected officials/staff (e) City forms and applications (f) Electronic payments (g) Other How would you rate the website in term Good to Excellent Fair to Excellent How would you rate the quality of the Good to Excellent Fair to Excellent How many times in the past 12 months (Local Government Channels on Comcan More Than 10 6 - 10	2014 395 219 70 45 43 114 168 25 ms of its ab 77.71% 98.06% City's "Fron 90.82% 98.13% s have you wast (Channe 1.16% 0.15%	2012 305 171 82 25 39 94 110 23 illity to solve 74.00% 95.98% t Porch" ne 85.42% 97.62% watched a Cl 16) or AT&T 2.06% 0.88%	280 168 75 24 46 75 51 27 e your prol 69.40% 95.90% wsletter 86.11% 97.83%	n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a n/a n/a n/a n/a 83.429 98.319

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/
4 - 6	0.29%	0.15%	0.28%	0.35%	n/a	n/a	n/a	n/a	n/
3 - 5	0.73%	1.03%	0.55%	0.35%	n/a	n/a	n/a	n/a	n/
1 - 2	3.65%	5.91%	4.55%	2.11%	n/a	n/a	n/a	n/a	n/
Never	94.60%	92.17%	94.21%	97.01%	n/a	n/a	n/a	n/a	n/a
L3 How would you rate City efforts to	keen vou infor	med?							_
Good to Excellent	72.80%	72.81%	73.93%	n/a	n/a	n/a	n/a	n/a	n
COOG TO ENCOUNT	96.23%	95.87%	96.91%	n/a	n/a	n/a	11/4	11/4	n,

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 (I)	476

10-1	How would you rate the value of	City program	ms/services	for the fee	s and taxe	es you pay	to the City)		
		2014	2012	2010	2008	2006	2004	2002	2000	199
	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
0-2 H	How do you get information on the City City website (a)	/ budget and 16.59%	d finance?	(Mark all th 11.22%	at apply?) n/a	n/a	n/a	n/a	n/a	n/a
0-2 H					n/a	n/a			Cont. Sect.	
0-2 H	City website (a)	16.59%	14.18%	11.22%			n/a n/a n/a	n/a n/a n/a	n/a n/a n/a	n/i n/i n/i
0-2 H	City website (a) City newsletter (b)	16.59% 34.67%	14.18% 37.46%	11.22% 41.59%	n/a n/a	n/a n/a	n/a	n/a	n/a	
)-2 H	City website (a) City newsletter (b) Attend meetings and hearings (c)	16.59% 34.67% 5.48%	14.18% 37.46% 3.13%	11.22% 41.59% 3.69%	n/a n/a n/a	n/a n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/: n/: n/:
D-2 H	City website (a) City newsletter (b) Attend meetings and hearings (c) Library (d)	16.59% 34.67% 5.48% 2.52%	14.18% 37.46% 3.13% 2.24%	11.22% 41.59% 3.69% 2.46%	n/a n/a n/a n/a	n/a n/a n/a n/a	n/a n/a n/a	n/a n/a n/a	n/a n/a n/a	n/: n/: n/: n/:
0-2 H	City website (a) City newsletter (b) Attend meetings and hearings (c) Library (d) Local newspapers (e)	16.59% 34.67% 5.48% 2.52% 57.93%	14.18% 37.46% 3.13% 2.24% 65.52%	11.22% 41.59% 3.69% 2.46% 68.26%	n/a n/a n/a n/a n/a	n/a n/a n/a n/a n/a	n/a n/a n/a n/a	n/a n/a n/a n/a	n/a n/a n/a n/a	n/: n/: n/:

10-3	How would you rate your awaren	ess of the City bu	udget?							
	Good to Excellent Fair to Excellent	19.68% 65.12%	21.65% 68.38%	21.52% 68.87%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
10-4	How would you rate the City's fin	ancial manageme	ent (in the o	current red	cession)?					
	Good to Excellent Fair to Excellent	45.04% 88.36%	39.39% 88.91%	34.64% 83.62%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
10-5	Are you aware the City budget an	d financial report	ts are availa	able on the	e City websit	te?				
	Yes No	47.86% 52.14%	47.09% 52.91%	49.26% 50.74%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
10-6	In the last two years have you vie									
	West	2014	2012	2010	2008	2006	2004	2002	2000	1998
	Yes No	11.21% 88.79%	10.61% 89.39%	10.22% 89.78%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
10-7	If Yes, how would you rate the qu	ality of informati	on in the b	udget?						
	Caralla Familian	E0 000/	C1 0C0/	F1 500/	. l-	- 1-			,	i.
	Good to Excellent Fair to Excellent	50.00% 89.09%	61.86% 94.85%	51.69% 89.83%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
			- 11 PM-2-NC		***************************************					
10-8	How would you rate the level of s	ervice for the fol	lowing?			2014			2012	
						About	Not		About	Not
					Too Much	Right	Enough	Too Much	Right	Enough
			Police p	rotection	3.87%	89.73%	6.40%	5.23%	84.77%	10.00%
			Traffic enfo	orcement	7.80%	79.16%	13.04%	11.64%	73.35%	15.01%
		F	Parking enfo		17.61%	78.14%	4.25%	22.60%	73.01%	4.39%
				rotection	3.17%	96.19%	0.63%	2.05%	96.69%	1.26%
		5 11 11	Ambulance		2.76%	95.67%	1.57%	2.37%	96.45%	1.18%
		Buildin	g code enfo		5.35%	79.60%	15.05%	8.64%	77.98%	13.37%
		Stroo	Street mai		1.48% 1.95%	58.58% 71.06%	39.94% 26.99%	1.06% 1.07%	69.30% 74.27%	29.64% 24.66%
			t sweeping dewalk mai		0.97%	60.58%	38.45%	0.83%	65.67%	33.50%
			50 sidewalk		2.86%	74.07%	23.08%	2.96%	74.03%	23.01%
		50/5		ntenance	2.61%	77.45%	19.94%	1.88%	73.04%	25.08%
			Victoria program	lacement	2.39%	77.35%	20.26%	2.30%	73.68%	24.01%
			Snow/ice		2.98%	77.83%	19.20%	2.14%	81.32%	16.54%
	Ĥ	listorical museur			6.68%	90.30%	3.02%	6.88%	90.21%	2.92%
		Librar	y programs		4.80%	93.05%	2.15%	5.17%	92.07%	2.76%
				collection	2.84%	92.38%	4.78%	2.59%	91.48%	5.94%
				o control	2.81%	75.70%	21.49%	2.68%	70.64%	26.68%
				al control	1.07%	67.67%	31.26%	0.35%	68.67%	30.97%
		Sanitary colle			1.34%	93.99%	4.67%	1.18%	95.44%	3.38%
		Water product	tion and dis twater mar		2.01% 2.35%	94.30% 45.23%	3.69% 52.43%	1.50% 1.19%	96.00% 56.48%	2.50% 42.32%
	Private property stormwater				3.79%	51.37%	44.84%	1.15%	56.83%	41.21%
	Private property sanitary sewer a				3.00%	61.98%	35.02%	2.40%	63.22%	34.38%
10-9	How would you rate the City's effo	orts to inform the	public abo	out the bu	dget and fin	ances?				
	Good to Excellent	41.07%	40.35%	43.01%	n/a	n/a	n/a	n/a	n/2	n/a
	Fair to Excellent	85.44%	84.87%	86.18%	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a	n/a n/a
	Tan to Excellent	55.7470	04.0770	00.1070	11/ 0	11/4	11/4	11/4	11/4	11/4

SECTION ELEVEN - DEMOGRAPHIC INF	ORMATIO	N	No. of Party	2000					
		. DATE (Parent)	2010	2000	2005	2004	2002	2000	4000
11-1 Which category best reflects your age? 18 - 25 Years	2014	0.15%	2010 0.13%	0.44%	0.42%	0.39%	0.36%	2000 0.35%	1998
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: 199	4 - 2004 fo	urth catego	ory include	"more tha	n 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 E. Blooms identify the area of the City in w	ihich vou li							-	
11-5 Please identify the area of the City in w 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 COMME	VTS						W F W		
12-1 What three things do you like most abo	out 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% 16.76%	7.78%	9.56%	9.68%	12.59% 16.58%	14.39%	14.58%	13.71%	2.73%
Quality of life (i) Quality of schools (j)	13.21%	18.38% 12.68%	13.79% 13.43%	16.44% 13.88%	15.09%	17.90% 15.33%	17.57% 14.67%	16.16% 14.60%	14.09% 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 (I)	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%
100 march 200 Ma									

	out living in 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 (I)	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%
Airplane noise/airport expansion (a)	5.19%	6.87%	7.80%	9.99%	9.22%	10.88%	2002	2000	1998
Airplane noise/airport expansion (a) Cost of government services (b)	5.19% 5.84%	6.87% 9.40%		9.99%		10.88%	16.83% 4.55%	10.98% 3.77%	4.39%
	5.19%	6.87%	7.80%	9.99%	9.22%	10.88%	16.83%	10.98%	4.39% n/a
Cost of government services (b)	5.19% 5.84%	6.87% 9.40%	7.80% 10.18%	9.99% 6.47%	9.22% 4.12%	10.88% 4.81%	16.83% 4.55%	10.98% 3.77%	4.39% n/a 1.33%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e)	5.19% 5.84% 13.29%	6.87% 9.40% 14.28%	7.80% 10.18% 14.70%	9.99% 6.47% 17.61%	9.22% 4.12% 20.86% 3.30% 4.85%	10.88% 4.81% 20.40%	16.83% 4.55% 15.87%	10.98% 3.77% 15.23%	4.39% n/a 1.33% 10.97% 2.98%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11%	9.99% 6.47% 17.61% 3.57%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01%	10.98% 3.77% 15.23% 10.74%	4.39% n/a 1.33% 10.97% 2.98% 5.49%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17% 6.48%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72% 5.96%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 9.77%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17% 6.48% 0.91%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72% 5.96% 0.94%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 3.10%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.99%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 9.77% 2.92%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 2.13%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17% 6.48% 0.91% 3.22%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72% 5.96% 0.94% 4.62%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k) Quality of City services (l)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 3.10% 1.05%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.99% 1.19%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 9.77% 2.92% 2.97%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00% 0.73%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 2.13% 0.39%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17% 6.48% 0.91% 3.22% 0.41%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01% 0.87%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93% 1.04%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72% 5.96% 0.94% 4.62% 2.82%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k) Quality of City services (l) Quality of parks and rec. programs (m)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 3.10% 1.05% 0.30%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.99% 1.19% 0.10%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 9.77% 2.92% 2.97% 0.37%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00% 0.73% 0.31%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 2.13% 0.39% 0.53%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17% 6.48% 0.91% 3.22% 0.41% 0.50%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01% 0.87% 0.62%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93% 1.04% 1.00%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72% 5.96% 0.94% 4.62% 2.82% n/a
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k) Quality of City services (l) Quality of parks and rec. programs (m) Quality of schools (n)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 3.10% 1.05% 0.30% 3.40%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.99% 1.19% 0.10% 4.48%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 9.77% 2.92% 2.97% 0.37% 4.38%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00% 0.73% 0.31% 2.12%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 2.13% 0.39% 0.53% 5.09%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17% 6.48% 0.91% 3.22% 0.41% 0.50% 1.81%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01% 0.87% 0.62% 1.78%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93% 1.04% 1.00% 3.97%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72% 5.96% 0.94% 4.62% 2.82% n/a 17.01%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k) Quality of City services (l) Quality of parks and rec. programs (m) Quality of schools (n) Stormwater management/flooding (o)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 3.10% 1.05% 0.30% 3.40% 14.64%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.99% 1.19% 0.10% 4.48% 8.36%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 9.77% 2.92% 2.97% 0.37% 4.38% 2.28%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00% 0.73% 0.31% 2.12% 1.81%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 2.13% 0.39% 0.53% 5.09% 0.68%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17% 6.48% 0.91% 3.22% 0.41% 0.50% 1.81% 1.31%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01% 0.87% 0.62% 1.78% 1.57%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93% 1.04% 1.00% 3.97% 2.08%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72% 5.96% 0.94% 4.62% 2.82% n/a 17.01% 0.39%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k) Quality of City services (l) Quality of parks and rec. programs (m) Quality of schools (n) Stormwater management/flooding (o) Substance abuse (p)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 3.10% 1.05% 0.30% 3.40% 14.64% 6.04%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.99% 1.19% 0.10% 4.48% 8.36% 2.34%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 9.77% 2.92% 2.97% 0.37% 4.38% 2.28% 2.33%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00% 0.73% 0.31% 2.12% 1.81% 1.09%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 2.13% 0.39% 0.53% 5.09% 0.68% 1.21%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17% 6.48% 0.91% 3.22% 0.41% 0.50% 1.81% 1.31%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01% 0.87% 0.62% 1.78% 1.57% n/a	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93% 1.04% 1.00% 3.97% 2.08% n/a	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72% 5.96% 0.94% 4.62% 2.82% n/a 17.01% 0.39% n/a
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k) Quality of City services (l) Quality of parks and rec. programs (m) Quality of schools (n) Stormwater management/flooding (o) Substance abuse (p) Taxes (q)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 3.10% 1.05% 0.30% 3.40% 14.64% 6.04% 15.38%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.99% 0.10% 4.48% 8.36% 2.34% 16.82%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 9.77% 2.92% 2.97% 0.37% 4.38% 2.28% 2.33% 16.89%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00% 0.73% 0.31% 2.12% 1.81% 1.09% 15.28%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 2.13% 0.39% 0.53% 5.09% 0.68% 1.21% 15.04%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17% 6.48% 0.91% 3.22% 0.41% 0.50% 1.81% 1.31% 1.31% 15.37%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01% 0.87% 0.62% 1.78% 1.57% n/a 11.86%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93% 1.00% 3.97% 2.08% n/a 13.91%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72% 5.96% 0.94% 4.62% 2.82% n/a 17.01% 0.39% n/a 6.27%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k) Quality of City services (l) Quality of parks and rec. programs (m) Quality of schools (n) Stormwater management/flooding (o) Substance abuse (p) Taxes (q) Traffic congestion (r)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 3.10% 1.05% 0.30% 3.40% 14.64% 6.04% 15.38% 4.15%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.99% 1.19% 0.10% 4.48% 8.36% 2.34% 16.82% 3.88%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 9.77% 2.92% 2.97% 0.37% 4.38% 2.28% 2.33% 16.89% 4.56%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00% 0.73% 0.31% 2.12% 1.81% 1.09% 15.28% 7.98%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 2.13% 0.53% 5.09% 0.68% 1.21% 15.04% 8.54%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 6.48% 0.91% 3.22% 0.41% 0.50% 1.81% 1.31% 1.31% 15.37% 10.34%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01% 0.87% 0.62% 1.78% 1.57% n/a 11.86% 10.46%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93% 1.04% 1.00% 3.97% 2.08% n/a 13.91% 10.30%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72% 5.96% 0.94% 4.62% 2.82% n/a 17.01% 0.39% n/a 6.27% 15.52%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k) Quality of City services (l) Quality of parks and rec. programs (m) Quality of schools (n) Stormwater management/flooding (o) Substance abuse (p) Taxes (q)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 3.10% 1.05% 0.30% 3.40% 14.64% 6.04% 15.38%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.99% 0.10% 4.48% 8.36% 2.34% 16.82%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 9.77% 2.92% 2.97% 0.37% 4.38% 2.28% 2.33% 16.89%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00% 0.73% 0.31% 2.12% 1.81% 1.09% 15.28%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 2.13% 0.39% 0.53% 5.09% 0.68% 1.21% 15.04%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17% 6.48% 0.91% 3.22% 0.41% 0.50% 1.81% 1.31% 1.31% 15.37%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01% 0.87% 0.62% 1.78% 1.57% n/a 11.86%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93% 1.00% 3.97% 2.08% n/a 13.91%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.18% 1.72% 5.96% 0.94% 4.62% 2.82% n/a 6.27% 15.52%
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k) Quality of City services (l) Quality of parks and rec. programs (m) Quality of schools (n) Stormwater management/flooding (o) Substance abuse (p) Taxes (q) Traffic congestion (r) Other (s)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 3.10% 1.05% 0.30% 3.40% 14.64% 6.04% 15.38% 4.15% 0.90%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.99% 0.10% 4.48% 8.36% 2.34% 16.82% 3.88% 0.95%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 2.92% 2.97% 0.37% 4.38% 2.28% 2.33% 16.89% 4.56% 1.00%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00% 0.73% 0.31% 2.12% 1.81% 1.09% 15.28% 7.98%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 2.13% 0.53% 5.09% 0.68% 1.21% 15.04% 8.54%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 6.48% 0.91% 3.22% 0.41% 0.50% 1.81% 1.31% 1.31% 15.37% 10.34%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01% 0.87% 0.62% 1.78% 1.57% n/a 11.86% 10.46%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93% 1.04% 1.00% 3.97% 2.08% n/a 13.91% 10.30%	4.39% n/a 1.33% 10.979 2.98% 5.49% 1.18% 1.72% 5.96% 0.94% 4.62% 2.82% n/a 6.27% 15.529
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k) Quality of City services (l) Quality of parks and rec. programs (m) Quality of schools (n) Stormwater management/flooding (o) Substance abuse (p) Taxes (q) Traffic congestion (r)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 0.30% 3.40% 14.64% 6.04% 15.38% 4.15% 0.90%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.99% 0.10% 4.48% 8.36% 2.34% 16.82% 3.88% 0.95%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 2.92% 2.97% 0.37% 4.38% 2.28% 2.33% 16.89% 4.56% 1.00%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00% 0.73% 0.31% 2.12% 1.81% 1.09% 15.28% 7.98%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 0.39% 0.53% 5.09% 0.68% 1.21% 15.04% 8.54% 1.41%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 6.48% 0.91% 3.22% 0.41% 0.50% 1.81% 1.31% 1.31% 15.37% 10.34%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01% 0.87% 0.62% 1.78% 1.78% 1.78% 0.62%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93% 1.04% 1.00% 3.97% 2.08% n/a 13.91% 10.30%	4.39% n/a 1.33% 10.979 2.98% 5.49% 1.18% 1.72% 5.96% 0.94% 4.62% 2.82% n/a 6.27% 15.529
Cost of government services (b) Cost of living/affordability (c) Crime (d) Housing replacement (e) Maintaining infrastructure (f) Maintaining quality of life (g) Parking (h) Population inc./demo. Change (i) Property value decline (j) Quality of businesses (k) Quality of City services (l) Quality of parks and rec. programs (m) Quality of schools (n) Stormwater management/flooding (o) Substance abuse (p) Taxes (q) Traffic congestion (r) Other (s)	5.19% 5.84% 13.29% 3.75% 2.00% 6.29% 4.85% 1.40% 4.80% 3.65% 3.10% 1.05% 0.30% 3.40% 14.64% 6.04% 15.38% 4.15% 0.90%	6.87% 9.40% 14.28% 4.83% 1.49% 4.08% 4.53% 0.70% 2.99% 10.75% 1.19% 0.10% 4.48% 8.36% 2.34% 16.82% 3.88% 0.95%	7.80% 10.18% 14.70% 3.74% 1.23% 5.11% 4.88% 1.41% 3.47% 2.92% 2.97% 0.37% 4.38% 2.28% 2.33% 16.89% 4.56% 1.00%	9.99% 6.47% 17.61% 3.57% 3.47% 5.02% 5.90% 2.95% 5.28% 5.96% 3.00% 0.73% 0.31% 2.12% 1.81% 1.09% 15.28% 7.98% 1.45%	9.22% 4.12% 20.86% 3.30% 4.85% 3.25% 5.14% 3.06% 8.25% 2.91% 2.13% 0.53% 5.09% 0.68% 1.21% 15.04% 8.54%	10.88% 4.81% 20.40% 3.54% 6.80% 3.08% 4.08% 3.17% 6.48% 0.91% 0.50% 1.81% 1.31% 1.31% 15.37% 10.34% 1.59%	16.83% 4.55% 15.87% 7.90% 5.33% 4.01% 4.13% 2.11% 5.83% 1.65% 4.01% 0.87% 0.62% 1.78% 1.57% n/a 11.86% 10.46%	10.98% 3.77% 15.23% 10.74% 6.49% 4.61% n/a 1.64% 6.41% 1.16% 5.93% 1.00% 3.97% 2.08% n/a 13.91% 10.30% 0.72%	4.39% n/a 1.33% 10.97% 2.98% 5.49% 1.72% 5.96% 0.94% 4.62% 2.82% n/a 17.01% 0.39% n/a 6.27% 15.52% 18.42%