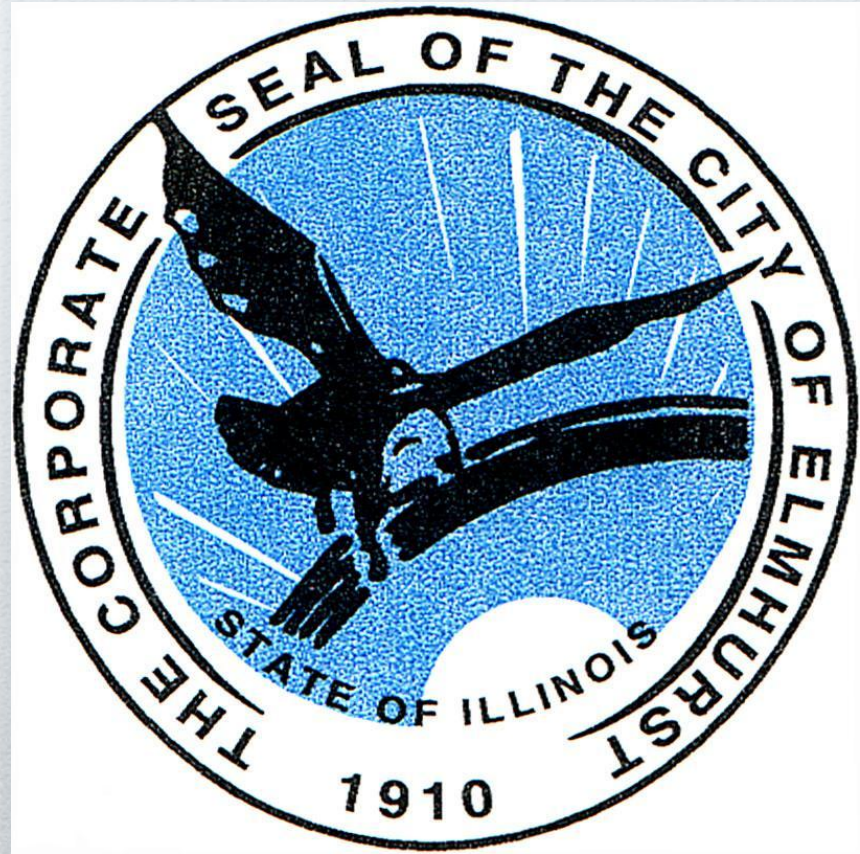


2016 Citizen Survey Summary



June 20, 2016



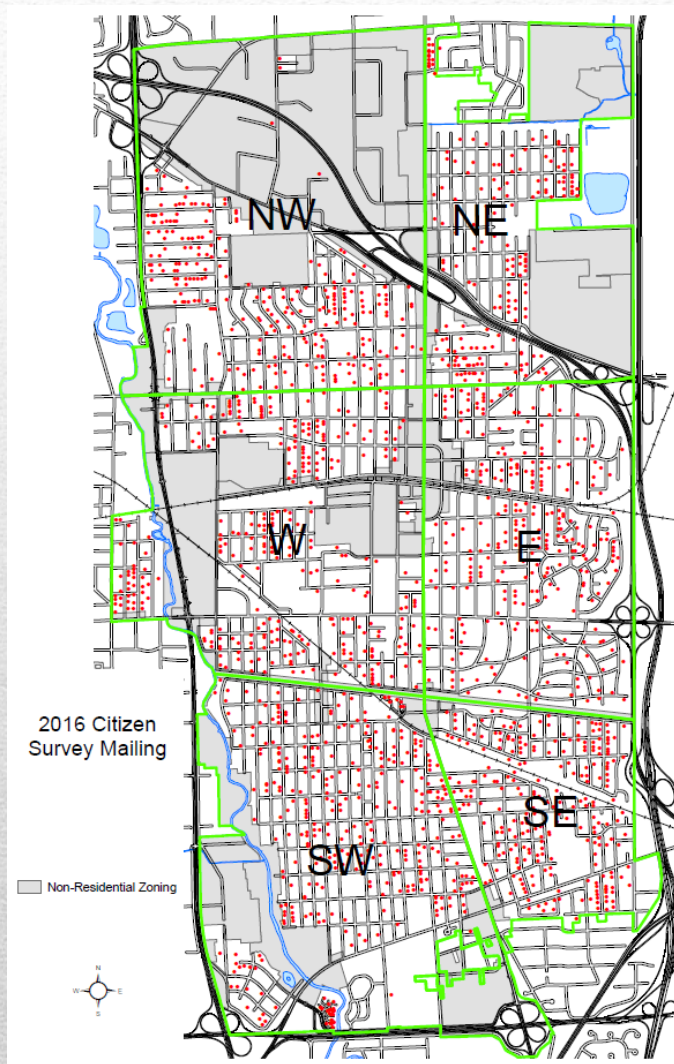
2016 Citizen Survey Summary

- **Completed biennially since 1994**
- **Mailed to 1,600 residents**
- **655 responses (40.9%)**
- **Historical data included (2006 – 2016)**
- **Results available at City Hall, Library and www.elmhurst.org**

2016 Citizen Survey



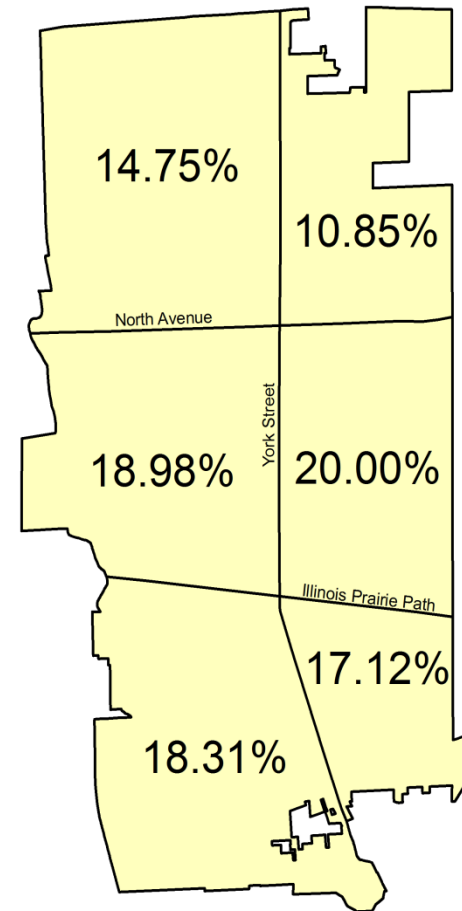
Mailing Locations

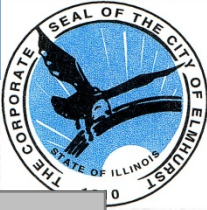


Share of All Questionnaires Returned

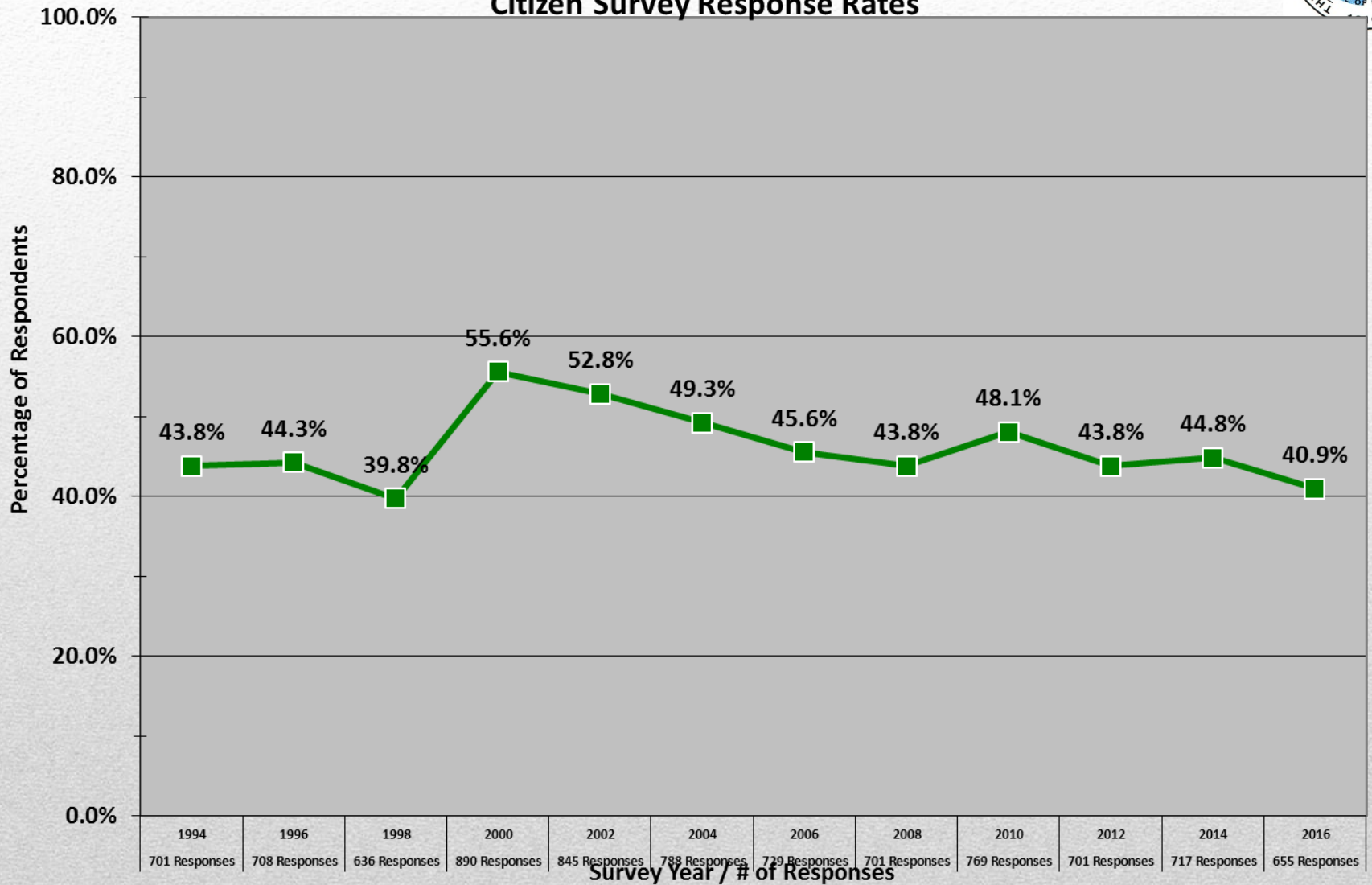
2016 Citizens Survey

Share of All Questionnaires Returned



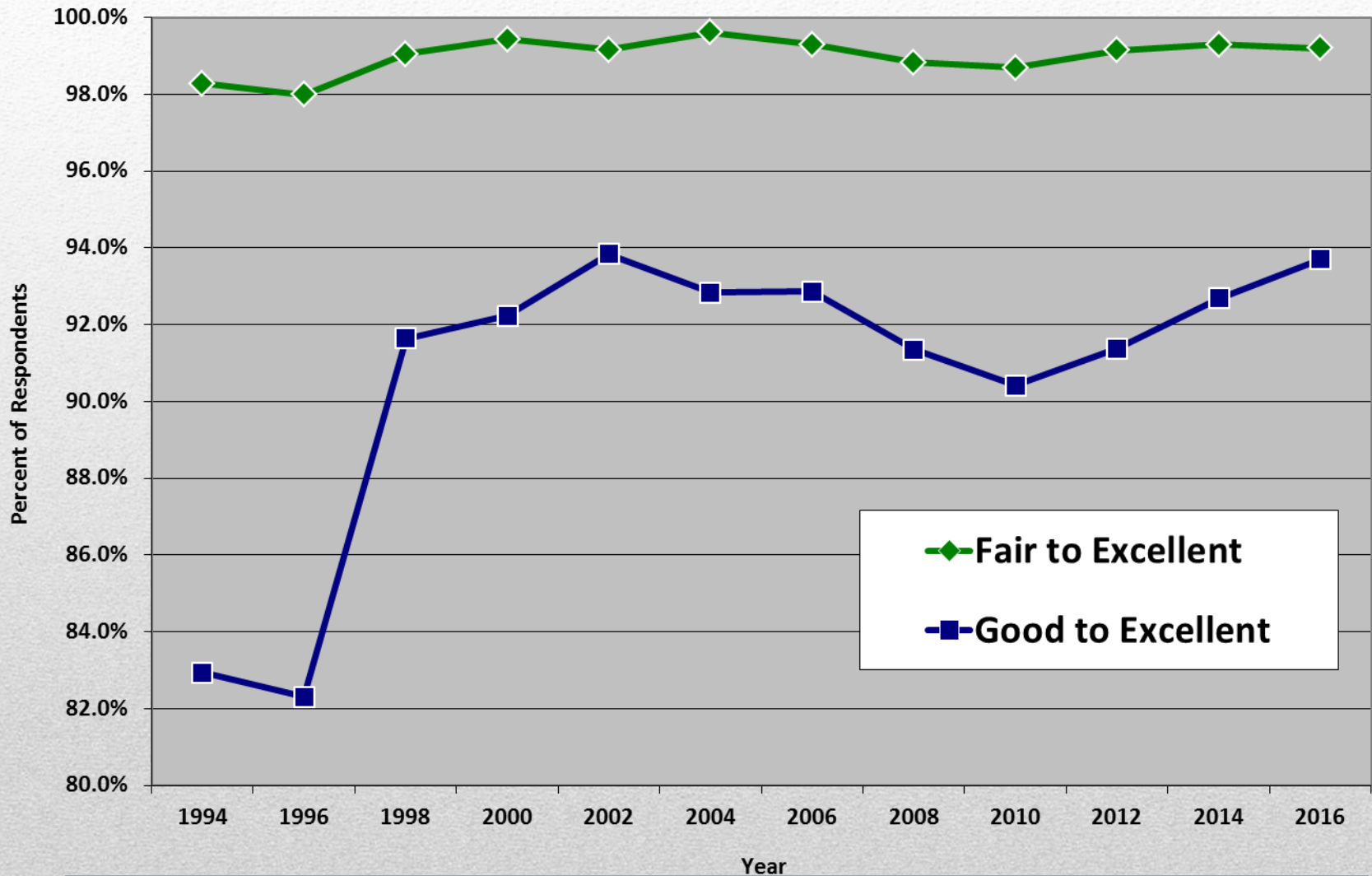


Citizen Survey Response Rates



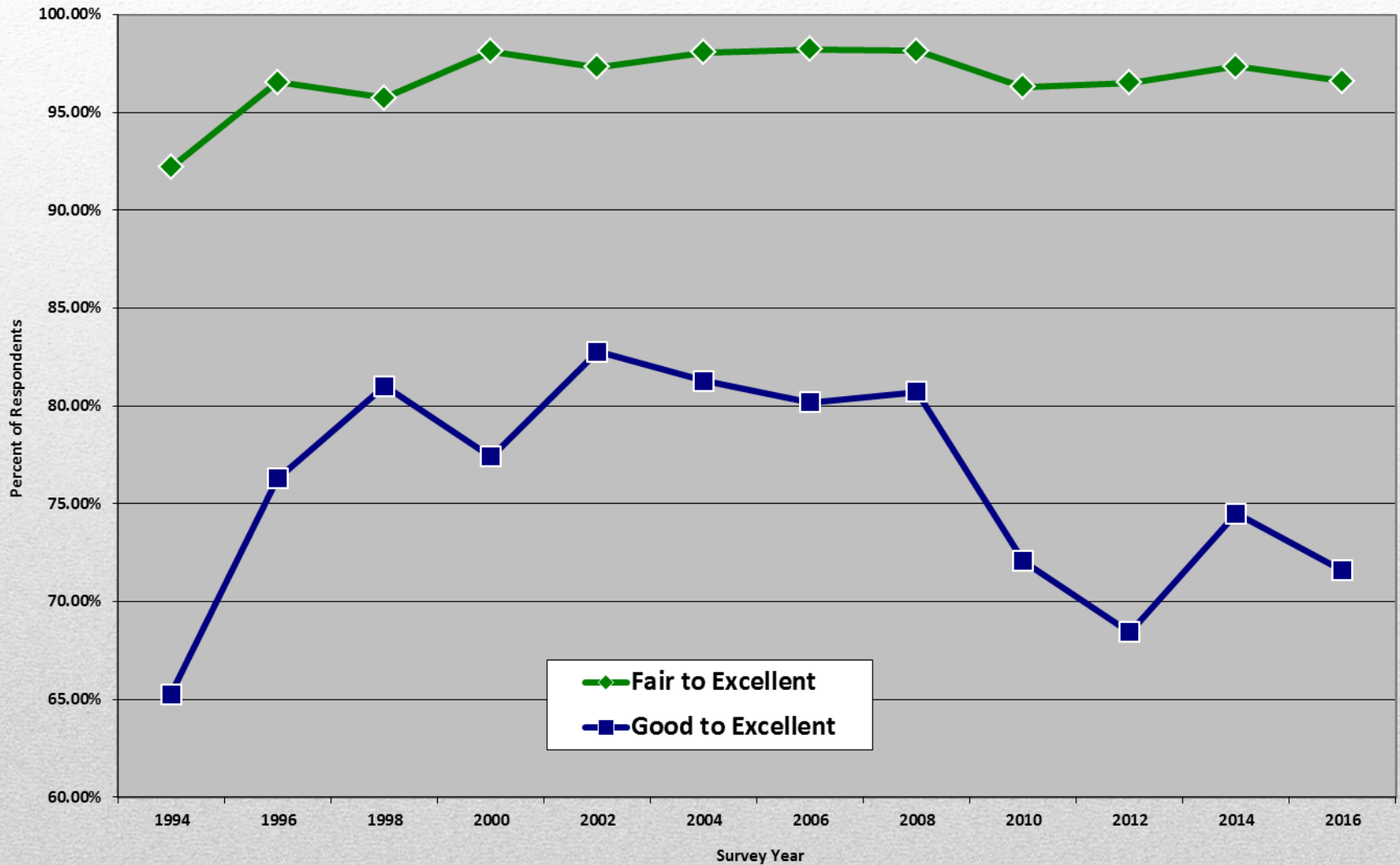


Overall Quality of Your Neighborhood



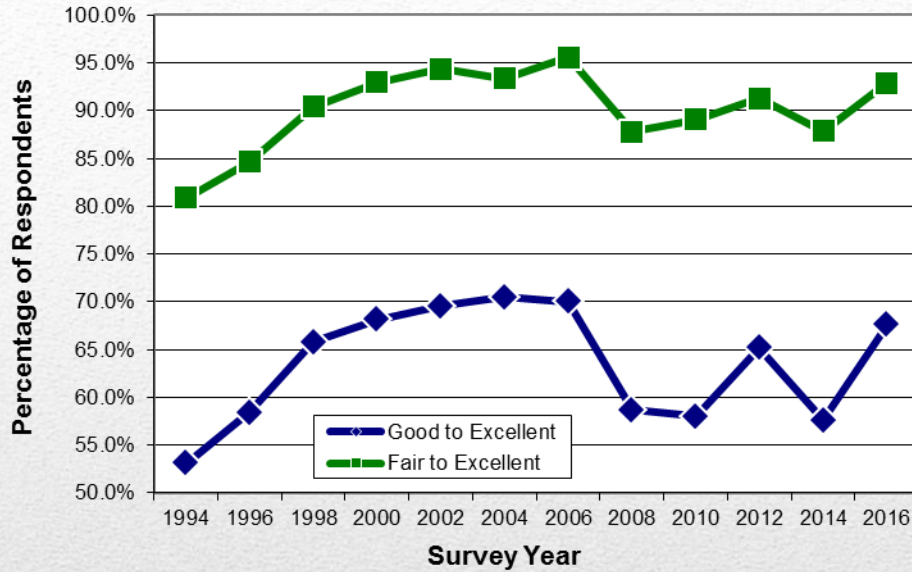


Overall City of Elmhurst Operations
(Question 12-4)





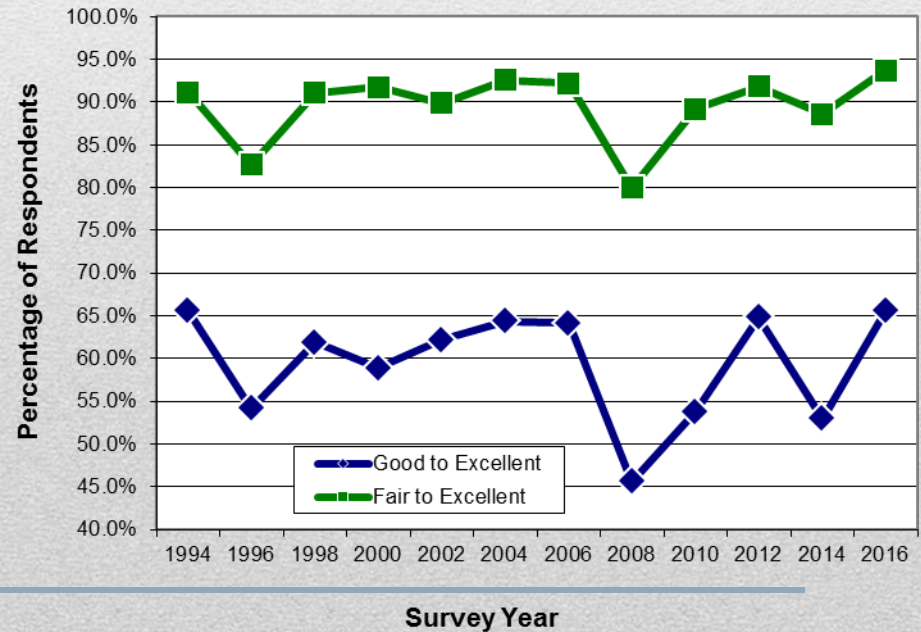
Street Maintenance



Good To Excellent
Increased 17%

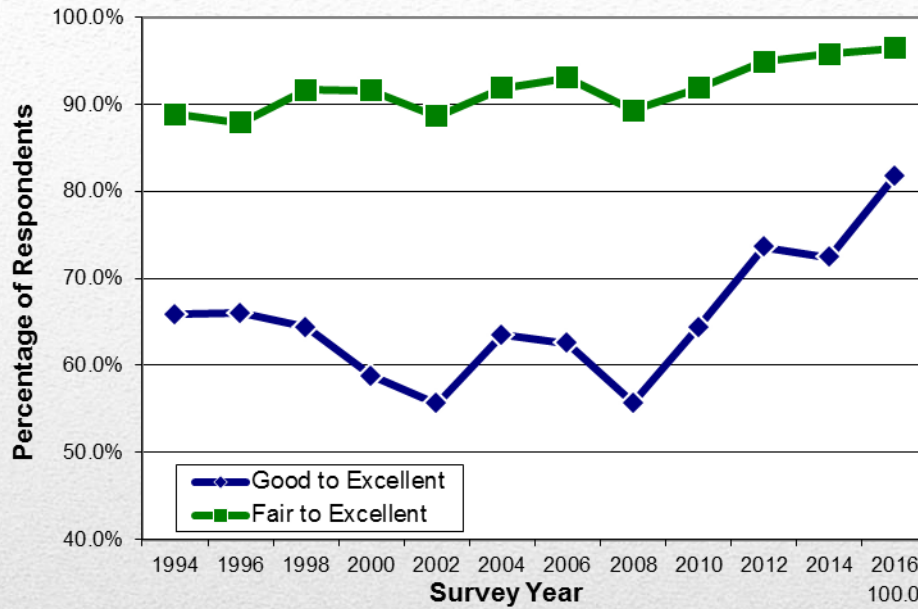
Good To Excellent
Increased 24%

Street Condition

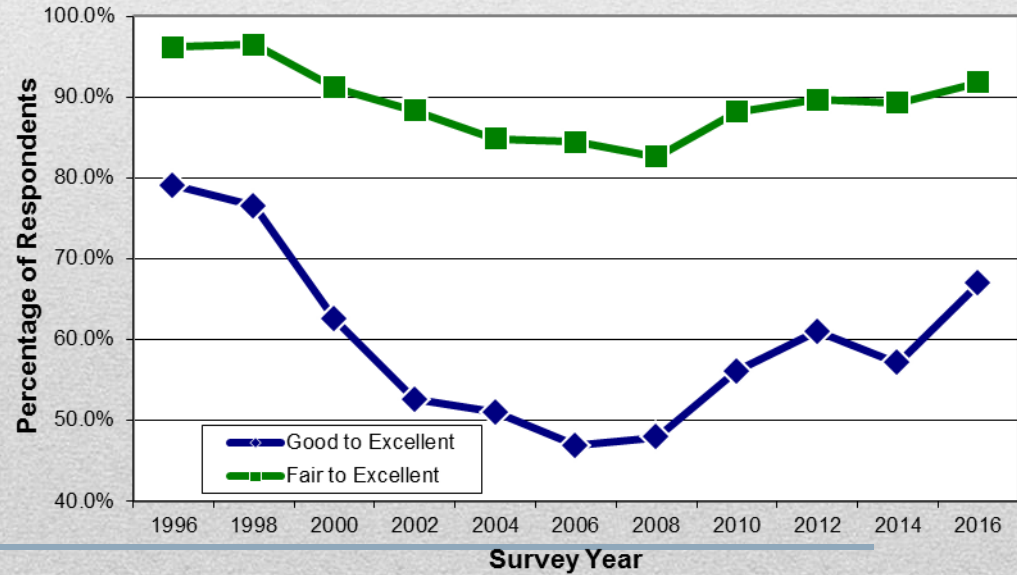




Commuter Parking



City Centre Parking Convenience and Accessibility





General Comments

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

	2016	2014		2012		2010		2008	
Central location/convenience	13.9%	18.2%	(1)	18.5%	(1)	18.8%	(1)	19.8%	(1)
Quality of life	13.7%	16.8%	(2)	18.4%	(2)	13.8%	(2)	16.4%	(2)
Quality of schools	12.1%	13.2%	(3)	12.7%	(3)	13.4%	(3)	13.9%	(3)
Property value	10.1%	10.4%	(4)	7.8%	(5)	9.6%	(4)	9.7%	(4)
Sense of community	8.7%	7.1%	(6)	8.9%	(4)	8.6%	(4)	9.0%	(5)

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

	2016	2014		2012		2010		2008	
Taxes	17.6%	20.9%	(1)	20.8%	(1)	21.0%	(1)	18.6%	(1)
Stormwater mngt./flooding	11.8%	13.5%	(2)	10.4%	(4)	4.4%	(7)	2.5%	(14)
Cost of living, general	10.6%	10.6%	(3)	11.6%	(3)	10.2%	(4)	11.0%	(3)
Traffic Congestion	8.1%	7.7%	(5)	9.5%	(5)	10.3%	(3)	10.3%	(4)
Airplane Noise	7.2%	9.3%	(4)	12.9%	(2)	14.4%	(2)	13.2%	(2)

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

	2016	2014		2012		2010		2008	
Taxes	14.8%	15.4%	(1)	16.8%	(1)	16.9%	(1)	15.3%	(2)
Cost of living/affordability	12.5%	13.3%	(3)	14.3%	(2)	14.7%	(2)	17.6%	(1)
Stormwater mngt/flooding	12.1%	14.6%	(2)	8.4%	(5)	2.3%	(13)	1.8%	(15)
Population inc./demo change	6.5%	4.8%	(9)	3.0%	(12)	3.5%	(11)	5.3%	(8)
Traffic Congestion	5.7%	4.2%	(10)	3.9%	(11)	4.6%	(8)	8.0%	(4)



The citizen survey results should be:

- **Used as a tool in developing the 2017 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 2017 BUDGET SCHEDULE

TARGET DATES

BUDGET ACTIVITY

June 6, 2016	Five Year Capital Improvement Budget worksheets distributed to department heads.
June 13, 2016	City Manager memo to Mayor and City Council regarding budget and budget schedule.
June 27, 2016	Five Year Capital Improvement budgets due to Finance Department.
June 27, 2016	Operating budget worksheets and guidelines delivered to department heads for detailed budget process.
June 27, 2016	Mayor and City Council budget goals for fiscal 2017 budget received by City Manager.
Aug. 1, 2016	Preliminary Five Year Capital Improvement Budget distributed to Mayor and City Council.
Aug. 8, 2016	Operating budgets due to City Manager.
Aug. 15, 2016	City Council reviews Five Year Capital Improvement Budget.
Oct. 11, 2016	Finance Committee begins review of 2016 property tax levy.
Oct. 24, 2016	Committee of the Whole Meeting. Operating budget delivered to City Council and overview from City Manager.
Oct. 31, 2016	Tentative – City Council begins review of 2017 operating budget.
Nov. 7, 2016*	City Council approves Truth in Taxation Estimated Tax Resolution.
Nov. 21, 2016	Public hearing for fiscal year 2017 operating budget.
Dec. 5, 2016*	City Council approves fiscal year 2017 operating budget.
Dec. 5, 2016*	Tax levy public hearing held, if necessary.
Dec. 19, 2016*	City Council approves 2016 property tax levy. (Tax levy may be approved on Dec. 5, 2016 if public hearing is not required.)

*City Council action required.