


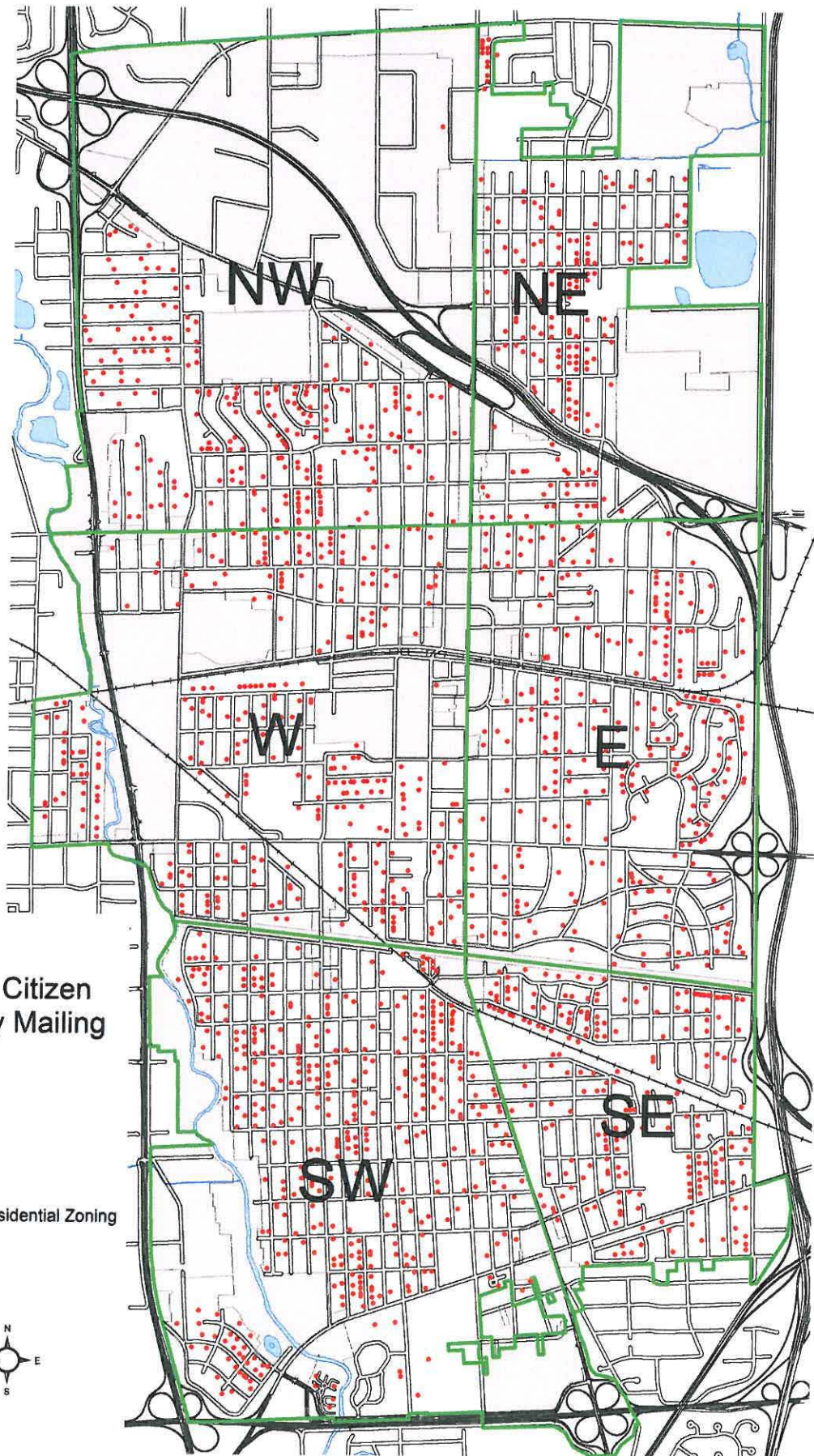
CITY OF ELMHURST 2014 CITIZEN SURVEY RESULTS



July 7, 2014

2014 Citizen
Survey Mailing

 Non-Residential Zoning



YOUR OPINIONS TRULY DO MATTER TO US

2014 City of Elmhurst Citizen Survey

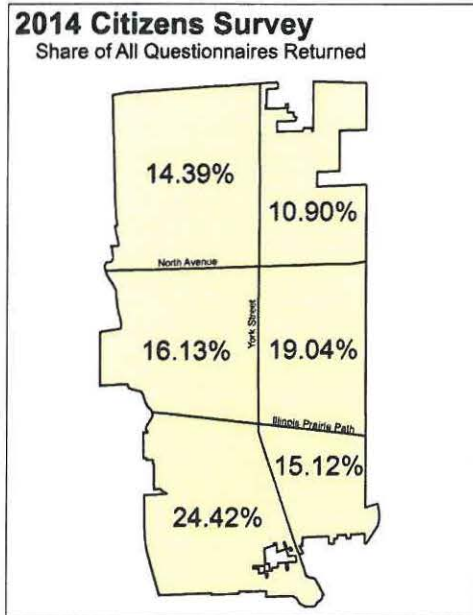
SECTION I

SUMMARY - 2014

2014 City of Elmhurst Citizen Survey - Summary

Background

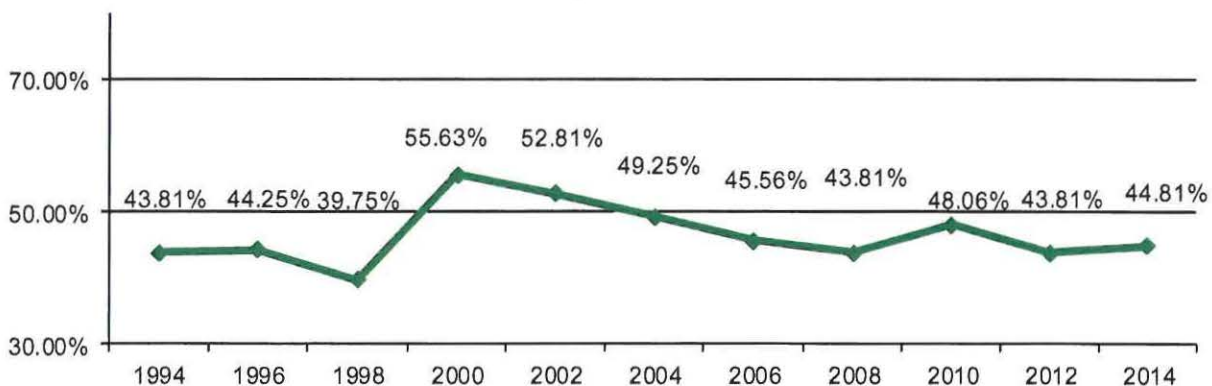
The City has conducted an in depth citizen survey every other year since 1994 to gather resident opinions and determine satisfaction with community services. Information gathered through the surveys provides an indication of the citizens' perceptions of quality and value of services provided, as well as their observations regarding the community's strengths and weaknesses, and problems they feel the community will face in the next five years.



The original survey instrument was developed with input from the City Council, the City Manager, and management team, with technical support from the International City/County Management Association, Northern Illinois University School of Public Administration, and with benefit of research on several successful local and out-of-state survey instruments. It was designed to provide a statistically valid sample of the community's perception and, in that regard, was judged to be accurate to within plus or minus 5%. With only minor adjustments, all successive surveys have followed the same design of the original survey instrument.

The 2014 survey was mailed on March 19, 2014 to 1,600 randomly selected residents from the City's water billing database. A reminder notice was mailed on April 2, 2014. Completed surveys were accepted until April 21, 2014. As in previous years, the City experienced a very high response rate. For 2014, a total of 717 completed surveys were returned for a response rate of 44.81%. While slightly below average for a response to the Elmhurst survey, a response rate above 40% is notably strong. Better response rates produce more accurate information, giving us results more likely to reflect the opinions of the whole community.

Response Rates

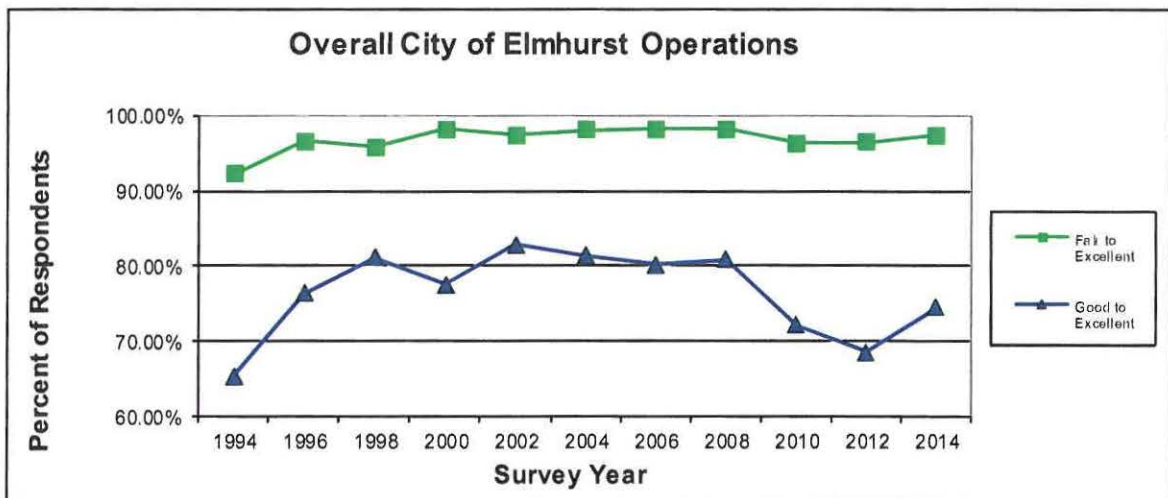


In reviewing this summary and the results, it is important to remember that the more responses a question gets, the more reliable the results are, and the closer they come to reflecting general perceptions. Questions aimed at people who had specific interactions with City government tend to have much smaller response numbers. Splits within the survey, looking at numbers for particular parts of the City or particular age groups, while having some value, are much more sensitive to the views of small numbers of people, giving them more variation and higher margins of error.

Major Findings

The following are some key results from the 2014 Citizen Survey.

- Most “quality of life” ratings remain strong. Ratings for the attractiveness of public property increased to the highest level since 2008. While ratings of Elmhurst as a place to retire are concerning (53.64% of respondents rate Elmhurst as a “good to excellent” place to retire and 85.27% rate Elmhurst as a fair to good place to retire), they represent an increase over 2012, when ratings for this category decreased to their lowest ratings ever.
- Ratings for overall City operations are up significantly from the 2012 survey, from 68.44% “good to excellent” to 74.49% “good to excellent”.



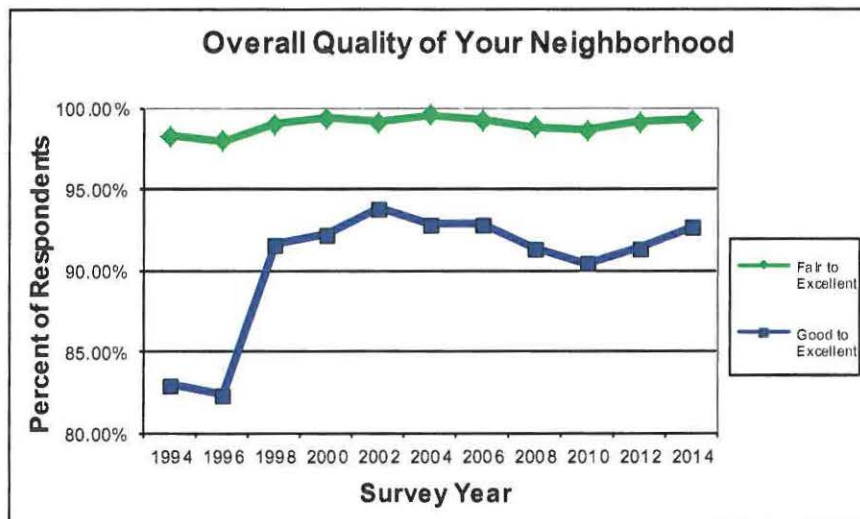
- Stormwater management continues to be a concern for residents of Elmhurst. In 2012, 42.32% rated the level of service for stormwater management as “not enough”, where this year 52.43% of residents identified it as “not enough”. The percentage of residents rating stormwater management/flooding as the top three most disliked things about living in Elmhurst increased by 3.11% to a record high of 13.51%. Residents further rated stormwater management/flooding as being one of three biggest problems that Elmhurst will face in the next five years. There was a particularly large increase in this category, with 6.28% more people rating stormwater management as a priority. This represents a record high of 14.64% of people rating stormwater management/flooding as one of the top three issues that Elmhurst will face in the next five years.
- Street and sidewalk maintenance have both decreased markedly (section 10.8).
- After falling last year, Fire, Police, and EMS have increased customer service ratings. Ratings for customer service in other departments are mixed. Some departments report higher customer service ratings, while some report lower ratings.

- While the City's website has grown as a place to access information and make payments, most residents indicate that they get their information from the Front Porch newsletter.
- Comments indicate that many people appear to be excited about the addition of Mariano's food store and the upcoming opening of Whole Foods, which is supported by data indicating that 72.17% of residents shop for groceries exclusively within the City. This number is up from 65.17% in 2012. Data shows that groceries are much more likely to be purchased exclusively in Elmhurst than any other product.

Section Highlights

Section One – Quality of Life

- The purpose of the Quality of Life questions is to get a sense of how residents perceive various aspects of the quality of life in Elmhurst.
- Ratings for the overall quality of the Elmhurst community remain very high, with 99.29% reporting ratings in the "fair to excellent" range. Ratings in the "good to excellent" range increased to 96.05%, the highest rating ever achieved in this category.
- Ratings for Elmhurst as a place to live also remain high, as do ratings for the community as a place to raise children.
- Ratings for neighborhood quality are up slightly, and remain consistent with ratings since 1998. Ratings of "good to excellent" continue to improve, showing positive increases the last two surveys.



- Regardless of age, most citizens rated the quality of life in Elmhurst as good.
- Private property appearance ratings remain strong for "fair to excellent" ratings although "good to excellent" ratings decreased slightly.
- Citizens rating the physical appearance

of public property as "good to excellent" increased from 90.59% in 2012 to 93.14%. Responses rating "fair to excellent" in this category remain constant at 99.57%.

- The question of overall quality of life versus five years ago saw a shift from ratings of "about the same" and "worse" to ratings of "better." Better ratings increased from 17.37% to 22.14%, while ratings of worse dropped from 11.08% to 8.94%.
- After declining for six years, ratings for Elmhurst as a place to retire increased this year, with 53.64% of respondents rating this category as "good to excellent". The number of respondents rating Elmhurst as a place to retire as "fair to excellent" also increased slightly from 2012, which remains consistent with previous years.

Section Two – Public Safety

To ensure the highest level of safety for Elmhurst residents, as well as those who work in and visit the City, the survey asked respondents to rate service levels for emergency medical, fire protection, and police services. In looking at results in this section, it is important to keep in mind that most of the questions were seeking the opinions of a relatively small number of respondents. Where there are fewer responses, the results are much more sensitive to the opinions of even a handful of respondents. The one set of questions that reaches a large number of responses is the set about resident perceptions of safety.

- Overall, perceptions of safety in Elmhurst are consistent with previous years, with 89.44% of residents rating their overall safety level as Safe to Very Safe. Overall safety on City streets at night and in City parks rose slightly from 2012.
- Ratings for service levels in the Fire Department are back to previous levels after seeing a decline in the 2012 survey. It is important to remember that the number of responses to these questions is small, and therefore this category is quite volatile. On that note, citizen opinions of Fire Department response times increased by 5.00% over 2012.
- Response times, quality of service, and professionalism and courtesy for ambulance services increased and remain rated amongst the highest in the City. The greatest increase was seen in the response time category, with 100.00% of respondents giving this a “good to excellent” rating.
- Results from residents that identify as having used the Police Department in an emergency situation, indicate that perceptions of quality of service, and professionalism and courtesy were positive, with ratings higher in both the “fair to excellent” and “good to excellent” categories. Although the number of residents reporting response time as “good to excellent” increased in 2014, ratings for “fair to excellent” decreased. Good to excellent ratings for police courtesy and professionalism during traffic stops increased from 66.33% in 2012 to 73.75% in 2014. Fair to excellent ratings remained consistent with the prior survey.
- Ratings for police visibility in both individual neighborhoods and in the City as a whole both increased from 2012. Good to excellent ratings, for police visibility in the City as a whole, recorded the highest rating ever, moving from 76.83% in 2012 to 84.79% in 2014.
- Crime received 3.75% of responses (down from 4.83%) to the question of the top three issues facing Elmhurst in the next five years, ranking it eleventh on the list of concerns (section 12.3).

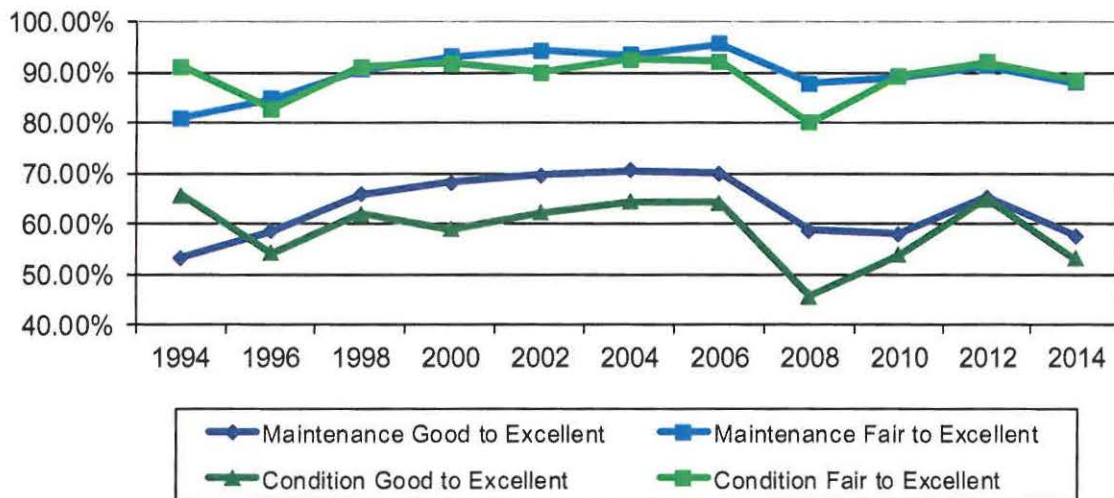
Section Three – Public Works Department

In order to get a better idea of residents’ opinions regarding water and sewer services, the City instituted questions regarding sanitary sewer, storm sewer, and water supply maintenance. According to results, only 67.89% of residents rated sanitary sewer maintenance as “good to excellent” and 87.63% of residents rated maintenance as “fair to excellent”. Regarding storm sewer maintenance, only 55.88% of respondents rated storm sewer maintenance as “good to excellent”, with 78.92% rating it as “fair to excellent”. Approval for water supply maintenance were significantly higher, with 81.52% of respondents rating the water maintenance as “good to excellent” and 94.81% rating it as “fair to excellent”.

Citizens were also asked for the first time to rate City building maintenance. The responses to this question were generally positive, 87.00% of residents rating city maintenance as “good to excellent” and 96.83% rating it as “fair to excellent”. In general, residents rating the attractiveness of public property higher tended to rate City building maintenance higher.

One of the most significant results of the survey for Public Works was the decrease in ratings for street maintenance and street condition. Following significant positive improvement in ratings in the 2012 survey, 2014 ratings dropped back to 2010 levels.

Street Maintenance and Condition



Satisfaction with mosquito control increased dramatically, from 60.65% in 2012 to 66.77%.

Ratings for other Public Works services were consistent with prior years. Moderate increases were noted in the recycling program and overall tree maintenance and visibility.

Customer service ratings by residents who have been in contact with the Public Works Department in the past 12 months are consistent with prior survey results.

Section Four – Traffic and Transportation

Ratings in the Traffic and Transportation section of the survey saw improvements in a majority of areas, with the exception being the significant decrease in the ratings for the condition of streets mentioned in section three.

Ratings for ease of travel by car increased from 68.20% “good to excellent” to 73.13%, the highest ratings since 1994. Ratings for ease of travel by bike and bike parking have increased consistently since their additions to the survey in 2010.

Residents rating traffic enforcement as “good to excellent” increased from 74.44% in 2012, to an all-time high in 2014 of 77.71%. In addition, the amount of residents rating speed compliance in their neighborhood and awareness of the 25 mph speed limit as “good to excellent” also increased.

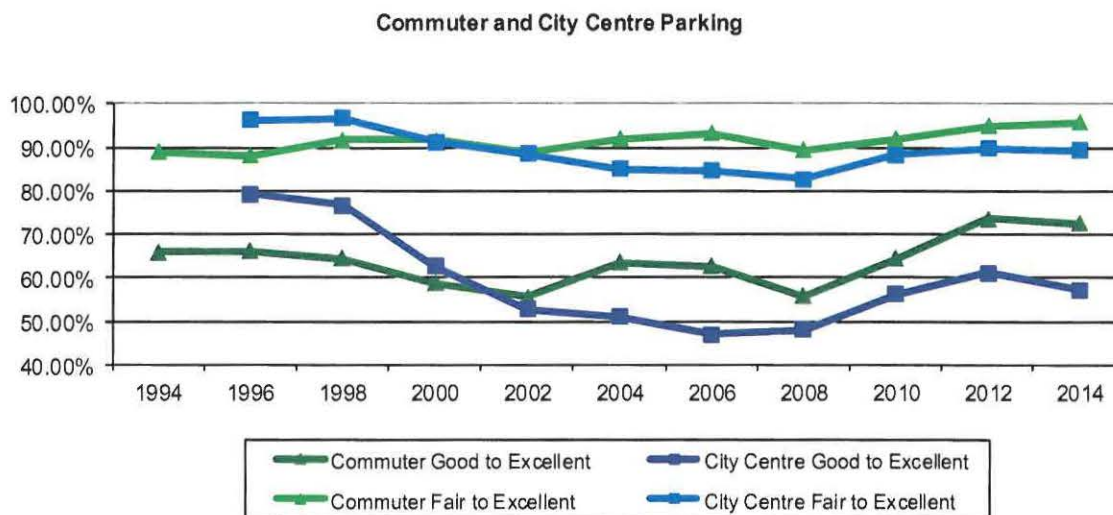
The SMART trailer is placed in various places within the City in order to monitor vehicle speed. When compared to 2012, 4.61% more people reported noticing the SMART trailer. Of these, 60.86% rated its effectiveness as “good to excellent” and 89.96% rated the effectiveness as “fair to excellent”. In general, there is a correlation between people who rate speed compliance as higher with the effectiveness of the SMART trailer.

In general, the distance of commutes remained consistent with previous years. The only notable exception to this is the number of commuters driving less than 5 miles to work, which increased from 24.63% in 2012 to 29.56% in 2014. The mode of transportation residents use to get to work was generally consistent with results noted in previous years, with a small percentage of residents now driving directly to work instead of driving to the train station.

The primary purpose of bicycle riding throughout the City continues to be recreation and exercise. The number of people utilizing bicycles to run errands throughout the city decreased dramatically from 12.41% in 2012 to 5.84%.

As noted earlier in section three, ratings for the condition of streets declined measurably, with 52.97% of residents rating street conditions as “good to excellent” and 88.57% rating conditions as “fair to excellent.” These numbers decreased from 64.79% (“good to excellent”) and 91.86% (“fair to excellent”) in 2012. This number tends to vary across different years, and current ratings are consistent with ratings recorded in 2010.

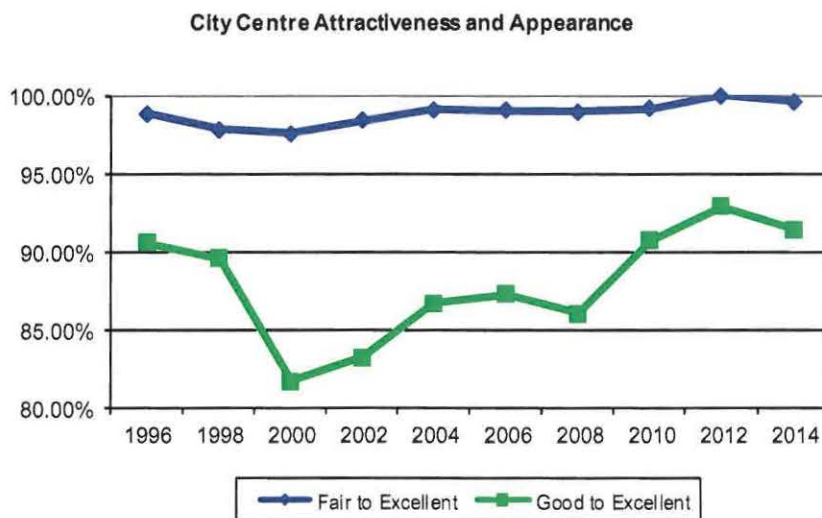
Ratings for commuter and shopper parking remained constant, while ratings for City Centre parking convenience and availability (section 5) decreased slightly.



Section Five – Downtown (City Centre)

This section has historically focused upon the City Centre, but has over time come to address the shopping habits and interests of Elmhurst residents.

The survey contains several questions regarding use of stores located within the City Centre, in an effort to assess shopping habits. Ratings are level between 2012 and 2014 on the number of shoppers in the City Centre with 40.20% reporting that they use the City Centre at least once a week, and 32.16% at least once a month. In conjunction with this, 79.20% of people report that they shop in the City Centre about the same or more, with a significant decrease in ratings compared to the previous survey. In addition, only 6.45% of residents report that extended shopping hours would result in a change in shopping habits, which is consistent with past surveys.

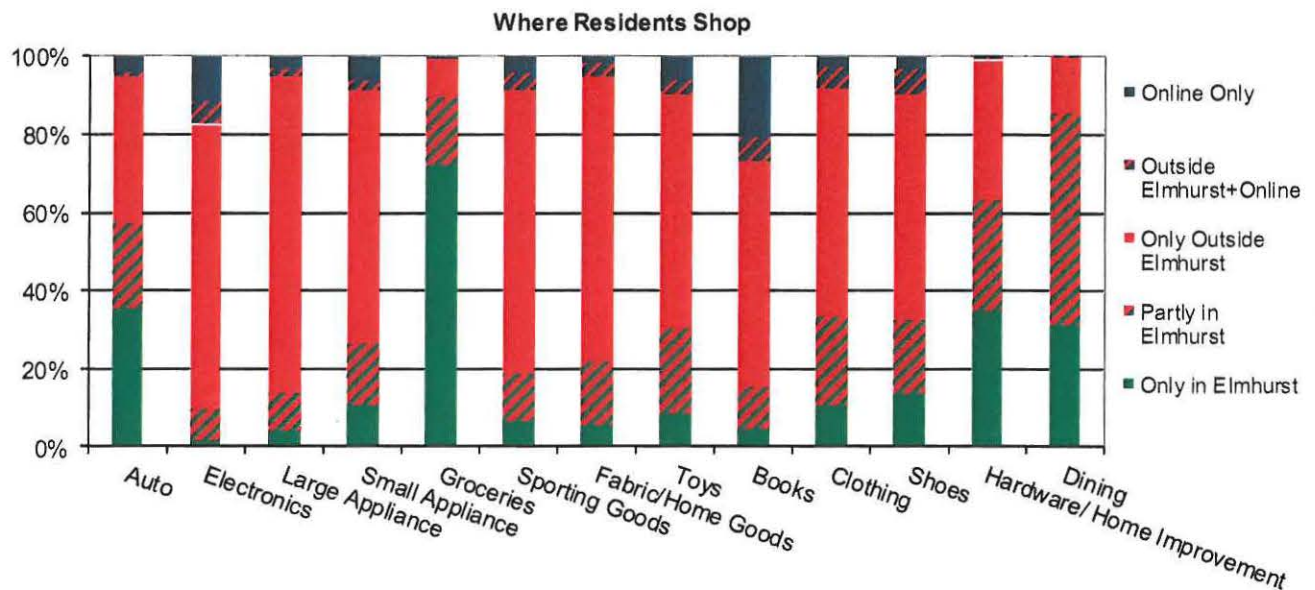


The attractiveness of the City Centre continues to receive high ratings, with 91.40% of residents rating attractiveness as “good to excellent” and 99.6% rating it as “fair to excellent”. Ratings for cleanliness and security remain high, as does the feeling of overall safety within the City Centre.

Parking convenience and availability in the City Centre continues to suffer, with 57.14% of residents reporting parking as being “good to excellent”. These results are consistent with 2012 results. Furthermore, snow removal within the City Centre has remained consistent, with 84.40% of residents rating snow removal as “good to excellent”.

In terms of where residents shop outside of City Centre, the Elmhurst Crossing area at Rt. 83 and St. Charles continues to be very popular as a place to shop, followed by Butterfield and York, York and Vallette, Spring Road, and new in this survey, North York Street – North of North Avenue.

There is an increase in ratings of residents that prefer to shop exclusively in or at least partially for groceries within the City. Furthermore, 85.42% of residents report dining (new for this survey) at least part of the time within Elmhurst, while 63.13% utilize city business for at least part of their hardware/home improvement needs. Residents are least likely to shop for electronics, large appliances, and books in Elmhurst.



In an effort to meet citizen needs, the City asks several questions regarding the type of businesses residents want in the City Centre. The three most popular requests by respondents are restaurants, bookstores, and gourmet food/specialty grocery stores. These results are consistent with previous years' findings. The three least requested stores include music, clothing, and specialty item/gift stores.

In order to understand the way the City Centre is evolving, residents are again asked to rate the overall quality of the City Centre when compared to five years ago. Residents rating the City Centre as "better" than five years ago decreased slightly, from 46.94% in 2012 to 41.52%. However, the number of residents rating the City Centre as "about the same" or "better" when compared with five years ago increased from 96.72% in 2012 to 97.22% in 2014.

In past surveys, the City began to ask questions regarding how residents get information about the City Centre. Citizens continue to rate the "Front Porch" newsletter as their source of information regarding City Centre events. There was a dramatic decrease in the amount of people reporting that they got information from local newspapers, with 39.41% of residents using newspapers in 2012 to 27.65% in 2014. New this year, 6.18% of respondents receive City Centre information from the City Centre website. It is likely that these residents previously reported receiving information from the City website. Information received through social media also increased to 2.35% from 0.89% in 2012.

Section Six – Building and Code Enforcement

After an increase of 1.83% in 2012, the number of residents reporting, that they have dealt with Community Development dropped to 16.71%. The customer service ratings for Community Development were mostly positive. Ratings for response times, accuracy, and service quality increased, while ratings for professionalism and courtesy declined slightly. The most dramatic increase was noted in accuracy of information, in which 80.00% of residents rating accuracy as “good to excellent” as compared with 75.83% in 2012.

Overall ratings remain consistent with the ratings received in previous years.

Section Seven – Cultural Attractions

Section seven highlighted cultural opportunities available in Elmhurst, with special emphasis on the Library and Historical Museum. Overall, residents continue to have a positive outlook on the cultural opportunities available in Elmhurst, with 84.91% rating cultural opportunities “good to excellent” and 98.97% “fair to excellent”.

Ratings for Library services remain high, with 100% of residents rating library services in general as “fair to excellent”. Generally, library use has increased. Residents reporting that they do not use the library are down to 9.38% from 11.08% in 2012. At the same time, however, the amount of people reporting that they go to the library weekly decreased from 31.51% to 29.12%. Of residents over the age of 65, 8.89% say they never visit the library. This number is down dramatically from 16% in 2012. Reasons residents use the library are also changing. Fewer people are using the library to check out items and attend programs and more residents are using it for meeting room space and a place to work or study.

Compared with 2012, 9.67% more residents receive library information from the quarterly newsletter, The Fine Print. A moderate gain was also noted in Library web traffic (28.34% compared to 25.57% in 2012). Consistent with the findings of many other categories, residents receiving library information from local newspapers decreased to 33.12%, from 36.48% in 2012.

The percentage of residents reporting that they visited the Historical Museum has decreased from 20.20% in 2012 to 18.77%. Ratings for professionalism of EHM staff, satisfaction with the experience, and quality of service at the museum remain consistent with numbers from 2012. Overall, customer service ratings for the Historical Museum mirror those of the library.

Section Eight – Finance

People continue to rate the quality of service received from the Finance Department as high, with percentages remaining constant with 2012 results. Visits to City hall remain consistent with 2012 results, with 51.25% of respondents stating that they have visited City Hall more than once during the last year.

Awareness of the E-Z Pay direct debit program for utility bills has decreased from 67.80% in 2012 to 64.78% in 2014, while awareness of online payment options for utility bills, parking tickets, and vehicle stickers has consistently increased from 38.07% in 2004 to 79.10% in 2014. Ratings for overall satisfaction with the array of payment options is high, with 90.32% of people rating these options as “good to excellent” and 98.77% “fair to excellent”.

Section Nine- Communications

Section nine provided residents the opportunity to provide feedback on communication. As in previous years, residents’ primary sources for information continue to be local news publications and the City’s “Front Porch” newsletter; however, the use of the city’s website continues to grow. The number of respondents reporting Internet use also continues to grow, although not at the levels seen in the earlier surveys. After being included as a response to the question about where residents are connecting to the Internet for the first time in 2010, the number of residents reporting using their mobile device to connect has taken off, and is now more common than connecting at work. Home remains the most common place to use the Internet. Overall, more than 82% of Elmhurst residents continue to have landline phones in their homes, down almost 9% since 2010.

The modest trend of increased use of the City website continues as well, with the number of people who report never using the website down to 27.15% from 36.87%. There has also been notable growth in the number of residents who report using the website for payments, retrieving forms, calendar information, and getting information regarding City services. Ratings for the usability of the website have gone up as well, to 77.71% “good to excellent”. This is an increase from 74.0%, rating usability as “good to excellent” in 2012. The ratings for the quality of the City newsletter were also up, from 85.42% in 2012 to 90.82% in 2014.

In 2010, the City included questions regarding alternate ways of contacting residents in order to keep them informed of community wide events. Overall, people prefer to receive information in a special edition of the “Front Porch” newsletter, followed by online questions/responses and website updates. These results are consistent with previous years’ findings.

This year, the City instituted questions regarding the “Notify Me” program that sends emails or SMS text messages to residents in order to transmit information. While the majority of people do not partake in this program, those that participate in the program overwhelmingly want to be informed of weather events and flooding. The category that citizens least wish to receive information through the “Notify Me” program is in regards to the Elmhurst Historical Museum.

Overall, residents rate City efforts to keep them informed at 72.80% “good to excellent” and 96.23% “fair to excellent”, identical to prior surveys.

Section Ten – Budget

This section was added for the 2010 survey to generate information on resident perceptions of the value of service delivered, perceptions of service levels, public awareness of the budget and the effectiveness of City communication on the subject.

Overall, 53.58% rate the value of City services for the taxes and fees paid as “good to excellent”, 88.87% “fair to excellent”. The City’s financial management rating from residents of “good to excellent” has consistently increased over the last two surveys from 34.64% in 2010 to 45.04% in 2014, while the portion of people who report viewing the budget held steady. Ratings for the quality of information in the budget decreased back to 2010 levels (51.69%) to 50.00% “good to excellent”.

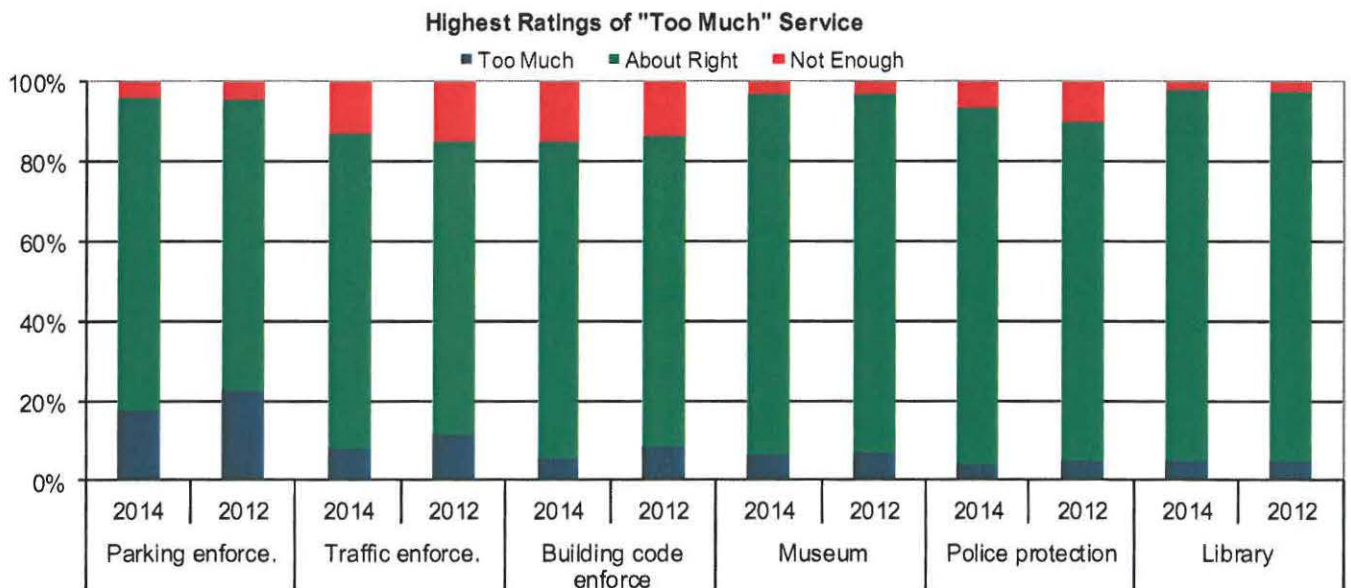
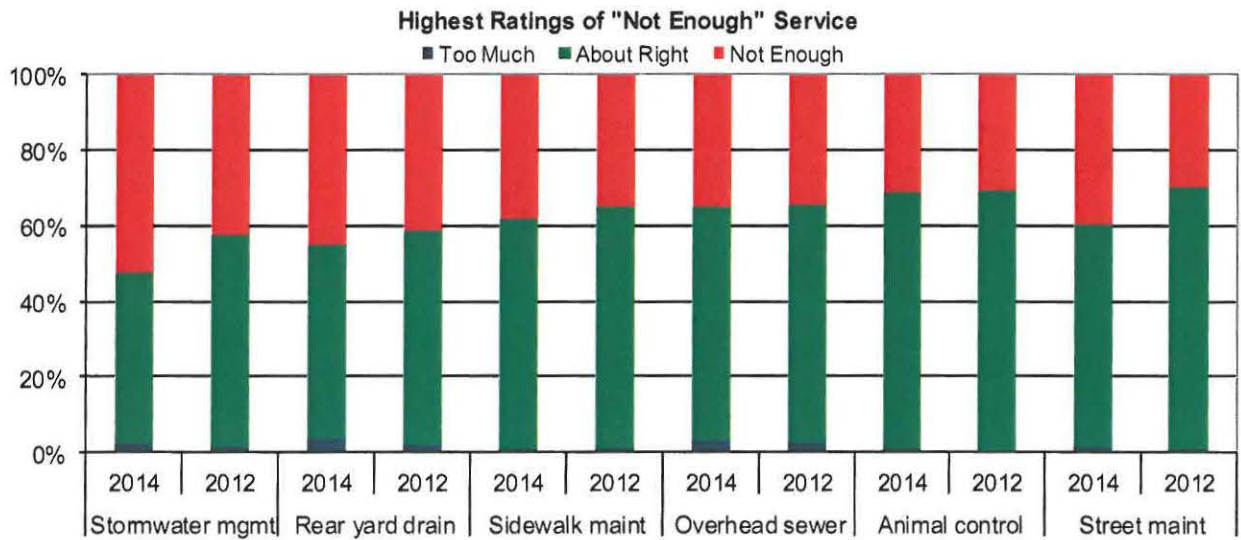
In response to question 10.3 asking residents to rate their awareness of the City budget, 19.68% rate their awareness as “good to excellent” and 65.12% “fair to excellent”, a slight decrease from 2012. The leading sources of budget information continue to be local newspapers (57.93%), the Front Porch newsletter (34.67%), and word of mouth (18.96%). A sharp decline in local newspapers and increase in “don’t know” responses continue to point at the budget as being less of a topic in the City. The number of people receiving budget information from the City’s website continues to increase slightly, from 14.18% in 2012 to 16.59%. This category has continued to rise since being introduced in 2010, indicating the increase of technology based news services.

In terms of service levels surveyed, at least 45% of all respondents reported service level ratings as “just right”. This is a dramatic decrease from the 2010 survey, which reported service level ratings as “just right” of at least 63%. The services with the highest increase of “not enough” ratings involves all aspects of stormwater and sanitary sewer management and street maintenance, which is consistent with 2012 and 2010 findings. Residents rate levels of parking and traffic enforcement, Historical Museum services, and building code permits as “too much”.

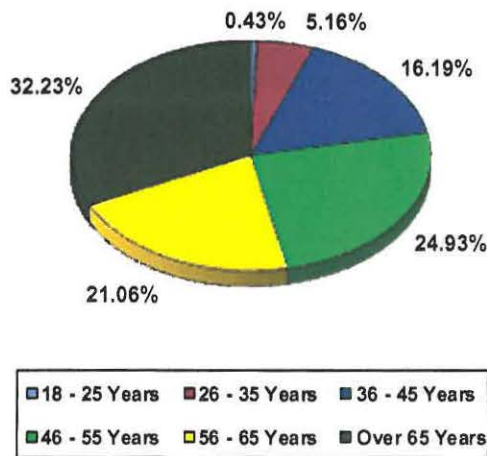
There have also been marked improvements in service ratings. The largest increases in “not enough” ratings in 2012 (when compared to 2010) were found in the traffic enforcement, police protection, tree maintenance and mosquito control. The number of residents rating these services as “not enough” in 2014 has fallen since 2012, showing that the City has attempted to mitigate these factors.

5 highest “too much” service ratings	
Parking enforcement	17.61%
Traffic enforcement	7.80%
Historical Museum programs/services	6.68%
Building code enforcement	5.35%
Library	4.80%

5 highest “not enough” service ratings	
Stormwater management	52.43%
Private property stormwater assistance	44.84%
Street maintenance	39.94%
Sidewalk maintenance	38.45%
Private property sanitary sewer assistance	35.02%



Which Category Best Reflects Your Age ?



Section Eleven – Demographics

Among the 2014 survey respondents, 32.23% represent the “over 65” age group followed by 24.93% representing the “46-55” age group. Residents age 45 and younger continue to be underrepresented, with only 21.78% respondents. This pattern seems to be consistent with past surveys but inconsistent with the 2010 census demographics, reporting that 14.4% of Elmhurst residents are over the age of 65.

As in past surveys, the respondents that lived in Elmhurst between 21 and 35 years (26.47%) and those that own their home (95.92%), represents the majority. The female representation is down from 53.06% in 2012 to 48.99%, while the male

respondents are up at 51.01% from 46.94% in 2012.

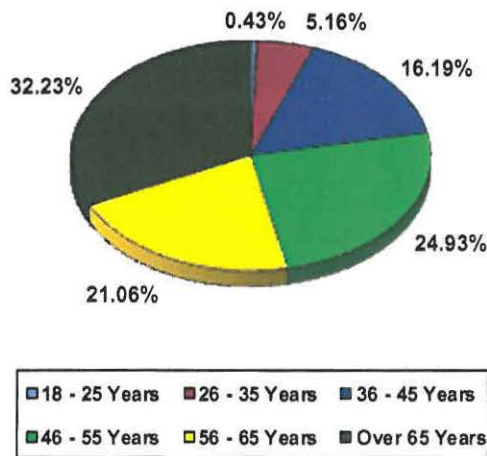
Geographically, results remain consistent. In general, the share of responses of residents living on the south side of Elmhurst is high, followed by the central and north sides of town.

Section Twelve – General Comments

The final section of the survey gave residents an opportunity to express general comments and concerns about the City of Elmhurst.

- Central location, quality of life, and quality of schools continue to represent the three things that people like about living in Elmhurst. Of these three responses, the central location/convenience of the City ranked the highest, which is consistent with previous years’ results.
- In 10.44% of cases, property value was rated as one of the top three “likes” about Elmhurst. This is up from 7.78% in 2012, and is rated at its highest before the great recession in 2008. The three least cited categories include cultural and retail shopping opportunities, and street and sidewalk maintenance.
- When asked about the top three things residents like least about living in Elmhurst, the vast majority of people listed taxes. The second and third rated “least liked” categories included stormwater management and cost of living. Responses mentioning taxes and cost of living are consistent with previous year’s numbers, however complaints about stormwater management supplanted airplane noise as the third largest factor concerning residents and increased the most from 2012.
- When asked about the three greatest problems facing Elmhurst in the next five years, citizens again cited taxes, cost of living, and stormwater management. Taxes and cost of living were cited first and second in 2012, however concern over stormwater management increased to 14.64% from 8.36% and is now close second behind taxes. Interestingly, property value decline, which was listed as the number three problem in 2012, fell to number seven on people’s list of concerns.

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Top Five (5) Gains

- The amount of residents rating police professionalism as “fair to excellent” during emergency calls has increased 11%. Furthermore, 9% more residents rated police professionalism as “good to excellent.” Residents rating police visibility in the City as a whole as “good to excellent” increased from 76.83% in 2012 to 89.79%.
- The amount of people characterizing street maintenance and stormwater management as “not enough” increased by 10%.
- Ambulance response times rated as “good to excellent” increased by 9% over 2012 levels. In addition, the overall professionalism and courtesy of fire department personnel during an emergency situation, has also increased. In 2012, 86.79% of residents rated fire department personnel professionalism and courtesy as “good to excellent,” but this increased in to 92.86% in 2014.
- Residents rating mosquito control as “good to excellent” increased by 6.12% and ratings for “fair to excellent” increased 5.75%.
- Citizens rating the overall quality of city operations as “good to excellent” increased 6.05%, from 68.44% in 2012 to 74.49%.

Top Five (5) Declines

- Street conditions have become a major concern for residents. This year, 52.97% of residents rated street maintenance as “good to excellent,” as compared with 64.79% in 2012.
- The number of residents that feel stormwater management is “about right” has also fallen since 2012. In 2012, 56.48% of residents felt that the City did an adequate job of stormwater management, however now only 45.23% believe that this is true.
- The number of residents rating the quality of the budget document as “good to excellent” has also dropped. In 2012, 61.86% of residents rated the information within the budget document as “good to excellent,” whereas in 2014, only 50% gave the budget document a rating of “good to excellent.” Fewer residents also rated budget document information as “fair to excellent.” This year, 89.09% of residents rated the document as “fair to excellent,” as compared with 94.85% in 2012.
- The number of people rating property value as one of the top three concerns the City will face over the next five years decreased by 7% from 2012. The City believes that this represents an improvement in global economic conditions.
- When compared with 2012, 7% fewer people in Elmhurst have a landline phone. The City believes that this is due to the increase of mobile phone use.

The citizen survey results have been organized as follows:

- Section I is a summary of survey results. Some information in the summary is not included in the following breakdown section. Specifically, information looking at responses based on respondents' area of town, age, or responses to other questions, was compiled internally from raw response information.
- Section II shows a breakdown of actual responses given. Under each question, the first line indicates the number of responses given in each category. The second line represents the corresponding percentage of responses for that category based upon responses with an opinion. The third line represents combined percentages. For example, if you look at the first question (1-1 – Overall quality of your neighborhood), the 92.68% listed is the number of respondents who answered either "excellent" or "good" and the 0.70% is the number of respondents who answered either "poor" or "very poor."
- Section III lists all the "General Comments" given by respondents. The responses are not listed in any particular order. Comments following the number from a specific question generally reflect the "other" choice for that specific question.
- Section IV shows the response history of the citizen survey from the 1998 survey to the current 2014 survey. The report provides the percentage of responses for the "good to excellent" and "fair to excellent." Questions with an incomplete history are either new or have been significantly modified over the years, so a comparison cannot be made. Also, percentages have been omitted for most questions that allowed respondents to select more than one answer. For example, question 9-1 where residents were asked to select the source or sources that they get information about the City. In these cases, the report displays the number of times each option was chosen.
- Section V is a copy of the actual survey instrument utilized in 2014.

Recommendations

The citizen survey results should be:

- used as a tool in developing the future budgets, including framing goals and objectives for City of Elmhurst departments;
 - shared with the School District, Park District, Public Library and City Centre in that various services under their jurisdiction are mentioned;
 - highlighted in future Front Porch newsletters;
 - posted on the City's website and available at City Hall and at the Elmhurst Public Library for review;
 - continued as a method to track citizen use of and satisfaction with City services, while reviewing format and exploring ways of improving online response;
 - considered by the Mayor and City Council as they prepare the annual budget goals message to the City Manager.
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Top Five (5) Gains

- The amount of residents rating police professionalism as “fair to excellent” during emergency calls has increased 11%. Furthermore, 9% more residents rated police professionalism as “good to excellent.” Residents rating police visibility in the City as a whole as “good to excellent” increased from 76.83% in 2012 to 89.79%.
- The amount of people characterizing street maintenance and stormwater management as “not enough” increased by 10%.
- Ambulance response times rated as “good to excellent” increased by 9% over 2012 levels. In addition, the overall professionalism and courtesy of fire department personnel during an emergency situation, has also increased. In 2012, 86.79% of residents rated fire department personnel professionalism and courtesy as “good to excellent,” but this increased in to 92.86% in 2014.
- Residents rating mosquito control as “good to excellent” increased by 6.12% and ratings for “fair to excellent” increased 5.75%.
- Citizens rating the overall quality of city operations as “good to excellent” increased 6.05%, from 68.44% in 2012 to 74.49%.

Top Five (5) Declines

- Street conditions have become a major concern for residents. This year, 52.97% of residents rated street maintenance as “good to excellent,” as compared with 64.79% in 2012.
- The number of residents that feel stormwater management is “about right” has also fallen since 2012. In 2012, 56.48% of residents felt that the City did an adequate job of stormwater management, however now only 45.23% believe that this is true.
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