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## **2016 City of Elmhurst Citizen Survey**

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### **SECTION II**

### **SURVEY RESULTS - 2016**

**SECTION ONE - QUALITY OF LIFE**

How do you rate the following?		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
1-1	Overall quality of your neighborhood	257 40.5%	338 53.2% 93.7%	35 5.5% 99.2%	5 0.8%	0 0.0% 0.8%	635	0	635
1-2	Overall quality of the Elmhurst community	247 39.0%	359 56.6% 95.6%	27 4.3% 99.8%	1 0.2%	0 0.0% 0.2%	634	0	634
1-3	The Elmhurst community as a place to live	322 50.8%	286 45.1% 95.9%	26 4.1% 100.0%	0 0.0%	0 0.0% 0.0%	634	0	634
1-4	The Elmhurst community as a place to raise children	386 62.9%	214 34.9% 97.7%	14 2.3% 100.0%	0 0.0%	0 0.0% 0.0%	614	19	633
1-5	The Elmhurst community as a place to retire	89 15.5%	173 30.2% 45.7%	201 35.1% 80.8%	84 14.7%	26 4.5% 19.2%	573	56	629
1-6	Physical appearance of private property	173 27.2%	400 62.9% 90.1%	56 8.8% 98.9%	5 0.8%	2 0.3% 1.1%	636	0	636
1-7	Physical appearance of public property	222 35.1%	351 55.5% 90.7%	55 8.7% 99.4%	4 0.6%	0 0.0% 0.6%	632	1	633
1-8	How would you rate the overall quality of life in Elmhurst now compared to five years ago?	Better 145 23.5%			About the Same 411 66.5%		Worse 62 10.0%		
							Total Responses 618		

**SECTION TWO - PUBLIC SAFETY**

2-1	Are you aware of the City's CodeRED Emergency Communication System?	Yes 257 40.9%		No 372 59.1%		Total Responses 629
2-2	If "Yes", have you signed up to receive CodeRED messages?	Yes 141 33.3%		No 283 66.7%		Total Responses 424
2-3	Are you aware of Smart911?	Yes 170 27.4%		No 450 72.6%		Total Responses 620
2-4	If "Yes," have you signed up for Smart911?	Yes 65 16.3%		No 334 83.7%		Total Responses 399

2-5	Have you called 9-1-1 in the past 12 months?			Total Responses
		Yes	No	
		105	507	612
		17.2%	82.8%	

2-6 If "Yes," what type of call(s) did you make? (Mark all that apply)

	Responses	
Fire emergency (a)	7	5.5%
Ambulance (b)	40	31.5%
Police emergency (c)	38	29.9%
Other (d)	42	33.1%

If you used the Fire Department in an emergency situation in the past 12 months, rate the following:

		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
2-7	Response time	29 70.7%	11 26.8%	1 2.4%	0 0.0%	0 0.0%	41	109	150
			97.6%	100.0%					

2-8	Quality of service	29 74.4%	9 23.1%	1 2.6%	0 0.0%	0 0.0%	39	107	146
			97.4%	100.0%					

2-9	Professionalism and courtesy	31 75.6%	9 22.0%	1 2.4%	0 0.0%	0 0.0%	41	107	148
			97.6%	100.0%					

2-10 Have you been in contact with non-emergency Fire Department staff in the past 12 months?

		Yes	No	Total Responses
		87	510	597
		14.6%	85.4%	

2-11 If "Yes," please check the type of experience:

	Responses	
Station Tour/Block Party	21	24.4%
Installation of Car Seats	5	5.8%
Public Education	7	8.1%
Community Event	19	22.1%
Other	34	39.5%

2-12 Do you have carbon monoxide detectors in your home?

		Yes	No	Total Responses
		559	50	609
		91.8%	8.2%	

If you used an ambulance in the past 12 months, please rate the following:

		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
2-13	Response time	43 76.8%	12 21.4%	1 1.8%	0 0.0%	0 0.0%	56	92	148
			98.2%	100.0%					

2-14	Quality of service	42 76.4%	12 21.8%	1 1.8%	0 0.0%	0 0.0%	55	88	143
			98.2%	100.0%					

2-15	Professionalism and courtesy	43 76.8%	12 21.4%	1 1.8%	0 0.0%	0 0.0%	56	87	143
			98.2%	100.0%					

**How do you rate the overall visibility of police in ....**

		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
2-16	Your neighborhood	117 19.4%	269 44.6% 64.0%	172 28.5% 92.5%	42 7.0%	3 0.5% 7.5%	603	12	615
2-17	The City as a whole	154 26.3%	341 58.3% 84.6%	82 14.0% 98.6%	7 1.2%	1 4.0% 1.4%	585	15	600

**If you used the Police Department in an emergency situation in the past 12 months, rate the following:**

		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
2-18	Response time	30 50.0%	26 43.3% 93.3%	4 6.7% 100.0%	0 0.0%	0 0.0%	60	94	154
2-19	Quality of service	29 50.0%	23 39.7% 89.7%	3 5.2% 94.8%	2 3.4%	1 1.7% 5.2%	58	93	151
2-20	Professionalism and courtesy	38 62.3%	17 27.9% 90.2%	4 6.6% 96.7%	1 1.6%	1 1.6% 3.3%	61	88	149
2-21	Have you been stopped by the Elmhurst Police for a traffic violation in the past 12 months?								
		Yes	No	Total Responses					
		58 9.3%	565 90.7%	623					
2-22	If "Yes," what penalty (or penalties) did you receive?								
		Responses							
	Written Warning	39 67.2%							
	Written Citation	19 32.8%							

2-23	How do you rate the professionalism and courtesy of the officer during the traffic stop?	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
		39 47.6%	25 30.5% 78.0%	11 13.4% 91.5%	4 4.9%	3 3.7% 8.5%	82	65	147

	How safe do you feel ...	Very Safe (5)	Safe (4)	Neither Safe Nor Unsafe (3)	Unsafe (2)	Very Unsafe (1)	Responses With Opinion	No Opinion (0)	Total Responses
2-24	In your neighborhood	265 42.3%	319 51.0% 93.3%	38 6.1% 99.4%	3 0.5%	1 0.2% 0.6%	626	0	626
2-25	On City streets at night	186 30.2%	340 55.3% 85.5%	78 12.7% 98.2%	10 1.6%	1 0.2% 1.8%	615	11	626
2-26	In City parks	165 28.0%	317 53.8% 81.8%	91 15.4% 97.3%	15 2.5%	1 0.2% 2.7%	589	36	625

2-27	In Elmhurst City Centre	259 42.3%	303 49.5% 91.8%	43 7.0% 98.9%	6 1.0%	1 0.2% 1.1%	612	14	626
2-28	In the City in general	208 34.2%	356 58.5% 92.6%	42 6.9% 99.5%	2 0.3%	1 0.2% 0.5%	609	4	613

### SECTION THREE - PUBLIC WORKS DEPARTMENT

3-1 Have you called, written or personally visited the Public Works Department in the past 12 months?

Yes	No	Total Responses
179	442	621
28.8%	71.2%	

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
3-2 Response time	64 34.2%	74 39.6% 73.8%	33 17.6% 91.4%	10 5.3%	6 3.2% 8.6%	187	59	246
3-3 Quality of service	64 34.2%	75 40.1% 74.3%	33 17.6% 92.0%	12 6.4%	3 1.6% 8.0%	187	58	245
3-4 Professionalism and courtesy	79 42.5%	79 42.5% 84.9%	22 11.8% 96.8%	5 2.7%	1 0.5% 3.2%	186	58	244

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
3-5 Street maintenance	99 16.0%	318 51.5% 67.6%	156 25.3% 92.9%	31 5.0%	13 2.1% 7.1%	617	5	622
3-6 Street sweeping	111 18.0%	334 54.0% 72.0%	141 22.8% 94.8%	27 4.4%	5 0.8% 5.2%	618	8	626
3-7 Snow/ice removal	138 22.1%	296 47.4% 69.4%	149 23.8% 93.3%	29 4.6%	13 2.1% 6.7%	625	2	627
3-8 Quality of parkway trees	145 23.6%	333 54.2% 77.9%	114 18.6% 96.4%	18 2.9%	4 0.7% 3.6%	614	8	622
3-9 Parkway tree maintenance	152 24.8%	303 49.5% 74.3%	128 20.9% 95.3%	23 3.8%	6 1.0% 4.7%	612	12	624
3-10 Street lighting	149 23.9%	344 55.2% 79.1%	107 17.2% 96.3%	21 3.4%	2 0.3% 3.7%	623	4	627
3-11 Sidewalks in your area (if applicable)	83 14.8%	281 50.0% 64.8%	154 27.4% 92.2%	28 5.0%	16 2.8% 7.8%	562	35	597

3-12	Mosquito control	78 14.2%	268 48.6% 62.8%	172 31.2% 94.0%	32 5.8%	1 0.2% 6.0%	551	62	613
3-13	Refuse collection	237 37.9%	345 55.1% 93.0%	35 5.6% 98.6%	7 1.1%	2 0.3% 1.4%	626	2	628
3-14	Yardwaste collection	202 33.0%	327 53.4% 86.4%	68 11.1% 97.5%	12 2.0%	3 0.5% 2.5%	612	17	629
3-15	Recycling	244 39.0%	332 53.1% 92.2%	44 7.0% 99.2%	5 0.8%	0 0.0% 0.8%	625	4	629
3-16	Sanitary sewer maintenance	90 17.6%	279 54.7% 72.4%	95 18.6% 91.0%	27 5.3%	19 3.7% 9.0%	510	107	617
3-17	Storm sewer maintenance	73 14.0%	231 44.2% 58.1%	115 22.0% 80.1%	51 9.8%	53 10.1% 19.9%	523	93	616
3-18	Water supply maintenance	126 24.3%	328 63.3% 87.6%	53 10.2% 97.9%	10 1.9%	1 0.2% 2.1%	518	93	611
3-19	City building maintenance	142 27.0%	337 64.1% 91.1%	41 7.8% 98.9%	6 1.1%	0 0.0% 1.1%	526	92	618

#### SECTION FOUR - TRAFFIC AND TRANSPORTATION

Please rate each of the following?

		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
4-1	Commuter parking	97 21.7%	269 60.0% 81.7%	66 14.7% 96.4%	11 2.5%	5 1.1% 3.6%	448	167	615
4-2	Shopper parking	101 16.6%	318 52.4% 69.0%	151 24.9% 93.9%	28 4.6%	9 1.5% 6.1%	607	14	621
4-3	Ease of travel by car	125 20.6%	307 50.5% 71.1%	134 22.0% 93.1%	35 5.8%	7 1.2% 6.9%	608	8	616
4-4	Traffic enforcement	101 17.9%	352 62.5% 80.5%	83 14.7% 95.2%	18 3.2%	9 1.6% 4.8%	563	56	619
4-5	Condition of streets	80 13.0%	325 52.7% 65.6%	173 28.0% 93.7%	29 4.7%	10 1.6% 6.3%	617	5	622
4-6	Ease of travel by bike	60 14.7%	221 54.3% 69.0%	87 21.4% 90.4%	32 7.9%	7 1.7% 9.6%	407	199	606

4-7	Bike parking	38 11.3%	165 49.3% 60.6%	91 27.2% 87.8%	34 10.1%	7 2.1% 12.2%	335	268	603
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**How do you rate traffic speed compliance in ....**

4-8	Your neighborhood	57 9.3%	265 43.3% 52.6%	168 27.5% 80.1%	83 13.6%	39 6.4% 19.9%	612	8	620
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4-9	Throughout the City	55 9.1%	347 57.6% 66.8%	160 26.6% 93.4%	25 4.2%	15 2.5% 6.6%	602	13	615
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4-10 Have you observed the Police Department's SMART trailer in the community during the last year?

Total Responses		
Yes	No	
474	149	623
76.1%	23.9%	

4-11	If "Yes," how do you rate its effectiveness in controlling vehicular speeds?	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
		57 12.4%	216 47.0% 59.3%	130 28.3% 87.6%	40 8.7%	17 3.7% 12.4%	460	43	503

4-12 Are you aware of the 25 mile per hour speed limit (unless otherwise posted) on Elmhurst residential streets?

Total Responses		
Yes	No	
568	56	624
91.0%	9.0%	

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

	Responses	
	Number	Percentage
20 miles or more	111	24.3%
16 - 19 miles	78	17.1%
11 - 15 miles	73	16.0%
6 - 10 miles	84	18.4%
Less than 5 miles	111	24.3%
Total Responses	457	100.0%

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

	Responses	
	Number	Percentage
Personal Vehicle (a)	371	77.0%
Carpool (b)	4	0.8%
Bus to train (c)	0	0.0%
Car to train (d)	56	11.6%
Walk to Train (e)	30	6.2%
Bike (f)	6	1.2%
Walk (g)	7	1.5%
Bike to Train (h)	1	0.2%
Other (i)	7	1.5%
Total Responses	482	100.0%

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

	Responses	
	Number	Percentage
Recreation (a)	353	46.6%
Exercise (b)	283	37.3%
Transportation/Commuting (c)	39	5.1%
Errands around town (d)	83	10.9%
Total Responses	758	100.0%

Would you support the city building bicycle infrastructure for the following purposes:

		Yes	No	No Opinion	Total Responses
4-16	Recreation	383 63.3%	94 15.5%	128 21.2%	605
4-17	Commuting to downtown	338 56.6%	113 18.9%	146 24.5%	597
4-18	For children commuting to school	386 64.8%	93 15.6%	117 19.6%	596

**SECTION FIVE - DOWNTOWN**

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

		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
5-1	Attractiveness and appearance	138 22.4%	364 59.0% 81.4%	101 16.4% 97.7%	13 2.1%	1 0.2% 2.3%	617	6	623
5-2	Parking convenience and availability	111 18.0%	303 49.0% 67.0%	154 24.9% 91.9%	40 6.5%	10 1.6% 8.1%	618	4	622
5-3	Special events and promotions	95 17.2%	329 59.6% 76.8%	109 19.7% 96.6%	15 2.7%	4 0.7% 3.4%	552	66	618
5-4	Snow removal (walks/parking lots)	154 26.4%	352 60.3% 86.6%	67 11.5% 98.1%	10 1.7%	1 0.2% 1.9%	584	36	620
5-5	Litter and trash clean-up	188 31.3%	371 61.7% 93.0%	36 6.0% 99.0%	4 0.7%	2 0.3% 1.0%	601	18	619
5-6	Pedestrian accessibility and security	174 28.8%	376 62.1% 90.9%	50 8.3% 99.2%	5 0.8%	0 0.0% 0.8%	605	15	620
5-7	What is your best source for City event information?	Responses							
	City Centre website (a)	86	8.8%						
	"Front Porch" newsletter (b)	389	39.7%						
	Local newspapers (c)	299	30.5%						
	Virtual Backpack flyers (d)	30	3.1%						
	Social Media (Facebook/Twitter) (e)	63	6.4%						
	City website (www.elmhurst.org) (f)	80	8.2%						
	Other (g)	32	3.3%						
	Total Responses	979	100.0%						



5-8 Did you attend any of the following events in City Centre?

	Responses	
	Number	Percentage
Easter Event with the Easter Bunny and free movie (a)	30	4.7%
Girlfriends Getaway Shopping Event (b)	42	6.6%
School's Out Party in the Plaza (c)	32	5.0%
Block to Block Music Series on Wednesday nights in the Summer (d)	146	23.0%
Rock the Block Party on 9/11 - 9/12 (e)	162	25.5%
Boo-tiful Saturday Trick or Treating Event and free movie (f)	75	11.8%
City of Elmhurst Tree Lighting Event (g)	124	19.5%
Hometown Holiday Event with Santa and free movie (h)	25	3.9%
Total Responses	636	100.0%

5-9 Please List any other events that you'd like to see added to City Centre's event calendar?

1. Car Shows
2. Elmfest
3. Taste of Elmhurst

5-10 What activity most often brings you downtown?

	Responses	
	Number	Percentage
Movie (a)	296	19.5%
Dining (b)	408	26.8%
Fitness (c)	42	2.8%
Shopping (d)	207	13.6%
Service (e)	91	6.0%
City Centre event (f)	46	3.0%
Gourmet food shops (g)	24	1.6%
Groceries (h)	206	13.5%
Coffee shop (i)	139	9.1%
Other (j)	62	4.1%
Total Responses	1521	100.0%

5-11 How often do you or members of your family visit or shop in the City Centre?

	Responses	
	Number	Percentage
At least once a week (a)	269	43.6%
At least once a month (b)	191	31.0%
Every few months (c)	90	14.6%
1 - 2 times per year (d)	44	7.1%
Not at all (e)	23	3.7%
Total Responses	617	100.0%

5-12 How would coordinated and extended weekday evening retail hours in the City Centre impact your shopping habits?

	Responses	
I would shop there much more if the hours were extended (a)	34	5.7%
I would shop there a little more if the hours were extended (b)	104	17.4%
There would be no change in my shopping habits (c)	451	75.5%
Other (d)	8	1.3%
Total Responses	597	100.0%

5-13 What type of retail stores would you most like to see added to downtown Elmhurst? (Mark all that apply)

	Responses	
Restaurants (a)	284	51.3%
Men's clothing (b)	113	20.4%
Women's clothing (c)	158	28.5%
Children's clothing (d)	100	18.1%
Specialty Items / Gifts (e)	163	29.4%
Music Store (f)	91	16.4%
Book Store (g)	261	47.1%
Gourmet foods / Specialty grocery (h)	149	26.9%
Other (i)	98	17.7%

5-14 Besides the City Centre, in what areas of Elmhurst do you shop?

	Responses	
Spring Road (a)	268	45.2%
York & Vallette(b)	230	38.8%
Butterfield & York (c)	270	45.5%
Elmhurst Crossing (Rt 83 & St Charles) (d)	435	73.4%
North York Street (North of North Ave.) (e)	190	32.0%
Other (f)	19	3.2%

5-15 Compared to last year, do you shop in Elmhurst?

	More	About the Same	Less	Total Responses
	77	500	34	611
	12.6%	81.8%	5.6%	

5-16 Please List 5 items you most often travel outside of Elmhurst to purchase:

1. Clothing
2. Groceries
3. Gas
4. Books
5. Electronics

5-17 When shopping outside Elmhurst, where do you most often shop?

	Responses	
Online (a)	295	22.8%
Mall (b)	353	27.3%
Big box retailer (c)	279	21.6%
Warehouse club (d)	270	20.9%
Other downtown shopping districts (e)	43	3.3%
Other (f)	54	4.2%
Total Responses	1294	100.0%

5-18 When dining outside of Elmhurst, what are the top restaurant concepts/reasons you consider choosing where you dine?

	Responses	
Fast food (a)	79	4.9%
Chain Restaurant (b)	132	8.3%
Brew pub (c)	162	10.1%
Specialty/Boutique Dining (d)	343	21.5%
Ratings/Reviews (e)	205	12.8%
Word of mouth (f)	331	20.7%
Special offers (g)	175	11.0%
Locally sourced (h)	85	5.3%
Other (i)	86	5.4%
Total Responses	1598	100.0%

5-19 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)

	In Elmhurst	Outside Elmhurst	Online	All about Equally	% exclusively in Elmhurst	% at least partially in Elmhurst	Responses
Automobiles	147	239	21	100	29.0%	48.7%	507
Electronics	9	398	122	22	1.6%	5.6%	551
Large Appliances	11	461	37	20	2.1%	5.9%	529
Small Appliances	42	366	82	49	7.8%	16.9%	539
Groceries	397	133	1	51	68.2%	77.0%	582
Sporting Goods	19	381	62	36	3.8%	11.0%	498
Fabrics/Home Goods	24	394	49	33	4.8%	11.4%	500
Toys	63	266	78	69	13.2%	27.7%	476
Books	16	286	188	28	3.1%	8.5%	518
Clothing	61	400	77	53	10.3%	19.3%	591
Shoes	63	385	72	48	11.1%	19.5%	568
Hardware/Home Improvement	188	310	14	70	32.3%	44.3%	582
Dining	236	258	3	136	37.3%	58.8%	633

## SECTION SIX - BUILDING AND CODE ENFORCEMENT

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

		Total Responses
Yes	No	
100	513	613
16.3%	83.7%	

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

		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
6-2	Response time	38 36.9%	40 38.8% 75.7%	14 13.6% 89.3%	7 6.8%	4 3.9% 10.7%	103	46	149
6-3	Accuracy of information	33 33.3%	41 41.4% 74.7%	13 13.1% 87.9%	5 5.1%	7 7.1% 12.1%	99	44	143
6-4	Quality of service	37 37.8%	35 35.7% 73.5%	11 11.2% 84.7%	9 9.2%	6 6.1% 15.3%	98	45	143
6-5	Professionalism and courtesy	45 43.7%	40 38.8% 82.5%	10 9.7% 92.2%	2 1.9%	6 5.8% 7.8%	103	42	145

## SECTION SEVEN - CULTURAL ATTRACTIONS

### Elmhurst Public Library

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

	Responses	
	Number	Percentage
At least once a week (a)	172	27.7%
At least once a month (b)	204	32.9%
Every few months (c)	100	16.1%
1 - 2 times per year (d)	78	12.6%
Not at all (e)	66	10.6%
Total Responses	620	100.0%

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

	Responses	
	Number	Percentage
To check out items	494	89.7%
Meeting Room Space	92	16.7%
To use the computer	65	11.8%
Attend programs	176	31.9%
As a place to work/study	159	28.9%
As a place to meet with others	87	15.8%

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

		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
7-3	Professionalism and courtesy	398 74.8%	124 23.3% 98.1%	8 1.5% 99.6%	1 0.2%	1 0.2% 0.4%	532	13	545
7-4	Library services in general	398 75.7%	117 22.2% 97.9%	10 1.9% 99.8%	0 0.0%	1 0.2% 0.2%	526	14	540

7-5	Children's programs	213 74.5%	67 23.4%	6 2.1%	0 0.0%	0 0.0%	286	237	523
			97.9%	100.0%		0.0%			

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

	Responses	
Quarterly newsletter (Fine Print)(a)	394	75.0%
Library website (www.elmhurstpubliclibrary.org) (b)	195	37.1%
Local newspapers (c)	172	32.8%
Library flyers/posters (d)	129	24.6%
Twitter (e)	3	0.6%
Facebook (f)	16	3.0%

#### Elmhurst Historical Museum

7-7	Have you visited the Elmhurst Historical Museum in the past 12 months?	Yes 121 19.7%	No 493 80.3%	Total Responses 614
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7-8 If yes, what are the reasons you visited the Elmhurst Historical Museum in the past 12 months? (Mark all that apply)

	Responses	
See an exhibit (a)	102	80.3%
School/scout field trip (b)	8	6.3%
Children's program (c)	9	7.1%
Family program (d)	11	8.7%
Adult program (e)	27	21.3%
Conduct research (f)	4	3.1%
Take visiting friends/family (g)	25	19.7%
Other (h)	8	6.3%

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
7-9 Professionalism and courtesy	84 68.3%	38 30.9%	1 0.8%	0 0.0%	0 0.0%	123	36	149
		99.2%	100.0%					

7-10	Overall satisfaction with visit:	75 61.5%	43 35.2%	3 2.5%	0 0.0%	1 0.8%	122	36	150
			96.7%	99.2%					

7-11	Quality of service (exhibit, educational program, research)	76 62.3%	40 32.8%	5 4.1%	0 0.0%	1 0.8%	122	36	150
			95.1%	99.2%					

7-12 How many times in the past 12 months have you or a member of your family visited the Elmhurst Historical Museum?

	More Than 10	6 - 10	3 - 5	Twice	Once	Never	Total Responses
	5 1.0%	4 0.8%	23 4.6%	40 8.1%	68 13.7%	356 71.8%	496
				14.5%	28.2%		

7-13 If there was an admission fee, would you have visited the Elmhurst Historical Museum the same number of times?

Yes	No	Not Sure	Total Responses
134 31.6%	99 23.3%	191 45.0%	424

7-14 What do you believe is a reasonable admission fee for the Elmhurst Historical Museum?

	Responses	
\$1 - \$3 (a)	239	56.2%
\$4 - \$5 (b)	118	27.8%
More than \$5 (c)	7	1.6%
Other (d)	61	14.4%

7-15	In the past 12 months, how many times have you or a member of your family visited other museums outside of Elmhurst?						
	More Than 10	6 - 10	3 - 5	Twice	Once	Not at All	Total Responses
	17	37	121	133	89	167	564
	3.0%	6.6%	21.5%	23.6%	15.8%	29.6%	
				54.6%	70.4%		

7-16 Have you recommended a visit to the Elmhurst Historical Museum to friends or other families?

Yes	No	Total Responses
149	383	532
28.0%	72.0%	

7-17 From this list, indicate ALL the ways you get information about Elmhurst Historical Museum: (Mark all that apply)

	Responses	
Family/friends (a)	82	18.0%
"Front Porch" newsletter (b)	368	80.9%
Local newspapers (c)	254	55.8%
City/Museum website (d)	41	9.0%
Word of mouth (e)	99	21.8%
Virtual Backpack flyers(f)	20	4.4%
Museum calendars of events and flyers (g)	74	16.3%
District 205 website (h)	39	8.6%
Social Media/Facebook (i)	30	6.6%
Other (j)	16	3.5%

7-18 If you or family members visit museums, what day(s) and time(s) are most convenient? (Mark all that apply)

	Responses	
Weekday morning (a)	66	14.7%
Weekday afternoon (b)	108	24.1%
Weekday evening (c)	67	15.0%
Saturday (d)	335	74.8%
Sunday (e)	263	58.7%

7-19 Would you or your family be interested in evening hours and/or programs?

Yes	No	Total Responses
191	308	499
38.3%	61.7%	

7-20 Do you consider going to a museum as: (Mark all that apply)

	Responses	
Entertainment (a)	361	70.9%
Social Opportunity (b)	88	17.3%
Educational (c)	427	83.9%
Other (please specify) (d)	7	1.4%

#### Cultural Attractions: other

7-21 Which Elmhurst cultural venues have you and/or your family visited in the past 12 months? (Mark all that apply)

	Responses	
Elmhurst Symphony (a)	52	14.7%
Elmhurst Art Museum (b)	155	43.9%
Elmhurst Historical Museum (c)	96	27.2%
Elmhurst Choral Union (d)	20	5.7%
Lizzadro Museum of Lapidary Art (e)	136	38.5%
Theatre Historical Society of America (f)	2	0.6%
Elmhurst College lectures/concerts (g)	129	36.5%
Elmhurst Children's Theatre (h)	42	11.9%
GreenMan Theatre Troupe (i)	23	6.5%
Other (j)	26	7.4%

7-22 Where do you find information on community events and activities?

	Responses	
Family/friends (a)	189	34.4%
"Front Porch" newsletter (b)	426	77.6%
Local newspapers (c)	357	65.0%
City Centre website (d)	48	8.7%
Word of mouth (e)	184	33.5%
Virtual Backpack flyers(f)	35	6.4%
Museum calendars of events and flyers (g)	45	8.2%
District 205 website (h)	53	9.7%
Social Media/Facebook (i)	61	11.1%
Other (j)	12	2.2%

7-23 Were you aware of the Elmhurst Trolley program last summer?

Yes	No	Total Responses
464	140	604
76.8%	23.2%	

7-24 If "Yes," did you ride the trolley?

Yes	No	Total Responses
51	459	510
10.0%	90.0%	

7-25 How do you rate the overall cultural opportunities in Elmhurst?

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
103	327	115	6	1	552	32	584
18.7%	59.2%	20.8%	1.1%	0.2%			
	77.9%	98.7%					

## SECTION EIGHT - FINANCE

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

Yes	No	Total Responses
249	359	608
41.0%	59.0%	

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
8-2 Response time	125	113	17	4	2	261	30	291
	47.9%	43.3%	6.5%	1.5%	0.8%			
		91.2%	97.7%		2.3%			

8-3 Quality of service

127	106	21	2	3	259	31	290
49.0%	40.9%	8.1%	0.8%	1.2%			
	90.0%	98.1%		1.9%			

8-4 Professionalism and courtesy

129	103	18	3	2	255	34	289
50.6%	40.4%	7.1%	1.2%	0.8%			
	91.0%	98.0%		2.0%			

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

Over 10	6-10	2-5	Once	Not at all	Total Responses
22	39	234	153	138	586
3.8%	6.7%	39.9%	26.1%	23.5%	

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

Yes	No	Total Responses
366	241	607
60.3%	39.7%	

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

Yes	No	Total Responses
493	115	608
81.1%	18.9%	

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

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
168	327	54	5	2	556	43	599
30.2%	58.8%	9.7%	0.9%	0.4%			
	89.0%	98.7%		1.3%			

#### SECTION NINE - COMMUNICATIONS

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

	Responses	
"Front Porch" newsletter (a)	508	84.8%
Cable TV (b)	28	4.7%
City Website (www.elmhurst.org) (c)	195	32.6%
Social Media/Facebook (d)	78	13.0%
CodeRED (e)	43	7.2%
Utility bill inserts (f)	152	25.4%
Suburban Life (Elmhurst Press) (g)	292	48.7%
Chicago Tribune (h)	101	16.9%
Elmhurst Independent (i)	344	57.4%
Notify Me (City e-messages) (j)	19	3.2%
Virtual Backpack flyers (k)	33	5.5%
Other (l)	17	2.8%

9-2	Do you use the Internet?	Yes	No	Total Responses
		558	49	607
		91.9%	8.1%	

9-3	If "Yes," where do you use the Internet?	Home	Work	Mobile Device	Library	Laptop/ Wi-Fi	Other	Total Responses
		445	276	305	54	200	6	643
		69.2%	42.9%	47.4%	8.4%	31.1%	0.9%	

9-4	If "Yes," how often do you use the Internet?	Daily	Weekly	Monthly	Total Responses
		524	26	9	559
		93.7%	4.7%	1.6%	

9-5	Do you have a telephone landline at home?	Yes	No	Total Responses
		463	141	604
		76.7%	23.3%	

9-6	How many times in the past 6 months have you visited the City website?	Over 10	6 - 10	4 - 6	3 - 5	1 - 2	Never	Total Responses
		42	52	45	97	185	176	597
		7.0%	8.7%	7.5%	16.2%	31.0%	29.5%	

9-7 What type of device do you use to access the City website?

	Responses	
Computer (a)	424	57.3%
Tablet (b)	138	18.6%
Smart phone (c)	178	24.1%
Total Responses	740	100.0%

9-8 What was the reason for your visit? (Mark all that apply)

	Responses	
Information regarding City services (a)	318	68.8%
Calendar information (b)	175	37.9%
City Code information (c)	72	15.6%
City Council minutes and agendas (d)	28	6.1%
Contact information for elected officials and staff (e)	43	9.3%
City forms and applications (f)	108	23.4%
Electronic payments (g)	163	35.3%
Other (h)	38	8.2%

9-9 How would you rate the website in terms of its ability to solve your problem or get you the information you were looking for?

	Responses							Total Responses
	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion	
	48	285	102	10	5	450	71	521
	10.7%	63.3%	22.7%	2.2%	1.1%			
		74.0%	96.7%		3.3%			

9-10 How would you rate the quality of the City's "Front Porch" newsletter

	Responses							Total Responses
	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion	
	182	319	50	1	1	553	40	593
	30.7%	57.7%	9.0%	0.2%	0.2%			
		90.6%	99.6%		0.4%			

9-11 How many times in the past 12 months have you watched a City Council meeting on television?  
Local Government Channels on Comcast (Channel 6) or AT&T U-verse (Channel 99)

	More Than 10	6 - 10	4 - 6	3 - 5	1 - 2	Not at all	Total Responses
	5	2	3	12	43	533	598
	0.8%	0.3%	0.5%	2.0%	7.2%	89.1%	

9-12 How many times have you watched a City Council meeting online? (Available through City's website-www.elmhurst.org)

	More Than 10	6 - 10	4 - 6	3 - 5	1 - 2	Not at all	Total Responses
	3	1	5	7	31	531	578
	0.5%	0.2%	0.9%	1.2%	5.4%	91.9%	

9-13 How would you rate City efforts to keep you informed?

	Responses							Total Responses
	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	With Opinion	No Opinion	
	65	330	142	16	3	556	28	584
	11.7%	59.4%	25.5%	2.9%	0.5%			
		71.0%	96.6%		3.4%			

9-14 Have you visited the City's Stormwater Management website? (elmhurststormwaterplan.org)

	Yes	No	Total Responses
	78	513	591
	13.2%	86.8%	



9-15 If "Yes," have you signed up for updates on specific stormwater management projects?

Yes	No	Total Responses
11	264	275
4.0%	96.0%	

9-16 The City offers electronic message (e-mail and text) alerts through the City's "Notify Me" website application ([www.elmhurst.org/list.aspx](http://www.elmhurst.org/list.aspx)). Which "Notify Me" alerts are you signed up for? (Mark all that apply)

	Responses	
City Council/Committee Agendas (a)	11	2.1%
City News and Announcements (b)	25	4.7%
Economic Development (c)	6	1.1%
Election Information (d)	6	1.1%
Elmhurst Historical Museum (e)	4	0.8%
Storm/Flood Information (f)	55	10.4%
Visitor & Tourism News (g)	7	1.3%
Weather Emergency (h)	87	16.4%
Volunteer Opportunities (i)	4	0.8%
News Flash (j)	26	4.9%
Calendars (k)	6	1.1%
None (l)	418	78.7%

#### SECTION TEN - BUDGET

10-1 How would you rate the value of City programs/services for the fees and taxes you pay to the City?

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
40	239	224	39	15	557	29	586
7.2%	42.9%	40.2%	7.0%	2.7%			
	50.1%	90.3%		9.7%			

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

	Responses	
City website (a)	91	15.9%
City newsletter (b)	187	32.6%
Attend meetings and hearings (c)	19	3.3%
Library (d)	11	1.9%
Local newspapers (e)	291	50.8%
Local blogs (f)	9	1.6%
Word of mouth (g)	113	19.7%
Don't know (h)	140	24.4%

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

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
7	78	227	171	67	550	45	595
1.3%	14.2%	41.3%	31.1%	12.2%			
	15.5%	56.7%		43.3%			

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

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
18	158	197	34	17	424	169	593
4.2%	37.3%	46.5%	8.0%	4.0%			
	41.5%	88.0%		12.0%			

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

Yes	No	Total Responses
271	326	597
45.4%	54.6%	

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

Yes	No	Total Responses
64	532	596
10.7%	89.3%	

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

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
2	44	40	3	3	92	135	227
2.2%	47.8%	43.5%	3.3%	3.3%			
	50.0%	93.5%		6.5%			

	Too Much (3)	About Right (2)	Not Enough (1)	Responses With Opinion	No Opinion (0)	Total Responses
Police protection	16 3.3%	439 89.2%	37 7.5%	492	16	508
Traffic enforcement	63 11.5%	426 77.9%	58 10.6%	547	33	580
Parking enforcement	52 9.5%	475 87.0%	19 3.5%	546	35	581
Fire protection	31 5.7%	478 87.4%	38 6.9%	547	40	587
Ambulance services	5 1.1%	421 96.3%	11 2.5%	437	140	577
Building code enforcement	32 7.4%	328 75.8%	73 16.9%	433	144	577
Street maintenance	5 0.9%	393 68.6%	175 30.5%	573	8	581
Street sweeping/cleaning	7 1.2%	446 79.1%	111 19.7%	564	16	580
Sidewalk maintenance	4 0.7%	362 66.5%	178 32.7%	544	36	580
50/50 sidewalk program	12 3.1%	297 77.7%	73 19.1%	382	181	563
Tree maintenance	13 2.3%	448 80.6%	95 17.1%	556	27	583
Tree replacement	9 1.7%	405 76.0%	119 22.3%	533	46	579
Snow/ice removal	9 1.6%	424 74.3%	138 24.2%	571	17	588
Historical museum programs/services	22 5.4%	373 91.0%	15 3.7%	410	160	570
Library programs/services	27 5.3%	468 91.8%	15 2.9%	510	71	581
Refuse collection	7 1.2%	526 93.6%	29 5.2%	562	20	582
Mosquito control	14 2.7%	363 71.2%	133 26.1%	510	72	582
Animal control	8 1.7%	330 69.8%	135 28.5%	473	103	576
Sanitary collection and treatment	7 1.4%	471 92.9%	29 5.7%	507	67	574
Water production and distribution	8 1.6%	467 94.9%	17 3.5%	492	80	572
Stormwater management	11 2.1%	250 48.6%	253 49.2%	514	65	579
Private property stormwater assistance (Rear yard drain program)	19 4.6%	204 49.9%	186 45.5%	409	157	566
Private property sanitary sewer assistance (Overhead sewer program)	16 4.4%	224 61.5%	124 34.1%	364	200	564

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

	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Responses With Opinion	No Opinion	Total Responses
	10	200	216	54	15	495	102	597
	2.0%	40.4%	43.6%	10.9%	3.0%			
		42.4%	86.1%		13.9%			

#### SECTION ELEVEN - DEMOGRAPHIC INFORMATION

11-1	Which category best reflects your age?	18 - 25 Years	26 - 35 Years	36 - 45 Years	46 - 55 Years	56 - 65 Years	Over 65 Years	Total Responses
		1	31	104	158	132	172	598
		0.2%	5.2%	17.4%	26.4%	22.1%	28.8%	100.0%

11-2	What is your gender?	Male	Female	Total Responses
		308	290	598
		51.5%	48.5%	

11-3	How long have you lived in Elmhurst?	5 Years or Less	6 - 10 Years	11 - 20 Years	21 - 35 Years	36 - 50 Years	Over 50 Years	Total Responses
		85	57	114	144	142	63	605
		14.0%	9.4%	18.8%	23.8%	23.5%	10.4%	100.0%

11-4	Do you own or rent your residence?	Own	Rent	Total Responses
		587	11	598
		98.2%	1.8%	

11-5 Please identify the area of the City in which you live.

	Responses	
	Number	Percentage
North of North Avenue & East of York Street (a)	64	10.8%
North of North Avenue & West of York Street (b)	87	14.7%
Between IL Prairie Path & North Ave. & East of York St. (c)	118	20.0%
Between IL Prairie Path & North Ave. & West of York St. (d)	112	19.0%
South of the IL Prairie Path & East of York Street (e)	101	17.1%
South of the IL Prairie Path & West of York Street (f)	108	18.3%
Total Responses	590	100.0%

11-6 What is your household income?

	Responses	
	Number	Percentage
Less than \$30,000 (a)	33	6.1%
\$30,000 - \$50,000 (b)	52	9.7%
\$50,000 - \$70,000 (c)	53	9.9%
\$70,000 - \$100,000 (d)	85	15.8%
\$100,000 - \$200,000 (e)	182	33.8%
Over \$200,000(f)	133	24.7%
	538	100.0%

11-7 What is your current employment status?

	Responses	
	Number	Percentage
employed (a)	394	66.2%
unemployed (b)	18	3.0%
retired (c)	183	30.8%
	595	100.0%

11-9 How many children (ages 0-18) currently live in your household?

	Responses	
	Number	Percentage
0 (a)	341	57.4%
1 (b)	77	13.0%
2 (c)	113	19.0%
3 (d)	51	8.6%
4 (e)	10	1.7%
5 or more (f)	2	0.3%
	594	100.0%

11-10 If you have school-aged children, do they attend Elmhurst public schools?

	Total Responses	
Yes	No	
175	95	270
64.8%	35.2%	

11-11 What type of housing do you live in?

	Responses	
	Number	Percentage
Single Family Home (a)	586	97.5%
Townhouse (b)	15	2.5%
Apartment/condo (c)	0	0.0%
	601	100.0%

## SECTION TWELVE - GENERAL COMMENTS

12-1 What three things do you like most about living in Elmhurst?

Response	Ranking			Total Responses	Percentage
	#1	#2	#3		
Access to transportation (a)	55	54	43	152	6.6%
Central location/convenience (b)	137	99	84	320	13.9%
City services (c)	23	32	17	72	3.1%
Cultural opportunities (d)	13	30	19	62	2.7%
Library (e)	34	53	41	128	5.6%
Overall appearance of City (f)	36	45	30	111	4.8%
Parks, recreation/leisure opportunities (g)	29	44	41	114	5.0%
Property value (h)	70	97	65	232	10.1%
Quality of life (i)	141	100	74	315	13.7%
Quality of schools (j)	123	104	51	278	12.1%
Retail shopping opportunities (k)	7	39	10	56	2.4%
Safety (l)	59	66	62	187	8.1%
Sense of community/neighborhood (m)	74	64	62	200	8.7%
Street and sidewalk maintenance (n)	14	28	8	50	2.2%
Other (o)	7	9	6	22	1.0%
Total Responses	822	864	613	2,299	100.0%

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

Response	Ranking			Total Responses	Percentage
	#1	#2	#3		
Airplane noise (a)	51	64	35	150	7.2%
Building/zoning codes (b)	25	27	30	82	3.9%
City services (c)	11	21	9	41	2.0%
Cost of living, general (d)	68	95	59	222	10.6%
Housing prices (e)	39	41	39	119	5.7%
Parking (f)	20	33	23	76	3.6%
Parks, recreation/leisure opportunities (g)	5	16	14	35	1.7%
Quality of schools (h)	11	12	15	38	1.8%
Refuse collection services (i)	6	17	13	36	1.7%
Retail shopping opportunities (j)	21	54	60	135	6.5%
Safety (k)	10	13	10	33	1.6%
Street/sidewalk maintenance (l)	17	30	31	78	3.7%
Stormwater management/flooding (m)	113	80	54	247	11.8%
Taxes (n)	185	126	56	367	17.6%
Traffic congestions (o)	40	55	74	169	8.1%
Traffic noise (p)	18	32	27	77	3.7%
Traffic speed (q)	12	28	19	59	2.8%
Train noise (r)	20	25	25	70	3.3%
Other (s)	17	18	21	56	2.7%
Total Responses	689	787	614	2,090	100.0%

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

Response	Ranking			Total Responses	Percentage
	#1	#2	#3		
Airplane noise/airport expansion (a)	31	37	39	107	5.3%
Cost of government services (b)	36	42	25	103	5.1%
Cost of living/affordability (c)	102	94	55	251	12.5%
Crime (d)	21	35	29	85	4.2%
Housing replacement (e)	20	19	16	55	2.7%
Maintaining infrastructure (f)	29	36	21	86	4.3%
Maintaining quality of life (g)	20	36	31	87	4.3%
Parking (h)	5	19	7	31	1.5%
Population inc./demographics change (i)	37	60	34	131	6.5%
Property value decline (j)	14	34	22	70	3.5%
Quality of businesses (k)	20	30	36	86	4.3%
Quality of City services (l)	5	12	9	26	1.3%
Quality of Parks and rec. programs (m)	4	13	8	25	1.2%
Quality of schools (n)	25	25	22	72	3.6%
Stormwater management/flooding (o)	117	74	52	243	12.1%
Substance abuse (p)	14	52	42	108	5.4%
Taxes (q)	123	88	86	297	14.8%
Traffic congestion (r)	30	39	45	114	5.7%
Other (s)	8	8	10	26	1.3%
Total Responses	661	753	589	2,003	100.0%

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

Excellent (5)	Good (4)	Fair (3)	Poor (2)	Poor (1)	Responses With Opinion	No Opinion	Total Responses
47	358	142	18	1	566	22	588
8.3%	63.3%	25.1%	3.2%	0.2%			
	71.6%	96.6%		3.4%			