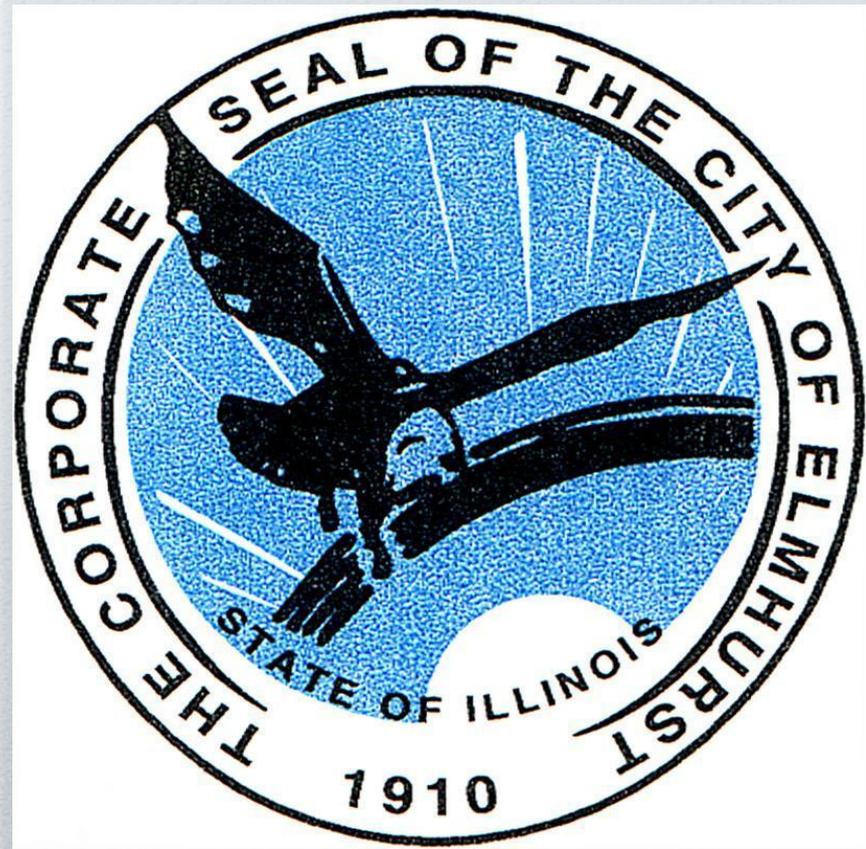


# 2014 Citizen Survey Summary



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July 7, 2014



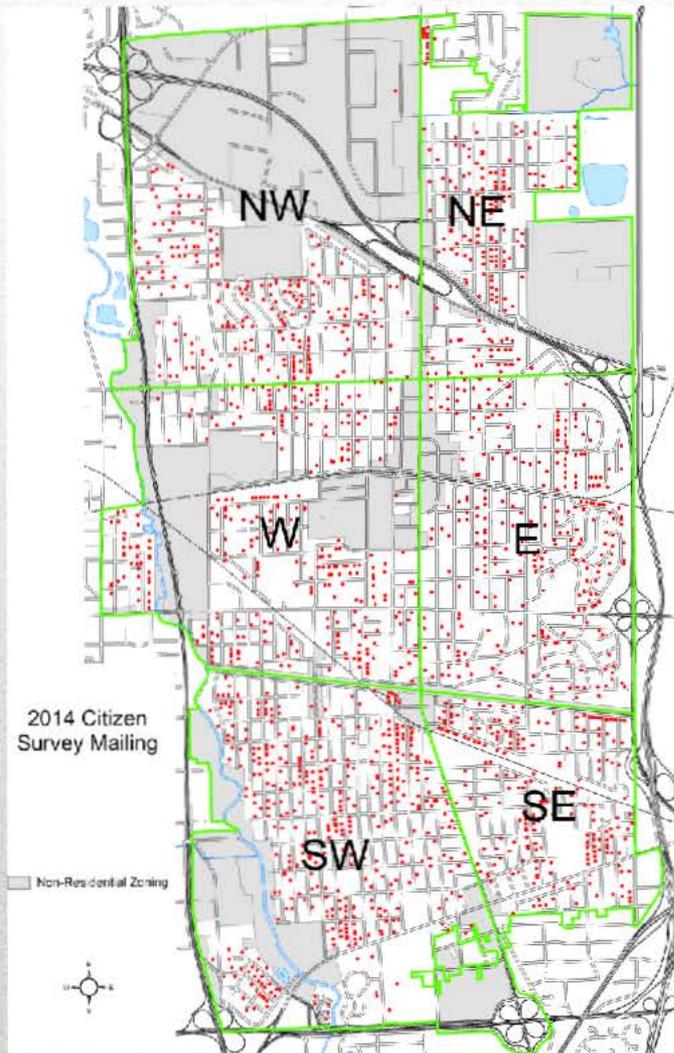
# 2014 Citizen Survey Summary

- **Completed biennially since 1994**
- **Mailed to 1,600 residents**
- **717 responses (44.81%)**
- **Historical data included (1998 – 2014)**
- **Results available at City Hall, Library and [www.elmhurst.org](http://www.elmhurst.org)**

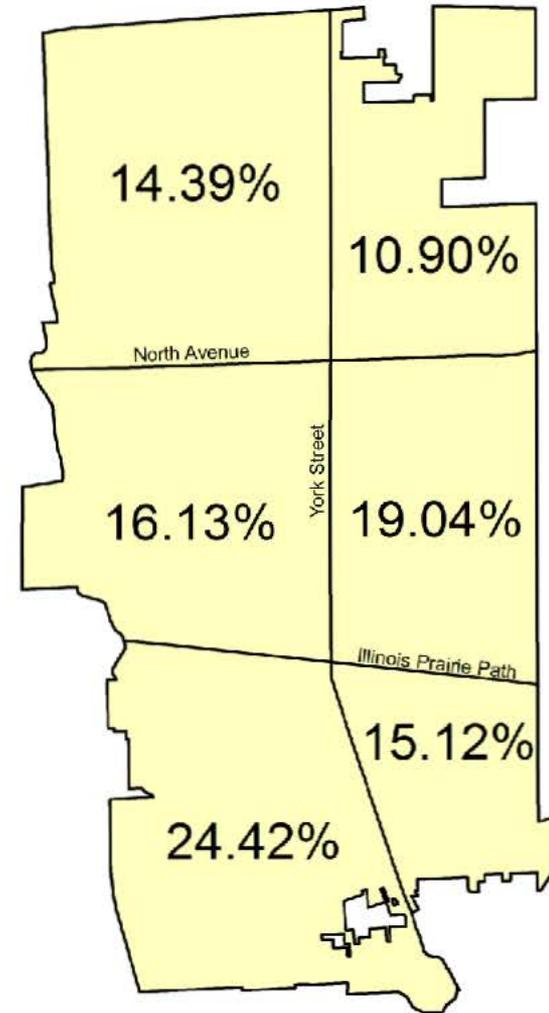
# 2014 Citizen Survey



## Mailing Locations

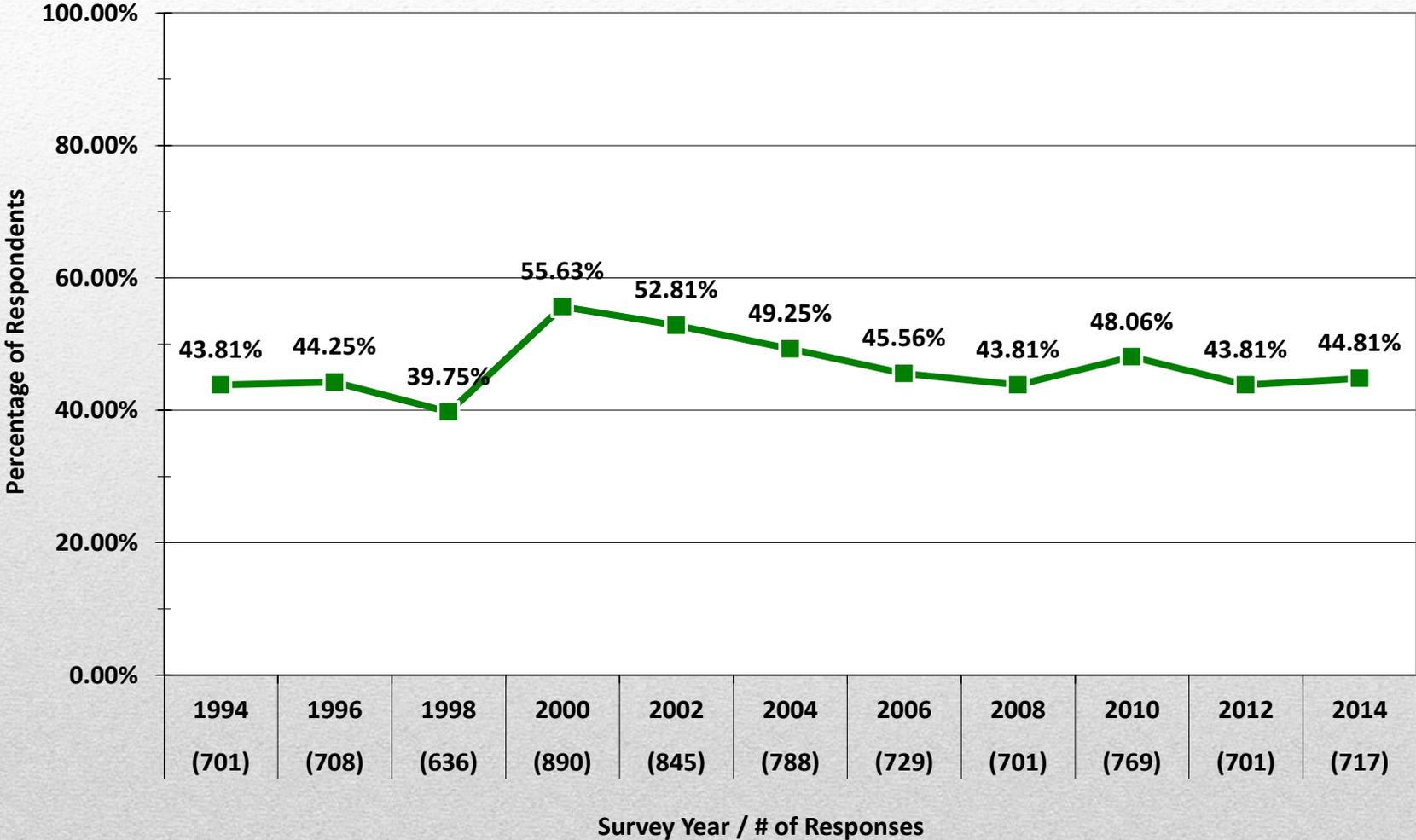


## Share of All Questionnaires Returned



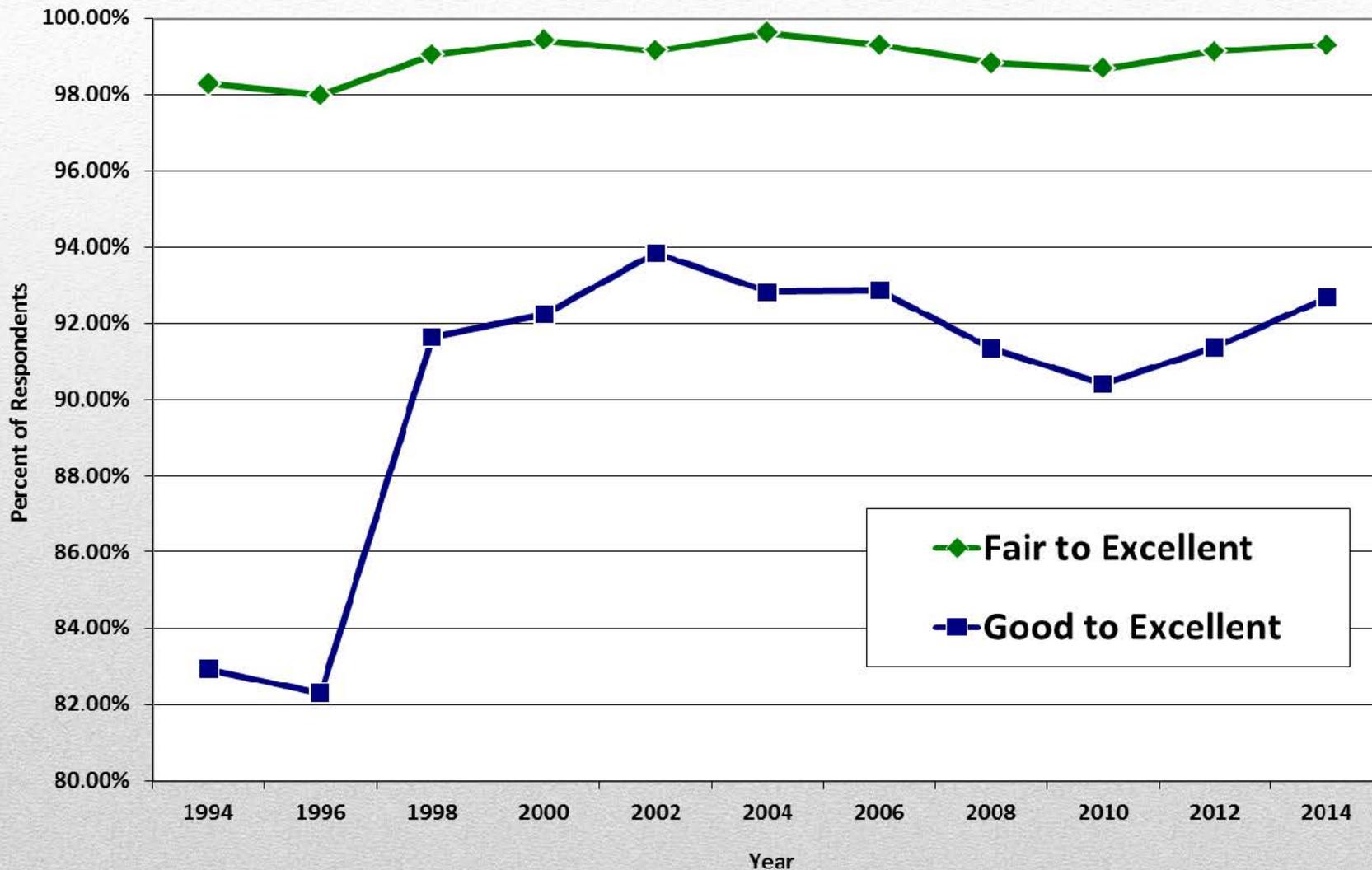


# Citizen Survey Response Rates



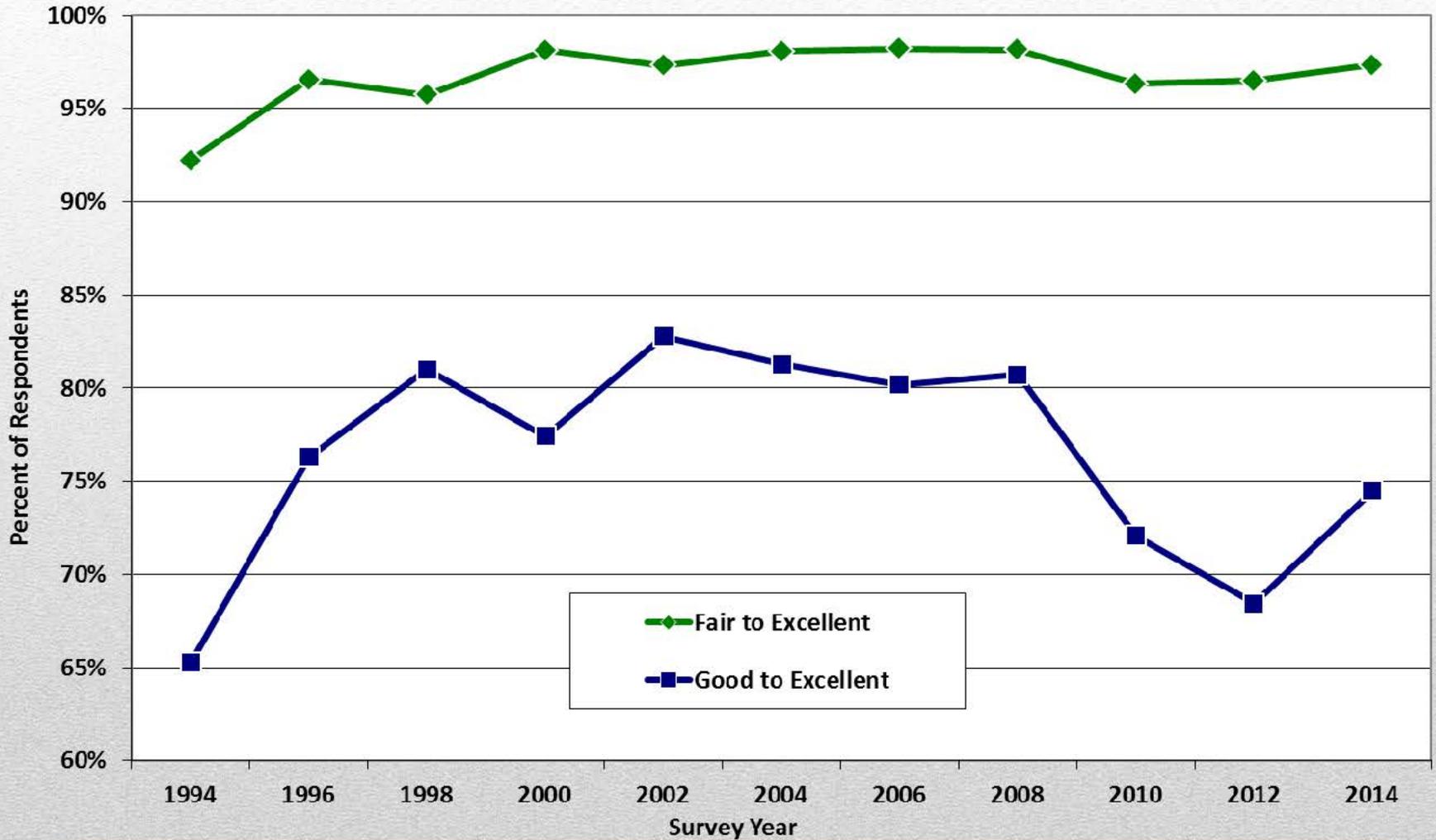


# Overall Quality of Your Neighborhood



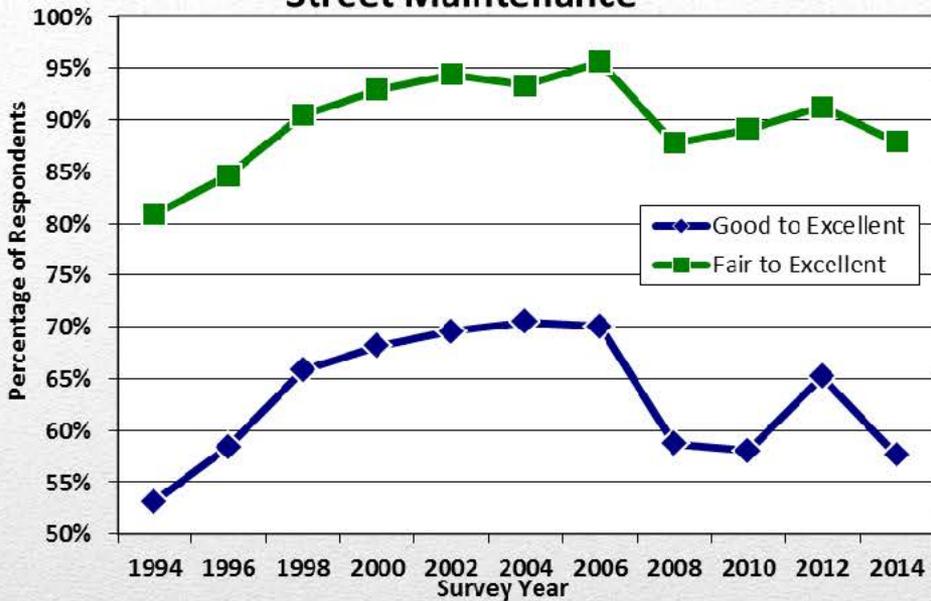


# Overall City of Elmhurst Operations

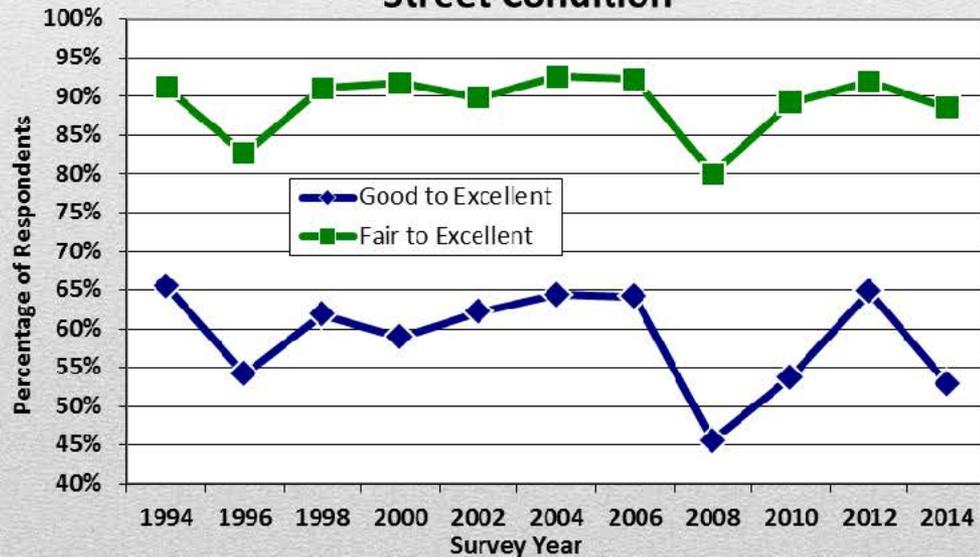




### Street Maintenance

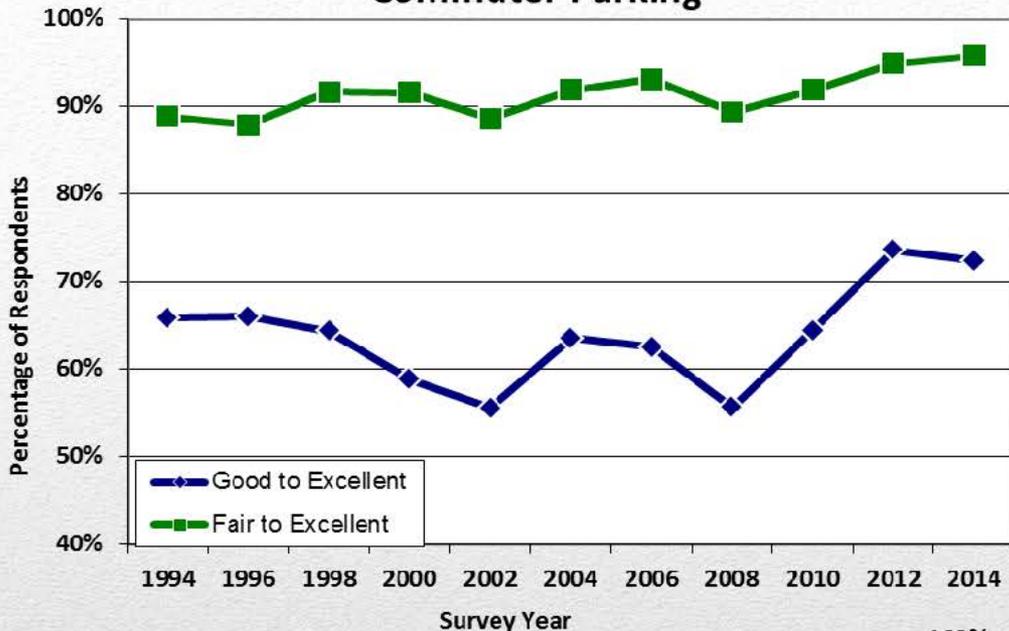


### Street Condition

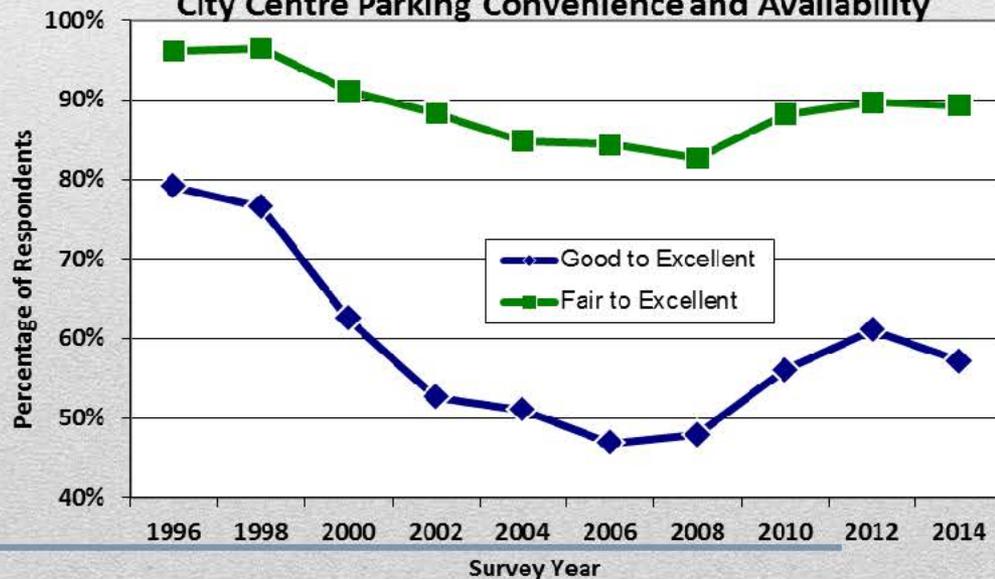




### Commuter Parking

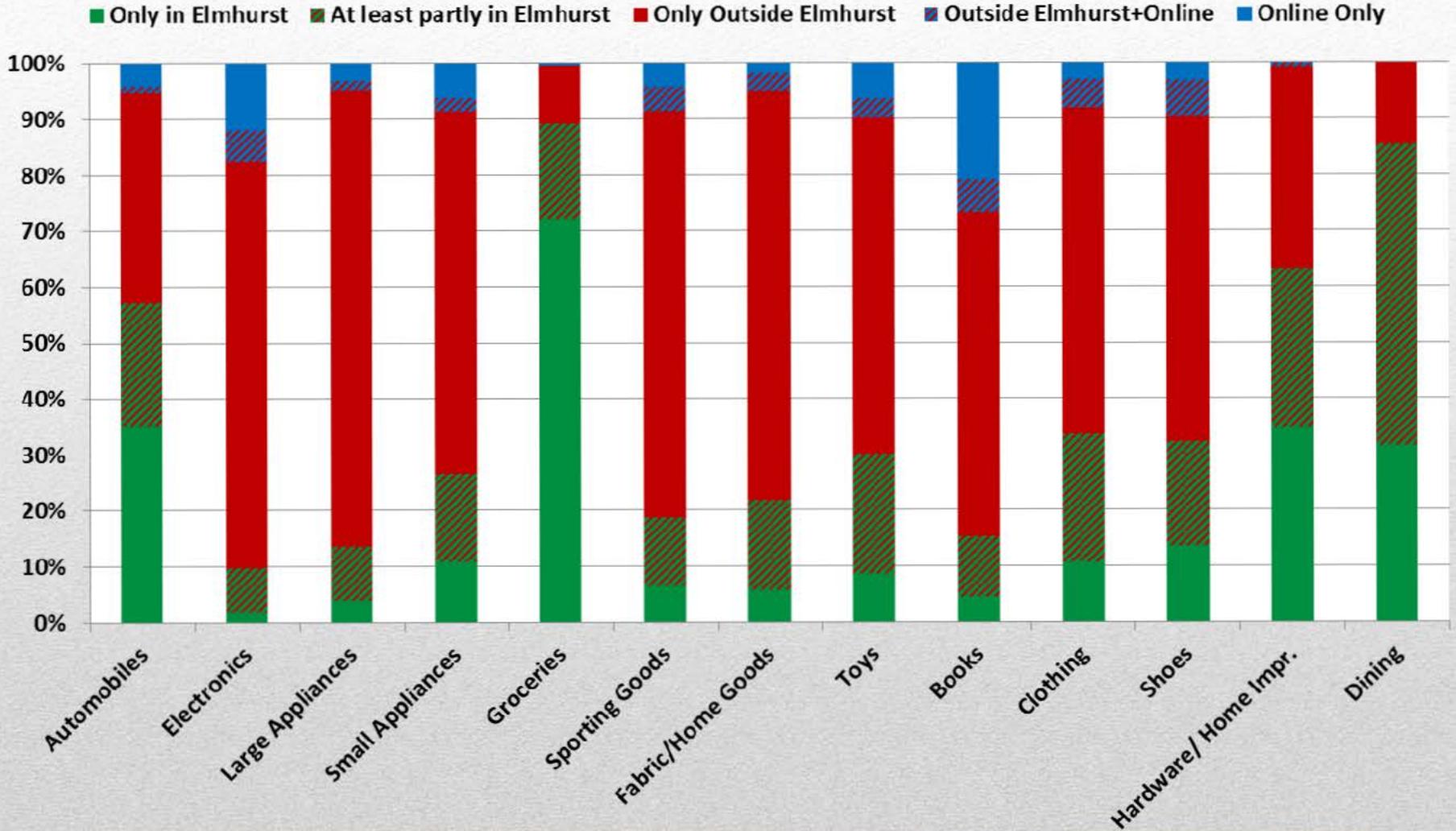


### City Centre Parking Convenience and Availability





# Where Residents Shop



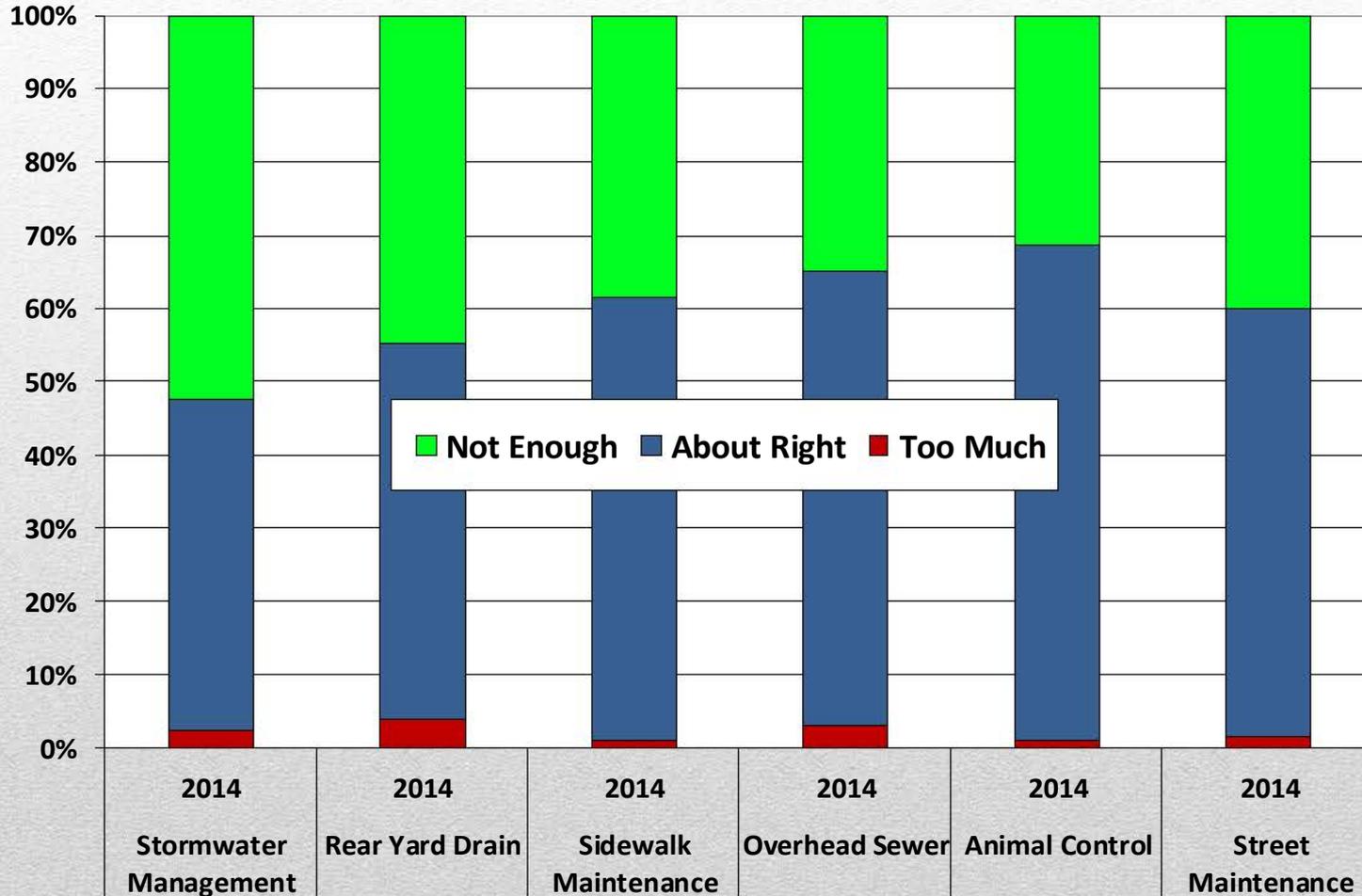


## Highest Ratings of "Too Much" Service





## Highest Ratings of "Not Enough" Service





## General Comments

### What three things do you like most about living in Elmhurst?

	2014	2012	2010	2008	2006
Central location/convenience	18.21%	18.52% (1)	18.80% (1)	19.76% (1)	18.89% (1)
Quality of life	16.76%	18.38% (2)	13.79% (2)	16.44% (2)	16.58% (2)
Quality of schools	13.21%	12.68% (3)	13.43% (3)	13.88% (3)	15.09% (3)
Property value	10.44%	7.78% (5)	9.56% (4)	9.68% (4)	12.59% (4)
Access to transportation	7.67%	7.23% (6)	8.28% (6)	5.84% (7)	5.09% (7)

### What three things do you like least about living in Elmhurst?

	2014	2012	2010	2008	2006
Taxes	20.86%	20.75% (1)	20.98% (1)	18.60% (1)	18.85% (1)
Stormwater mngt./flooding	13.51%	10.40% (4)	4.39% (7)	2.47% (14)	1.34% (15)
Cost of living, general	10.56%	11.58% (3)	10.22% (4)	11.04% (3)	8.91% (4)
Airplane noise	9.28%	12.91% (2)	14.42% (2)	13.24% (2)	11.59% (3)
Traffic congestion	7.65%	9.48% (5)	10.27% (3)	10.25% (4)	11.74% (2)

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

	2014	2012	2010	2008	2006
Taxes	15.38%	16.82% (1)	16.89% (1)	15.28% (2)	15.04% (2)
Stormwater mngt./flooding	14.64%	8.36% (5)	2.28% (15)	1.81% (15)	0.68% (17)
Cost of living/affordability	13.29%	14.28% (2)	14.70% (2)	17.61% (1)	20.86% (1)
Maintaining Infrastructure	6.29%	4.08% (10)	5.11% (6)	5.02% (10)	3.25% (11)
Substance Abuse	6.04%	2.34% (13)	2.33% (14)	1.09% (17)	1.21% (16)



## *The citizen survey results should be:*

- **used as a tool in developing the 2015 budget, including goals and objectives for City of Elmhurst departments;**
- **shared with other local agencies;**
- **highlighted in the Front Porch newsletter;**
- **made available at City Hall, Library and posted on website;**
- **considered by the Mayor/City Council as they prepare the annual budget goals message to the City Manager;**
- **continue to be completed biennially to track citizen usage and satisfaction with city services.**

# FISCAL YEAR 2015 BUDGET SCHEDULE

<u>TARGET DATES</u>	<u>BUDGET ACTIVITY</u>
May 19, 2014	City Manager memo to Mayor and City Council regarding budget and budget schedule.
May 19, 2014	Five Year Capital Improvement Budget worksheets distributed to department heads.
June 23, 2014	Five Year Capital Improvement budgets due to Finance Department.
June 23, 2014	Operating budget worksheets and guidelines delivered to department heads for detailed budget process.
June 23, 2014	Mayor and City Council message to City Manager regarding budget goals for 2015 budget received by City Manager.
Aug. 4, 2014	Preliminary Five Year Capital Improvement Budget distributed to Mayor and City Council.
Aug. 11, 2014	Operating budgets due to City Manager.
Aug. 18, 2014	City Council reviews Five Year Capital Improvement Budget.
Oct. 6, 2014	Operating budget delivered to City Council.
Oct. 14, 2014	Finance Committee begins review of 2014 property tax levy.
Nov. 3, 2014	Public hearing for fiscal year 2015 operating budget.
<b>Nov. 3, 2014*</b>	City Council approves Truth in Taxation Estimated Tax Resolution.
<b>Dec. 1, 2014*</b>	Fiscal year 2015 operating budget approved.
<b>Dec. 1, 2014*</b>	Tax levy public hearing held, if necessary.
<b>Dec. 15, 2014*</b>	City Council approves 2014 property tax levy. (Tax levy may be approved on Dec. 1, 2014 if public hearing is not required.)

\*City Council action required.